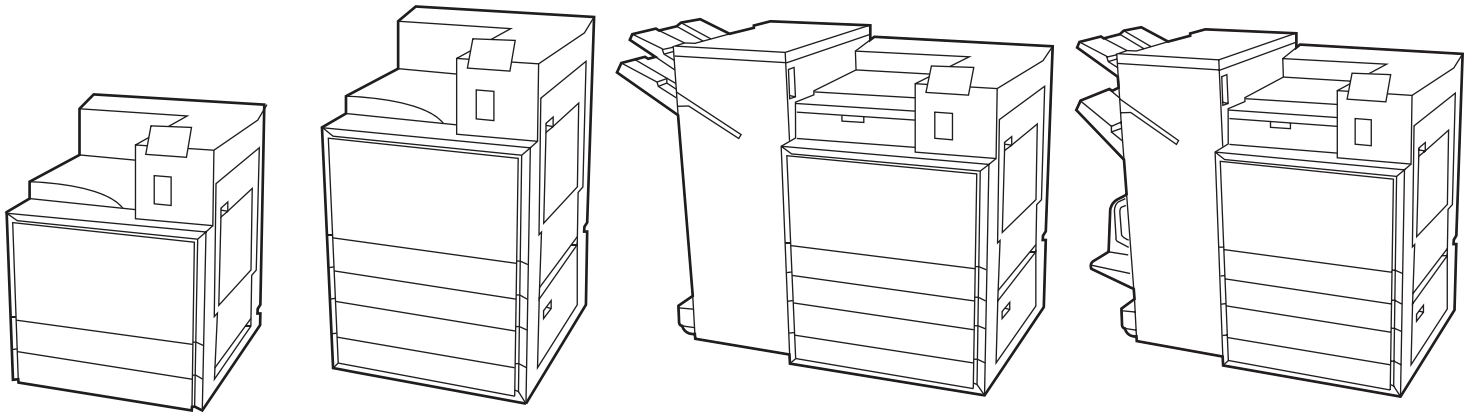
HP LaserJet Enterprise 8501

Repair Manual



www.hp.com/support/lj8501

HP LaserJet Enterprise 8501 Series - Repair Manual

SUMMARY

This guide provides troubleshooting and repair information.

Legal information

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Conventions used in this guide

Learn about the conventions used in this publication.

TIP: Tips provide helpful hints or shortcuts.

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

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

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

Safety precautions

Follow these safety protocols when handling or repairing the printer.

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

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

WARNING: Hazardous voltages exist within the product.

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

Follow these precautions always:

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

Warnings and Cautions

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

Electrical precautions

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

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

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

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

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

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

Electrostatic Discharge (ESD) precautions

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

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

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

    Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts.

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

Handling toner

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

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

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

Lifting equipment

Follow the recommendations for lifting or moving your printer.

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

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

Safety measures during disassembling or reassembling

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

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

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

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

Ingestion hazards

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

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

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

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

Laser radiation hazards

The printer is certified as a Class 1 laser product.

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

Mechanical hazards

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

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

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

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

Thermal hazards

Caution: Inspection before repair for fuser

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

Contact HP Support

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

Before contacting HP Support

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

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

Information required when contacting HP Support

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

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

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

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

Phone support

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

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

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

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1 Product information, configurations, and specifications

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

Printer views

Learn more specifically about the different views of the printer.

Printer front view

Locate features on the front of the printer.

Figure 1-1 Printer front view

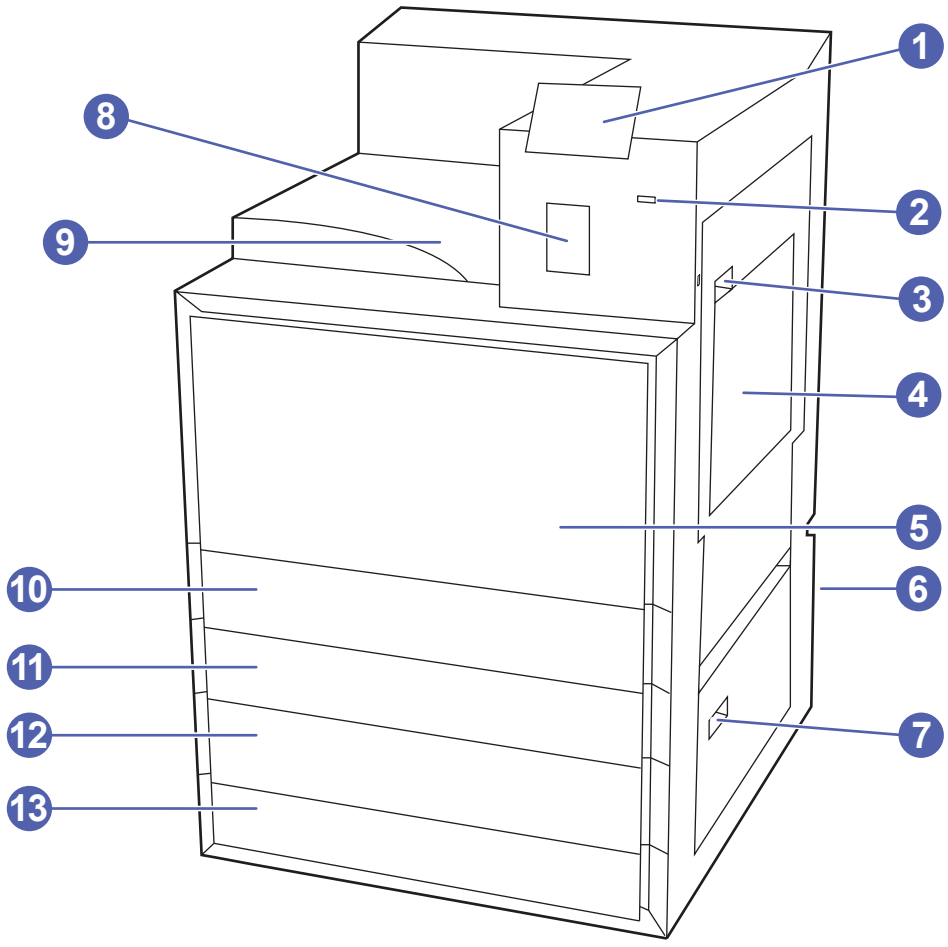


Table 1-1 Printer front view

Item	Description
1	Control panel with color touchscreen display (tilts up for easier viewing)

Table 1-1 Printer front view (continued)

Item	Description
2	On/off button
3	Right door, for access for clearing jams
4	Tray 1 (multipurpose tray)
5	Front door, for access to the toner cartridges
6	Power connection
7	Jam access door (for Trays 4 and 5)
8	Hardware integration pocket (HIP), for connecting accessory and third-party devices
9	Output bin
10	Tray 2
11	Tray 3
12	Tray 4
13	Tray 5

Printer back view

Locate features on the back of the printer.

Figure 1-2 Printer back view

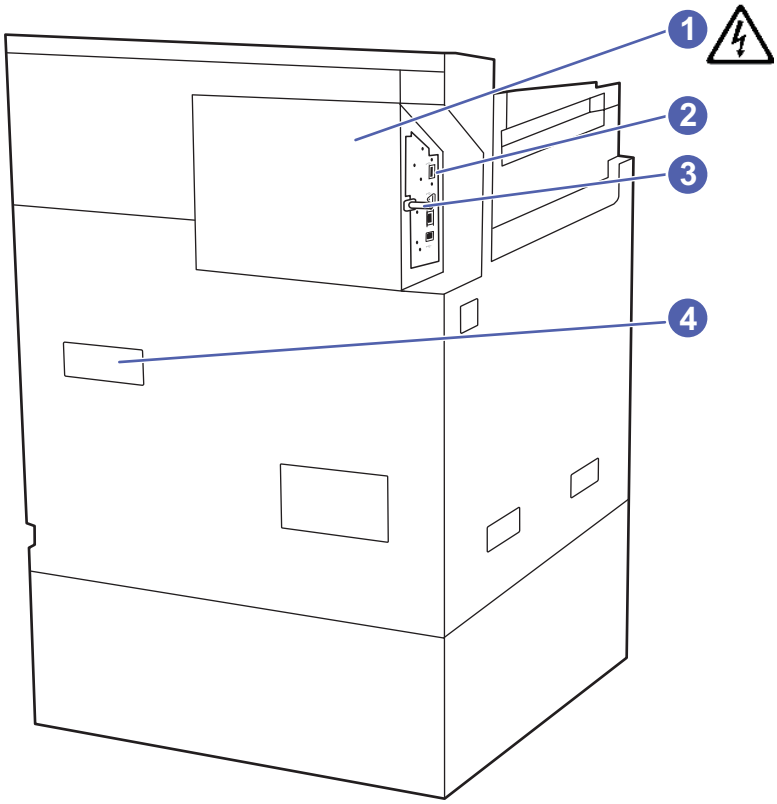


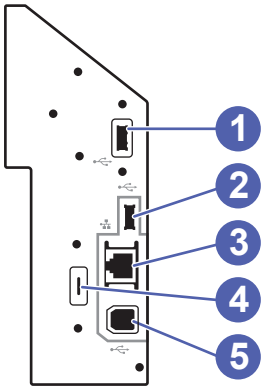
Table 1-2 Printer back view

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

Interface ports view

Locate the interface ports on the printer formatter.

Figure 1-3 Interface ports view



Item	Description
1	Hi-Speed USB 2.0 host port for connecting external USB devices (this port might be covered) **NOTE:** For easy-access USB printing, use the USB port near the control panel.
2	SuperSpeed USB 3.0 host port for connecting external USB devices (this port might be covered)
3	Local area network (LAN) Ethernet (RJ-45) network port
4	Slot for a cable-type security lock
5	SuperSpeed USB 3.0 printing port

Control-panel view

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

NOTE: Tilt the control panel for easier viewing.

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

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

Figure 1-4 Control-panel view

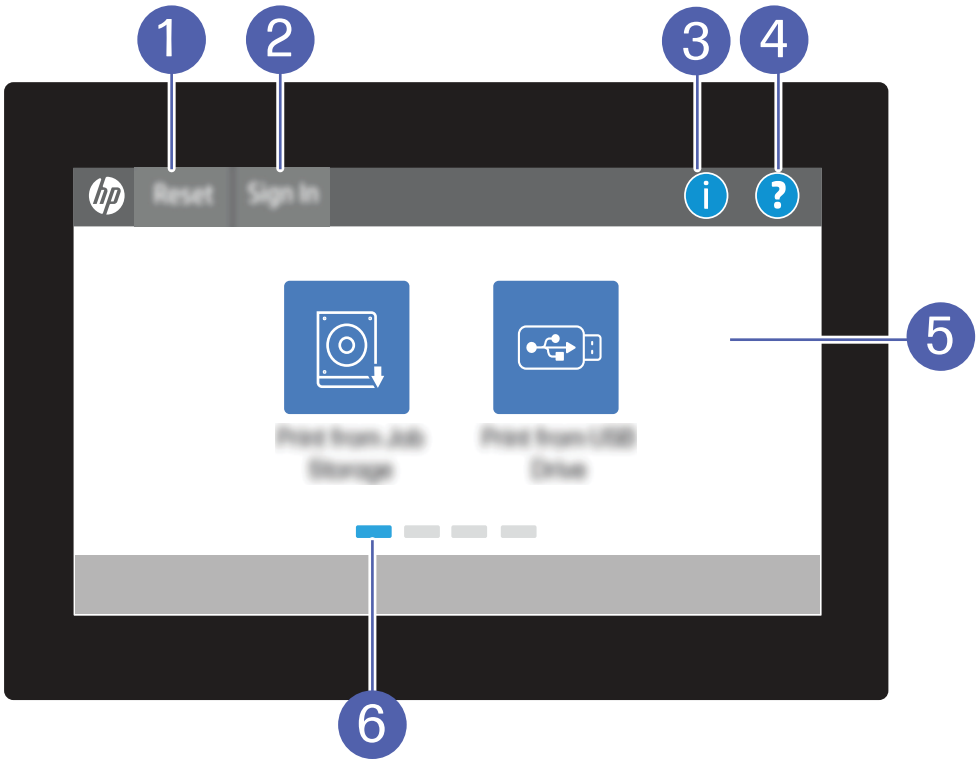


Table 1-3 Control-panel view

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

Table 1-3 Control-panel view (continued)

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

How to use the touchscreen control panel

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

Table 1-4 Touchscreen control panel actions

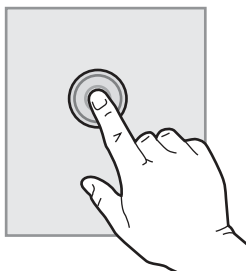
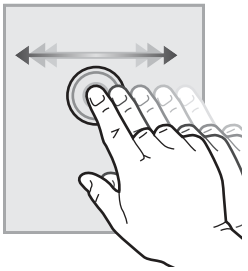
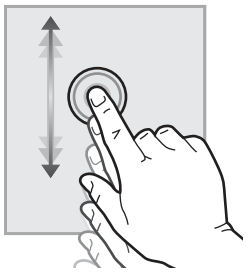
Action	Description	Example
Touch 	Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Touch the Settings icon to open the Settings app.

Table 1-4 Touchscreen control panel actions (continued)

Action	Description	Example
Swipe 	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Settings app displays.
Scroll 	Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling.	Scroll through the Settings app.

Specifications

Learn about the specifications.

Basic specifications

Learn about the basic specifications of the printer.

Supported operating systems

Learn about supported operating systems.

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

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

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

Table 1-5 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)
Windows 11, 64-bit Windows 10, 32-bit and 64-bit	The PCL 6/PSA printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.

Table 1-5 Supported operating systems and print drivers (continued)

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

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

Table 1-6 Minimum system requirements

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

Mobile printing solutions

Learn what HP offers for mobile printing solutions.

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

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

Printer dimensions

Learn about the printer dimensions.

Figure 1-5 Printer dimensions (dn model) fully open

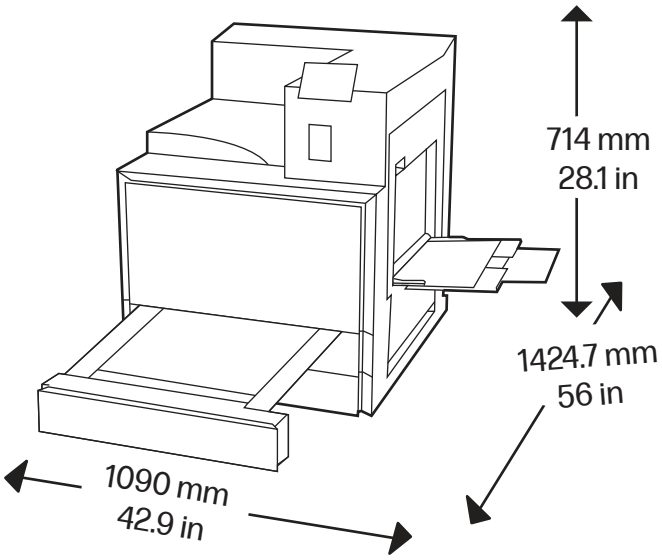


Figure 1-6 Printer dimensions (x model) fully open

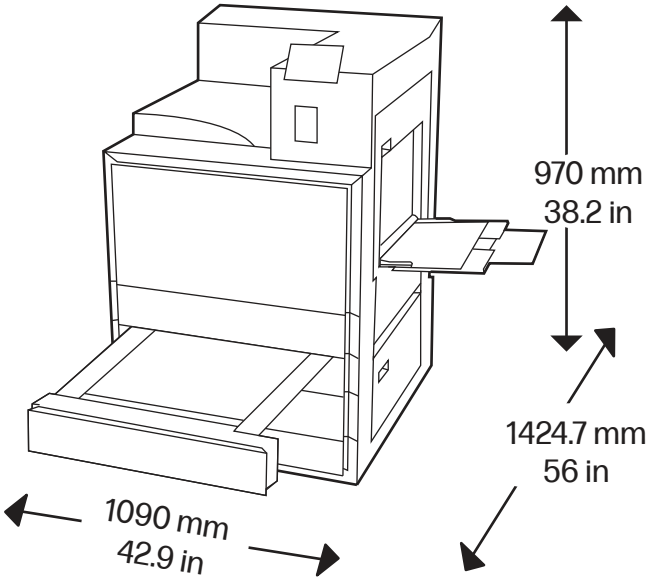
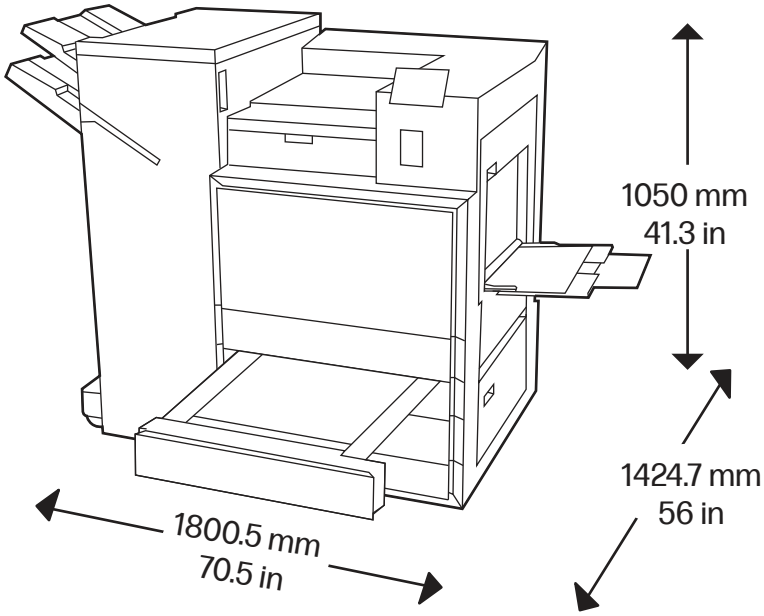


Figure 1-7 Printer dimensions (x+ model) fully open



Operating-environment range

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

Table 1-7 Operating-environment specifications

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

General specifications

Learn about general specifications for printer models.

Table 1-8 General specifications

Item	Specification
ASIC	GigaTron Quad 1.6 GHz ARM A72 + Dual 1.4 GHz ARM A53
Memory	6 GB
Storage	256 GB SSD
Connectivity (I/O standard)	Gigabit LAN USB 3.2 Gen1 (USB 3.0) Device USB 3.2 Gen1 (USB 3.0)/2.0 Host ports TPM
Power Requirement	Input voltage: 110 to 127Vac (+/- 10%), 220 to 240Vac (+/- 10%), 50/60 Hz (+/- 3%)
Sound Power Level	Blue Angel UZ-205: • 70ppm: ≤7.6 Bel(A) ISO, Idle: Sound Pressure Level ≤30dB(A)

Print specifications

Learn about the print specifications.

Table 1-9 Print specifications

Item	Specification
Print speed (normal, A4/ Letter)	8501dn, x, x+, xb+: 70 ppm
Resolution	1200 dpi
Print Languages	HP PCL 5e, HP PCL 6, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible
Supported Network Protocols	IPv4/IPv6: Apple Bonjour Compatible (Mac OS 10.2.4 or higher), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP, IPsec/Firewall IPv6: DHCPv6, MLDv1, ICMPv6 IPv4: Auto-IP, SLP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print Other: NetWare NDS, Bindery, ePrint
USB printing	Yes

Paper handling specifications

Learn about the paper handling specifications.

Table 1-10 Paper handling specifications

Item	Specification
Input capacity	**Tray 1**: 100 sheets (80 gsm) **Tray 2**: 520 sheets (80 gsm) **Tray 3**: 520 sheets (80 gsm) **Tray 4 (x, x+, xb+)**: 520 sheets (80 gsm) **Tray 5 (x, x+, xb+)**: 520 sheets (80 gsm)
Custom media sizes	**Tray 1**: 98 x 139.7 mm (3.86 x 5.5 in) to 320 x 457 mm (12.6 x 18 in) **Tray 2**: 98 x 140 mm (3.86 x 5.51 in) to 297 x 390 mm (11.7 x 15.35) **Tray 3**: 140 x 182 mm (5.51 x 7.16 in) to 320 x 457 mm (12.6 x 18 in) **Tray 4 (x, x+, xb+)**: 140 x 182 mm (5.51 x 7.16 in) to 320 x 457 mm (12.6 x 18 in) **Tray 5 (x, x+, xb+)**: 140 x 182 mm (5.51 x 7.16 in) to 320 x 457 mm (12.6 x 18 in)
Standard media sizes (Tray 1, 2)	**Tray 1**: A3, A4, A4R, A5, A5R, A6, RA4, SRA4, B4 (JIS), B5 (JIS), B6 (JIS), 10x15cm, Oficio, 8K, 16k, Postcard (JIS), Dpostcard (JIS), Envelope B5, Envelop C5,Envelope C6, Envelope DL **Tray 2**: A4, A5, A6, B6, Letter, Statement, Envelope Monarch, Envelope DL, Envelope C5, Envelope C6, Envelope No. 10, Envelope No. 9, Custom (98 x 140 mm (3.86 x 5.51 in) to 297 x 390 mm (11.7 x 15.35)) B4 (JIS)
Standard media sizes (Tray 3, 4, 5)	**Tray 3**: SRA3, A3, A4, A5, B4, B5(JIS), B5(ISO), Tabloid extra, Ledger, Legal, Letter, Executive, Statement, 8K, 16K, Oficio, Folio, Custom (140 x 182 mm (5.51 x 7.16 in) to 320 x 457 mm (12.6 x 18 in)) **Tray 4 (x, x+, xb+)**: SRA3, A3, A4, A5, B4, B5(JIS), B5(ISO), Tabloid extra, Ledger, Legal, Letter, Executive, Statement, 8K, 16K, Oficio, Folio, Custom (140 x 182 mm (5.51 x 7.16 in) to 320 x 457 mm (12.6 x 18 in)) **Tray 5 (x, x+, xb+)**: SRA3, A3, A4, A5, B4, B5(JIS), B5(ISO), Tabloid extra, Ledger, Legal, Letter, Executive, Statement, 8K, 16K, Oficio, Folio, Custom (140 x 182 mm (5.51 x 7.16 in) to 320 x 457 mm (12.6 x 18 in))
Media types supported	**Tray 1, 2**: Light, Plain, Mid-weight, Heavy, Extra Heavy, PaperBoard, Cardstock, Envelope, Label, Transparency **Tray 3, Tray 4, 5 (x, x+, xb+)**: Light, Plain, Mid-weight, Heavy, Extra Heavy, PaperBoard, Cardstock, Label, Transparency

Table 1-10 Paper handling specifications (continued)

Item	Specification
Media weights (Tray 1, 2)	**Tray 1, 2**: • Light: 60~70 g/m² • Plain: 71~95 g/m² • Mid-weight: 96~110 g/m² • Heavy: 111~130 g/m² • Extra Heavy: 131~175 g/m² • PaperBoard: 221~255 g/m² • PaperBoard: 256~300 g/m² • PaperBoard: 301+ g/m² • Cardstock: 176~220 g/m² • Envelope: 76~120 g/m² • Label: 120~150 g/m² • Transparency: 138~146 g/m²
Media weights (Tray 3, 4, 5)	**Tray 3, Tray 4, 5 (x, x+, xb+)**: • Light: 60~70 g/m² • Plain: 71~95 g/m² • Mid-weight: 96~110 g/m² • Heavy: 111~130 g/m² • Extra Heavy: 131~175 g/m² • PaperBoard: 221~255 g/m² • PaperBoard: 256~300 g/m² • PaperBoard: 301+ g/m² • Cardstock: 176~220 g/m² • Label: 120~150 g/m² • Transparency: 138~146 g/m²
Standard media sizes (duplex)	139.7 x 182 mm (5.5 x 7.16 in) to 320 x 457 mm (12.6 x 18 in)
Media weights (duplex)	60 to 300 g/m²
Media types supported (duplex)	Light, Plain, Mid-Weight, Heavy, Extra Heavy, PaperBoard, Cardstock

Table 1-11 Paper trays and accessories

Trays and accessories	Availability
Tray 1 (100-sheet capacity)	Included
Tray 2 (520-sheet capacity)	Included

Table 1-11 Paper trays and accessories (continued)

Trays and accessories	Availability
Tray 3 (520-sheet capacity)	Included
Tray 4 (x, x+, xb+) (520-sheet capacity)	Included
Tray 5 (x, x+, xb+) (520-sheet capacity)	Included
Stapler/stacker finishing accessory (8501x+ only)	Included
HP Second exit	Included
Booklet maker finishing accessory (8501xb+ only)	Included
BLE/NFC/Wireless Kit - Optional	Optional

Supplies

Learn about the supplies.

Table 1-12 Supplies

Item	Product number	Average yield
HP 176A Black Original Toner Cartridge	W1760A	Approx. 45,000 pages
HP 176A Black Original Imaging Drum	W1766A	600,000 pages
HP LaserJet Toner collection unit (TCU)	9U1Q5A	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 19752. Actual yields vary considerably based on images printed and other factors. For more information, visit www.hp.com/go/learnaboutsupplies.

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

IMPORTANT: Toner cartridges or other supplies must be purchased in the same country/region as the printer being used. Otherwise, new toner cartridges or other supplies will be incompatible with the printer. This is due to differing configurations of toner cartridges and other supplies according to the conditions of a specific country/region.

Maintenance parts (Long Life Consumables (LLC))

Learn about the printer maintenance parts.

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

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

Table 1-13 Maintenance parts

Item	Product number	Life
HP LaserJet Black Developer Unit	5PN82-67002	1,200,000 pages
HP 176A Black Original Imaging Drum	W1766A	600,000 pages

Table 1-13 Maintenance parts (continued)

Item	Product number	Life
HP LaserJet Fuser 100V Kit **NOTE:** Only for Japan	5PN53-67001	600,000 pages
HP LaserJet Fuser 110V Kit	5PN76-67001	600,000 pages
HP LaserJet Fuser 220V Kit	5PN77-67001	600,000 pages
HP LaserJet Image Transfer Kit	5PN85-67001	600,000 pages
HP LaserJet Trays 2-x Roller Kit (4 ea)	5PN66-67001	360,000 pages
HP LaserJet Flow MP Roller Kit	5RC03-67001	200,000 pages

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

Network and software specifications

Learn about the network and software specifications.

Network interface

Learn about the network interface.

Network OS

Windows

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

Mac

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

Linux

- CentOS 8, 64-bit

- Ubuntu 20.04.2.0 LTS
- Fedora 33
- Red Hat Enterprise Linux 8

Others

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

Table 1-14 Network interfaces

Type	Protocol	Details
Network Protocol	TCP/IP	TCP/IPv4, HTTP, SNMPv1/v2c/v3, LDAP, SMTP, SSL/TLS, IPSec, DNS, WINS, SLP, Bonjour, SSDP, DDNS, DHCP/BOOTP, IPv6
Network Protocol	NetBIOS over TCP/IP	Supported
Network Protocol	Others	HTTPS, IPSec, 802.1x
IP Addressing	Static IP	Supported
IP Addressing	Auto IP	Supported
IP Addressing	BOOTP	Supported
IP Addressing	DHCP	Supported
SNMP/MIB Access	MIB-2 (RFC 1213)	Supported
SNMP/MIB Access	Host Resource MIB (RFC 2790)	Supported
SNMP/MIB Access	Printer MIB (RFC 3805)	Supported
SNMP/MIB Access	Finisher MIB (RFC 3806)	Supported
SNMP/MIB Access	HP Compatibility	Supported partially
SNMP/MIB Access	SNMP Trap	Supported
Printing Protocols	Windows Printing (SMB)	Not supported
Printing Protocols	LPR/LPD	Supported
Printing Protocols	IPP	Supported
Printing Protocols	Port 9100	Supported
Device Discovery	DNS	Supported
Device Discovery	Dynamic DNS	Supported
Device Discovery	Multicast DNS (Bonjour)	Supported
Device Discovery	WSD (including Print and Scan)	Supported (Print and Scan)
Device Discovery	SLP	Supported
Device Discovery	uPNP (SSDP)	Supported

Options

Learn about printer options and accessories.

Option specifications

Learn about option specifications.

Table 1-15 HP LaserJet Dual Cassette Department Feeder option specifications

Item	Specification
Capacity	520 x 2 sheets
Media sizes	• **Tray 4**: 139.7 mm x 182 mm - 320 mm x 457.2 mm (5.5 in x 7.17 in - 12.59 in x 18 in) • **Tray 5**: 139.7 mm x 182 mm - 320 mm x 457.2 mm (5.5 in x 7.17 in - 12.59 in x 18 in)
Media types	Thin/Plain/Thick/Heavy Weight/Extra Heavy Weight/Letterhead/Pre-Printed/Hole Punched/Colored/Bond/Recycled
Media weight	• Light: 60~70 g/m² • Plain: 71~95 g/m² • Mid-weight: 96~110 g/m² • Heavy: 111~130 g/m² • Extra Heavy: 131~175 g/m² • PaperBoard: 221~255 g/m² • PaperBoard: 256~300 g/m² • PaperBoard: 301+ g/m² • Cardstock: 176~220 g/m² • Label: 120~150 g/m² • Transparency: 138~146 g/m²
Sensing	• H/W install detect: Yes • Paper empty and low level detect: Yes • Paper type detect: No • Paper size detect: Yes
Dimensions	585 mm x 694.6 mm x 312.2 mm (23 in x 27 in x 12 in)
Weight	Net 28.5 kg (62.8 lb), packing 32 kg (70.5 lb)

Table 1-16 HP LaserJet Stapler/Stacker Finisher option specifications

Item	Specification
Capacity	65 sheets stapling, 3,250 sheets stacking
Staple cartridge capacity	5,000 staples/cartridge
Stacking	• **Top tray**: 250 sheets (A4/LT at 80 grams per square meter) • **Finishing tray**: 3,000 sheets (A4/LT at 80 grams per square meter)

Table 1-16 HP LaserJet Stapler/Stacker Finisher option specifications (continued)

Item	Specification
Stapling	• Maximum number of sheets: 65 sheets stapling with 90 grams per square meter sheet • Stapling positions: 2 corners (single, 45 degree), center (double)
Offline stapling	Yes
Offset at non-staple job	Yes
Offset at staple job	N/A
Output stacking	Face down

Table 1-17 HP LaserJet Booklet Finisher option specifications

Item	Specification
Capacity	65 sheets stapling, 2,000 sheets stacking
Staple cartridge capacity	5,000 staples/cartridge
Stacking	• **Top tray**: 250 sheets (A4/LT at 80 grams per square meter) • **Finishing tray**: 2,000 sheets (A4/LT at 80 grams per square meter)
Stapling	• Maximum number of sheets: 65 sheets stapling with 90 grams per square meter sheet • Stapling positions: 2 corners (single), center (double)
Saddle stapling	Maximum number of sheets: 25 sheets stapling with 80 grams per square meter sheet
Offline stapling	Yes
Offset at non-staple job	Yes
Offset at staple job	N/A
Output stacking	Face down

Table 1-18 HP LaserJet Hole Punch Accessory option specifications

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

Table 1-19 Other options

Part	Part number
HP LaserJet Paper Tray Heaters Accy	Y1G22A
HP Accessibility Assistant	478C2A

Table 1-19 Other options (continued)

Part	Part number
HP Removable Hard Drive Enclosure	2NR12A
HP Accessibility Kit	2TD64A
HP JetDirect 3100w BLE/NFC/Wireless Accy	3JN69A
HP Legic Reader	4QL32A
HP Internal USB Ports	4XN67A
HP Secure Ultimate Performance TAA Hard Disk Drive	6HN31A
HP Jetdirect LAN Accessory	8FP31A
HP Secure Ultimate Performance Hard Disk Drive	9EQ11A
HP Foreign Interface Harness	B5L31A
HP SmartCard NIPRNet Solution for US Government	CC543B
HP SmartCard SIPRNet Solution for US Government	F8B30A
HP USB Universal Card Reader	X3D03A
HP Card Reader Rotation Adapter Kit[1]	63C82-67029
HP HIP2 Keystroke Reader	Y7C05A
HP SIM for HID iClass for HIP2 Reader	Y7C07A

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

Configurable Options

Learn about the configurable options.

Table 1-20 Configurable Options

Selectable component	Component name
Device colors	Atmosphere Blue Color Panels
	Lunar Gray Color Panels
	Comet Red Color Panels
	Cosmic Green Color Panels
	Constellation Yellow Color Panels
	Aurora Purple Color Panels

Table 1-20 Configurable Options (continued)

Selectable component	Component name
Color panel options for 2x520 paper trays	Atmosphere Blue Color Panels Lunar Gray Color Panels Comet Red Color Panels Cosmic Green Color Panels Constellation Yellow Color Panels Aurora Purple Color Panels
Color panel options for high-capacity paper trays	Atmosphere Blue Color Panels Lunar Gray Color Panels Comet Red Color Panels Cosmic Green Color Panels Constellation Yellow Color Panels Aurora Purple Color Panels
Paper handling input (Mandatory for MFP)	HP 2x520-sheet Feeder HP 2K-sheet High-Capacity Feeder HP 2K-sheet HC Tray for Letter
Output finishing	HP Inner Finisher HP Stapler/Stacker Finisher HP Booklet Finisher (AMS only)
Mass storage	HP 256GB Solid State Drive HP 512GB Solid State Drive HP 500GB SED CCC FIPS Hard Disk Drive HP 500GB SED Hard Disk Drive

2 Product installation and maintenance

Learn more about product installation and maintenance.

Product installation

For more information about hardware, engine, and accessory installation for the printer, refer to the installation guides available on support.hp.com.

Maintenance

Learn about preventive maintenance and printer cleaning procedures.

PM table (Preventive Maintenance)

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

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

NOTE:

- Depending on the printing patterns and the job mode used, consumable part lifespans vary.
- Toner cartridges and the Toner Collection Unit are excluded from this table because they are classified as supplies, not long life consumables (LLCs).

In the tables below, the following abbreviations are used:

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

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

Table 2-1 Clean/Inspect

Item	360K	600K	1200K 2400K 3600K	1800K	3000K	Notes
Paper dust holder		C	C	C	C	
CTD Sensor		C	C	C	C	Mandatory after OPC or Deve unit replaced

Table 2-1 Clean/Inspect (continued)

Item	360K	600K	1200K 2400K 3600K	1800K	3000K	Notes
Deve guide plate	I/C	I/C	I/C	I/C	I/C	Check for contamination, and then clean if necessary.
Paper guide adjustment check in Trays	I	I	I	I	I	Recommended at every visit

Table 2-2 Consumable check

Item	360K	600K	1200K 2400K 3600K	1800K	3000K	Notes
K OPC		I/R	I/R	I/R	I/R	
Image transfer belt		I/R	I/R	I/R	I/R	
Fuser		I/R	I/R	I/R	I/R	
K Deve units			I/R			
Roller kit for Tray 1	I/R	I/R	I/R	I/R	I/R	Recommended at every visit
Roller kit for Tray 2-x	I/R	I/R	I/R	I/R	I/R	Recommended at every visit

Cleaning

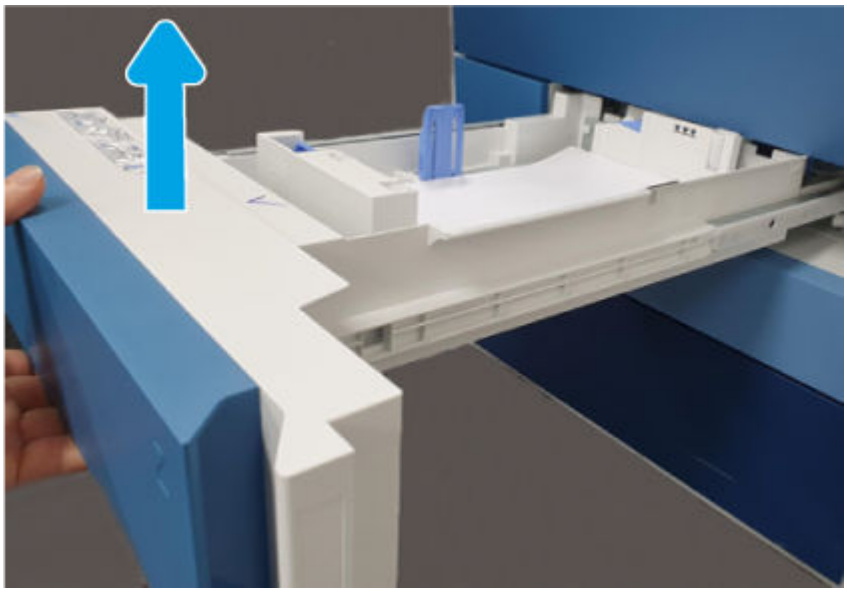
Use the procedures below to carry out regular cleaning procedures.

Cleaning the paper dust holder

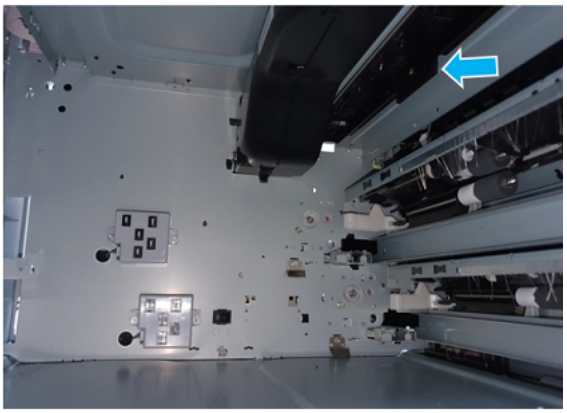
Learn about cleaning the paper dust holder.

The paper dust holder cleaning is recommended at every 600K pages. Be aware that clean the paper dust holder message does not appear to avoid interrupting customer usage. Thus, technicians need to do this task actively. Use the following procedure to complete this task.

1. Remove Trays 2 and 3 from the printer. To remove them, pull the tray almost all of the way out of the printer, and then lift it up to remove it.

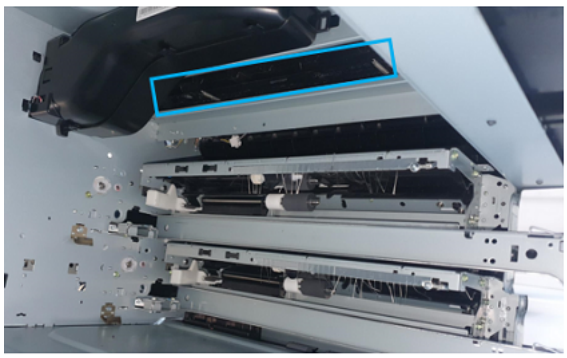


2. Remove the paper dust holder. To remove it, locate the handle and pull it in the direction shown by arrow below.



3. Clean the Paper dust holder, and then reassemble it.

4. Insert the paper dust holder back into the printer. When replacing it, push it back in to the same location until you feel it click into place.



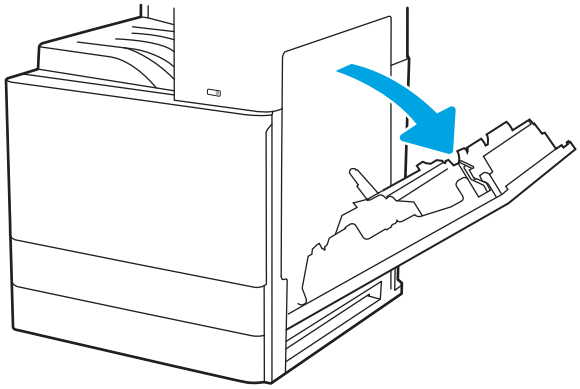
5. Insert Trays 2 and 3 back into the printer.

Cleaning the CTD sensor

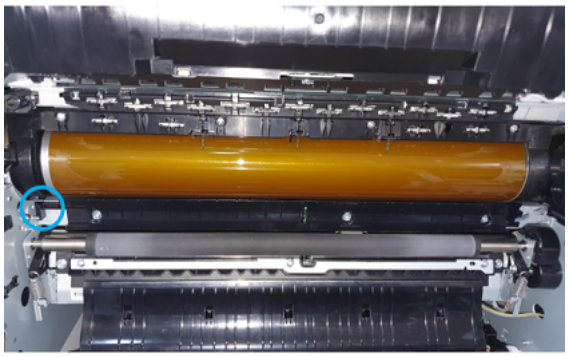
Use the following procedure to clean the CTD sensor.

The CTD sensor is designed to be cleaned automatically by each paper pass. However, it is strongly recommend that manual cleaning take place during every visit in order to maintain quality copies. Note that once the OPC or Developer unit is replaced, manual cleaning is required in order to clear contamination which might be caused during those replacements.

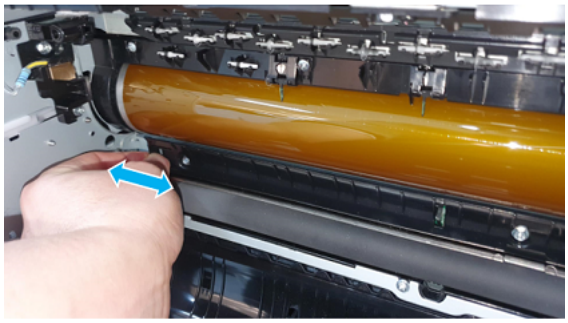
1. Open the right door.



2. Locate the CTD sensor handle.



3. Clean the sensor by sliding the handle left and right several times.



4. Close the right door.

Cleaning the deve plate guide

Learn about cleaning the deve plate guide.

Inspect the deve plate guide for contamination at every engine counter preventative maintenance visit, and then clean it if necessary. Cleaning the plate guide helps to prevent image quality issues (for example, background).

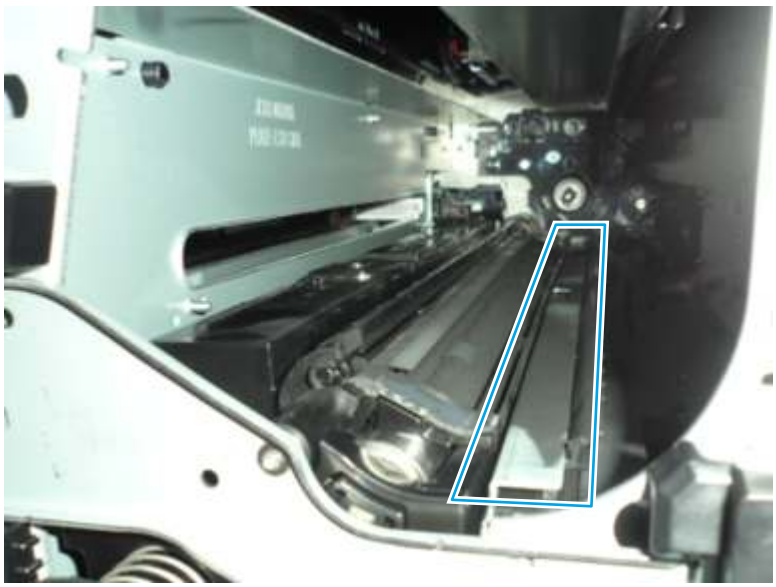
Use the following procedure to complete this task.

TIP: Cleaning the deve plate guide requires removing the OPC and Deve which is a time consuming activity. Always inspect the plate guide for contamination first, and then only clean the plated guide if it is dirty. If there is no contamination, cleaning is not required.

1. Remove the OPC.
2. Inspect the deve plate guide for contamination.

NOTE: If the deve plate guide is not contaminated, skip the remaining steps.

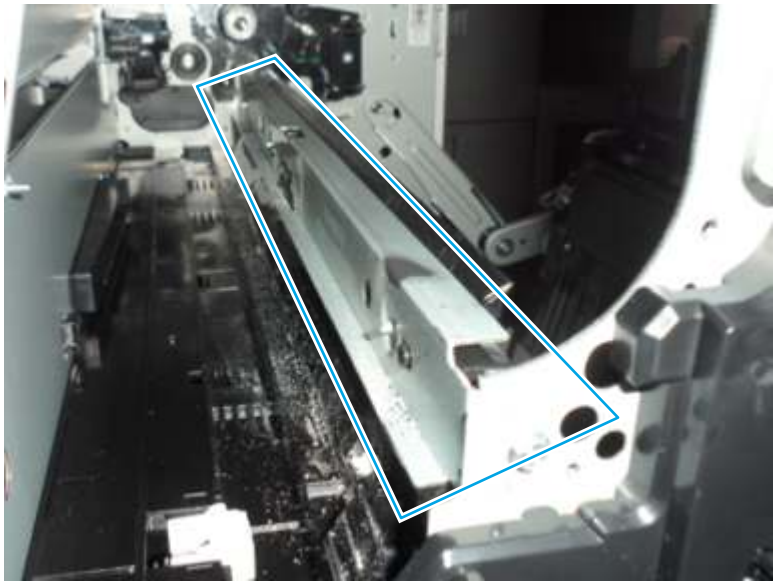
Figure 2-1 Check for contamination



3. If the deve plate guide is contaminated, do the following to clean it.
   a. Remove the developer unit.
   b. Clean the surfaces of the plate.

TIP: To increase access to the plate, open the right door.

Figure 2-2 Clean the plate



Inspection procedures

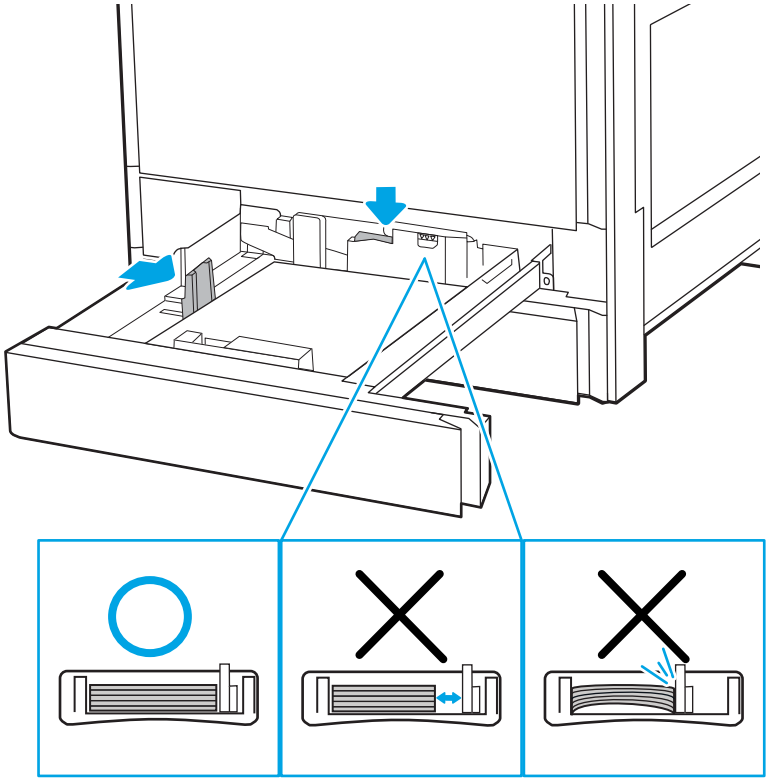
Use the following procedures to inspect the printer during maintenance visits.

Inspect paper guide adjustment in trays

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

1. Fan the paper.

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



Inspect consumables (LLC life remaining)

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

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

1. Select the following control panel menus:
   - Support tools
   - Service (Enter Pin: 05085025)
   - Advanced service
   - Service reports
2. Select Supplies information report and click the Print button.

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

Table 2-3 Long life consumables (LLCs)

Item	Part number	Life
HP LaserJet Black Developer Unit	5PN82-67002	1,200,000 pages
HP LaserJet Image Transfer Kit	5PN85-67001	600,000 pages

Table 2-3 Long life consumables (LLCs) (continued)

Item	Part number	Life
HP LaserJet Fuser 100V Kit **NOTE:** Only for Japan	5PN53-67001	600,000 pages
HP LaserJet Fuser 110V Kit	5PN76-67001	600,000 pages
HP LaserJet Fuser 220V Kit	5PN77-67001	600,000 pages
HP LaserJet Flow MP Roller Kit	5RC03-67001	200,000 pages
HP LaserJet Trays 2-x Roller Kit (4 ea)	5PN66-67001	360,000 pages

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

Maintenance (remove and replace)

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

- Black drum unit on page 737
- Paper Transfer Belt (PTB) on page 477
- Fuser unit on page 778
- Black Developer unit on page 740
- Tray 1 roller kit (pickup/forward/reverse) on page 322
- Tray 2, 3 roller kit (pickup/forward/reverse) on page 337

Counter reset after LLC replacement

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

- Image transfer belt
- Black Developer unit
- Pickup/Forward/Separation roller (for Tray 2-x)
- Pickup/Forward/Separation roller (for Tray1)

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

1. Select the following menus:
   - Support tools
   - Service (Enter Pin: 05085025)
   - Reset supplies
2. Select the LLC being replaced, and then click the Reset button.

3 Problem solving

Learn about problem solving.

General troubleshooting guide

Learn about general troubleshooting.

Troubleshooting process

Learn about the troubleshooting process.

Determine the problem source

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

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

Before beginning any troubleshooting procedure, check the following issues:

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

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

Power subsystem

Learn about the power subsystem.

Power-on checks

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

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

Power-on troubleshooting overview

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

During normal operation, a cooling fan begins to spin briefly after the printer power is turned on. Place your hand over the vents at the rear of the printer, next to the formatter, or on the on the rear of the scanner. If the fan is operating, you will feel air passing out of the printer. You can lean close to the printer and hear the fan operating.

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

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

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

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

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

Following are some printer behaviors the customer might encounter:

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

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

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

Following are some questions to ask the customer:

- Was the printer newly install or has the printer been properly functioning?
  - For a new install, investigate to see if there was any shipping damage to the printer.
  - Did the customer notice any damage to the shipping box or any visible damage to the printer?
- What happened just prior to the control panel going blank?

- Was the printer serviced recently, a power outage occurred?
- Has a lightning storm recently occurred?
- Did the customer recently add a memory DIMM or install a third-party component?

- Make sure to get a complete description of the failure.
  - Is the control-panel display completely blank (might be faint text and no back light)?
  - Is the control-panel display back light on?
  - Has a print job been sent to the printer? The customer might report that their print jobs seemed to print but when they go to the printer the control-panel display is blank.

Recommended actions

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

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

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

TIP: Try using a different power cable if possible.

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

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

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

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

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

    - Make sure that the formatter is fully seated.

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

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

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

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

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

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

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

Control panel checks

Learn about the control panel checks.

Control panel diagnostic flowcharts

Learn about the control panel diagnostic flowcharts.

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

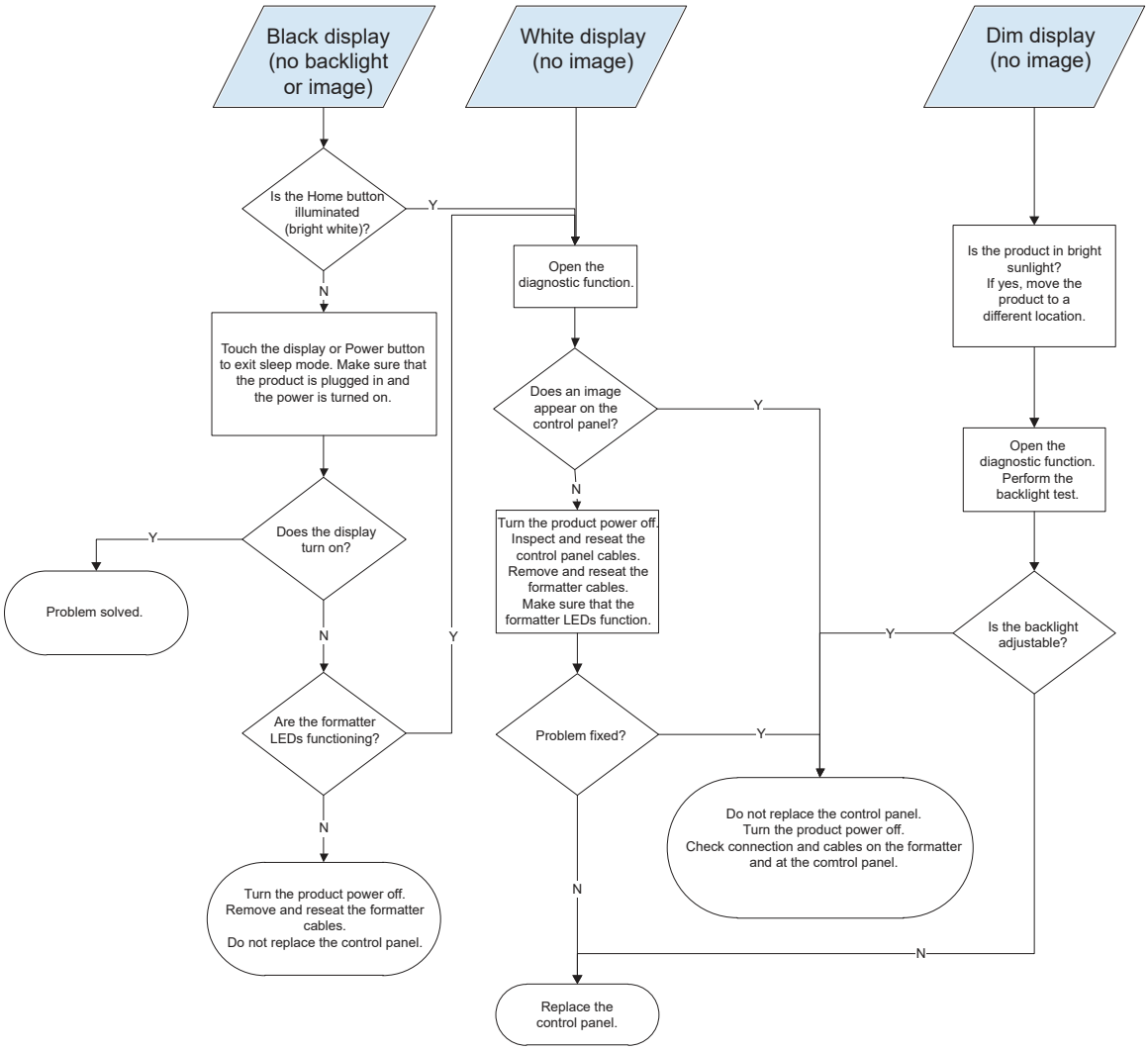
- Touchscreen is blank, white, or dim (no image).
- Touchscreen is slow to respond or requires multiple presses to respond.
- Touchscreen has an unresponsive zone.
- No control panel sound.
- Hardware integration pocket (HIP) is not functioning (control panel functional).

Touchscreen black, white, or dim (no image)

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

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

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

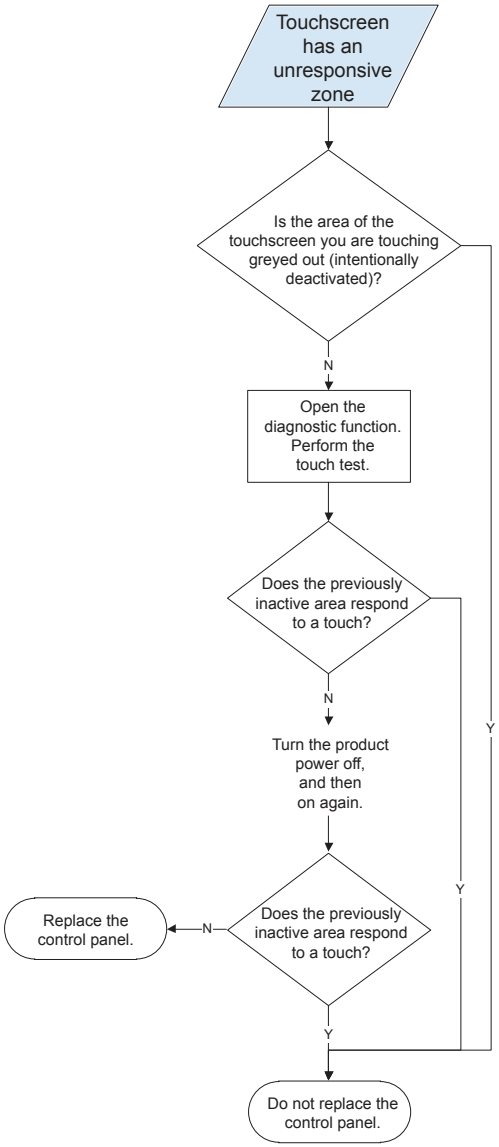


Touchscreen has an unresponsive zone

Learn about how the touchscreen has an unresponsive zone.

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

Figure 3-2 Touchscreen has an unresponsive zone

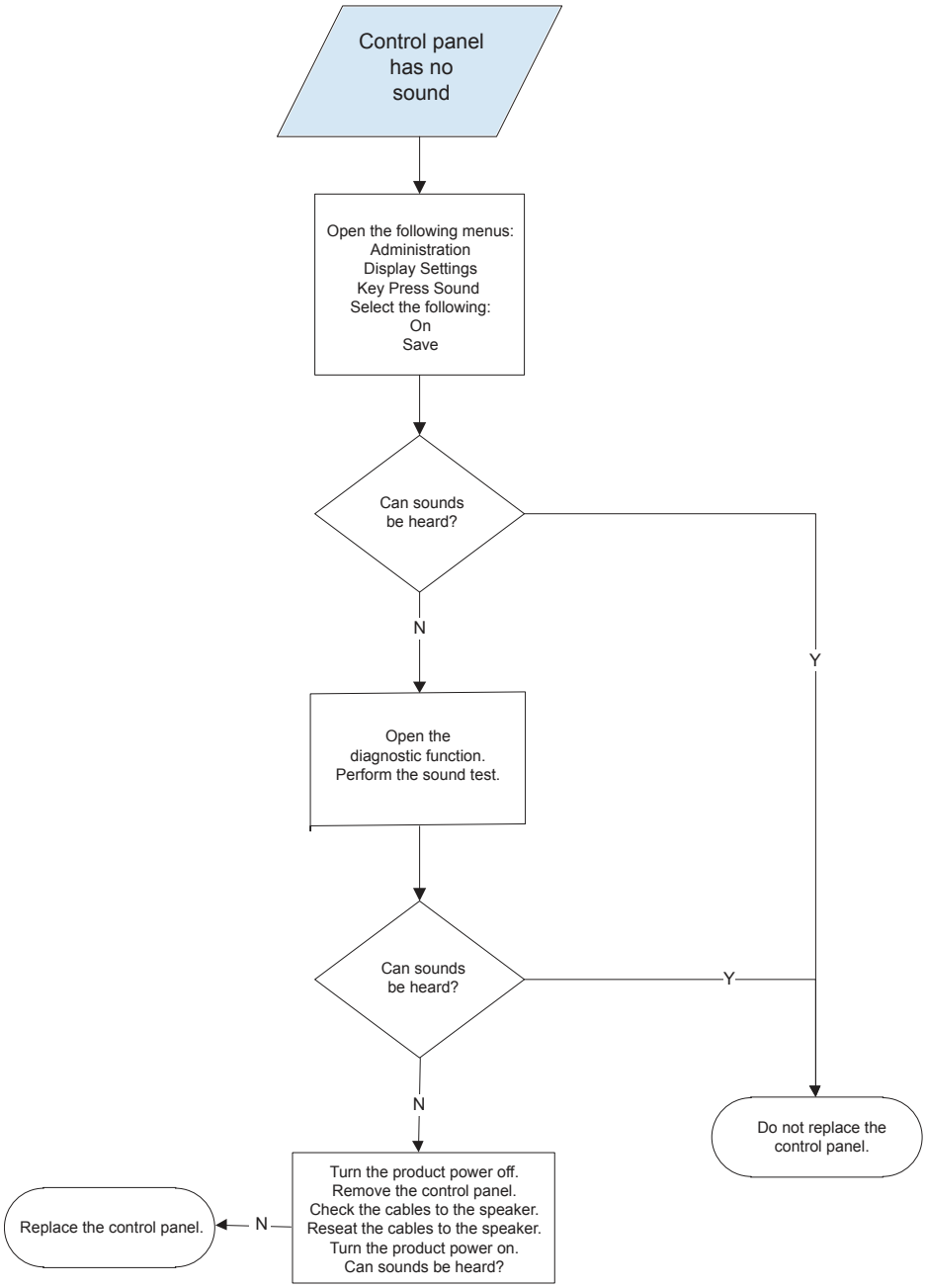


No control panel sound

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

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

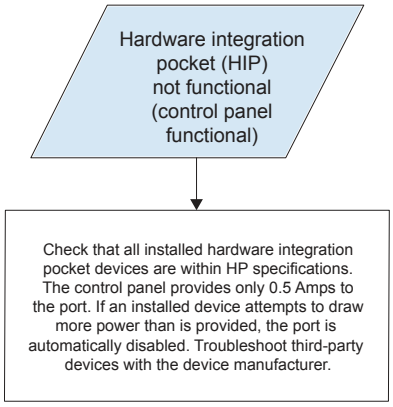
Figure 3-3 No control panel sound



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

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

Figure 3-4 Hardware integration pocket (HIP) is not functioning (control panel functional)



Individual component diagnostics

Learn about individual component diagnostics.

Tools for troubleshooting: LED diagnostics

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

Understand lights on the formatter

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

Figure 3-5 LEDs

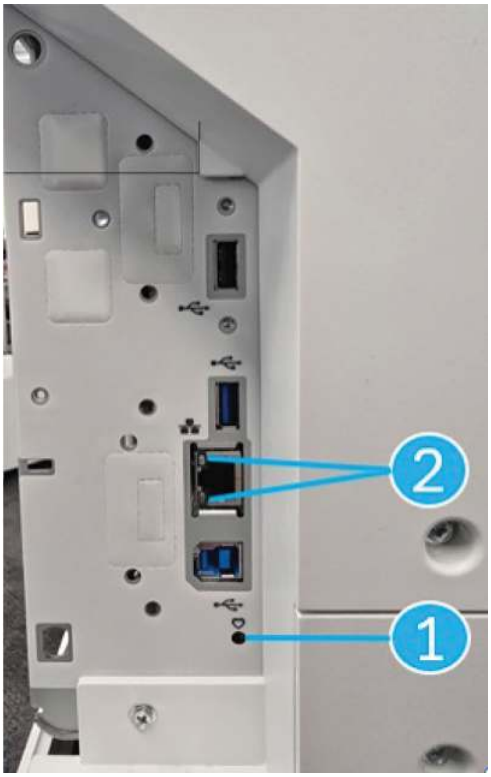


Table 3-1 LEDs

Item	Description
1	Heartbeat LED
2	HP Jetdirect LEDs

HP Jetdirect LEDs

Learn about the HP Jetdirect LEDs.

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

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

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

Tools for troubleshooting: Engine diagnostics

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

Defeating interlocks

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

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

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

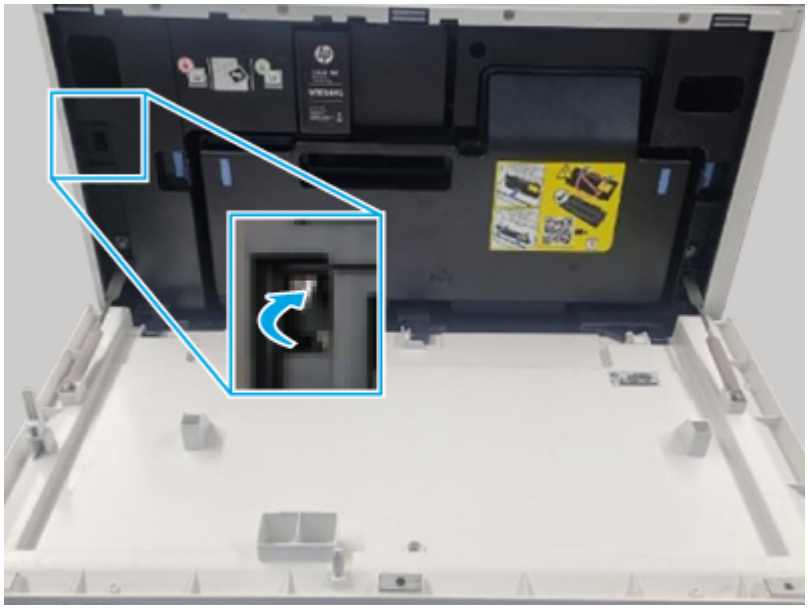
Defeat the toner cartridge door interlock

Learn how to defeat the toner cartridge door interlock.

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

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

Figure 3-6 Defeat the toner cartridge door interlock



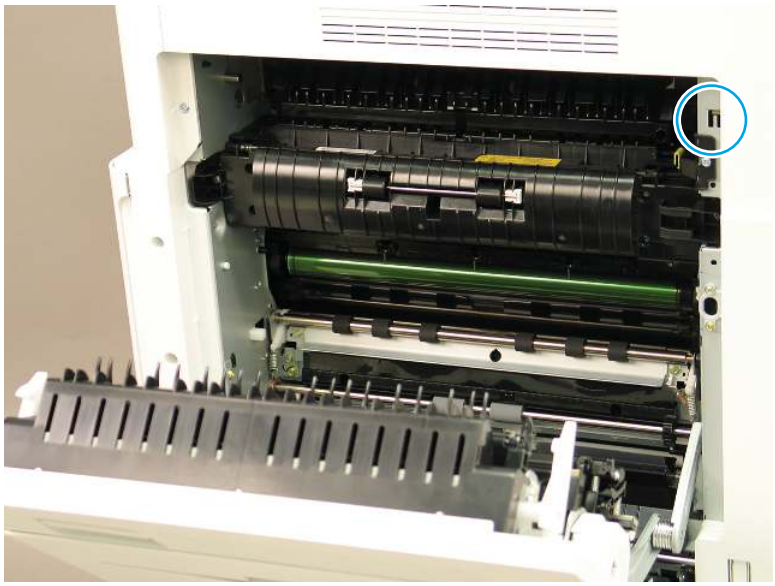
Defeat the right door interlock

Learn how to defeat the right door interlock.

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

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

Figure 3-7 Defeat the right door interlock



Tools for troubleshooting

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

Tools for troubleshooting

Learn about tools for troubleshooting.

Problem-solving checklist

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

Step 1: Check that the printer power is on

Learn how to check that the printer power is on.

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

Step 2: Check the control panel for error messages

Learn how to check the control panel for error messages.

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

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

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

Step 3: Test print functionality

Learn how to test print functionality.

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

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

Step 4: Try sending a print job from a computer

Follow these steps to try sending a print job from a computer.

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

Step 5: Test the Plug and Print USB Drive printing functionality

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

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

Factors that affect printer performance

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

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

Print menu map

Learn how to print the menu map.

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

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

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

Print current settings pages

Learn how to print current settings pages.

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

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

4. Touch the Print button to print the report.

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

Additional tools for troubleshooting

Find additional troubleshooting topics.

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

- Pre-boot menu options

  See Pre-boot menu options on page 78.

- Event log (display and print)

  See Event Log on page 164.

Remote Admin

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

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

This section describes the following Remote Admin items.

Required software and network connection

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

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

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

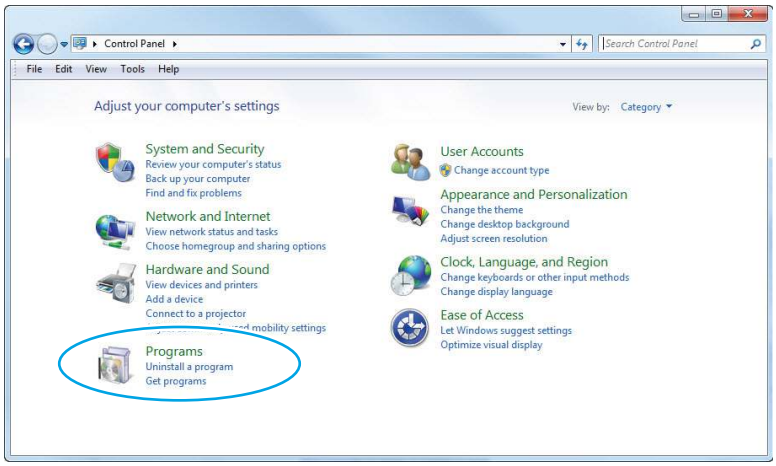
Telnet client

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

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

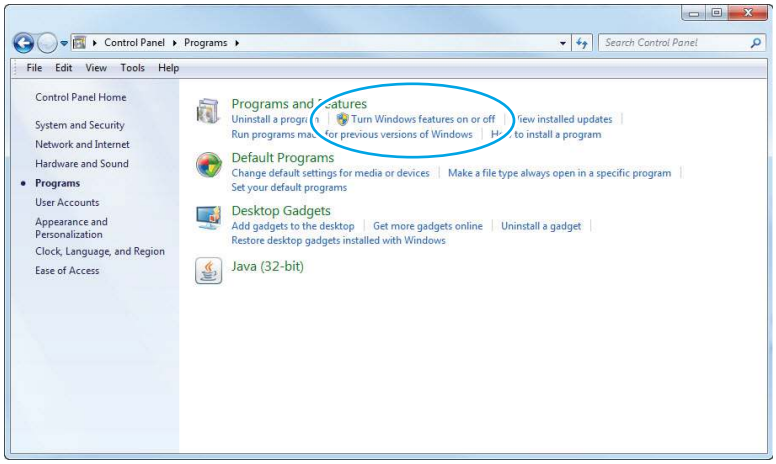
1. Use the **Start** menu to open the **Control Panel**, and then click the **Programs** item to select it.

Figure 3-8 Open the Control Panel



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

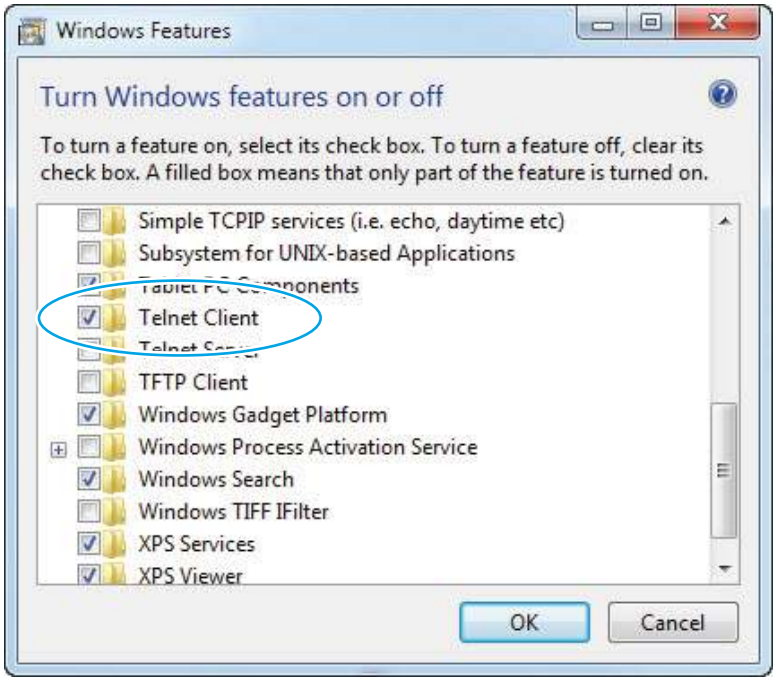
Figure 3-9 Turn Windows features on or off



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 3-10 Enable the telnet client feature



Network connection

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

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

Connect a remote connection

Learn how to connect a remote connection using telnet.

Start the telnet server function at the printer

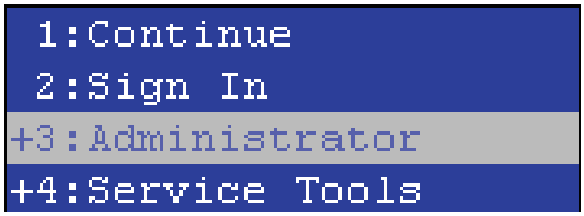
For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

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

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

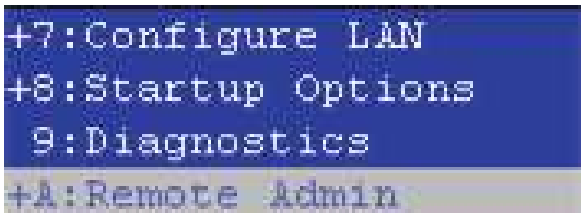
3. Use the arrow buttons on the touchscreen to scroll down and highlight the **+3:Administrator** item, and then touch the OK button to select it.

Figure 3-11 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 3-12 Select the +A:Remote Admin item



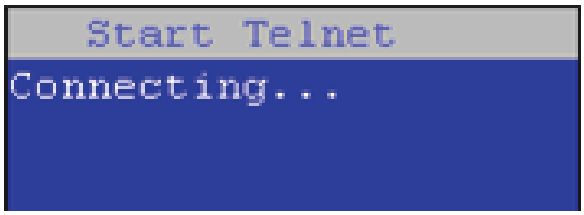
5. Use the arrow buttons on the touchscreen to scroll down and highlight the **1:Start Telnet** item, and then touch the OK button to select it.

Figure 3-13 Select the 1:Start Telnet item

6. Do one of the following

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

Figure 3-14 Telnet connecting message



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

Figure 3-15 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.

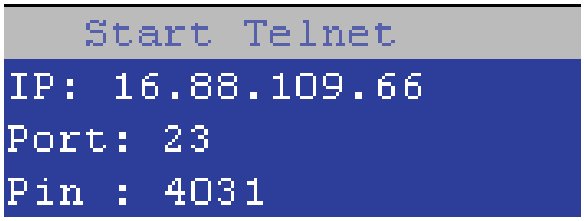
c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

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 3-16 Telnet server function initialized

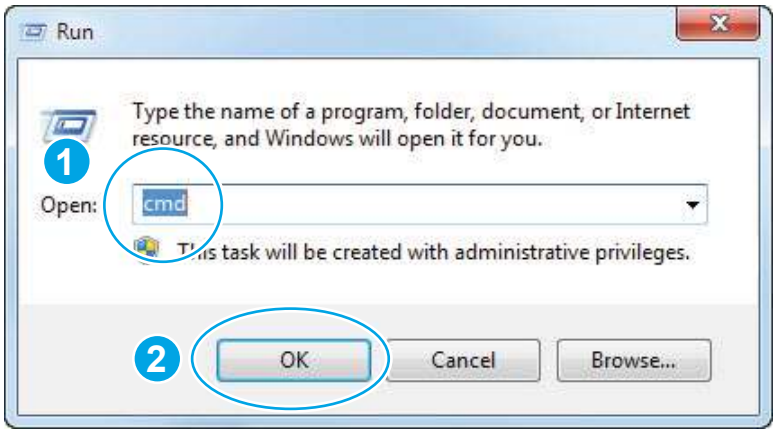


Start the telnet client function at the remote computer

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

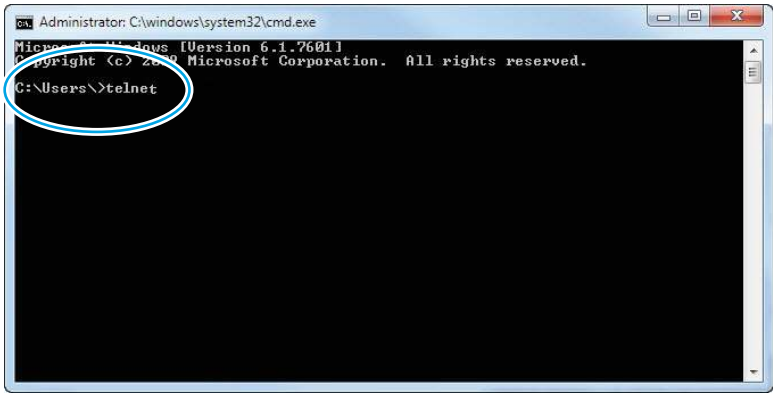
1. From the **Start** menu click **Run** to open a dialog box, type `cmd` in the **Open** field, and then click the **OK** button to open a Windows command window.

Figure 3-17 Open a command window



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

Figure 3-18 Start a telnet session

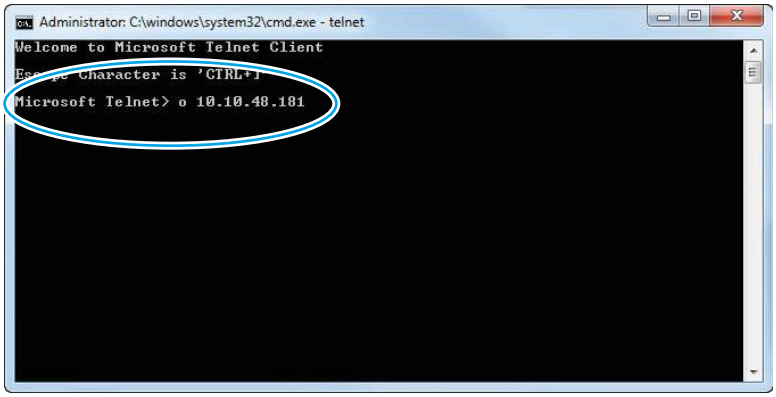


3. Type `o <IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

NOTE: For `<IP ADDRESS>`, substitute the IP address that was displayed in step 2 in Start the telnet server function at the printer on page 43.

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 43.

Figure 3-19 Establish a telnet connection



4. Type the PIN that was displayed in step in Start the telnet server function at the printer on page 43 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 43.

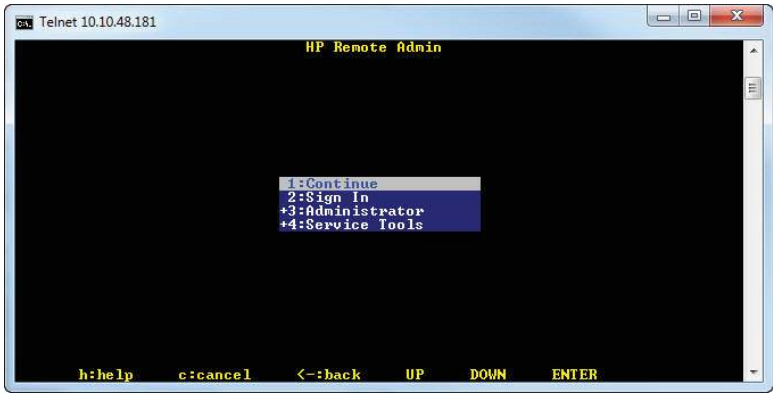
Figure 3-20 Enter the PIN

5. The following screen displays when the correct PIN is entered and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see Pre-boot menu options pre-boot menu options on page 78.

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

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

Figure 3-21 Remote Admin window



Disconnect a remote connection

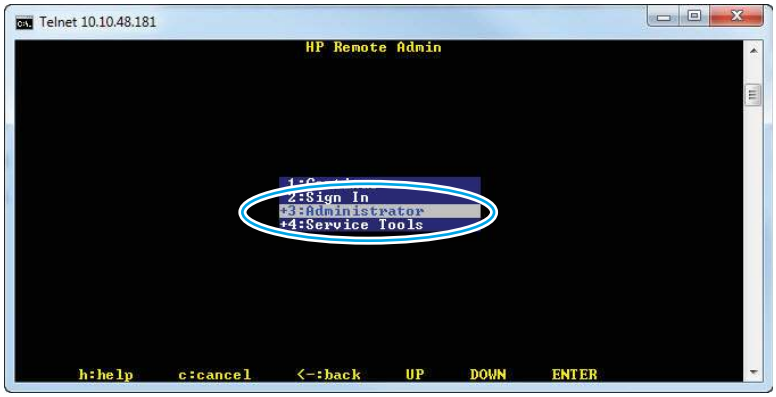
Learn how to disconnect a remote connection.

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

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

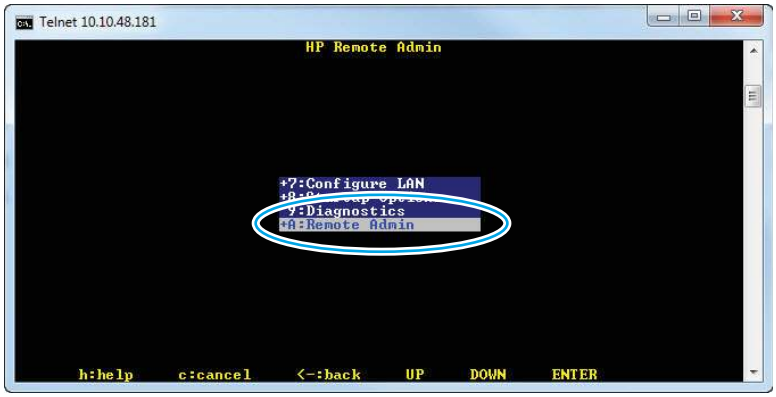
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 3-22 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 3-23 Access the remote admin menu

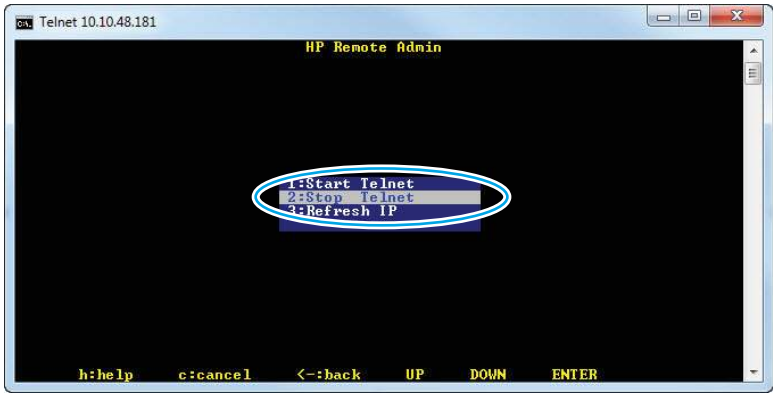


3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

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 3-24 Terminate the telnet connection



Clear paper jams

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

Paper jam locations

Jams can occur in these locations.

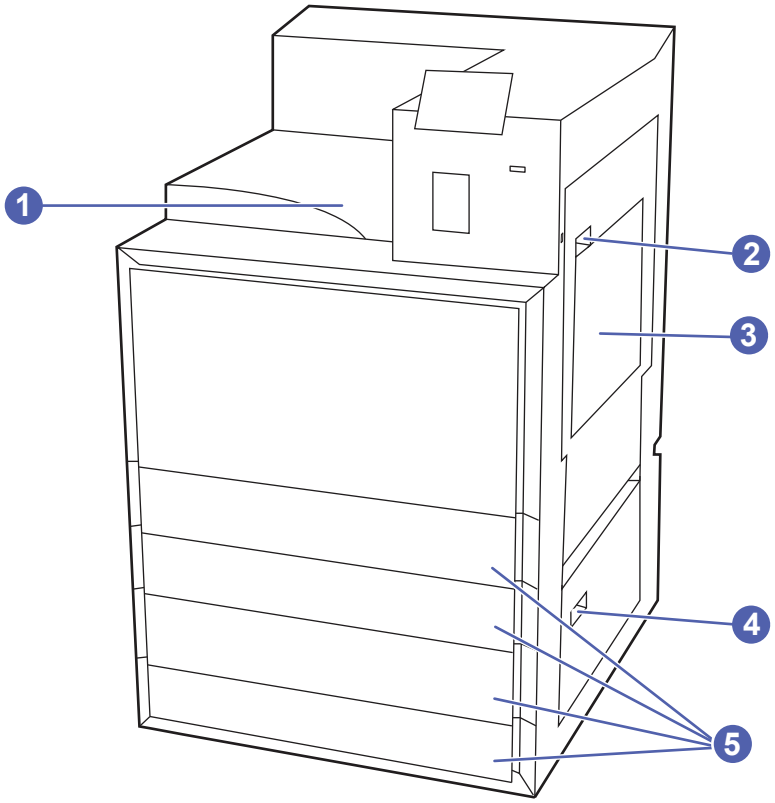


Table 3-2 Jam locations

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

Auto-navigation for clearing paper jams

Learn about printer jam clearing auto-navigation.

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

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

Experiencing frequent or recurring paper jams?

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

1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

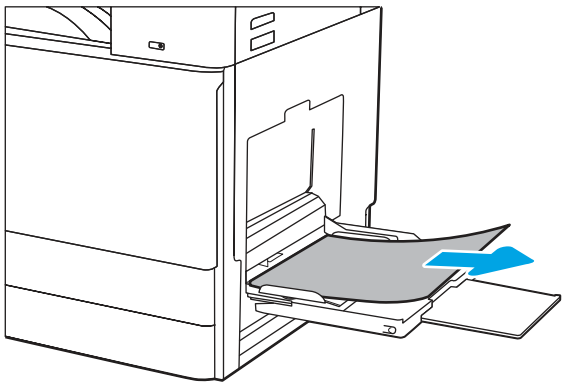
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for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

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

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

View a video of how to clear a 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, 13.A4 jam errors in tray 2, tray 3, or the optional 2 x 520-sheet trays

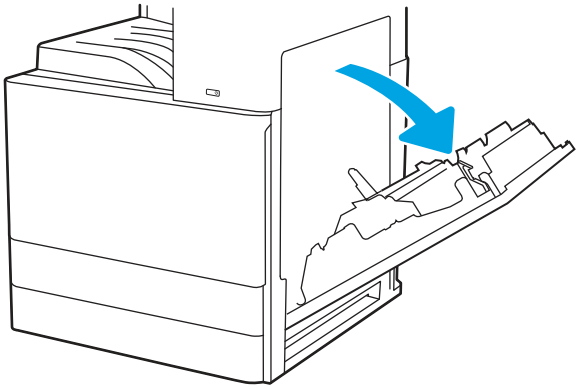
Use the following procedure to check for paper in all possible jam locations related to Tray 2 or Tray 3. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

View a video of how to clear a paper jam in Tray 2, Tray 3, and the optional 2 x 520-sheet trays

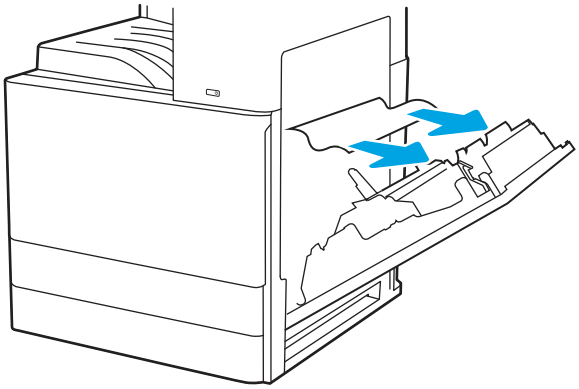
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

NOTE: The procedure to clear a paper jam in Tray 3 is the same as for Tray 2. Only Tray 2 is shown here.

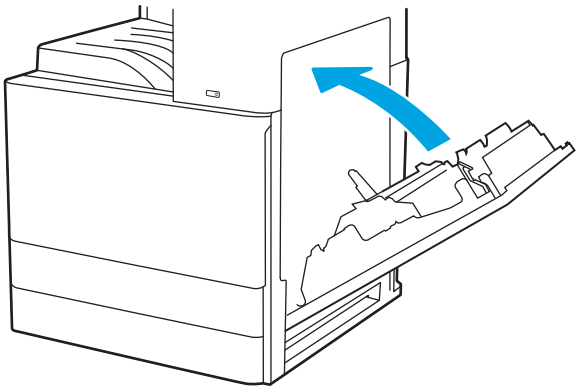
1. Open the right door.



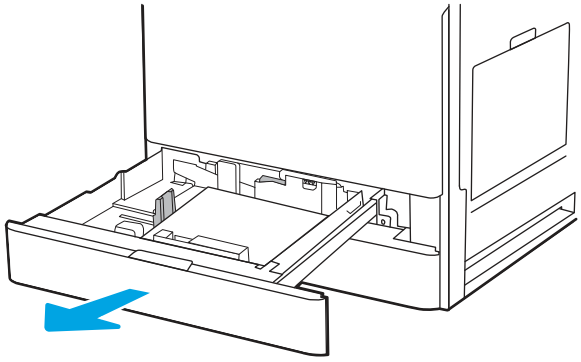
2. Gently remove any jammed paper.



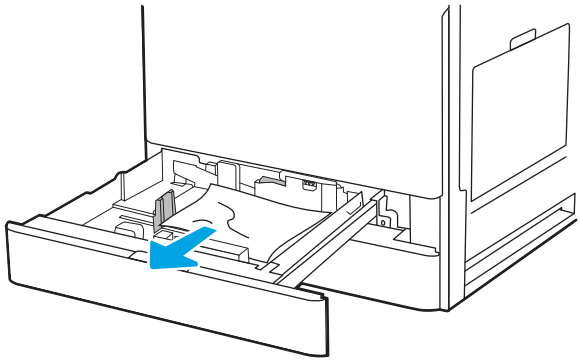
3. Close the right door.



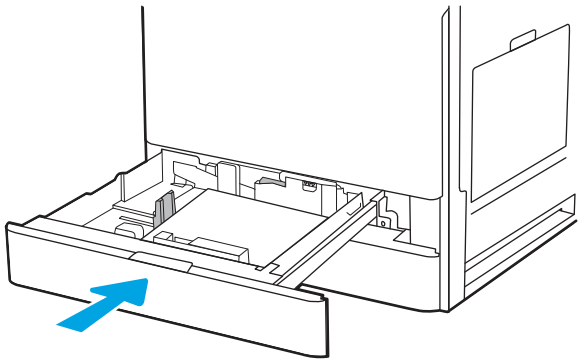
4. Open the tray.



5. Gently remove any jammed paper.



6. Close the tray. Printing automatically resumes.



13.E1 jam error in the output bin

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

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

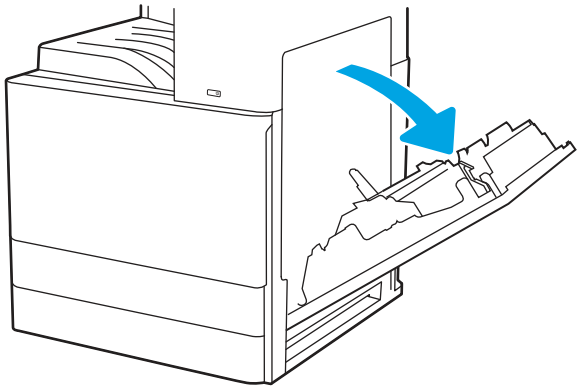
13.B9, 13.B2, 13.FF jam errors in the right door and fuser area

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

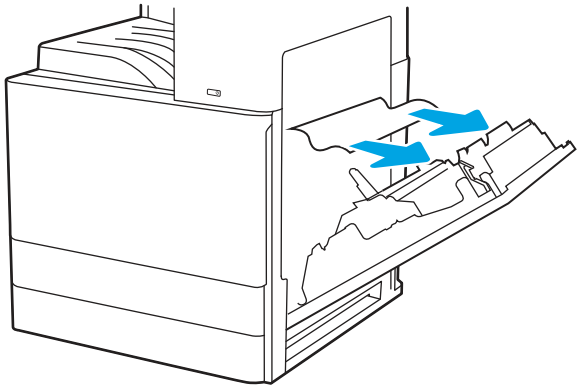
View a video of how to clear a jam in the right door and fuser area

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

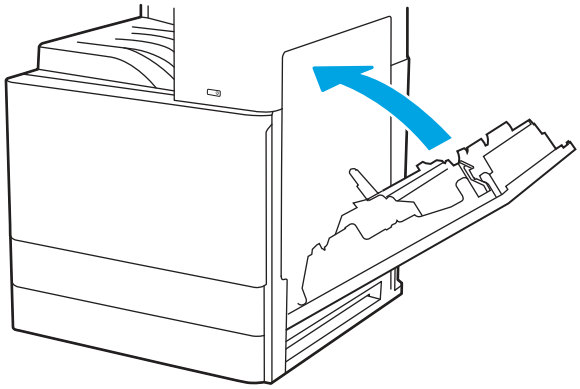
1. Open the right door.



2. Gently remove any jammed paper.



3. Close the right door.



HP service and support

Learn about access to additional service and support information.

Additional service and support for channel partners

Channel partners can use the HP Partner Portal or the Channel Services Delivery Platform (CSDP) to access the HP Web-based Interactive Search Engine (WISE).

Find information about the following topics.

- Service manuals, service cost data, and service advisories
- The latest control panel message (CPMD) troubleshooting information
- Remove and replace part instructions and videos
- Solutions for printer issues and emerging issues
- Printer specifications, warranty, and regulatory information
- Install, configure, and how to information

View a video of how to use the HP Partner First Portal to access WISE.

Access WISE for Channel partners (HP Partner Portal)

1. Sign-in to the HP Partner Portal (click https://partner.hp.com to access the sign-in page).
2. Select the **Services & Support** item (near the top of the screen).
3. Select the **Technical Support (WISE)** item.
4. Select the **Technical Documentation** item.
5. Use the WISE portal to search for printer information.

Access WISE for Channel partners (CSDP)

1. Sign-in to the CSDP portal (click csdp.hp.com to access the sign-in page).
2. Select the **Knowledge and Training** item.
3. Select the **HP Technical Documentation** item.
4. Use the WISE portal to search for printer 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:

View a video of how to access WISE for internal HP users.

Americas (AMS)

- WISE - English
- WISE - Spanish
- WISE - Portuguese
- WISE - French

Asia Pacific / Japan (APJ)

- WISE - English
- WISE - Japanese
- WISE - Korean
- WISE - Chinese (simplified)
- WISE - Chinese (traditional)
- WISE - Thai

Europe / Middle East / Africa (EMEA)

- WISE - English

Additional technical support WISE videos

The videos below provide additional ways to access printer information using WISE.

View a video of how to use WISE to find technical support videos (model number search).

View a video of how to use WISE to find technical support videos (Product detail page [PDP] search).

How to search for printer documentation

The Control Panel Message Document (CPMD), error codes, and other support documentation for each printer is available on the HP portals.

For HP internal access to WISE, go to WISE.

For HP channel partners access WISE, see Accessing WISE for HP channel partners (HP Partner Portal) on page 63.

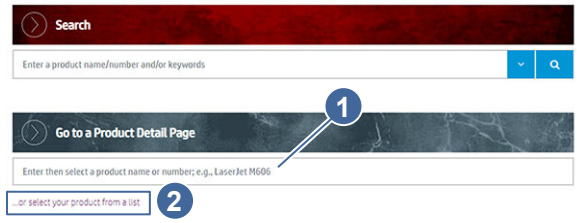
WISE is available to call agents, service technicians, and HP internal users. The level of detail available depends on your access credentials. To learn how to find support content in WISE, watch the video here.

How to search WISE for printer information and 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: Finding Error Code and Control Panel Message Document in WISE.

TIP: The Product Detail Page (PDP) is available from the WISE home page. Enter, and then select a product name or number in the **Go to a Product Detail Page** area (callout 1), or select the **...or select your product from a list** item (callout 2) on the WISE home page.



Many types of printer documentation and information are available on WISE. This section details methods for finding error code descriptions and solutions.

TIP: To view a list of control panel message documents (CPMD) per printer, search for the following topic in **WISE**: HP LaserJet, OfficeJet, PageWide, ScanJet Enterprise - Control panel message document (CPMD) list or click the link below.

- HP LaserJet, HP OfficeJet, HP PageWide, HP ScanJet - Control panel messages document (CPMD), Service manual, and Service cost data list

Use one of the following methods to search for CPMD error code information.

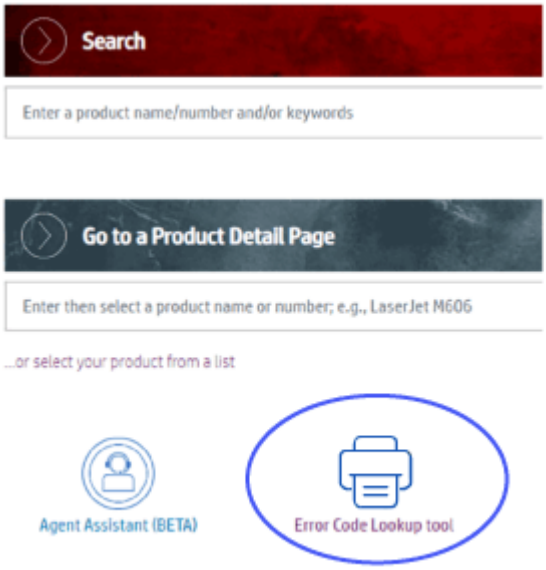
- Method 1: Use the WISE home page Error Code Lookup tool on page 57
- Method 2: Search for error codes using the WISE search function on page 59
- Method 3: Search for error codes using the Product Detail Page on page 60

Method 1: Use the WISE home page Error Code Lookup tool

Use the WISE Error Code Lookup tool to find error code troubleshooting procedures using the following steps.

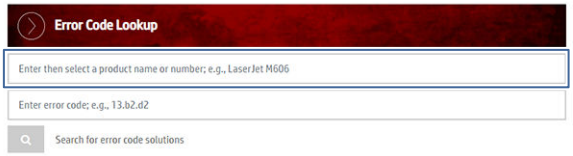
1. On the WISE home page, click the **Error Code Lookup tool** icon.

Figure 3-25 WISE Error Code Lookup tool icon



2. Enter a printer model number (for example, M606) in the **Error Code Lookup** dialog box.

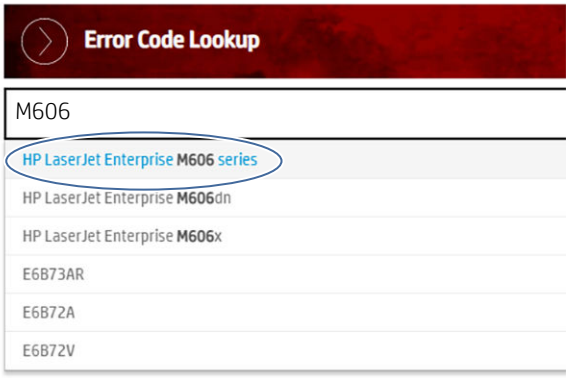
Figure 3-26 WISE Error Code Lookup tool dialog box



3. A drop-down list appears. Click on the full printer series name (for example, HP LaserJet Enterprise M606 series) in the list.

NOTE: Selecting the **series** item from the drop-down list is recommended for the most accurate search return.

Figure 3-27 WISE Error Code Lookup tool drop-down list

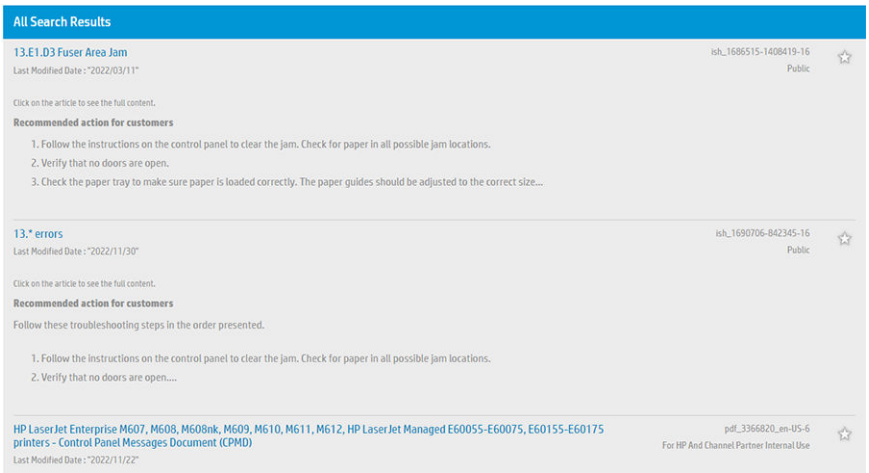


4. Type the error code (for example, 13.b2.d2) in the **Error Code Lookup** keyword field, and then select the search icon.

Figure 3-28 WISE Error Code Lookup tool search

5. The error code troubleshooting content displays in the **All Search Results** area.

Figure 3-29 WISE Search results

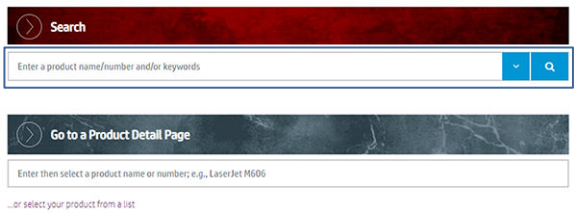


Method 2: Search for error codes using the WISE search function

Use the WISE search function to find error code troubleshooting procedures using the following steps.

1. On the WISE home page, enter a printer model number (for example, M606) in the **Search** dialog box.

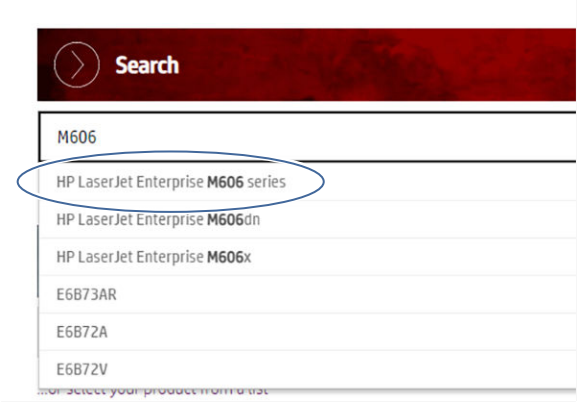
Figure 3-30 WISE Search dialog box



2. A drop-down list appears. Click on the full printer series name (for example, HP LaserJet Enterprise M606 series) in the list.

NOTE: Selecting the **series** item from the drop-down list is recommended for the most accurate search return.

Figure 3-31 WISE Search drop-down list

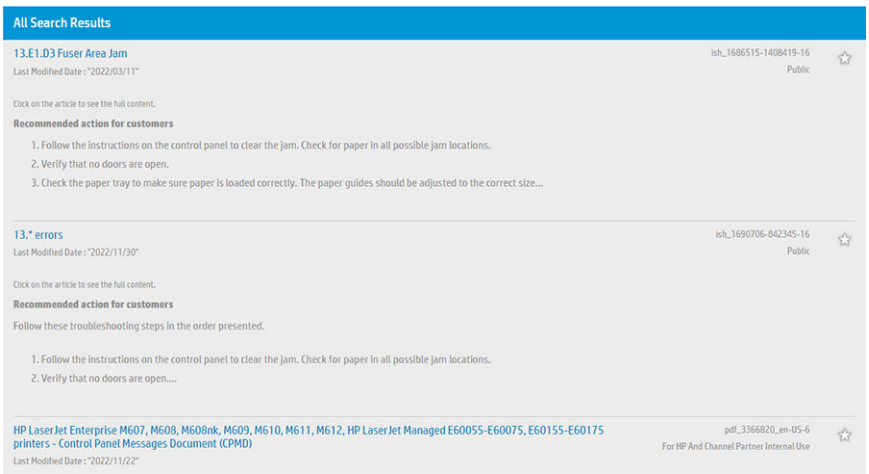


3. Type the error code (for example, 13.E1.D3) in the **Search** keyword field, and then select the search icon.

Figure 3-32 WISE Search

4. The error code troubleshooting content displays in the **All Search Results** area.

Figure 3-33 WISE Search results



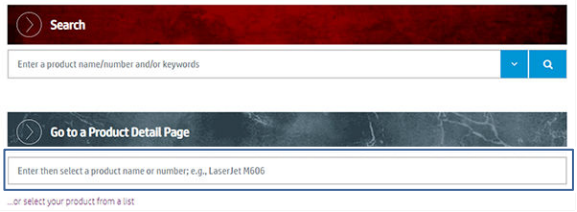
Method 3: Search for error codes using the Product Detail Page

Use the WISE Product Detail Page (PDP) to find error code troubleshooting procedures using the following steps.

1. On the WISE home page, enter a printer model number (for example, M606) in the **Go to a Product Detail page** dialog box.

TIP: To find a PDP from a list of products by product type, select the **...or select your product from a list** item just below the dialog box.

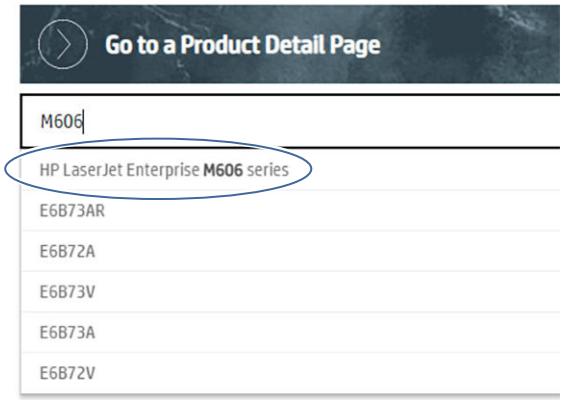
Figure 3-34 WISE PDP dialog box



2. A drop-down list appears. Click on the full printer series name (for example, HP LaserJet Enterprise M606 series) in the list.

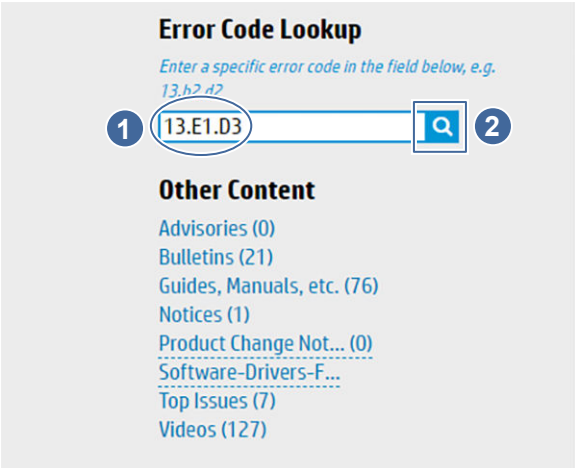
NOTE: Selecting the **series** item from the drop-down list is recommended for the most accurate search return.

Figure 3-35 WISE PDP drop-down list



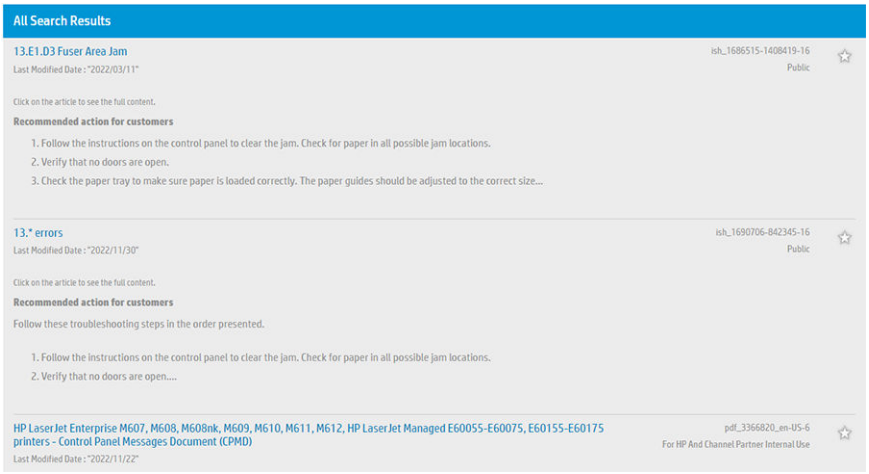
3. Type the error code (for example, 13.E1.D3) in the **Error Code Lookup** field, and then select the search icon.

Figure 3-36 WISE PDP search



4. The error code troubleshooting content displays in the **All Search Results** area.

Figure 3-37 WISE PDP search results



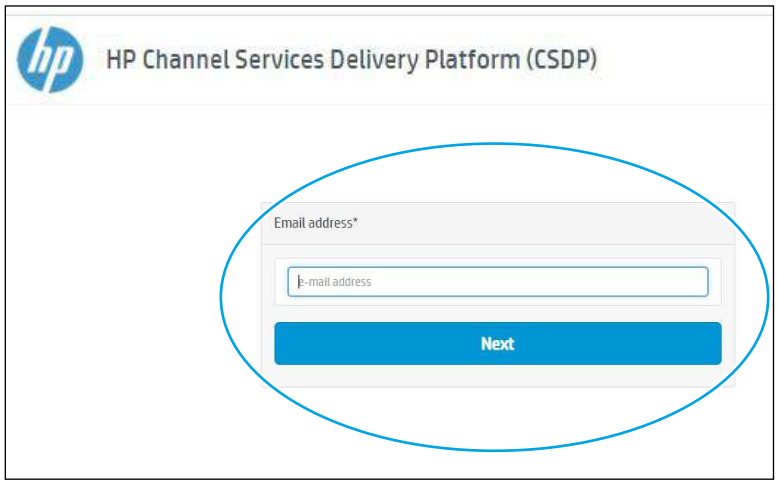
Accessing WISE for HP channel partners (CSDP)

Learn how to access WISE by accessing the HP Channel Services Delivery Platform (CSDP) if you are an HP Channel Partner.

IMPORTANT: A Partner Admin must request access, via the CSDP portal, to create a new user before you can sign into the CDSP portal.

1. Sign-in to the CSDP portal (click csdp.hp.com to access the sign-in page).

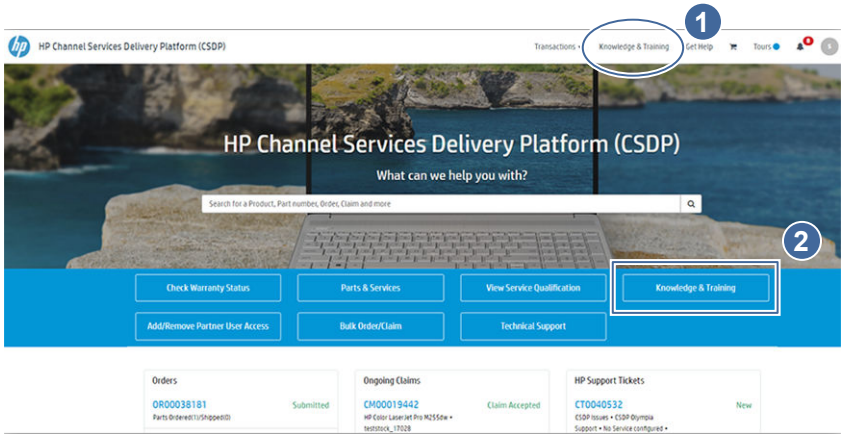
Figure 3-38 CSDP sign-in page



2. On the CSDP home page, click the **Knowledge and Training** item.

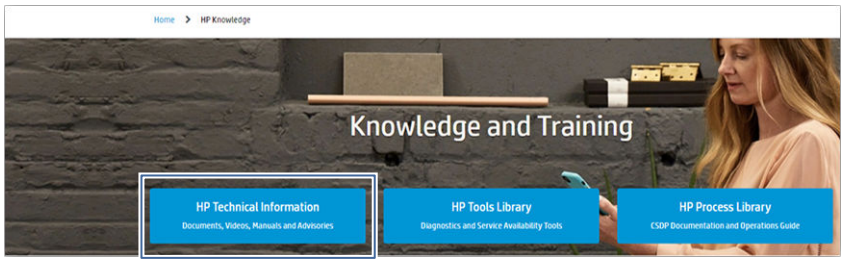
TIP: Use the **Knowledge and Training** item at the top of the CSDP home page (callout 1), or the **Knowledge and Training** action icon (callout 2).

Figure 3-39 CSDP portal home page



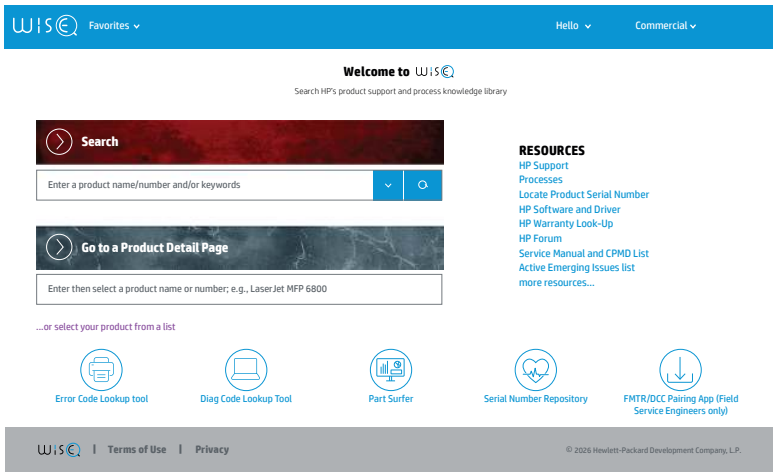
3. Select **HP Technical Documentation** on the **Knowledge and Training** page to open the WISE portal home page.

Figure 3-40 CSDP portal HP Knowledge and Training page



4. Use the WISE portal to search for printer information.

Figure 3-41 WISE portal home page



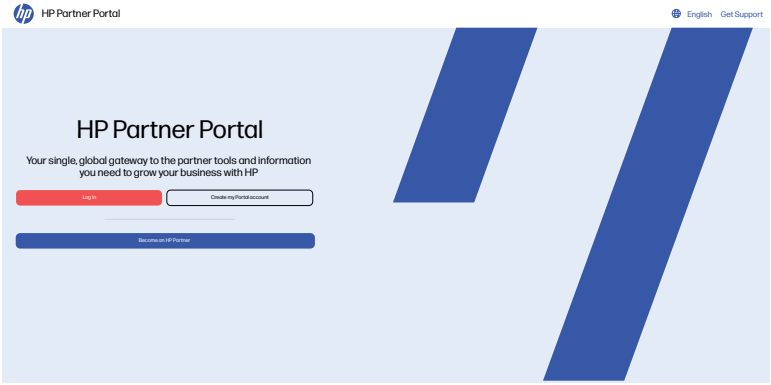
Accessing WISE for HP channel partners (HP Partner Portal)

Learn how to access WISE by accessing the HP Partner Portal if you are an HP Channel Partner.

NOTE: If this is your first visit to the HP Partner Portal, you will be asked to create an account. Follow the setup directions using your HP Partner credentials.

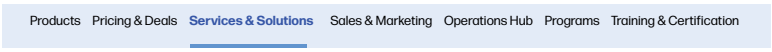
1. Sign in to the HP Partner Portal at https://partner.hp.com to open the home page.

Figure 3-42 HP Partner Portal sign-in page



2. Select the **Services & Solutions** tab in the top menu.

Figure 3-43 HP Partner Portal home page

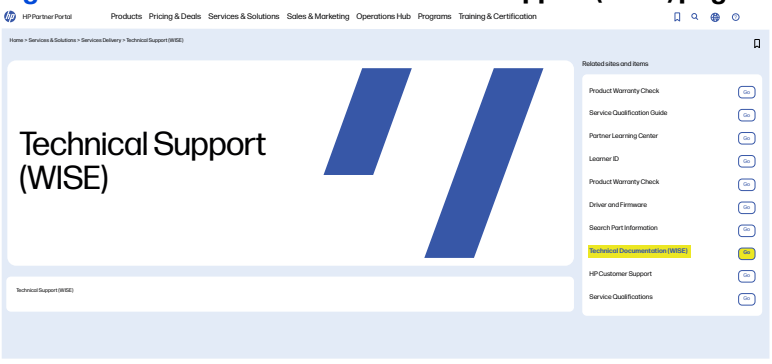


3. Under the **Services Delivery** section, select **Technical Support (WISE)**.

Figure 3-44 HP Partner Portal Service & Support page

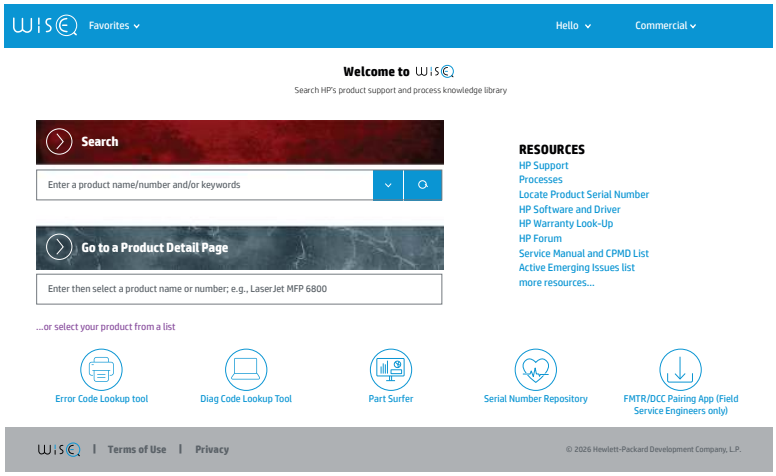
4. Locate **Technical Documentation** and click **Go**.

Figure 3-45 HP Partner Portal Technical Support (WISE) page



5. Use the WISE portal to search for printer information.

Figure 3-46 WISE portal home page



Control panel messages document (CPMD)

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

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

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

Error codes (types and structure)

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

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

Table 3-3 ERROR CODES: The first two characters

Error code	System Component	System Error Description
10.WX.YZ	Supplies (LaserJet)	Supply error or supply memory error.
11.WX.YZ	Real-time clock	Internal error with the clock on the formatter.
13.WX.YZ	Jam (LaserJet)	Paper jam or open door jam error.
15.WX.YZ	Jam (PageWide)	Paper jam or open door jam error.
17.WX.YZ	Supplies (PageWide)	Supply error or supply memory error.
20.WX.YZ	Printer memory	Insufficient memory or buffering error.
21.WX.YZ	Page	Page complexity causing a decompression error when trying to process job.
30.WX.YZ	Scanner	Flatbed scanner error occurring inside the unit.
31.WX.YZ	Document feeder	Document feeder, scanner, or jam error.

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

Error code	System Component	System Error Description
32.WX.YZ	Backup, restore, or reset	Backup, restore, or reset notification or error.
33.WX.YZ	Security	Backup, Disk, EFI BIOS, Firmware integrity (SureStart), or Trusted Platform Module (TPM) notification or error.
40.WX.YZ	Input/Output (I/O)	Partition manager, secure erase, or USB accessory error.
41.WX.YZ	Fuser, Laser scanner, or Paper path	Miscellaneous error including general and misprint or mismatch errors typically involving (but not limited to) the fuser, the laser scanner, or the paper path.
42.WX.YZ	Firmware	Firmware failure involving the Event Log, Shell, System Manager, or other component.
44.WX.YZ	Firmware	Firmware failure involving a digital sending component.
45.WX.YZ	OXPd/Web Kit (PageWide)	Informational notifications involving the OXPd Web Kit (communications log).
46.WX.YZ	Engine (LaserJet)	Engine communication error.
47.WX.YZ	Firmware	Job parser or printer calibration error.
48.WX.YZ	Firmware	PJA job accounting, job management, or job pipeline error.
49.WX.YZ	Firmware	Firmware communication error.
50.WX.YZ	Fuser (LaserJet)	Fuser error.
51.WX.YZ	Laser scanner (LaserJet)	Laser scanner beam error.
52.WX.YZ	Laser scanner (LaserJet)	Laser scanner startup error.
54.WX.YZ	Sensor	Sensor error (not jam related).
55.WX.YZ	DC controller (LaserJet)	DC controller communication error.
56.WX.YZ	Paper handling (LaserJet)	Paper input/output or accessory error.
57.WX.YZ	Fan	Fan error.
58.WX.YZ	Sensor	Engine sensor failure.
59.WX.YZ	Motor (LaserJet)	Motor error.
60.WX.YZ	Tray motor error (LaserJet)	Tray lifting or pick up error.
61.WX.YZ	Engine (PageWide)	Print engine error with the 8-bit data package.
62.WX.YZ	System (LaserJet) Print bar (PageWide)	LaserJet internal system error. PageWide print system error.
63.WX.YZ	Engine (LaserJet)	General engine error (electrical, communication, etc.).
65.WX.YZ	Connector	Output accessory connection error.
66.WX.YZ	Output accessory	Output accessory error.
67.WX.YZ	Input accessory	Input accessory connection error

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

Error code	System Component	System Error Description
69.WX.YZ	Duplexer	Duplexer error.
70.WX.YZ	DC controller (LaserJet)	DC controller firmware error.
76.WX.YZ	DC controller (LaserJet)	Power supply fluctuations causes formatter and DC controller communication issue and results them not to be in synchronization.
80.WX.YZ	Managed device	Embedded Jetdirect error.
81.WX.YZ	Near Field Communication (NFC)	Wireless, Bluetooth or internal EIO error.
82.WX.YZ	Memory (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.

Print the supplies status page

The supplies status page indicates the cartridge status.

1. From the Home screen on the printer control panel, scroll to and touch the Reports menu icon.
2. Touch the Configuration/Status Pages menu.
3. Touch Supplies Status Page, and then touch the Print icon to print the page.

Print the event log

Learn how to print the event log.

Print 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.

1. From the Home screen on the printer control panel, scroll to and touch the Troubleshooting menu icon.
2. Touch Event Log.
3. Touch the Print icon to print the page.

Pre-boot menu options

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

CAUTION: The Format Disk option 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 unless it is specified as a solution in the CPMD.

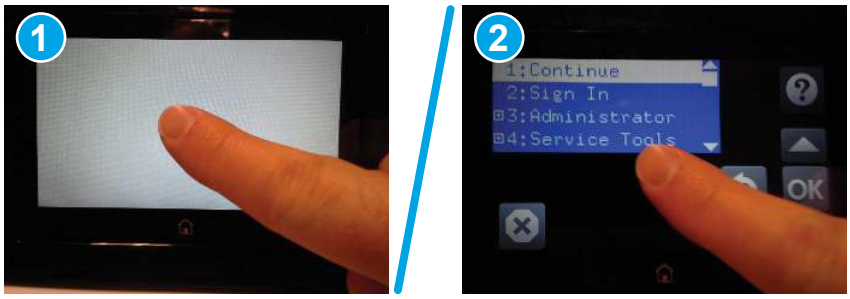
TIP: The Pre-boot menu is also remotely accessible by using a telnet network protocol (Remote Admin) to establish an administration connection to the printer.

Open the Pre-boot menu from a touchscreen control panel

Use the following procedure to open the Pre-boot menu from a touchscreen control panel.

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

Figure 3-47 Open the Pre-boot menu



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

Figure 3-48 Pre-boot menu

Button	Description
	Use this button to see more information about a selected item.
	Use this button to scroll up through menu items.

Button	Description
	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.

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

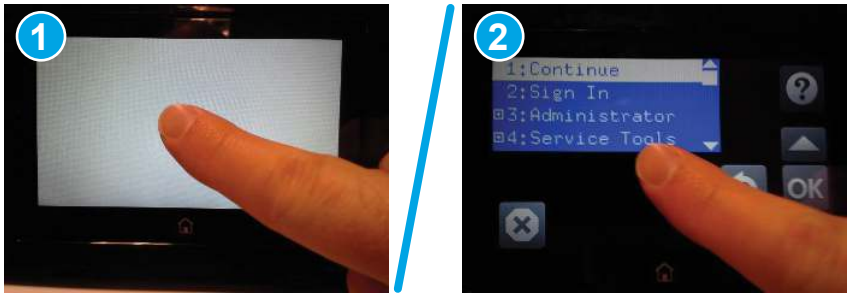
Cold reset using the Pre-boot menu from a touchscreen control panel

Use the following procedure to perform a 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 3-49 Open the Pre-boot menu



2. Use the down arrow ▼ button to highlight the +3:Administrator item, and then touch the OK button.
3. Use the down arrow ▼ button to highlight the +8:Startup Options item, and then touch the OK button.
4. Use the down arrow ▼ 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.

Remote Admin

Learn about the printer Remote Admin function.

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.

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.

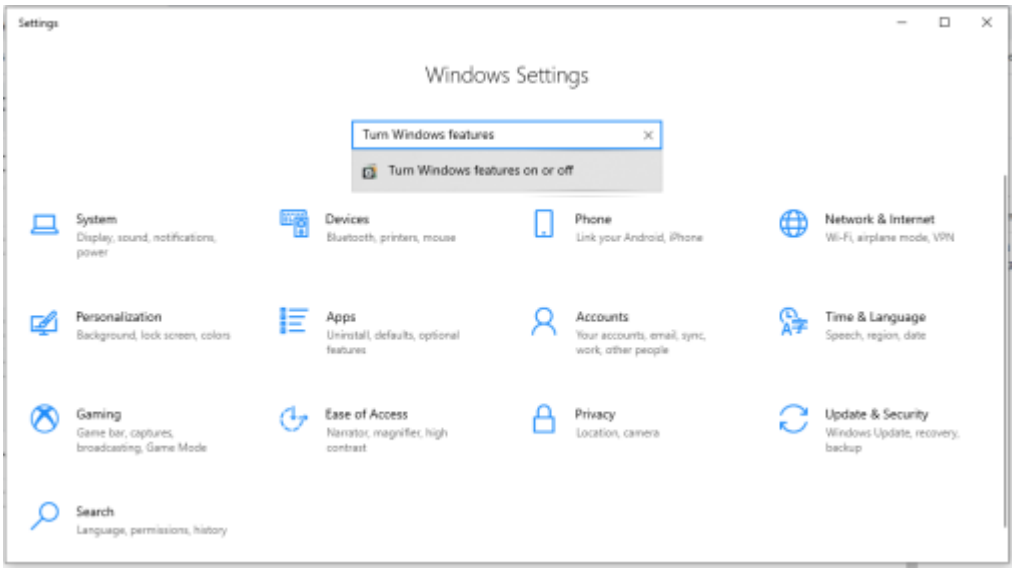
Enable the Windows telnet client

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 10® operating system. Screens and menu selections might vary slightly for other operating systems.

1. Use the **Start** menu to open the **Windows Settings** dialog box, and then search for **Turn Windows features on or off**. Click the **Turn Windows features on or off** item.

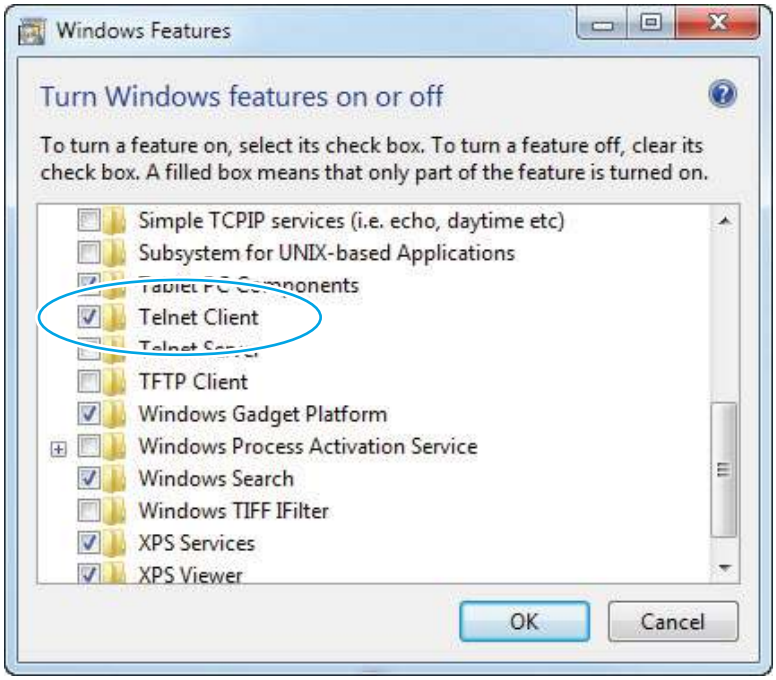
Figure 3-50 Open Windows Settings



2. 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 3-51 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

Use the following procedures to connect a remote connection.

Start the telnet server function at the printer

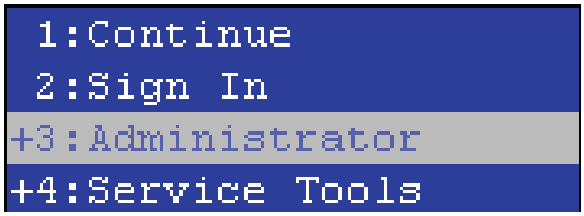
For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

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.

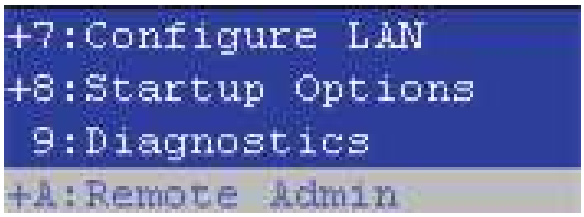
3. Use the arrow buttons on the touchscreen to scroll down and highlight the +3:Administrator item, and then touch the OK button to select it.

Figure 3-52 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 3-53 Select the +A:Remote Admin item



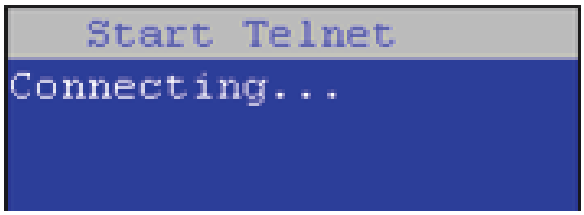
5. Use the arrow buttons on the touchscreen to scroll down and highlight the 1:Start Telnet item, and then touch the OK button to select it.

Figure 3-54 Select the 1:Start Telnet item

6. Do one of the following

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

Figure 3-55 Telnet connecting message



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

Figure 3-56 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.

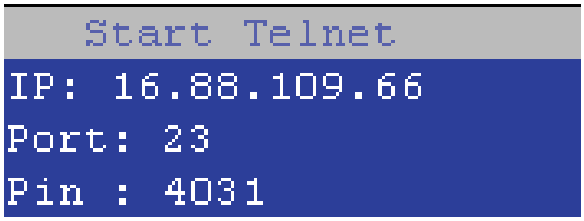
c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

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 3-57 Telnet server function initialized



Start the telnet client function at the remote computer

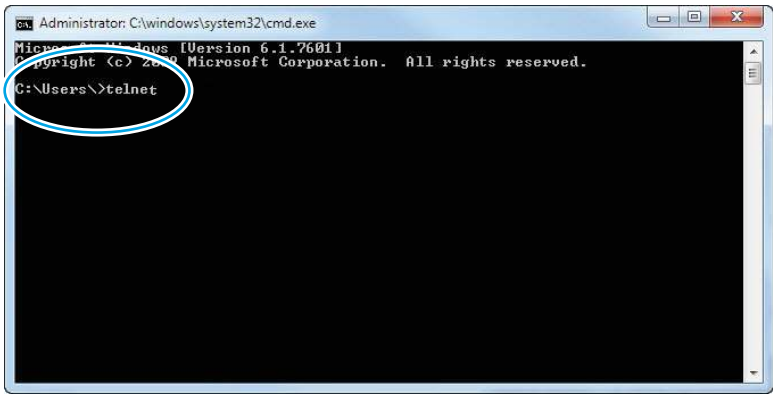
The following steps establish a Remote Admin connection from a remote computer to the printer.

1. From the **Start** menu open the **Command Prompt** desktop application.

TIP: Type `cmd` in the application search dialogue box to find the application.

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

Figure 3-58 Start a telnet session

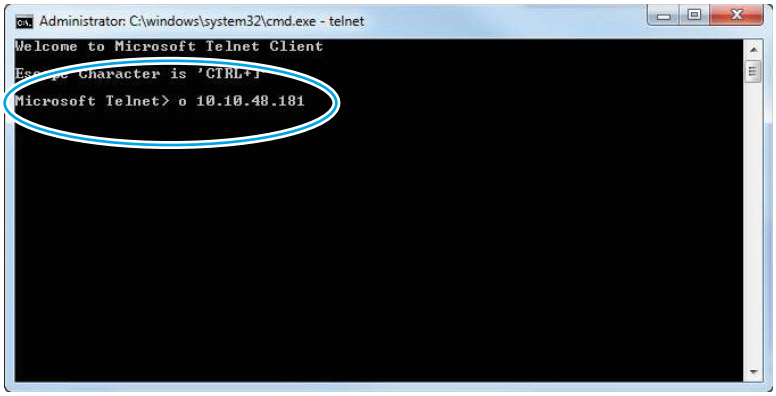


3. Type `o <IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

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

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.

Figure 3-59 Establish a telnet connection



4. Type the PIN that was displayed in step 7 of then "Start the telnet server function at the printer" topic 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 the "Start the telnet server function at the printer" topic.

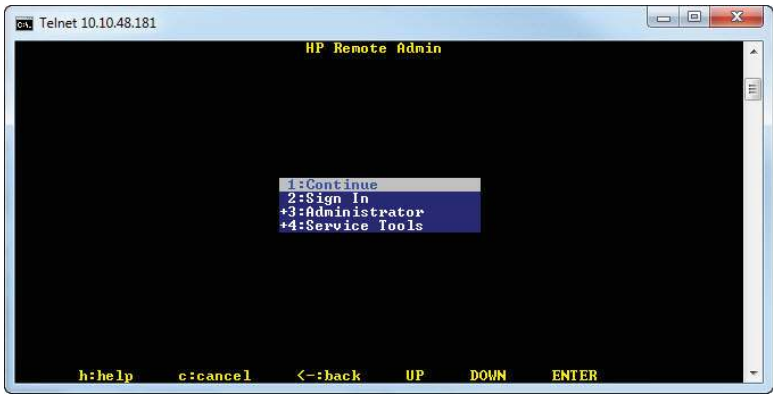
Figure 3-60 Enter the PIN

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" in this printer manual .

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

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

Figure 3-61 Remote Admin window



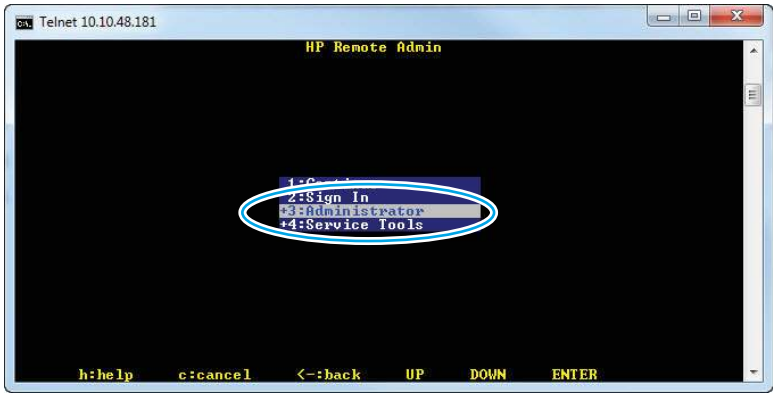
Disconnect a remote connection

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.

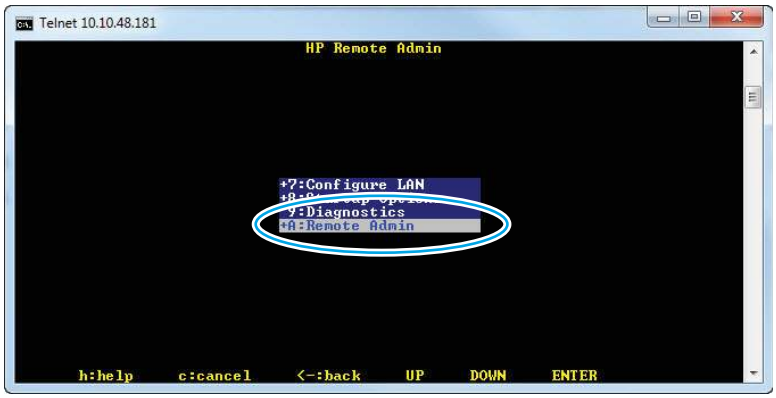
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 3-62 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 3-63 Access the remote admin menu

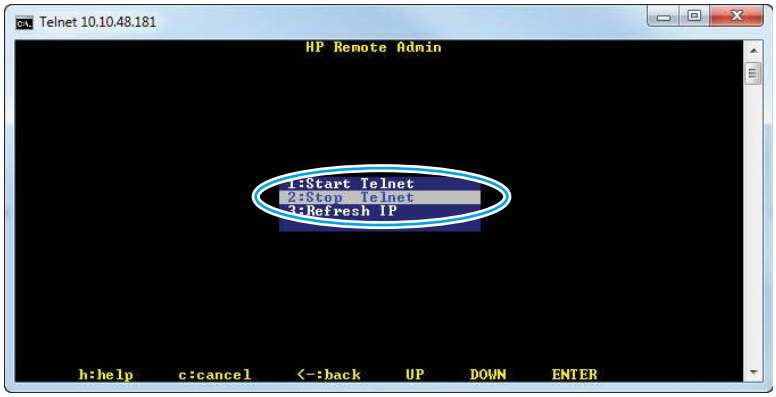


3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

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 3-64 Terminate the telnet connection



Print the event log

Learn how to print the event log.

Print 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.

1. From the Home screen on the printer control panel, scroll to and touch the Troubleshooting menu icon.
2. Touch Event Log.
3. Touch the Print icon to print the page.

4 Control panel menus

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

Pre-boot menu options

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

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

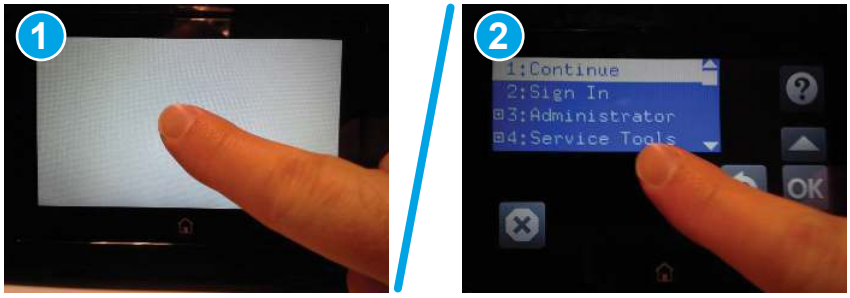
TIP: The Pre-boot menu can be remotely accessed by using a telnet network protocol to establish an administration connection to the printer. See Remote Admin on page 41.

Open the Pre-boot menu from a touchscreen control panel

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

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

Figure 4-1 Open the Pre-boot menu



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

Figure 4-2 Pre-boot menu

Table 4-1 Pre-boot screen buttons

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

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

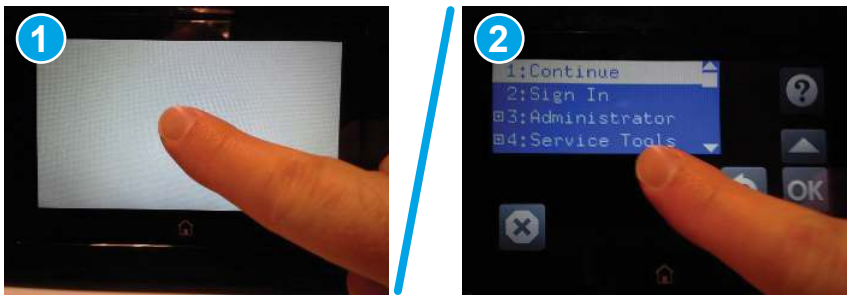
Cold reset using the Pre-boot menu from a touchscreen control panel

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

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

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

Figure 4-3 Open the Pre-boot menu



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

NOTE: The printer will initialize.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Menu option	First level	Second level	Third level	Description
			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.
		Interconnect		Use the Interconnect item to verify the integrity of the interconnect PCA (ICB) and its connections.

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

Menu option	First level	Second level	Third level	Description
		Run Selected		Select the Run Selected item to execute a selected test. **NOTE:** If more than one test is selected, they are executed in sequence.

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

Menu option	First level	Second level	Third level	Description
Administrator	Remote Admin	Start Telnet		The Remote Admin item allows a service technician to access to the printer Pre-boot menu remotely, and to navigate the menu selections from a remote location. **IMPORTANT:** A Remote Admin connection must be initiated by a person that is physically present at the printer. This person will also need to provide a randomly generated PIN to the remote service technician. **NOTE:** For more information about using the Remote Admin function, see Remote Admin on page 41.
		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.
Service Tools	Subsystems			For manufacturing use only. Do not change these values.
Developer Tools	Netexec			

Remote Admin

The Remote Admin feature allows remote access the printer Pre-boot menu (BIOS environment). The printer functions as a telnet server which uses the telnet networking protocol to transmit text data. Any

computer (with telnet installed and enabled) can function as the telnet client to remotely display and interact with the Pre-boot menu.

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

This section describes the following Remote Admin items.

Required software and network connection

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

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

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

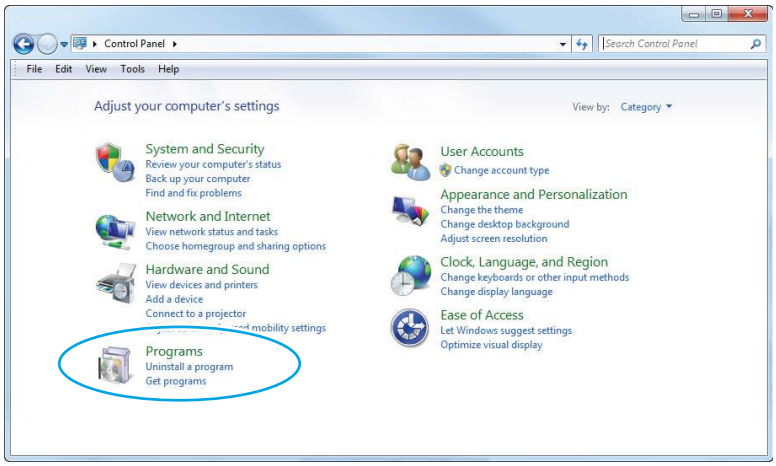
Telnet client

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

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

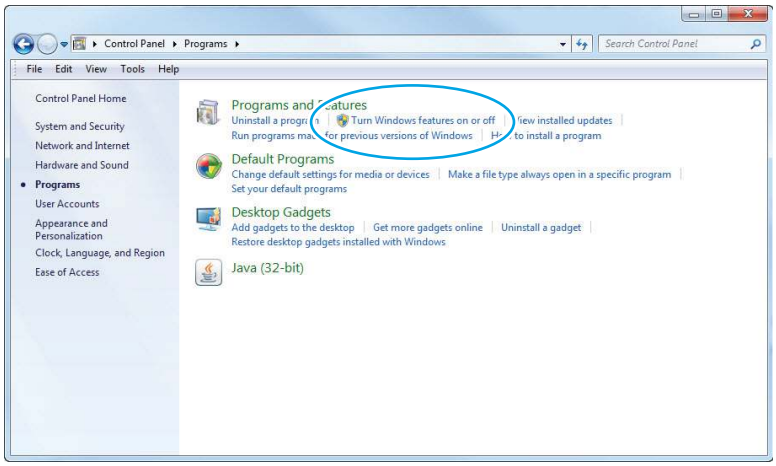
1. Use the **Start** menu to open the **Control Panel**, and then click the **Programs** item to select it.

Figure 4-4 Open the Control Panel



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

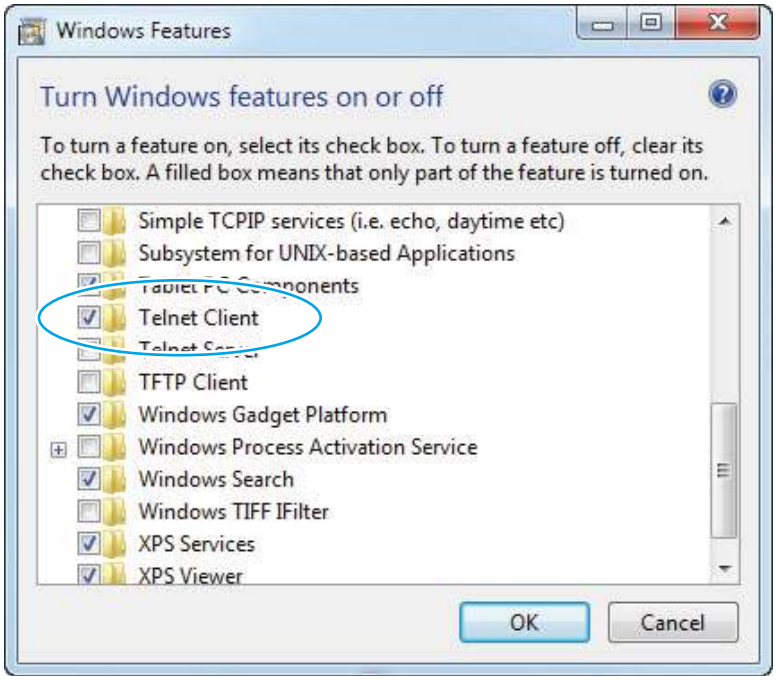
Figure 4-5 Turn Windows features on or off



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

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

Figure 4-6 Enable the telnet client feature



Network connection

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

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

Connect a remote connection

Learn how to connect a remote connection using telnet.

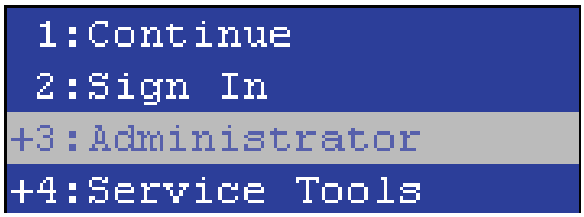
Start the telnet server function at the printer

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

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

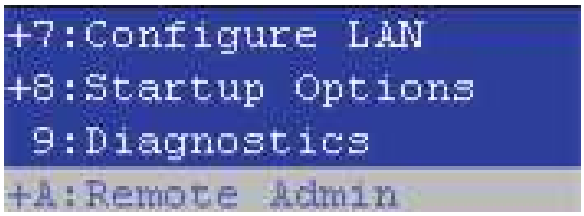
1. Turn the printer on.
2. The HP logo displays on the printer control panel. When a "1/8" with an underscore displays, touch the middle of the screen to open the Pre-boot menu.
3. Use the arrow buttons on the touchscreen to scroll down and highlight the **+3:Administrator** item, and then touch the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

Figure 4-7 Select the +3:Administrator item



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

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



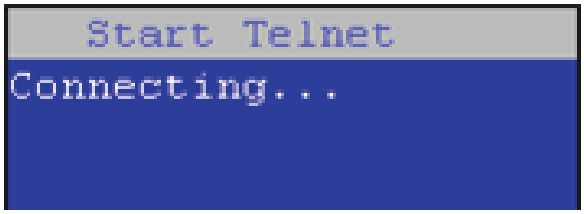
5. Use the arrow buttons on the touchscreen to scroll down and highlight the **1:Start Telnet** item, and then touch the OK button to select it.

Figure 4-9 Select the 1:Start Telnet item

6. Do one of the following

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

     Figure 4-10 Telnet connecting message

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

     Figure 4-11 Telnet error message

     a. The printer network cable is not correctly connected.

     b. The BIOS LAN settings are incorrect.

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

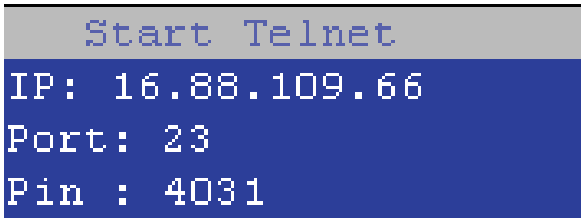
     c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

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

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

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

Figure 4-12 Telnet server function initialized

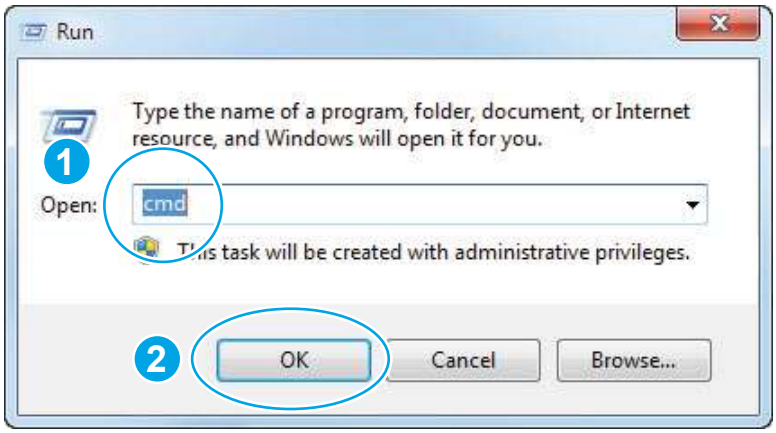


Start the telnet client function at the remote computer

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

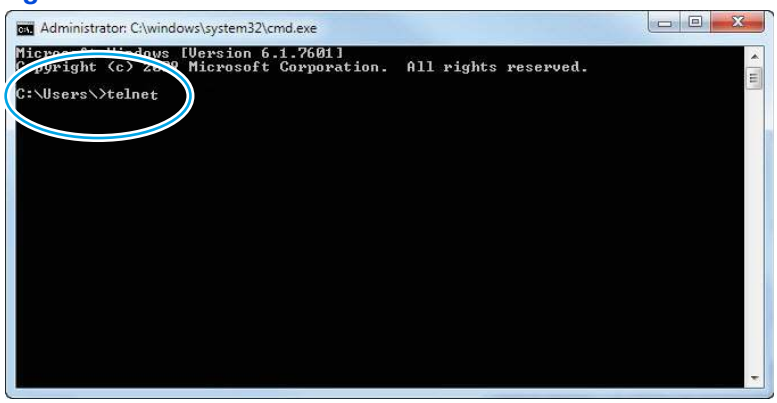
1. From the **Start** menu click **Run** to open a dialog box, type `cmd` in the **Open** field, and then click the **OK** button to open a Windows command window.

Figure 4-13 Open a command window



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

Figure 4-14 Start a telnet session

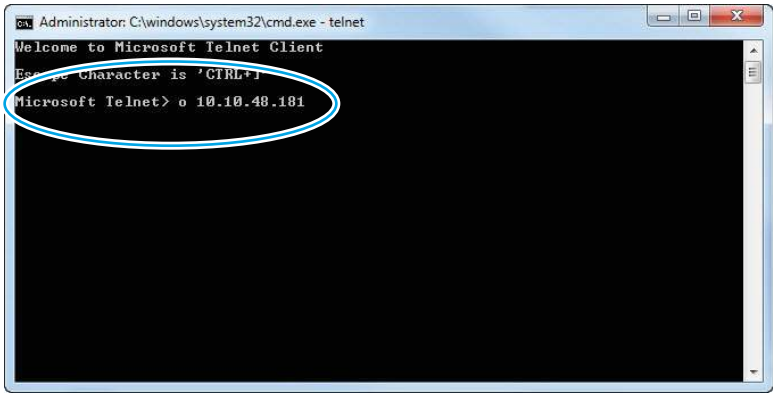


3. Type `o <IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

NOTE: For `<IP ADDRESS>`, substitute the IP address that was displayed in step 2 in Start the telnet server function at the printer on page 43.

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 43.

Figure 4-15 Establish a telnet connection



4. Type the PIN that was displayed in step in Start the telnet server function at the printer on page 43 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 43.

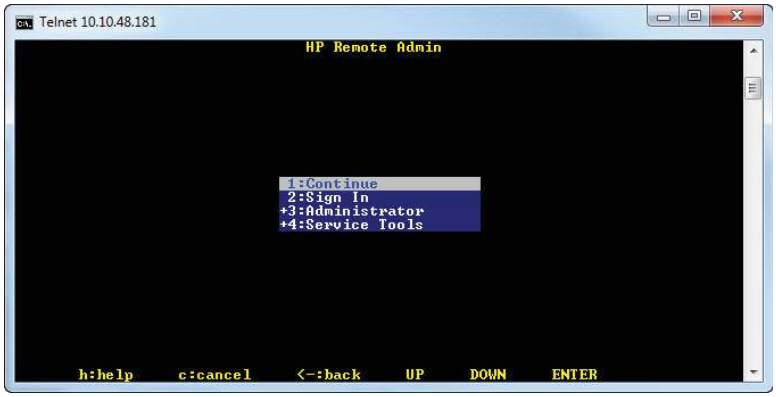
Figure 4-16 Enter the PIN

5. The following screen displays when the correct PIN is entered and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see Pre-boot menu options pre-boot menu options on page 78.

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

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

Figure 4-17 Remote Admin window



Disconnect a remote connection

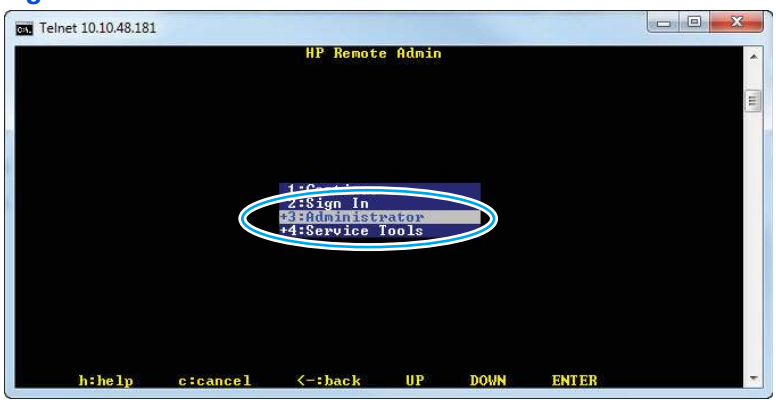
Learn how to disconnect a remote connection.

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

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

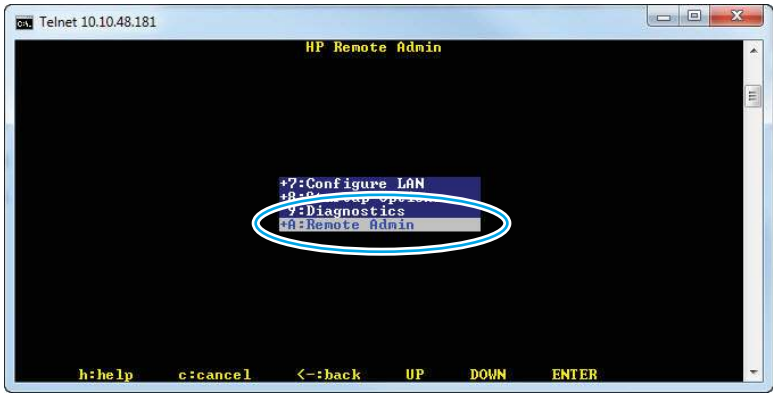
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 4-18 Access the administrator menu



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

Figure 4-19 Access the remote admin menu

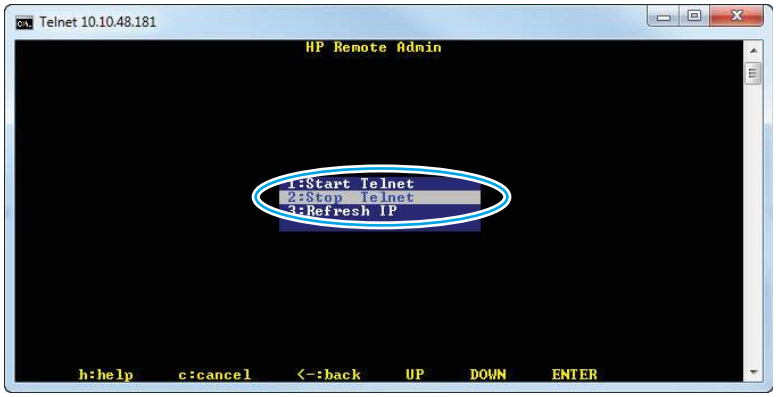


3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

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

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

Figure 4-20 Terminate the telnet connection



Reports menu

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

Table 4-9 Reports menu

First level	Second level	Values	Description
Configuration/Status Pages	Settings Menu Map	Print View	Shows a map of the entire Settings menu and the selected values for each setting.
	Current Settings Page	Print View	Shows the current printer settings.

Table 4-9 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 IP address, the host name, and the hardware (MAC) address for the printer if it is connected 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 Page	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.
	Event Log	Print View	Displays or prints event logs listing event code, date/time, cycles and repetitions on the printer.
	Paper Path Page	Print View	Shows paper path usage on the printer.
Other Pages	PCL Font List	Print	Prints the available PCL fonts.
	PS Font List	Print	Prints the available PS fonts.
	Secure Drum Data Erase	Print	Prints the secure drum data erase pattern to overwrite any residual image data that might be left on the drum from the previous print job.

Settings menu

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

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

Table 4-10 Settings menu

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
General	Date/Time Settings	Date/ Time Format	Date Format		DD/MMM/YYYY MMM/DD/YYYY YYYY/MMM/DD	Use the Date/Time Settings menu to specify the date and time and to configure date/time settings.
			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, a Sleep Event, or a Shutdown Event, and then select the time and the days for the wake or sleep event.
				Time		Set the wake or sleep event time parameters.
				Event Days	Select days of the week from a list.	Set the wake or sleep event day parameters.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Sleep Settings	Sleep After Inactivity Shut Down		Range: 1 to 110 minutes Default = 0 minutes	Set the number of minutes after which the printer enters Sleep or Auto Off mode. Touch the existing number to open the virtual keypad, and then increase or decrease the number of minutes.
	Display Settings	Display Brightness	Manual		Adjust the slider to control the display brightness.	Use this feature to adjust the brightness of the display to make it easier to view.
		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.
		Information Screen			Show connection information* Hide connection information	Use this menu item to display or hide connection information on the Home screen.
		Display Date and Time			Yes* No	Select whether to display or hide the date and time on the control panel Home screen.
		Job Status Notifications			Fewer* More	Use this feature to control how many job status notifications appear while a job is proceeding. If the setting is Fewer, there will only be a notification to indicate the job has been added to the job queue. If the setting is More, there will be status notifications while the job is proceeding, including a completion notification.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Inactivity Timeout			Range: 10-300 seconds Default = 60 seconds	Use this feature to specify 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.
		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 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Enable Device USB				Enabled* Disabled	Use this feature to enable or disable the USB port, which allows connecting to a computer by using a USB device.
	Jam Recovery				Automatic* Off On	This printer provides a jam recovery feature that reprints jammed pages. Automatic: The printer attempts to reprint jammed pages when sufficient memory is available. 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.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Auto Recovery				Enabled Disabled*	The feature affects how the printer responds when an error occurs that requires the printer to restart. If you enable Auto Recovery, the printer automatically restarts when an error occurs. If you disable Auto Recovery, the printer does not automatically restart when an error occurs. the error message remains on the screen until you resolve the error.
	Enable AutoSend				Disabled Enabled*	This feature enables your printer to periodically send product configuration information including serial number, event logs, page usage counts, and supplies status information to HP web addresses (URLs), or email addresses. Information sent to HP is used to improve products and services, and to monitor the printer if you have a relationship with HP that provides you services such as proactive cartridge replacement, pay-per-page contracts, support agreements, or usage tracking.

Table 4-10 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 someone is retrieving a job in the printer memory or from a USB flash drive. Held print jobs start printing after the other job has finished printing.
	Reset Factory Settings					Touch Reset to reset current user-specified settings to the factory default settings.
Print	Enable Print from USB Drive				Enabled Disabled*	Enables the printer to open a file from a USB drive.
	Manage Stored Jobs	Job Sort Order			Job Name* Date In the **Default Folder Name** field, enter a name for the default folder name in the Print from Job Storage menu.	Use this option to list the jobs either alphabetically or chronologically.
		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 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Temporary Stored Job Retention			Off* 30 minutes 1 hour 4 hours 1 day 3 days 1 week 4 weeks	Configure global settings for jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.
		Standard Stored Job Retention			Off* 30 minutes 1 hour 4 hours 1 day 3 days 1 week 4 weeks	Configure global settings for jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the number of standard jobs that can be stored on the printer. The maximum allowed value is 300.
	Default Print Options	Number of Copies		Range: 1-32000 Default = 1	Set the default number of copies for a print job.	
		Paper Selection		Select from a list of sizes that the printer supports.	Configures the default paper size used for print jobs.	
		Default Custom Paper Size	X Dimension	Range: 3-8.5 inches Default = 8.5 inches	Configures the default paper size that is used when the user selects **Custom** as the paper size for a print job.	
			Y Dimension	Range: 5-14 inches Default = 14 inches		
			Use Inches	Enabled* Disabled		
		Output Sides			1-sided* 2-sided	Use to indicate whether the original document is printed on one or both sides.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Fit to Page (PDF)			On Off*	Use this feature to reduce the image/ content of each page to fit within the paper size defined for the job.
		Fit to Page (TIFF, BMP, JPG, PNG)			On Off*	Use this feature to reduce or enlarge the image/content of each page to fit the currently selected paper size.
		Quality and Speed			Quick View Normal* Fine Lines	
		Edge-to-Edge			Normal Edge-to-Edge output	Use this feature to enable or disable Edge-to-Edge mode. This feature allows the printer to print as close as possible to the edge of the paper. Normal is used for most documents and allows the highest quality printing. Edge-to-Edge output enables printing closer to the edge of the paper. The image in the expanded area might contain some shadows.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Edge Control			Automatic* Off Normal	This setting determines how edges are rendered and has two components, adaptive halftoning and trapping. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly. Automatic: The printer uses the default Edge Control setting. Off: Turns off both trapping and adaptive halftoning. Normal: Trapping is at a medium level and adaptive halftoning is on.
		Halftone			Automatic Smooth Detail	Use this feature to control the default halftone screen that the printer uses for print jobs. Automatic: The halftone screen frequency is picked automatically by the printer to provide the best print quality for a range of content. Smooth: Low frequency halftone screen optimized for printing smooth gradients and vector graphics. Detail: High frequency halftone screen optimized for printing detailed content, such as photographs.
		Toner Density			Adjust the slider to lighten or darken the print.	Use this feature to lighten or darken the print on the page.

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			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 Portrait if the short edge is at the top. Select Landscape if the long edge is at the top.
				Symbol Set	Select from a list of symbol sets.	Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font. The factory default value for this option is PC-8. Either PC-8 or PC-850 are recommended for line-draw characters.

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Print Quality	Image Registration			Select from a drop-down menu, the tray from which you want to print. Use the + and - buttons to set the value (in millimeters) for the following settings: Front-side Horizontal Shift Front-side Vertical Shift Back-side Horizontal Shift Back-side Vertical Shift	The values you select for each setting control the horizontal and vertical position (in millimeters) of the image on both the front and back sides of the page. After making the adjustments, touch Print a Test Page or select Done to save the setting.
		Adjust paper types			Select from a list of paper types Reset Paper Types	If print quality problems occur, use this menu to adjust the Print Mode for the paper type in use. If a user-defined type (enabled in the Embedded Web Server) has preprinted content that makes the sides of the paper different, set the paper type as **Marked Paper**.
	Manage Trays	Use Requested Tray			Exclusively* First	Controls how the printer handles jobs that have specified a specific input tray. Two options are available: Exclusively: The printer never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. First: The printer pulls from another tray if the specified tray is empty, even though the user specifically indicated a tray for the job.

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Tray Protection			**NOTE:** You can select all but one of the trays. At least one tray must be unselected at all times Tray 4 Tray 3 Tray 2 Tray 1	When this option is chosen, the selected tray will be protected. This prevents paper from being fed if Use Another Tray is enabled. If you select Tray 1, for example, then Tray 1 is excluded when using another tray.
		Paper Out Action			Auto Continue Time-Out Auto Continue Action	Specify the action the printer will take when the paper configured for the print job does not match the paper loaded in the input tray

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
Manage Supplies	Low Warning Thresholds				Black Cartridge • ##% Black Drum • ##% Black Developer Unit • ##% Fuser Kit • ##% Transfer Belt • ##% Tray 1 Roller Kit • ##% Tray 2 Roller Kit • ##% Tray 3 Roller Kit • ##% Tray 4 Roller Kit • ##% Tray 5 Roller Kit • ##% **NOTE:** The supplies listed depend on the printer configuration.	Set the percentage at which the printer notifies you when a supply is considered low.
	Low Warning Threshold Message				On Off	Displays a message on the control panel when a cartridge is low.
	Low Behavior	Black Cartridge			Stop Continue	

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Very Low Behavior	Black Cartridge Black Drum Black Developer Unit Fuser Kit Transfer Belt Tray 1 Roller Kit Tray 2 Roller Kit Tray 3 Roller Kit Tray 4 Roller Kit Tray 5 Roller Kit			Stop Continue Prompt to continue	
	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 On supplies to store the data on the toner cartridge memory chip. Select Not on supplies to suppress the information from being stored on the memory chip.
	Supply Protection				Off* Protect Supplies	Select to permanently protect cartridges so that they can be used only in this printer or fleet of printers.
	Cartridge Policy				Off* Authorized HP	Set Authorized HP to allow only genuine HP cartridges to be used in this printer.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Reset Supplies				Black Developer Unit Tray 1 Roller Kit Tray 2 Roller Kit Tray 3 Roller Kit Tray 4 Roller Kit Tray 5 Roller Kit	After replacing a supply kit, select it from the list and touch Reset.
Manage Stapler/ Stacker	Job Offset				On Off	
Developer Options	HP Workpath Debug Bridge				In the **Access Type** drop-down list, select one of the following: • User Access Code • Administrator Access Code • Service Access Code **Access Code**: In this field, enter the access code and then touch Sign In.	Use this menu to configure developer settings for the printer.
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.
		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.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			IPV4 SETTINGS	CONFIG METHOD	BOOTP DHCP* AUTO IP MANUAL	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server. Bootp (Bootstrap Protocol): Use for automatic configuration from a BootP server. DHCP (Dynamic Host Configuration Protocol): Use for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options. Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically. If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters.
				DHCP RELEASE	YES NO*	
				DHCP RENEW	YES NO*	
				PRIMARY DNS	RANGE: 0-255 DEFAULT = **xxx.xxx.xx.xx**	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
				S DNS	Range: 0-255 Default = **0.0.0.0**	Specify the IP address (n.n.n.n) of a Secondary DNS Server.

Table 4-10 Settings menu (continued)

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

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			PROXY SERVER			Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients. To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets. For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.
			PROXY PORT		DEFAULT = **00080**	Enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.
			IDLE TIMEOUT		DEFAULT = **0270**	The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).
		SECURITY	SECURE WEB		HTTPS REQUIRED* HTTPS OPTIONAL	
			IPSEC		KEEP DISABLE*	
			FIREWALL		KEEP DISABLE*	
			802.1X		RESET KEEP*	

Table 4-10 Settings menu (continued)

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

Print menus

Learn about the options available for printing directly from the printer control panel.

To display: At the printer control panel, select Print from Job Storage or Print from USB Drive.

Table 4-11 Print menus

First level	Second level	Values	Description
Print from Job Storage	Stored Job to Print	Select from a list of jobs that are stored on the printer. If the jobs are stored in folders, first select the folder and then select the desired job. If the job is locked, enter the password or PIN to unlock it.	Print a job that is stored on the printer.
Print from USB Drive	USB File to Print	Select a file to print from the USB flash drive. **NOTE:** To select a file, you must first insert the USB flash drive into the USB port on the printer.	Print files that are stored on a USB flash drive.

Supplies menu

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

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

Table 4-12 Supplies menu

First level	Values
Supplies Summary	
Black Cartridge	Status Order HP Part Pages Printed Approximate Pages Remaining
Toner Collection Unit Stapler 1	Status Order HP Part

Trays menu

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

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

Table 4-13 Trays menu

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

Support Tools menu

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

Service menu

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

- Service Access Code: 05085025

Table 4-14 Service menu

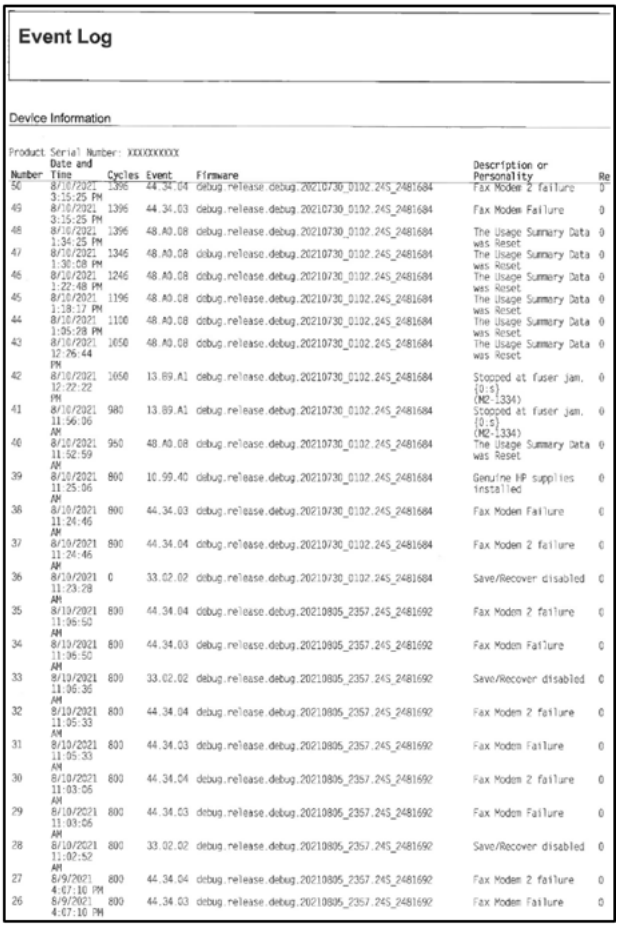
First level	Second level	Third level
Event Log		

Table 4-14 Service menu (continued)

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

Event Log

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



Event Log

Device Information

Product Serial Number: XXXXXXXXX

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

Counts

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

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

- **Service Count**: Total sum of Mono Service Count.
- **Mono Service Count**: This count tracks all media picked from all media sources on the device. For jobs with blank sides or interpreted as mono at the time of media pickup, this count will increment +1 (simplex) or +2 (duplex).
- **Refurbish Count**: Use this item to record the page count when the printer was refurbished.

Coverage Report

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

- **All:** This will print all average coverage values for a print jobs.

- **Print:** This will print the last page coverage and average coverage values for a print job.

Serial Number

Use this menu to set the product serial number.

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

Service ID

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

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

Cold Reset Paper

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

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

Low Alerts

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

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

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

Disabling low alerts has the following effects:

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

Reset Supplies Level

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

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

- **Reset to Level 1**: When this option is selected, standard menus for Supplies Very Low are available, and the Supplies Low Threshold is set to 0%. The Supplies Low messages are enabled and Low Alerts are enabled. Customer can modify the Supplies Low Threshold and the Low message behavior.
- **Reset to Level 2**: When this option is selected, standard menus for Supplies Very Low are available, and the Supplies Low Threshold is set to 0%. The Supplies Low messages are off and Low Alerts are enabled. Customer can modify the Supplies Low Threshold and the Low message behavior.

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

Software Version

Use this menu to see the following software versions.

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

Service Reports

Use this menu to print the following reports.

- Supplies Information Report
- Auto Toning History

Print Adjustment

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

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

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

    -: The printed image will be shifted to the left.

- **Front-side Vertical Shift**: Default is 0. It can be adjusted from -4 to +4.

  +: The printed image will be shifted downward.

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

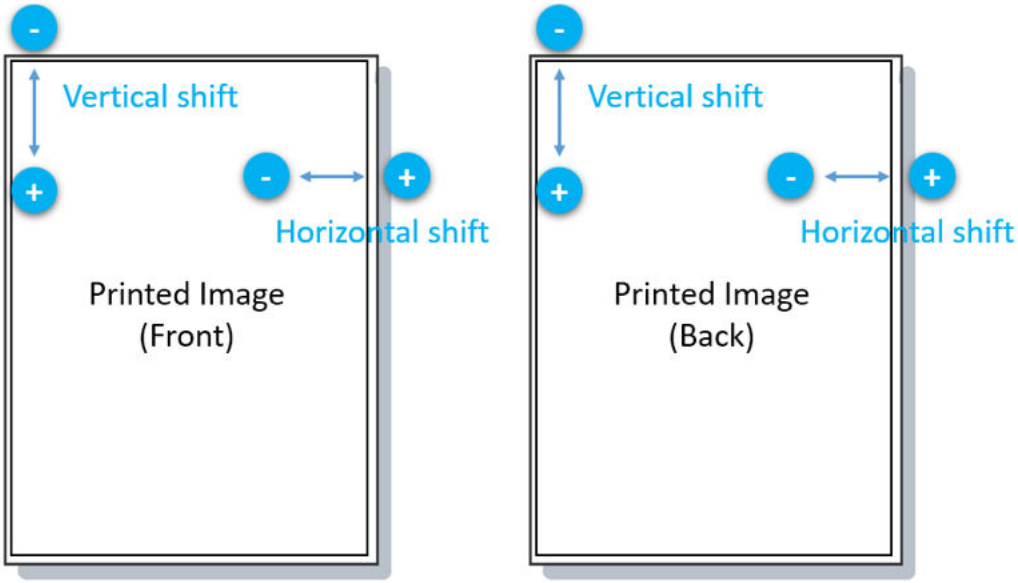
  +: The printed image will be shifted to the right.

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

  +: The printed image will be shifted downward.

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

Figure 4-21 Examples of image position shifts



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

Buckle Adjustment

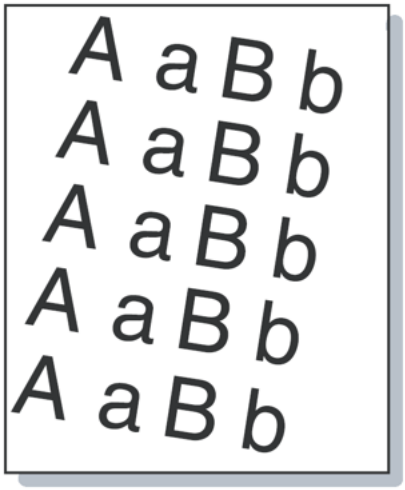
Use this menu to adjust the Registration Curl value when a printed image has a skew.

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

- **Process Speed**: Default is Full. Select the appropriate speed for the paper type.

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

Figure 4-22 Typical faulty image



Finisher Adjustment

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

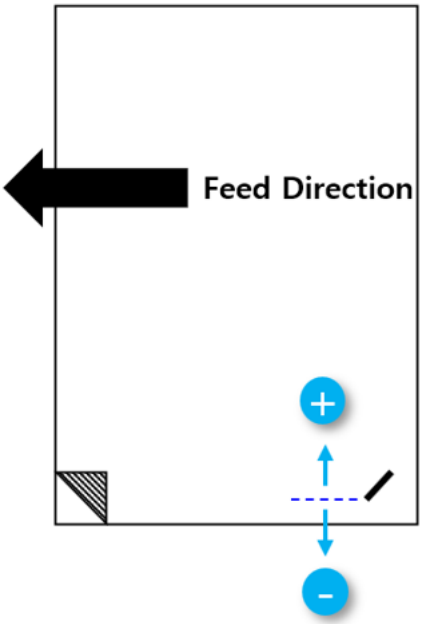
NOTE: This menu will only be shown when a finisher is installed.

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

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

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

Figure 4-23 **Front corner staple position**

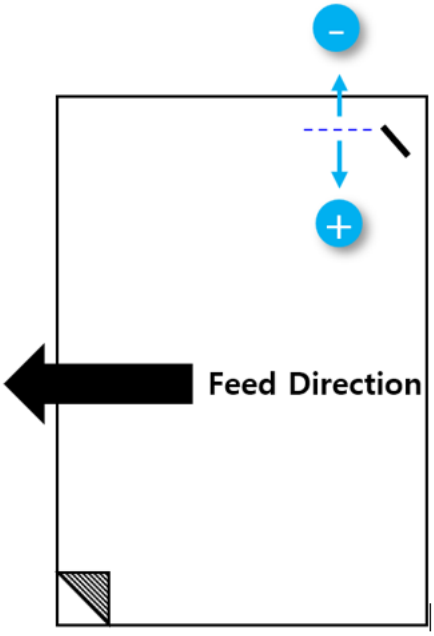


– **Single Rear Corner STS**: Use this feature to adjust the rear corner staple position on the paper.

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

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

Figure 4-24 **Rear corner staple position**

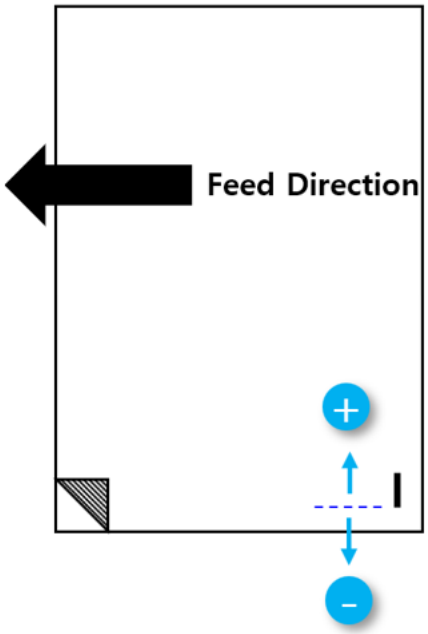


– **Single Front Flat STS**: Use this feature to adjust the front flat staple position on the paper.

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

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

Figure 4-25 Front flat staple position

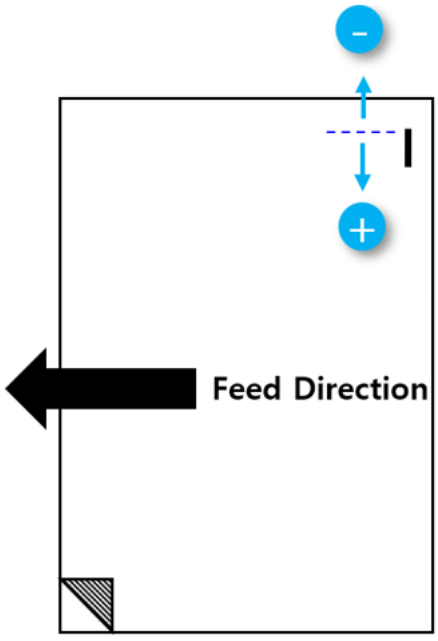


– **Single Rear Flat STS**: Use this feature to adjust the rear flat staple position on the paper.

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

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

Figure 4-26 Rear flat staple position



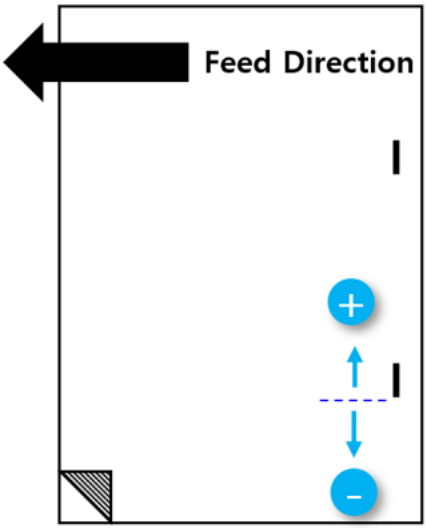
– **Dual Front STS**: Use this feature to adjust the front staple position of the dual staple on the paper

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

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

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

Figure 4-27 Dual front staple position



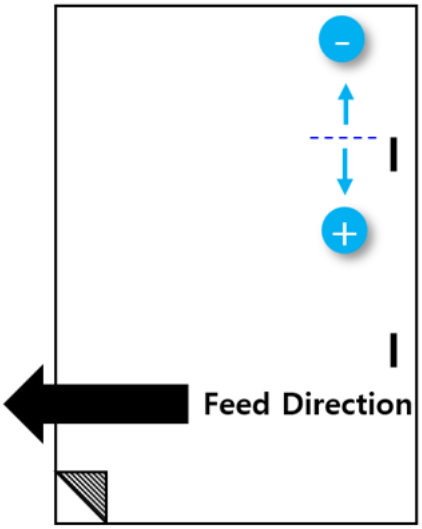
– **Dual Rear STS**: Use this feature to adjust the rear staple position of the dual staple on the paper

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

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

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

Figure 4-28 Dual rear staple position



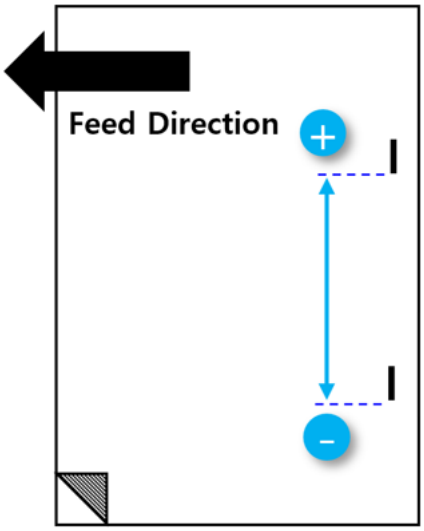
– **Dual All STS**: Use this feature to adjust the dual staple position on the paper.

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

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

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

Figure 4-29 Dual staple position



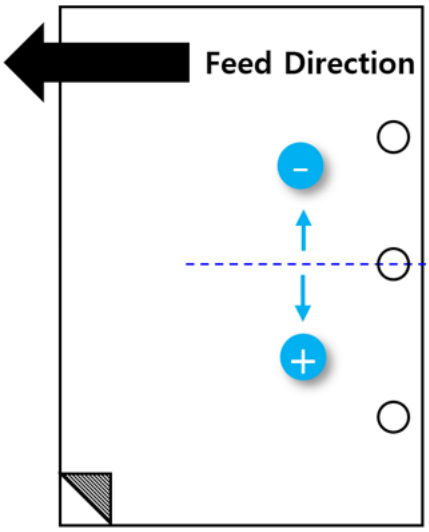
- **Punch Hole position**: Use this menu to adjust the position of punch holes on the paper.
  - **STS**: Use this feature to adjust the STS position of punched holes on the paper.

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

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

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

Figure 4-30 Punched holes position (up/down)



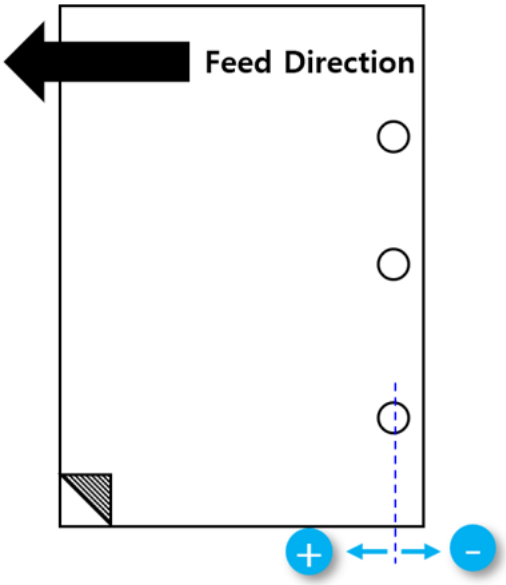
– **DOF**: Use this feature to adjust the DOF position of punched holes on the paper.

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

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

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

Figure 4-31 Punched holes position (left/right)

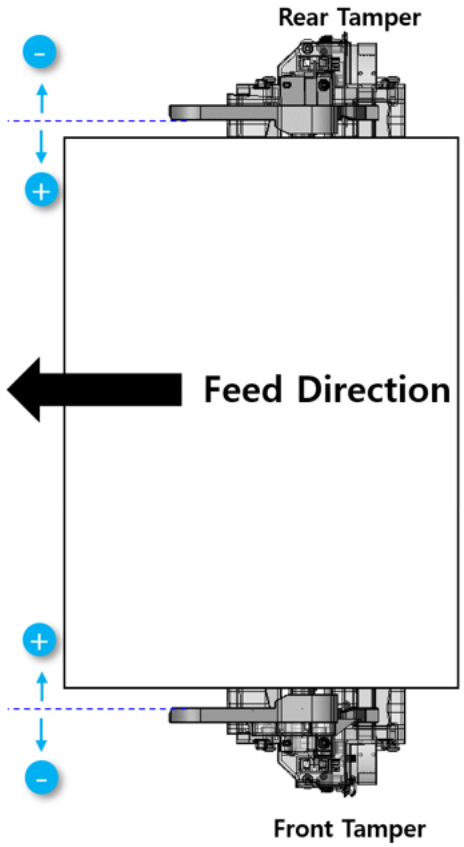


- **Enable Punch Scan**: Use this feature to enable the detection of leading edge of the paper when the punch is operating.
  - **On (default)**: Detect the leading edge of the paper for every page.
  - **Off**: Detect the leading edge of the paper for the first page of the job.
- **Tamper Position**: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

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

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

Figure 4-32 Tamper position



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

  +: Higher level (increased feed time).

  -: Lower level (decreased feed time).

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

  Off (default): The buffering function is enabled.

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

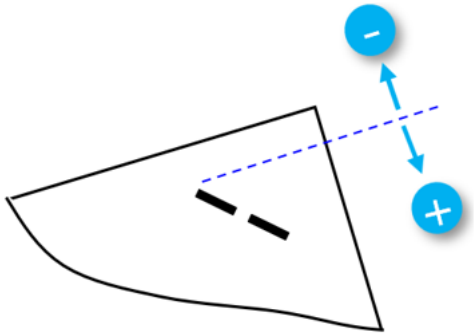
- **Manual Staple Position**: Use this feature to adjust the manual staple position.

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

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

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

Figure 4-33 Manual staple position



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

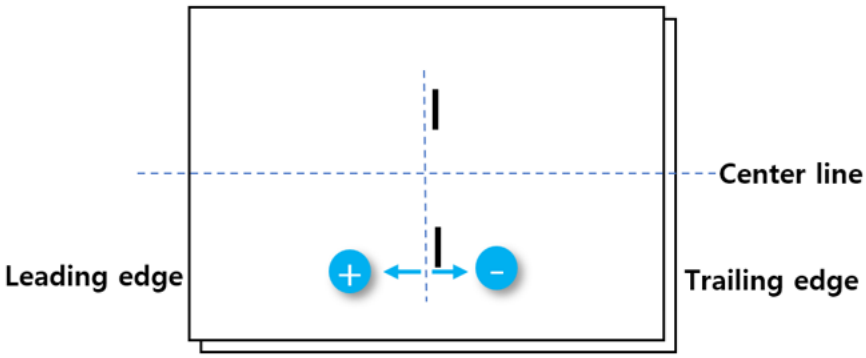
NOTE: This menu item will only be shown when a booklet finisher is installed.

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

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

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

Figure 4-34 Booklet staple position



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

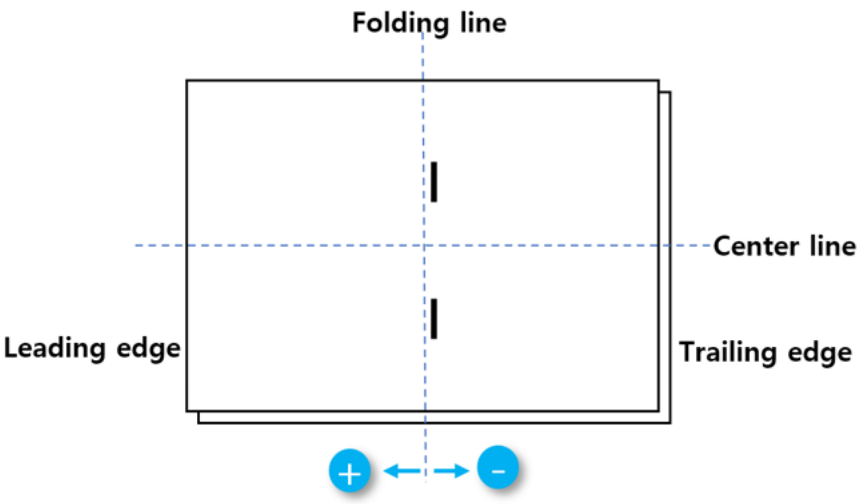
NOTE: This menu will only be shown when a booklet finisher is installed.

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

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

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

Figure 4-35 **Booklet fold position**



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

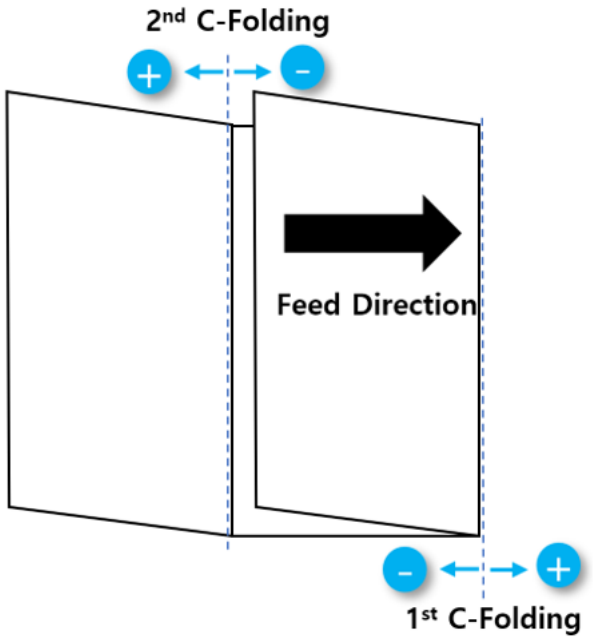
NOTE: This menu will only be shown when a booklet finisher is installed.

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

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

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

Figure 4-36 **Booklet C-fold position**



Reset Engine NVM

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

Engine NVM Read/Write

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

Table 4-15 Engine NVM Read/Write values

Code	Name	Type	Default
109-0200	StandBy Center Temperature offset	Read/Write	10
109-0201	StandBy Side Temperature offset	Read/Write	10
109-0205	Warmup Center Temperature offset	Read/Write	10
109-0206	Warmup Side Temperature offset	Read/Write	10
109-0255	Light 60-74g Center Temperature offset	Read/Write	10
109-0256	Light 60-74g Side Temperature offset	Read/Write	10
109-0265	Plain Center Temperature offset	Read/Write	10
109-0266	Plain Side Temperature offset	Read/Write	10
109-0275	Heavy 111-130g Center Temperature offset	Read/Write	10
109-0276	Heavy 111-130g Side Temperature offset	Read/Write	10
109-0280	Extra Heavy 131-175g Center Temperature offset	Read/Write	10
109-0281	Extra Heavy 131-175g Side Temperature offset	Read/Write	10
109-0290	Cardstock Center Temperature offset	Read/Write	10
109-0291	Cardstock Side Temperature offset	Read/Write	10
109-0300	Envelope Center Temperature offset	Read/Write	10
109-0301	Envelope Side Temperature offset	Read/Write	10
109-0305	Labels Center Temperature offset	Read/Write	10
109-0306	Labels Side Temperature offset	Read/Write	10
109-0310	Mid-Weight 96-110g Center Temperature Offset	Read/Write	10
109-0311	Mid-Weight 96-110g Side Temperature Offset	Read/Write	10
109-0315	Recycled Center Temperature offset	Read/Write	10

Table 4-15 Engine NVM Read/Write values (continued)

Code	Name	Type	Default
109-0316	Recycled Side Temperature offset	Read/Write	10
109-0320	Special Center Temperature offset	Read/Write	10
109-0321	Special Side Temperature offset	Read/Write	10
109-0325	1200 dpi_light 60-74g Center Temperature offset	Read/Write	10
109-0326	1200 dpi_light 60-74g Side Temperature offset	Read/Write	10
109-0330	1200 dpi_plain Center Temperature offset	Read/Write	10
109-0331	1200 dpi_plain Side Temperature offset	Read/Write	10
109-0335	1200 dpi_mid-weight 96-110g Center Temperature offset	Read/Write	10
109-0336	1200 dpi_mid-weight 96-110g Side Temperature offset	Read/Write	10
109-0350	Paperboard Center Temperature Offset	Read/Write	10
109-0351	Paperboard Side Temperature Offset	Read/Write	10
109-0355	Heavy Paperboard Center Temperature Offset	Read/Write	10
109-0356	Heavy Paperboard Side Temperature Offset	Read/Write	10

Sensors

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

Select the callout to display the status of the sensor.

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

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

Table 4-16 Sensor types

Name	Reference table
ACR/CTD	{Xref Error! Target does not exist.}ACR/CTD sensors
Finisher (Option)	{Xref Error! Target does not exist.}Finisher (Option) sensors
Covers	{Xref Error! Target does not exist.}Cover sensors
Developer	{Xref Error! Target does not exist.}Developer sensors
Environment	{Xref Error! Target does not exist.}Environmental sensors

Table 4-16 Sensor types (continued)

Name	Reference table
Fuser	{Xref Error! Target does not exist.}Fuser sensors
LSU	{Xref Error! Target does not exist.}LSU sensors
Paper Path	{Xref Error! Target does not exist.}Paper Path sensors
Power Supply	{Xref Error! Target does not exist.}Power Supply sensors
TCU	{Xref Error! Target does not exist.}TCU sensors
Toner	{Xref Error! Target does not exist.}Toner sensors
Toner Residual Amount	{Xref Error! Target does not exist.}Toner Residual Amount sensors
Tray	{Xref Error! Target does not exist.}Tray sensors

Table 4-17 ACR/CTD sensors

Code	Name	Type	Status
112-0340	Center ID Sensor - P Wave Value	Input	Numeric

Table 4-18 Finisher (Option) sensors

Item	Code	Name	Type	Status
Booklet End Fence	113-3000	Booklet End Fence Home Sensor	Input	High/Low
Booklet Entrance	113-3100	Booklet Entrance Sensor	Input	High/Low
Booklet Exit	113-3120	Booklet Exit Sensor	Input	High/Low
Booklet Fold	113-2202	Booklet Maker Detection	Input	Installed/Not installed
Booklet Fold	113-3040	Booklet Blade Home Sensor	Input	High/Low
Booklet Output Tray	113-2150	Booklet Output Tray Sensor	Input	High/Low
Booklet Paddle	113-3050	Booklet C-Fold Blade Home Sensor	Input	High/Low
Booklet Paddle	113-3060	Booklet Diverter Home Sensor	Input	High/Low
Booklet Paddle	113-3090	Booklet Paddle Home Sensor	Input	High/Low
Booklet Paddle	113-3130	Booklet Presser Home Sensor	Input	High/Low
Booklet Stapler	113-3010	Booklet Stapler Head Sensor	Input	High/Low
Booklet Stapler	113-3020	Booklet Front Stapler Cartridge Level Sensor	Input	High/Low

Table 4-18 Finisher (Option) sensors (continued)

Item	Code	Name	Type	Status
Booklet Stapler	113-3030	Booklet Rear Stapler Cartridge Level Sensor	Input	High/Low
Booklet Tamper	113-3080	Booklet Tamper Home Sensor	Input	High/Low
Booklet Tamper	113-3110	Booklet Tamper Sensor	Input	High/Low
Covers	113-0410	Front Cover Sensor	Input	High/Low
Covers	113-0420	Top Cover Sensor	Input	High/Low
Ejector	113-0461	Ejector1 Home Sensor	Input	High/Low
Ejector	113-0462	Ejector2 Home Sensor	Input	High/Low
Ejector	113-0463	Ejector2 Motor Sensor	Input	High/Low
End Fence	113-0361	End Fence Sensor	Input	High/Low
Entrance	113-0350	Entrance Sensor	Input	High/Low
Exit	113-0360	Exit Sensor	Input	High/Low
Finisher Connection	113-0351	Finisher Detection Sensor	Input	Installed/Not Installed
Output Tray	113-0470	Paper Holding Sensor	Input	High/Low
Output Tray	113-0471	Output Tray Top of Stack Sensor	Input	High/Low
Output Tray	113-0472	Output Tray Lower Limit Sensor	Input	High/Low
Output Tray	113-0473	Output Tray Motor Sensor	Input	High/Low
Paddle	113-0370	Paddle Home Sensor	Input	High/Low
Paper Support	113-0481	Paper Support Home Sensor	Input	High/Low
Punch	113-0610	Punch Motor Sensor	Input	High/Low
Punch	113-0612	Punch Home Sensor	Input	High/Low
Punch	113-0620	Punch Waste Box Sensor	Input	Installed/Not Installed
Punch	113-0621	Punch Waste Full Sensor	Input	High/Low
Stapler	113-0430	Stapler Head Sensor	Input	High/Low
Stapler	113-0440	Stapler Cartridge Level Sensor	Input	High/Low
Stapler	113-0451	Stapler Cartridge Detection Sensor	Input	High/Low
Stapler	113-0491	Stapler Front Sensor	Input	High/Low
Stapler	113-0492	Stapler Rear Sensor	Input	High/Low
Stapler	113-0493	Stapler Front Pos Sensor	Input	High/Low

Table 4-18 Finisher (Option) sensors (continued)

Item	Code	Name	Type	Status
Stapler	113-0494	Stapler Rear Pos Sensor	Input	High/Low
Tamper	113-0380	Rear Tamper Home Sensor	Input	High/Low
Tamper	113-0390	Front Tamper Home Sensor	Input	High/Low
Bridge	113-2070	Bridge Entrance Sensor	Input	High/Low
Bridge	113-2071	Bridge Exit Sensor	Input	High/Low
Bridge	113-2180	Bridge Door Sensor	Input	Closed/Open
Bridge	113-2200	Bridge Detection	Input	Installed/Not Installed
Buffer	113-2100	Buffer Sensor	Input	High/Low
Buffer	113-2210	Buffer Home Sensor	Input	High/Low
Manual Stapler	113-2160	Manual Staple Sensor	Input	High/Low
Manual Stapler	113-2161	Manual Staple Button Sensor	Input	High/Low
Punch Detection	113-2201	Punch Detection	Input	Installed/Not Installed
Punch Detection	113-4000	Punch Scan Home Sensor	Input	High/Low
Punch Detection	113-4060	Punch Type Detection1	Input	High/Low
Punch Detection	113-4061	Punch Type Detection2	Input	High/Low
SCU (Set Clam Unit)	113-2010	Paper Holding Home Sensor	Input	High/Low
SCU (Set Clam Unit)	113-2141	Front Paper Holding Sensor	Input	High/Low
SCU (Set Clam Unit)	113-2142	Rear Paper Holding Sensor	Input	High/Low

Table 4-19 Cover sensors

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

Table 4-20 Developer sensors

Code	Name	Type	Status
111-0070	Black Toner Concentration Sensor	Input	Numeric

Table 4-21 Environmental sensors

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

Table 4-22 Fuser sensors

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

Table 4-23 LSU sensors

Code	Name	Type	Status
110-0170	LSU HSync4 Sensor	Input	High/Low
110-0200	LSU Detection	Input	High/Low

Table 4-24 Paper Path sensors

Item	Code	Name	Type	Status
Feed	102-0293	Feed2 Sensor	Input	High/Low
Feed	102-0361	Fuser Out Sensor	Input	High/Low
Feed Registration	102-0360	Regi. Sensor	Input	High/Low
Output	101-0190	Out-Bin Full Sensor	Input	High/Low
Output	101-0191	Out-Bin2 Full Sensor (Option)	Input	High/Low
Output Exit	102-0371	Exit2 Sensor	Input	High/Low
Duplex Jam 1	102-0380	Duplex Jam1 Sensor	Input	High/Low
Duplex Jam 2	102-0390	Duplex Jam2 Sensor	Input	High/Low

Table 4-25 Power Supply sensors

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

Table 4-26 TCU sensors

Code	Name	Type	Status
100-0250	Waste Toner Full Sensor	Input	Numeric
104-0000	Waste Toner Detection Sensor	Input	Installed/Not Installed

Table 4-27 Toner sensors

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

Table 4-28 Toner Residual Amount sensors

Code	Name	Type	Status
111-0075	Black Toner Residual Amount Sensor	Input	Numeric

Table 4-29 Tray sensors

Item	Code	Name	Type	Status
Tray 1	102-0280	Tray 1 Paper Empty Sensor	Input	High/Low
Tray 2	102-0000	Tray 2 Open Sensor	Input	Closed/Open
Tray 2	102-0010	Tray 2 Paper Empty Sensor	Input	High/Low
Tray 2	102-0041	Tray 2 Paper Size Sensor	Input	Numeric
Tray 2	102-0050	Tray 2 Stack Height Sensor	Input	High/Low
Tray 2	102-0292	Pre Feed2 Sensor	Input	High/Low
Tray 3	102-0070	Tray 3 Open Sensor	Input	Closed/Open

Table 4-29 Tray sensors (continued)

Item	Code	Name	Type	Status
Tray 3	102-0080	Tray 3 Paper Empty Sensor	Input	High/Low
Tray 3	102-0111	Tray 3 Paper Size Sensor	Input	Numeric
Tray 3	102-0120	Tray 3 Stack Height Sensor	Input	High/Low
Tray 3	102-0301	Pre Feed3 Sensor	Input	High/Low
Tray 4 (Option)	102-0730	Tray 4 Knock Up Home Sensor	Input	High/Low
Tray 4 (Option)	102-0731	Tray 4 Shift Tray Paper Empty Sensor	Input	High/Low
Tray 4 (Option)	102-0732	Tray 4 Shift Tray Level Sensor1	Input	High/Low
Tray 4 (Option)	102-0733	Tray 4 Shift Tray Level Sensor2	Input	High/Low
Tray 4 (Option)	102-0734	Tray 4 Shift Plate Home Sensor	Input	High/Low
Tray 4 (Option)	102-0735	Tray 4 Shift Plate End Sensor	Input	High/Low
Tray 4 (Option)	102-0736	Tray 4 Gate Solenoid Home Sensor	Input	High/Low
Tray 4 (Option)	102-0140	Tray 4 Open Sensor	Input	Closed/Open
Tray 4 (Option)	102-0150	Tray 4 Paper Empty Sensor	Input	High/Low
Tray 4 (Option)	102-0181	Tray 4 Paper Size Sensor	Input	Numeric 3 digits
Tray 4 (Option)	102-0190	Tray 4 Stack Height Sensor	Input	High/Low
Tray 4 (Option)	102-0321	Pre Feed4 Sensor	Input	High/Low
Tray 4 (Option)	102-0330	Tray 4 Door Open Sensor	Input	Closed/Open
Tray 4 (Option)	102-0320	Tray 4 Feed Sensor	Input	High/Low
Tray 5 (Option)	102-0210	Tray 5 Open Sensor	Input	Closed/Open
Tray 5 (Option)	102-0220	Tray 5 Paper Empty Sensor	Input	High/Low
Tray 5 (Option)	102-0251	Tray 5 Paper Size Sensor	Input	Numeric
Tray 5 (Option)	102-0260	Tray 5 Stack Height Sensor	Input	High/Low
Tray 5 (Option)	102-0271	Tray 5 Level Sensor1	Input	High/Low
Tray 5 (Option)	102-0272	Tray 5 Level Sensor2	Input	High/Low
Tray 5 (Option)	102-0273	Tray 5 Detection Sensor1	Input	Installed/Not Installed

Table 4-29 Tray sensors (continued)

Item	Code	Name	Type	Status
Tray 5 (Option)	102-0274	Tray 5 Detection Sensor2	Input	Installed/Not Installed
Tray 5 (Option)	102-0343	Pre Feed5 Sensor	Input	High/Low
Tray 5 (Option)	102-0350	Tray 5 Door Open Sensor	Input	Closed/Open

Component tests

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

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

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

Table 4-30 Component types

Name	Reference table
Finisher (Option)	{Xref Error! Target does not exist.}Finisher (Option) component tests
Developer	{Xref Error! Target does not exist.}Developer component tests
Drum	{Xref Error! Target does not exist.}Drum component tests
Duct/Reservoir	{Xref Error! Target does not exist.}Duct/Reservoir component tests
Fan	{Xref Error! Target does not exist.}Fan component tests
Fuser	{Xref Error! Target does not exist.}Fuser component tests
LSU	{Xref Error! Target does not exist.}LSU component tests
Paper Path	{Xref Error! Target does not exist.}Paper Path component tests
Power Supply	{Xref Error! Target does not exist.}Power Supply component tests
TCU	{Xref Error! Target does not exist.}TCU component tests
Toner	{Xref Error! Target does not exist.}Toner component tests
Trays	{Xref Error! Target does not exist.}Tray component tests

Table 4-31 Finisher (Option) component tests

Item	Code	Name	Type	Status
Booklet End Fence	113-3510	Booklet Fold Motor	Output	On/Off
Booklet End Fence	113-3520	Booklet End Fence Solenoid	Output	On/Off
Booklet End Fence	113-3530	Booklet End Fence Motor	Output	On/Off

Table 4-31 Finisher (Option) component tests (continued)

Item	Code	Name	Type	Status
Booklet Entrance	113-3500	Booklet Entrance Motor	Output	On/Off
Booklet Entrance	113-3510	Booklet Fold Motor	Output	On/Off
Booklet Entrance	113-3520	Booklet End Fence Solenoid	Output	On/Off
Booklet Entrance	113-3530	Booklet End Fence Motor	Output	On/Off
Booklet Fold	113-3590	Booklet C-Fold Blade Motor	Output	On/Off
Booklet Paddle	113-3560	Booklet Diverter Motor	Output	On/Off
Booklet Paddle	113-3570	Booklet Presser Motor	Output	On/Off
Booklet Paddle	113-3580	Booklet Paddle Motor	Output	On/Off
Booklet Stapler	113-3600	Booklet Stapler Head Motor	Output	On/Off
Booklet Tamper	113-3540	Booklet Tamper Motor	Output	On/Off
Booklet Tamper	113-3550	Booklet Blade Motor	Output	On/Off
Ejector	113-2530	Pre Ejector Motor	Output	On/Off
Ejector	113-2540	Post Ejector Motor	Output	On/Off
Entrance	113-2510	Paper Holding Motor	Output	On/Off
Entrance	113-2520	Entrance Motor - Diverter	Output	On/Off
Entrance	113-2570	Entrance Motor - Entrance	Output	On/Off
Exit	113-2500	Main Exit Cam Motor	Output	On/Off
Exit	113-2580	Exit Motor	Output	On/Off
Output Tray	113-2610	Main Output Tray Motor	Output	On/Off
Paddle	113-2600	Paddle Motor	Output	On/Off
Paper Support	113-0571	Paper Support Motor	Output	On/Off
Punch	113-0610	Punch Motor Sensor	Input	High/Low
Punch	113-0600	Punch Motor	Output	On/Off
Punch	113-4500	Punch Scan Motor	Output	On/Off
Stapler	113-0550	Stapler Head Motor	Output	On/Off
Stapler	113-0581	Stapler Position Motor	Output	On/Off
Stapler	113-2620	Stapler Position Motor	Output	On/Off
Stapler	113-2621	Stapler Head Motor	Output	On/Off
Tamper	113-0520	Rear Tamper Motor	Output	On/Off
Tamper	113-0530	Front Tamper Motor	Output	On/Off
Tamper	113-2630	Front Tamper Motor	Output	On/Off

Table 4-31 Finisher (Option) component tests (continued)

Item	Code	Name	Type	Status
Tamper	113-2640	Rear Tamper Motor	Output	On/Off
Bridge	113-2560	Bridge Motor	Output	On/Off
Buffer	113-2660	Buffer Motor	Output	On/Off
Buffer	113-2670	Buffer Solenoid	Output	On/Off
Covers	113-2650	Top Cover LED - Blue	Output	On/Off
Covers	113-2651	Top Cover LED - Red	Output	On/Off
End Fence	113-2590	End Fence Motor	Output	On/Off

Table 4-32 Developer component tests

Code	Name	Type	Status
111-0140	Black Toner Control Voltage	Output	On/Off
100-0071	Black Deve Motor	Input	High/Low

Table 4-33 Drum component tests

Code	Name	Type	Status
100-0049	Black Drum Motor	Input	High/Low
107-0169	Black Eraser	Input	High/Low

Table 4-34 Duct/Reservoir component tests

Code	Name	Type	Status
111-0330	Black Toner Duct/Reservoir Motor	Output	On/Off

Table 4-35 Fan component tests

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

Table 4-36 Fuser component tests

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

Table 4-37 LSU component tests

Code	Name	Type	Status
110-0000	LSU Motor1	Input	High/Low

Table 4-38 Paper Path component tests

Item	Code	Name	Type	Status
Feed	100-0420	Tray 1 Feed Motor	Output	On/Off
Feed	101-0120	Tray 2 Feed Motor	Output	On/Off
Feed	101-0130	Tray 3 Feed Motor	Output	On/Off
Feed	100-0410	Registration Motor	Output	On/Off
Feed	101-0140	Tray 4 Feed Motor (Option)	Output	On/Off
Feed	101-0150	Tray 5 Feed Motor (Option)	Output	On/Off
Output	100-0430	Exit2 Motor - Forward	Output	On/Off
Output	100-0440	Exit2 Motor - Backward	Output	On/Off
Duplex	100-0140	Duplex Motor	Output	On/Off
Duplex	101-0280	Return Gate Solenoid	Output	On/Off
Duplex	100-0490	Duplex2 Motor	Output	On/Off

Table 4-39 Power Supply component tests

Item	Code	Name	Type	Status
Transfer	107-0033	THV(-) Bias	Output	On/Off
Transfer	107-0034	THV CC Bias	Output	On/Off
Transfer	107-0035	THV CV Bias	Output	On/Off
Drum	105-0030	Black MHV Bias	Output	On/Off
Developer	106-0030	Black Developer Bias	Output	On/Off
Developer	106-0031	Black Developer AC Bias	Output	On/Off

Table 4-40 TCU component tests

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

Table 4-41 Toner component tests

Code	Name	Type	Status
111-0030	Black Toner Dispense Motor	Output	On/Off
111-0430	Black Toner Unlock Motor	Output	On/Off

Table 4-42 Tray component tests

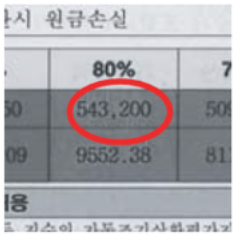
Item	Code	Name	Type	Status
Tray 1 Clutch	101-0270	Tray 1 Clutch	Output	On/Off
Tray 1	101-0271	Tray 1 Solenoid	Output	On/Off
Tray 1	101-0272	Tray 1 Pickup Clutch	Output	On/Off
Tray 2	100-0200	Tray 2 Pickup Motor - Lift	Output	On/Off
Tray 2	100-0370	Tray 2 Pickup Motor - Pickup	Output	On/Off
Tray 3	100-0210	Tray 3 Pickup Motor - Lift	Output	On/Off
Tray 3	100-0380	Tray 3 Pickup Motor - Pickup	Output	On/Off
Tray 4	100-0220	Tray 4 Pickup Motor - Lift	Output	On/Off
Tray 4	100-0390	Tray 4 Pickup Motor - Pickup	Output	On/Off
Tray 4	101-0101	Tray 4 Shift Gate Solenoid	Output	On/Off
Tray 4	100-0232	Tray 4 Shift Motor	Output	On/Off
Tray 5 (Option)	100-0230	Tray 5 Pickup Motor - Lift	Output	On/Off
Tray 5 (Option)	100-0400	Tray 5 Pickup Motor - Pickup	Output	On/Off

TR Control Mode

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

Figure 4-37 Typical faulty images

[Blur]



[Poor Transfer]

[Re-Transfer]

[White Spot]

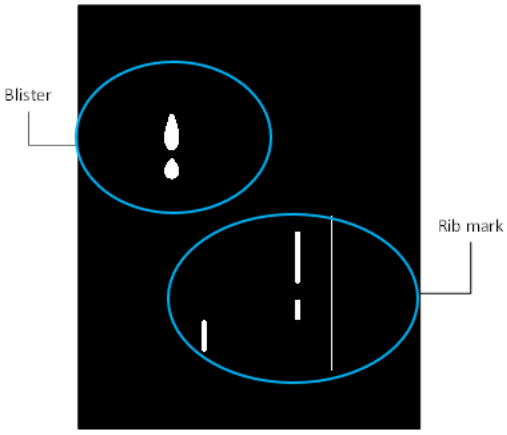
[OPC Cyclic Ghost]

- T2 Control Mode
  - **T2 PWM**: Default is 0. It can be adjusted from -20 to +20. For example:
    - Blur: Increase T2 PWM value.
    - Poor Transfer: Increase T2 PWM value.
    - Re-Transfer: Decrease T2 PWM value.
    - White Spot: Decrease T2 PWM value.
    - OPC Cyclic Ghost: Decrease T2 PWM value.

Low-temperature Idling Mode

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

Figure 4-38 Typical faulty images



[Blister and Rib mark]

[Poor fusing]

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

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

Altitude Adjustment

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

Figure 4-39 Typical faulty images

[Loose toner]

[Light image]

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

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

Humidity

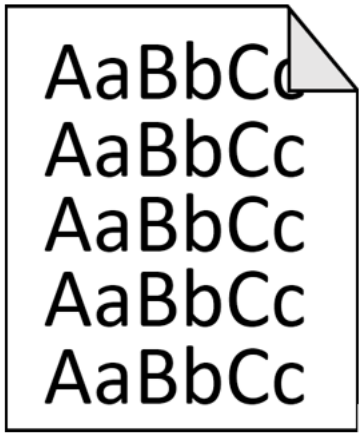
Use this menu to troubleshoot print quality issues such as paper curl, dog ears, and poor paper stacking in the stacker output bins.

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

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

Figure 4-40 Typical faulty images

[Paper curl]



[Dog ears]

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

Vapor Mode

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

Figure 4-41 Typical faulty images

[Dropouts]

[Background scatter]

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

Footer

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

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

Test Support

Use this menu to test the items listed below.

- Continuous Print From USB
- Automatic Calibrations
- Runtime Configuration

Part Replacement Count

Use this menu to display the number of parts replaced.

Table 4-43 Part Replacement Count items

Item
Black Cartridge
Black Drum
Black Developer Unit
Fuser Kit
Transfer Belt

Table 4-43 Part Replacement Count items (continued)

Item
Tray 1 Roller Kit
Tray 2 Roller Kit
Tray 3 Roller Kit
Tray 4 Roller Kit
Tray 5 Roller Kit

Reset Supplies

Use this menu to reset the supplies counters.

IMPORTANT: After replacing a supply kit, use this function.

Table 4-44 Reset Supplies items

Item
Black Developer Unit
Tray 1 Roller Kit
Tray 2 Roller Kit
Tray 3 Roller Kit
Tray 4 Roller Kit
Tray 5 Roller Kit

Maintenance menu

Use this menu to access features for maintaining the printer.

Table 4-45 Maintenance menu

First level	Second level	Third level
Backup/Restore	Back up Data	
Backup/Restore	Restore Data	
Import/Export		
Calibration/Cleaning	Cleaning Page	Automatic Cleaning Interval
Calibration/Cleaning	Advanced Calibration Support	Custom Color
Calibration/Cleaning	Advanced Calibration Support	Auto Tone Adjustment
Calibration/Cleaning	Advanced Calibration Support	CTD Sensor Cleaning
Calibration/Cleaning	Advanced Calibration Support	Manual Tone Adjustment
Calibration/Cleaning	Toner Density Calibration	
USB Firmware Upgrade		

Table 4-45 Maintenance menu (continued)

First level	Second level	Third level
License Management		

Backup/Restore

Use the Back up Data menu to perform manual backups of the printer configuration data to the front panel USB port.

Use the Restore Data menu to restore a backup of the system configuration previously saved on a USB drive.

Import/Export

Use this menu to export files that can be used to configure other devices. Select which settings, contacts, or user accounts to include in the export. The files can be imported to other devices including those with different capabilities. Any imported settings that are not available on the target device will be ignored.

Custom Color

Use this menu to adjust the color density manually in order to meet the customer's needs.

- **Black**: Default is 0. It can be adjusted from -10 to +10.

Auto Tone Adjustment

Use this menu to adjust color tone automatically.

- **Off**: Disables this function.
- **On (Default)**: The printer will perform this function when the following determined conditions have been met.
  - **After Pages Printed**: The printer will perform this function based on the count of printed pages since the last execution.
  - **After Period of Inactivity (Minutes)**: The printer will perform this function when the printer returns from a power save mode and the rest time exceed the configured value.
  - **Adaptive**: Unchecked as a default.
- **Start**: The printer performs this function now.

NOTE: Select Start to manually perform this operation when the control panel displays sensor failure errors such as “CTD sensor calibration failure,” or when imaging parts such as the OPC drum, development unit, or ITB unit are replaced or reinstalled.

CTD Sensor Cleaning

Use this menu to calibrate the CTD sensor after cleaning the CTD and ACR sensor, when the control panel displays sensor errors such as “CTD sensor calibration failure” or “ACR sensor calibration failure.”

- **Start**: The printer performs this function immediately, and the sensor failure error message is cleared from the control panel.

Manual Tone Adjustment

Use this menu to adjust the color tone manually.

This function can adjust Highlights, Midtones, and Shadows.

- **Black**: Default is 0. It can be adjusted from -5 to +5.

Toner Density Calibration

Use this menu to calibrate the product immediately if you see problems with printer density.

- **Start**: The printer will perform this function now.

USB Firmware Upgrade

Use this menu to perform a firmware upgrade using a USB flash drive.

Insert the USB flash drive that contains a firmware upgrade bundle into the USB port, and then follow the on-screen instructions.

- **Install**: Executes the firmware upgrade.

License Management

Use this menu to install a speed license, which will configure the engine to print at an upgraded speed.

Use **one** of the following procedures to install the speed license.

- Install a speed license from the HP Cloud using the control panel.

IMPORTANT: When an inner finisher is installed, the printer cannot exceed 60 pages-per minute (ppm). Do not install a speed license higher than 60 ppm for a printer with an inner finisher installed.

1. Connect a network cable to the printer.
2. Turn the printer power on, and wait for it to initialize to the Ready state.
3. Verify that the printer has a valid IP address and a working internet connection.

   NOTE: A proxy server might need to be configured now using the Embedded Web Server (EWS) or manually at the control panel.

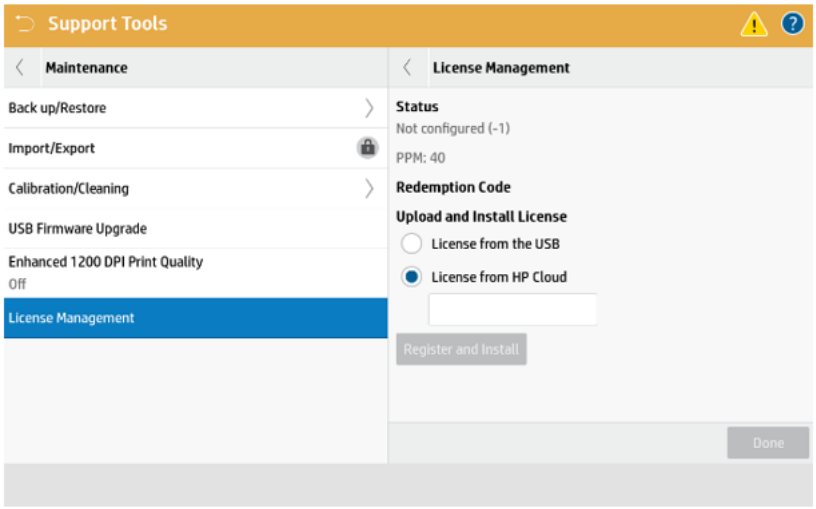
4. At the printer Home screen, scroll to and then touch the Support Tools button.
5. Select the License Management menu in the left-side navigation pane.
6. Select License from HP Cloud under Upload and Install License.

   IMPORTANT: A redemption code must be obtained from the HP Printer License Activation and Management website. https://activation.jamangement.hp.com.

7. Type in the redemption code obtained from the HP Printer License Activation and Management website.

8. Select the Register and Install button.

NOTE: The printer restarts as part of the installation process. Wait at least a few minutes after the printer initializes to the Ready state to allow the speed license installation process to finish completely.

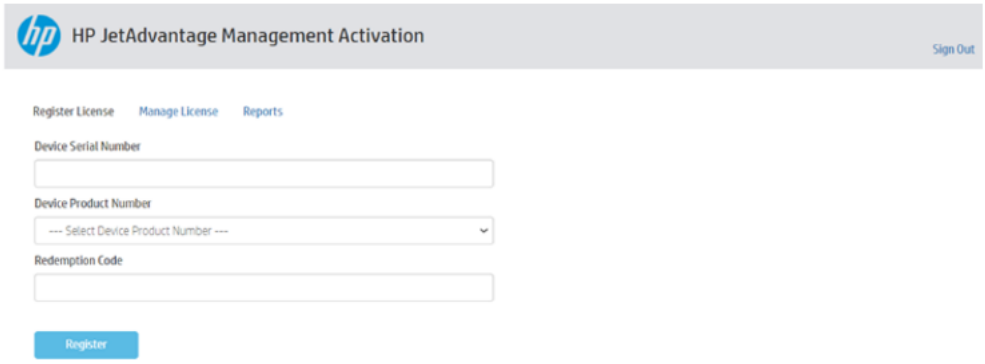


- Install a speed license offline manually using the HP Printer License Activation and Management web site.

IMPORTANT: When an inner finisher is installed, the printer cannot exceed 60 pages-per minute (ppm). Do not install a speed license higher than 60 ppm for a printer with an inner finisher installed.

1. Download the speed license file to the PC from the HP Cloud Server.
   a. Open a browser and go to the HP Printer License Activation and Management website: https://activation.jamanagement.hp.com.
   b. Select the country/region and SIGN IN on the HP Partner Portal.
   c. Select **Activation speed for new HP LaserJets** or select **Product Number**.
   d. Type the printer serial number in the **Device Serial Number** field.
   e. Use the drop-down menu to select the **Device Product Number**.
   f. Type in the redemption code in the **Redemption Code** field.

   NOTE: A redemption code must be obtained from the HP Printer License Activation and Management website. https://activation.jamanagement.hp.com.



g. Click the **Register** button.

h. When the registration is complete, download the speed license file to the computer, and then transfer it to a USB storage device.

CAUTION: The license file must be saved in the root directory of the USB device. Do not change the license file name.

2. Use the steps below to manually install the speed license.

a. Turn the printer power on, and wait for it to initialize to the Ready state.

b. Insert the USB into the USB port on the printer.

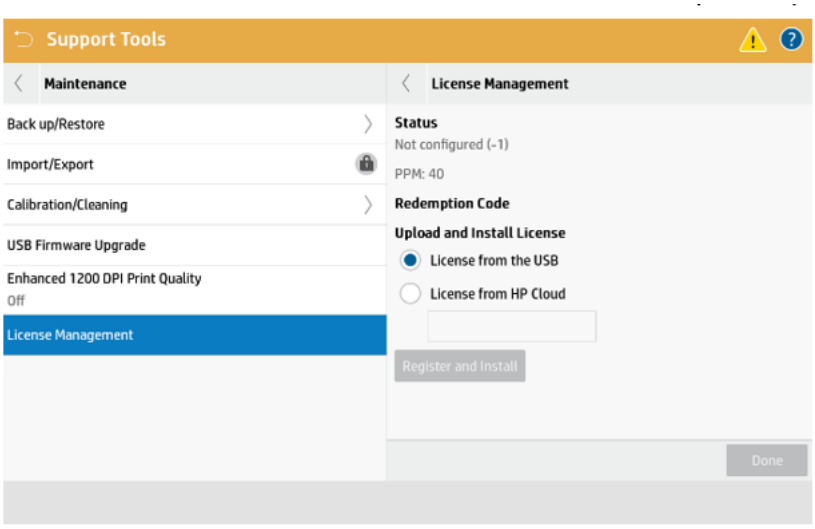
c. At the printer Home screen, scroll to and then touch the Support Tools button.

d. Select License from the USB under Upload and Install License.

e. Touch the Register and Install button.

IMPORTANT: The printer installs the highest speed license among the license files on the USB device. Remove any license files for speeds above 60 ppm for a printer with an inner finisher installed. Speed upgrades cannot be downgraded.

NOTE: If the USB device is not detected, remove the USB device and turn the printer power off. Reinsert the USB device, and then turn the printer power on.



Troubleshooting menu

Use this menu to access features for troubleshooting the printer.

Table 4-46 Troubleshooting menu

First level	Second level
Reports	Configuration/Status Pages
Reports	Other Pages
Print Quality Pages	Fuser Test Page
Print Quality Pages	PQ Troubleshooting Pages
Print Quality Pages	Advanced Print Quality Pages
Event Log	
Paper Path Page	
Diagnostic Tests	
Retrieve Diagnostic Data	
Additional Diagnostic Data	

Configuration/Status Pages

Use this menu to display ( ) or print ( ) the information listed below.

- Settings Menu Map
- Current Settings Page
- Configuration Page
- How to Connect Page
- Supplies Status Page

- Usage Page
- File Directory Page
- Web Services Status Page
- HP Flex Build Configuration Page

Other Pages

Use this menu to print the information listed below.

- PCL Font List
- PS Font List
- Secure Drum Data Erase

PQ Troubleshooting Pages

Use this menu to check the print quality with a printed test page.

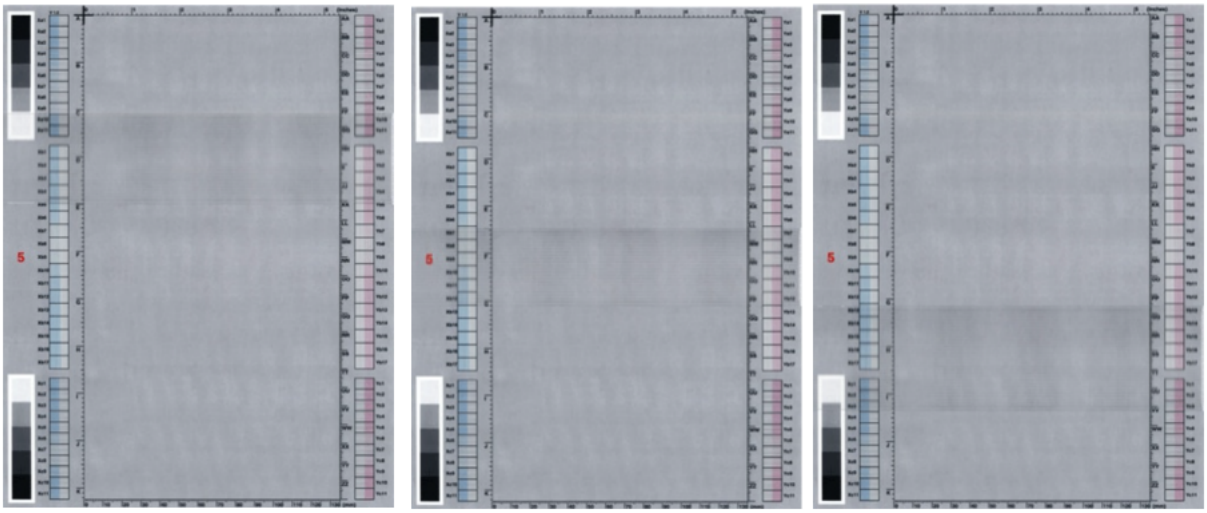
- **Print**: The printer prints the PQ troubleshooting pages.

The printer returns to the Ready state after printing the PQ troubleshooting pages. Review the PQ troubleshooting pages, and perform the corresponding troubleshooting procedure below.

NOTE: The images below are only examples and may not exactly match your output. Black toner is being used for clarity.

Toner smear

As shown below, the issue may vary in location and appearance.



Description

A portion of the image is smeared in the feed (horizontal) direction. The section that is smeared may be a narrow or wide streak, and may extend across the entire page.

Most likely causes

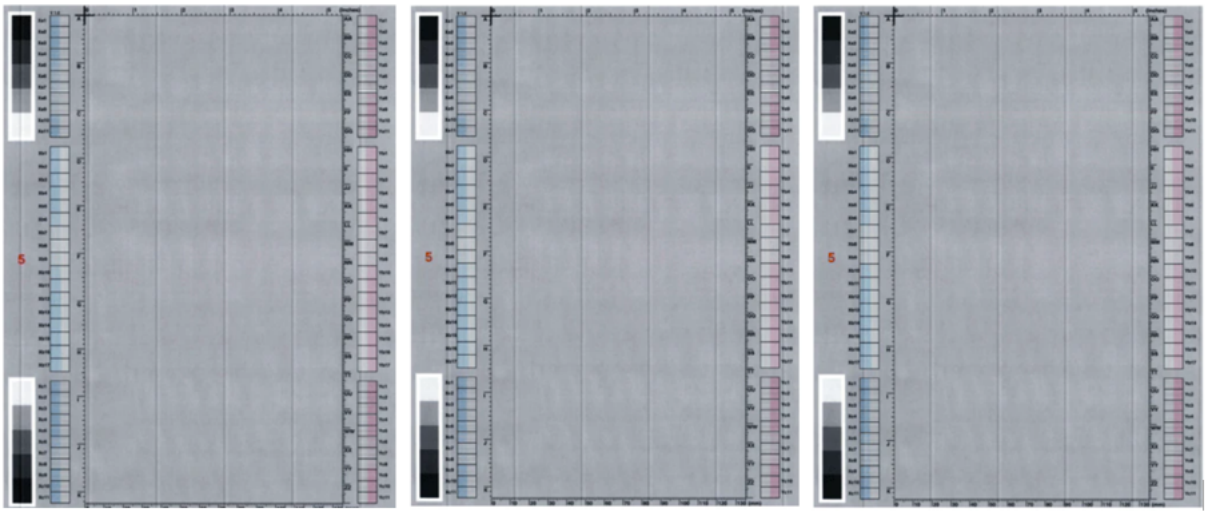
- Smears occur more commonly after a paper jam, or during the first daily printing in a high-temperature, high-humidity environment.

Troubleshooting and suggestions

1. If the smear was first observed after a paper jam, check the PTB unit for torn pieces of paper. Then go to the next step.
2. Print approximately 10 pages to see if the smear clears. If the toner smear still can be observed, go to the next step.
3. Replace the PTB unit.
4. After replacing the PTB unit, print another set of PQ troubleshooting pages.
5. Look at the new set of PQ troubleshooting test pages. If the issue is not resolved, contact HP.

Sharp banding repeating

As shown below, the issue may vary in location and appearance.



Description

Pages print with sharp, narrow, dark bands repeating.

Most likely causes

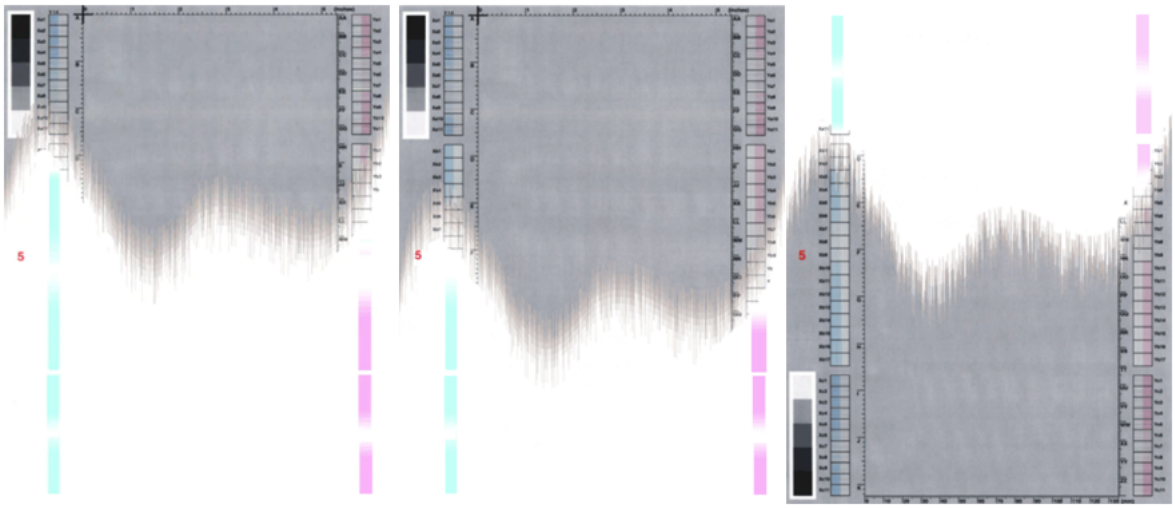
- The developer roller in the black image drum.

Troubleshooting and suggestions

1. Replace the black image drum.
2. After replacing the black image drum, print another set of PQ troubleshooting pages.
3. Look at the new set of test pages. If the issue is not resolved, contact HP.

Partial Missing color plane

As shown below, the issue may vary in location and appearance.



Description

The background color of the black test page is missing toner. The boundary between where the toner is present and not present creates a wavy pattern.

Most likely causes

- One of the transfer rollers in the intermediate-transfer belt unit does not have even pressure across the belt.

Troubleshooting and suggestions

1. Check the PTB unit to see whether the bushings are correctly positioned.
2. Print another set of PQ troubleshooting pages.
3. Look at the new set of test pages. If the issue is not resolved, then check the printer toner cartridge.
4. Print and examine another set of PQ troubleshooting pages.
5. If the issue is not resolved by the black image drum test procedure, contact HP.

Advanced Print Quality Pages

Use this menu to print test pages with the selected test page type.

- **Print**: The printer prints the selected quality test pages
  - EP Calibration Pattern2 Halftone
  - Tone Curve Int Calibration K Pattern
  - Engine K Pattern for Optical Density
  - Tone Curve Ext Measurement Page

Event Log

Use this menu to display and print event logs such as an event code, date/time, cycles and repetitions on the printer.

- **Print** ( ): The printer prints the event logs.

Paper Path Page

Use this menu to display and print a paper path usage on the printer.

- **Print**: The printer prints the paper path usage report.

Retrieve Diagnostic Data

Use this feature to retrieve diagnostic data from the printer and save it to a USB flash drive.

Select from the following options:

- **Debug information file**: This option creates a .zip file.
- **Device data file**: This option creates a device data file.

The exported data might contain personally identifiable information.

5 Remove and replace

You will learn more about remove and replace.

Safety precautions

Follow these safety protocols when handling or repairing the printer.

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

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

WARNING: Hazardous voltages exist within the product.

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

Follow these precautions always:

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

Warnings and Cautions

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

Electrical precautions

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

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

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

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

    The printer utilizes a power switch (button) that is turned "ON" or "OFF". Be aware that electricity may flow on the primary side of the printer even when the printer is "OFF".

- Power off the printer and unplug the power cord and fax cord (if available) from the electrical outlet in any of the following cases:
    - When removing product enclosure or covers from the printer or when accessing internal parts of a printer.
    - If there is smoke or an unusual smell coming from the printer.
    - A piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer.
    - During an electrical storm (with thunder and/or lightning).
    - During an electrical power failure.

Electrostatic Discharge (ESD) precautions

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

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

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

- **CAUTION:**

  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts.

  Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly.

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

Handling toner

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

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

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

Lifting equipment

Follow the recommendations for lifting or moving your printer.

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

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

Safety measures during disassembling or reassembling

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

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

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

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

Ingestion hazards

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

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

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

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

Laser radiation hazards

The printer is certified as a Class 1 laser product.

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

Mechanical hazards

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

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

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

Thermal hazards

Caution: Inspection before repair for fuser

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

Contact HP Support

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

Before contacting HP Support

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

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

Information required when contacting HP Support

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

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

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

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

Phone support

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

- https://support.hp.com/contact or
- https://support.hp.com/contact/help/printer or
- https://www.hp.com/us-en/contact-hp/contact.html.

Base printer

Learn about base printer parts removal and replacement.

Covers

Learn about base printer cover replacement.

Base covers

Review the base cover removal procedures.

Removal and replacement: Rear upper cover

Learn about removing and replacing the rear upper cover.

View a video of removing and replacing the rear upper cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-1 Part information

Part number	Part description
6ER04-40008	Rear upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

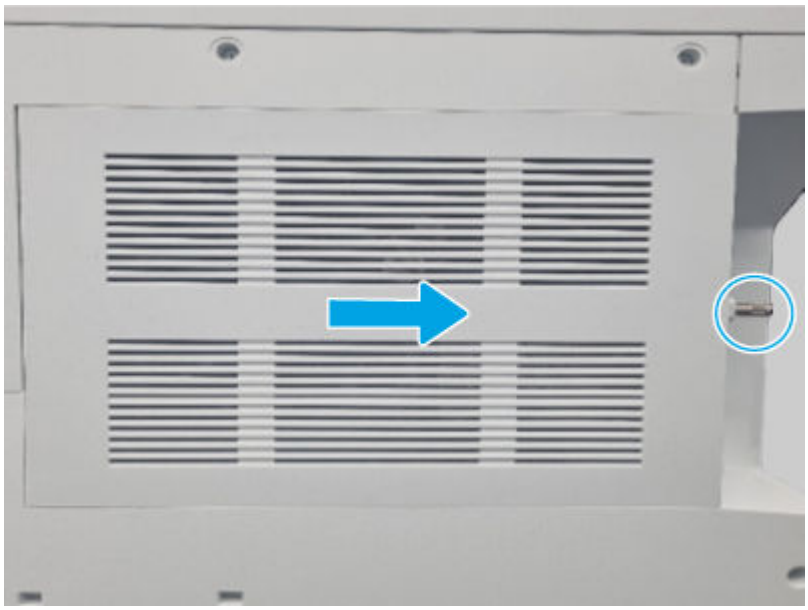
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1 Remove the cover

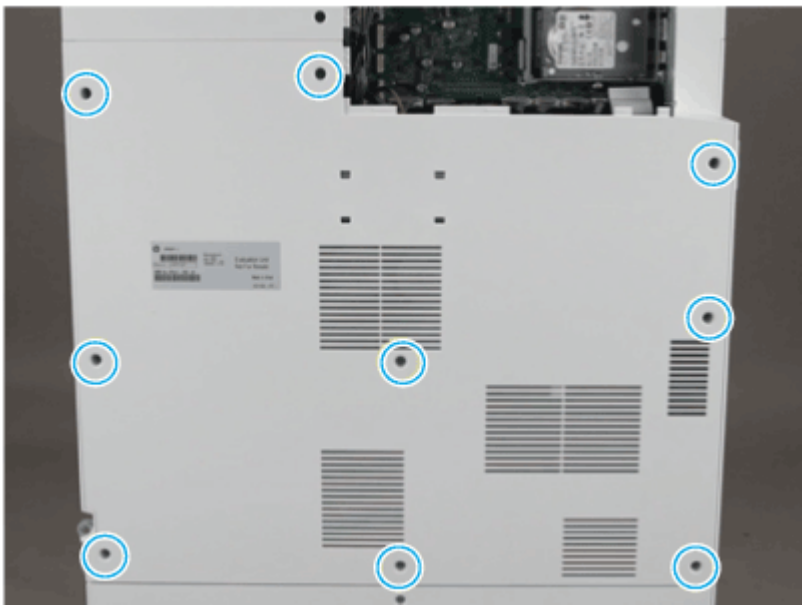


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-2 Remove the cover

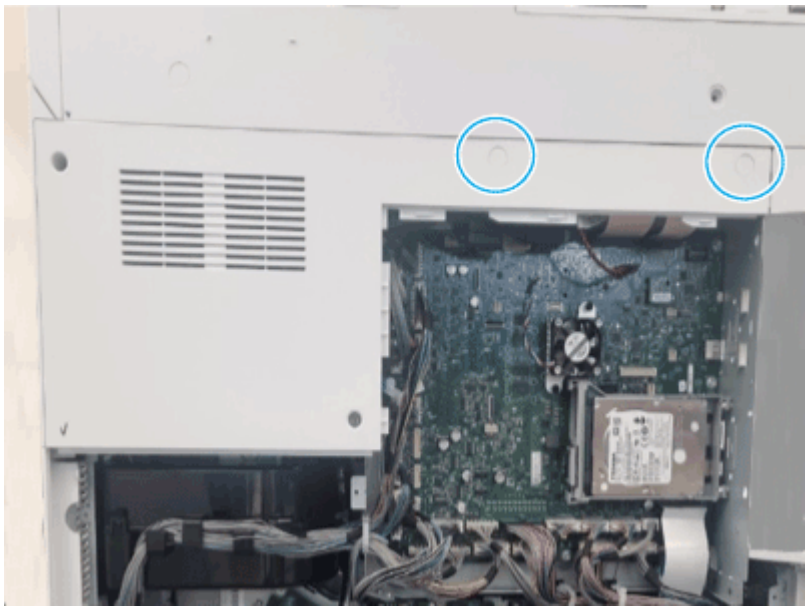


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

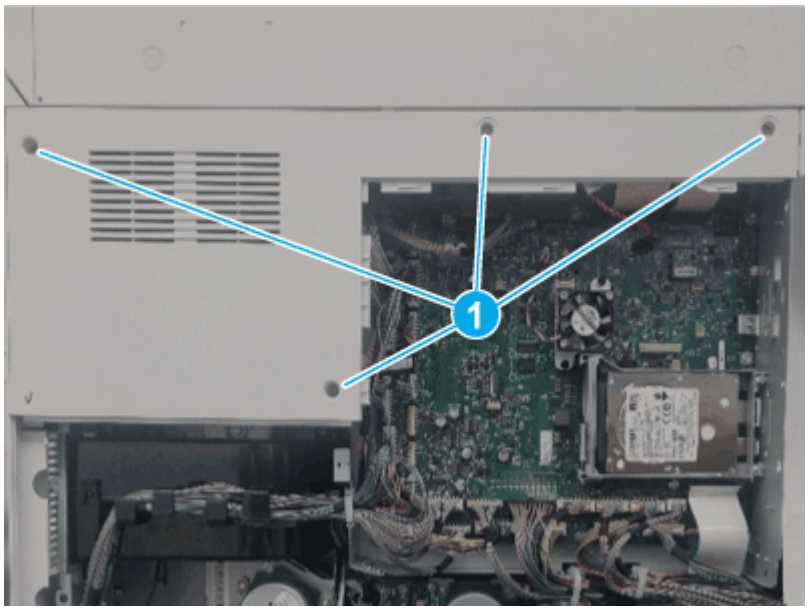
1. Use a pair of tweezers to remove the screw caps.

Figure 5-3 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-4 Remove the cover



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Rear lower cover

Learn about removing and replacing the rear lower cover.

View a video of removing and replacing the rear lower cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-2 Part information

Part number	Part description
6ER04-40019	Rear lower cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

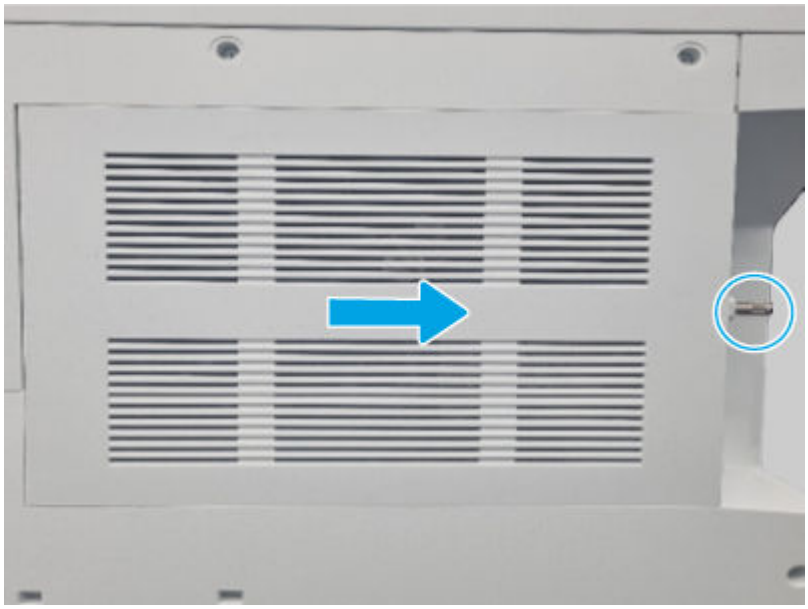
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-5 Remove the cover

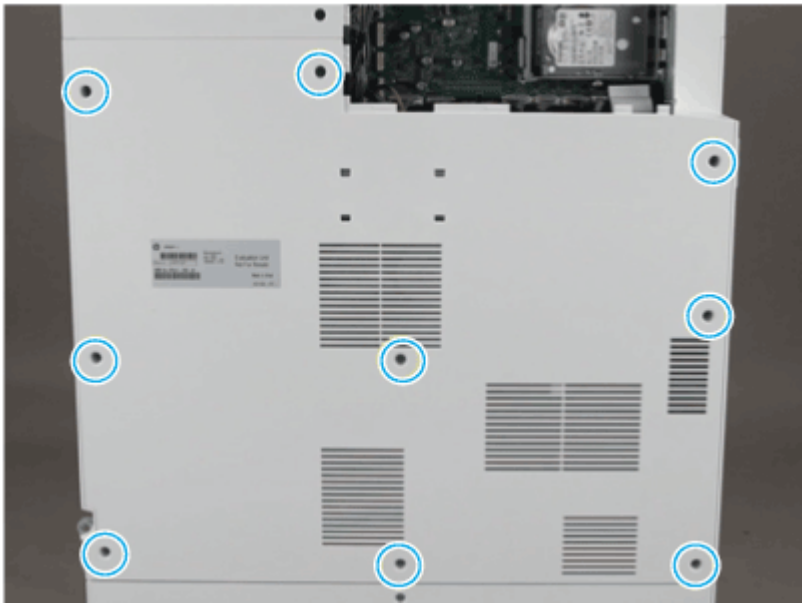


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-6 Remove the cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Controller cover

Learn about removing and replacing the controller cover.

View a video of removing and replacing the controller cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-3 Part information

Part number	Part description
6ER04-61005	Controller cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

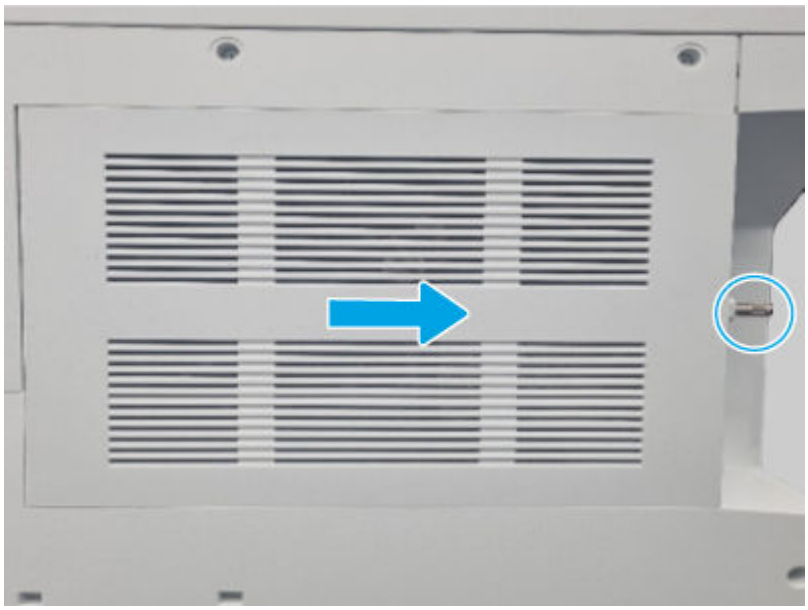
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-7 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Exit rear cover

Learn about removing and replacing the exit rear cover.

View a video of removing and replacing the exit rear cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-4 Part information

Part number	Part description
9S187-40002	Exit rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

Remove the middle left cover

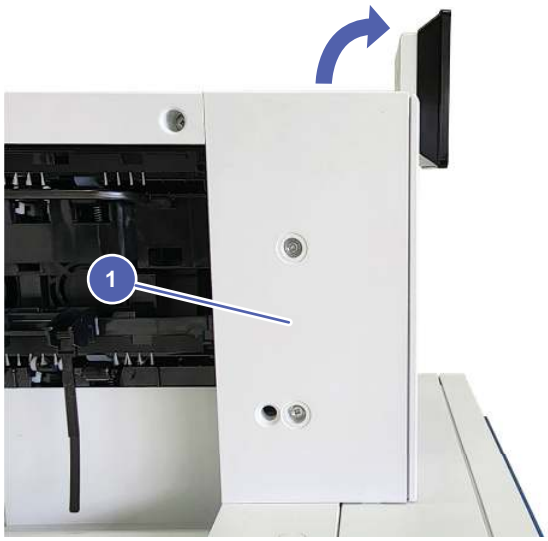
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-8 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-9 Remove the cover



Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-10 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

CAUTION: Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-11 Lift up and slide the cover to remove it

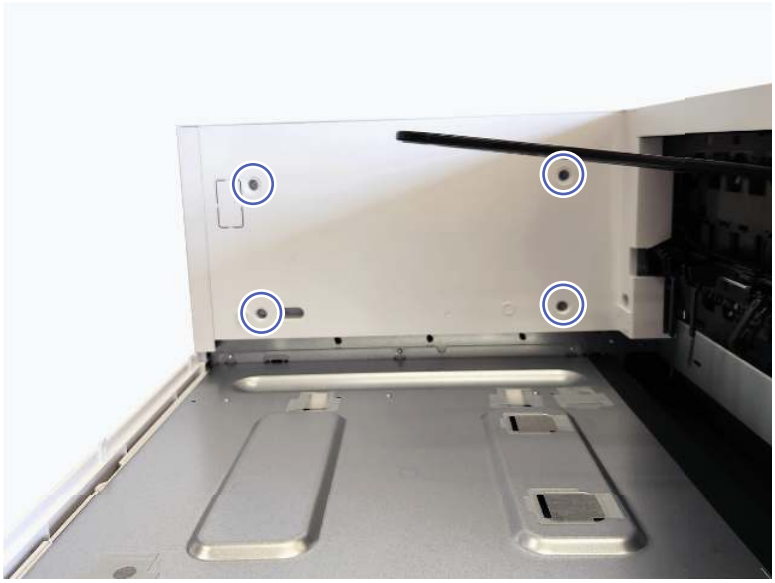
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

Remove the exit rear cover

Use the following procedure to remove and replace the exit rear cover.

- Remove four screws, and then remove the cover.

Figure 5-12 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Top cover

Learn about removing and replacing the top cover.

Mean time to repair: 7 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-5 Part information

Part number	Part description
9S187-40003	Cover Top

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

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

Remove the middle left cover

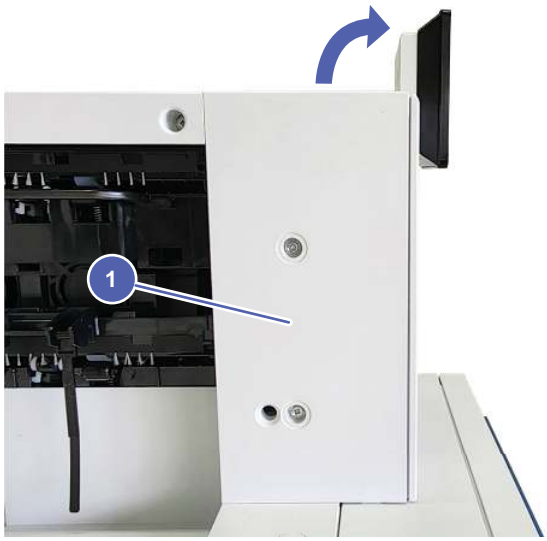
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-13 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-14 Remove the cover



Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-15 Remove two screws

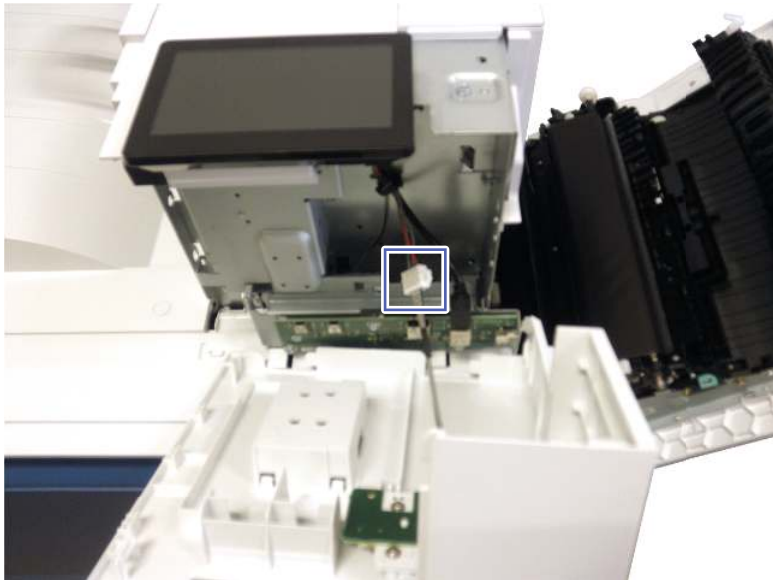
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-16 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-17 Remove the cover assembly

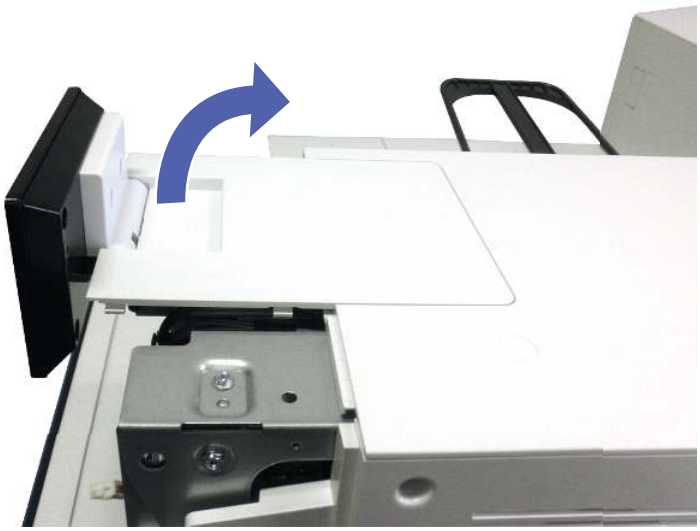


Remove the top cover

Use the following procedure to remove and replace the top cover.

1. Rotate the control panel to the upright position and then lift up the middle upper cover to remove it.

Figure 5-18 Remove the cover

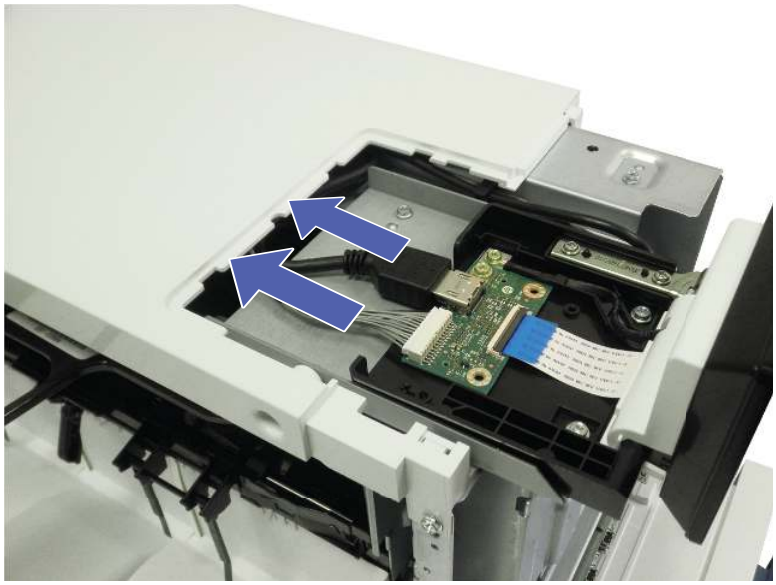


2. Disconnect two connectors.

⚠ **CAUTION:** ESD sensitive. Ground yourself by touching the frame of the printer first.

To avoid damaging the PCA, press it down to keep it in place while disconnecting the connectors.

Figure 5-19 Disconnect two connectors

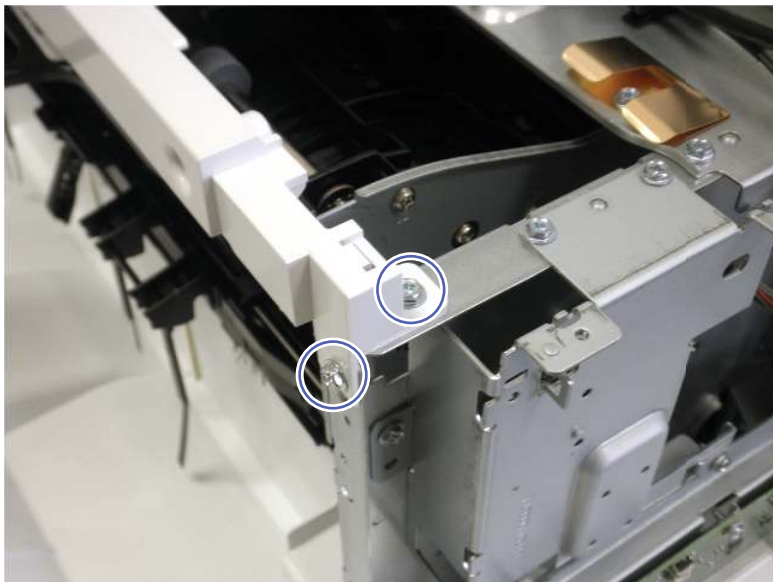


3. Remove four screws (three screws on top and one screw of the left side, as shown in the image below), and then remove the control panel assembly.

Figure 5-20 Remove four screws

4. Remove two screws.

Figure 5-21 Remove two screws

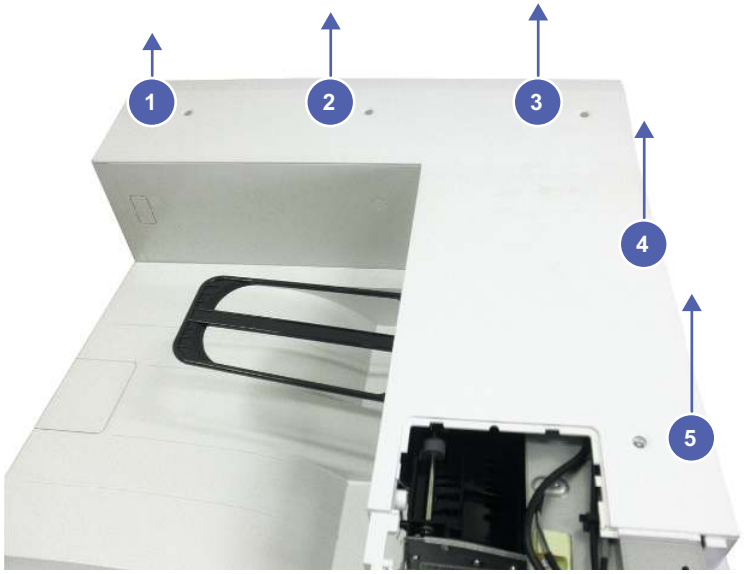


5. Remove four screw caps and four screws.

Figure 5-22 Remove screw caps and screws

6. Gently pry up the top cover starting at the back and working your way to the front.

Figure 5-23 Pry up the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Left top cover

Learn about removing and replacing the left top cover.

View a video of removing and replacing the left top cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-6 Part information

Part number	Part description
JC63-04862B	Left top cover

Required tools

- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-24 Remove the cover

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Left upper cover

Learn about removing and replacing the left upper cover.

View a video of removing and replacing the left upper cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-7 Part information

Part number	Part description
9S187-40001	Left upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-25 Remove the cover

Remove the left cover

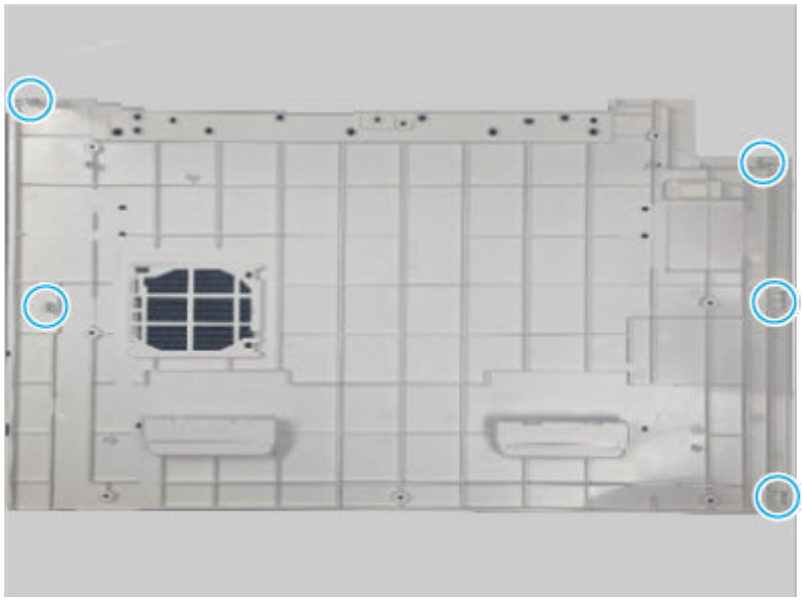
Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-26 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-27 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

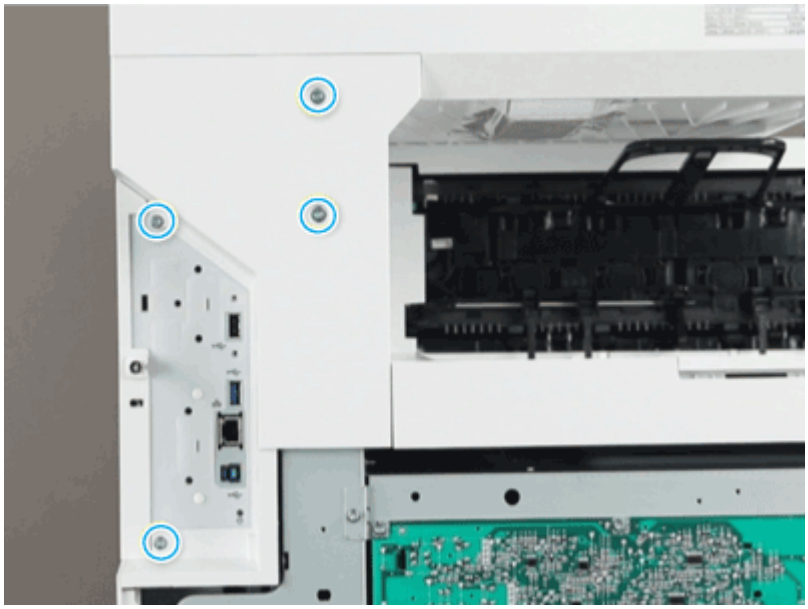
Figure 5-28 Remove the cover

Remove the left upper cover

Use the following procedure to remove and replace the left top cover.

- Remove four screws, and then remove the cover.

Figure 5-29 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Left cover

Learn about removing and replacing the left cover.

View a video of removing and replacing the left cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-8 Part information

Part number	Part description
6ER04-40049	Left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-30 Remove the cover

2. Remove the left cover

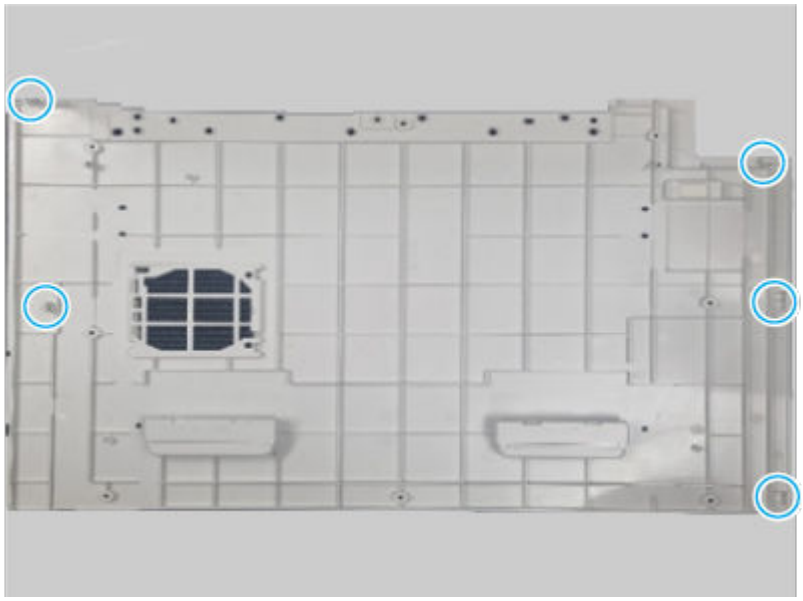
Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-31 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-32 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-33 Remove the cover

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Middle upper cover

Learn about removing and replacing the middle upper cover.

View a video of removing and replacing the middle upper cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-9 Part information

Part number	Part description
6ER04-40026	Middle upper cover

Required tools

- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the middle upper cover

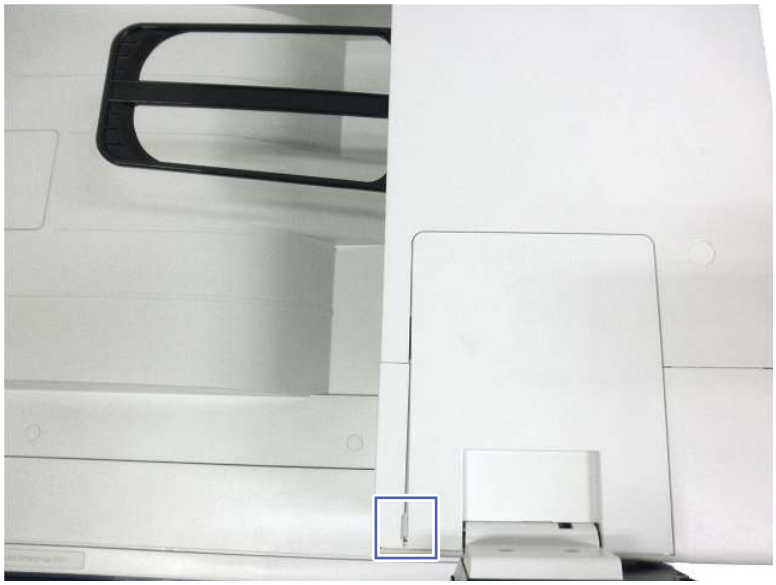
Use the following procedure to remove and replace the middle upper cover.

1. Rotate the control panel into the upright position.

Figure 5-34 Raise the control panel

2. Using a pair of tweezers, carefully pry up the cover starting from the indentation on the left side, then work your way around to the right side to remove it

Figure 5-35 Remove the cover



Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door sHCI dummy cover

Learn about removing and replacing the right door sHCI dummy cover.

View a video of removing and replacing the right door sHCI dummy cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-10 Part information

Part number	Part description
JC63-04918B	Right door sHCI dummy cover

Required tools

- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the right door sHCI dummy cover

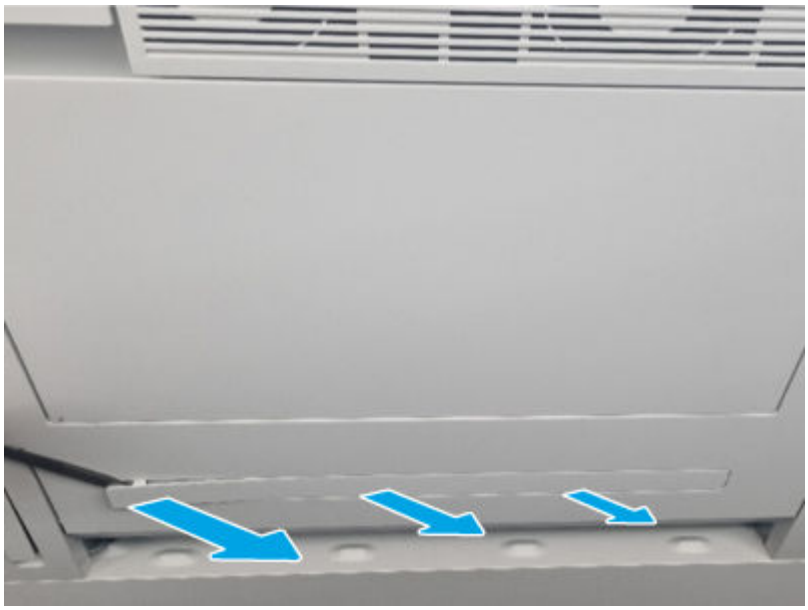
Use the following procedure to remove and replace the right door sHCI dummy cover.

- Use a pair of tweezers to release the cover. Remove the cover.

TIP: Position the tweezers as shown below.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-36 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

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

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

Removal and replacement: Right upper cover

Learn about removing and replacing the right upper cover.

View a video of removing and replacing the right upper cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-11 Part information

Part number	Part description
9S187-40004	Right upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

Remove the middle left cover

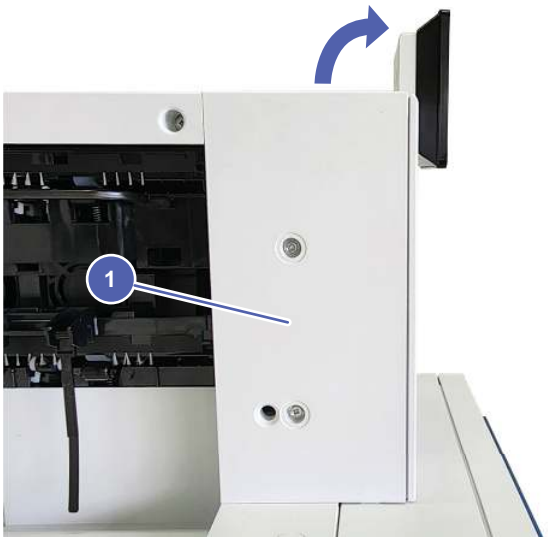
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-37 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-38 Remove the cover



Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-39 Remove two screws

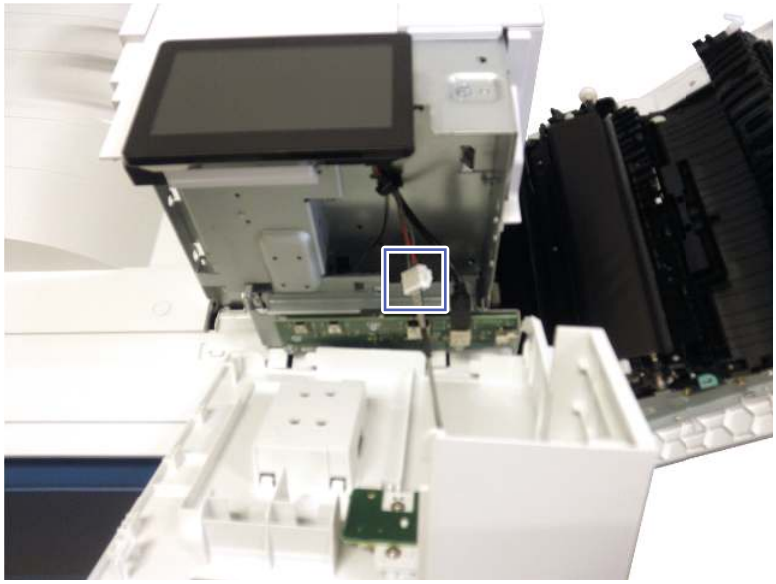
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-40 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-41 Remove the cover assembly



Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-42 Remove five screws

2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-43 Remove the cover

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right rear cover

Learn about removing and replacing the right rear cover.

View a video of removing and replacing the right rear cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-12 Part information

Part number	Part description
6ER04-61003	Right rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-44 Remove four screws

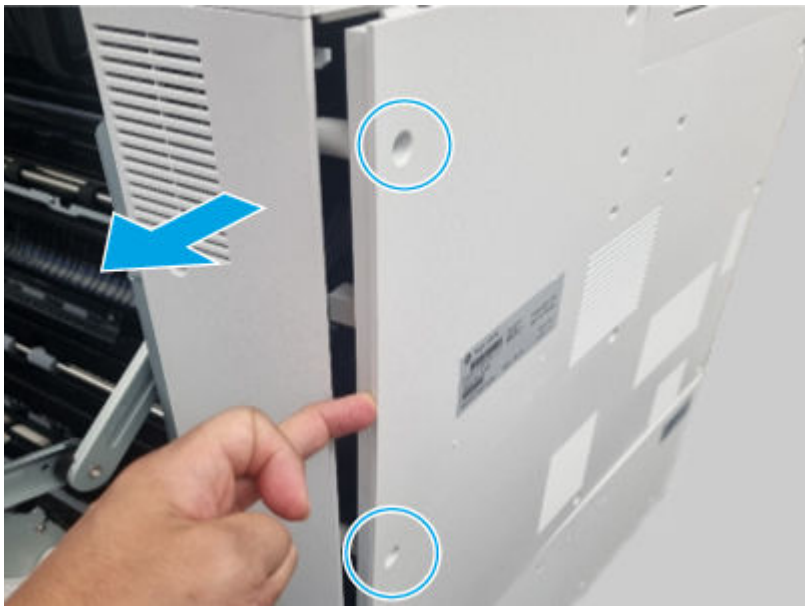
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-45 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right front cover

Learn about removing and replacing the right front cover.

View a video of removing and replacing the right front cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-13 Part information

Part number	Part description
6ER04-40005	Right front cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

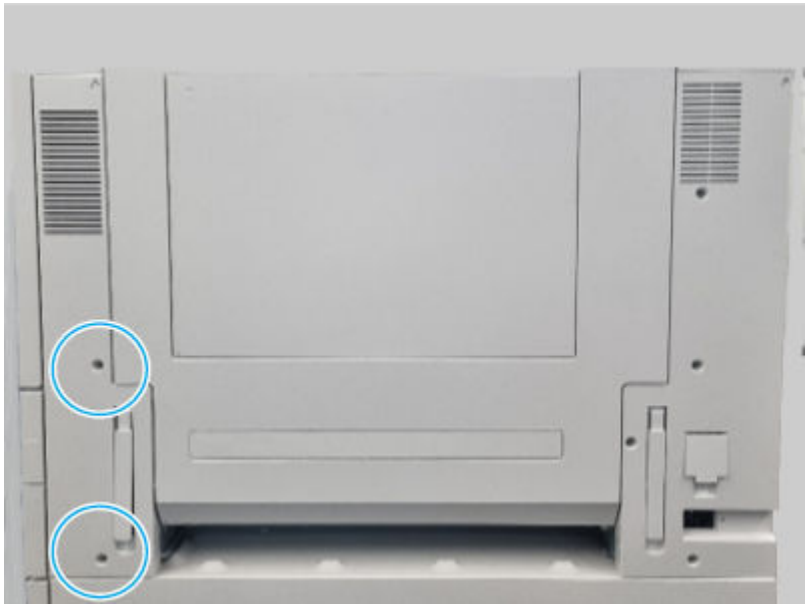
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right front cover

Use the following procedure to remove and replace the right front cover.

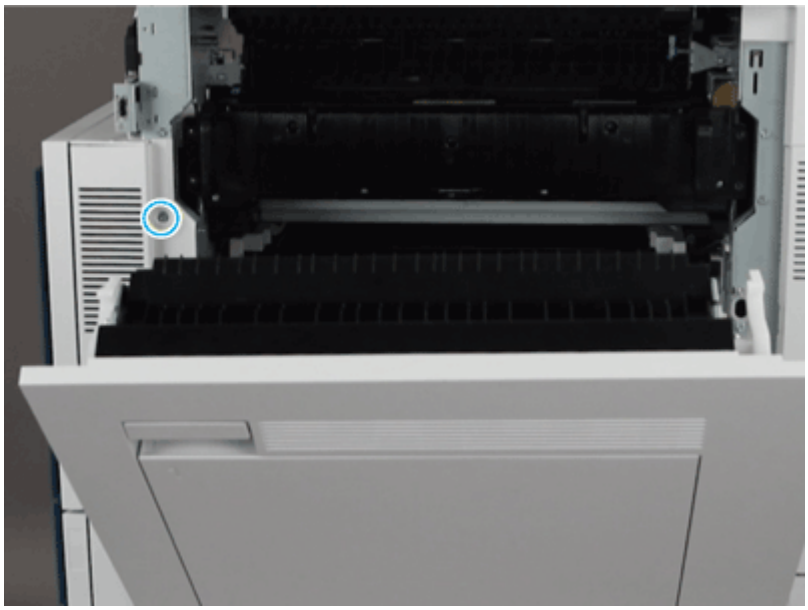
1. Remove two screws.

Figure 5-46 Remove two screws



2. Open the right door, remove one screw, and then remove the cover.

Figure 5-47 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right middle cover assembly

Learn about removing and replacing the right middle cover assembly.

View a video of removing and replacing the right middle cover assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-14 Part information

Part number	Part description
6ER04-61006	Right middle cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the middle left cover

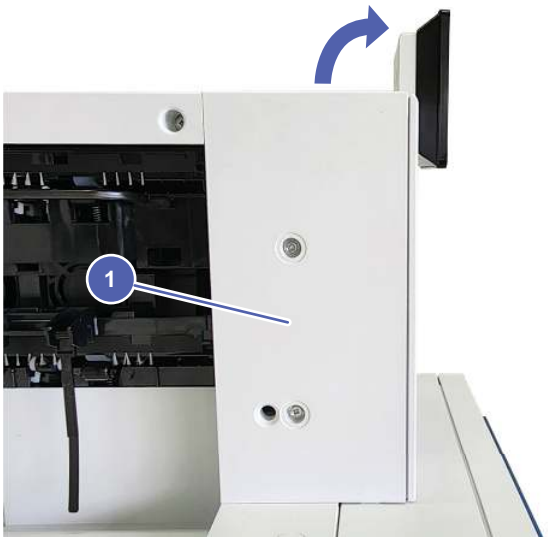
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-48 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-49 Remove the cover



2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-50 Remove two screws

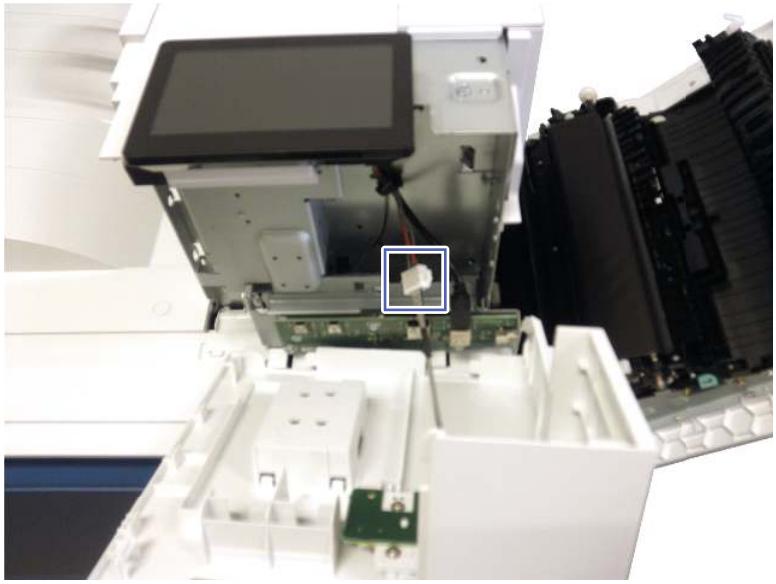
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-51 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-52 Remove the cover assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right middle cover

Learn about removing and replacing the right middle cover.

View a video of removing and replacing the right middle cover.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-15 Part information

Part number	Part description
6ER04-40025	Right middle cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the middle left cover

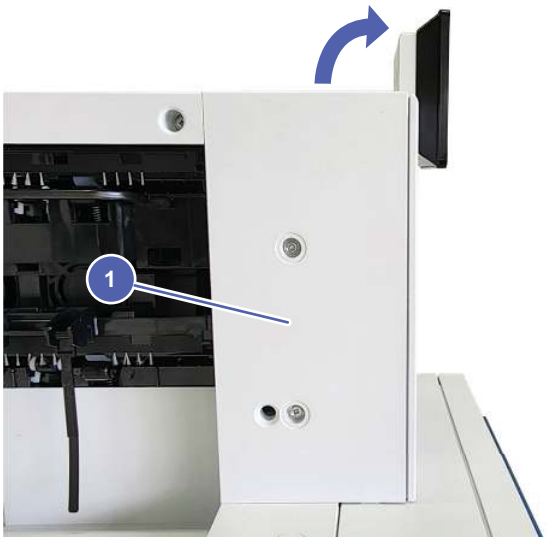
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-53 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-54 Remove the cover



2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-55 Remove two screws

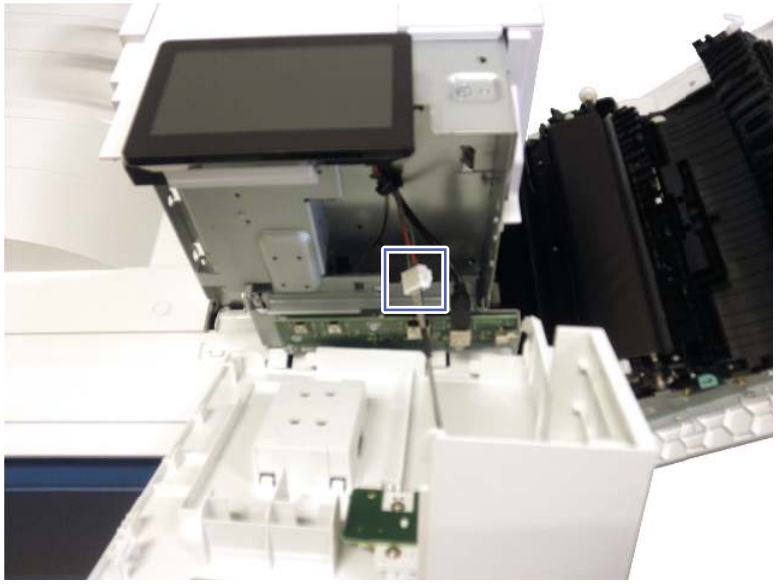
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-56 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-57 Remove the cover assembly

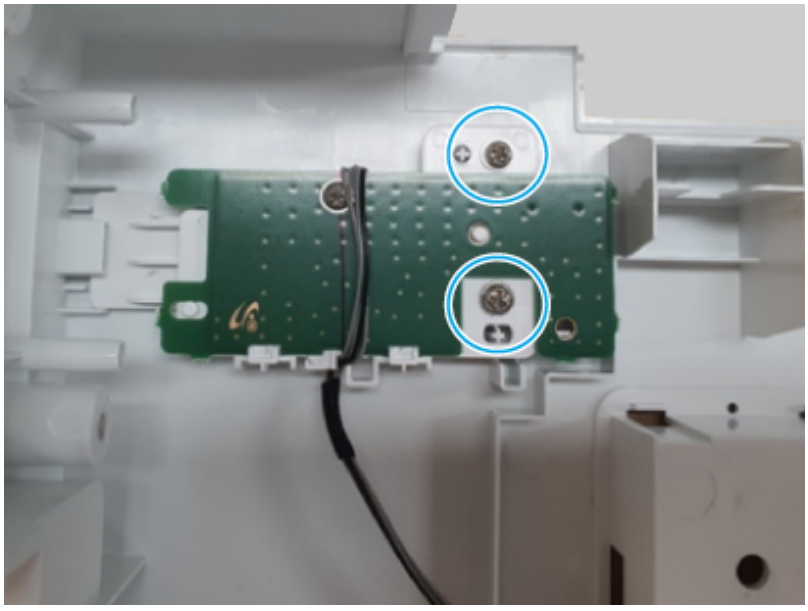


3. Remove the right middle cover

Use the following procedure to remove and replace the right middle cover.

- Remove two screws, and then remove the right middle cover.

Figure 5-58 Remove the cover



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Power key

Learn about removing and replacing the power key.

View a video of removing and replacing the power key.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-16 Part information

Part number	Part description
6EQ94-40029	Power key

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the middle left cover

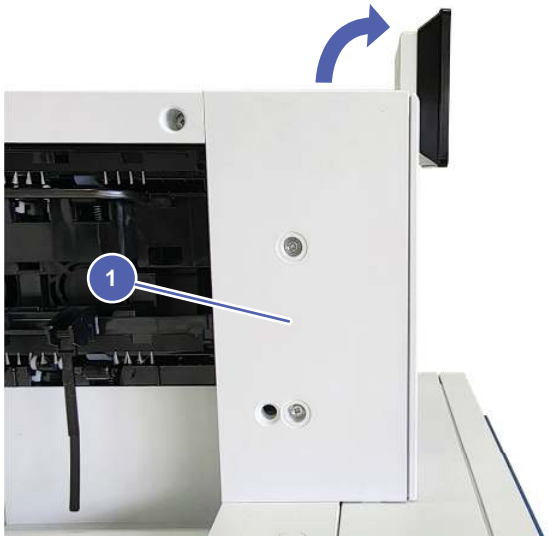
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-59 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-60 Remove the cover



2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-61 Remove two screws

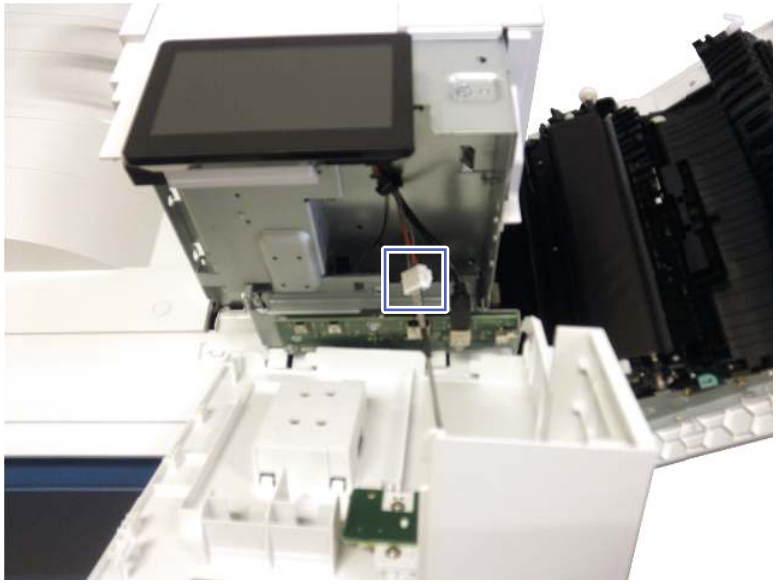
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-62 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-63 Remove the cover assembly

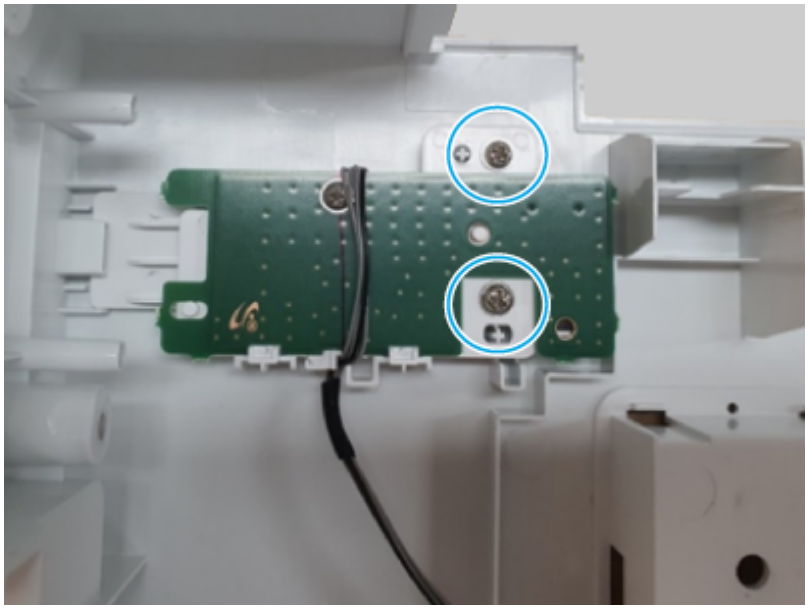


3. Remove the right middle cover

Use the following procedure to remove and replace the right middle cover.

- Remove two screws, and then remove the right middle cover.

Figure 5-64 Remove the cover

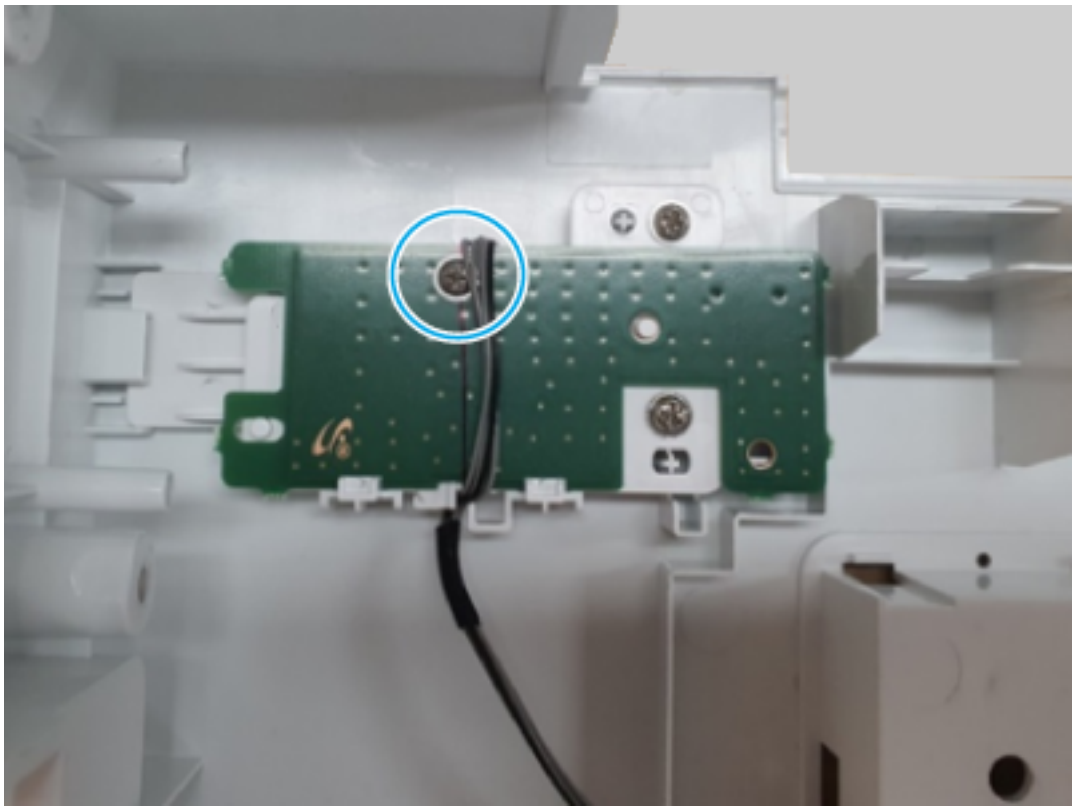


4. Remove the power key

Use the following procedure to remove and replace the power key.

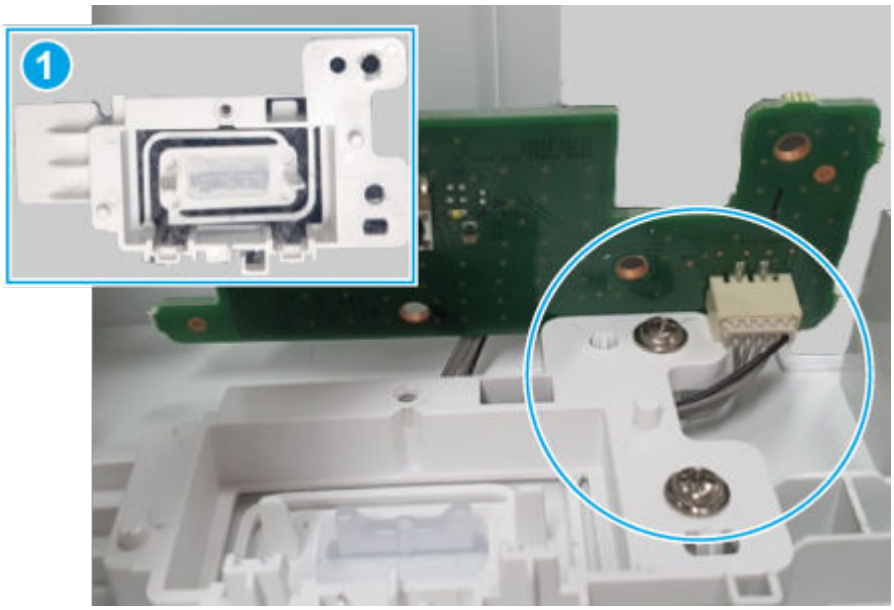
1. Remove one screw.

Figure 5-65 Remove one screw



2. Disconnect the power key PCA, remove two screws, and then remove the power key (callout 1).

Figure 5-66 Remove the power key



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Hardware integration pocket (HIP) cover

Learn about removing and replacing the HIP cover.

View a video of removing and replacing the HIP cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-17 Part information

Part number	Part description
6EQ94-40032	Hardware integration pocket (HIP) cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the HIP cover

Use the following procedure to remove and replace the HIP cover.

- Use a pair of tweezers to release the cover. Remove the cover.

TIP: Position the tweezers as shown below.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-67 Remove the cover

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Middle left cover

Learn about removing and replacing the middle left cover.

View a video of removing and replacing the middle left cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-18 Part information

Part number	Part description
6ER04-40036	Middle left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the middle left cover

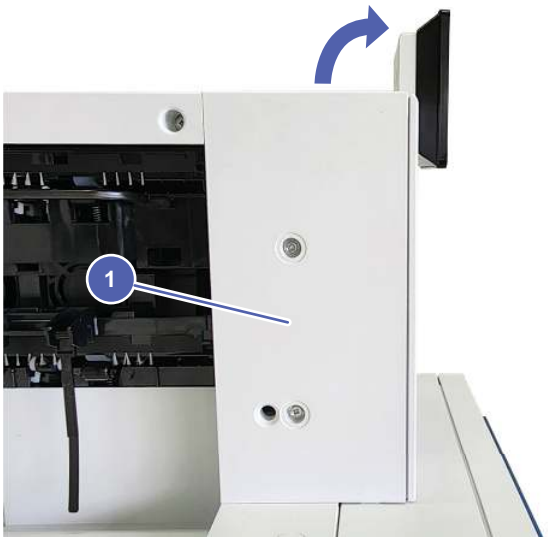
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-68 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-69 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Exit cover stacker

Learn about removing and replacing the exit cover stacker.

View a video of removing and replacing the exit cover stacker.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-19 Part information

Part number	Part description
6ER04-61004	Exit cover stacker

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the middle left cover

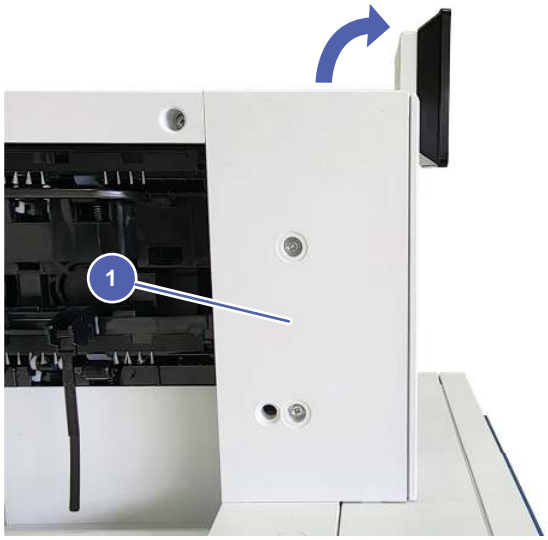
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-70 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-71 Remove the cover



2. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-72 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

⚠ **CAUTION:** Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-73 Lift up and slide the cover to remove it

Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Inner cover

Learn about removing and replacing the inner cover.

View a video of removing and replacing the inner cover.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

NOTE: Before turning the printer power off, use the control panel method to remove the toner cartridges. See the instructions in this section.

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-20 Part information

Part number	Part description
9S185-60007	Inner cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

- At the printer control panel, do the following:
  a. Select the Supplies menu.
  b. Open the front door.
  c. Select the Eject button (located at the bottom right corner of the control panel).

2. Remove the middle left cover

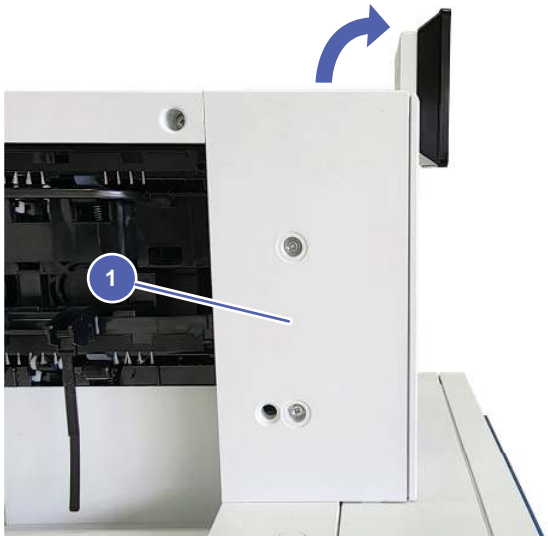
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-74 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-75 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-76 Remove two screws

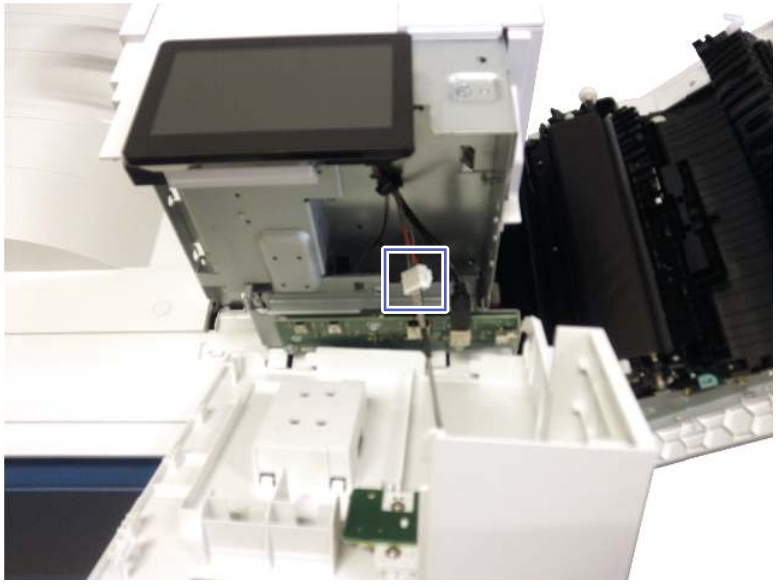
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-77 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-78 Remove the cover assembly



4. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-79 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

CAUTION: Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-80 Lift up and slide the cover to remove it

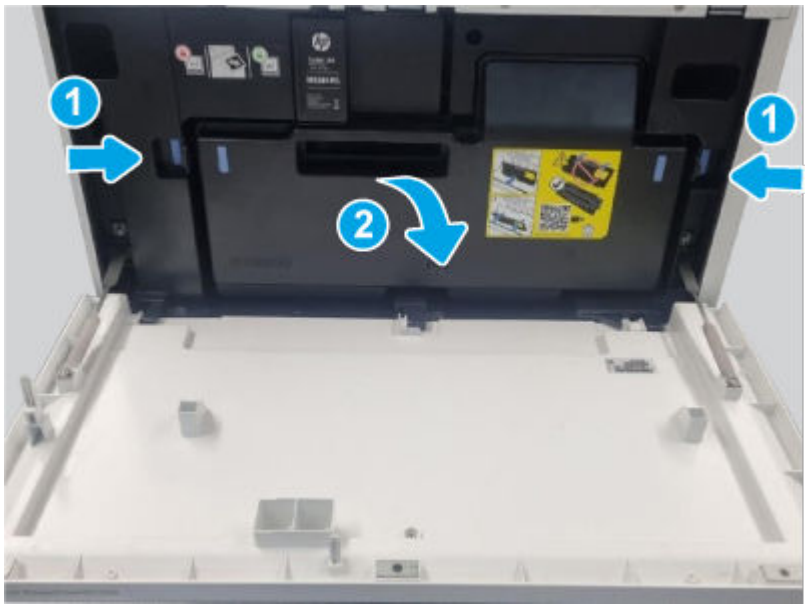
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

5. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-81 Remove the TCU

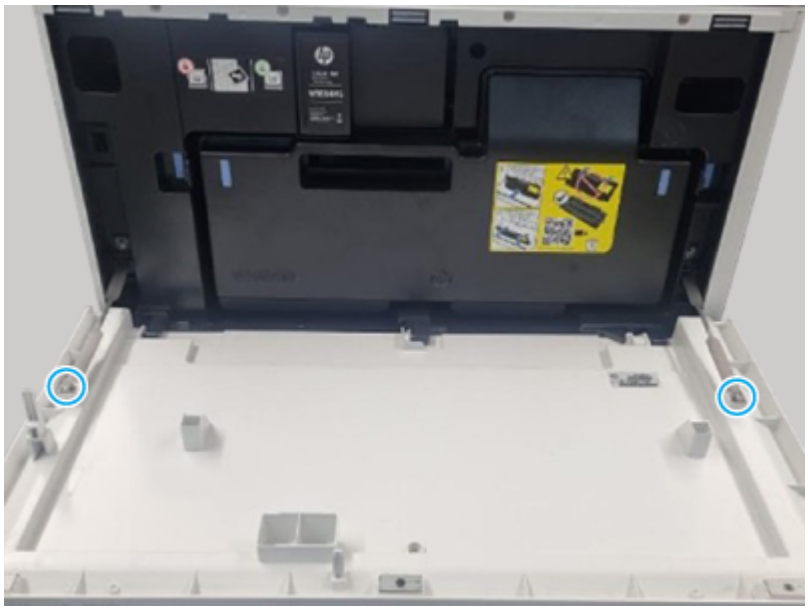


6. Remove the front cover

Use the following procedure to remove and replace the front cover.

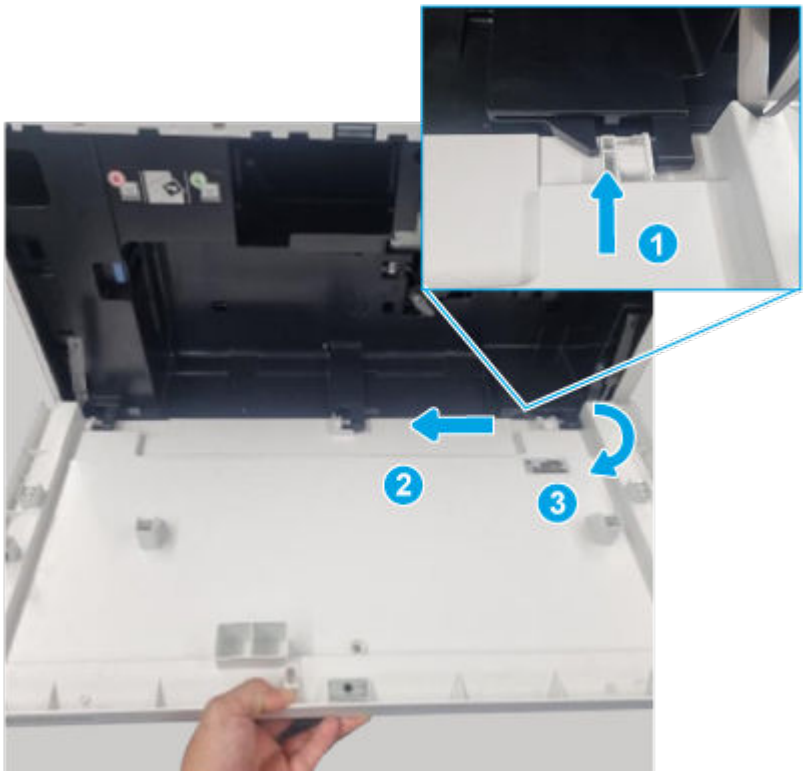
1. Remove two screws.

Figure 5-82 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-83 Remove the cover

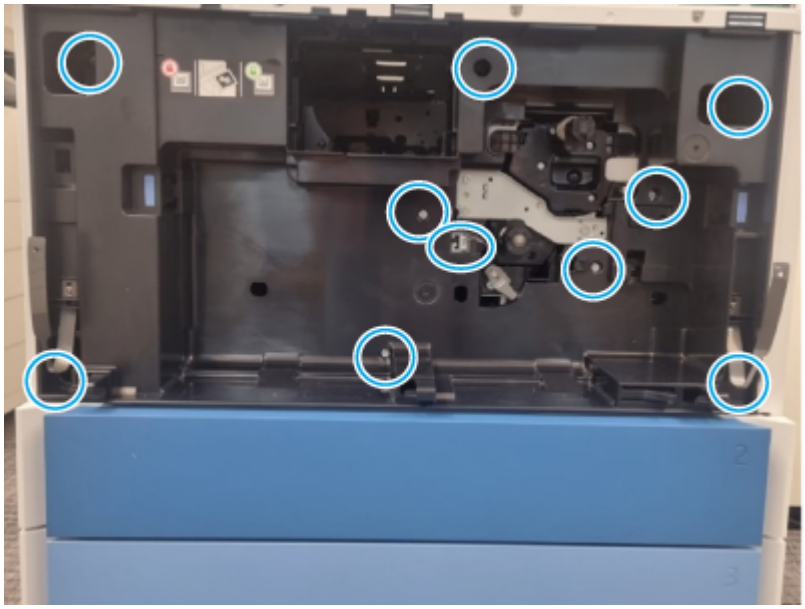


7. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

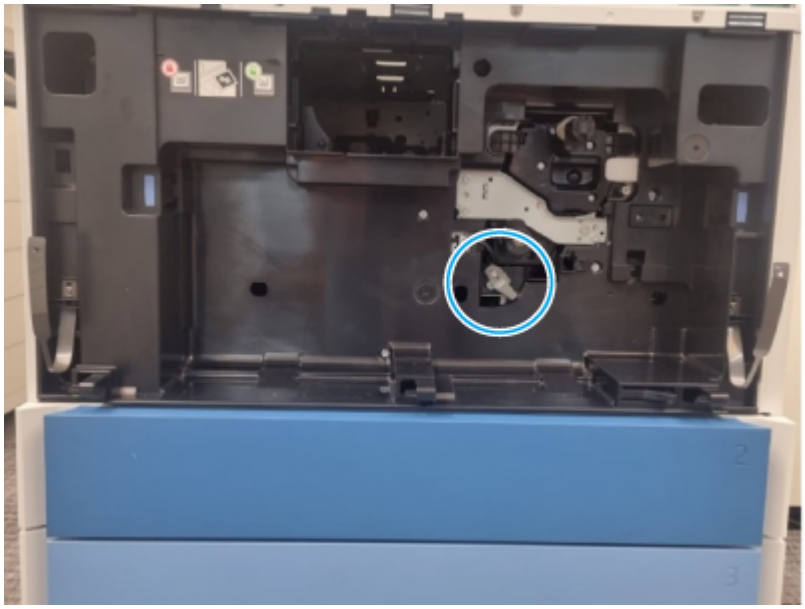
1. Remove nine screws and disconnect the connector.

Figure 5-84 Remove screws and disconnect connector



2. Remove the cover carefully, making sure not to damage the drum engage lever as you remove the cover.

Figure 5-85 Avoid damaging the drum engage lever



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tie stoppers

Learn about removing and replacing the tie stoppers.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

- None

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

Table 5-21 Part information

Part number	Part description
JC61-04626A	Tie stoppers (front cover restraint - requires 2 tie stoppers)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

- None

Post service test

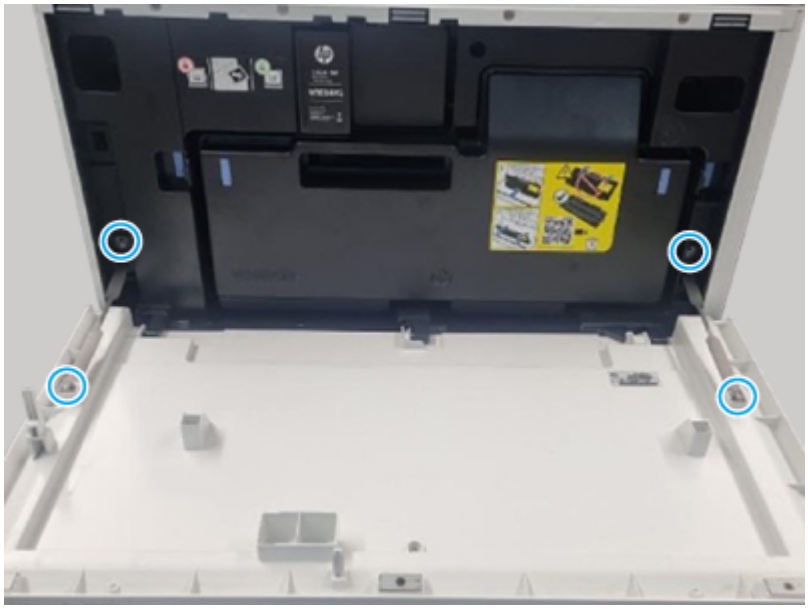
No post service test is available for this assembly.

1. Remove the tie stoppers

Use the following procedure to remove and replace the tie stoppers.

- Open the front cover, remove four screws, and then remove the tie stoppers.

Figure 5-86 Remove the tie stoppers



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Front lower cover

Learn about removing and replacing the front lower cover.

View a video of removing and replacing the front lower cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-22 Part information

Part number	Part description
6ER04-40030	Front lower cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

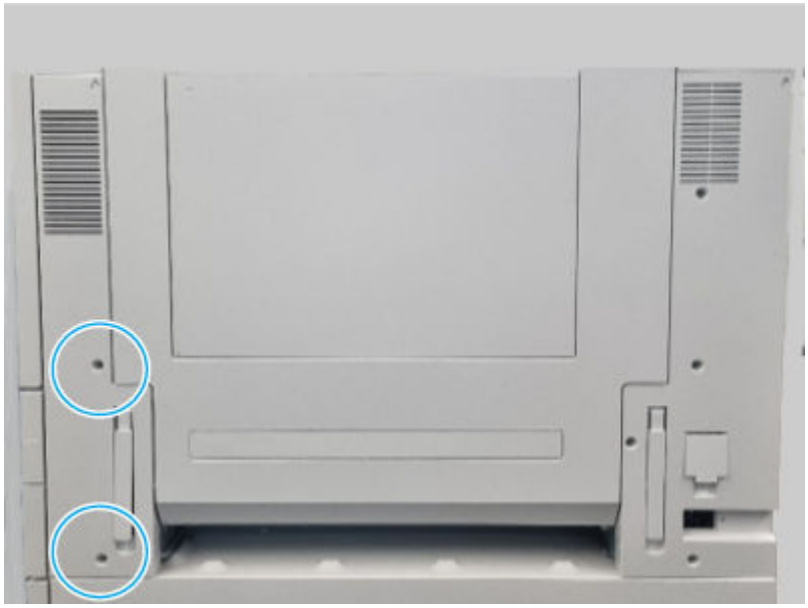
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right front cover

Use the following procedure to remove and replace the right front cover.

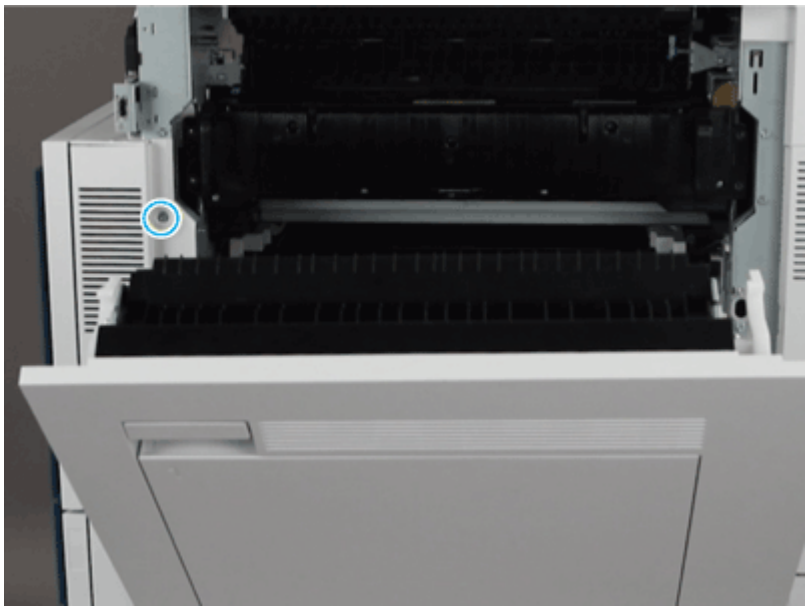
1. Remove two screws.

Figure 5-87 Remove two screws



2. Open the right door, remove one screw, and then remove the cover.

Figure 5-88 Remove the cover



2. Remove the front lower cover

Use the following procedure to remove and replace the front lower cover.

1. If Tray 2 and Tray 3 are installed, remove them now.

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

Figure 5-89 Remove the cover

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Front cover assembly

Learn about removing and replacing the front cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-23 Part information

Part number	Part description
6ER08-61001	Front cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

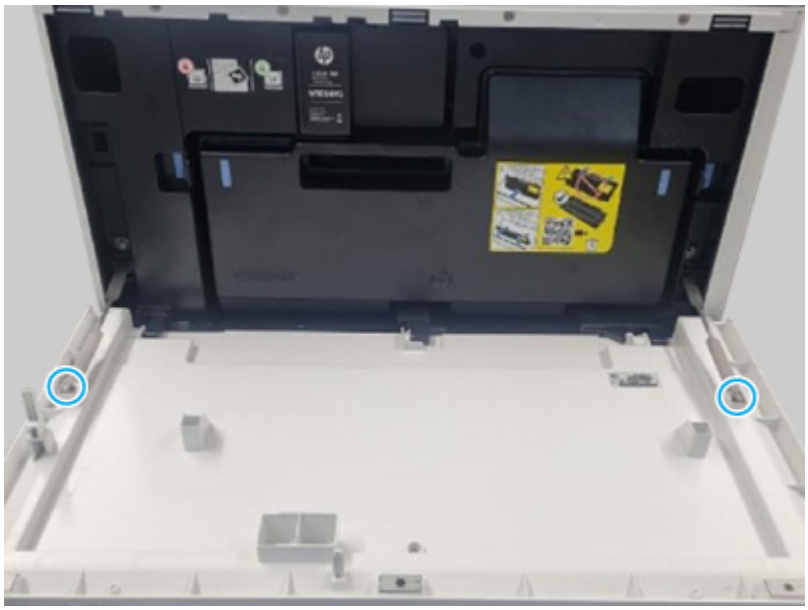
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the front cover

Use the following procedure to remove and replace the front cover.

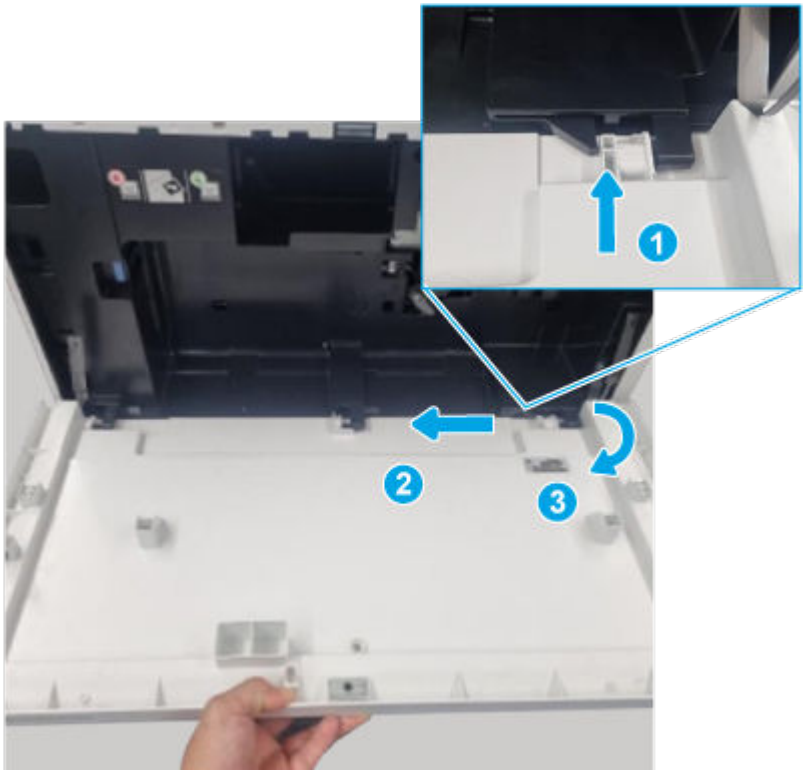
1. Remove two screws.

Figure 5-90 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-91 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 2 color panel

Learn about removing and replacing the Tray 2 color panel.

View a video of removing and replacing the Tray 2 color panel.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-24 **Part information**

Part number	Part description
5QK03-40027	Tray 2 color panel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

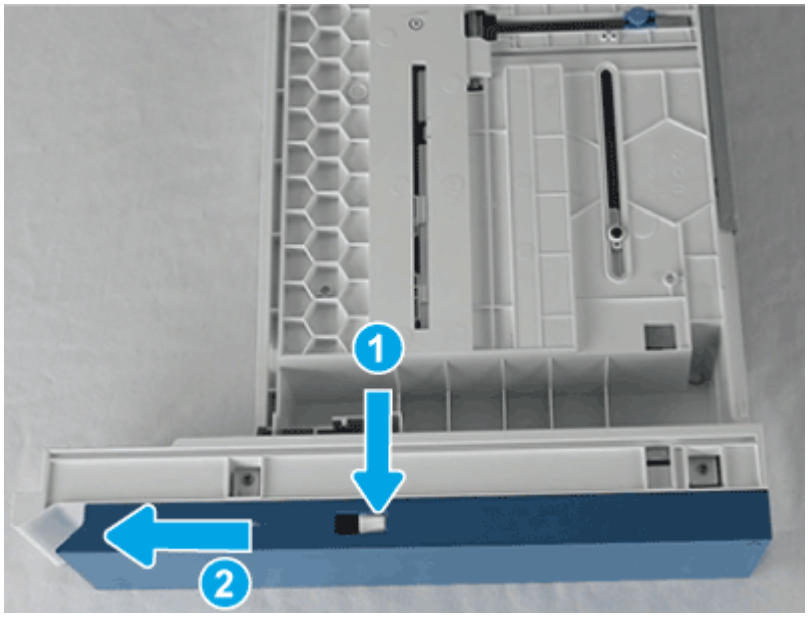
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 2 color panel

Use the following procedure to remove and replace the Tray 2 color panel.

1. Remove the Tray 2 cassette from the printer.
2. Push in on the hook, and then slide the panel as shown below to release it. Remove the color panel.

Figure 5-92 **Remove the panel**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 3 color panel

Learn about removing and replacing the Tray 3 color panel.

View a video of removing and replacing the Tray 3 color panel.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-25 **Part information**

Part number	Part description
5QK09-40058	Tray 3 color panel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

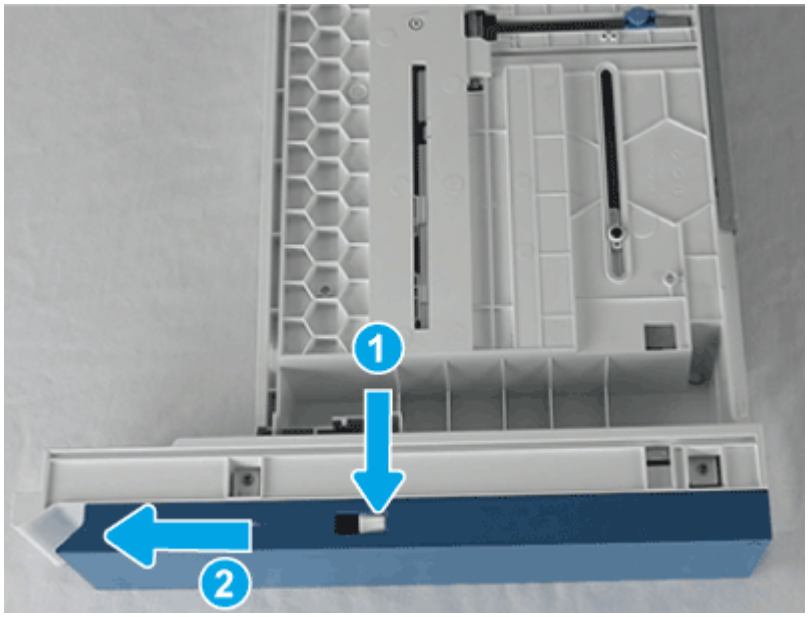
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 3 color panel

Use the following procedure to remove and replace the Tray 3 color panel.

1. Remove the Tray 3 cassette from the printer.
2. Push in on the hook, and then slide the panel as shown below to release it. Remove the color panel.

Figure 5-93 **Remove the panel**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Feeding system

Learn about feeding system parts removal and replacement.

Right door assembly

Learn about feeding system right door parts removal and replacement.

Removal and replacement: Right door assembly

Learn about removing and replacing the right door.

View a video of removing and replacing the right door.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-26 Part information

Part number	Part description
JC95-02246A	Right door assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-94 Remove four screws

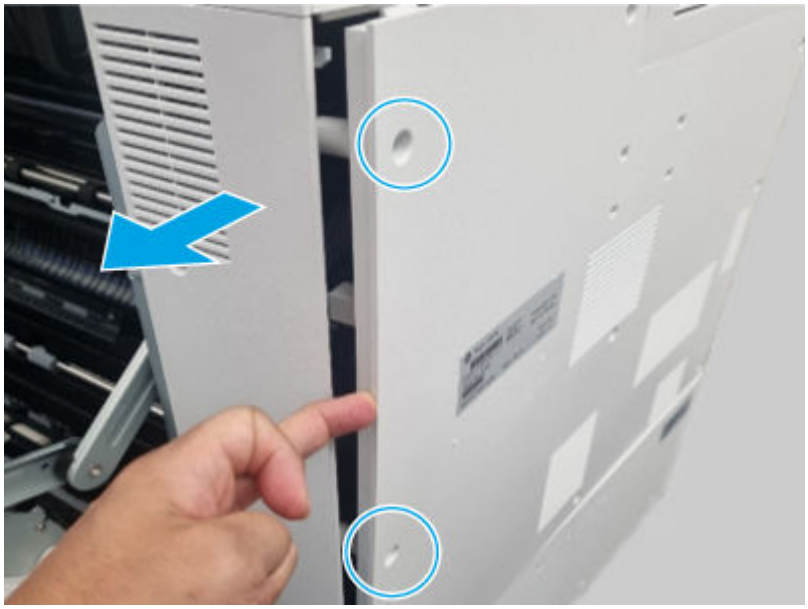
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-95 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

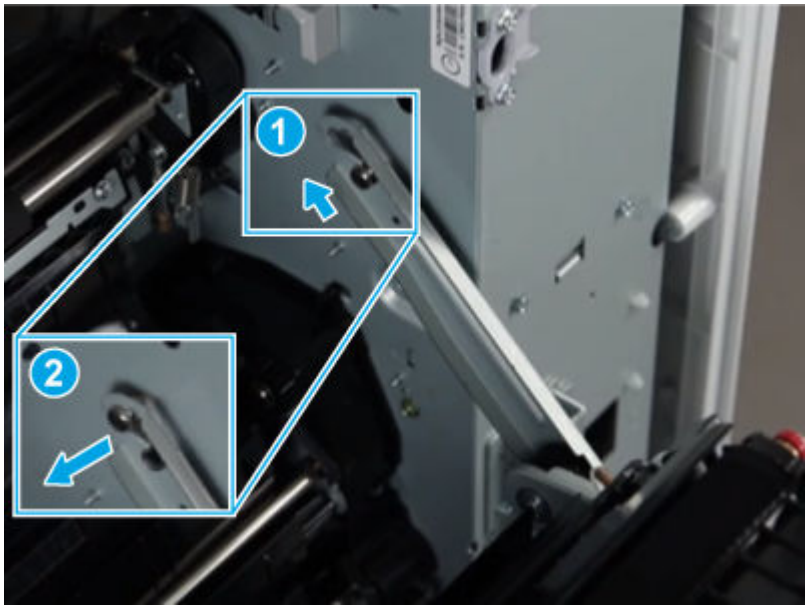
1. Open the right door, and then disconnect one connector.

Figure 5-96 Disconnect one connector

2. Release the hinge.

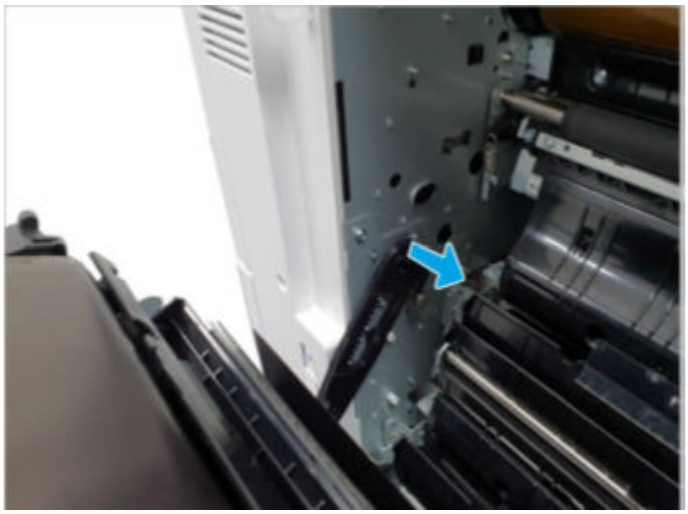
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-97 Release the hinge



3. Release the right door front link.

Figure 5-98 Release the link



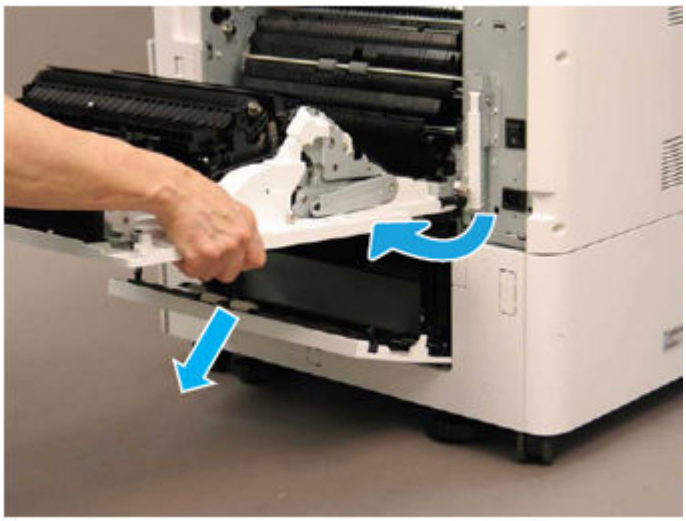
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-99 Remove the door



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door front link

Learn about removing and replacing the right door front link.

View a video of removing and replacing the right door front link.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-27 Part information

Part number	Part description
JC66-04398A	Right door front link

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

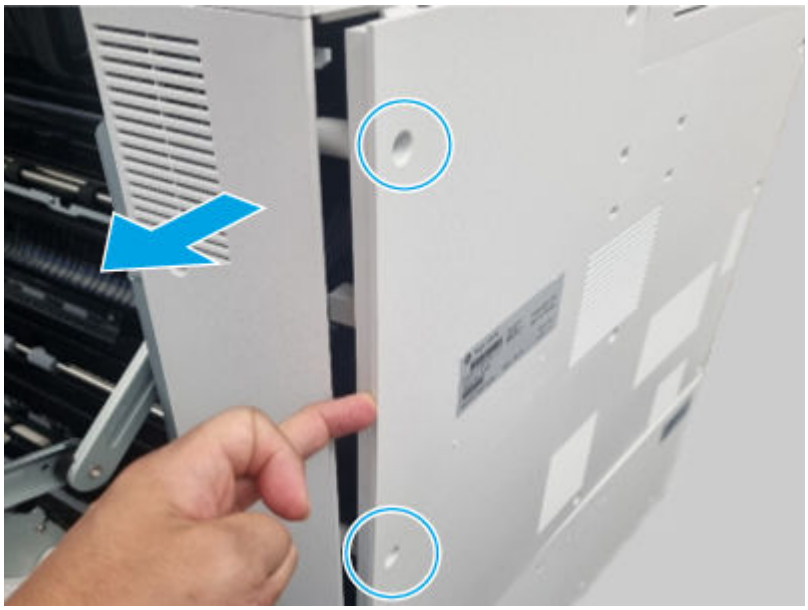
1. Remove four screws.

Figure 5-100 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-101 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

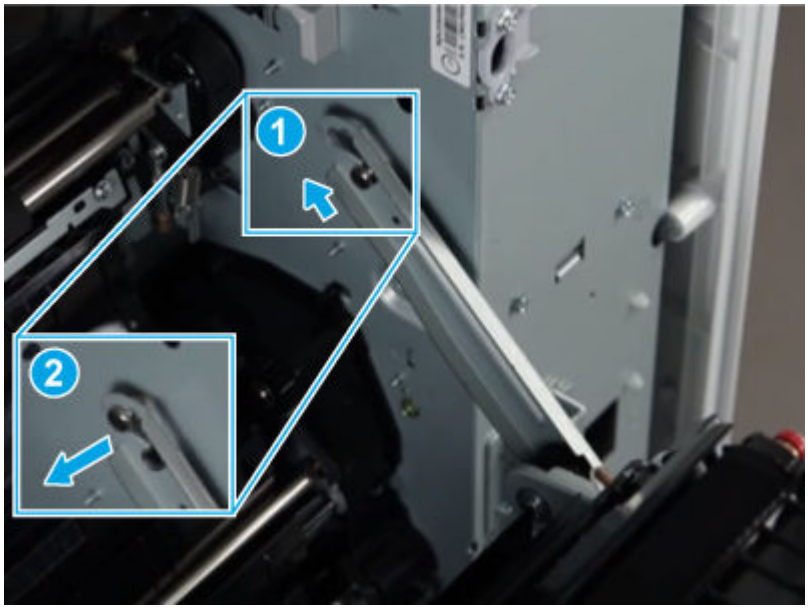
1. Open the right door, and then disconnect one connector.

Figure 5-102 Disconnect one connector

2. Release the hinge.

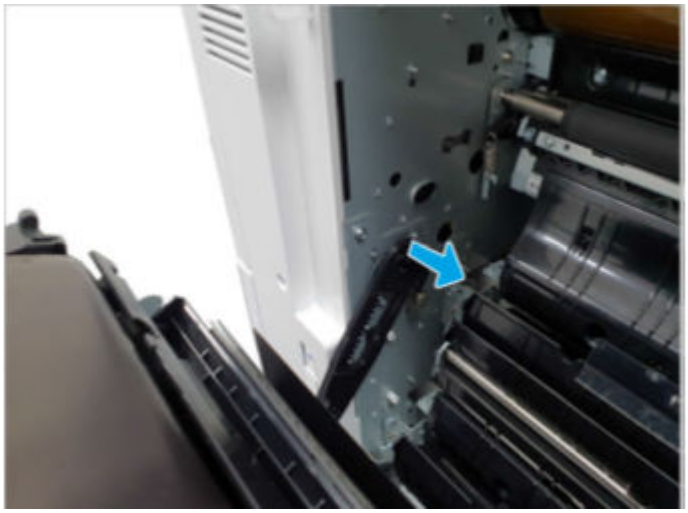
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-103 Release the hinge



3. Release the right door front link.

Figure 5-104 Release the link



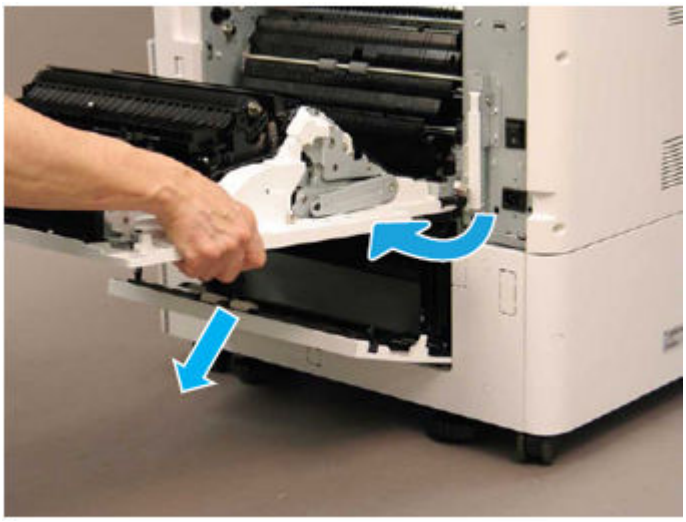
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-105 Remove the door

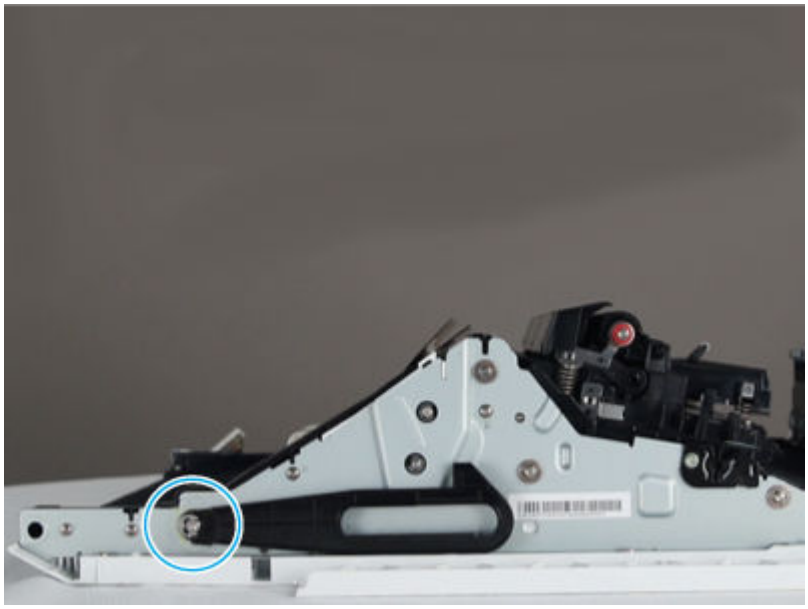


3. Remove the right door front link

Use the following procedure to remove and replace the right door front link.

- Use a pair of tweezers to remove one e-ring, and then remove the right door front link.

Figure 5-106 Remove the door link



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door front damper

Learn about removing and replacing the right door front damper.

View a video of removing and replacing the right door front damper.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-28 Part information

Part number	Part description
JC66-01425A	Right door front damper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the right rear cover

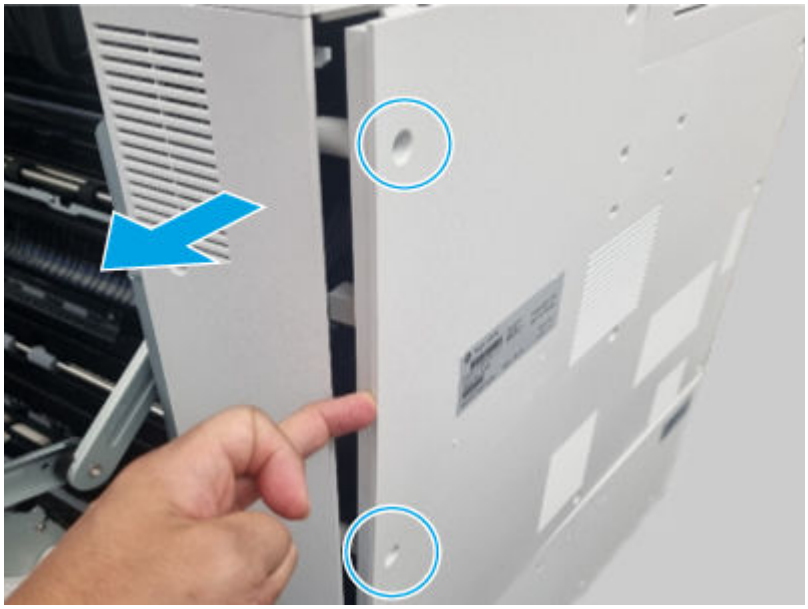
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-107 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-108 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

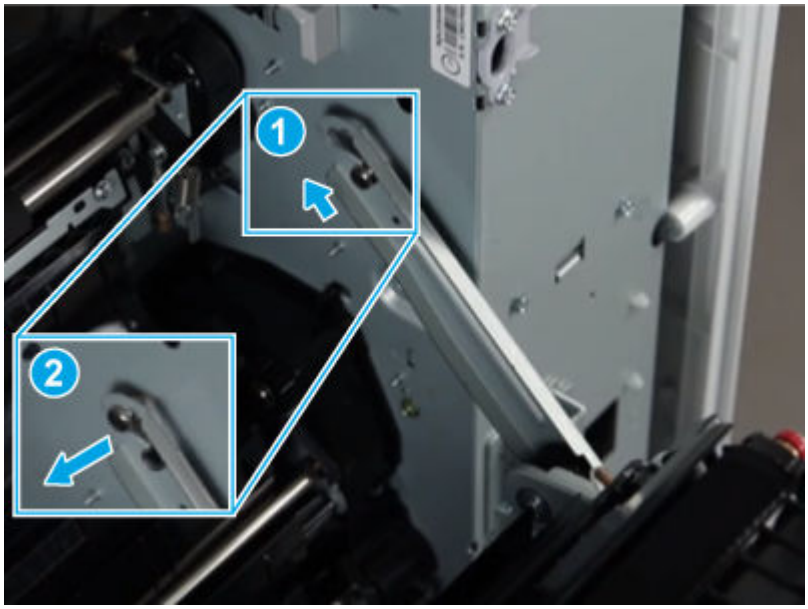
1. Open the right door, and then disconnect one connector.

Figure 5-109 Disconnect one connector

2. Release the hinge.

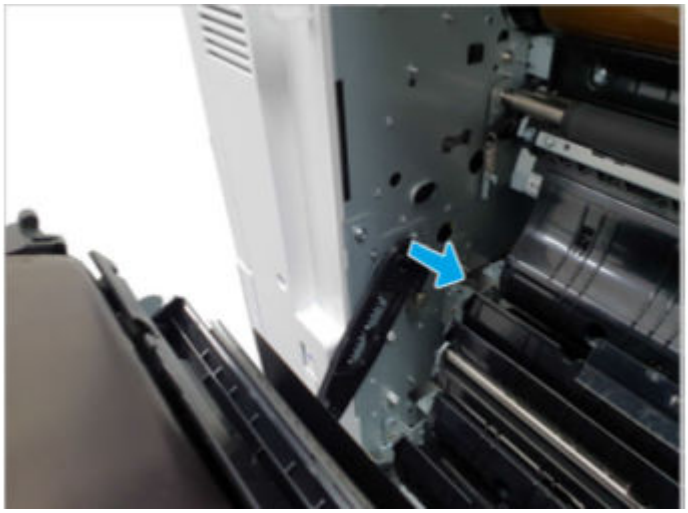
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-110 Release the hinge



3. Release the right door front link.

Figure 5-111 Release the link



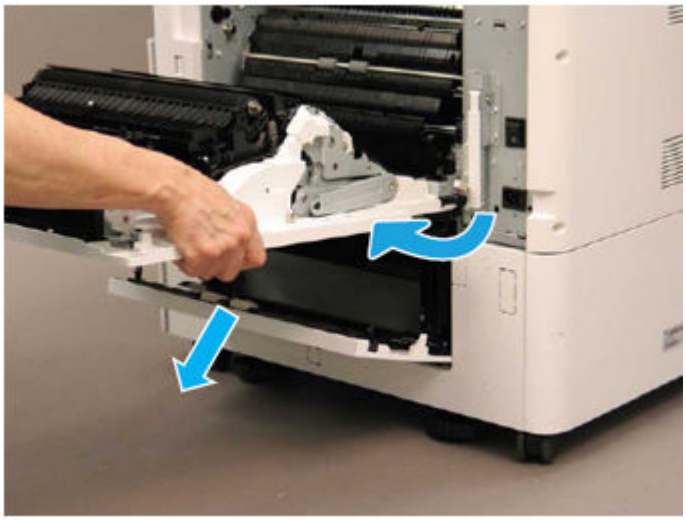
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-112 Remove the door

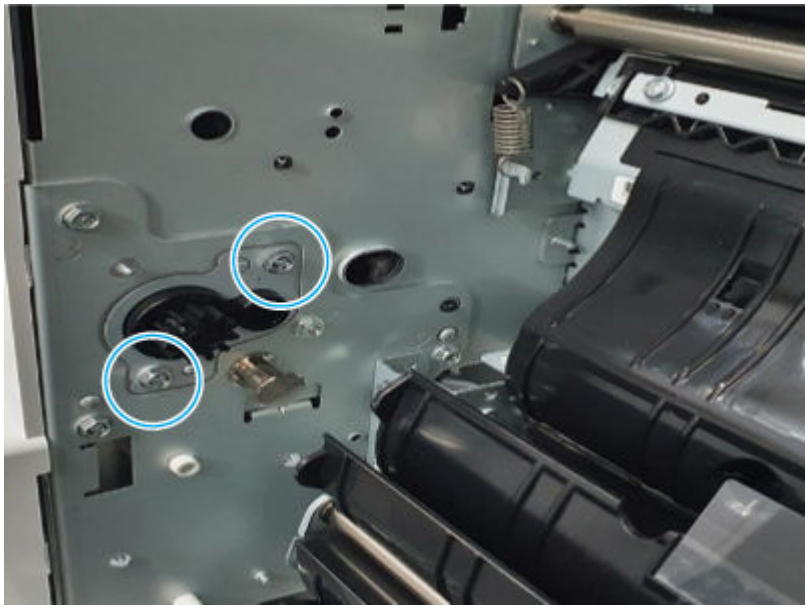


3. Remove the right door front damper

Use the following procedure to remove and replace the right door front damper.

- Remove two screws, and then remove the right door front damper.

Figure 5-113 Remove the door damper



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door front damper bracket

Learn about removing and replacing the right door front damper bracket.

View a video of removing and replacing the right door front damper bracket.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-29 Part information

Part number	Part description
JC61-08935A	Right door front damper bracket

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the right rear cover

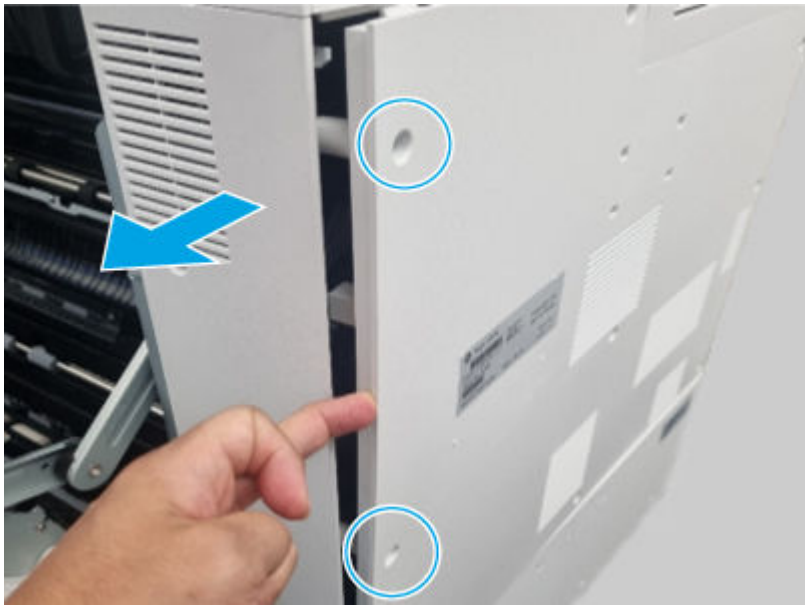
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-114 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-115 Remove the cover

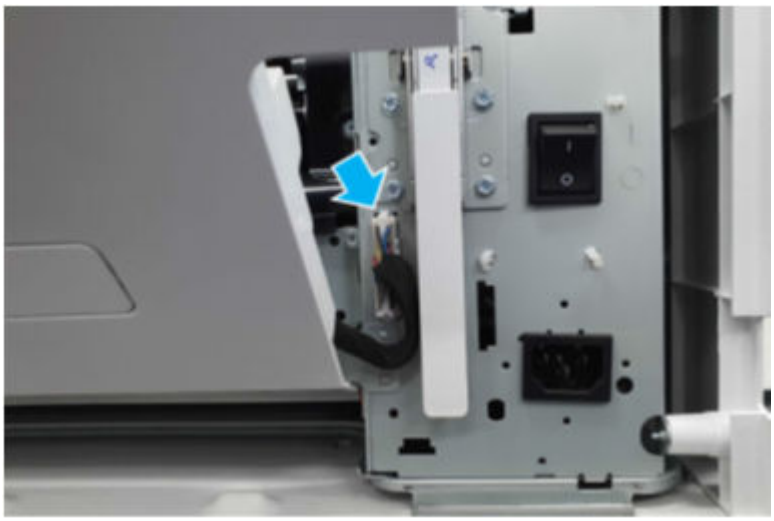


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

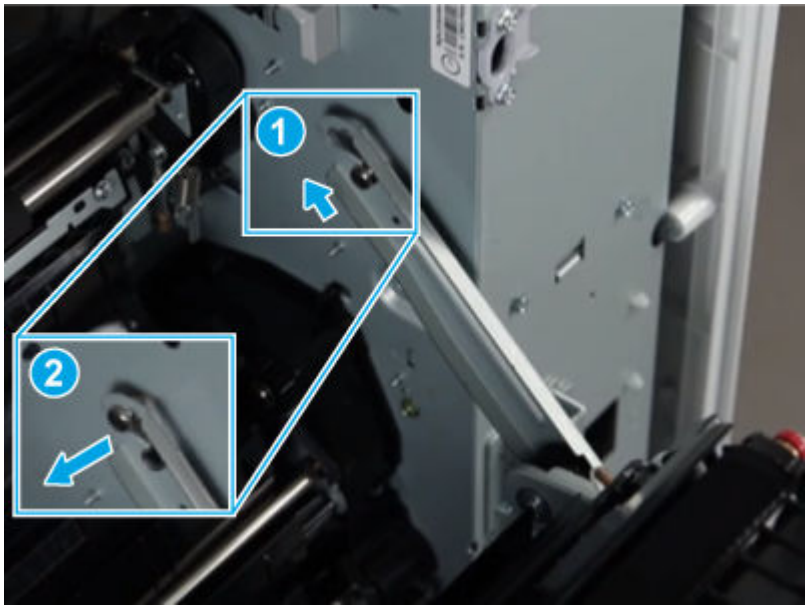
Figure 5-116 Disconnect one connector



2. Release the hinge.

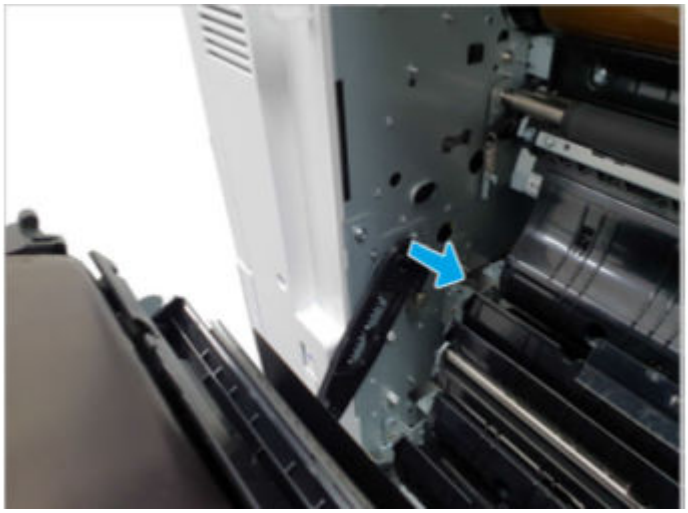
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-117 Release the hinge



3. Release the right door front link.

Figure 5-118 Release the link



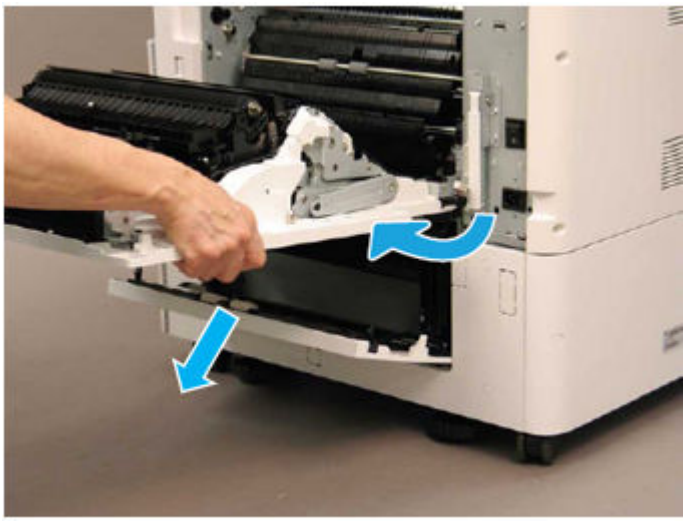
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-119 Remove the door

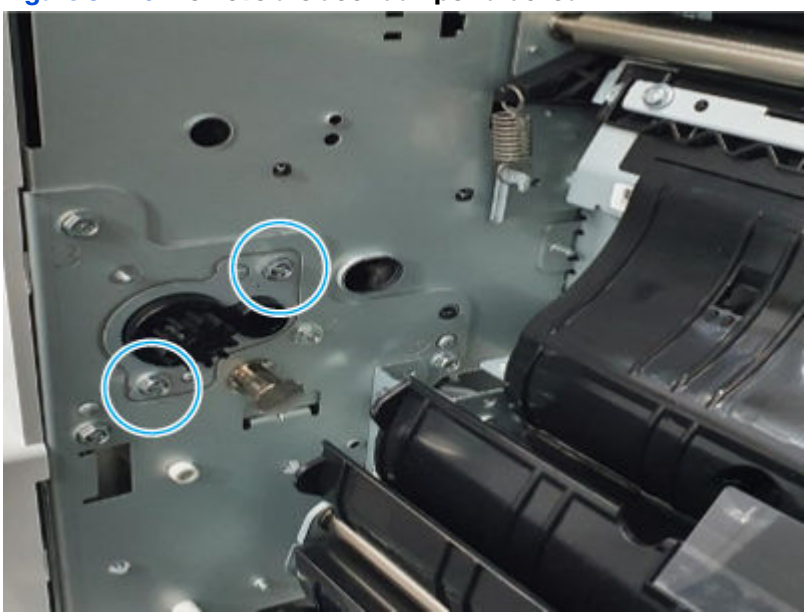


3. Remove the right door front damper bracket

Use the following procedure to remove and replace the right door front damper bracket.

- Remove two screws, remove the right door front damper, and then separate the damper from the bracket.

Figure 5-120 Remove the door damper bracket



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Tray 1 unit

Learn about feeding system Tray 1 unit parts removal and replacement.

Removal and replacement: Tray 1 unit

Learn about removing and replacing the Tray 1 unit.

View a video of removing and replacing the Tray 1 unit.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-30 **Part information**

Part number	Part description
JC90-01844A	Tray 1 unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

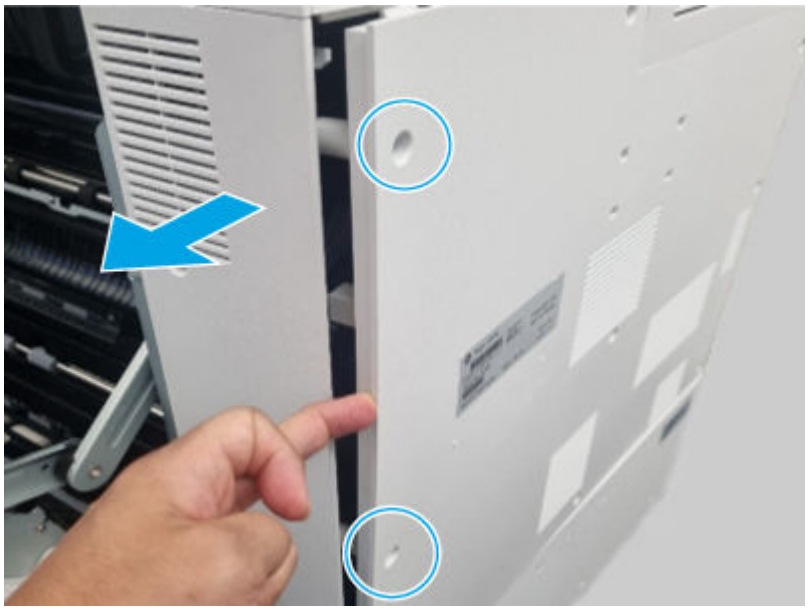
1. Remove four screws.

Figure 5-121 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-122 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

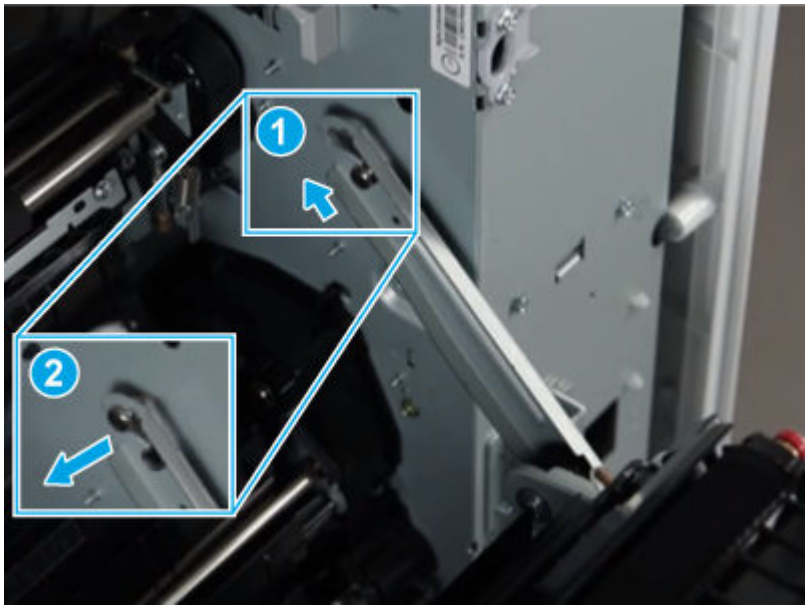
1. Open the right door, and then disconnect one connector.

Figure 5-123 Disconnect one connector

2. Release the hinge.

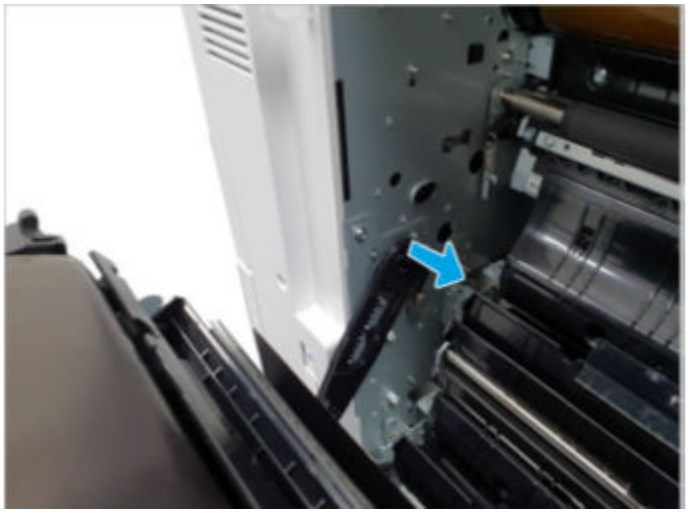
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-124 Release the hinge



3. Release the right door front link.

Figure 5-125 Release the link



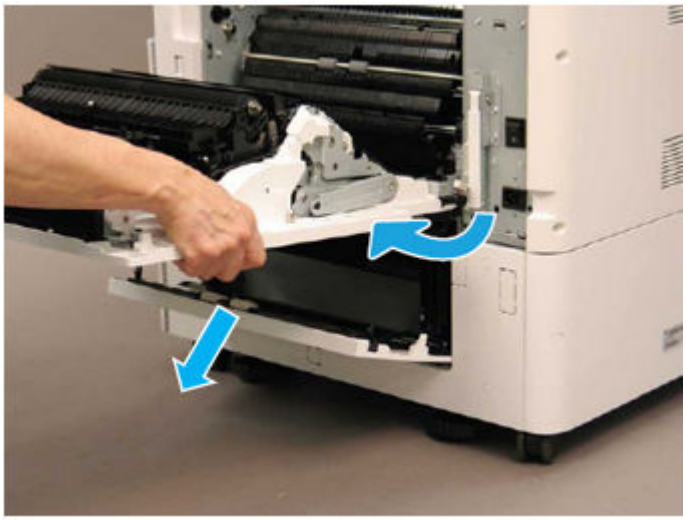
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-126 Remove the door

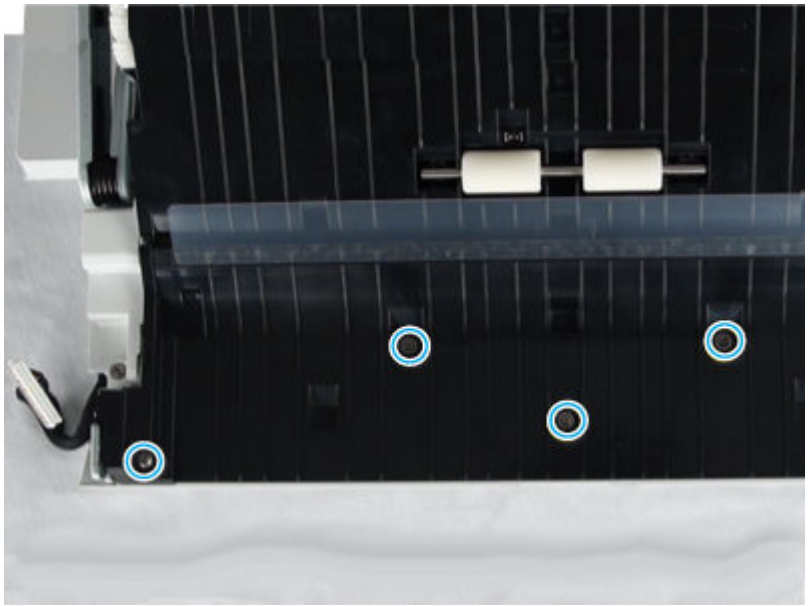


3. Remove the right door take-away assembly

Use the following procedure to remove and replace the right door take-away assembly.

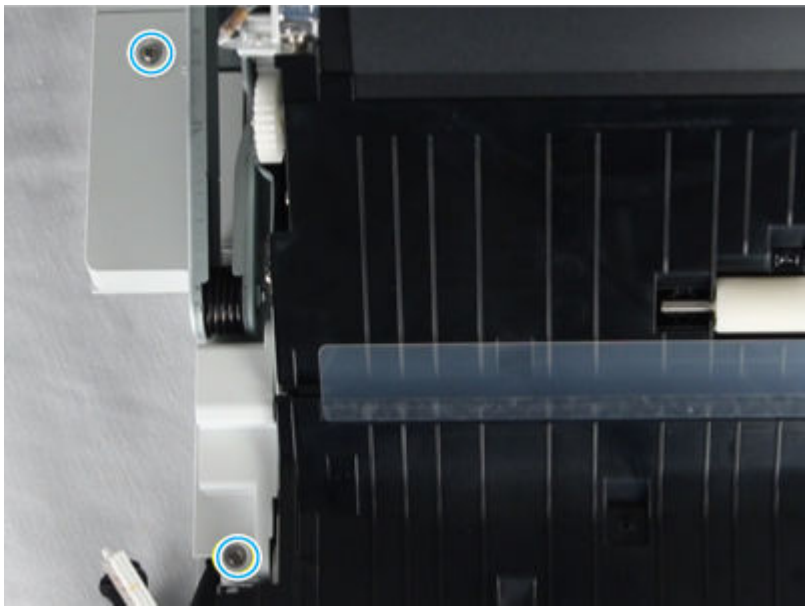
1. Remove four screws (callout 1).

Figure 5-127 Remove four screws



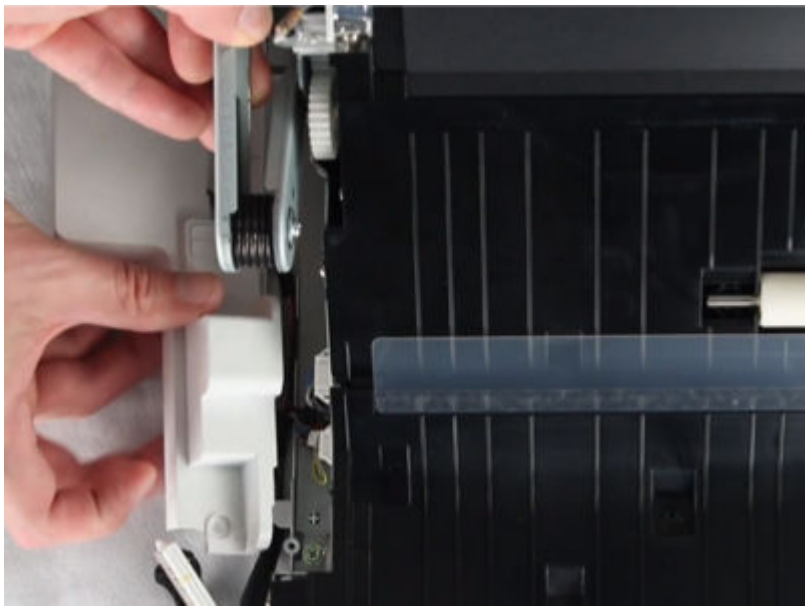
2. Remove two screws.

Figure 5-128 Remove two screws



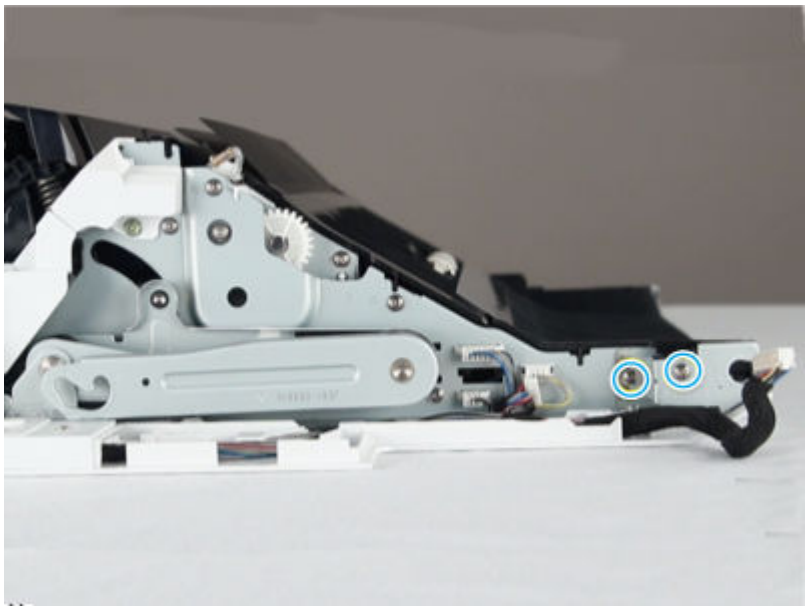
3. Remove the lower cable cover.

Figure 5-129 Remove the cover



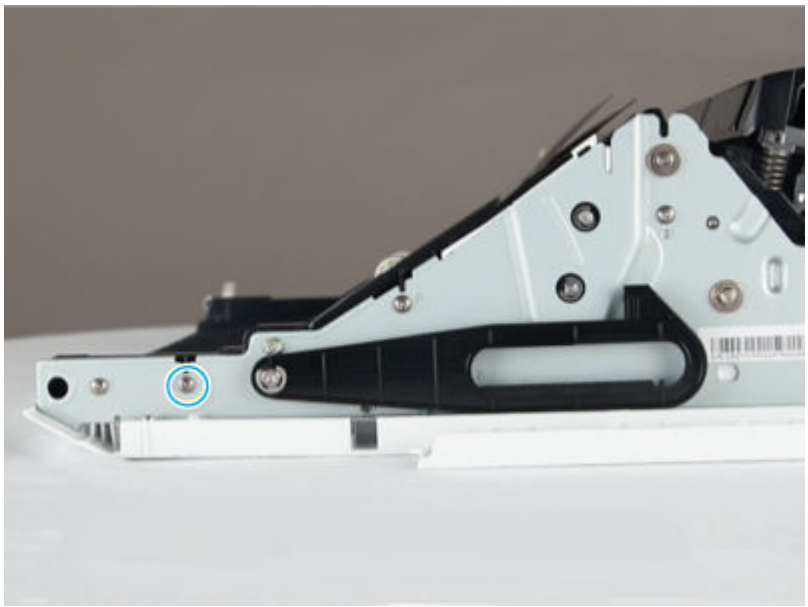
4. Remove two screws.

Figure 5-130 Remove two screws



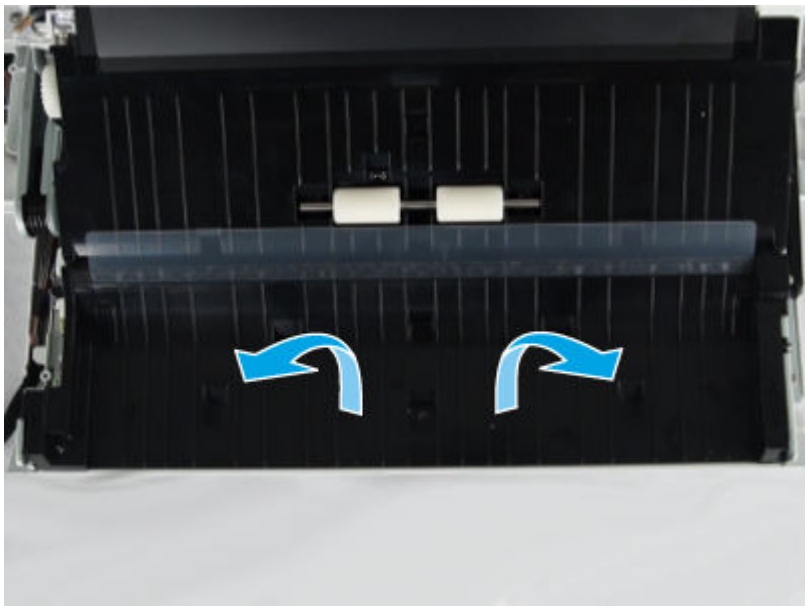
5. Remove one screw (on the other side of the door).

Figure 5-131 Remove one screw



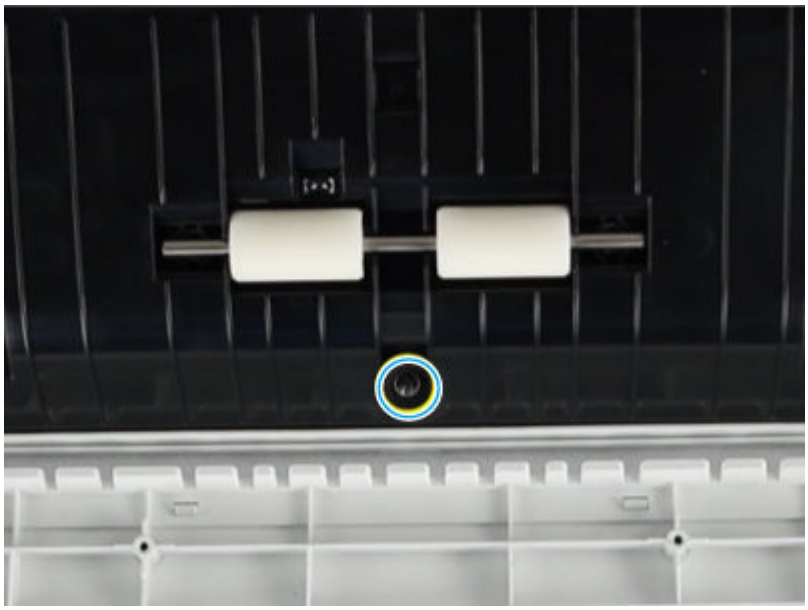
6. Remove the feed guide take-away lower.

Figure 5-132 Remove the take-away lower



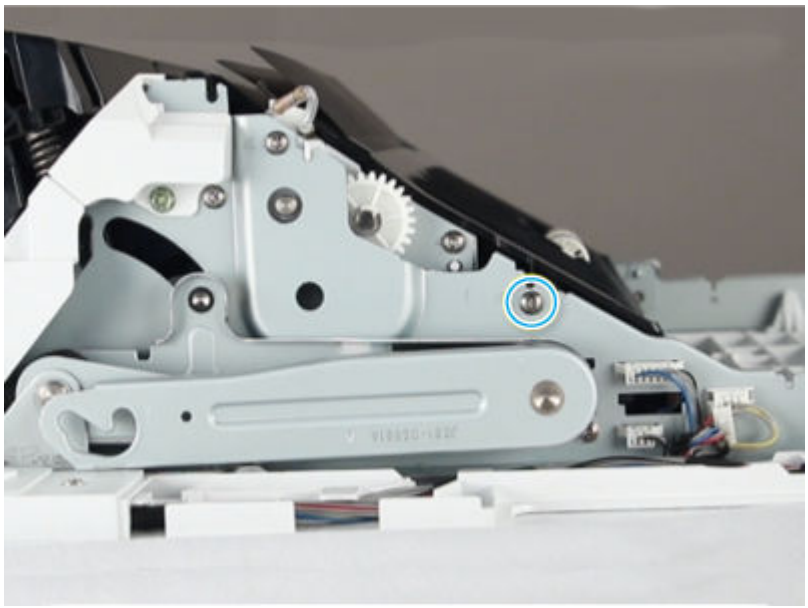
7. Remove one screw.

Figure 5-133 Remove one screw



8. Remove one screw.

Figure 5-134 Remove one screw



9. Remove one screw.

Figure 5-135 Remove one screw

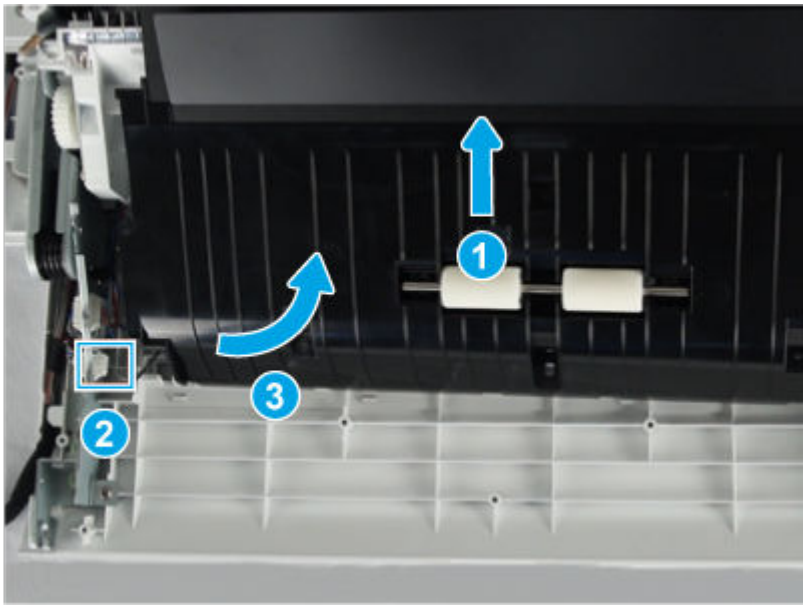
10. Do the following:

    a. Lift up the feed guide take-away upper to slightly separate it from the door (callout 1).

    b. Disconnect one connector (callout 2).

    c. Remove the take-away assembly from the door (callout 3).

Figure 5-136 **Remove the take-away assembly**

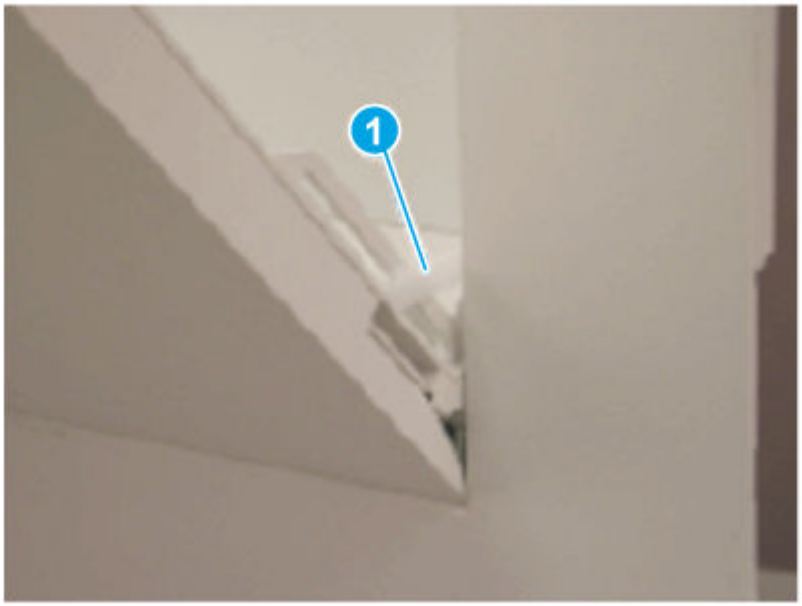


4. Remove the Tray 1 unit

Use the following procedure to remove and replace the Tray 1 unit.

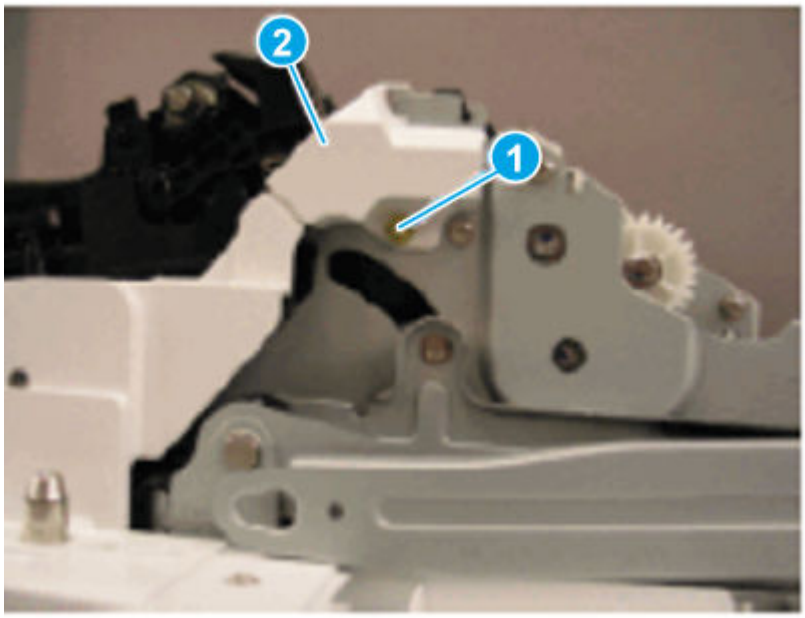
1. Hold the right door upright. Open Tray 1, and then release the hinge arm (callout 1).

Figure 5-137 **Release the hinge arm**



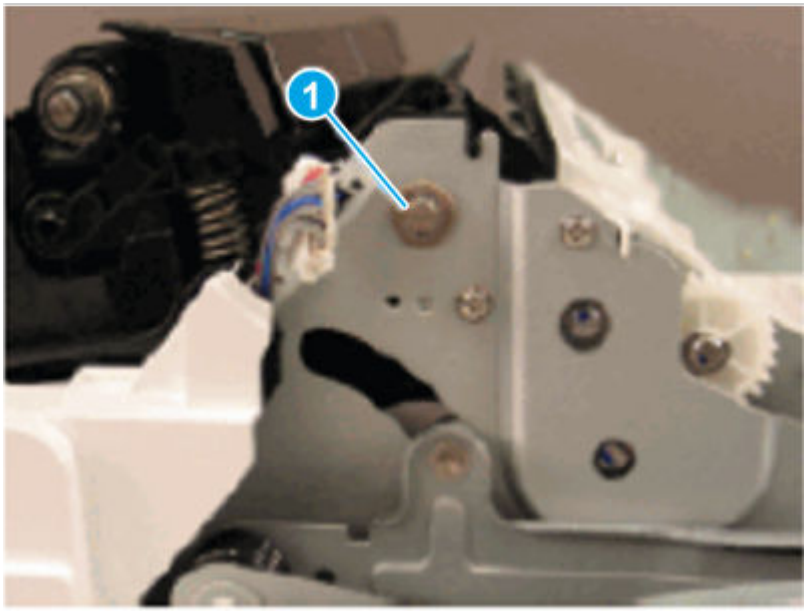
2. Remove one screw (callout 1), and then remove the bushing cover (callout 2).

Figure 5-138 Remove the bushing cover



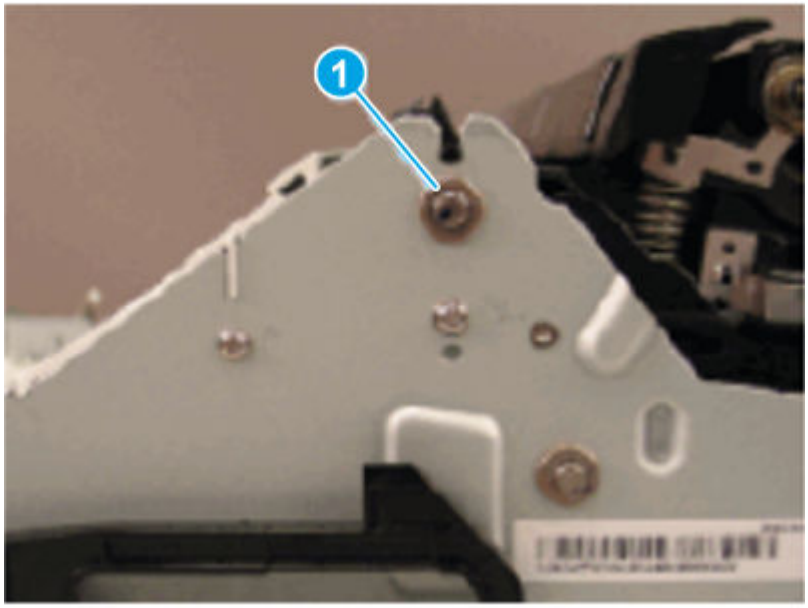
3. Remove one e-ring and bushing (callout 1).

Figure 5-139 Remove one e-ring and bushing



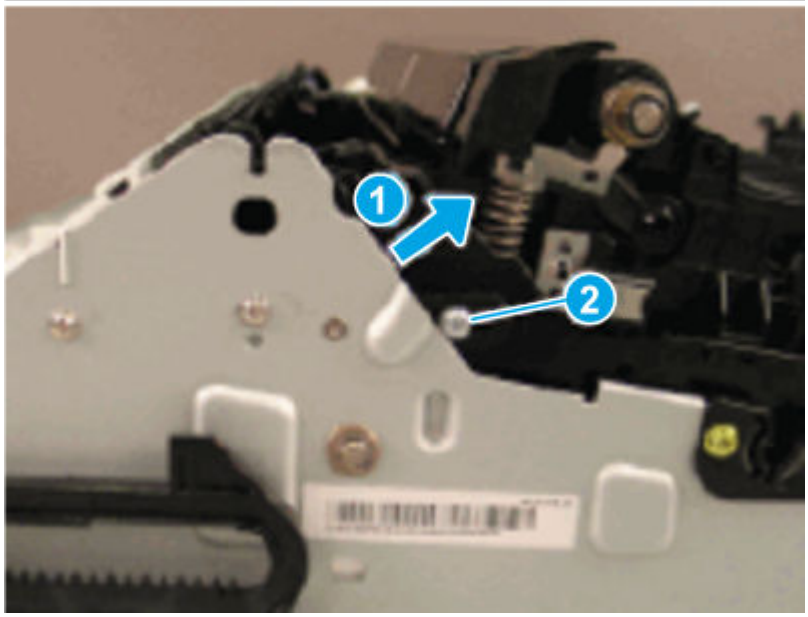
4. Remove one e-ring and bushing (callout 1; on the other side).

Figure 5-140 Remove one e-ring and bushing



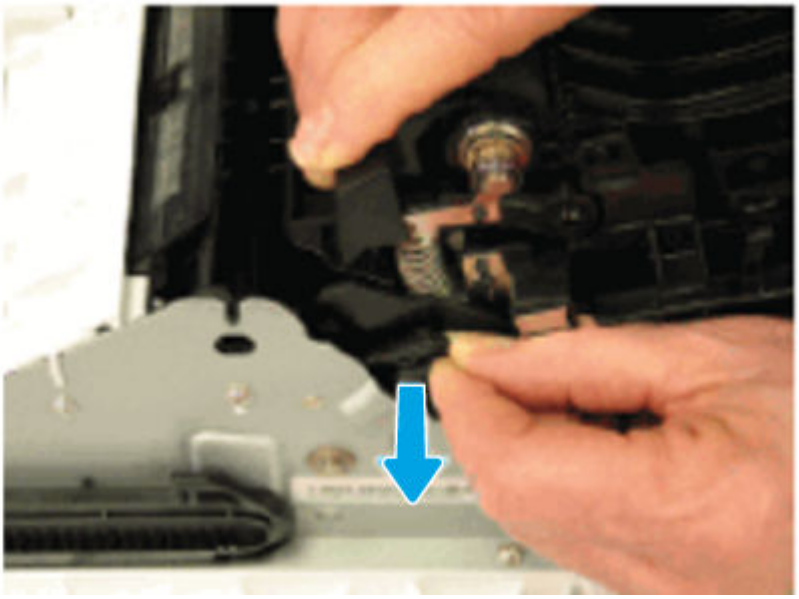
5. Pull the hinge arm up (callout 1), and then remove one screw (callout 2).

Figure 5-141 Remove one screw



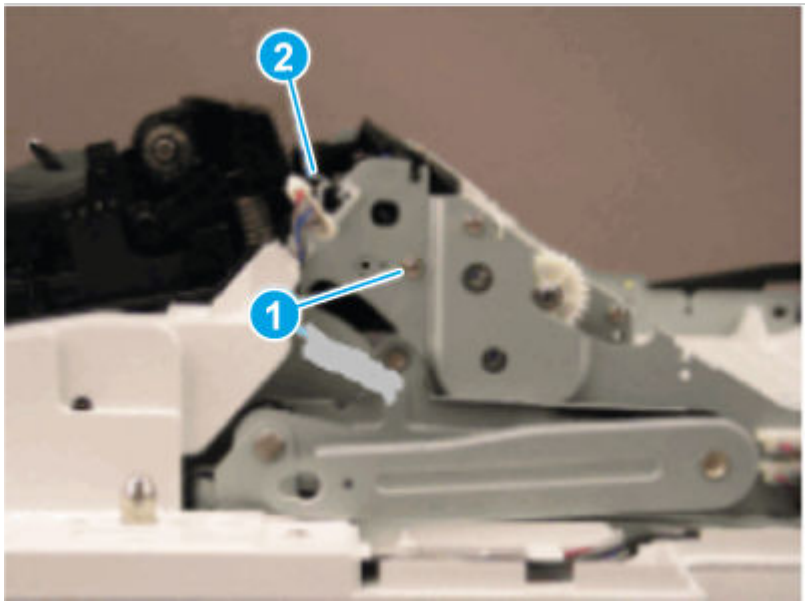
6. Release the hinge.

Figure 5-142 Release the hinge



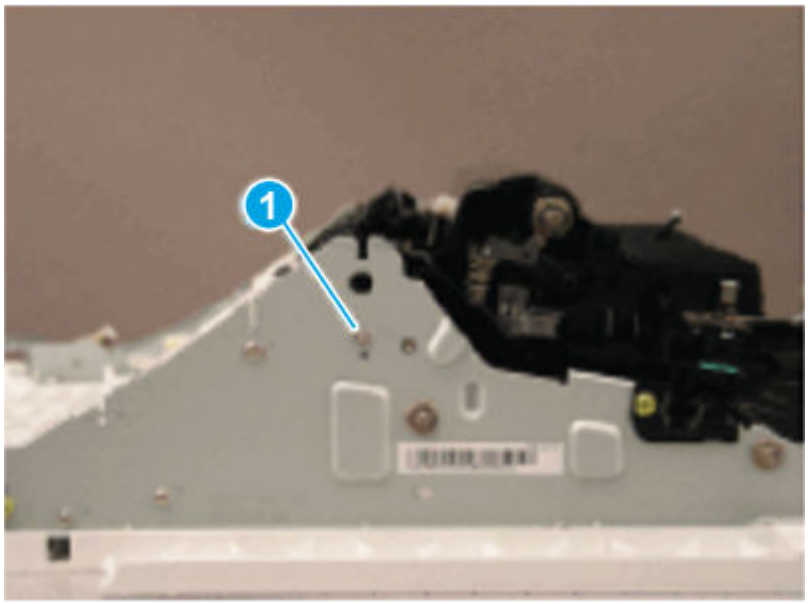
7. Remove one screw (callout 1), and then release one retainer (callout 2).

Figure 5-143 Release one retainer



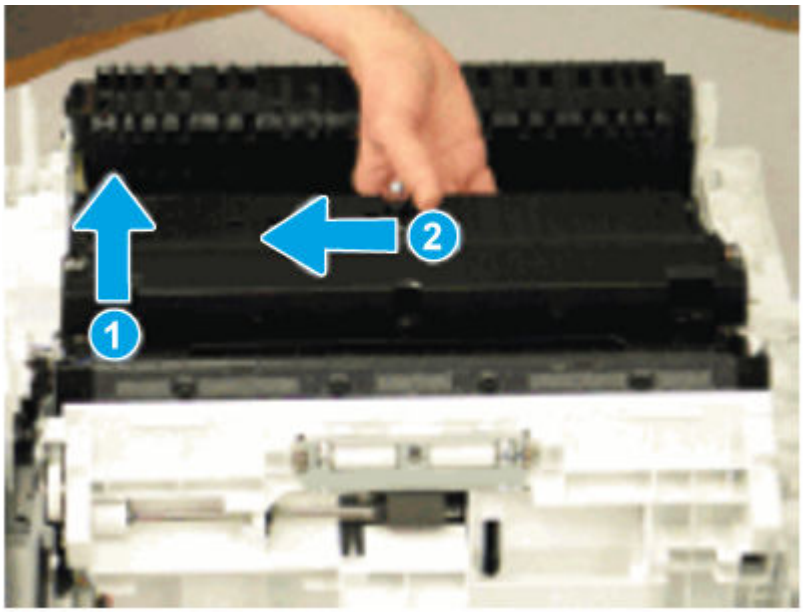
8. Remove one screw (callout 1).

Figure 5-144 Remove one screw



9. Lift up on the feed roller assembly (callout 1), and then slide it to the left (callout 2) to release it.

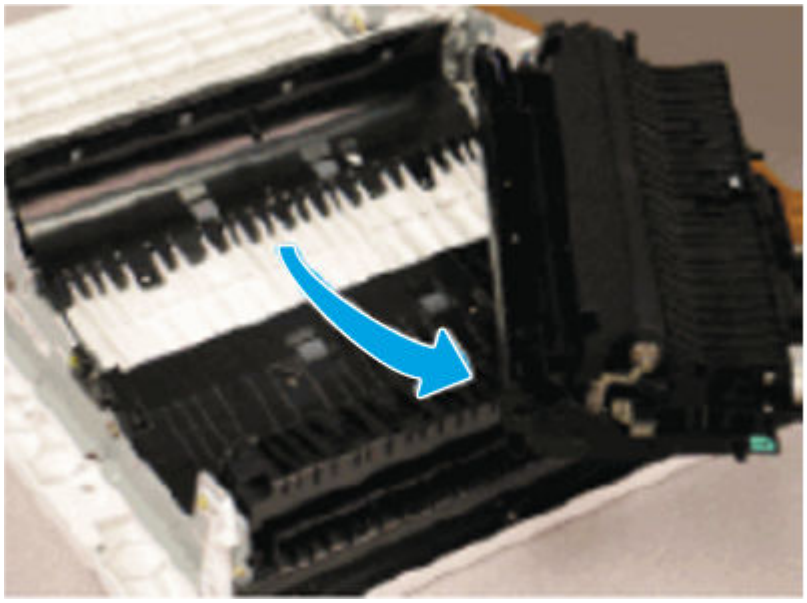
Figure 5-145 Release the feed roller assembly



10. Rotate the feed roller assembly to the side.

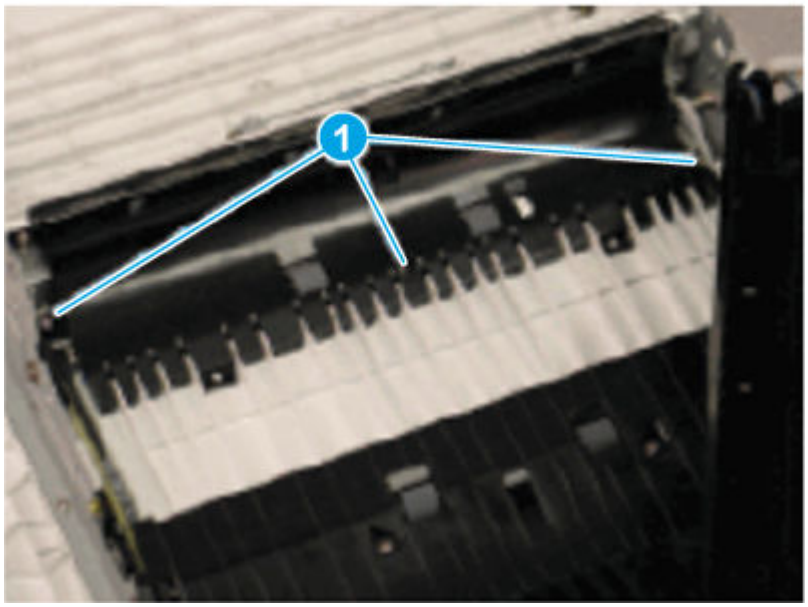
⚠ **CAUTION:** Do not attempt to completely remove the feed roller assembly. It is still attached to the right door.

Figure 5-146 Move the feed roller assembly



11. Remove three screws (callout 1).

Figure 5-147 Remove three screws

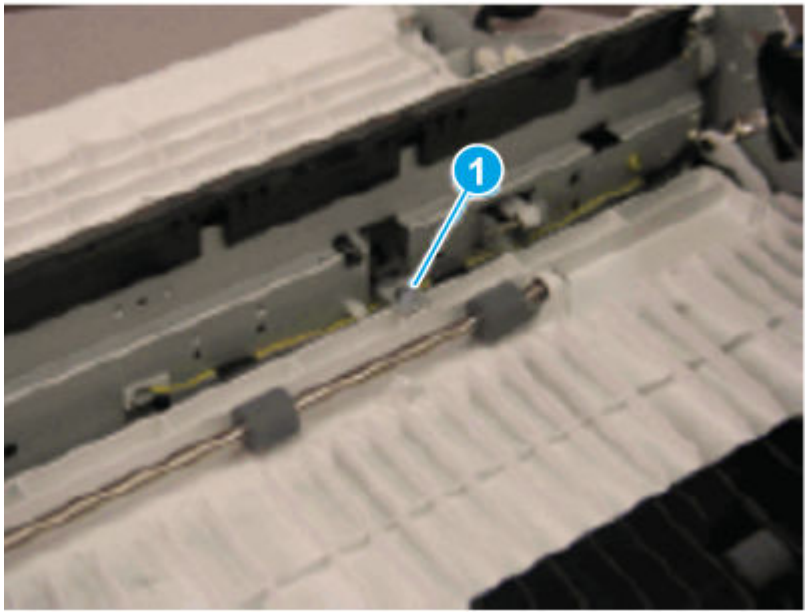


12. Remove the duplex lower guide.

Figure 5-148 Remove the duplex lower guide

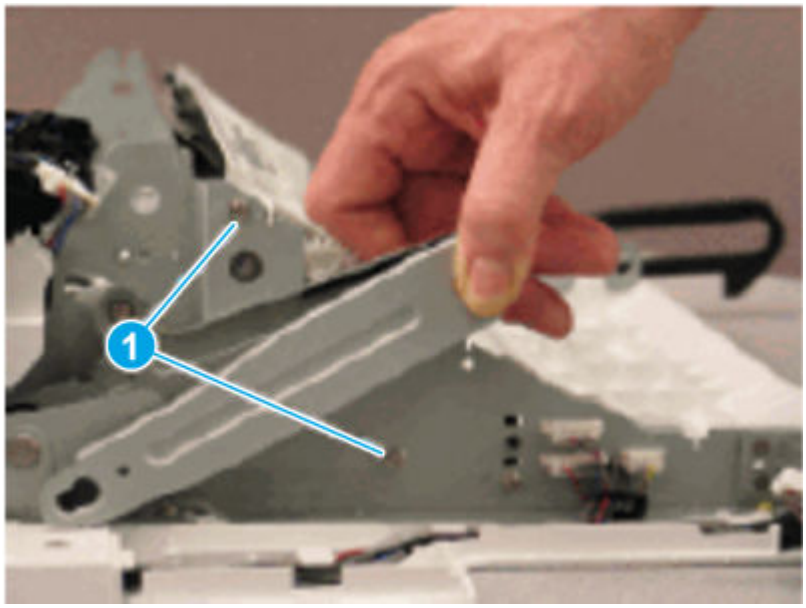
13. Remove one screw (callout 1).

Figure 5-149 Remove one screw



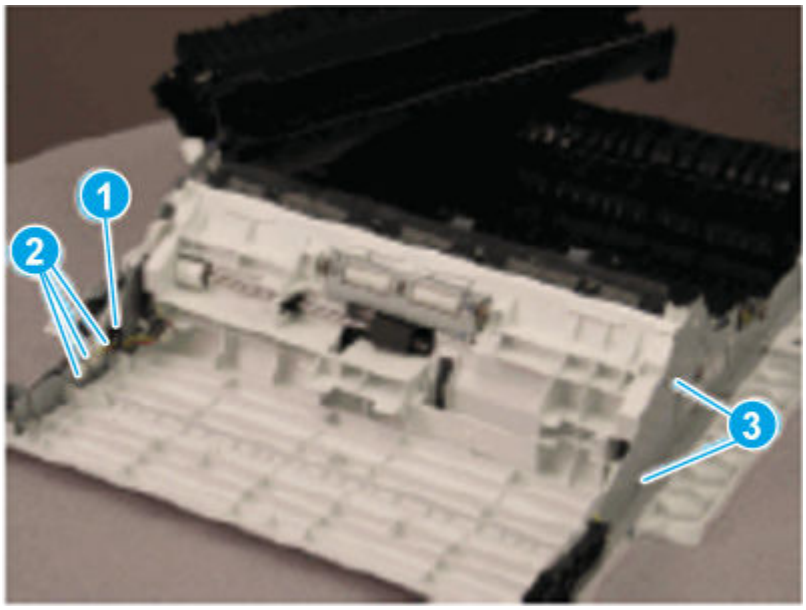
14. Remove two screws (callout 1).

Figure 5-150 Remove two screws



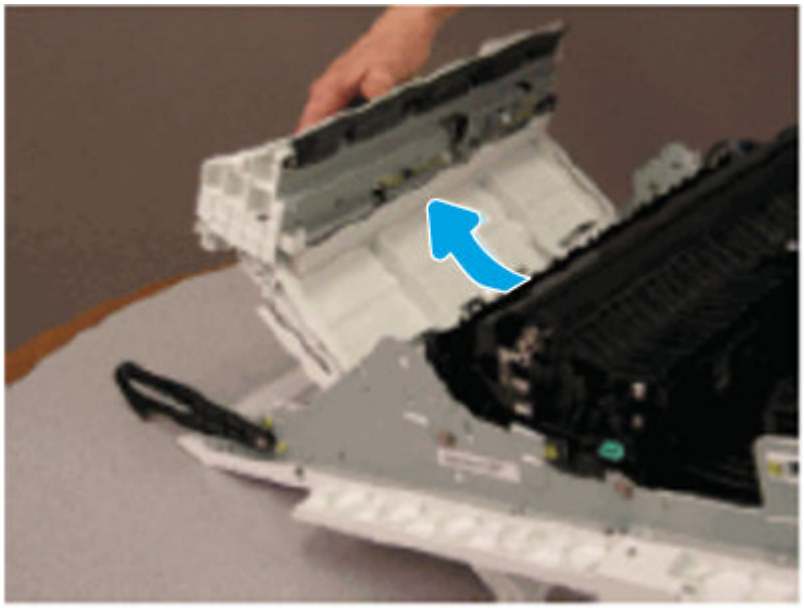
15. Release one retainer (callout 1), disconnect three connectors (callout 2), and the remove two screws (callout 3).

Figure 5-151 Remove two screws



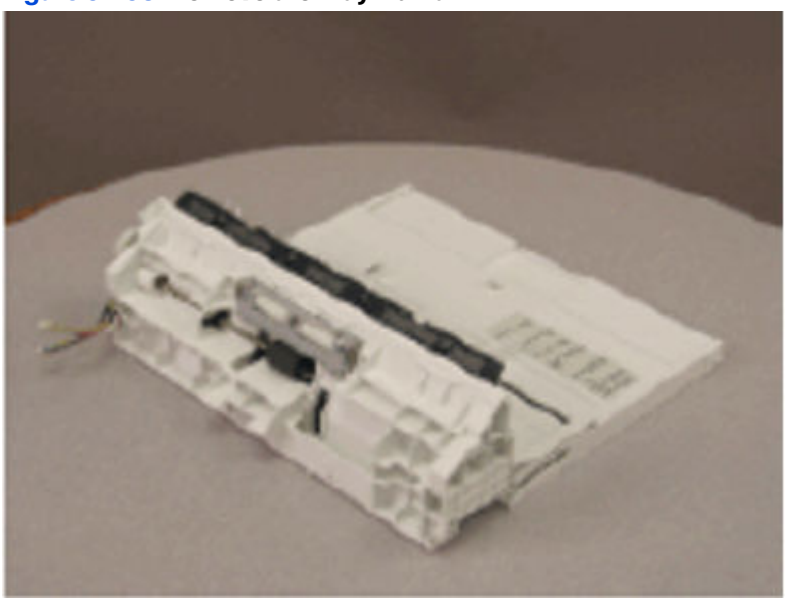
16. Release the Tray 1 unit form the right door.

Figure 5-152 Release the Tray 1 unit



17. Remove the Tray 1 unit.

Figure 5-153 Remove the Tray 1 unit



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 1 empty sensor

Learn about removing and replacing the Tray 1 empty sensor.

View a video of removing and replacing the Tray 1 empty sensor.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-31 Part information

Part number	Part description
0604-001490	Photo interrupter (Tray 1 empty sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the right rear cover

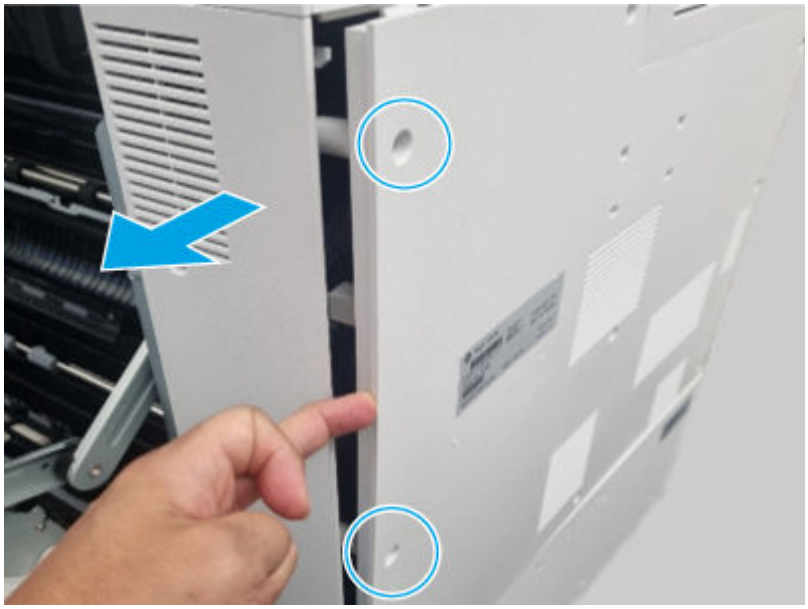
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-154 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-155 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

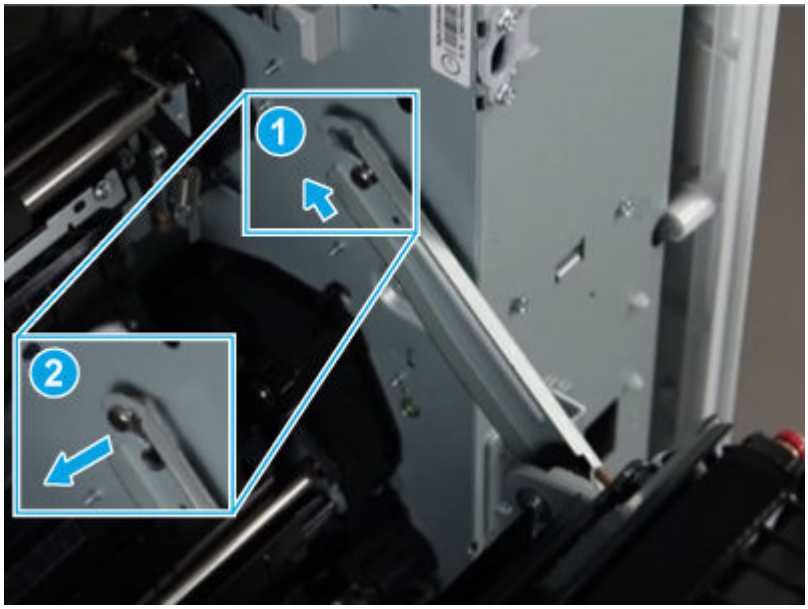
1. Open the right door, and then disconnect one connector.

Figure 5-156 Disconnect one connector

2. Release the hinge.

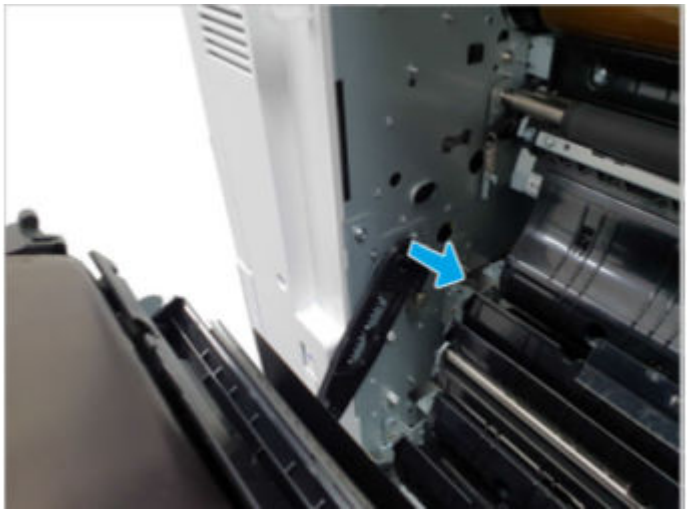
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-157 Release the hinge



3. Release the right door front link.

Figure 5-158 Release the link



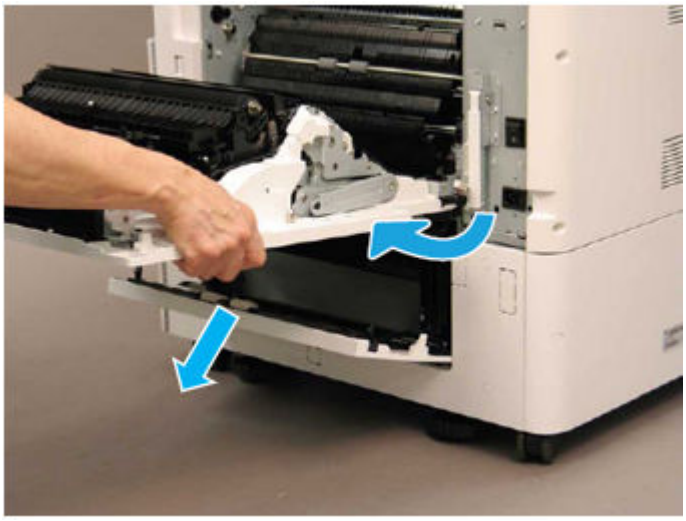
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-159 Remove the door

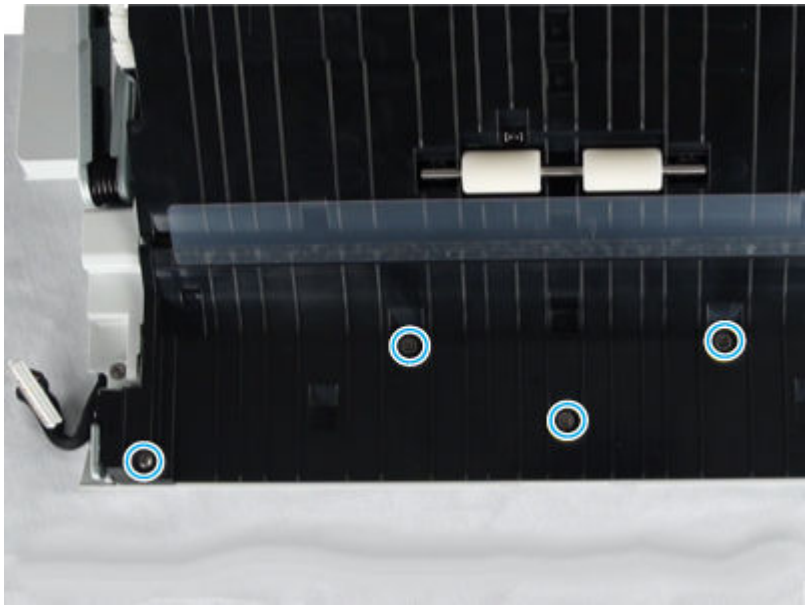


3. Remove the right door take-away assembly

Use the following procedure to remove and replace the right door take-away assembly.

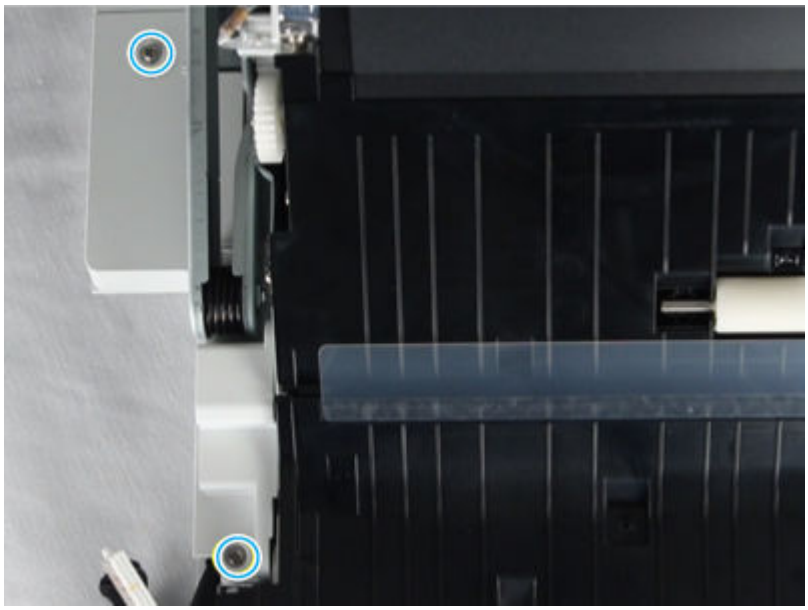
1. Remove four screws (callout 1).

Figure 5-160 Remove four screws



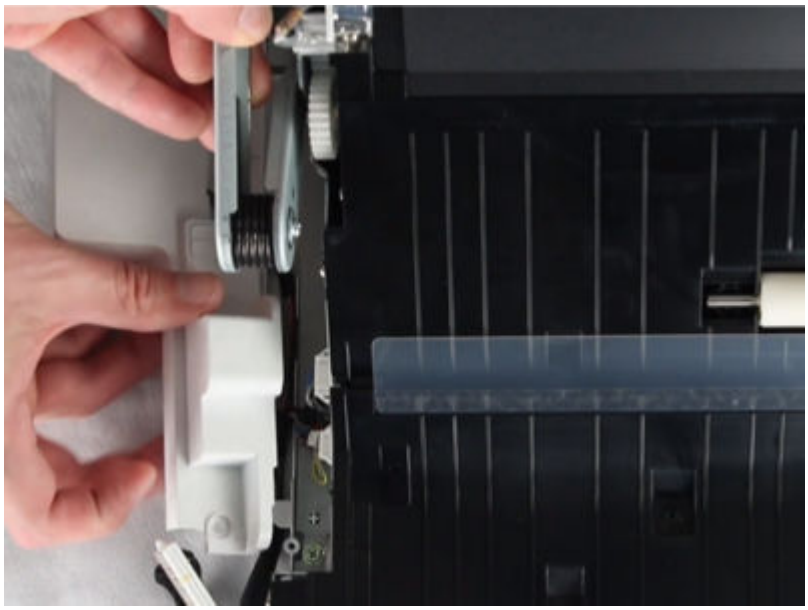
2. Remove two screws.

Figure 5-161 Remove two screws



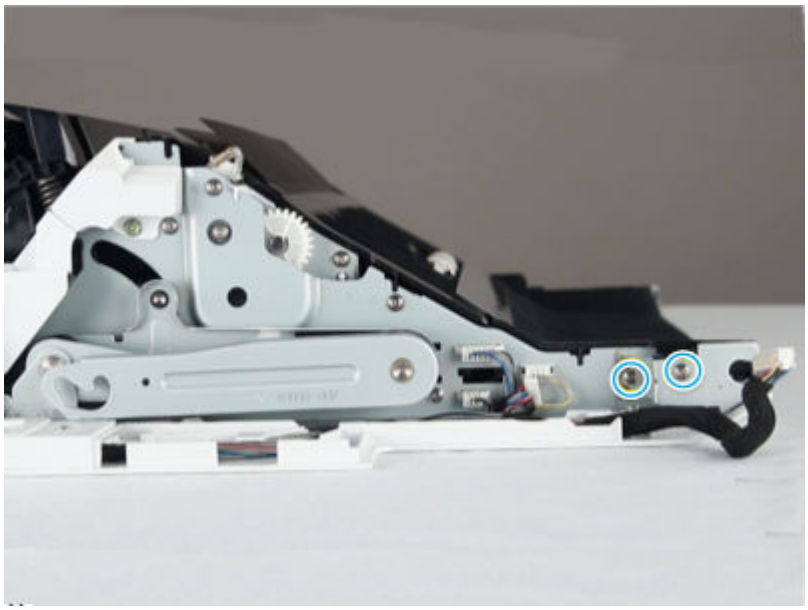
3. Remove the lower cable cover.

Figure 5-162 Remove the cover



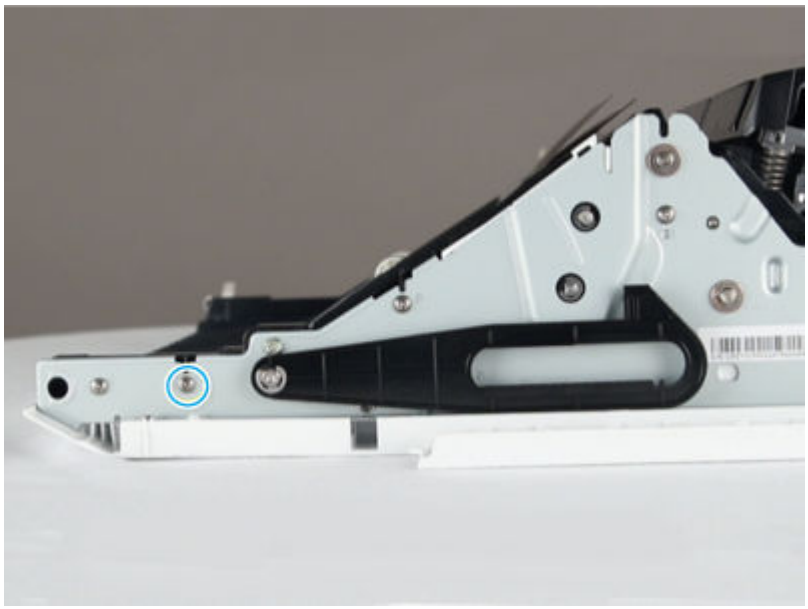
4. Remove two screws.

Figure 5-163 Remove two screws



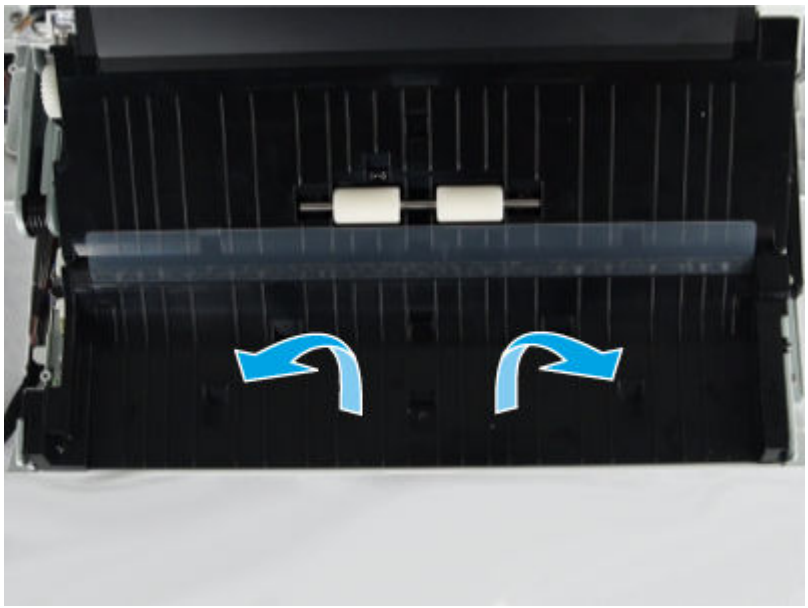
5. Remove one screw (on the other side of the door).

Figure 5-164 Remove one screw



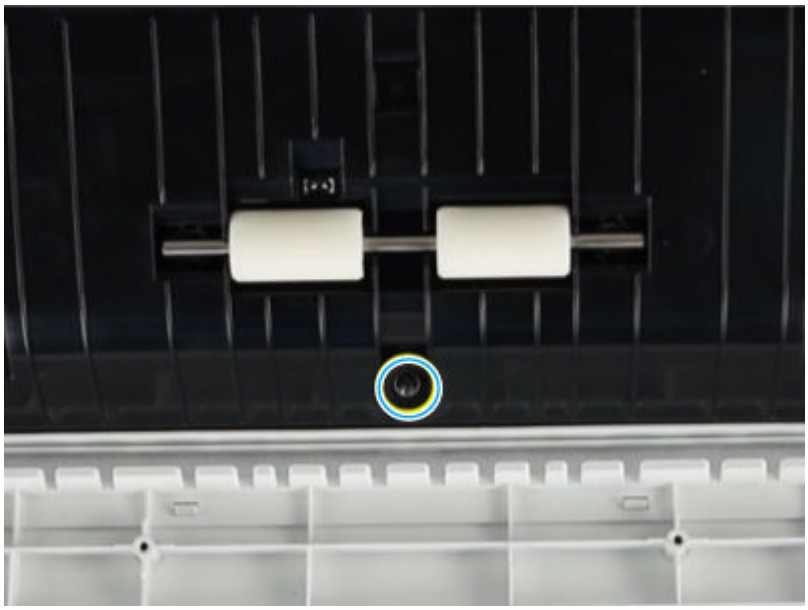
6. Remove the feed guide take-away lower.

Figure 5-165 Remove the take-away lower



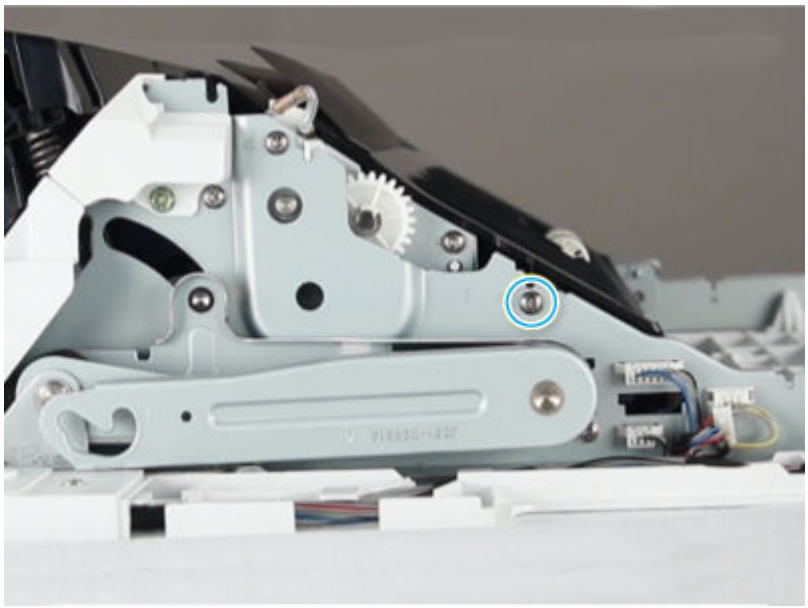
7. Remove one screw.

Figure 5-166 Remove one screw



8. Remove one screw.

Figure 5-167 Remove one screw



9. Remove one screw.

Figure 5-168 Remove one screw

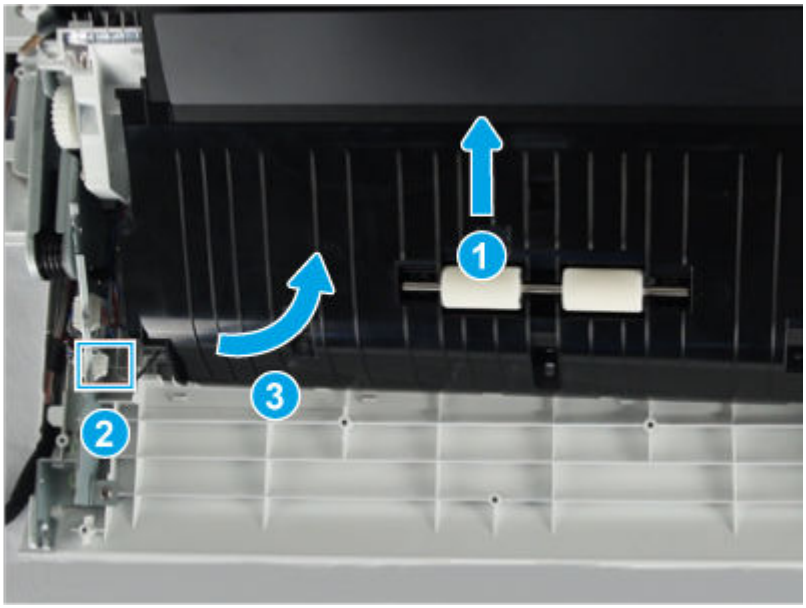
10. Do the following:

    a. Lift up the feed guide take-away upper to slightly separate it from the door (callout 1).

    b. Disconnect one connector (callout 2).

    c. Remove the take-away assembly from the door (callout 3).

Figure 5-169 **Remove the take-away assembly**

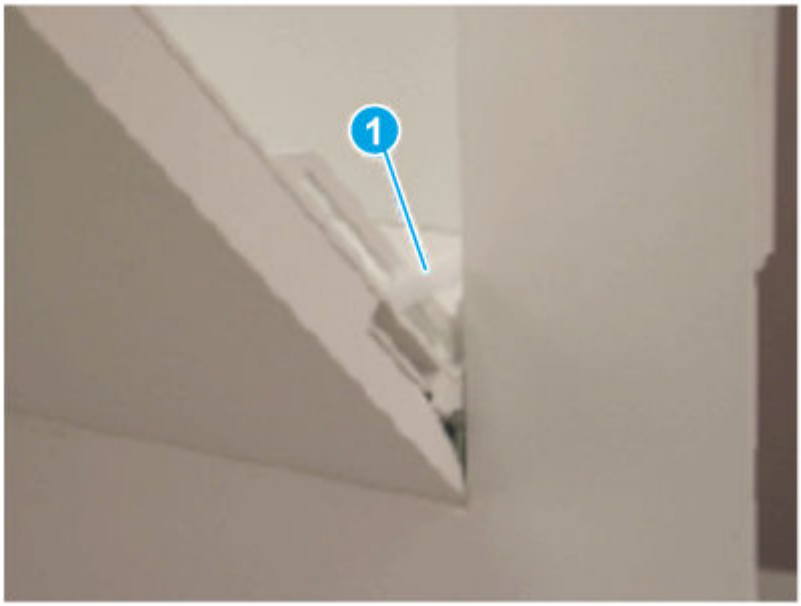


4. Remove the Tray 1 unit

Use the following procedure to remove and replace the Tray 1 unit.

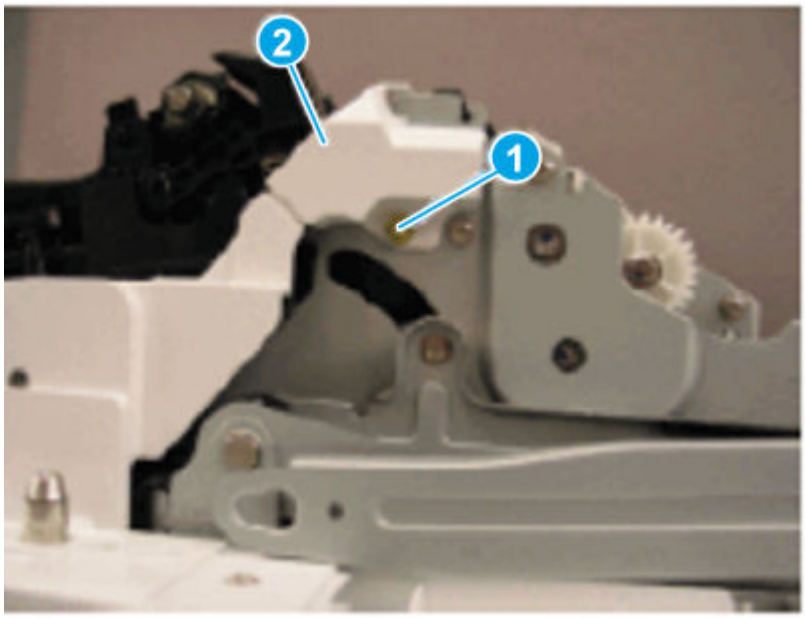
1. Hold the right door upright. Open Tray 1, and then release the hinge arm (callout 1).

Figure 5-170 **Release the hinge arm**



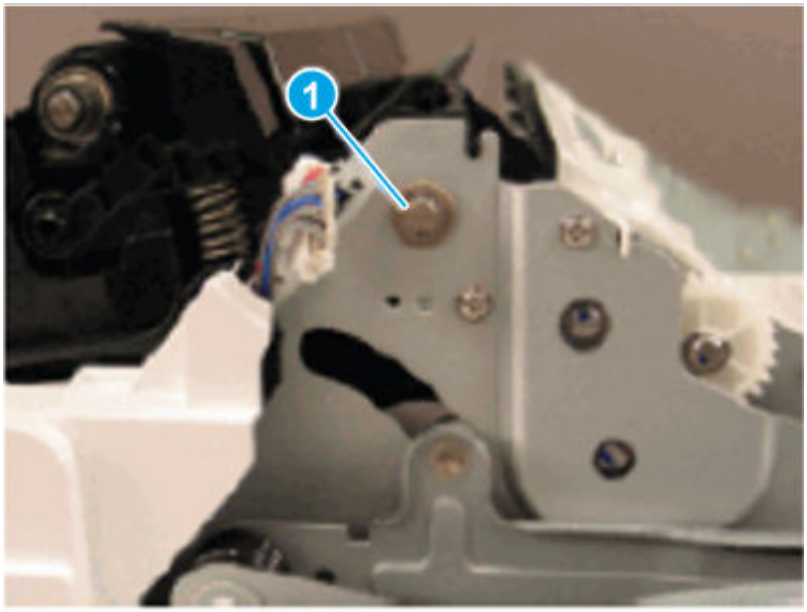
2. Remove one screw (callout 1), and then remove the bushing cover (callout 2).

Figure 5-171 Remove the bushing cover



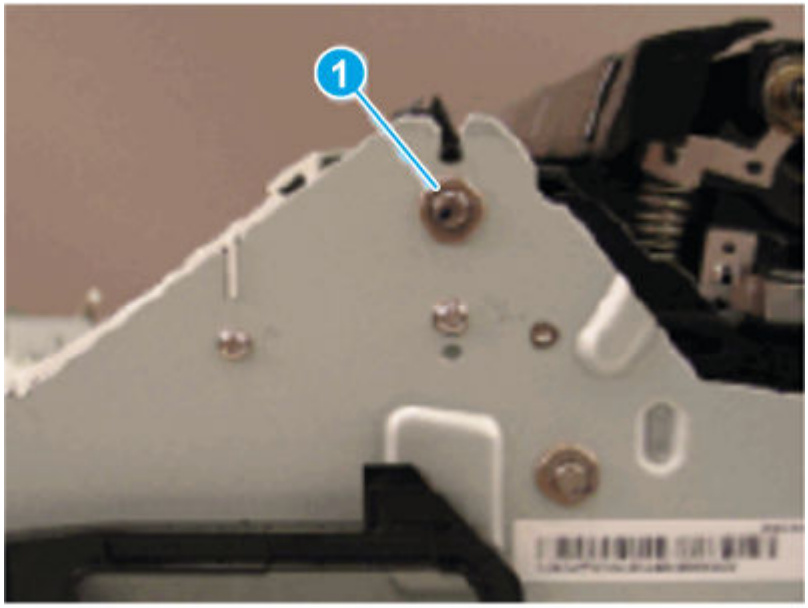
3. Remove one e-ring and bushing (callout 1).

Figure 5-172 Remove one e-ring and bushing



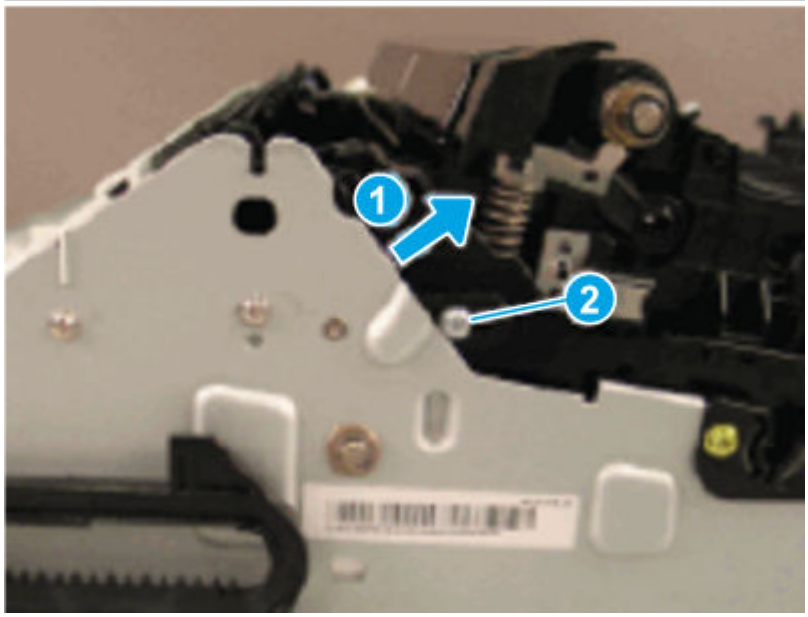
4. Remove one e-ring and bushing (callout 1; on the other side).

Figure 5-173 Remove one e-ring and bushing



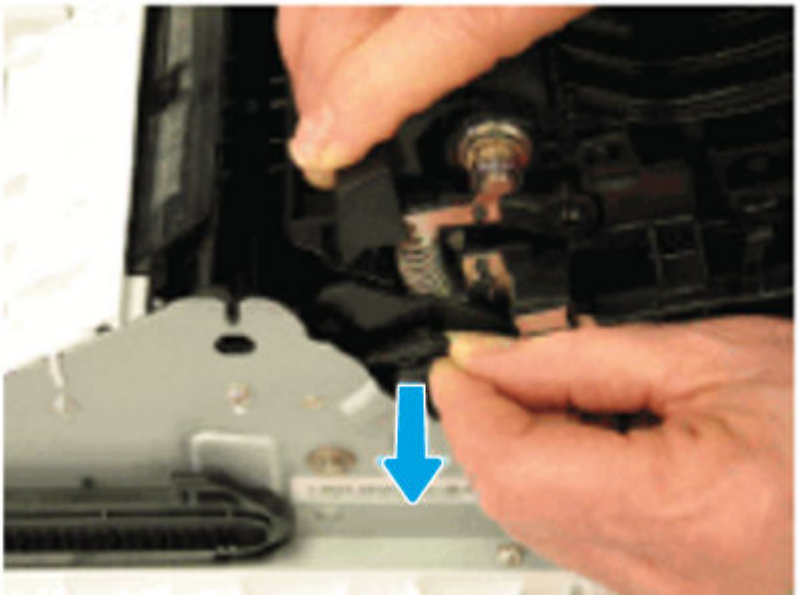
5. Pull the hinge arm up (callout 1), and then remove one screw (callout 2).

Figure 5-174 Remove one screw



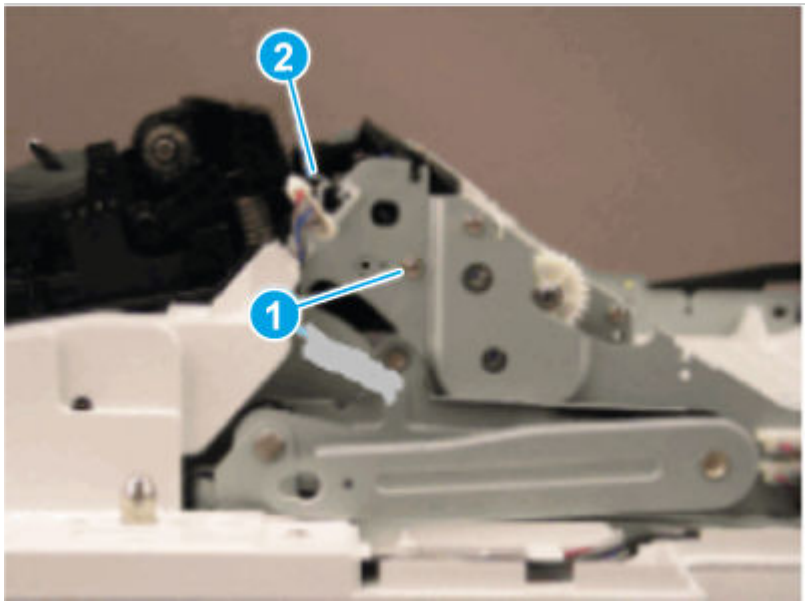
6. Release the hinge.

Figure 5-175 Release the hinge



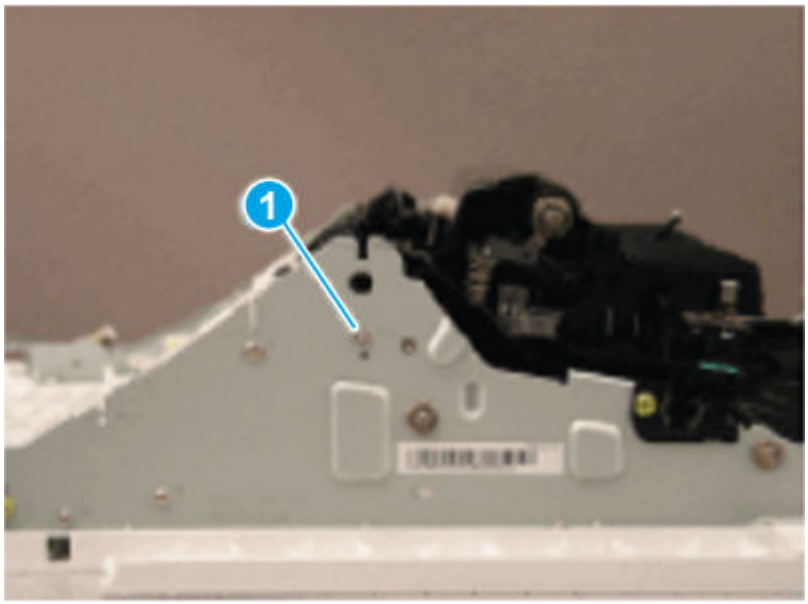
7. Remove one screw (callout 1), and then release one retainer (callout 2).

Figure 5-176 Release one retainer



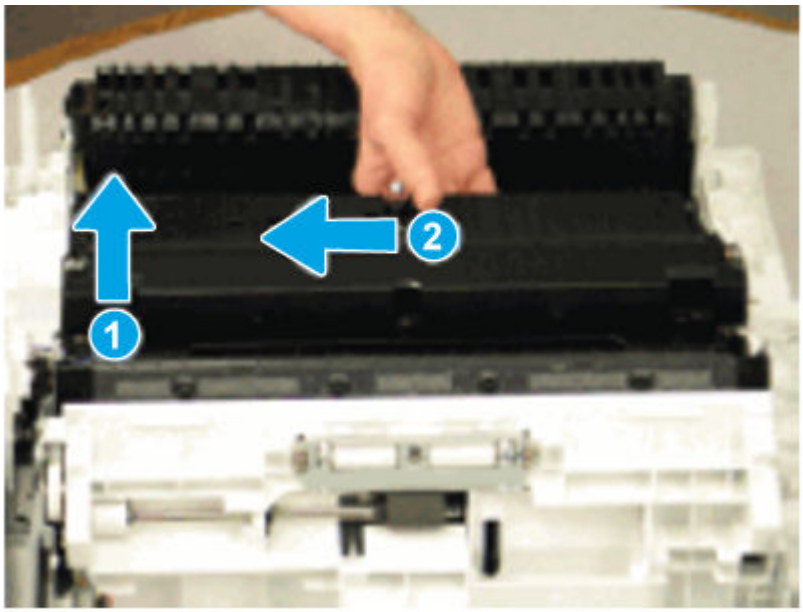
8. Remove one screw (callout 1).

Figure 5-177 Remove one screw



9. Lift up on the feed roller assembly (callout 1), and then slide it to the left (callout 2) to release it.

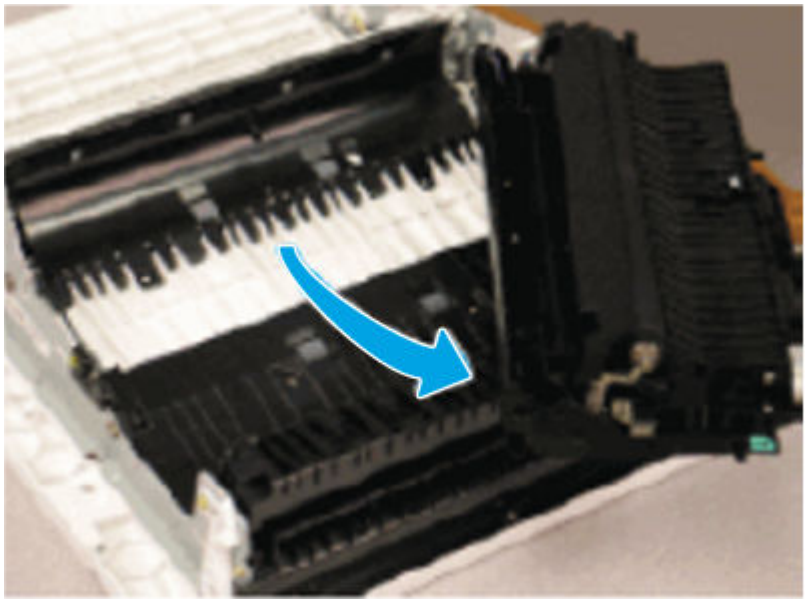
Figure 5-178 Release the feed roller assembly



10. Rotate the feed roller assembly to the side.

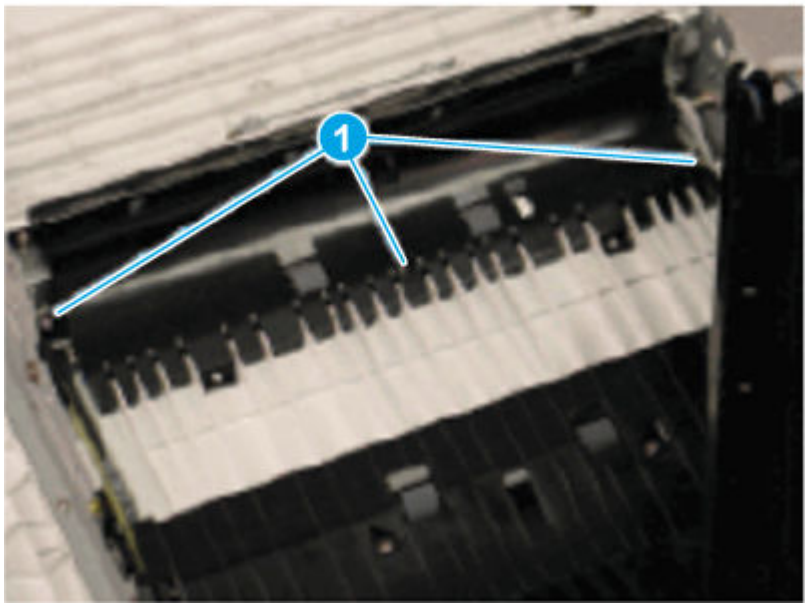
⚠ **CAUTION:** Do not attempt to completely remove the feed roller assembly. It is still attached to the right door.

Figure 5-179 Move the feed roller assembly



11. Remove three screws (callout 1).

Figure 5-180 Remove three screws

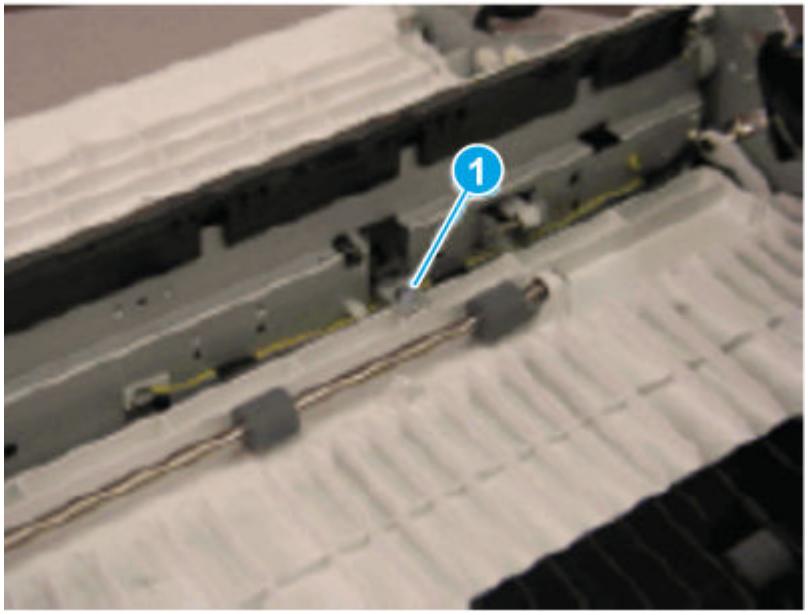


12. Remove the duplex lower guide.

Figure 5-181 Remove the duplex lower guide

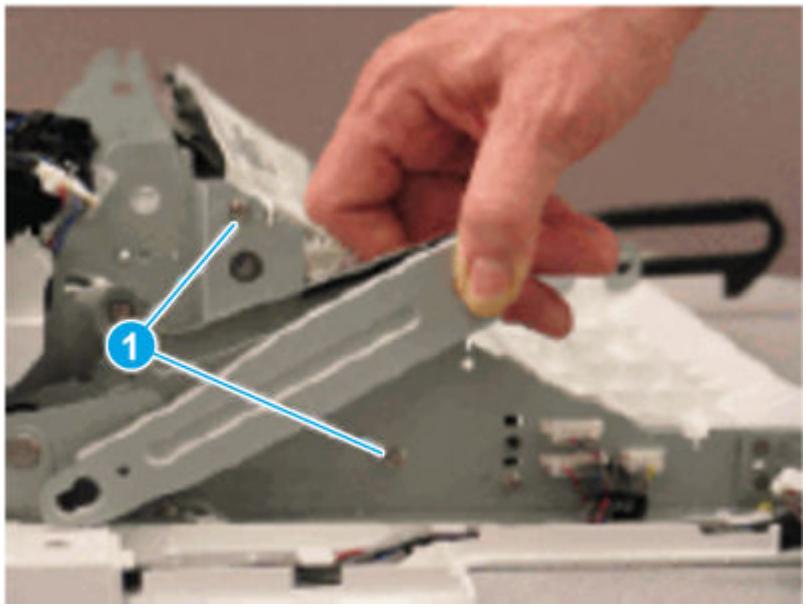
13. Remove one screw (callout 1).

Figure 5-182 Remove one screw



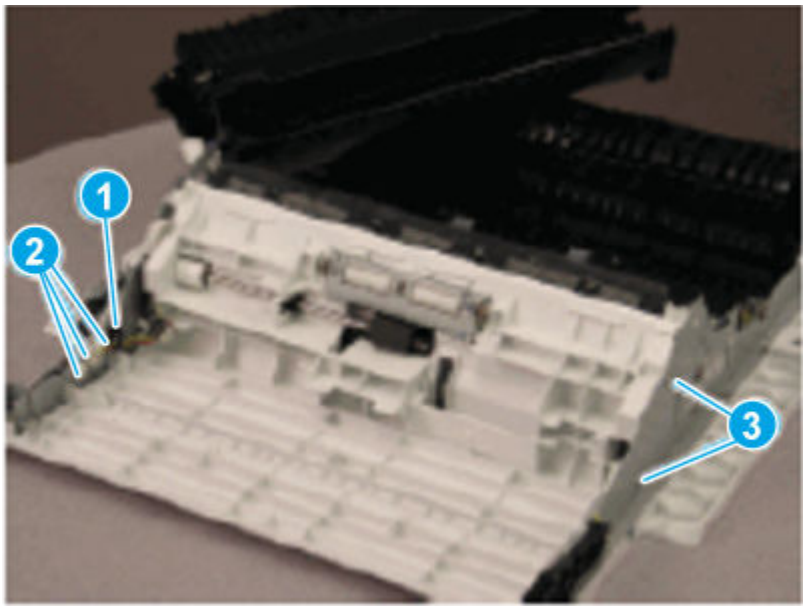
14. Remove two screws (callout 1).

Figure 5-183 Remove two screws



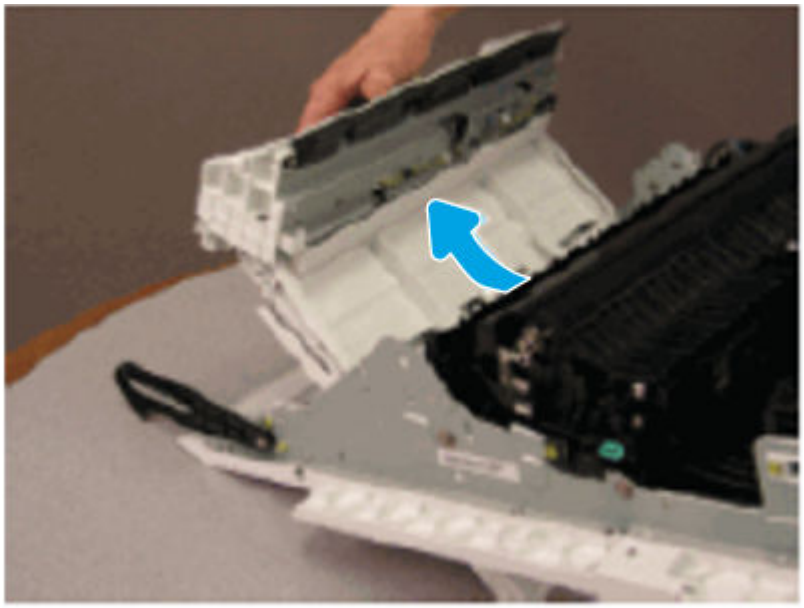
15. Release one retainer (callout 1), disconnect three connectors (callout 2), and the remove two screws (callout 3).

Figure 5-184 Remove two screws



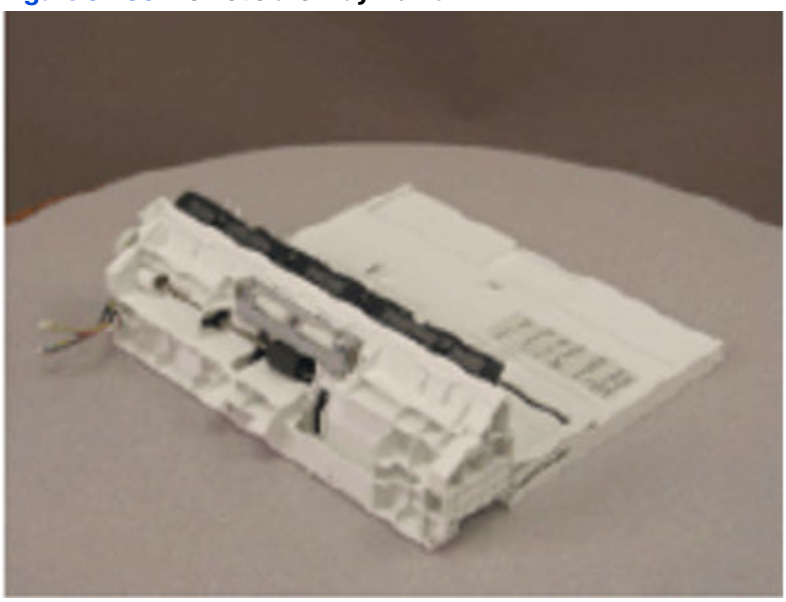
16. Release the Tray 1 unit form the right door.

Figure 5-185 Release the Tray 1 unit



17. Remove the Tray 1 unit.

Figure 5-186 Remove the Tray 1 unit

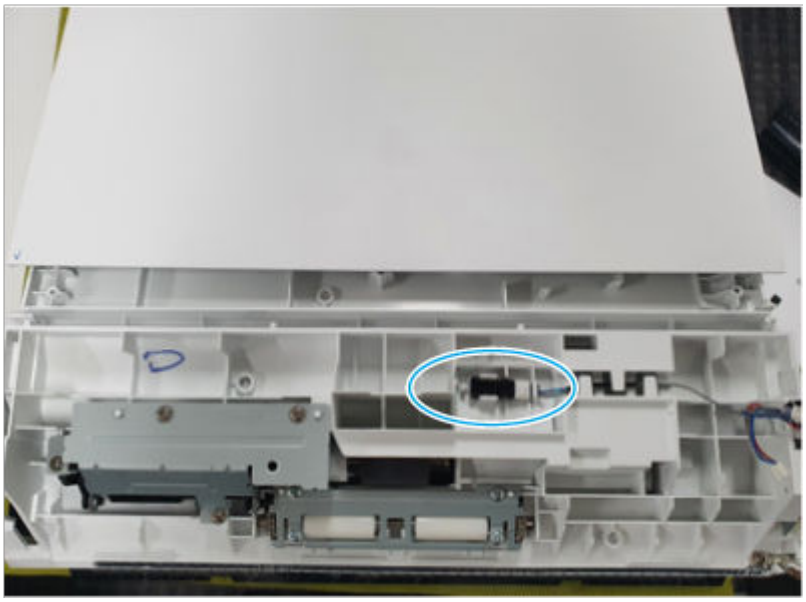


5. Remove the Tray 1 paper empty sensor

Use the following procedure to remove and replace the Tray 1 paper empty sensor.

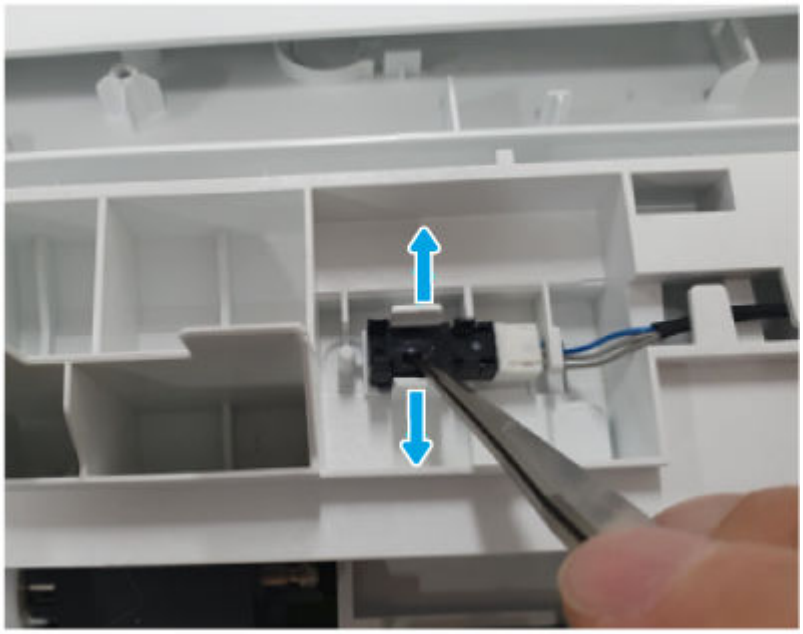
1. Locate the Tray 1 paper empty sensor.

Figure 5-187 Locate the sensor



2. Use a pair of tweezers to release two tabs, and then remove sensor.

Figure 5-188 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 1 clutch

Learn about removing and replacing the Tray 1 clutch.

View a video of removing and replacing the Tray 1 clutch.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-32 Part information

Part number	Part description
JC47-00037A	Tray 1 clutch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

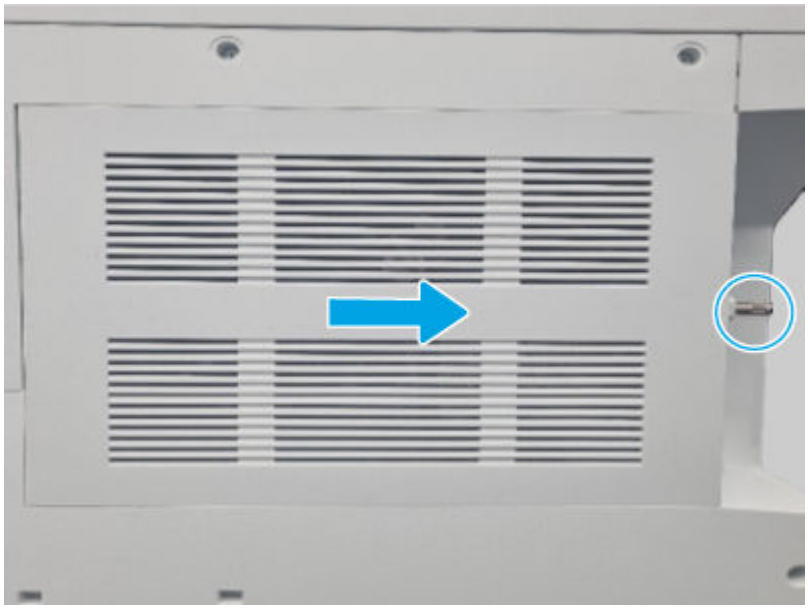
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-189 Remove the cover

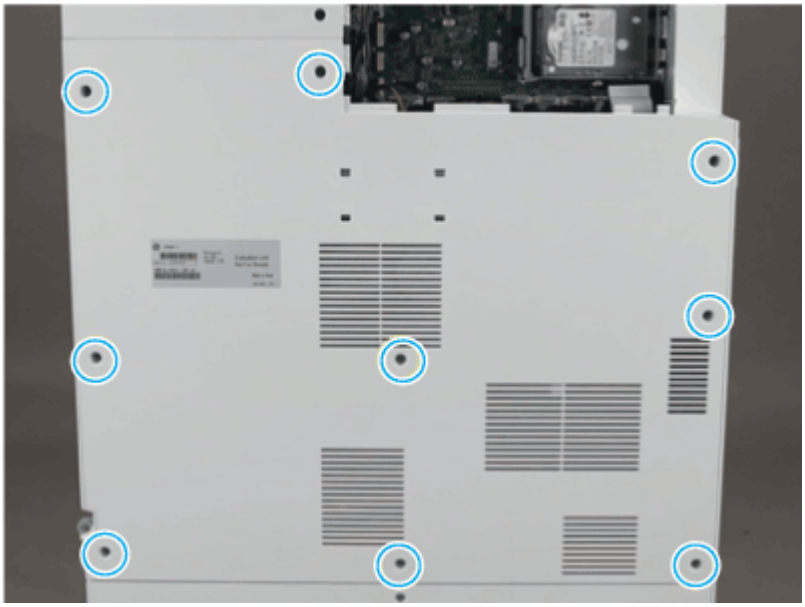


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-190 Remove the cover



3. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

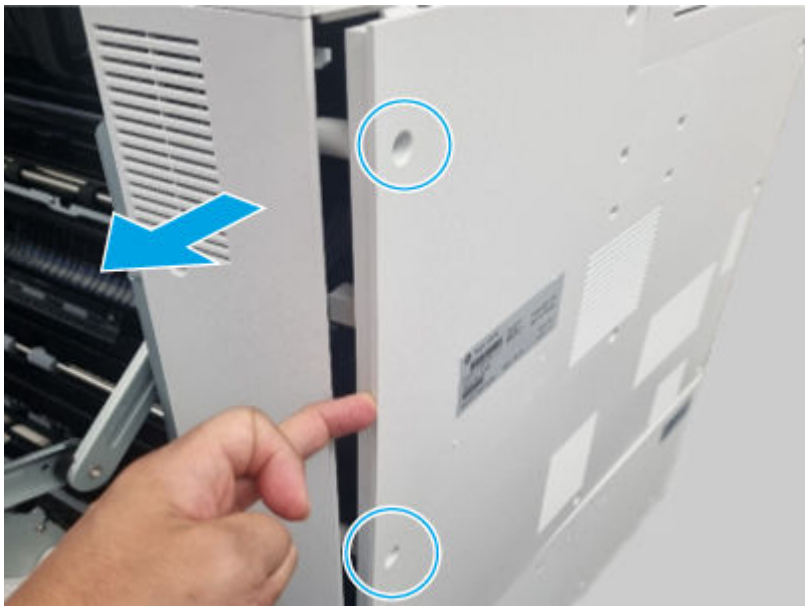
1. Remove four screws.

Figure 5-191 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-192 Remove the cover



4. Remove the right door assembly

Use the following procedure to remove and replace the right door.

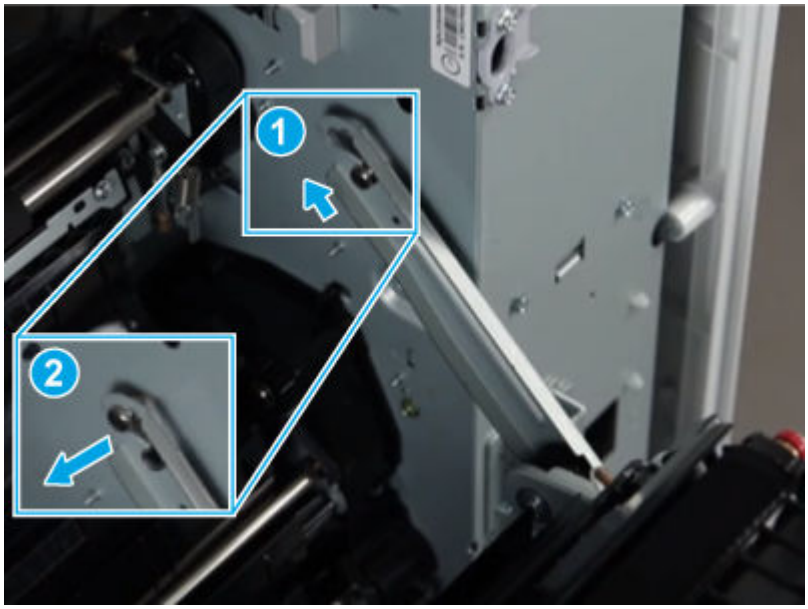
1. Open the right door, and then disconnect one connector.

Figure 5-193 Disconnect one connector

2. Release the hinge.

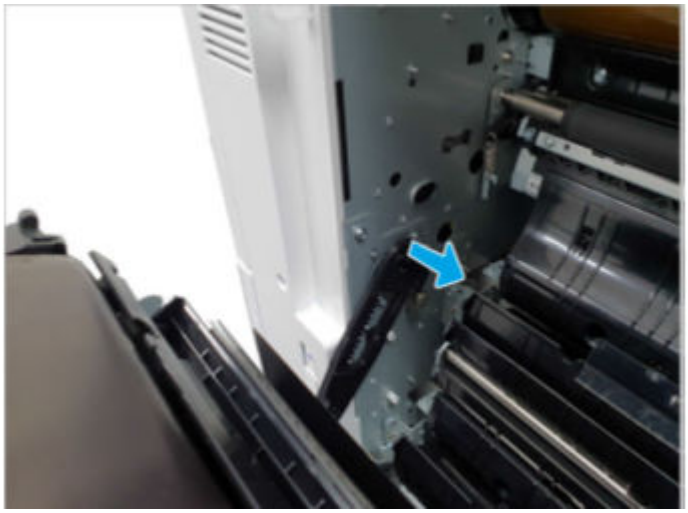
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-194 Release the hinge



3. Release the right door front link.

Figure 5-195 Release the link



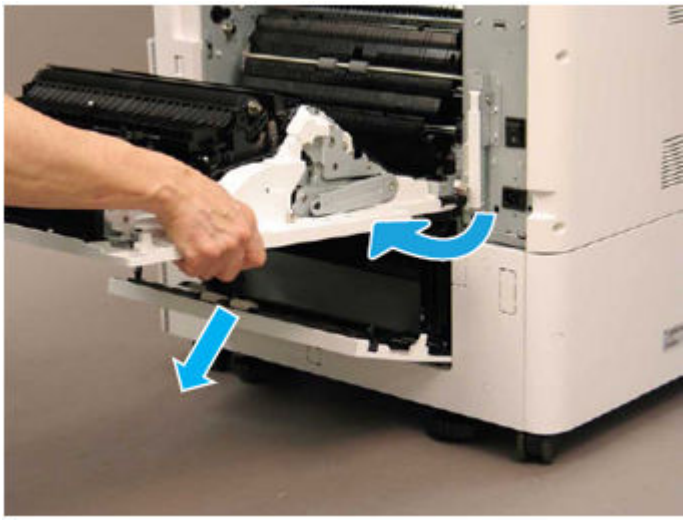
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-196 Remove the door



5. Remove the feed drive assembly

Use the following procedure to remove and replace the feed drive assembly.

1. Remove one screw.

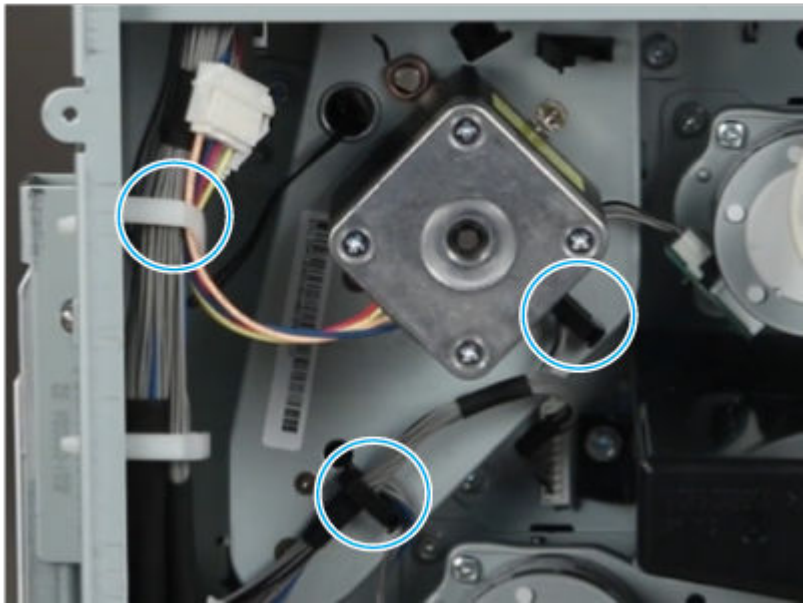
Figure 5-197 Remove one screw

2. Release one hook, and then remove the gear cover.

Figure 5-198 Remove the gear cover

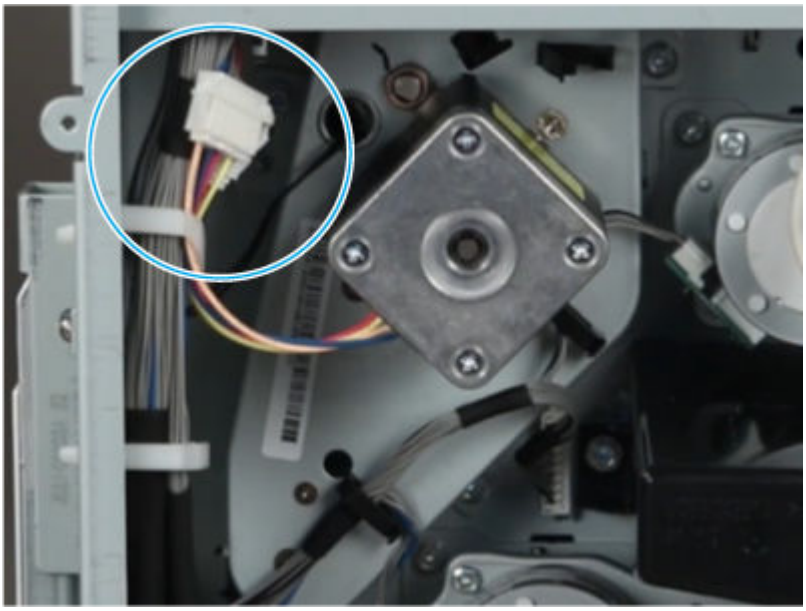
3. Release three retainers.

Figure 5-199 Release three retainers



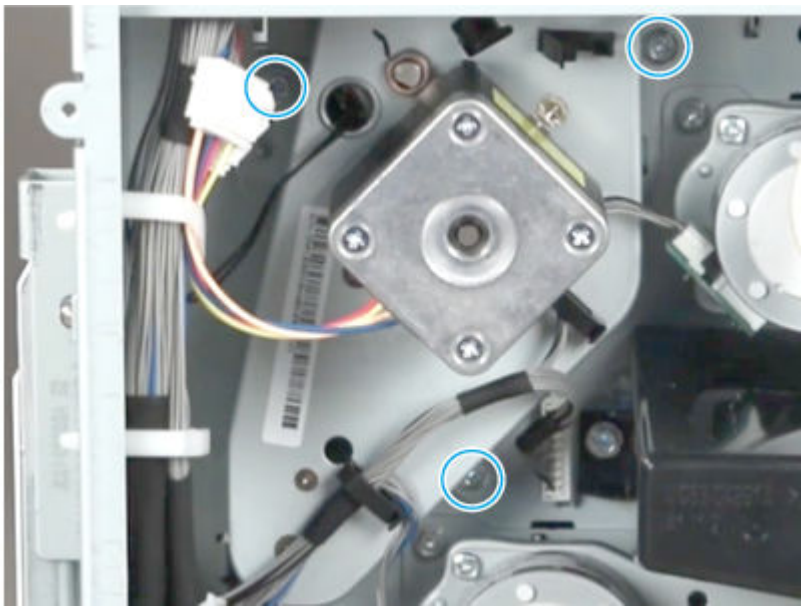
4. Disconnect two connectors.

Figure 5-200 Disconnect two connectors



5. Remove three screws, and then remove the feed drive assembly

Figure 5-201 Remove the feed drive assembly



6. Remove the Tray 1 clutch

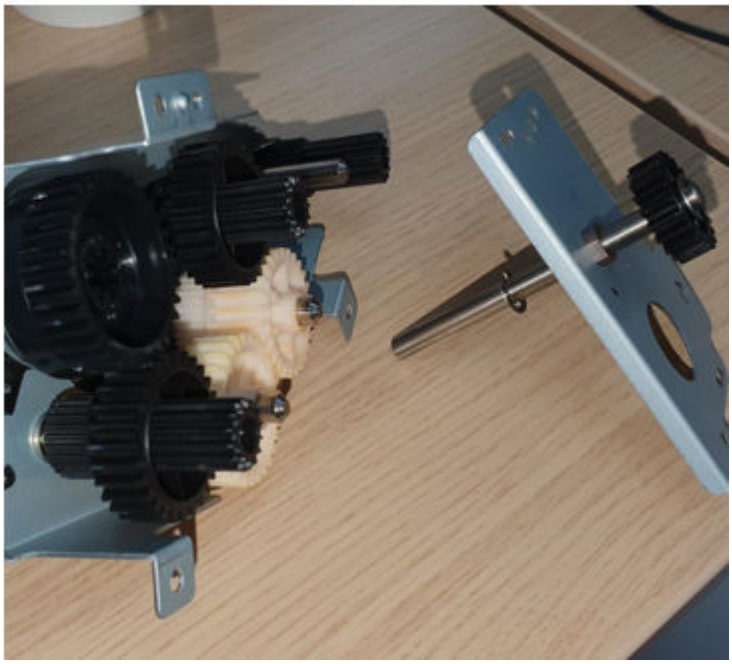
Use the following procedure to remove and replace the Tray 1 clutch.

1. Remove one screw.

Figure 5-202 Remove one screw

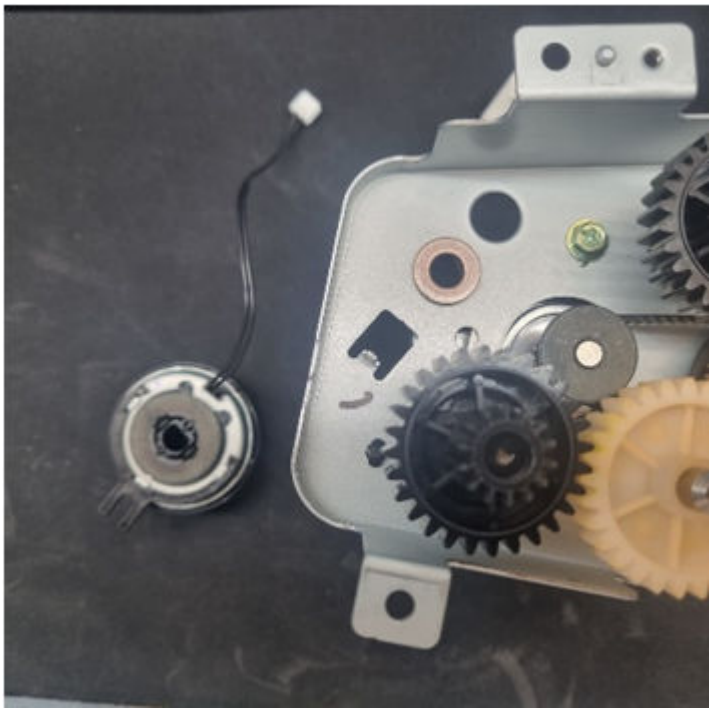
2. Remove the sheet-metal cover.

Figure 5-203 Remove the cover



3. Remove the clutch.

Figure 5-204 Remove the clutch



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

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

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

Removal and replacement: Tray 1 roller kit (pickup/forward/reverse)

Learn about removing and replacing the Tray 1 roller kit.

View a video of removing and replacing the Tray 1 roller kit.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-33 Part information

Part number	Part description
5RC03-67001	Tray 1 roller kit **NOTE:** This kit includes the pickup, forward, and reverse rollers.

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

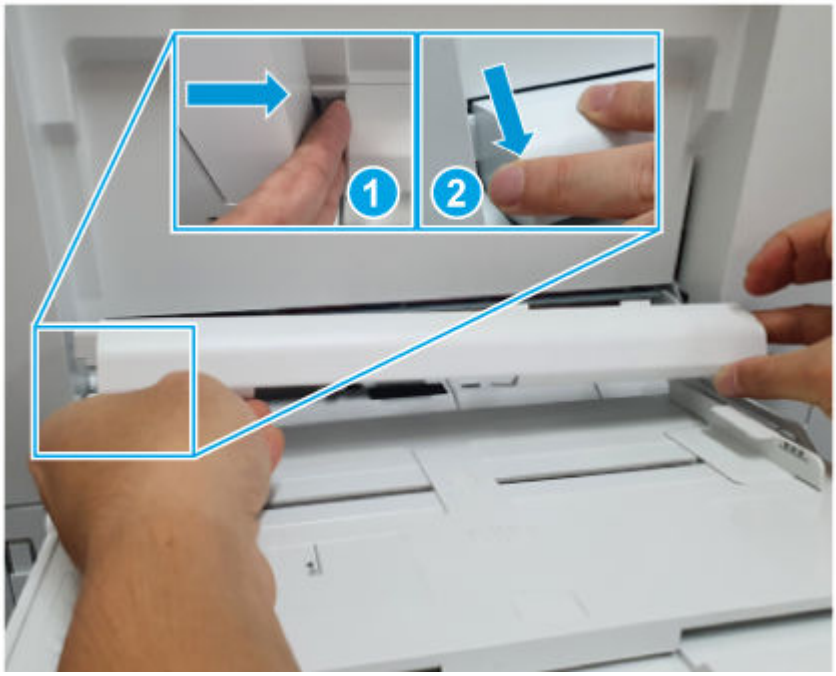
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 1 roller kit

Use the following procedure to remove and replace the Tray 1 roller kit.

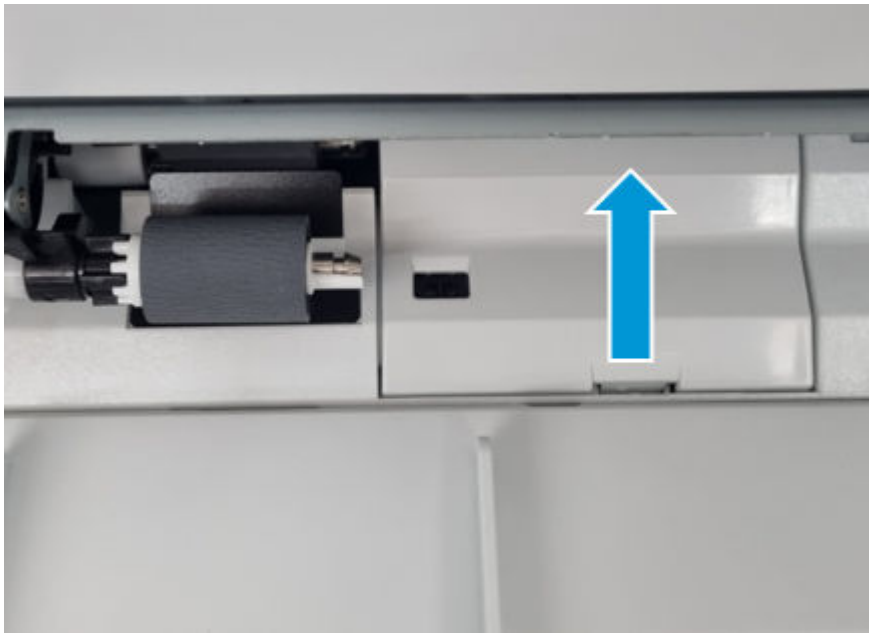
1. Release the right- and left side tabs, and then remove the Tray 1 roller cover.

Figure 5-205 Remove the cover



2. Release one tab, and then remove the sensor cover.

Figure 5-206 Remove the cover

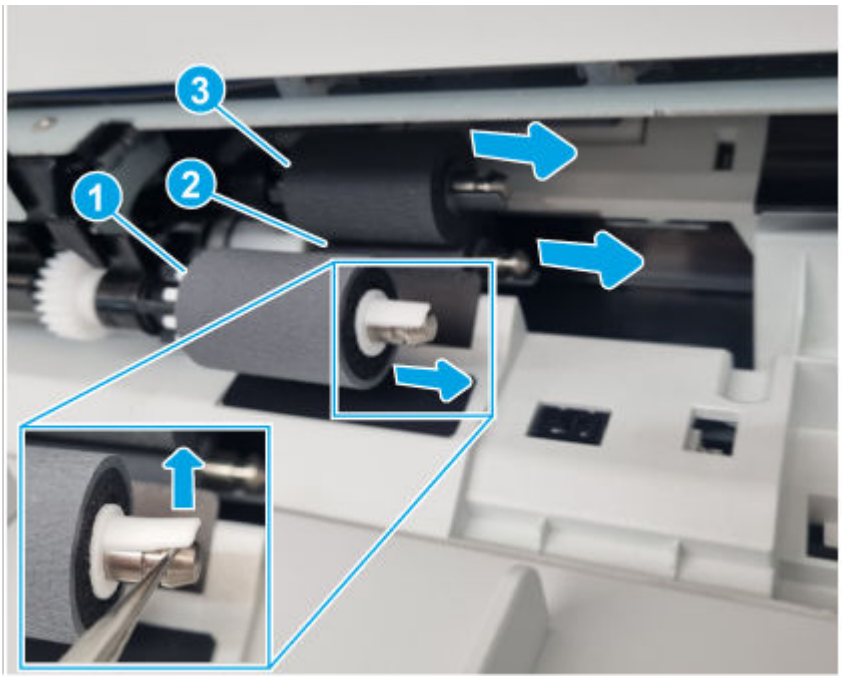


3. Use a pair of tweezers to release the locking tab, and then slide the roller off the shaft to remove it.

- **Pickup roller**: callout 1

- **Reverse roller**: callout 2
- **Forward roller**: callout 3

Figure 5-207 Remove the rollers



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Tray 2-3 units

Learn about feeding system Tray 2-3 units parts removal and replacement.

Removal and replacement: Tray 2 or Tray 3

Learn about removing and replacing Tray 2 or Tray 3.

View a video of removing and replacing Tray 2 or Tray 3.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-34 Part information

Part number	Part description
5QK09-60120	Tray 2
5QK09-60121	Tray 3

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

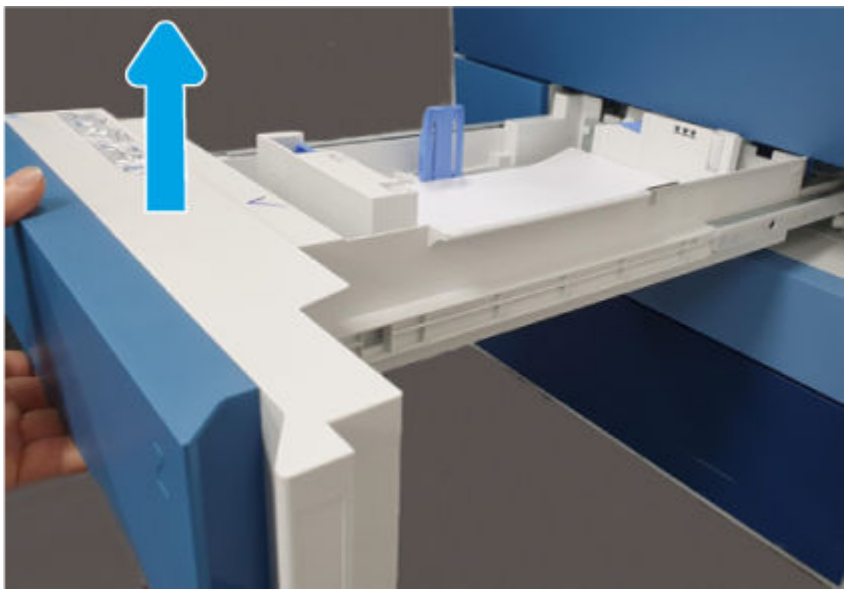
1. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-208 Remove the tray



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 pickup assembly

Learn about removing and replacing the Tray 2 pickup assembly.

View a video of removing and replacing the Tray 2 pickup assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-35 Part information

Part number	Part description
JC93-01694A	Tray 2 pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

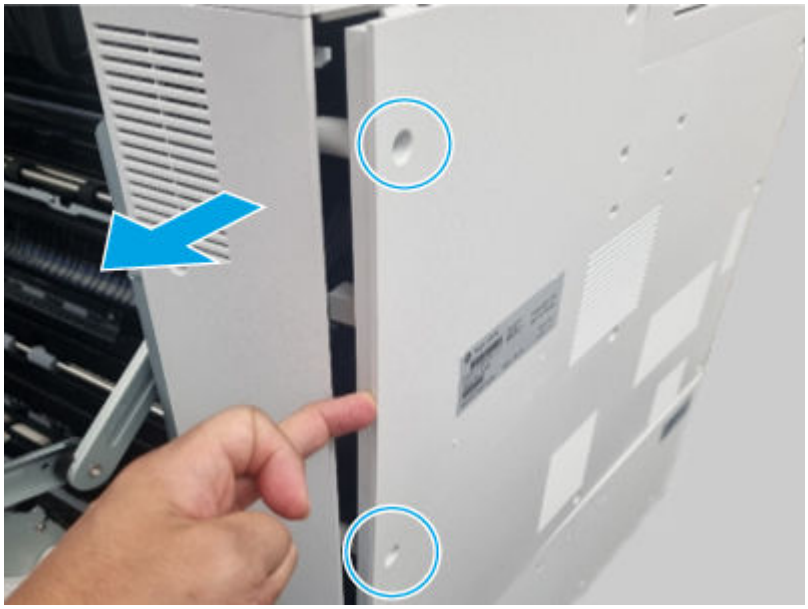
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-209 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-210 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

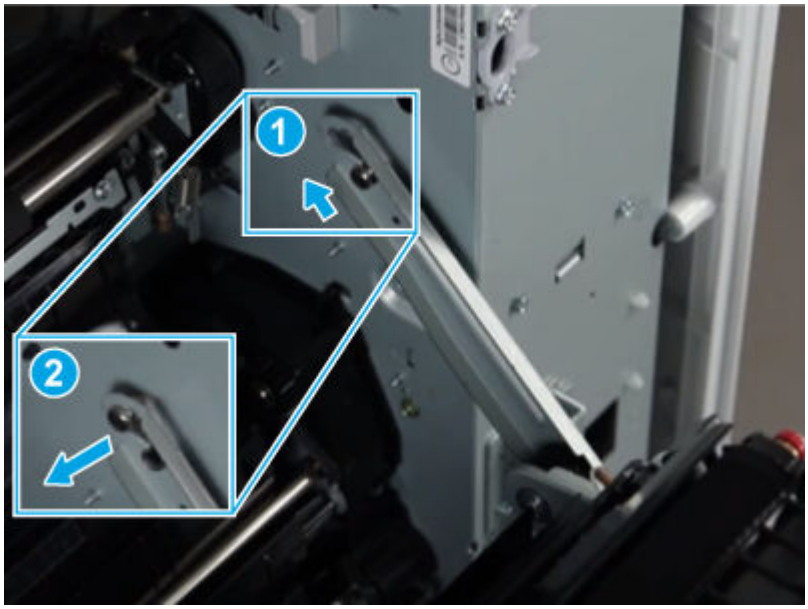
1. Open the right door, and then disconnect one connector.

Figure 5-211 Disconnect one connector

2. Release the hinge.

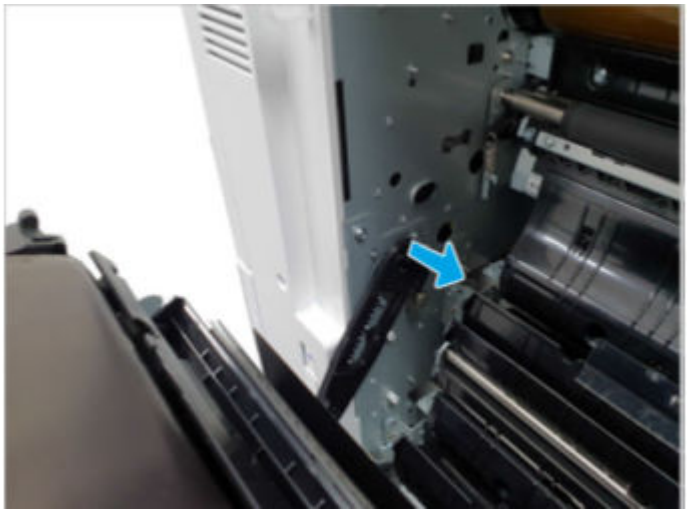
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-212 **Release the hinge**



3. Release the right door front link.

Figure 5-213 **Release the link**



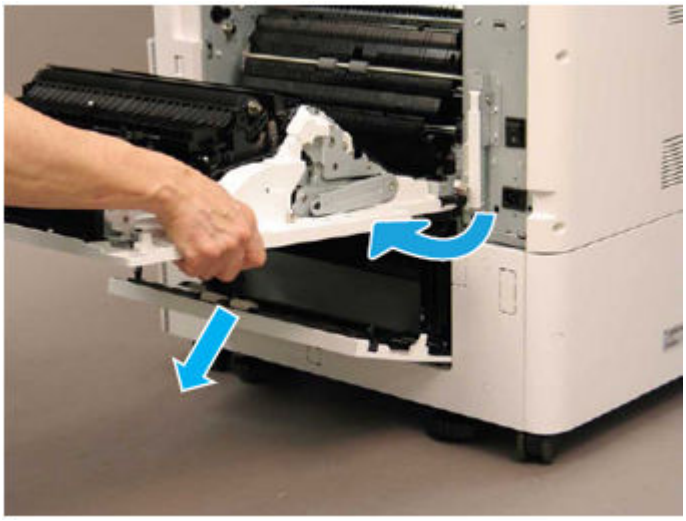
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-214 Remove the door



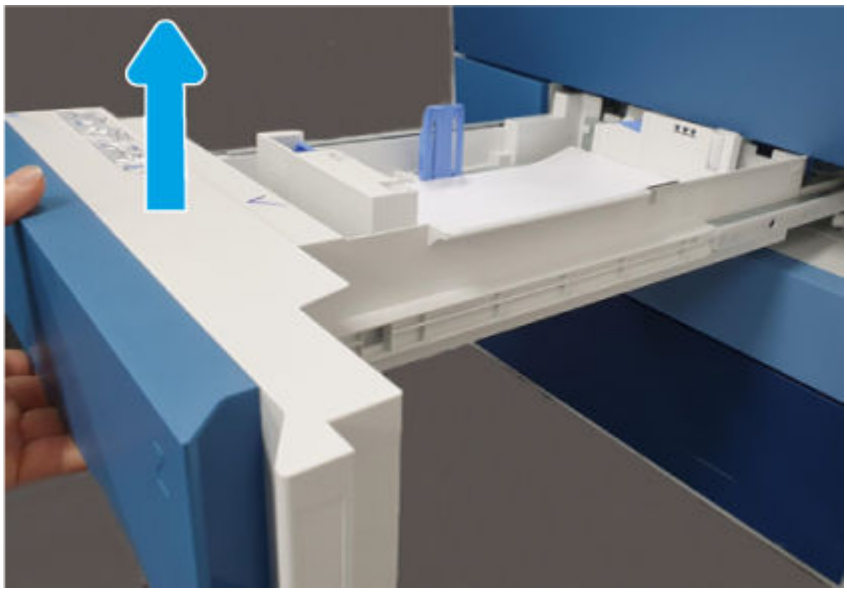
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-215 Remove the tray

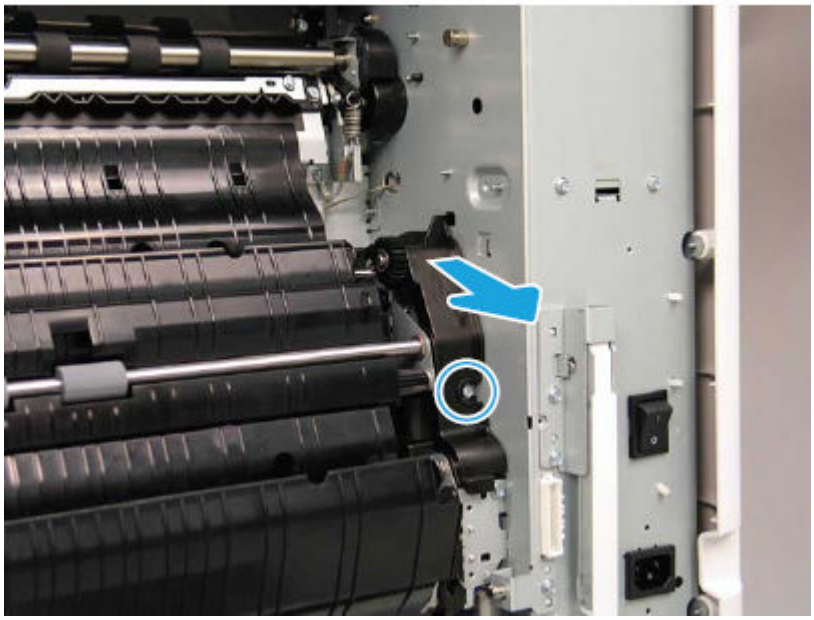


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

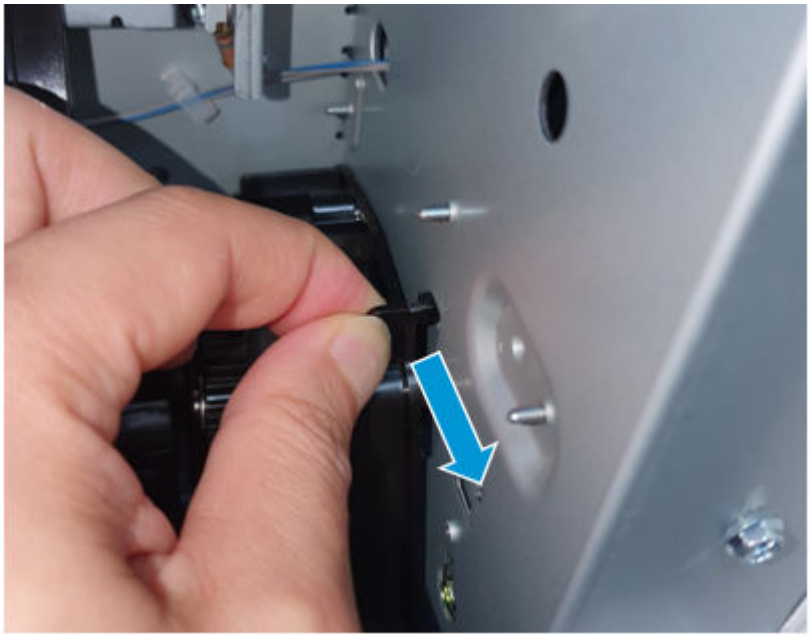
1. Remove one screw, and then remove the gear cover.

Figure 5-216 Remove the cover



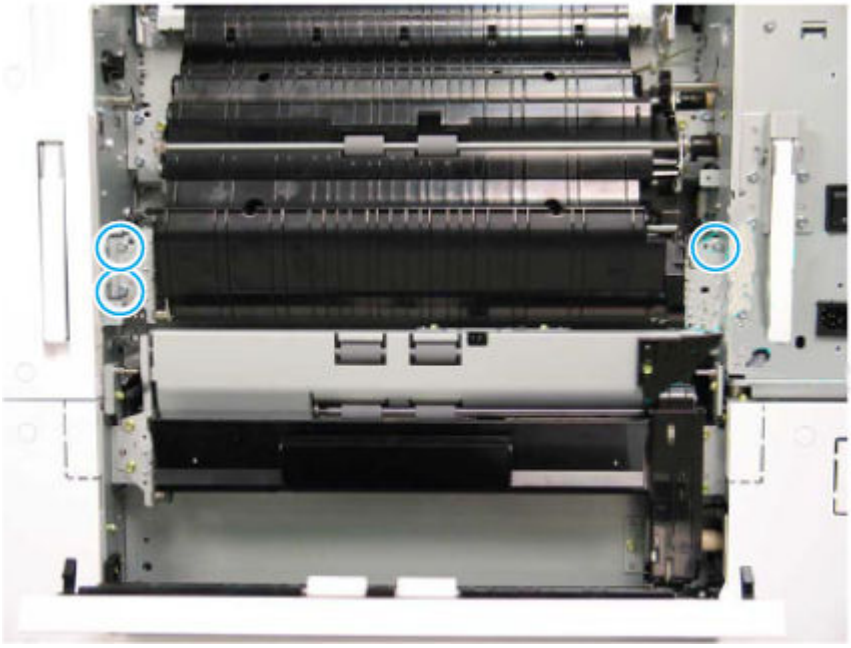
2. Release one hook.

Figure 5-217 Release the hook



3. Remove three screws.

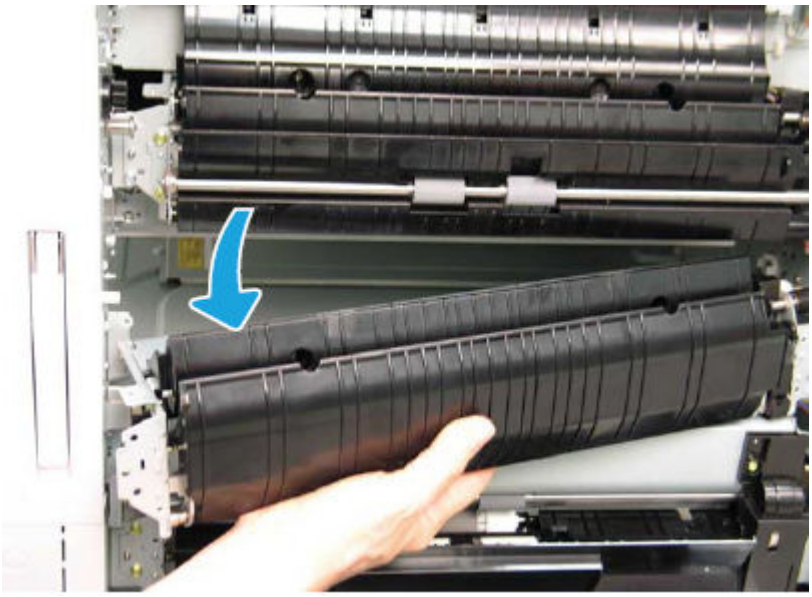
Figure 5-218 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

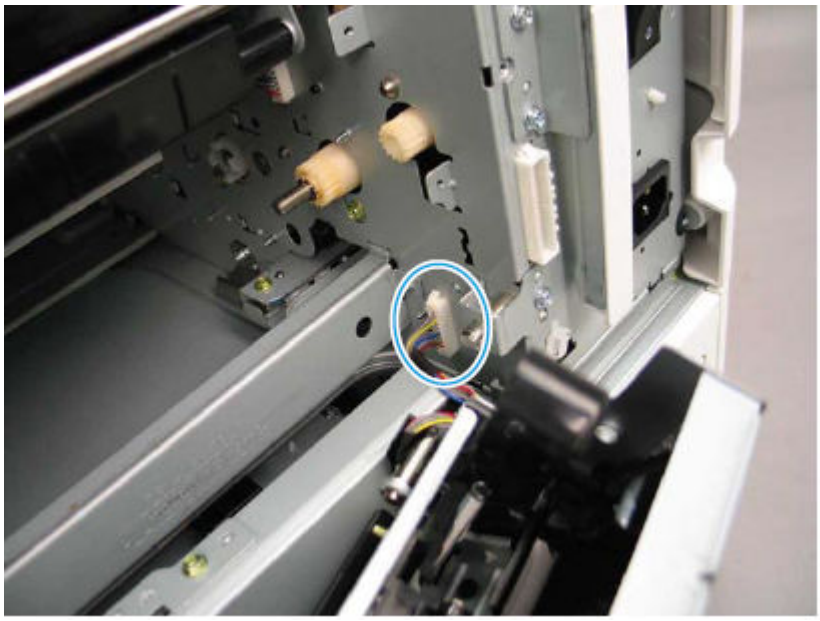
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-219 Rotate the assembly away from the printer



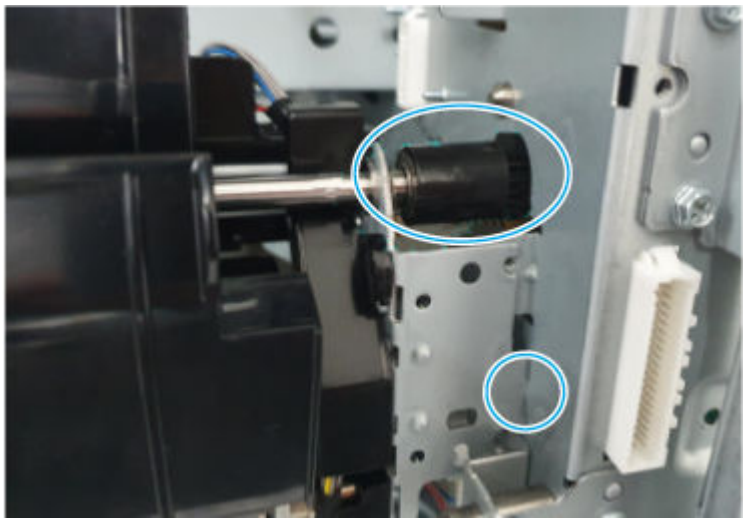
5. Disconnect one connector, and then remove the assembly.

Figure 5-220 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-221 Install the assembly



5. Remove the Tray 2 pickup assembly

Use the following procedure to remove and replace the Tray 2 pickup assembly.

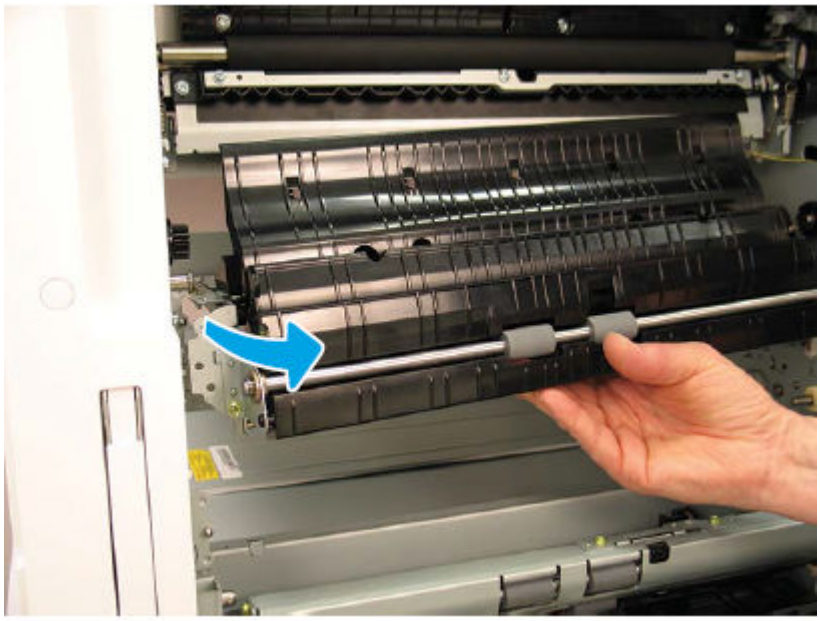
1. Remove three screws.

Figure 5-222 Remove three screws

2. Rotate the left side of the pickup assembly away from the printer.

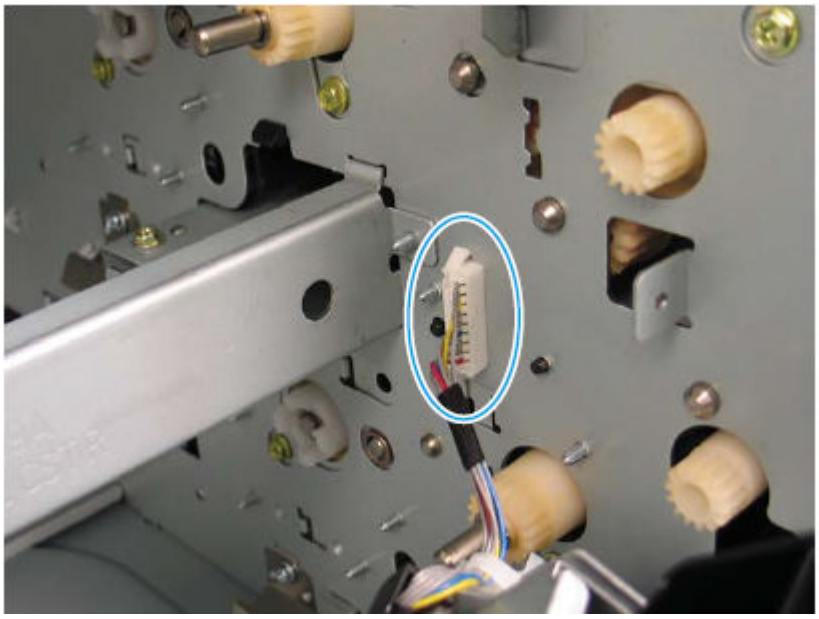
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-223 Rotate the assembly away from the printer



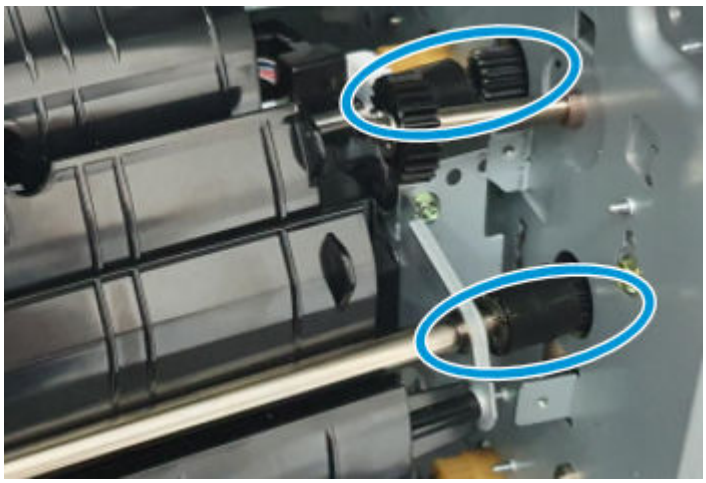
3. Disconnect one connector, and then remove the assembly.

Figure 5-224 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-225 Install the assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2, 3 roller kit (pickup/forward/reverse)

Learn about removing and replacing the Tray 2/3 roller kit.

View a video of removing and replacing the Tray 2 roller kit.

View a video of removing and replacing the Tray 3 roller kit.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-36 Part information

Part number	Part description
5PN66-67001	Tray 2/3 roller kit **NOTE:** This kit includes the pickup, forward, and reverse rollers.

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

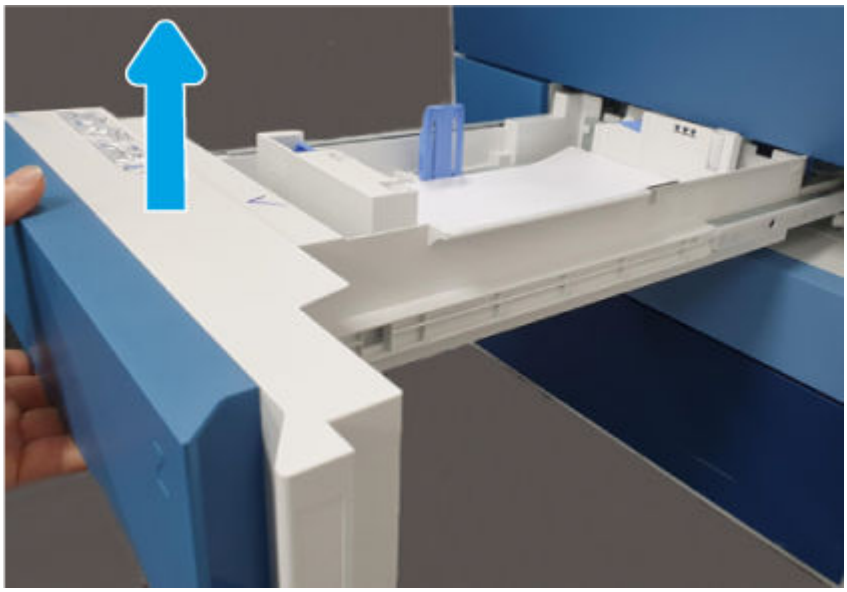
1. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-226 Remove the tray



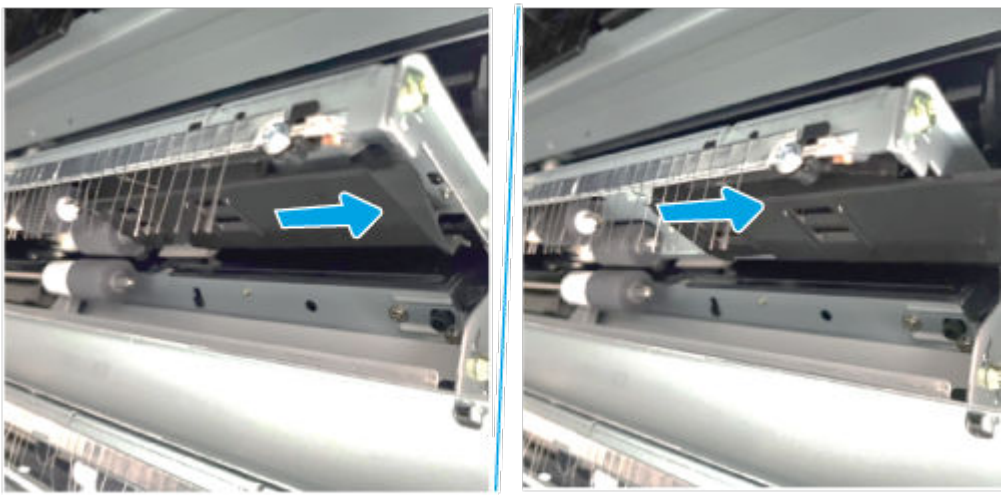
2. Remove the Tray 2/3 roller kit

Use the following procedure to remove and replace the Tray 2/3 roller kit.

1. Locate the return guide inside the tray opening, and then slide the guide toward the front of the printer until it stops.

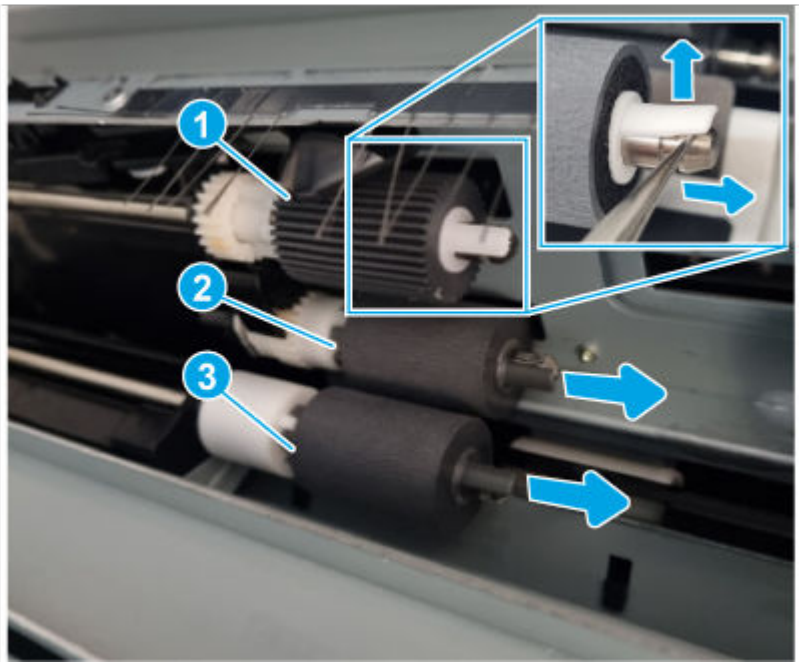
Reinstallation tip: After installing replacement rollers, make sure to fully slide the return guide towards the rear of the printer to prevent paper jams.

Figure 5-227 Slide the return guide



2. Use a pair of tweezers to release the locking tab, and then slide the roller off the shaft to remove it.
   - **Pickup roller**: callout 1
   - **Forward roller**: callout 2
   - **Reverse roller**: callout 3

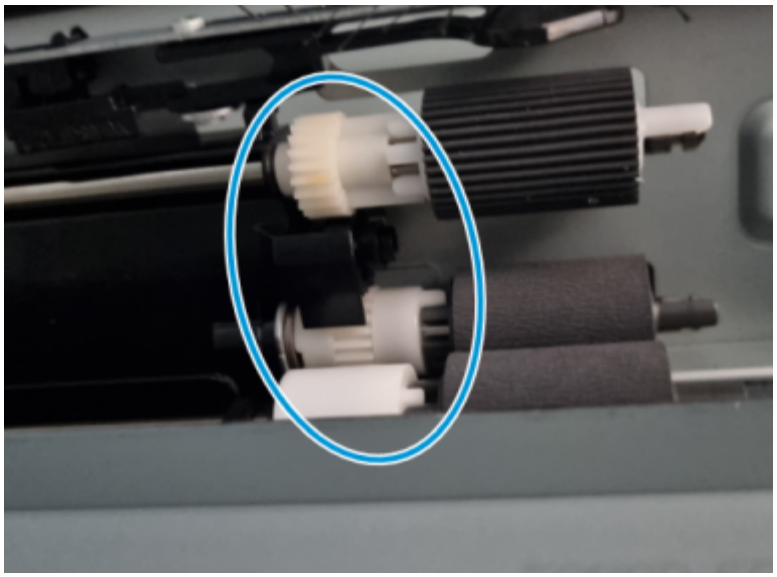
Figure 5-228 **Remove the rollers**



3. When the rollers are removed, be careful not to dislodge the couplers. If the couplers are dislodged, install them on the shafts as shown below.

NOTE: The figure below shows the pickup assembly removed to more clearly show the rollers and couplers.

Figure 5-229 **Rollers and couplers installed**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 empty and stack height sensors

Learn about removing and replacing the Tray 2 empty and stack height sensors.

View a video of removing and replacing the Tray 2 empty sensor.

View a video of removing and replacing the Tray 2 stack height sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-37 **Part information**

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 2 empty sensor)
3SJ00-60110	Photo interrupter (Tray 2 stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

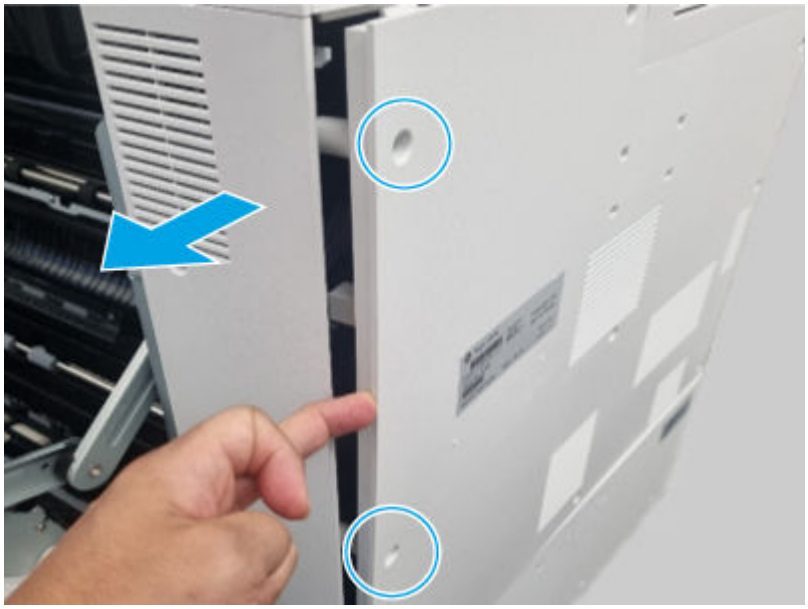
Figure 5-230 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.

b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-231 Remove the cover

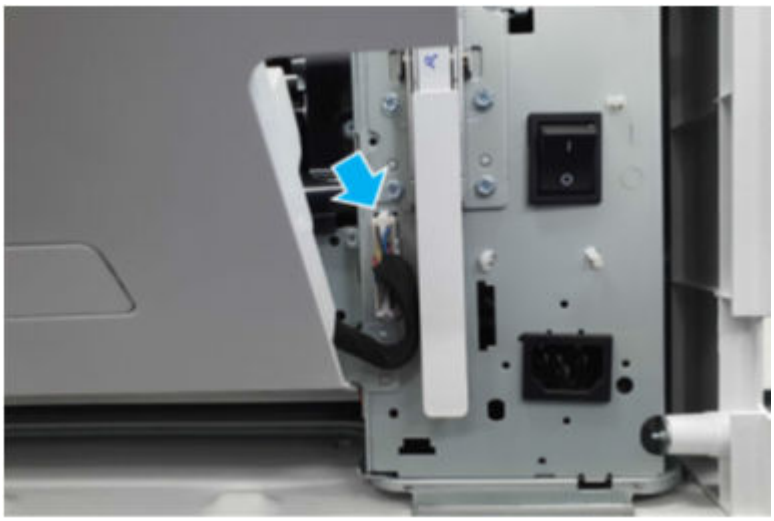


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

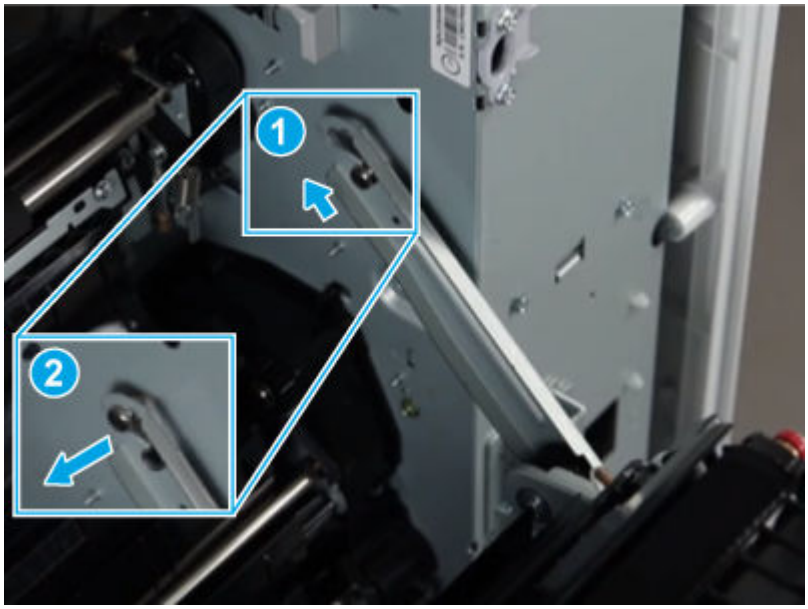
Figure 5-232 Disconnect one connector



2. Release the hinge.

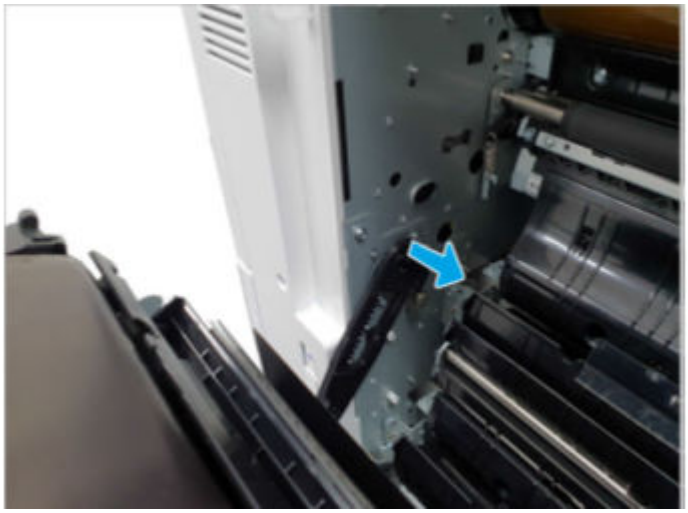
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-233 **Release the hinge**



3. Release the right door front link.

Figure 5-234 **Release the link**



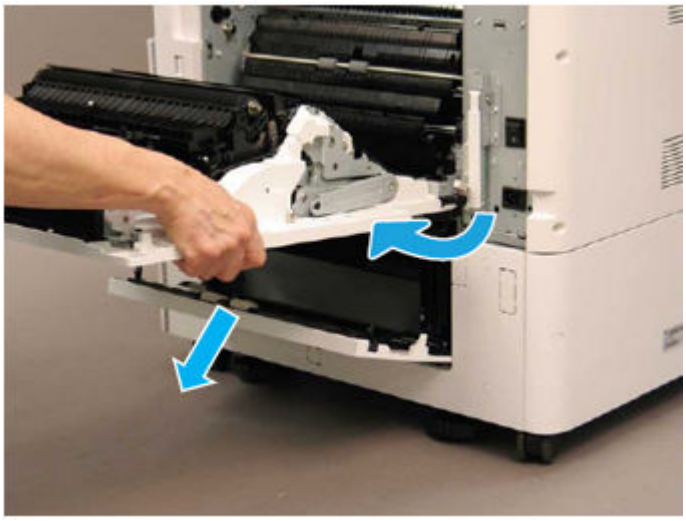
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-235 Remove the door



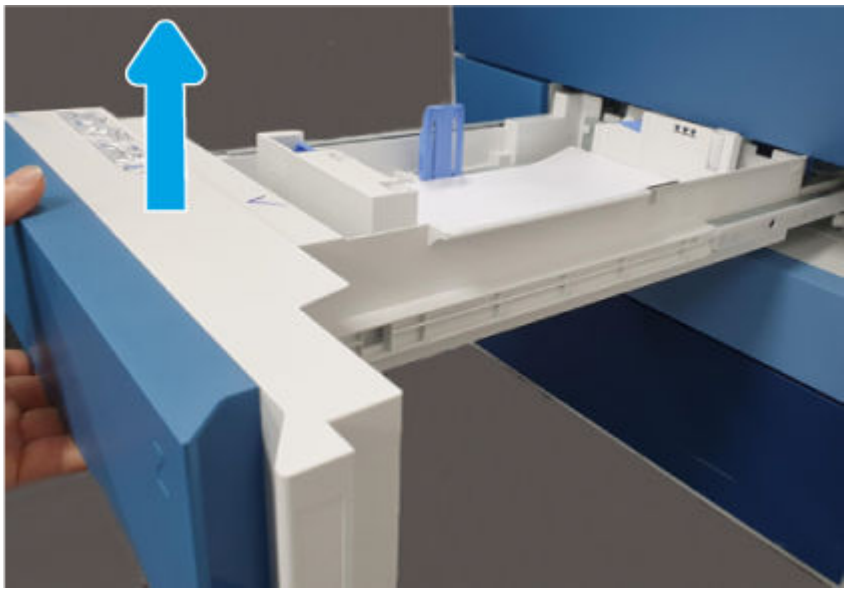
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-236 Remove the tray

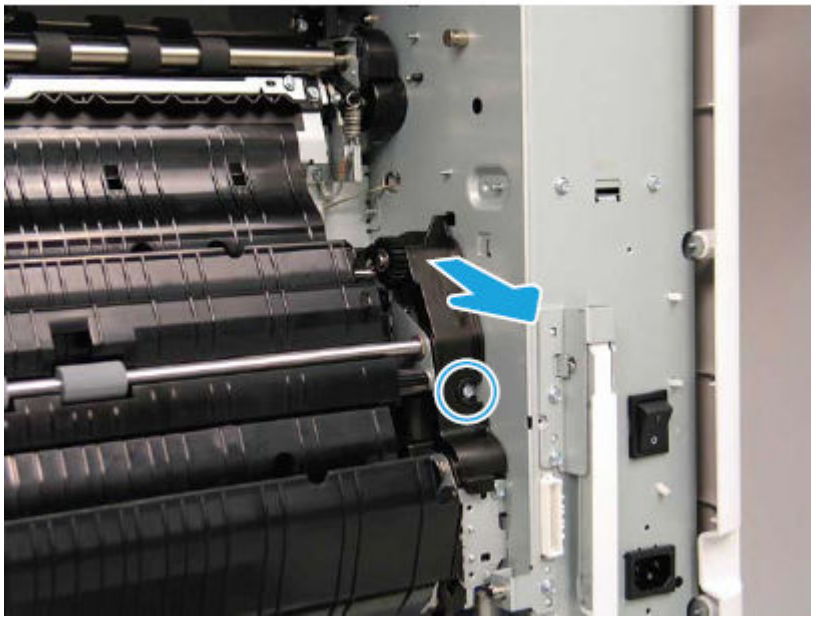


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

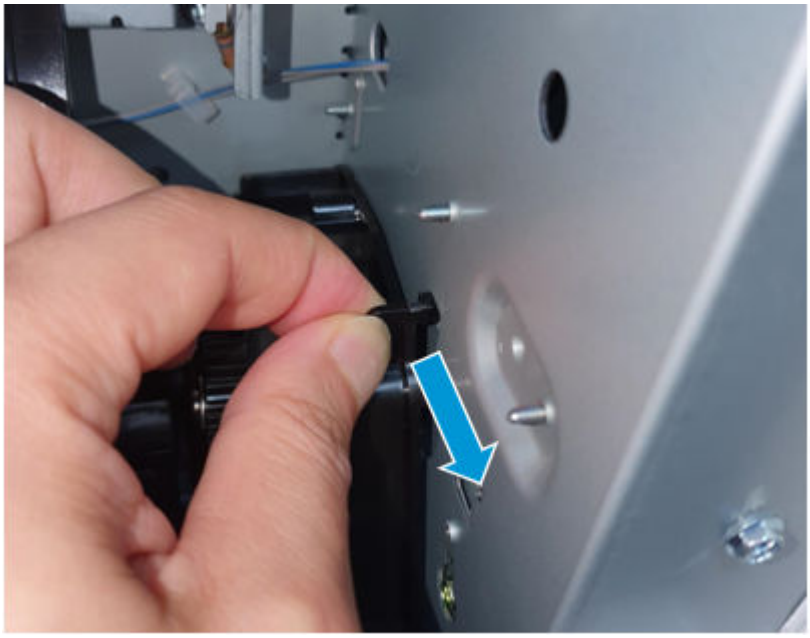
1. Remove one screw, and then remove the gear cover.

Figure 5-237 Remove the cover



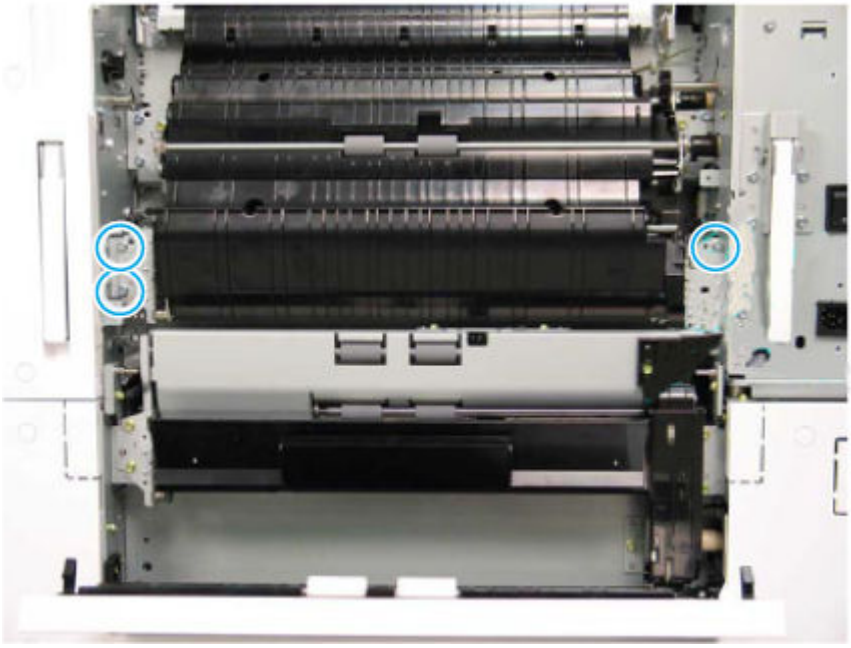
2. Release one hook.

Figure 5-238 Release the hook



3. Remove three screws.

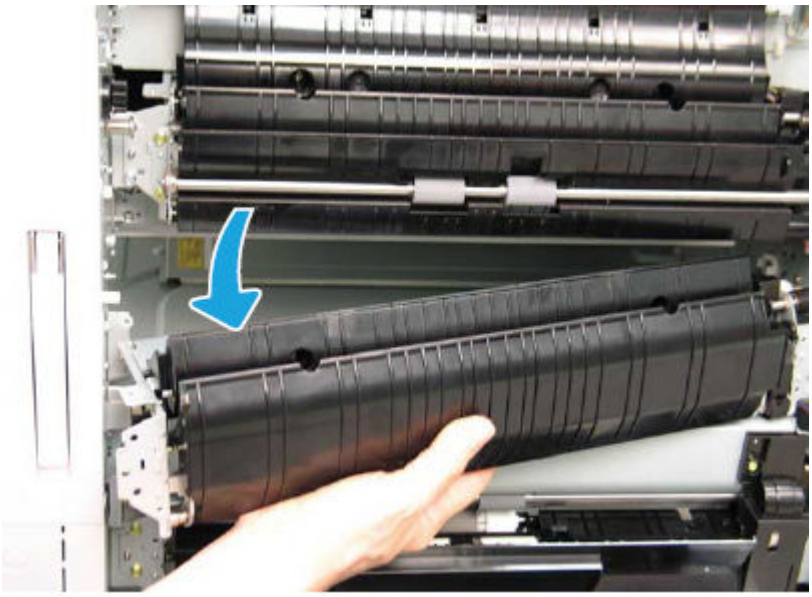
Figure 5-239 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

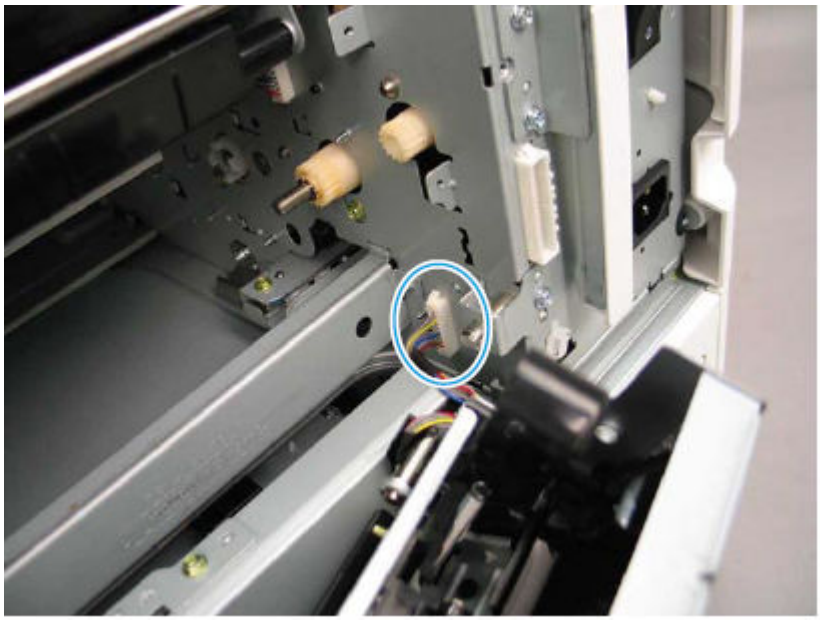
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-240 Rotate the assembly away from the printer



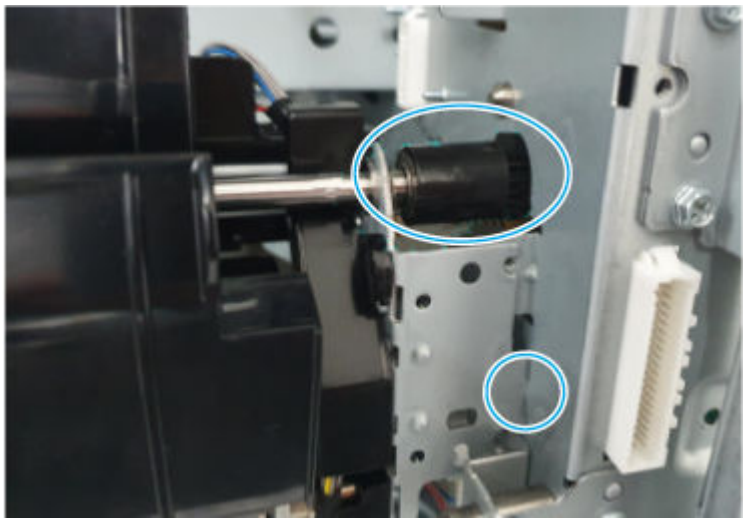
5. Disconnect one connector, and then remove the assembly.

Figure 5-241 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-242 Install the assembly



5. Remove the Tray 2 pickup assembly

Use the following procedure to remove and replace the Tray 2 pickup assembly.

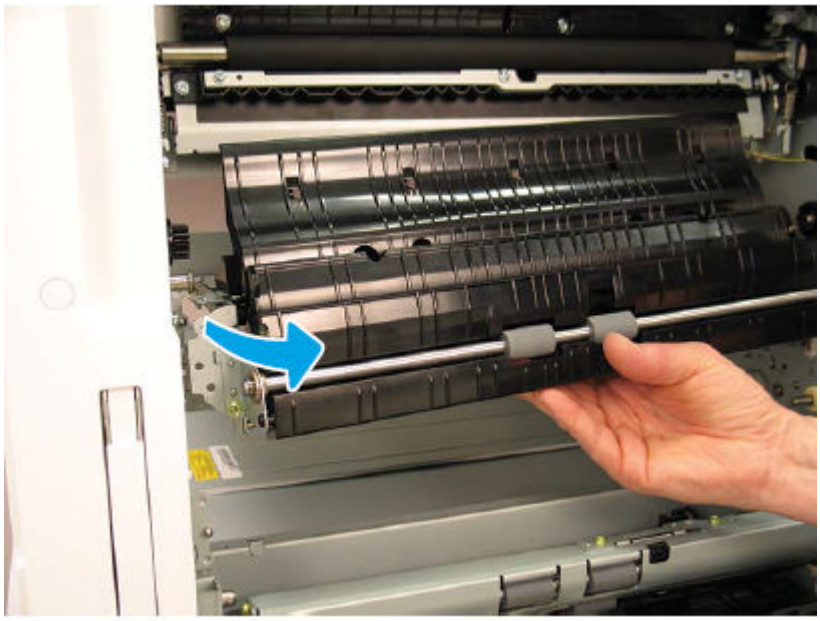
1. Remove three screws.

Figure 5-243 Remove three screws

2. Rotate the left side of the pickup assembly away from the printer.

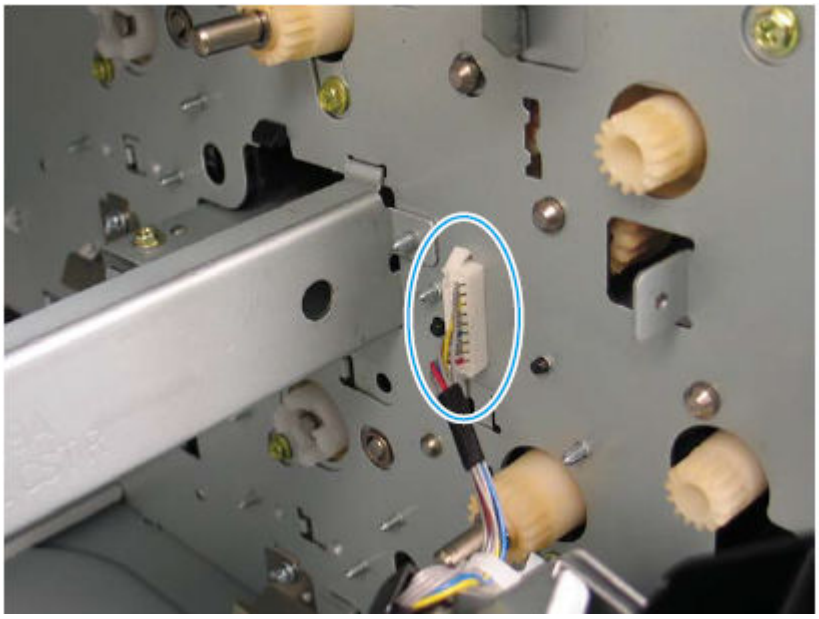
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-244 Rotate the assembly away from the printer



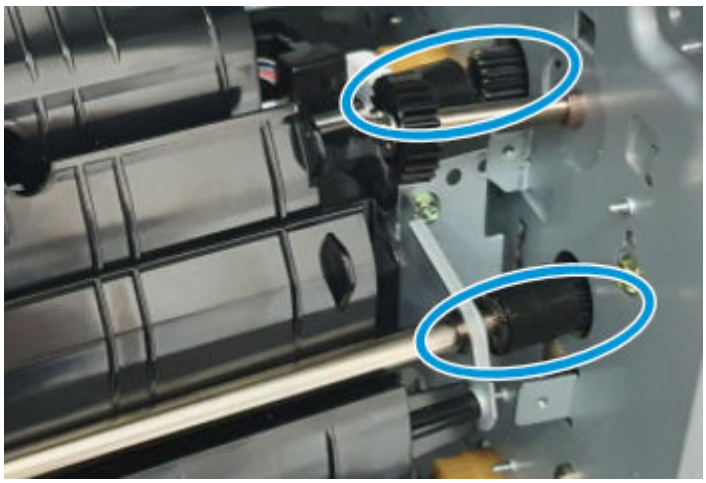
3. Disconnect one connector, and then remove the assembly.

Figure 5-245 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-246 Install the assembly

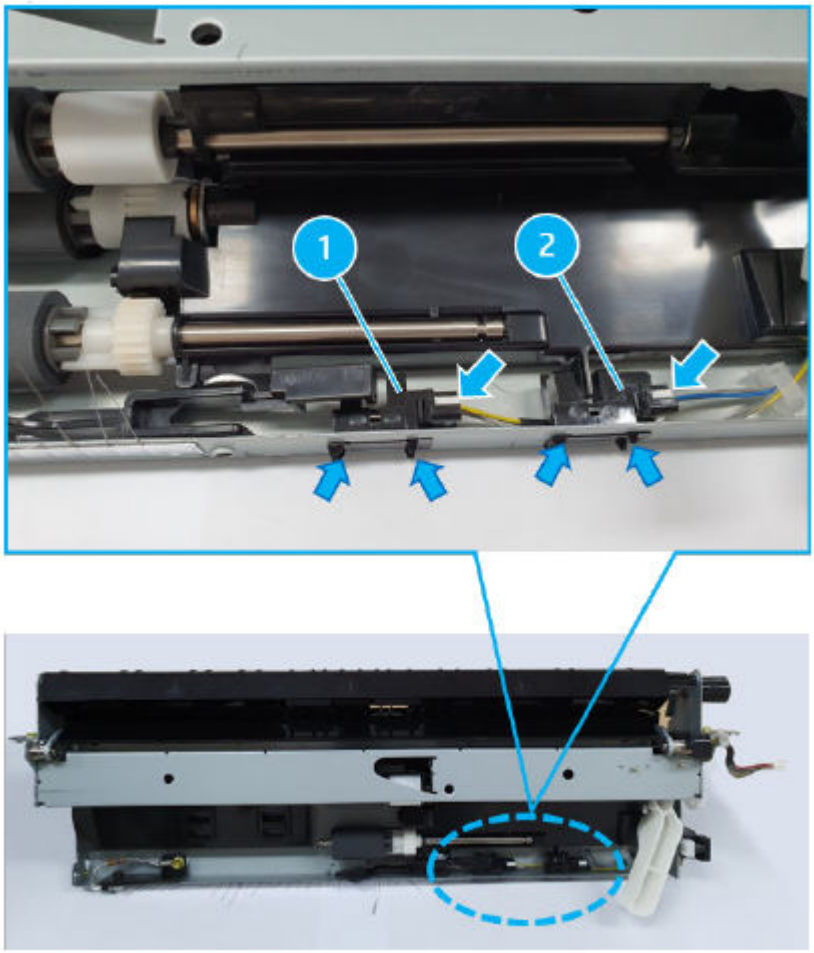


6. Remove the Tray 2 empty and stack height sensors

Use the following procedure to remove and replace the Tray 2 empty and stack height sensors.

1. Locate the Tray 2 empty (callout 1) and stack height (callout 2) sensors, connectors, and locking tabs on the pickup assembly.

Figure 5-247 Locate the sensors

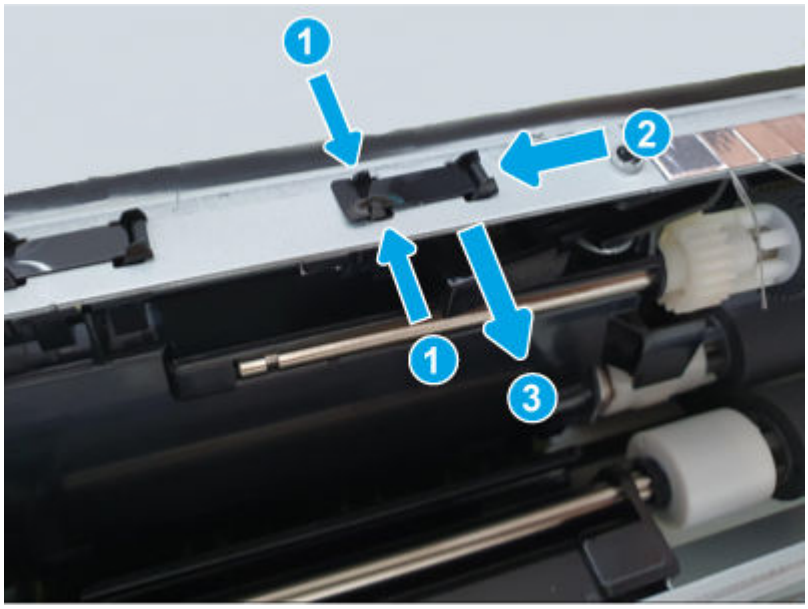


2. Do the following:

NOTE: The black ESD insulator sheet does not need to be removed.

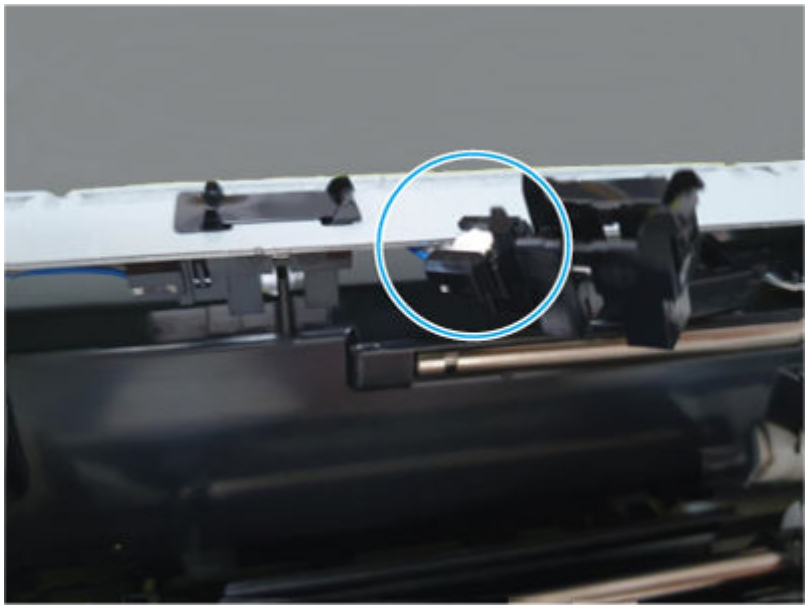
- Release the hooks (callout 1).
- Slide the sensor assembly to the left (callout 2).
- Push the senor assembly as shown (callout 3) to release it.

Figure 5-248 Release the sensors



3. Disconnect the connector and remove the sensor assembly.

Figure 5-249 Remove the sensors



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 prefeed sensor

Learn about removing and replacing the Tray 2 prefeed sensor.

View a video of removing and replacing the Tray 2 prefeed sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-38 Part information

Part number	Part description
0604-001490	Photo interrupter (Tray 2 prefeed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

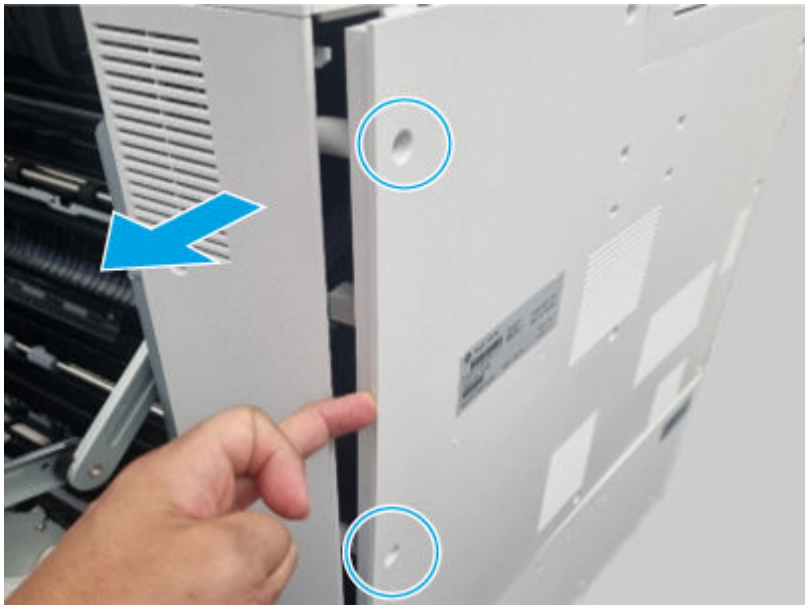
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-250 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-251 Remove the cover

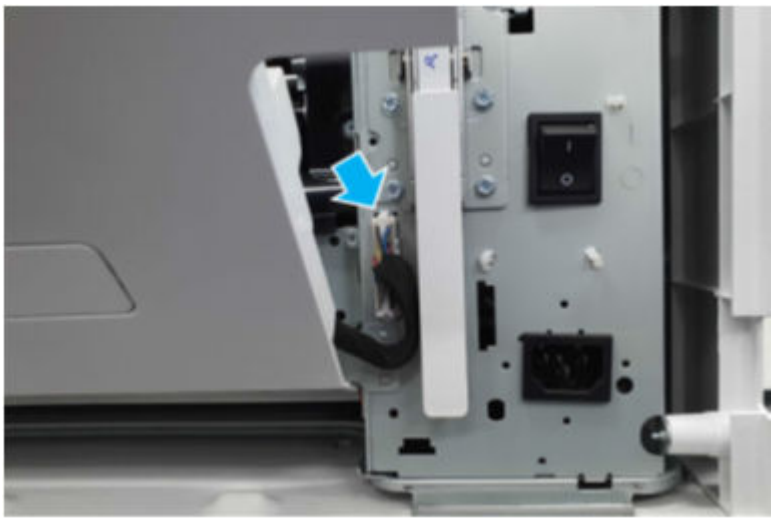


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

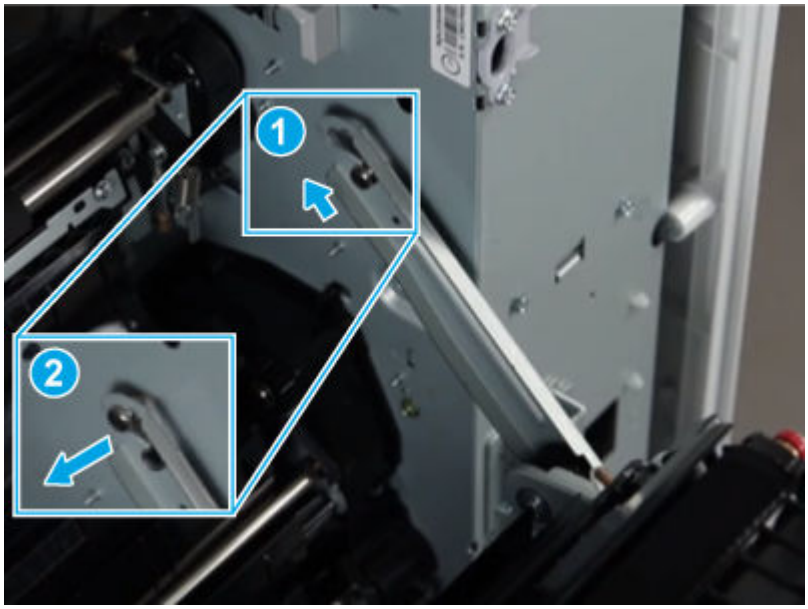
Figure 5-252 Disconnect one connector



2. Release the hinge.

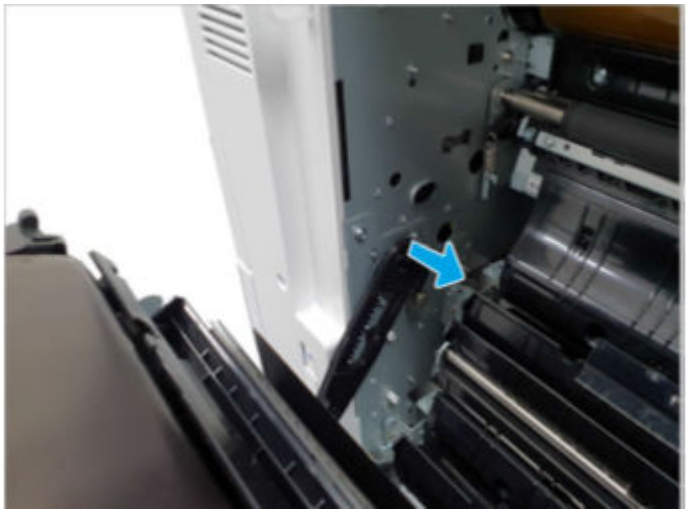
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-253 Release the hinge



3. Release the right door front link.

Figure 5-254 Release the link



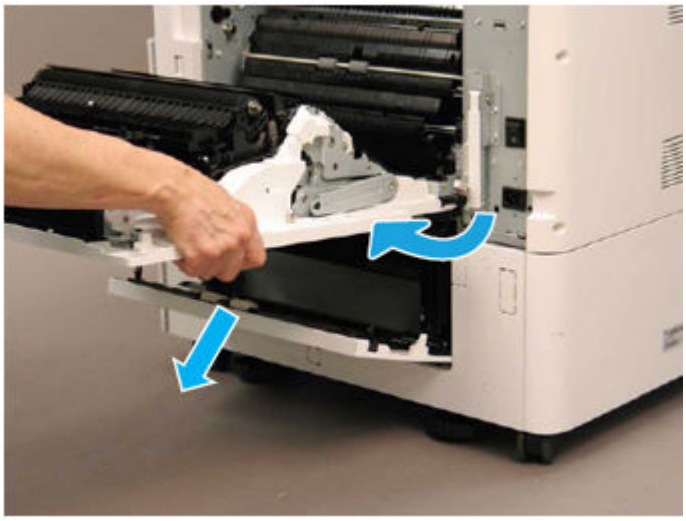
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-255 Remove the door



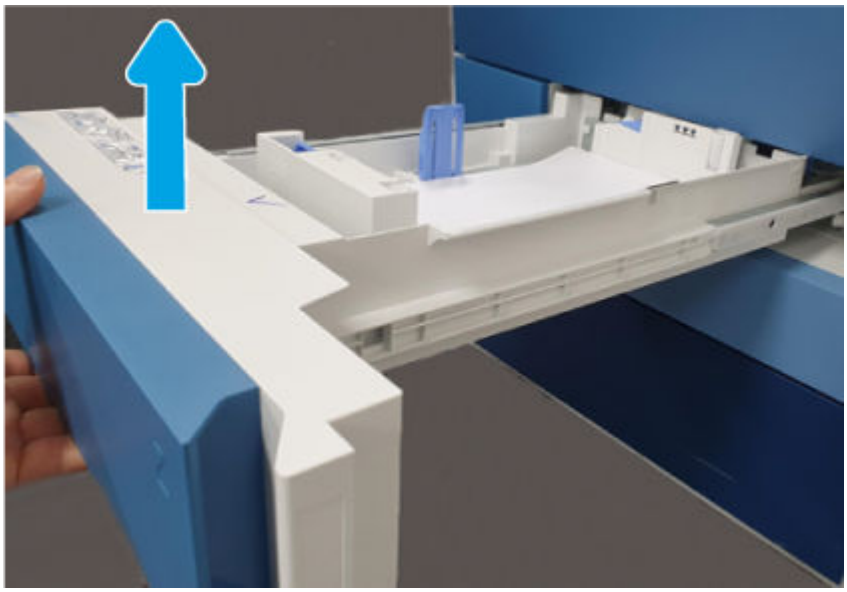
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-256 Remove the tray

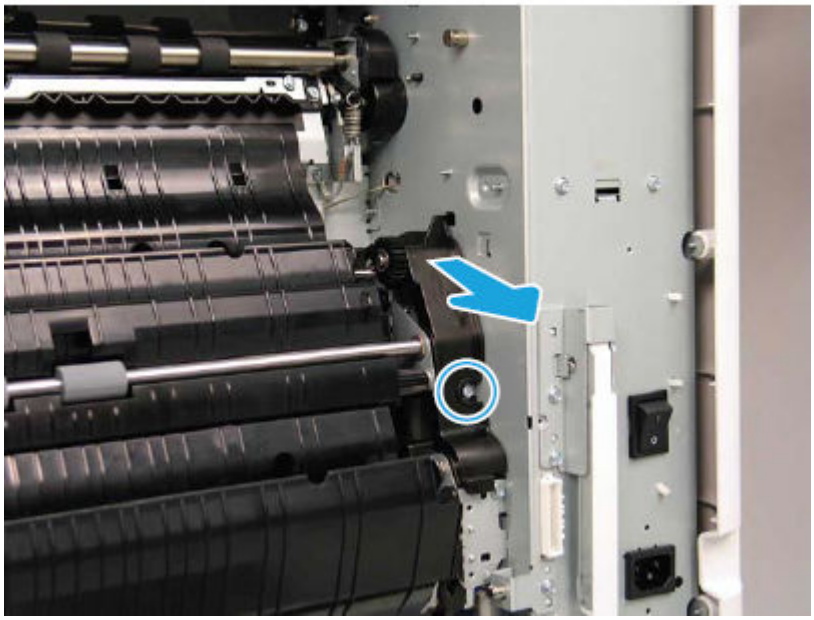


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

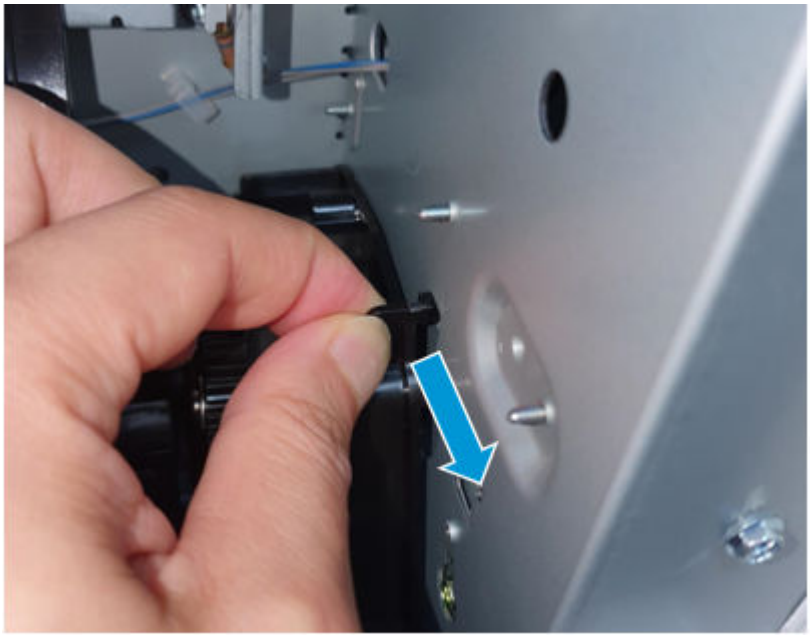
1. Remove one screw, and then remove the gear cover.

Figure 5-257 Remove the cover



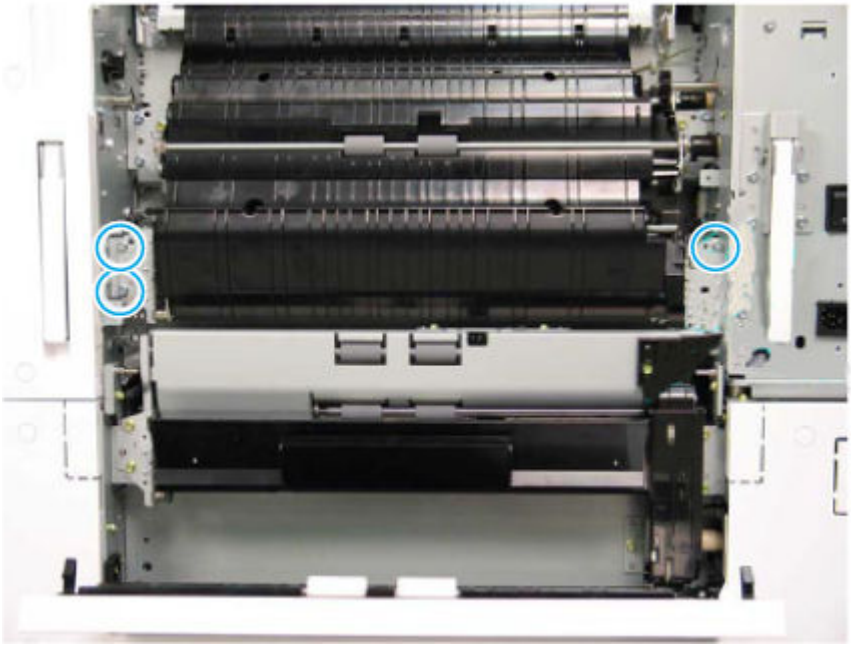
2. Release one hook.

Figure 5-258 Release the hook



3. Remove three screws.

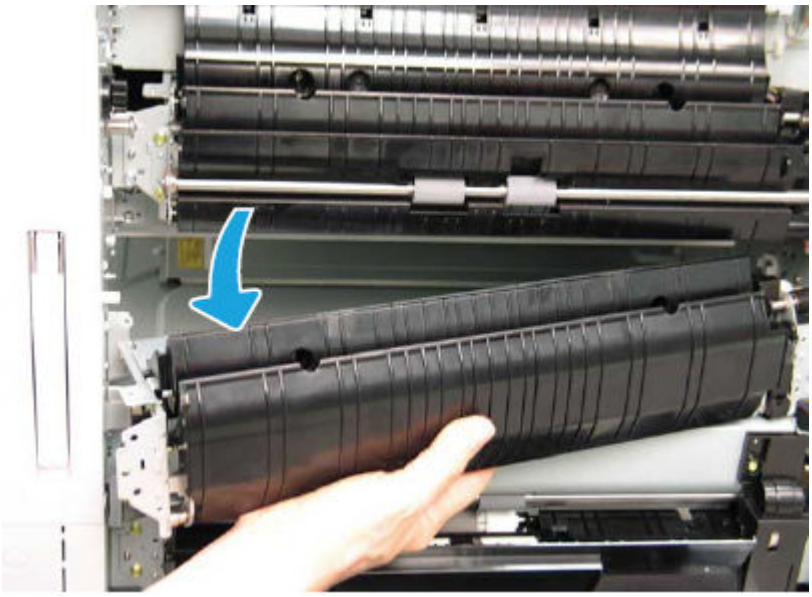
Figure 5-259 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

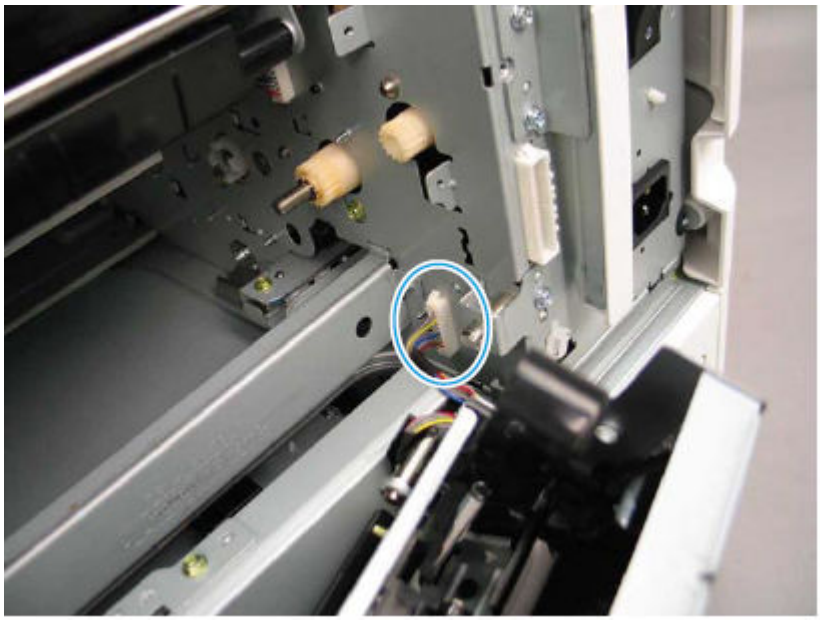
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-260 Rotate the assembly away from the printer



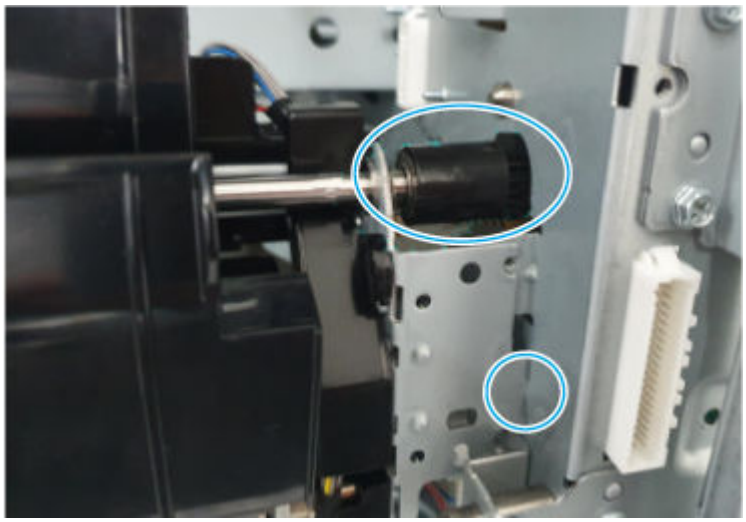
5. Disconnect one connector, and then remove the assembly.

Figure 5-261 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-262 Install the assembly



5. Remove the Tray 2 pickup assembly

Use the following procedure to remove and replace the Tray 2 pickup assembly.

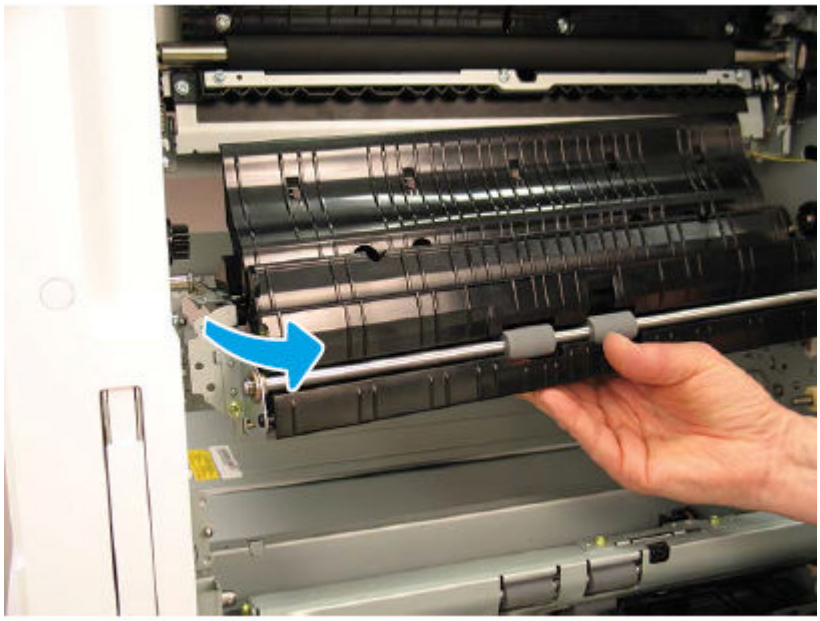
1. Remove three screws.

Figure 5-263 Remove three screws

2. Rotate the left side of the pickup assembly away from the printer.

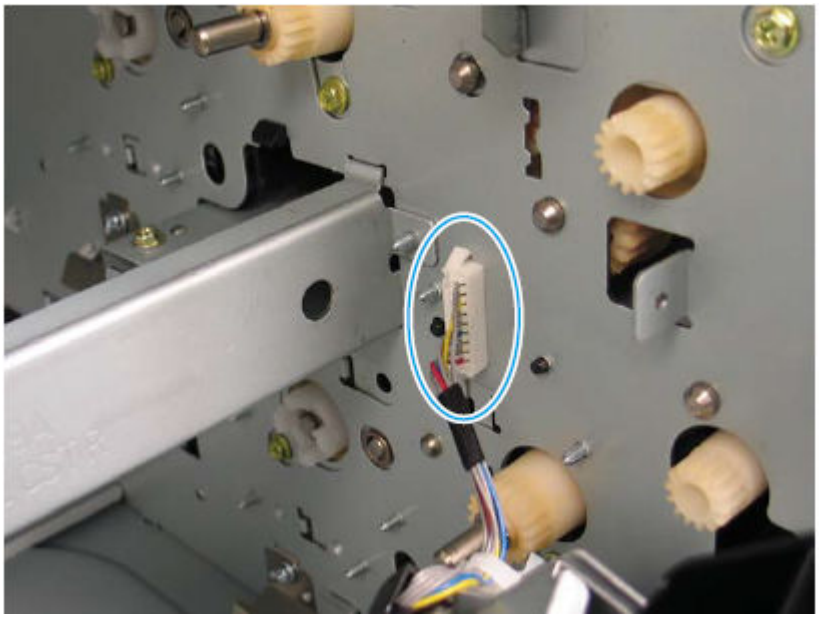
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-264 Rotate the assembly away from the printer



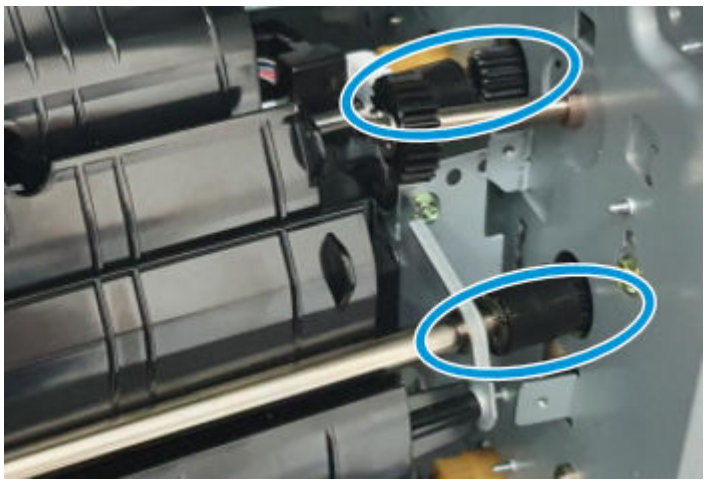
3. Disconnect one connector, and then remove the assembly.

Figure 5-265 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-266 Install the assembly



6. Remove the Tray 2 prefeed sensor

Use the following procedure to remove and replace the Tray 2 prefeed sensor.

1. Remove four screws.

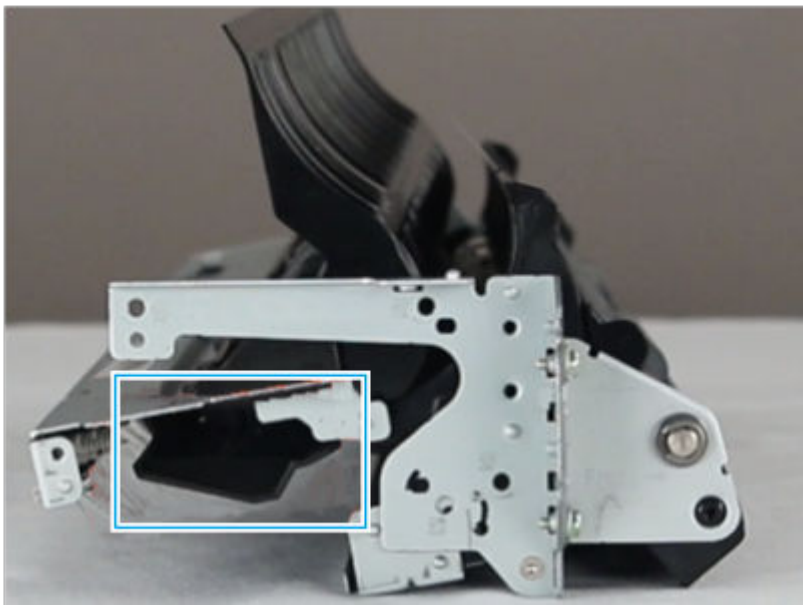
Figure 5-267 Remove four screws

2. Tightly grasp the sensor guide, and then remove it.

CAUTION: The sheet-metal edges are sharp. Be careful when removing the guide to avoid personal injury.

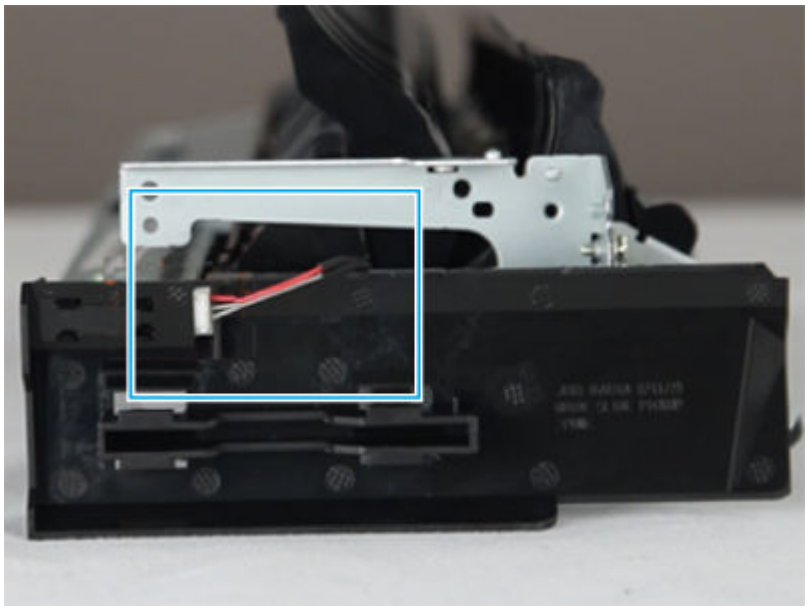
NOTE: It might take some force to remove the guide form the rail.

Figure 5-268 Remove the sensor guide



3. Disconnect one connector, and then remove the Tray 2 prefeed sensor.

Figure 5-269 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 open and paper size sensor

Learn about removing and replacing the Tray 2 open and paper size sensor.

NOTE: This procedure removes the front door for better access to the sensor.

View a video of removing and replacing the Tray 2 open and paper size sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-39 Part information

Part number	Part description
JC93-01408A	Tray 2 open and paper size sensor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

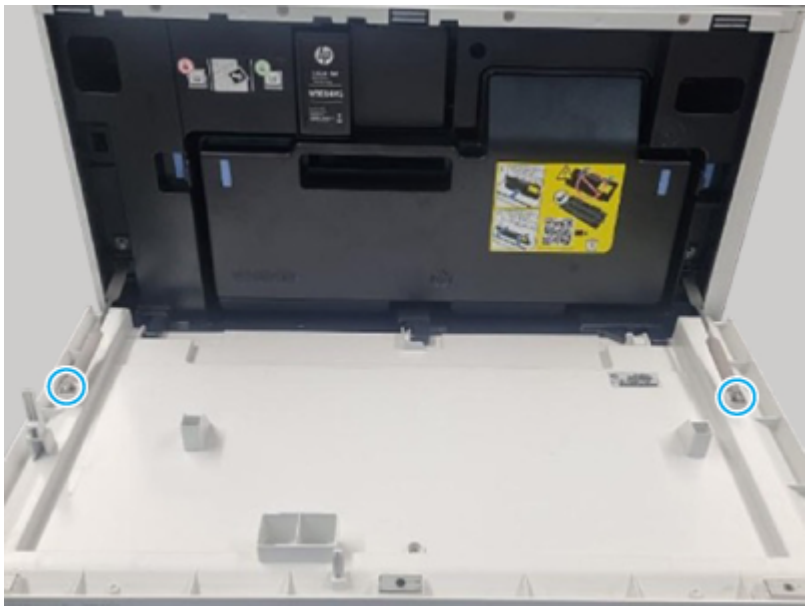
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the front cover

Use the following procedure to remove and replace the front cover.

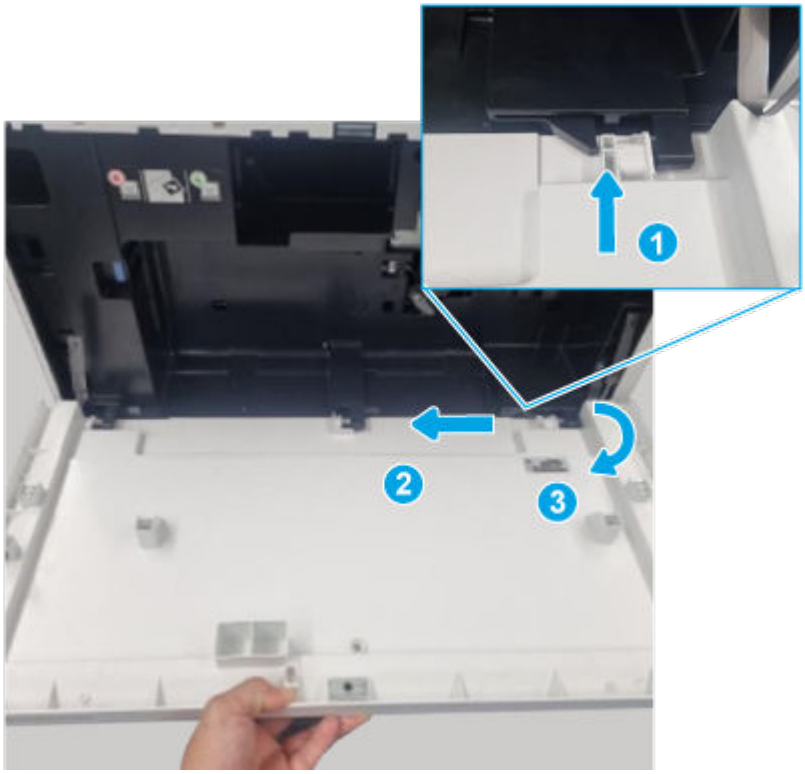
1. Remove two screws.

Figure 5-270 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-271 Remove the cover



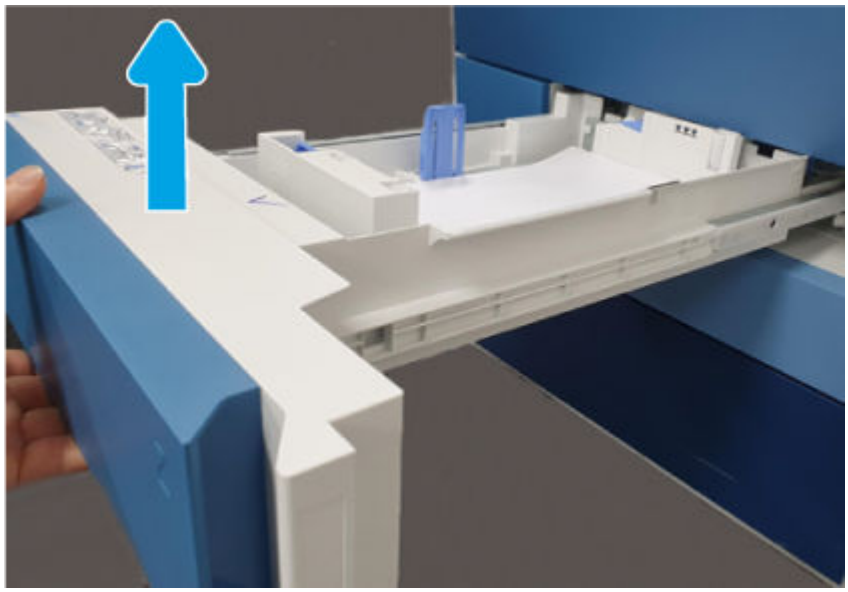
2. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-272 Remove the tray

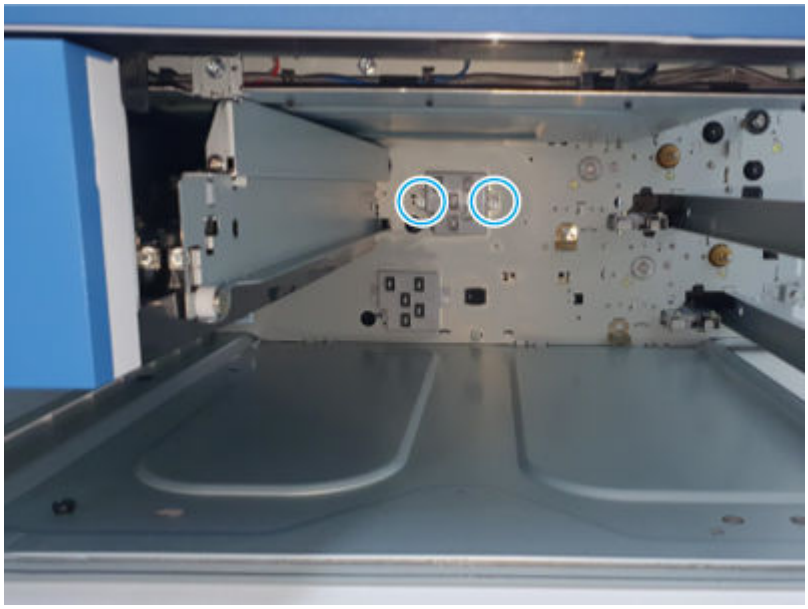


3. Remove the Tray 2 open and paper size sensor

Use the following procedure to remove and replace the Tray 2 open and paper size sensor.

1. Remove two screws.

Figure 5-273 Remove two screws



2. Disconnect one connector, and then remove the sensor assembly.

NOTE: The sensor assembly is located far back in the tray cavity. Hold the sensor as shown below to easily disconnect (and reconnect at installation) the connector.

Figure 5-274 Remove the sensor

4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 pickup drive assembly

Learn about removing and replacing the Tray 2 pickup drive assembly.

View a video of removing and replacing the Tray 2 pickup drive assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-40 Part information

Part number	Part description
JC93-01663A	Tray 2 pickup drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

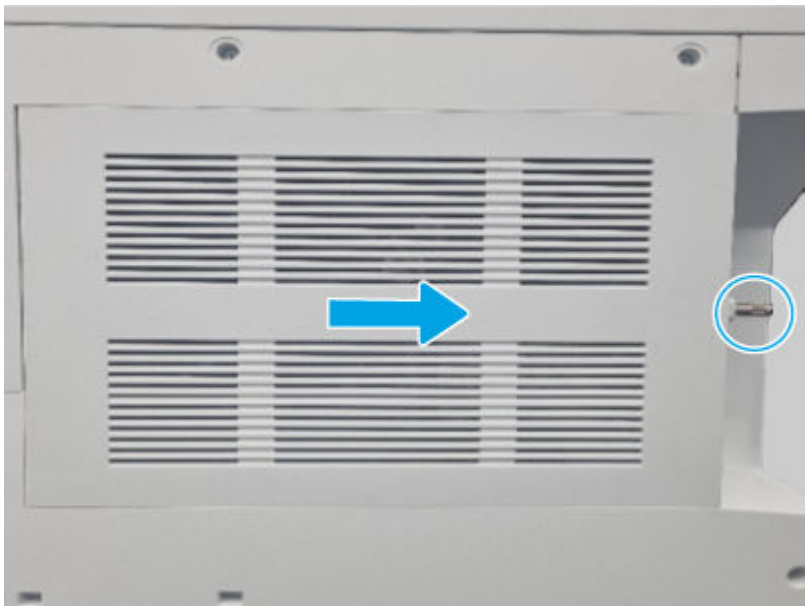
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-275 Remove the cover

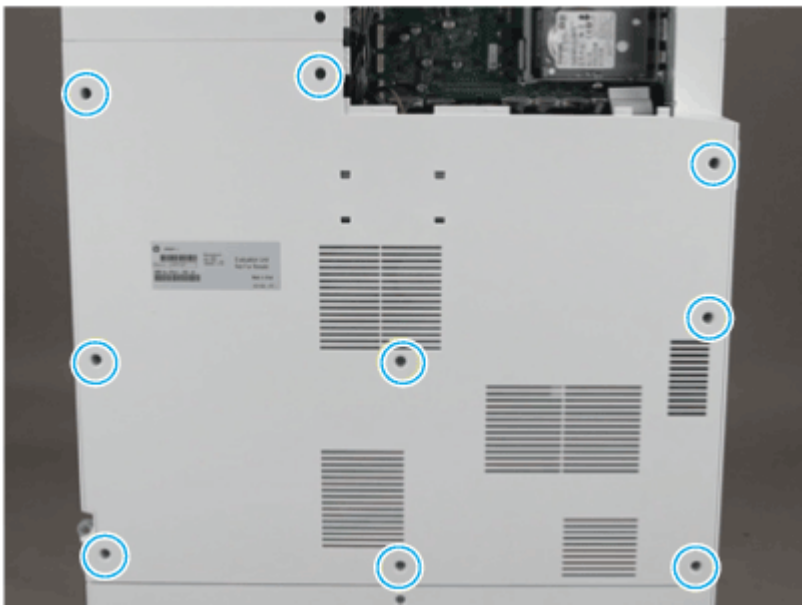


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-276 Remove the cover

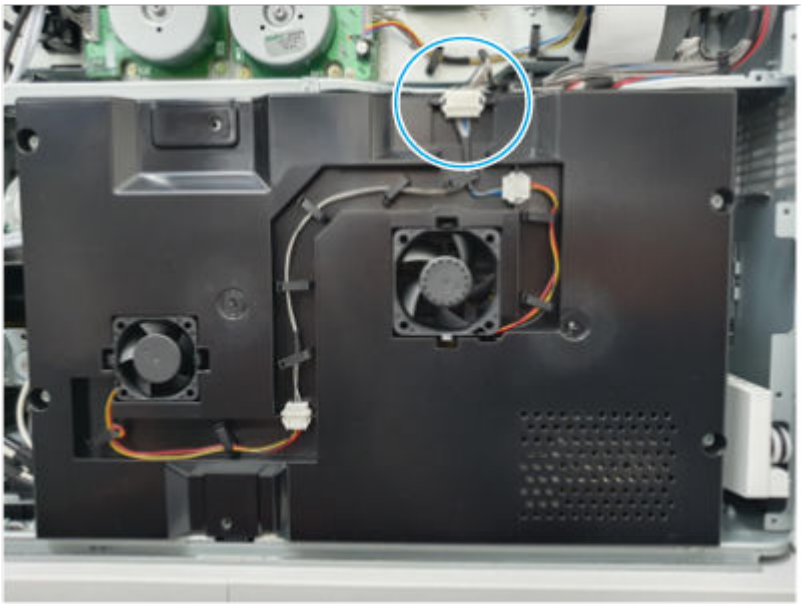


3. Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

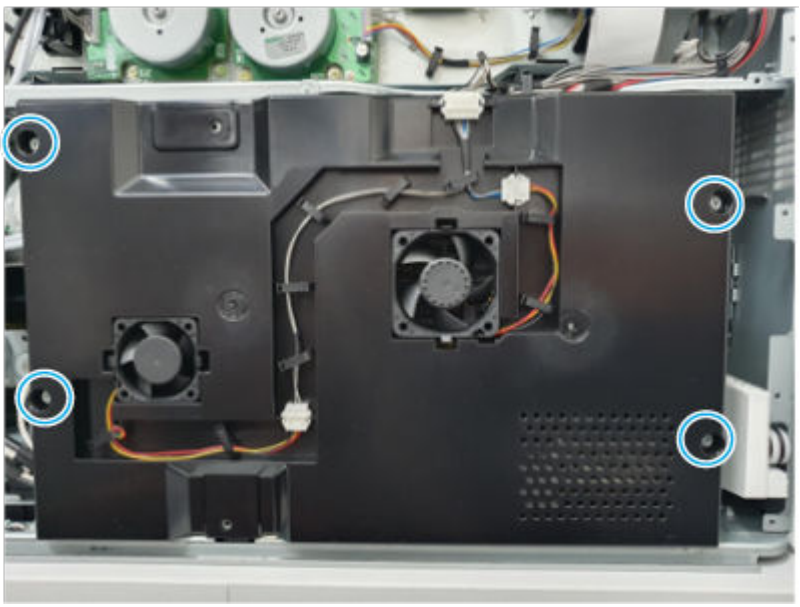
1. Disconnect one connector.

Figure 5-277 Disconnect one connector



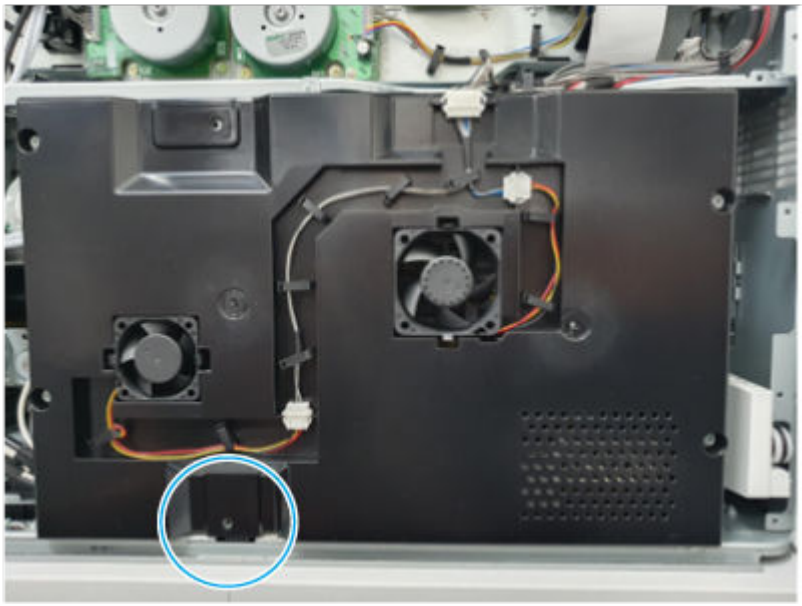
2. Remove four screws.

Figure 5-278 Remove four screws



3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-279 Remove the LVP FDB fan assembly



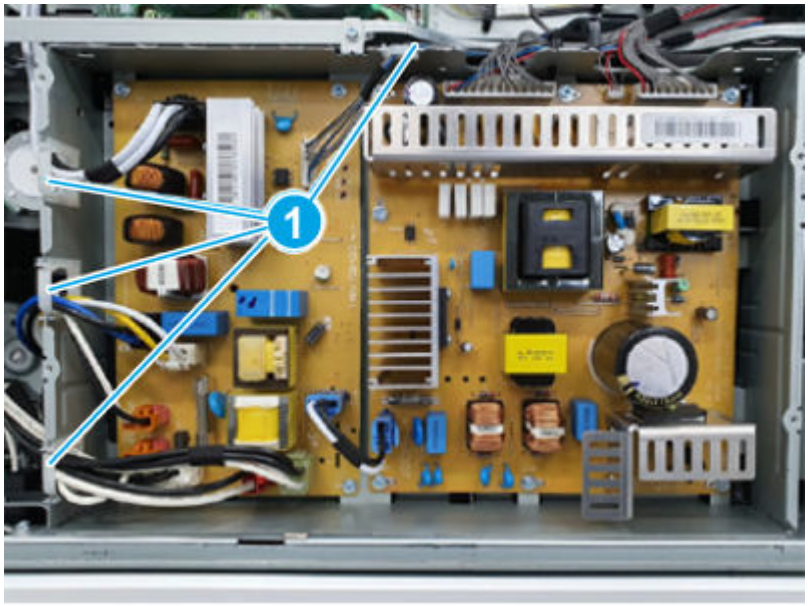
4. Remove the Tray 2 pickup drive assembly

Use the following procedure to remove and replace the Tray 2 pickup drive assembly.

1. Disconnect all of the connectors on the fuser drive board, and then release the wire harnesses form the restraints (callout 1).

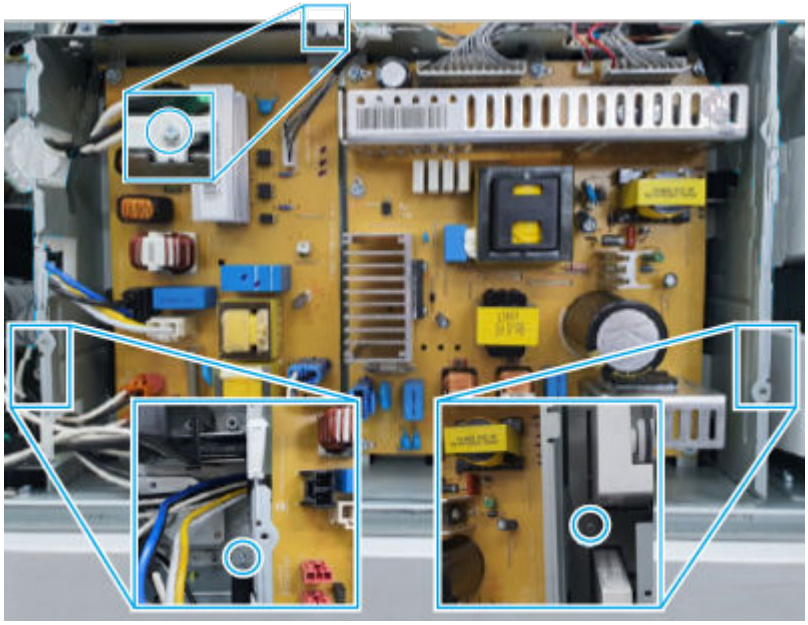
NOTE: Some of the connectors have a locking tab must be pressed to remove them.

Figure 5-280 Release the wire harnesses



2. Remove three screws, rotate the top of the sheet-metal cage out and away from the printer, and then remove the PCAs and cage together.

Figure 5-281 Remove the PCAs and cage



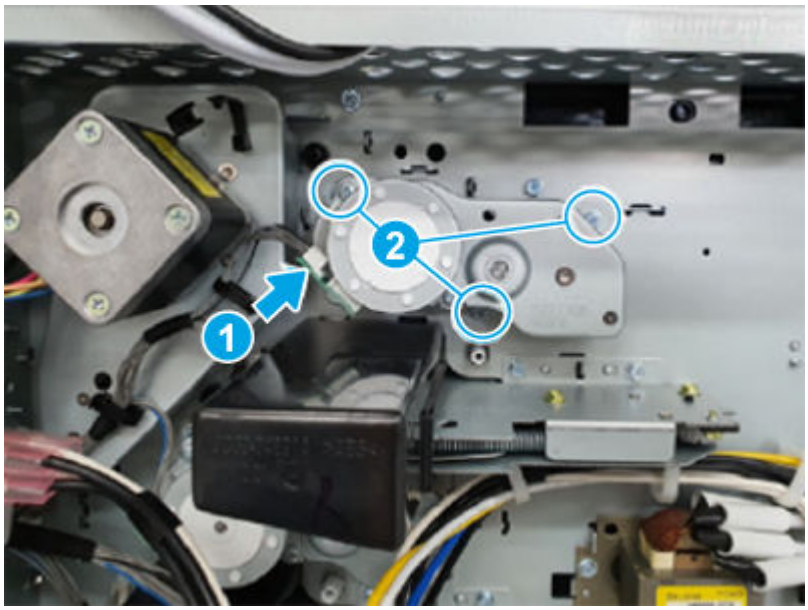
3. Do the following:

   a. Disconnect one connector (callout 1).

   b. Remove three screws (callout 2).

   c. Remove the Tray 2 pickup drive assembly.

Figure 5-282 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 2 pickup motor

Learn about removing and replacing the Tray 2 pickup motor.

View a video of removing and replacing the Tray 2 pickup motor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-41 **Part information**

Part number	Part description
JC93-01083A	Drive-motor, step (Tray 2 pickup motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

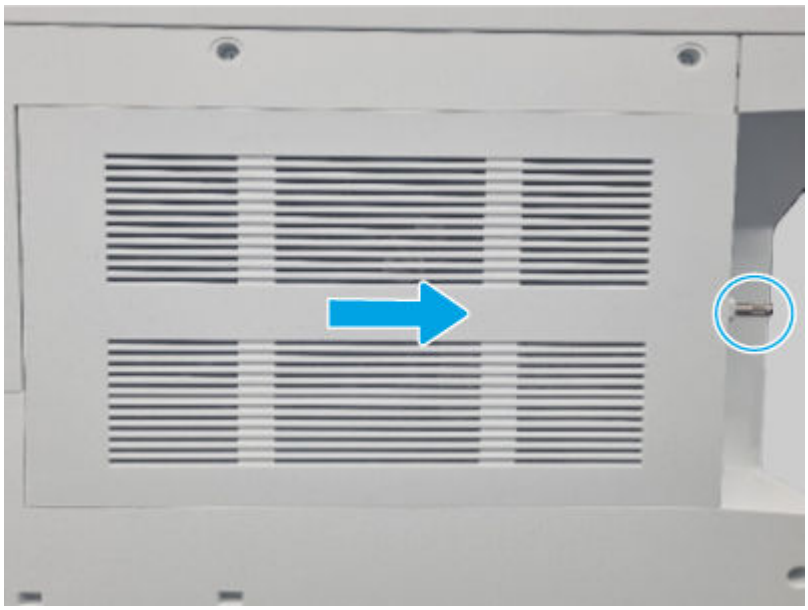
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-283 **Remove the cover**

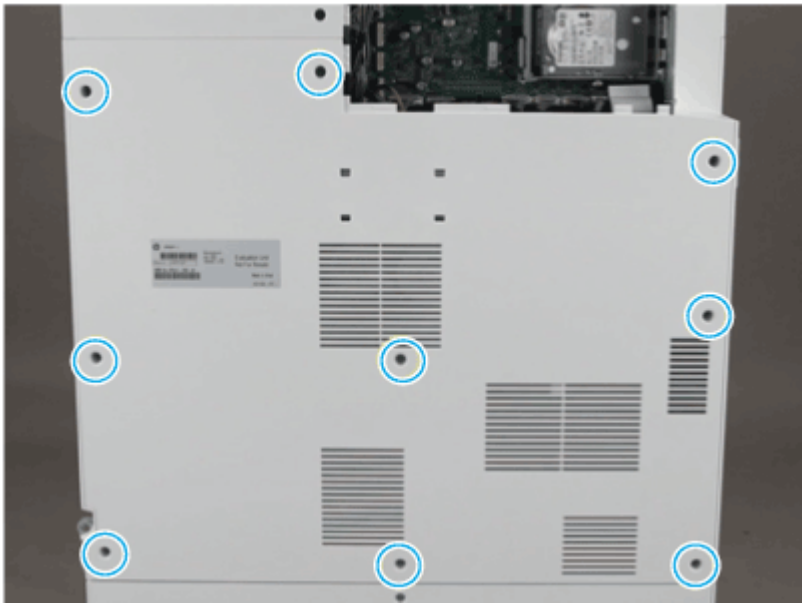


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-284 Remove the cover

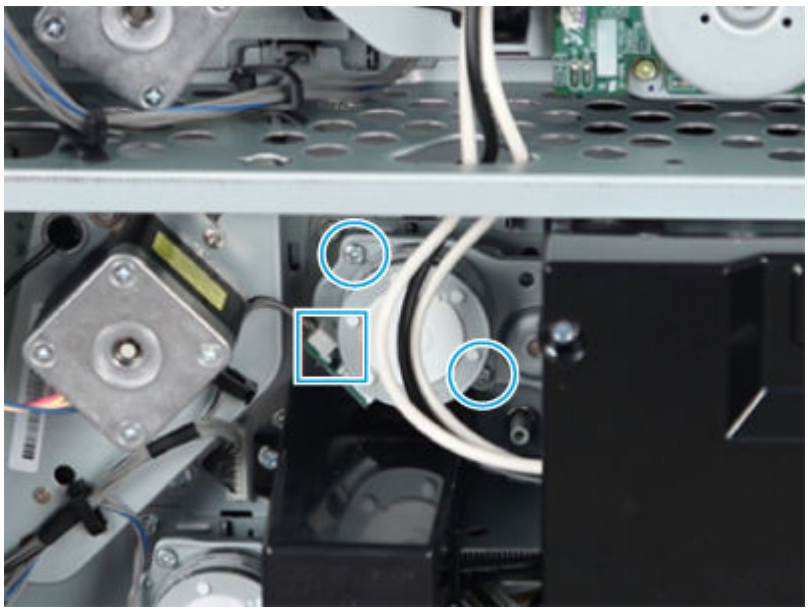


3. Remove the Tray 2 pickup motor

Use the following procedure to remove and replace the Tray 2 pickup motor.

- Disconnect one connector, remove two screws, and then remove the motor.

Figure 5-285 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 pickup drive assembly

Learn about removing and replacing the Tray 3 pickup drive assembly.

View a video of removing and replacing the Tray 3 pickup drive assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-42 **Part information**

Part number	Part description
JC93-01663A	Tray 3 pickup drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

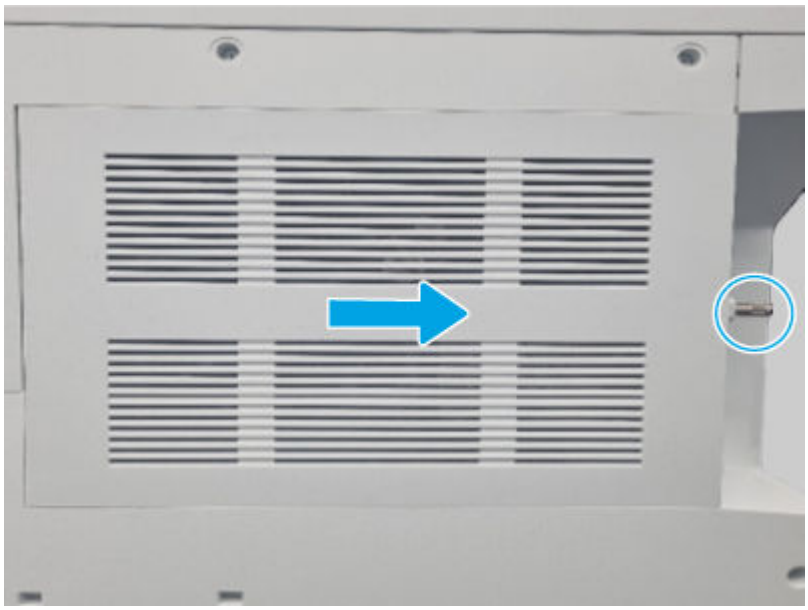
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-286 **Remove the cover**

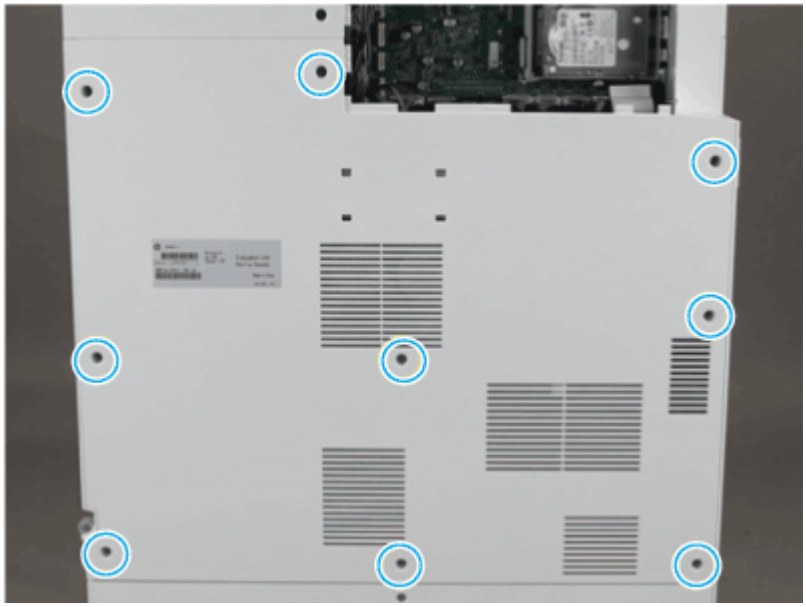


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-287 Remove the cover

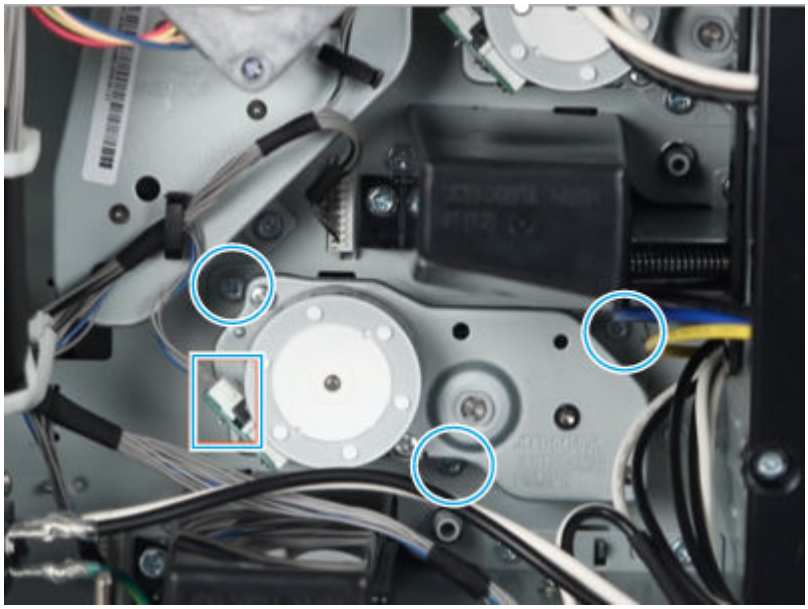


3. Remove the Tray 3 pickup drive assembly

Use the following procedure to remove and replace the Tray 3 pickup drive assembly.

- Disconnect one connector, remove three screws, and then remove the drive assembly.

Figure 5-288 Remove the drive assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 pickup motor

Learn about removing and replacing the Tray 3 pickup motor.

View a video of removing and replacing the Tray 3 pickup motor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-43 **Part information**

Part number	Part description
JC93-01083A	Drive-motor step (Tray 3 pickup motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

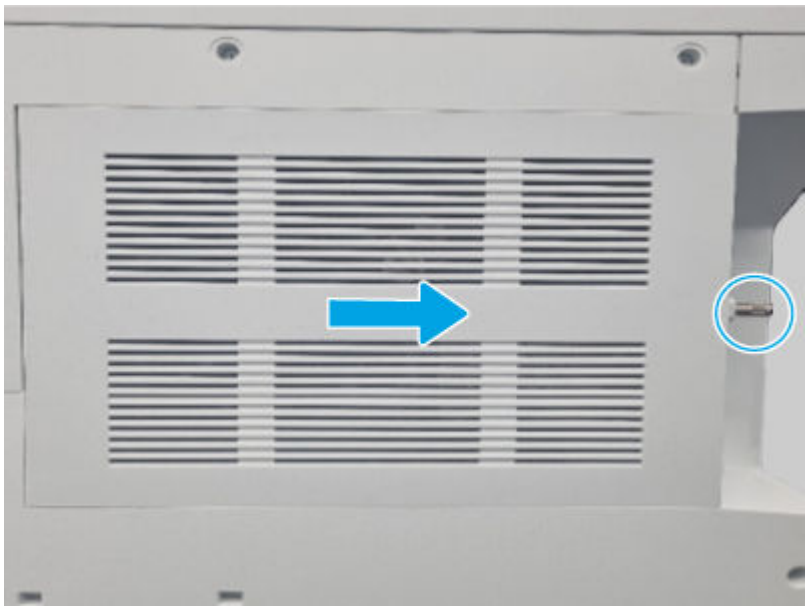
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-289 **Remove the cover**

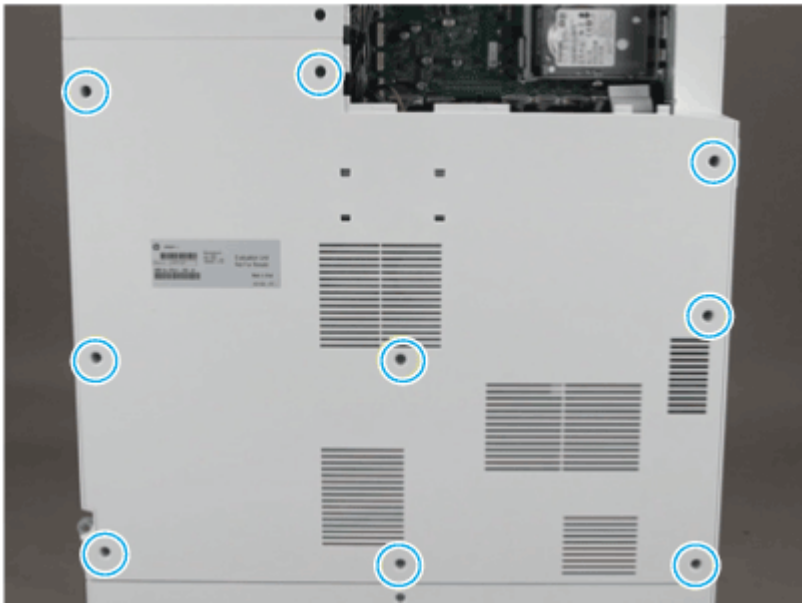


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-290 Remove the cover

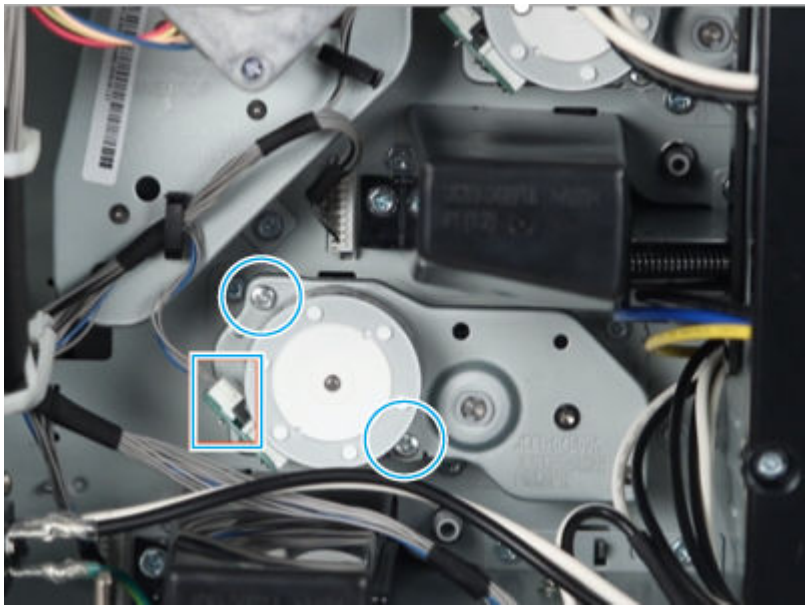


3. Remove the Tray 3 pickup motor

Use the following procedure to remove and replace the Tray 3 pickup motor.

- Disconnect one connector, remove two screws, and then remove the motor.

Figure 5-291 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 pickup assembly

Learn about removing and replacing the tray 3 pickup assembly.

View a video of removing and replacing the tray 3 pickup assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-44 **Part information**

Part number	Part description
JC93-01695A	Tray 3 pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

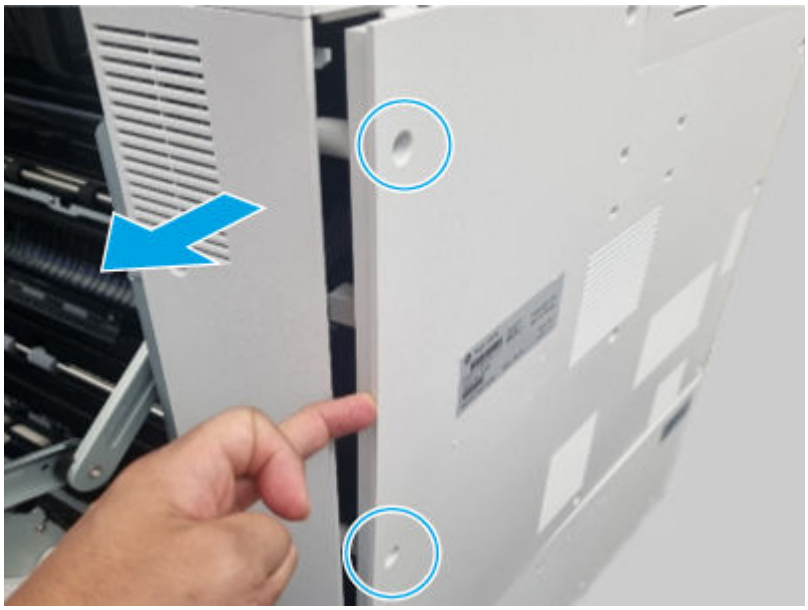
1. Remove four screws.

Figure 5-292 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-293 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

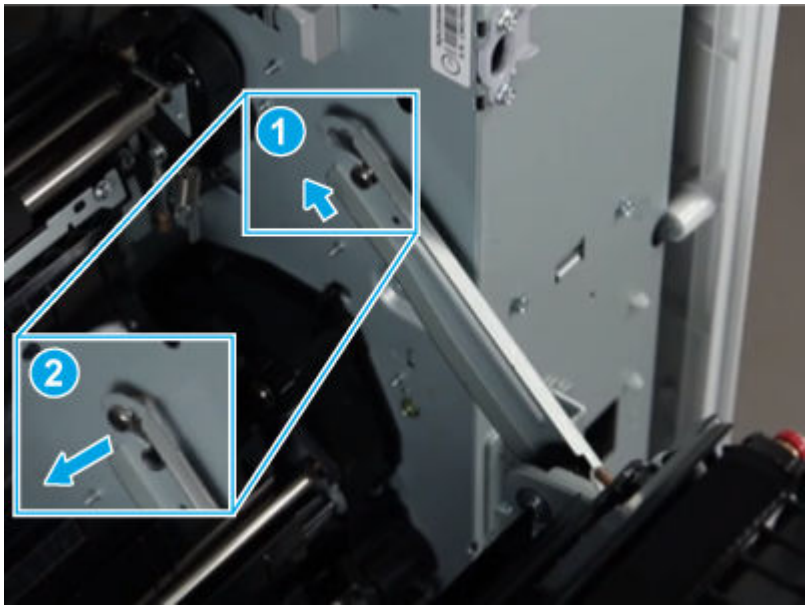
1. Open the right door, and then disconnect one connector.

Figure 5-294 Disconnect one connector

2. Release the hinge.

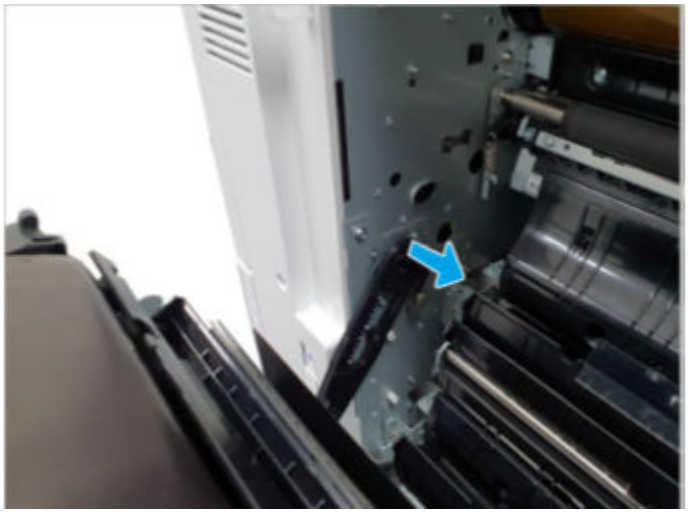
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-295 Release the hinge



3. Release the right door front link.

Figure 5-296 Release the link



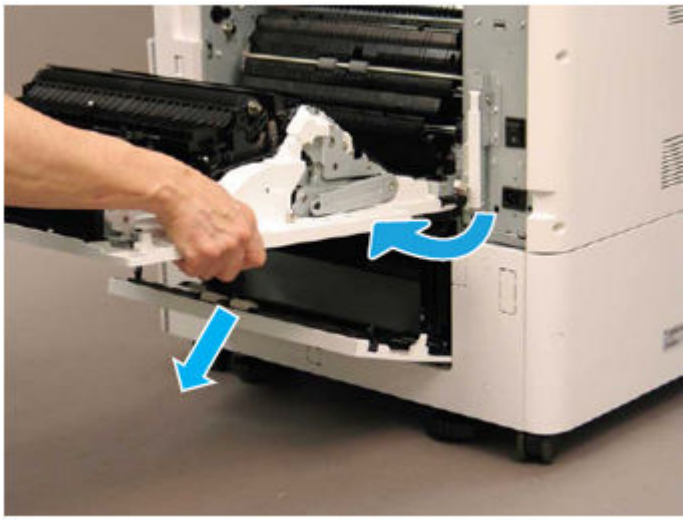
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-297 Remove the door



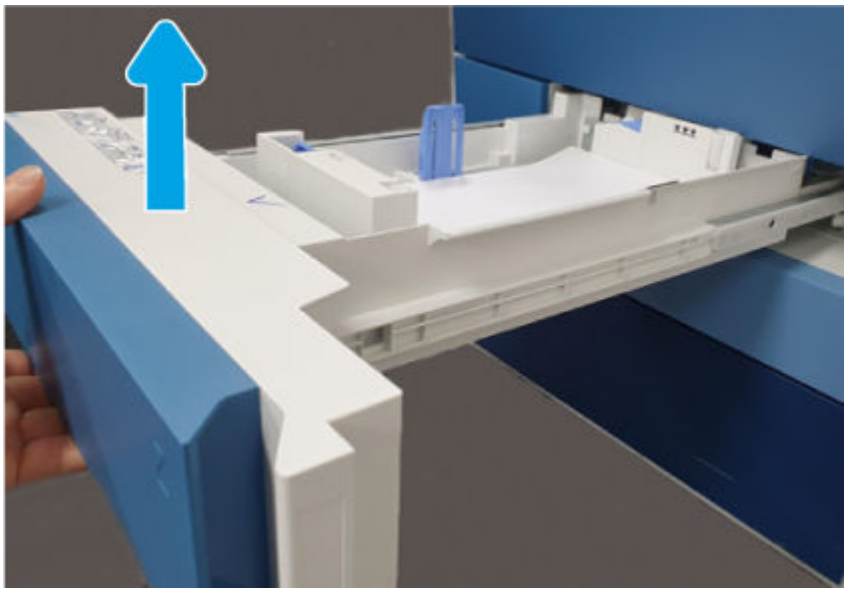
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-298 Remove the tray

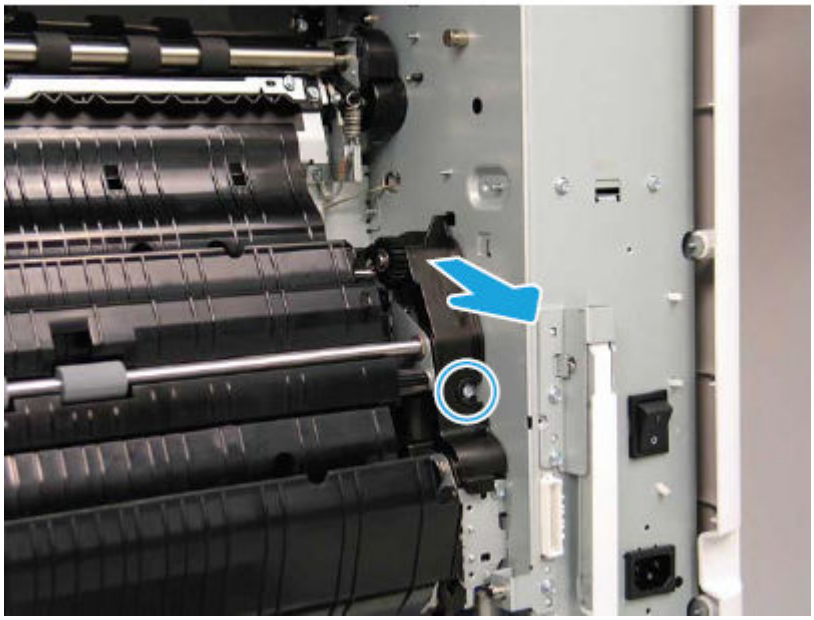


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

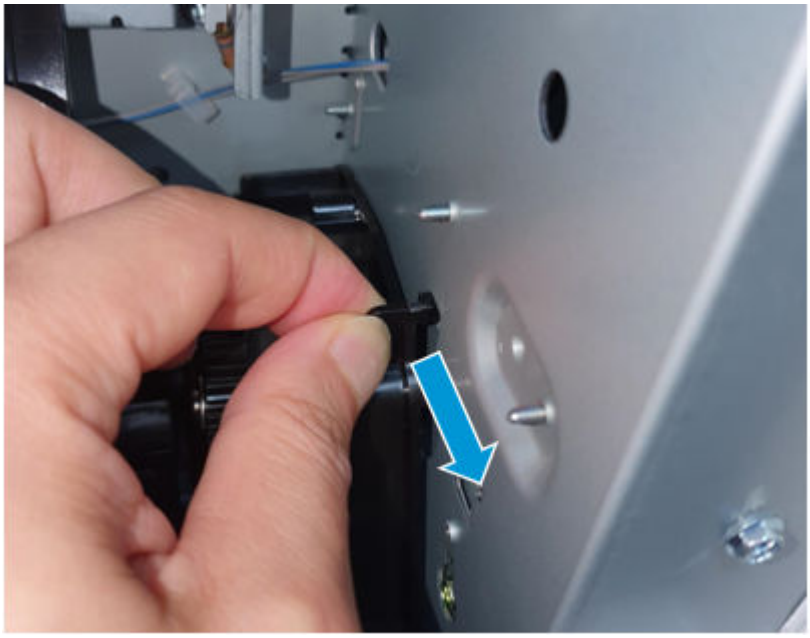
1. Remove one screw, and then remove the gear cover.

Figure 5-299 Remove the cover



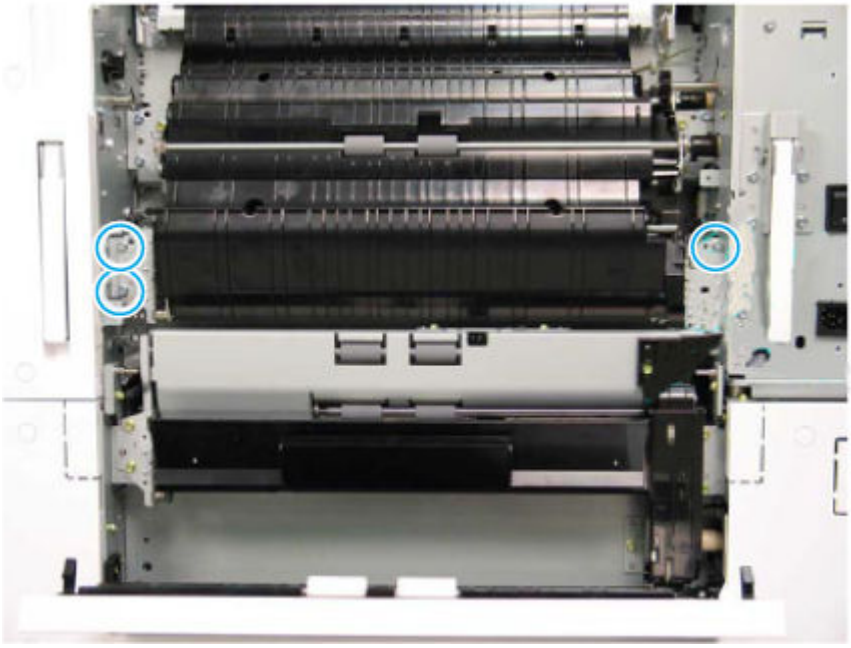
2. Release one hook.

Figure 5-300 Release the hook



3. Remove three screws.

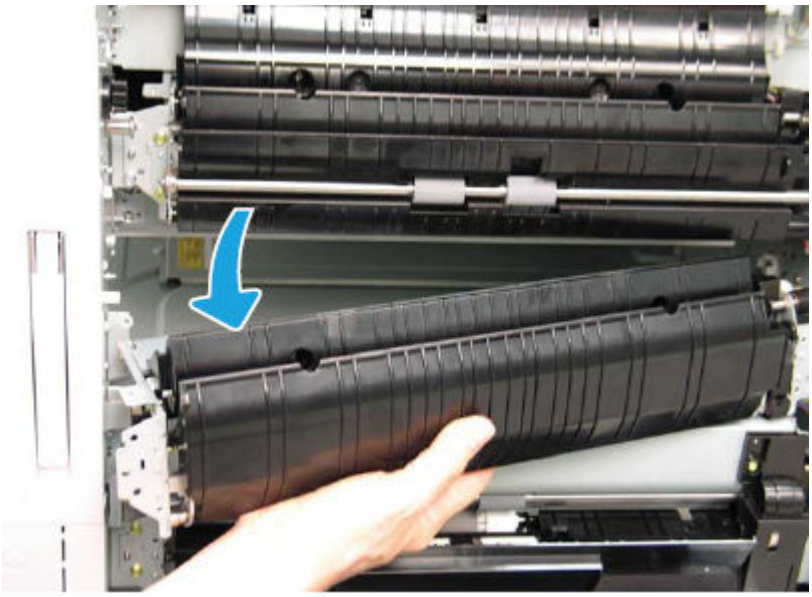
Figure 5-301 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

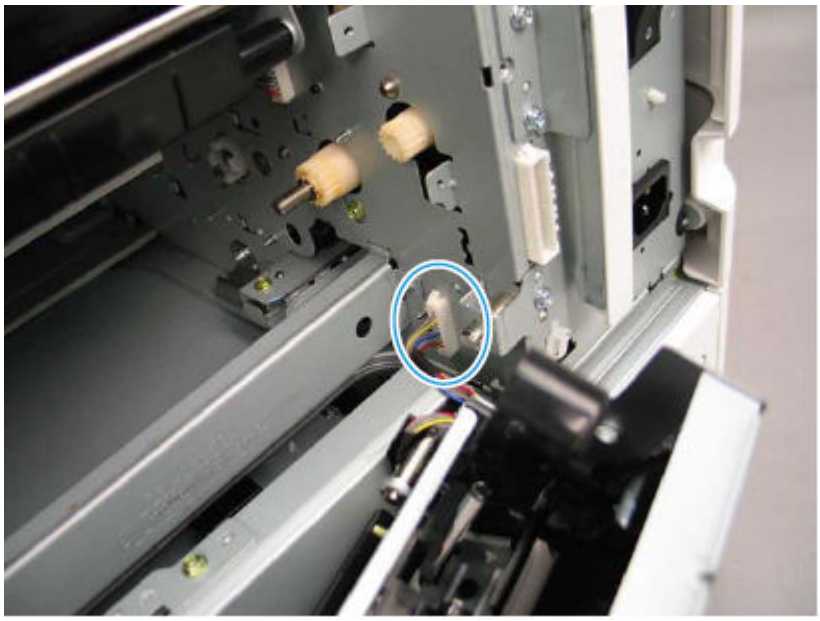
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-302 Rotate the assembly away from the printer



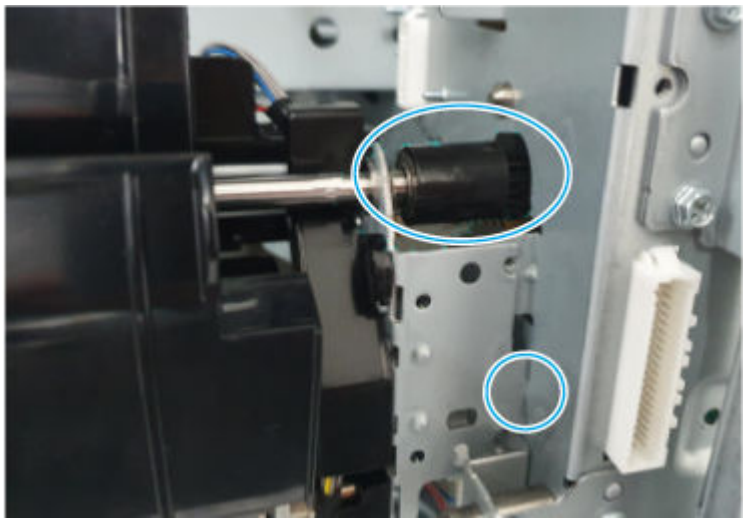
5. Disconnect one connector, and then remove the assembly.

Figure 5-303 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-304 Install the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 empty and stack height sensors

Learn about removing and replacing the Tray 3 empty and stack height sensors.

View a video of removing and replacing the Tray 3 empty sensor.

View a video of removing and replacing the Tray 3 stack height sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-45 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 3 empty sensor)

Table 5-45 **Part information (continued)**

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 3 stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

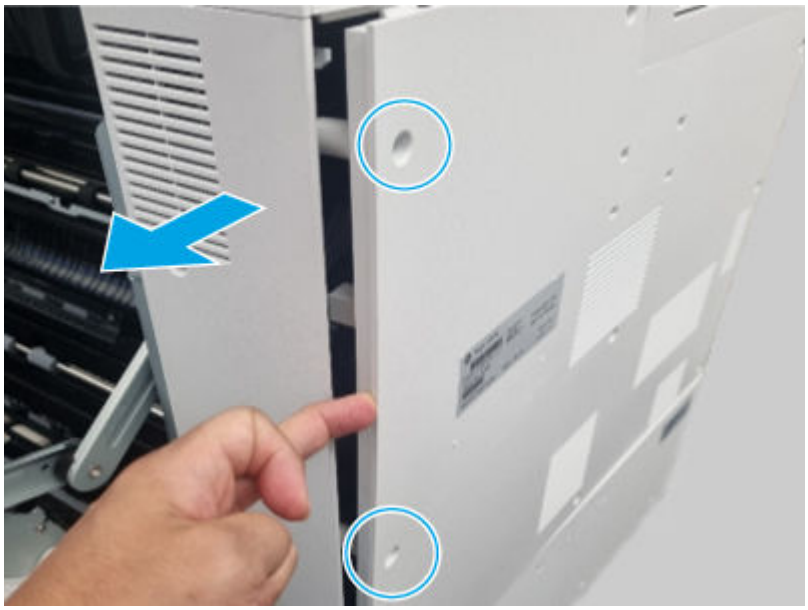
1. Remove four screws.

Figure 5-305 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-306 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

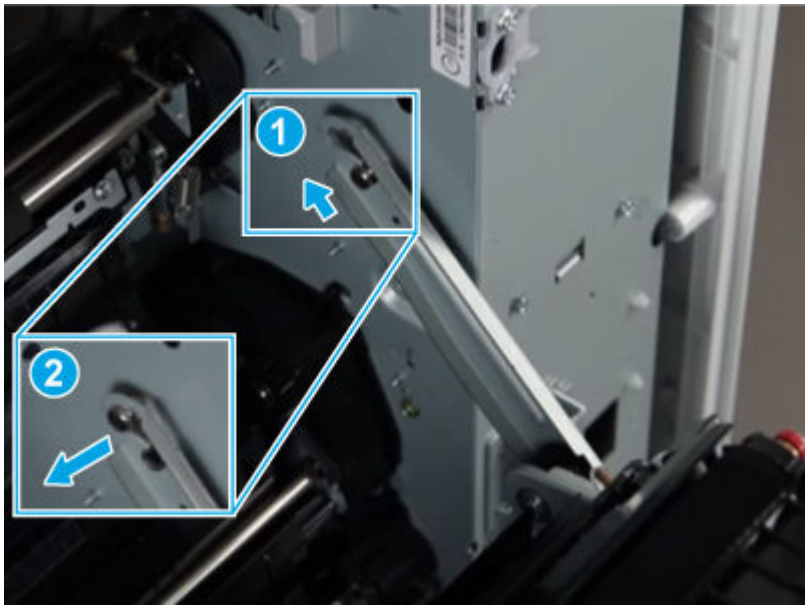
1. Open the right door, and then disconnect one connector.

Figure 5-307 Disconnect one connector

2. Release the hinge.

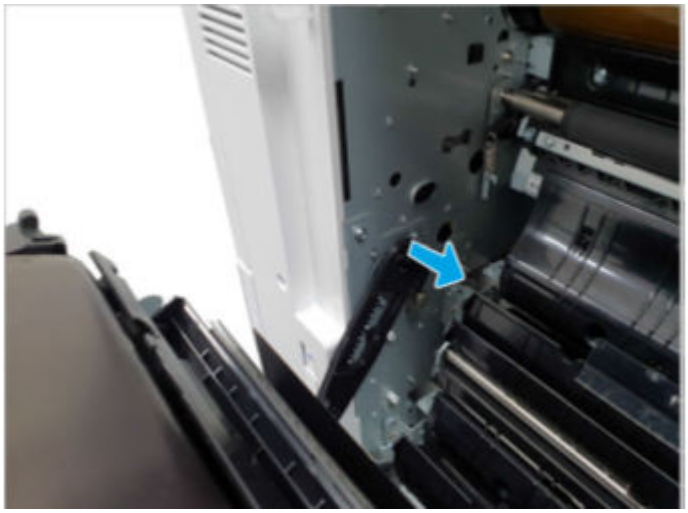
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-308 Release the hinge



3. Release the right door front link.

Figure 5-309 Release the link



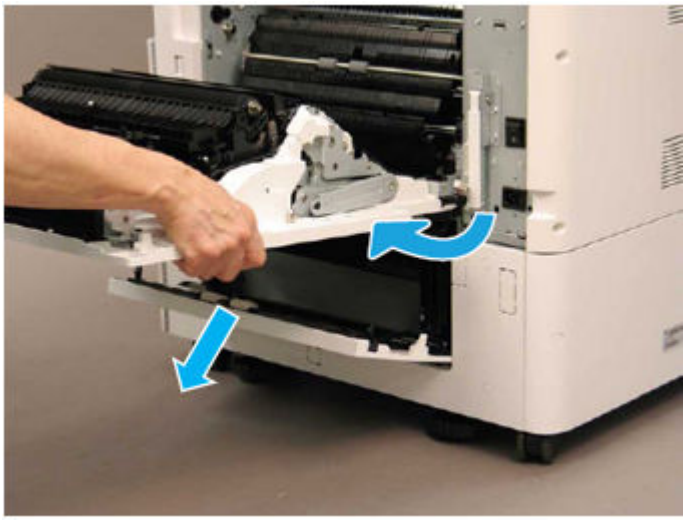
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-310 Remove the door



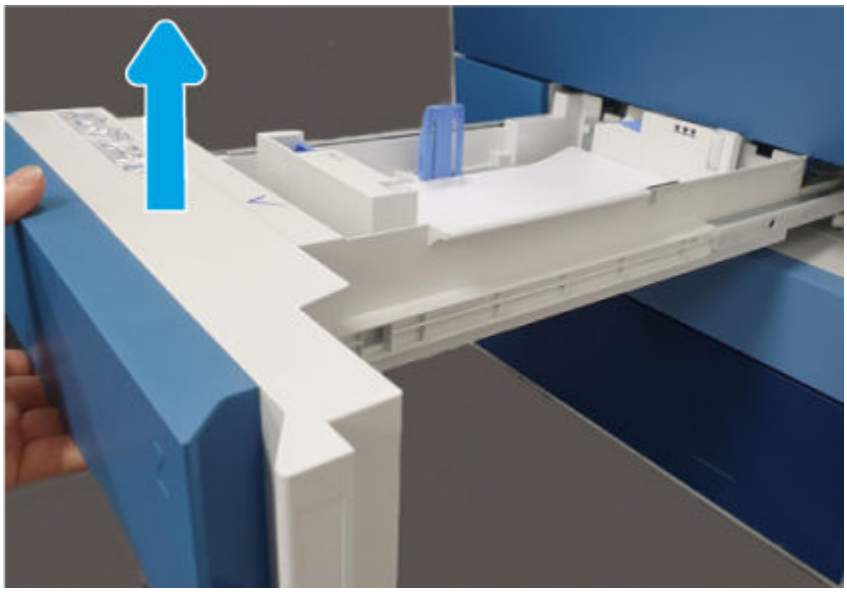
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-311 Remove the tray

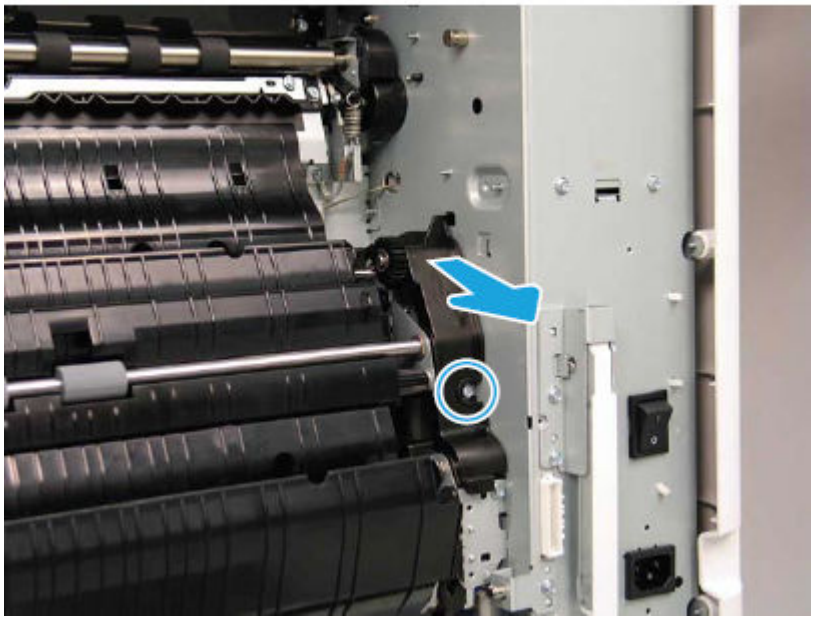


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

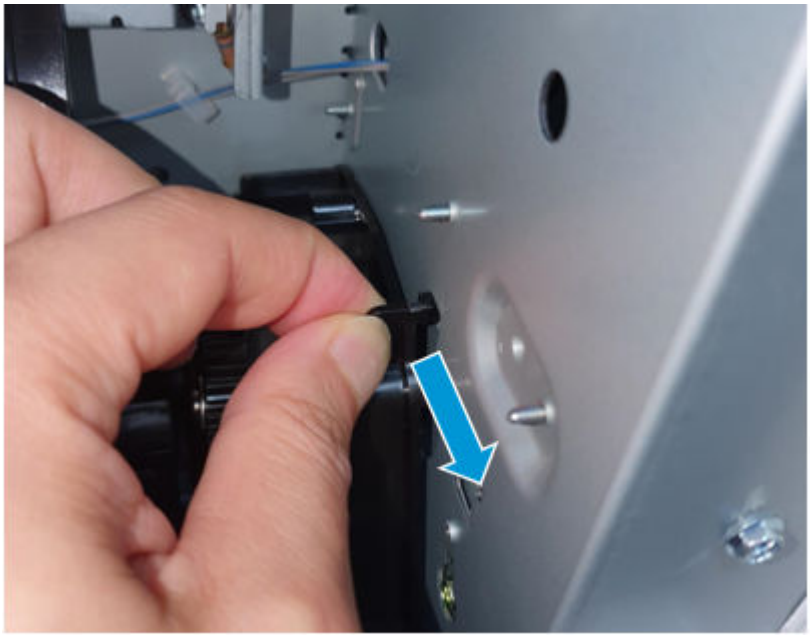
1. Remove one screw, and then remove the gear cover.

Figure 5-312 Remove the cover



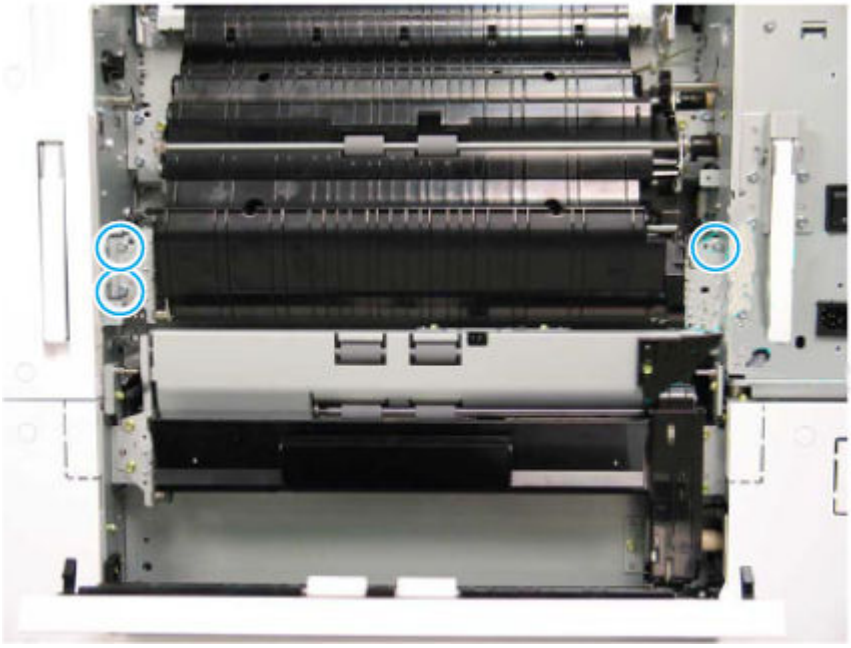
2. Release one hook.

Figure 5-313 Release the hook



3. Remove three screws.

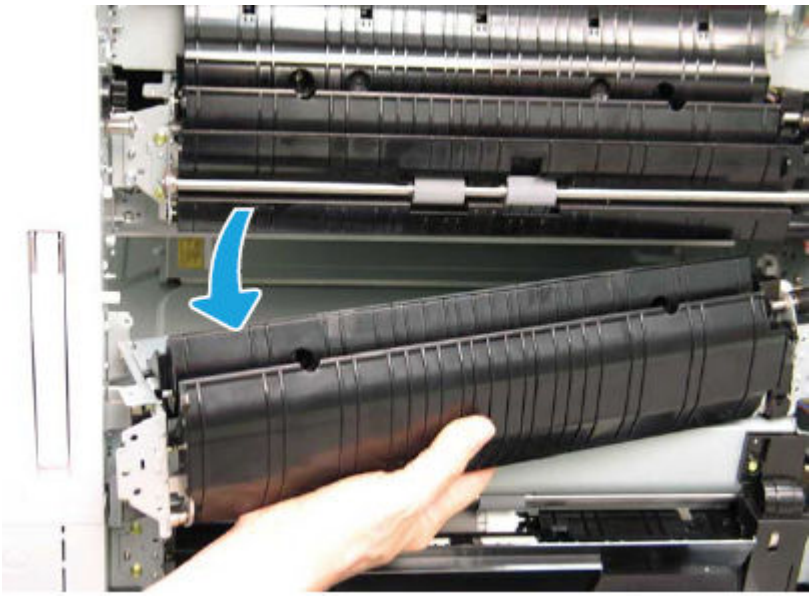
Figure 5-314 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

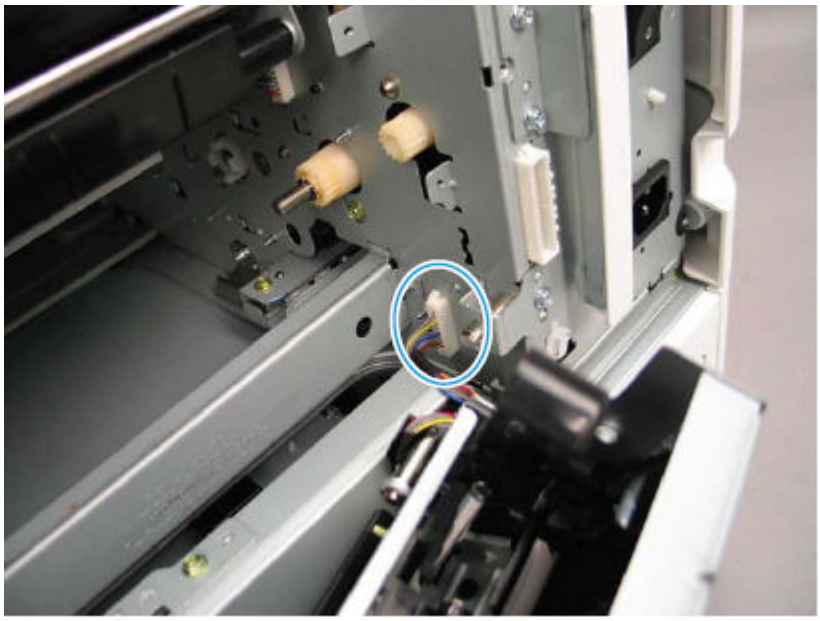
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-315 Rotate the assembly away from the printer



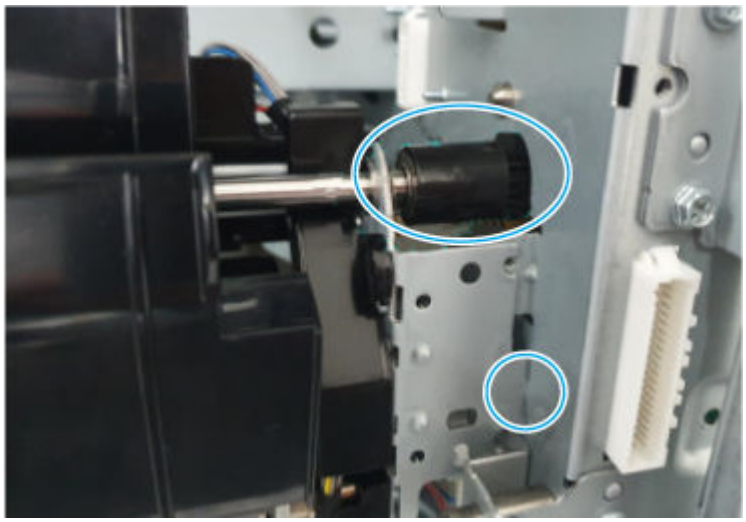
5. Disconnect one connector, and then remove the assembly.

Figure 5-316 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-317 Install the assembly

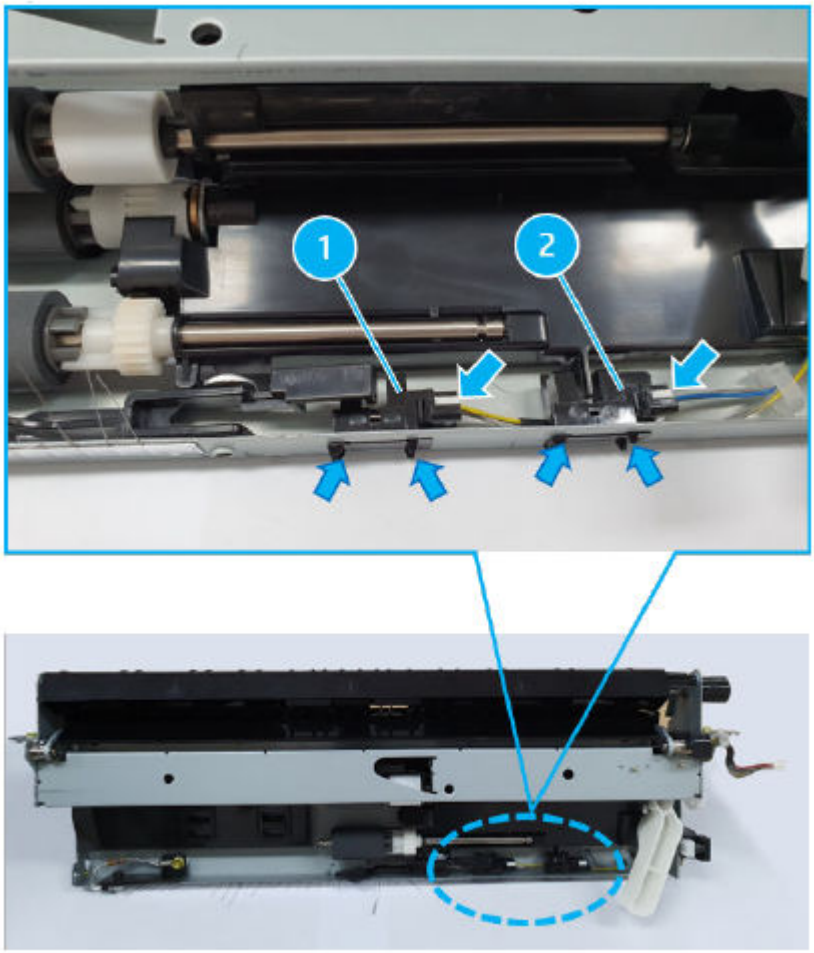


5. Remove the Tray 3 empty and stack height sensors

Use the following procedure to remove and replace the Tray 3 empty and stack height sensors.

1. Locate the Tray 3 empty (callout 1) and stack height (callout 2) sensors, connectors, and locking tabs on the pickup assembly.

Figure 5-318 Locate the sensors

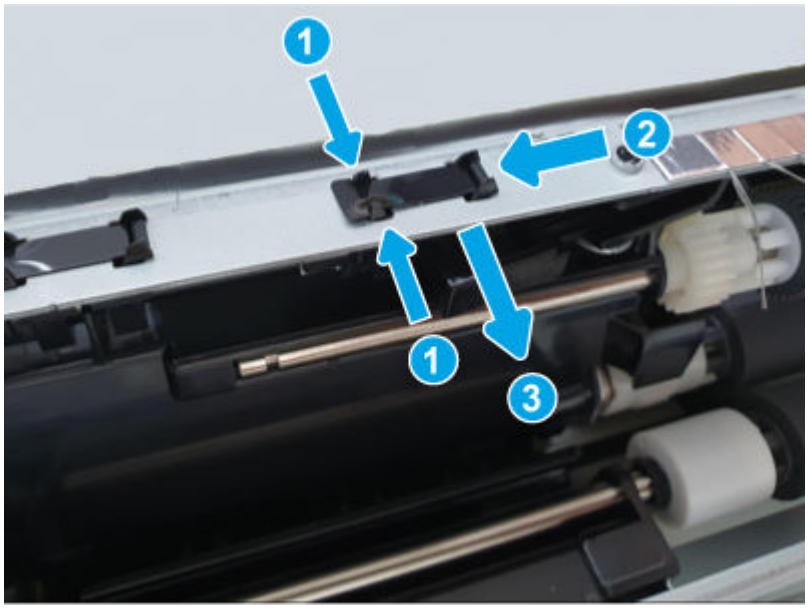


2. Do the following:

NOTE: The black ESD insulator sheet does not need to be removed.

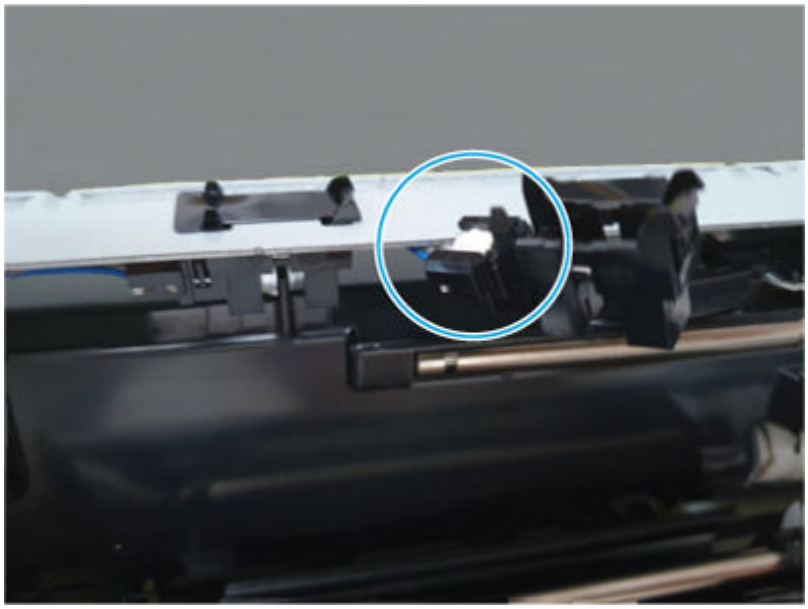
- Release the hooks (callout 1).
- Slide the sensor assembly to the left (callout 2).
- Push the senor assembly as shown (callout 3) to release it.

Figure 5-319 Release the sensors



3. Disconnect the connector and remove the sensor assembly.

Figure 5-320 Remove the sensors



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 prefeed sensor

Learn about removing and replacing the Tray 3 prefeed sensor.

View a video of removing and replacing the Tray 3 prefeed sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-46 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 3 prefeed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

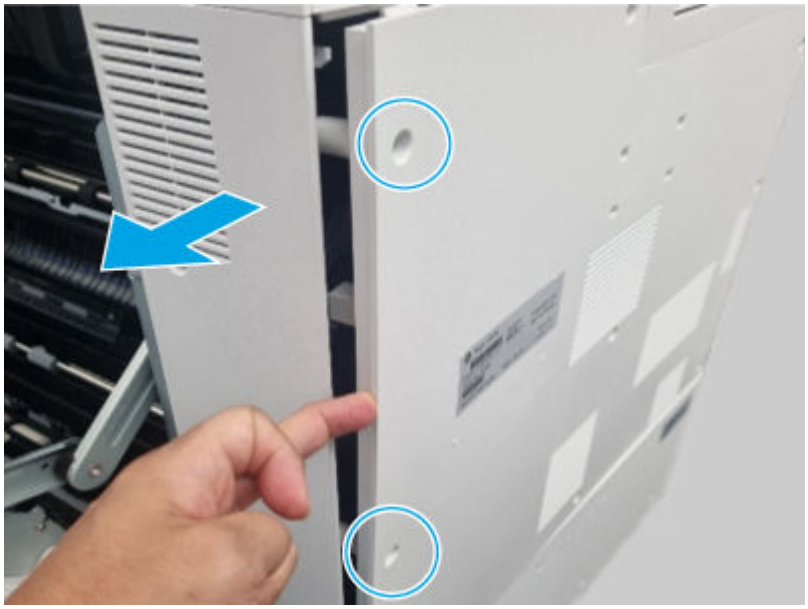
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-321 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-322 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

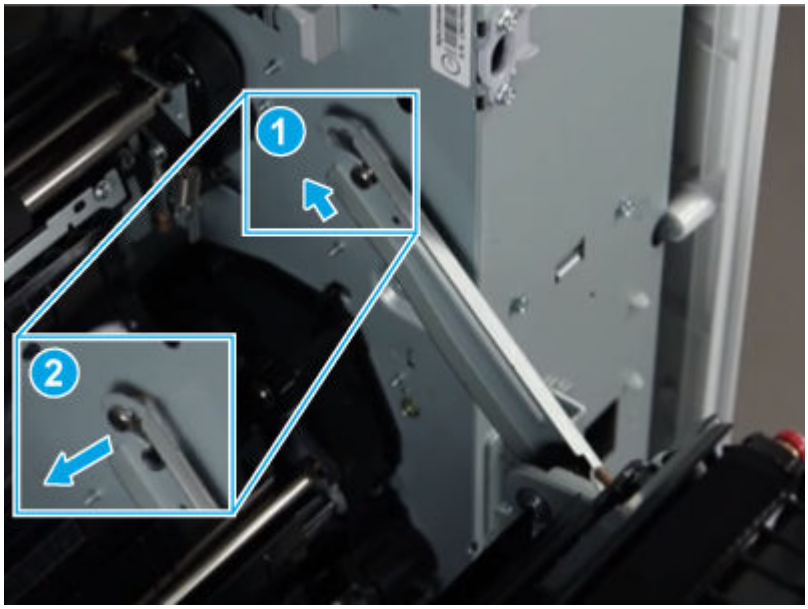
1. Open the right door, and then disconnect one connector.

Figure 5-323 Disconnect one connector

2. Release the hinge.

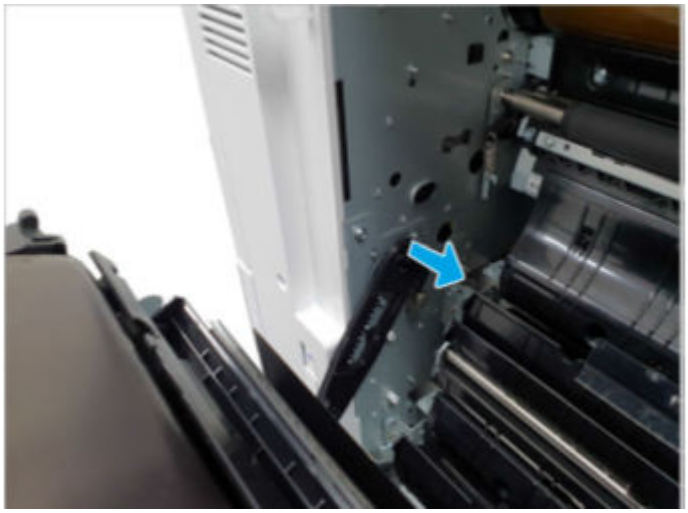
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-324 **Release the hinge**



3. Release the right door front link.

Figure 5-325 **Release the link**



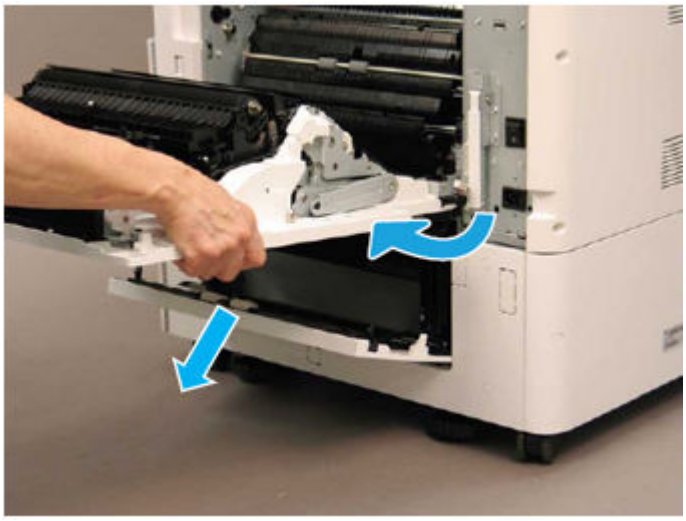
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-326 Remove the door



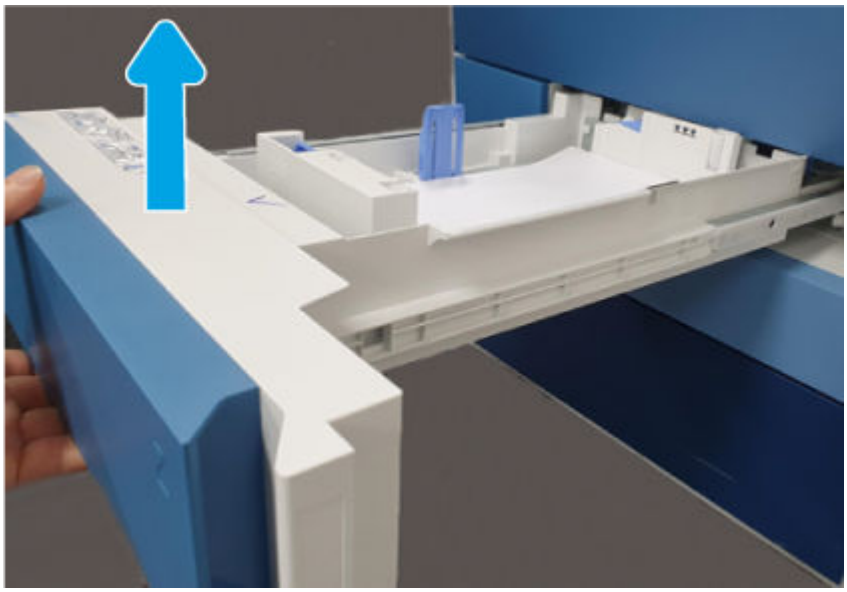
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-327 Remove the tray

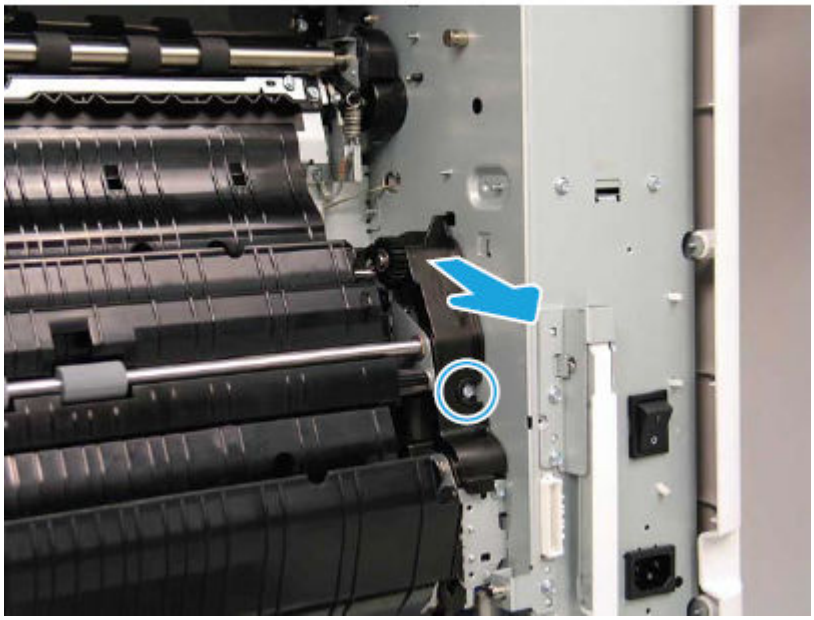


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

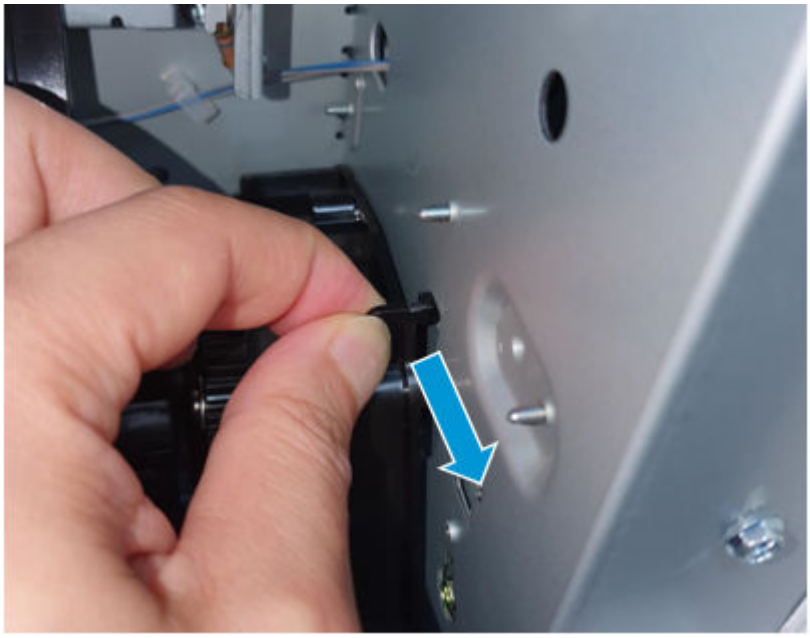
1. Remove one screw, and then remove the gear cover.

Figure 5-328 Remove the cover



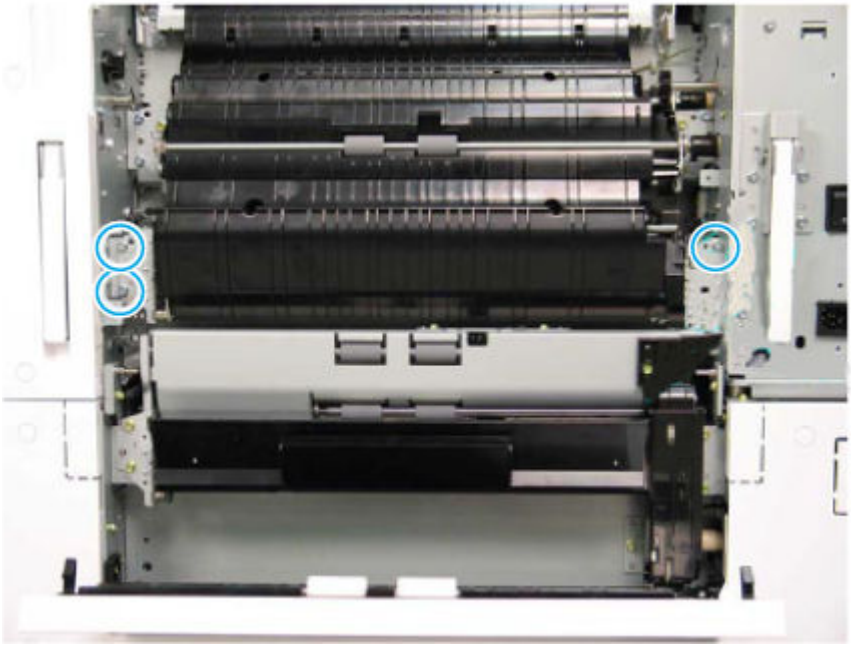
2. Release one hook.

Figure 5-329 Release the hook



3. Remove three screws.

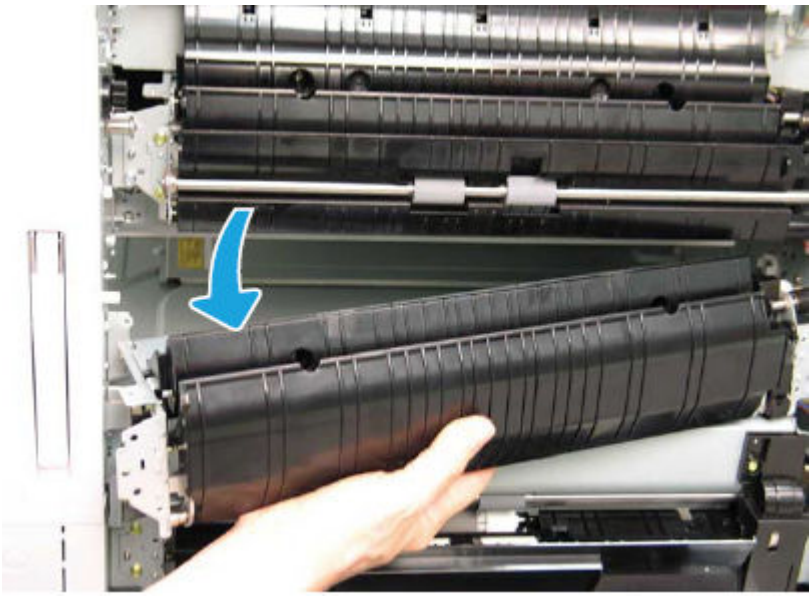
Figure 5-330 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

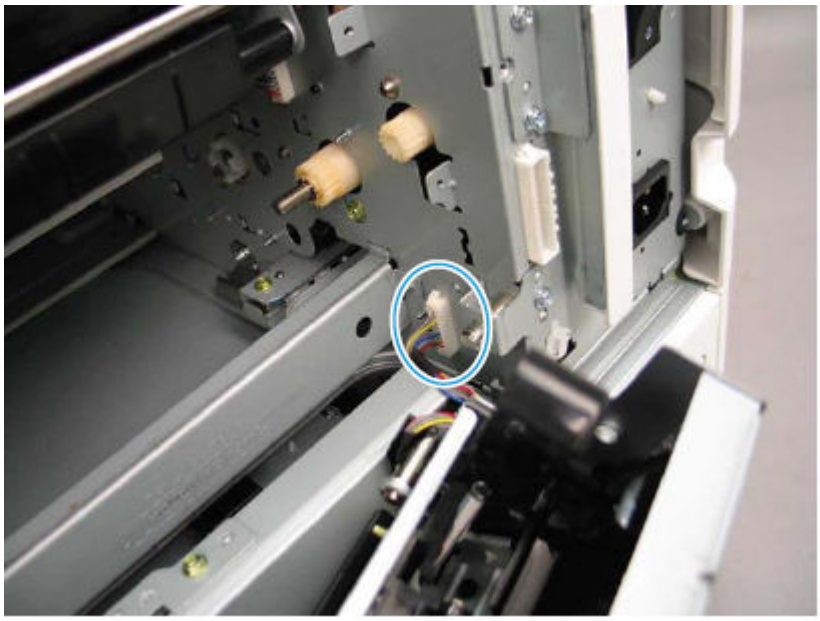
⚠ **CAUTION:** Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-331 Rotate the assembly away from the printer



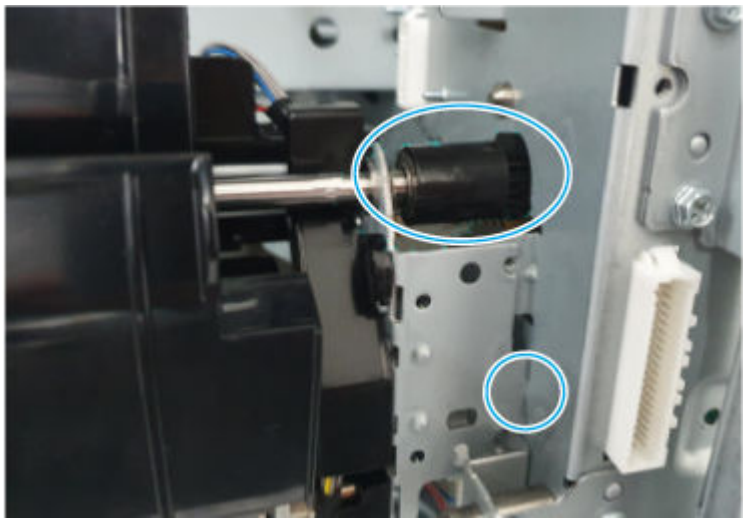
5. Disconnect one connector, and then remove the assembly.

Figure 5-332 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-333 Install the assembly

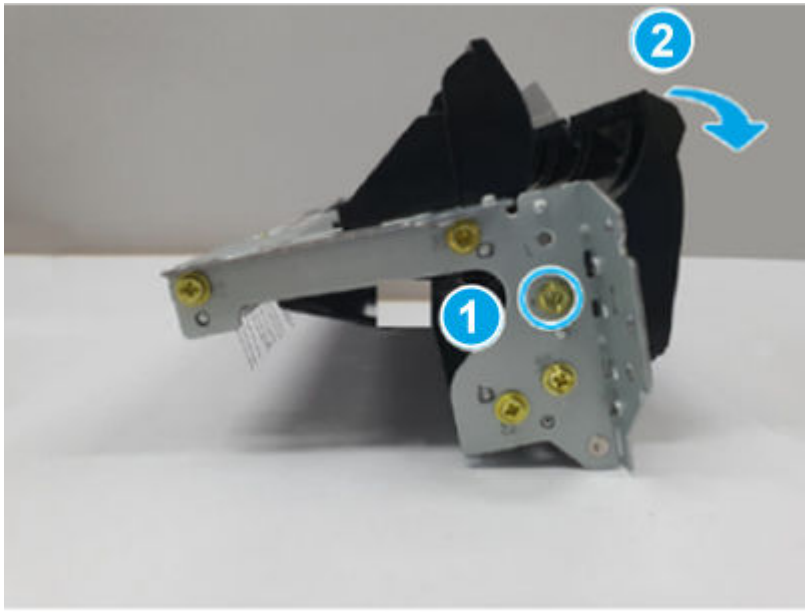


5. Remove the Tray 3 prefeed sensor

Use the following procedure to remove and replace the Tray 3 prefeed sensor.

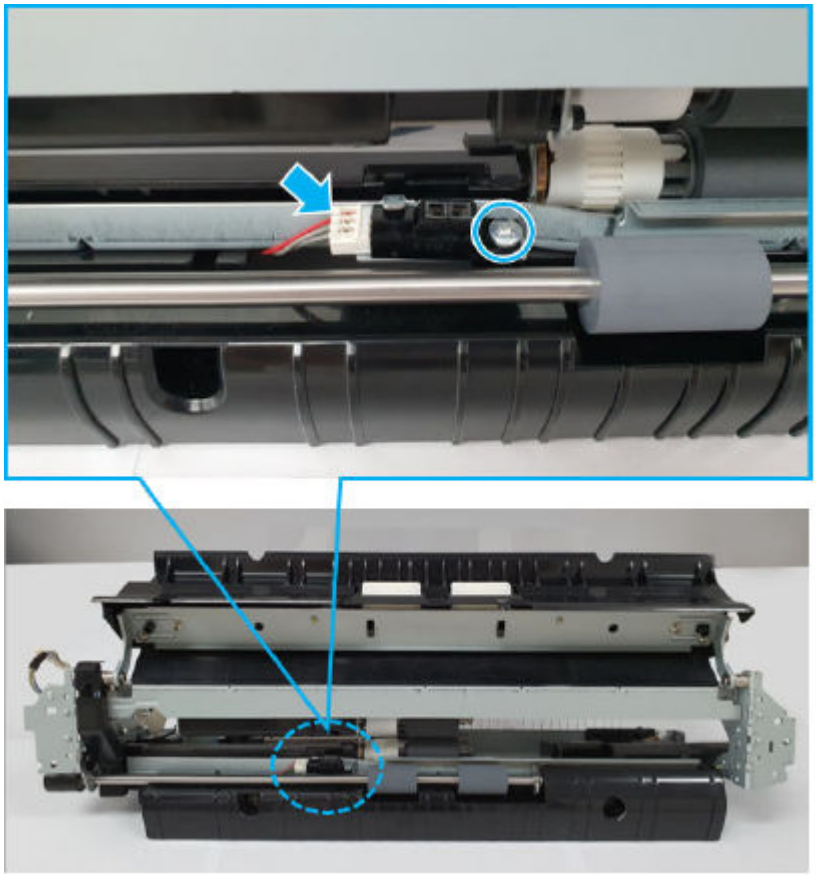
1. Remove one screw (callout 1), and then open the pickup guide (callout 2).

Figure 5-334 Open the pickup guide



2. Locate the sensor on the pickup assembly, and then do the following:
   - Disconnect one connector.
   - Remove one screw.
   - Release the Tray 3 prefeed sensor.

Figure 5-335 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 3 open and paper size sensor

Learn about removing and replacing the Tray 3 open and paper size sensor.

NOTE: This procedure removes the front door for better access to the sensor.

View a video of removing and replacing the Tray 3 open and paper size sensor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-47 Part information

Part number	Part description
JC93-01408A	Tray 3 open and paper size sensor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

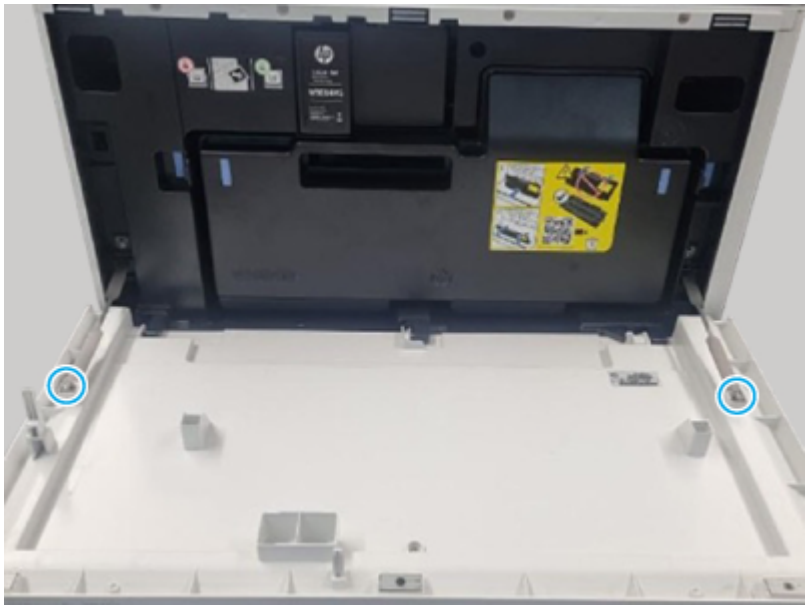
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the front cover

Use the following procedure to remove and replace the front cover.

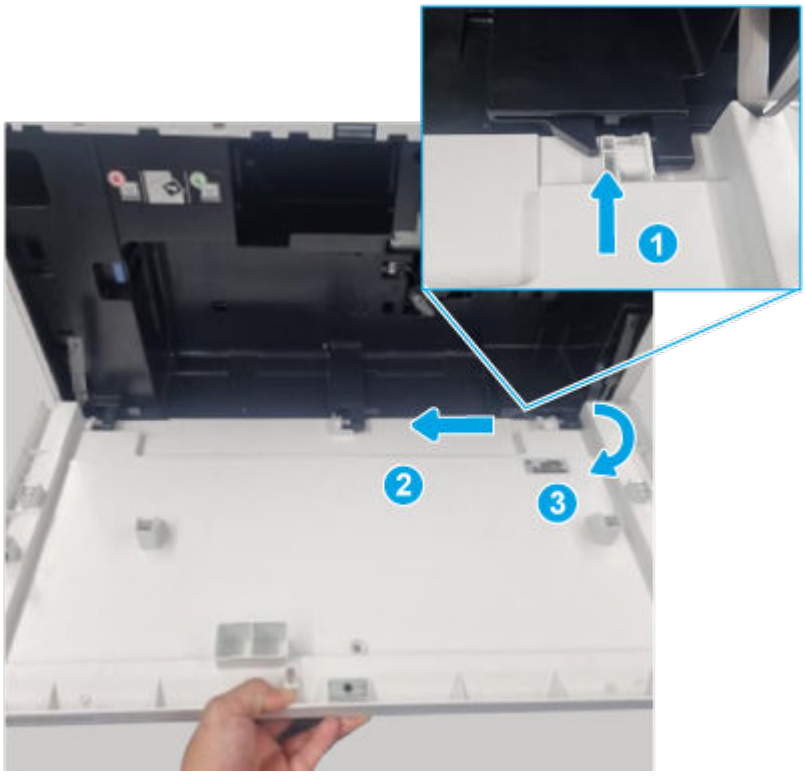
1. Remove two screws.

Figure 5-336 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-337 Remove the cover



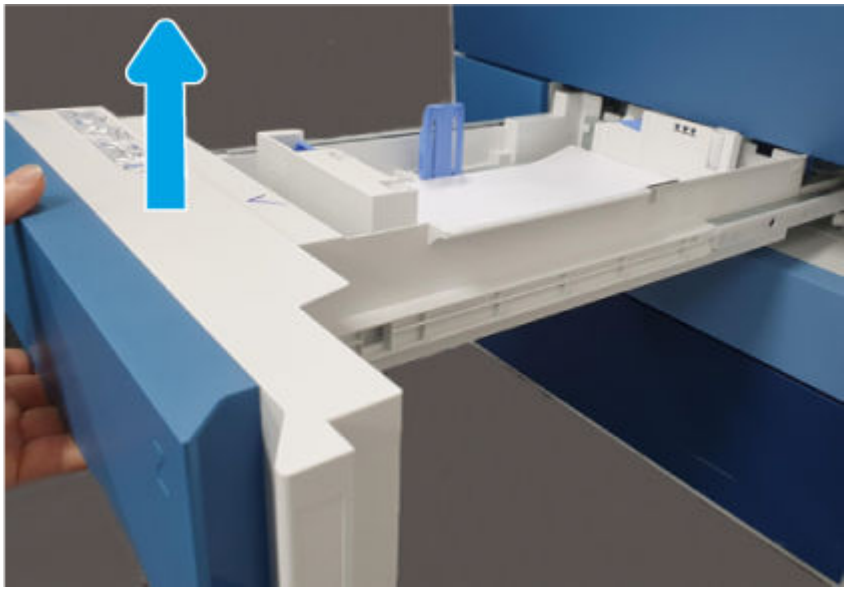
2. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-338 Remove the tray

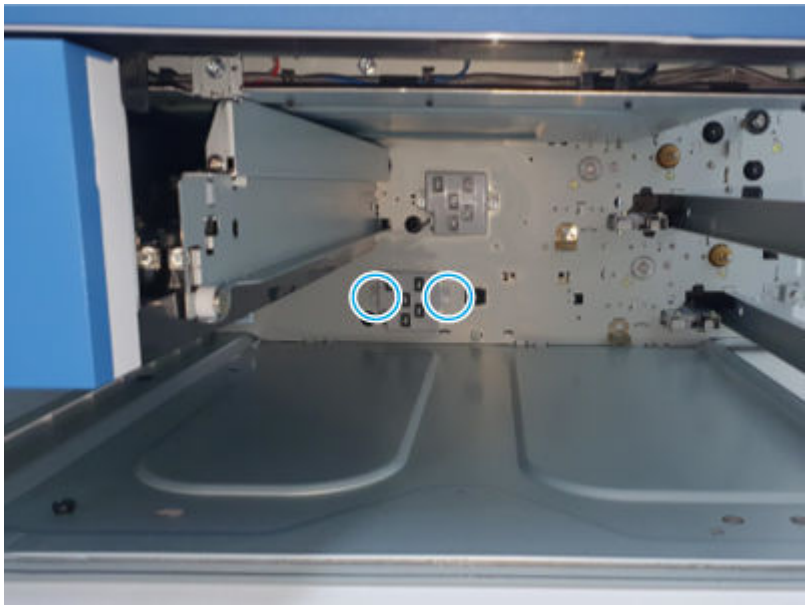


3. Remove the Tray 3 open and paper size sensor

Use the following procedure to remove and replace the Tray 3 open and paper size sensor.

1. Remove two screws.

Figure 5-339 Remove two screws



2. Disconnect one connector, and then remove the sensor assembly.

NOTE: The figure below shows the Tray 2 sensor being removed. Removing the Tray 3 sensor (lower) is identical to Tray 2.

TIP: The sensor assembly is located far back in the tray cavity. Hold the sensor as shown below to easily disconnect (and reconnect at installation) the connector.

Figure 5-340 Remove the sensor

4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray heater (accessory)

Learn about removing and replacing the tray heaters.

View a video of removing and replacing the tray heaters.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-48 Part information

Part number	Part description
Y1G22-67901	Tray heater 110V
Y1G22-67902	Tray heater 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

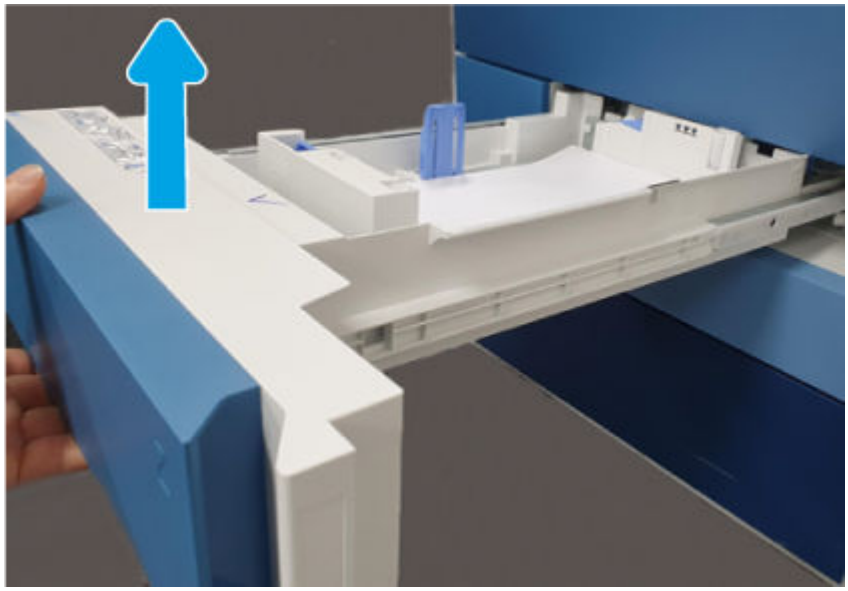
1. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-341 Remove the tray



2. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

1. Remove one screw.

Figure 5-342 Remove one screw

2. Do the following:

   - Slightly lift up on the front of the heater, and pull it toward the front of the printer.

   ⚠ **CAUTION:** Do not attempt to completely remove the heater. It is still attached to the printer by a wire-harness connector.

   - Disconnect one connector, and then remove the heater.

Figure 5-343 Remove the heater

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Feed drive assembly

Learn about removing and replacing the feed drive assembly.

View a video of removing and replacing the feed drive assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-49 **Part information**

Part number	Part description
JC93-01664A	Feed drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

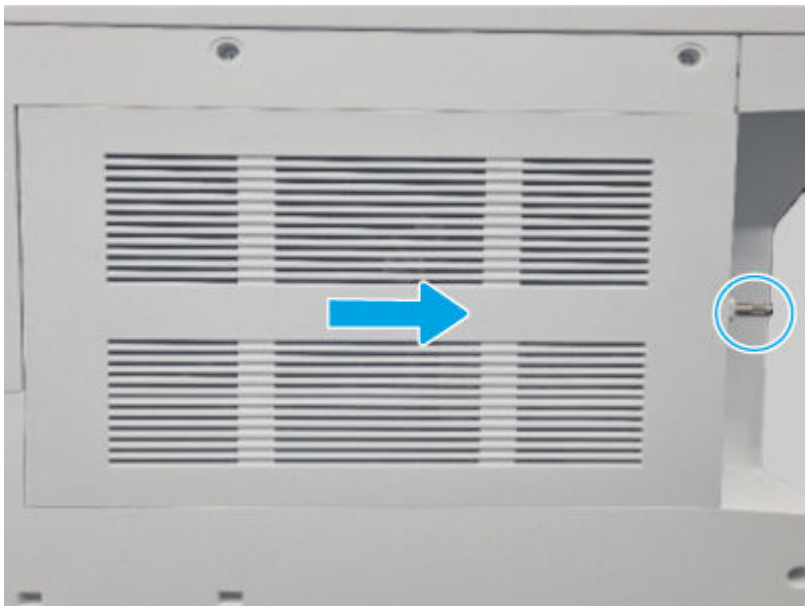
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-344 **Remove the cover**

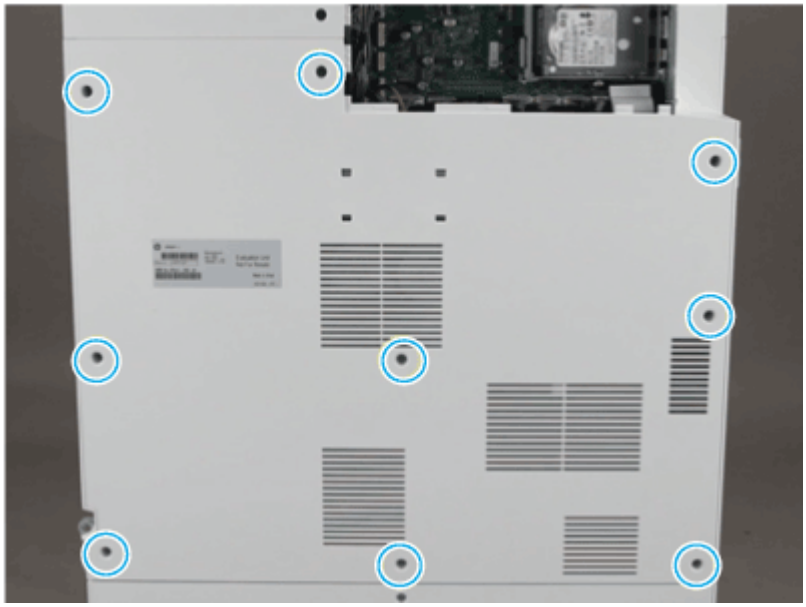


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-345 Remove the cover



3. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

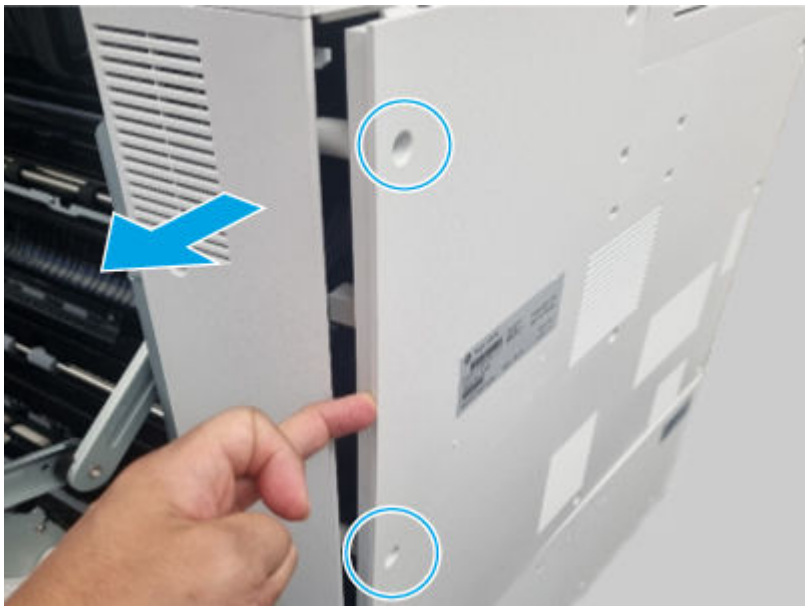
1. Remove four screws.

Figure 5-346 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-347 Remove the cover



4. Remove the right door assembly

Use the following procedure to remove and replace the right door.

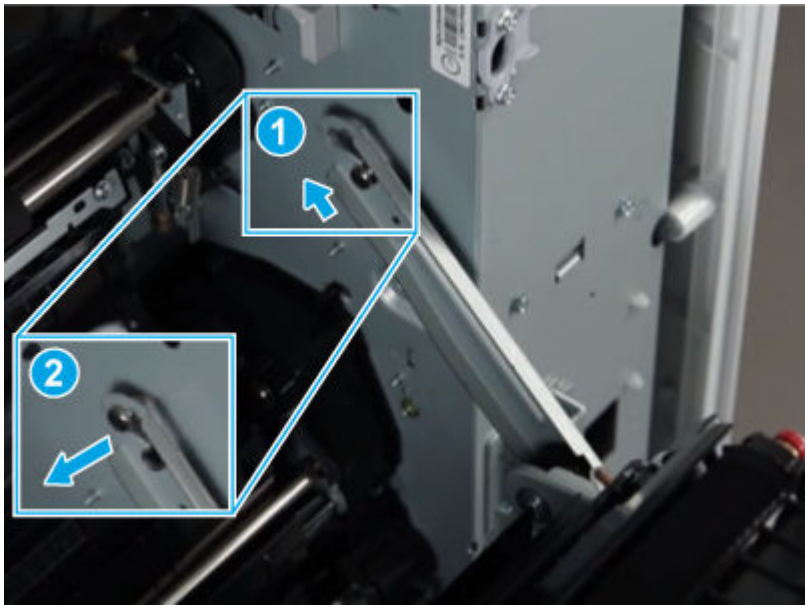
1. Open the right door, and then disconnect one connector.

Figure 5-348 Disconnect one connector

2. Release the hinge.

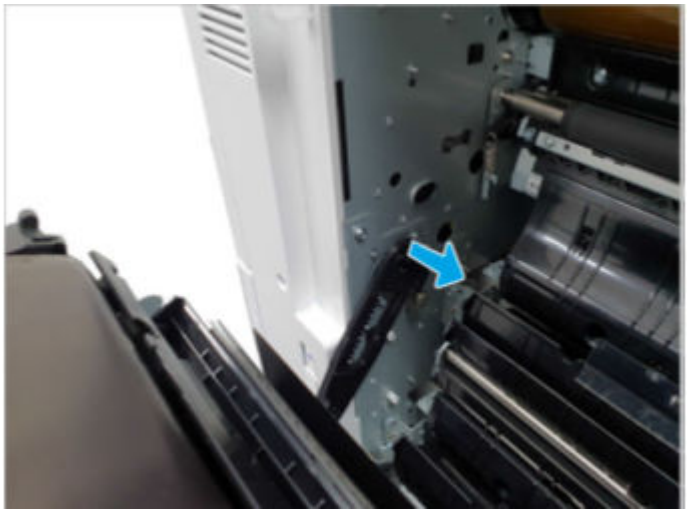
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-349 Release the hinge



3. Release the right door front link.

Figure 5-350 Release the link



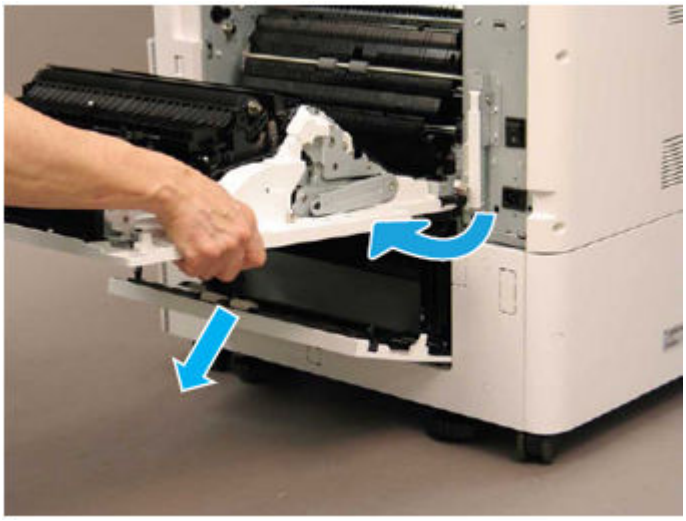
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-351 Remove the door

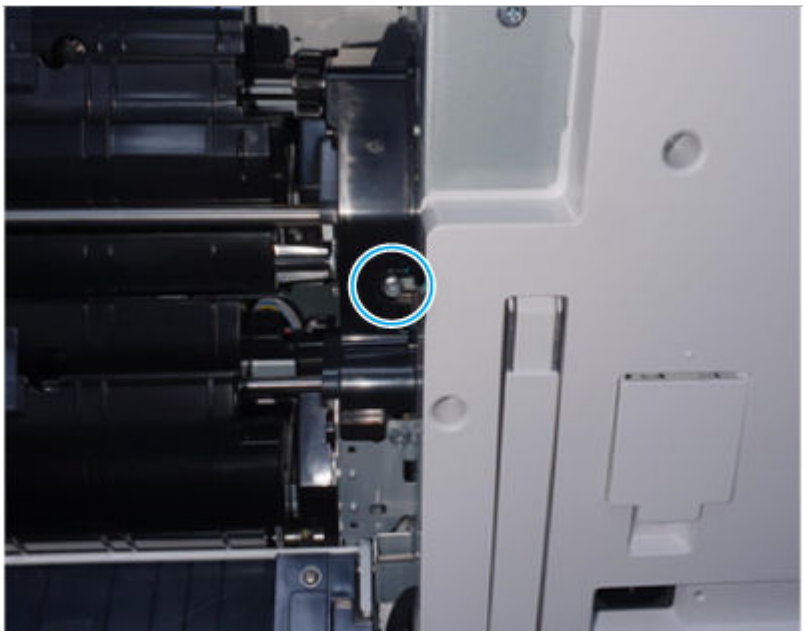


5. Remove the feed drive assembly

Use the following procedure to remove and replace the feed drive assembly.

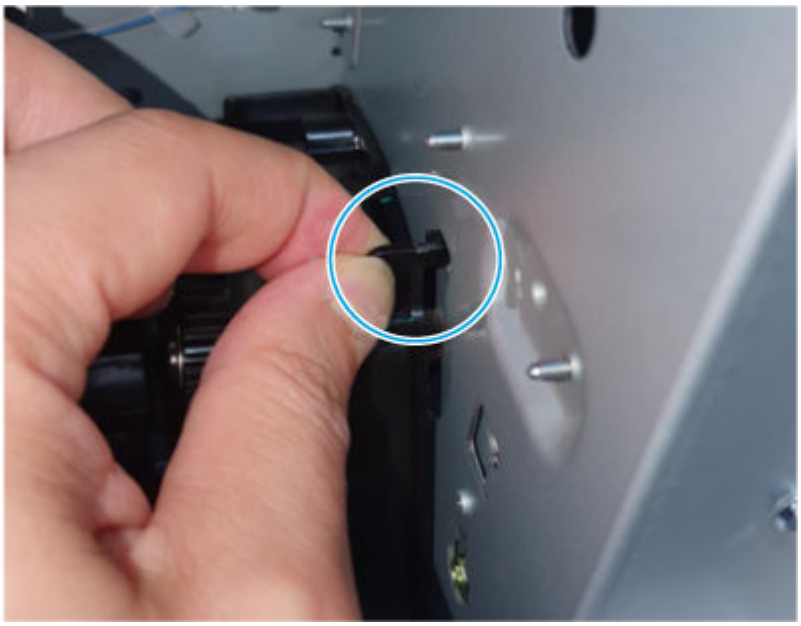
1. Remove one screw.

Figure 5-352 Remove one screw



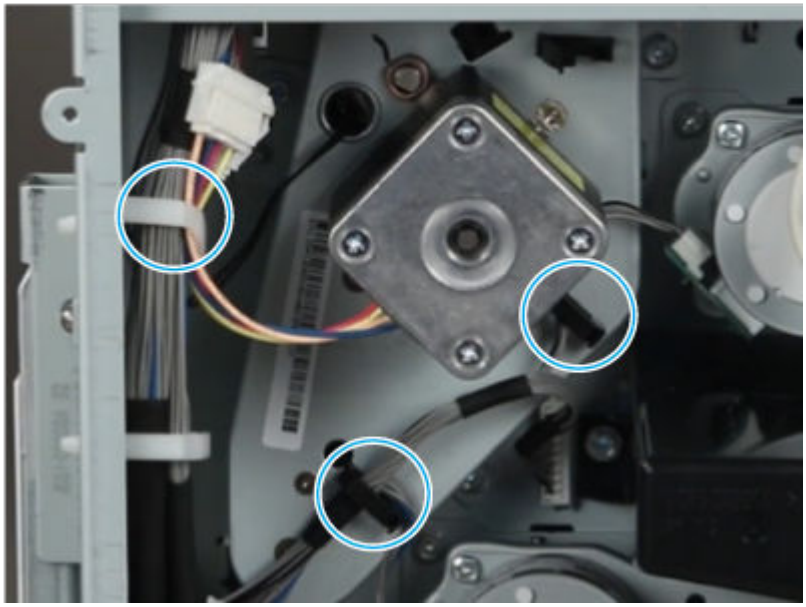
2. Release one hook, and then remove the gear cover.

Figure 5-353 Remove the gear cover



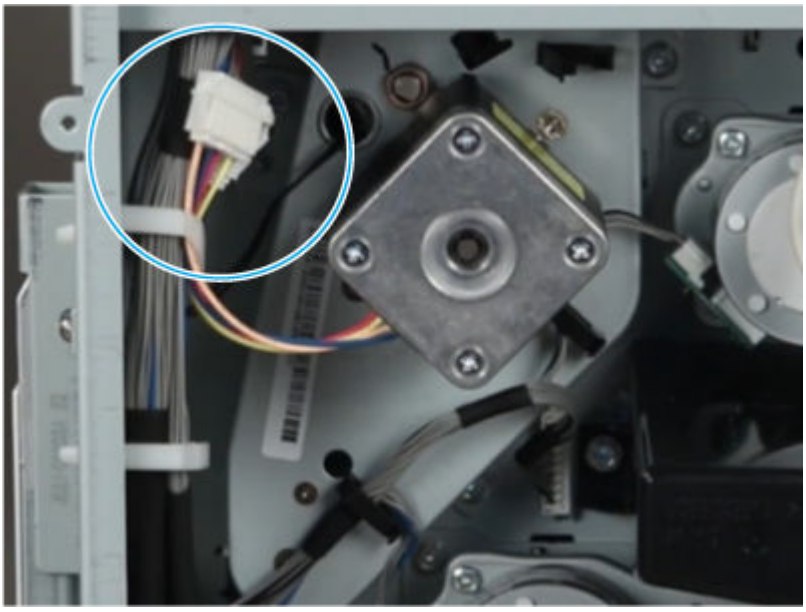
3. Release three retainers.

Figure 5-354 Release three retainers



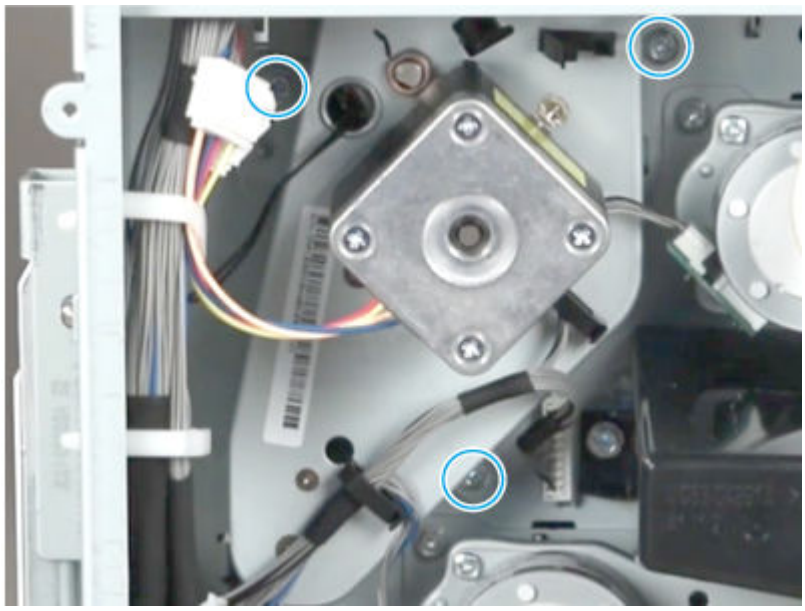
4. Disconnect two connectors.

Figure 5-355 Disconnect two connectors



5. Remove three screws, and then remove the feed drive assembly

Figure 5-356 Remove the feed drive assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Feed motor

Learn about removing and replacing the feed motor.

View a video of removing and replacing the feed motor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-50 Part information

Part number	Part description
JC31-00189A	Drive-motor step (Feed motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

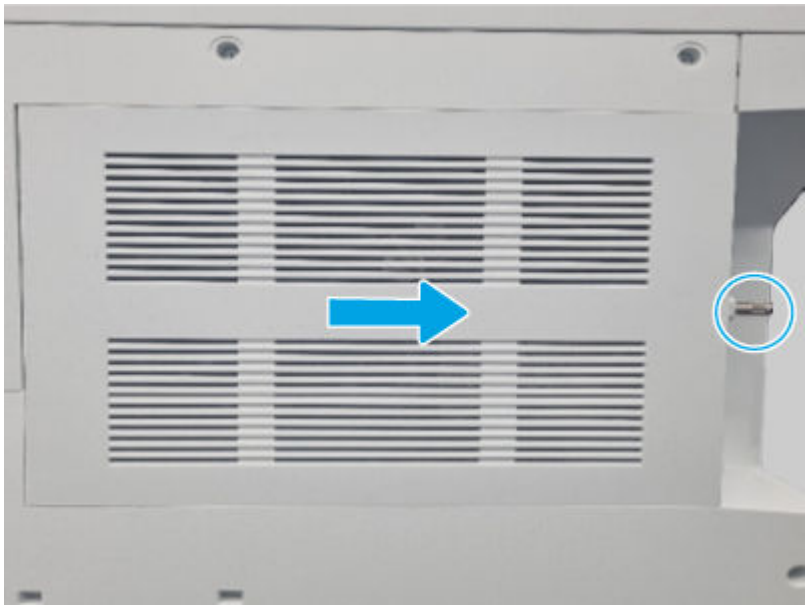
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-357 Remove the cover

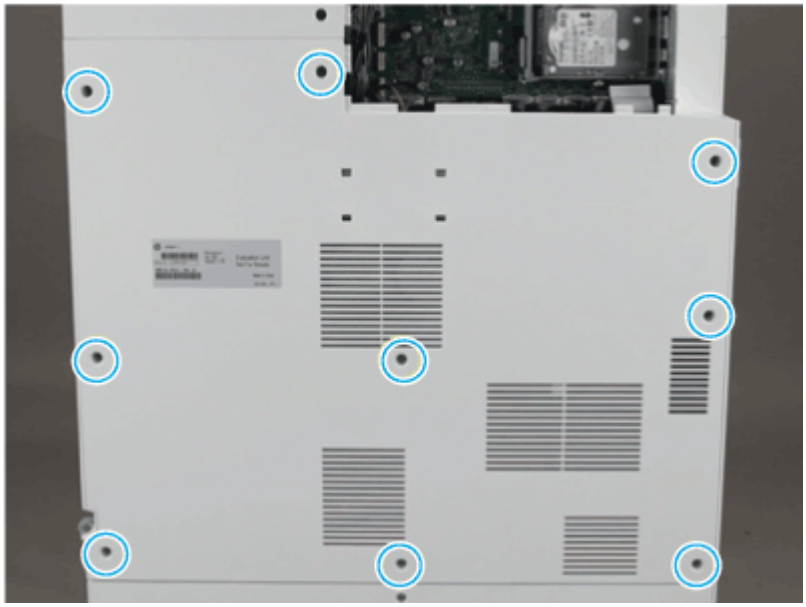


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-358 Remove the cover



3. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

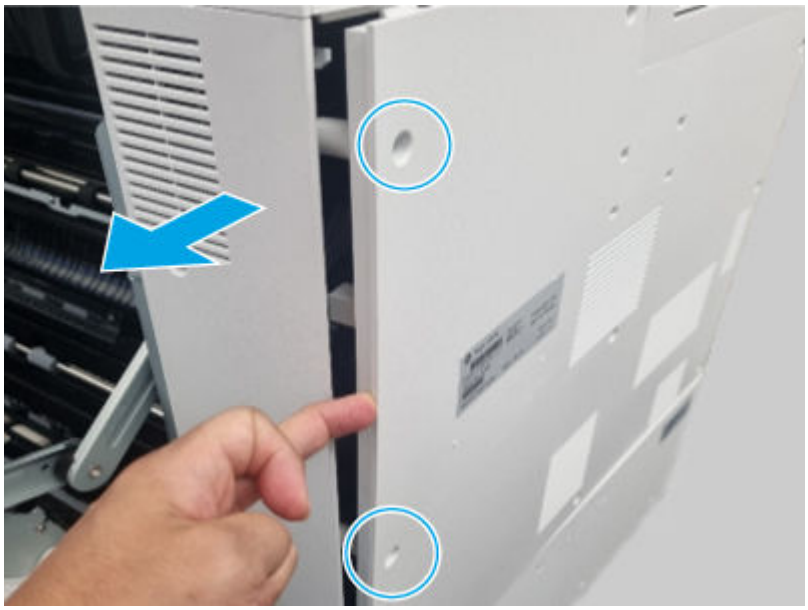
1. Remove four screws.

Figure 5-359 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-360 Remove the cover



4. Remove the right door assembly

Use the following procedure to remove and replace the right door.

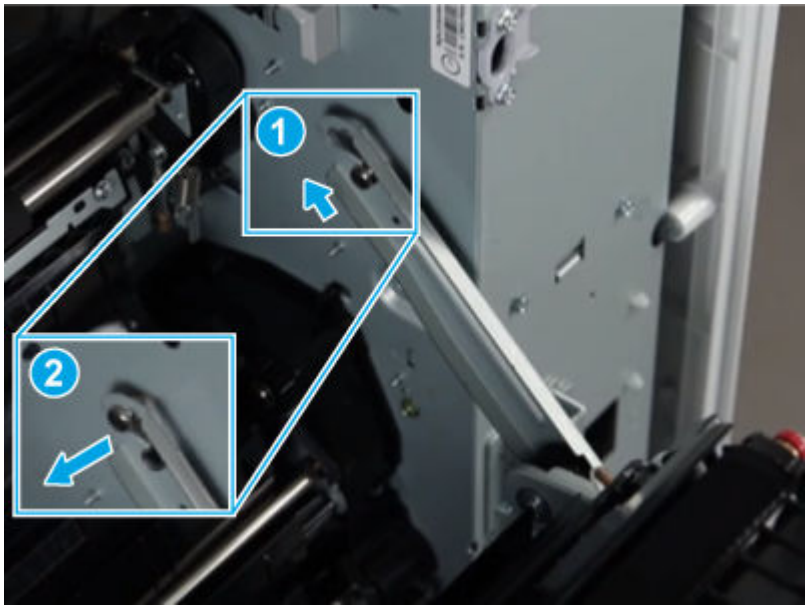
1. Open the right door, and then disconnect one connector.

Figure 5-361 Disconnect one connector

2. Release the hinge.

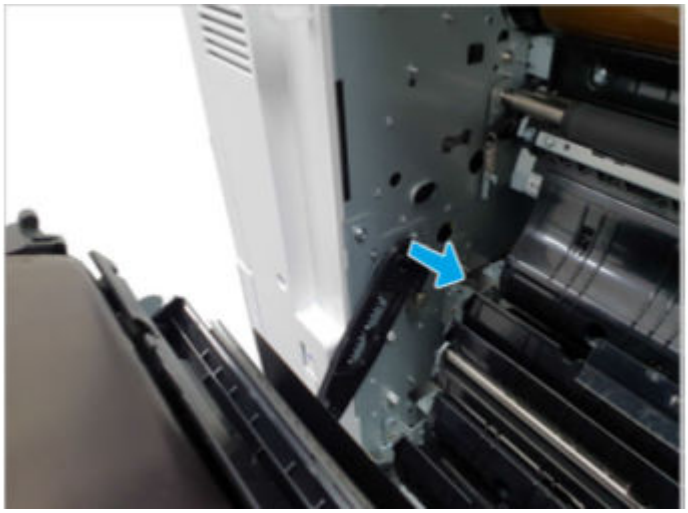
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-362 Release the hinge



3. Release the right door front link.

Figure 5-363 Release the link



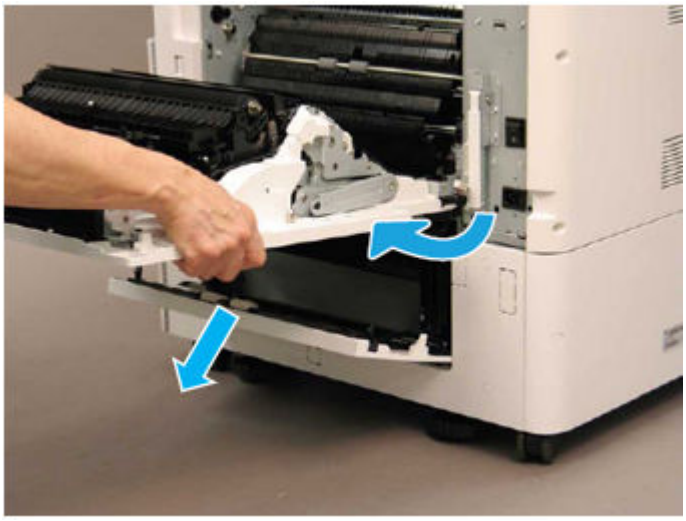
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-364 Remove the door



5. Remove the feed drive assembly

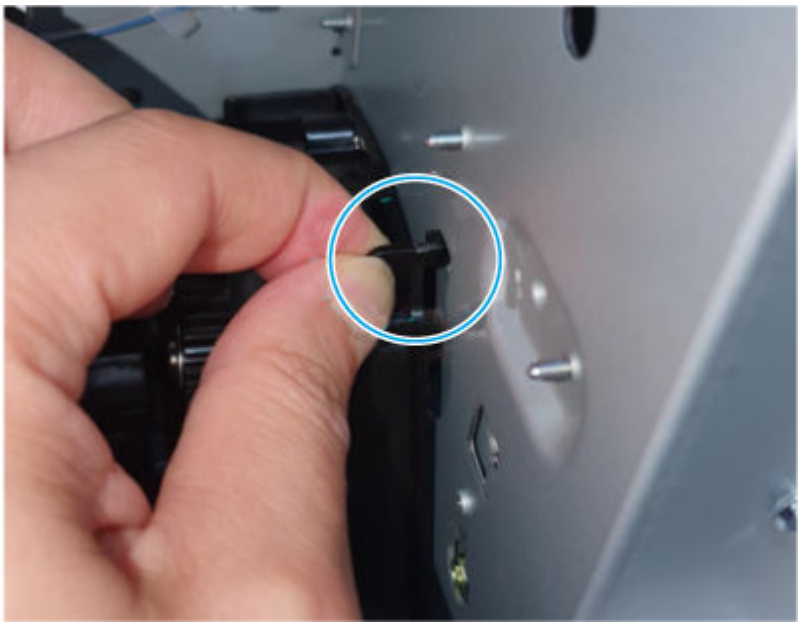
Use the following procedure to remove and replace the feed drive assembly.

1. Remove one screw.

Figure 5-365 Remove one screw

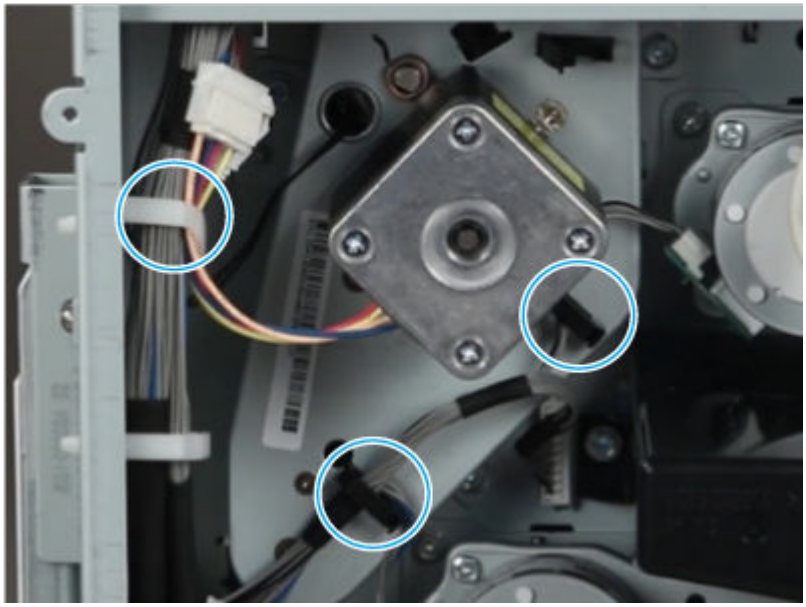
2. Release one hook, and then remove the gear cover.

Figure 5-366 Remove the gear cover



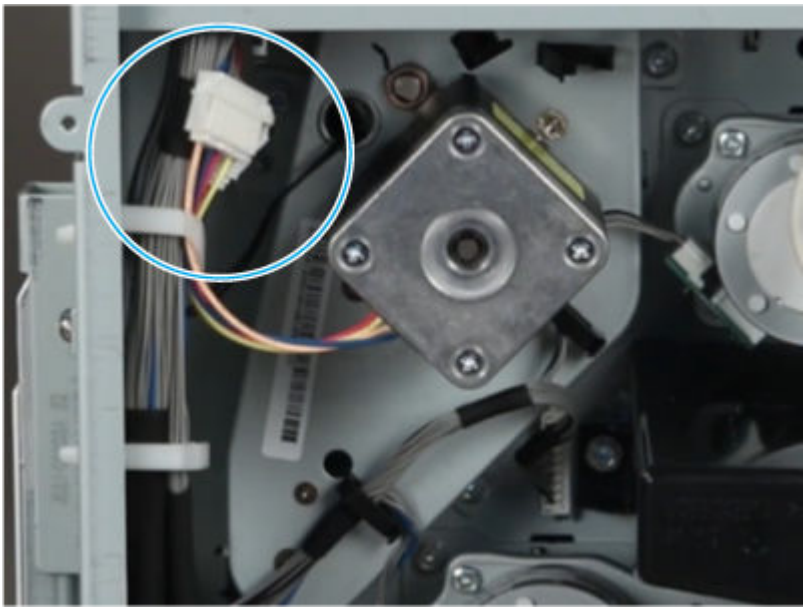
3. Release three retainers.

Figure 5-367 Release three retainers



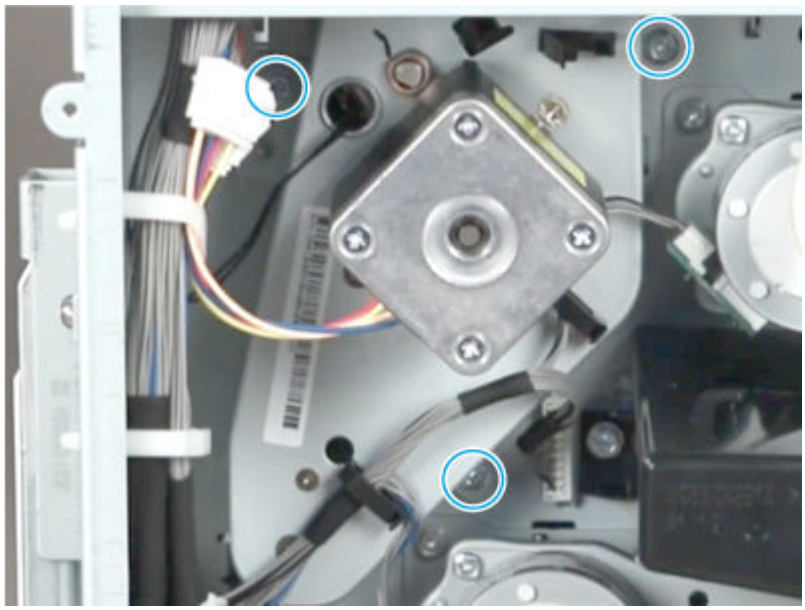
4. Disconnect two connectors.

Figure 5-368 Disconnect two connectors



5. Remove three screws, and then remove the feed drive assembly

Figure 5-369 Remove the feed drive assembly



6. Remove the Tray 1 clutch

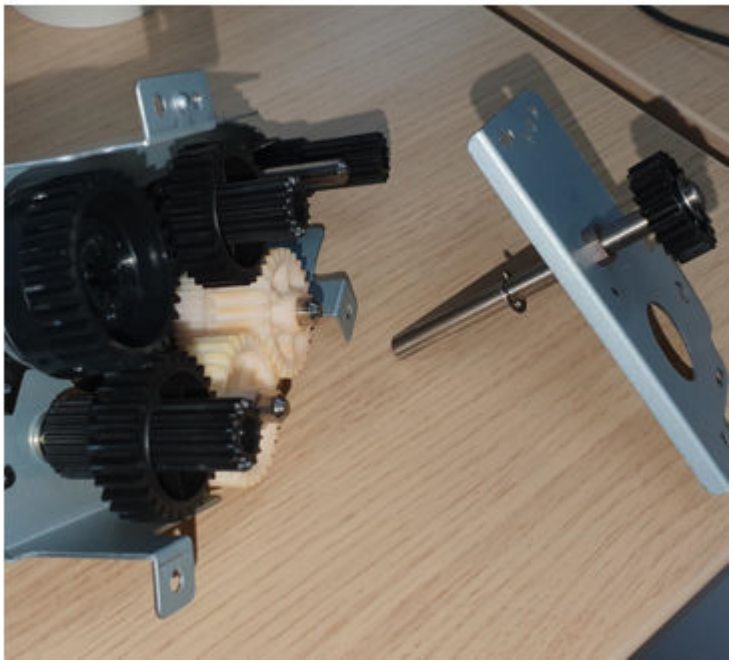
Use the following procedure to remove and replace the Tray 1 clutch.

1. Remove one screw.

Figure 5-370 Remove one screw

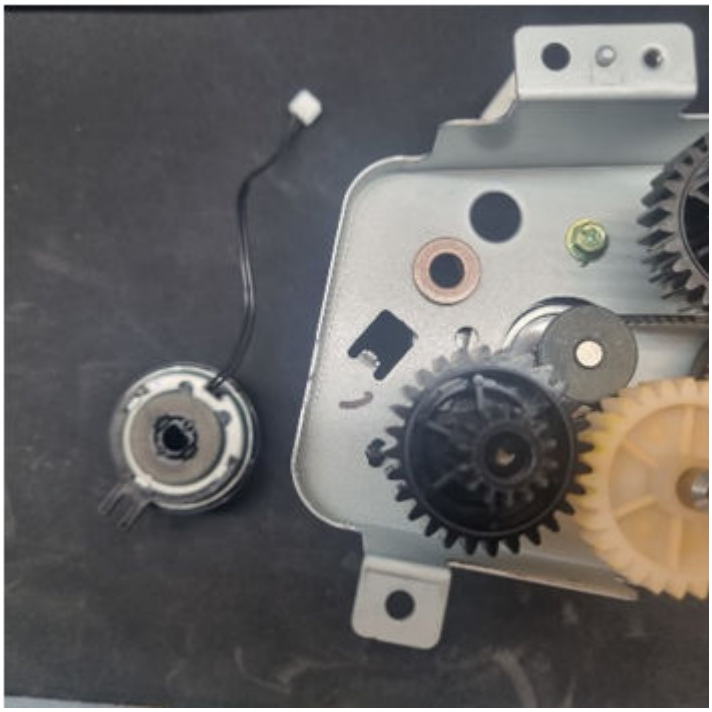
2. Remove the sheet-metal cover.

Figure 5-371 Remove the cover



3. Remove the clutch.

Figure 5-372 Remove the clutch



7. Remove the feed motor

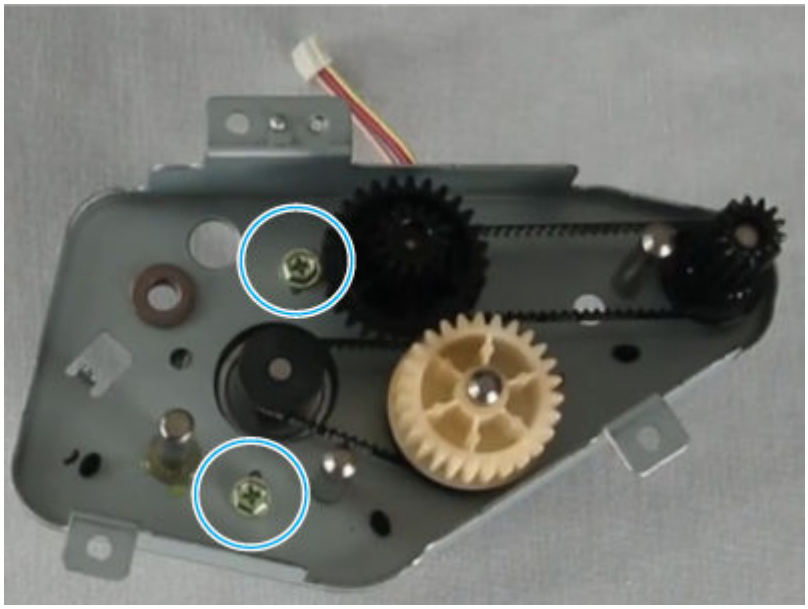
Use the following procedure to remove and replace the feed motor.

1. Remove two gears.

Figure 5-373 Remove two gears

2. Remove two screws, and then remove the motor.

Figure 5-374 Remove the motor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Feed 2 sensor

Learn about removing and replacing the feed 2 sensor.

View a video of removing and replacing the feed 2 sensor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-51 Part information

Part number	Part description
0604-001490	Photo interrupter (Feed 2 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-375 Remove four screws

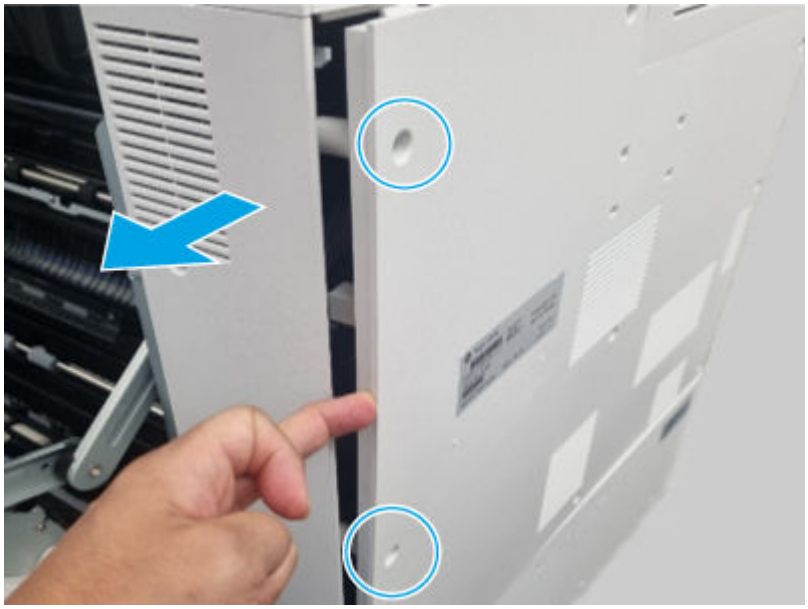
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-376 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

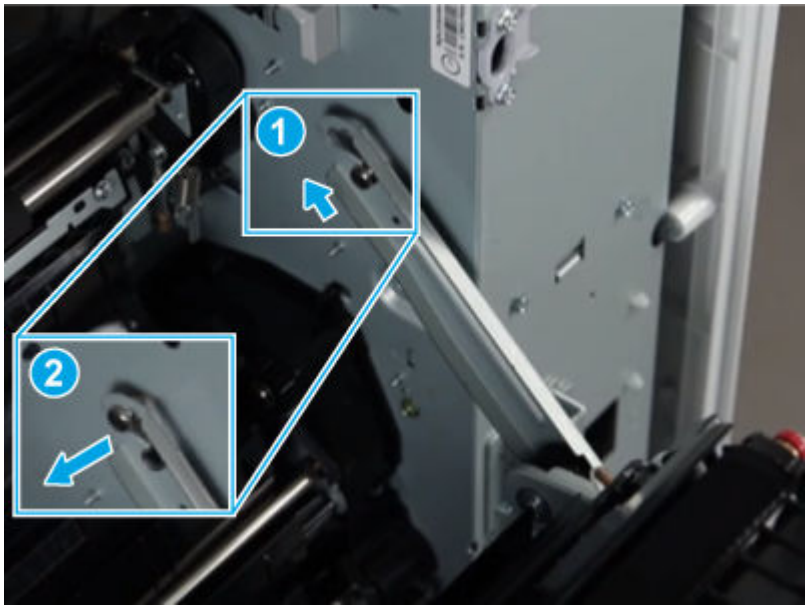
1. Open the right door, and then disconnect one connector.

Figure 5-377 Disconnect one connector

2. Release the hinge.

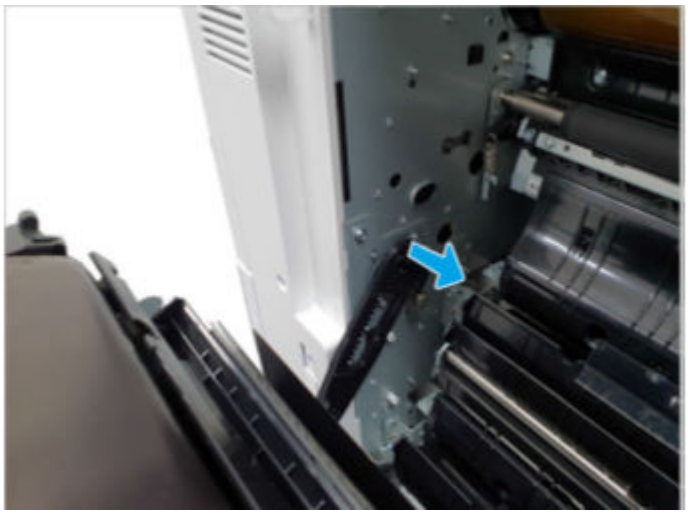
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-378 Release the hinge



3. Release the right door front link.

Figure 5-379 Release the link



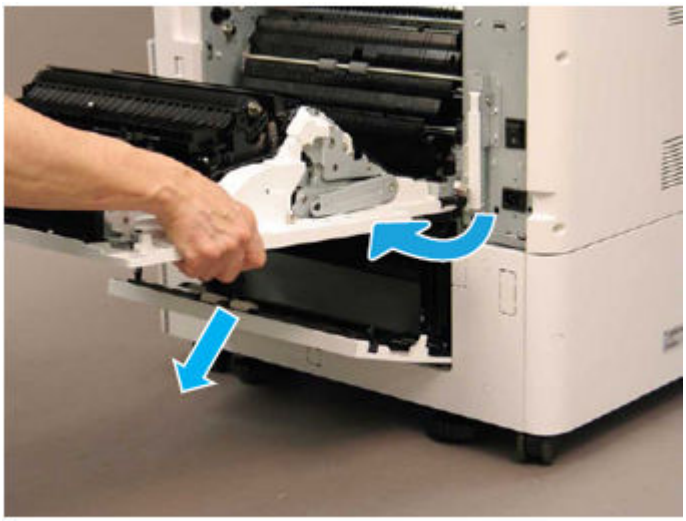
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-380 Remove the door

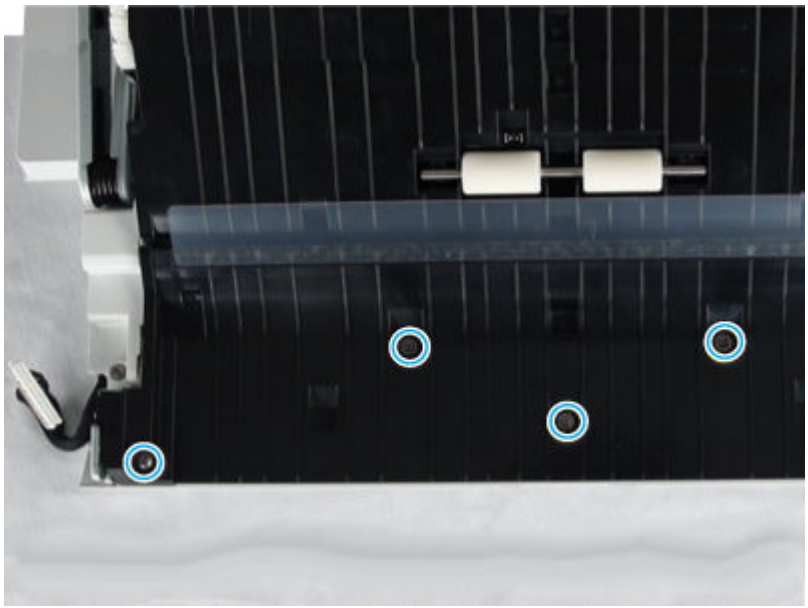


3. Remove the right door take-away assembly

Use the following procedure to remove and replace the right door take-away assembly.

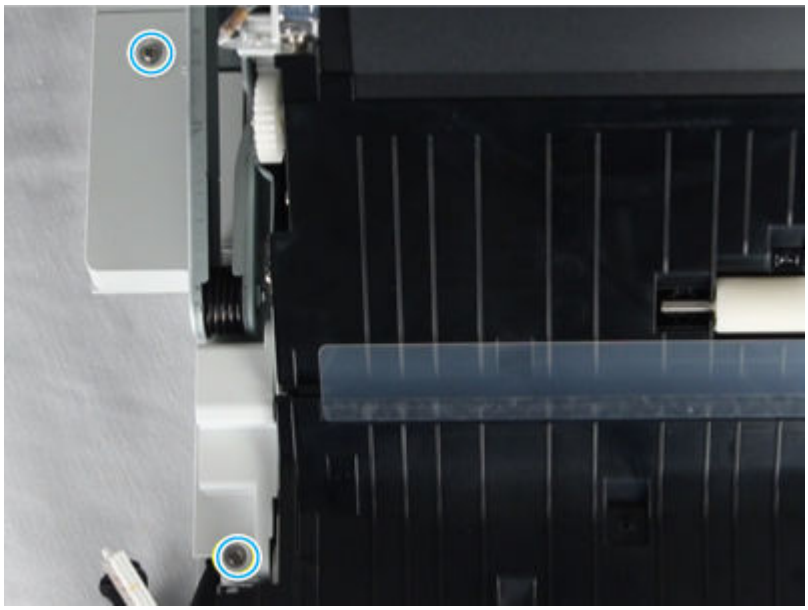
1. Remove four screws (callout 1).

Figure 5-381 Remove four screws



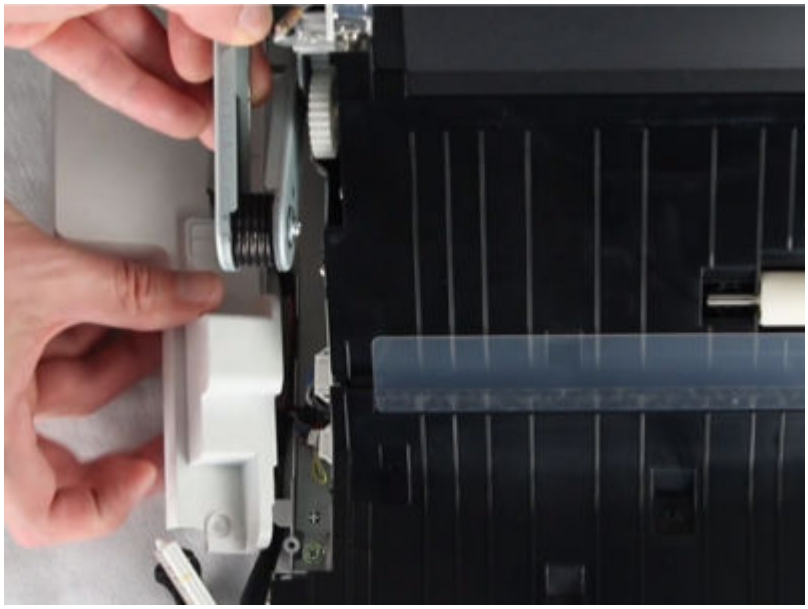
2. Remove two screws.

Figure 5-382 Remove two screws



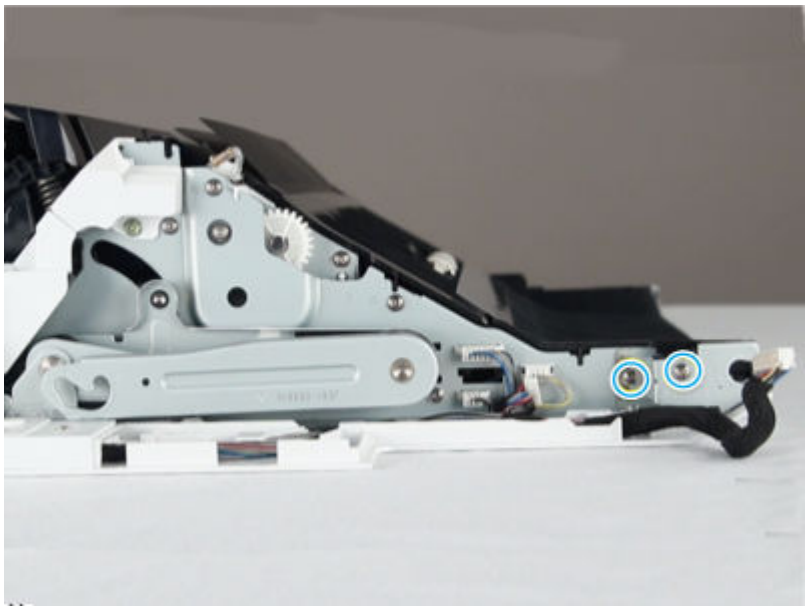
3. Remove the lower cable cover.

Figure 5-383 Remove the cover



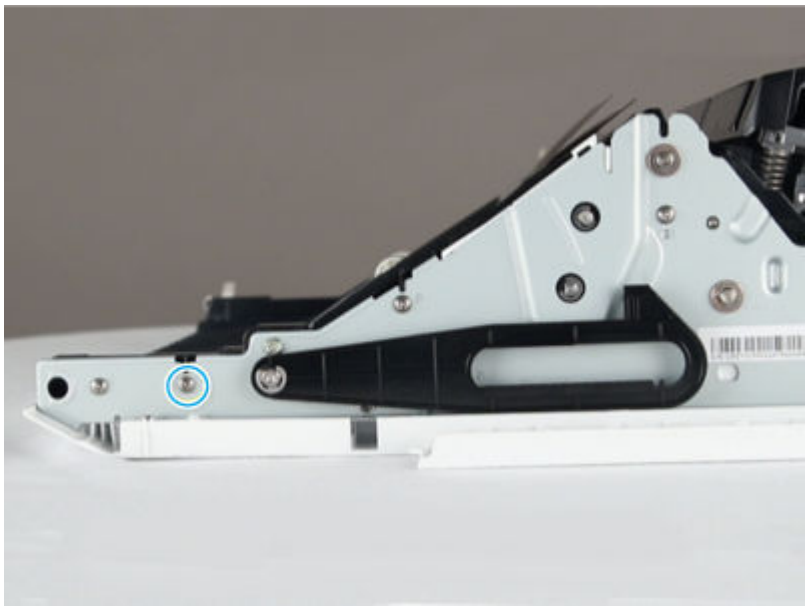
4. Remove two screws.

Figure 5-384 Remove two screws



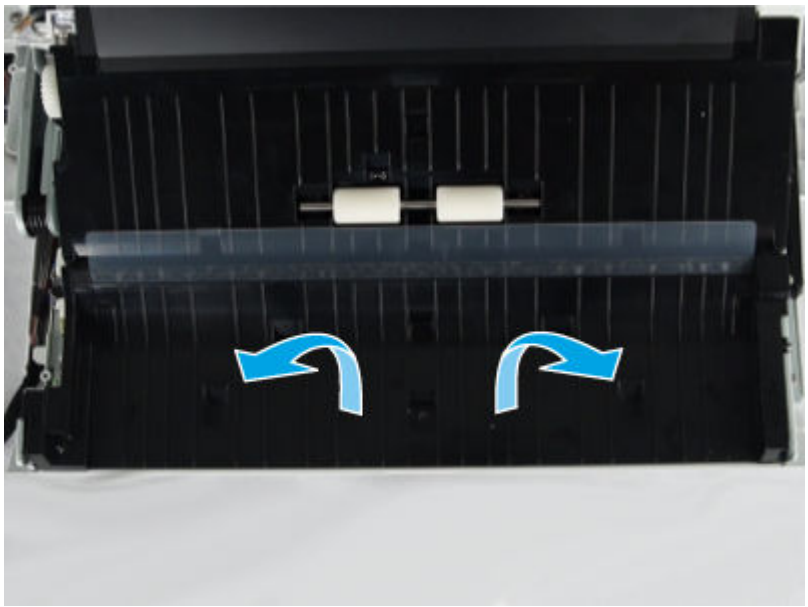
5. Remove one screw (on the other side of the door).

Figure 5-385 Remove one screw



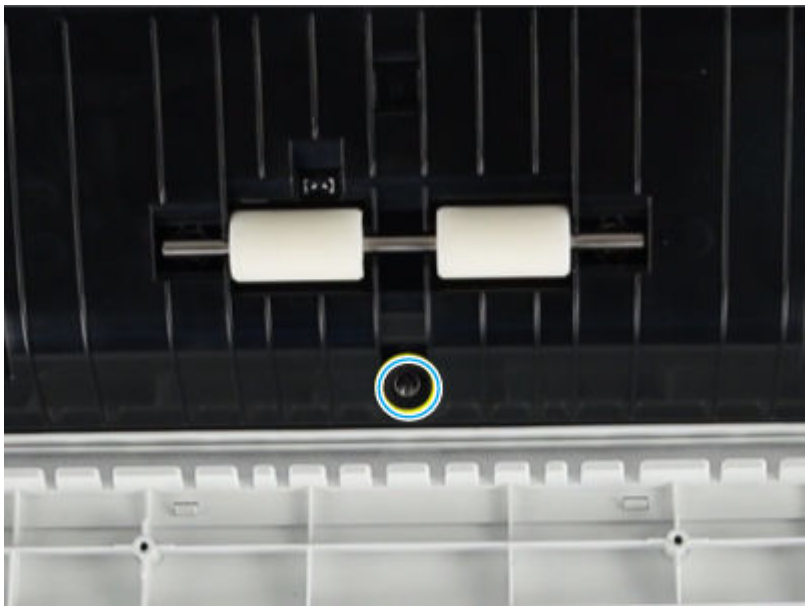
6. Remove the feed guide take-away lower.

Figure 5-386 Remove the take-away lower



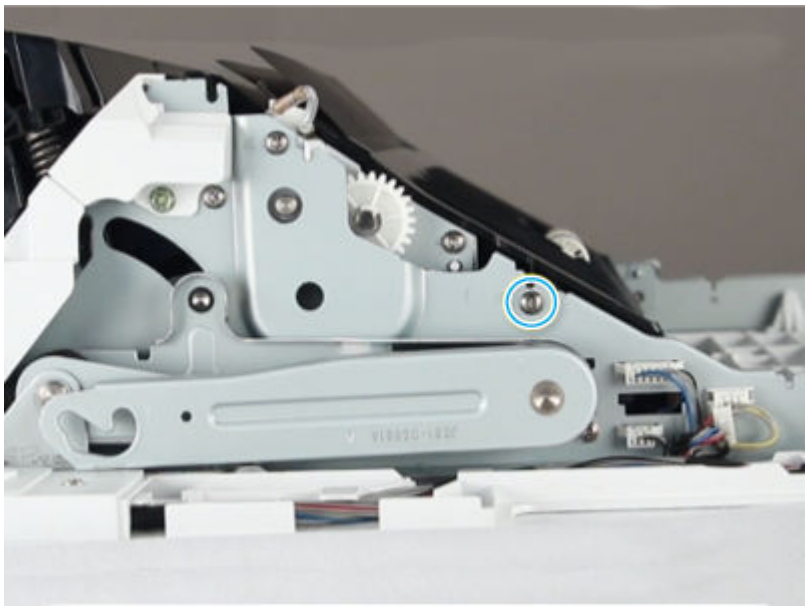
7. Remove one screw.

Figure 5-387 Remove one screw



8. Remove one screw.

Figure 5-388 Remove one screw



9. Remove one screw.

Figure 5-389 Remove one screw

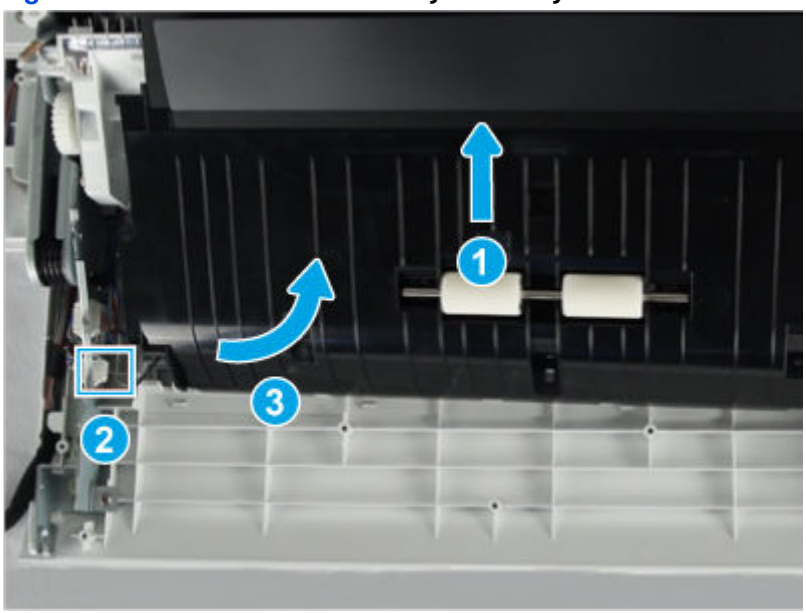
10. Do the following:

    a. Lift up the feed guide take-away upper to slightly separate it from the door (callout 1).

    b. Disconnect one connector (callout 2).

    c. Remove the take-away assembly from the door (callout 3).

Figure 5-390 Remove the take-away assembly

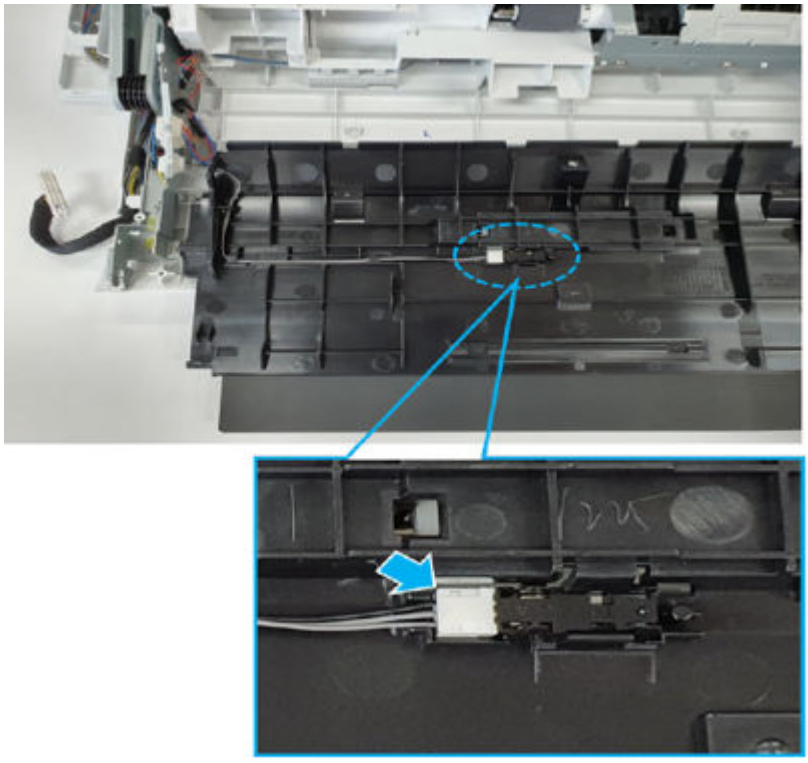


4. Remove the feed 2 sensor

Use the following procedure to remove and replace the feed 2 sensor.

- Disconnect one connector, and then remove the senor form the feed guide take away upper.

Figure 5-391 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Registration unit and loop sensing unit

Learn about registration unit and loop sensing unit parts removal and replacement.

Removal and replacement: Registration unit

Learn about removing and replacing the registration unit.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-52 Part information

Part number	Part description
5QK13-60101	Registration unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

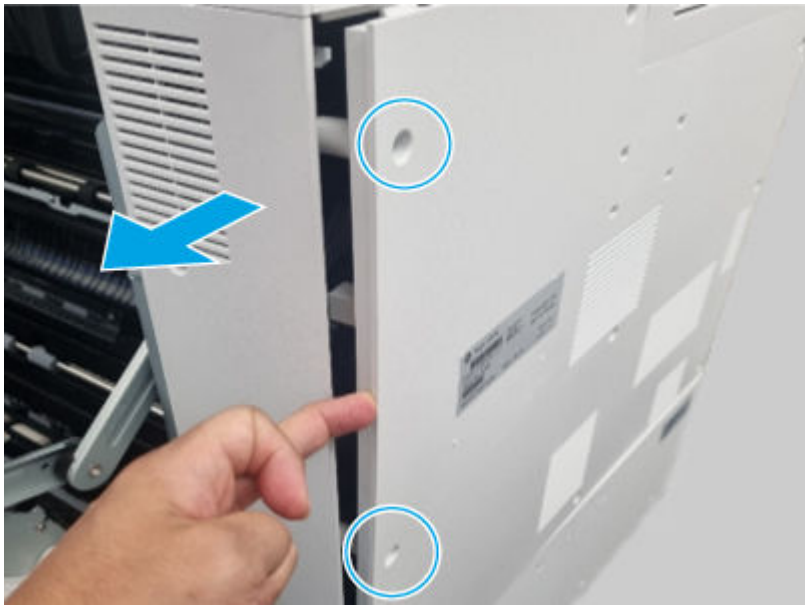
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-392 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-393 Remove the cover

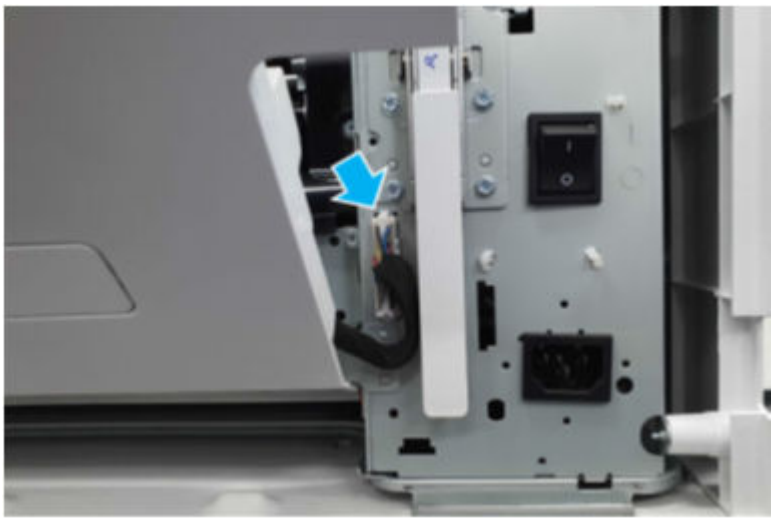


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

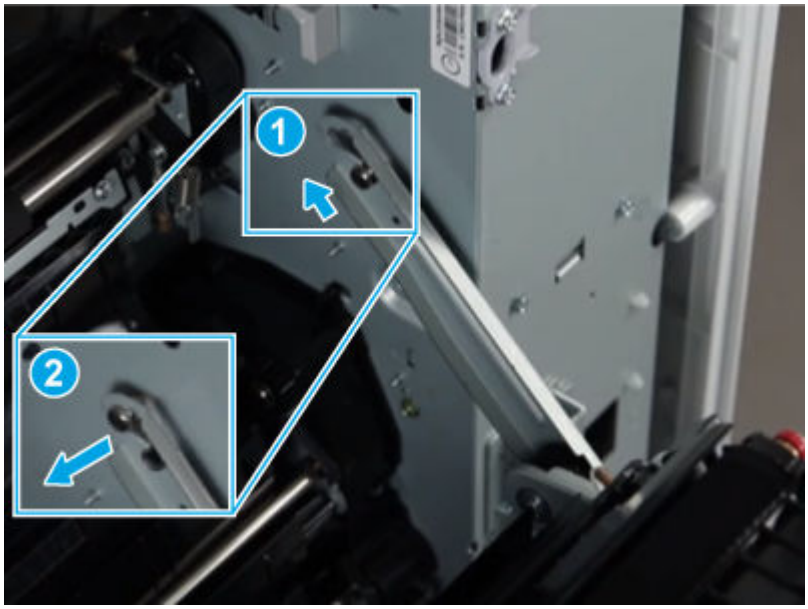
Figure 5-394 Disconnect one connector



2. Release the hinge.

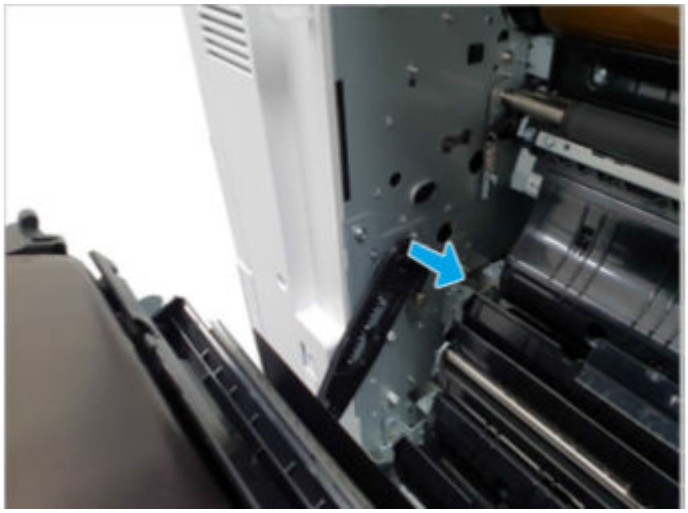
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-395 Release the hinge



3. Release the right door front link.

Figure 5-396 Release the link



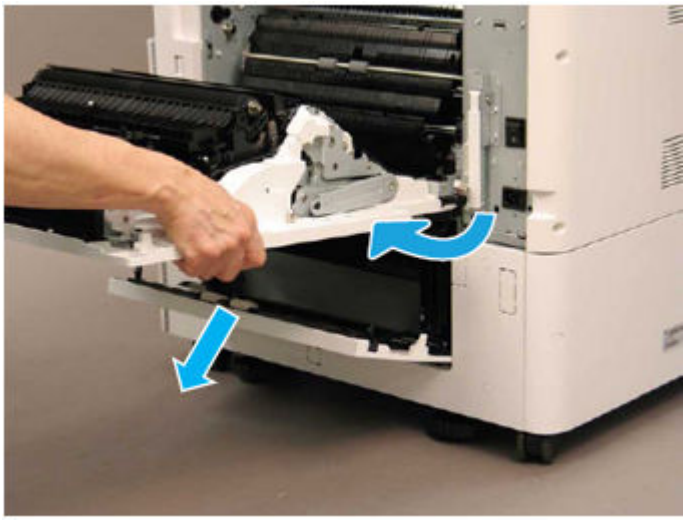
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-397 Remove the door

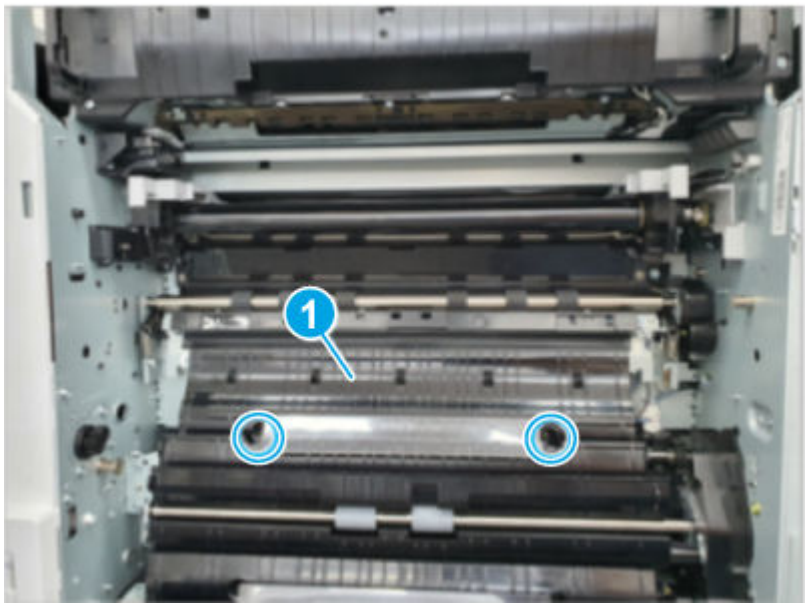


3. Remove the registration unit

Use the following procedure to remove and replace the registration unit.

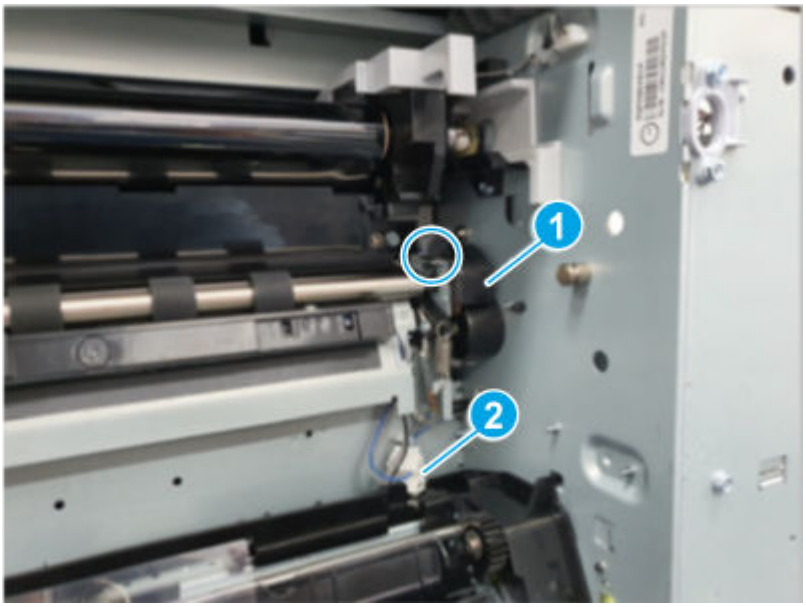
1. Remove two screws, and then remove the paper path guide (callout 1).

Figure 5-398 Remove the guide



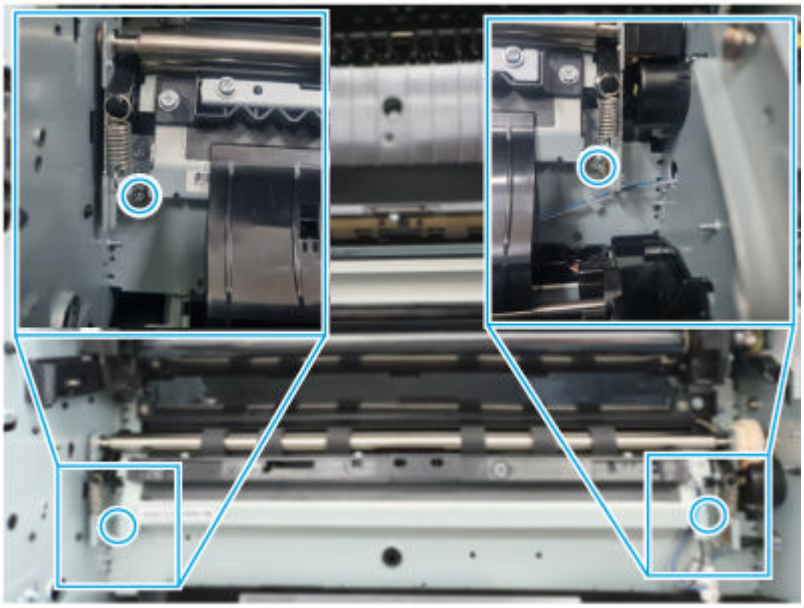
2. Release one tab and remove the gear cover (callout 1), and then disconnect one connector (callout 2).

Figure 5-399 Disconnect one connector



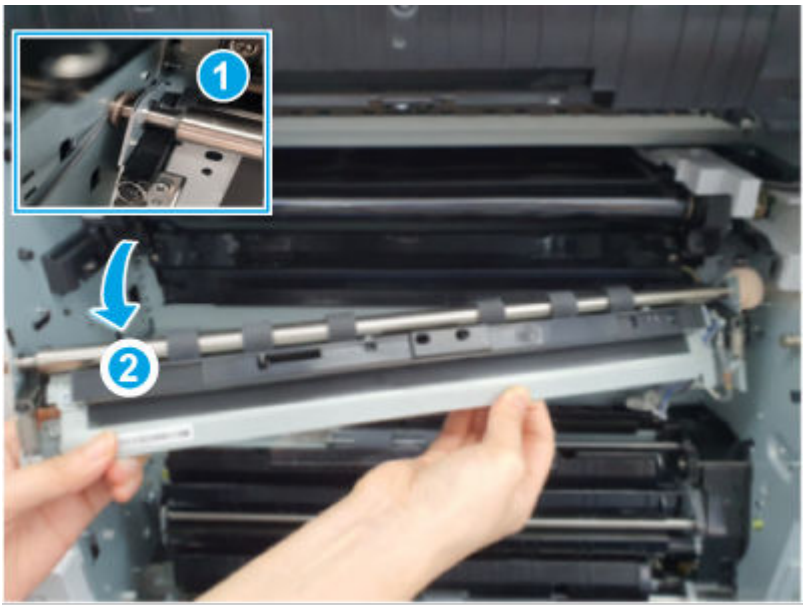
3. Remove two screws.

Figure 5-400 Remove two screws



4. Release the left side of the registration unit, and then rotate it away form the printer to remove it.

Figure 5-401 Remove the unit



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Registration sensor

Learn about removing and replacing the registration sensor.

View a video of removing and replacing the registration sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-53 Part information

Part number	Part description
0604-001381	Photo interrupter (registration sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-402 Remove four screws

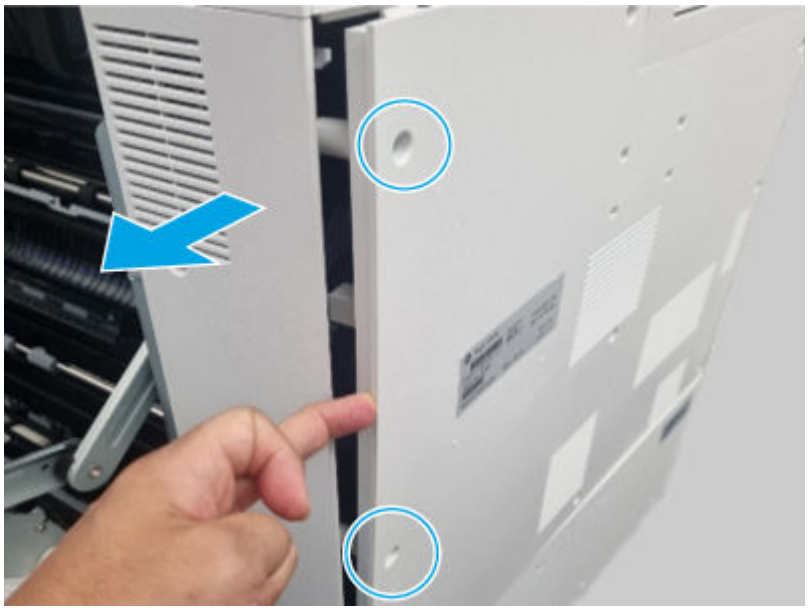
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-403 Remove the cover



Remove the right door assembly

Use the following procedure to remove and replace the right door.

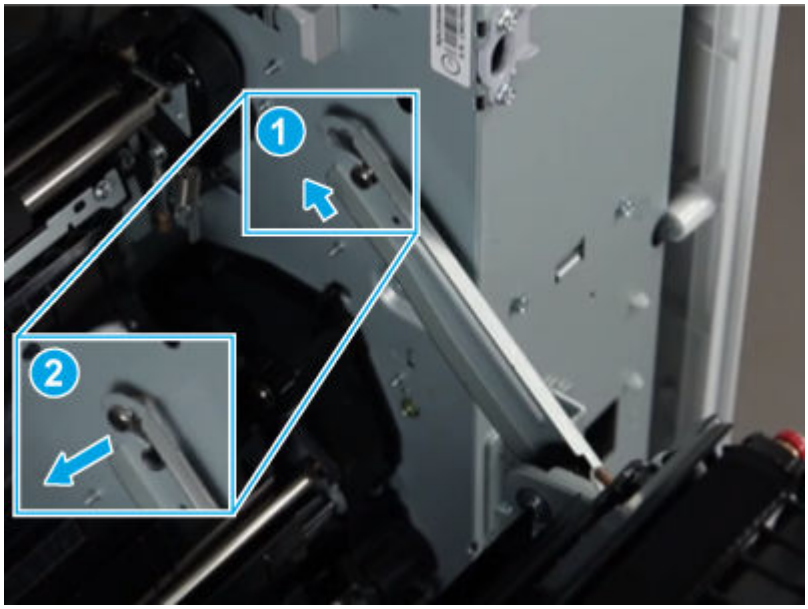
1. Open the right door, and then disconnect one connector.

Figure 5-404 Disconnect one connector

2. Release the hinge.

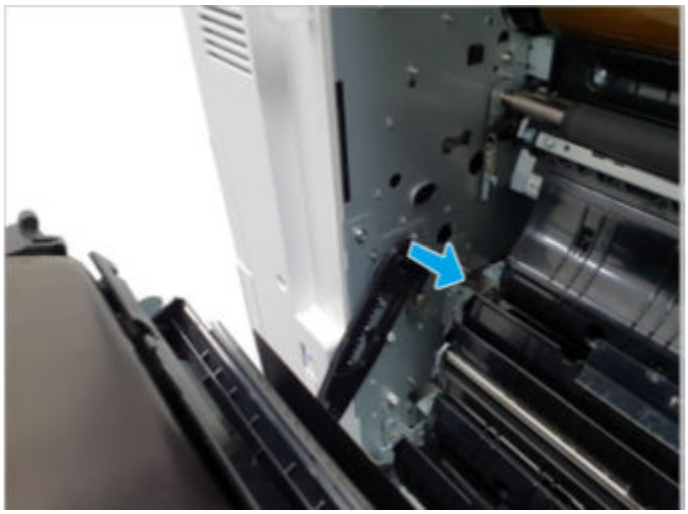
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-405 Release the hinge



3. Release the right door front link.

Figure 5-406 Release the link



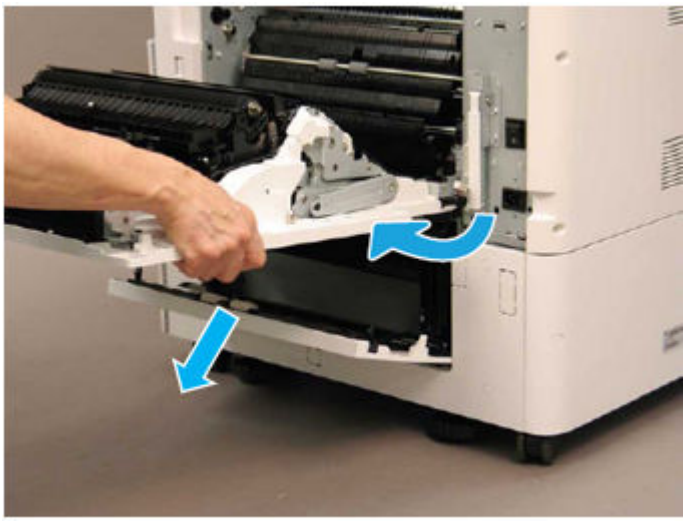
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-407 Remove the door

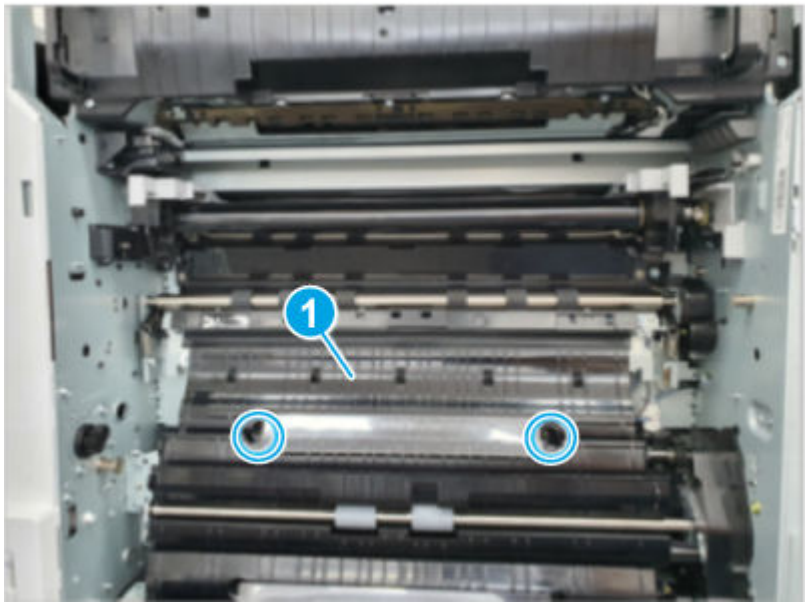


Remove the registration unit

Use the following procedure to remove and replace the registration unit.

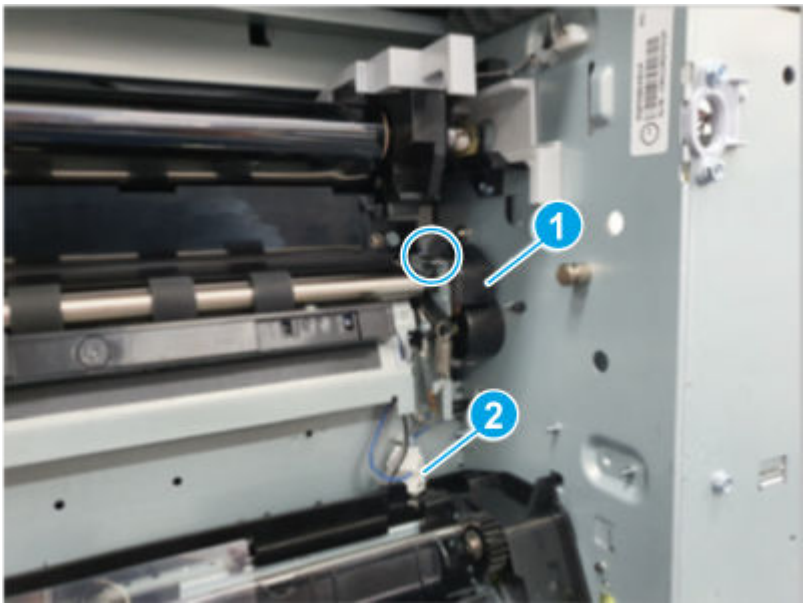
1. Remove two screws, and then remove the paper path guide (callout 1).

Figure 5-408 Remove the guide



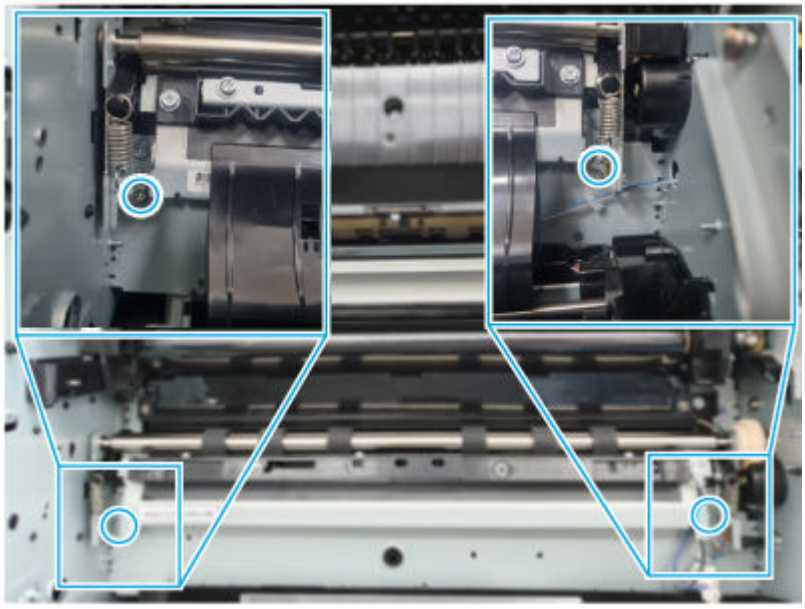
2. Release one tab and remove the gear cover (callout 1), and then disconnect one connector (callout 2).

Figure 5-409 Disconnect one connector



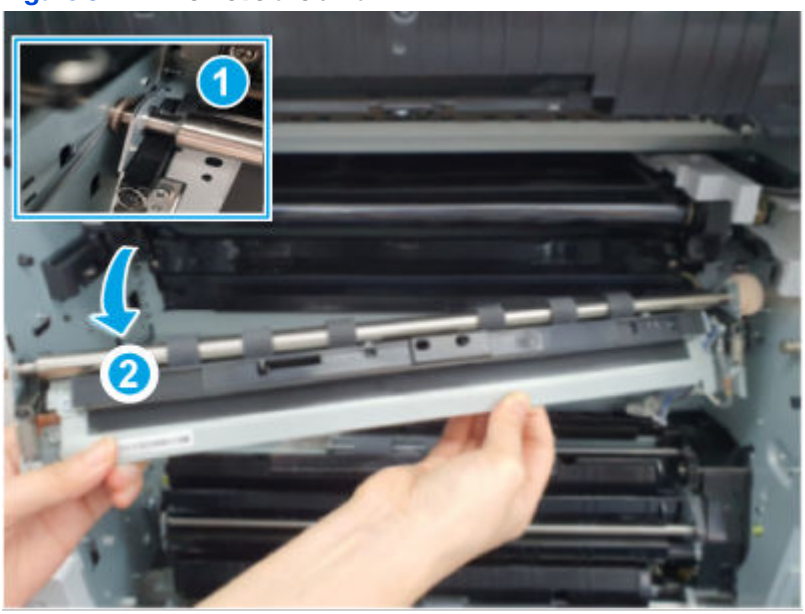
3. Remove two screws.

Figure 5-410 Remove two screws



4. Release the left side of the registration unit, and then rotate it away form the printer to remove it.

Figure 5-411 Remove the unit

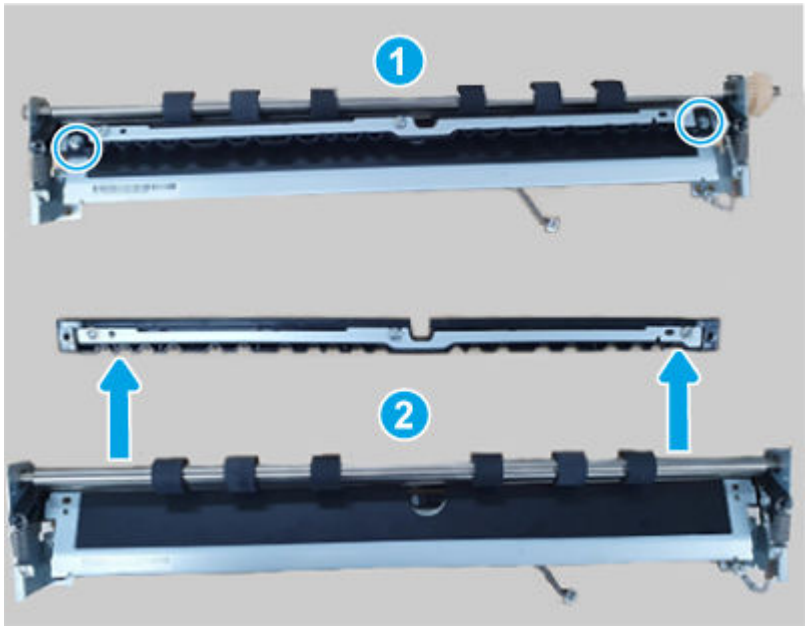


Remove the registration sensor

Use the following procedure to remove and replace the registration sensor.

1. Remove two screws (callout 1), and then remove the sensor cover (callout 2).

Figure 5-412 Remove the cover

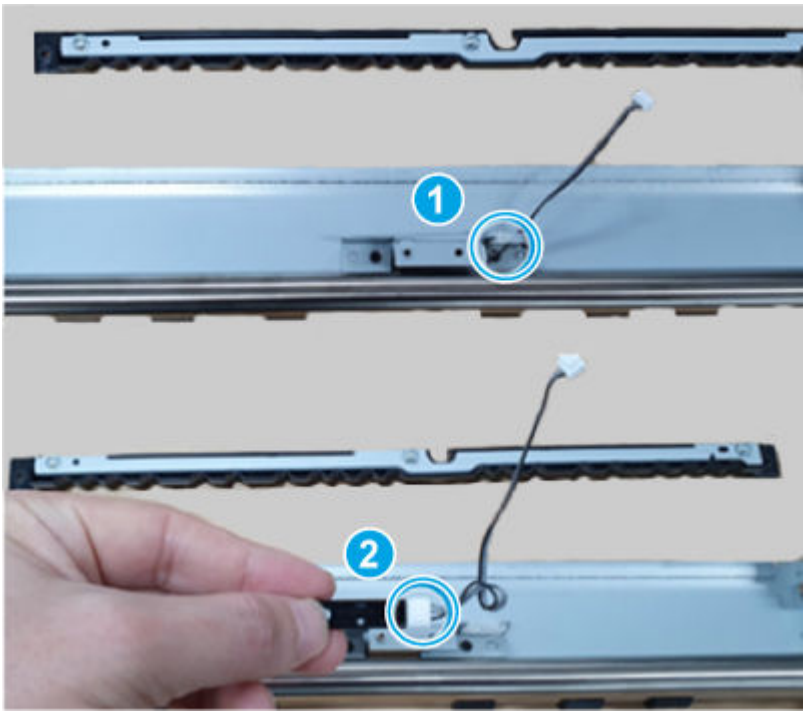


2. Remove one screw.

Figure 5-413 Remove one screw

3. Turn the registration unit over, release the retainer and wire harness (callout 1), and then remove the sensor (callout 2).

Figure 5-414 Remove the sensor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Registration drive assembly

Learn about removing and replacing the registration drive assembly.

View a video of removing and replacing the registration drive assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-54 Part information

Part number	Part description
JC93-01665A	Registration drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

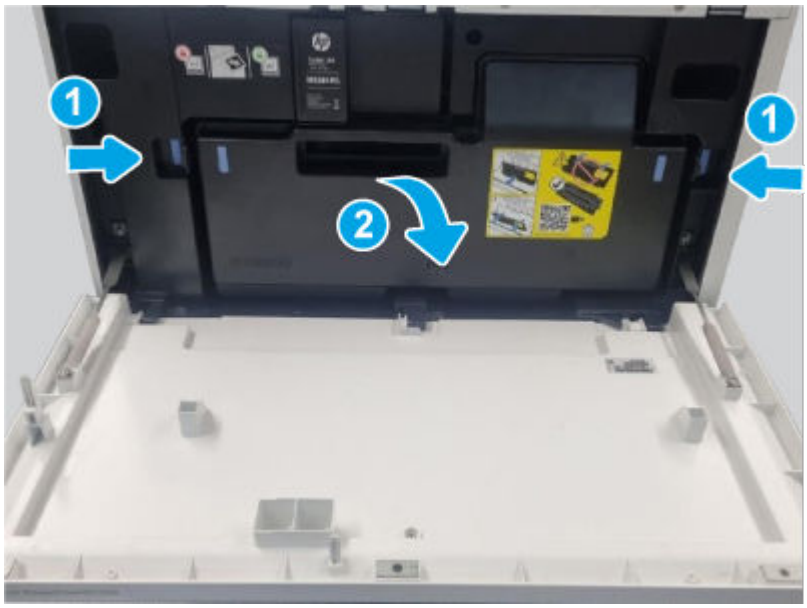
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-415 Remove the TCU

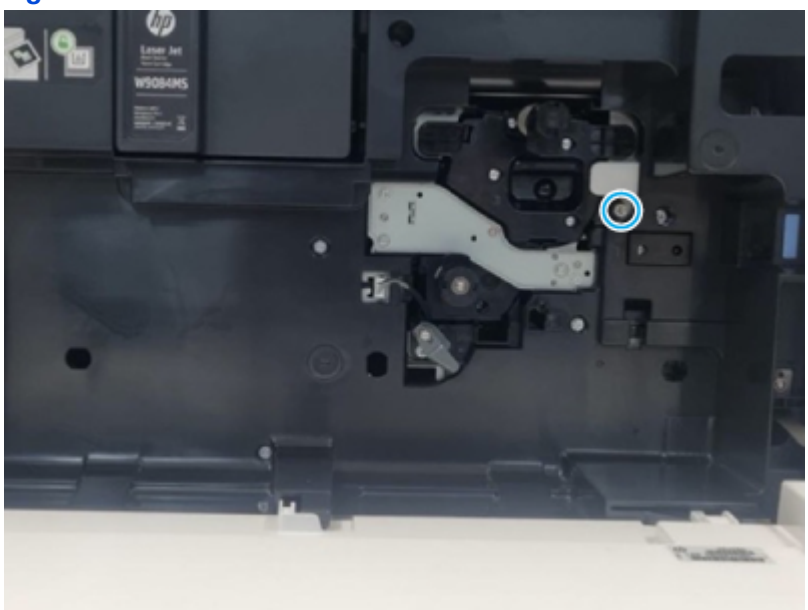


2. Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

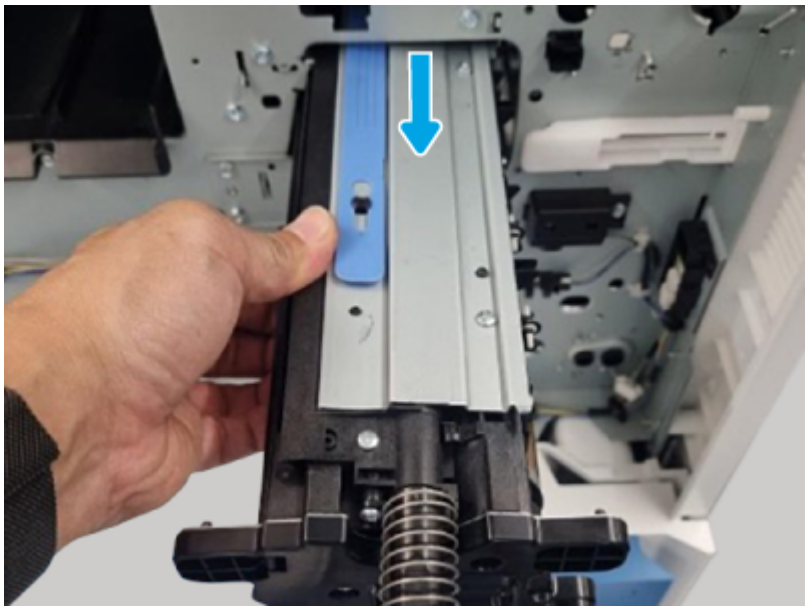
1. Open the right door.
2. At the front of the printer, remove one screw.

Figure 5-416 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-417 Remove the unit

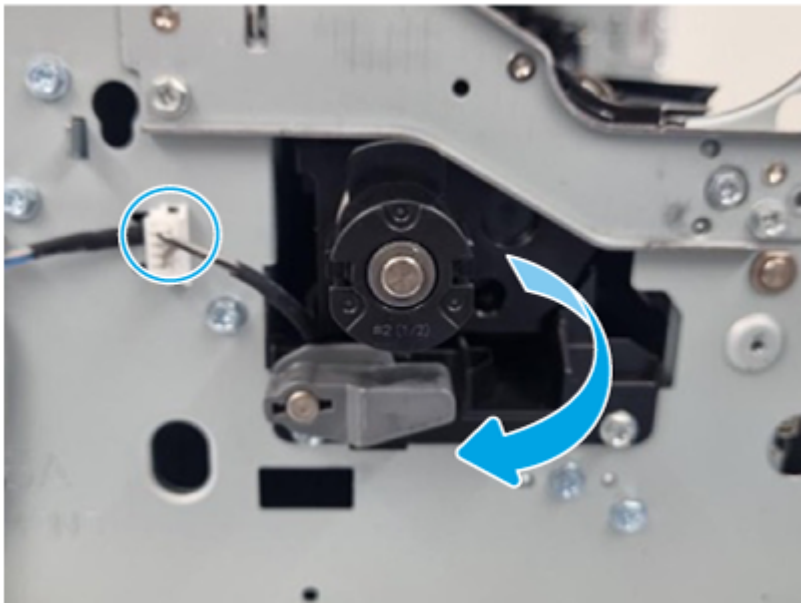


3. Remove the black developer unit

Use the following procedure to remove and replace the black developer unit.

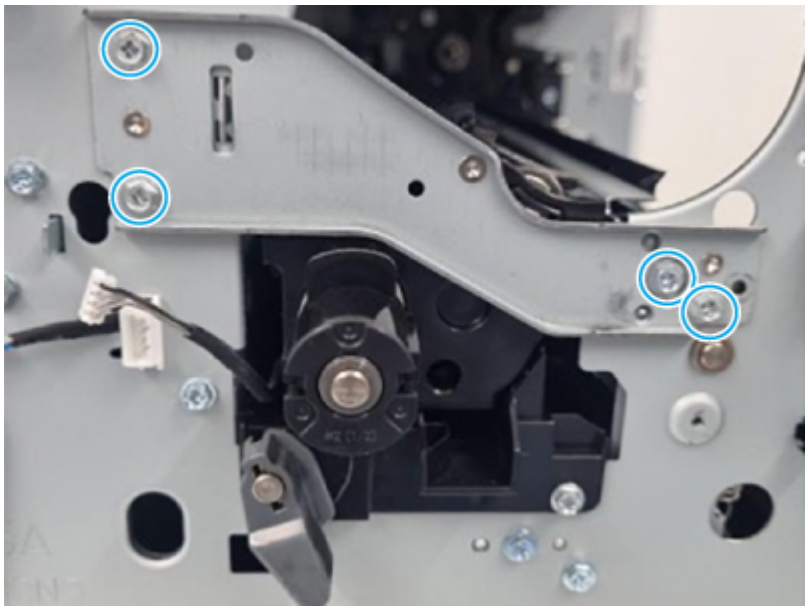
1. Release the lever and disconnect the connector.

Figure 5-418 Release the lever and disconnect the connector



2. Remove four screws.

Figure 5-419 Remove four screws



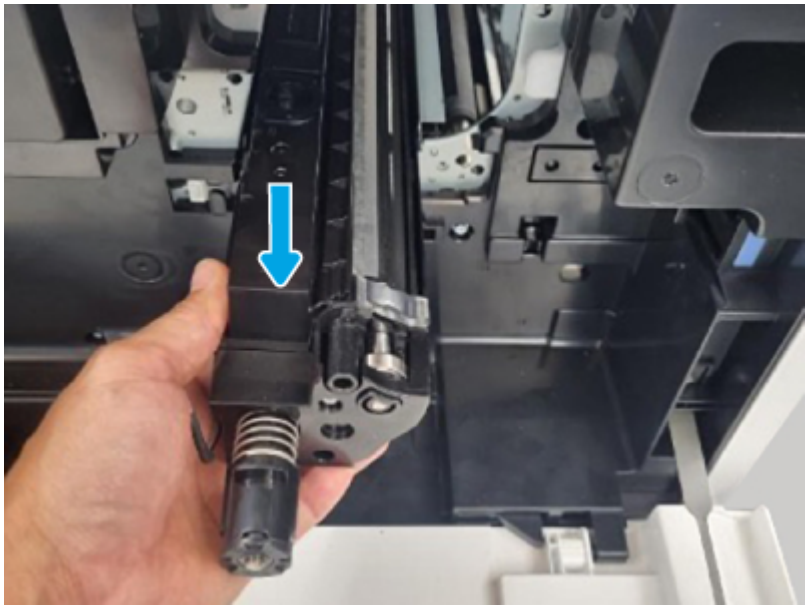
3. Pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic (located after the unpack and recycle step) to fill or refill the developer powder.

During removal and installation, do not grab the unit by the lever. Doing so can result in a toner spill.

Figure 5-420 Do not grab lever

Figure 5-421 Remove the unit

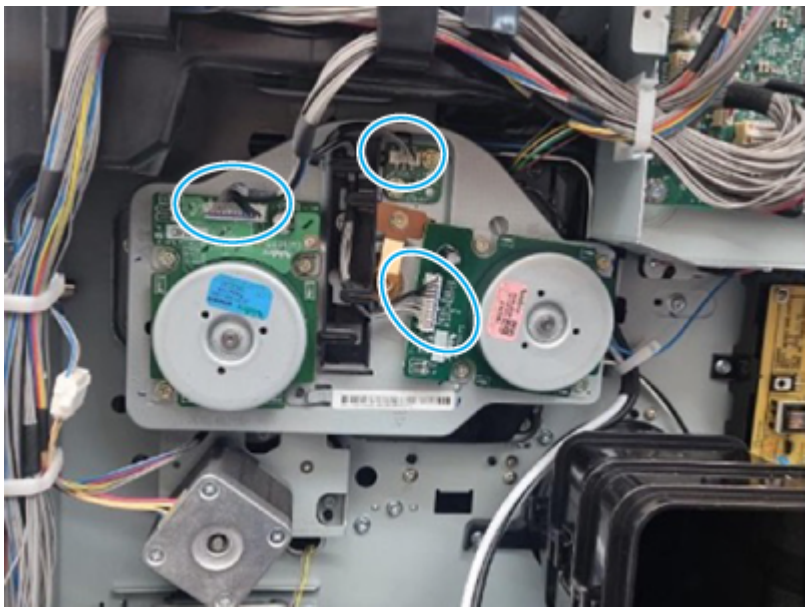


4. Remove the developer, drum, and PTB drive assembly

Use the following procedure to remove and replace the developer, drum, and PTB drive assembly.

1. Disconnect three connectors.

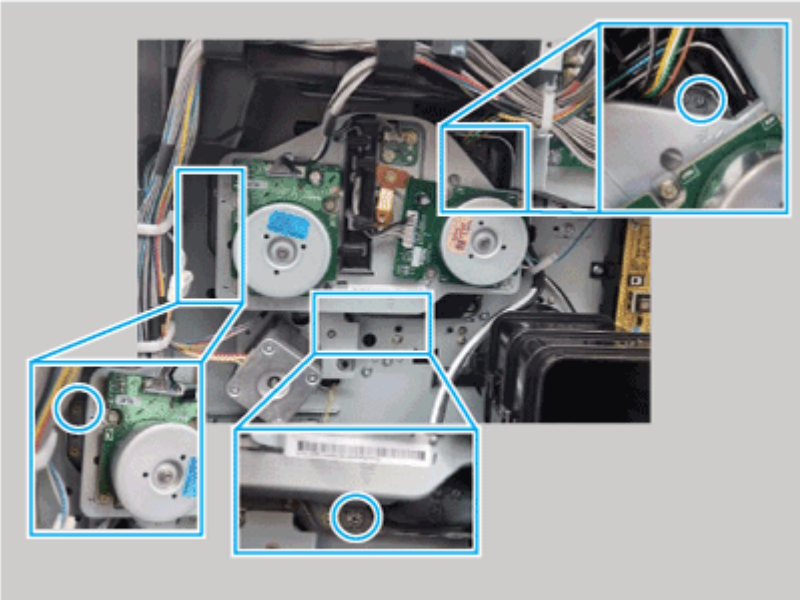
Figure 5-422 Disconnect three connectors



2. Remove three screws, and then remove the developer, drum, and PTB drive assembly.

NOTE: Remove the three silver screws (not the gold screws) shown below.

Figure 5-423 **Remove three screws**

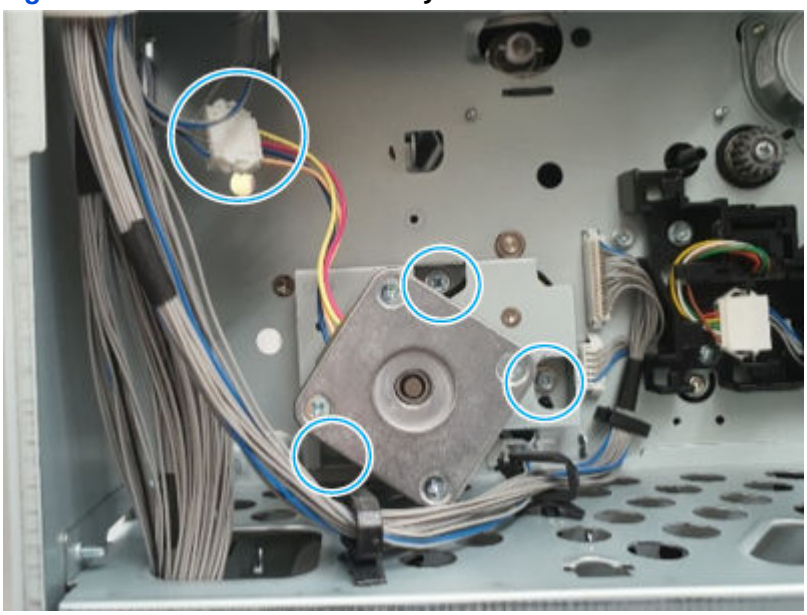


5. Remove the registration drive assembly

Use the following procedure to remove and replace the registration drive assembly.

- Disconnect one connector, remove three screws, and then remove the registration drive assembly.

Figure 5-424 **Remove the assembly**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Registration motor

Learn about removing and replacing the registration motor.

View a video of removing and replacing the registration motor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-55 Part information

Part number	Part description
JC31-00189A	Drive-motor step (registration motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

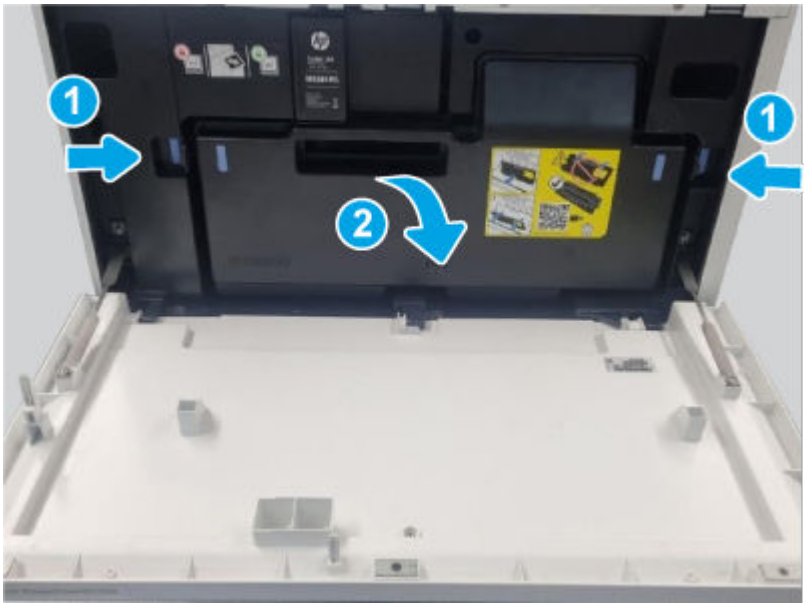
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-425 Remove the TCU



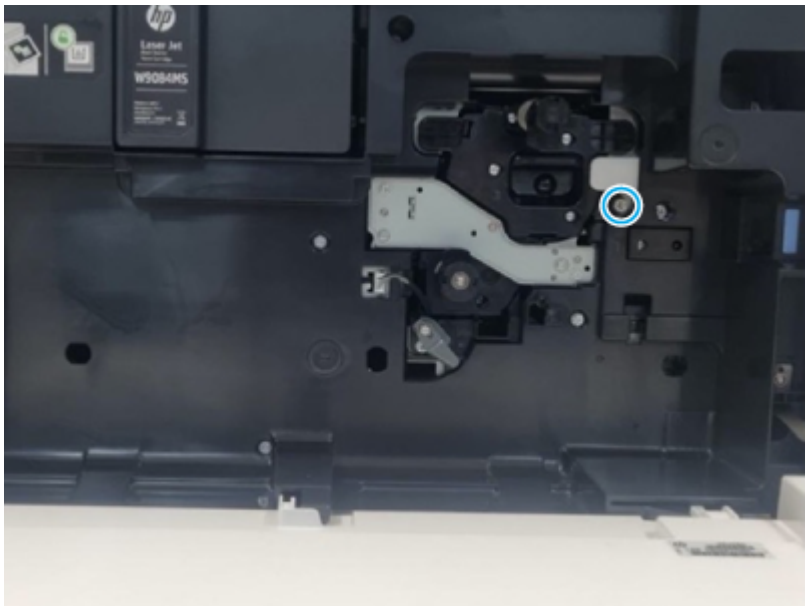
2. Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

1. Open the right door.

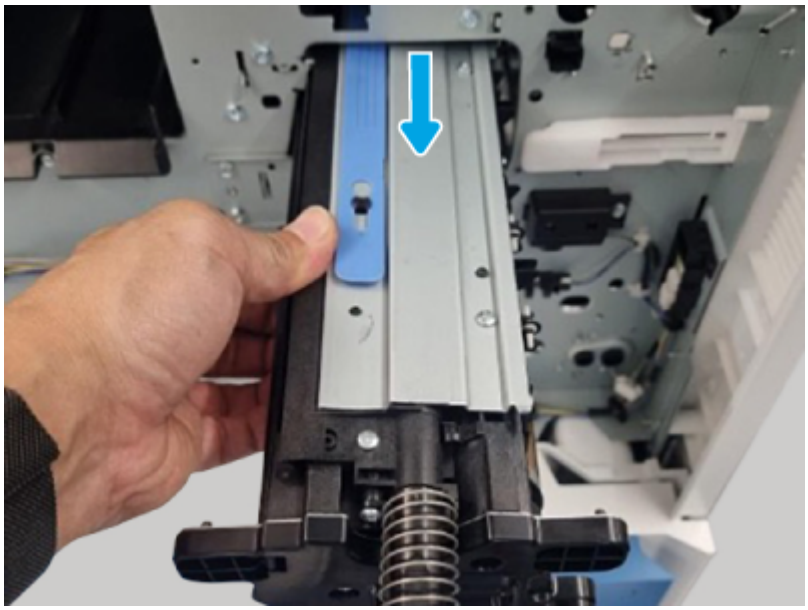
2. At the front of the printer, remove one screw.

Figure 5-426 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-427 Remove the unit

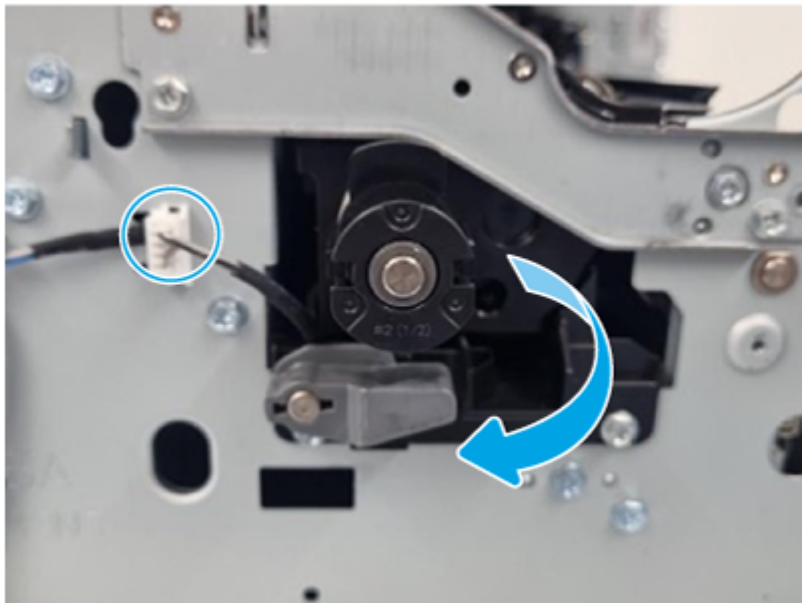


3. Remove the black developer unit

Use the following procedure to remove and replace the black developer unit.

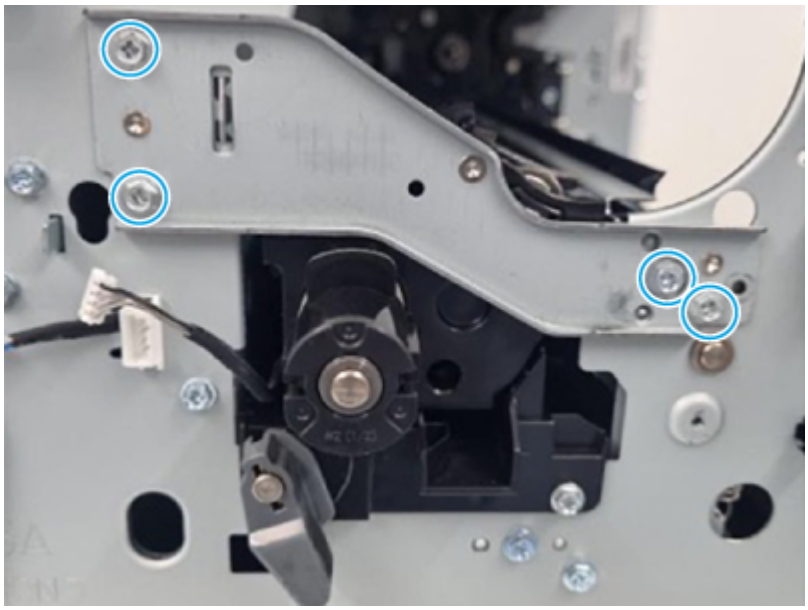
1. Release the lever and disconnect the connector.

Figure 5-428 Release the lever and disconnect the connector



2. Remove four screws.

Figure 5-429 Remove four screws



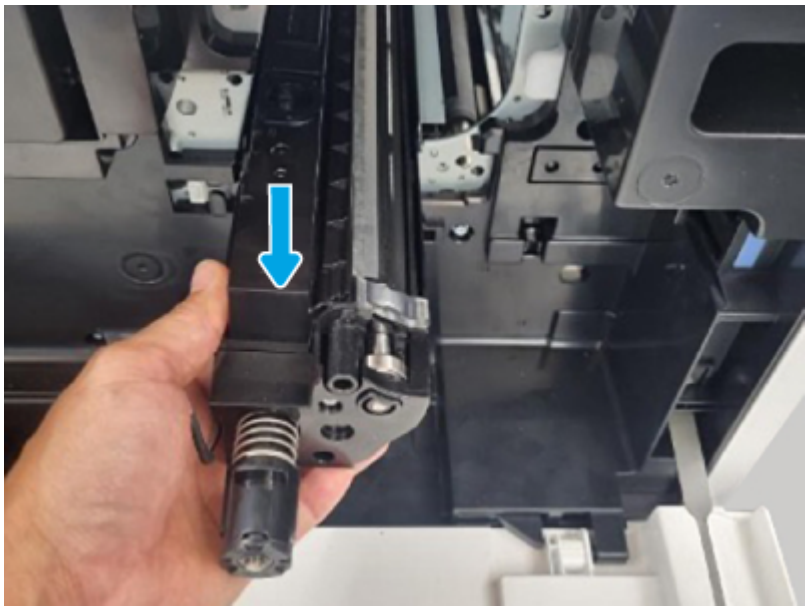
3. Pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic (located after the unpack and recycle step) to fill or refill the developer powder.

During removal and installation, do not grab the unit by the lever. Doing so can result in a toner spill.

Figure 5-430 Do not grab lever

Figure 5-431 Remove the unit

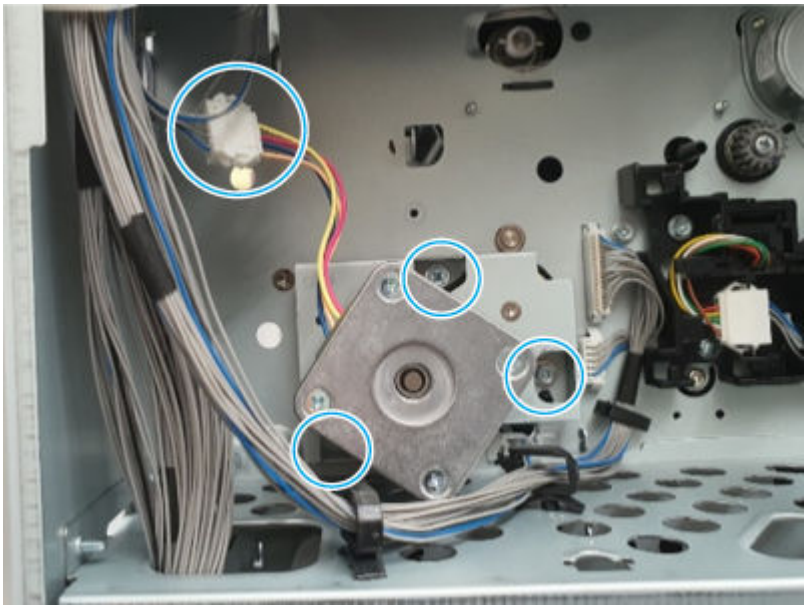


4. Remove the registration drive assembly

Use the following procedure to remove and replace the registration drive assembly.

- Disconnect one connector, remove three screws, and then remove the registration drive assembly.

Figure 5-432 Remove the assembly

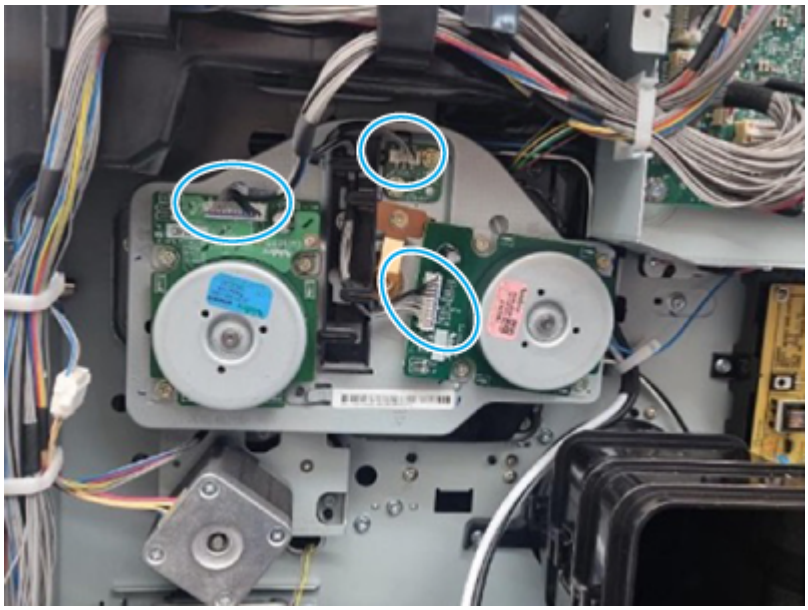


5. Remove the developer, drum, and PTB drive assembly

Use the following procedure to remove and replace the developer, drum, and PTB drive assembly.

1. Disconnect three connectors.

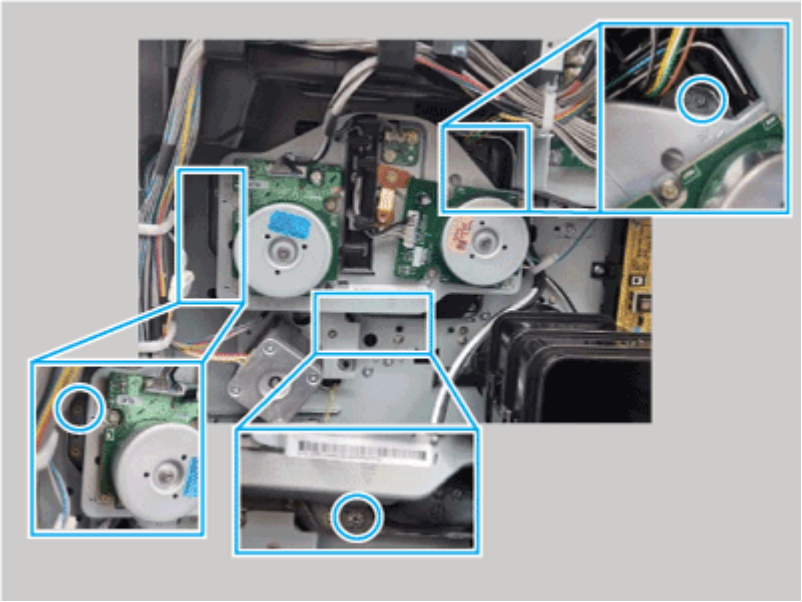
Figure 5-433 Disconnect three connectors



2. Remove three screws, and then remove the developer, drum, and PTB drive assembly.

NOTE: Remove the three silver screws (not the gold screws) shown below.

Figure 5-434 **Remove three screws**

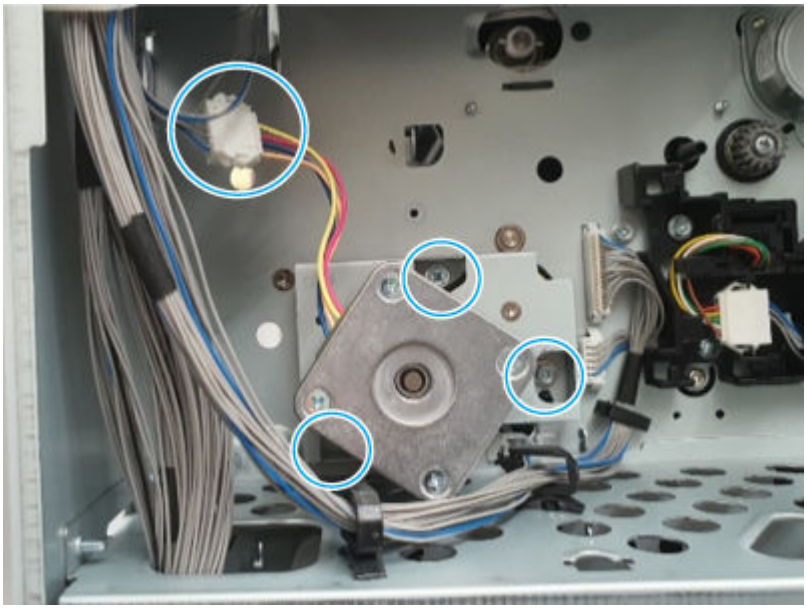


6. Remove the registration drive assembly

Use the following procedure to remove and replace the registration drive assembly.

- Disconnect one connector, remove three screws, and then remove the registration drive assembly.

Figure 5-435 **Remove the assembly**

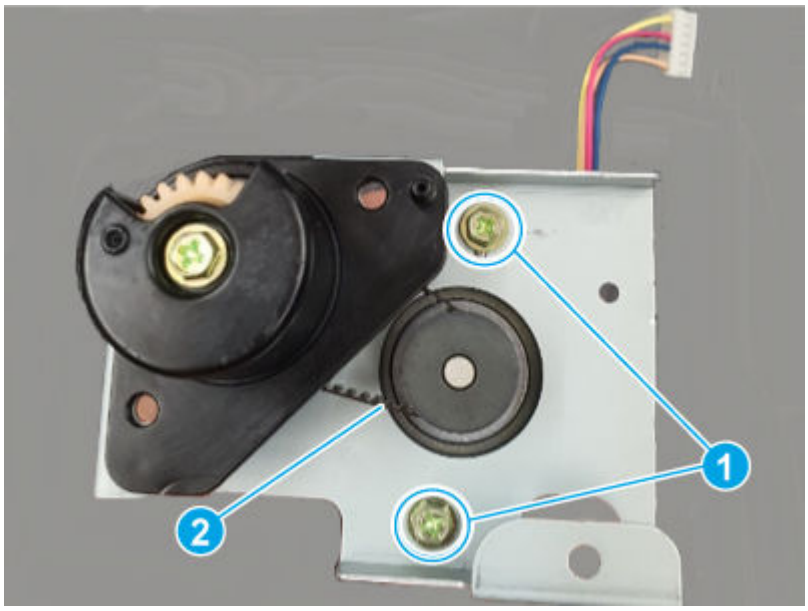


7. Remove the registration motor

Use the following procedure to remove and replace the registration motor.

- Remove two screws (callout 1), disengage the drive belt (callout 2), and then remove the registration motor.

Figure 5-436 Remove the motor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper transfer belt (PBT)

Learn about removing and replacing the paper transfer belt (PTB).

View a video of removing and replacing the PTB.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-56 Part information

Part number	Part description
5PN85-67001	Paper transfer belt (PTB)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-437 Remove four screws

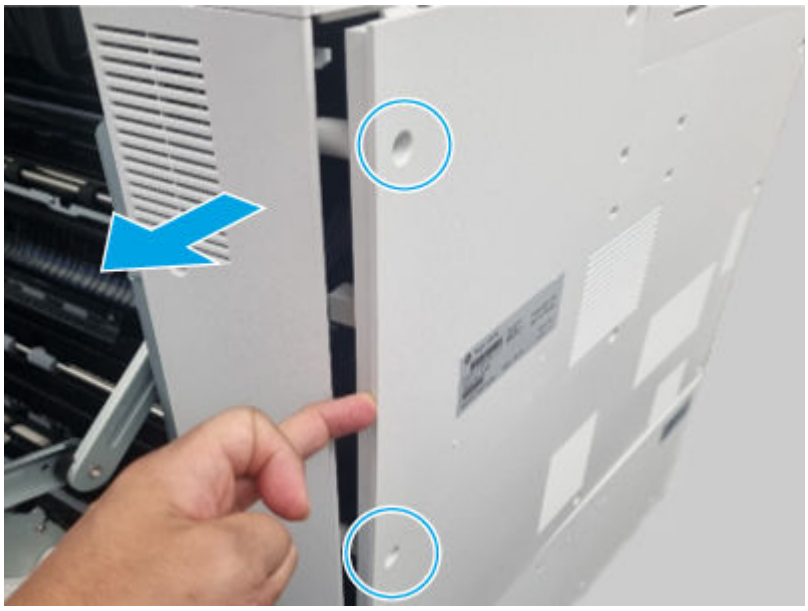
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-438 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

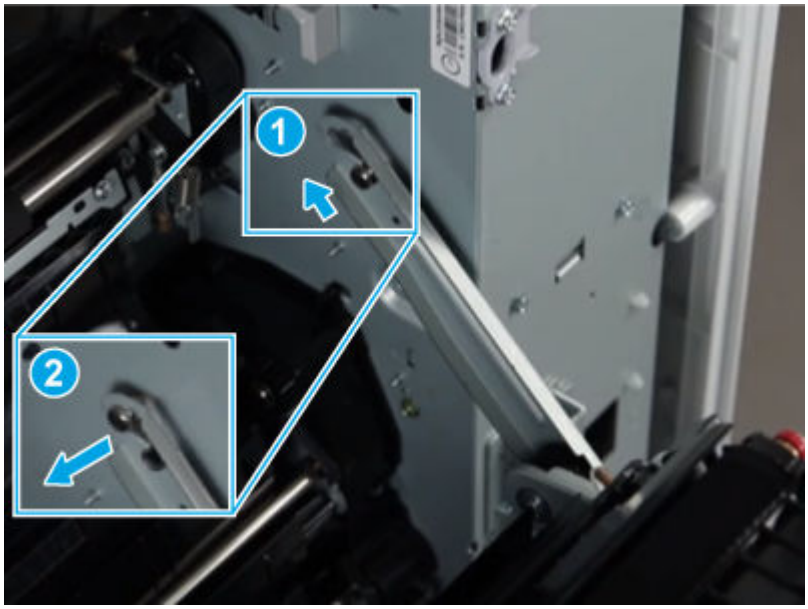
1. Open the right door, and then disconnect one connector.

Figure 5-439 Disconnect one connector

2. Release the hinge.

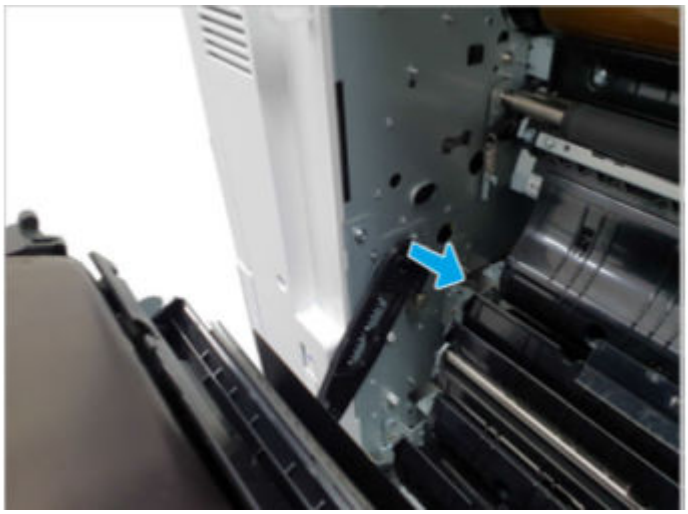
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-440 Release the hinge



3. Release the right door front link.

Figure 5-441 Release the link



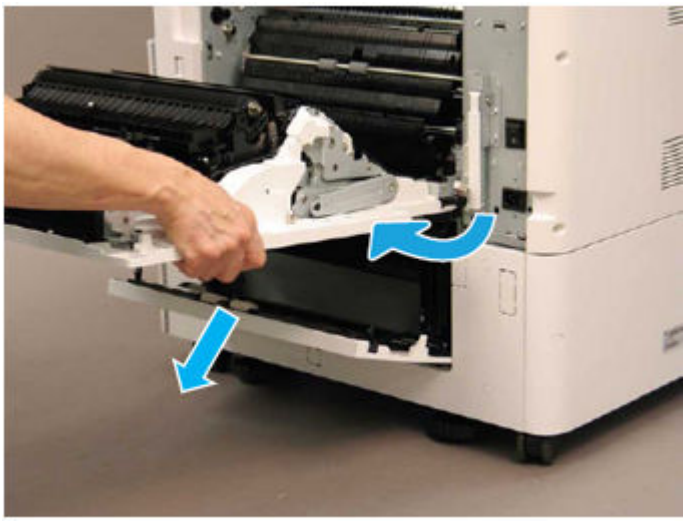
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-442 Remove the door

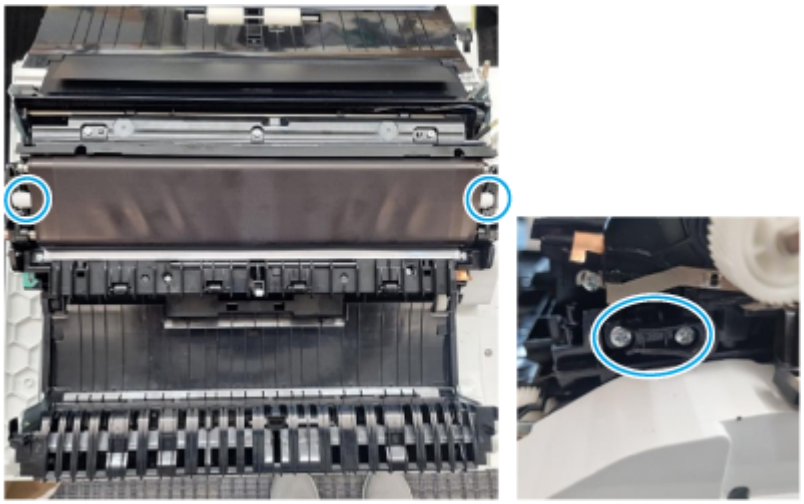


3. Remove the paper transfer belt (PTB)

Use the following procedure to remove and replace the PTB.

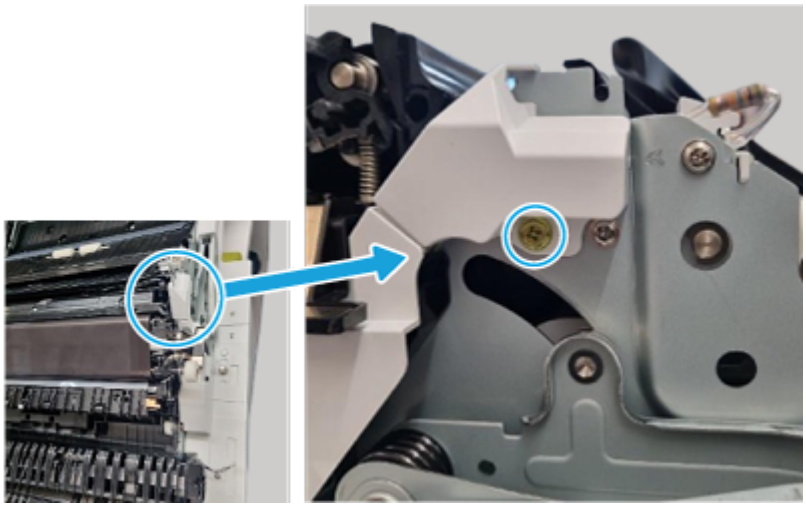
1. Remove four screws (two screws on each side).

Figure 5-443 Remove four screws



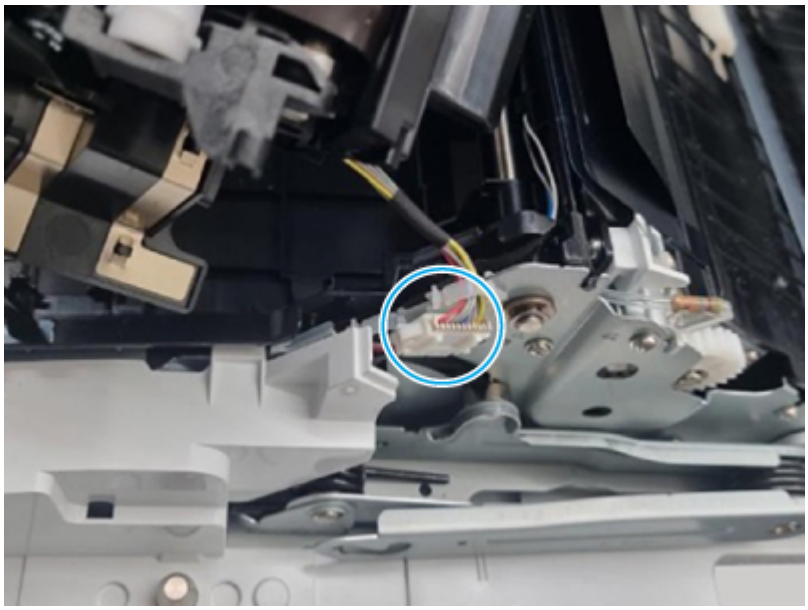
2. Remove one screw, and then remove the cover.

Figure 5-444 Remove the cover



3. Disconnect one connector, and then remove the PTB.

Figure 5-445 Disconnect one connector



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Loop sensor 1

Learn about removing and replacing the loop sensor 1.

View a video of removing and replacing the loop sensor 1.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-57 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (loop sensor 1)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-446 Remove four screws

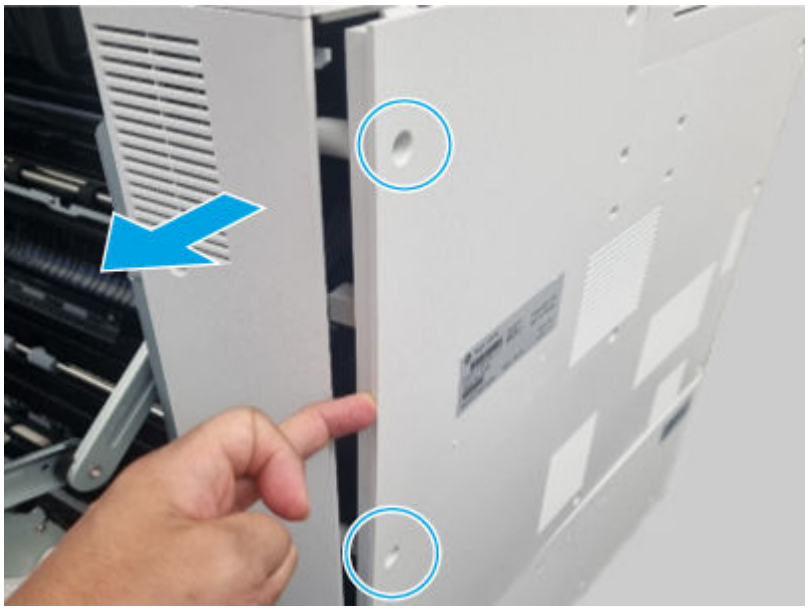
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-447 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

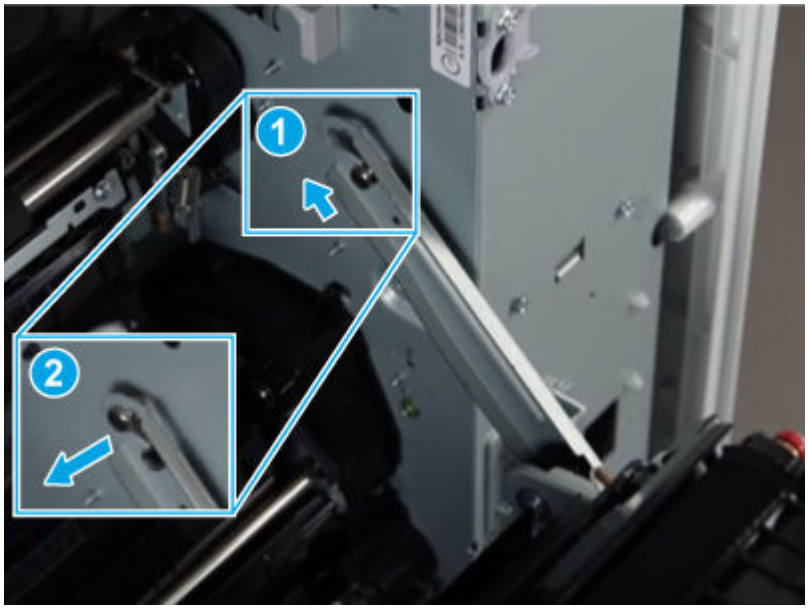
1. Open the right door, and then disconnect one connector.

Figure 5-448 Disconnect one connector

2. Release the hinge.

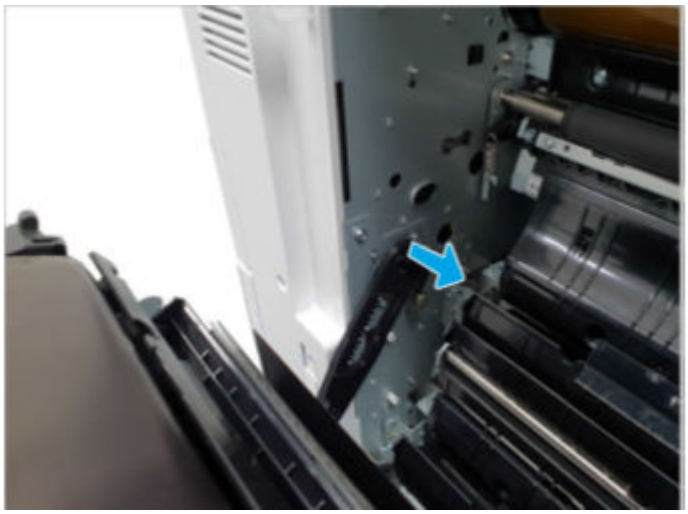
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-449 Release the hinge



3. Release the right door front link.

Figure 5-450 Release the link



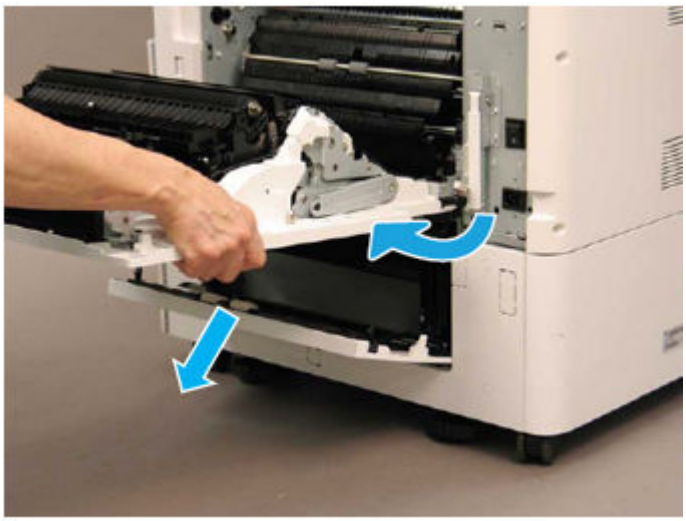
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-451 Remove the door

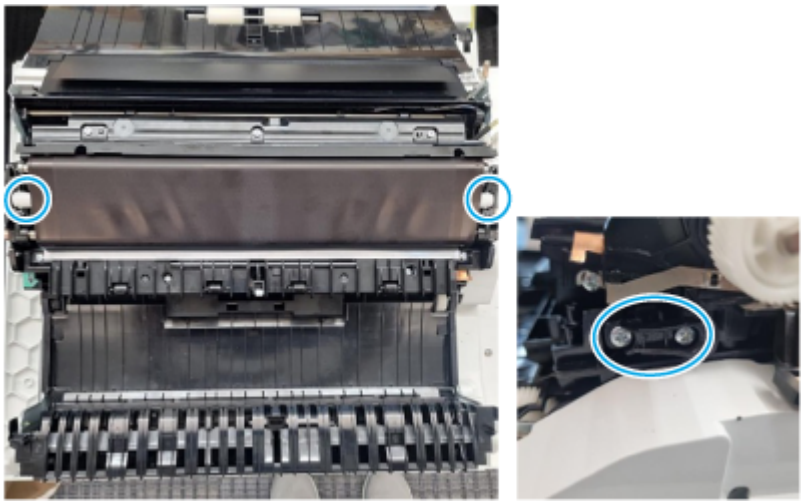


3. Remove the paper transfer belt (PTB)

Use the following procedure to remove and replace the PTB.

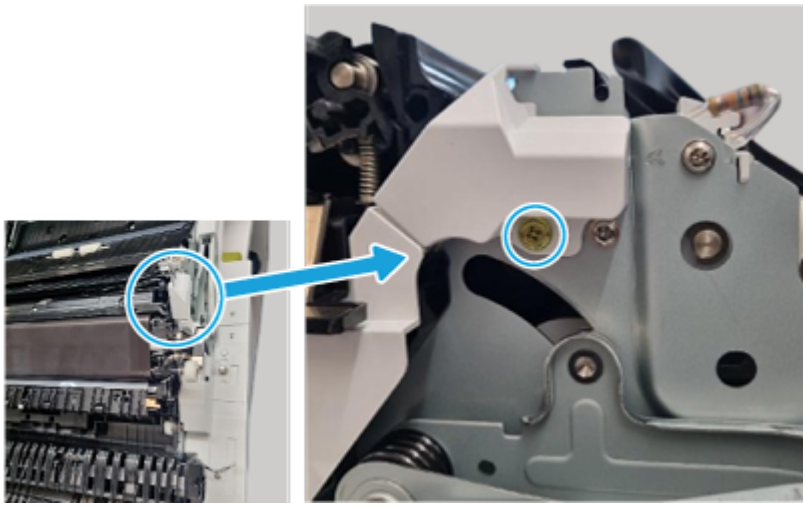
1. Remove four screws (two screws on each side).

Figure 5-452 Remove four screws



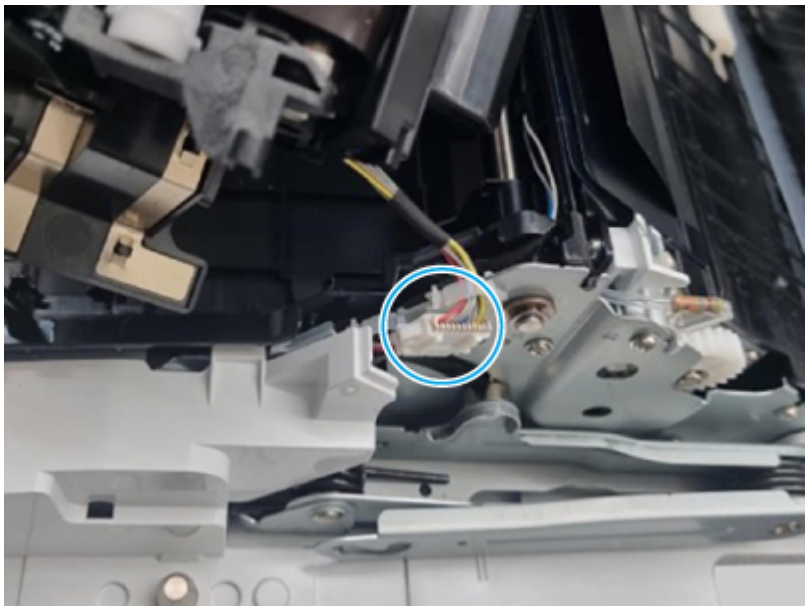
2. Remove one screw, and then remove the cover.

Figure 5-453 Remove the cover



3. Disconnect one connector, and then remove the PTB.

Figure 5-454 Disconnect one connector



4. Remove the loop actuator

Use the following procedure to remove and replace the loop actuator.

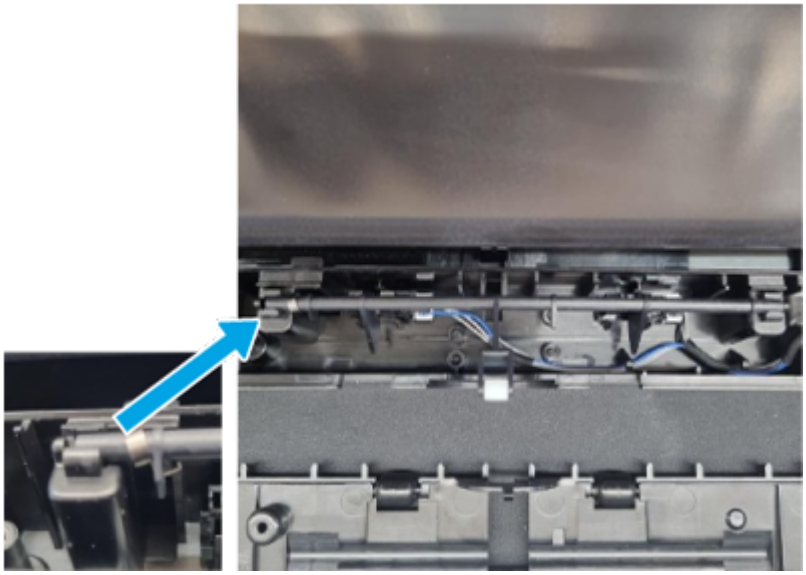
1. Remove four screws.

Figure 5-455 Remove four screws

2. Remove the loop actuator.

NOTE: Note the spring position in order to install the actuator correctly.

Figure 5-456 Actuator spring



5. Remove the loop sensor 1

Use the following procedure to remove and replace the loop sensor 1.

1. Locate the sensor inside the cover.

Figure 5-457 Inside the cover

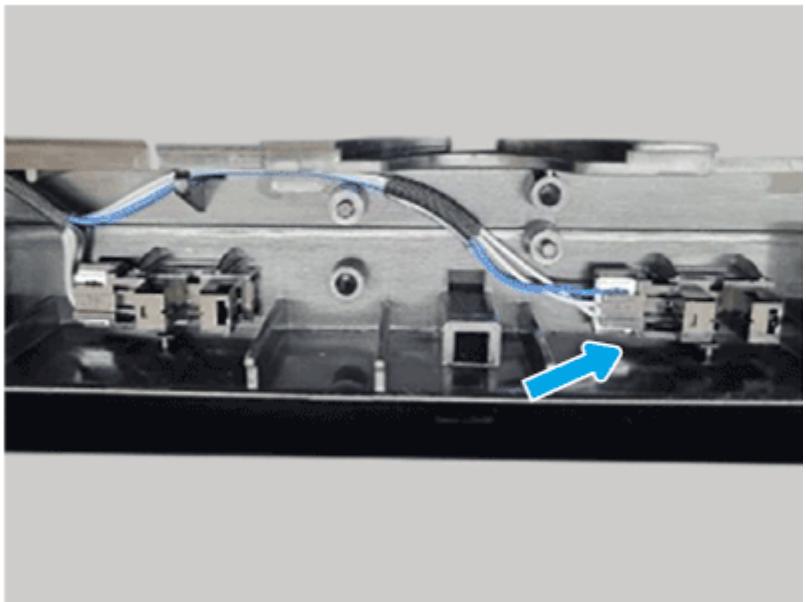
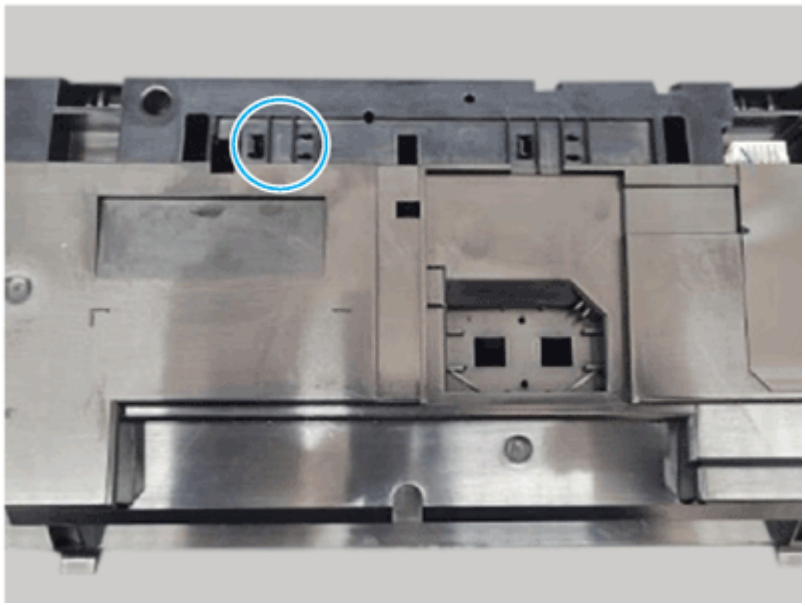
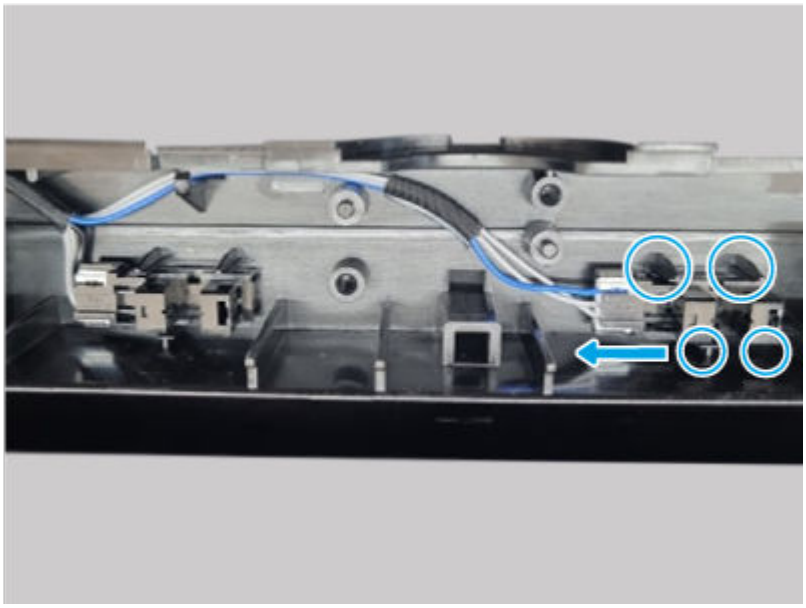


Figure 5-458 Outside the cover



2. To remove a photo sensor, do the following:
   - Release the hooks.
   - Slide the sensor assembly in the direction indicated.
   - Remove the sensor assembly.

Figure 5-459 Release the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Loop sensor 2

Learn about removing and replacing the loop sensor 2.

View a video of removing and replacing the loop sensor 2.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-58 **Part information**

Part number	Part description
3SJ00-60110	Photo interrupter (loop sensor 2)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

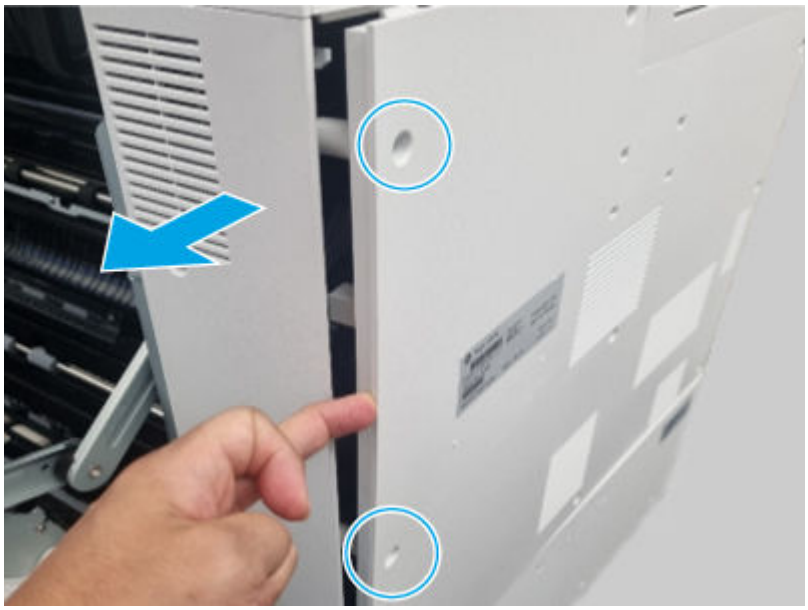
1. Remove four screws.

Figure 5-460 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-461 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

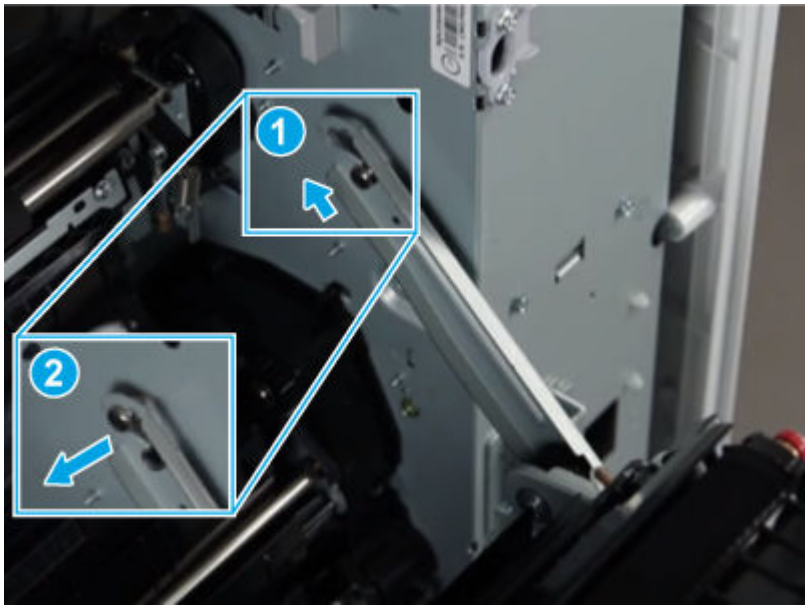
1. Open the right door, and then disconnect one connector.

Figure 5-462 Disconnect one connector

2. Release the hinge.

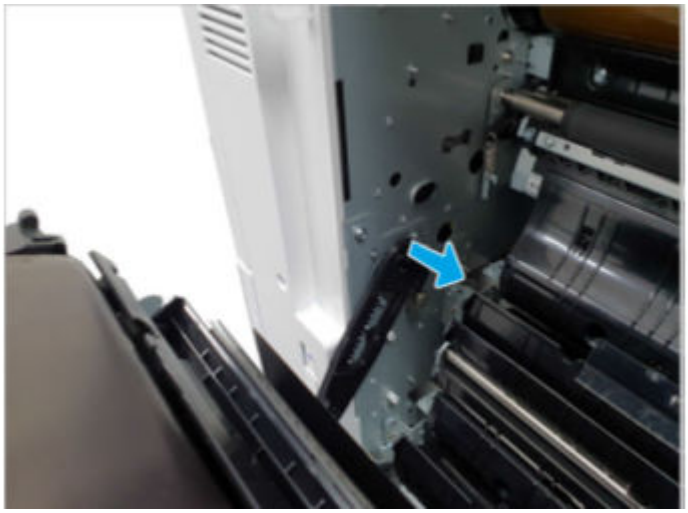
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-463 Release the hinge



3. Release the right door front link.

Figure 5-464 Release the link



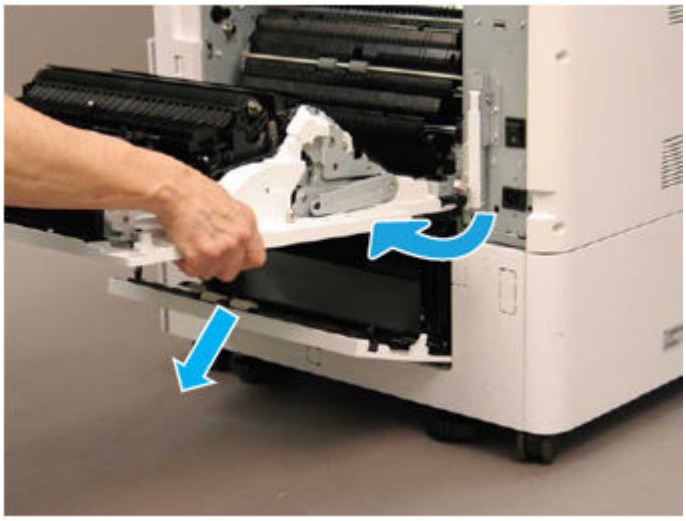
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-465 Remove the door

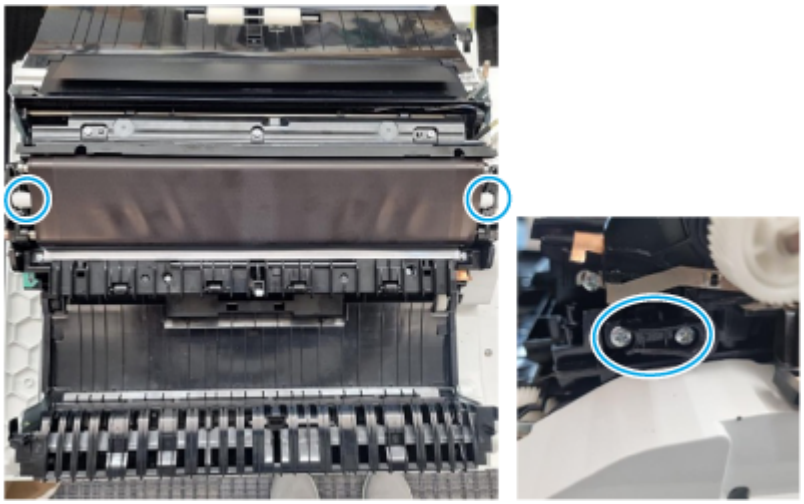


3. Remove the paper transfer belt (PTB)

Use the following procedure to remove and replace the PTB.

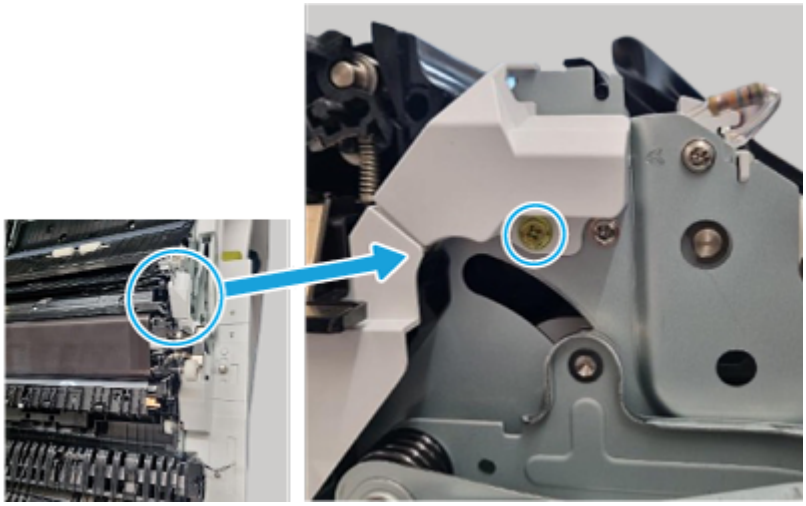
1. Remove four screws (two screws on each side).

Figure 5-466 Remove four screws



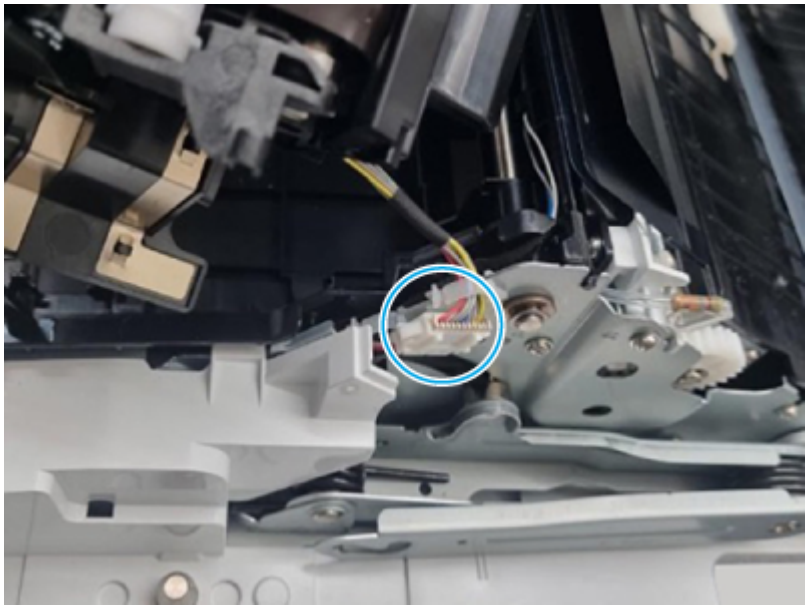
2. Remove one screw, and then remove the cover.

Figure 5-467 Remove the cover



3. Disconnect one connector, and then remove the PTB.

Figure 5-468 Disconnect one connector



4. Remove the loop actuator

Use the following procedure to remove and replace the loop actuator.

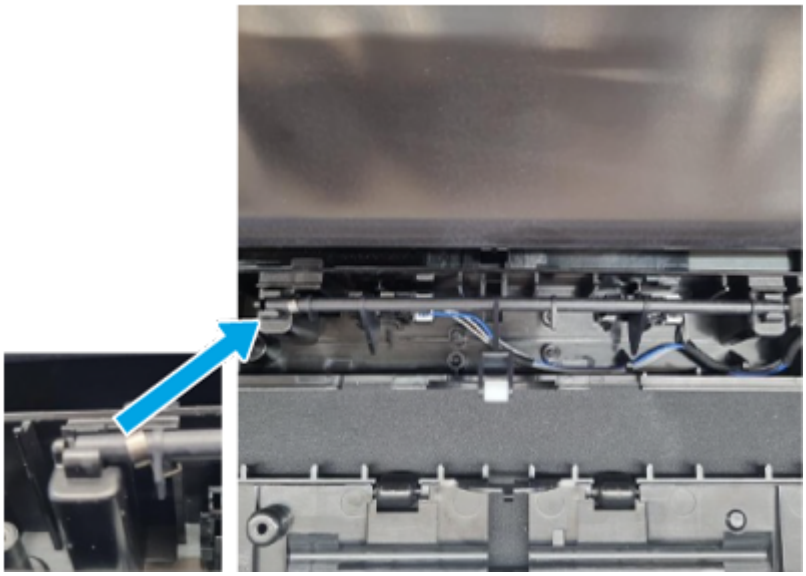
1. Remove four screws.

Figure 5-469 Remove four screws

2. Remove the loop actuator.

NOTE: Note the spring position in order to install the actuator correctly.

Figure 5-470 Actuator spring



5. Remove the loop sensor 2

Use the following procedure to remove and replace the loop sensor 2.

1. Locate the sensor inside the cover.

Figure 5-471 Inside the cover

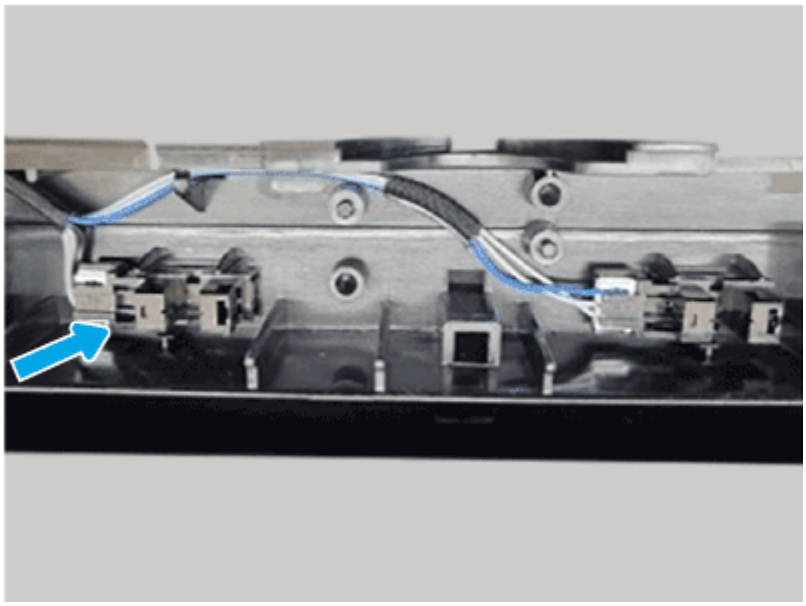
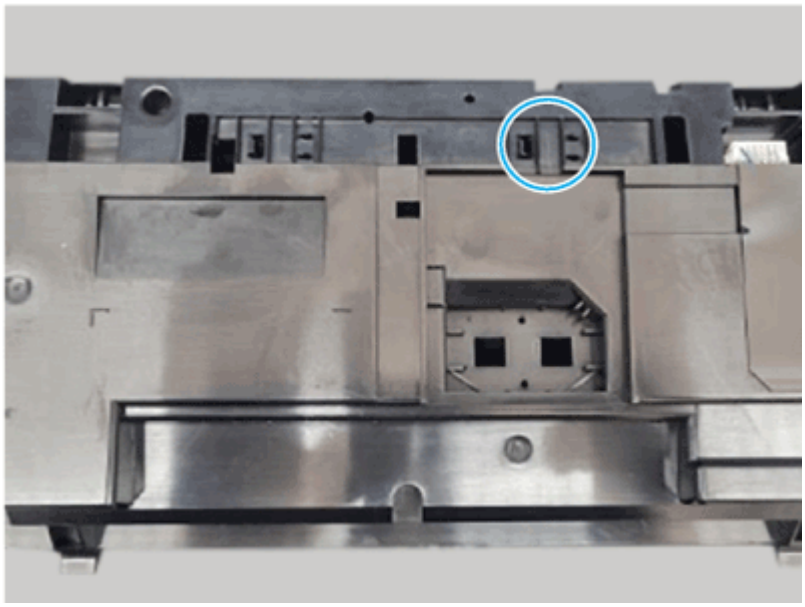
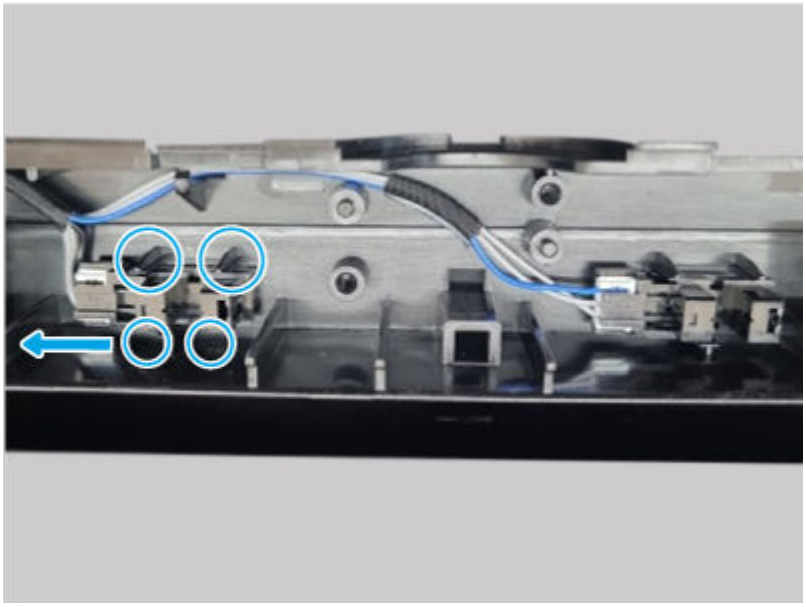


Figure 5-472 Outside the cover



2. To remove a photo sensor, do the following:
   - Release the hooks.
   - Slide the sensor assembly in the direction indicated.
   - Remove the sensor assembly.

Figure 5-473 Release the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Loop actuator

Learn about removing and replacing the loop actuator.

View a video of removing and replacing the loop actuator.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-59 Part information

Part number	Part description
JC66-04572A	Loop actuator

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-474 Remove four screws

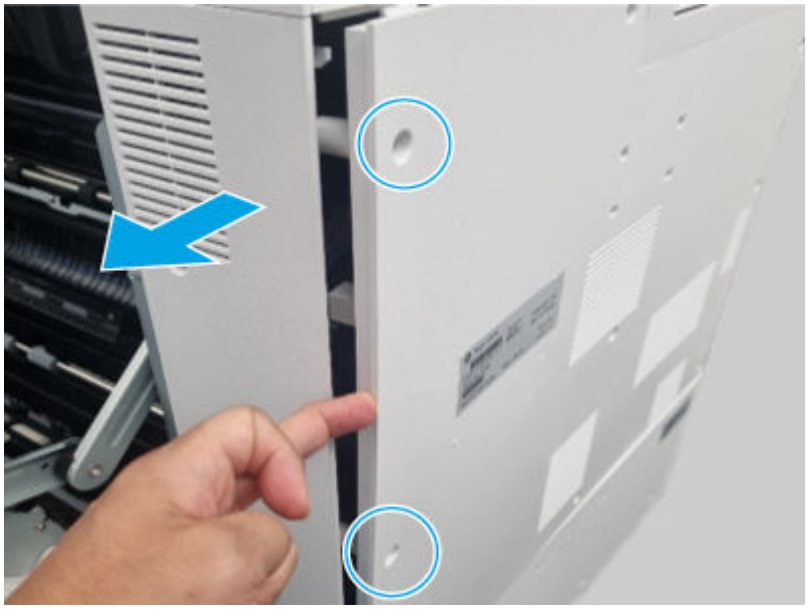
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-475 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

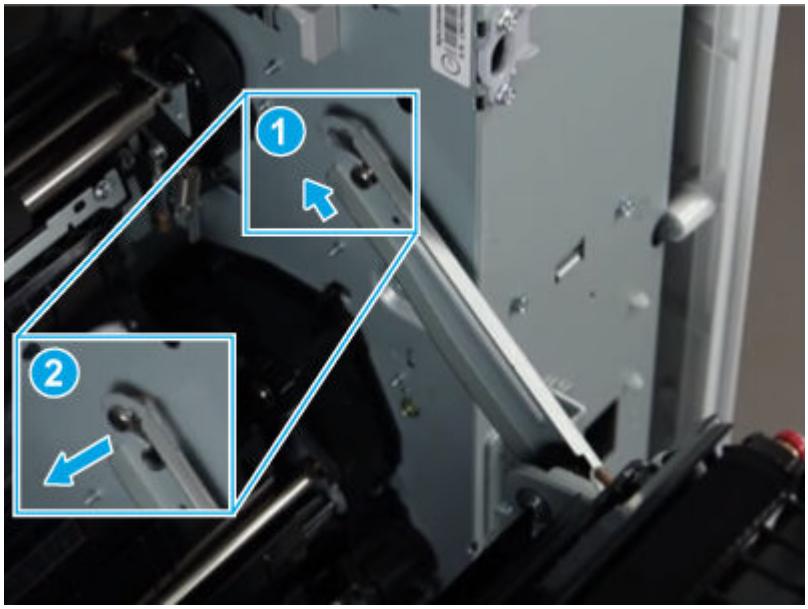
1. Open the right door, and then disconnect one connector.

Figure 5-476 Disconnect one connector

2. Release the hinge.

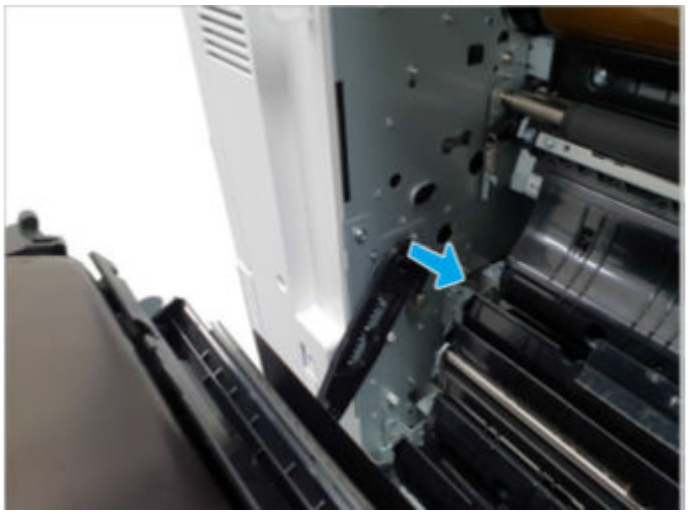
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-477 Release the hinge



3. Release the right door front link.

Figure 5-478 Release the link



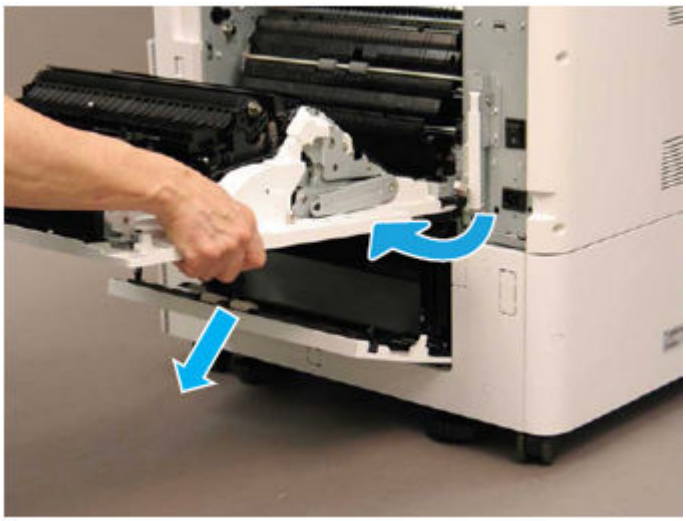
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-479 Remove the door

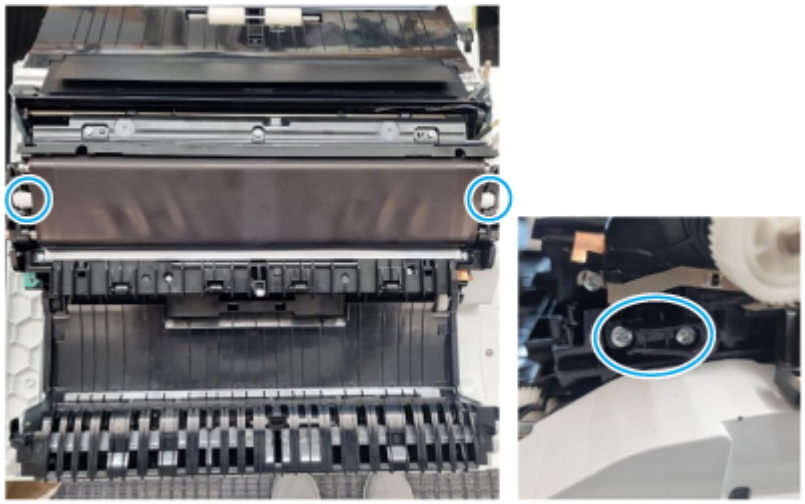


3. Remove the paper transfer belt (PTB)

Use the following procedure to remove and replace the PTB.

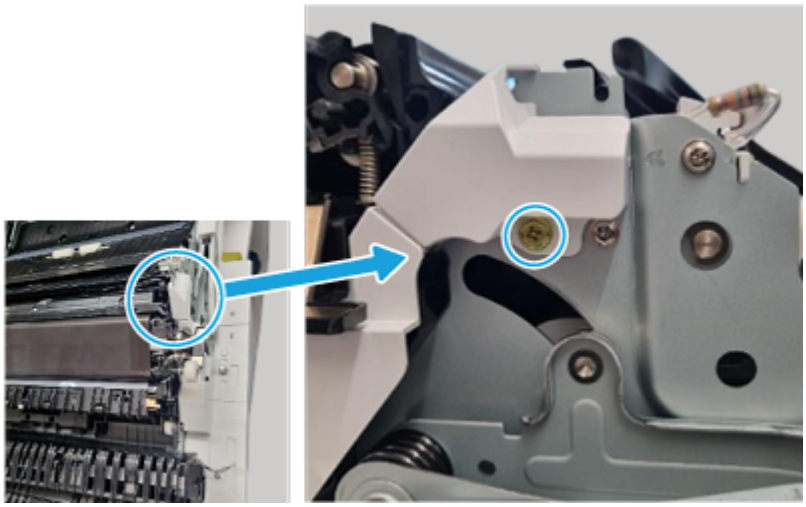
1. Remove four screws (two screws on each side).

Figure 5-480 Remove four screws



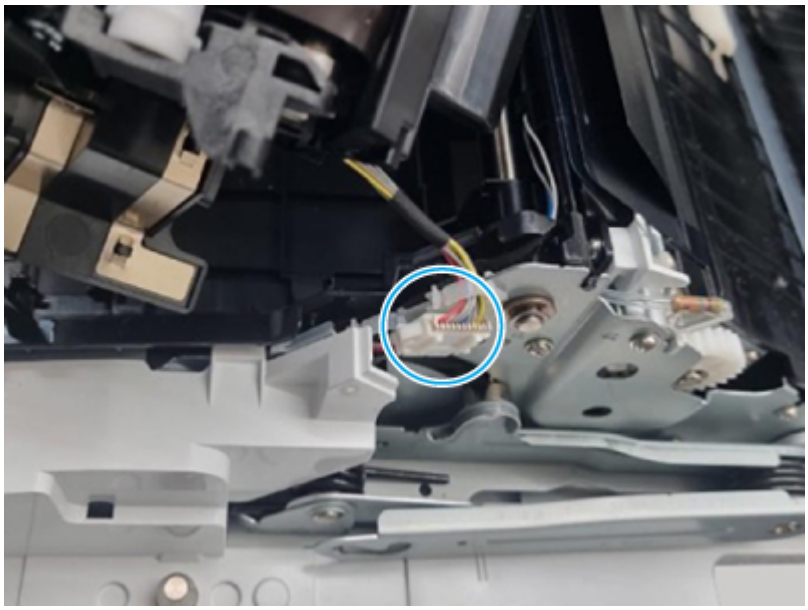
2. Remove one screw, and then remove the cover.

Figure 5-481 Remove the cover



3. Disconnect one connector, and then remove the PTB.

Figure 5-482 Disconnect one connector



4. Remove the loop actuator

Use the following procedure to remove and replace the loop actuator.

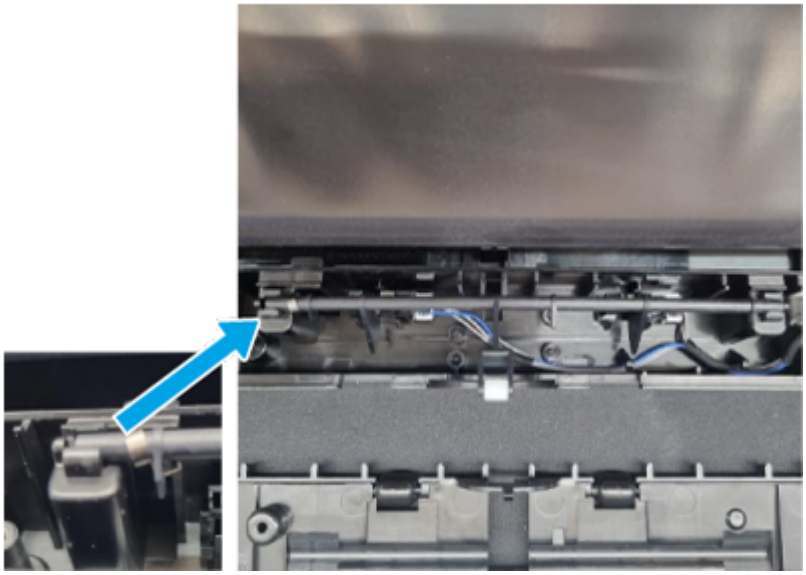
1. Remove four screws.

Figure 5-483 Remove four screws

2. Remove the loop actuator.

NOTE: Note the spring position in order to install the actuator correctly.

Figure 5-484 Actuator spring



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right door exit assembly

Learn about removing and replacing the right door exit assembly.

View a video of removing and replacing the right door exit assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-60 Part information

Part number	Part description
JC95-02249A	Right door exit assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

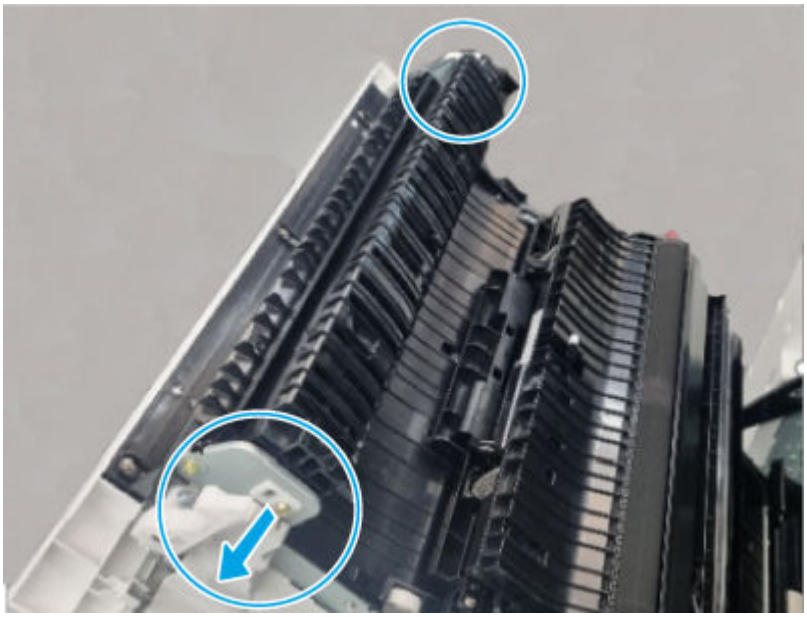
1. Remove the right door exit assembly

Use the following procedure to remove and replace the right door exit assembly.

1. Open the right door.

2. Remove two screws and the white-plastic molded parts.

Figure 5-485 Remove the guide



3. Disconnect one connector, and then remove the right door exit assembly.

Figure 5-486 Remove the unit

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser out sensor

Learn about removing and replacing the fuser out sensor.

View a video of removing and replacing the fuser out sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-61 Part information

Part number	Part description
0960-5271	Photo interrupter (fuser out sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

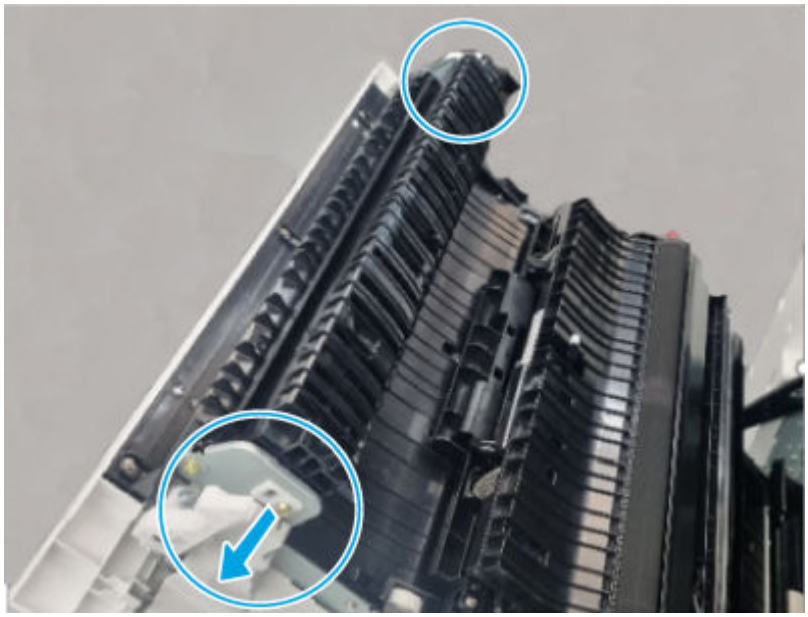
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right door exit assembly

Use the following procedure to remove and replace the right door exit assembly.

1. Open the right door.
2. Remove two screws and the white-plastic molded parts.

Figure 5-487 Remove the guide



3. Disconnect one connector, and then remove the right door exit assembly.

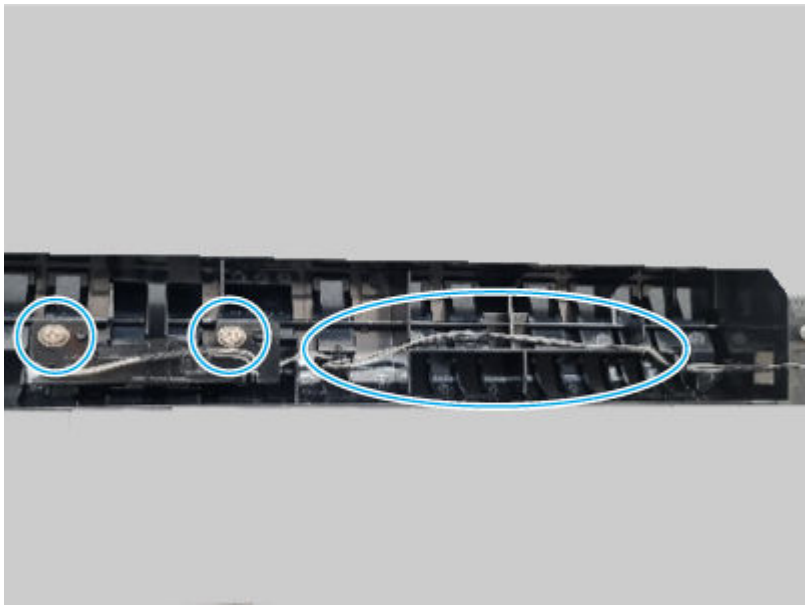
Figure 5-488 Remove the unit

2. Remove the fuser out sensor

Use the following procedure to remove and replace the fuser out sensor.

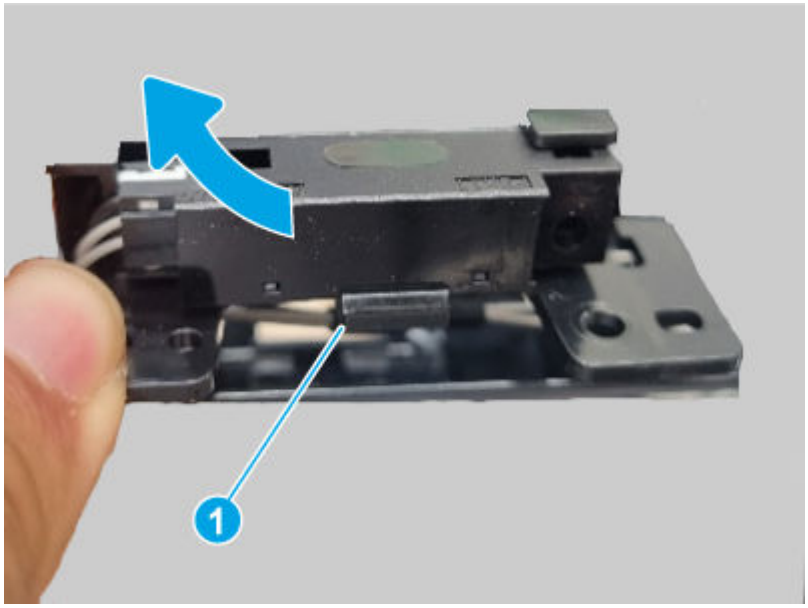
1. Remove two screws and release the wire harness.

Figure 5-489 Remove two screws



2. Release one tab (callout 1), and then remove the fuser out sensor.

Figure 5-490 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser out sensor harness

Learn about removing and replacing the fuser out sensor harness.

View a video of removing and replacing the fuser out sensor harness.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-62 Part information

Part number	Part description
5QK03-50001	Fuser out sensor harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

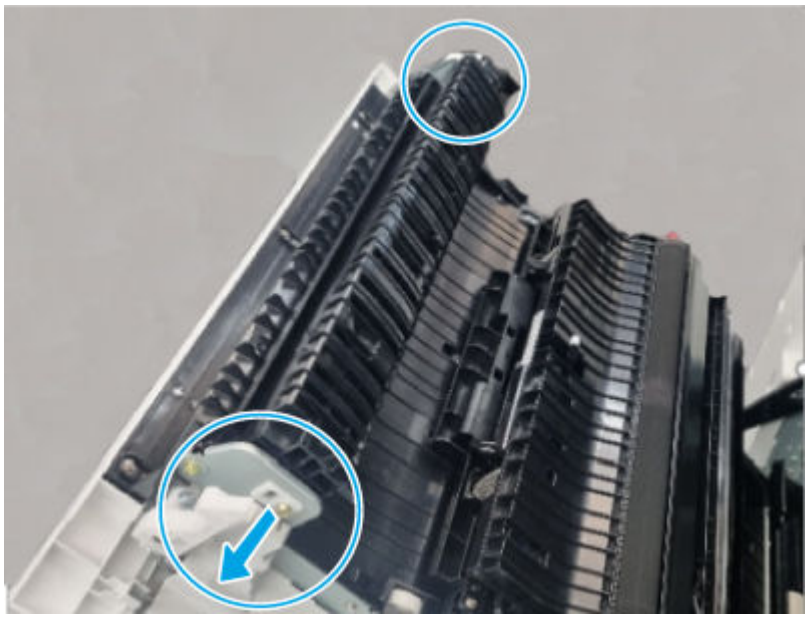
1. Remove the right door exit assembly

Use the following procedure to remove and replace the right door exit assembly.

1. Open the right door.

2. Remove two screws and the white-plastic molded parts.

Figure 5-491 Remove the guide



3. Disconnect one connector, and then remove the right door exit assembly.

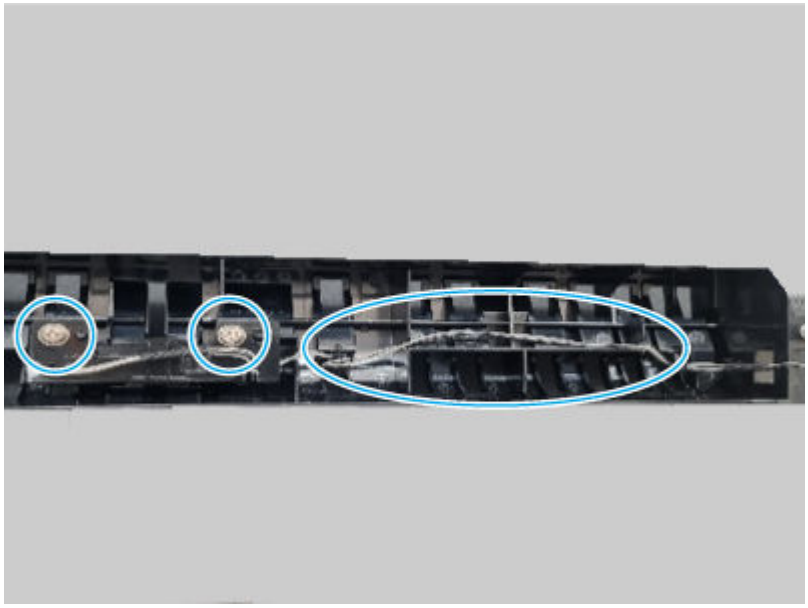
Figure 5-492 Remove the unit

2. Remove the fuser out sensor harness

Use the following procedure to remove and replace the fuser out sensor harness.

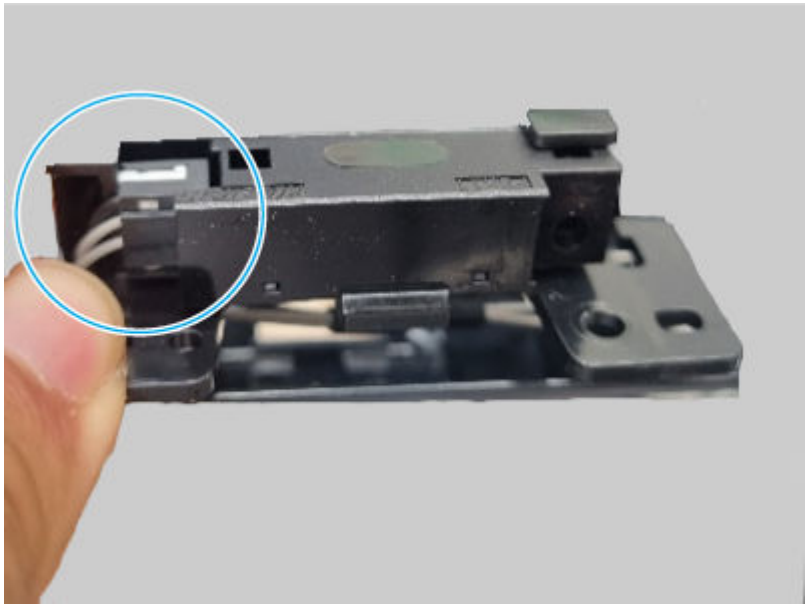
1. Remove two screws and release the wire harness.

Figure 5-493 Remove two screws



2. Disconnect one connector, and then remove the fuser out sensor wire harness.

Figure 5-494 Remove the wire harness



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper dust holder assembly

Learn about removing and replacing the paper dust holder.

View a video of removing and replacing the paper dust holder.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-63 Part information

Part number	Part description
5QK09-40109	Paper dust holder assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

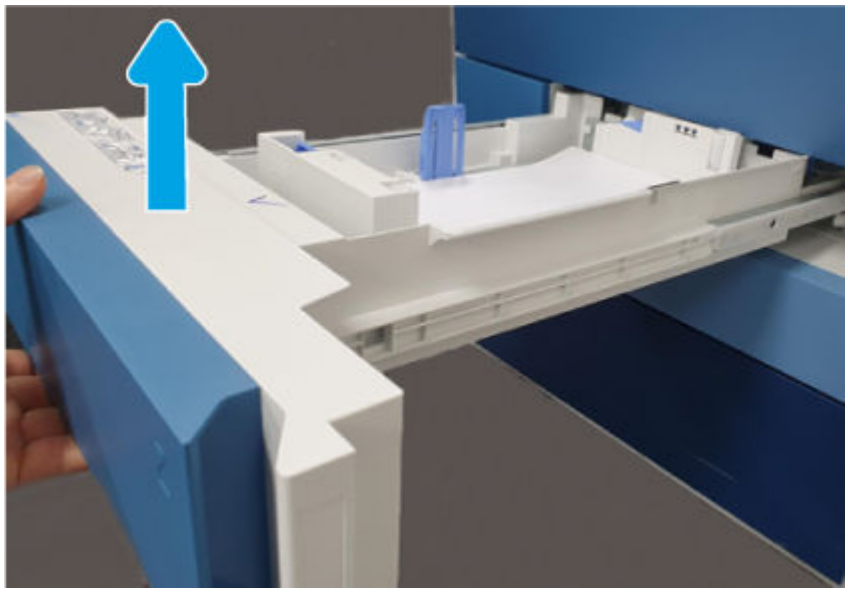
Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-495 Remove the tray

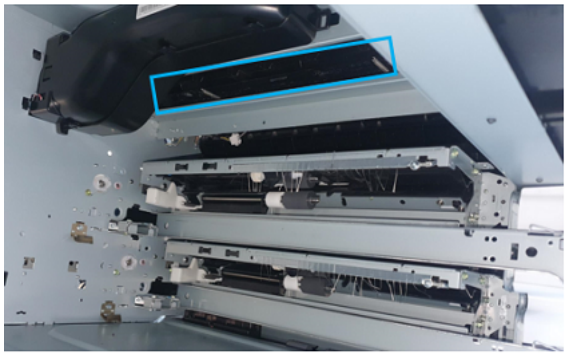


Remove the paper dust container

Use the following procedure to remove and replace the paper dust container.

1. Locate the paper dust container in the tray cavity.

Figure 5-496 Locate the paper dust container



2. Pull the paper dust container straight out of the printer to remove it.

Figure 5-497 Remove the assembly

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Exit unit

Learn about exit unit parts removal and replacement.

Removal and replacement: Exit unit

Learn about removing and replacing the exit unit.

View a video of removing and replacing the exit unit.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-64 Part information

Part number	Part description
JC90-01856A	Exit unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.
2. Remove four screws.

Figure 5-498 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-499 Remove the fuser

2. Remove the middle left cover

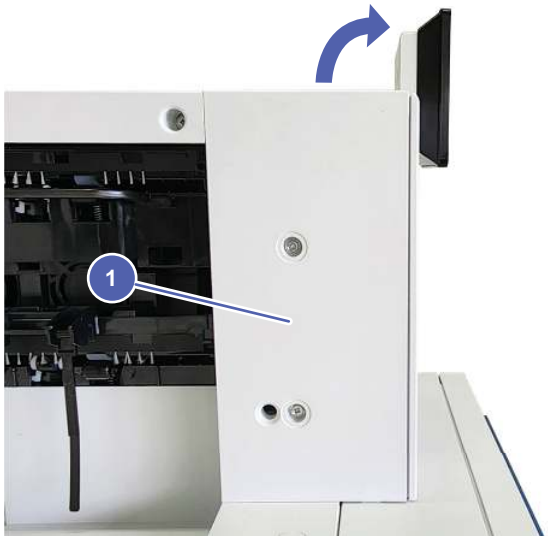
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-500 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-501 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-502 Remove two screws

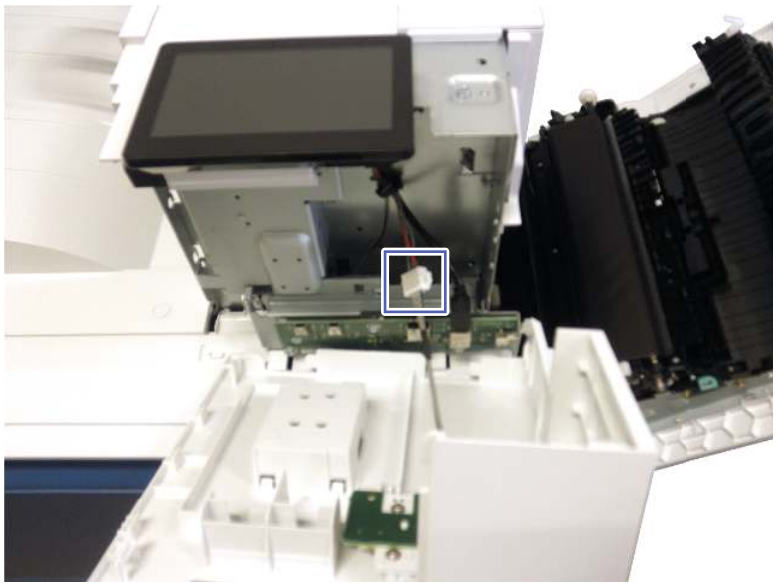
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-503 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-504 Remove the cover assembly



4. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-505 Remove five screws

2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-506 Remove the cover

5. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-507 Remove four screws

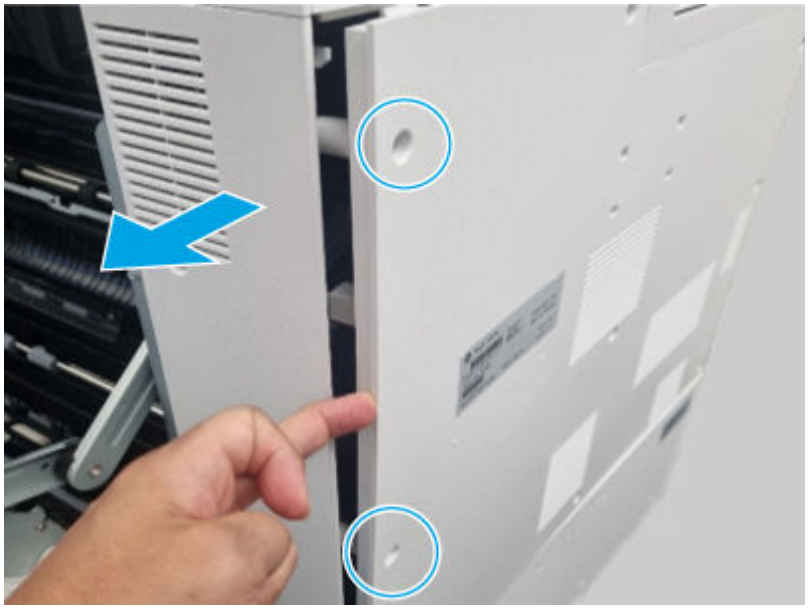
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-508 Remove the cover



6. Remove the right door assembly

Use the following procedure to remove and replace the right door.

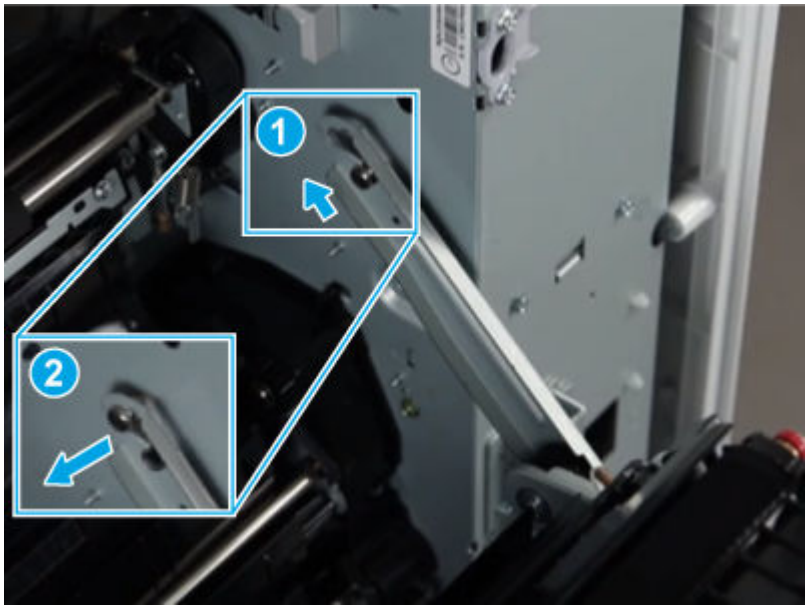
1. Open the right door, and then disconnect one connector.

Figure 5-509 Disconnect one connector

2. Release the hinge.

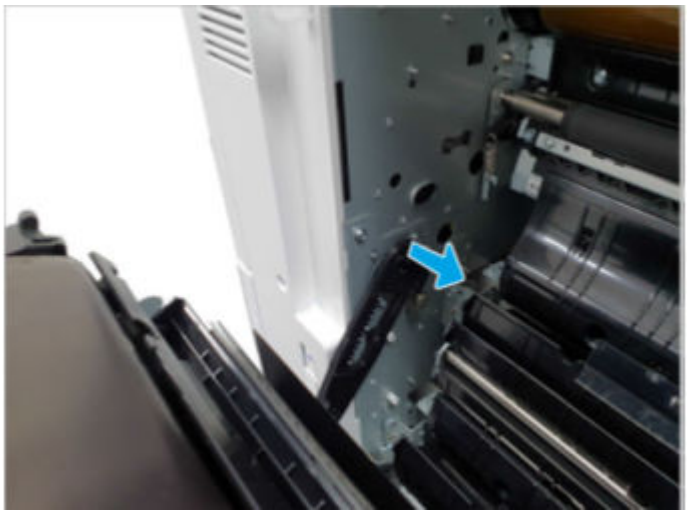
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-510 Release the hinge



3. Release the right door front link.

Figure 5-511 Release the link



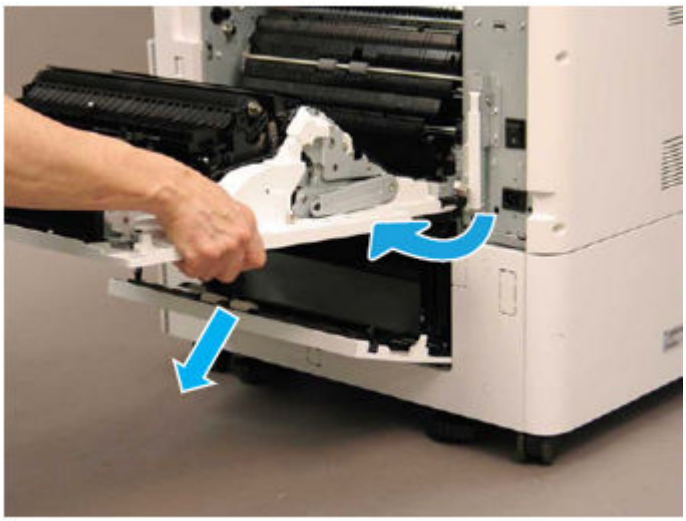
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-512 Remove the door



7. Remove the exit unit

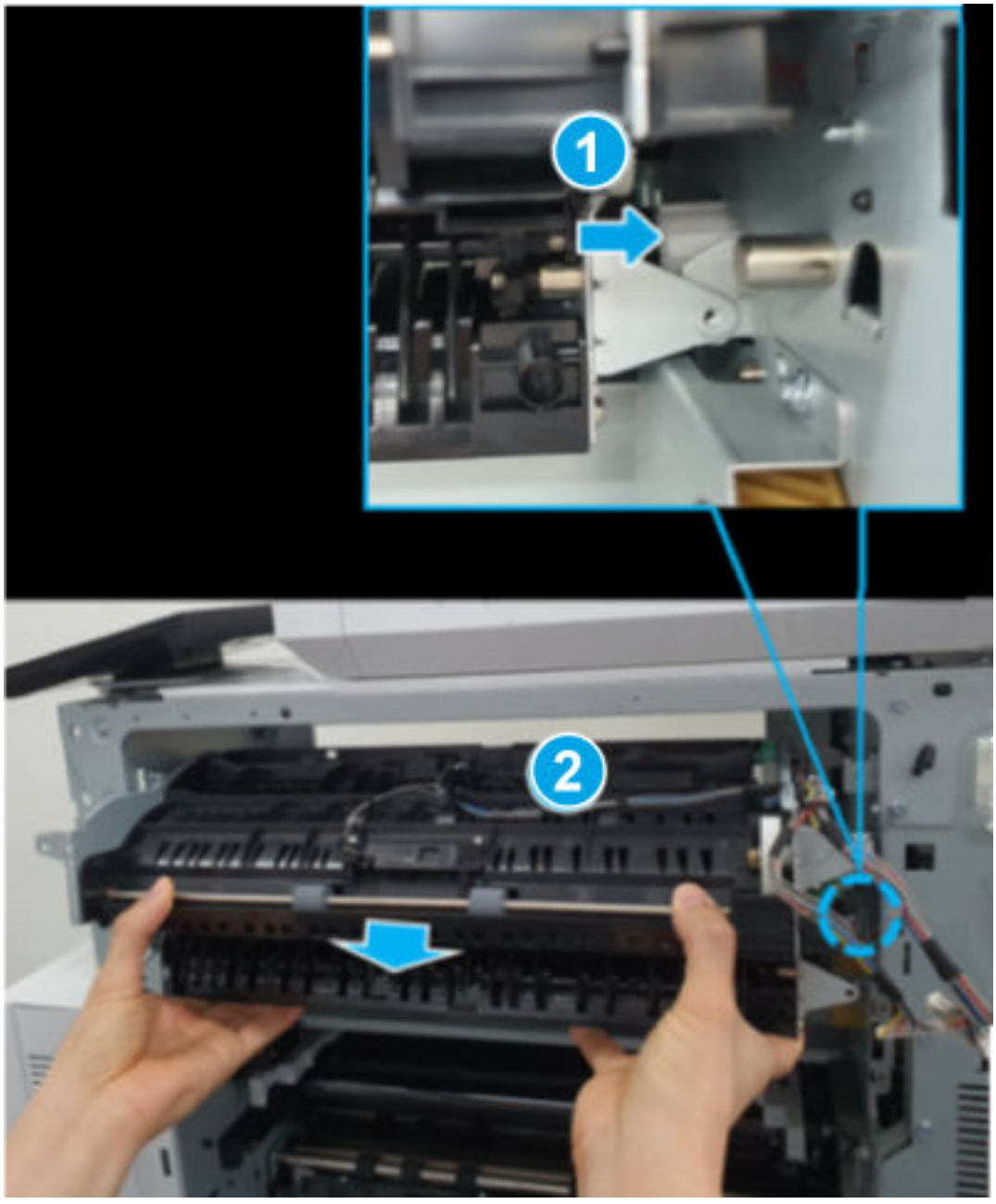
Use the following procedure to remove and replace the exit unit.

1. Disconnect two connectors, and then remove four screws.

Figure 5-513 Disconnect connectors and remove screws

2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-514 Remove the unit



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Output bin 1 sensor

Learn about removing and replacing the output bin 1 sensor.

View a video of removing and replacing the output bin 1 sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-65 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (output bin 1 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.
2. Remove four screws.

Figure 5-515 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-516 Remove the fuser

2. Remove the middle left cover

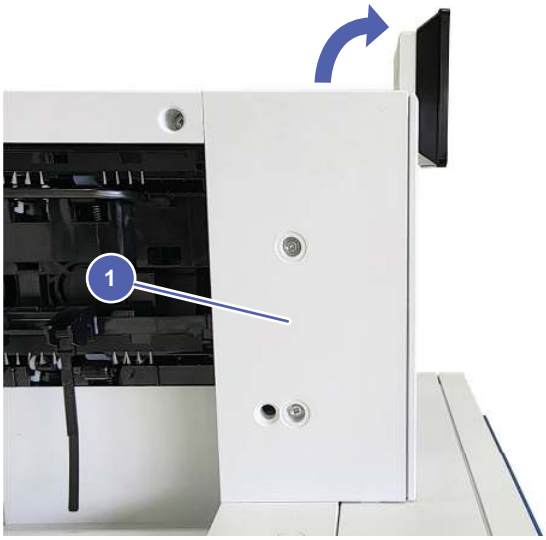
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-517 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-518 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-519 Remove two screws

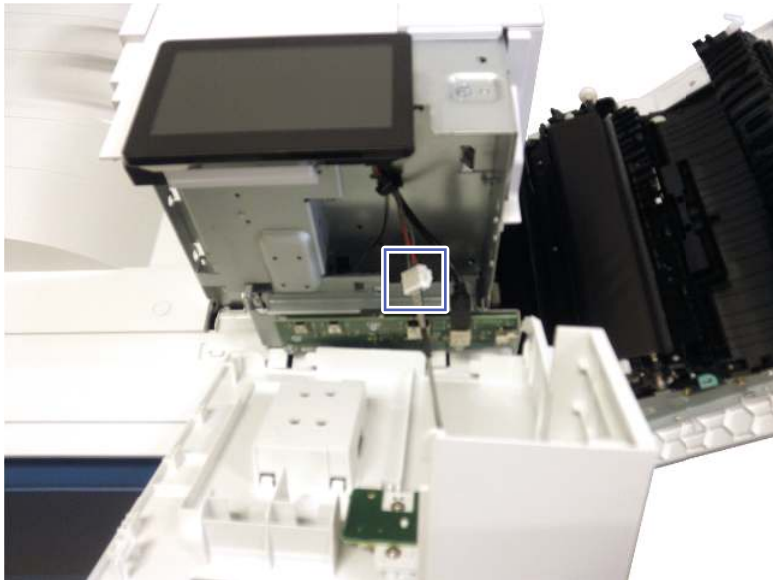
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-520 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-521 Remove the cover assembly



4. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-522 Remove five screws

2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-523 Remove the cover

5. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-524 Remove four screws

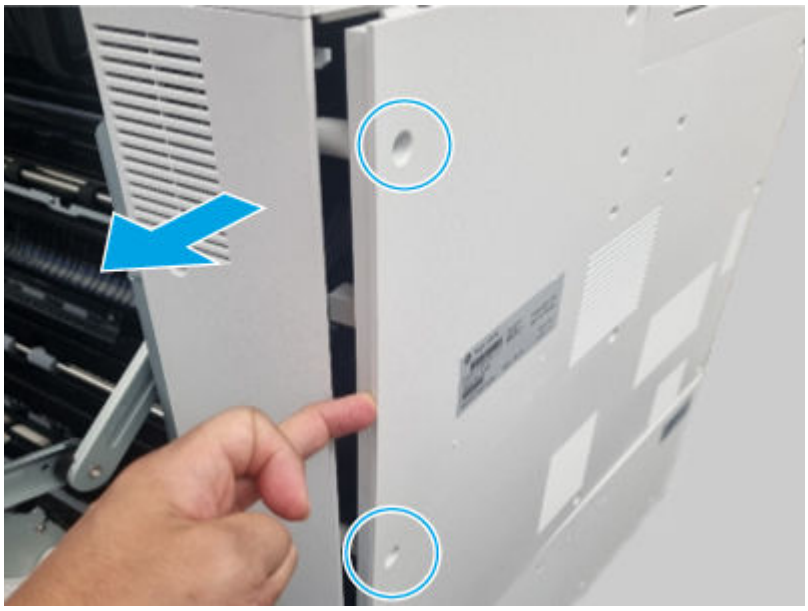
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-525 Remove the cover



6. Remove the right door assembly

Use the following procedure to remove and replace the right door.

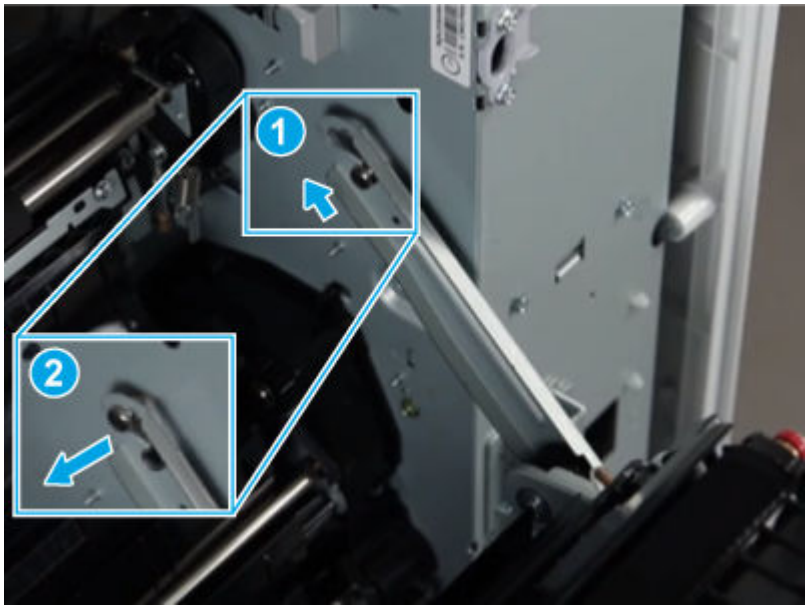
1. Open the right door, and then disconnect one connector.

Figure 5-526 Disconnect one connector

2. Release the hinge.

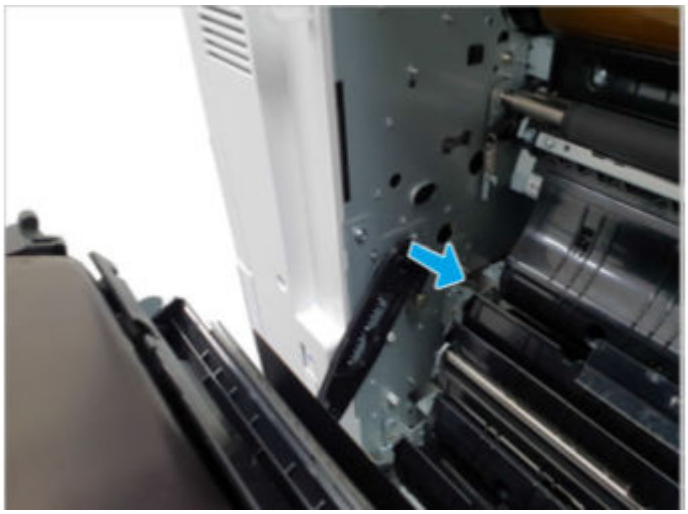
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-527 Release the hinge



3. Release the right door front link.

Figure 5-528 Release the link



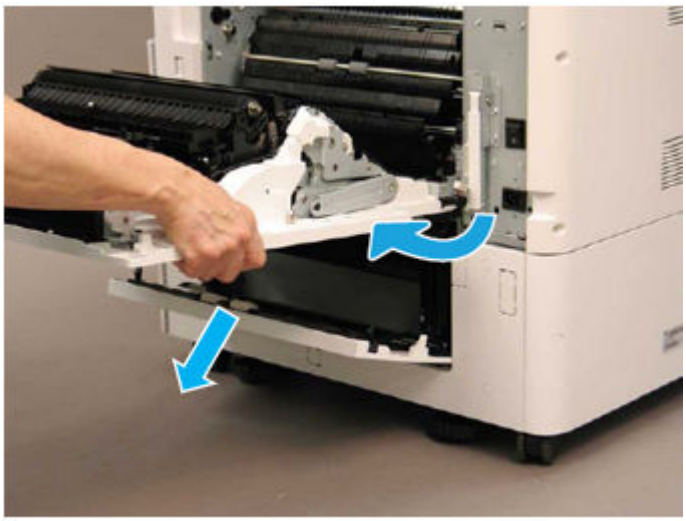
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-529 Remove the door



7. Remove the exit unit

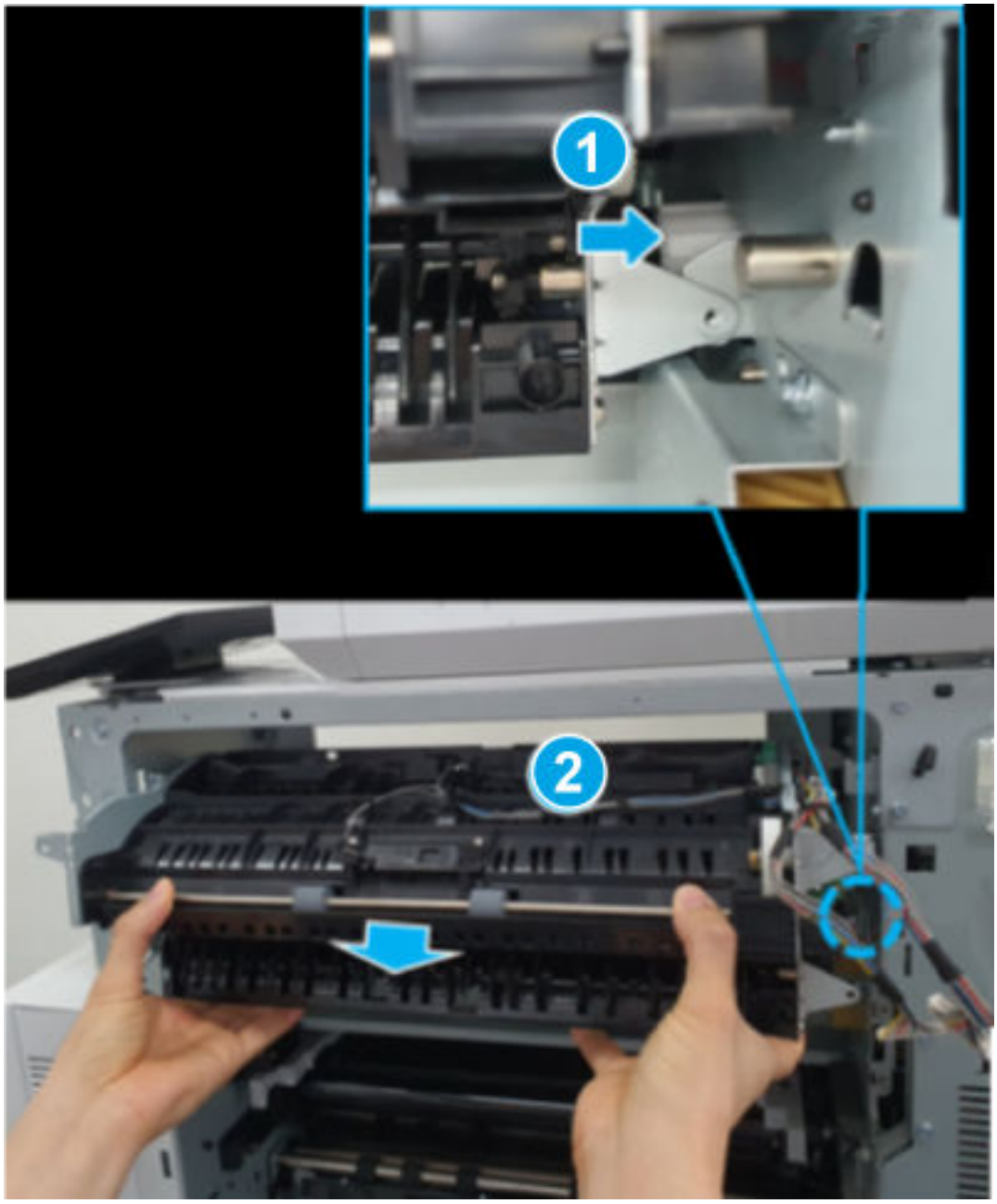
Use the following procedure to remove and replace the exit unit.

1. Disconnect two connectors, and then remove four screws.

Figure 5-530 Disconnect connectors and remove screws

2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-531 Remove the unit

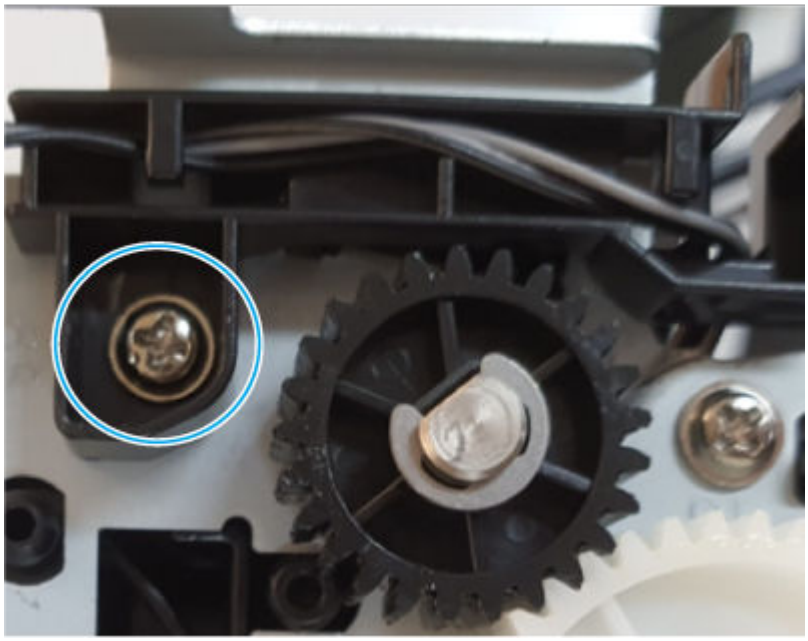


8. Remove the output bin 1 sensor

Use the following procedure to remove and replace the output bin 1 sensor.

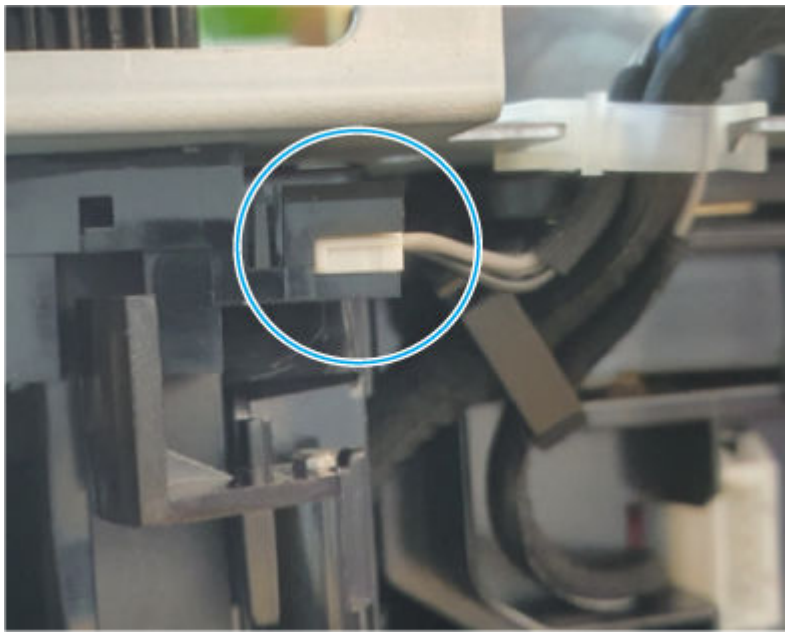
1. Remove one screw.

Figure 5-532 Remove one screw



2. Disconnect one connector.

Figure 5-533 Disconnect one connector



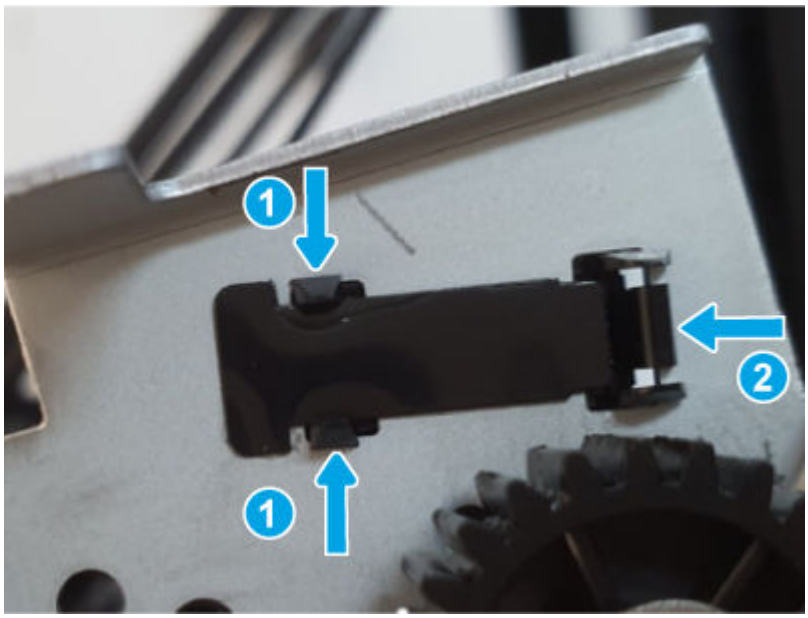
3. Do the following:

NOTE: The black ESD insulator sheet does not need to be removed.

- Release the hooks (callout 1).
- Slide the sensor assembly to the left (callout 2).

- Remove the sensor.

Figure 5-534 Remove the sensor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Return gate solenoid

Learn about removing and replacing the return gate solenoid.

View a video of removing and replacing the return gate solenoid.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-66 Part information

Part number	Part description
JC33-00031B	Solenoid, lifting (return gate solenoid)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.

2. Remove four screws.

Figure 5-535 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-536 Remove the fuser

2. Remove the middle left cover

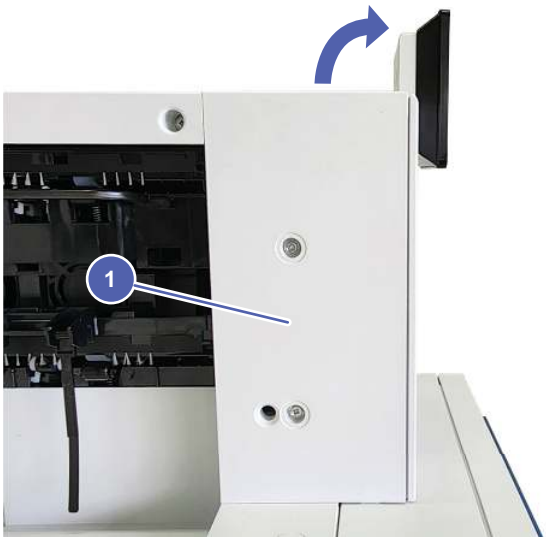
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-537 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-538 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-539 Remove two screws

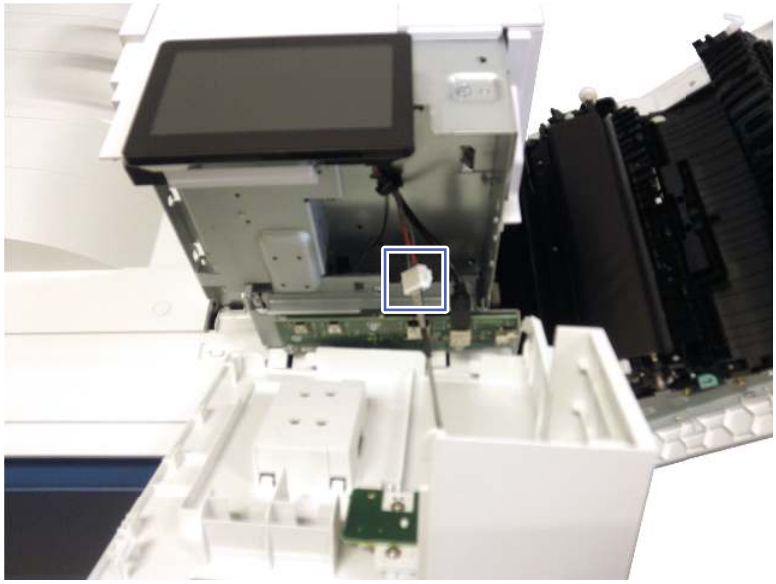
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-540 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-541 Remove the cover assembly



4. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-542 Remove five screws

2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-543 Remove the cover

5. Remove the right rear cover

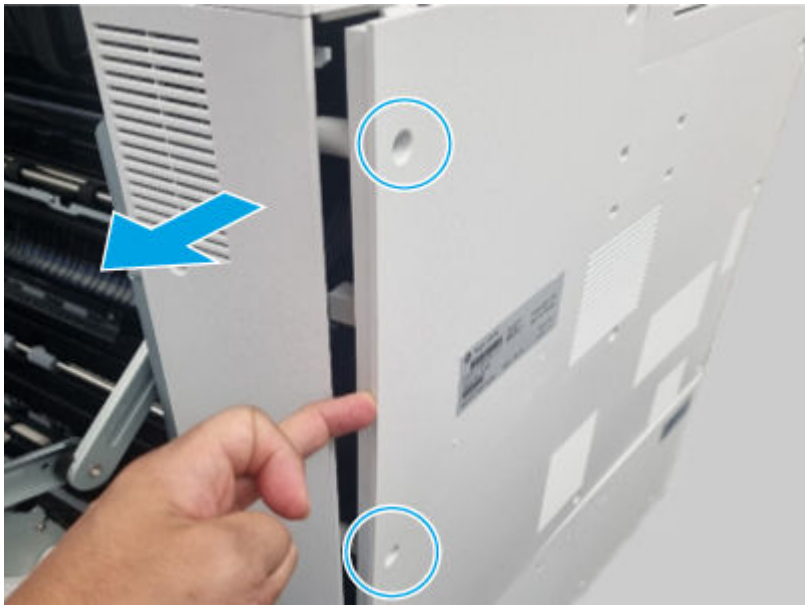
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-544 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-545 Remove the cover



6. Remove the right door assembly

Use the following procedure to remove and replace the right door.

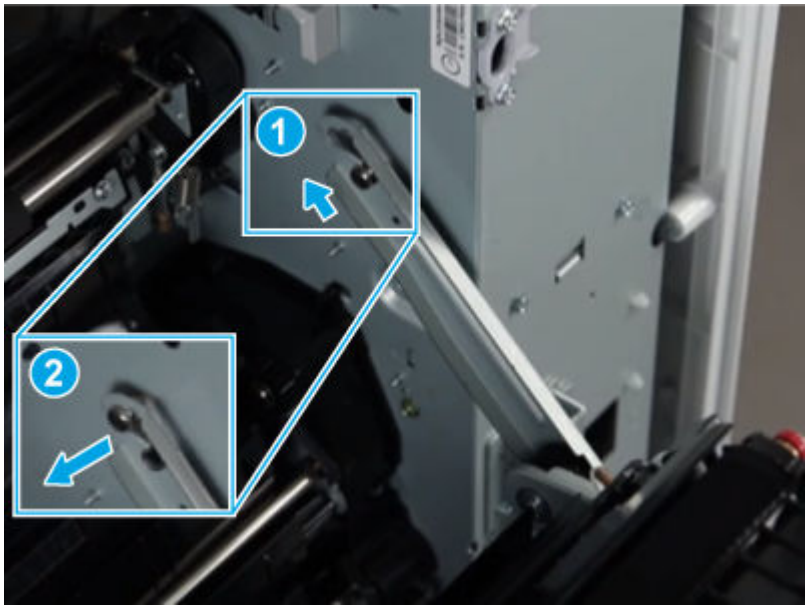
1. Open the right door, and then disconnect one connector.

Figure 5-546 Disconnect one connector

2. Release the hinge.

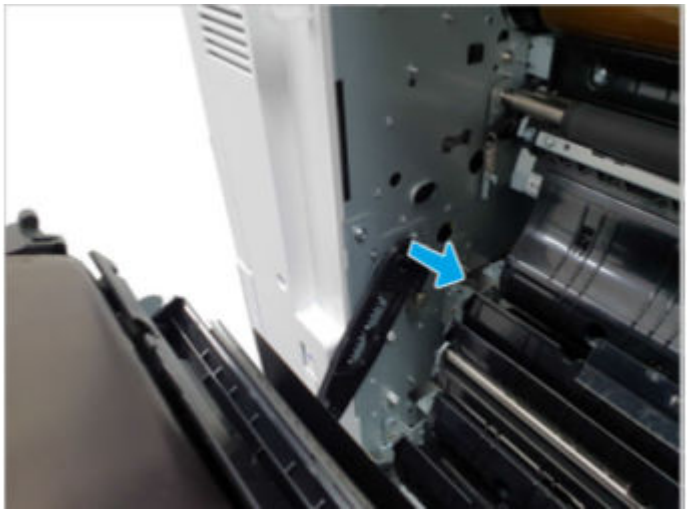
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-547 Release the hinge



3. Release the right door front link.

Figure 5-548 Release the link



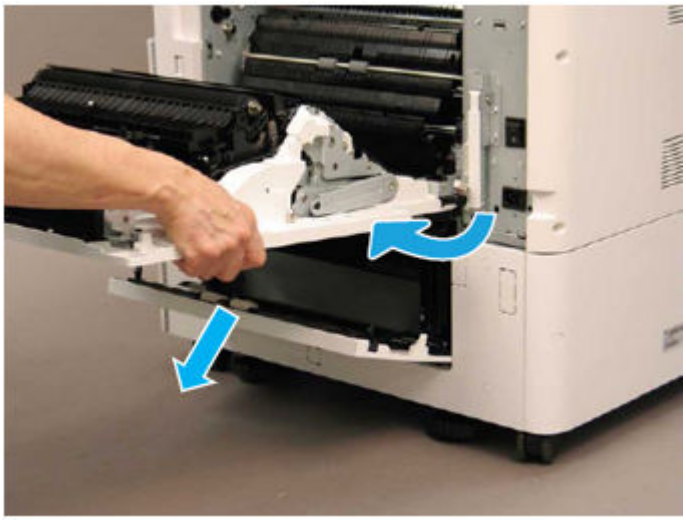
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-549 Remove the door



7. Remove the exit unit

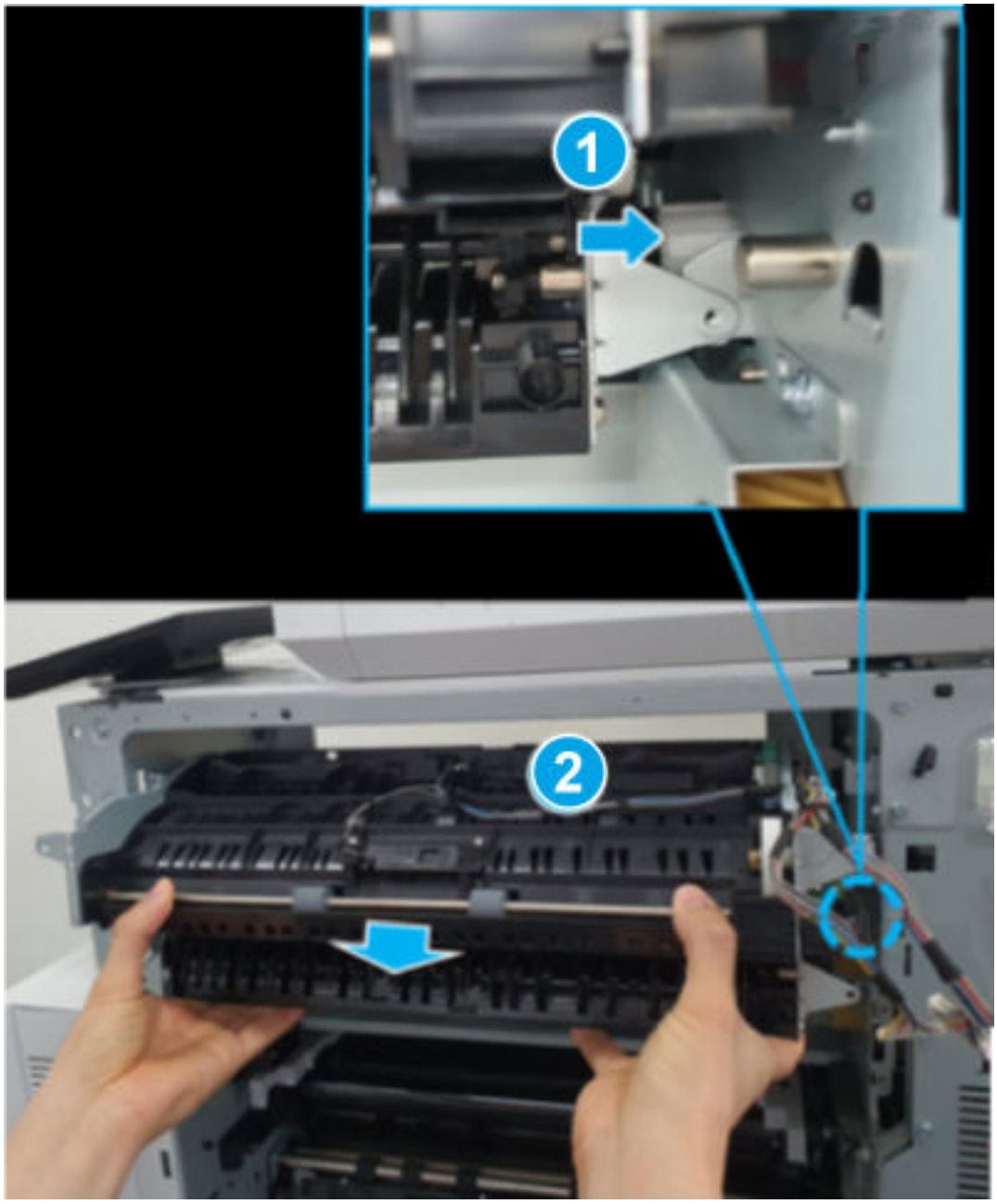
Use the following procedure to remove and replace the exit unit.

1. Disconnect two connectors, and then remove four screws.

Figure 5-550 Disconnect connectors and remove screws

2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-551 Remove the unit

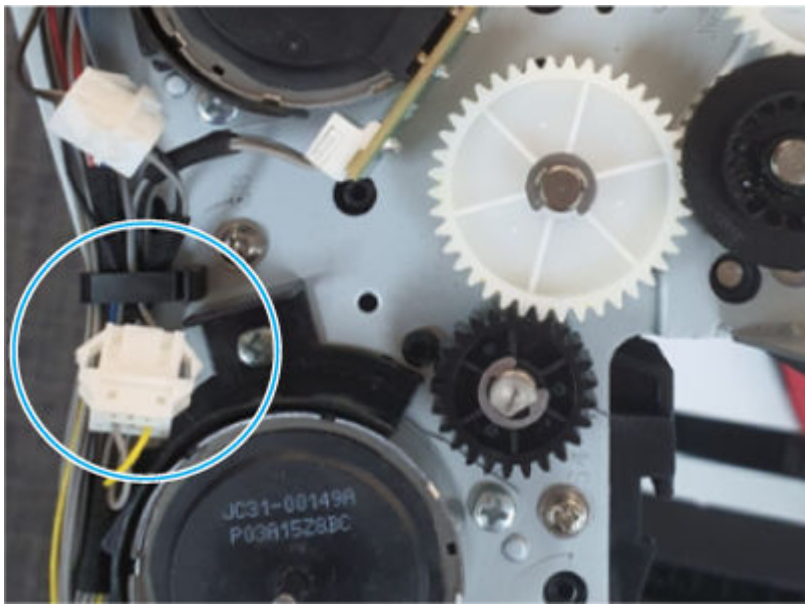


8. Remove the return gate solenoid

Use the following procedure to remove and replace the return gate solenoid.

1. Disconnect one connector, and then release the wire harness from the retainer.

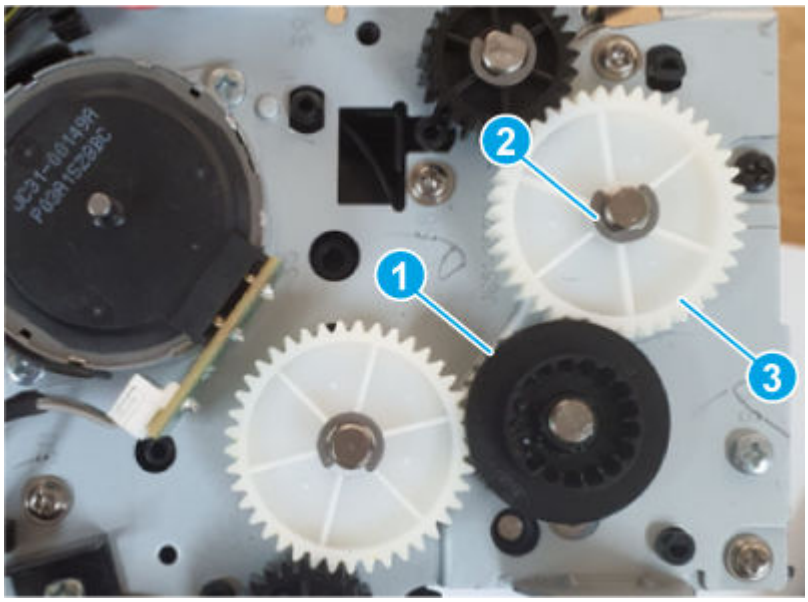
Figure 5-552 Disconnect one connector



2. Do the following:

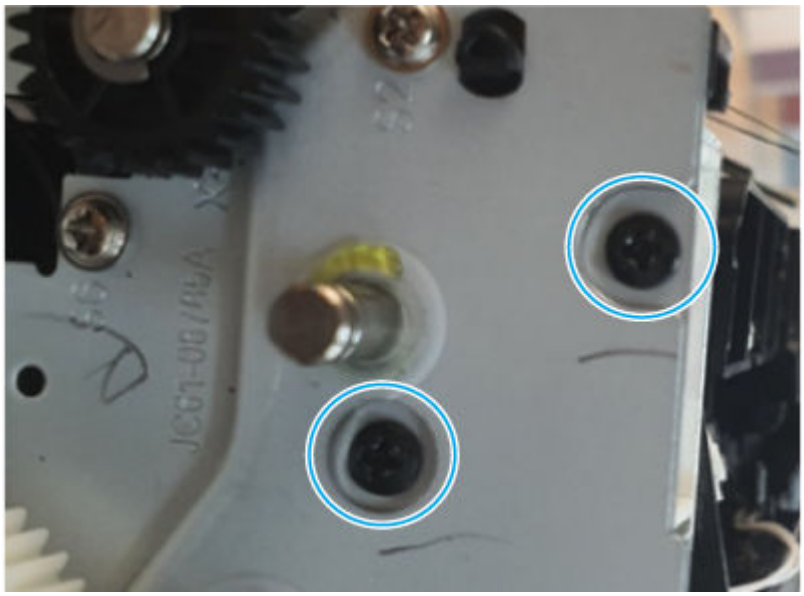
   - Remove the black gear (callout 1).
   - Use a pair of tweezers to remove one e-ring (callout 2), and then remove the white gear (callout 3)/

Figure 5-553 Remove the gears



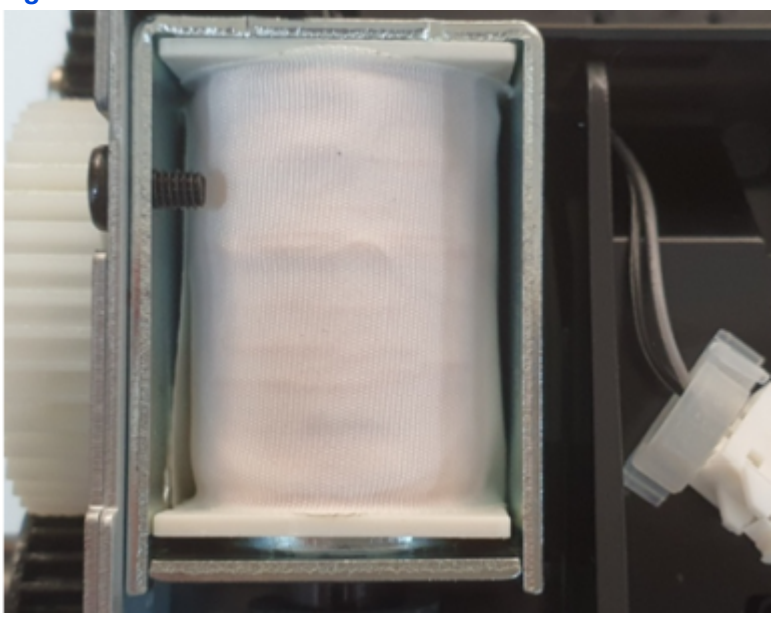
3. Remove two screws.

Figure 5-554 Remove two screws



4. Remove the return gate solenoid.

Figure 5-555 Remove the solenoid



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit 2 motor

Learn about removing and replacing the exit 2 motor.

View a video of removing and replacing the exit 2 motor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-67 Part information

Part number	Part description
JC93-00336A	Drive-motor step (exit 2 motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.
2. Remove four screws.

Figure 5-556 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-557 Remove the fuser

2. Remove the middle left cover

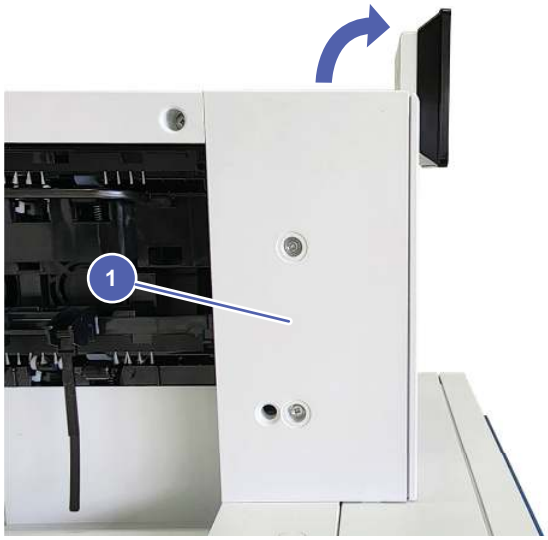
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-558 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-559 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-560 Remove two screws

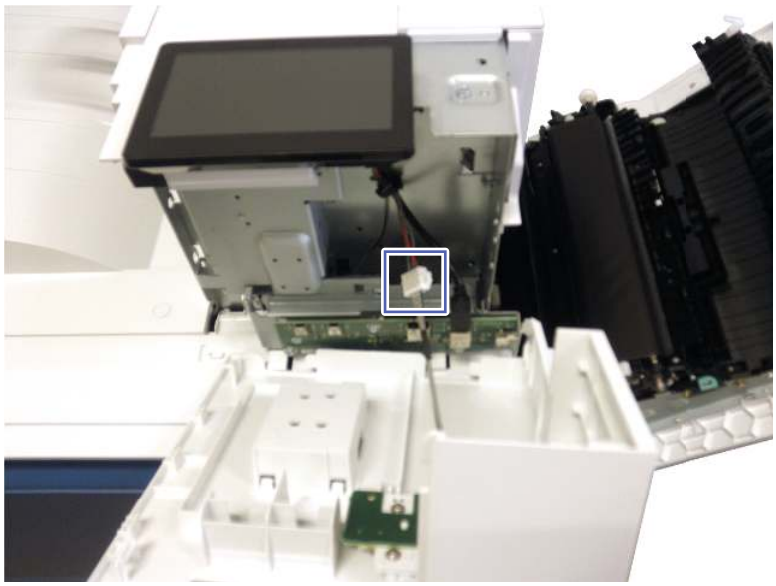
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-561 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-562 Remove the cover assembly



4. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-563 Remove five screws

2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-564 Remove the cover

5. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-565 Remove four screws

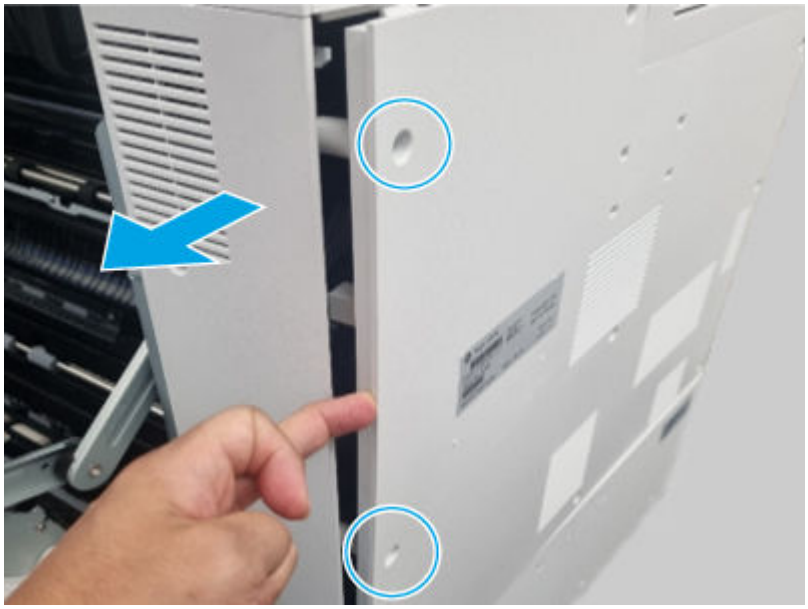
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-566 Remove the cover



6. Remove the right door assembly

Use the following procedure to remove and replace the right door.

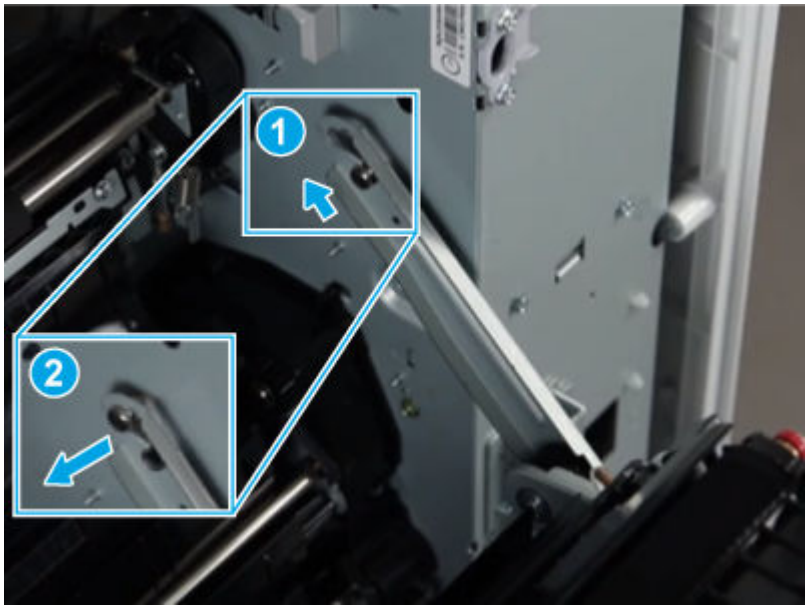
1. Open the right door, and then disconnect one connector.

Figure 5-567 Disconnect one connector

2. Release the hinge.

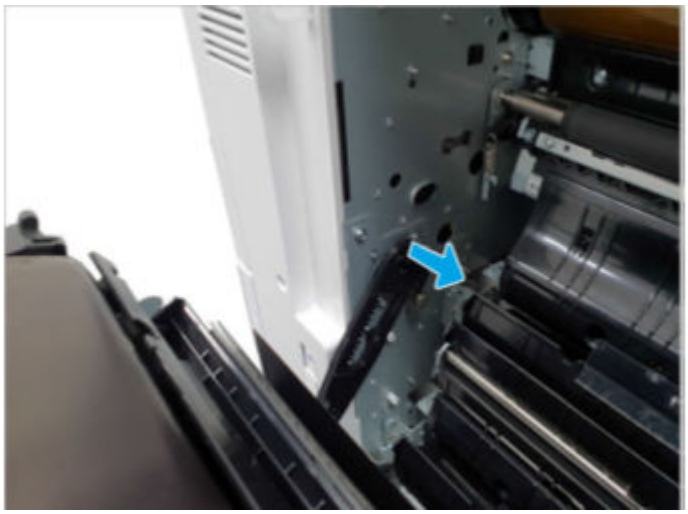
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-568 Release the hinge



3. Release the right door front link.

Figure 5-569 Release the link



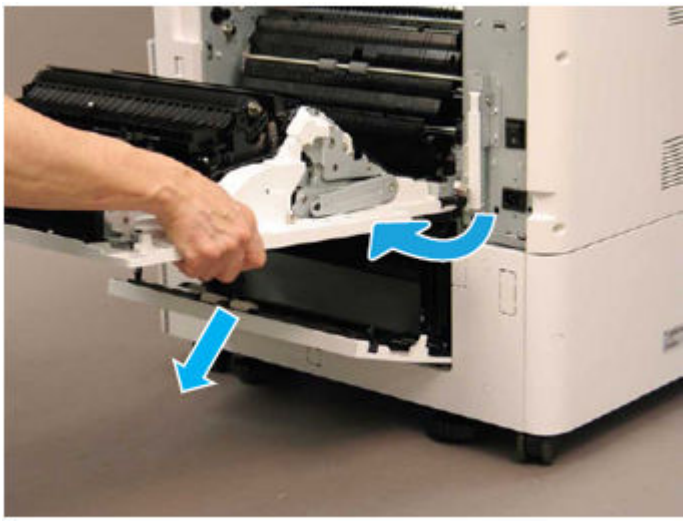
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-570 Remove the door



7. Remove the exit unit

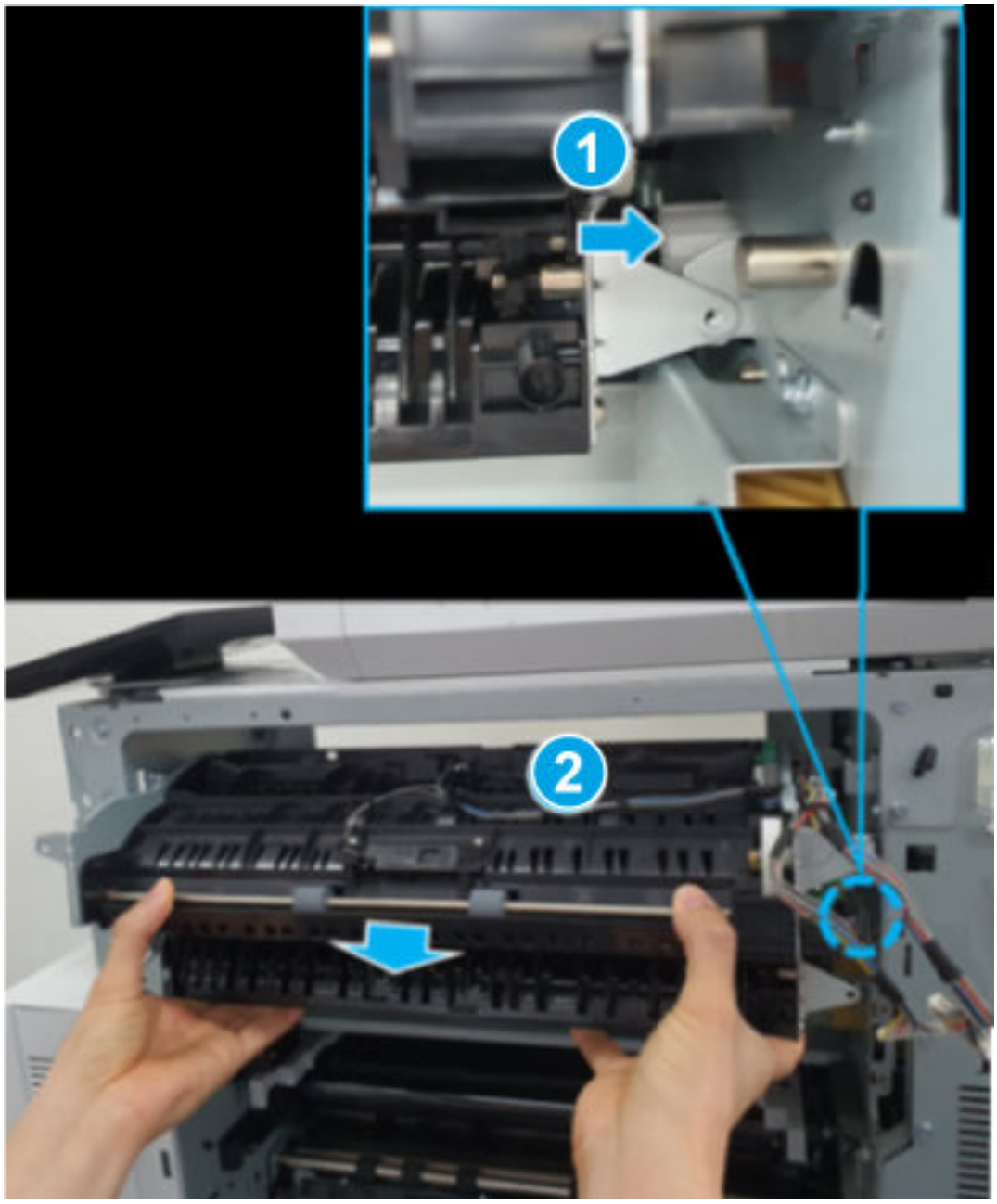
Use the following procedure to remove and replace the exit unit.

1. Disconnect two connectors, and then remove four screws.

Figure 5-571 Disconnect connectors and remove screws

2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-572 Remove the unit



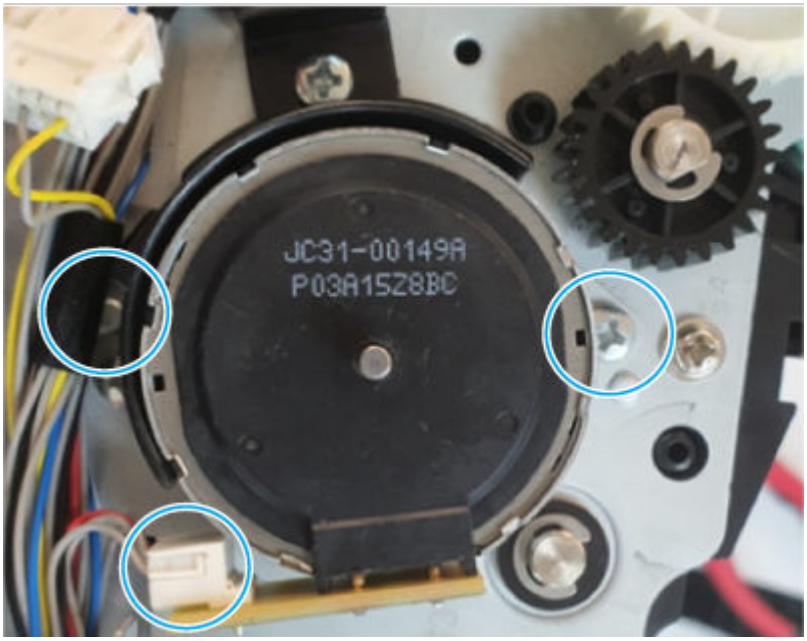
8. Remove the exit 2 motor

Use the following procedure to remove and replace the exit 2 motor.

- Disconnect one connector, remove two screws, and then remove the exit 2 motor.

⚠ **CAUTION:** Do not damage the wire harness when removing the motor.

Figure 5-573 Remove the motor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit 2 sensor

Learn about removing and replacing the exit 2 sensor.

View a video of removing and replacing the exit 2 sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-68 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (exit 2 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.

2. Remove four screws.

Figure 5-574 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-575 Remove the fuser

2. Remove the middle left cover

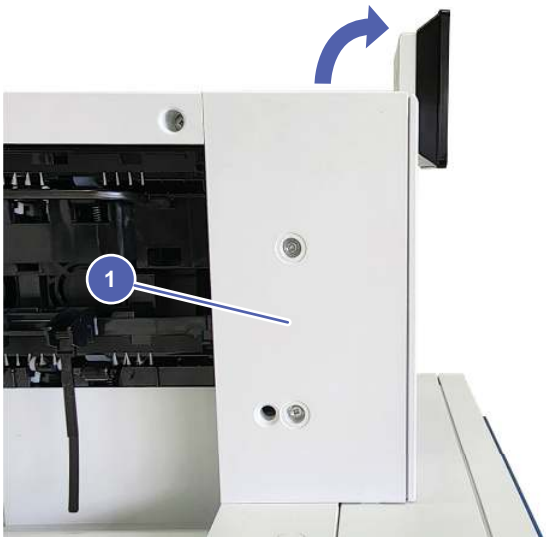
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-576 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-577 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-578 Remove two screws

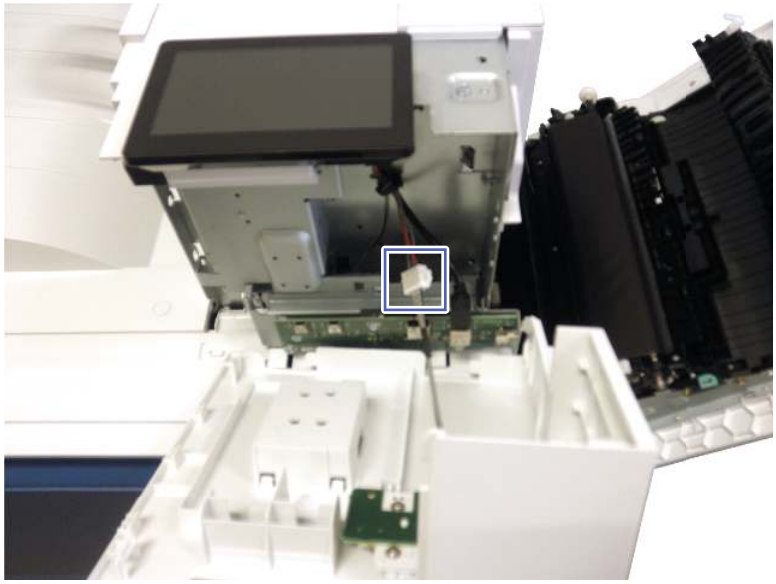
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-579 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-580 Remove the cover assembly



4. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-581 Remove five screws

2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-582 Remove the cover

5. Remove the right rear cover

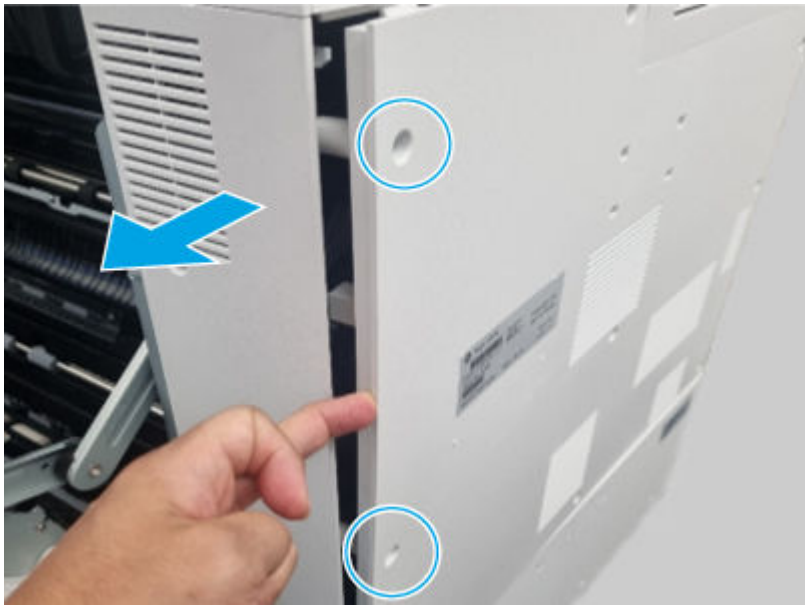
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-583 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-584 Remove the cover



6. Remove the right door assembly

Use the following procedure to remove and replace the right door.

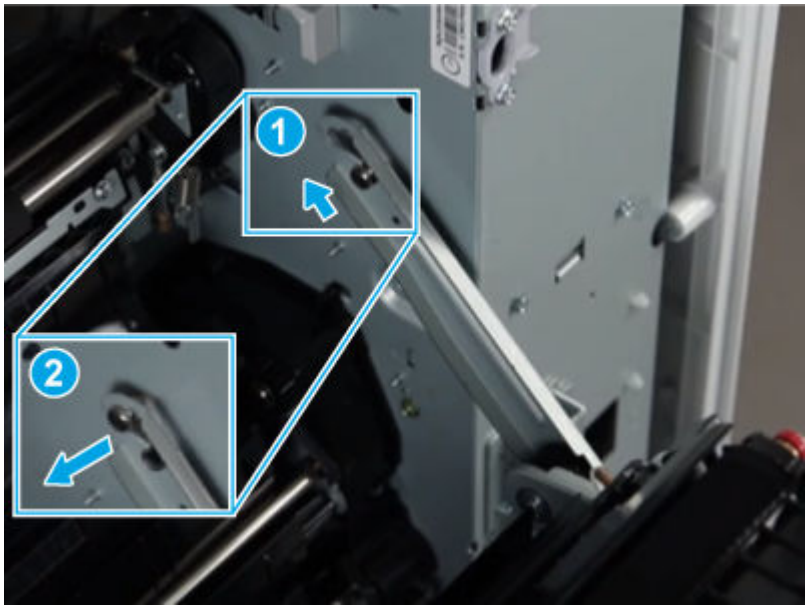
1. Open the right door, and then disconnect one connector.

Figure 5-585 Disconnect one connector

2. Release the hinge.

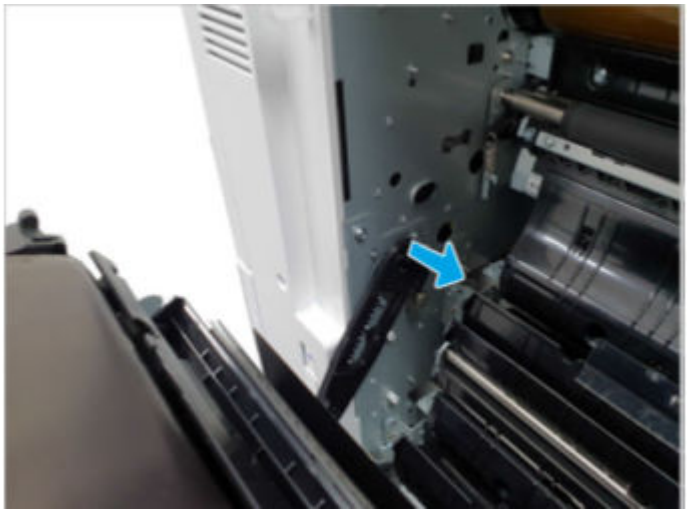
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-586 Release the hinge



3. Release the right door front link.

Figure 5-587 Release the link



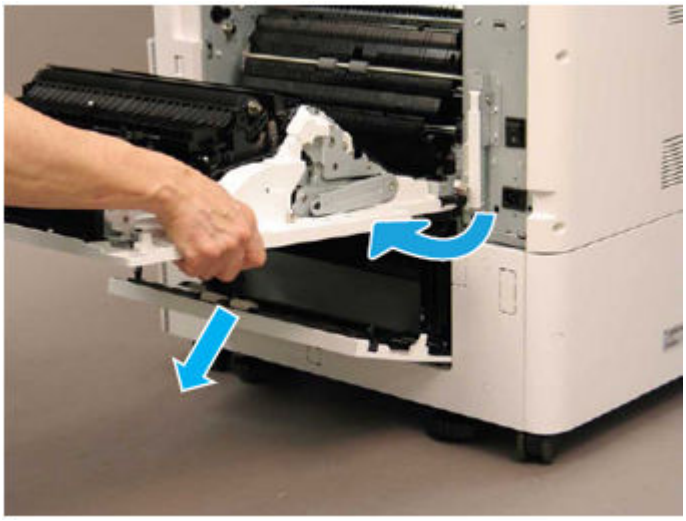
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-588 Remove the door



7. Remove the exit unit

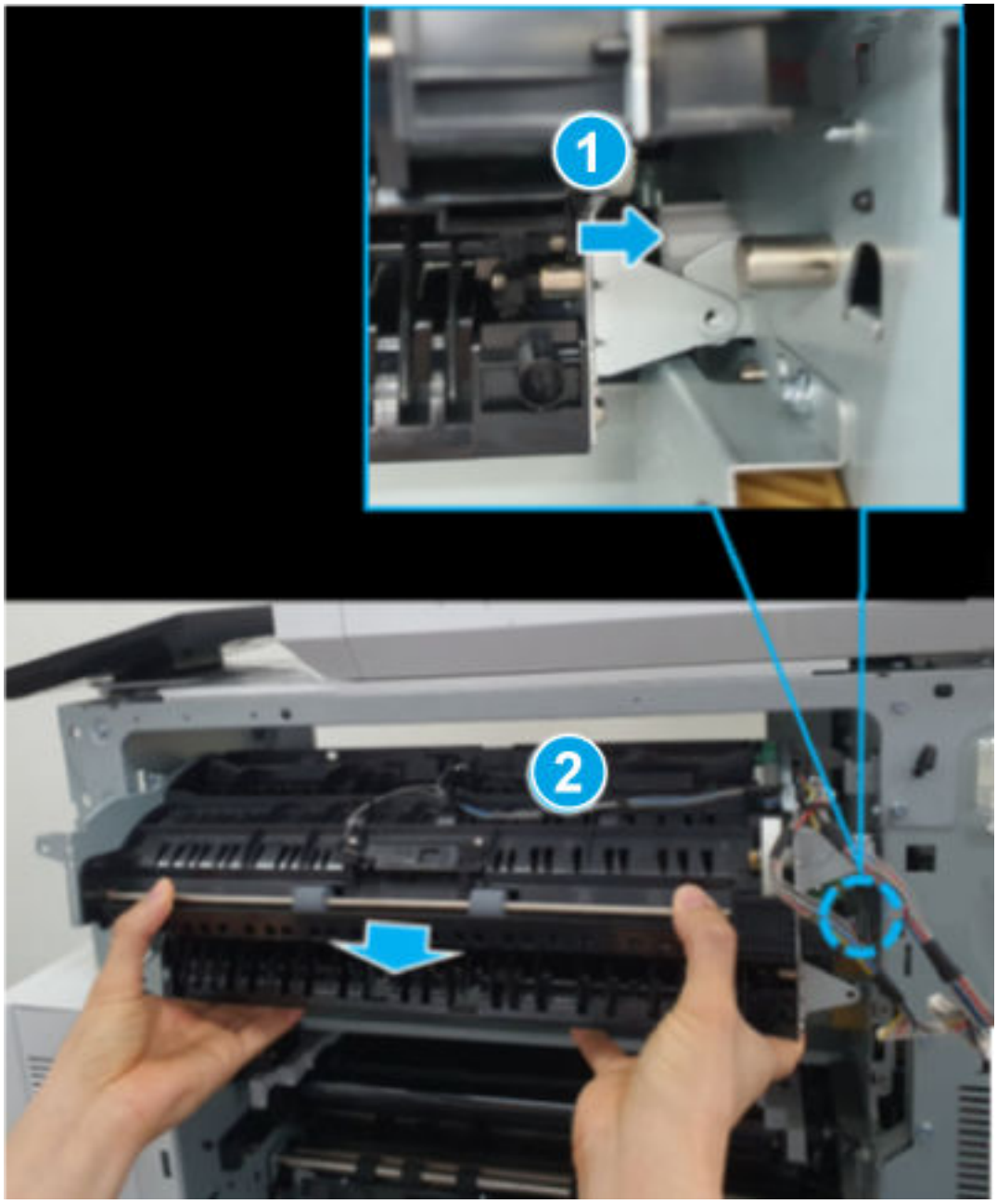
Use the following procedure to remove and replace the exit unit.

1. Disconnect two connectors, and then remove four screws.

Figure 5-589 Disconnect connectors and remove screws

2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-590 Remove the unit

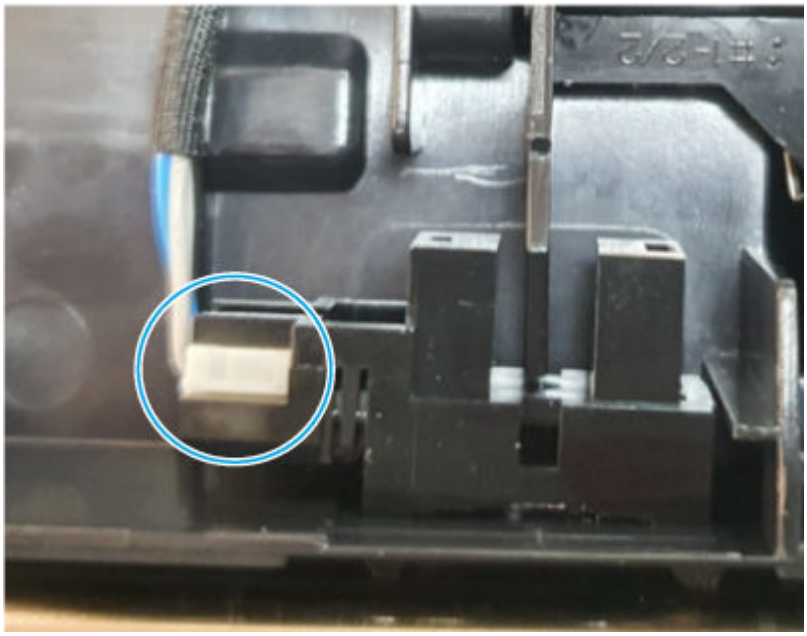


8. Remove the exit 2 sensor

Use the following procedure to remove and replace the exit 2 motor.

1. Disconnect one connector.

Figure 5-591 Disconnect one connector

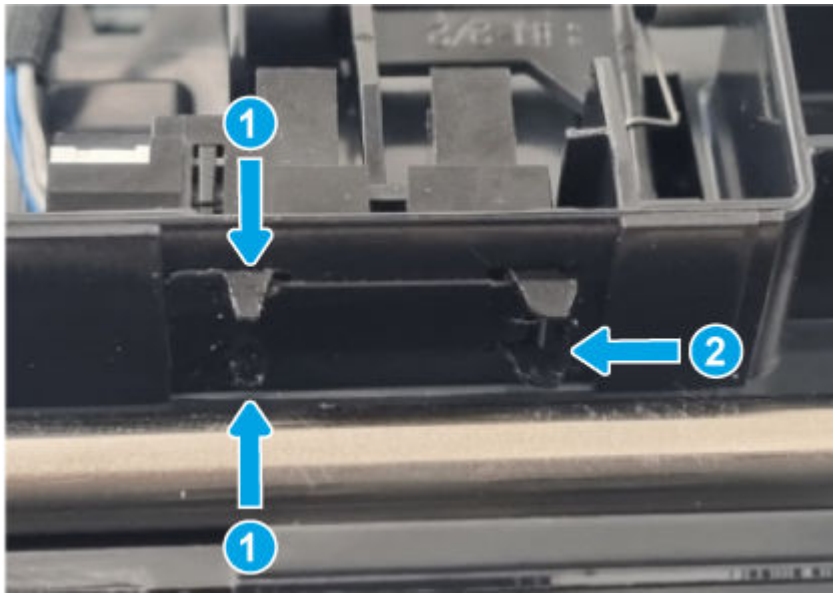


2. Do the following:

NOTE: The black ESD insulator sheet does not need to be removed.

- Release the hooks (callout 1).
- Slide the sensor assembly to the left (callout 2).
- Remove the sensor.

Figure 5-592 Remove the sensor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Duplex jam 1 sensor

Learn about removing and replacing the duplex jam 1 sensor.

View a video of removing and replacing the duplex jam 1 sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-69 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (duplex jam 1 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.
2. Remove four screws.

Figure 5-593 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-594 Remove the fuser

2. Remove the middle left cover

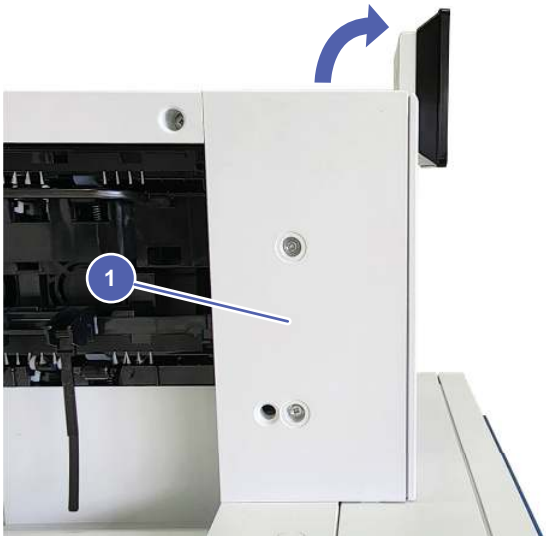
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-595 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-596 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-597 Remove two screws

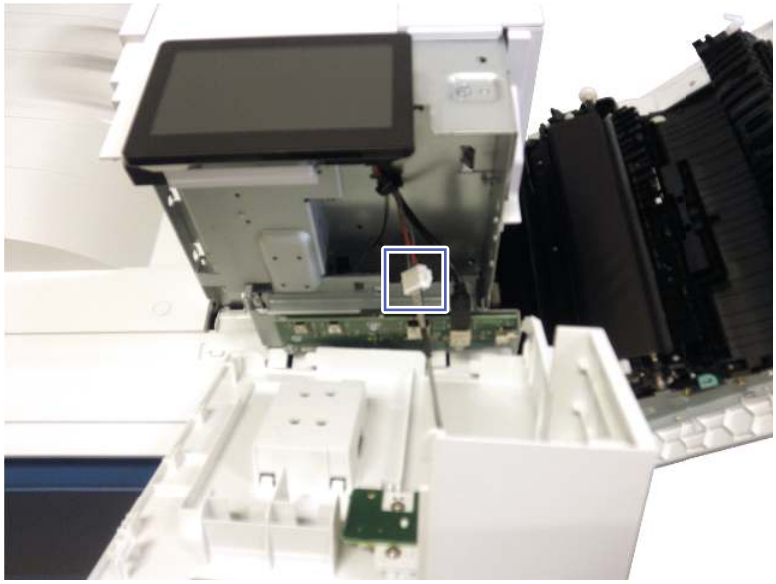
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-598 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-599 Remove the cover assembly



4. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-600 Remove five screws

2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-601 Remove the cover

5. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-602 Remove four screws

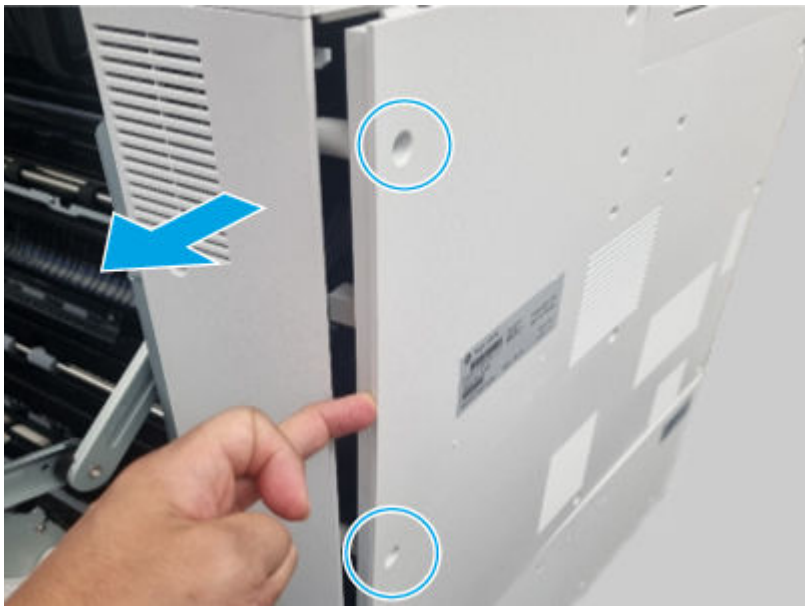
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-603 Remove the cover



6. Remove the right door assembly

Use the following procedure to remove and replace the right door.

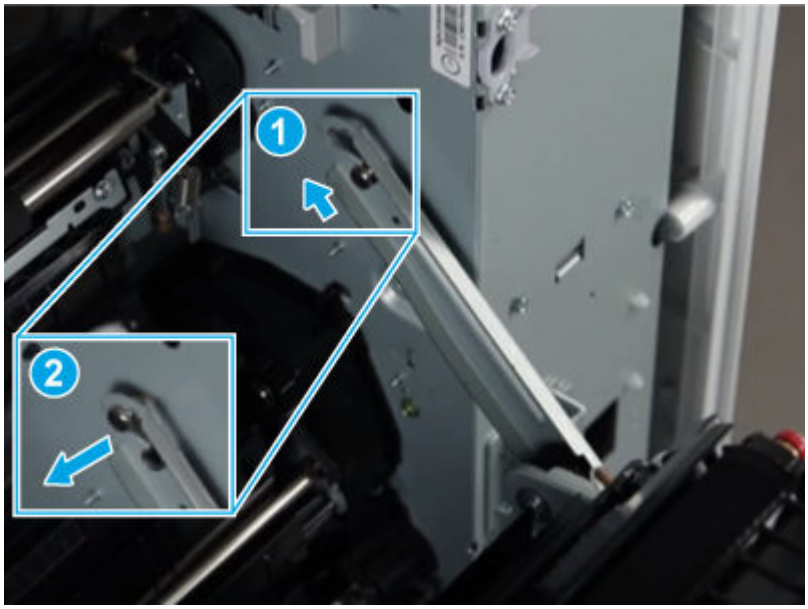
1. Open the right door, and then disconnect one connector.

Figure 5-604 Disconnect one connector

2. Release the hinge.

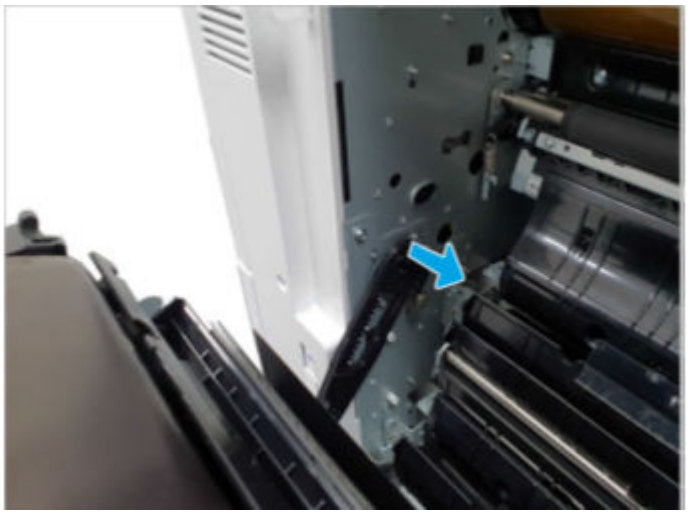
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-605 Release the hinge



3. Release the right door front link.

Figure 5-606 Release the link



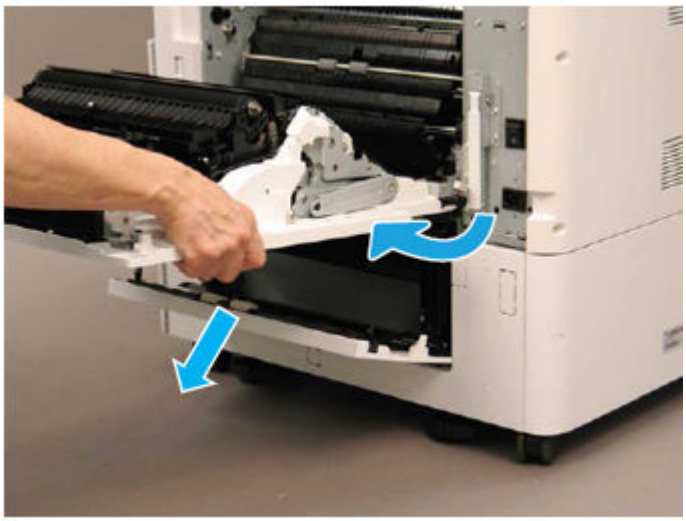
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-607 Remove the door



7. Remove the exit unit

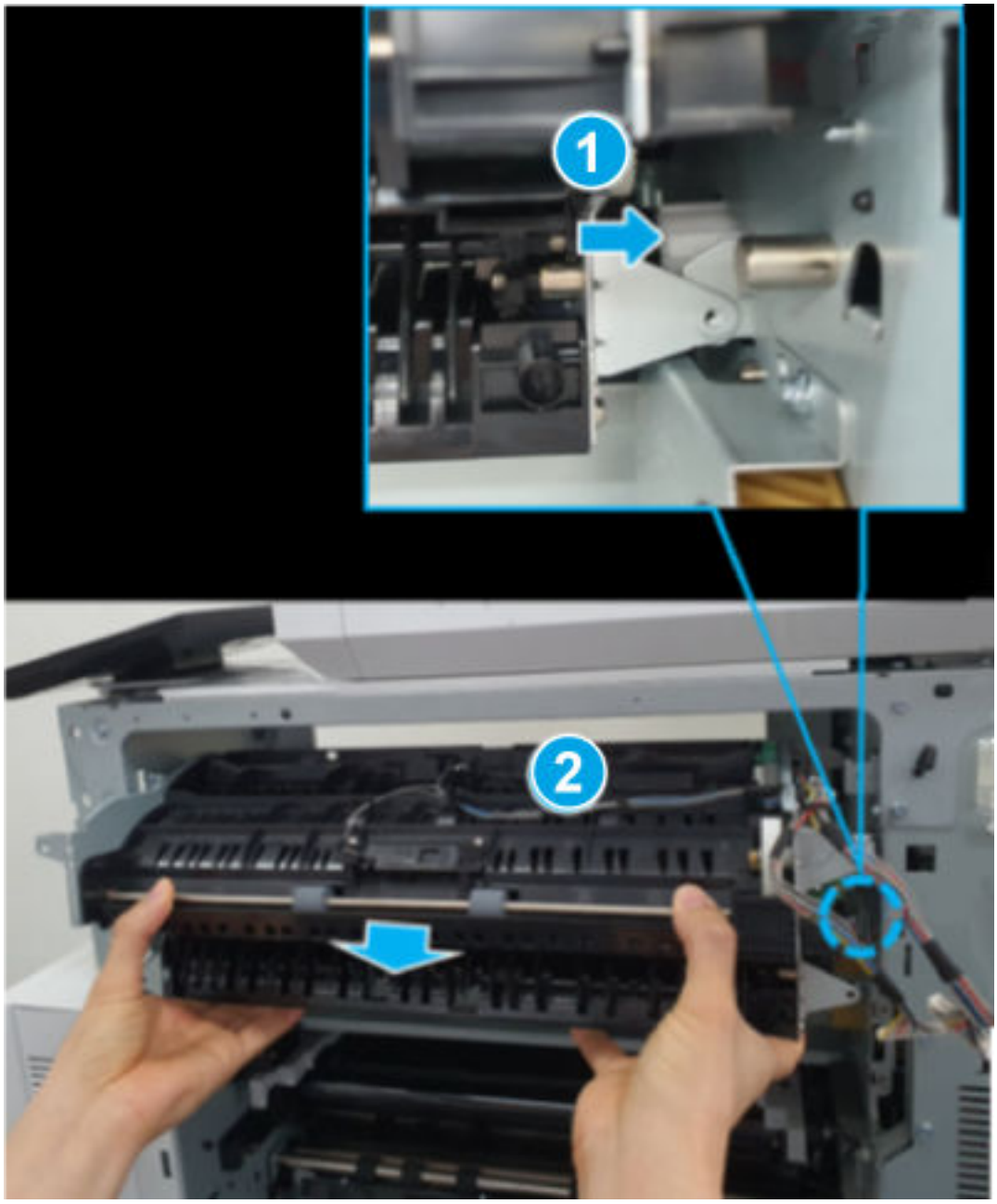
Use the following procedure to remove and replace the exit unit.

1. Disconnect two connectors, and then remove four screws.

Figure 5-608 Disconnect connectors and remove screws

2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-609 Remove the unit

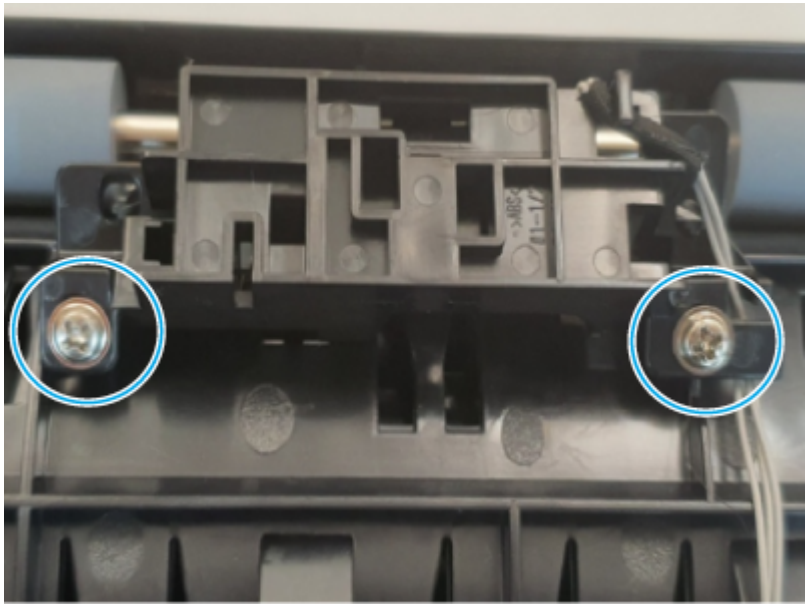


8. Remove the duplex jam 1 sensor

Use the following procedure to remove and replace the duplex jam 1 sensor.

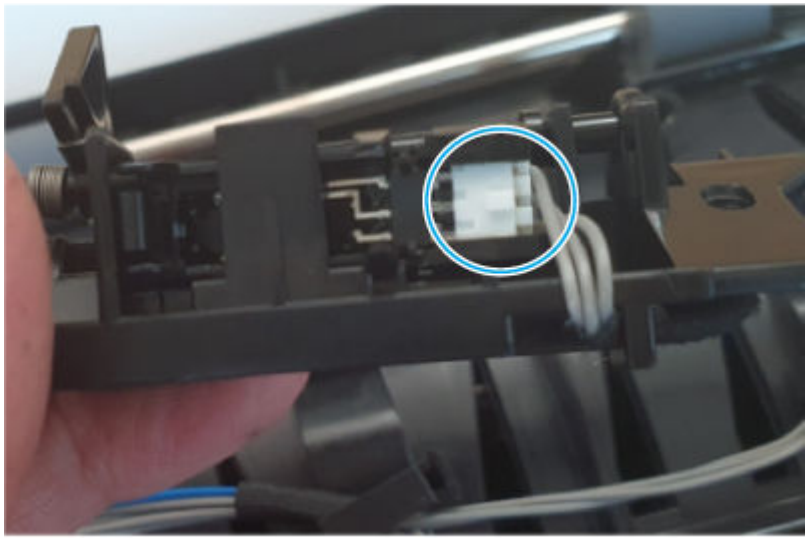
1. Remove two screws.

Figure 5-610 Remove two screws



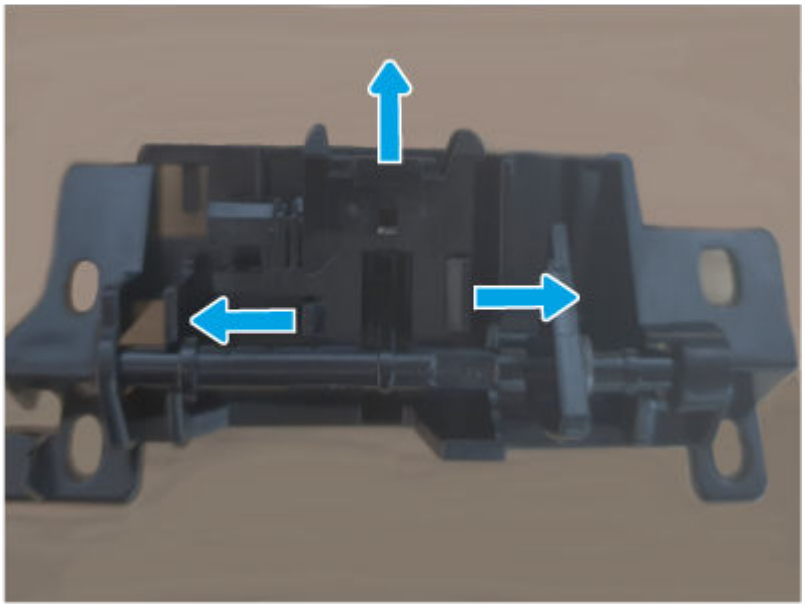
2. Disconnect one connector.

Figure 5-611 Disconnect one connector



3. Release three hooks, and then remove the duplex jam 1 sensor.

Figure 5-612 Remove the sensor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Duplex 1 motor

Learn about removing and replacing the duplex 1 motor.

View a video of removing and replacing the duplex 1 motor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-70 Part information

Part number	Part description
JC93-00336A	Drive-motor step (duplex 1 motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.

2. Remove four screws.

Figure 5-613 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-614 Remove the fuser

2. Remove the middle left cover

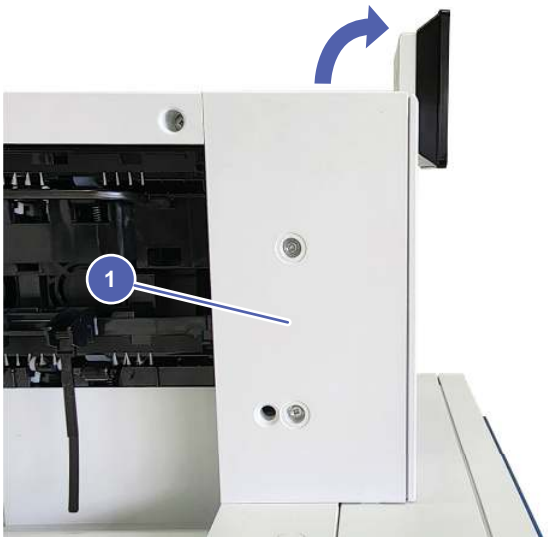
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-615 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-616 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-617 Remove two screws

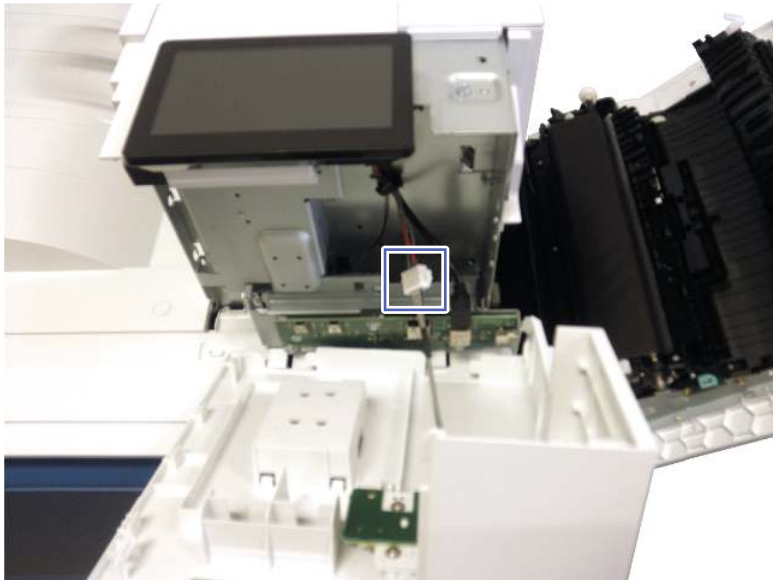
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-618 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-619 Remove the cover assembly



4. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-620 Remove five screws

2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-621 Remove the cover

5. Remove the right rear cover

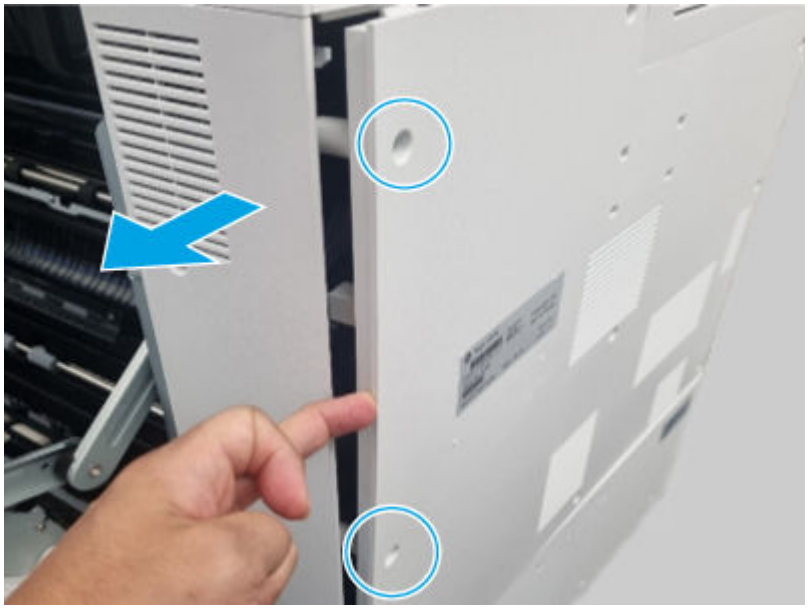
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-622 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-623 Remove the cover



6. Remove the right door assembly

Use the following procedure to remove and replace the right door.

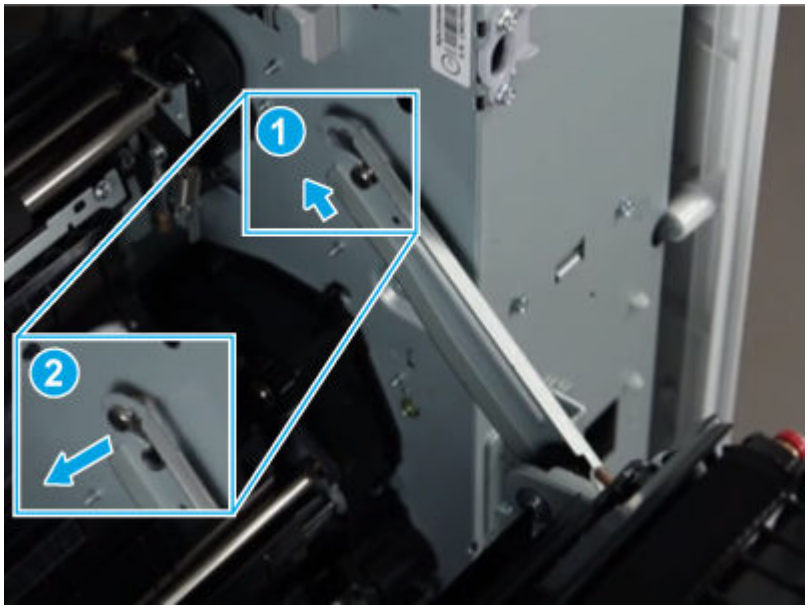
1. Open the right door, and then disconnect one connector.

Figure 5-624 Disconnect one connector

2. Release the hinge.

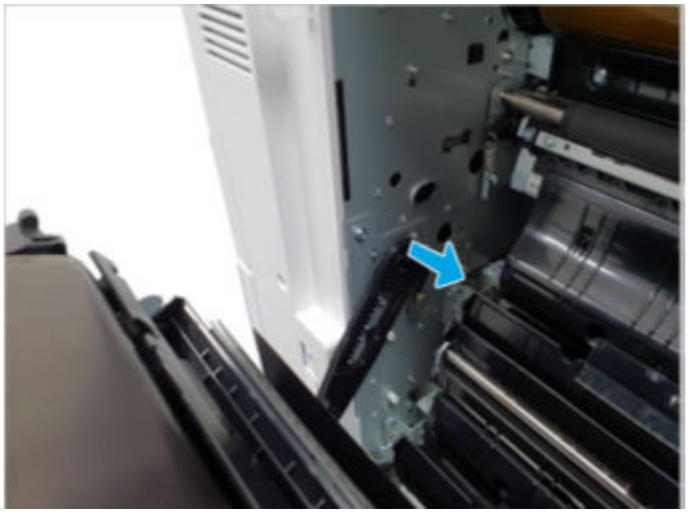
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-625 Release the hinge



3. Release the right door front link.

Figure 5-626 Release the link



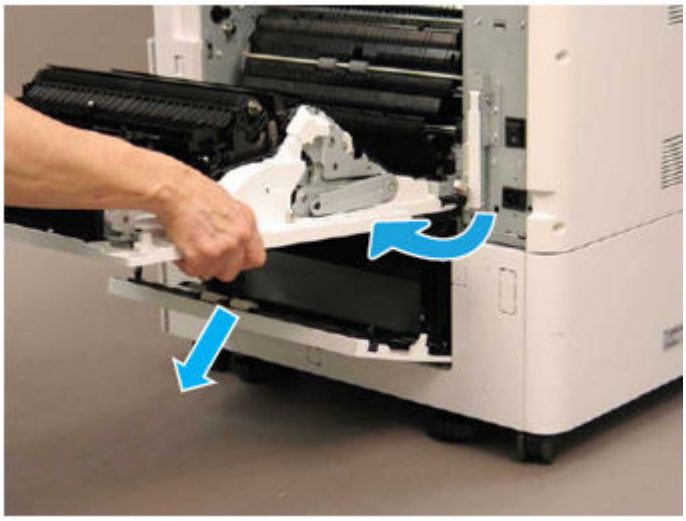
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-627 Remove the door



7. Remove the exit unit

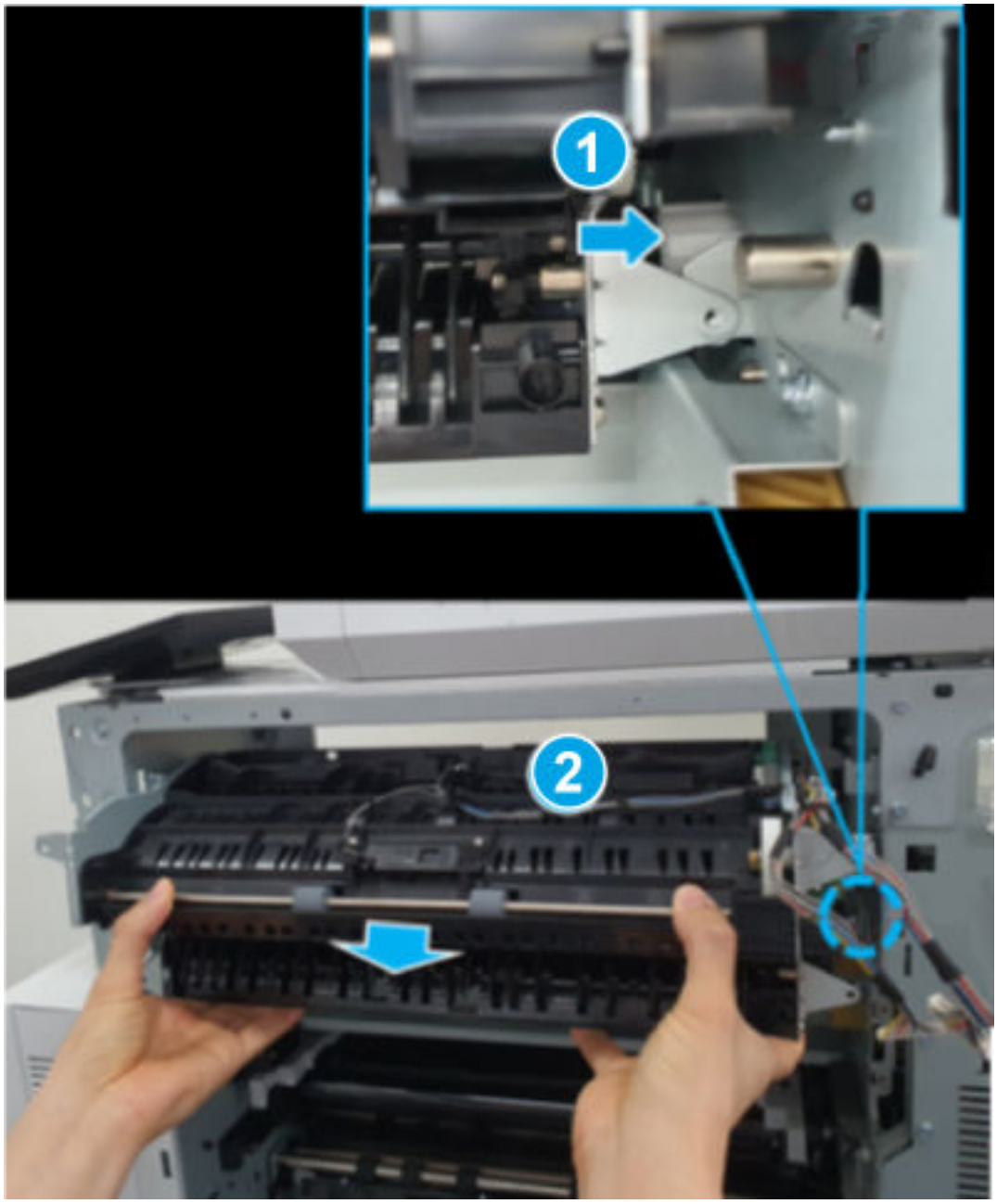
Use the following procedure to remove and replace the exit unit.

1. Disconnect two connectors, and then remove four screws.

Figure 5-628 Disconnect connectors and remove screws

2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-629 Remove the unit

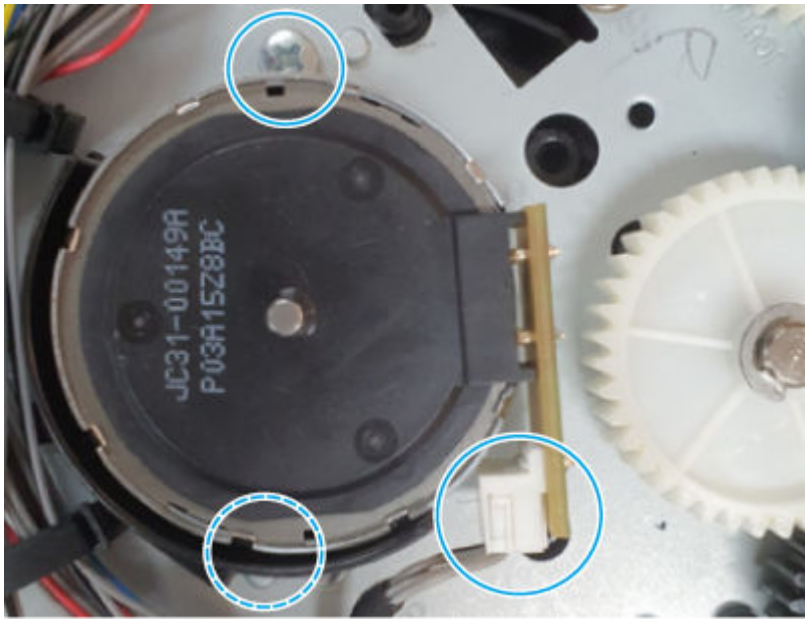


8. Remove the duplex 1 motor

Use the following procedure to remove and replace the duplex 1 motor.

- Disconnect one connector, remove two screws, and then remove the duplex 1 motor.

Figure 5-630 Remove the motor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit stack guide

Learn about removing and replacing the exit stack guide.

View a video of removing and replacing the exit stack guide.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-71 Part information

Part number	Part description
JC90-01865A	Exit stack guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

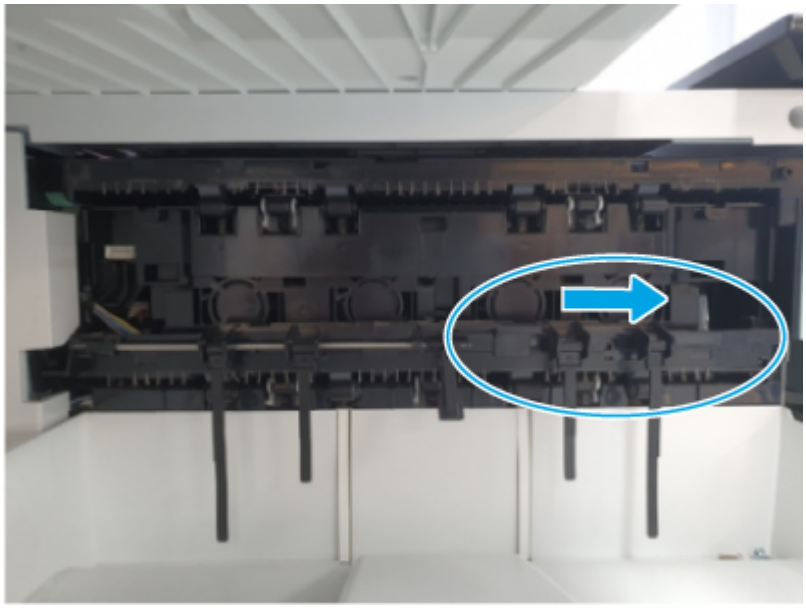
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the exit stack guide

Use the following procedure to remove and replace the exit stack guide.

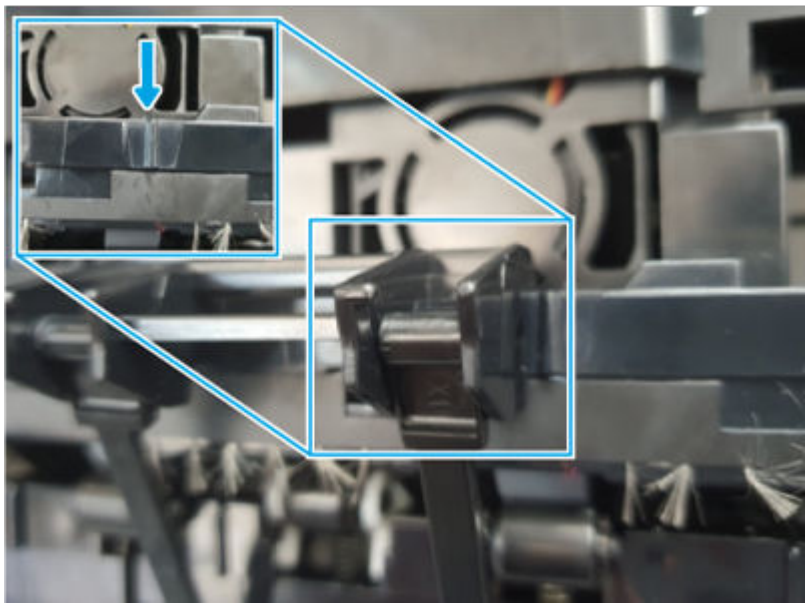
- Slide the exit stack guide to the right to remove it.

Figure 5-631 Remove the guide



Reinstallation tip: Position the guide over the holder, and then push it down to install it.

Figure 5-632 Reinstall the guide



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Duplex unit

Learn about duplex unit parts removal and replacement.

Removal and replacement: Duplex assembly

Learn about removing and replacing the duplex assembly.

View a video of removing and replacing the duplex assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-72 **Part information**

Part number	Part description
JC95-02250A	Duplex assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

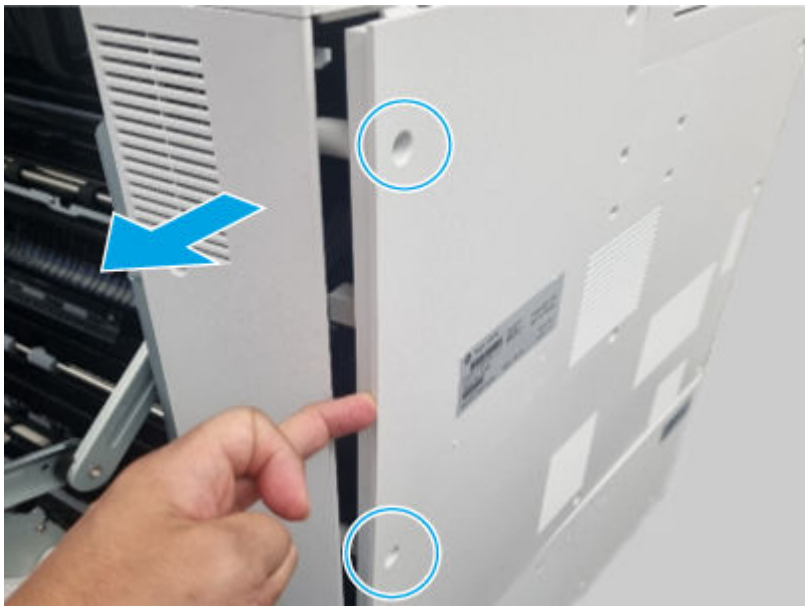
1. Remove four screws.

Figure 5-633 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-634 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

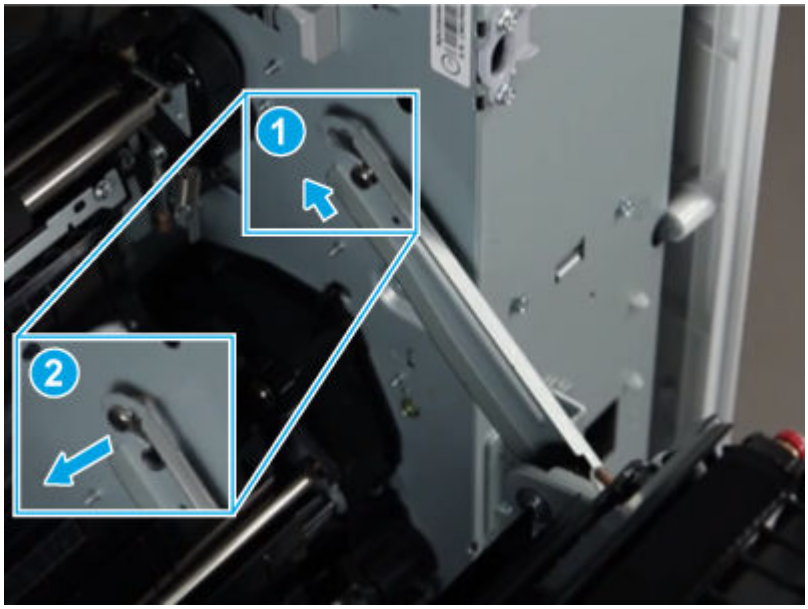
1. Open the right door, and then disconnect one connector.

Figure 5-635 Disconnect one connector

2. Release the hinge.

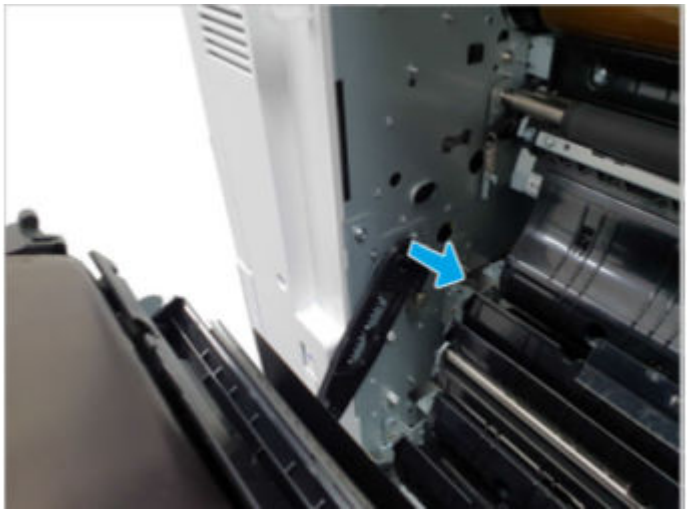
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-636 Release the hinge



3. Release the right door front link.

Figure 5-637 Release the link



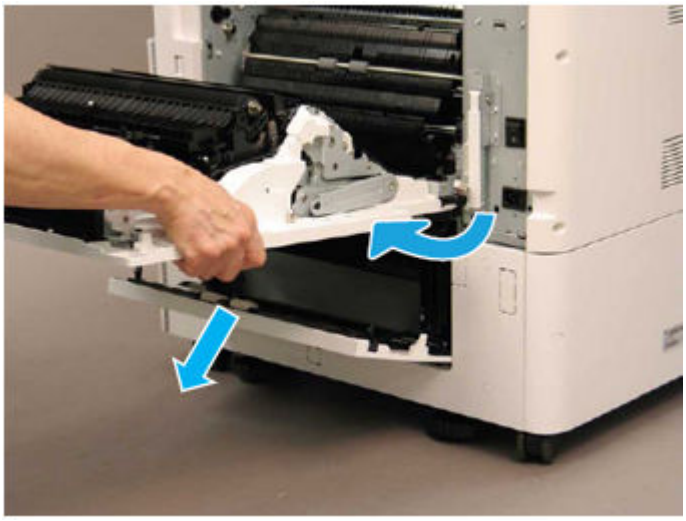
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-638 Remove the door

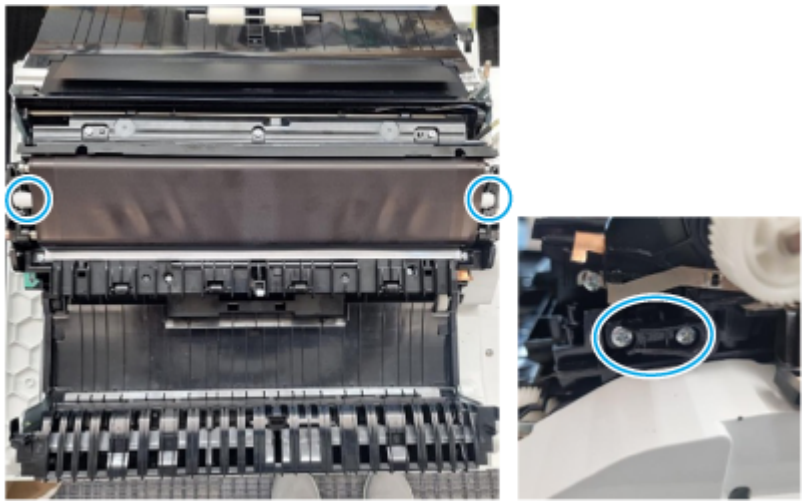


3. Remove the paper transfer belt (PTB)

Use the following procedure to remove and replace the PTB.

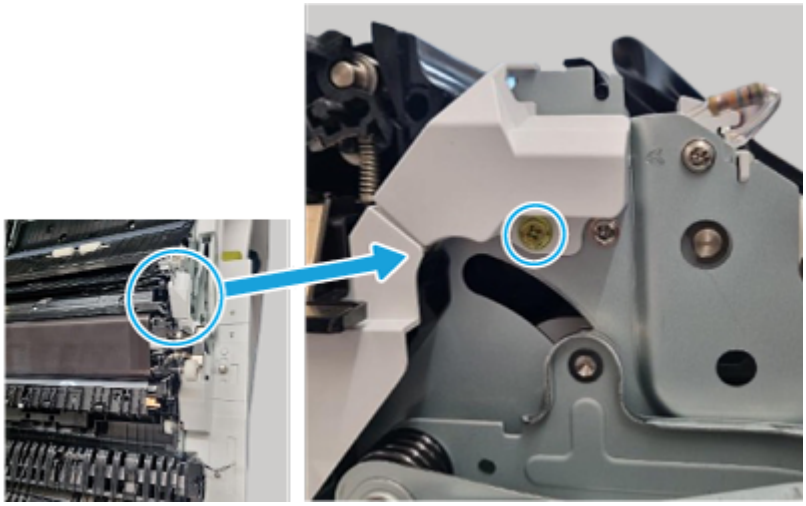
1. Remove four screws (two screws on each side).

Figure 5-639 Remove four screws



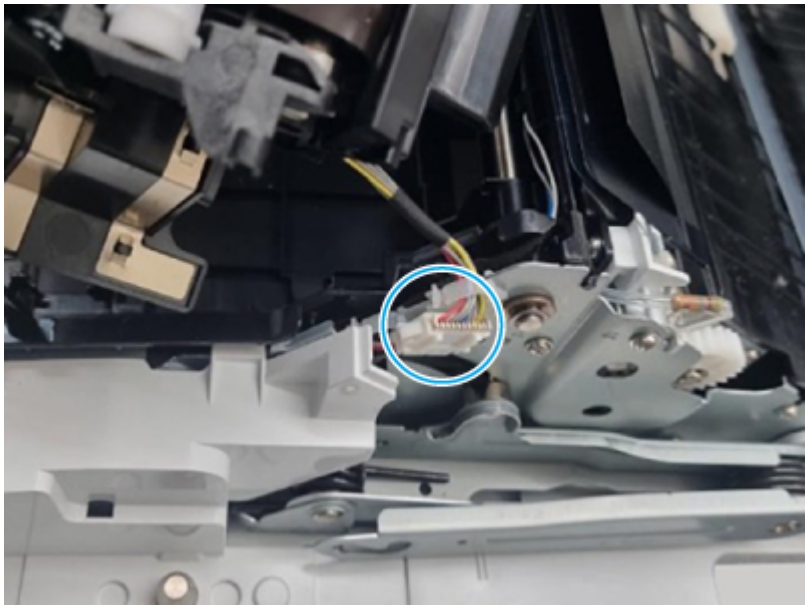
2. Remove one screw, and then remove the cover.

Figure 5-640 Remove the cover



3. Disconnect one connector, and then remove the PTB.

Figure 5-641 Disconnect one connector

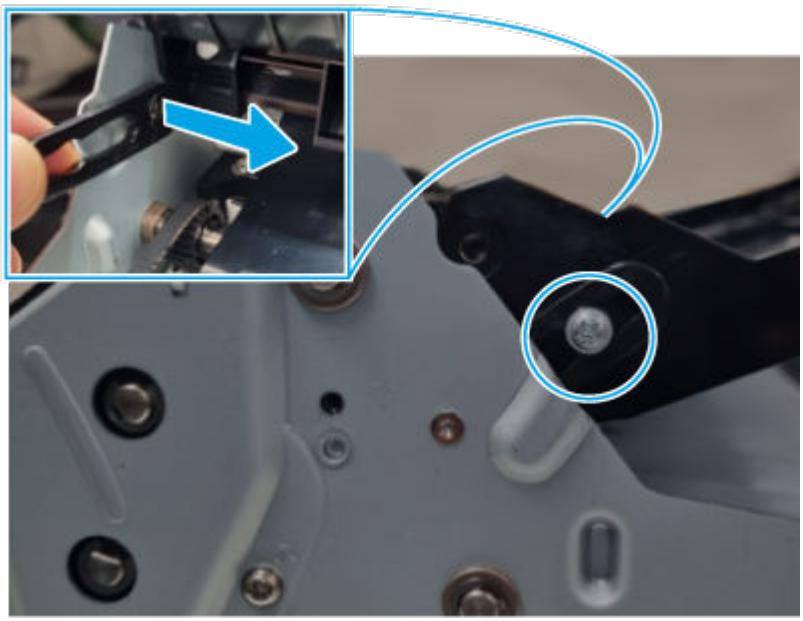


4. Remove the duplex assembly

Use the following procedure to remove and replace the duplex assembly.

1. Remove one screw, and then disengage the guide rail.

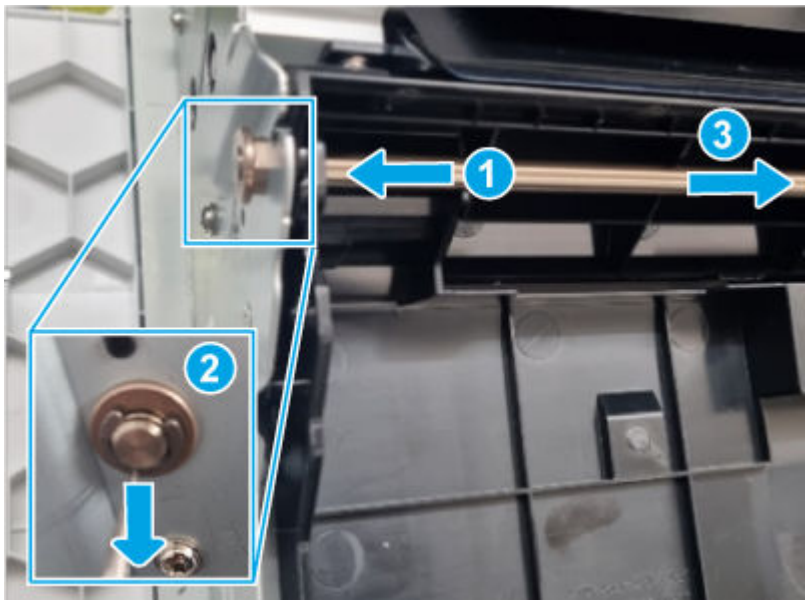
Figure 5-642 Disengage the guide rail



2. Remove one e-ring, and then slide the shaft to the right to release it.

NOTE: To easily remove the e-ring, slightly slide the shaft away from the assembly to loosen the e-ring, and then use a pair of tweezers to remove it.

Figure 5-643 Remove the e-ring



3. Remove one screw (on the side of the assembly).

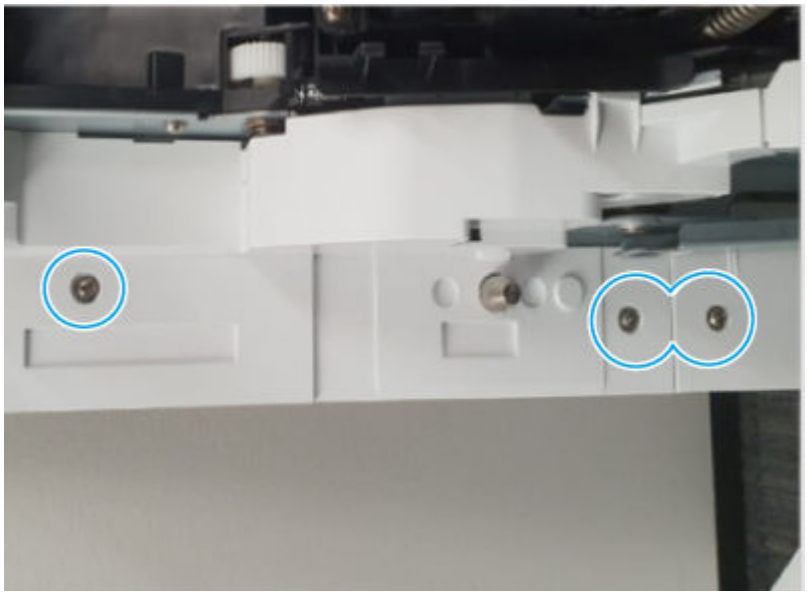
Figure 5-644 Remove one screw

4. Remove one screw (on the side of the assembly).

Figure 5-645 Remove one screw

5. Remove three screws (on the right door), and then remove the cover.

Figure 5-646 Remove three screws



6. Disconnect one connector, and then lift the duplex assembly up to remove it.

Figure 5-647 Remove the assembly

5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Duplex jam 2 sensor

Learn about removing and replacing the duplex jam 2 sensor.

View a video of removing and replacing the duplex jam 2 sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-73 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (duplex jam 2 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

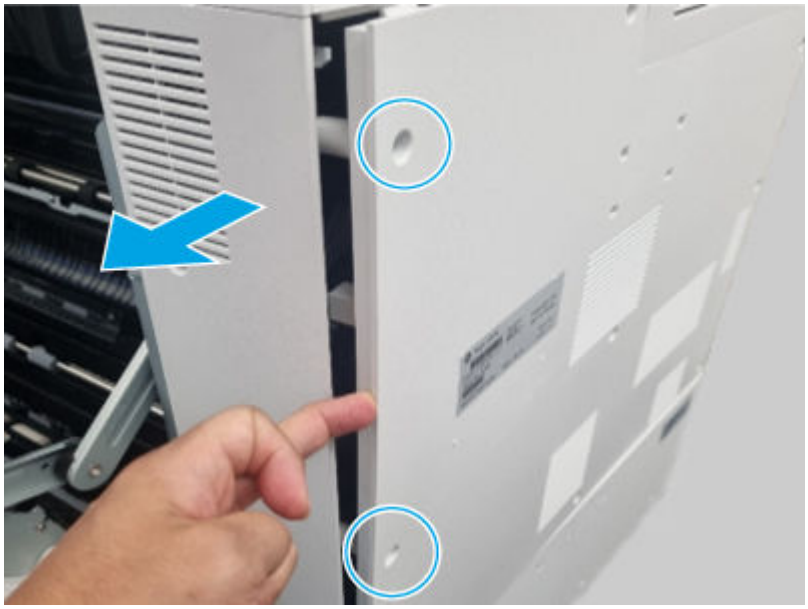
Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-648 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-649 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

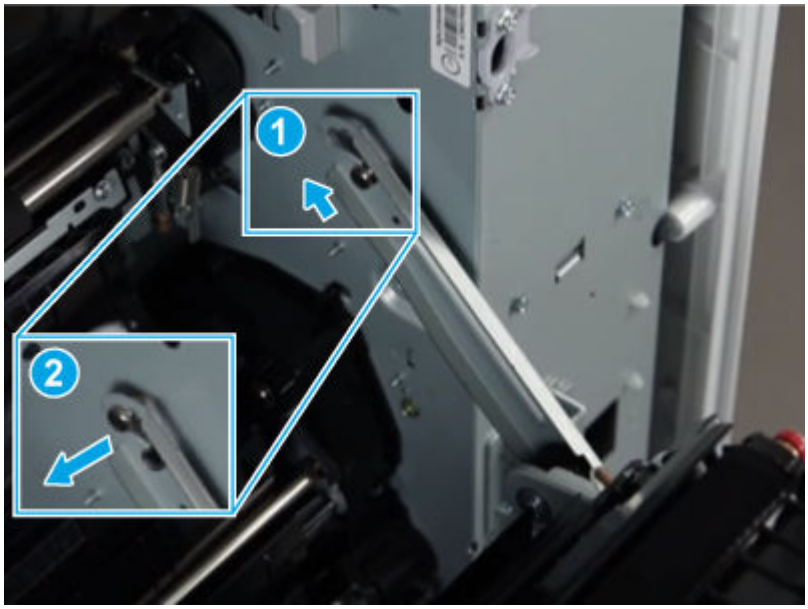
1. Open the right door, and then disconnect one connector.

Figure 5-650 Disconnect one connector

2. Release the hinge.

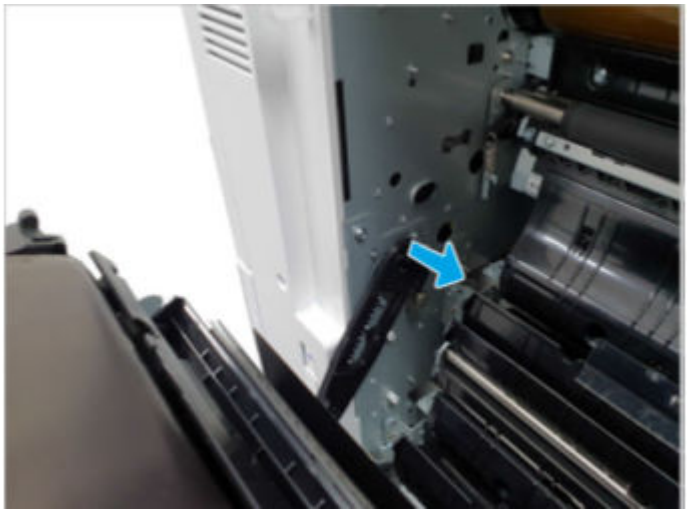
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-651 Release the hinge



3. Release the right door front link.

Figure 5-652 Release the link



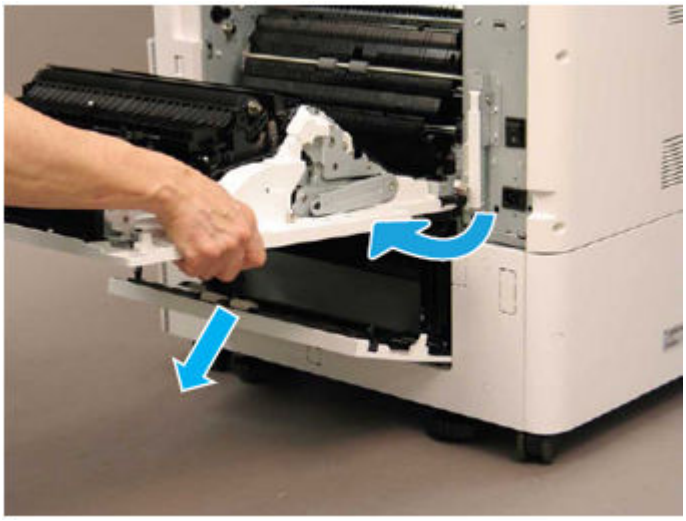
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-653 Remove the door

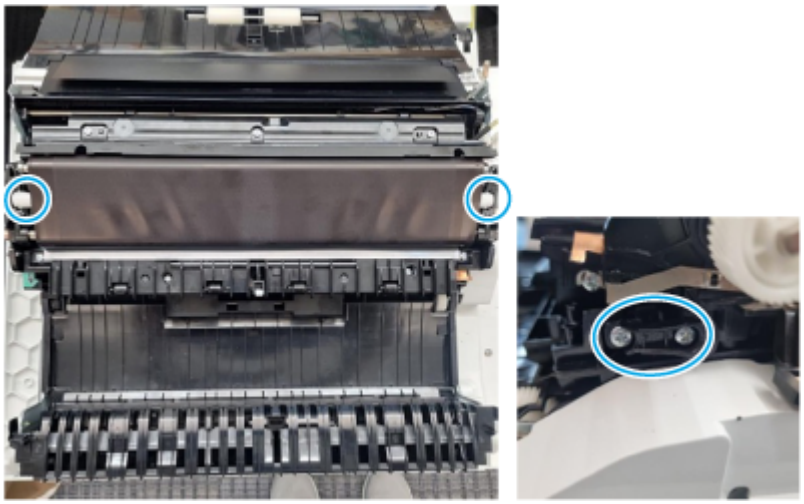


3. Remove the paper transfer belt (PTB)

Use the following procedure to remove and replace the PTB.

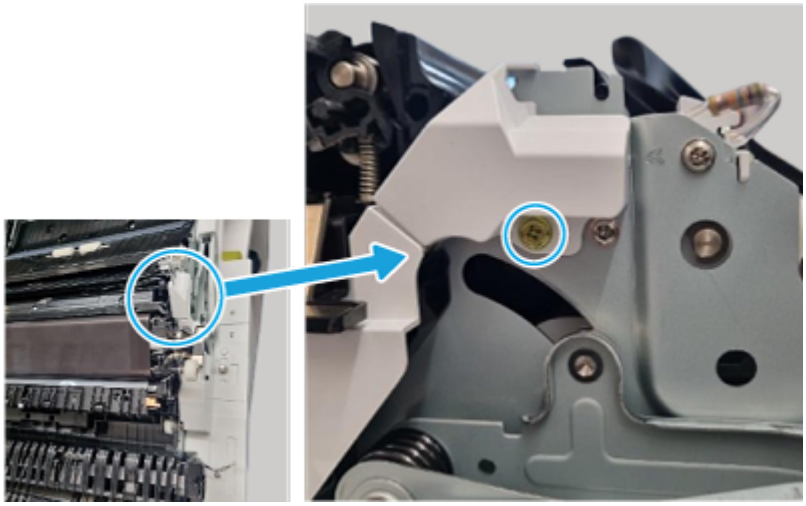
1. Remove four screws (two screws on each side).

Figure 5-654 Remove four screws



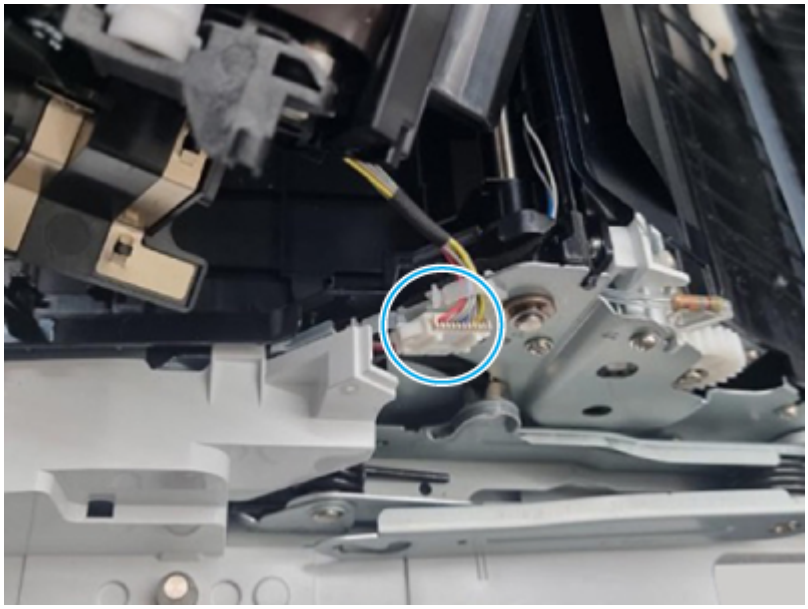
2. Remove one screw, and then remove the cover.

Figure 5-655 Remove the cover



3. Disconnect one connector, and then remove the PTB.

Figure 5-656 Disconnect one connector

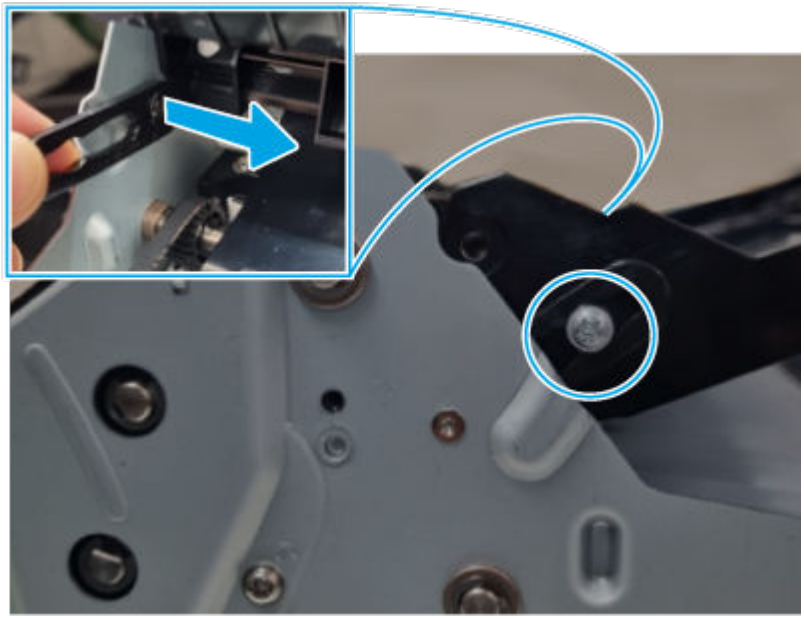


4. Remove the duplex assembly

Use the following procedure to remove and replace the duplex assembly.

1. Remove one screw, and then disengage the guide rail.

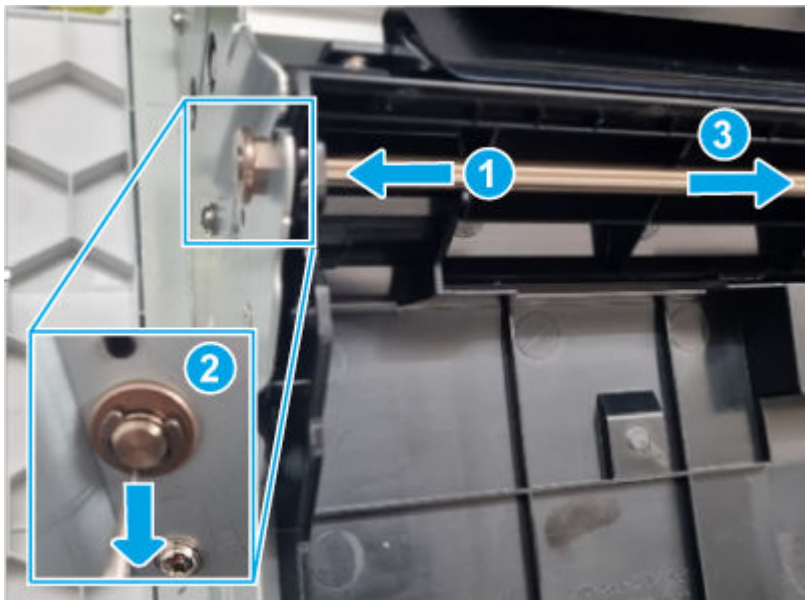
Figure 5-657 Disengage the guide rail



2. Remove one e-ring, and then slide the shaft to the right to release it.

NOTE: To easily remove the e-ring, slightly slide the shaft away from the assembly to loosen the e-ring, and then use a pair of tweezers to remove it.

Figure 5-658 Remove the e-ring



3. Remove one screw (on the side of the assembly).

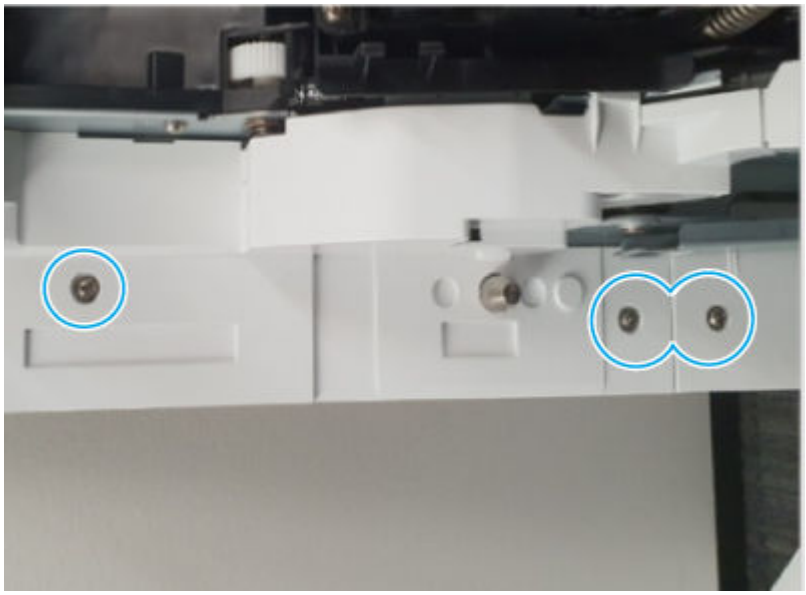
Figure 5-659 Remove one screw

4. Remove one screw (on the side of the assembly).

Figure 5-660 Remove one screw

5. Remove three screws (on the right door), and then remove the cover.

Figure 5-661 Remove three screws



6. Disconnect one connector, and then lift the duplex assembly up to remove it.

Figure 5-662 Remove the assembly

5. Remove the duplex jam 2 sensor

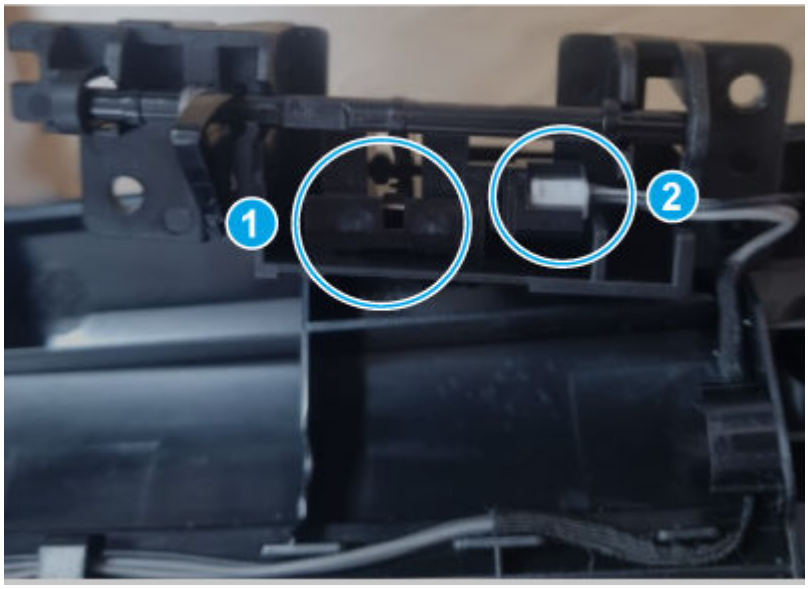
Use the following procedure to remove and replace the duplex jam 2 sensor.

1. Remove two screws.

Figure 5-663 Remove two screws

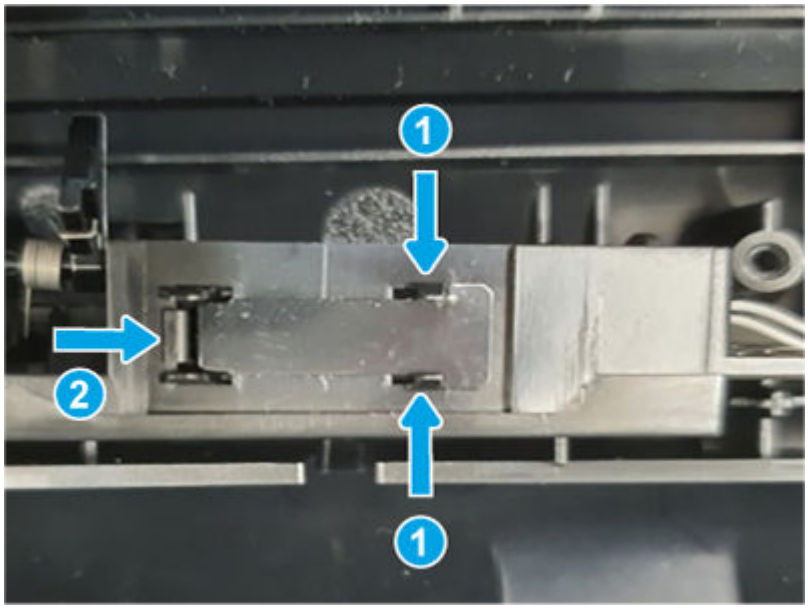
2. Remove the actuator, and then disconnect one connector.

Figure 5-664 Disconnect one connector



3. Turn the duplex assembly over, and then do the following:
   - Release the hooks (callout 1).
   - Slide the sensor assembly to the right (callout 2).
   - Remove the sensor.

Figure 5-665 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Duplex 2 motor

Learn about removing and replacing the duplex 2 motor.

View a video of removing and replacing the duplex 2 motor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-74 Part information

Part number	Part description
JC93-01085A	Drive-motor step (duplex 2 motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-666 Remove four screws

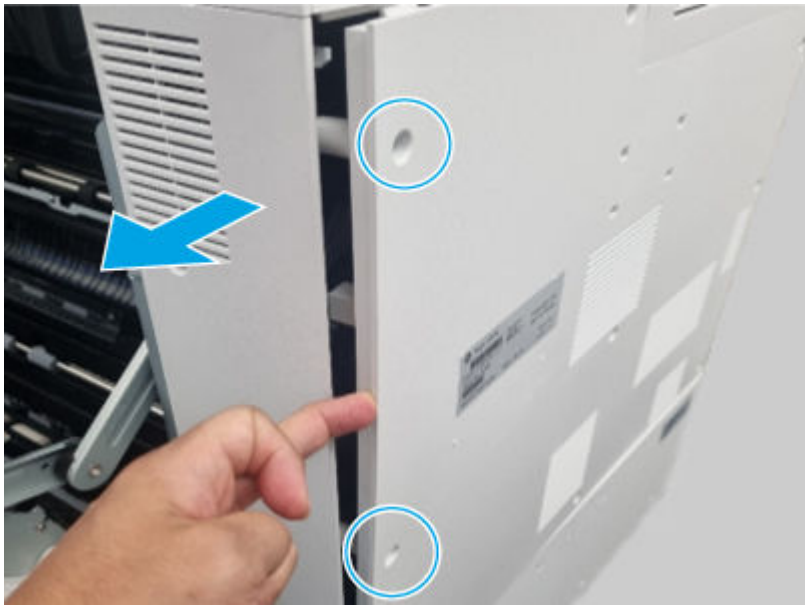
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-667 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

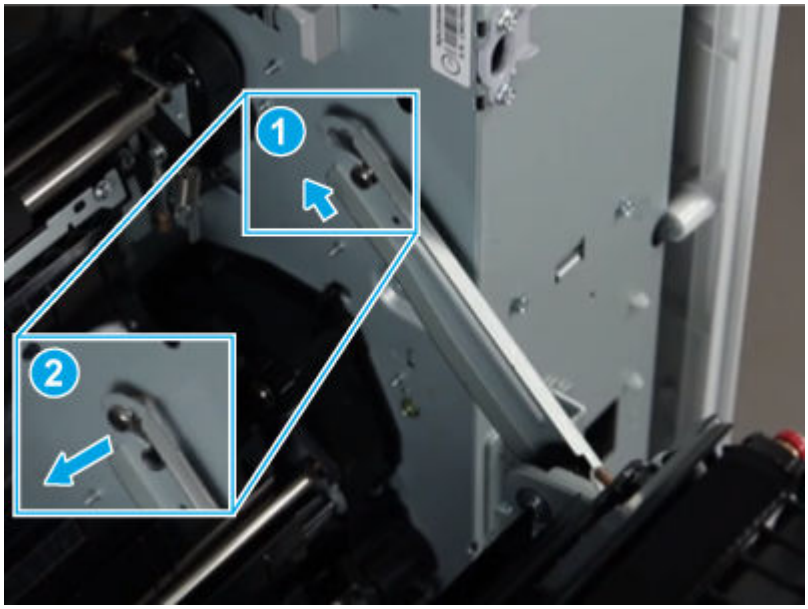
1. Open the right door, and then disconnect one connector.

Figure 5-668 Disconnect one connector

2. Release the hinge.

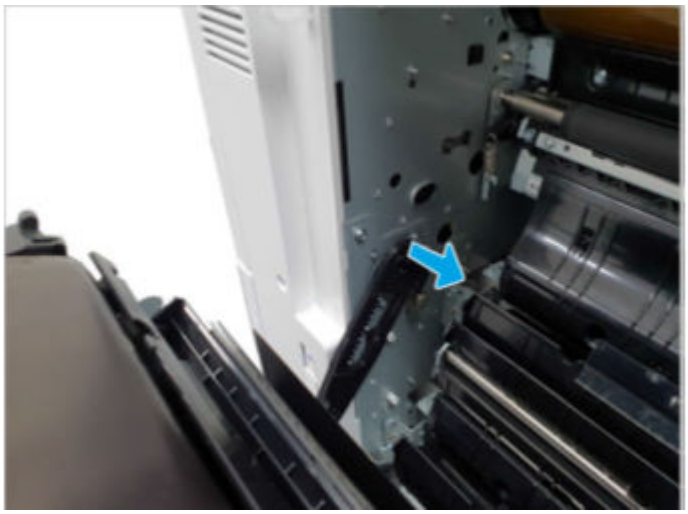
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-669 Release the hinge



3. Release the right door front link.

Figure 5-670 Release the link



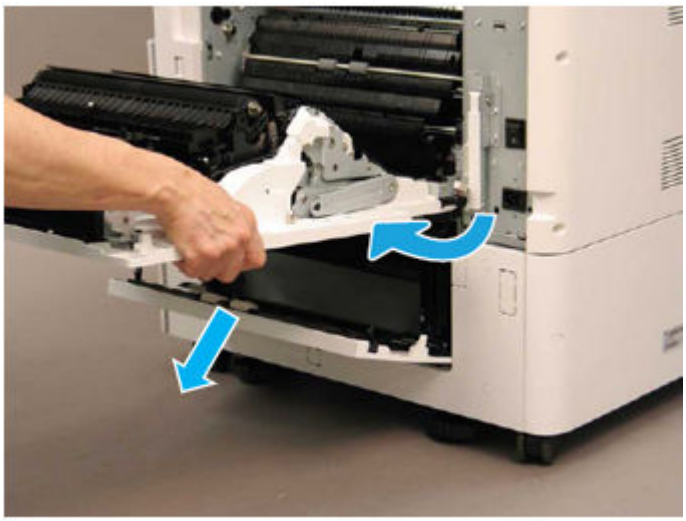
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-671 Remove the door

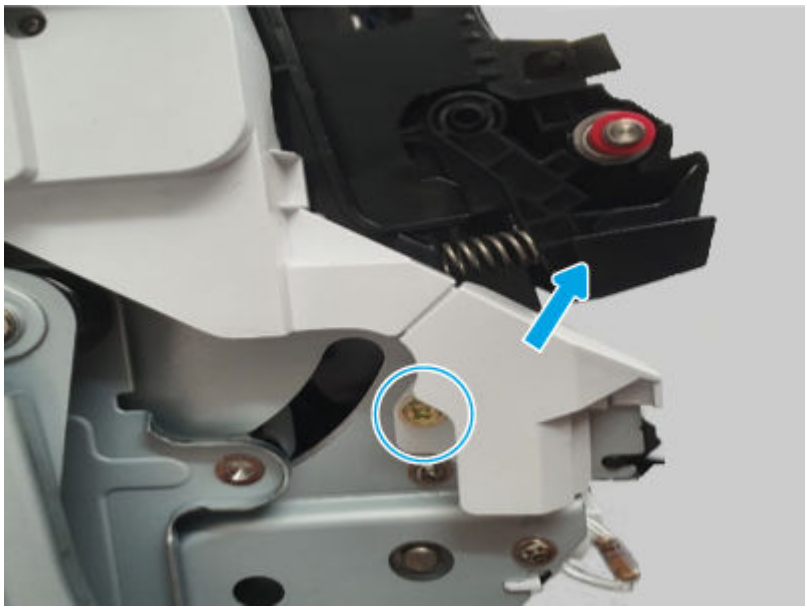


3. Remove the duplex 2 motor

Use the following procedure to remove and replace the duplex 2 motor.

1. Remove one screw, and then remove the cover.

Figure 5-672 Remove the cover



2. Remove one screw.

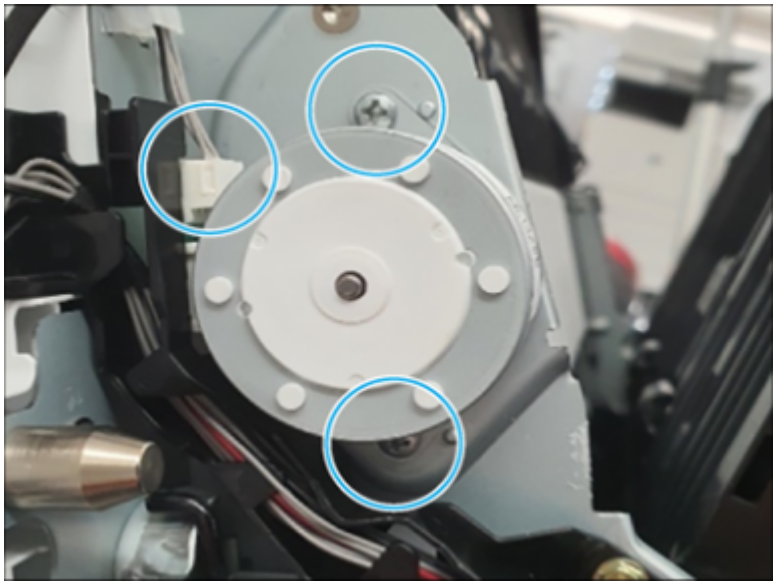
Figure 5-673 Remove one screw

3. Remove two screws, and then remove the cover.

Figure 5-674 Remove the cover

4. Remove two screws, disconnect one connector, and then remove the duplex 2 motor.

Figure 5-675 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Toner flow

Learn about toner flow parts removal and replacement.

Toner cartridge

Learn about toner cartridge parts removal and replacement.

Removal and replacement: Toner dispense motor assembly

Learn about removing and replacing the toner dispense motor assembly.

View a video of removing and replacing the toner dispense motor assembly.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-75 **Part information**

Part number	Part description
JC93-01667A	Toner dispense motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

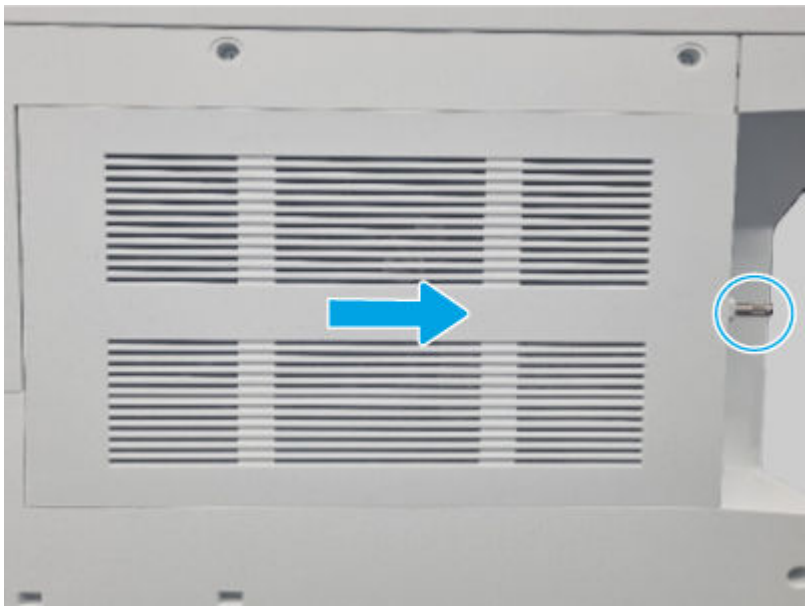
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-676 **Remove the cover**

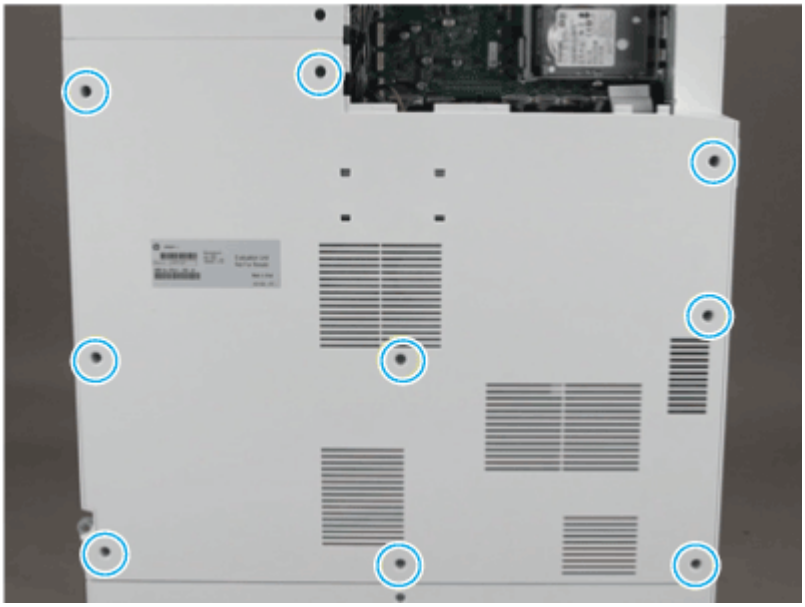


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-677 Remove the cover

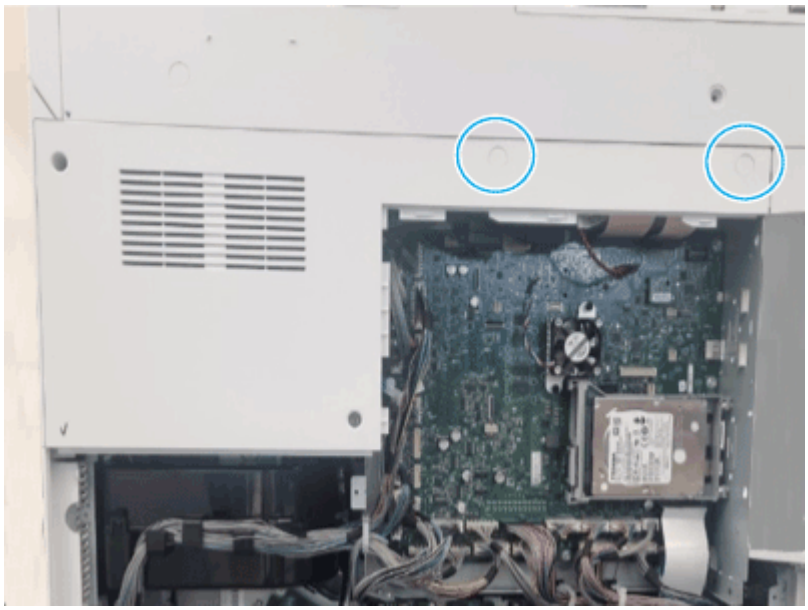


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

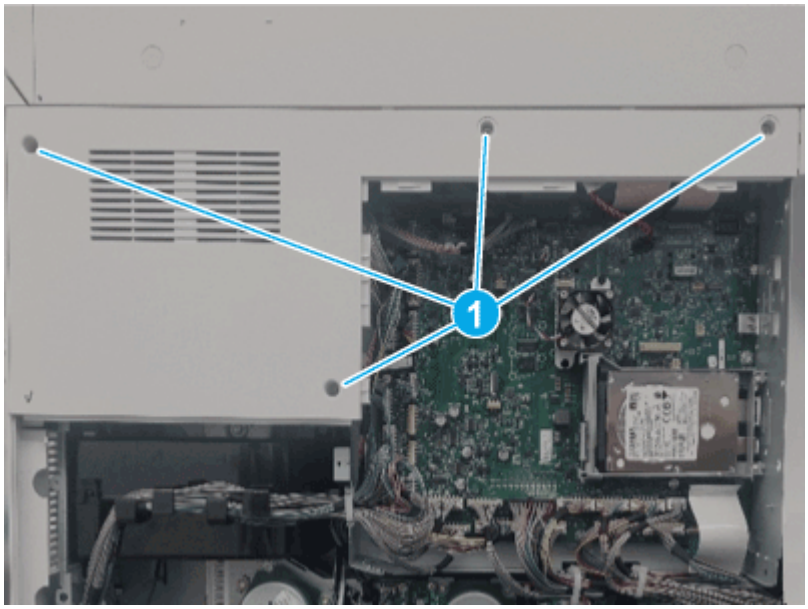
1. Use a pair of tweezers to remove the screw caps.

Figure 5-678 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-679 Remove the cover



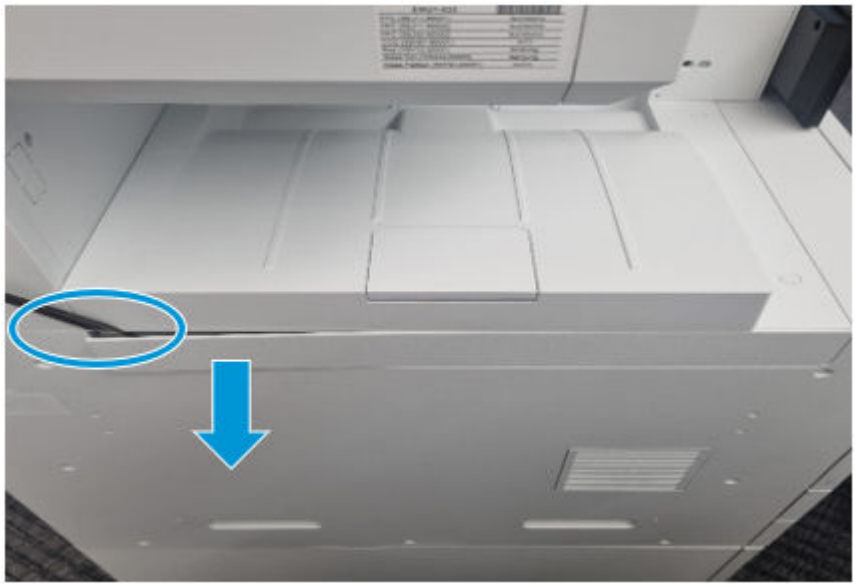
4. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-680 Remove the cover



5. Remove the left cover

Use the following procedure to remove and replace the left cover.

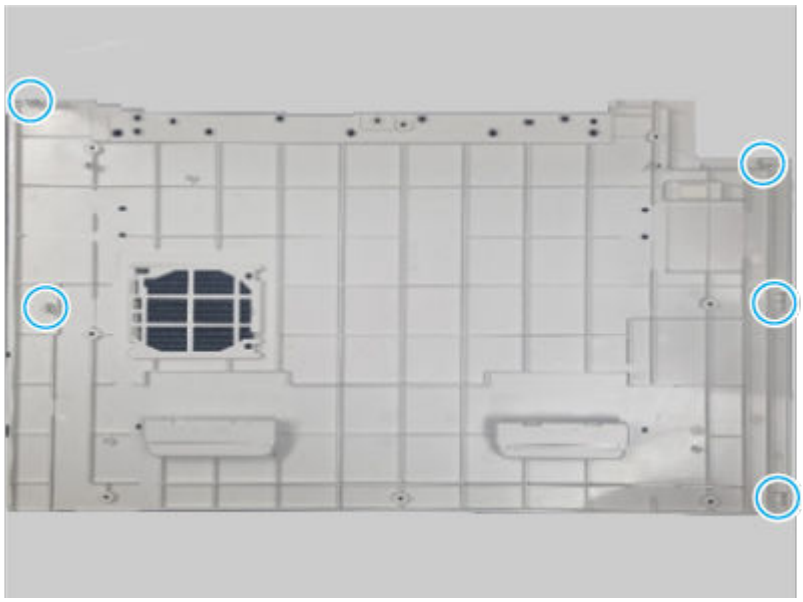
1. Open the front cover (door) and all installed trays.

2. Remove eight screws.

Figure 5-681 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-682 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

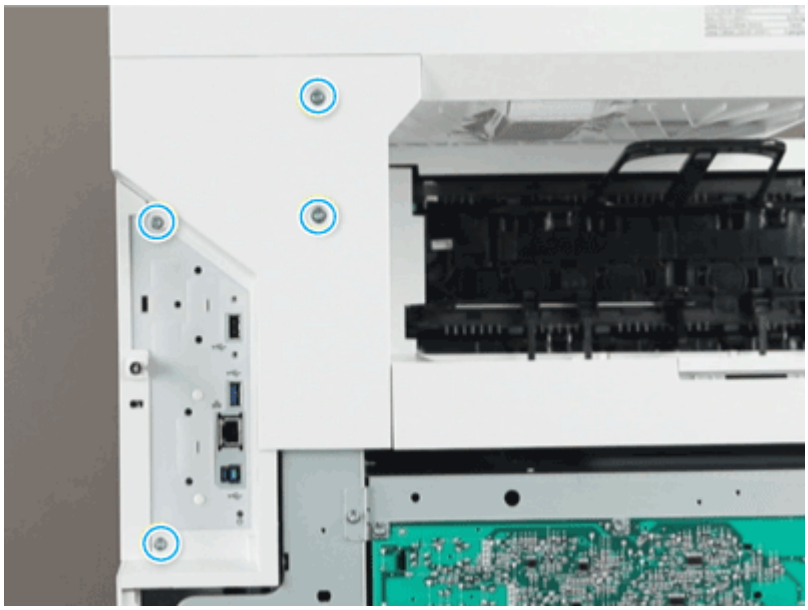
Figure 5-683 Remove the cover

6. Remove the left upper cover

Use the following procedure to remove and replace the left top cover.

- Remove four screws, and then remove the cover.

Figure 5-684 Remove the cover

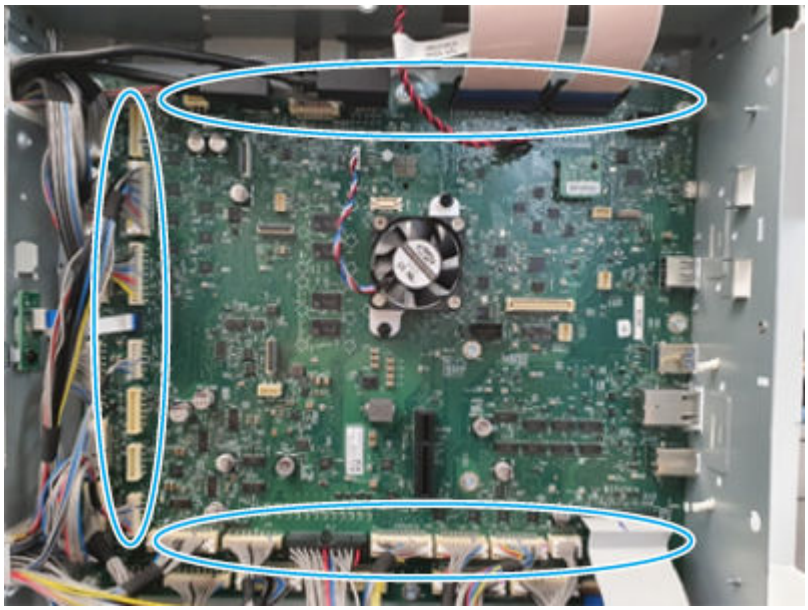


7. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

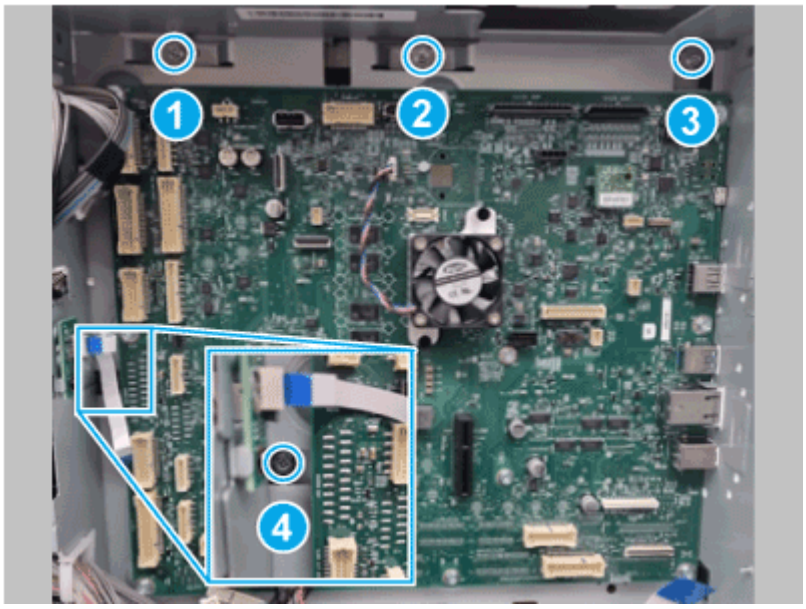
1. Disconnect all of the connectors on the formatter.

Figure 5-685 Disconnect all connectors



2. Remove four screws (callouts 1-2-3-4).

Figure 5-686 Remove four screws



3. Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-687 Remove the formatter and bracket

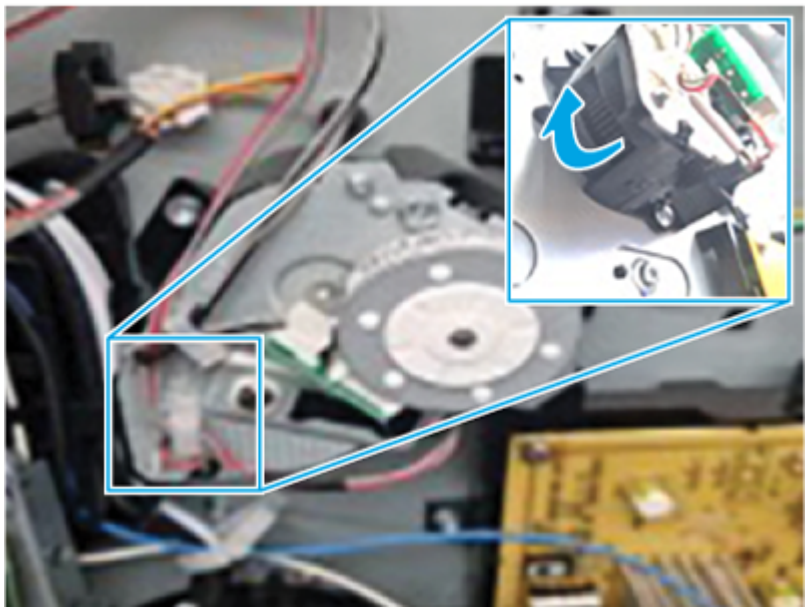
8. Remove the toner cartridge (disassemble method)

Use the following procedure to remove and replace the toner cartridge.

- On the toner dispense motor assembly, rotate the gear counterclockwise, to mechanically release the toner cartridge. Remove the toner cartridge from the front side of the printer.

Reinstallation tip: To prevent mechanical interference when installing the cartridge, first rotate the gear clockwise to return it to the home position, and then install the cartridge.

Figure 5-688 Rotate the gear



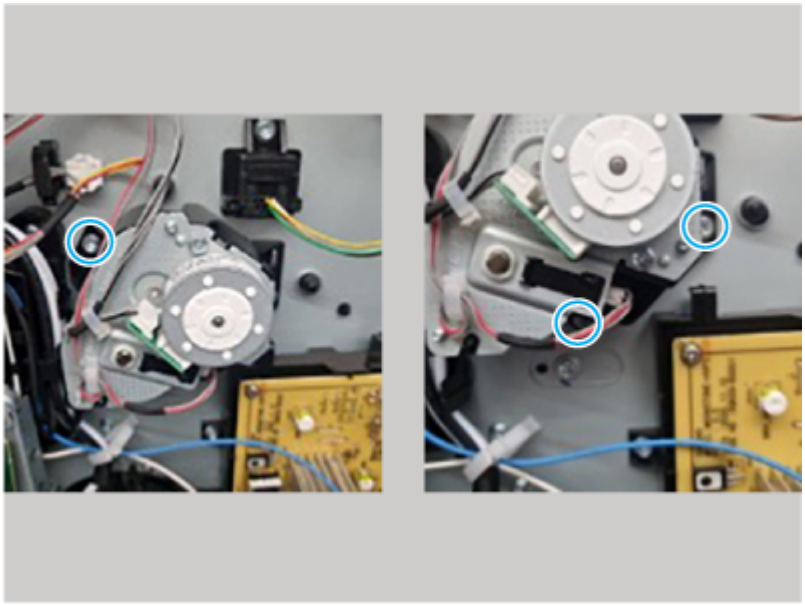
9. Remove the toner dispense motor assembly

Use the following procedure to remove and replace the toner dispense motor assembly.

- Remove three screws, and then remove the dispense motor assembly.

NOTE: Disconnect connectors and release wire-harness retainers as needed to remove the assembly.

Figure 5-689 Remove the assembly



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner dispense motor

Learn about removing and replacing the toner dispense motor assembly.

View a video of removing and replacing the toner dispense motor.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-76 Part information

Part number	Part description
SS216-80501	Toner dispense motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

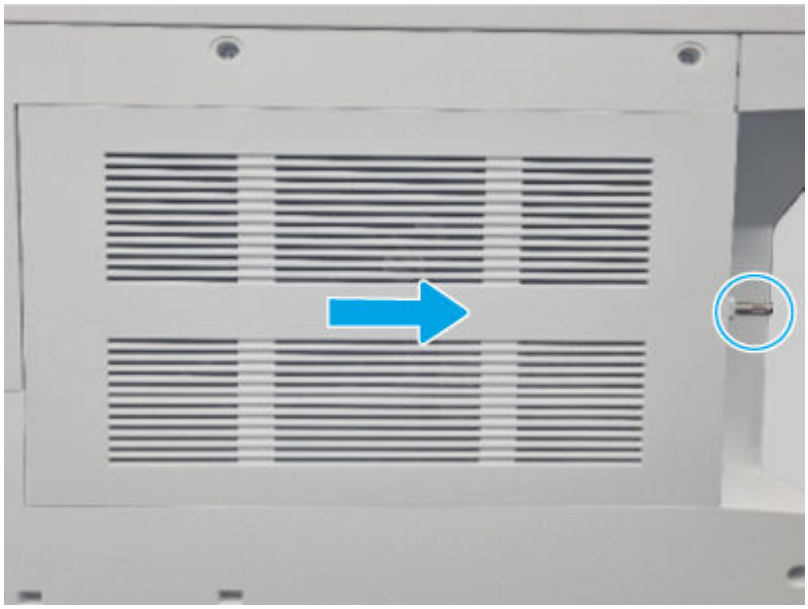
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-690 Remove the cover

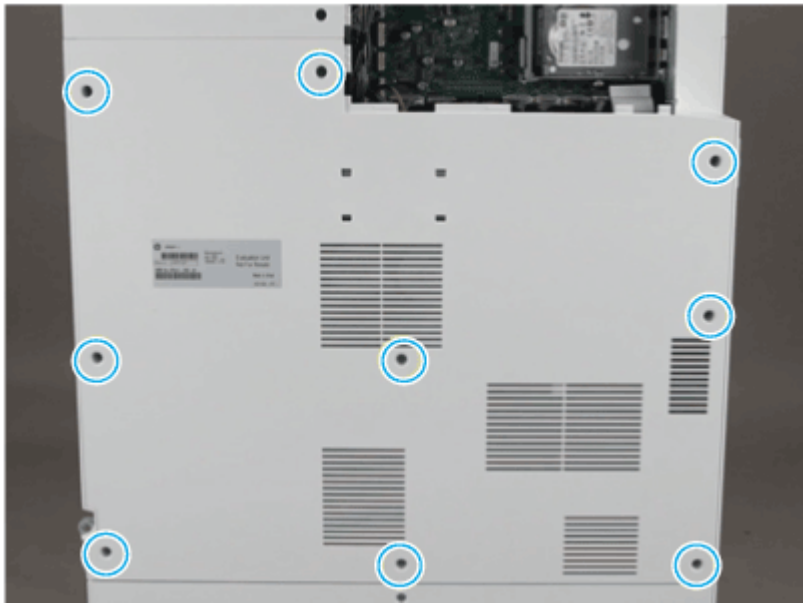


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-691 Remove the cover

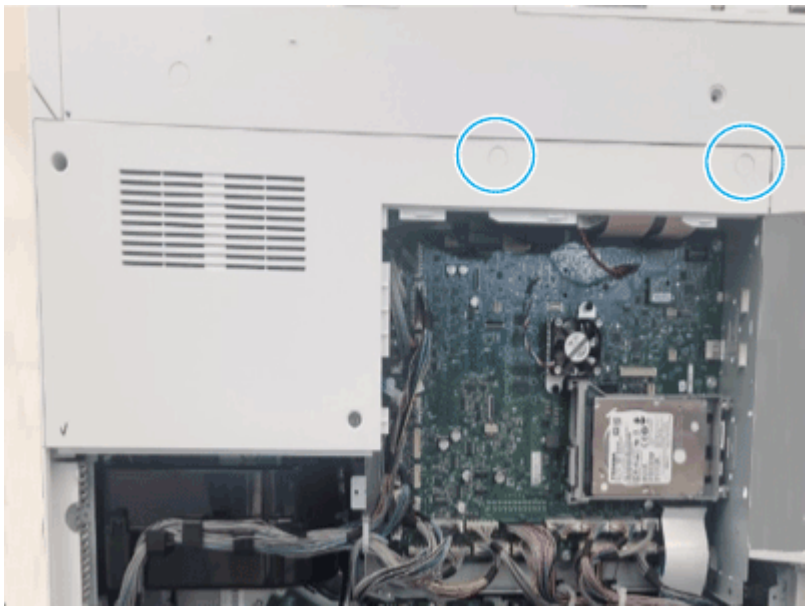


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

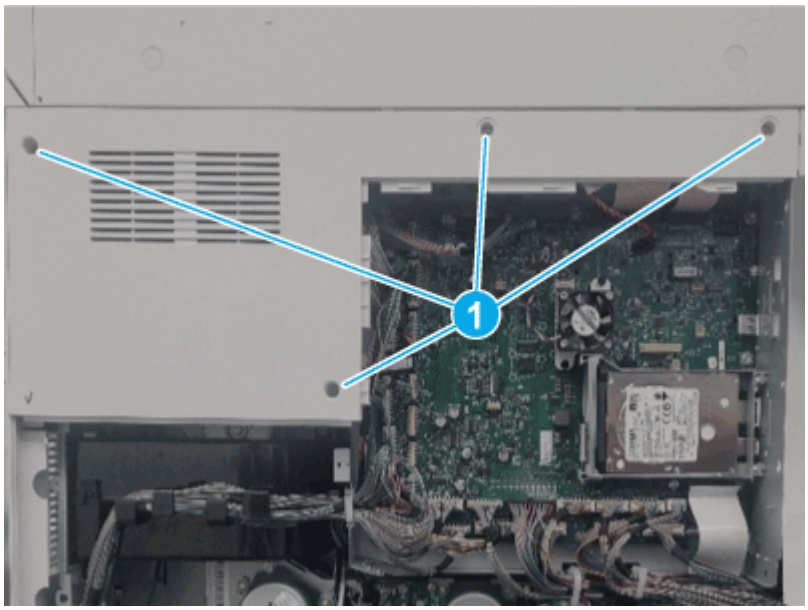
1. Use a pair of tweezers to remove the screw caps.

Figure 5-692 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-693 Remove the cover



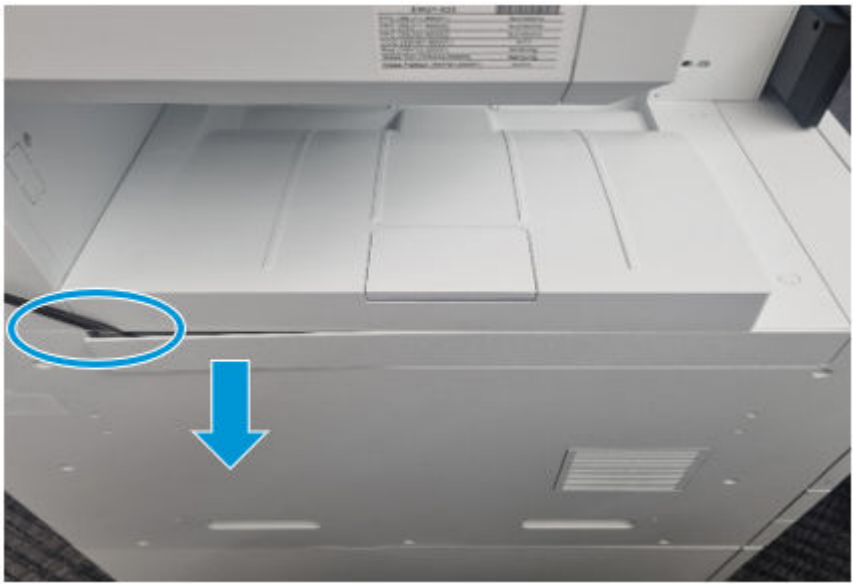
4. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-694 Remove the cover



5. Remove the left cover

Use the following procedure to remove and replace the left cover.

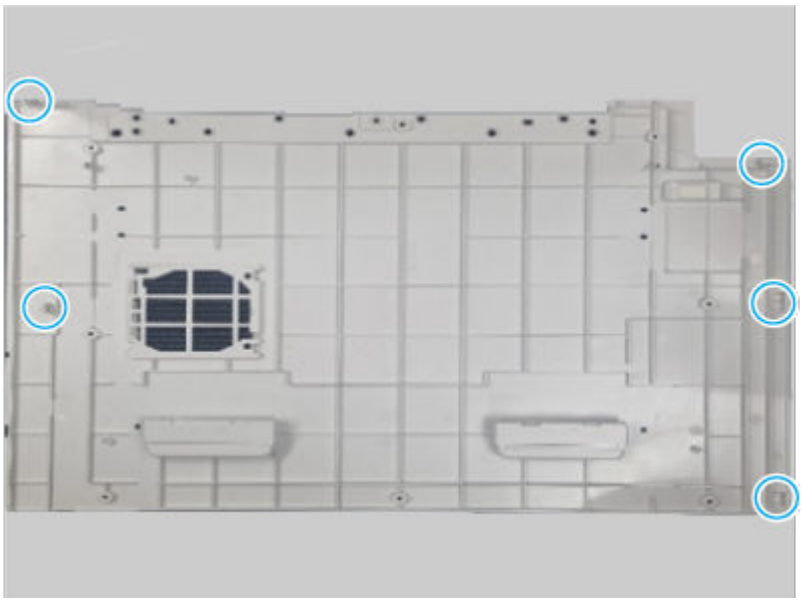
1. Open the front cover (door) and all installed trays.

2. Remove eight screws.

Figure 5-695 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-696 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

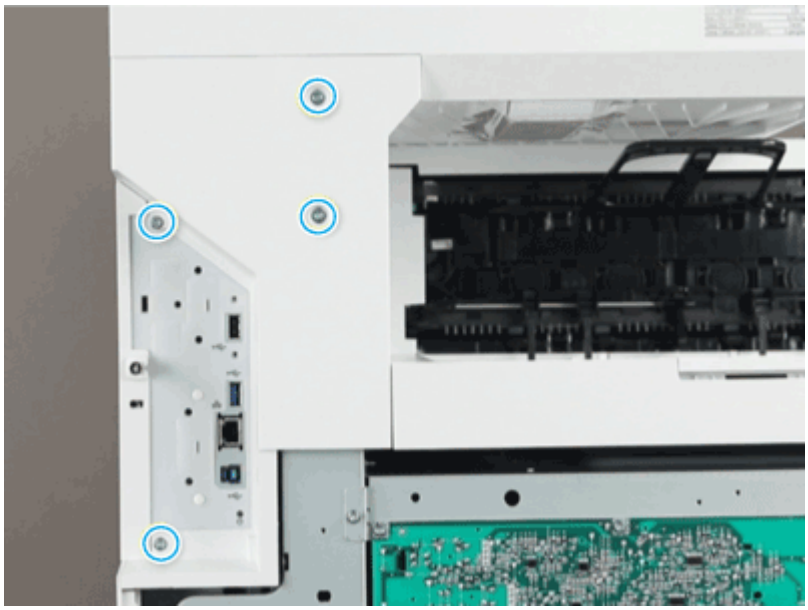
Figure 5-697 Remove the cover

6. Remove the left upper cover

Use the following procedure to remove and replace the left top cover.

- Remove four screws, and then remove the cover.

Figure 5-698 Remove the cover

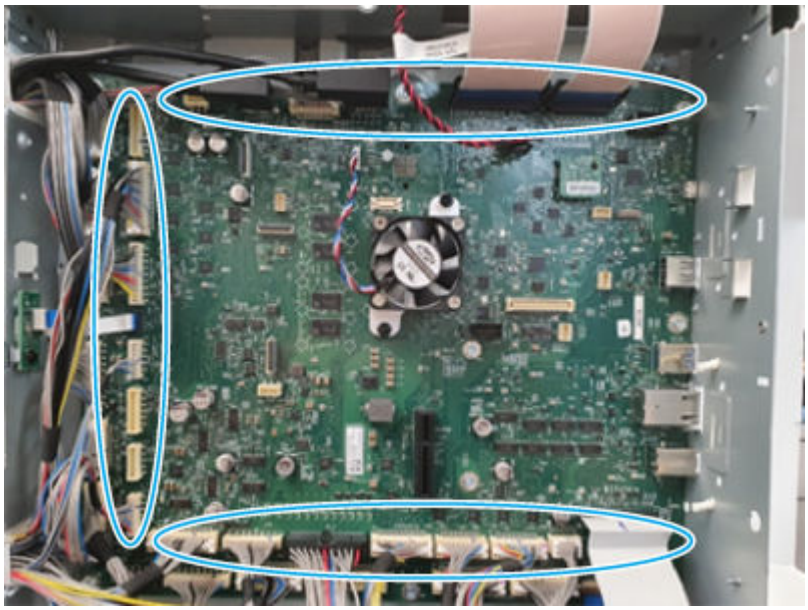


7. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

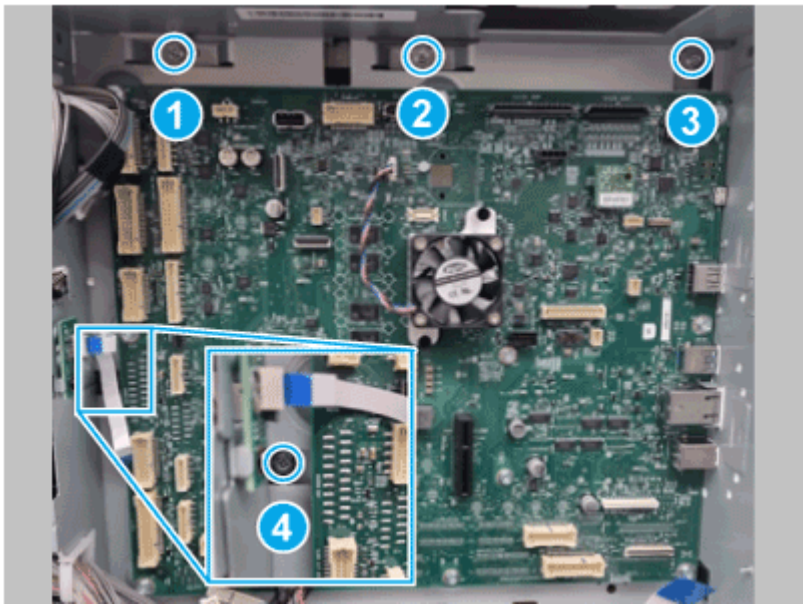
1. Disconnect all of the connectors on the formatter.

Figure 5-699 Disconnect all connectors



2. Remove four screws (callouts 1-2-3-4).

Figure 5-700 Remove four screws



3. Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-701 Remove the formatter and bracket

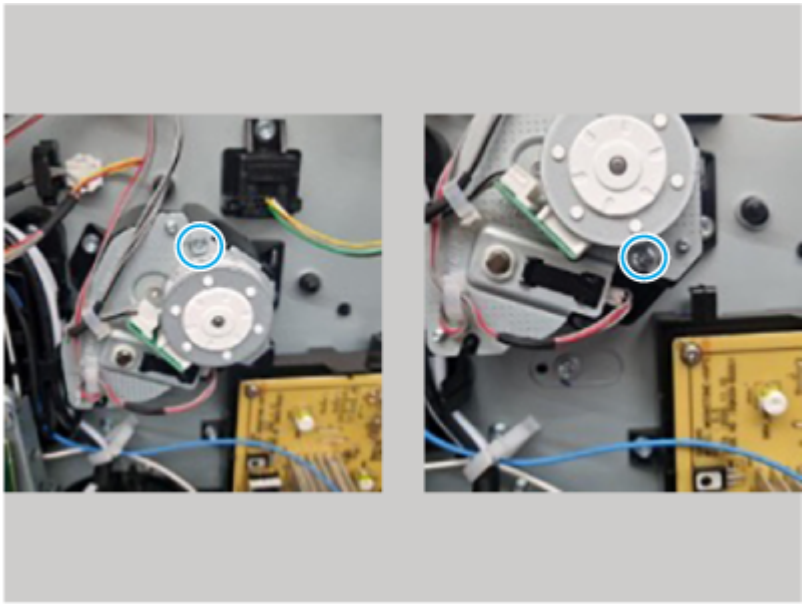
8. Remove the toner dispense motor

Use the following procedure to remove and replace the toner dispense motor.

- Remove two screws, and then remove the dispense motor.

NOTE: Disconnect connectors and release wire-harness retainers as needed to remove the motor.

Figure 5-702 Remove the motor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner dispense motor sensor

Learn about removing and replacing the toner dispense motor sensor.

View a video of removing and replacing the toner dispense motor sensor.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-77 **Part information**

Part number	Part description
3SJ00-60110	Photo interrupter (toner dispense motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

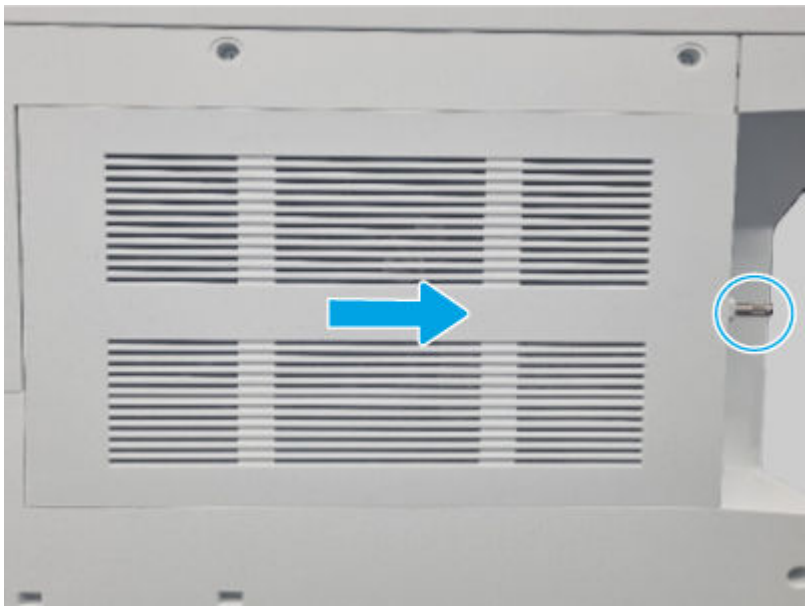
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-703 **Remove the cover**

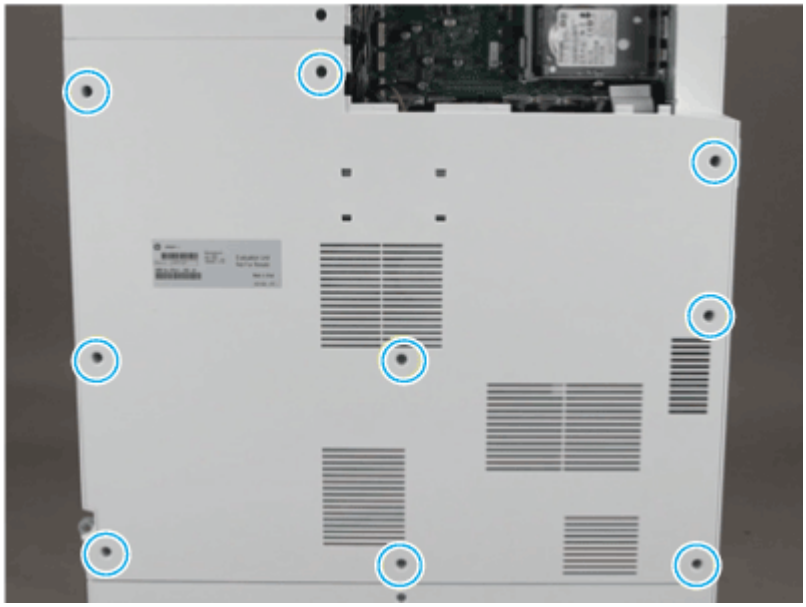


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-704 Remove the cover

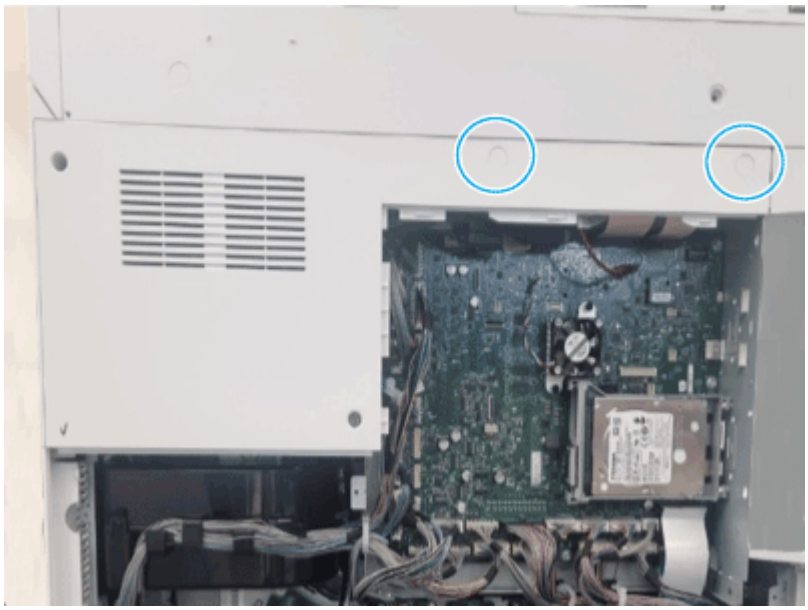


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

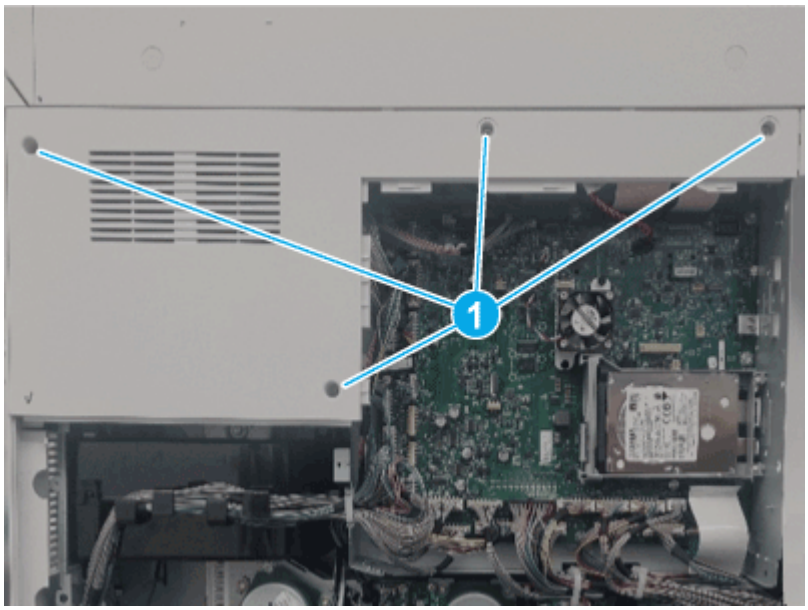
1. Use a pair of tweezers to remove the screw caps.

Figure 5-705 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-706 Remove the cover



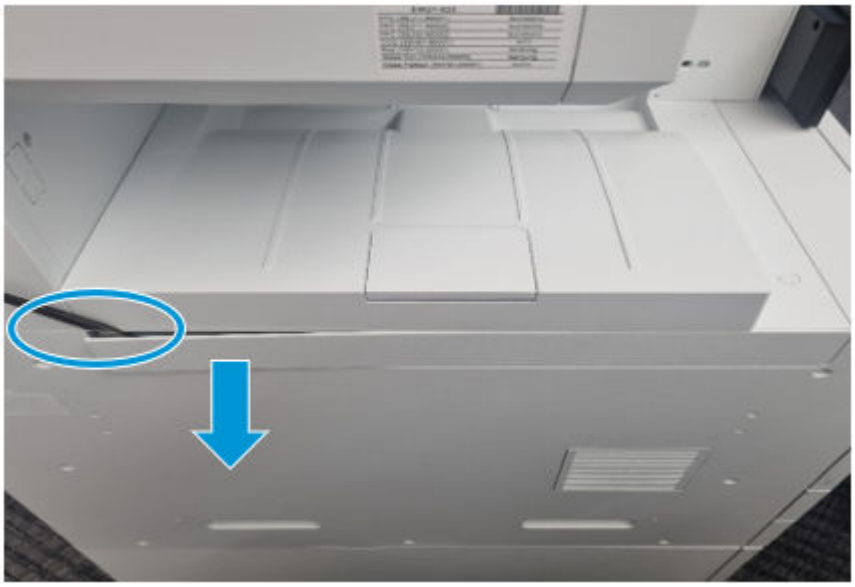
4. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-707 Remove the cover



5. Remove the left cover

Use the following procedure to remove and replace the left cover.

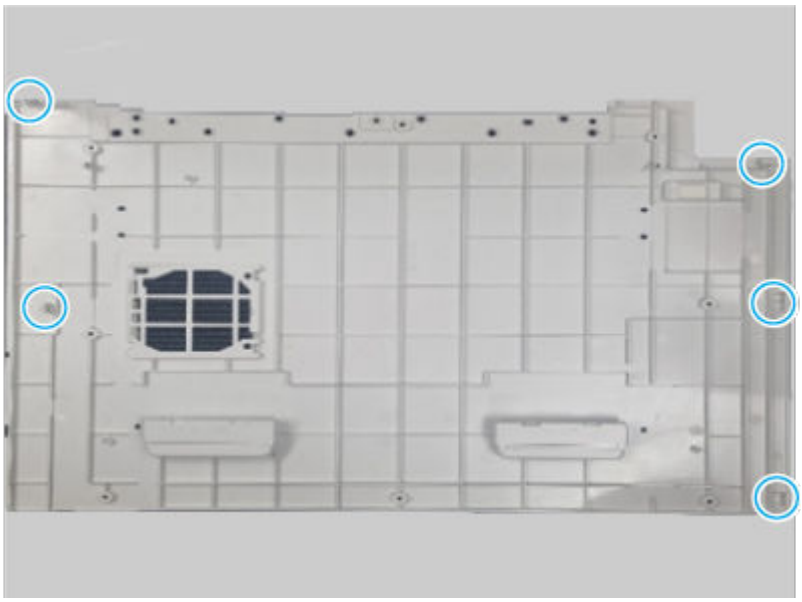
1. Open the front cover (door) and all installed trays.

2. Remove eight screws.

Figure 5-708 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-709 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

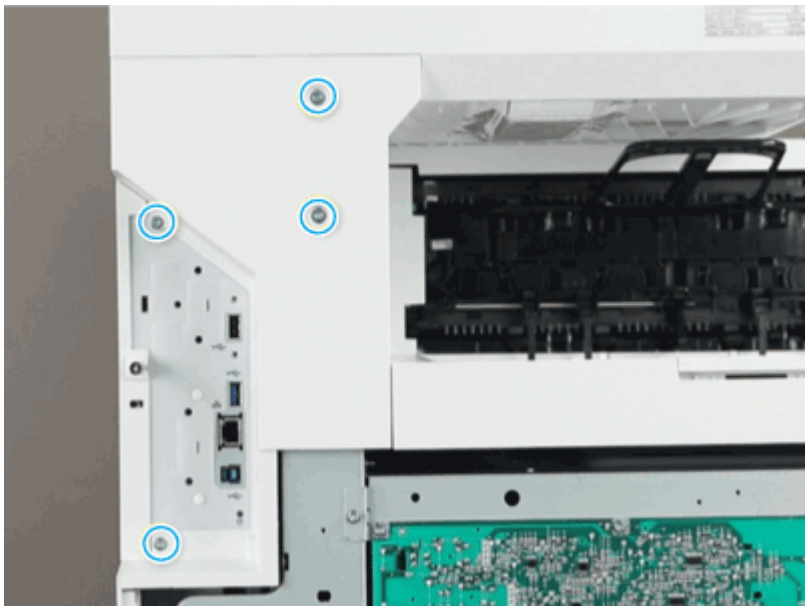
Figure 5-710 Remove the cover

6. Remove the left upper cover

Use the following procedure to remove and replace the left top cover.

- Remove four screws, and then remove the cover.

Figure 5-711 Remove the cover

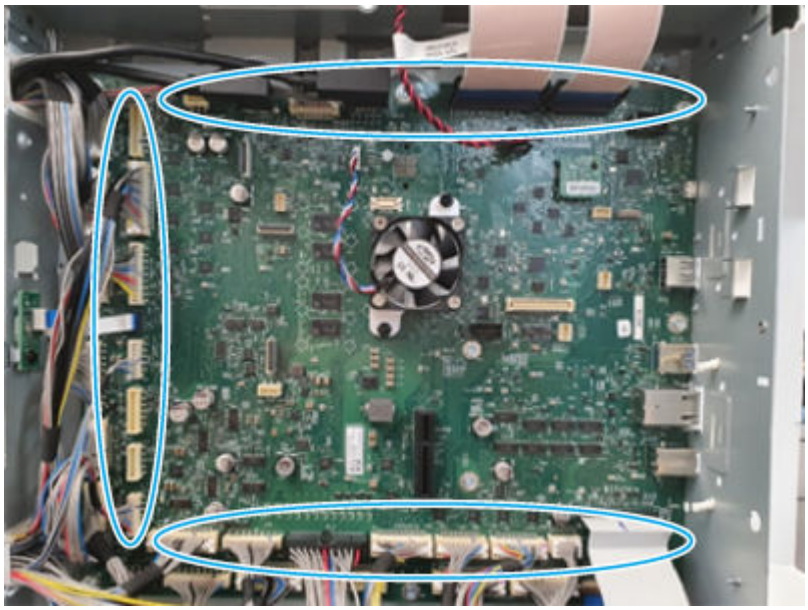


7. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

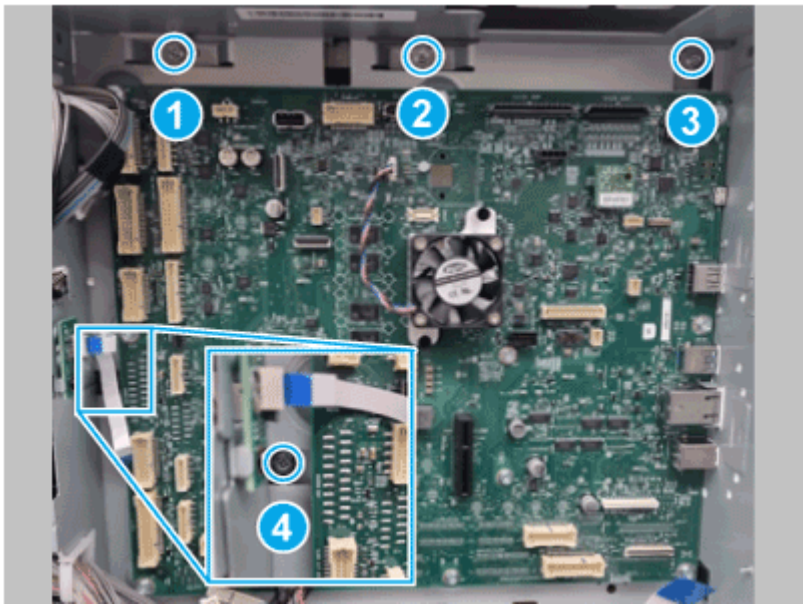
1. Disconnect all of the connectors on the formatter.

Figure 5-712 Disconnect all connectors



2. Remove four screws (callouts 1-2-3-4).

Figure 5-713 Remove four screws



3. Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-714 Remove the formatter and bracket

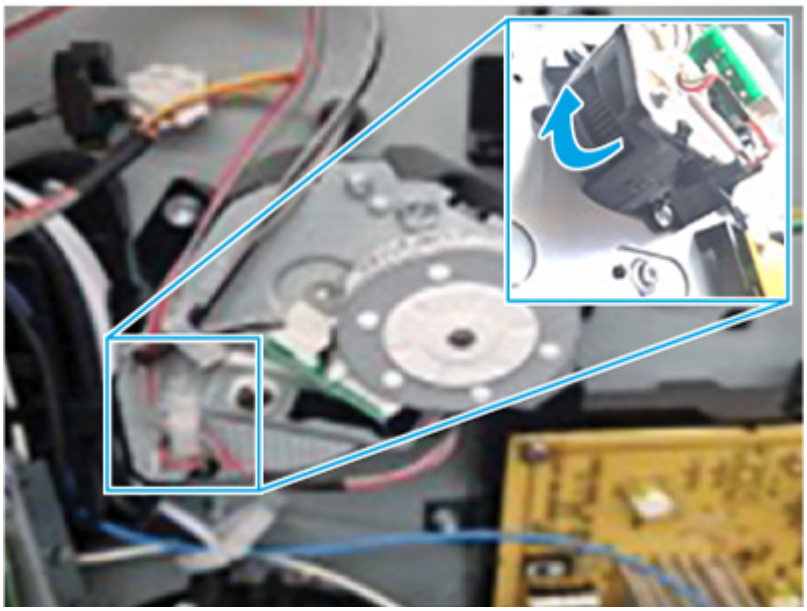
8. Remove the toner cartridge (disassemble method)

Use the following procedure to remove and replace the toner cartridge.

- On the toner dispense motor assembly, rotate the gear counterclockwise, to mechanically release the toner cartridge. Remove the toner cartridge from the front side of the printer.

Reinstallation tip: To prevent mechanical interference when installing the cartridge, first rotate the gear clockwise to return it to the home position, and then install the cartridge.

Figure 5-715 Rotate the gear



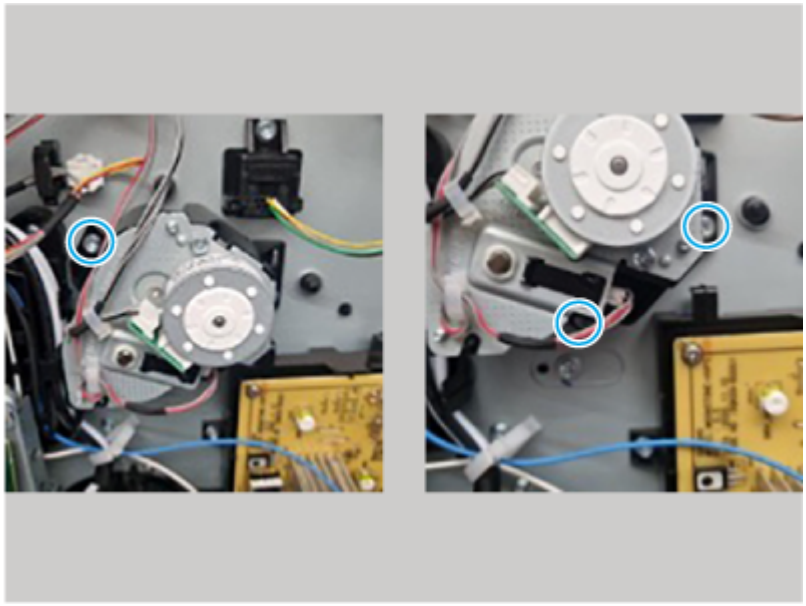
9. Remove the toner dispense motor assembly

Use the following procedure to remove and replace the toner dispense motor assembly.

- Remove three screws, and then remove the dispense motor assembly.

NOTE: Disconnect connectors and release wire-harness retainers as needed to remove the assembly.

Figure 5-716 Remove the assembly



10. Remove the toner dispense motor sensor

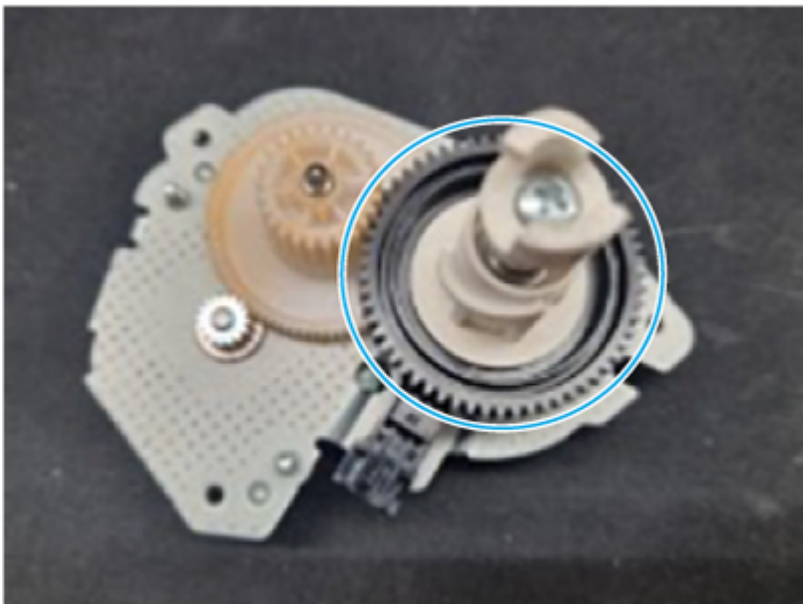
Use the following procedure to remove and replace the toner dispense motor sensor.

1. On the back of the toner dispense motor assembly, remove three screws, and then remove the cover.

Figure 5-717 Remove three screws

2. Remove the gear.

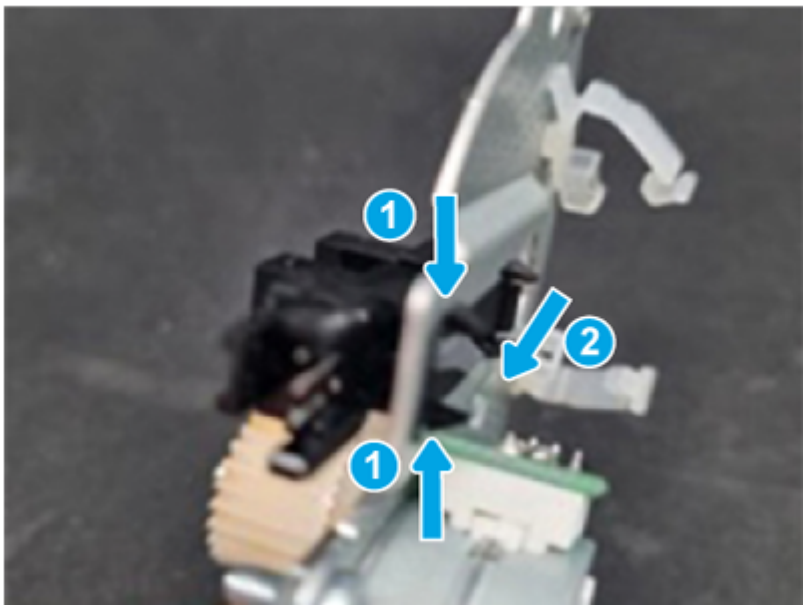
Figure 5-718 Remove the gear



3. To release the sensor, do the following:

   - Release the hooks (callout 1).
   - Slide the hook as shown (callout 2) to remove the sensor.

Figure 5-719 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner cartridge (control panel method)

Learn about removing and replacing the toner cartridge.

View a video of removing and replacing the toner cartridges using the control panel.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

No before performing service procedures required.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-78 Part information

Part number	Part description
W1760-67002	Toner cartridge - Standard yield

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

- At the printer control panel, do the following:
  a. Select the Supplies menu.
  b. Open the front door.
  c. Select the Eject button (located at the bottom right corner of the control panel).

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner cartridge (disassemble method)

Learn about removing and replacing the toner cartridge.

View a video of removing and replacing the toner cartridge by disassembling.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-79 Part information

Part number	Part description
W1760-67002	Toner cartridge - Standard yield

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

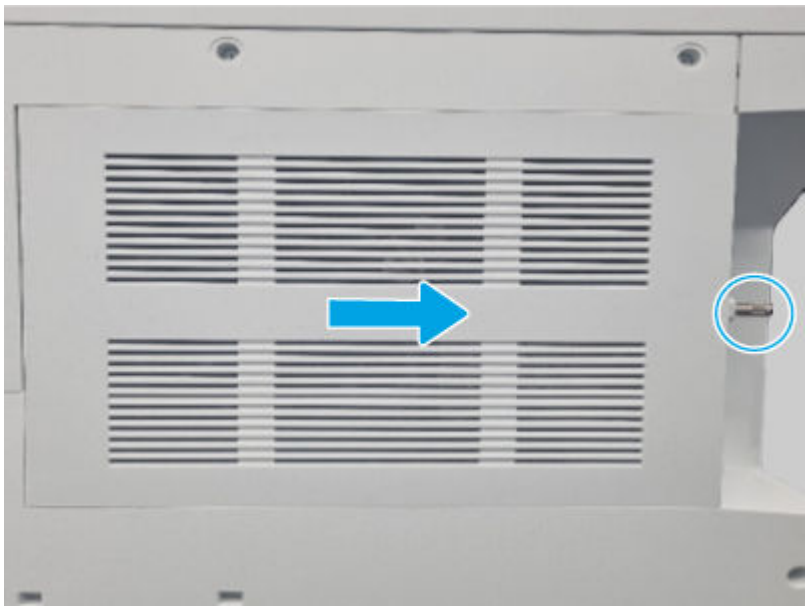
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-720 Remove the cover

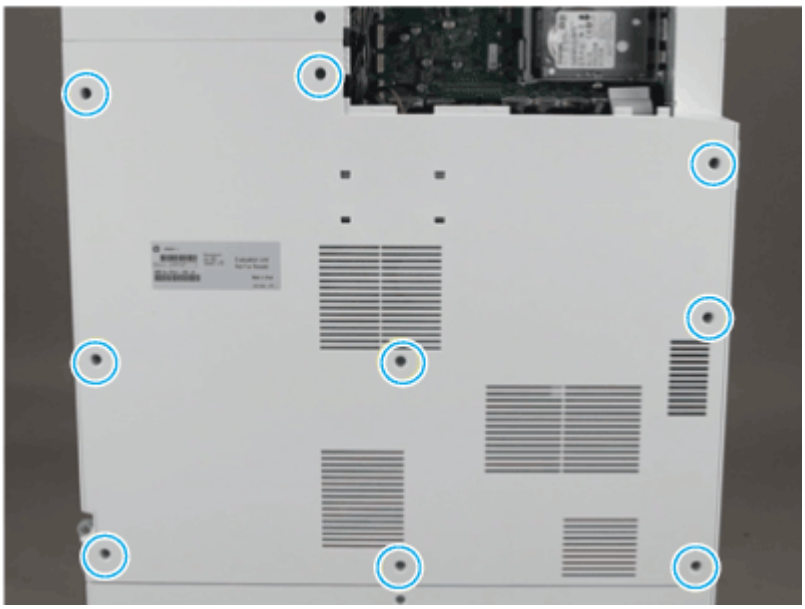


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-721 Remove the cover

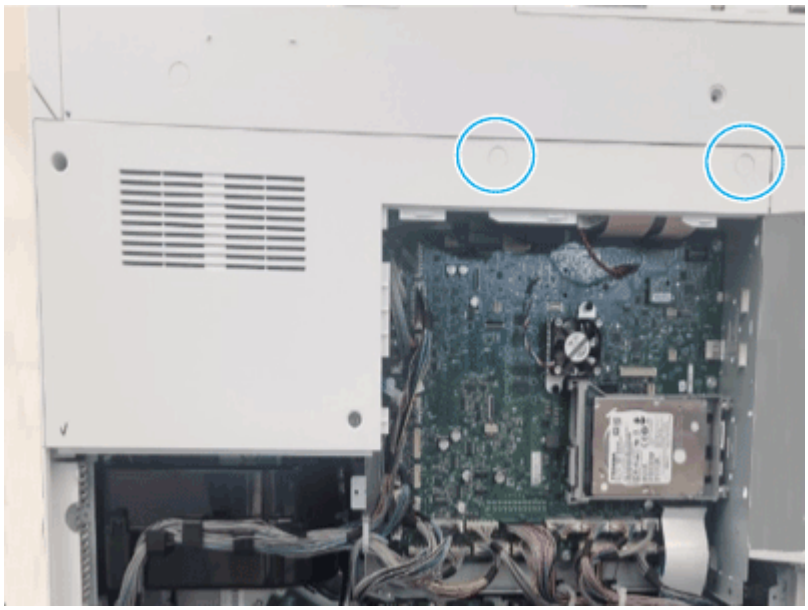


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

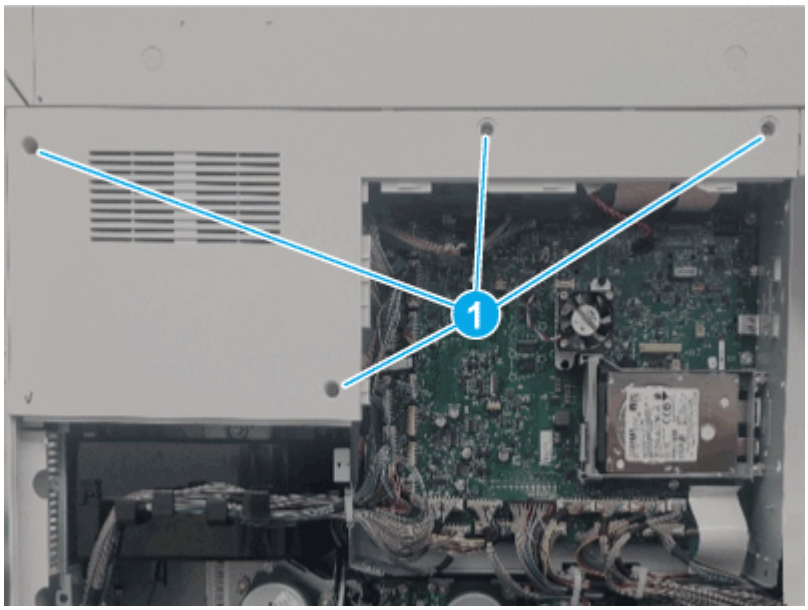
1. Use a pair of tweezers to remove the screw caps.

Figure 5-722 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-723 Remove the cover



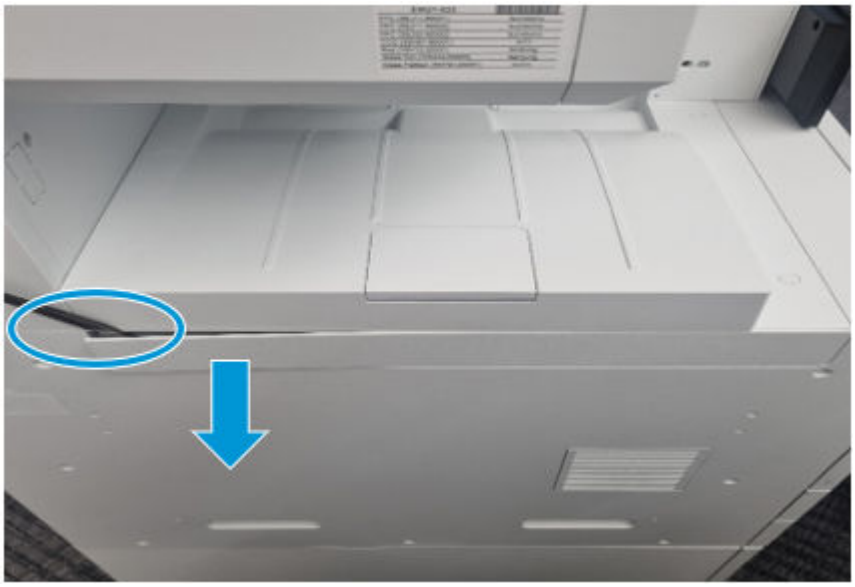
4. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-724 Remove the cover



5. Remove the left cover

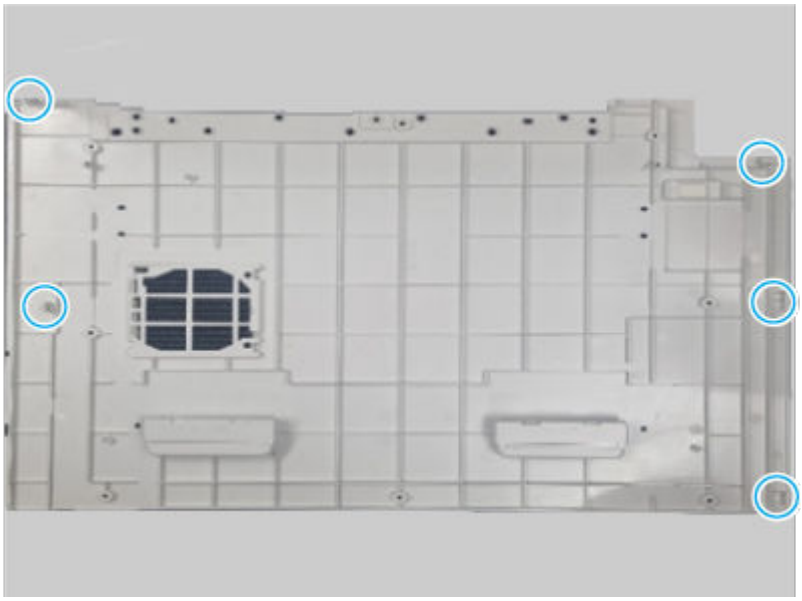
Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-725 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-726 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

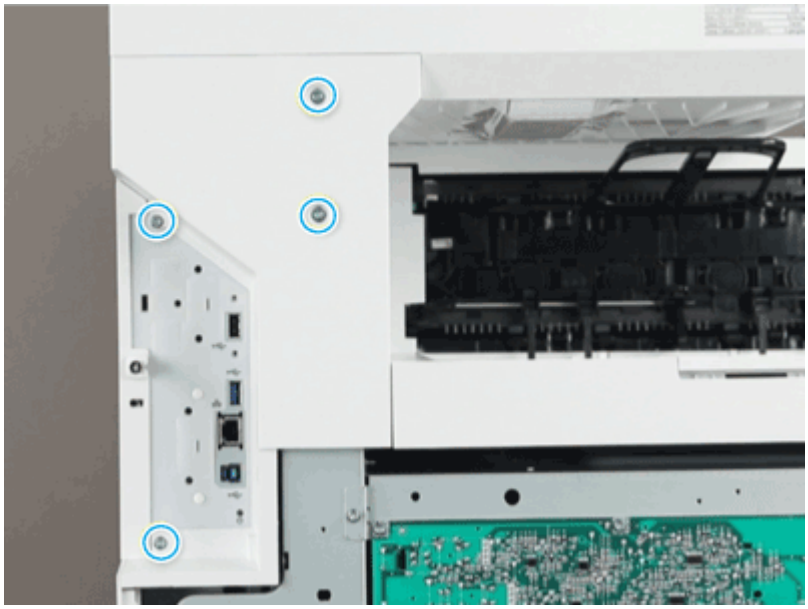
Figure 5-727 Remove the cover

6. Remove the left upper cover

Use the following procedure to remove and replace the left top cover.

- Remove four screws, and then remove the cover.

Figure 5-728 Remove the cover

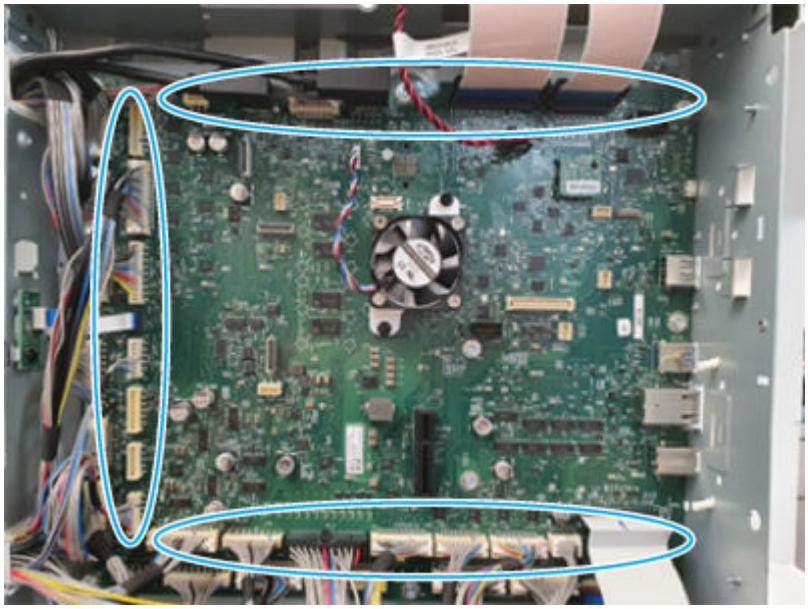


7. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

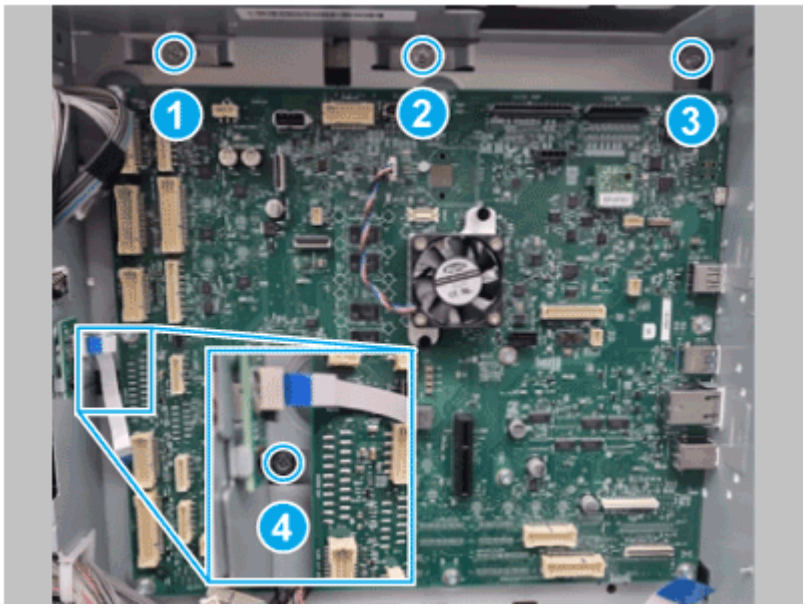
1. Disconnect all of the connectors on the formatter.

Figure 5-729 Disconnect all connectors



2. Remove four screws (callouts 1-2-3-4).

Figure 5-730 Remove four screws



3. Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-731 Remove the formatter and bracket

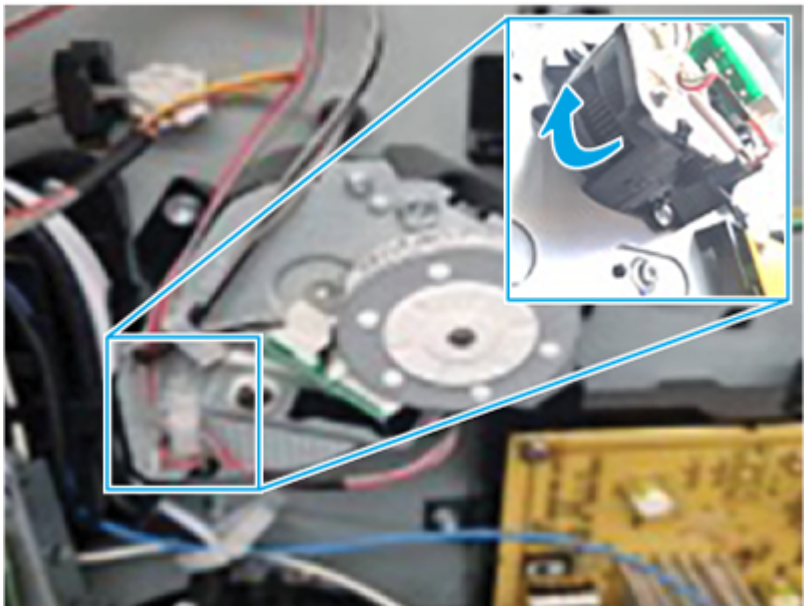
8. Remove the toner cartridge (disassemble method)

Use the following procedure to remove and replace the toner cartridge.

- On the toner dispense motor assembly, rotate the gear counterclockwise, to mechanically release the toner cartridge. Remove the toner cartridge from the front side of the printer.

Reinstallation tip: To prevent mechanical interference when installing the cartridge, first rotate the gear clockwise to return it to the home position, and then install the cartridge.

Figure 5-732 Rotate the gear



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner CRUM module assembly

Learn about removing and replacing the toner CRUM module assembly.

View a video of removing and replacing the toner CRUM modular jack harness.

View a video of removing and replacing the toner CRUM modular holder.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-80 Part information

Part number	Part description
JC61-02910A	Toner CRUM modular holder
JC39-02214A	Toner CRUM modular jack harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

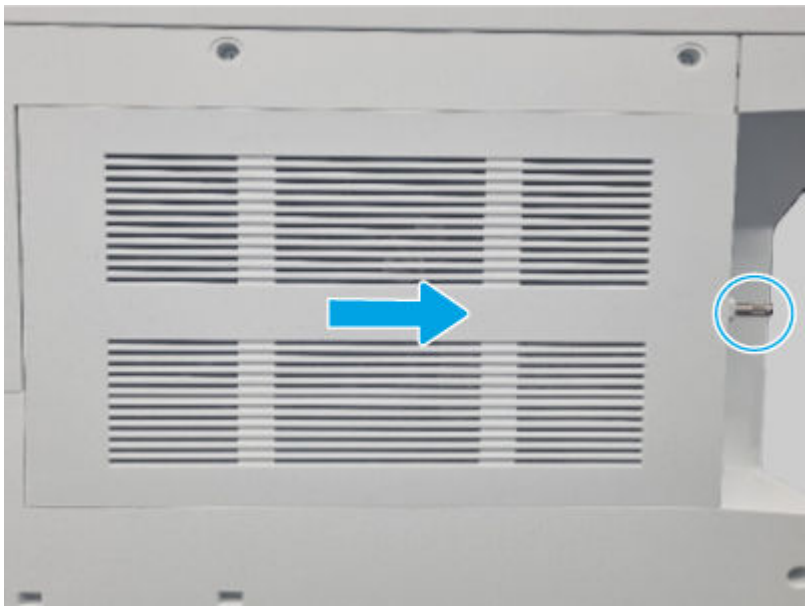
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-733 Remove the cover

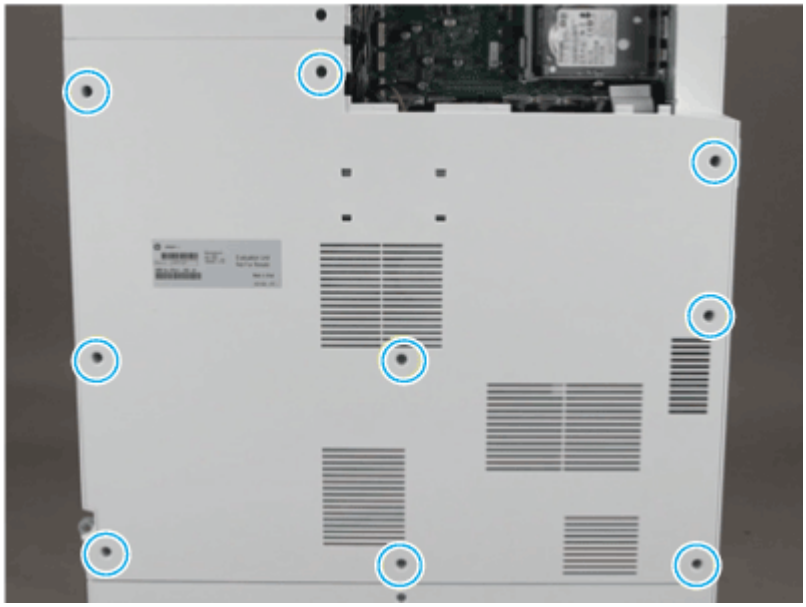


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-734 Remove the cover

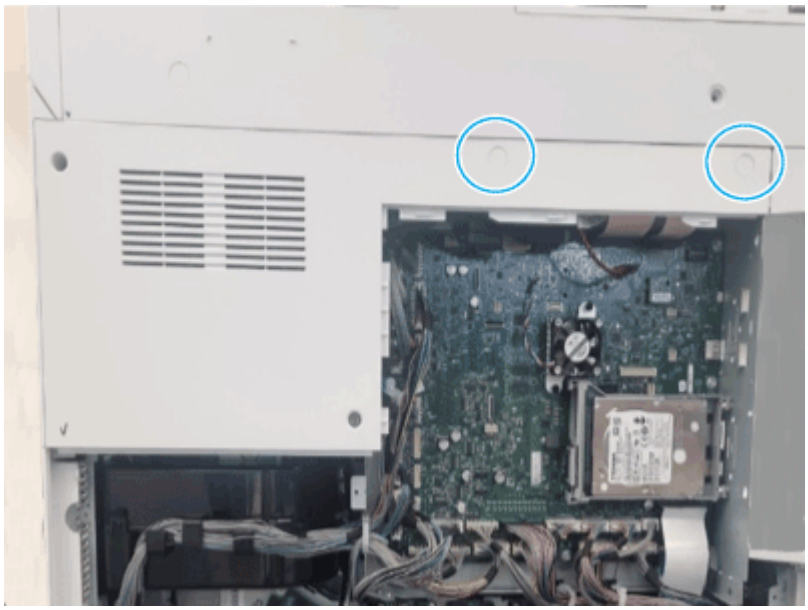


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

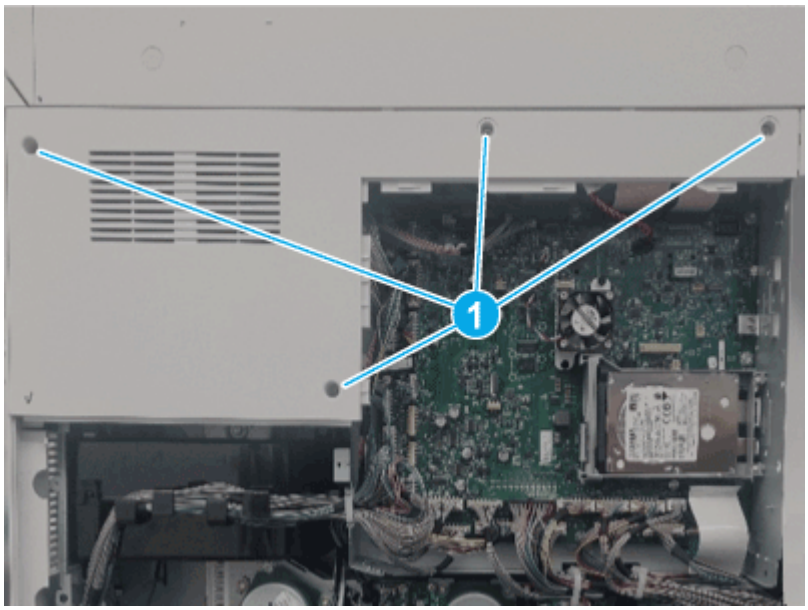
1. Use a pair of tweezers to remove the screw caps.

Figure 5-735 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-736 Remove the cover



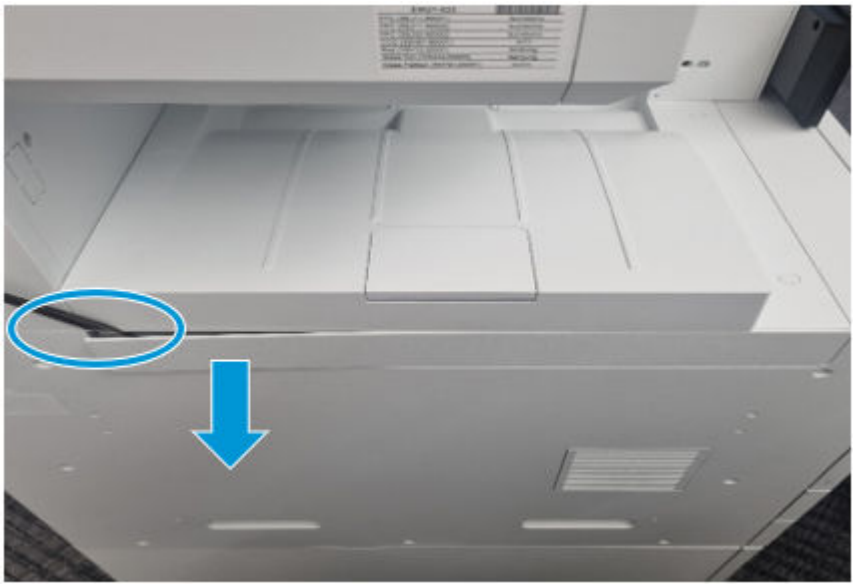
4. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-737 Remove the cover



5. Remove the left cover

Use the following procedure to remove and replace the left cover.

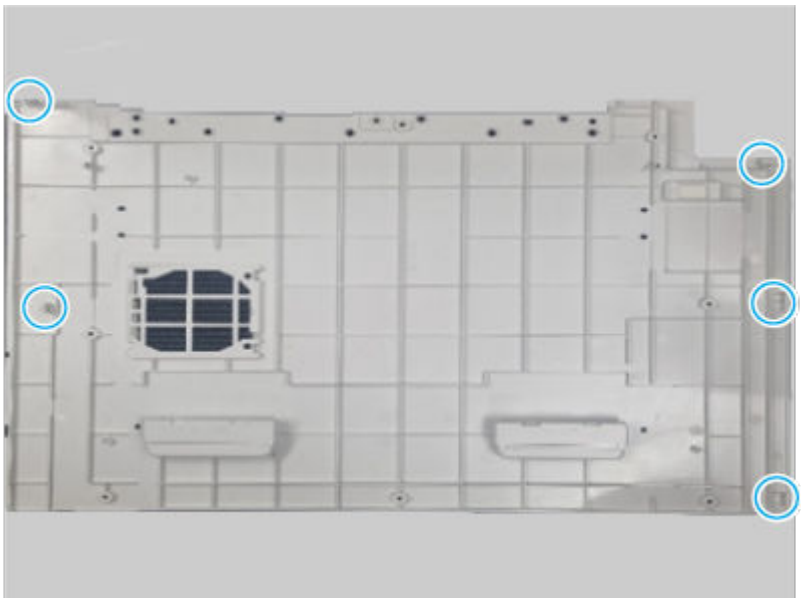
1. Open the front cover (door) and all installed trays.

2. Remove eight screws.

Figure 5-738 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-739 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

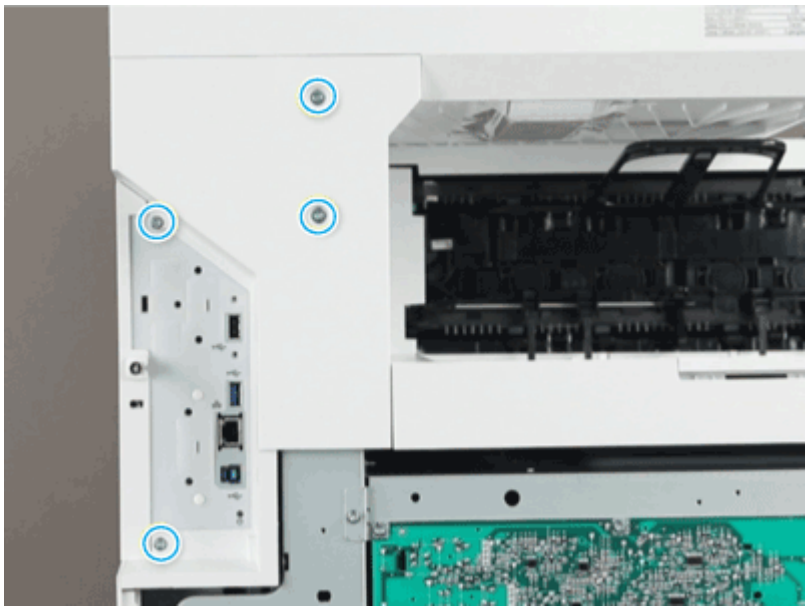
Figure 5-740 Remove the cover

6. Remove the left upper cover

Use the following procedure to remove and replace the left top cover.

- Remove four screws, and then remove the cover.

Figure 5-741 Remove the cover

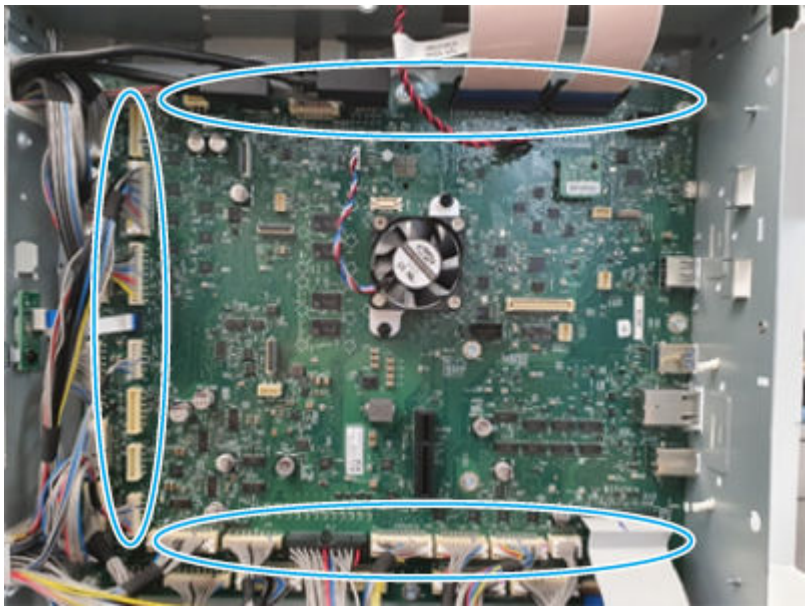


7. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

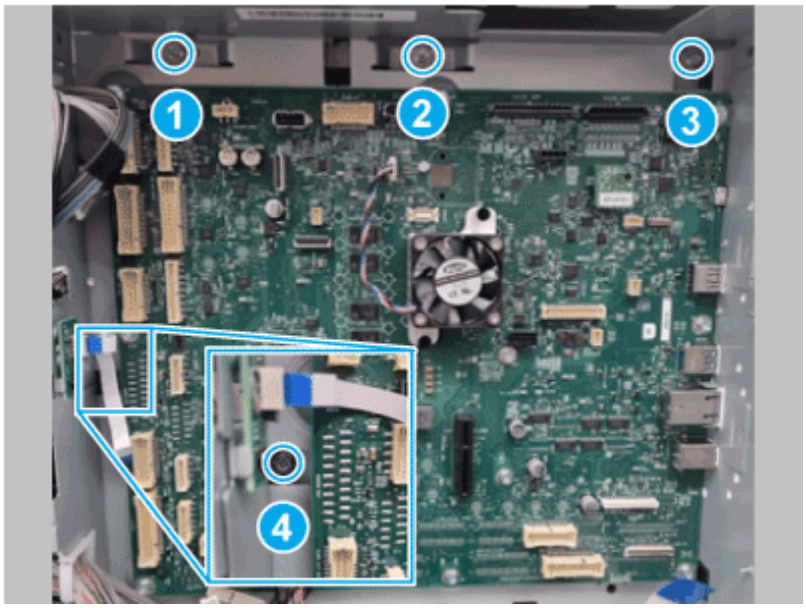
1. Disconnect all of the connectors on the formatter.

Figure 5-742 Disconnect all connectors



2. Remove four screws (callouts 1-2-3-4).

Figure 5-743 Remove four screws



3. Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

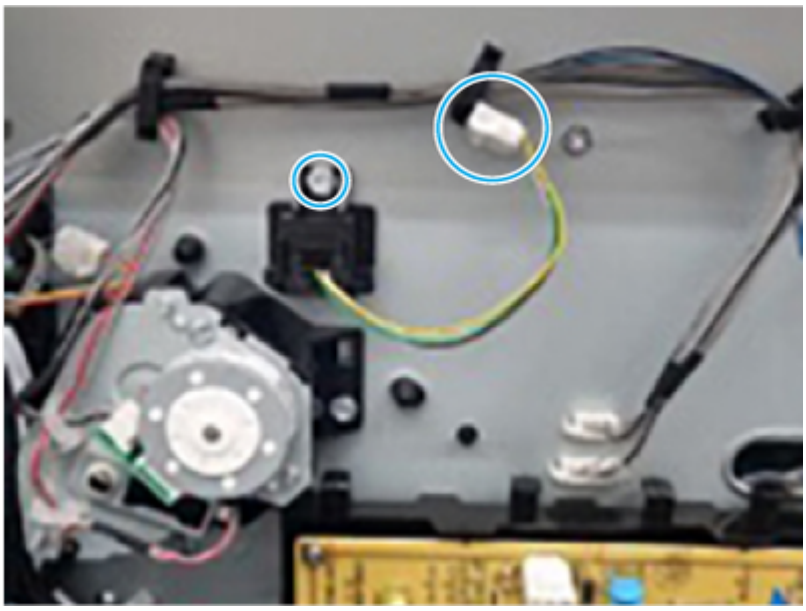
Figure 5-744 Remove the formatter and bracket

8. Remove the toner CRUM module assembly

Use the following procedure to remove and replace the toner CRUM module assembly.

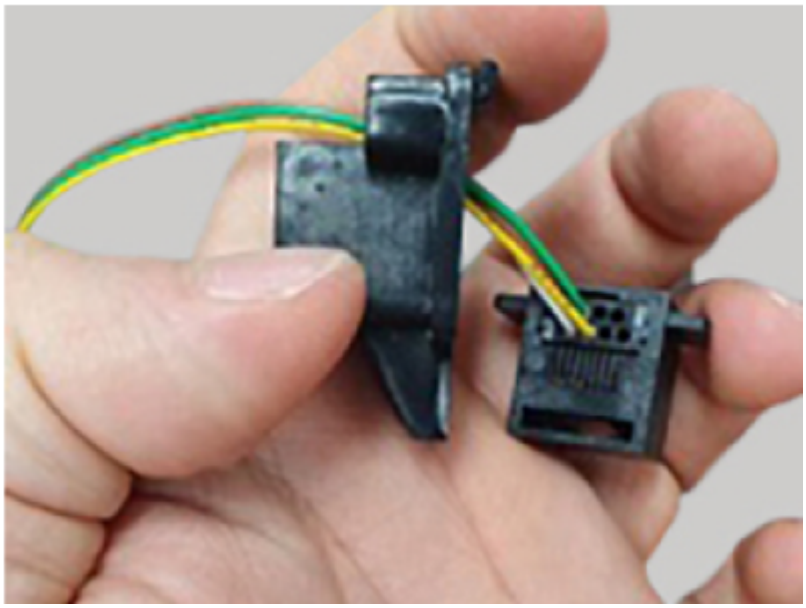
1. Disconnect one connector, remove one screw, and remove the module.

Figure 5-745 Remove the module



2. Remove the toner CRUM modular holder from the toner CRUM modular jack harness.

Figure 5-746 Remove the holder from the harness



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Guide toner cartridge and toner residual amount sensor

Learn about removing and replacing the guide toner cartridge assembly.

NOTE: The toner amount residual sensor is a sub-assembly on the guide toner cartridge assembly.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-81 Part information

Part number	Part description
63C82-60006	Guide toner cartridge assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

- At the printer control panel, do the following:
  a. Select the Sign In item (located at the upper left corner of the control panel).
  b. Select the Service Access Code item, and then enter the access code for the printer.
     - 05085025
  c. Select the Supplies item.
  d. Open the front door.
  e. Select the Eject button (located at the bottom right corner of the control panel).

2. Remove the middle left cover

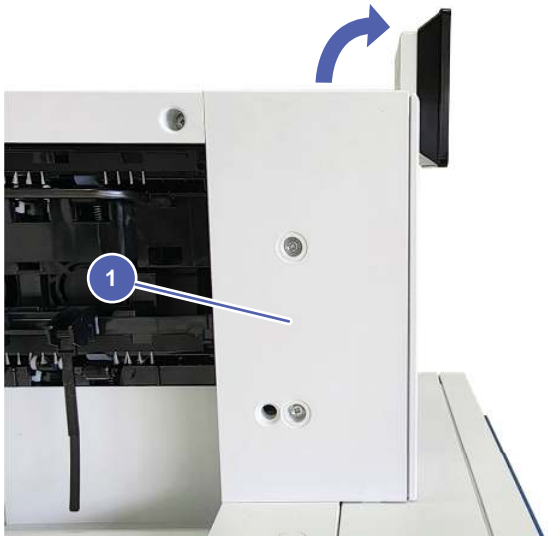
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-747 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-748 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-749 Remove two screws

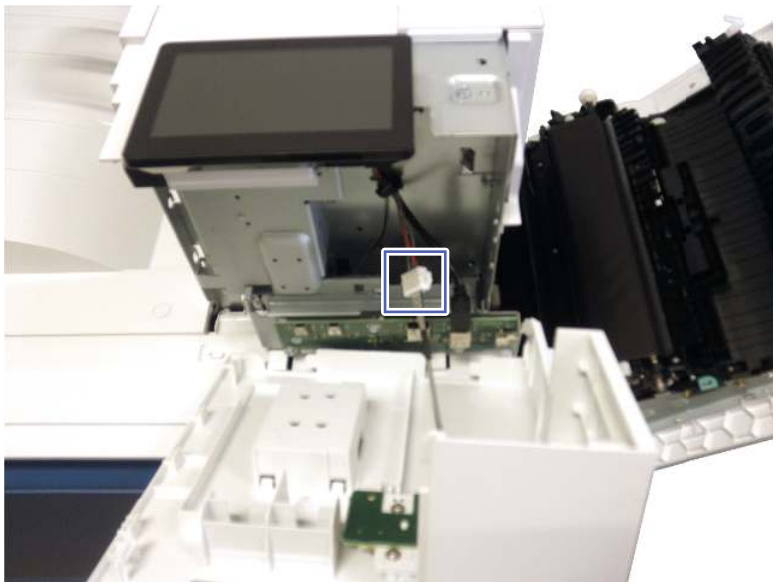
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-750 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-751 Remove the cover assembly



4. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-752 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

⚠ **CAUTION:** Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-753 Lift up and slide the cover to remove it

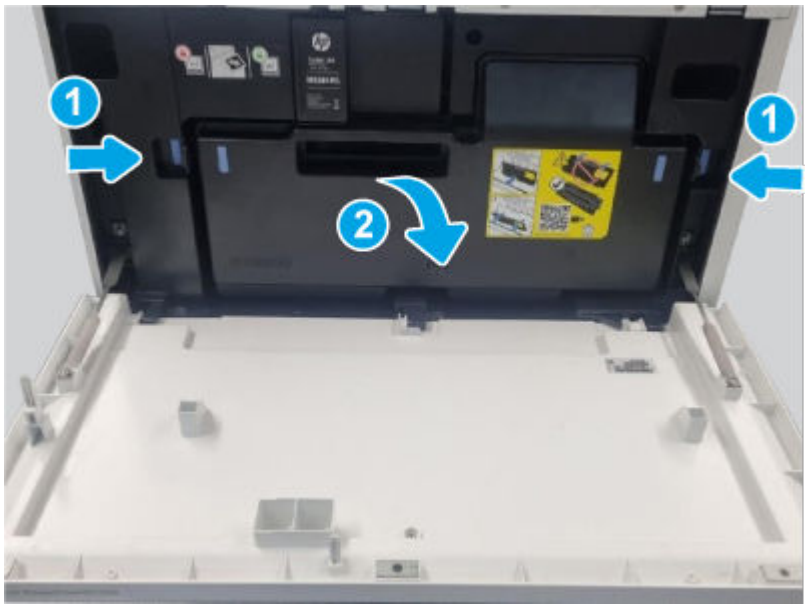
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

5. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-754 Remove the TCU

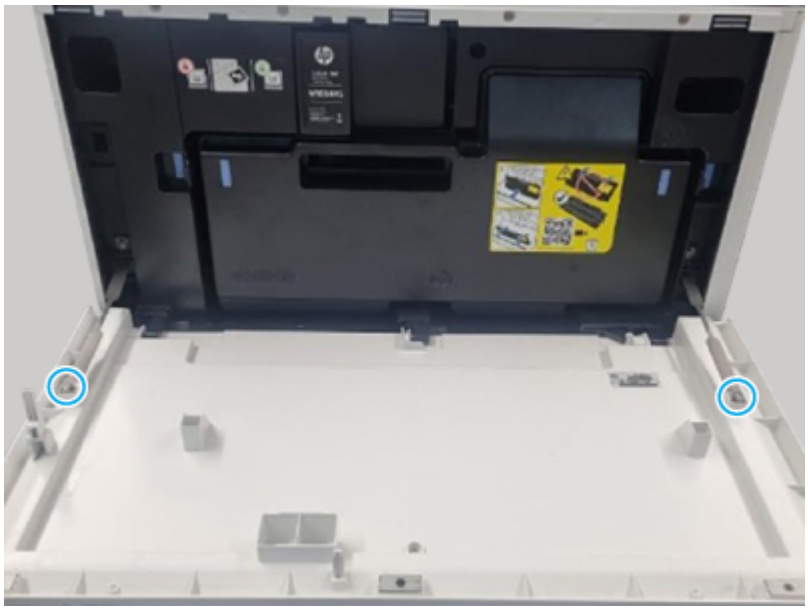


6. Remove the front cover

Use the following procedure to remove and replace the front cover.

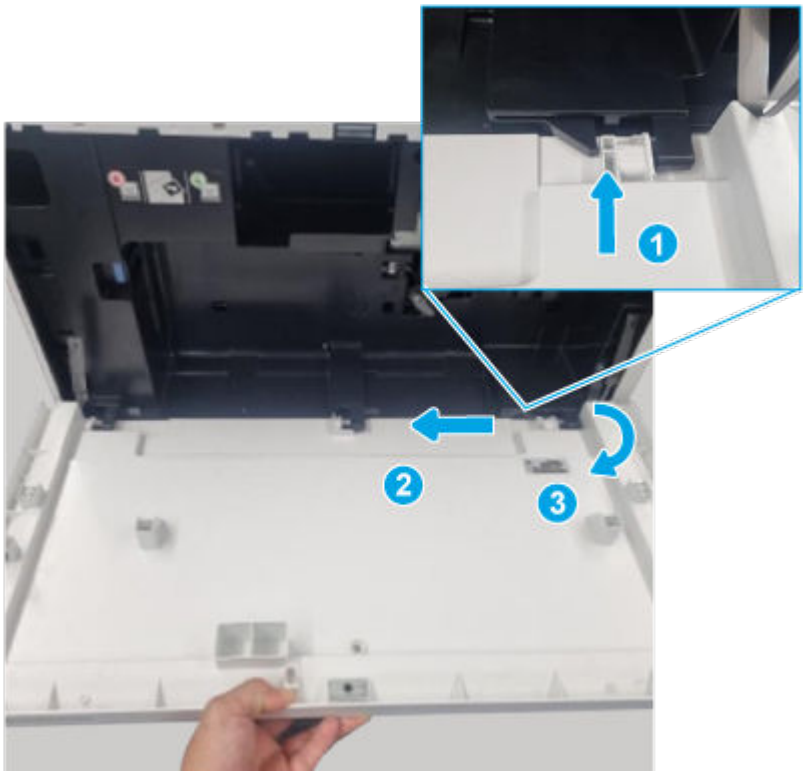
1. Remove two screws.

Figure 5-755 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-756 Remove the cover

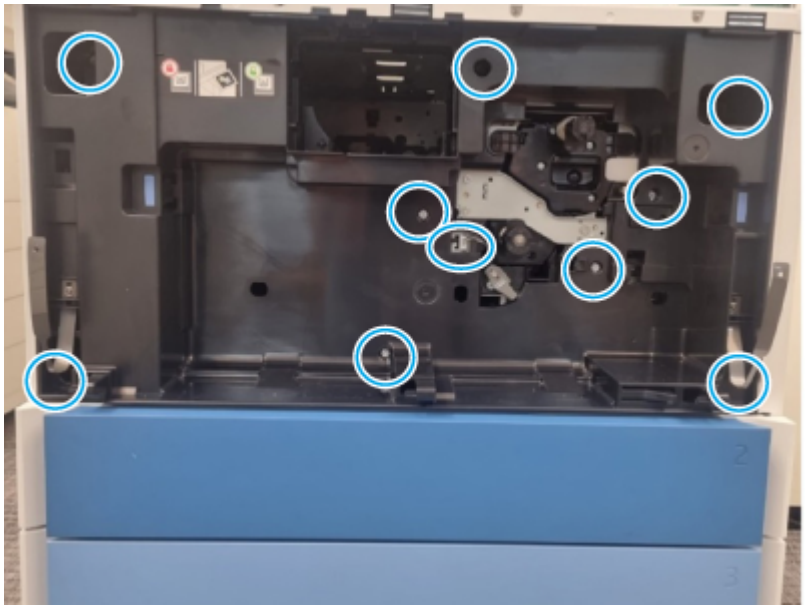


7. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

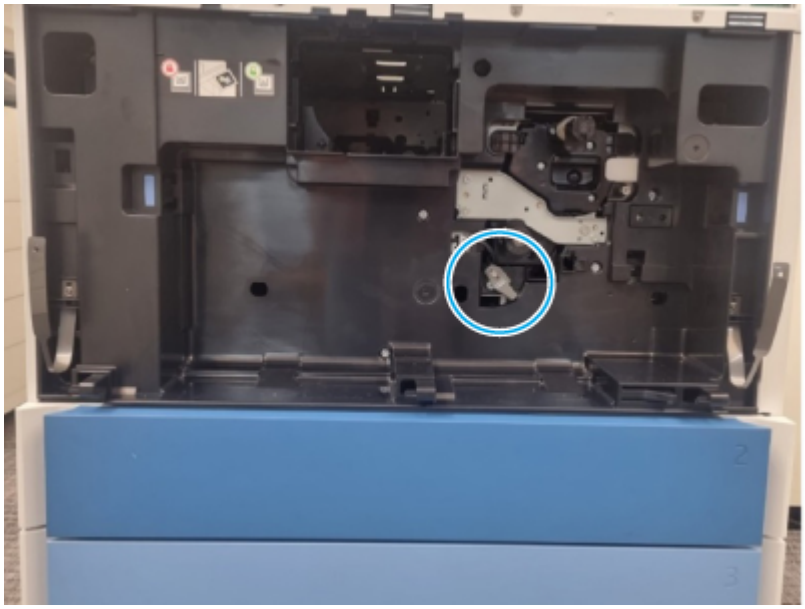
1. Remove nine screws and disconnect the connector.

Figure 5-757 Remove screws and disconnect connector



2. Remove the cover carefully, making sure not to damage the drum engage lever as you remove the cover.

Figure 5-758 Avoid damaging the drum engage lever



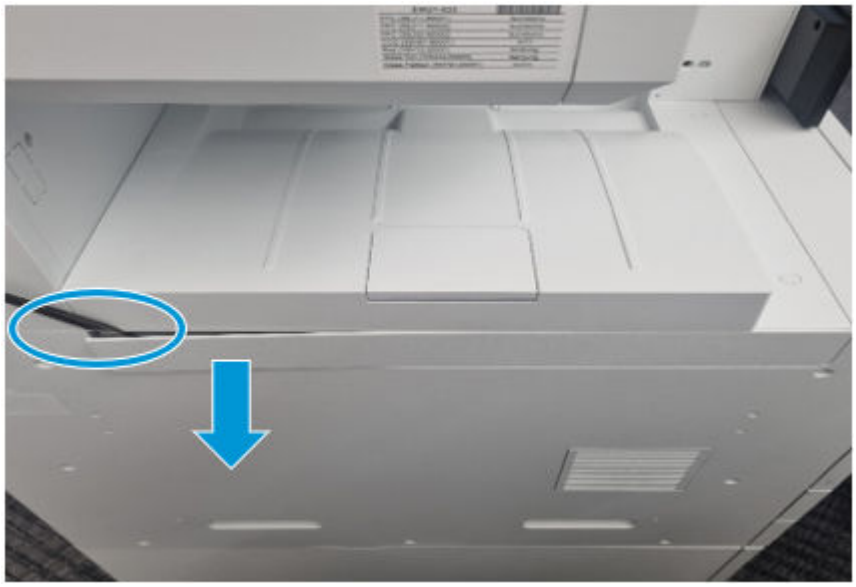
8. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-759 Remove the cover



9. Remove the left cover

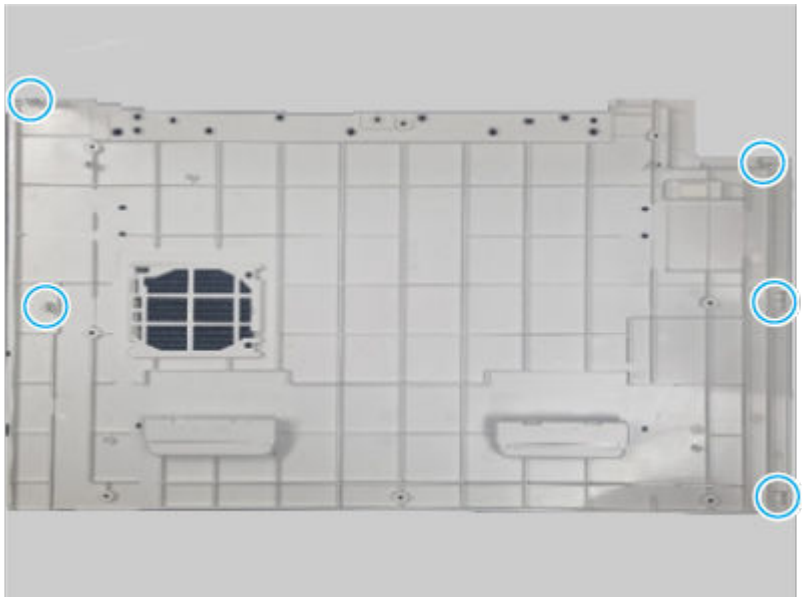
Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-760 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-761 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-762 Remove the cover

10. Remove the LSU

Use the following procedure to remove and replace the LSU.

1. Remove two screws

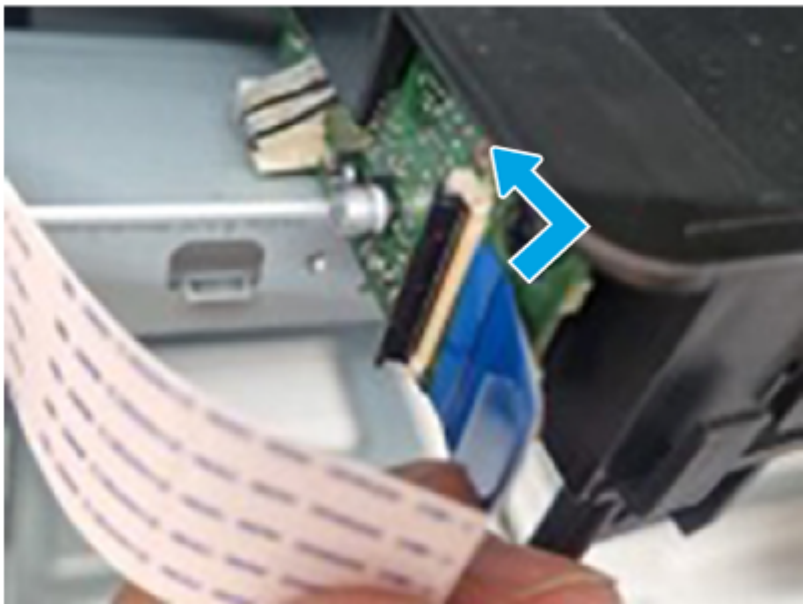
Figure 5-763 Remove two screws

2. Disconnect one FFC.

NOTE: The FFC has a locking clip. Release the clip as shown to disconnect the FFC.

Figure 5-764 Locking clip closed

Figure 5-765 Locking clip open



Reinstallation tip: Do not overtighten the screws on the LSU. Overtightening the screws can cause image-distortion issues.

11. Remove the guide toner cartridge assembly

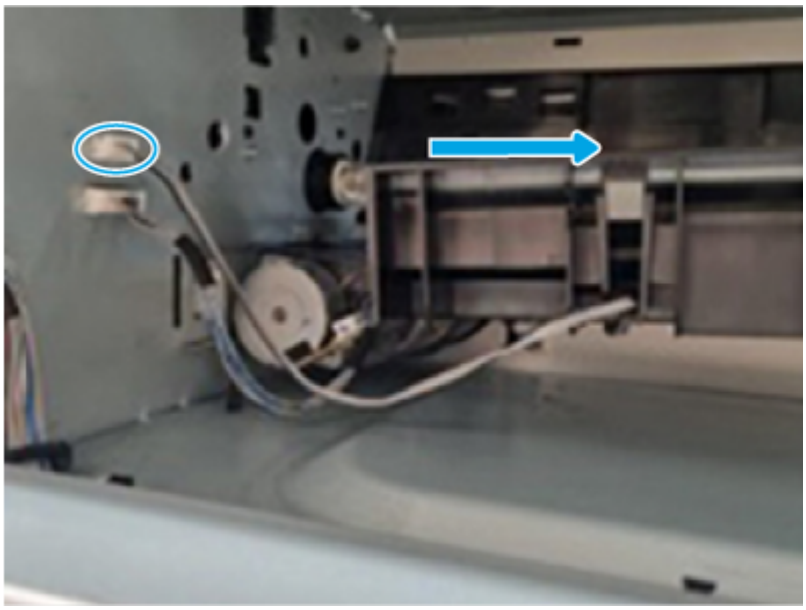
Use the following procedure to remove and replace the guide toner cartridge assembly.

1. Remove one screw.

Figure 5-766 Remove one screw

2. Disconnect the upper connector, and then remove the assembly.

Figure 5-767 Disconnect the upper connector



12. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Reservoir unit

Learn about reservoir unit parts removal and replacement.

Removal and replacement: Reservoir unit

Learn about removing and replacing the reservoir unit.

View a video of removing and replacing the reservoir unit.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-82 **Part information**

Part number	Part description
X3A79-60003	Reservoir unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

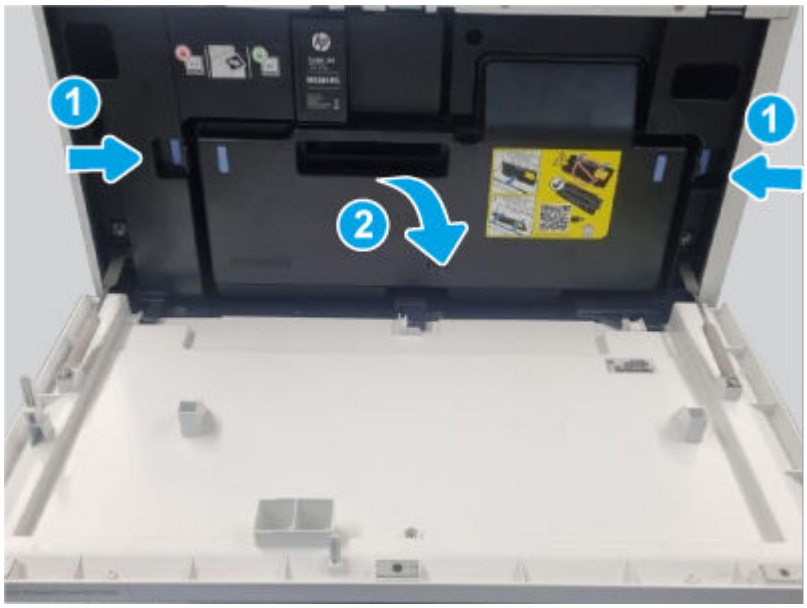
- At the printer control panel, do the following:
  a. Select the Supplies menu.
  b. Open the front door.
  c. Select the Eject button (located at the bottom right corner of the control panel).

2. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-768 Remove the TCU

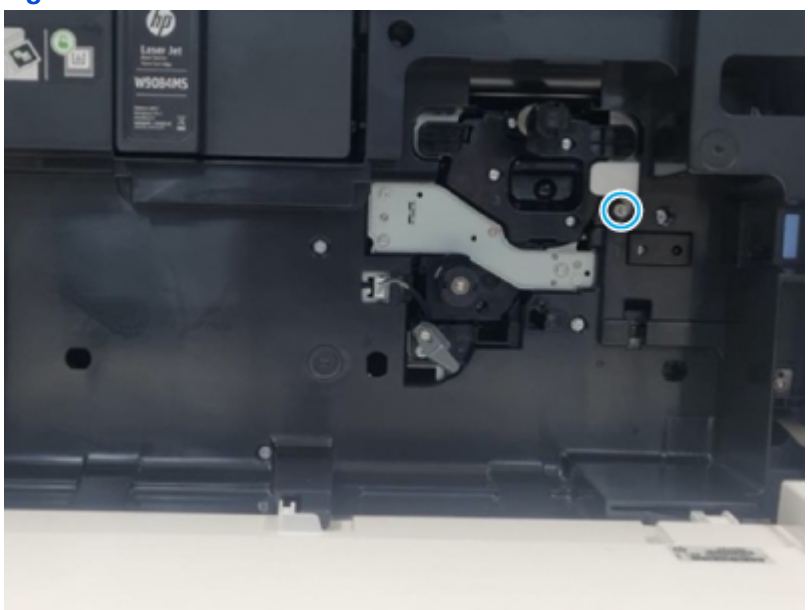


3. Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

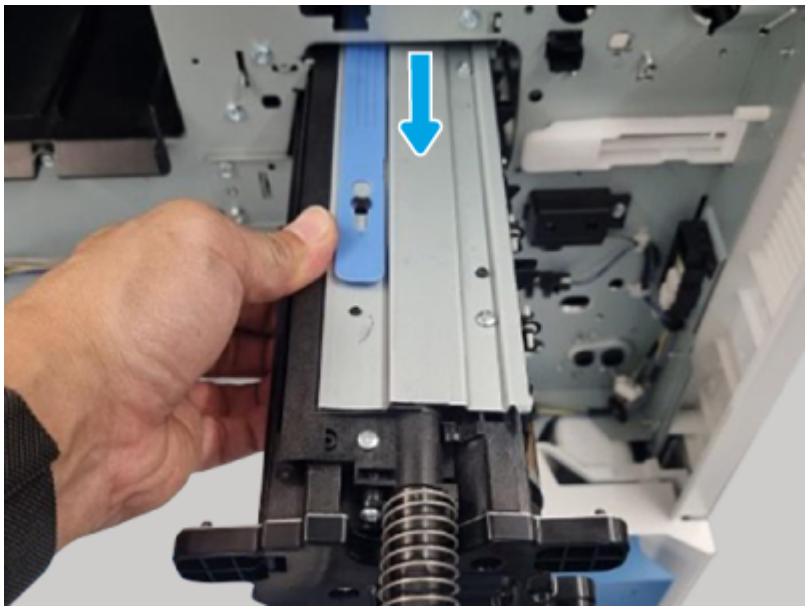
1. Open the right door.
2. At the front of the printer, remove one screw.

Figure 5-769 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-770 Remove the unit



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-771 Remove two screws

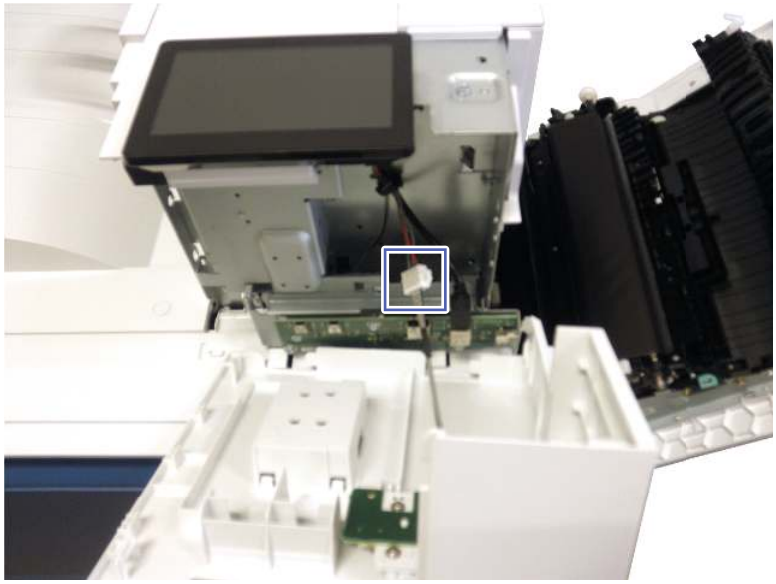
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-772 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-773 Remove the cover assembly



5. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-774 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

CAUTION: Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-775 Lift up and slide the cover to remove it

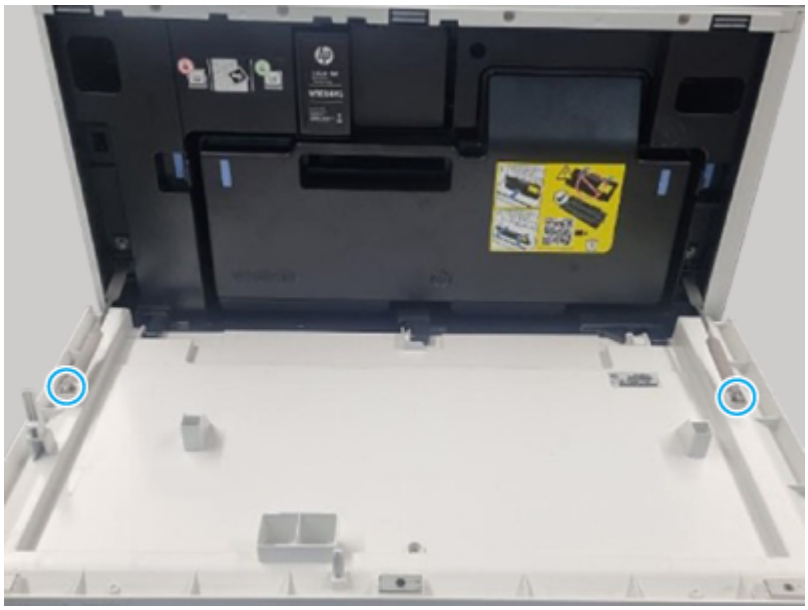
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

6. Remove the front cover

Use the following procedure to remove and replace the front cover.

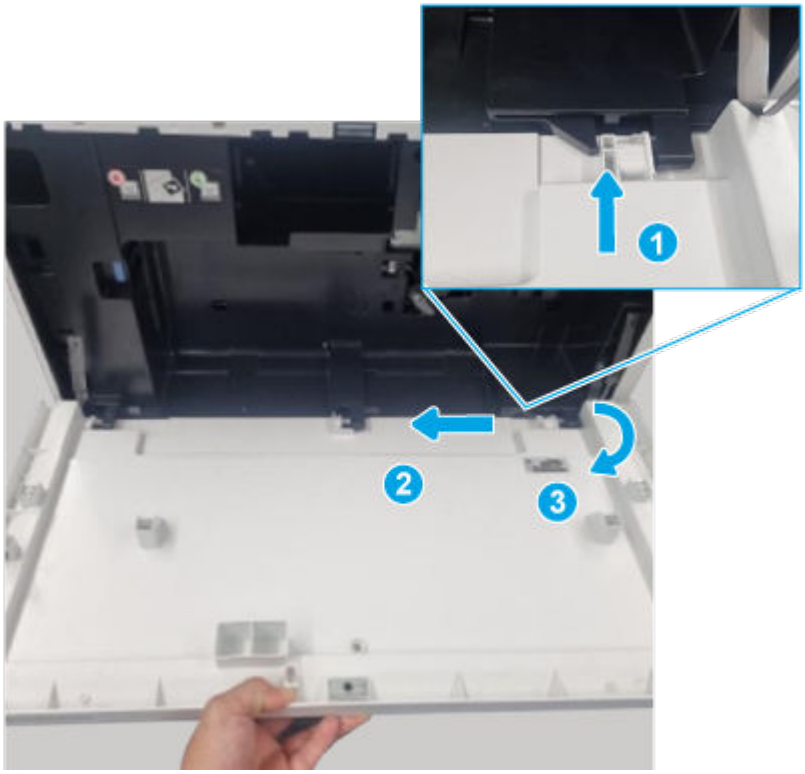
1. Remove two screws.

Figure 5-776 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-777 Remove the cover

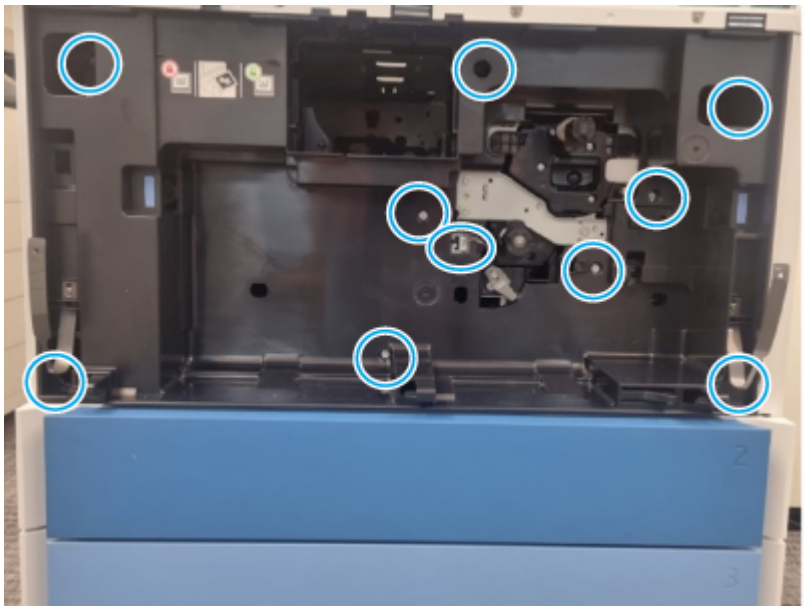


7. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

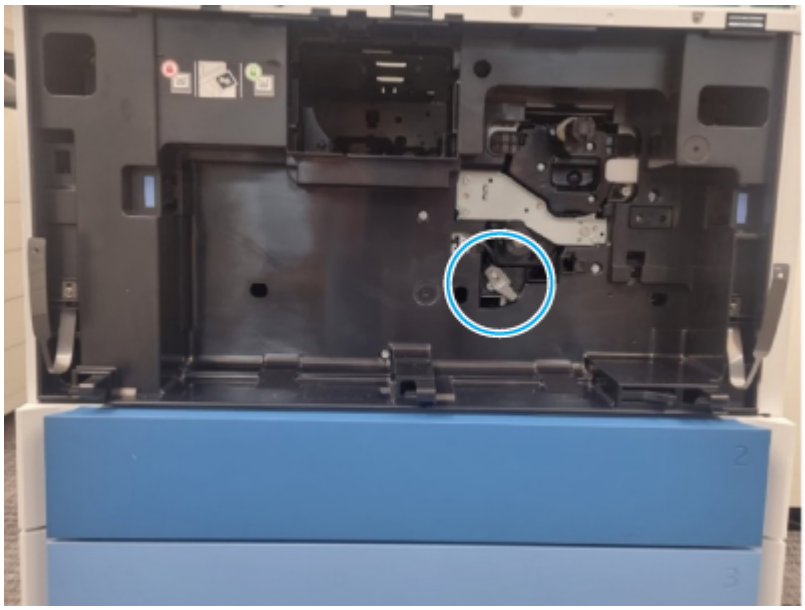
1. Remove nine screws and disconnect the connector.

Figure 5-778 Remove screws and disconnect connector



2. Remove the cover carefully, making sure not to damage the drum engage lever as you remove the cover.

Figure 5-779 Avoid damaging the drum engage lever



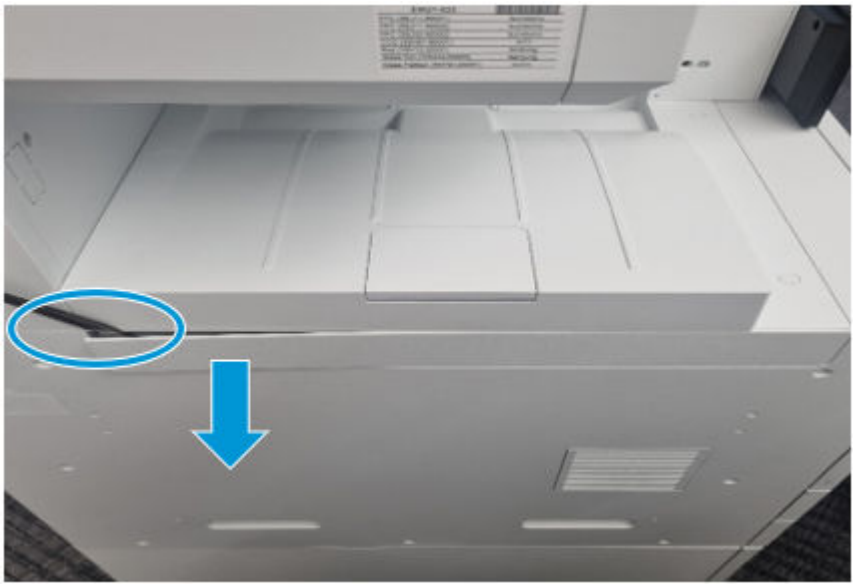
8. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-780 Remove the cover



9. Remove the left cover

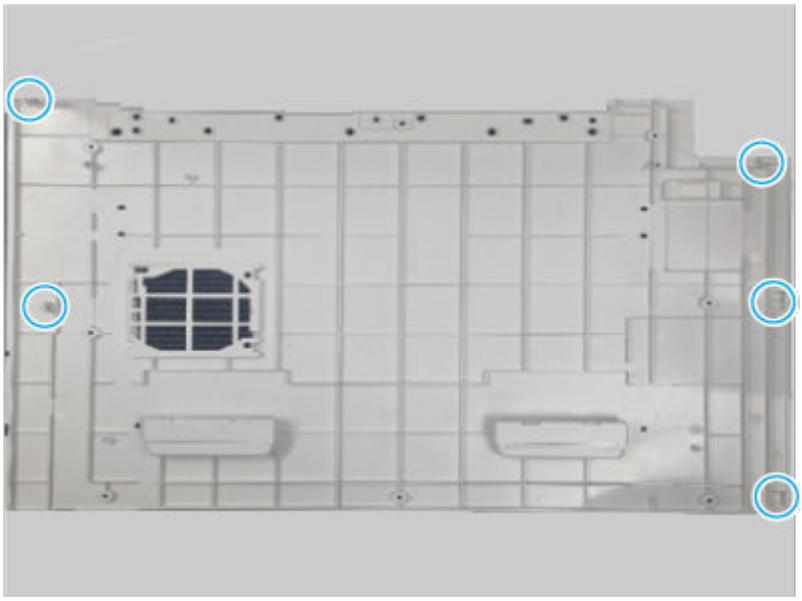
Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-781 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-782 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-783 Remove the cover

10. Remove the LSU

Use the following procedure to remove and replace the LSU.

1. Remove two screws

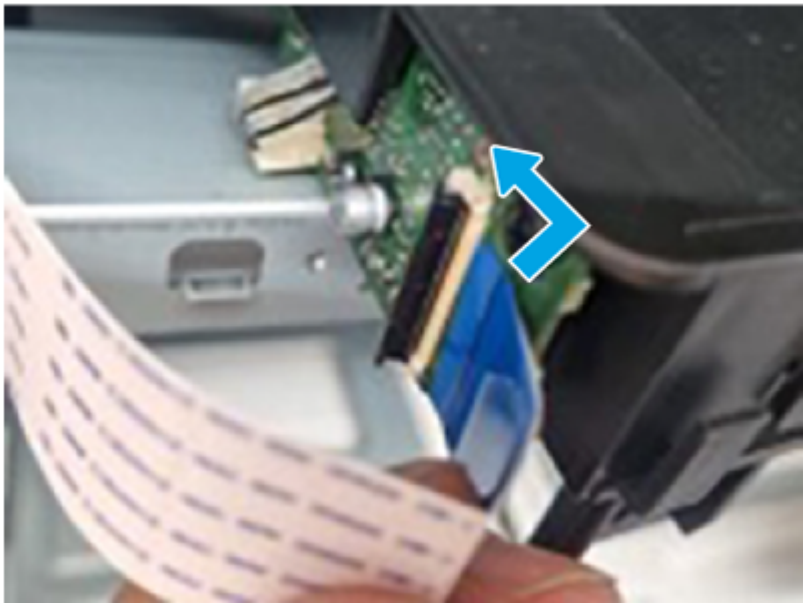
Figure 5-784 Remove two screws

2. Disconnect one FFC.

NOTE: The FFC has a locking clip. Release the clip as shown to disconnect the FFC.

Figure 5-785 Locking clip closed

Figure 5-786 Locking clip open



Reinstallation tip: Do not overtighten the screws on the LSU. Overtightening the screws can cause image-distortion issues.

11. Remove the guide toner cartridge assembly

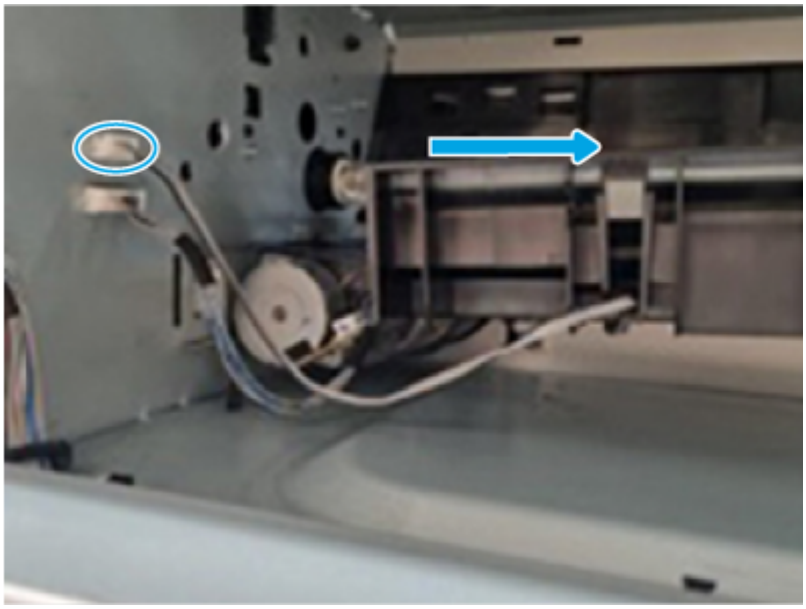
Use the following procedure to remove and replace the guide toner cartridge assembly.

1. Remove one screw.

Figure 5-787 Remove one screw

2. Disconnect the upper connector, and then remove the assembly.

Figure 5-788 Disconnect the upper connector

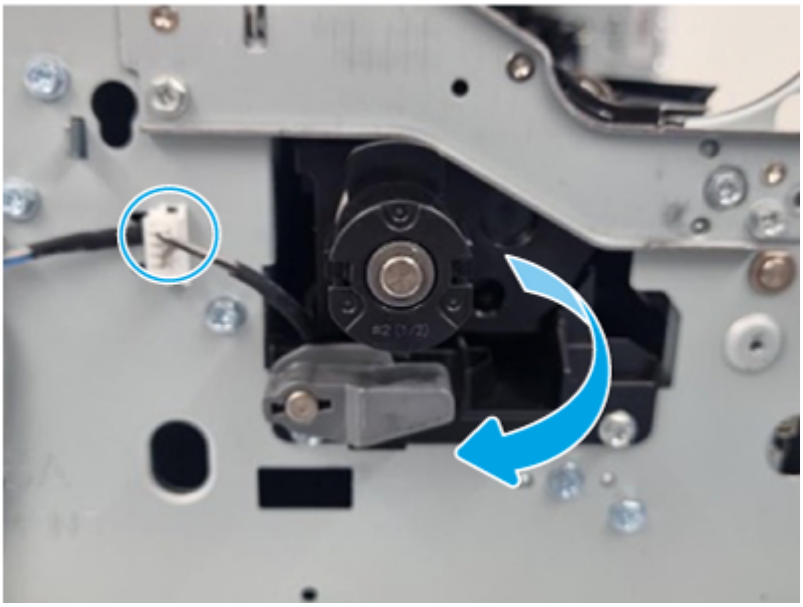


12. Remove the black developer unit

Use the following procedure to remove and replace the black developer unit.

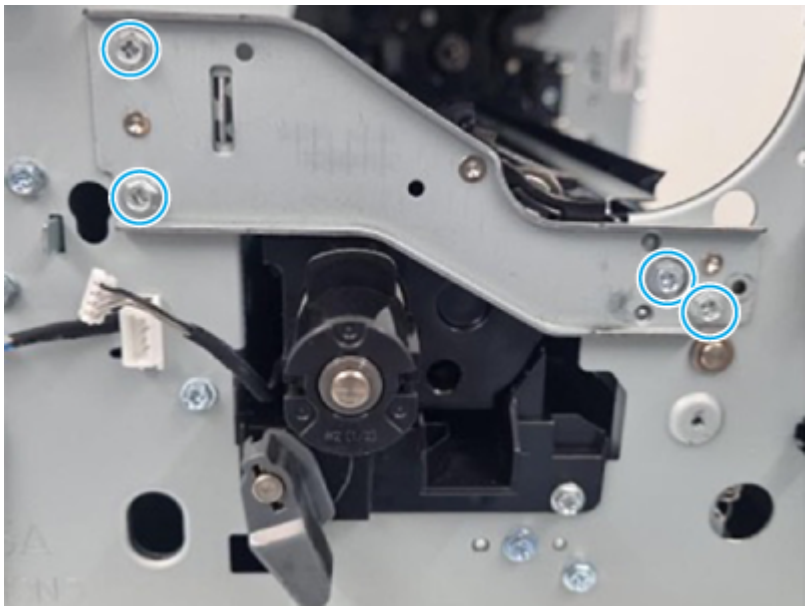
1. Release the lever and disconnect the connector.

Figure 5-789 Release the lever and disconnect the connector



2. Remove four screws.

Figure 5-790 Remove four screws



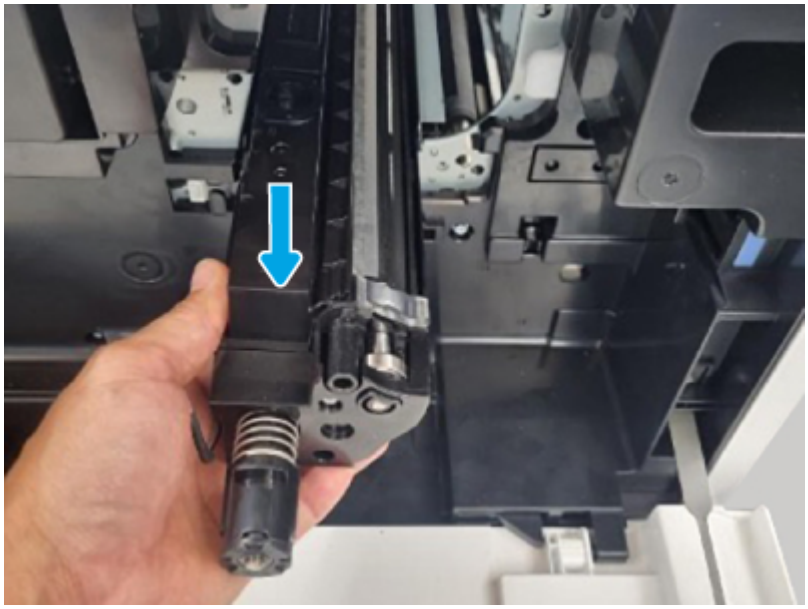
3. Pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic (located after the unpack and recycle step) to fill or refill the developer powder.

During removal and installation, do not grab the unit by the lever. Doing so can result in a toner spill.

Figure 5-791 Do not grab lever

Figure 5-792 Remove the unit

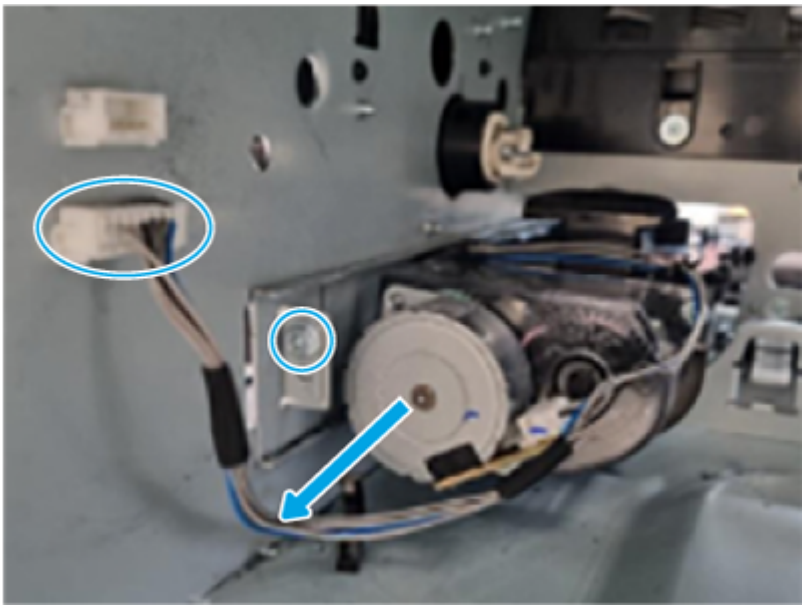


13. Remove the reservoir unit

Use the following procedure to remove and replace the reservoir unit.

- Disconnect one connector, remove one screw, and then pull the unit toward the front of the printer.

Figure 5-793 Disconnect connector and remove screw



⚠ **CAUTION:** In order to avoid spilling toner particles inside the printer, use care in removing this unit.

14. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Reservoir drive assembly

Learn about removing and replacing the reservoir drive assembly.

View a video of removing and replacing the reservoir drive assembly.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-83 **Part information**

Part number	Part description
X3A79-60003	Reservoir drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

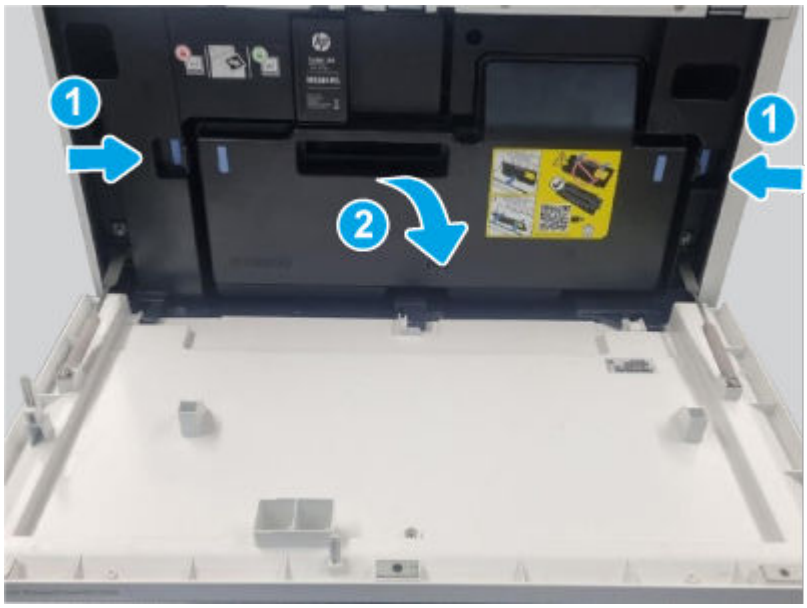
- At the printer control panel, do the following:
  a. Select the Supplies menu.
  b. Open the front door.
  c. Select the Eject button (located at the bottom right corner of the control panel).

Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-794 Remove the TCU

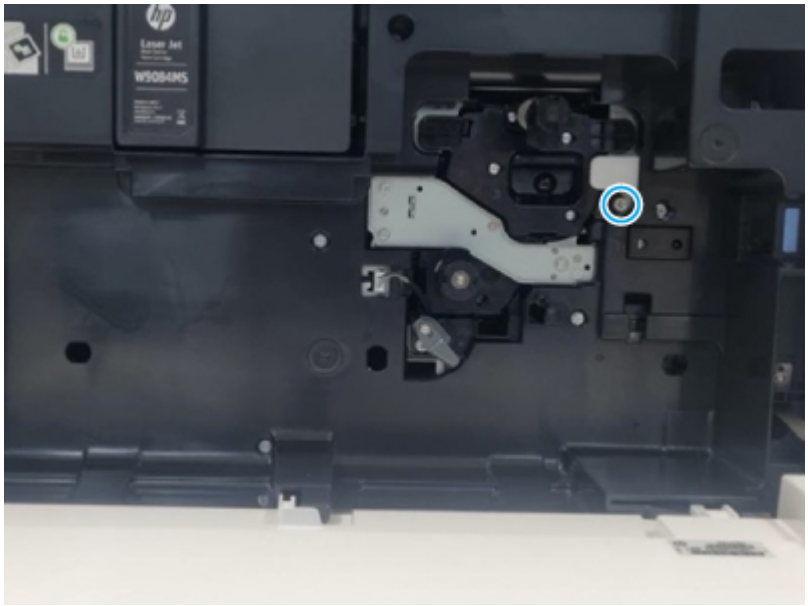


Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

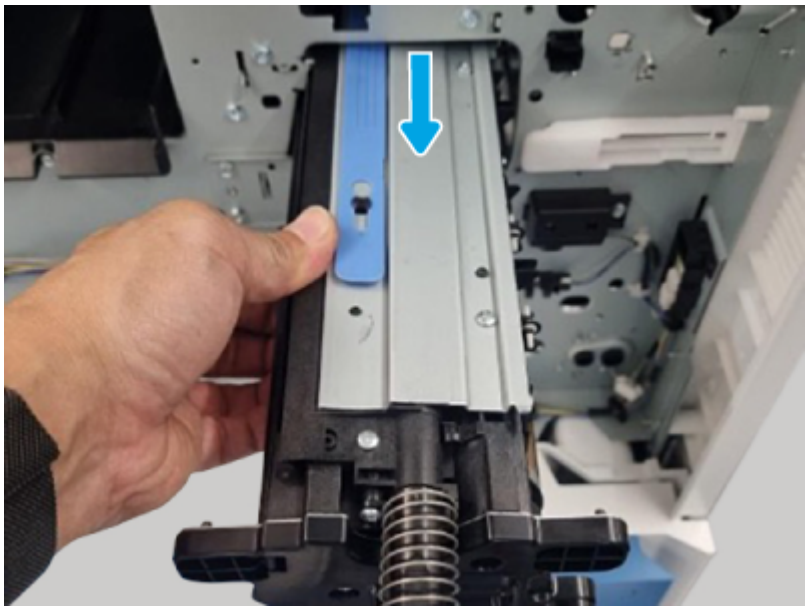
1. Open the right door.
2. At the front of the printer, remove one screw.

Figure 5-795 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-796 Remove the unit



Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-797 Remove two screws

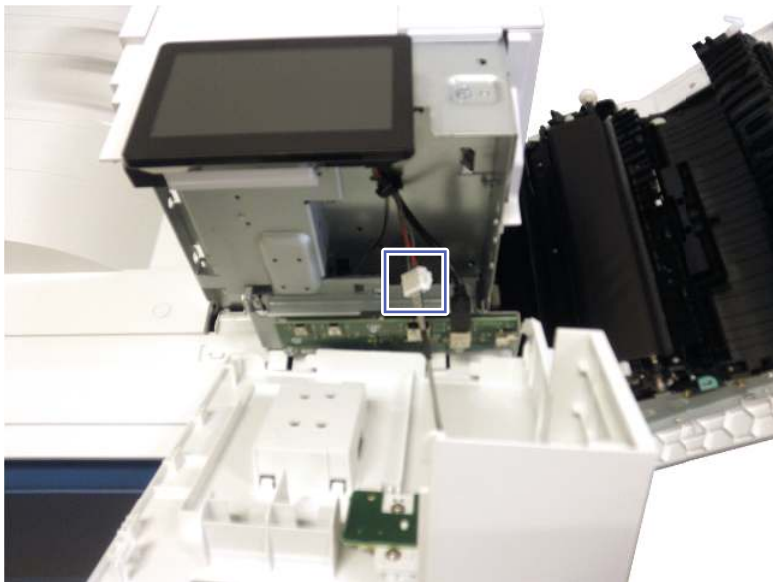
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-798 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-799 Remove the cover assembly



Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-800 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

CAUTION: Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-801 Lift up and slide the cover to remove it

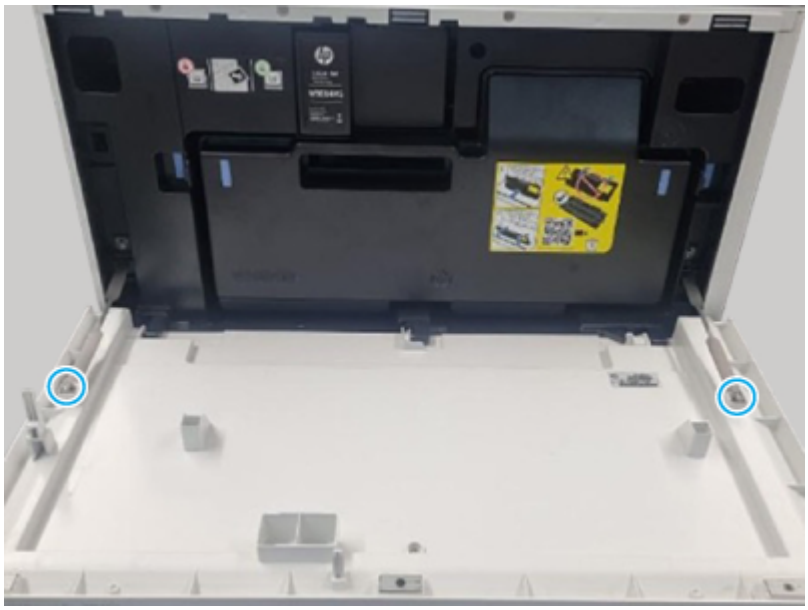
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

Remove the front cover

Use the following procedure to remove and replace the front cover.

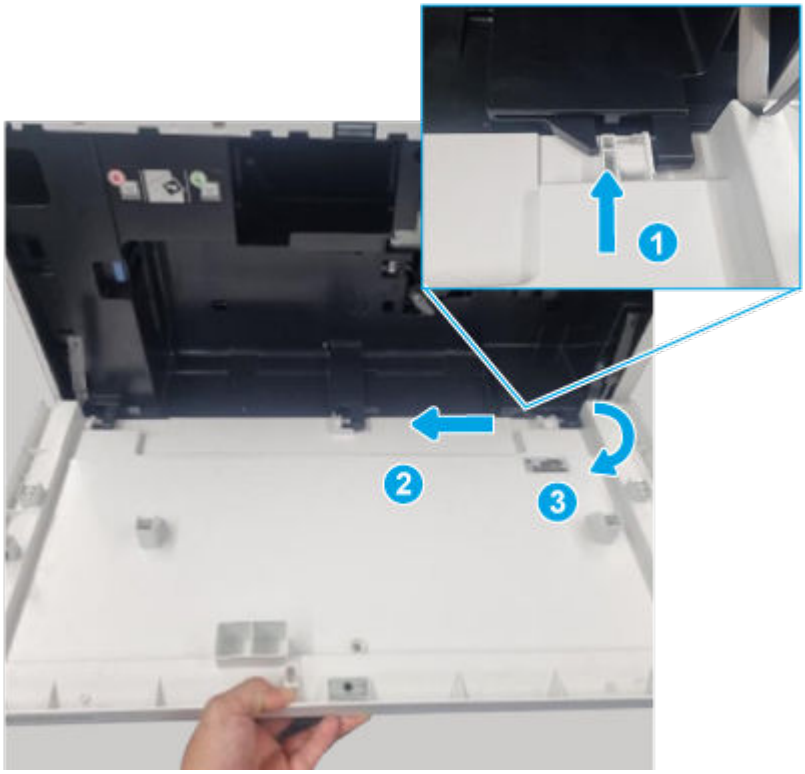
1. Remove two screws.

Figure 5-802 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-803 Remove the cover

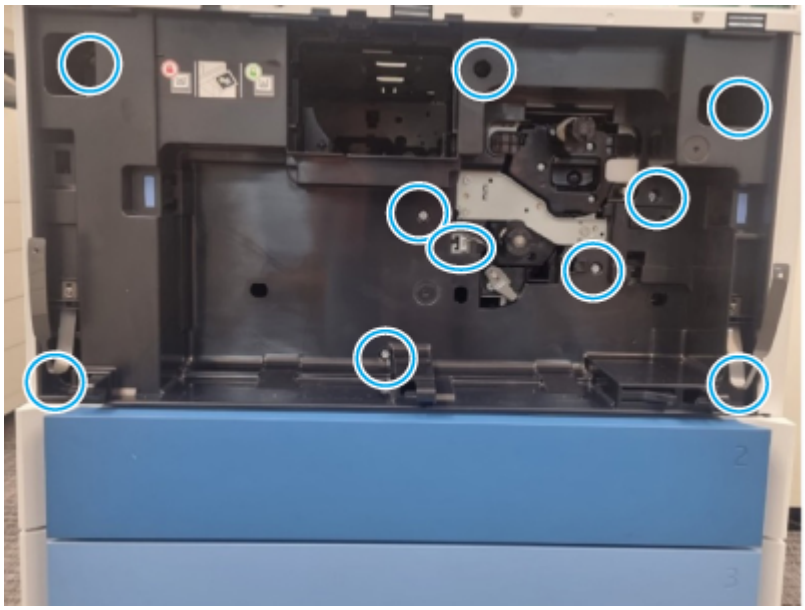


Remove the inner cover

Use the following procedure to remove and replace the inner cover.

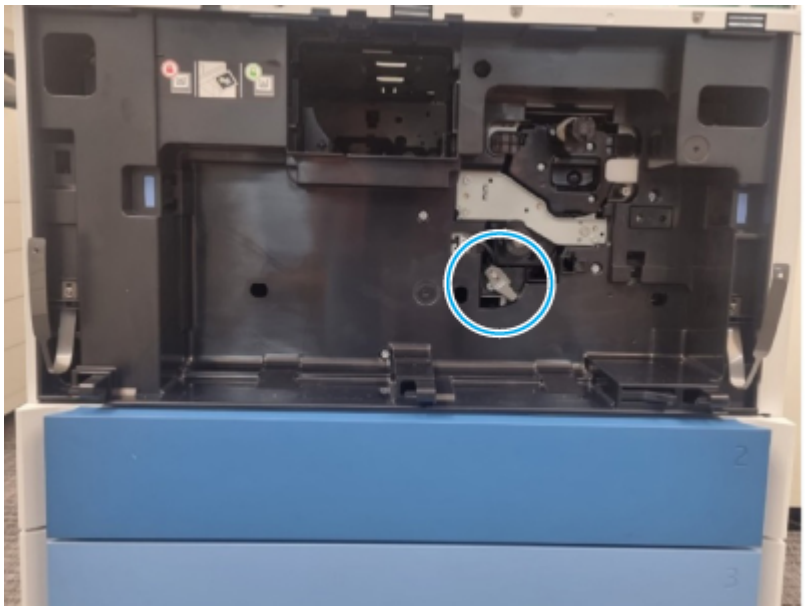
1. Remove nine screws and disconnect the connector.

Figure 5-804 Remove screws and disconnect connector



2. Remove the cover carefully, making sure not to damage the drum engage lever as you remove the cover.

Figure 5-805 Avoid damaging the drum engage lever



Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-806 Remove the cover

Remove the left cover

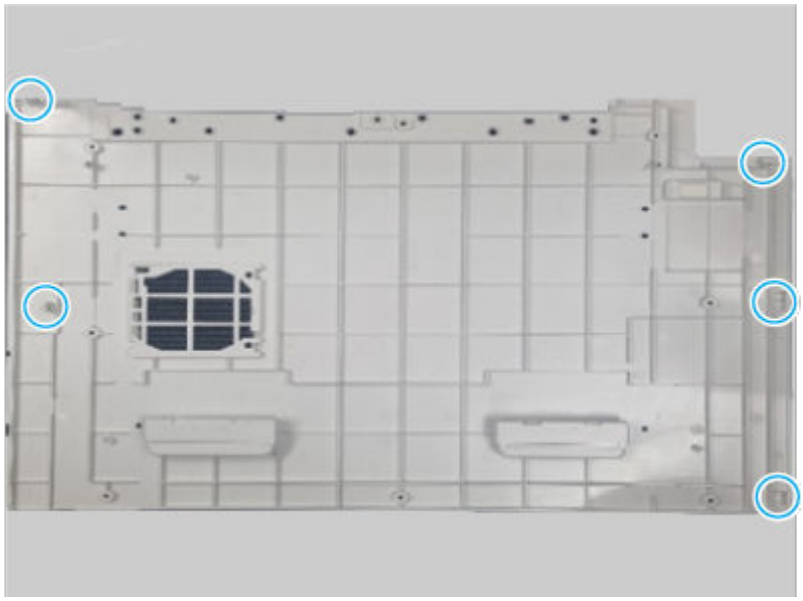
Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-807 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-808 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-809 Remove the cover

Remove the LSU

Use the following procedure to remove and replace the LSU.

1. Remove two screws

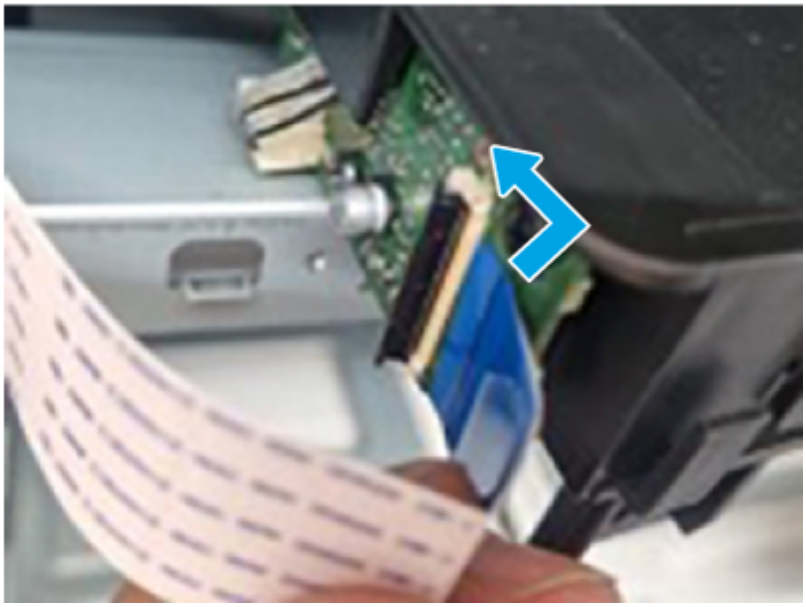
Figure 5-810 Remove two screws

2. Disconnect one FFC.

NOTE: The FFC has a locking clip. Release the clip as shown to disconnect the FFC.

Figure 5-811 Locking clip closed

Figure 5-812 Locking clip open



Reinstallation tip: Do not overtighten the screws on the LSU. Overtightening the screws can cause image-distortion issues.

Remove the guide toner cartridge assembly

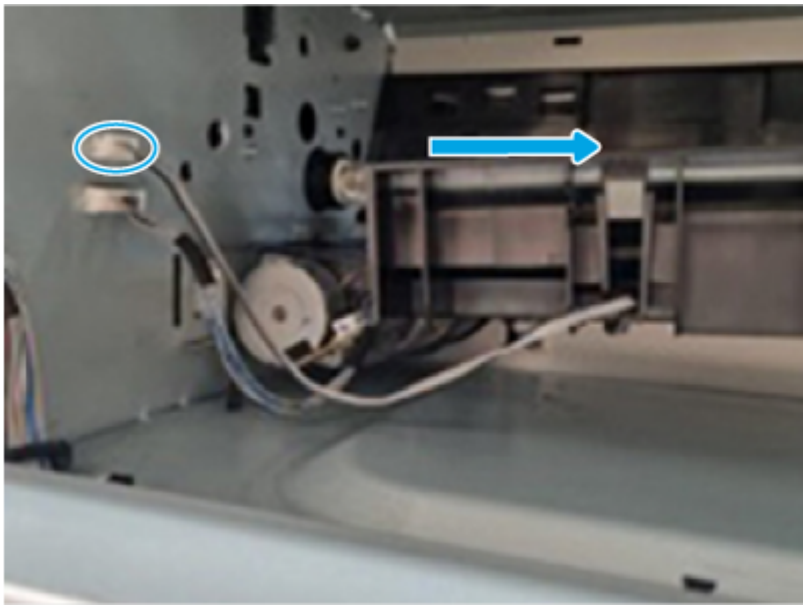
Use the following procedure to remove and replace the guide toner cartridge assembly.

1. Remove one screw.

Figure 5-813 Remove one screw

2. Disconnect the upper connector, and then remove the assembly.

Figure 5-814 Disconnect the upper connector

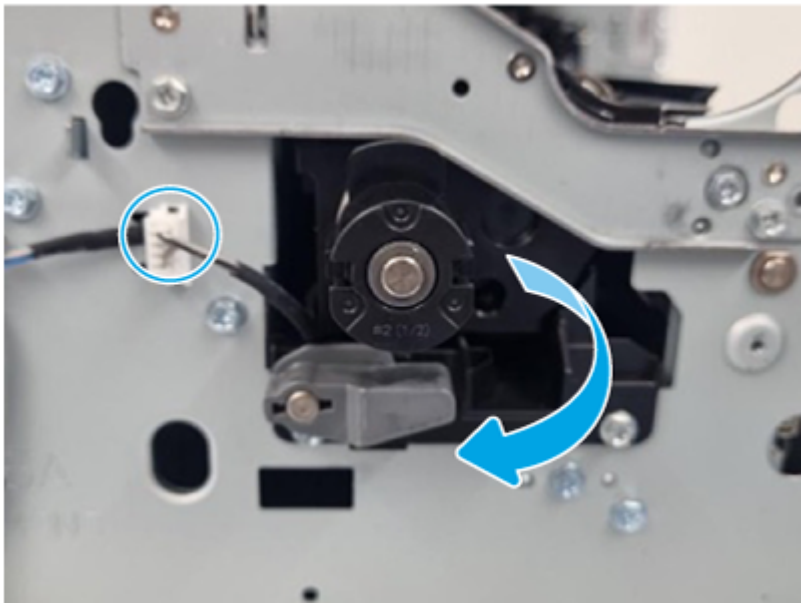


Remove the black developer unit

Use the following procedure to remove and replace the black developer unit.

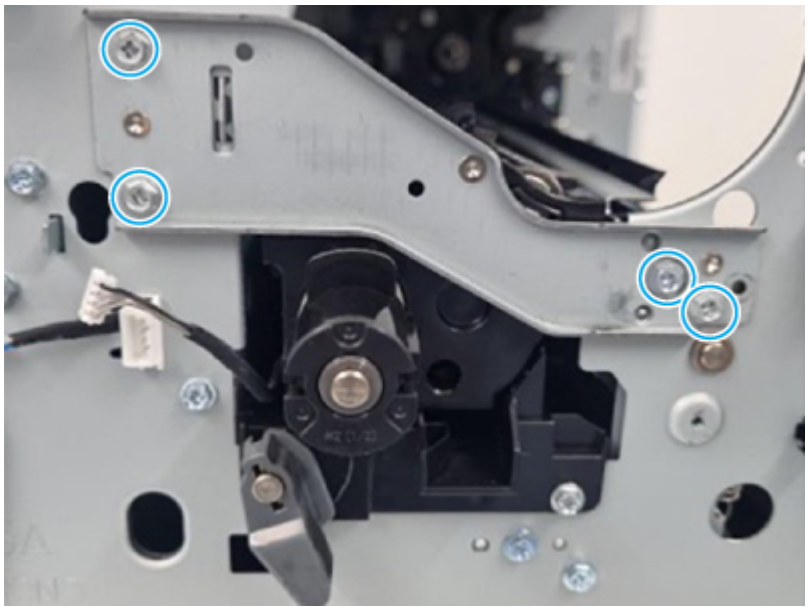
1. Release the lever and disconnect the connector.

Figure 5-815 Release the lever and disconnect the connector



2. Remove four screws.

Figure 5-816 Remove four screws



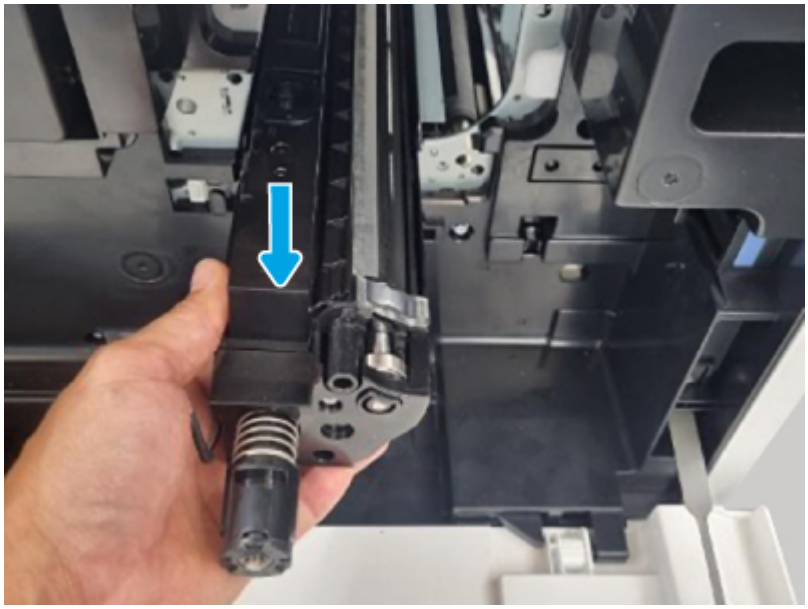
3. Pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic (located after the unpack and recycle step) to fill or refill the developer powder.

During removal and installation, do not grab the unit by the lever. Doing so can result in a toner spill.

Figure 5-817 Do not grab lever

Figure 5-818 Remove the unit

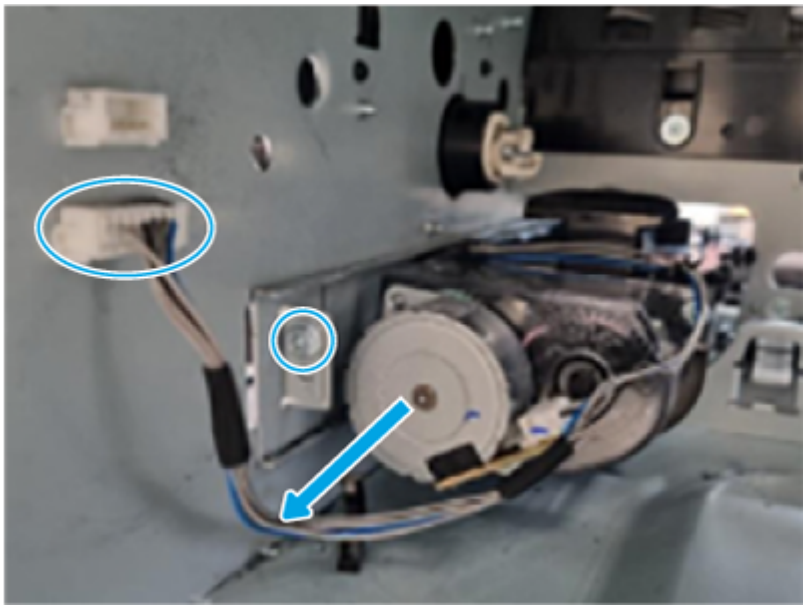


Remove the reservoir unit

Use the following procedure to remove and replace the reservoir unit.

- Disconnect one connector, remove one screw, and then pull the unit toward the front of the printer.

Figure 5-819 Disconnect connector and remove screw



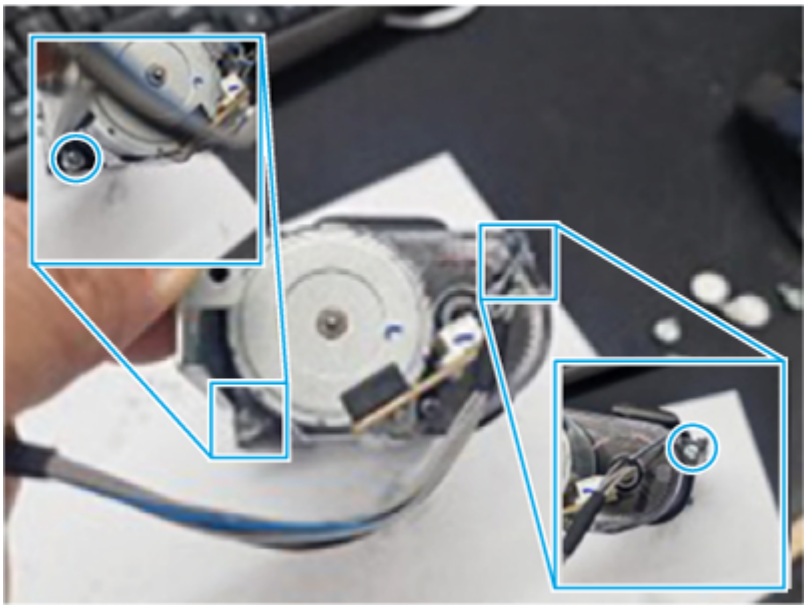
⚠ **CAUTION:** In order to avoid spilling toner particles inside the printer, use care in removing this unit.

Remove the reservoir drive assembly

Use the following procedure to remove and replace the reservoir drive assembly.

- Remove two screws, and then remove the drive assembly from the unit.

Figure 5-820 Remove two screws



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Toner collection unit

Learn about toner collection unit parts removal and replacement.

Removal and replacement: Toner collection unit (TCU)

Learn about removing and replacing the toner collection unit.

View a video of removing and replacing the toner collection unit.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-84 Part information

Part number	Part description
9U1Q5-67001	Toner collection unit

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

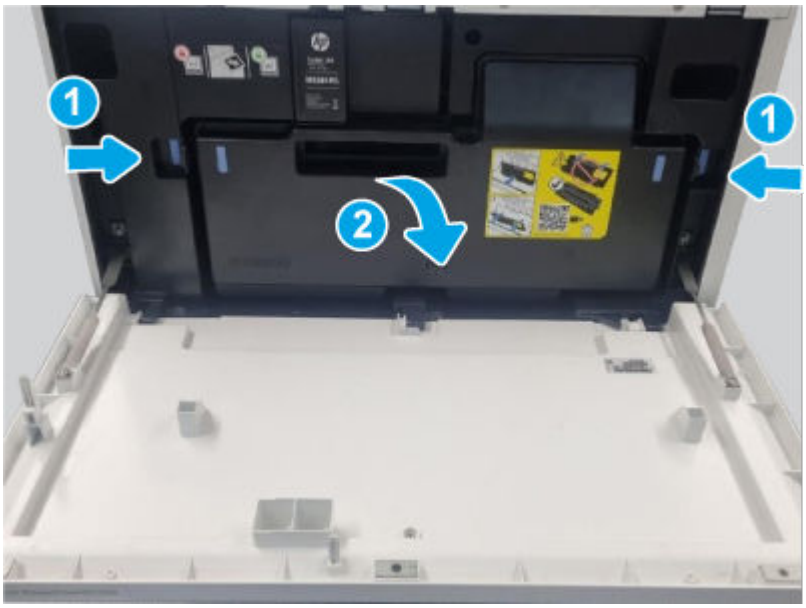
Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-821 Remove the TCU



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner collection unit (TCU) detection sensor

Learn about removing and replacing the toner collection unit detection sensor.

View a video of removing and replacing the toner collection unit detection sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-85 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (toner collection unit detection sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

- At the printer control panel, do the following:
  a. Select the Supplies menu.
  b. Open the front door.
  c. Select the Eject button (located at the bottom right corner of the control panel).

2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-822 Remove two screws

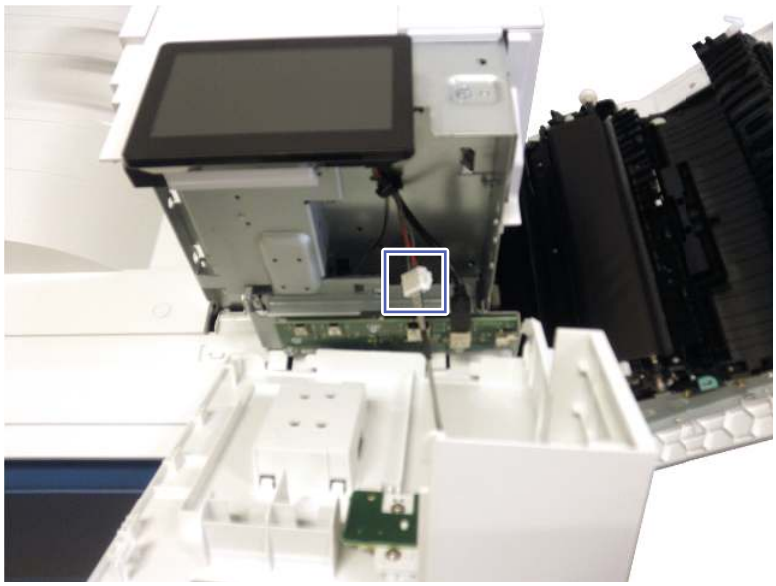
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-823 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-824 Remove the cover assembly



3. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-825 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

CAUTION: Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-826 Lift up and slide the cover to remove it

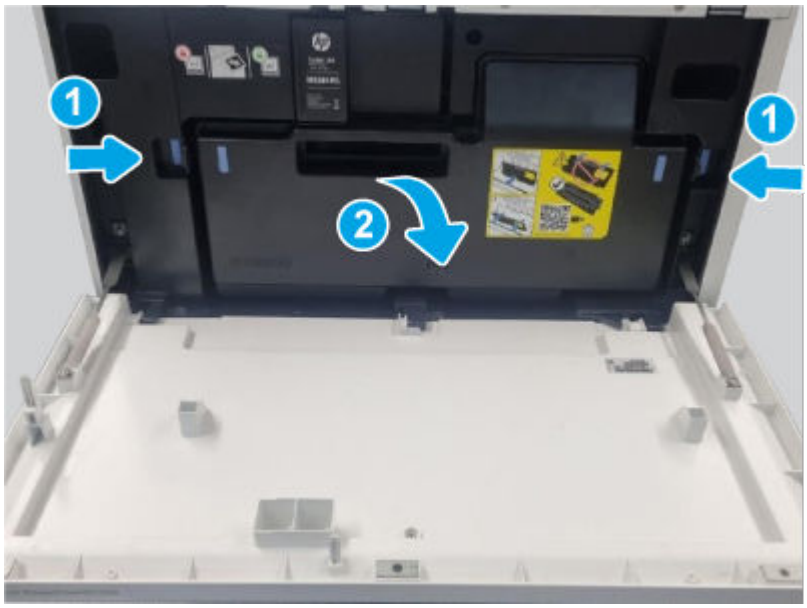
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

4. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-827 Remove the TCU

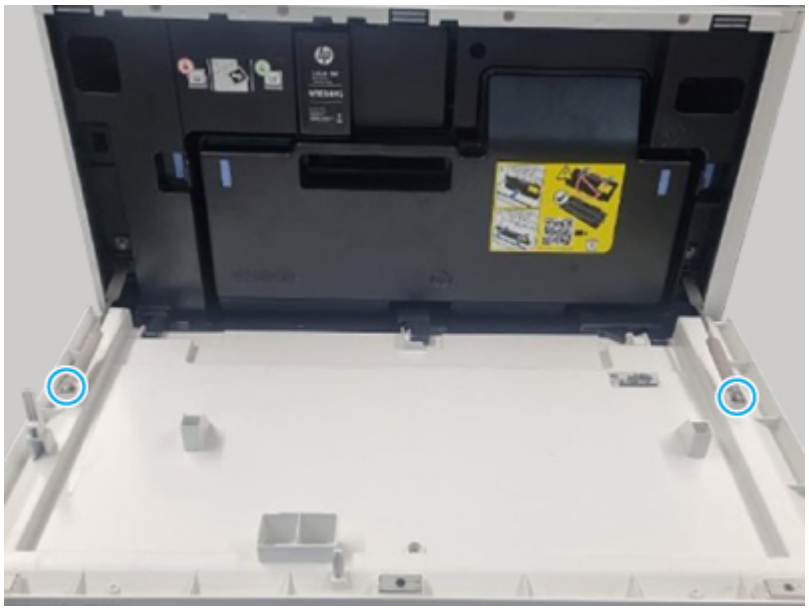


5. Remove the front cover

Use the following procedure to remove and replace the front cover.

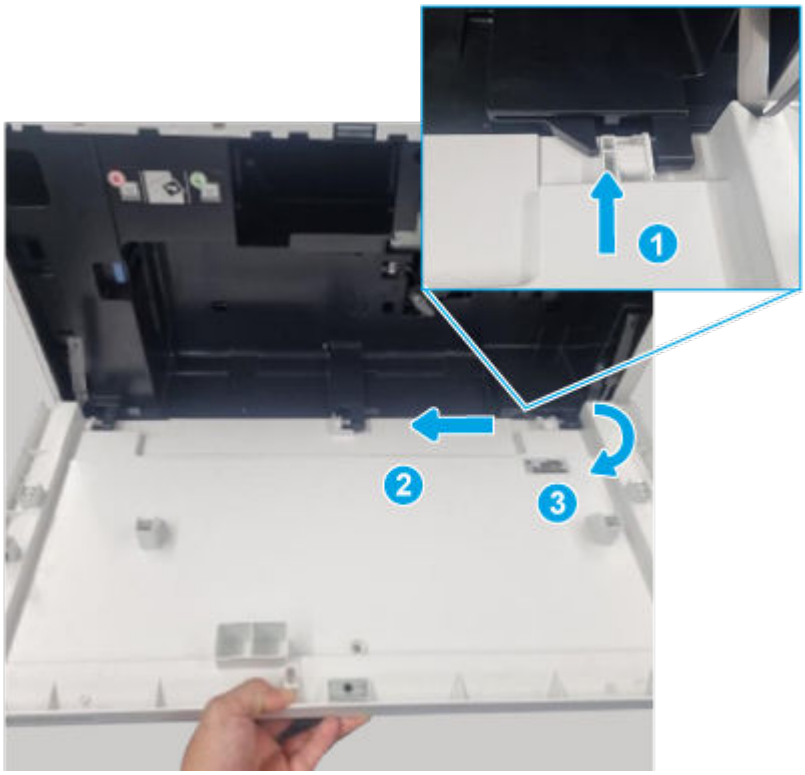
1. Remove two screws.

Figure 5-828 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-829 Remove the cover

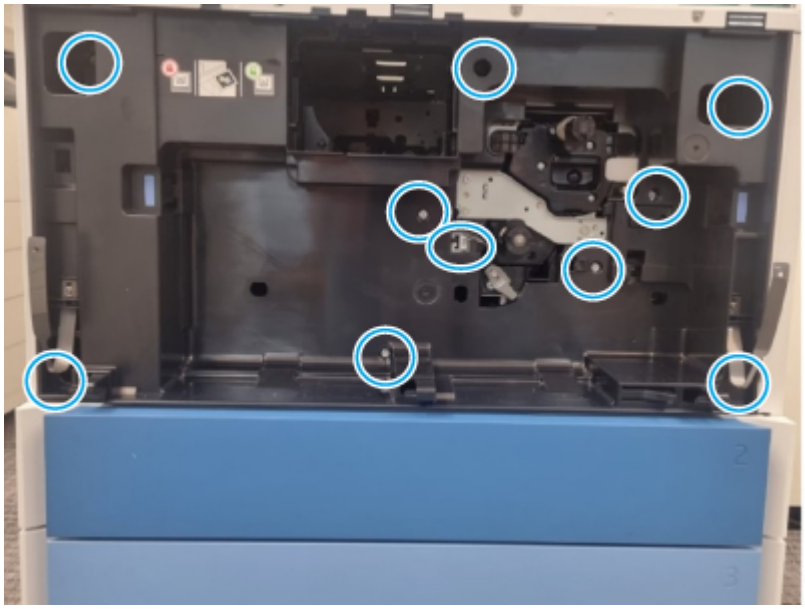


6. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

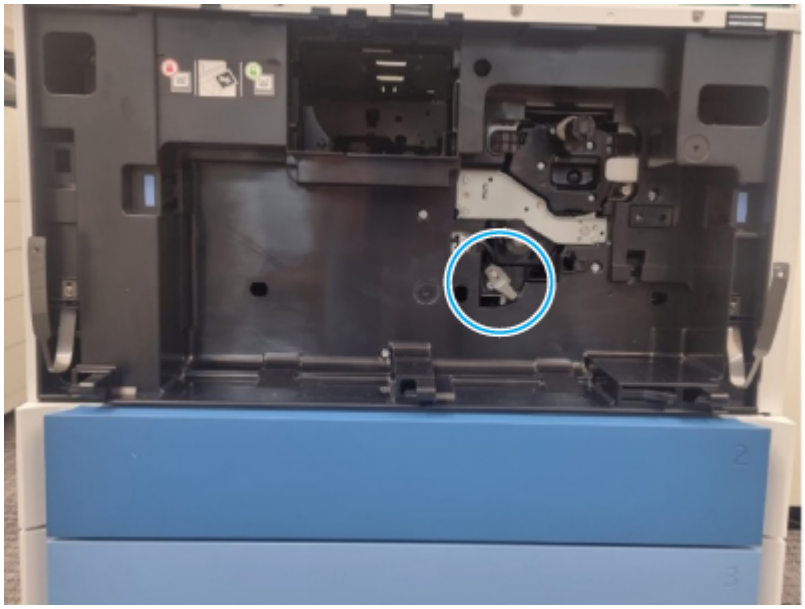
1. Remove nine screws and disconnect the connector.

Figure 5-830 Remove screws and disconnect connector



2. Remove the cover carefully, making sure not to damage the drum engage lever as you remove the cover.

Figure 5-831 Avoid damaging the drum engage lever

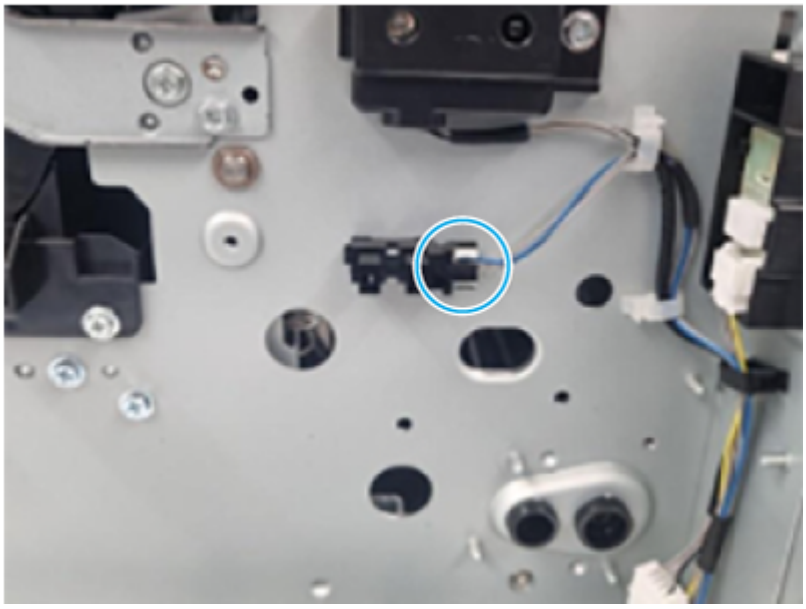


7. Remove the TCU detection sensor

Use the following procedure to remove and replace the TCU detection sensor.

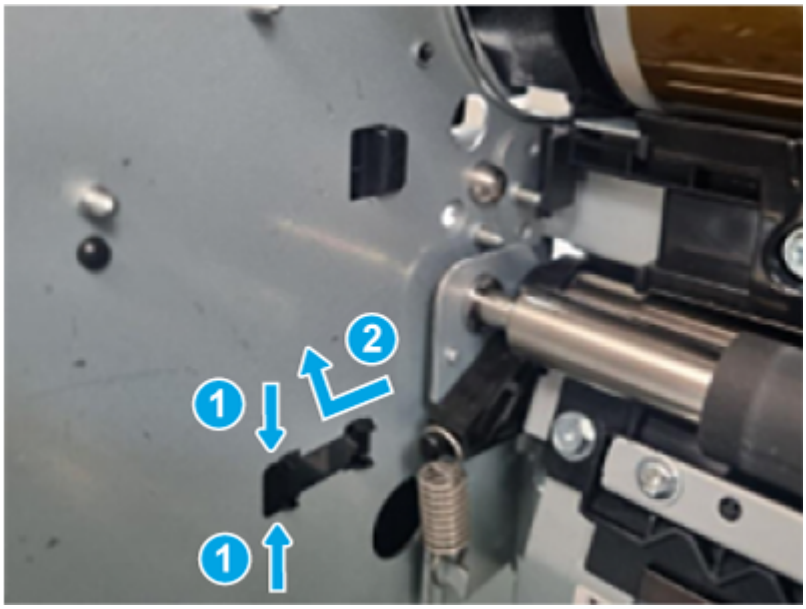
1. Locate the sensor. and then disconnect the connector.

Figure 5-832 Disconnect the connector



2. Open the right door, and then remove the sensor.
   a. Release the hooks (callout 1).
   b. Slide the sensor to the right (callout 2), and then remove the sensor.

Figure 5-833 Remove the sensor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner collection unit (TCU) full sensor

Learn about removing and replacing the toner collection unit full sensor assembly.

View a video of removing and replacing the toner collection unit full sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-86 Part information

Part number	Part description
JC93-00492A	Toner collection unit full sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

- At the printer control panel, do the following:
  a. Select the Supplies menu.
  b. Open the front door.
  c. Select the Eject button (located at the bottom right corner of the control panel).

2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-834 Remove two screws

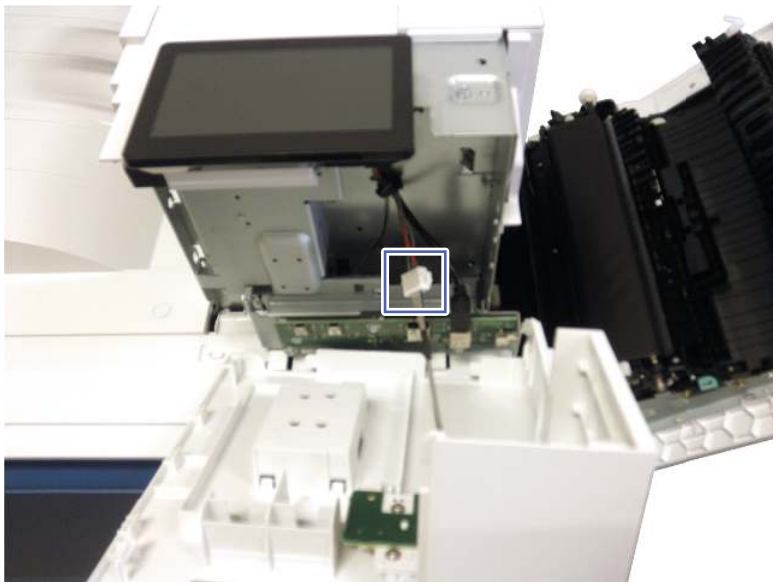
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-835 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-836 Remove the cover assembly



3. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-837 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

CAUTION: Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-838 Lift up and slide the cover to remove it

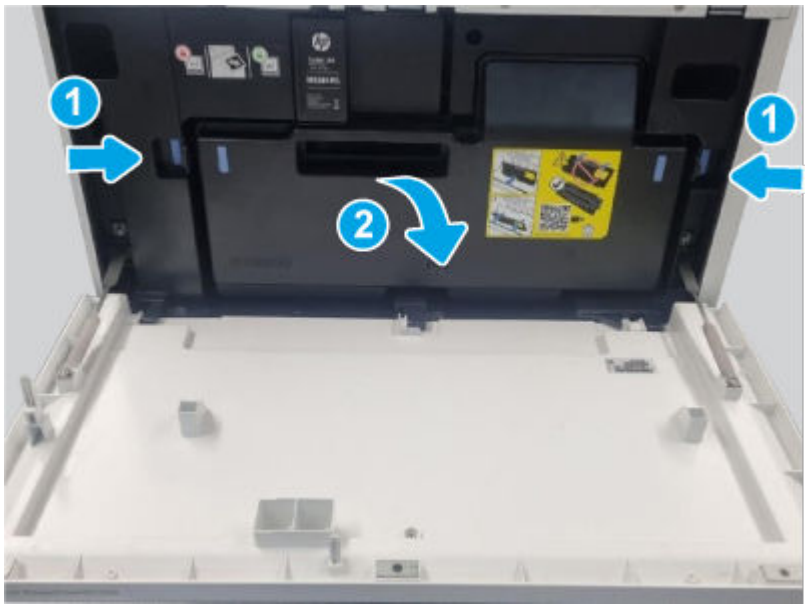
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

4. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-839 Remove the TCU

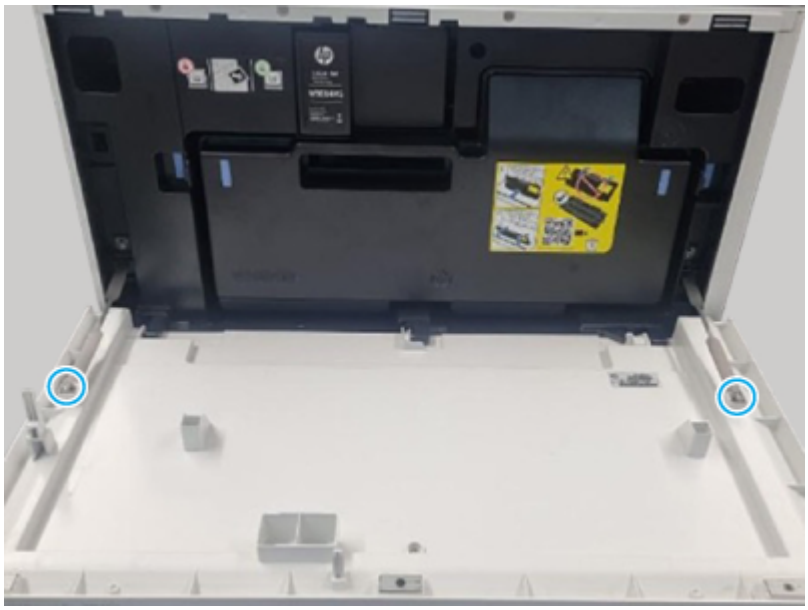


5. Remove the front cover

Use the following procedure to remove and replace the front cover.

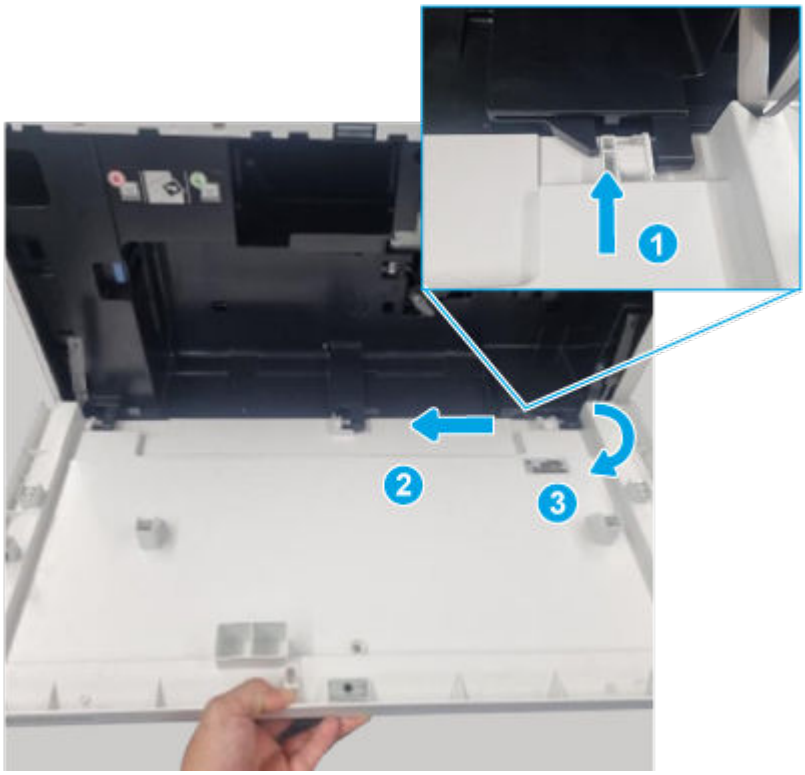
1. Remove two screws.

Figure 5-840 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-841 Remove the cover

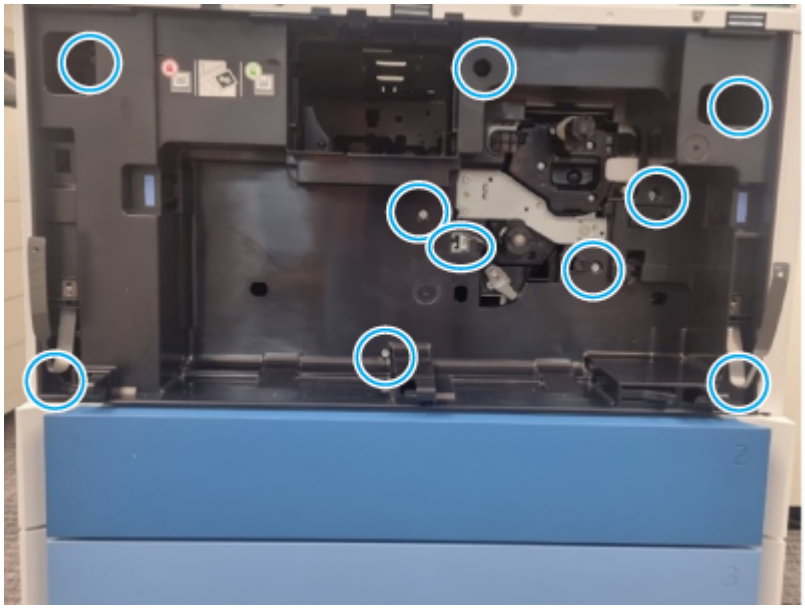


6. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

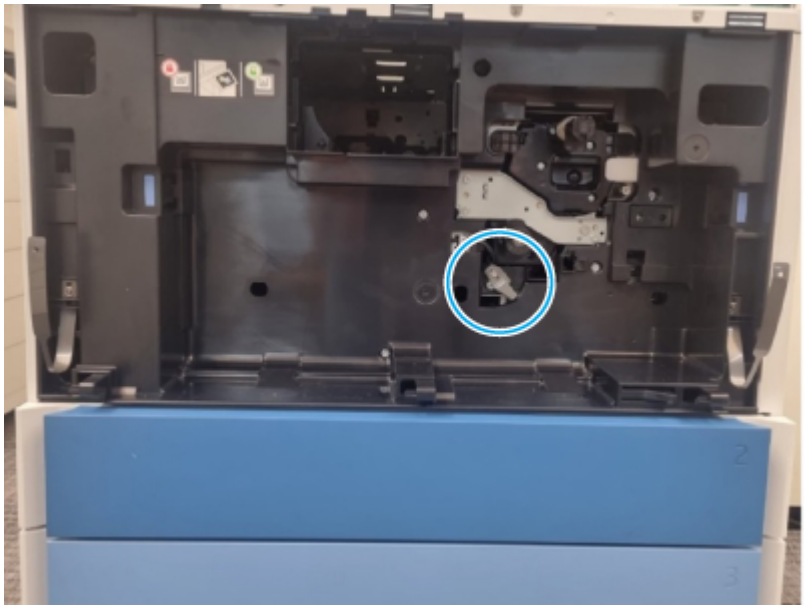
1. Remove nine screws and disconnect the connector.

Figure 5-842 Remove screws and disconnect connector



2. Remove the cover carefully, making sure not to damage the drum engage lever as you remove the cover.

Figure 5-843 Avoid damaging the drum engage lever

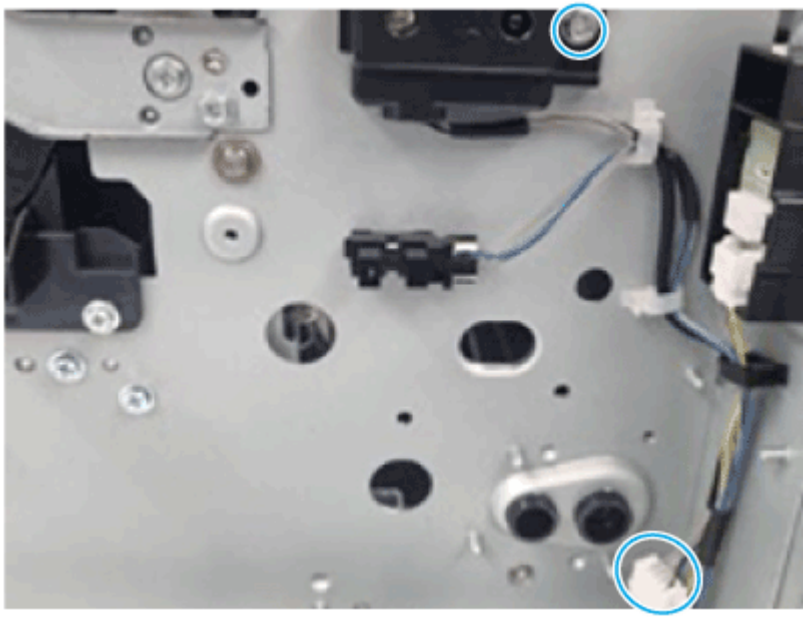


7. Remove the TCU full sensor assembly

Use the following procedure to remove and replace the TCU full sensor assembly.

1. Remove one screw, and then disconnect the connector.

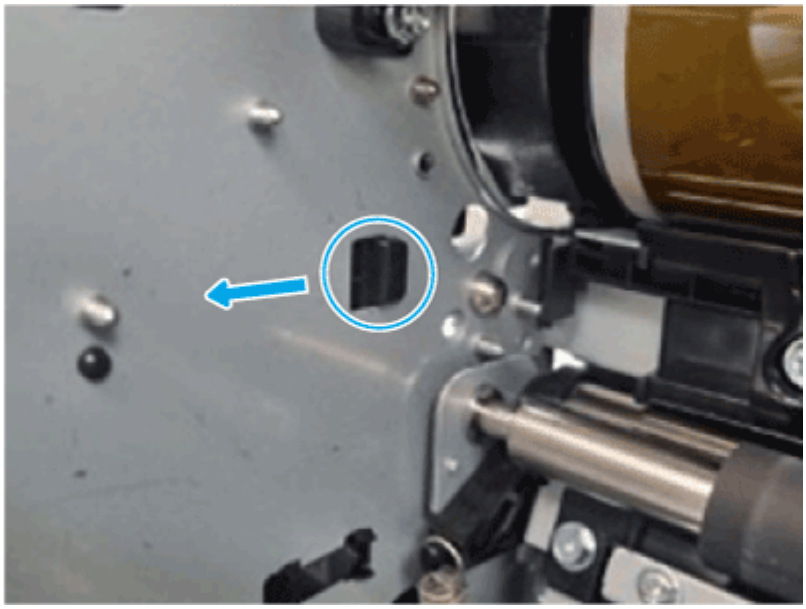
Figure 5-844 Disconnect the connector



2. On the back of the sensor assembly, release the hook to remove the assembly from the printer.

\

Figure 5-845 Release the hook



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Image creation

Learn about image creation parts removal and replacement.

Developer and drum

Learn about developer and drum parts removal and replacement.

Removal and replacement: Drum unit

Learn about removing and replacing the drum unit.

View a video of removing and replacing the drum unit.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-87 Part information

Part number	Part description
W1766-67001	HP 176A Black Original Imaging Drum

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

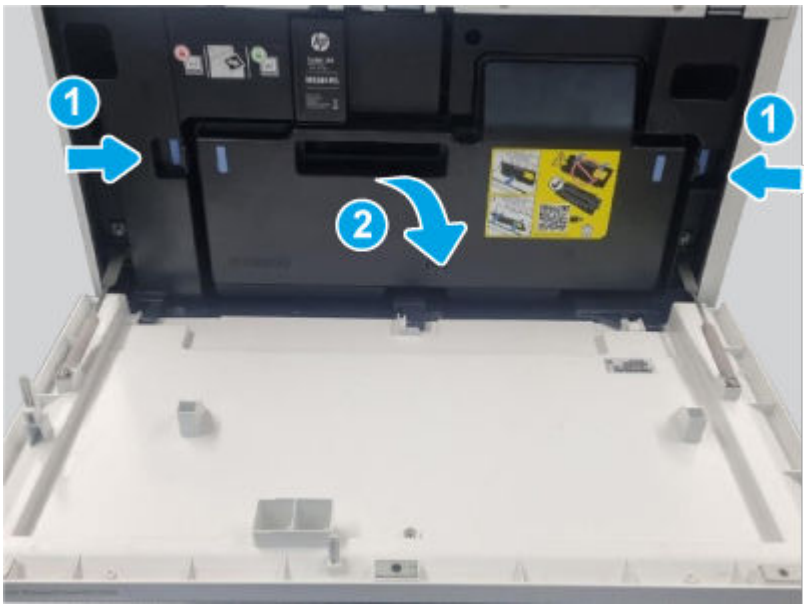
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-846 Remove the TCU



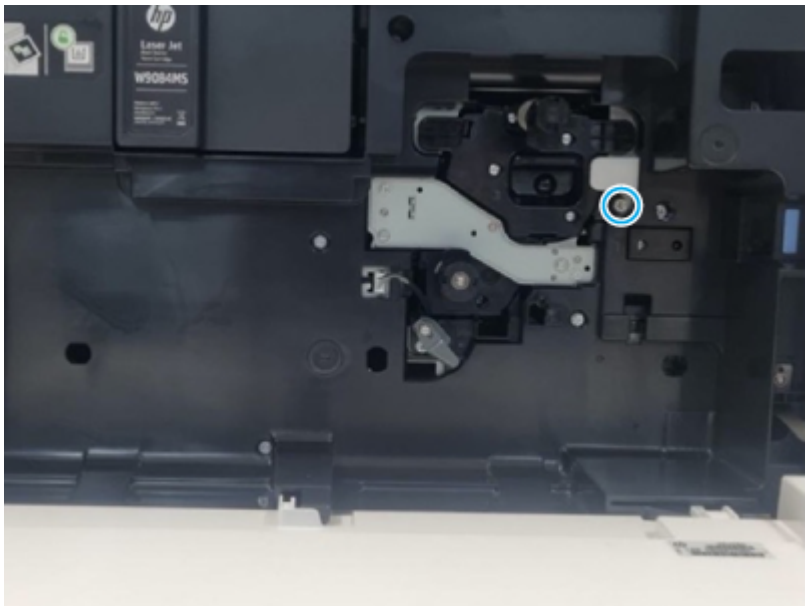
2. Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

1. Open the right door.

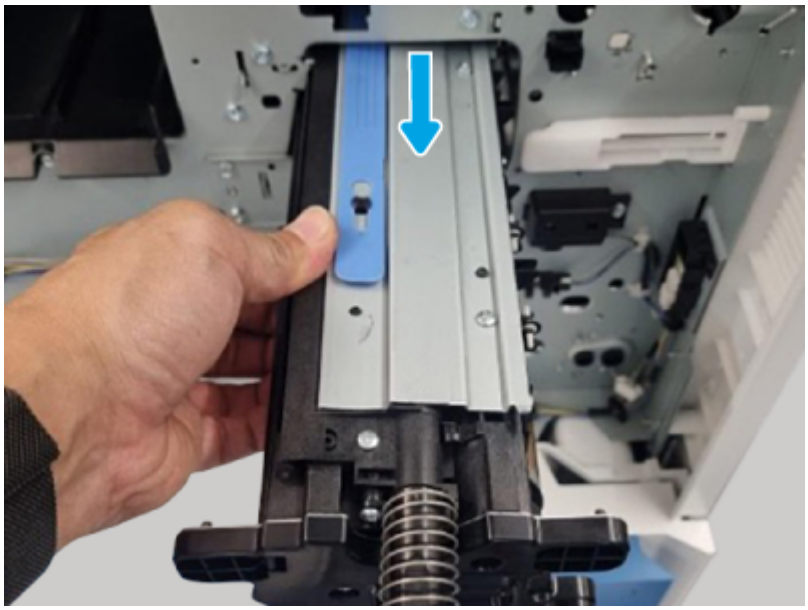
2. At the front of the printer, remove one screw.

Figure 5-847 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-848 Remove the unit



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Black developer unit

Learn about removing and replacing the black developer unit.

View a video of removing and replacing the black developer unit.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-88 Part information

Part number	Part description
5PN82-67002	Black developer unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

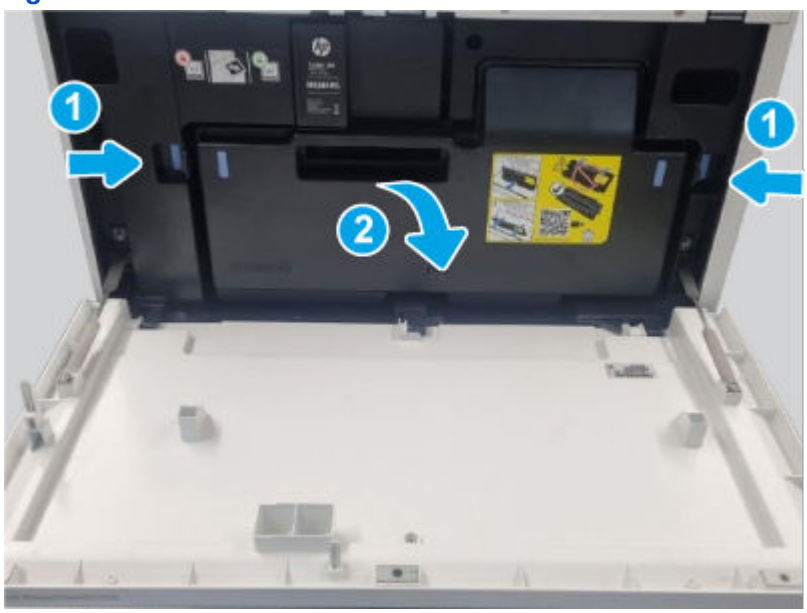
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-849 Remove the TCU



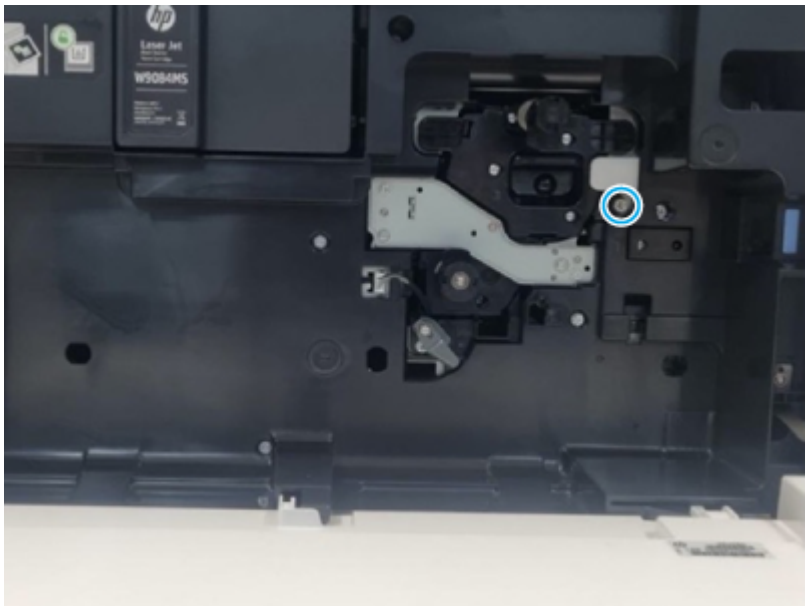
2. Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

1. Open the right door.

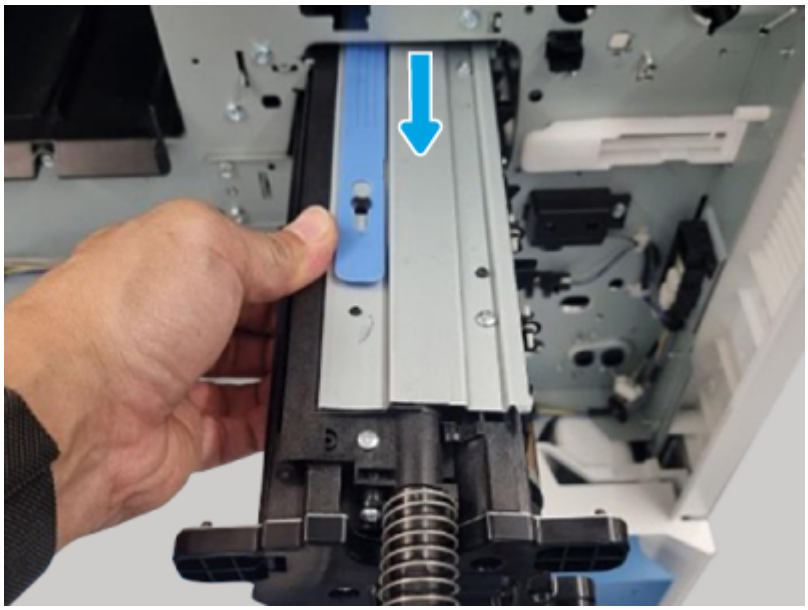
2. At the front of the printer, remove one screw.

Figure 5-850 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-851 Remove the unit

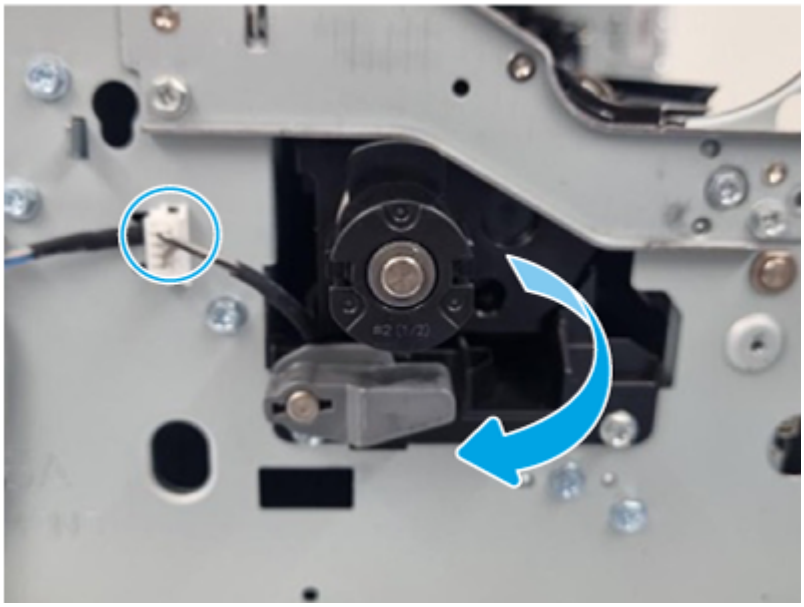


3. Remove the black developer unit

Use the following procedure to remove and replace the black developer unit.

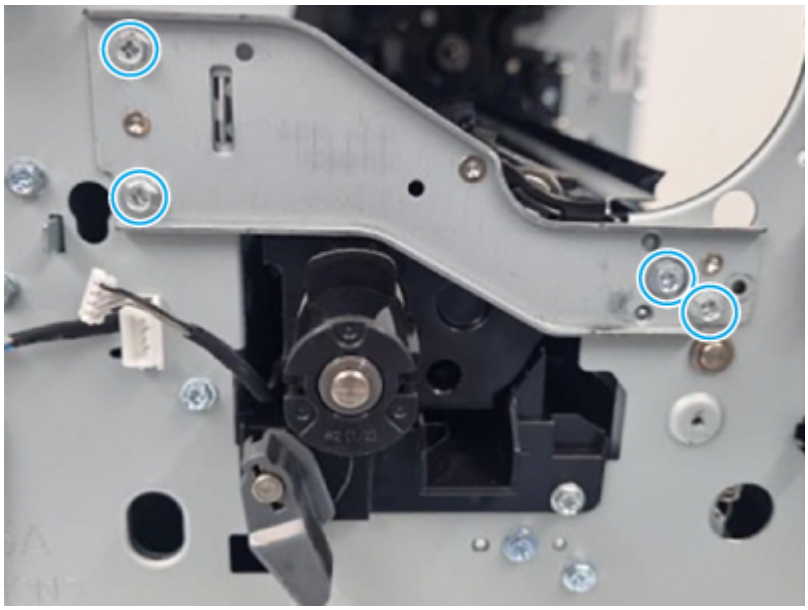
1. Release the lever and disconnect the connector.

Figure 5-852 Release the lever and disconnect the connector



2. Remove four screws.

Figure 5-853 Remove four screws



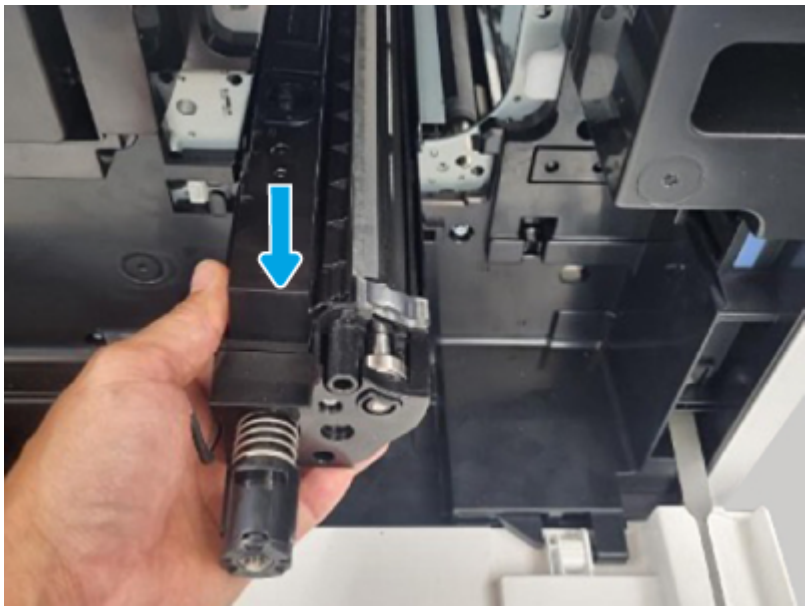
3. Pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic (located after the unpack and recycle step) to fill or refill the developer powder.

During removal and installation, do not grab the unit by the lever. Doing so can result in a toner spill.

Figure 5-854 Do not grab lever

Figure 5-855 Remove the unit



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developer powder

Learn about filling or refilling the developer powder.

NOTE: Use this procedure to fill or refill an empty developer unit with developer powder.

View a video of removing and refilling the black developer unit .

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-89 Part information

Part number	Part description
5PN82-67001	Black developer powder kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

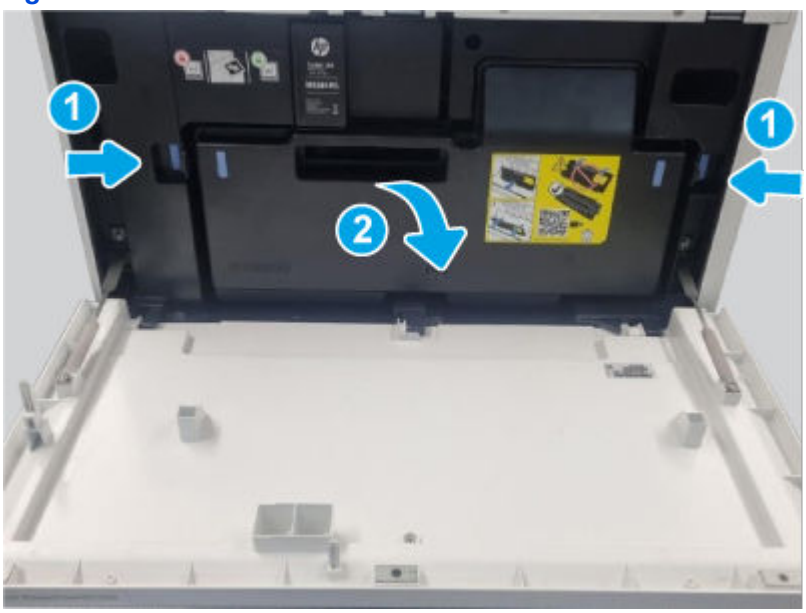
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-856 Remove the TCU



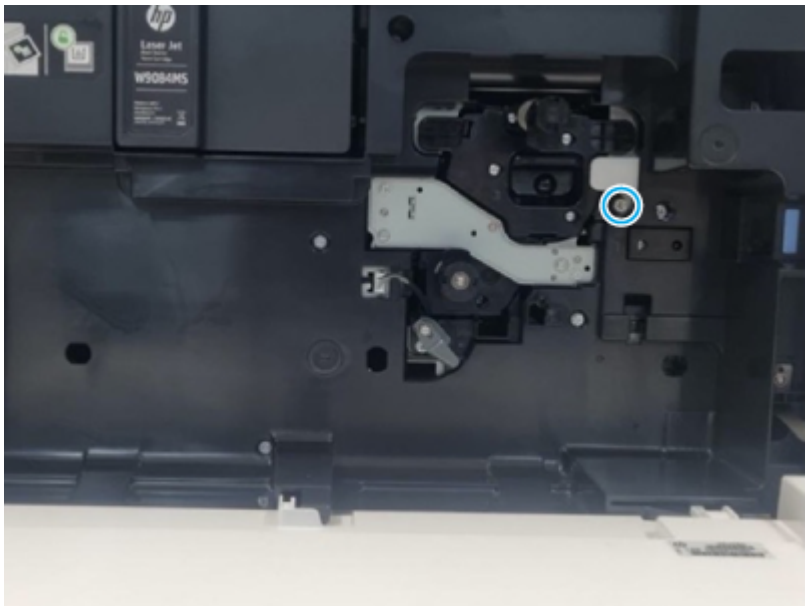
2. Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

1. Open the right door.

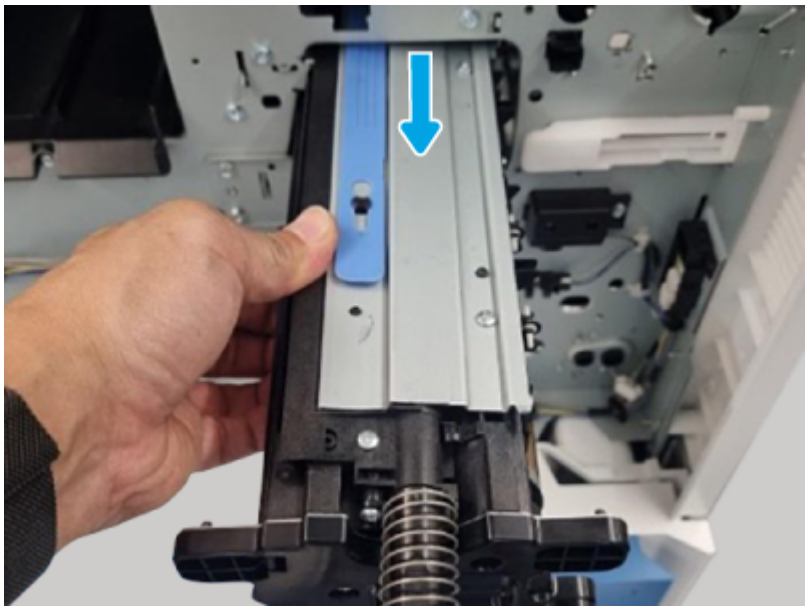
2. At the front of the printer, remove one screw.

Figure 5-857 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-858 Remove the unit

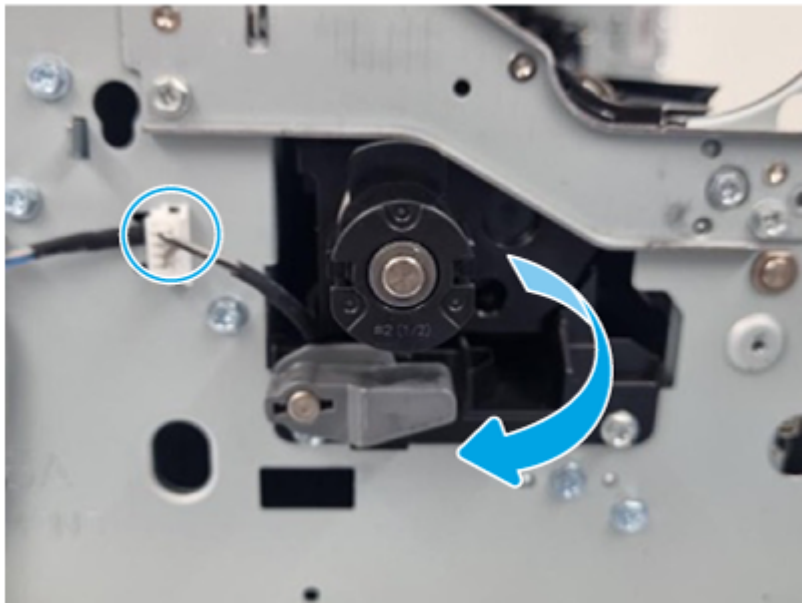


3. Remove the black developer unit

Use the following procedure to remove and replace the black developer unit.

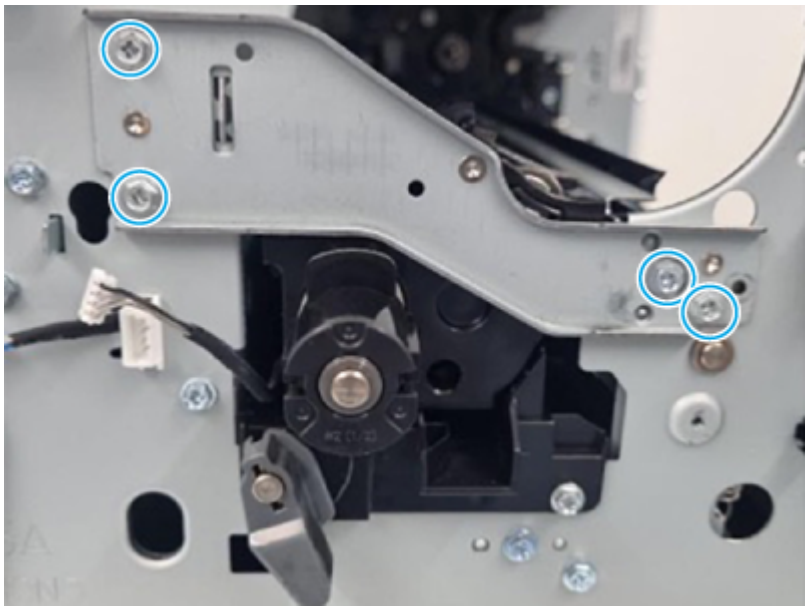
1. Release the lever and disconnect the connector.

Figure 5-859 Release the lever and disconnect the connector



2. Remove four screws.

Figure 5-860 Remove four screws



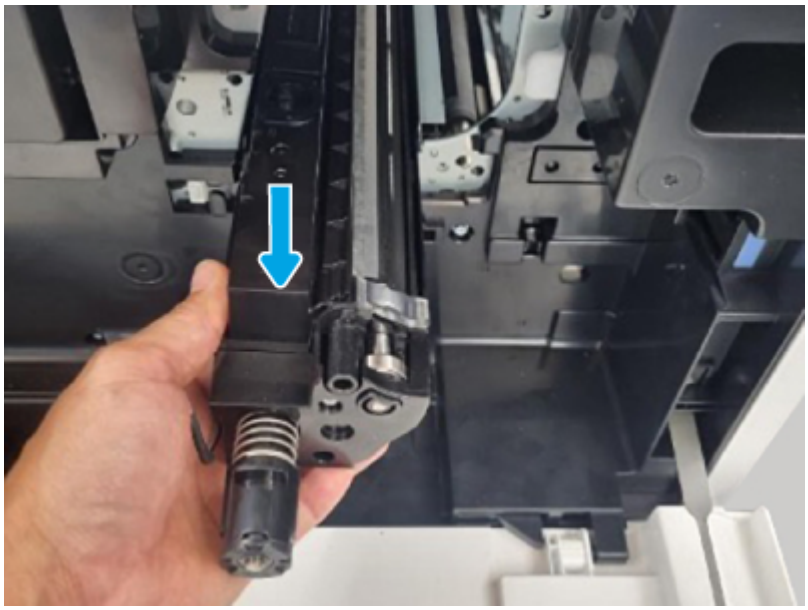
3. Pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic (located after the unpack and recycle step) to fill or refill the developer powder.

During removal and installation, do not grab the unit by the lever. Doing so can result in a toner spill.

Figure 5-861 Do not grab lever

Figure 5-862 Remove the unit



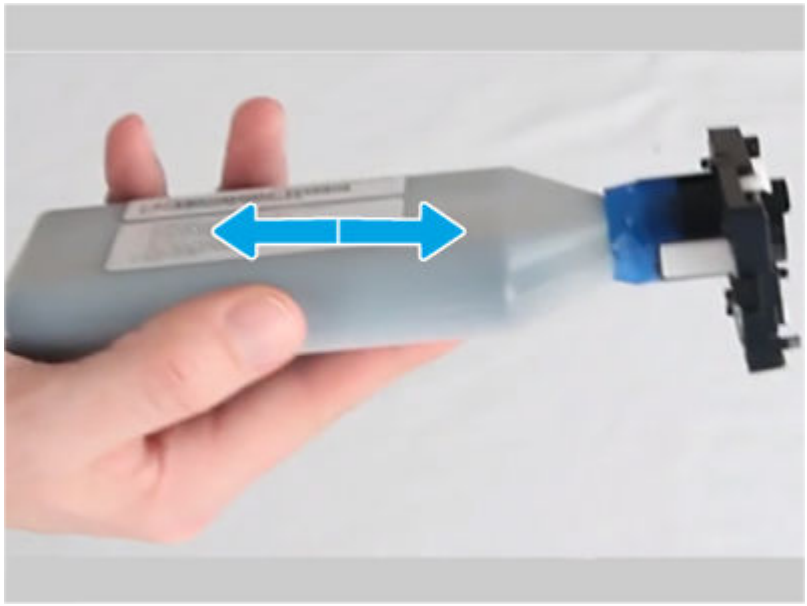
4. Fill or refill the developer unit with developer powder

Use the following procedure to fill or refill the developer powder in a developer unit.

TIP: If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

1. Shake the developer powder bottle.

Figure 5-863 Shake the bottle



2. Do one of the following:

   - **To *fill* a replacement developer unit**: Skip this step.
   - **To *refill* an in-service developer unit**: Remove one cap from the developer unit.

NOTE: Removing the cap might require considerable force.

Figure 5-864 Install the cap

3. Attach the bottle to the developer unit.

NOTE: Make sure that the bottle firmly hooks onto the developer unit.

Figure 5-865 Attach the bottle

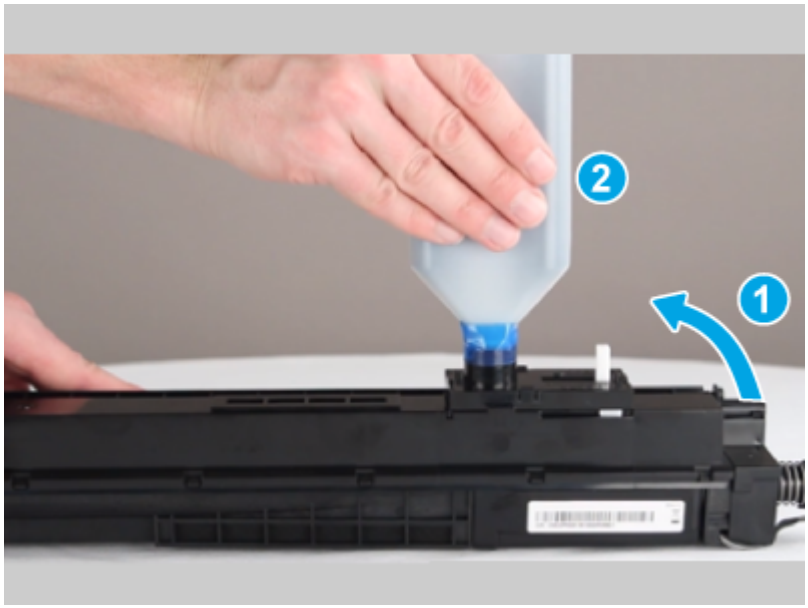
4. Slide the shutter on the developer unit to the open position.

Figure 5-866 Open the shutter

5. Slightly raise the right end of the developer unit (callout 1), and then carefully squeeze the bottle (callout 2) to start toner flowing into the developer unit. Continue this process until there is no toner remaining in the bottle.

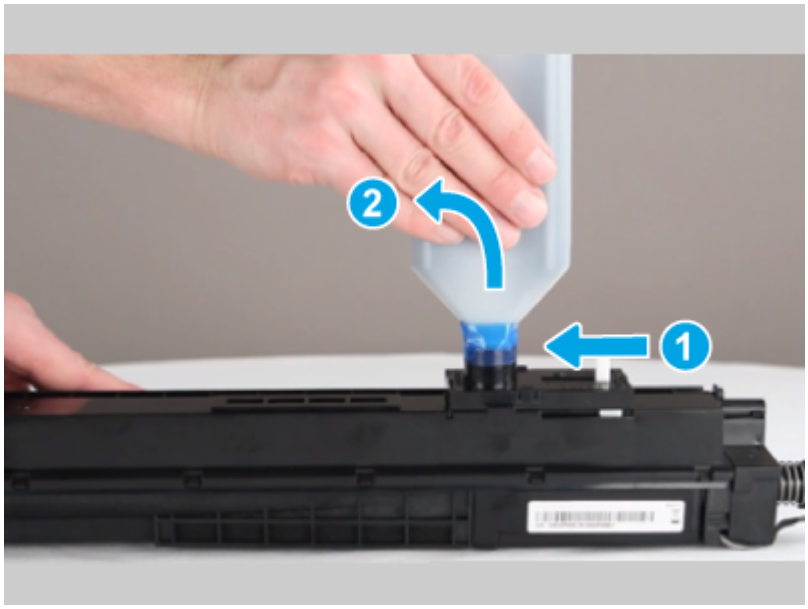
TIP: To check the level of powder in the bottle, hold it up to a light source.

Figure 5-867 Open the shutter



6. When the bottle is empty, close the shutter (callout 1) and remove the bottle (callout 2).

Figure 5-868 Close the shutter



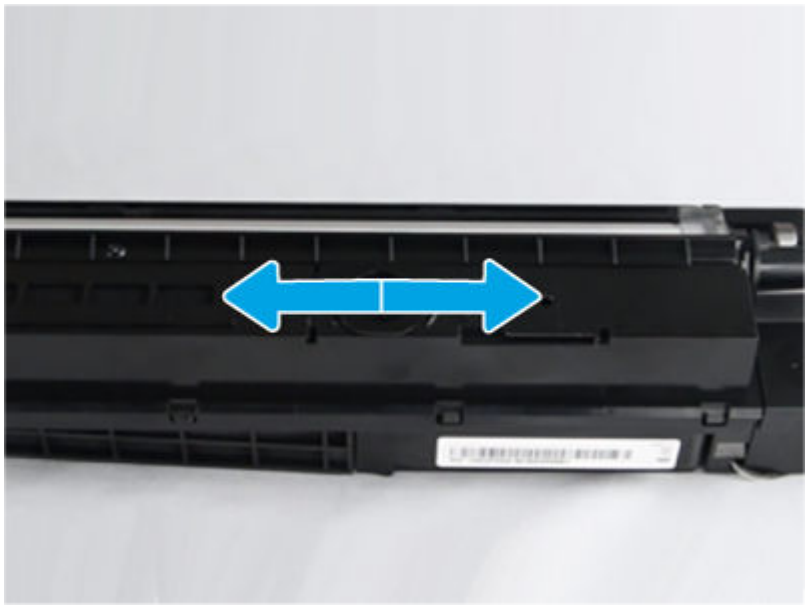
7. Install the cap (supplied in the kit) in the hole on the developer unit.

NOTE: Installing the cap might require considerable force.

Figure 5-869 Install the cap

8. Shake the developer unit back and forth to evenly distribute the toner powder.

Figure 5-870 Distribute the toner powder



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developer, drum, and PTB drive assembly

Learn about removing and replacing the developer, drum, and PTB drive assembly.

View a video of removing and replacing the developer, drum, and PTB drive assembly.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-90 Part information

Part number	Part description
JC93-01662A	Developer, drum and PTB drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

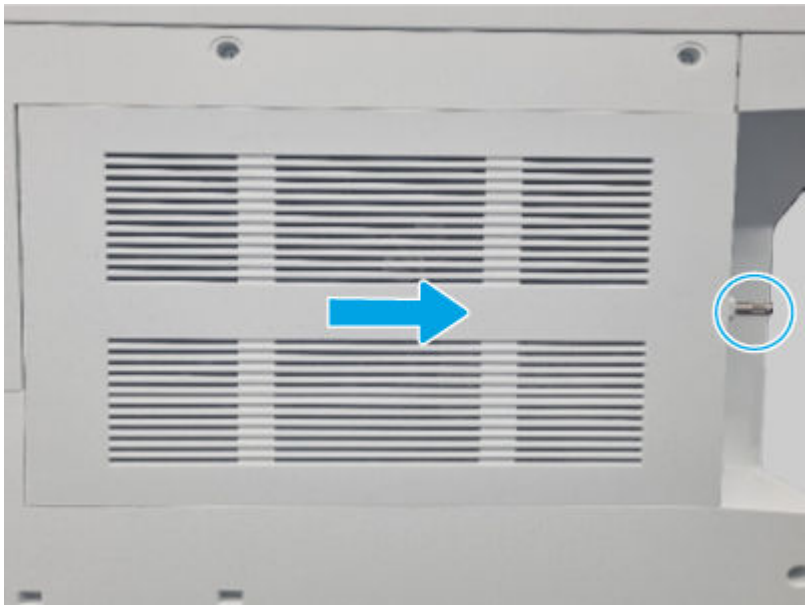
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-871 Remove the cover

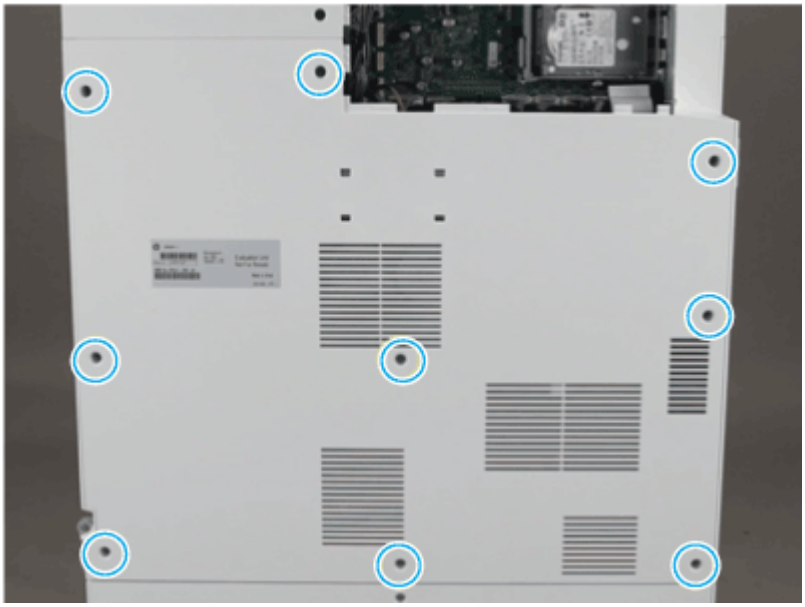


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-872 Remove the cover

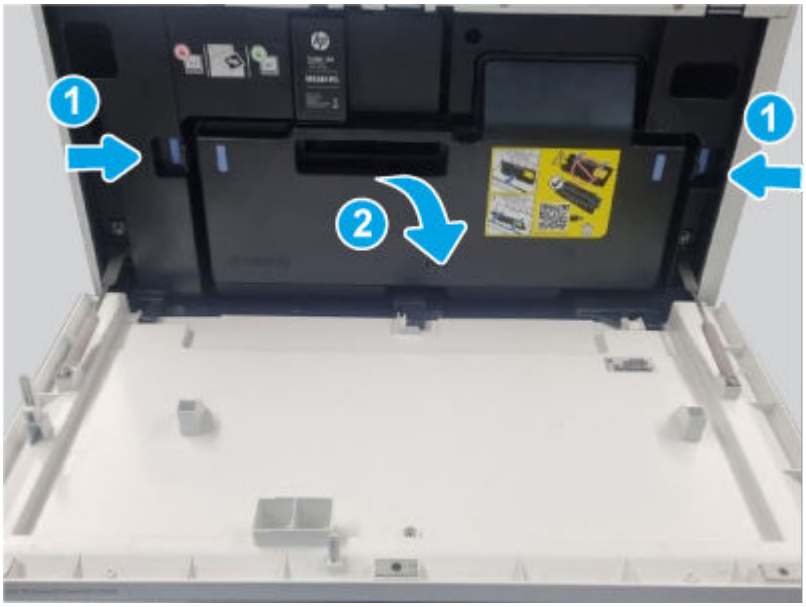


3. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-873 Remove the TCU



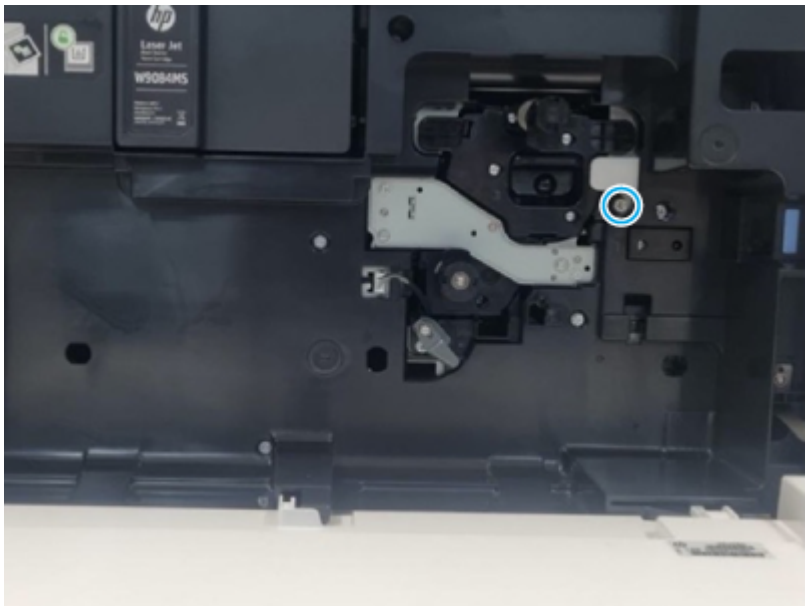
4. Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

1. Open the right door.

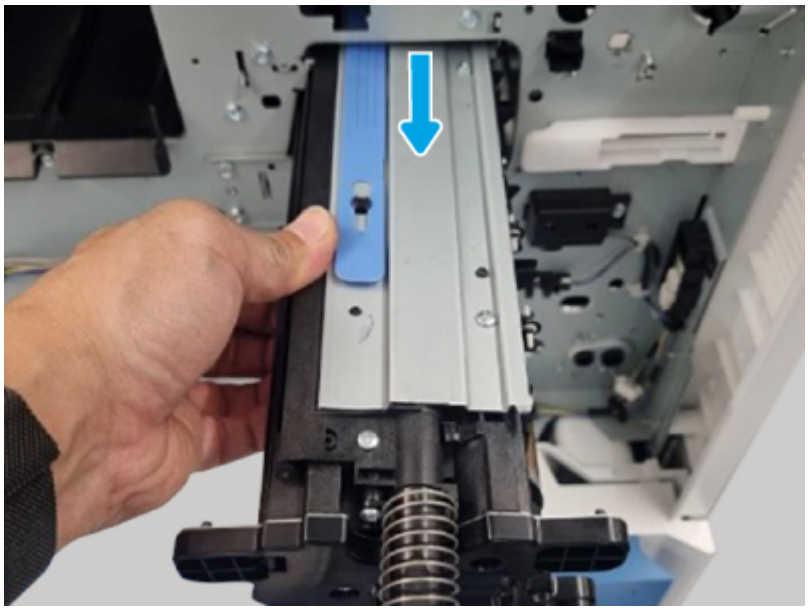
2. At the front of the printer, remove one screw.

Figure 5-874 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-875 Remove the unit

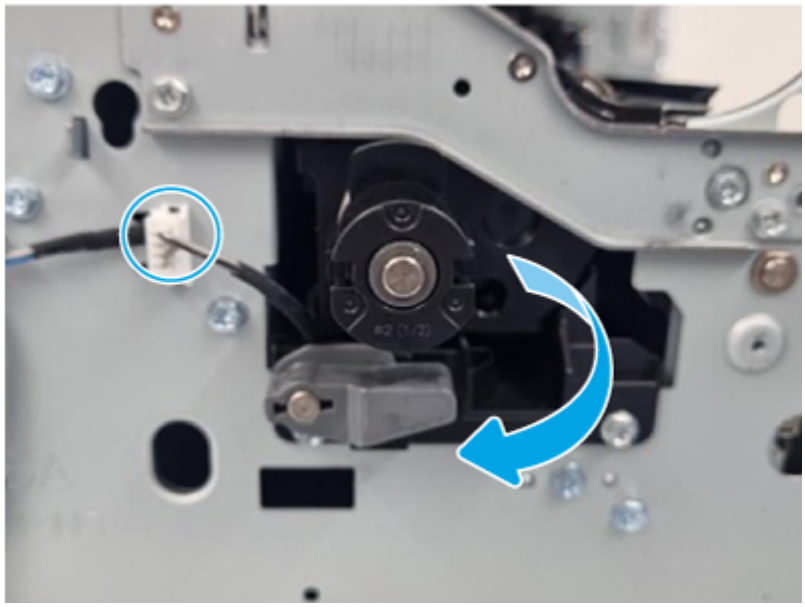


5. Remove the black developer unit

Use the following procedure to remove and replace the black developer unit.

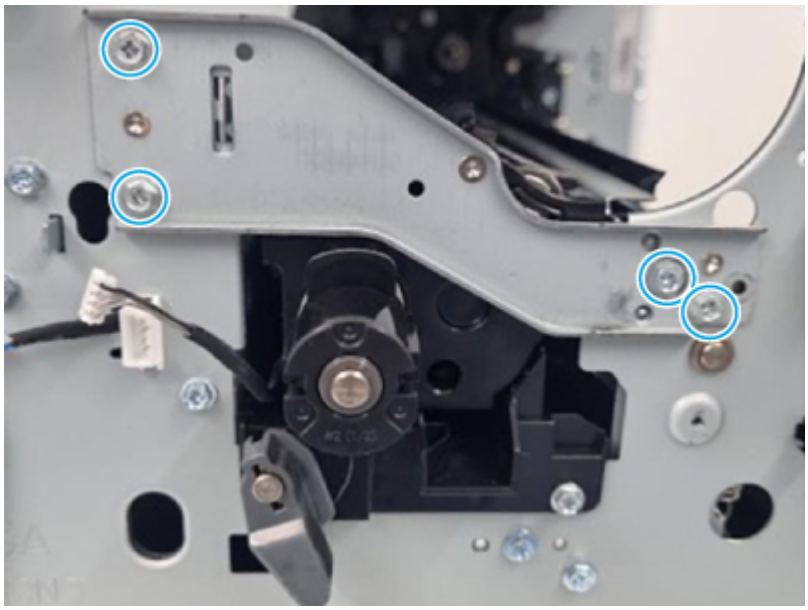
1. Release the lever and disconnect the connector.

Figure 5-876 Release the lever and disconnect the connector



2. Remove four screws.

Figure 5-877 Remove four screws



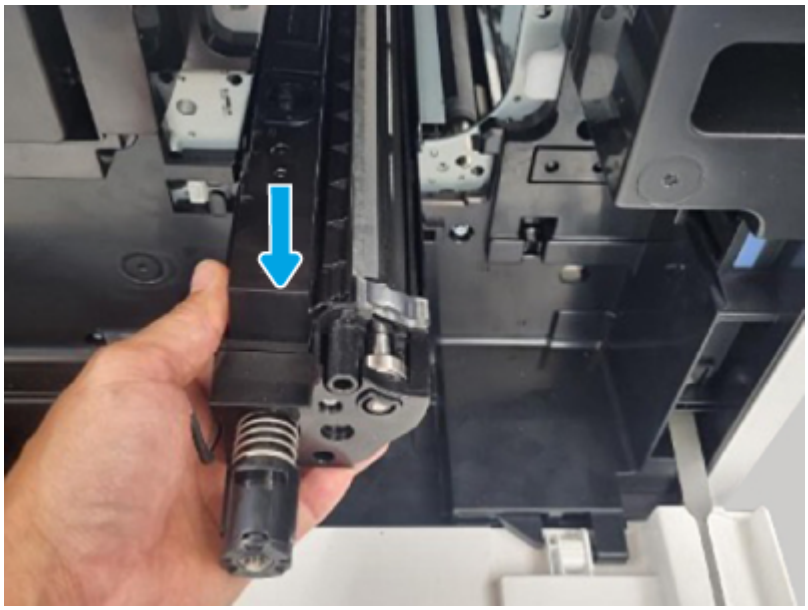
3. Pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic (located after the unpack and recycle step) to fill or refill the developer powder.

During removal and installation, do not grab the unit by the lever. Doing so can result in a toner spill.

Figure 5-878 Do not grab lever

Figure 5-879 Remove the unit

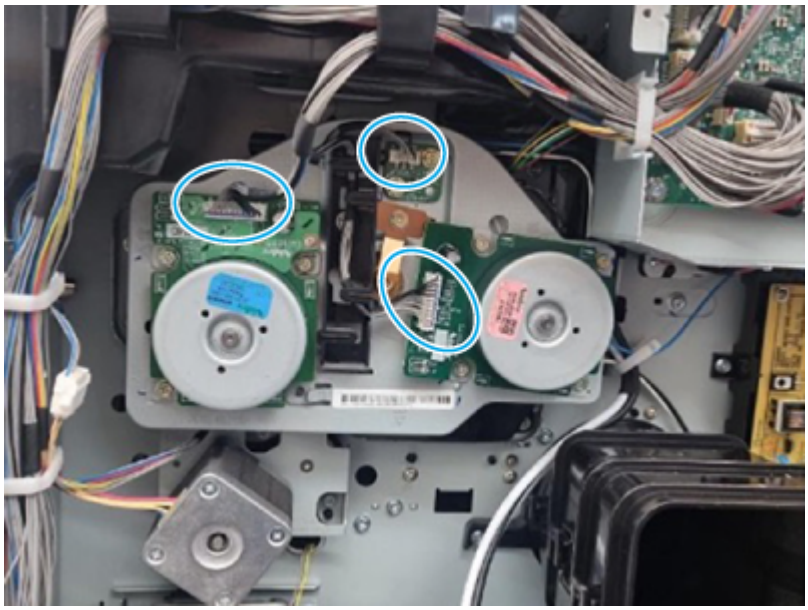


6. Remove the developer, drum, and PTB drive assembly

Use the following procedure to remove and replace the developer, drum, and PTB drive assembly.

1. Disconnect three connectors.

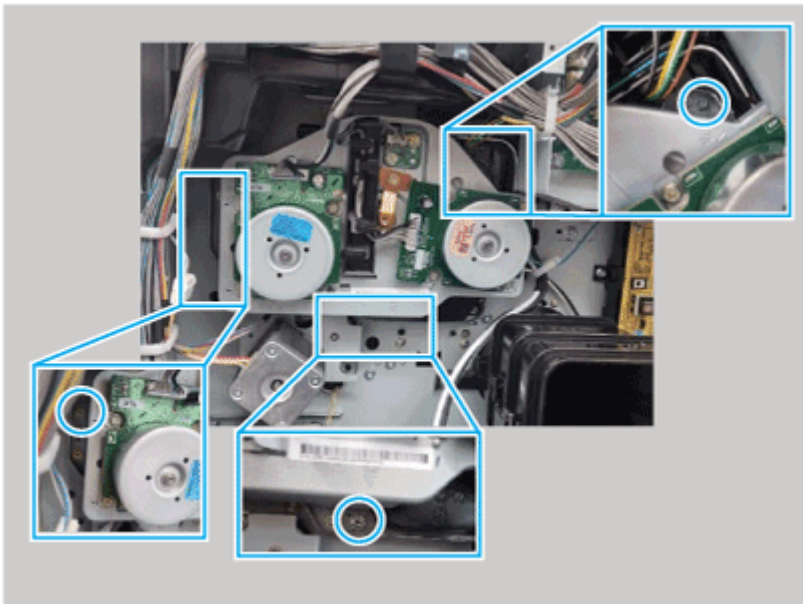
Figure 5-880 Disconnect three connectors



2. Remove three screws, and then remove the developer, drum, and PTB drive assembly.

NOTE: Remove the three silver screws (not the gold screws) shown below.

Figure 5-881 Remove three screws



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum and PTB motor

Learn about removing and replacing the drum motor.

View a video of removing and replacing the drum and PTB motor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-91 Part information

Part number	Part description
JC31-00123G	Motor 24V (Drum and PTB motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

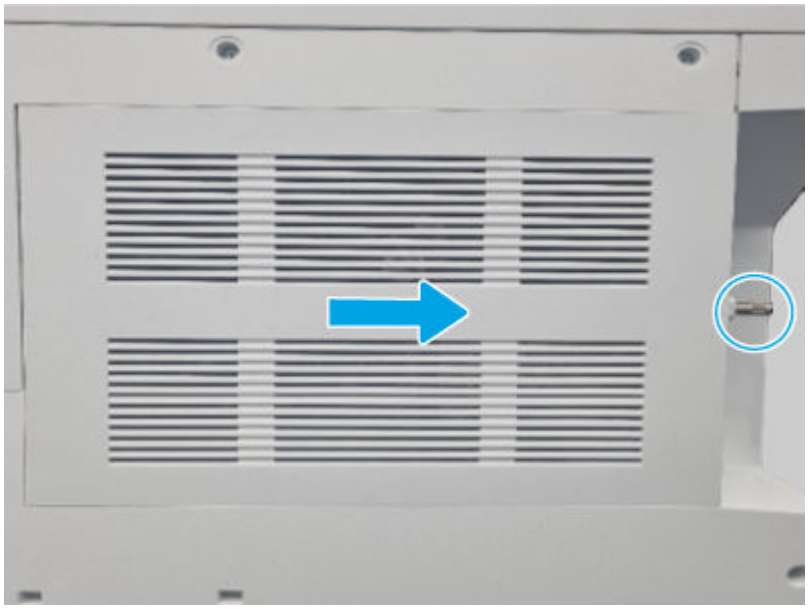
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-882 Remove the cover

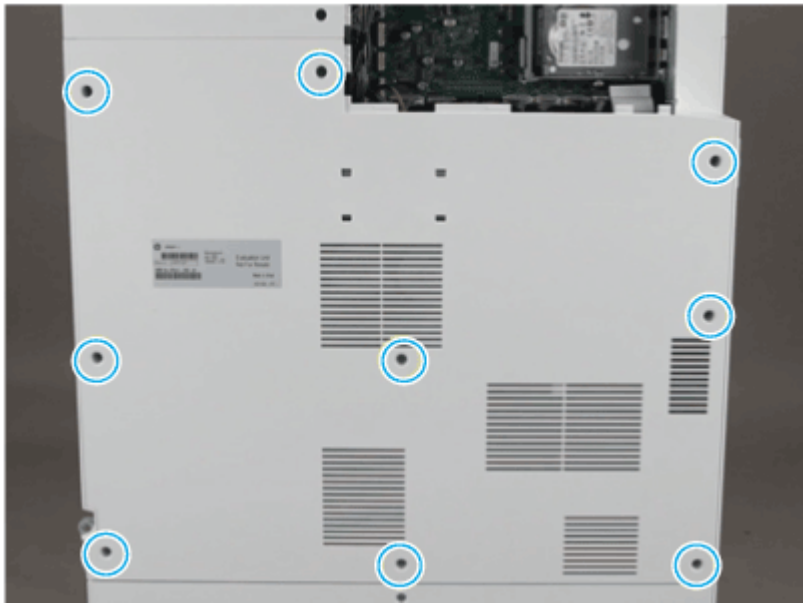


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-883 Remove the cover

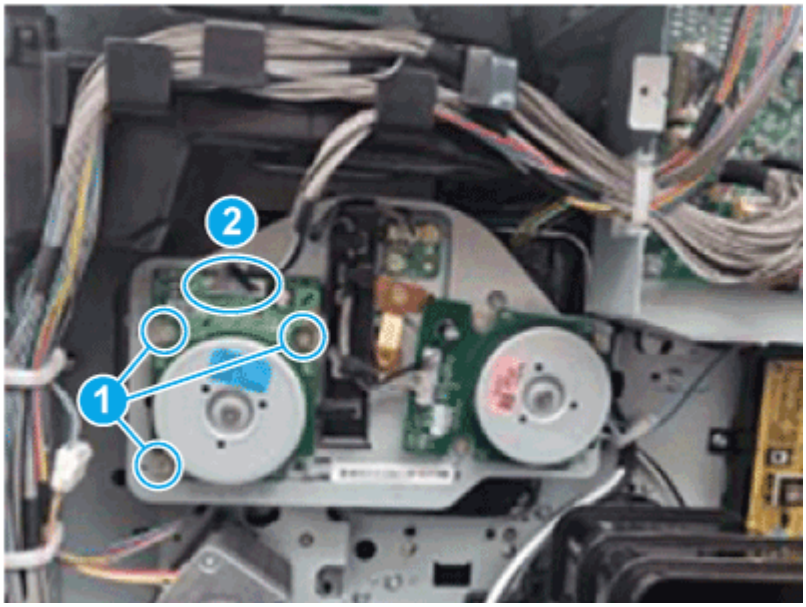


3. Remove the drum and PTB motor

Use the following procedure to remove and replace the drum and PTB motor.

- Remove three screws (callout 1), disconnect one connector (callout 2), and then remove the motor.

Figure 5-884 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developer motor

Learn about removing and replacing the developer motor.

View a video of removing and replacing the developer motor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-92 **Part information**

Part number	Part description
JC31-00197A	Developer motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

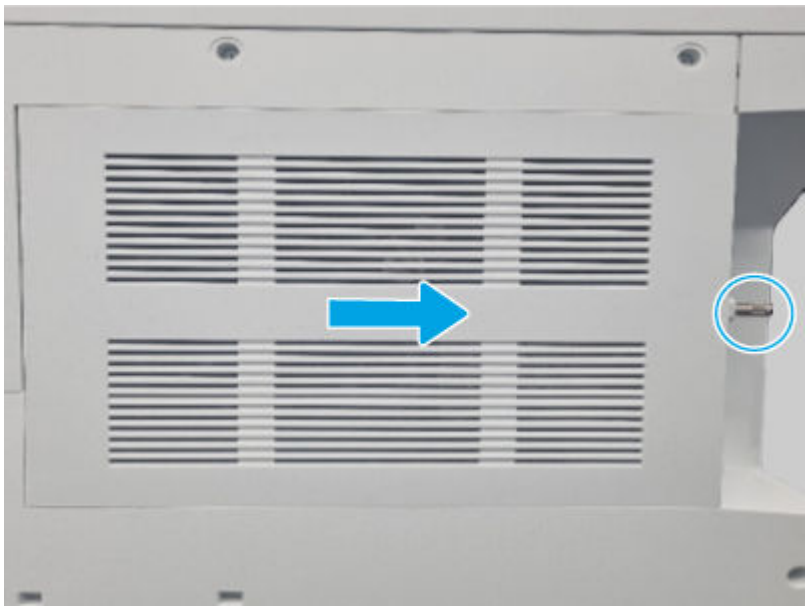
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-885 **Remove the cover**

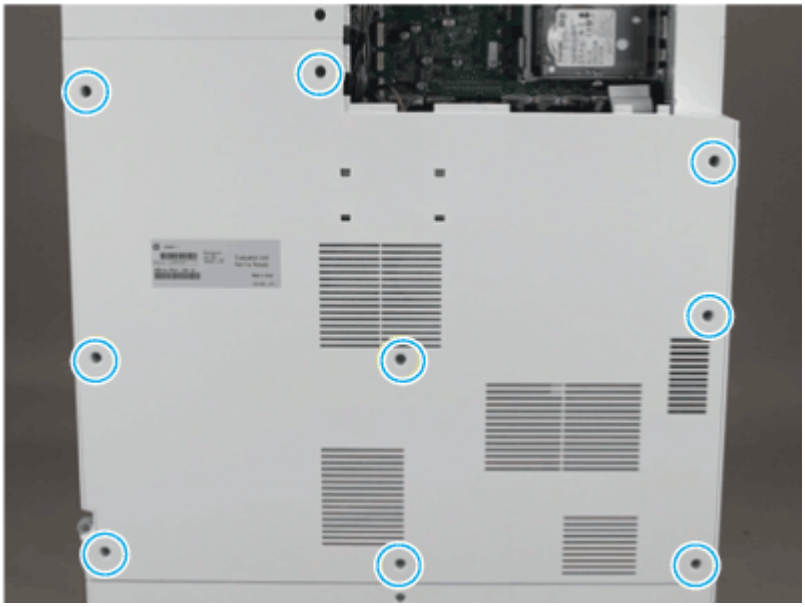


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-886 Remove the cover

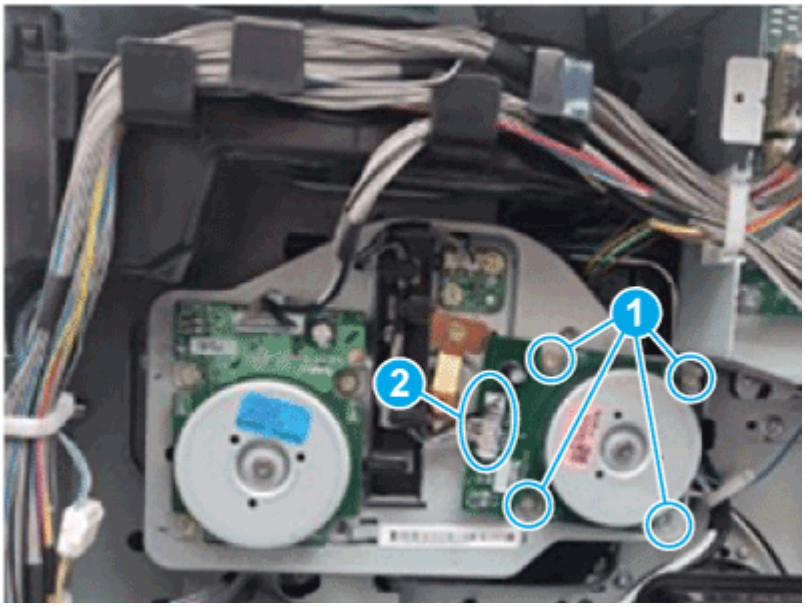


3. Remove the developer motor

Use the following procedure to remove and replace the developer motor.

- Remove four screws (callout 1), disconnect one connector (callout 2), and then remove the motor.

Figure 5-887 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Cable guide

Learn about removing and replacing the cable guide.

View a video of removing and replacing the cable guide.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-93 **Part information**

Part number	Part description
JC61-06282A	Cable guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

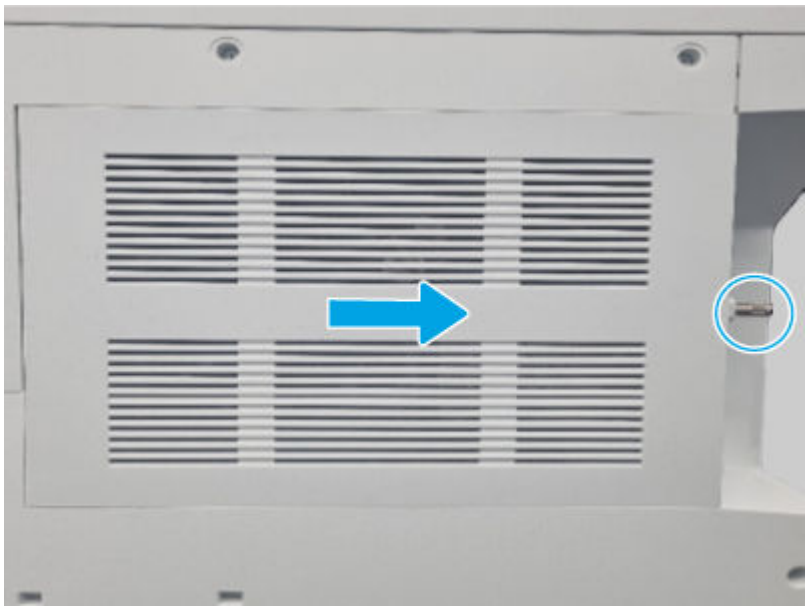
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-888 **Remove the cover**

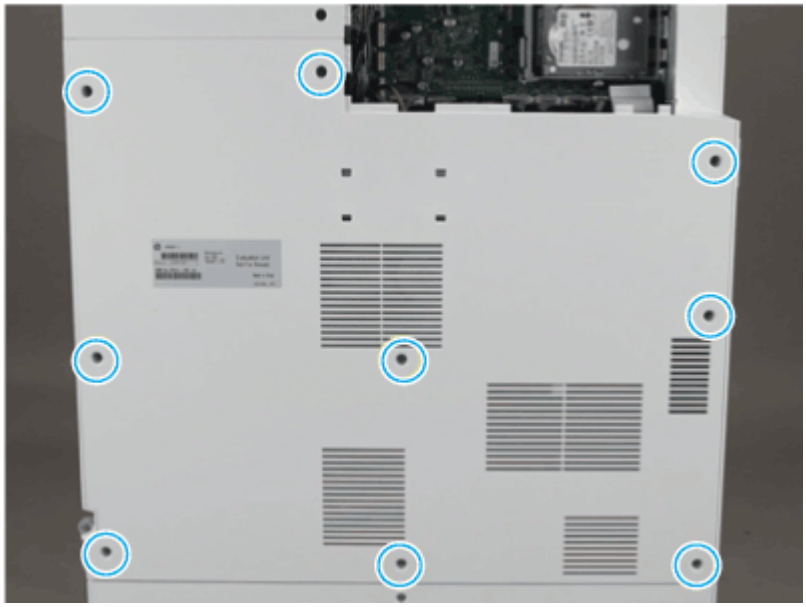


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-889 Remove the cover

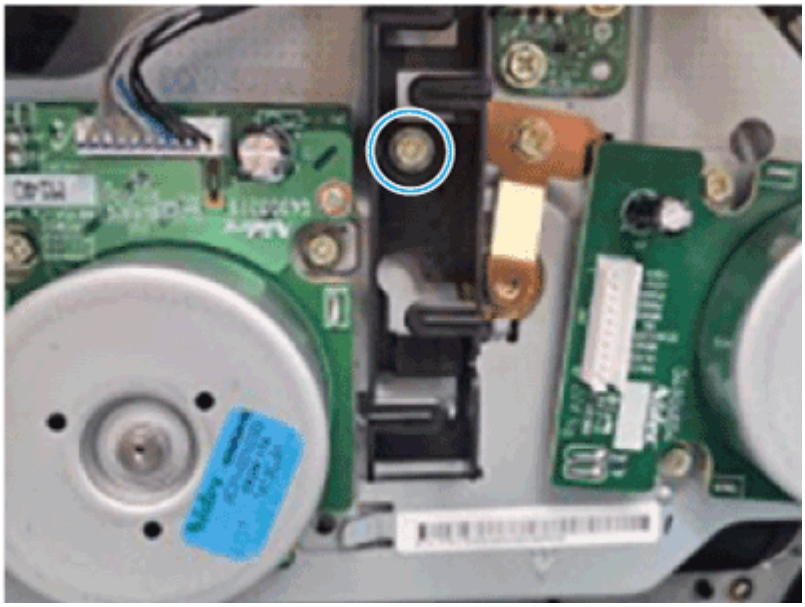


3. Remove the cable guide

Use the following procedure to remove and replace the cable guide.

- Release the cables, remove one screw, and then remove the cable guide.

Figure 5-890 Remove one screw



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: CTD sensor assembly

Learn about removing and replacing the CTD sensor assembly.

View a video of removing and replacing the CTD sensor assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-94 **Part information**

Part number	Part description
6ER04-60002	CTD sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

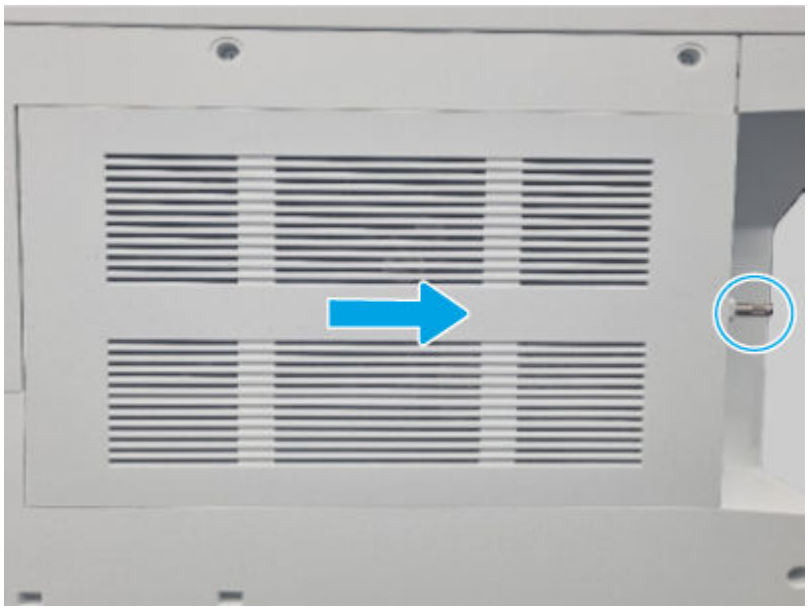
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-891 **Remove the cover**



2. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-892 Remove four screws

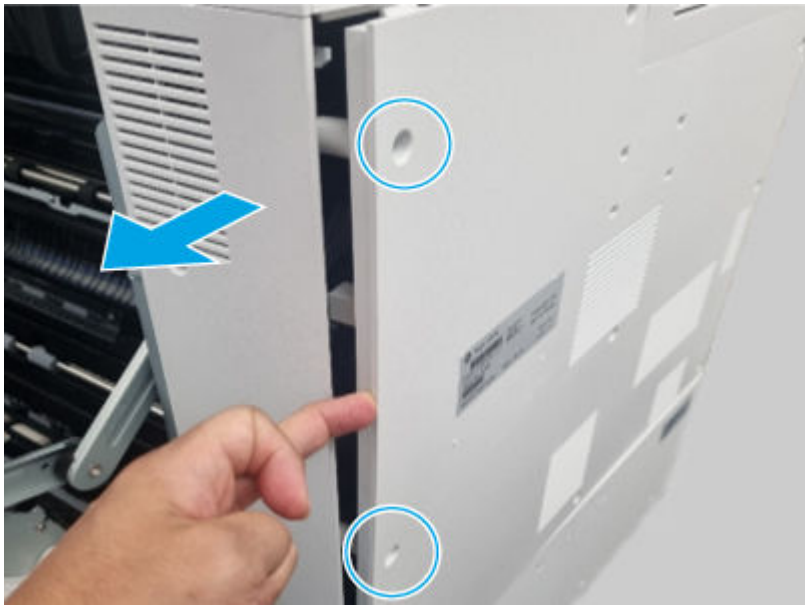
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-893 Remove the cover



3. Remove the right door assembly

Use the following procedure to remove and replace the right door.

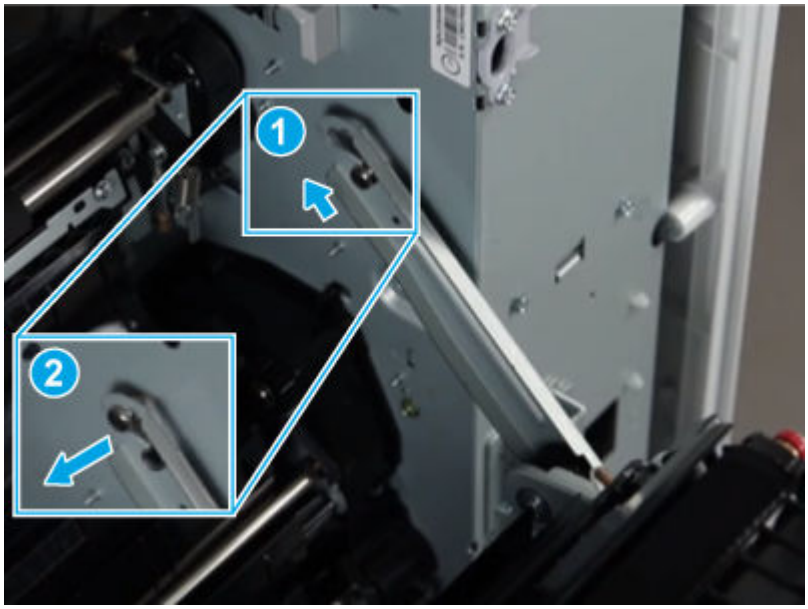
1. Open the right door, and then disconnect one connector.

Figure 5-894 Disconnect one connector

2. Release the hinge.

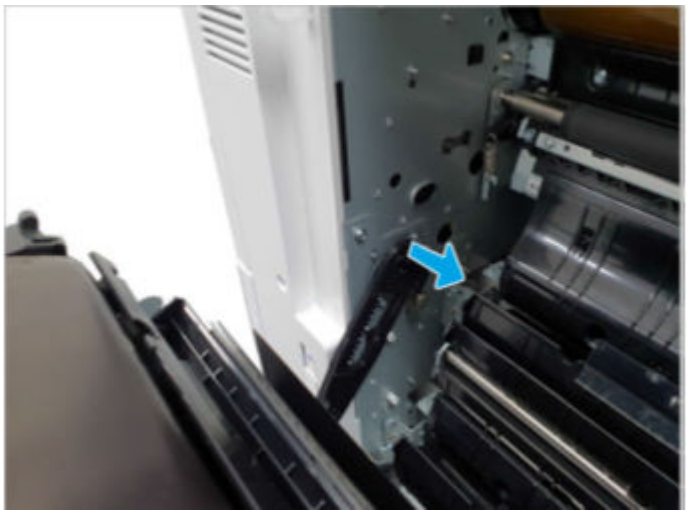
⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-895 Release the hinge



3. Release the right door front link.

Figure 5-896 Release the link



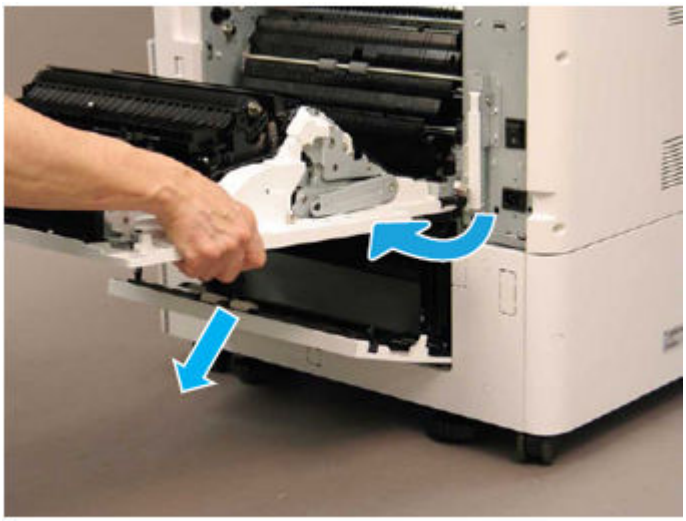
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-897 Remove the door

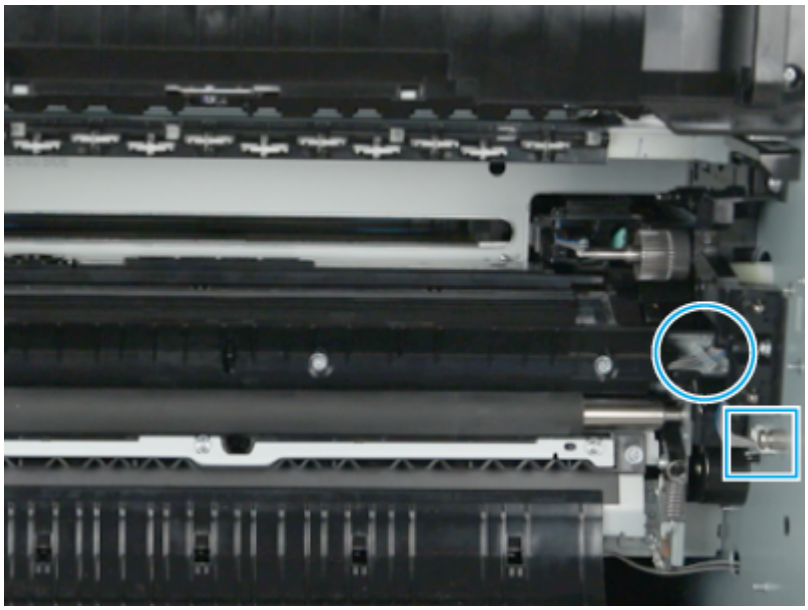


4. Remove the CTD sensor assembly

Use the following procedure to remove and replace the CTD sensor assembly.

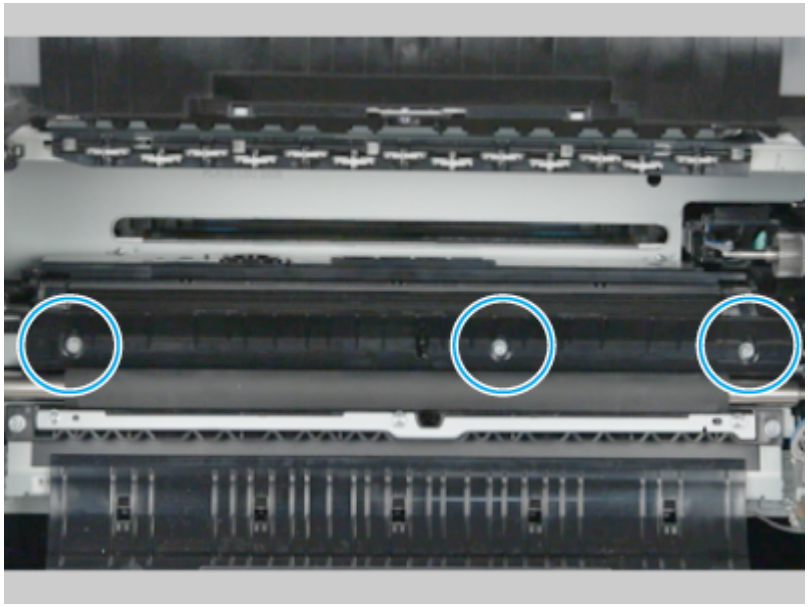
1. Release the cable clamp. and then disconnect one connector.

Figure 5-898 Disconnect one connector



2. Remove three screws.

Figure 5-899 Remove three screws



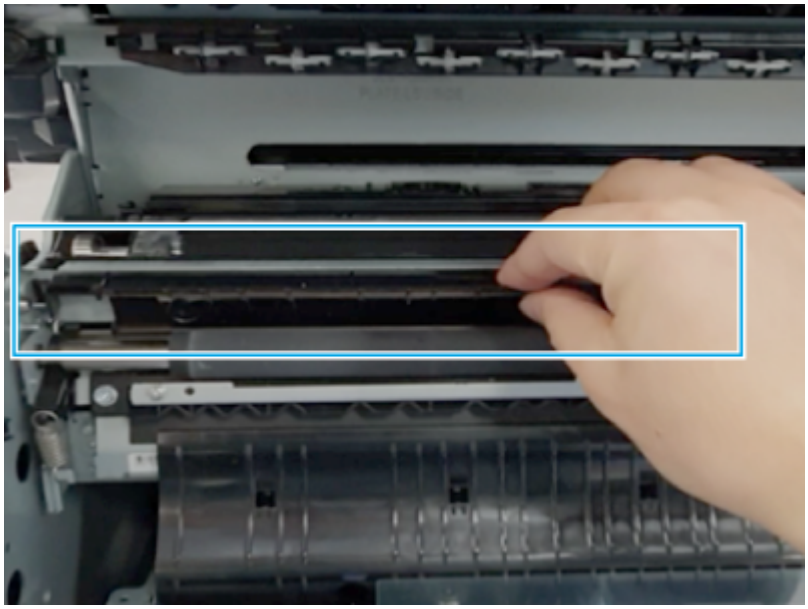
3. Before proceeding, take note of the spring installed underneath the cleaner assembly.

⚠ **CAUTION:** Do not lose the spring when handling the assembly.

Figure 5-900 Cleaner assembly spring

4. Grasp the cleaner and sensor assembly and carefully remove it.

Figure 5-901 Remove the assembly



5. Disconnect two connectors, and then remove the sensor assembly.

NOTE: A service part order might include a base frame due to shipment security. Install all of the replacement parts that are included with the parts order.

Figure 5-902 Remove the sensor assembly

5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Fuser unit

Learn about fuser unit parts removal and replacement.

Removal and replacement: Fuser unit

Learn about removing and replacing the fuser unit.

View a video of removing and replacing the fuser unit.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-95 Part information

Part number	Part description
5PN53-67001	Fuser unit 100V
5PN76-67001	Fuser unit 110V
5PN77-67001	Fuser unit 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.
2. Remove four screws.

Figure 5-903 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-904 Remove the fuser

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser and exit drive assembly

Learn about removing and replacing the fuser and exit drive assembly.

View a video of removing and replacing the fuser and exit drive assembly.

NOTE: This video shows the E877 printer. The procedure is similar for the 8501 printer.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-96 Part information

Part number	Part description
JC93-01850A	Fuser and exit drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

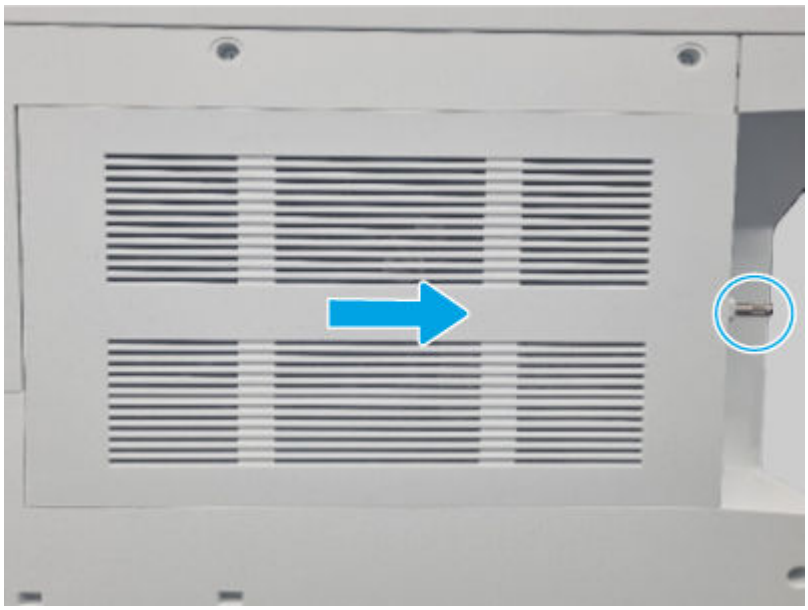
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-905 Remove the cover

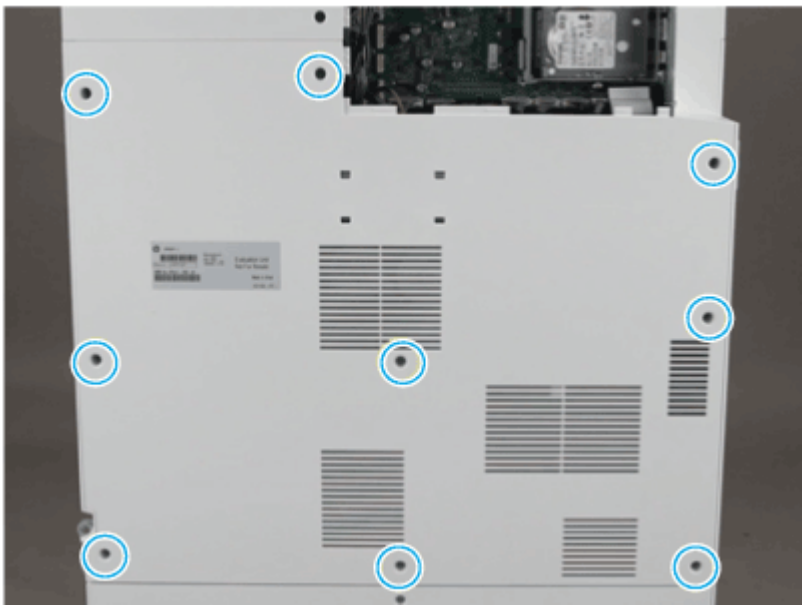


Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-906 Remove the cover

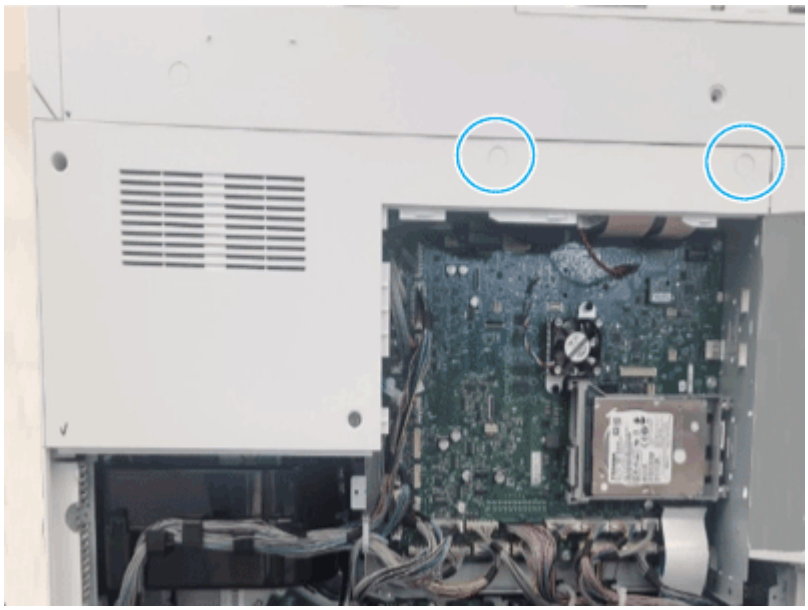


Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

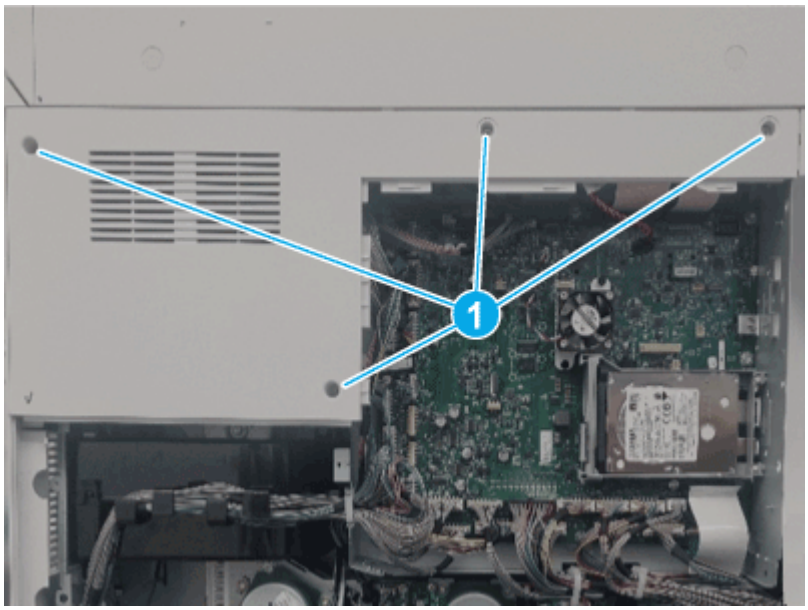
1. Use a pair of tweezers to remove the screw caps.

Figure 5-907 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-908 Remove the cover

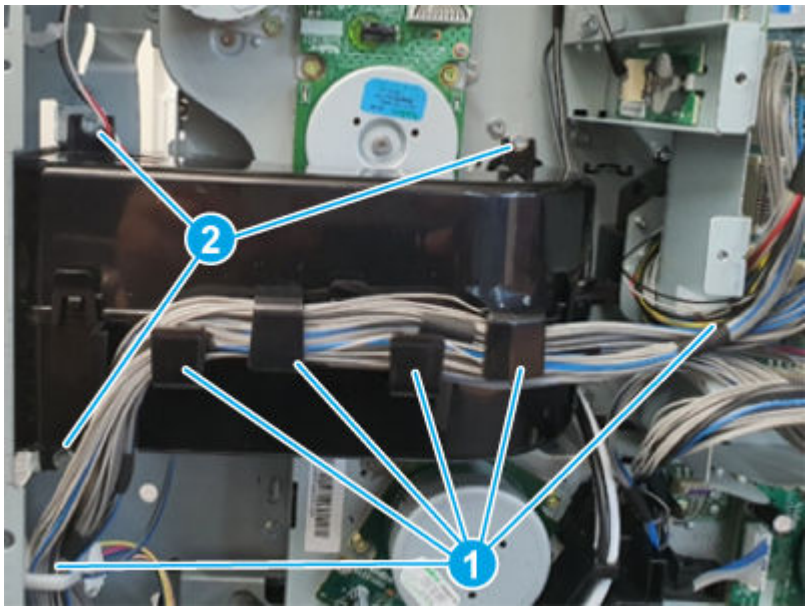


Remove the fuser ventilation duct

Use the following procedure to remove and replace the fuser ventilation duct.

- Release the wire harnesses from the retainers (callout 1), remove three screws (callout 2), and then remove the fuser ventilation duct..

Figure 5-909 Remove the duct

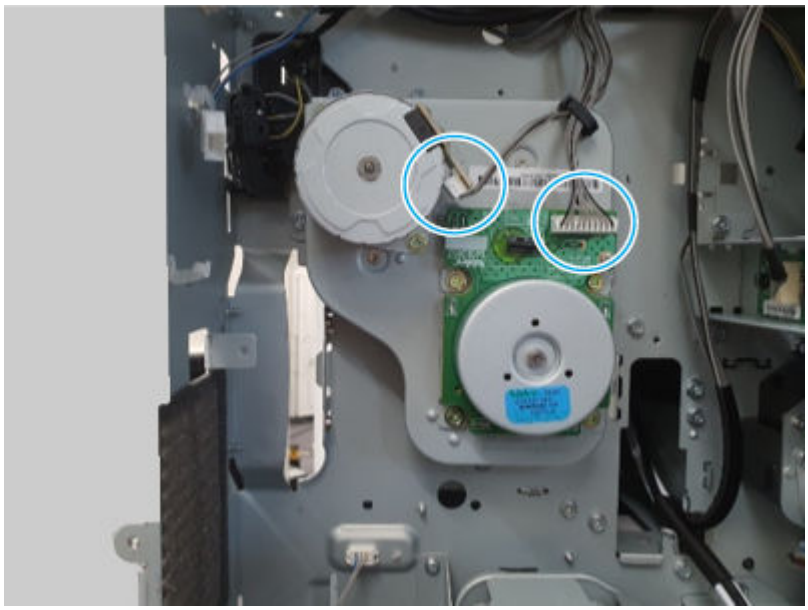


Remove the fuser and exit drive assembly

Use the following procedure to remove and replace the fuser and exit drive assembly.

1. Disconnect two connectors.

Figure 5-910 Disconnect two connectors



2. Remove four screws, and then remove the fuser and exit drive unit.

Figure 5-911 Remove the unit

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser and exit motor

Learn about removing and replacing the fuser and exit motor.

View a video of removing and replacing the fuser and exit motor.

NOTE: This video shows the E877 printer. The procedure is similar for the 8501 printer.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-97 Part information

Part number	Part description
JC31-00144G	Motor BLDC (fuser and exit motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

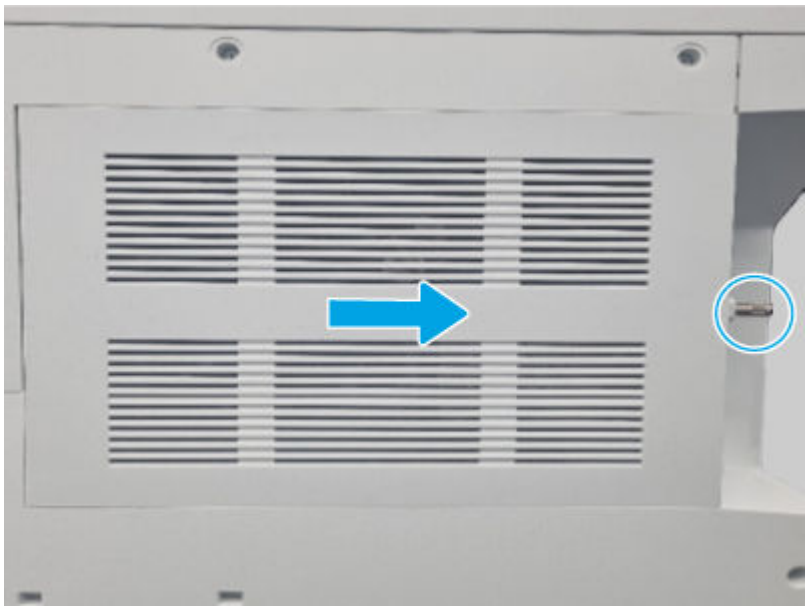
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-912 Remove the cover

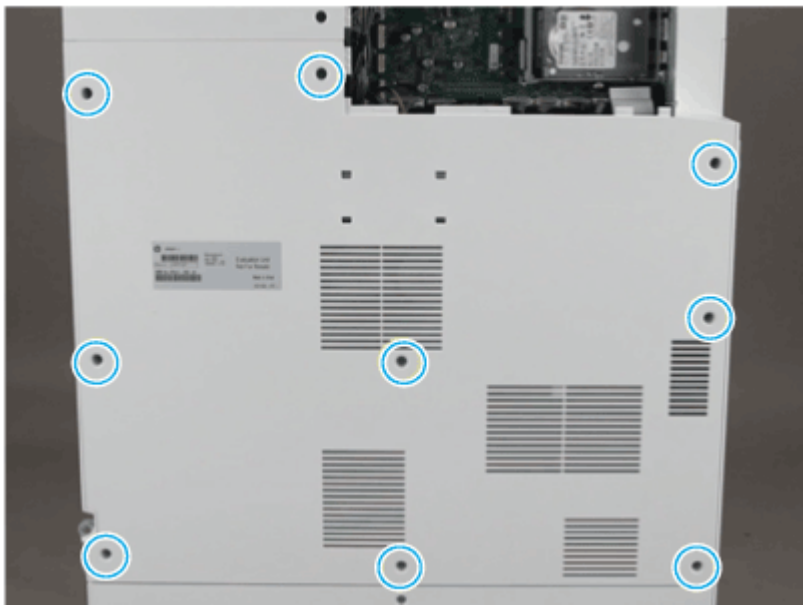


Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-913 Remove the cover

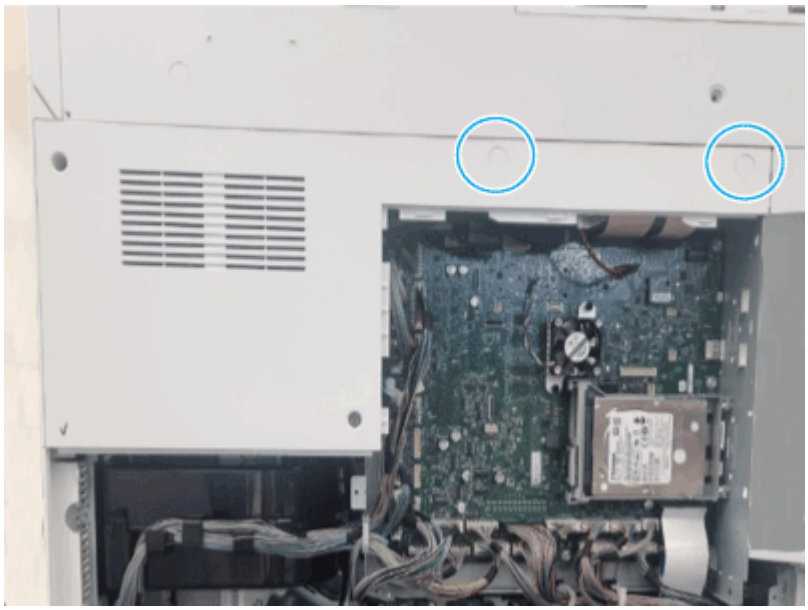


Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

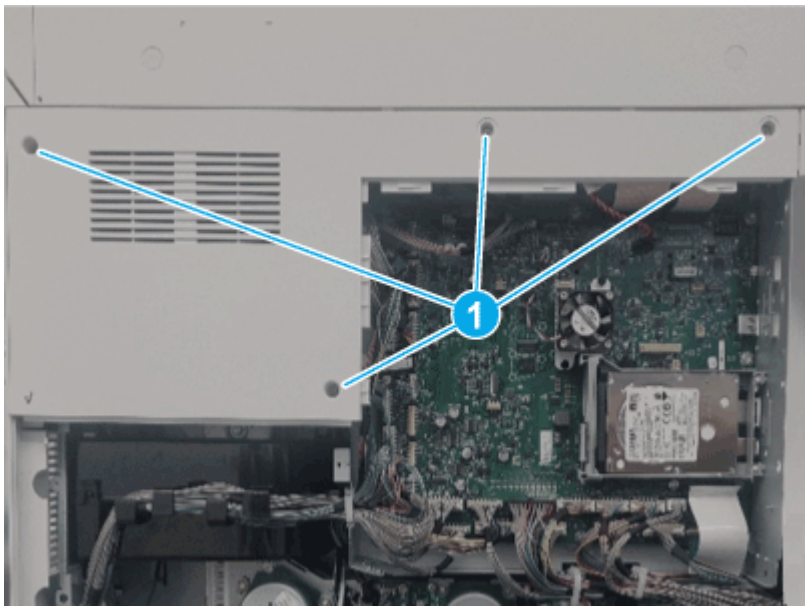
1. Use a pair of tweezers to remove the screw caps.

Figure 5-914 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-915 Remove the cover

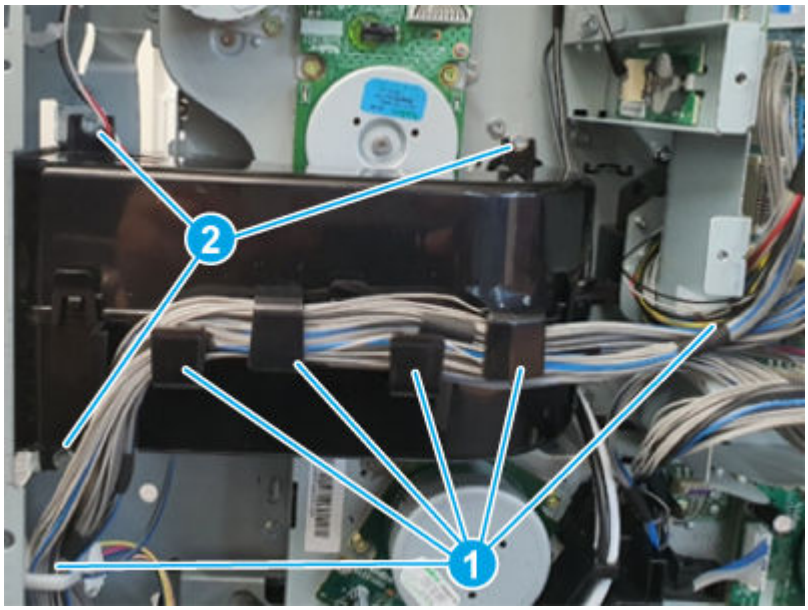


Remove the fuser ventilation duct

Use the following procedure to remove and replace the fuser ventilation duct.

- Release the wire harnesses from the retainers (callout 1), remove three screws (callout 2), and then remove the fuser ventilation duct..

Figure 5-916 Remove the duct

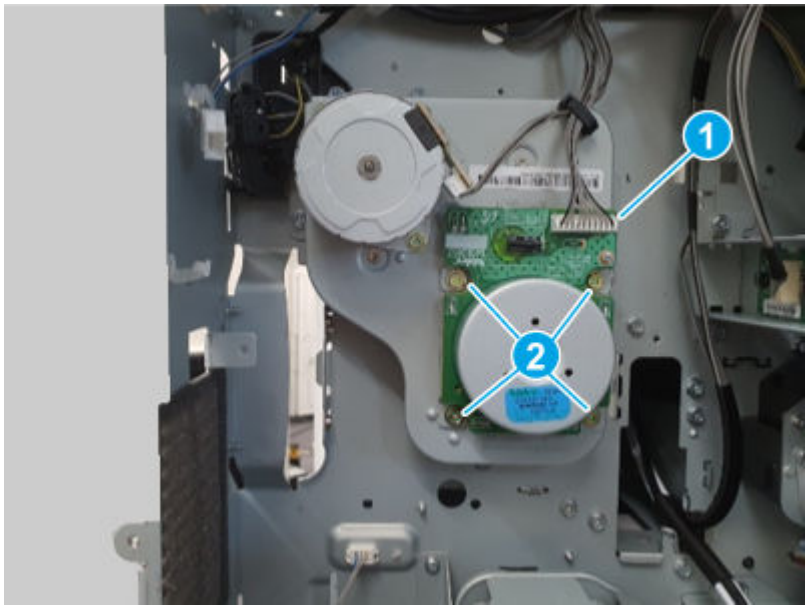


Remove the fuser and exit motor

Use the following procedure to remove and replace the fuser and exit motor.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the fuser and exit motor.

Figure 5-917 Remove the motor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser gap motor

Learn about removing and replacing the fuser gap motor.

View a video of removing and replacing the fuser gap motor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-98 **Part information**

Part number	Part description
JC93-01084A	Drive-motor step (fuser gap motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

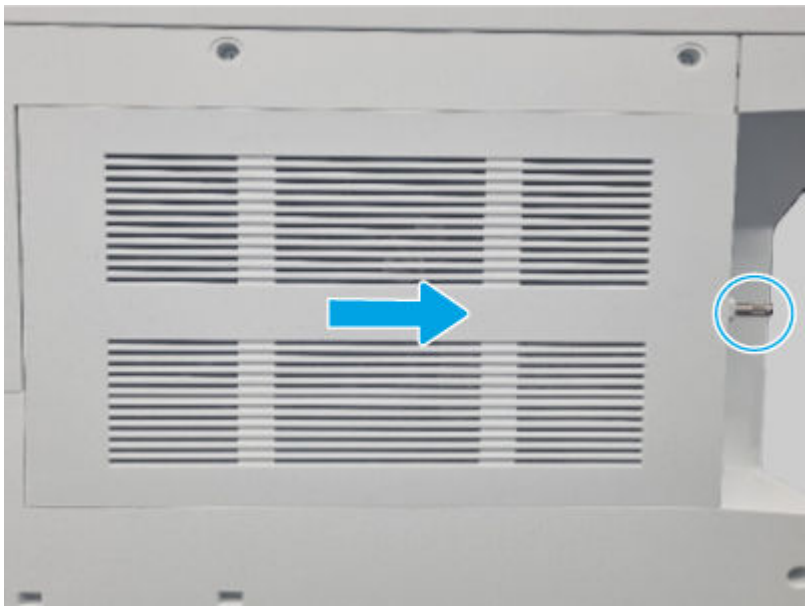
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-918 **Remove the cover**

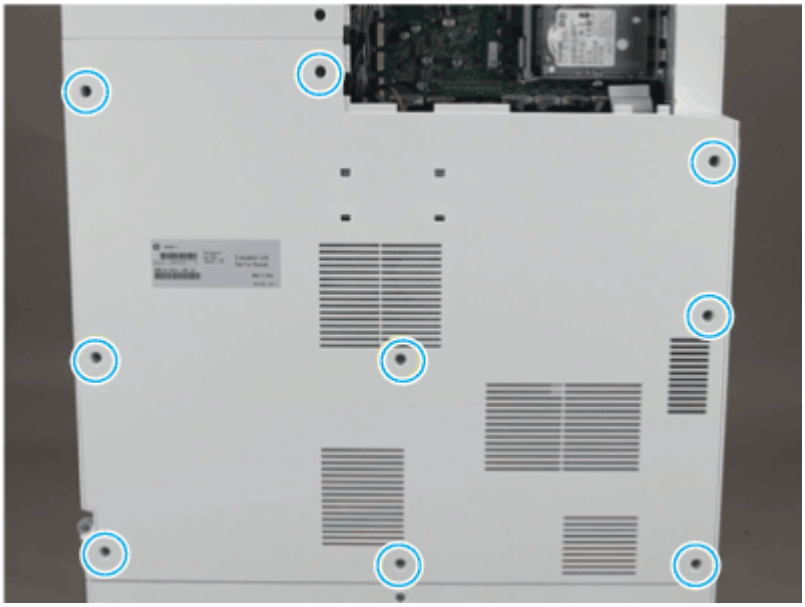


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-919 Remove the cover

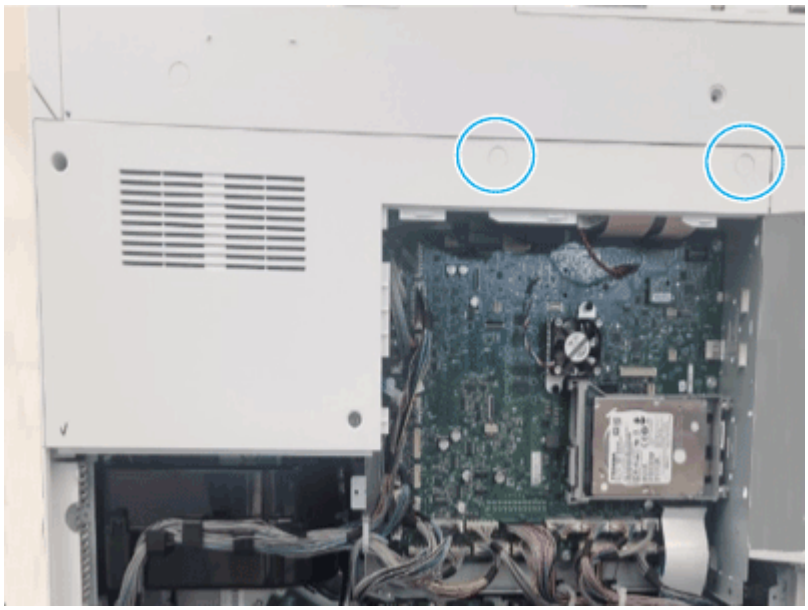


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

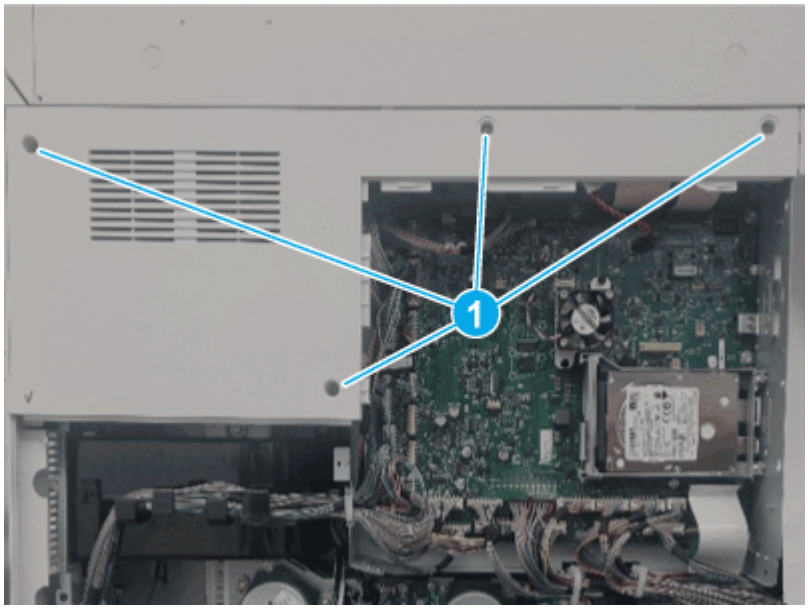
1. Use a pair of tweezers to remove the screw caps.

Figure 5-920 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-921 Remove the cover

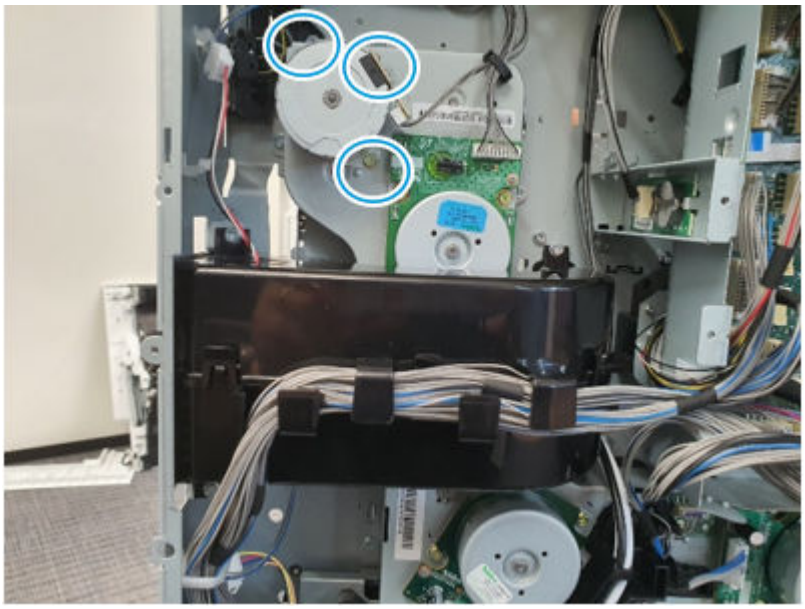


4. Remove the fuser gap motor

Use the following procedure to remove and replace the fuser gap motor.

- Remove two screws, disconnect one connector, and then remove the fuser gap motor.

Figure 5-922 Remove the motor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser gap sensor

Learn about removing and replacing the fuser gap sensor.

View a video of removing and replacing the fuser gap sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-99 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (fuser gap sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.
2. Remove four screws.

Figure 5-923 Remove four screws

3. Pull the fuser straight out of the printer to remove it.

Figure 5-924 Remove the fuser

2. Remove the middle left cover

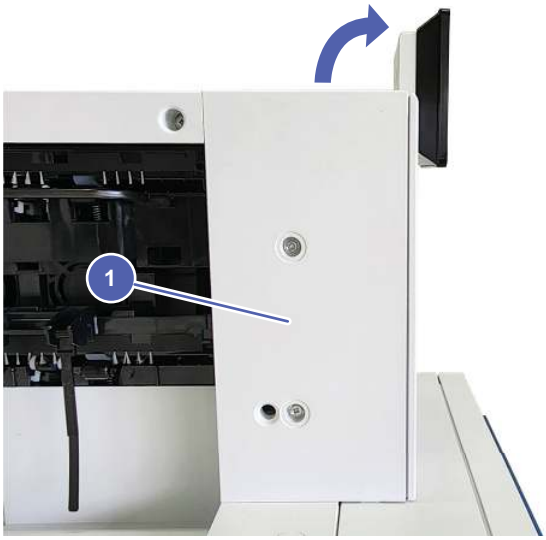
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-925 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-926 Remove the cover



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-927 Remove two screws

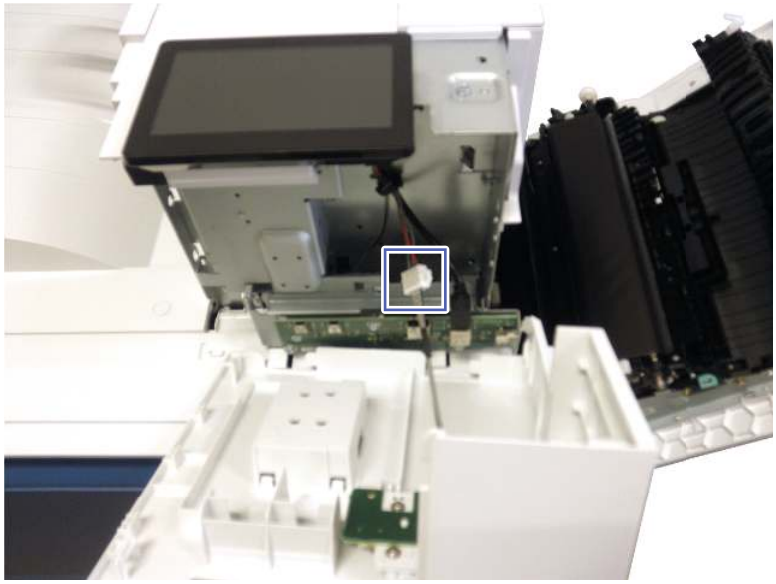
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-928 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-929 Remove the cover assembly

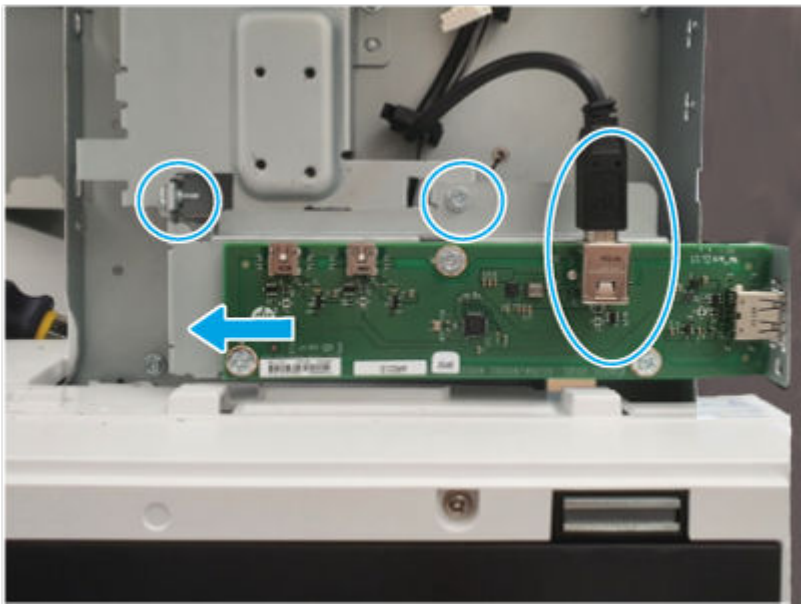


4. Remove the fuser gap sensor

Use the following procedure to remove and replace the fuser gap sensor.

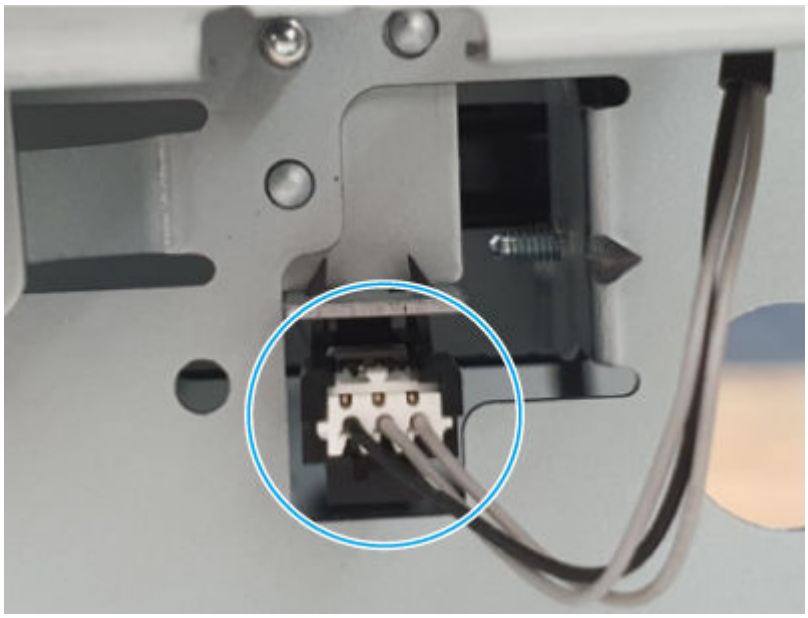
1. Disconnect one connector, remove two screws, and then slide the PCA to the left to remove it.

Figure 5-930 Remove the PCA



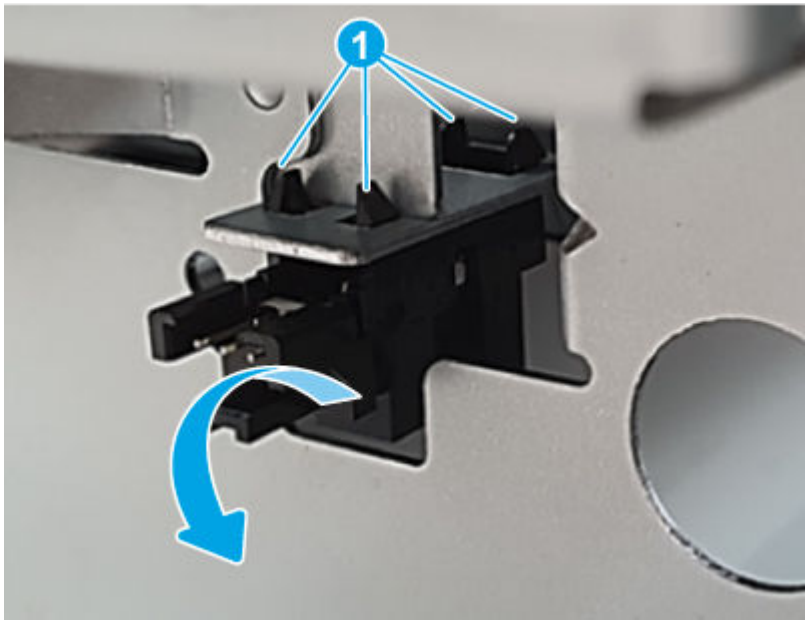
2. Disconnect one connector.

Figure 5-931 Disconnect one connector



3. Release the tabs (callout 1), and then remove the fuser gap sensor (callout 2).

Figure 5-932 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Environmental sensors, switches, and fans

Learn about environmental sensor, switch, and fan parts removal and replacement.

Base sensor, switch, and fan

Review the base sensor, switch, and fan removal procedures.

Removal and replacement: Outer temperature humidity sensor assembly

Learn about removing and replacing the outer temperature humidity sensor assembly, sensor, and holder.

View a video of removing and replacing the outer temperature humidity sensor assembly.

NOTE: These videos show the E877 printer. The procedures are similar for the 8501 printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

NOTE: This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-100 Part information

Part number	Part description
5QJ90-40002	Outer temperature humidity sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

- At the printer control panel, do the following:
  a. Select the Supplies menu.
  b. Open the front door.
  c. Select the Eject button (located at the bottom right corner of the control panel).

Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-933 Remove two screws

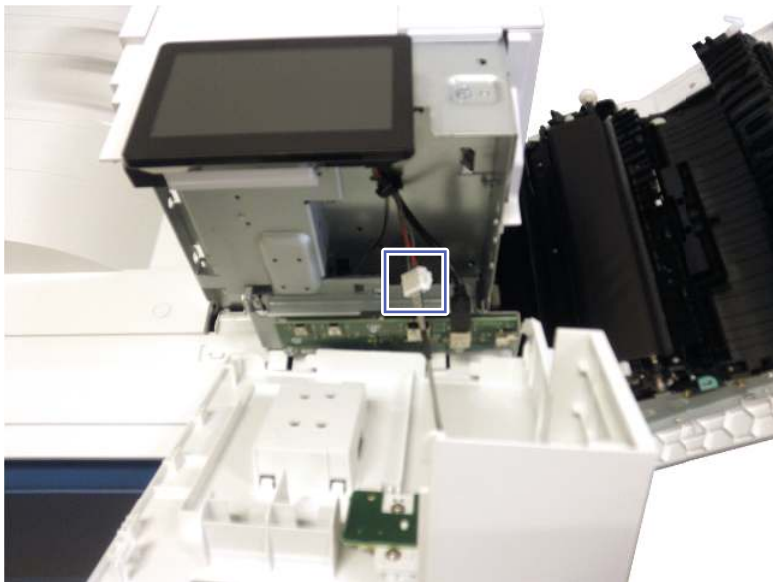
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-934 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-935 Remove the cover assembly



Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-936 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

CAUTION: Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-937 Lift up and slide the cover to remove it

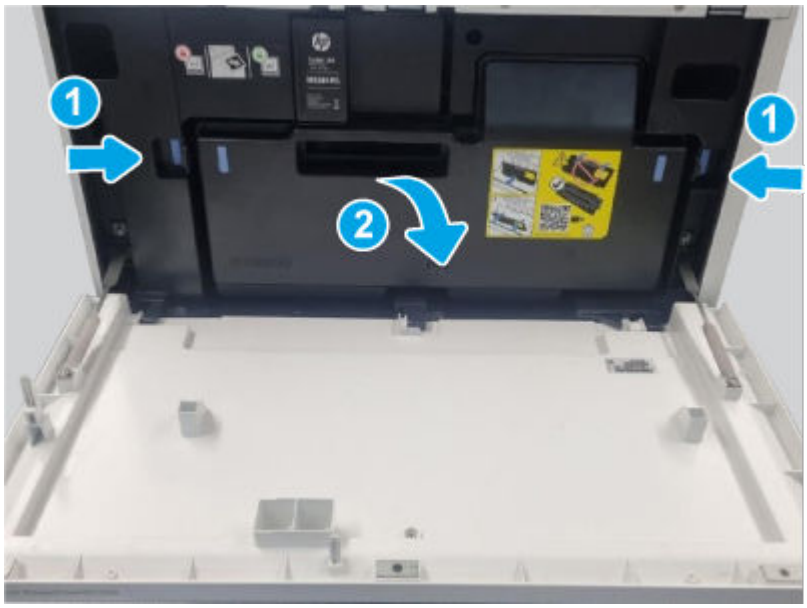
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-938 Remove the TCU

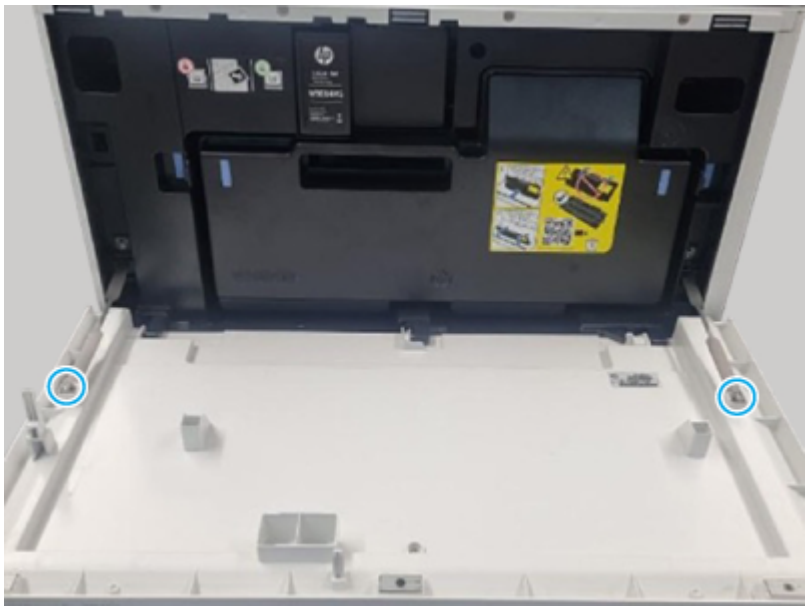


Remove the front cover

Use the following procedure to remove and replace the front cover.

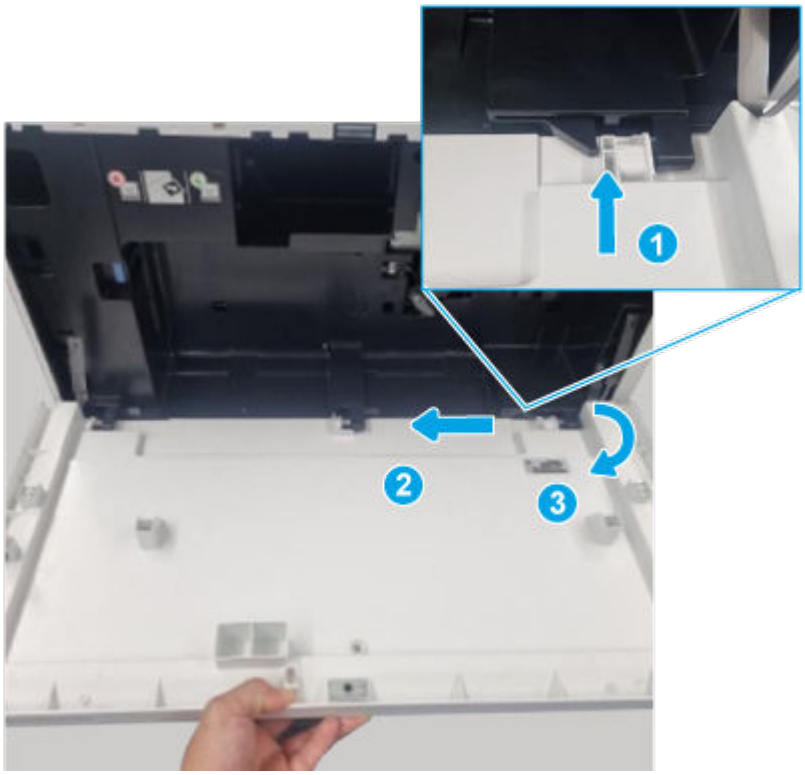
1. Remove two screws.

Figure 5-939 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-940 Remove the cover

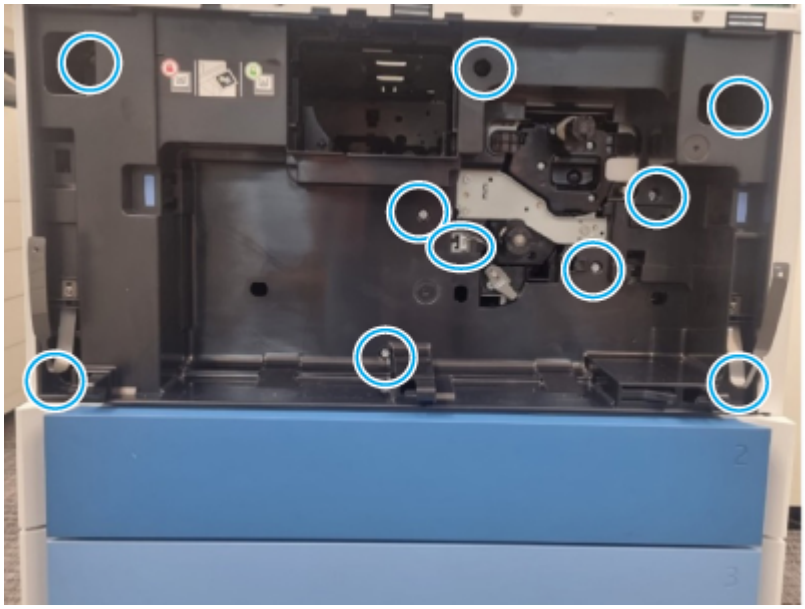


Remove the inner cover

Use the following procedure to remove and replace the inner cover.

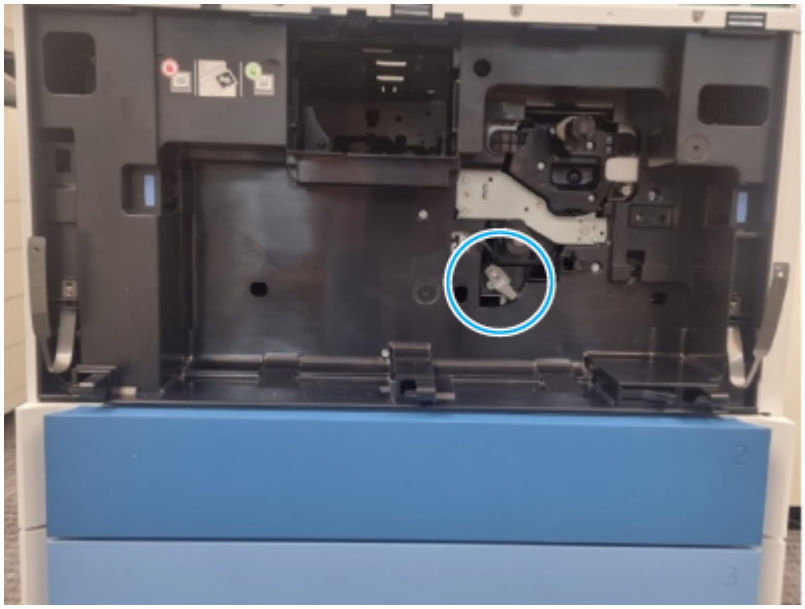
1. Remove nine screws and disconnect the connector.

Figure 5-941 Remove screws and disconnect connector



2. Remove the cover carefully, making sure not to damage the drum engage lever as you remove the cover.

Figure 5-942 Avoid damaging the drum engage lever

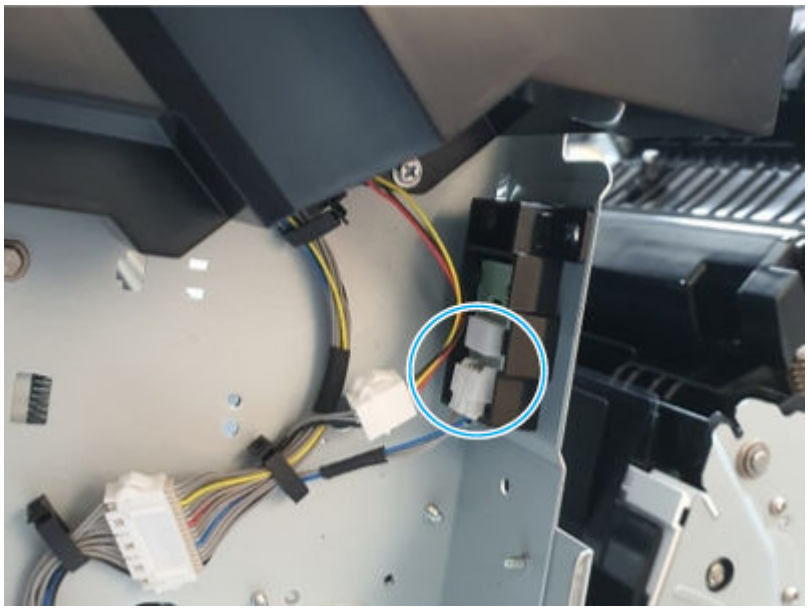


Remove the outer temperature humidity sensor assembly

Use the following procedure to remove and replace the outer temperature humidity sensor assembly.

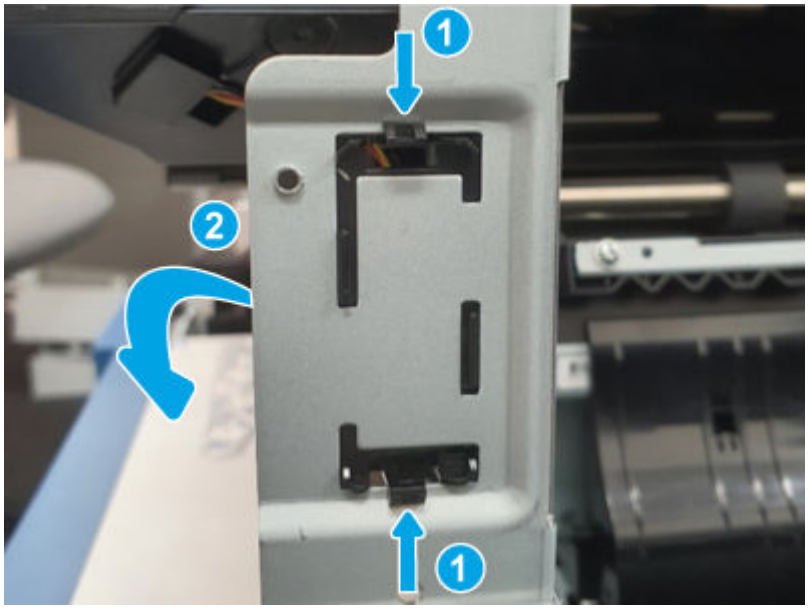
1. Disconnect one connector.

Figure 5-943 Disconnect one connector



2. Release two hooks (callout 1), and then remove the outer temperature humidity sensor assembly (callout 2).

Figure 5-944 Remove the sensor assembly



Removal and replacement: LVPS fan

Learn about removing and replacing the low-voltage power supply (LVPS) fan.

View a video of removing and replacing the LVPS fan (E826).

NOTE: This video shows the E826 printer. The procedure is similar for the 8601 and 8501 models.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-101 Part information

Part number	Part description
JC31-00198A	Fan (LVPS fan)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

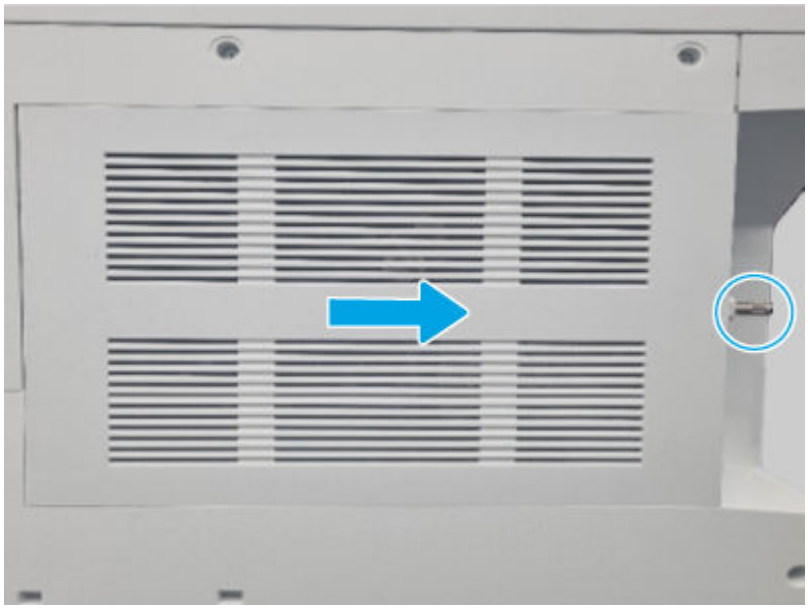
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-945 Remove the cover

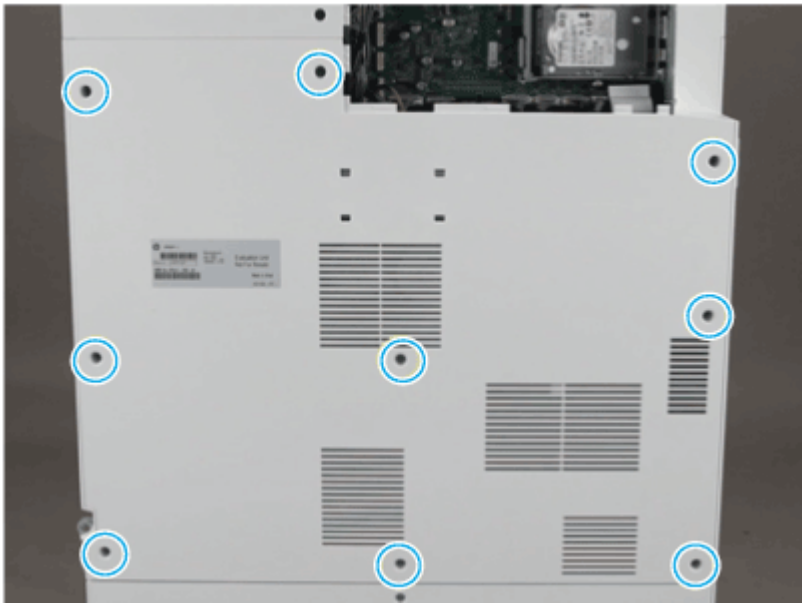


Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-946 Remove the cover

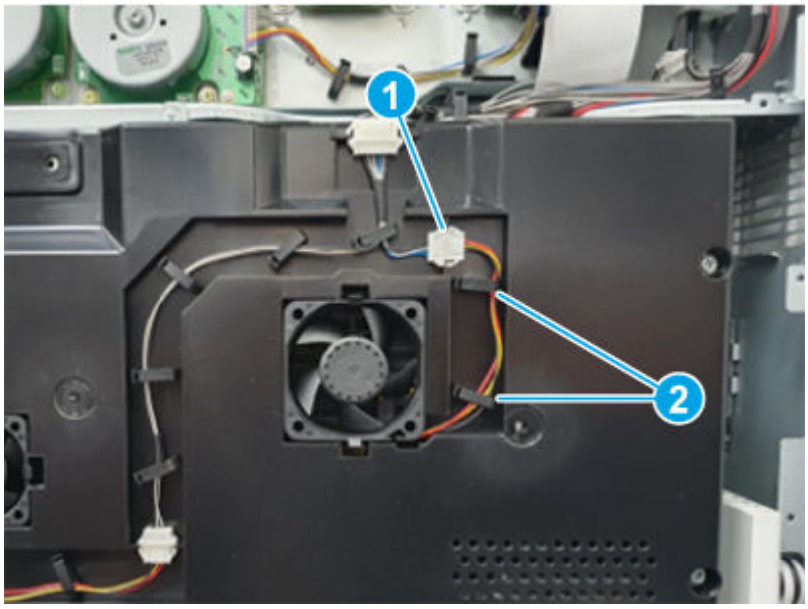


Remove the LVPS fan

Use the following procedure to remove and replace the LVPS fan.

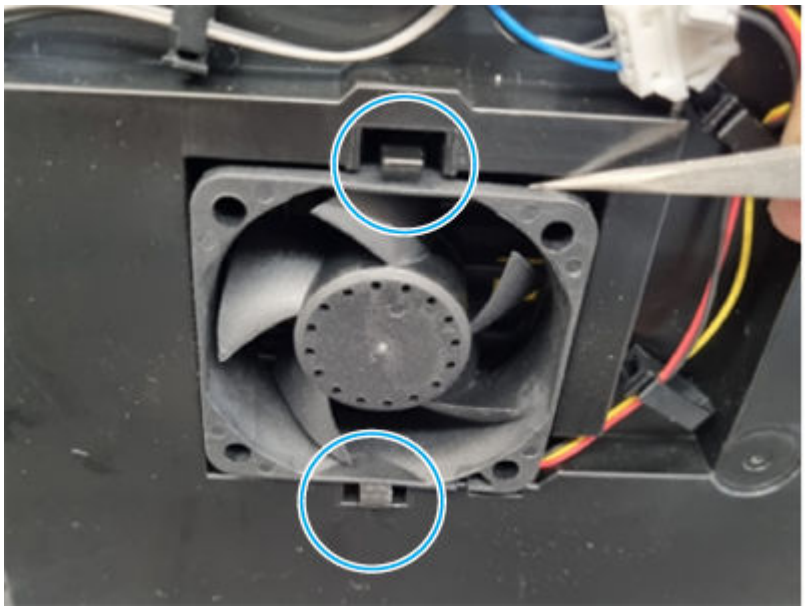
1. Disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

Figure 5-947 Disconnect one connector



2. Release two tabs, and then remove the fan.

Figure 5-948 Remove the fan



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: FDB fan

Learn about removing and replacing the fuser drive board fan.

View a video of removing and replacing the FDB fan (E826).

NOTE: This video shows the E826 printer. The procedure is similar for the 8601 and 8501 models.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-102 Part information

Part number	Part description
JC31-00154A	Fan (FDB fan)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

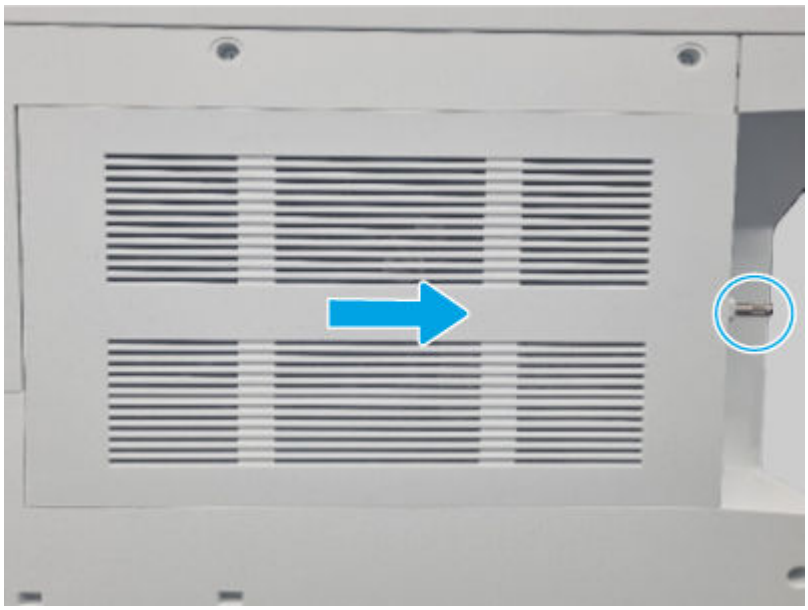
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-949 Remove the cover

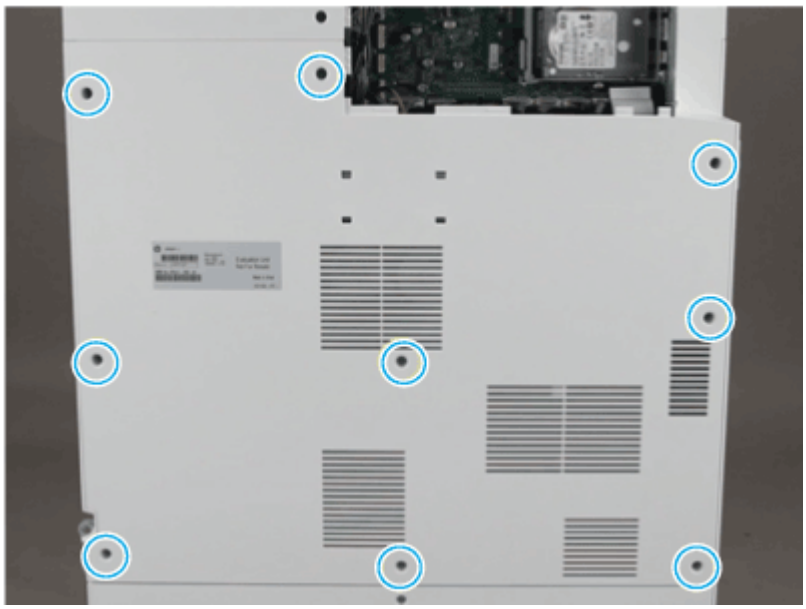


Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-950 Remove the cover

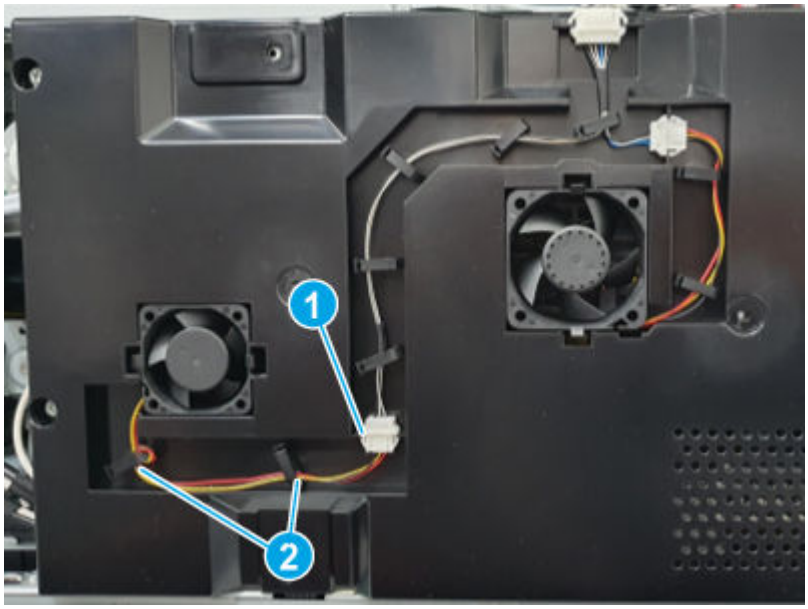


Remove the FDB fan

Use the following procedure to remove and replace the FDB fan.

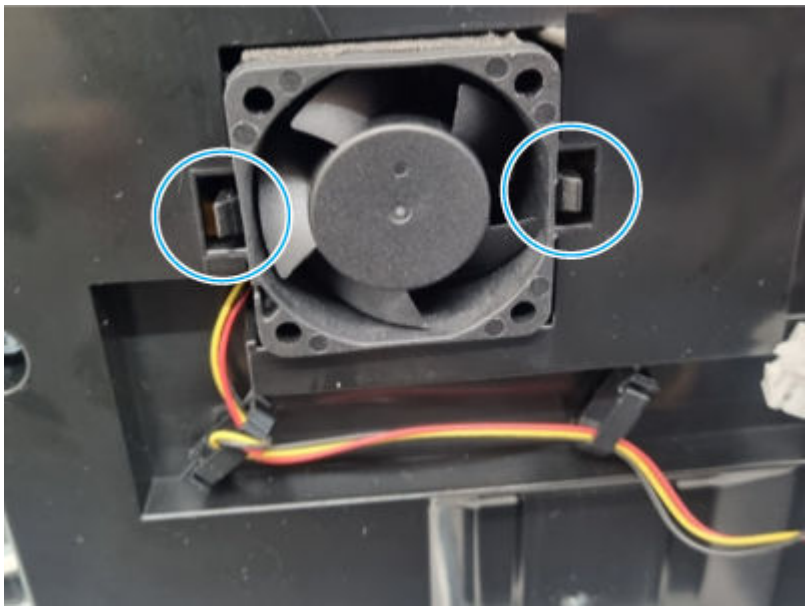
1. Disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

Figure 5-951 Disconnect one connector



2. Release two tabs, and then remove the fan.

Figure 5-952 Remove the fan



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: LVPS FDB fan assembly

Learn about removing and replacing the low-voltage power supply (LVPS) fuser drive board (FDB) fan assembly.

View a video of removing and replacing the LVPS FDB fan assembly (E826).

NOTE: This video shows the E826 printer. The procedure is similar for the 8601 and 8501 models.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-103 **Part information**

Part number	Part description
JC93-01795A	LVPS FDB fan assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

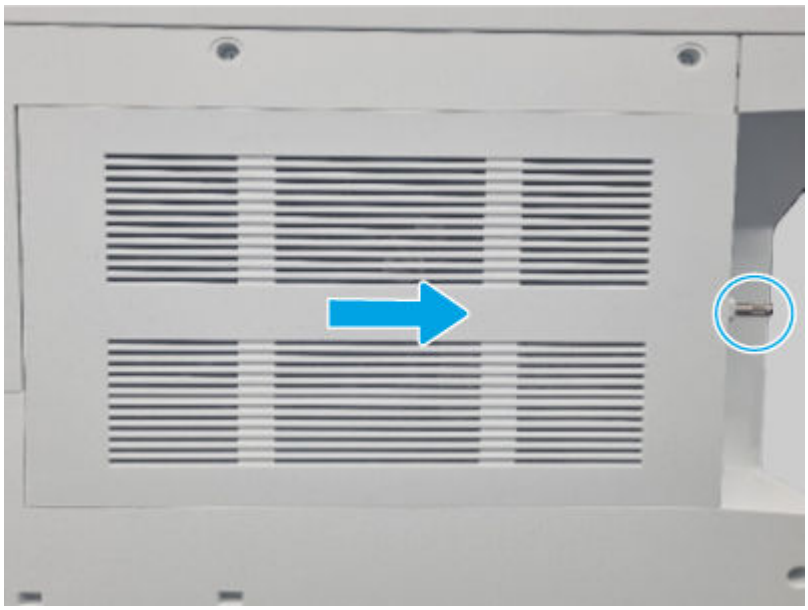
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-953 **Remove the cover**

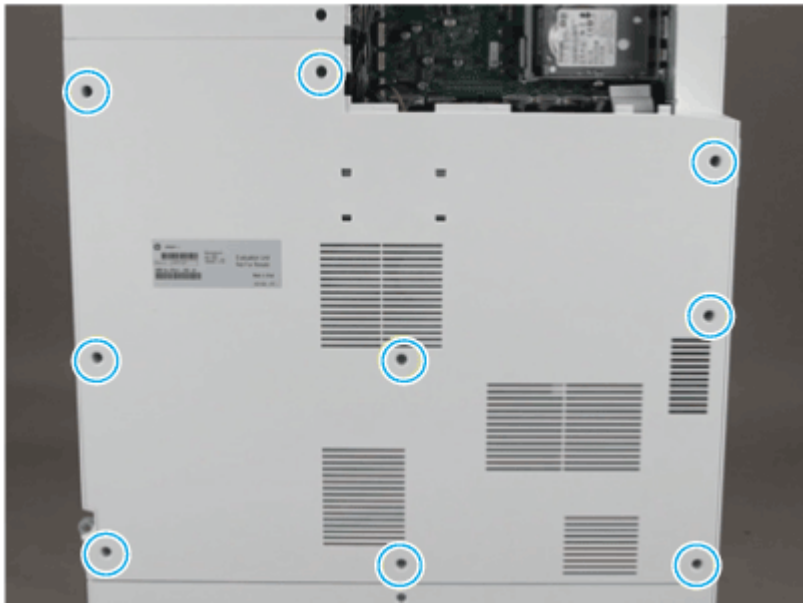


Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-954 Remove the cover

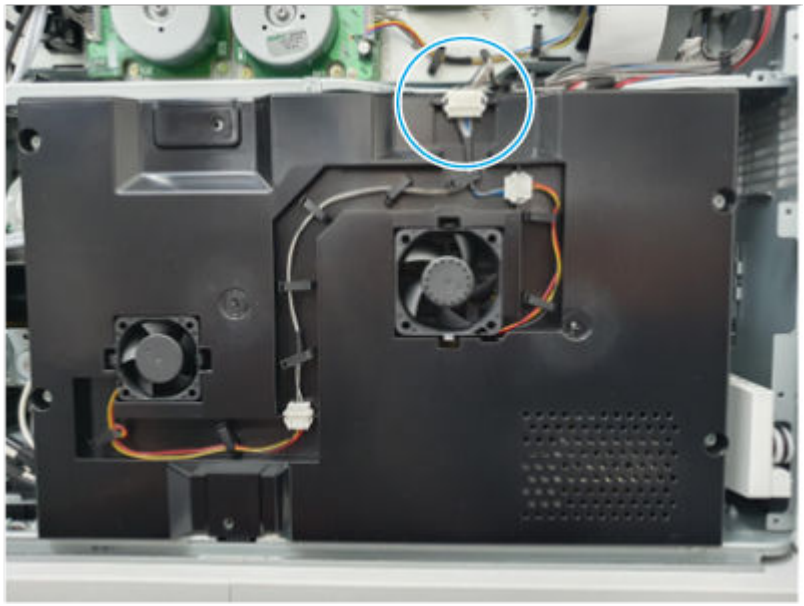


Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

1. Disconnect one connector.

Figure 5-955 Disconnect one connector

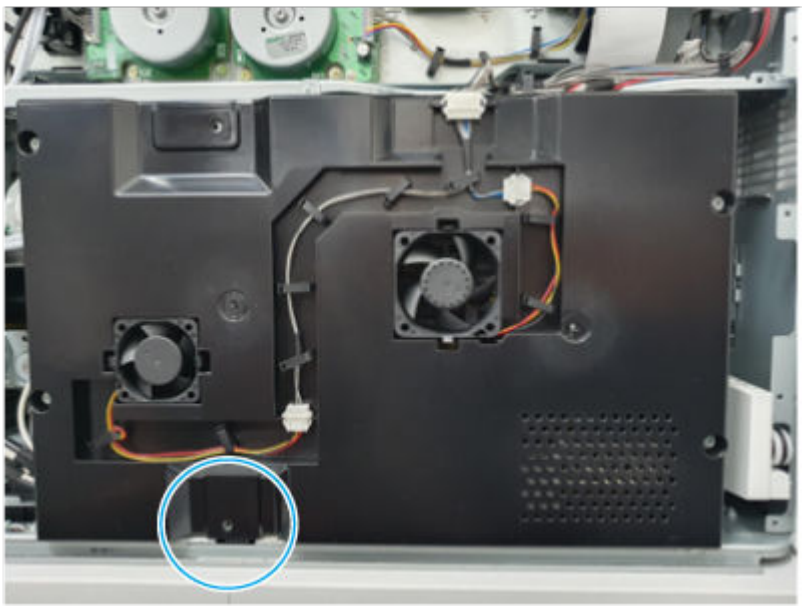


2. Remove four screws.

Figure 5-956 Remove four screws

3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-957 Remove the LVP FDB fan assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developer fan assembly

Learn about removing and replacing the developer fan assembly.

View a video of removing and replacing the developer fan assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-104 Part information

Part number	Part description
5QK09-40083	Developer fan assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

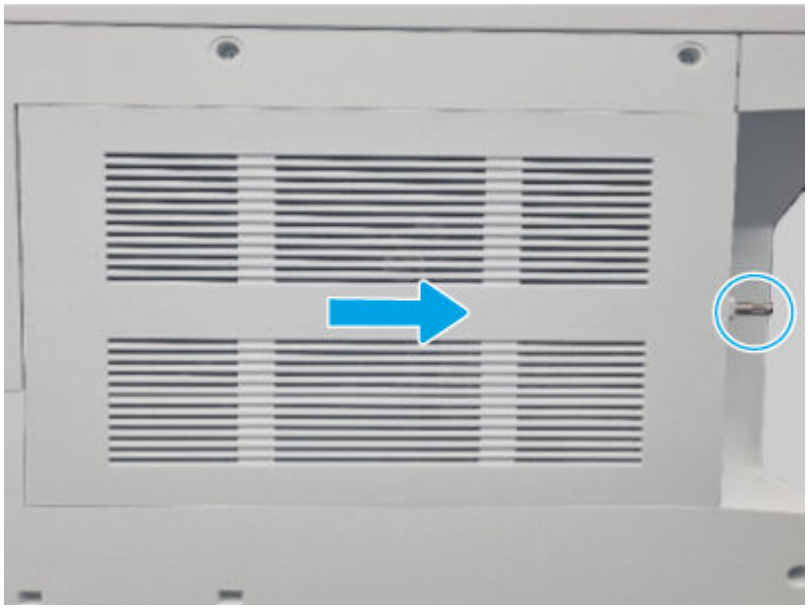
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-958 Remove the cover

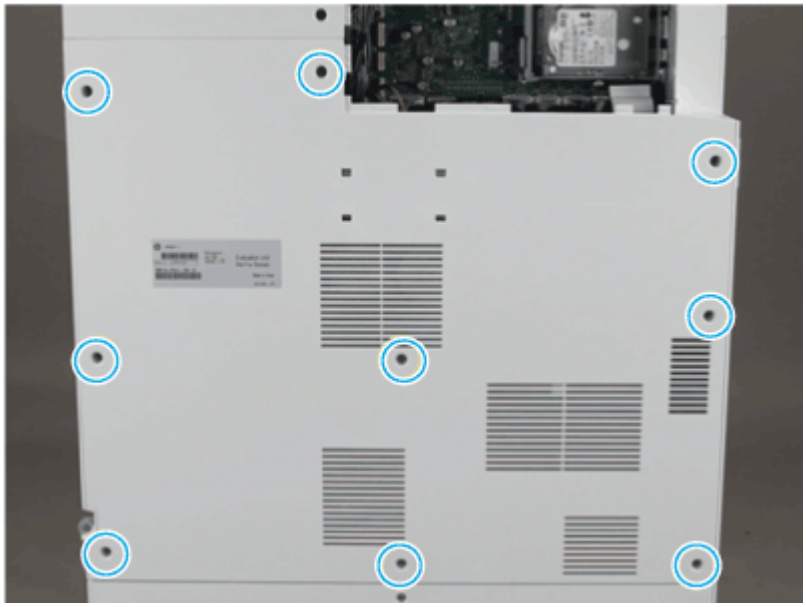


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-959 Remove the cover

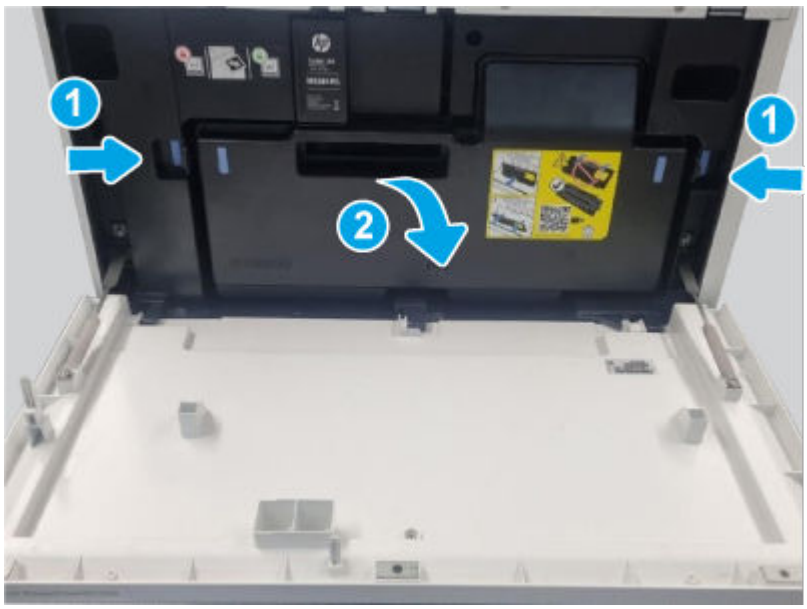


3. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-960 Remove the TCU



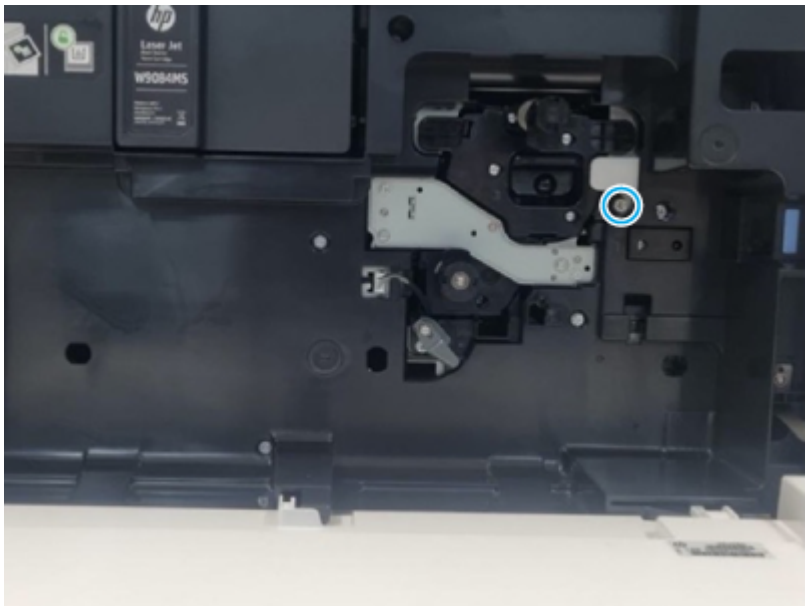
4. Remove the black drum unit

Use the following procedure to remove and replace the black drum unit.

1. Open the right door.

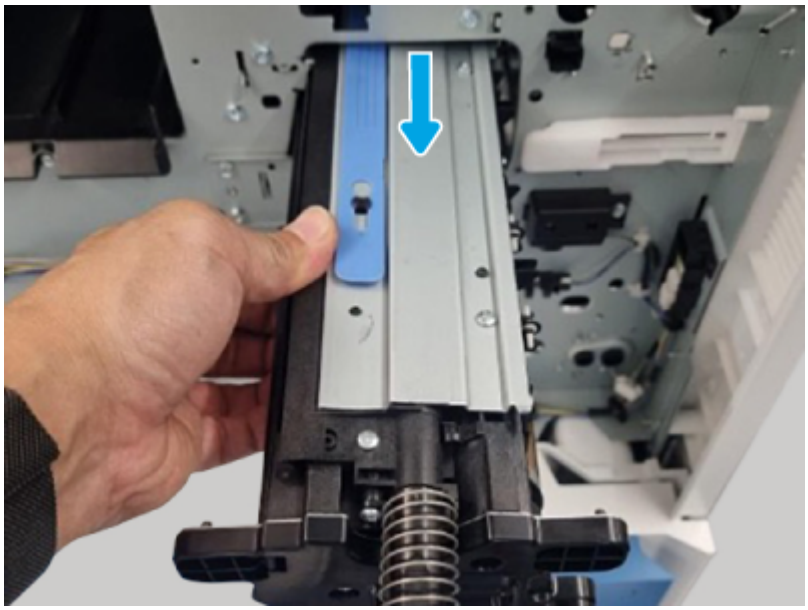
2. At the front of the printer, remove one screw.

Figure 5-961 Remove one screw



3. Pull the drum unit out of the printer.

Figure 5-962 Remove the unit

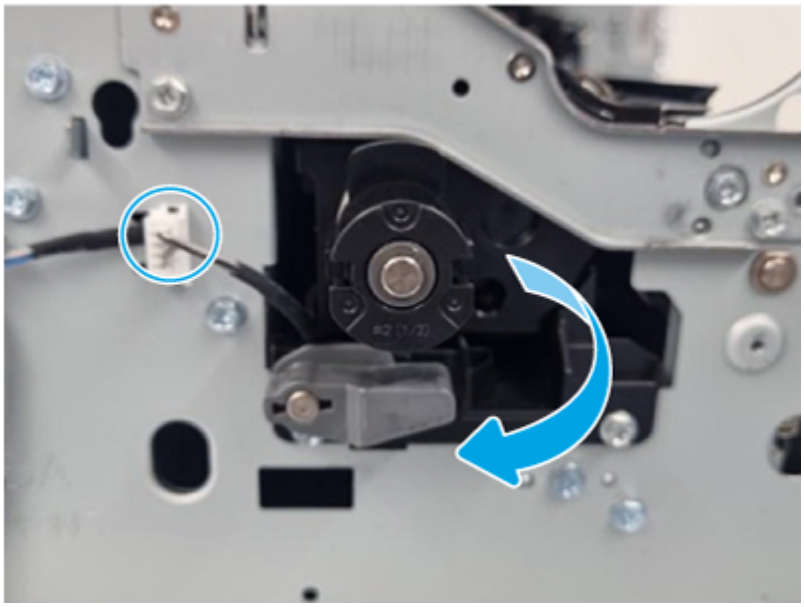


5. Remove the black developer unit

Use the following procedure to remove and replace the black developer unit.

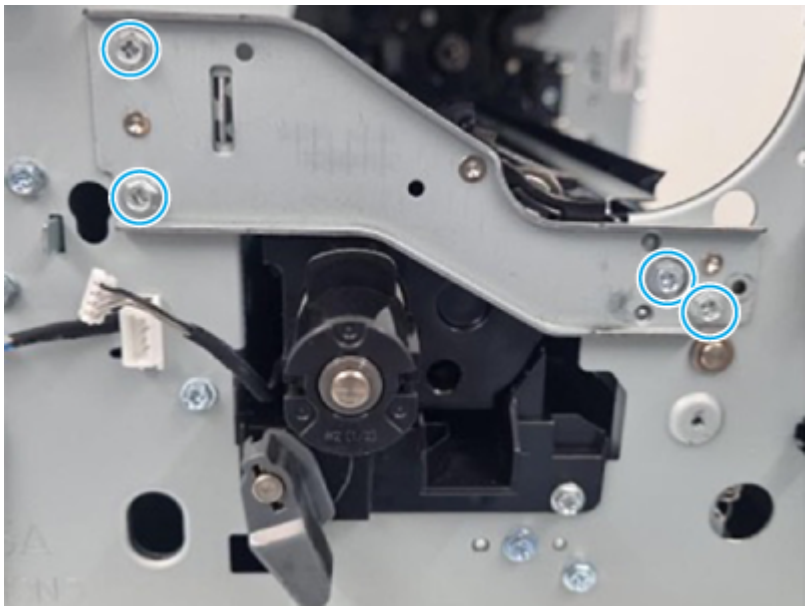
1. Release the lever and disconnect the connector.

Figure 5-963 Release the lever and disconnect the connector



2. Remove four screws.

Figure 5-964 Remove four screws



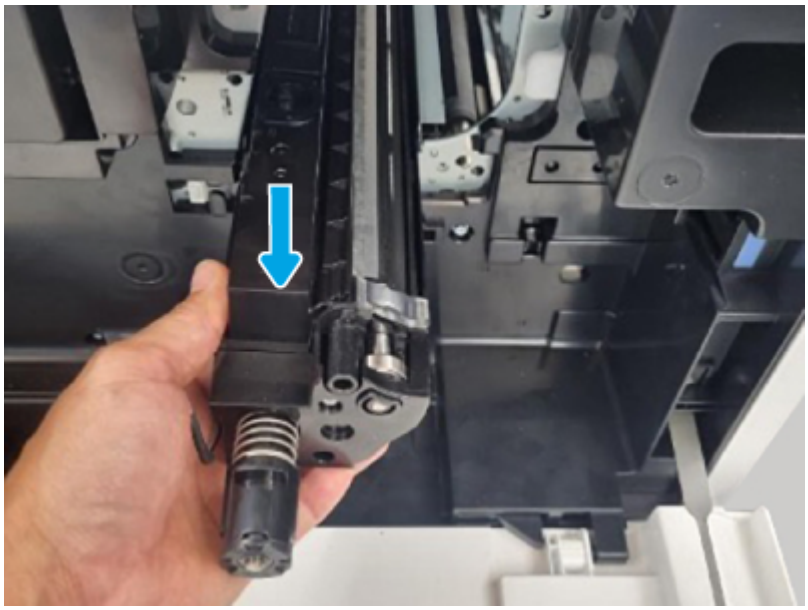
3. Pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic (located after the unpack and recycle step) to fill or refill the developer powder.

During removal and installation, do not grab the unit by the lever. Doing so can result in a toner spill.

Figure 5-965 Do not grab lever

Figure 5-966 Remove the unit



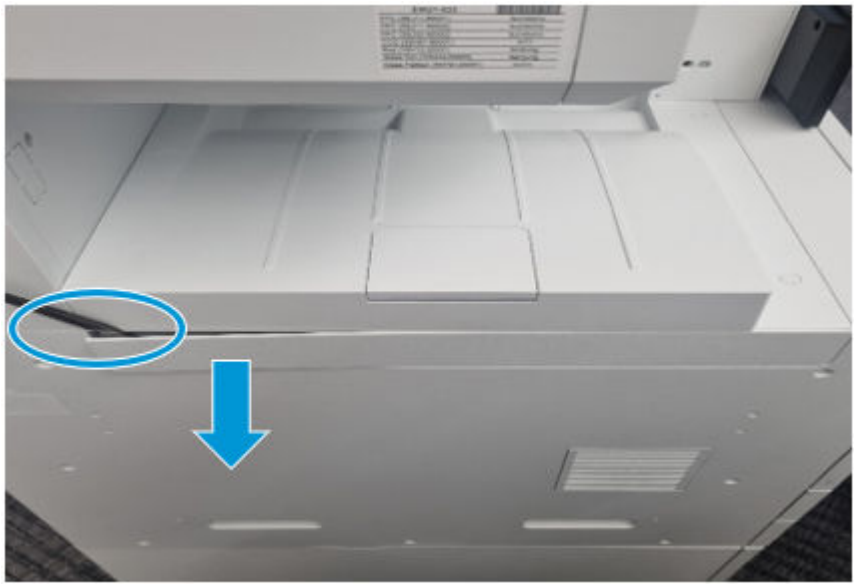
6. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-967 Remove the cover



7. Remove the left cover

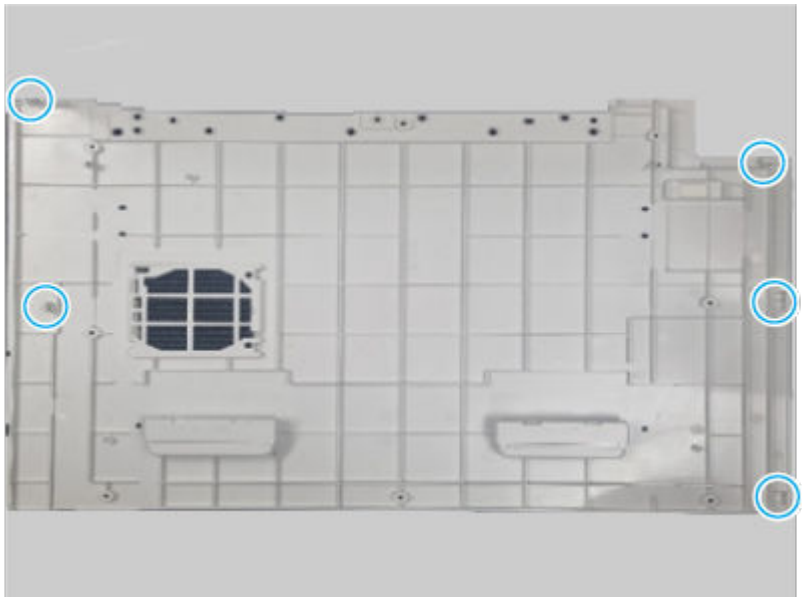
Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-968 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-969 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

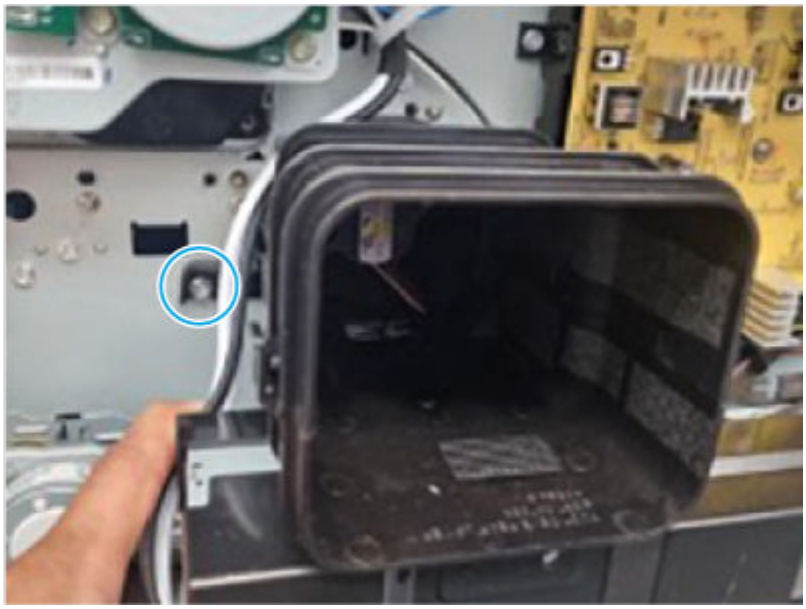
Figure 5-970 Remove the cover

8. Remove the developer suction duct

Use the following procedure to remove and replace the developer suction duct.

- Remove one screw, and then pull the duct from the printer.

Figure 5-971 Remove one screw

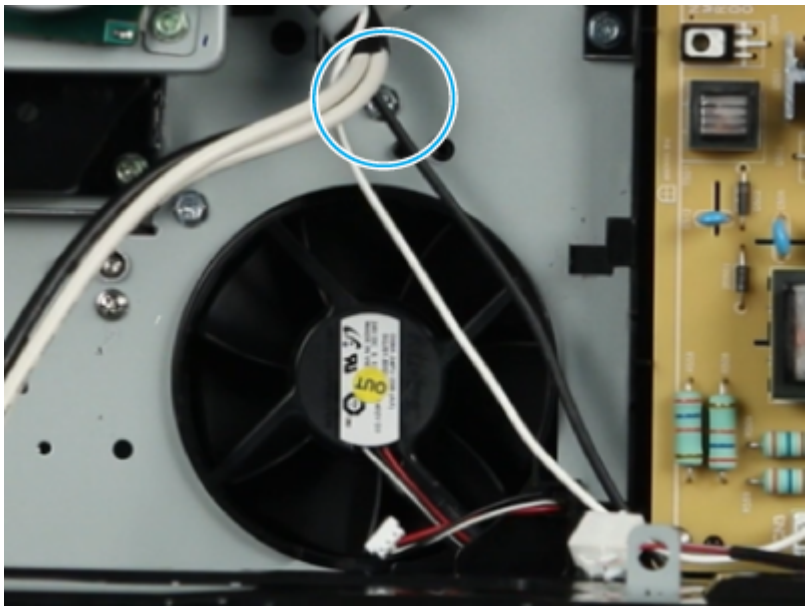


9. Remove the developer fan assembly

Use the following procedure to remove and replace the developer fan assembly.

1. Remove one screw.

Figure 5-972 Remove one screw



2. Disconnect one connector.

Figure 5-973 Disconnect one connector

3. Inside the right door area, use tweezers to release the tab.

Figure 5-974 Release the tab

NOTE: See the difference between the hooked tab and the released tab in the pictures below.

Figure 5-975 Hooked tab

Figure 5-976 Released tab

4. Inside the left cover, slide the developer fan assembly to the front of the printer, and then remove the assembly.

Figure 5-977 Remove developer fan assembly

10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developer suction duct

Learn about removing and replacing the developer suction duct.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-105 Part information

Part number	Part description
JC93-01007A	Developer suction duct

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

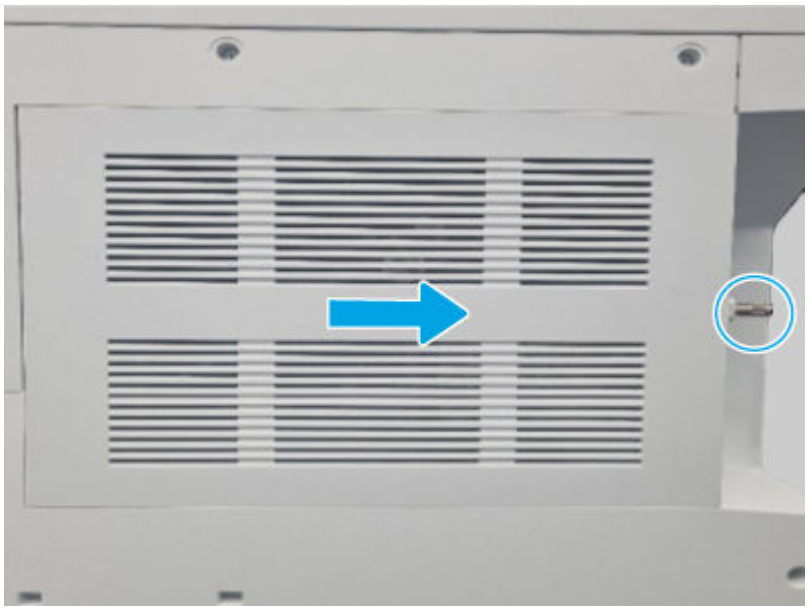
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-978 Remove the cover

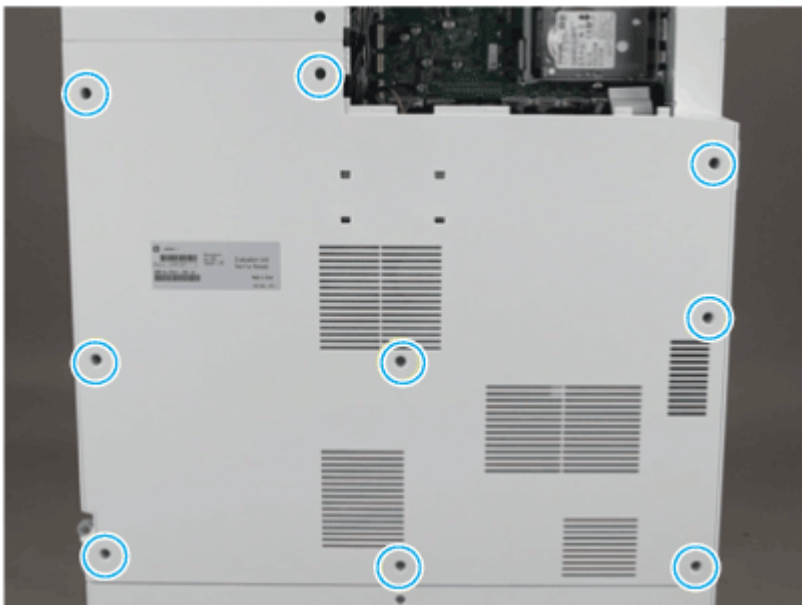


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-979 Remove the cover

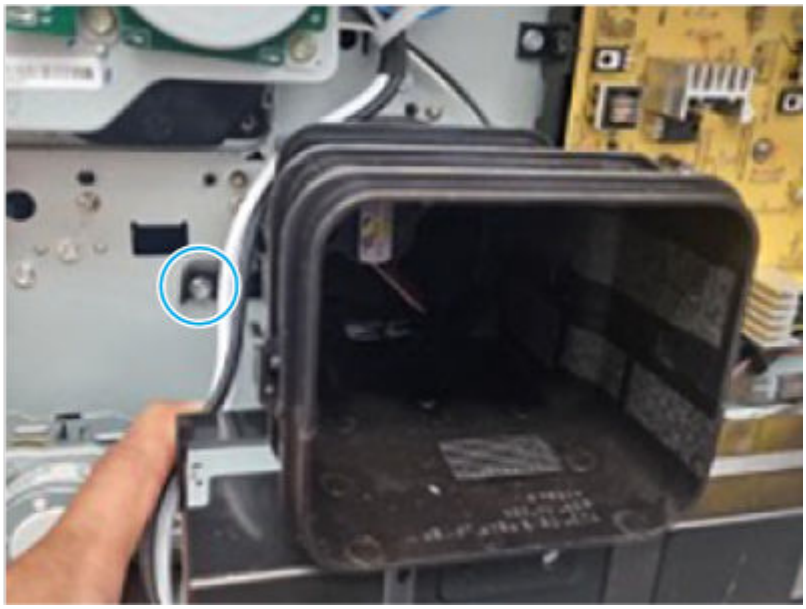


3. Remove the developer suction duct

Use the following procedure to remove and replace the developer suction duct.

- Remove one screw, and then pull the duct from the printer.

Figure 5-980 Remove one screw



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser ventilation duct

Learn about removing and replacing the fuser ventilation duct.

View a video of removing and replacing the fuser ventilation duct.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-106 Part information

Part number	Part description
JC93-01446A	Fuser ventilation duct

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

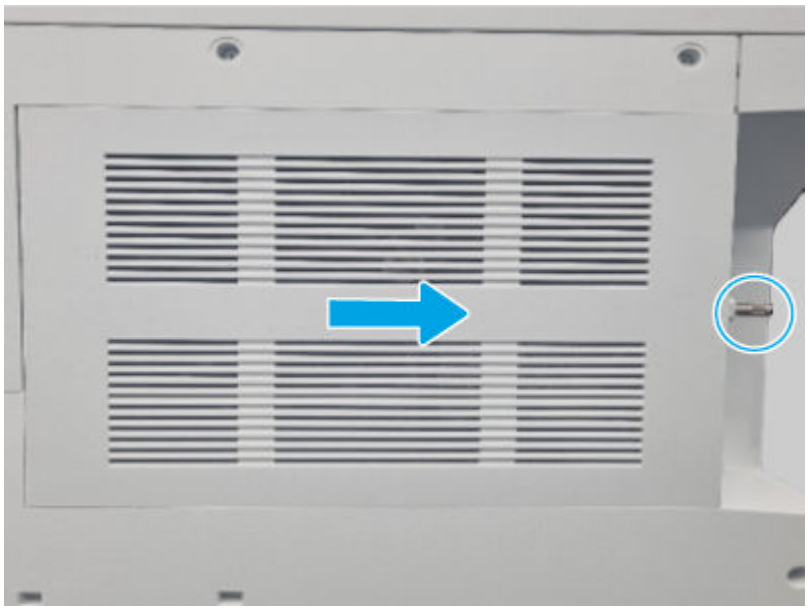
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-981 Remove the cover

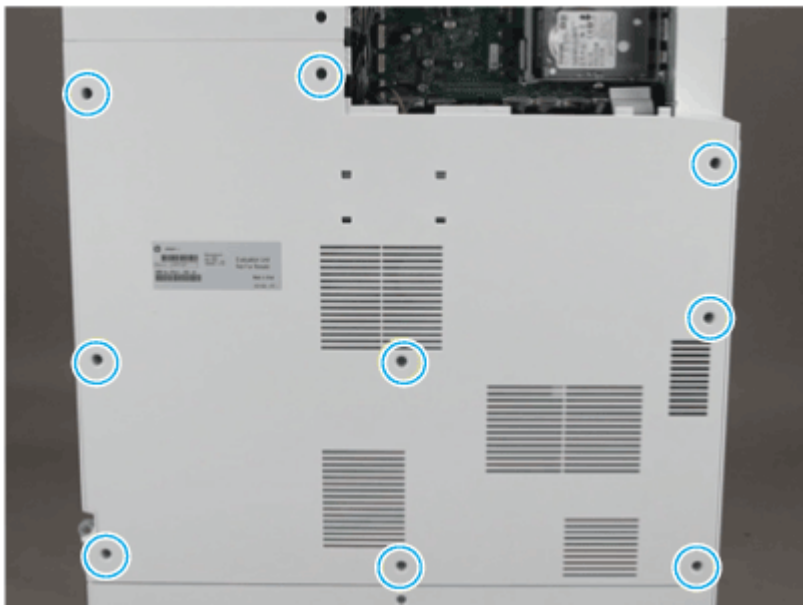


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-982 Remove the cover

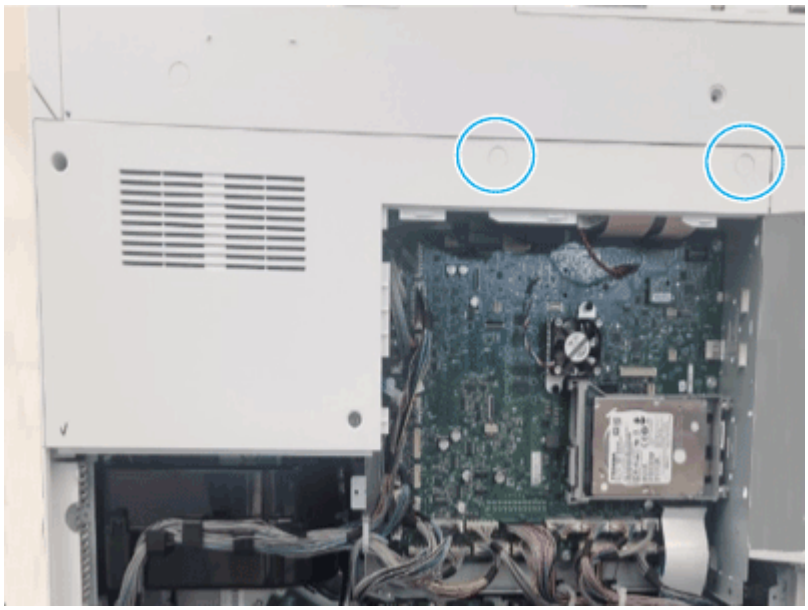


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

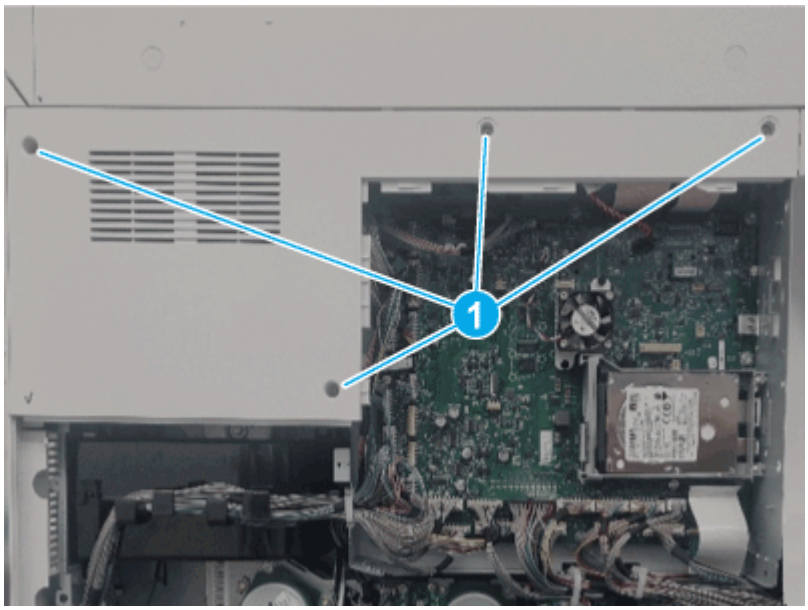
1. Use a pair of tweezers to remove the screw caps.

Figure 5-983 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-984 Remove the cover

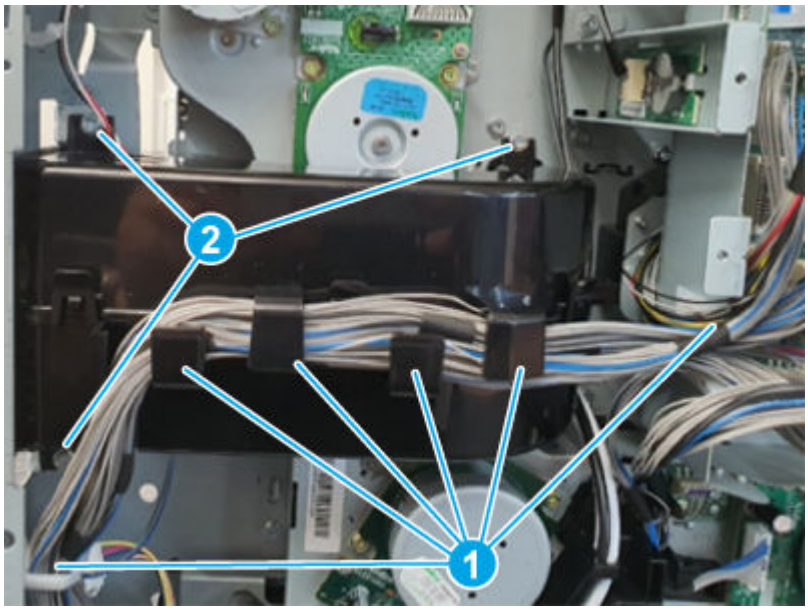


4. Remove the fuser ventilation duct

Use the following procedure to remove and replace the fuser ventilation duct.

- Release the wire harnesses from the retainers (callout 1), remove three screws (callout 2), and then remove the fuser ventilation duct..

Figure 5-985 Remove the duct



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: LSU fan

Learn about removing and replacing the laser scanner unit (LSU) fan.

View a video of removing and replacing the LSU fan.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-107 Part information

Part number	Part description
5QK09-64013	LSU fan

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

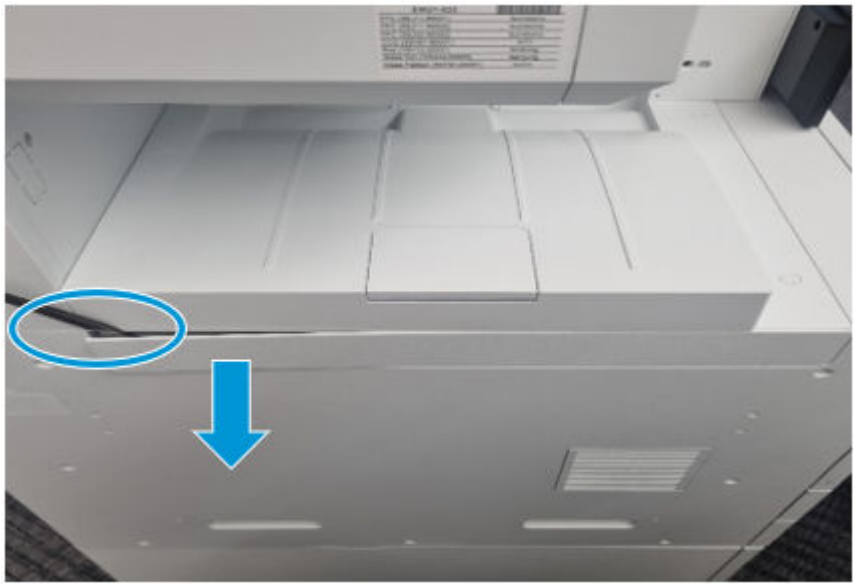
1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-986 Remove the cover



2. Remove the left cover

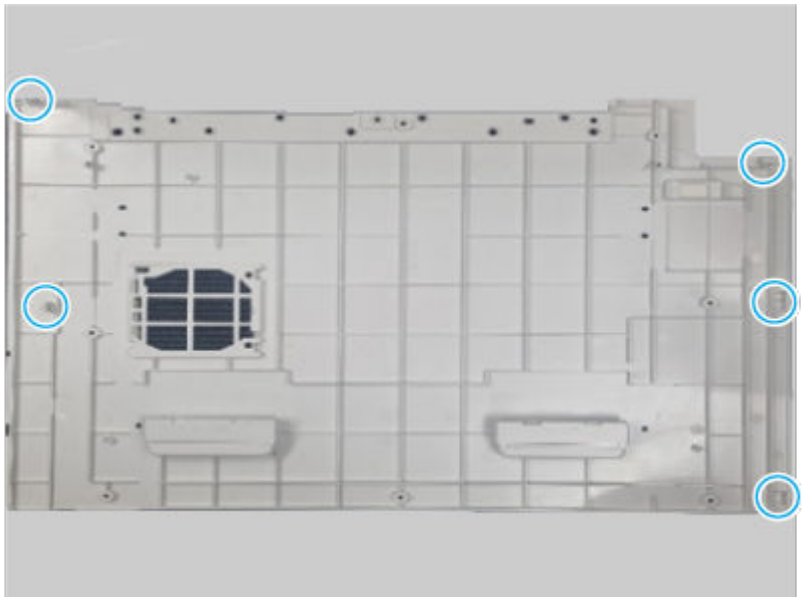
Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-987 Remove eight screws

3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-988 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

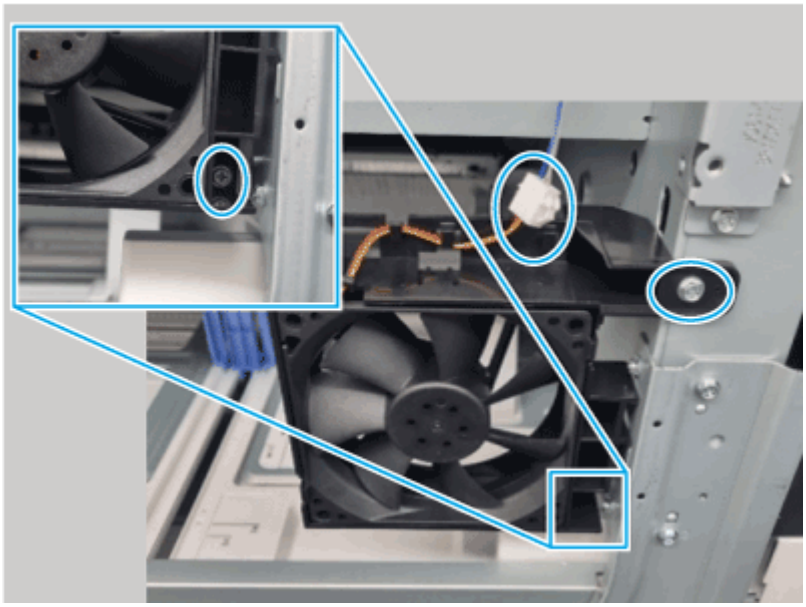
Figure 5-989 Remove the cover

3. Remove the LSU fan

Use the following procedure to remove and replace the LSU fan.

- Disconnect one connector, remove two screws, and then remove the LSU fan.

Figure 5-990 Remove the fan



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front door switch assembly

Learn about removing and replacing the front door switch.

View a video of removing and replacing the front door switch.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

NOTE: This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-108 Part information

Part number	Part description
JC93-00466A	Front door open switch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridge (control panel method)

Use the following procedure to remove and replace the toner cartridge.

- At the printer control panel, do the following:
  - a. Select the Supplies menu.
  - b. Open the front door.
  - c. Select the Eject button (located at the bottom right corner of the control panel).

2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-991 Remove two screws

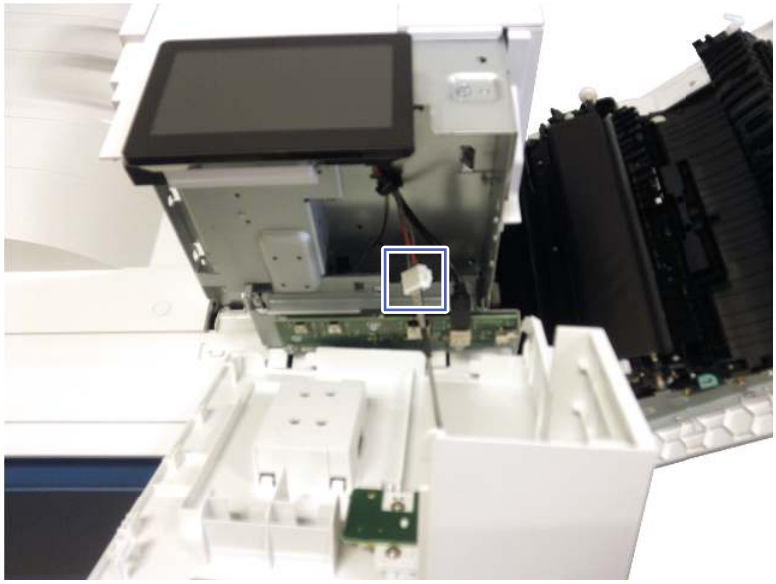
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-992 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-993 Remove the cover assembly



3. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

1. Remove two screw caps and two screws.

Figure 5-994 Remove screw caps and screws

2. Lift up the left edge of the cover (callout 1) and slide it away from the printer to remove it (callout 2).

CAUTION: Be careful not to damage the paper exit fingers when removing the cover.

Figure 5-995 Lift up and slide the cover to remove it

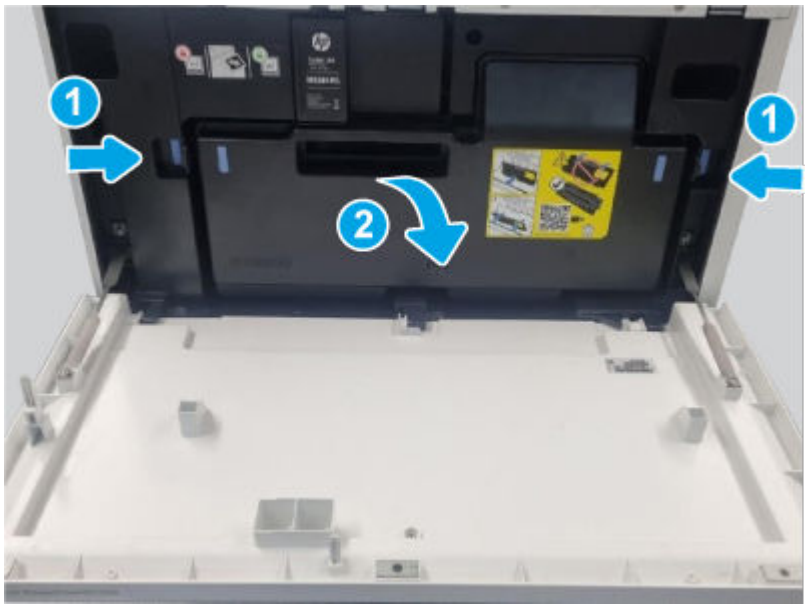
Reinstallation tip: When installing the cover, ensure that the rubber paper exit fingers (below the paper exit area) are visible.

4. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the front door assembly. Push on each tab on the sides of the toner collection unit to release it, and then pull it straight out of the printer.

Figure 5-996 Remove the TCU

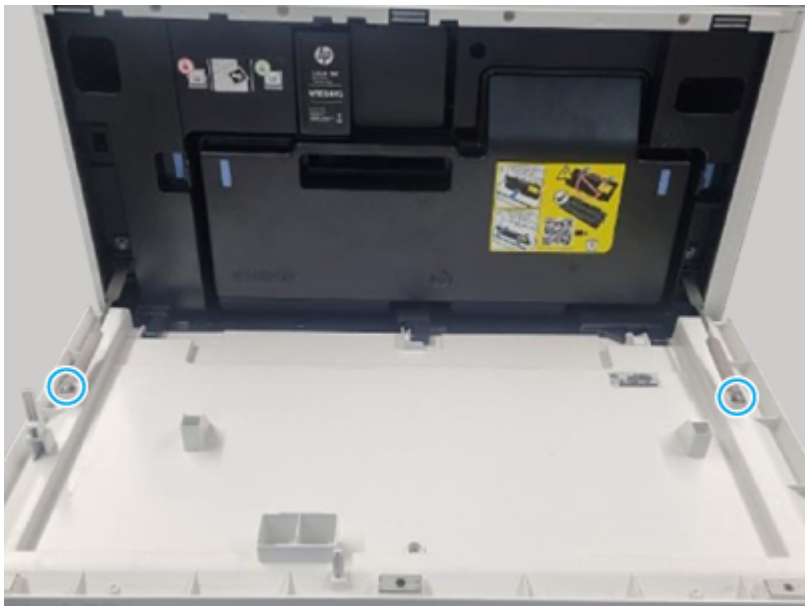


5. Remove the front cover

Use the following procedure to remove and replace the front cover.

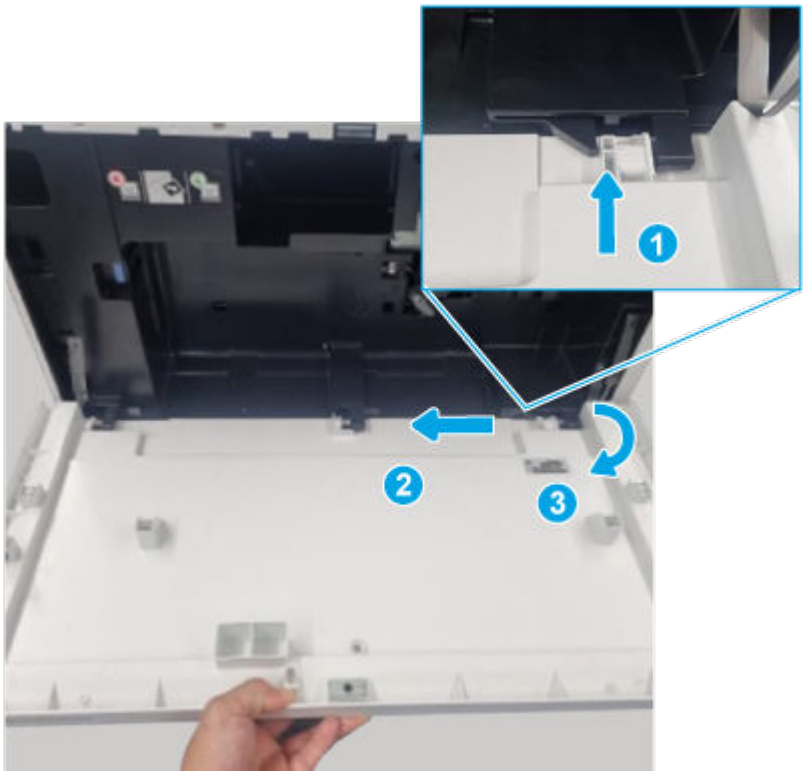
1. Remove two screws.

Figure 5-997 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-998 Remove the cover

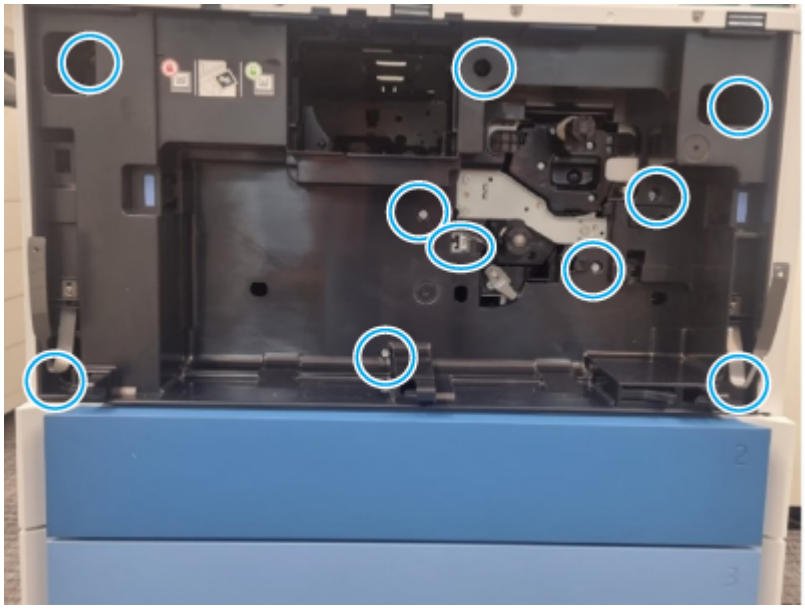


6. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

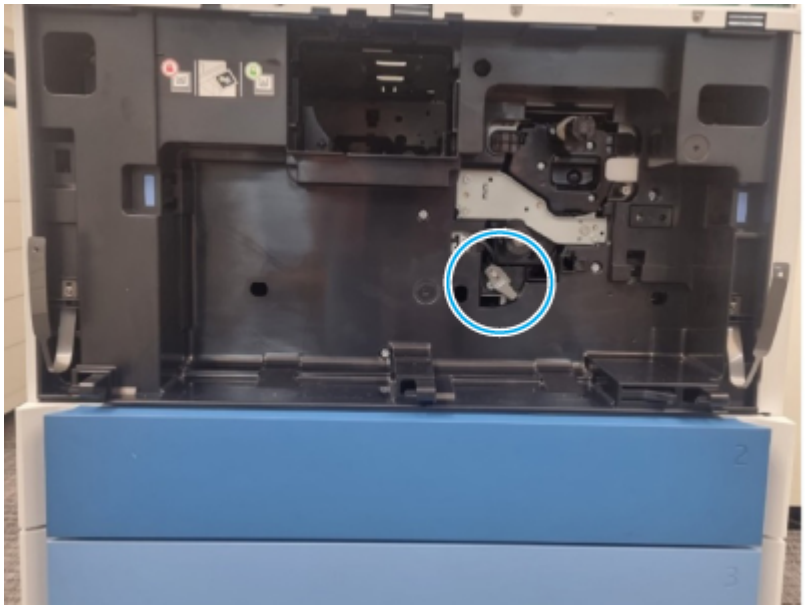
1. Remove nine screws and disconnect the connector.

Figure 5-999 Remove screws and disconnect connector



2. Remove the cover carefully, making sure not to damage the drum engage lever as you remove the cover.

Figure 5-1000 Avoid damaging the drum engage lever

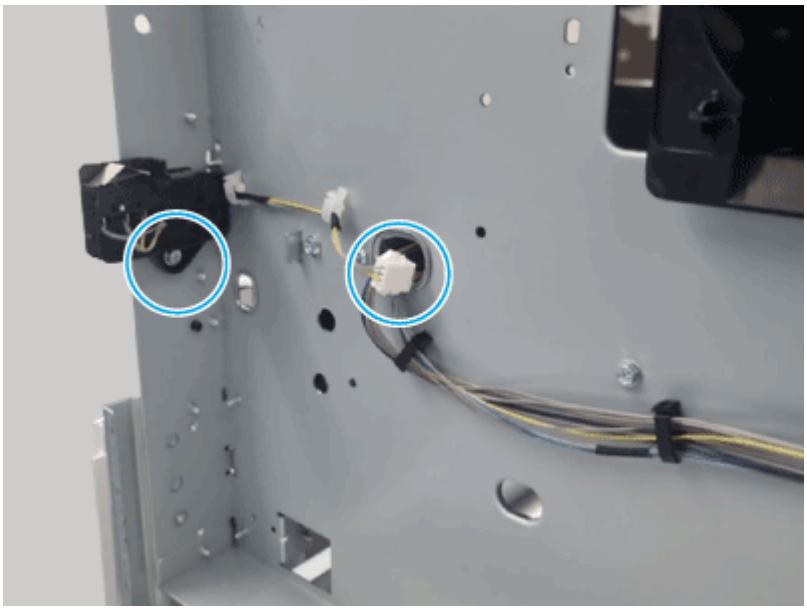


7. Remove the front door switch assembly

Use the following procedure to remove and replace the front door switch assembly.

- Disconnect one connector, remove one screw, and then remove the front door switch.

Figure 5-1001 Remove the switch



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right door switch assembly

Learn about removing and replacing the right door switch.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-109 **Part information**

Part number	Part description
JC93-01467A	Switch (right door switch)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

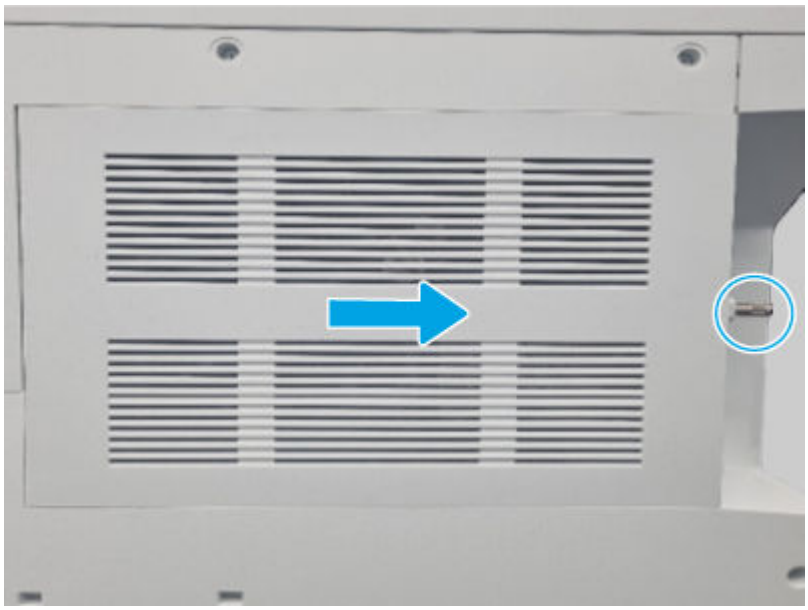
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1002 **Remove the cover**

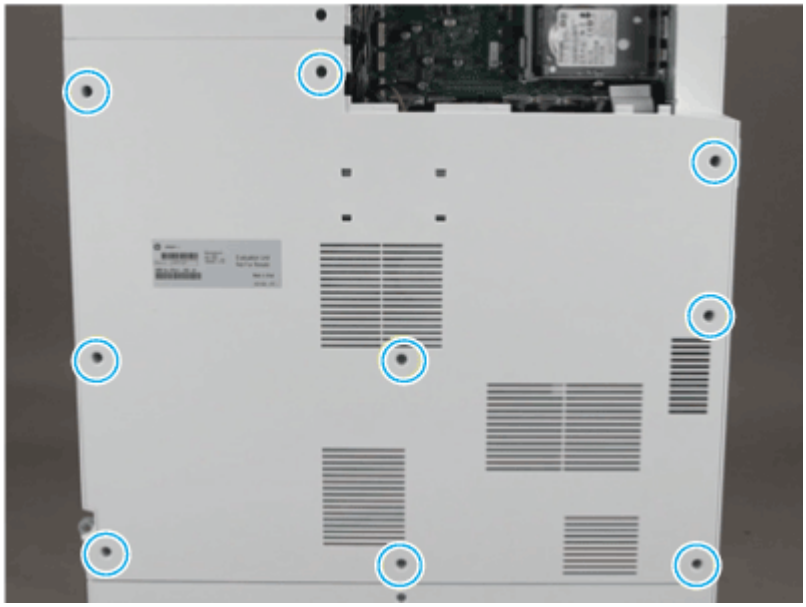


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1003 Remove the cover

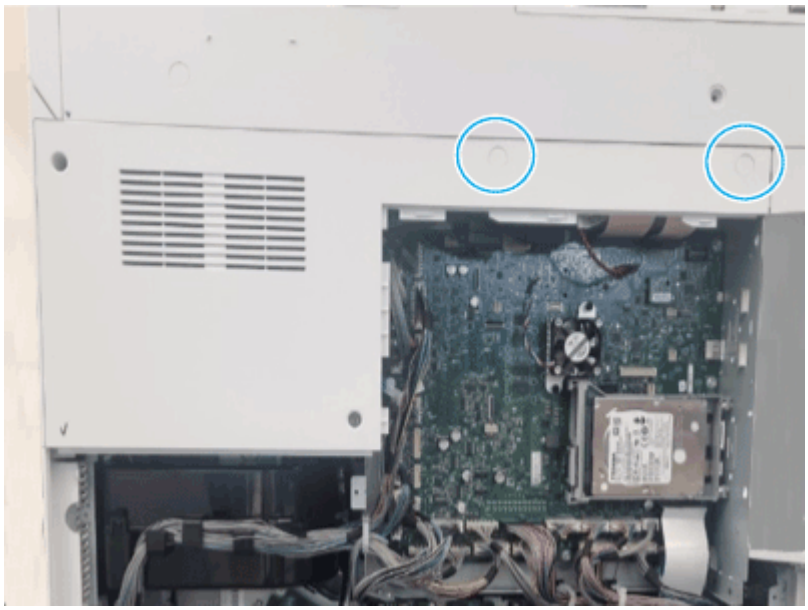


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

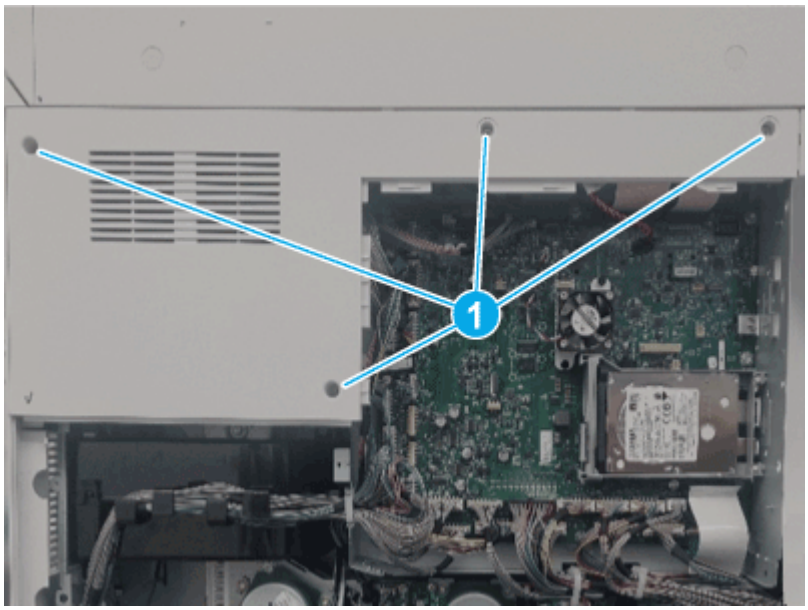
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1004 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1005 Remove the cover



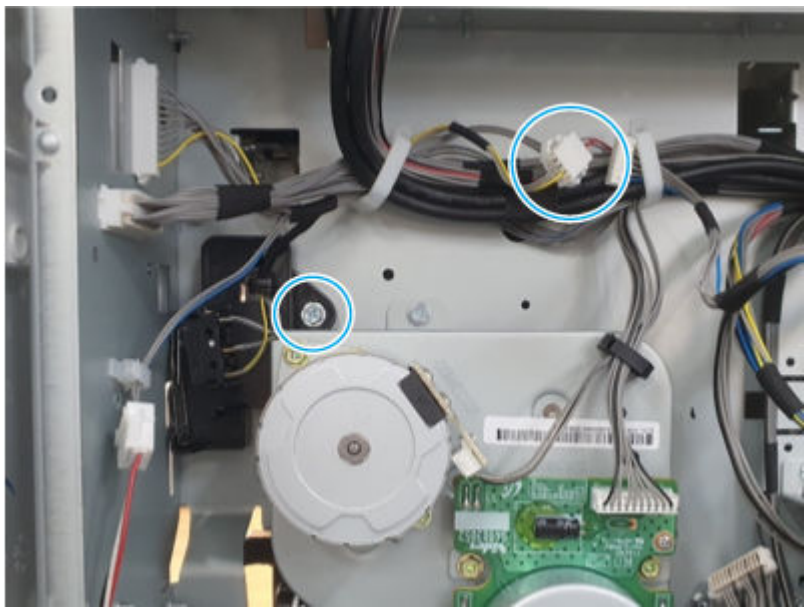
4. Remove the right door switch

Use the following procedure to remove and replace the right door switch.

- Open the right door, disconnect one connector, remove one screw, and then remove the right door switch.

NOTE: Release the wire harness from the retainer.

Figure 5-1006 Remove the switch



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Control panel

Learn about control panel parts removal and replacement.

Base control panel

Review the base control panel removal procedures.

Removal and replacement: Control panel

Learn about removing and replacing the control panel.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-110 Part information

Part number	Part description
9S187-60101	Control-panel assembly 10.9 cm (4.3 in)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the middle upper cover

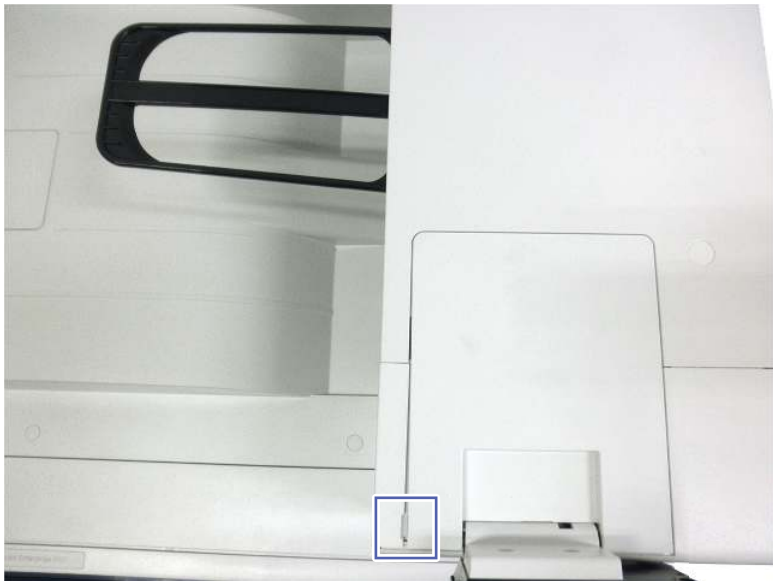
Use the following procedure to remove and replace the middle upper cover.

1. Rotate the control panel into the upright position.

Figure 5-1007 Raise the control panel

2. Using a pair of tweezers, carefully pry up the cover starting from the indentation on the left side, then work your way around to the right side to remove it

Figure 5-1008 Remove the cover



Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Remove the control panel

Use the following procedure to remove and replace the control panel assembly.

CAUTION: ESD sensitive. Ground yourself by touching the frame of the printer first.

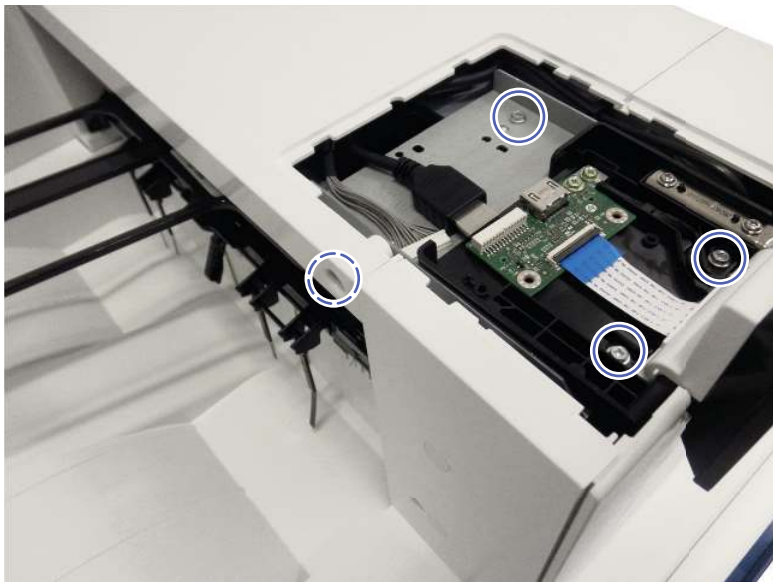
1. Disconnect two connectors.

To avoid damaging the PCA, press it down to keep it in place while disconnecting the connectors.

Figure 5-1009 Disconnect two connectors

2. Remove four screws (three screws on top and one screw of the left side, as shown in the image below), and then remove the control panel assembly.

Figure 5-1010 Remove four screws



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCAs

Learn about printed circuit assembly (PCA) parts removal and replacement.

Main PCA

Learn about main printed circuit assembly (PCA) parts removal and replacement.

Removal and replacement: Formatter

Learn about removing and replacing the formatter.

View a video of removing and replacing the formatter.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-111 Part information

Part number	Part description
6CF14-67002	Formatter (main PCA) (Formatter)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

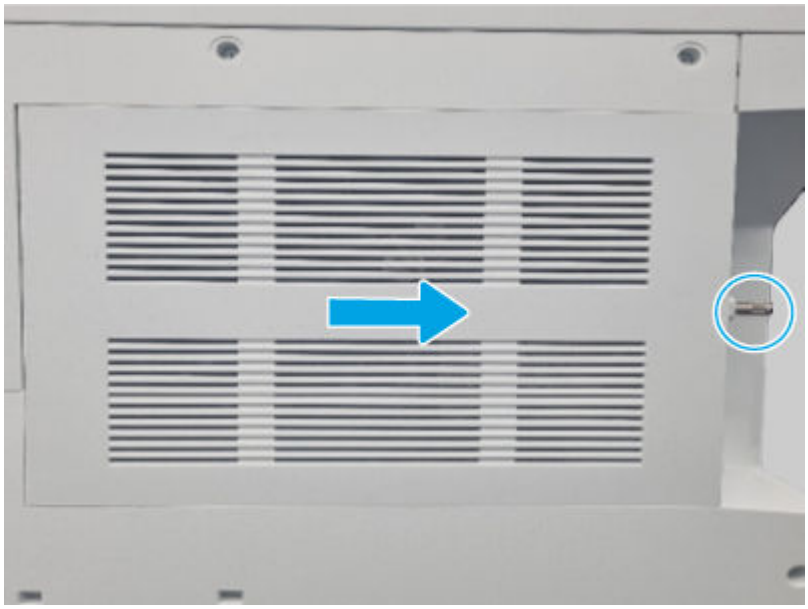
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1011 Remove the cover

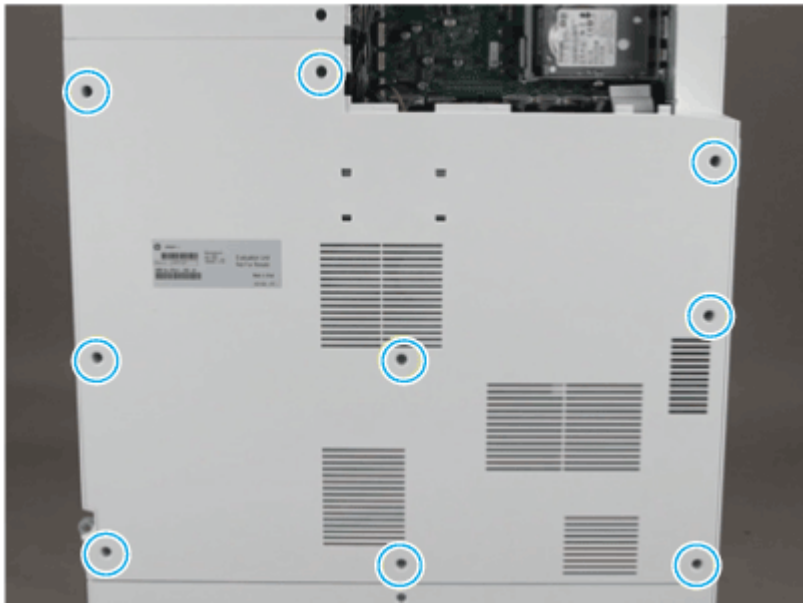


Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1012 Remove the cover

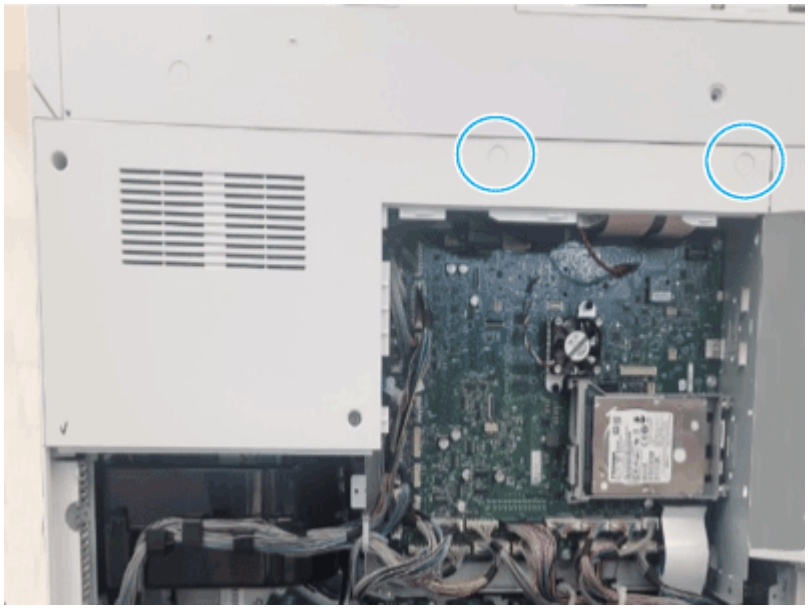


Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

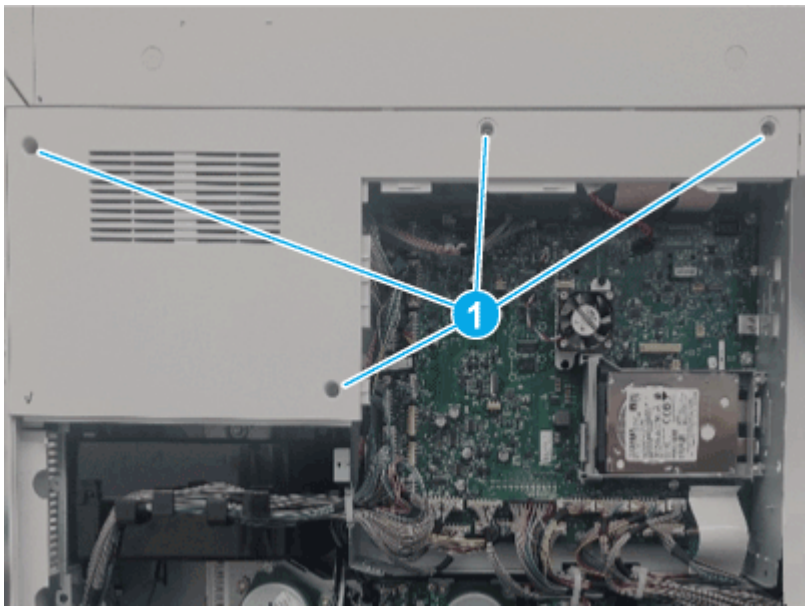
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1013 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1014 Remove the cover



Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

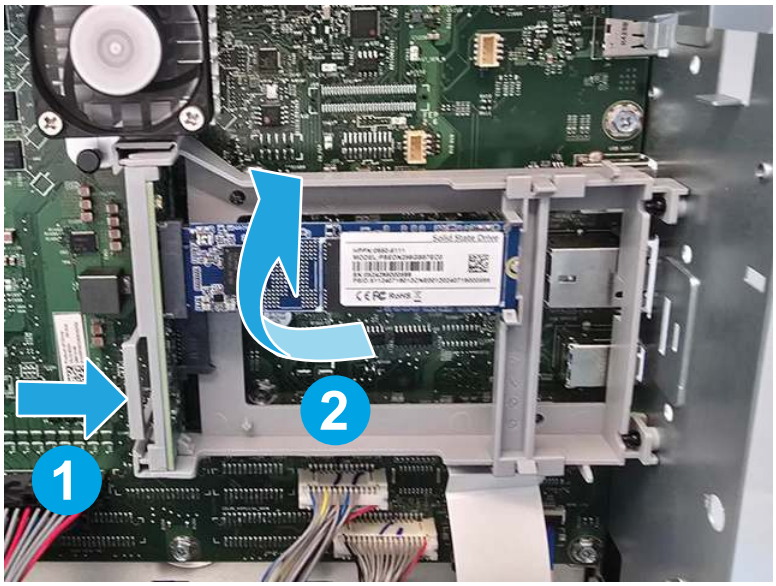
Figure 5-1015 Remove the rivets

Remove the SSD

Use the following procedure to remove and replace the SSD.

- Push in and lift up on the lever (callout 1) to release the SSD, and then remove it and the cradle together (callout 2).

Figure 5-1016 Remove the SSD

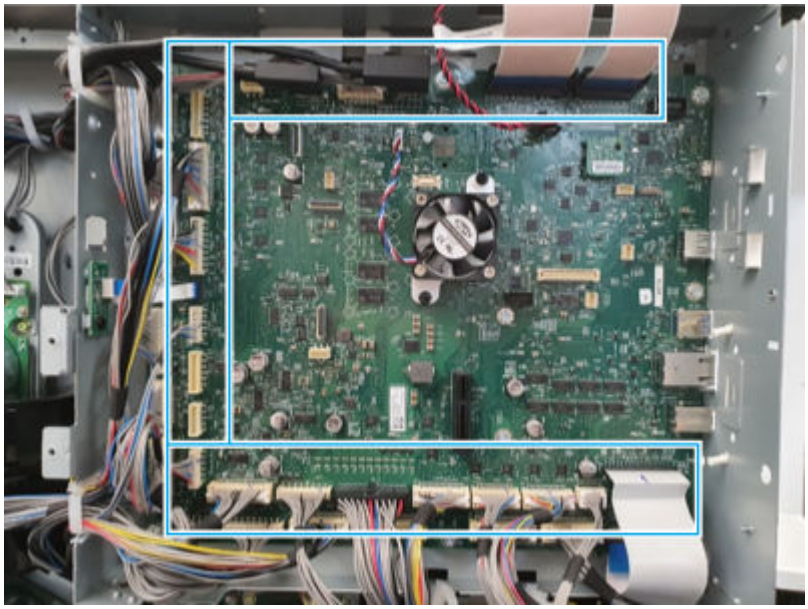


Remove the formatter

Use the following procedure to remove and replace the formatter.

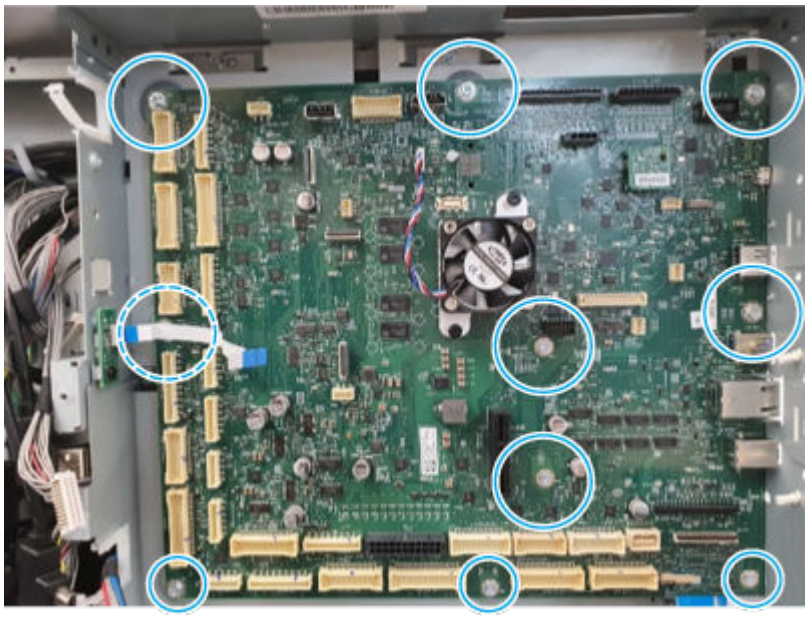
1. Disconnect all of the connectors on the formatter.

Figure 5-1017 Disconnect all connectors



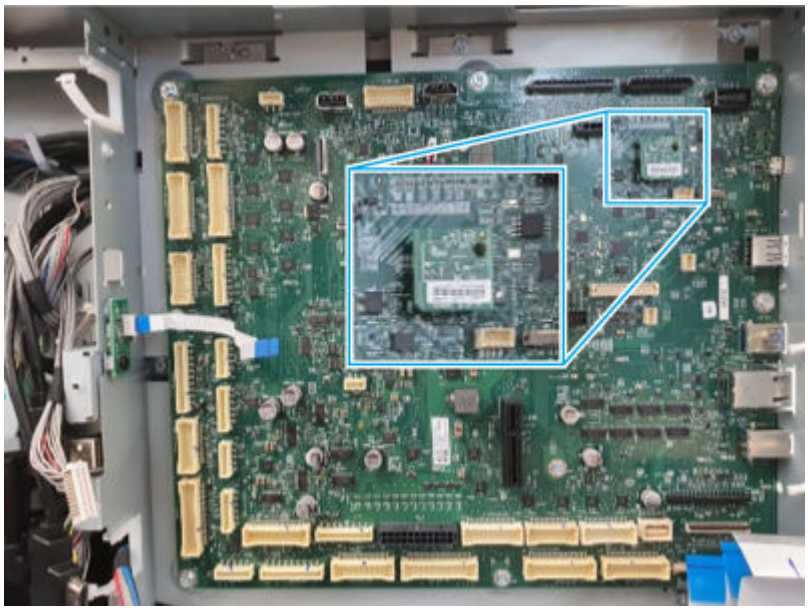
2. Remove ten screws, and then remove the formatter.

Figure 5-1018 Remove ten screws



3. **For replacement formatter installations**: The trusted platform module (TPM) is not a replaceable service part. Remove the TPM from the discarded formatter, and then install it on the replacement formatter.

Figure 5-1019 Formatter TPM



4. Install the replacement formatter by tilting the board and lining it up with the four tabs shown.

Figure 5-1020 Four tabs on the printer housing

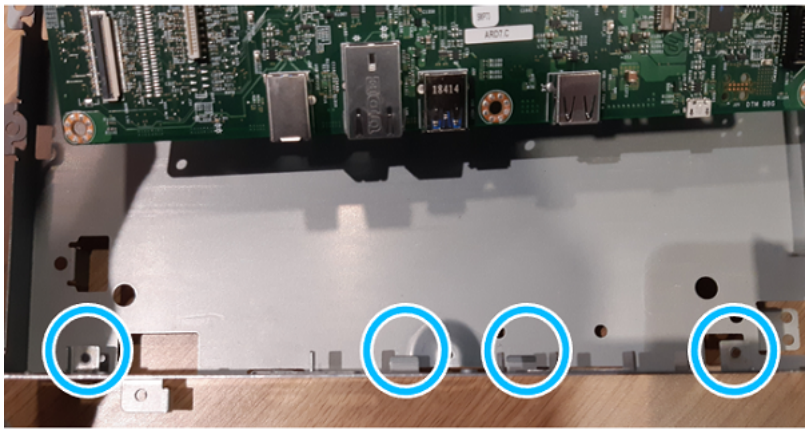
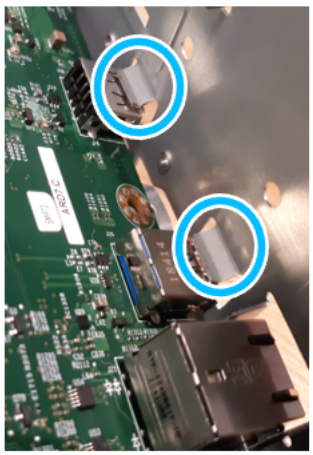
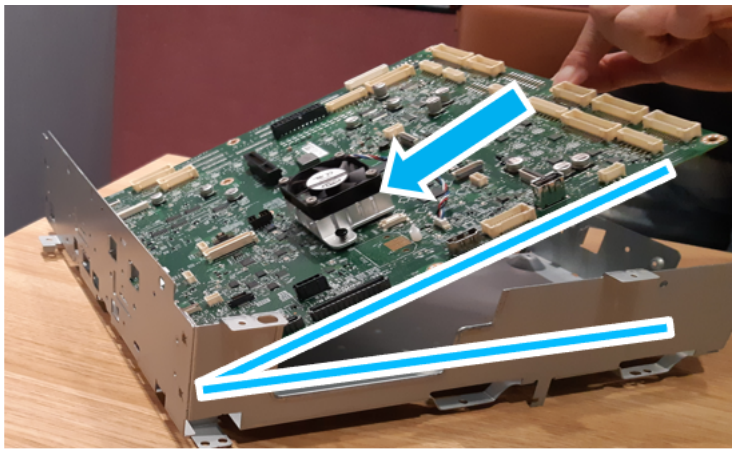


Figure 5-1021 Tilting the formatter board and lining up the tabs





Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Riser card and cradle

Learn about removing and replacing the riser card and cradle.

View a video of removing and replacing the riser card and cradle.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-112 Part information

Part number	Part description
3SJ01-60002	Riser card-EPS2.0 Riser for SSD
5851-8707	Cradle-Riser card

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

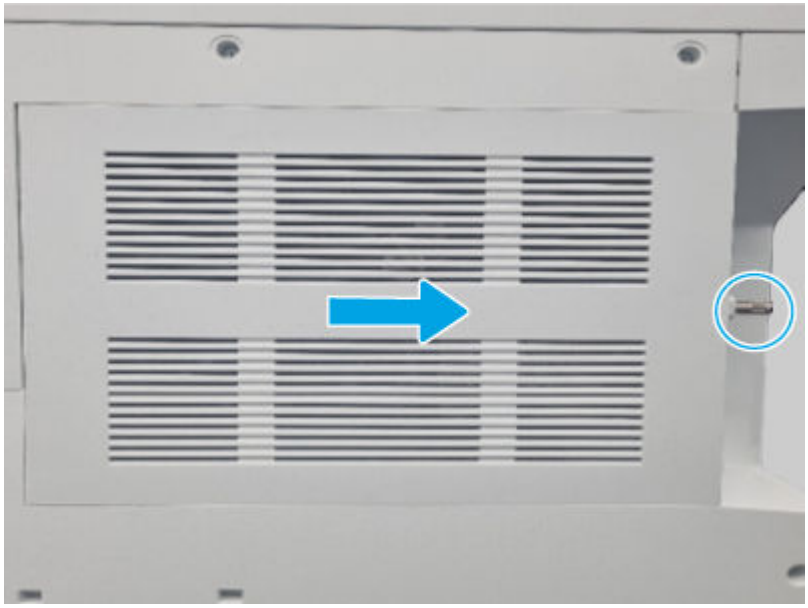
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1022 Remove the cover



Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

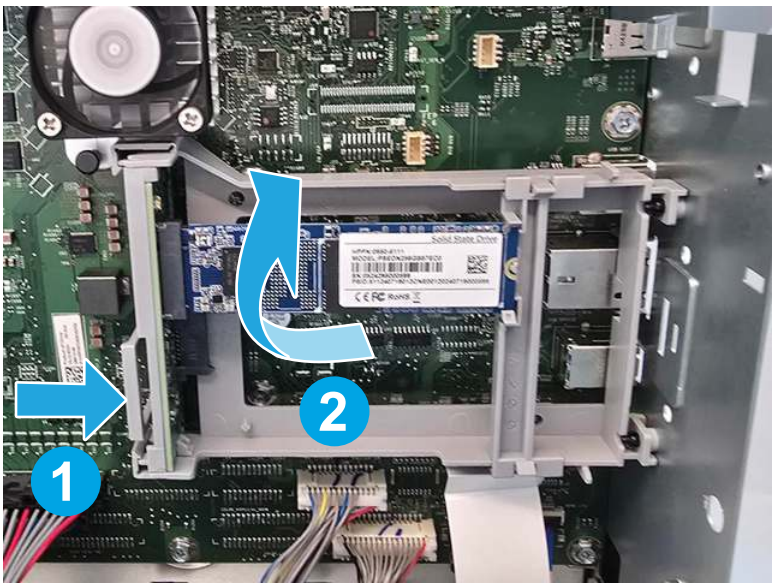
Figure 5-1023 Remove the rivets

Remove the SSD

Use the following procedure to remove and replace the SSD.

- Push in and lift up on the lever (callout 1) to release the SSD, and then remove it and the cradle together (callout 2).

Figure 5-1024 Remove the SSD

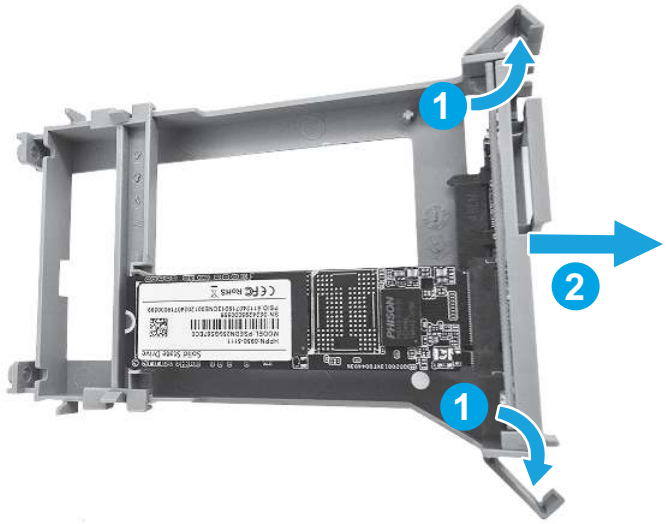


Remove the riser card and cradle

Use the following procedure to remove and replace the riser card and cradle.

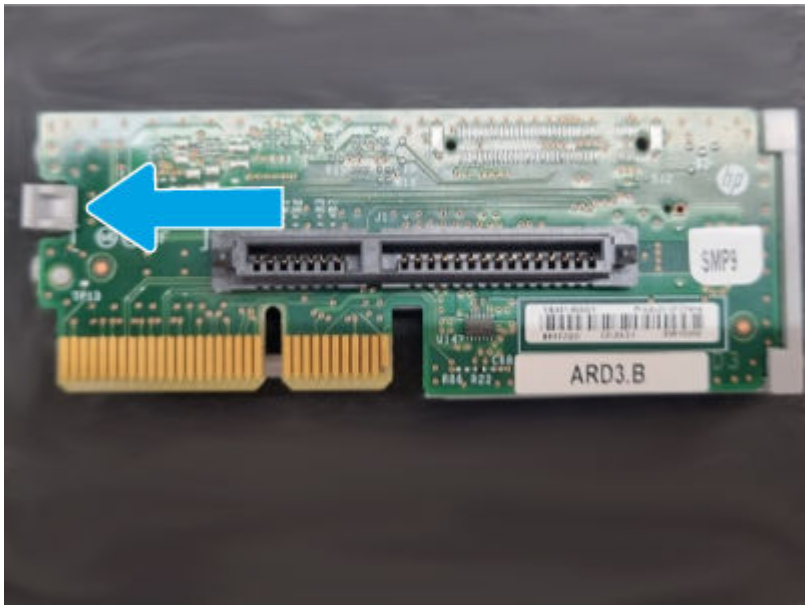
1. Release the clips on both ends of the cradle (callout 1), and then remove the riser card (callout 2).

Figure 5-1025 Remove the riser card



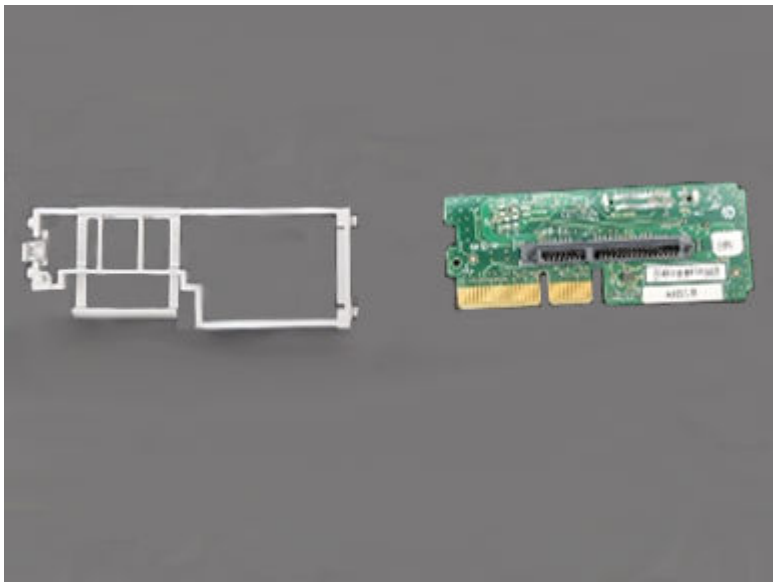
2. Release the hook.

Figure 5-1026 Release the hook



3. Separate the riser card from the cradle.

Figure 5-1027 Remove the riser card and cradle



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rivet-SSD

Learn about removing and replacing the solid state drive rivet.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-113 Part information

Part number	Part description
6ER04-40035	Rivet-SSD

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

Figure 5-1028 Remove the rivets

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Cradle-SSD

Learn about removing and replacing the solid state drive cradle.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-114 Part information

Part number	Part description
5851-8707	Cradle-SSD

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

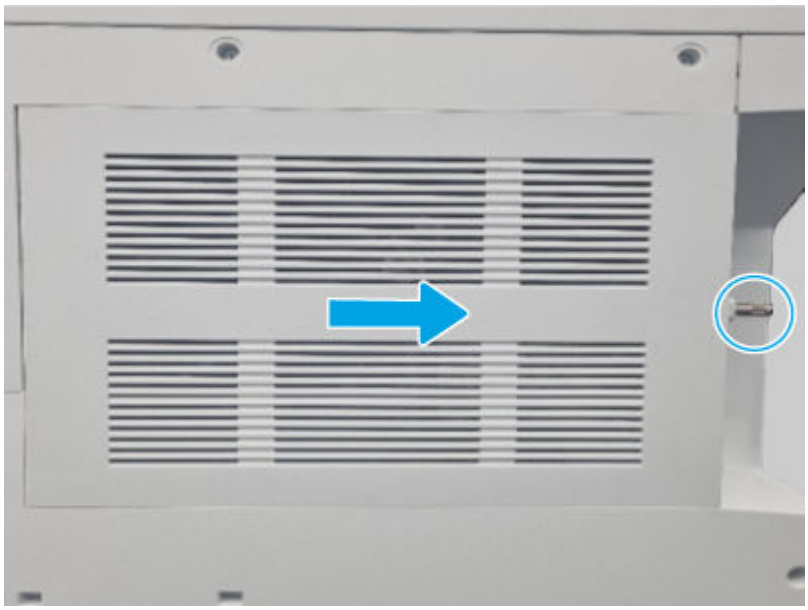
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1029 Remove the cover



2. Remove the rear upper cover

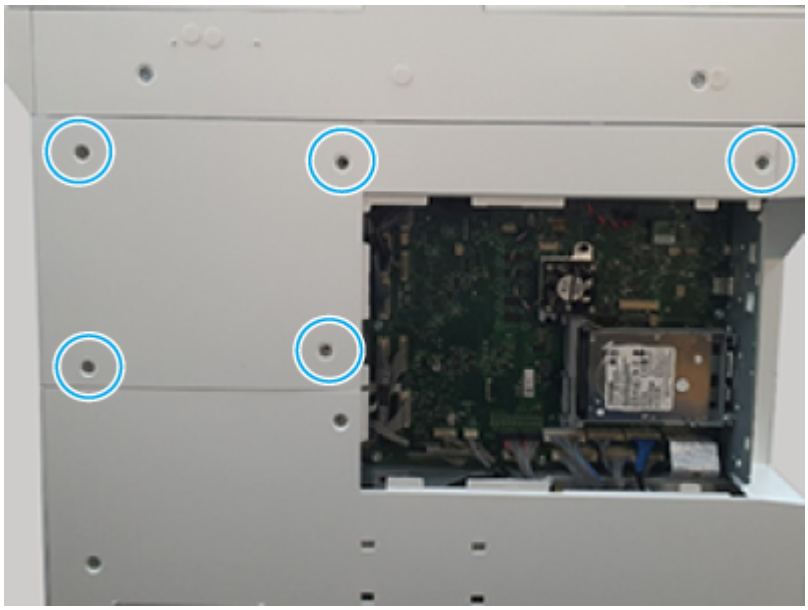
Use the following procedure to remove and replace the rear upper cover.

1. Use a pair of tweezers to remove the screw caps.

Figure 5-1030 Remove the screw caps

2. Remove five screws, and then remove the cover.

Figure 5-1031 Remove the cover



3. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove six screws, and then remove the cover.

Figure 5-1032 Remove the cover

4. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

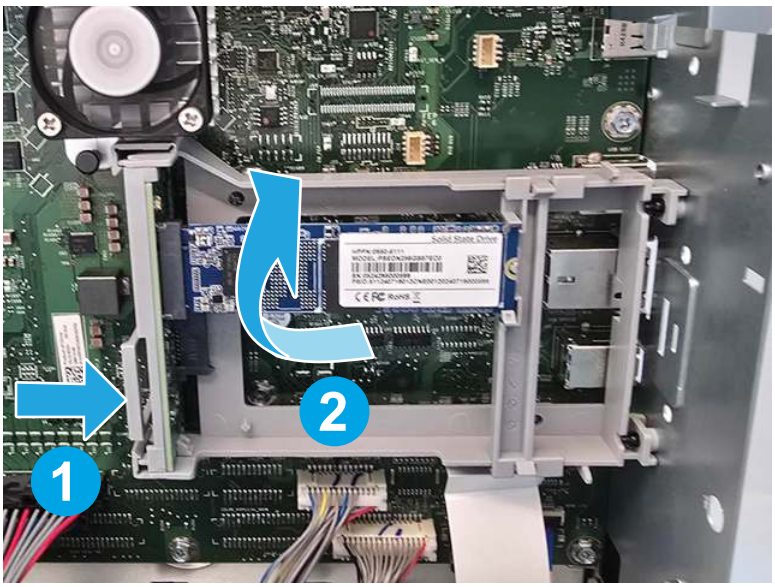
Figure 5-1033 Remove the rivets

5. Remove the SSD

Use the following procedure to remove and replace the SSD.

- Push in and lift up on the lever (callout 1) to release the SSD, and then remove it and the cradle together (callout 2).

Figure 5-1034 Remove the SSD

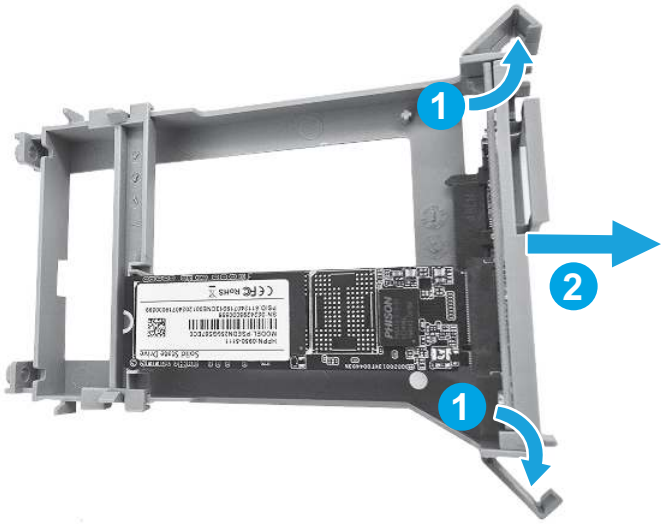


6. Remove the SSD from the cradle

Use the following procedure to remove the SSD from the cradle.

1. Release the clips on both ends of the cradle (callout 1), and then remove the riser card and SSD from the cradle. (callout 2).

Figure 5-1035 Remove the riser card



2. Separate the SSD from the cradle.

Figure 5-1036 Separate the SSD from the cradle

3. Separate the SSD from the riser card.

Figure 5-1037 Separate the SSD from the riser card

7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: SSD 256GB

Learn about removing and replacing the SSD.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-115 Part information

Part number	Part description
0950-5111	SSD 256GB M.2 PCIE NVME 2280 3D-NAND

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

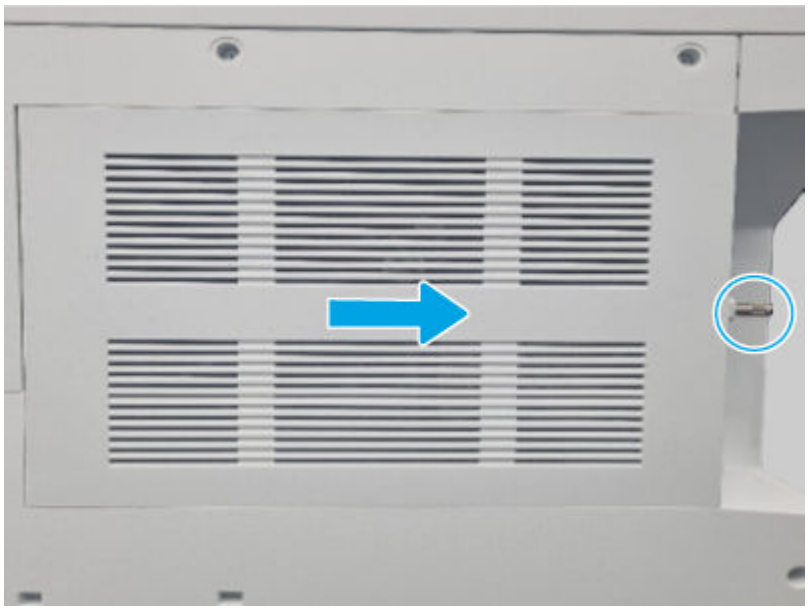
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1038 Remove the cover



2. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

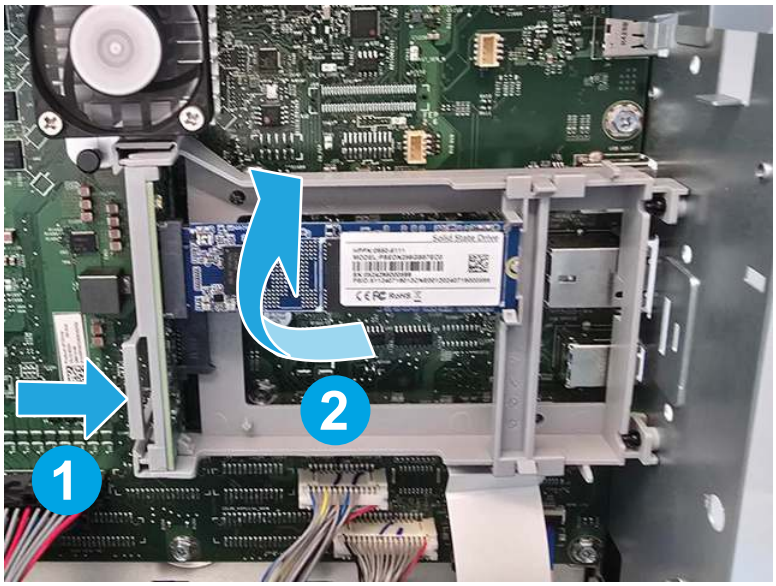
Figure 5-1039 Remove the rivets

3. Remove the SSD

Use the following procedure to remove and replace the SSD.

- Push in and lift up on the lever (callout 1) to release the SSD, and then remove it and the cradle together (callout 2).

Figure 5-1040 Remove the SSD

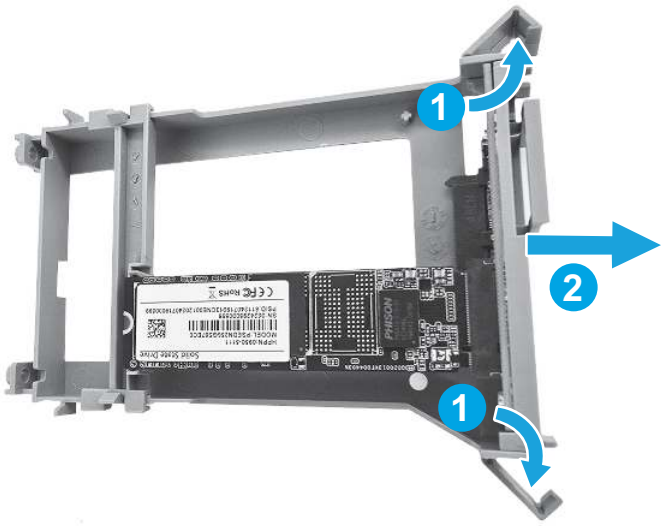


4. Remove the SSD from the cradle

Use the following procedure to remove the SSD from the cradle.

1. Release the clips on both ends of the cradle (callout 1), and then remove the riser card and SSD from the cradle. (callout 2).

Figure 5-1041 Remove the riser card



2. Separate the SSD from the cradle.

Figure 5-1042 Separate the SSD from the cradle

3. Separate the SSD from the riser card.

Figure 5-1043 Separate the SSD from the riser card

5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Sub PCAs

Learn about sub printed circuit assembly (PCA) parts removal and replacement.

Removal and replacement: Accelerator card (optional)

Learn about removing and replacing the accelerator card.

View a video of removing and replacing the accelerator card.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-116 **Part information**

Part number	Part description
6HN30-67001	Accelerator card

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

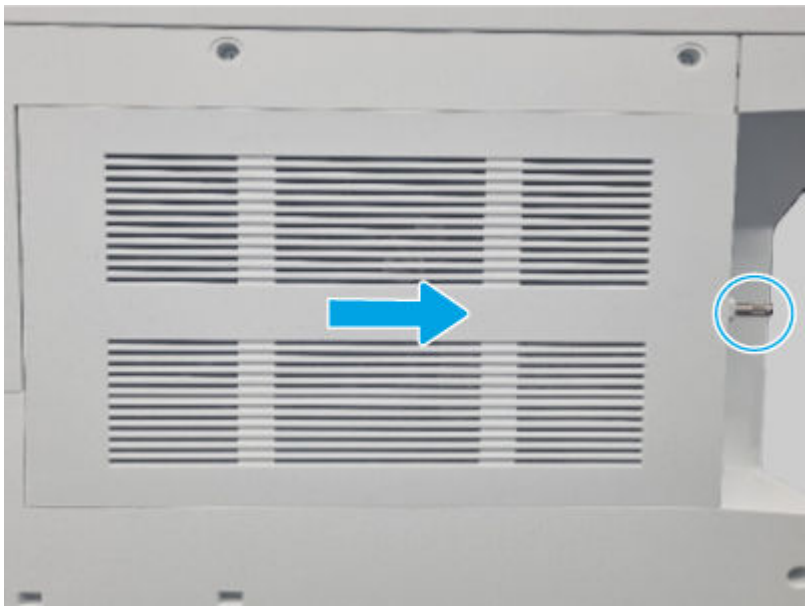
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1044 **Remove the cover**



2. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

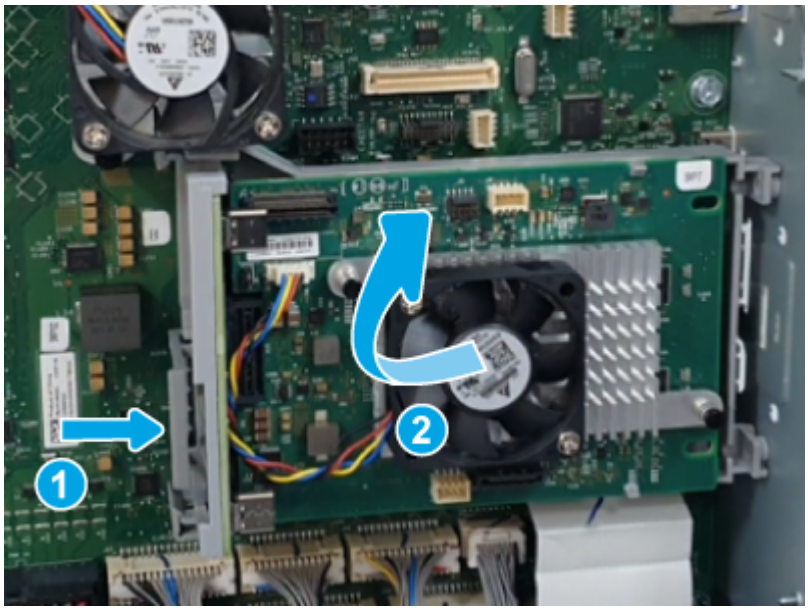
Figure 5-1045 Remove the rivets

3. Remove the SSD and accelerator card assembly

Use the following procedure to remove and replace the SSD and accelerator card assembly.

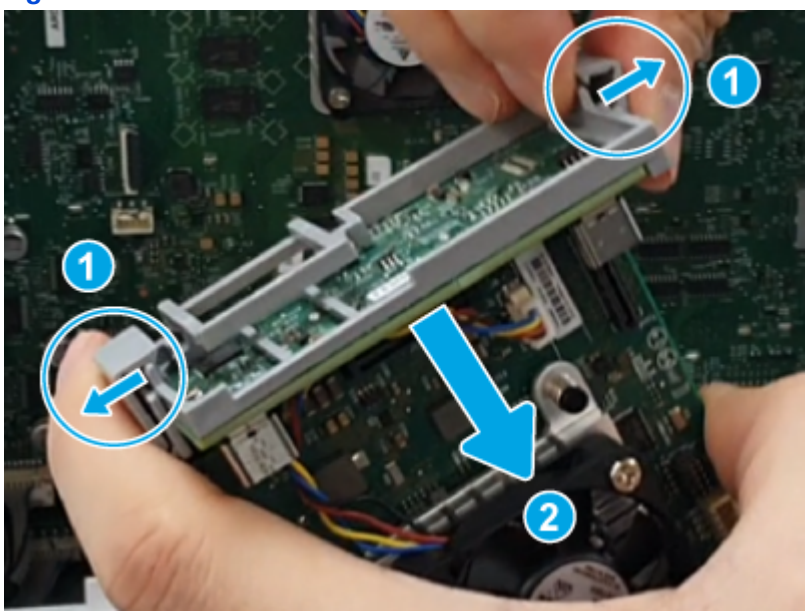
1. Push in and lift up on the lever (callout 1) to release the assembly, and then remove the SSD and accelerator card together (callout 2).

Figure 5-1046 Remove the SSD and accelerator card assembly



2. Release two clips (callout 1), and then separate the accelerator card form the riser card to remove it (callout 2).

Figure 5-1047 Remove the accelerator card



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: USB hub PCA

Learn about removing and replacing the USB hub PCA.

View a video of removing and replacing the USB hub PCA.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-117 Part information

Part number	Part description
5QK20-67001	USB Hub PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

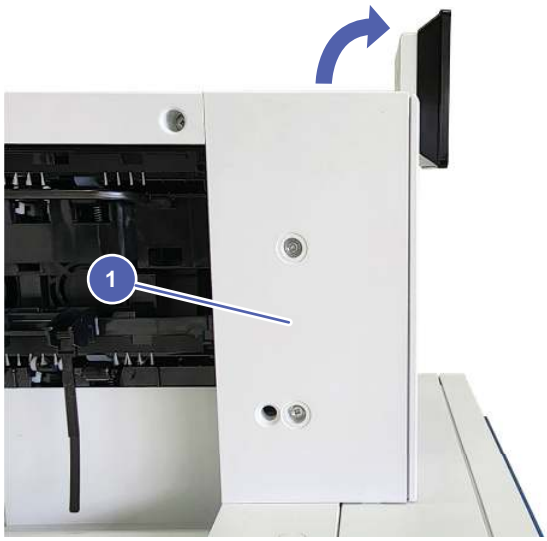
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-1048 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1049 Remove the cover



2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-1050 Remove two screws

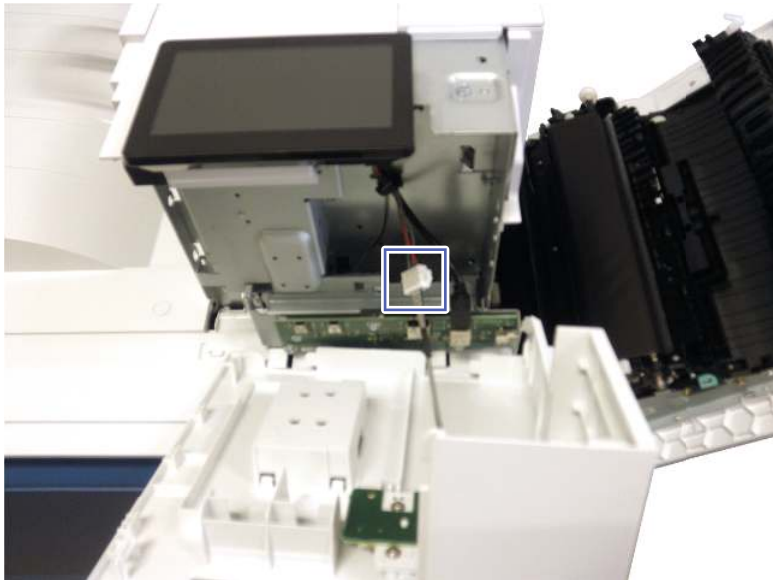
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1051 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1052 Remove the cover assembly

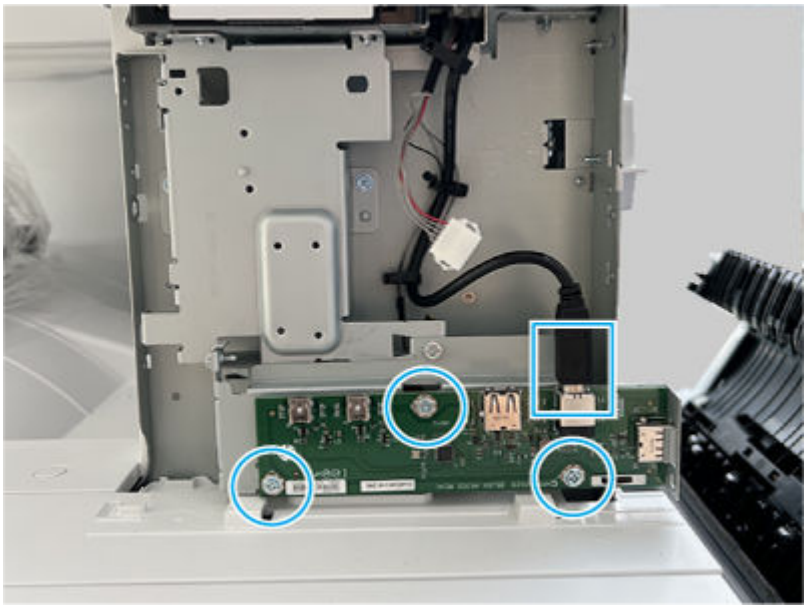


3. Remove the USB hub PCA

Use the following procedure to remove and replace the USB hub PCA.

- Disconnect one connector, remove three screws, and then remove the USB hub PCA.

Figure 5-1053 Remove the PCA



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Island of data (IOD)

Learn about removing and replacing the IOD.

View a video of removing and replacing the IOD.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-118 Part information

Part number	Part description
3SJ06-60001	Island of Data

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

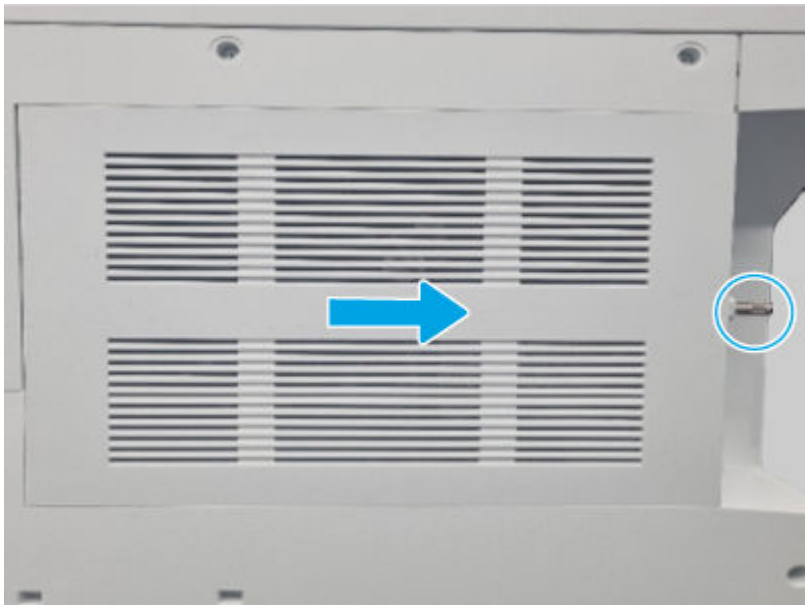
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1054 Remove the cover

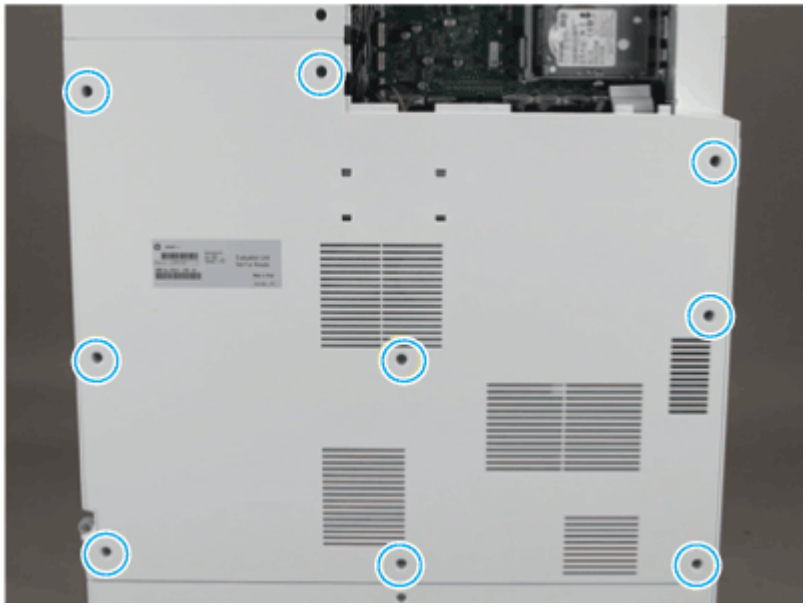


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1055 Remove the cover

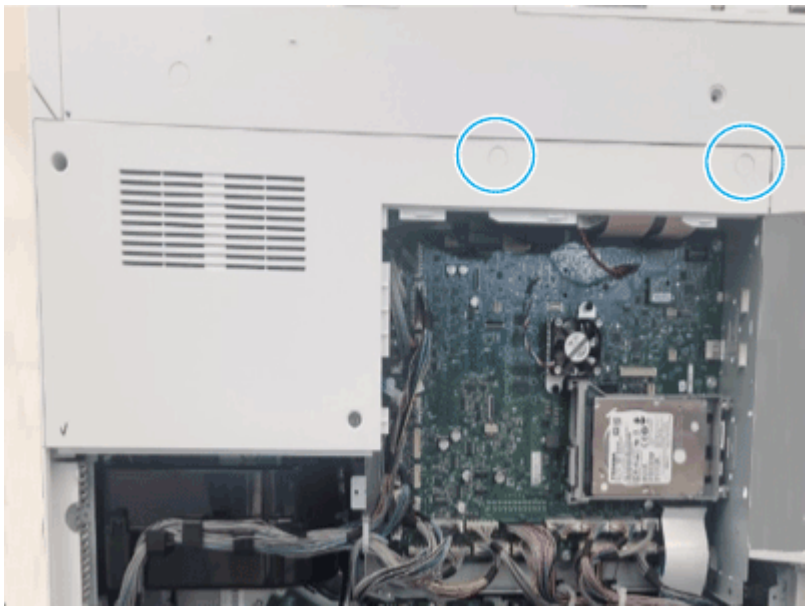


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

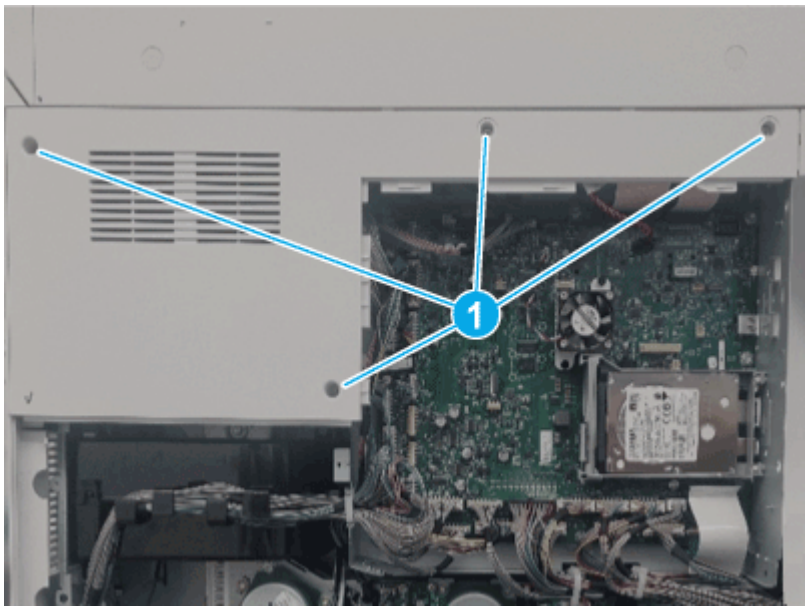
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1056 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1057 Remove the cover

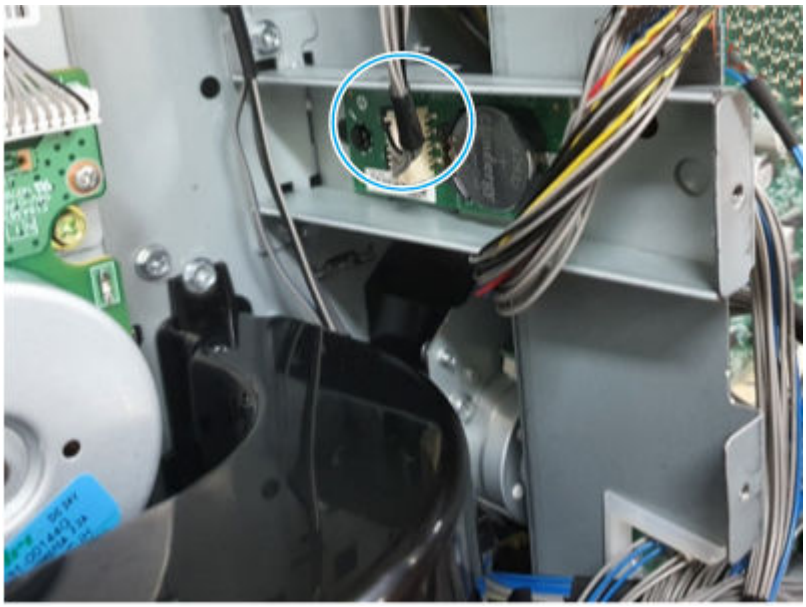


4. Remove the IOD

Use the following procedure to remove and replace the IOD.

1. Disconnect one connector.

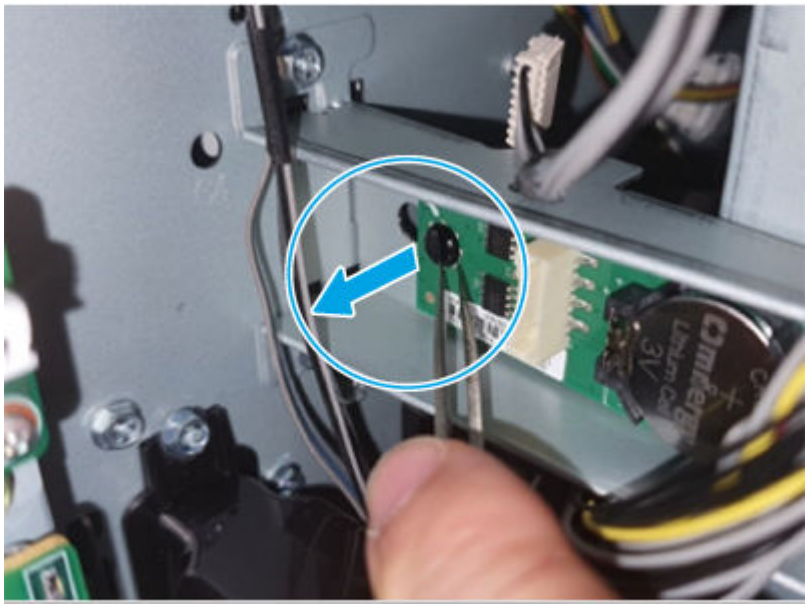
Figure 5-1058 Disconnect one connector



2. Use a pair of tweezers to remove one rivet, and then remove the island of data.

⚠ **CAUTION:** Be careful when handling the rivet. Do not drop it into the printer engine.

Figure 5-1059 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Power key PCA

Learn about removing and replacing the power key PCA.

View a video of removing and replacing the power key PCA.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-119 Part information

Part number	Part description
3SJ33-60007	Power key PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

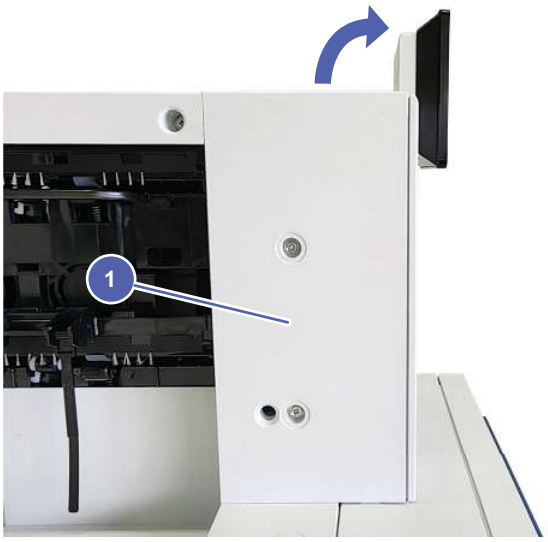
Use the following procedure to remove and replace the middle left cover.

1. Remove two screw caps and two screws.

Figure 5-1060 Remove two screws

2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1061 Remove the cover



2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

1. Remove two screws.

Figure 5-1062 Remove two screws

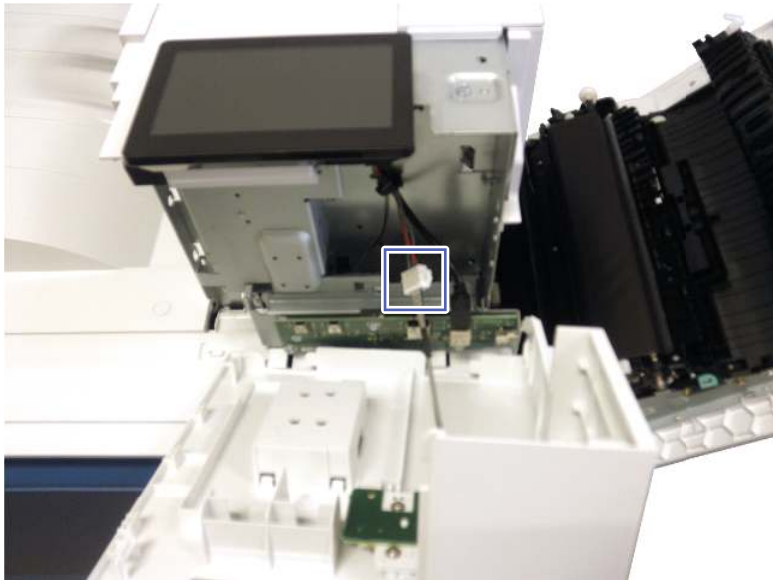
2. Open the right door and then slide the cover (as shown below) to separate it from the printer.

⚠ **CAUTION:** Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1063 Open right door and slide cover to separate from the printer

3. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1064 Remove the cover assembly

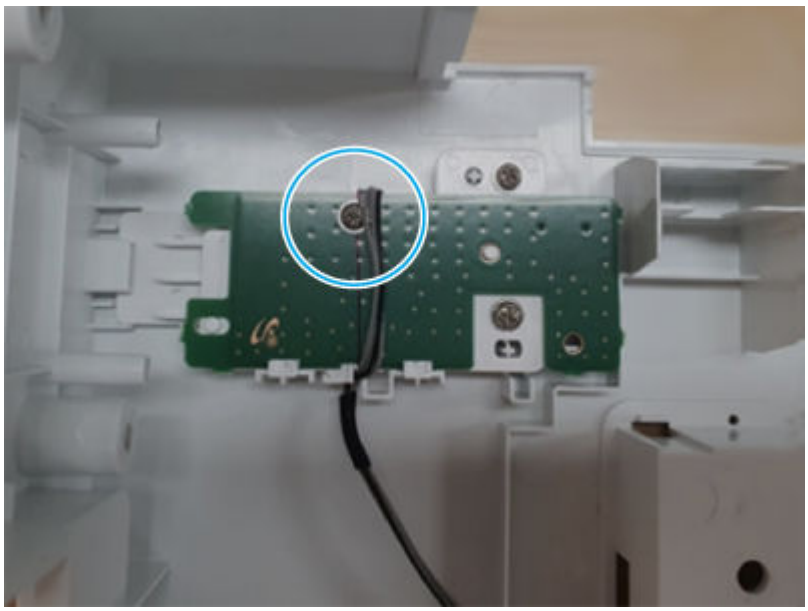


3. Remove the power key PCA

Use the following procedure to remove and replace the power key PCA.

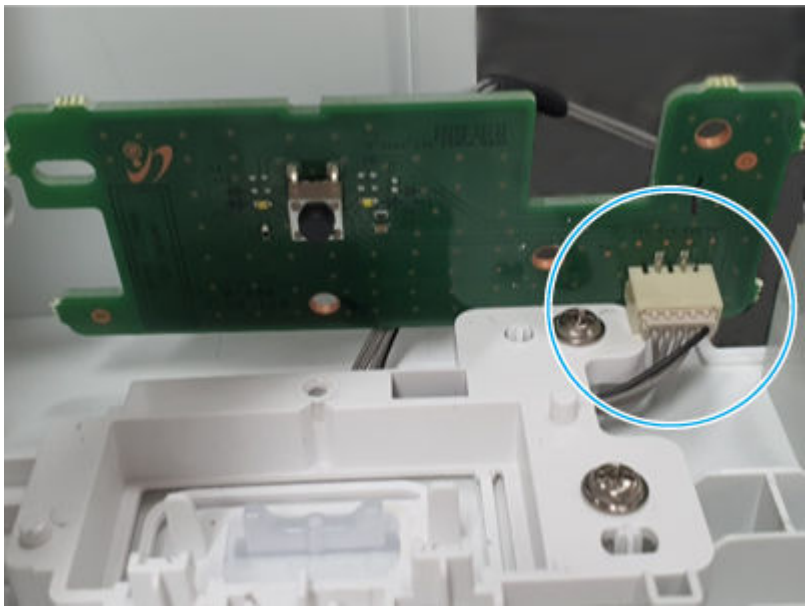
1. Remove one screw.

Figure 5-1065 Remove one screw



2. Lift the PCA up, disconnect one connector, and then remove the power key PCA.

Figure 5-1066 Remove the PCA



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Power supply PCAs

Learn about power supply printed circuit assembly (PCA) parts removal and replacement.

Removal and replacement: High-voltage power supply (HVPS)

Learn about removing and replacing the HVPS.

View a video of removing and replacing the HVPS.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-120 Part information

Part number	Part description
5QK09-60001	High-Voltage Power Supply (HVPS)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

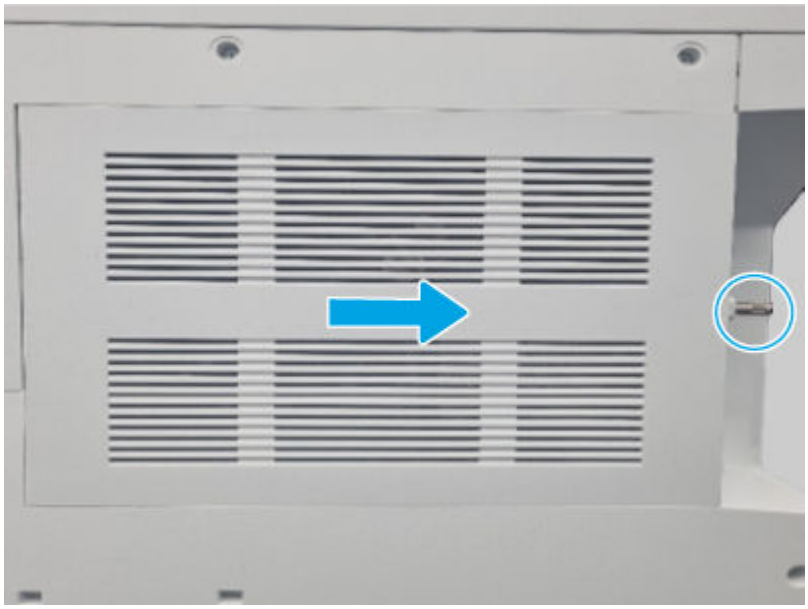
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1067 Remove the cover

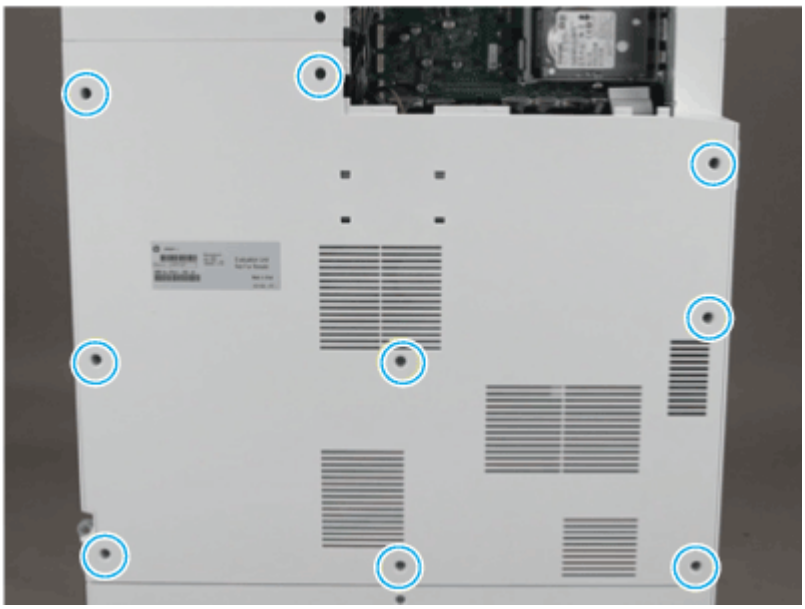


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1068 Remove the cover

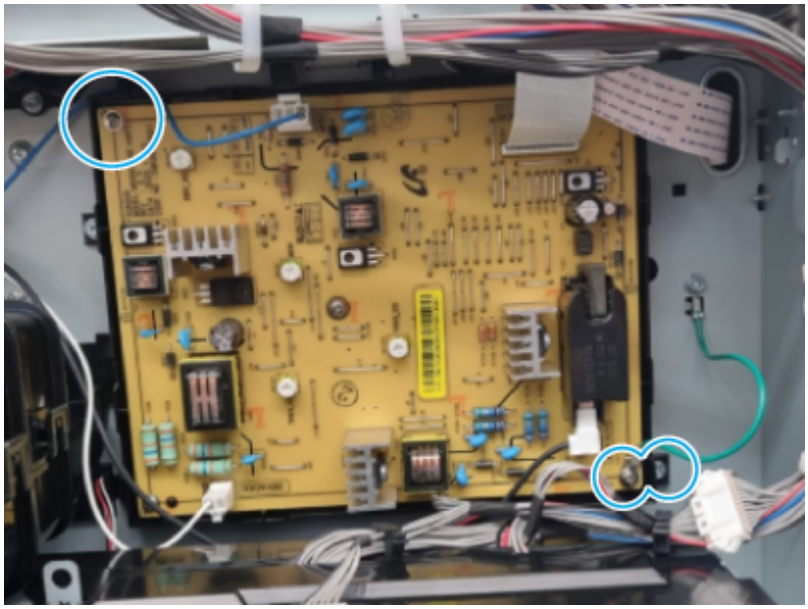


3. Remove the HVPS

Use the following procedure to remove and replace the HVPS.

- Disconnect all of the connectors, remove three screws, and then remove the HVPS.

Figure 5-1069 Remove the HVPS



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Low-voltage power supply (LVPS)

Learn about removing and replacing the LVPS.

View a video of removing and replacing the LVPS.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-121 Part information

Part number	Part description
JC44-00149C	Low-Voltage Power Supply (LVPS), 110V
JC44-00150C	Low-Voltage Power Supply (LVPS), 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

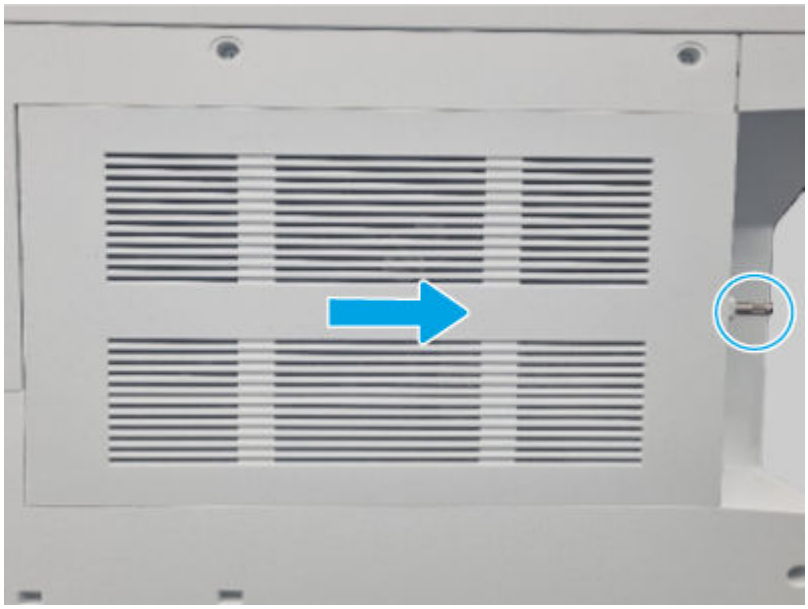
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1070 Remove the cover

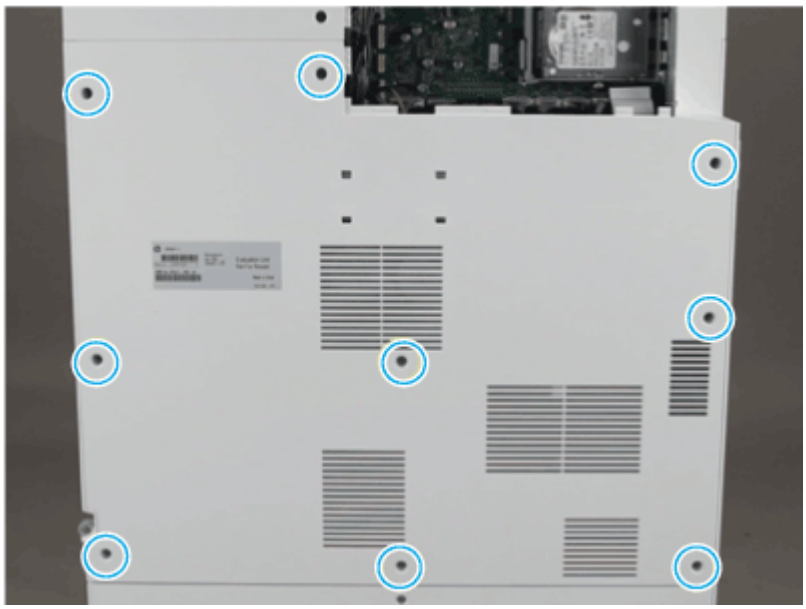


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1071 Remove the cover

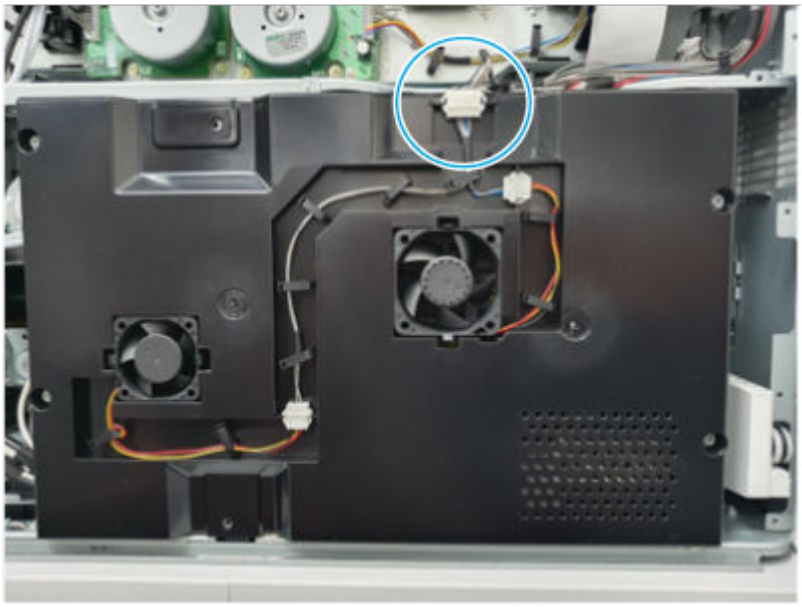


3. Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

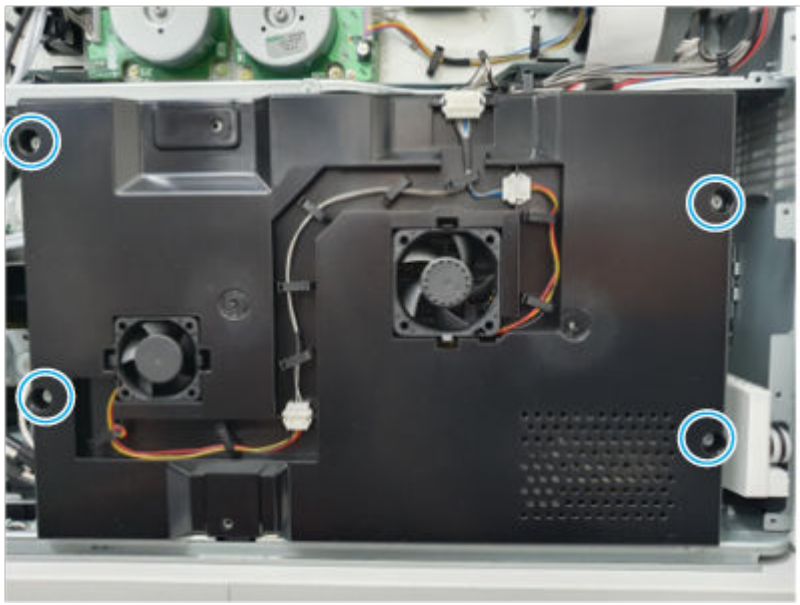
1. Disconnect one connector.

Figure 5-1072 Disconnect one connector



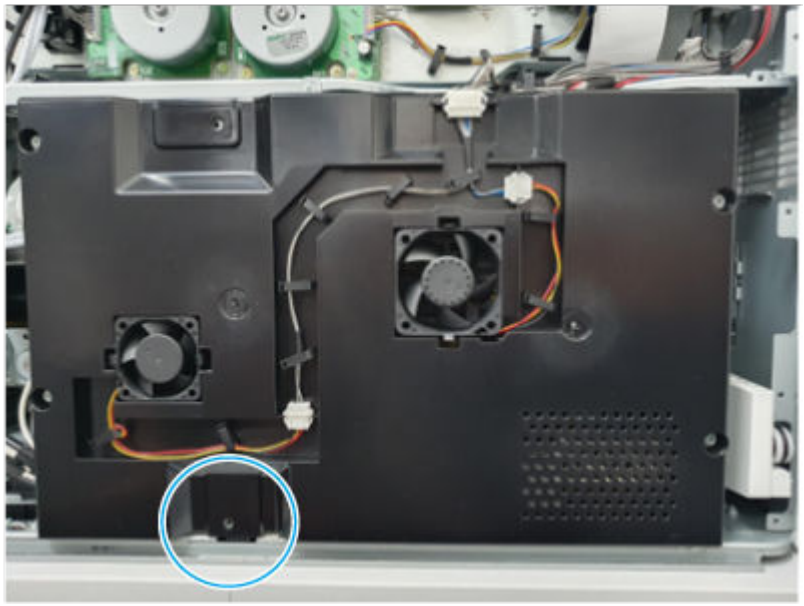
2. Remove four screws.

Figure 5-1073 Remove four screws



3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-1074 Remove the LVP FDB fan assembly

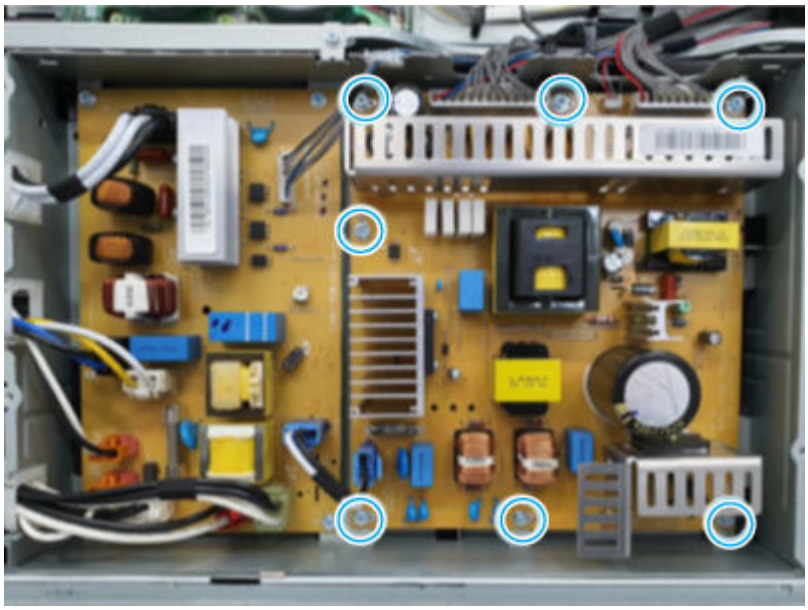


4. Remove the LVPS

Use the following procedure to remove and replace the LVPS.

- Do the following:
  - Disconnect all of the connectors on the LVPS.
  - Remove seven screws.
  - Remove the LVPS.

Figure 5-1075 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser-drive board (FDB)

Learn about removing and replacing the FDB.

View a video of removing and replacing the FDB.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-122 Part information

Part number	Part description
JC44-00235C	Fuser-drive board (FDB), 110V
JC44-00236C	Fuser drive board (FDB), 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

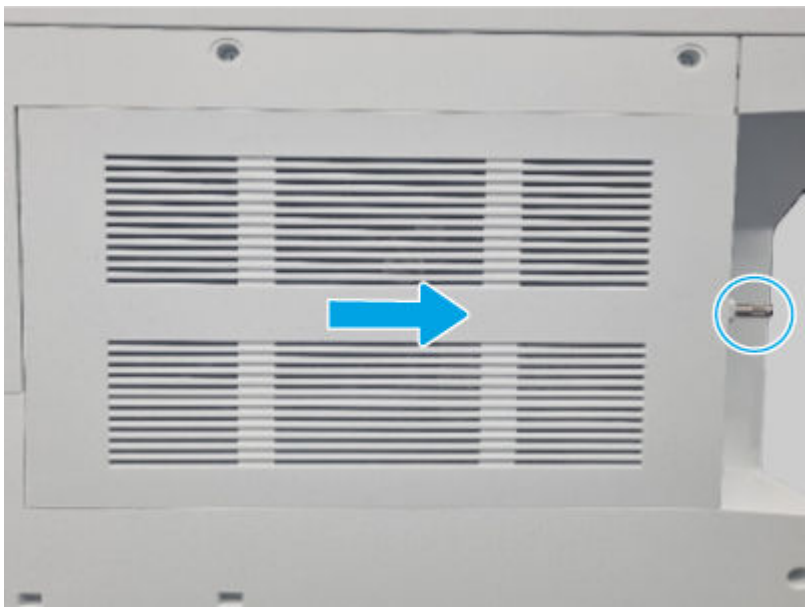
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1076 Remove the cover

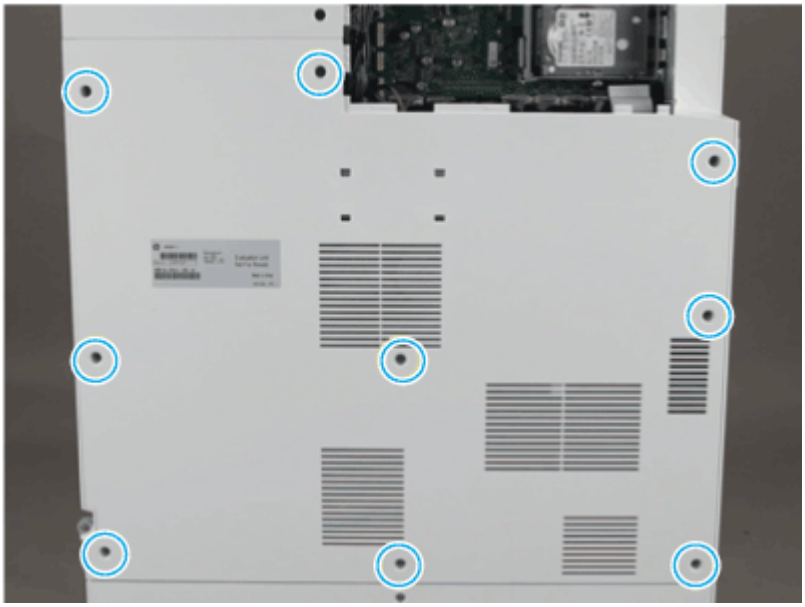


Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1077 Remove the cover

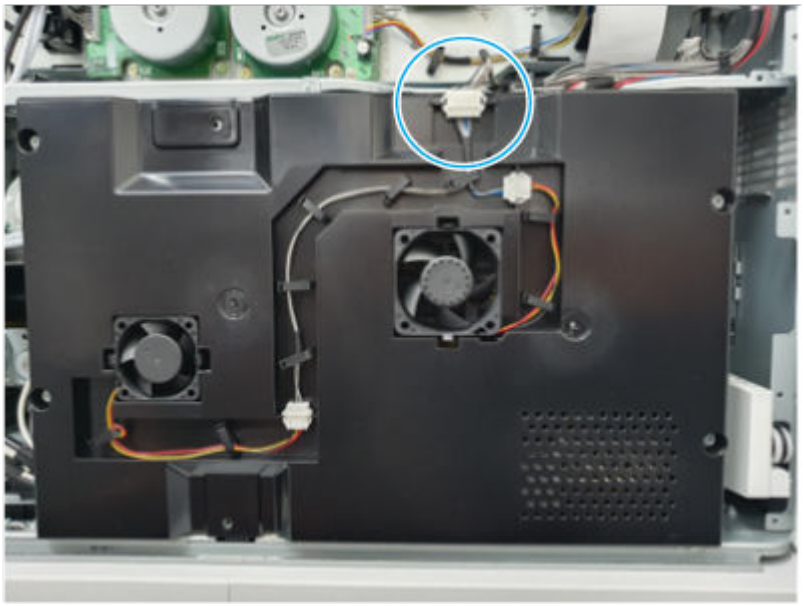


Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

1. Disconnect one connector.

Figure 5-1078 Disconnect one connector

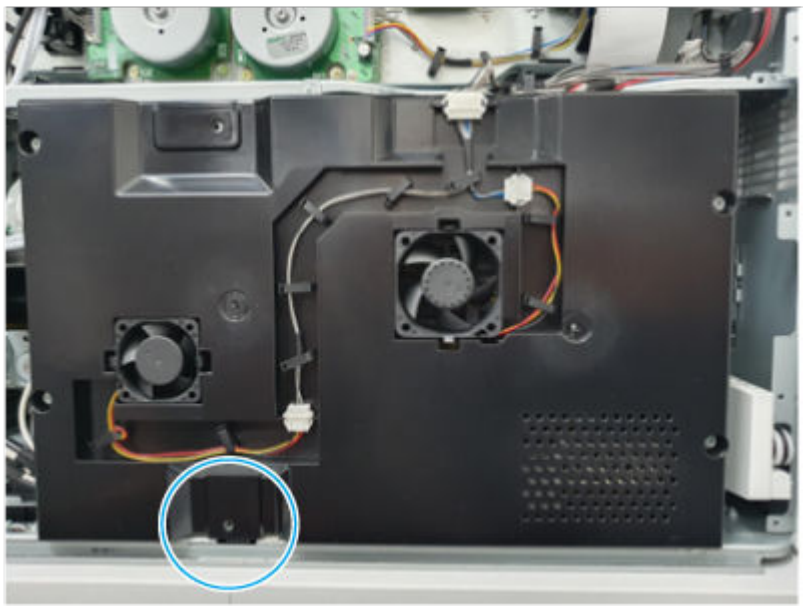


2. Remove four screws.

Figure 5-1079 Remove four screws

3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-1080 Remove the LVP FDB fan assembly



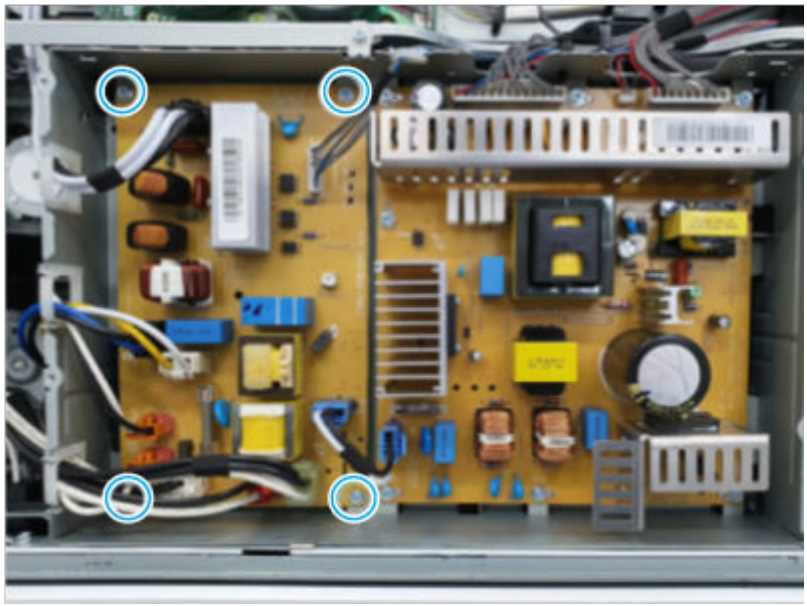
Remove the FDB

Use the following procedure to remove and replace the FDB.

- Do the following:
  - Disconnect all of the connectors and wire harness retainers on the FDB.
  - Remove four screws.

- Remove the FDB.

Figure 5-1081 Remove the PCA



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Input device (department)

Learn about input device (department) parts removal and replacement.

DCF (department)

Learn about dual cassette feeder (department) parts removal and replacement.

Covers

Review the DCF cover removal procedures.

Removal and replacement: DCF (Tray 4, 5) right cover

Learn about removing and replacing the dual cassette feeder (DCF) right cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-123 Part information

Part number	Part description
5QK08-40006	DCF (Tray 4, 5) right cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

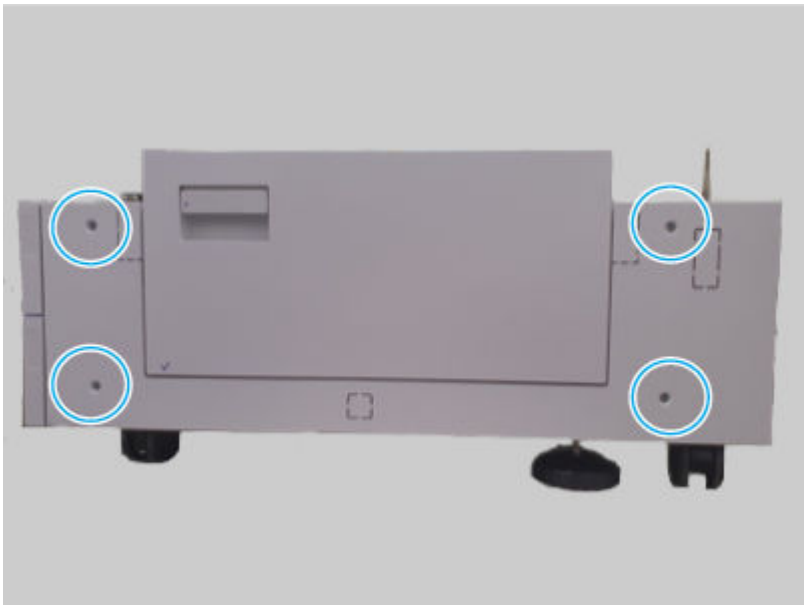
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1082 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) rear cover

Learn about removing and replacing the dual cassette feeder (DCF) rear cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-124 Part information

Part number	Part description
5QK08-40007	DCF (Tray 4, 5) rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1083 Remove the cover

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) left cover

Learn about removing and replacing the dual cassette feeder (DCF) left cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-125 Part information

Part number	Part description
5QK08-40008	DCF (Tray 4, 5) left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

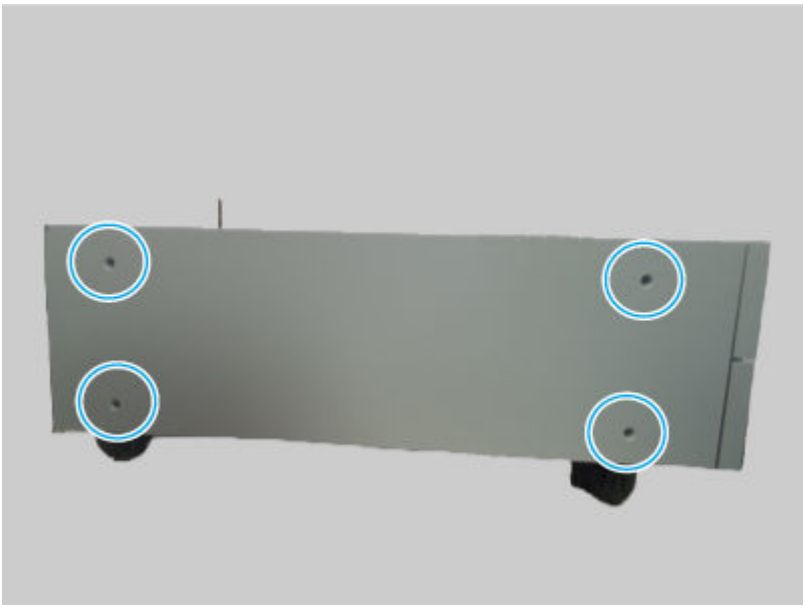
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) left cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) left cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the left cover.

Figure 5-1084 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) right door

Learn about removing and replacing the dual cassette feeder (DCF) right door.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-126 Part information

Part number	Part description
5QK08-61004	DCF (Tray 4, 5) right door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

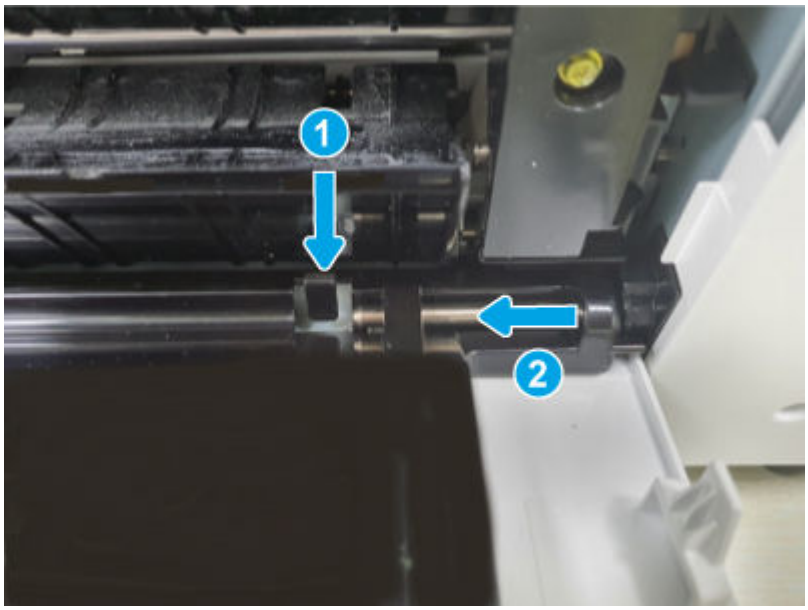
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1085 Remove the door



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4, 5 CMF panels

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4, 5 color panel.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-127 Part information

Part number	Part description
5QK08-40011	Tray 4 CMF panel
5QK08-40012	Tray 5 CMF panel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

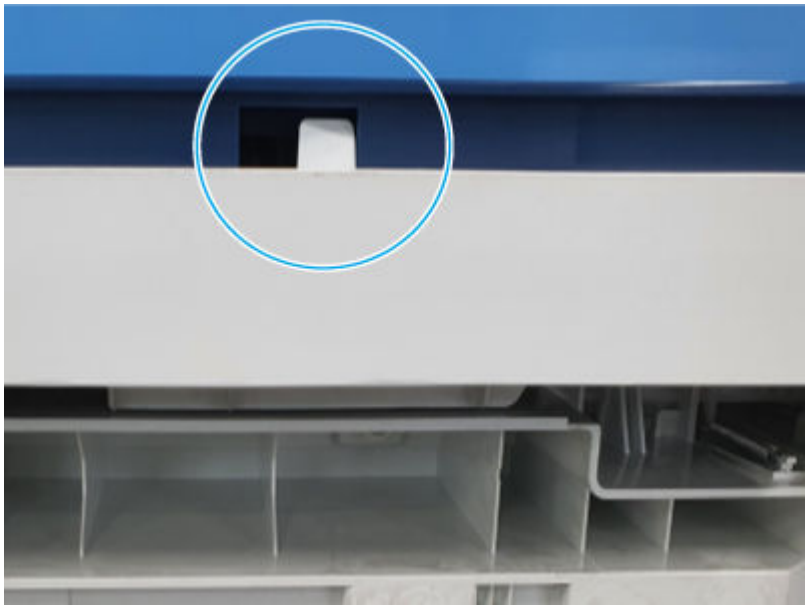
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 CMF panel

Use the following procedure to remove and replace the DCF Tray 4, 5 CMF panel.

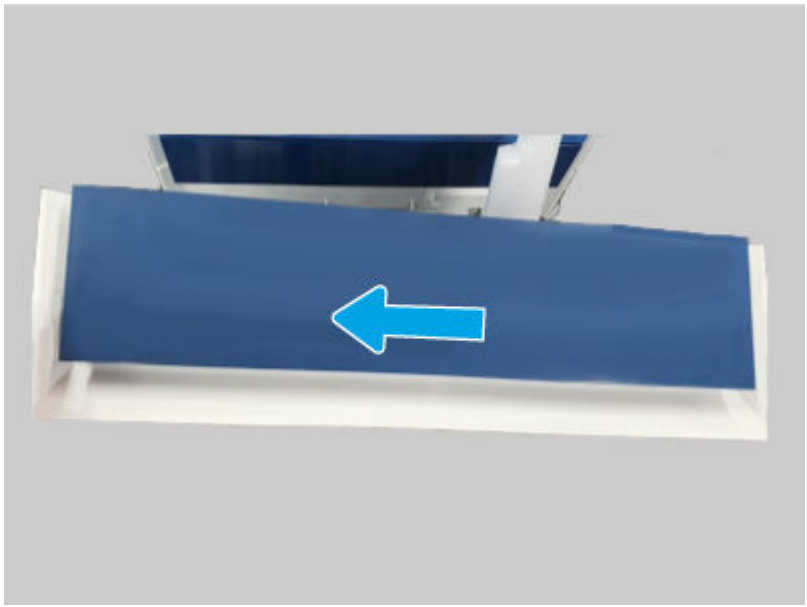
1. Remove the Tray 4, 5 cassettes.
2. Push the hook to release it.

Figure 5-1086 Release the hook



3. Slide the panel to the left to remove the tray CMF panel.

Figure 5-1087 Remove the panel



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster wheel

Learn about removing and replacing the dual cassette feeder (DCF) caster wheel.

NOTE: Remove the DCF from the printer.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-128 Part information

Part number	Part description
6109-001138	Caster wheel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

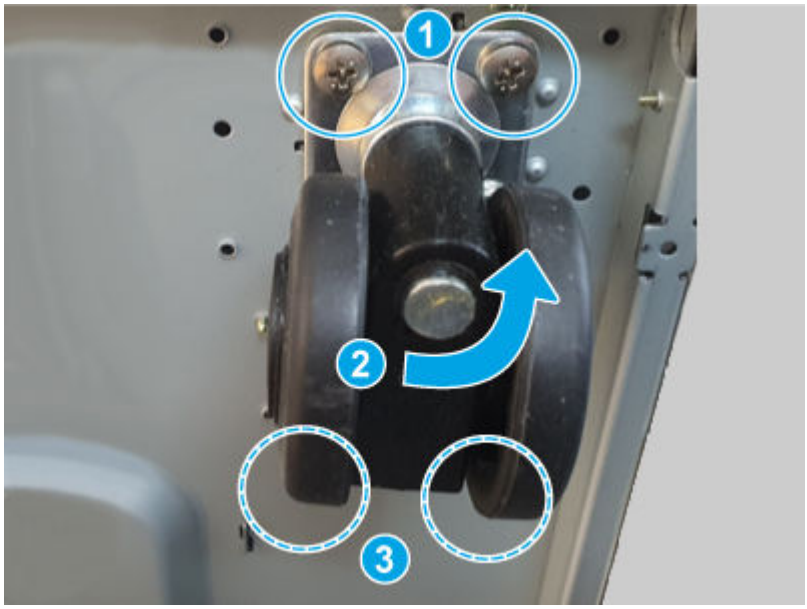
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the caster wheel

Use the following procedure to remove and replace the DCF caster wheel.

1. Remove the DCF from the printer.
2. Do the following:
   a. Remove two screws (callout 1).
   b. Rotate the caster wheel (callout 2) out of the way, and then remove two screws (callout 3).
   c. Remove the caster wheel.

Figure 5-1088 Remove the caster



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Holder wheel kit - guide adjust

Learn about removing and replacing the dual cassette feeder (DCF) holder wheel kit.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-129 Part information

Part number	Part description
JC61-04871A	Guide - adjust DCF

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

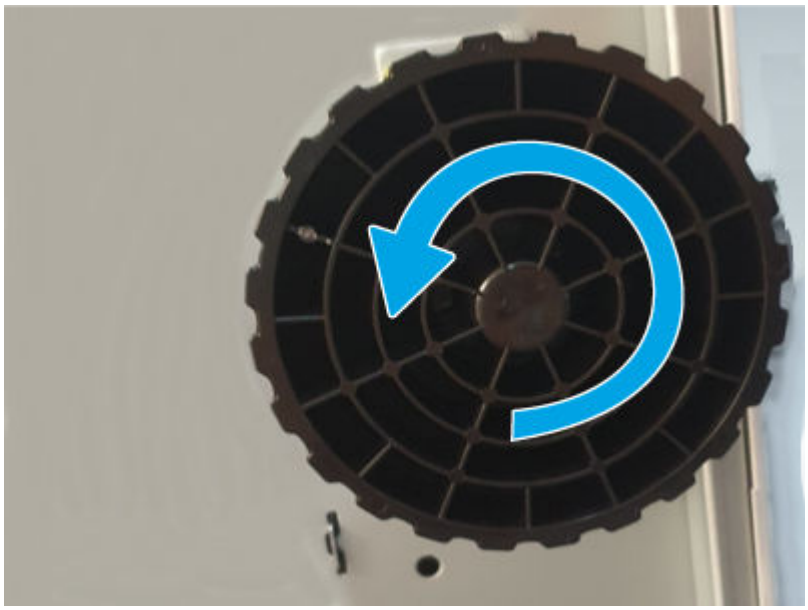
1. Remove the holder wheel kit

Use the following procedure to remove and replace the DCF holder wheel kit.

1. Remove the DCF from the printer.

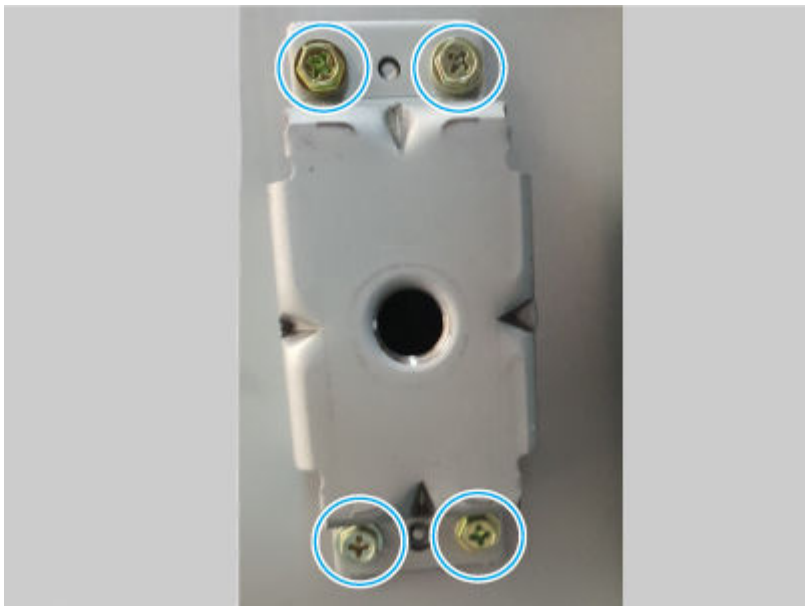
2. Turn the holder wheel counterclockwise to remove it.

Figure 5-1089 Remove the holder wheel



3. Remove four screws, and then remove the holder wheel mounting bracket.

Figure 5-1090 Remove the bracket



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Unit

Review the DCF unit parts removal procedures.

Removal and replacement: Tray 4, 5 cassettes

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4, 5 cassette.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-130 Part information

Part number	Part description
5QK08-61007	Tray 4 cassette

Table 5-130 **Part information (continued)**

Part number	Part description
5QK08-61005	Tray 5 cassette

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1091 **Remove the cassette**

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Roller

Review the DCF roller removal procedures.

Removal and replacement: DCF roller kit

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4, 5 rollers.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-131 Part information

Part number	Part description
5PN66-67001	DCF roller kit Tray 4
5PN66-67001	DCF roller kit Tray 5

Required tools

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1092 Remove the cassette

2. Remove the Tray 4, 5 rollers

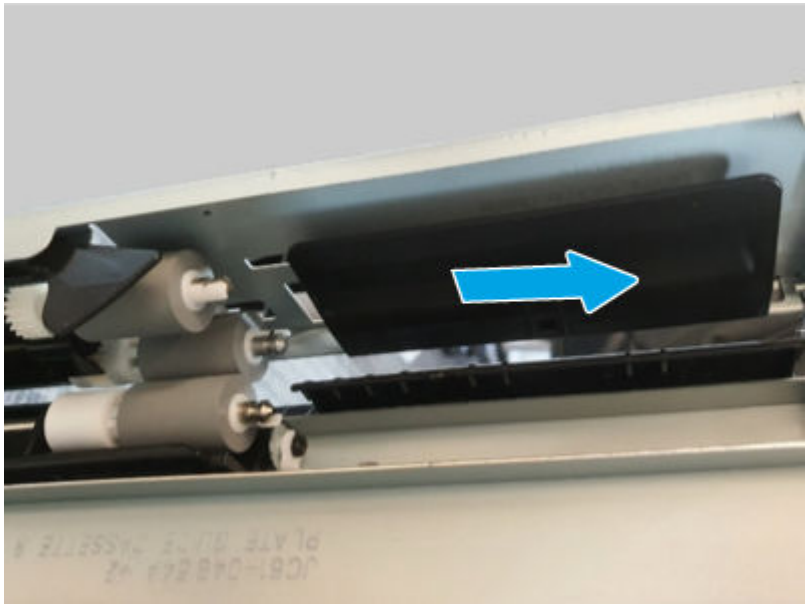
Use the following procedure to remove and replace the DCF tray rollers.

NOTE: The procedure for removing the rollers is the same for Tray 4 or Tray 5.

1. Inside the tray cavity, slide the return guide toward the front of the printer until it stops.

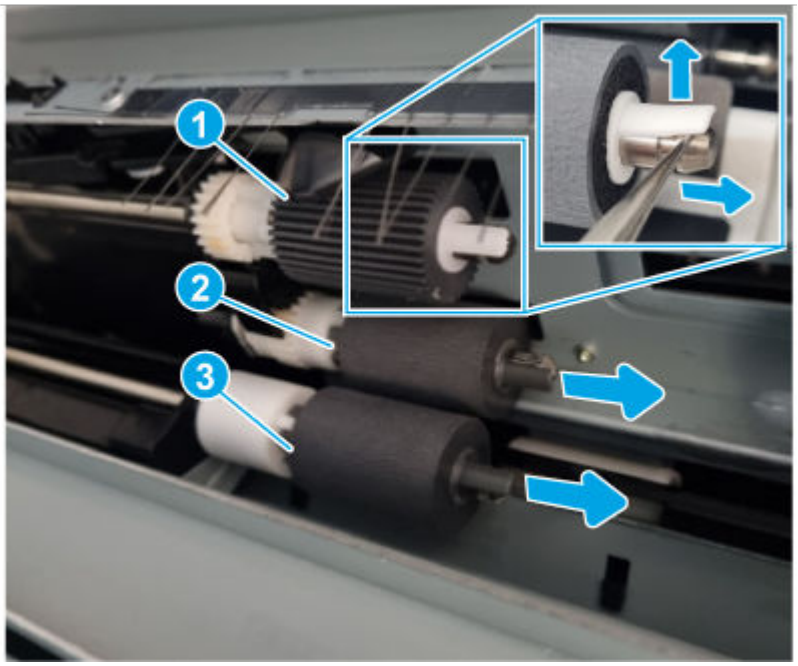
Reinstallation tip: To prevent jams, make sure to slide the guide toward the rear of the printer after installing replacement rollers.

Figure 5-1093 Move the guide



2. Use a pair of tweezers to release the locking tab, and then slide the roller off the shaft to remove it.
   - **Pickup roller**: callout 1
   - **Forward roller**: callout 2
   - **Reverse roller**: callout 3

Figure 5-1094 Remove the rollers



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Motor

Review the DCF motor removal procedures.

Removal and replacement: DCF pickup drive assembly

Learn about removing and replacing the dual cassette feeder (DCF) pickup drive assembly.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-132 Part information

Part number	Part description
JC93-01663A	DCF pickup drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

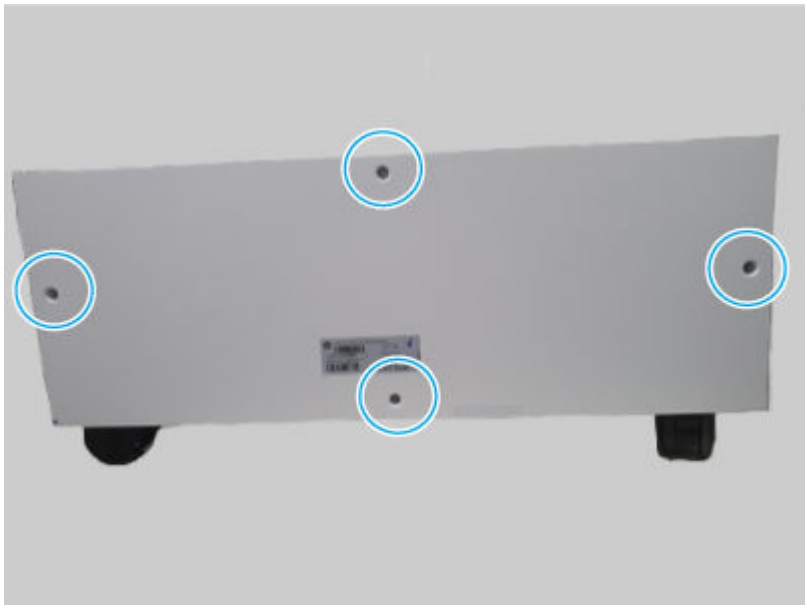
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1095 Remove the cover

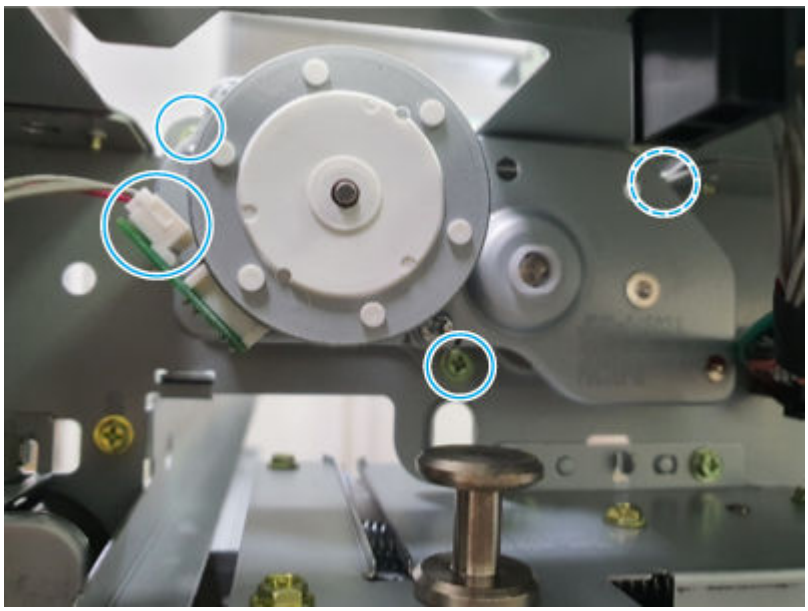


2. Remove the DCF pickup drive assembly

Use the following procedure to remove and replace the DCF pickup drive assembly.

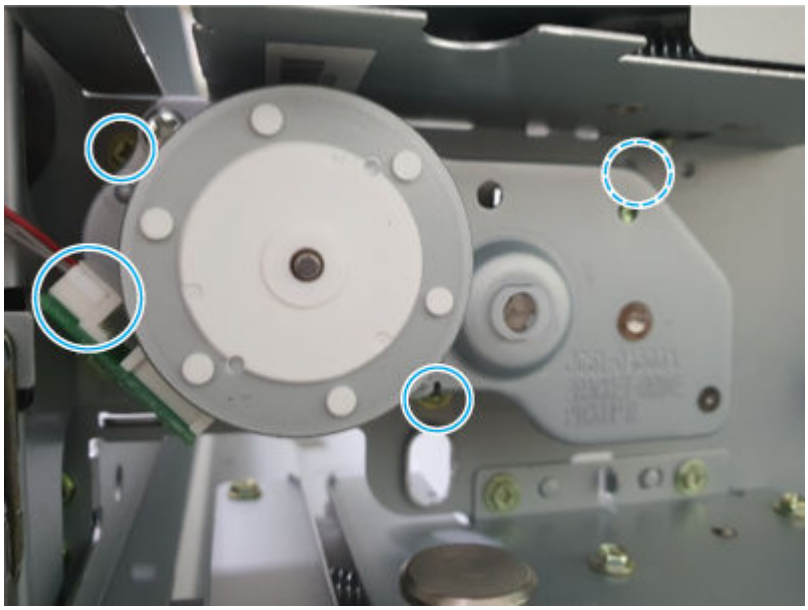
1. Disconnect one connector, remove three screws, and then remove the Tray 4 pickup drive assembly.

Figure 5-1096 Remove the assembly (Tray 4)



2. Disconnect one connector, remove three screws, and then remove the Tray 5 pickup drive assembly.

Figure 5-1097 Remove the assembly (Tray 5)



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4 pickup motor

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4 pickup motor.

NOTE: Remove the DCF from the printer.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-133 Part information

Part number	Part description
JC93-01083A	Drive-motor step (Tray 4 pickup motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

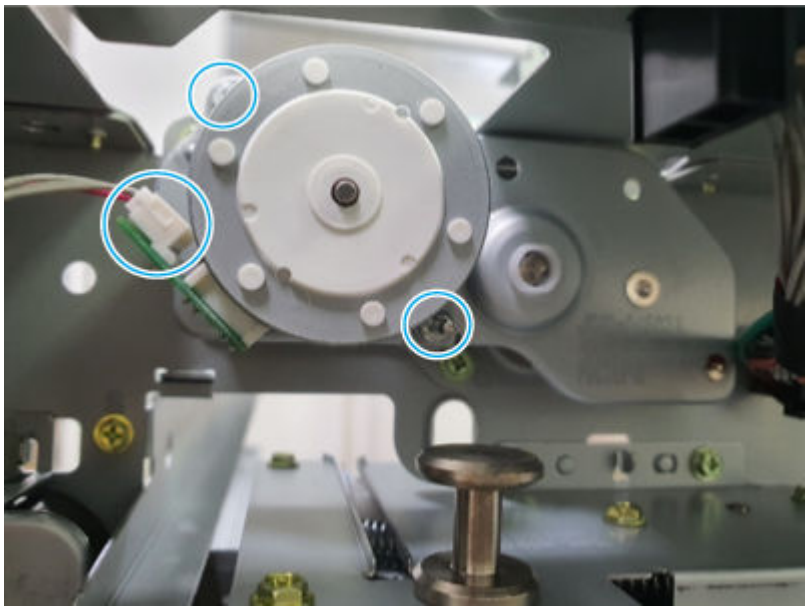
Figure 5-1098 Remove the cover

2. Remove the DCF Tray 4 pickup motor

Use the following procedure to remove and replace the DCF Tray 4 pickup motor.

- Disconnect one connector, remove two screws, and then remove the Tray 4 pickup motor.

Figure 5-1099 Remove the motor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 5 pickup motor

Learn about removing and replacing the dual cassette feeder (DCF) Tray 5 pickup motor.

NOTE: Remove the DCF from the printer.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-134 **Part information**

Part number	Part description
JC93-01083A	Drive-motor step (Tray 5 pickup motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

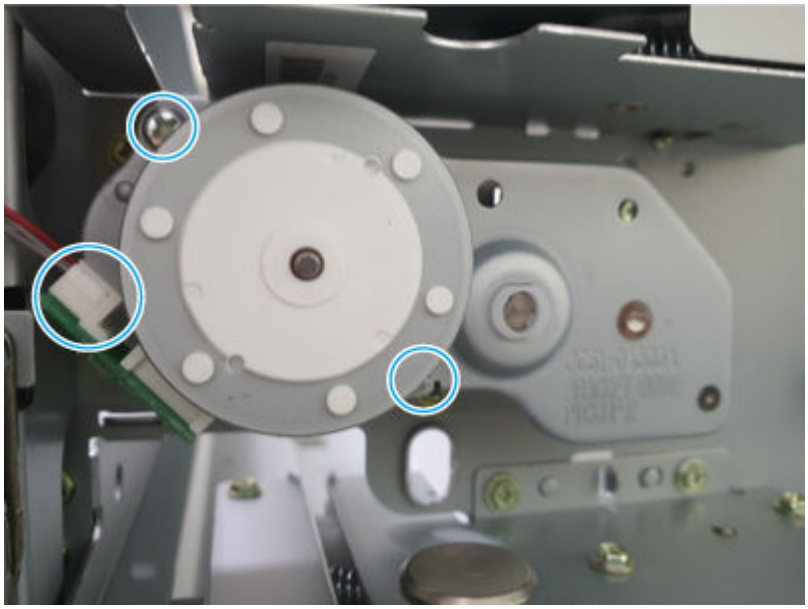
Figure 5-1100 **Remove the cover**

2. Remove the DCF Tray 5 pickup motor

Use the following procedure to remove and replace the DCF Tray 5 pickup motor.

- Disconnect one connector, remove two screws, and then remove the Tray 5 pickup motor.

Figure 5-1101 Remove the motor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF feed drive assembly

Learn about removing and replacing the dual cassette feeder (DCF) feed drive assembly.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-135 Part information

Part number	Part description
JC93-01135A	DCF feed drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

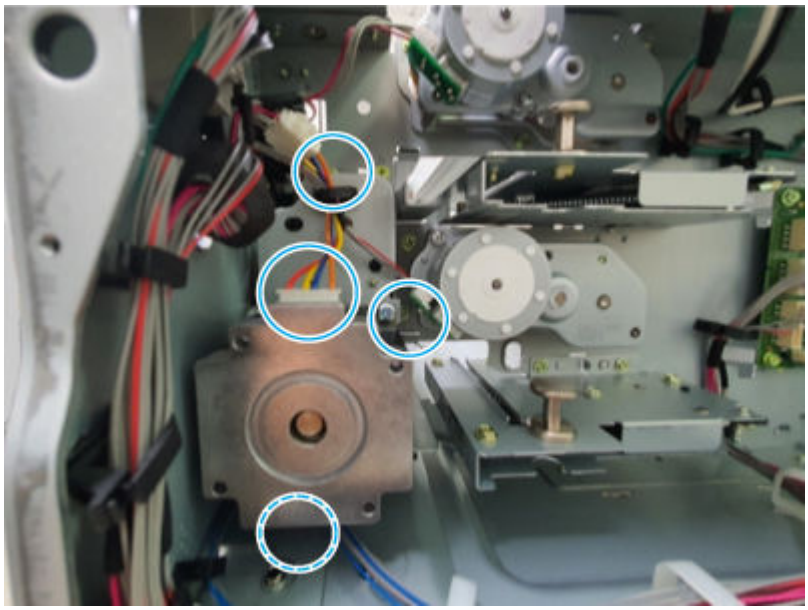
Figure 5-1102 Remove the cover

2. Remove the DCF feed drive assembly

Use the following procedure to remove and replace the DCF feed drive assembly.

- Disconnect one connector, remove three screws, and then remove the feed drive assembly.

Figure 5-1103 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) feed motor

Learn about removing and replacing the dual cassette feeder (DCF) feed motor.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-136 **Part information**

Part number	Part description
JC31-00177A	Motor, step (DCF Tray 4, 5 feed motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

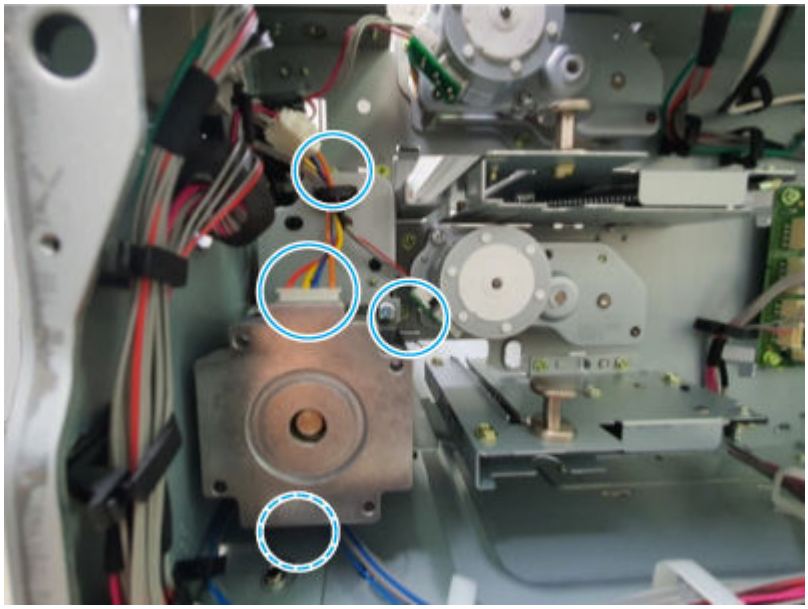
Figure 5-1104 **Remove the cover**

2. Remove the DCF feed drive assembly

Use the following procedure to remove and replace the DCF feed drive assembly.

- Disconnect one connector, remove three screws, and then remove the feed drive assembly.

Figure 5-1105 Remove the assembly

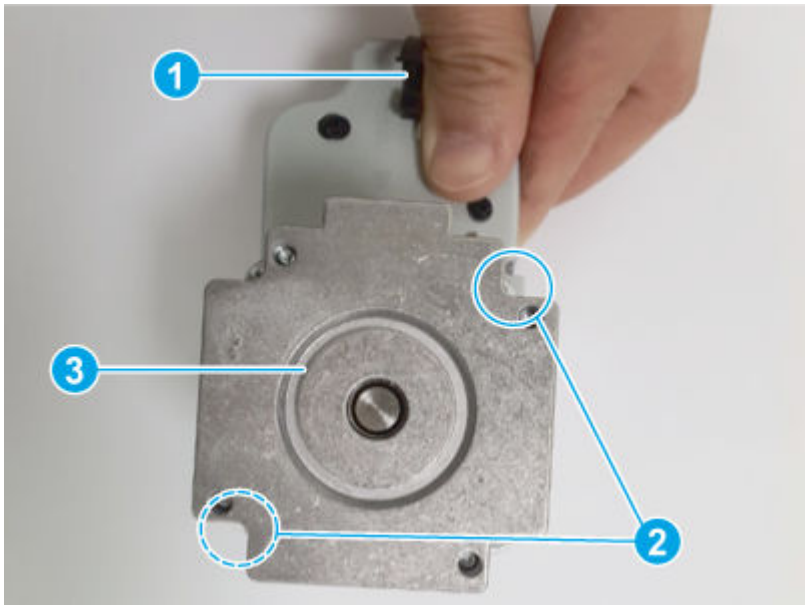


3. Remove the DCF feed motor

Use the following procedure to remove and replace the DCF feed motor.

- Remove the belt (callout 1), remove two screws (callout 2), and then remove the feed motor (callout 3).

Figure 5-1106 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Sensor

Review the DCF sensor removal procedures.

Removal and replacement: Tray 4, 5 paper size sensors

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4, 5 paper size sensors.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-137 Part information

Part number	Part description
JC93-01408A	Autosize sensor (Paper size Tray 4)
JC93-01408A	Autosize sensor (Paper size Tray 5)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

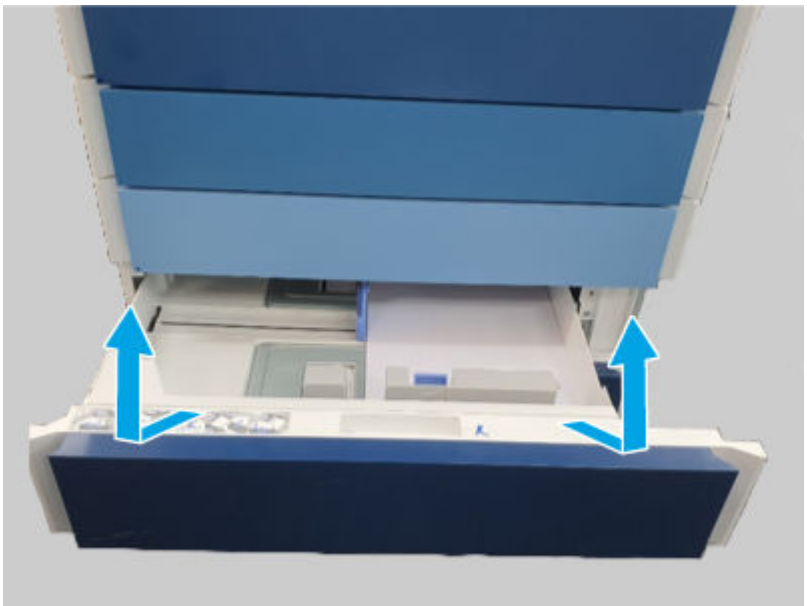
Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1107 Remove the cassette



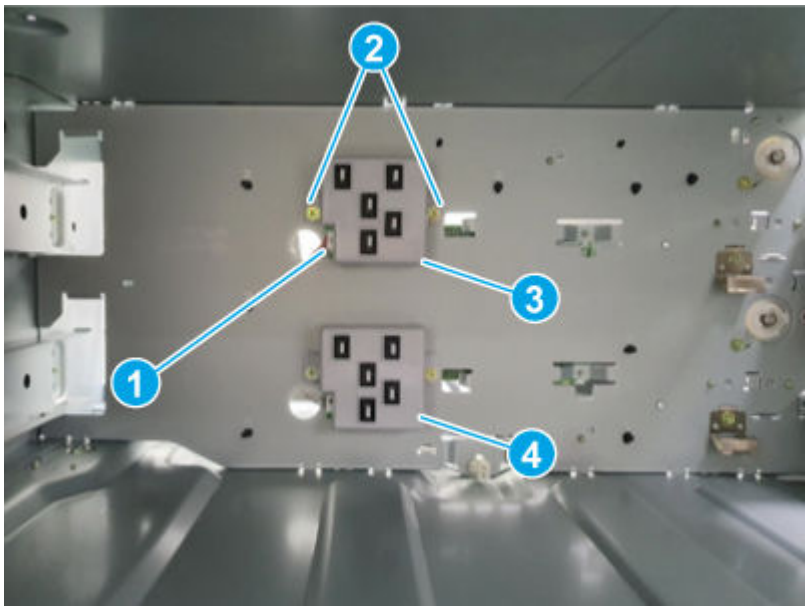
Remove the Tray 4, 5 paper size sensors

Use the following procedure to remove and replace the DCF tray paper size sensors.

NOTE: The procedure for removing the paper size sensors is the same for Tray 4 or Tray 5.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the paper size sensor.
  - **Callout 3**: Tray 4 paper size sensor
  - **Callout 4**: Tray 5 paper size sensor

Figure 5-1108 Remove the sensor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4 pickup assembly

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4 pickup assembly.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-138 Part information

Part number	Part description
5QK08-61009	Tray 4 pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

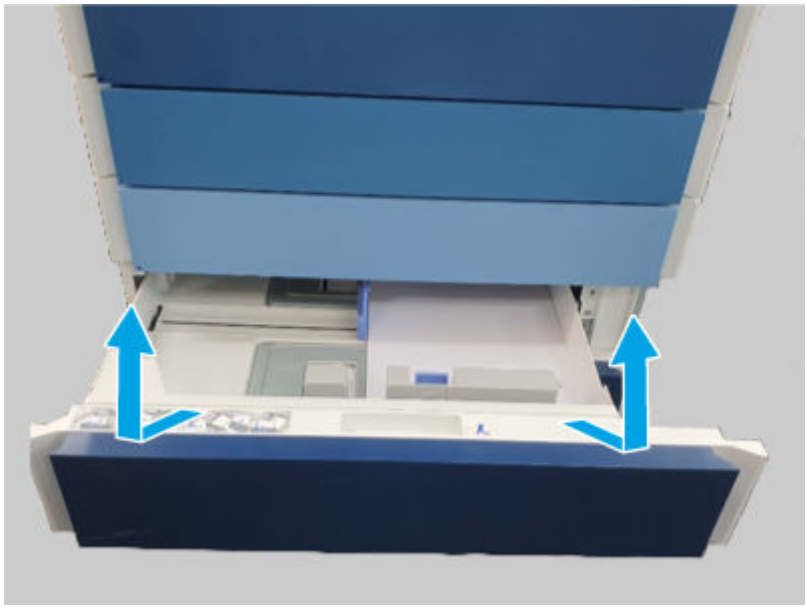
1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1109 Remove the cassette



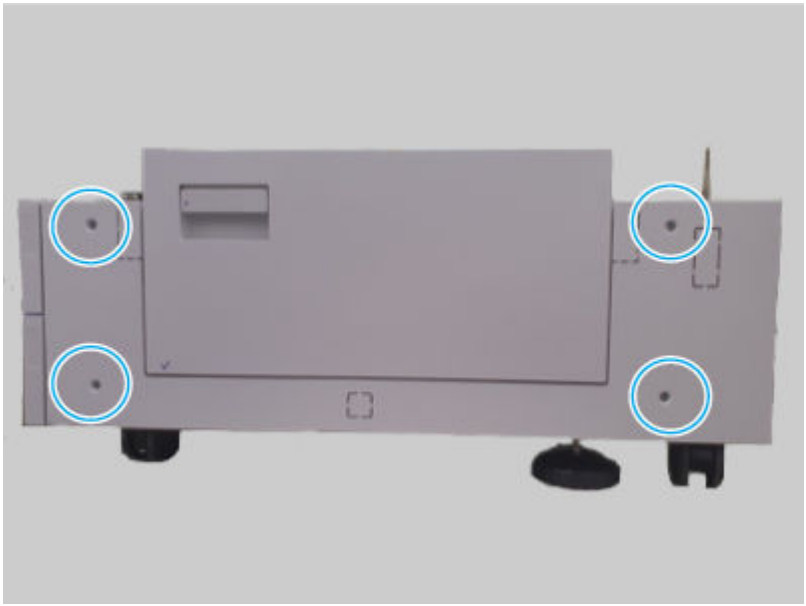
2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.

2. Remove four screws, and then remove the right cover.

Figure 5-1110 Remove the cover

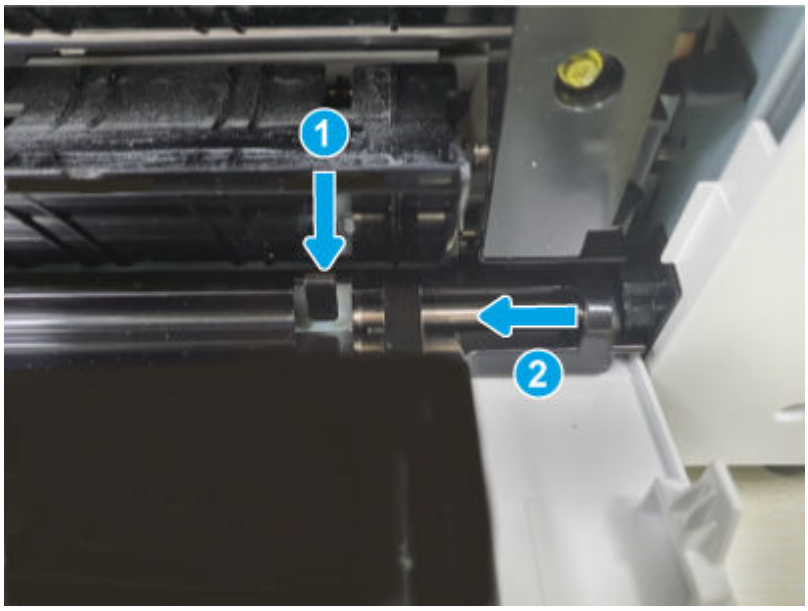


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1111 Remove the door

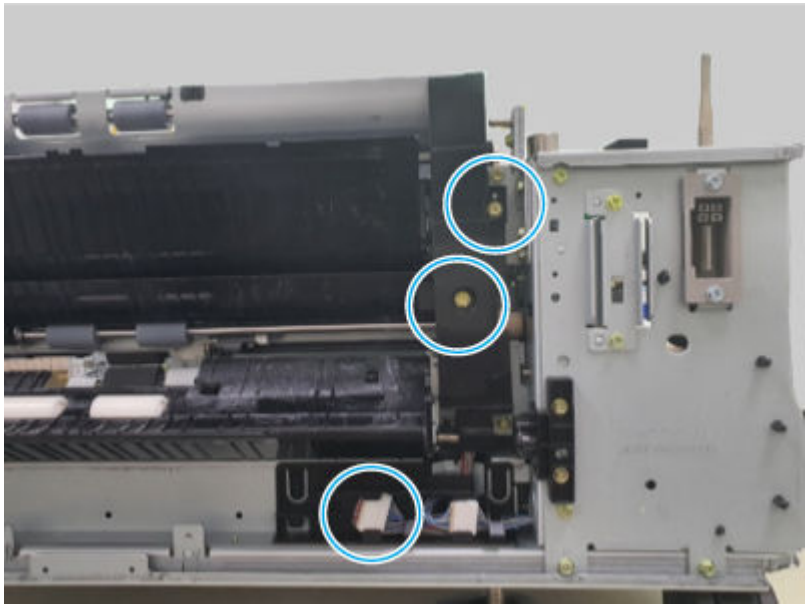


4. Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

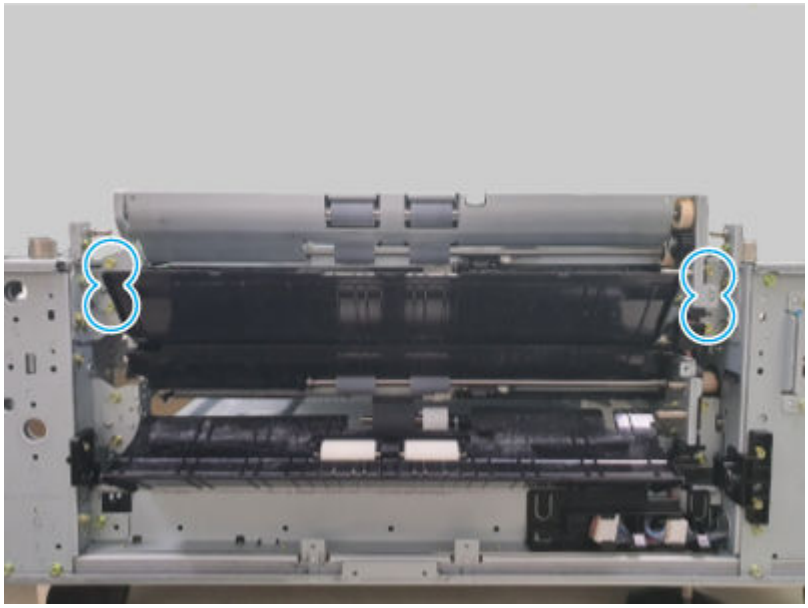
1. Disconnect one connector, and then remove two screws.

Figure 5-1112 Disconnect connector and remove screws



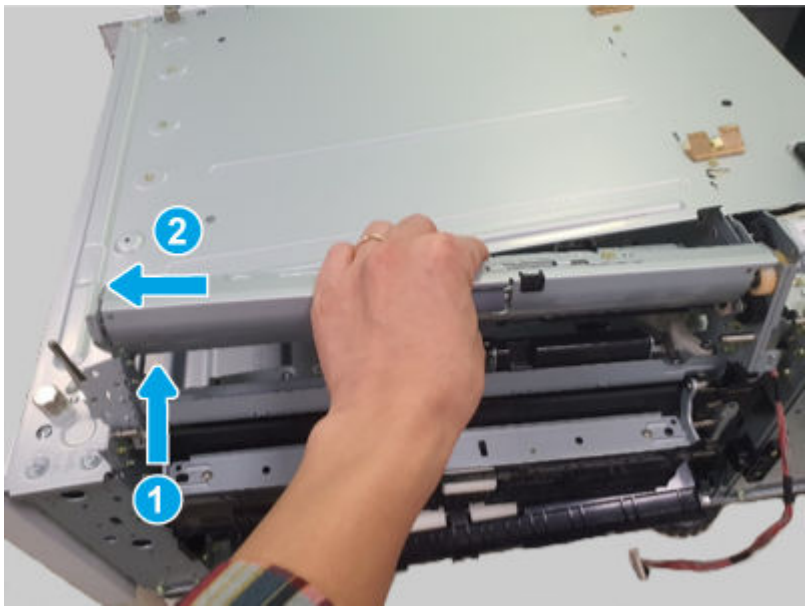
2. Remove four screws.

Figure 5-1113 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1114 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4 paper empty and stack height sensors

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4 paper empty and stack height sensors.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-139 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 4 paper empty sensor)
3SJ00-60110	Photo interrupter (Tray 4 paper stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

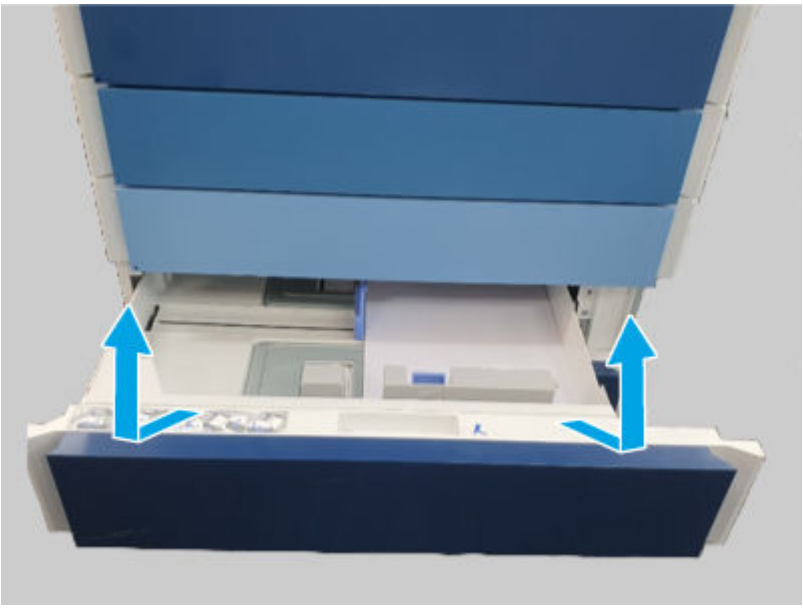
1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1115 Remove the cassette



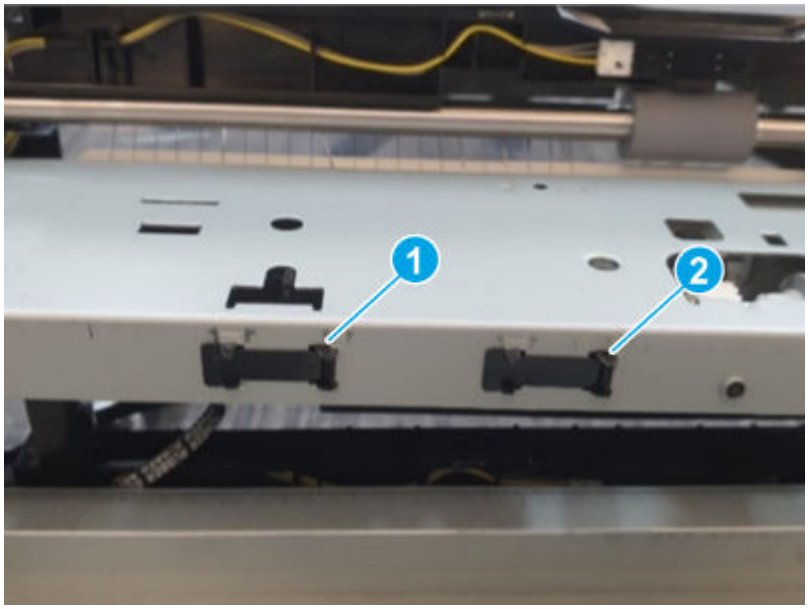
2. Remove the Tray 4, 5 paper empty and stack height sensors

Use the following procedure to remove and replace the DCF tray paper empty and stack height sensors.

NOTE: The procedure for removing the paper empty sensor or the paper stack height sensor is the same for both sensors.

1. Locate the desired sensor to remove (on the Tray 4 pickup assembly).
   - **Callout 1**: Tray 4, 5 paper stack height sensor
   - **Callout 2**: Tray 4, 5 paper empty sensor

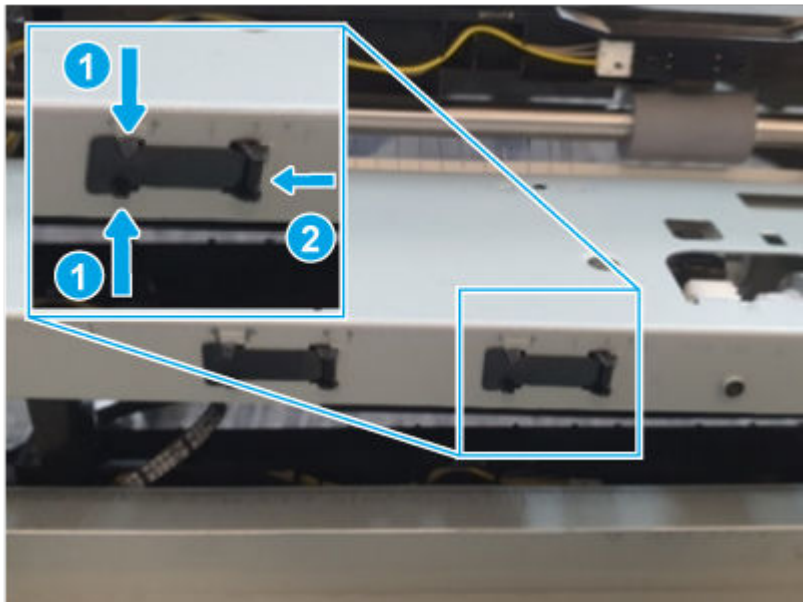
Figure 5-1116 Locate the sensor



2. Do the following:

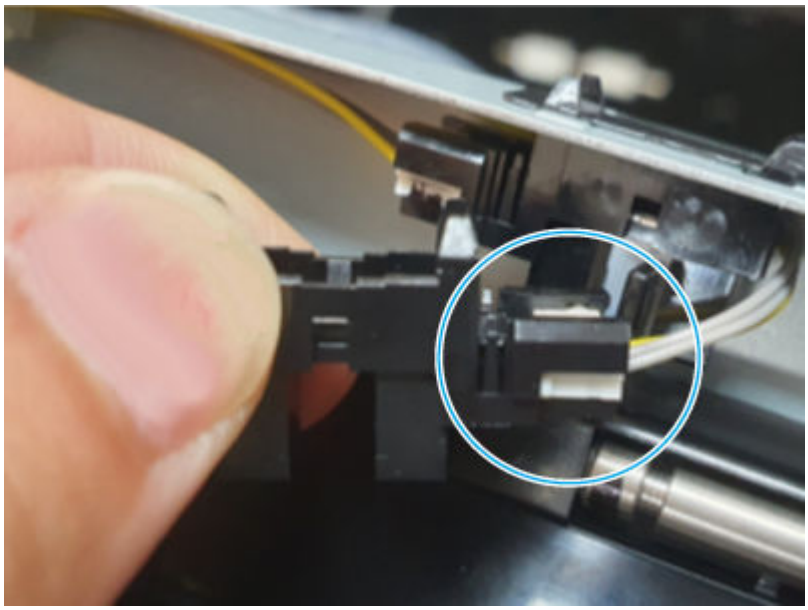
   - Release the hooks (callout 1).
   - Slide the sensor assembly to the left (callout 2).
   - Release the sensor.

Figure 5-1117 Release the sensor



3. Disconnect one connector to remove the sensor.

Figure 5-1118 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4 prefeed sensor

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4 prefeed sensor.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-140 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 4 prefeed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

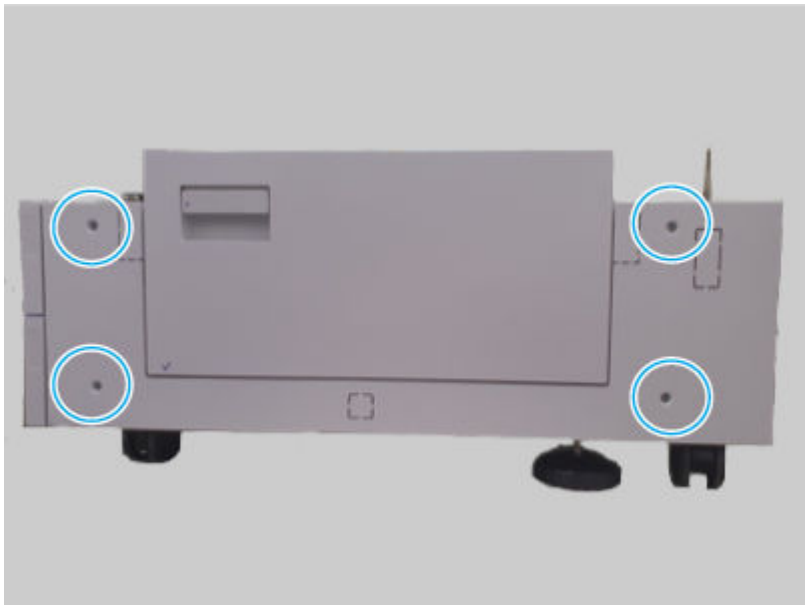
Figure 5-1119 Remove the cassette

Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1120 Remove the cover

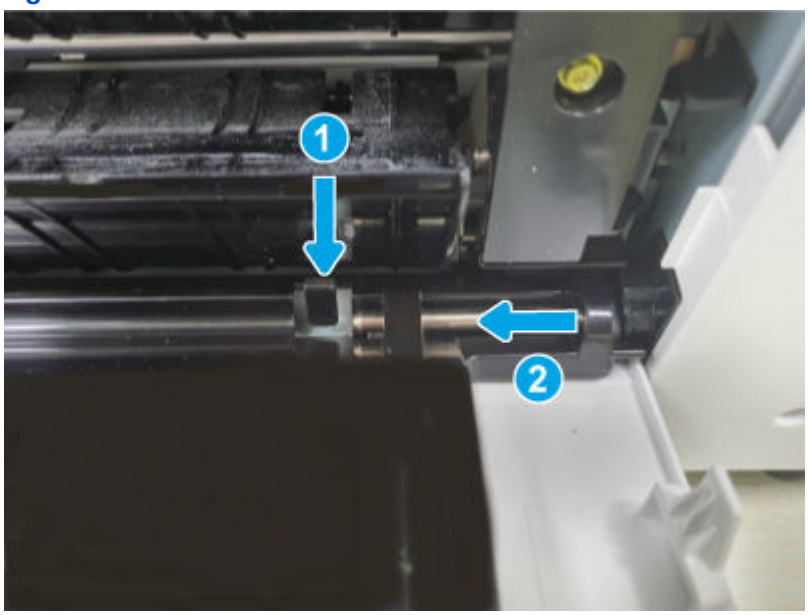


Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1121 Remove the door

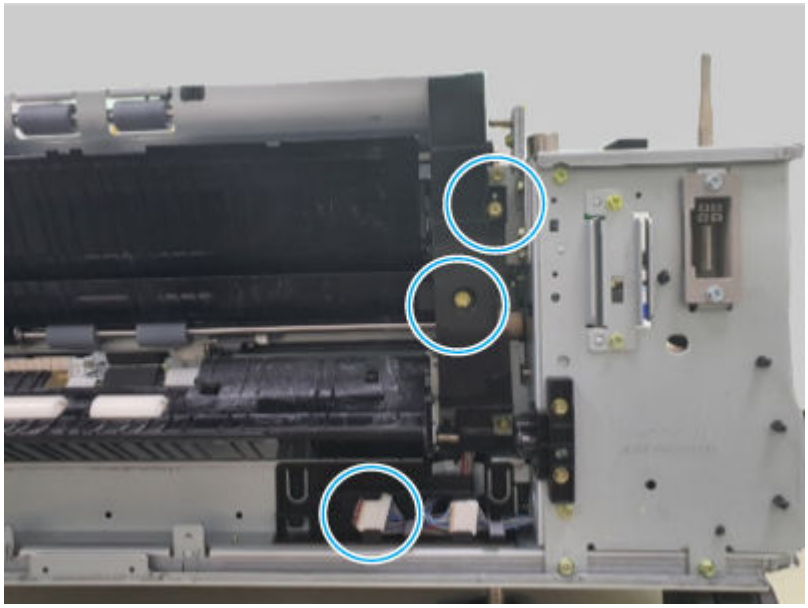


Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

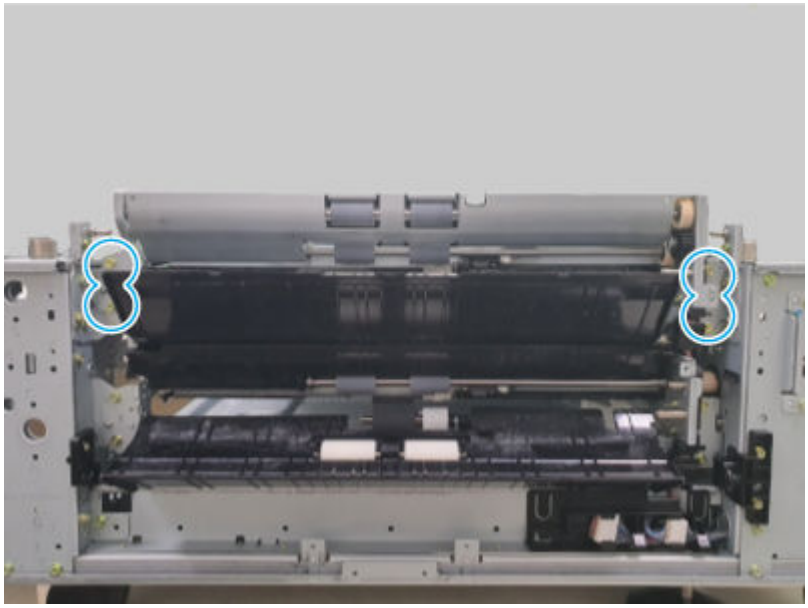
1. Disconnect one connector, and then remove two screws.

Figure 5-1122 Disconnect connector and remove screws



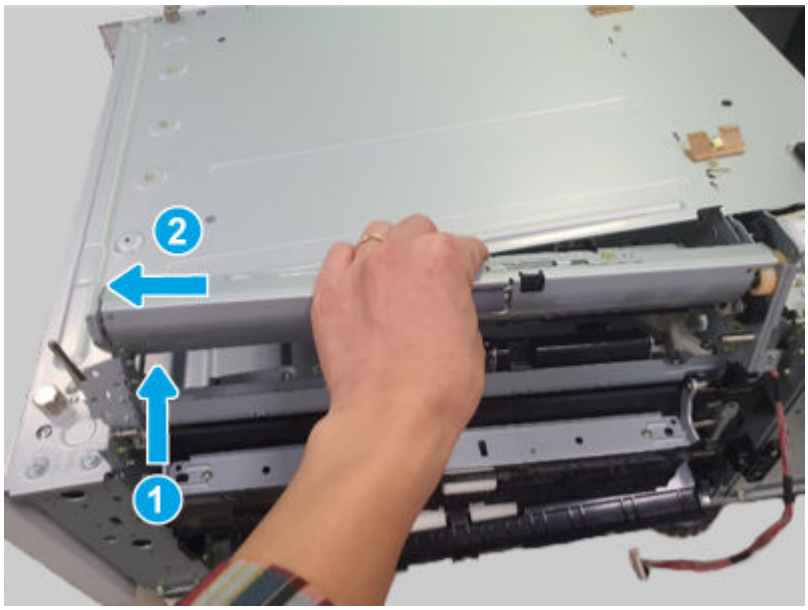
2. Remove four screws.

Figure 5-1123 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1124 Remove the assembly

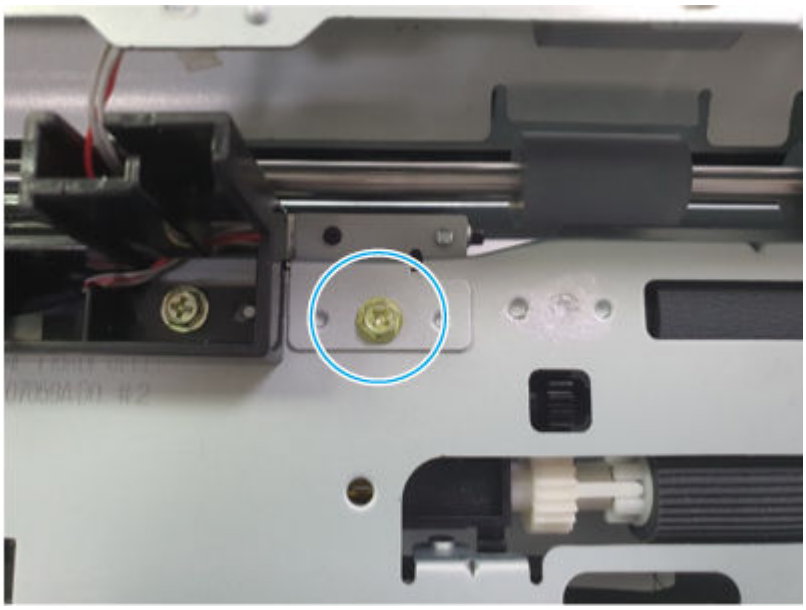


Remove the Tray 4 prefeed sensor

Use the following procedure to remove and replace the DCF Tray 4 prefeed sensor.

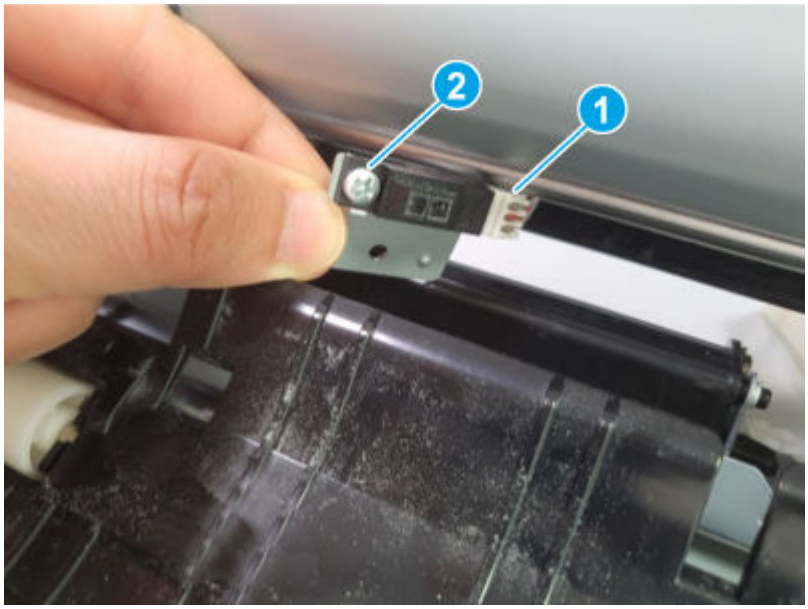
1. Remove one screw.

Figure 5-1125 Remove one screw



2. Disconnect one connector (callout 1), and then remove one screw (callout 2) to remove the Tray 4 prefeed sensor.

Figure 5-1126 Remove the sensor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 5 pickup assembly

Learn about removing and replacing the dual cassette feeder (DCF) Tray 5 pickup assembly.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-141 Part information

Part number	Part description
5QK08-61010	Tray 5 pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

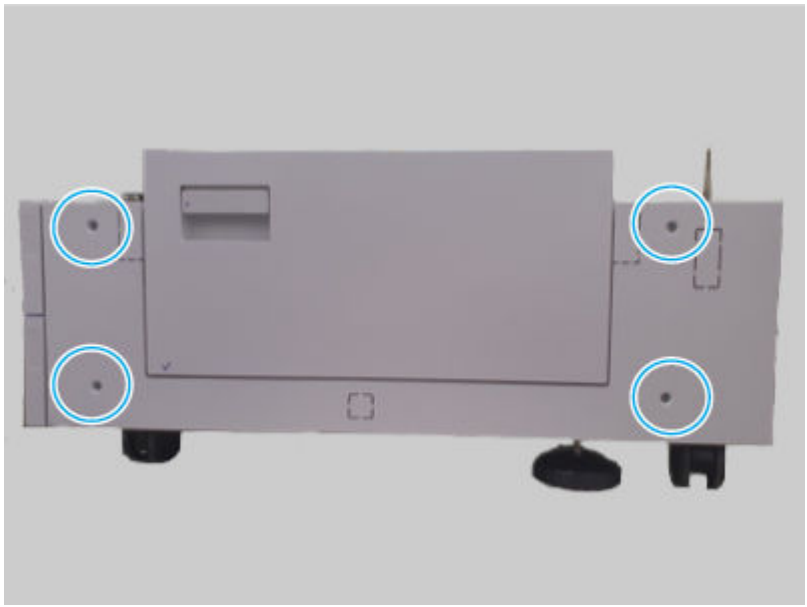
Figure 5-1127 Remove the cassette

2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1128 Remove the cover

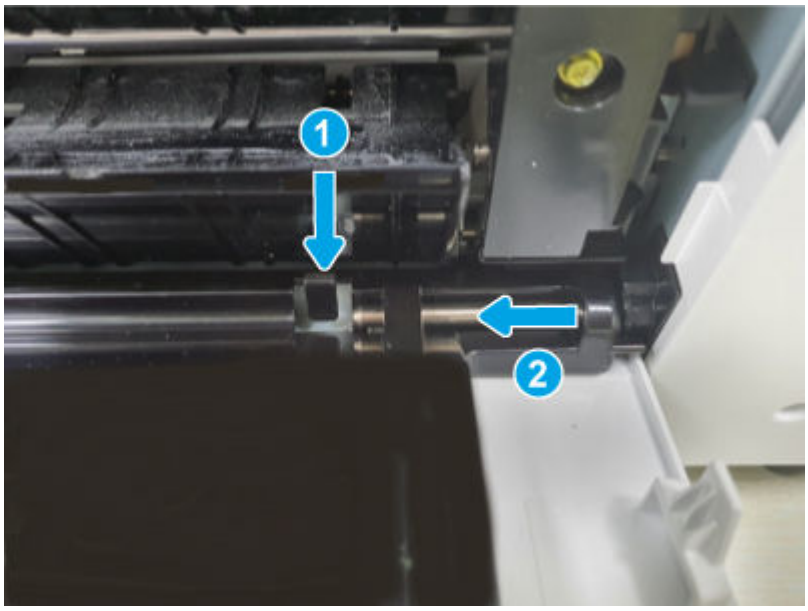


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1129 Remove the door

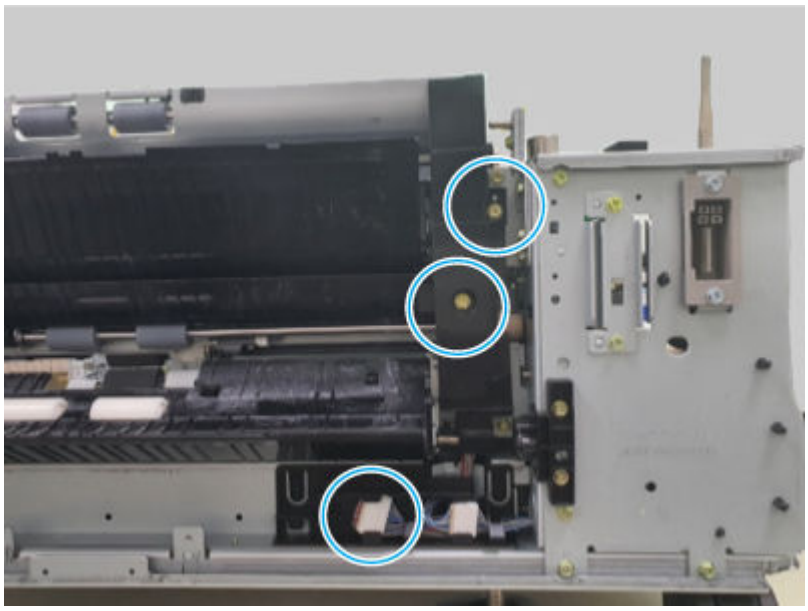


4. Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

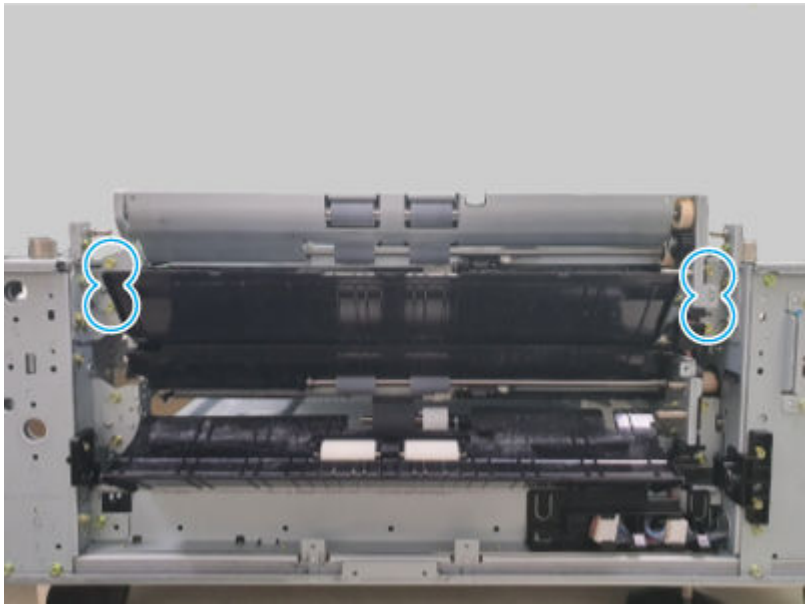
1. Disconnect one connector, and then remove two screws.

Figure 5-1130 Disconnect connector and remove screws



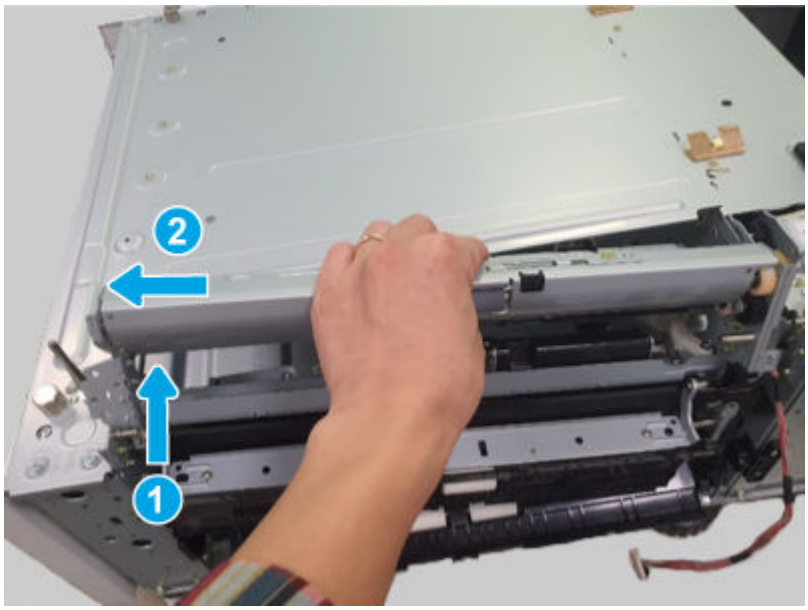
2. Remove four screws.

Figure 5-1131 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1132 Remove the assembly

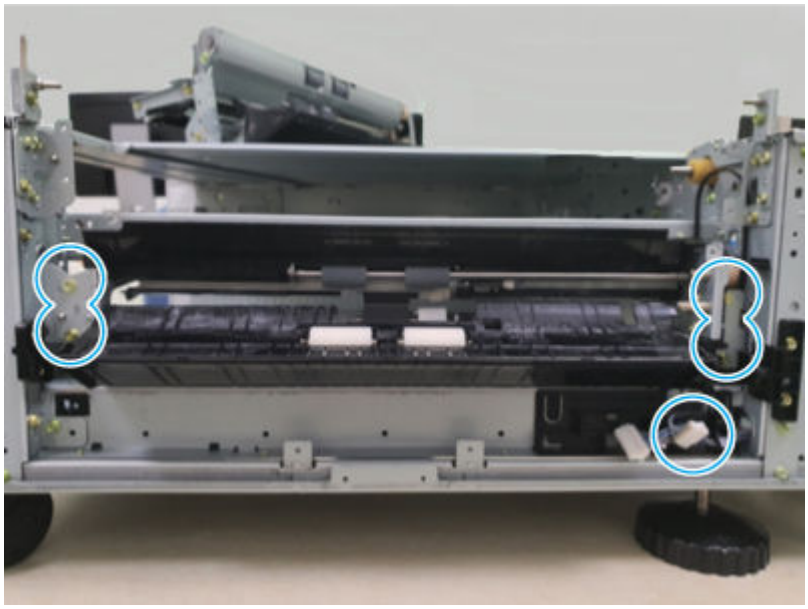


5. Remove the Tray 5 pickup assembly

Use the following procedure to remove and replace the DCF Tray 5 pickup assembly.

- Disconnect one connector, remove four screws, and then remove the Tray 5 pickup assembly.

Figure 5-1133 Remove the assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 5 paper empty and stack height sensors

Learn about removing and replacing the dual cassette feeder (DCF) Tray 5 paper empty and stack height sensors.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-142 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 5 paper empty sensor)
3SJ00-60110	Photo interrupter (Tray 5 paper stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

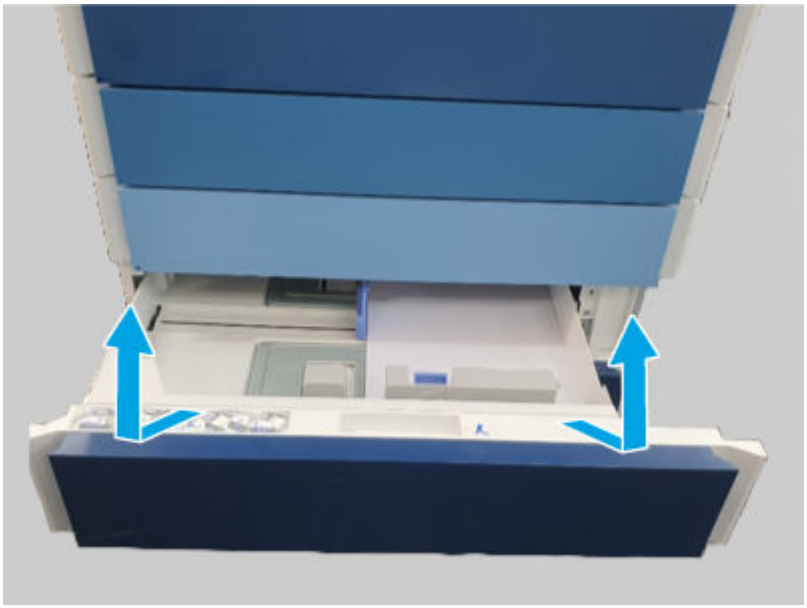
1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1134 Remove the cassette



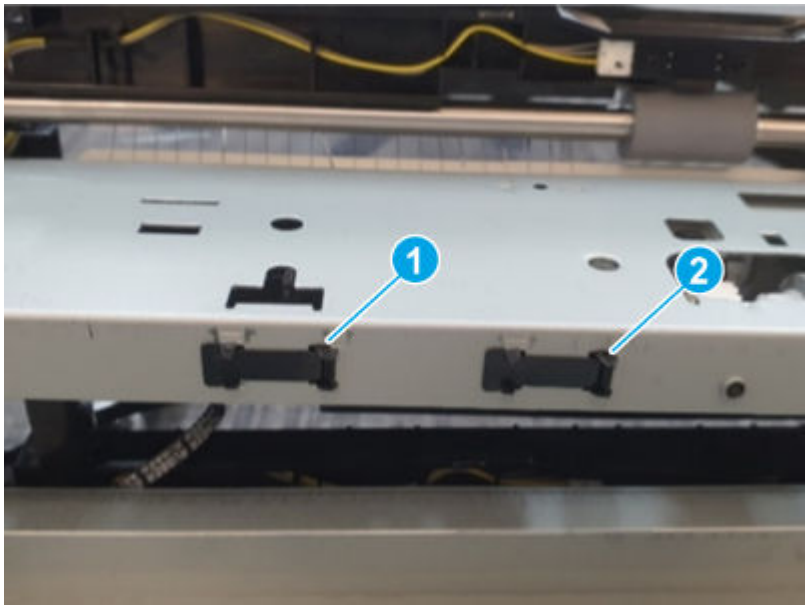
2. Remove the Tray 4, 5 paper empty and stack height sensors

Use the following procedure to remove and replace the DCF tray paper empty and stack height sensors.

NOTE: The procedure for removing the paper empty sensor or the paper stack height sensor is the same for both sensors.

1. Locate the desired sensor to remove (on the Tray 4 pickup assembly).
   - **Callout 1**: Tray 4, 5 paper stack height sensor
   - **Callout 2**: Tray 4, 5 paper empty sensor

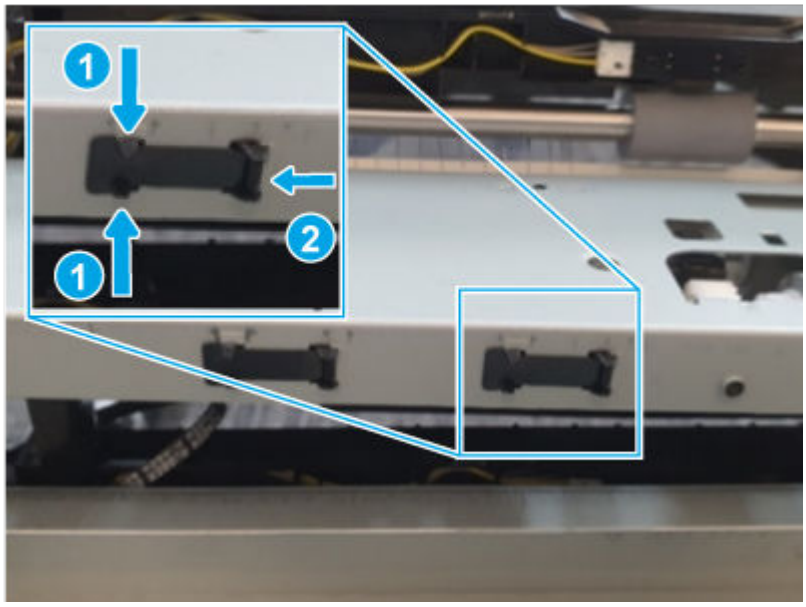
Figure 5-1135 Locate the sensor



2. Do the following:

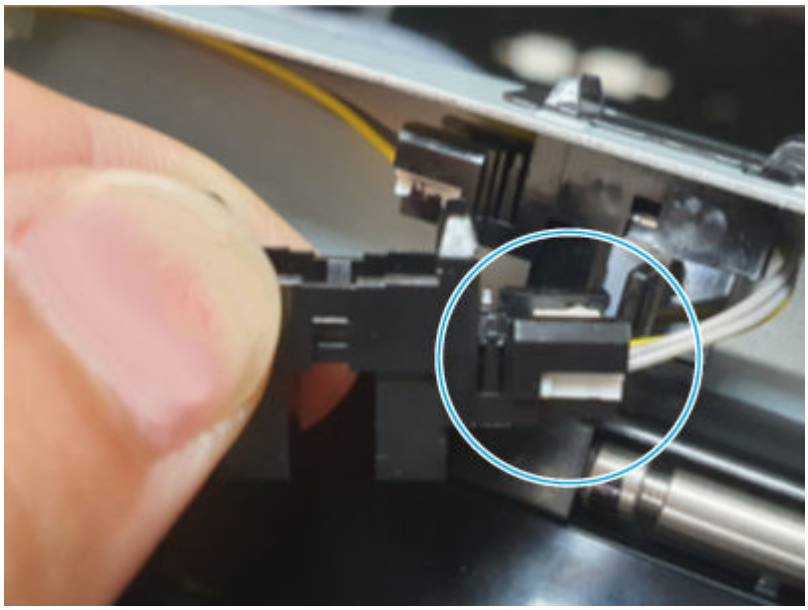
   - Release the hooks (callout 1).
   - Slide the sensor assembly to the left (callout 2).
   - Release the sensor.

Figure 5-1136 Release the sensor



3. Disconnect one connector to remove the sensor.

Figure 5-1137 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 5 prefeed sensor

Learn about removing and replacing the dual cassette feeder (DCF) Tray 5 prefeed sensor.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-143 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 5 prefeed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

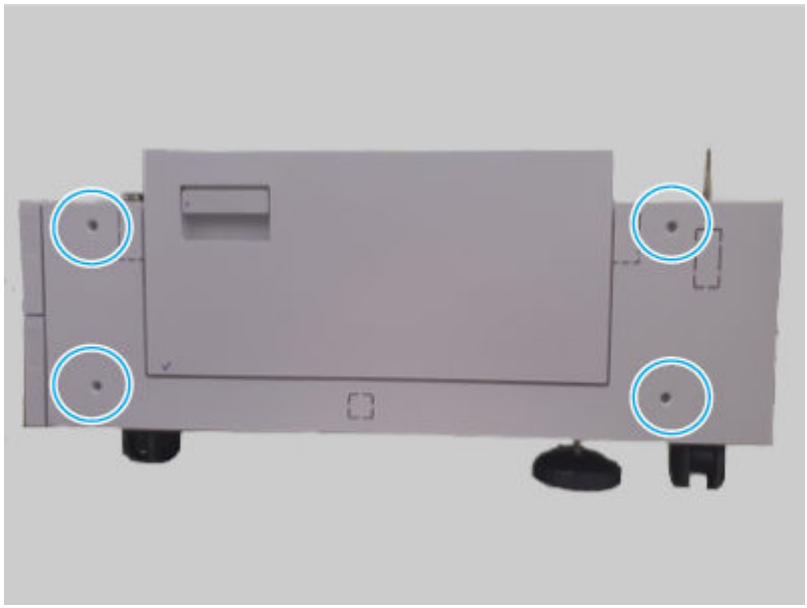
Figure 5-1138 Remove the cassette

2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1139 Remove the cover

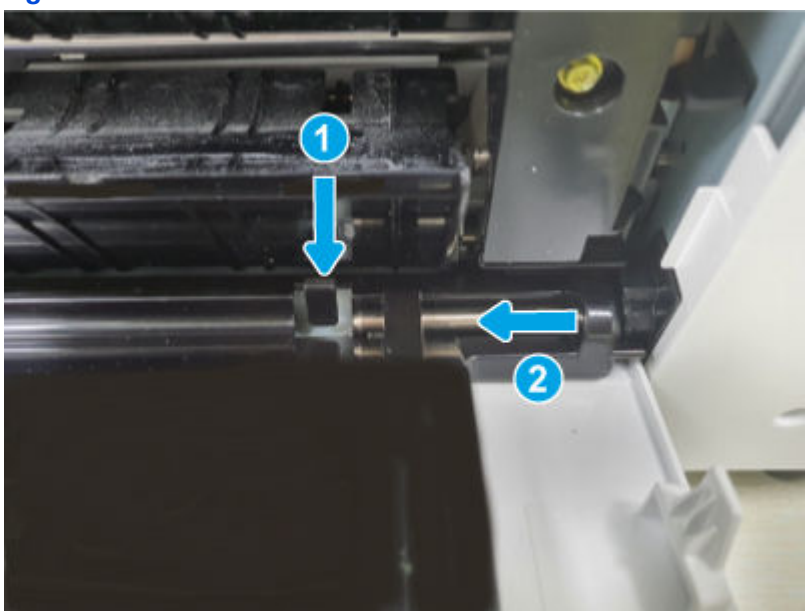


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1140 Remove the door

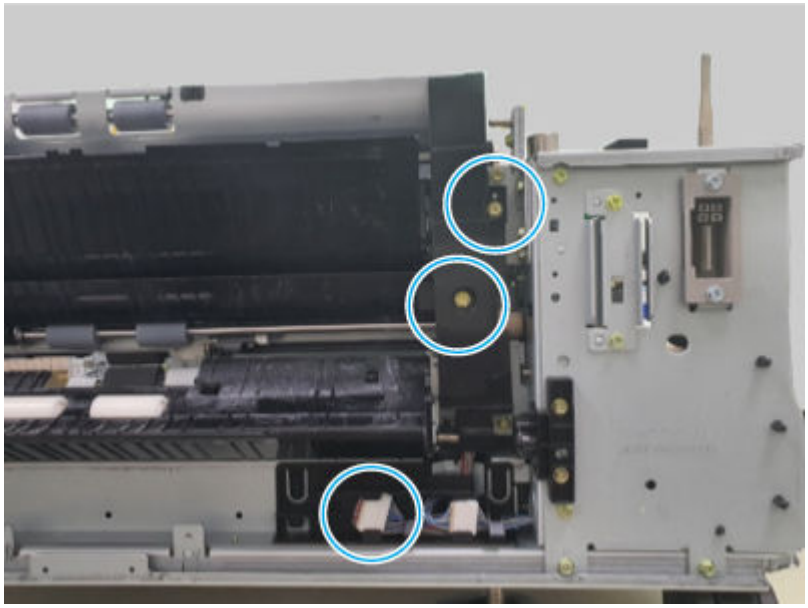


4. Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

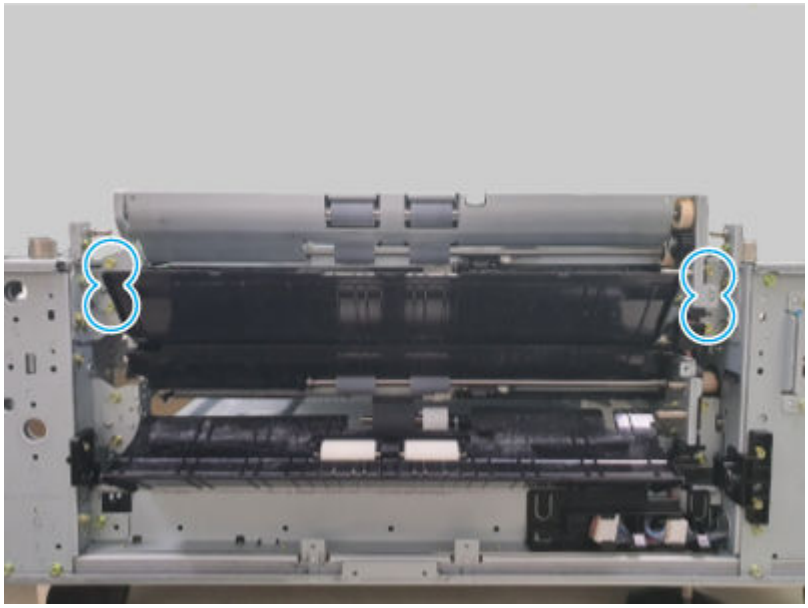
1. Disconnect one connector, and then remove two screws.

Figure 5-1141 Disconnect connector and remove screws



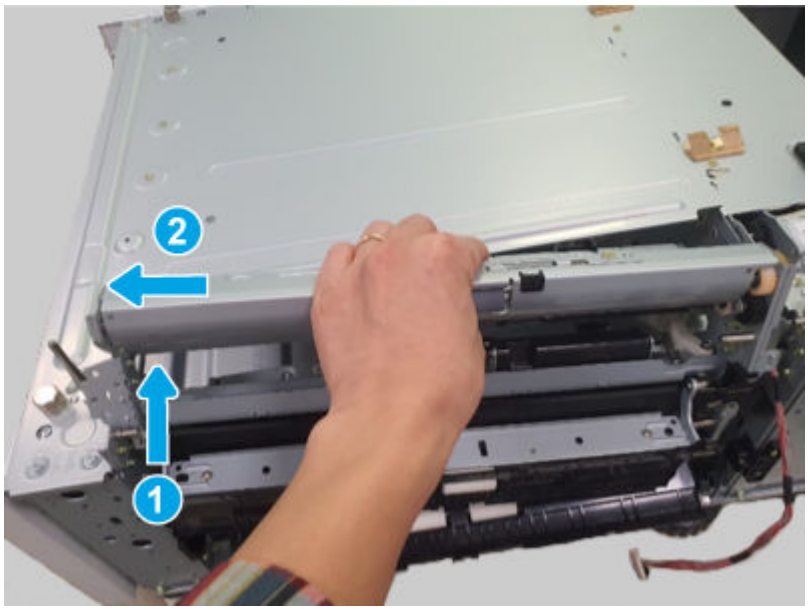
2. Remove four screws.

Figure 5-1142 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1143 Remove the assembly

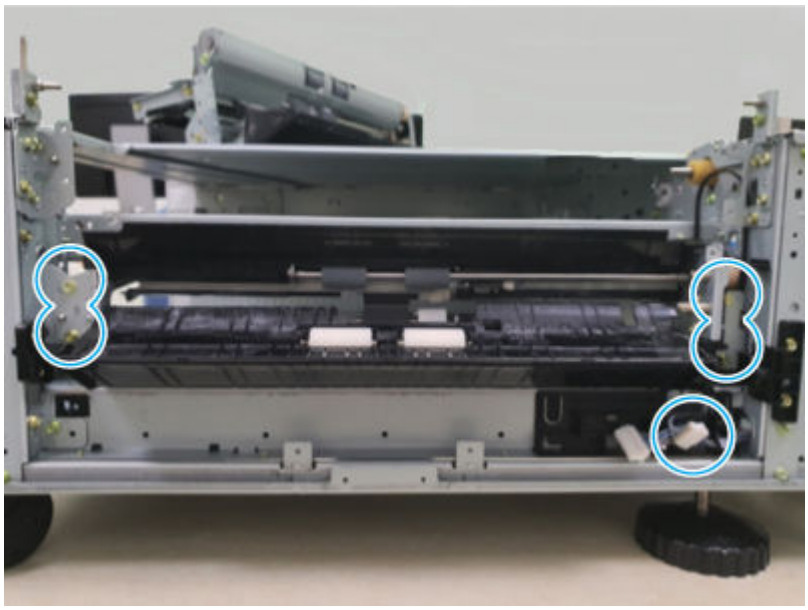


5. Remove the Tray 5 pickup assembly

Use the following procedure to remove and replace the DCF Tray 5 pickup assembly.

- Disconnect one connector, remove four screws, and then remove the Tray 5 pickup assembly.

Figure 5-1144 Remove the assembly

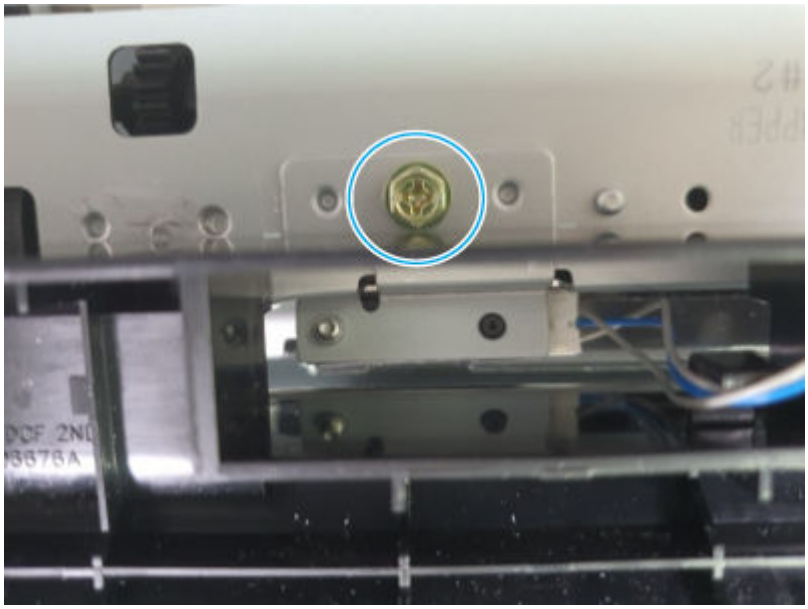


6. Remove the Tray 5 prefeed sensor

Use the following procedure to remove and replace the DCF Tray 5 prefeed sensor.

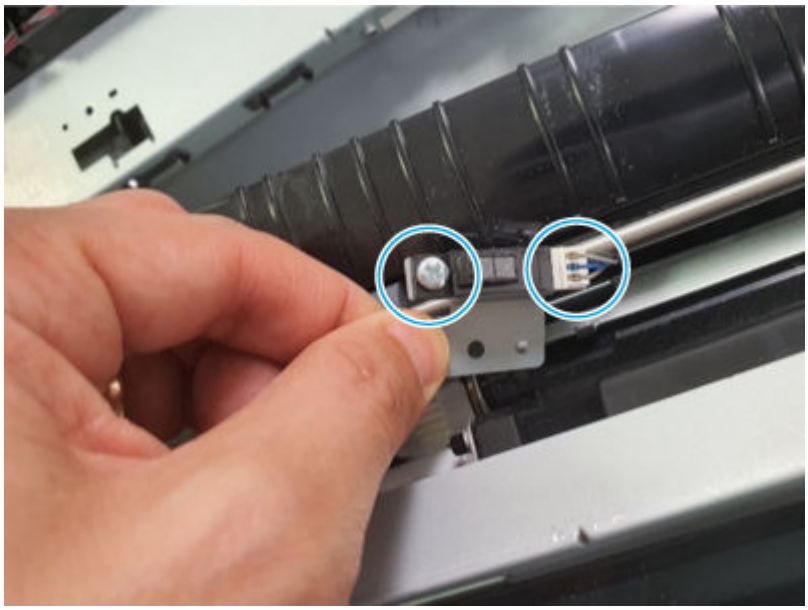
1. Remove one screw.

Figure 5-1145 Remove one screw



2. Disconnect one connector (callout 1), and then remove one screw (callout 2) to remove the Tray 5 prefeed sensor.

Figure 5-1146 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF feed sensor

Learn about removing and replacing the dual cassette feeder (DCF) feed sensor.

NOTE: Remove the DCF from the printer.

Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-144 Part information

Part number	Part description
0604-001490	Photo interrupter (DCF feed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

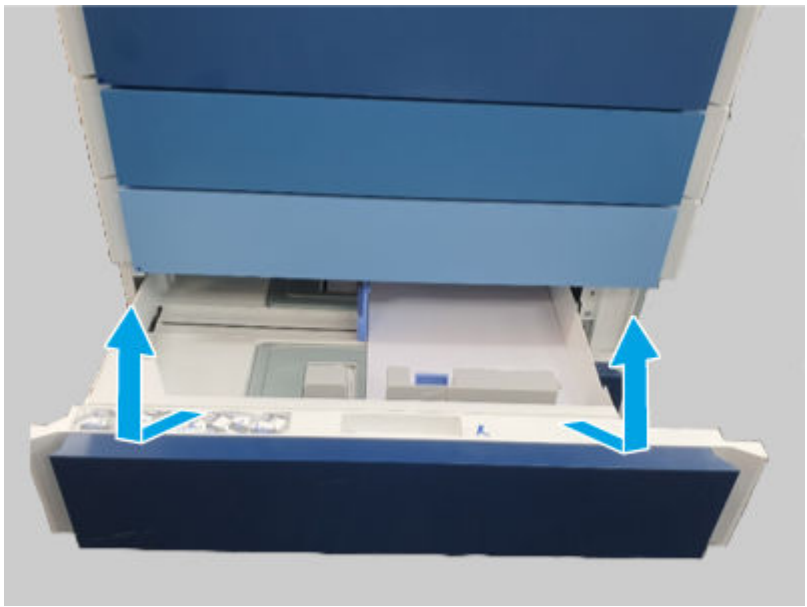
1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1147 Remove the cassette



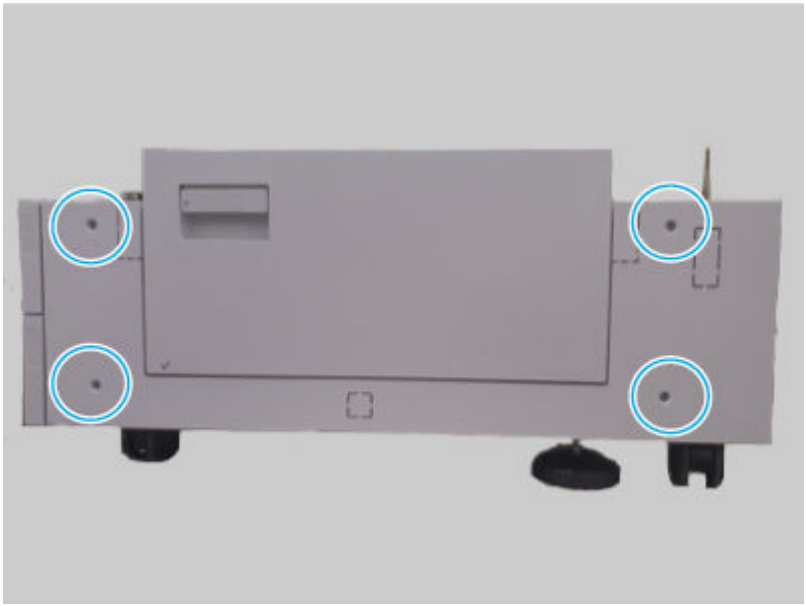
2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.

2. Remove four screws, and then remove the right cover.

Figure 5-1148 Remove the cover

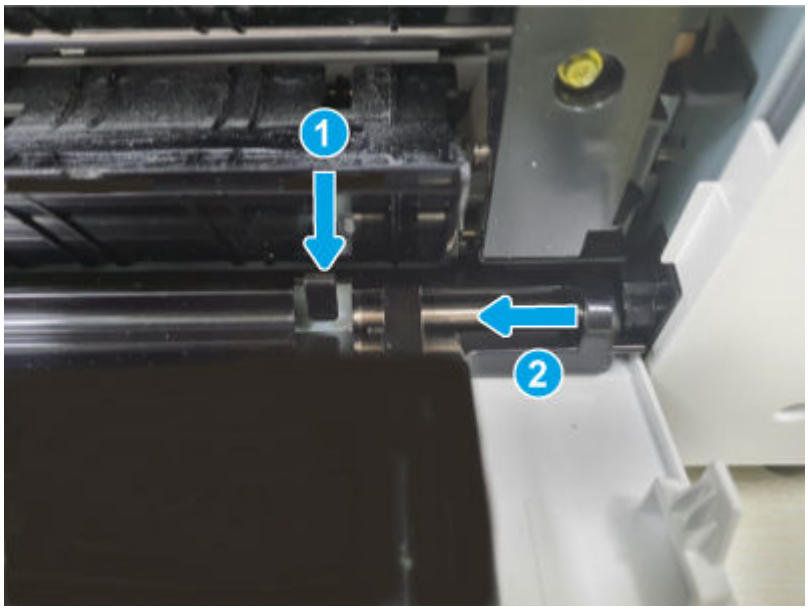


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1149 Remove the door

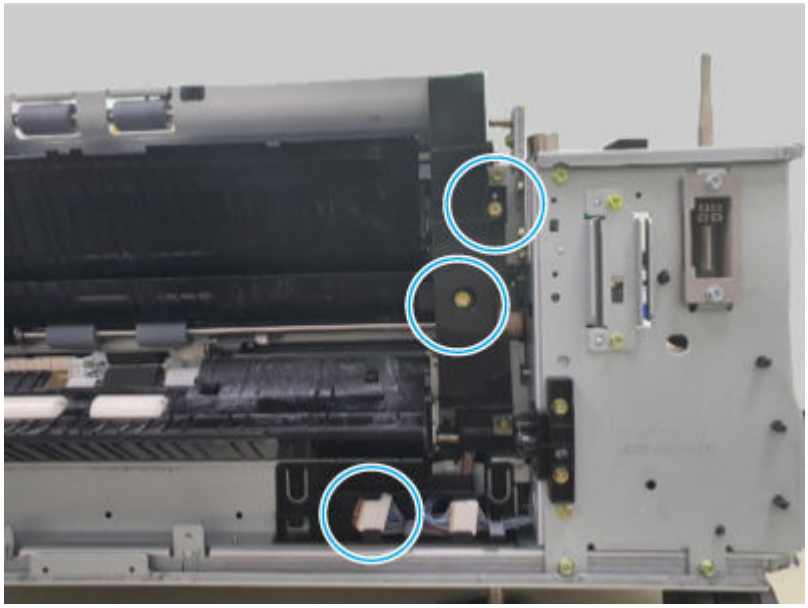


4. Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

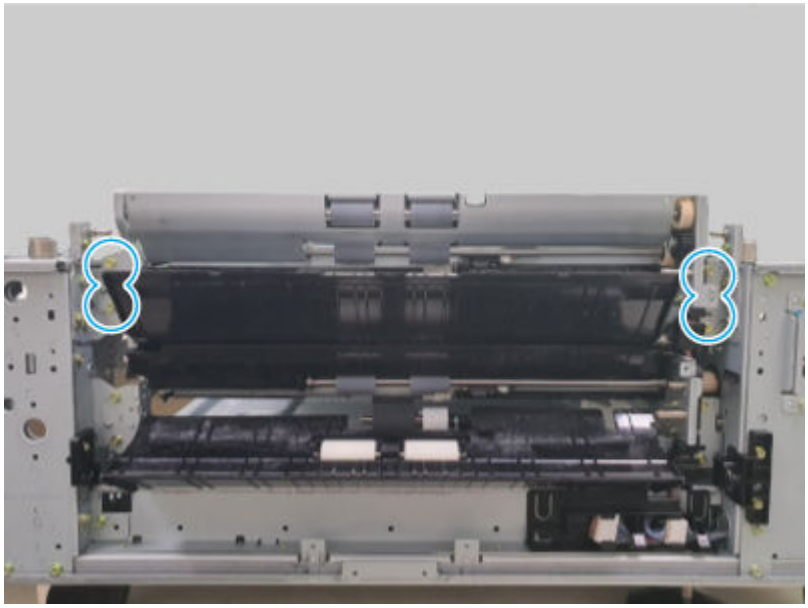
1. Disconnect one connector, and then remove two screws.

Figure 5-1150 Disconnect connector and remove screws



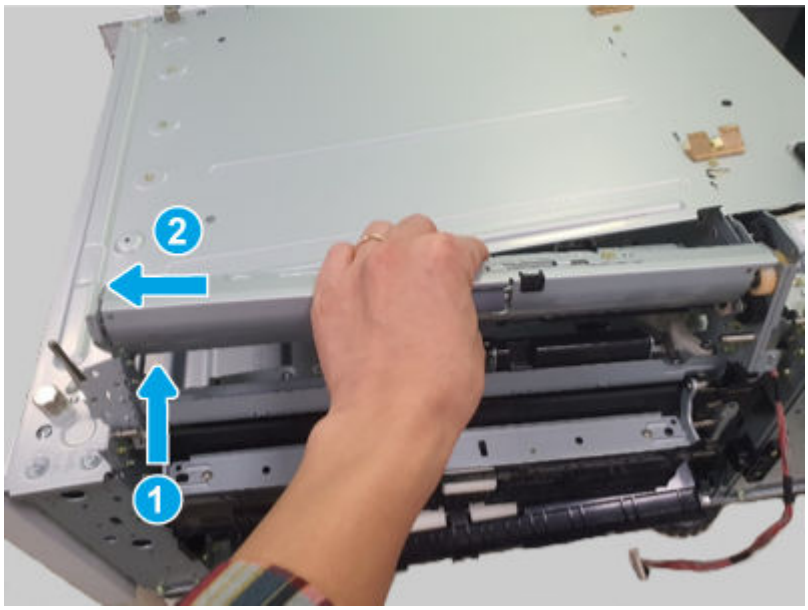
2. Remove four screws.

Figure 5-1151 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1152 Remove the assembly

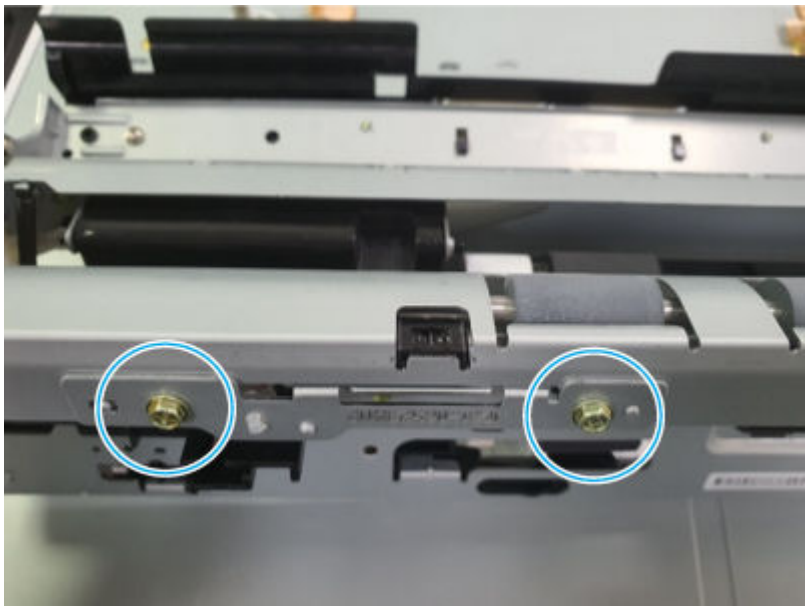


5. Remove the DCF feed sensor

Use the following procedure to remove and replace the DCF feed sensor.

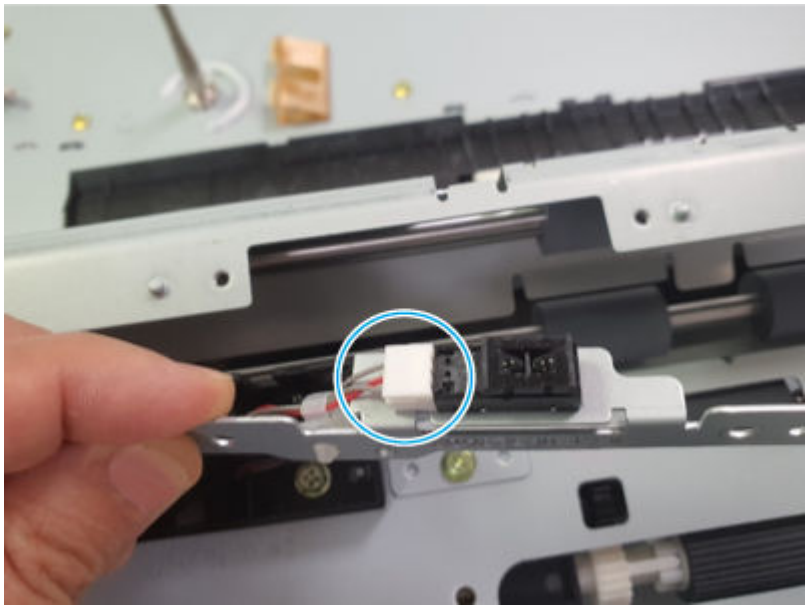
1. Remove two screws.

Figure 5-1153 Remove two screws



2. Turn the assembly over, disconnect one connector, and then remove the DCF feed sensor.

Figure 5-1154 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCA and harness

Review the DCF PCA and harness removal procedures.

Removal and replacement: Tray heater

Learn about removing and replacing the DCF tray heaters.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-145 Part information

Part number	Part description
Y1G22-67901	Tray heater 110V
Y1G22-67902	Tray heater 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

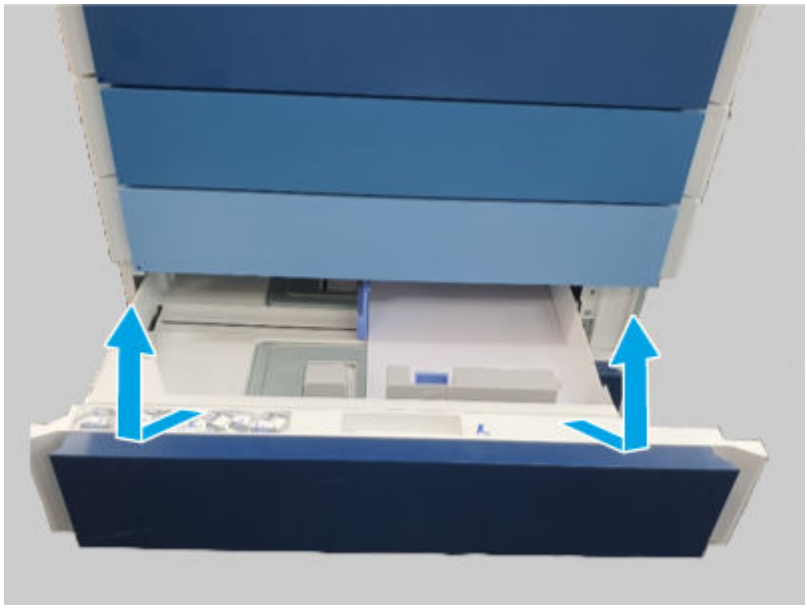
1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1155 Remove the cassette



2. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

1. Remove one screw.

Figure 5-1156 Remove one screw

2. Do the following:

   - Slightly lift up on the front of the heater, and pull it toward the front of the printer.

   ⚠ **CAUTION:** Do not attempt to completely remove the heater. It is still attached to the printer by a wire-harness connector.

   - Disconnect one connector, and then remove the heater.

Figure 5-1157 Remove the heater

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) PCA

Learn about removing and replacing the DCF PCA.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-146 **Part information**

Part number	Part description
6GW47-60001	DCF (Tray4, 5) PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

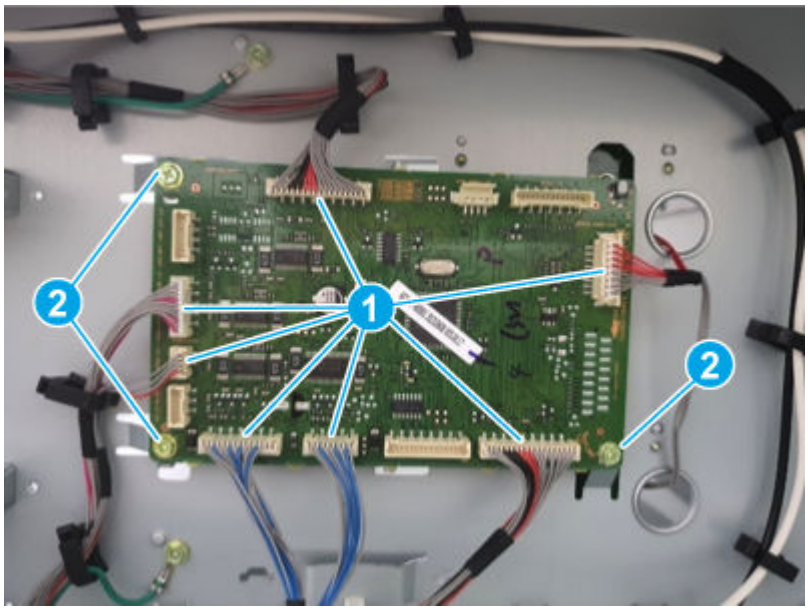
Figure 5-1158 **Remove the cover**

2. Remove the DCF PCA

Use the following procedure to remove and replace the DCF PCA.

- Disconnect all of the connectors (callout 1), remove three screws (callout 2), and then remove the DCF PCA.

Figure 5-1159 Remove the PCA



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) right door open switch holder assembly

Learn about removing and replacing the DCF right door open switch holder.

NOTE: This procedure describes replacing only the switch holder. To replace the right door open switch, remove and replace the *DCF Dpt door open switch and harness* (JC39-02268A).

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-147 Part information

Part number	Part description
JC90-01385A	DCF (Tray4, 5) right door open switch holder

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

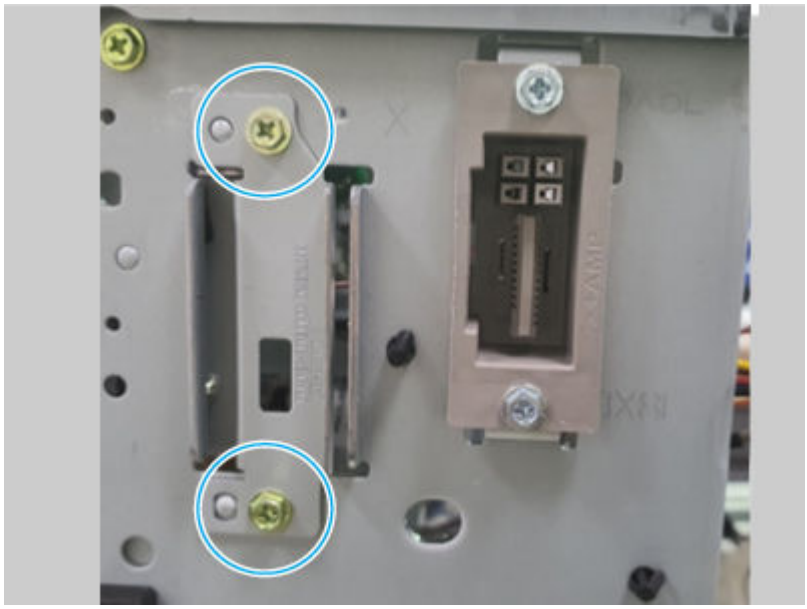
Figure 5-1160 Remove the cover

2. Remove the DCF right door open switch holder

Use the following procedure to remove and replace the DCF right door open switch holder.

1. Open the right door.
2. Remove two screws.

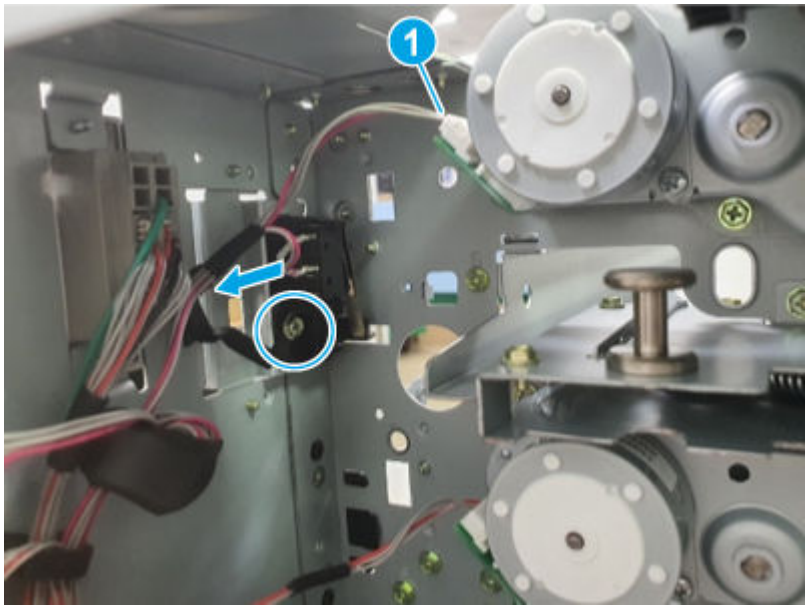
Figure 5-1161 Remove two screws



3. Remove one screw and then pull the switch and holder out.

TIP: Disconnect one connector (callout 1) and release the wire harness from retainers as needed to create enough wire harness slack to pull the switch-holder assembly out.

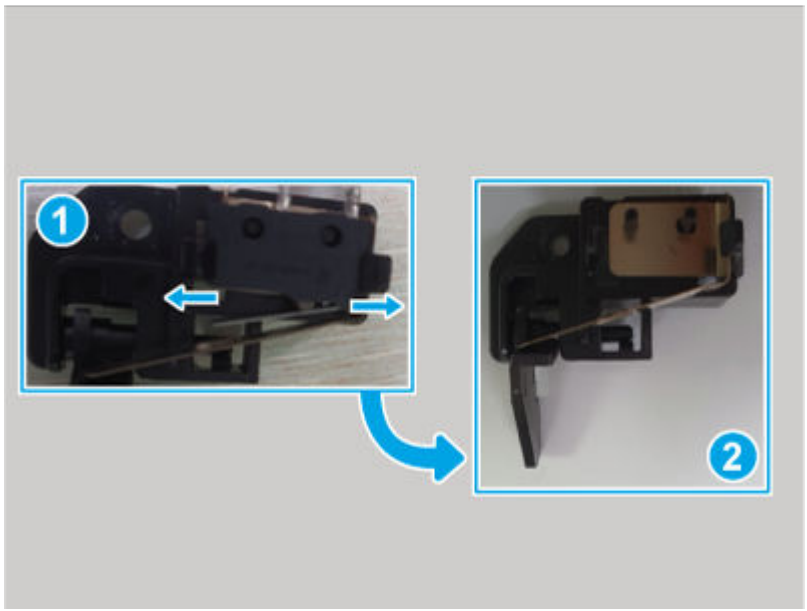
Figure 5-1162 Pull out the switch and holder



4. Release two tabs (callout 1) and then remove the switch from the holder to remove it (callout 2).

NOTE: This step is required to replace the switch holder. To replace the right door open switch, remove the *DCF Dpt door open switch and harness* (JC39-02268A).

Figure 5-1163 Remove the holder



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF IF harness

Learn about removing and replacing the DCF IF harness.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-148 Part information

Part number	Part description
JC39-02606A	DCF IF harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

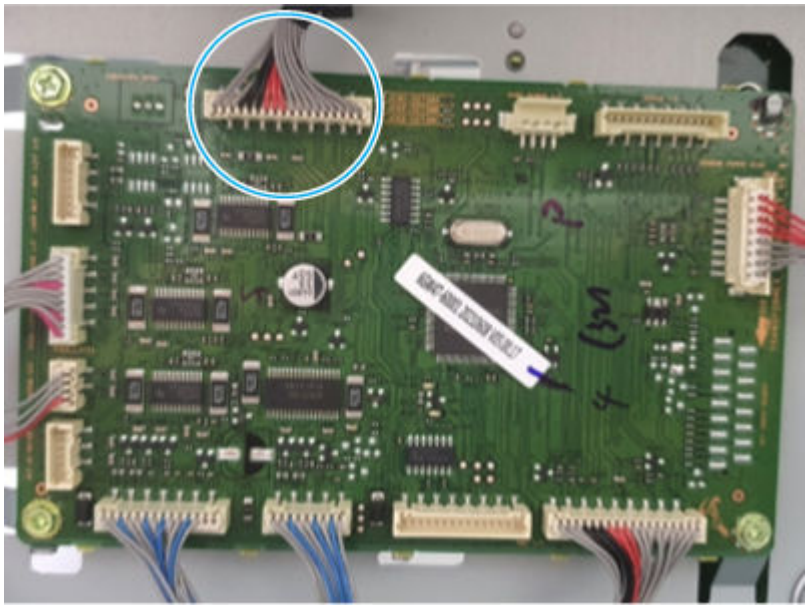
Figure 5-1164 Remove the cover

2. Remove the DCF IF harness

Use the following procedure to remove and replace the DCF IF harness.

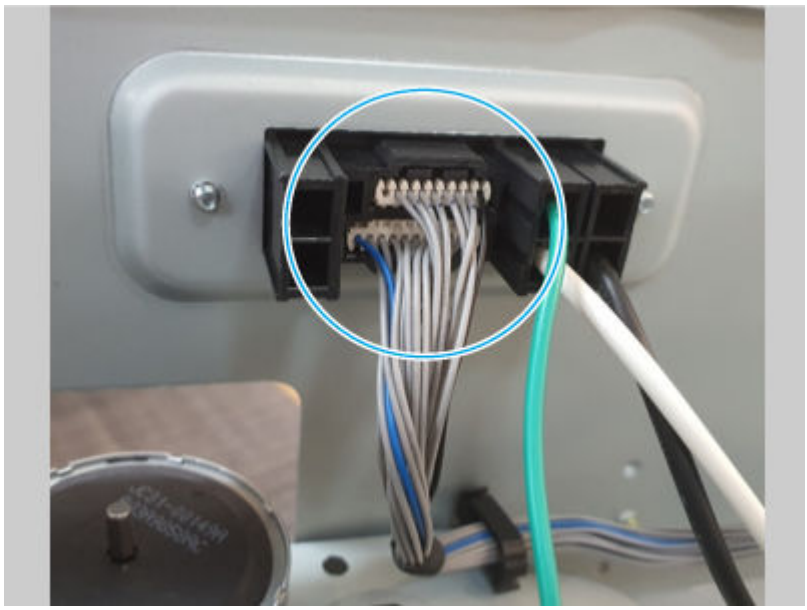
1. Disconnect one connector on the DCF PCA.

Figure 5-1165 Disconnect one connector



2. Disconnect two connectors, release retainers as needed, and then remove the DCF IF harness.

Figure 5-1166 Remove the harness



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF door open switch sensor and harness

Learn about removing and replacing the DCF door open switch and harness.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-149 Part information

Part number	Part description
JC39-02268A	DCF door open switch and harness

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1167 Remove the cover

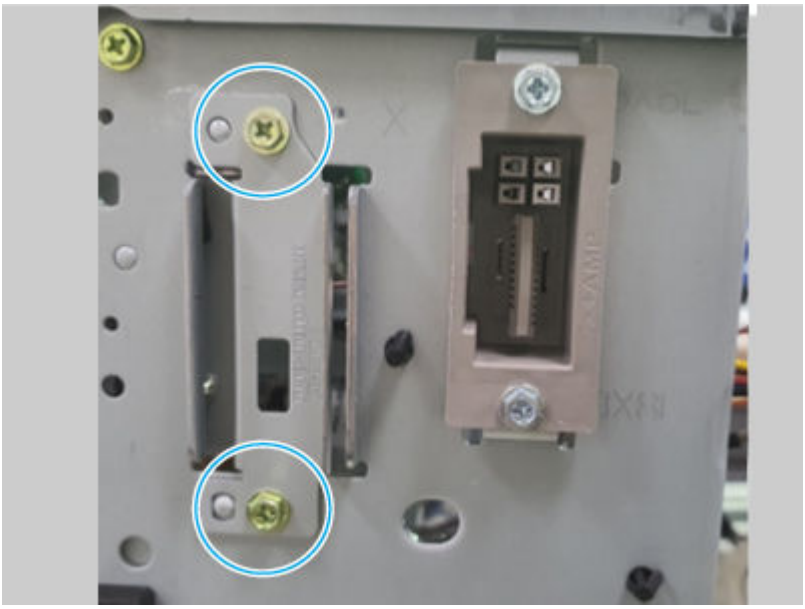
2. Remove the DCF right door open switch holder

Use the following procedure to remove and replace the DCF right door open switch holder.

1. Open the right door.

2. Remove two screws.

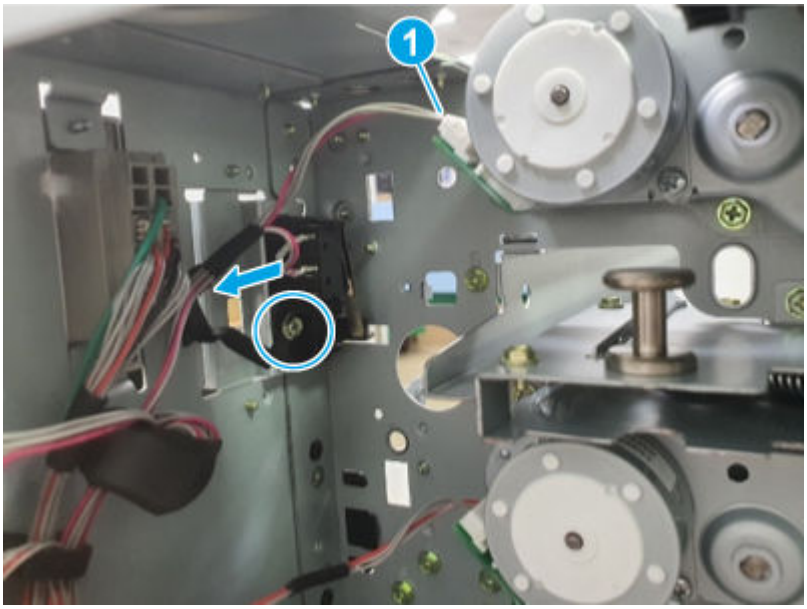
Figure 5-1168 Remove two screws



3. Remove one screw and then pull the switch and holder out.

TIP: Disconnect one connector (callout 1) and release the wire harness from retainers as needed to create enough wire harness slack to pull the switch-holder assembly out.

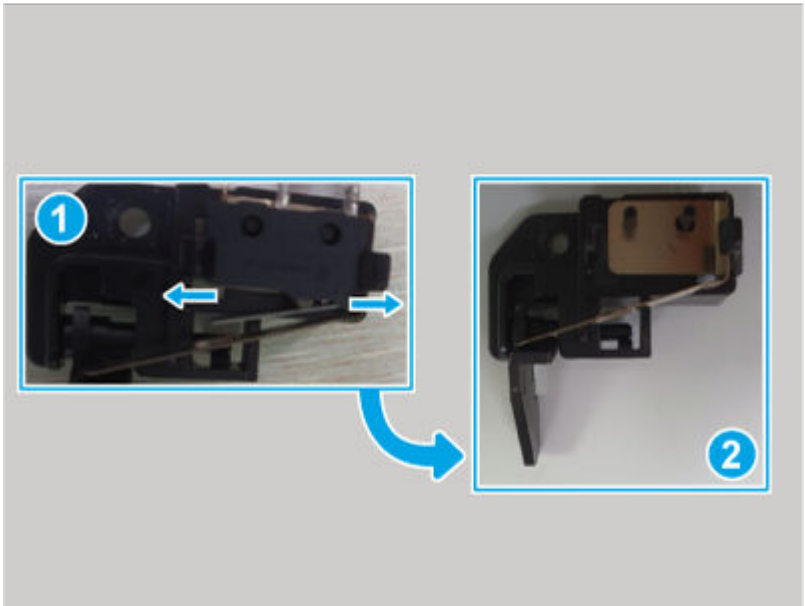
Figure 5-1169 Pull out the switch and holder



4. Release two tabs (callout 1) and then remove the switch from the holder to remove it (callout 2).

NOTE: This step is required to replace the switch holder. To replace the right door open switch, remove the *DCF Dpt door open switch and harness* (JC39-02268A).

Figure 5-1170 Remove the holder

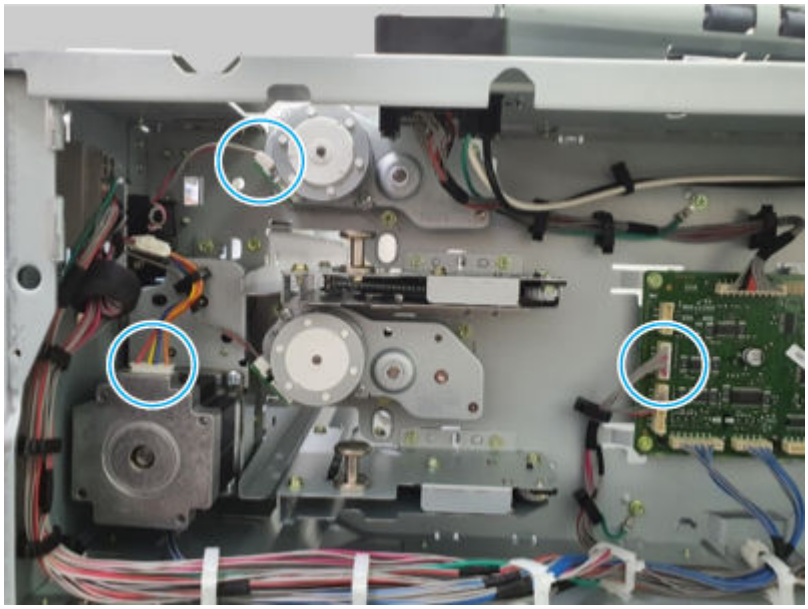


3. Remove the door open switch and harness

Use the following procedure to remove and replace the DCF door open switch and harness.

- Disconnect three connectors, release retainers as needed, and then remove the DCF door open switch and harness.

Figure 5-1171 Remove the harness



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF motor harness 2nd

Learn about removing and replacing the DCF motor harness 2nd.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-150 Part information

Part number	Part description
JC39-02268A	DCF motor harness 2nd

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

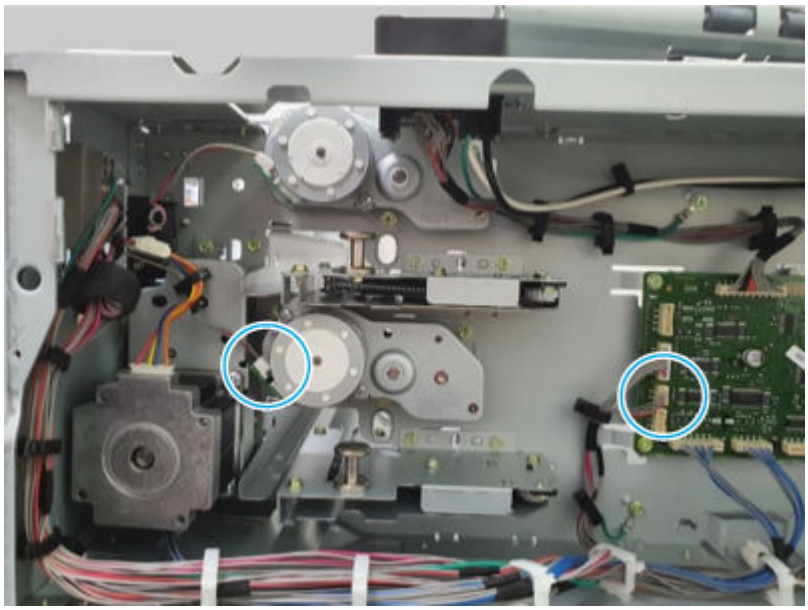
Figure 5-1172 Remove the cover

2. Remove the motor harness 2nd

Use the following procedure to remove and replace the DCF motor harness 2nd.

- Disconnect two connectors, release retainers as needed, and then remove the DCF motor harness 2nd.

Figure 5-1173 Remove the harness



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF sensor harness 1st

Learn about removing and replacing the DCF sensor harness 1st.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-151 Part information

Part number	Part description
JC39-02271A	DCF sensor harness 1st

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

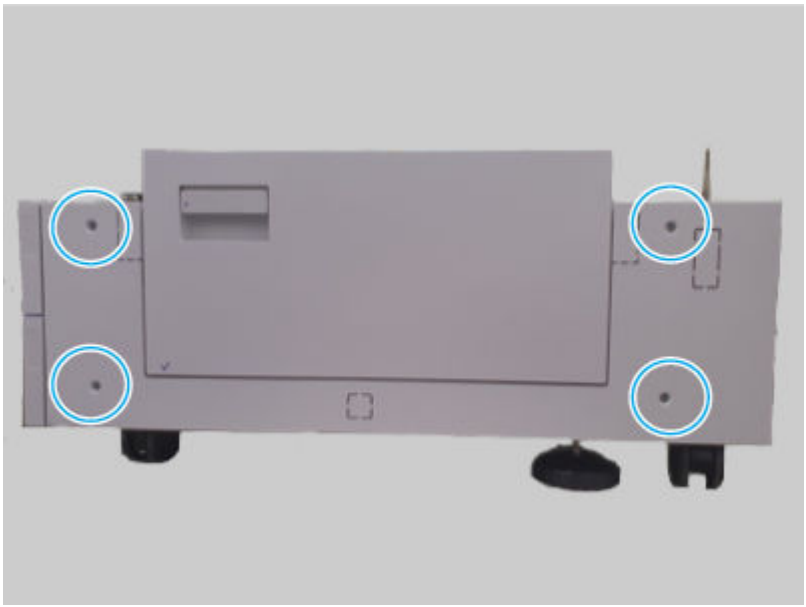
Figure 5-1174 Remove the cover

2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1175 Remove the cover

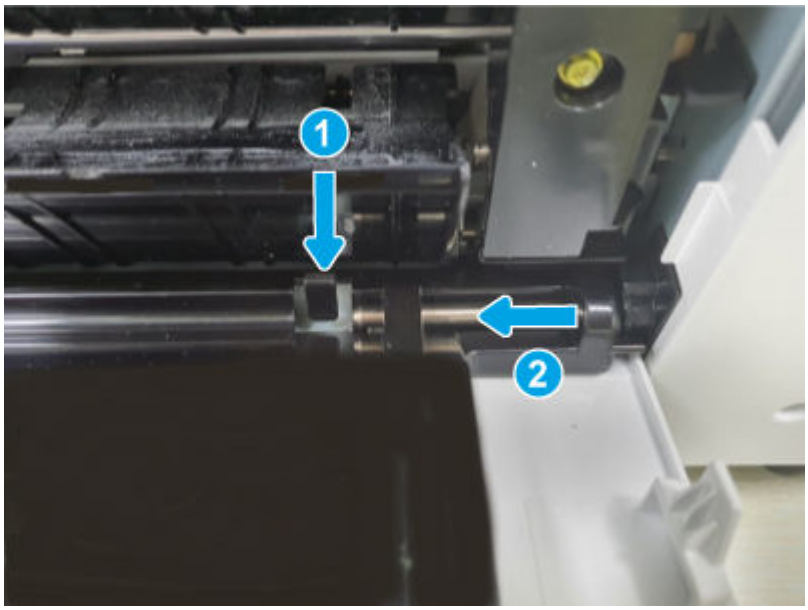


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1176 Remove the door

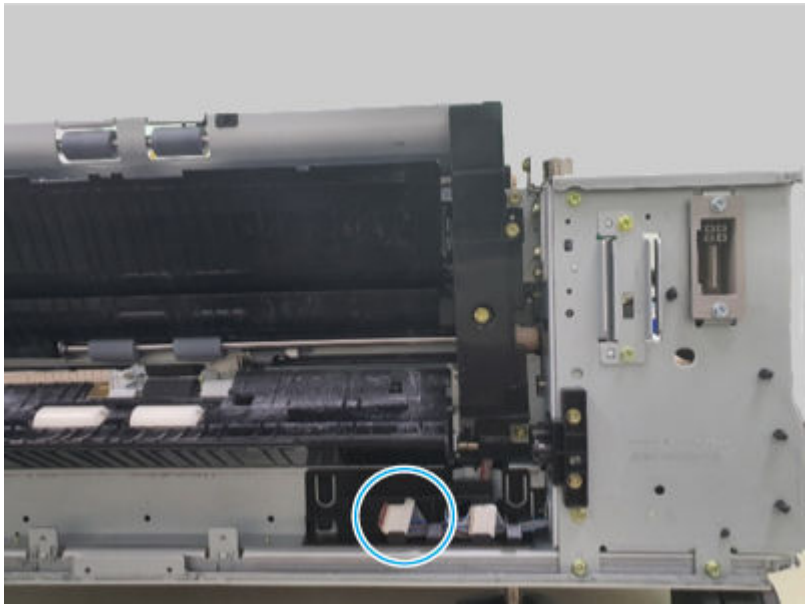


4. Remove the sensor harness 1st

Use the following procedure to remove and replace the DCF sensor harness 1st.

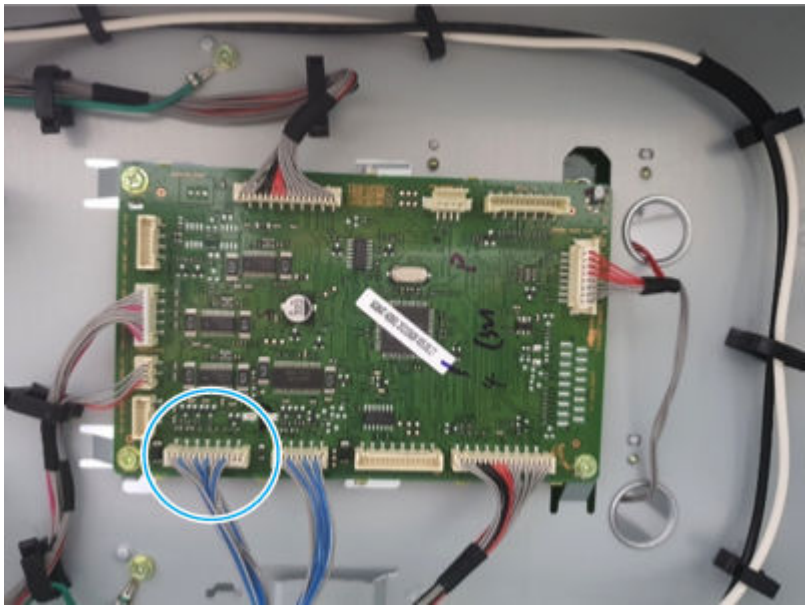
1. Disconnect one connector.

Figure 5-1177 Disconnect one connector



2. Disconnect one connector, release retainers as needed, and then remove the DCF sensor harness 1st.

Figure 5-1178 Remove the harness



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF sensor harness 2nd

Learn about removing and replacing the DCF sensor harness 2nd.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-152 Part information

Part number	Part description
JC39-02269A	DCF sensor harness 2nd

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

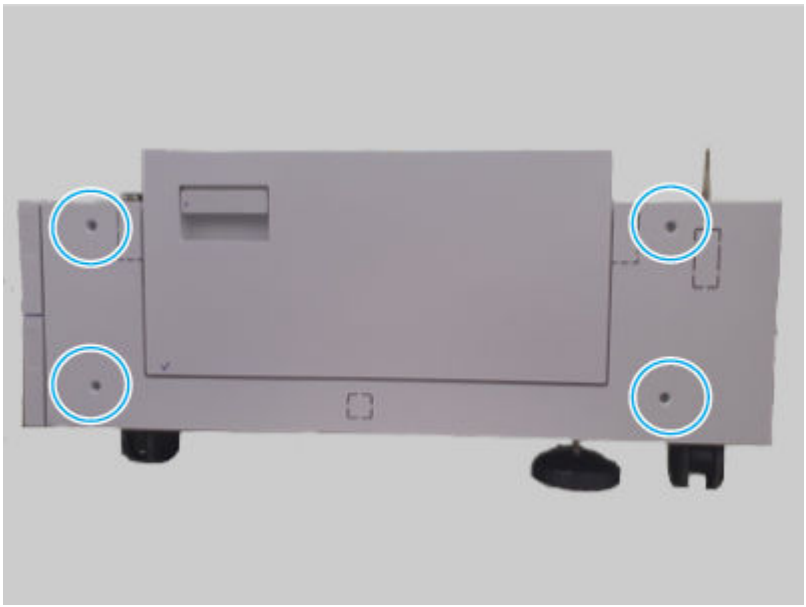
Figure 5-1179 Remove the cover

2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1180 Remove the cover

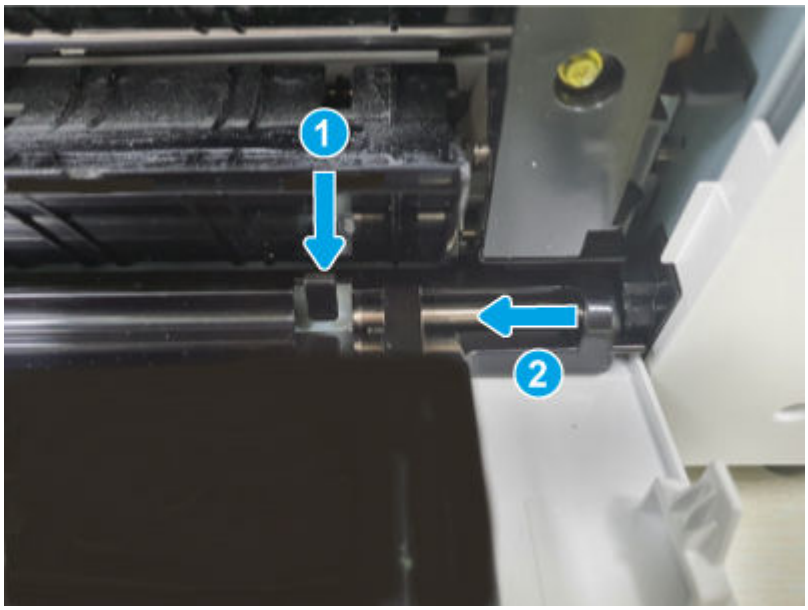


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1181 Remove the door

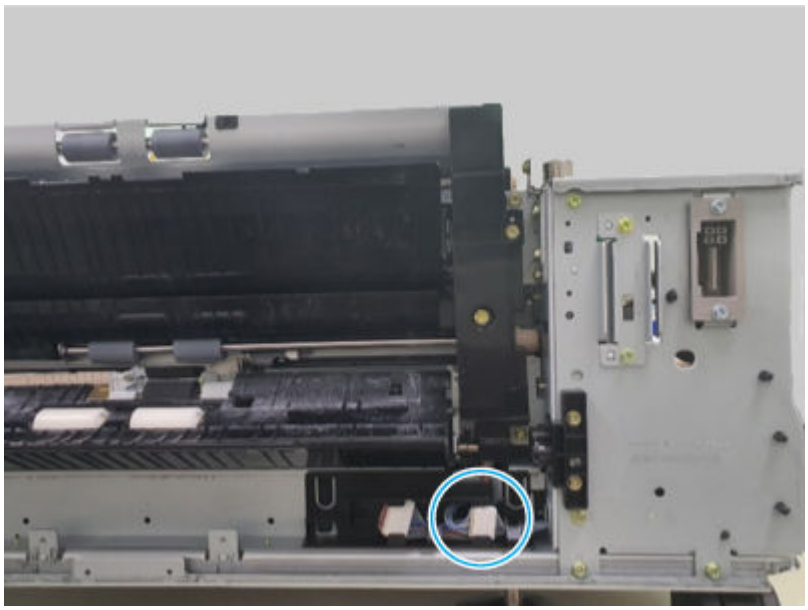


4. Remove the sensor harness 2nd

Use the following procedure to remove and replace the DCF sensor harness 2nd.

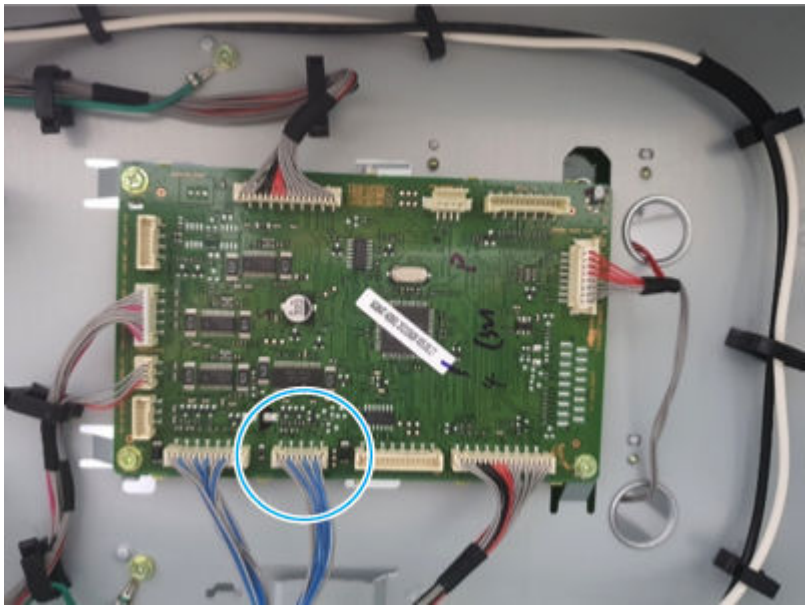
1. Disconnect one connector.

Figure 5-1182 Disconnect one connector



2. Disconnect one connector, release retainers as needed, and then remove the DCF sensor harness 2nd.

Figure 5-1183 Remove the harness



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF size harness

Learn about removing and replacing the DCF size harness.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-153 Part information

Part number	Part description
JC39-02275A	DCF size harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

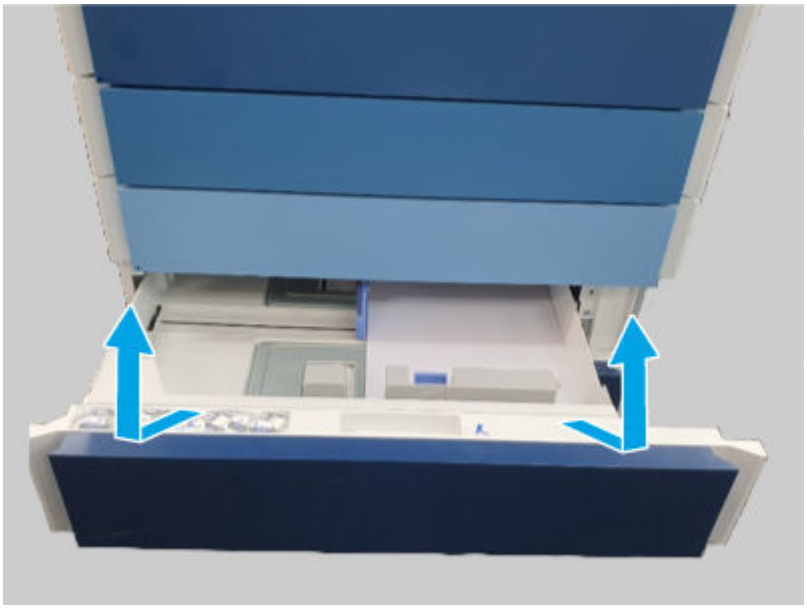
Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1184 Remove the cassette



Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

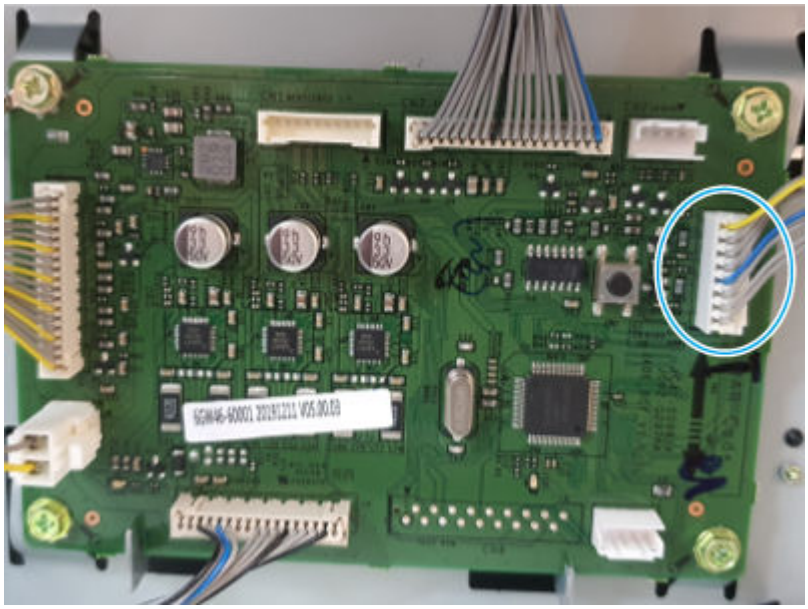
Figure 5-1185 Remove the cover

Remove the size harness

Use the following procedure to remove and replace the DCF size harness.

1. Disconnect one connector.

Figure 5-1186 Disconnect one connector



2. Disconnect two connectors (inside the tray cavity), release retainers as needed, and then remove the DCF size harness (from the rear of the DCF).

Figure 5-1187 Remove the harness

Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

HCI (department)

Learn about high capacity input (department) parts removal and replacement.

Covers

Review the HCI cover removal procedures.

Removal and replacement: HCI (Tray 4) right cover

Learn about removing and replacing the high capacity input (HCI) right cover.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-154 Part information

Part number	Part description
5QK08-40006	HCI (Tray 4) right cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

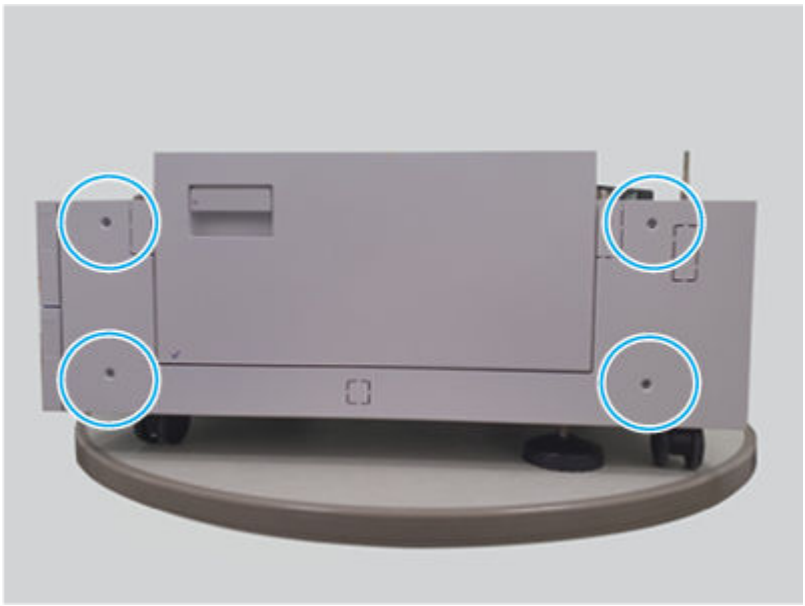
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) right cover

Use the following procedure to remove and replace the HCI right cover.

- Remove four screws, and then remove the right cover.

Figure 5-1188 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) rear cover

Learn about removing and replacing the high capacity input (HCI) rear cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-155 Part information

Part number	Part description
5QK08-40007	HCI (Tray 4, 5) rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

Figure 5-1189 Remove the cover

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) left cover

Learn about removing and replacing the high capacity input (HCI) left cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-156 Part information

Part number	Part description
5QK08-40008	HCI (Tray 4, 5) left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

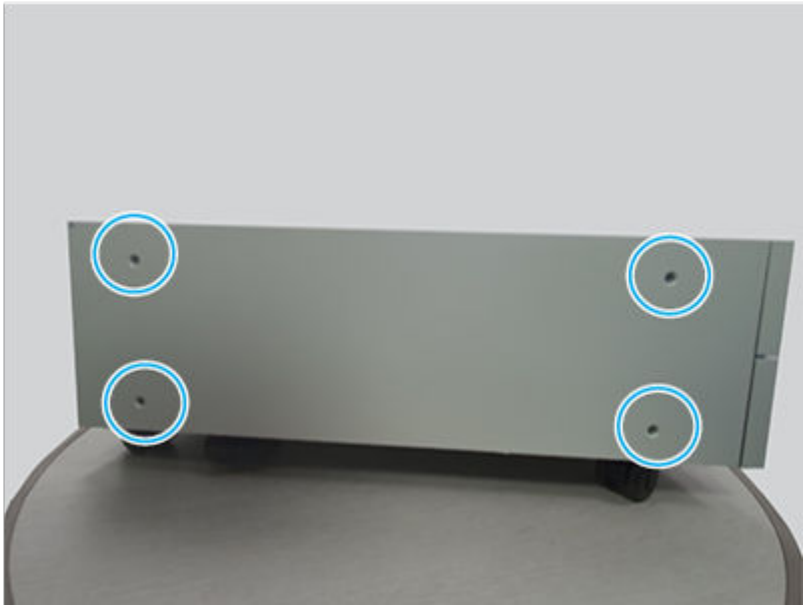
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) left cover

Use the following procedure to remove and replace the HCI left cover.

- Remove four screws, and then remove the left cover.

Figure 5-1190 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) right door

Learn about removing and replacing the high capacity input (HCI) right door.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-157 Part information

Part number	Part description
5QK08-61023	HCI (Tray 4) right door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

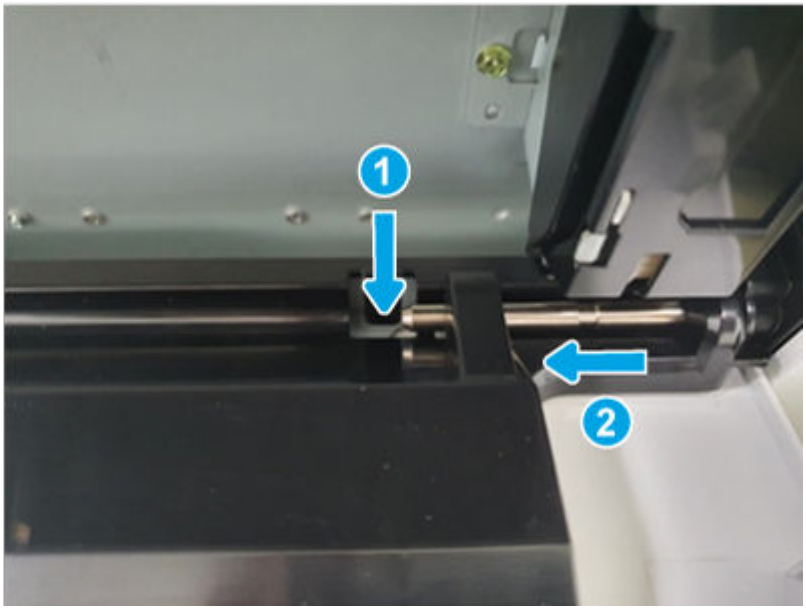
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) right door

Use the following procedure to remove and replace the HCI right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1191 Remove the door



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) front CMF panel

Learn about removing and replacing the high capacity input (HCI) front CMF panel.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-158 Part information

Part number	Part description
5QK08-40016	HCI (Tray 4) front CMF panel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

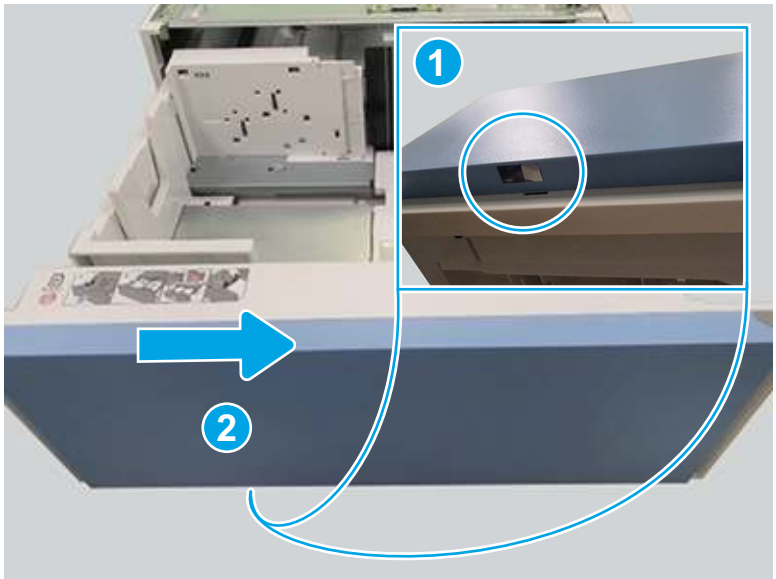
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) front CMF panel

Use the following procedure to remove and replace the HCI CMF panel.

- Release one tab (callout 1), slide the panel to the left (callout 2), and then remove the front CMF panel

Figure 5-1192 Remove the panel



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster wheel

Learn about removing and replacing the high capacity input (HCI) caster wheel.

NOTE: Remove the HCI from the printer.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-159 Part information

Part number	Part description
6109-001138	Caster wheel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

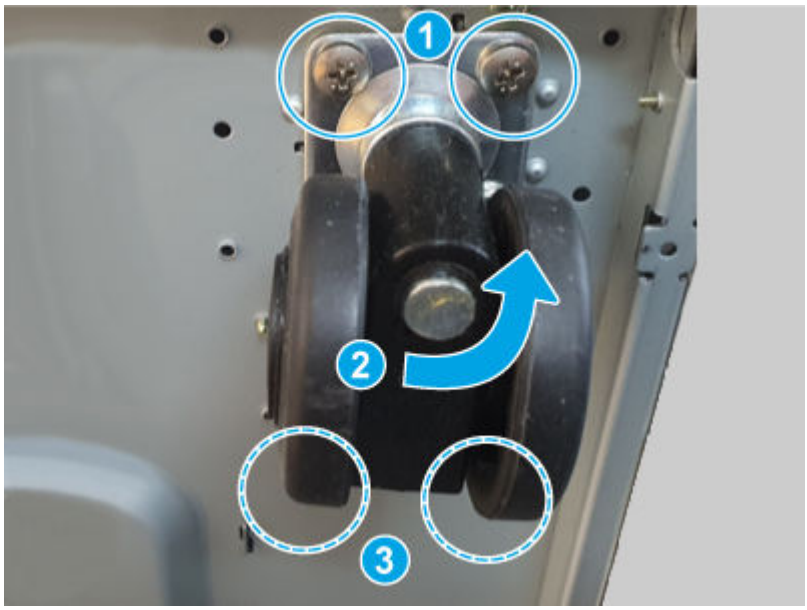
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the caster wheel

Use the following procedure to remove and replace the HCI caster wheel.

1. Remove the HCI from the printer.
2. Do the following:
   a. Remove two screws (callout 1).
   b. Rotate the caster wheel (callout 2) out of the way, and then remove two screws (callout 3).
   c. Remove the caster wheel.

Figure 5-1193 Remove the caster



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Holder wheel kit - guide adjust

Learn about removing and replacing the high capacity input (HCI) holder wheel kit.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-160 Part information

Part number	Part description
JC61-04871A	Guide - adjust HCI

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

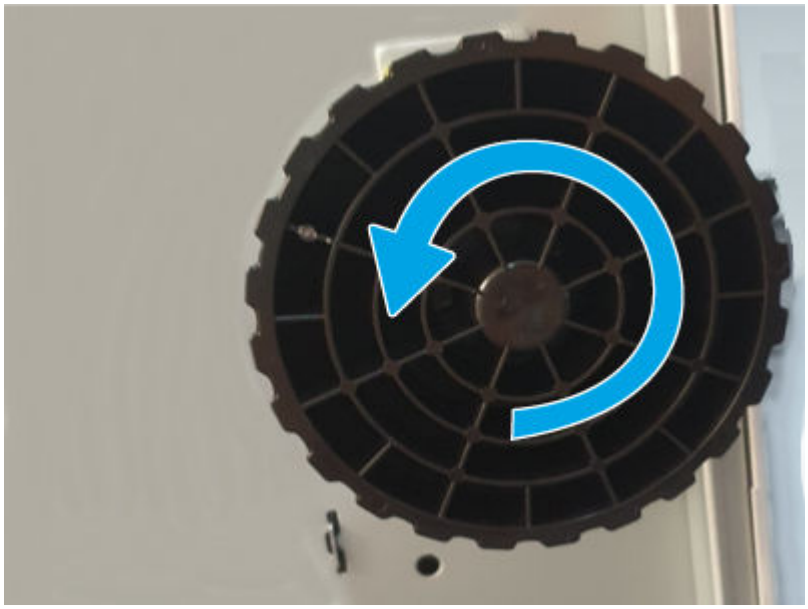
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the holder wheel kit

Use the following procedure to remove and replace the HCI holder wheel kit.

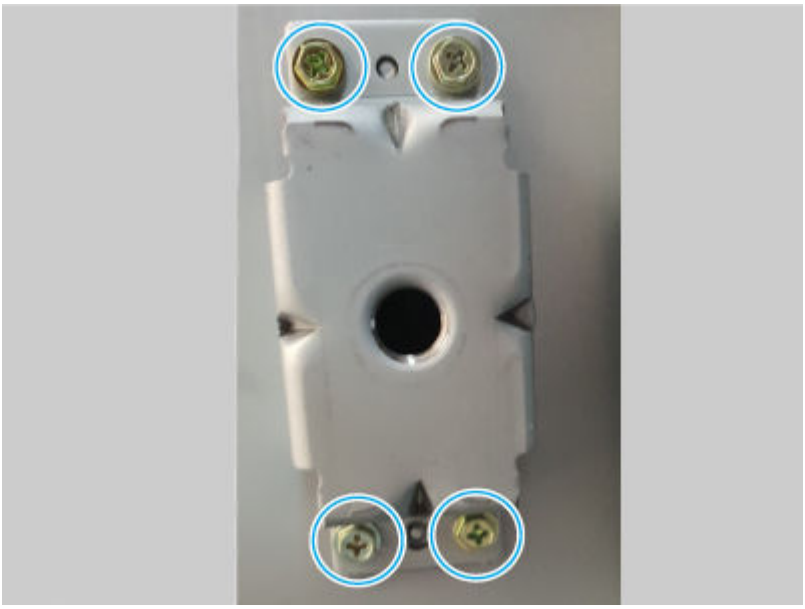
1. Remove the HCI from the printer.
2. Turn the holder wheel counterclockwise to remove it.

Figure 5-1194 Remove the holder wheel



3. Remove four screws, and then remove the holder wheel mounting bracket.

Figure 5-1195 Remove the bracket



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Unit

Review the HCI unit parts removal procedures.

Removal and replacement: HCI (Tray 4) unit

Learn about removing and replacing the high capacity input (HCI) unit.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-161 Part information

Part number	Part description
6GW57-67001	HCI (Tray 4) unit **NOTE:** This is the whole unit replacement (WUR) part number.

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

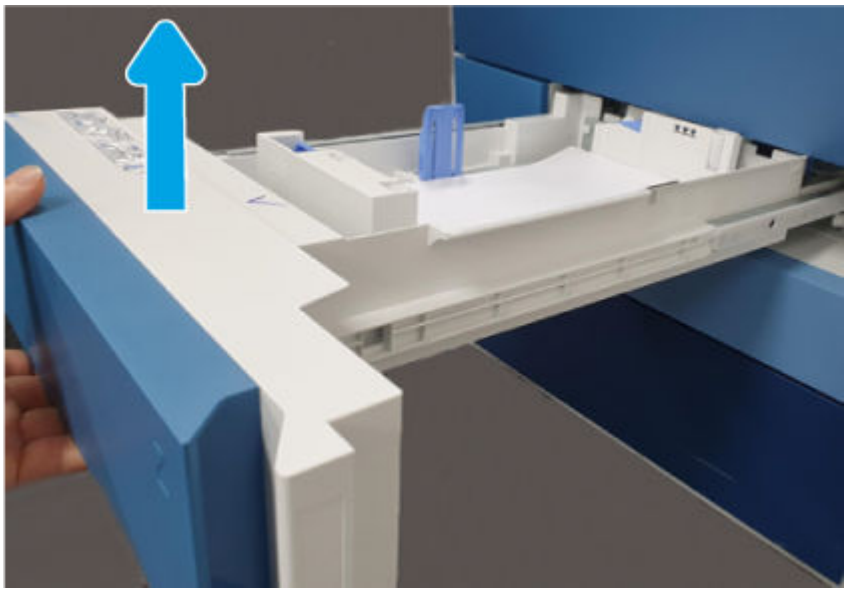
1. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-1196 Remove the tray

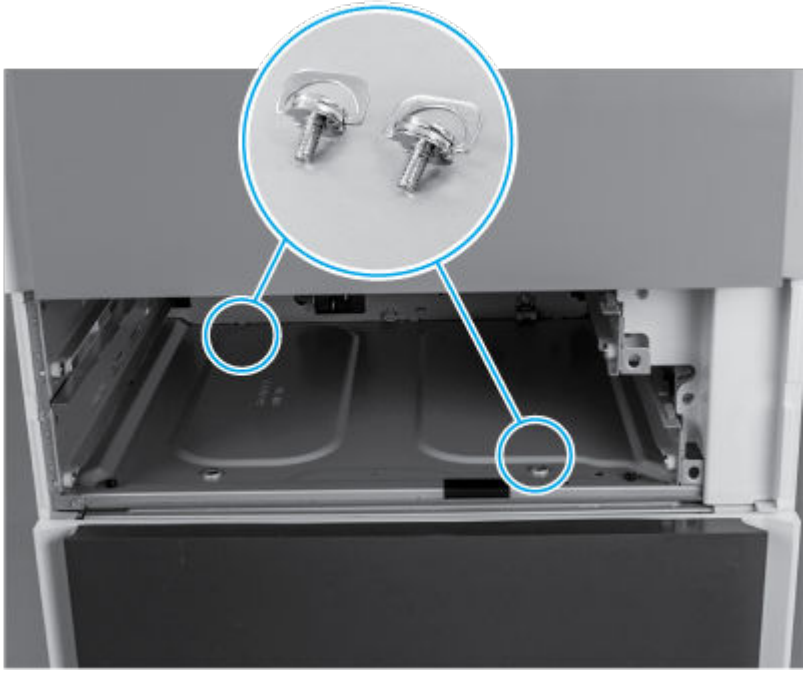


2. Remove the HCI (Tray 4) unit

Use the following procedure to remove and replace the HCI Tray 4 unit.

1. Remove two thumbscrews.

Figure 5-1197 Remove two thumbscrews



2. Lift the printer off of the HCI unit, and then use the install guide included with the replacement HCI to install it.

⚠ **WARNING!** The printer is heavy. HP recommends that four people lift the printer off of the HCI.

Figure 5-1198 Remove the HCI

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) cassette

Learn about removing and replacing the high capacity input (HCI) cassette.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-162 Part information

Part number	Part description
5QK08-61014	HCI (Tray 4) cassette

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

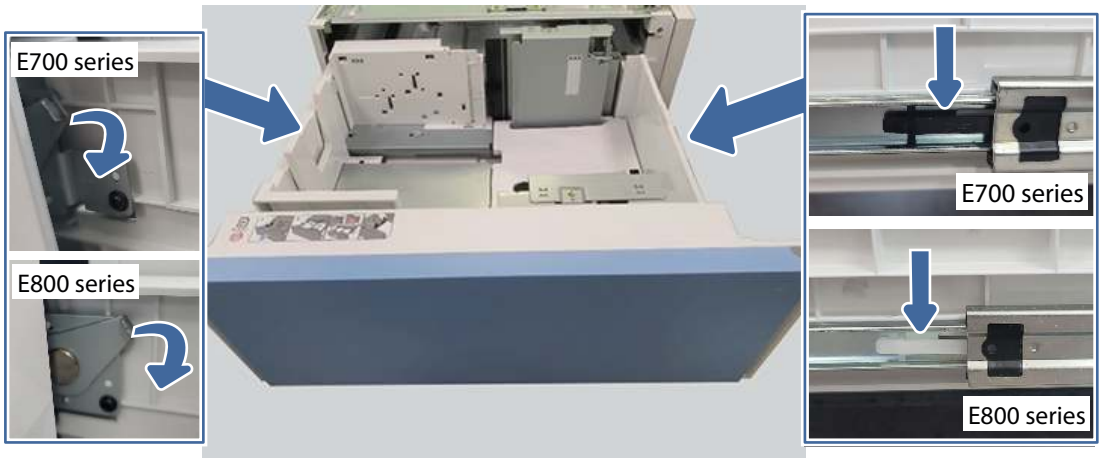
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1199 Remove the cassette



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) pickup assembly

Learn about removing and replacing the high capacity input (HCI) pickup assembly.

NOTE: Remove the HCI from the printer.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-163 Part information

Part number	Part description
5QK08-61013	HCI (Tray 4) pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

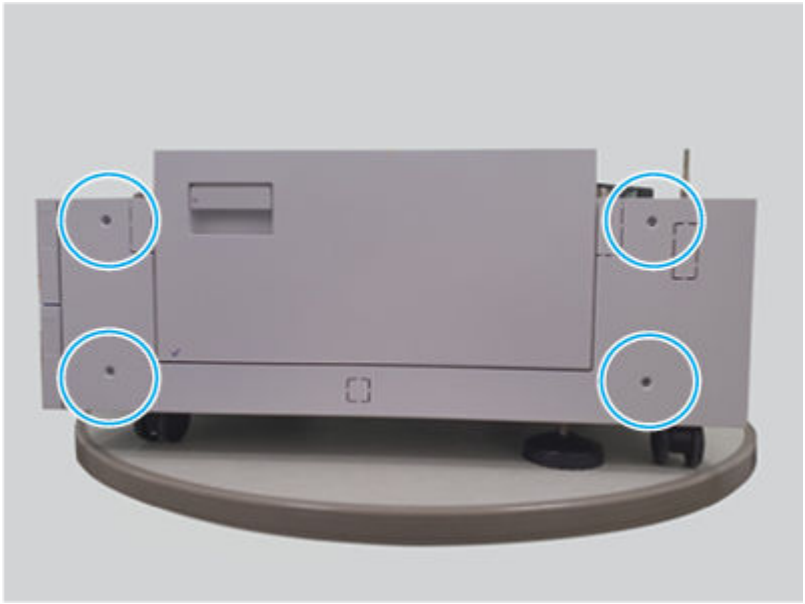
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) right cover

Use the following procedure to remove and replace the HCI right cover.

- Remove four screws, and then remove the right cover.

Figure 5-1200 Remove the cover

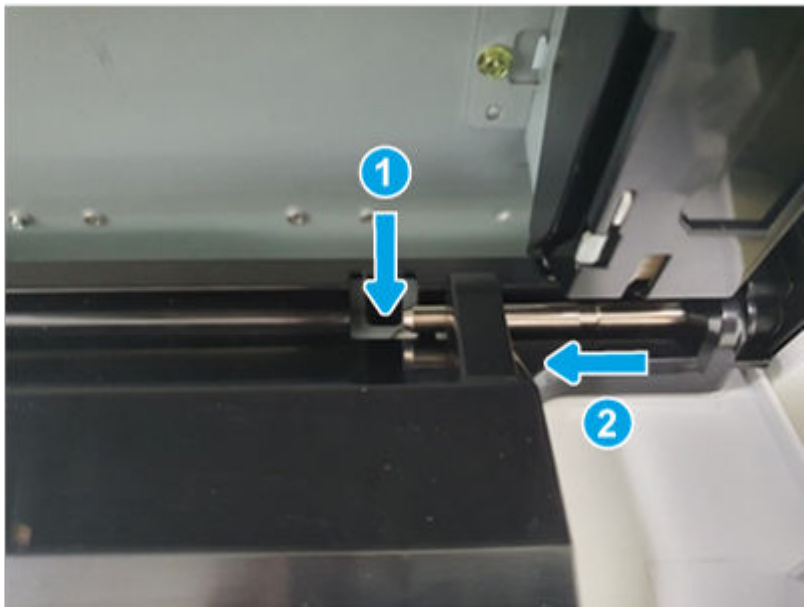


2. Remove the HCI (Tray 4) right door

Use the following procedure to remove and replace the HCI right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1201 Remove the door



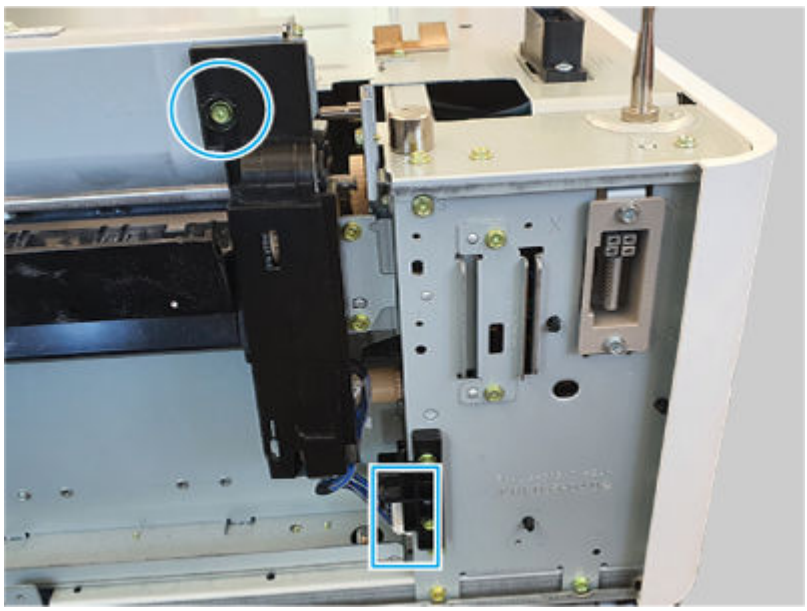
3. Remove the HCI (Tray 4) pickup assembly

Use the following procedure to remove and replace the HCI Tray 4 pickup assembly.

NOTE: The figures in this topic show the dual cassette feeder (DCF) Tray 4 pickup assembly. The removal steps for the HCI Tray 4 pickup assembly are identical to the DCF pickup assembly.

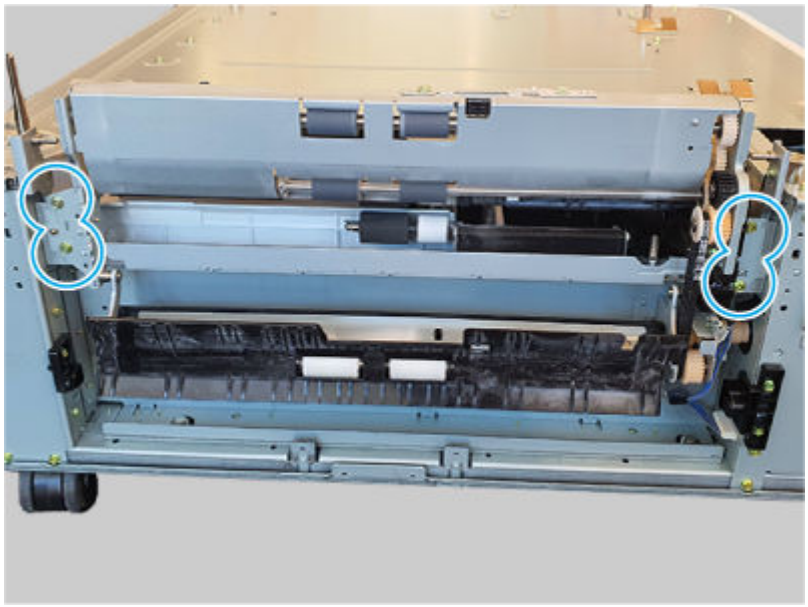
1. Disconnect one connector, and then remove two screws.

Figure 5-1202 Disconnect connector and remove screws



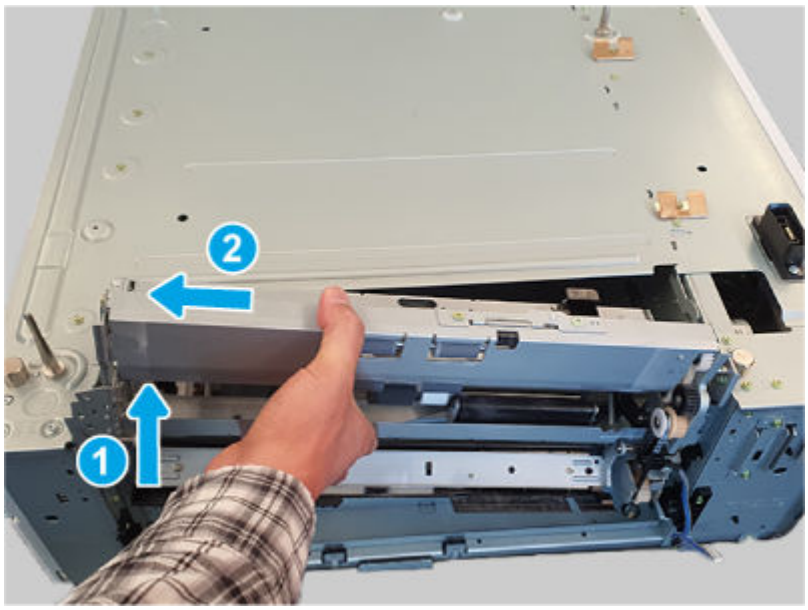
2. Remove four screws.

Figure 5-1203 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the HCI (callout 2).

Figure 5-1204 Remove the assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Roller

Review the HCI roller removal procedures.

Removal and replacement: HCI (Tray 4) roller kit

Learn about removing and replacing the high capacity input (HCI) Tray 4 rollers.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-164 Part information

Part number	Part description
5PN66-67001	HCI Tray 4 roller kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

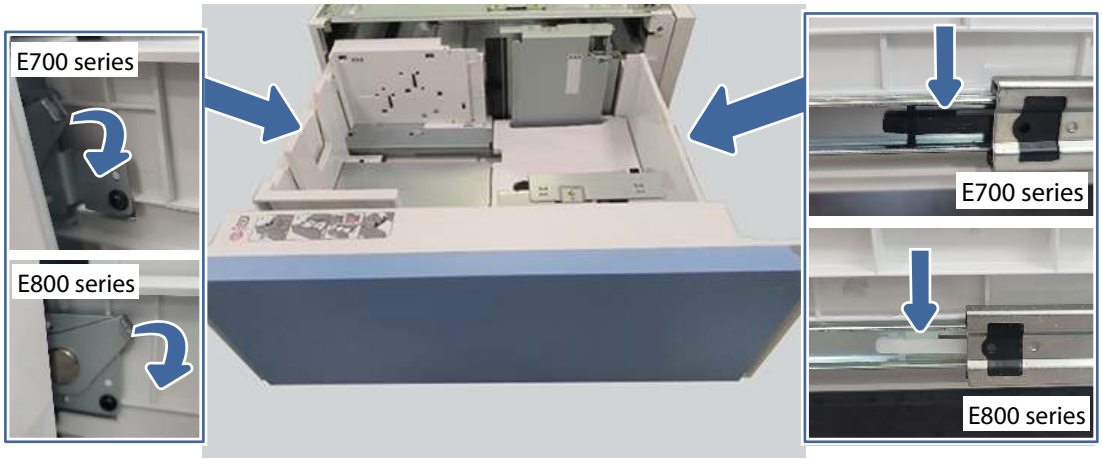
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1205 Remove the cassette



2. Remove the Tray 4, 5 rollers

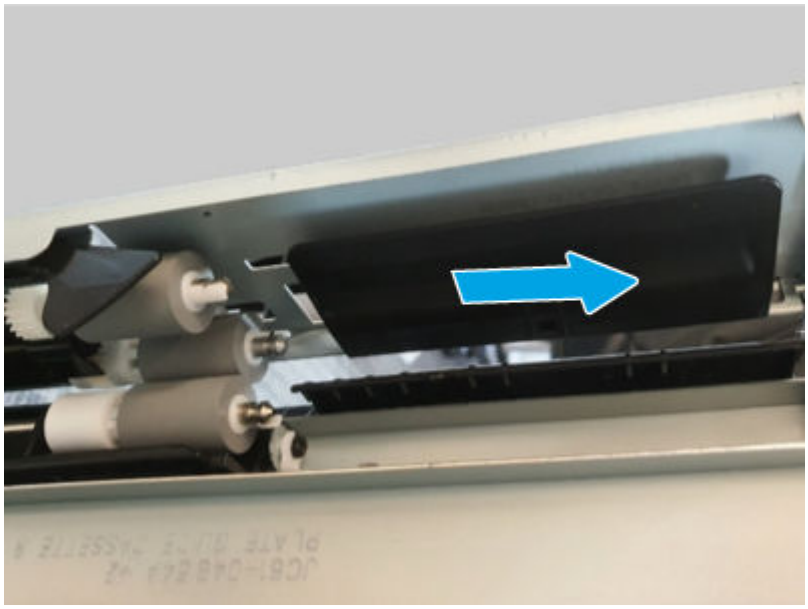
Use the following procedure to remove and replace the DCF tray rollers.

NOTE: The procedure for removing the rollers is the same for Tray 4 or Tray 5.

1. Inside the tray cavity, slide the return guide toward the front of the printer until it stops.

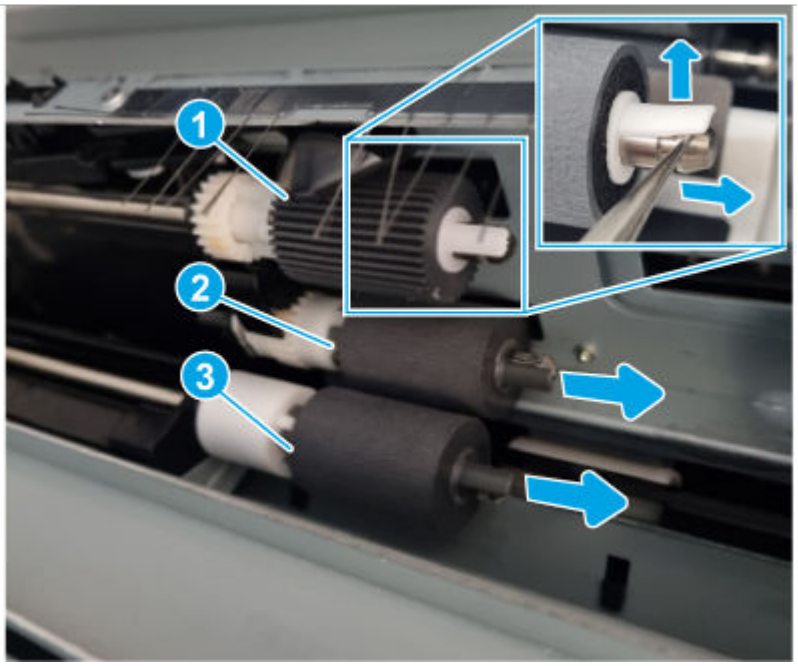
Reinstallation tip: To prevent jams, make sure to slide the guide toward the rear of the printer after installing replacement rollers.

Figure 5-1206 Move the guide



2. Use a pair of tweezers to release the locking tab, and then slide the roller off the shaft to remove it.
   - **Pickup roller**: callout 1
   - **Forward roller**: callout 2
   - **Reverse roller**: callout 3

Figure 5-1207 Remove the rollers



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Motor

Review the HCI motor removal procedures.

Removal and replacement: HCI (Tray 4) shift and lift motors

Learn about removing and replacing the high capacity input (HCI) shift lift motors.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-165 Part information

Part number	Part description
JC31-00125A	Motor, geared (HCI (Tray4) shift motor)
JC31-00109A	Motor, geared (HCI (Tray4) lift motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

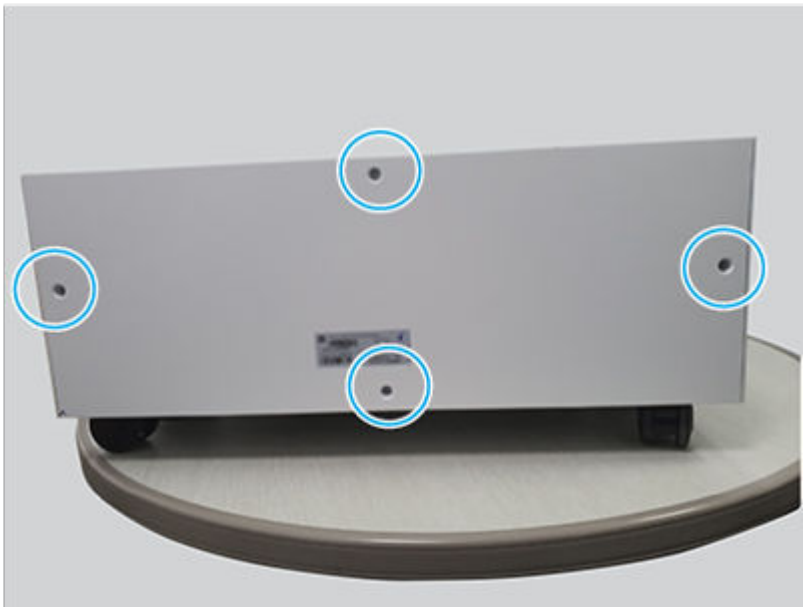
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

Figure 5-1208 Remove the cover

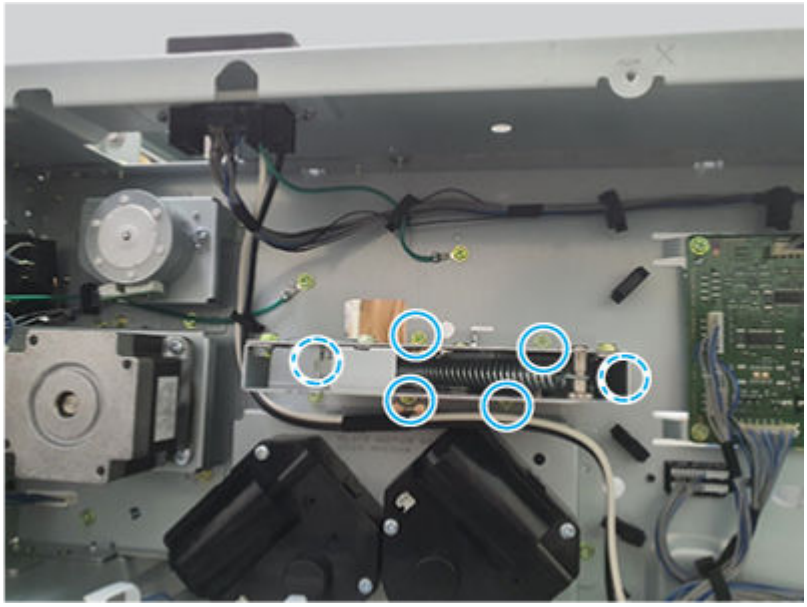


2. Remove the HCI shift and lift motors

Use the following procedure to remove and replace the HCI shift and lift motor.

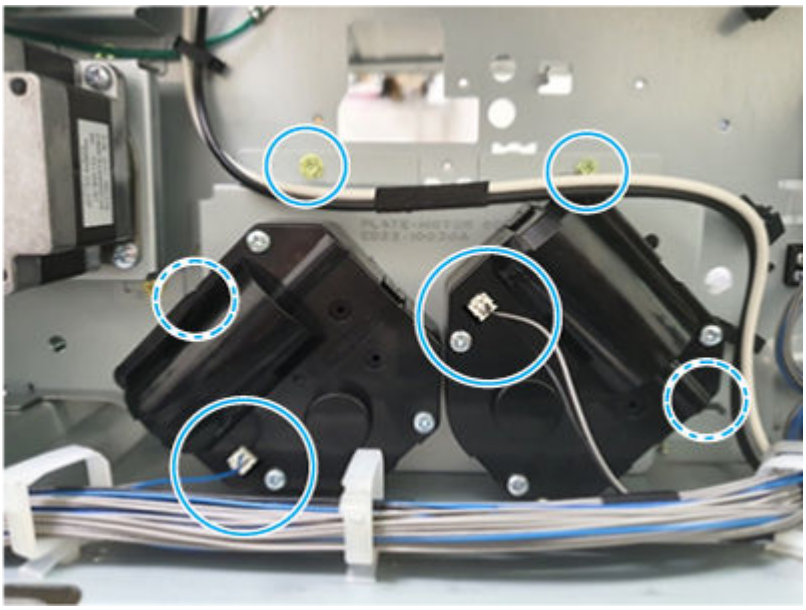
1. Remove six screws, and then remove the spring assembly (callout 1).

Figure 5-1209 Remove six screws



2. Disconnect two connectors, remove four screws,and then remove the motors and mounting plate.

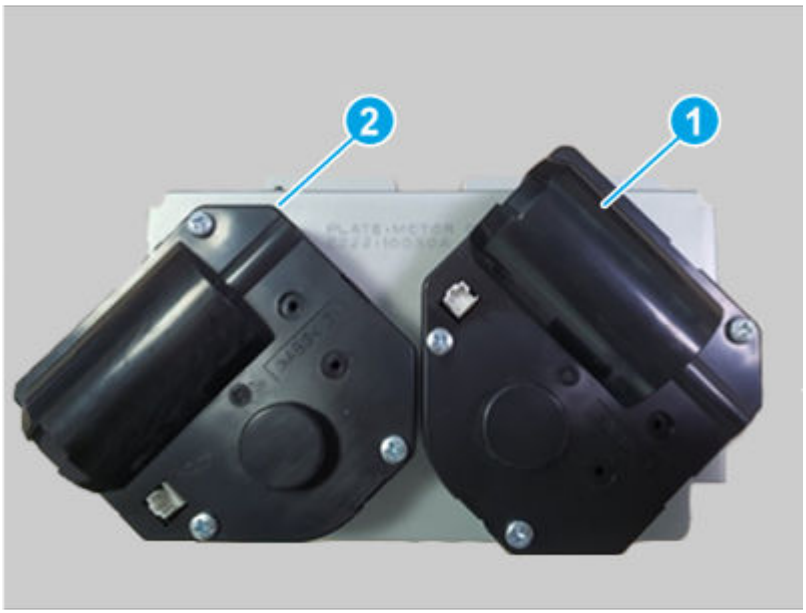
Figure 5-1210 Remove the motors



3. Locate the desired motor.

- **Callout 1**: HCI (Tray 4) shift motor
- **Callout 2**: HCI (Tray 4) lift motor (Tray 4 elevating motor)

Figure 5-1211 Locate the motor



4. Remove three screws, and then remove the motor.

Figure 5-1212 Remove the motor

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Shift plate

Learn about removing and replacing the high capacity input (HCI) shift plate.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-166 Part information

Part number	Part description
JC81-07481B	Shift plate

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

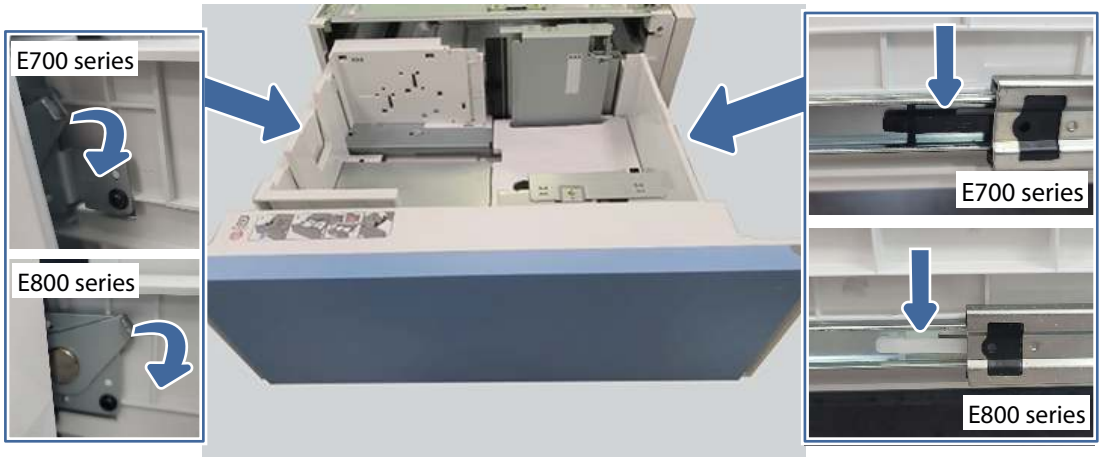
1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.

- Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
- Pull the cassette straight out of the HCI to remove it.

Figure 5-1213 Remove the cassette

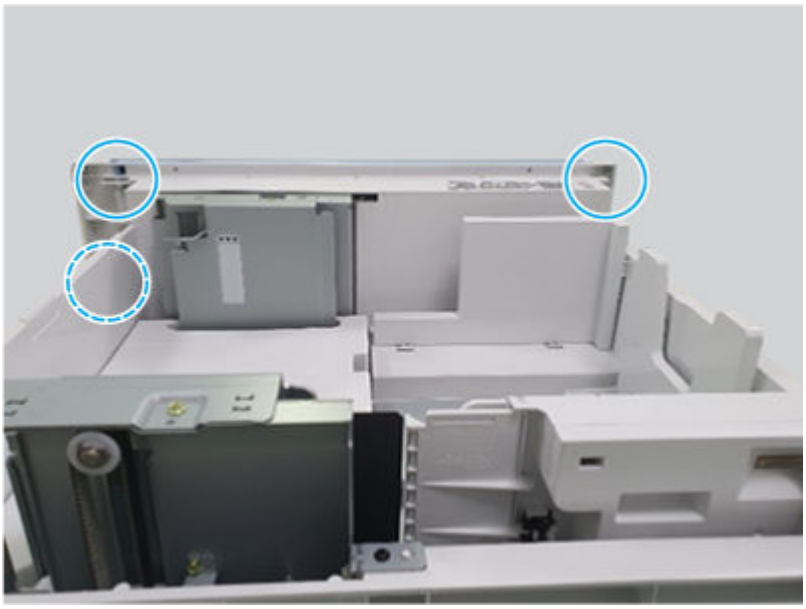


2. Remove the HCI shift plate

Use the following procedure to remove and replace the HCI shift plate.

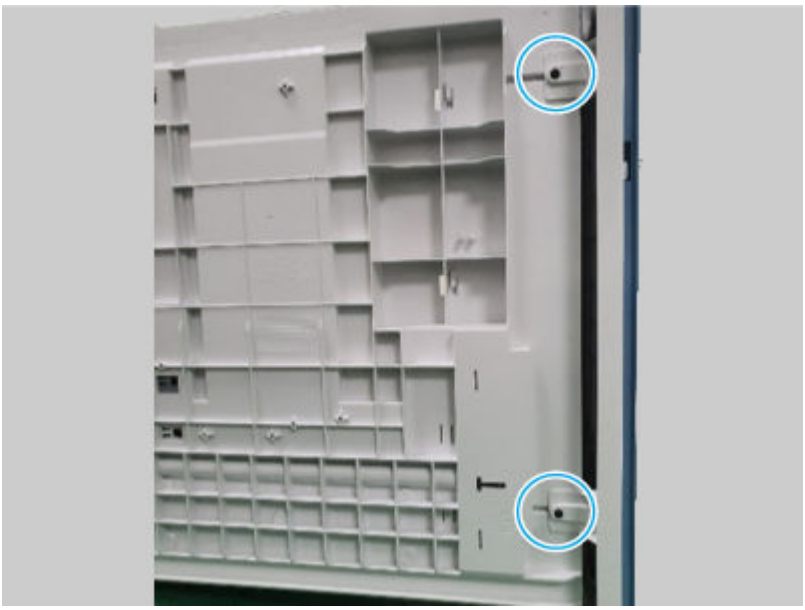
1. Remove three screws.

Figure 5-1214 Remove three screws



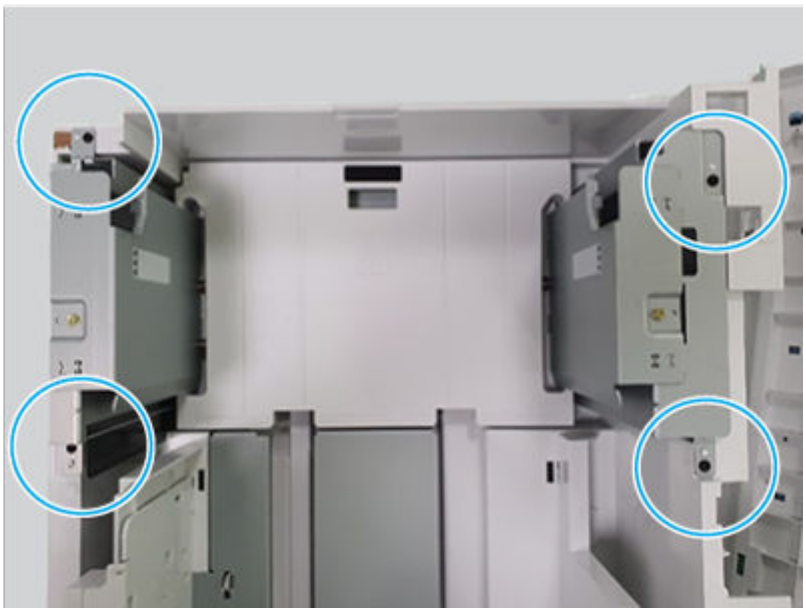
2. Turn the tray over, remove two screws, and then remove the front cover.

Figure 5-1215 Remove two screws



3. Remove four screws.

Figure 5-1216 Remove four screws

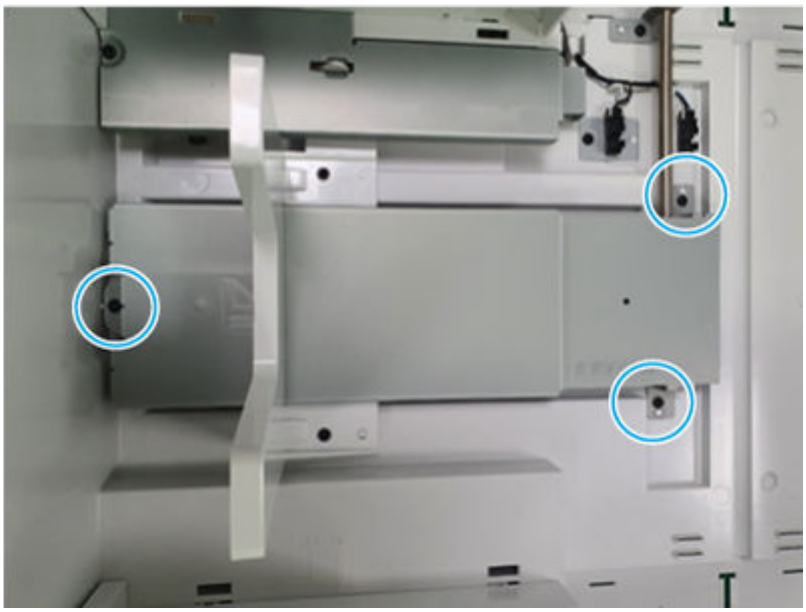


4. Disconnect one connector, and then remove the knockup plate.

Figure 5-1217 Remove the plate

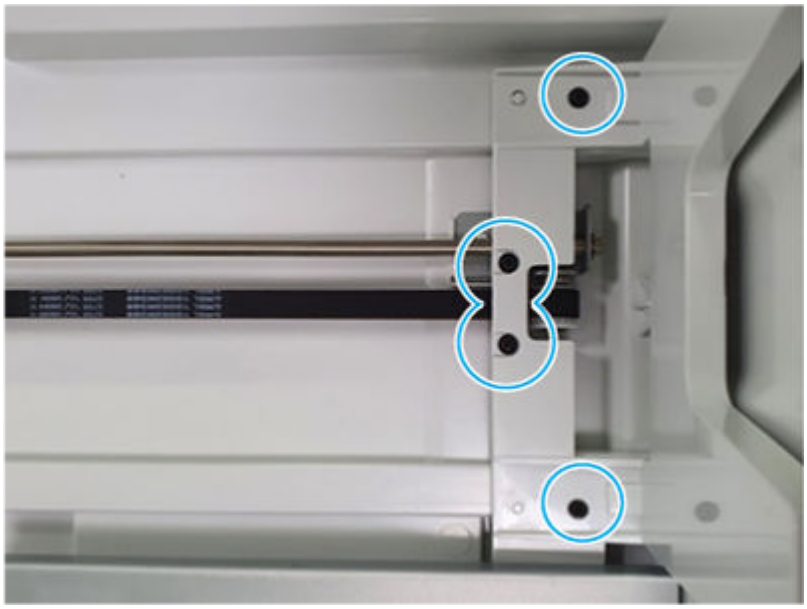
5. Remove three screws, and then remove the shift tray.

Figure 5-1218 Remove the shift tray



6. Remove four screws, and then remove the shift plate.

Figure 5-1219 Remove the plate



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Knockup plate assembly

Learn about removing and replacing the high capacity input (HCI) knockup plate.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-167 Part information

Part number	Part description
6GW48-60003	Knockup plate

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

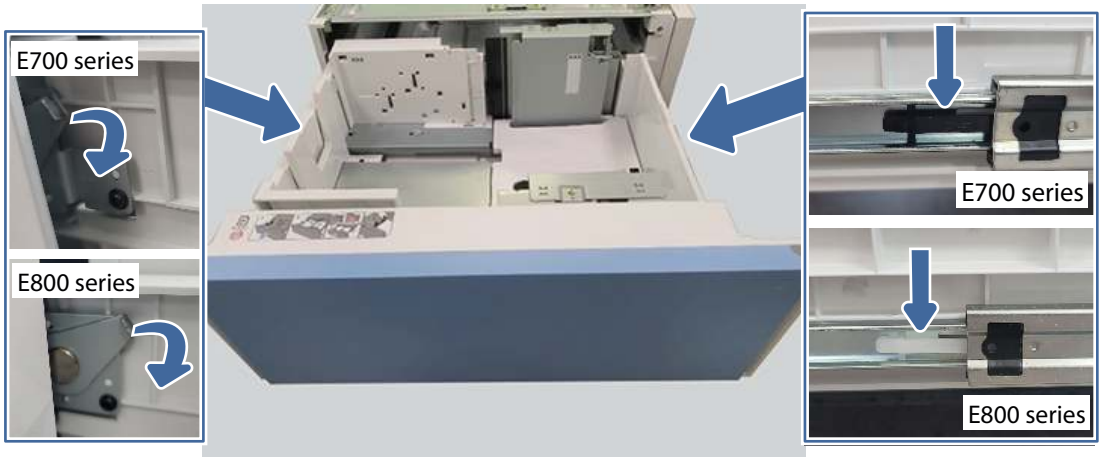
1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.

- Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
- Pull the cassette straight out of the HCI to remove it.

Figure 5-1220 Remove the cassette

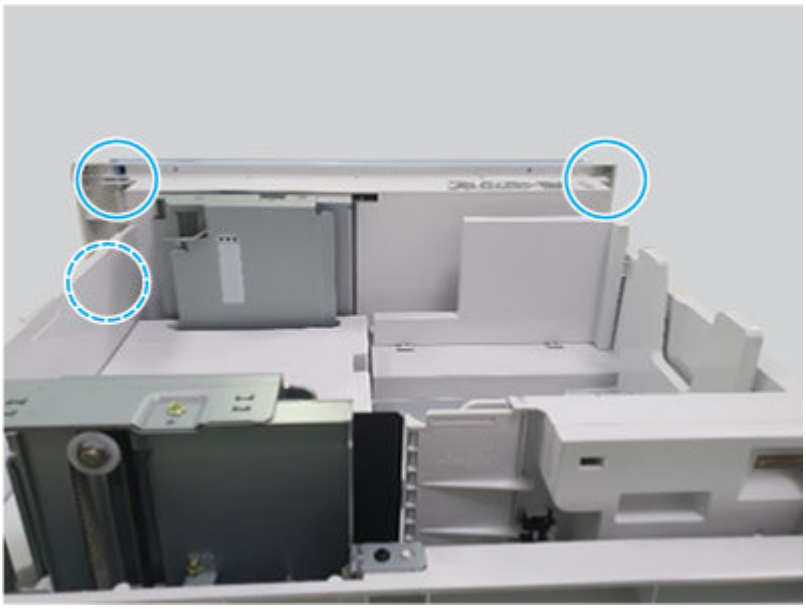


2. Remove the HCI knockup plate assembly

Use the following procedure to remove and replace the HCI knockup plate.

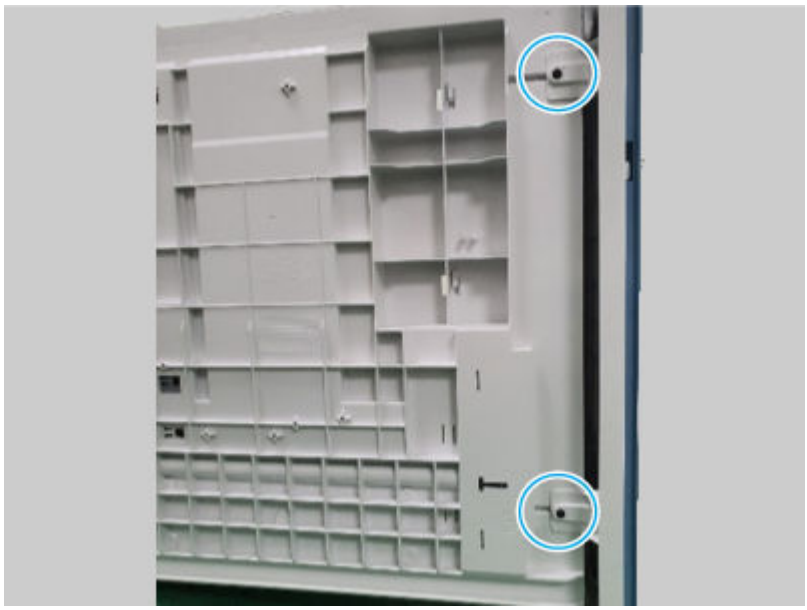
1. Remove three screws.

Figure 5-1221 Remove three screws



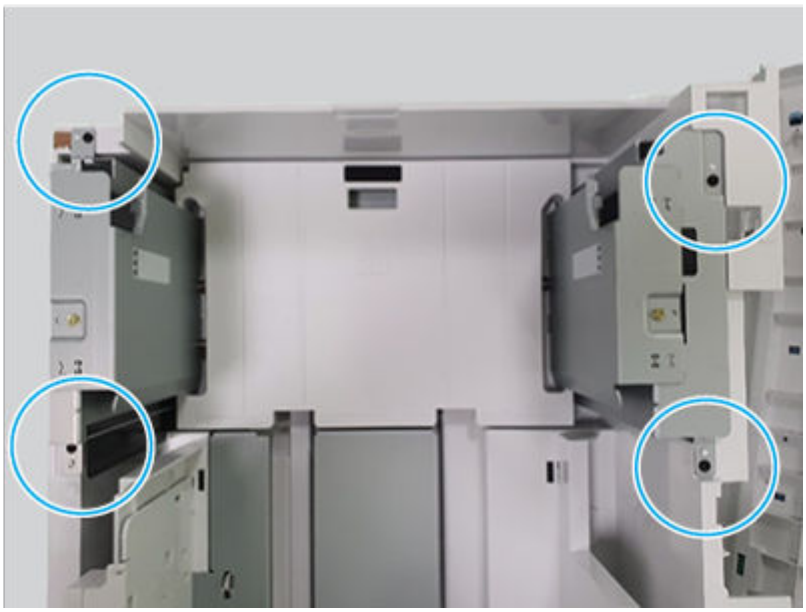
2. Turn the tray over, remove two screws, and then remove the front cover.

Figure 5-1222 Remove two screws



3. Remove four screws, and then remove the knockup plate.

Figure 5-1223 Remove four screws



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper gate

Learn about removing and replacing the high capacity input (HCI) paper gate.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-168 Part information

Part number	Part description
JC81-07478B	Paper gate

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

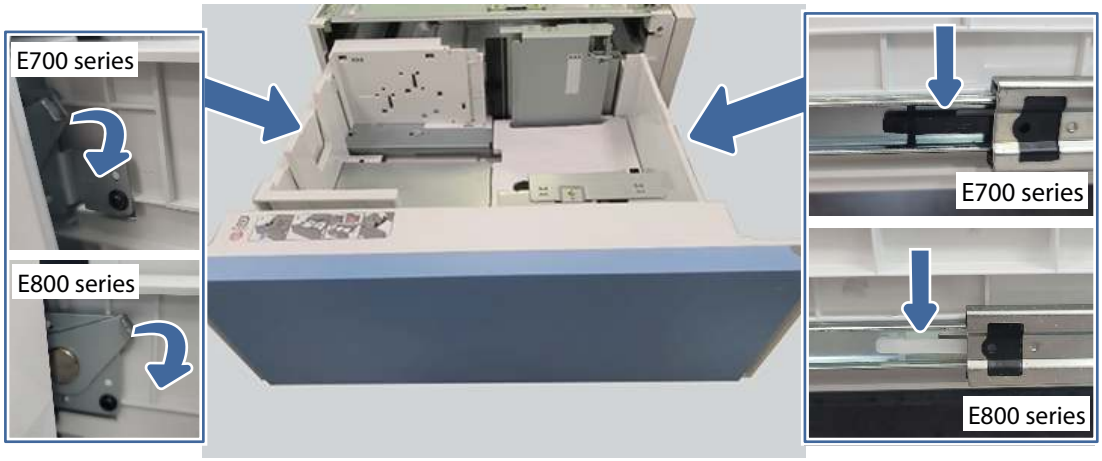
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1224 Remove the cassette

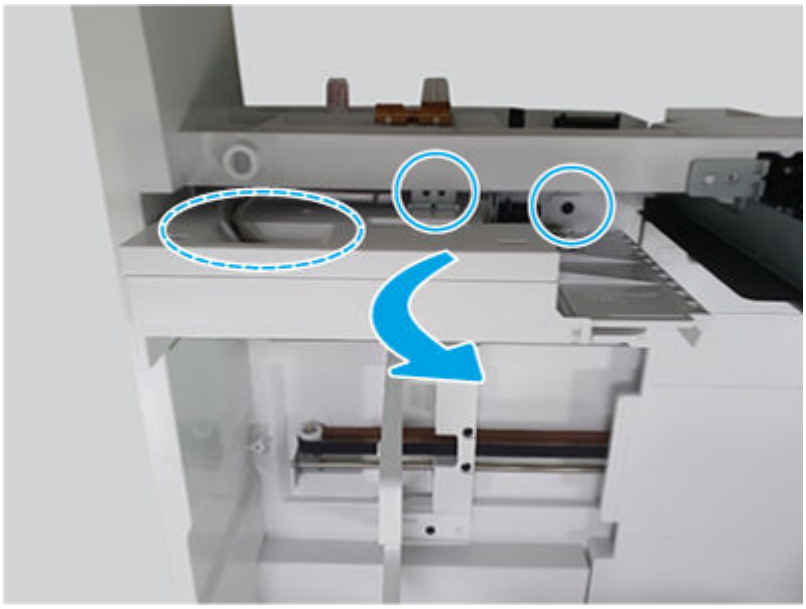


2. Remove the HCI paper gate

Use the following procedure to remove and replace the HCI paper gate.

1. Disconnect one connector, remove two screws, and then pull the assembly up to gain access to it.

Figure 5-1225 Access the assembly



2. Remove one spring, and then remove the paper gate.

Figure 5-1226 Remove the paper gate

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) feed motor drive assembly

Learn about removing and replacing the high capacity input (HCI) feed motor drive assembly.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-169 Part information

Part number	Part description
JC93-01114A	HCI (Tray 4) feed motor drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

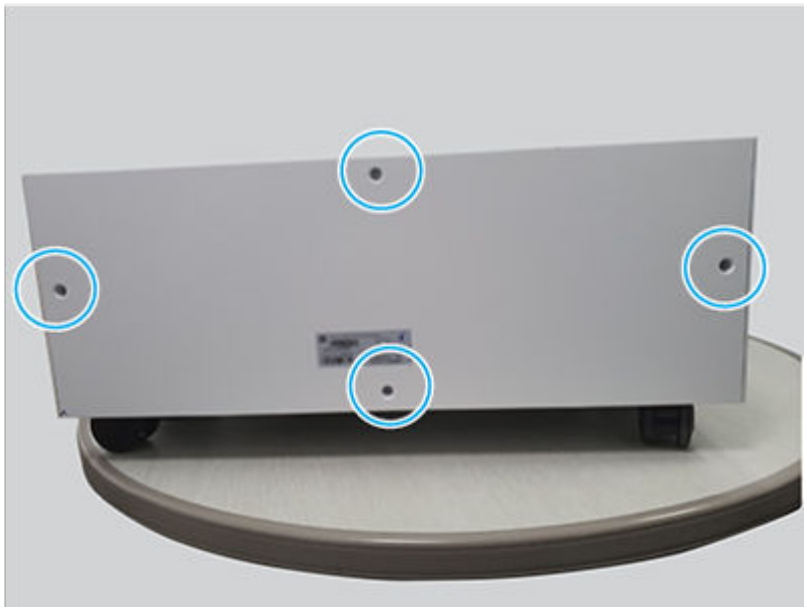
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

Figure 5-1227 Remove the cover

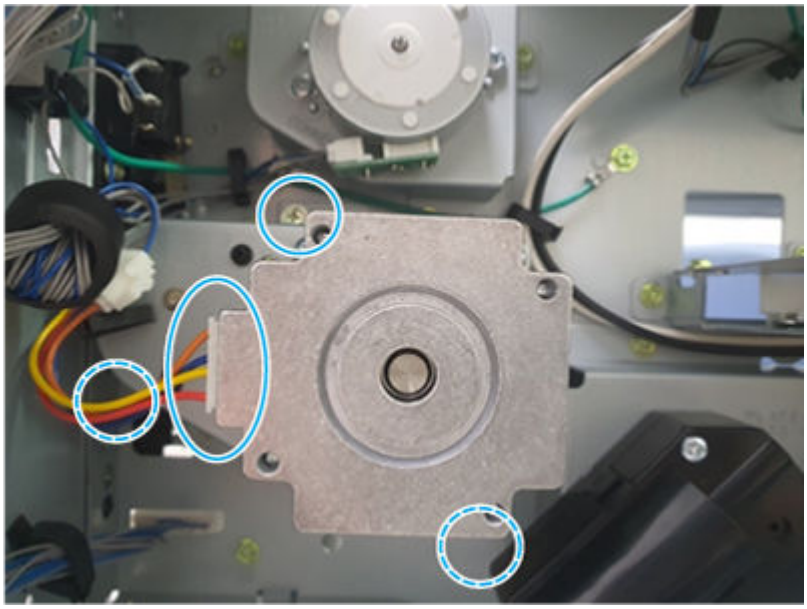


2. Remove the HCI feed motor drive assembly

Use the following procedure to remove and replace the HCI feed motor drive assembly.

- Disconnect one connector, remove three screws, and then remove the feed motor drive assembly.

Figure 5-1228 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) pickup motor drive assembly

Learn about removing and replacing the high capacity input (HCI) pickup motor drive assembly.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-170 Part information

Part number	Part description
JC93-01115A	HCI (Tray 4) pickup motor drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

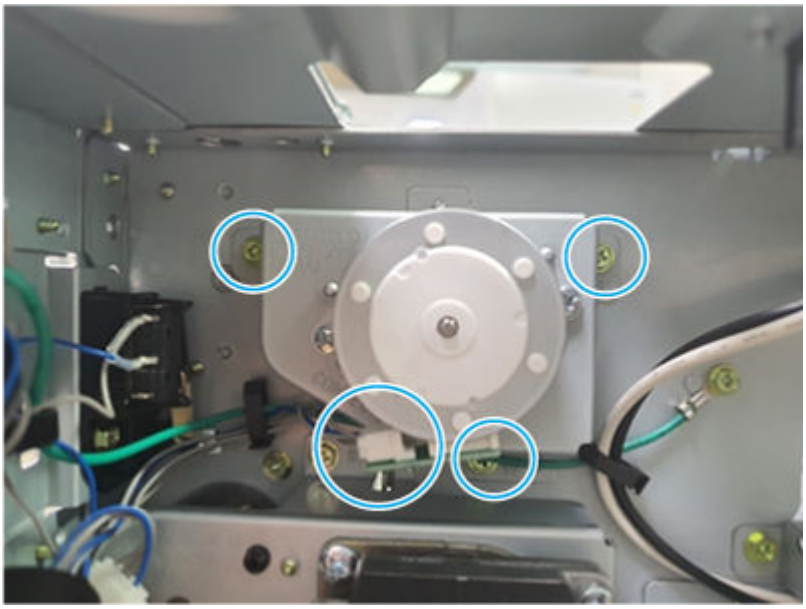
Figure 5-1229 Remove the cover

2. Remove the HCI pickup motor drive assembly

Use the following procedure to remove and replace the HCI pickup motor drive assembly.

- Disconnect one connector, remove three screws, and then remove the pickup motor drive assembly.

Figure 5-1230 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) shift gate solenoid

Learn about removing and replacing the high capacity input (HCI) shift gate solenoid.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-171 Part information

Part number	Part description
JC33-00031B	Solenoid, lifting (HCI (Tray 4) shift gate solenoid)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

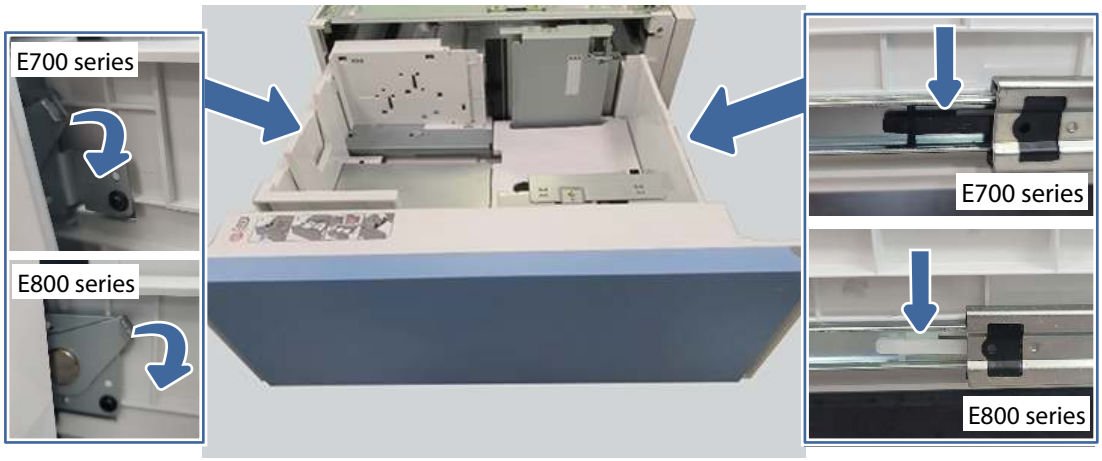
Print any pages necessary to make sure the printer is functioning correctly.

Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1231 Remove the cassette

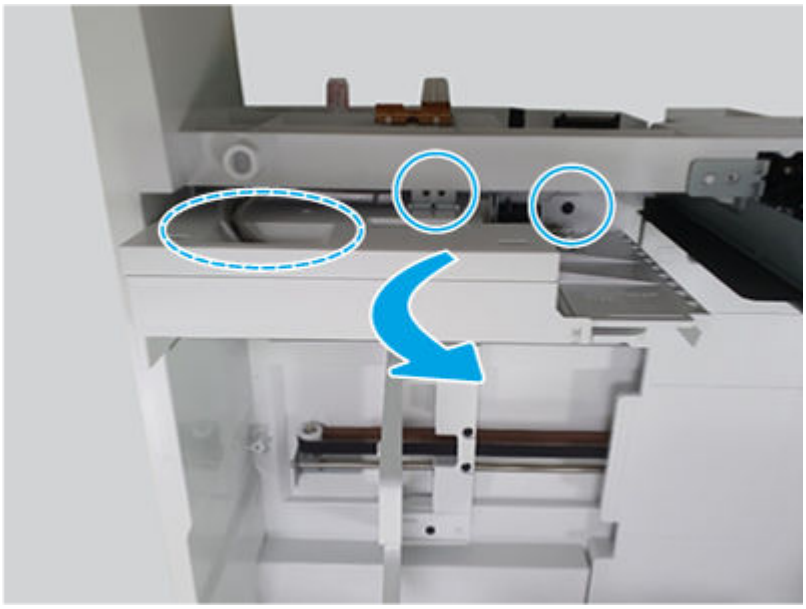


Remove the HCI shift gate solenoid

Use the following procedure to remove and replace the HCI shift gate solenoid.

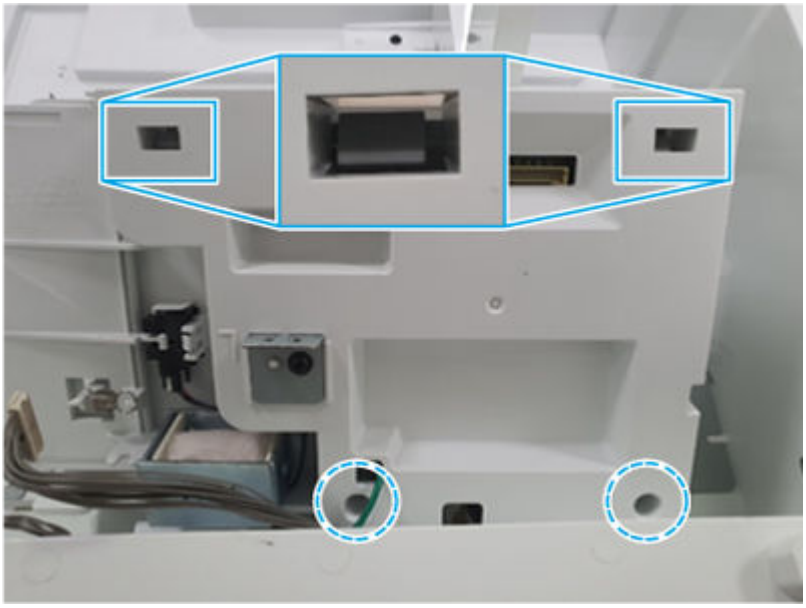
1. Disconnect one connector, remove two screws, and then pull the assembly up to gain access to it.

Figure 5-1232 Access the assembly



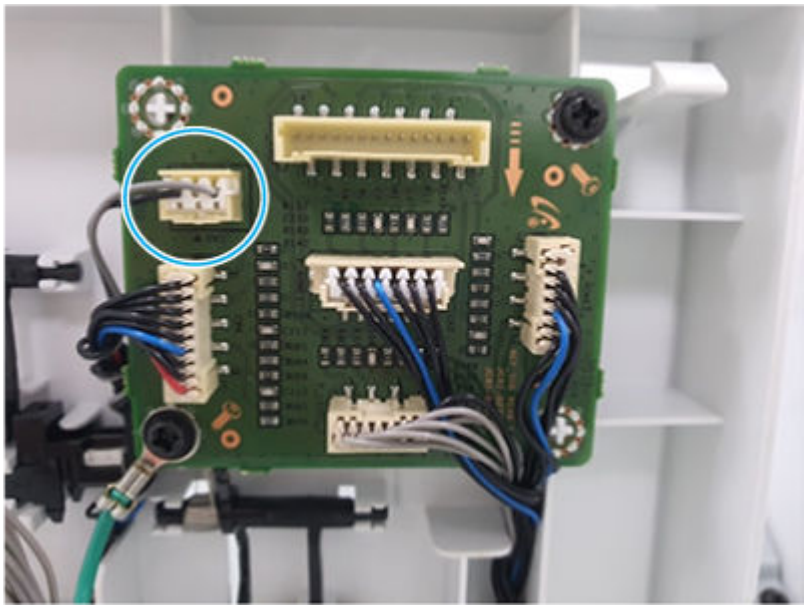
2. Remove two screws, release two hooks, and then remove the cover.

Figure 5-1233 Remove the cover



3. Disconnect one connector.

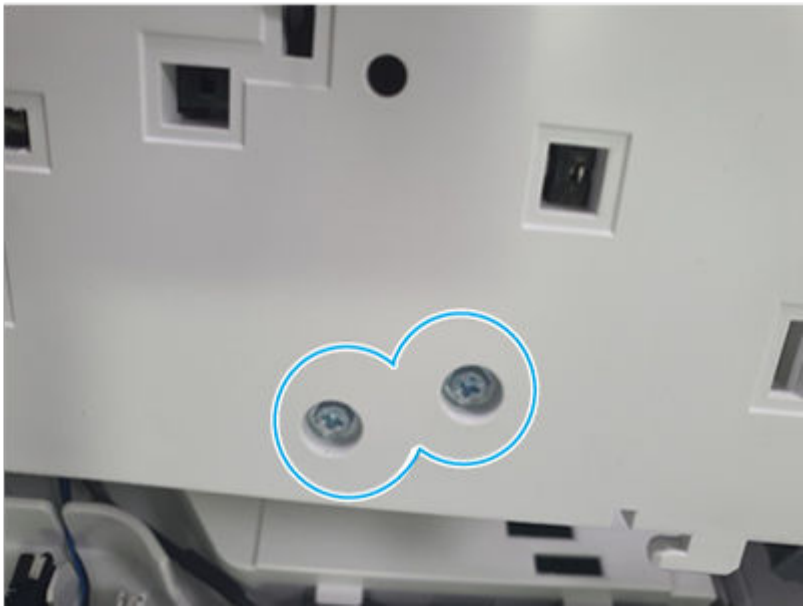
Figure 5-1234 Disconnect one connector



4. Remove two screws, and then remove the shift gate solenoid (behind the panel).

NOTE: Release the solenoid wire harness as needed.

Figure 5-1235 Remove the solenoid



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Sensor

Review the HCI sensor removal procedures.

Removal and replacement: Prefeed 4 sensor

Learn about removing and replacing the high capacity input (HCI) prefeed 4 sensor.

NOTE: Remove the HCI from the printer.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-172 Part information

Part number	Part description
0604-001381	Photo interrupter (prefeed 4 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

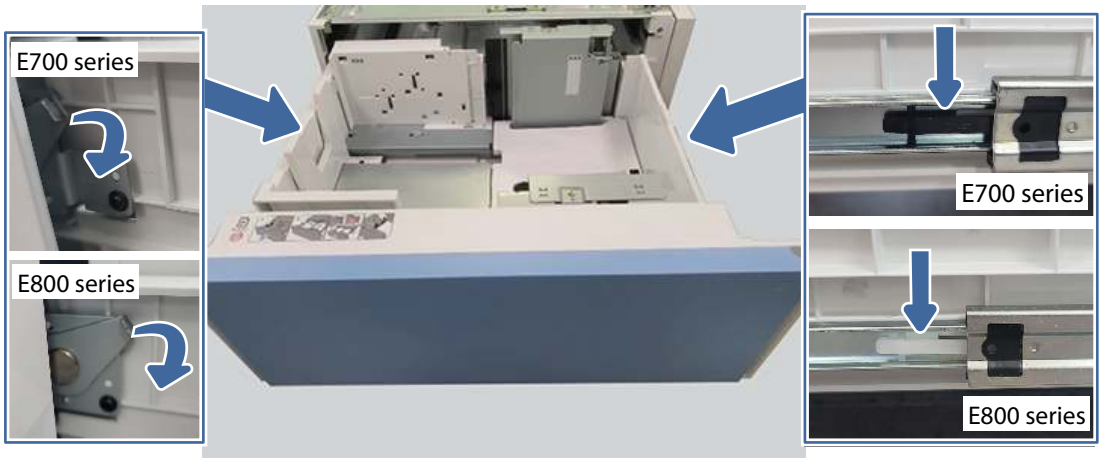
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1236 Remove the cassette

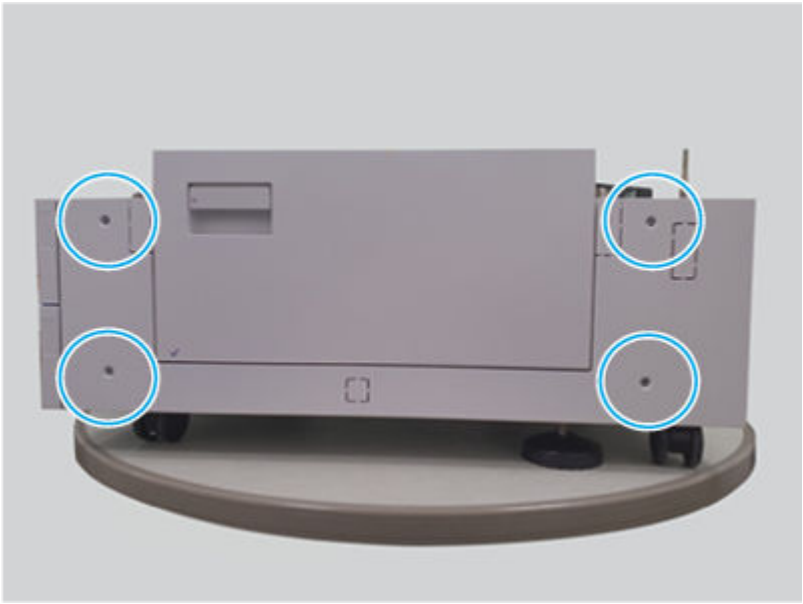


2. Remove the HCI (Tray 4) right cover

Use the following procedure to remove and replace the HCI right cover.

- Remove four screws, and then remove the right cover.

Figure 5-1237 Remove the cover

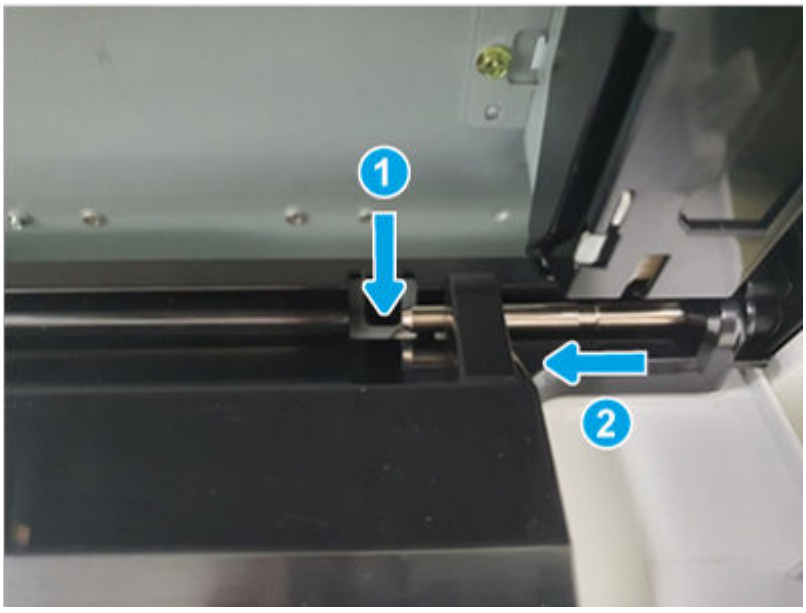


3. Remove the HCI (Tray 4) right door

Use the following procedure to remove and replace the HCI right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1238 Remove the door



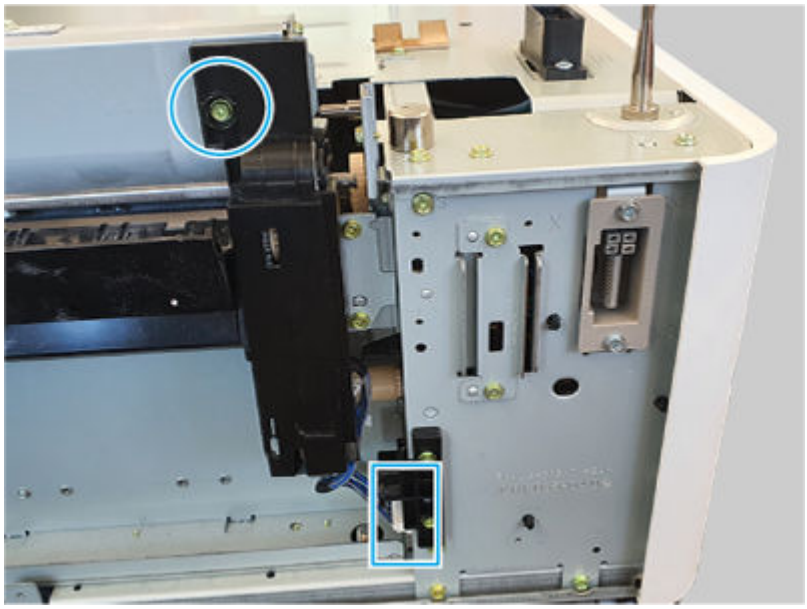
4. Remove the HCI (Tray 4) pickup assembly

Use the following procedure to remove and replace the HCI Tray 4 pickup assembly.

NOTE: The figures in this topic show the dual cassette feeder (DCF) Tray 4 pickup assembly. The removal steps for the HCI Tray 4 pickup assembly are identical to the DCF pickup assembly.

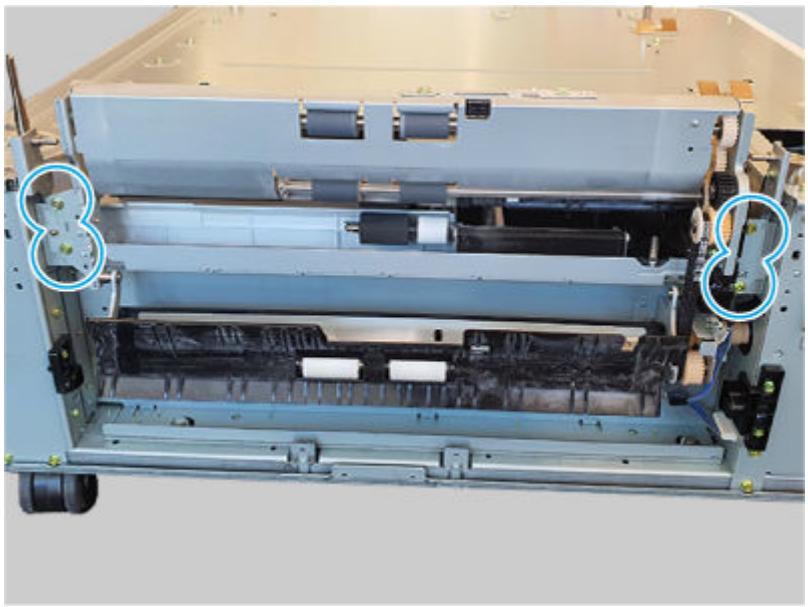
1. Disconnect one connector, and then remove two screws.

Figure 5-1239 Disconnect connector and remove screws



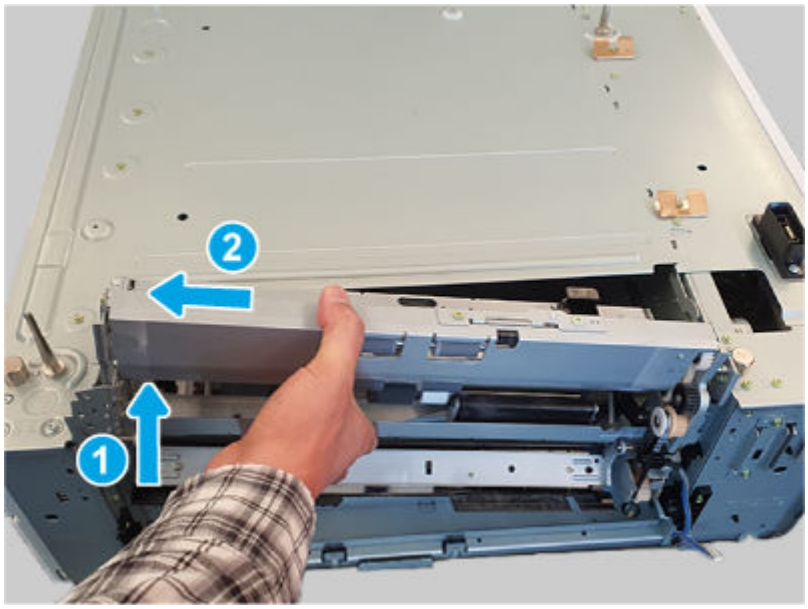
2. Remove four screws.

Figure 5-1240 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the HCI (callout 2).

Figure 5-1241 Remove the assembly

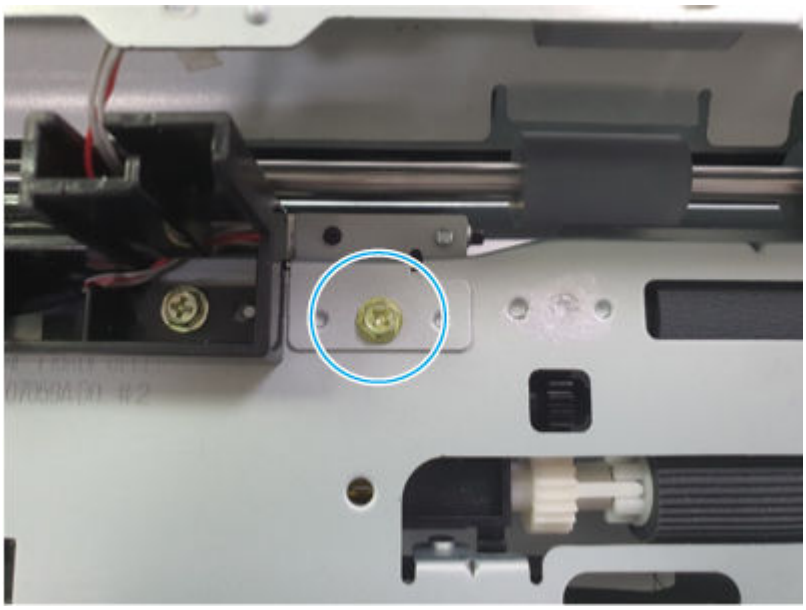


5. Remove the Tray 4 prefeed sensor

Use the following procedure to remove and replace the HCI Tray 4 prefeed sensor.

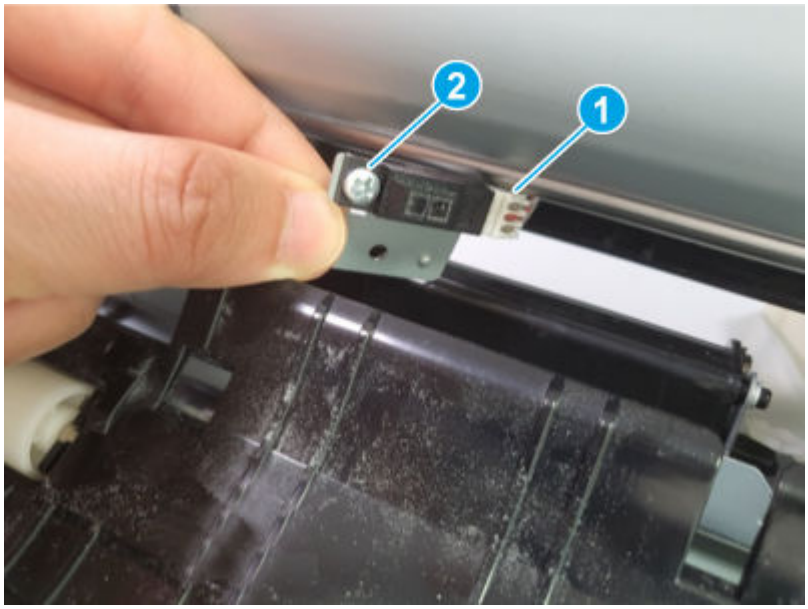
1. Remove one screw.

Figure 5-1242 Remove one screw



2. Disconnect one connector (callout 1), and then remove one screw (callout 2) to remove the Tray 4 prefeed sensor.

Figure 5-1243 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) feed sensor

Learn about removing and replacing the high capacity input (HCI) feed sensor.

NOTE: Remove the HCI from the printer.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-173 Part information

Part number	Part description
0604-001490	Photo interrupter (HCI (Tray4) feed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

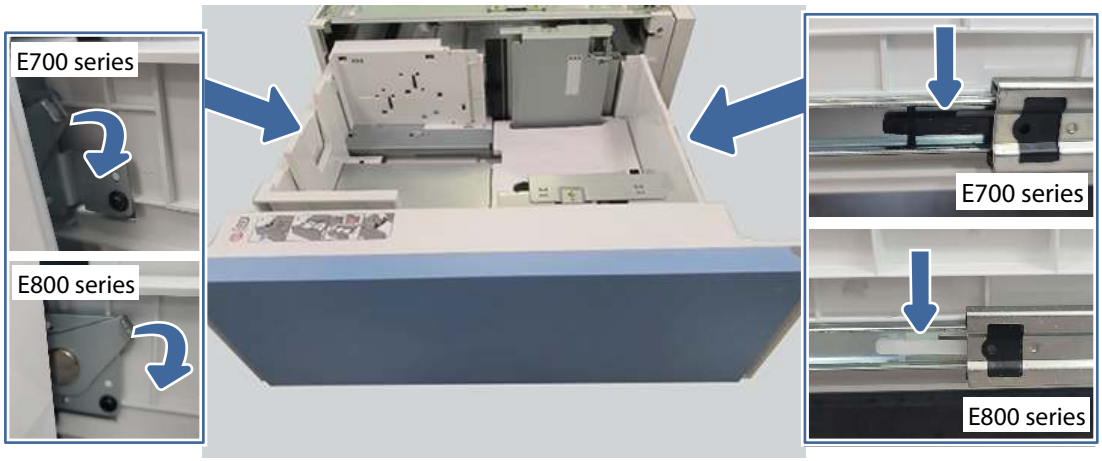
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1244 Remove the cassette

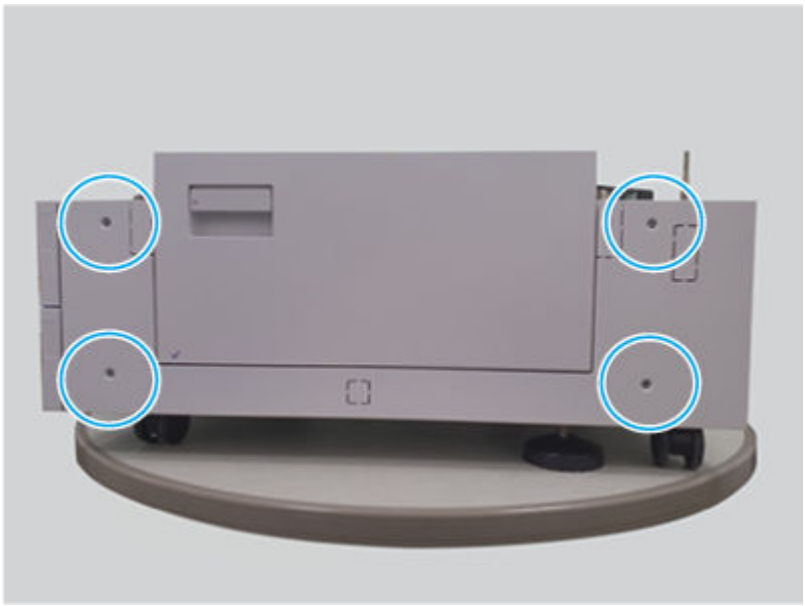


2. Remove the HCI (Tray 4) right cover

Use the following procedure to remove and replace the HCI right cover.

- Remove four screws, and then remove the right cover.

Figure 5-1245 Remove the cover

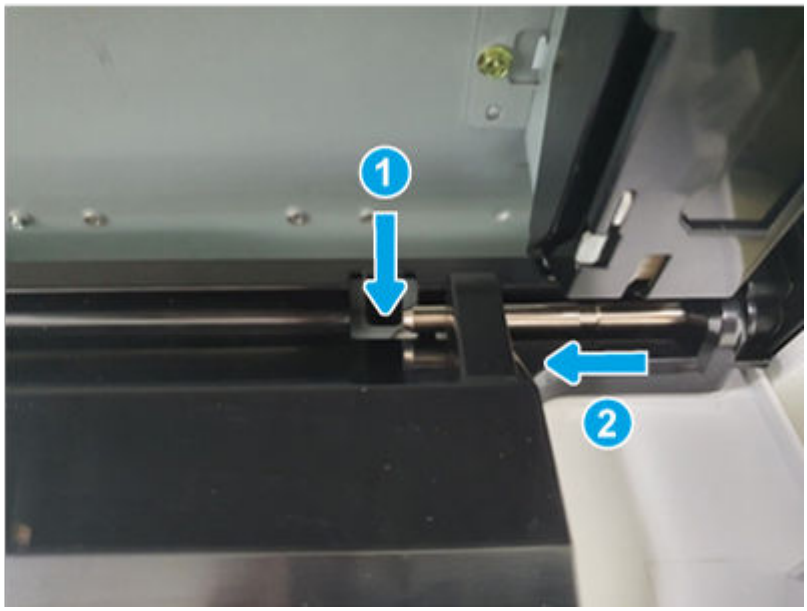


3. Remove the HCI (Tray 4) right door

Use the following procedure to remove and replace the HCI right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1246 Remove the door



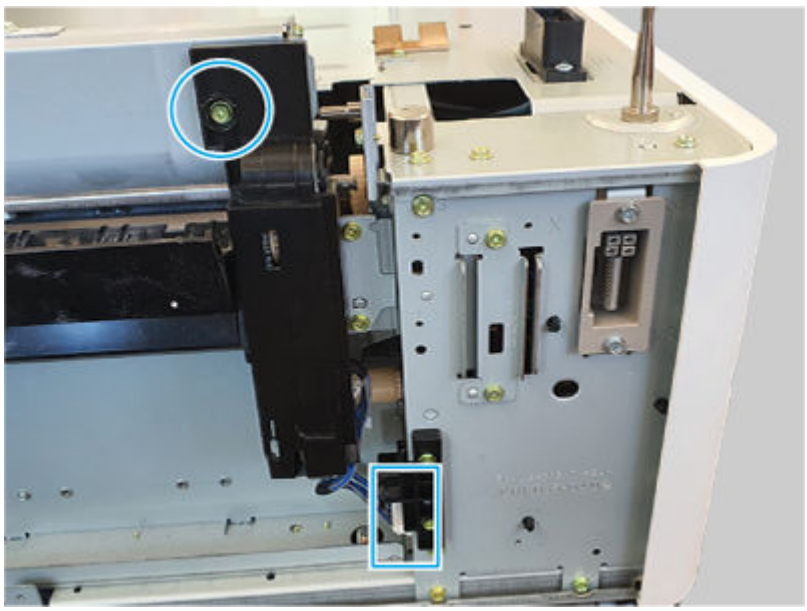
4. Remove the HCI (Tray 4) pickup assembly

Use the following procedure to remove and replace the HCI Tray 4 pickup assembly.

NOTE: The figures in this topic show the dual cassette feeder (DCF) Tray 4 pickup assembly. The removal steps for the HCI Tray 4 pickup assembly are identical to the DCF pickup assembly.

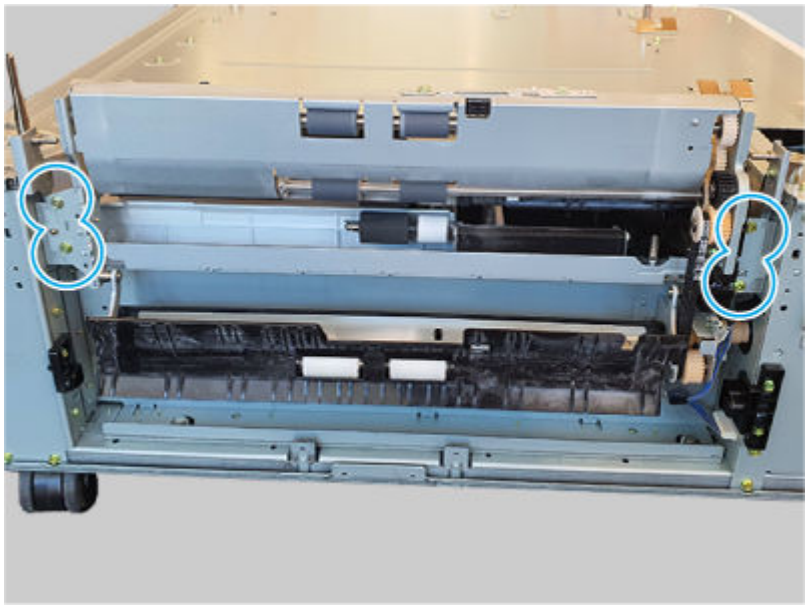
1. Disconnect one connector, and then remove two screws.

Figure 5-1247 Disconnect connector and remove screws



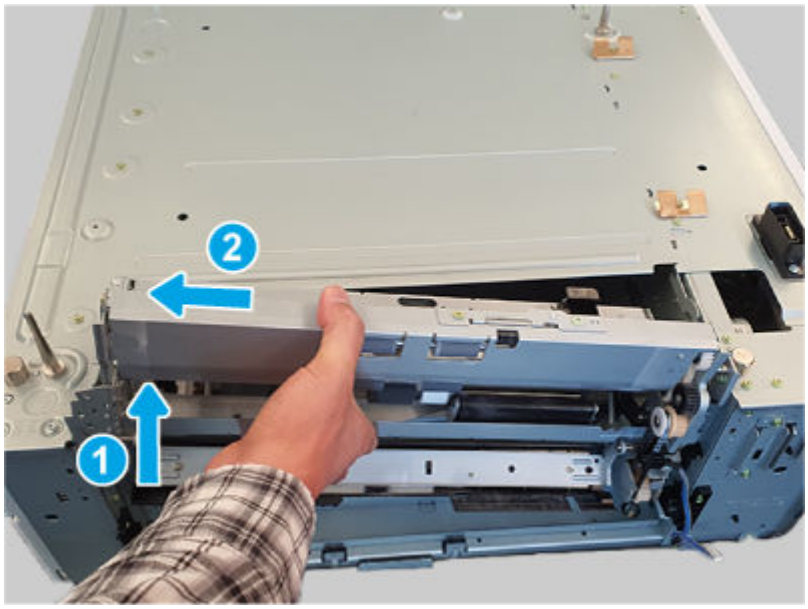
2. Remove four screws.

Figure 5-1248 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the HCI (callout 2).

Figure 5-1249 Remove the assembly

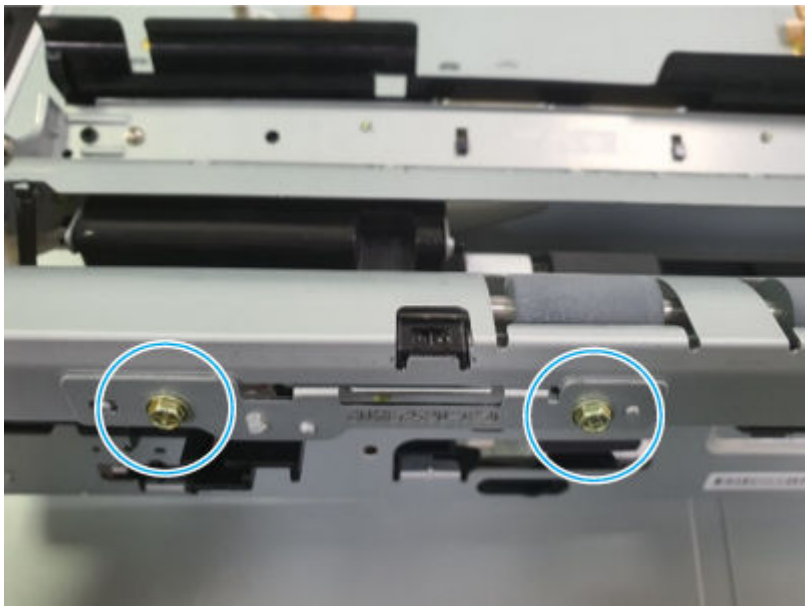


5. Remove the HCI feed sensor

Use the following procedure to remove and replace the HCI feed sensor.

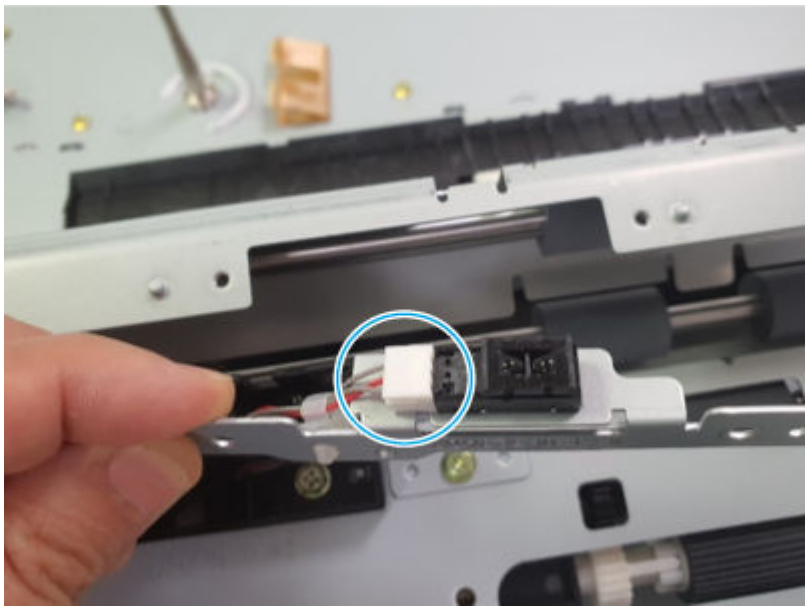
1. Remove two screws.

Figure 5-1250 Remove two screws



2. Turn the assembly over, disconnect one connector, and then remove the HCl feed sensor.

Figure 5-1251 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) paper empty and stack height sensors

Learn about removing and replacing the high capacity input (HCI) Tray 4 paper empty and stack height sensors.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-174 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (HCI Tray 4 paper empty sensor)
3SJ00-60110	Photo interrupter (HCI Tray 4 paper stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

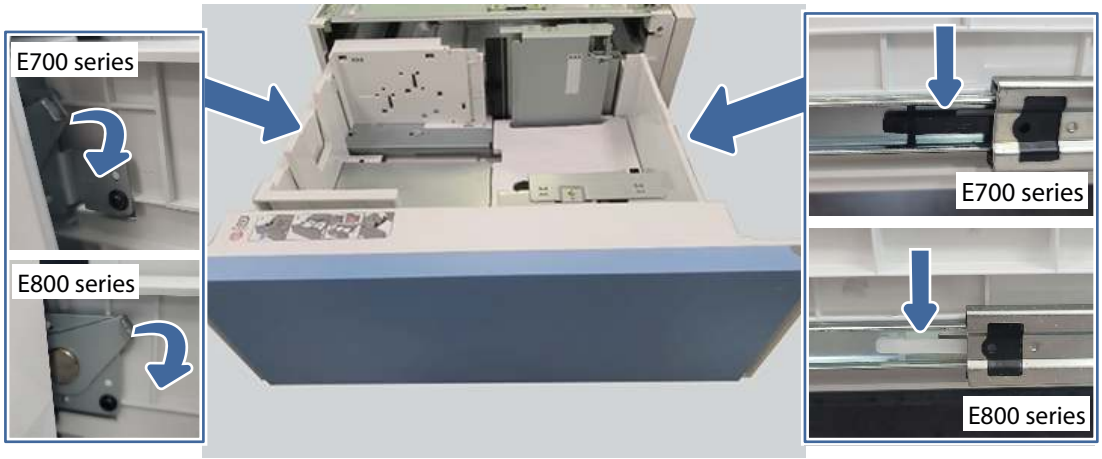
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1252 Remove the cassette



2. Remove the Tray 4 paper empty and stack height sensors

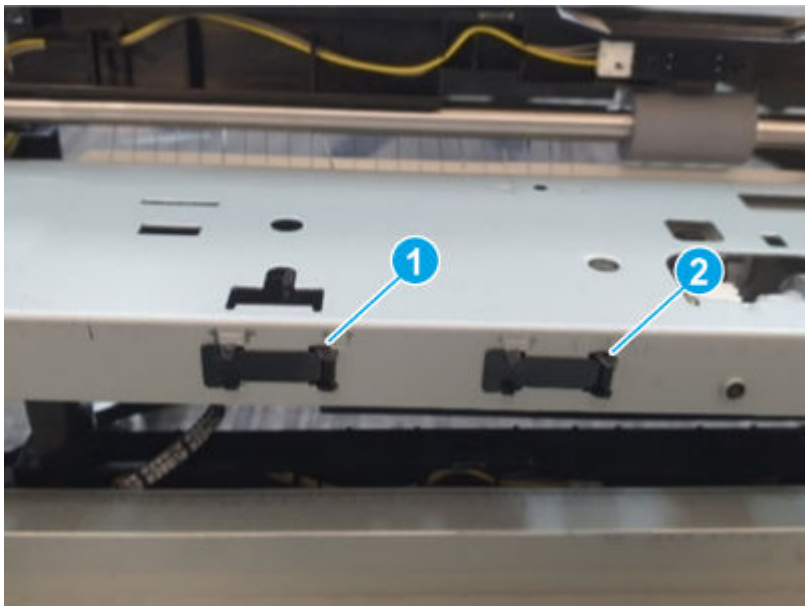
Use the following procedure to remove and replace the HCI tray paper empty and stack height sensors.

NOTE: The procedure for removing the paper empty sensor or the paper stack height sensor is the same for both sensors.

1. Locate the desired sensor to remove (on the Tray 4 pickup assembly).
   - **Callout 1**: Tray 4 paper stack height sensor

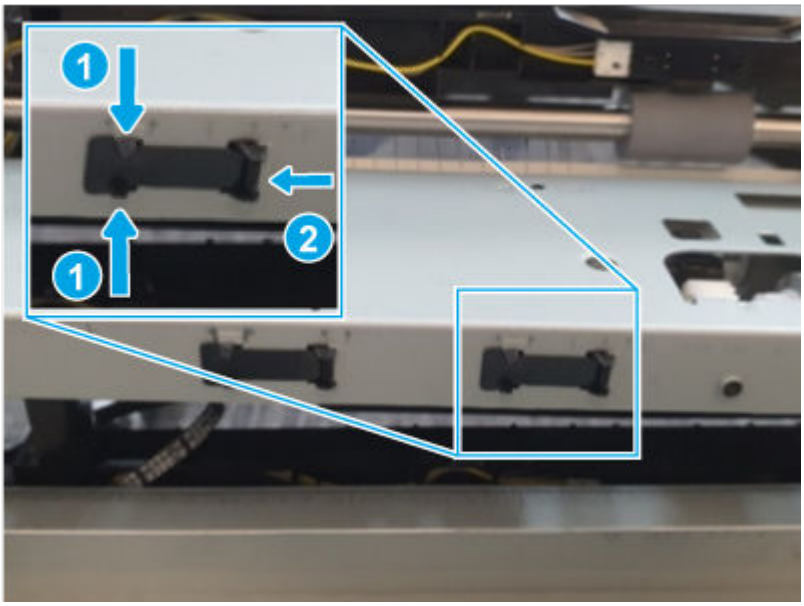
- **Callout 2**: Tray 4 paper empty sensor

Figure 5-1253 Locate the sensor



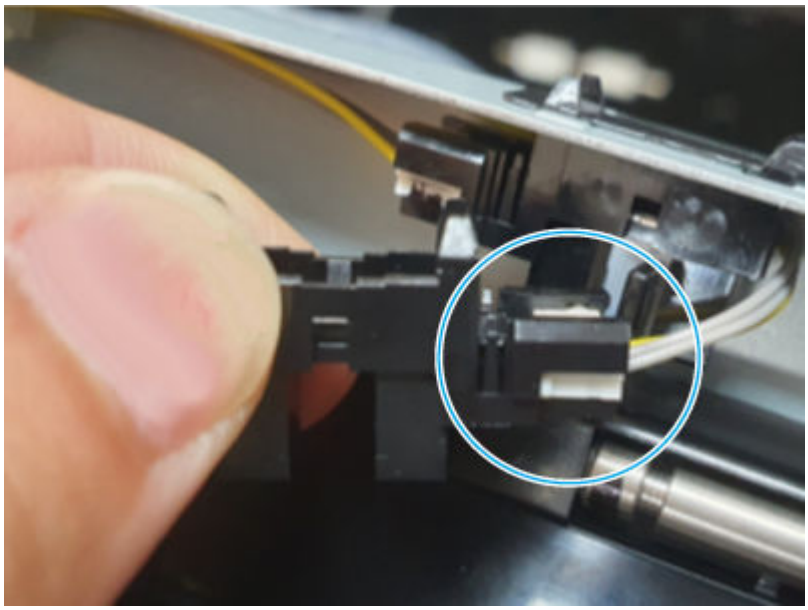
2. Do the following:
   - Release the hooks (callout 1).
   - Slide the sensor assembly to the left (callout 2).
   - Release the sensor.

Figure 5-1254 Release the sensor



3. Disconnect one connector to remove the sensor.

Figure 5-1255 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) knockup home and shift tray end sensors

Learn about removing and replacing the high capacity input (HCI) knockup home sensor.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-175 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (HCI (Tray4) knockup home sensor)
3SJ00-60110	Photo interrupter (HCI (Tray4) shift tray end sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

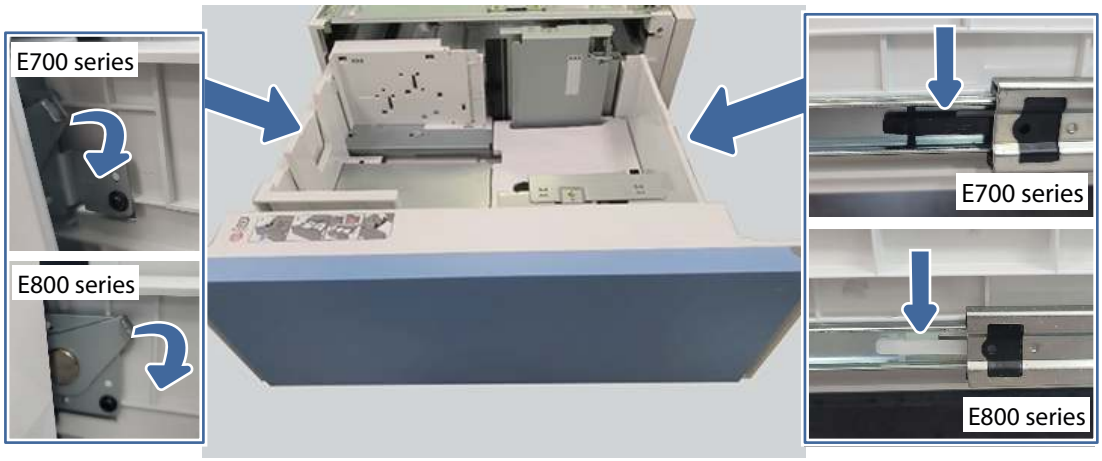
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1256 Remove the cassette

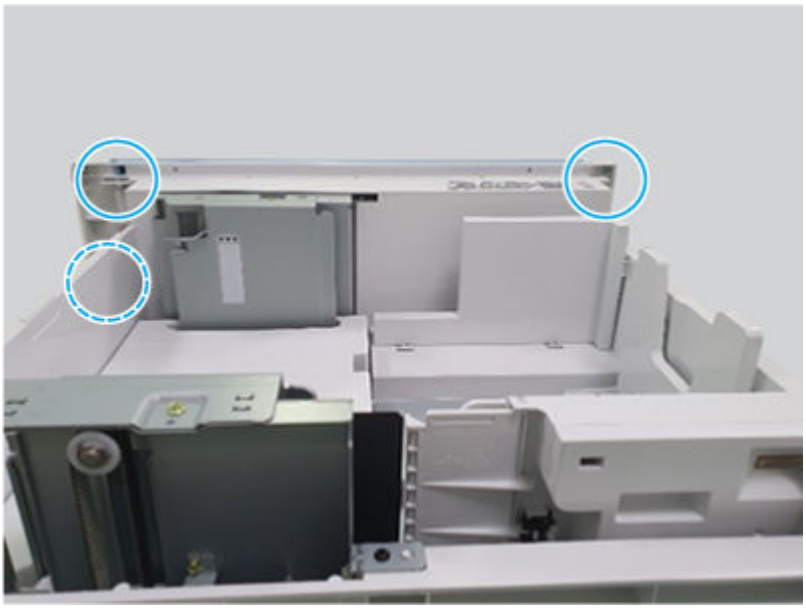


2. Remove the HCI knockup home and shift tray end sensors

Use the following procedure to remove and replace the HCI knockup home and shift tray end sensors.

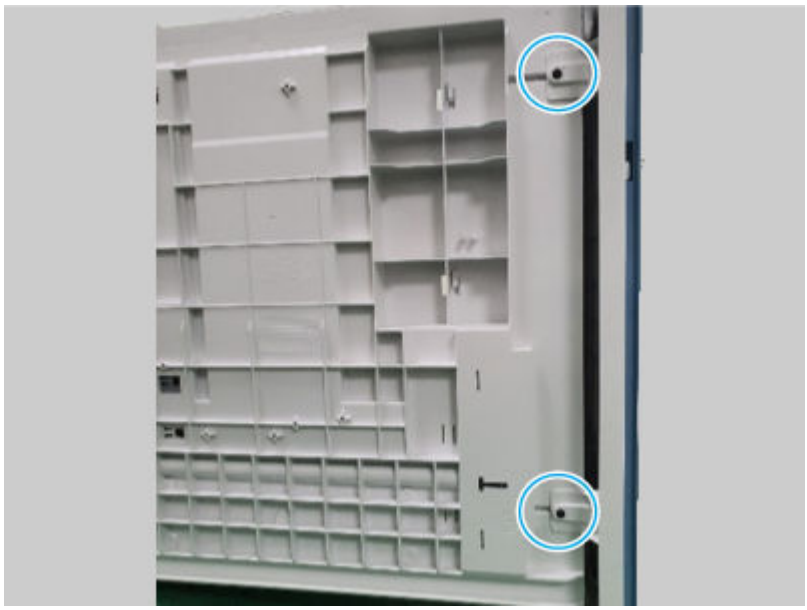
1. Remove three screws.

Figure 5-1257 Remove three screws



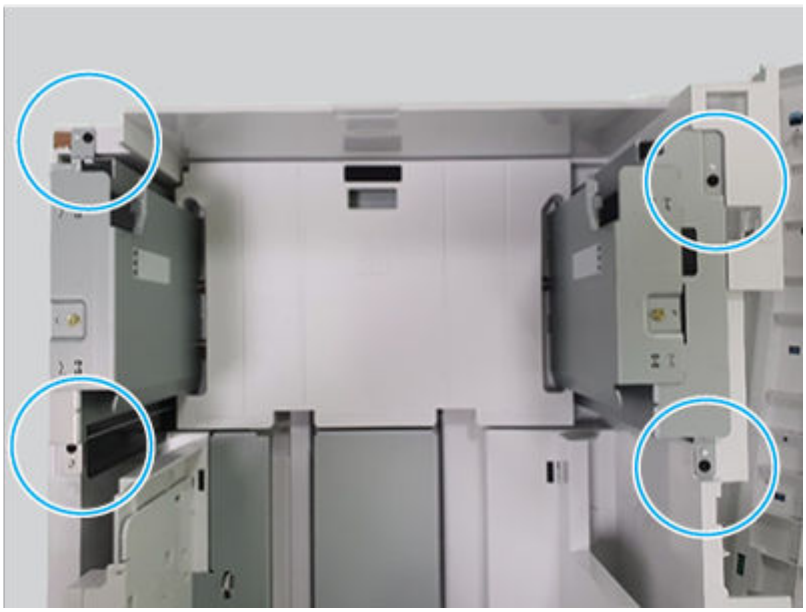
2. Turn the tray over, remove two screws, and then remove the front cover.

Figure 5-1258 Remove two screws



3. Remove four screws.

Figure 5-1259 Remove four screws

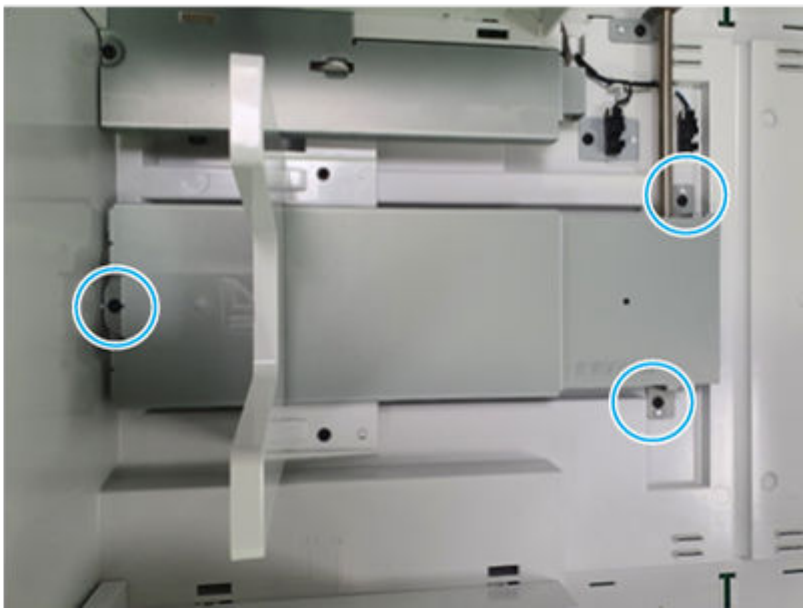


4. Disconnect one connector, and then remove the knockup plate.

Figure 5-1260 Remove the plate

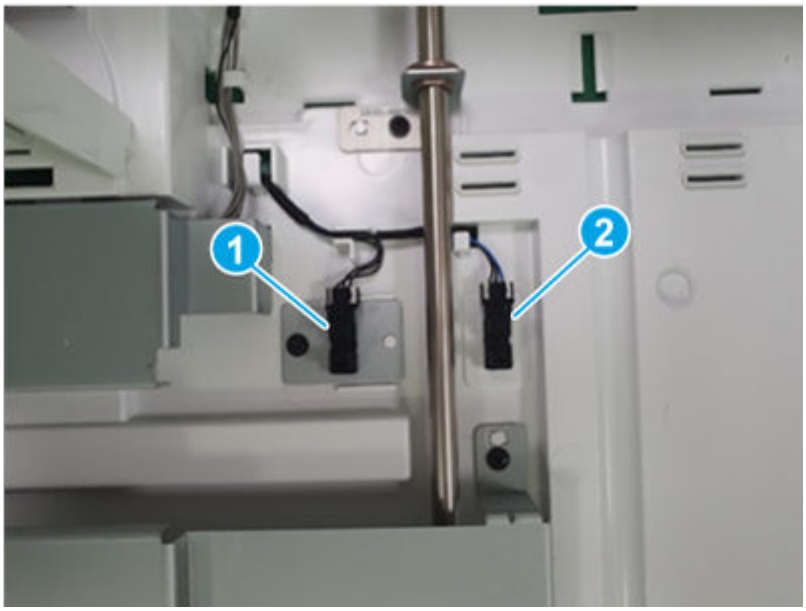
5. Remove three screws, and then remove the shift tray.

Figure 5-1261 Remove the shift tray



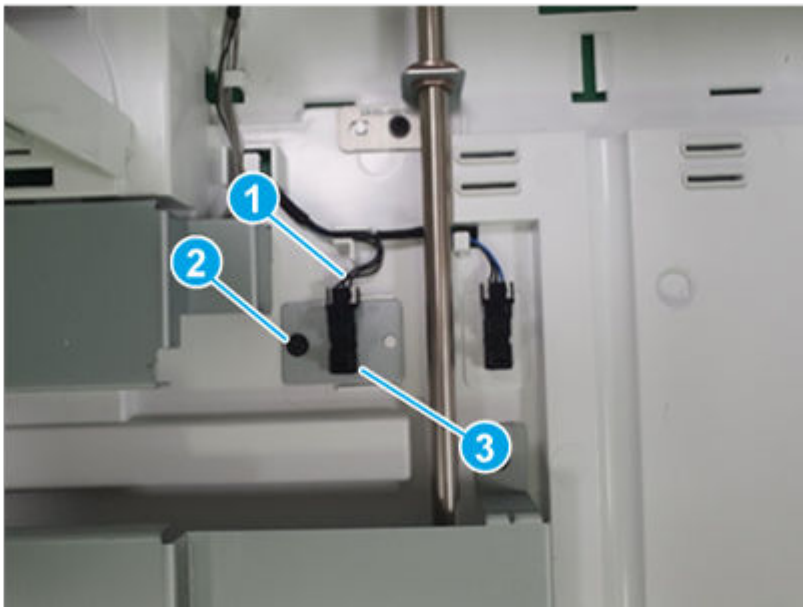
6. Locate the desired sensor to remove.
   - **Callout 1**: HCI shift tray end sensor
   - **Callout 2**: HCI knockup home sensor

Figure 5-1262 Locate the sensor



7. Disconnect one connector (callout 1), remove one screw (callout 2), and then remove the sensor (callout 3).

Figure 5-1263 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) shift tray level sensor 1 and 2

Learn about removing and replacing the high capacity input (HCI) shift tray level sensor 1 and 2.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-176 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (HCI (Tray4) shift tray level sensor 1)
3SJ00-60110	Photo interrupter (HCI (Tray4) shift tray level sensor 2)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

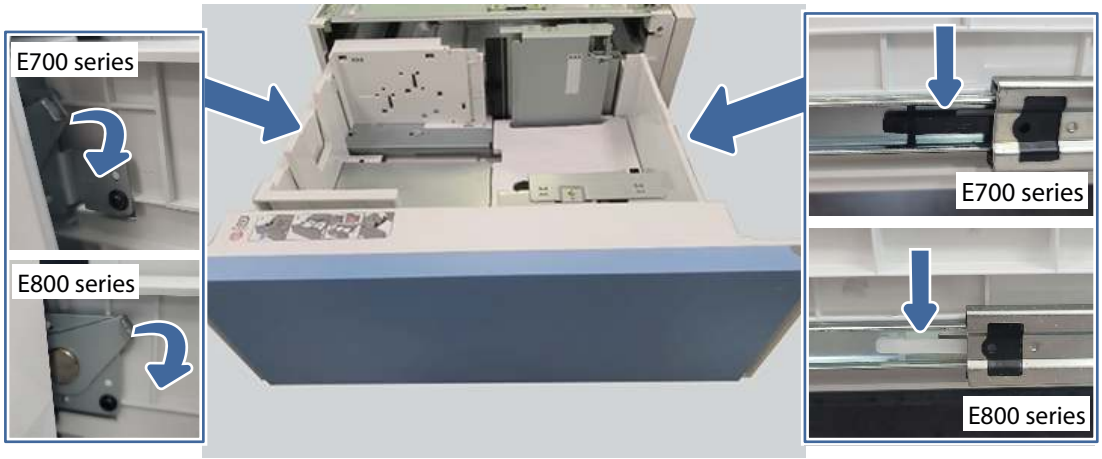
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1264 Remove the cassette

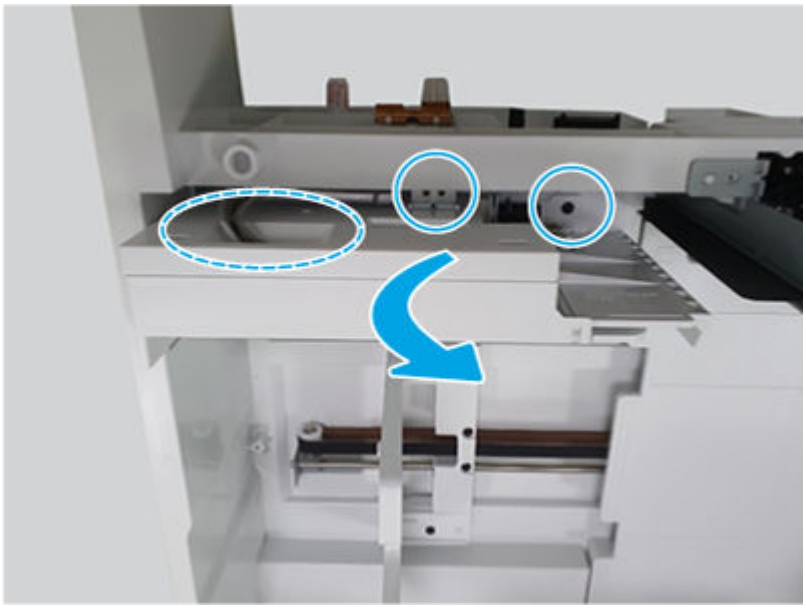


2. Remove the HCI shift tray level sensor 1 and 2

Use the following procedure to remove and replace the HCI shift tray level sensor 1 and 2.

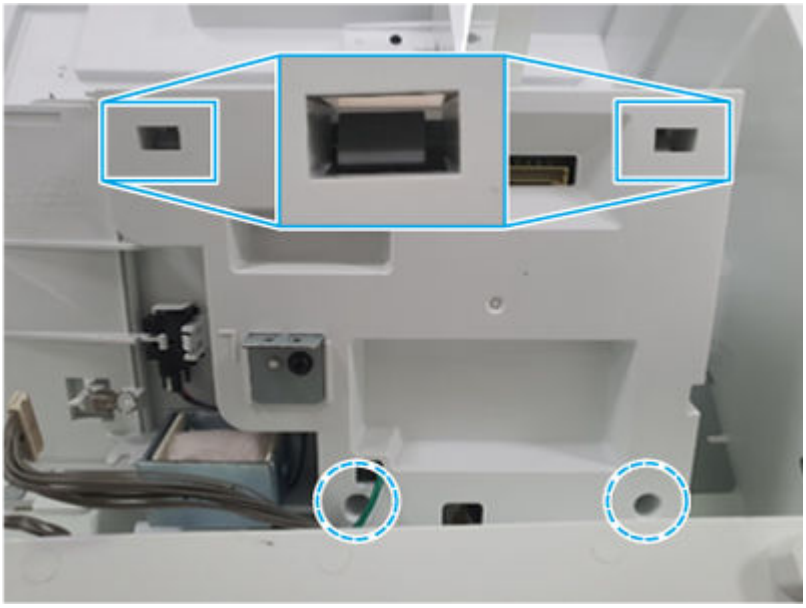
1. Disconnect one connector, remove two screws, and then pull the assembly up to gain access to it..

Figure 5-1265 Access the assembly



2. Remove two screws, release two hooks, and then remove the cover.

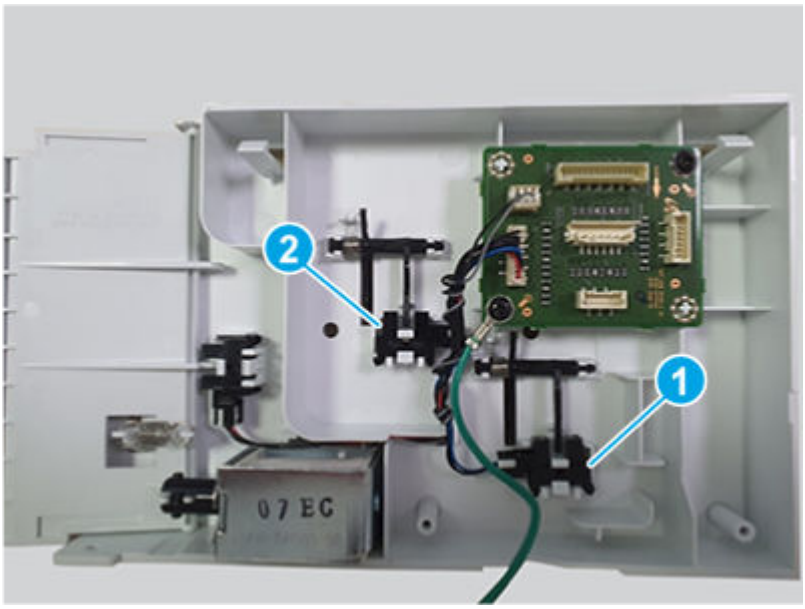
Figure 5-1266 Remove the cover



3. Locate the desired sensor to remove.

- **Callout 1**: HCI (Tray 4) shift tray level sensor 1
- **Callout 2**: HCI (Tray 4) shift tray level sensor 1r

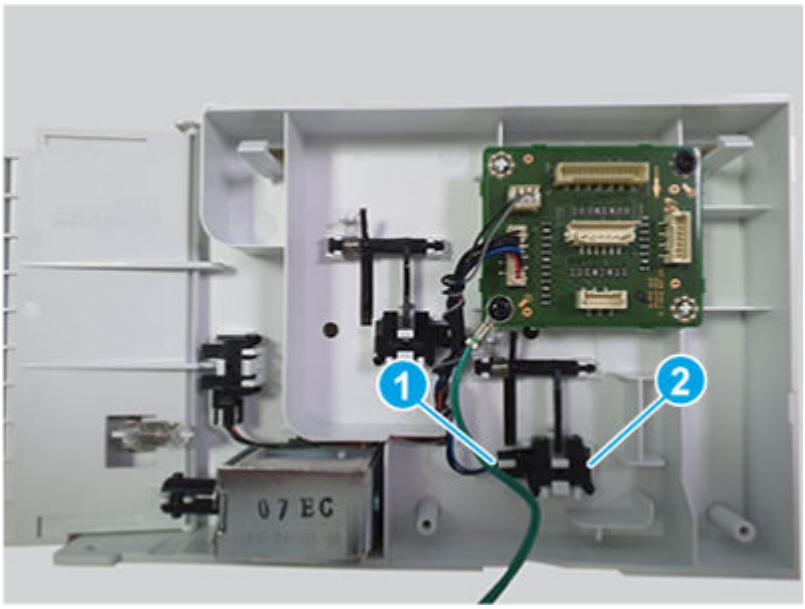
Figure 5-1267 Locate the sensor



4. Disconnect one connector (callout 1), and then remove the shift tray level sensor (callout 2).

NOTE: Removing the shift tray level sensor 1 is shown below.

Figure 5-1268 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) shift tray empty and home sensors

Learn about removing and replacing the high capacity input (HCI) shift tray empty sensor.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-177 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (HCI (Tray4) shift tray empty sensor)
3SJ00-60110	Photo interrupter (HCI (Tray4) shift tray home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

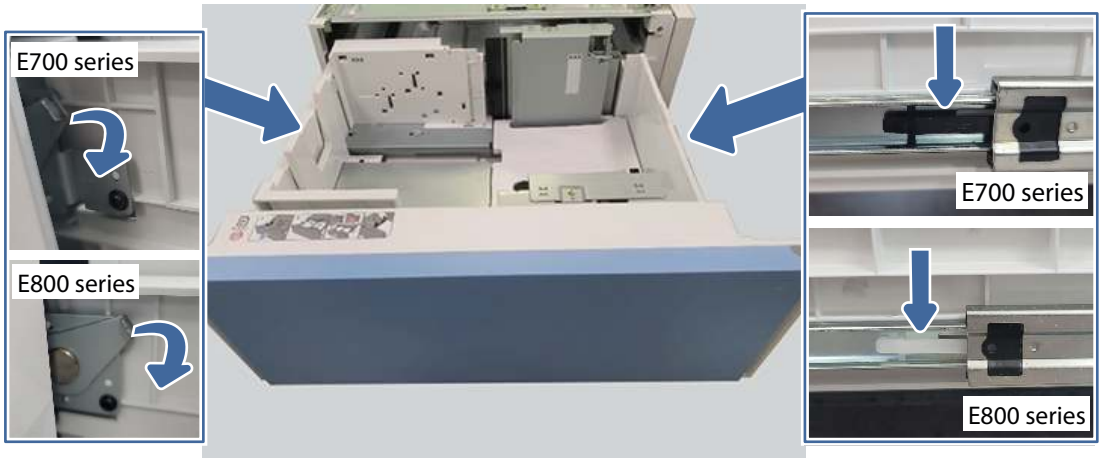
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1269 Remove the cassette

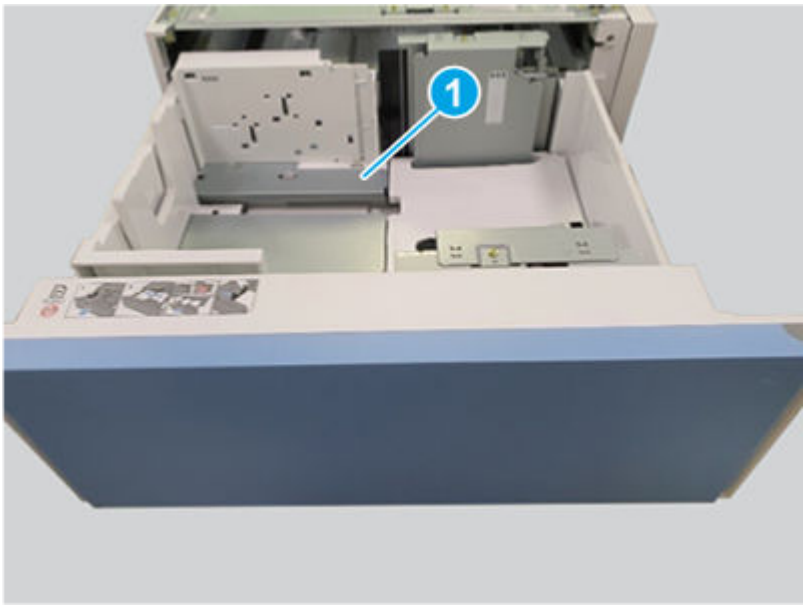


2. Remove the HCI shift tray empty and home sensors

Use the following procedure to remove and replace the HCI shift tray empty and home sensors.

1. Remove one sheet-metal plate (callout 1).

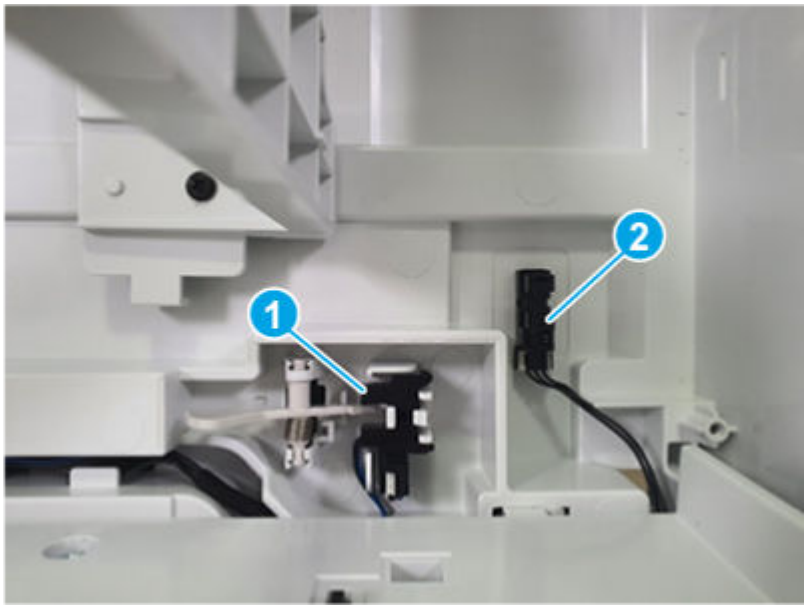
Figure 5-1270 Remove the plate



2. Locate the sensor.

- **Callout 1**: Shift tray empty sensor
- **Callout 2**: Shift tray home sensor

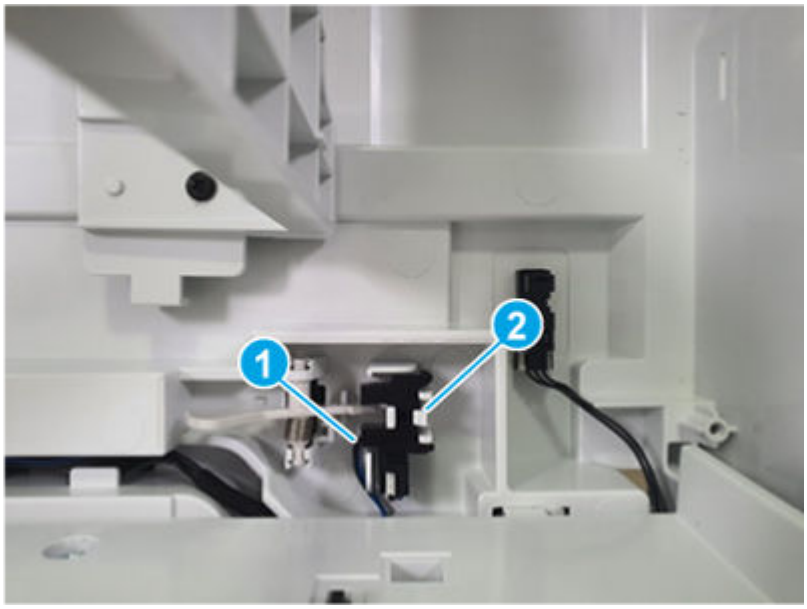
Figure 5-1271 Locate the sensor



3. Disconnect one connector (callout 1), and then remove the shift tray empty sensor (callout 2).

   Repeat this step for the shift tray home sensor if necessary.

Figure 5-1272 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) tray open sensor

Learn about removing and replacing the high capacity input (HCI) tray open sensor.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-178 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (HCI (Tray4) tray open sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

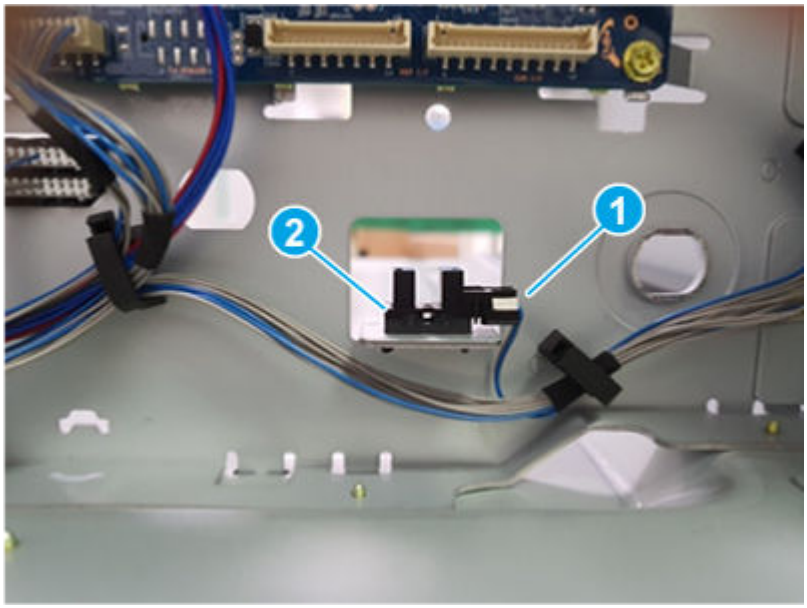
Figure 5-1273 Remove the cover

2. Remove the HCI tray open sensor

Use the following procedure to remove and replace the HCI tray open sensor.

- Disconnect one connector (callout 1), and then remove the tray open sensor (callout 2).

Figure 5-1274 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) gate solenoid home sensor

Learn about removing and replacing the high capacity input (HCI) gate solenoid home sensor.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-179 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (HCI (Tray4) gate solenoid home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

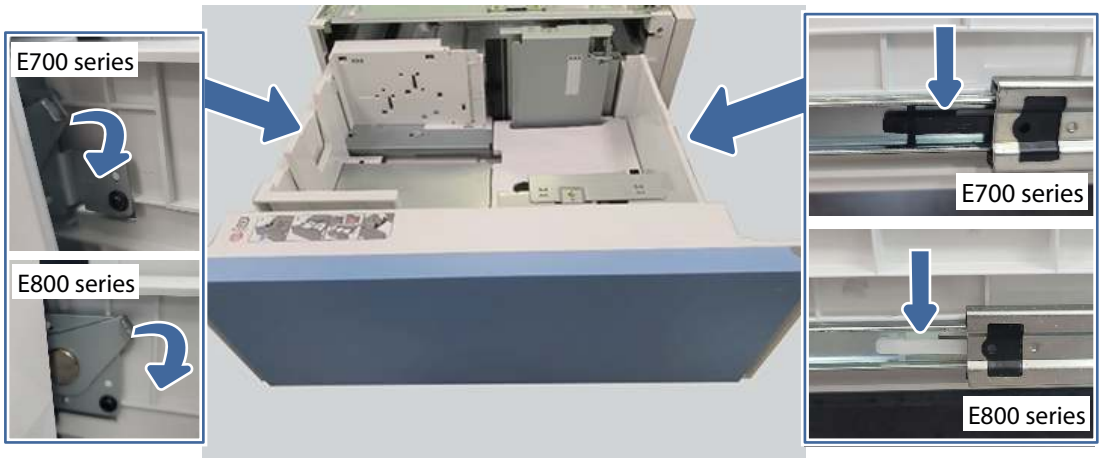
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1275 Remove the cassette

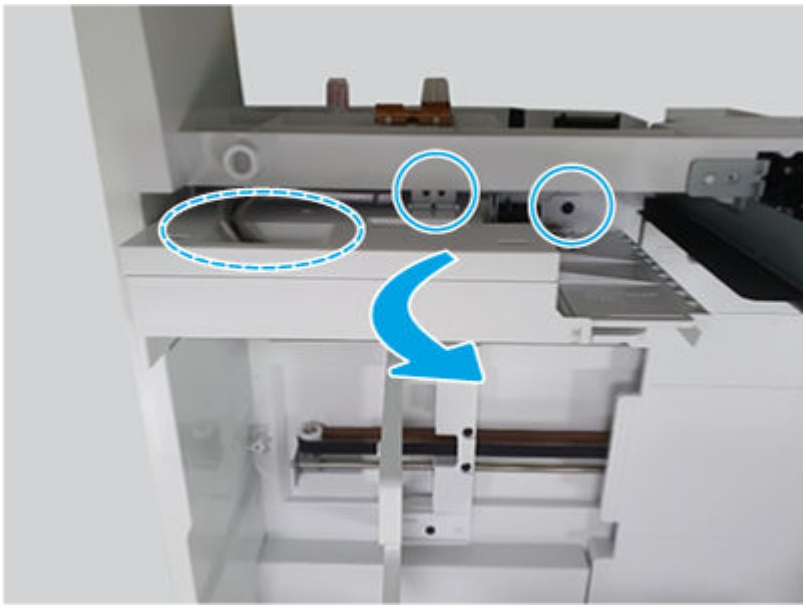


2. Remove the HCI gate solenoid home sensor

Use the following procedure to remove and replace the HCI gate solenoid home sensor.

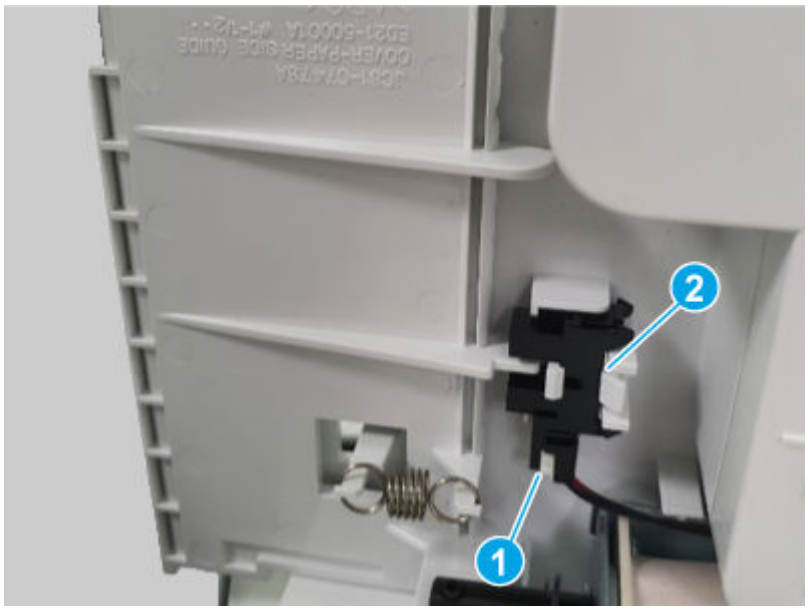
1. Disconnect one connector, remove two screws, and then pull the assembly up to gain access to it.

Figure 5-1276 Access the assembly



2. Disconnect one connector (callout 1), and then remove the gate solenoid home sensor (callout 2).

Figure 5-1277 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) gate solenoid home sensor

Learn about removing and replacing the high capacity input (HCI) gate solenoid home sensor.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-180 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (HCI (Tray4) gate solenoid home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

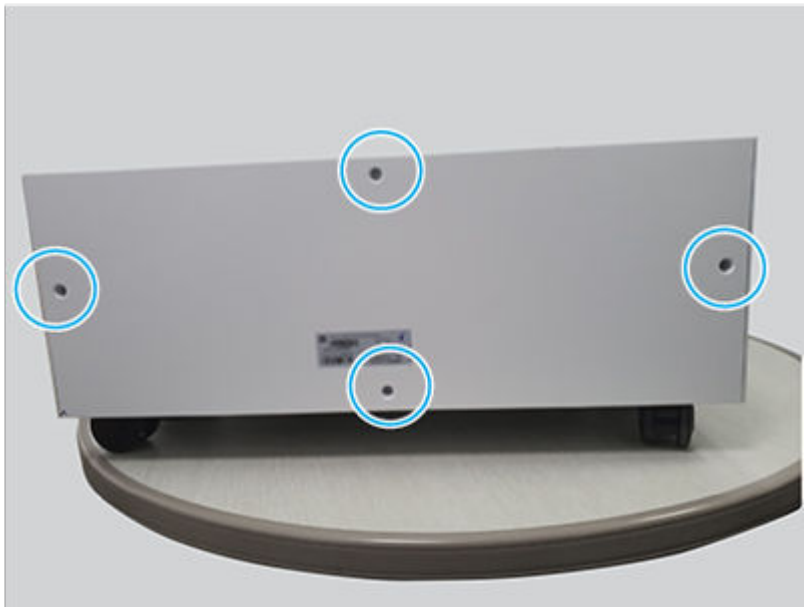
Print any pages necessary to make sure the printer is functioning correctly.

Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

Figure 5-1278 Remove the cover

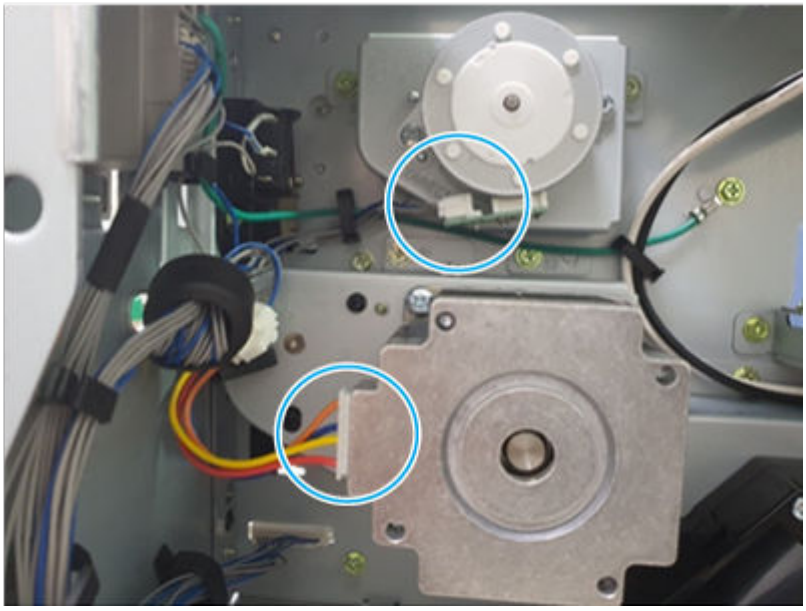


Remove the HCI right door open switch holder

Use the following procedure to remove and replace the HCI right door open switch holder.

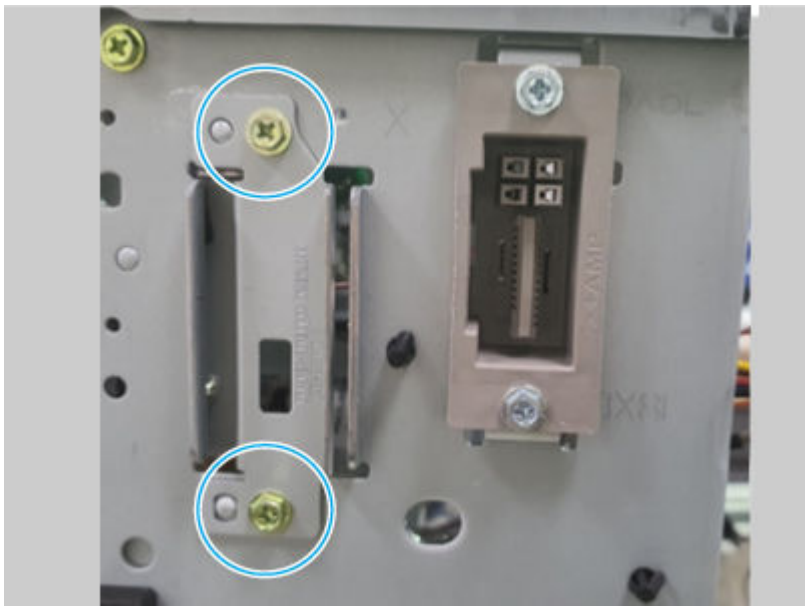
1. Disconnect two connectors.

Figure 5-1279 Remove two screws



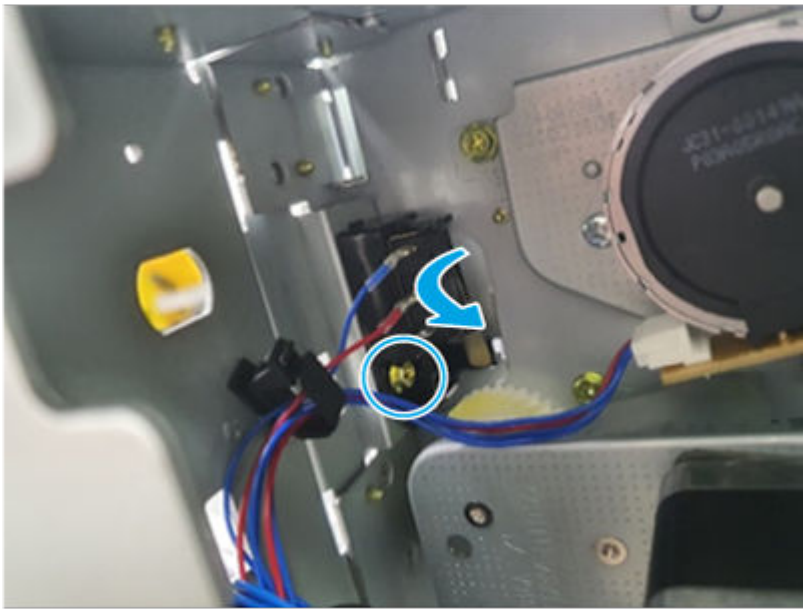
2. Remove two screws.

Figure 5-1280 Remove two screws



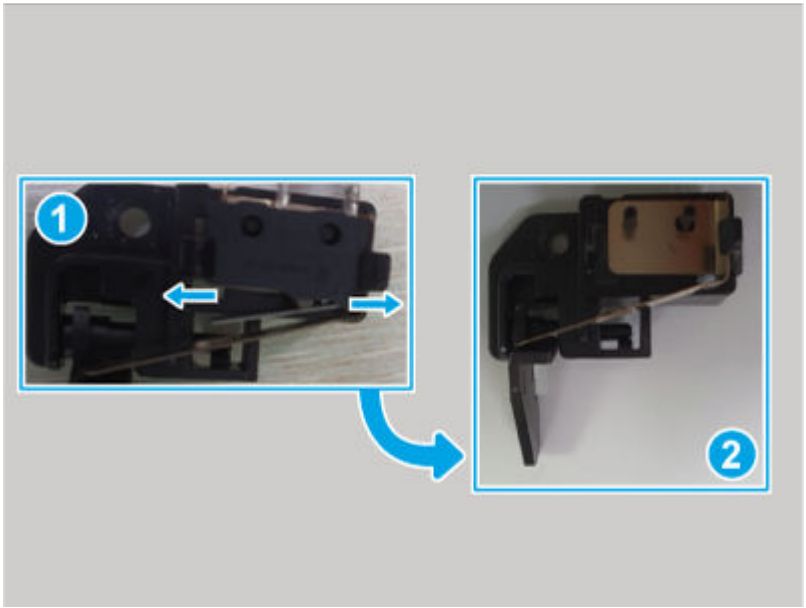
3. Remove one screw and then pull the switch and holder out.

Figure 5-1281 Pull out the switch and holder



4. Release two tabs (callout 1) and then remove the switch from the holder to remove it (callout 2).

Figure 5-1282 Remove the holder



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCA and harness

Review the HCI PCA and harness removal procedures.

Removal and replacement: HCI (Tray 4) PCA

Learn about removing and replacing the high capacity input (HCI) PCA.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-181 Part information

Part number	Part description
6GW57-60001	HCI (Tray 4) PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

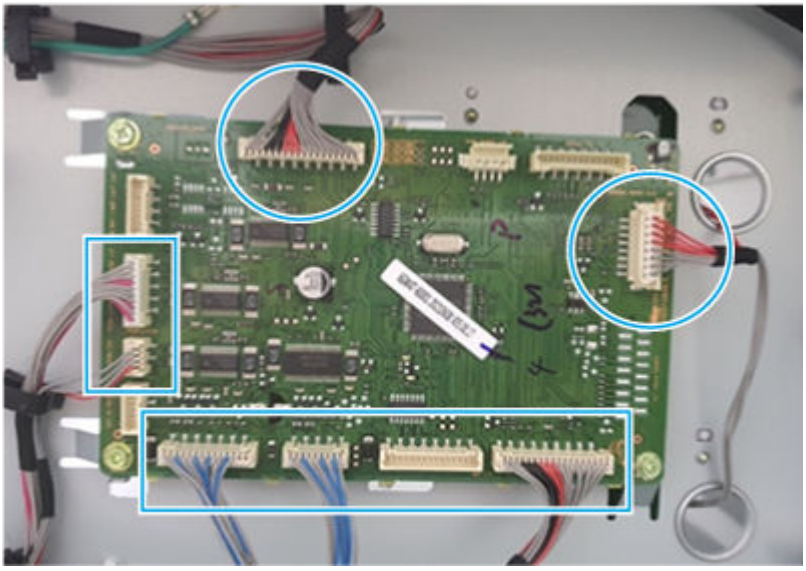
Figure 5-1283 Remove the cover

2. Remove the HCI PCA

Use the following procedure to remove and replace the HCI PCA.

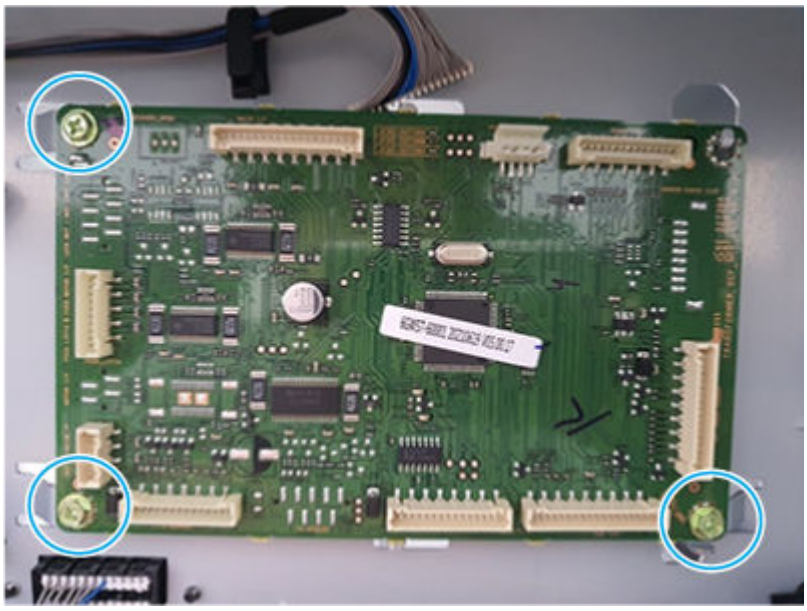
1. Disconnect all of the connectors.

Figure 5-1284 Disconnect all connectors



2. Remove three screws, and then remove the PCA.

Figure 5-1285 Remove the PCA



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI (Tray 4) sub PCA

Learn about removing and replacing the high capacity input (HCI) sub PCA.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-182 Part information

Part number	Part description
JC92-02792A	HCI (Tray 4) sub PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

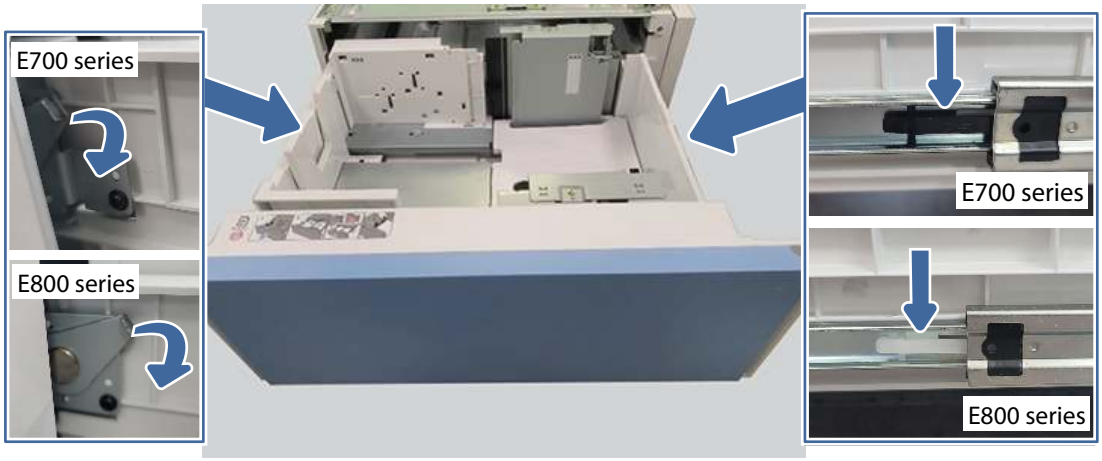
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1286 Remove the cassette

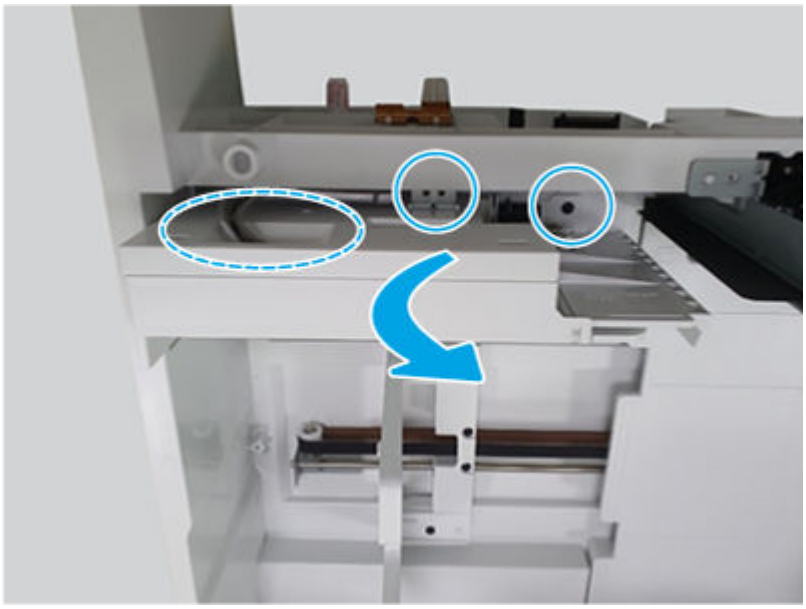


2. Remove the HCI sub PCA

Use the following procedure to remove and replace the HCI sub PCA.

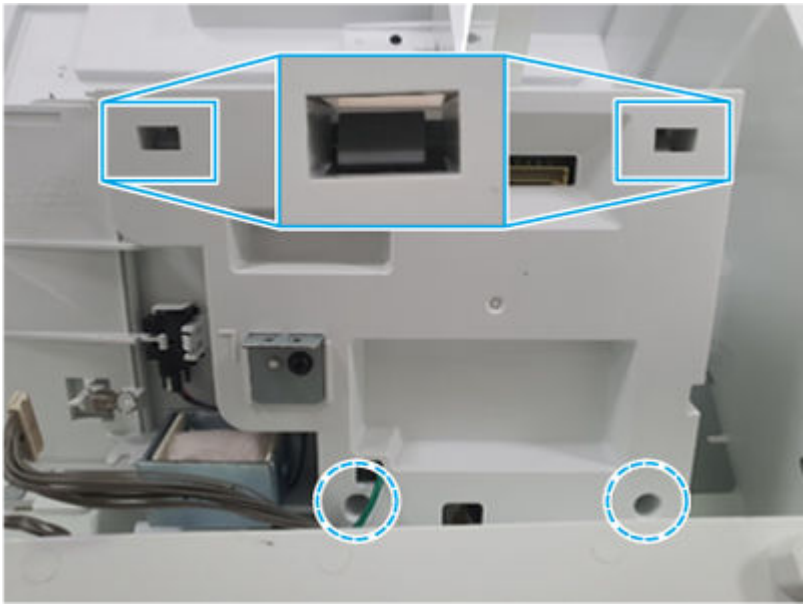
1. Disconnect one connector, remove two screws, and then pull the assembly up to gain access to it.

Figure 5-1287 Access the assembly



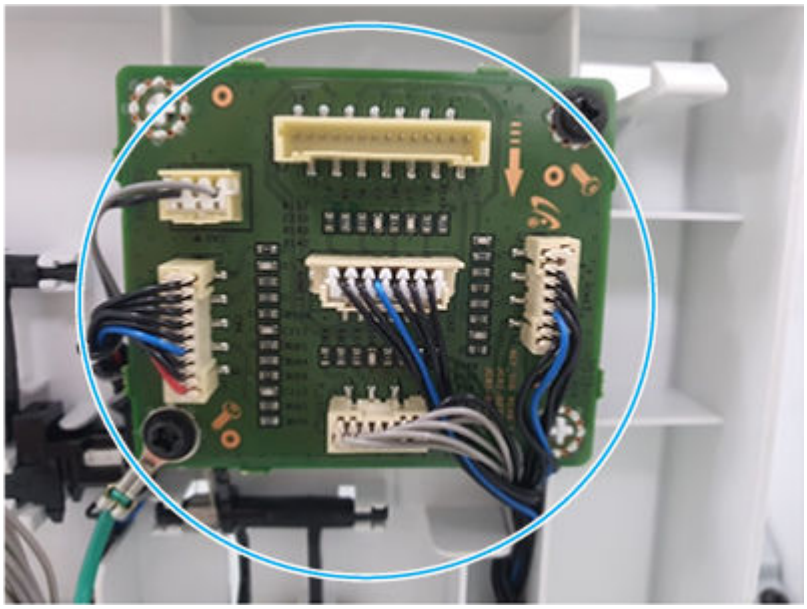
2. Remove two screws, release two hooks, and then remove the cover.

Figure 5-1288 Remove the cover



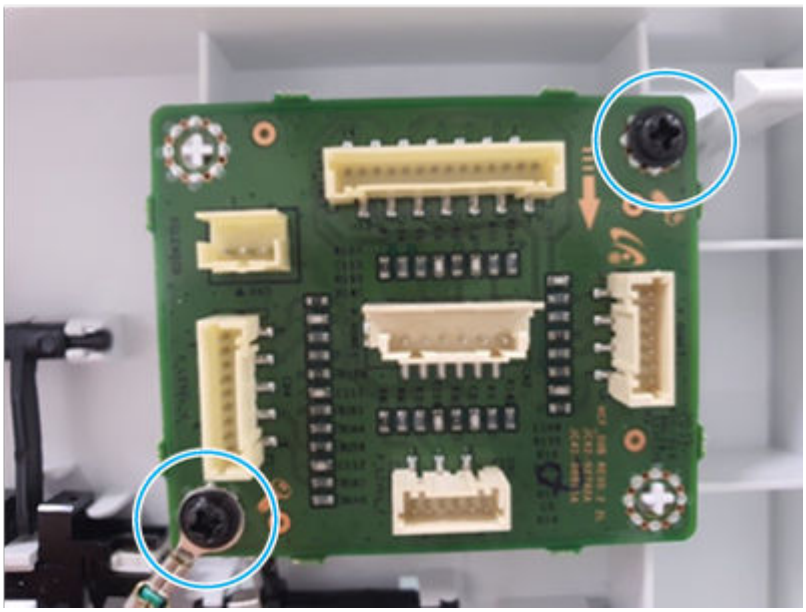
3. Disconnect all of the connectors.

Figure 5-1289 Disconnect all connectors



4. Remove two screws, and then remove the sub PCA.

Figure 5-1290 Remove the PCA



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI main IF harness

Learn about removing and replacing the high capacity input (HCI) main IF harness.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-183 Part information

Part number	Part description
JC39-02605A	HCI main IF harness

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

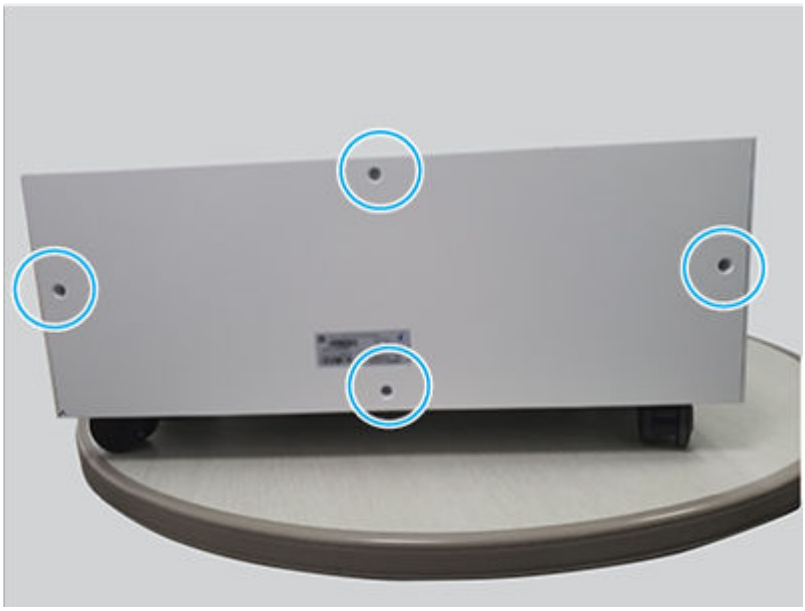
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

Figure 5-1291 Remove the cover

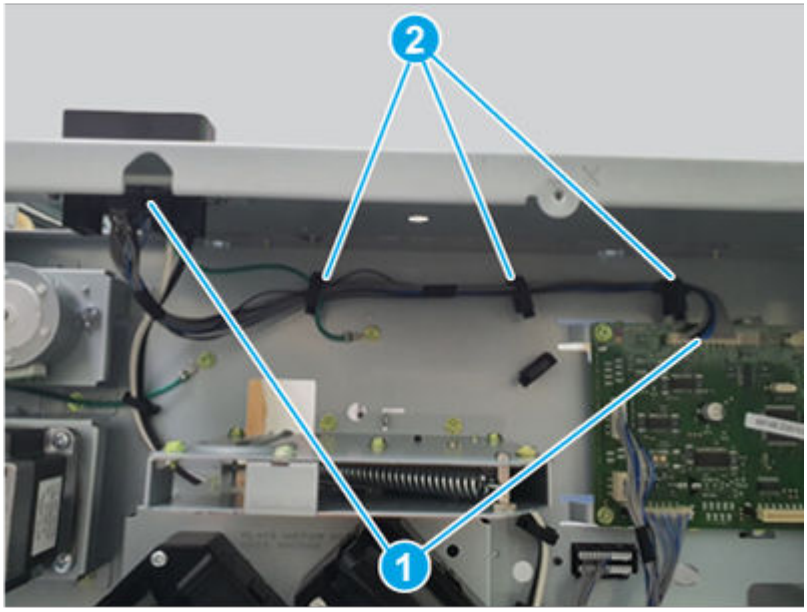


2. Remove the HCI main IF harness

Use the following procedure to remove and replace the HCI main IF harness.

- Disconnect two connectors (callout 1), release the harness from the retainers (callout 2), and then remove the main IF harness.

Figure 5-1292 Remove the harness



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI sub tray IF harness

Learn about removing and replacing the high capacity input (HCI) inner tray IF harness.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-184 Part information

Part number	Part description
JC39-02604A	HCI sub tray IF harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

fter performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

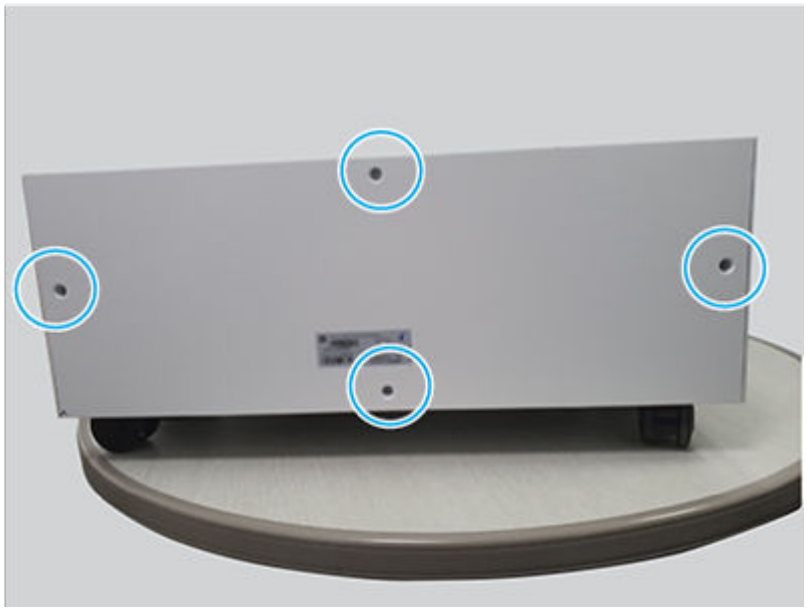
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

Figure 5-1293 Remove the cover

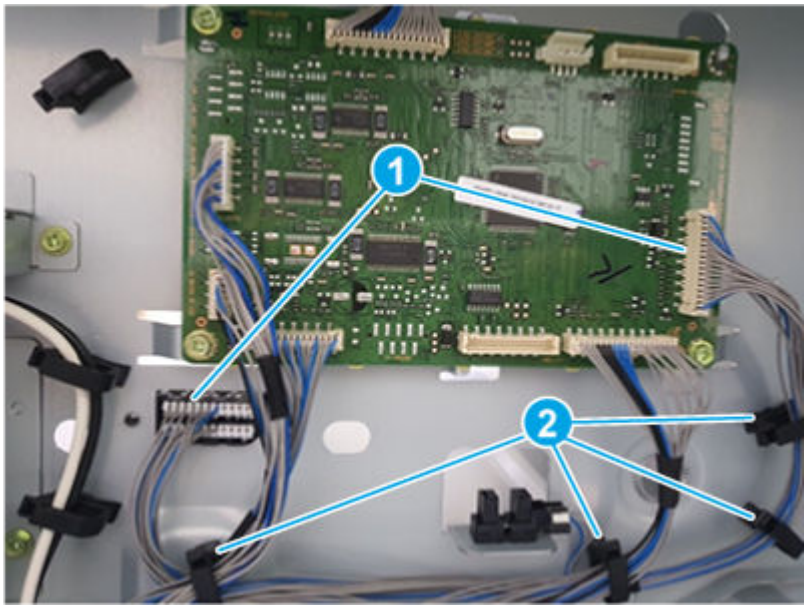


2. Remove the HCI sub tray IF harness

Use the following procedure to remove and replace the HCI inner tray IF harness.

- Disconnect two connectors (callout 1), release the harness from the retainers (callout 2), and then remove the inner tray IF harness.

Figure 5-1294 Remove the harness



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI DC motor IF (lift and shift)

Learn about removing and replacing the high capacity input (HCI) DC motor IF.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-185 Part information

Part number	Part description
JC39-02282A	HCI DC motor IF

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

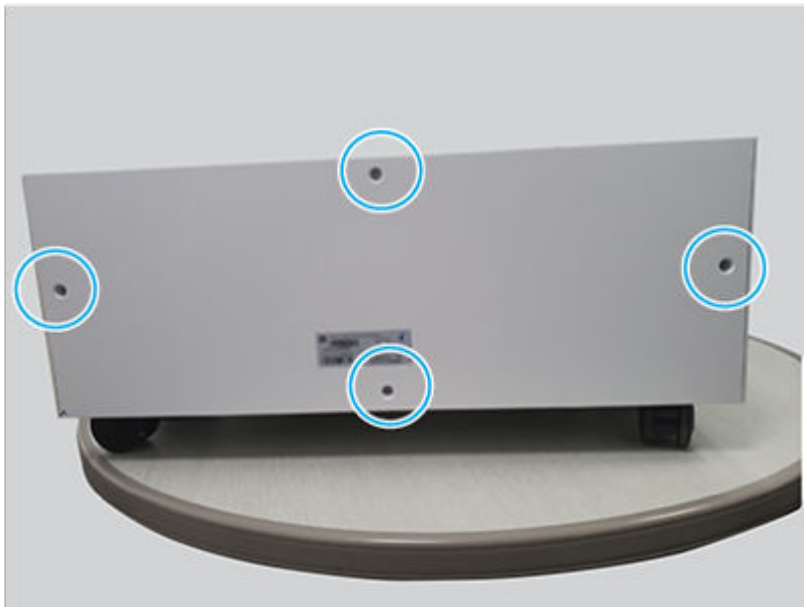
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

Figure 5-1295 Remove the cover



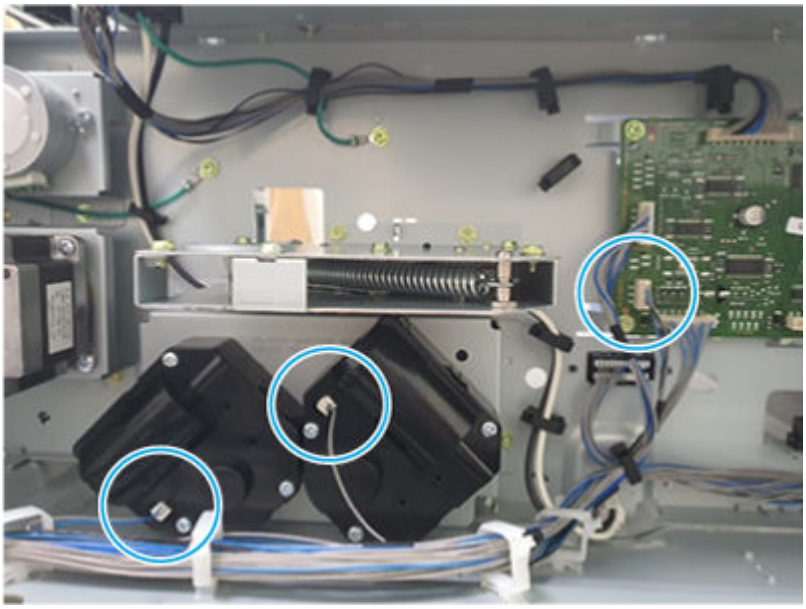
2. Remove the HCI DC motor IF (lift and shift)

Use the following procedure to remove and replace the HCI DC motor IF.

- Disconnect three connectors, and then remove the DC motor IF.

NOTE: Release retainers as needed.

Figure 5-1296 Remove the DC motor IF



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI motor IF (pick and feed)

Learn about removing and replacing the high capacity input (HCI) motor IF.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-186 Part information

Part number	Part description
JC39-02279A	HCI motor IF

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI (Tray 4) rear cover

Use the following procedure to remove and replace the HCI rear cover.

- Remove four screws, and then remove the rear cover.

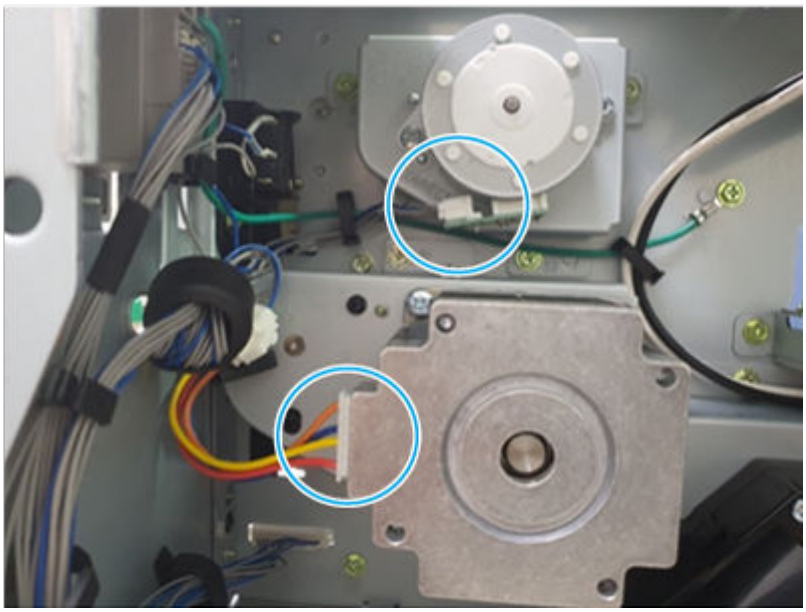
Figure 5-1297 Remove the cover

2. Remove the HCl right door open switch holder

Use the following procedure to remove and replace the HCl right door open switch holder.

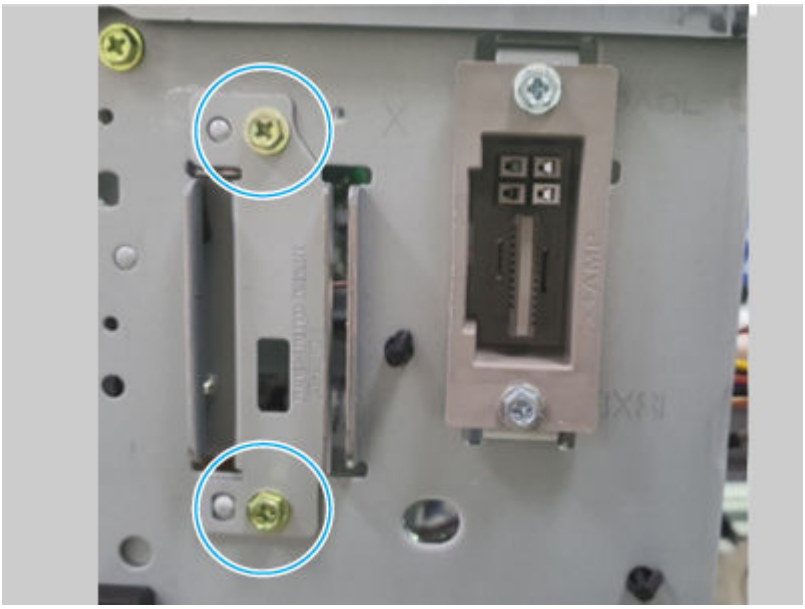
1. Disconnect two connectors.

Figure 5-1298 Remove two screws



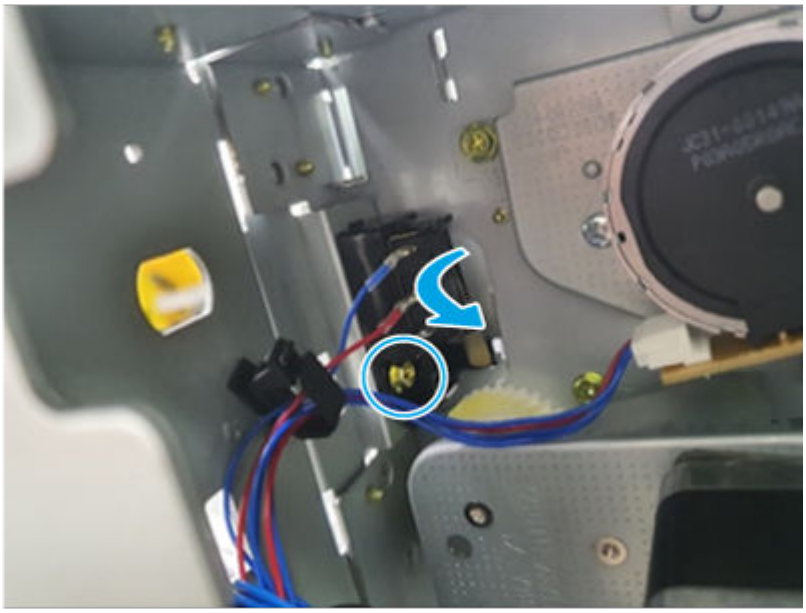
2. Remove two screws.

Figure 5-1299 Remove two screws



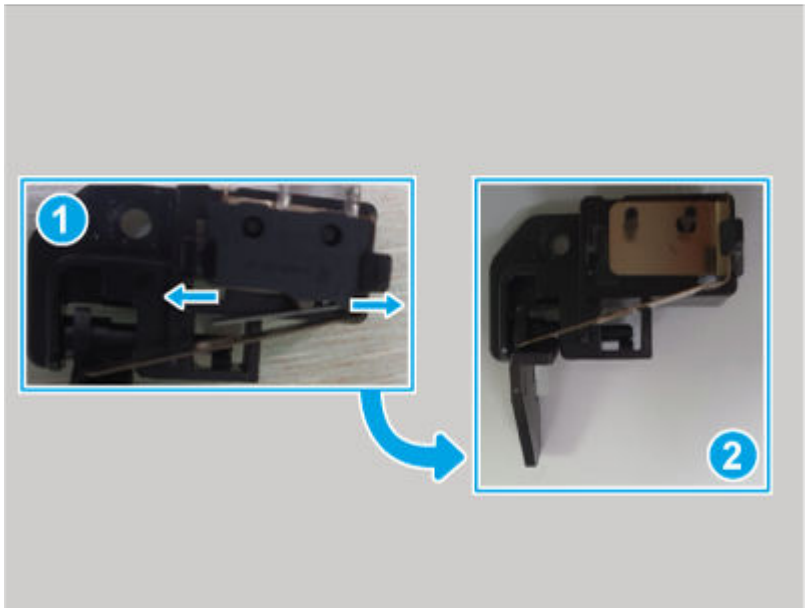
3. Remove one screw and then pull the switch and holder out.

Figure 5-1300 Pull out the switch and holder



4. Release two tabs (callout 1) and then remove the switch from the holder to remove it (callout 2).

Figure 5-1301 Remove the holder



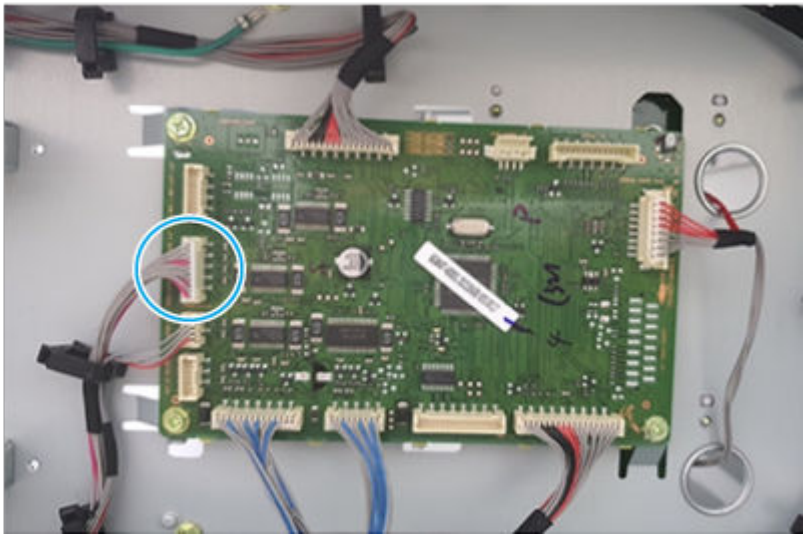
3. Remove the HCI motor IF (pick and feed)

Use the following procedure to remove and replace the HCI motor IF.

- Disconnect one connector, and then remove the motor IF.

NOTE: Release retainers as needed.

Figure 5-1302 Remove the motor IF



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: HCI inner drawer IF

Learn about removing and replacing the high capacity input (HCI) inner drawer IF.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-187 Part information

Part number	Part description
JC39-02286A	HCI inner drawer IF

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

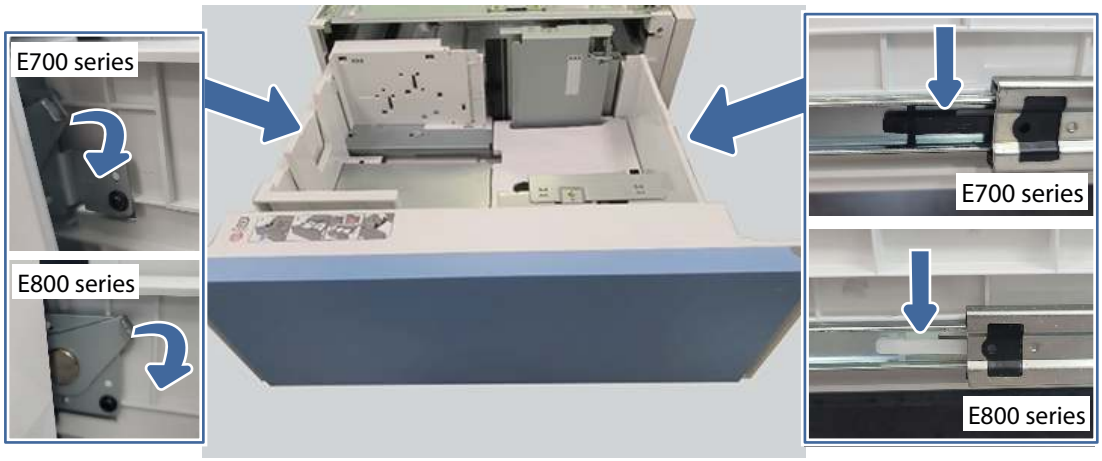
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HCI cassette

Use the following procedure to remove and replace the HCI cassette.

- Do the following: Pull the cassette out until it stops, and then locate the locking mechanisms on each side.
  - Pull the cassette out until it stops.
  - Push down on the center of the right-side locking mechanism, and then rotate the left-side locking mechanism lever to release the cassette.
  - Pull the cassette straight out of the HCI to remove it.

Figure 5-1303 Remove the cassette



2. Remove the HCI inner drawer IF

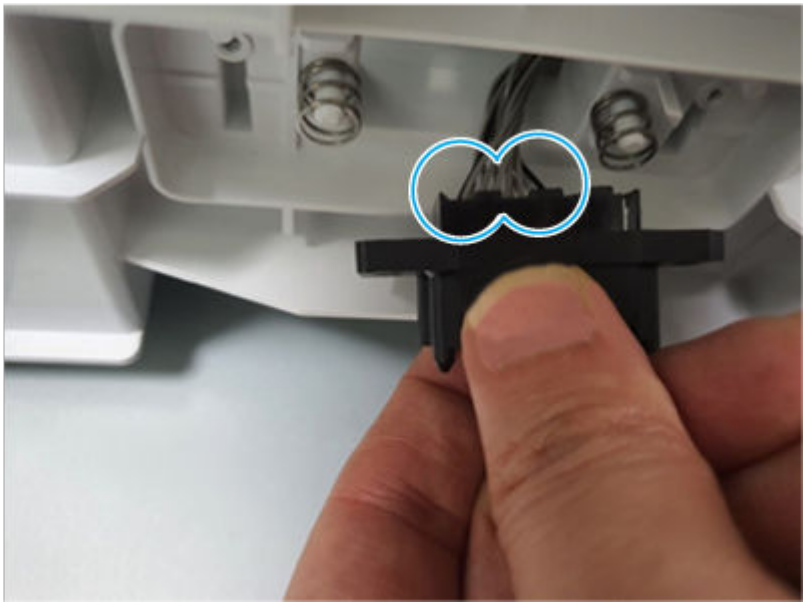
Use the following procedure to remove and replace the HCI inner drawer IF.

1. Remove two screws.

Figure 5-1304 Remove two screws

2. Disconnect two connectors, and then remove the HCI inner drawer IF.

Figure 5-1305 Remove the inner drawer IF



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Output device

Learn about output device parts removal and replacement.

Stapler/stacker and (or) Booklet finisher

Learn about external finisher stapler/stacker or booklet finishers parts removal and replacement.

Cover

Review the external finisher cover removal procedures.

Removal and replacement: Front door

Learn about removing and replacing the external finisher front door.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-188 Part information

Part number	Part description
5QK09-60106	Front door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

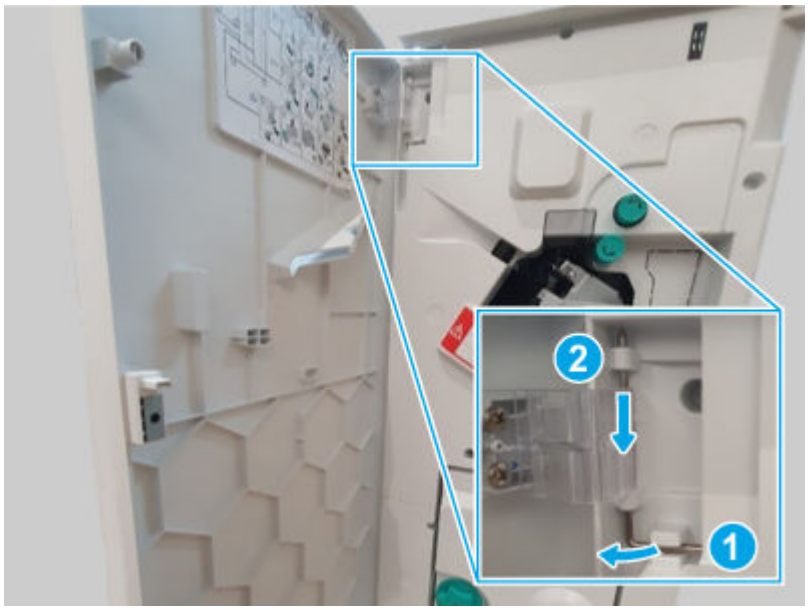
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

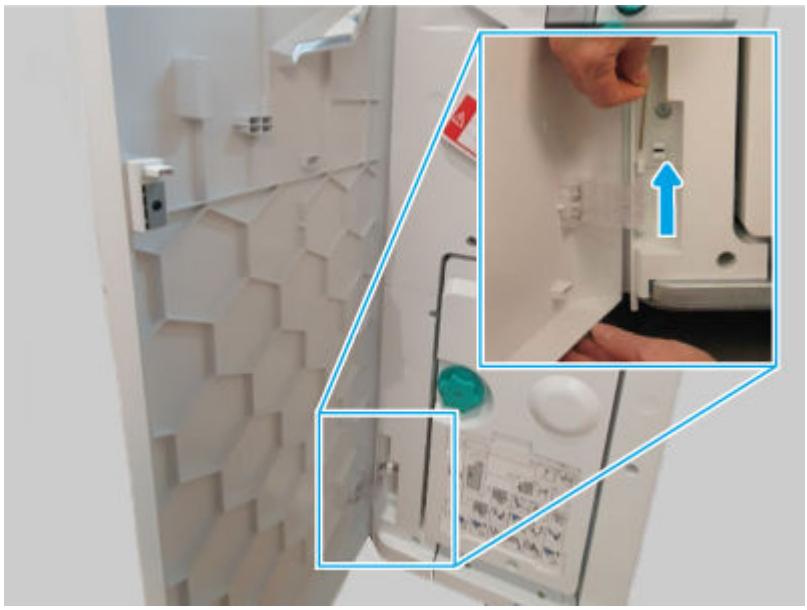
1. Release, and then remove the upper hinge pin.

Figure 5-1306 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1307 Remove the door



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster cover

Learn about removing and replacing the external finisher caster cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-189 Part information

Part number	Part description
8GS05-40018	Caster cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

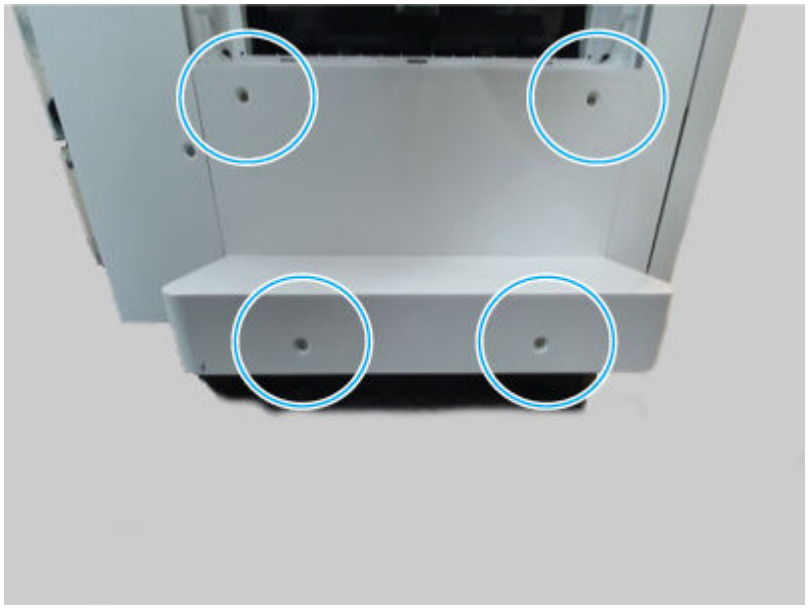
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1308 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left lower cover

Learn about removing and replacing the external finisher left lower cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-190 Part information

Part number	Part description
8GS05-60122	Left lower cover (stacker)
8GS05-60124	Left lower cover (booklet)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

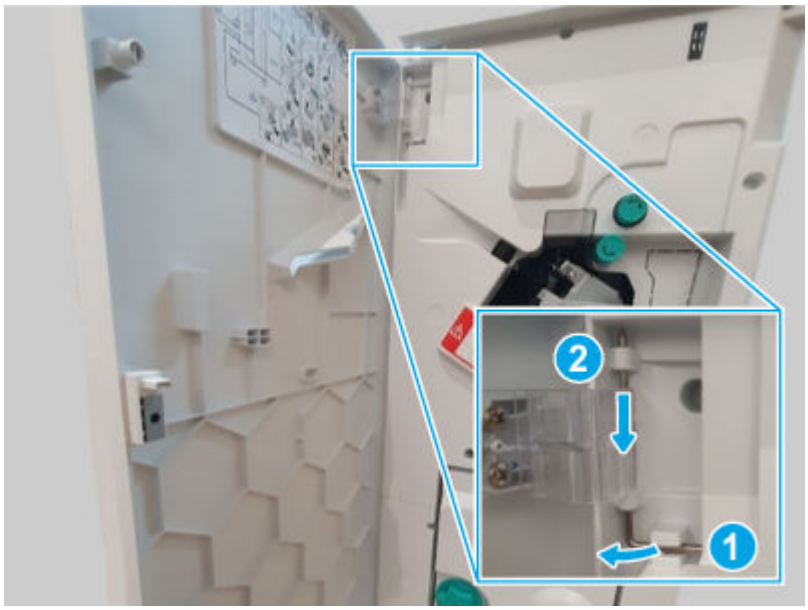
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

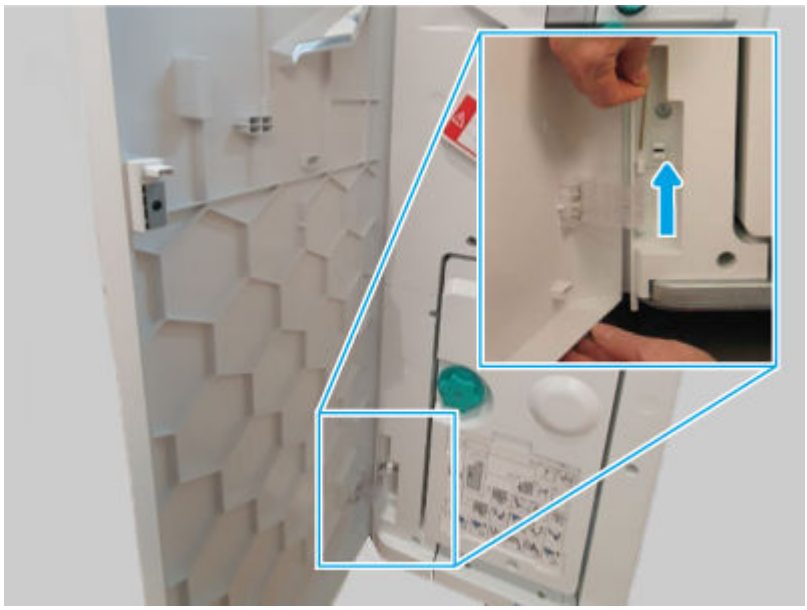
1. Release, and then remove the upper hinge pin.

Figure 5-1309 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1310 Remove the door



Remove the external finisher top cover

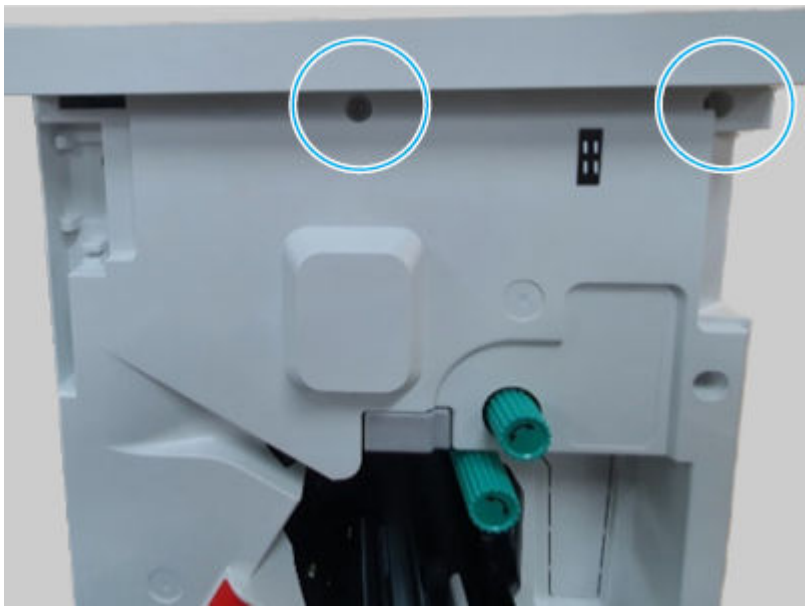
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1311 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1312 Remove the cover

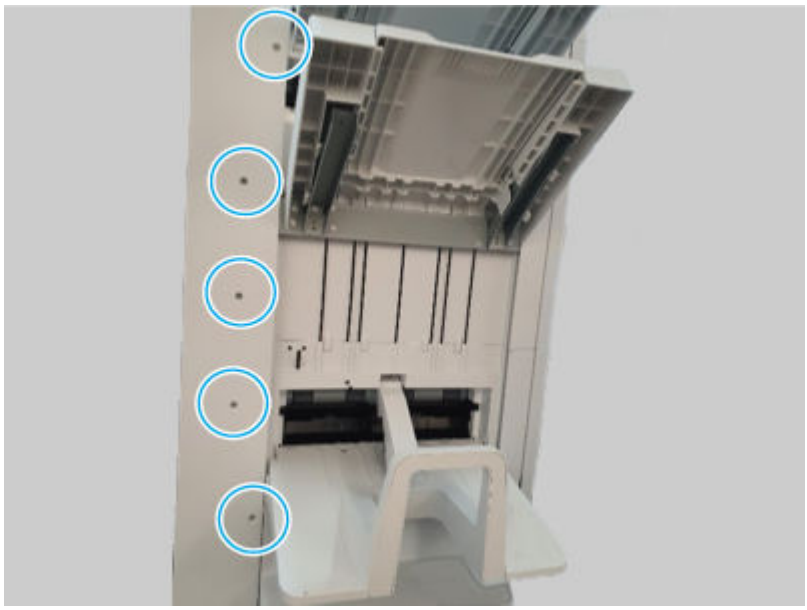


Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

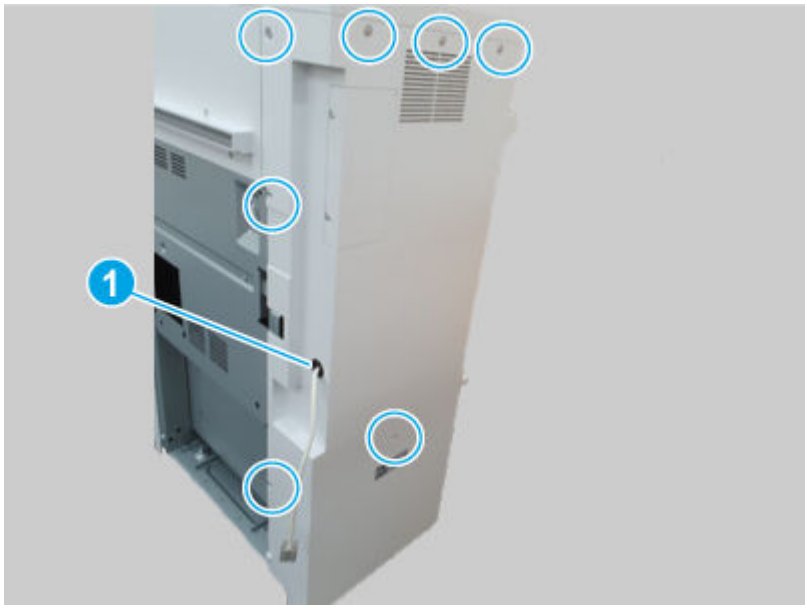
Figure 5-1313 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1314 Remove the cover

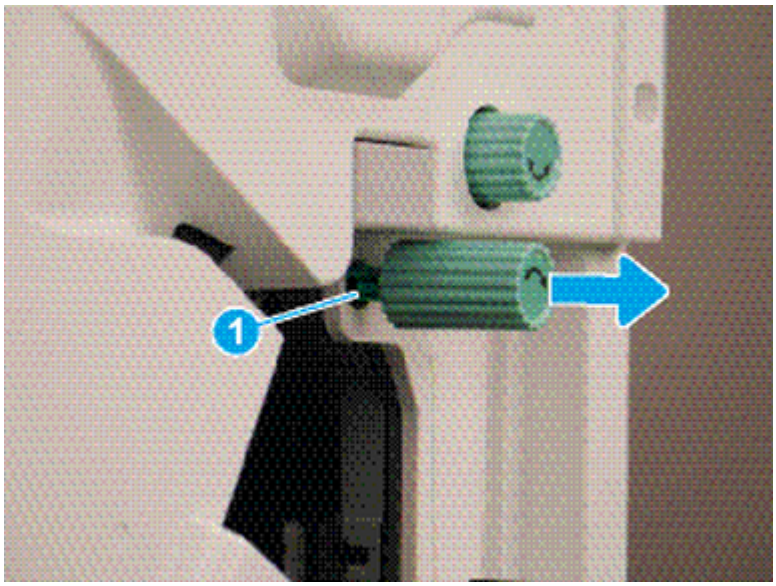


Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

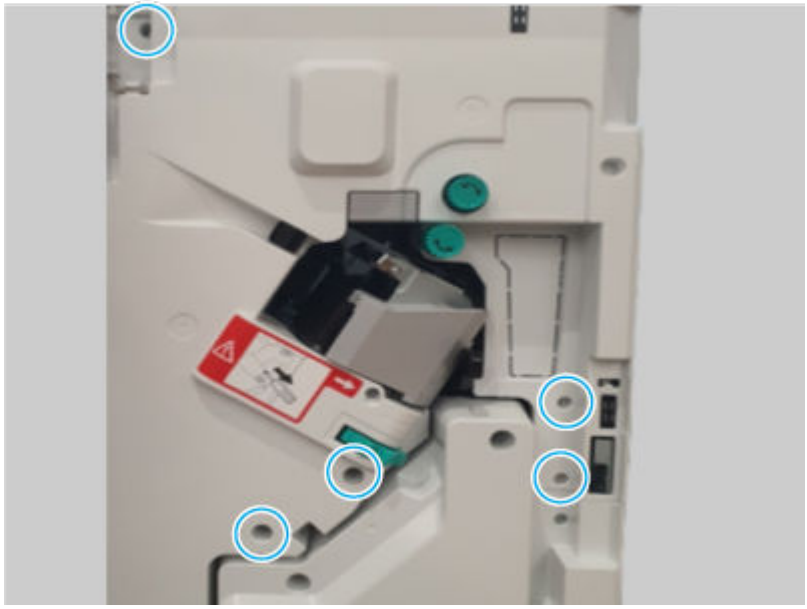
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1315 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1316 Remove the cover



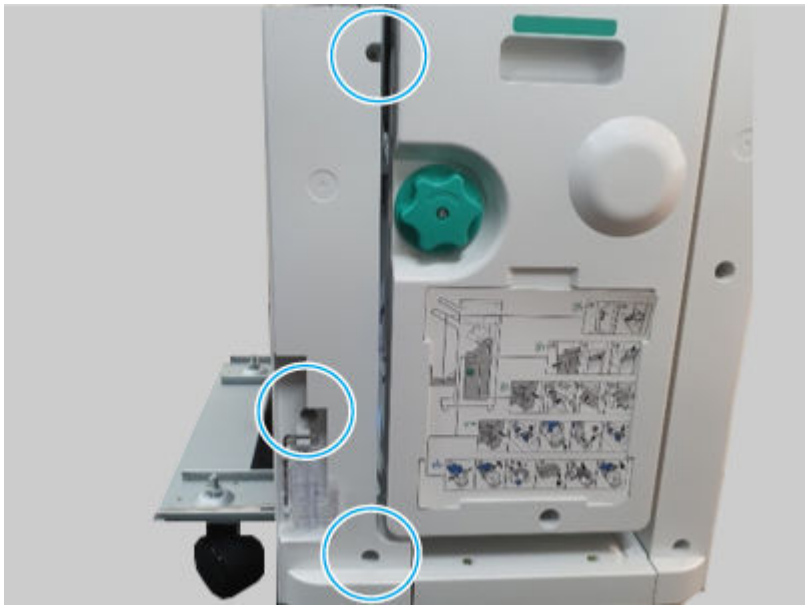
Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1317 Remove the cover

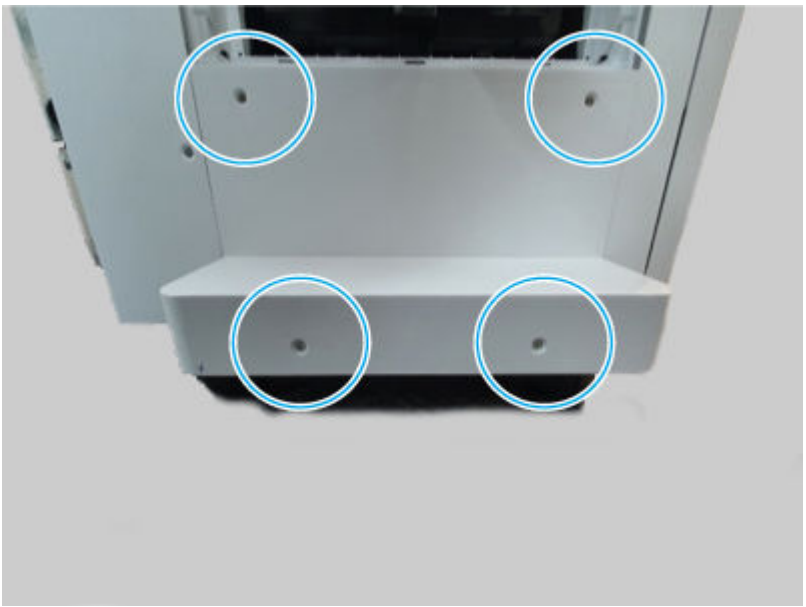


Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1318 Remove the cover

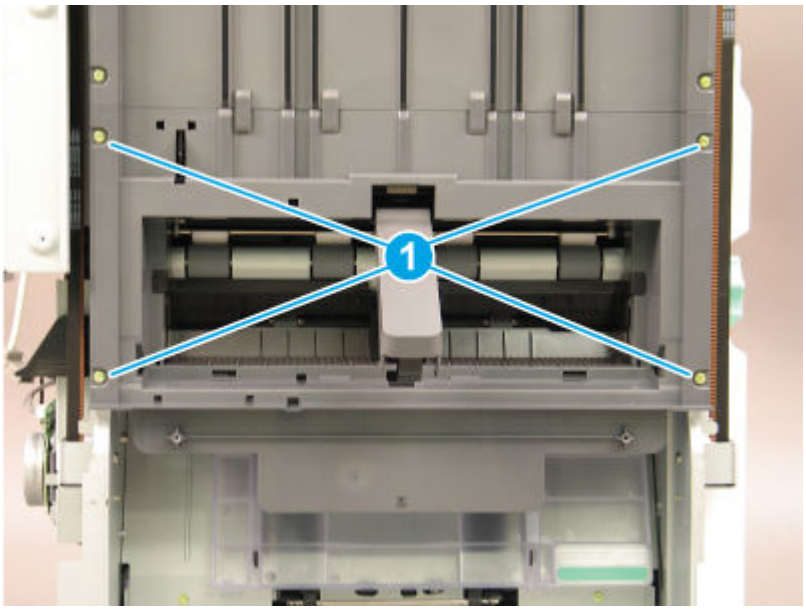


Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1319 Remove four screws

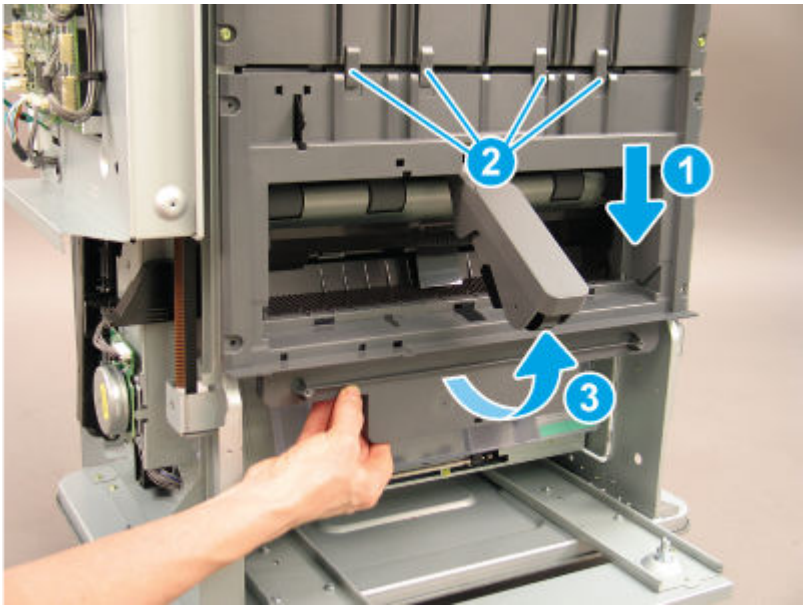


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

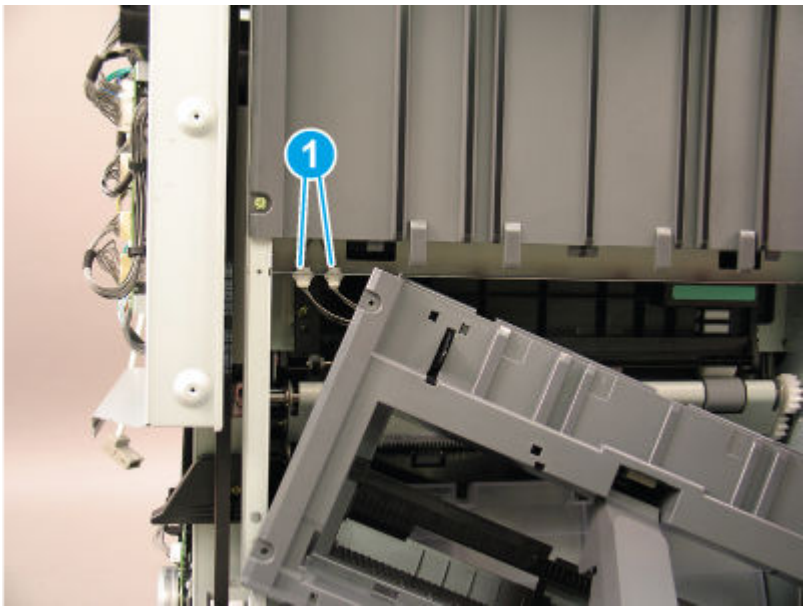
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1320 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1321 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left lower cover

Learn about removing and replacing the external finisher left lower cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-191 Part information

Part number	Part description
5QK09-60106	Left lower cover (stacker)
8GS05-60124	Left lower cover (booklet)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Removal and replacement: Left upper cover

Learn about removing and replacing the external finisher left upper cover.

Mean time to repair: 15 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-192 Part information

Part number	Part description
8GS05-60118	Left upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

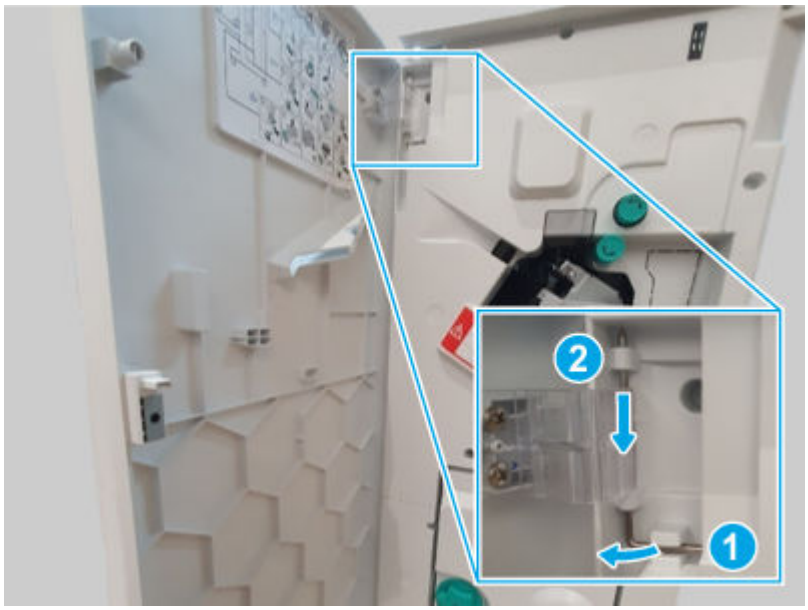
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

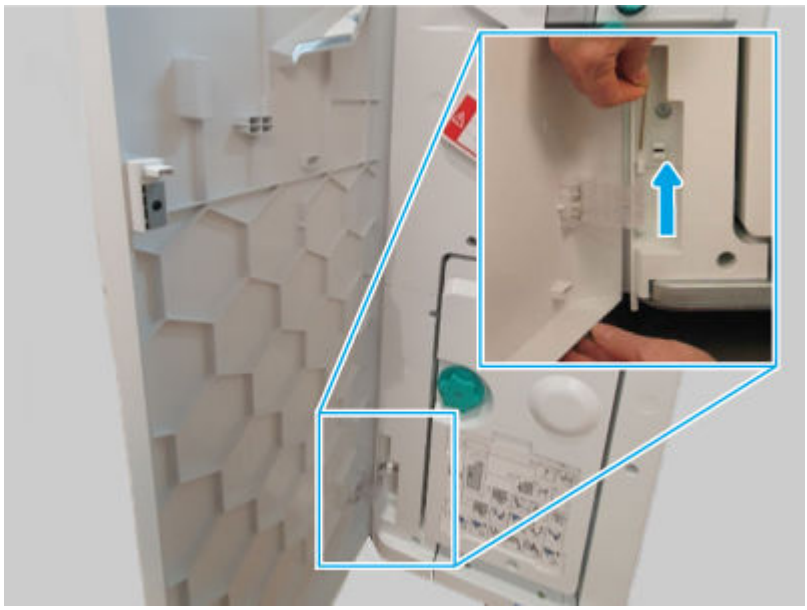
1. Release, and then remove the upper hinge pin.

Figure 5-1322 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1323 Remove the door



2. Remove the external finisher top cover

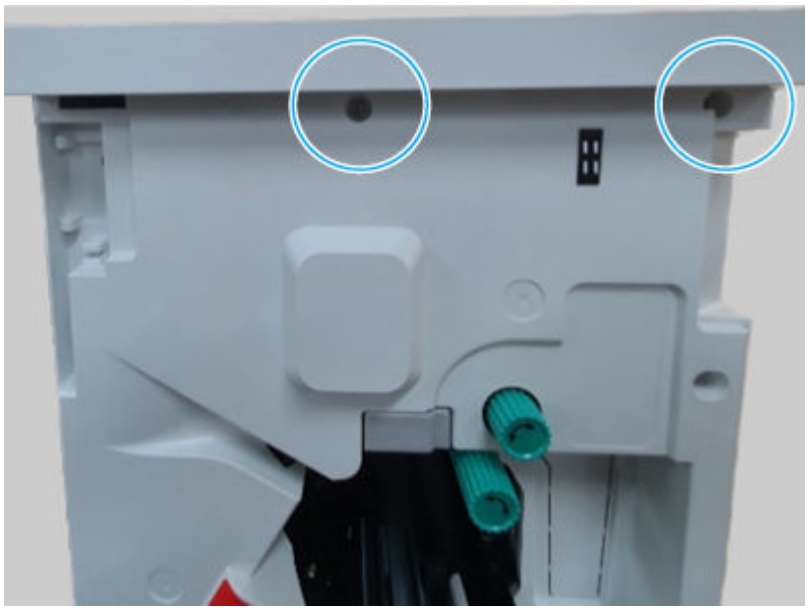
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1324 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1325 Remove the cover

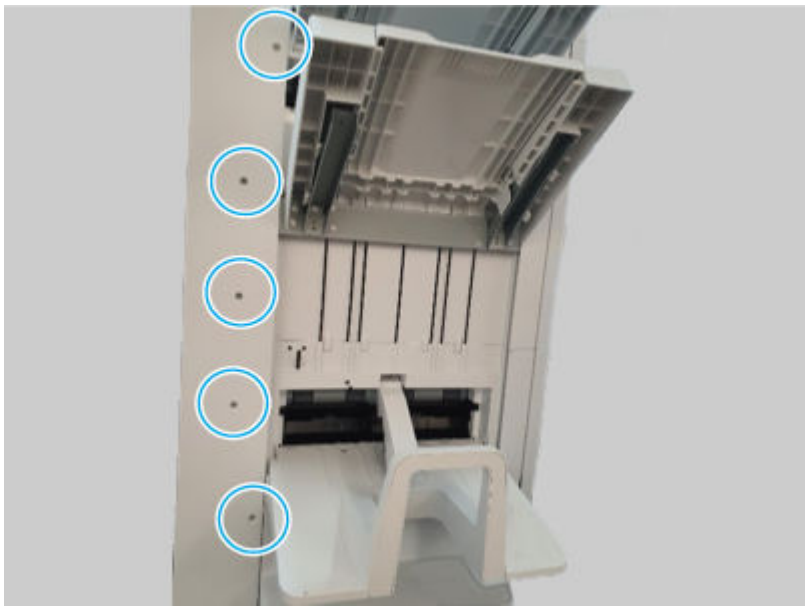


3. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

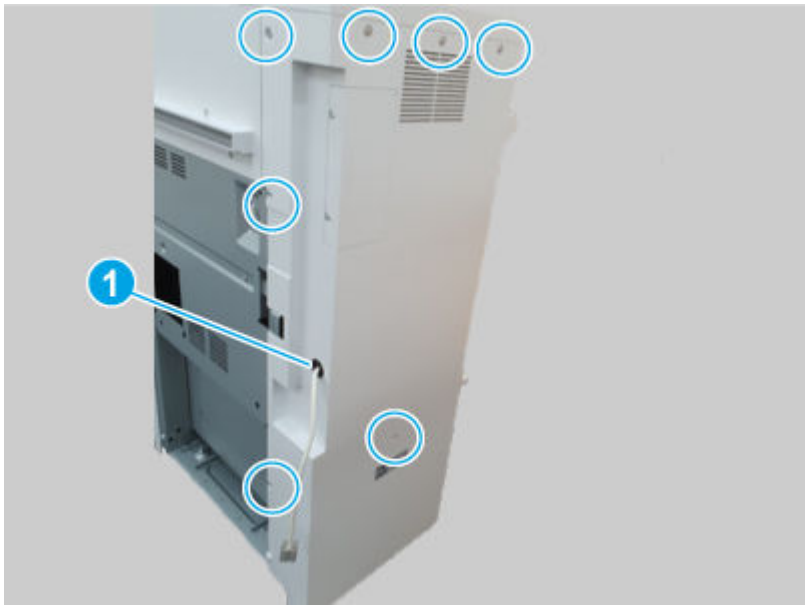
Figure 5-1326 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1327 Remove the cover

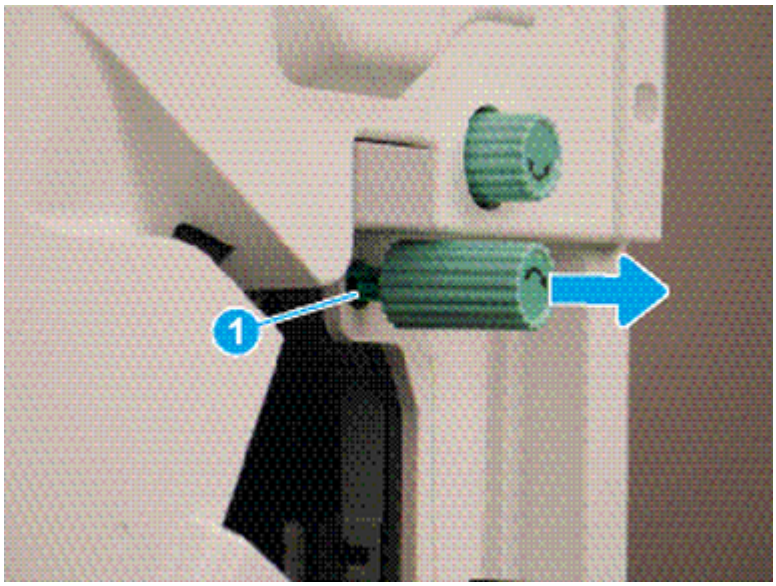


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

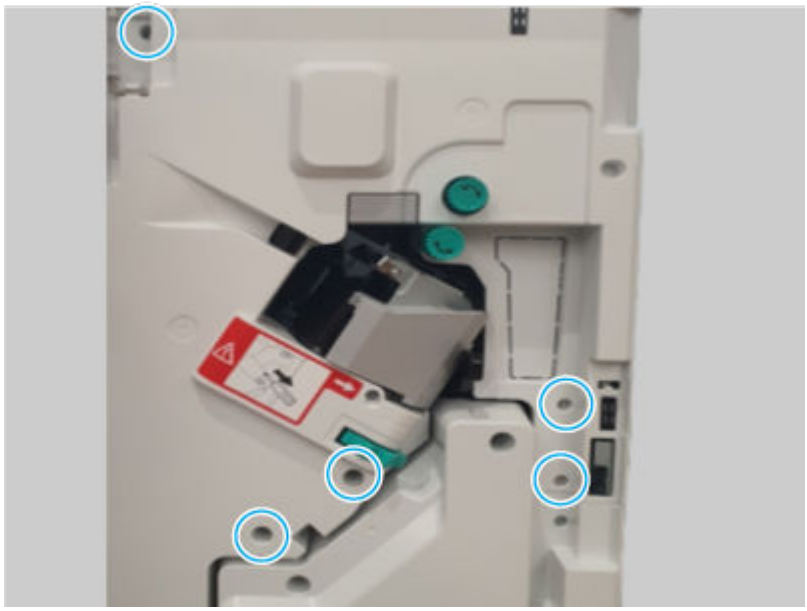
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1328 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1329 Remove the cover



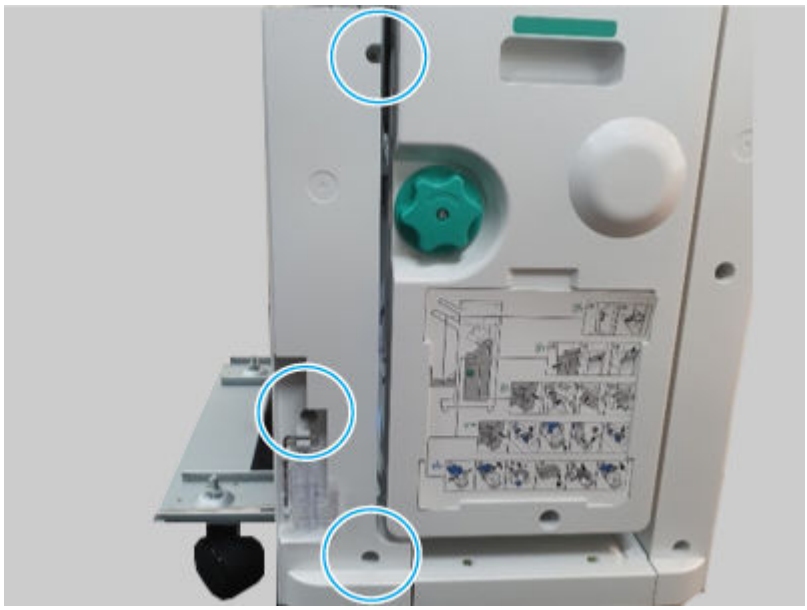
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1330 Remove the cover

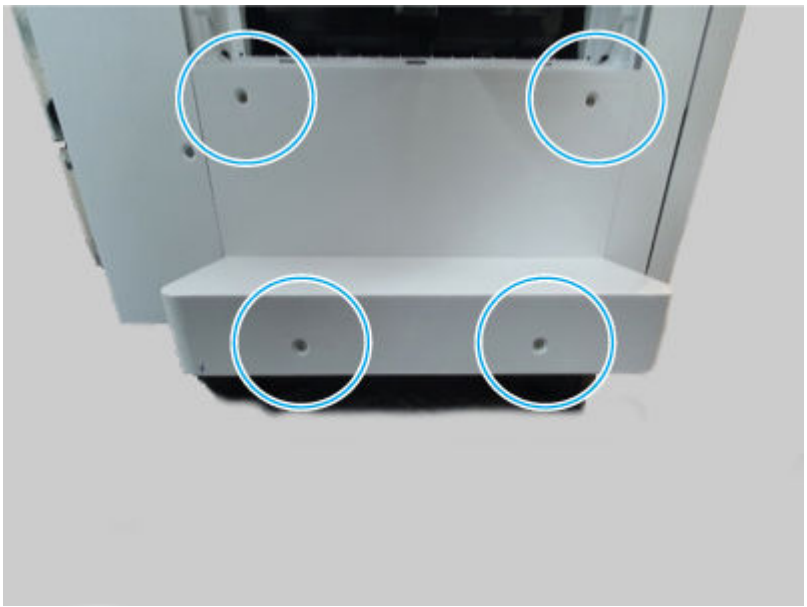


6. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1331 Remove the cover

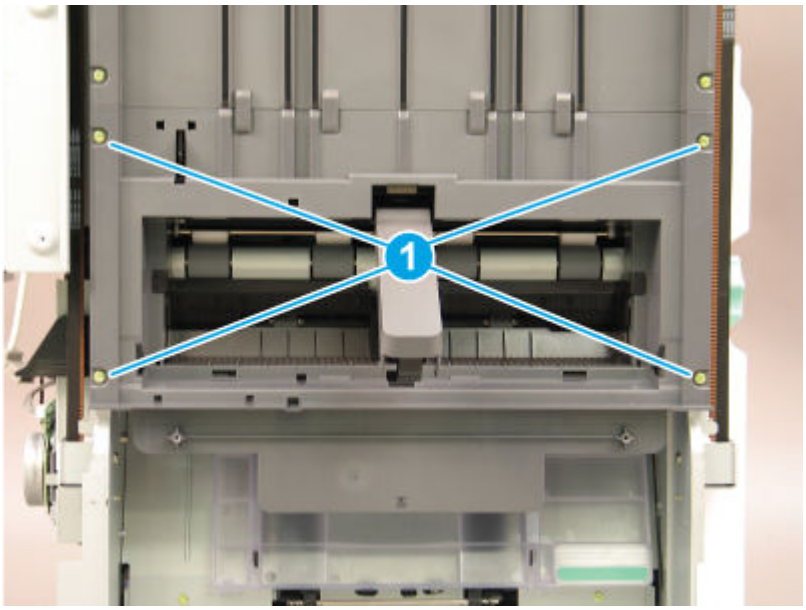


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1332 Remove four screws

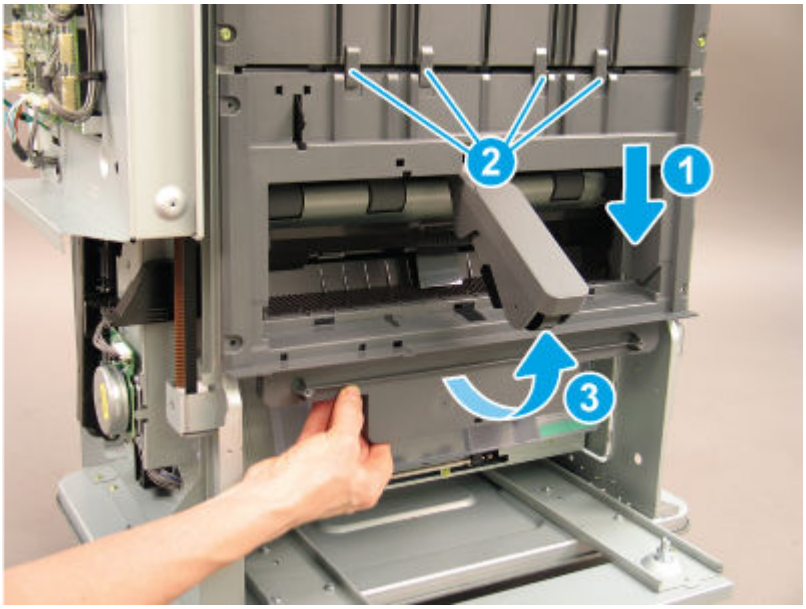


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

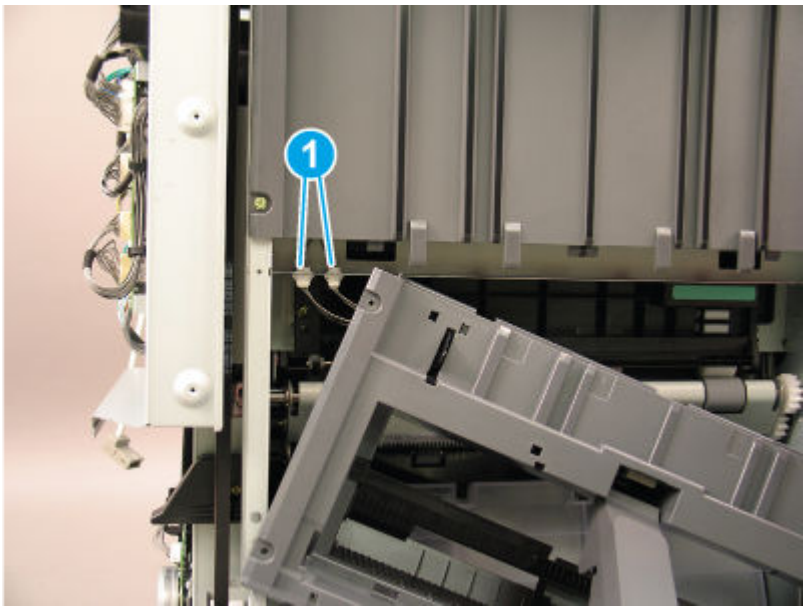
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1333 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1334 Remove the cover

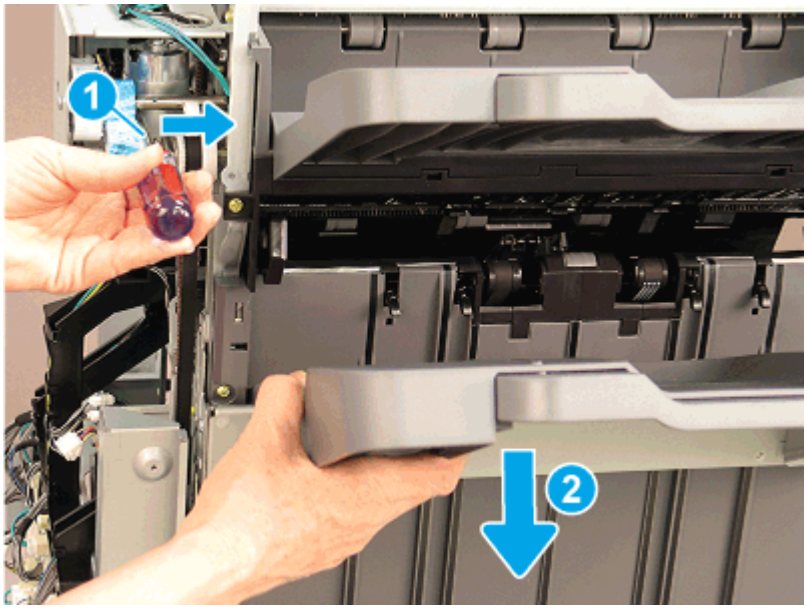


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

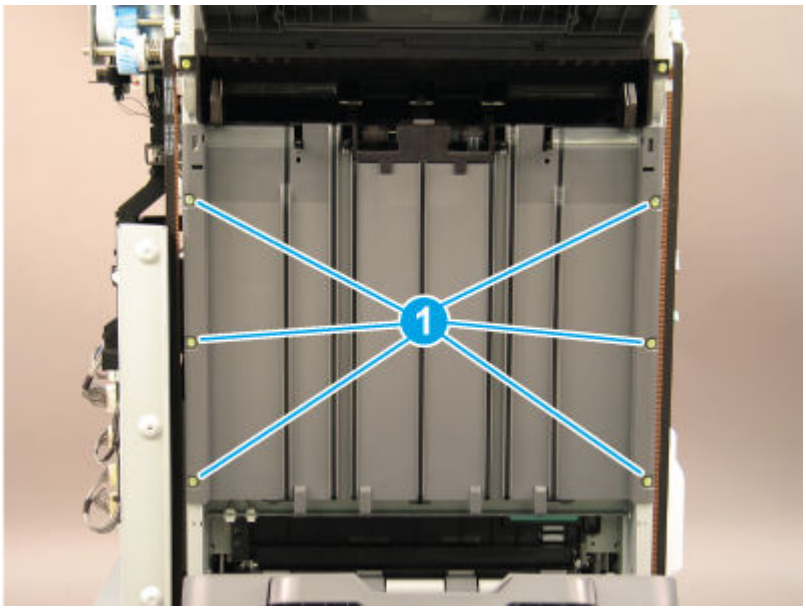
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1335 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1336 Remove six screws

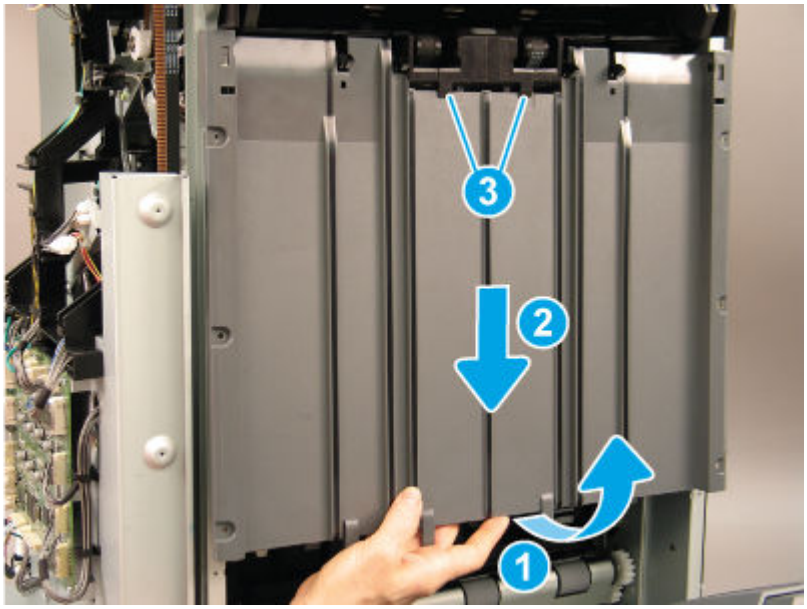


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

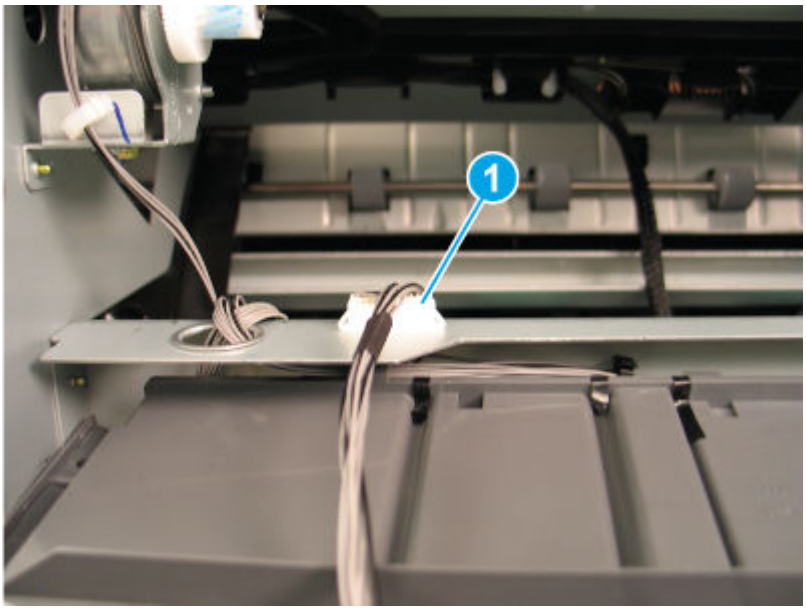
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1337 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1338 Remove the cover



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet output tray

Learn about removing and replacing the external finisher booklet output tray.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-193 Part information

Part number	Part description
8GS05-60126	Booklet output tray

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

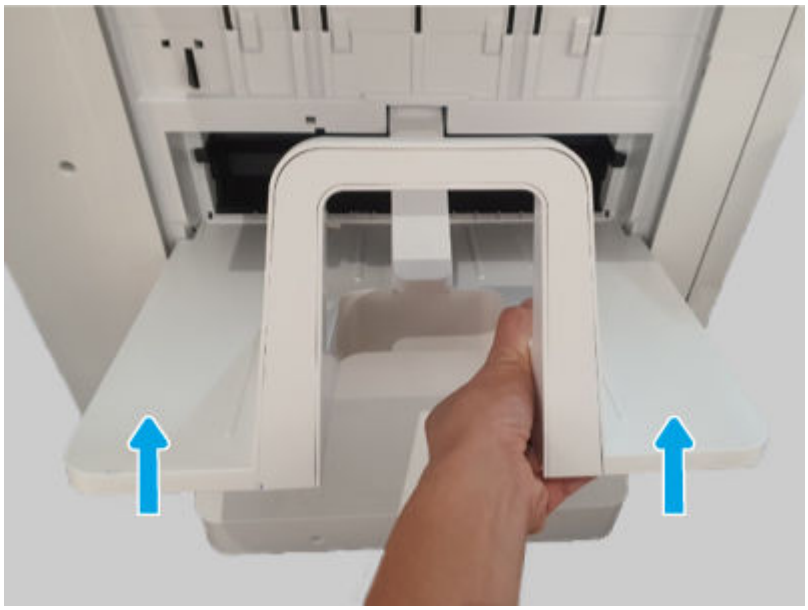
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher booklet output tray

Use the following procedure to remove and replace the external finisher booklet output tray.

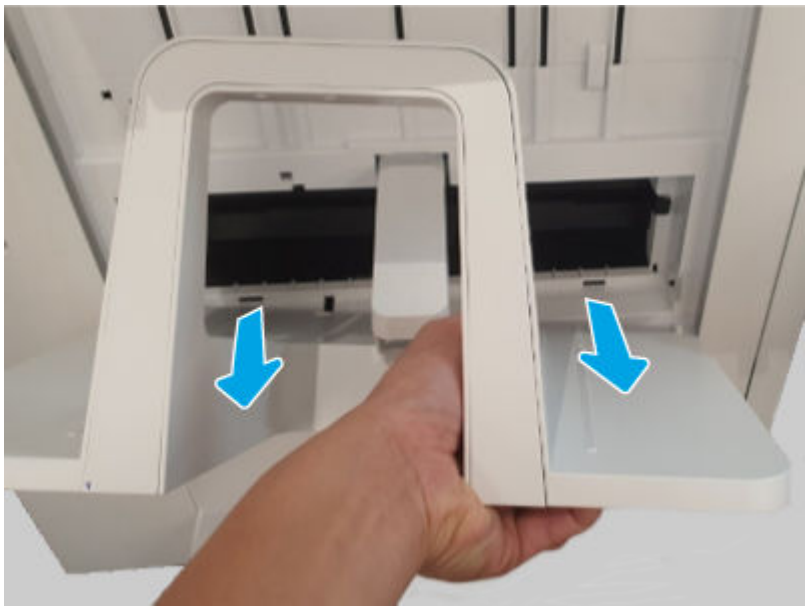
1. Rotate the tray up.

Figure 5-1339 Rotate the tray



2. Pull the booklet output tray out and away from the finisher to remove it.

Figure 5-1340 Remove the tray



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top output tray

Learn about removing and replacing the external finisher top output tray.

Mean time to repair: 1 minute

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-194 Part information

Part number	Part description
5QK09-40027	Top output tray

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

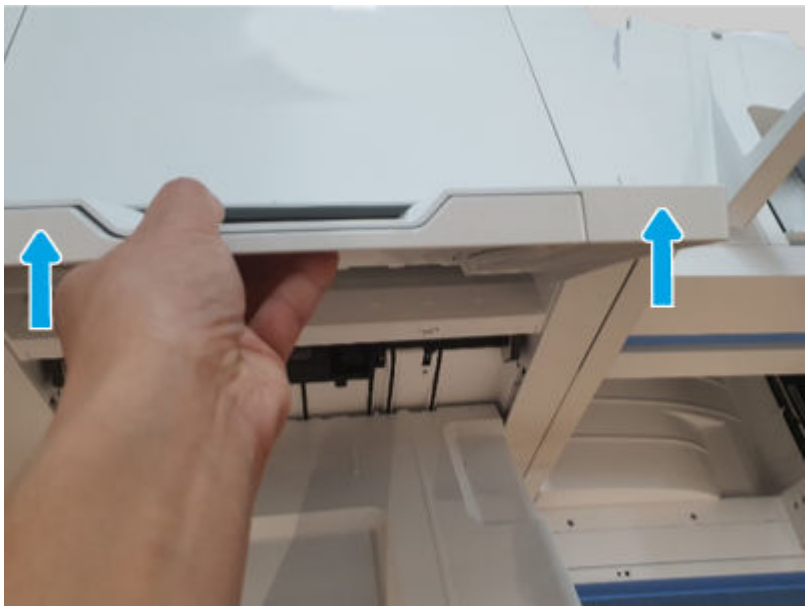
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top output tray

Use the following procedure to remove and replace the external finisher top output tray.

1. Rotate the tray up.

Figure 5-1341 Rotate the tray



2. Pull the top output tray out and away from the finisher to remove it.

Figure 5-1342 Remove the tray

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray

Learn about removing and replacing the external finisher main output tray.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-195 Part information

Part number	Part description
5QK09-40028	Main output tray

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

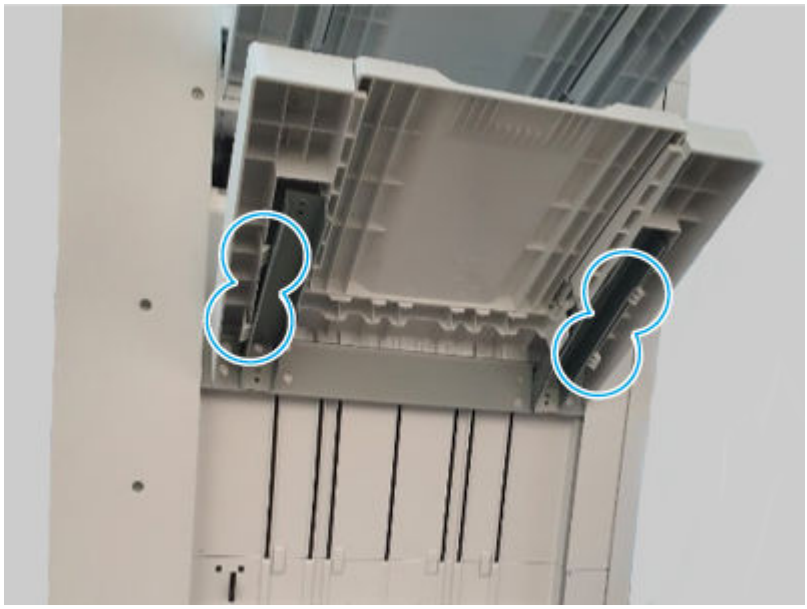
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher main output tray

Use the following procedure to remove and replace the external finisher main output tray.

- Release four tabs, and then remove the main output tray.

Figure 5-1343 Remove the tray



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear cover

Learn about removing and replacing the external finisher rear cover.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-196 Part information

Part number	Part description
5QK09-40021	Rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

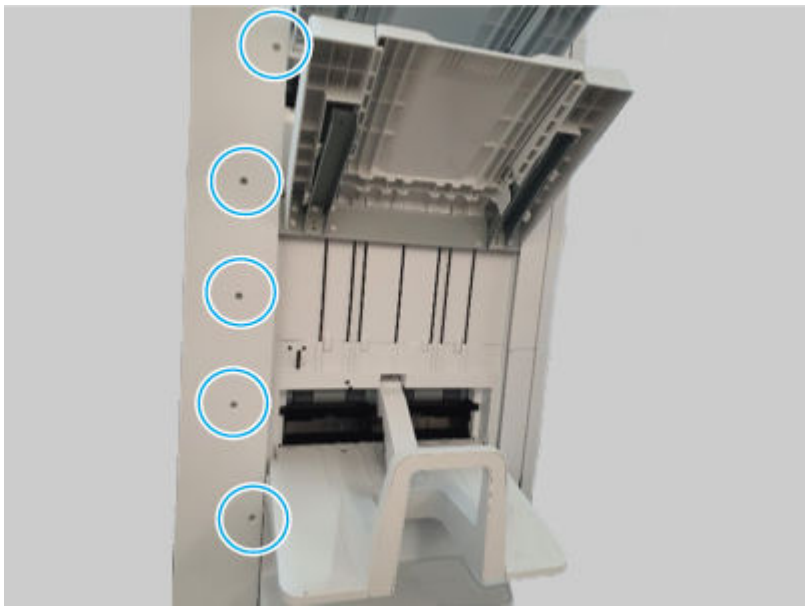
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

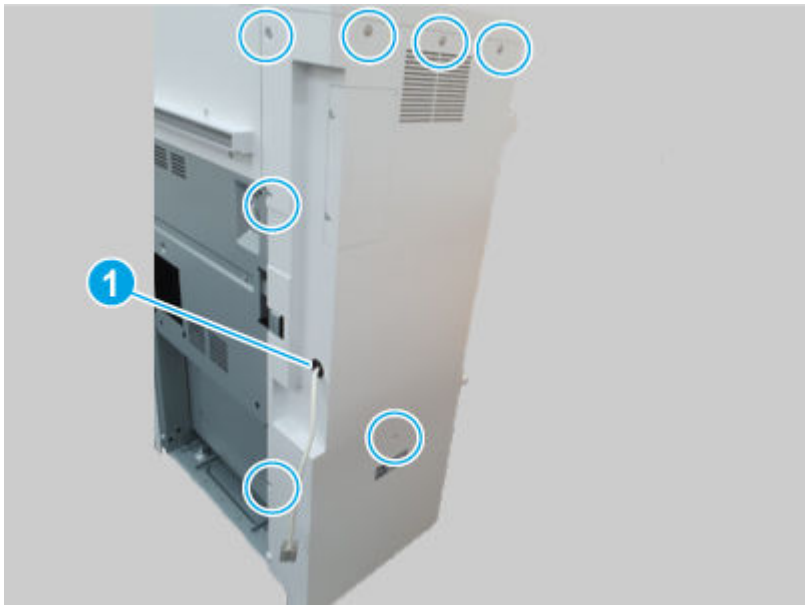
Figure 5-1344 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1345 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front cover

Learn about removing and replacing the external finisher front cover.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-197 Part information

Part number	Part description
5QK09-40019	Front cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

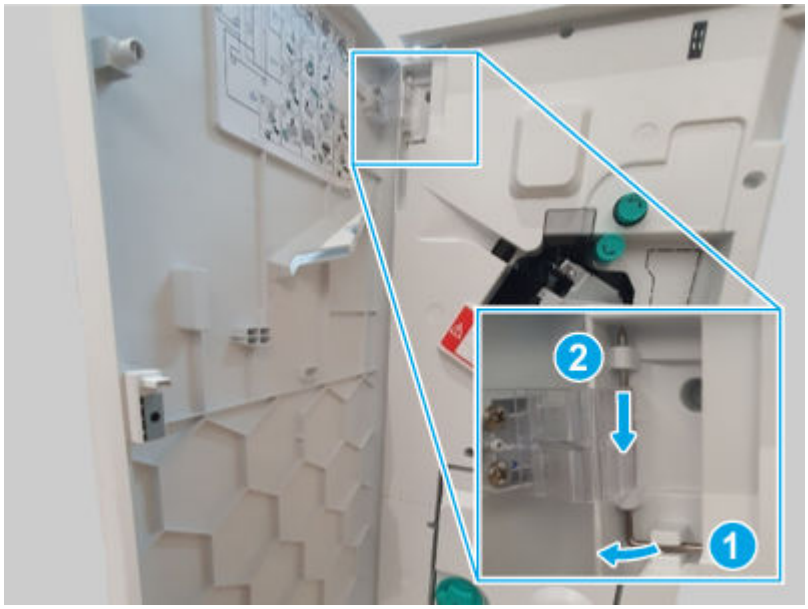
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

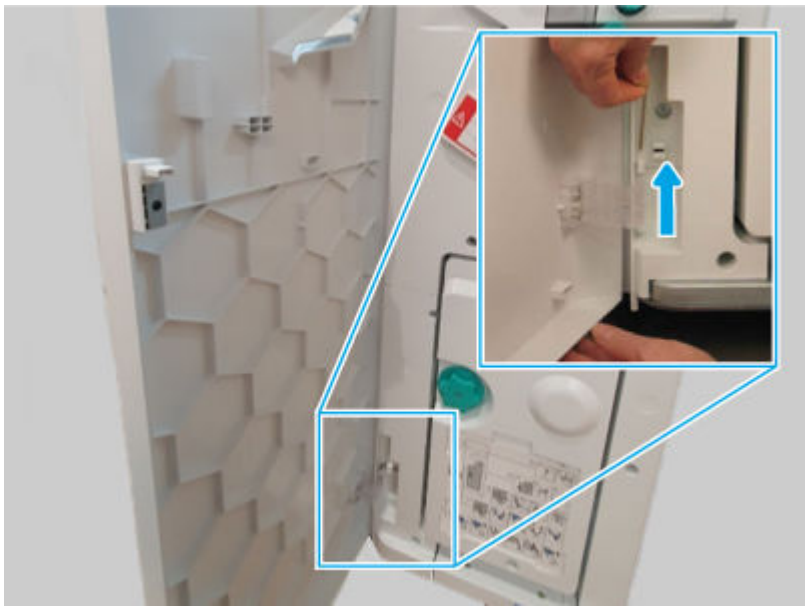
1. Release, and then remove the upper hinge pin.

Figure 5-1346 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1347 Remove the door



Remove the external finisher top cover

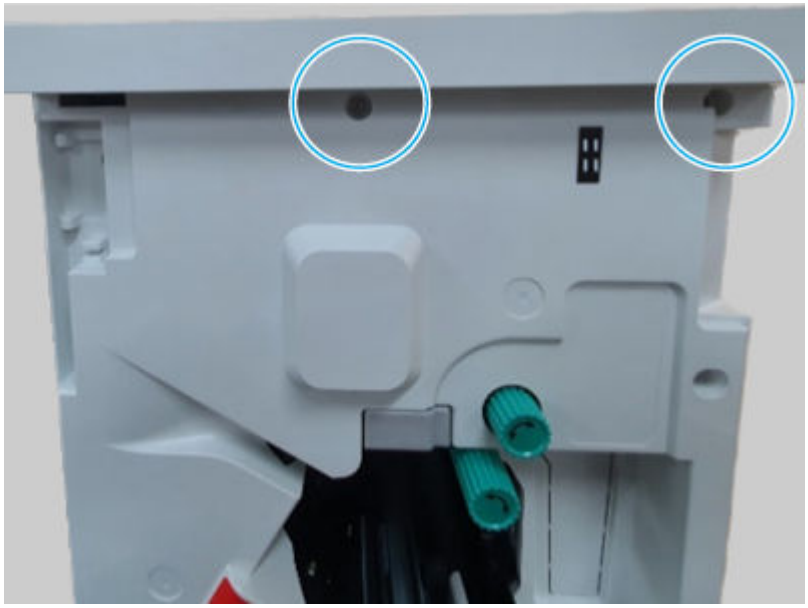
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1348 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1349 Remove the cover

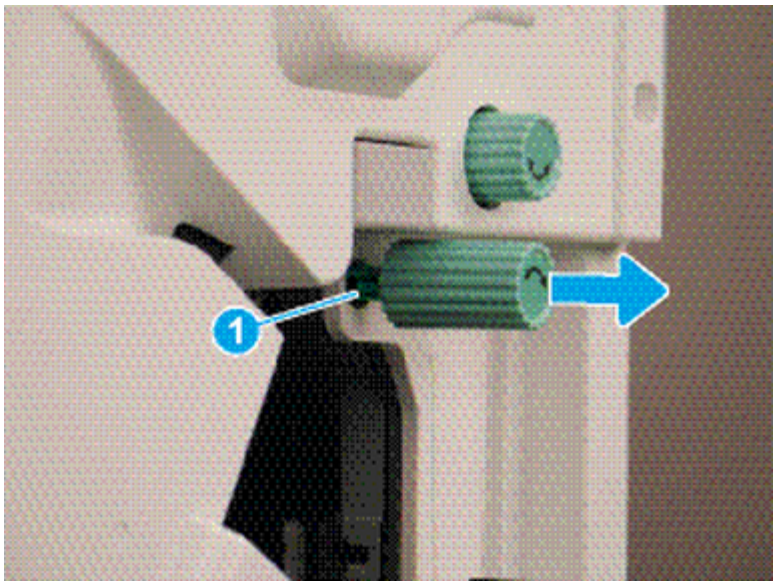


Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

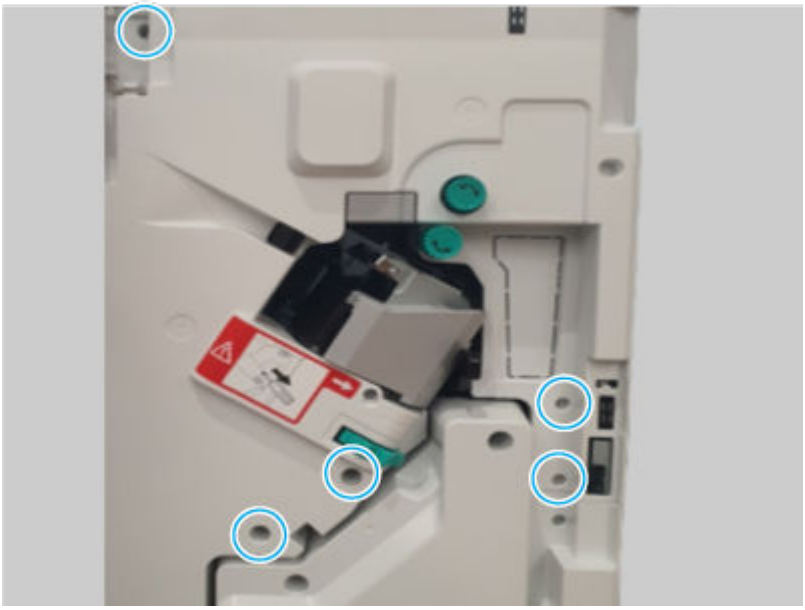
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1350 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1351 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Punch cover

Learn about removing and replacing the external finisher punch cover.

Mean time to repair: 1 minute

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-198 Part information

Part number	Part description
5QK09-40030	Punch cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher punch cover

Use the following procedure to remove and replace the external finisher punch cover.

- Remove two screws, and then remove the punch cover.

Figure 5-1352 Remove the cover

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top cover

Learn about removing and replacing the external finisher top cover.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-199 Part information

Part number	Part description
5QK09-60108	Top cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

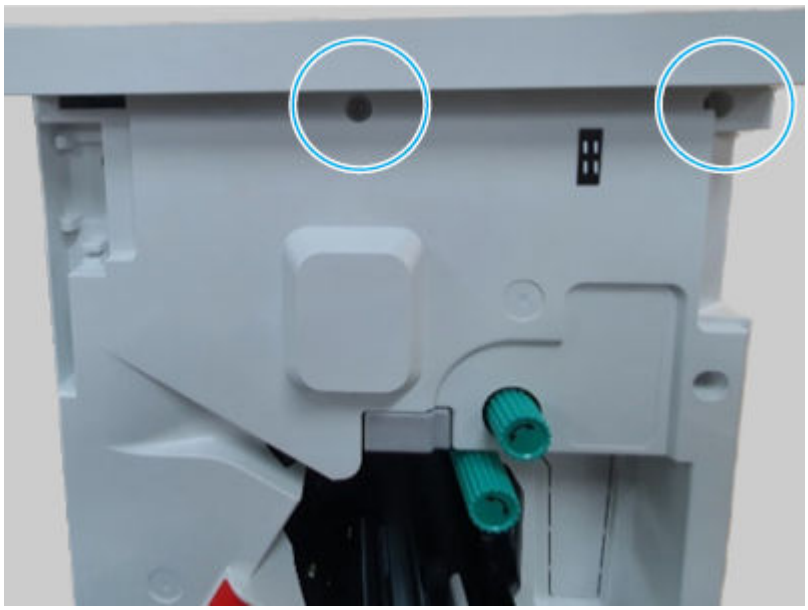
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1353 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1354 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top door

Learn about removing and replacing the external finisher top door.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-200 Part information

Part number	Part description
5QK09-60107	Top door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

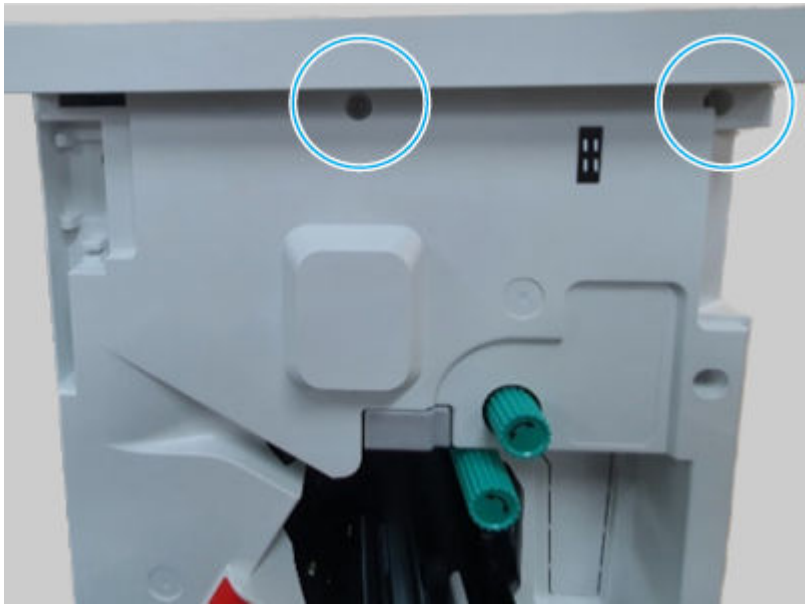
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1355 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1356 Remove the cover



2. Remove the external finisher top door

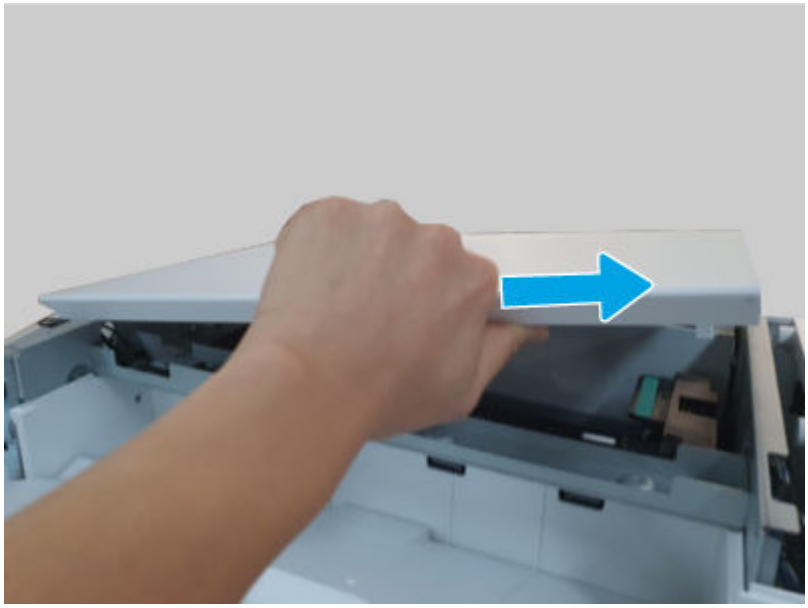
Use the following procedure to remove and replace the external finisher top door.

1. Remove the external finisher from the printer.
2. Remove one screw from the bracket.

Figure 5-1357 Remove one screw

3. Slide the top door as shown below to remove it.

Figure 5-1358 Remove the door



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right upper cover

Learn about removing and replacing the external finisher right upper cover.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-201 Part information

Part number	Part description
5QK09-60109	Right upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

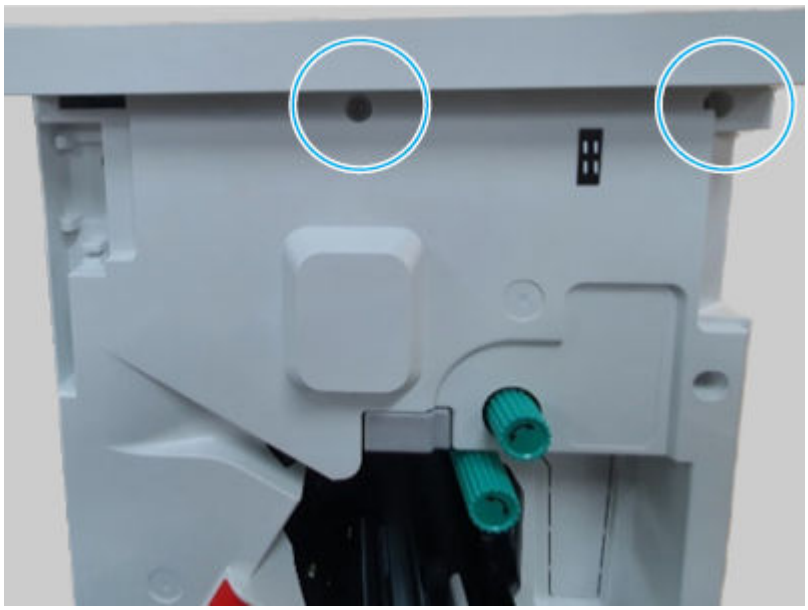
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1359 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1360 Remove the cover



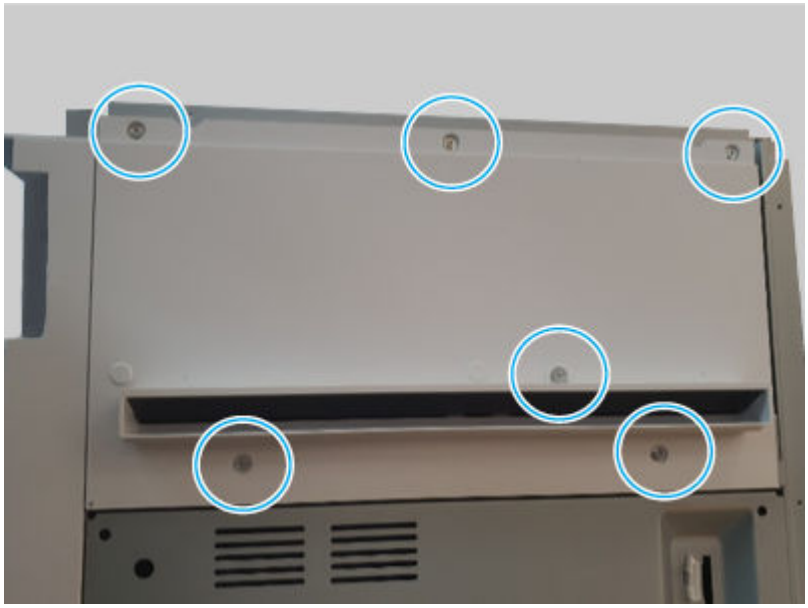
2. Remove the external finisher right upper cover

Use the following procedure to remove and replace the external finisher right upper cover.

1. Remove the external finisher from the printer.

2. Remove six screws, and then remove the right upper cover.

Figure 5-1361 Remove the cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front lower left cover

Learn about removing and replacing the external finisher front lower left cover.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-202 Part information

Part number	Part description
5QK09-40047	Front lower left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

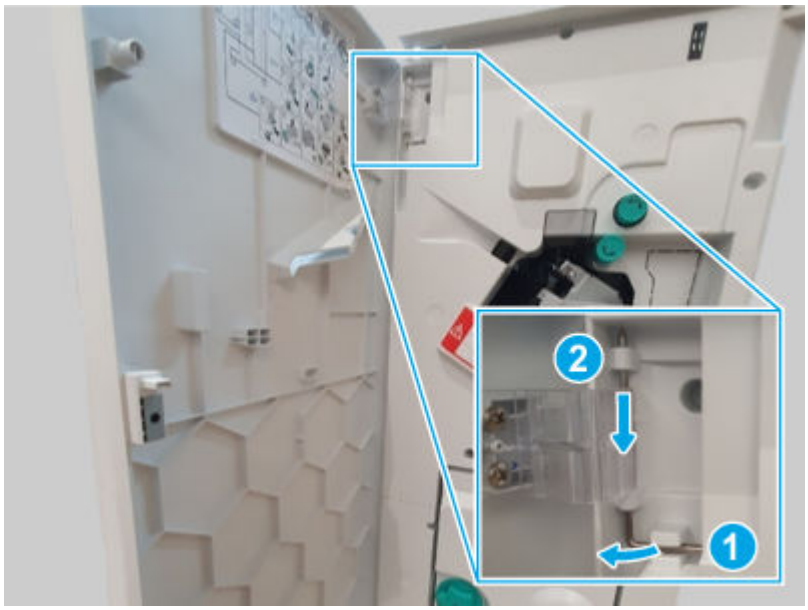
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

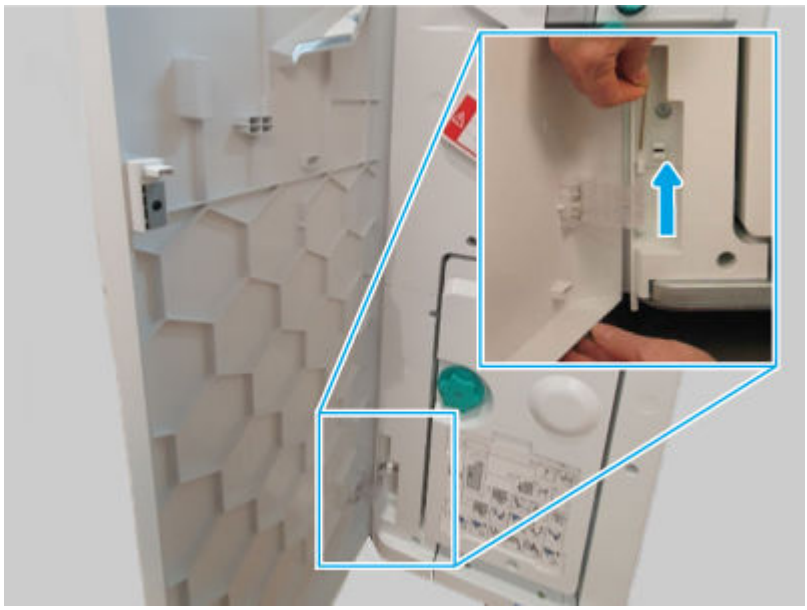
1. Release, and then remove the upper hinge pin.

Figure 5-1362 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1363 Remove the door



2. Remove the external finisher top cover

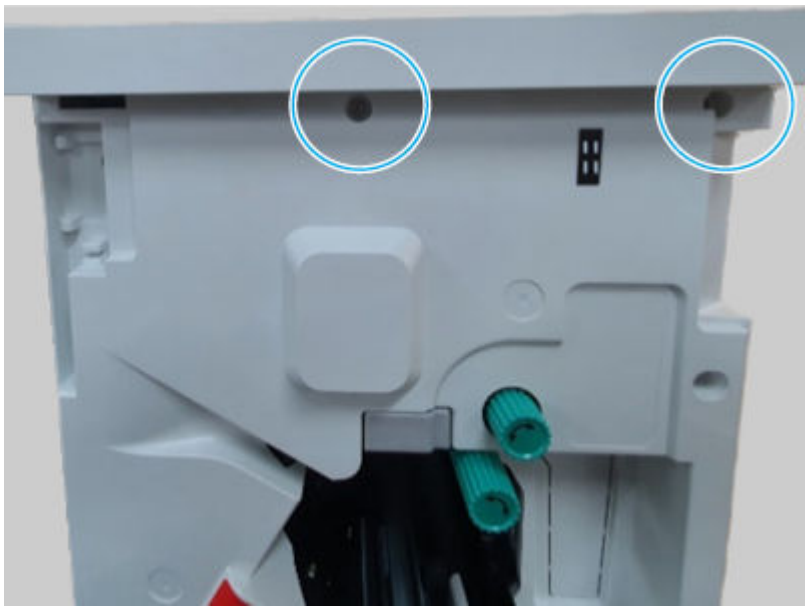
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1364 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1365 Remove the cover

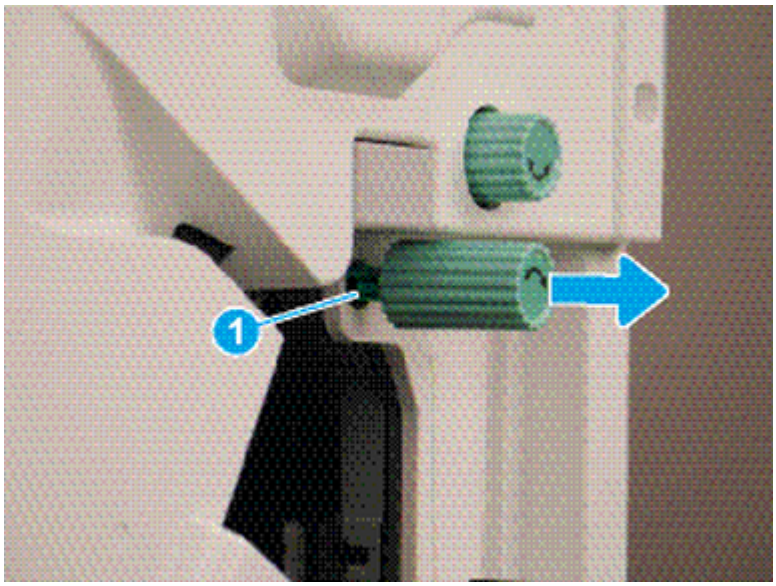


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

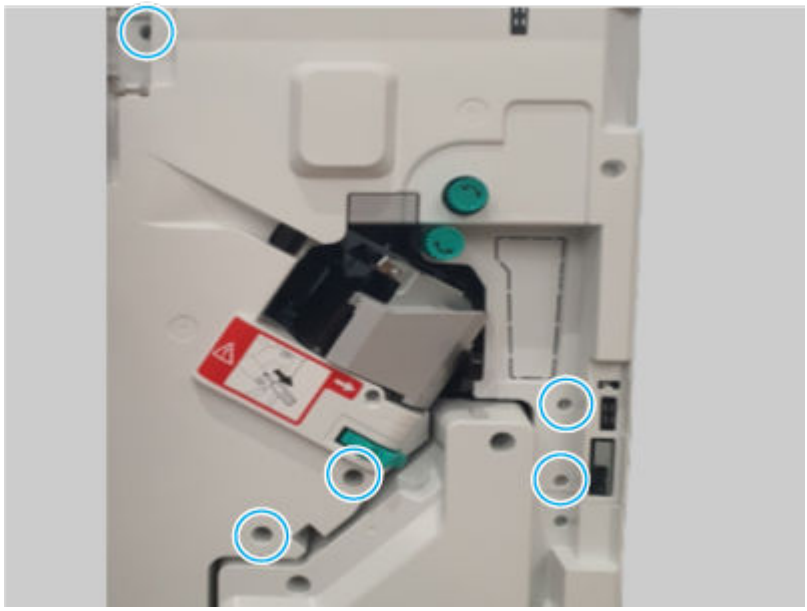
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1366 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1367 Remove the cover



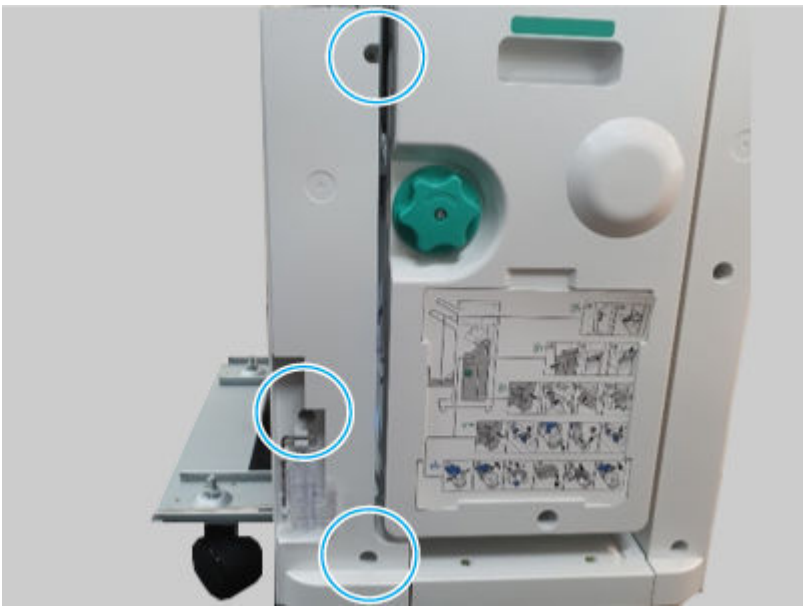
4. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1368 Remove the cover



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front lower right cover

Learn about removing and replacing the external finisher front lower right cover.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-203 Part information

Part number	Part description
5QK09-40048	Front lower right cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front lower right cover

Use the following procedure to remove and replace the external finisher front lower right cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower right cover.

Figure 5-1369 Remove the cover

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Shaft hinge - door

Learn about removing and replacing the external finisher shaft hinge - door.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-204 Part information

Part number	Part description
JC66-04767A	Shaft hinge - door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher shaft hinge - door

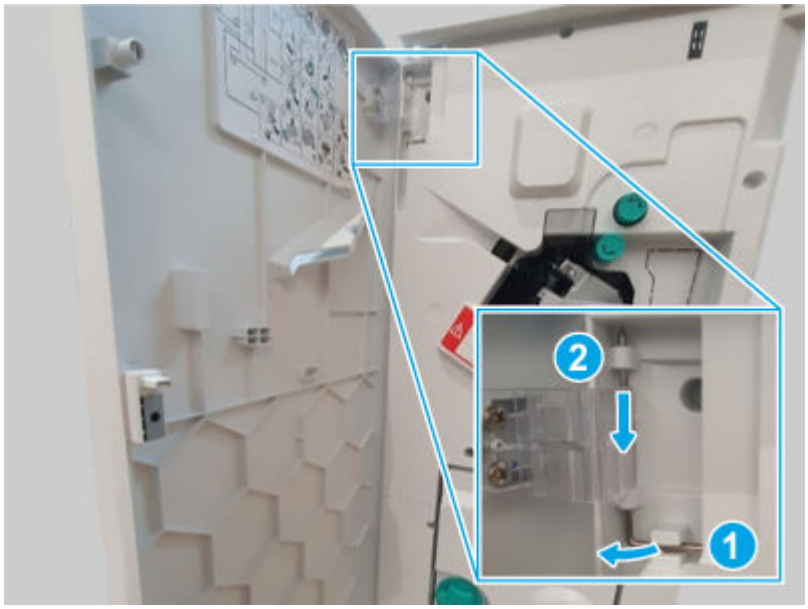
Use the following procedure to remove and replace the external finisher shaft hinge - door.

CAUTION: If both the upper and lower shaft hinges are removed the front door will not be attached to the finisher.

1. **Upper shaft hinge - door removal**: Release, and then remove the upper hinge pin.

⚠ **CAUTION:** When the upper shaft hinge is removed the top of the front door is not attached to the finisher. To avoid damage to the door, **do not** let the top of the door separate from the finisher.

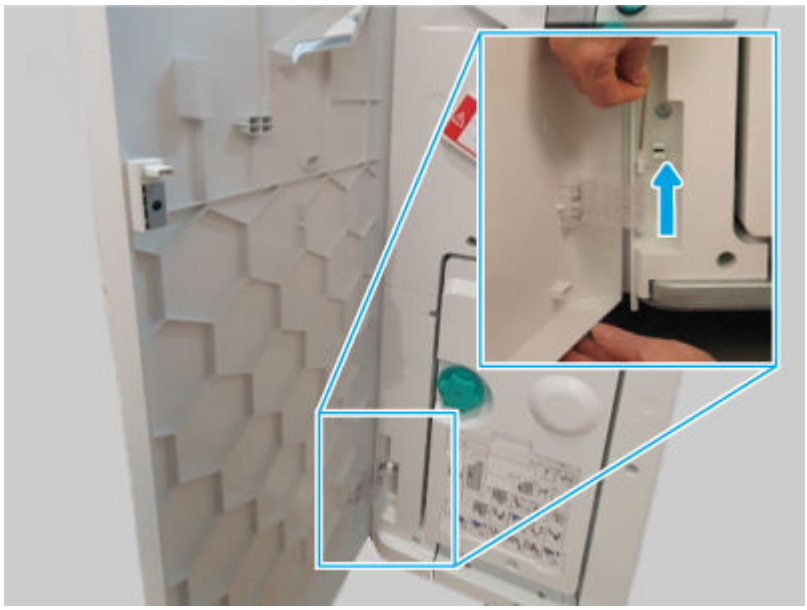
Figure 5-1370 Remove the hinge pin



2. **Lower shaft hinge - door removal** Support the door, release and remove the lower hinge pin, and then remove the front door

⚠ **CAUTION:** When the lower shaft hinge is removed the bottom of the front door is not attached to the finisher. To avoid damage to the door, **do not** let the bottom of the door separate from the finisher.

Figure 5-1371 Remove the hinge pin



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster

Learn about removing and replacing the external finisher caster.

NOTE: Remove the external finisher form the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-205 Part information

Part number	Part description
JC61-07452A	Caster

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

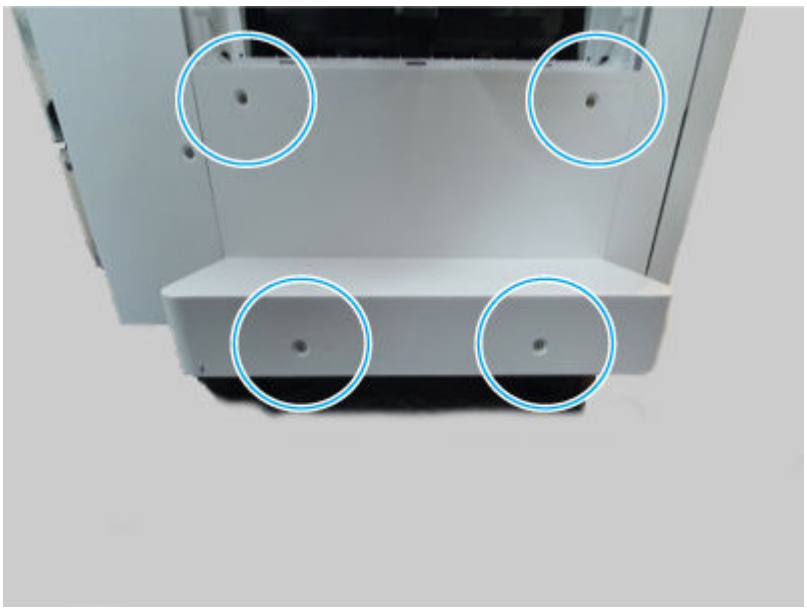
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1372 Remove the cover



2. Remove the external finisher caster

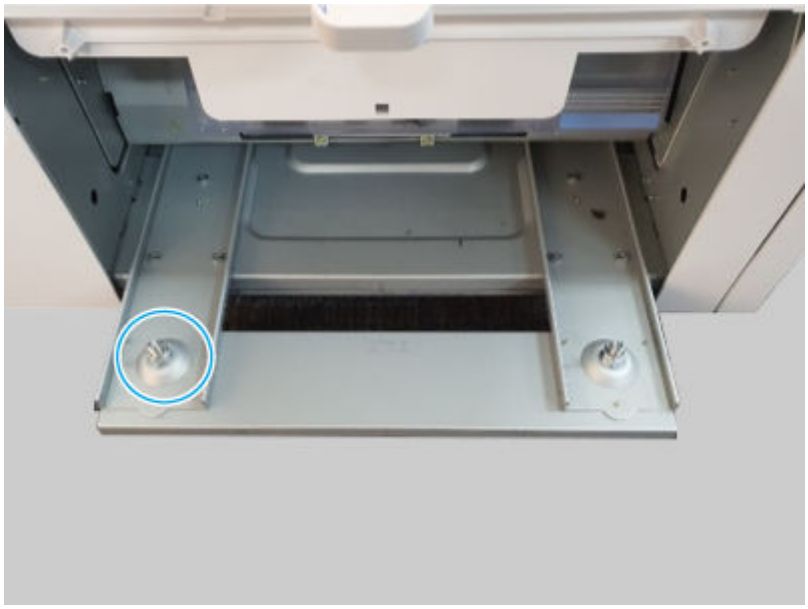
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

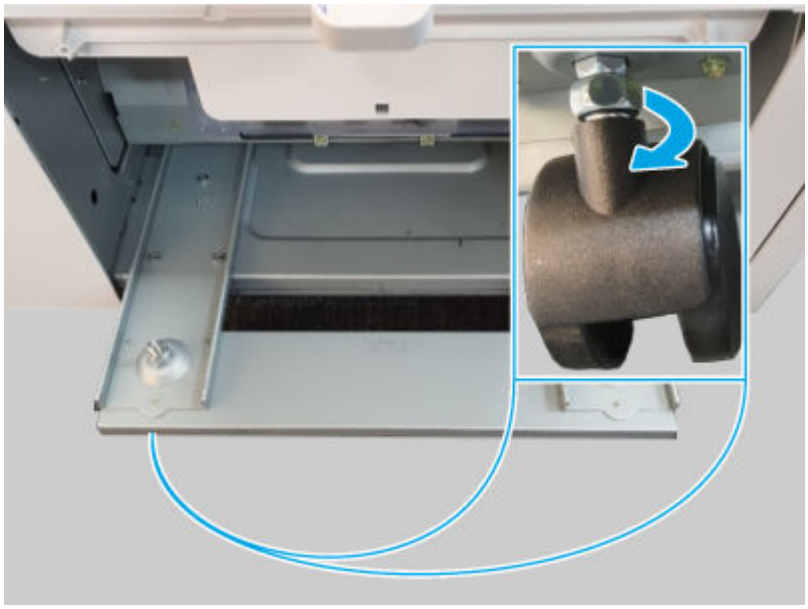
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1373 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1374 Remove the caster



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster fix nut

Learn about removing and replacing the external finisher caster fix nut.

NOTE: Remove the external finisher form the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-206 Part information

Part number	Part description
JC61-07444A	Caster fix nut

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

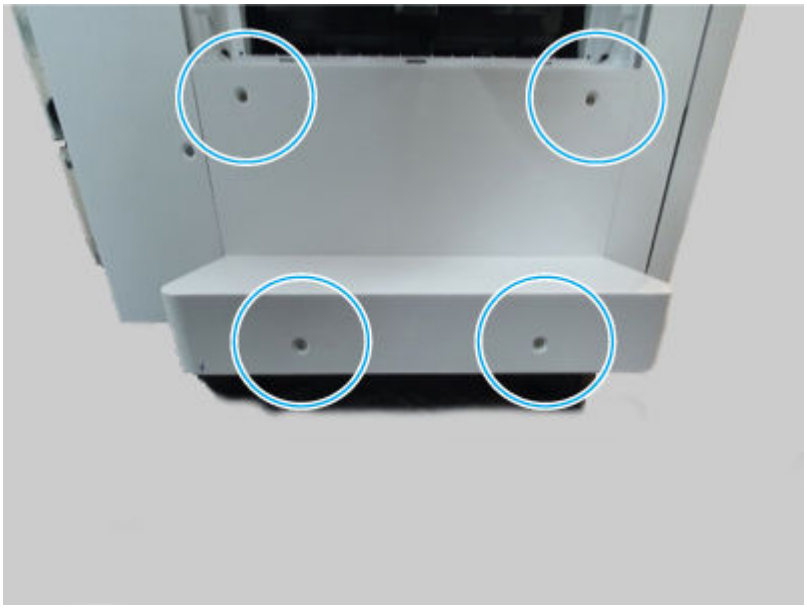
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1375 Remove the cover



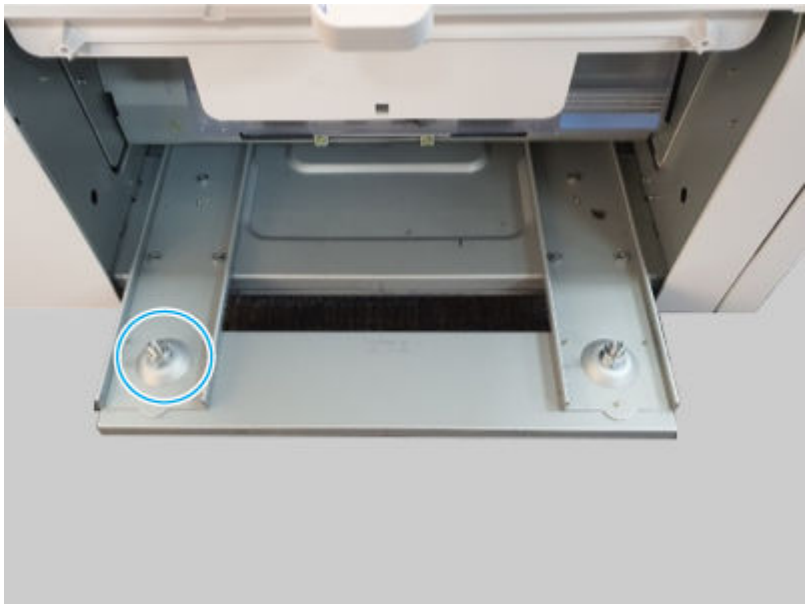
2. Remove the external finisher caster fix nut

Use the following procedure to remove and replace the external finisher caster fix nut.

1. Remove the external finisher from the printer.
2. Remove one fix nut. Repeat these steps for the remaining casters as needed.

NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1376 Remove the nut



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet front cover

Learn about removing and replacing the external finisher booklet front cover.

NOTE: Remove the external finisher form the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-207 Part information

Part number	Part description
JC90-01478B	Booklet front cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

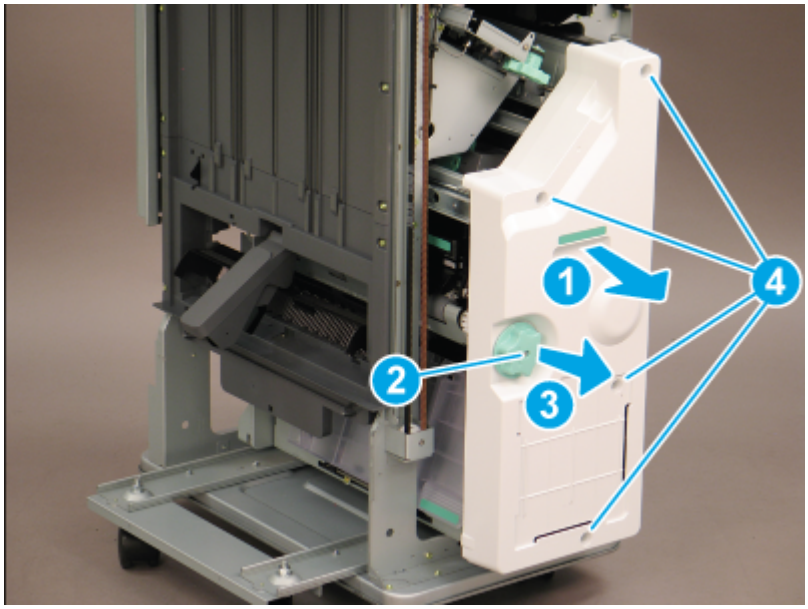
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-1377 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Bridge unit (or) Bridge unit with PQ Diagnostics

Review the external finisher bridge unit removal procedures.

Removal and replacement: Bridge unit (or) Bridge unit with PQ Diagnostics

Learn about removing and replacing the external finisher bridge unit.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-208 Part information

Part number	Part description
5QK09-60110	Bridge unit
63C80-60109	Bridge unit with PQ Diagnostics

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-1378 Open the door

2. Pull the lock straight out of the finisher to release it.

Figure 5-1379 Release the lock

3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-1380 Disconnect two connectors on front side

Figure 5-1381 For Bridge with PQ Diagnostics, disconnect one connector on formatter.

4. Remove 1 screw.

NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

Figure 5-1382 Remove the unit

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Bridge door sensor

Learn about removing and replacing the external finisher bridge door sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-209 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Bridge door sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-1383 Open the door

2. Pull the lock straight out of the finisher to release it.

Figure 5-1384 Release the lock

3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-1385 Disconnect two connectors on front side

Figure 5-1386 For Bridge with PQ Diagnostics, disconnect one connector on formatter.

4. Remove 1 screw.

NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

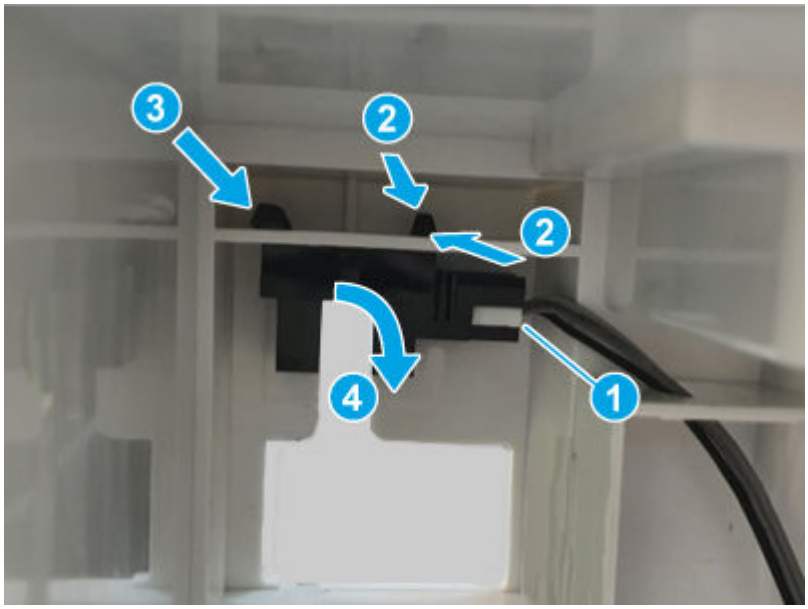
Figure 5-1387 Remove the unit

2. Remove the external finisher bridge door sensor

Use the following procedure to remove and replace the external finisher bridge door sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).
  - Slide the sensor assembly as shown below (callout 3).
  - Push the senor assembly as shown (callout 4) to remove it.

Figure 5-1388 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Bridge entrance sensor

Learn about removing and replacing the external finisher bridge entrance sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-210 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Bridge entrance sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-1389 Open the door

2. Pull the lock straight out of the finisher to release it.

Figure 5-1390 Release the lock

3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-1391 Disconnect two connectors on front side

Figure 5-1392 For Bridge with PQ Diagnostics, disconnect one connector on formatter.

4. Remove 1 screw.

NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

Figure 5-1393 Remove the unit

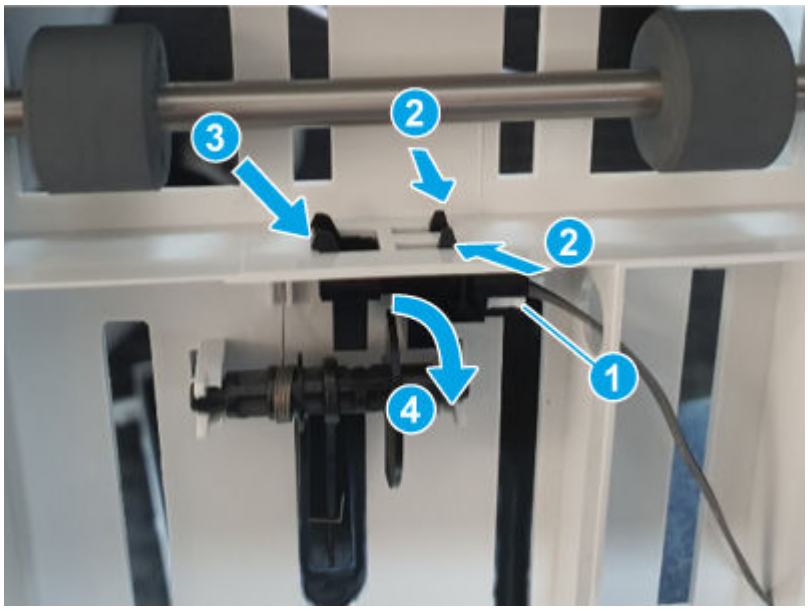
2. Remove the external finisher bridge entrance sensor

Use the following procedure to remove and replace the external finisher bridge entrance sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).

- Slide the sensor assembly as shown below (callout 3).
- Push the senor assembly as shown (callout 4) to remove it.

Figure 5-1394 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Bridge exit sensor

Learn about removing and replacing the external finisher bridge exit sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-211 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Bridge exit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-1395 Open the door

2. Pull the lock straight out of the finisher to release it.

Figure 5-1396 Release the lock

3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-1397 Disconnect two connectors on front side

Figure 5-1398 For Bridge with PQ Diagnostics, disconnect one connector on formatter.

4. Remove 1 screw.

NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

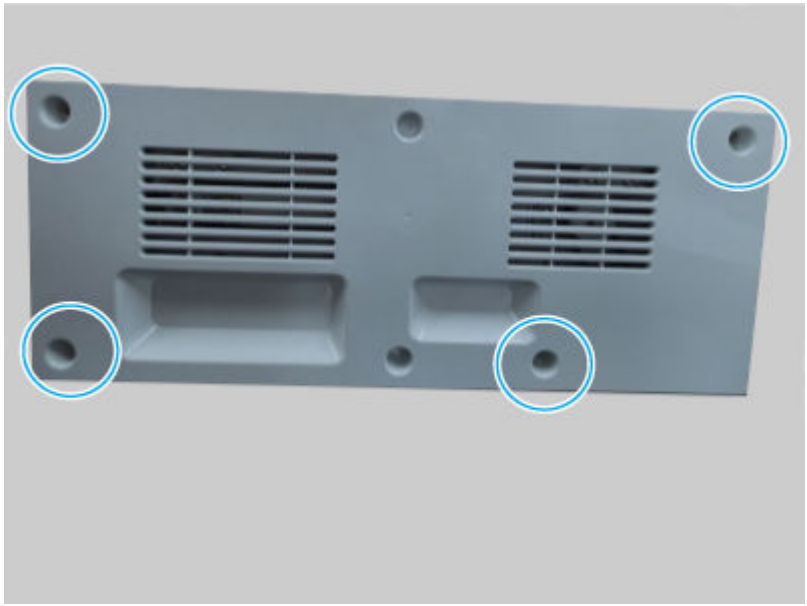
Figure 5-1399 Remove the unit

2. Remove the external finisher bridge exit sensor

Use the following procedure to remove and replace the external finisher bridge exit sensor.

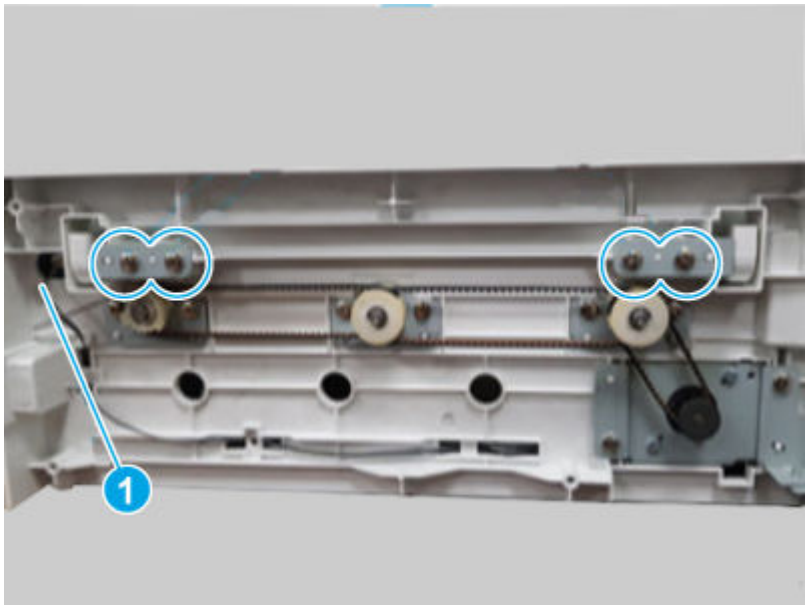
1. Remove four screws, and then remove the rear cover.

Figure 5-1400 Remove the cover



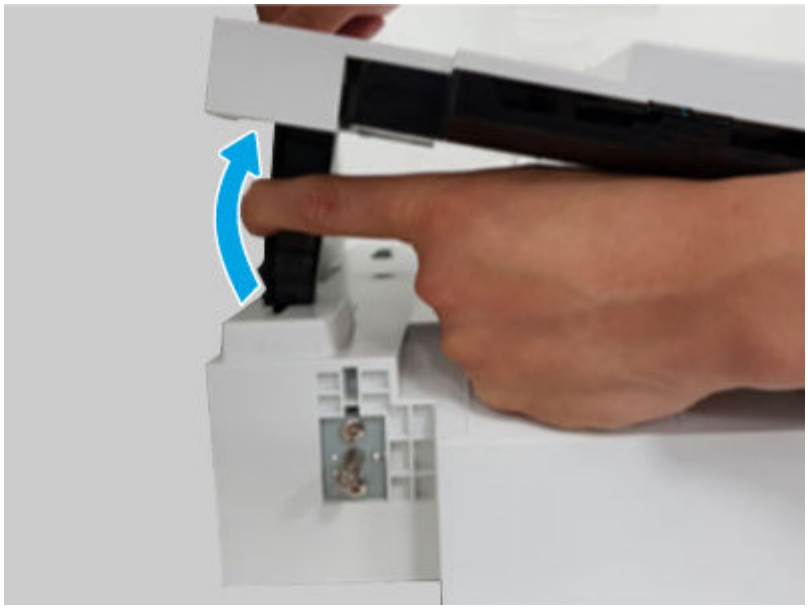
2. Remove four screws, and then remove the sheet-metal holder (callout 1).

Figure 5-1401 Remove the holder



3. Open the bridge door.

Figure 5-1402 Open the door

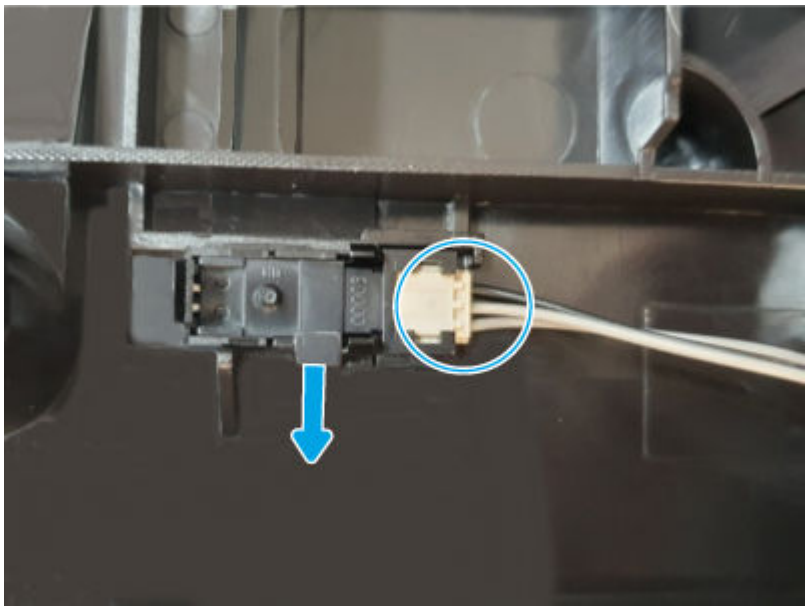


4. Remove thirteen screws, and then remove the inner cover.

Figure 5-1403 Remove the cover

5. Disconnect one connector, release one tab, and then remove the bridge exit sensor.

Figure 5-1404 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Bridge motor

Learn about removing and replacing the external finisher bridge motor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-212 Part information

Part number	Part description
3SJ19-80501	Bridge motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-1405 Open the door

2. Pull the lock straight out of the finisher to release it.

Figure 5-1406 Release the lock

3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-1407 Disconnect two connectors on front side

Figure 5-1408 For Bridge with PQ Diagnostics, disconnect one connector on formatter.

4. Remove 1 screw.

NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

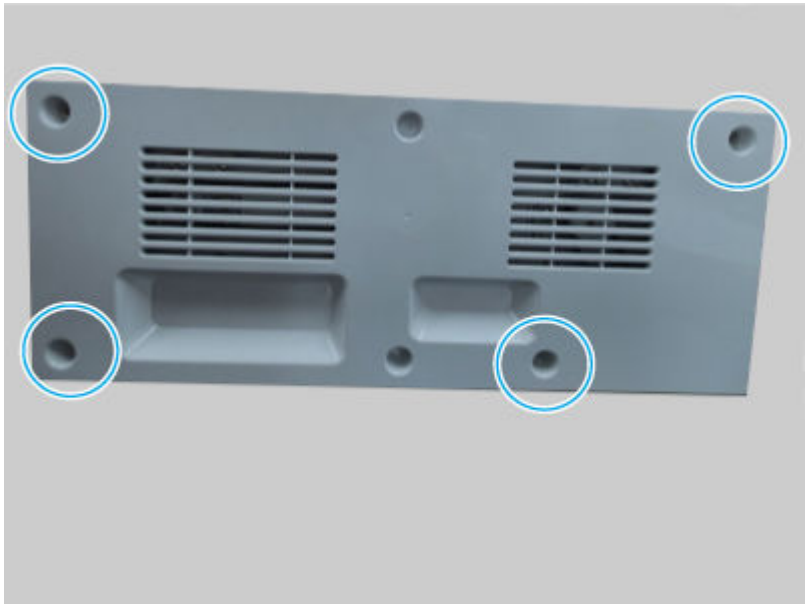
Figure 5-1409 Remove the unit

2. Remove the external finisher bridge motor

Use the following procedure to remove and replace the external finisher bridge motor.

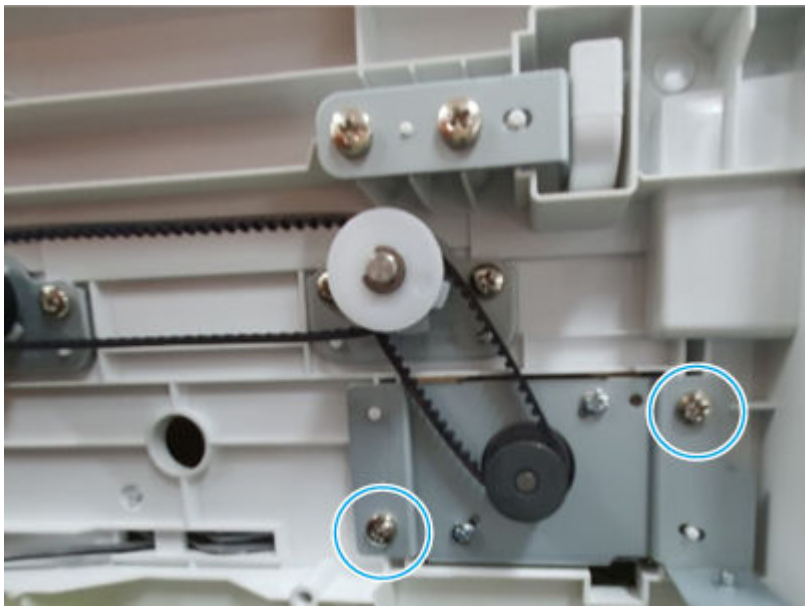
1. Remove four screws, and then remove the rear cover.

Figure 5-1410 Remove the cover



2. Remove two screws.

Figure 5-1411 Remove two screws



3. Disconnect one connector, and then remove the bridge motor..

Figure 5-1412 Remove the motor

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Entrance unit

Review the external finisher entrance unit removal procedures.

Removal and replacement: Entrance sensor

Learn about removing and replacing the external finisher entrance sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-213 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Entrance sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

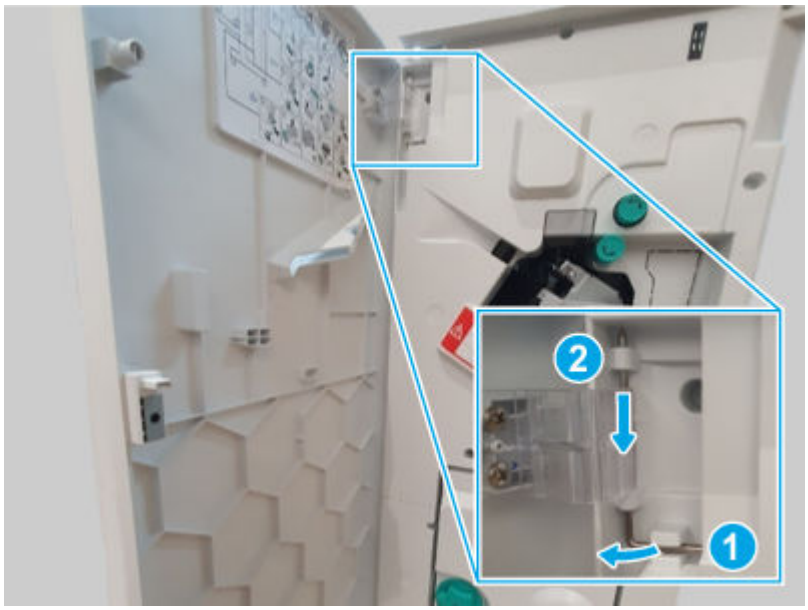
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

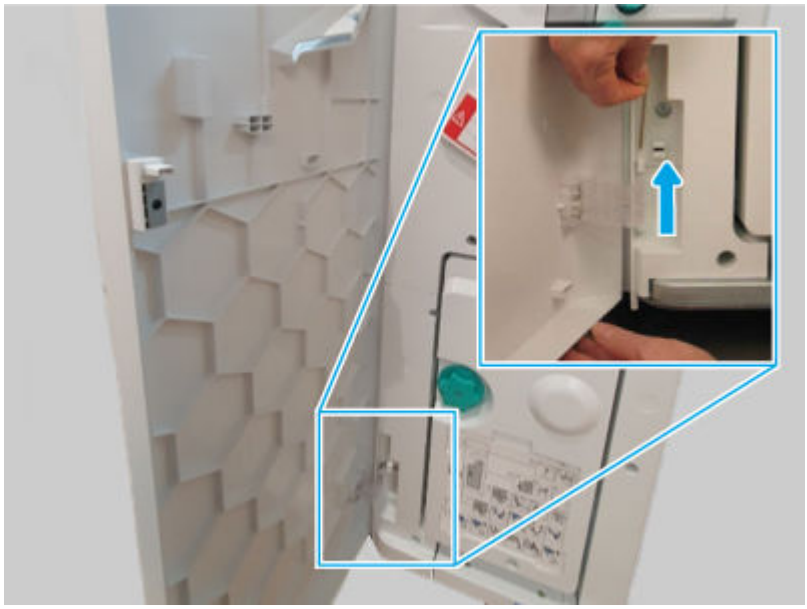
1. Release, and then remove the upper hinge pin.

Figure 5-1413 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1414 Remove the door



2. Remove the external finisher top cover

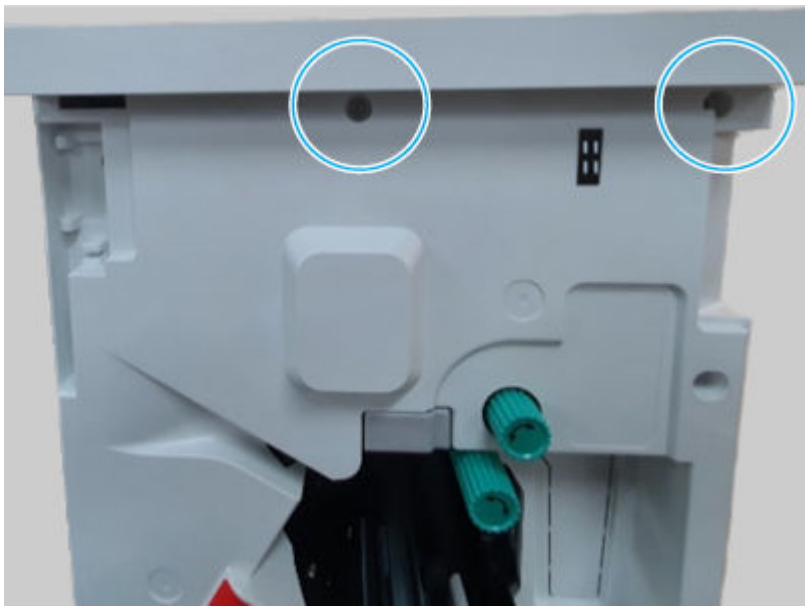
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1415 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1416 Remove the cover

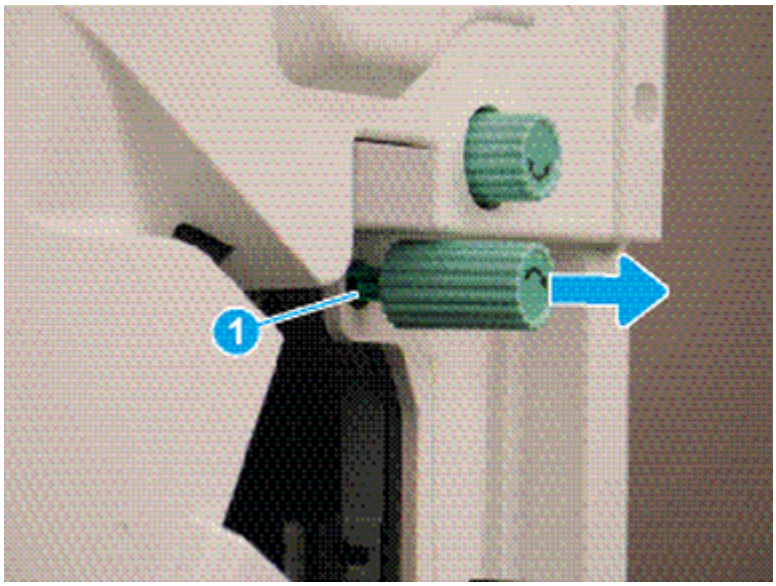


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

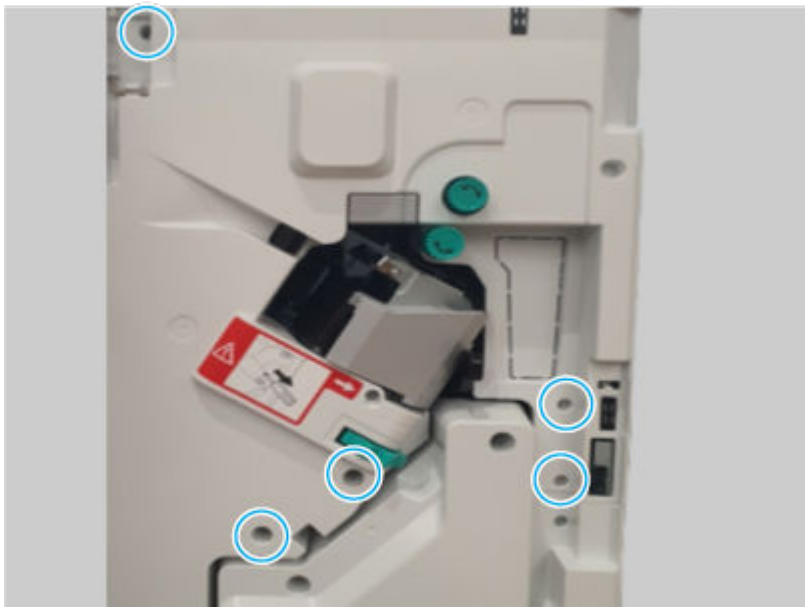
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1417 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1418 Remove the cover



4. Remove the front lower cover

Use the following procedure to remove and replace the front lower cover.

- If Tray 2 and Tray 3 are installed, remove them now.

5. Remove the external finisher caster

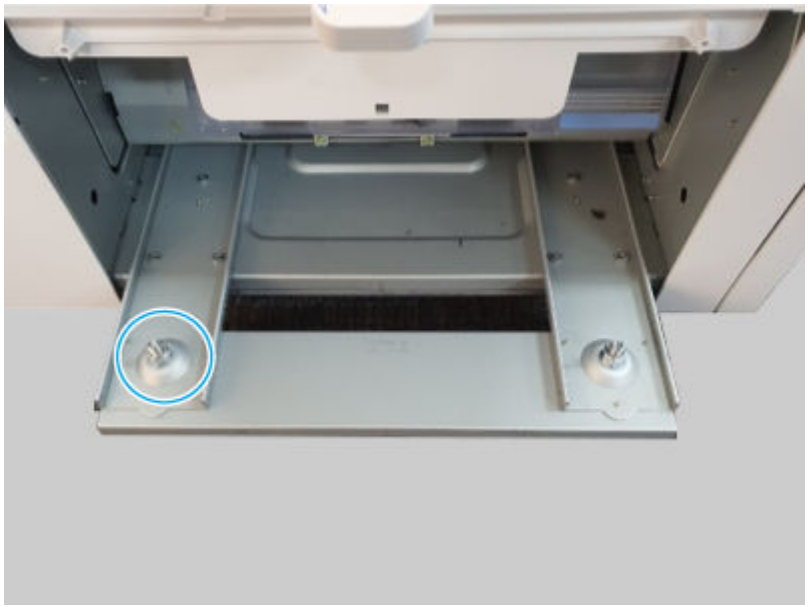
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

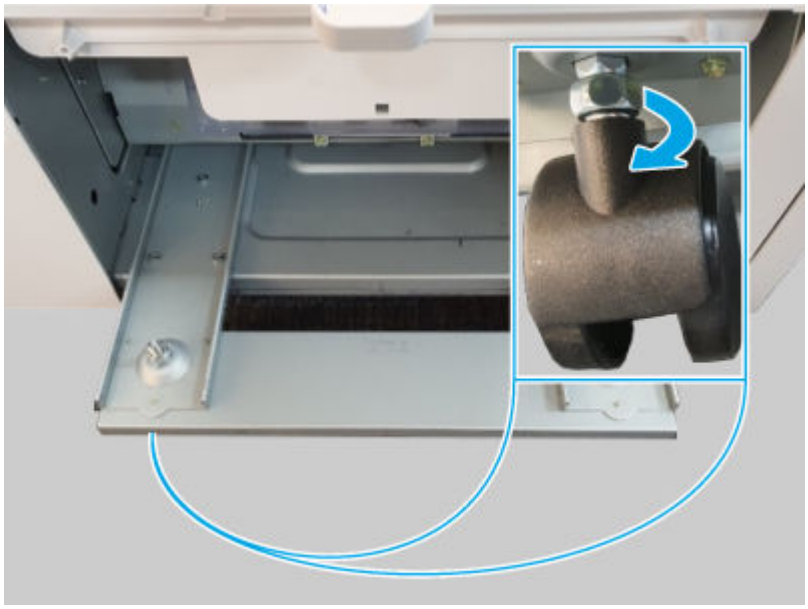
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1419 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1420 Remove the caster

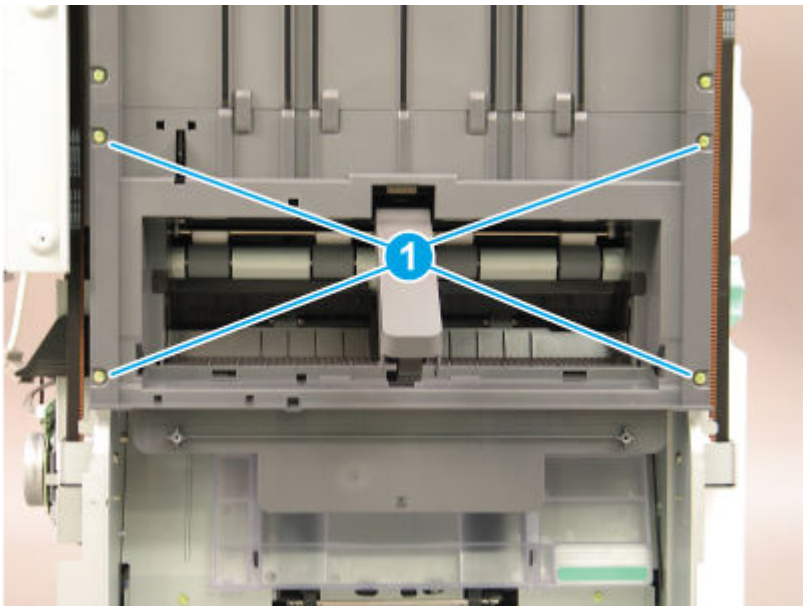


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1421 Remove four screws

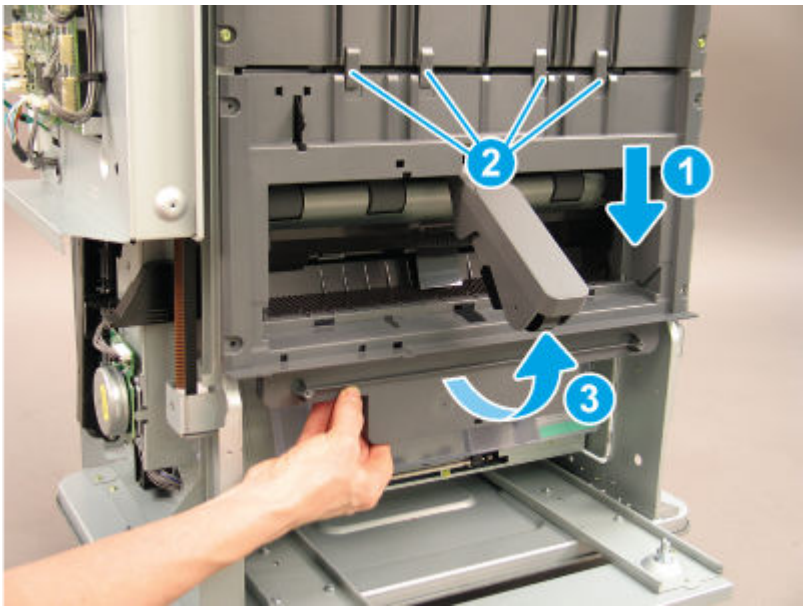


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

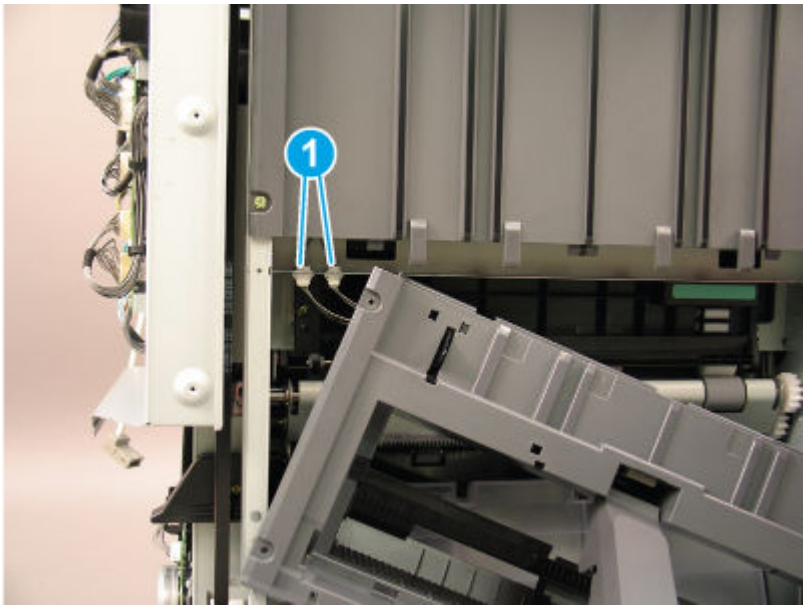
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1422 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1423 Remove the cover

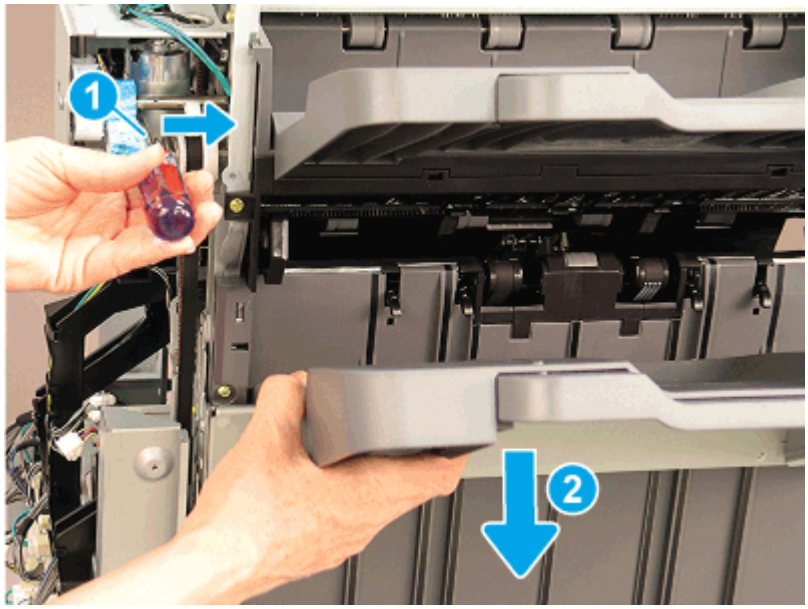


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

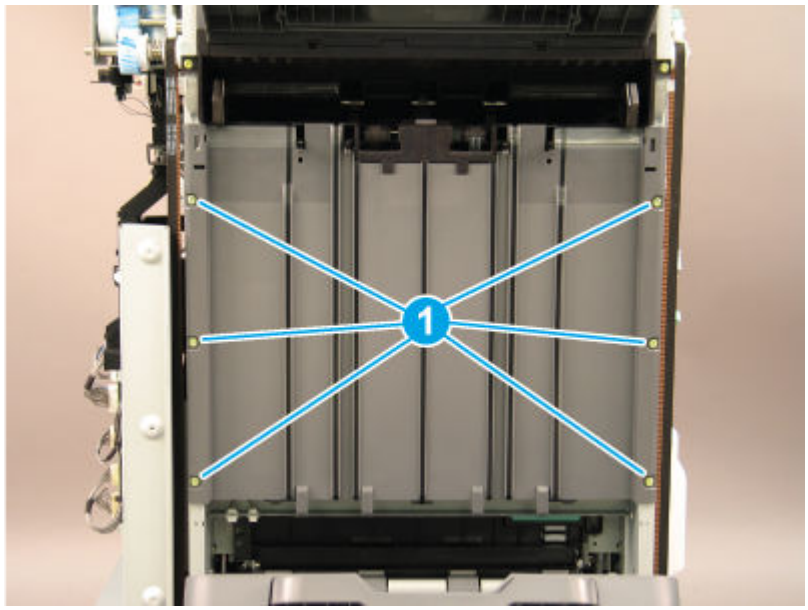
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1424 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1425 Remove six screws

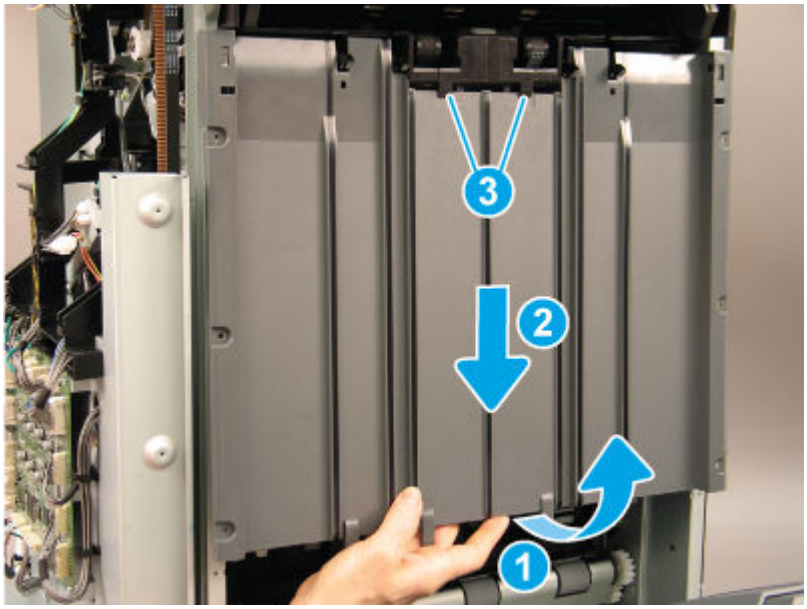


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

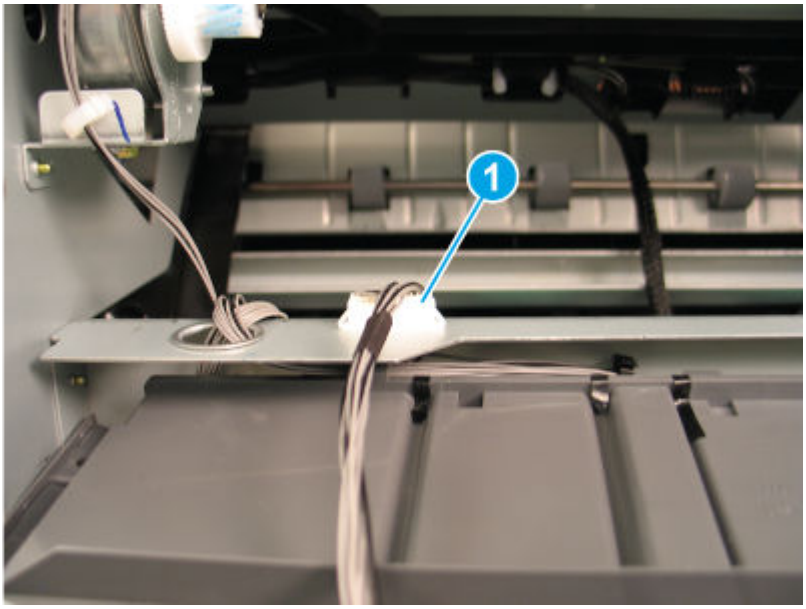
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1426 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1427 Remove the cover



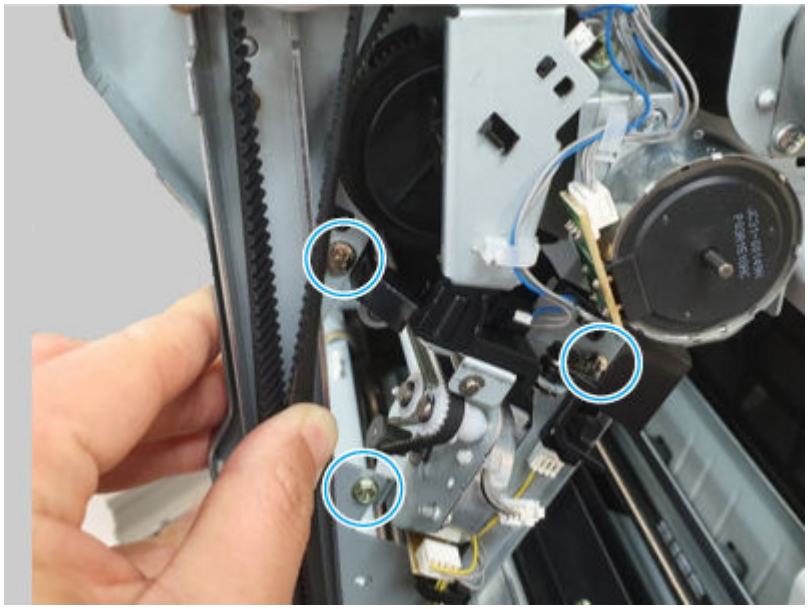
8. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

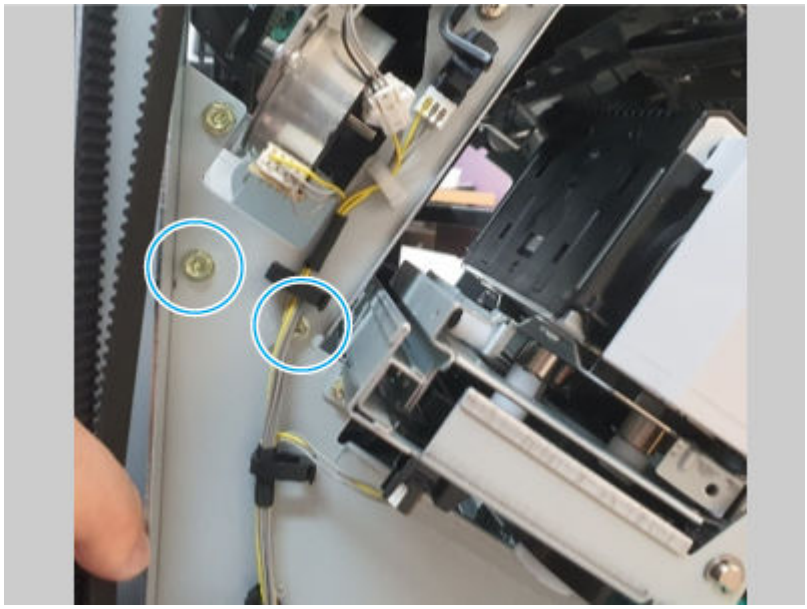
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1428 Release the tamper



2. Remove two screws (located below the front tamper).

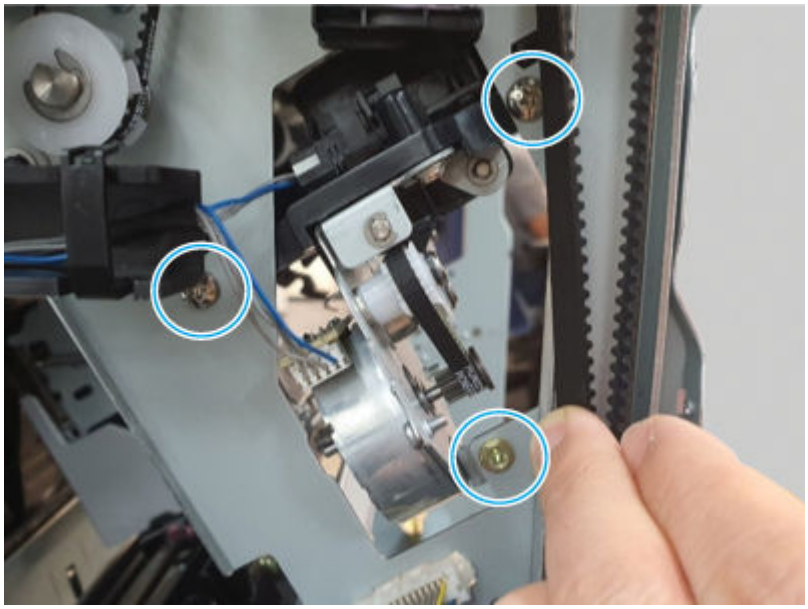
Figure 5-1429 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1430 Release the tamper



4. Remove two screws (located below the rear tamper).

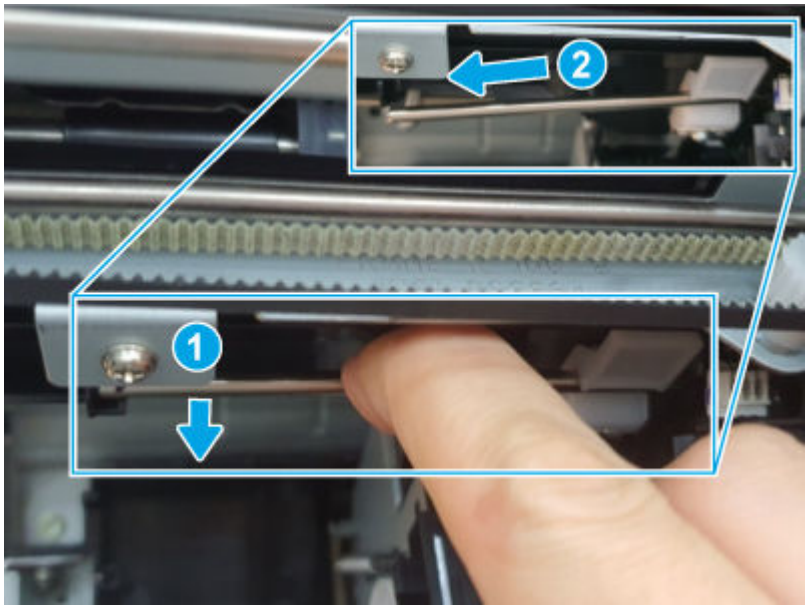
Figure 5-1431 Remove two screws

5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

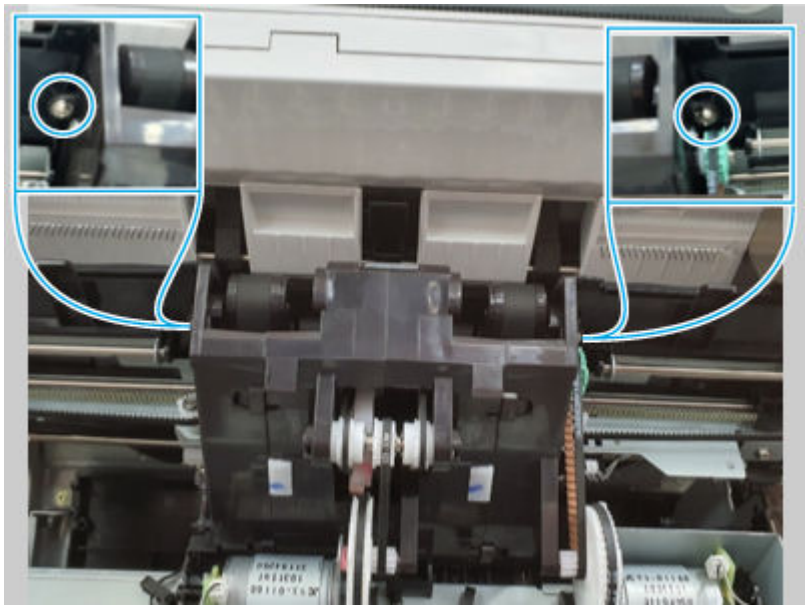
Figure 5-1432 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-1433 Remove the unit



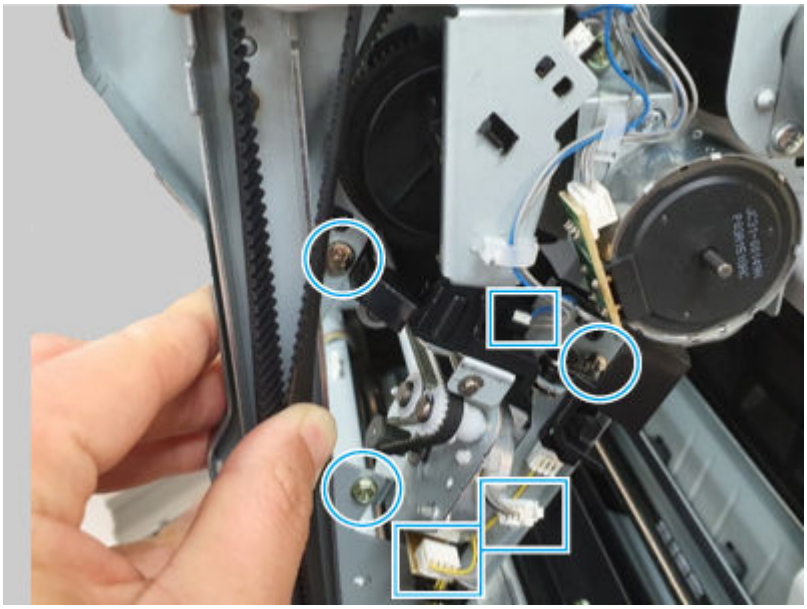
9. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-1434 Remove the tamper

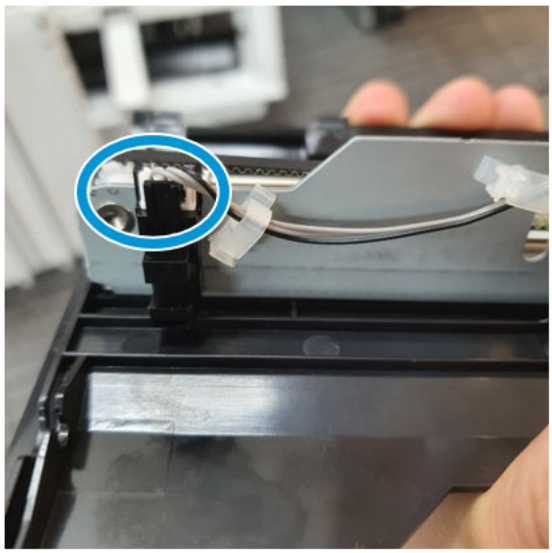


10. Remove the external finisher entrance sensor

Use the following procedure to remove and replace the external finisher entrance sensor.

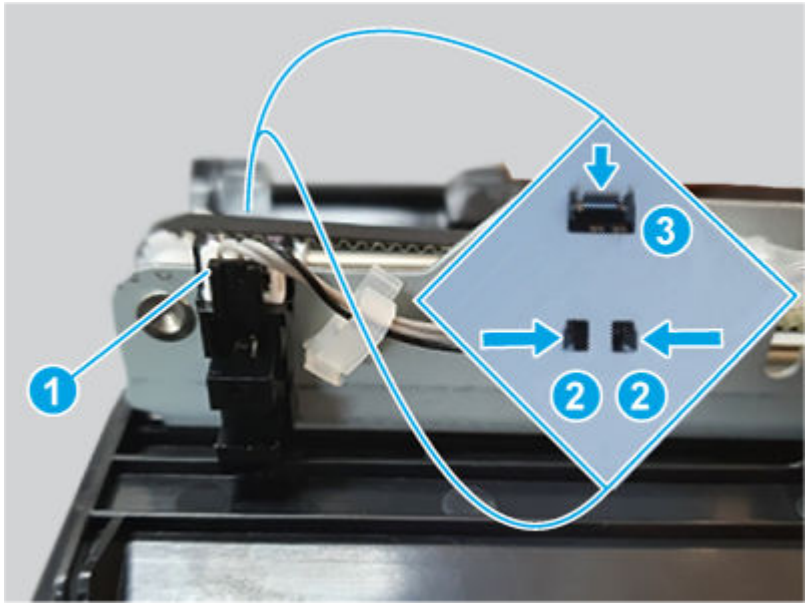
1. Disconnect the connector

Figure 5-1435 Disconnect the connector



2. Do the following:
   - Disconnect one connector (callout 1).
   - Release two hooks (callout 2).
   - Slide the sensor as shown below (callout 3).
   - Remove the entrance sensor.

Figure 5-1436 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Entrance motor assembly

Learn about removing and replacing the external finisher entrance motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-214 Part information

Part number	Part description
8GS05-60104	Entrance motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

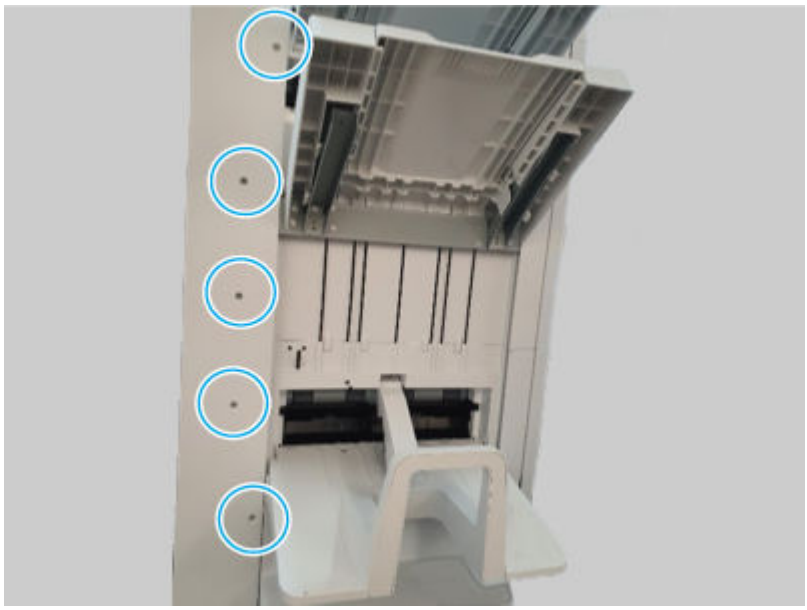
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

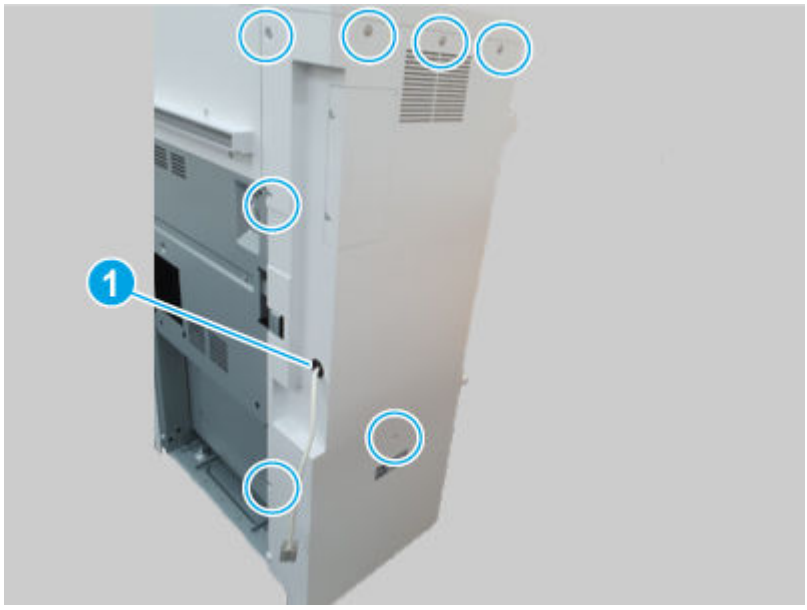
Figure 5-1437 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1438 Remove the cover

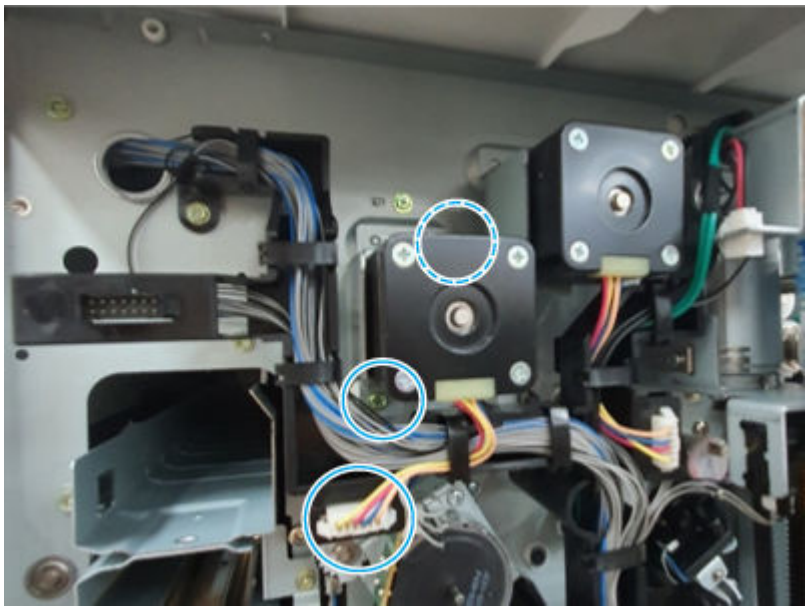


Remove the external finisher entrance motor assembly

Use the following procedure to remove and replace the external finisher entrance motor assembly.

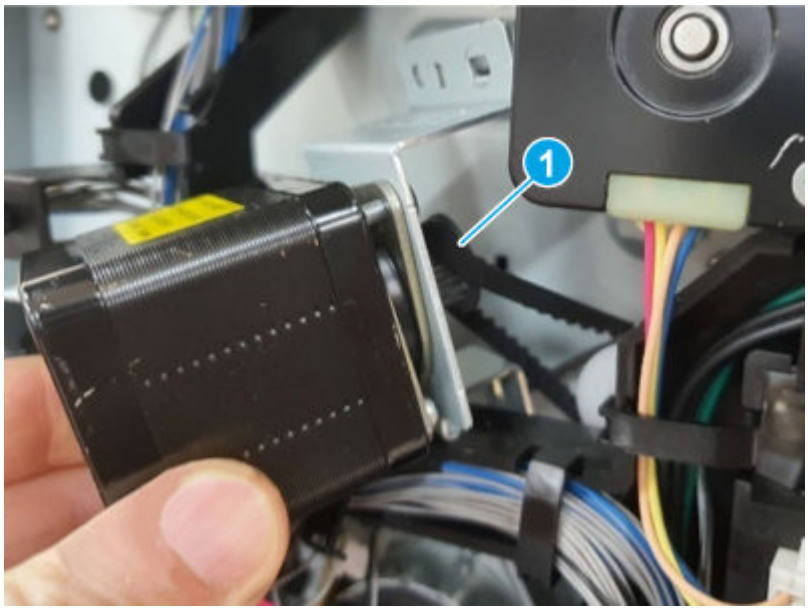
1. Disconnect one connector, and then remove two screws.

Figure 5-1439 Disconnect connector and remove screws



2. Slightly separate the entrance motor assembly from the finisher chassis, remove the belt (callout 1), and then remove the entrance motor assembly.

Figure 5-1440 Remove the assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Entrance motor

Learn about removing and replacing the external finisher entrance motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-215 Part information

Part number	Part description
3SJ19-80501	Entrance motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

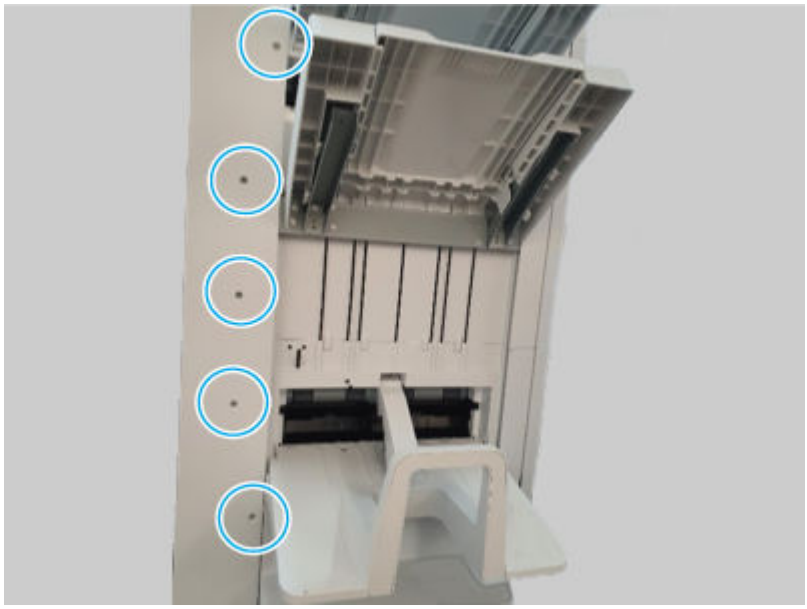
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

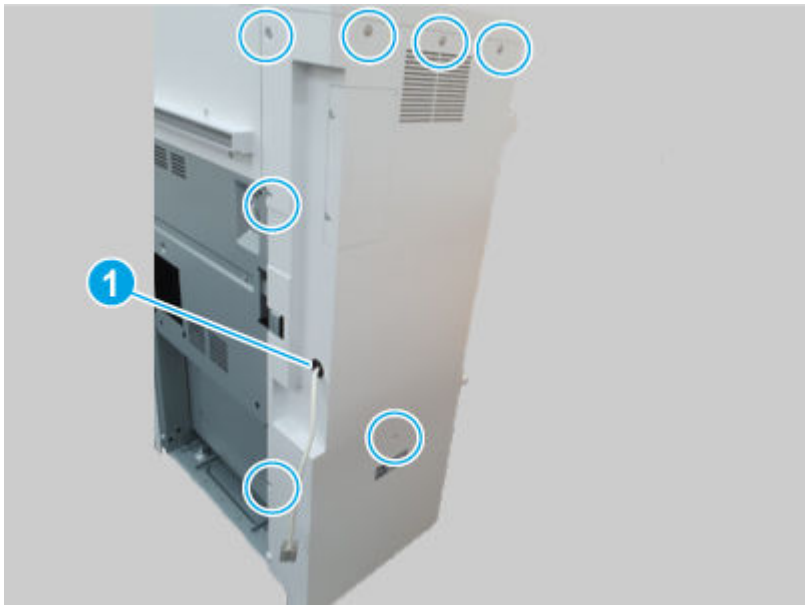
Figure 5-1441 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1442 **Remove the cover**

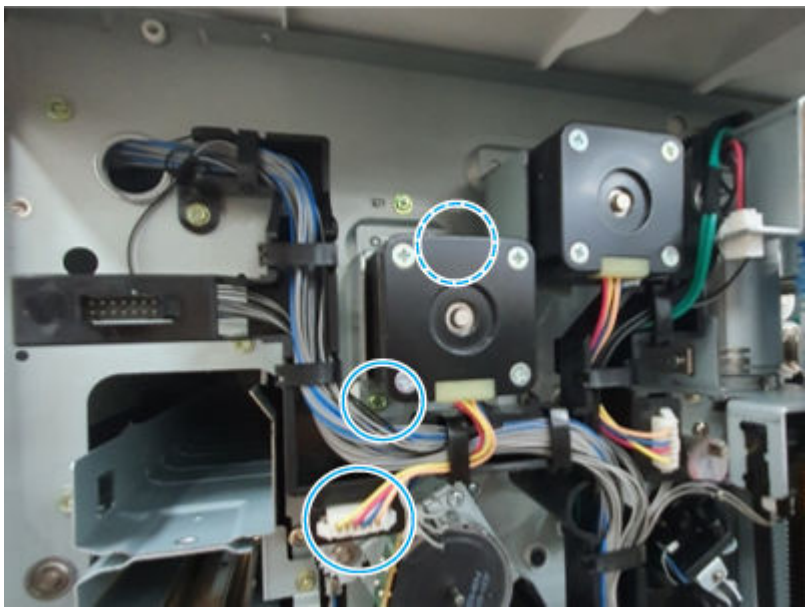


2. Remove the external finisher entrance motor assembly

Use the following procedure to remove and replace the external finisher entrance motor assembly.

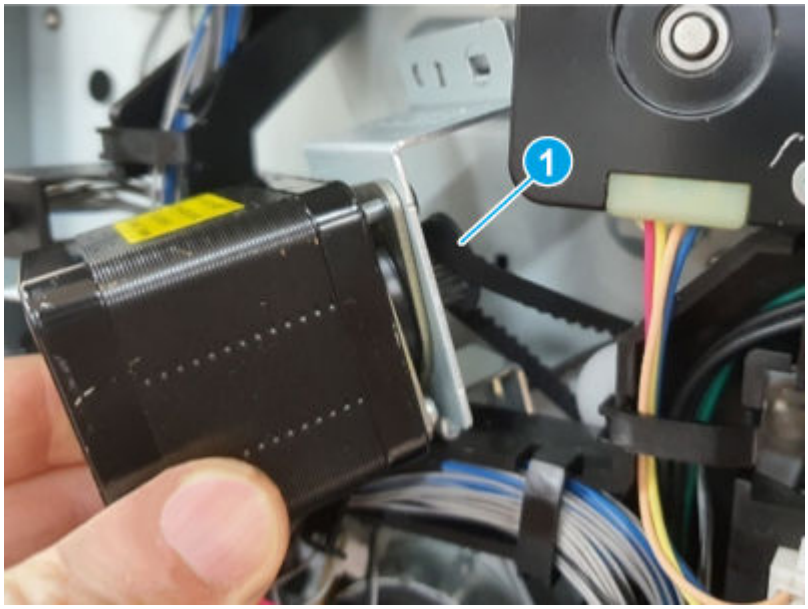
1. Disconnect one connector, and then remove two screws.

Figure 5-1443 **Disconnect connector and remove screws**



2. Slightly separate the entrance motor assembly from the finisher chassis, remove the belt (callout 1), and then remove the entrance motor assembly.

Figure 5-1444 Remove the assembly



3. Remove the external finisher entrance motor

Use the following procedure to remove and replace the external finisher entrance motor.

- Remove two screws, and then remove the entrance motor.

Figure 5-1445 Remove the motor

4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Punch unit

Review the external finisher punch unit removal procedures.

Removal and replacement: Punch unit

Learn about removing and replacing the external finisher punch unit.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-216 Part information

Part number	Part description
Y1G10-67901	Punch unit (2-3 hole)
Y1G11-67901	Punch unit (2-4 hole)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher punch unit

Use the following procedure to remove and replace the external finisher punch unit.

- Disconnect two connectors, remove one screw, and then remove the punch unit.

Figure 5-1446 Remove the unit

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Tray diverter unit

Review the external finisher tray diverter unit removal procedures.

Removal and replacement: Top jam cover assembly

Learn about removing and replacing the external finisher top jam cover assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-217 Part information

Part number	Part description
JC90-01455A	Top jam cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

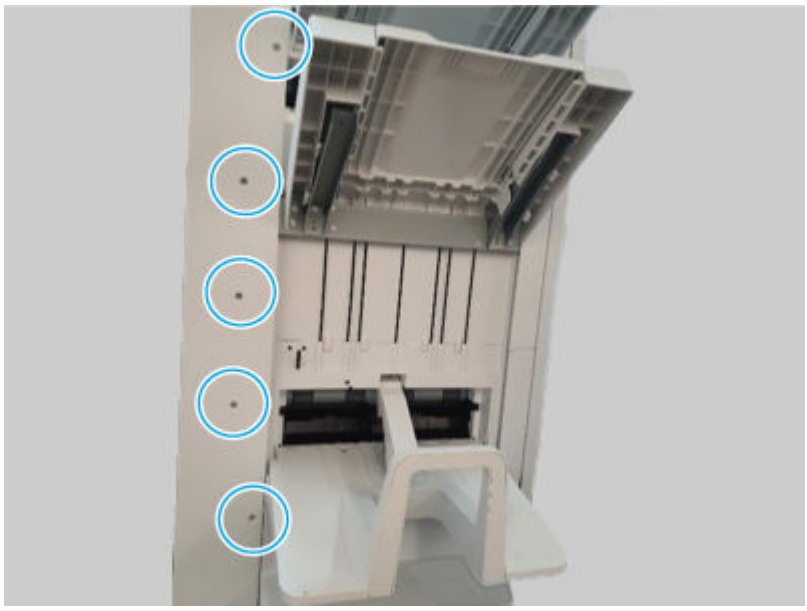
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

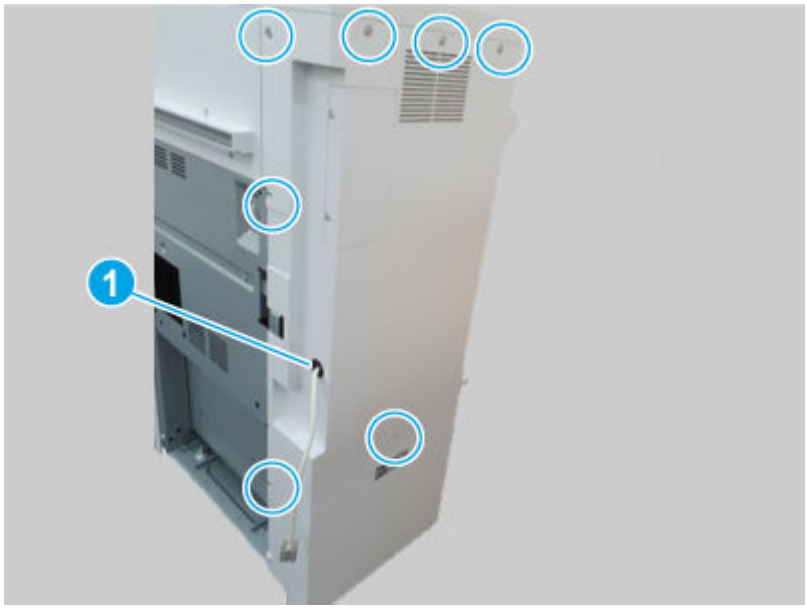
Figure 5-1447 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1448 Remove the cover

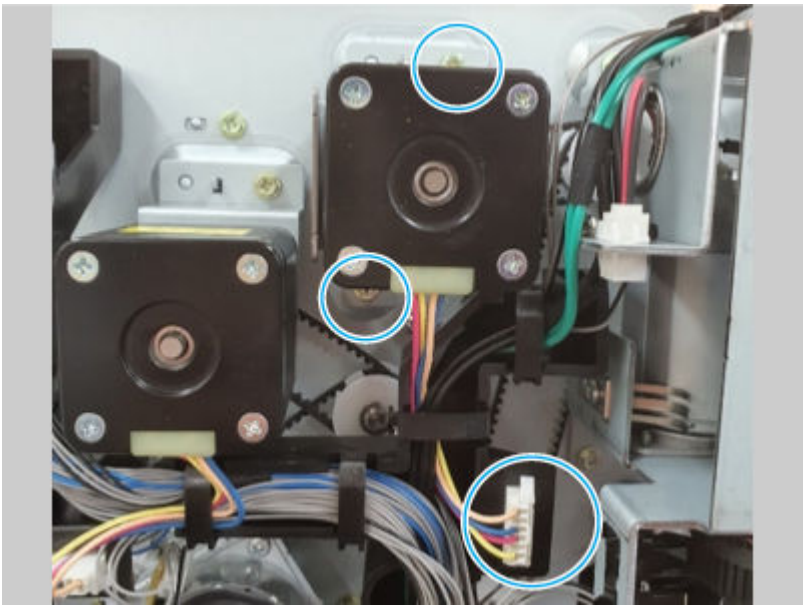


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-1449 Remove the assembly

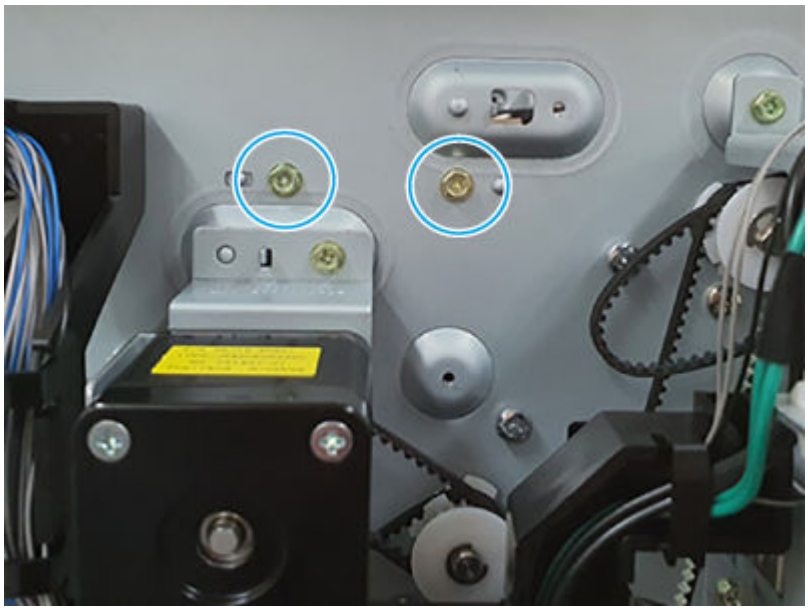


3. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

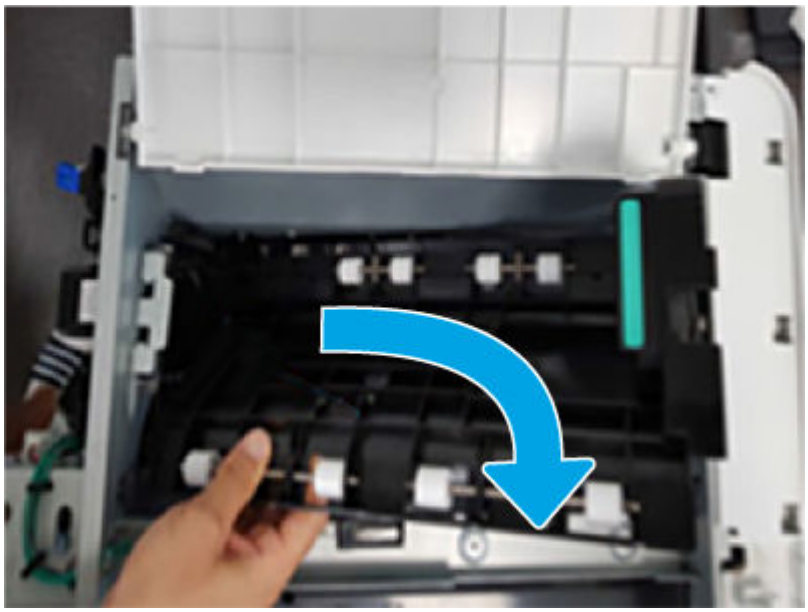
1. Remove two screws.

Figure 5-1450 Remove two screws



2. Pull the top jam cover assembly out of the finisher.

Figure 5-1451 Remove the assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray diverter

Learn about removing and replacing the external finisher tray diverter.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-218 Part information

Part number	Part description
NA	Tray diverter

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

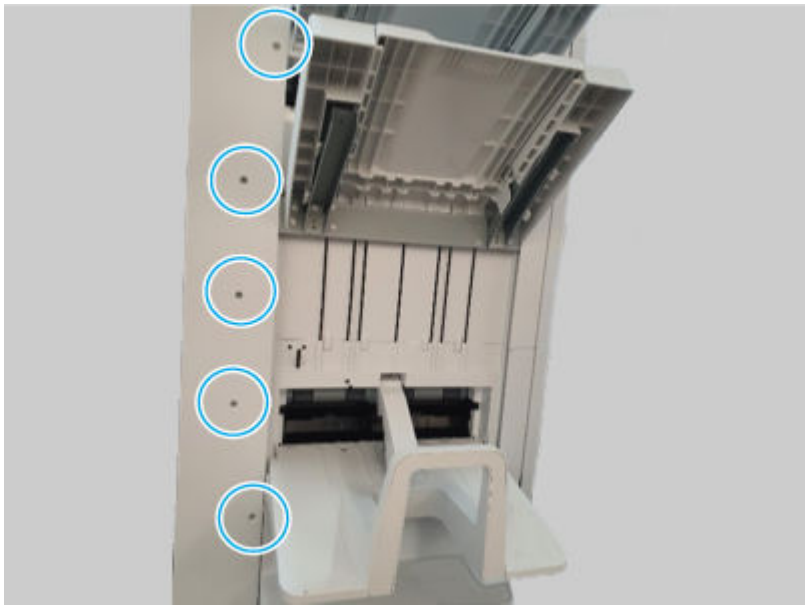
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

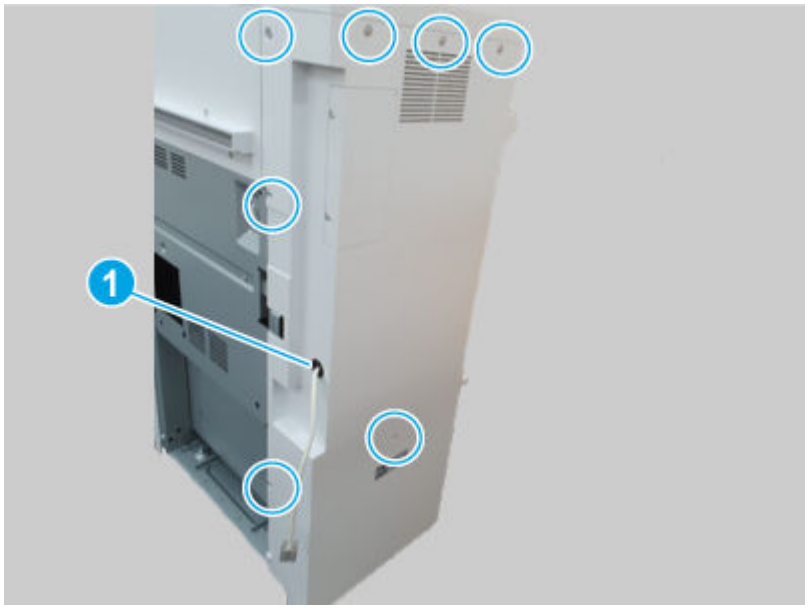
Figure 5-1452 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1453 Remove the cover

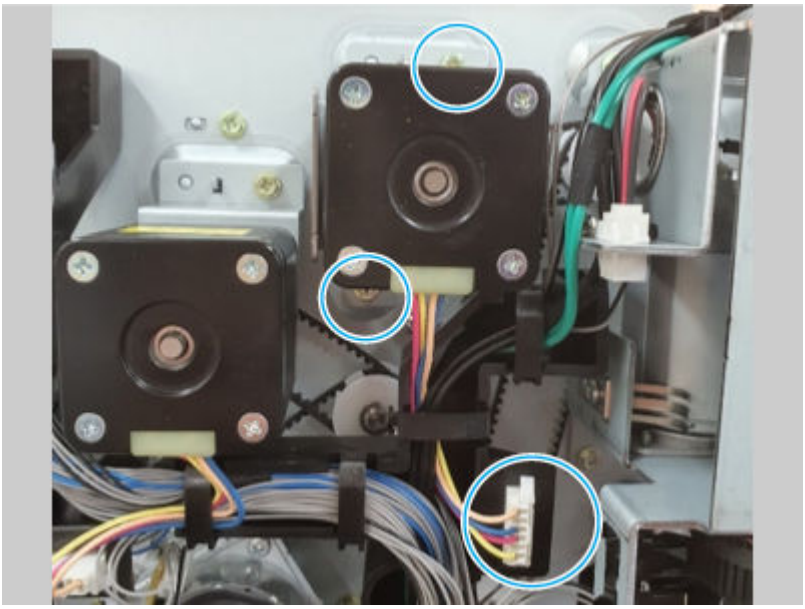


Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-1454 Remove the assembly

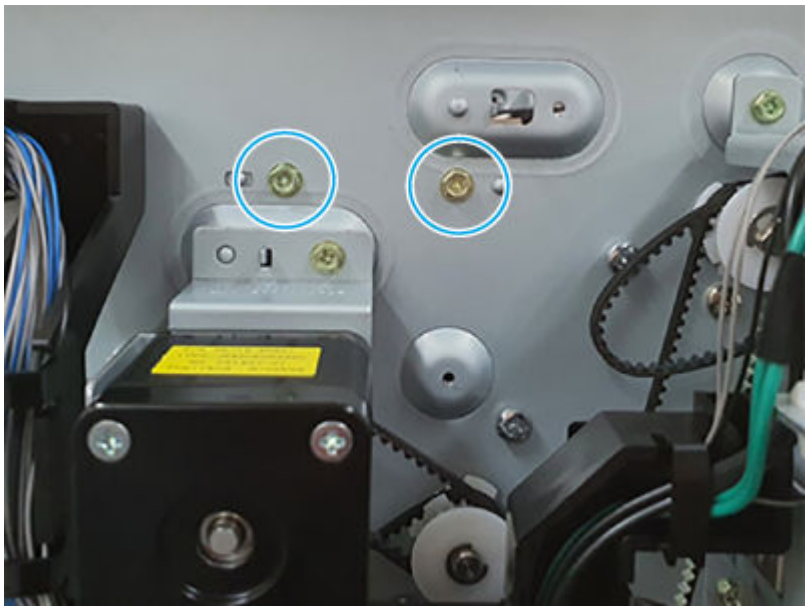


Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

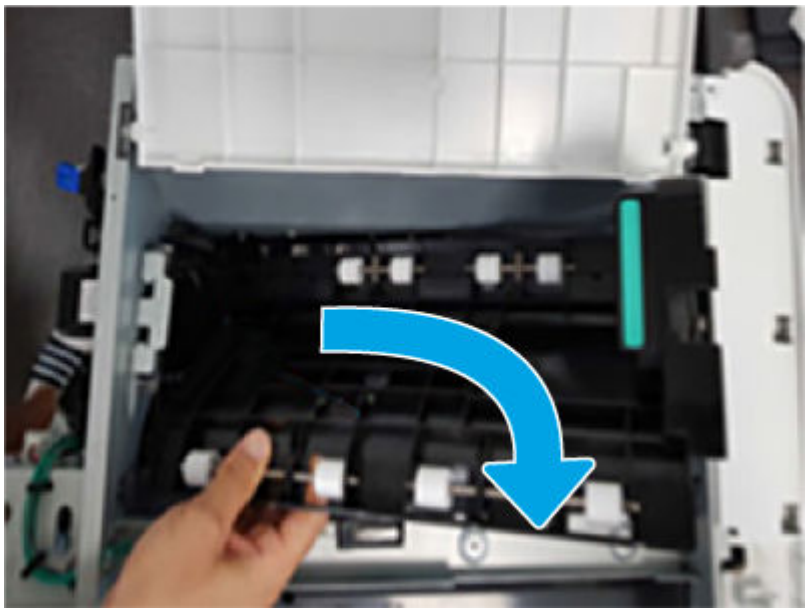
1. Remove two screws.

Figure 5-1455 Remove two screws



2. Pull the top jam cover assembly out of the finisher.

Figure 5-1456 Remove the assembly

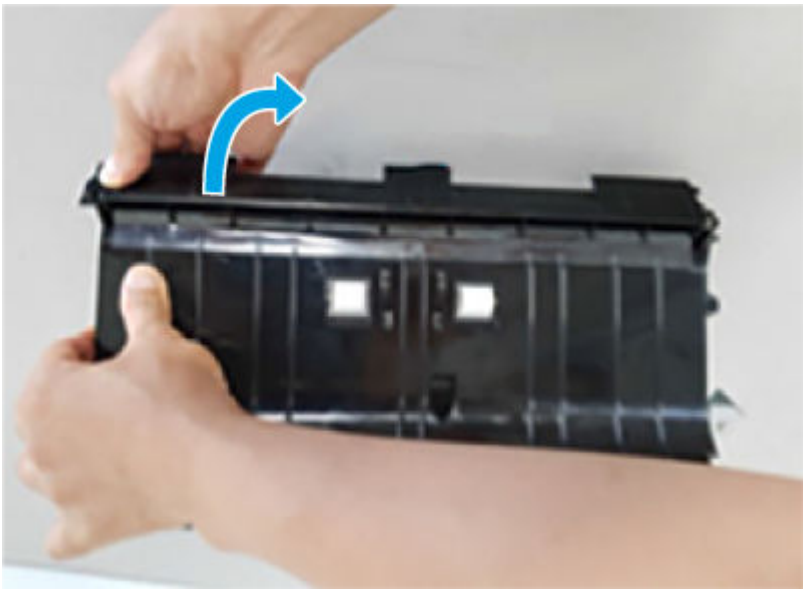


Remove the external finisher tray diverter

Use the following procedure to remove and replace the external finisher tray diverter.

- Carefully separate the tray diverter from the top jam cover assembly to remove it.

Figure 5-1457 Remove the diverter



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top door open switch

Learn about removing and replacing the external finisher top door open switch.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-219 Part information

Part number	Part description
JC39-02631A	Top door open switch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

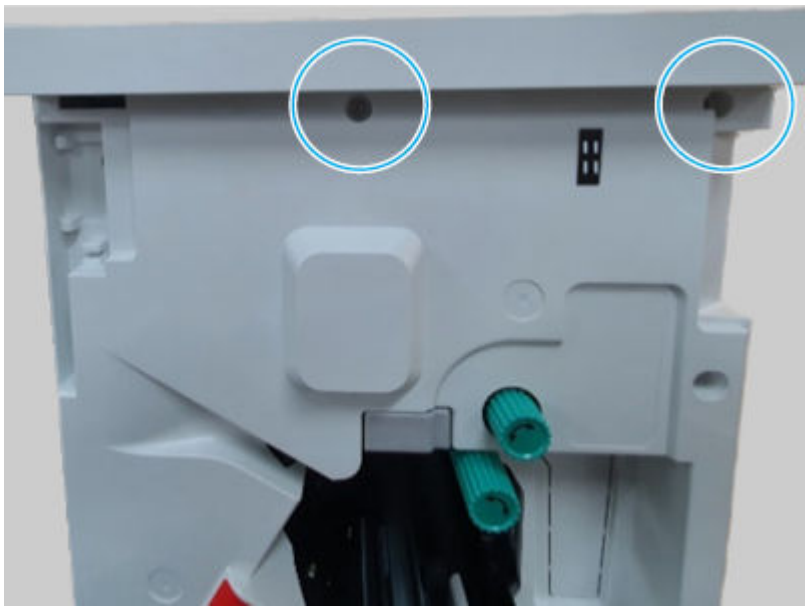
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1458 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1459 Remove the cover

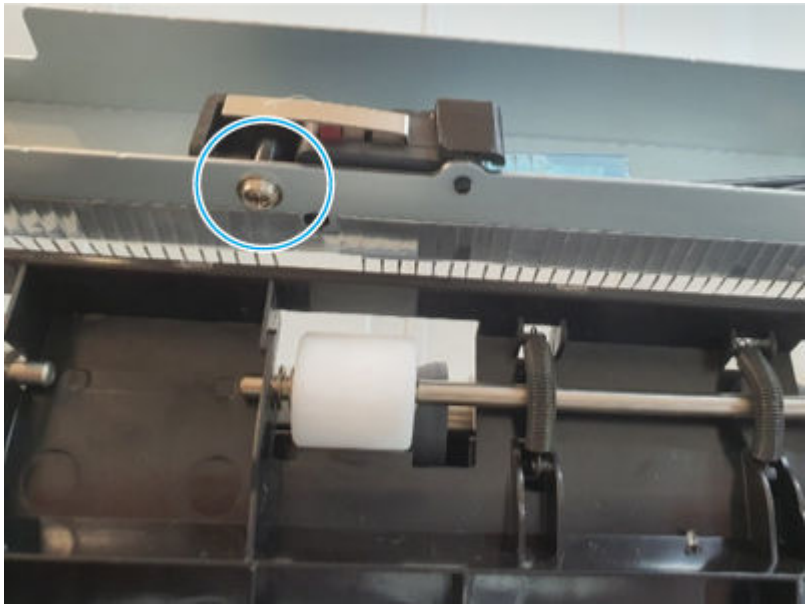


2. Remove the external finisher top door open switch

Use the following procedure to remove and replace the external finisher top door open switch.

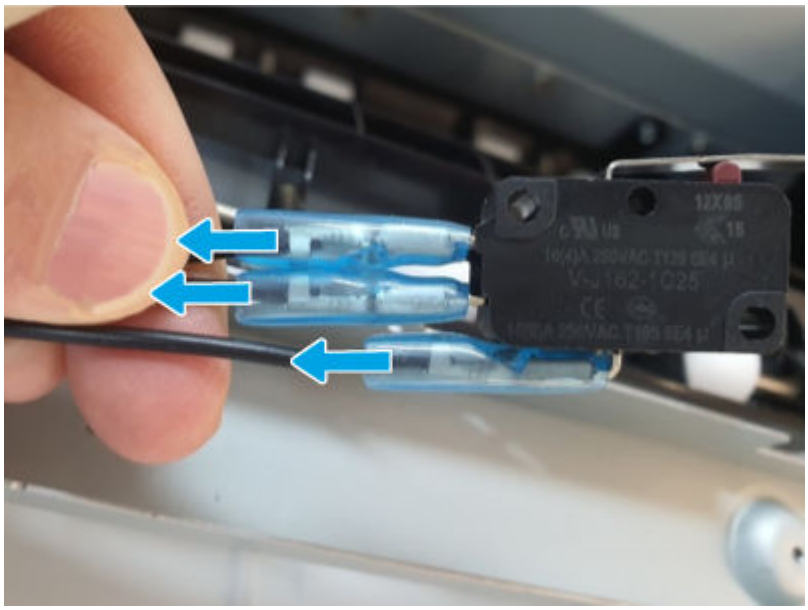
1. Remove one screw.

Figure 5-1460 Remove one screw



2. Separate the top door open switch from the finisher, and then disconnect three connectors to remove it.

Figure 5-1461 Remove the switch



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray diverter cam

Learn about removing and replacing the external finisher tray diverter cam.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-220 Part information

Part number	Part description
JC90-01458A	Tray diverter cam

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

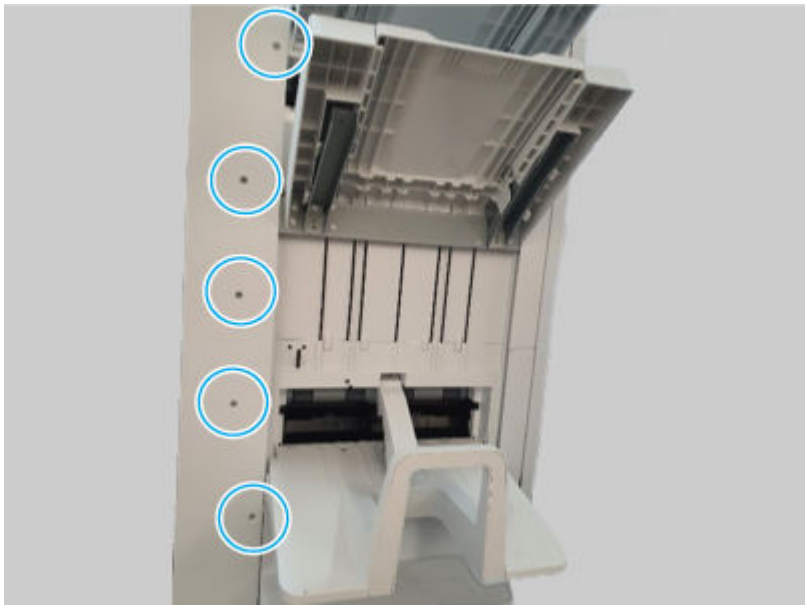
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

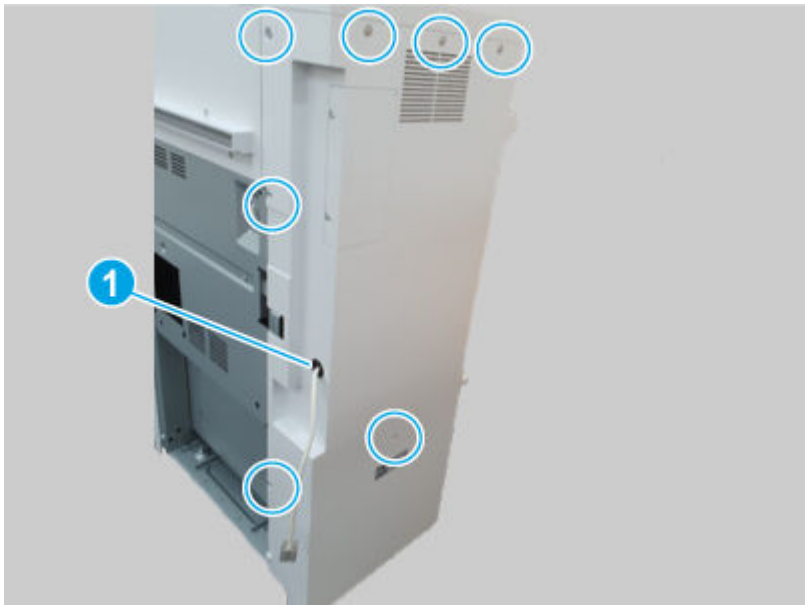
Figure 5-1462 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1463 **Remove the cover**



2. Remove the external finisher entrance motor

Use the following procedure to remove and replace the external finisher entrance motor.

- Remove two screws, and then remove the entrance motor.

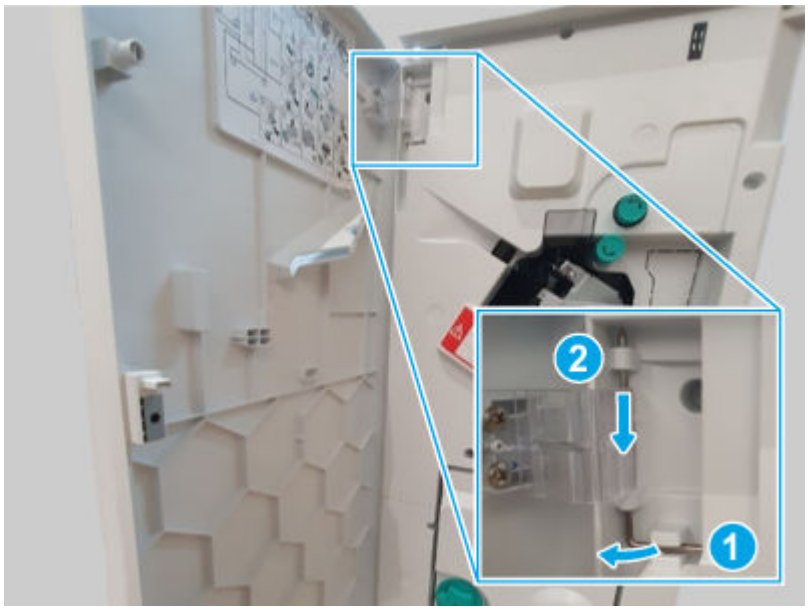
Figure 5-1464 **Remove the motor**

3. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

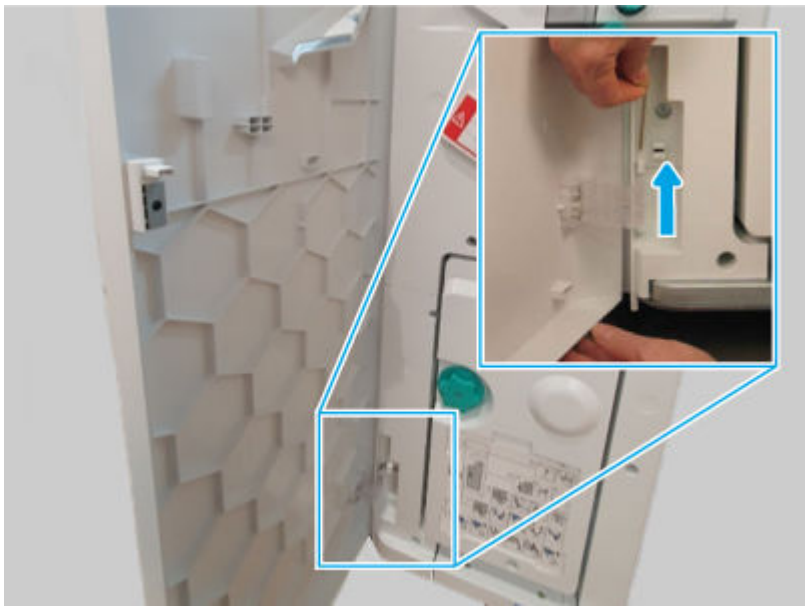
1. Release, and then remove the upper hinge pin.

Figure 5-1465 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1466 Remove the door



4. Remove the external finisher top cover

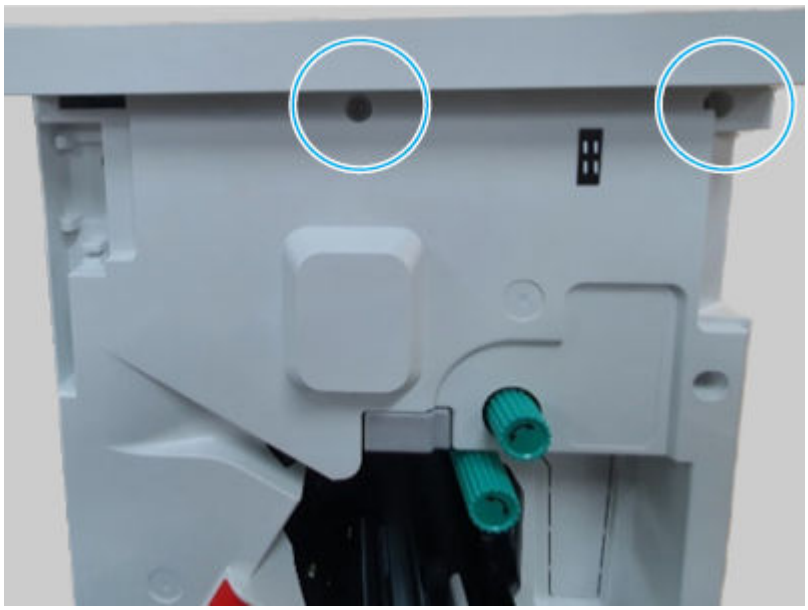
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1467 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1468 Remove the cover

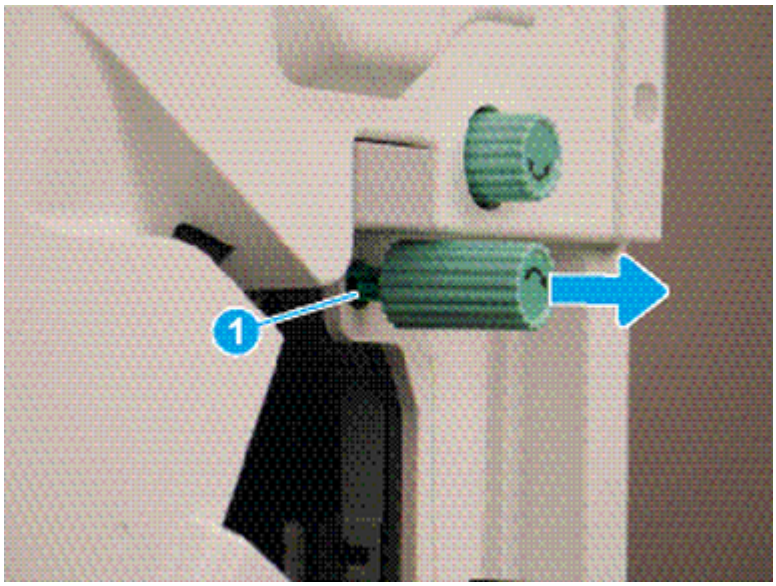


5. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

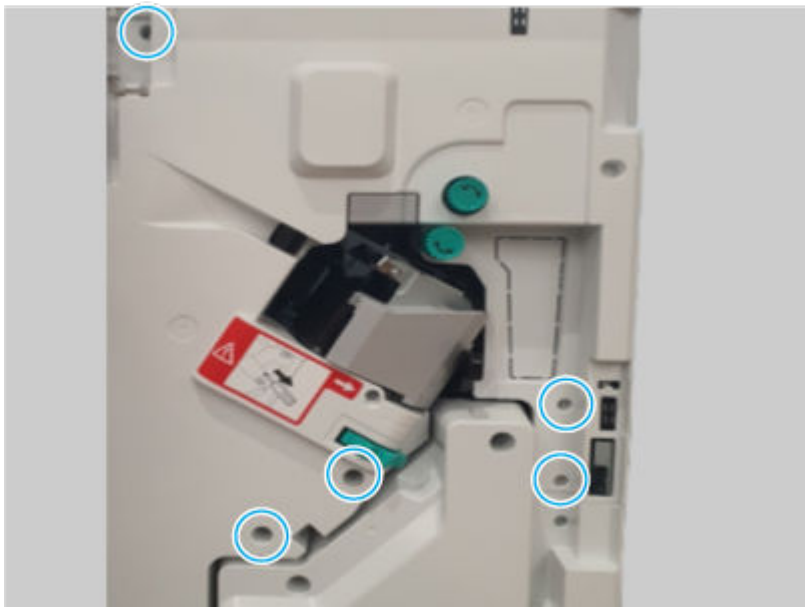
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1469 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1470 Remove the cover

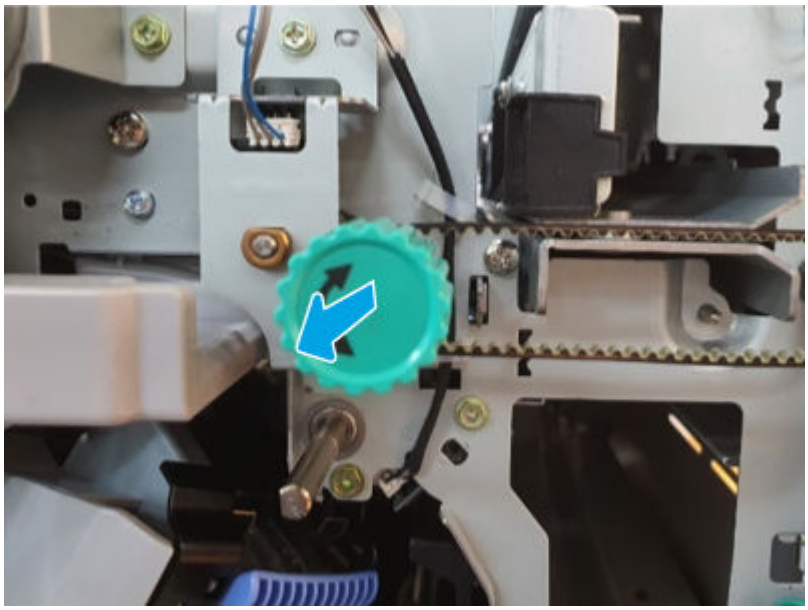


6. Remove the external finisher tray diverter home sensor

Use the following procedure to remove and replace the external finisher tray diverter home sensor.

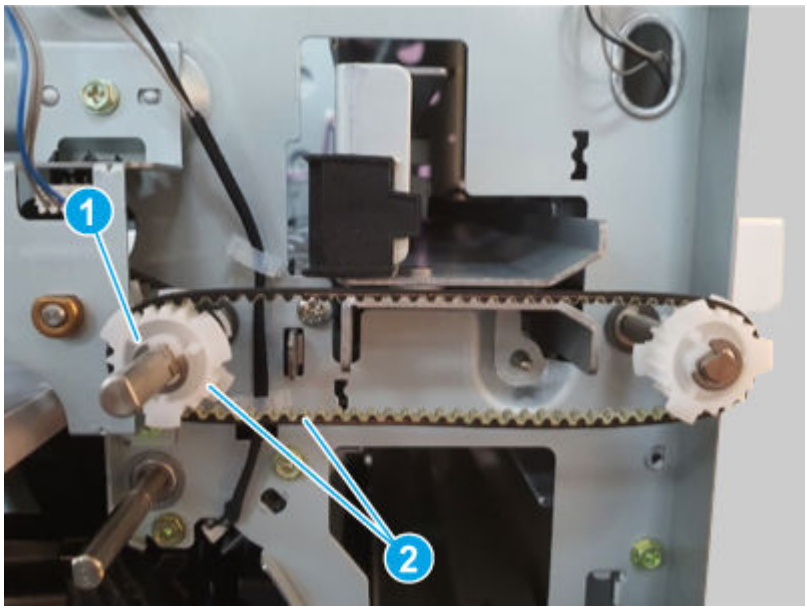
1. Remove the green handle.

Figure 5-1471 Remove the handle



2. Use a pair of tweezers to remove one e-ring (callout 1), and then remove the gear and belt (callout 2).

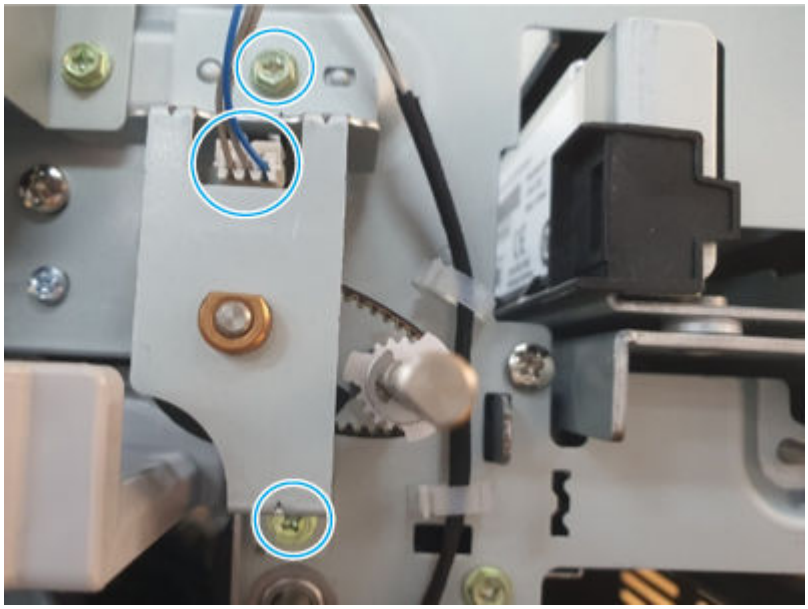
Figure 5-1472 Remove the gear and belt



3. Disconnect one connector, remove two screws, and then remove the sensor and bracket.

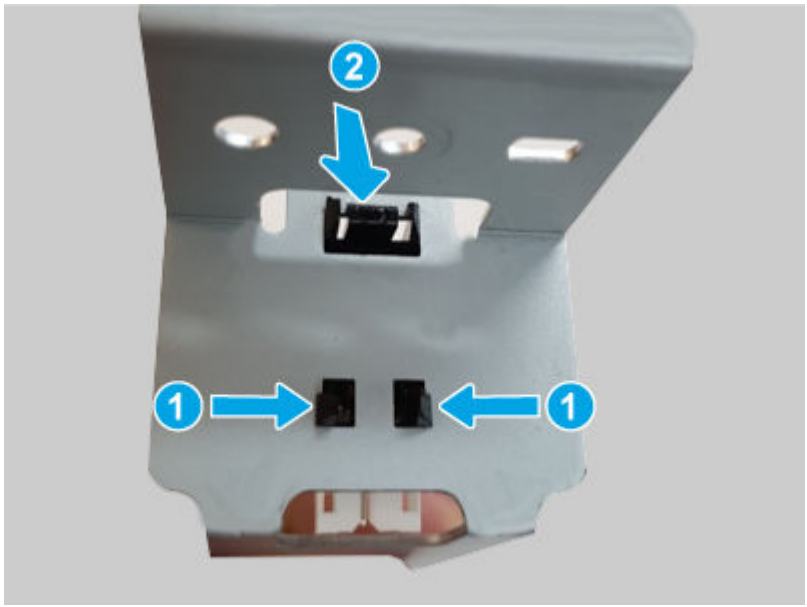
NOTE: If the tray diverter home sensor assembly is being removed to gain access to another part, stop now.

Figure 5-1473 Remove the sensor and bracket



4. Do the following:
   - Release the hooks (callout 1).
   - Slide the sensor assembly as shown below (callout 2).
   - Remove the tray diverter home position sensor from the bracket.

Figure 5-1474 Remove the sensor

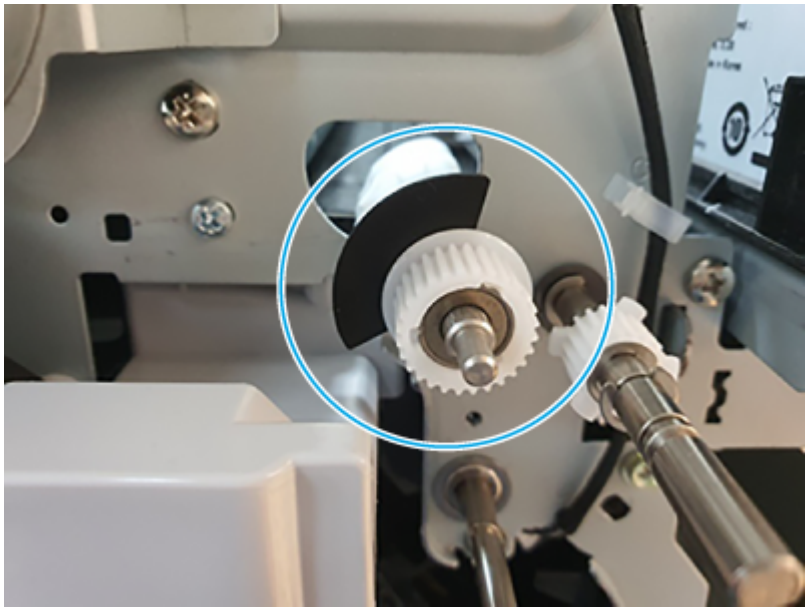


7. Remove the external finisher tray diverter cam

Use the following procedure to remove and replace the external finisher tray diverter cam

- Carefully slide the tray diverter cam off of the shaft to remove it.

Figure 5-1475 Remove the cam



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray diverter home sensor

Learn about removing and replacing the external finisher tray diverter home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-221 Part information

Part number	Part description
0604-001415	Photo interrupter (Tray diverter home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

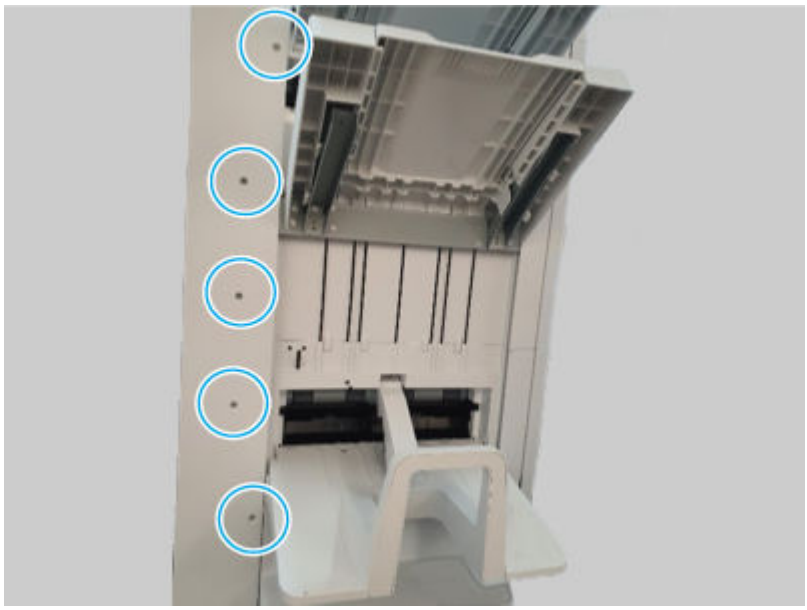
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

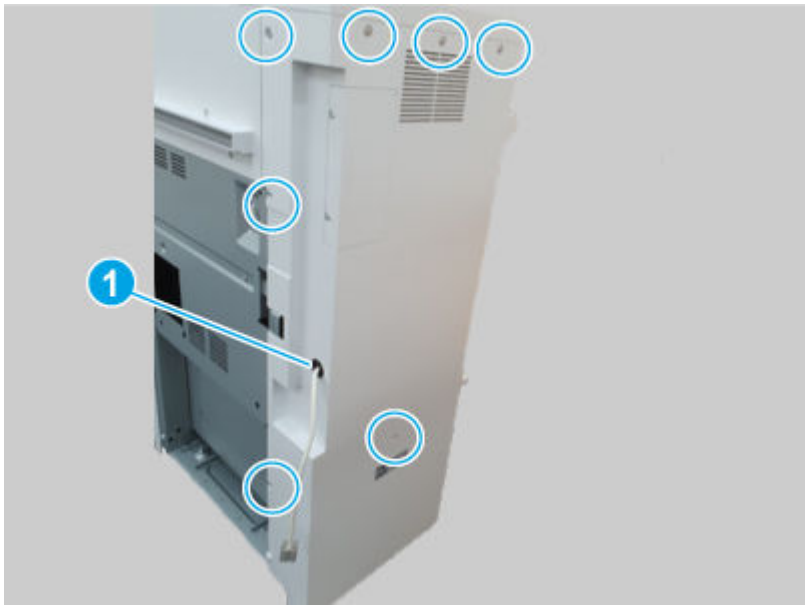
Figure 5-1476 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1477 Remove the cover

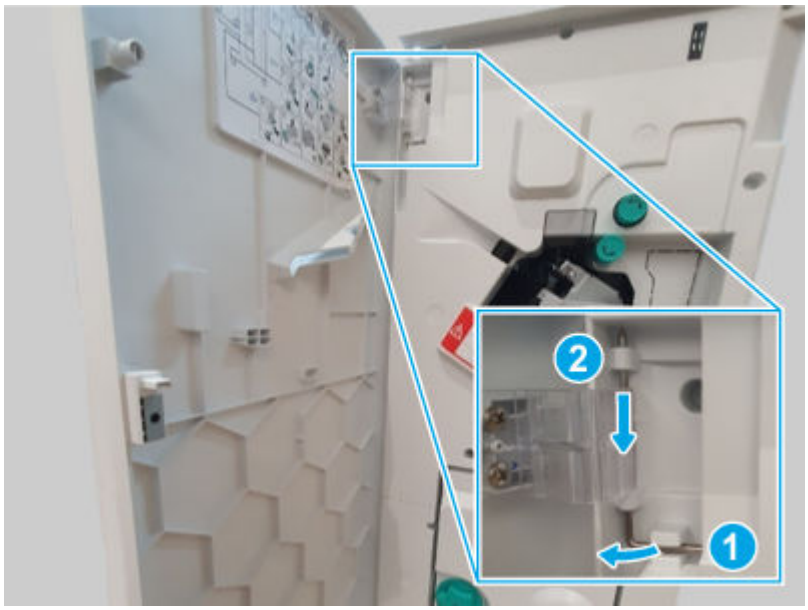


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

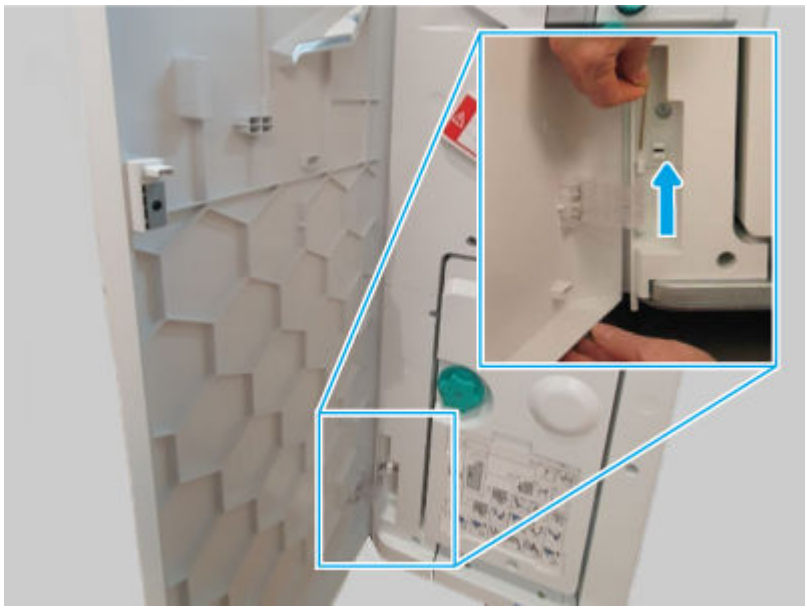
1. Release, and then remove the upper hinge pin.

Figure 5-1478 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1479 Remove the door



3. Remove the external finisher top cover

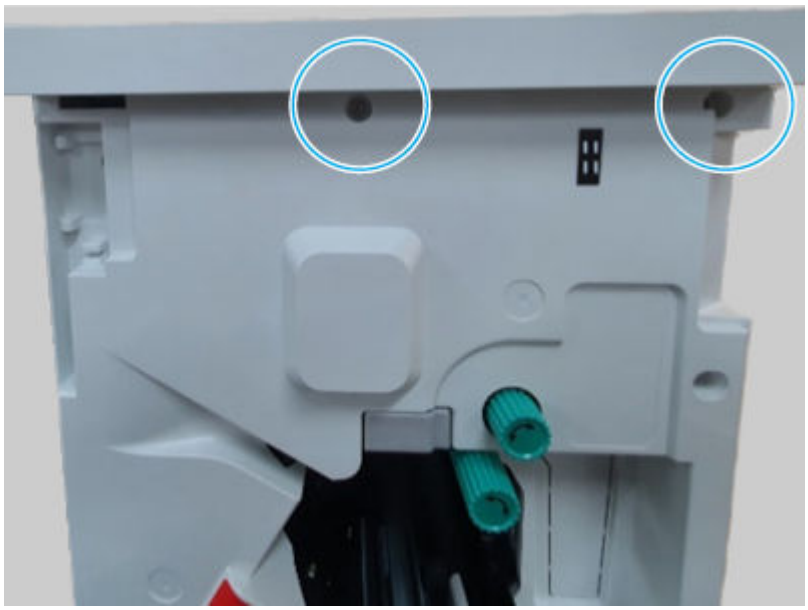
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1480 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1481 Remove the cover

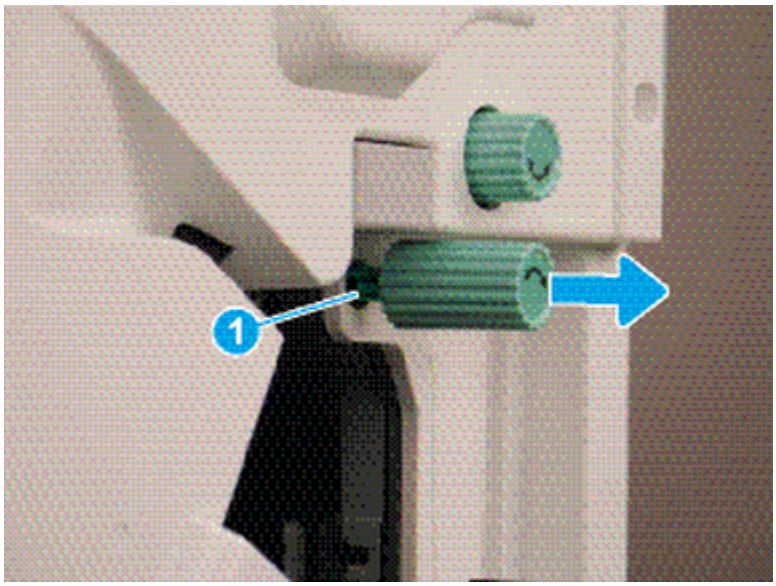


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

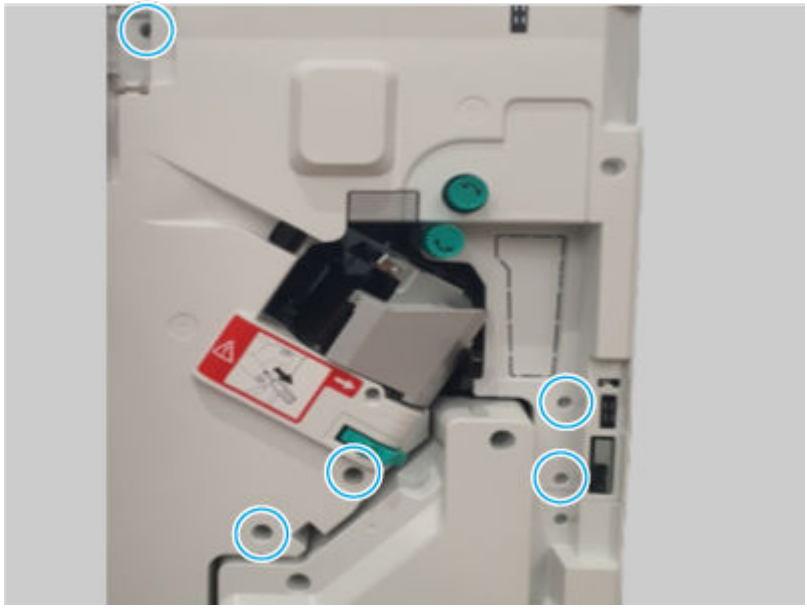
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1482 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1483 Remove the cover

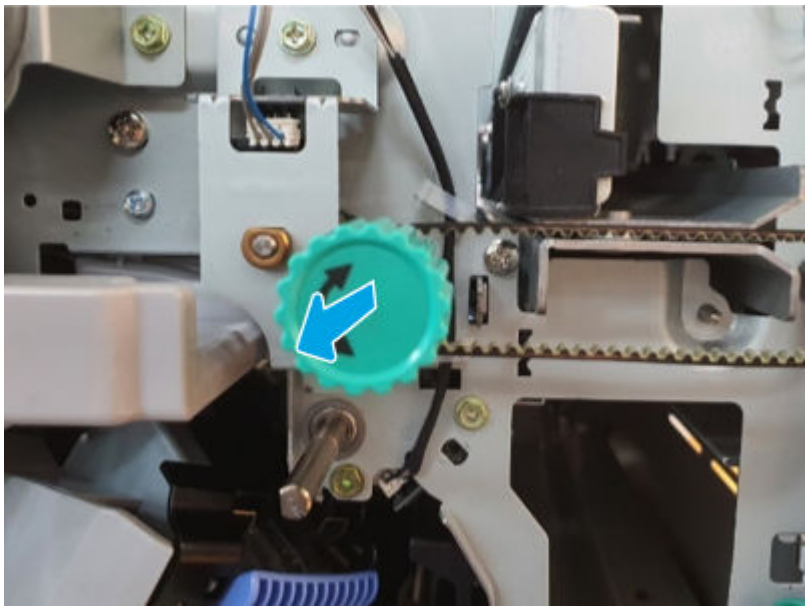


5. Remove the external finisher tray diverter home sensor

Use the following procedure to remove and replace the external finisher tray diverter home sensor.

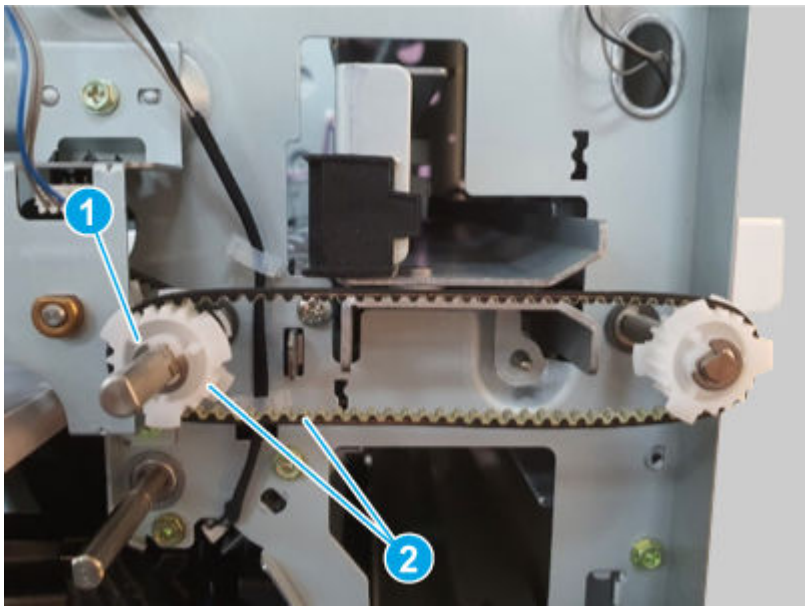
1. Remove the green handle.

Figure 5-1484 Remove the handle



2. Use a pair of tweezers to remove one e-ring (callout 1), and then remove the gear and belt (callout 2).

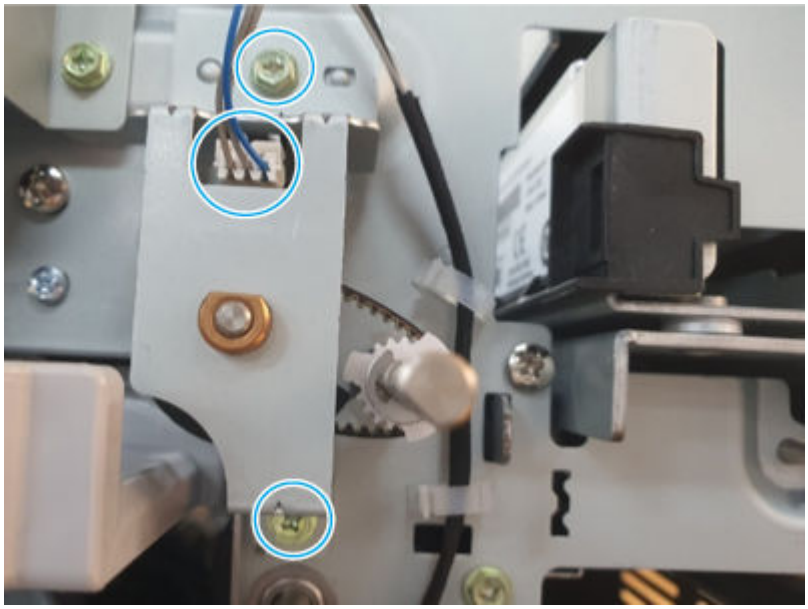
Figure 5-1485 Remove the gear and belt



3. Disconnect one connector, remove two screws, and then remove the sensor and bracket.

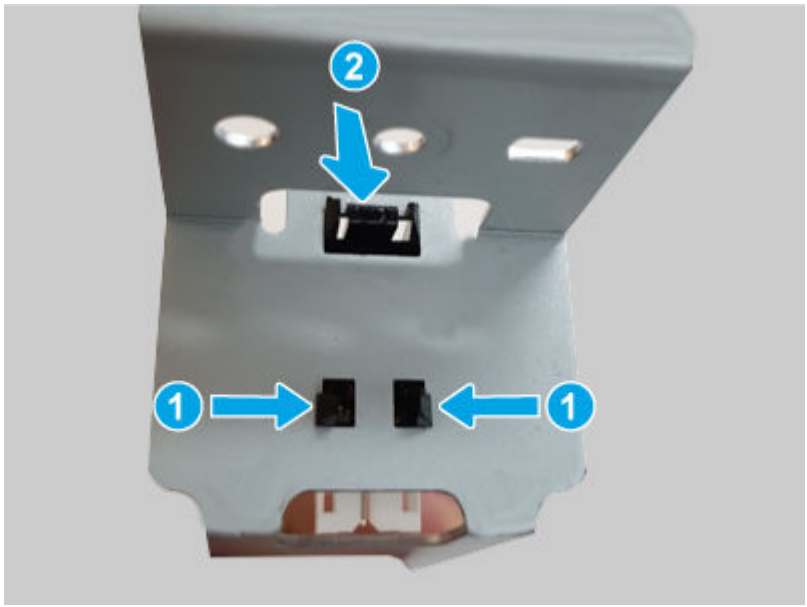
NOTE: If the tray diverter home sensor assembly is being removed to gain access to another part, stop now.

Figure 5-1486 Remove the sensor and bracket



4. Do the following:
   - Release the hooks (callout 1).
   - Slide the sensor assembly as shown below (callout 2).
   - Remove the tray diverter home position sensor from the bracket.

Figure 5-1487 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Top exit unit

Review the external finisher top exit unit removal procedures.

Removal and replacement: Top exit sensor

Learn about removing and replacing the external finisher top exit sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-222 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Top exit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

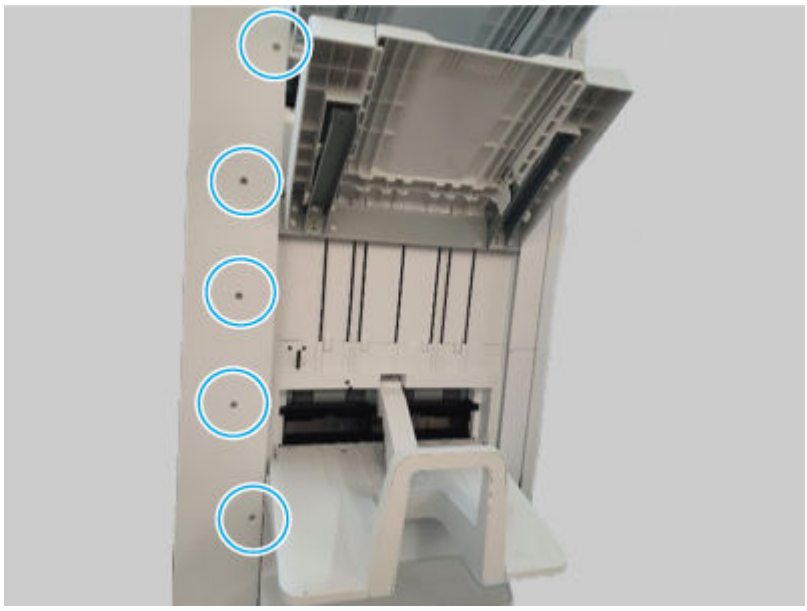
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

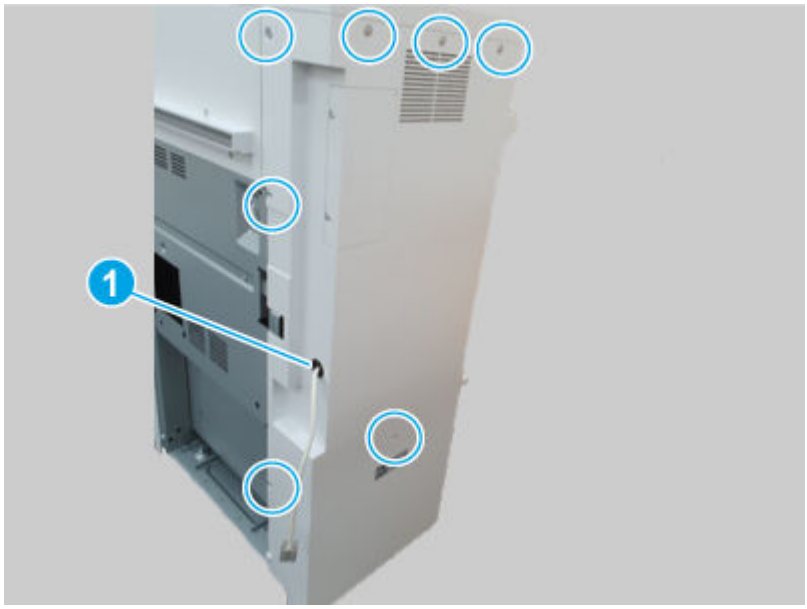
Figure 5-1488 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1489 Remove the cover

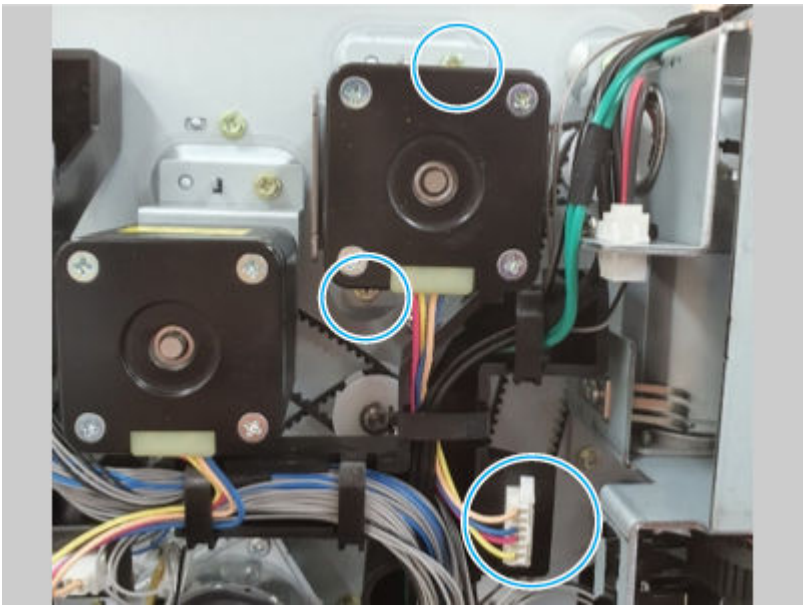


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-1490 Remove the assembly

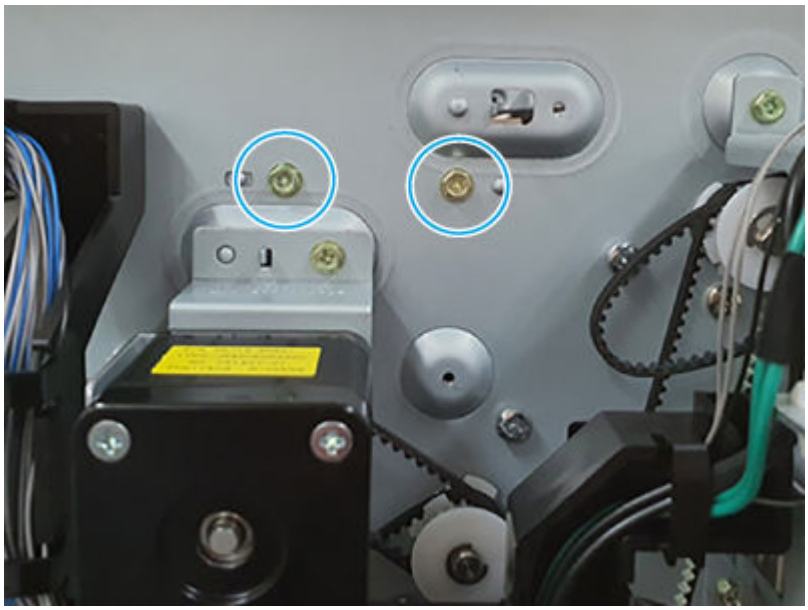


3. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

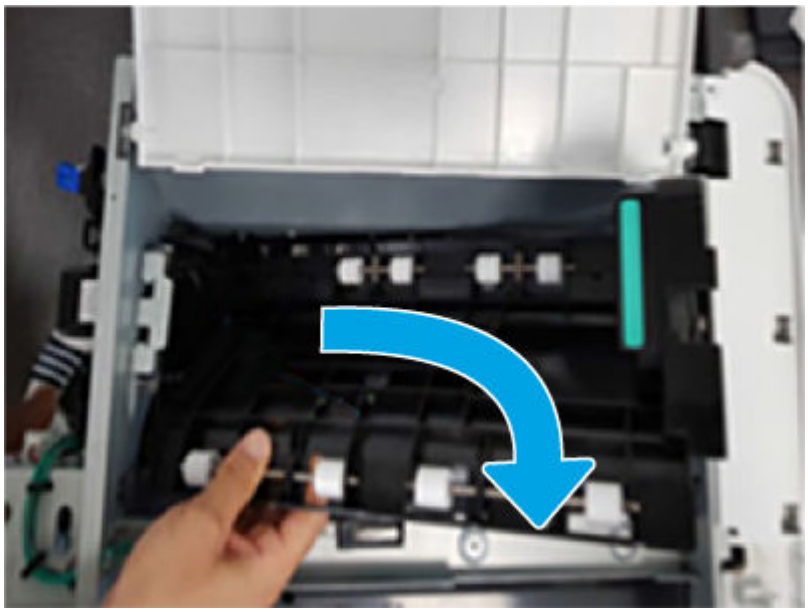
1. Remove two screws.

Figure 5-1491 Remove two screws



2. Pull the top jam cover assembly out of the finisher.

Figure 5-1492 Remove the assembly

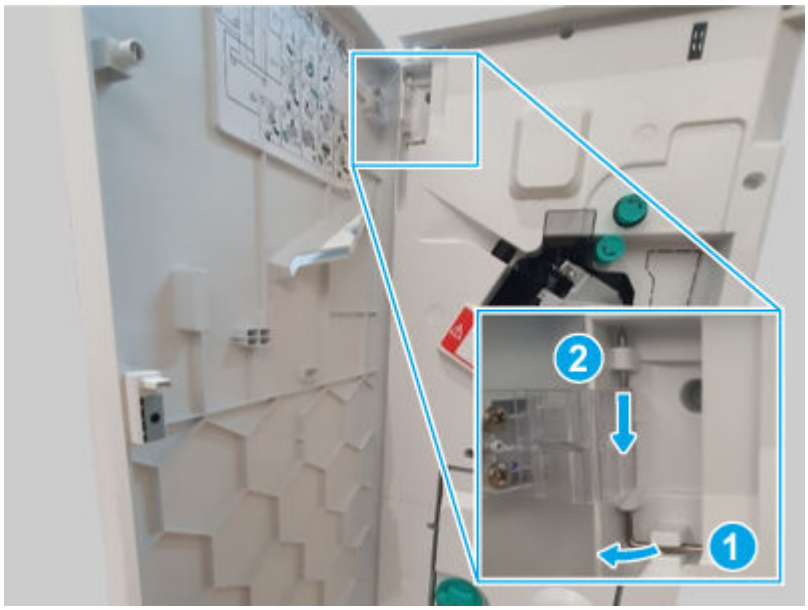


4. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

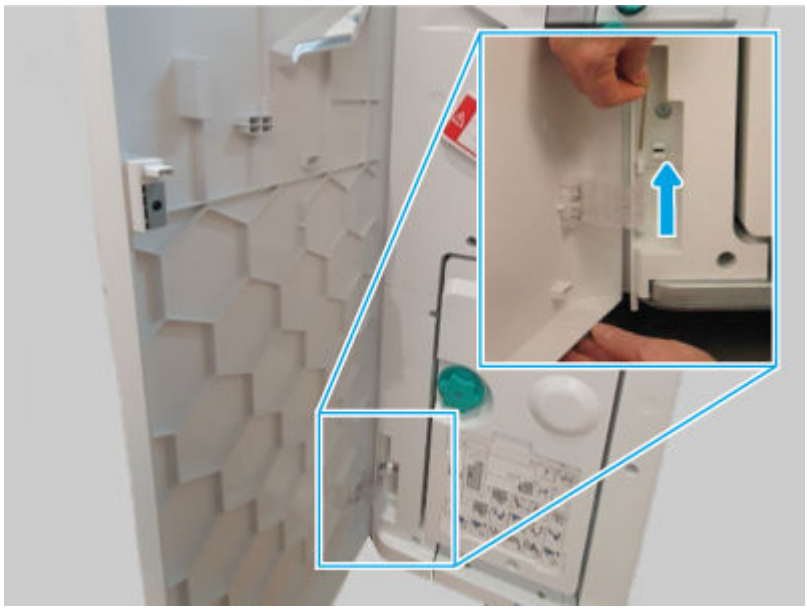
1. Release, and then remove the upper hinge pin.

Figure 5-1493 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1494 Remove the door



5. Remove the external finisher top cover

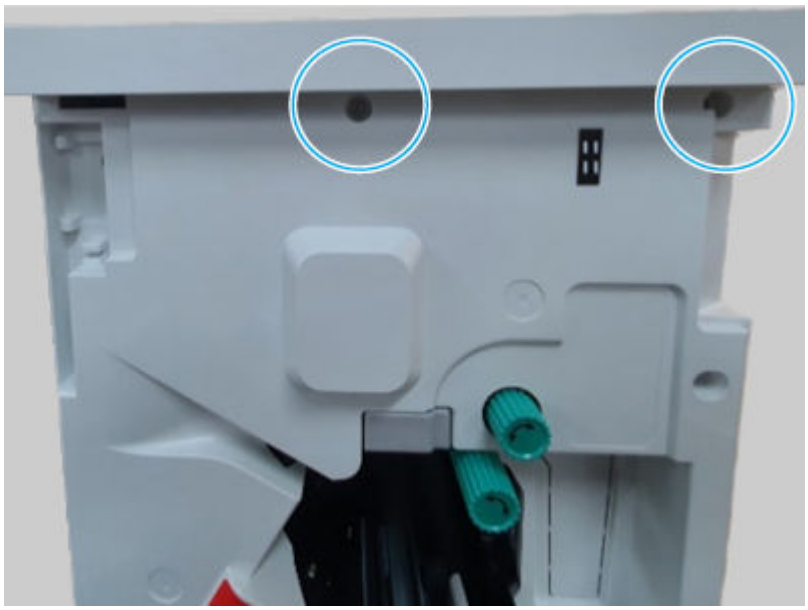
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1495 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1496 Remove the cover

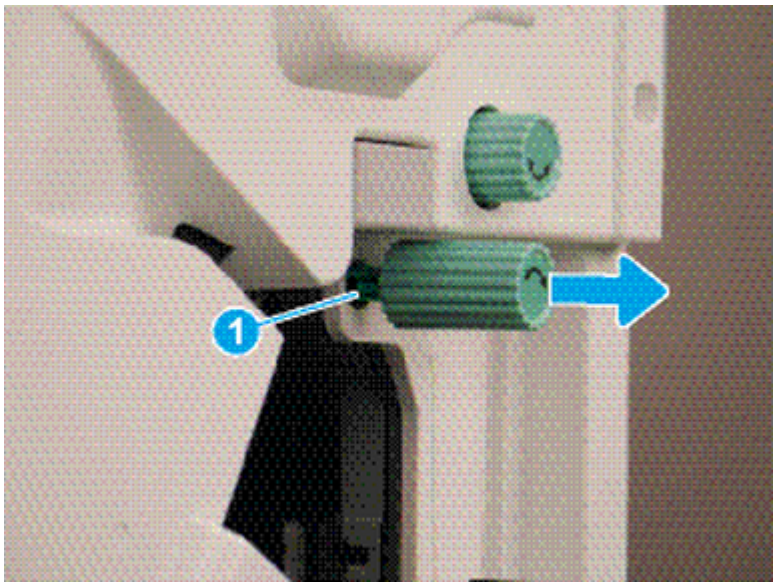


6. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

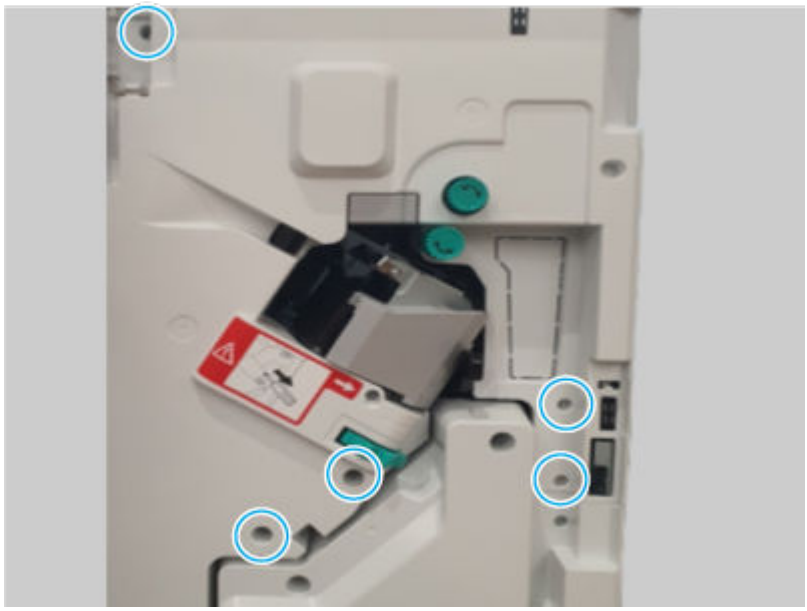
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1497 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1498 Remove the cover

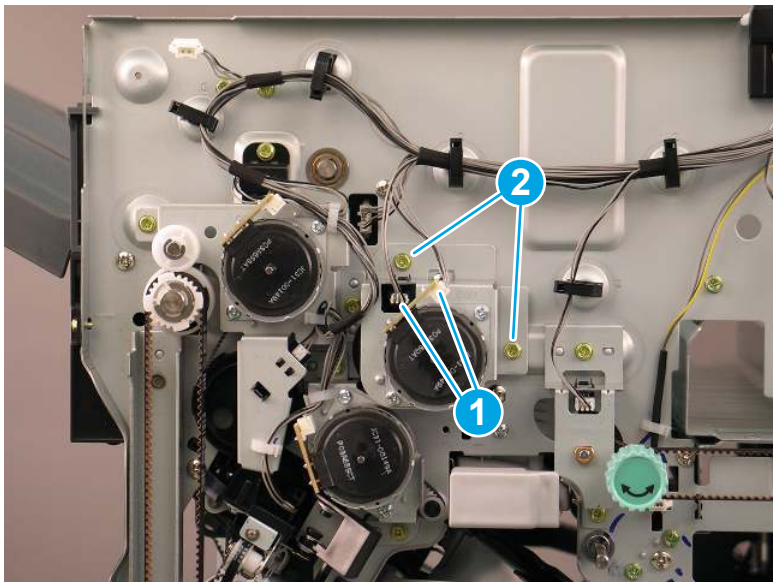


7. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-1499 Remove the assembly

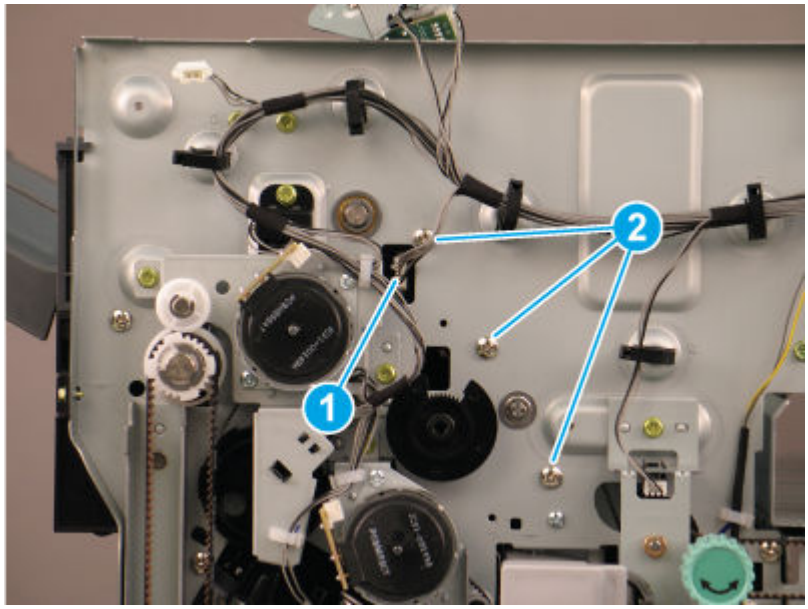


8. Remove the external finisher top lower feed assembly

Use the following procedure to remove and replace the external finisher top lower feed assembly.

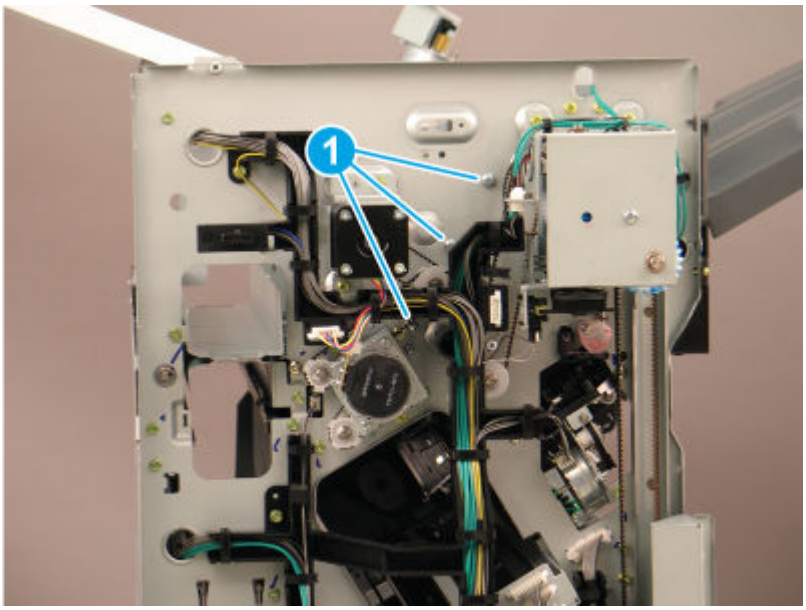
1. Disconnect one connector (callout 1), remove three screws (callout 2).

Figure 5-1500 Disconnect connector and remove screws



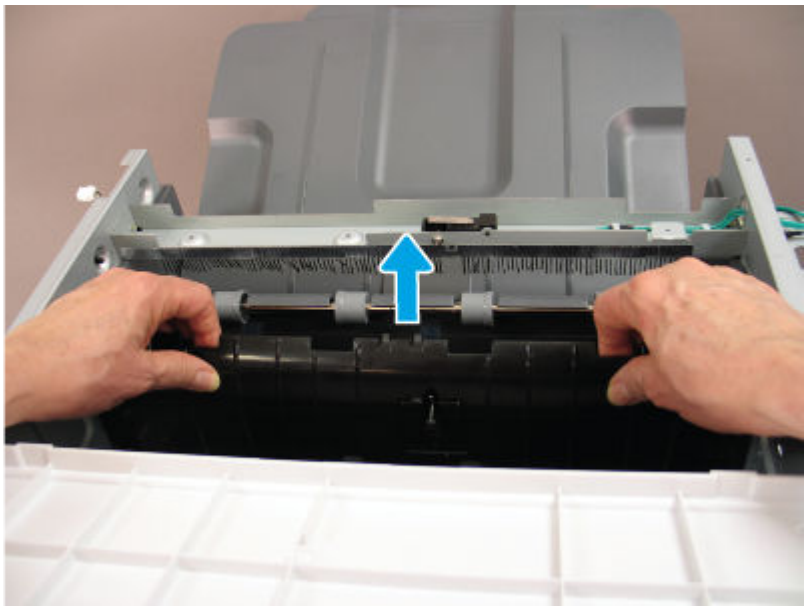
2. Remove three screws (callout 1).

Figure 5-1501 Remove three screws



3. Pull the top lower feed assembly straight up and out of the finisher.

Figure 5-1502 Remove the assembly



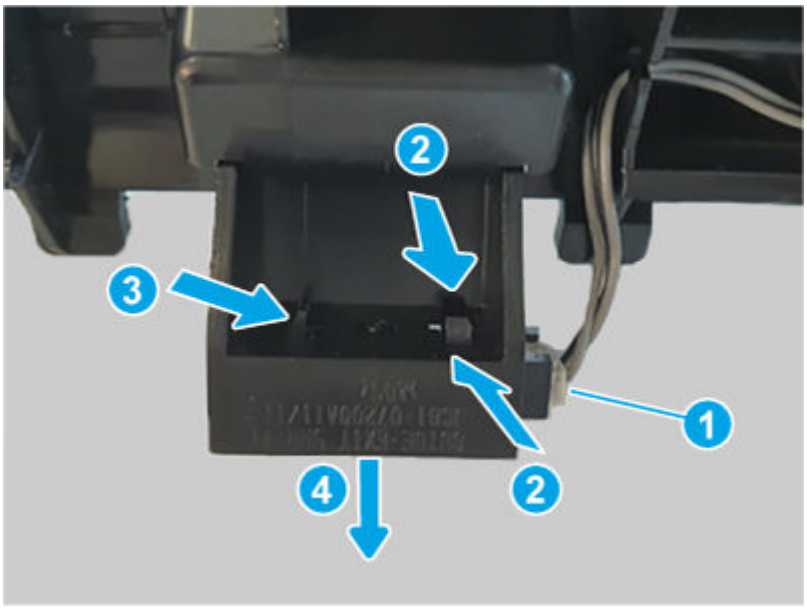
9. Remove the external finisher top exit sensor

Use the following procedure to remove and replace the external finisher top exit sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).

- Slide the sensor assembly as shown below (callout 3).
- Remove the top exit sensor (callout 4).

Figure 5-1503 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit motor assembly

Learn about removing and replacing the external finisher exit motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-223 Part information

Part number	Part description
8GS05-60106	Exit motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

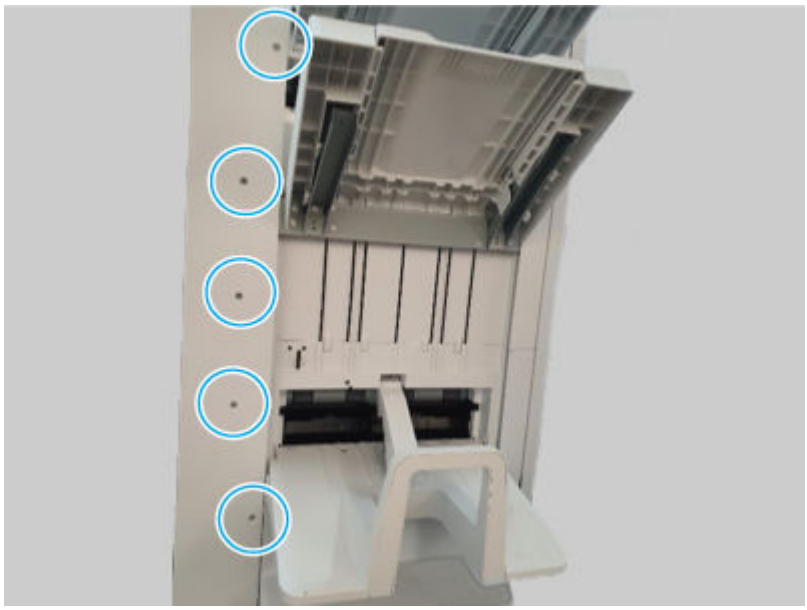
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

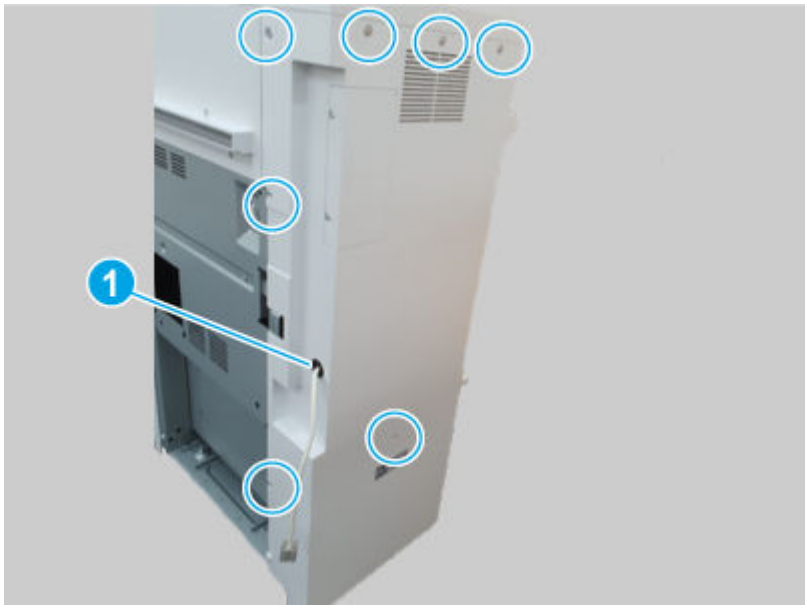
Figure 5-1504 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1505 Remove the cover

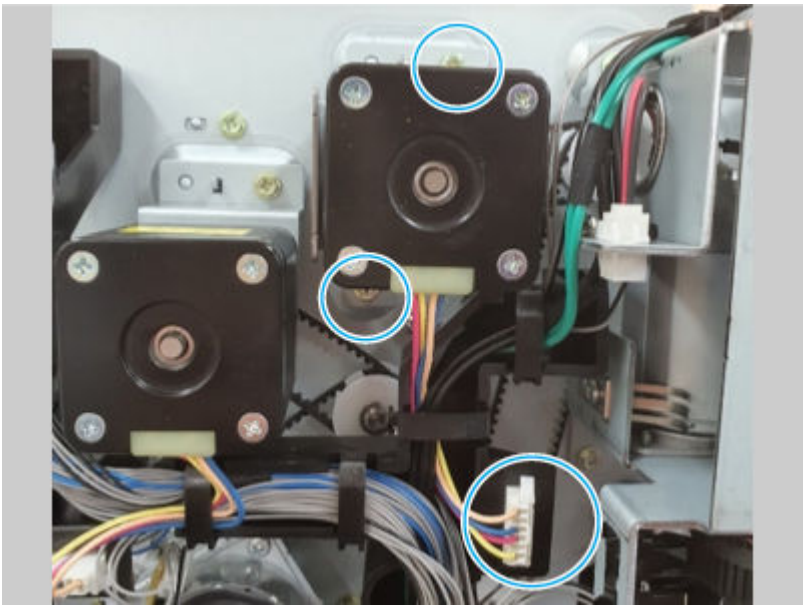


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-1506 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit motor

Learn about removing and replacing the external finisher exit motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-224 Part information

Part number	Part description
3SJ19-80501	Exit motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

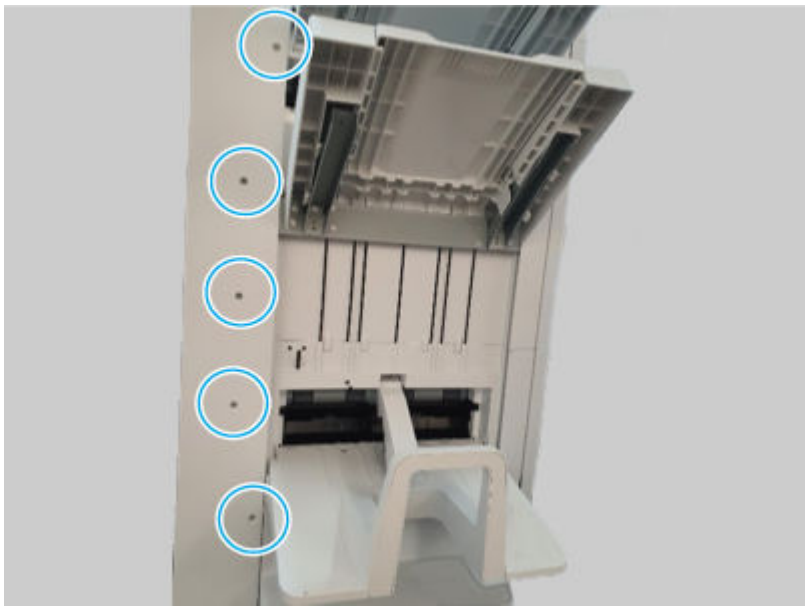
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

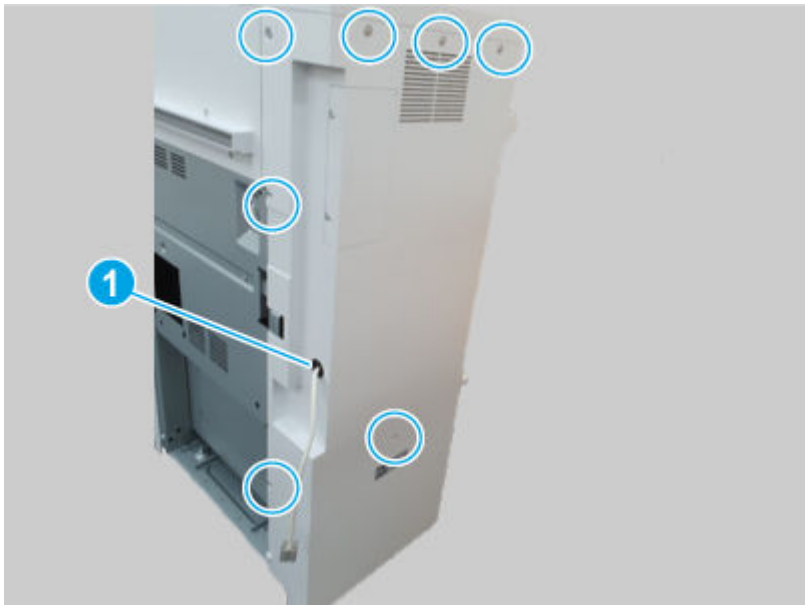
Figure 5-1507 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1508 Remove the cover

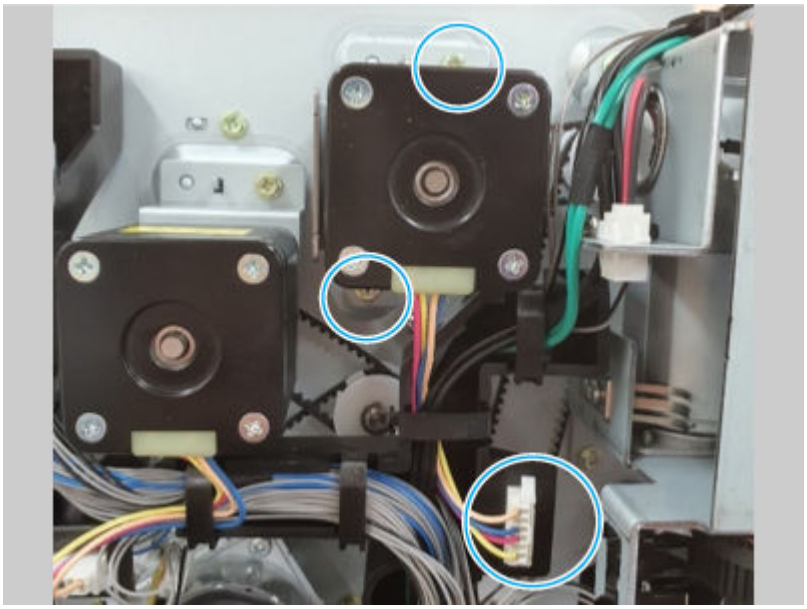


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-1509 Remove the assembly



3. Remove the external finisher exit motor

Use the following procedure to remove and replace the external finisher exit motor.

- Remove two screws, and then remove the exit motor.

Figure 5-1510 Remove the motor

4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Top output tray unit

Review the external finisher top output tray unit removal procedures.

Removal and replacement: Top lower feed assembly

Learn about removing and replacing the external finisher top lower feed assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-225 Part information

Part number	Part description
JC90-01454A	Top lower feed assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

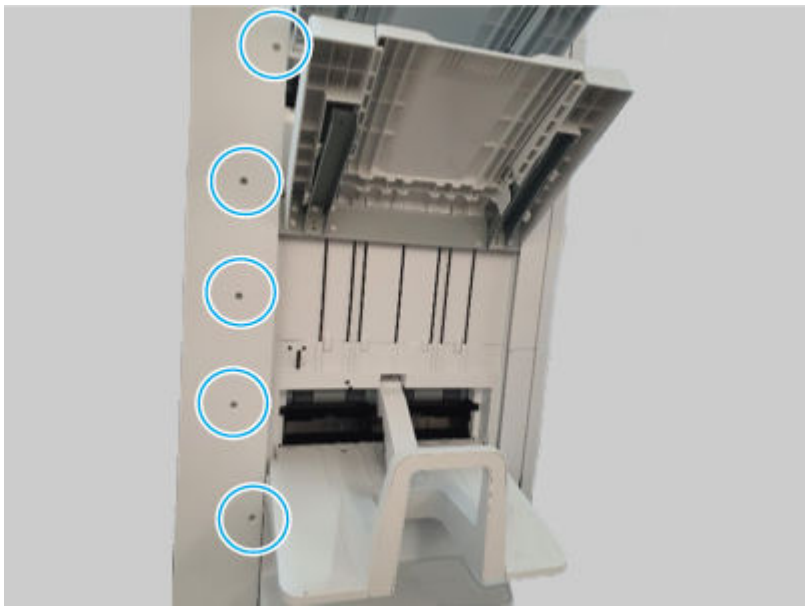
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

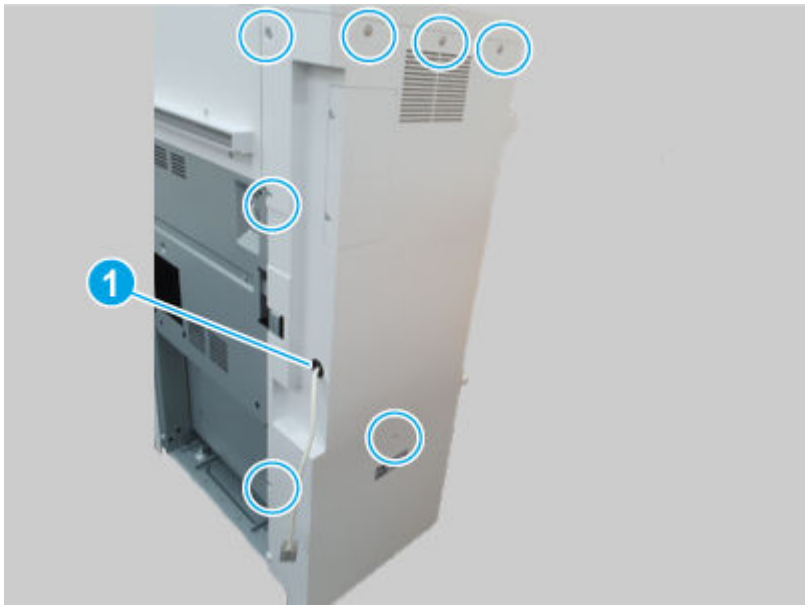
Figure 5-1511 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1512 Remove the cover

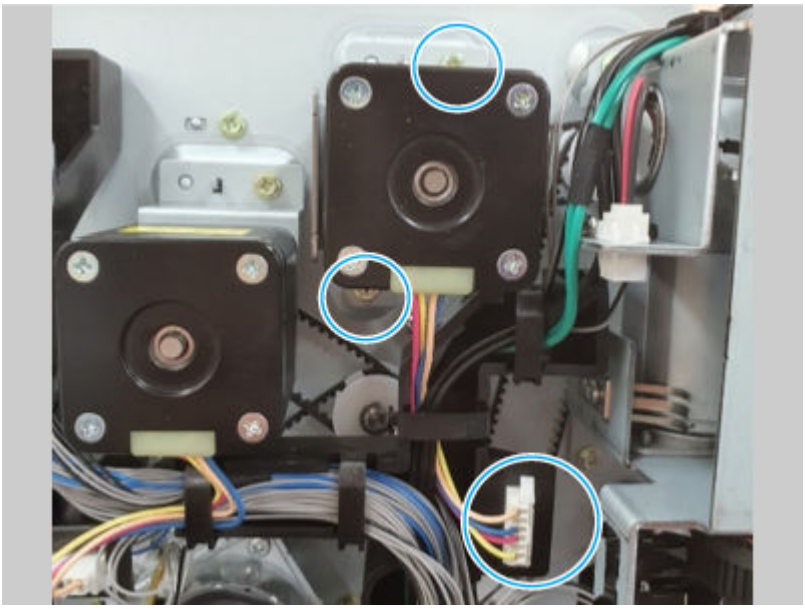


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-1513 Remove the assembly

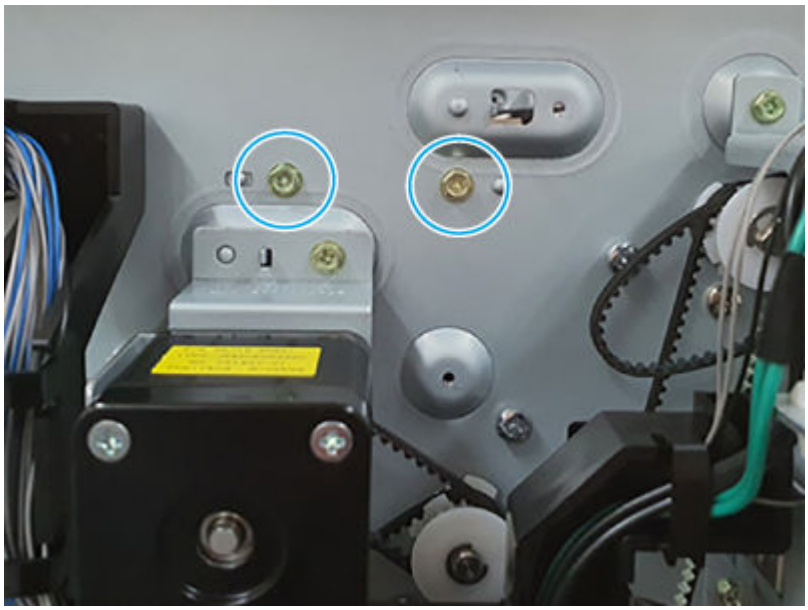


3. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

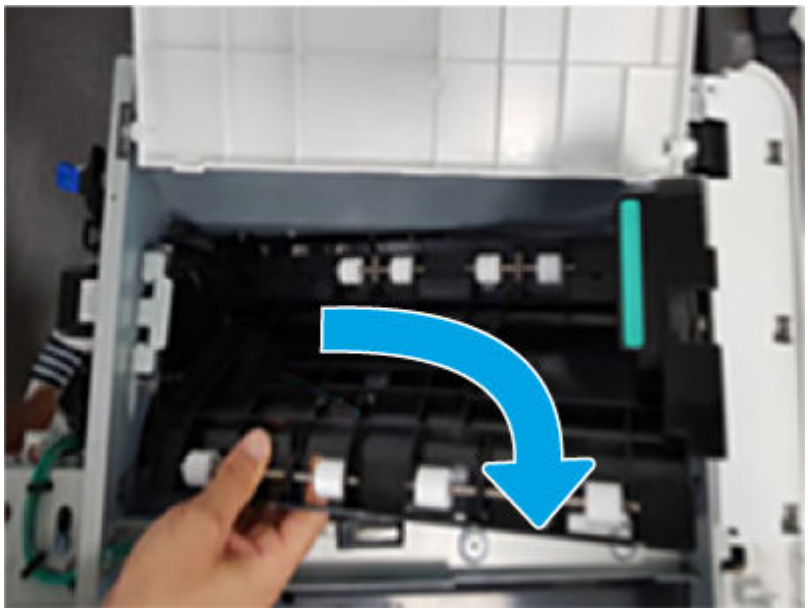
1. Remove two screws.

Figure 5-1514 Remove two screws



2. Pull the top jam cover assembly out of the finisher.

Figure 5-1515 Remove the assembly

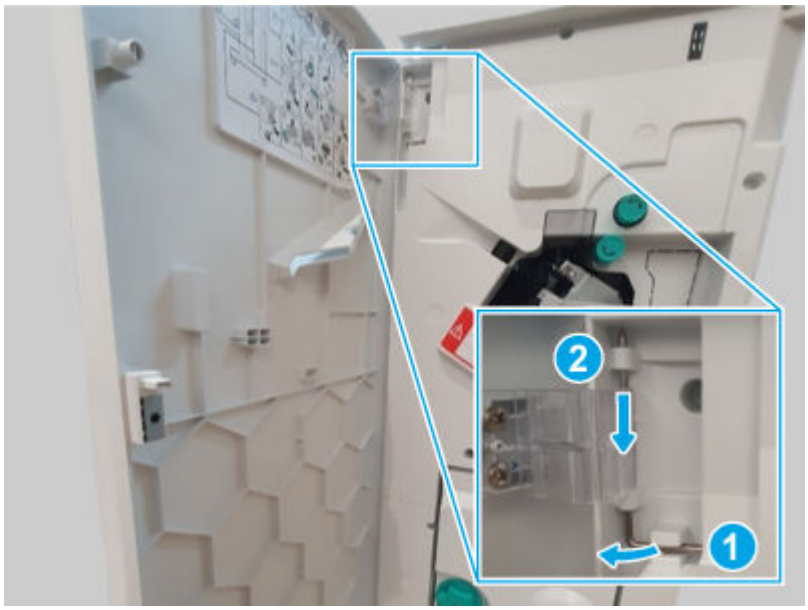


4. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

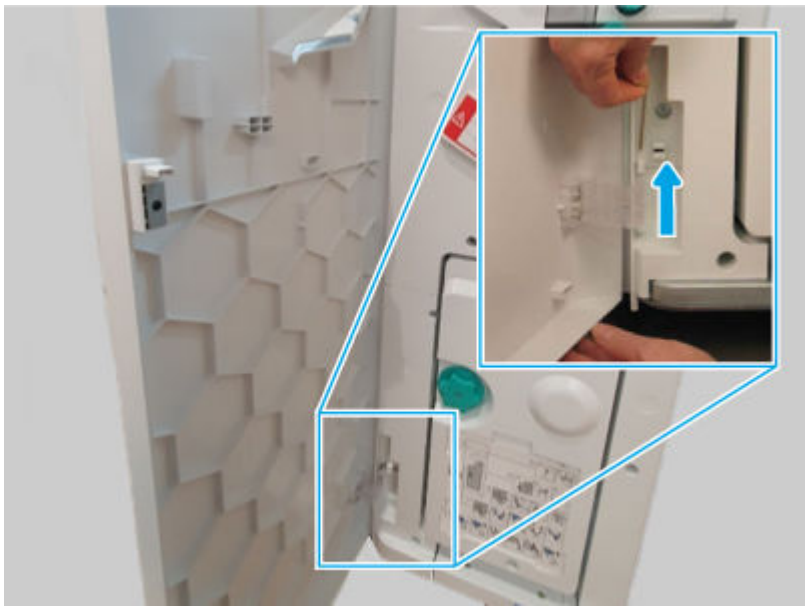
1. Release, and then remove the upper hinge pin.

Figure 5-1516 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1517 Remove the door



5. Remove the external finisher top cover

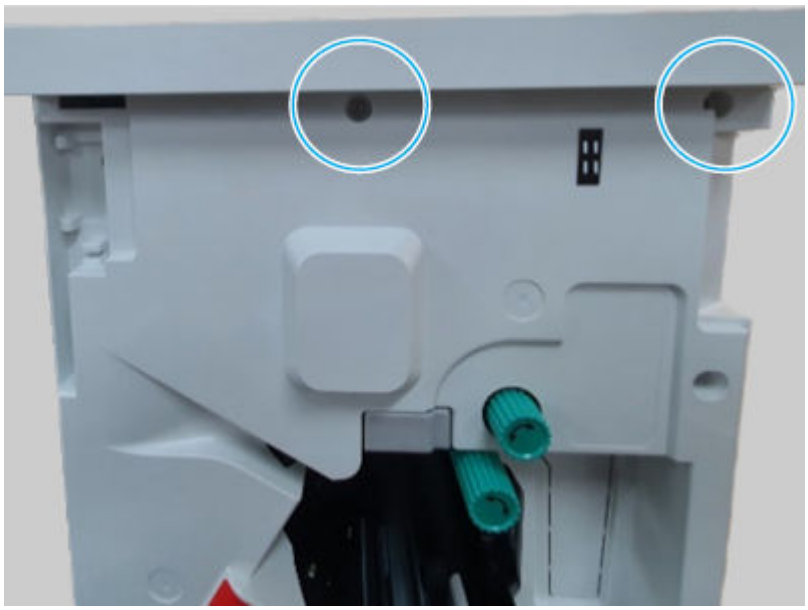
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1518 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1519 Remove the cover

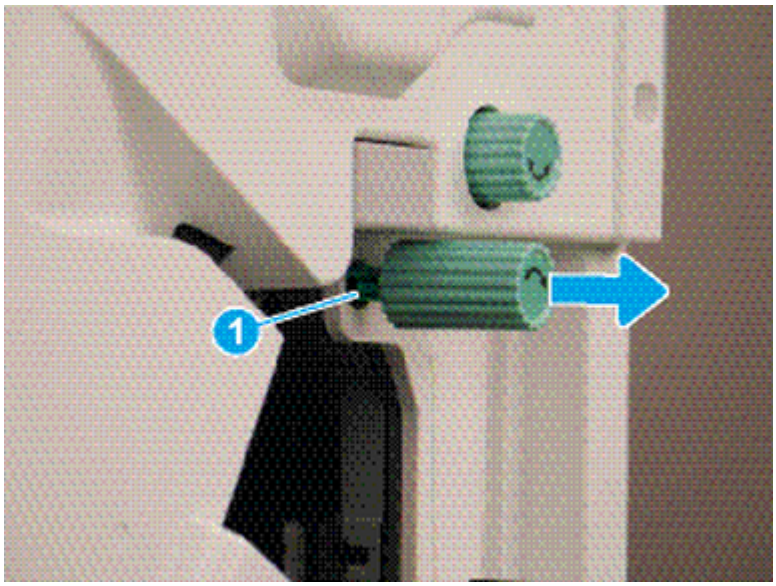


6. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

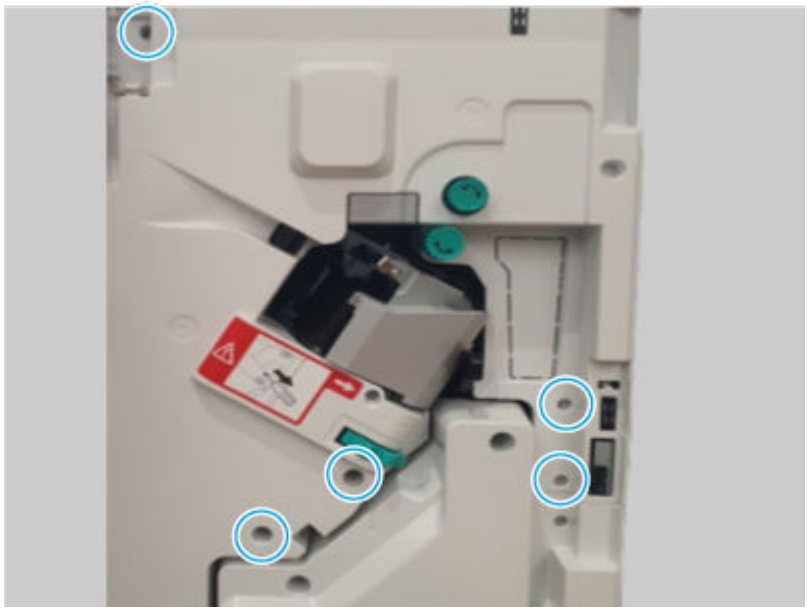
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1520 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1521 Remove the cover

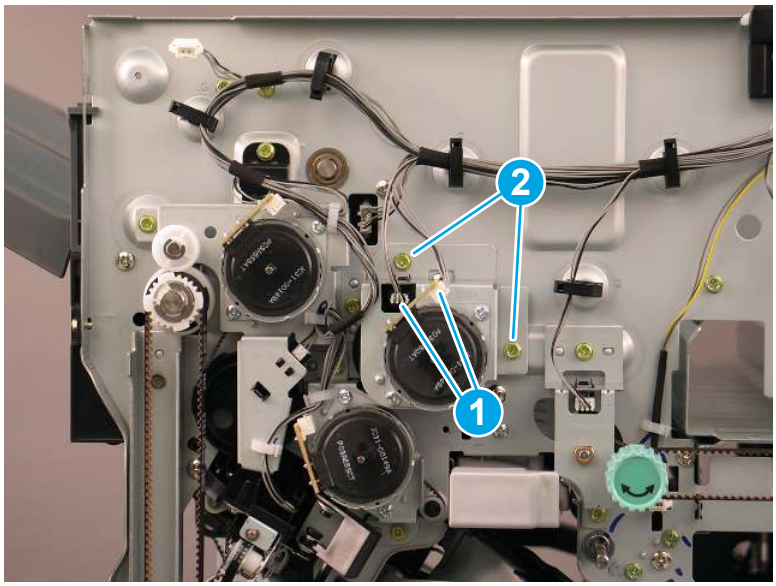


7. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-1522 Remove the assembly

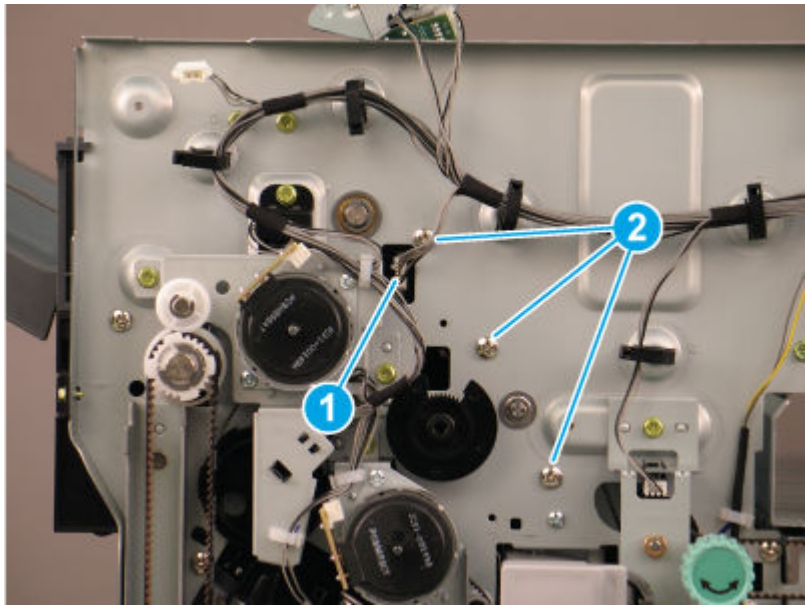


8. Remove the external finisher top lower feed assembly

Use the following procedure to remove and replace the external finisher top lower feed assembly.

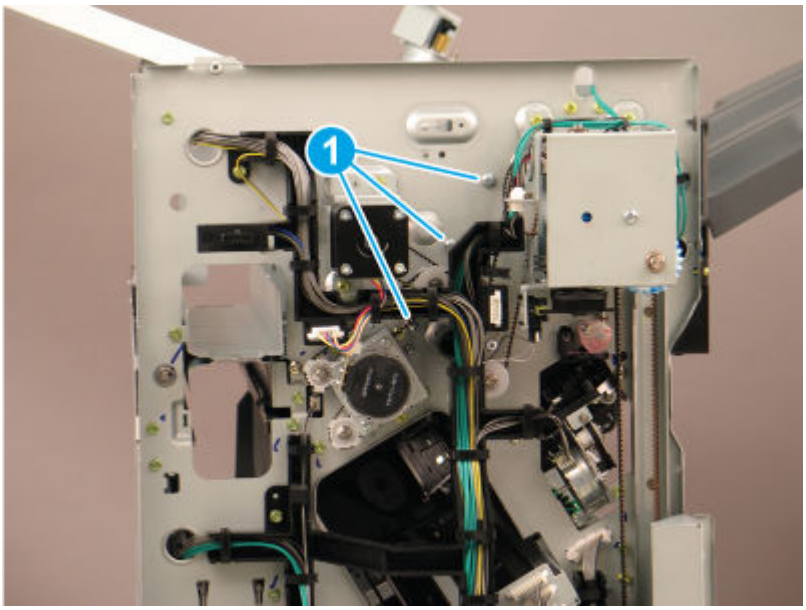
1. Disconnect one connector (callout 1), remove three screws (callout 2).

Figure 5-1523 Disconnect connector and remove screws



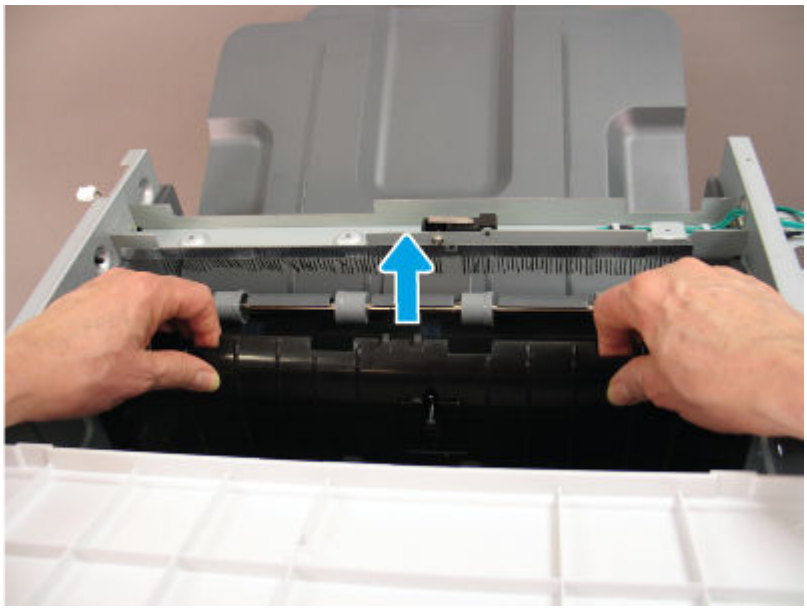
2. Remove three screws (callout 1).

Figure 5-1524 Remove three screws



3. Pull the top lower feed assembly straight up and out of the finisher.

Figure 5-1525 Remove the assembly



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray extension

Learn about removing and replacing the external finisher tray extension.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-226 Part information

Part number	Part description
5QK09-40029	Tray extension

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

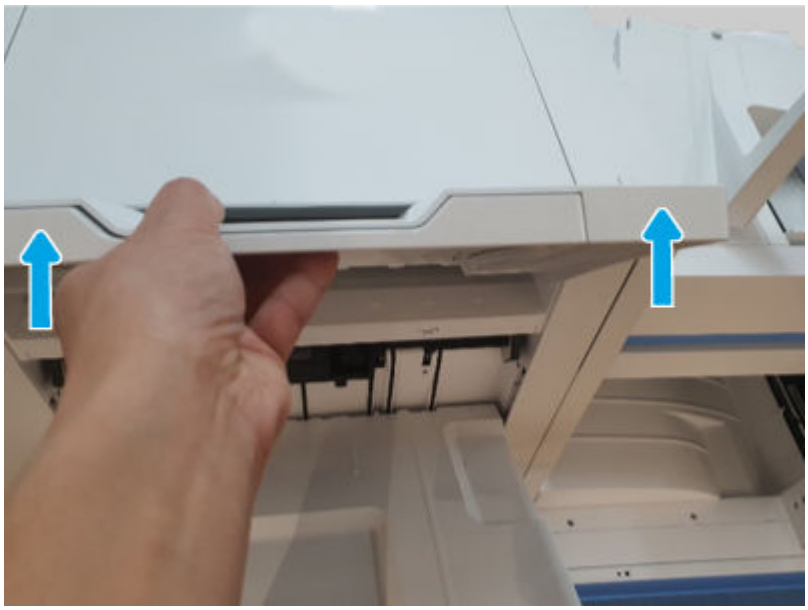
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top output tray

Use the following procedure to remove and replace the external finisher top output tray.

1. Rotate the tray up.

Figure 5-1526 Rotate the tray



2. Pull the top output tray out and away from the finisher to remove it.

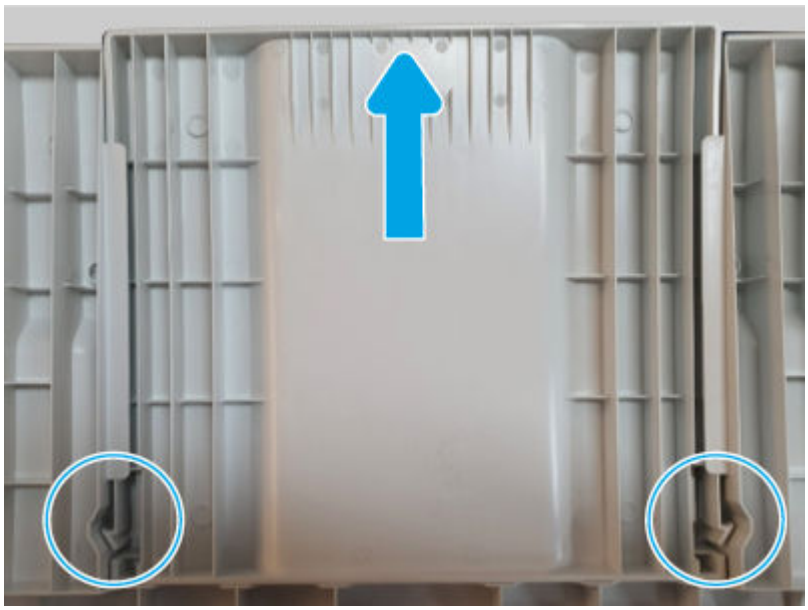
Figure 5-1527 Remove the tray

2. Remove the external finisher tray extension

Use the following procedure to remove and replace the external finisher tray extension.

- Release two hooks, and then slide the tray extension away from the top output tray to remove it.

Figure 5-1528 Remove the tray extension



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top output tray paper full sensor

Learn about removing and replacing the external finisher top output tray paper full sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-227 **Part information**

Part number	Part description
JC82-01039A	Tray sensor kit (Top output tray paper full sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

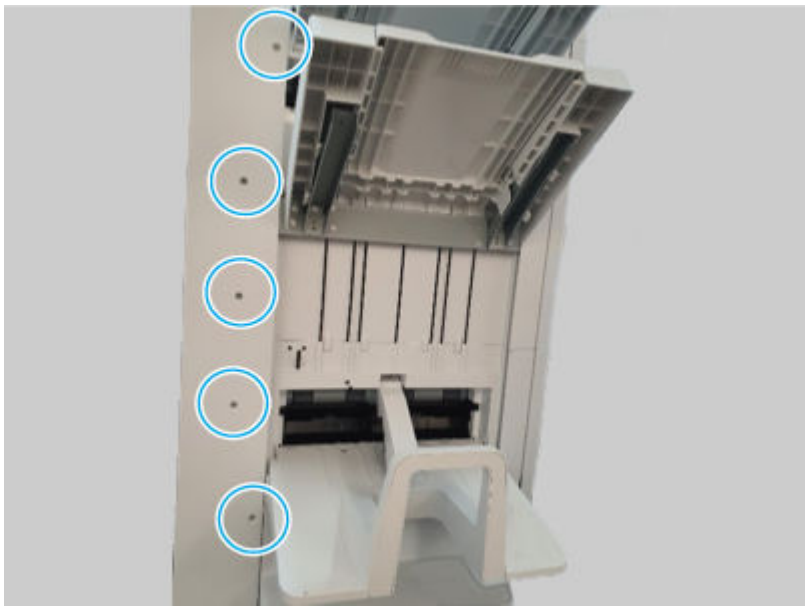
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

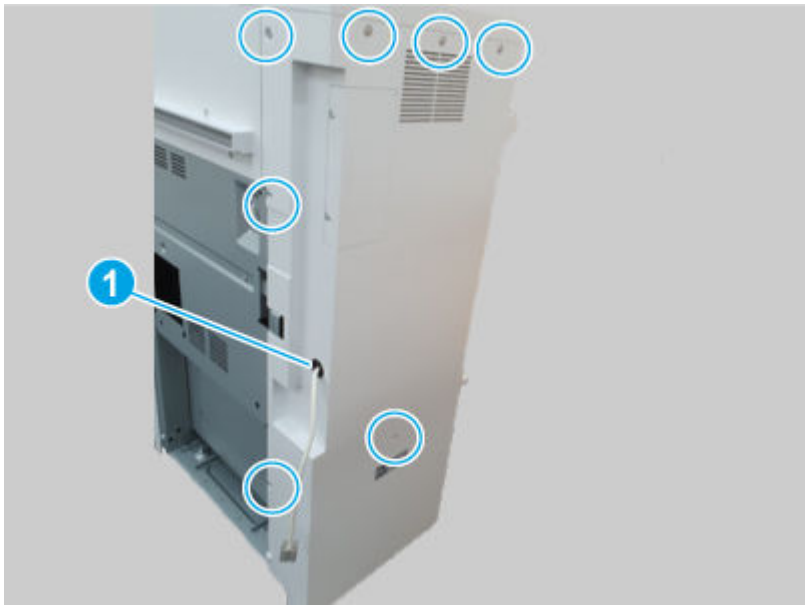
Figure 5-1529 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1530 Remove the cover

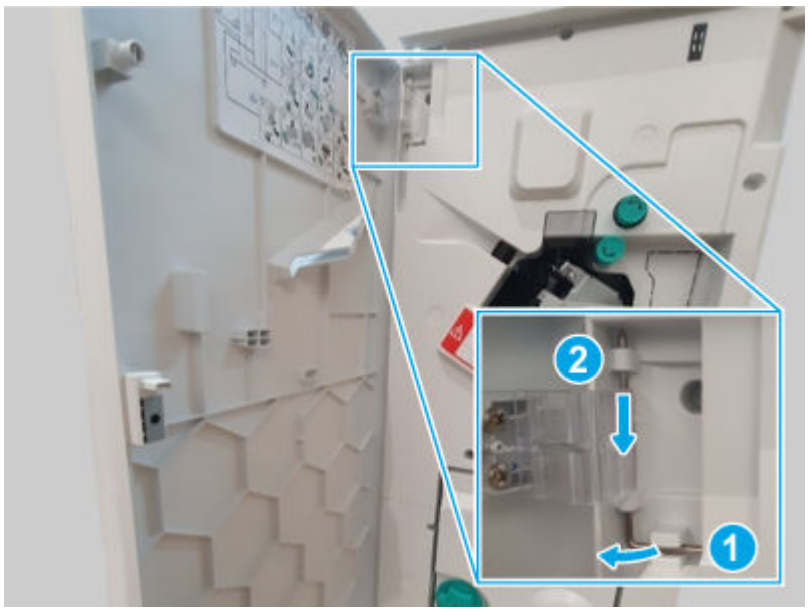


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

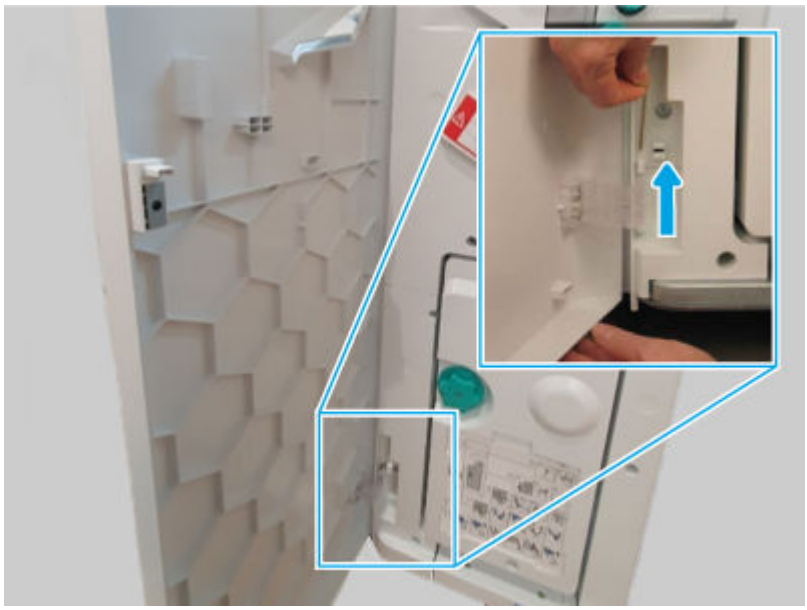
1. Release, and then remove the upper hinge pin.

Figure 5-1531 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1532 Remove the door



3. Remove the external finisher top cover

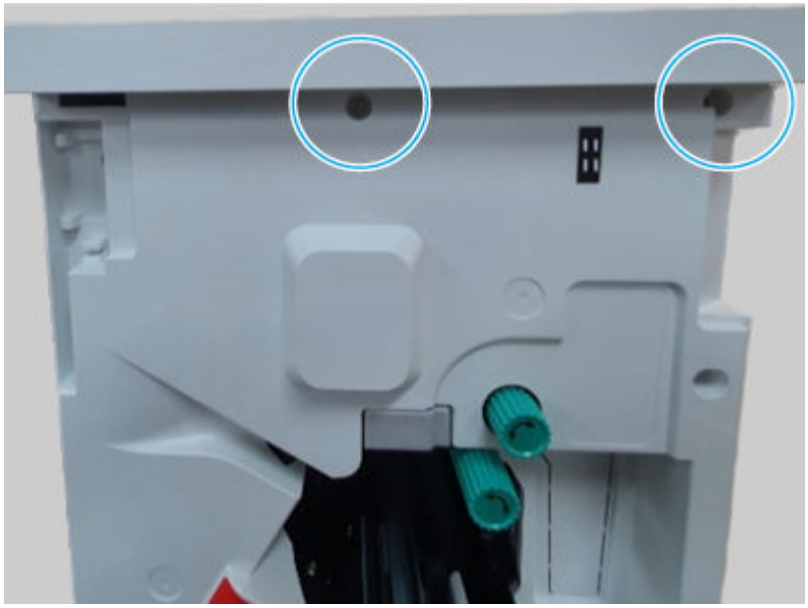
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1533 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1534 Remove the cover

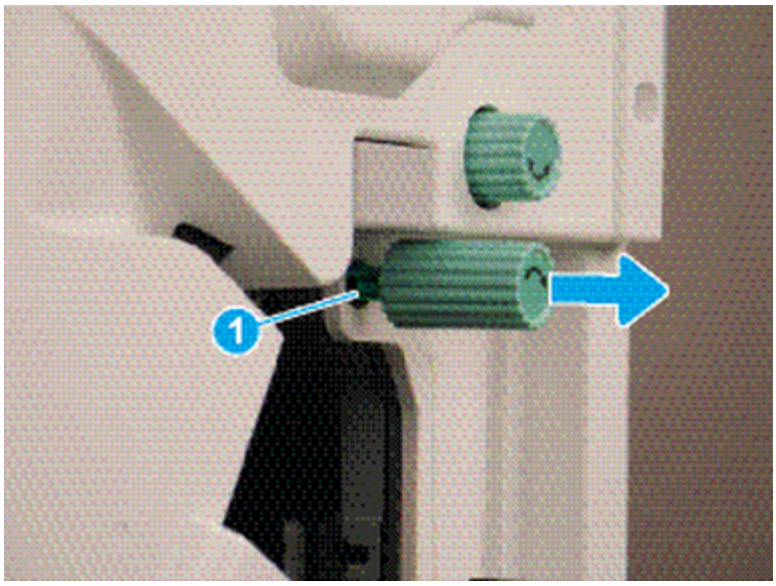


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

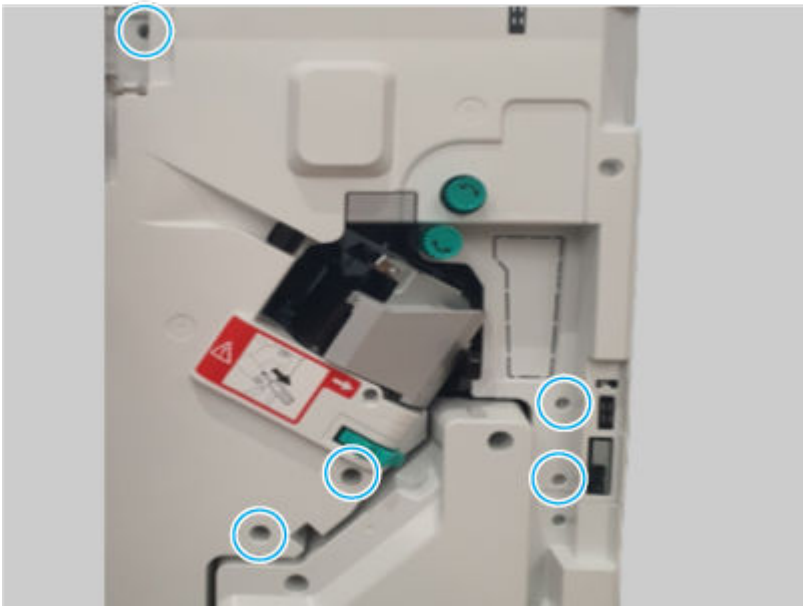
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1535 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1536 Remove the cover

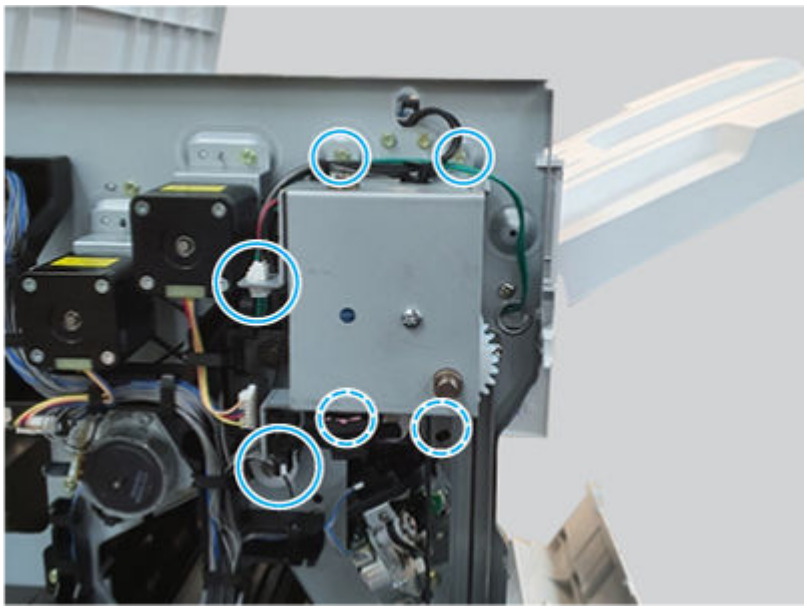


5. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-1537 Remove the sensor

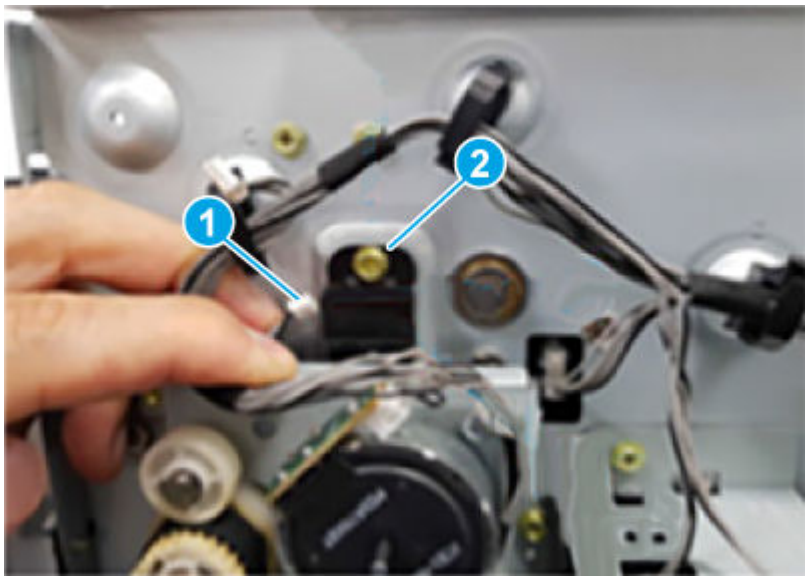


6. Remove the external finisher top output tray paper full sensor

Use the following procedure to remove and replace the external finisher top output tray paper full sensor.

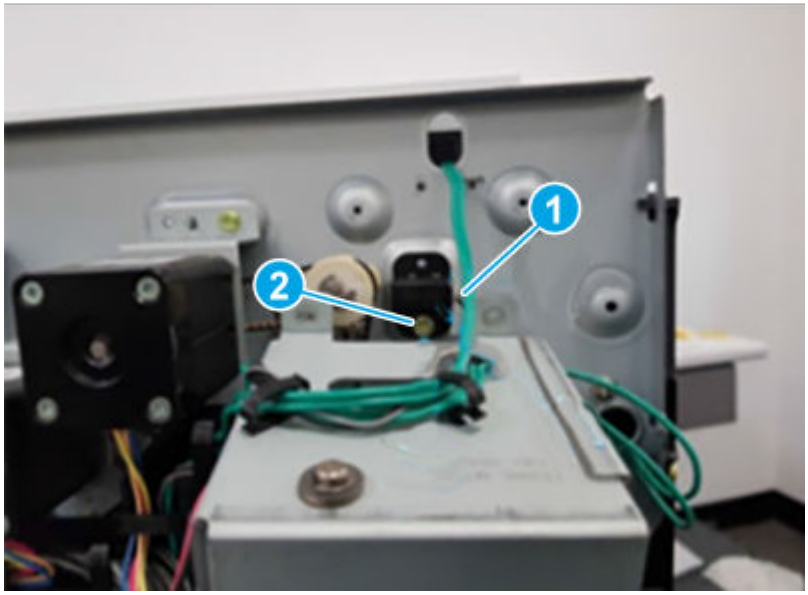
1. Disconnect one connector, and then remove one screw.

Figure 5-1538 Disconnect connector and remove the screw



2. Disconnect one connector, and then remove one screw.

Figure 5-1539 Disconnect connector and remove the screw



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Main exit unit

Review the external finisher main exit unit removal procedures.

Removal and replacement: Main exit sensor

Learn about removing and replacing the external finisher main exit sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-228 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Main exit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

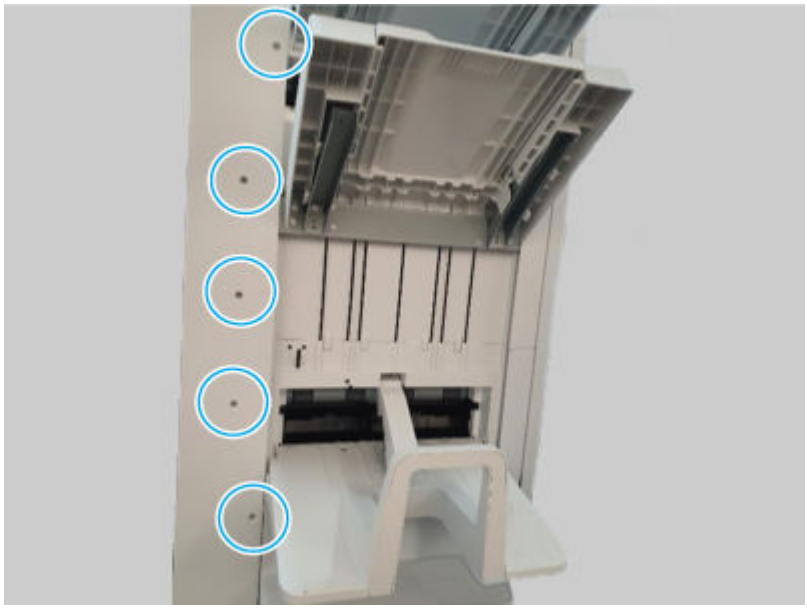
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

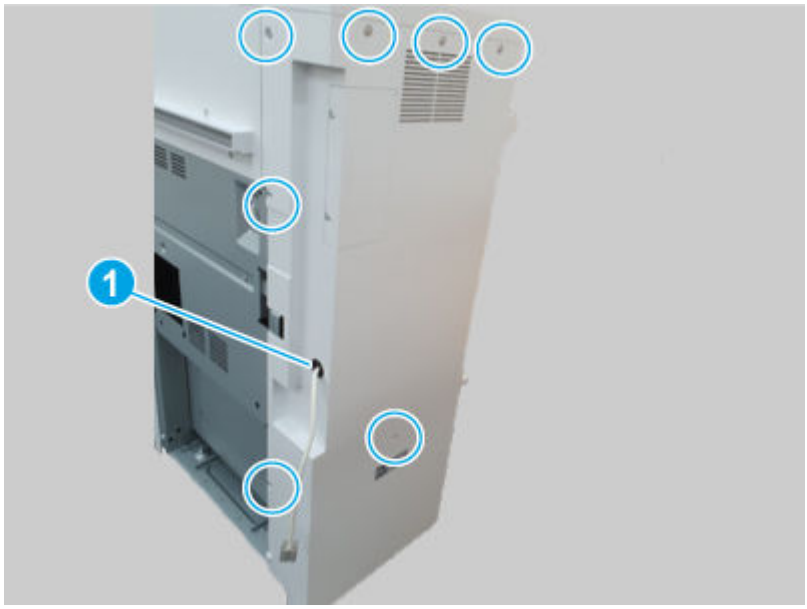
Figure 5-1540 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1541 Remove the cover

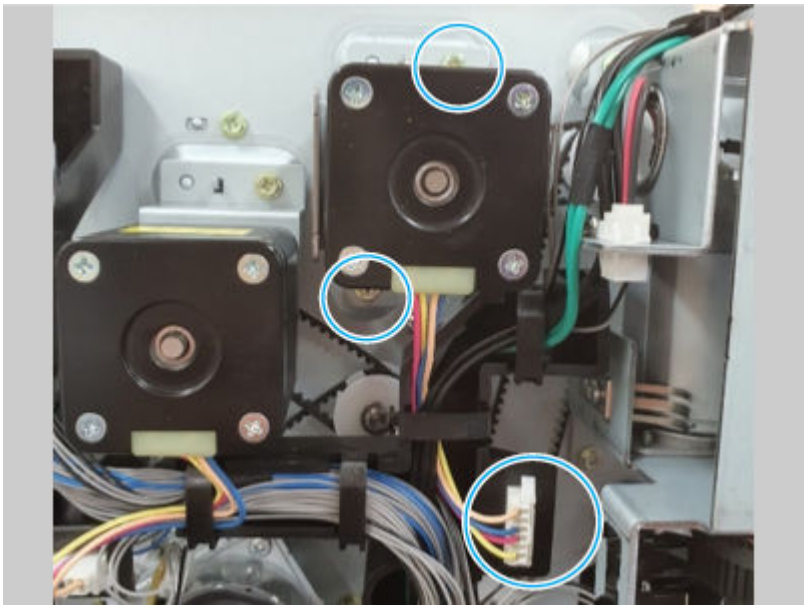


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-1542 Remove the assembly

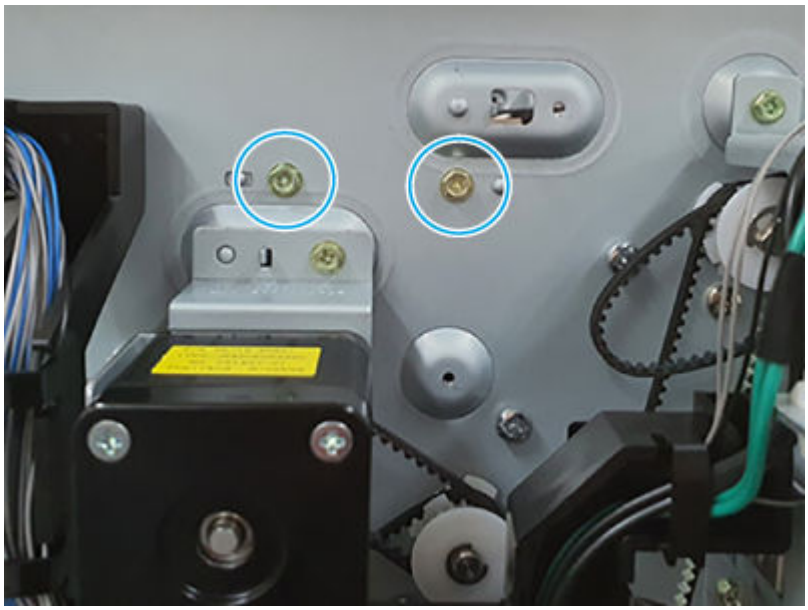


3. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

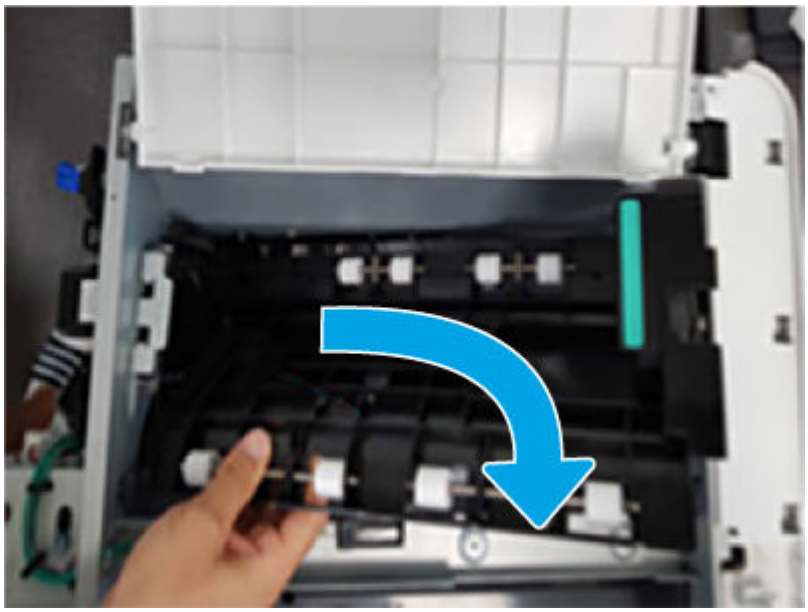
1. Remove two screws.

Figure 5-1543 Remove two screws



2. Pull the top jam cover assembly out of the finisher.

Figure 5-1544 Remove the assembly

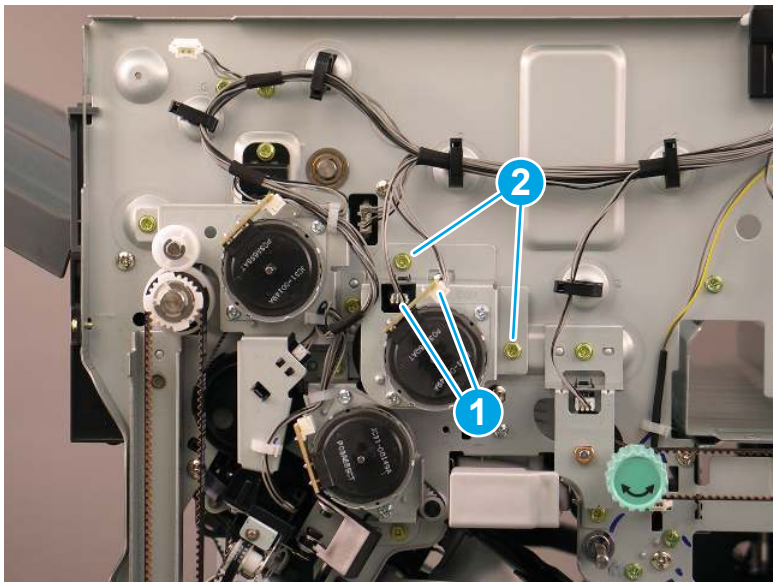


4. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-1545 Remove the assembly

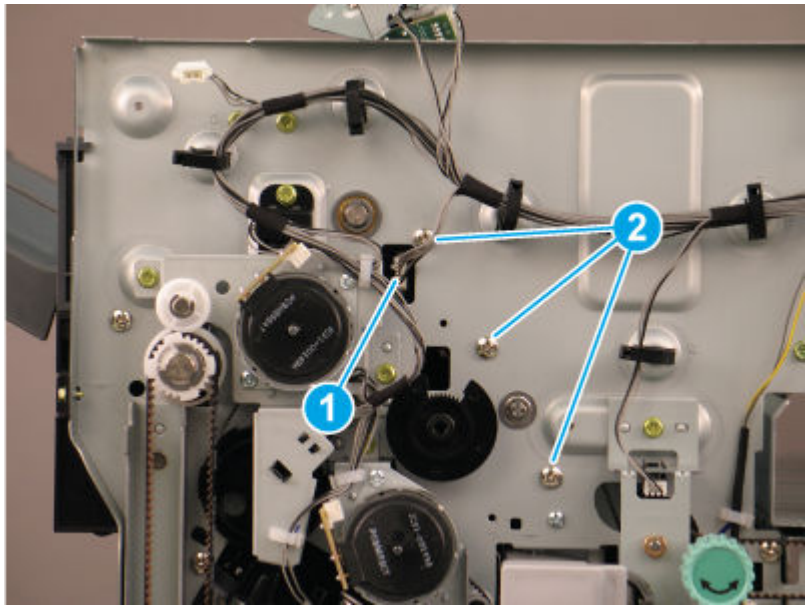


5. Remove the external finisher top lower feed assembly

Use the following procedure to remove and replace the external finisher top lower feed assembly.

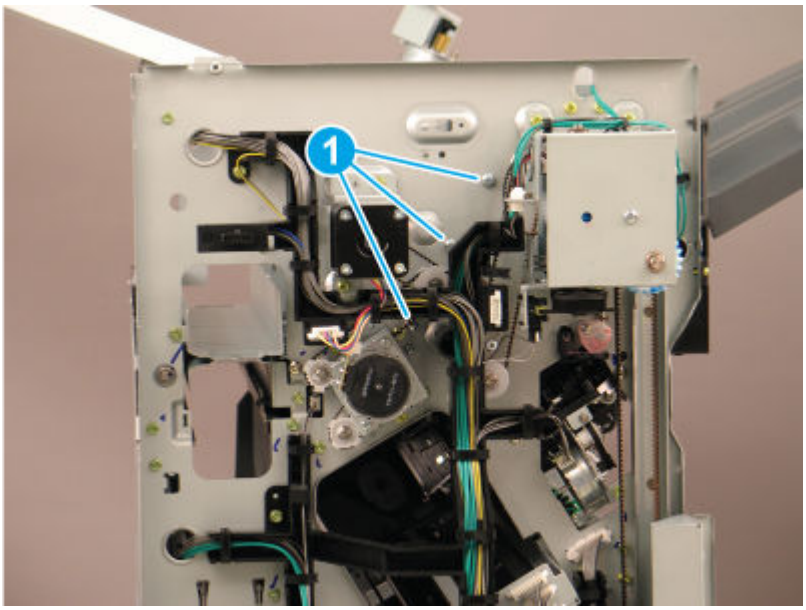
1. Disconnect one connector (callout 1), remove three screws (callout 2).

Figure 5-1546 Disconnect connector and remove screws



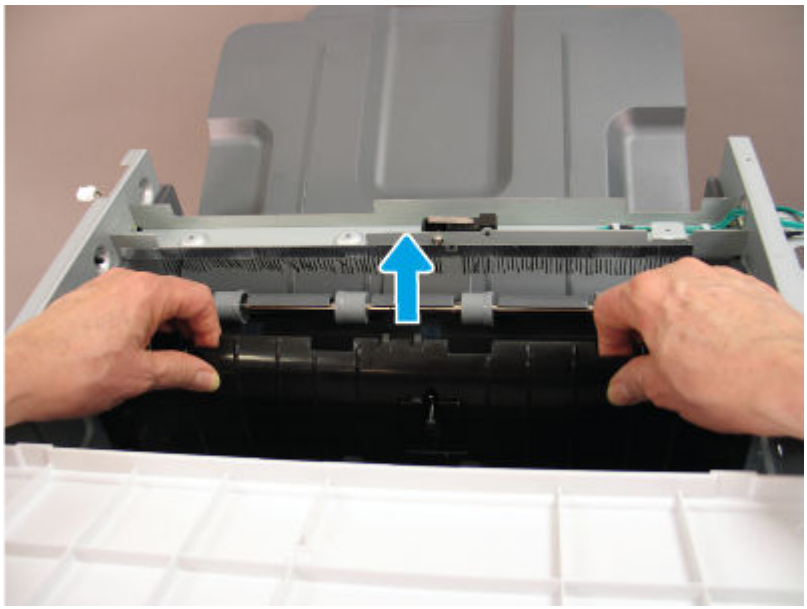
2. Remove three screws (callout 1).

Figure 5-1547 Remove three screws



3. Pull the top lower feed assembly straight up and out of the finisher.

Figure 5-1548 Remove the assembly

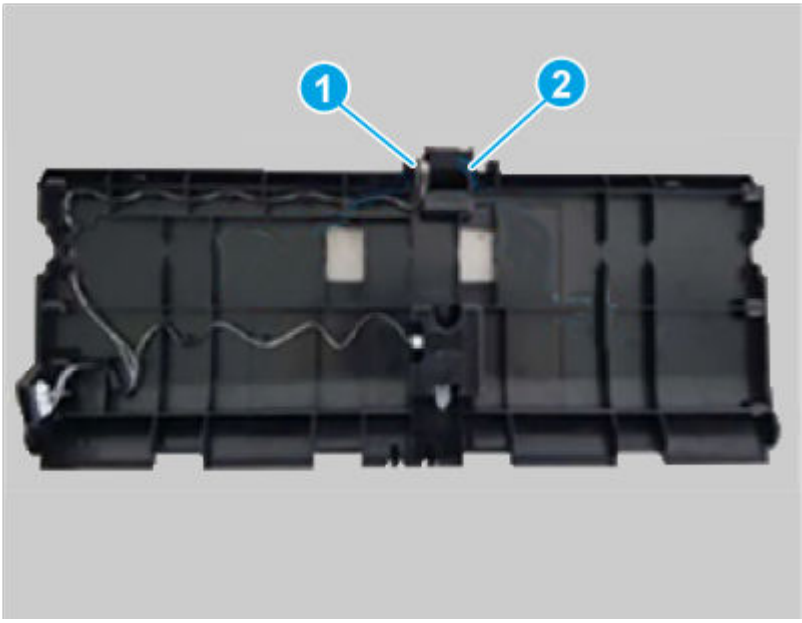


6. Remove the external finisher main exit sensor

Use the following procedure to remove and replace the external finisher main exit sensor.

- Disconnect one connector (callout 1), and then remove the main exit sensor (callout 2).

Figure 5-1549 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main exit cam motor assembly

Learn about removing and replacing the external finisher main exit cam motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-229 Part information

Part number	Part description
JC90-01453A	Main exit cam motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

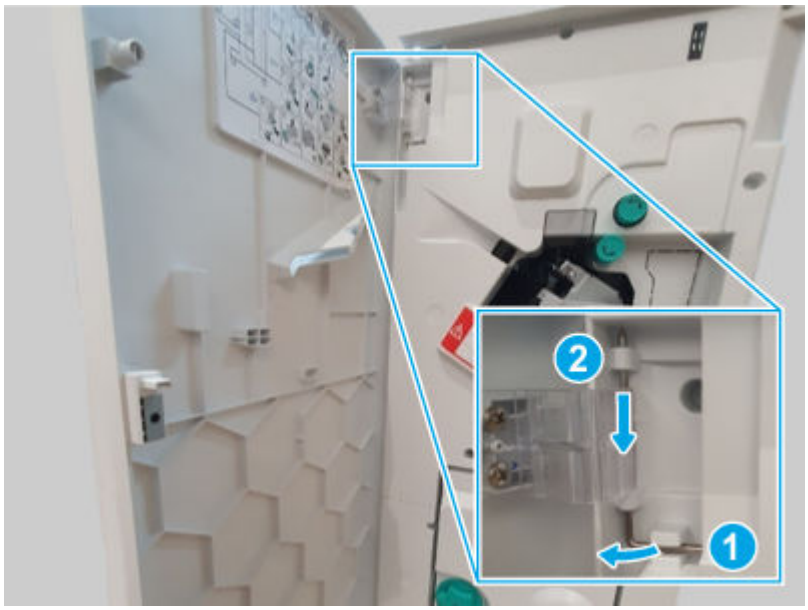
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

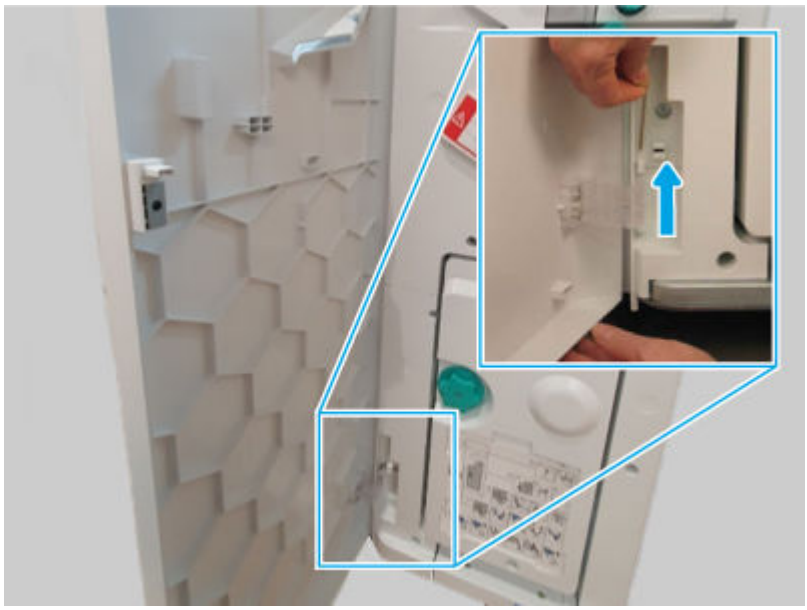
1. Release, and then remove the upper hinge pin.

Figure 5-1550 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1551 Remove the door



2. Remove the external finisher top cover

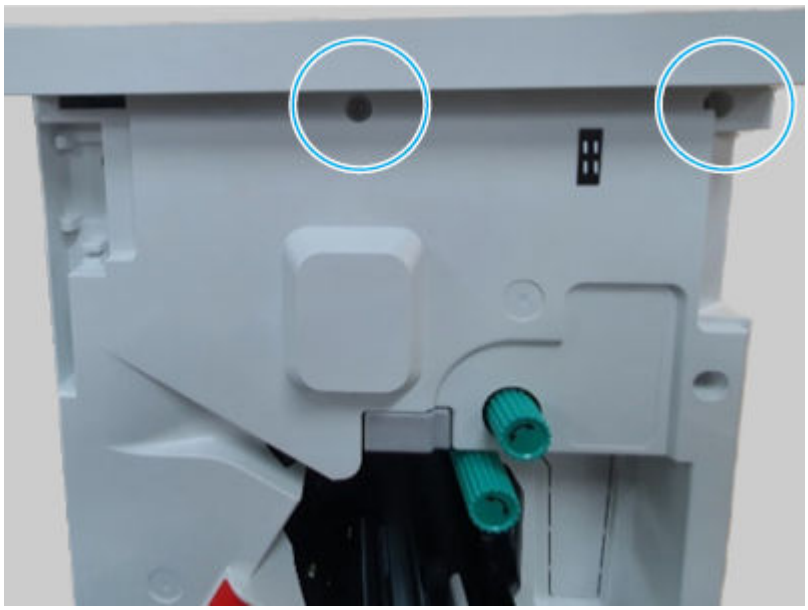
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1552 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1553 Remove the cover

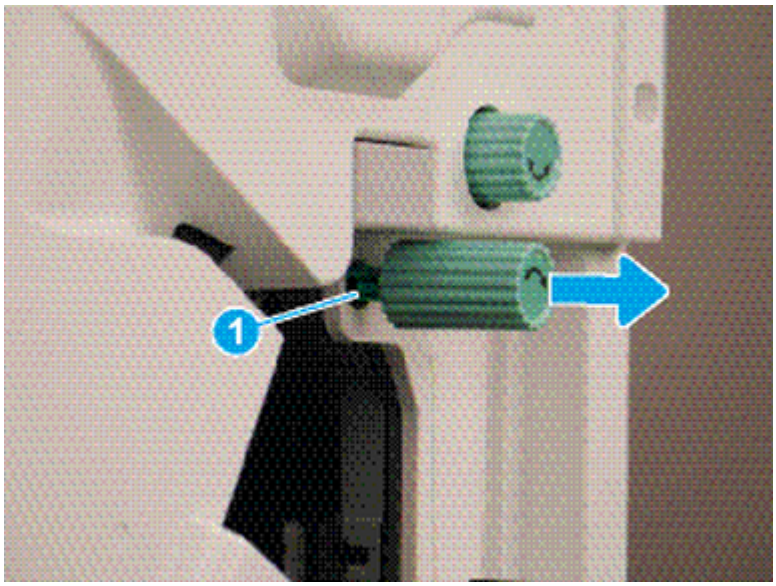


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

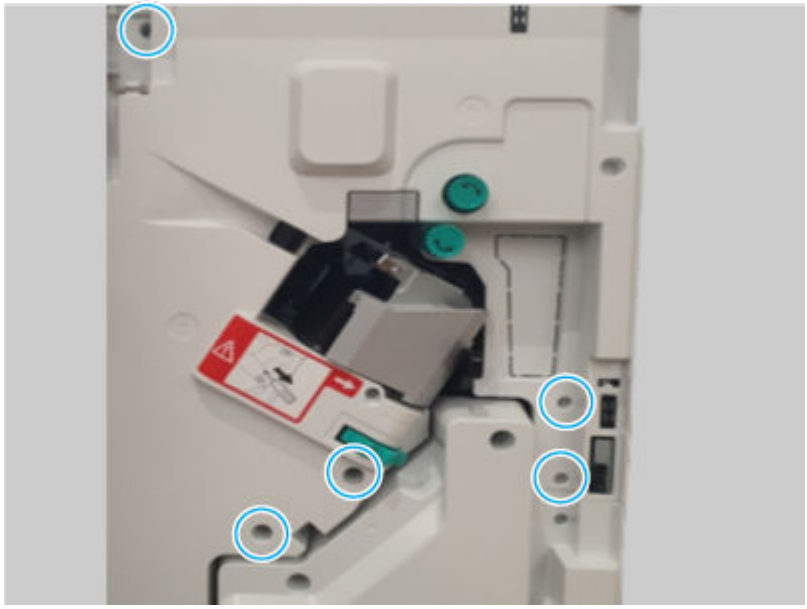
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1554 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1555 Remove the cover

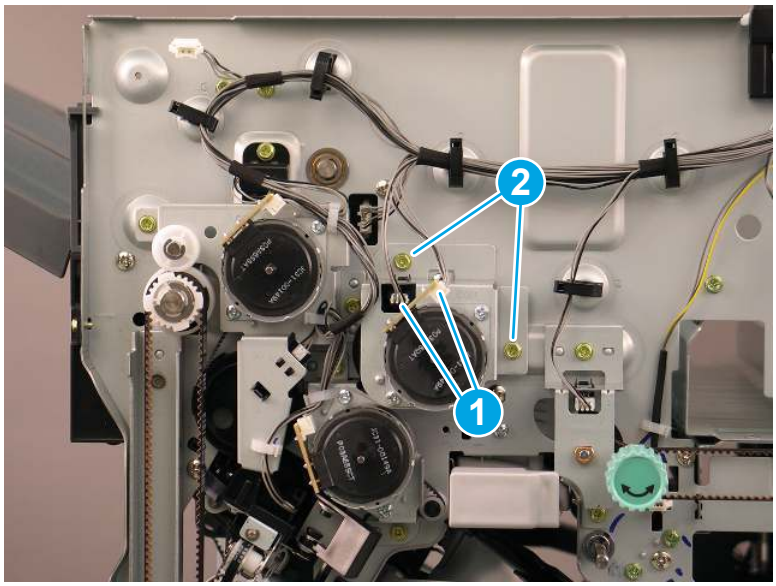


4. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-1556 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main exit cam home sensor

Learn about removing and replacing the external finisher main exit cam home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-230 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Main exit cam home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

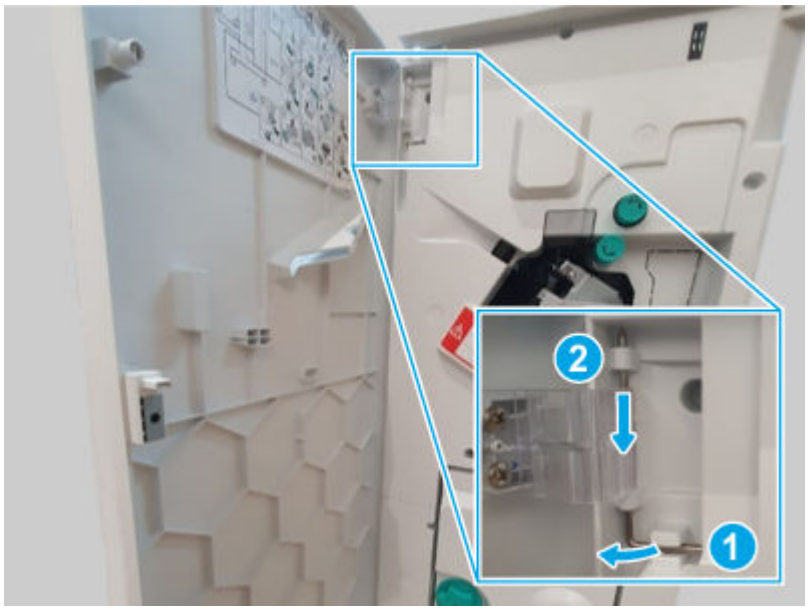
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

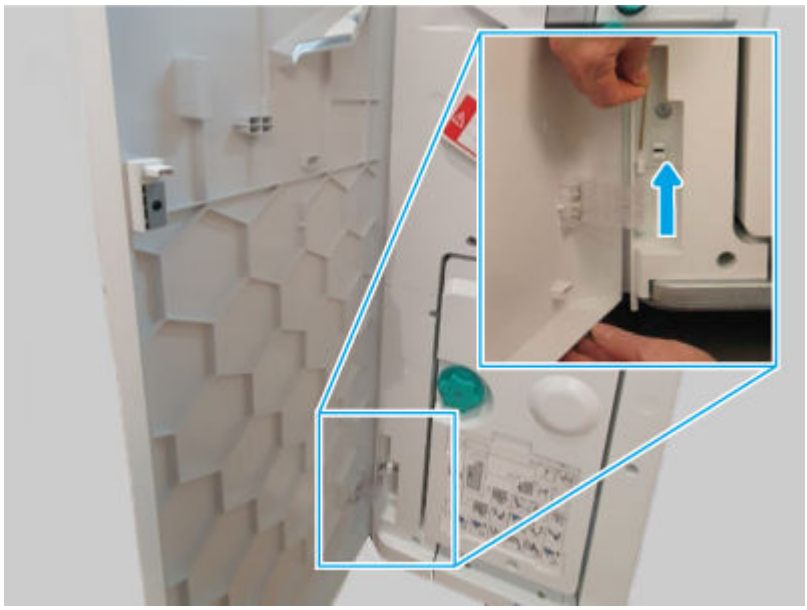
1. Release, and then remove the upper hinge pin.

Figure 5-1557 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1558 Remove the door



2. Remove the external finisher top cover

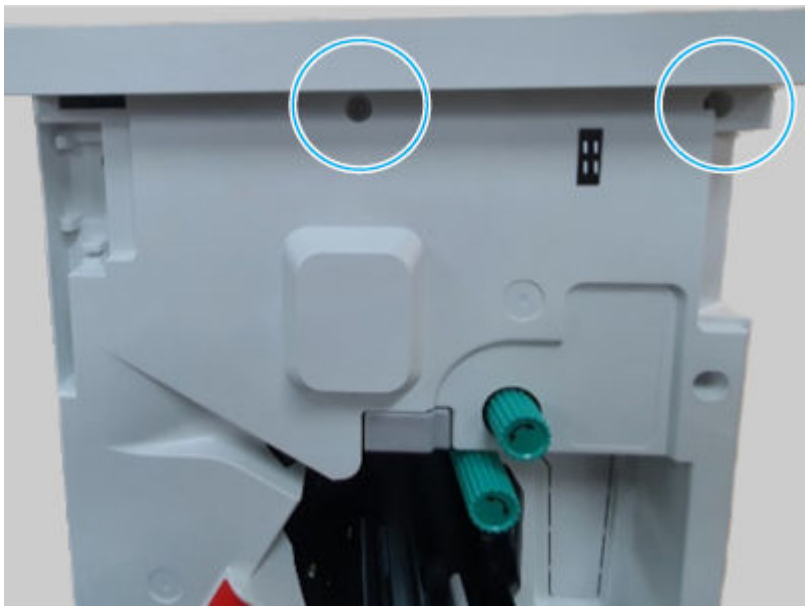
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1559 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1560 Remove the cover

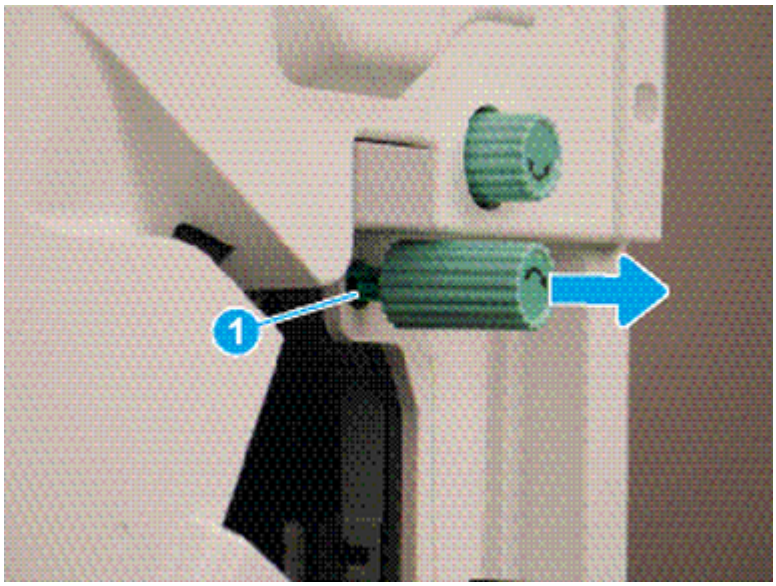


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

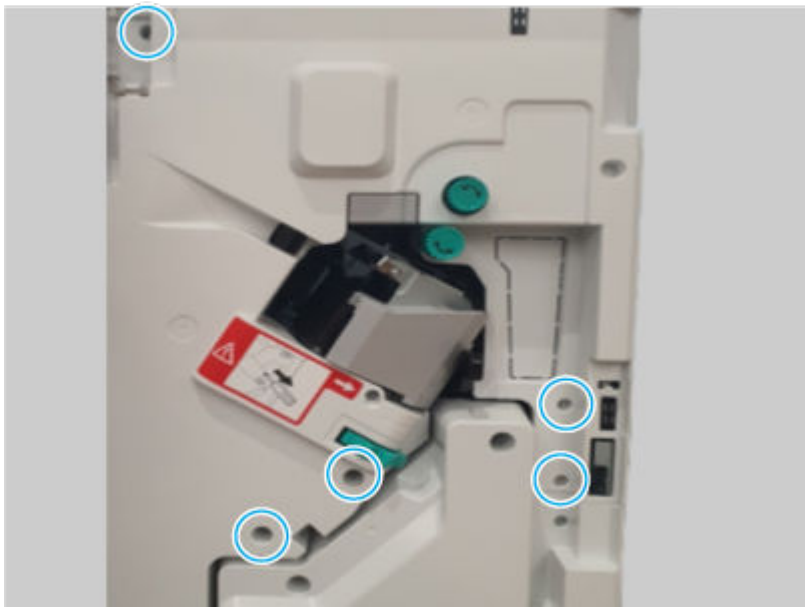
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1561 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1562 Remove the cover

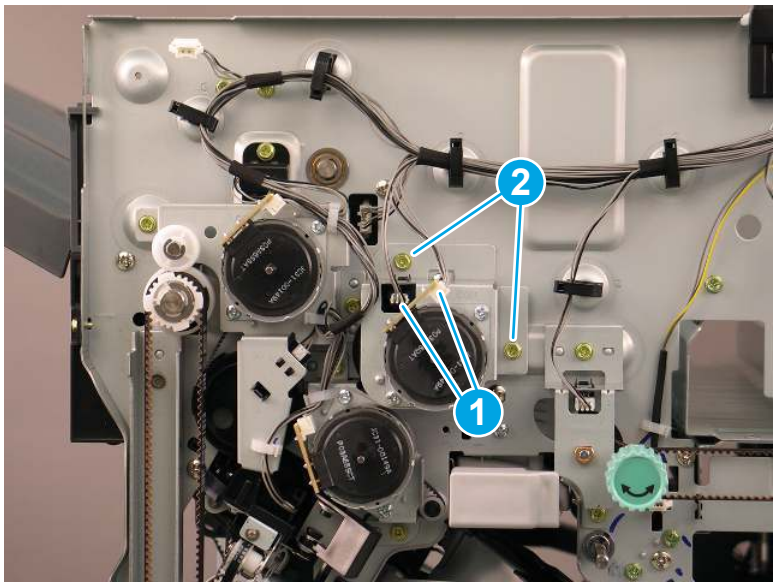


4. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-1563 Remove the assembly

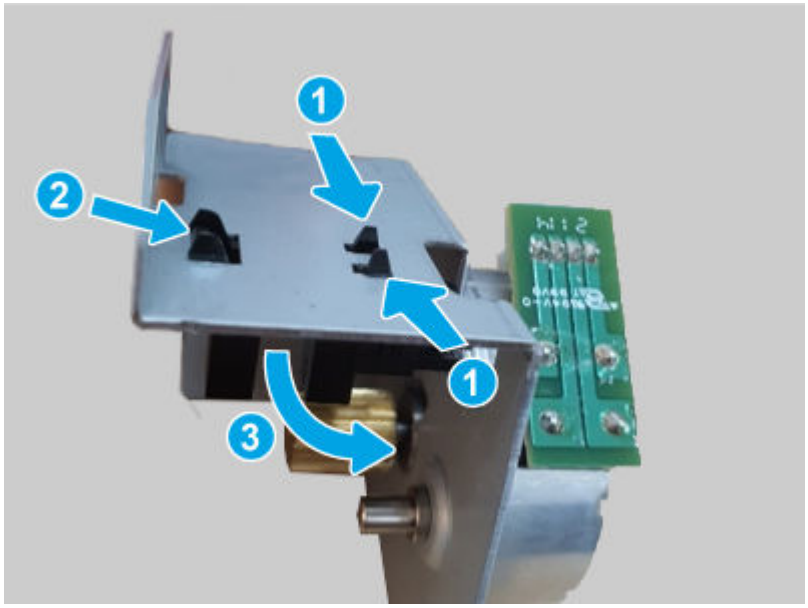


5. Remove the external finisher main exit cam home sensor

Use the following procedure to remove and replace the external finisher main exit cam home sensor.

- Do the following:
  - Release the hooks (callout 1).
  - Slide the sensor assembly as shown below (callout 2).
  - Remove the main exit cam home sensor from the bracket (callout 3).

Figure 5-1564 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main exit cam motor

Learn about removing and replacing the external finisher main exit cam motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-231 Part information

Part number	Part description
JC90-01453A	Main exit cam motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

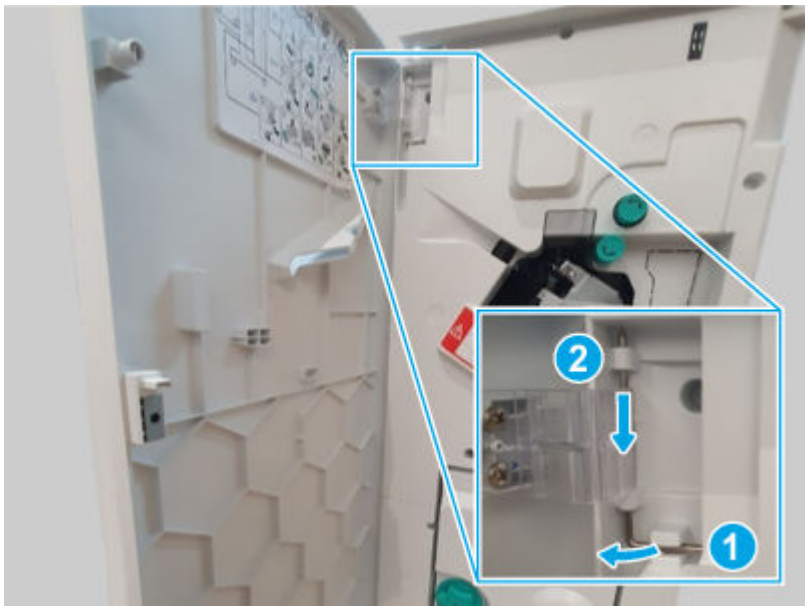
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

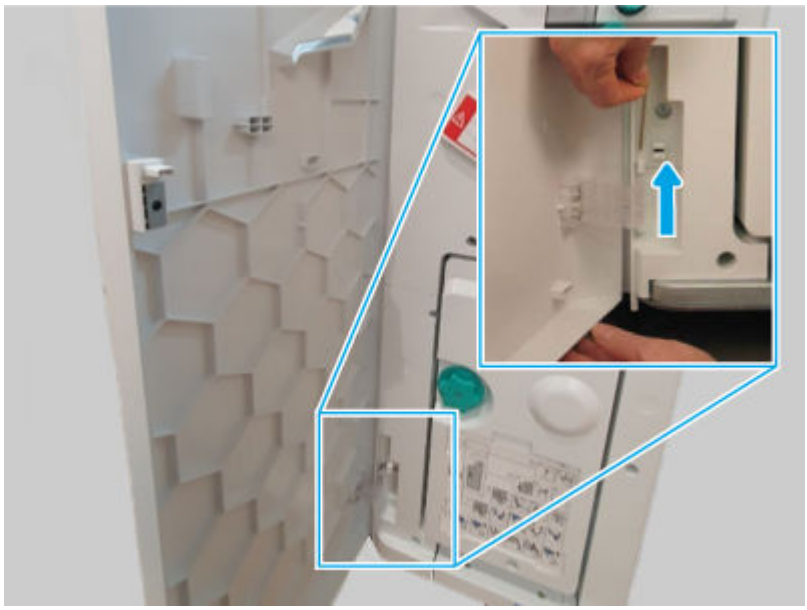
1. Release, and then remove the upper hinge pin.

Figure 5-1565 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1566 Remove the door



Remove the external finisher top cover

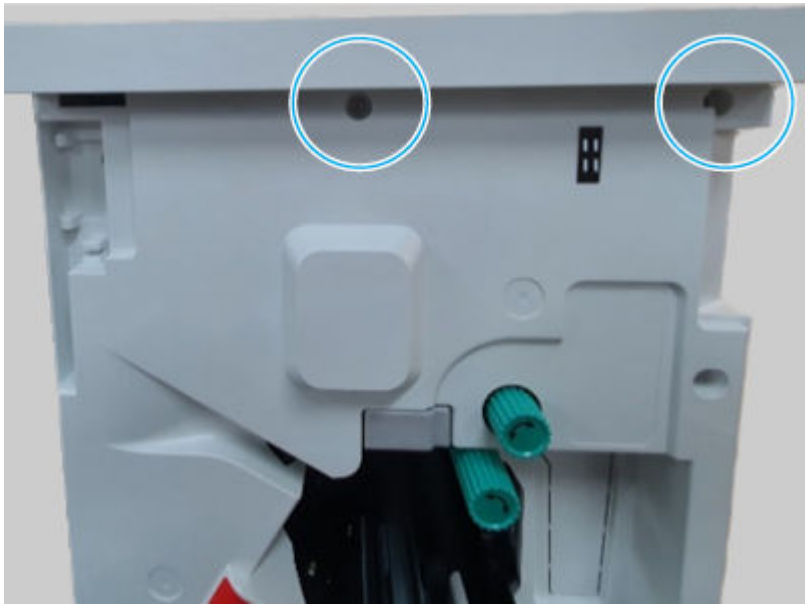
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1567 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1568 Remove the cover

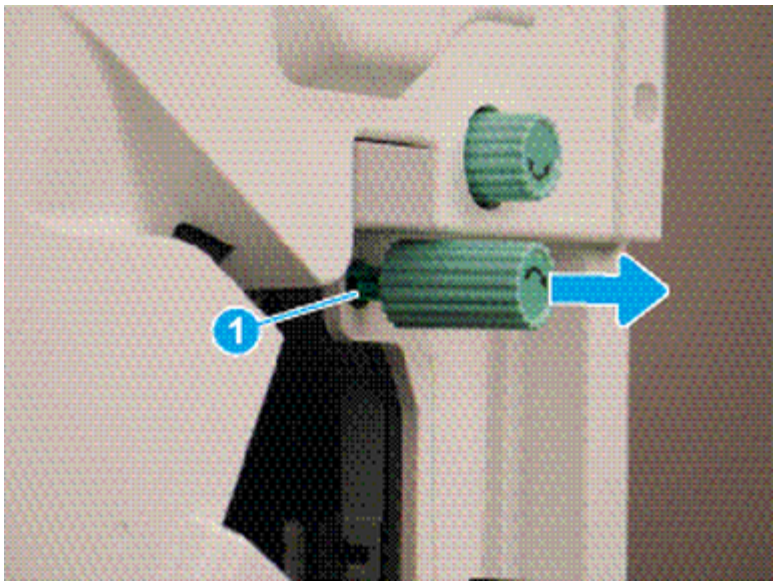


Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

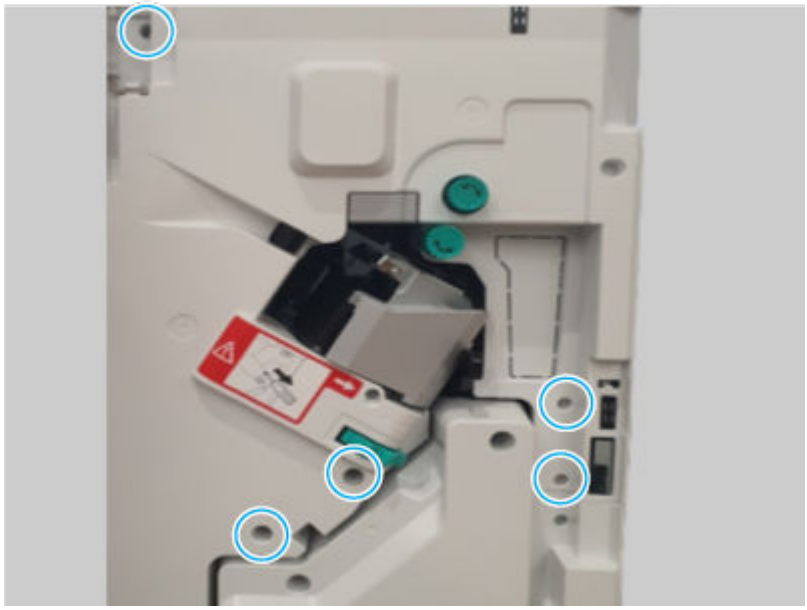
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1569 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1570 Remove the cover

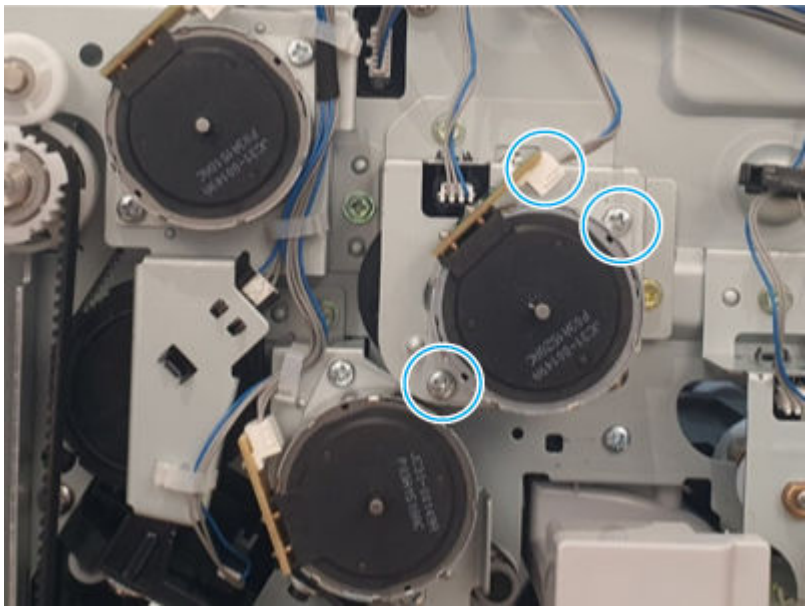


Remove the external finisher main exit cam motor

Use the following procedure to remove and replace the external finisher main exit cam motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the main exit cam motor.

Figure 5-1571 Remove the motor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front door switch

Learn about removing and replacing the external finisher front door switch.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-232 Part information

Part number	Part description
JC39-02309A	Front door switch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

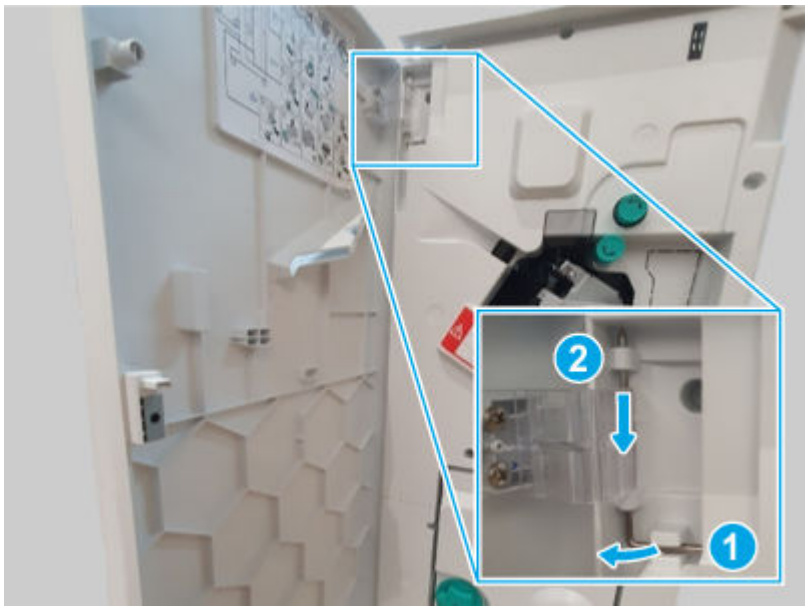
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

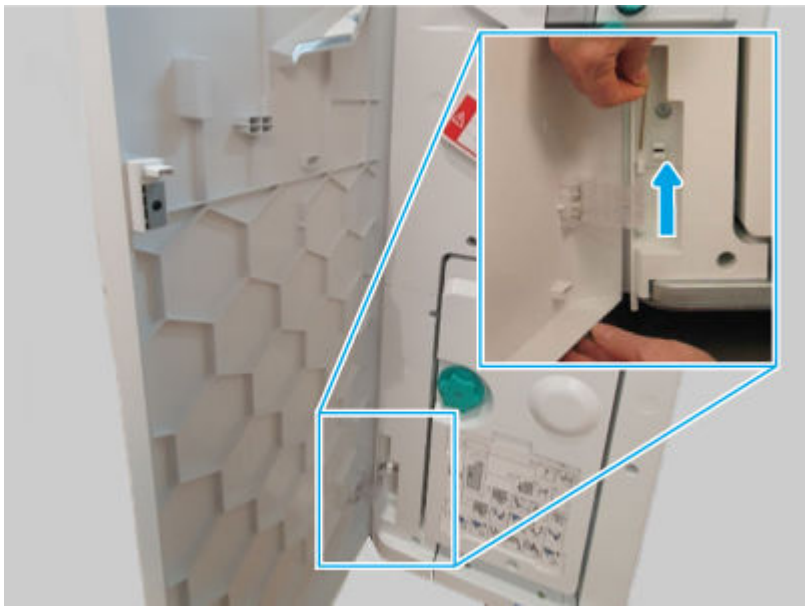
1. Release, and then remove the upper hinge pin.

Figure 5-1572 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1573 Remove the door



2. Remove the external finisher top cover

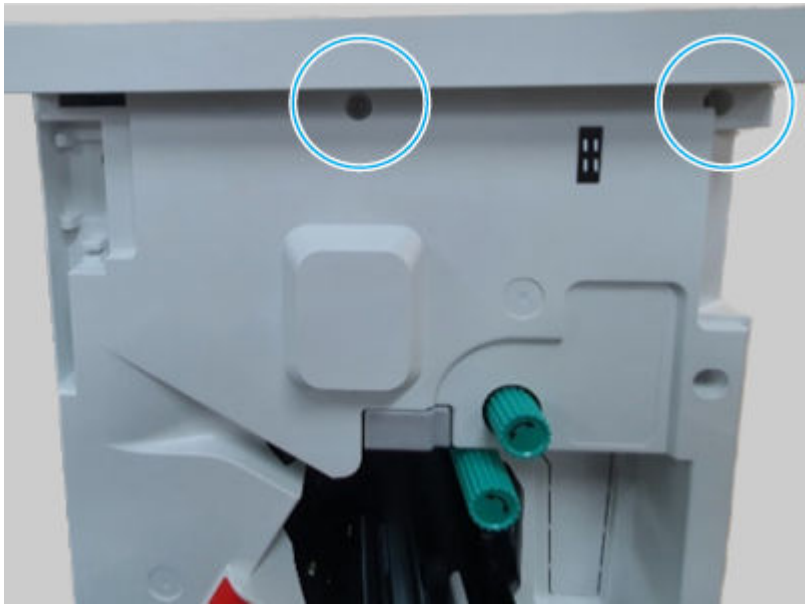
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1574 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1575 Remove the cover

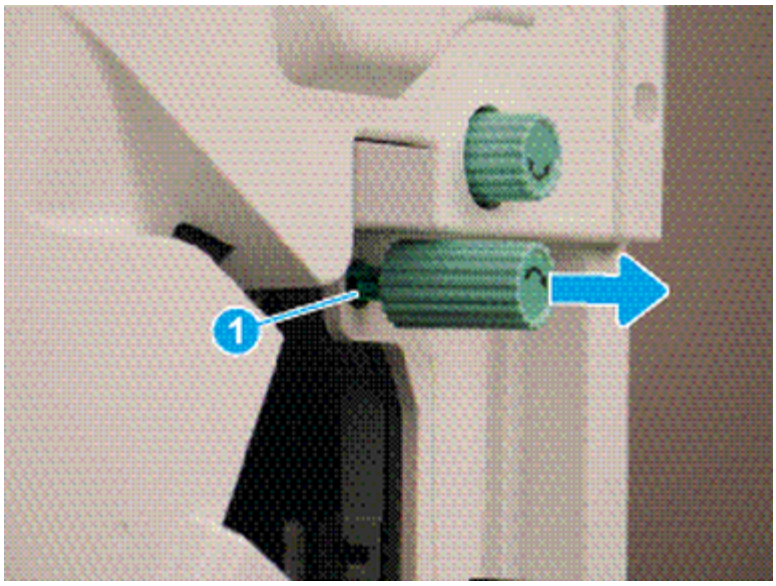


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

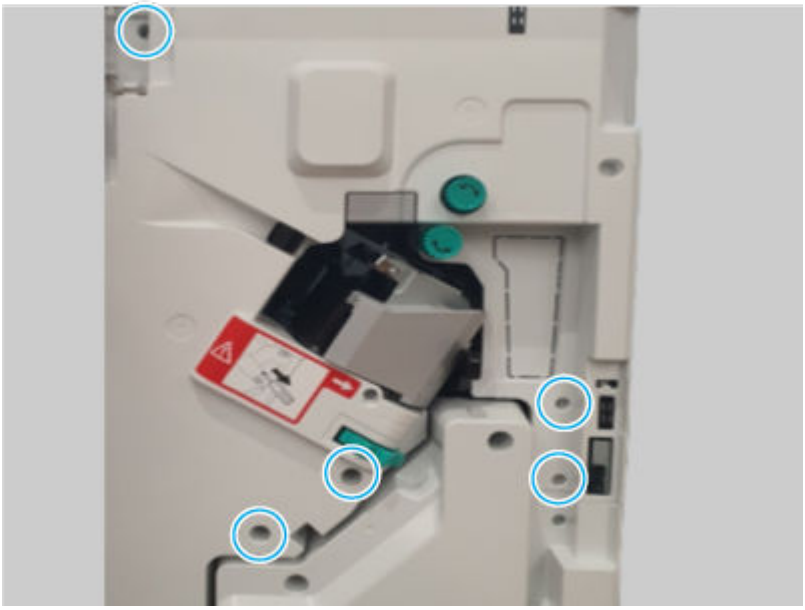
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1576 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1577 Remove the cover



4. Remove the external finisher front door switch

Use the following procedure to remove and replace the external finisher front door switch.

1. Remove one screw, and then separate the switch and holder form the finisher.

⚠ **CAUTION:** Do not attempt to completely remove the switch. It is still attached by cables to the finisher.

Figure 5-1578 Separate the switch and holder form the finisher

2. Separate the switch from the holder, and then disconnect two connectors to remove the front door switch.

Figure 5-1579 Remove the switch

5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Paddle unit

Review the external finisher paddle unit removal procedures.

Removal and replacement: Paddle

Learn about removing and replacing the external finisher paddle.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-233 Part information

Part number	Part description
JC90-01480A	Paddle

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

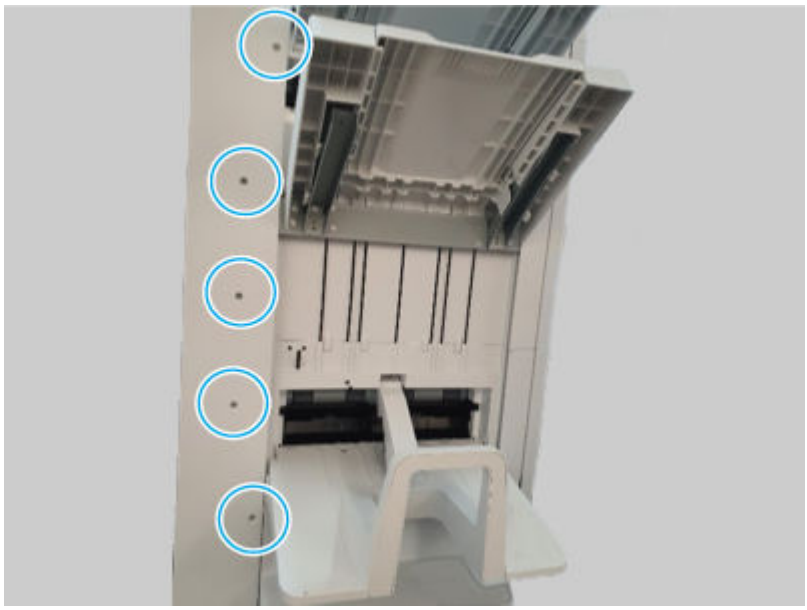
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

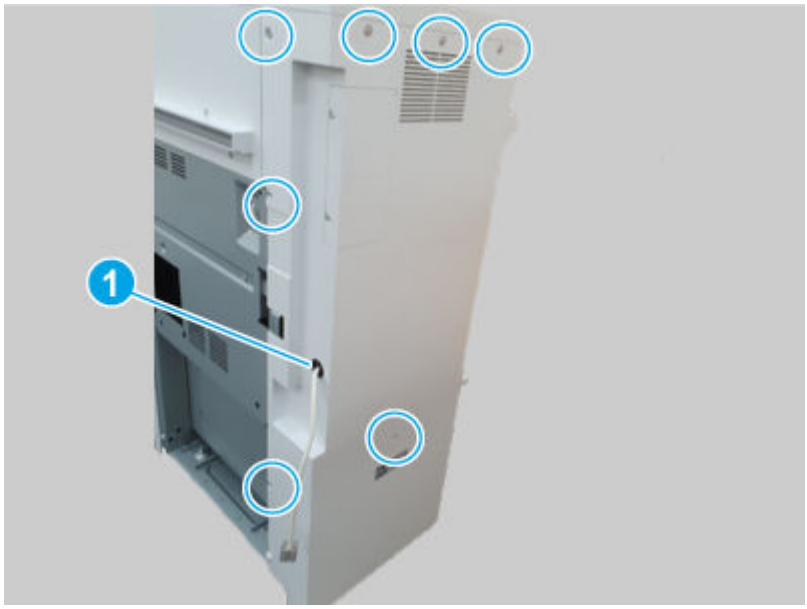
Figure 5-1580 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1581 Remove the cover

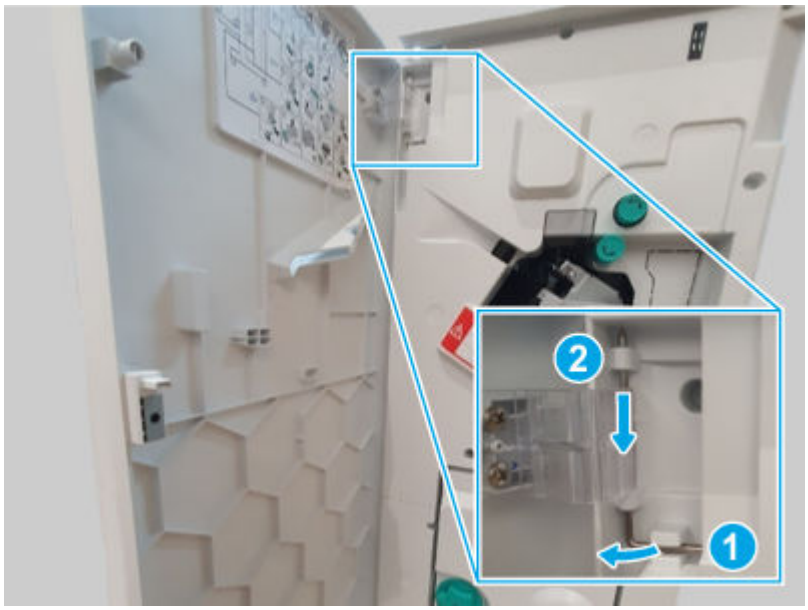


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

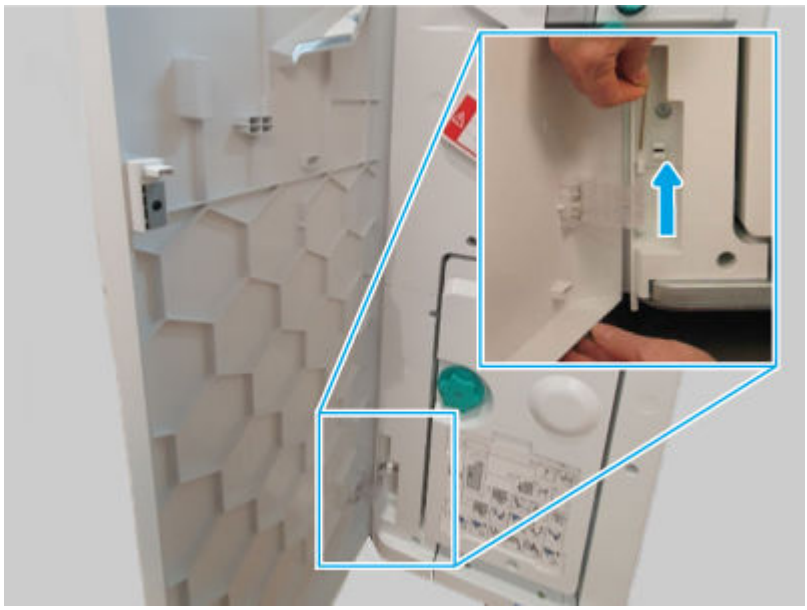
1. Release, and then remove the upper hinge pin.

Figure 5-1582 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1583 Remove the door



3. Remove the external finisher top cover

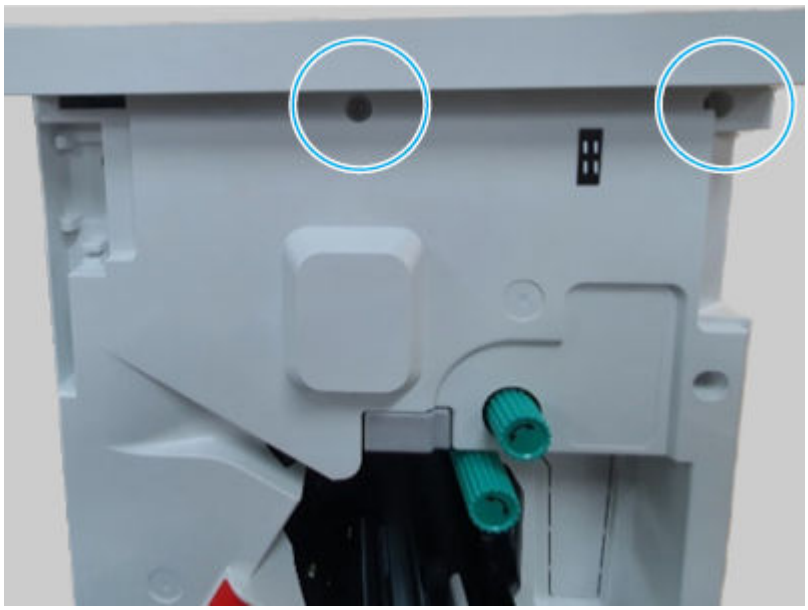
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1584 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1585 Remove the cover

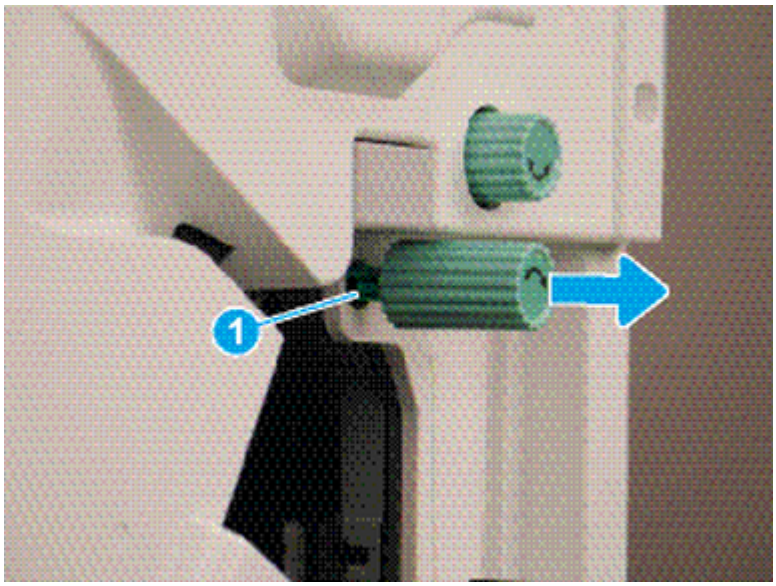


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

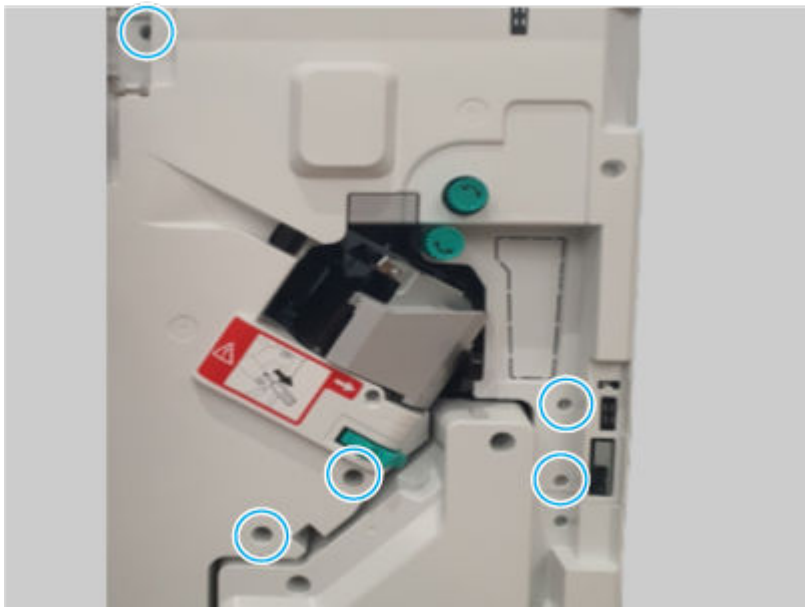
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1586 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1587 Remove the cover



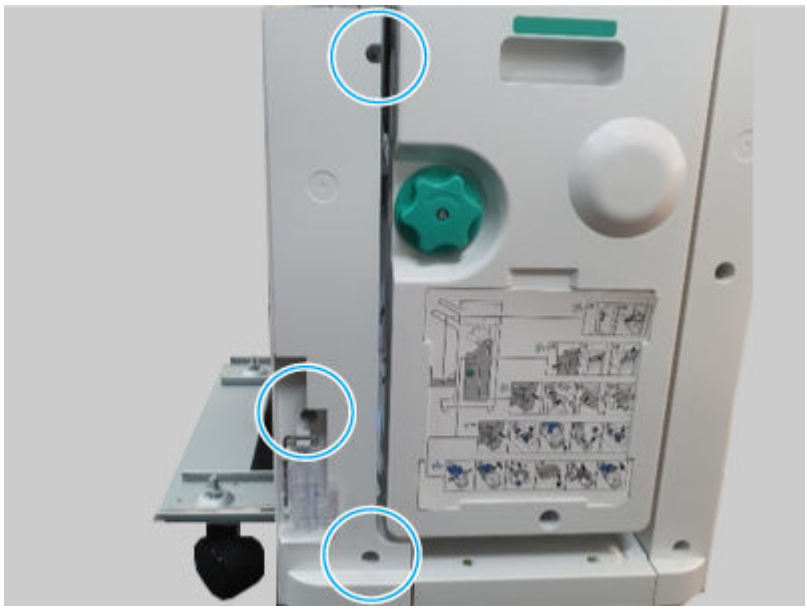
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1588 Remove the cover

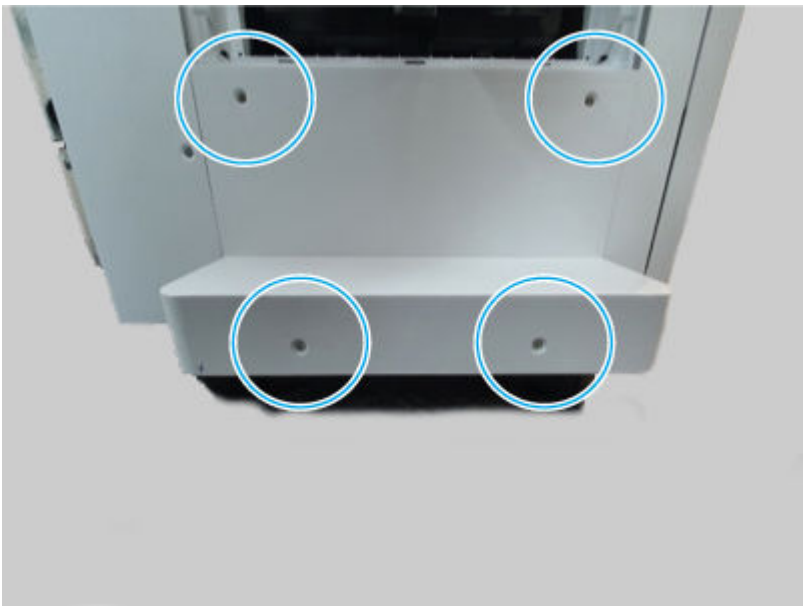


6. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1589 Remove the cover

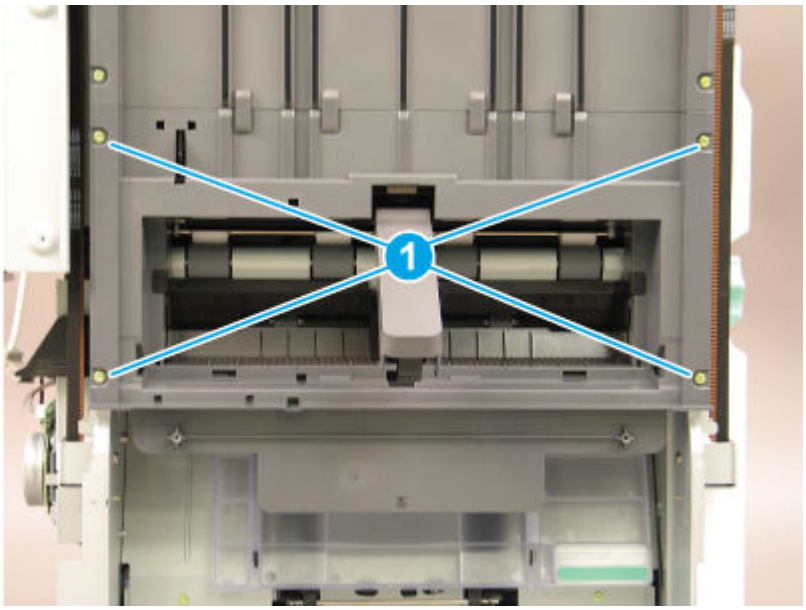


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1590 Remove four screws

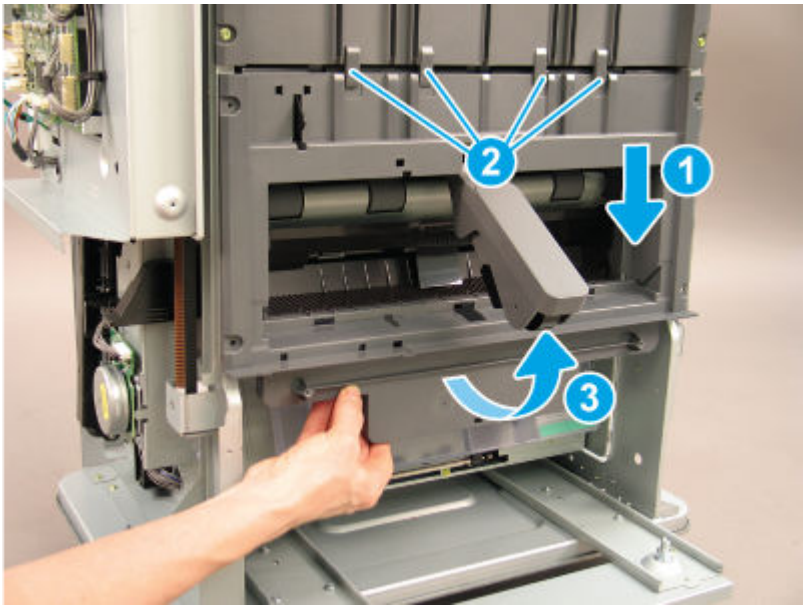


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

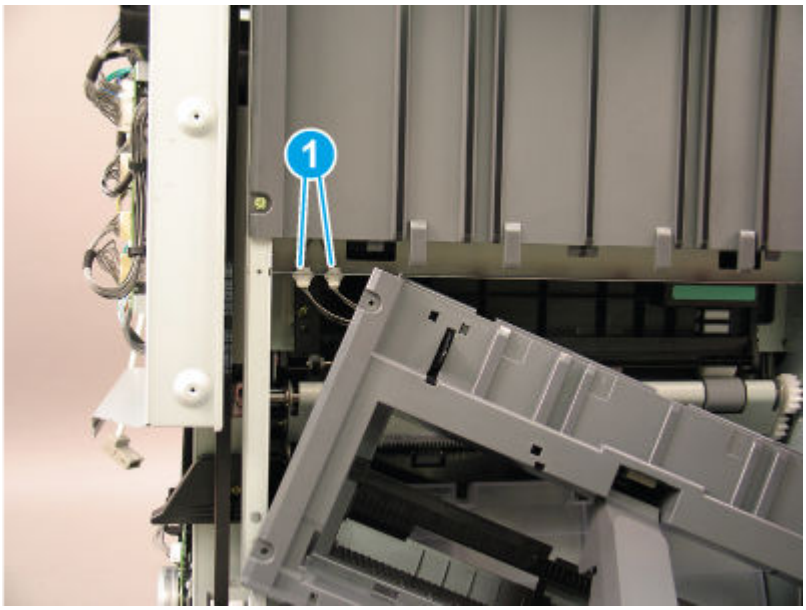
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1591 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1592 Remove the cover

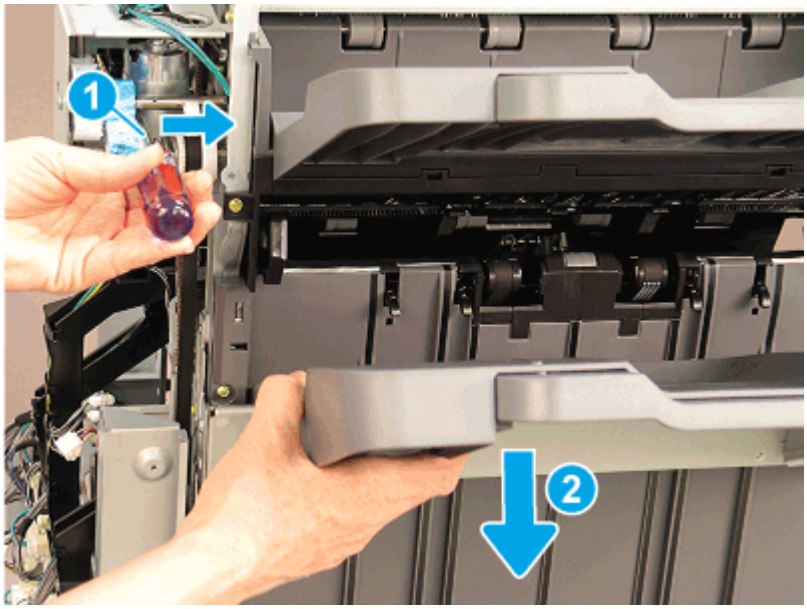


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

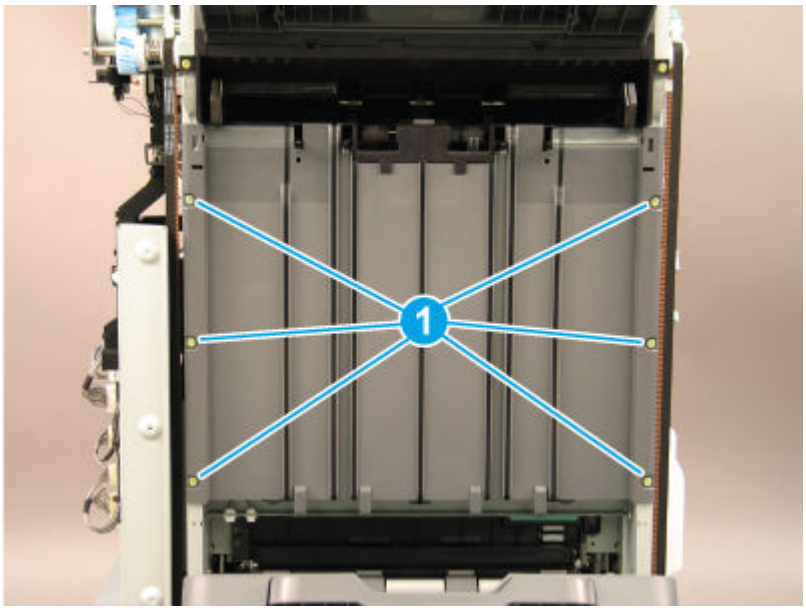
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1593 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1594 Remove six screws

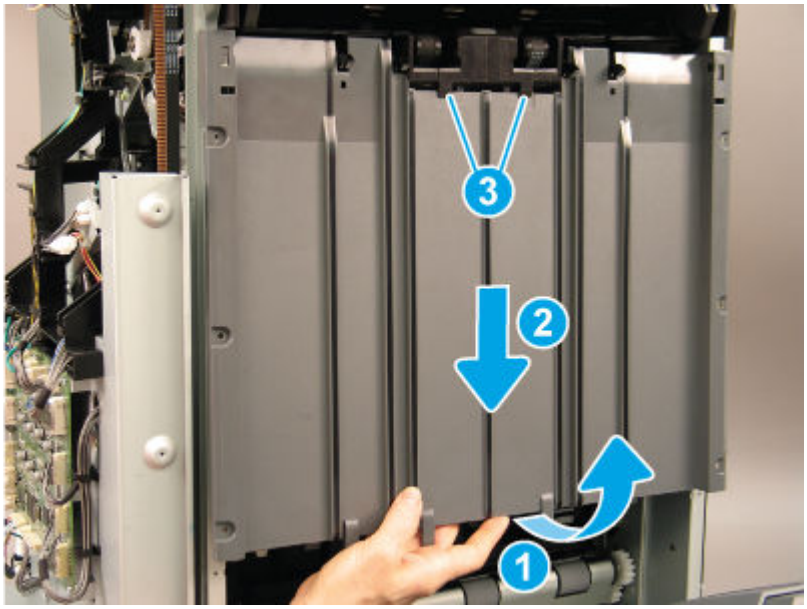


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

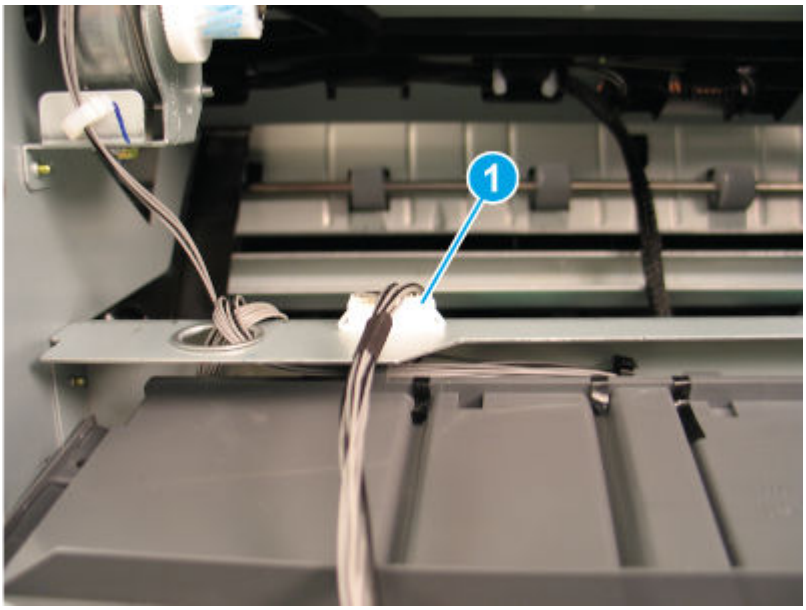
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1595 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1596 Remove the cover

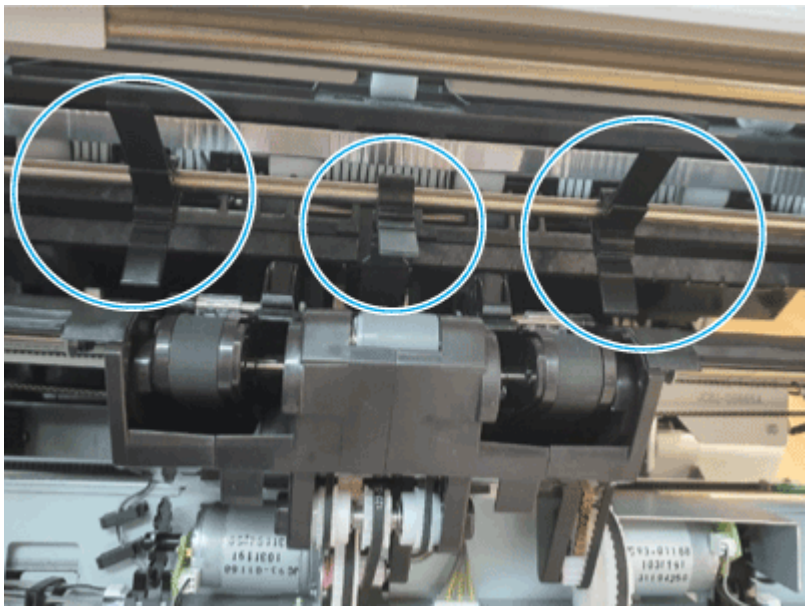


9. Remove the external finisher paddle

Use the following procedure to remove and replace the external finisher paddle.

- Pull the paddle straight out to remove it.

Figure 5-1597 Remove the paddle



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paddle motor assembly

Learn about removing and replacing the external finisher paddle motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-234 Part information

Part number	Part description
JC90-01461A	Paddle motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

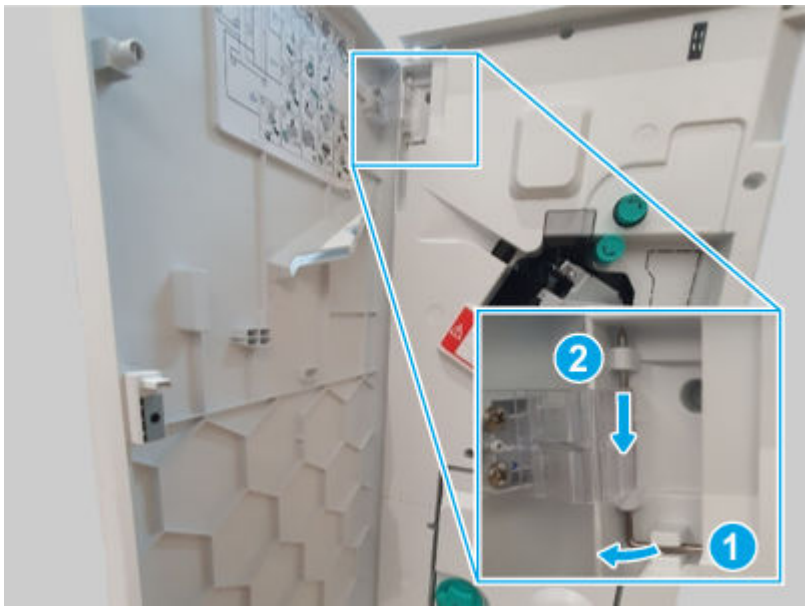
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

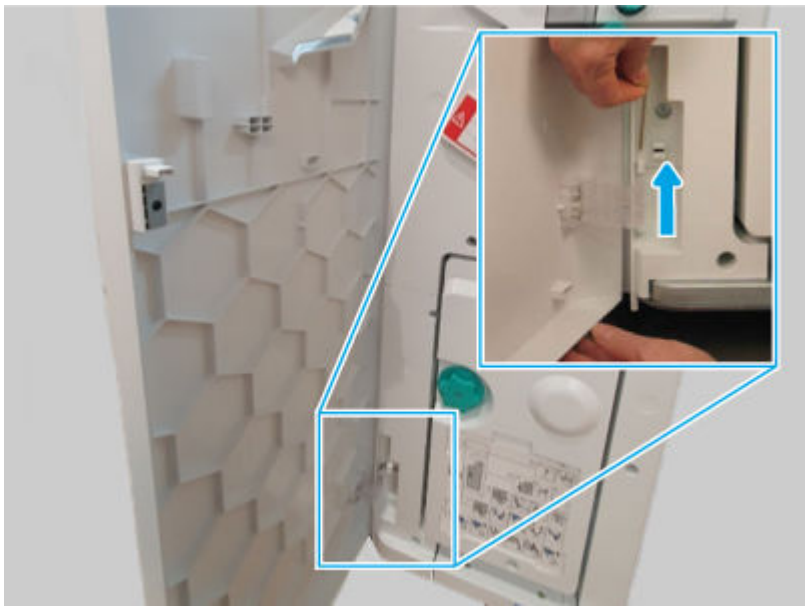
1. Release, and then remove the upper hinge pin.

Figure 5-1598 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1599 Remove the door



2. Remove the external finisher top cover

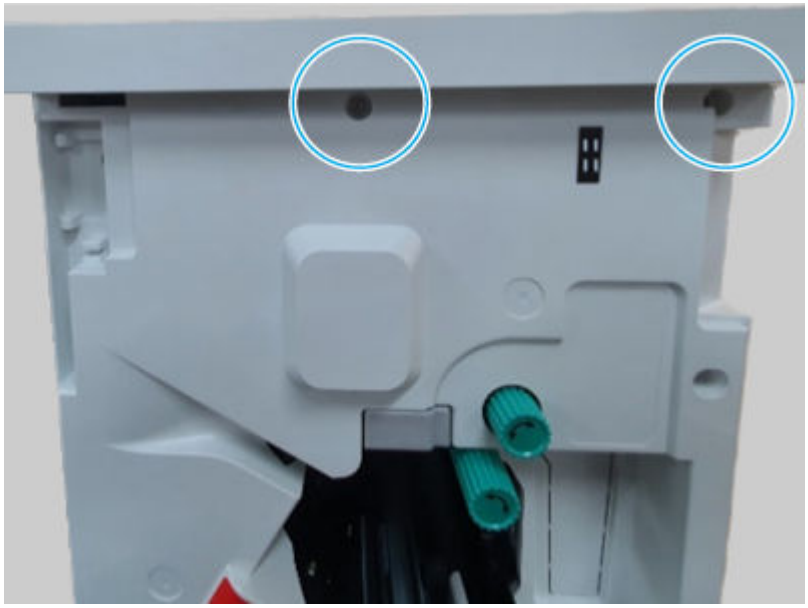
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1600 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1601 Remove the cover

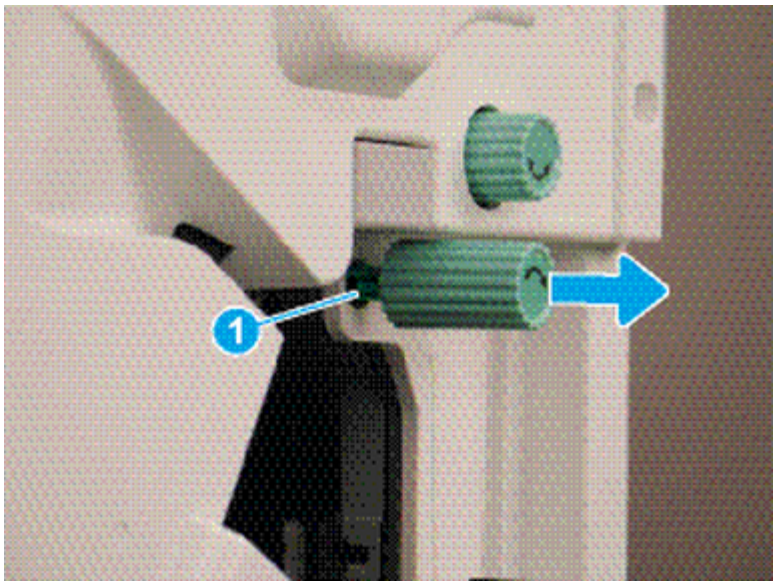


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

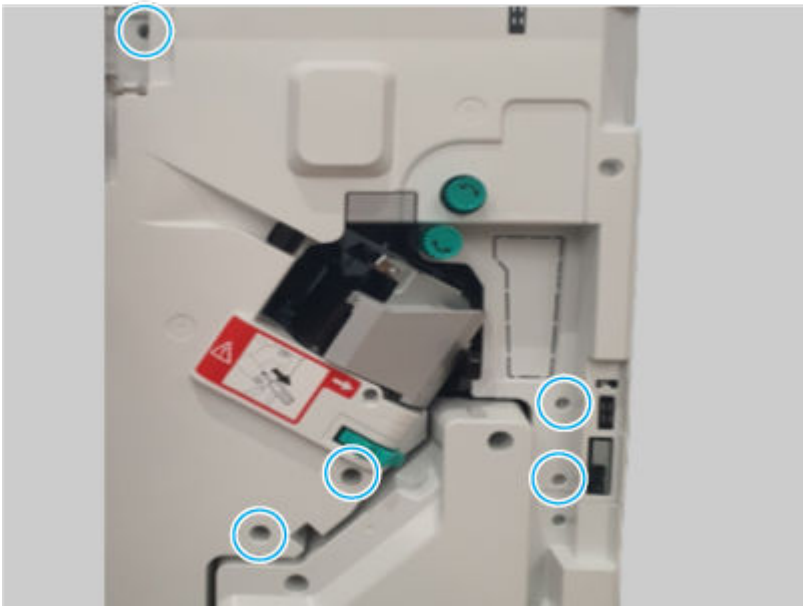
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1602 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1603 Remove the cover

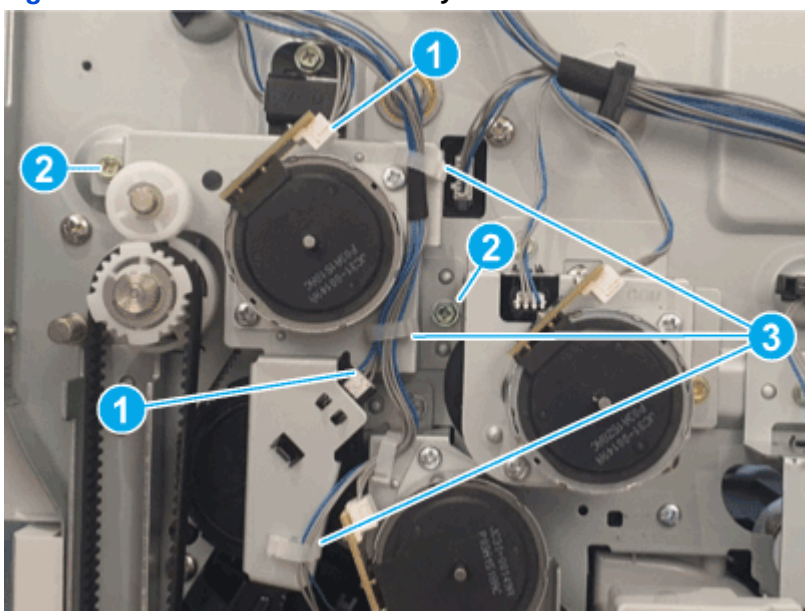


4. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

- Do the following:
  a. Disconnect two connectors (callout 1).
  b. Remove two screws (callout 2).
  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-1604 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paddle home sensor

Learn about removing and replacing the external finisher paddle home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-235 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Paddle home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

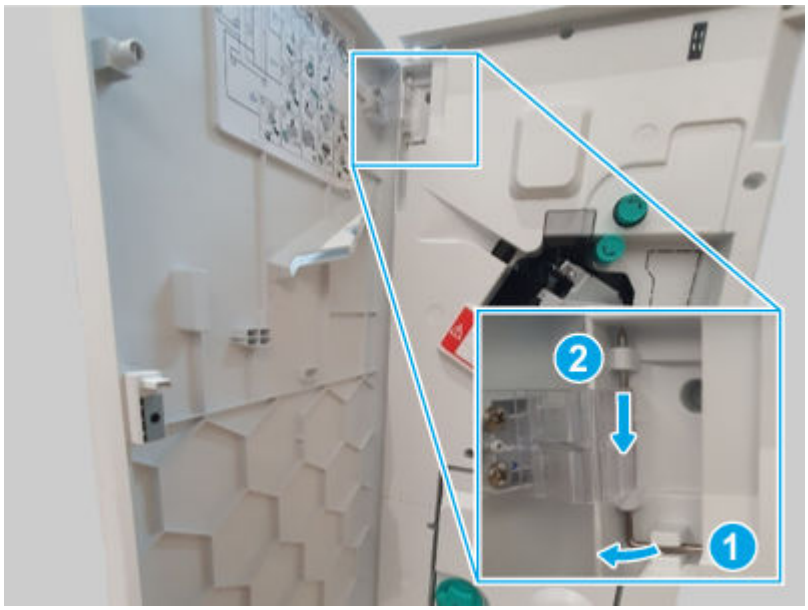
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

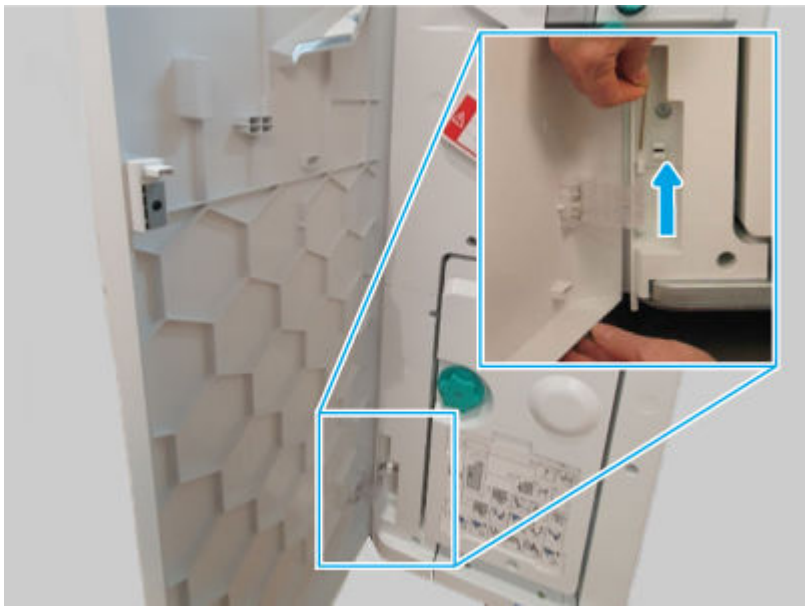
1. Release, and then remove the upper hinge pin.

Figure 5-1605 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1606 Remove the door



2. Remove the external finisher top cover

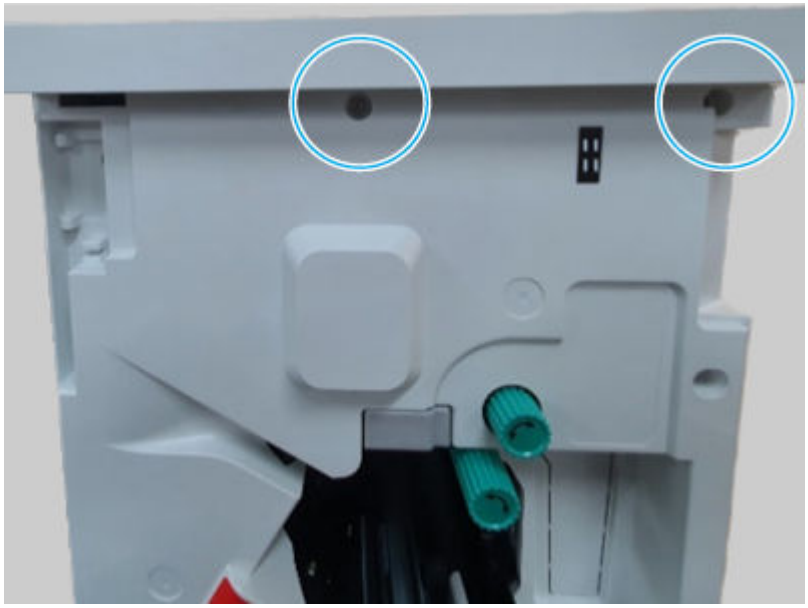
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1607 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1608 Remove the cover

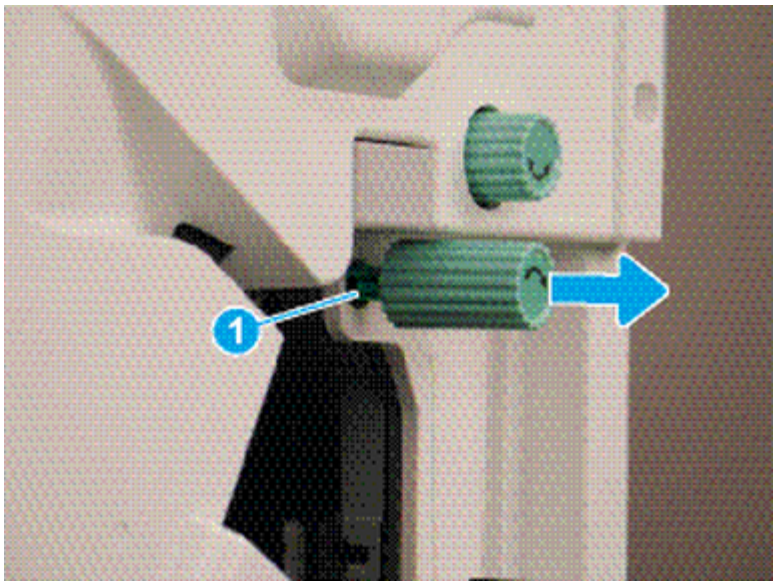


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

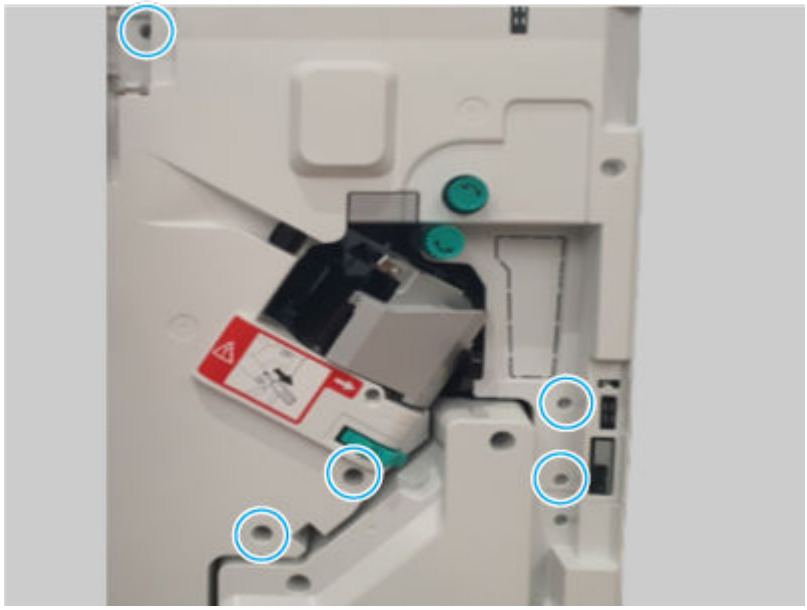
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1609 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1610 Remove the cover

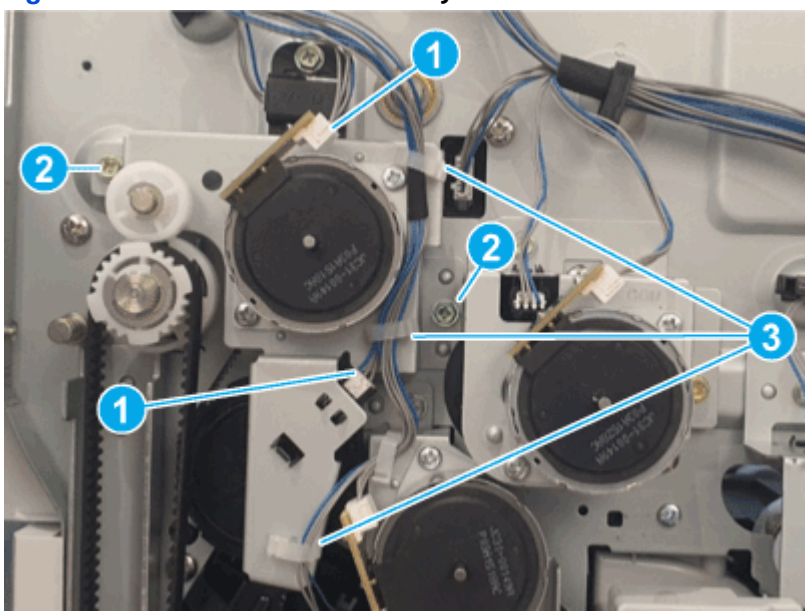


4. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

- Do the following:
  a. Disconnect two connectors (callout 1).
  b. Remove two screws (callout 2).
  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-1611 Remove the assembly



5. Remove the external finisher paddle home sensory

Use the following procedure to remove and replace the external finisher paddle home sensor.

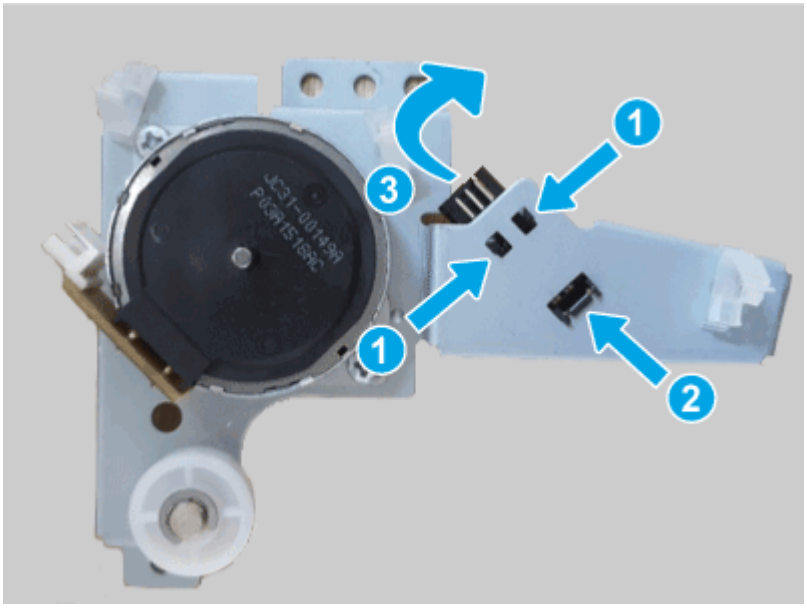
- Do the following:

  a. Release the hooks (callout 1).

  b. Slide the sensor assembly as shown below (callout 2).

  c. Remove the paddle home sensor from the bracket (callout 3).

Figure 5-1612 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paddle motor

Learn about removing and replacing the external finisher paddle motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-236 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Paddle motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

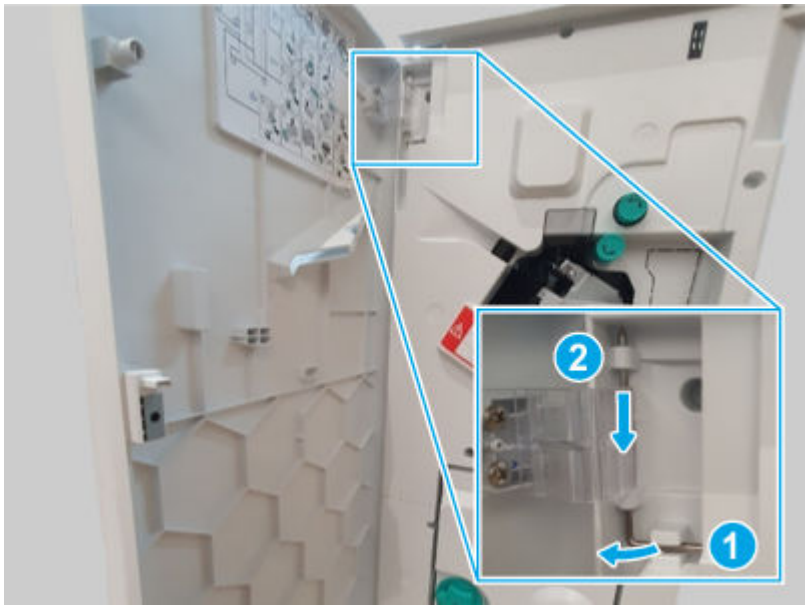
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

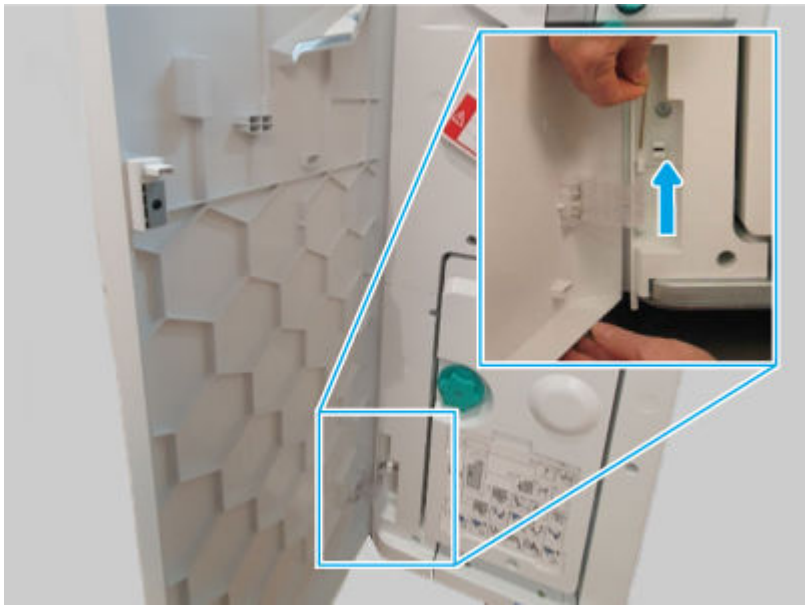
1. Release, and then remove the upper hinge pin.

Figure 5-1613 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1614 Remove the door



2. Remove the external finisher top cover

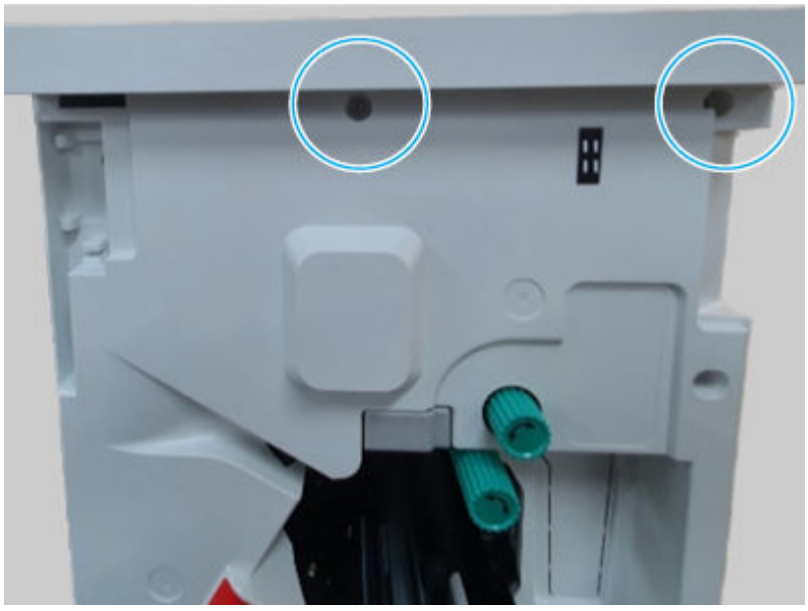
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1615 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1616 Remove the cover

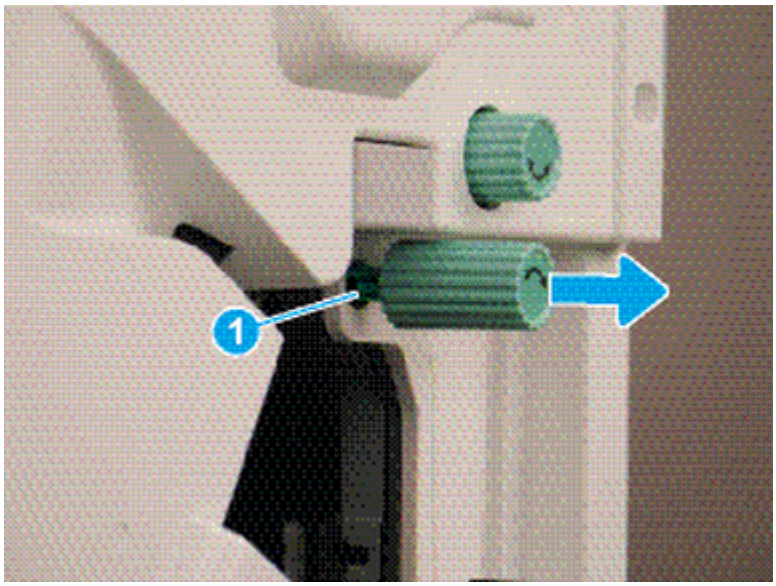


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

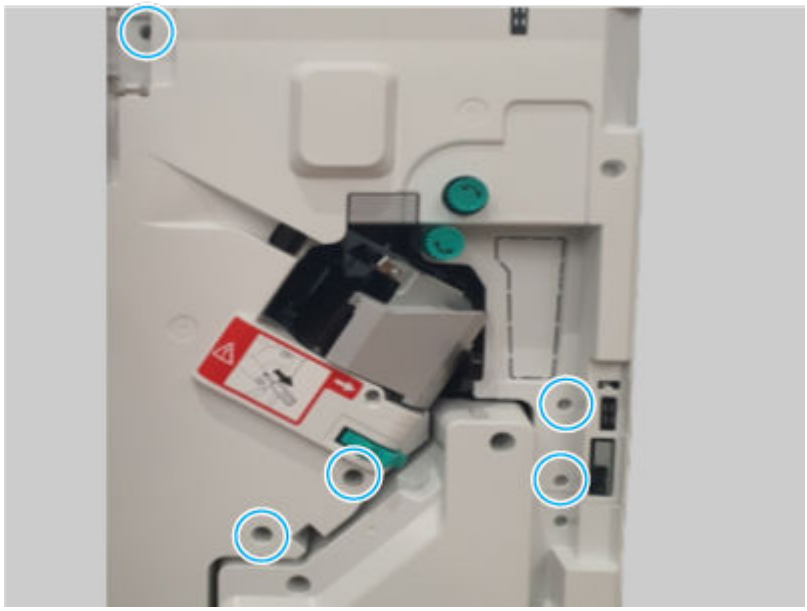
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1617 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1618 Remove the cover

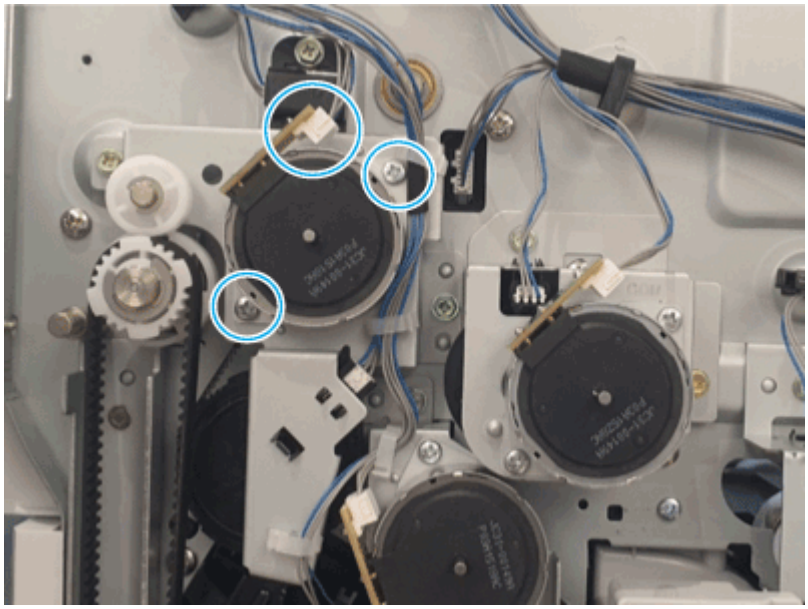


4. Remove the external finisher paddle motor

Use the following procedure to remove and replace the external finisher paddle motor.

- Disconnect one connector, remove two screws, and then remove the paddle motor.

Figure 5-1619 Remove the motor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

End fence unit

Review the external finisher end fence unit removal procedures.

Removal and replacement: End fence home sensor

Learn about removing and replacing the external finisher end fence home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-237 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (End fence sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

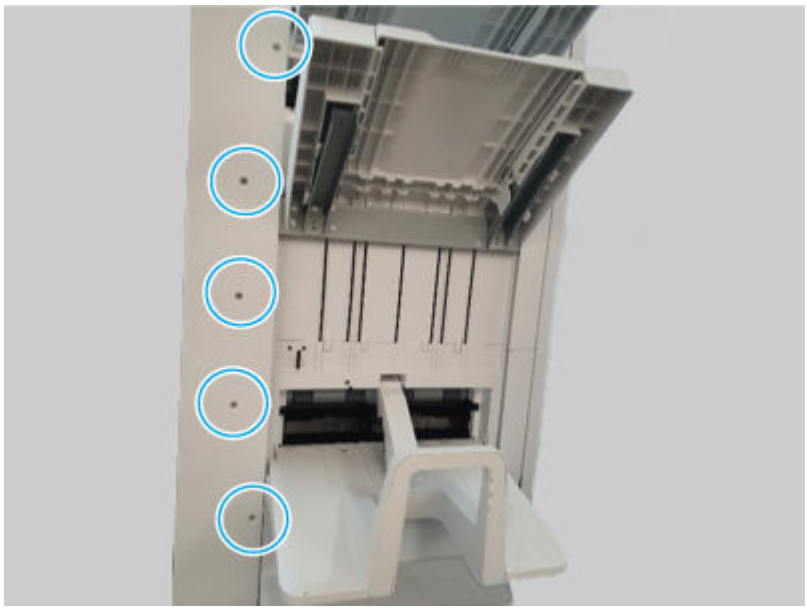
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

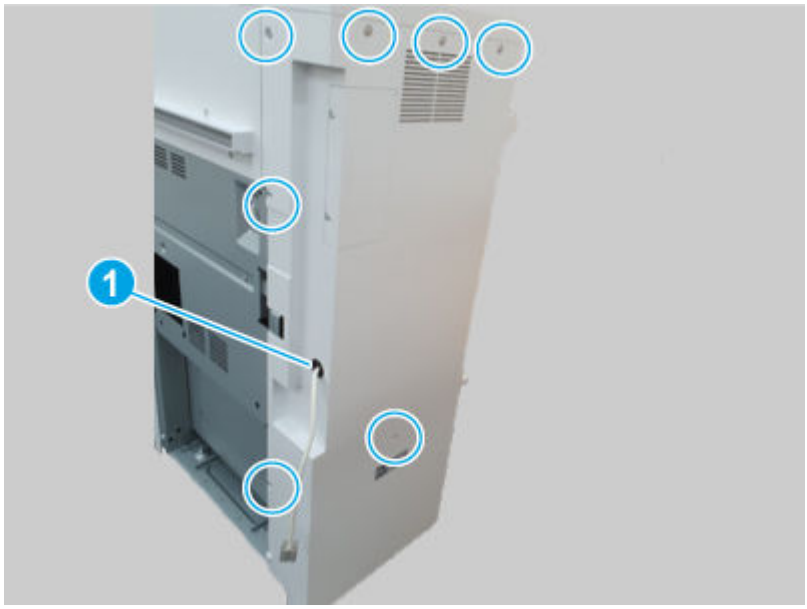
Figure 5-1620 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1621 Remove the cover

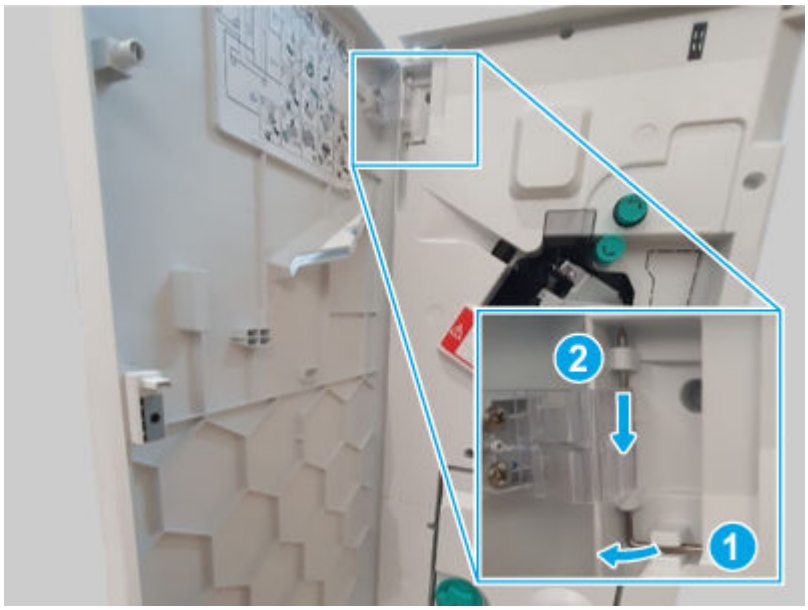


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

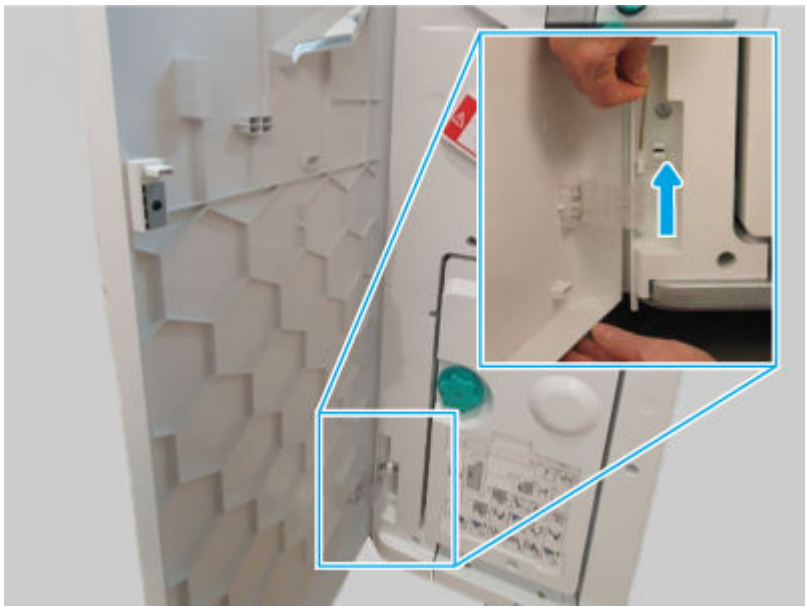
1. Release, and then remove the upper hinge pin.

Figure 5-1622 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1623 Remove the door



3. Remove the external finisher top cover

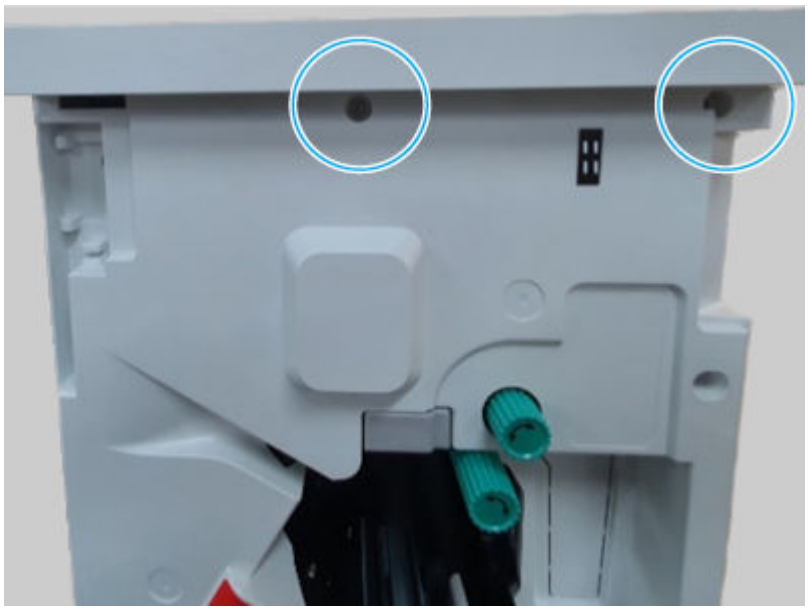
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1624 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1625 Remove the cover

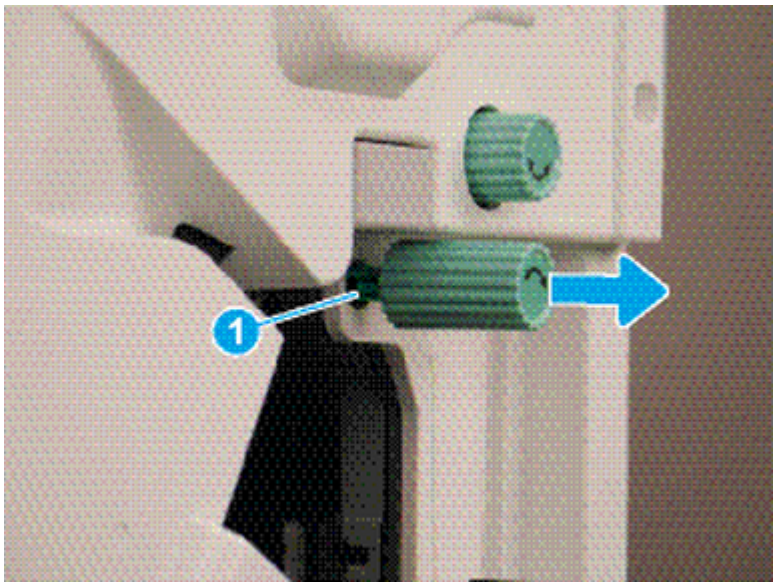


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

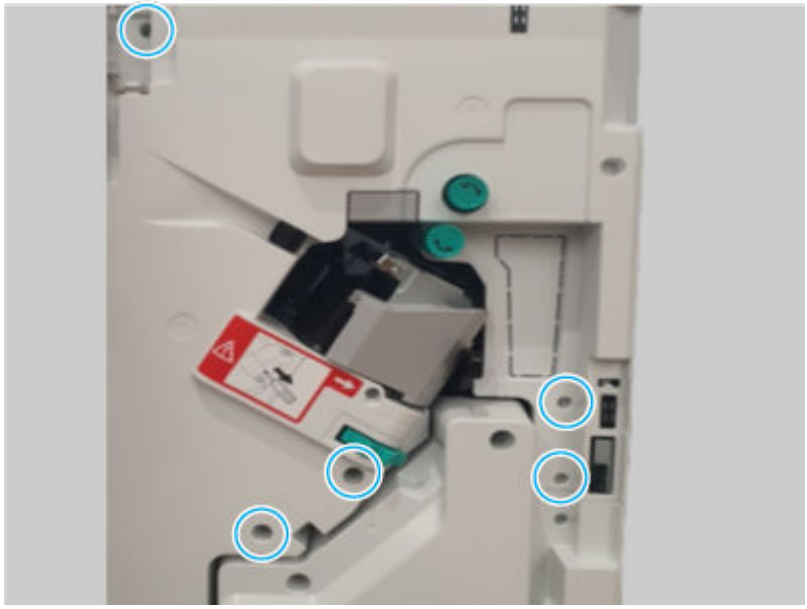
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1626 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1627 Remove the cover



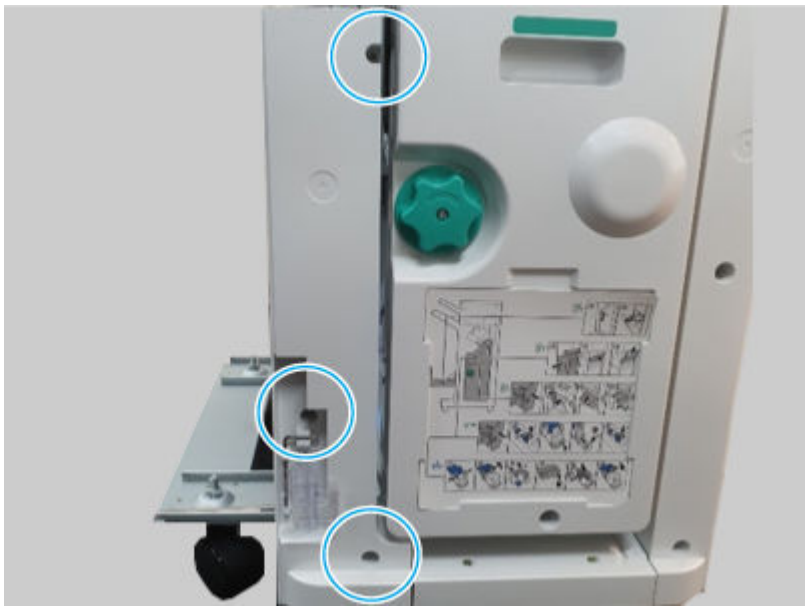
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1628 Remove the cover

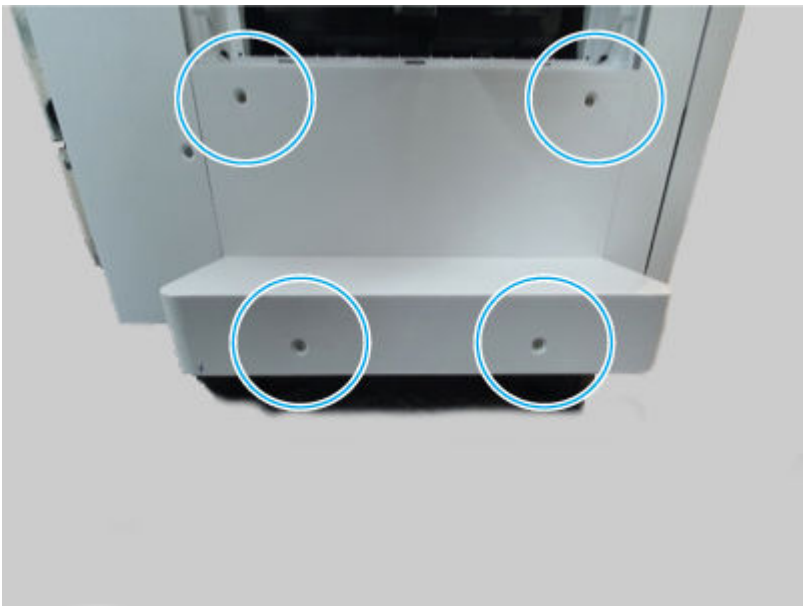


6. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1629 Remove the cover

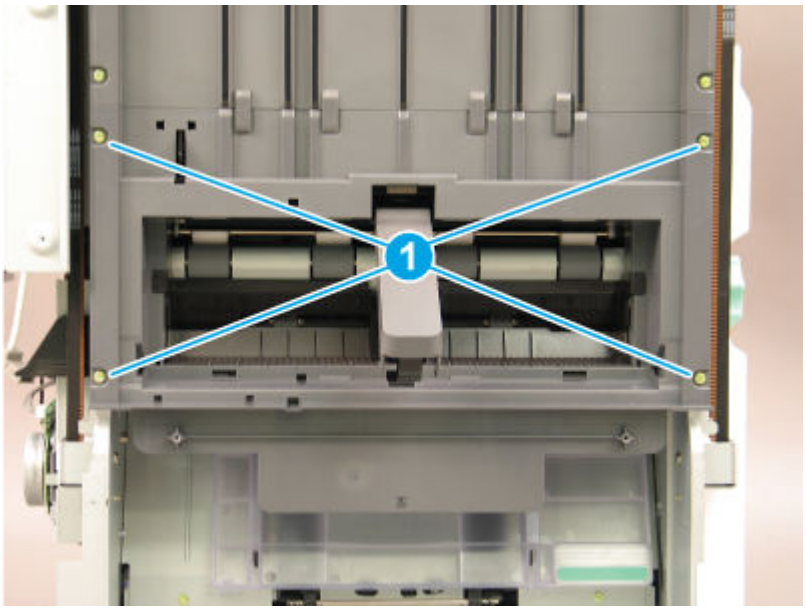


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1630 Remove four screws

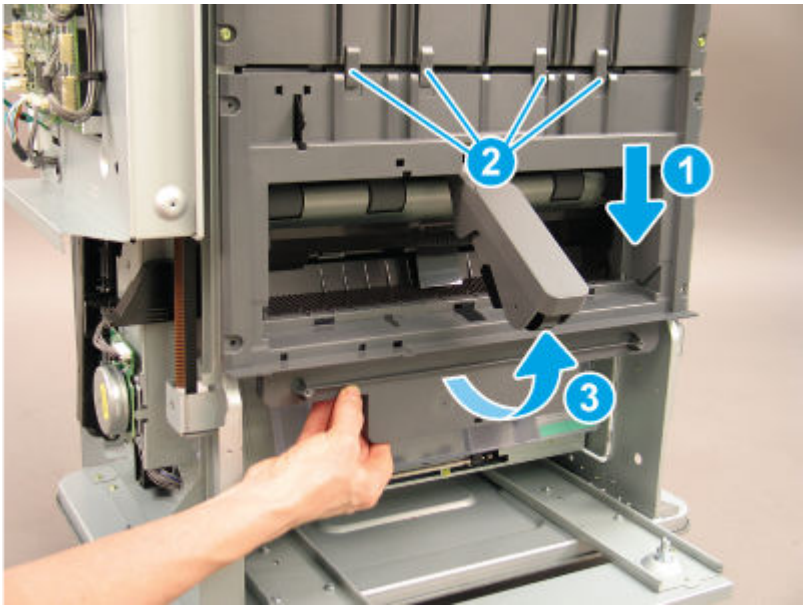


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

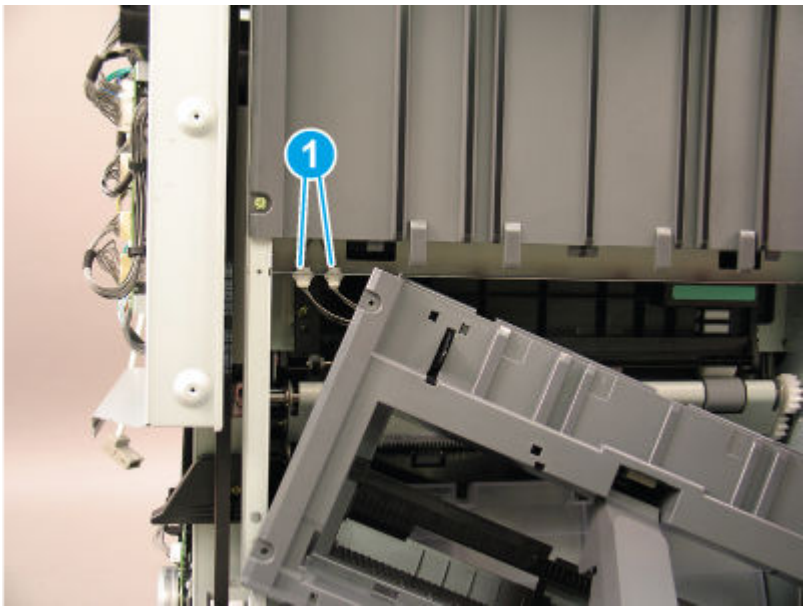
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1631 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1632 Remove the cover

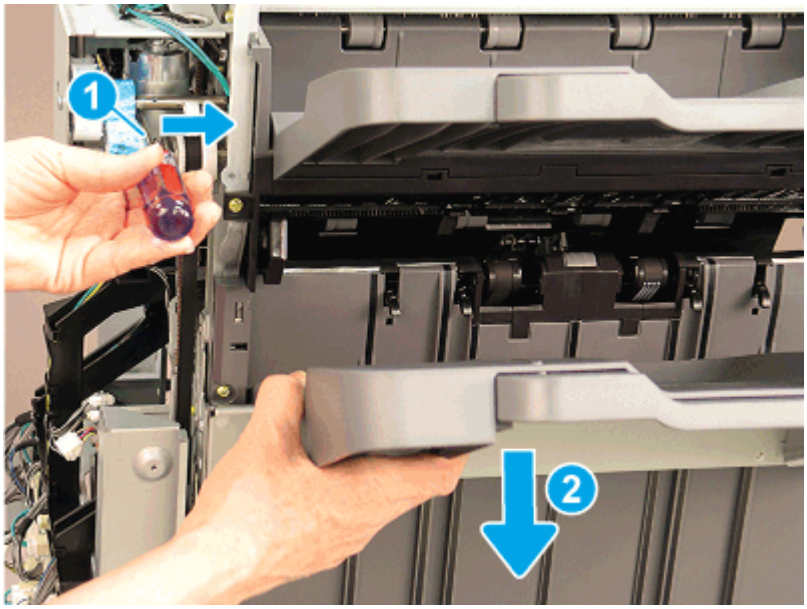


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

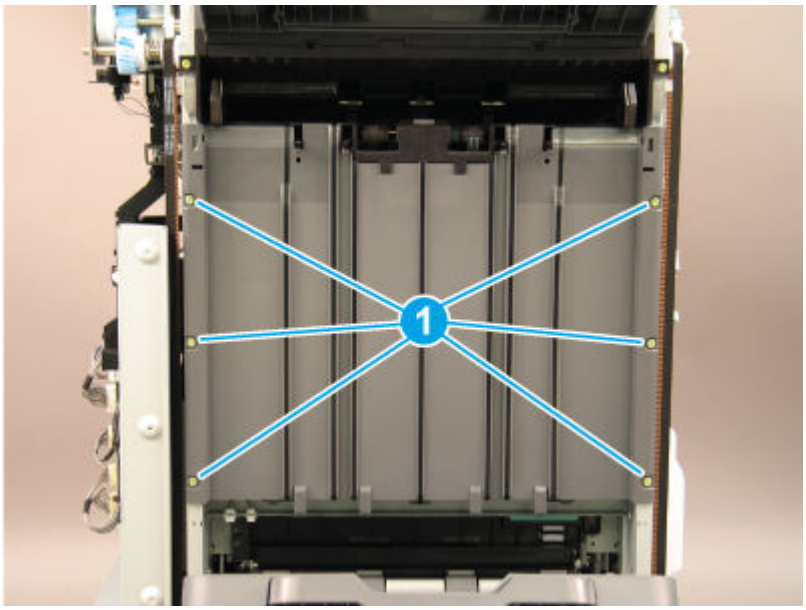
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1633 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1634 Remove six screws

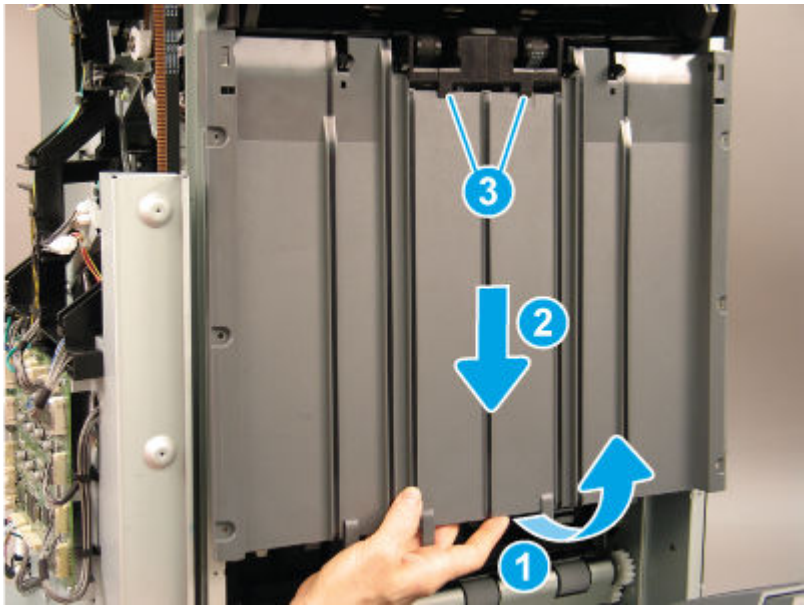


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

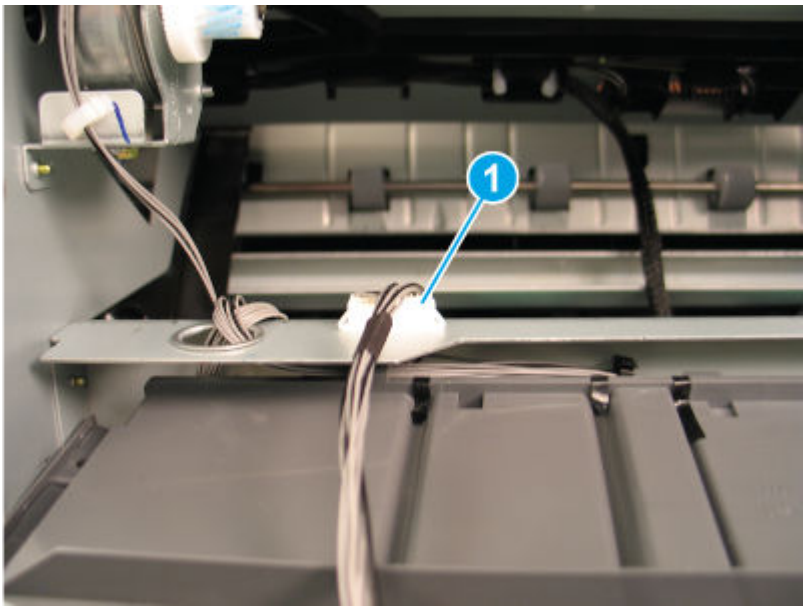
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1635 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1636 Remove the cover



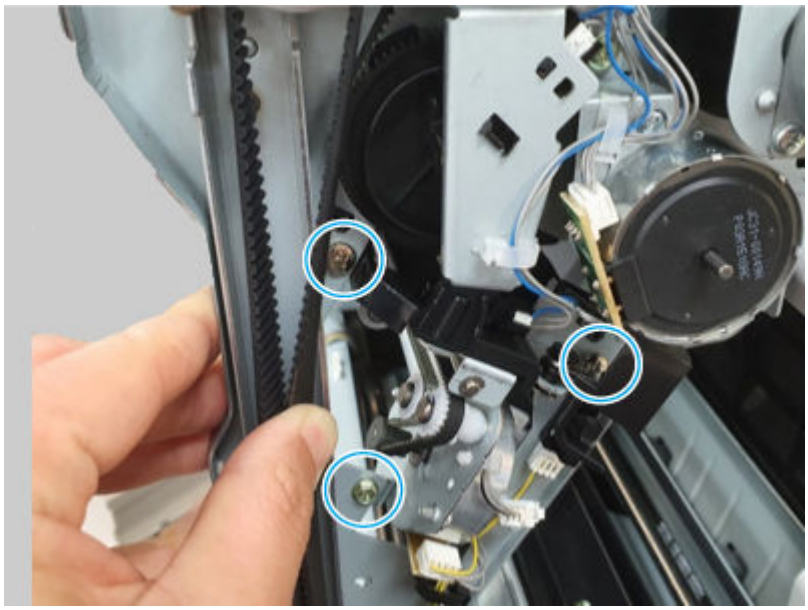
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

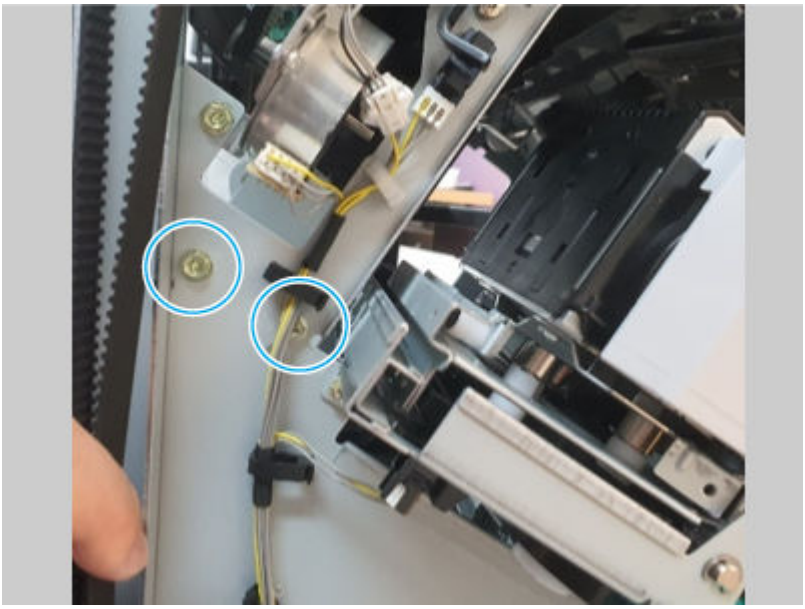
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1637 Release the tamper



2. Remove two screws (located below the front tamper).

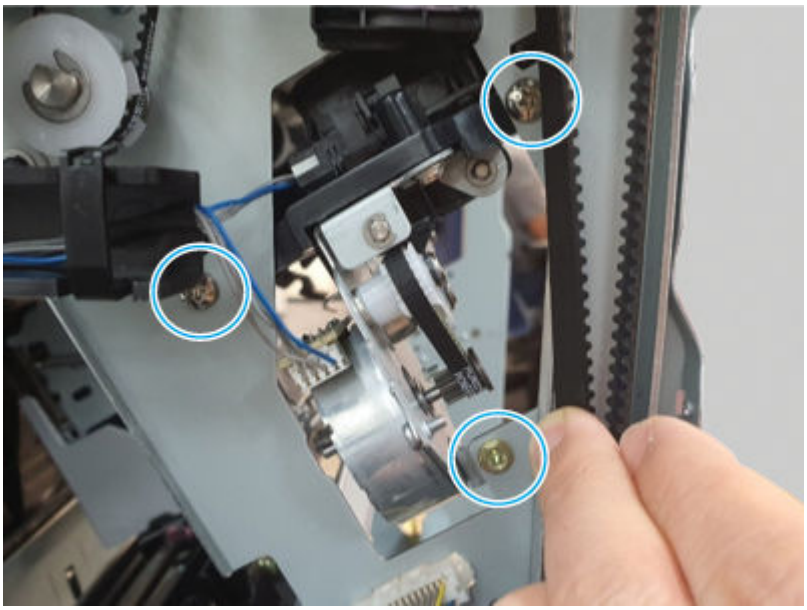
Figure 5-1638 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1639 Release the tamper



4. Remove two screws (located below the rear tamper).

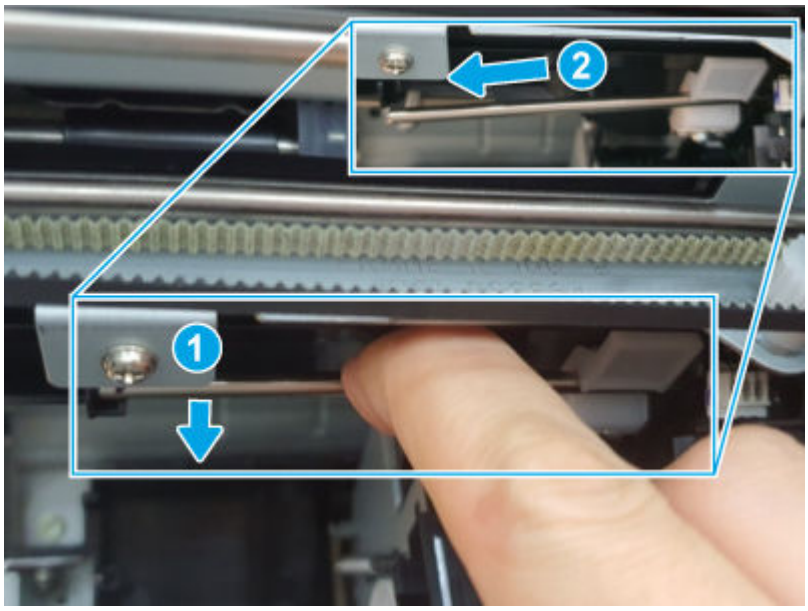
Figure 5-1640 Remove two screws

5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

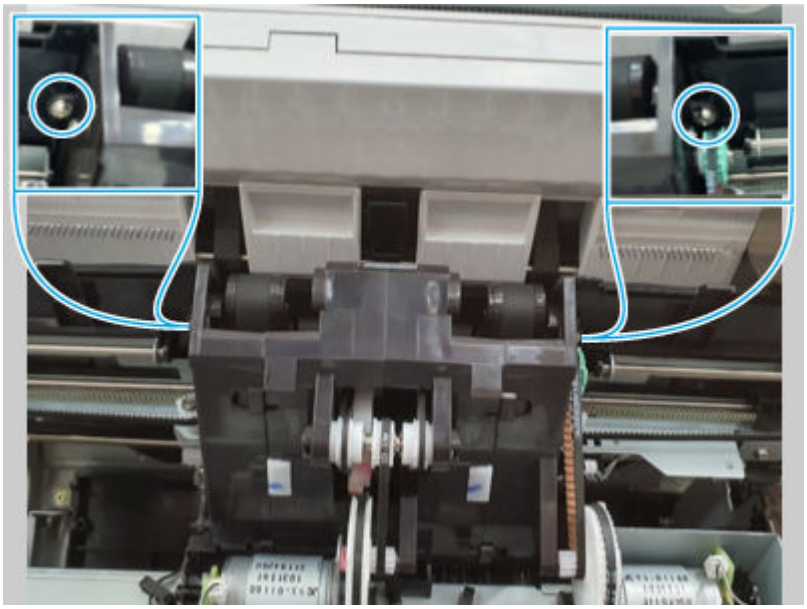
Figure 5-1641 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-1642 Remove the unit



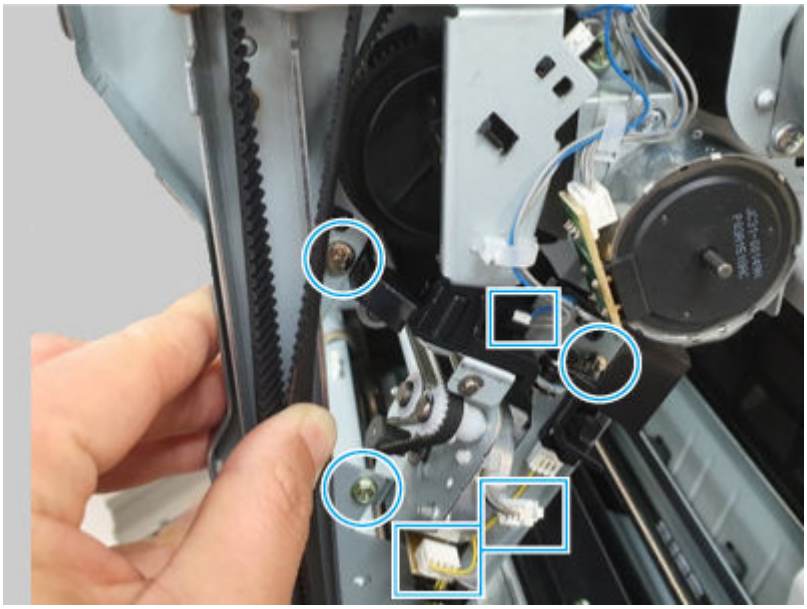
10. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-1643 Remove the tamper

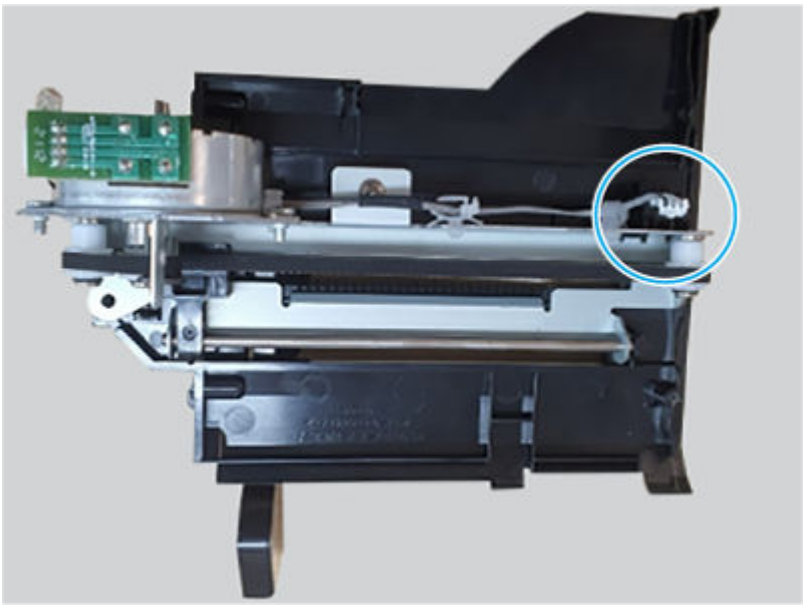


11. Remove the external finisher end fence home sensory

Use the following procedure to remove and replace the external finisher end fence home sensor.

- Disconnect one connector, and then remove the end fence home sensor.

Figure 5-1644 Remove the sensor



12. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: End fence motor assembly

Learn about removing and replacing the external finisher end fence motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-238 Part information

Part number	Part description
JC90-01467A	End fence motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

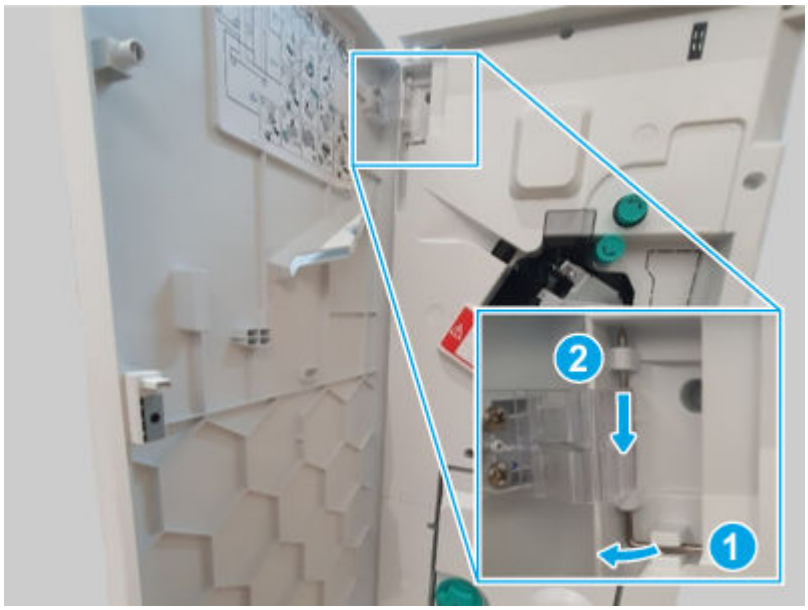
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

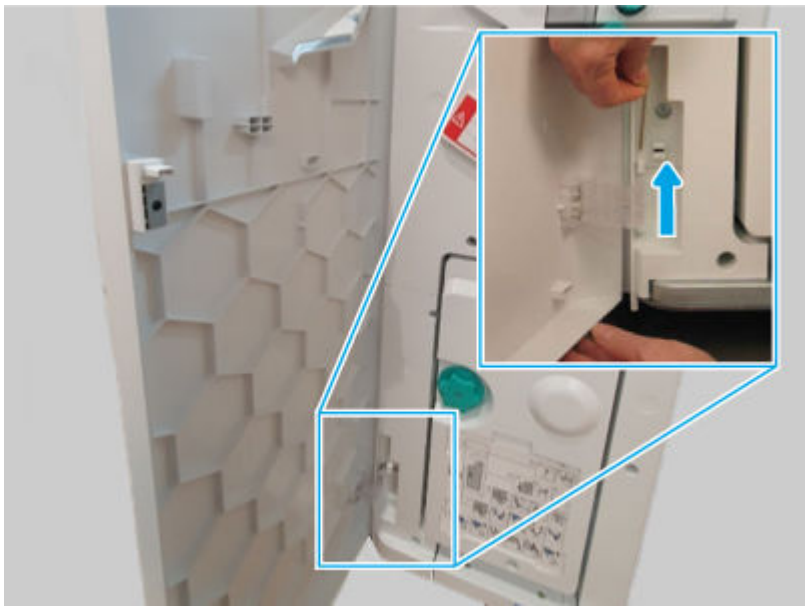
1. Release, and then remove the upper hinge pin.

Figure 5-1645 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1646 Remove the door



2. Remove the external finisher top cover

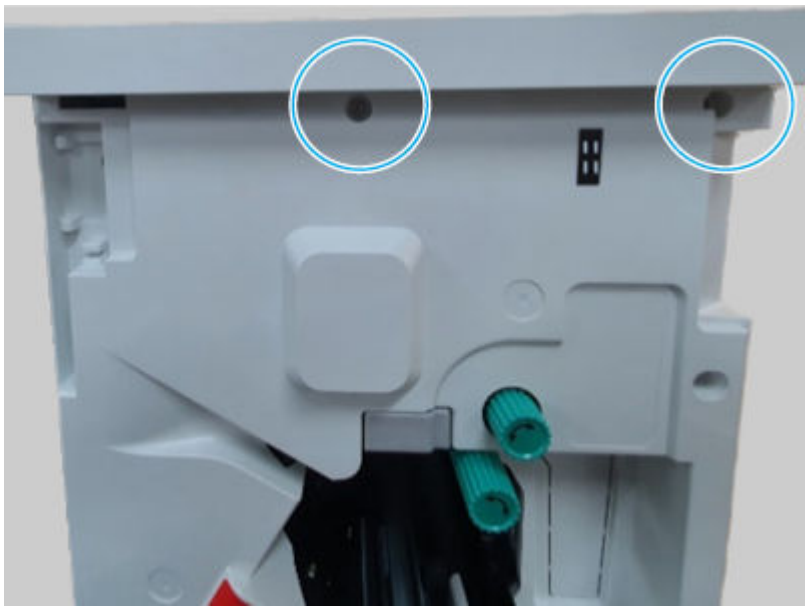
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1647 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1648 Remove the cover

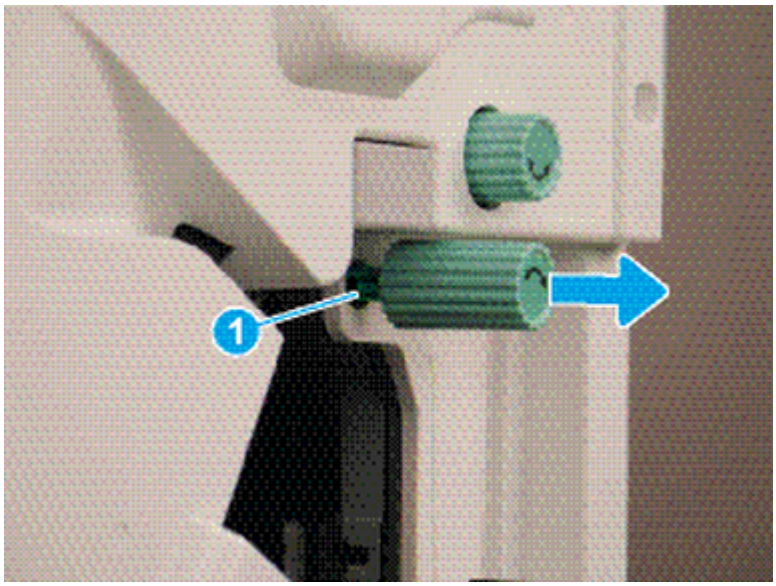


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

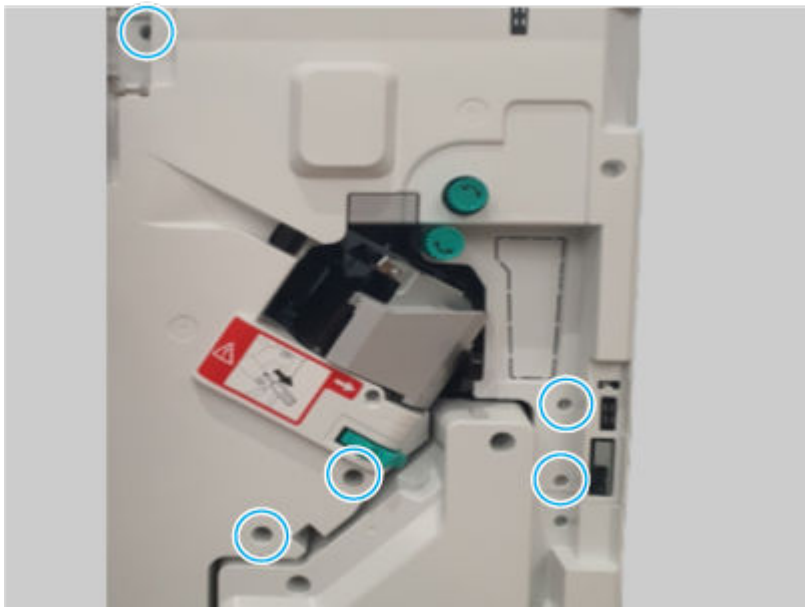
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1649 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1650 Remove the cover

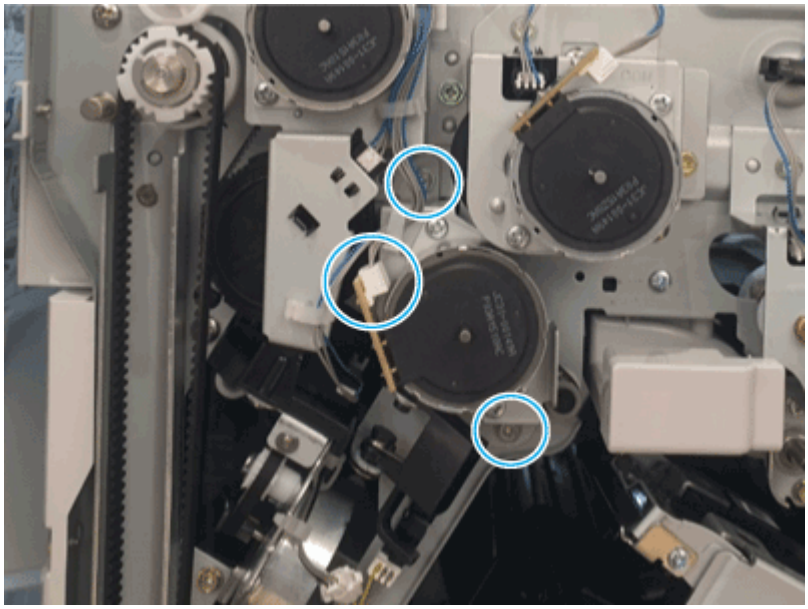


4. Remove the external finisher end fence motor assembly

Use the following procedure to remove and replace the external finisher end fence motor assembly.

- Disconnect one connector, remove two screws, and then remove the end fence motor assembly.

Figure 5-1651 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: End fence motor

Learn about removing and replacing the external finisher end fence motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-239 Part information

Part number	Part description
JC93-01001A	Drive-motor step (End fence motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

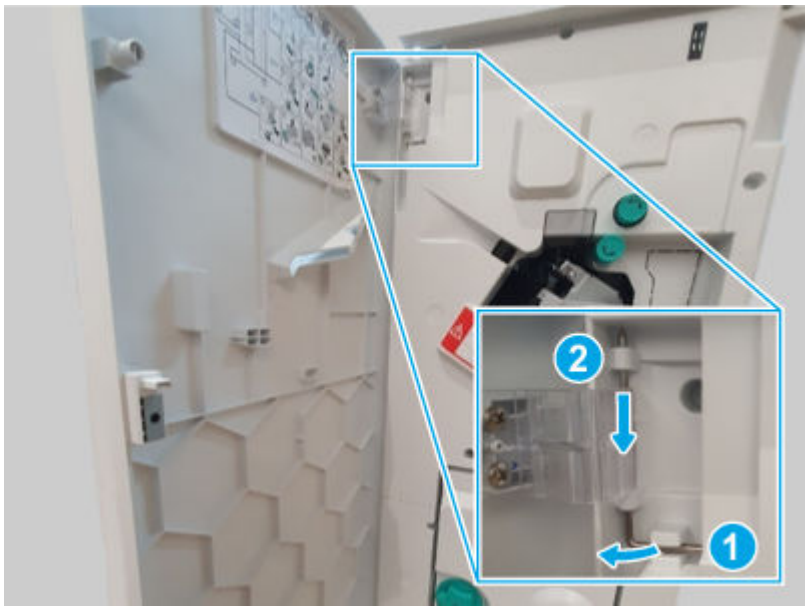
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

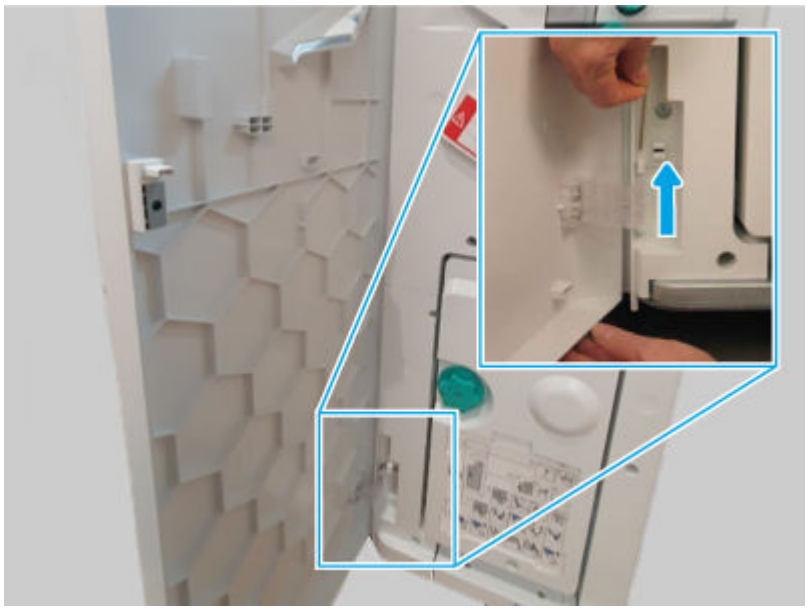
1. Release, and then remove the upper hinge pin.

Figure 5-1652 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1653 Remove the door



2. Remove the external finisher top cover

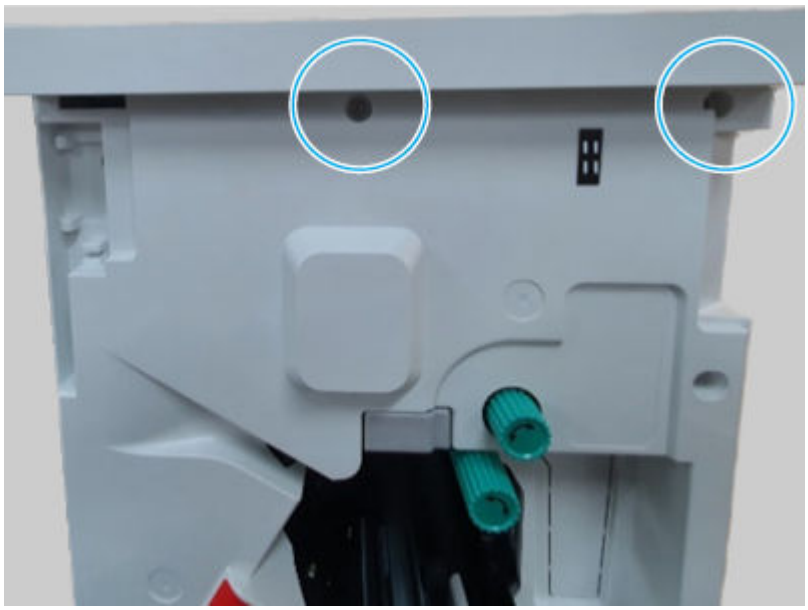
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1654 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1655 Remove the cover

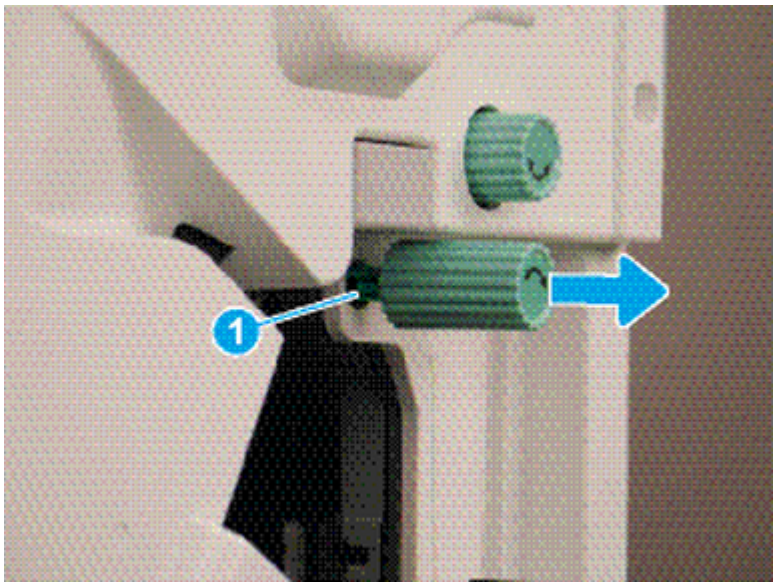


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

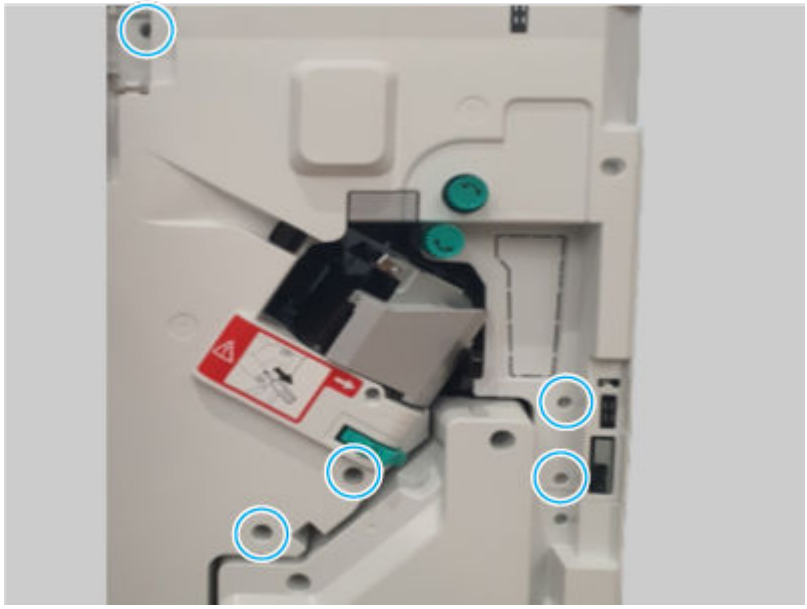
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1656 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1657 Remove the cover

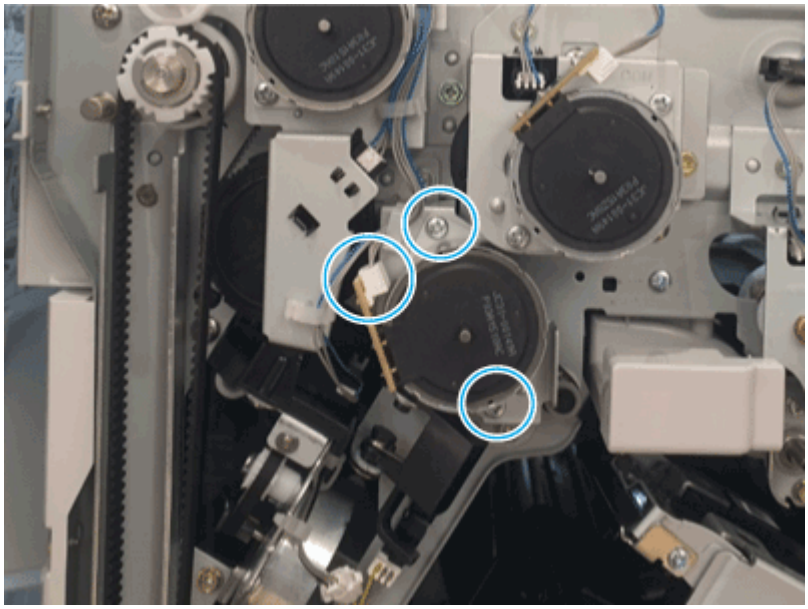


4. Remove the external finisher end fence motor

Use the following procedure to remove and replace the external finisher end fence motor.

- Disconnect one connector, remove two screws, and then remove the end fence motor.

Figure 5-1658 Remove the motor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray top of stack switch guide

Learn about removing and replacing the external finisher main output tray top of stack switch guide.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-240 Part information

Part number	Part description
8GS05-40019	Main output tray top of stack switch guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

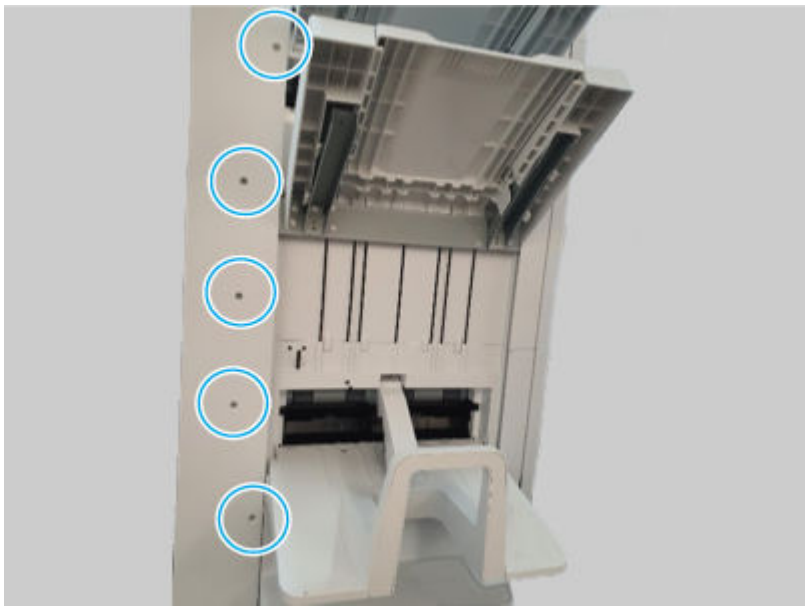
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

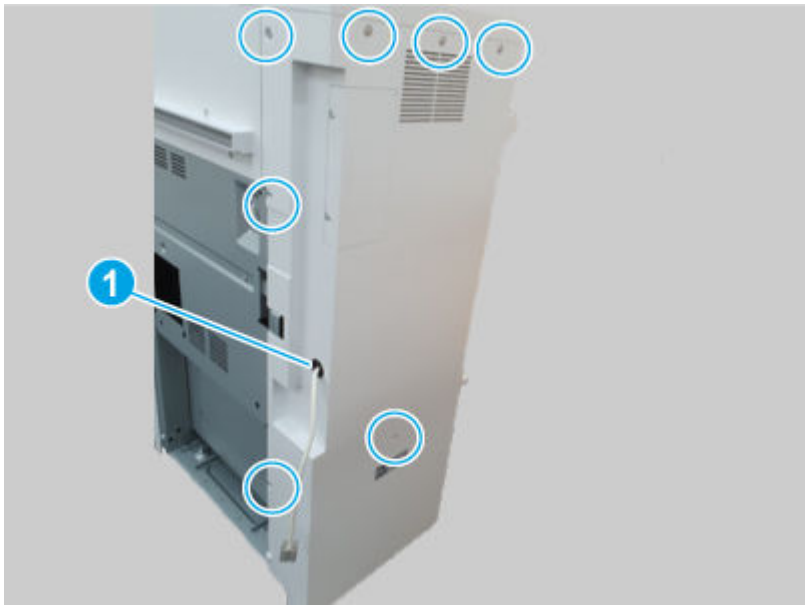
Figure 5-1659 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1660 Remove the cover

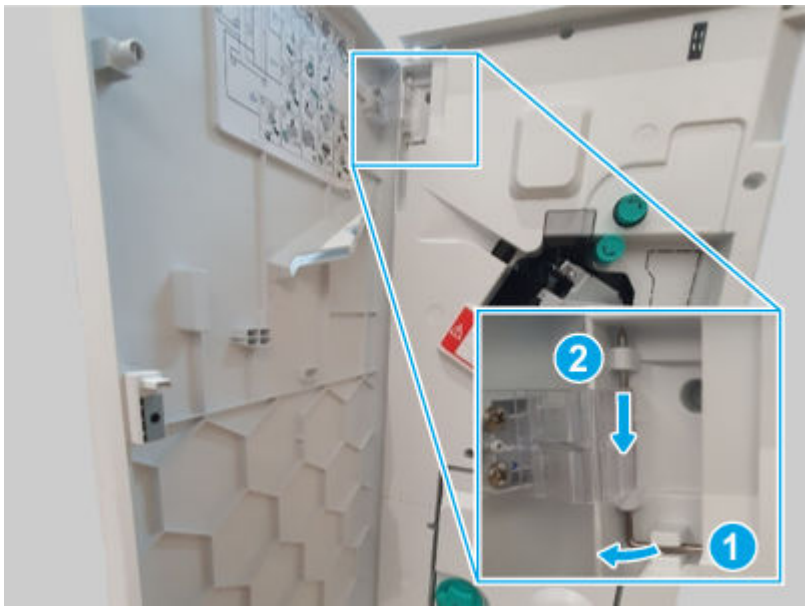


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

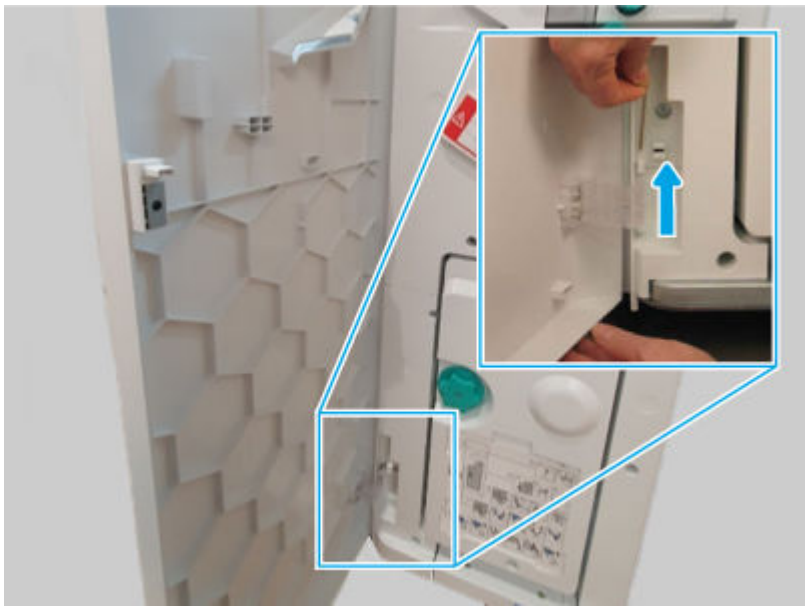
1. Release, and then remove the upper hinge pin.

Figure 5-1661 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1662 Remove the door



3. Remove the external finisher top cover

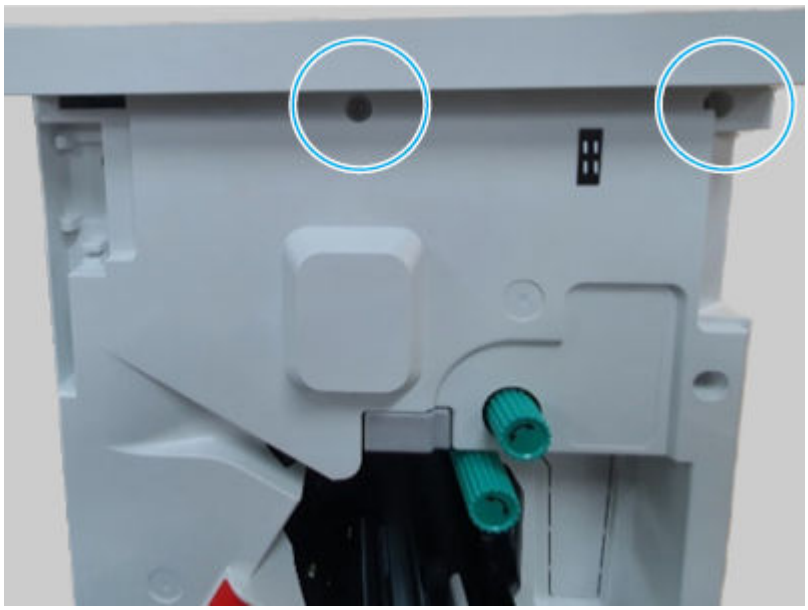
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1663 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1664 Remove the cover

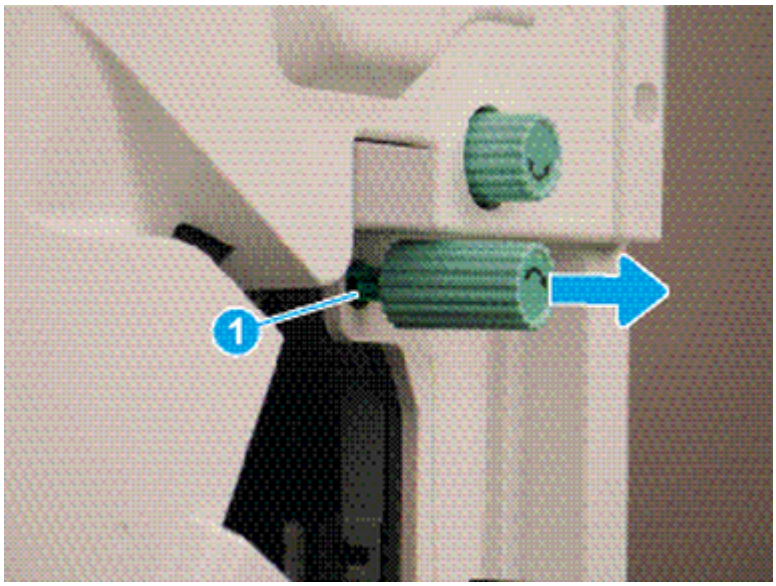


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

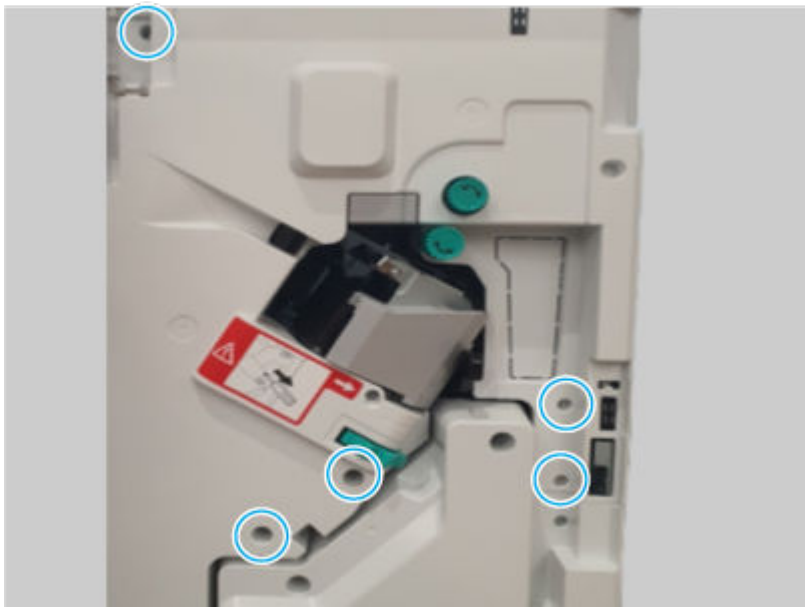
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1665 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1666 Remove the cover

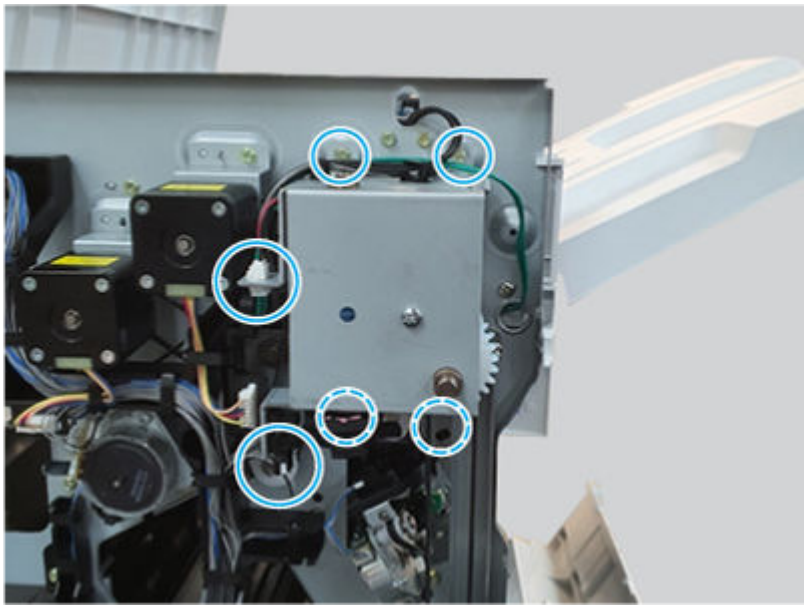


5. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-1667 Remove the sensor

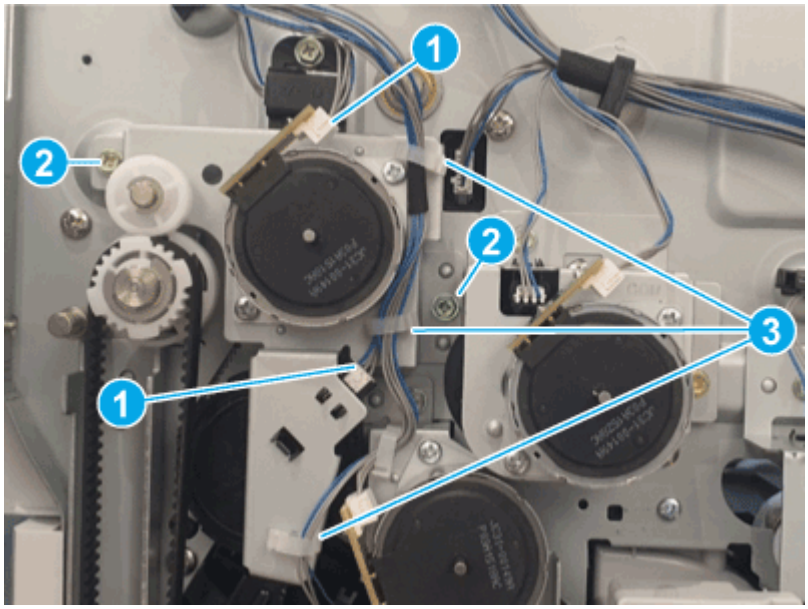


6. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

- Do the following:
  - **a.** Disconnect two connectors (callout 1).
  - **b.** Remove two screws (callout 2).
  - **c.** Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-1668 Remove the assembly

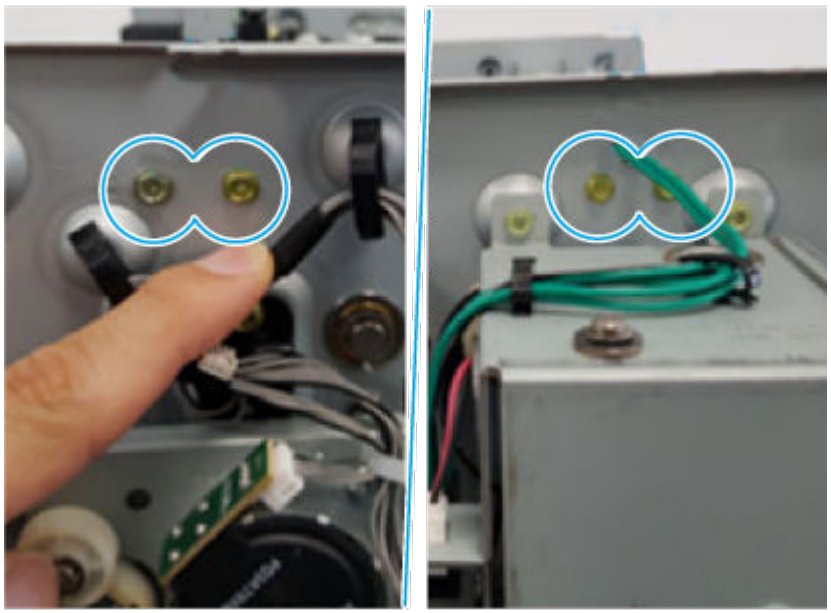


7. Remove the external finisher main output tray top of stack switch guide

Use the following procedure to remove and replace the external finisher main output tray top of stack switch guide.

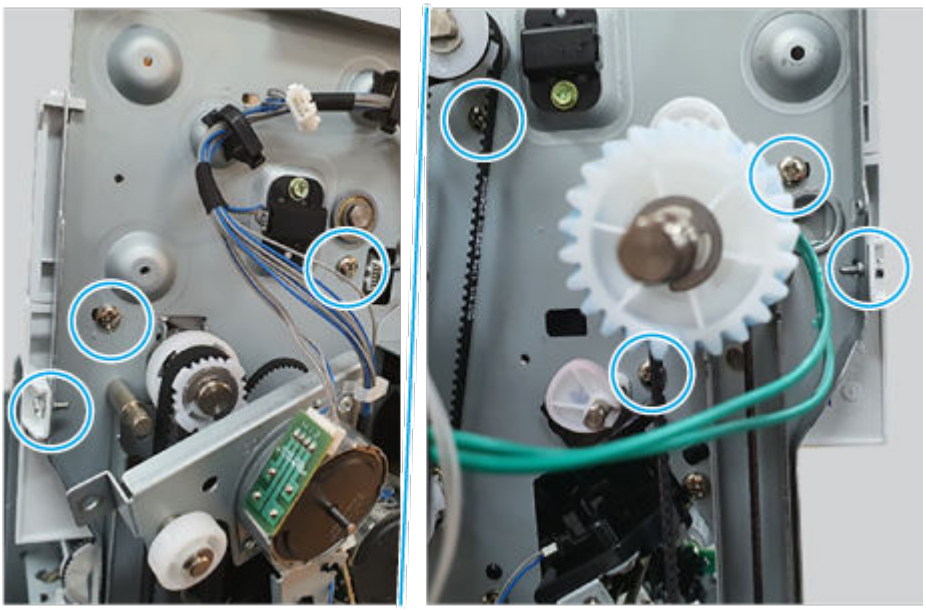
1. Remove four screws, and then remove the frame cover.

Figure 5-1669 Remove the cover



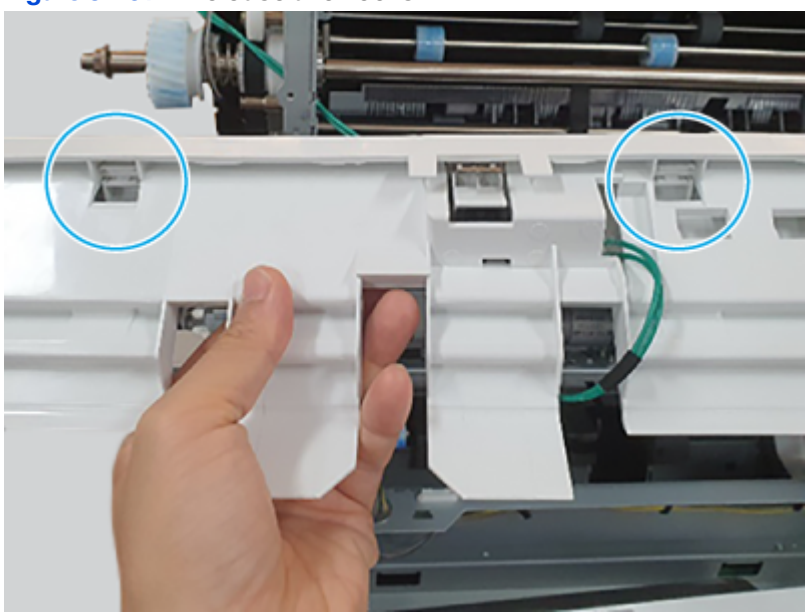
2. Remove seven screws, and then remove the top output tray.

Figure 5-1670 Remove the tray



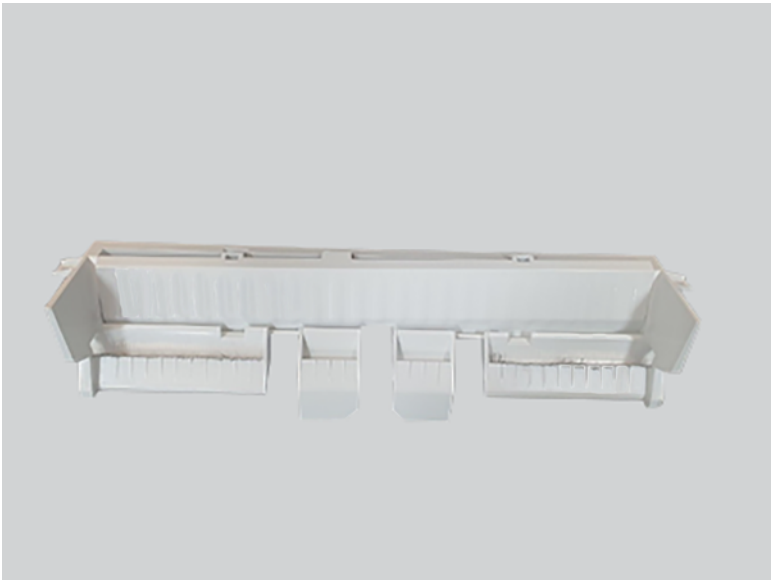
3. Release two hooks.

Figure 5-1671 Release two hooks



4. Remove the main output tray top of stack switch guide.

Figure 5-1672 Remove the guide



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray top of stack switch lower guide

Learn about removing and replacing the external finisher main output tray top of stack switch lower guide.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-241 Part information

Part number	Part description
8GS05-40020	Main output tray top of stack switch lower guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

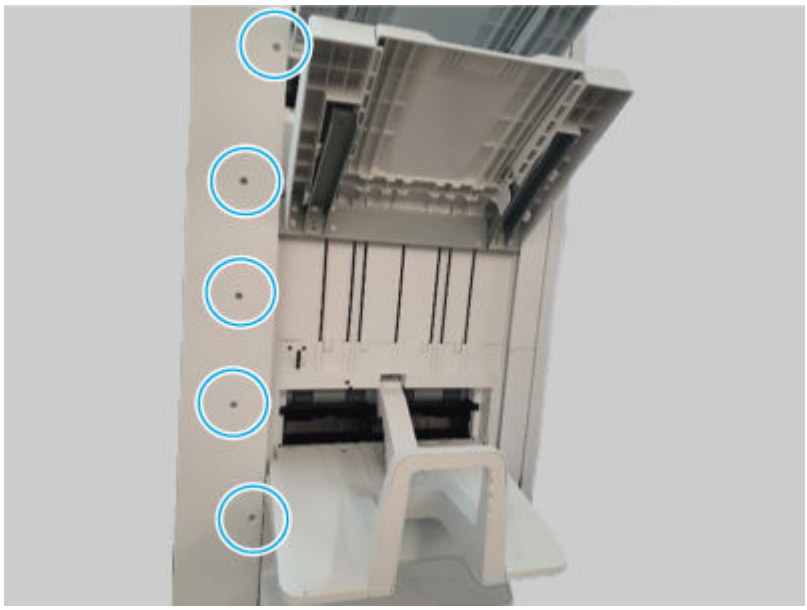
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

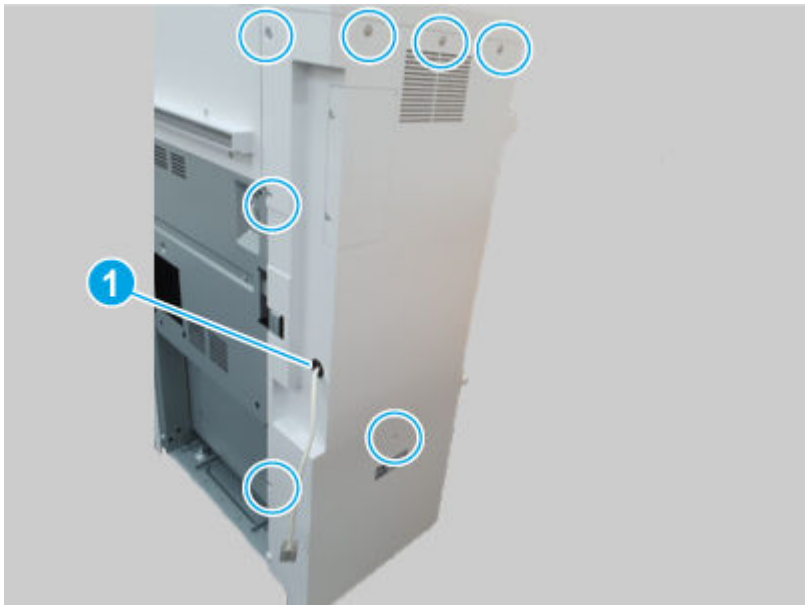
Figure 5-1673 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1674 Remove the cover

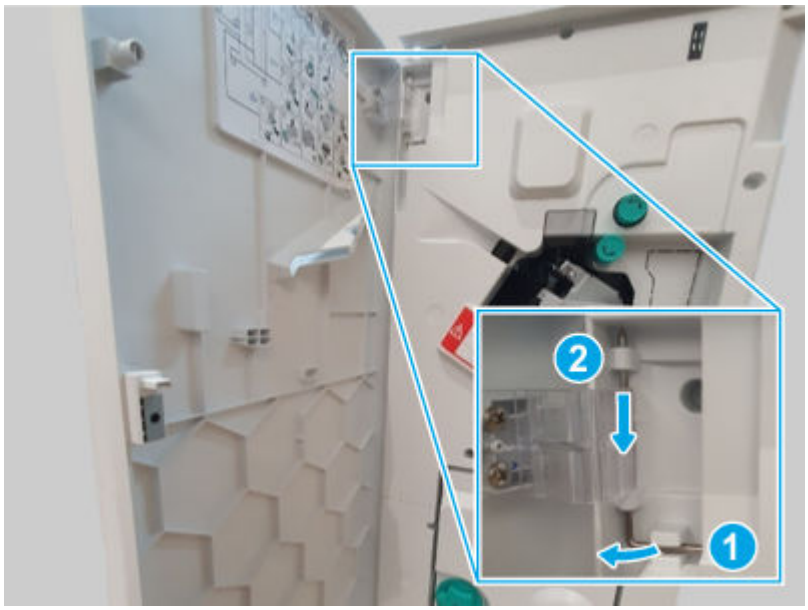


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

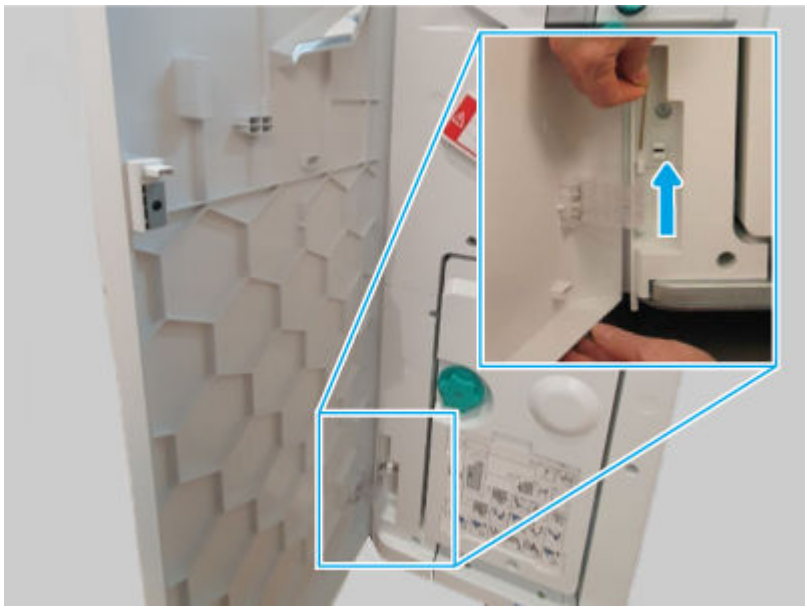
1. Release, and then remove the upper hinge pin.

Figure 5-1675 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1676 Remove the door



3. Remove the external finisher top cover

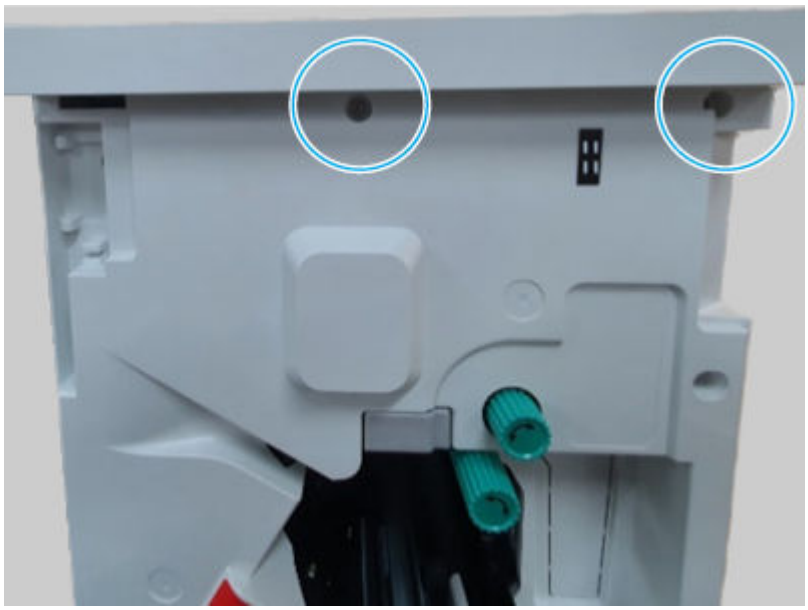
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1677 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1678 Remove the cover

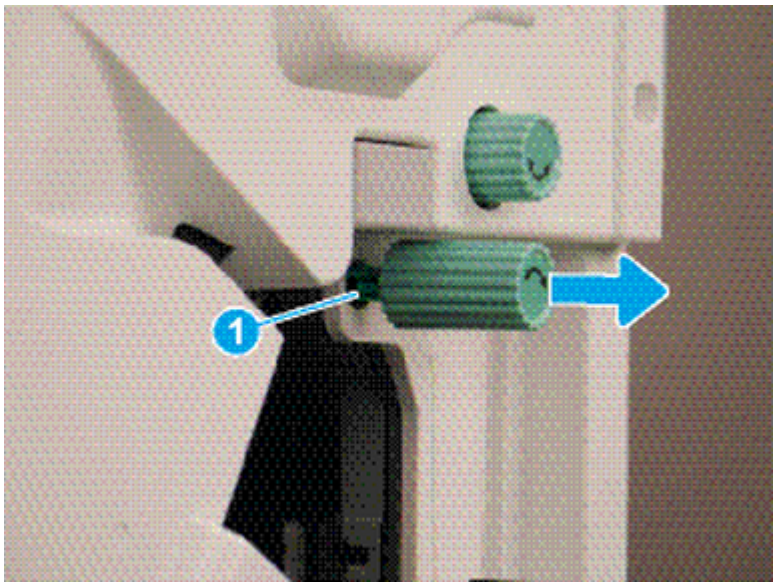


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

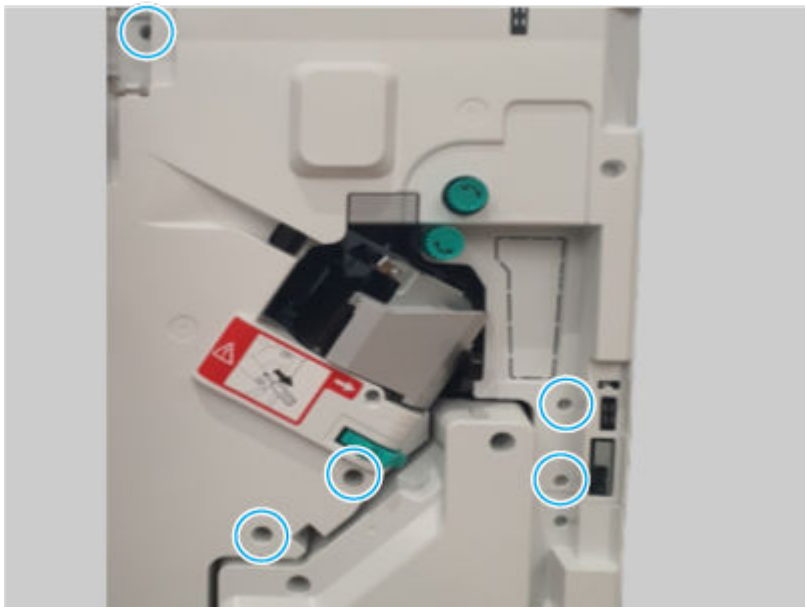
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1679 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1680 Remove the cover

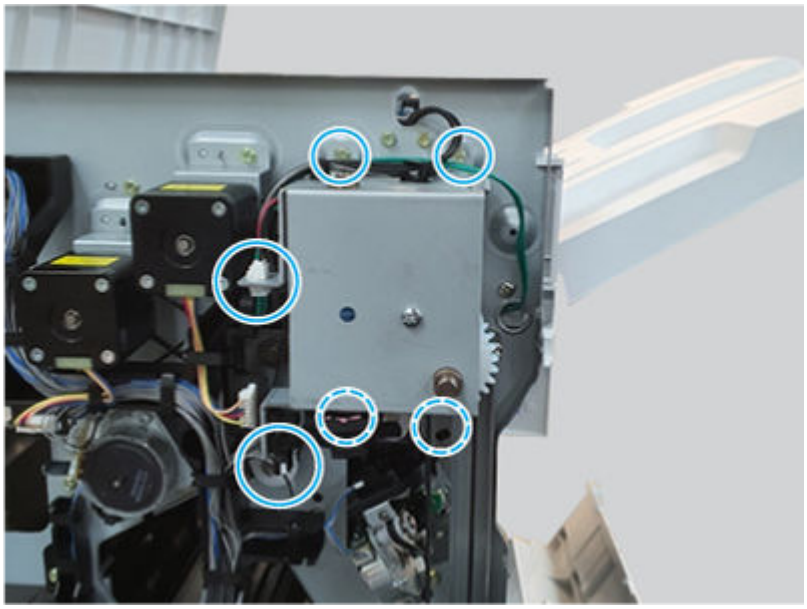


5. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-1681 Remove the sensor

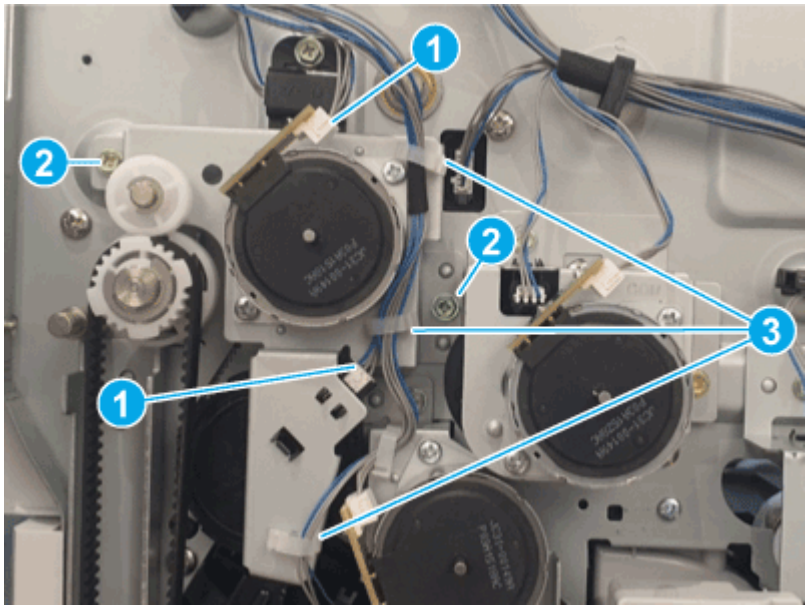


6. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

- Do the following:
  a. Disconnect two connectors (callout 1).
  b. Remove two screws (callout 2).
  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-1682 **Remove the assembly**

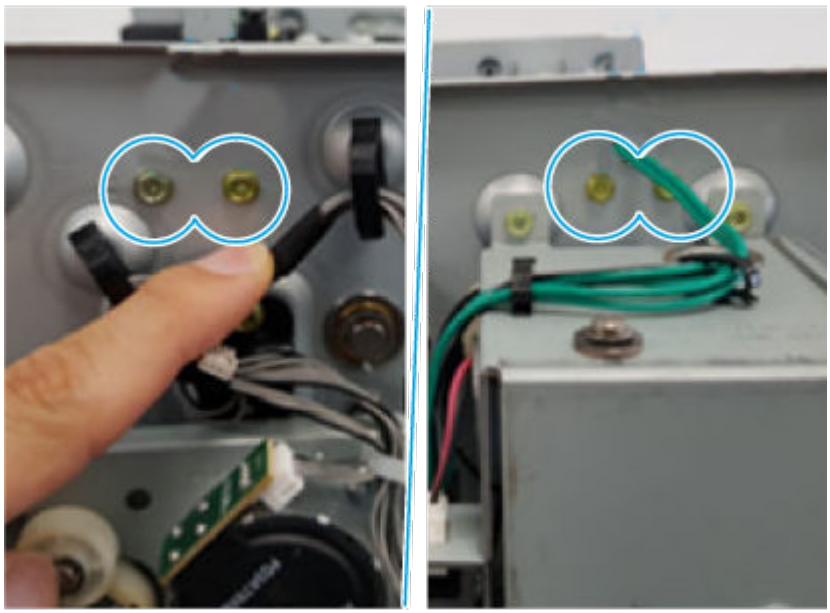


7. Remove the external finisher main output tray top of stack switch lower guide

Use the following procedure to remove and replace the external finisher main output tray top of stack switch lower guide.

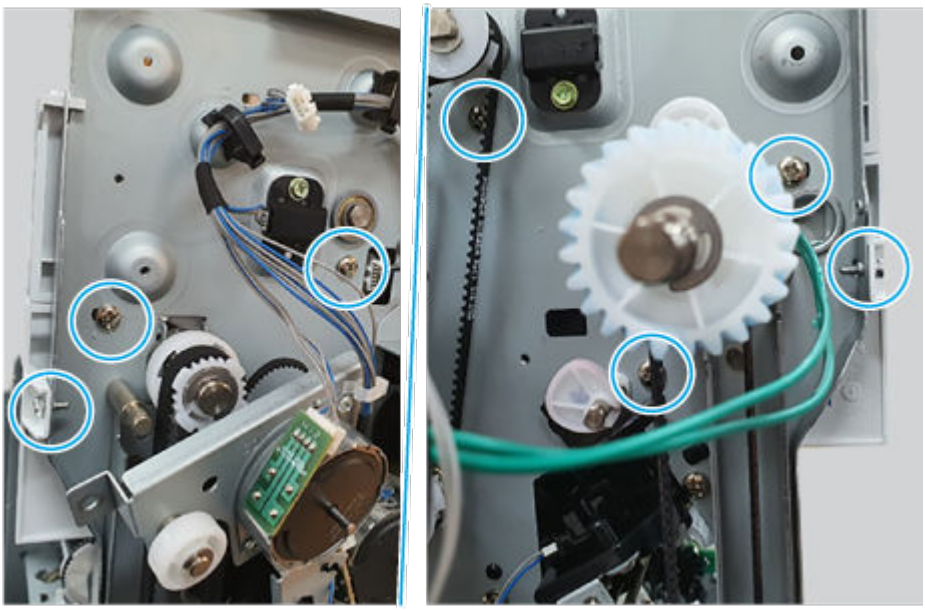
1. Remove four screws, and then remove the frame cover.

Figure 5-1683 **Remove the cover**



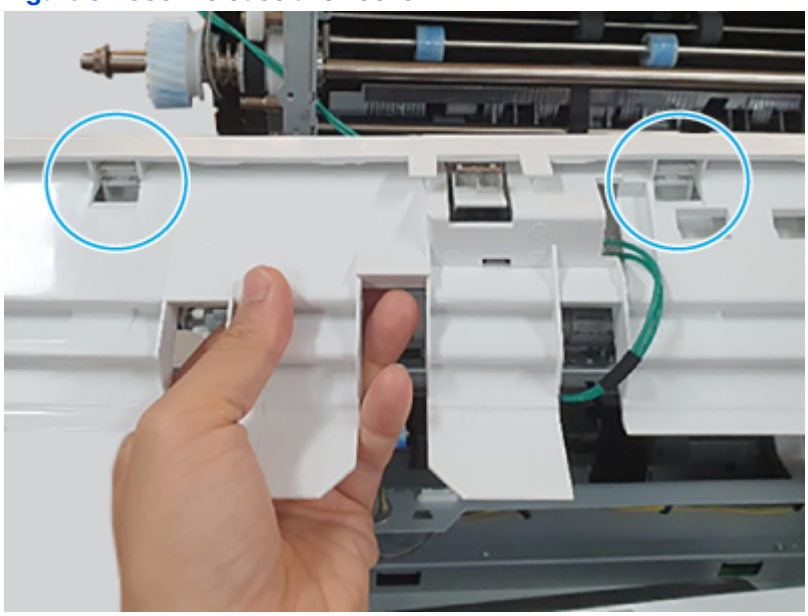
2. Remove seven screws, and then remove the top output tray.

Figure 5-1684 Remove the tray



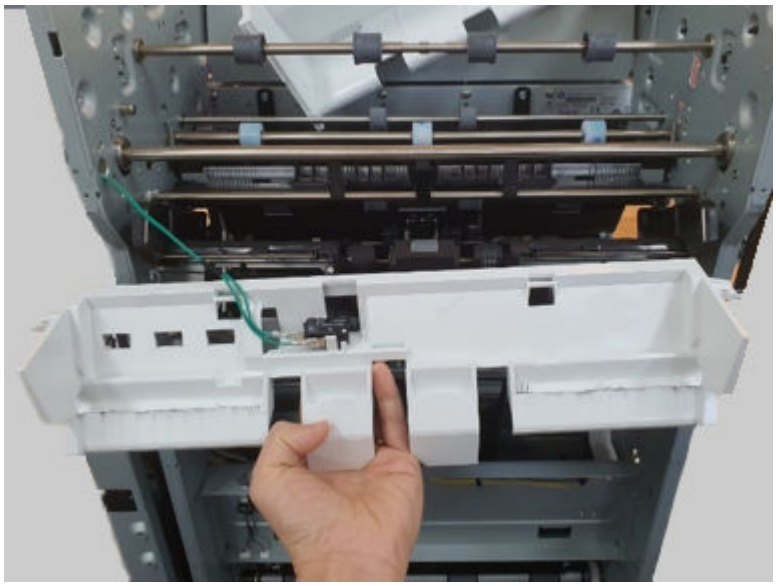
3. Release two hooks.

Figure 5-1685 Release two hooks



4. Remove the main output tray top of stack switch guide.

Figure 5-1686 Remove the guide



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Tamper unit

Review the external finisher tamper unit removal procedures.

Removal and replacement: Front tamper

Learn about removing and replacing the external finisher front tamper.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-242 Part information

Part number	Part description
JC82-00901A	Front tamper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

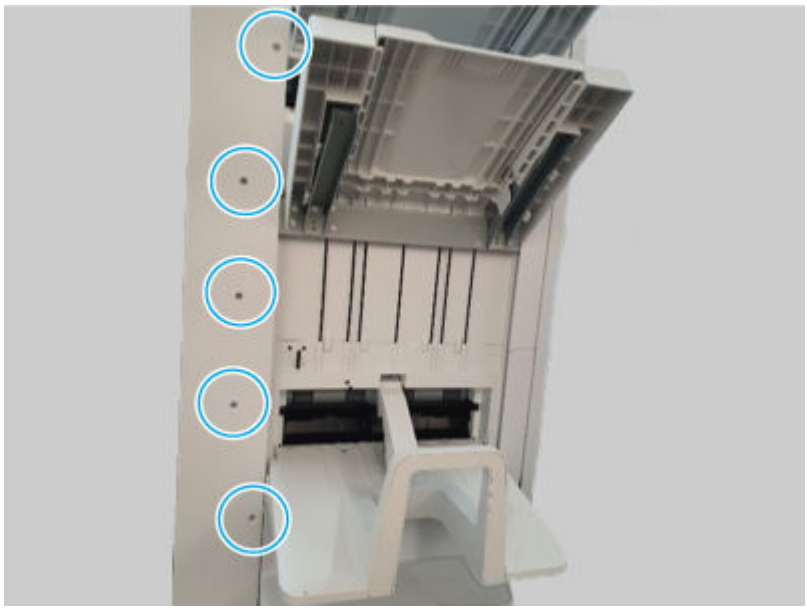
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

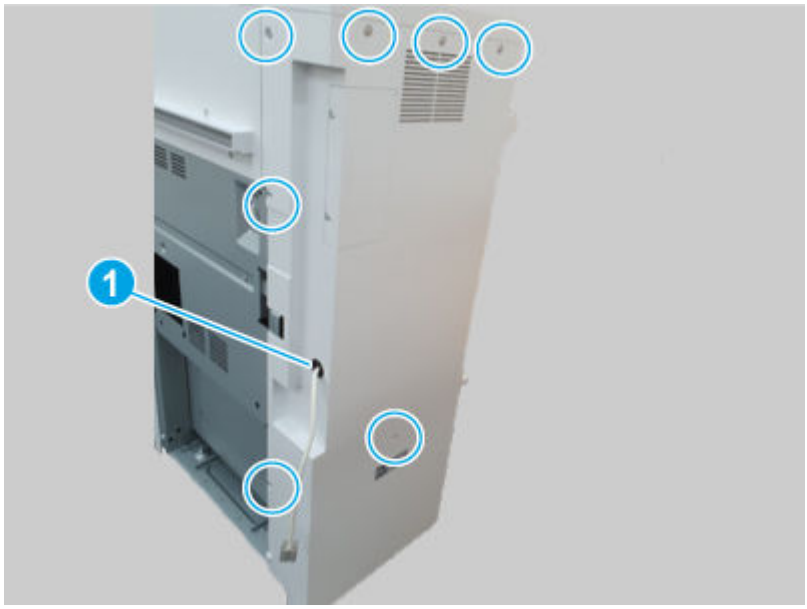
Figure 5-1687 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1688 Remove the cover

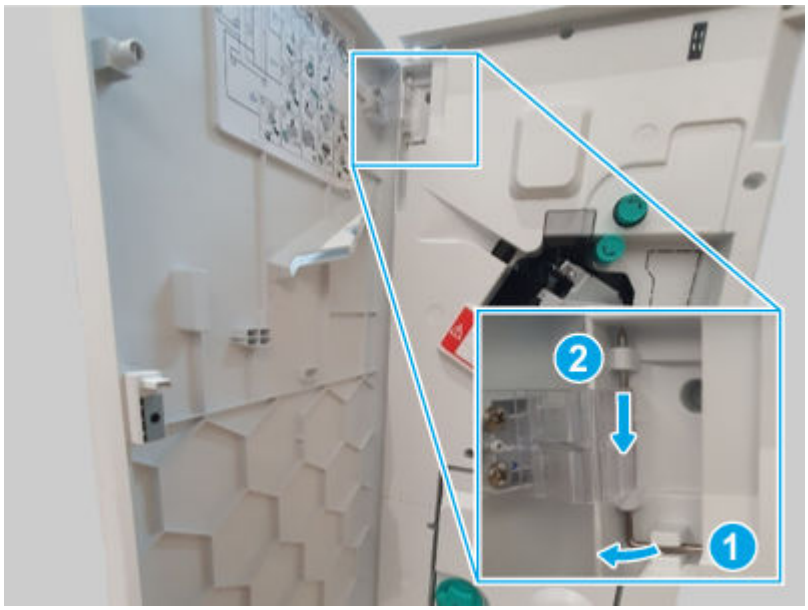


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

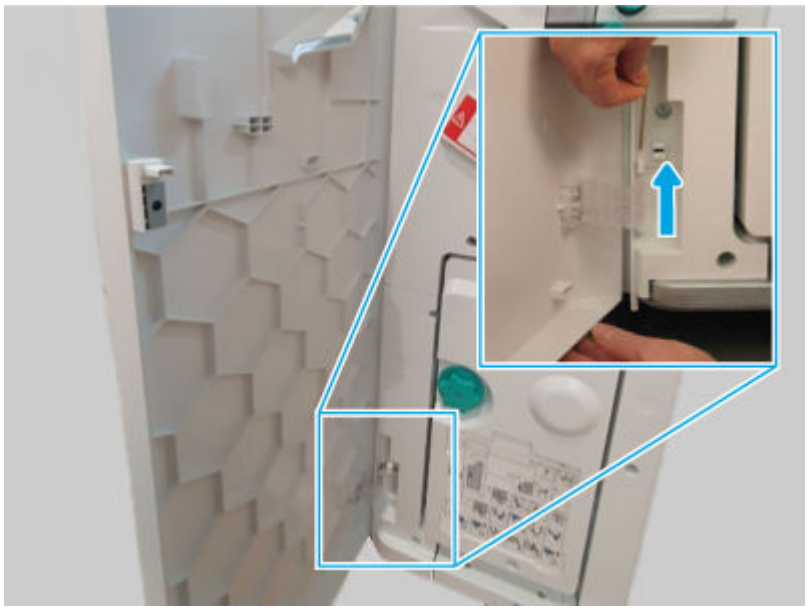
1. Release, and then remove the upper hinge pin.

Figure 5-1689 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1690 Remove the door



3. Remove the external finisher top cover

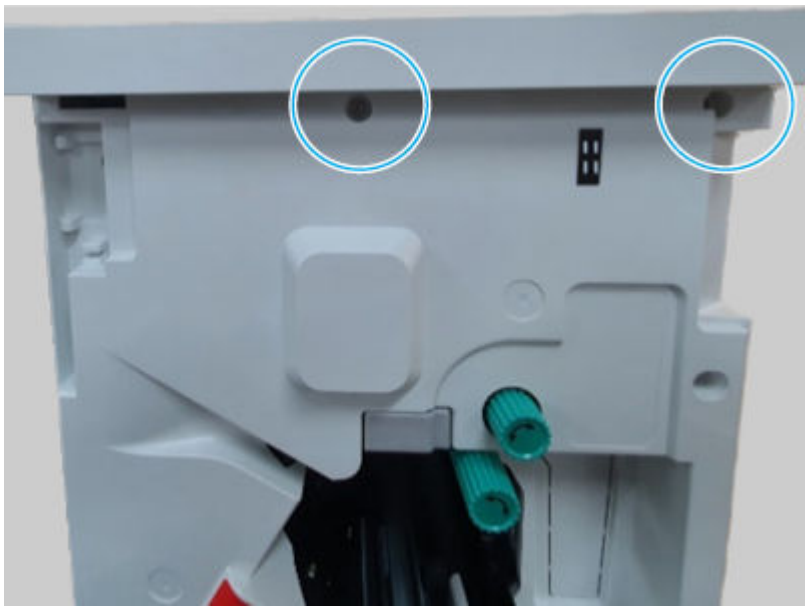
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1691 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1692 Remove the cover

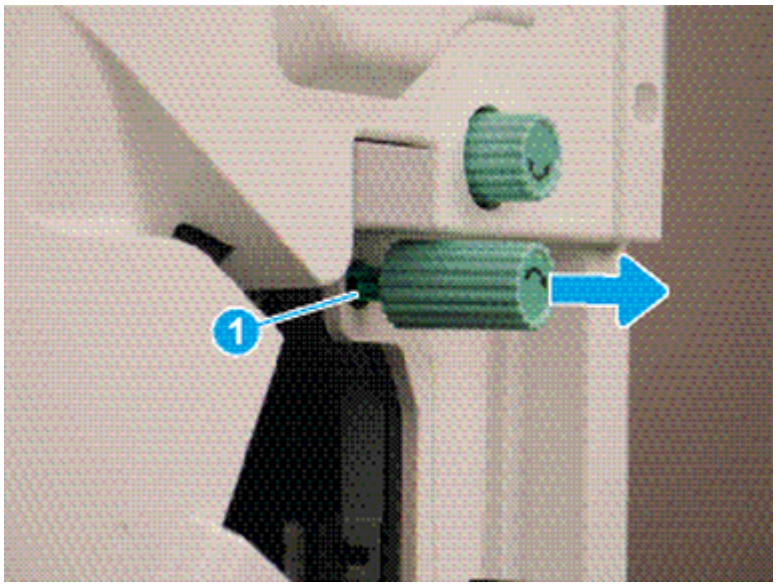


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

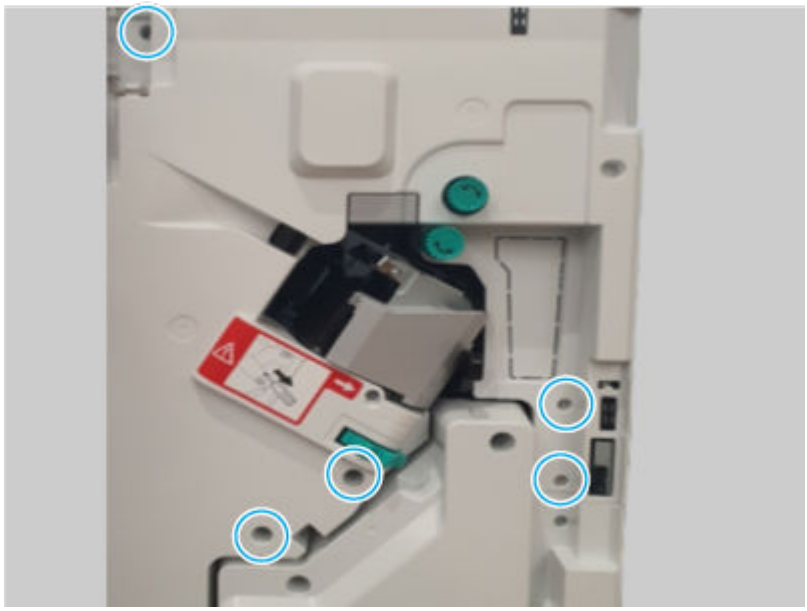
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1693 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1694 Remove the cover



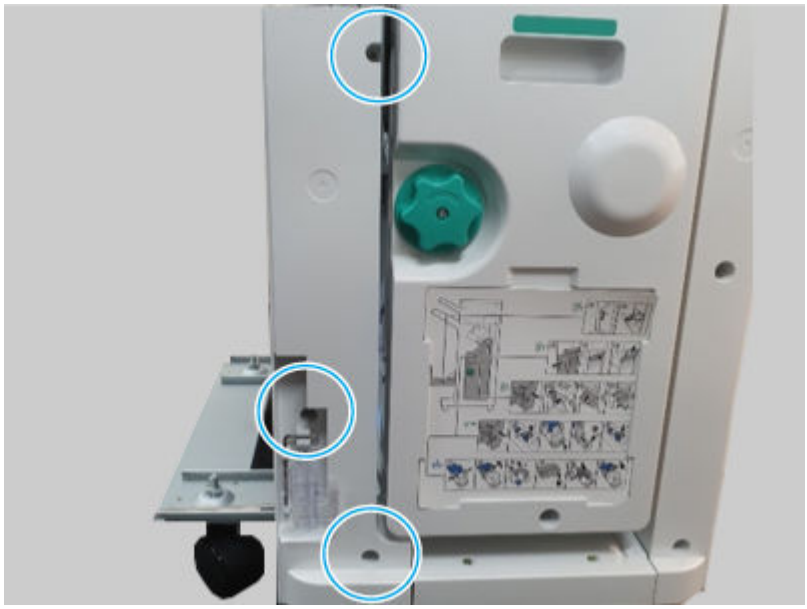
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1695 Remove the cover



6. Remove the external finisher caster

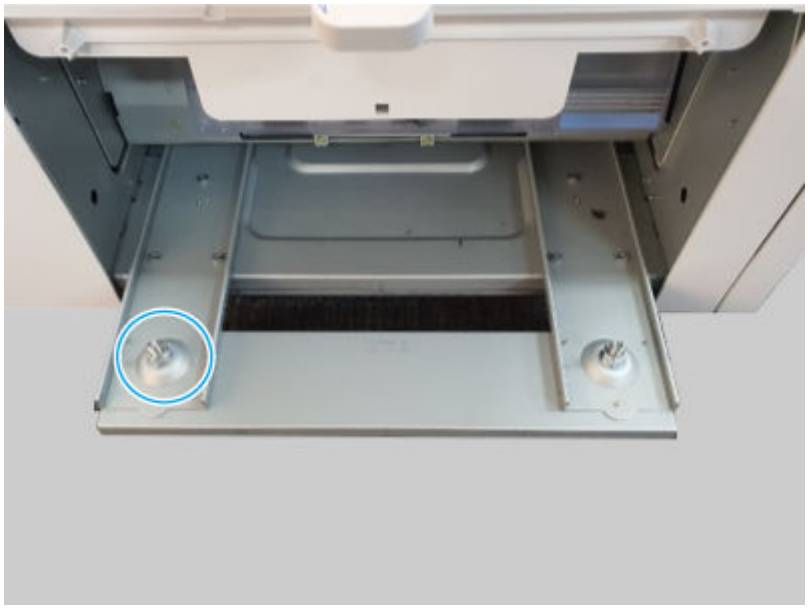
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

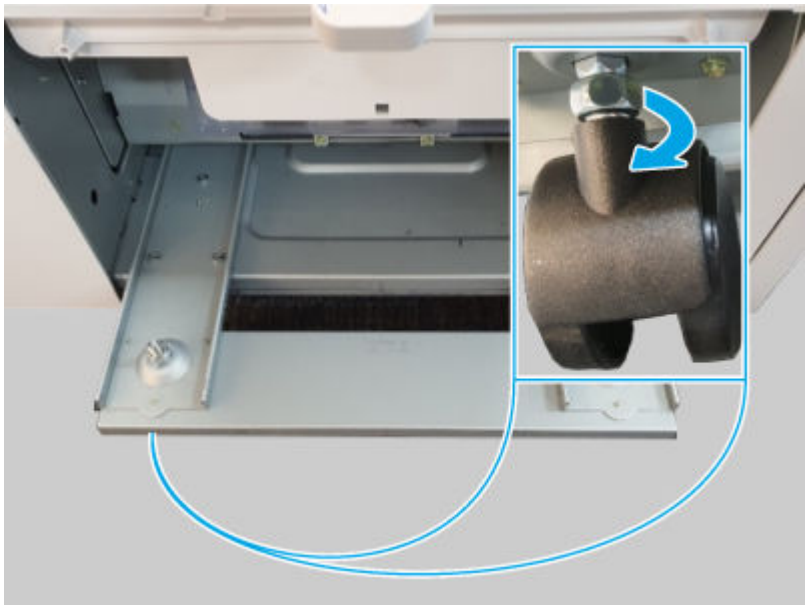
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1696 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1697 Remove the caster

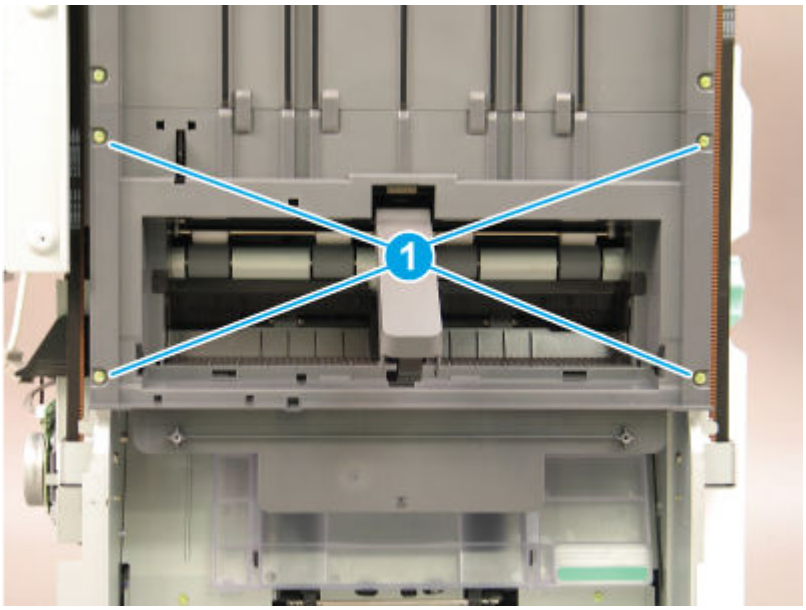


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1698 Remove four screws

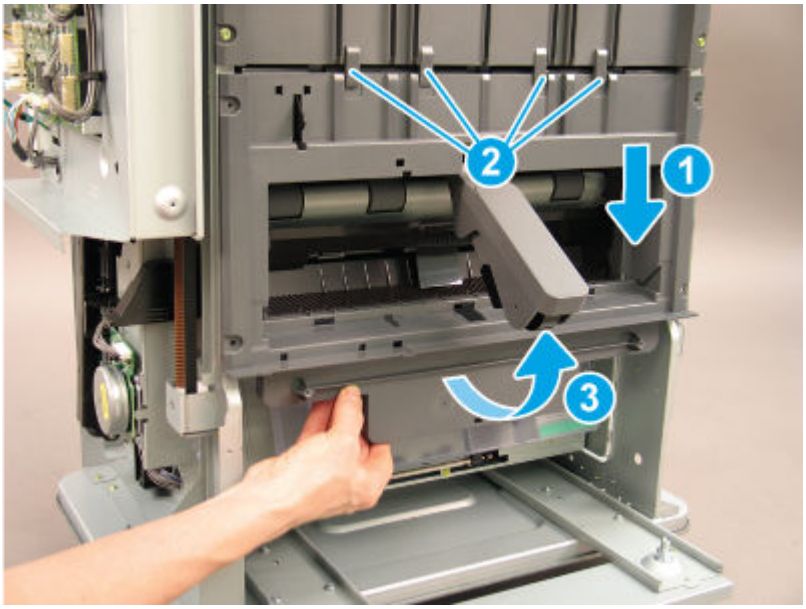


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

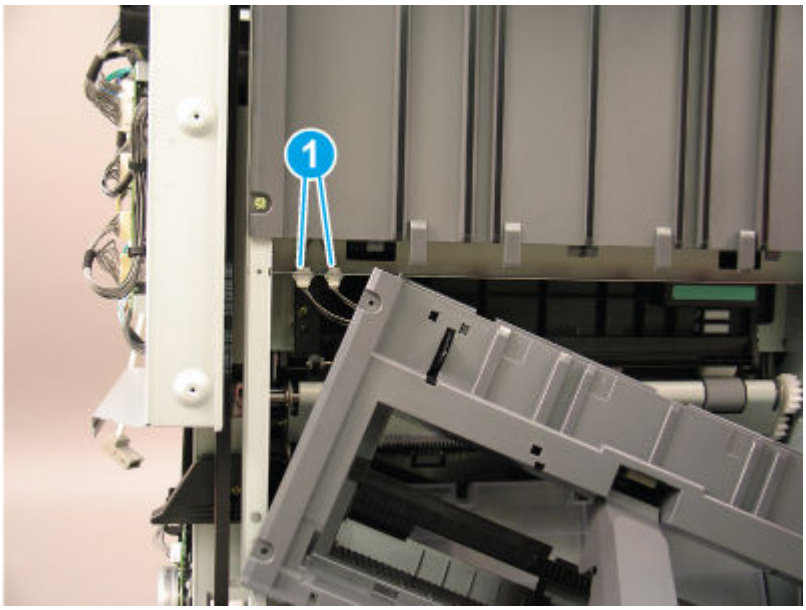
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1699 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1700 Remove the cover

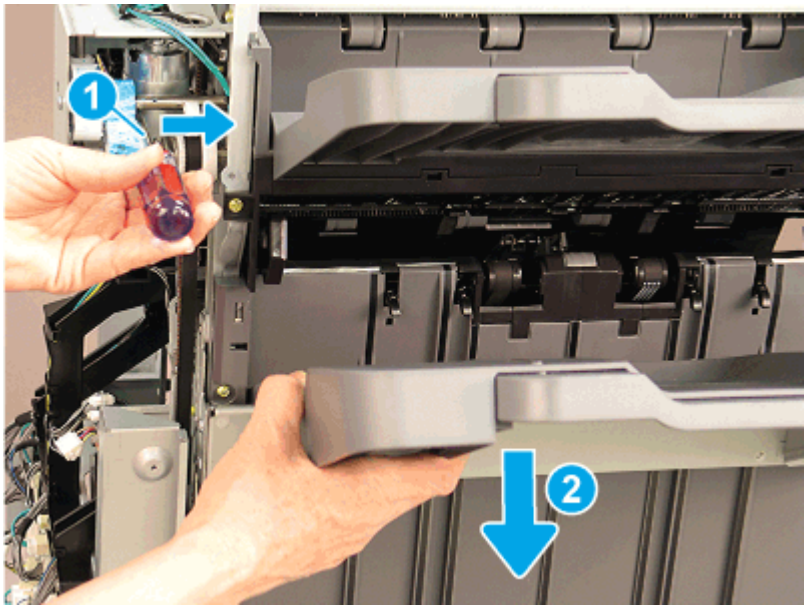


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

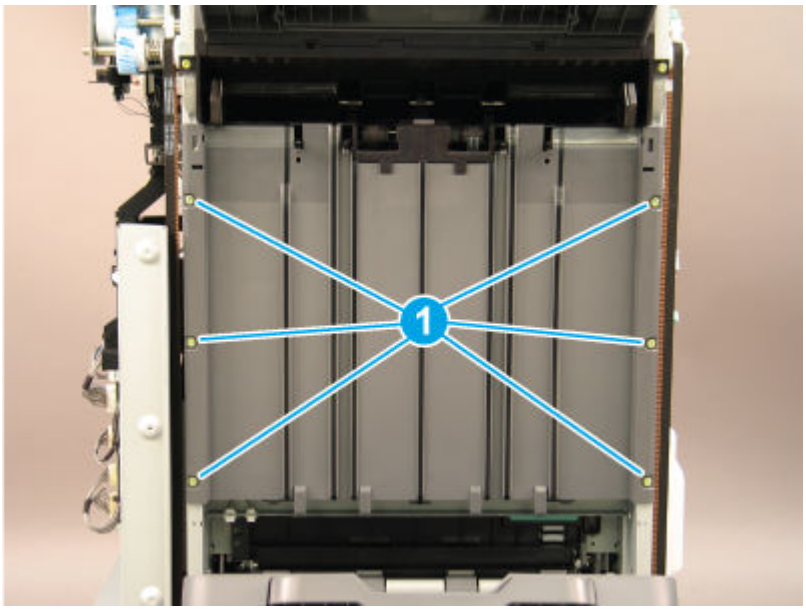
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1701 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1702 Remove six screws

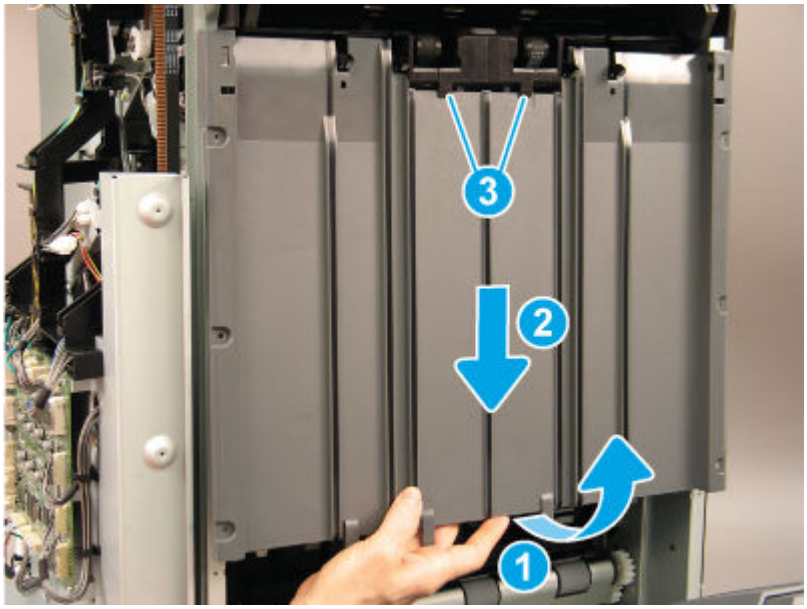


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

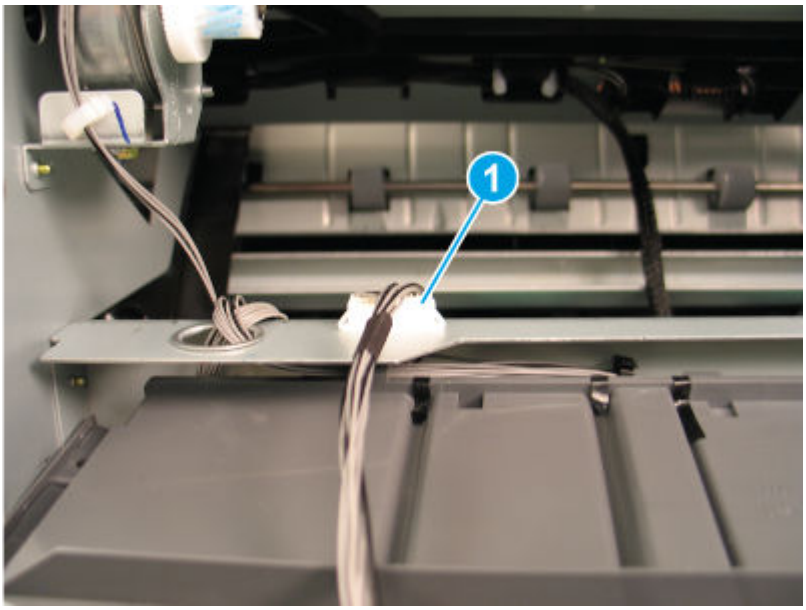
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1703 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1704 Remove the cover



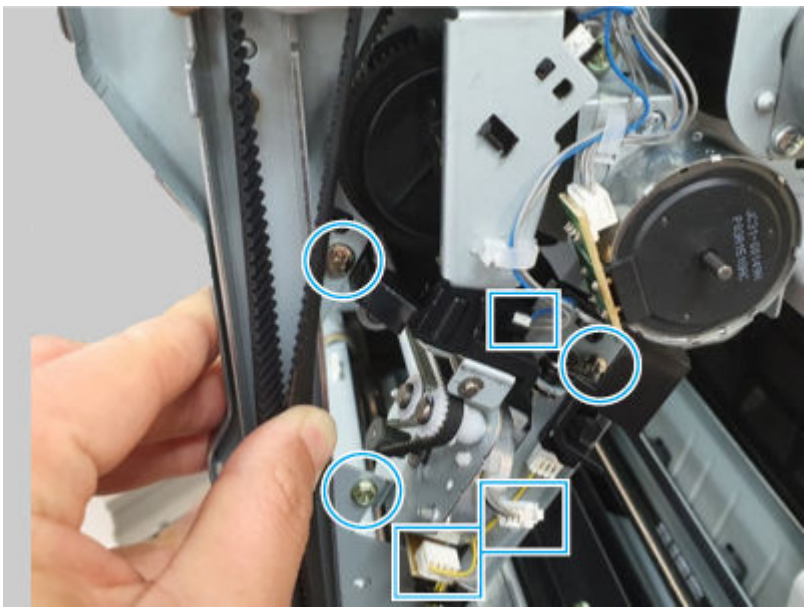
9. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-1705 Remove the tamper



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front tamper home sensor

Learn about removing and replacing the external finisher front tamper home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-243 **Part information**

Part number	Part description
3SJ00-60110	Photo interrupter (Front tamper home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

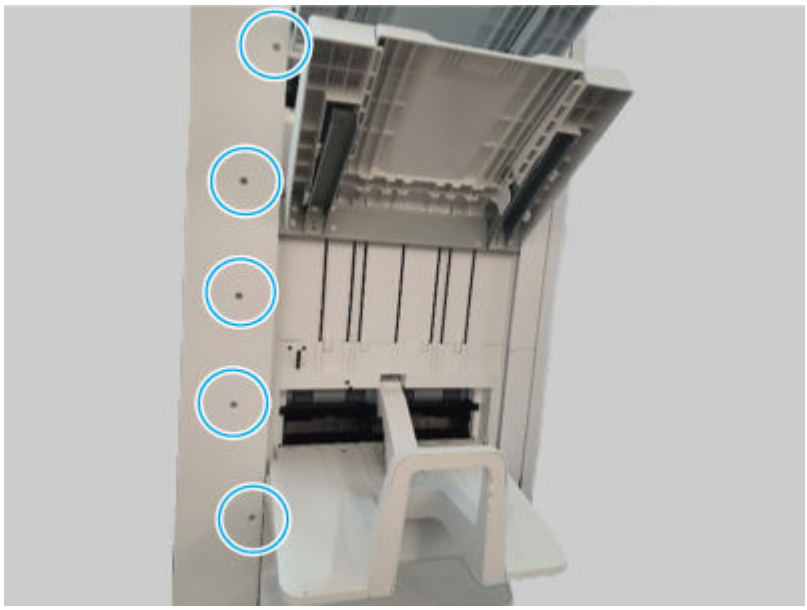
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

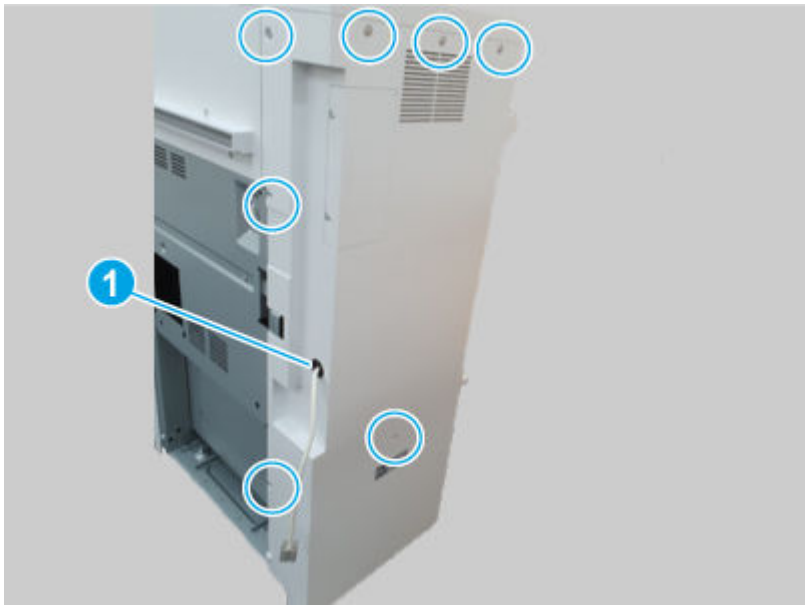
Figure 5-1706 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1707 Remove the cover

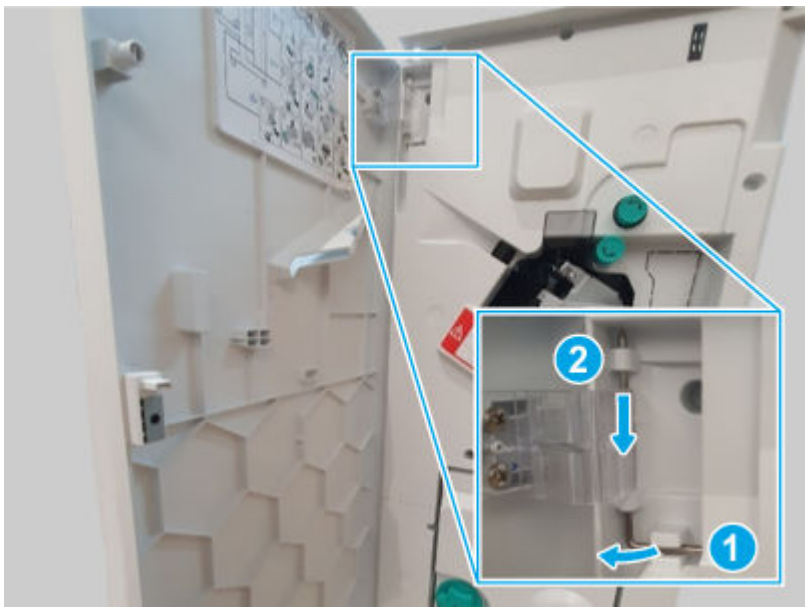


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

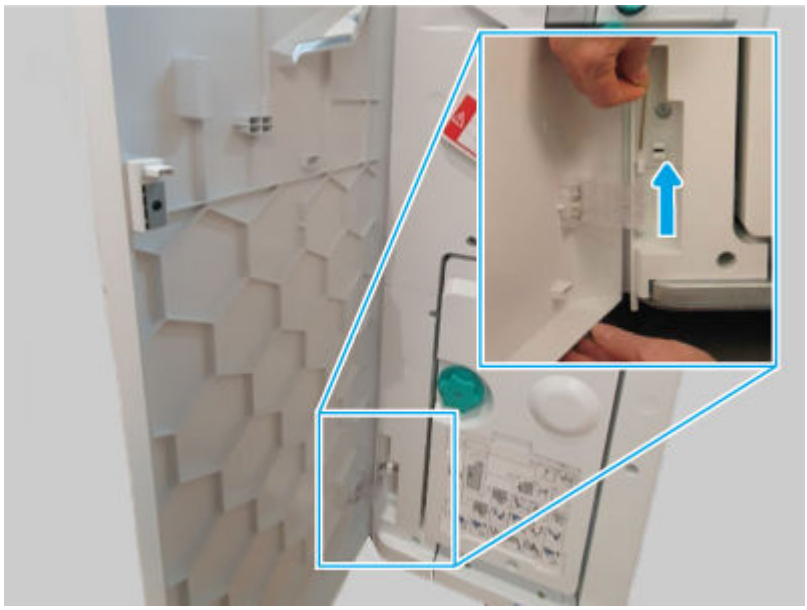
1. Release, and then remove the upper hinge pin.

Figure 5-1708 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1709 Remove the door



3. Remove the external finisher top cover

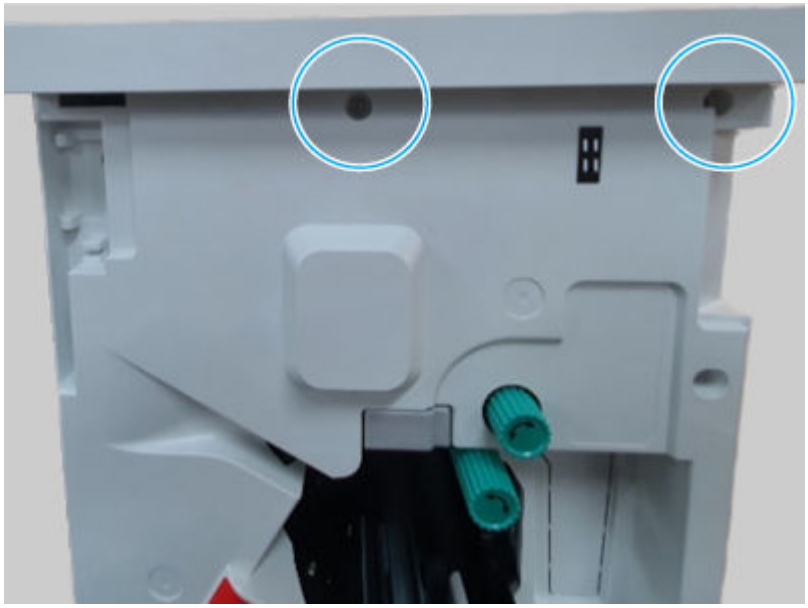
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1710 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1711 Remove the cover

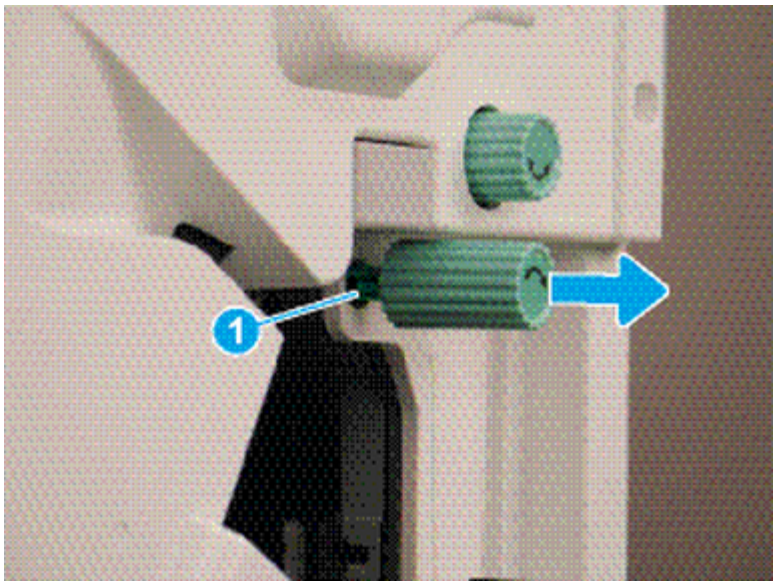


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

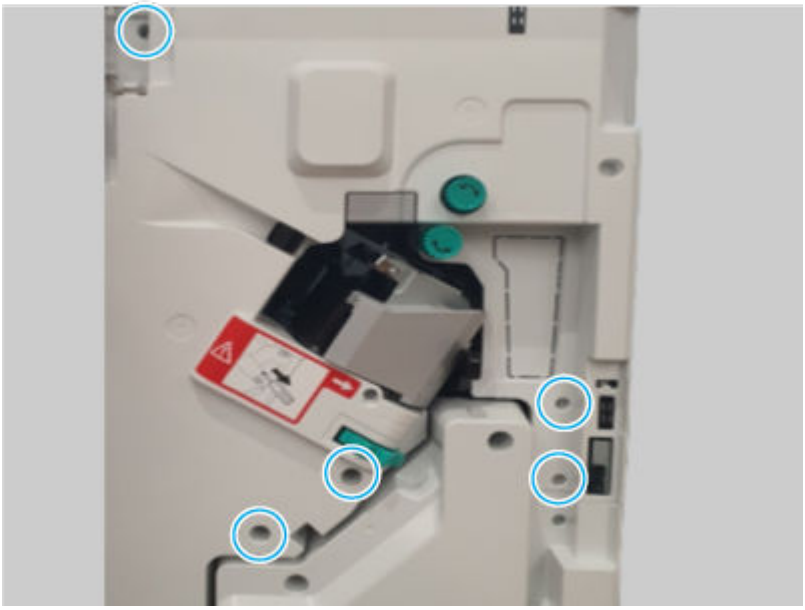
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1712 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1713 Remove the cover

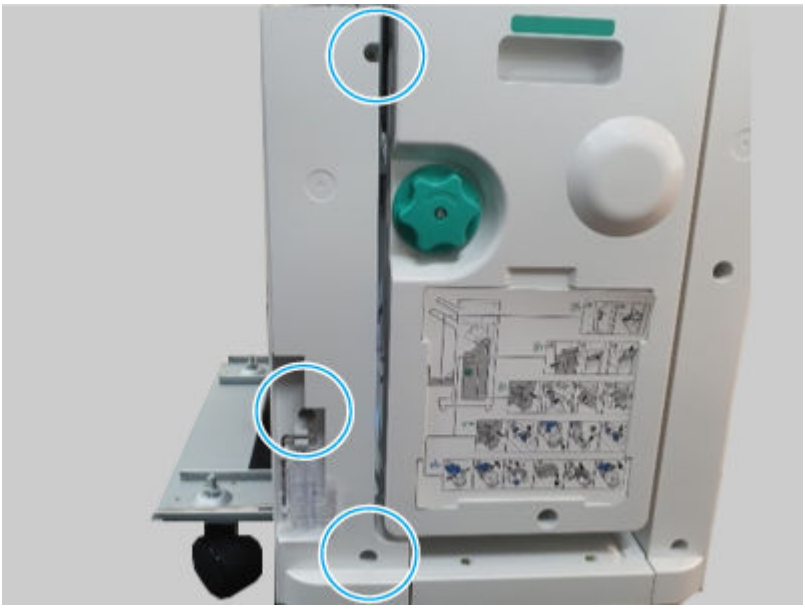


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-1714 Remove the cover

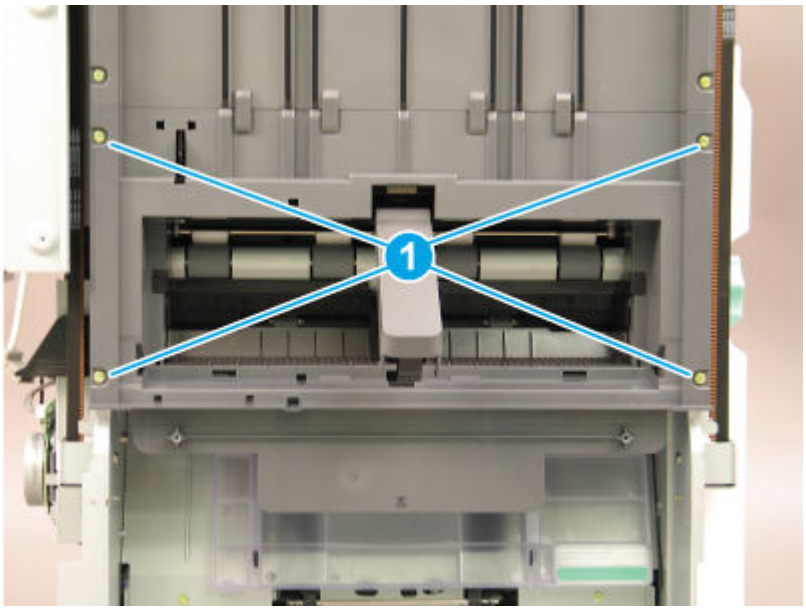


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1715 Remove four screws

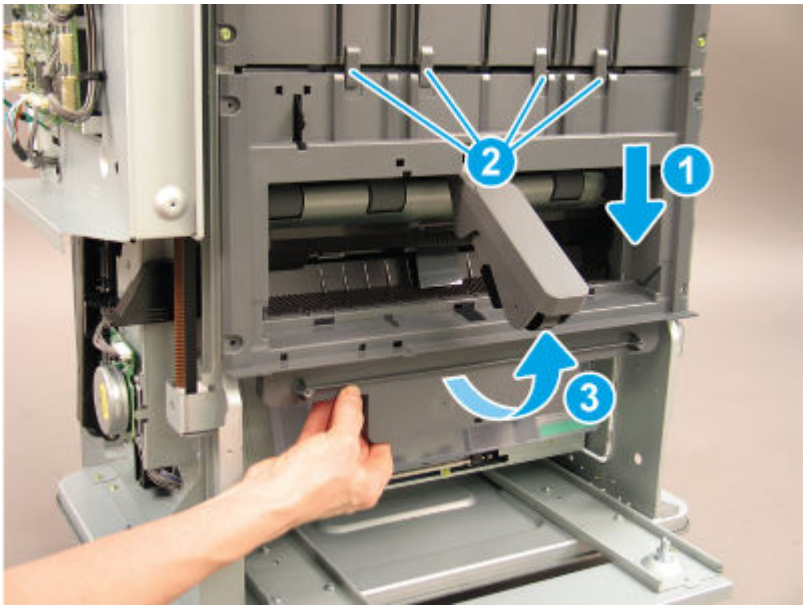


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

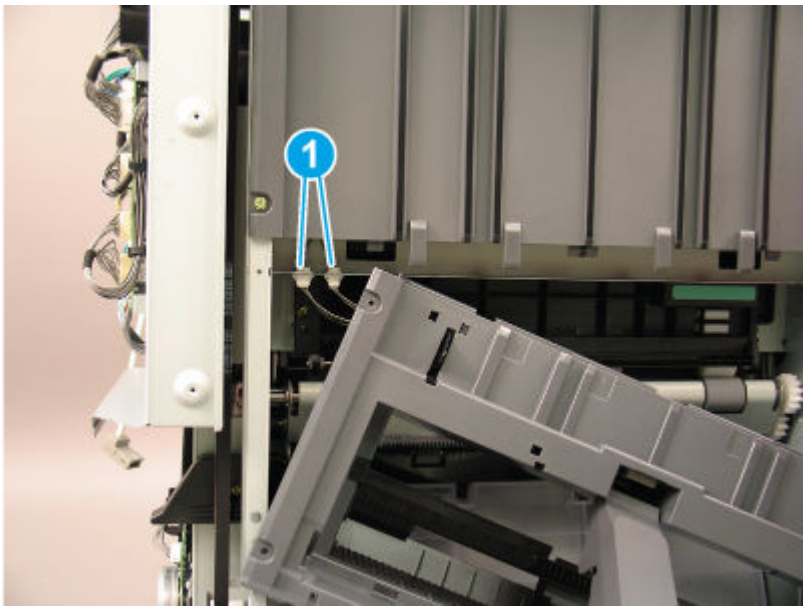
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1716 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1717 Remove the cover

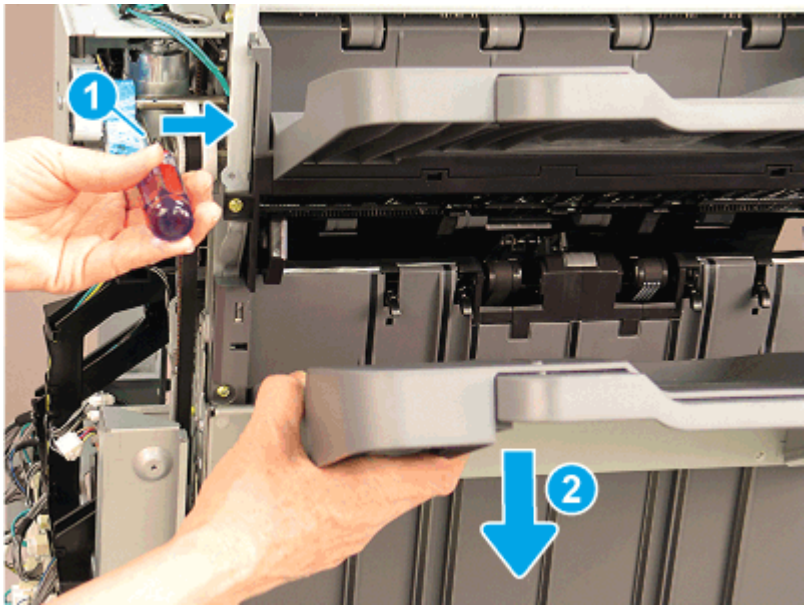


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

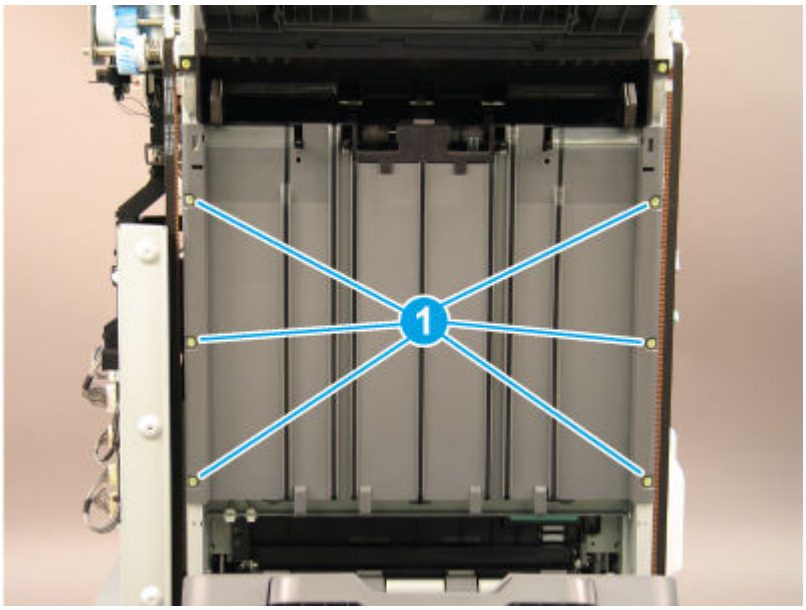
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1718 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1719 Remove six screws

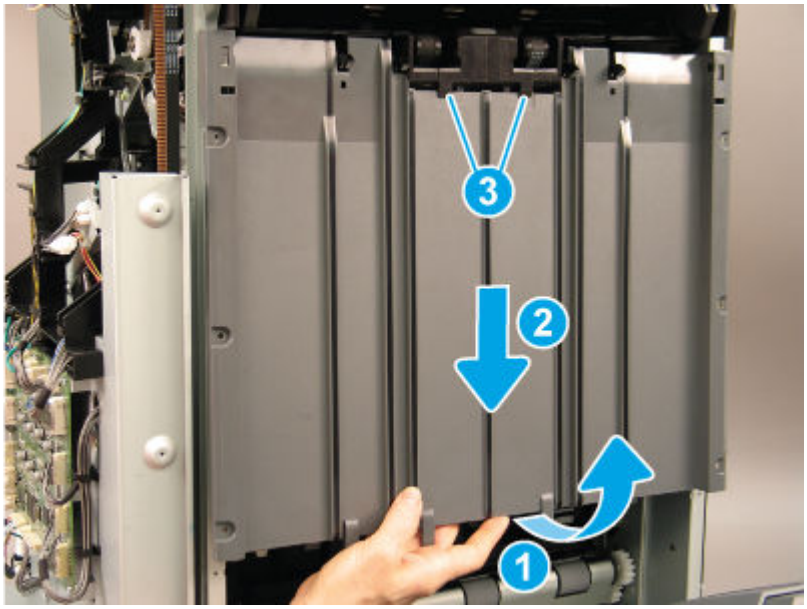


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

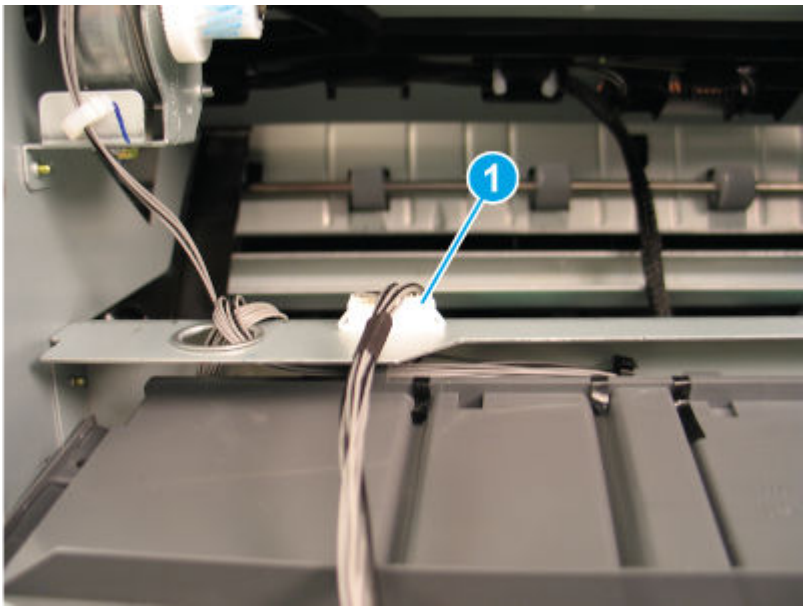
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1720 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1721 Remove the cover



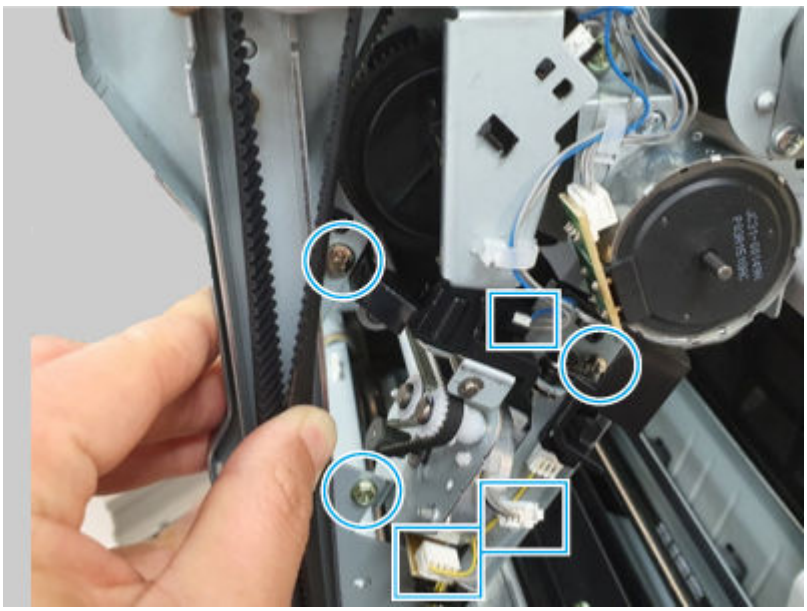
8. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-1722 Remove the tamper

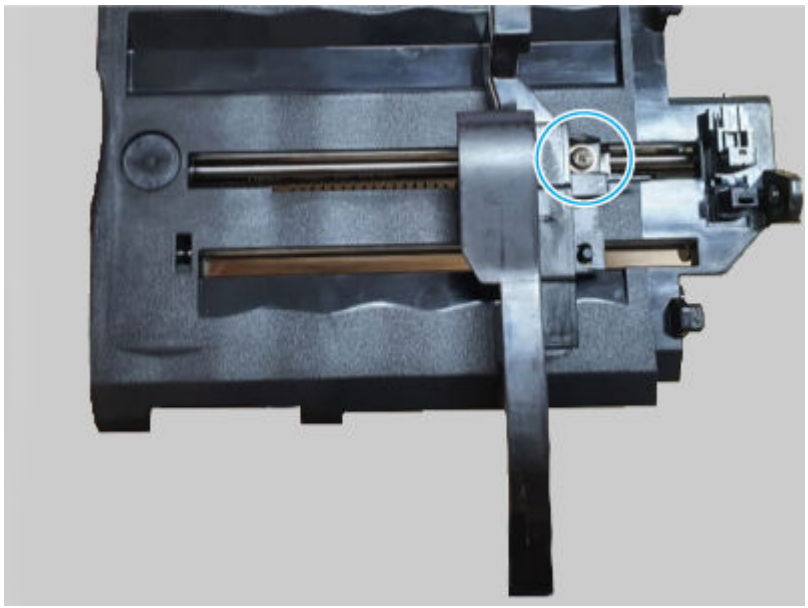


9. Remove the external finisher front tamper home sensor

Use the following procedure to remove and replace the external finisher front tamper home sensor.

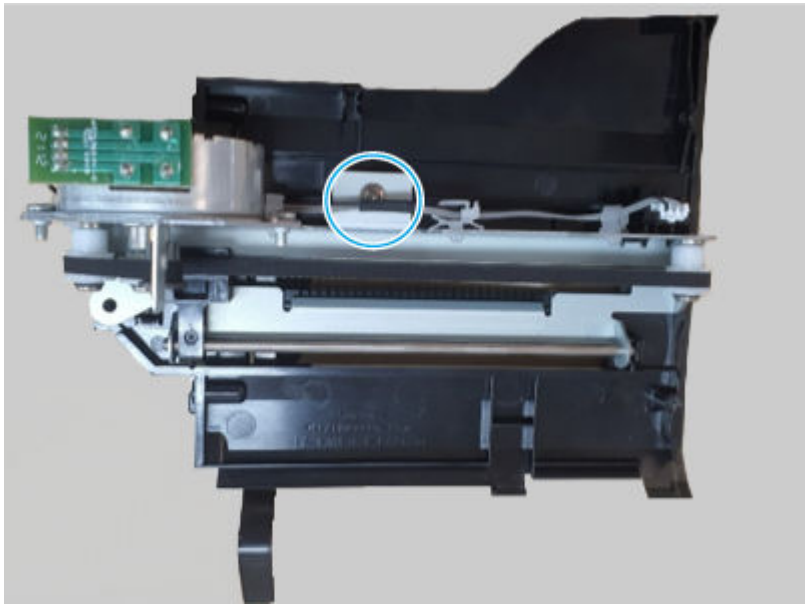
1. Remove one screw, and then remove the tamper.

Figure 5-1723 Remove the tamper



2. Remove one screw, and then remove the bracket.

Figure 5-1724 Remove the bracket



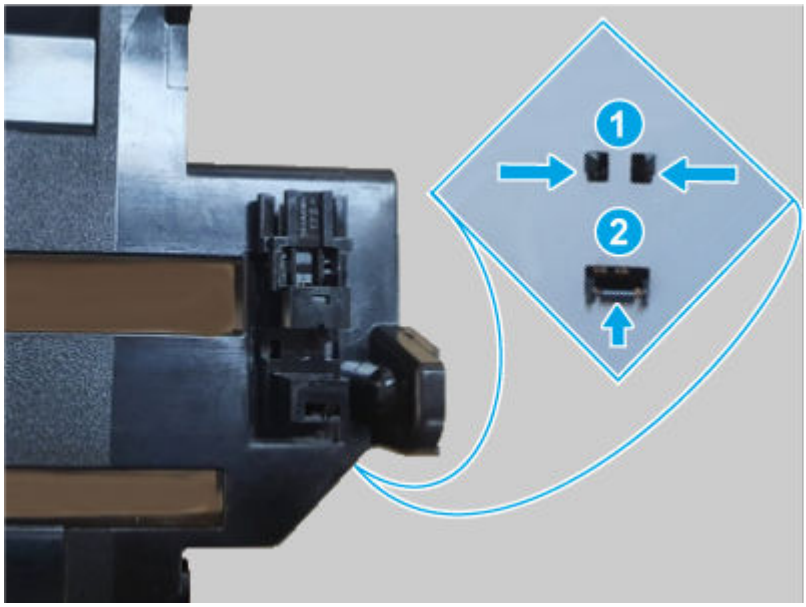
3. Do the following:

   a. Release the hooks (callout 1).

   b. Slide the sensor assembly as shown below (callout 2).

   c. Remove the tamper home sensor from the bracket.

Figure 5-1725 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front tamper motor

Learn about removing and replacing the external finisher front tamper motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-244 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Front tamper motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

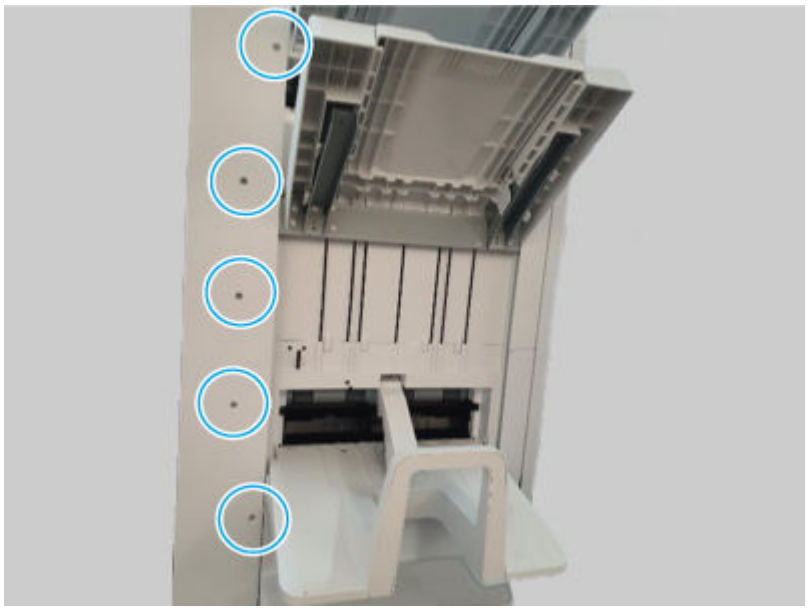
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

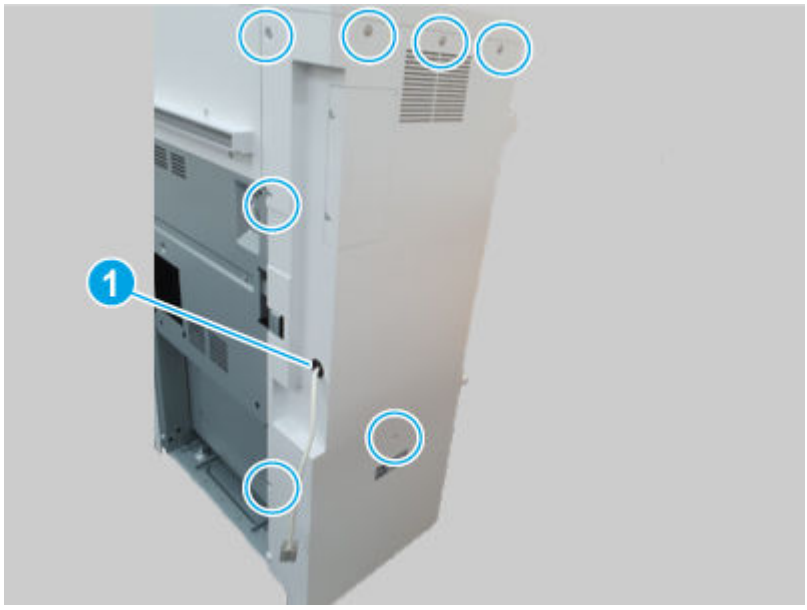
Figure 5-1726 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1727 Remove the cover

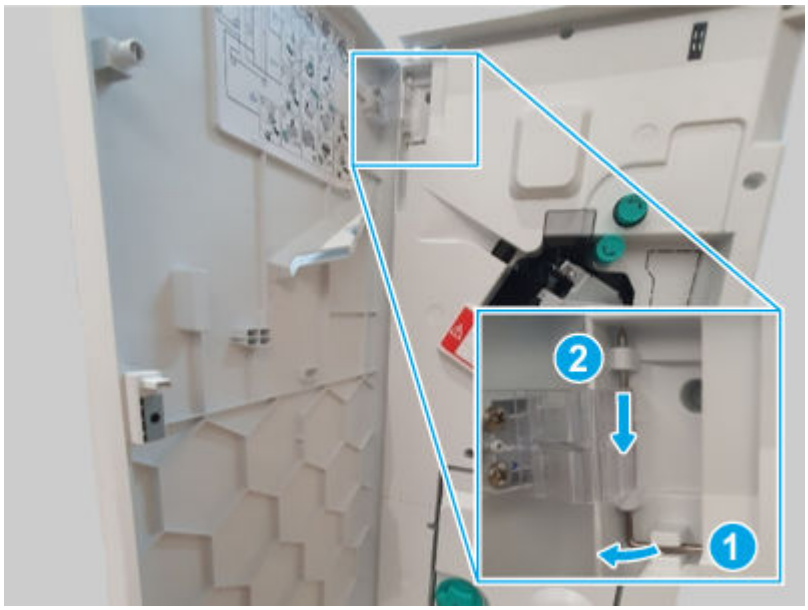


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

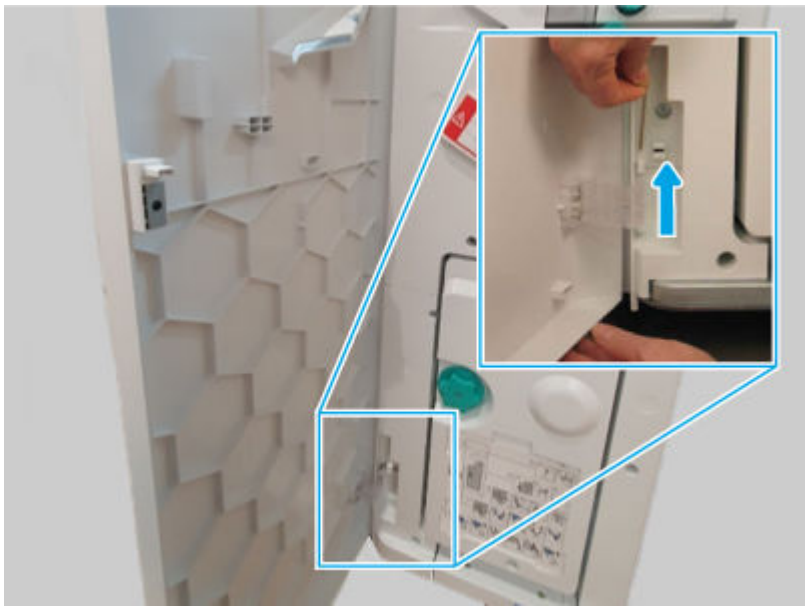
1. Release, and then remove the upper hinge pin.

Figure 5-1728 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1729 Remove the door



3. Remove the external finisher top cover

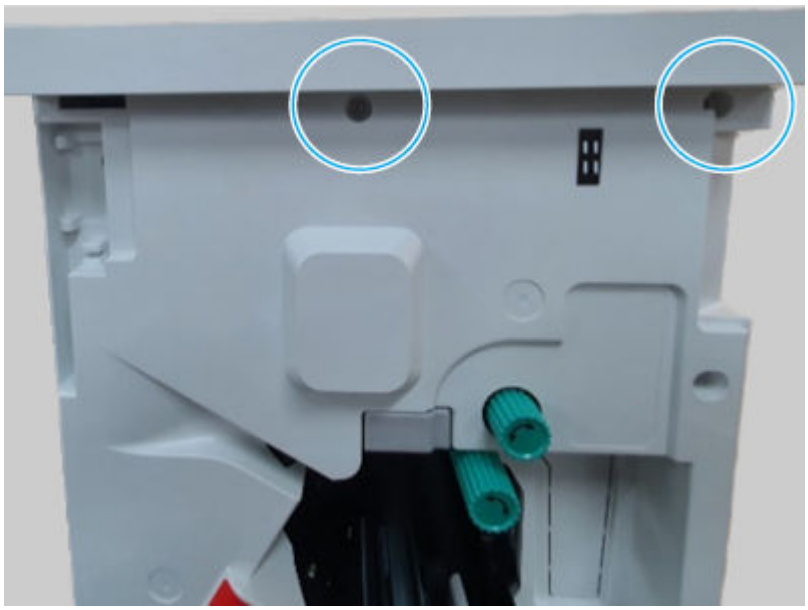
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1730 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1731 Remove the cover

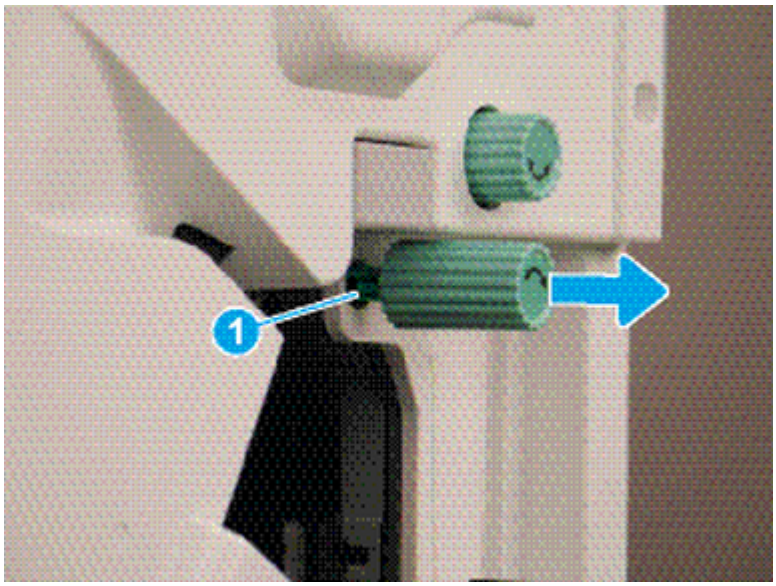


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

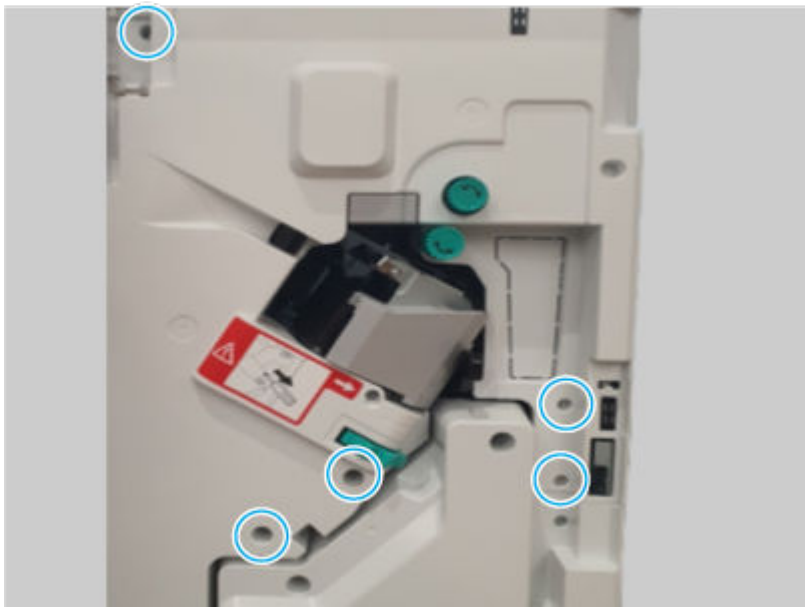
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1732 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1733 Remove the cover



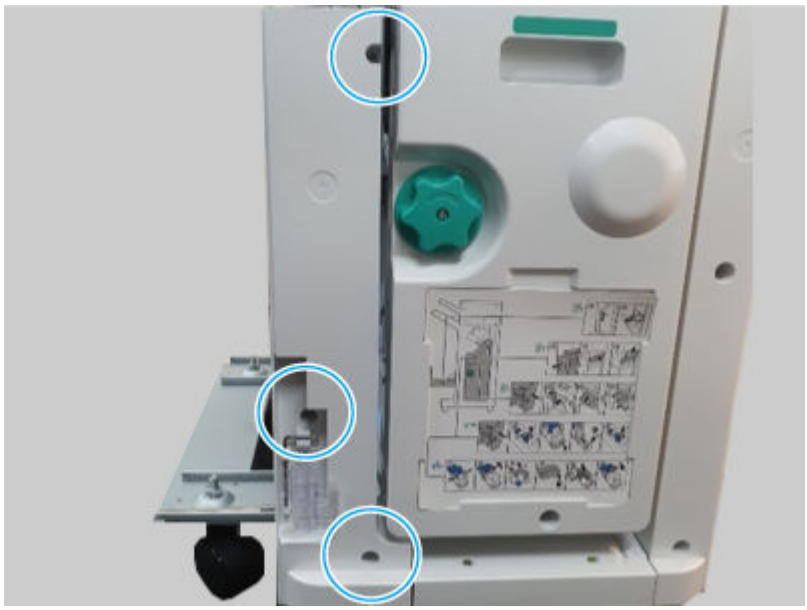
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1734 Remove the cover

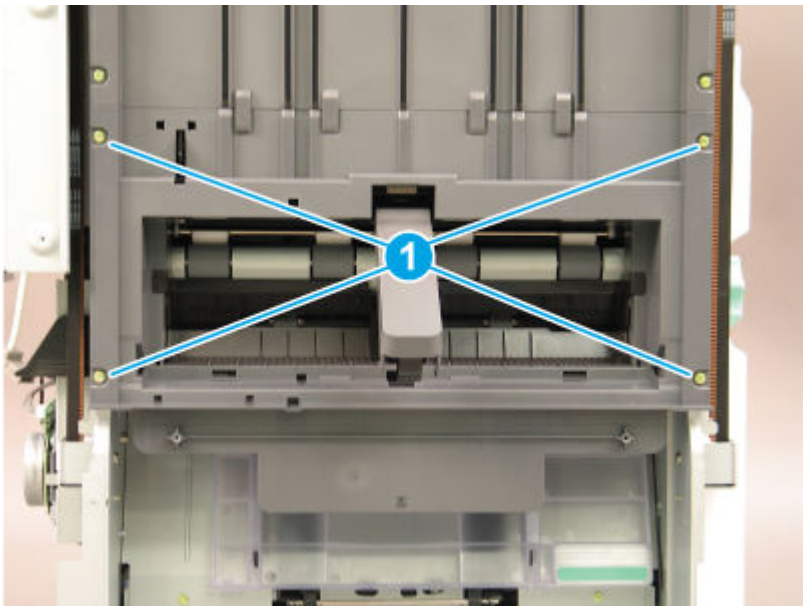


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1735 Remove four screws

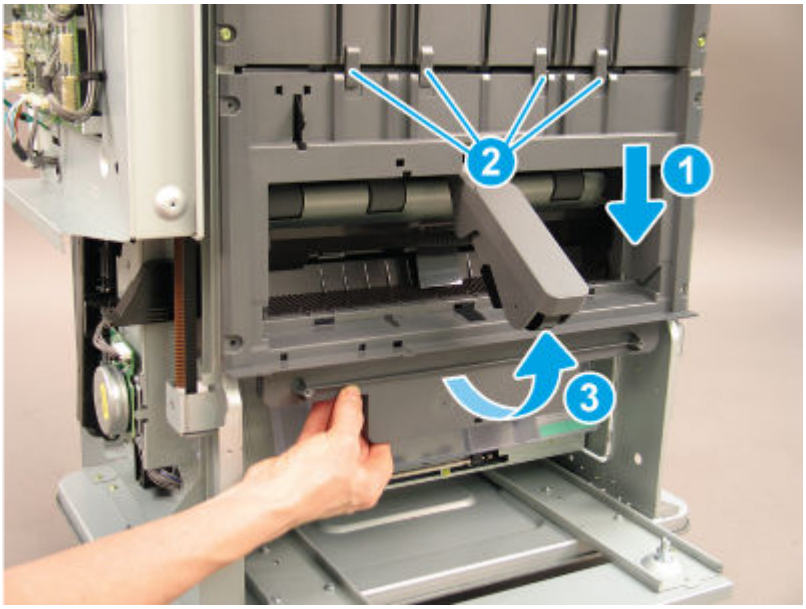


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

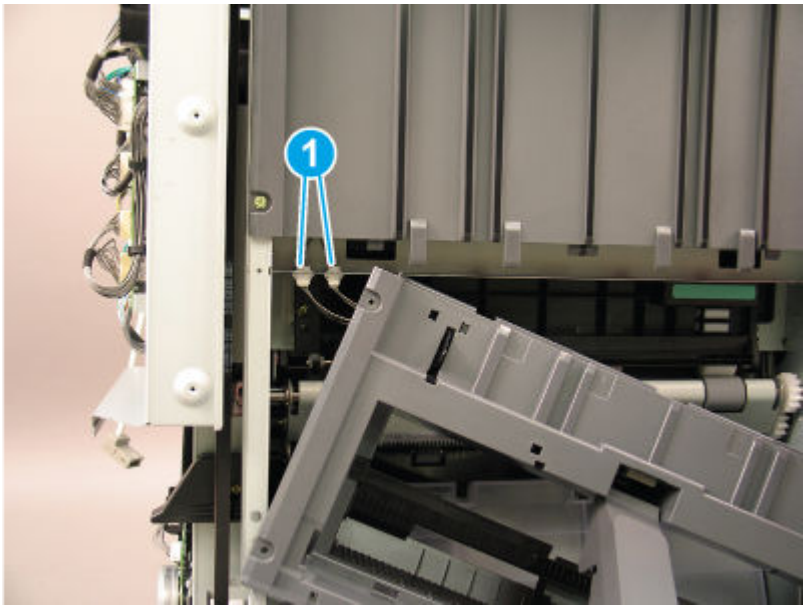
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1736 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1737 Remove the cover

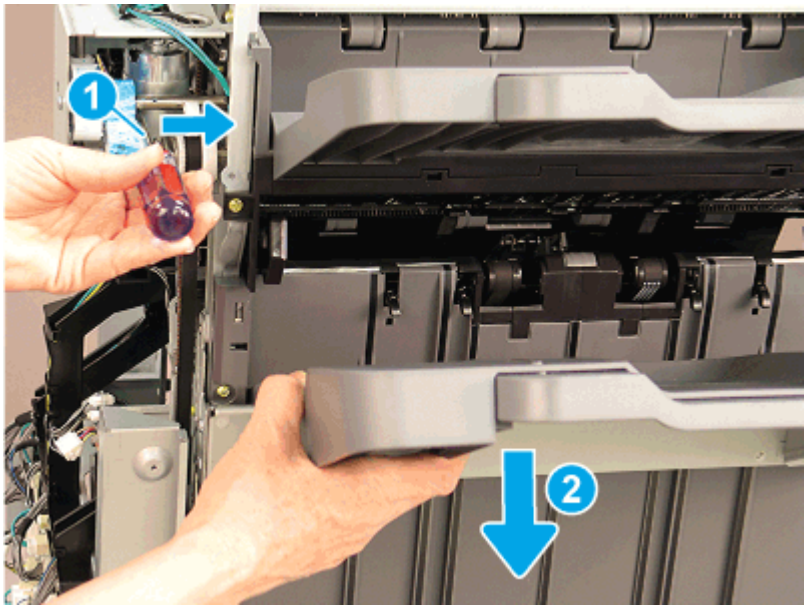


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

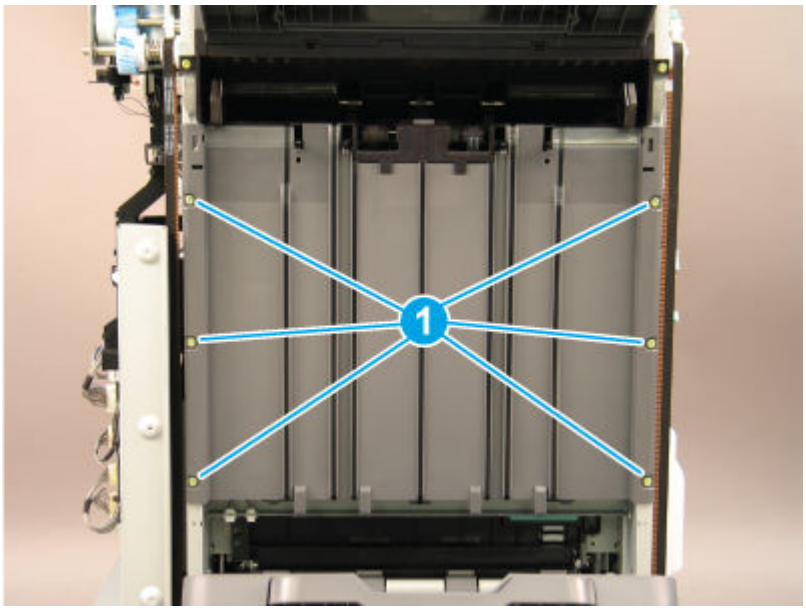
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1738 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1739 Remove six screws

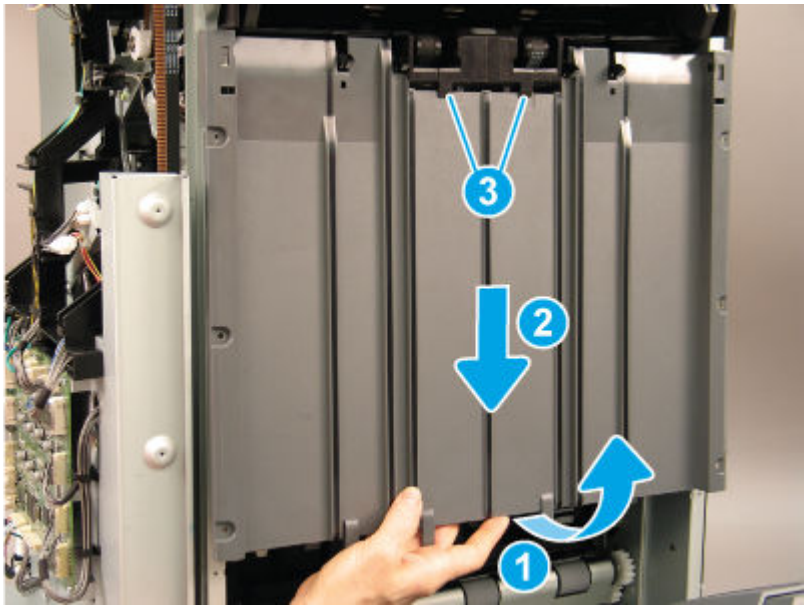


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

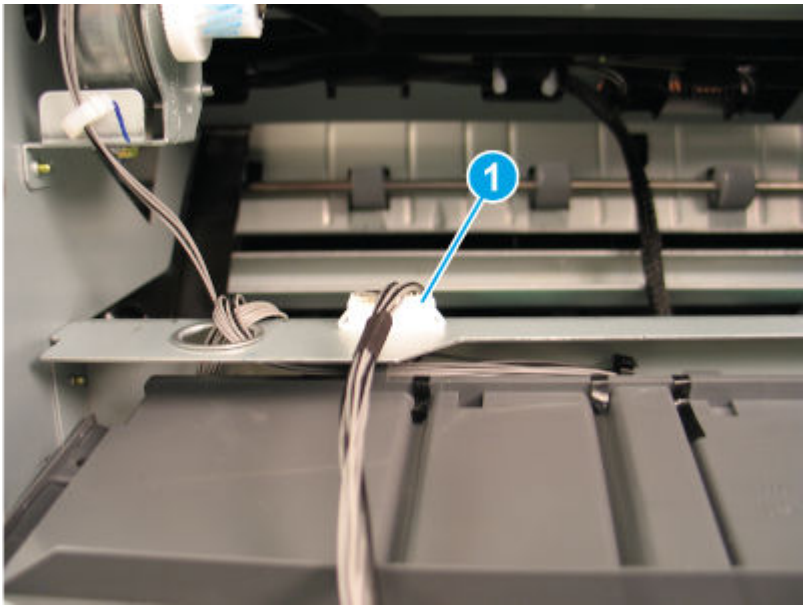
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1740 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1741 Remove the cover



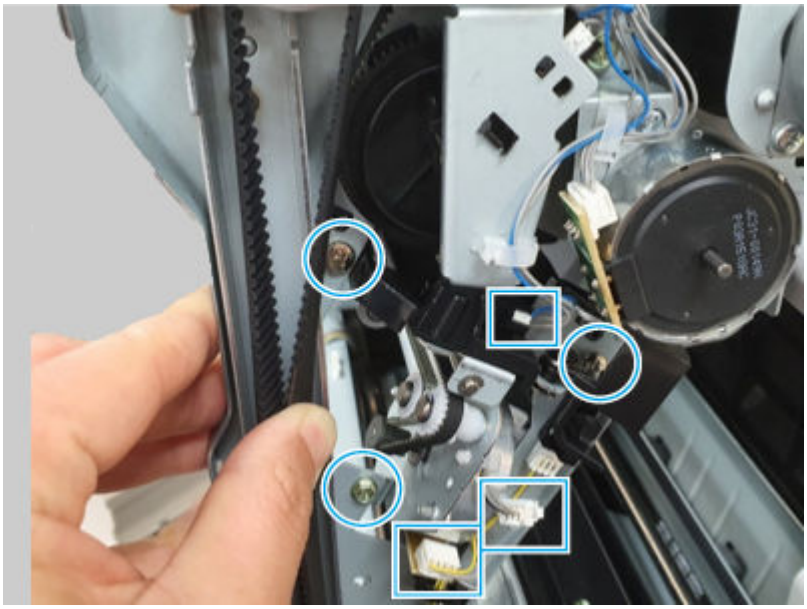
8. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-1742 **Remove the tamper**

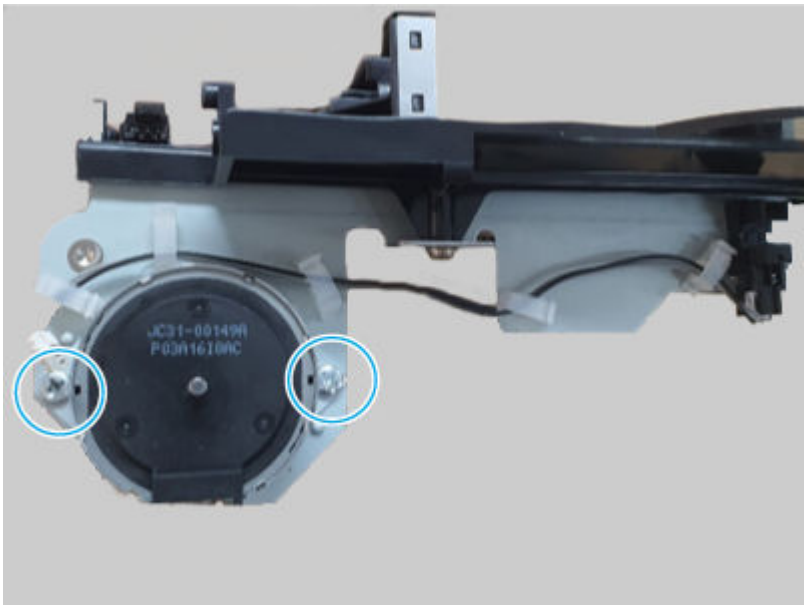


9. Remove the external finisher front tamper motor

Use the following procedure to remove and replace the external finisher front tamper motor.

- Remove two screws, and then remove the front tamper motor.

Figure 5-1743 **Remove the motor**



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper

Learn about removing and replacing the external finisher rear tamper.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-245 Part information

Part number	Part description
JC82-00898A	Rear tamper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

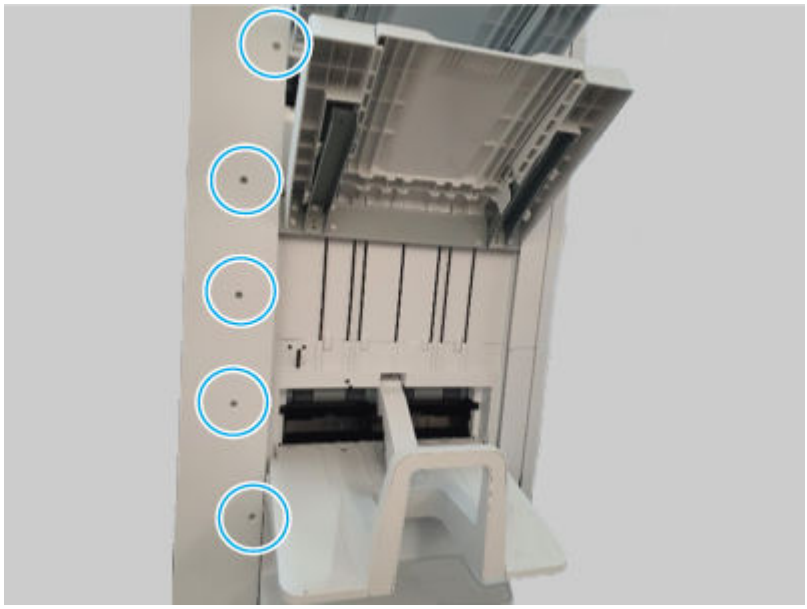
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

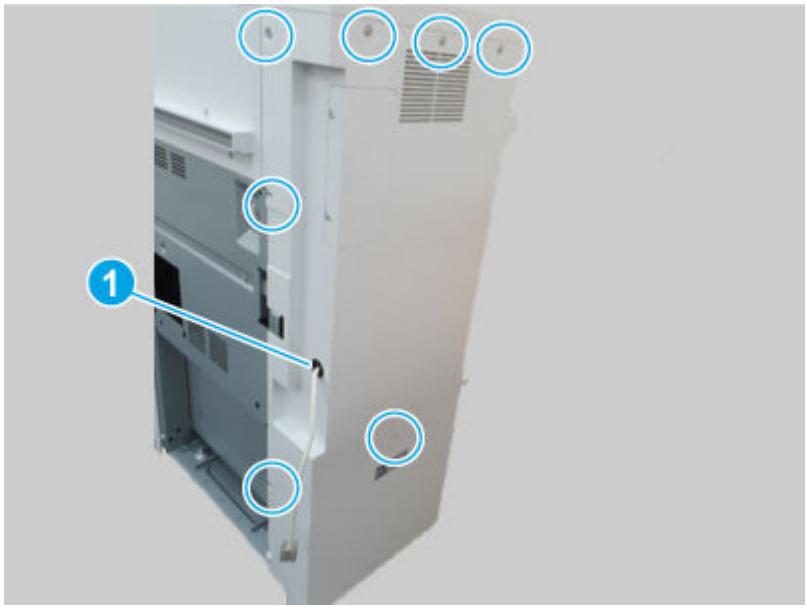
Figure 5-1744 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1745 **Remove the cover**

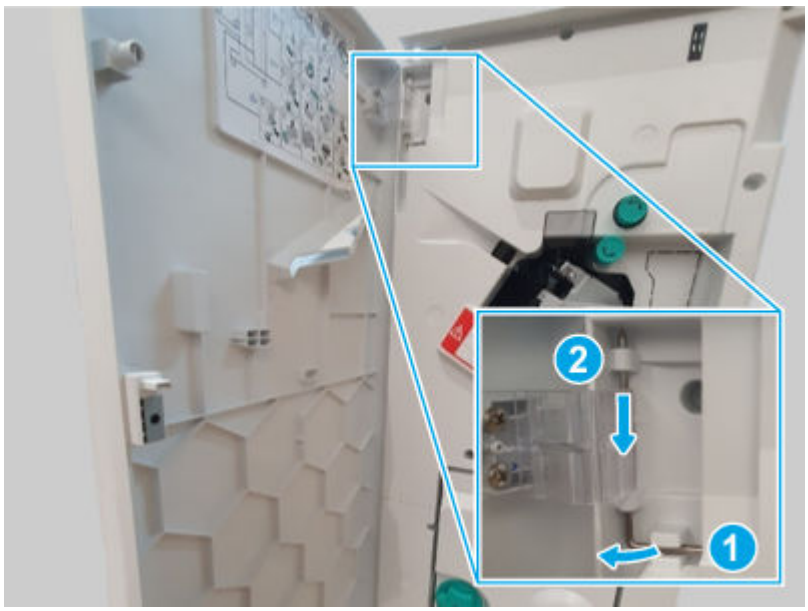


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

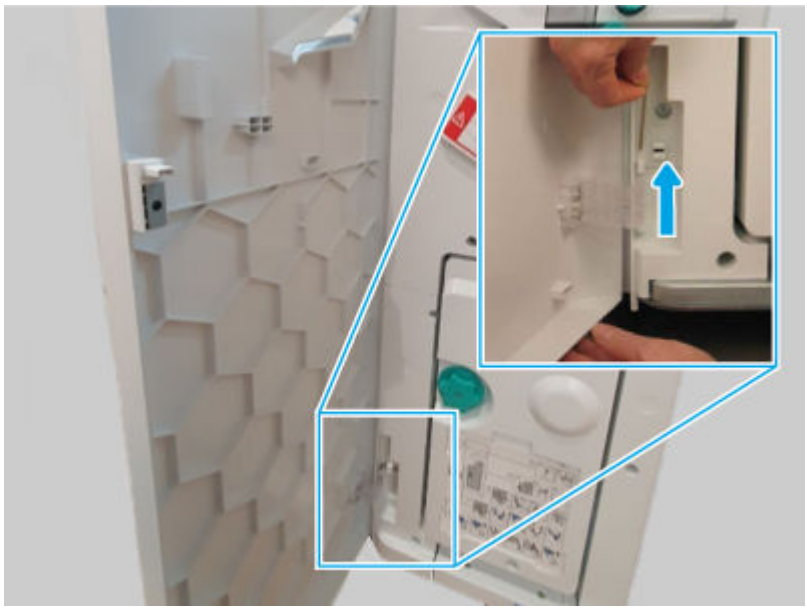
1. Release, and then remove the upper hinge pin.

Figure 5-1746 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1747 Remove the door



3. Remove the external finisher top cover

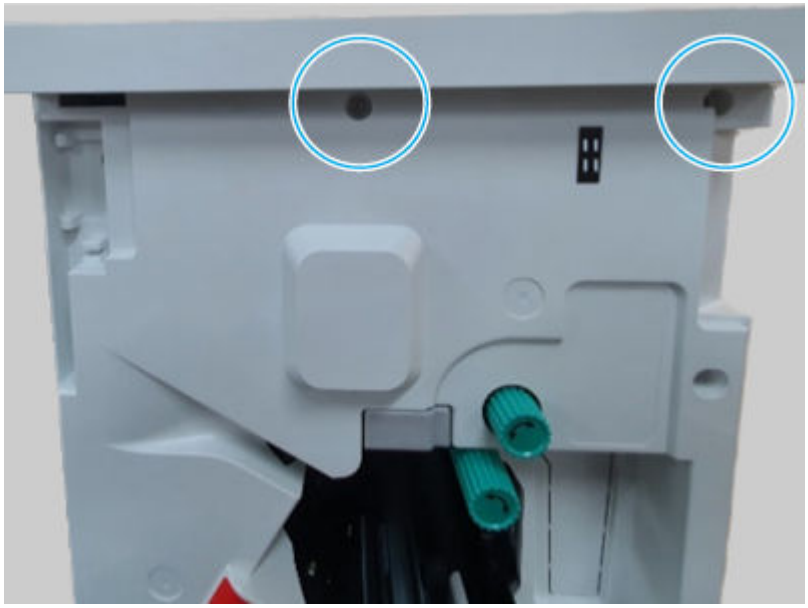
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1748 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1749 Remove the cover

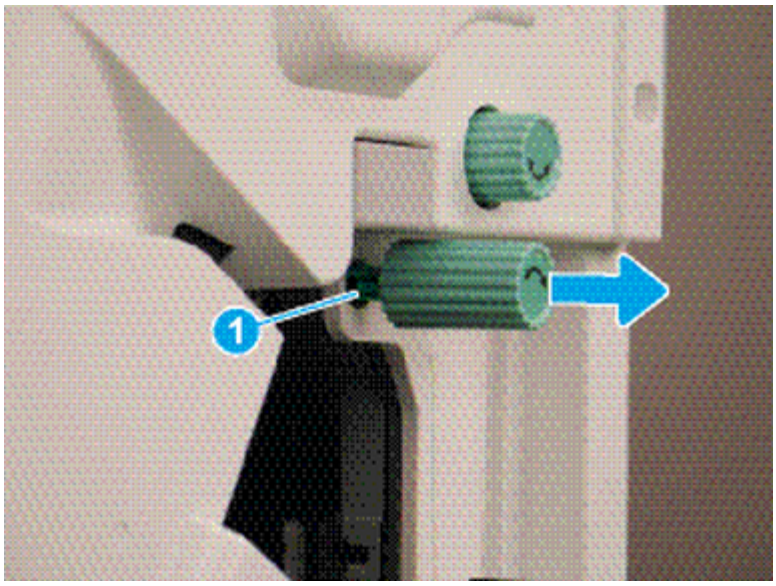


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

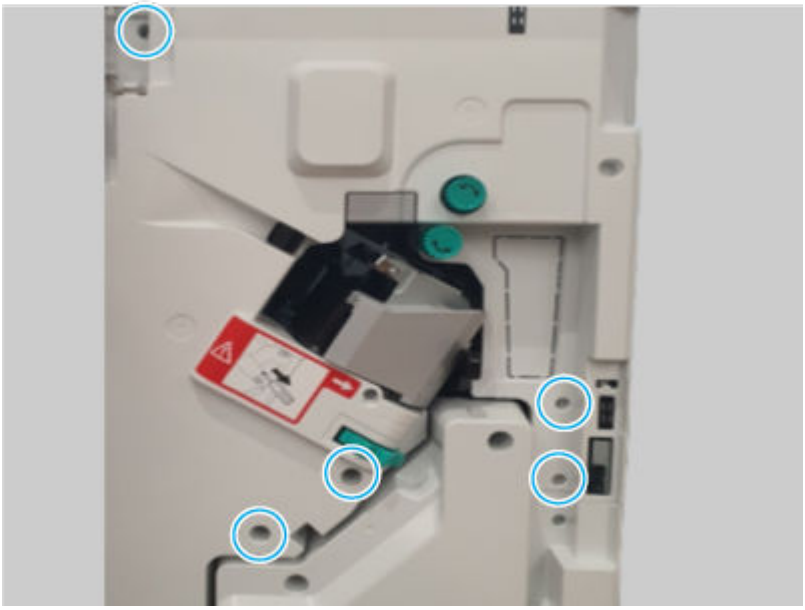
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1750 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1751 Remove the cover

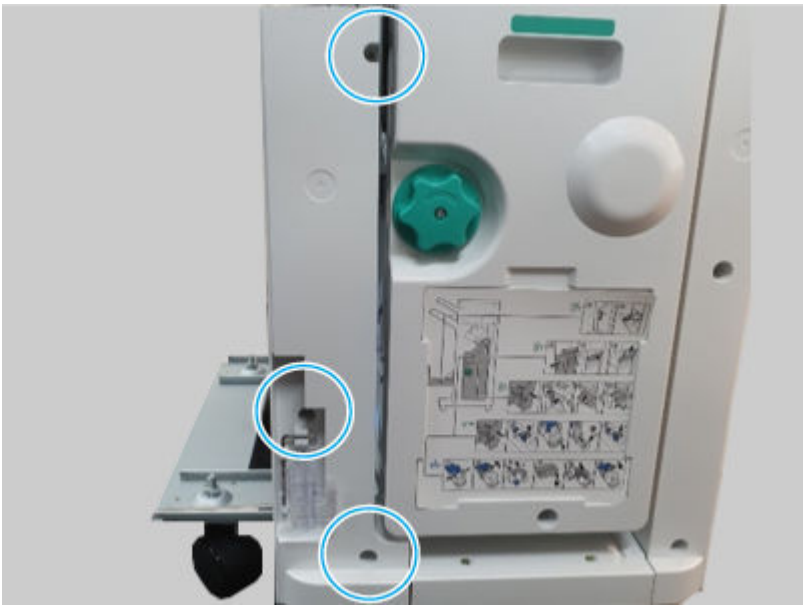


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-1752 Remove the cover

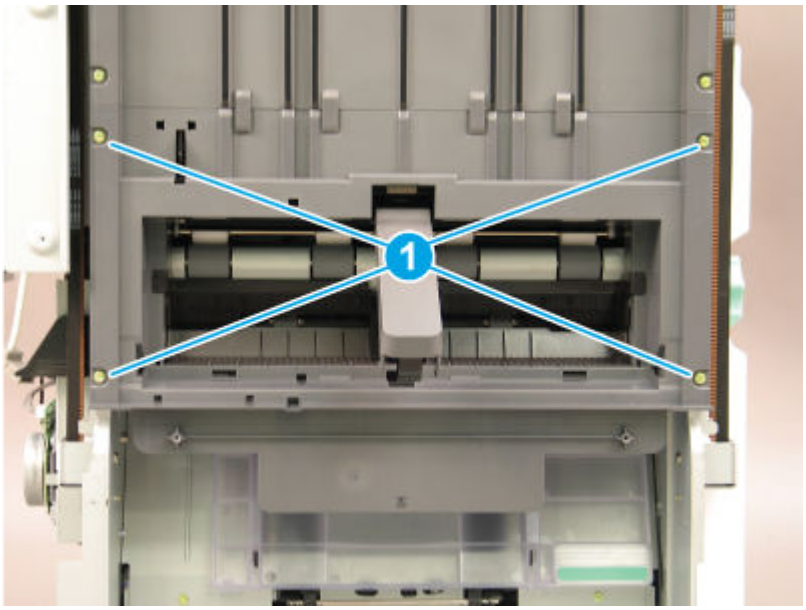


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1753 Remove four screws

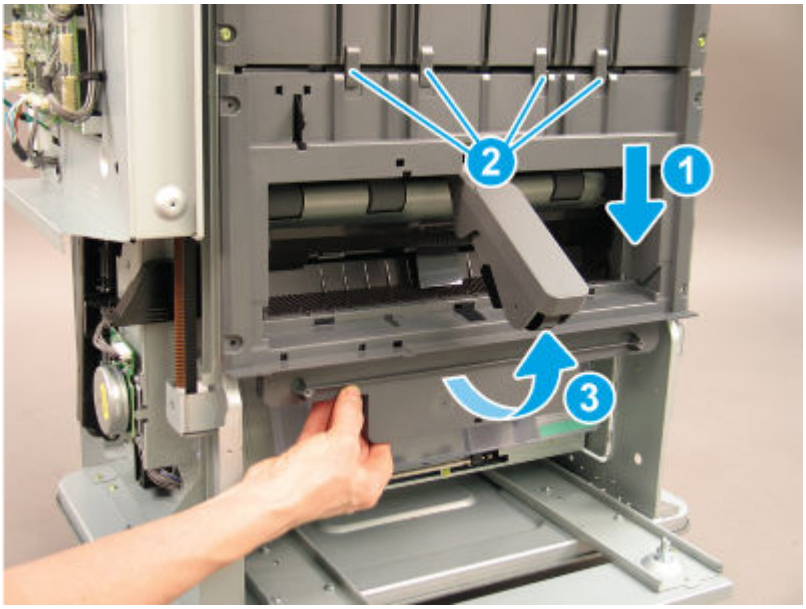


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

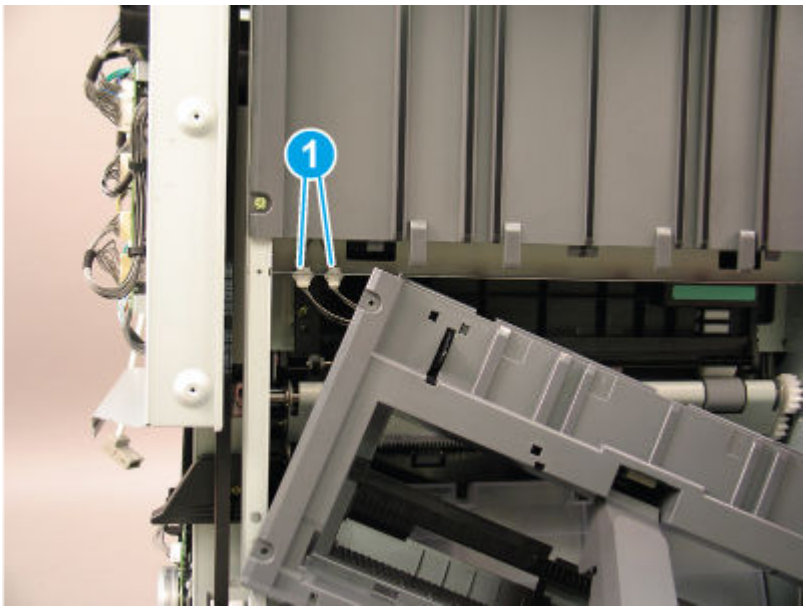
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1754 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1755 Remove the cover

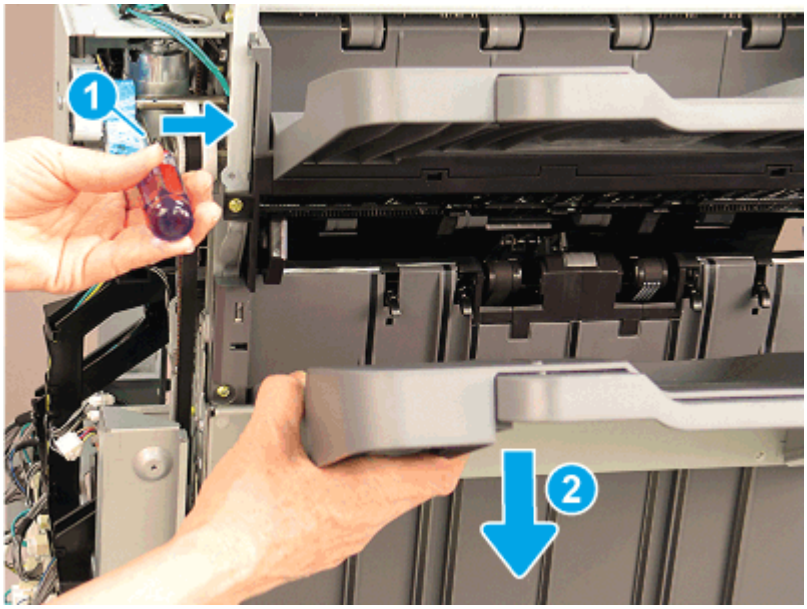


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

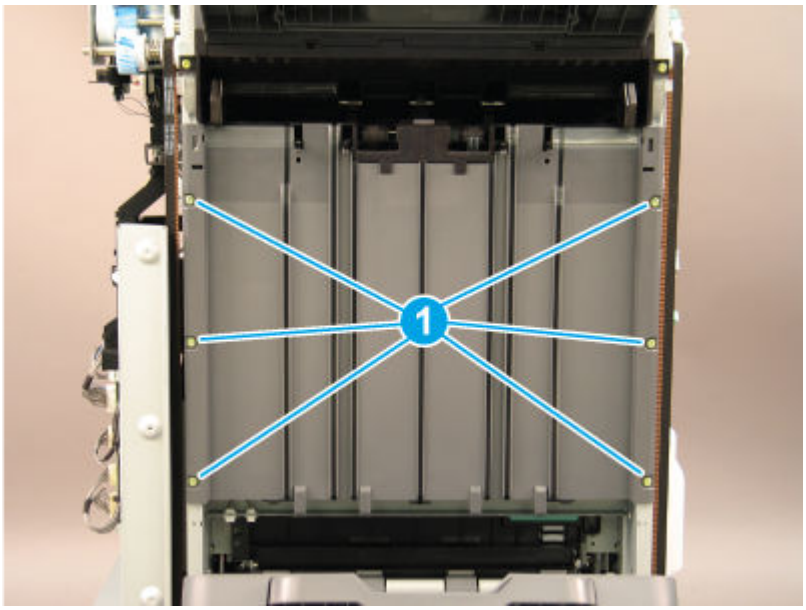
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1756 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1757 Remove six screws

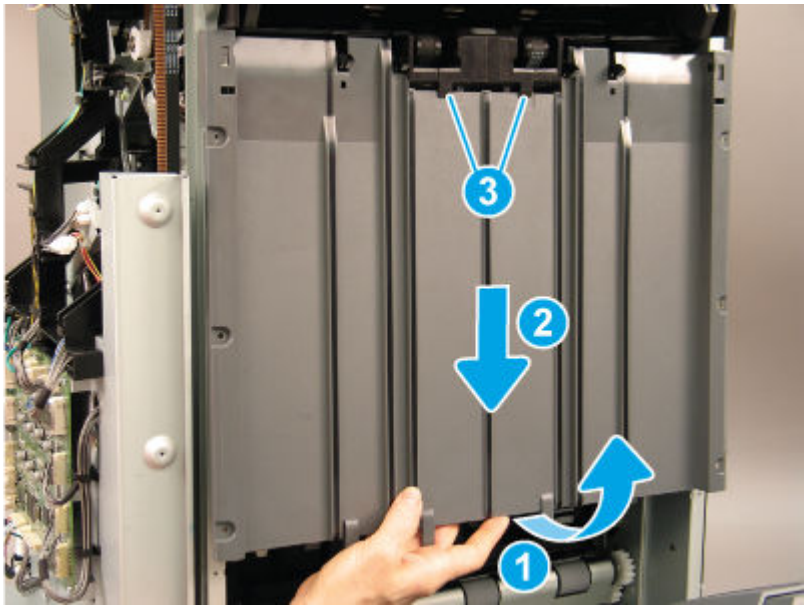


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

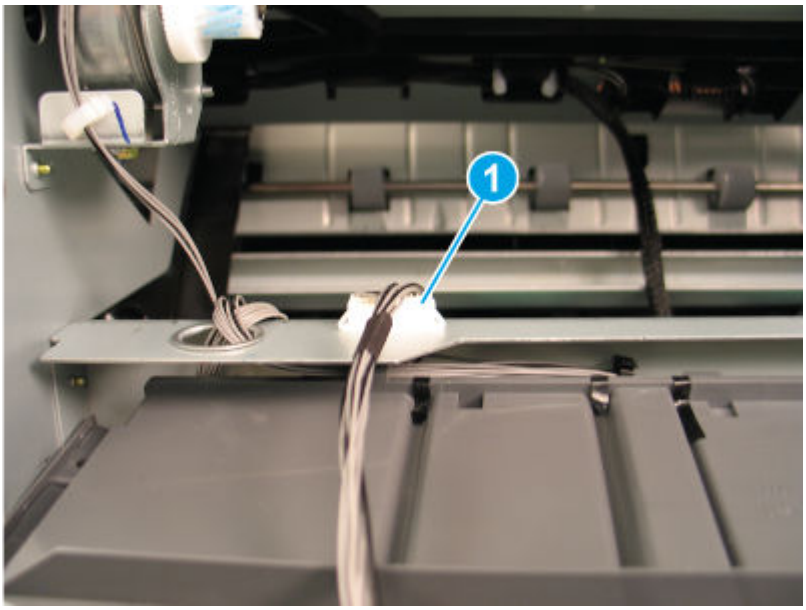
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1758 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1759 Remove the cover

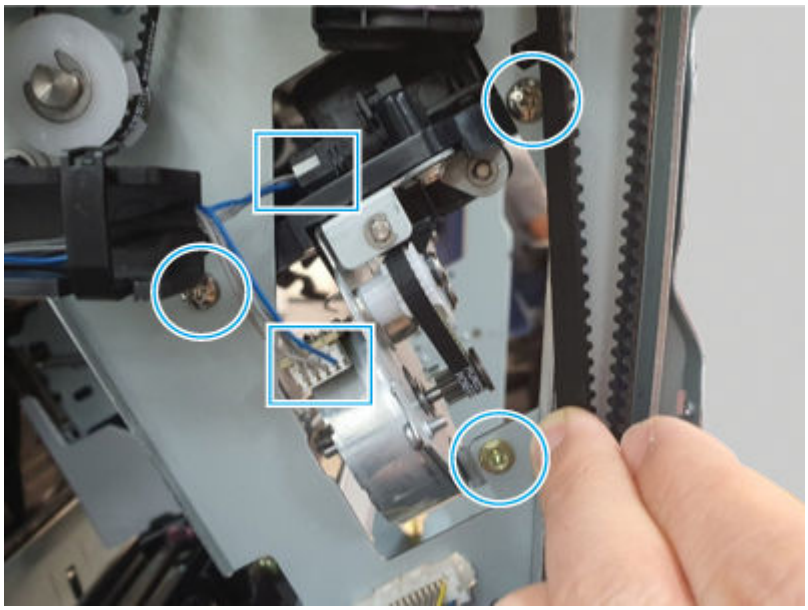


8. Remove the external finisher rear tamper

Use the following procedure to remove and replace the external finisher rear tamper.

- Disconnect two connectors, remove three screws, and then remove the rear tamper.

Figure 5-1760 Remove the tamper



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper home sensor

Learn about removing and replacing the external finisher rear tamper home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-246 **Part information**

Part number	Part description
3SJ00-60110	Photo interrupter (Rear tamper home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

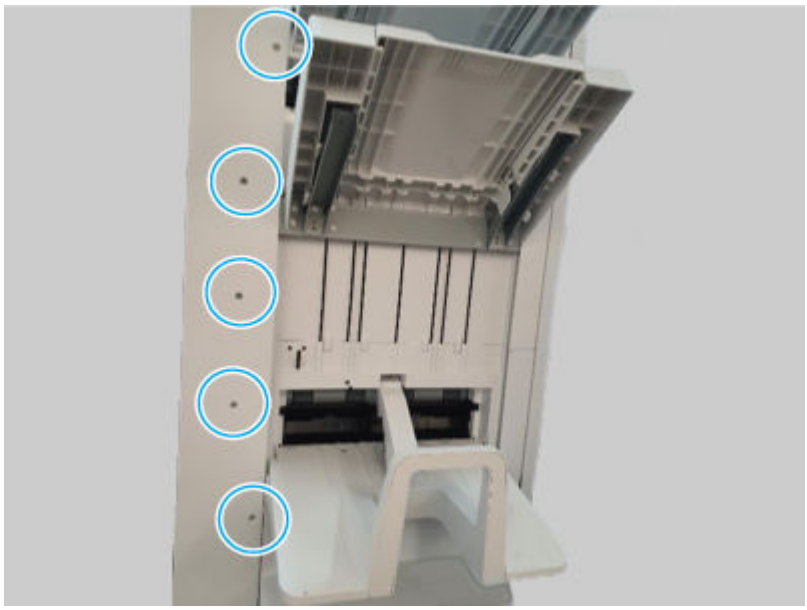
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

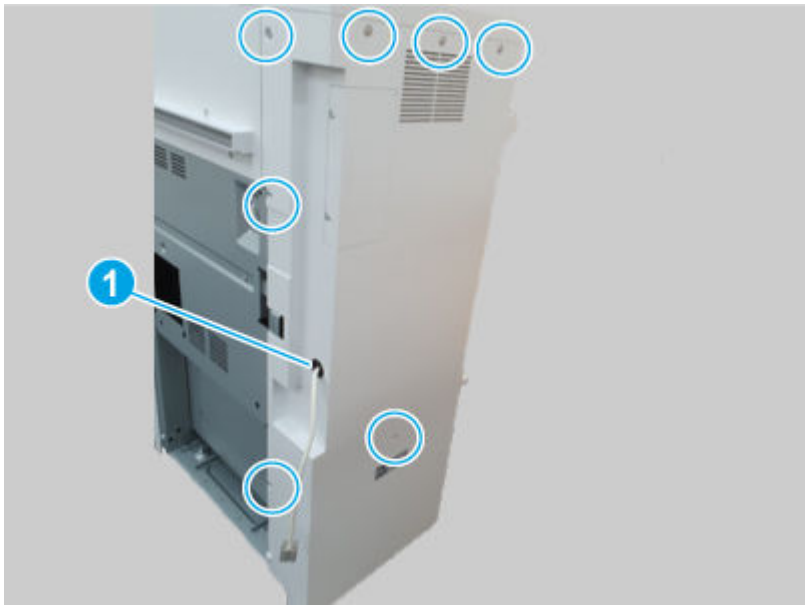
Figure 5-1761 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1762 Remove the cover

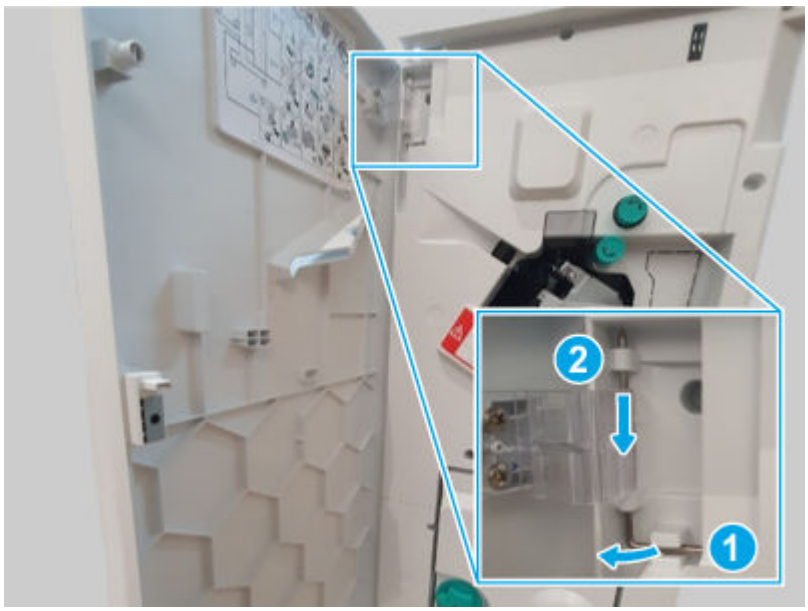


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

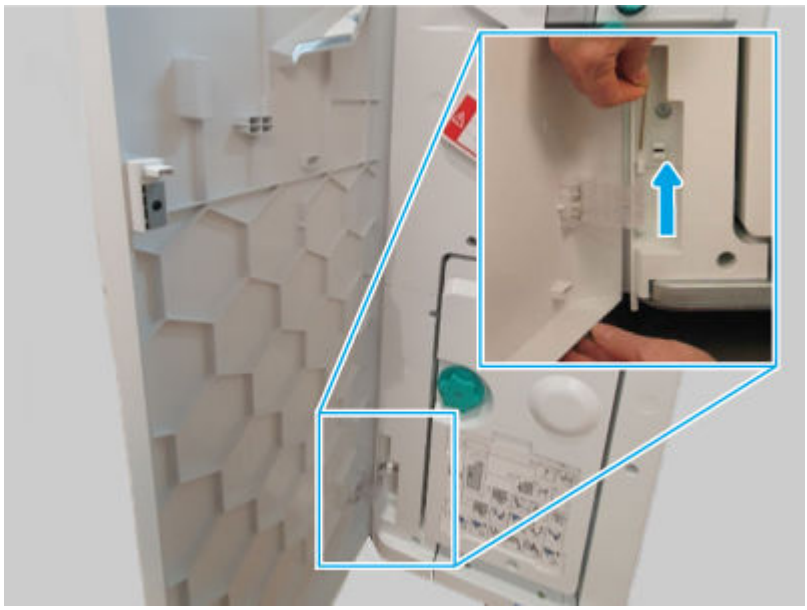
1. Release, and then remove the upper hinge pin.

Figure 5-1763 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1764 Remove the door



3. Remove the external finisher top cover

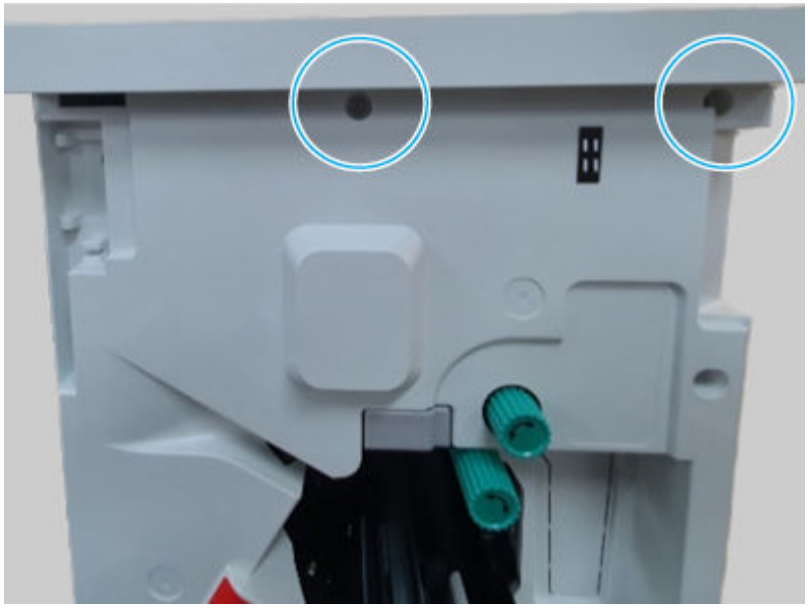
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1765 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1766 Remove the cover

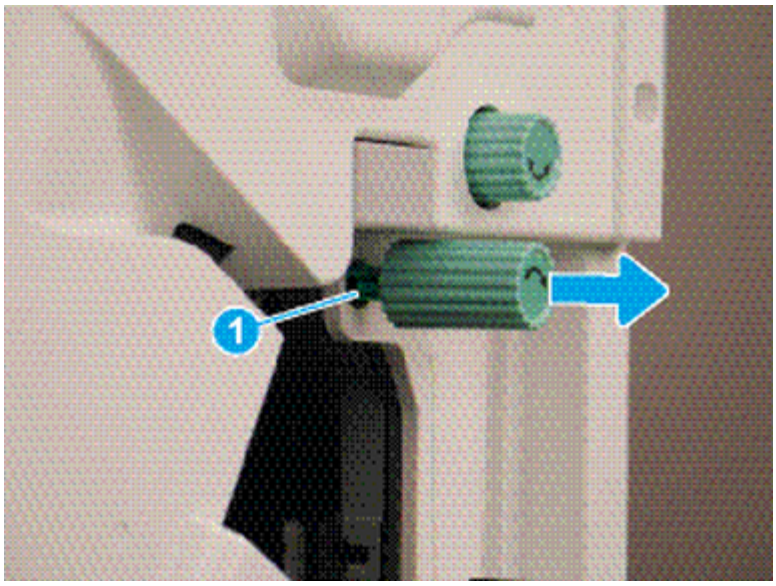


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

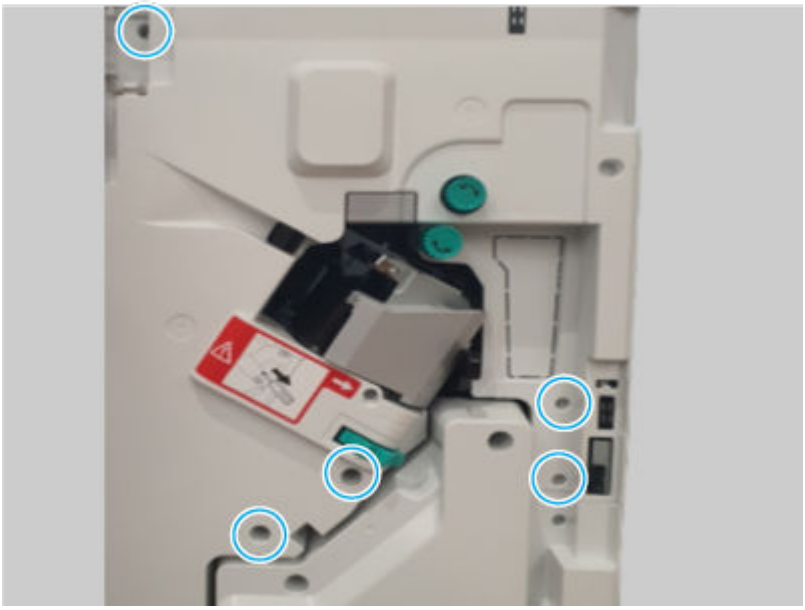
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1767 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1768 Remove the cover

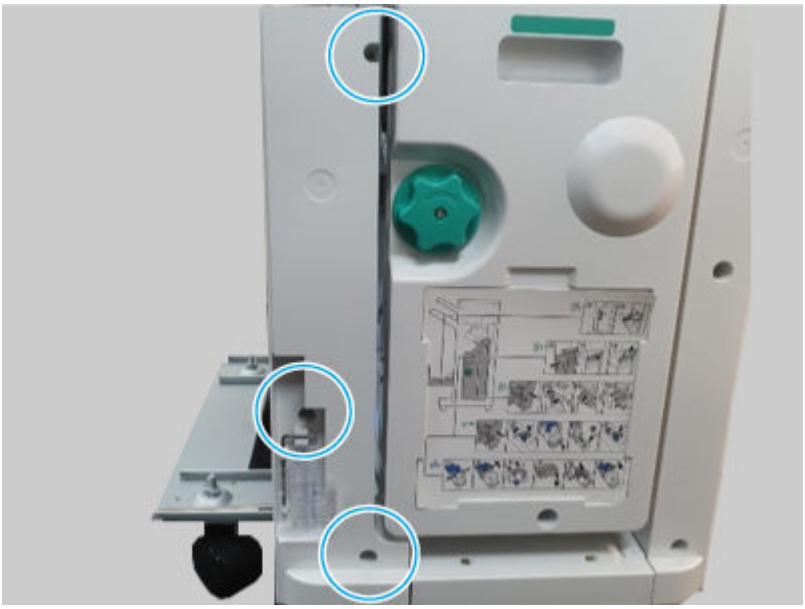


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-1769 Remove the cover

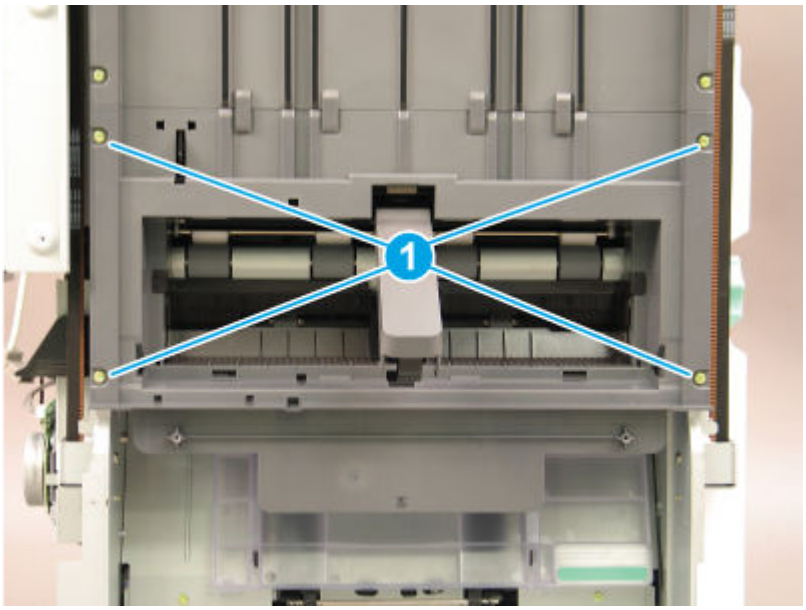


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1770 Remove four screws

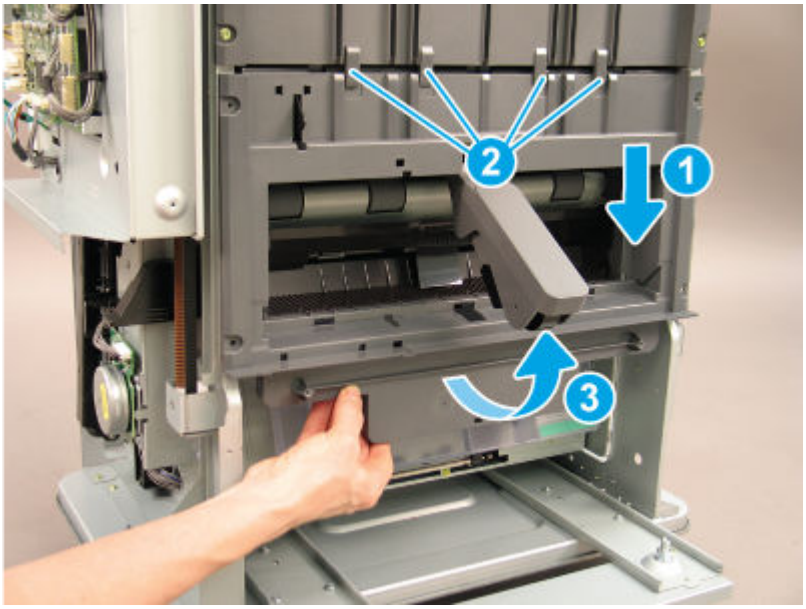


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

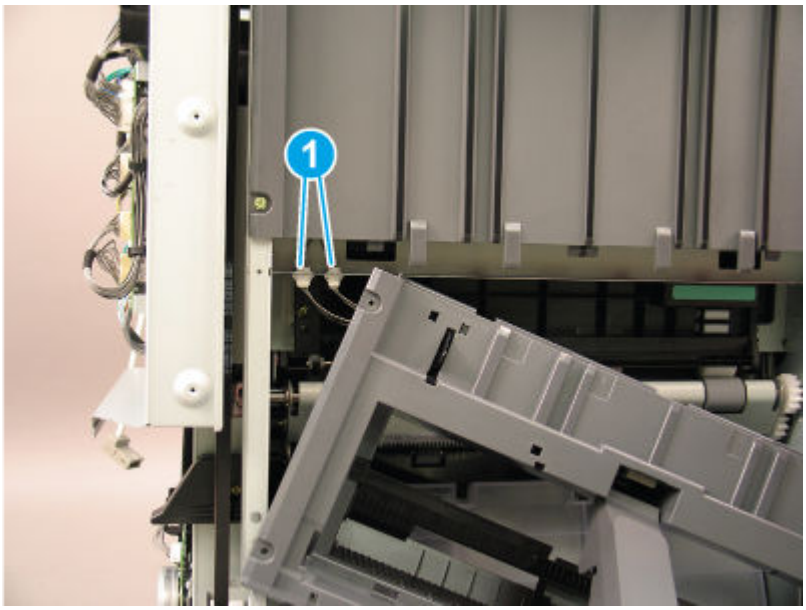
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1771 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1772 Remove the cover

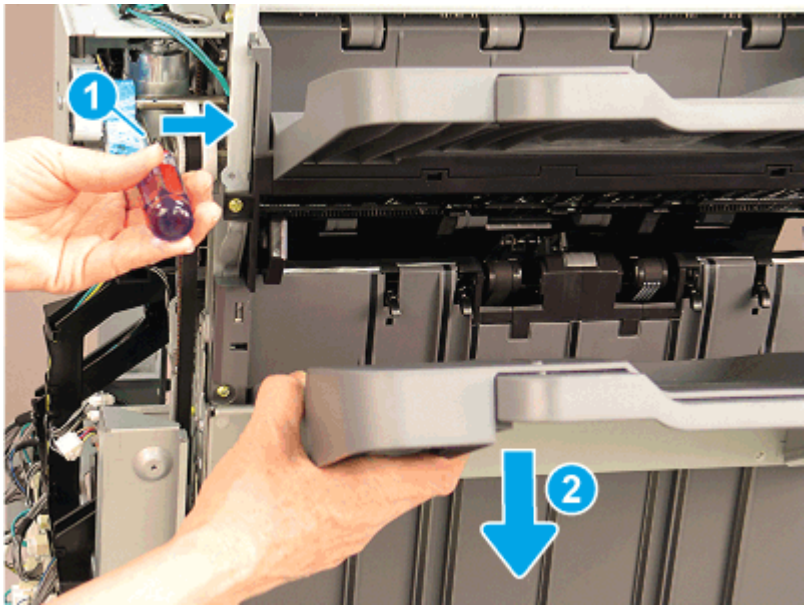


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

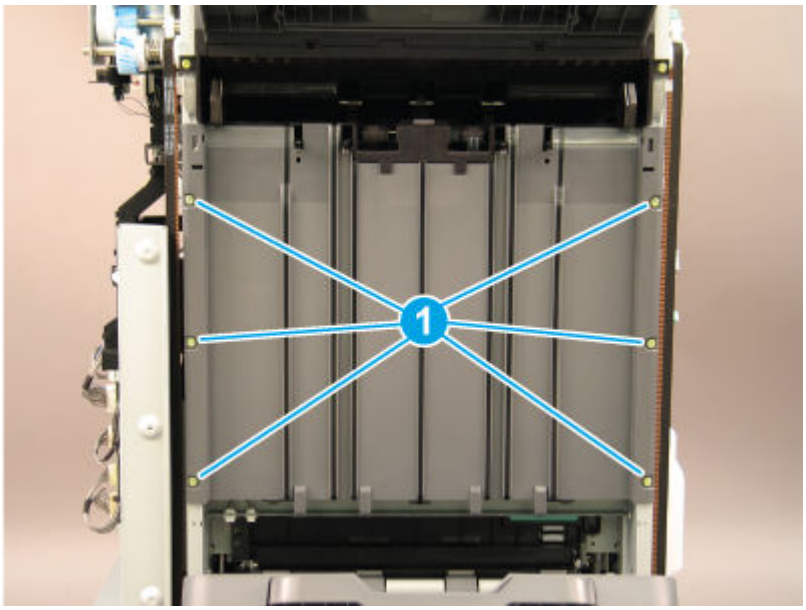
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1773 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1774 Remove six screws

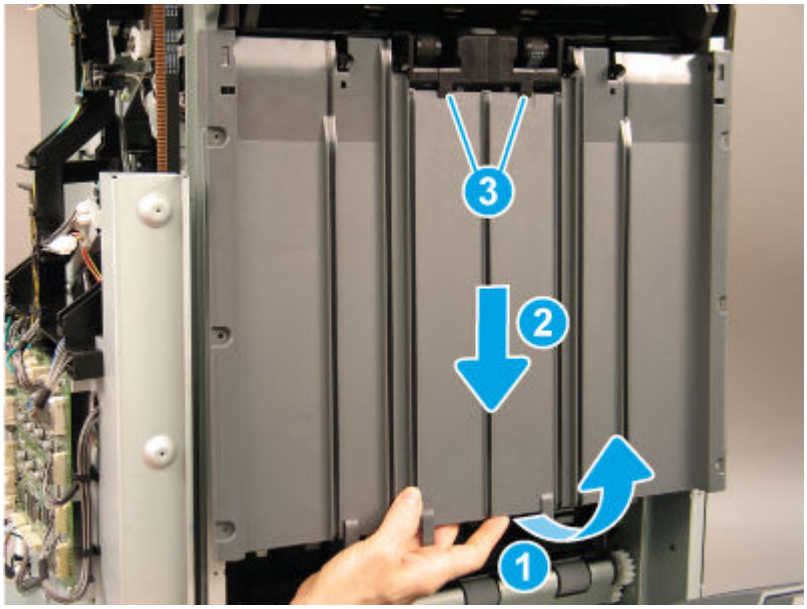


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

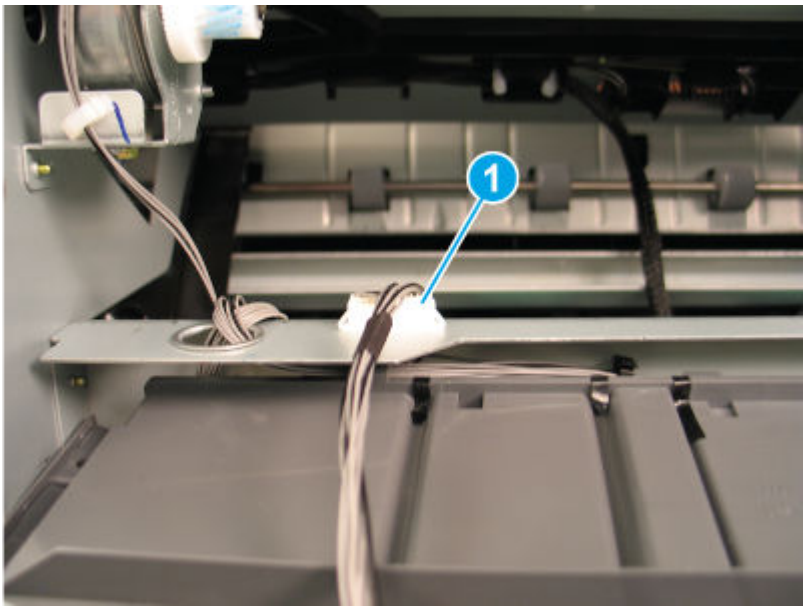
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1775 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1776 Remove the cover

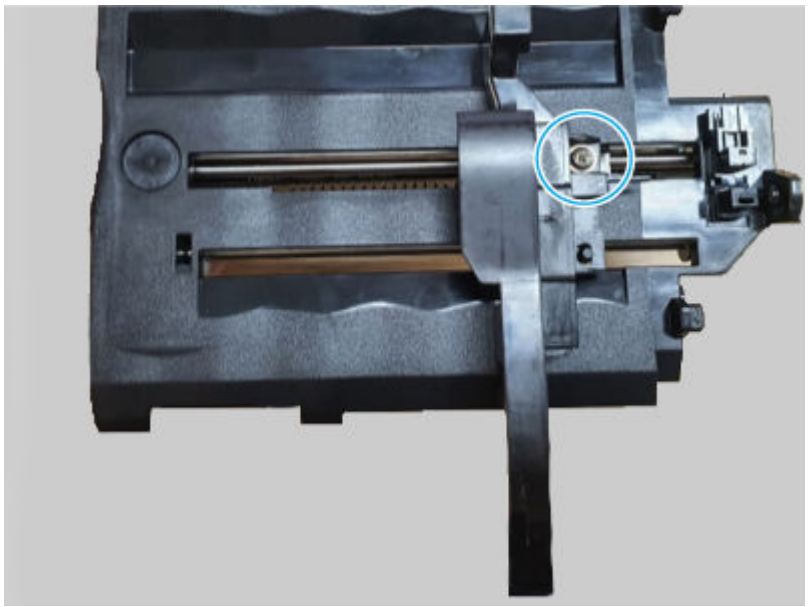


8. Remove the external finisher front tamper home sensor

Use the following procedure to remove and replace the external finisher front tamper home sensor.

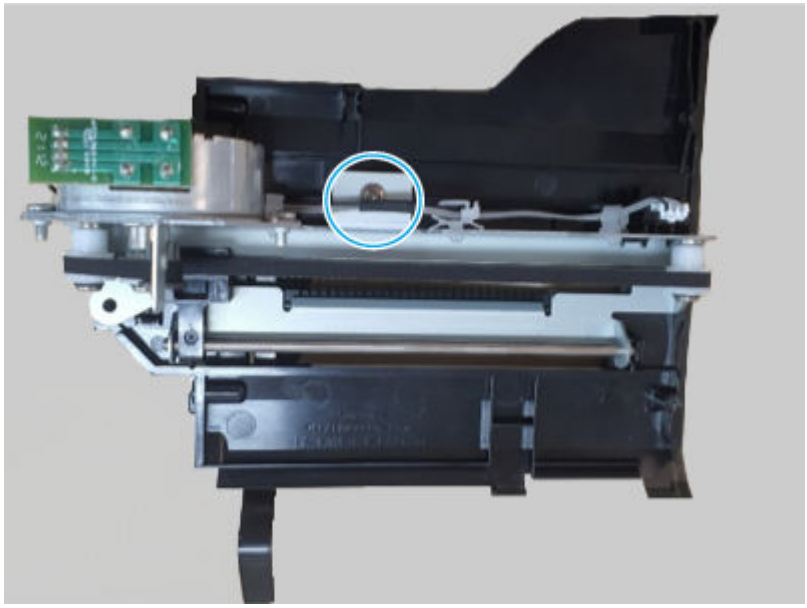
1. Remove one screw, and then remove the tamper.

Figure 5-1777 Remove the tamper



2. Remove one screw, and then remove the bracket.

Figure 5-1778 Remove the bracket



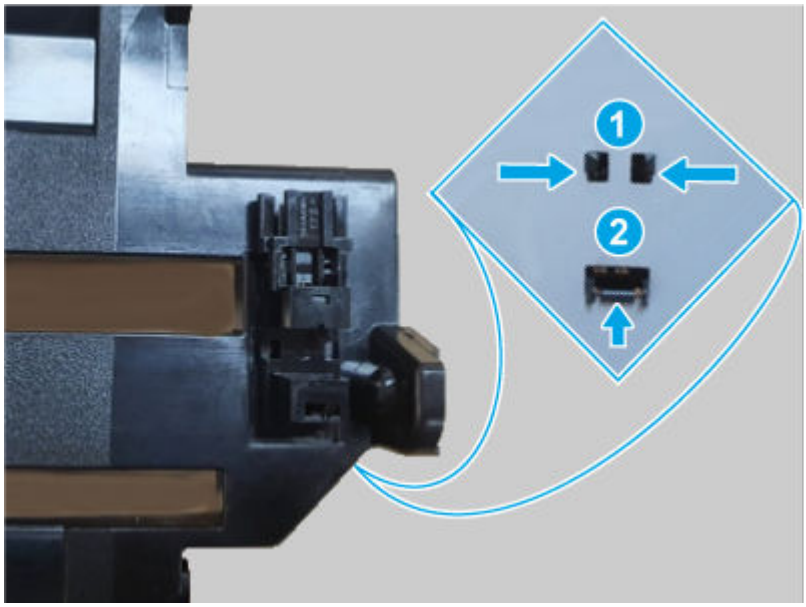
3. Do the following:

   a. Release the hooks (callout 1).

   b. Slide the sensor assembly as shown below (callout 2).

   c. Remove the tamper home sensor from the bracket.

Figure 5-1779 Remove the sensor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper motor

Learn about removing and replacing the external finisher rear tamper motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-247 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Rear tamper motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

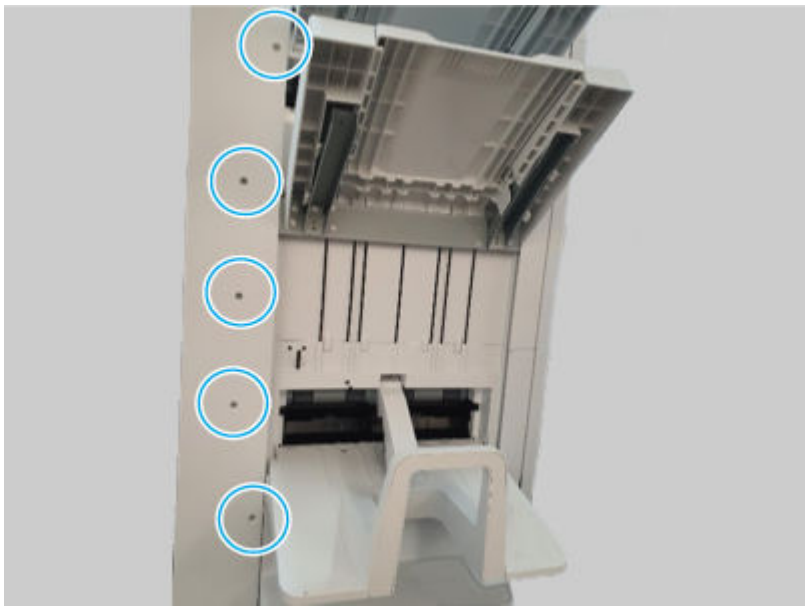
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

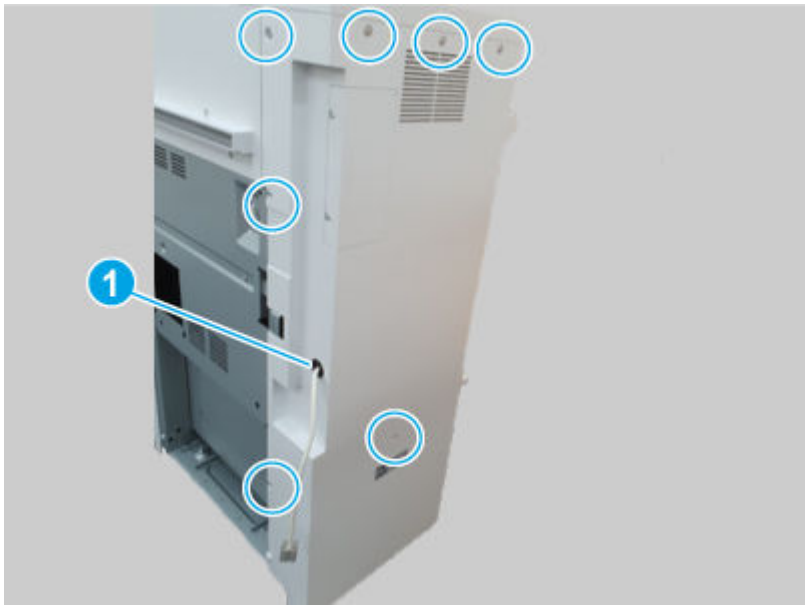
Figure 5-1780 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1781 Remove the cover

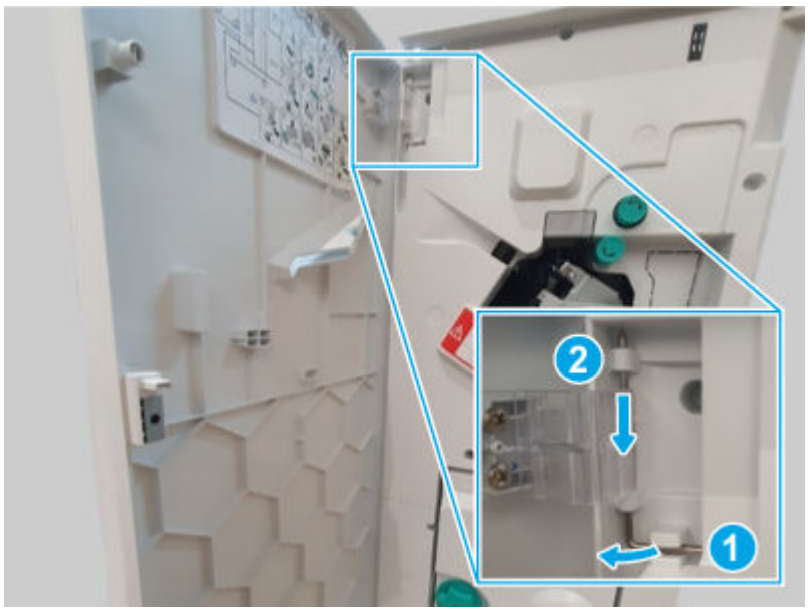


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

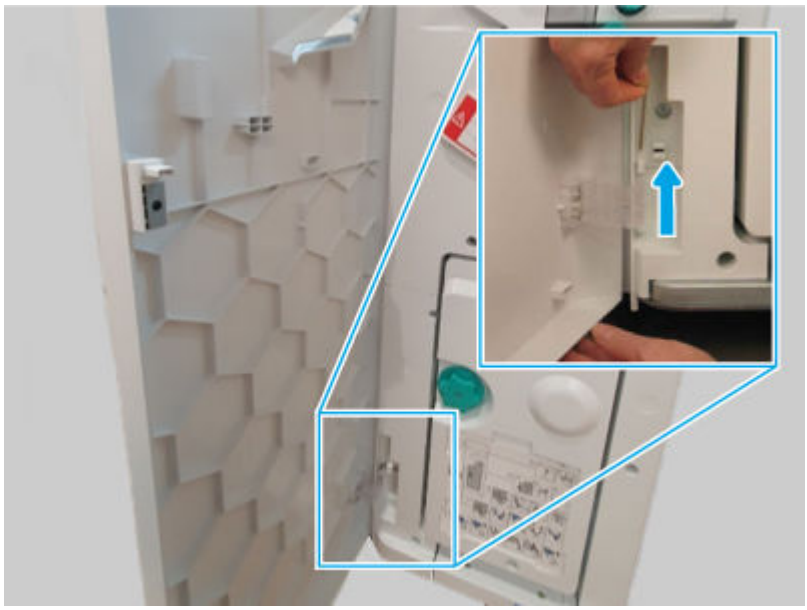
1. Release, and then remove the upper hinge pin.

Figure 5-1782 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1783 Remove the door



3. Remove the external finisher top cover

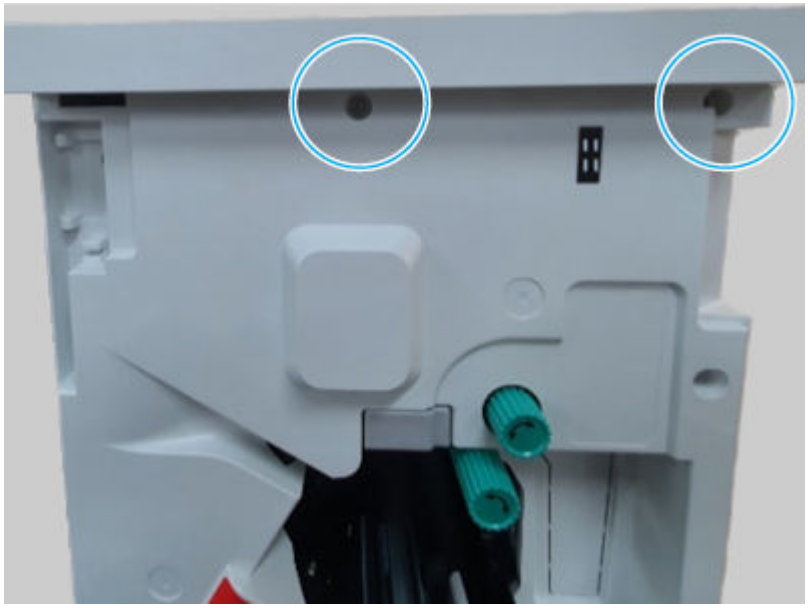
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1784 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1785 Remove the cover

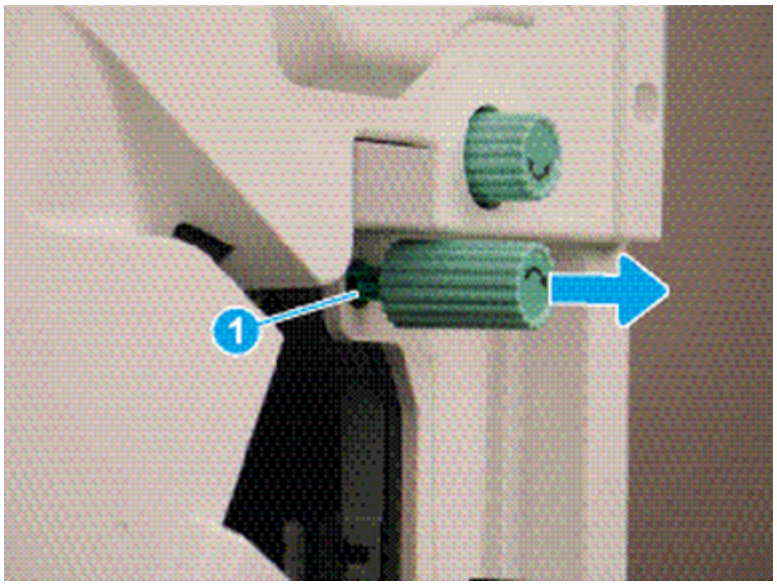


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

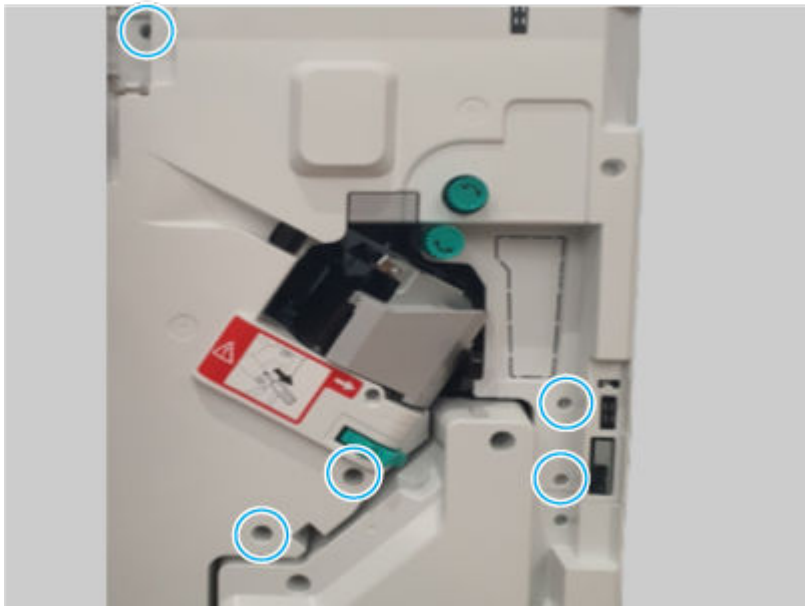
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1786 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1787 Remove the cover

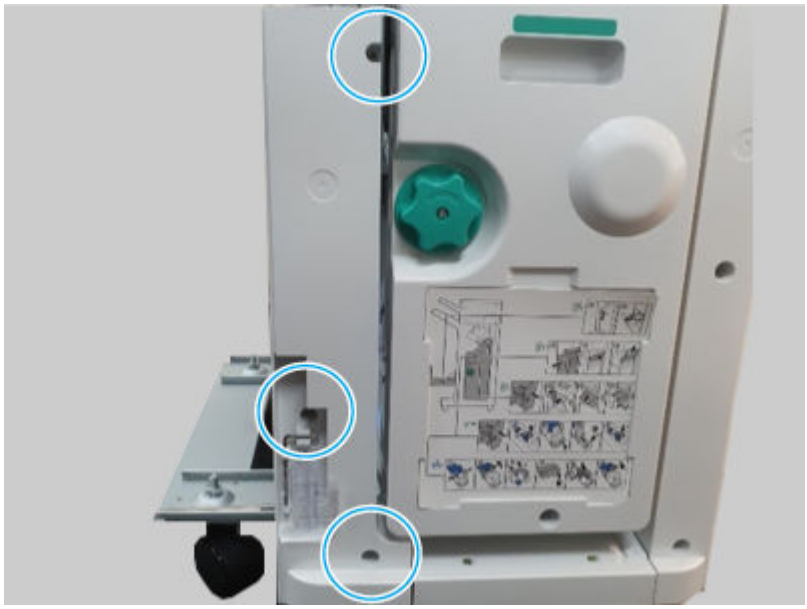


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-1788 Remove the cover



6. Remove the external finisher caster

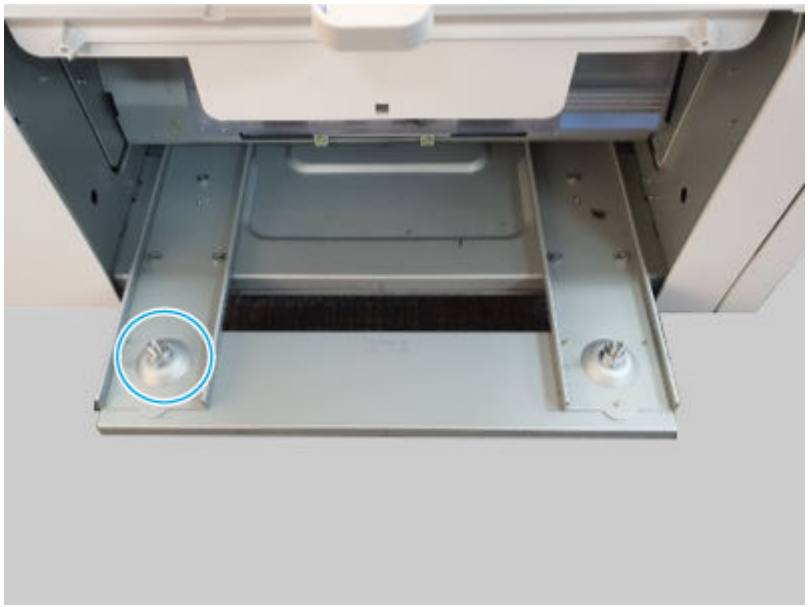
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

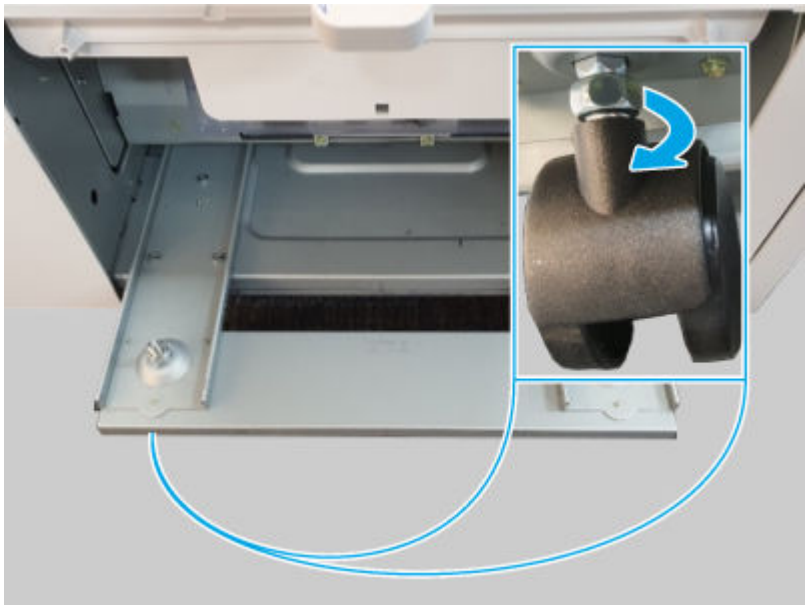
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1789 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1790 Remove the caster

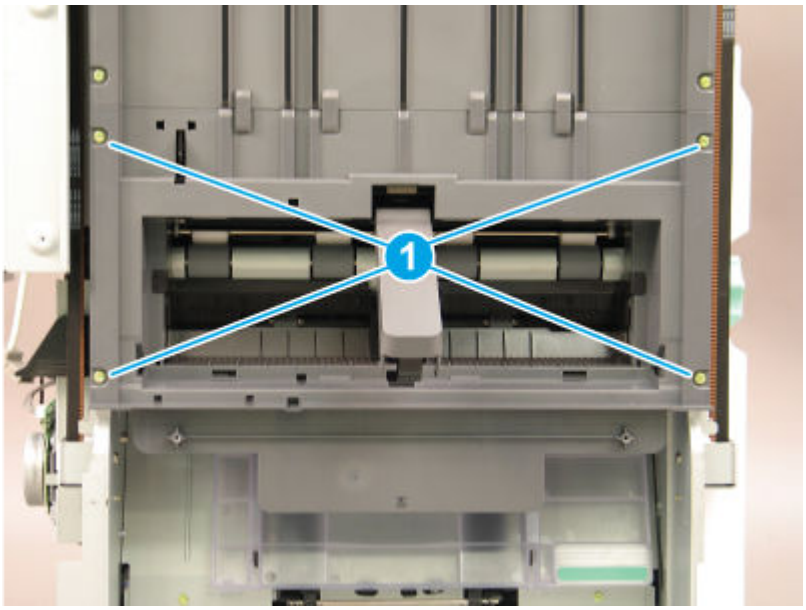


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1791 Remove four screws

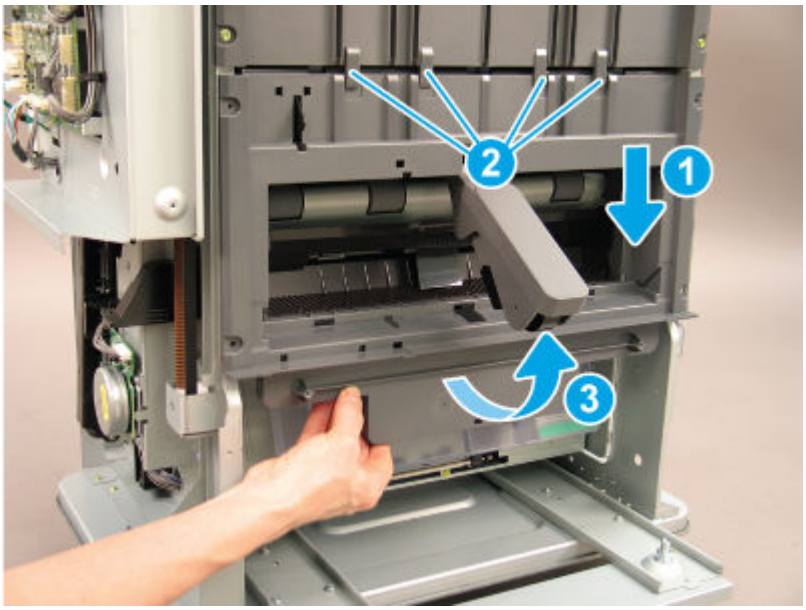


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

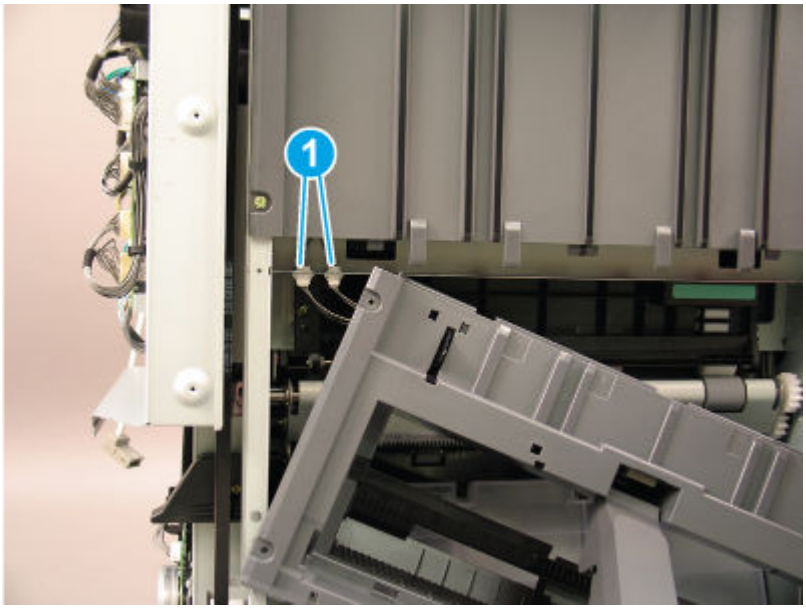
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1792 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1793 Remove the cover

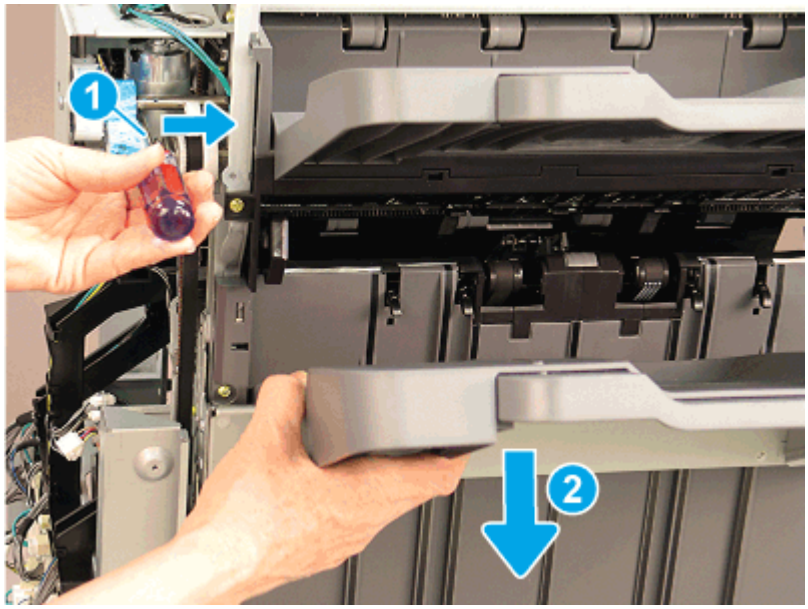


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

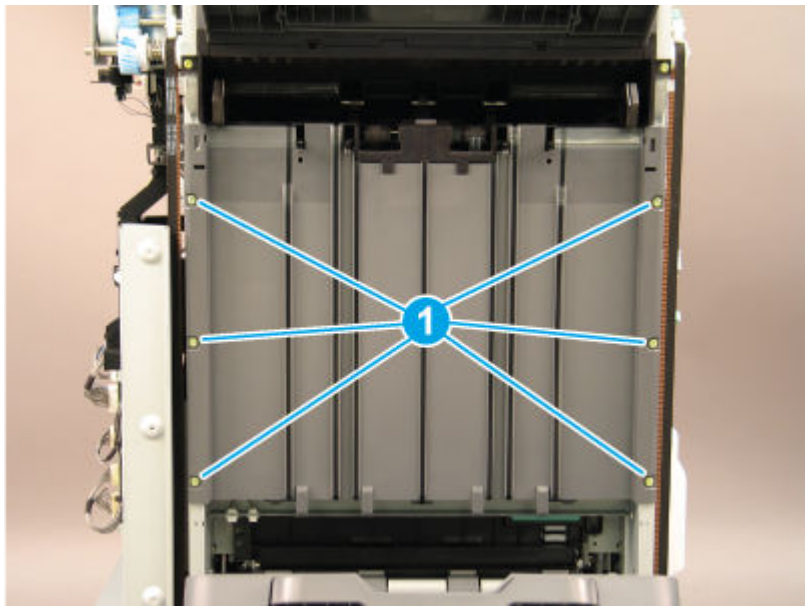
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1794 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1795 Remove six screws

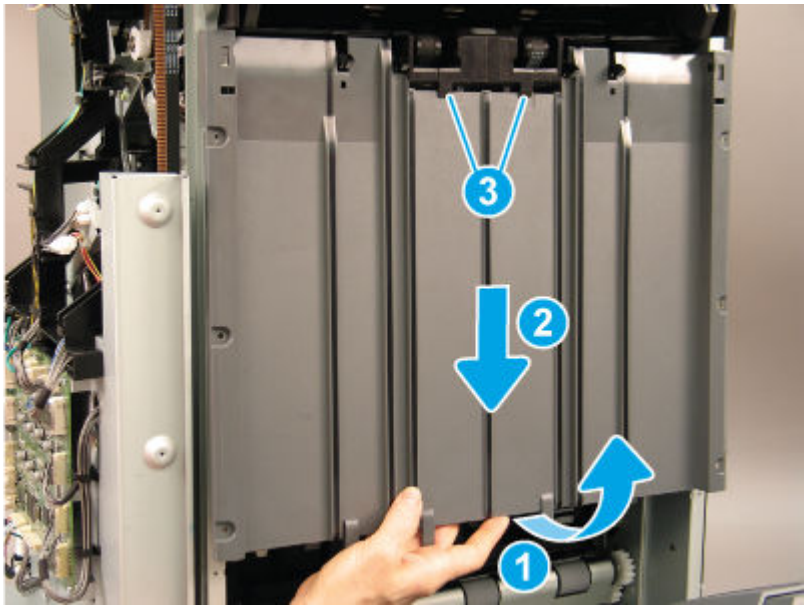


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

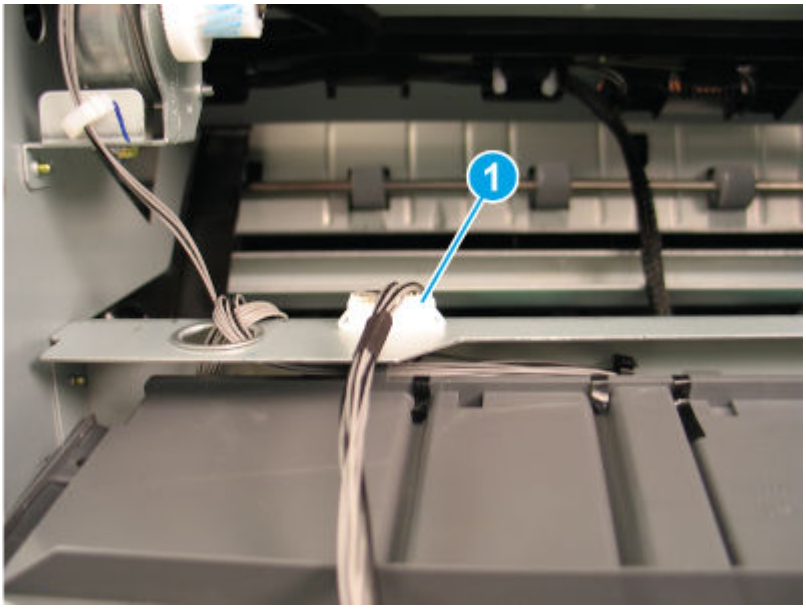
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1796 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1797 Remove the cover

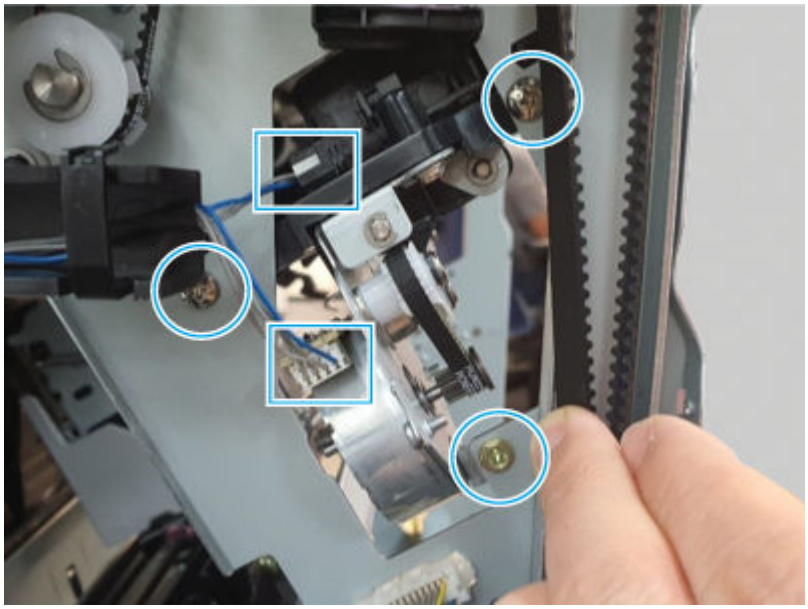


9. Remove the external finisher rear tamper

Use the following procedure to remove and replace the external finisher rear tamper.

- Disconnect two connectors, remove three screws, and then remove the rear tamper.

Figure 5-1798 Remove the tamper

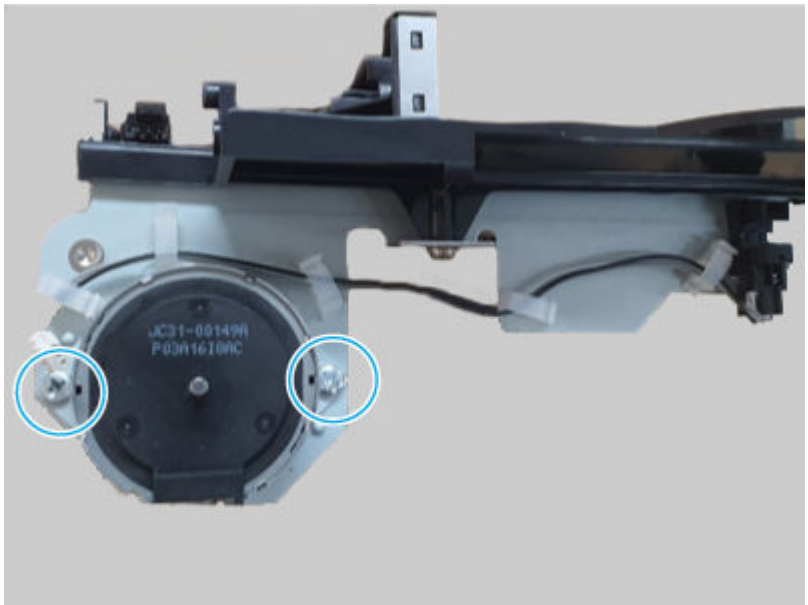


10. Remove the external finisher front tamper motor

Use the following procedure to remove and replace the external finisher front tamper motor.

- Remove two screws, and then remove the front tamper motor.

Figure 5-1799 Remove the motor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Stapler unit

Review the external finisher stapler unit removal procedures.

Removal and replacement: Stapler unit

Learn about removing and replacing the external finisher stapler unit.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-248 Part information

Part number	Part description
JC82-00894A	Stapler unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

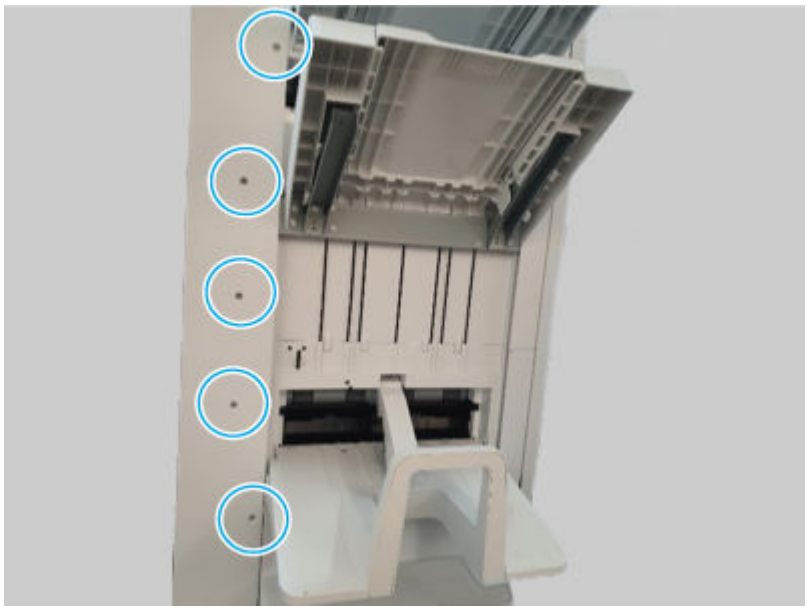
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

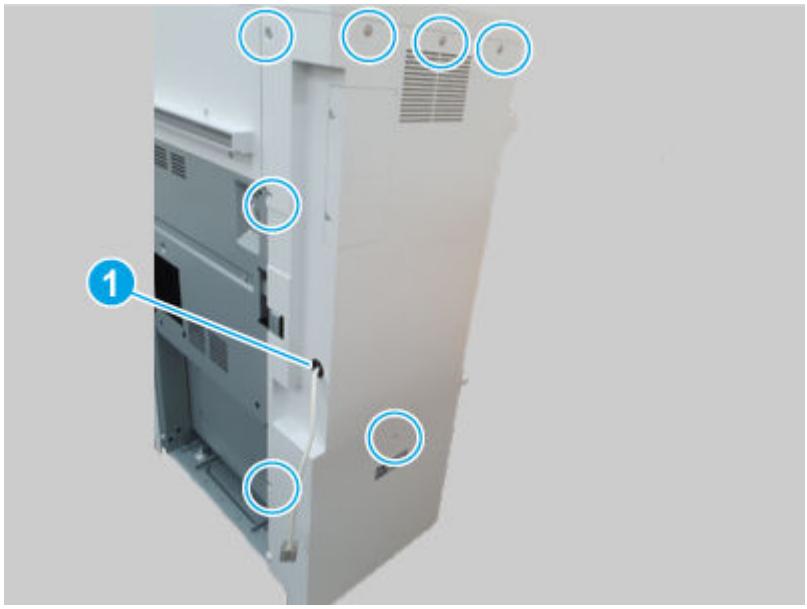
Figure 5-1800 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1801 Remove the cover

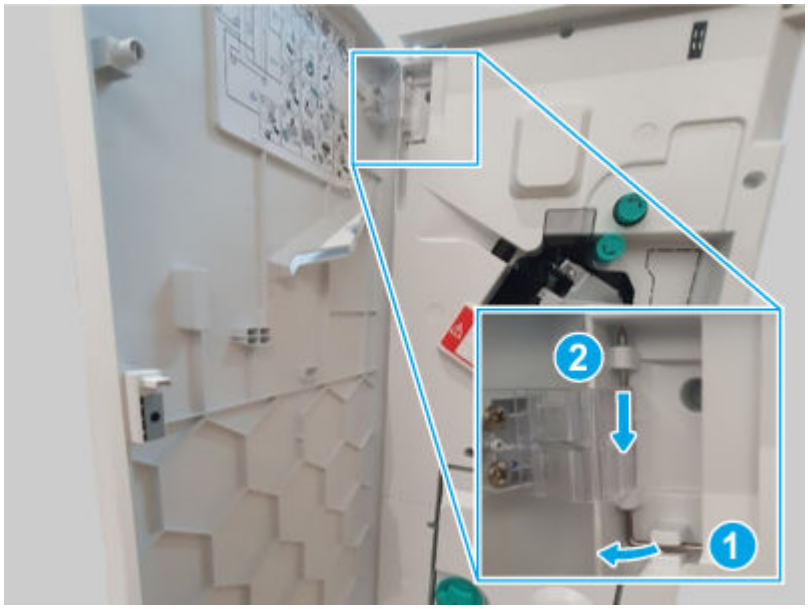


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

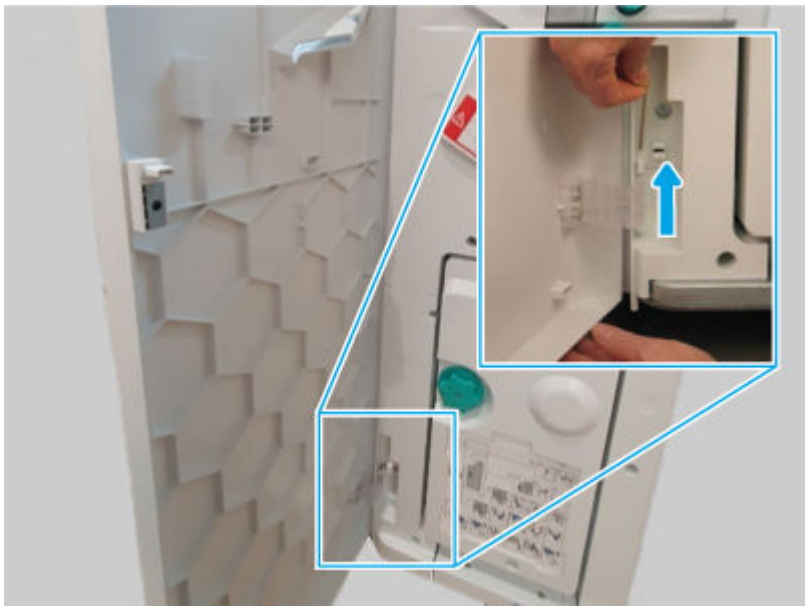
1. Release, and then remove the upper hinge pin.

Figure 5-1802 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1803 Remove the door



3. Remove the external finisher top cover

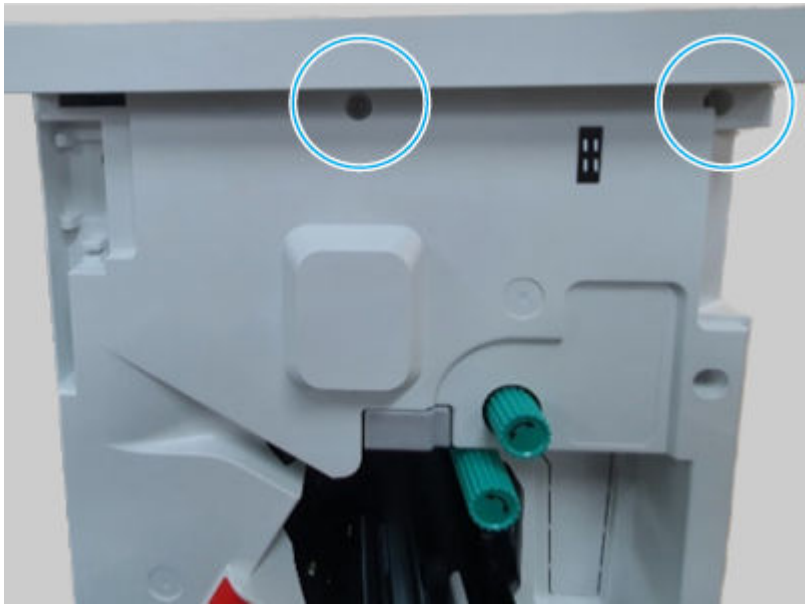
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1804 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1805 Remove the cover

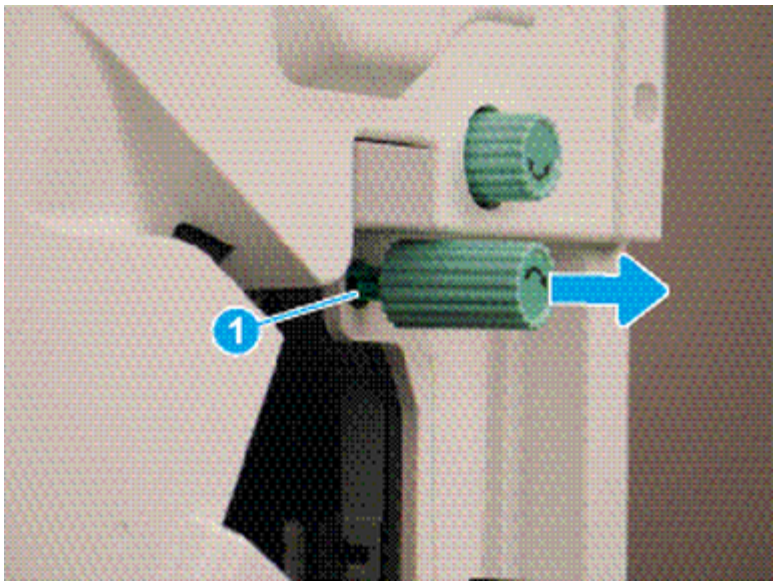


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

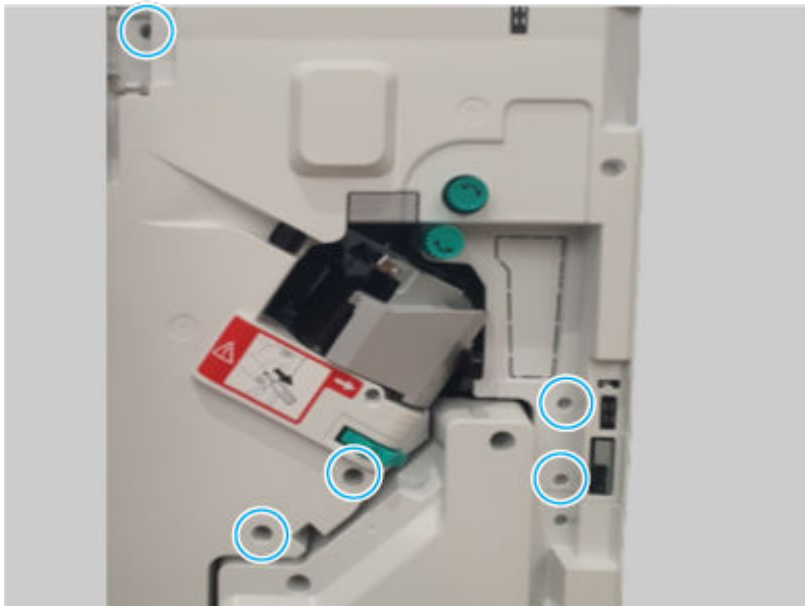
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1806 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1807 Remove the cover

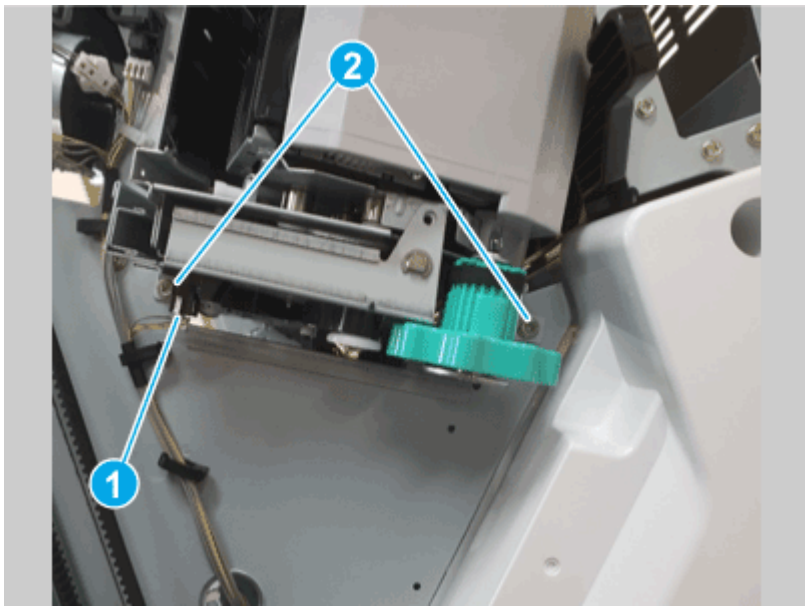


5. Remove the external finisher stapler unit

Use the following procedure to remove and replace the external finisher stapler unit.

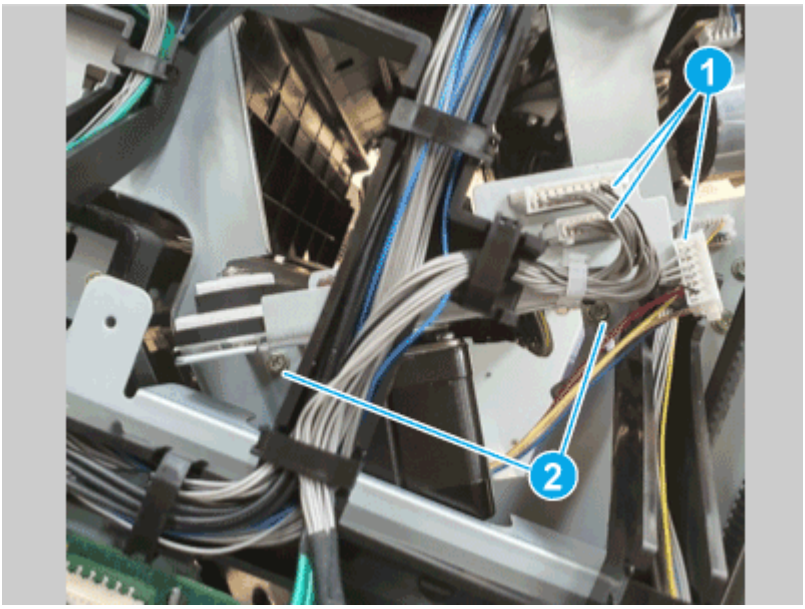
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-1808 Disconnect connector and remove screws



2. Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the stapler unit.

Figure 5-1809 Remove the unit



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Staple cartridge

Learn about removing and replacing the external finisher staple cartridge.

Mean time to repair: 1 minute

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-249 Part information

Part number	Part description
JC81-09882B	Staple cartridge

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher staple unit

Use the following procedure to remove and replace the external finisher staple unit.

- Grasp the blue handle, and then pull the staple cartridge straight out of the finisher to remove it.

Figure 5-1810 Remove the cartridge

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler front sensor

Learn about removing and replacing the external finisher stapler front sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-250 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Stapler front sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

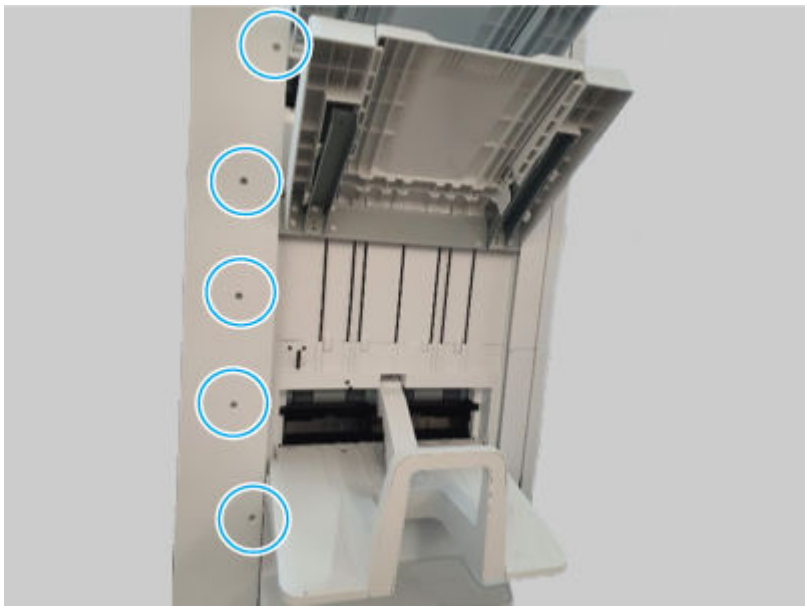
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

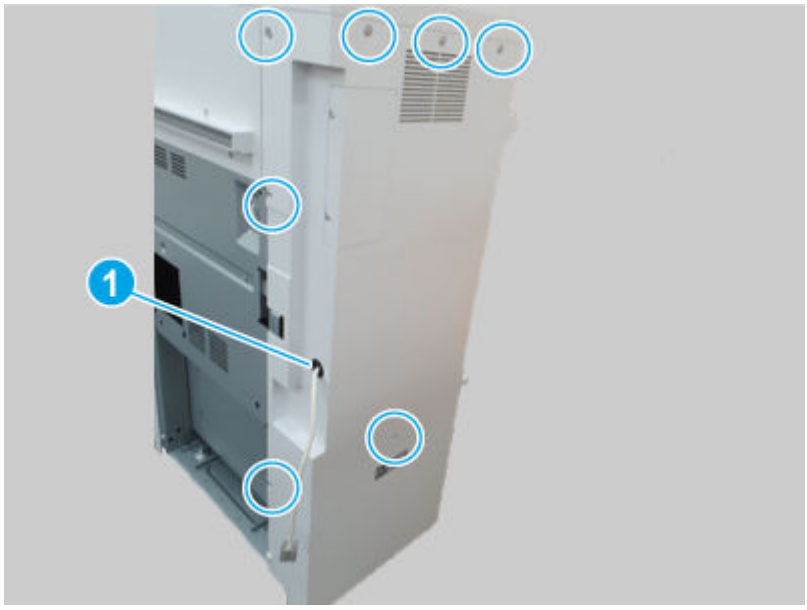
Figure 5-1811 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1812 Remove the cover

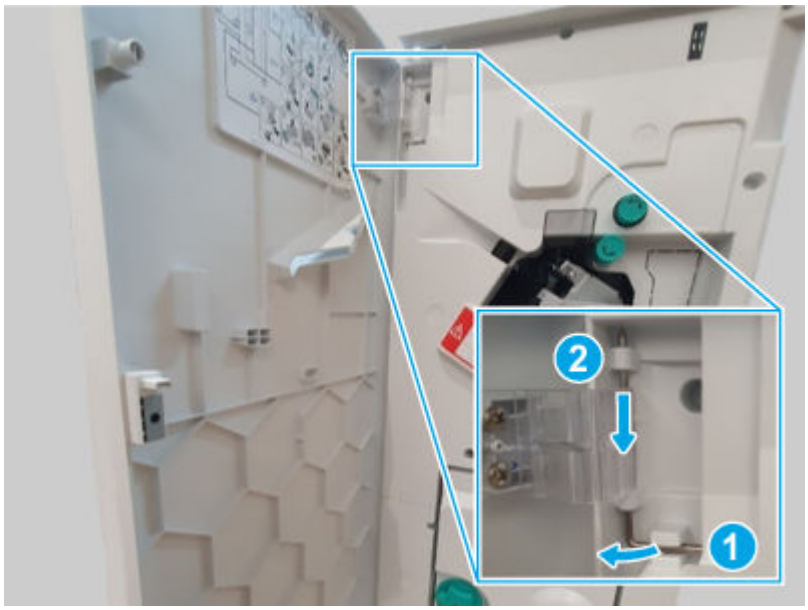


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

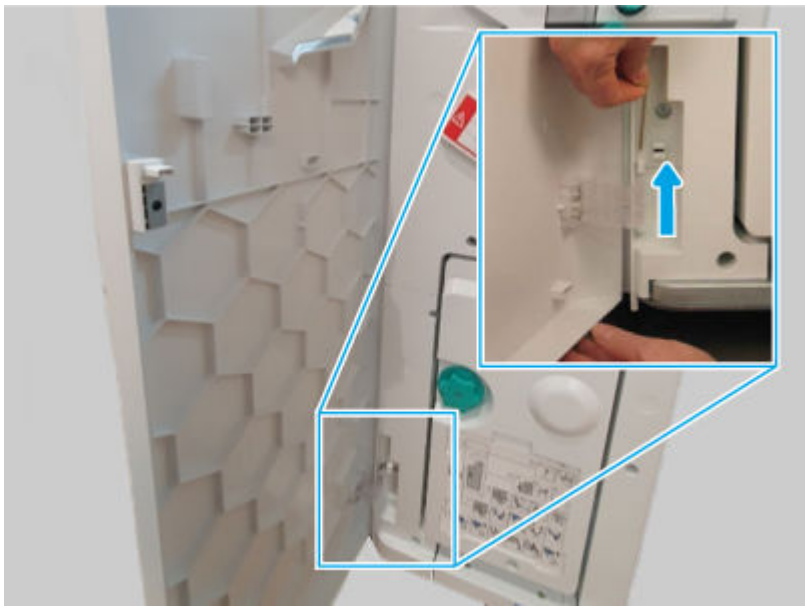
1. Release, and then remove the upper hinge pin.

Figure 5-1813 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1814 Remove the door



3. Remove the external finisher top cover

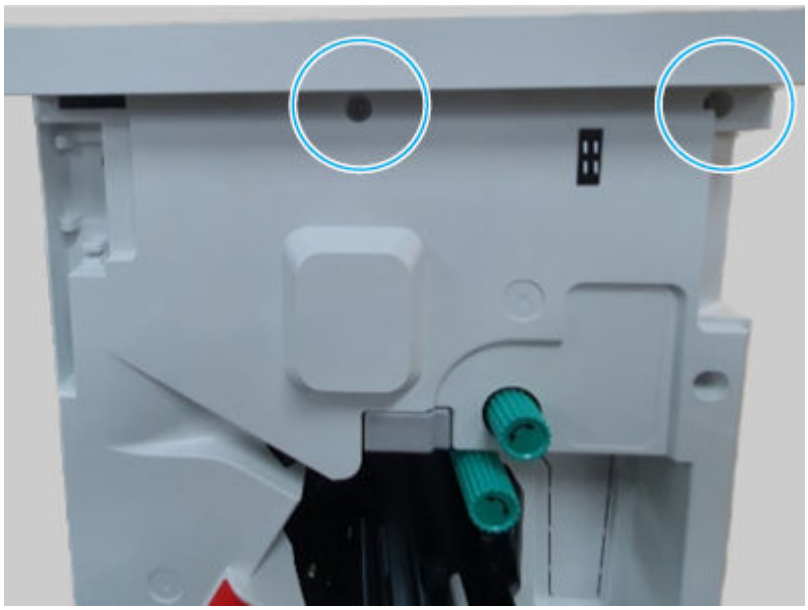
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1815 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1816 Remove the cover

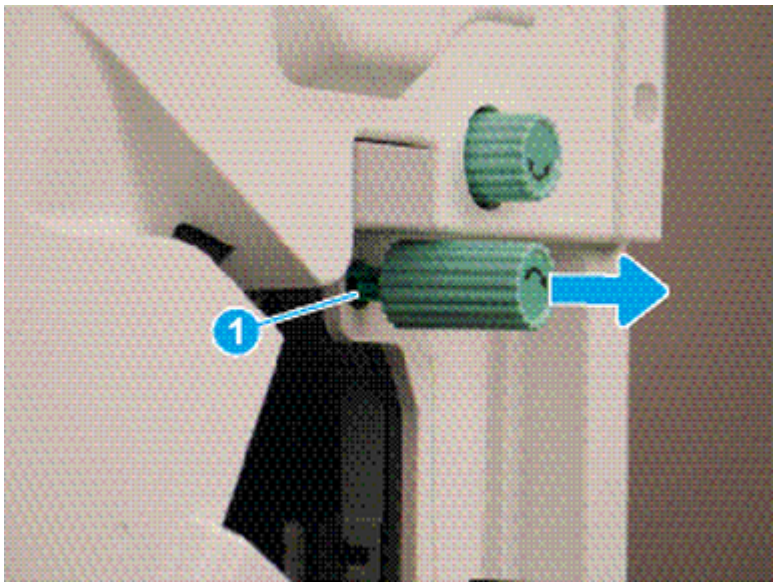


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

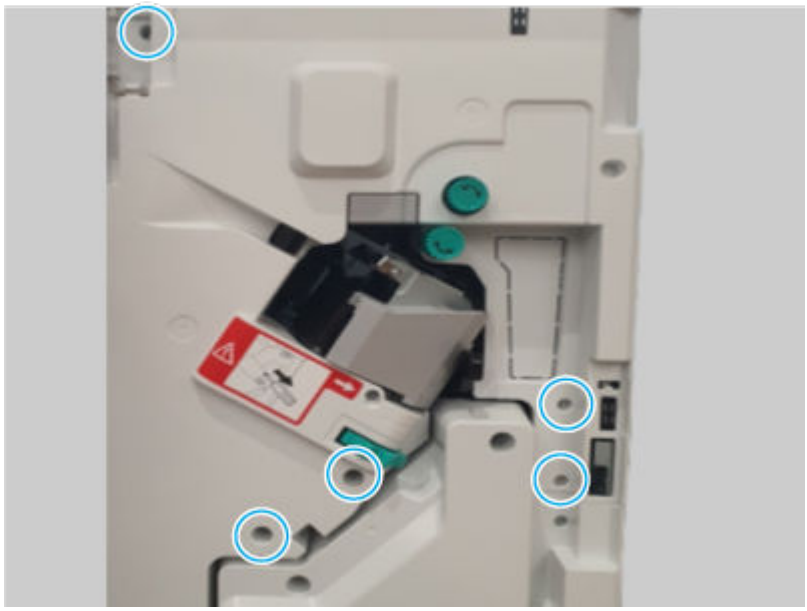
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1817 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1818 Remove the cover

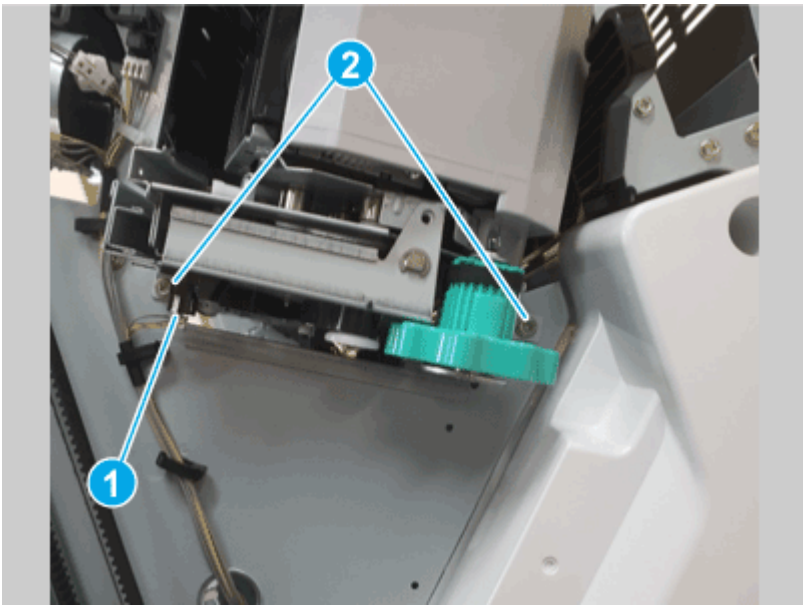


5. Remove the external finisher stapler unit

Use the following procedure to remove and replace the external finisher stapler unit.

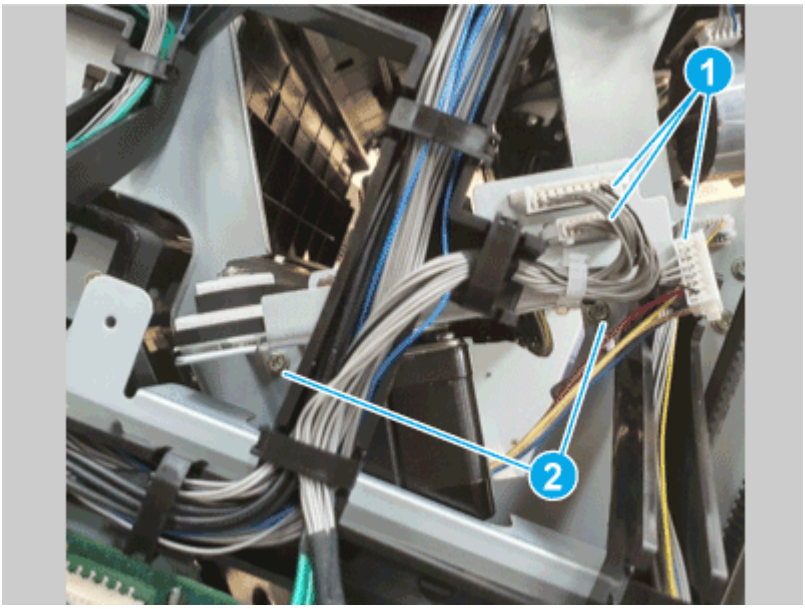
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-1819 Disconnect connector and remove screws



2. Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the stapler unit.

Figure 5-1820 Remove the unit



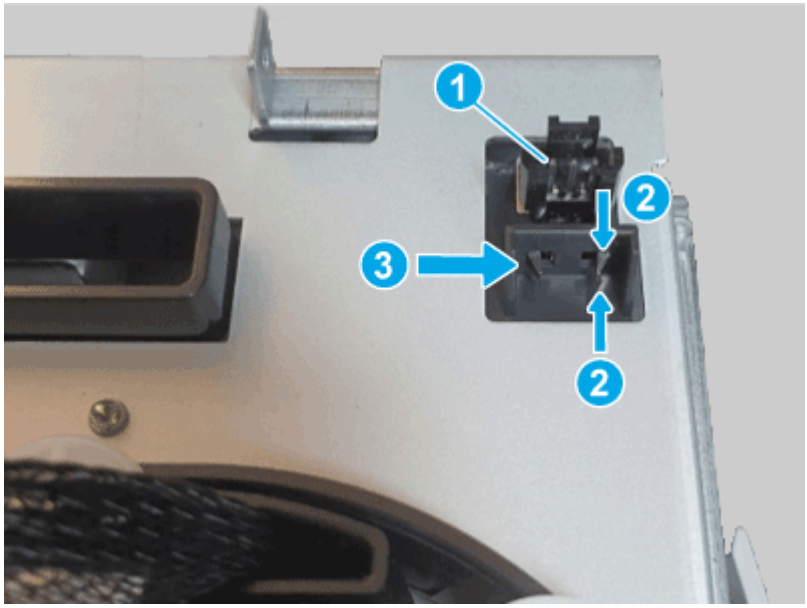
6. Remove the external finisher stapler front sensor

Use the following procedure to remove and replace the external finisher stapler front sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).

- Slide the sensor assembly as shown below (callout 3).
- Remove the stapler front sensor.

Figure 5-1821 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler mid-front and mid-rear sensors

Learn about removing and replacing the external finisher stapler mid-front and mid-rear sensors.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-251 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Stapler mid-front sensor)
3SJ00-60110	Photo interrupter (Stapler mid-rear sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

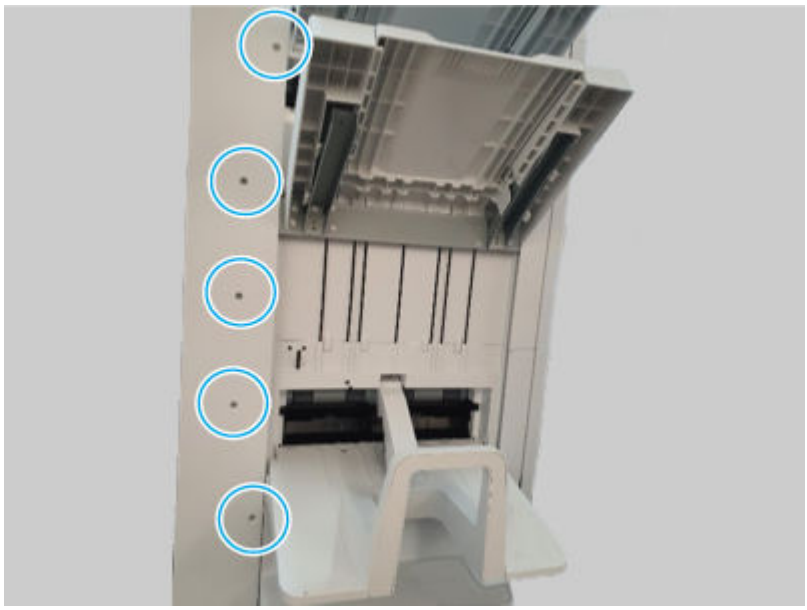
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

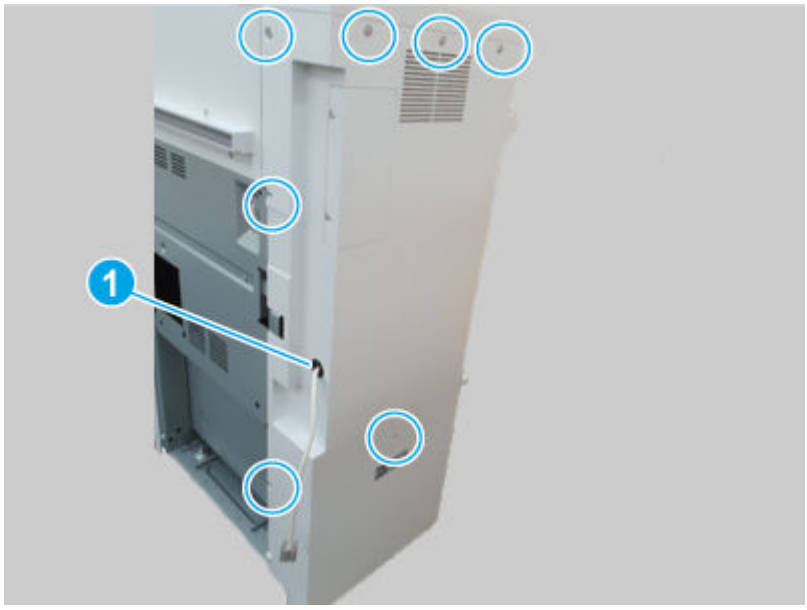
Figure 5-1822 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1823 Remove the cover

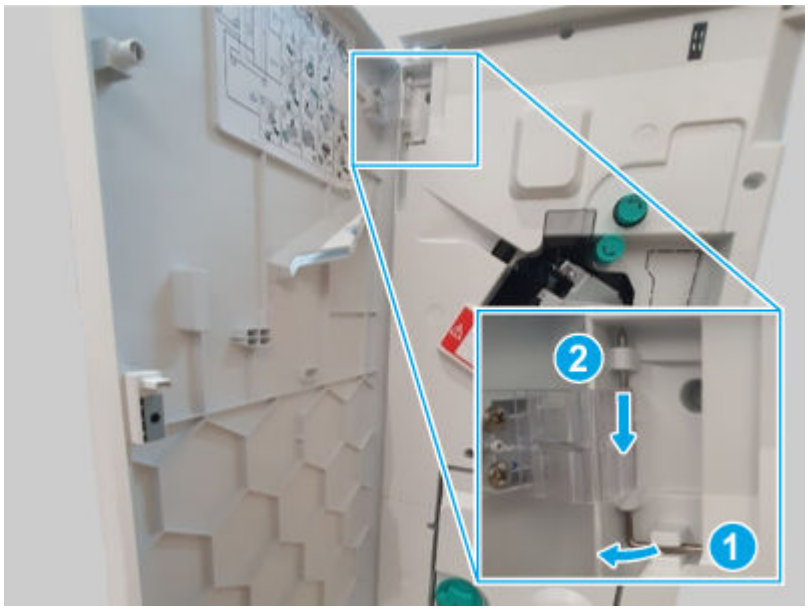


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

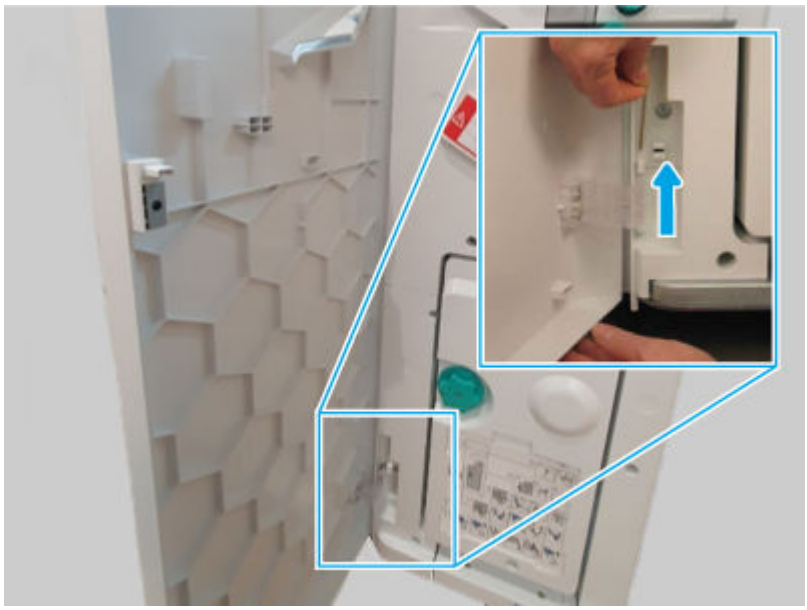
1. Release, and then remove the upper hinge pin.

Figure 5-1824 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1825 Remove the door



3. Remove the external finisher top cover

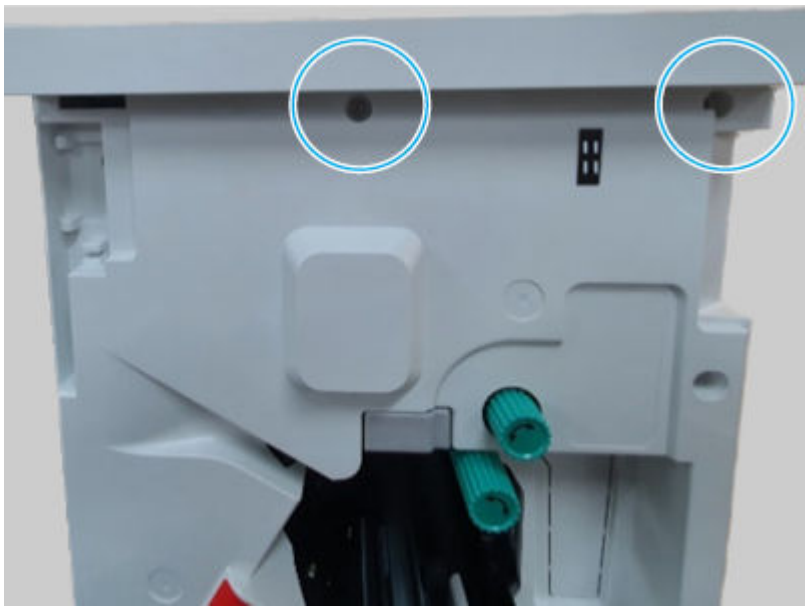
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1826 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1827 Remove the cover

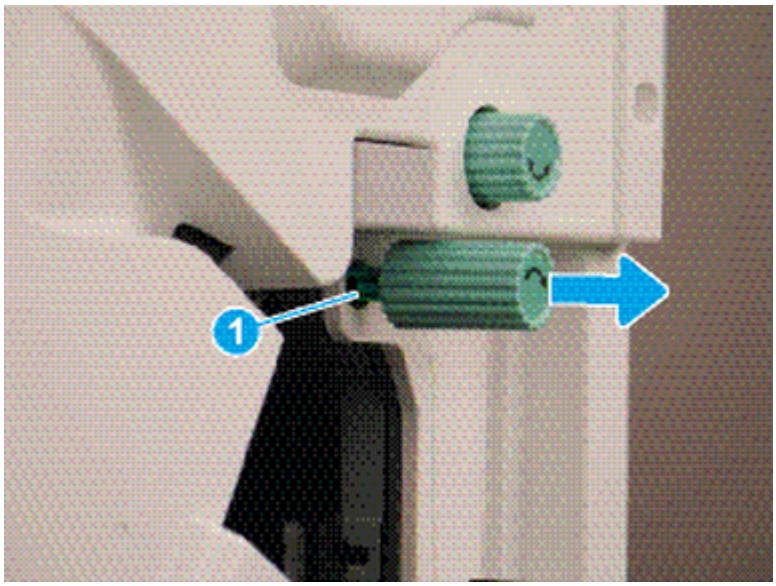


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

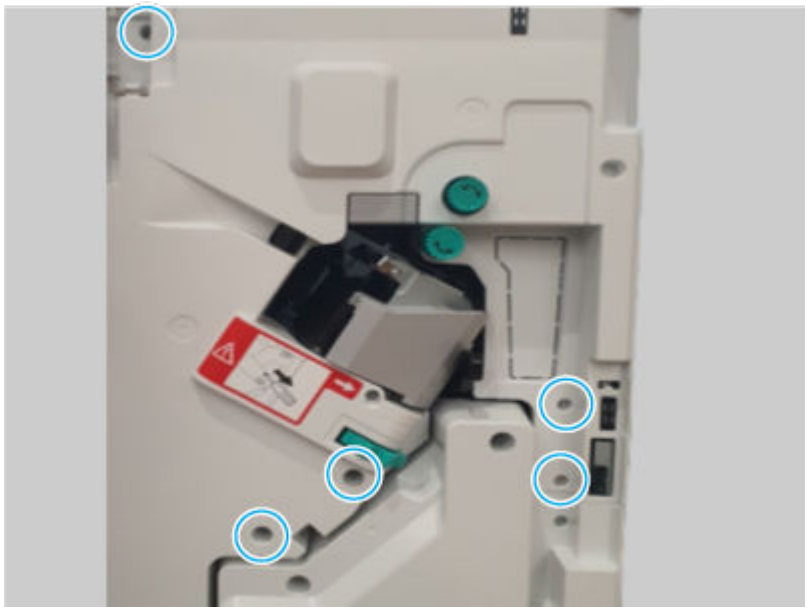
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1828 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1829 Remove the cover

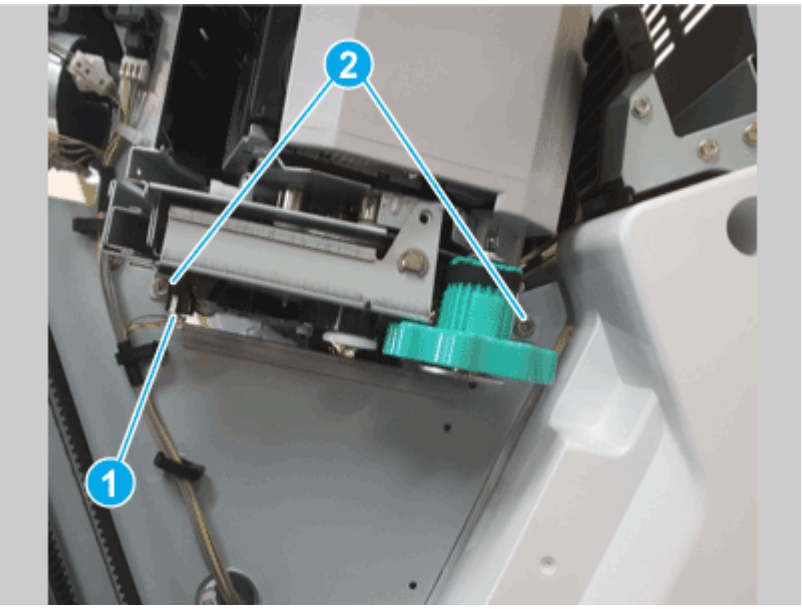


5. Remove the external finisher stapler unit

Use the following procedure to remove and replace the external finisher stapler unit.

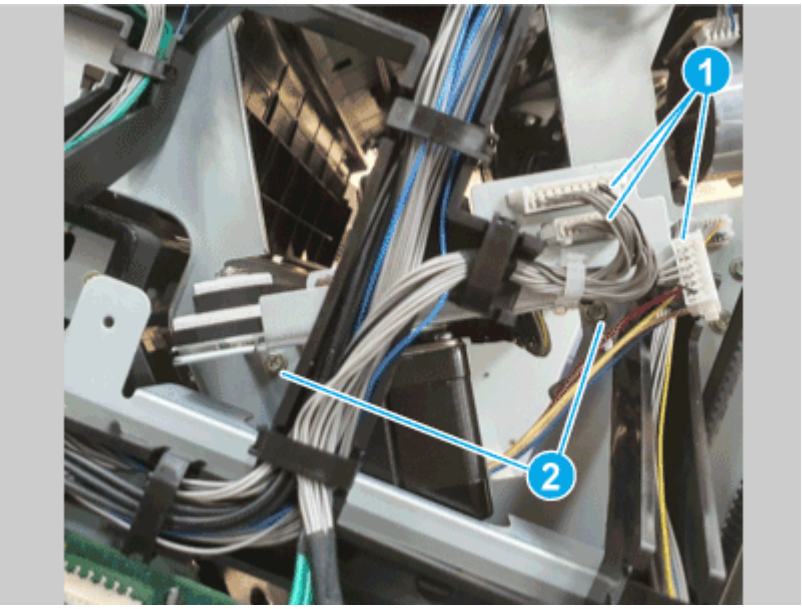
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-1830 Disconnect connector and remove screws



2. Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the stapler unit.

Figure 5-1831 Remove the unit



6. Remove the external finisher stapler mid-front and mid-rear sensors

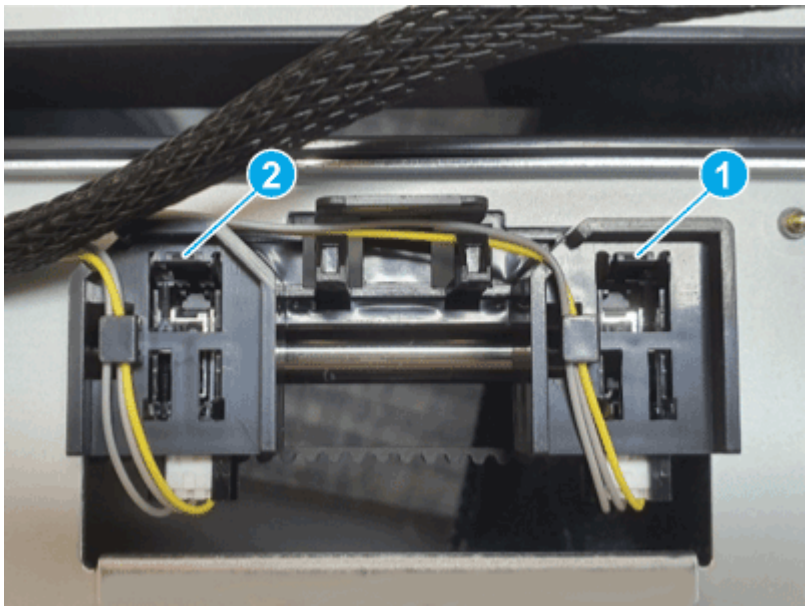
Use the following procedure to remove and replace the external finisher stapler mid-front and mid-rear sensors.

1. Locate the desired sensor.

   - **Callout 1**: Mid-front sensor

- **Callout 2**: Mid-rear sensor

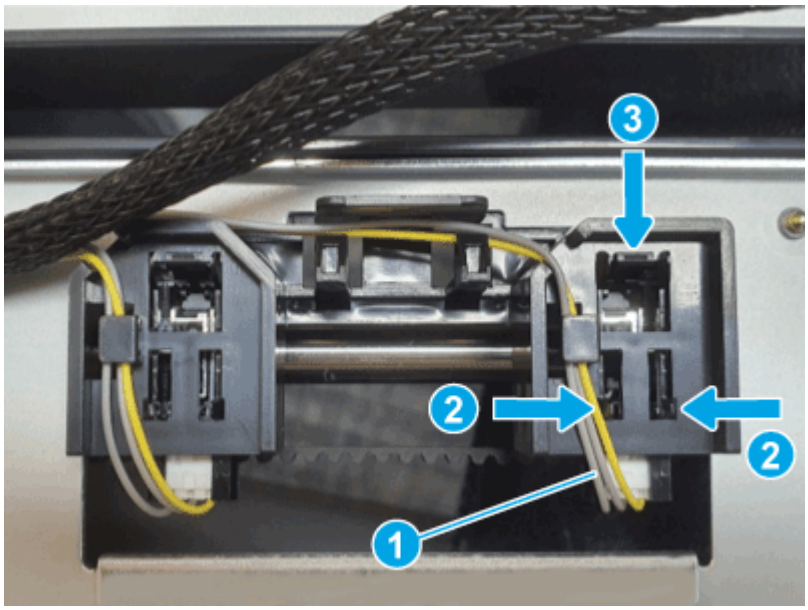
Figure 5-1832 Locate the sensors



2. Do the following:
   - Disconnect one connector (callout 1).
   - Release the hooks (callout 2).
   - Slide the sensor assembly as shown below (callout 3).
   - Remove the stapler mid-front sensor.

   NOTE: Repeat this step to remove the stapler mid-rear sensor if necessary.

Figure 5-1833 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Manual staple sensor

Learn about removing and replacing the external finisher manual staple sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-252 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Stapler manual staple sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

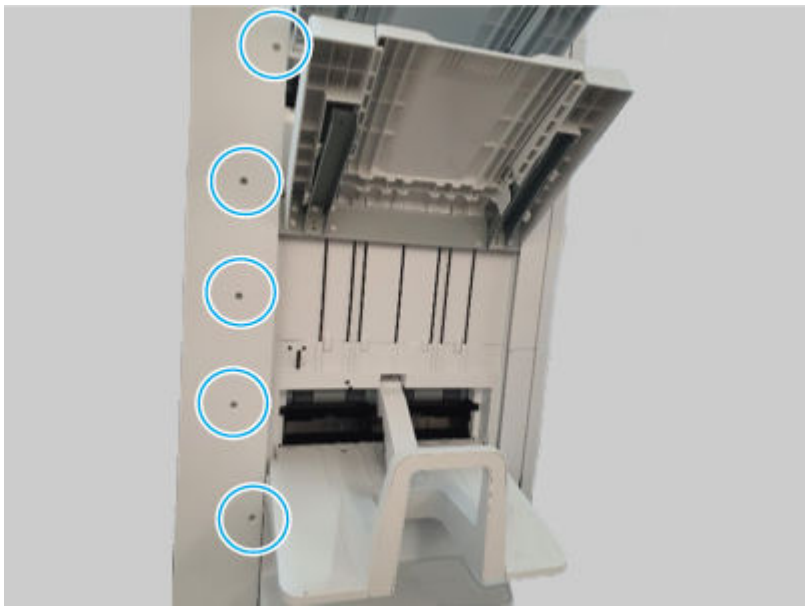
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

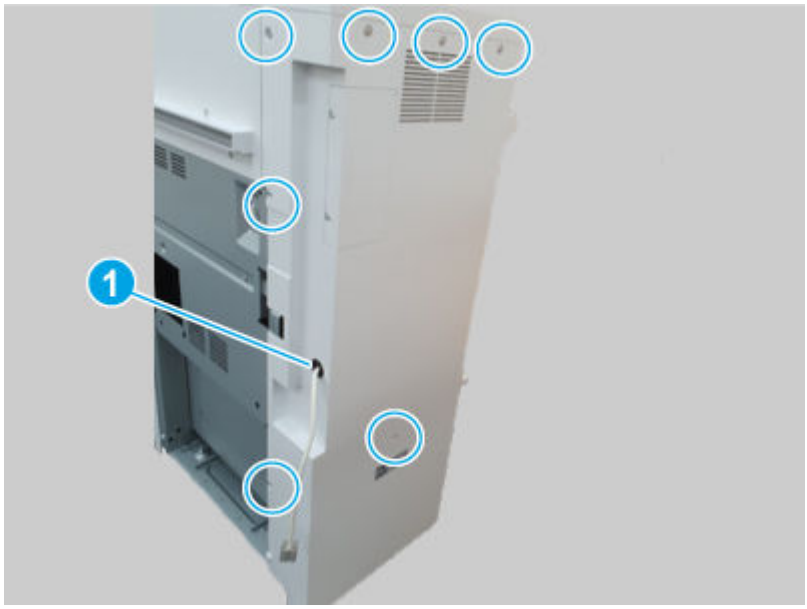
Figure 5-1834 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1835 Remove the cover

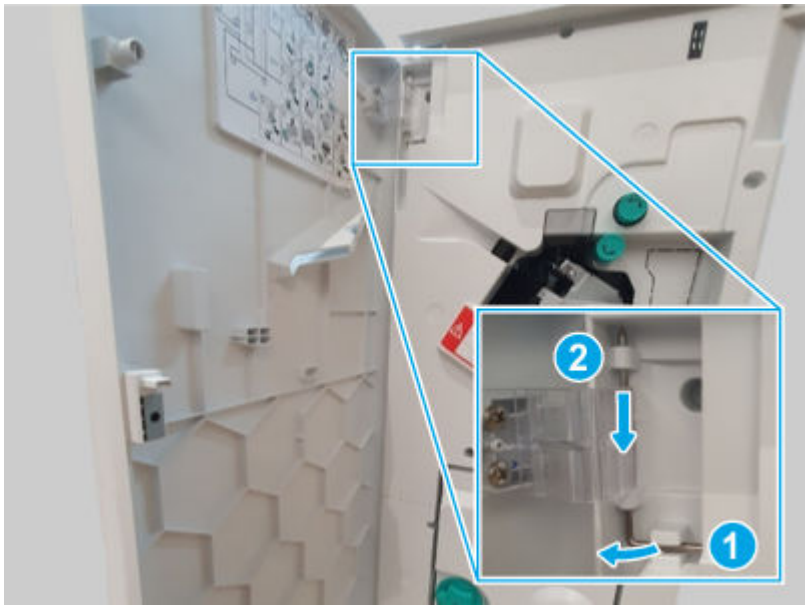


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

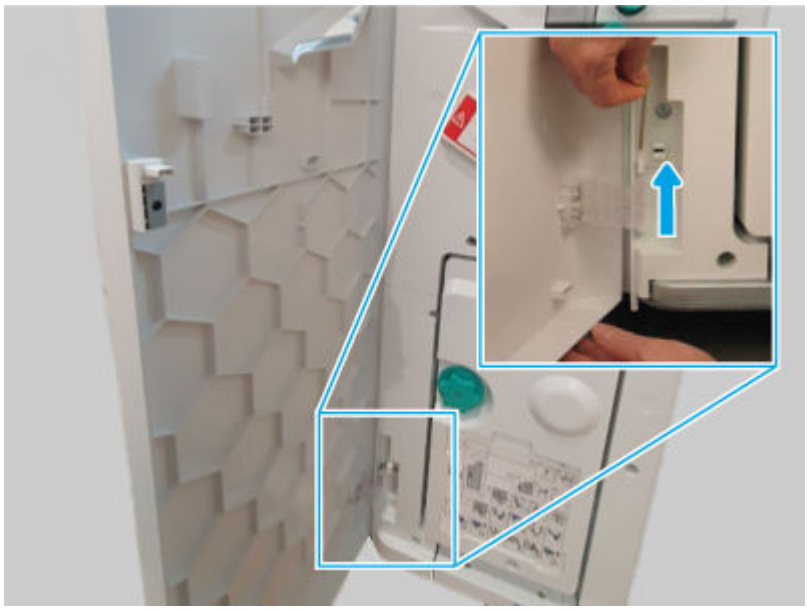
1. Release, and then remove the upper hinge pin.

Figure 5-1836 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1837 Remove the door



3. Remove the external finisher top cover

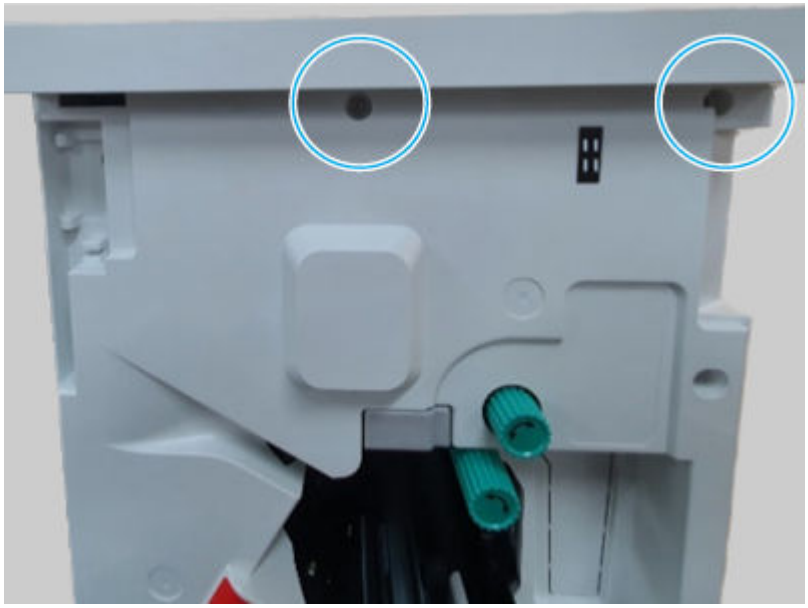
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1838 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1839 Remove the cover

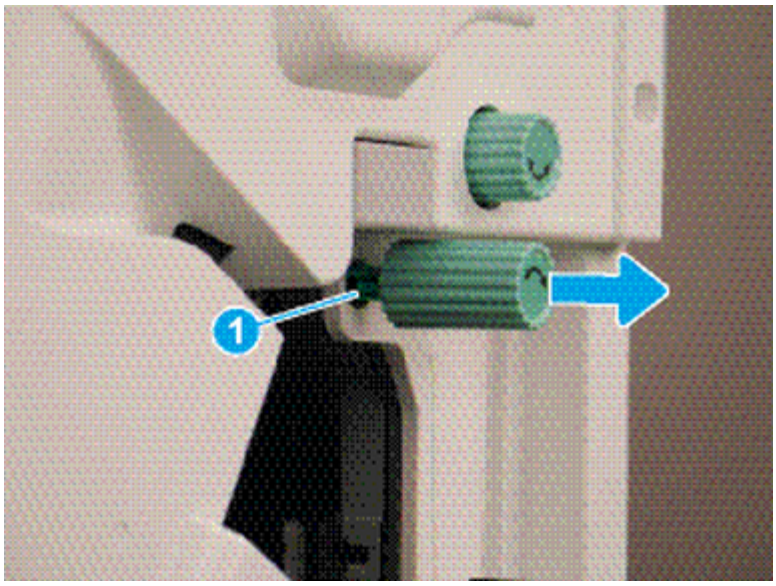


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

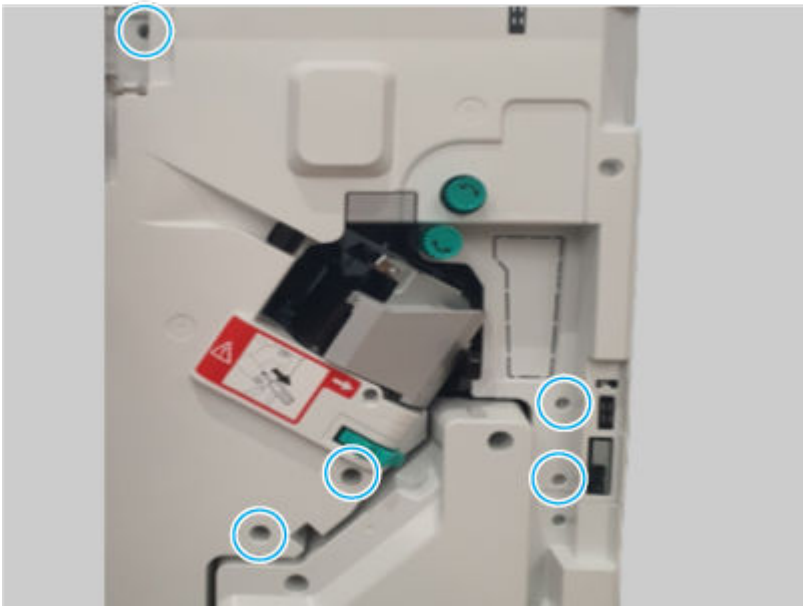
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1840 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1841 Remove the cover

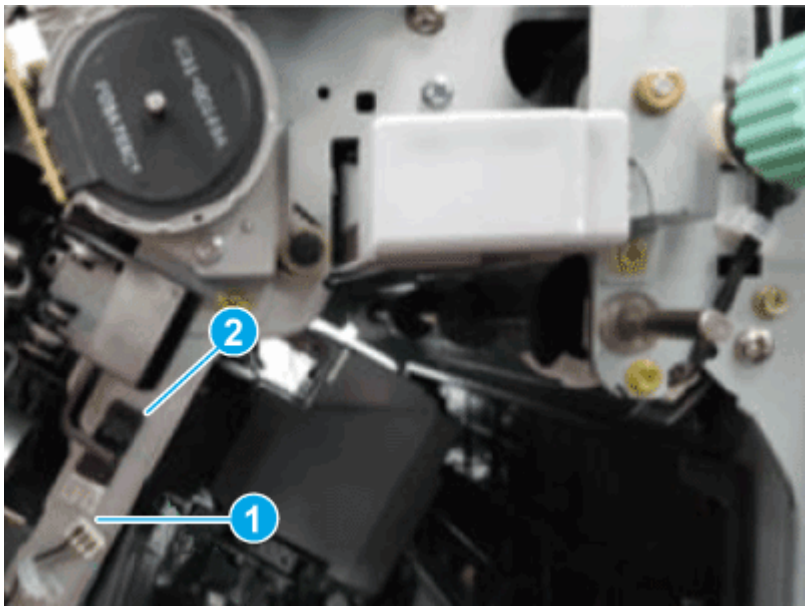


5. Remove the external finisher manual staple sensor

Use the following procedure to remove and replace the external finisher manual staple sensor.

- Disconnect one connector (callout 1), and then remove the manual staple sensor (callout 2).

Figure 5-1842 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler position motor

Learn about removing and replacing the external finisher stapler position motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-253 **Part information**

Part number	Part description
JC31-00163A	Motor, step (Stapler position motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

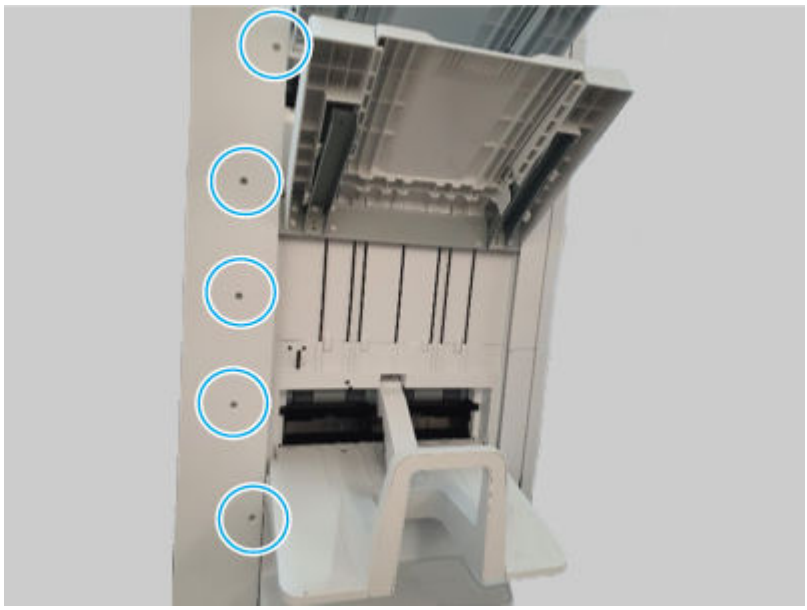
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

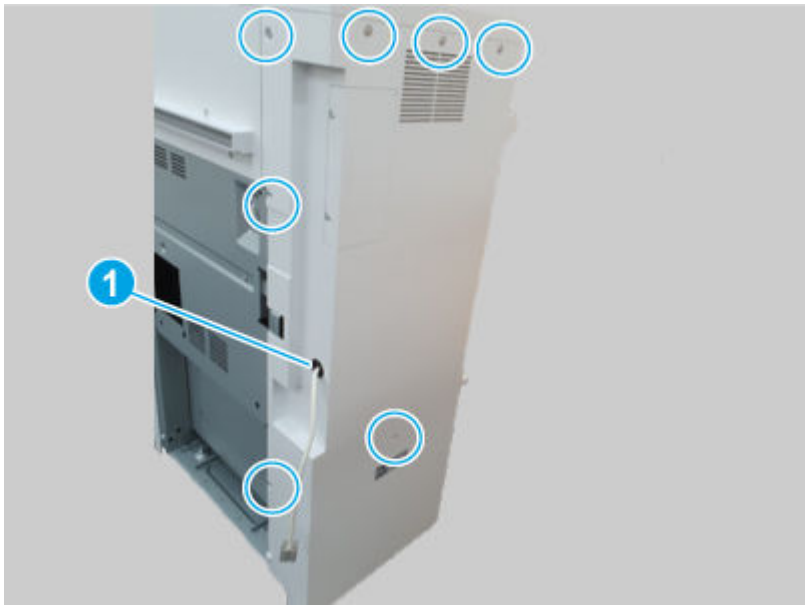
Figure 5-1843 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1844 Remove the cover

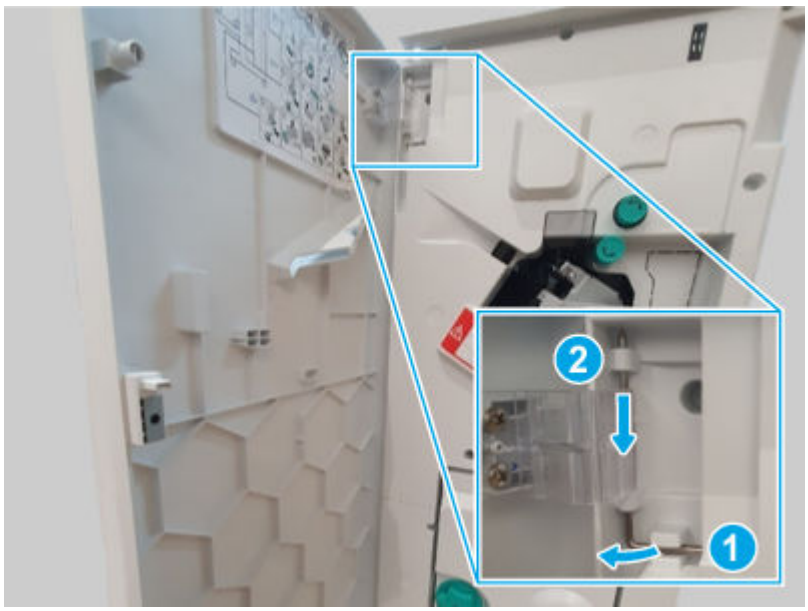


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

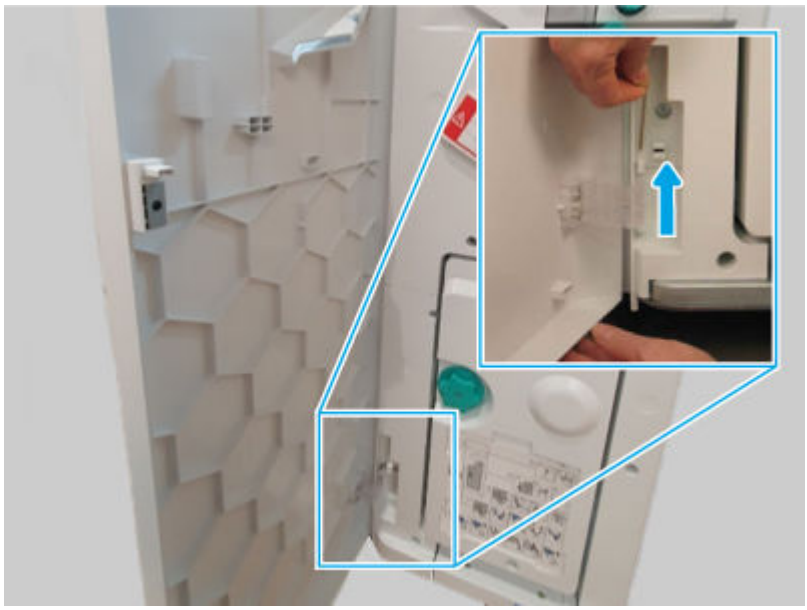
1. Release, and then remove the upper hinge pin.

Figure 5-1845 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1846 Remove the door



3. Remove the external finisher top cover

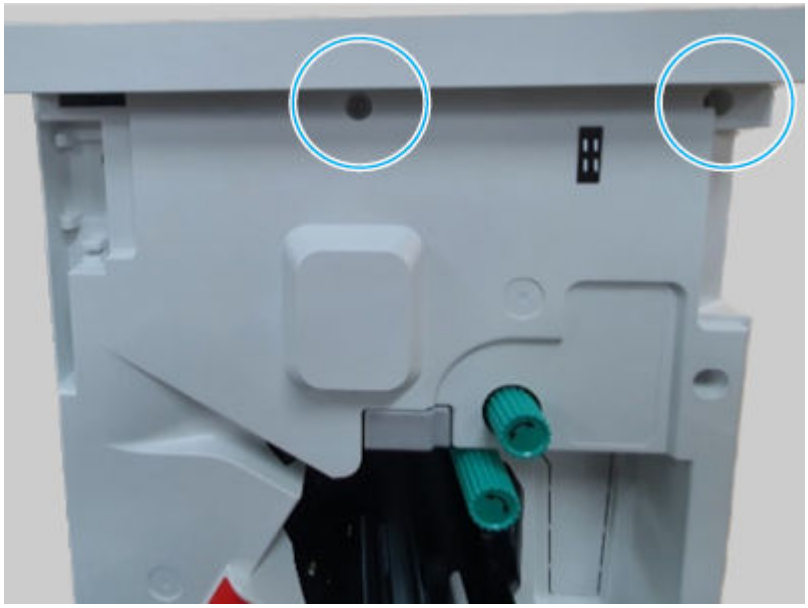
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1847 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1848 Remove the cover

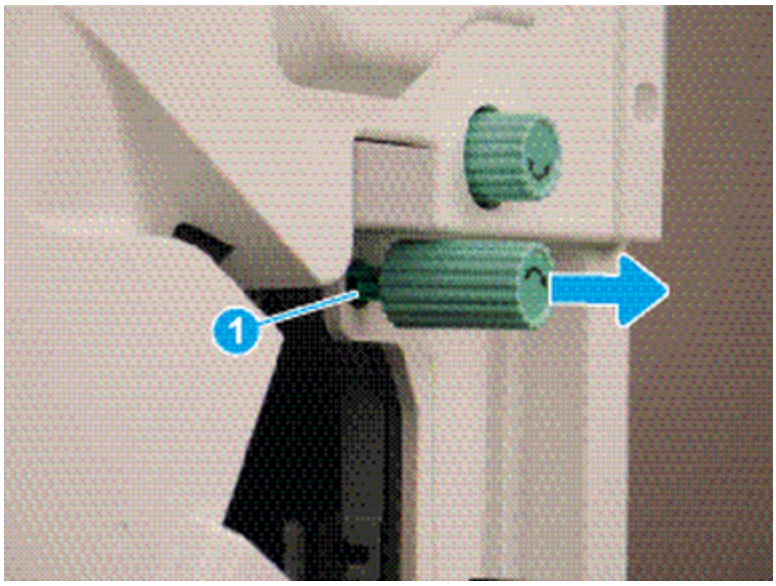


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

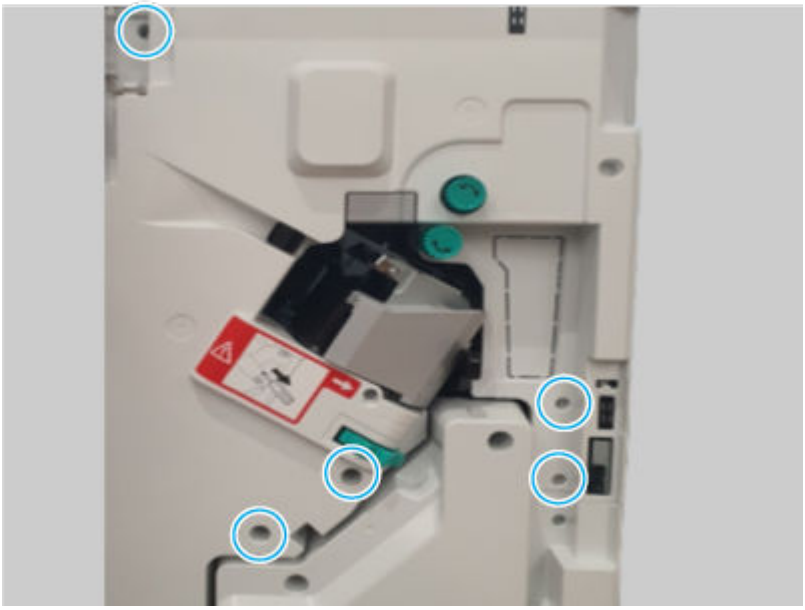
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1849 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1850 Remove the cover

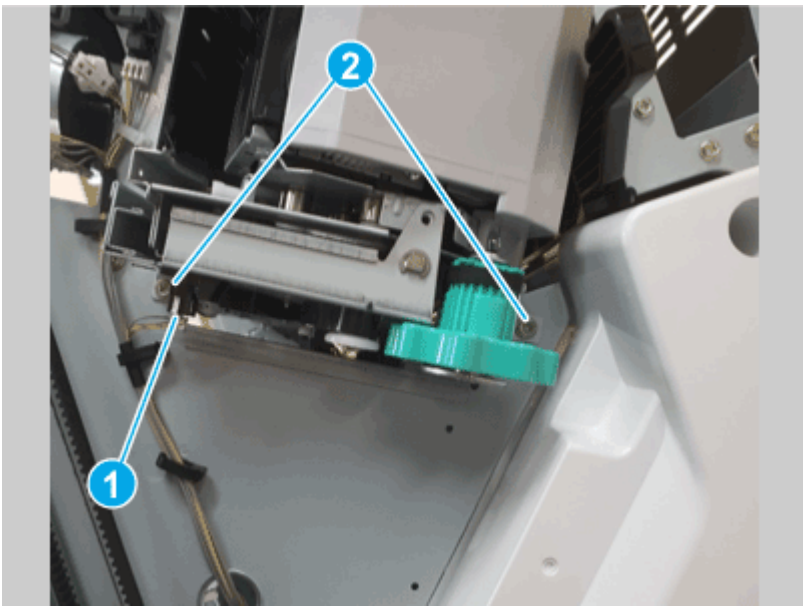


5. Remove the external finisher stapler unit

Use the following procedure to remove and replace the external finisher stapler unit.

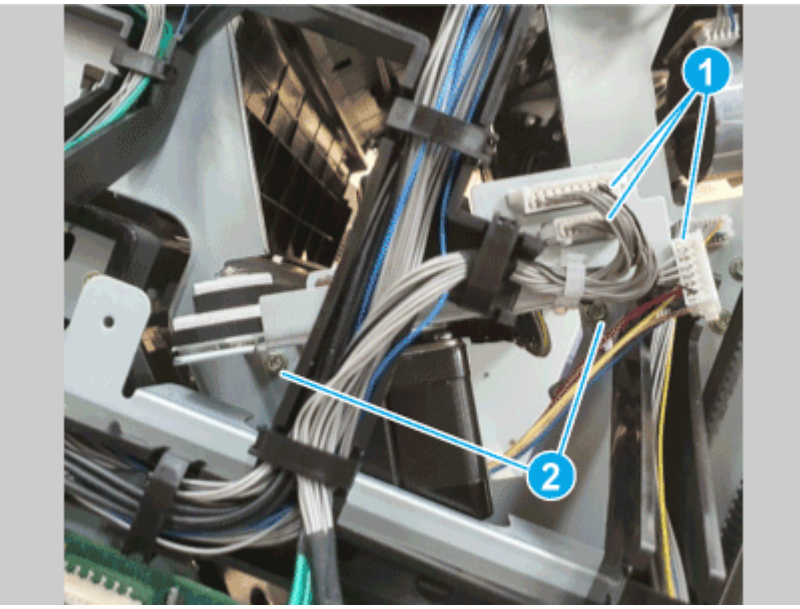
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-1851 Disconnect connector and remove screws



2. Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the stapler unit.

Figure 5-1852 Remove the unit

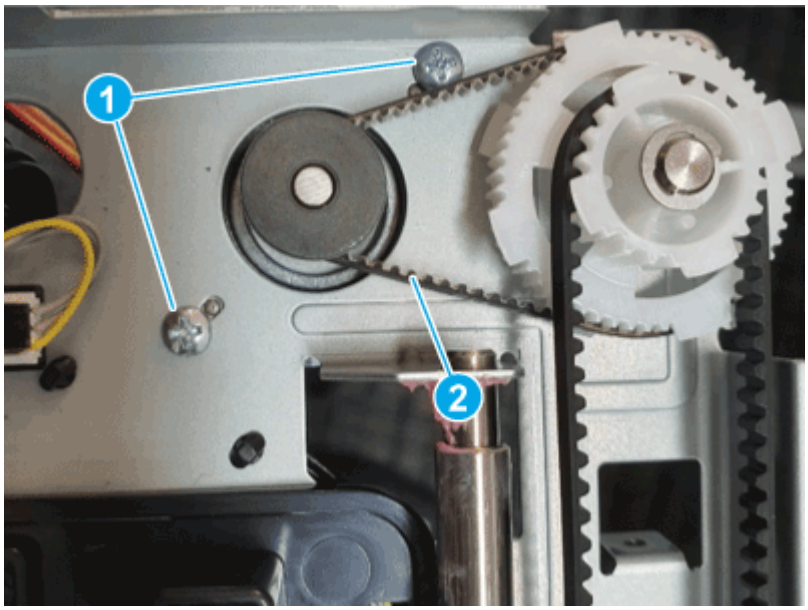


6. Remove the external finisher stapler position motor

Use the following procedure to remove and replace the external finisher stapler position motor.

- Remove two screws (callout 1), release the belt (callout 2), and then remove the stapler position motor.

Figure 5-1853 Remove the motor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Ejector unit

Review the external finisher ejector unit removal procedures.

Removal and replacement: Ejector unit

Learn about removing and replacing the external finisher ejector unit.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-254 Part information

Part number	Part description
JC90-01802A	Ejector unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

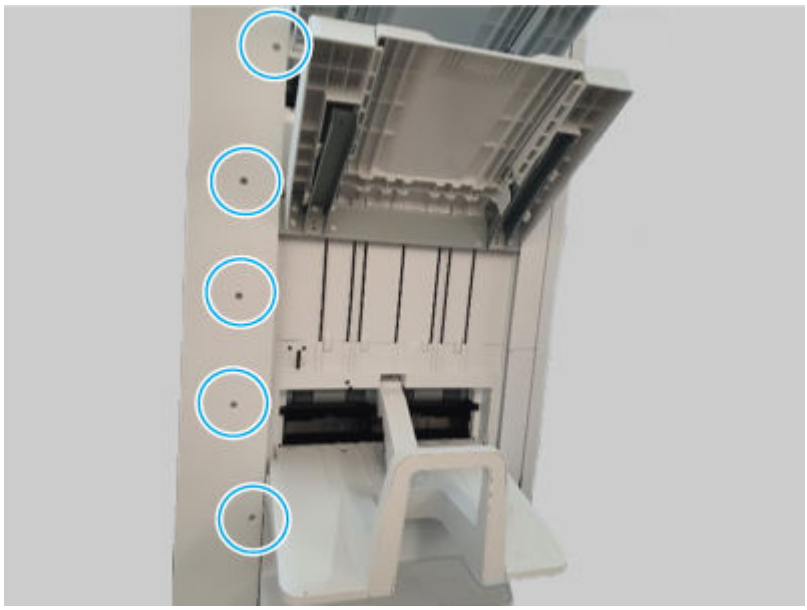
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

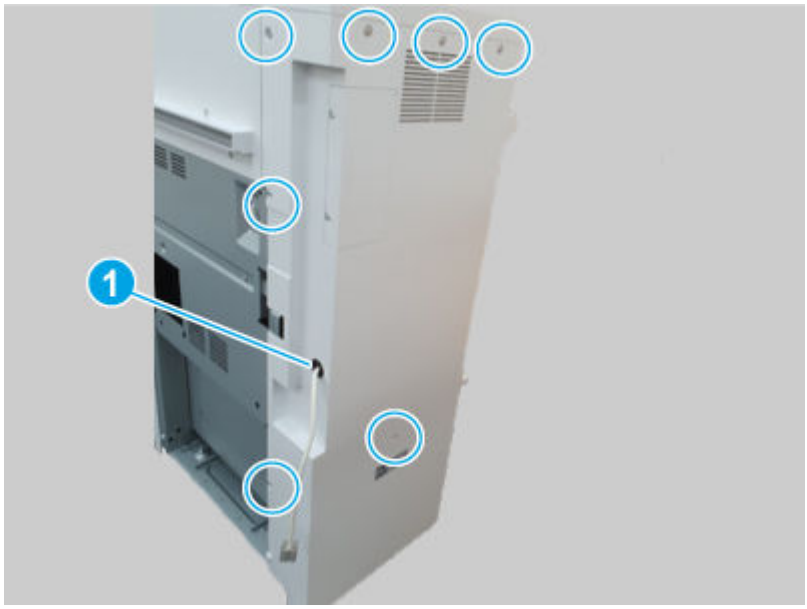
Figure 5-1854 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1855 Remove the cover

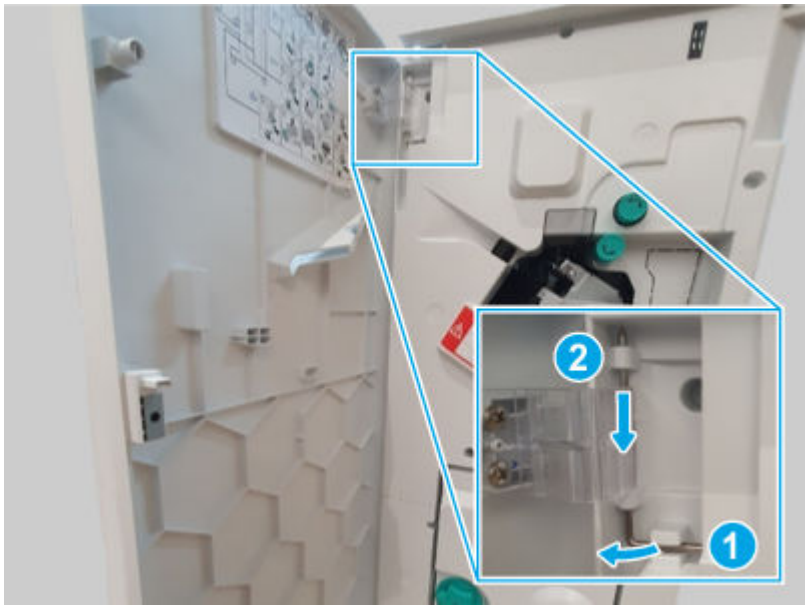


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

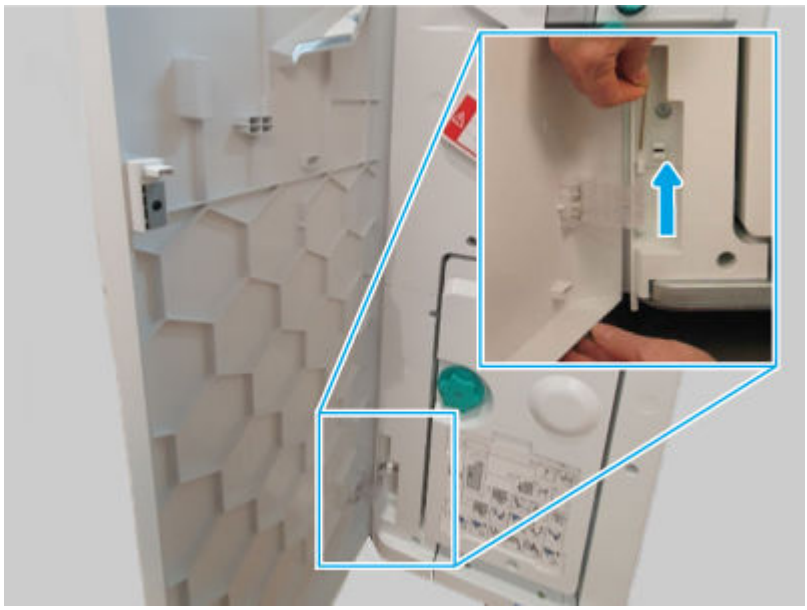
1. Release, and then remove the upper hinge pin.

Figure 5-1856 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1857 Remove the door



3. Remove the external finisher top cover

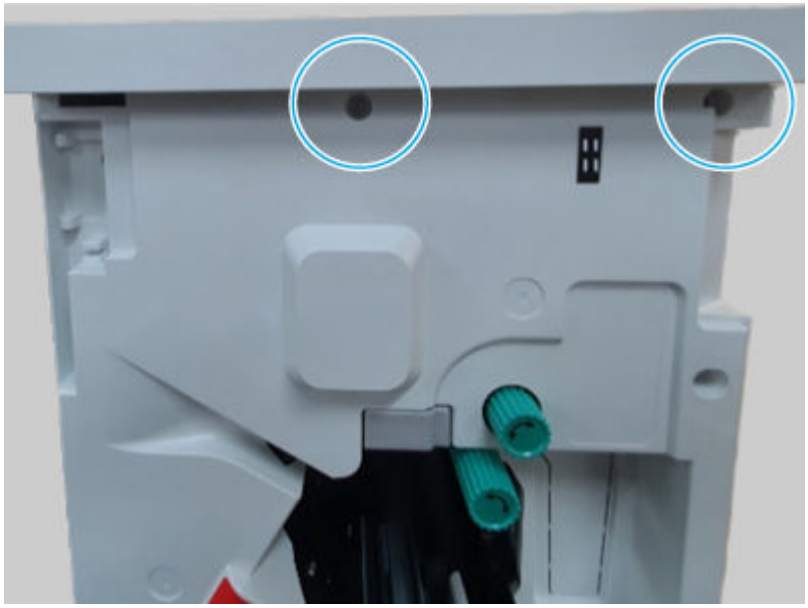
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1858 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1859 Remove the cover

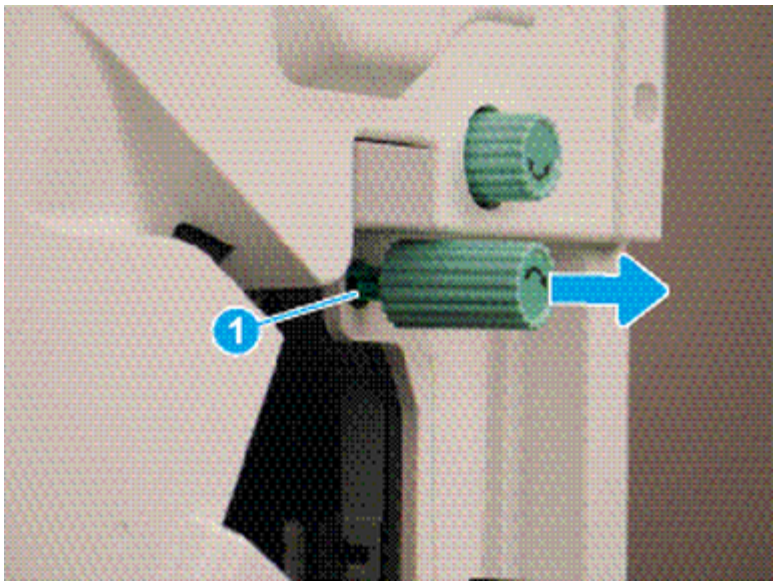


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

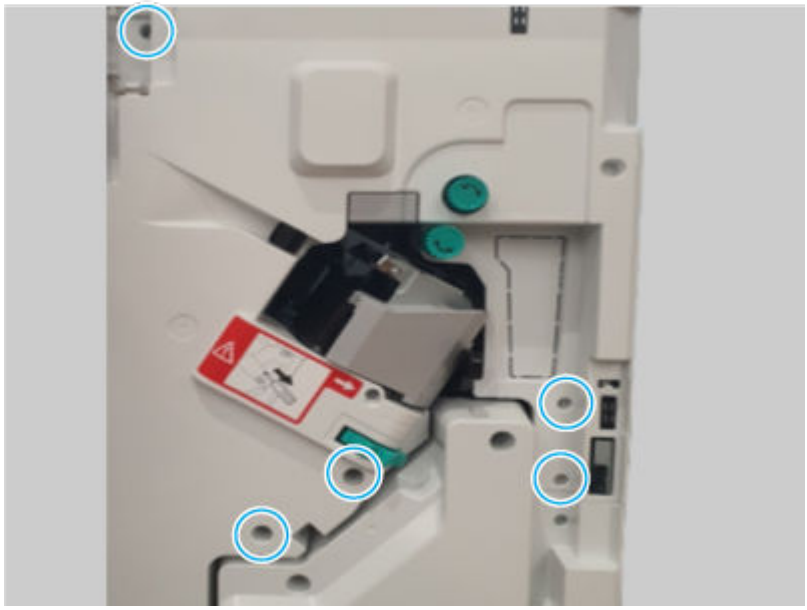
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1860 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1861 Remove the cover

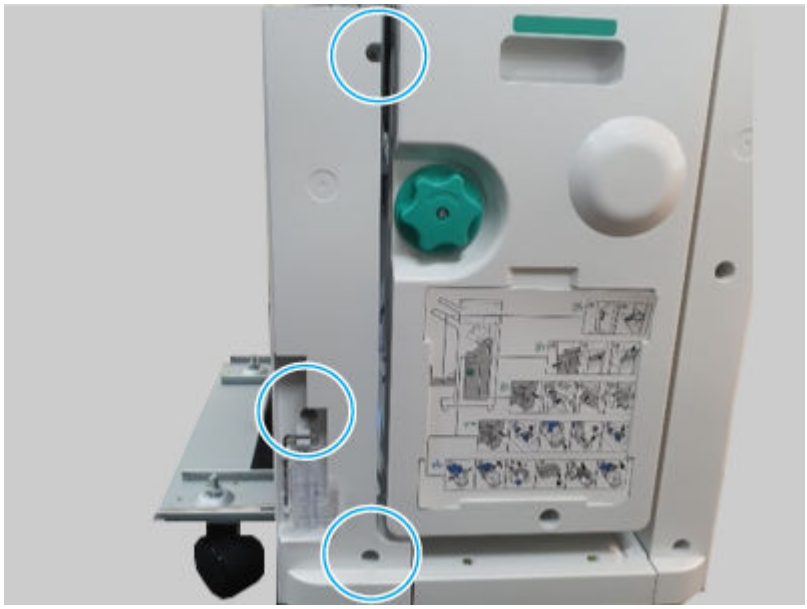


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-1862 Remove the cover



6. Remove the external finisher caster

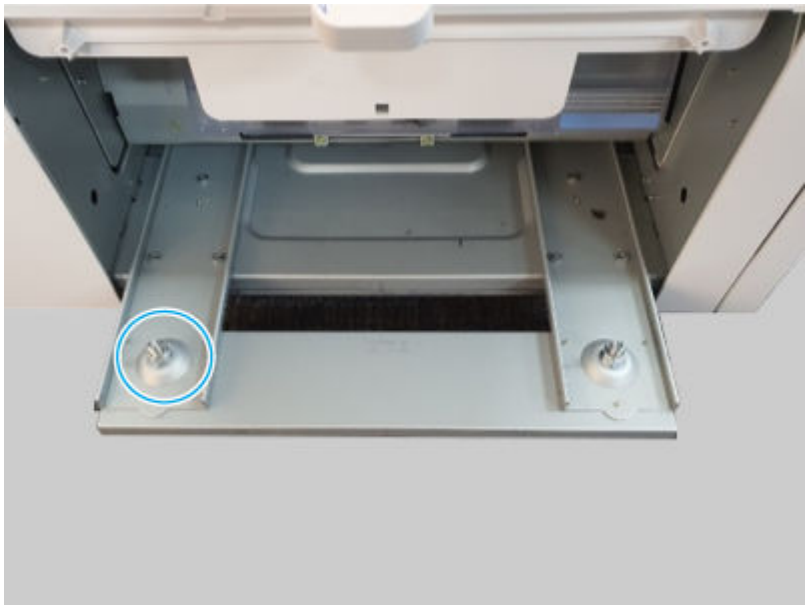
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

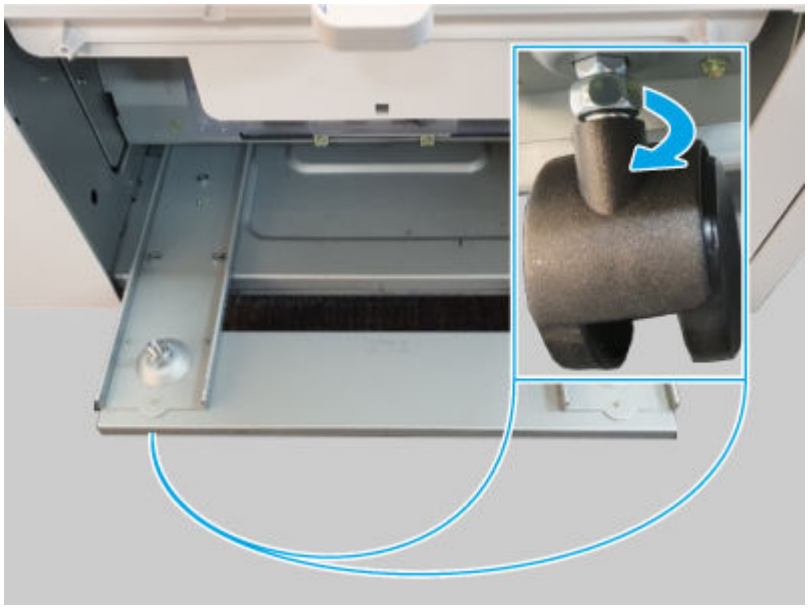
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1863 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1864 Remove the caster

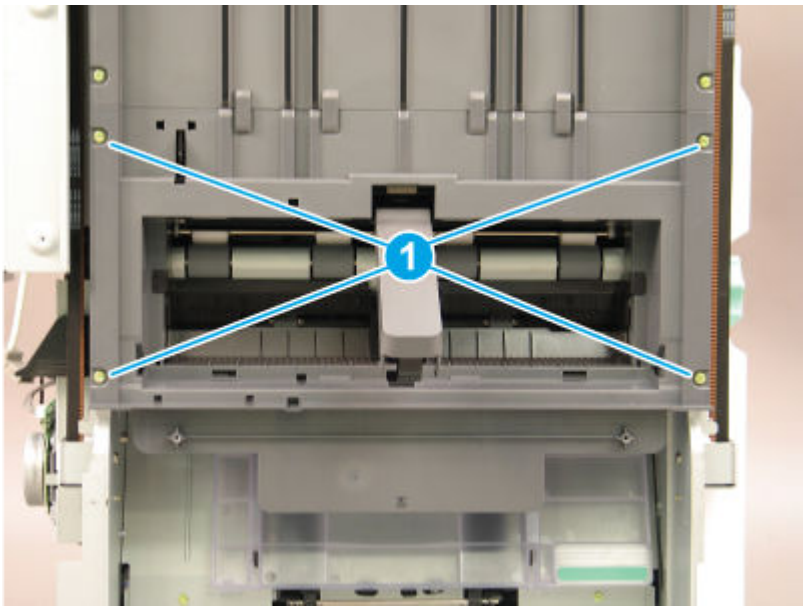


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1865 Remove four screws

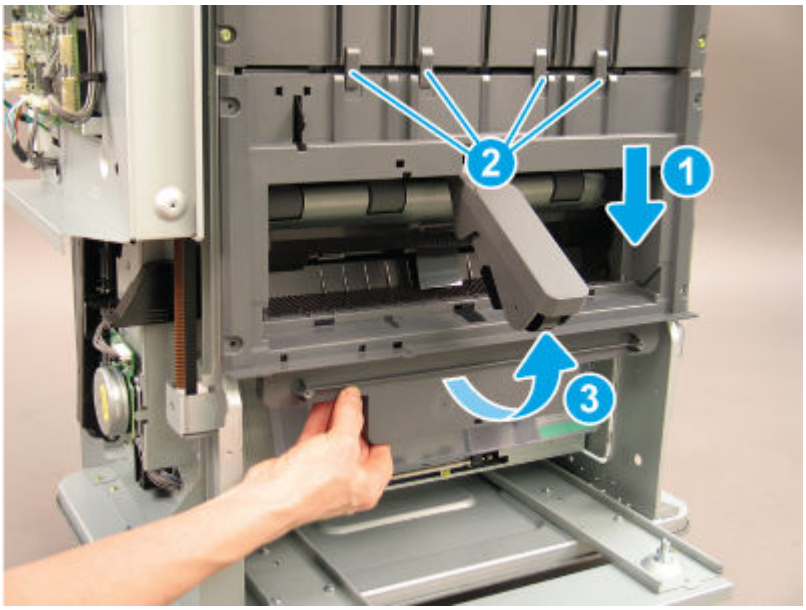


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

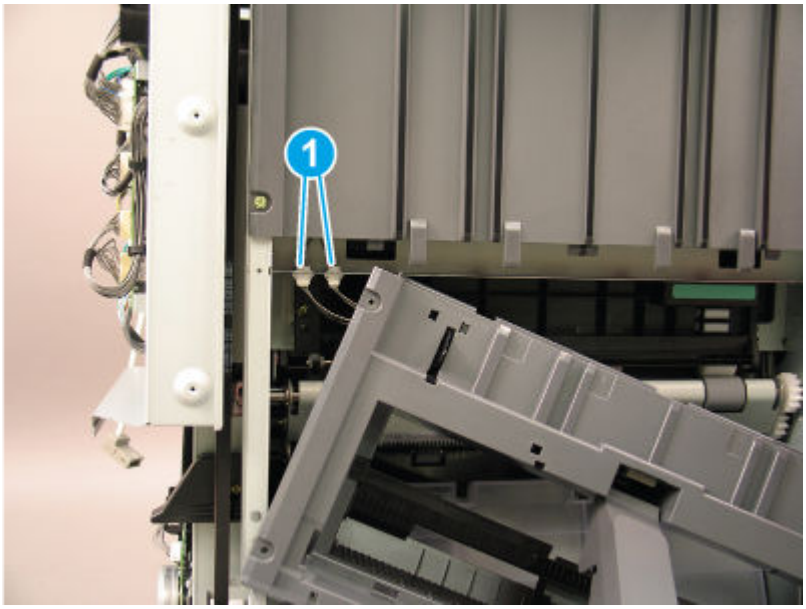
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1866 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1867 Remove the cover

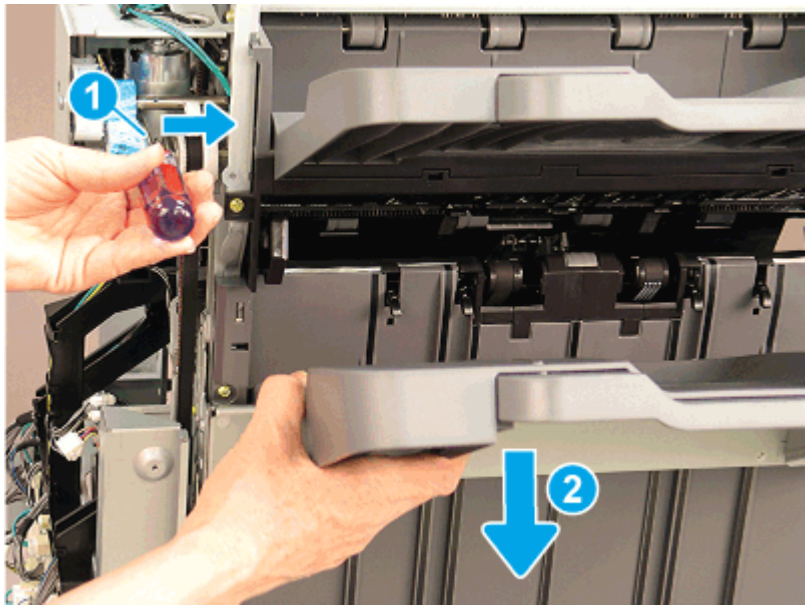


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

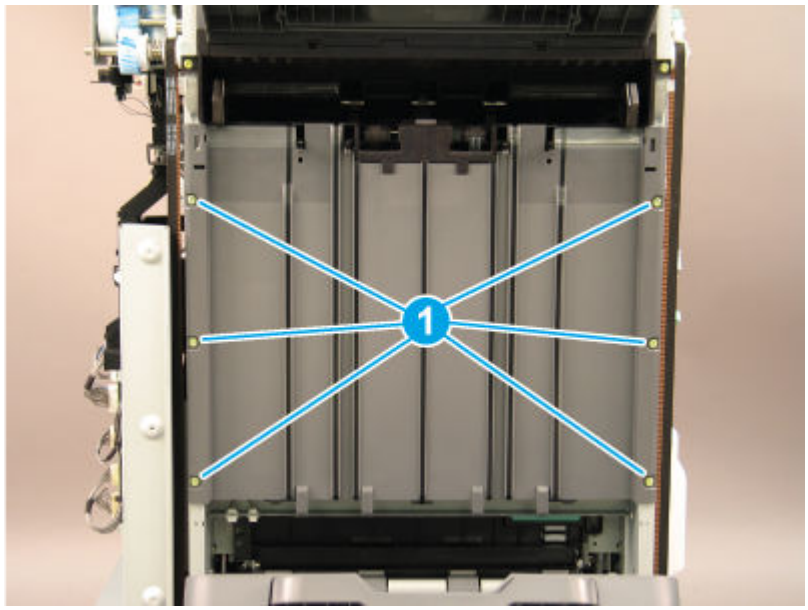
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1868 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1869 Remove six screws

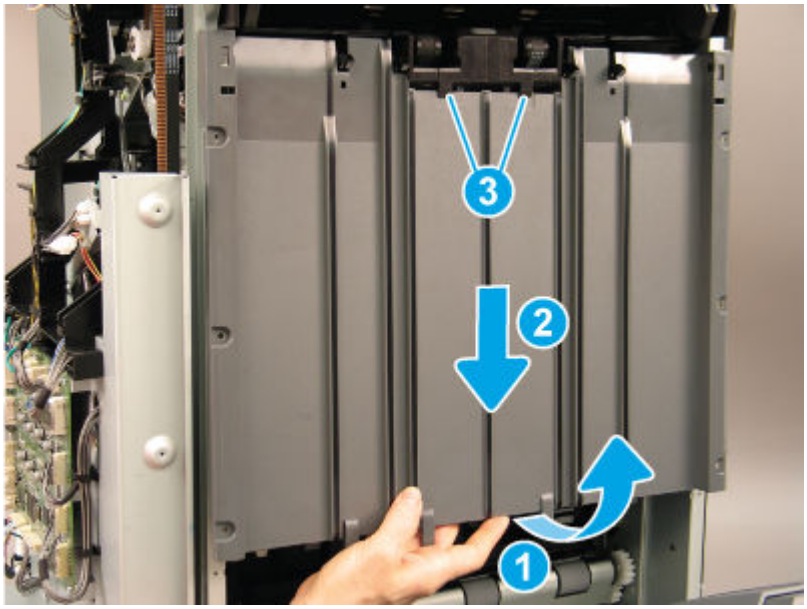


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

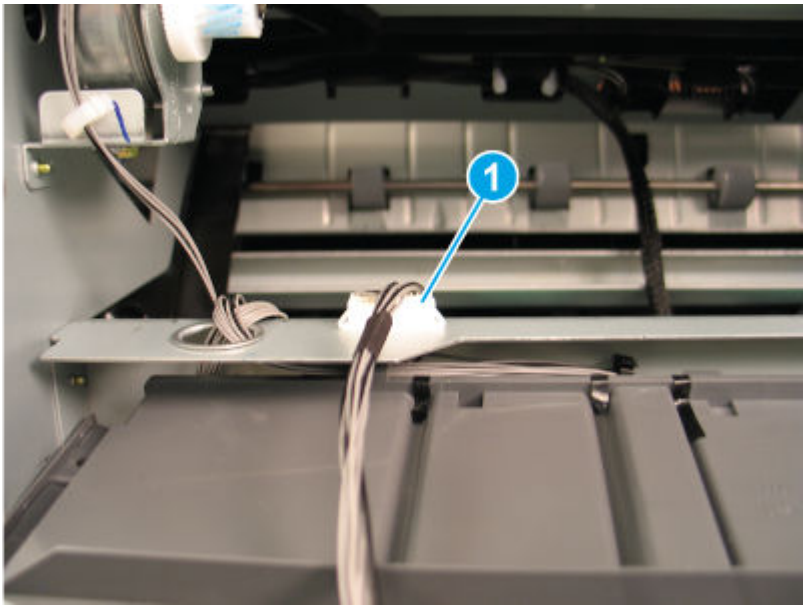
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1870 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1871 Remove the cover



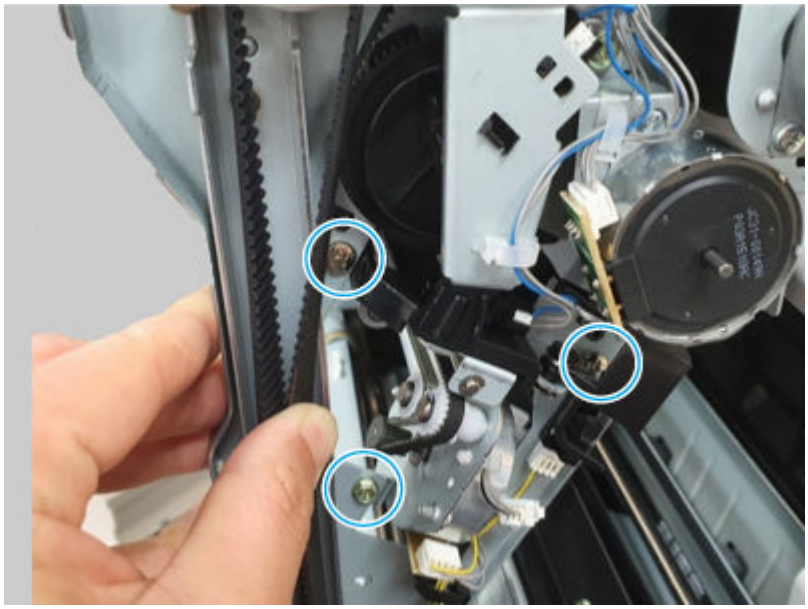
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

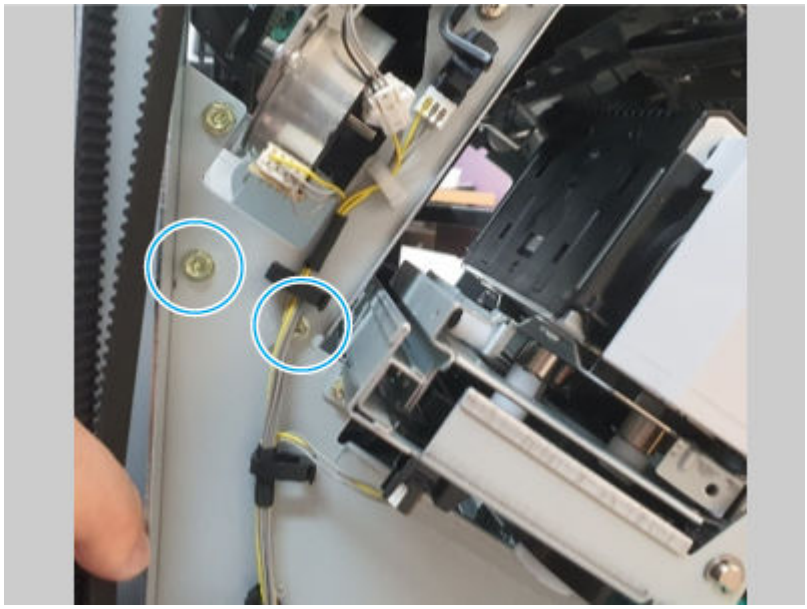
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1872 Release the tamper



2. Remove two screws (located below the front tamper).

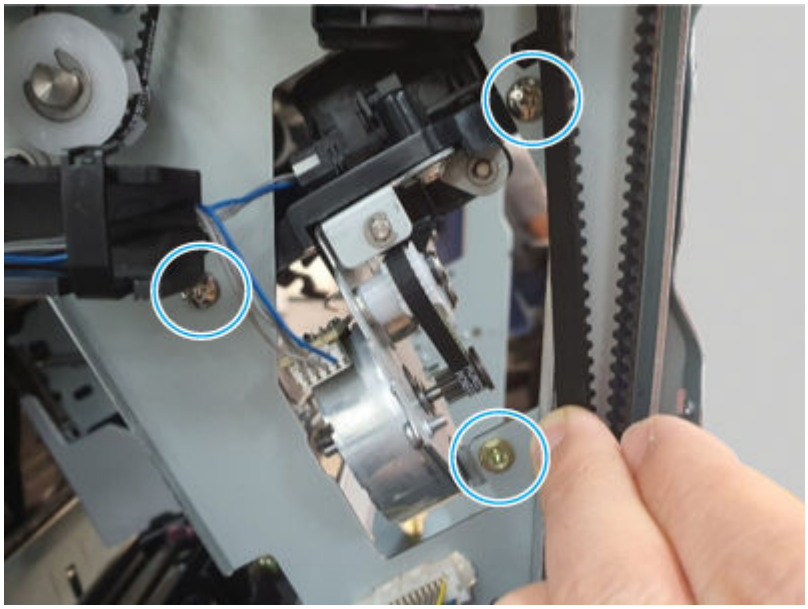
Figure 5-1873 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1874 Release the tamper



4. Remove two screws (located below the rear tamper).

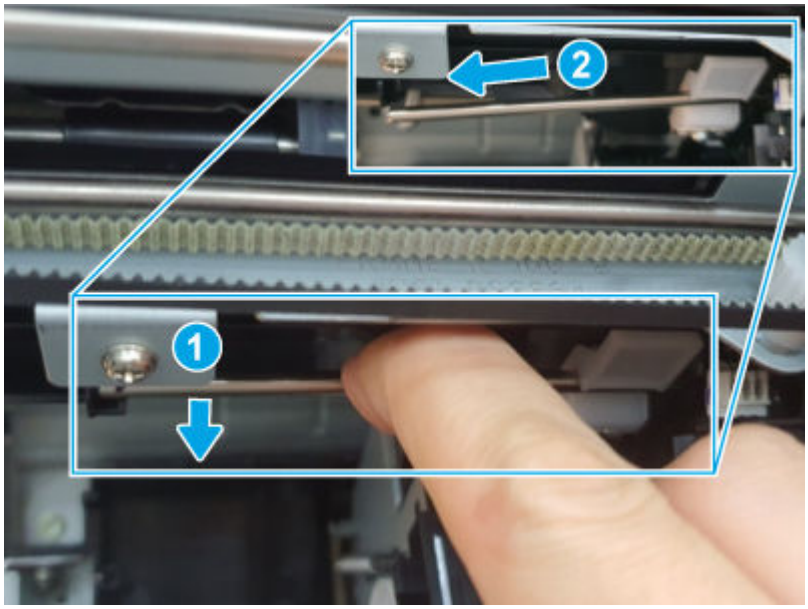
Figure 5-1875 Remove two screws

5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

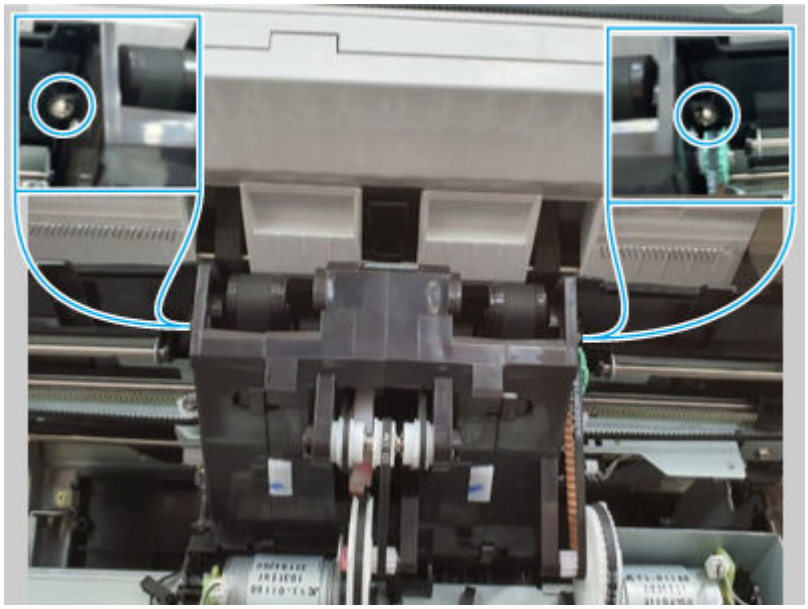
Figure 5-1876 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-1877 Remove the unit



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejector sensor

Learn about removing and replacing the external finisher ejector sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-255 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Ejector sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

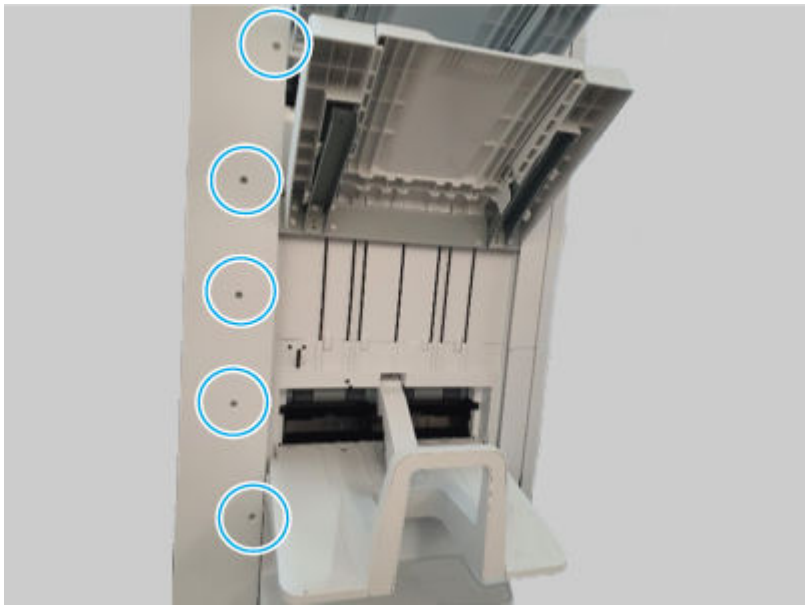
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

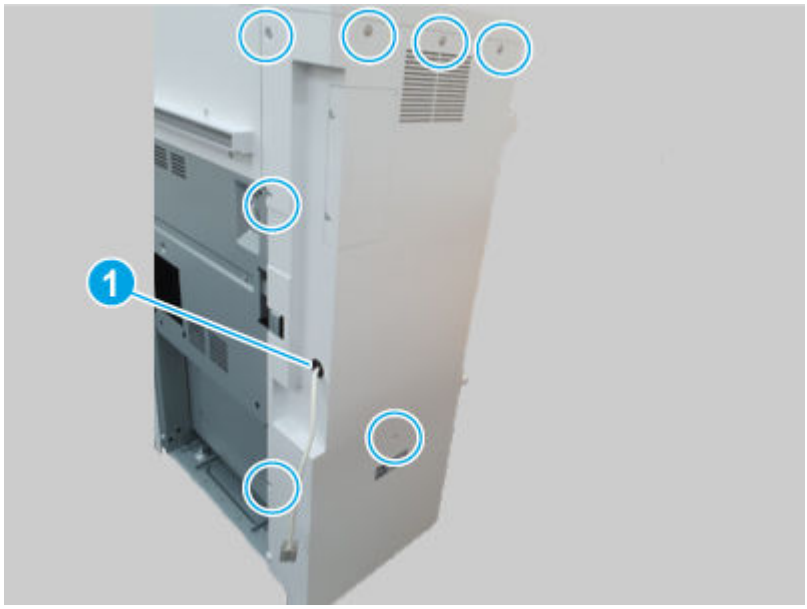
Figure 5-1878 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1879 Remove the cover

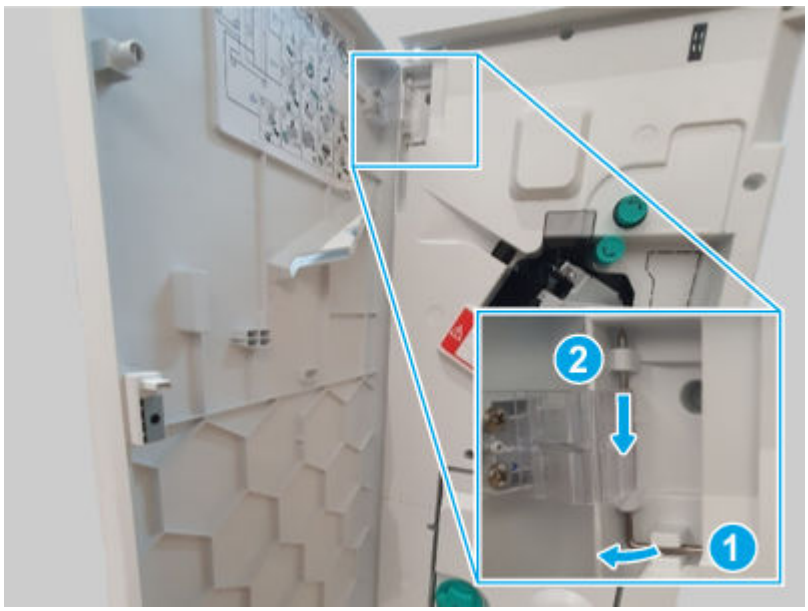


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

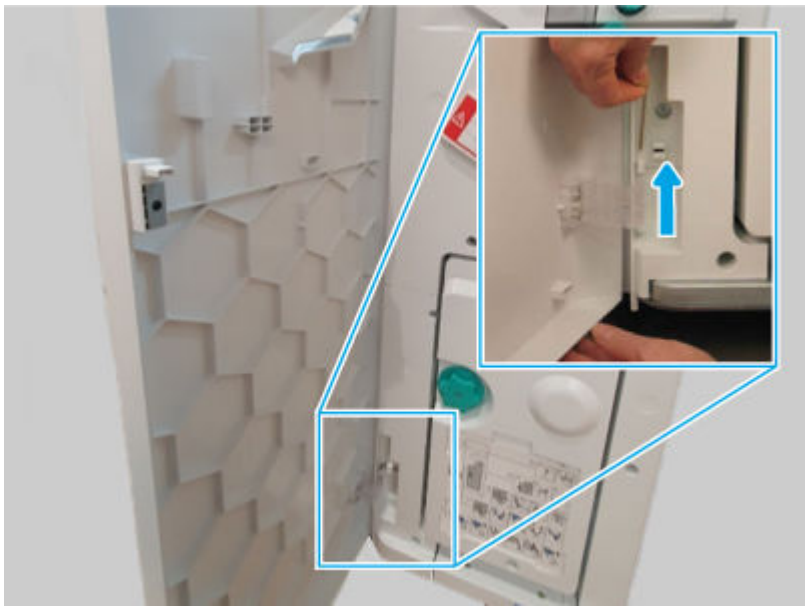
1. Release, and then remove the upper hinge pin.

Figure 5-1880 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1881 Remove the door



3. Remove the external finisher top cover

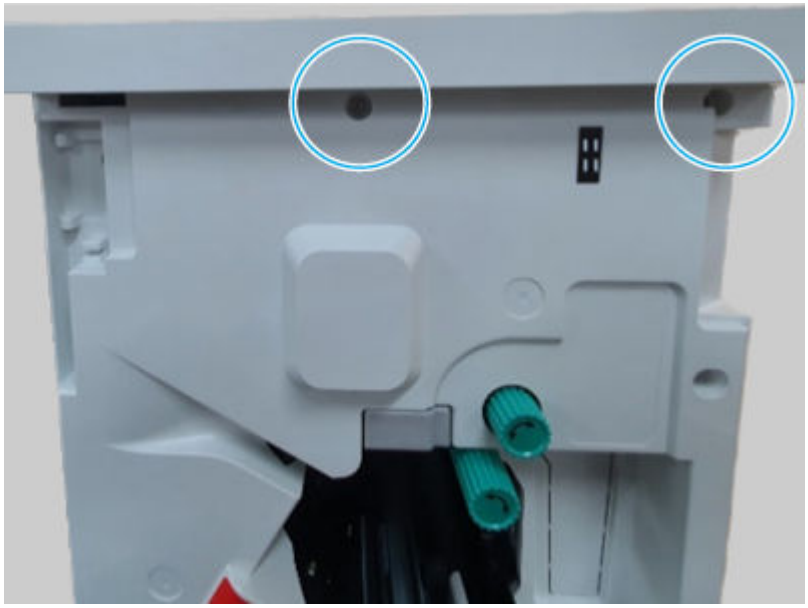
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1882 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1883 Remove the cover

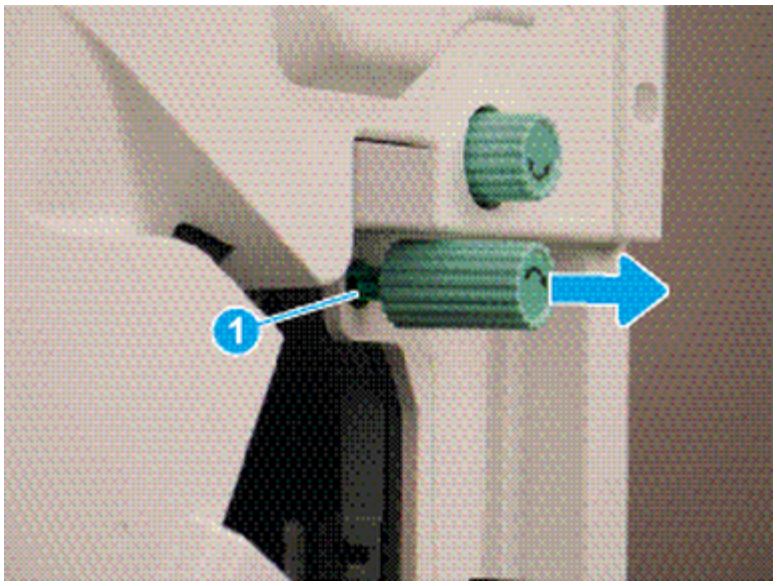


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

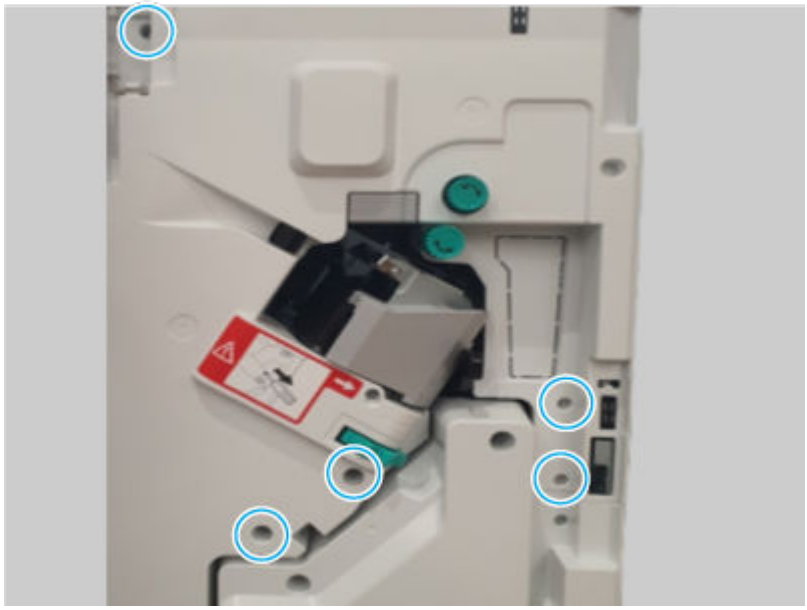
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1884 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1885 Remove the cover

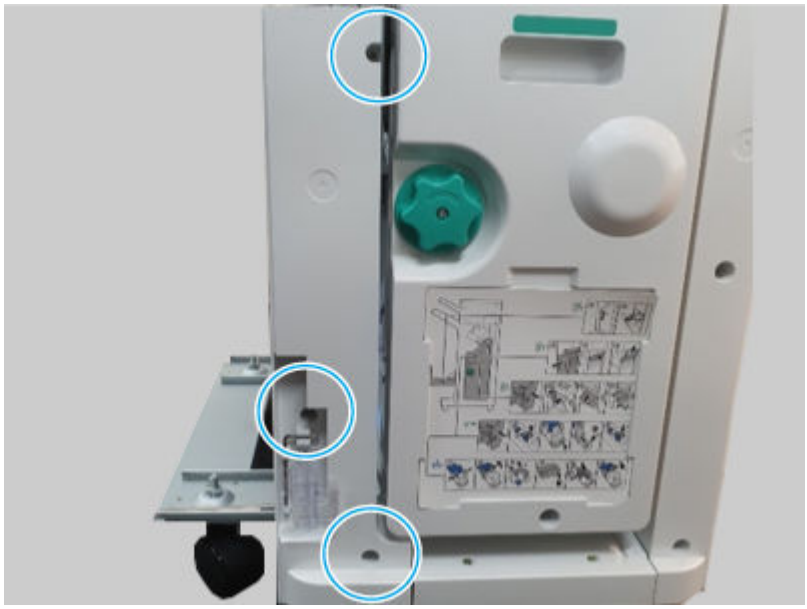


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-1886 Remove the cover



6. Remove the external finisher caster

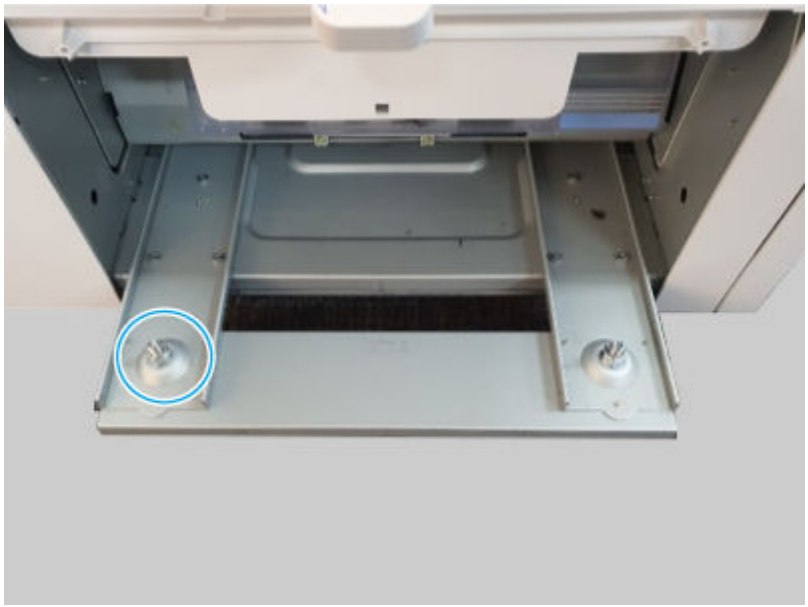
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

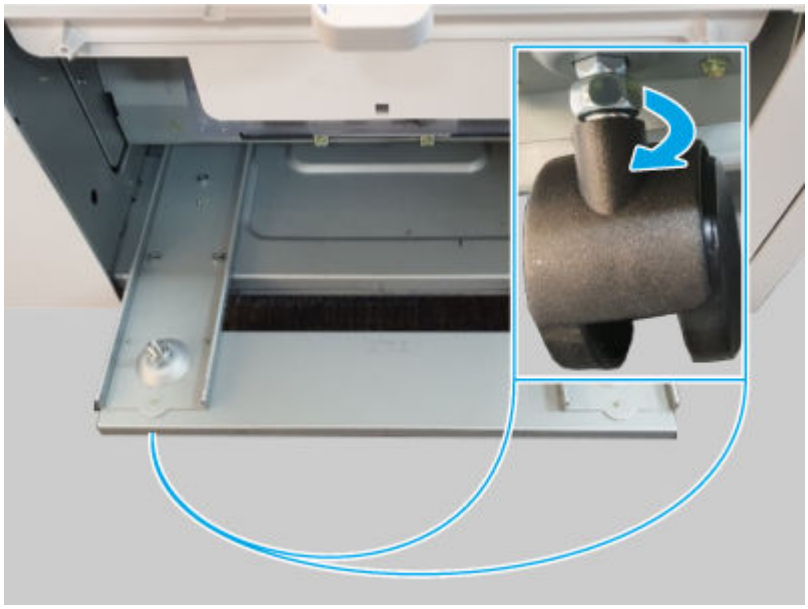
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1887 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1888 Remove the caster

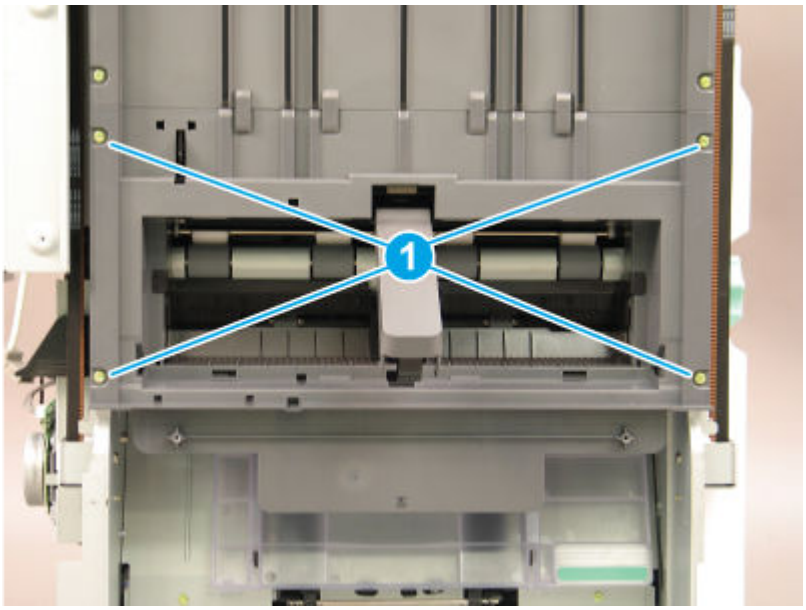


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1889 Remove four screws

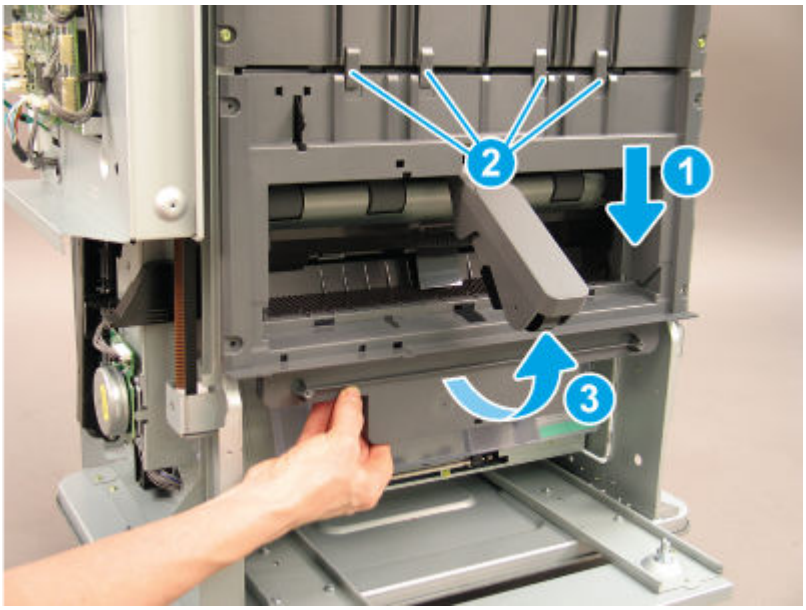


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

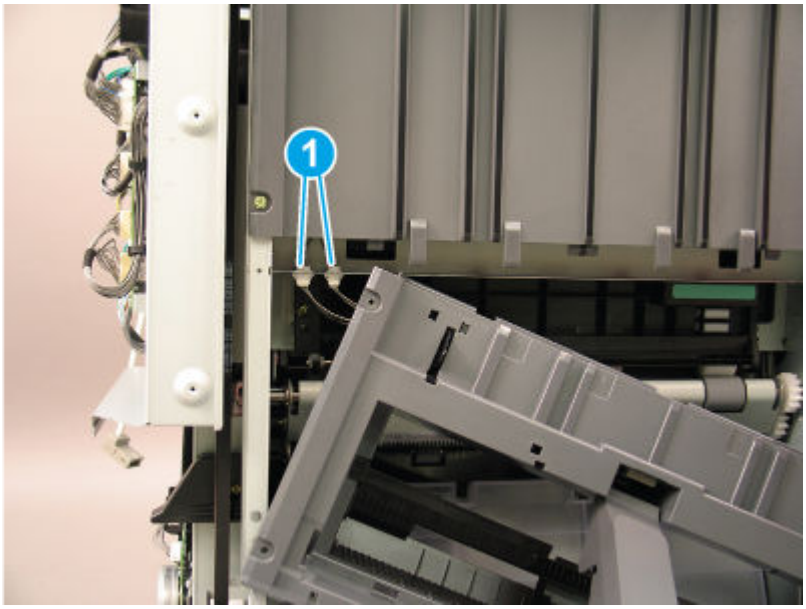
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1890 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1891 Remove the cover

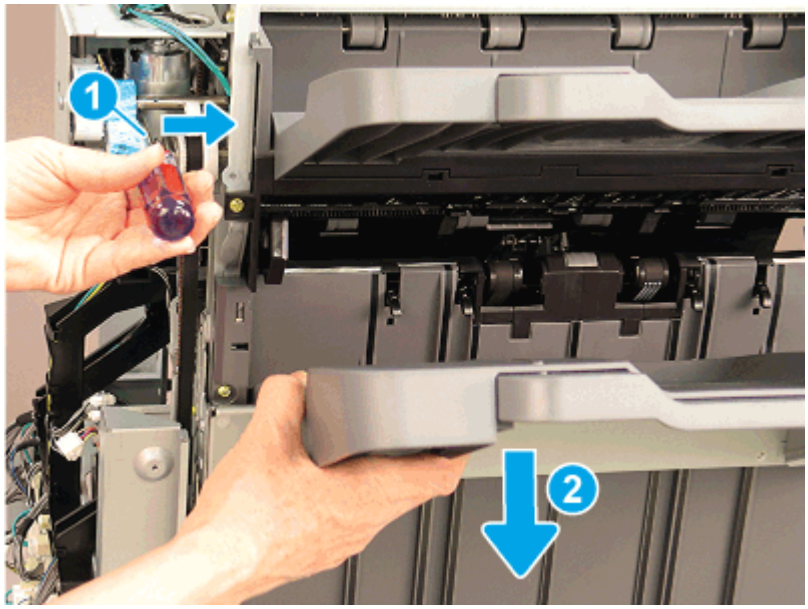


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

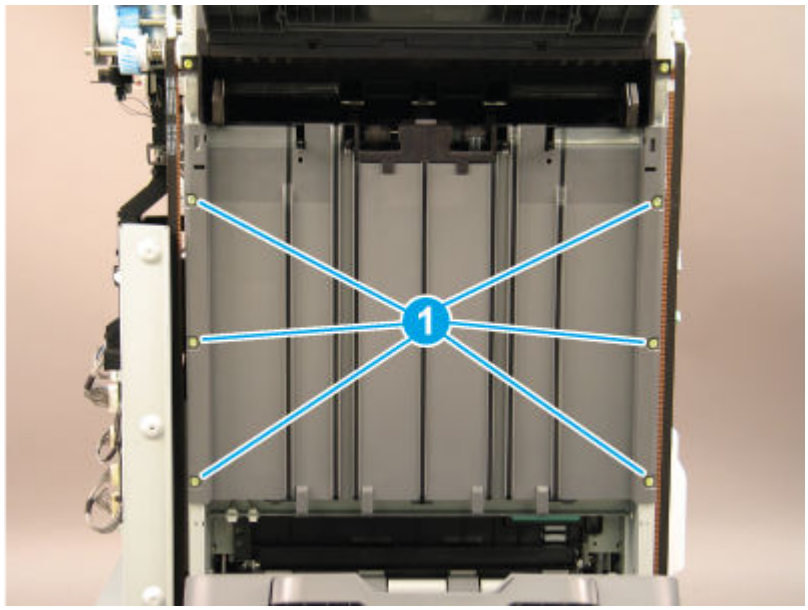
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1892 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1893 Remove six screws

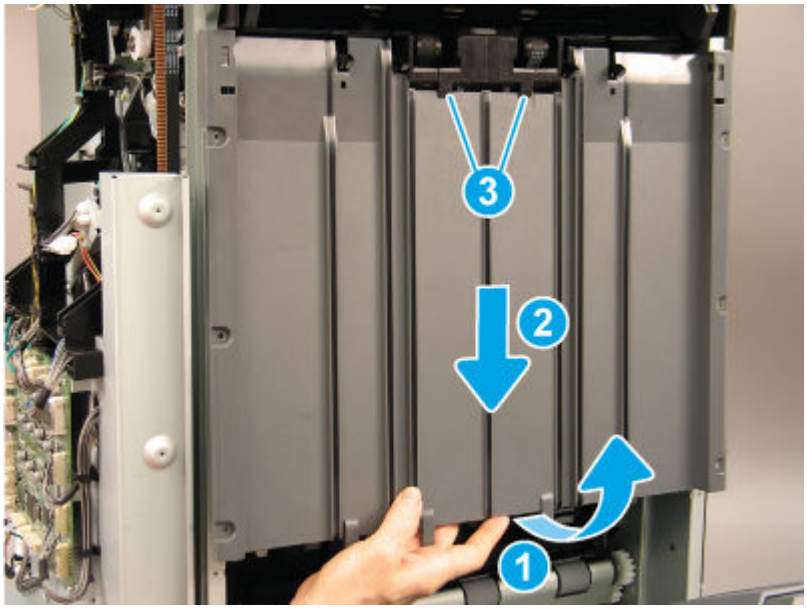


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

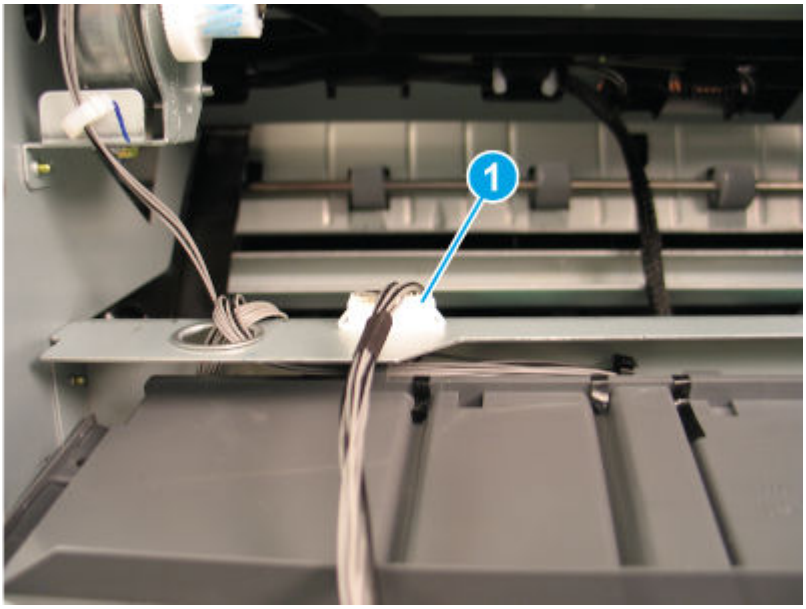
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1894 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1895 Remove the cover



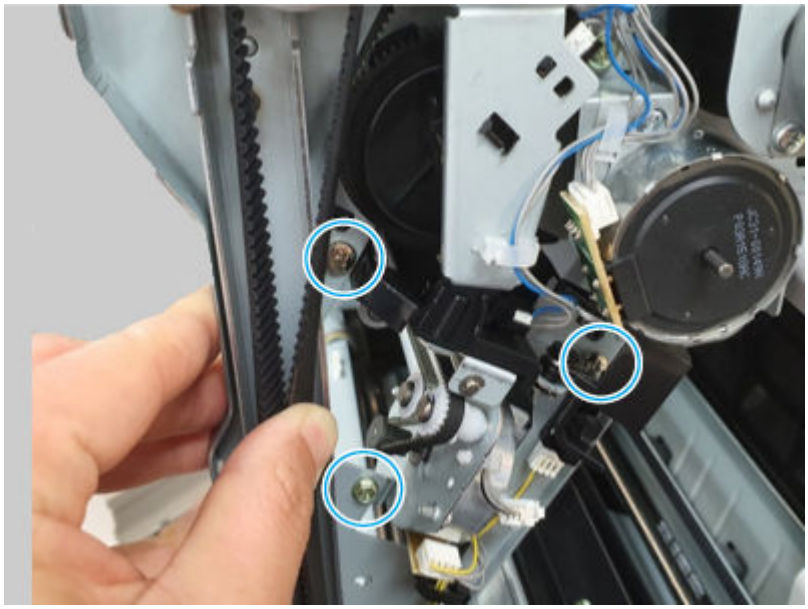
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

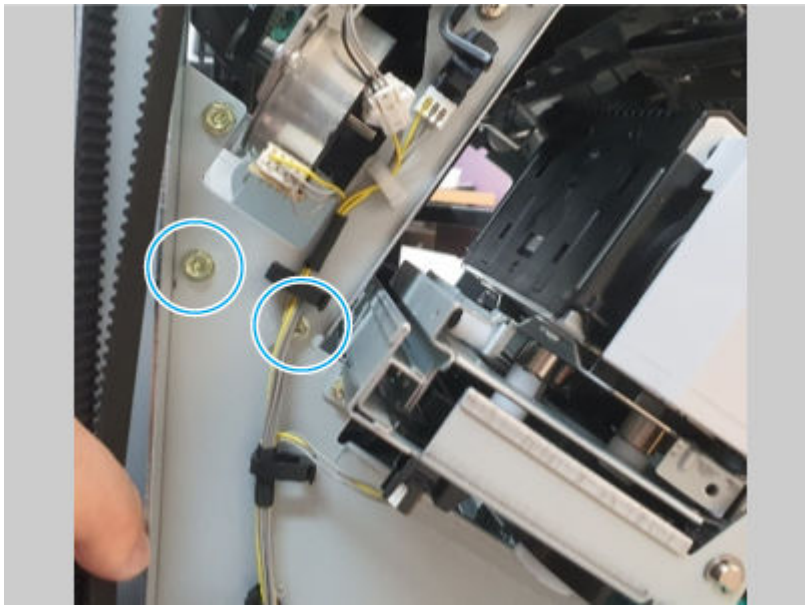
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1896 Release the tamper



2. Remove two screws (located below the front tamper).

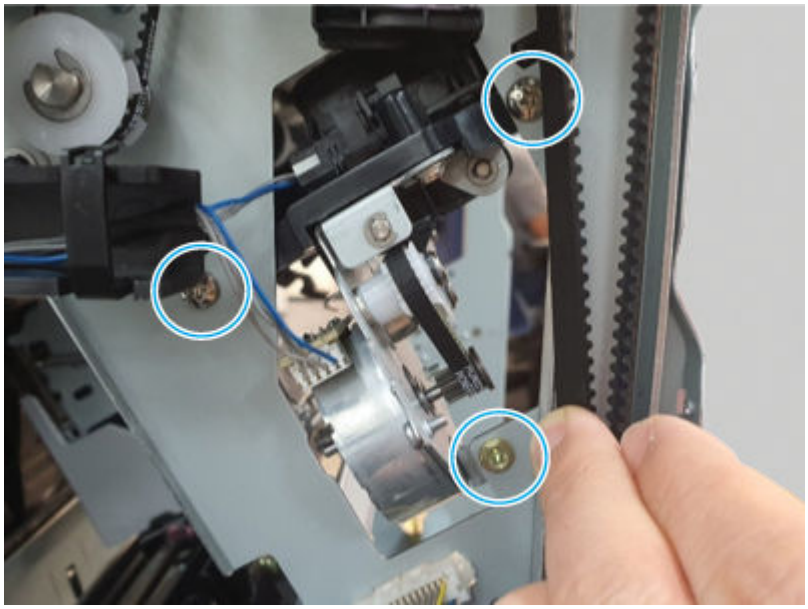
Figure 5-1897 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1898 Release the tamper



4. Remove two screws (located below the rear tamper).

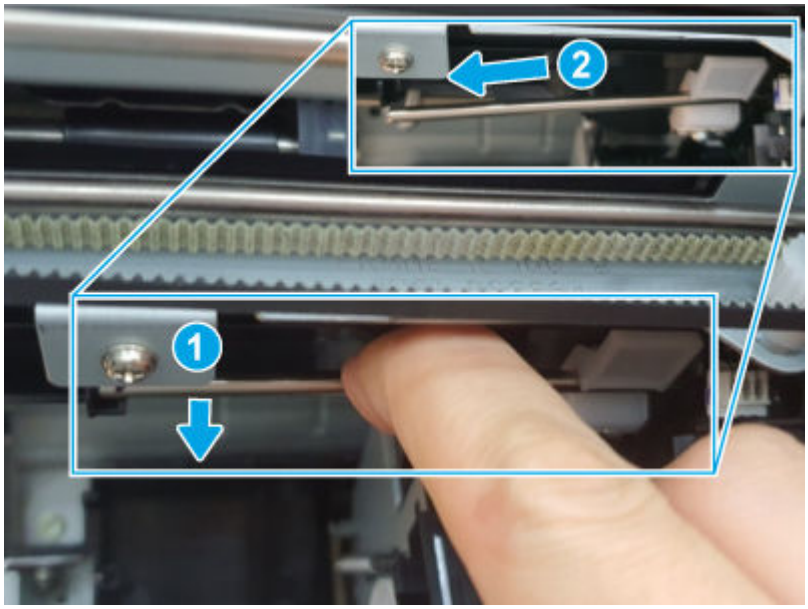
Figure 5-1899 Remove two screws

5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

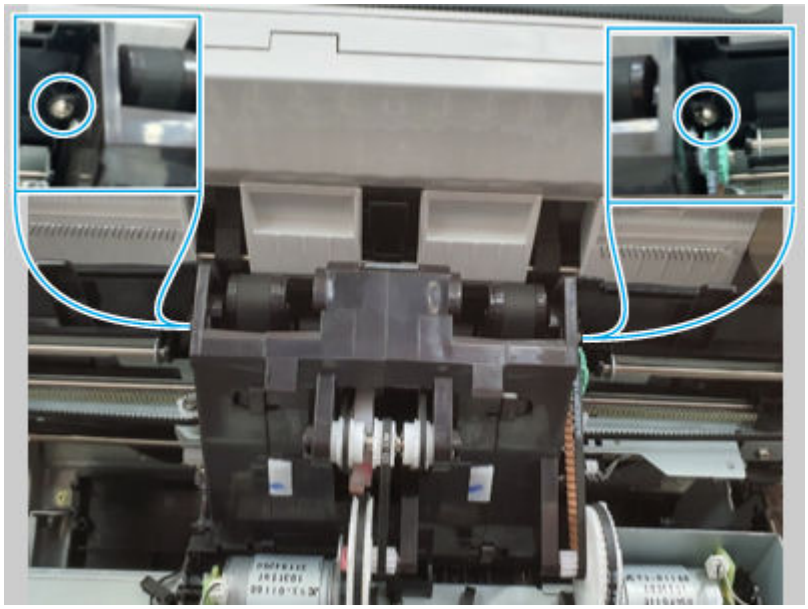
Figure 5-1900 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-1901 Remove the unit

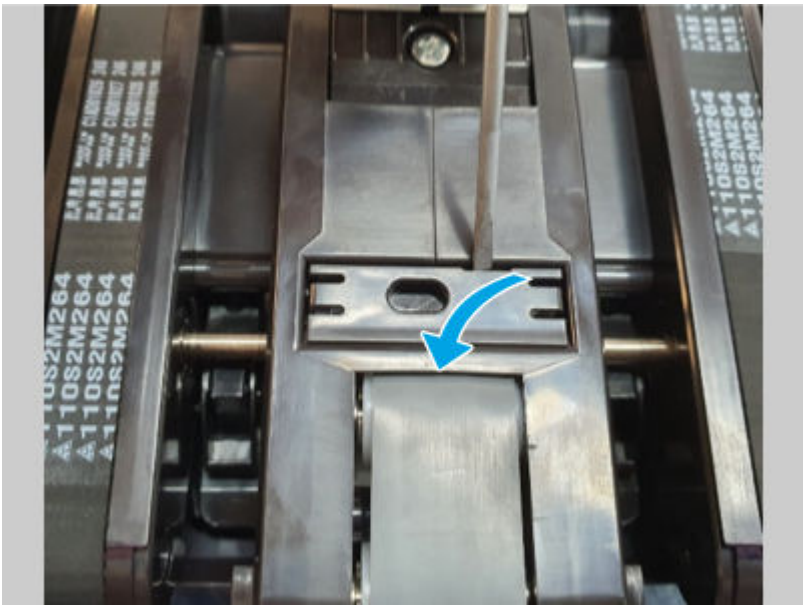


10. Remove the external finisher ejector sensor

Use the following procedure to remove and replace the external finisher ejector sensor.

1. Remove the ejector sensor cover.

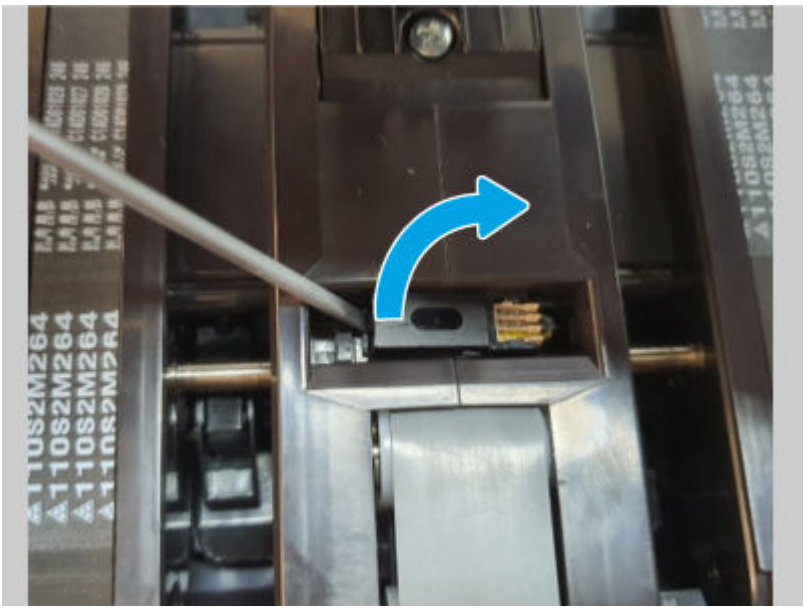
Figure 5-1902 Release the cover



2. Carefully separate the ejector sensor from the ejector unit.

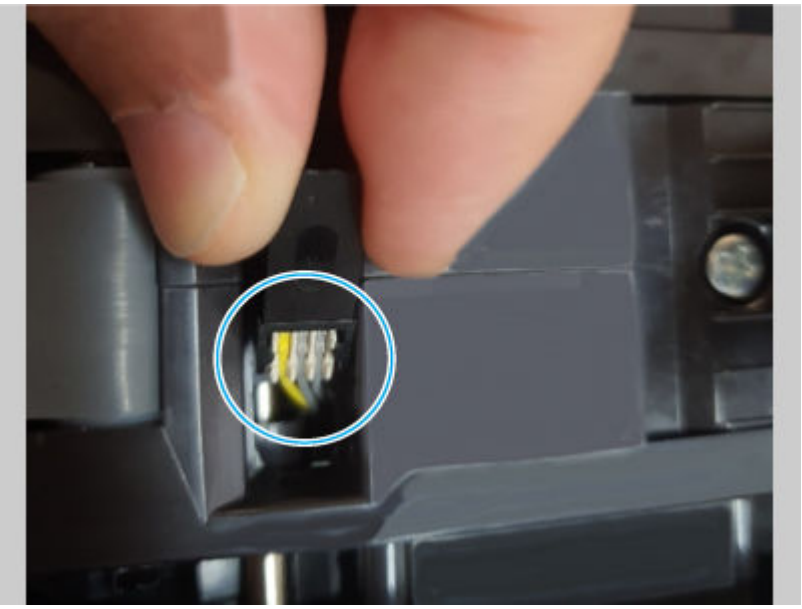
⚠ **CAUTION:** Do not attempt to completely remove the sensor. It is still attached to the ejector unit by a wire harness.

Figure 5-1903 Release the sensor



3. Disconnect one connector, and then remove the ejector sensor.

Figure 5-1904 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejector 1 home sensor

Learn about removing and replacing the external finisher ejector 1 home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-256 Part information

Part number	Part description
0604-001415	Photo interrupter (Ejector 1 home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

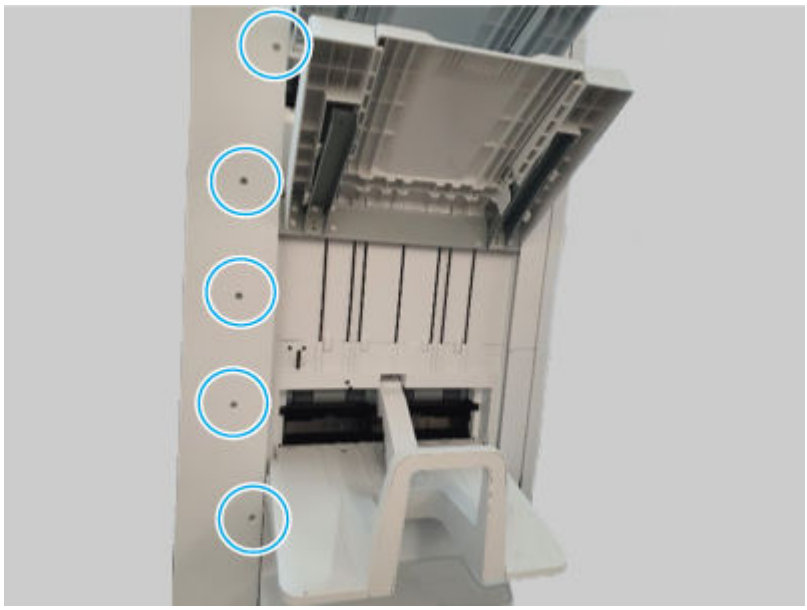
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

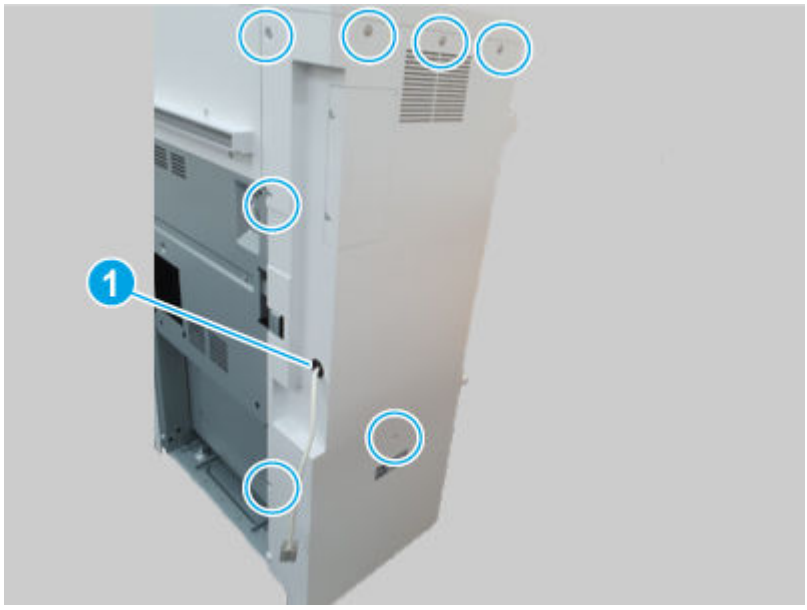
Figure 5-1905 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1906 Remove the cover

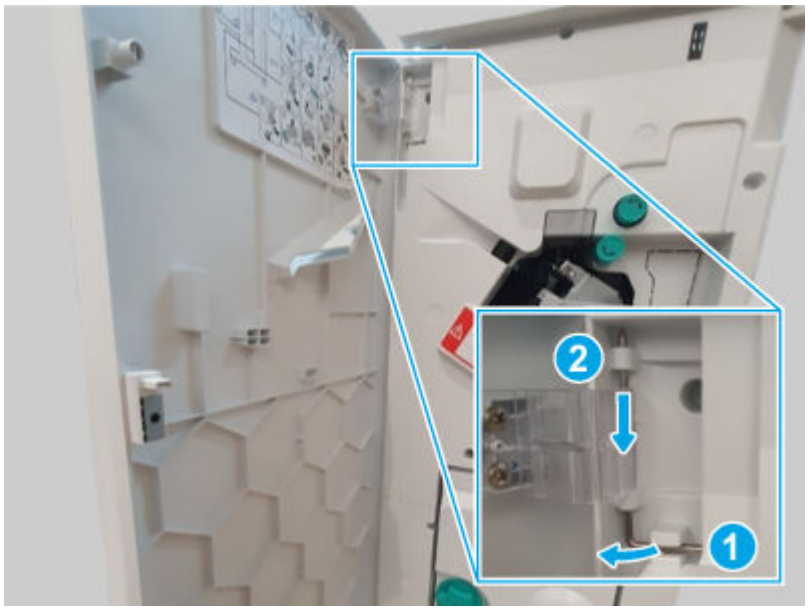


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

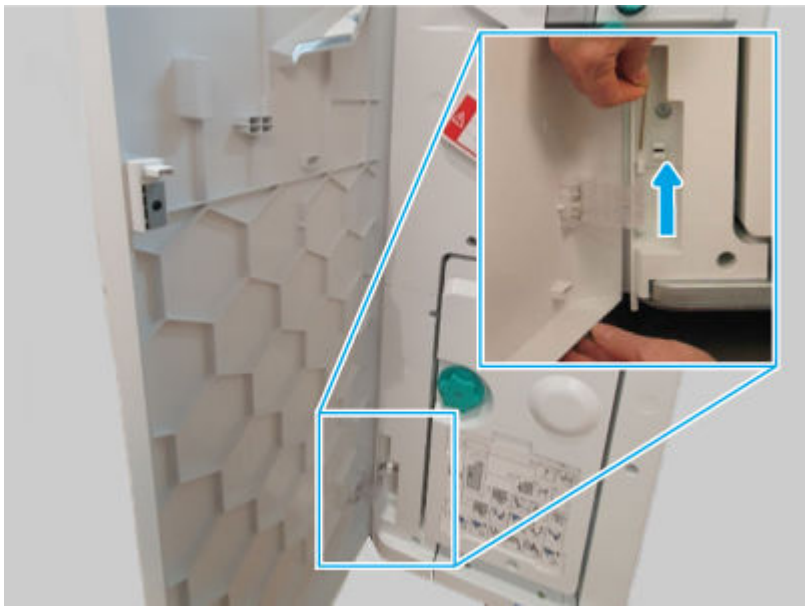
1. Release, and then remove the upper hinge pin.

Figure 5-1907 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1908 Remove the door



3. Remove the external finisher top cover

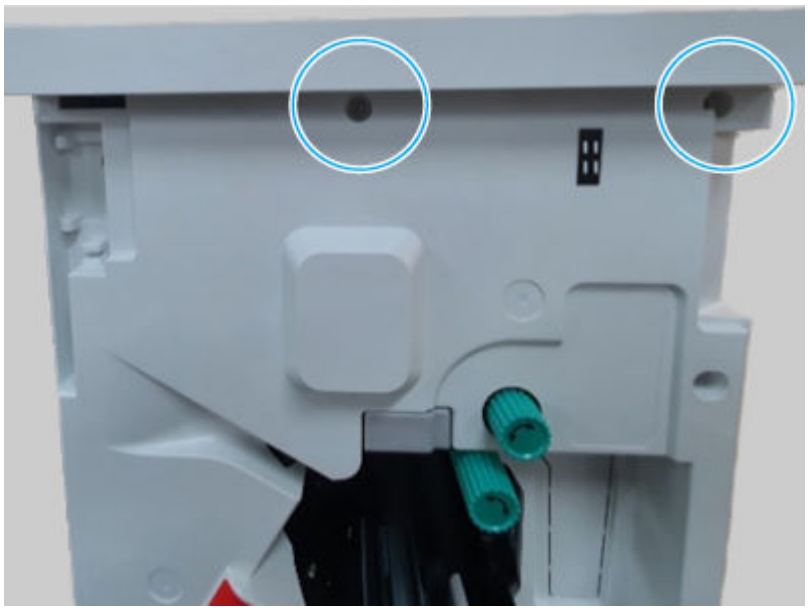
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1909 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1910 Remove the cover

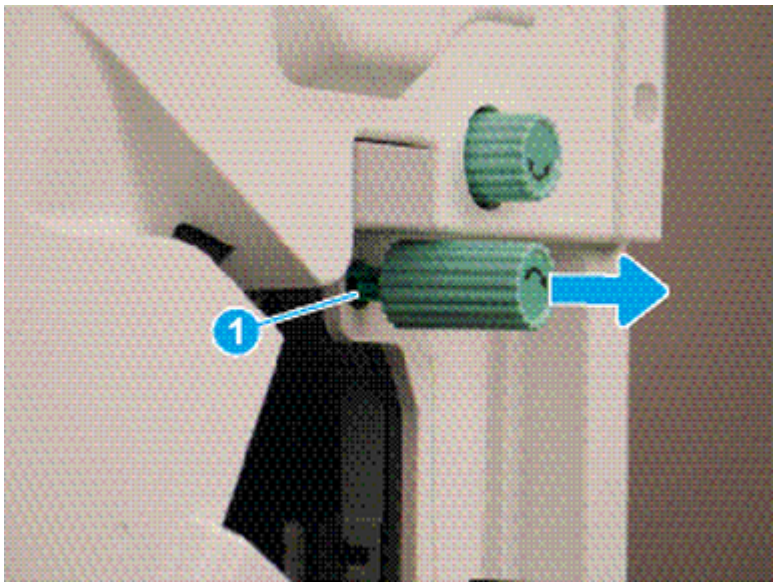


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

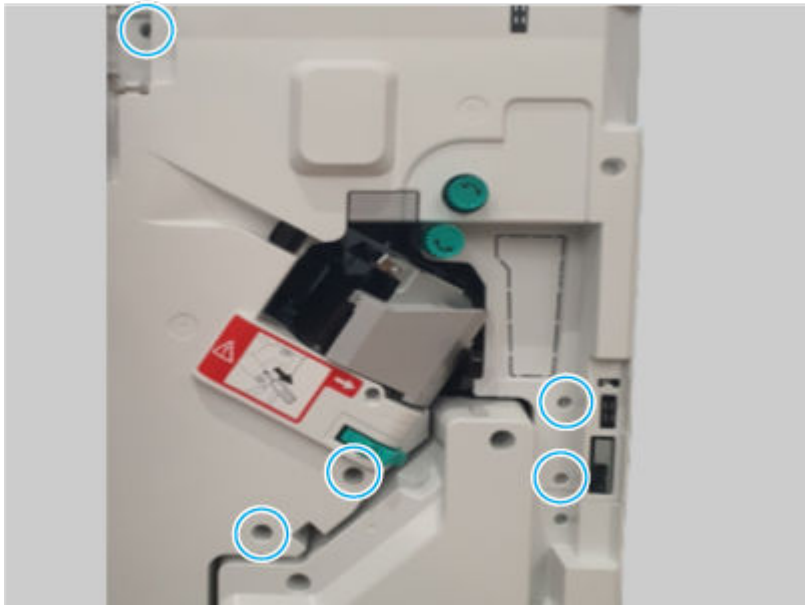
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1911 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1912 Remove the cover



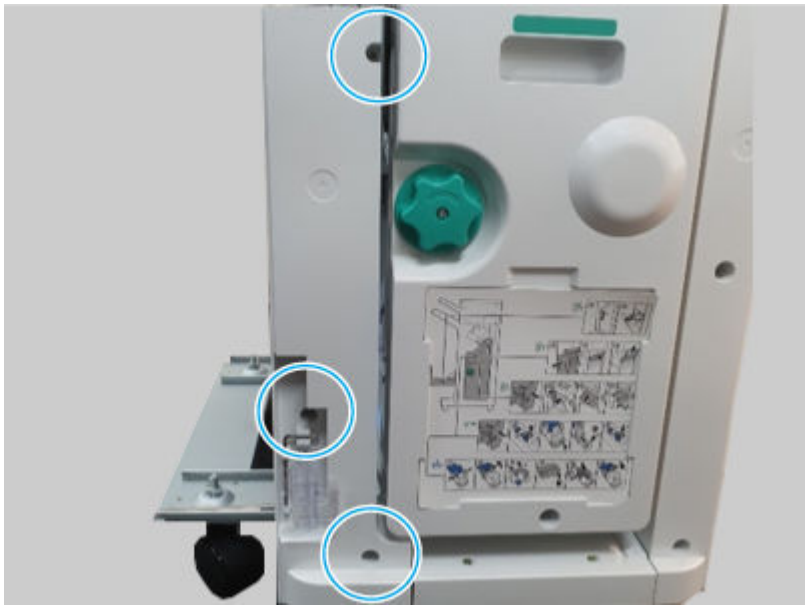
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1913 Remove the cover



6. Remove the external finisher caster

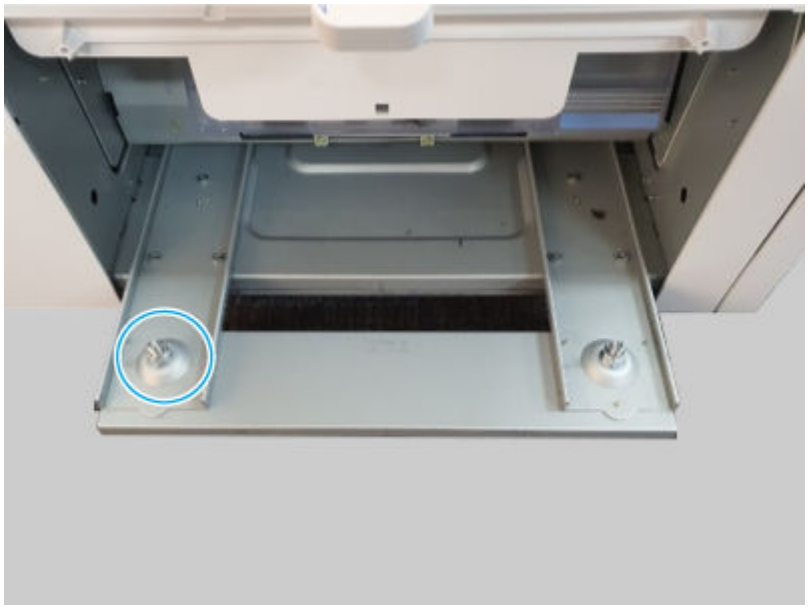
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

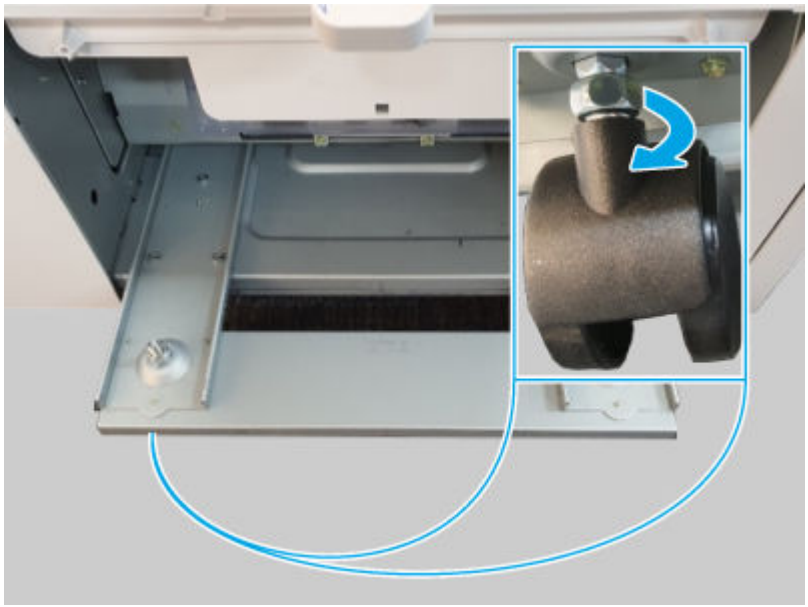
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1914 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1915 Remove the caster

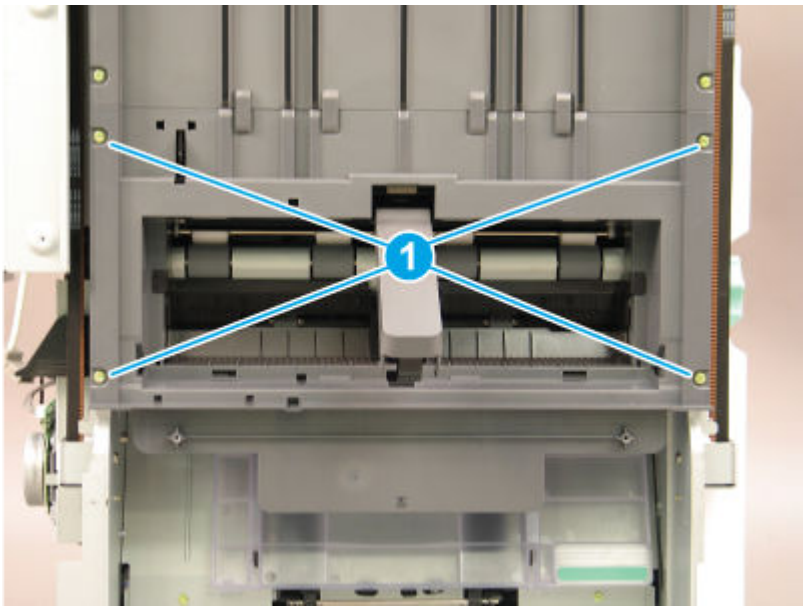


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1916 Remove four screws

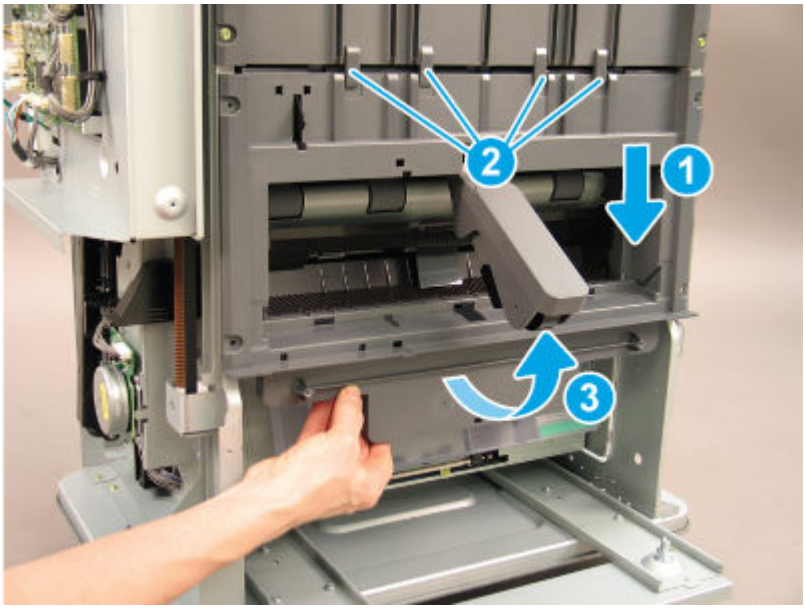


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

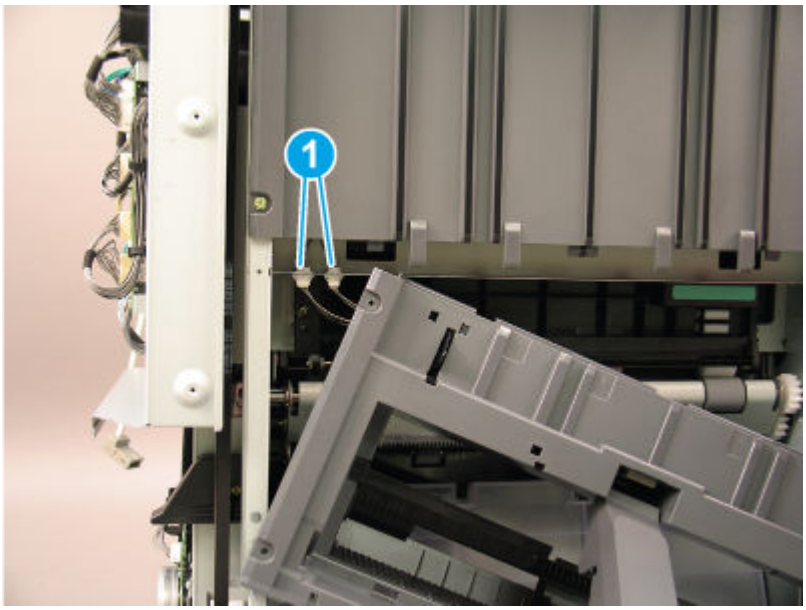
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1917 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1918 Remove the cover

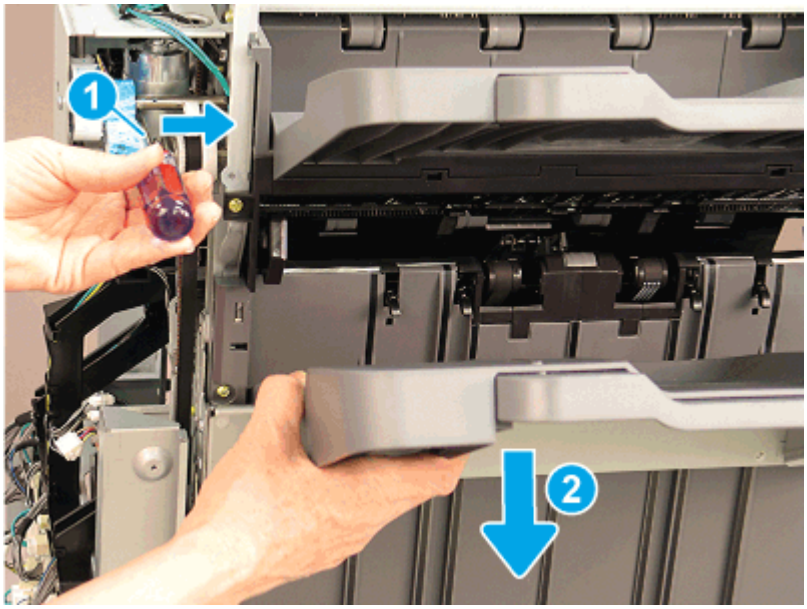


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

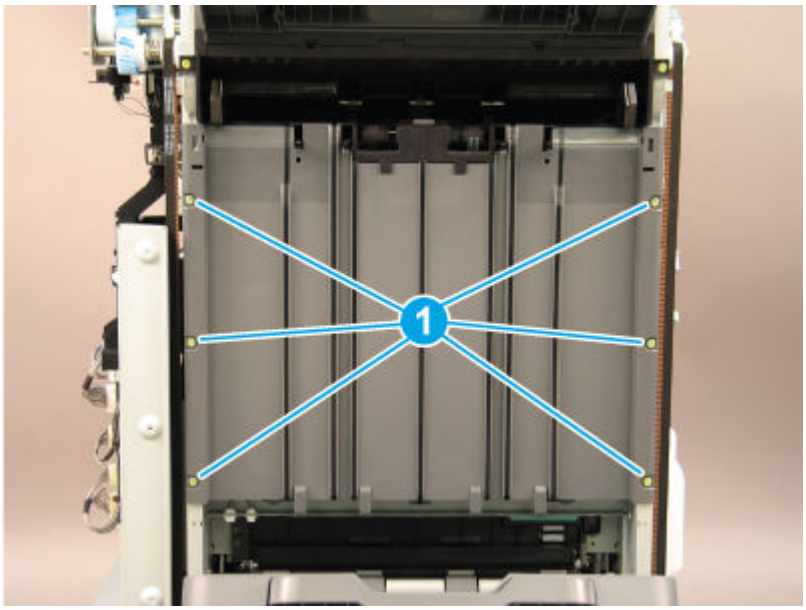
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1919 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1920 Remove six screws

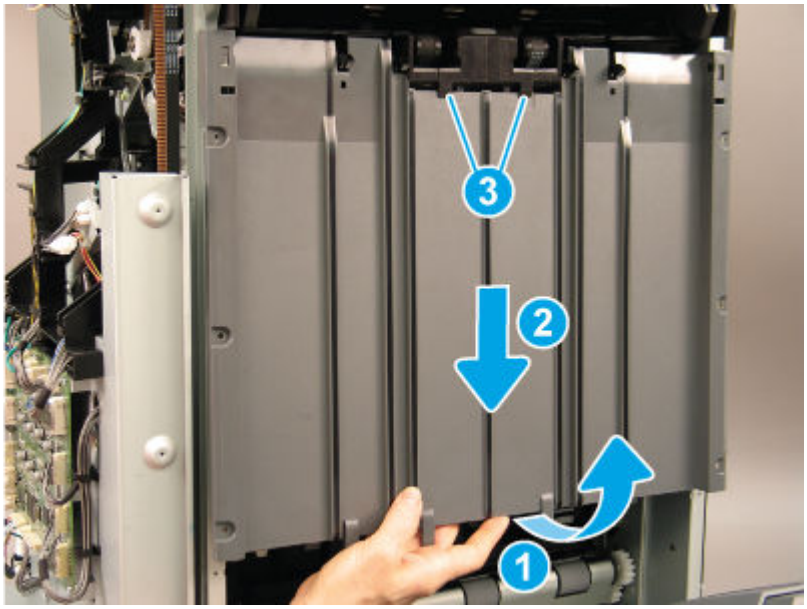


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

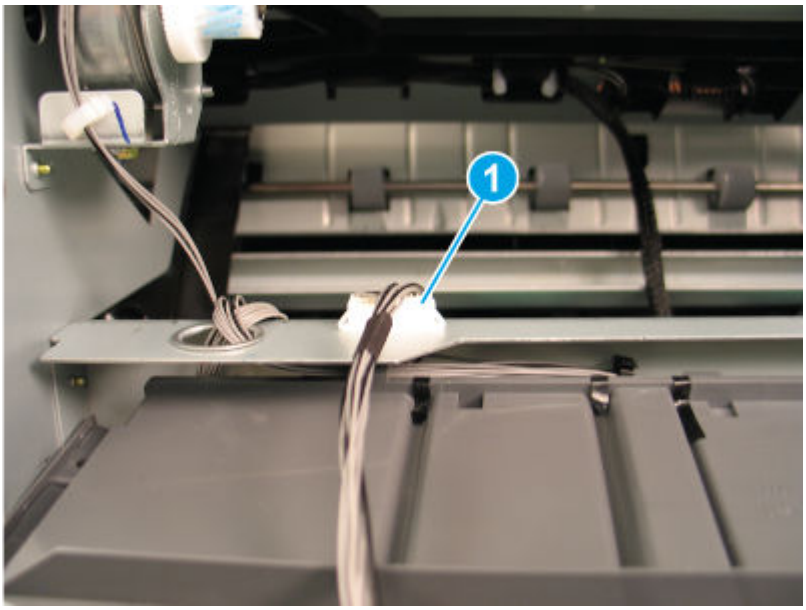
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1921 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1922 Remove the cover



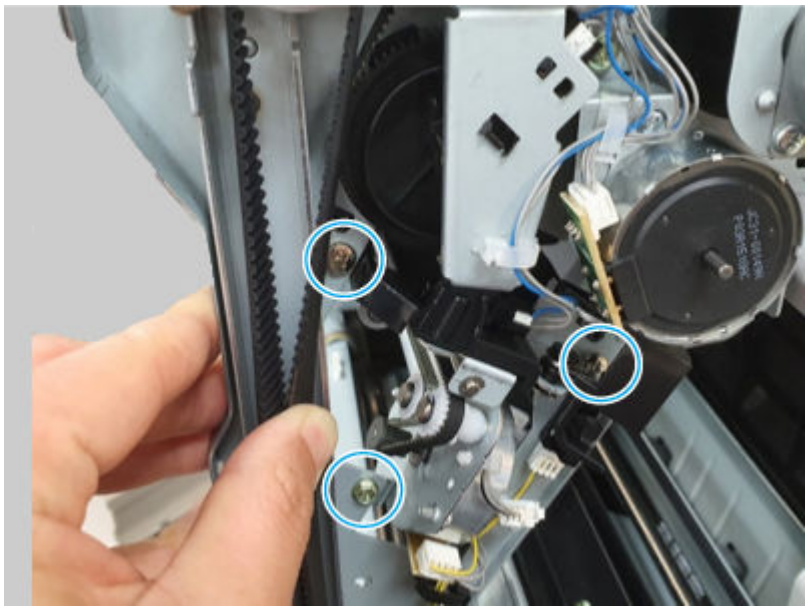
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

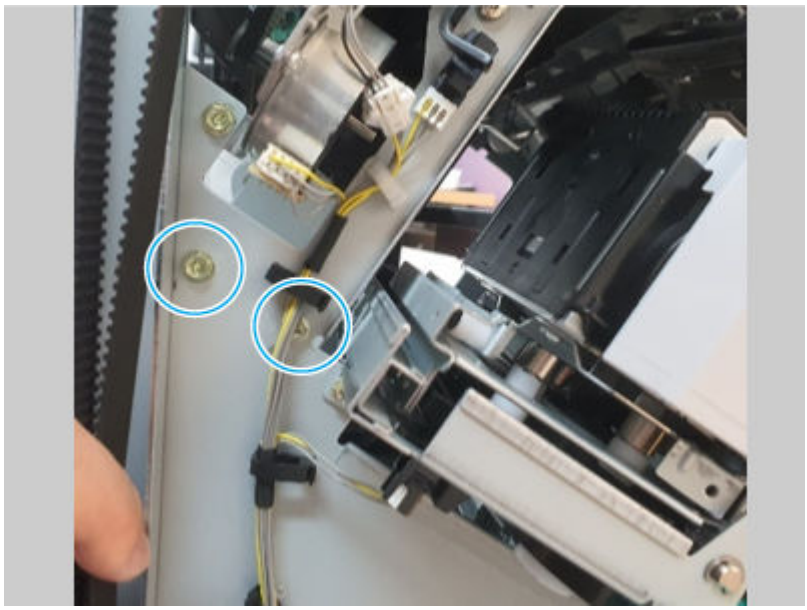
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1923 Release the tamper



2. Remove two screws (located below the front tamper).

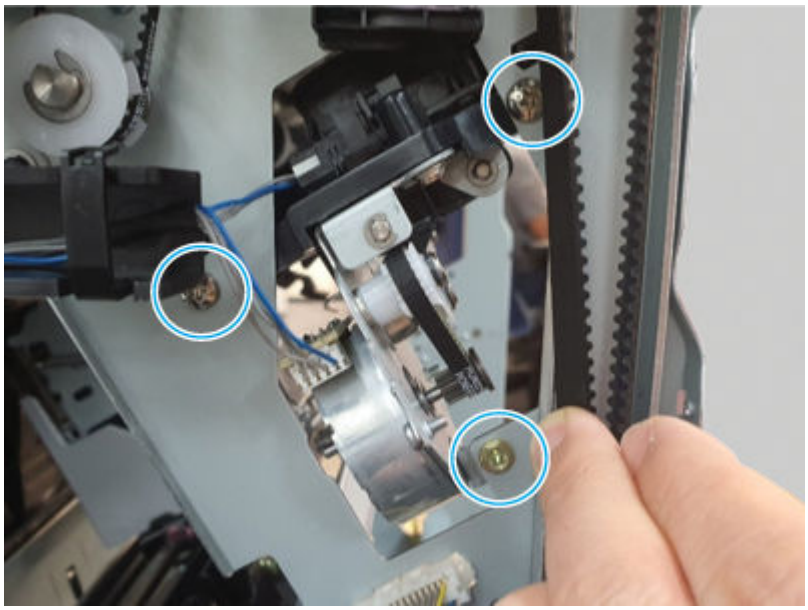
Figure 5-1924 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1925 Release the tamper



4. Remove two screws (located below the rear tamper).

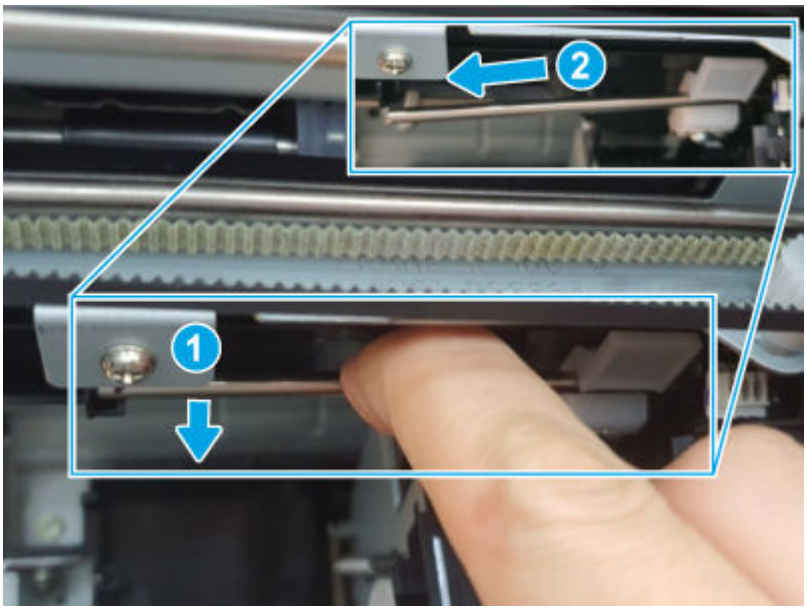
Figure 5-1926 Remove two screws

5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

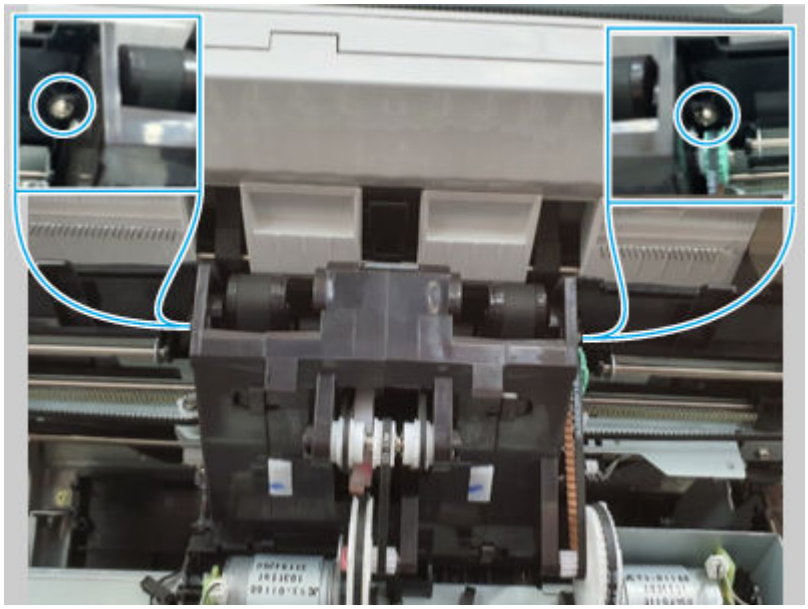
Figure 5-1927 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-1928 Remove the unit

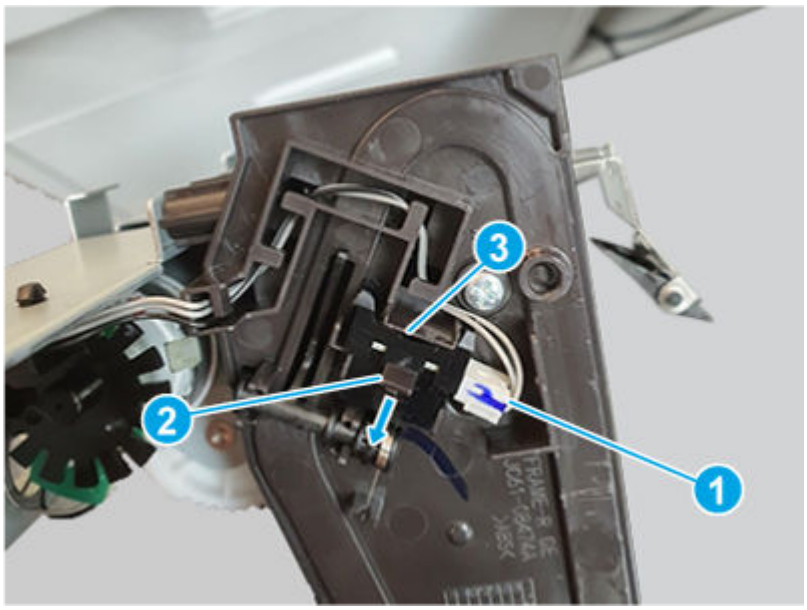


10. Remove the external finisher ejector 1 home sensor

Use the following procedure to remove and replace the external finisher ejector 1 home sensor.

- Do the following:
  - a. Disconnect one connector (callout 1).
  - b. Release the hook (callout 2).
  - c. Remove the ejector 1 home sensor (callout 3).

Figure 5-1929 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejector 1 motor sensor

Learn about removing and replacing the external finisher ejector 1 motor sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-257 Part information

Part number	Part description
0604-001415	Photo interrupter (Ejector 1 motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

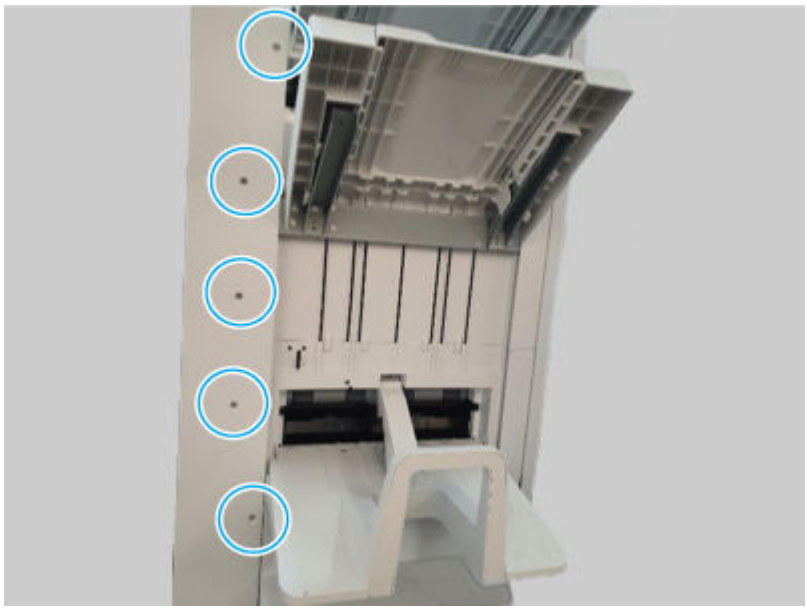
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

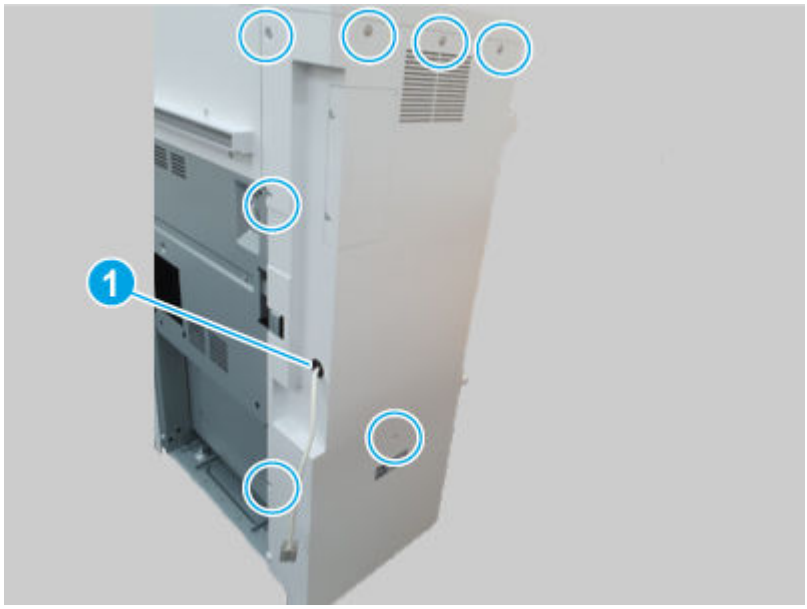
Figure 5-1930 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1931 Remove the cover

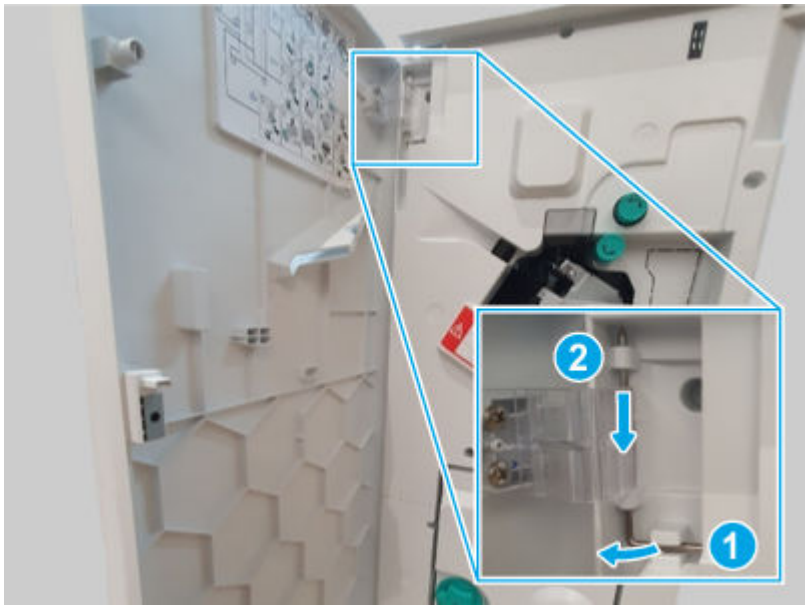


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

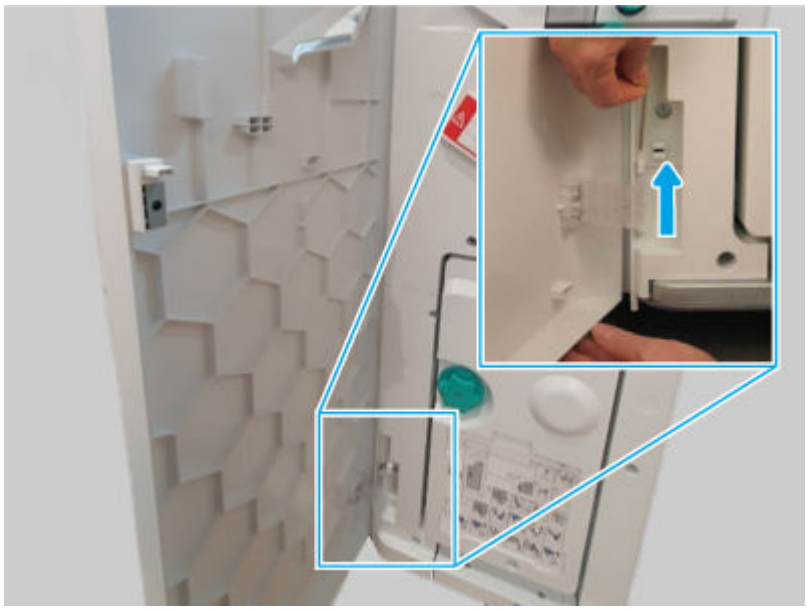
1. Release, and then remove the upper hinge pin.

Figure 5-1932 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1933 Remove the door



3. Remove the external finisher top cover

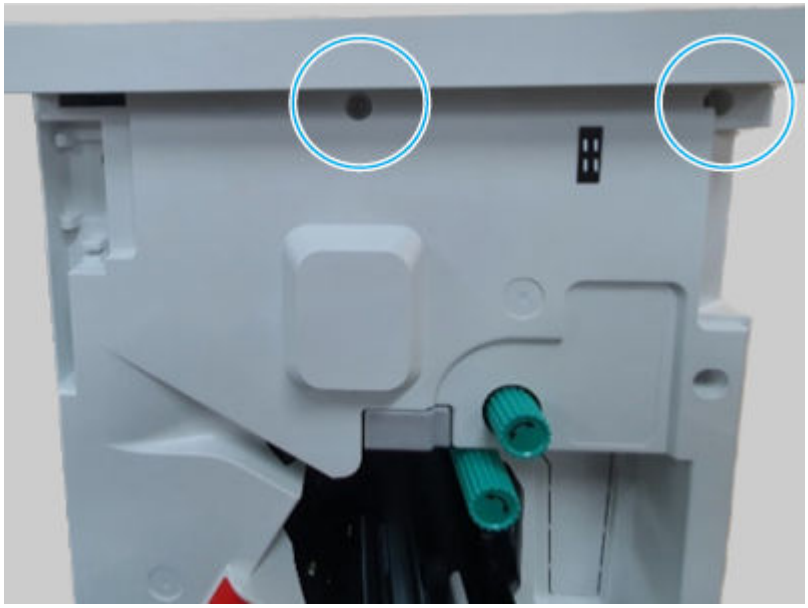
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1934 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1935 Remove the cover

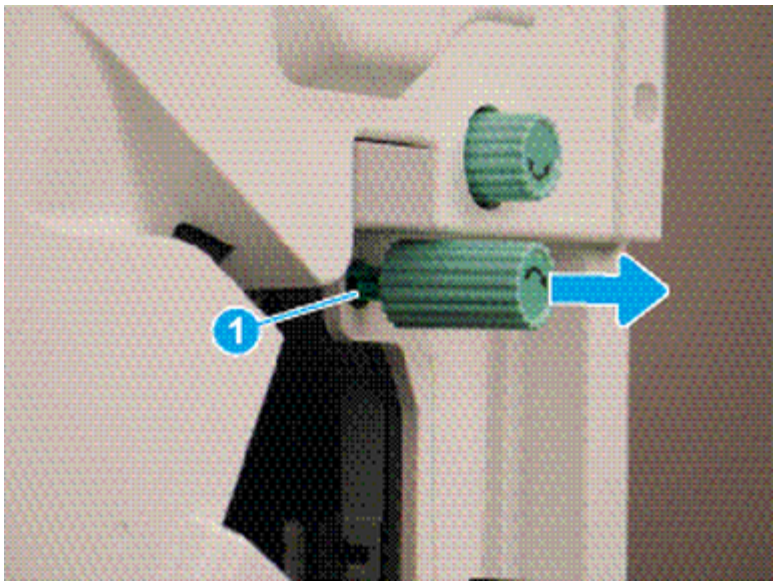


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

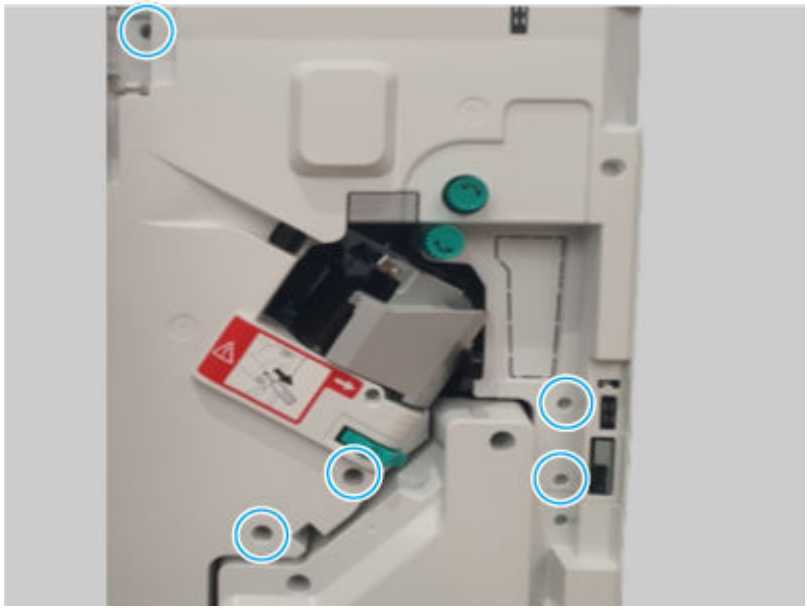
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1936 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1937 Remove the cover

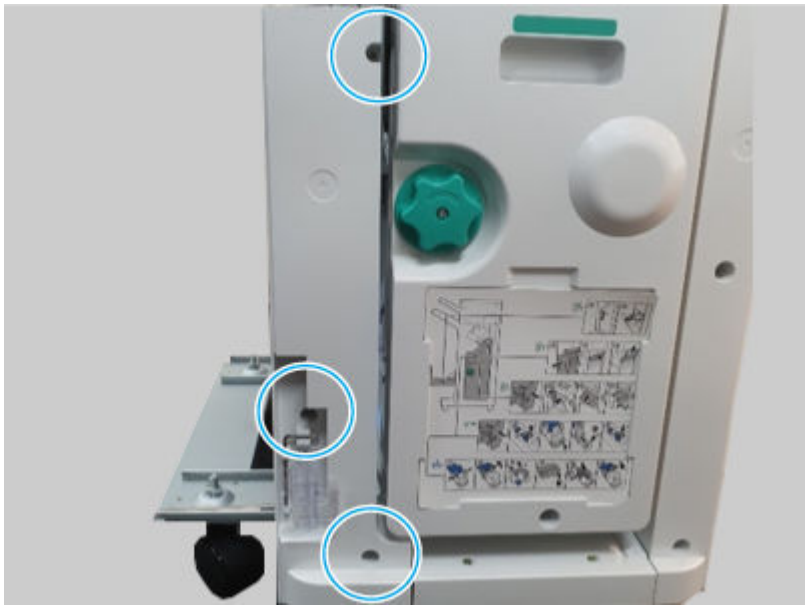


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-1938 Remove the cover



6. Remove the external finisher caster

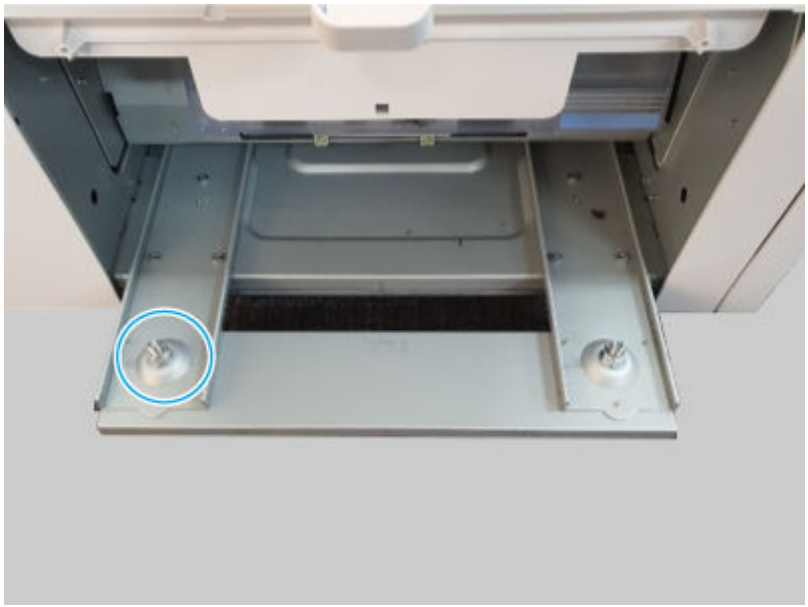
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

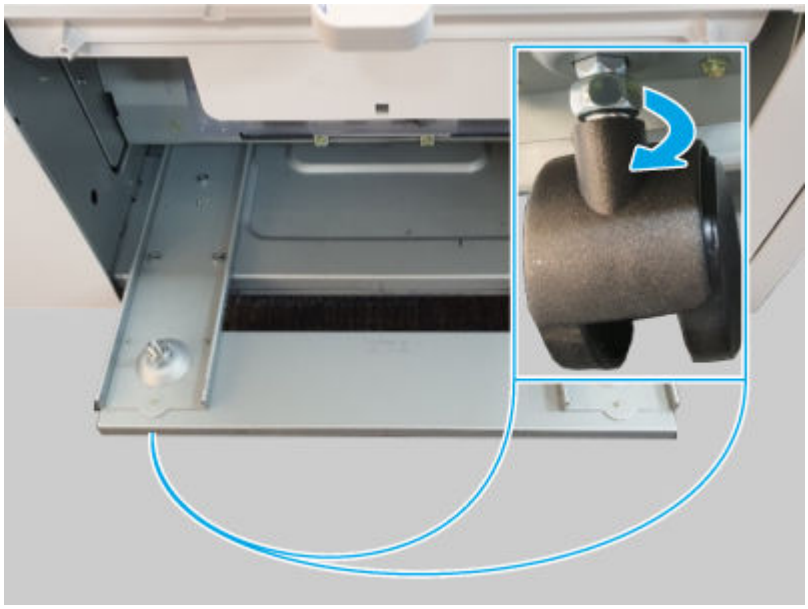
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1939 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1940 Remove the caster

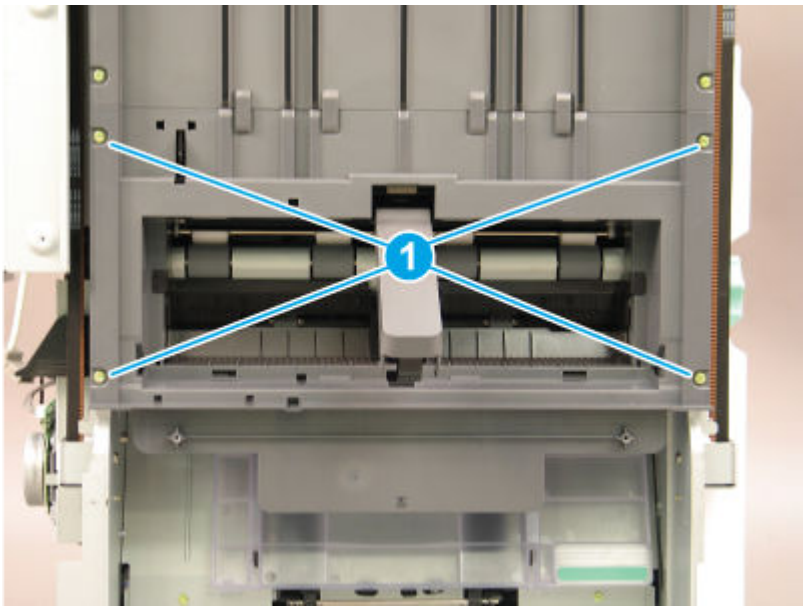


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1941 Remove four screws

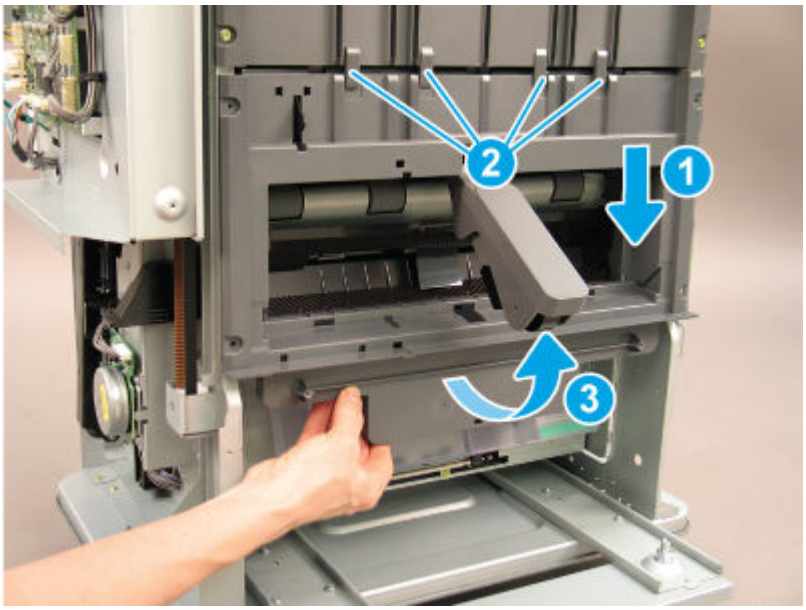


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

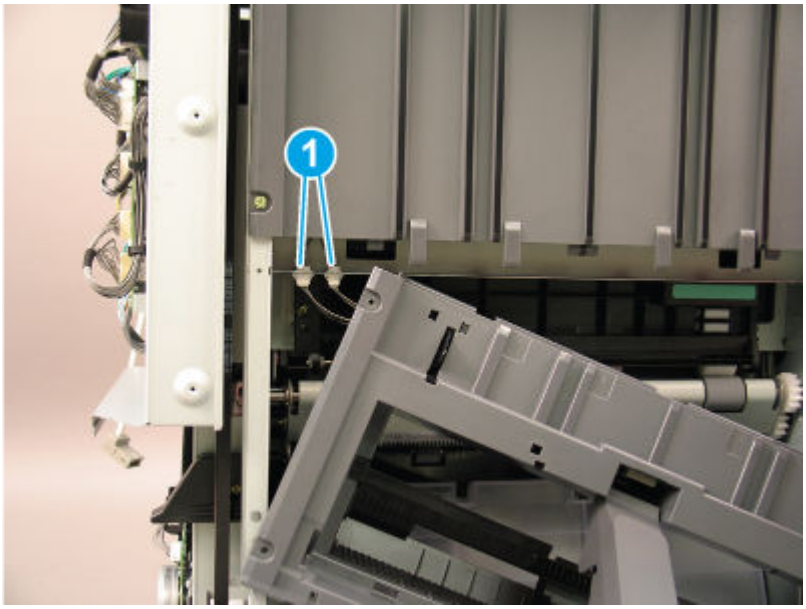
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1942 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1943 Remove the cover

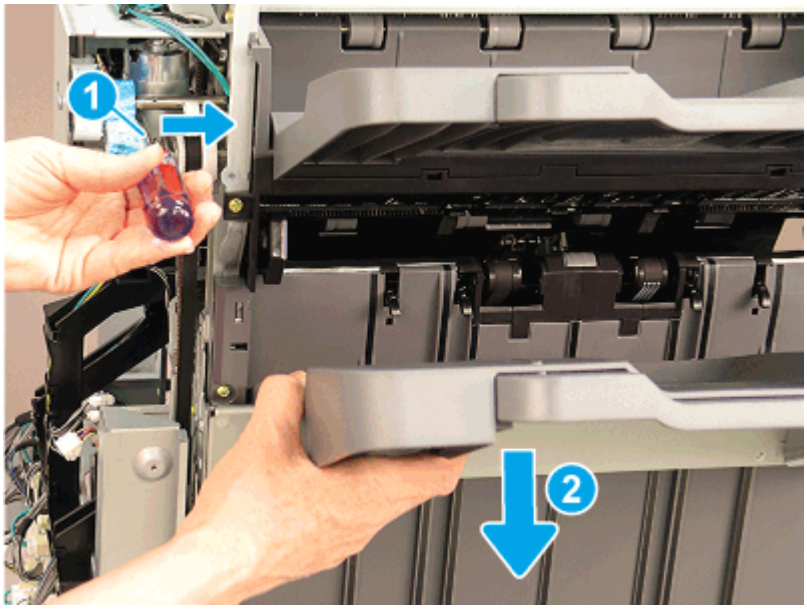


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

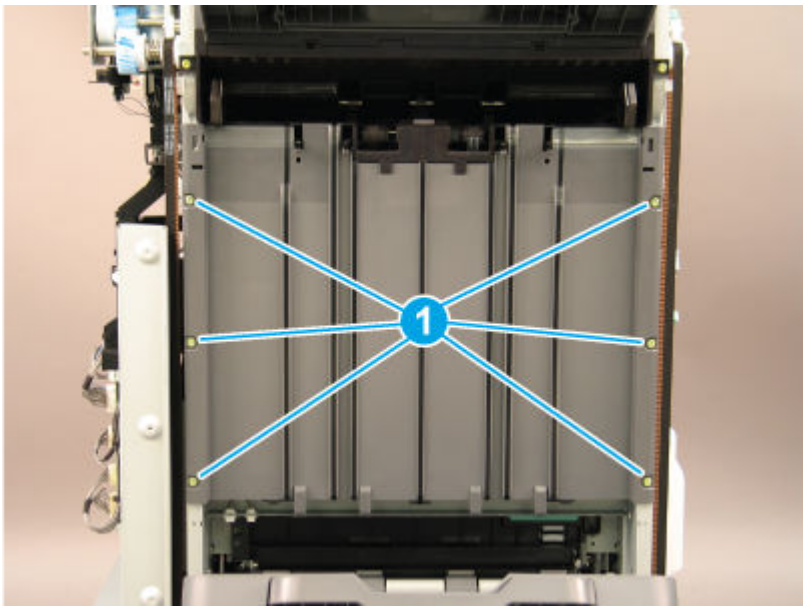
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1944 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1945 Remove six screws

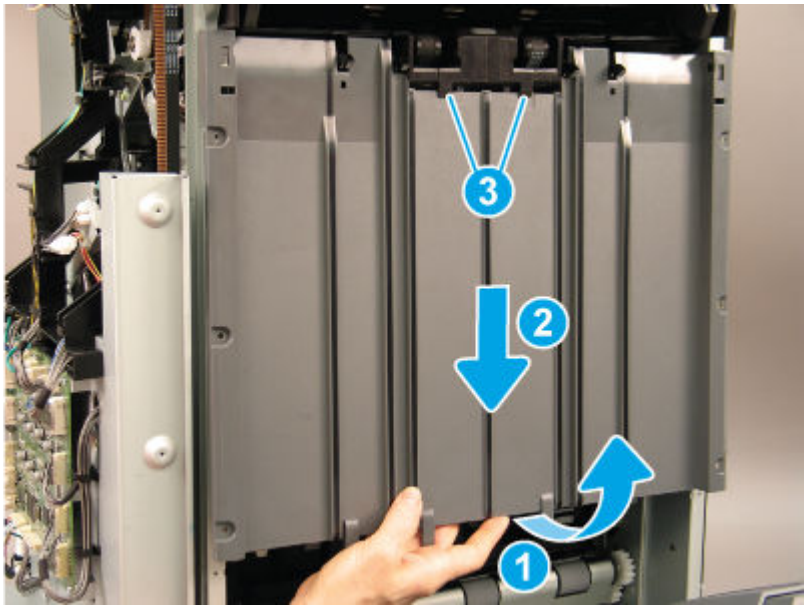


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

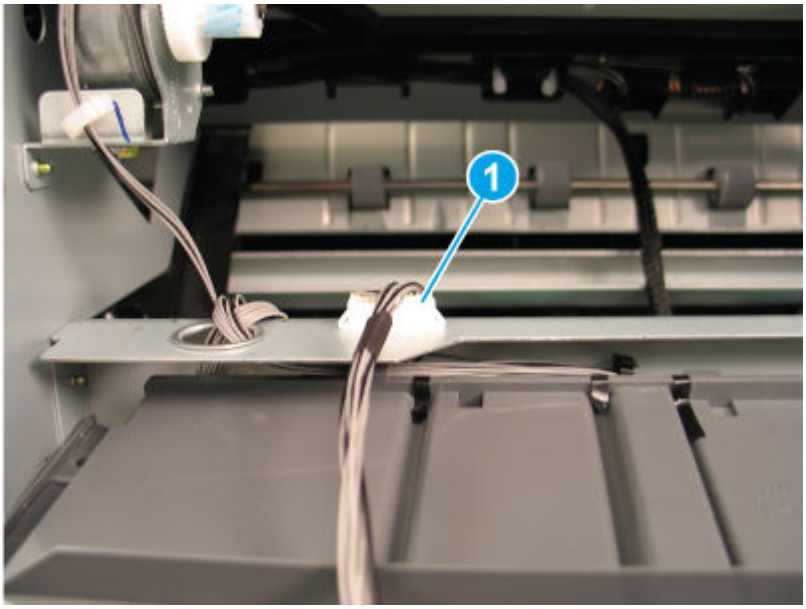
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1946 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1947 Remove the cover



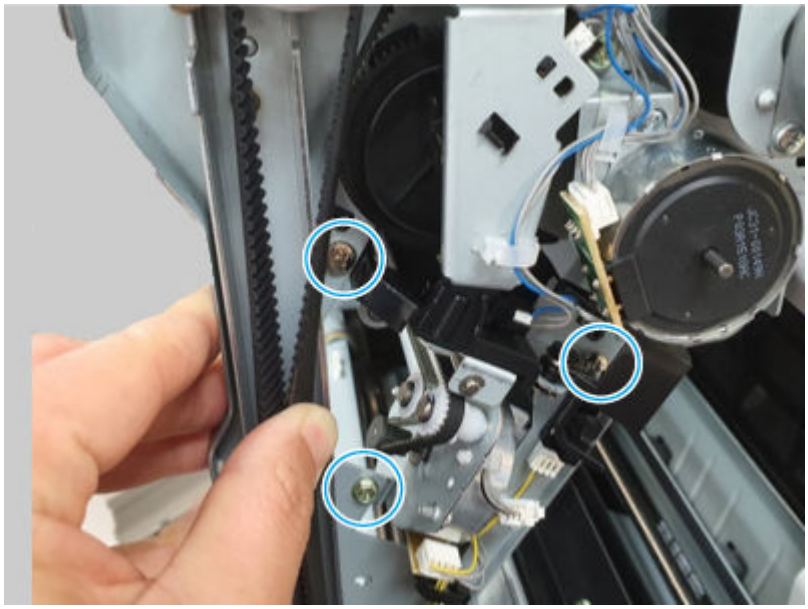
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

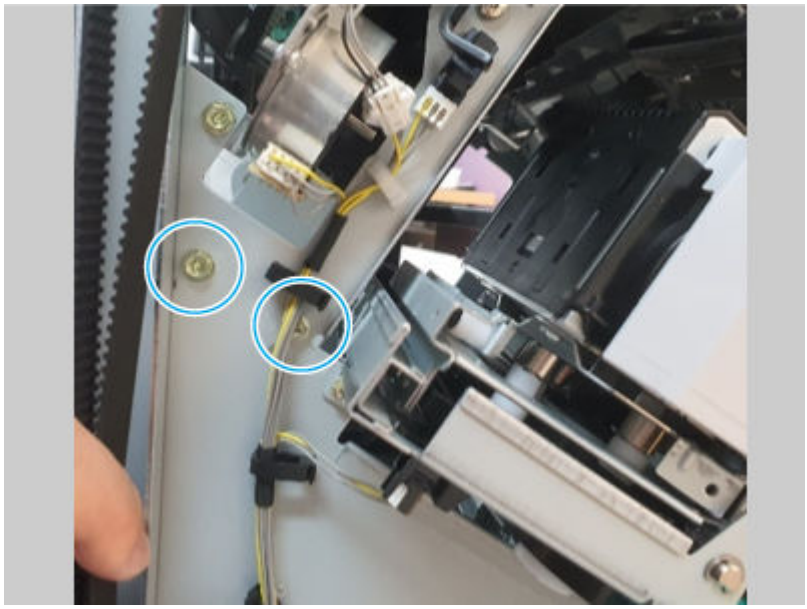
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1948 Release the tamper



2. Remove two screws (located below the front tamper).

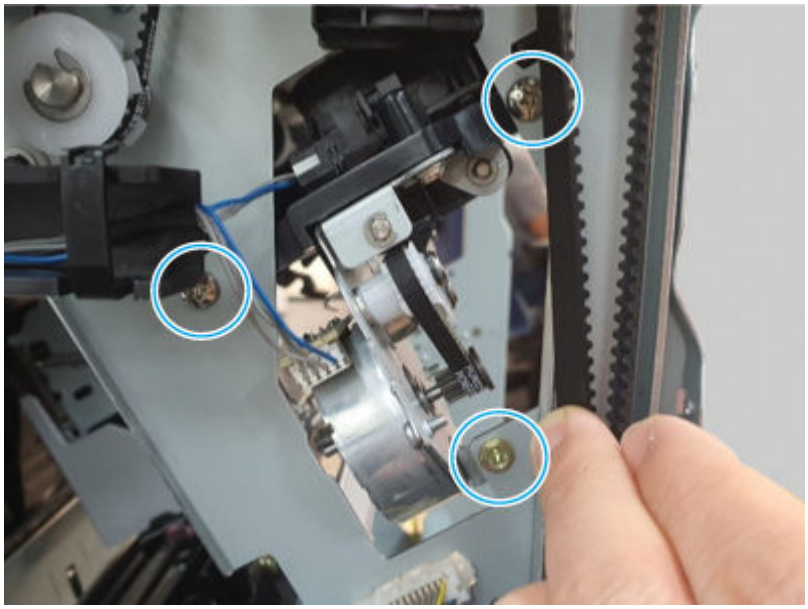
Figure 5-1949 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1950 Release the tamper



4. Remove two screws (located below the rear tamper).

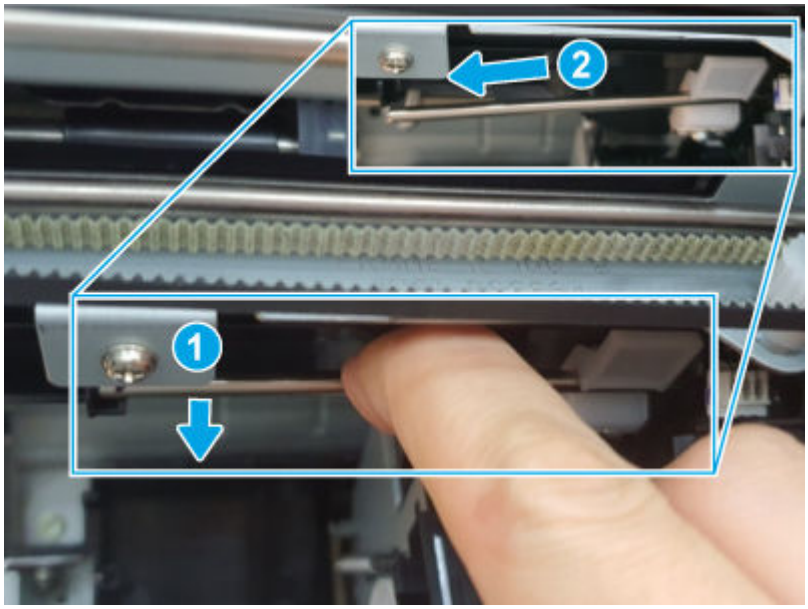
Figure 5-1951 Remove two screws

5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

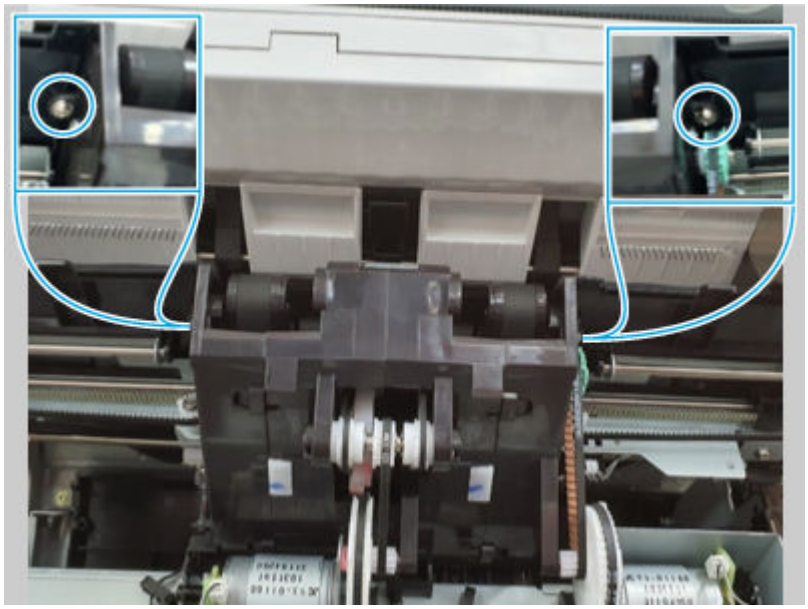
Figure 5-1952 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-1953 Remove the unit



10. Remove the external finisher ejector 1 motor sensor

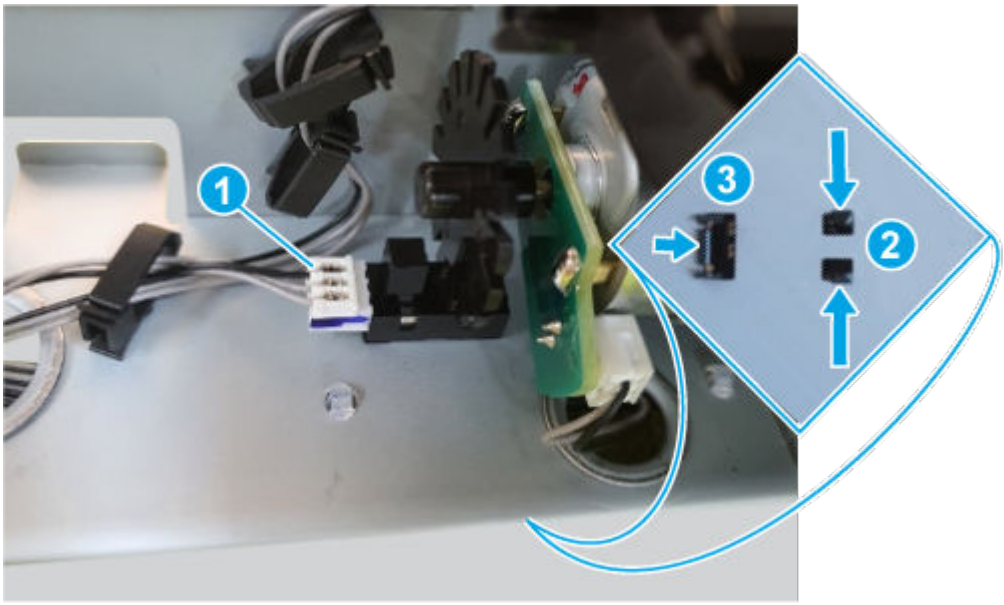
Use the following procedure to remove and replace the external finisher ejector 1 motor sensor.

- Do the following:
  a. Disconnect one connector (callout 1).
  b. Release the hooks (callout 2).

c. Slide the senor as shown below (callout 3)

d. Remove the ejector 1 motor sensor.

Figure 5-1954 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejector 2 motor sensor

Learn about removing and replacing the external finisher ejector 2 motor sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-258 Part information

Part number	Part description
0604-001415	Photo interrupter (Ejector 2 motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

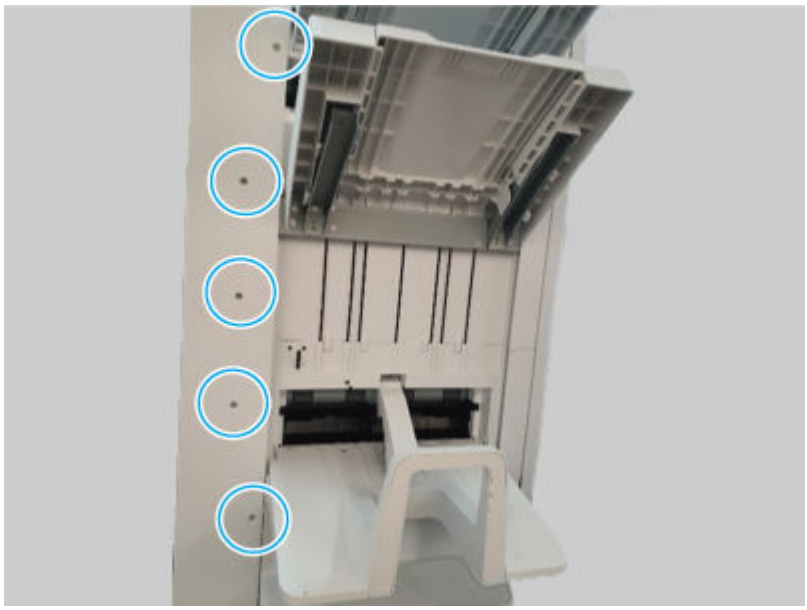
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

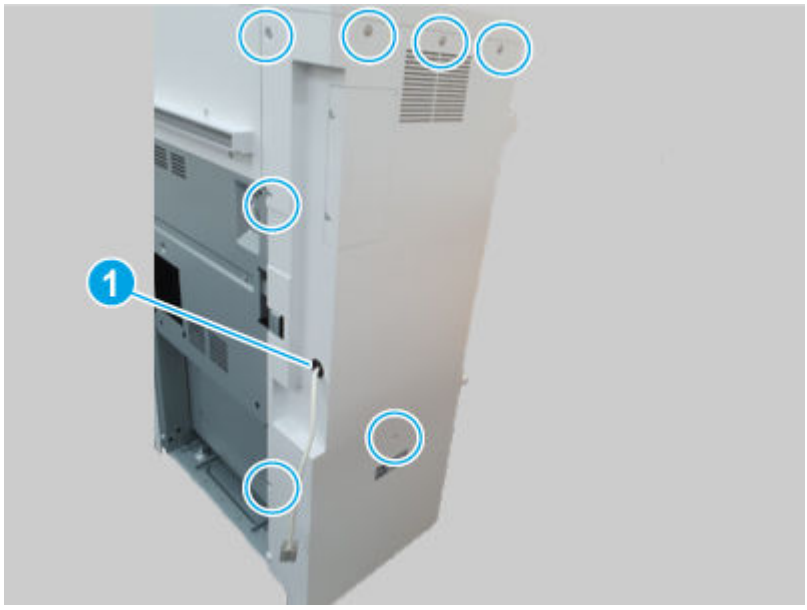
Figure 5-1955 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1956 Remove the cover

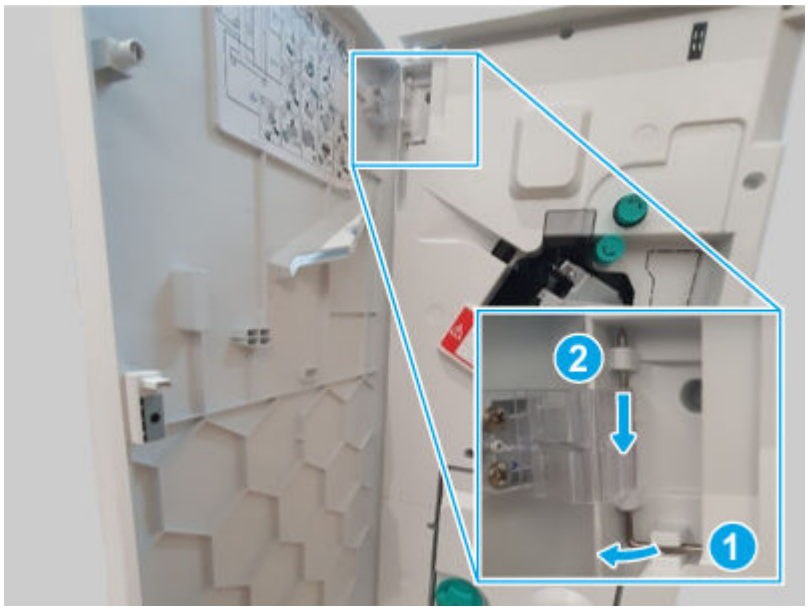


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

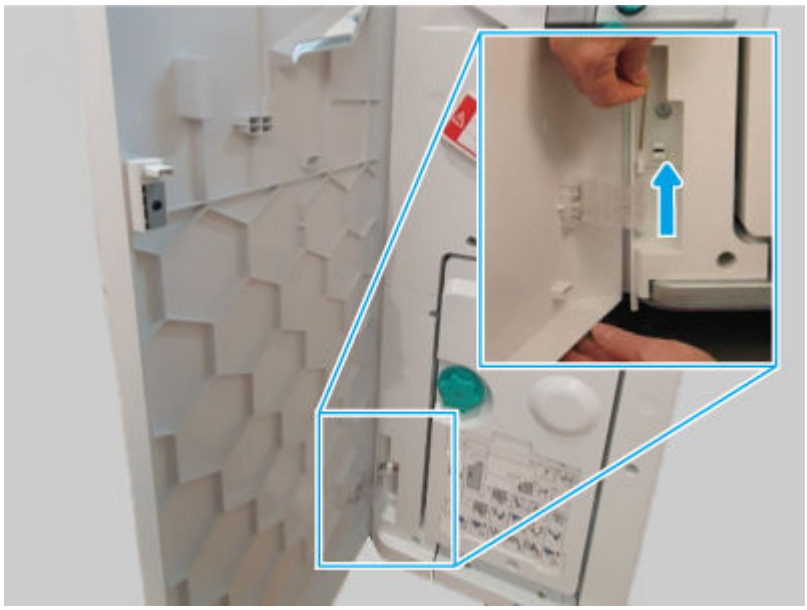
1. Release, and then remove the upper hinge pin.

Figure 5-1957 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1958 Remove the door



3. Remove the external finisher top cover

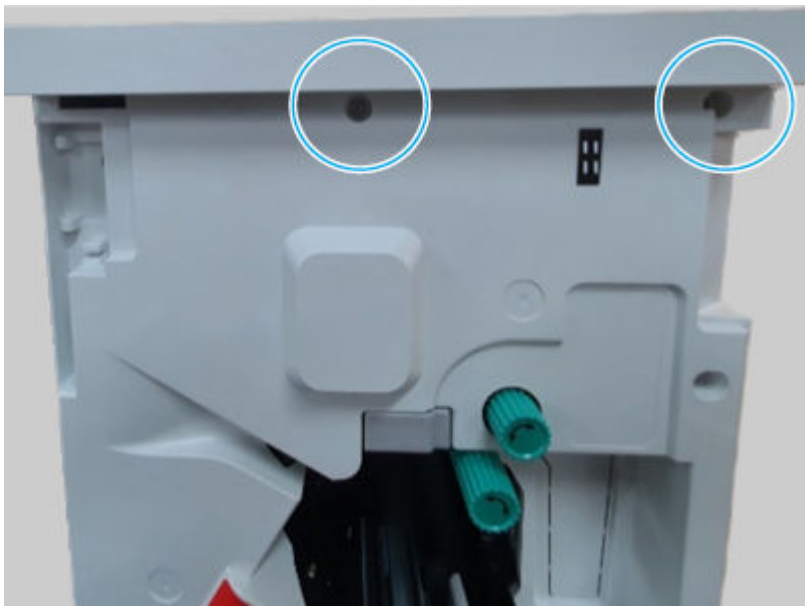
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1959 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1960 Remove the cover

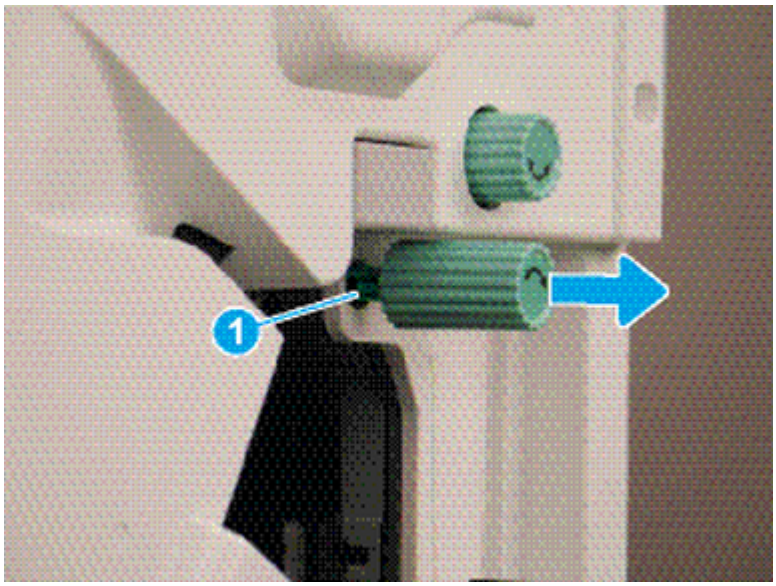


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

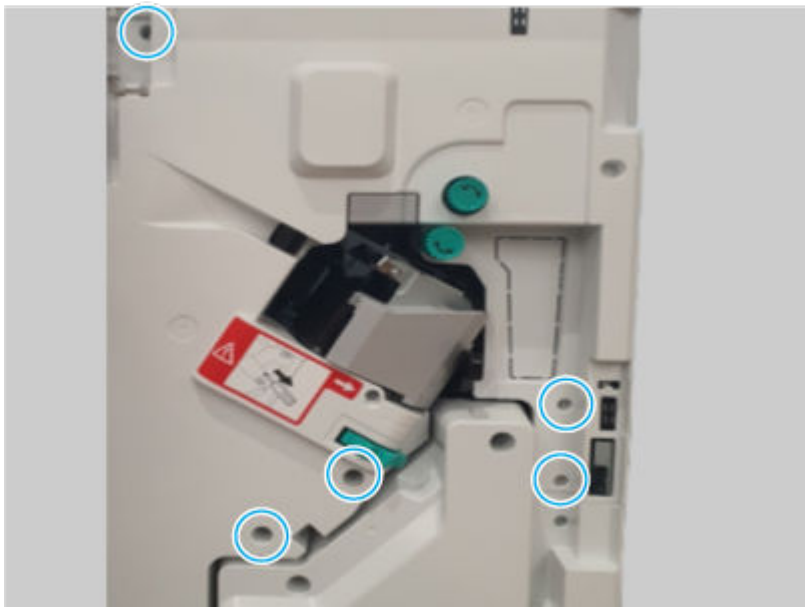
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1961 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1962 Remove the cover



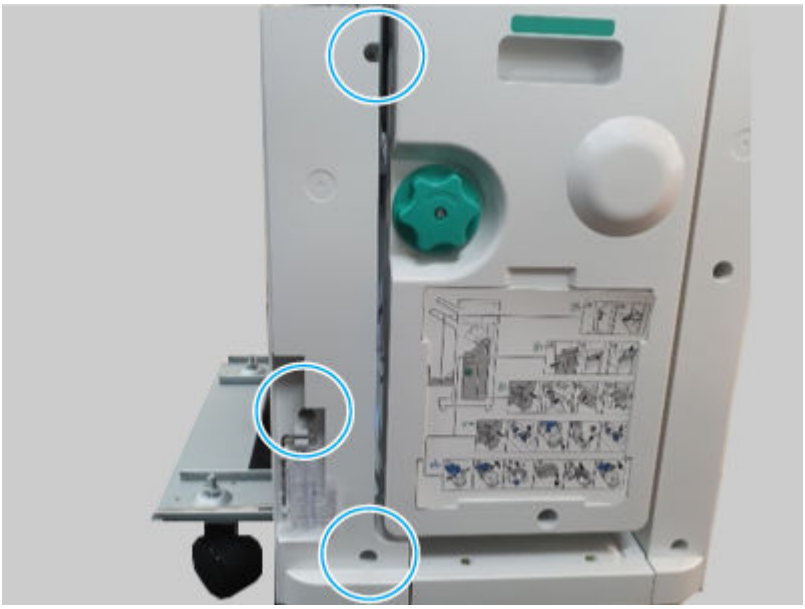
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1963 Remove the cover



6. Remove the external finisher caster

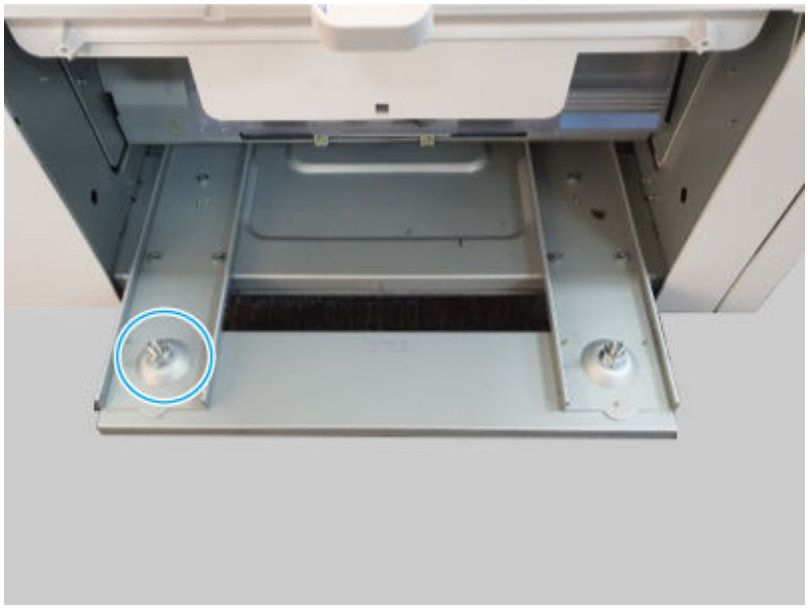
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

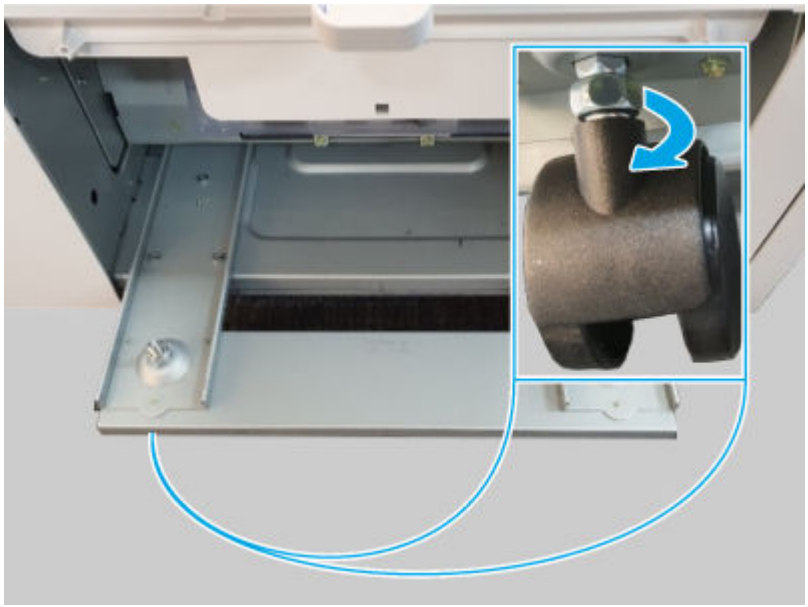
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1964 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1965 Remove the caster

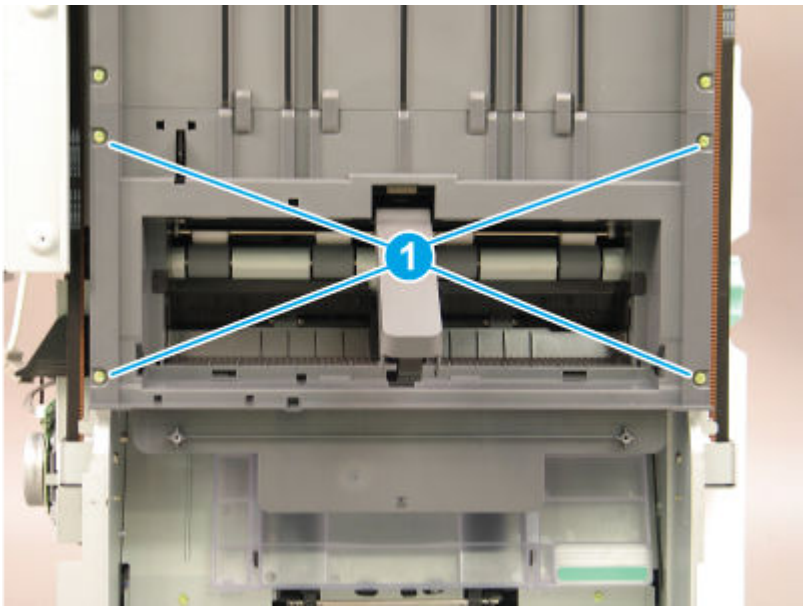


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1966 Remove four screws

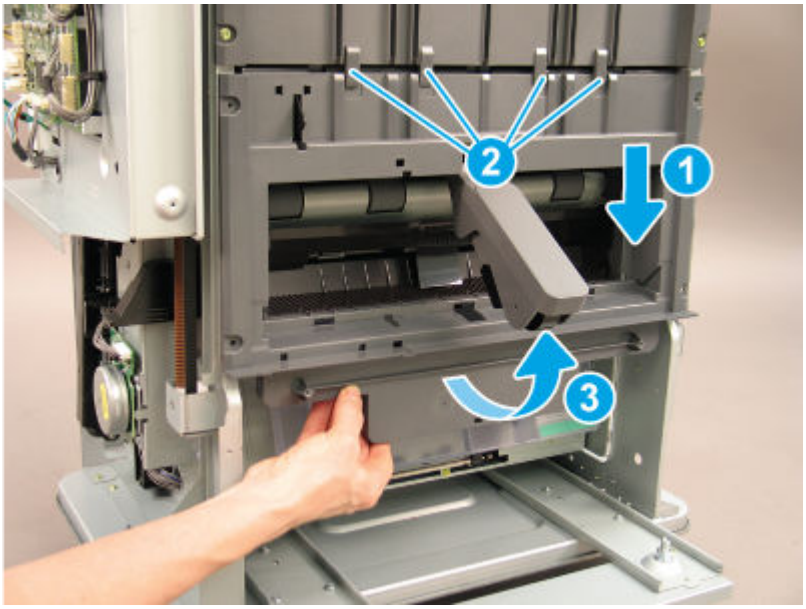


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

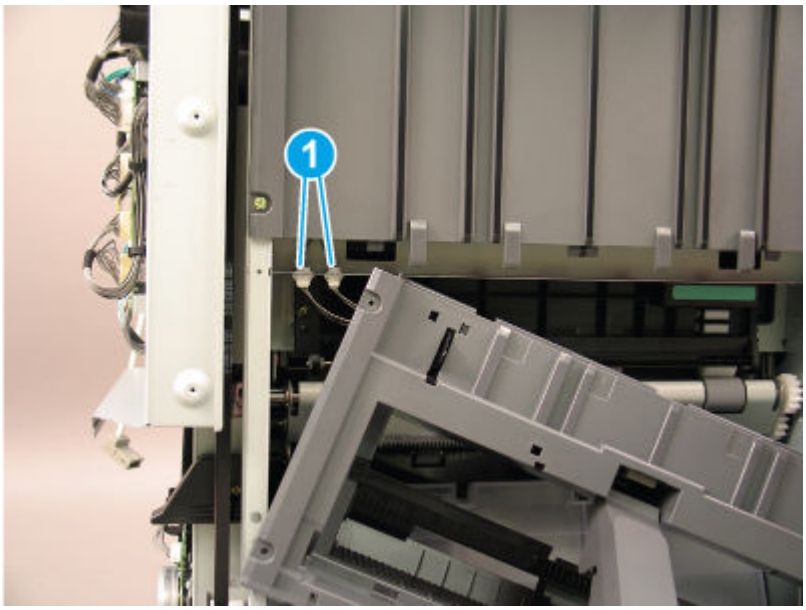
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1967 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1968 Remove the cover

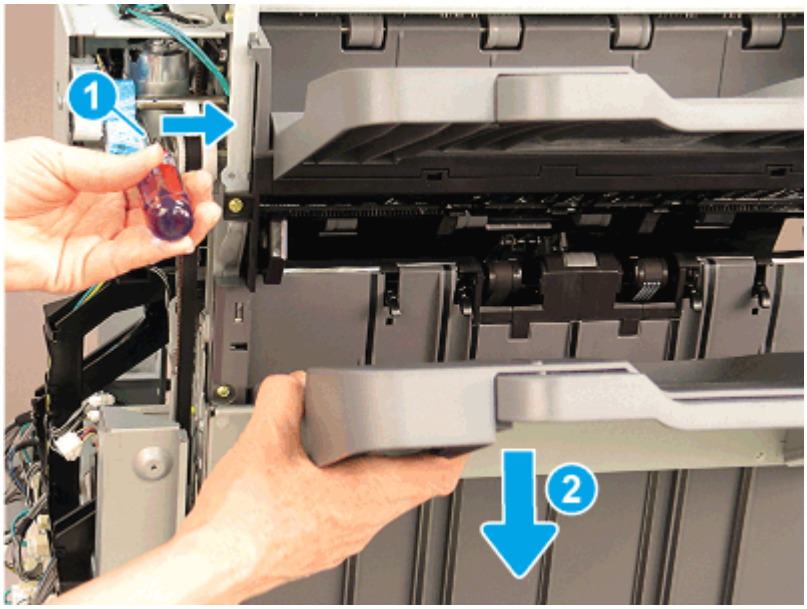


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

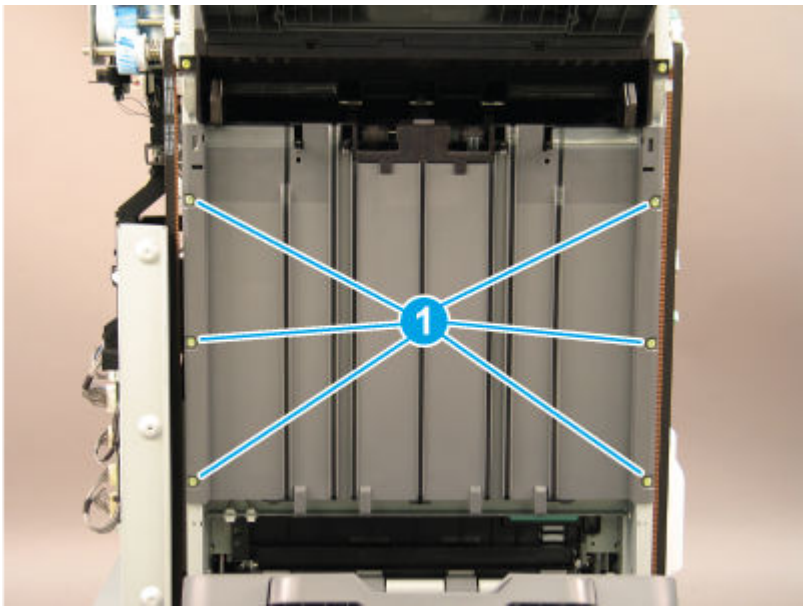
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1969 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1970 Remove six screws

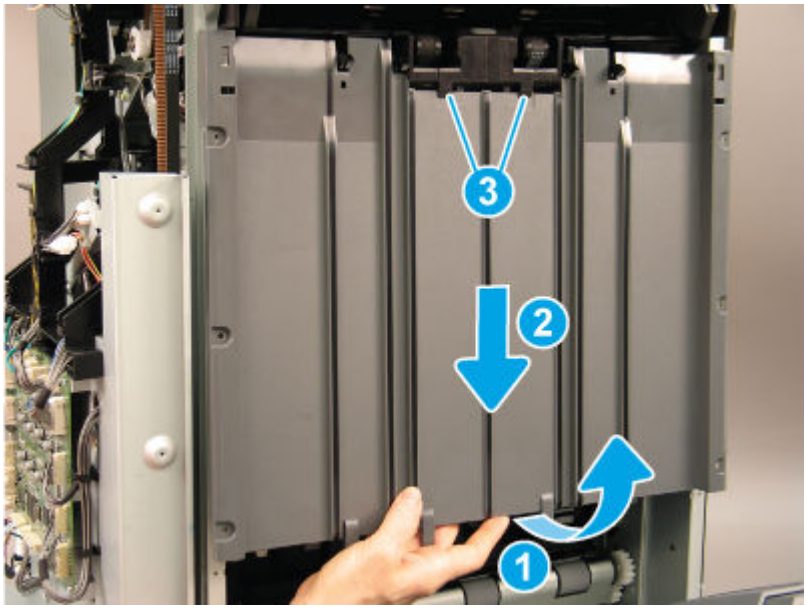


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

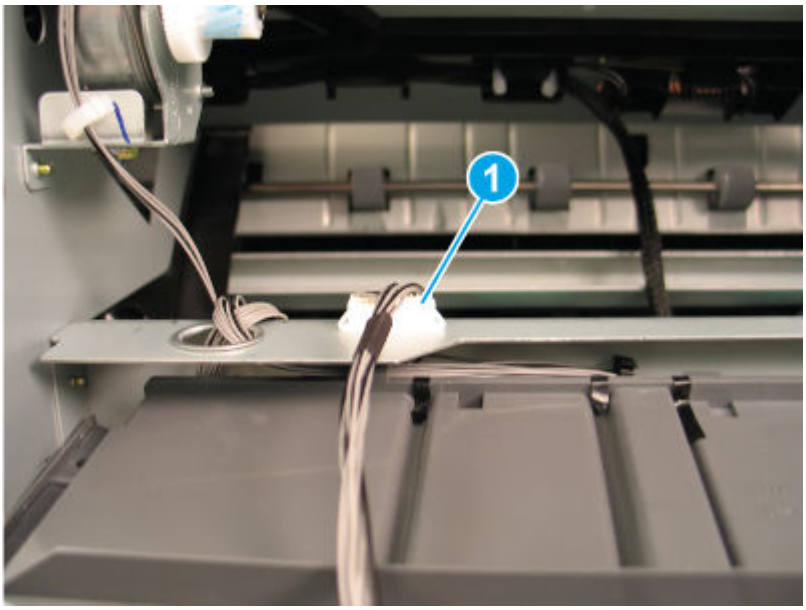
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1971 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1972 Remove the cover



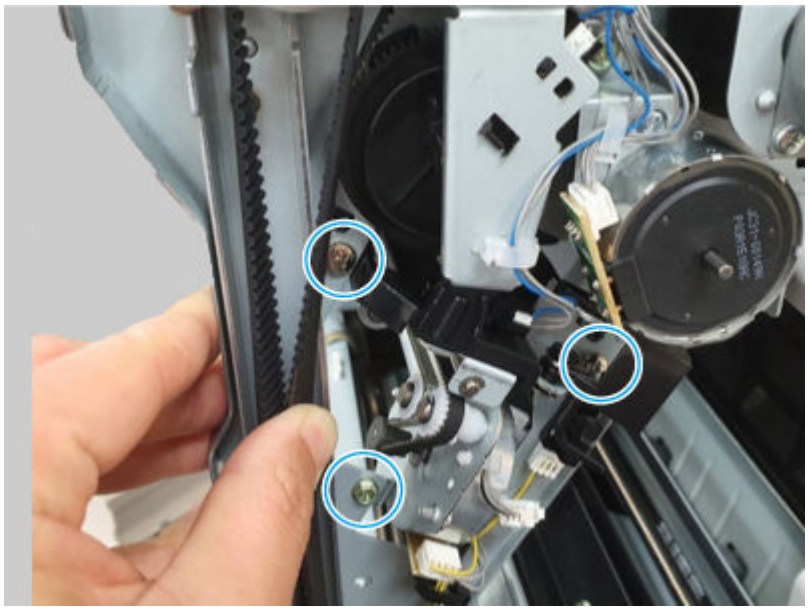
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

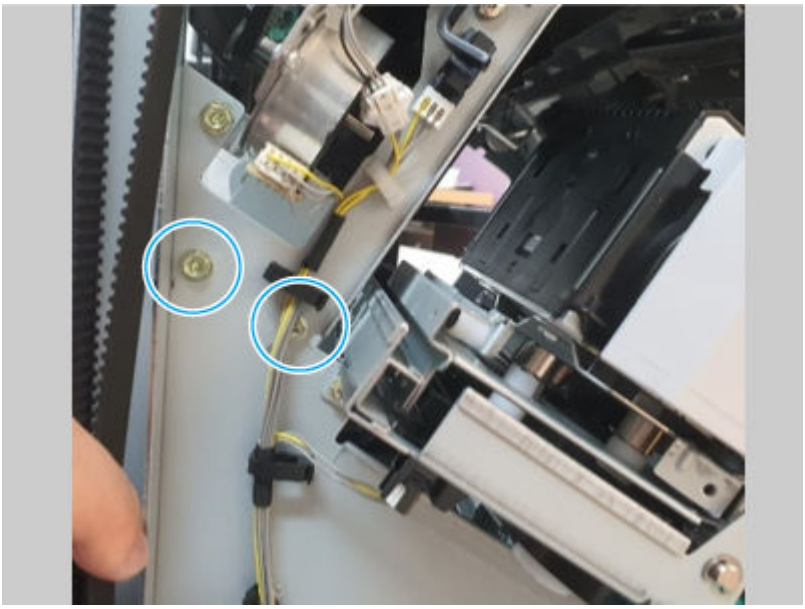
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1973 Release the tamper



2. Remove two screws (located below the front tamper).

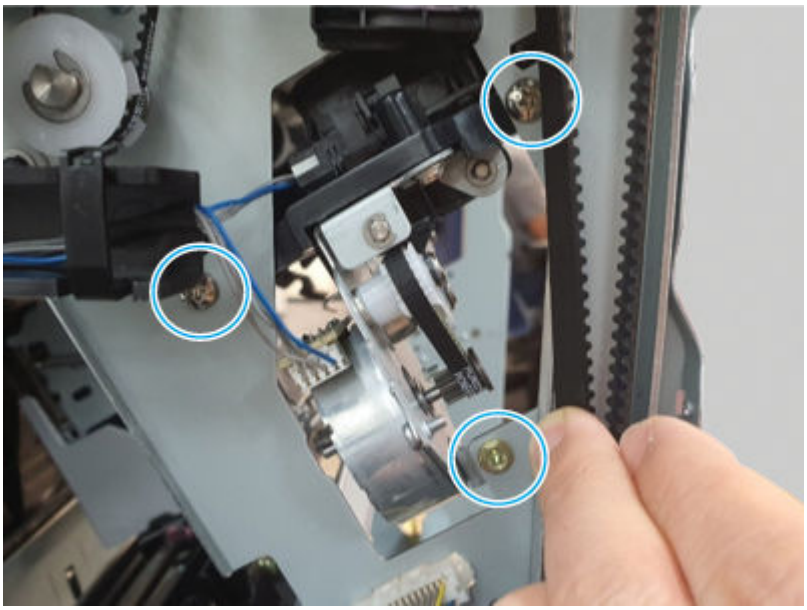
Figure 5-1974 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-1975 Release the tamper



4. Remove two screws (located below the rear tamper).

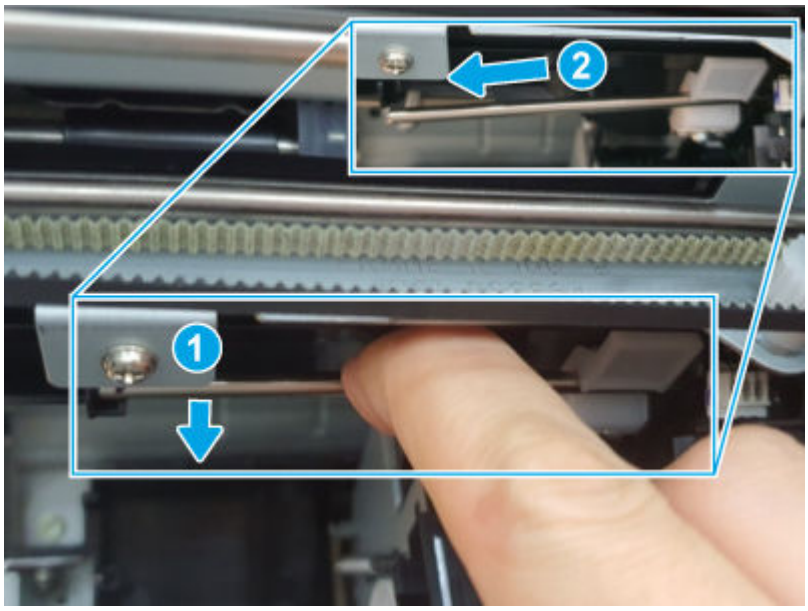
Figure 5-1976 Remove two screws

5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

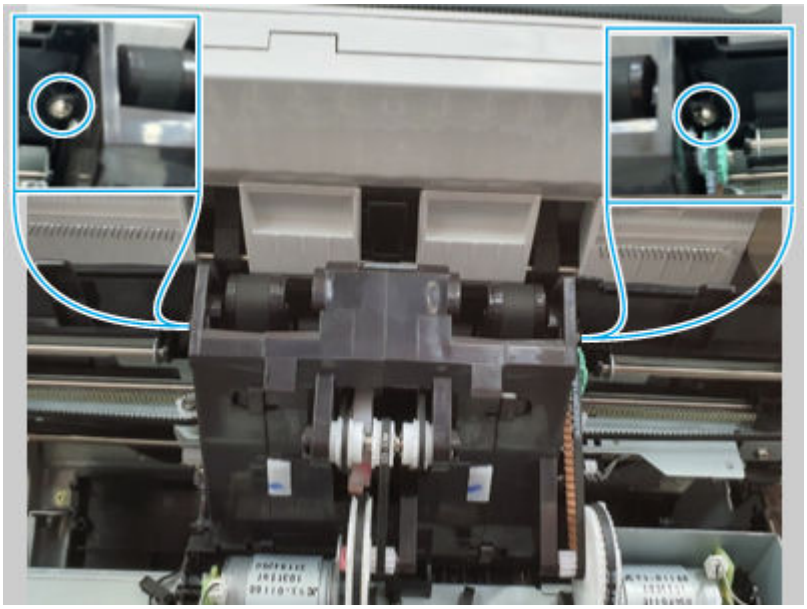
Figure 5-1977 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-1978 Remove the unit

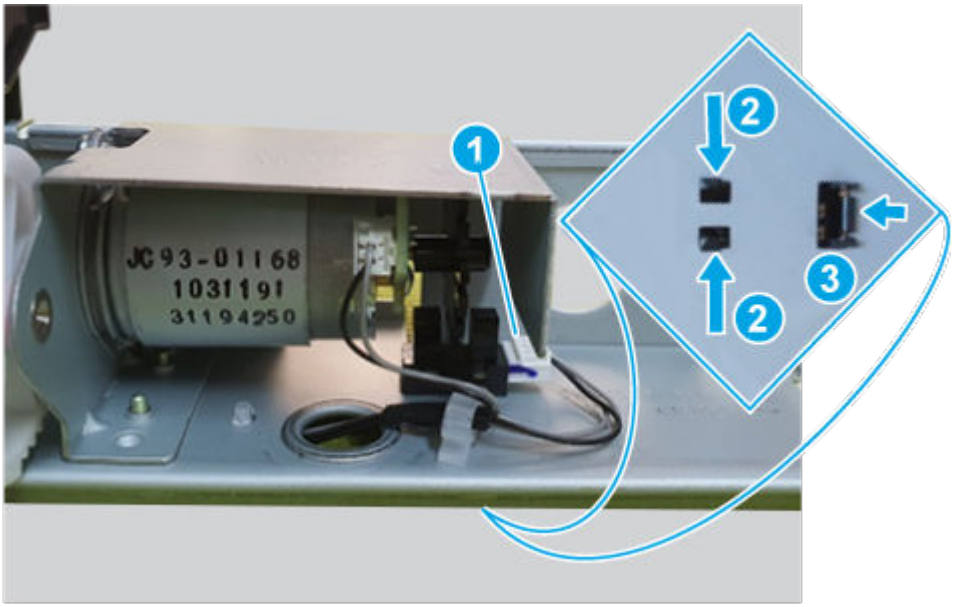


10. Remove the external finisher ejector 2 motor sensor

Use the following procedure to remove and replace the external finisher ejector 2 motor sensor.

- Do the following:
  - a. Disconnect one connector (callout 1).
  - b. Release the hooks (callout 2).
  - c. Slide the senor as shown below (callout 3)
  - d. Remove the ejector 2 motor sensor.

Figure 5-1979 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Main output tray unit

Review the external finisher main output tray unit removal procedures.

Removal and replacement: Main output tray

Learn about removing and replacing the external finisher main output tray.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-259 Part information

Part number	Part description
5QK09-40028	Main output tray

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

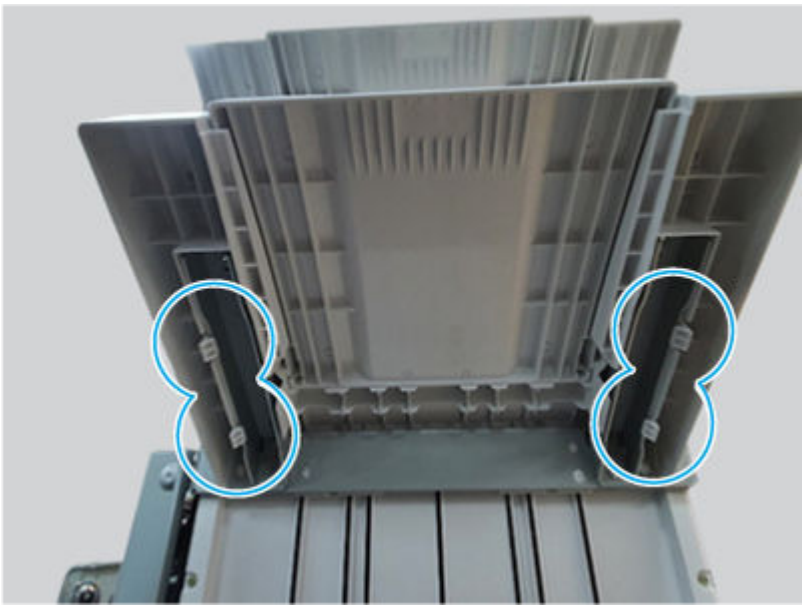
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher main output tray

Use the following procedure to remove and replace the external finisher main output tray.

- Release four hooks, and then remove the main output tray.

Figure 5-1980 Remove the tray



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray top of stack sensor

Learn about removing and replacing the external finisher main output tray top of stack sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-260 Part information

Part number	Part description
1404-001417	Tray sensor kit (Main output tray top of stack sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

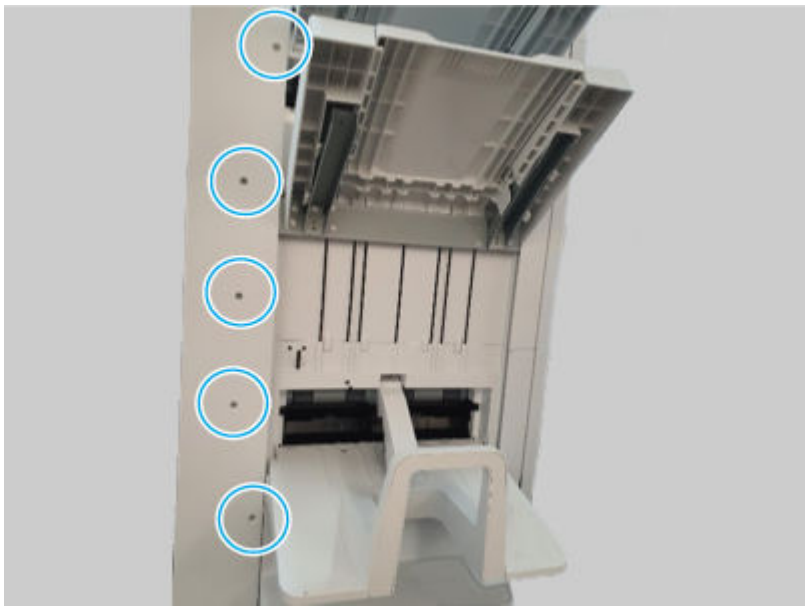
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

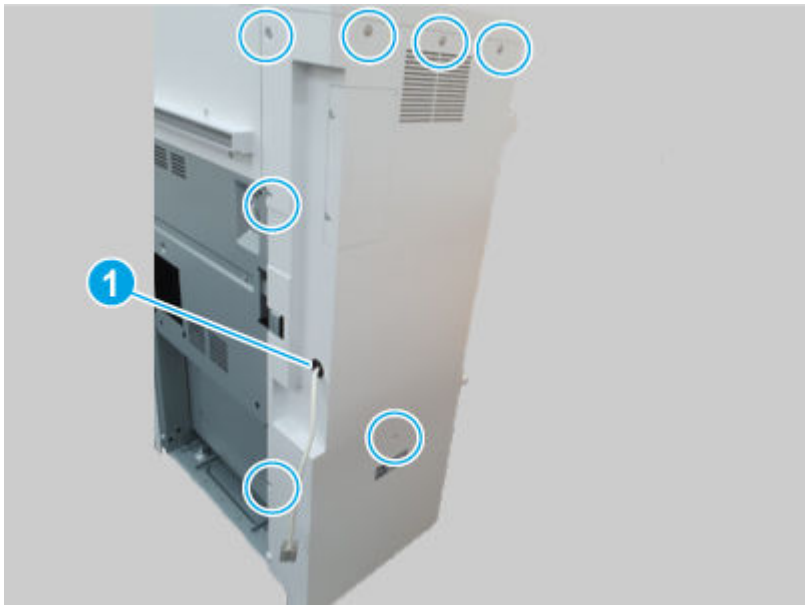
Figure 5-1981 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1982 **Remove the cover**

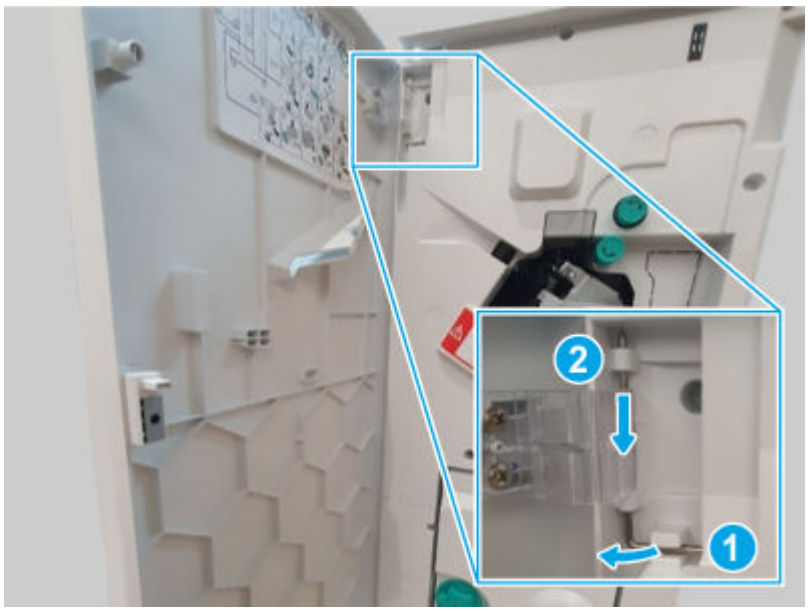


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

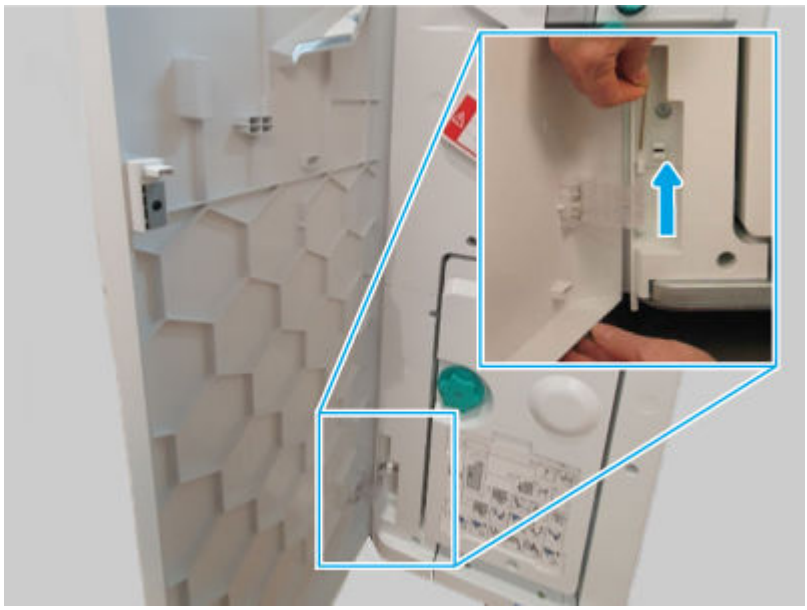
1. Release, and then remove the upper hinge pin.

Figure 5-1983 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1984 Remove the door



3. Remove the external finisher top cover

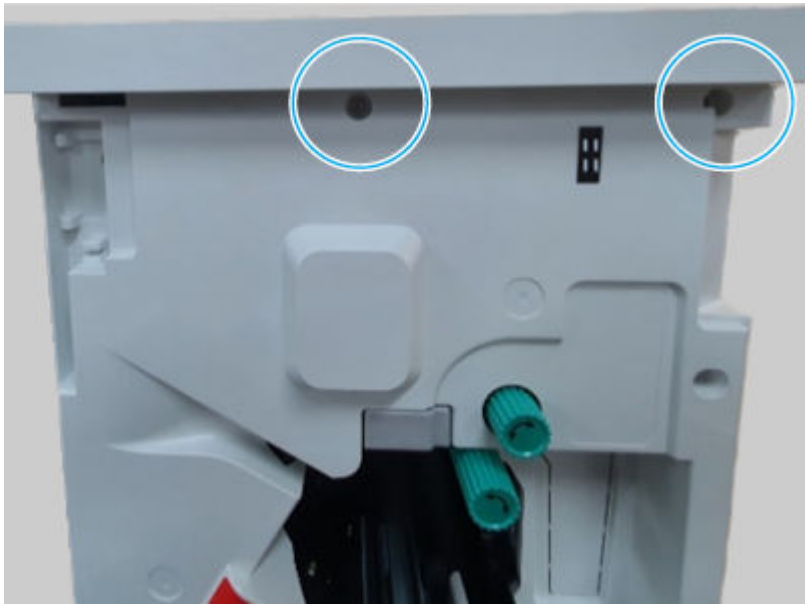
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-1985 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-1986 Remove the cover

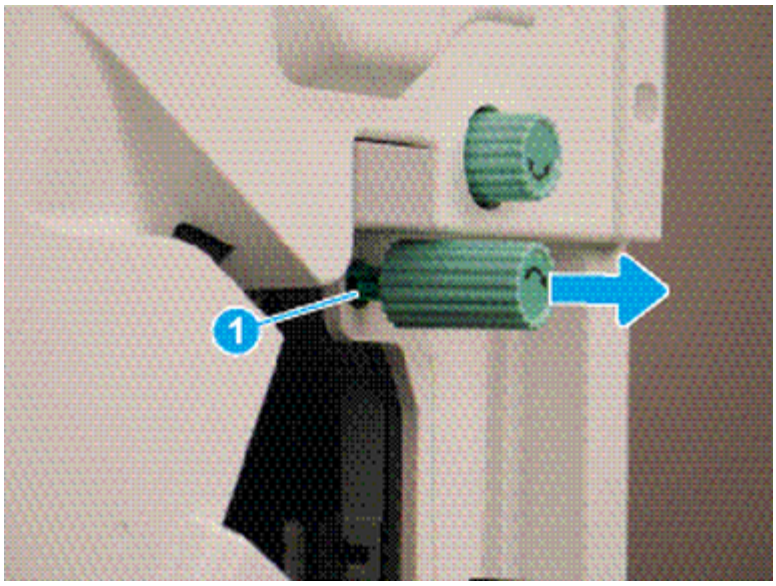


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

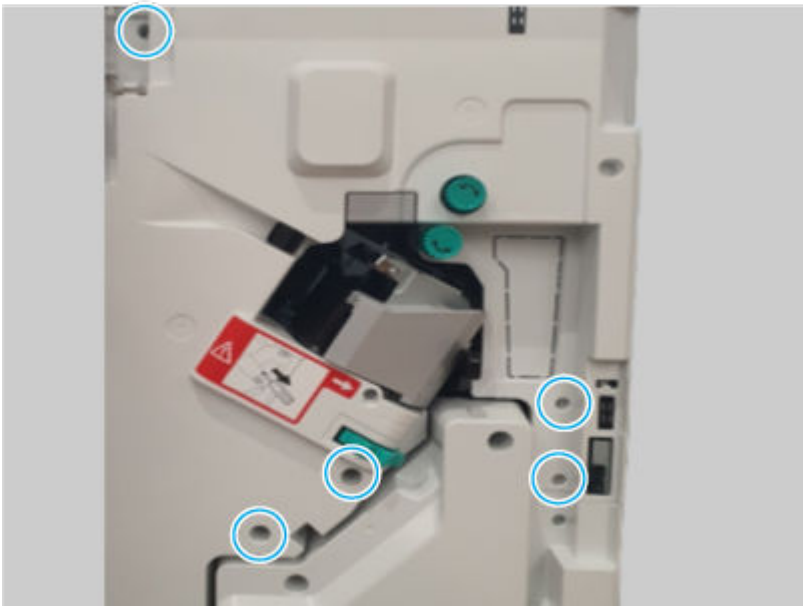
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1987 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1988 Remove the cover

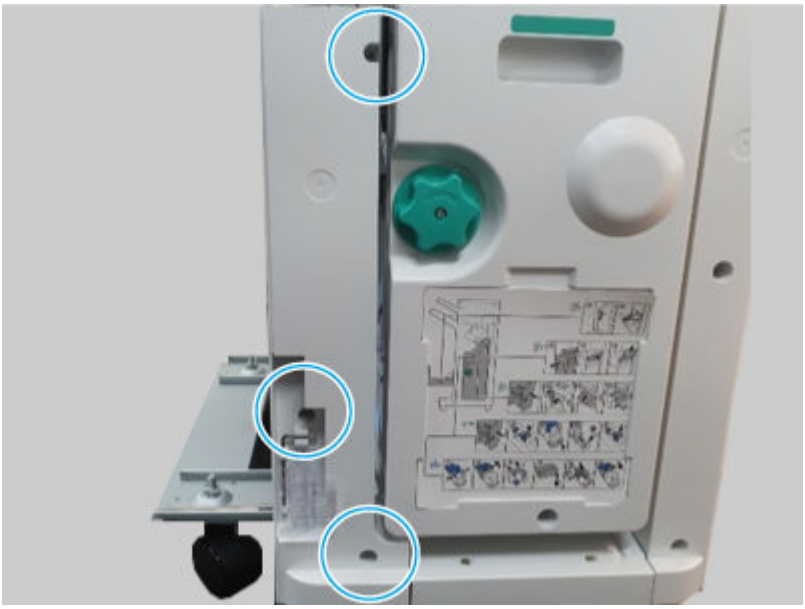


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-1989 Remove the cover



6. Remove the external finisher caster

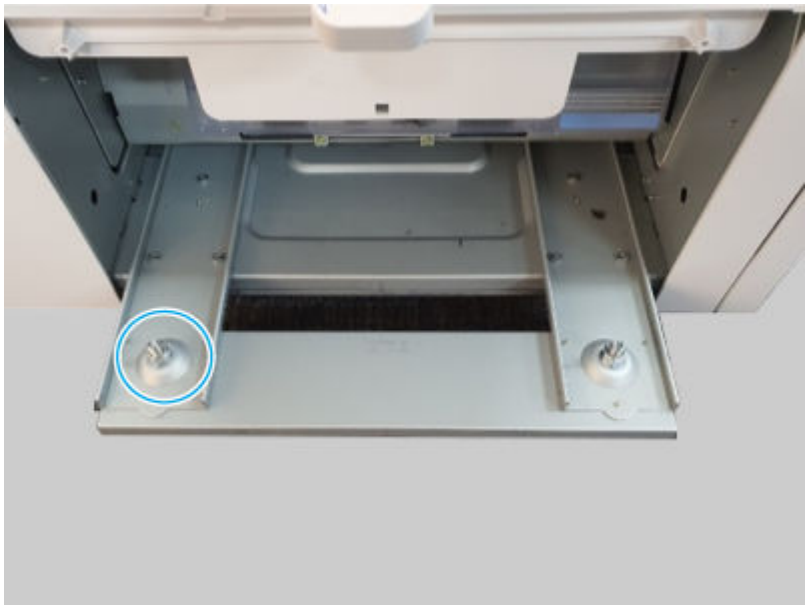
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

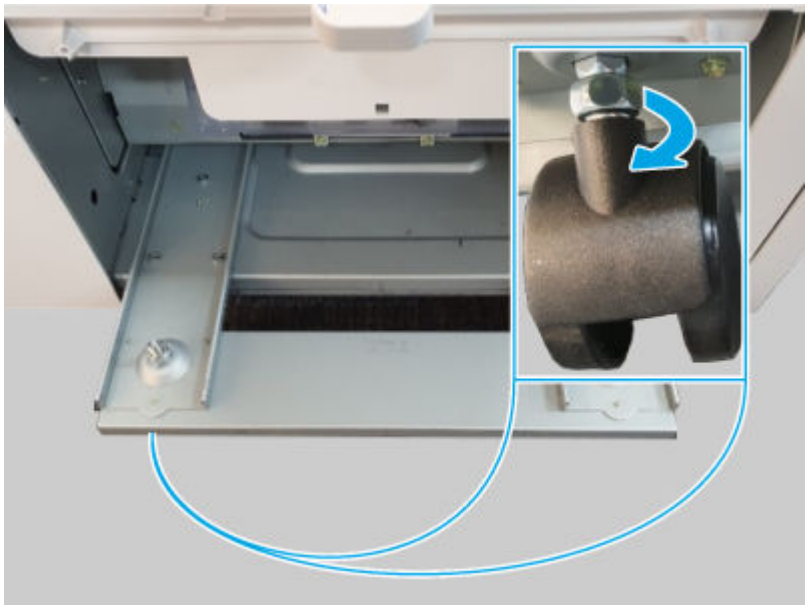
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1990 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1991 Remove the caster

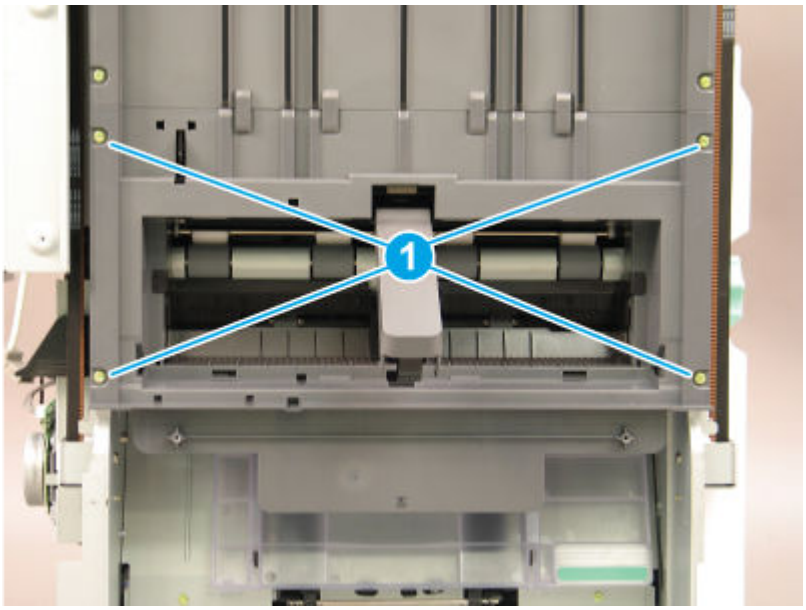


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1992 Remove four screws

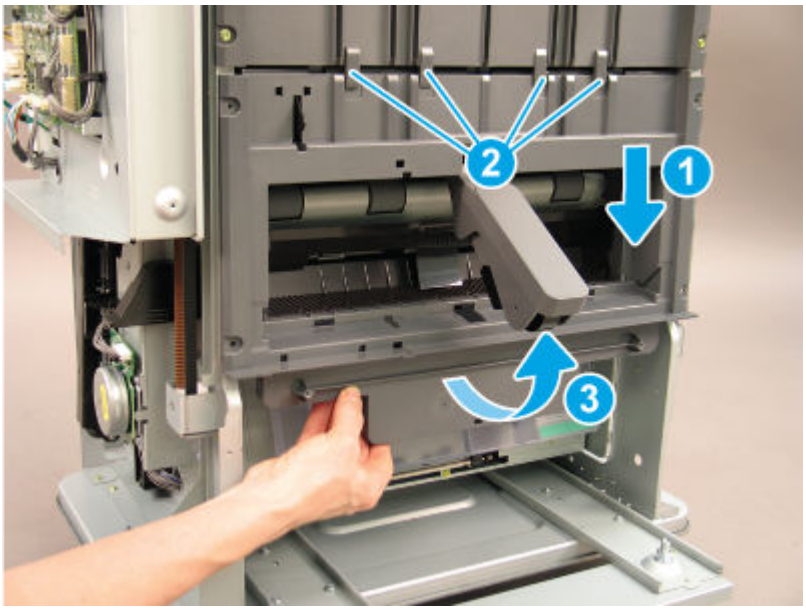


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

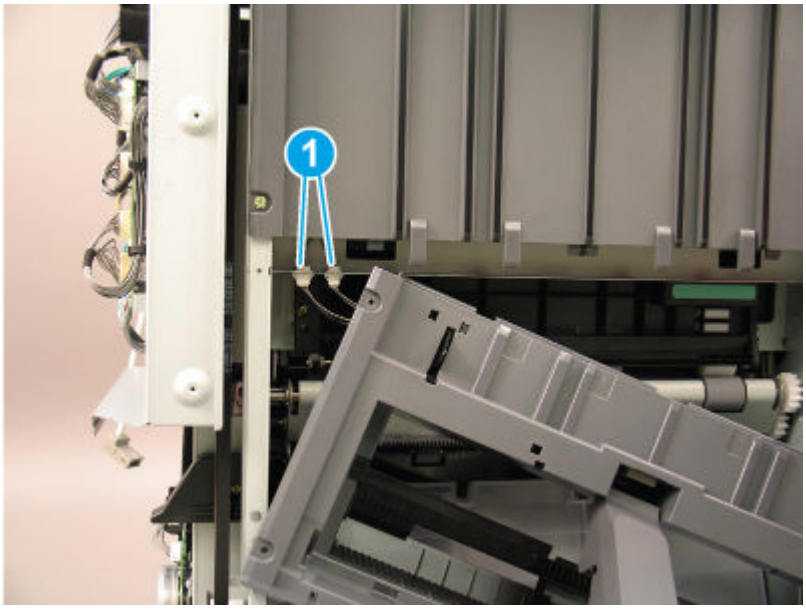
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1993 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1994 Remove the cover

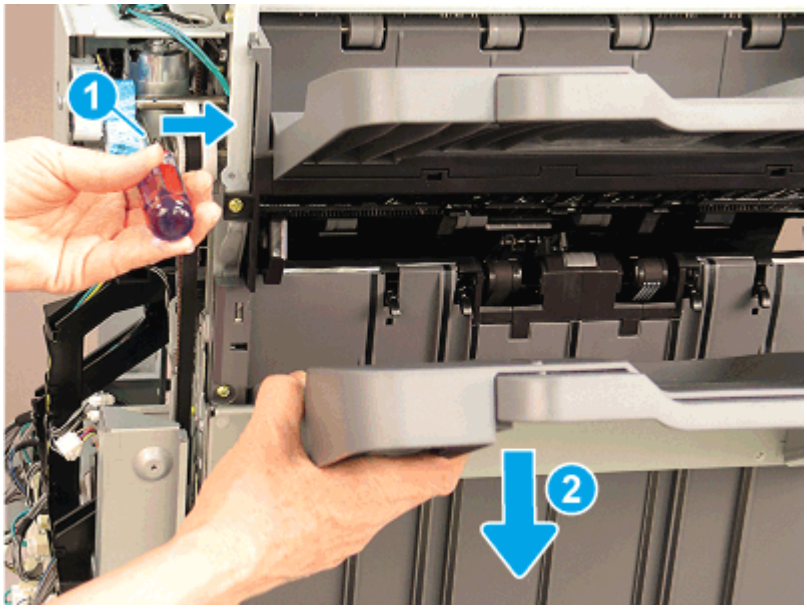


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

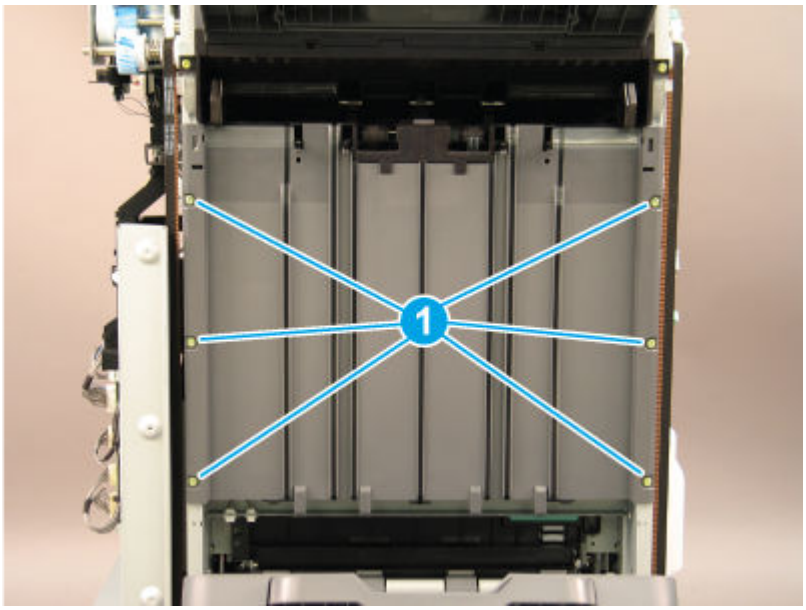
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1995 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1996 Remove six screws

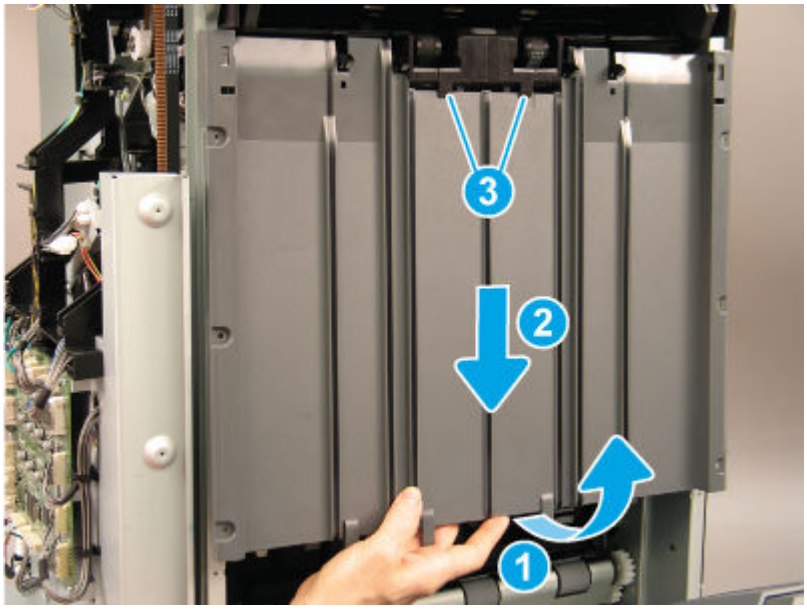


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

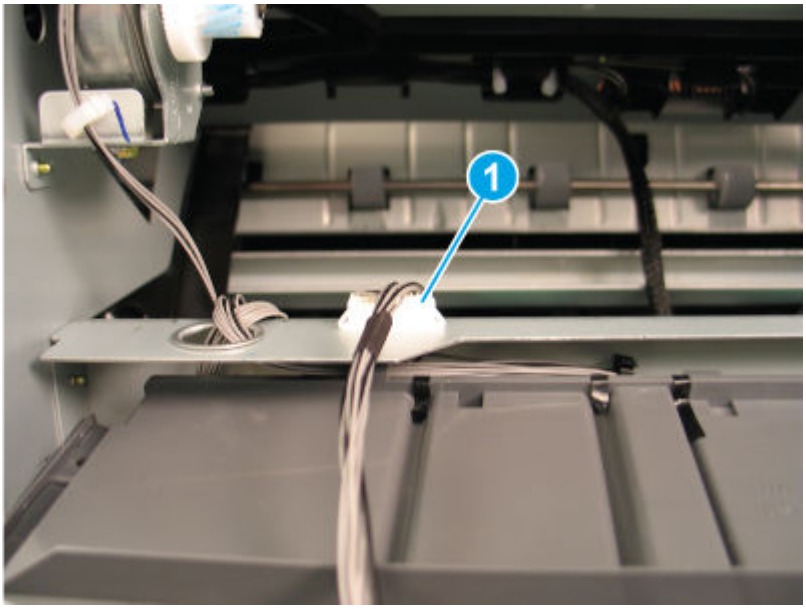
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1997 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1998 Remove the cover

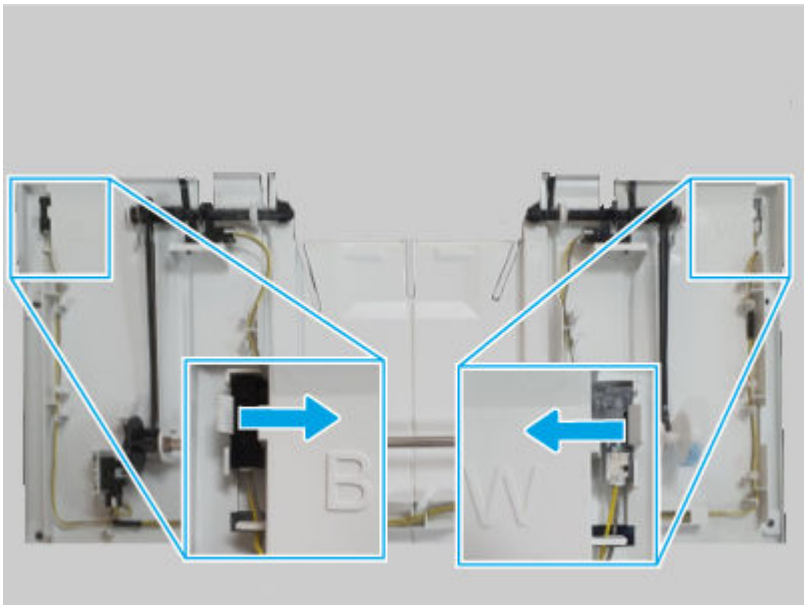


9. Remove the external finisher main output tray top of stack sensor

Use the following procedure to remove and replace the external finisher main output tray top of stack sensor.

- Release two hooks, and then remove the main output tray top of stack sensor.

Figure 5-1999 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray lower limit sensor

Learn about removing and replacing the external finisher main output tray lower limit sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-261 Part information

Part number	Part description
0604-001415	Photo interrupter (Main output tray lower limit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

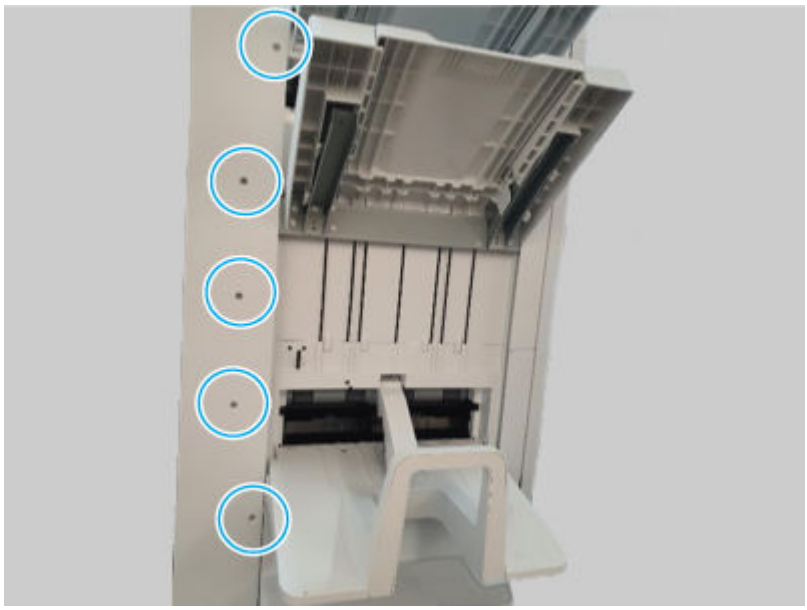
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

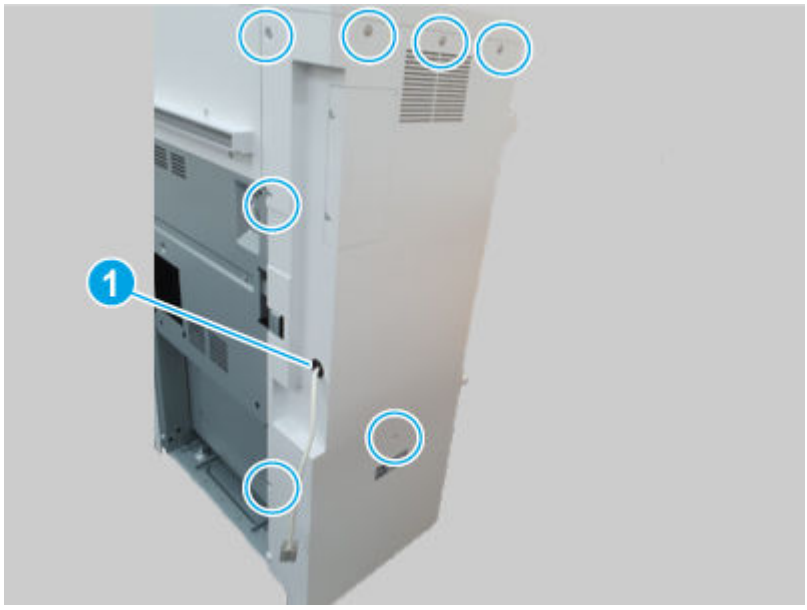
Figure 5-2000 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2001 Remove the cover

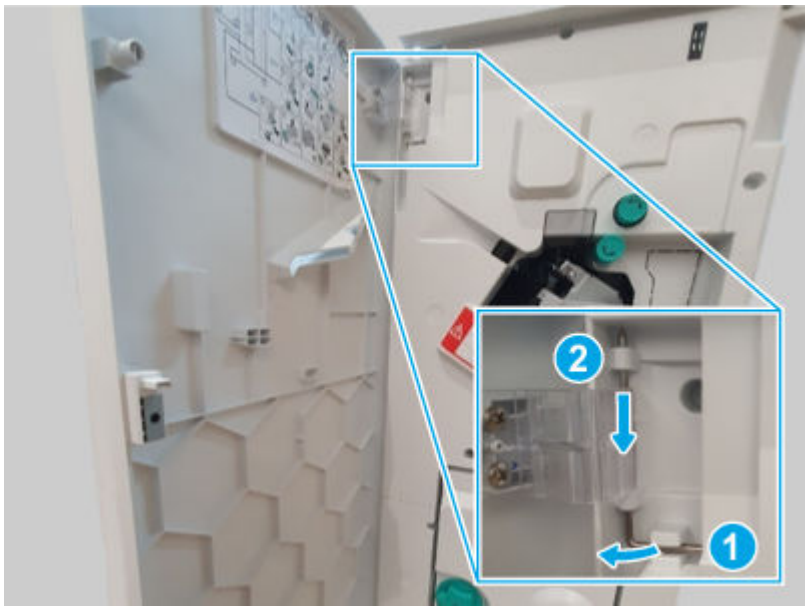


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

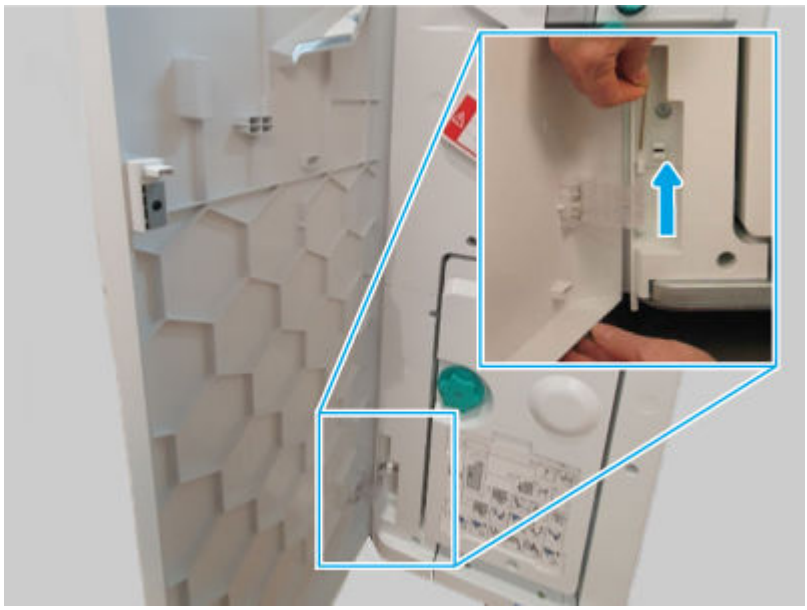
1. Release, and then remove the upper hinge pin.

Figure 5-2002 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2003 Remove the door



3. Remove the external finisher top cover

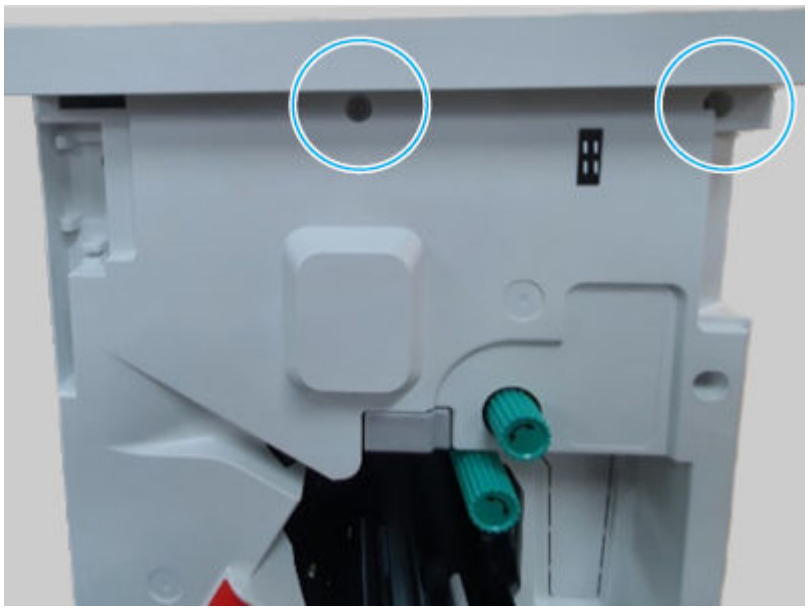
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2004 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2005 Remove the cover

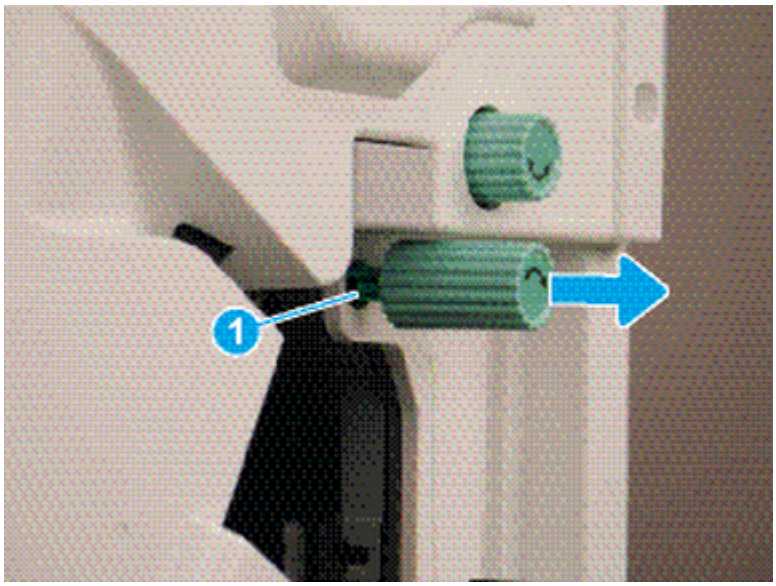


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

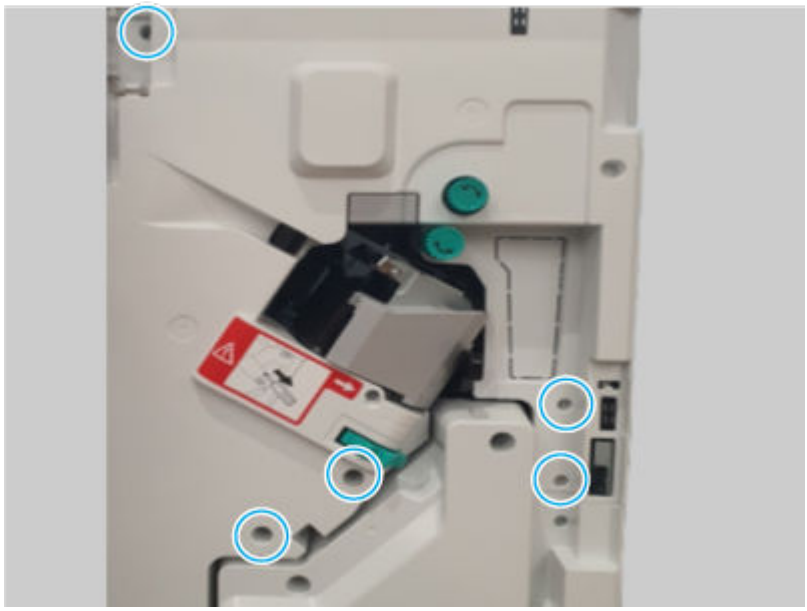
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2006 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2007 Remove the cover



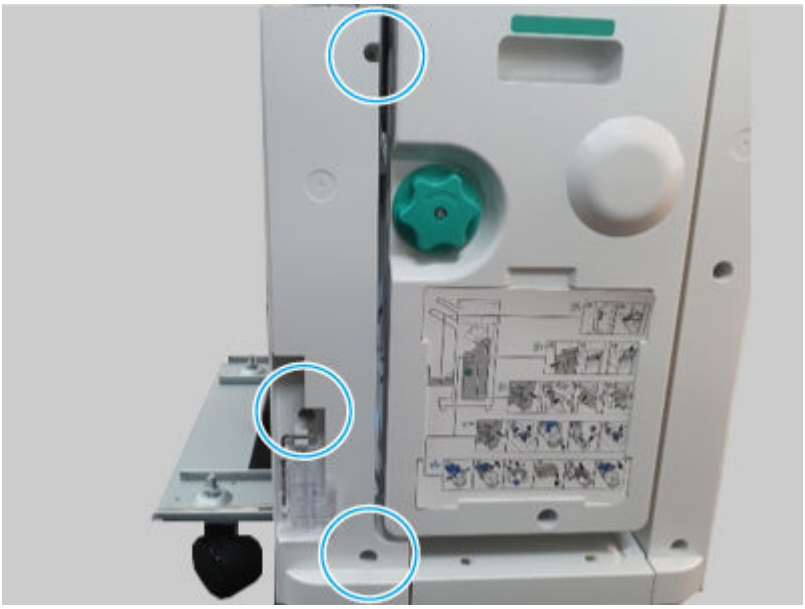
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2008 Remove the cover



6. Remove the external finisher caster

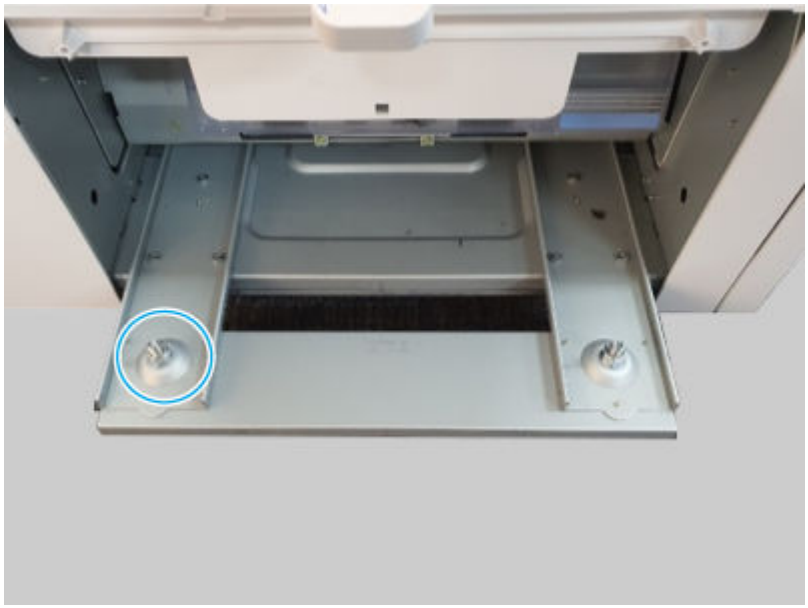
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

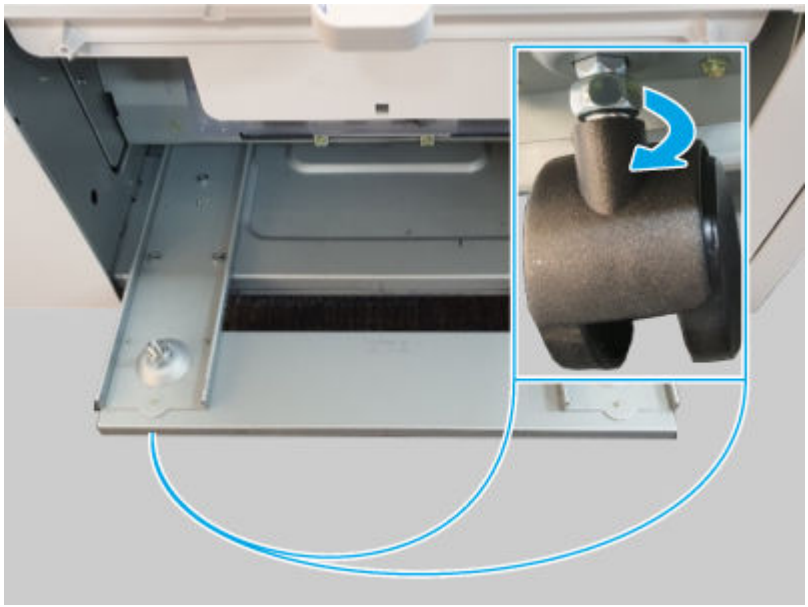
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2009 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2010 Remove the caster

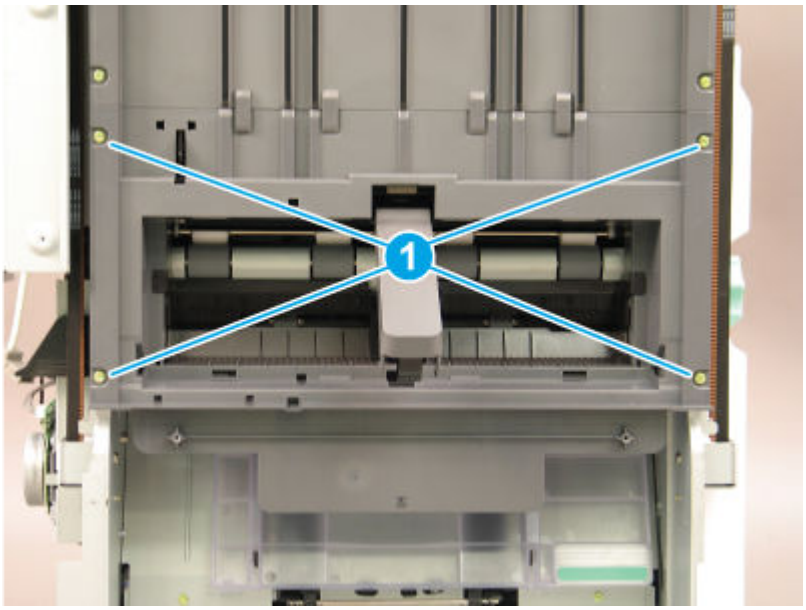


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2011 Remove four screws

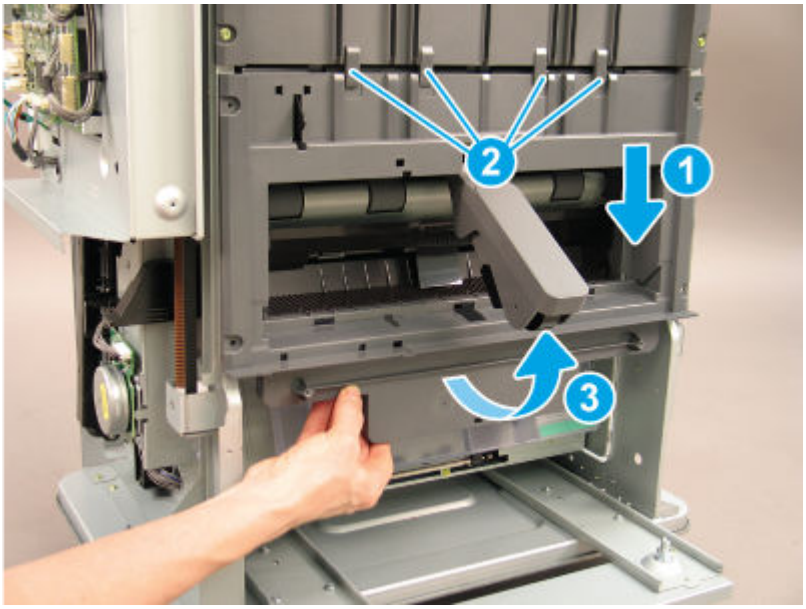


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

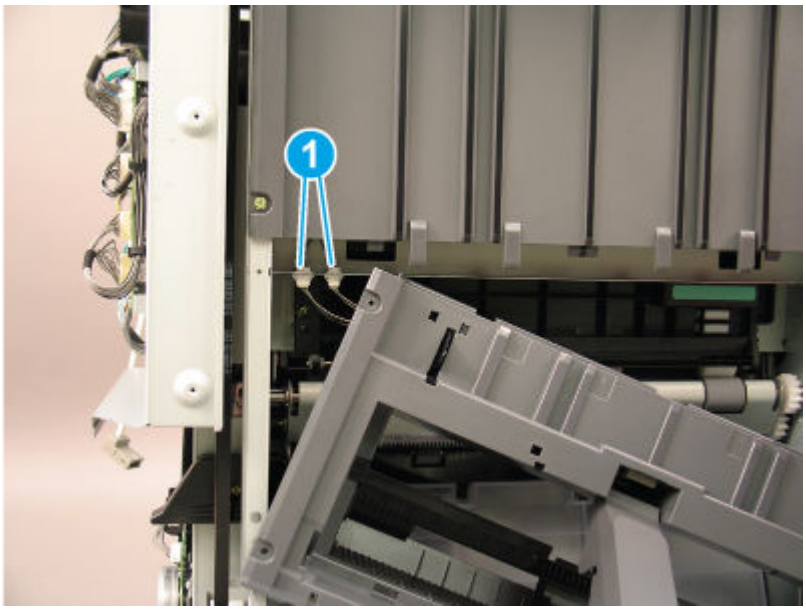
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2012 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2013 Remove the cover

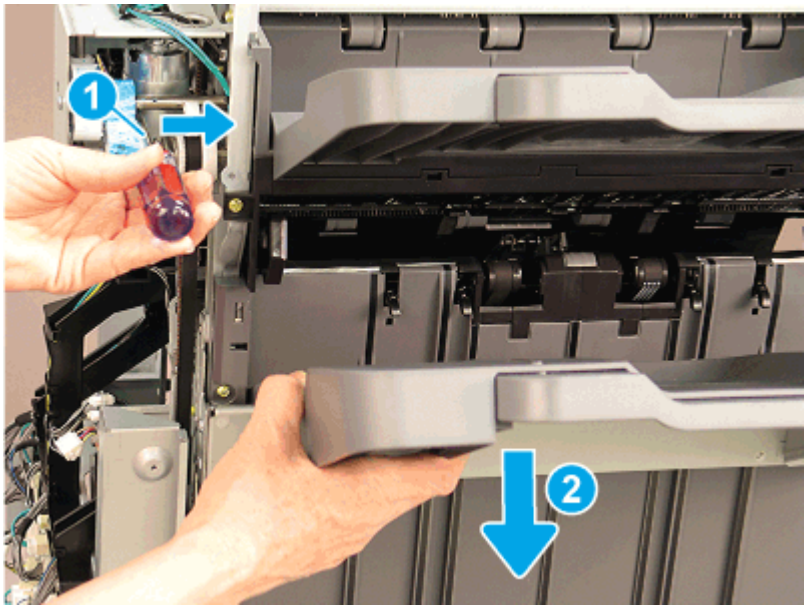


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

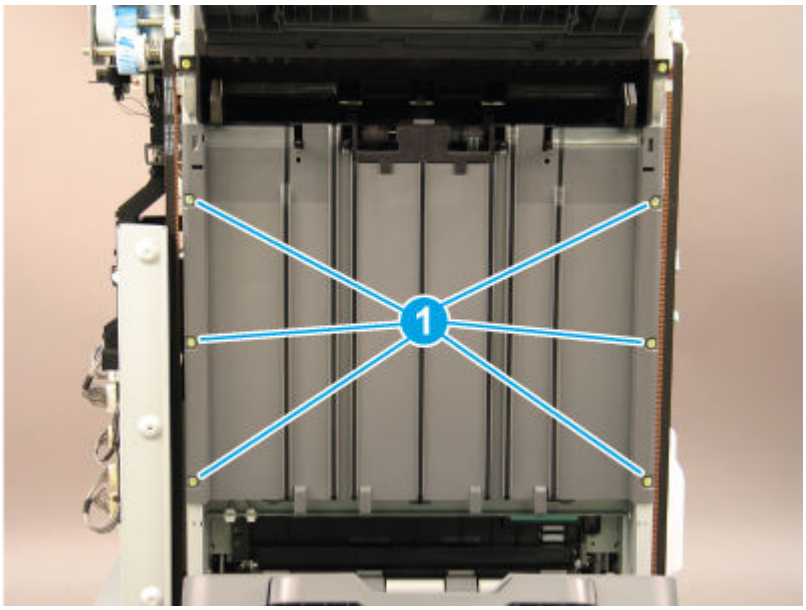
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2014 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2015 Remove six screws

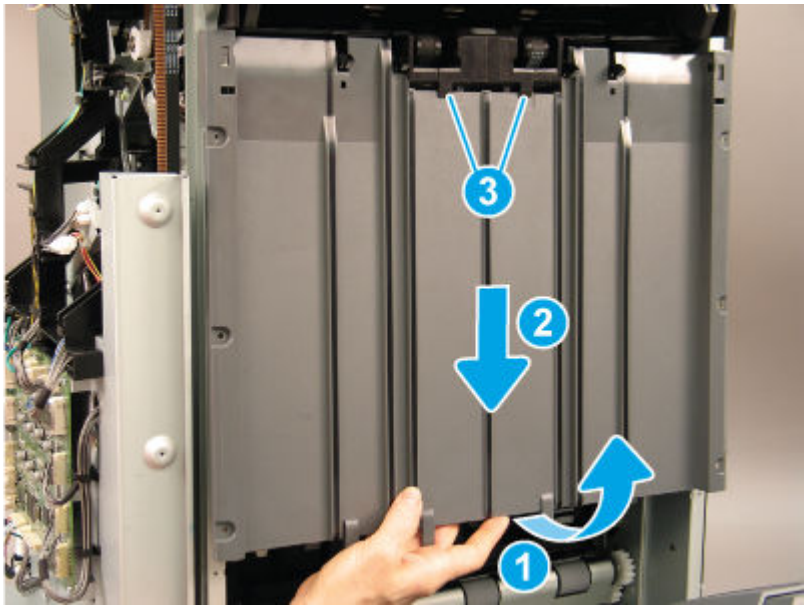


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

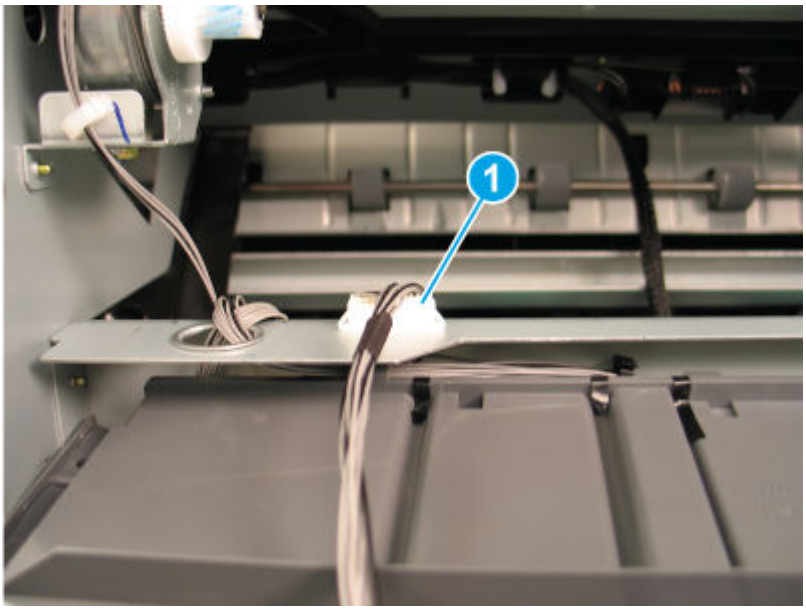
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2016 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2017 Remove the cover

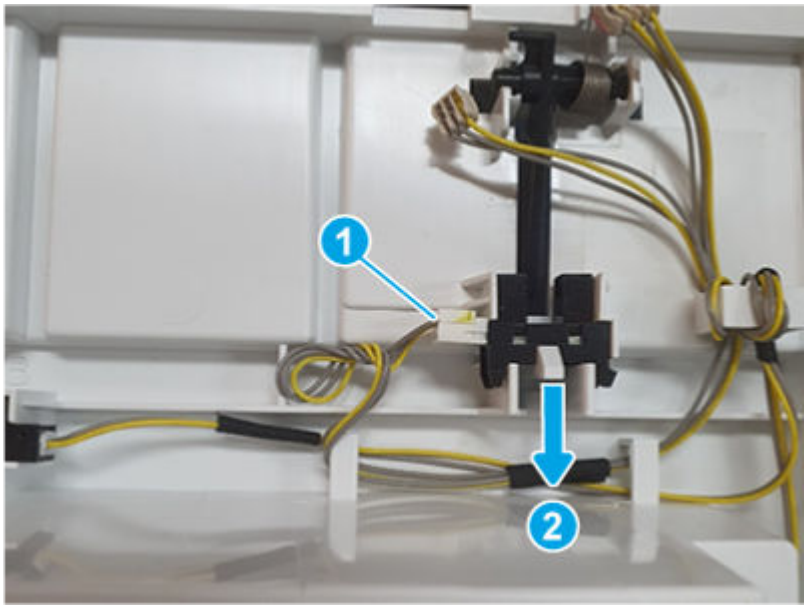


9. Remove the external finisher main output tray lower limit sensor

Use the following procedure to remove and replace the external finisher main output tray lower limit sensor.

- Disconnect one connector (callout 1), release one hook, and then remove the main output tray lower limit sensor.

Figure 5-2018 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray motor sensor

Learn about removing and replacing the external finisher main output tray motor sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-262 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Main output tray motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

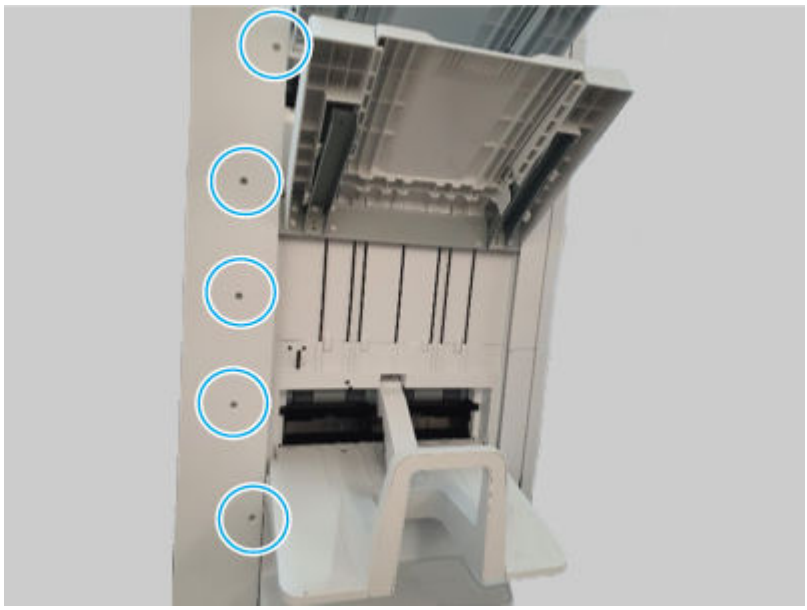
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

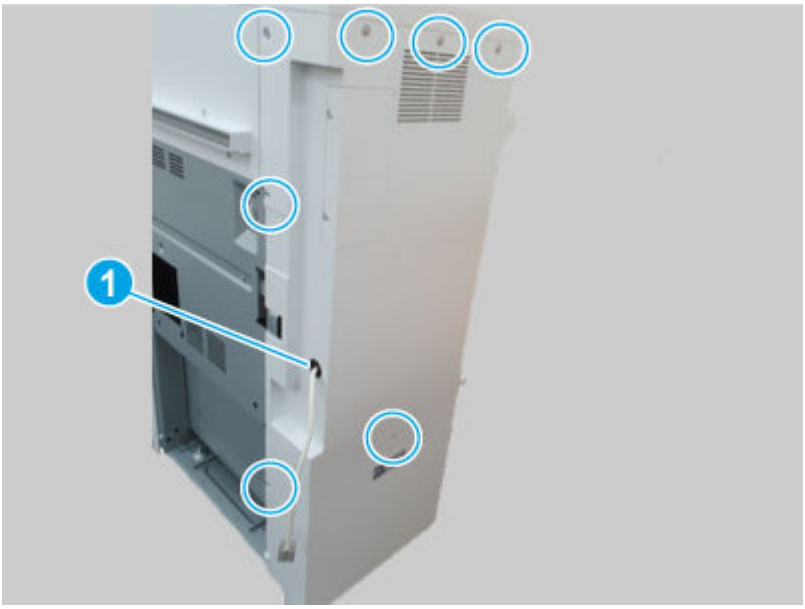
Figure 5-2019 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2020 Remove the cover

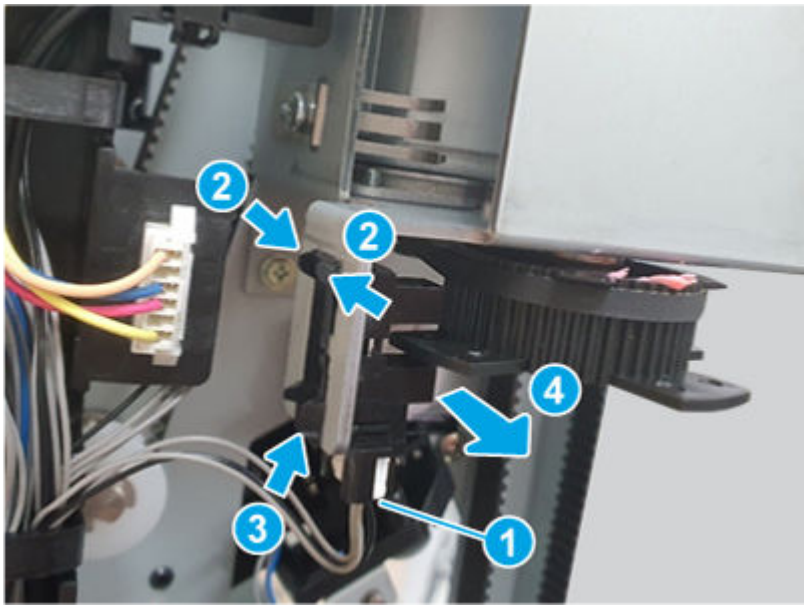


2. Remove the external finisher main output tray motor sensor

Use the following procedure to remove and replace the external finisher main output tray motor sensor.

- Do the following:
  - a. Disconnect one connector (callout 1).
  - b. Release the hooks (callout 2).
  - c. Slide the senor as shown below (callout 3)
  - d. Remove the main output tray motor sensor (callout 4).

Figure 5-2021 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray motor drive assembly

Learn about removing and replacing the external finisher main output tray motor drive assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-263 Part information

Part number	Part description
JC90-01415B	Main output tray motor drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

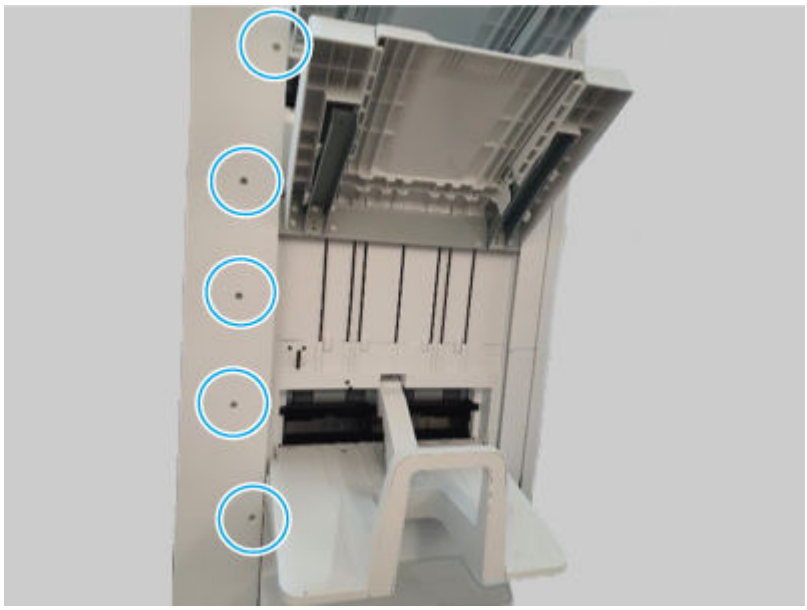
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

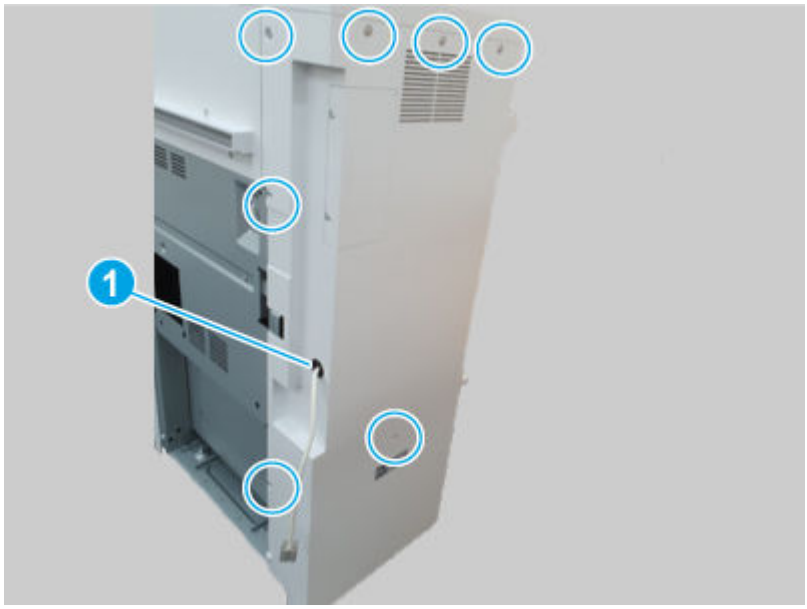
Figure 5-2022 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2023 Remove the cover

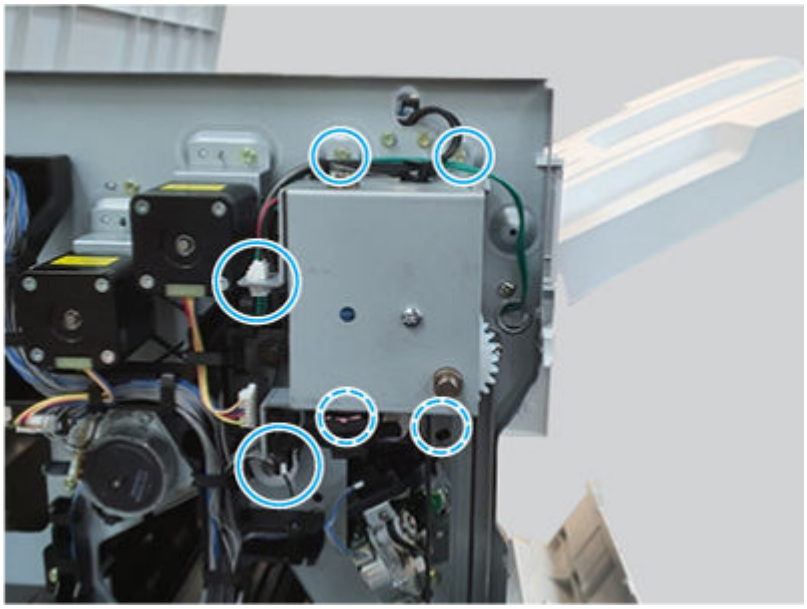


2. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-2024 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray top of stack switch

Learn about removing and replacing the external finisher main output tray top of stack switch.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-264 Part information

Part number	Part description
JC82-01039A	Tray sensor kit (Main output tray top of stack switch)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

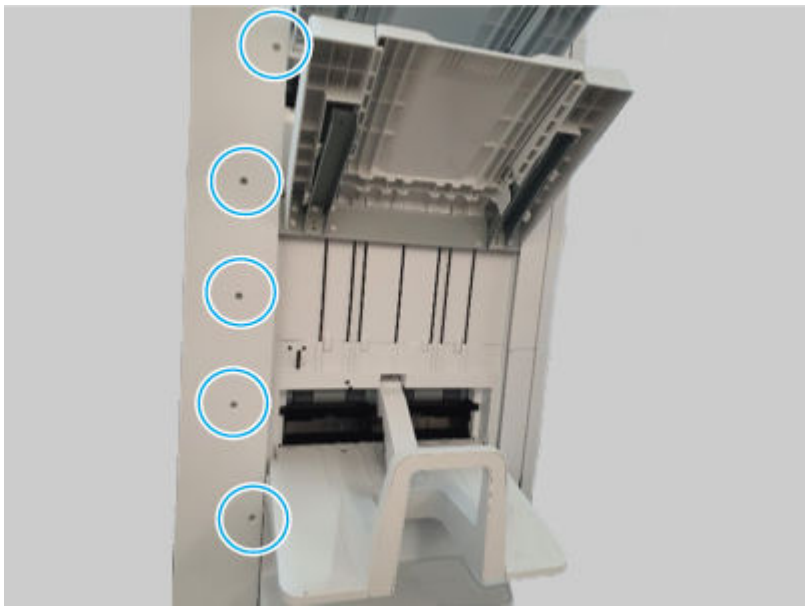
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

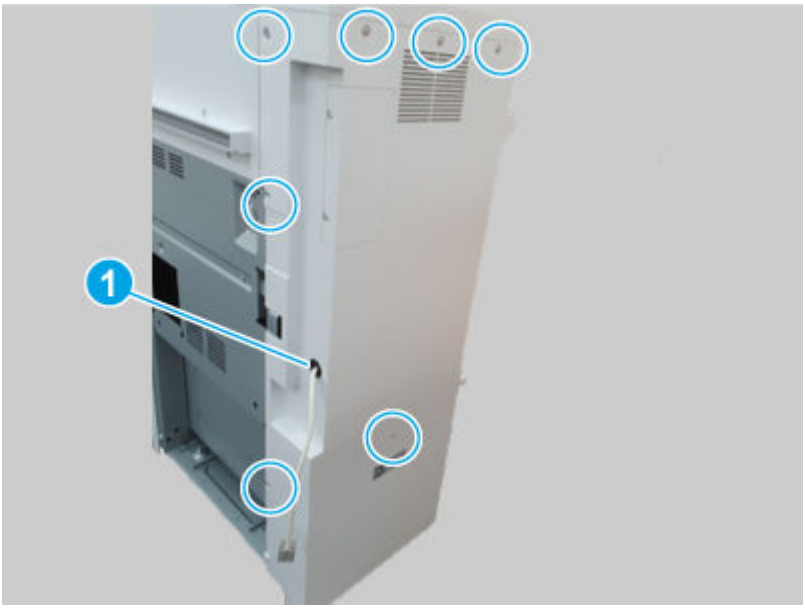
Figure 5-2025 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2026 Remove the cover

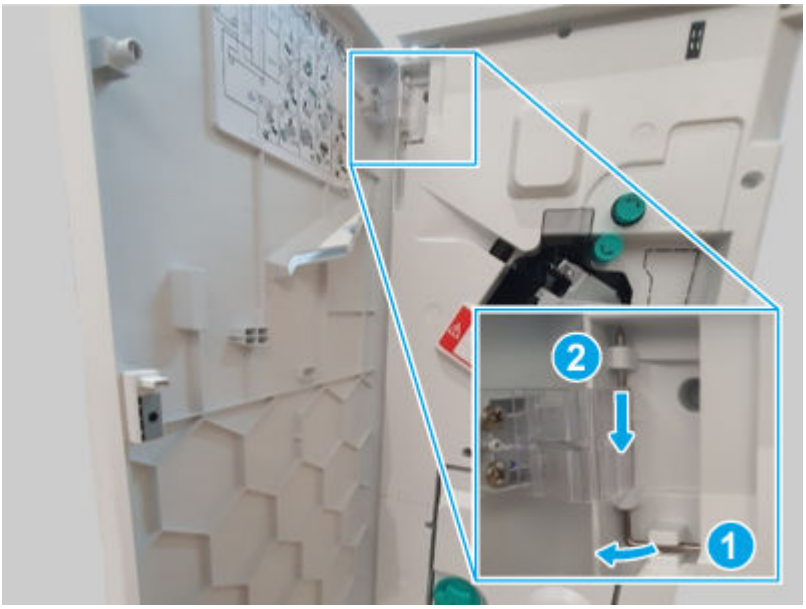


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

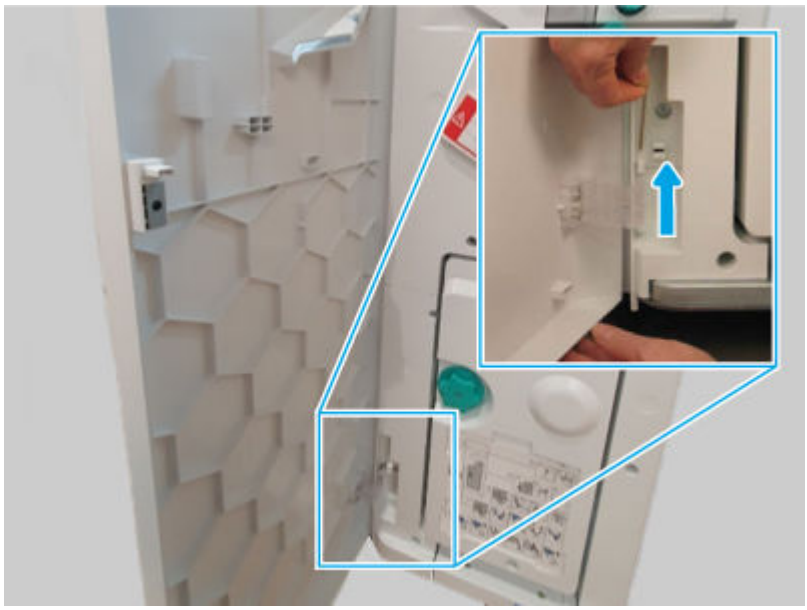
1. Release, and then remove the upper hinge pin.

Figure 5-2027 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2028 Remove the door



3. Remove the external finisher top cover

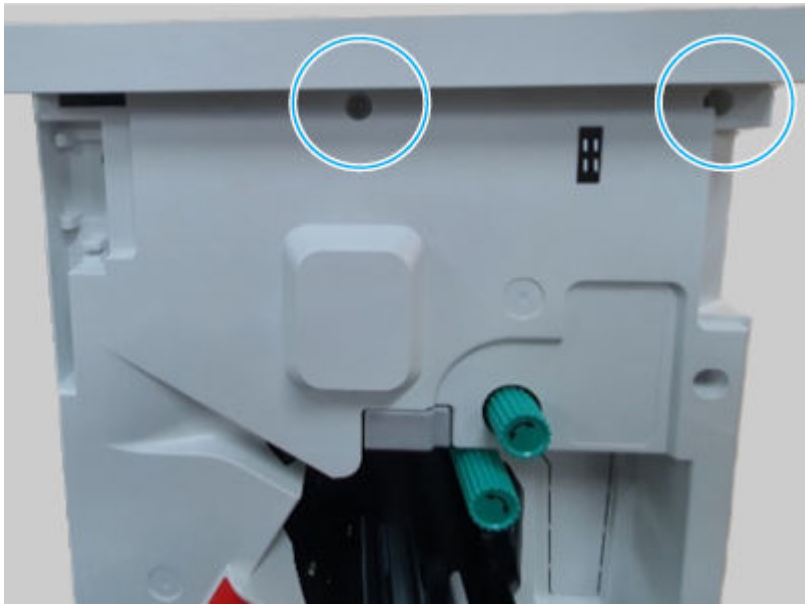
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2029 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2030 Remove the cover

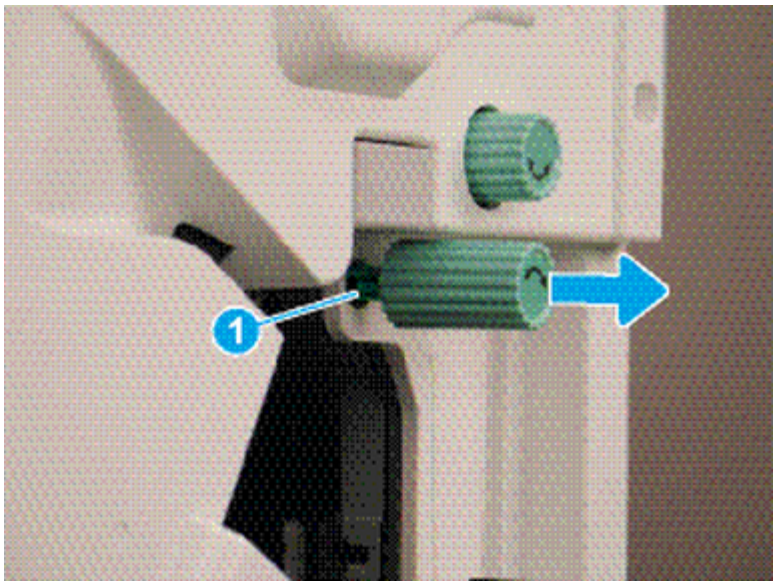


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

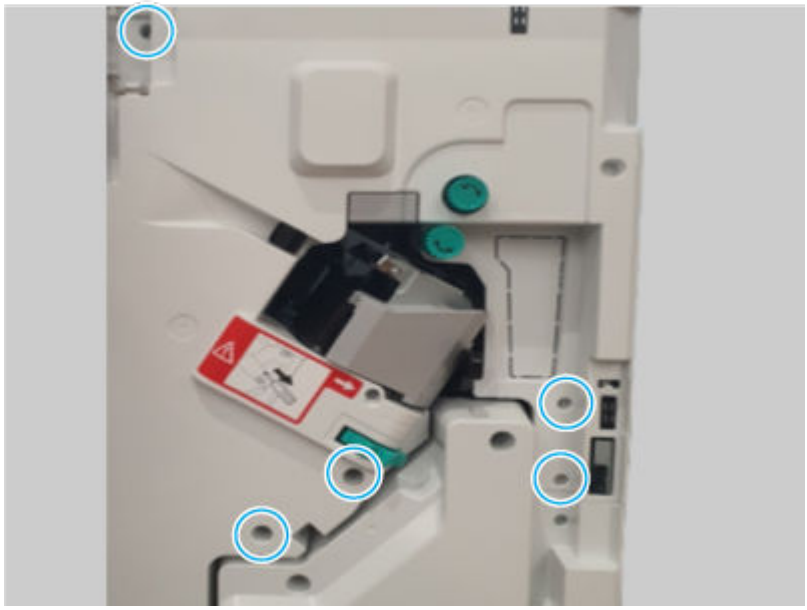
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2031 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2032 Remove the cover

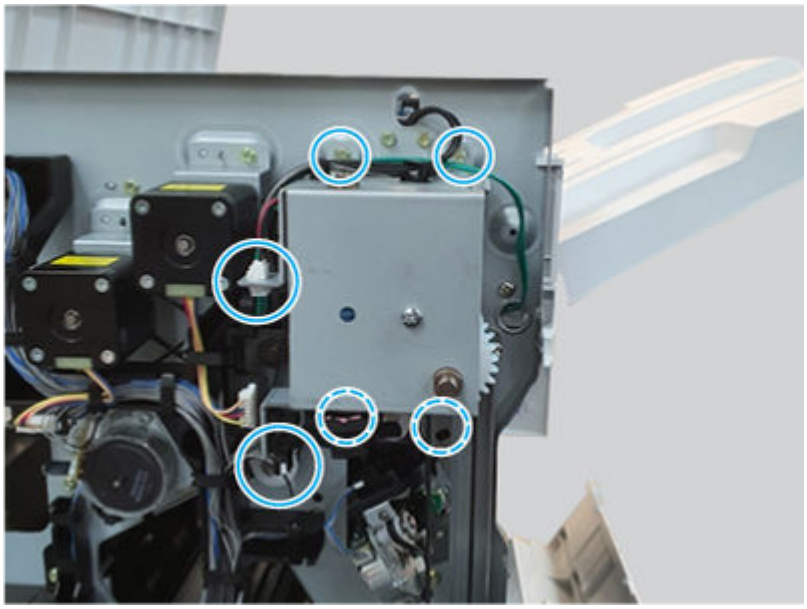


5. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-2033 Remove the sensor



6. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

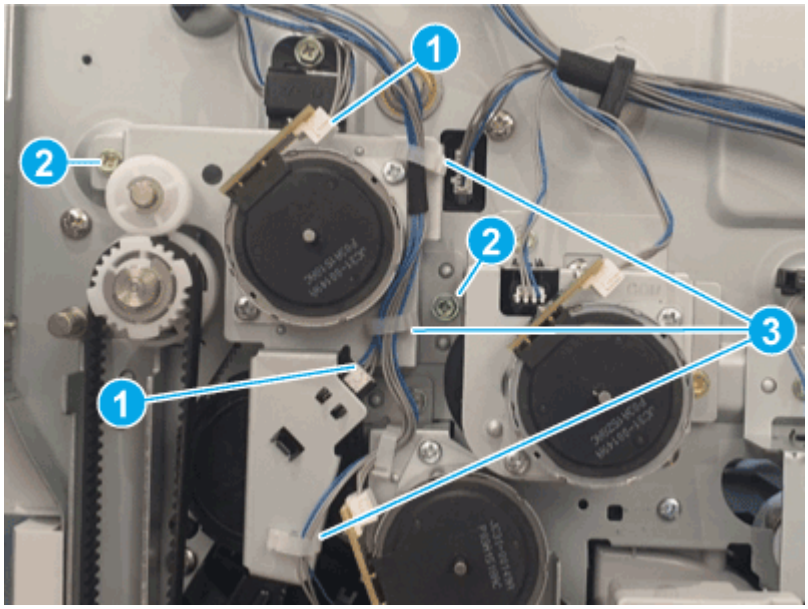
- Do the following:

  a. Disconnect two connectors (callout 1).

  b. Remove two screws (callout 2).

  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-2034 Remove the assembly

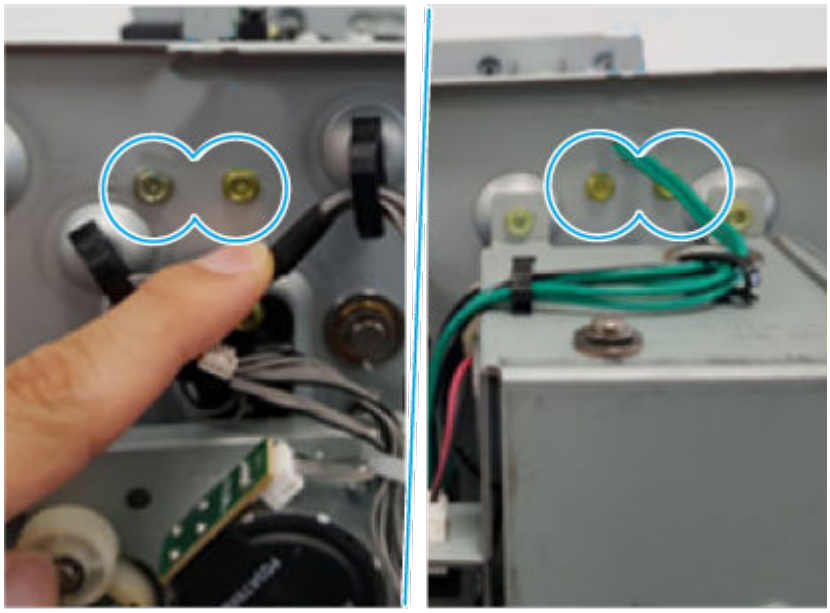


7. Remove the external finisher main output tray top of stack switch

Use the following procedure to remove and replace the external finisher main output tray top of stack switch.

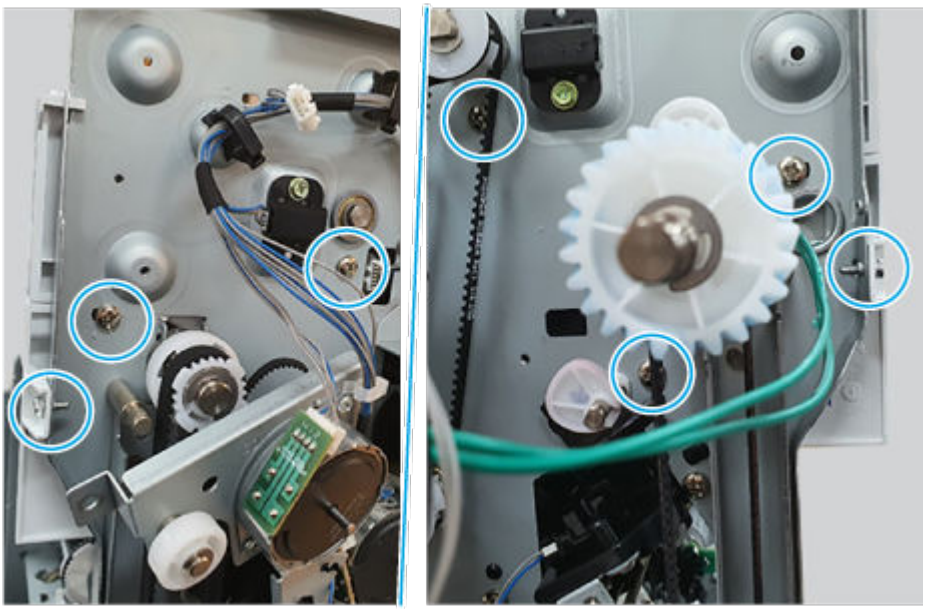
1. Remove four screws, and then remove the frame cover.

Figure 5-2035 Remove the cover



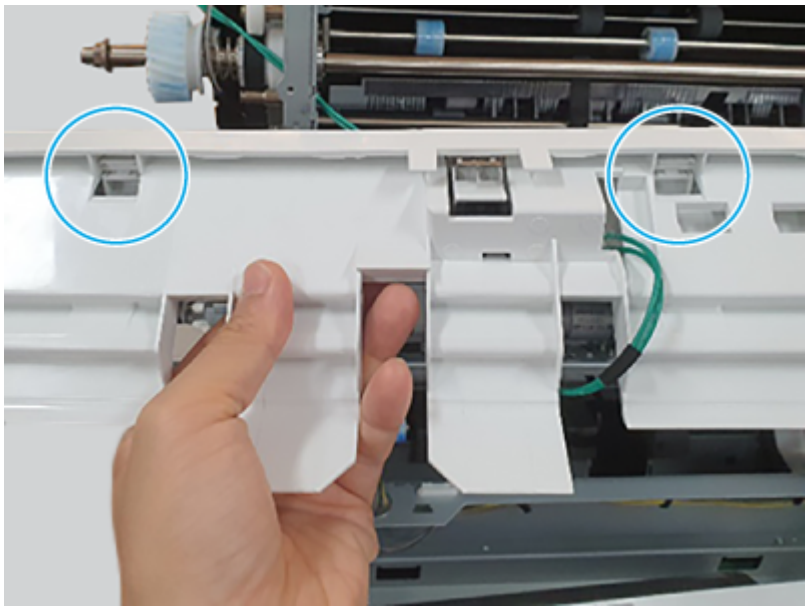
2. Remove seven screws, and then remove the top output tray.

Figure 5-2036 Remove the tray



3. Release two hooks.

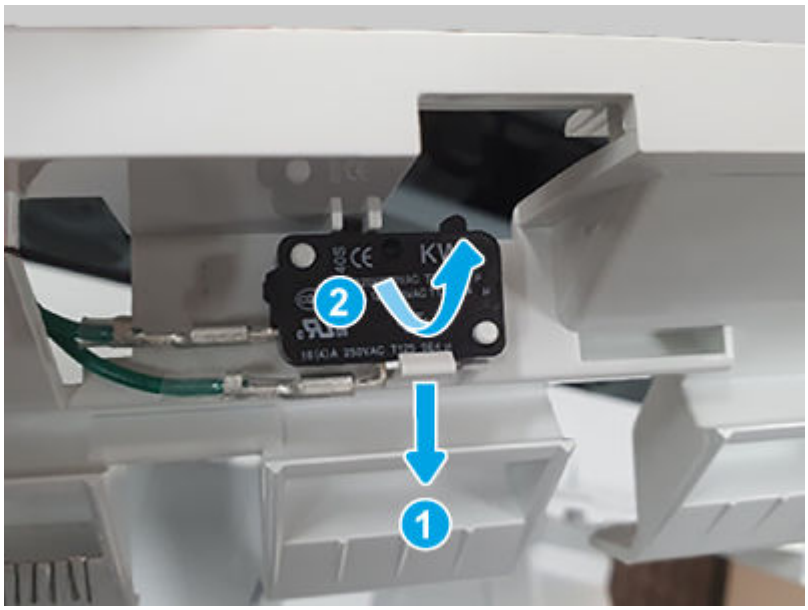
Figure 5-2037 Release two hooks



4. Release one hook, and then separate the senor from the assembly.

CAUTION: Do not attempt to completely remove the switch. It is still attached to the finisher by a wire harness and connector.

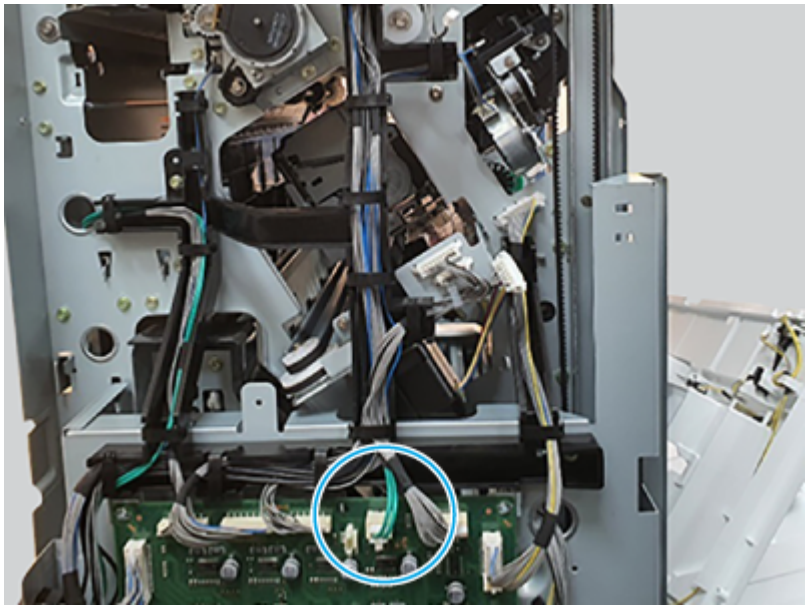
Figure 5-2038 Release the sensor



5. Disconnect one connector, and then remove the main output tray top of stack switch.

NOTE: Release the switch wire harness from the retainers as needed to remove the switch.

Figure 5-2039 Remove the switch



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Paper holding unit

Review the external finisher paper holding unit removal procedures.

Removal and replacement: Front and rear paper holding sensor

Learn about removing and replacing the external finisher front and rear paper holding sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-265 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Front paper holding sensor)
3SJ00-60110	Photo interrupter (Rear paper holding sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

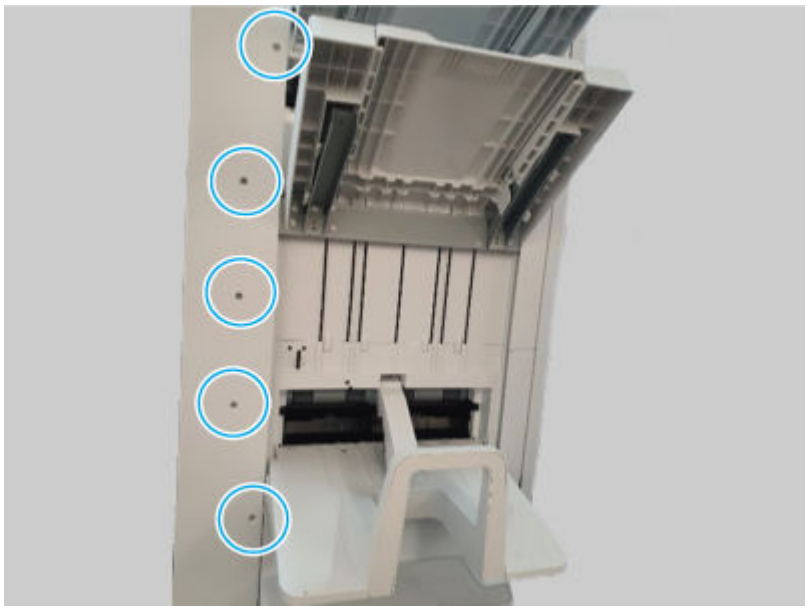
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

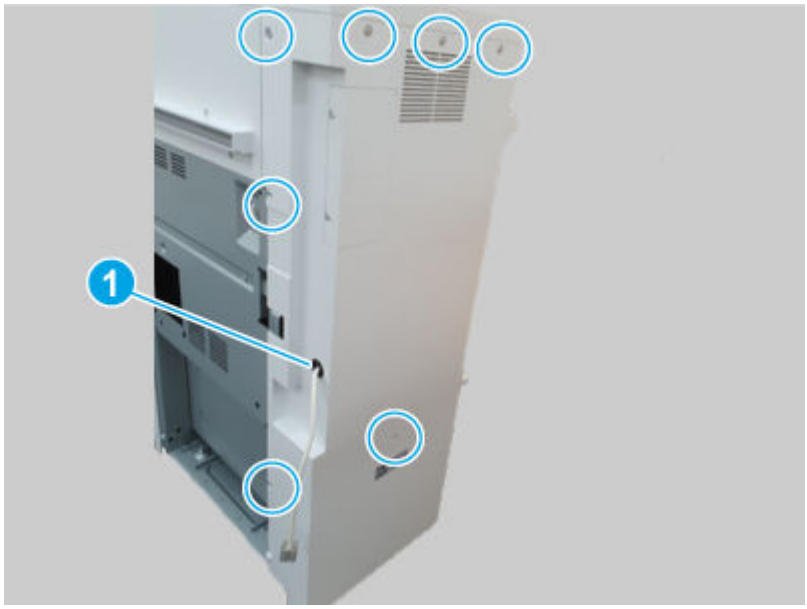
Figure 5-2040 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2041 Remove the cover

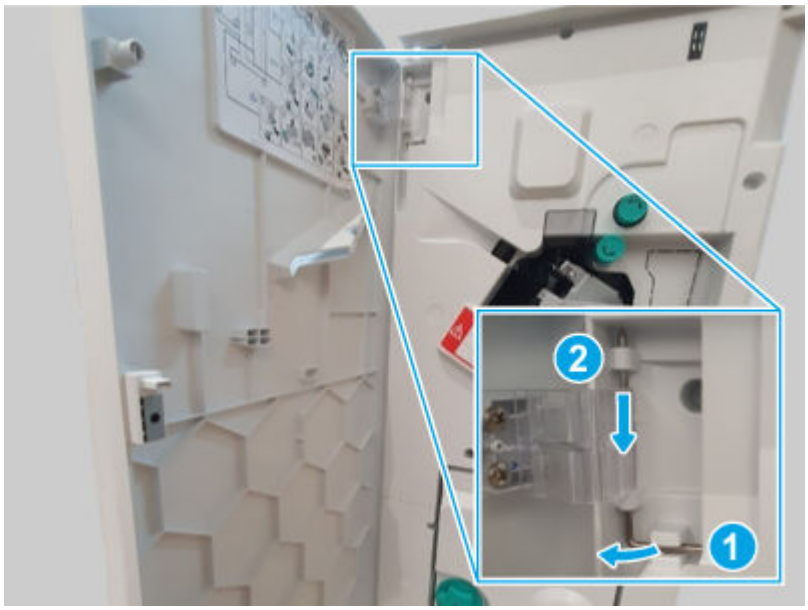


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

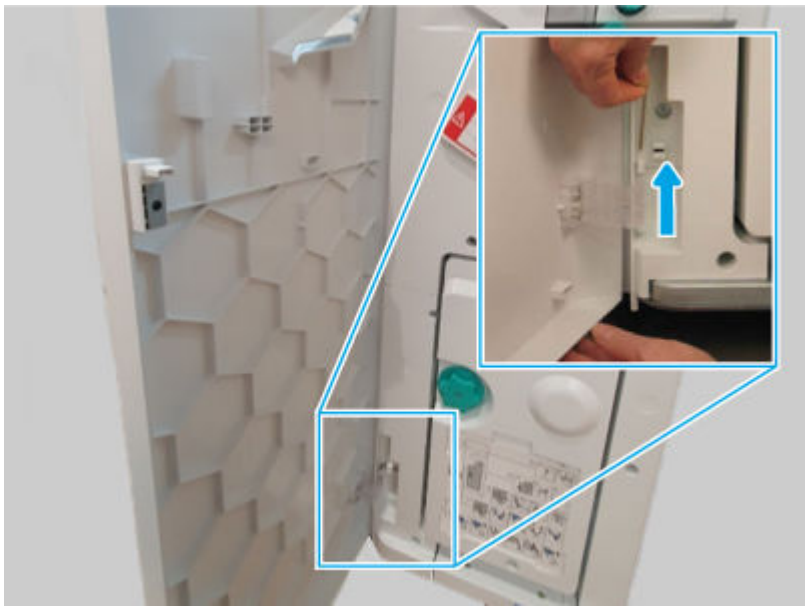
1. Release, and then remove the upper hinge pin.

Figure 5-2042 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2043 Remove the door



3. Remove the external finisher top cover

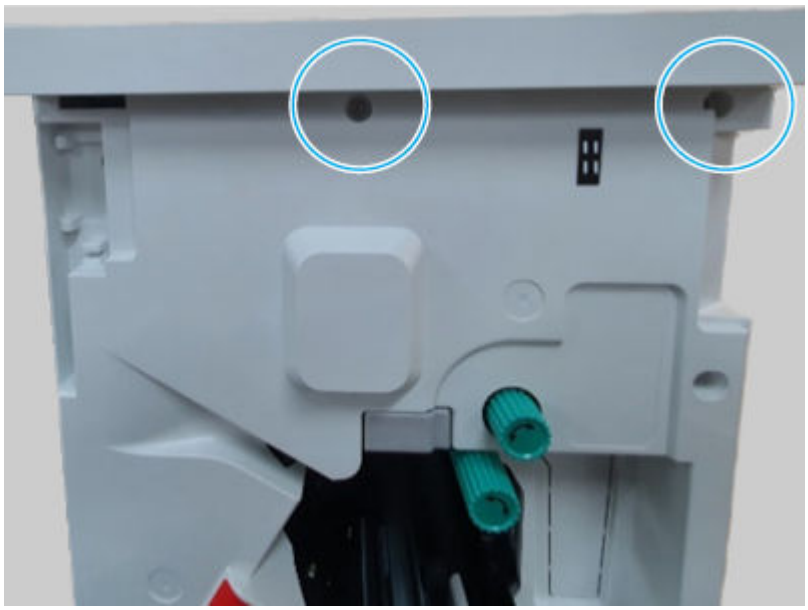
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2044 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2045 Remove the cover

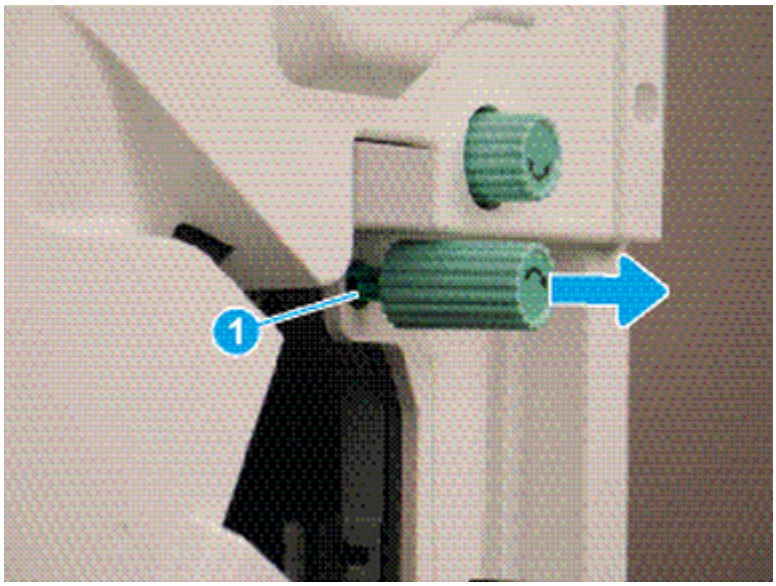


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

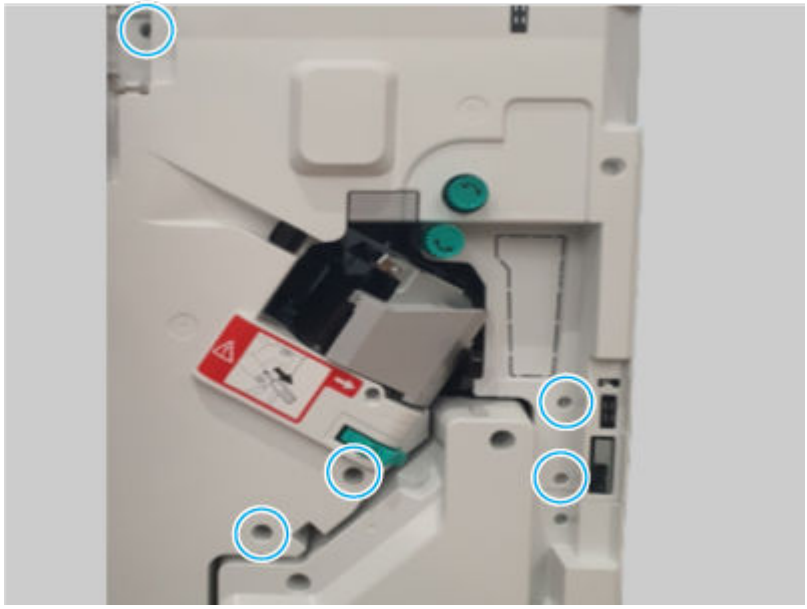
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2046 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2047 Remove the cover



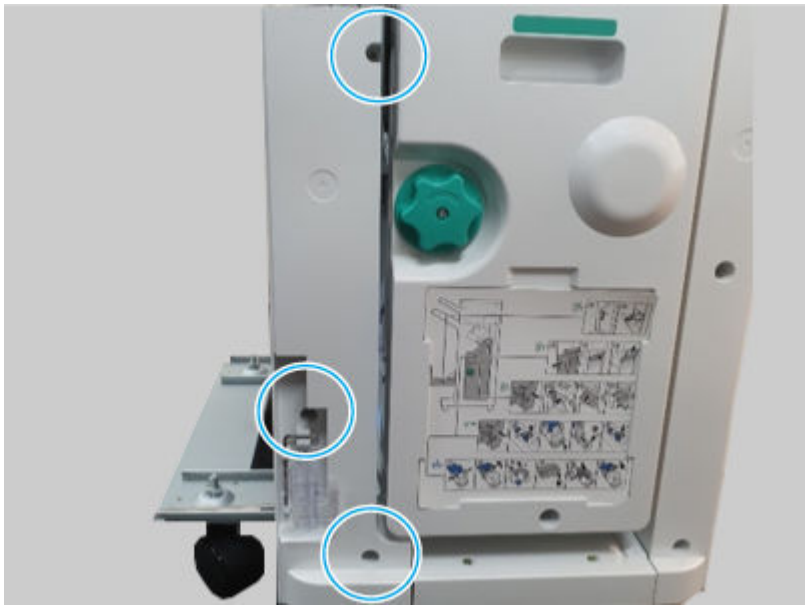
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2048 Remove the cover



6. Remove the external finisher caster

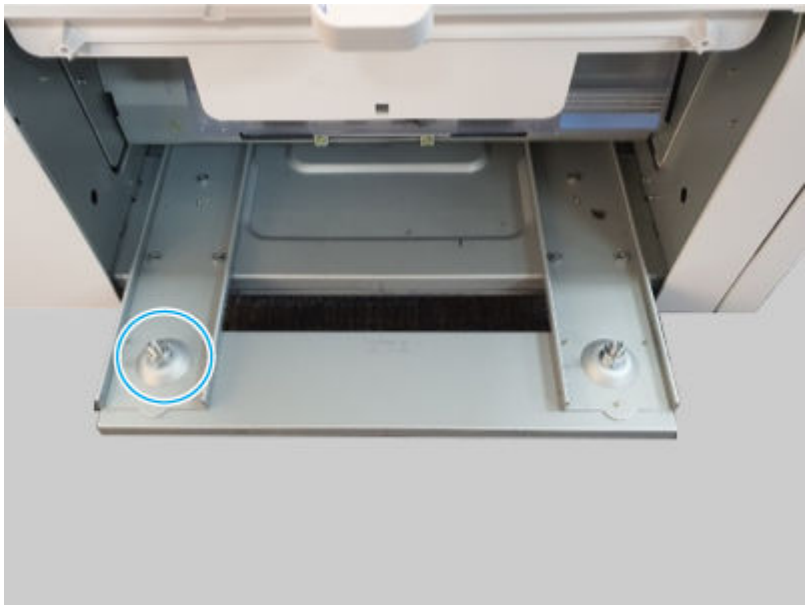
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

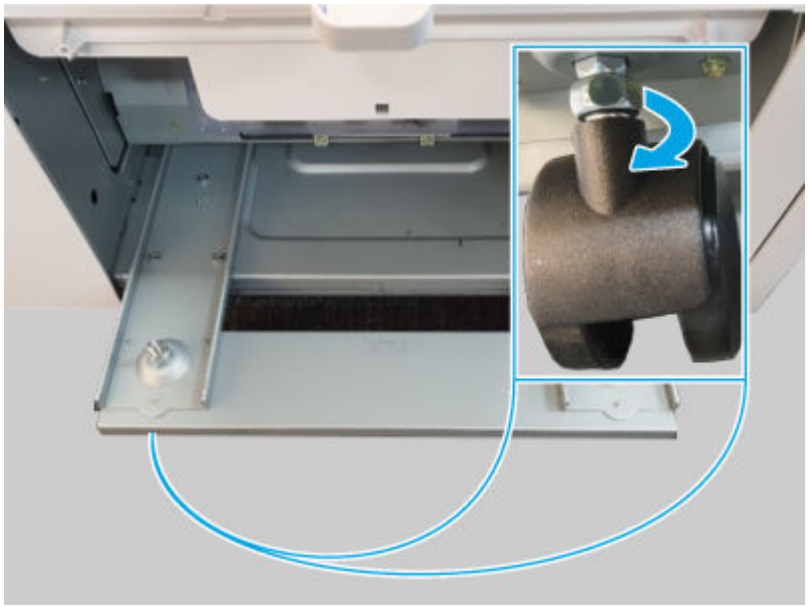
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2049 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2050 Remove the caster

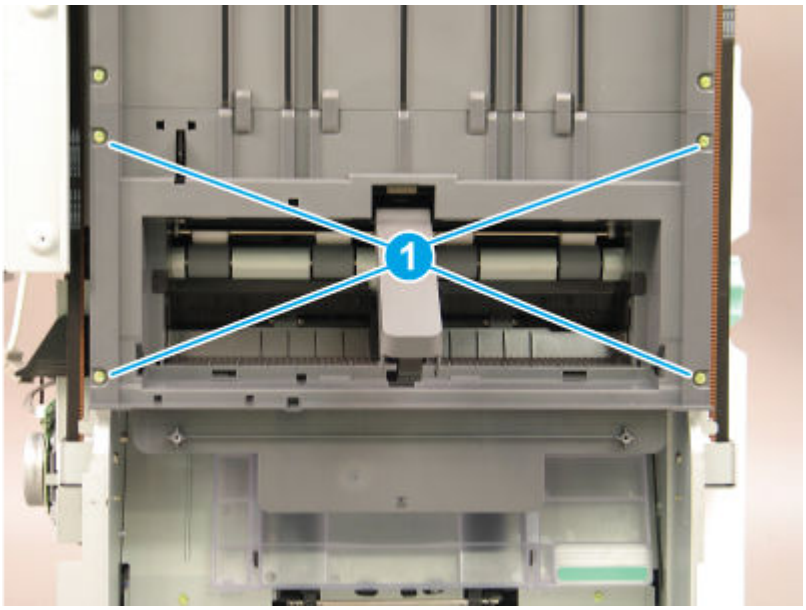


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2051 Remove four screws

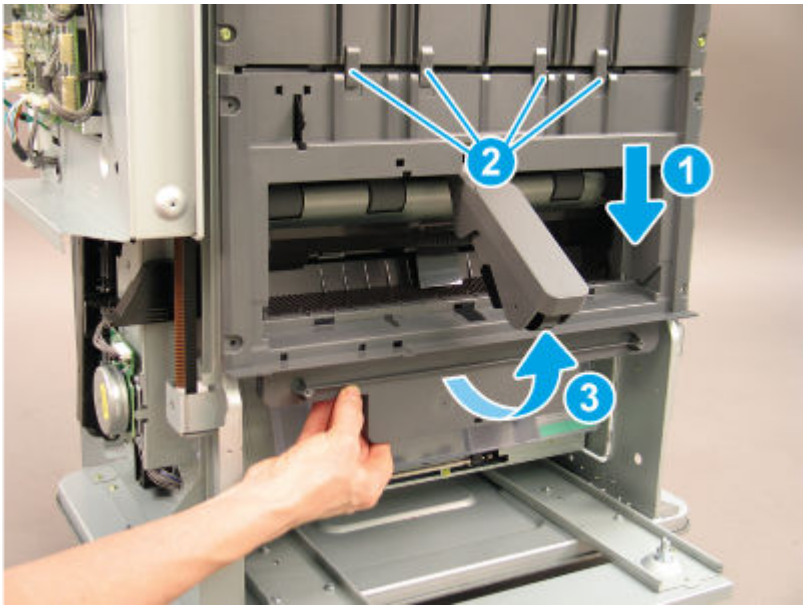


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

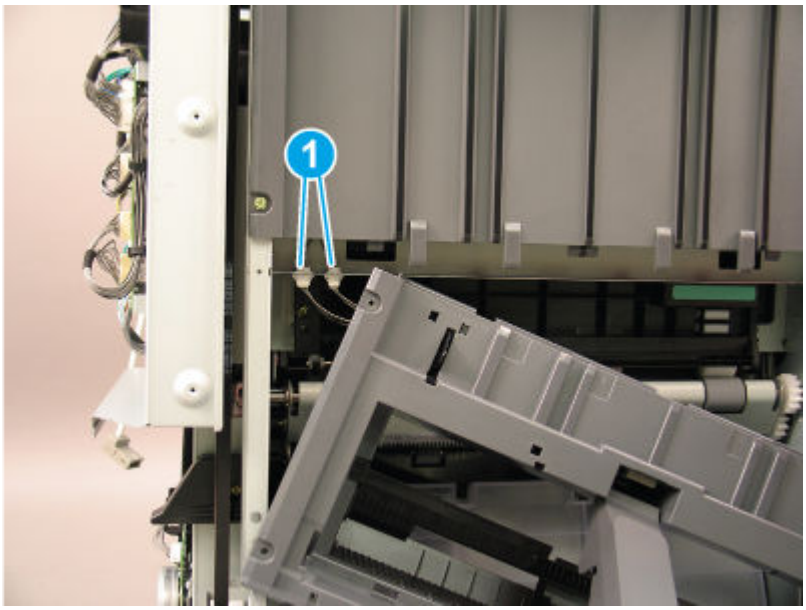
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2052 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2053 Remove the cover

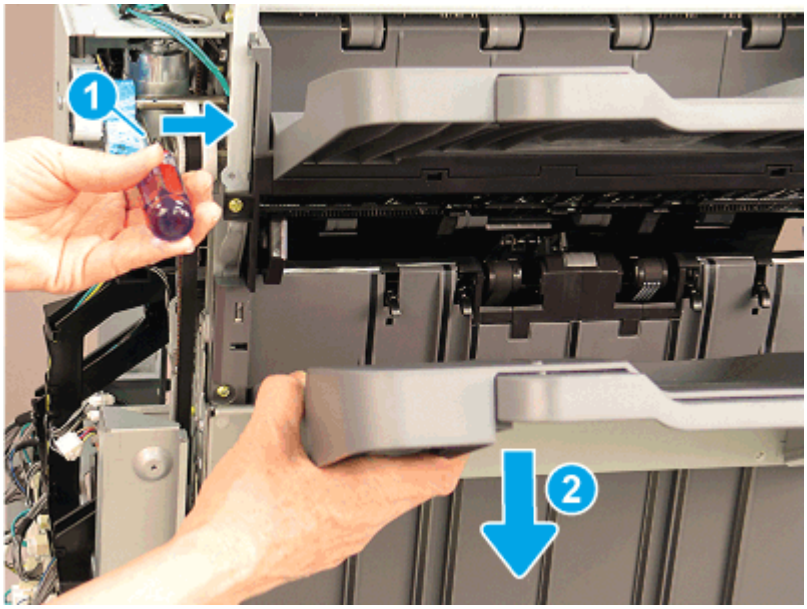


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

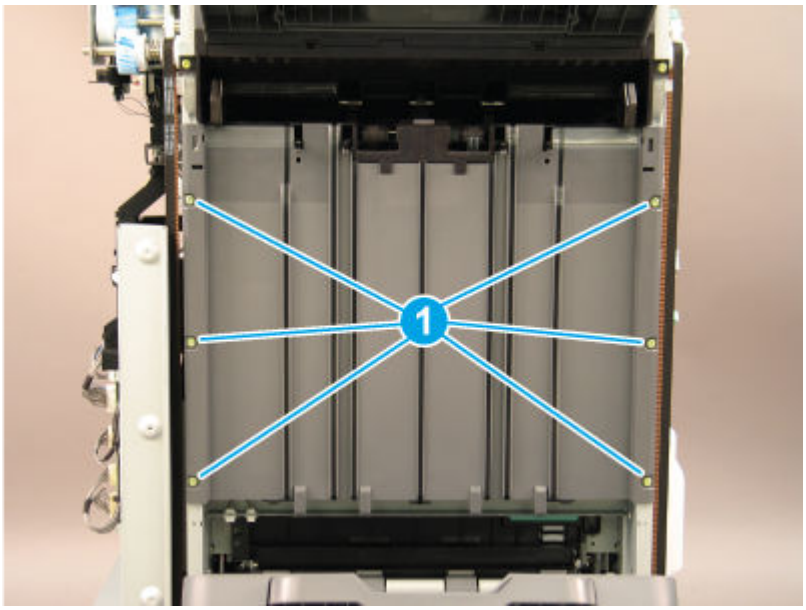
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2054 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2055 Remove six screws

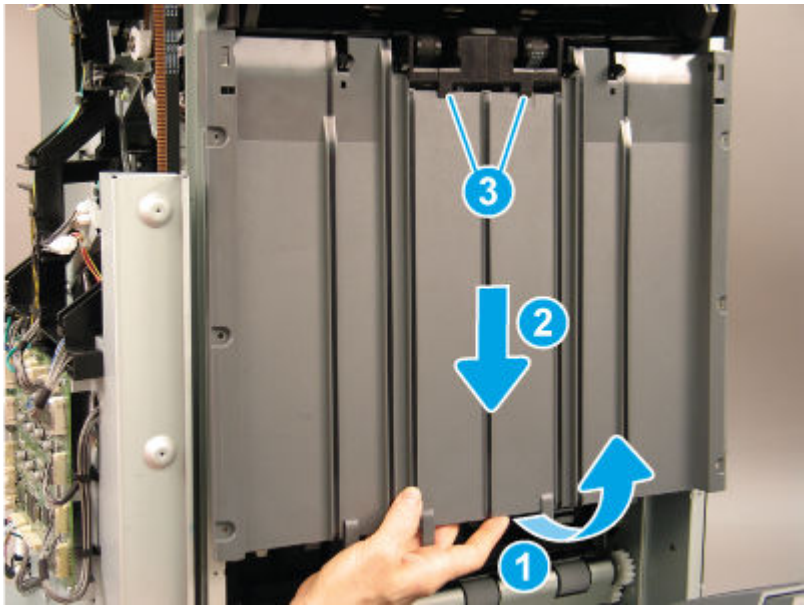


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

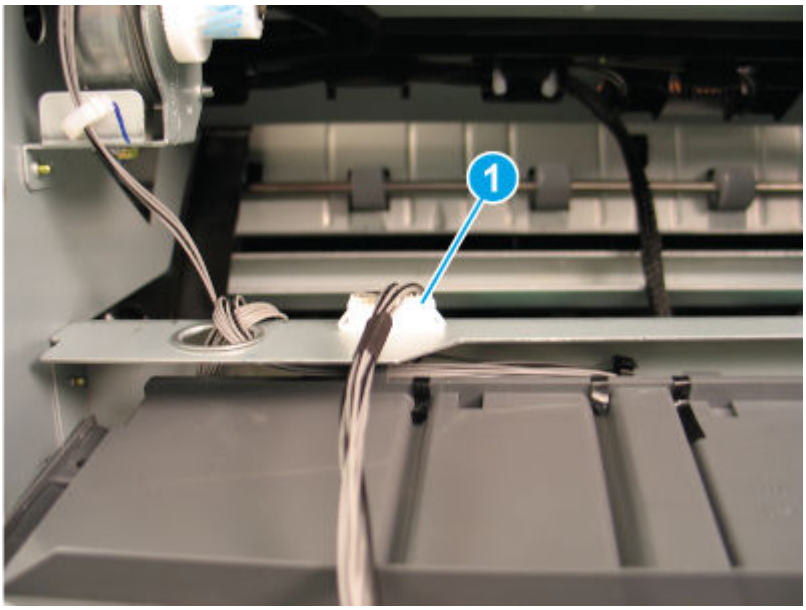
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2056 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2057 Remove the cover

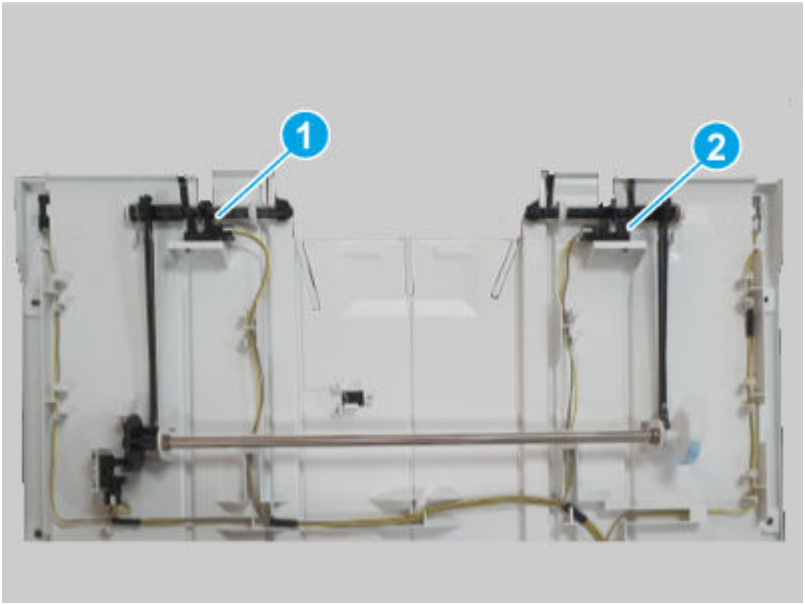


9. Remove the external finisher front and rear paper holding sensor

Use the following procedure to remove and replace the external finisher front and rear paper holding sensor.

1. Locate the desired sensor.
   - **Callout 1**: Front paper holding sensor
   - **Callout 1**: Rear paper holding sensor

Figure 5-2058 Locate the sensor

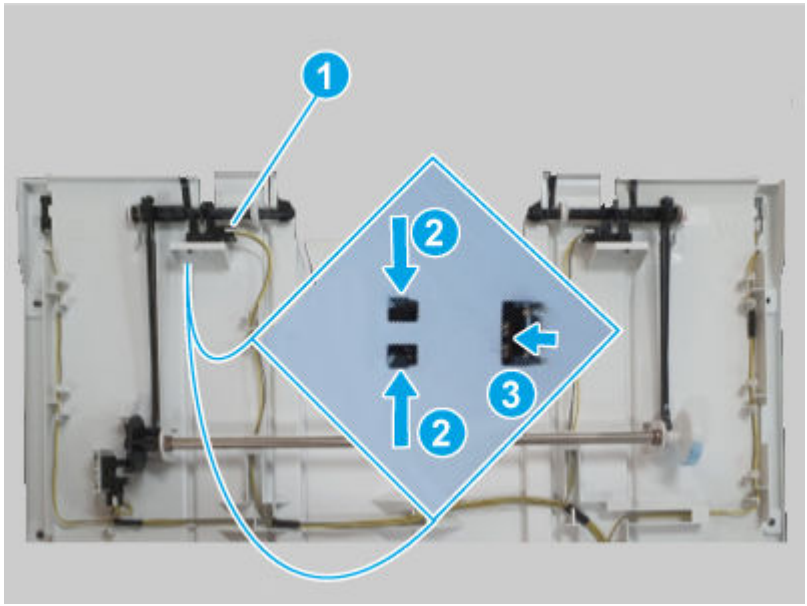


2. Do the following:

   - Disconnect one connector (callout 1).
   - Release two hooks (callout 2).
   - Slide the sensor as shown below (callout 3).
   - Remove the front paper holding sensor.

NOTE: Repeat this step to remove the rear paper holding sensor if necessary

Figure 5-2059 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper holding home sensor

Learn about removing and replacing the external finisher paper holding home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-266 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Paper holding home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

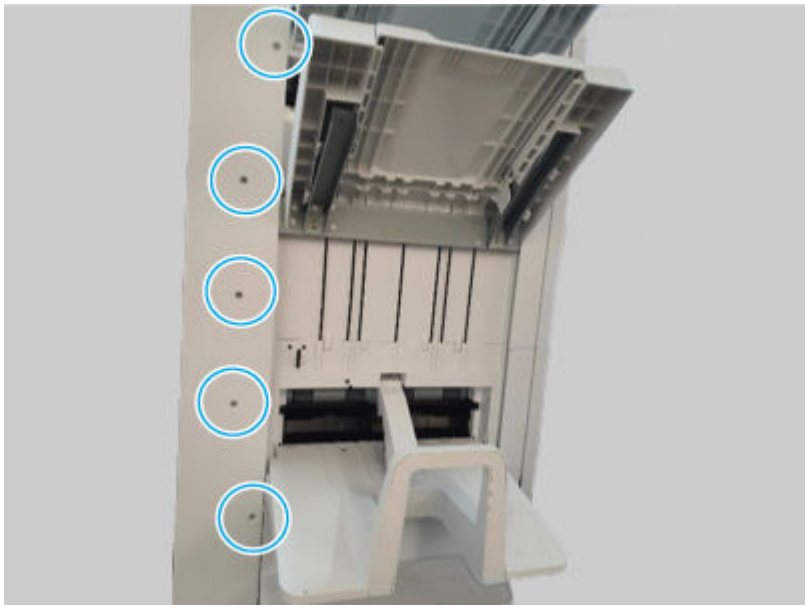
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

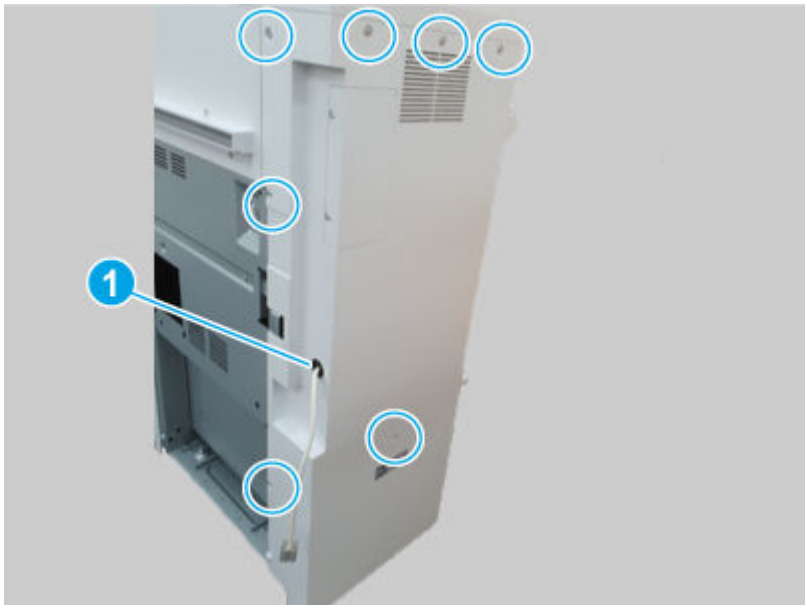
Figure 5-2060 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2061 Remove the cover

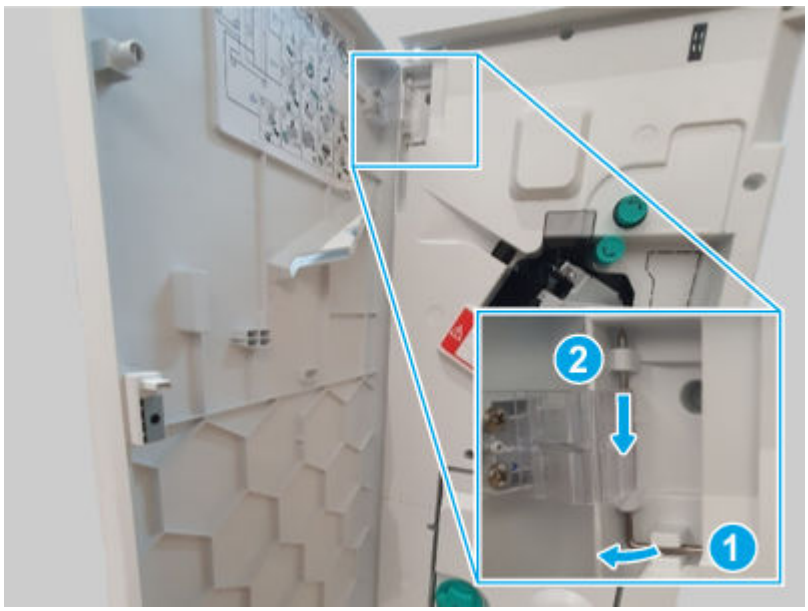


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

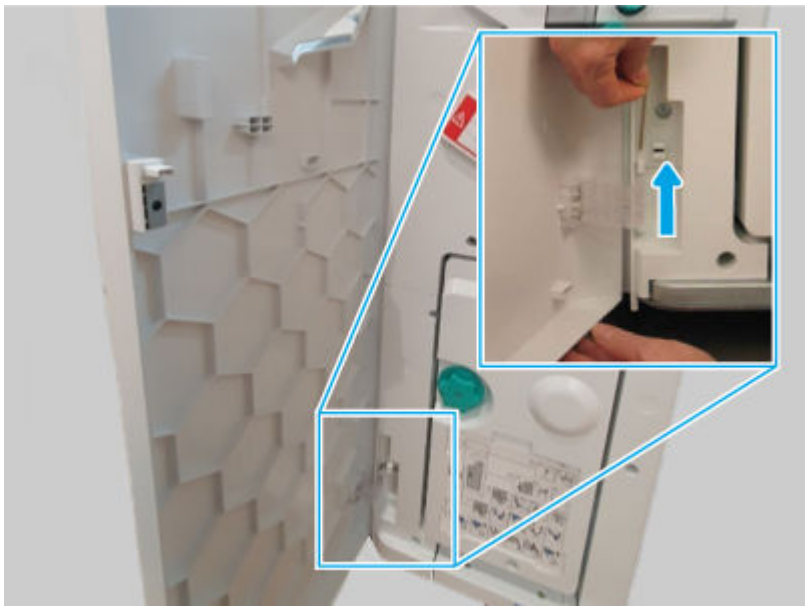
1. Release, and then remove the upper hinge pin.

Figure 5-2062 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2063 Remove the door



3. Remove the external finisher top cover

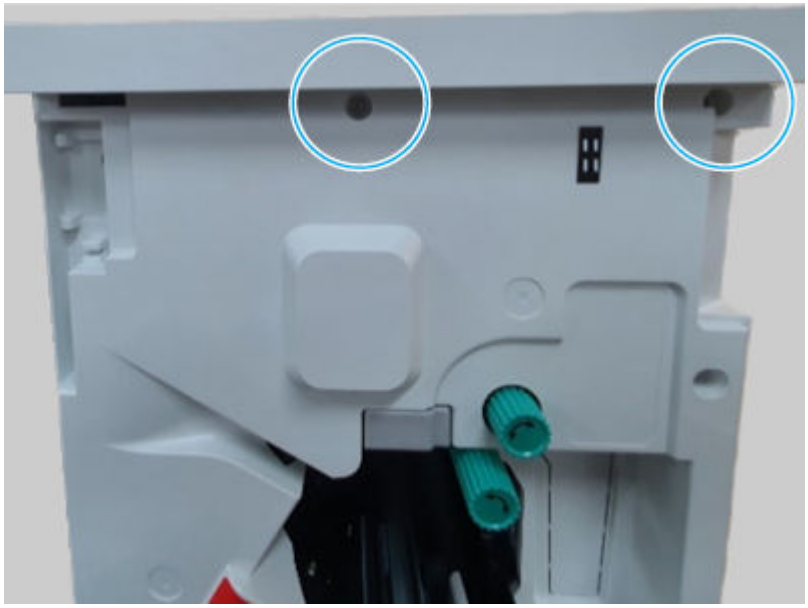
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2064 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2065 Remove the cover

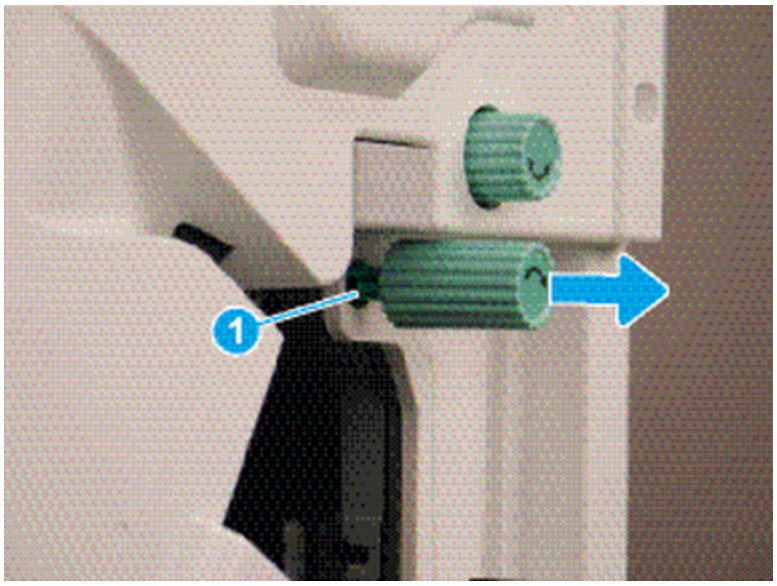


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

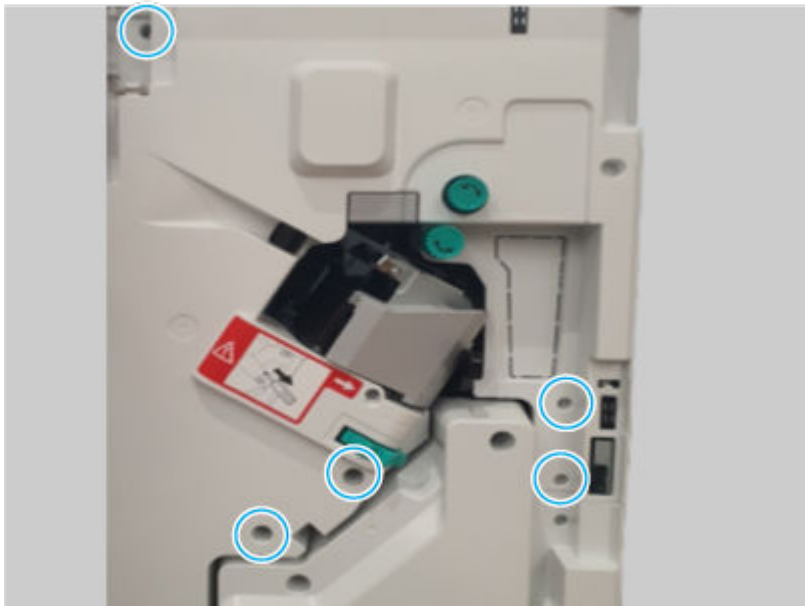
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2066 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2067 Remove the cover

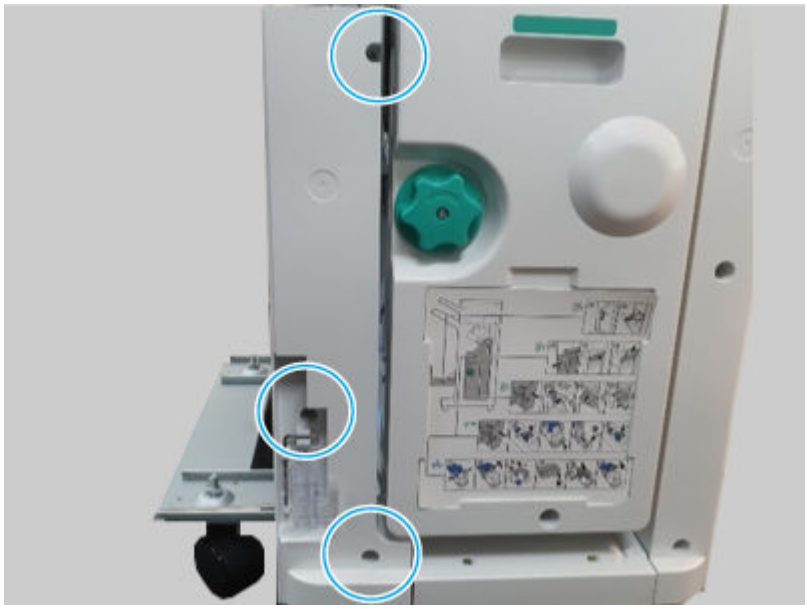


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2068 Remove the cover



6. Remove the external finisher caster

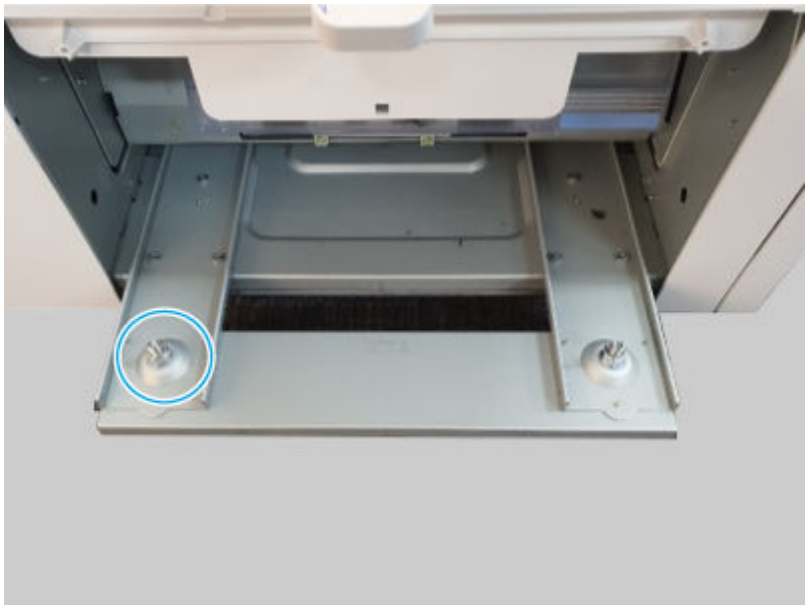
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

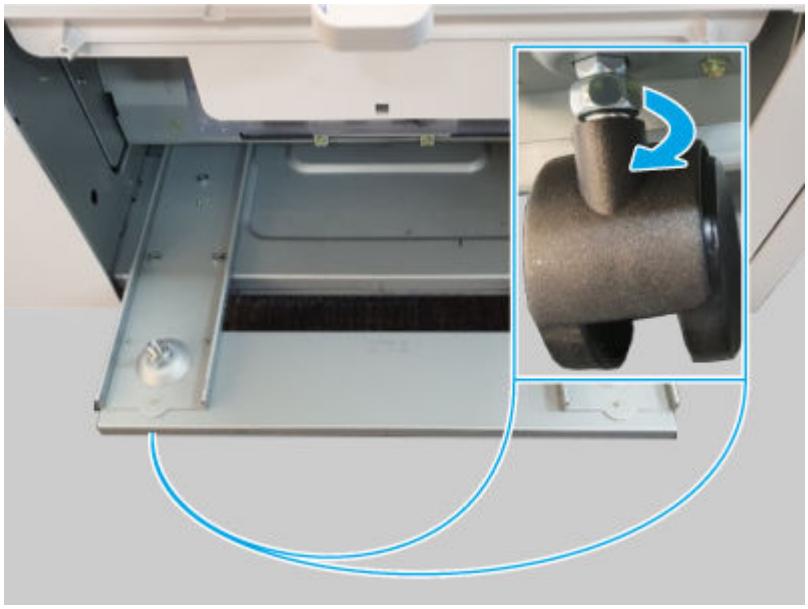
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2069 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2070 Remove the caster

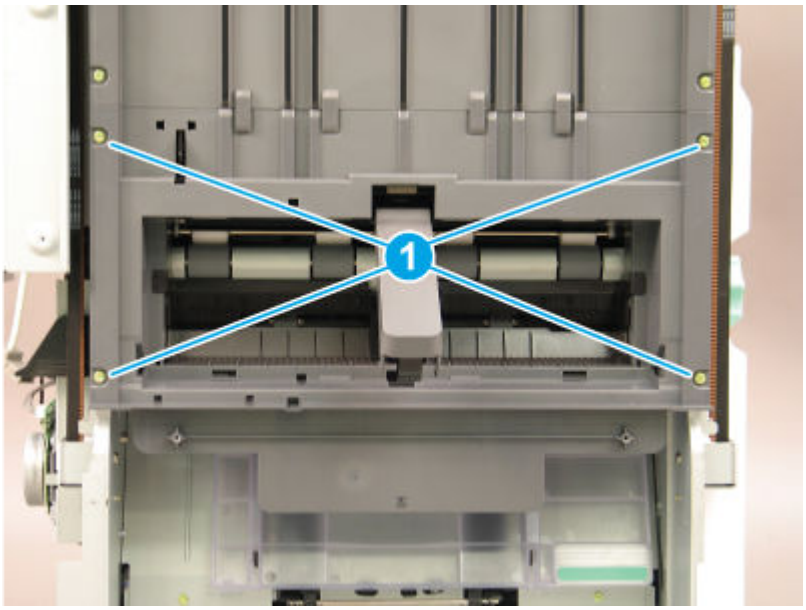


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2071 Remove four screws

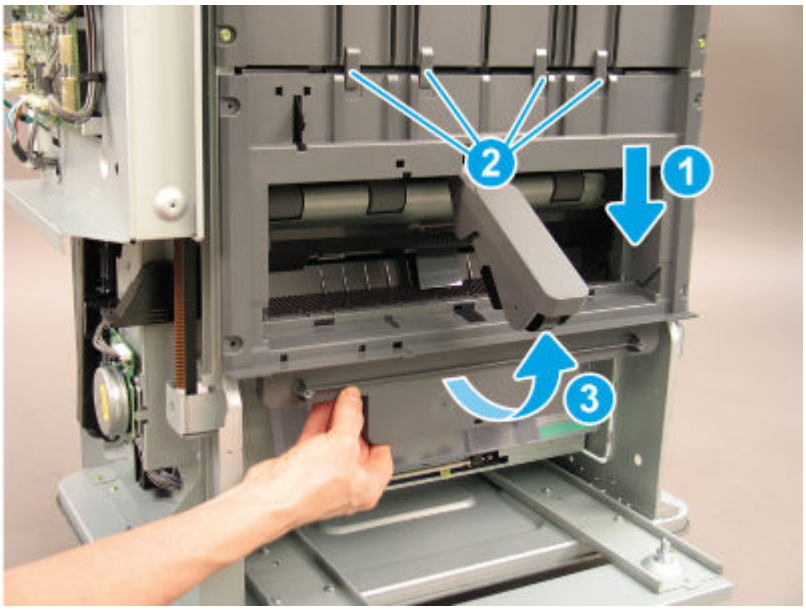


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

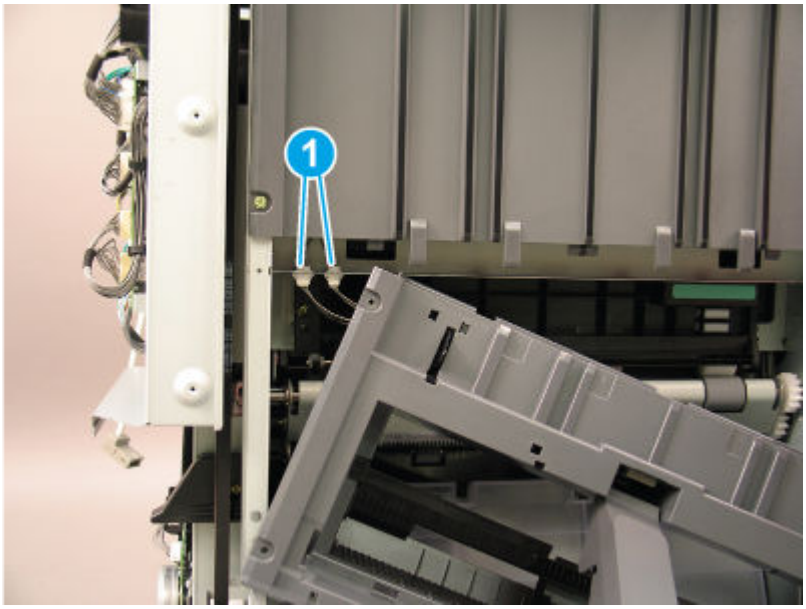
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2072 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2073 Remove the cover

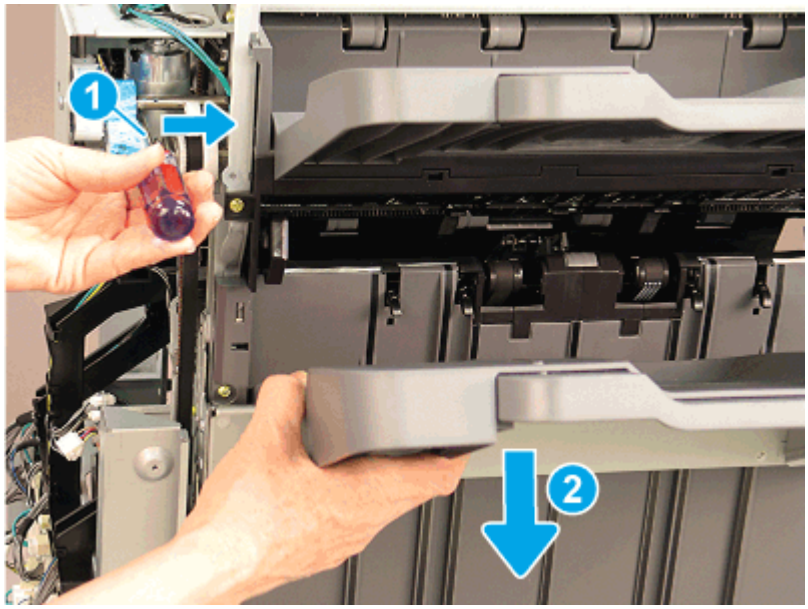


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

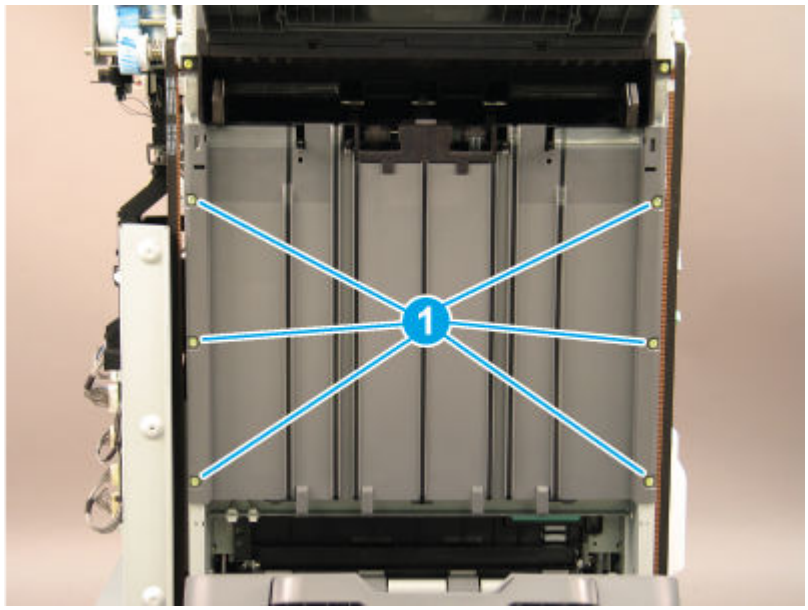
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2074 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2075 Remove six screws

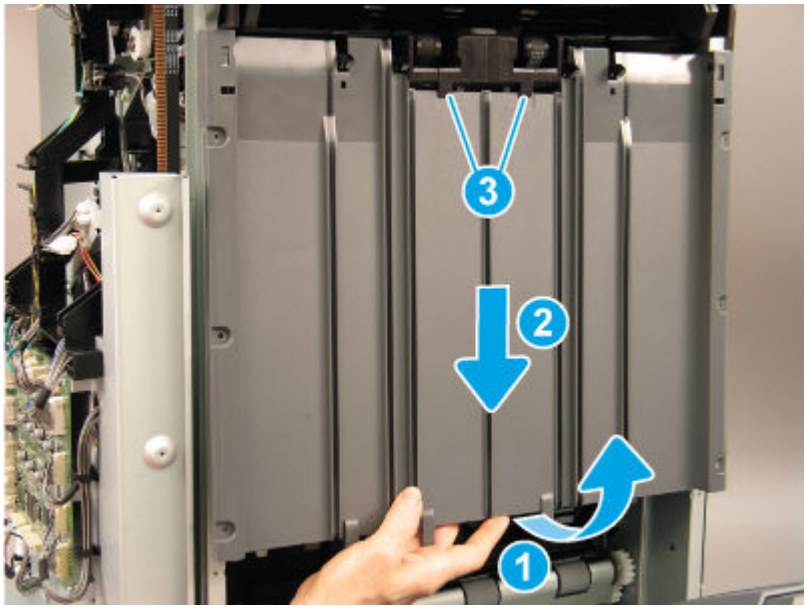


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

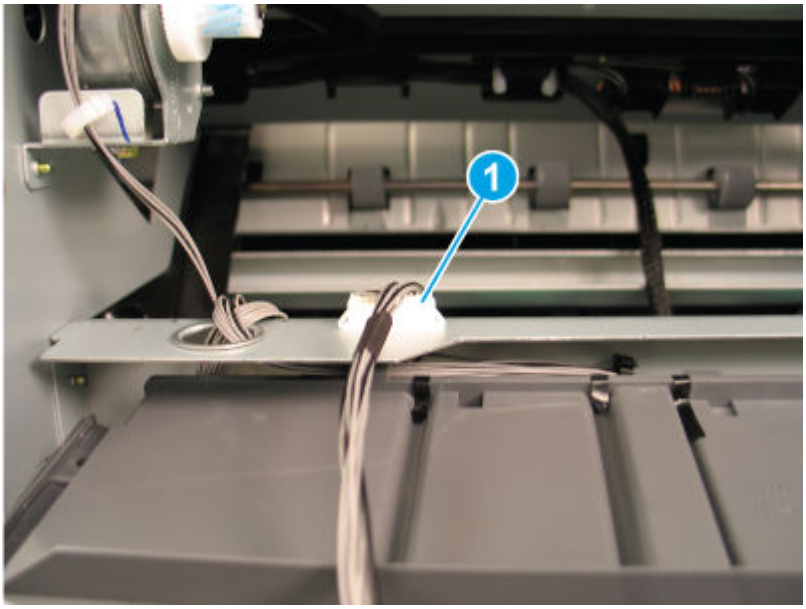
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2076 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2077 Remove the cover



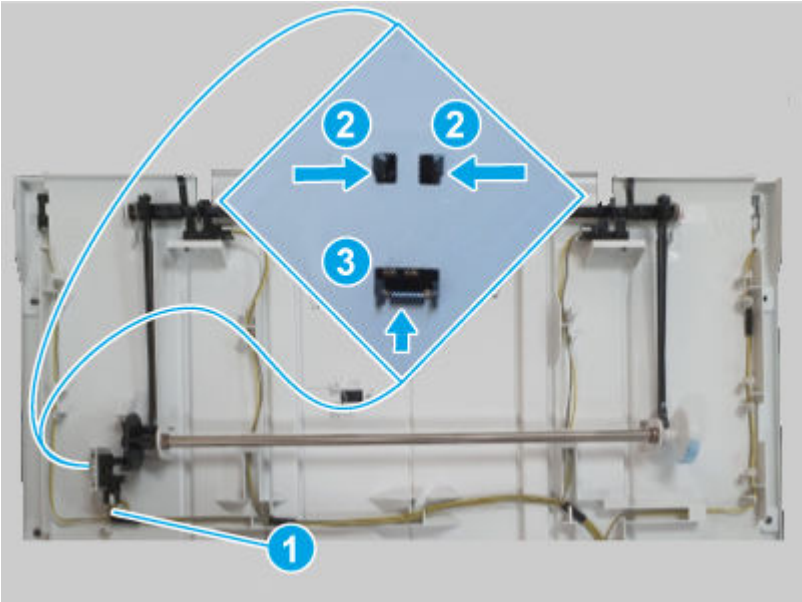
9. Remove the external finisher paper holding home sensor

Use the following procedure to remove and replace the external finisher paper holding home sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release two hooks (callout 2).
  - Slide the sensor as shown below (callout 3).

- Remove the paper holding home sensor.

Figure 5-2078 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper holding motor drive assembly

Learn about removing and replacing the external finisher paper holding motor drive assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-267 Part information

Part number	Part description
JC90-01414A	Paper holding motor drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

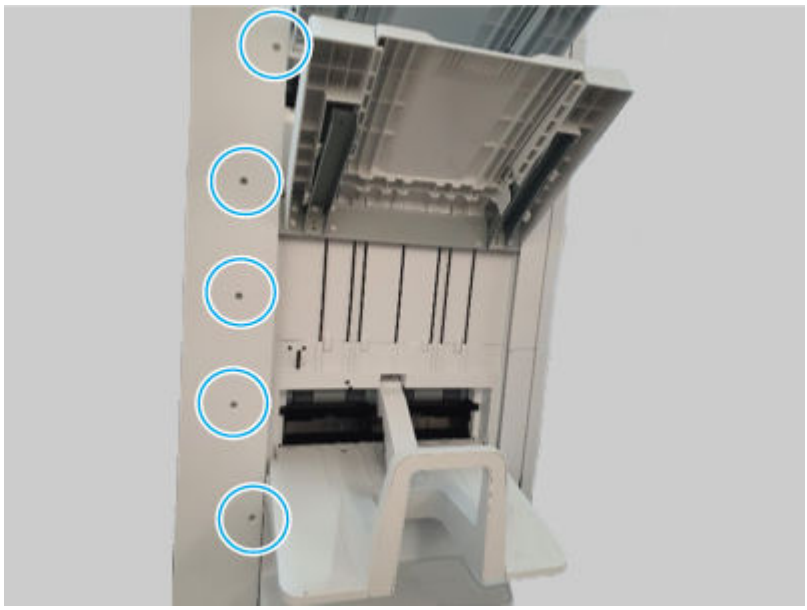
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

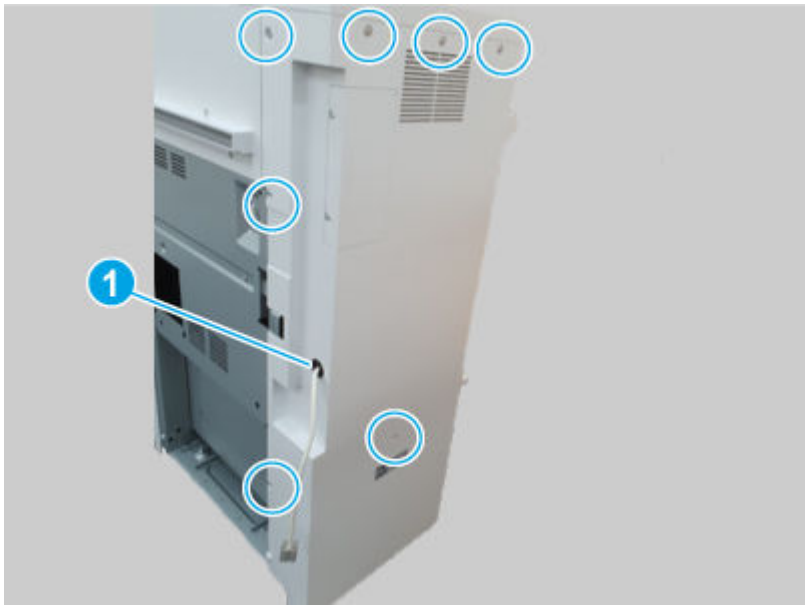
Figure 5-2079 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2080 Remove the cover

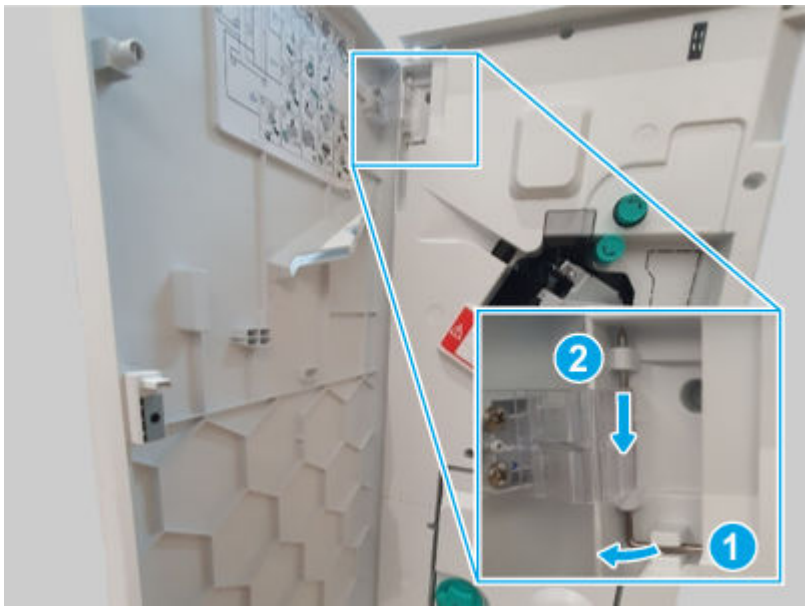


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

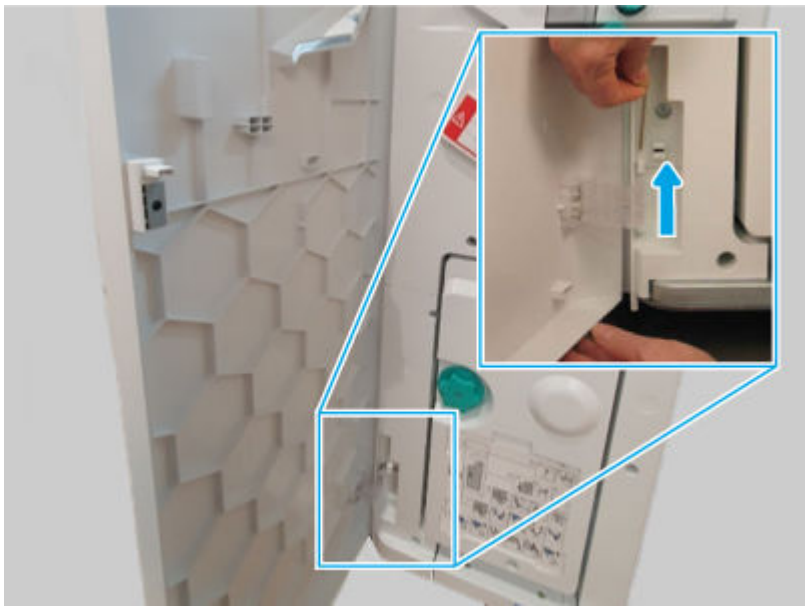
1. Release, and then remove the upper hinge pin.

Figure 5-2081 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2082 Remove the door



3. Remove the external finisher top cover

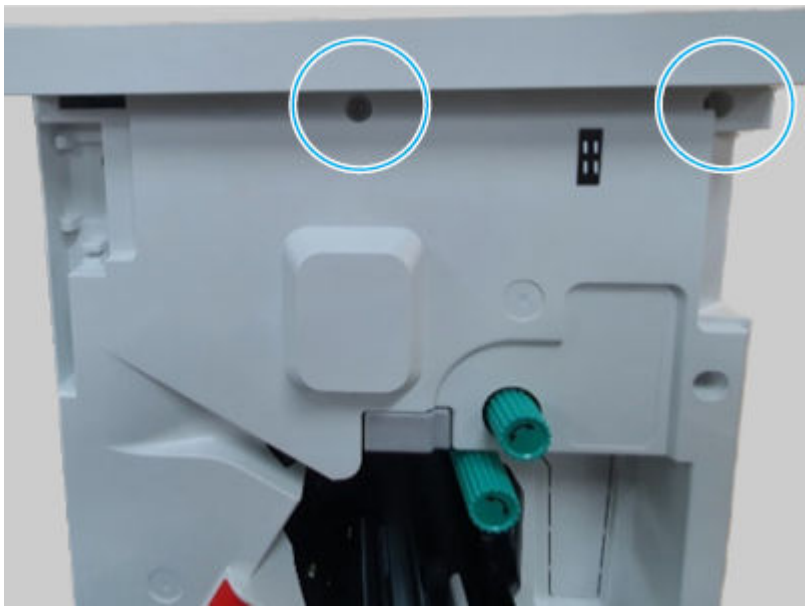
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2083 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2084 Remove the cover

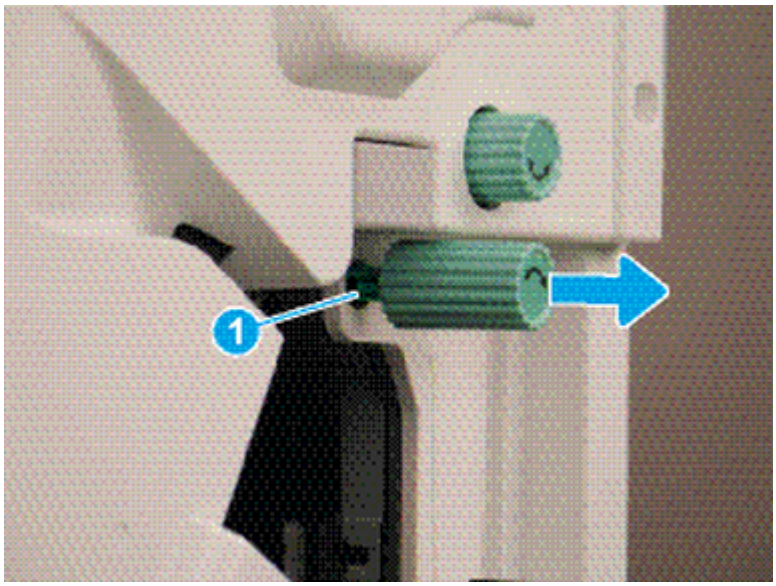


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

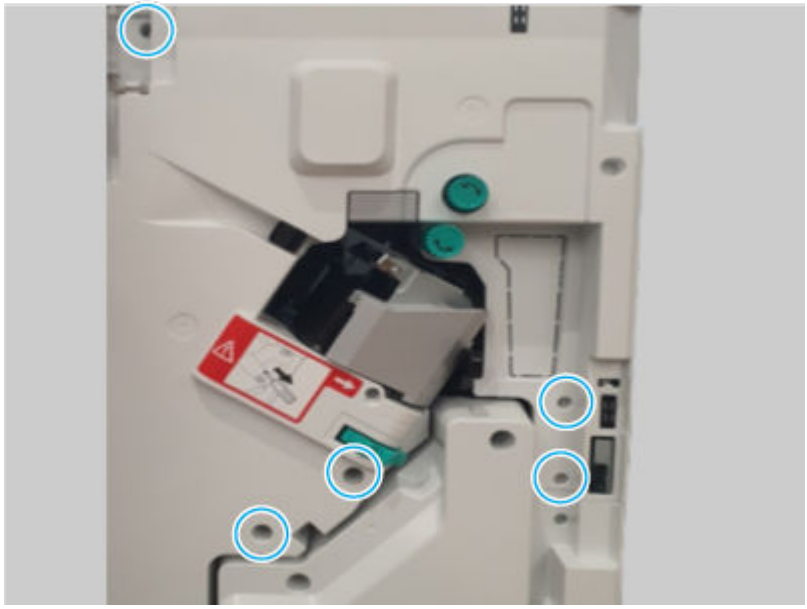
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2085 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2086 Remove the cover



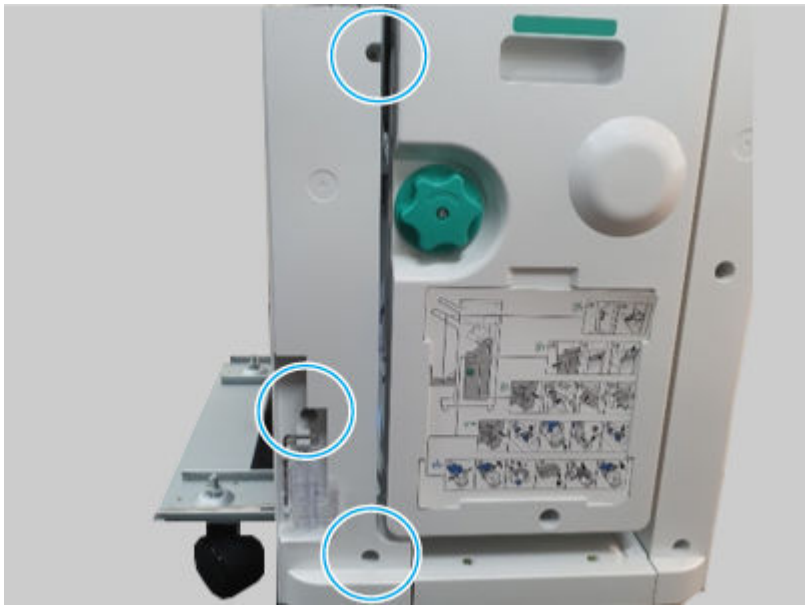
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2087 Remove the cover



6. Remove the external finisher caster

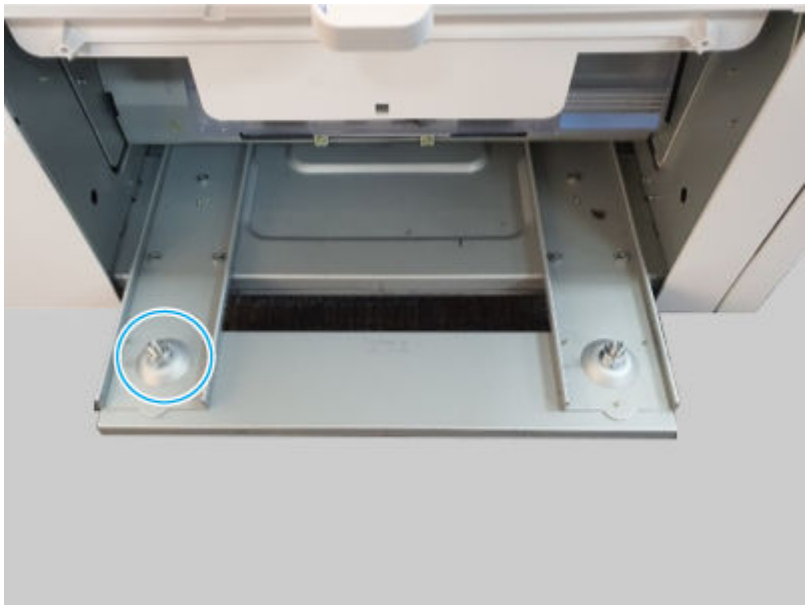
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

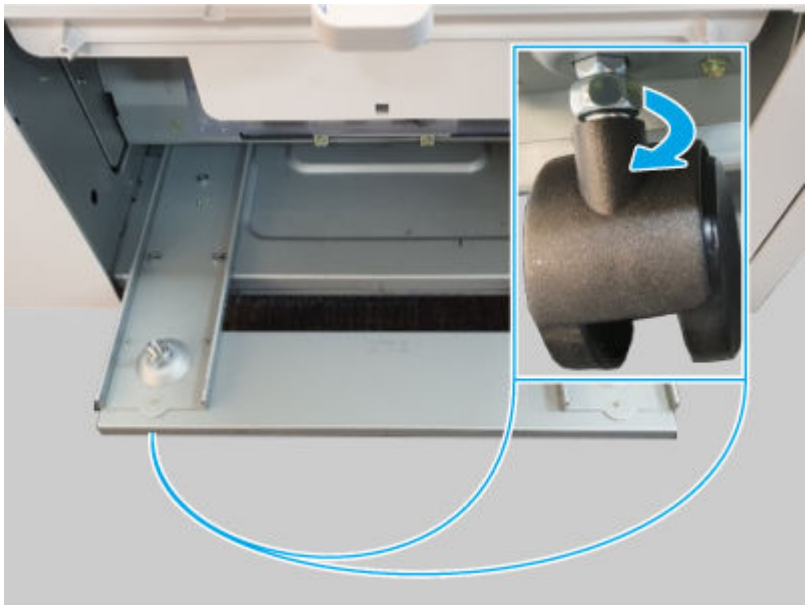
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2088 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2089 Remove the caster

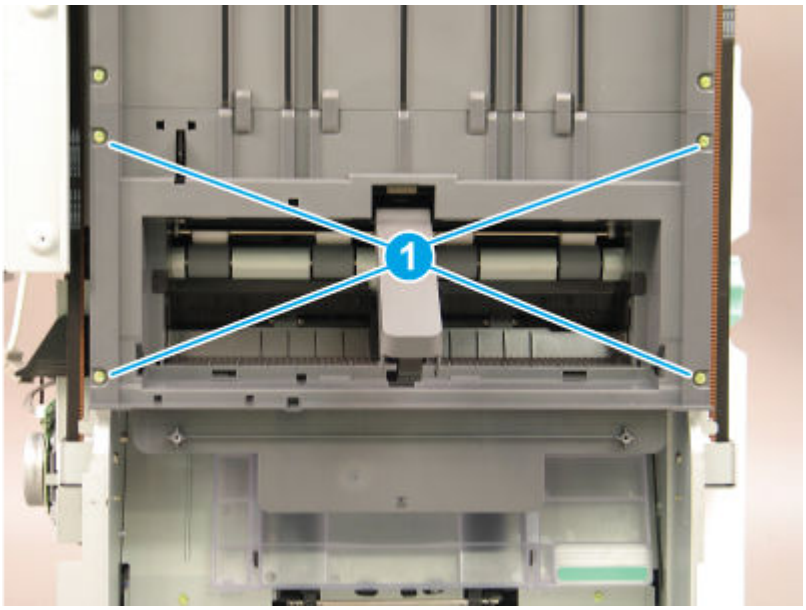


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2090 Remove four screws

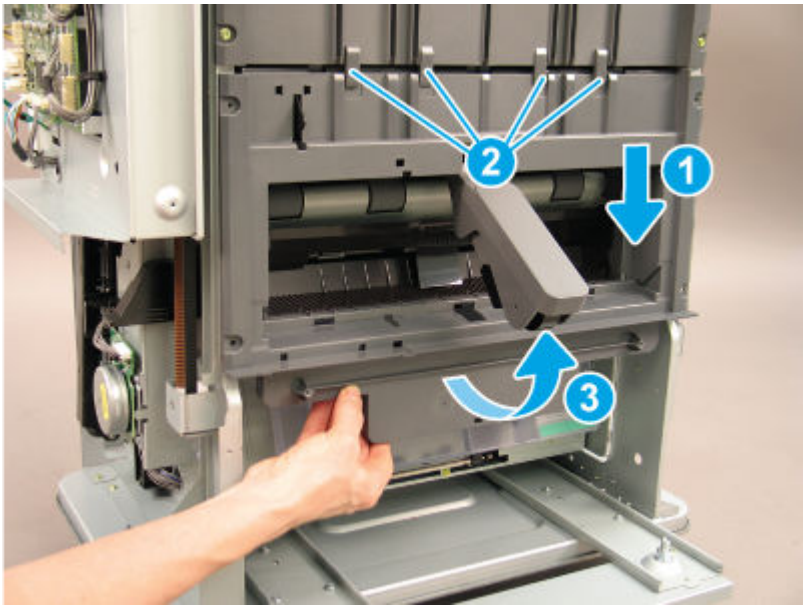


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

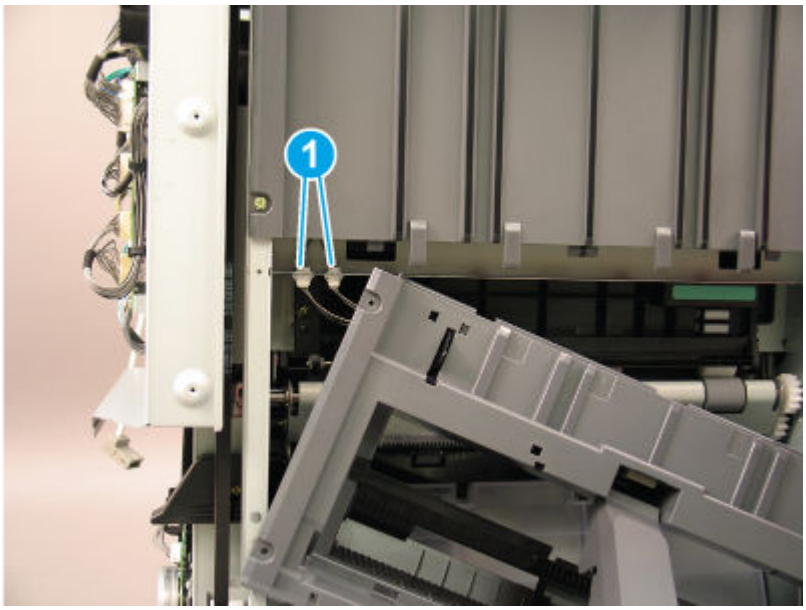
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2091 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2092 Remove the cover

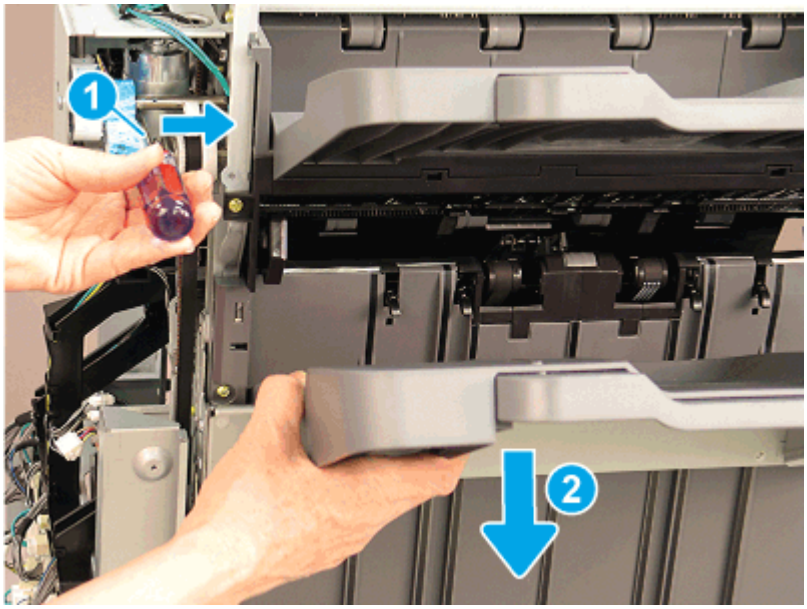


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

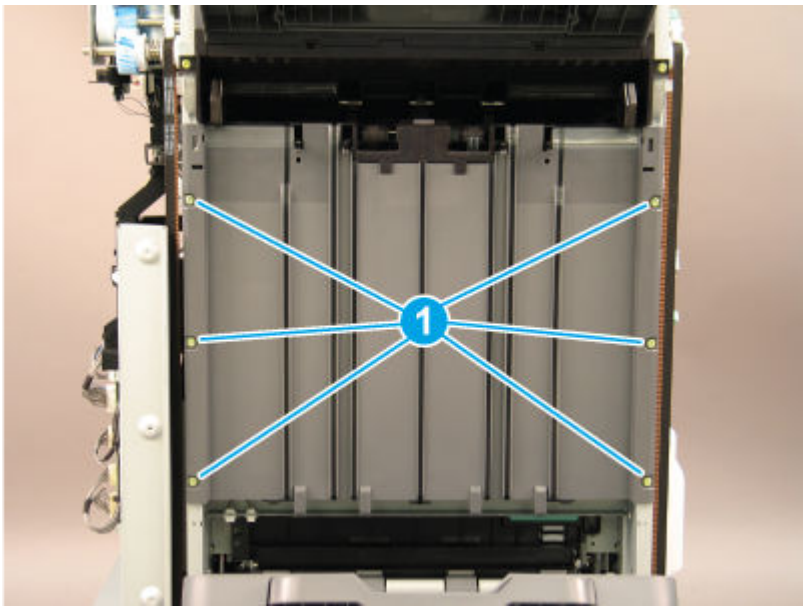
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2093 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2094 Remove six screws

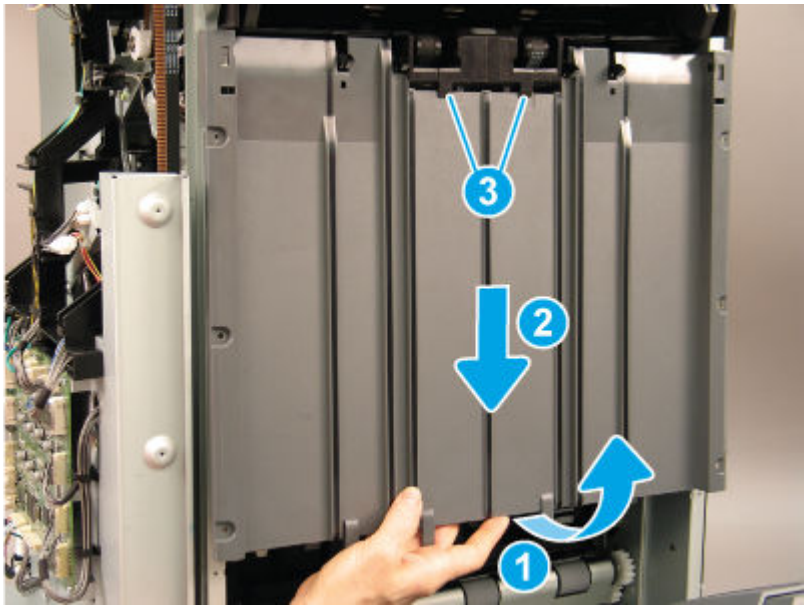


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

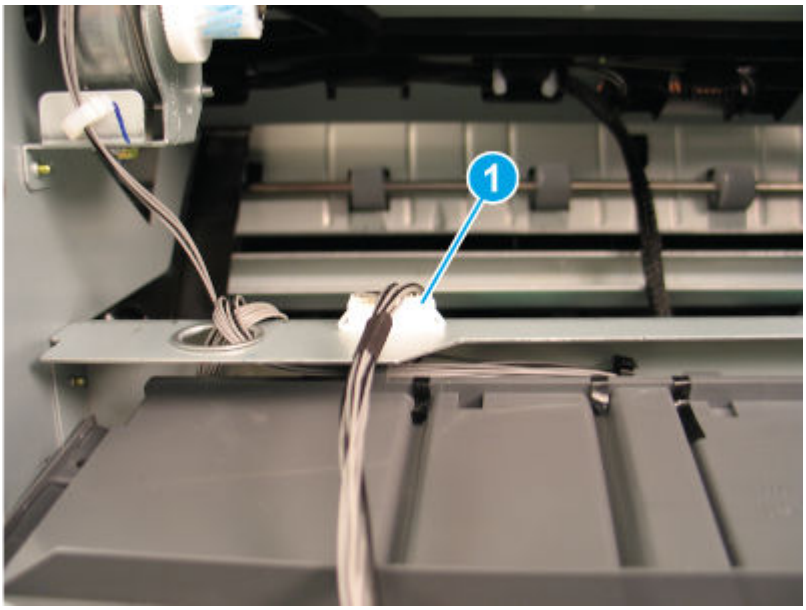
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2095 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2096 Remove the cover

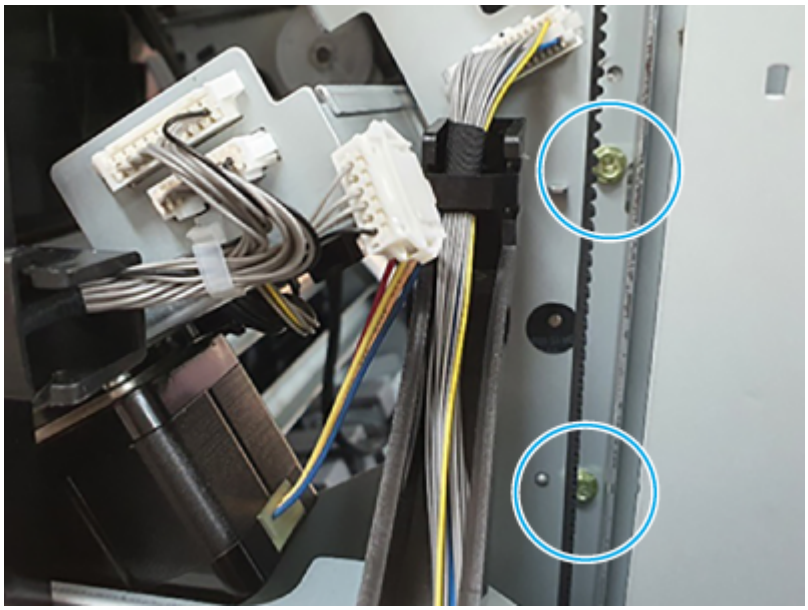


9. Remove the external finisher paper holding motor drive assembly

Use the following procedure to remove and replace the external finisher paper holding motor drive assembly.

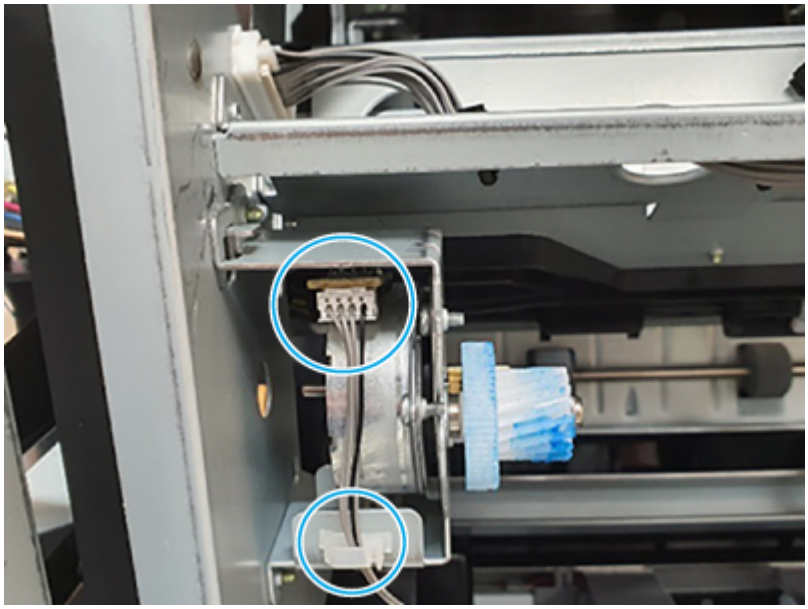
1. Remove two screws.

Figure 5-2097 Remove two screws



2. Disconnect one connector, release the wire harness from the retainer. and then remove the paper holding motor drive assembly.

Figure 5-2098 Remove the assembly



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Buffer unit

Review the external finisher buffer unit removal procedures.

Removal and replacement: Buffer solenoid assembly

Learn about removing and replacing the external finisher buffer solenoid assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-268 Part information

Part number	Part description
JC90-01675A	Buffer solenoid assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

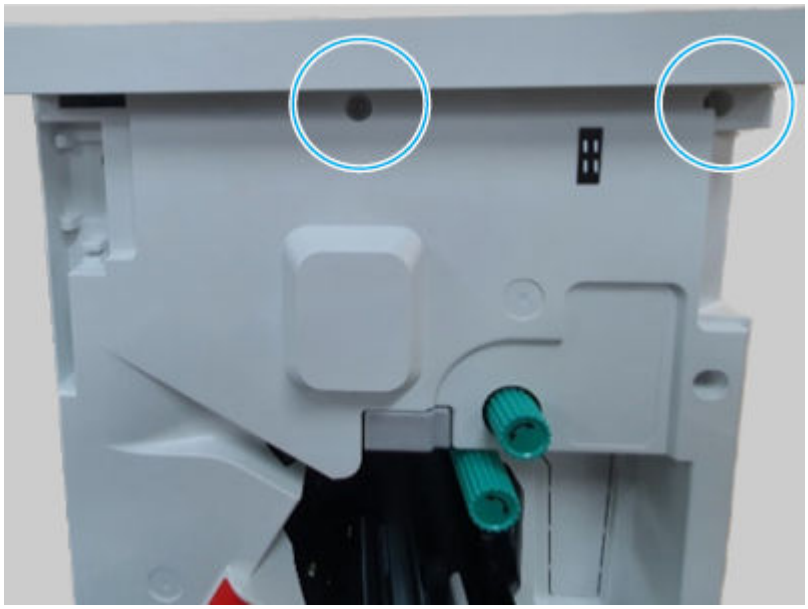
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2099 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2100 Remove the cover



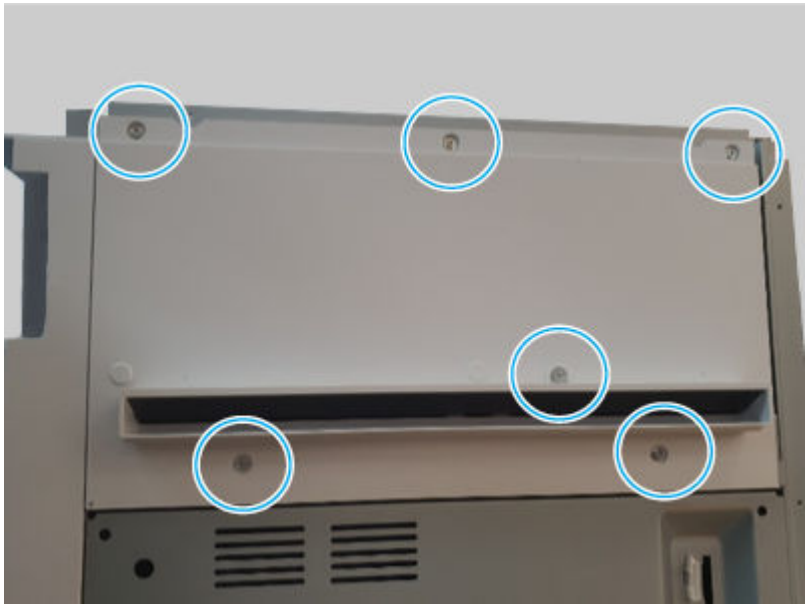
2. Remove the external finisher right upper cover

Use the following procedure to remove and replace the external finisher right upper cover.

1. Remove the external finisher from the printer.

2. Remove six screws, and then remove the right upper cover.

Figure 5-2101 Remove the cover

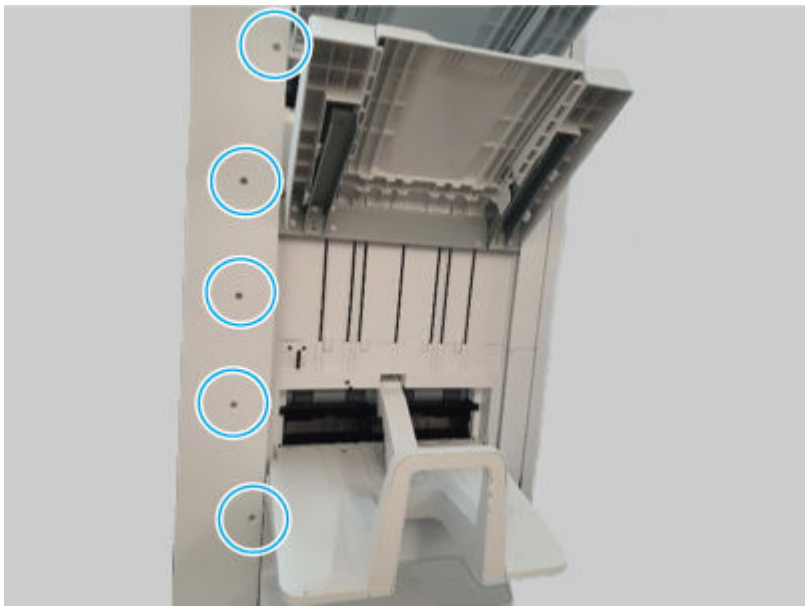


3. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

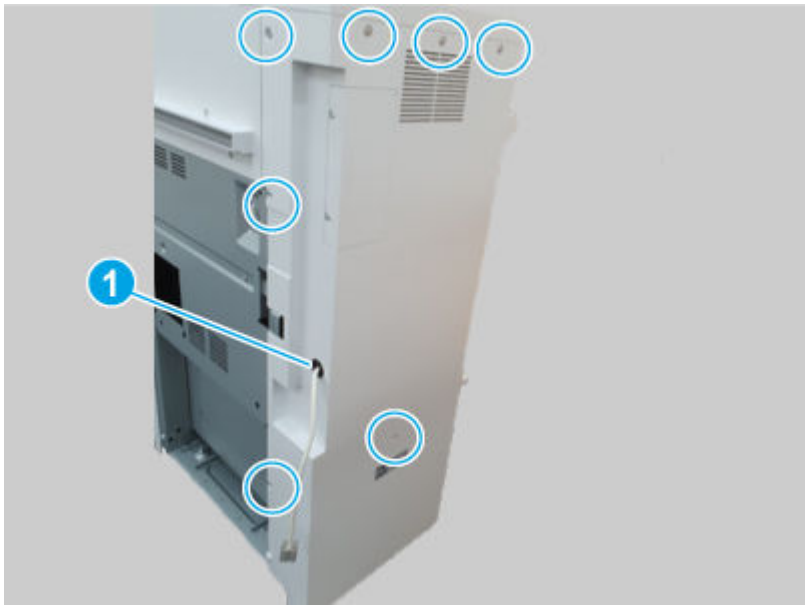
Figure 5-2102 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2103 **Remove the cover**

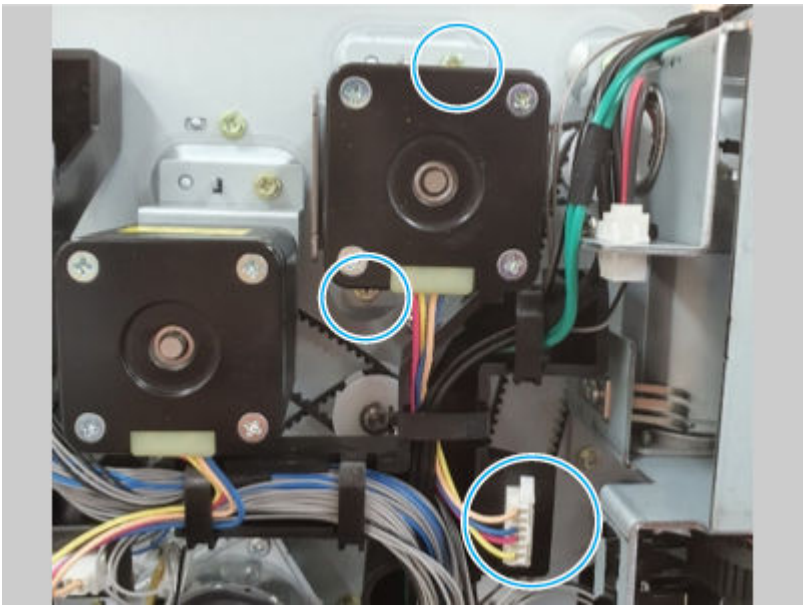


4. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2104 **Remove the assembly**

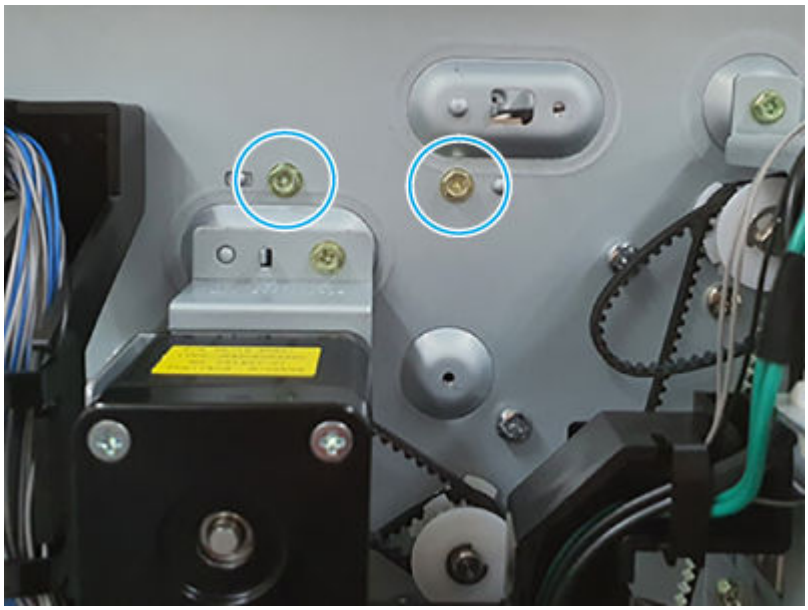


5. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

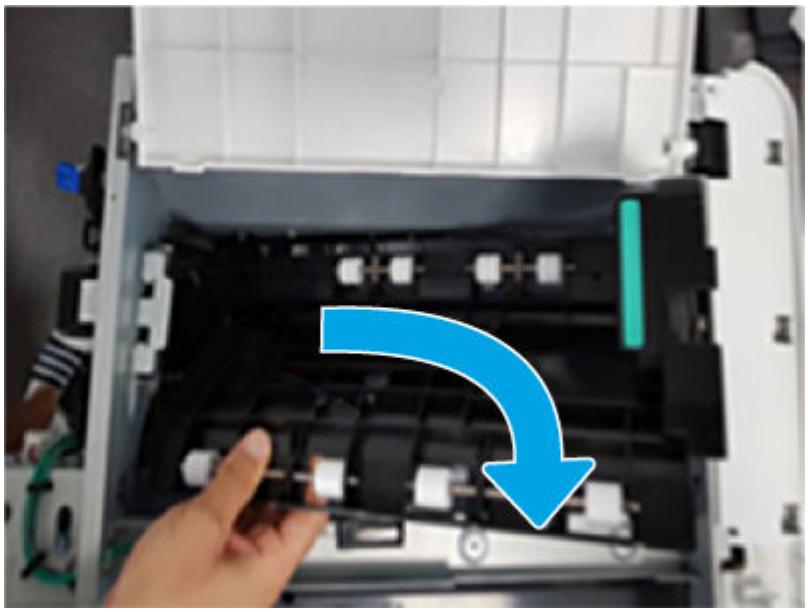
1. Remove two screws.

Figure 5-2105 Remove two screws



2. Pull the top jam cover assembly out of the finisher.

Figure 5-2106 Remove the assembly

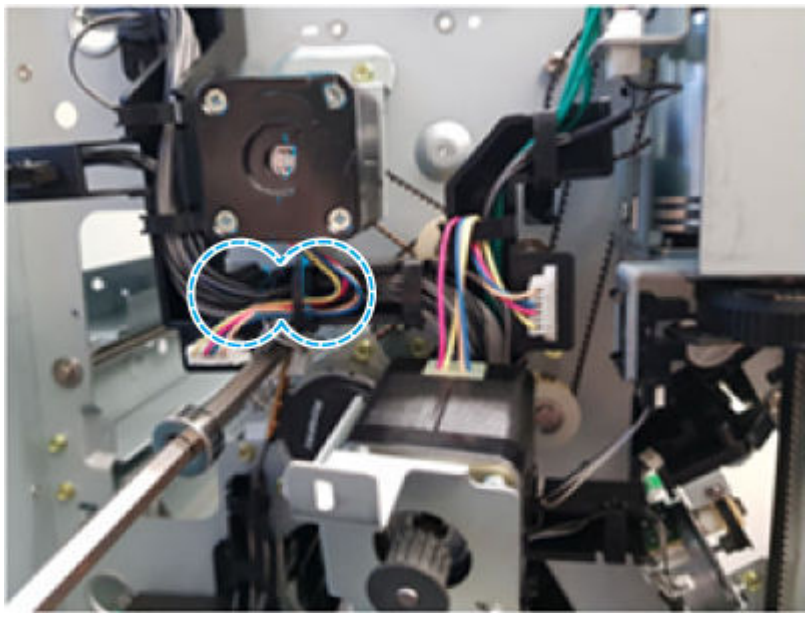


6. Remove the external finisher buffer solenoid assembly

Use the following procedure to remove and replace the external finisher buffer solenoid assembly.

1. Remove two screws.

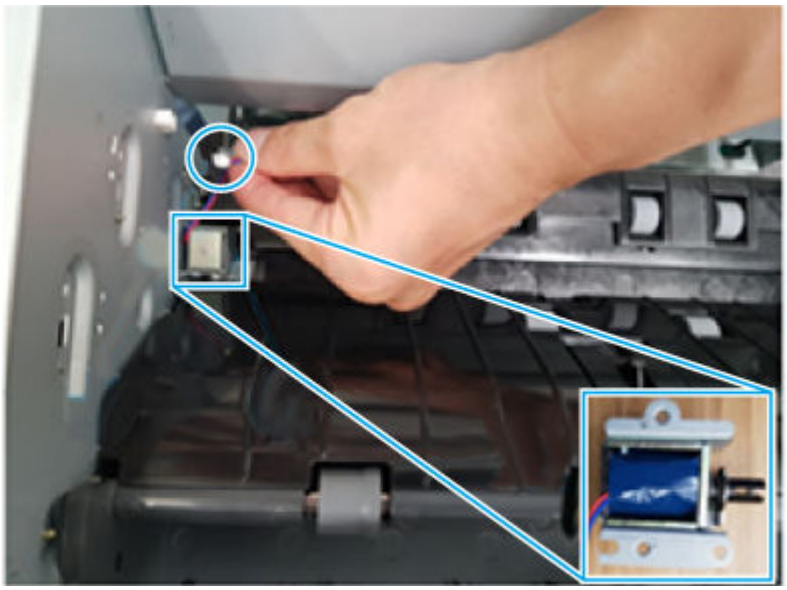
Figure 5-2107 Remove two screws



2. Disconnect one connector, and then remove the buffer solenoid assembly.

NOTE: Release the wire harness as necessary to remove the solenoid assembly.

Figure 5-2108 Remove the assembly



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Buffer motor

Learn about removing and replacing the external finisher buffer motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-269 Part information

Part number	Part description
JC93-01152A	Drive-motor step (Buffer motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

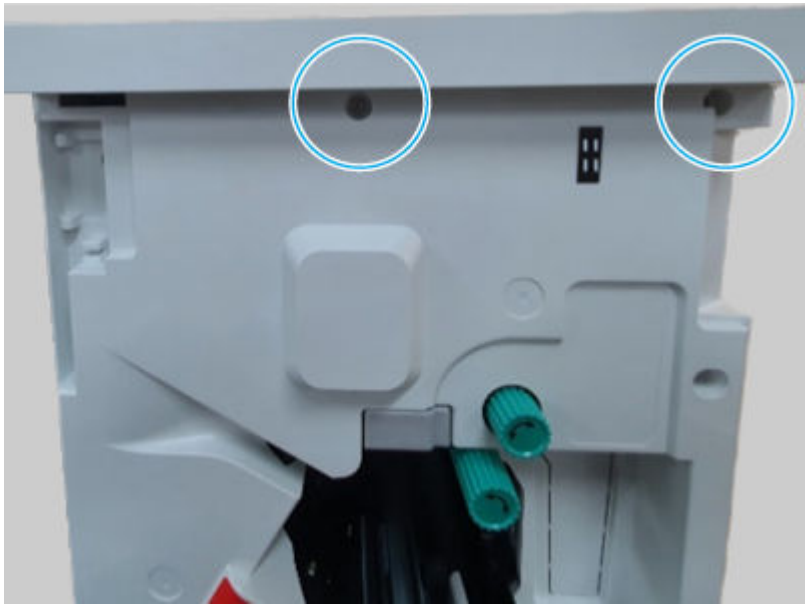
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2109 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2110 Remove the cover

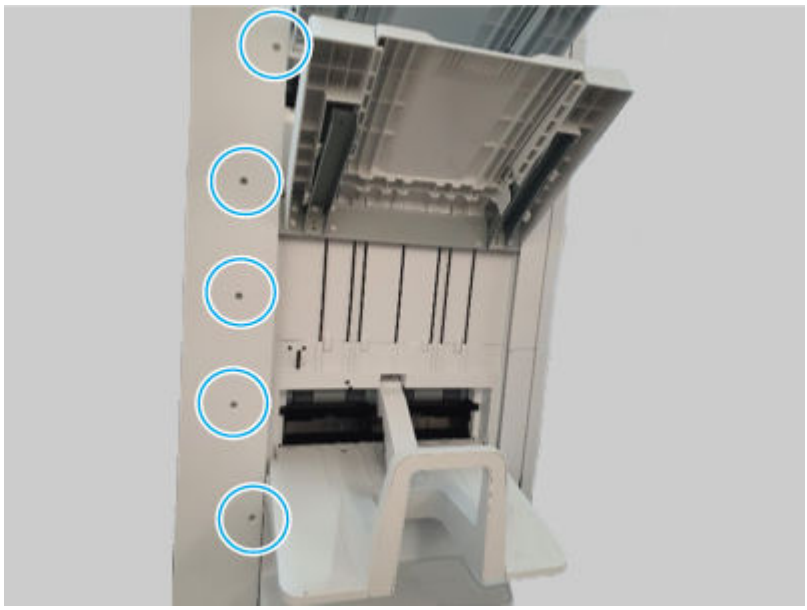


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

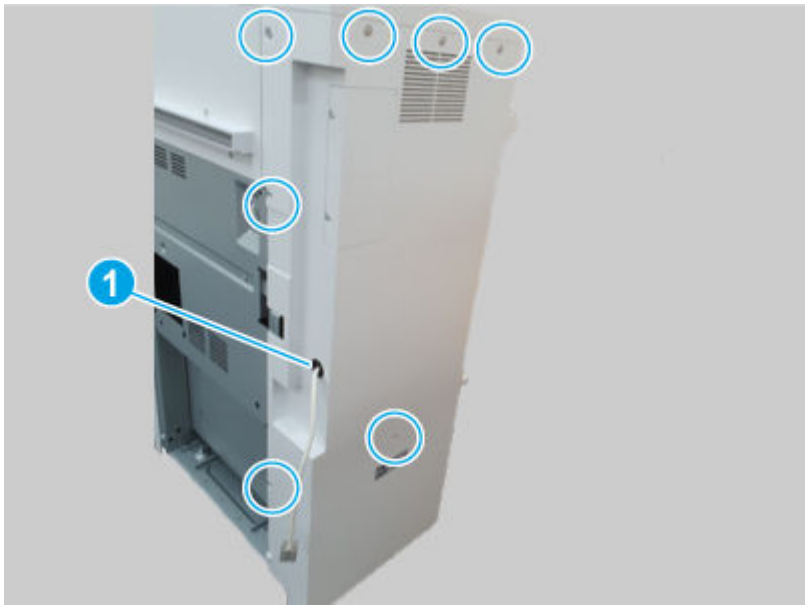
Figure 5-2111 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2112 **Remove the cover**

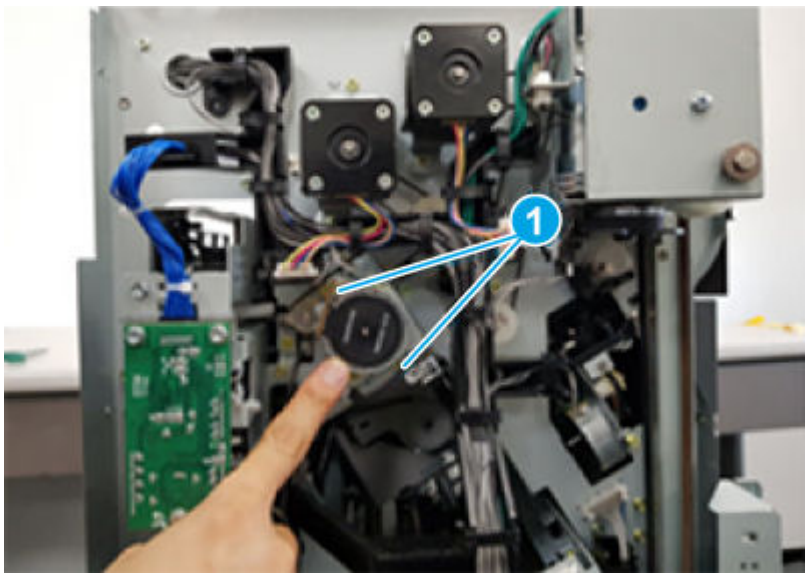


3. Remove the external finisher buffer motor

Use the following procedure to remove and replace the external finisher buffer motor.

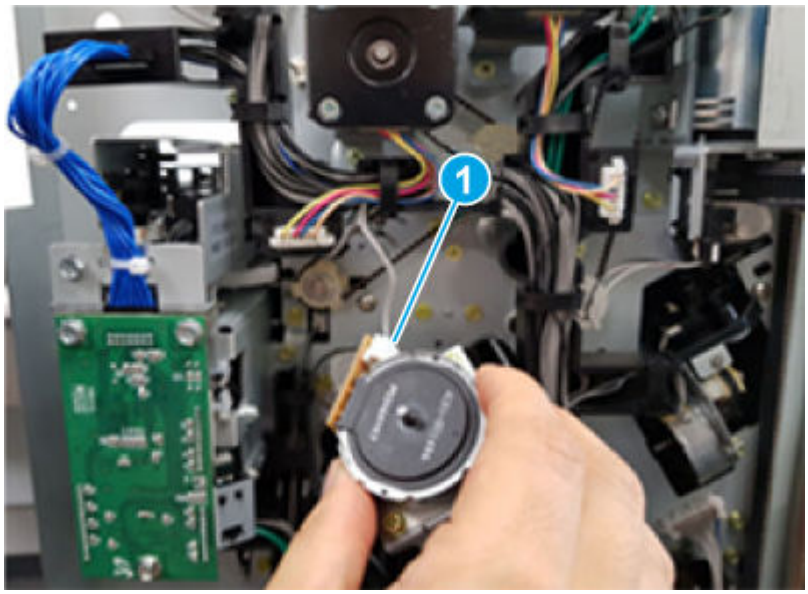
1. Remove two screws.

Figure 5-2113 **Remove two screws**



2. Disconnect one connector, and then remove the buffer motor.

Figure 5-2114 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet finisher (only)

Learn about booklet finisher (only) parts removal and replacement.

Booklet maker

Review the booklet finisher booklet maker removal procedures.

Removal and replacement: Booklet maker

Learn about removing and replacing the booklet finisher booklet maker.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-270 Part information

Part number	Part description
5QK09-60104	Booklet maker

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

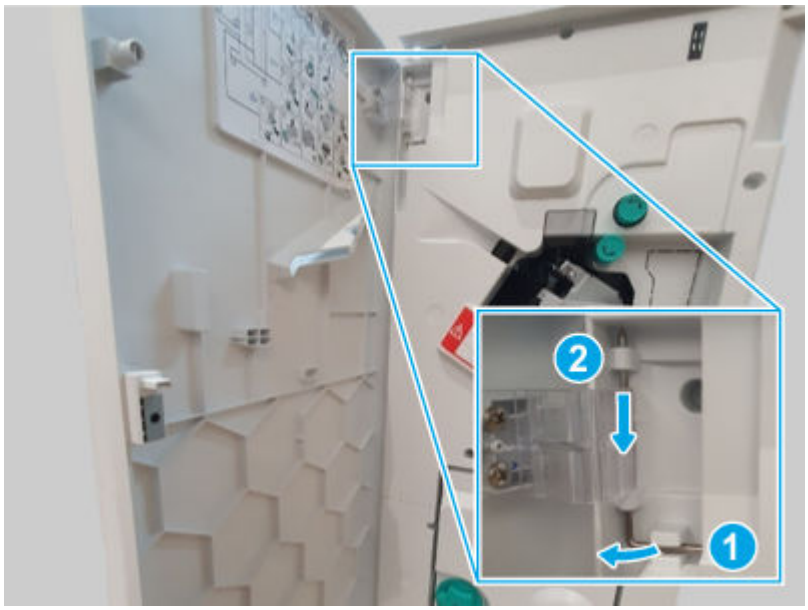
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

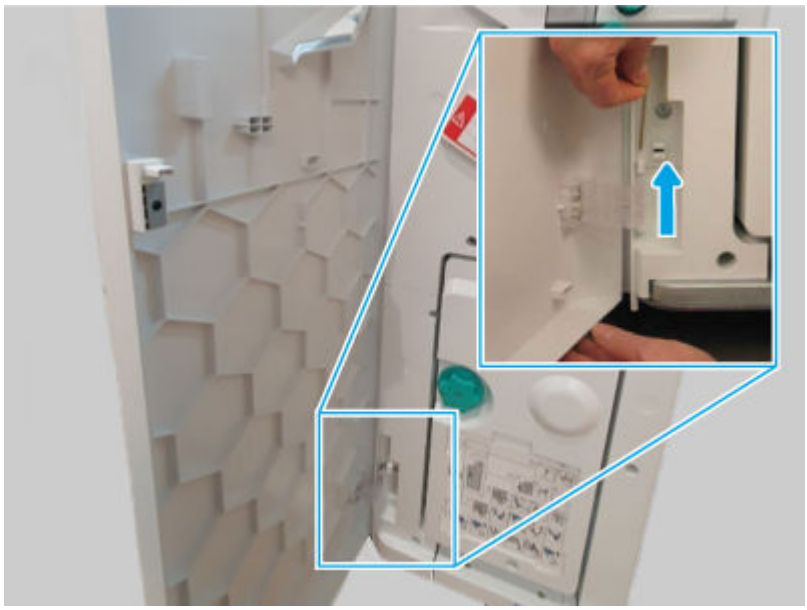
1. Release, and then remove the upper hinge pin.

Figure 5-2115 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2116 Remove the door

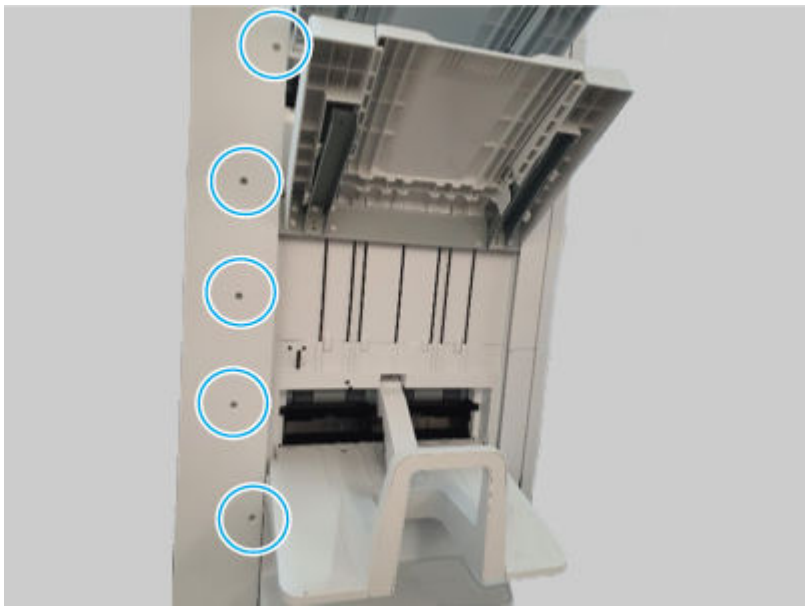


Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

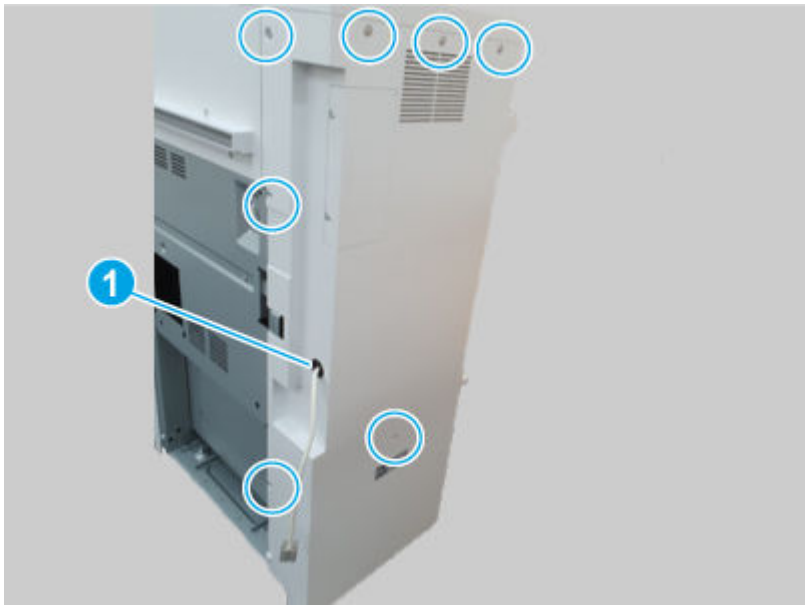
Figure 5-2117 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2118 Remove the cover



Remove the booklet finisher booklet maker

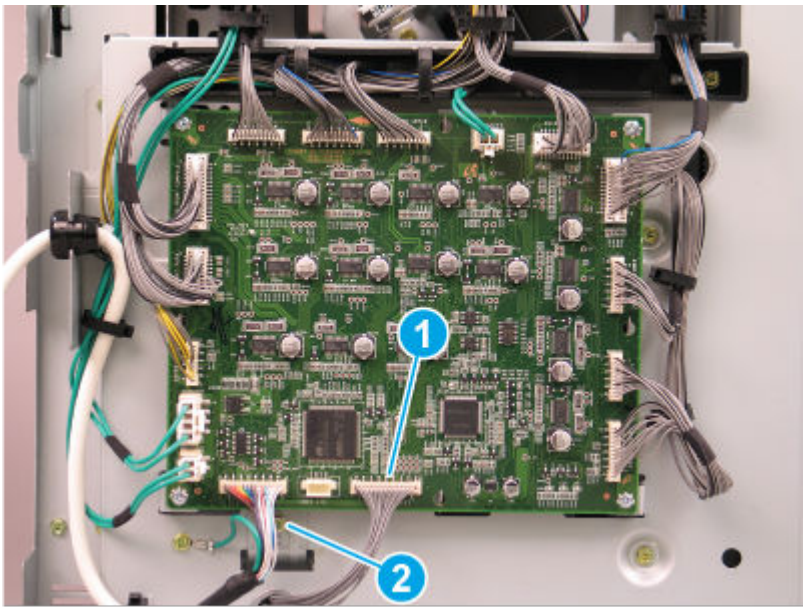
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2119 Slide the booklet maker out

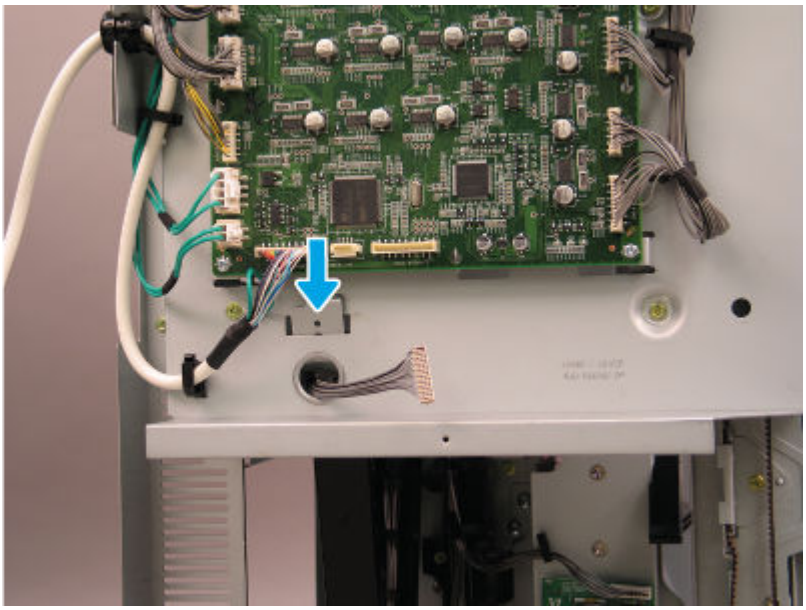
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2120 Disconnect connector and remove the screw



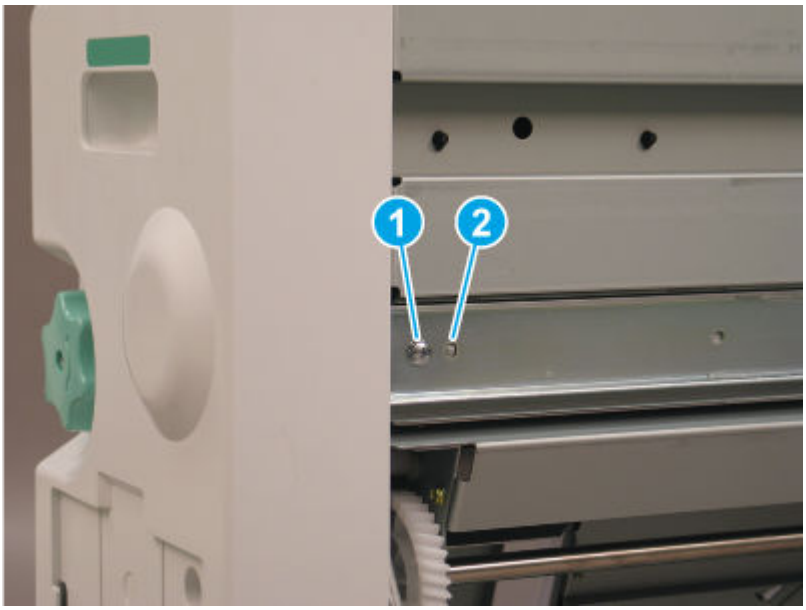
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2121 Disconnect connector and remove the screw



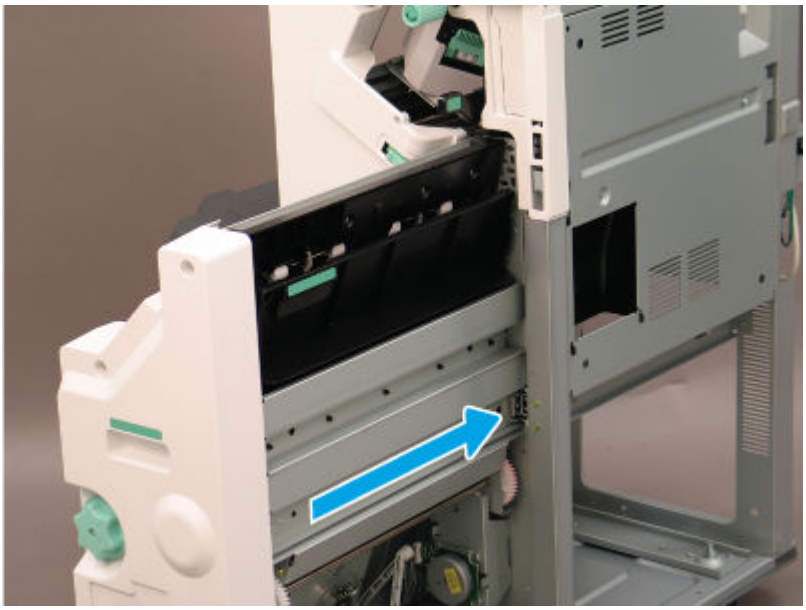
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2122 Release the alignment pin



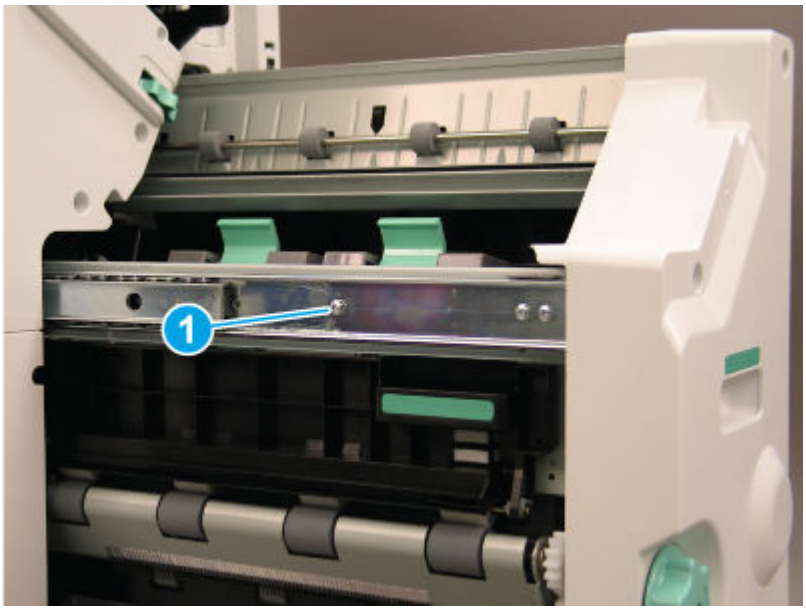
5. Slide the right rail toward the finisher.

Figure 5-2123 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

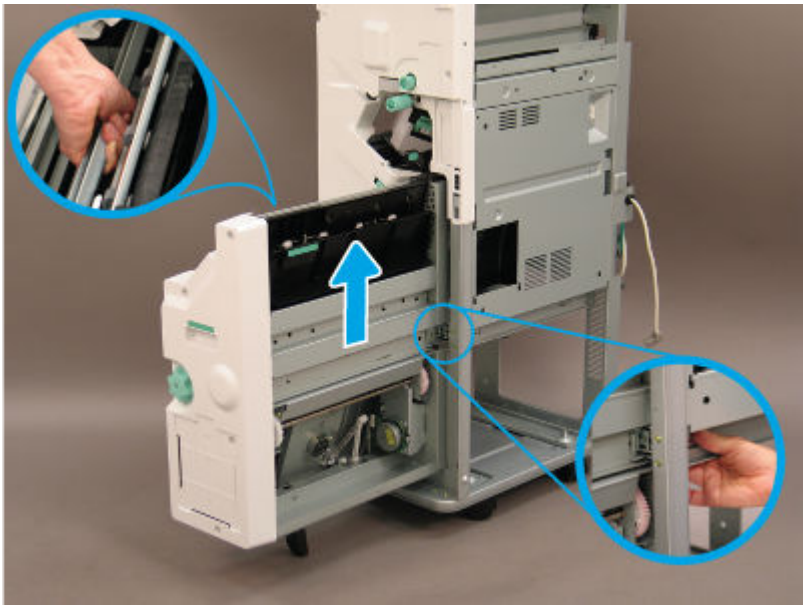
Figure 5-2124 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2125 Remove the booklet maker



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

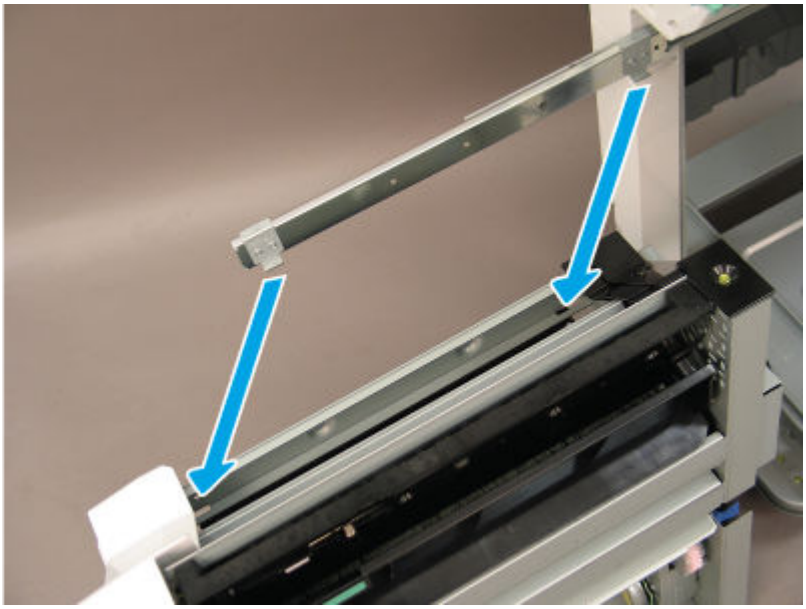
Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

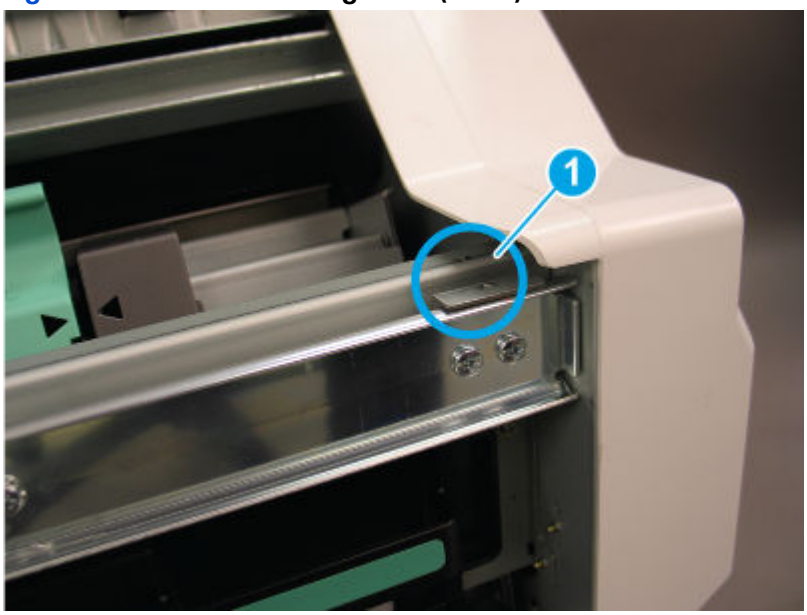
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2126 Position the hooks on the rail



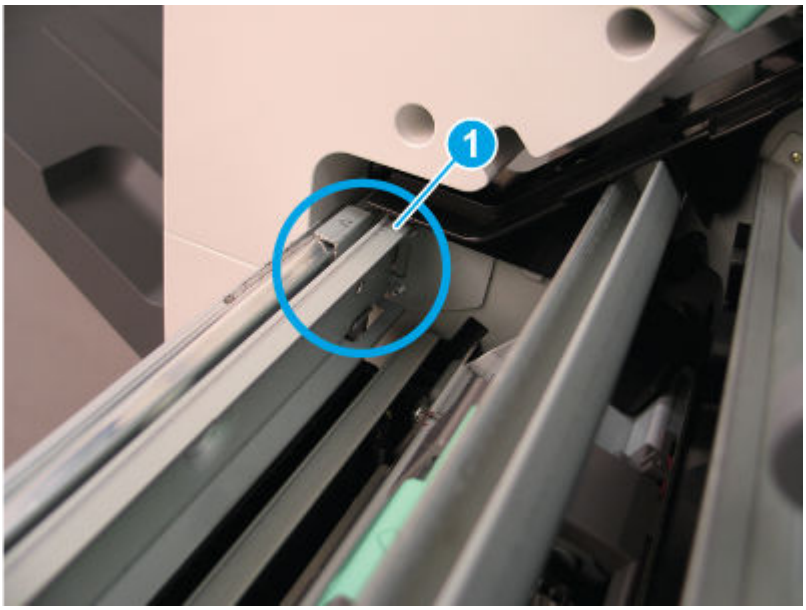
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2127 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

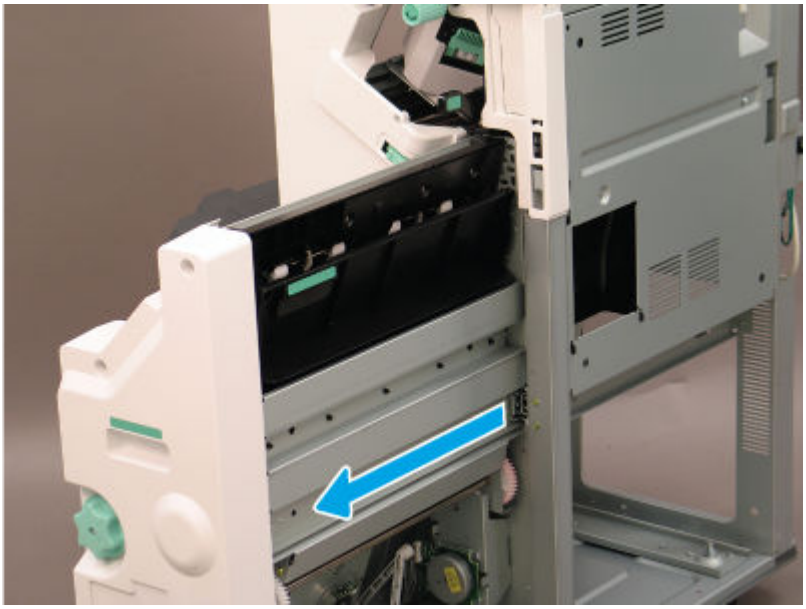
Figure 5-2128 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2129 Attach the rail



Removal and replacement: Harness guide

Learn about removing and replacing the booklet finisher harness guide.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-271 Part information

Part number	Part description
JC90-01477A	Harness guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

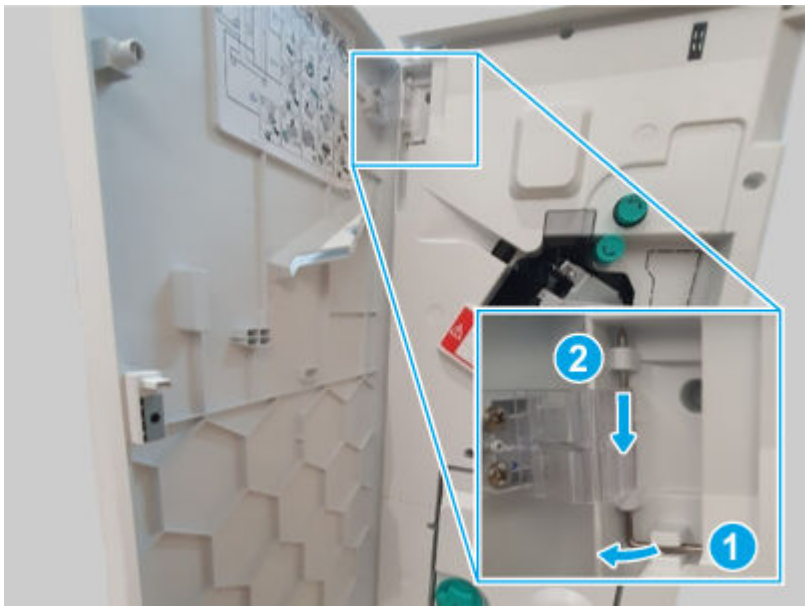
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

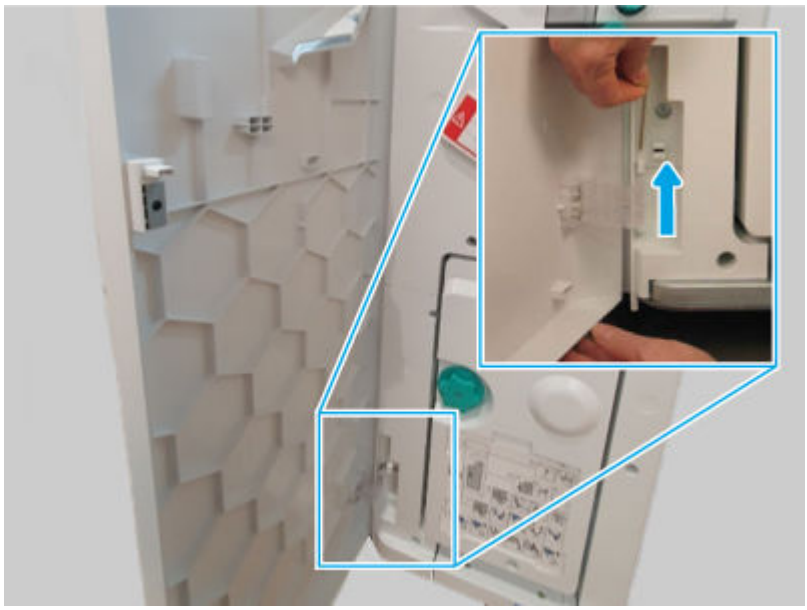
1. Release, and then remove the upper hinge pin.

Figure 5-2130 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2131 Remove the door

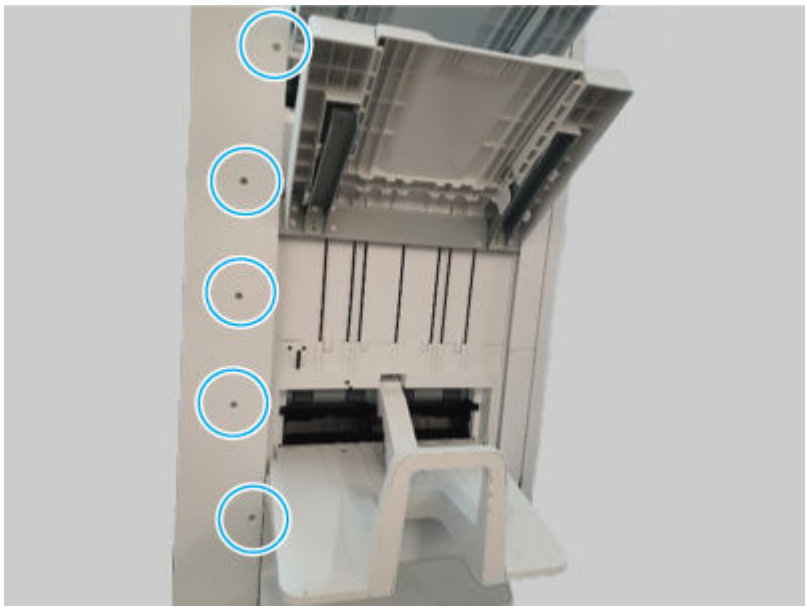


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

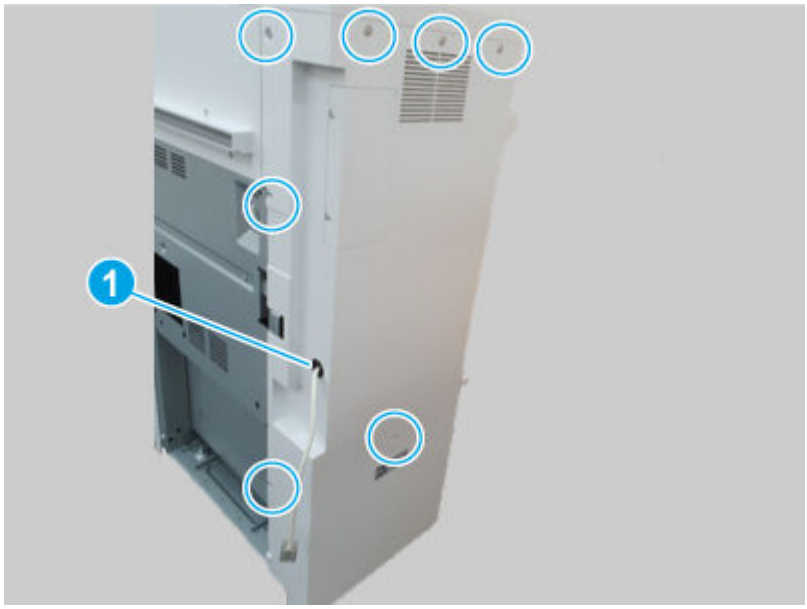
Figure 5-2132 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2133 Remove the cover

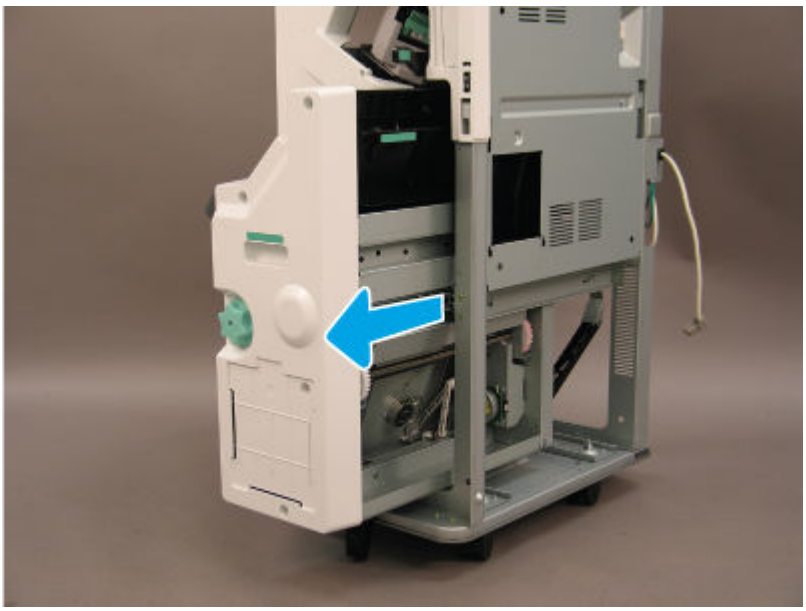


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

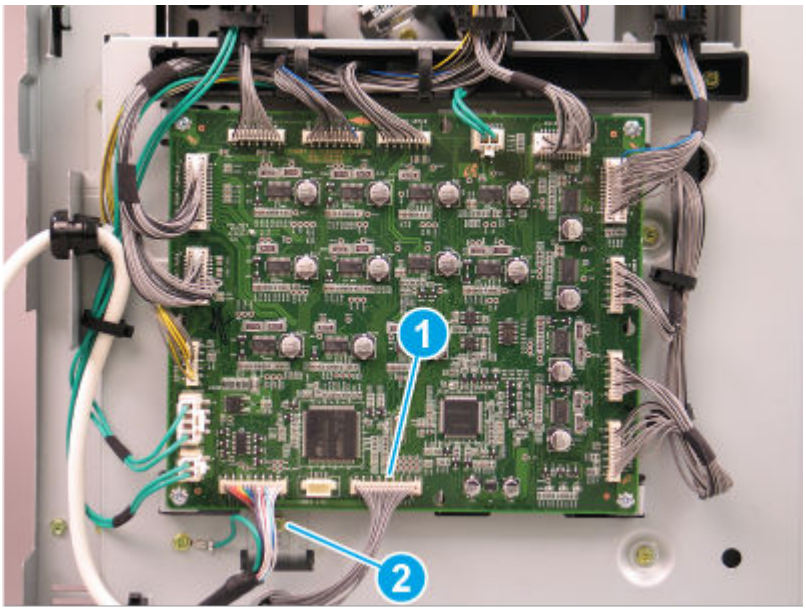
1. Slide the booklet maker out of the finisher.

Figure 5-2134 Slide the booklet maker out



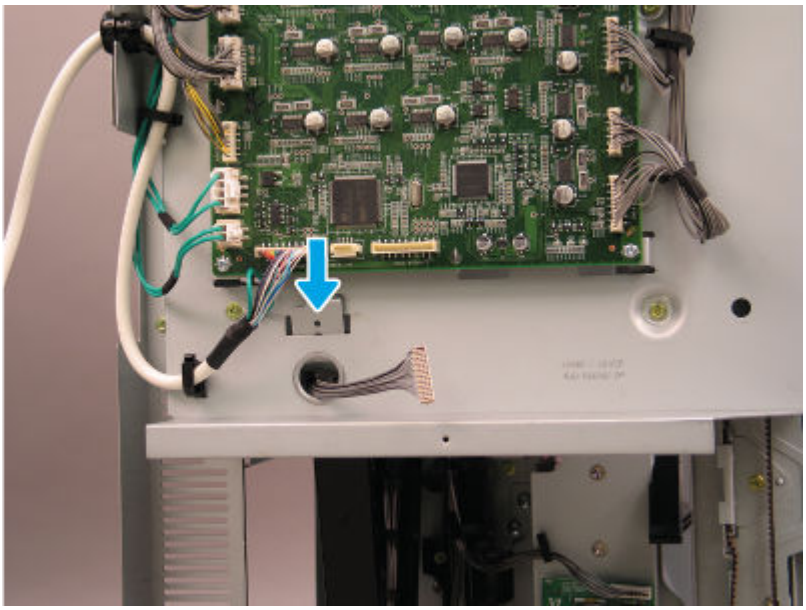
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2135 Disconnect connector and remove the screw



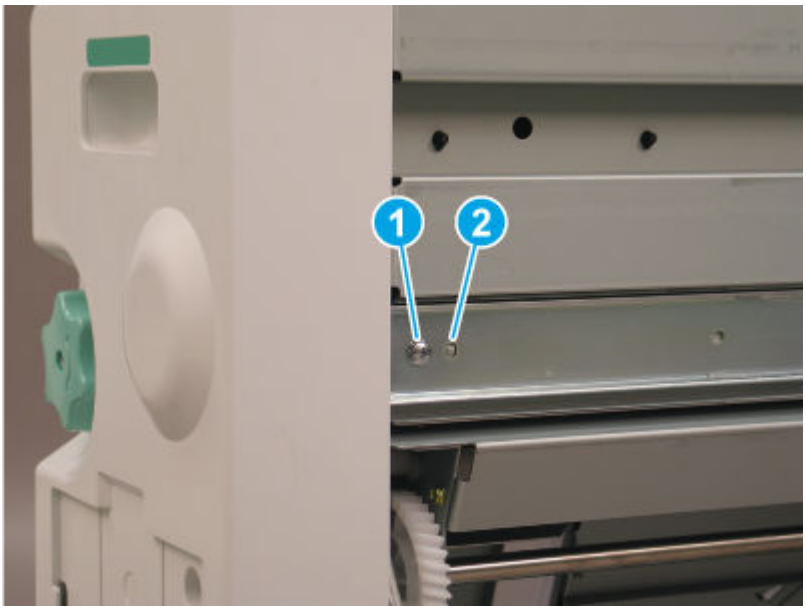
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2136 Disconnect connector and remove the screw



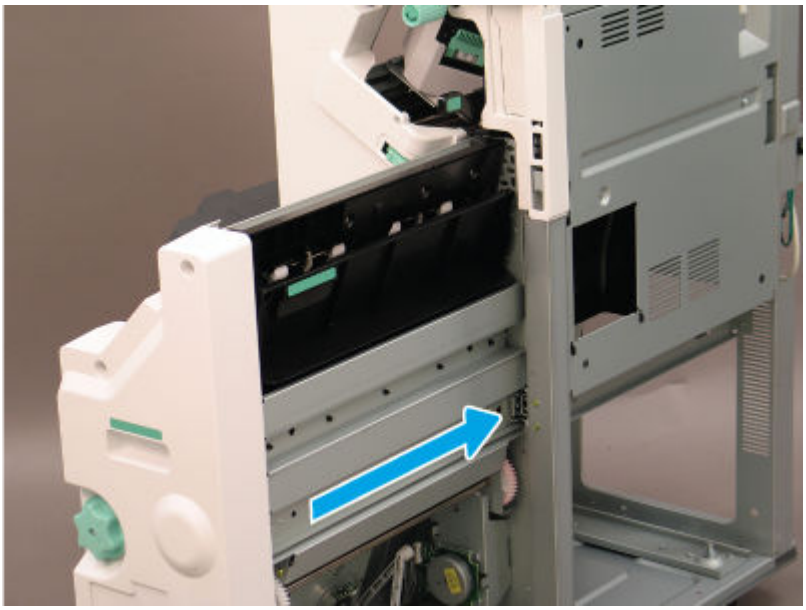
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2137 Release the alignment pin



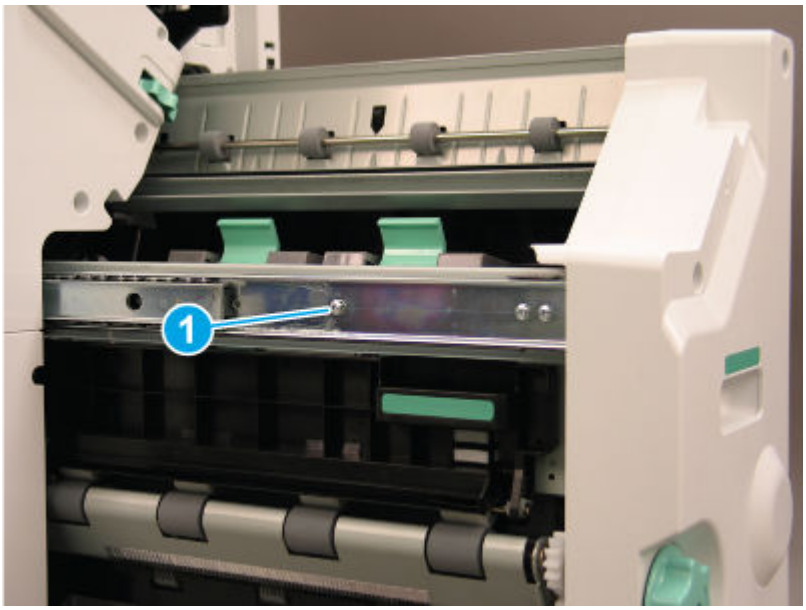
5. Slide the right rail toward the finisher.

Figure 5-2138 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

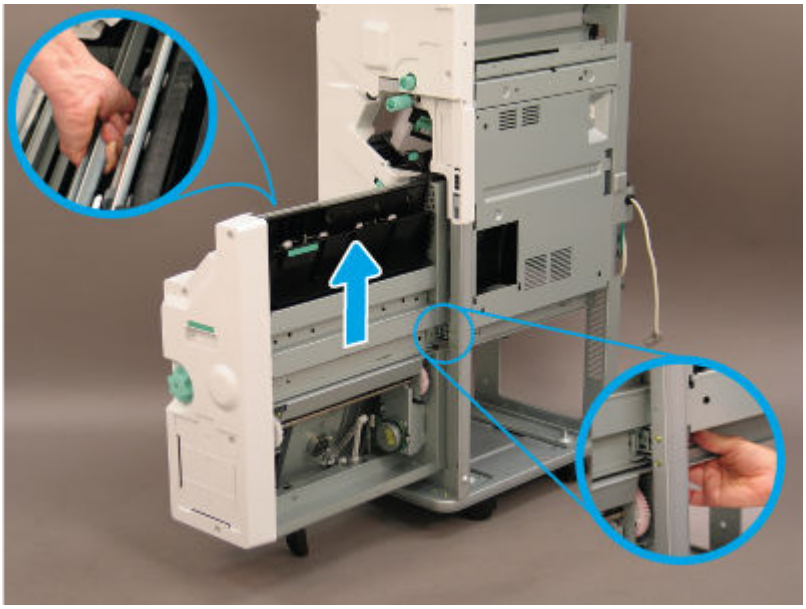
Figure 5-2139 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2140 Remove the booklet maker

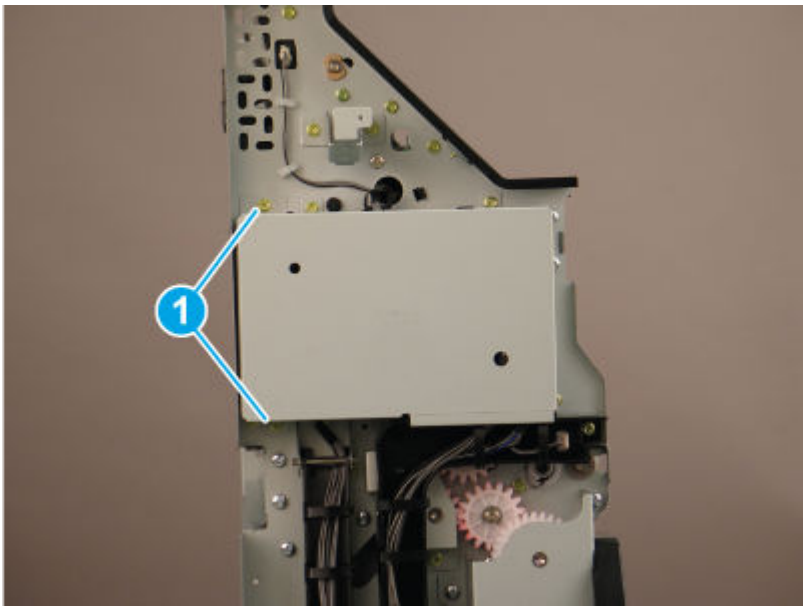


4. Remove the booklet finisher PCA

Use the following procedure to remove and replace the booklet finisher PCA.

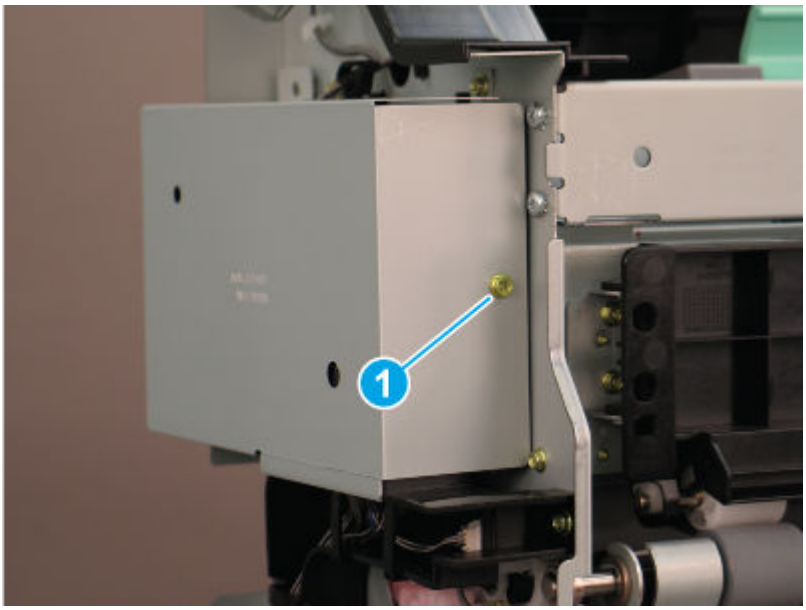
1. Remove two screws (callout 1).

Figure 5-2141 Remove two screws



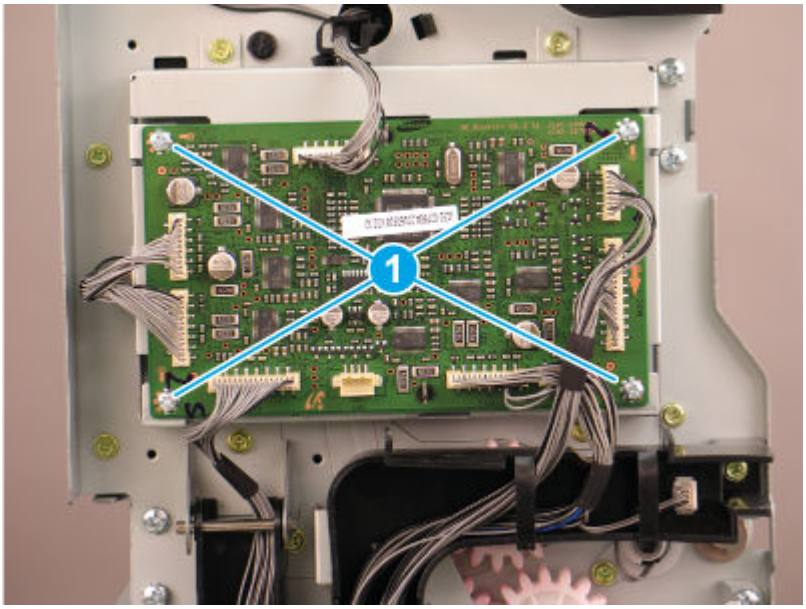
2. Remove one screw (callout 1).

Figure 5-2142 Remove one screw



3. Disconnect all of the connectors, remove four screws (callout 1), and then remove the booklet finisher PCA.

Figure 5-2143 Remove the PCA

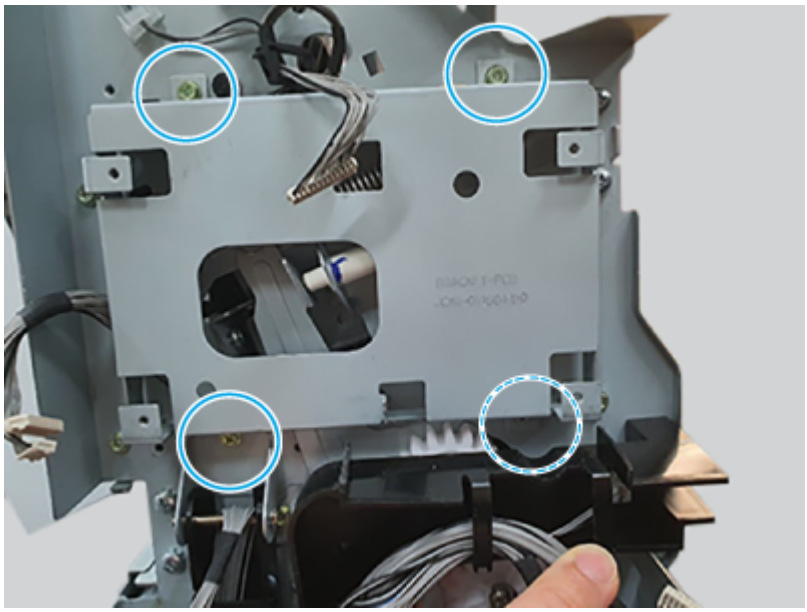


5. Remove the booklet finisher harness guide

Use the following procedure to remove and replace the booklet finisher harness guide.

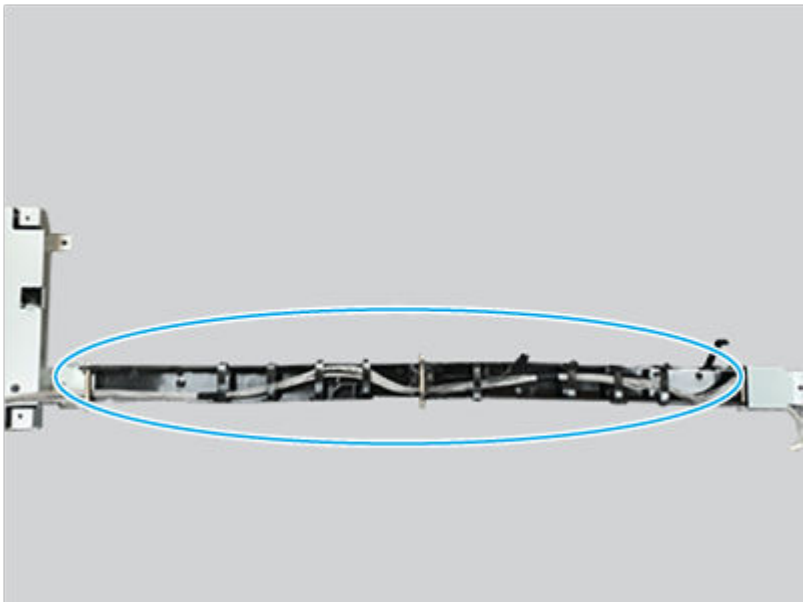
1. Remove four screws.

Figure 5-2144 Remove four screws



2. Release twelve retainers, and then remove the harness guide.

Figure 5-2145 Remove the guide



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

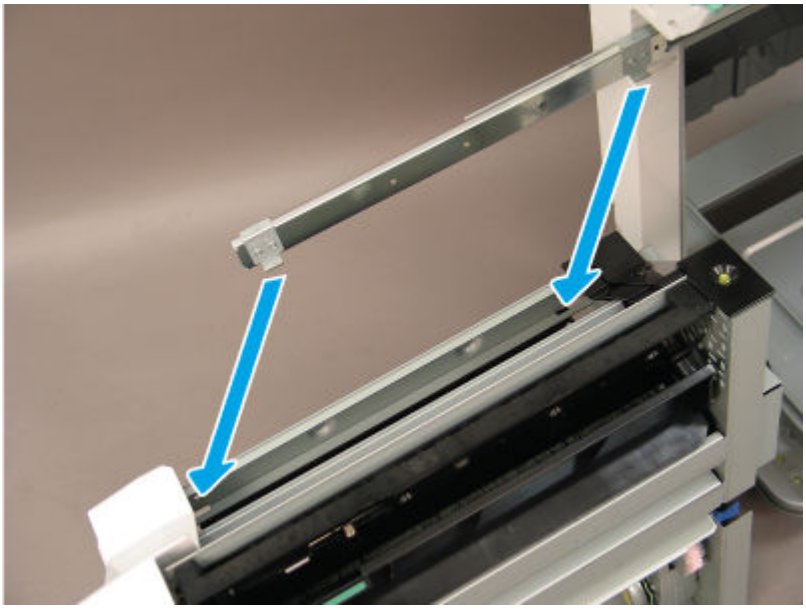
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

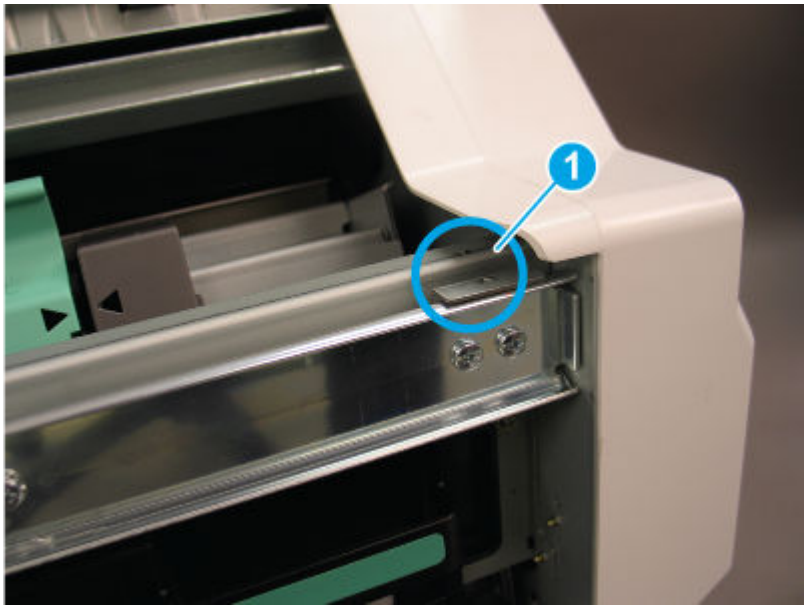
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2146 Position the hooks on the rail



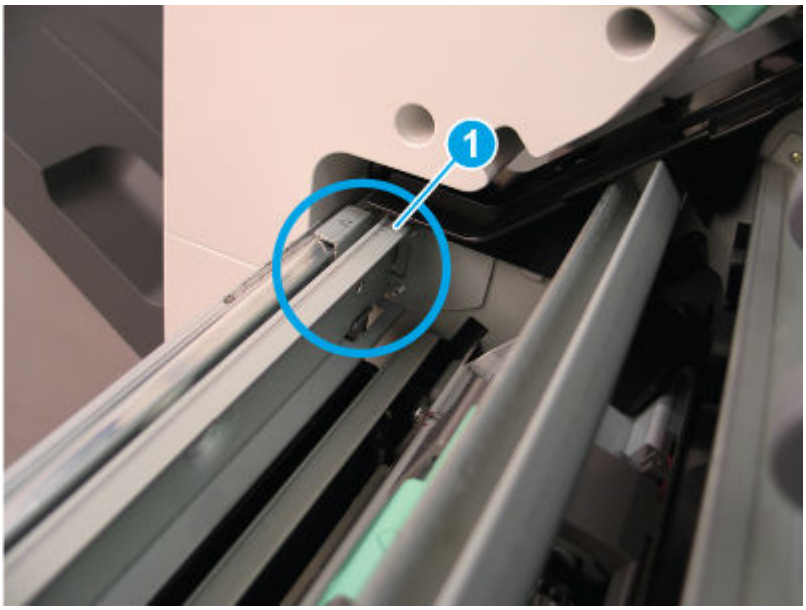
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2147 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

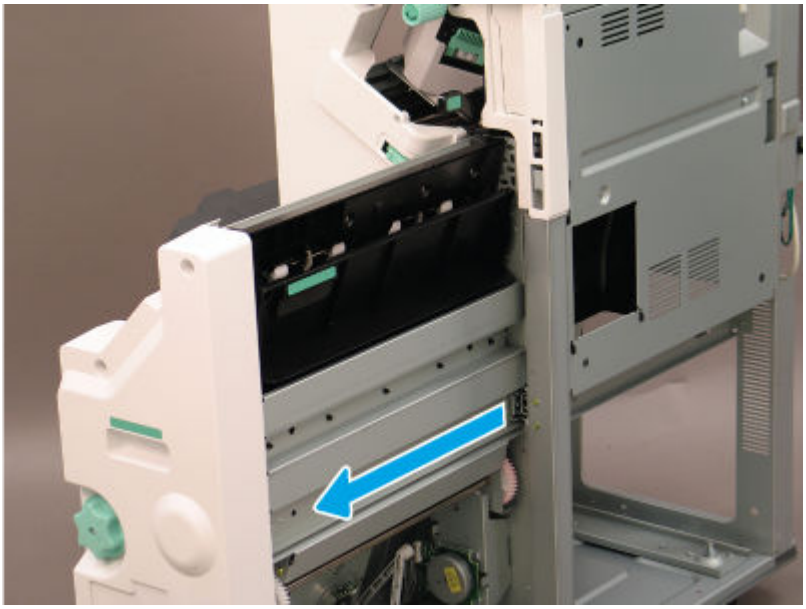
Figure 5-2148 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2149 Attach the rail



Booklet entrance unit

Review the booklet finisher booklet entrance unit removal procedures.

Removal and replacement: Booklet entrance unit

Learn about removing and replacing the booklet finisher entrance unit.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-272 Part information

Part number	Part description
6GW51-60102	Booklet entrance unit

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

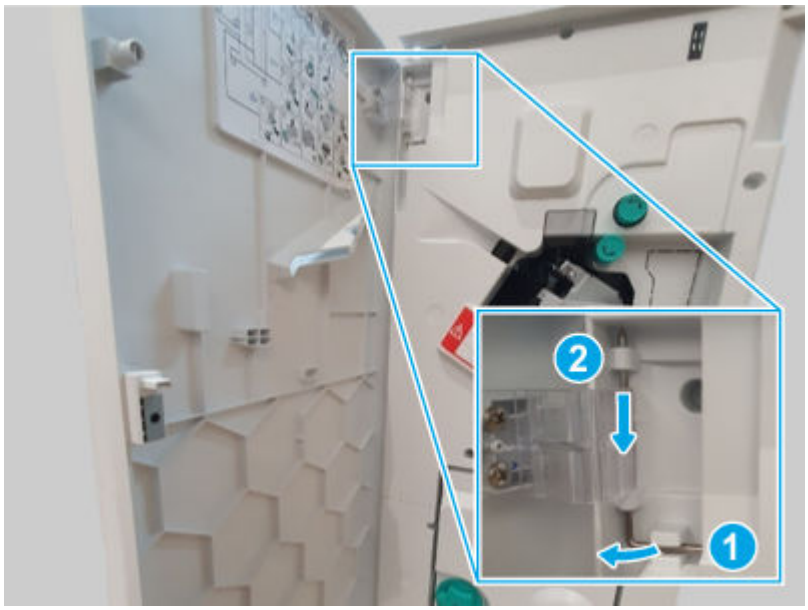
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

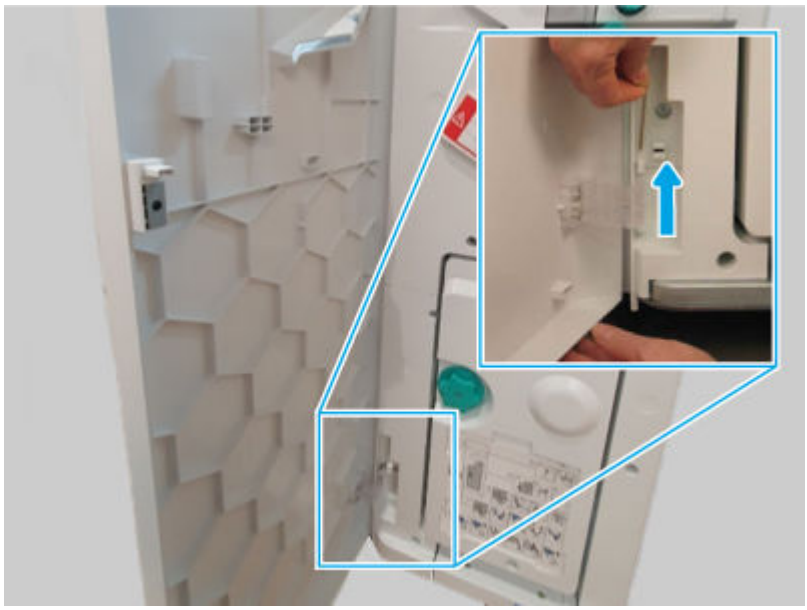
1. Release, and then remove the upper hinge pin.

Figure 5-2150 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2151 Remove the door

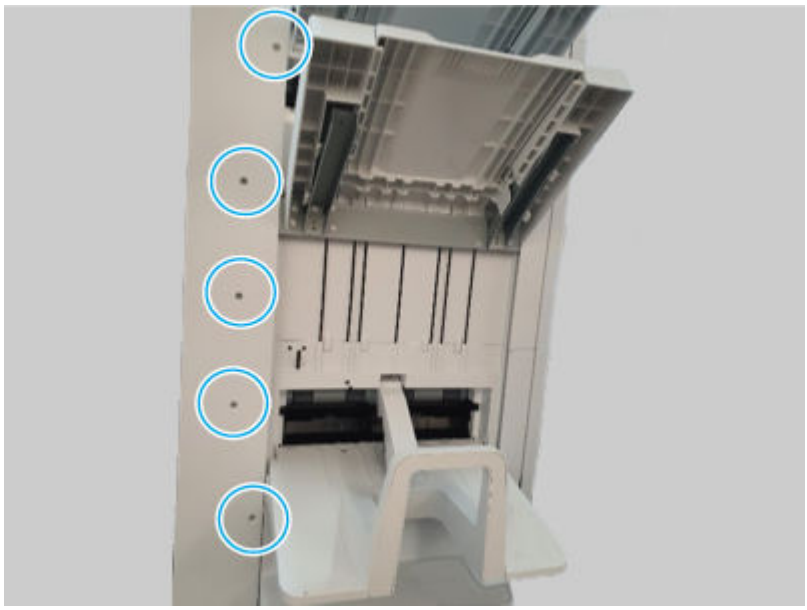


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

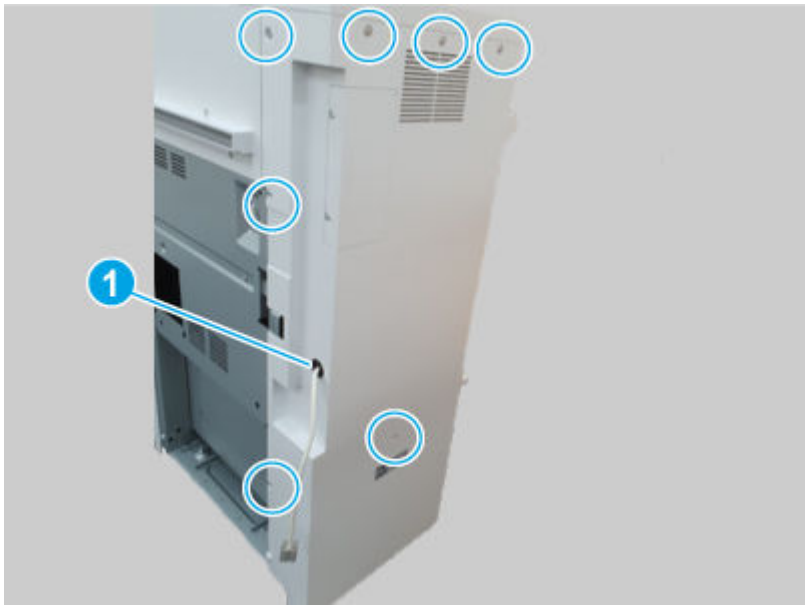
Figure 5-2152 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2153 **Remove the cover**

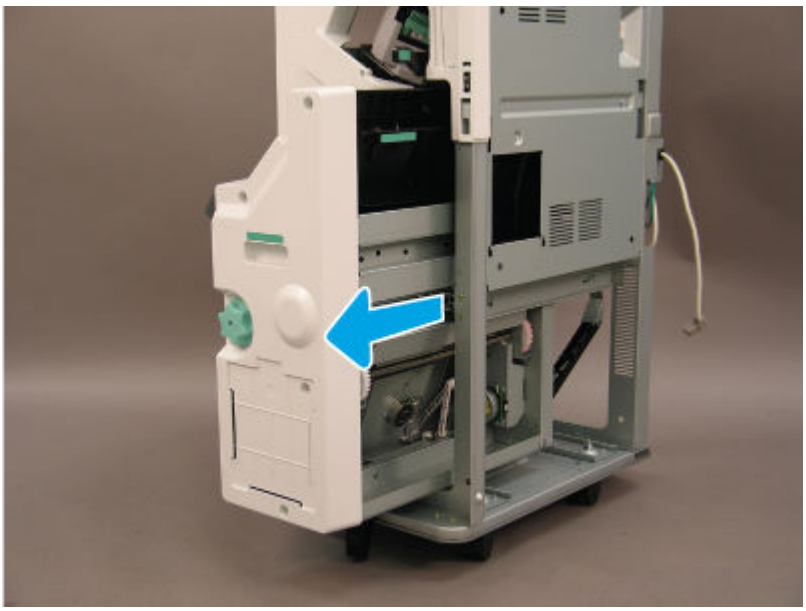


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

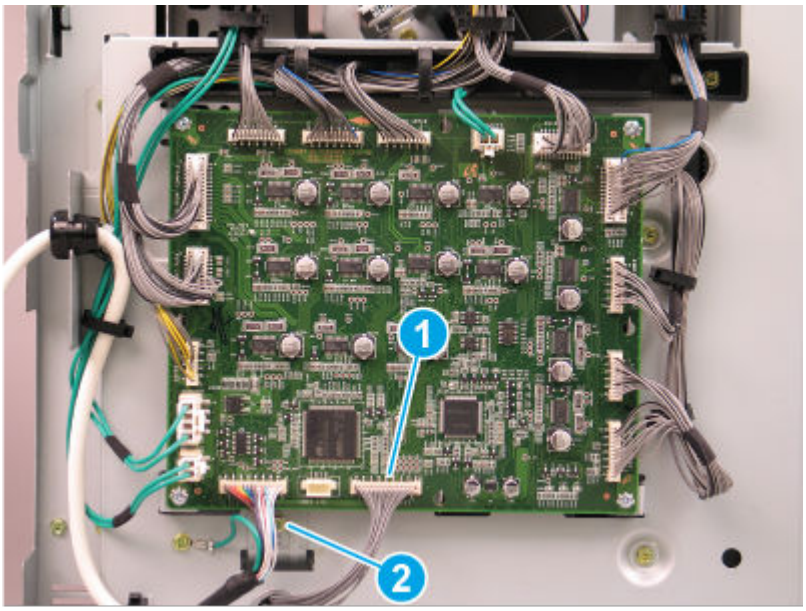
1. Slide the booklet maker out of the finisher.

Figure 5-2154 **Slide the booklet maker out**



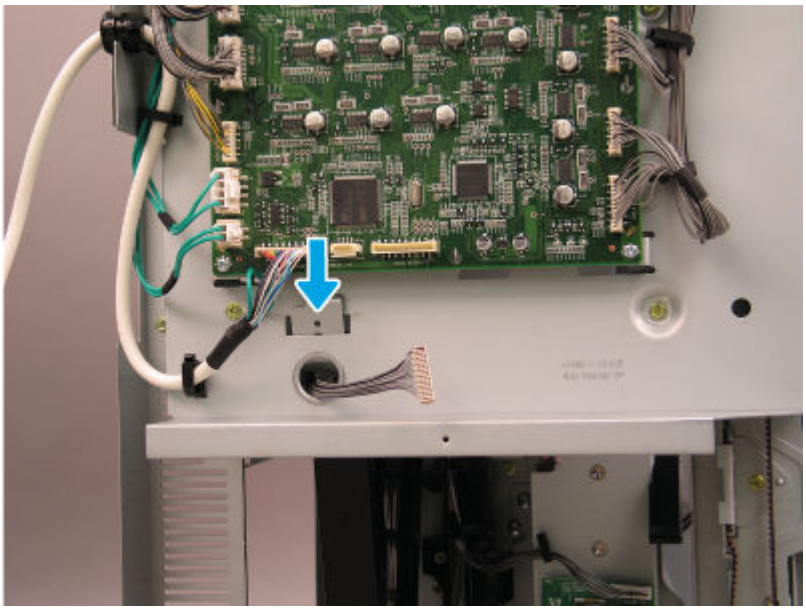
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2155 Disconnect connector and remove the screw



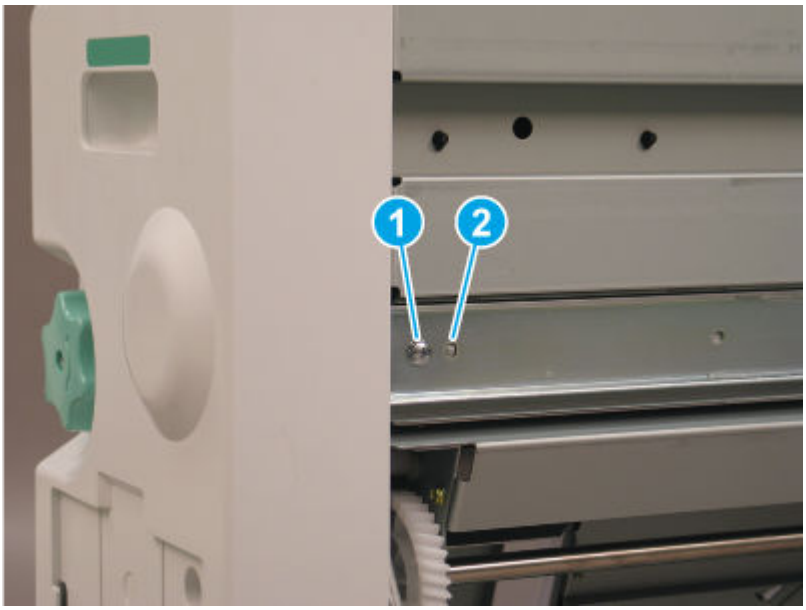
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2156 Disconnect connector and remove the screw



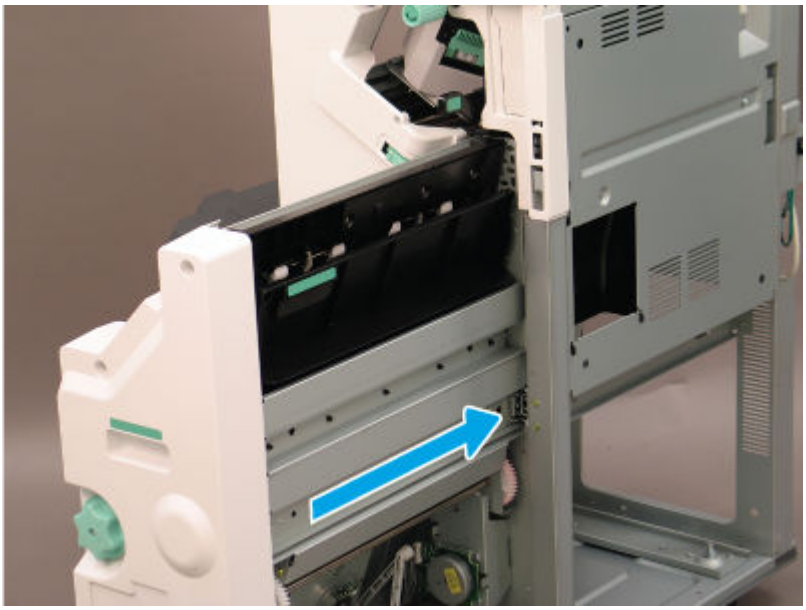
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2157 Release the alignment pin



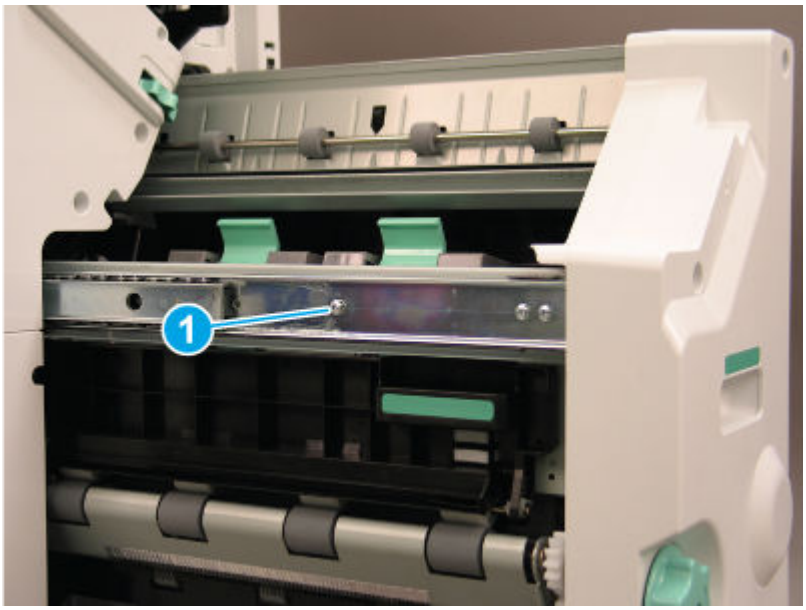
5. Slide the right rail toward the finisher.

Figure 5-2158 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

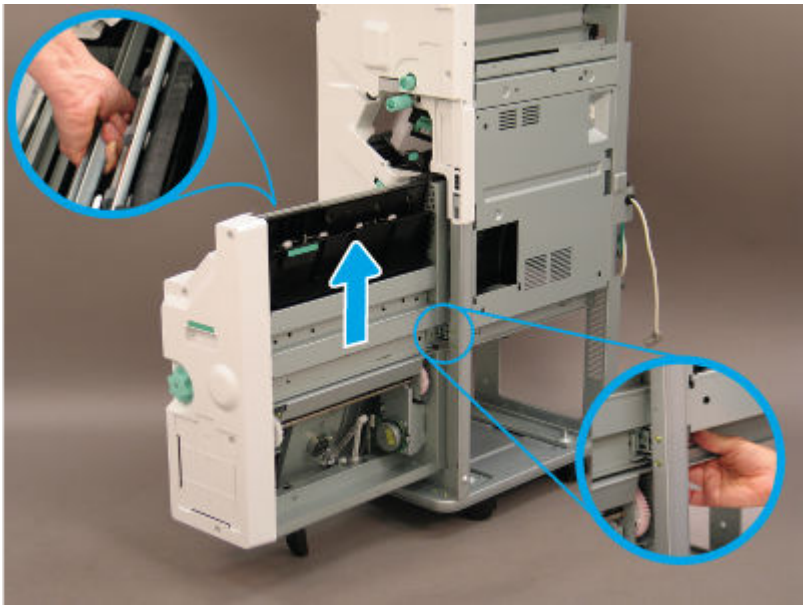
Figure 5-2159 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2160 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

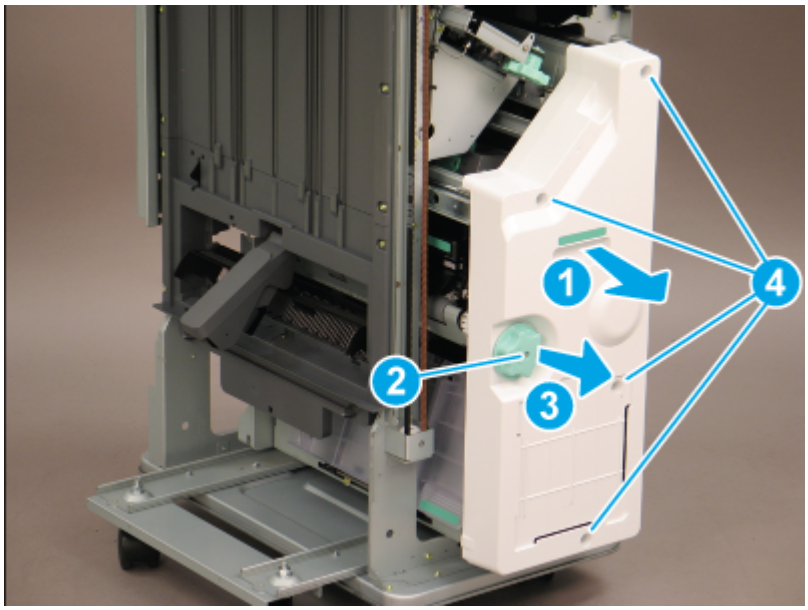
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2161 Remove the cover

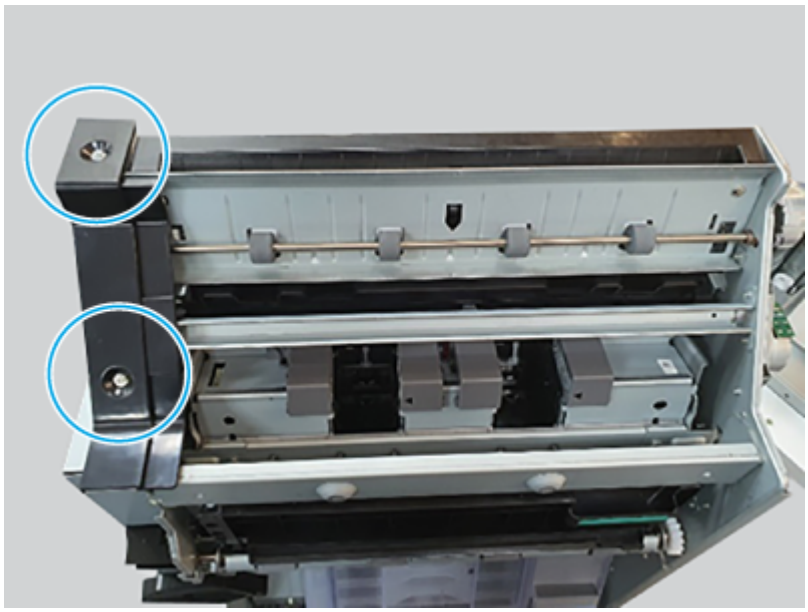


5. Remove the booklet finisher booklet entrance unit

Use the following procedure to remove and replace the booklet finisher entrance unit.

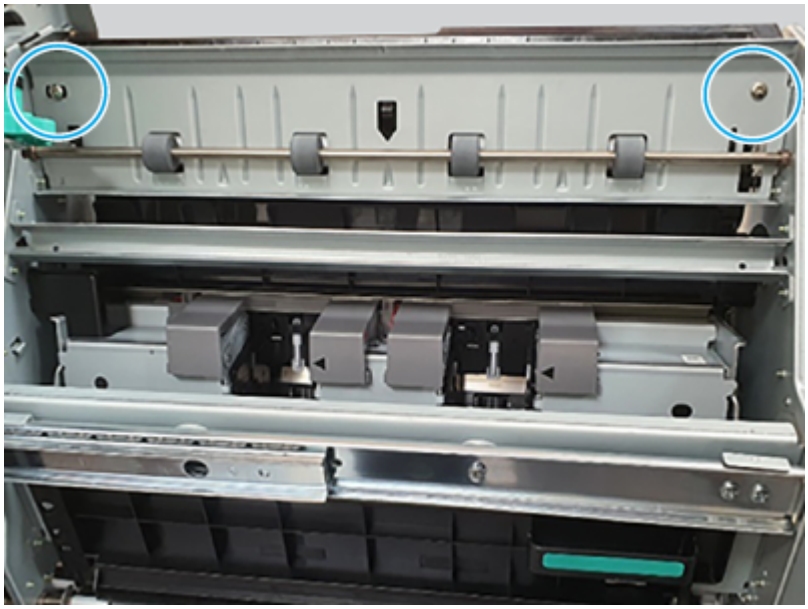
1. Remove two screws.

Figure 5-2162 Remove two screws



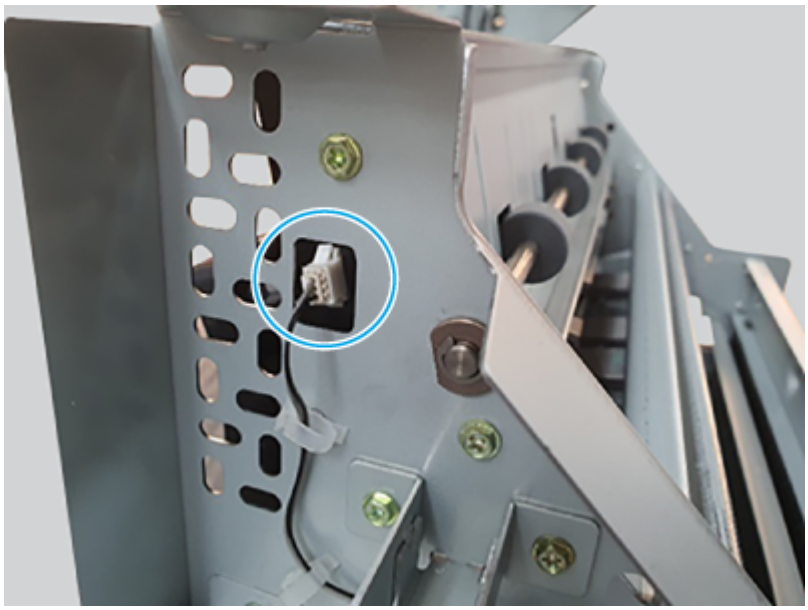
2. Remove two screws.

Figure 5-2163 Remove two screws



3. Disconnect one connector.

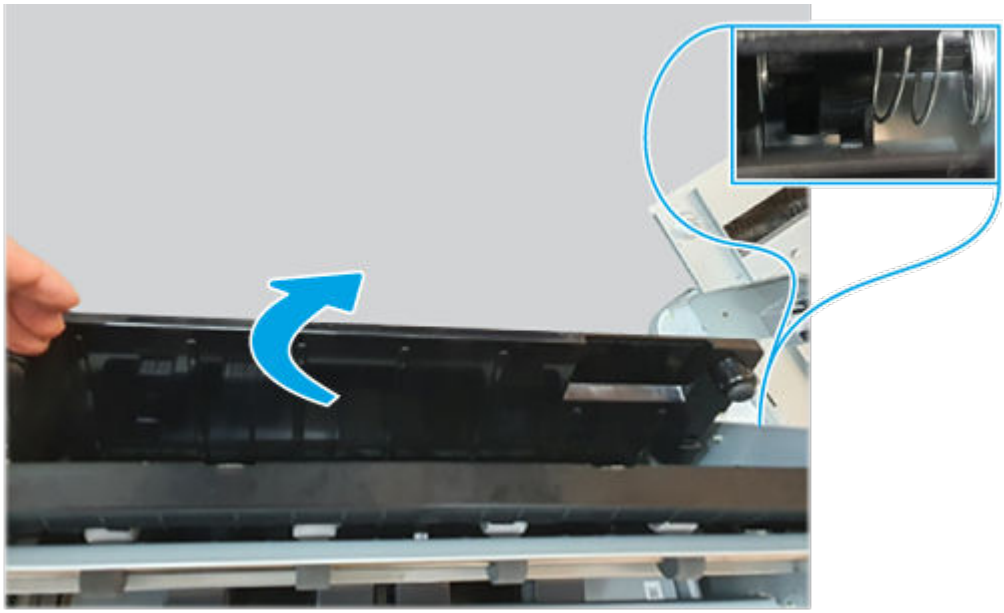
Figure 5-2164 Disconnect one connector



4. Remove the booklet entrance unit.

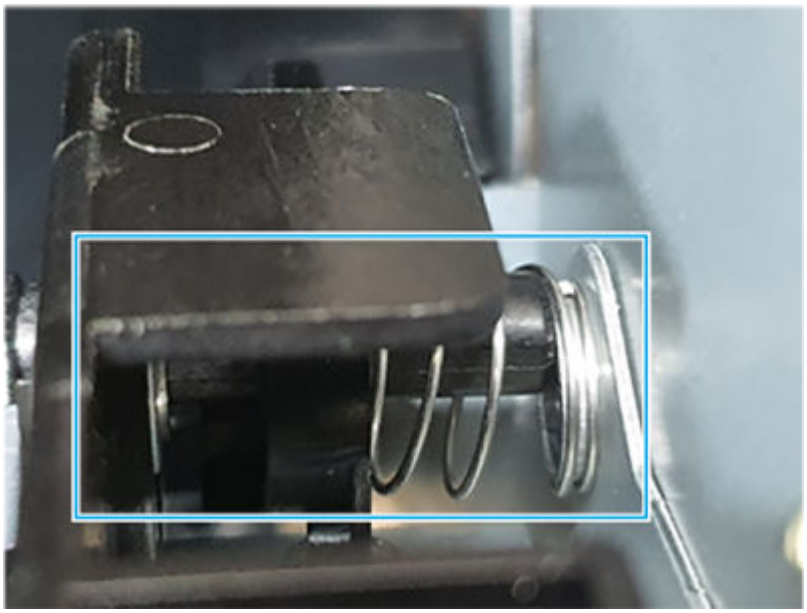
⚠ **CAUTION:** The spring and holder on the entrance unit are not captive. Do not lose them when handling the unit.

Figure 5-2165 Remove the unit



5. **Reinstall step**: Make sure that the spring on the unit is correctly positioned on the chassis of the booklet maker.

Figure 5-2166 Reinstall the unit



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

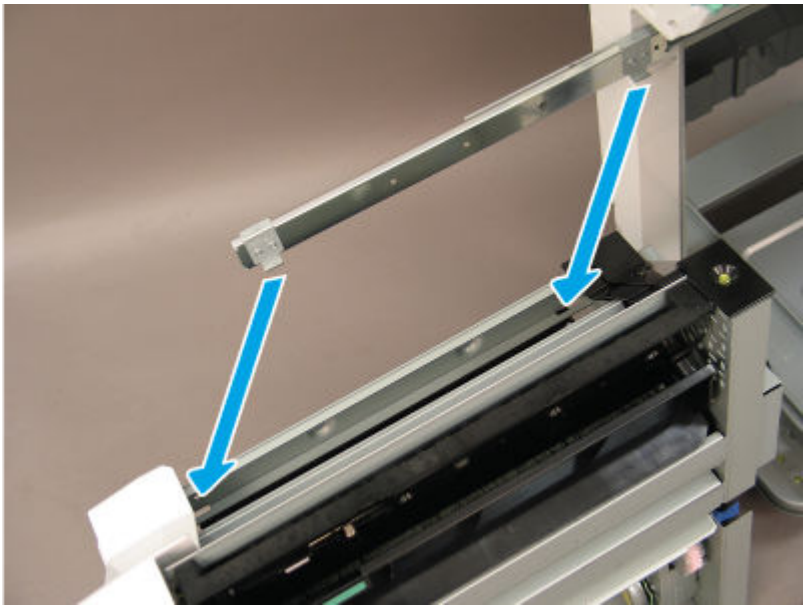
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

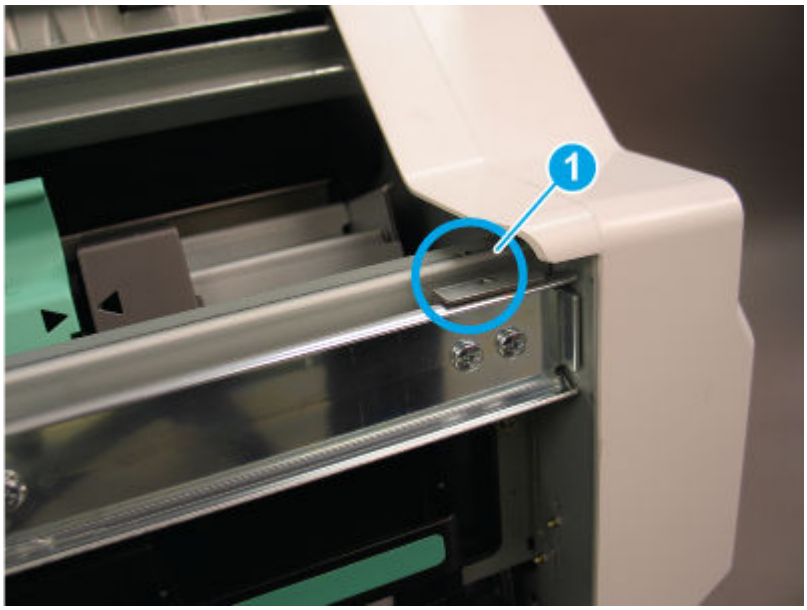
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2167 Position the hooks on the rail



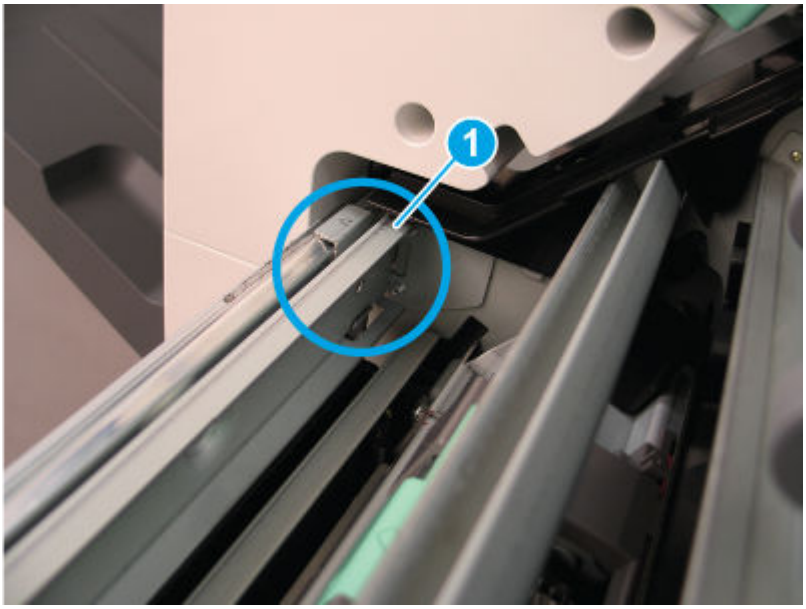
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2168 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

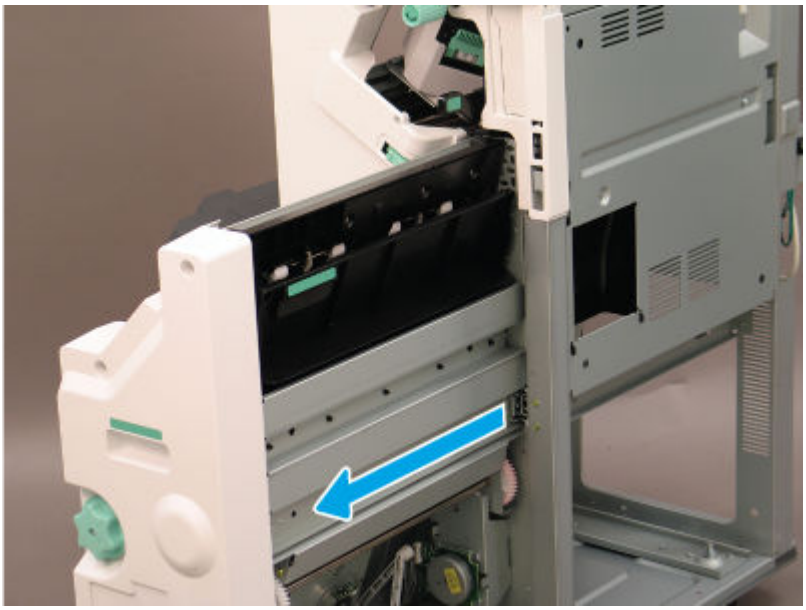
Figure 5-2169 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2170 Attach the rail



Removal and replacement: Booklet entrance sensor

Learn about removing and replacing the booklet finisher entrance sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-273 Part information

Part number	Part description
0604-001415	Photo interrupter (Booklet entrance sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

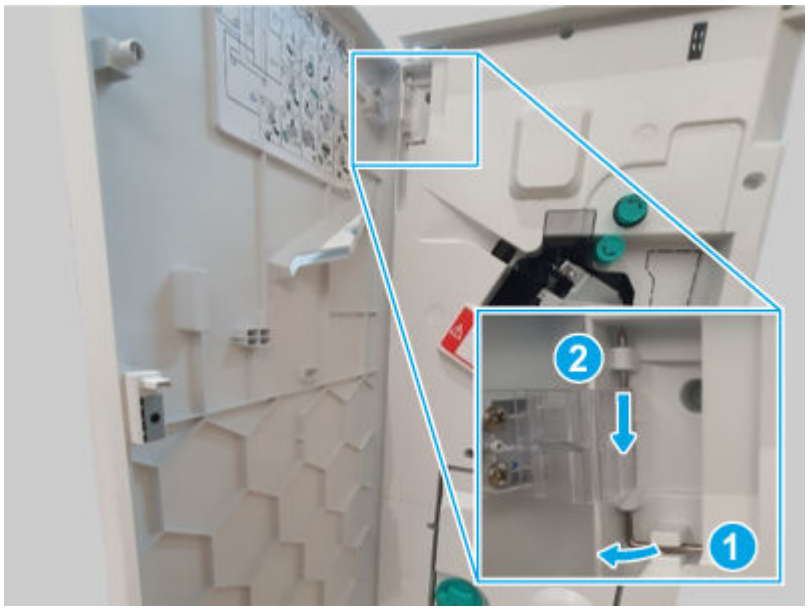
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

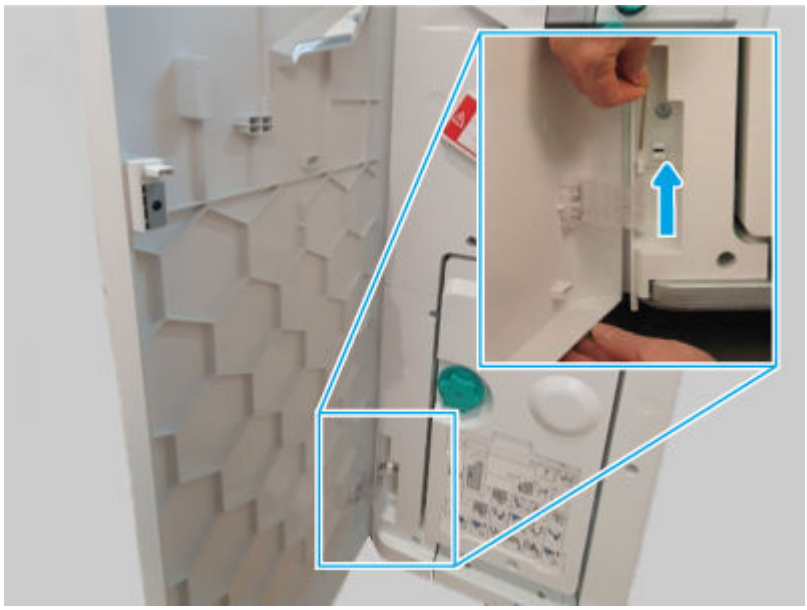
1. Release, and then remove the upper hinge pin.

Figure 5-2171 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2172 Remove the door

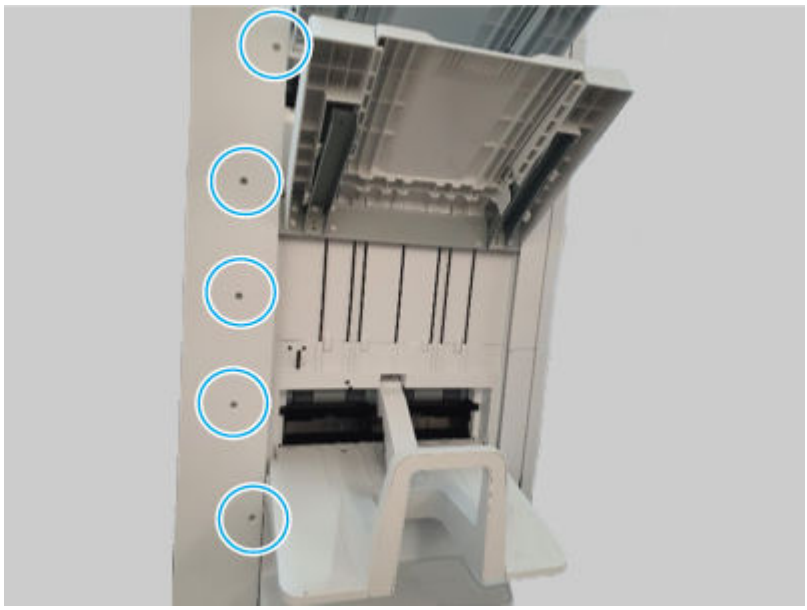


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

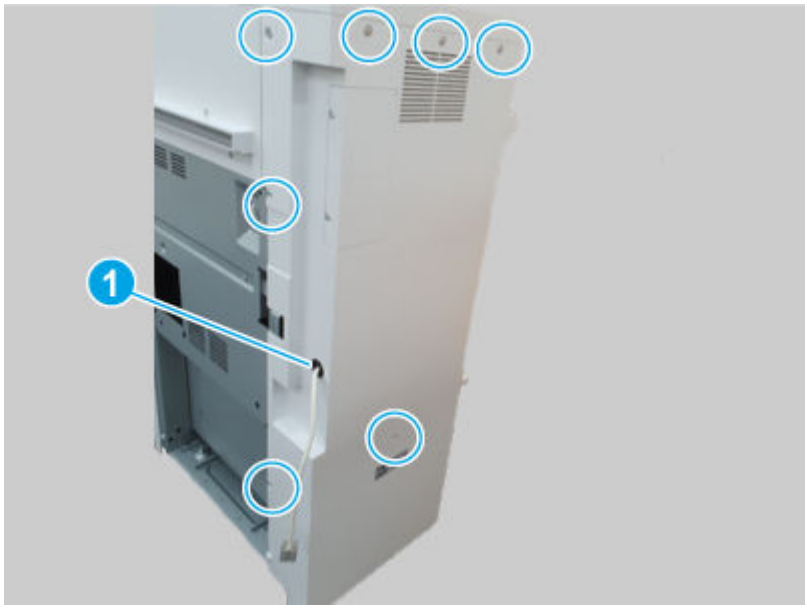
Figure 5-2173 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2174 Remove the cover



3. Remove the booklet finisher booklet maker

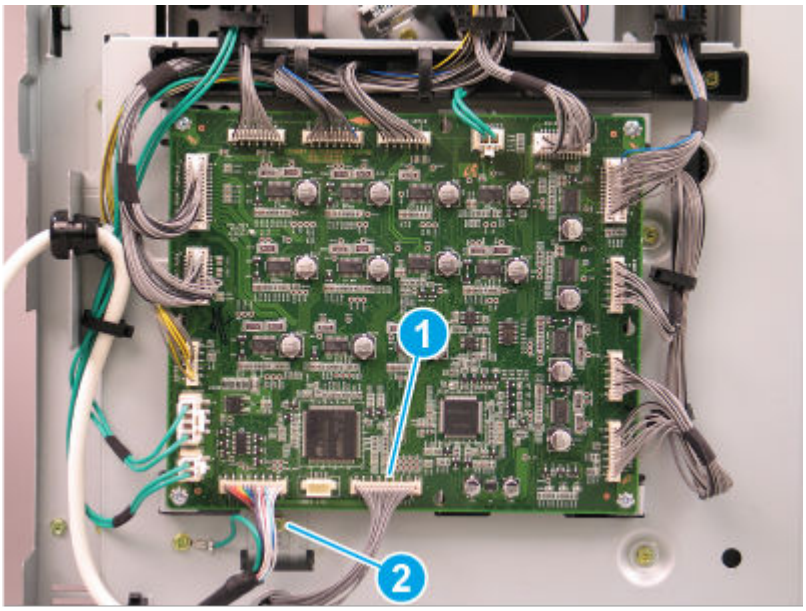
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2175 Slide the booklet maker out

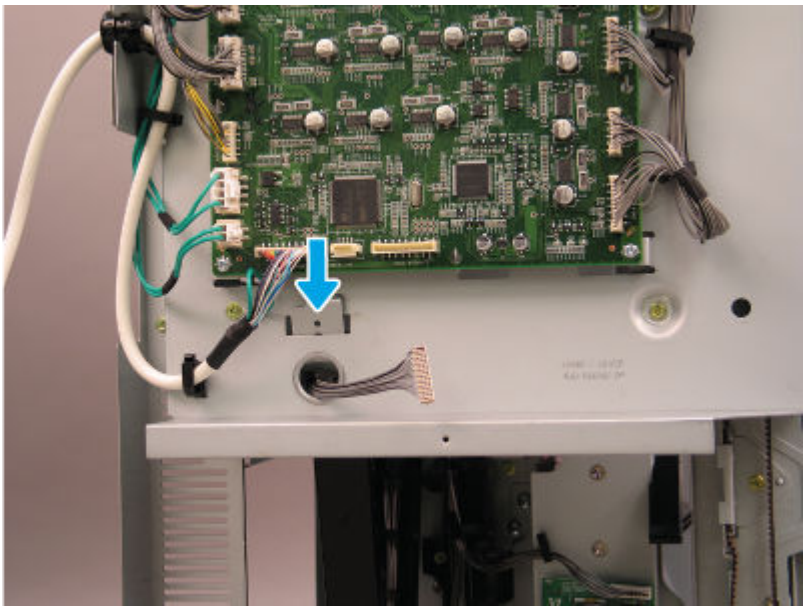
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2176 Disconnect connector and remove the screw



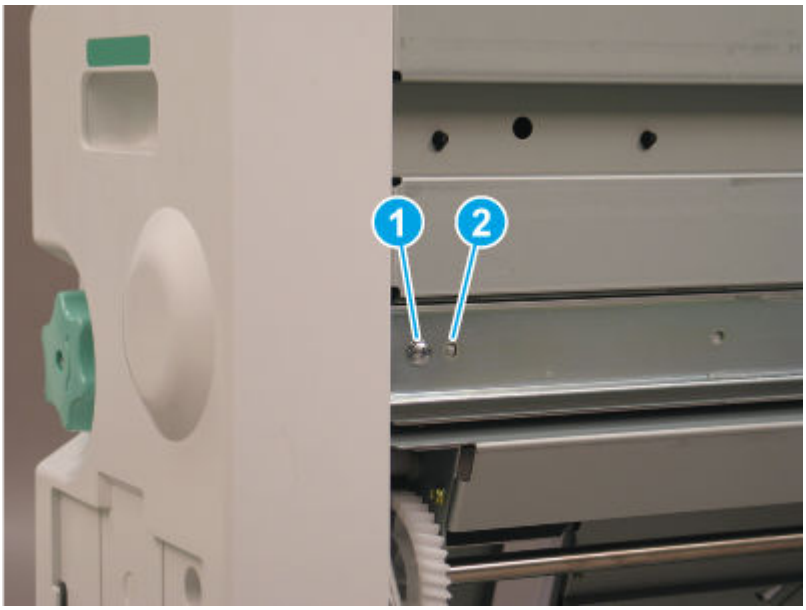
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2177 Disconnect connector and remove the screw



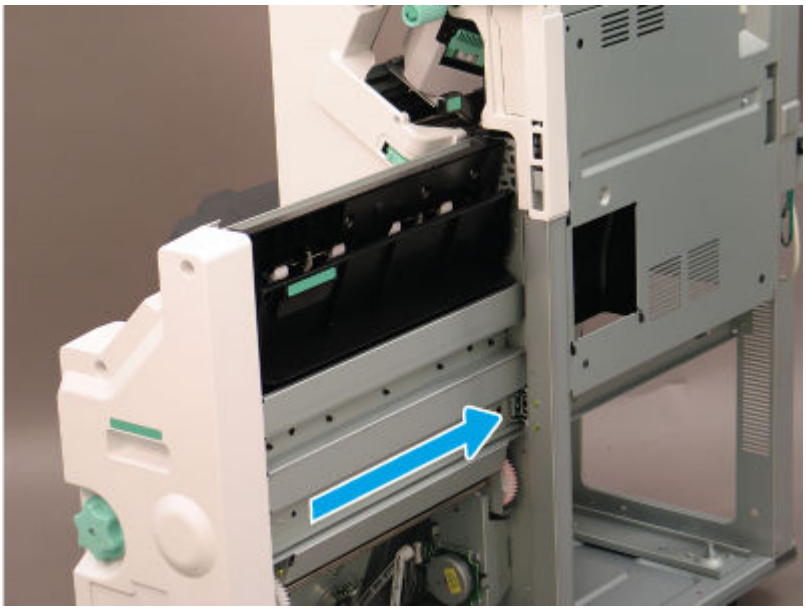
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2178 Release the alignment pin



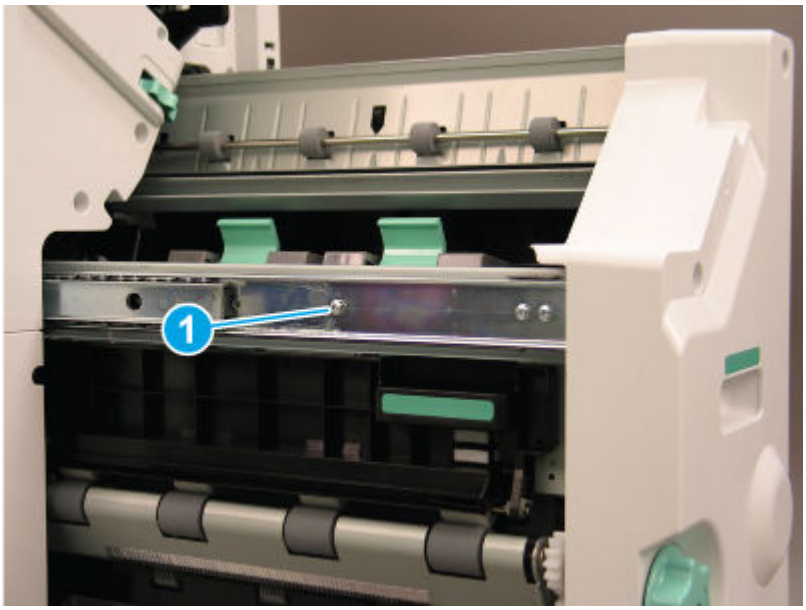
5. Slide the right rail toward the finisher.

Figure 5-2179 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

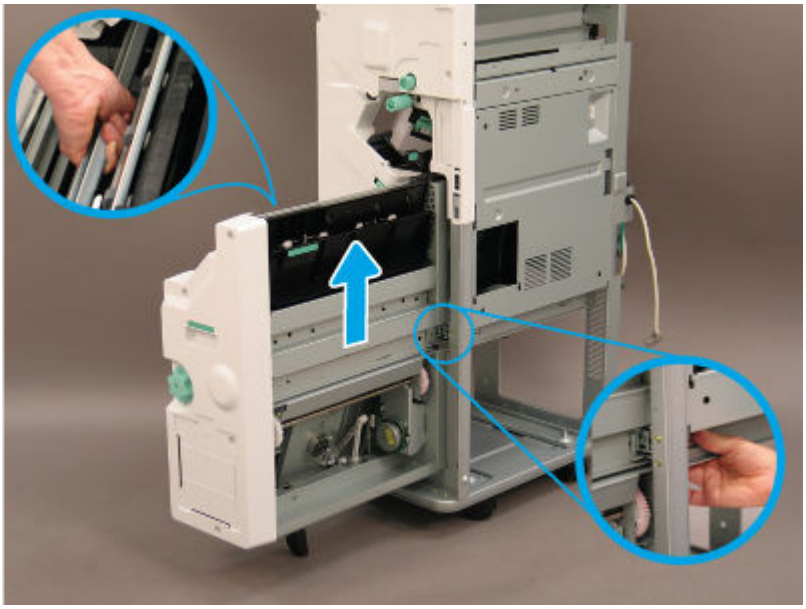
Figure 5-2180 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2181 Remove the booklet maker

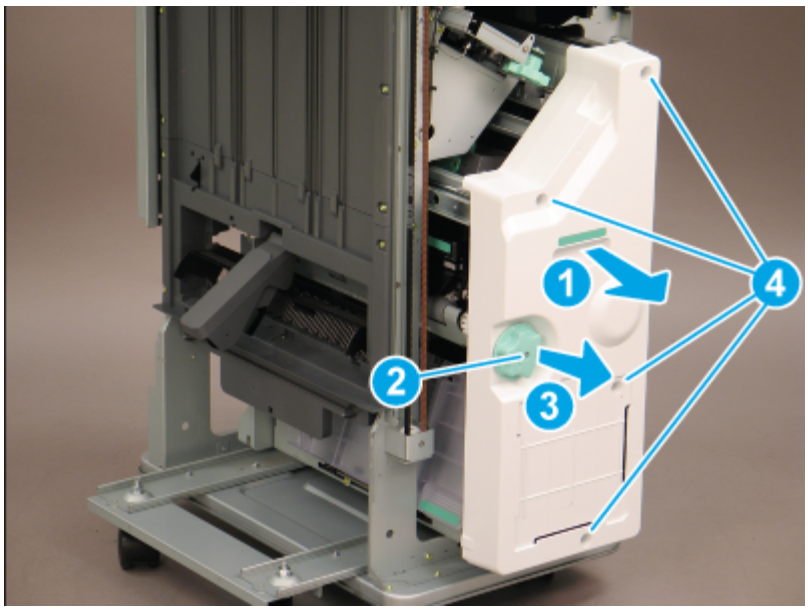


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2182 Remove the cover

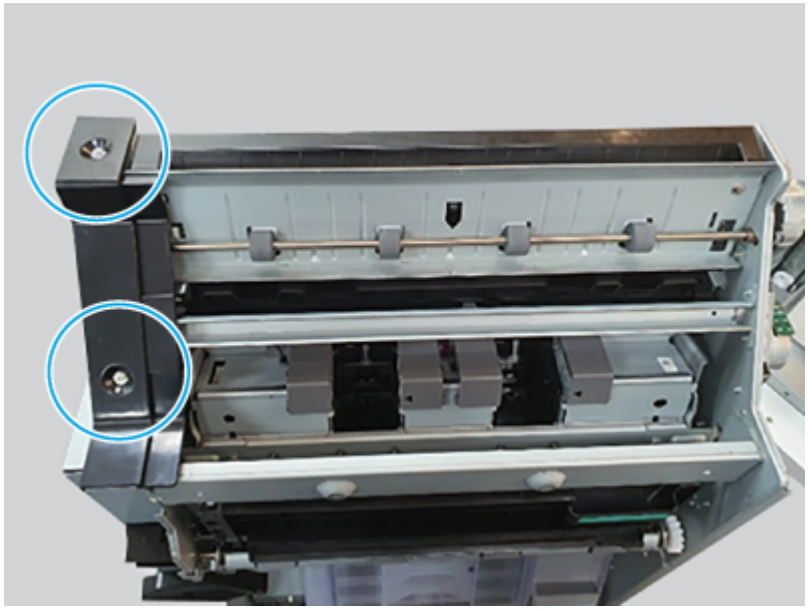


5. Remove the booklet finisher booklet entrance unit

Use the following procedure to remove and replace the booklet finisher entrance unit.

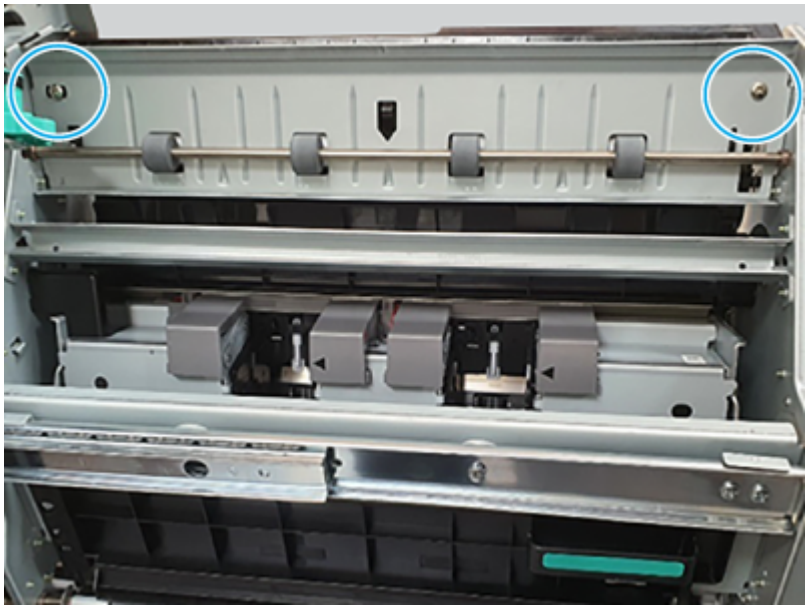
1. Remove two screws.

Figure 5-2183 Remove two screws



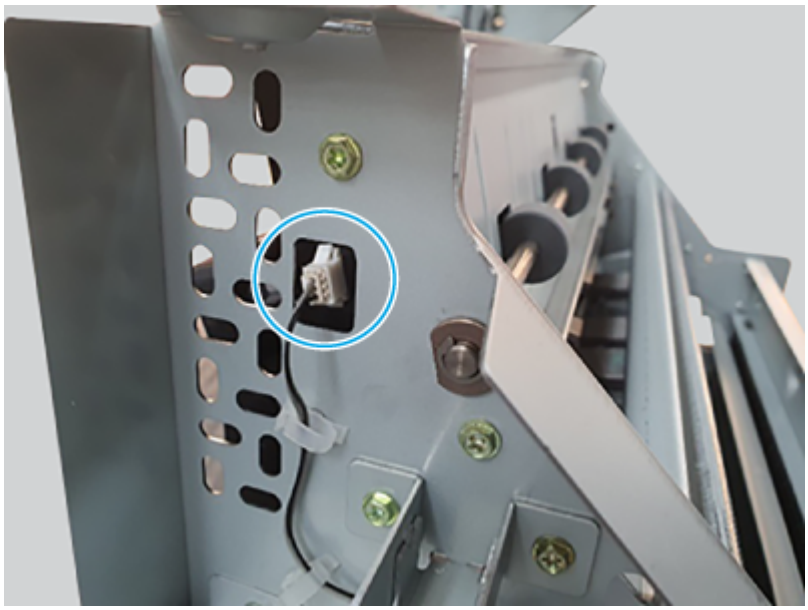
2. Remove two screws.

Figure 5-2184 Remove two screws



3. Disconnect one connector.

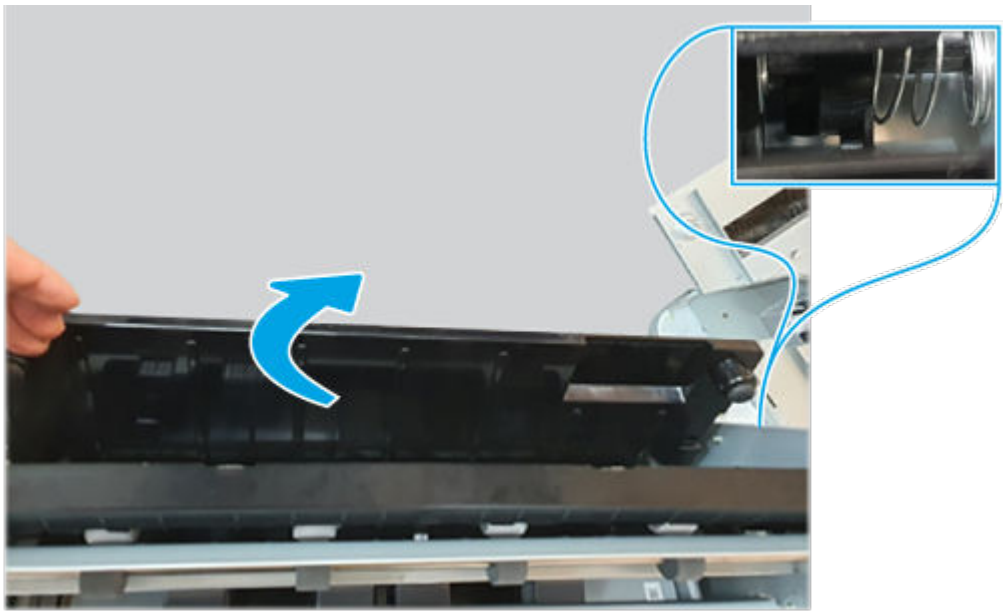
Figure 5-2185 Disconnect one connector



4. Remove the booklet entrance unit.

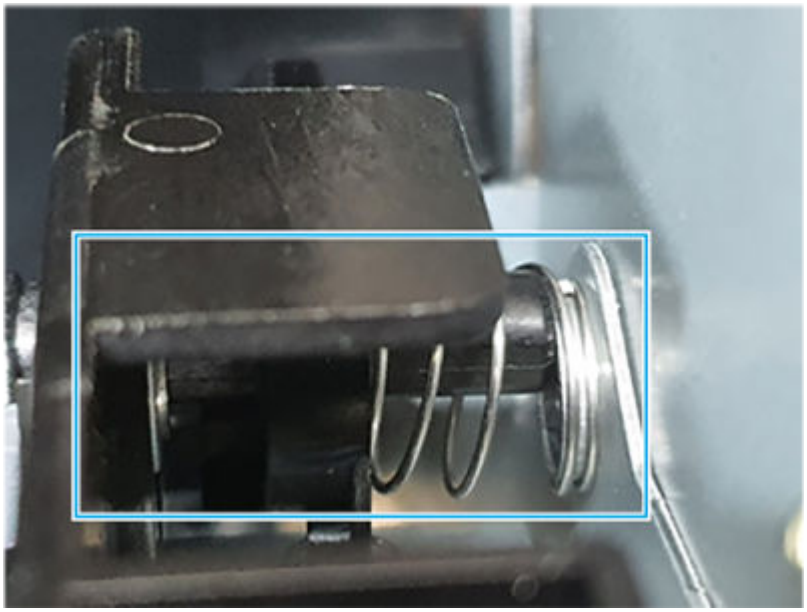
⚠ **CAUTION:** The spring and holder on the entrance unit are not captive. Do not lose them when handling the unit.

Figure 5-2186 Remove the unit



5. **Reinstall step**: Make sure that the spring on the unit is correctly positioned on the chassis of the booklet maker.

Figure 5-2187 Reinstall the unit



6. Remove the booklet finisher booklet entrance sensor

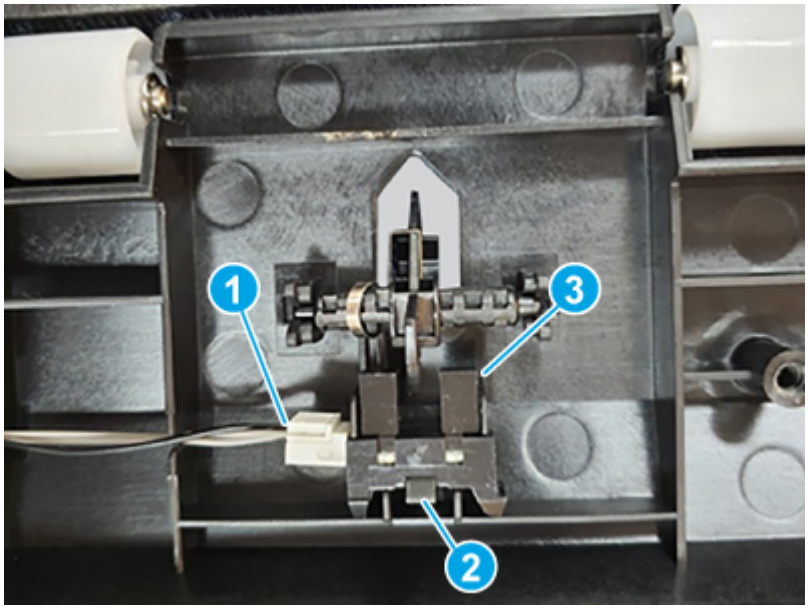
Use the following procedure to remove and replace the booklet finisher entrance sensor.

1. Remove three screws, and then remove the entrance actuator cover.

Figure 5-2188 Remove the cover

2. Disconnect one connector (callout 1), release one tab (callout 2), and then remove the booklet entrance sensor (callout 3).

Figure 5-2189 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

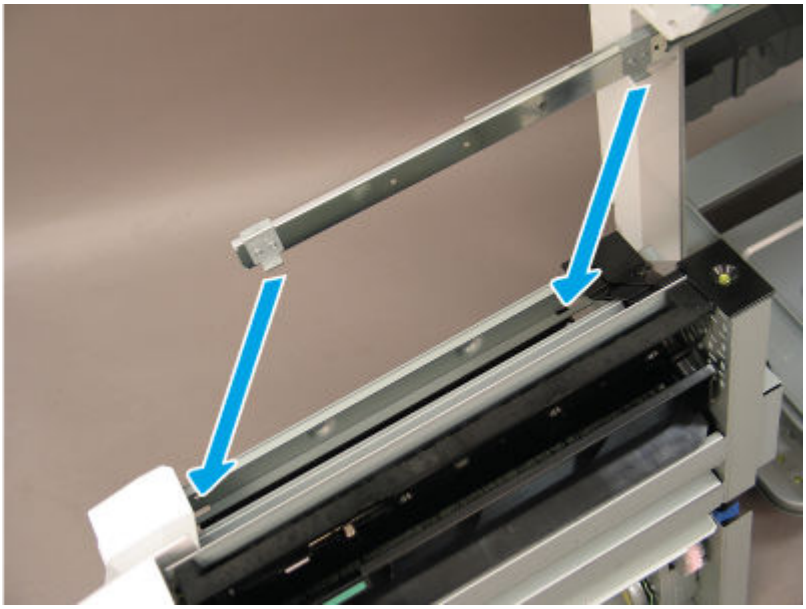
8. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

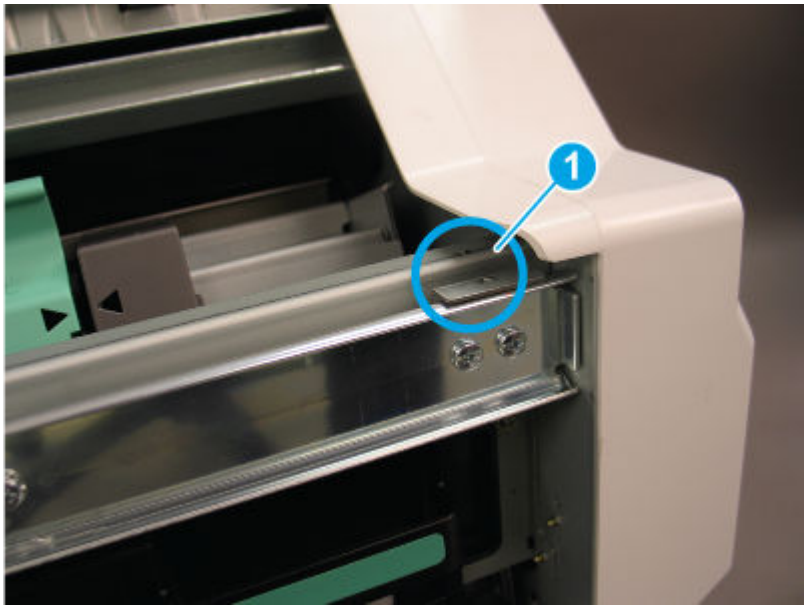
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2190 Position the hooks on the rail



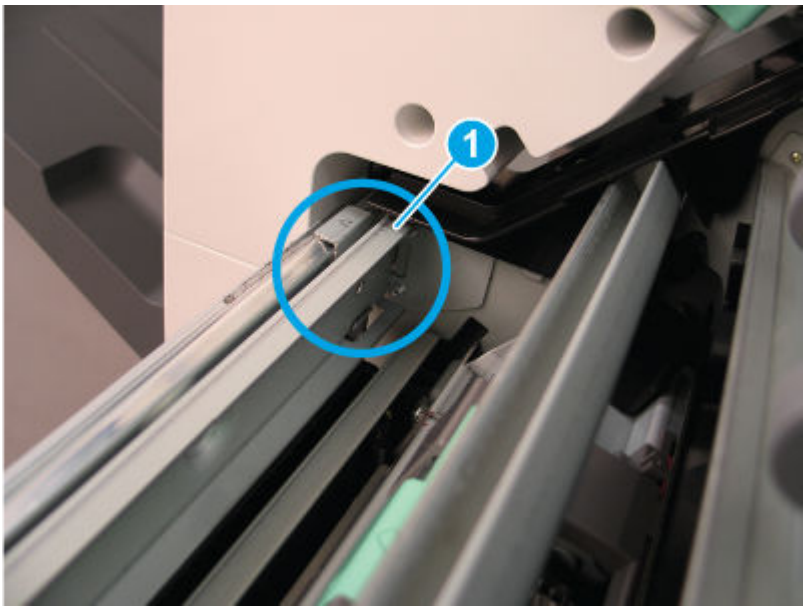
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2191 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

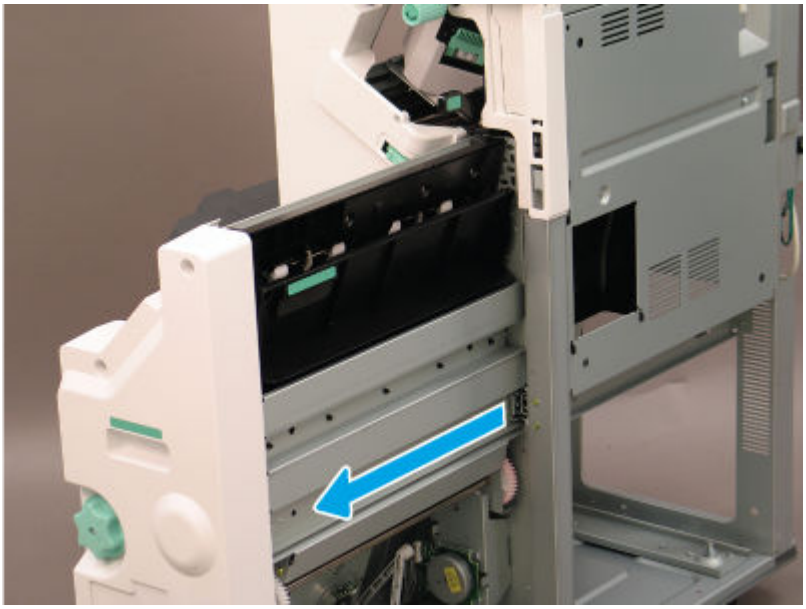
Figure 5-2192 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2193 Attach the rail



Removal and replacement: Booklet entrance-presser motor assembly

Learn about removing and replacing the booklet finisher entrance-presser motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-274 Part information

Part number	Part description
JC90-01425A	Booklet entrance-presser motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

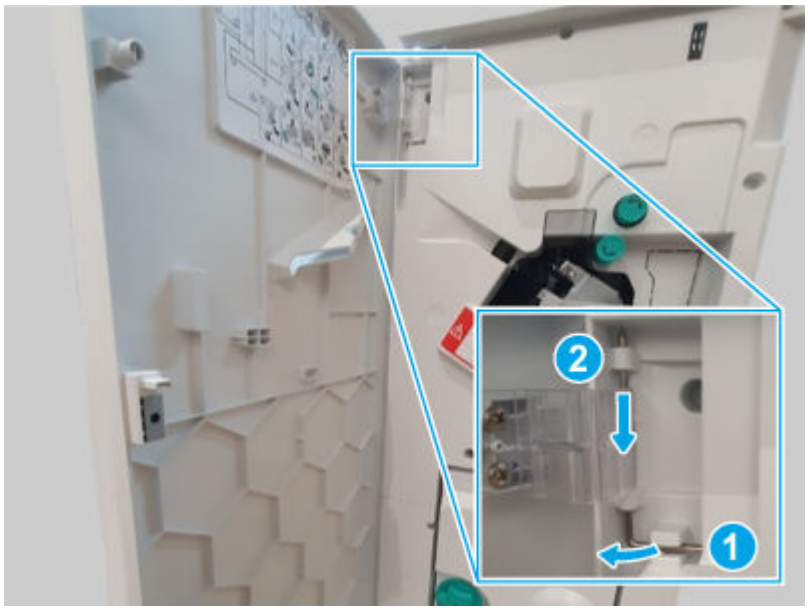
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

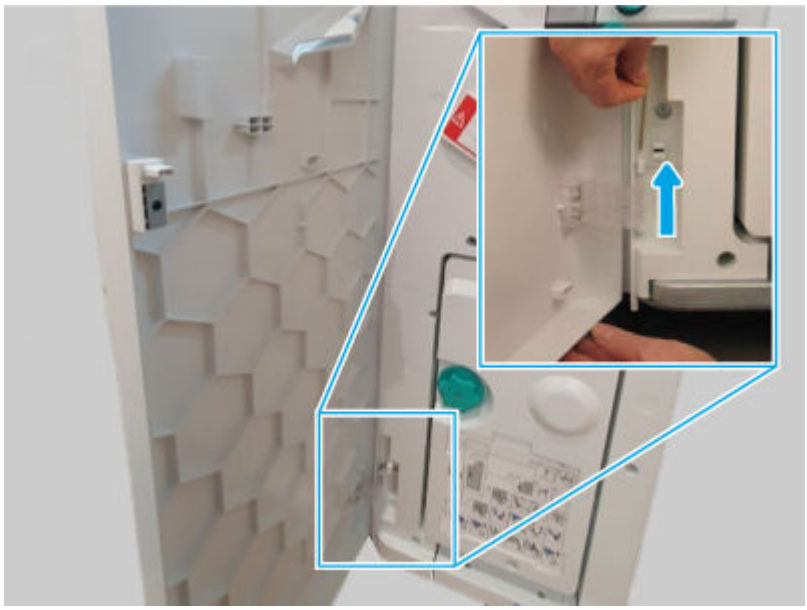
1. Release, and then remove the upper hinge pin.

Figure 5-2194 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2195 Remove the door

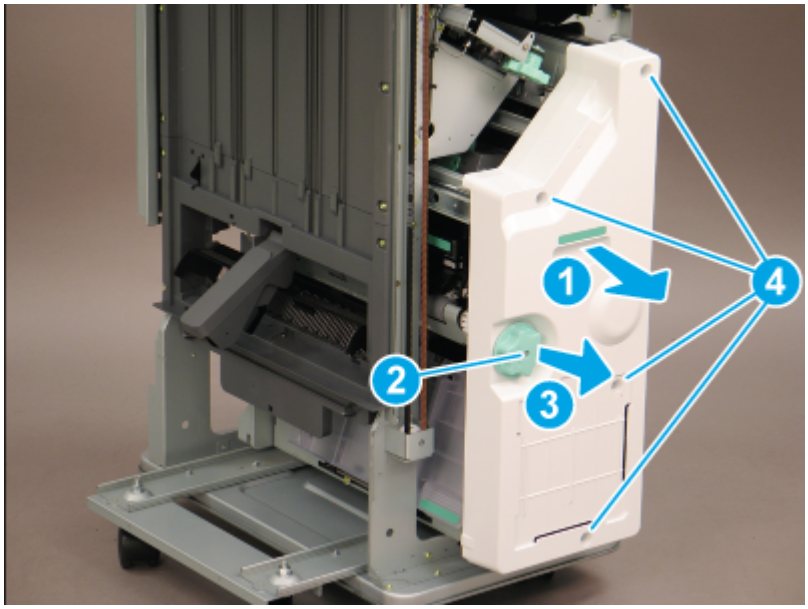


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2196 Remove the cover

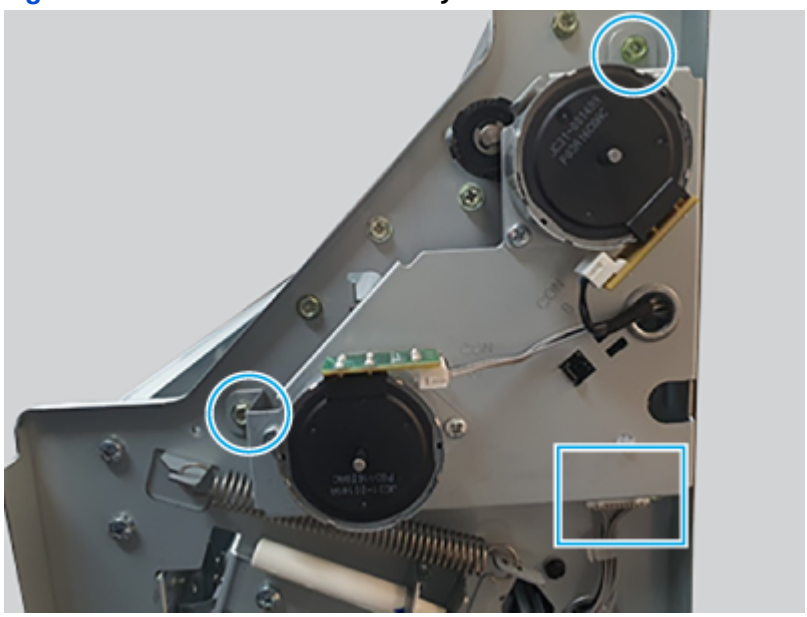


3. Remove the booklet finisher booklet entrance-presser motor assembly

Use the following procedure to remove and replace the booklet finisher entrance-presser motor assembly.

- Disconnect one connector, remove two screws, and then remove the booklet entrance-presser motor assembly.

Figure 5-2197 Remove the assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet entrance motor

Learn about removing and replacing the booklet finisher entrance motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-275 Part information

Part number	Part description
JC93-01152A	Drive-motor step (Booklet entrance motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

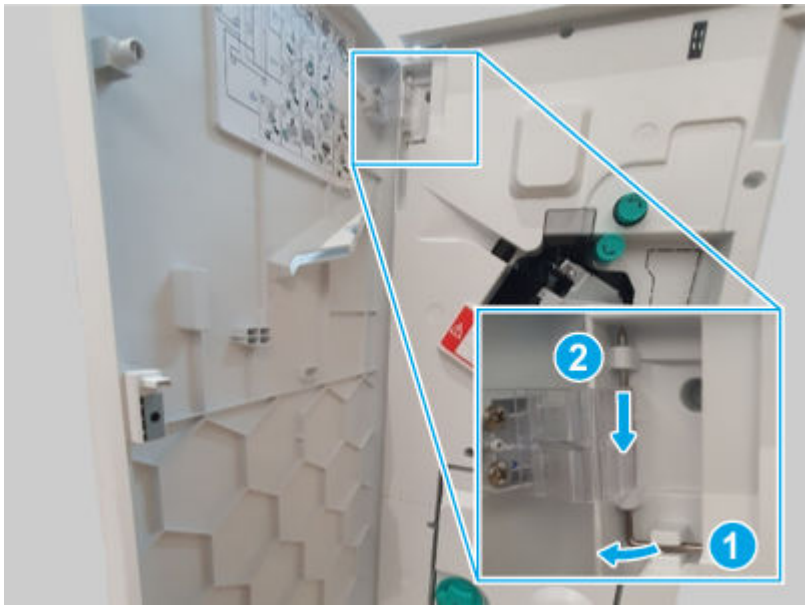
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

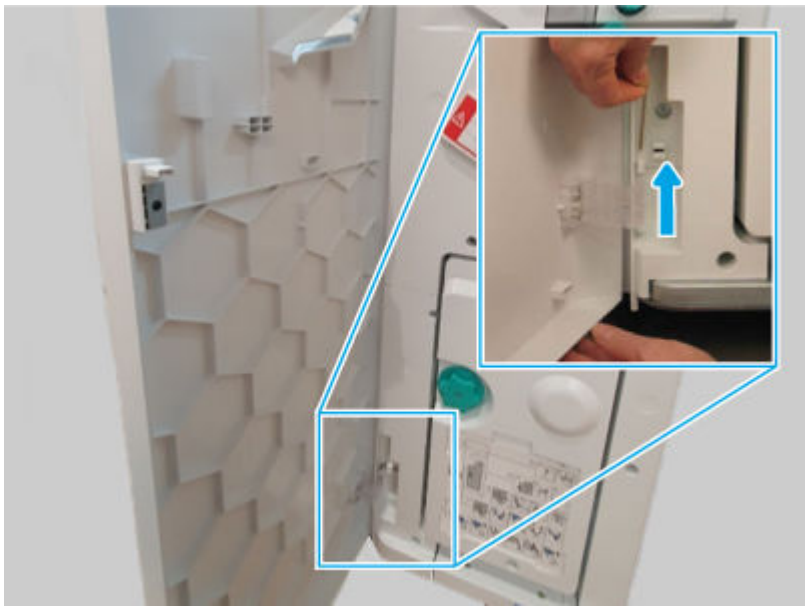
1. Release, and then remove the upper hinge pin.

Figure 5-2198 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2199 Remove the door

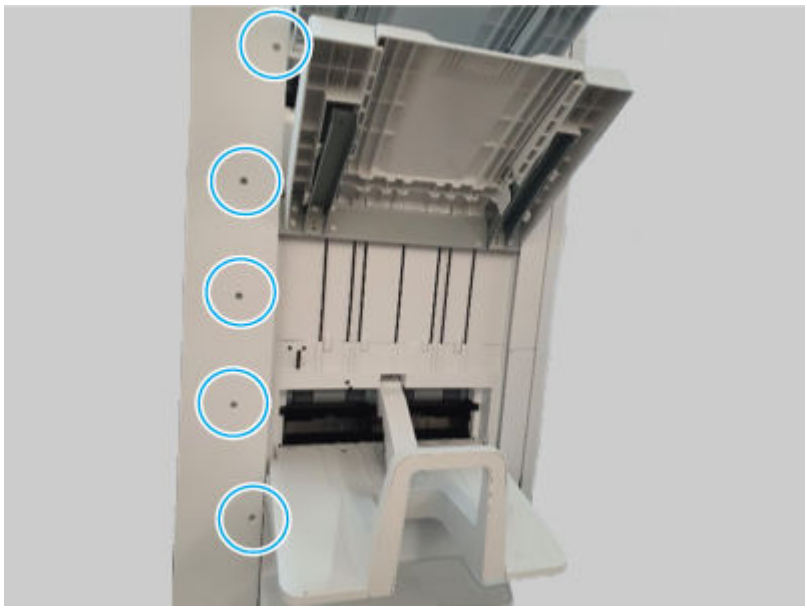


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

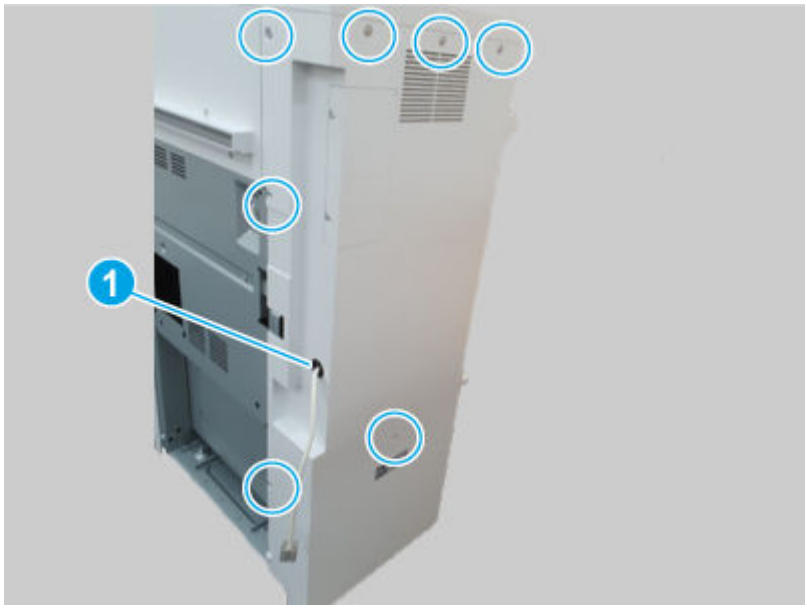
Figure 5-2200 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2201 Remove the cover

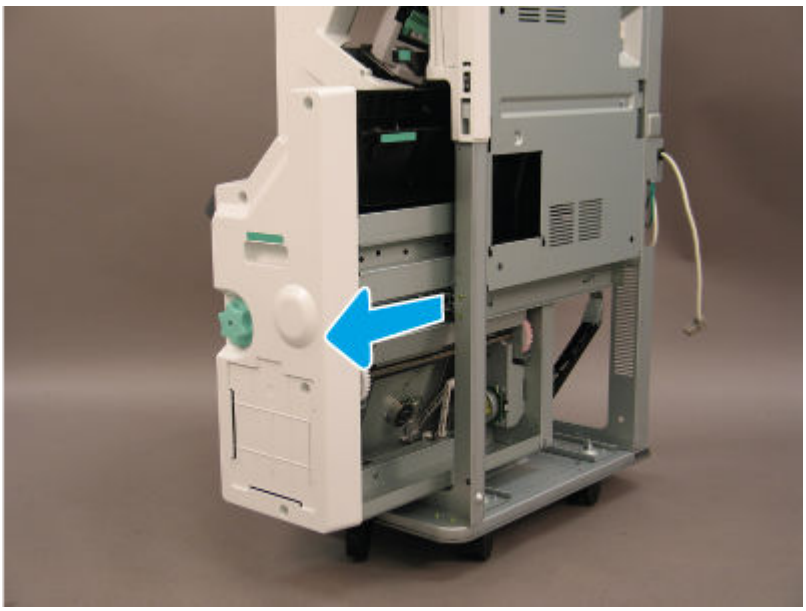


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

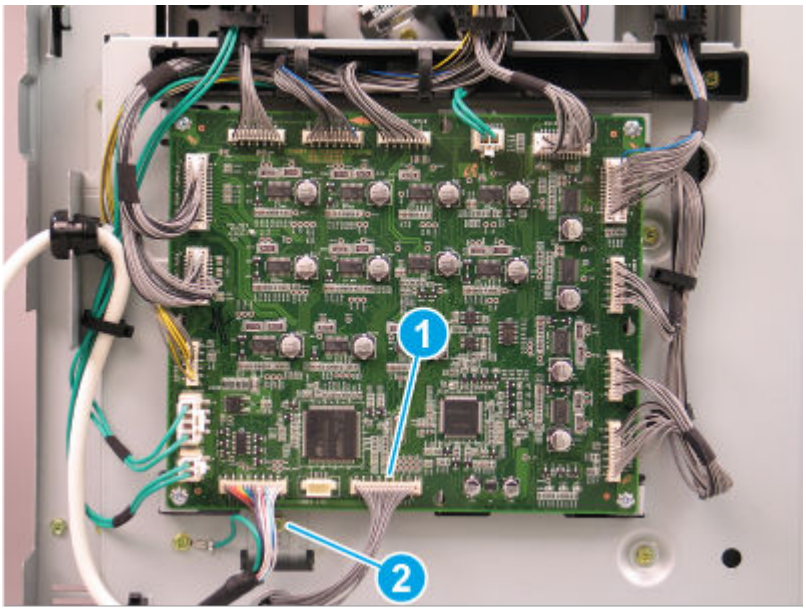
1. Slide the booklet maker out of the finisher.

Figure 5-2202 Slide the booklet maker out



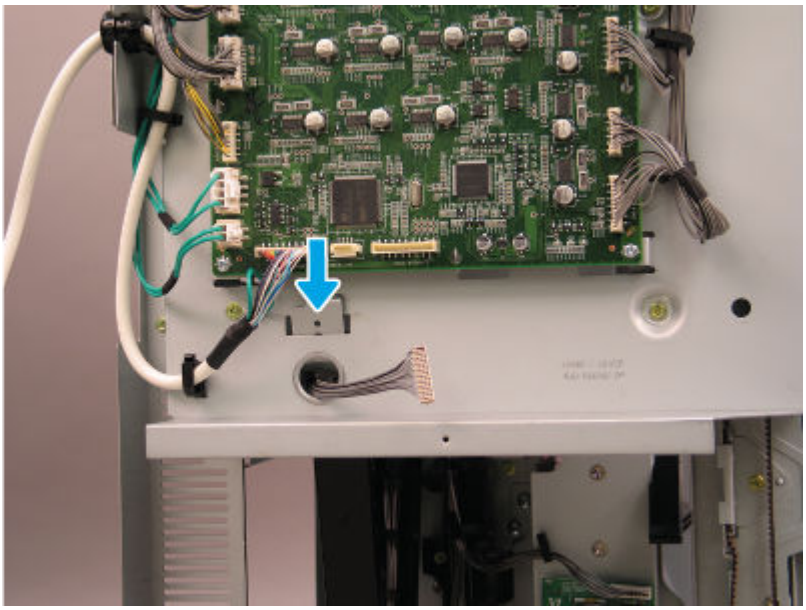
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2203 Disconnect connector and remove the screw



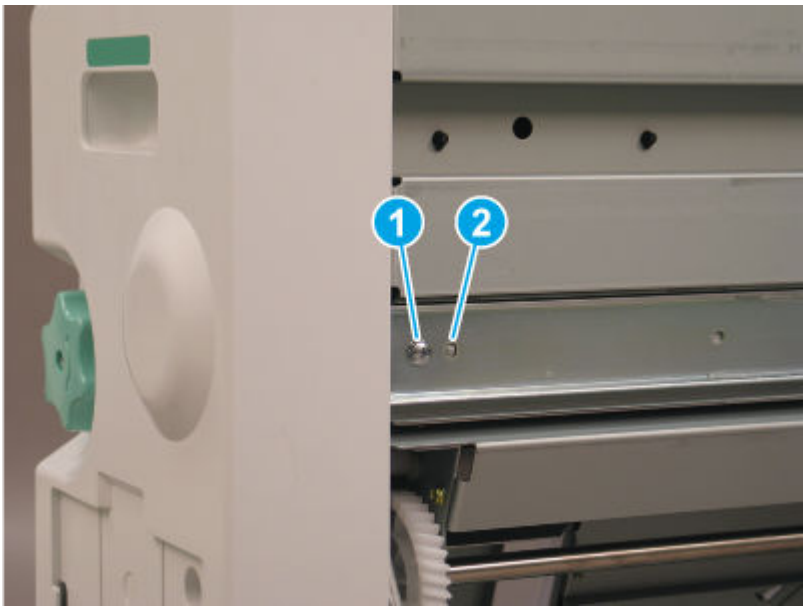
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2204 Disconnect connector and remove the screw



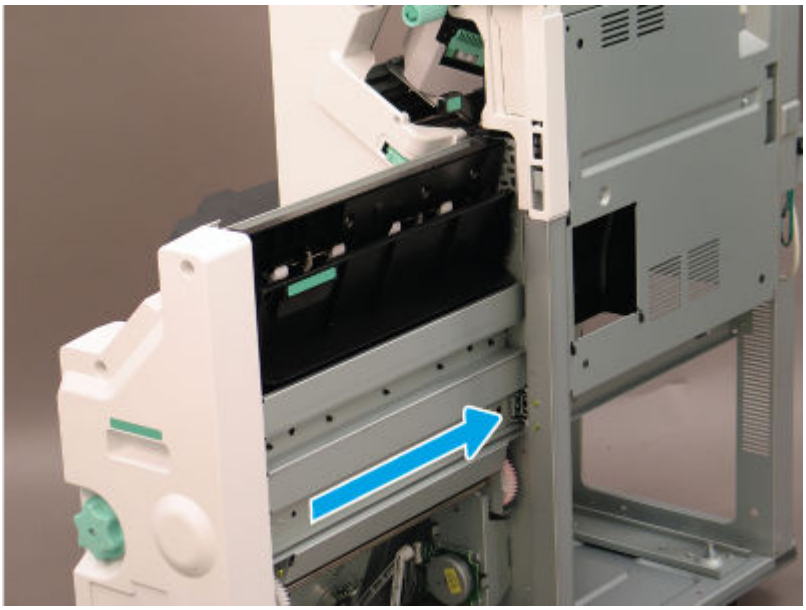
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2205 Release the alignment pin



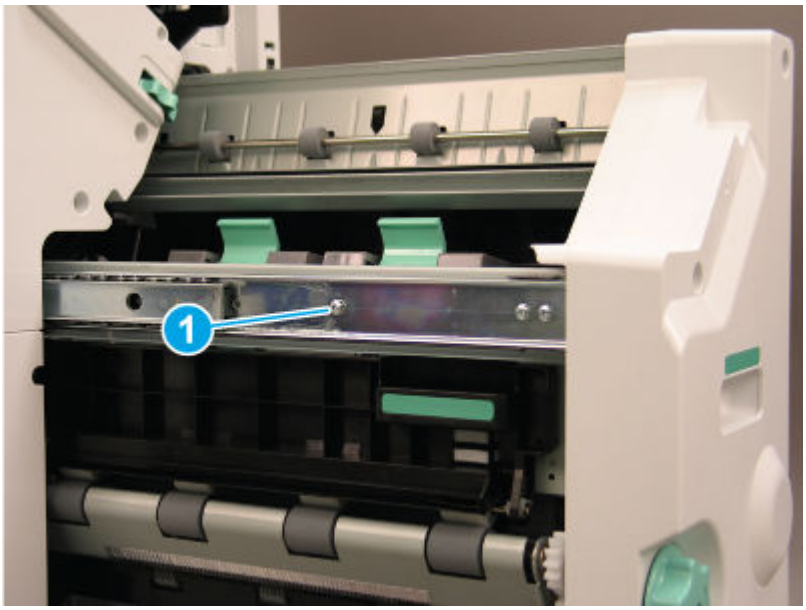
5. Slide the right rail toward the finisher.

Figure 5-2206 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

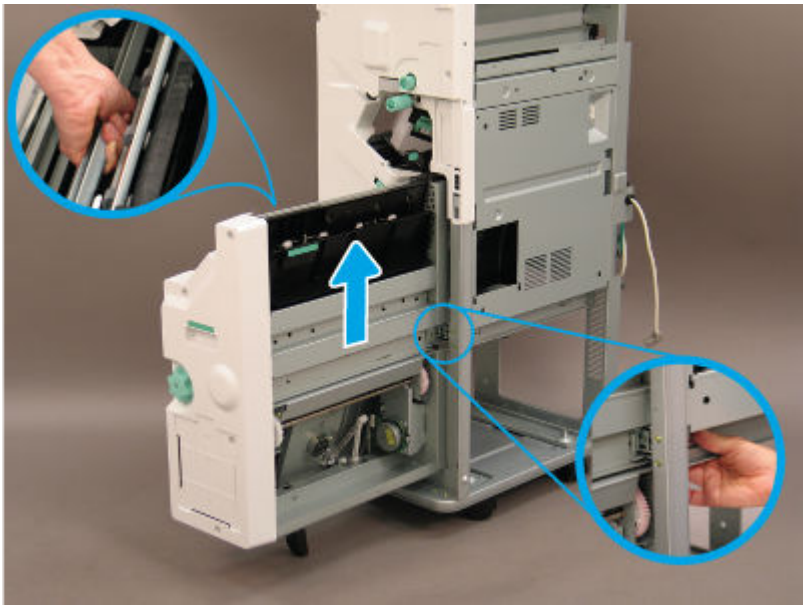
Figure 5-2207 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2208 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

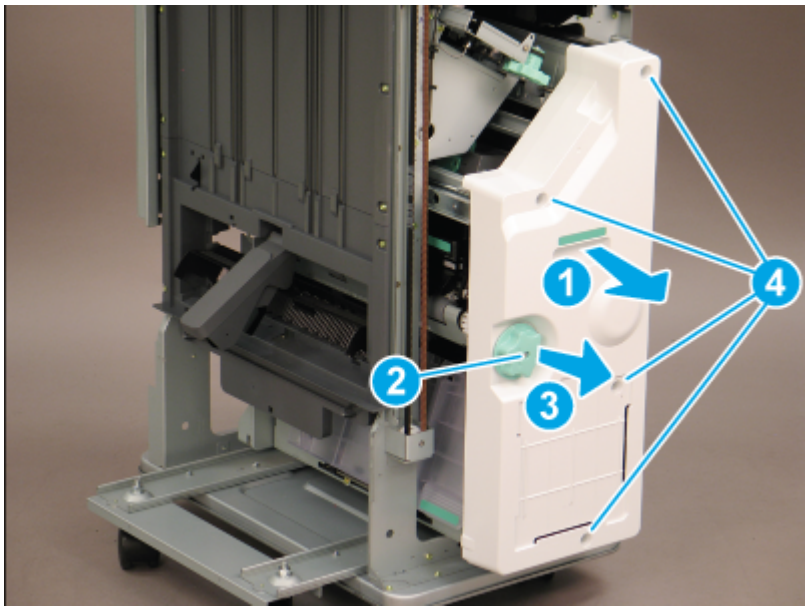
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2209 Remove the cover

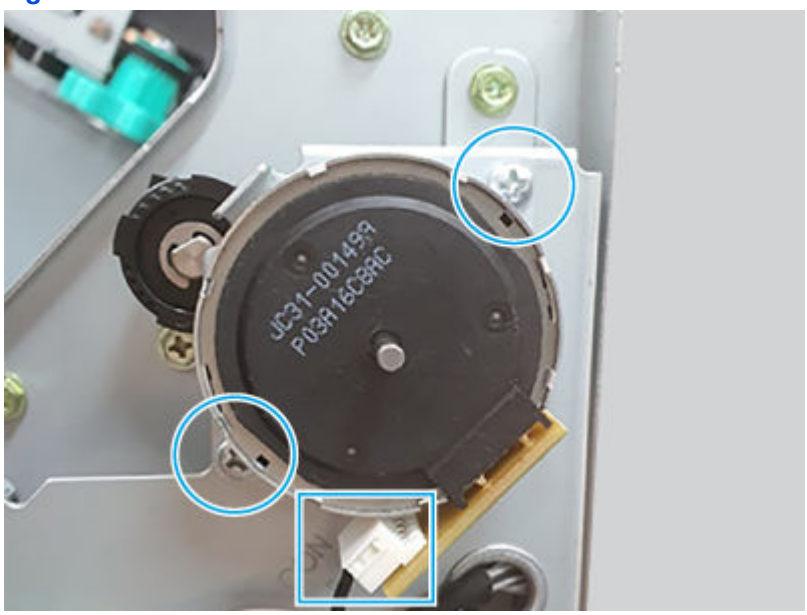


5. Remove the booklet finisher booklet entrance motor

Use the following procedure to remove and replace the booklet finisher entrance motor.

- Disconnect one connector. remove two screws, and then remove the entrance motor.

Figure 5-2210 Remove the motor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

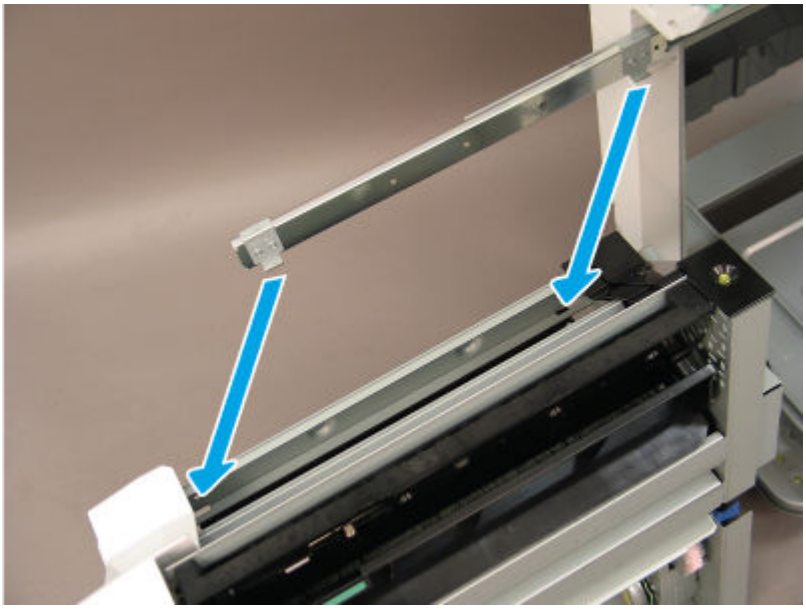
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

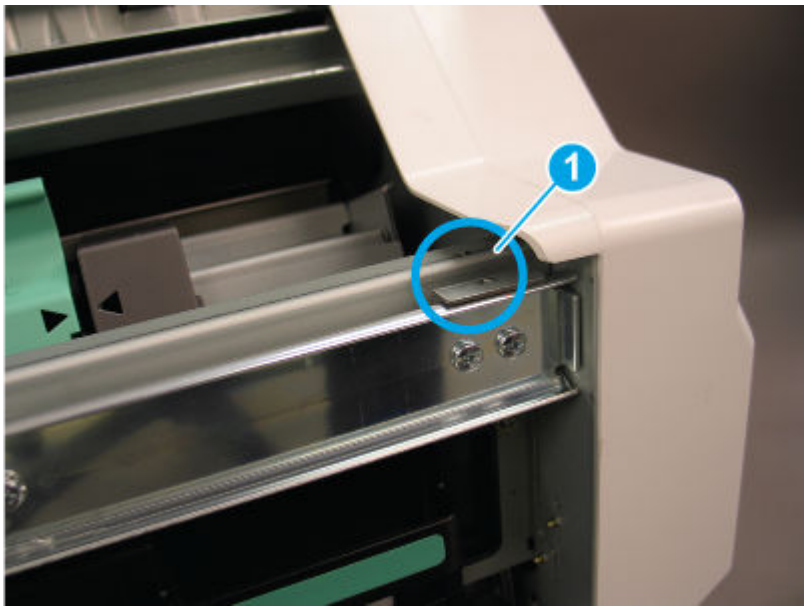
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2211 Position the hooks on the rail



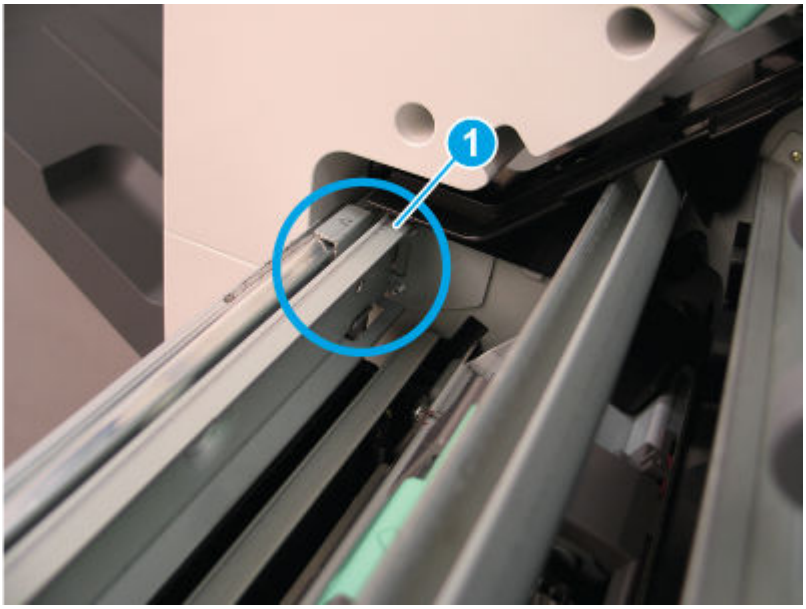
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2212 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

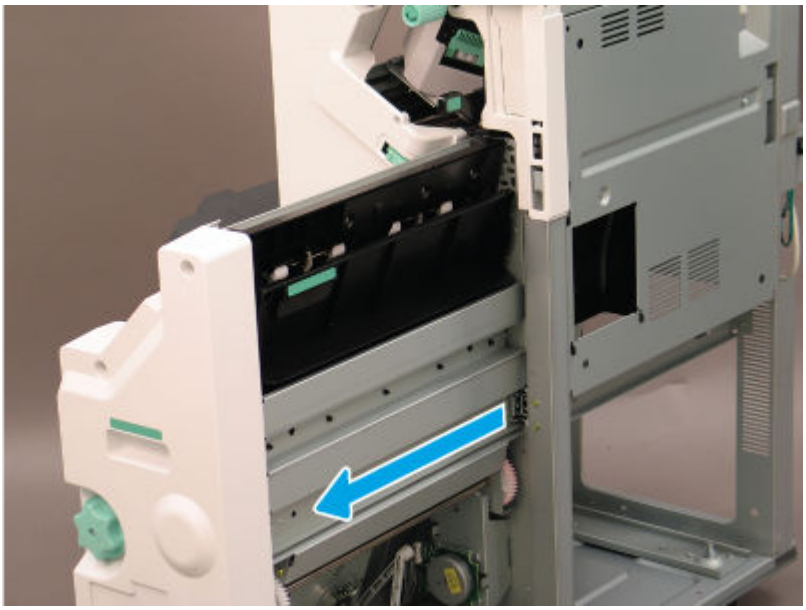
Figure 5-2213 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2214 Attach the rail



Booklet paddle unit

Review the booklet finisher booklet paddle unit removal procedures.

Removal and replacement: Booklet paddle home sensor

Learn about removing and replacing the booklet finisher paddle home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-276 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet paddle home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

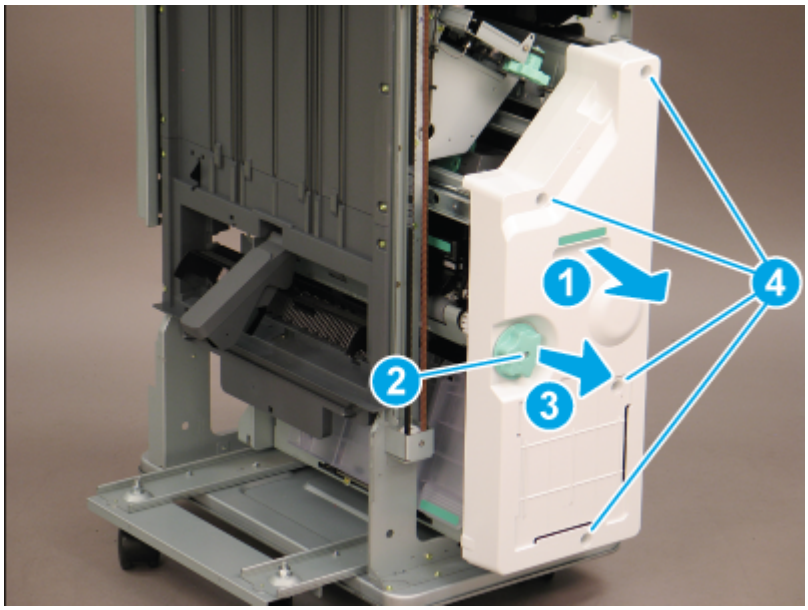
1. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2215 Remove the cover

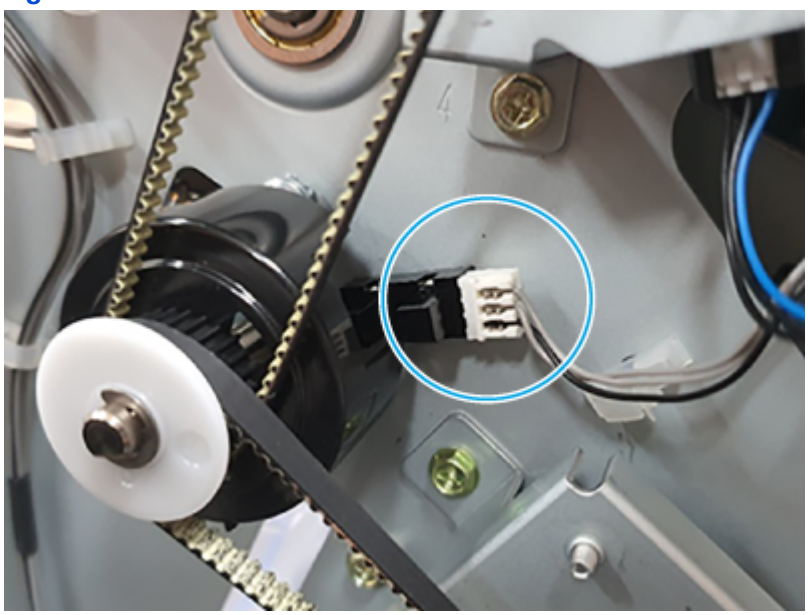


2. Remove the booklet finisher booklet paddle home sensor

Use the following procedure to remove and replace the booklet finisher paddle home sensor.

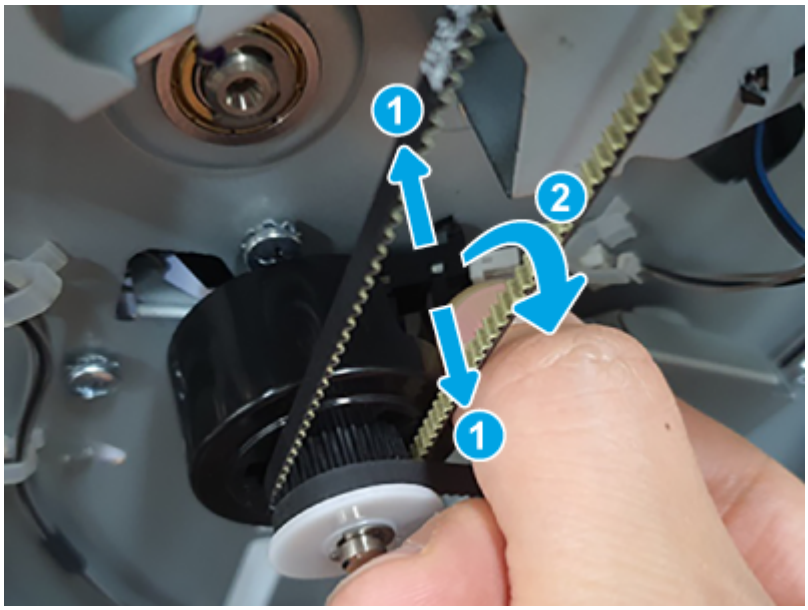
1. Disconnect one connector.

Figure 5-2216 Disconnect one connector



2. Release two tabs (callout 1), and then remove the booklet paddle home sensor (callout 2).

Figure 5-2217 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet paddle motor assembly

Learn about removing and replacing the booklet finisher paddle motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-277 Part information

Part number	Part description
JC90-01430A	Booklet paddle motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

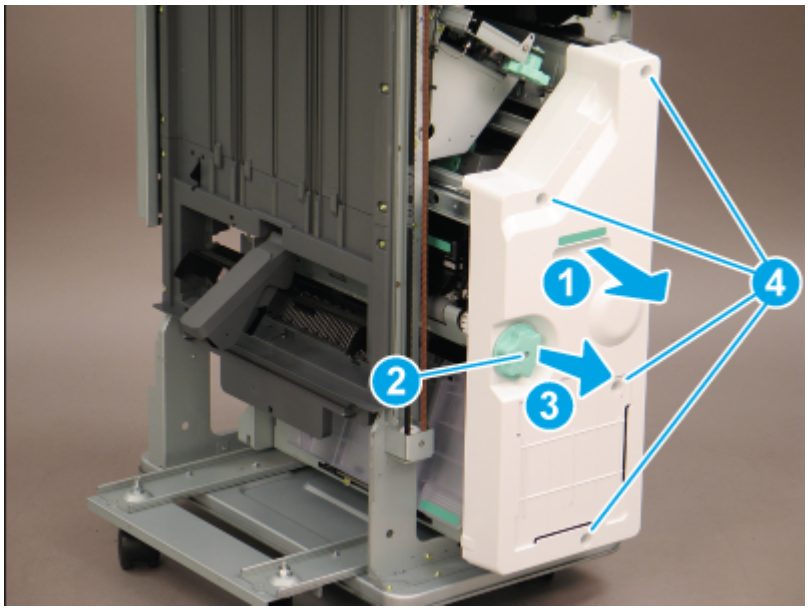
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2218 Remove the cover



2. Remove the booklet finisher booklet paddle motor assembly

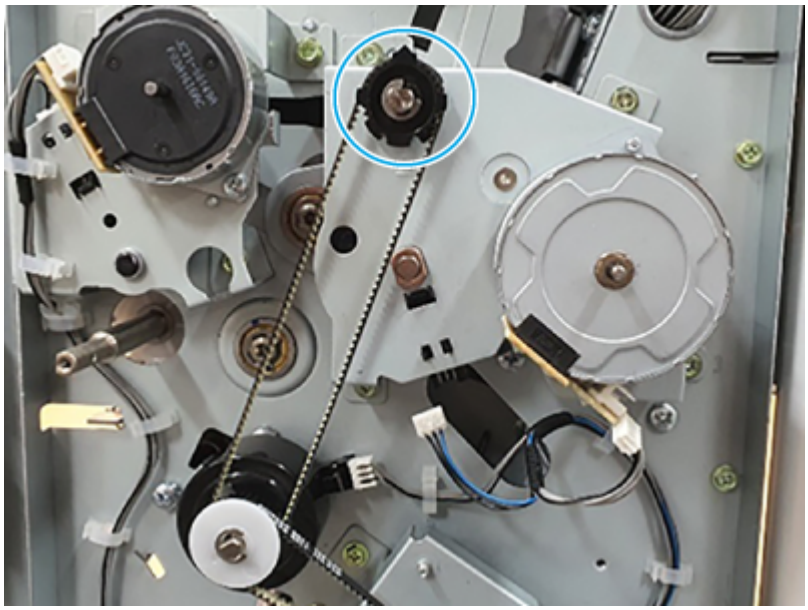
Use the following procedure to remove and replace the booklet finisher paddle motor assembly.

1. Disconnect two connectors.

Figure 5-2219 Disconnect two connectors

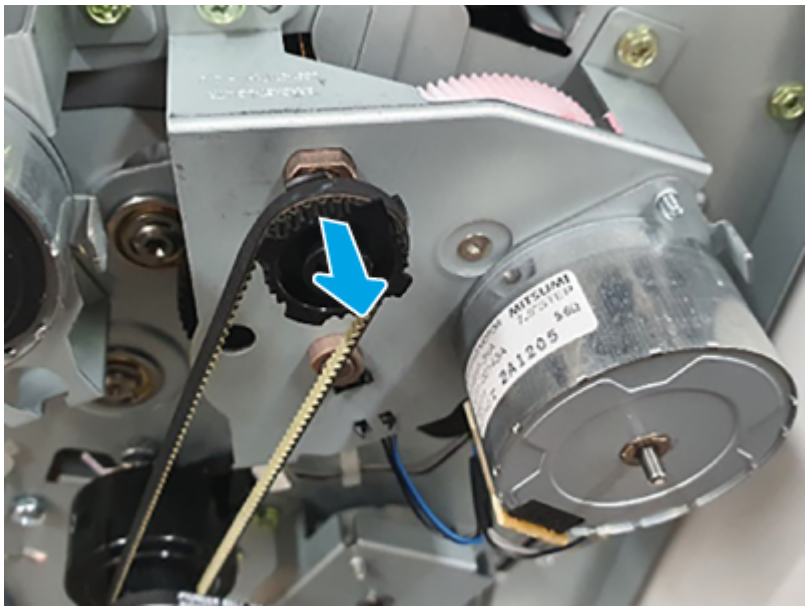
2. Use a pair of tweezers to remove one e-ring.

Figure 5-2220 Remove the e-ring



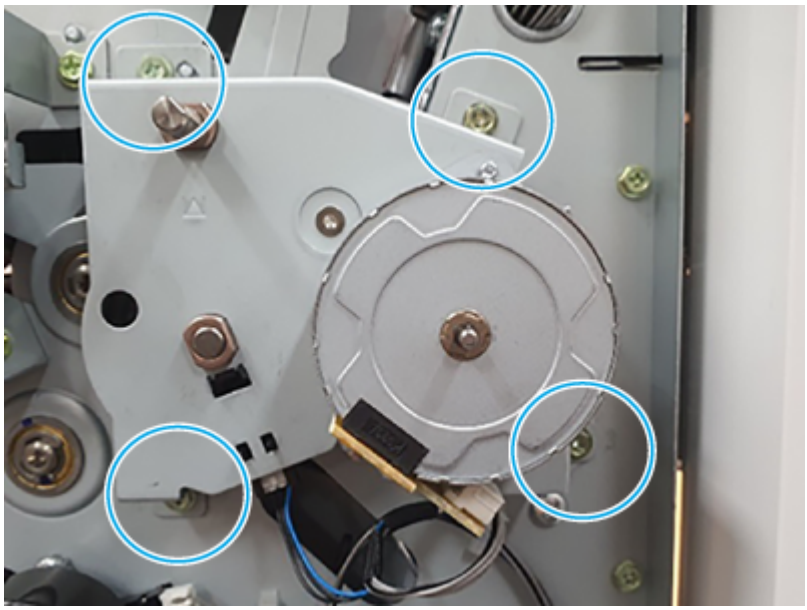
3. Remove the belt and gear.

Figure 5-2221 Remove the belt and gear



4. Remove four screws, and then remove the booklet paddle motor assembly.

Figure 5-2222 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet paddle motor

Learn about removing and replacing the booklet finisher paddle motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-278 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Booklet paddle motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

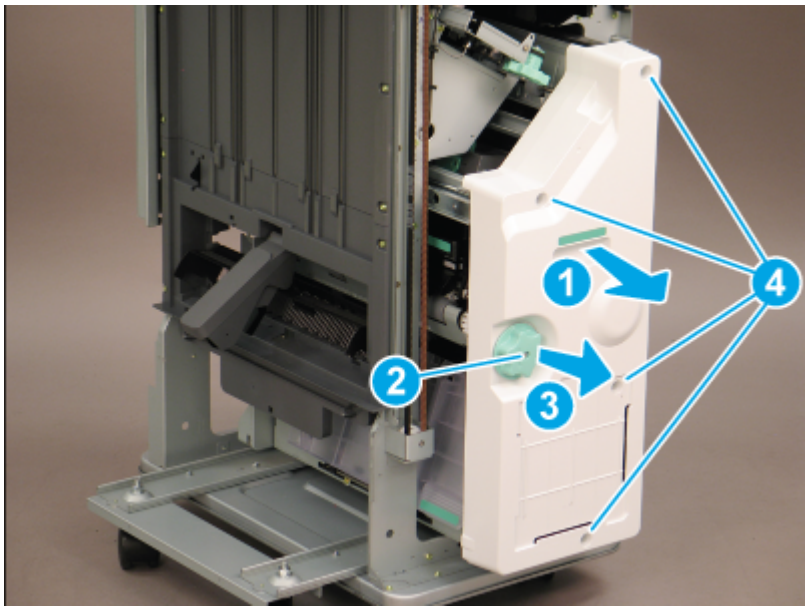
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2223 Remove the cover



2. Remove the booklet finisher booklet paddle motor assembly

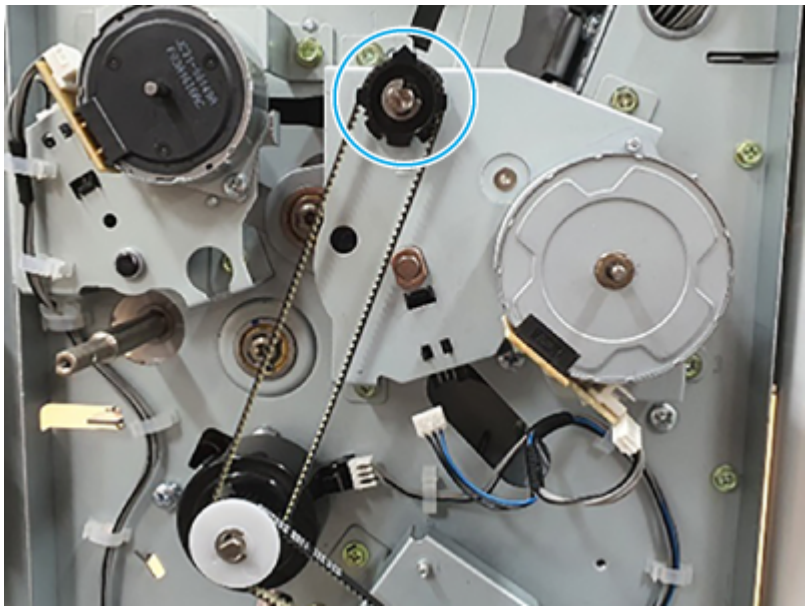
Use the following procedure to remove and replace the booklet finisher paddle motor assembly.

1. Disconnect two connectors.

Figure 5-2224 Disconnect two connectors

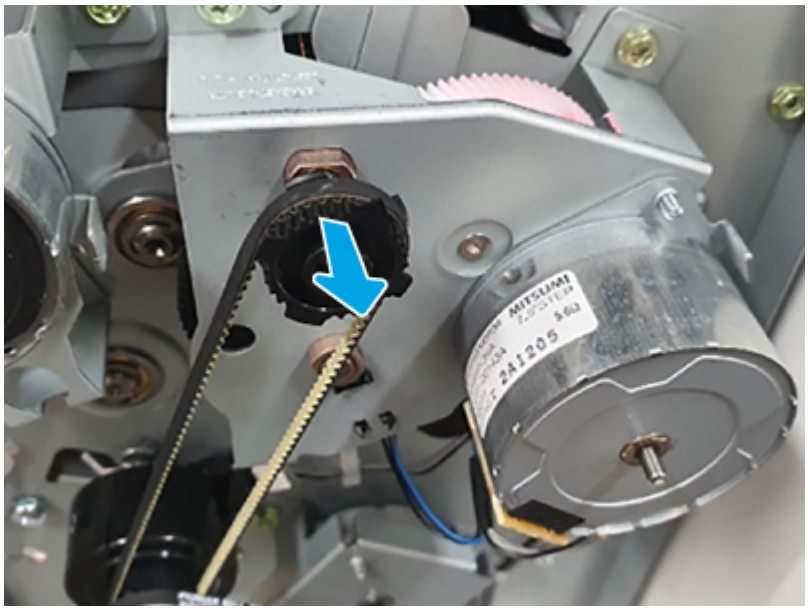
2. Use a pair of tweezers to remove one e-ring.

Figure 5-2225 Remove the e-ring



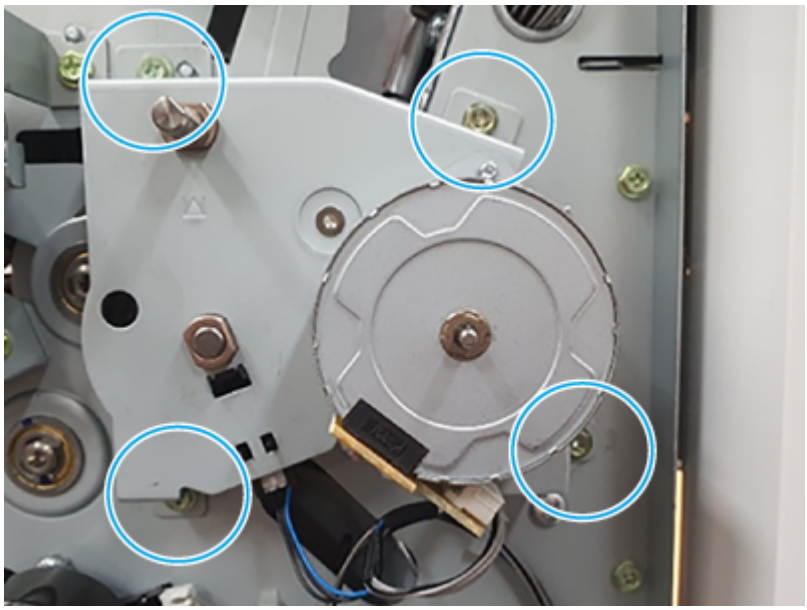
3. Remove the belt and gear.

Figure 5-2226 Remove the belt and gear



4. Remove four screws, and then remove the booklet paddle motor assembly.

Figure 5-2227 Remove the assembly

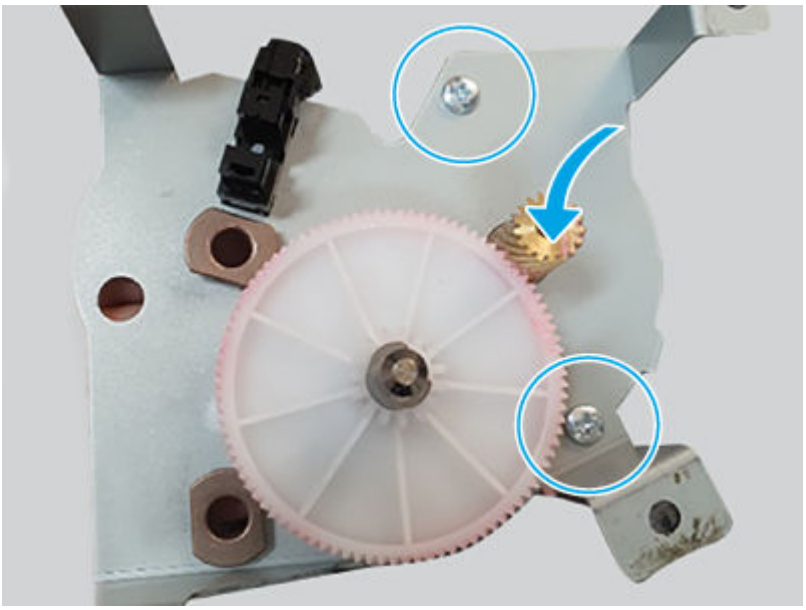


3. Remove the booklet finisher booklet paddle motor

Use the following procedure to remove and replace the booklet finisher paddle motor.

- Remove two screws, and then remove the booklet paddle motor.

Figure 5-2228 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet end fence unit

Review the booklet finisher booklet end fence unit removal procedures.

Removal and replacement: Booklet end fence home sensor

Learn about removing and replacing the booklet finisher end fence home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-279 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet end fence home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

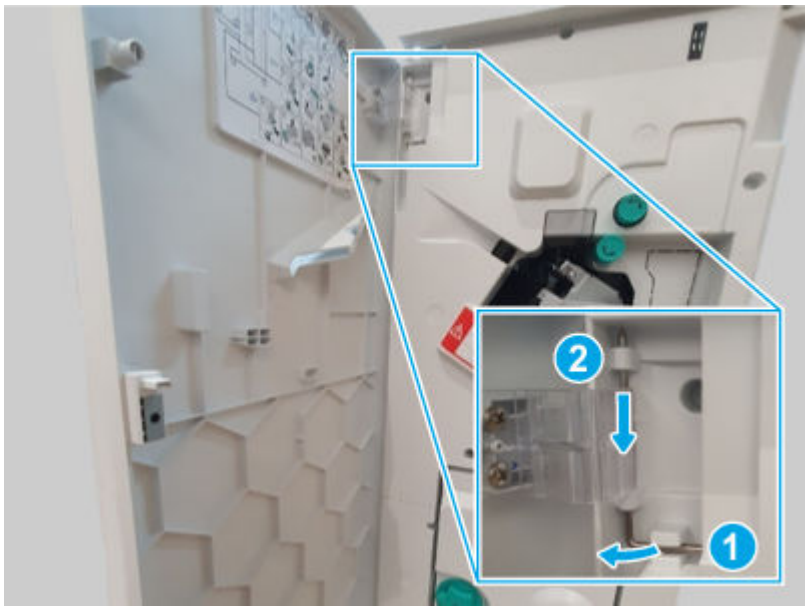
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

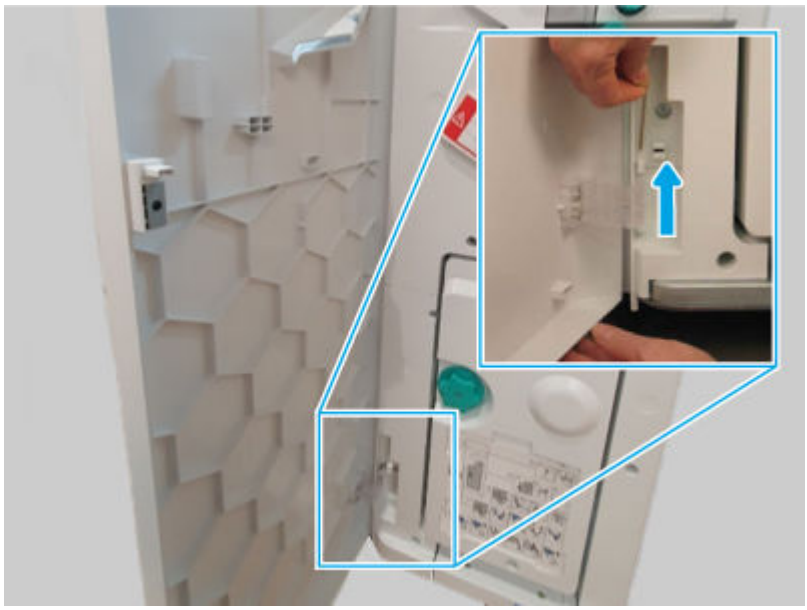
1. Release, and then remove the upper hinge pin.

Figure 5-2229 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2230 Remove the door

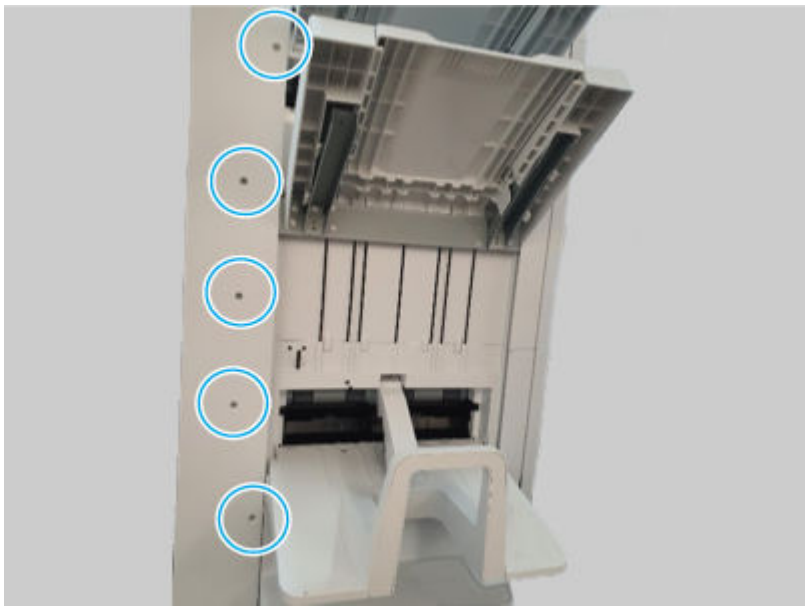


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

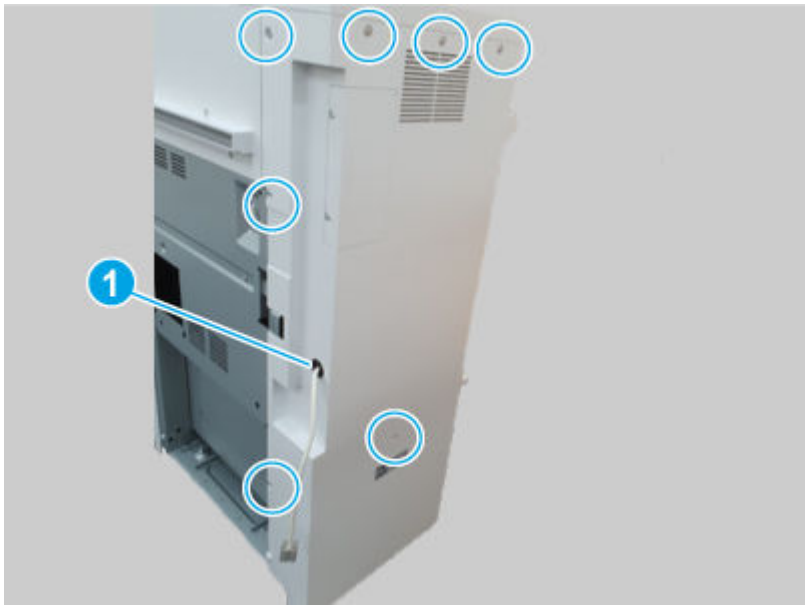
Figure 5-2231 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2232 Remove the cover

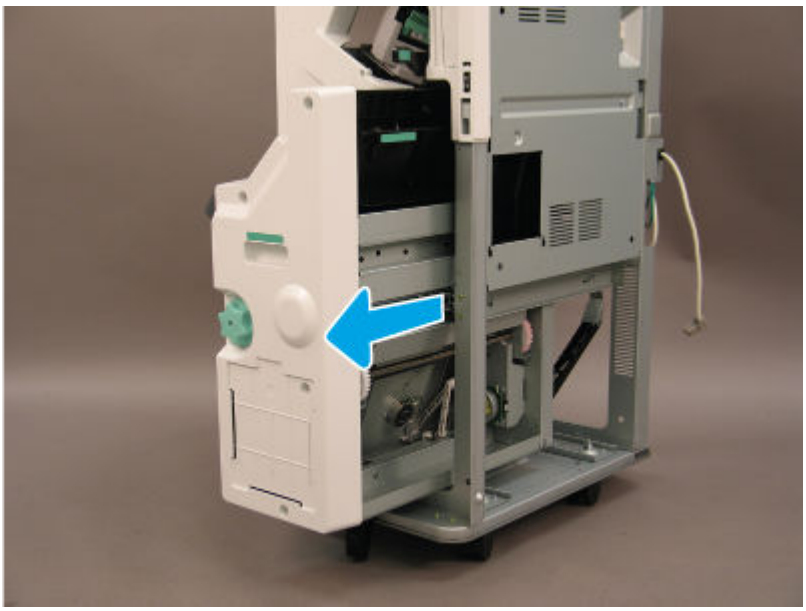


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

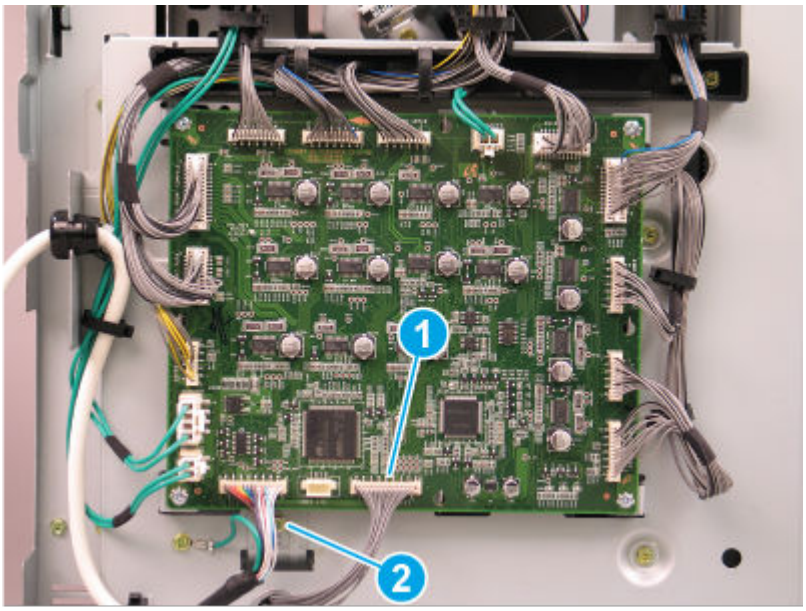
1. Slide the booklet maker out of the finisher.

Figure 5-2233 Slide the booklet maker out



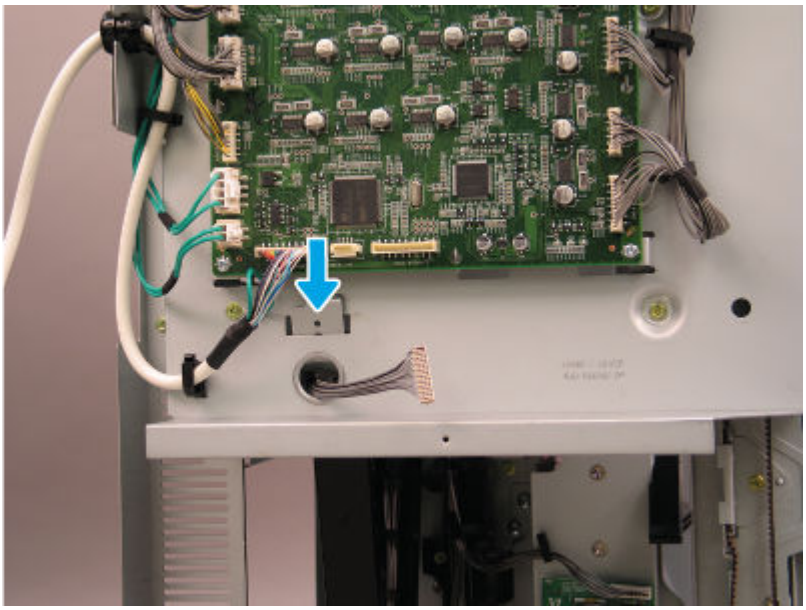
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2234 Disconnect connector and remove the screw



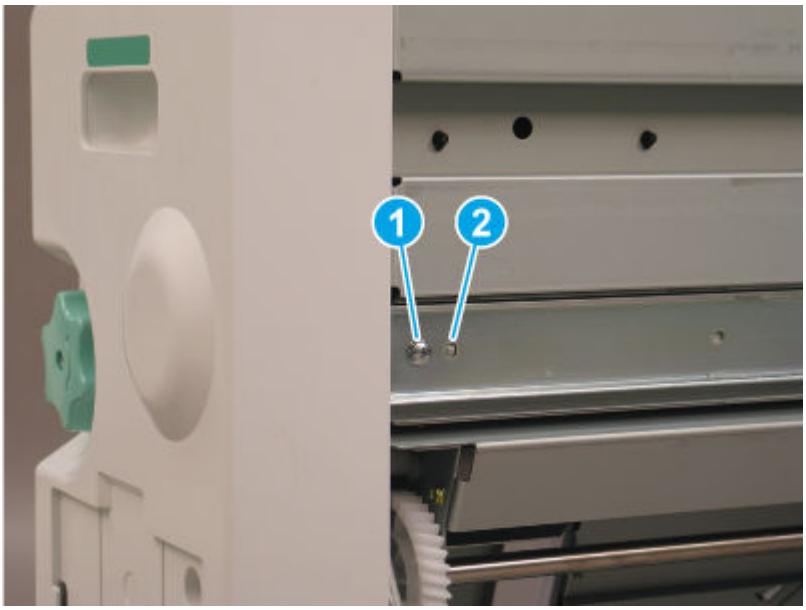
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2235 Disconnect connector and remove the screw



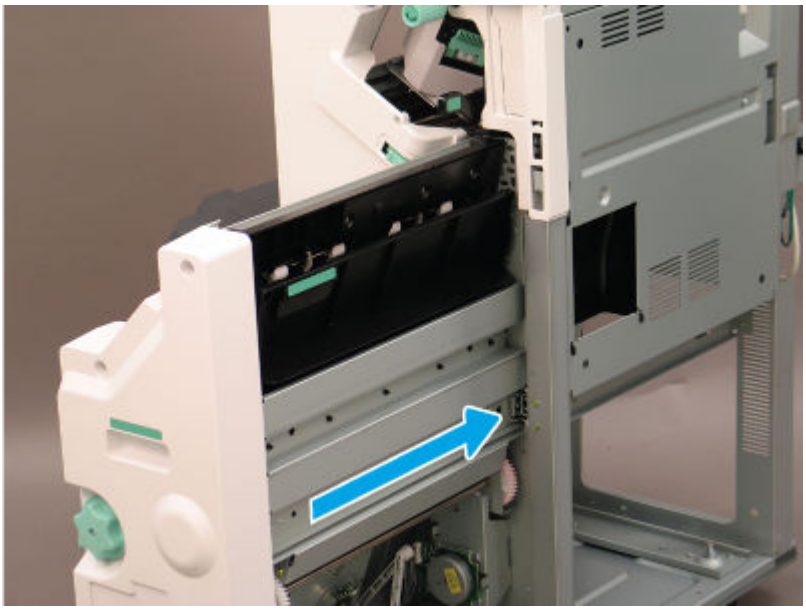
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2236 Release the alignment pin



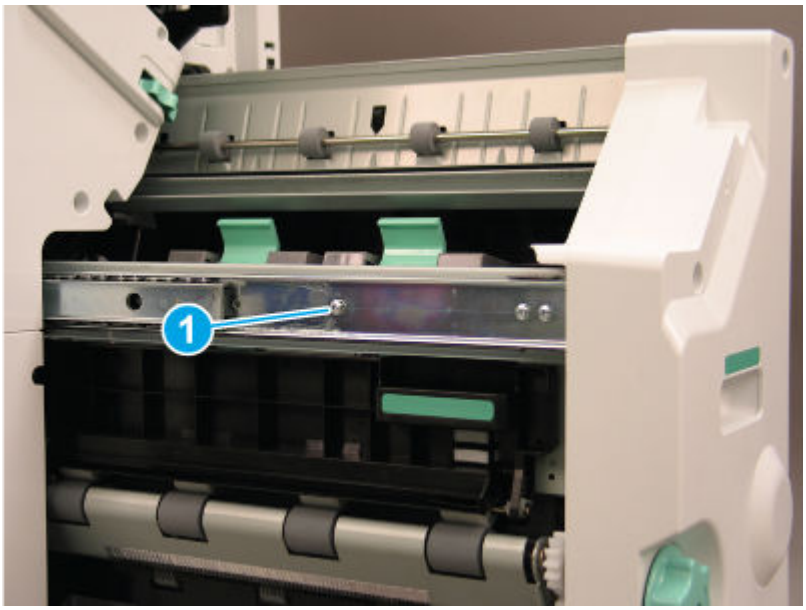
5. Slide the right rail toward the finisher.

Figure 5-2237 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

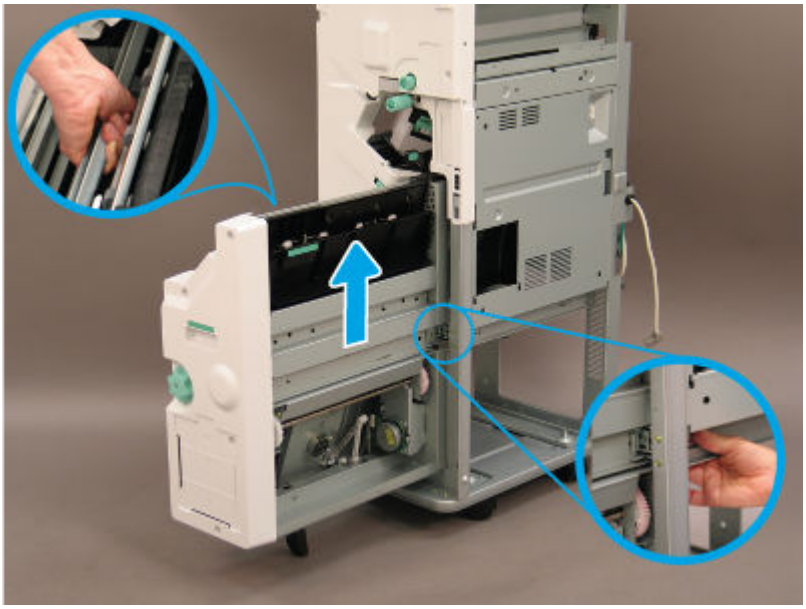
Figure 5-2238 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2239 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

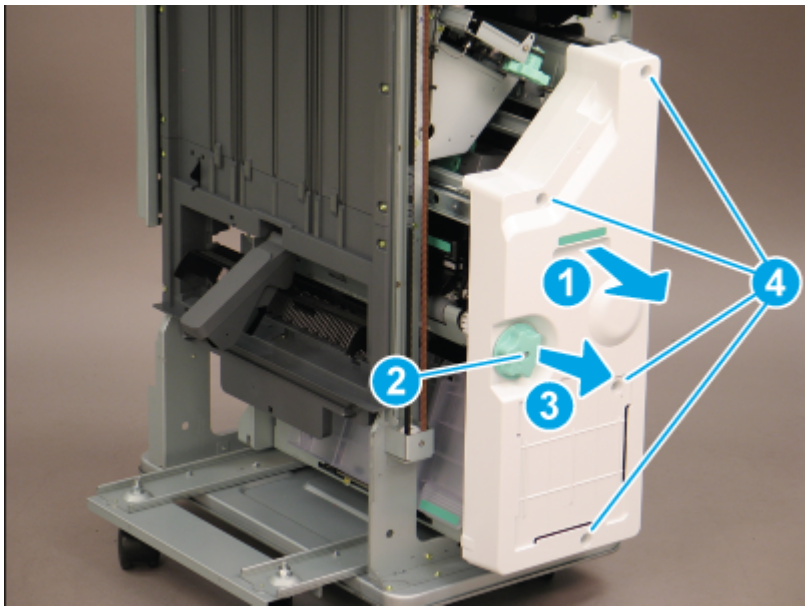
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2240 Remove the cover

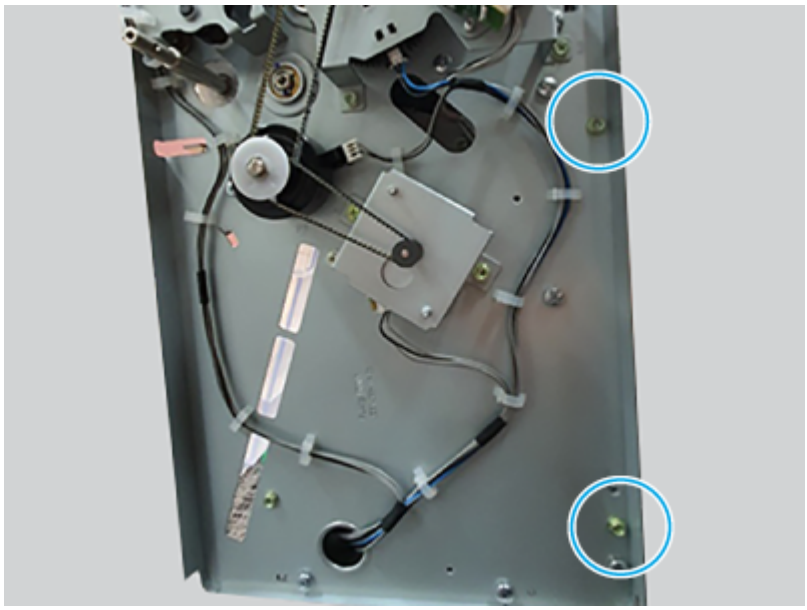


5. Remove the booklet finisher booklet end fence home sensor

Use the following procedure to remove and replace the booklet finisher end fence home sensor.

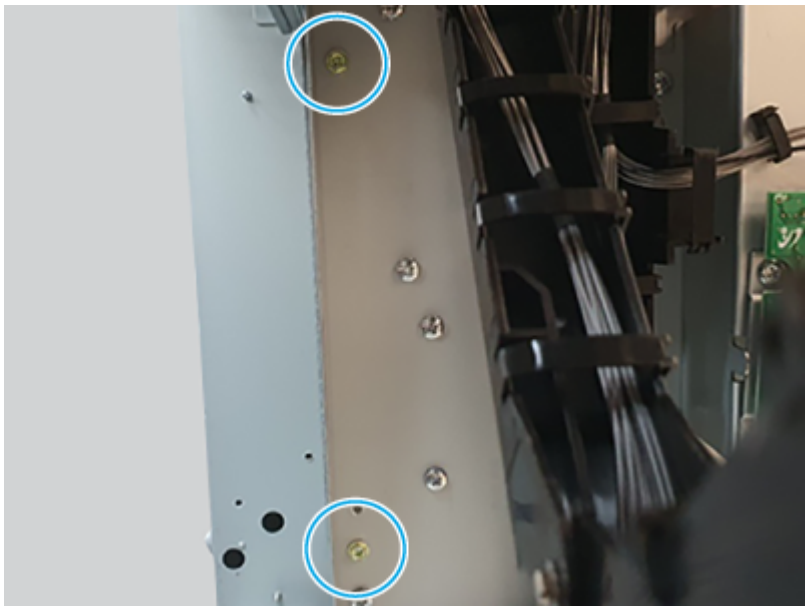
1. Remove two screws.

Figure 5-2241 Remove two screws



2. Remove two screws, and then remove the shield-r lower.

Figure 5-2242 Remove the shield



3. Move the upper jam guide out of the way.

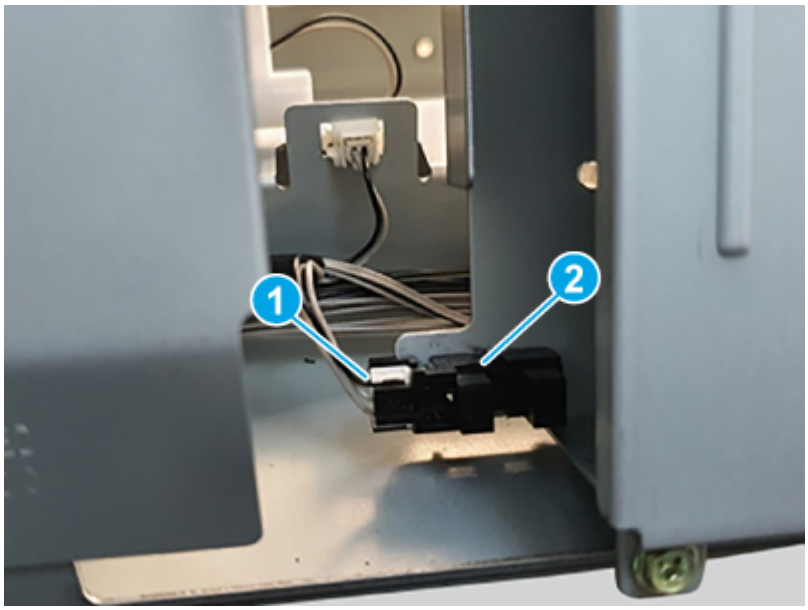
Figure 5-2243 Move the guide

4. Lift up the booklet end fence.

Figure 5-2244 Lift the fence

5. Disconnect one connector (callout 1), and then remove the booklet end fence home sensor (callout 2).

Figure 5-2245 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

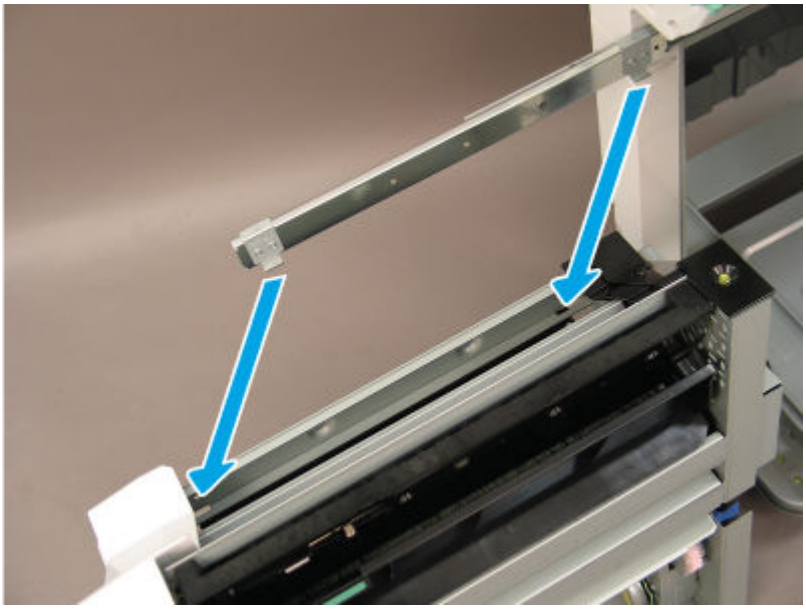
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

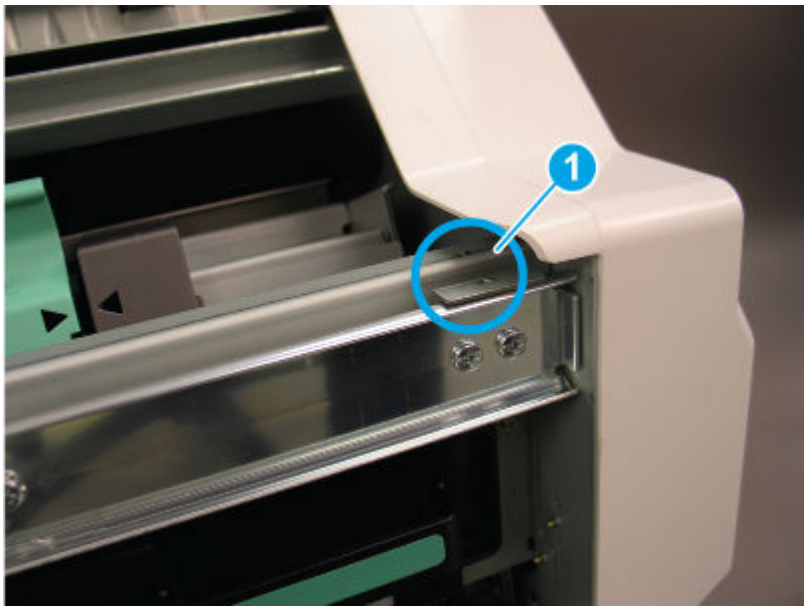
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2246 Position the hooks on the rail



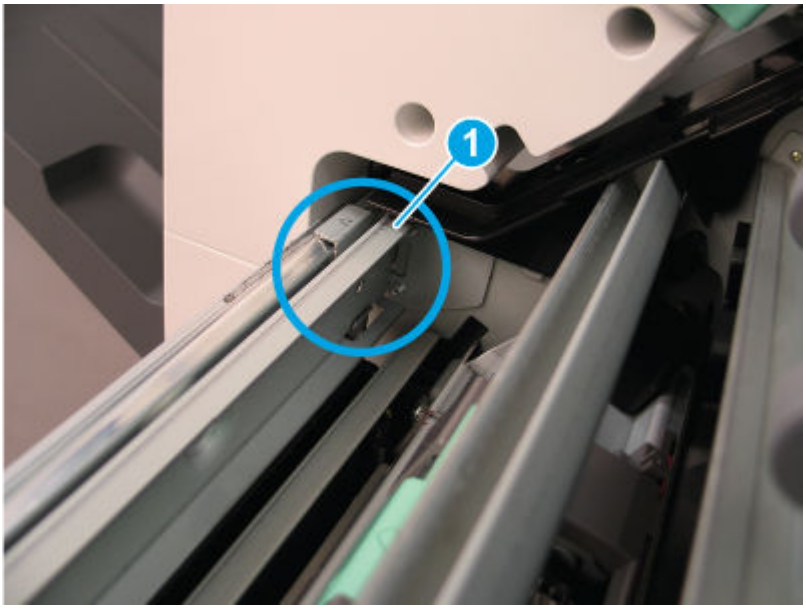
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2247 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

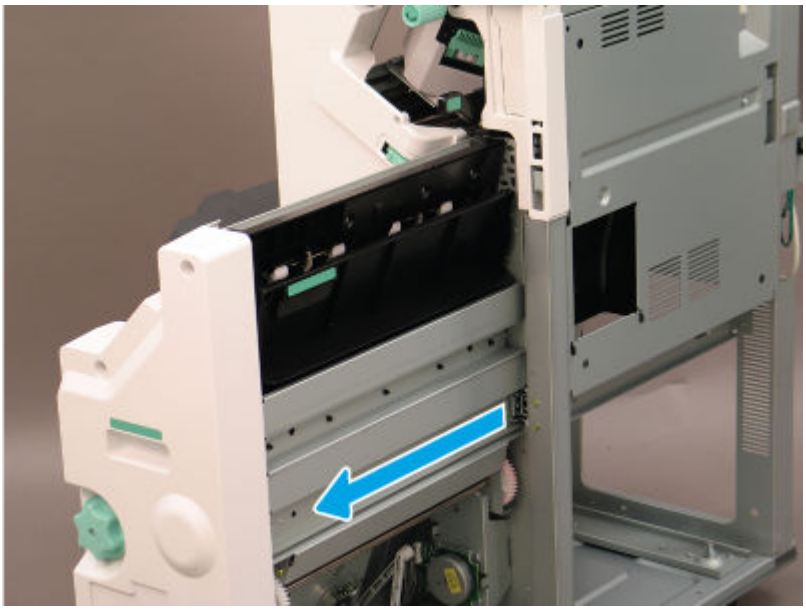
Figure 5-2248 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2249 Attach the rail



Removal and replacement: Booklet end fence motor

Learn about removing and replacing the booklet finisher end fence motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-280 Part information

Part number	Part description
JC93-01155A	Drive-motor step (Booklet end fence motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

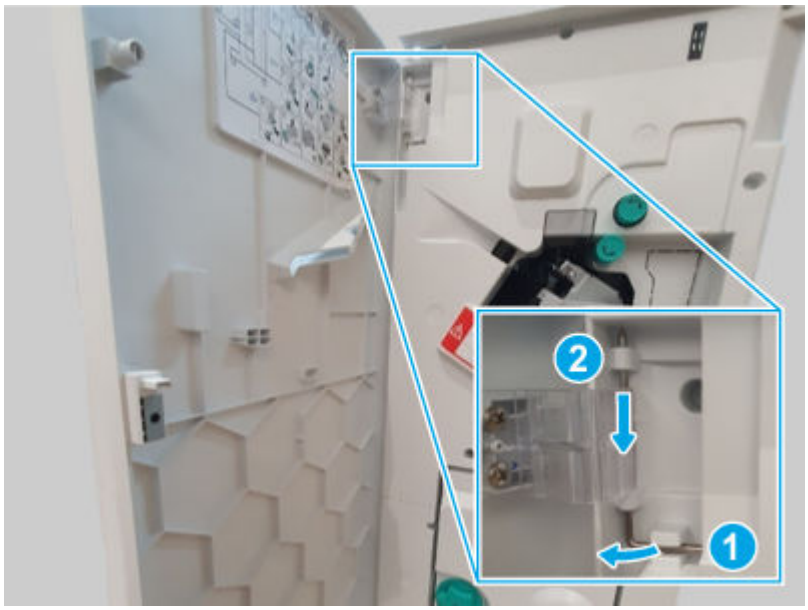
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

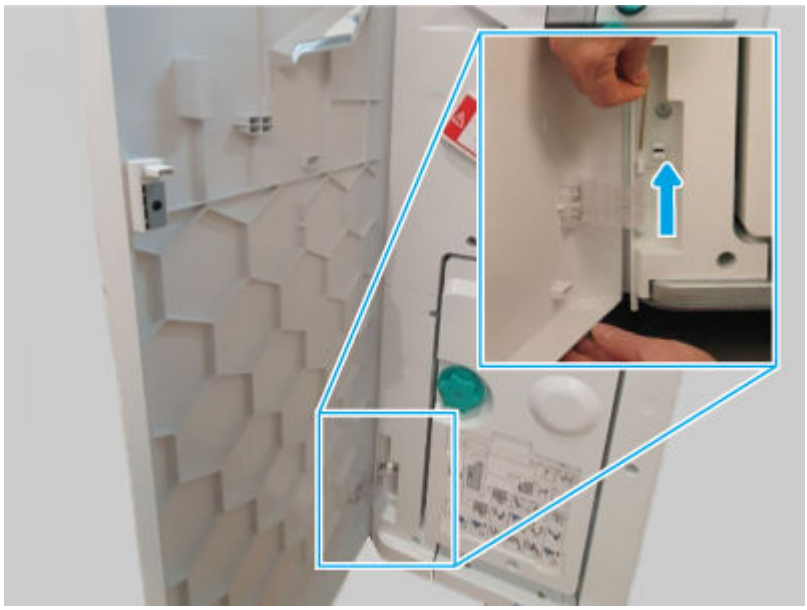
1. Release, and then remove the upper hinge pin.

Figure 5-2250 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2251 Remove the door

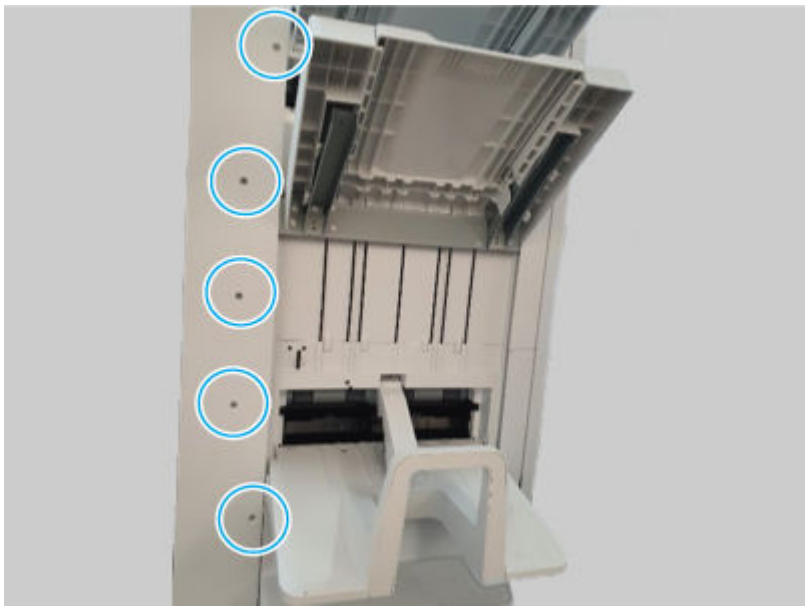


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

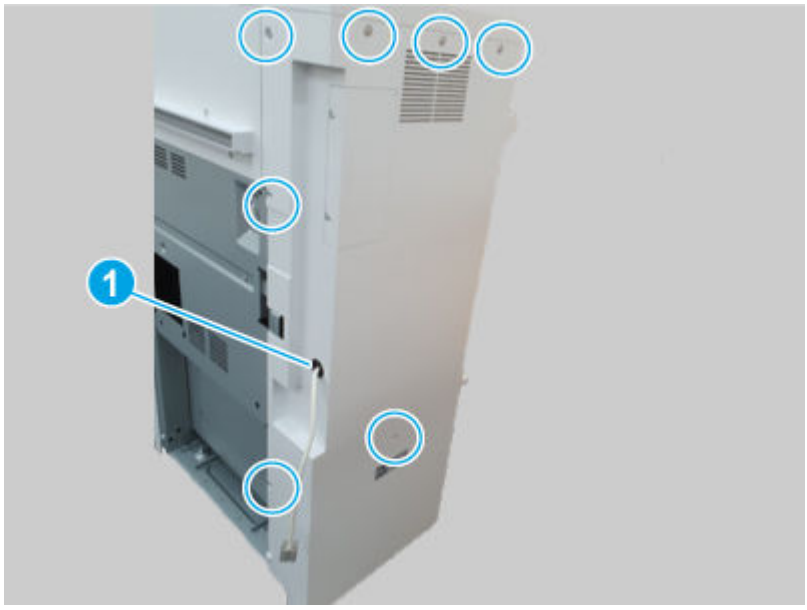
Figure 5-2252 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2253 Remove the cover



3. Remove the booklet finisher booklet maker

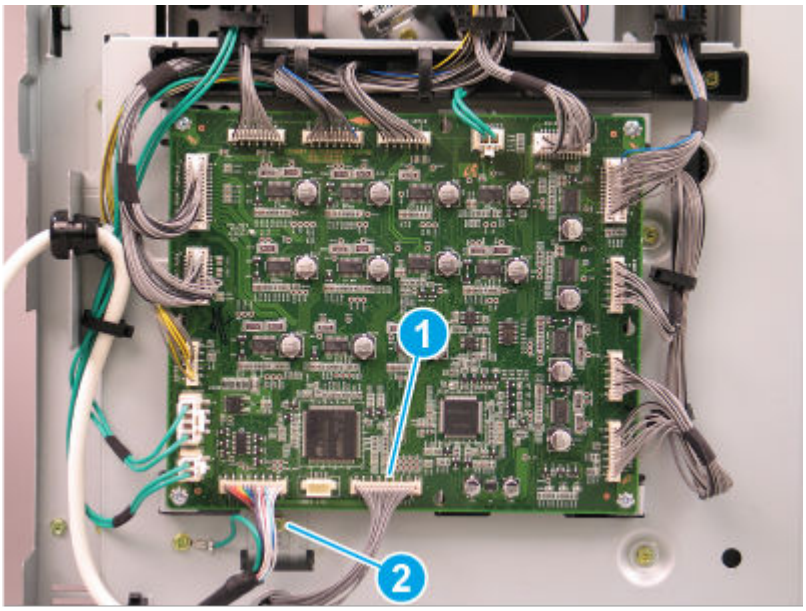
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2254 Slide the booklet maker out

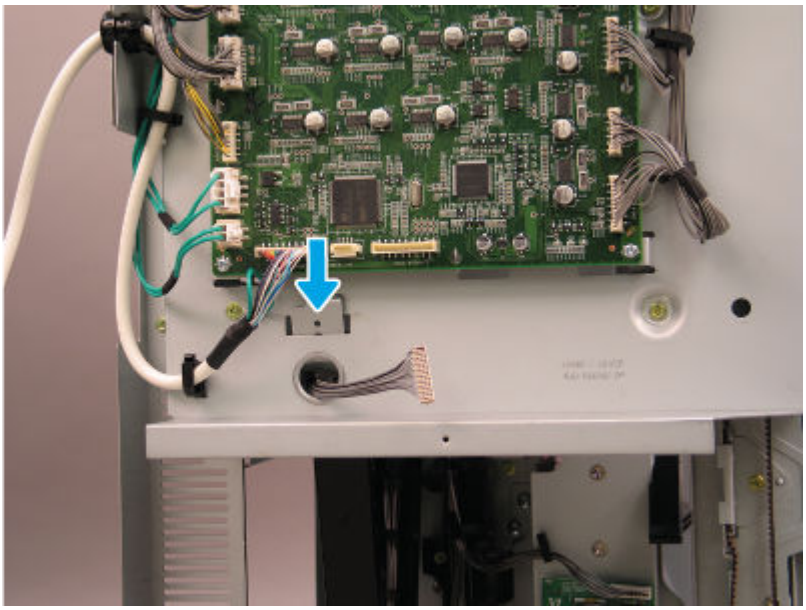
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2255 Disconnect connector and remove the screw



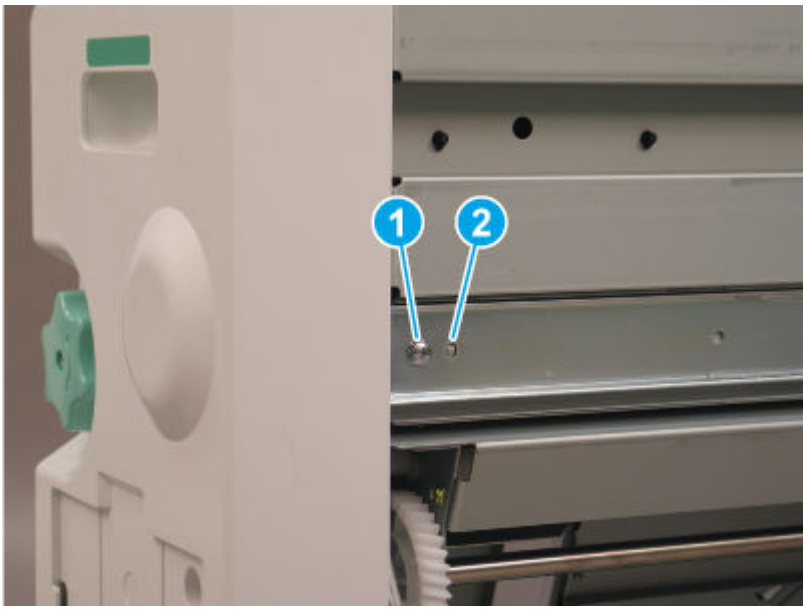
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2256 Disconnect connector and remove the screw



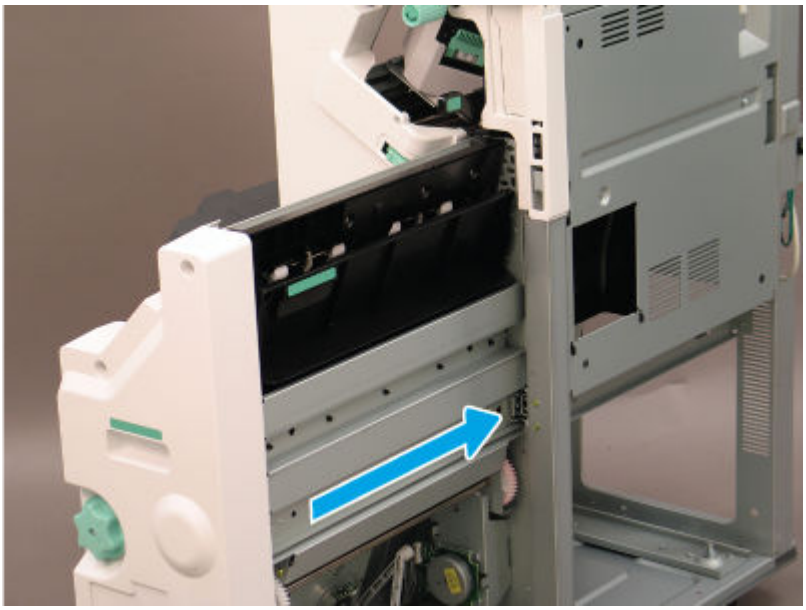
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2257 Release the alignment pin



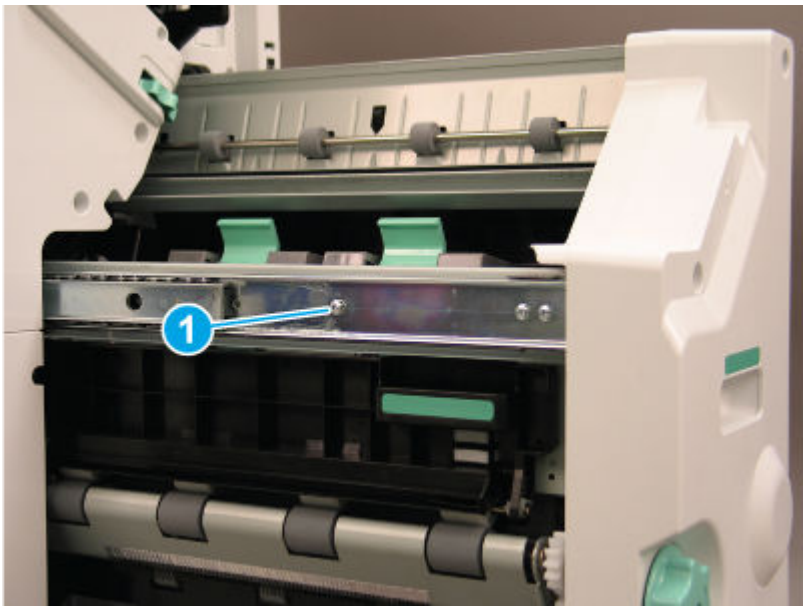
5. Slide the right rail toward the finisher.

Figure 5-2258 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

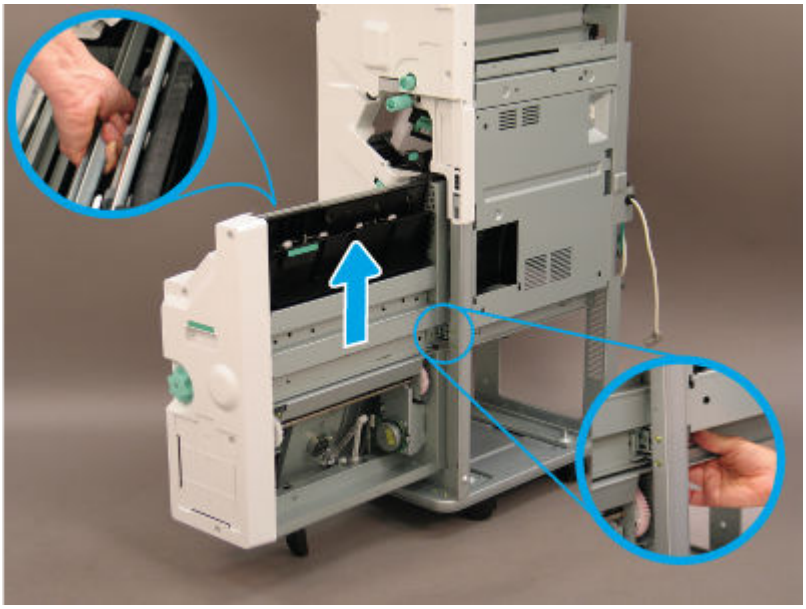
Figure 5-2259 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2260 Remove the booklet maker

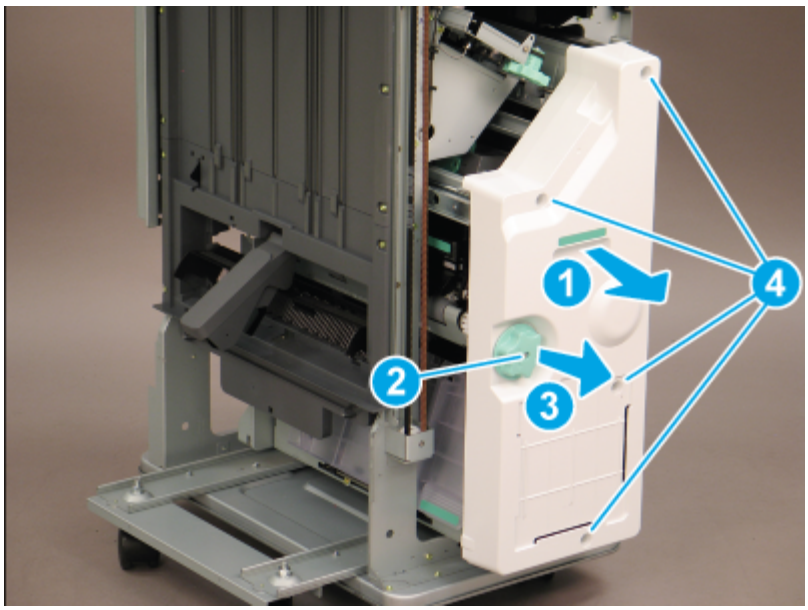


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2261 Remove the cover

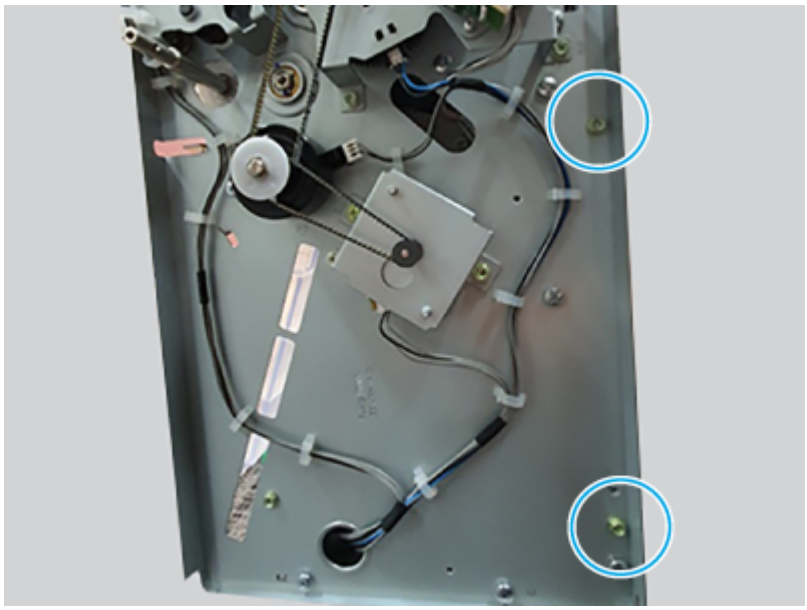


5. Remove the booklet finisher booklet end fence motor

Use the following procedure to remove and replace the booklet finisher end fence motor.

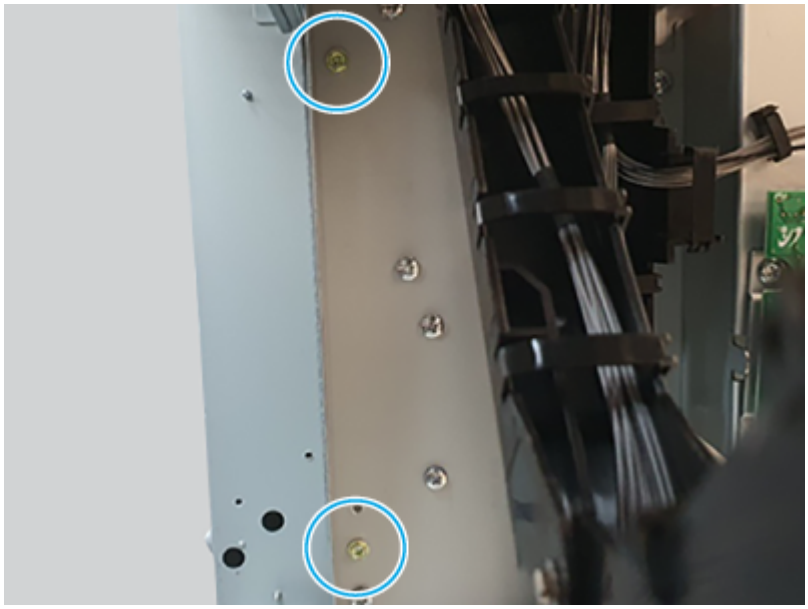
1. Remove two screws.

Figure 5-2262 Remove two screws



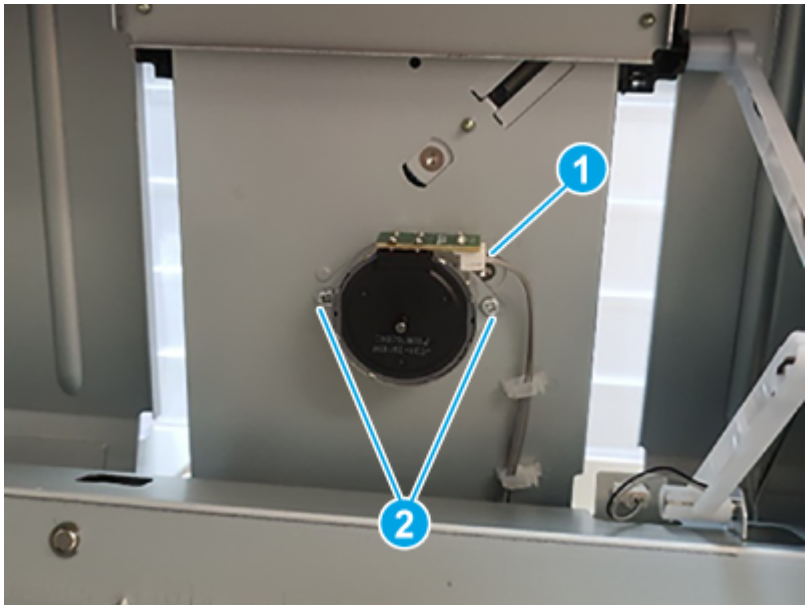
2. Remove two screws, and then remove the shield-r lower.

Figure 5-2263 Remove the shield



3. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the booklet end fence motor.

Figure 5-2264 Remove the motor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

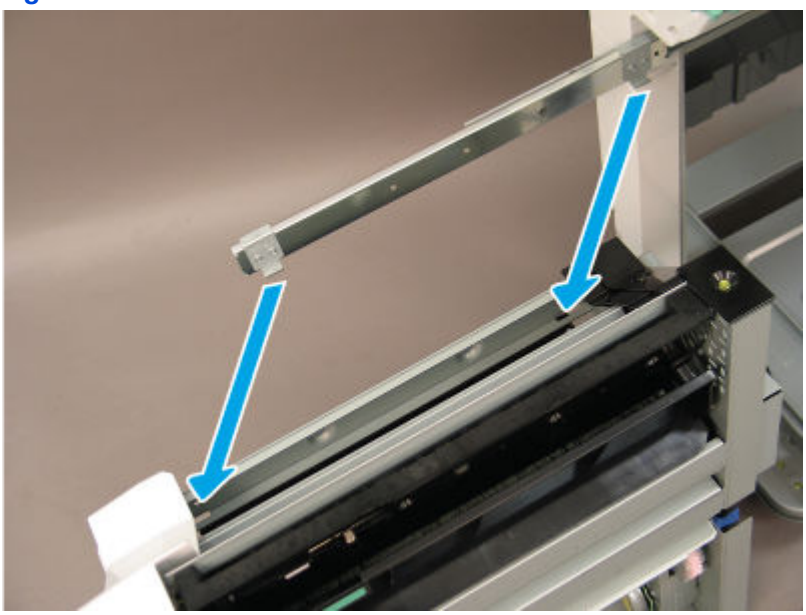
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

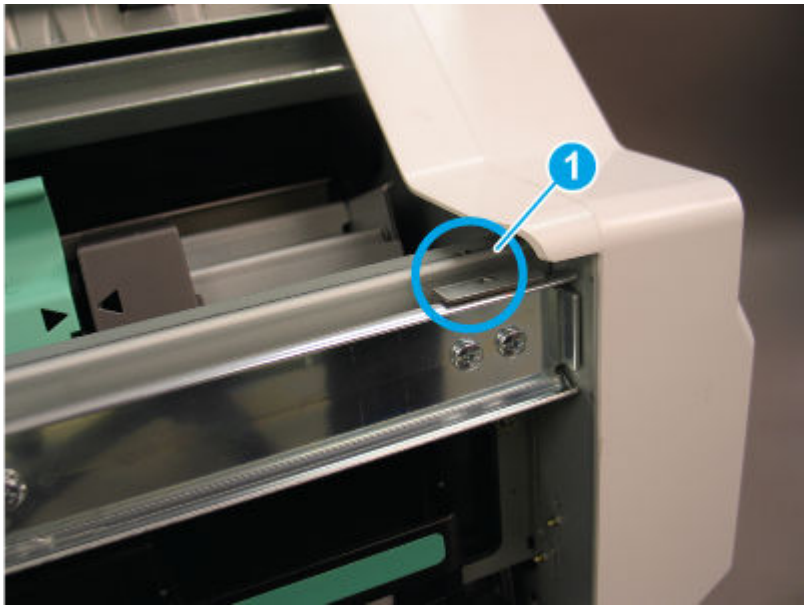
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2265 Position the hooks on the rail



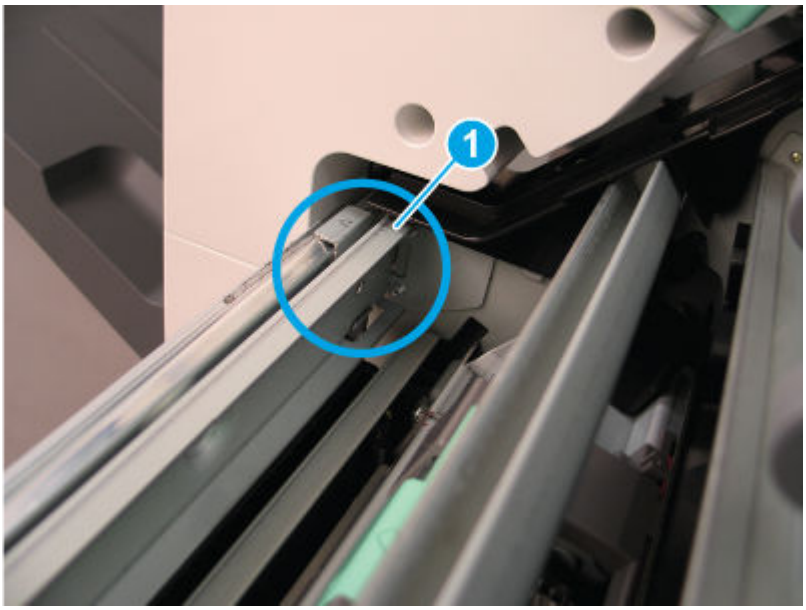
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2266 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

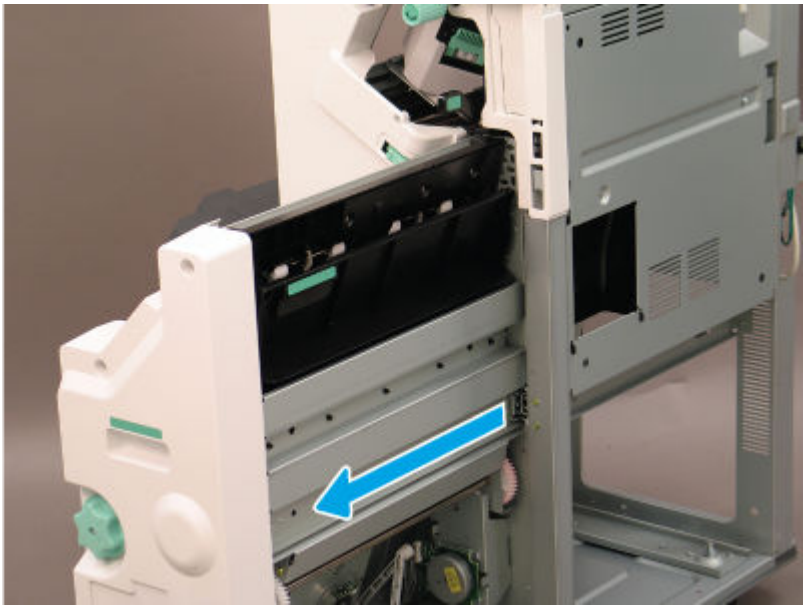
Figure 5-2267 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2268 Attach the rail



Booklet presser unit

Review the booklet finisher booklet presser unit removal procedures.

Removal and replacement: Booklet presser home sensor

Learn about removing and replacing the booklet finisher presser home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-281 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet presser home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

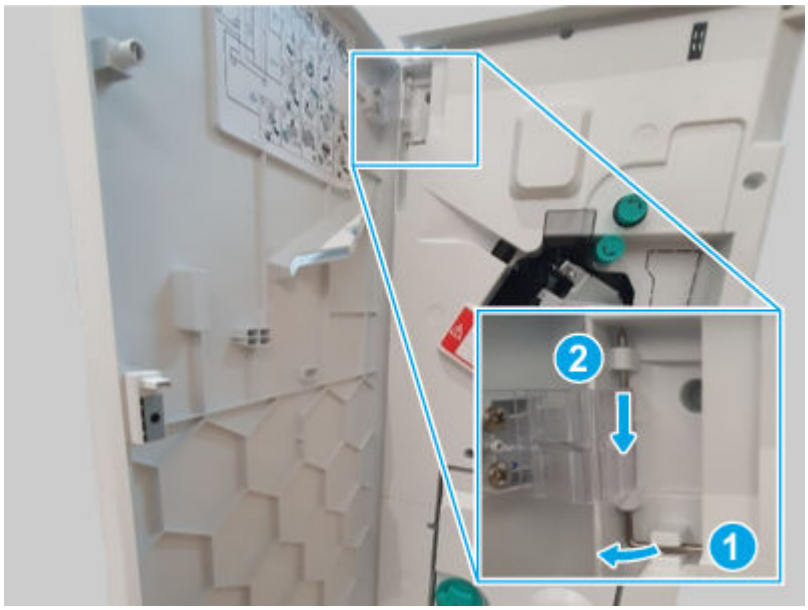
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

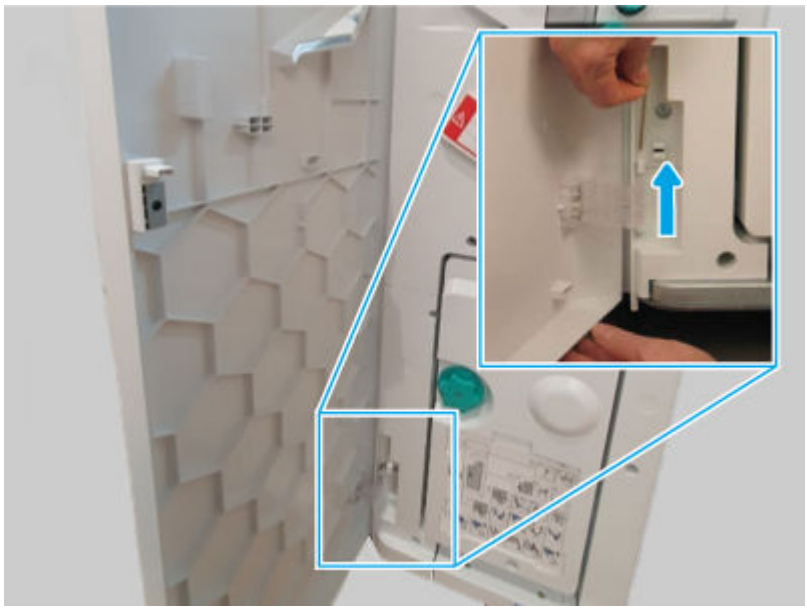
1. Release, and then remove the upper hinge pin.

Figure 5-2269 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2270 Remove the door

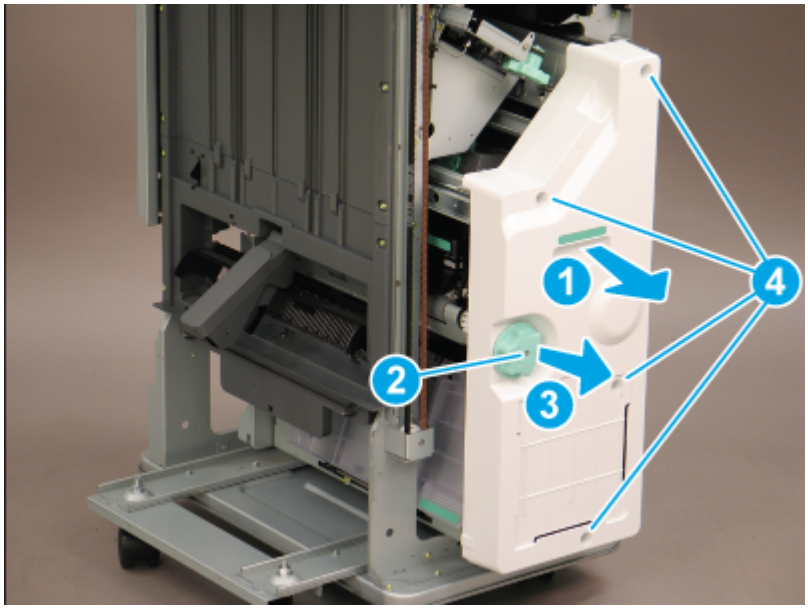


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2271 **Remove the cover**

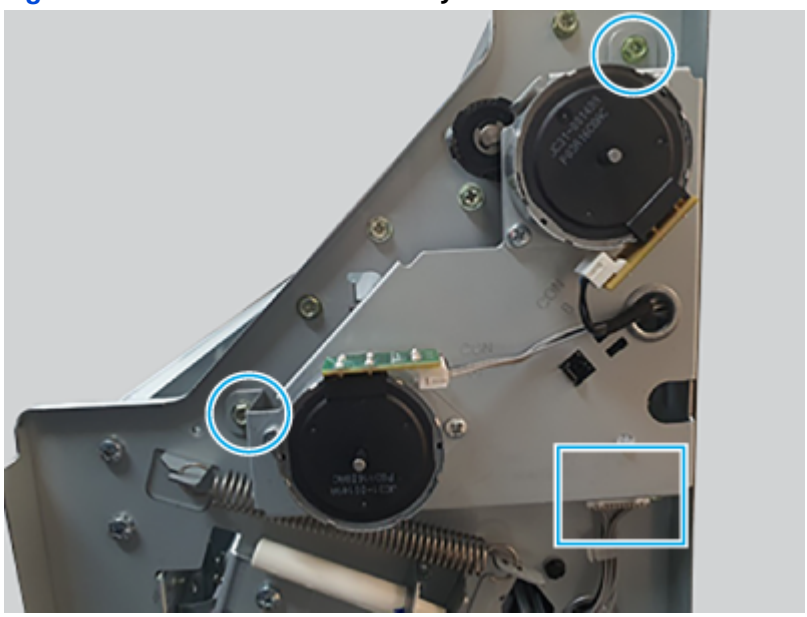


3. Remove the booklet finisher booklet entrance-presser motor assembly

Use the following procedure to remove and replace the booklet finisher entrance-presser motor assembly.

- Disconnect one connector, remove two screws, and then remove the booklet entrance-presser motor assembly.

Figure 5-2272 **Remove the assembly**



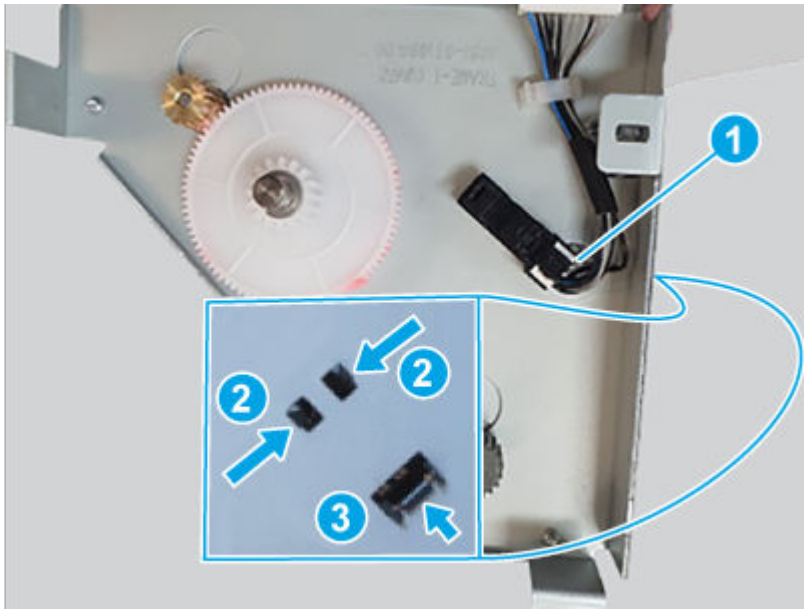
4. Remove the booklet finisher booklet presser home sensor

Use the following procedure to remove and replace the booklet finisher presser home sensor.

- Do the following:
  - Disconnect one connector (callout 1).

- Release the hooks (callout 2).
- Slide the sensor assembly as shown below (callout 3).
- Remove the booklet presser home sensor from the bracket.

Figure 5-2273 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet tamper

Learn about removing and replacing the booklet finisher tamper.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-282 Part information

Part number	Part description
JC90-01431A	Booklet tamper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

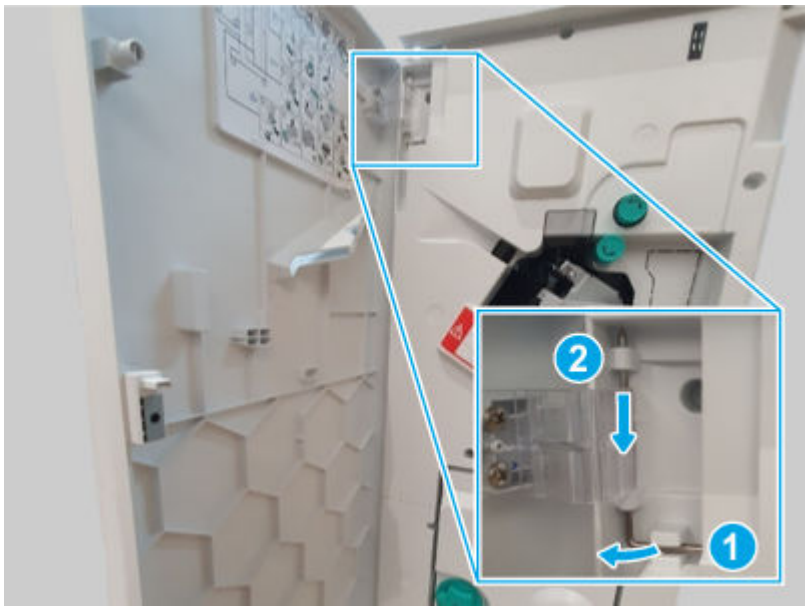
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

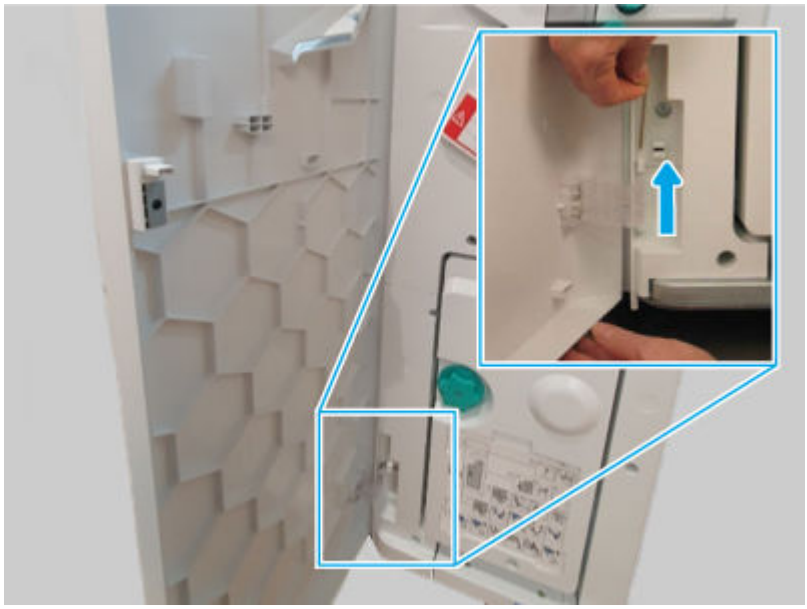
1. Release, and then remove the upper hinge pin.

Figure 5-2274 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2275 Remove the door

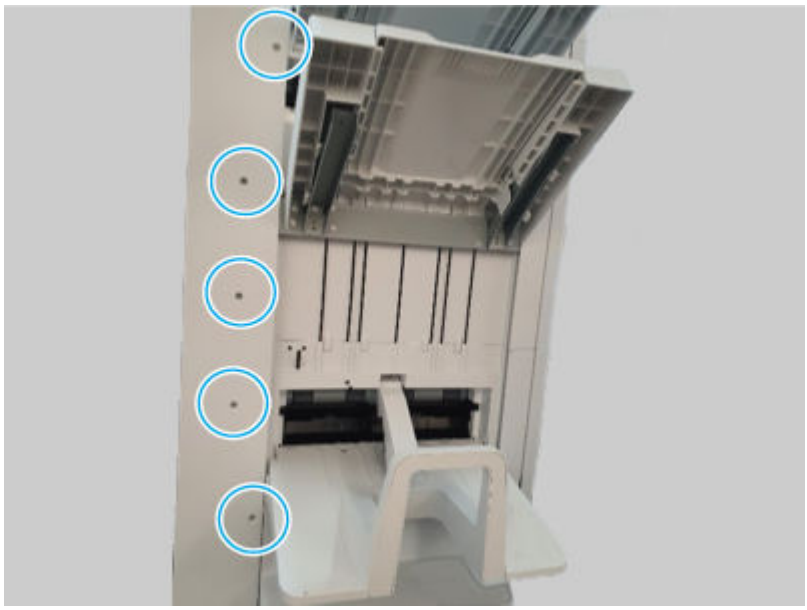


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

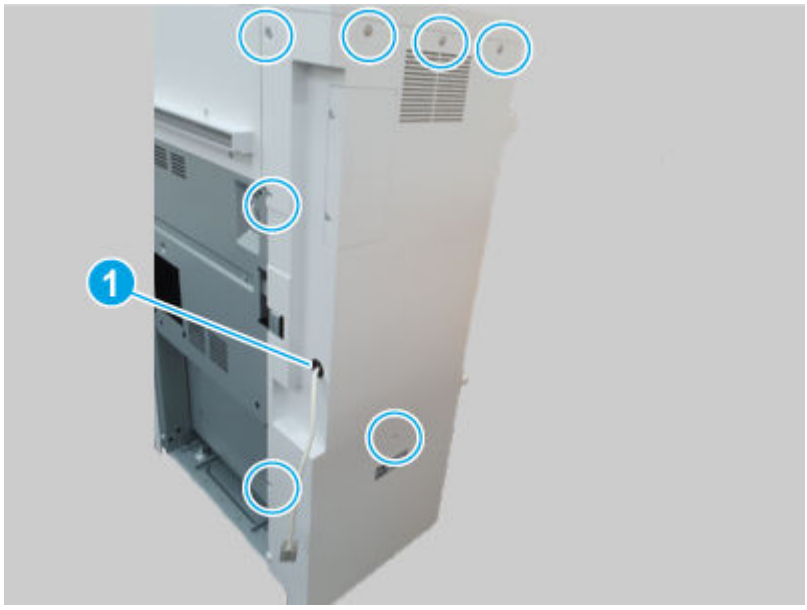
Figure 5-2276 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2277 Remove the cover



3. Remove the booklet finisher booklet maker

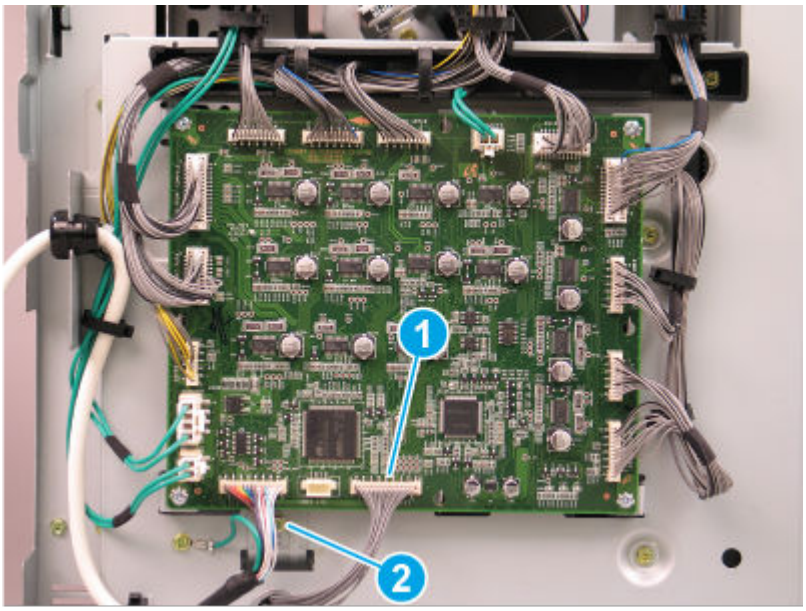
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2278 Slide the booklet maker out

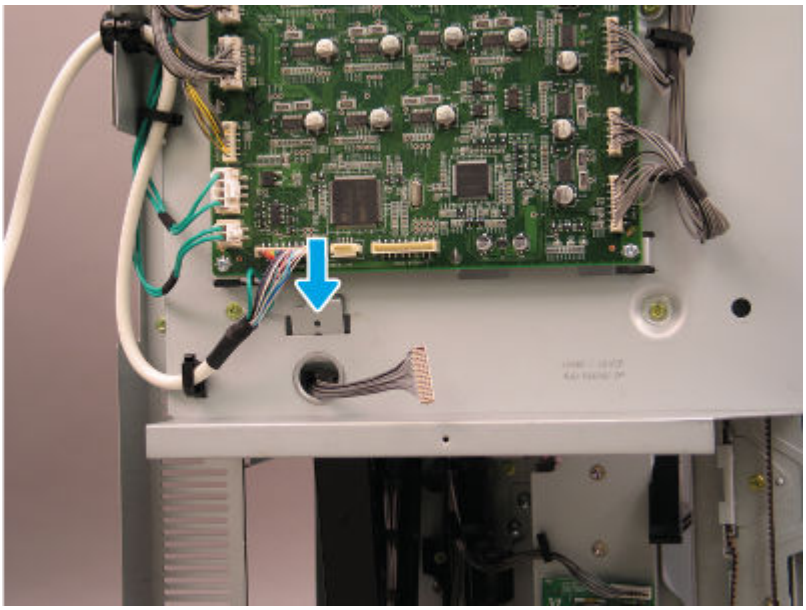
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2279 Disconnect connector and remove the screw



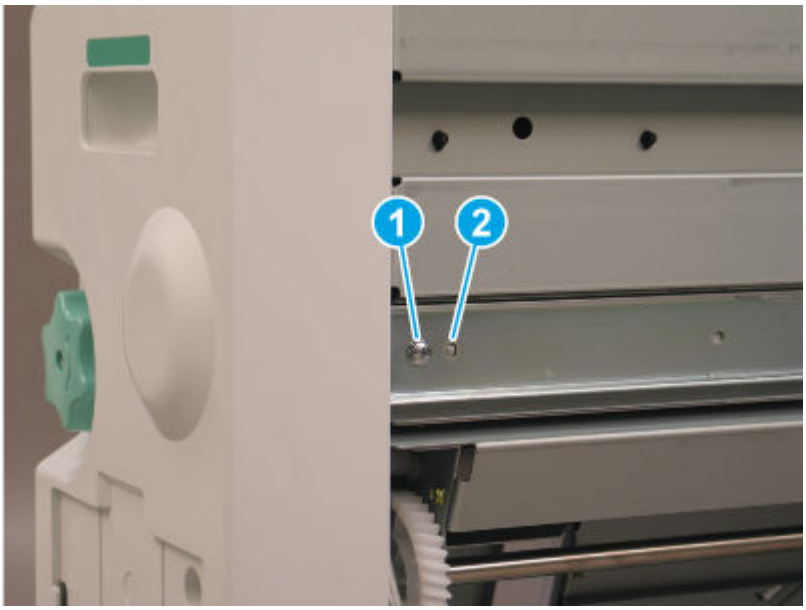
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2280 Disconnect connector and remove the screw



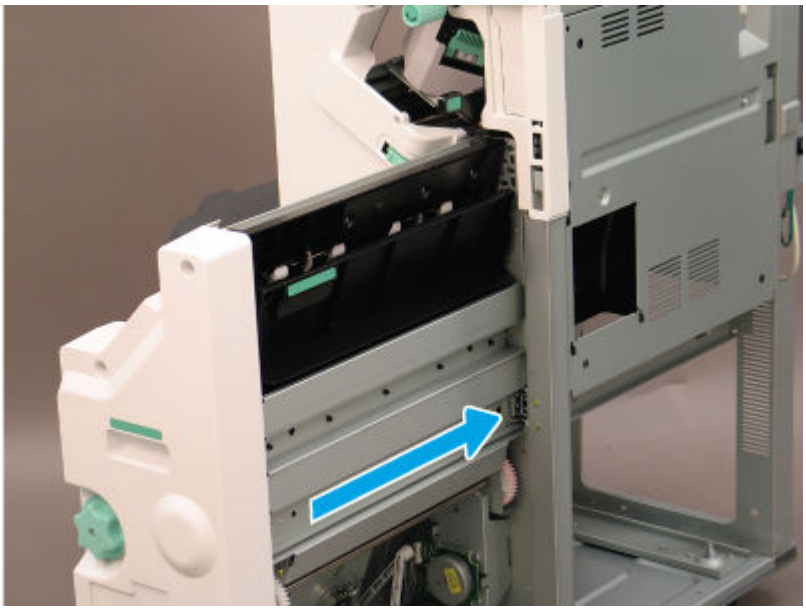
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2281 Release the alignment pin



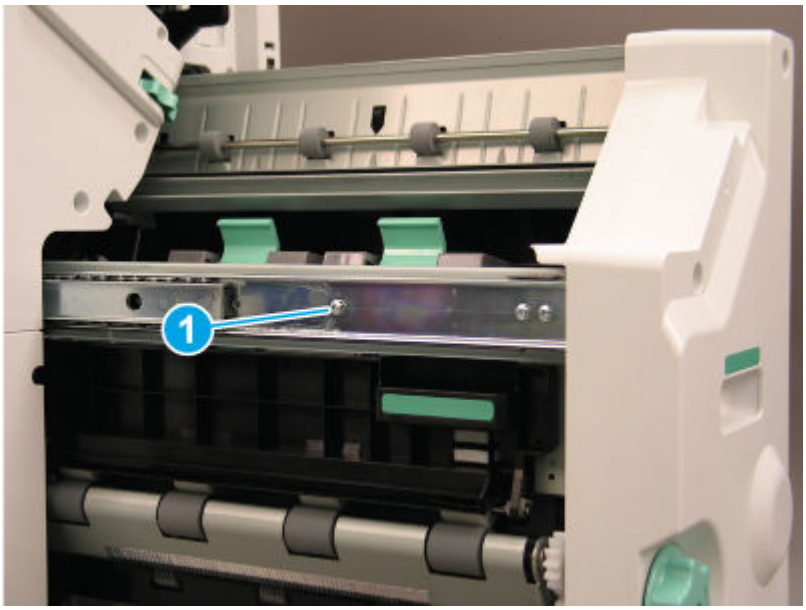
5. Slide the right rail toward the finisher.

Figure 5-2282 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

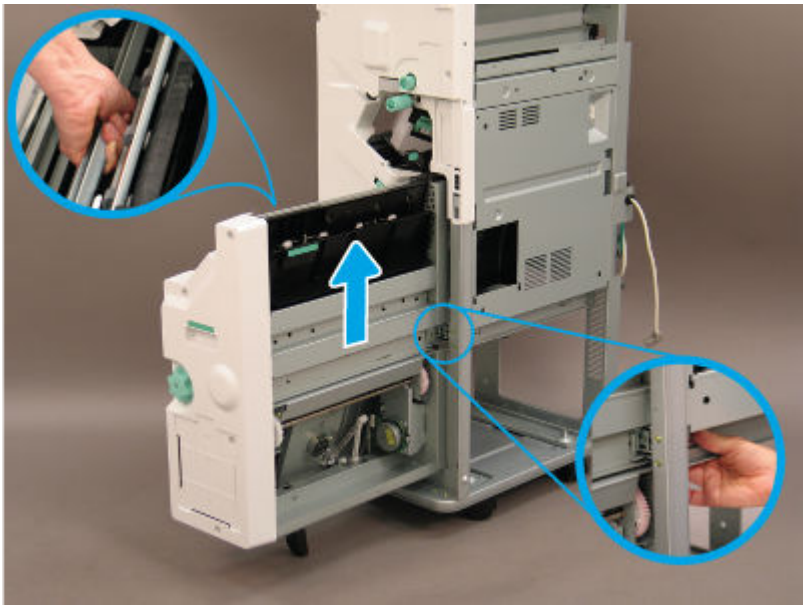
Figure 5-2283 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2284 Remove the booklet maker

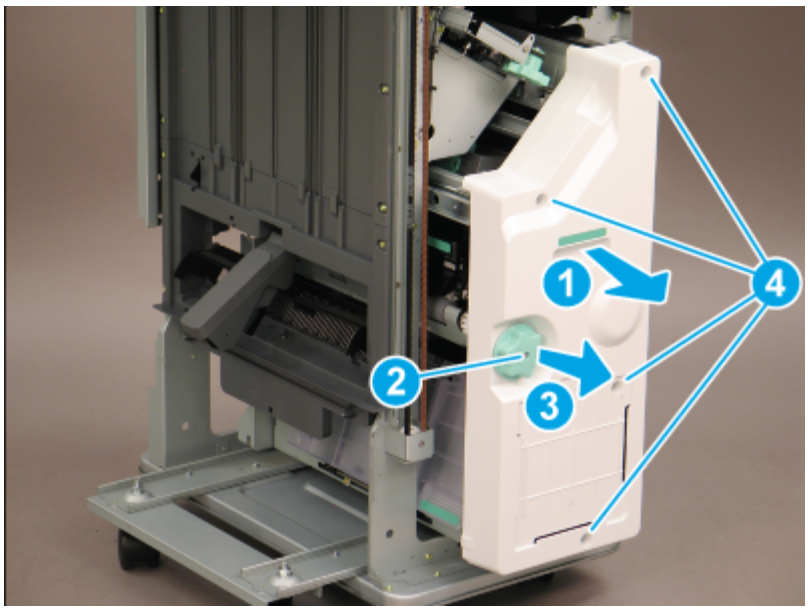


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2285 Remove the cover

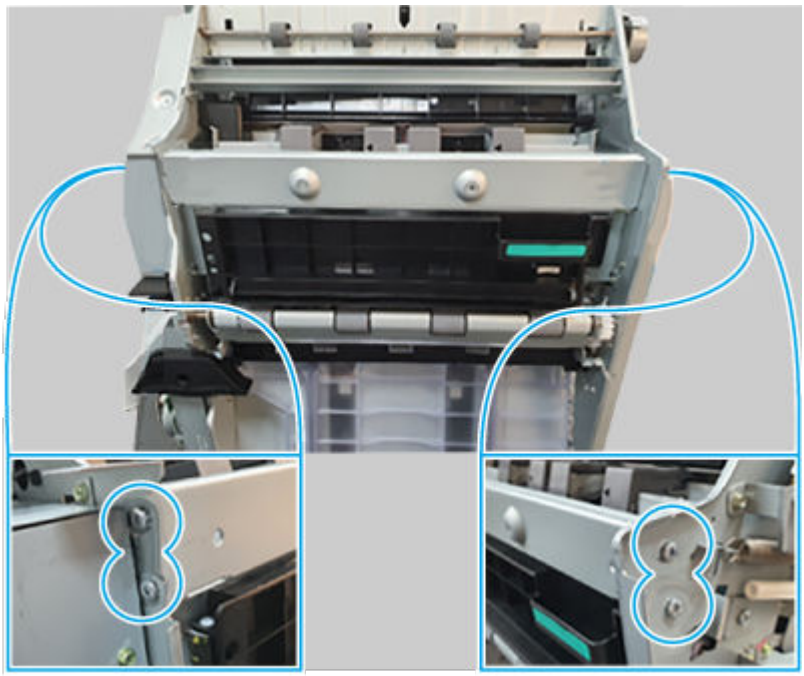


5. Remove the booklet finisher booklet tamper

Use the following procedure to remove and replace the booklet finisher tamper.

1. Remove four screws and the sheet-metal plate.

Figure 5-2286 Remove four screws

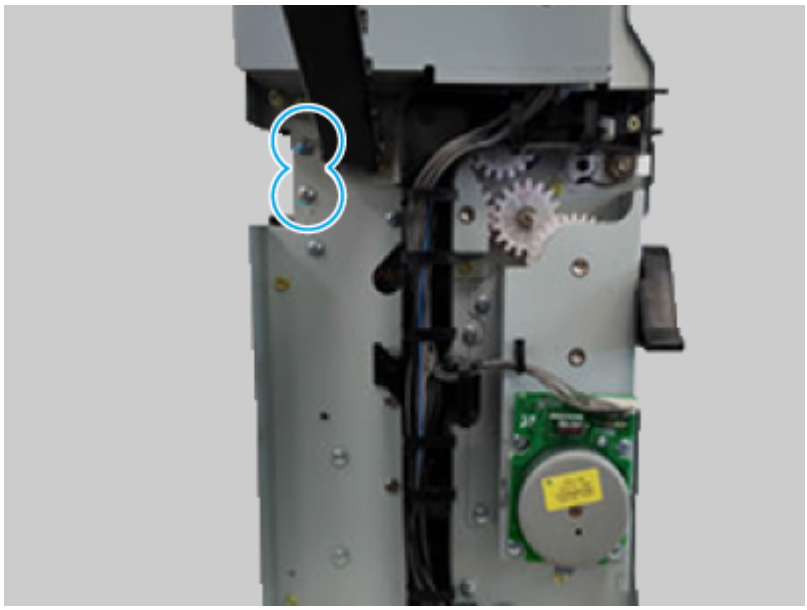


2. Remove two screws.

Figure 5-2287 Remove two screws

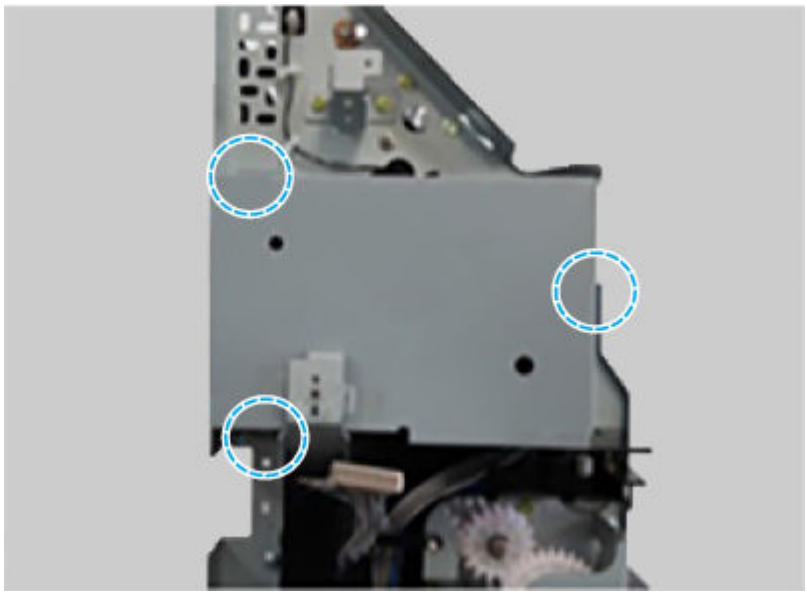
3. Remove two screws.

Figure 5-2288 Remove two screws



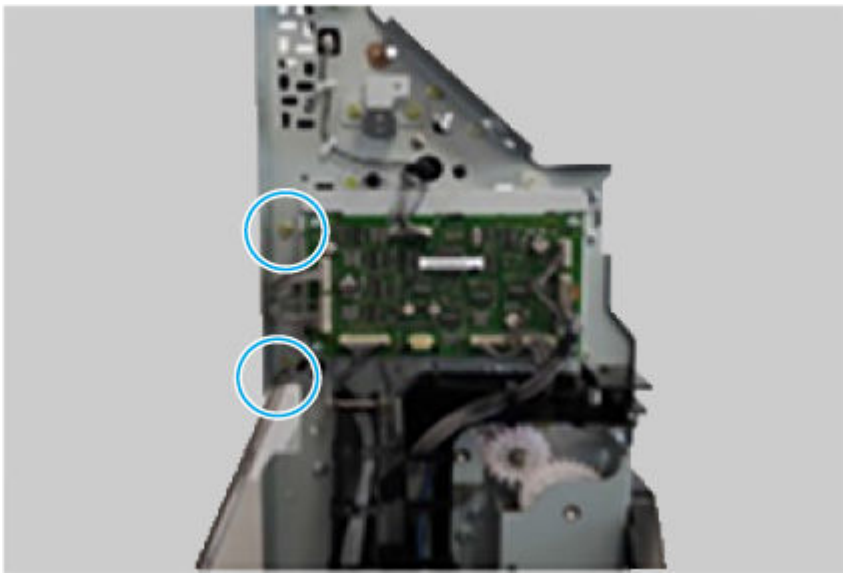
4. Remove three screws and the sheet-metal cover.

Figure 5-2289 Remove three screws



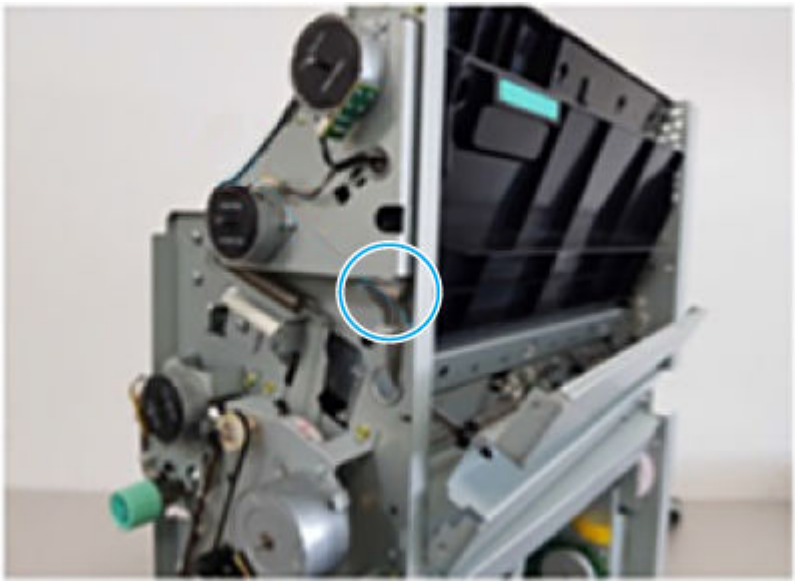
5. Remove two screws.

Figure 5-2290 Remove two screws



6. Disconnect one connector.

Figure 5-2291 Disconnect one connector



7. Disconnect one connector.

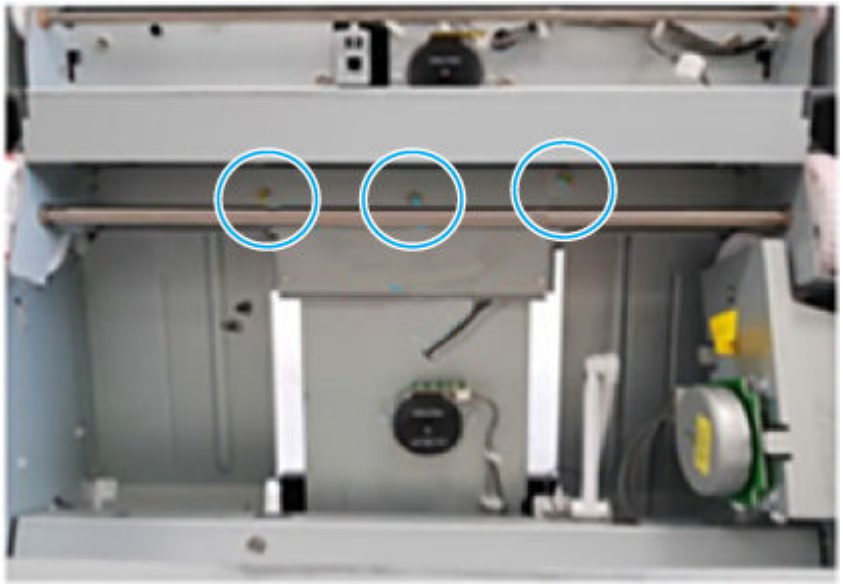
Figure 5-2292 Disconnect one connector

8. Remove two screws.

Figure 5-2293 Remove two screws

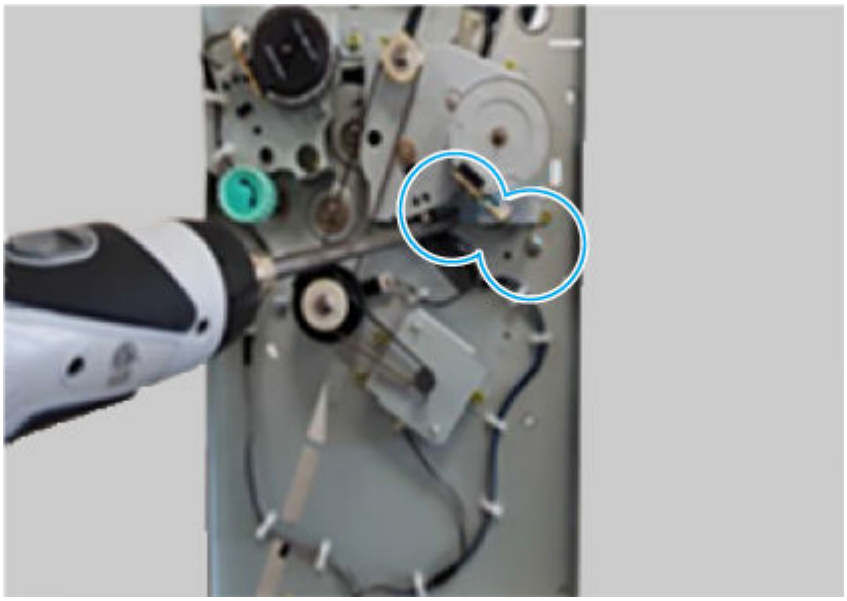
9. Remove three screws.

Figure 5-2294 Remove three screws



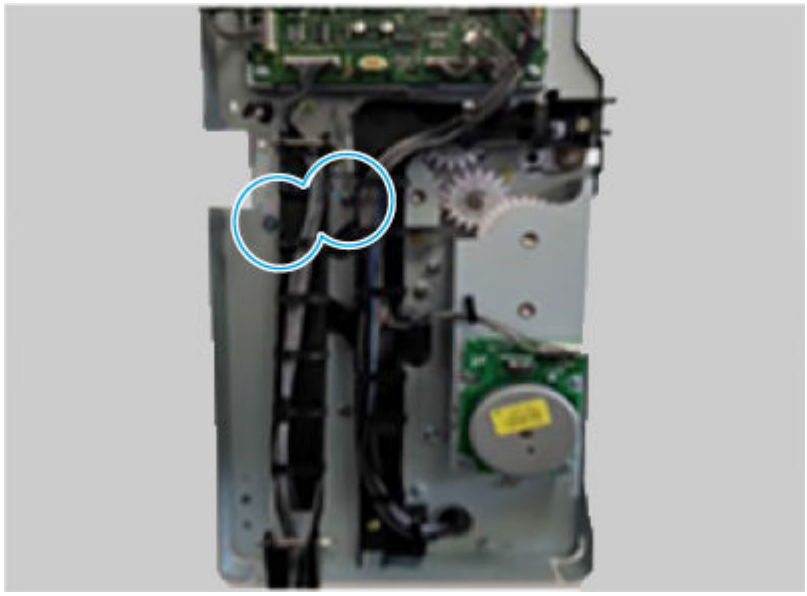
10. Remove two screws.

Figure 5-2295 Remove two screws



11. Remove two screws.

Figure 5-2296 Remove two screws

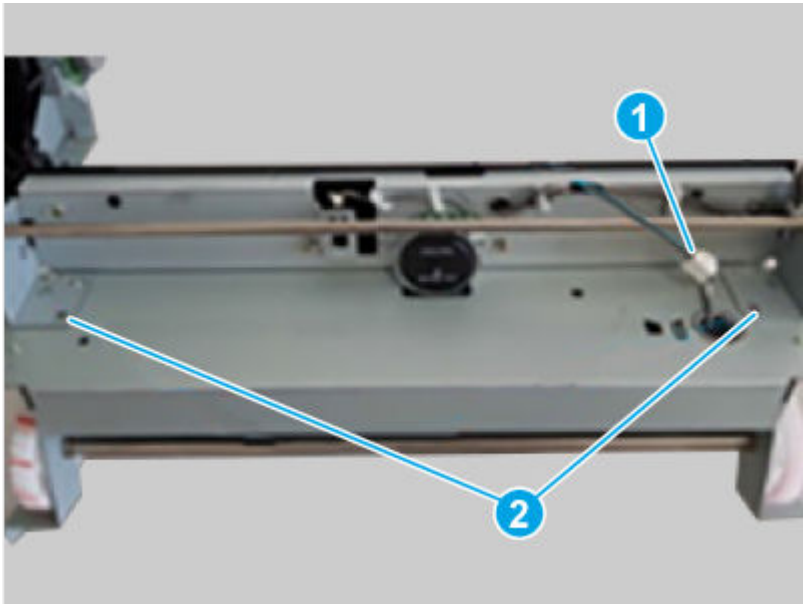


12. Disconnect one connector.

Figure 5-2297 Disconnect one connector

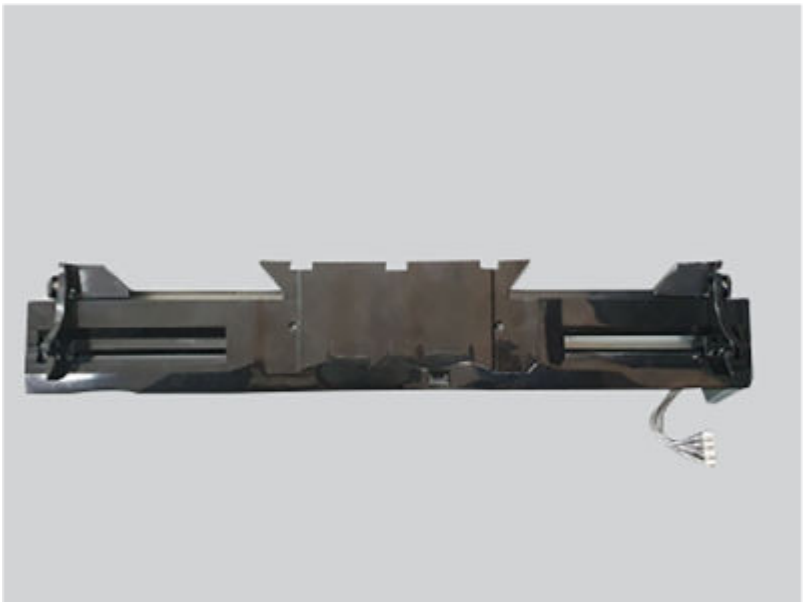
13. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2298 Disconnect connector and remove screws



14. Remove the booklet tamper.

Figure 5-2299 Remove the tamper



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

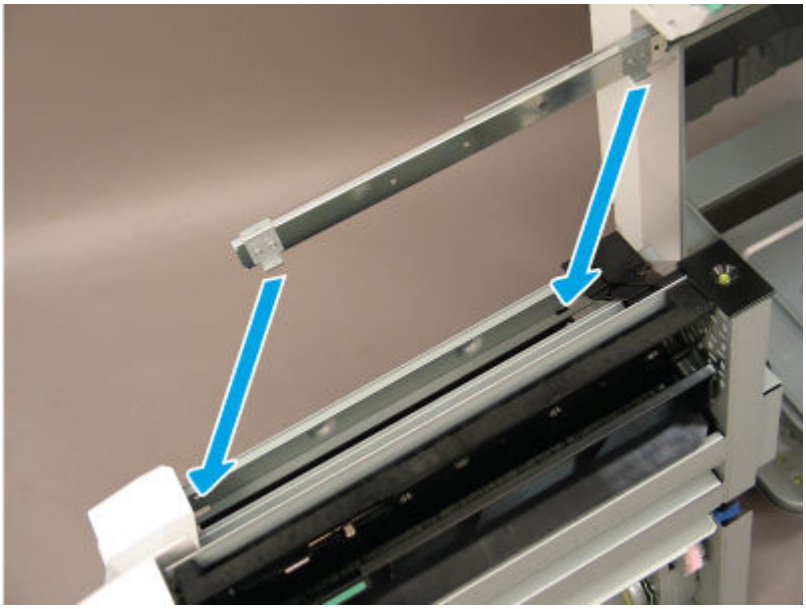
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

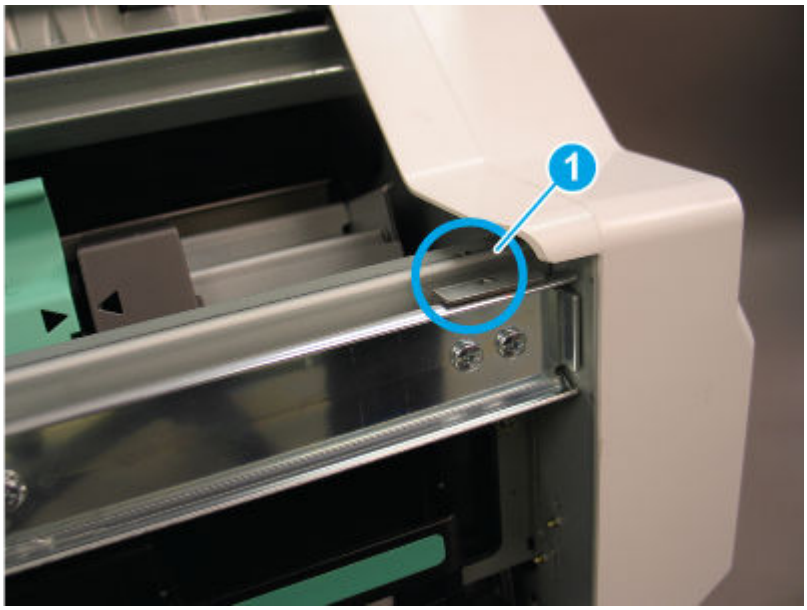
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2300 Position the hooks on the rail



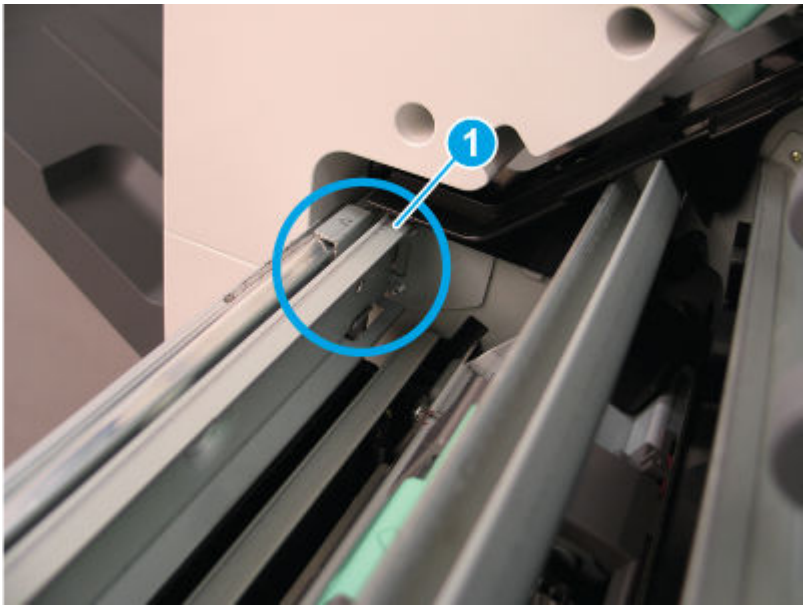
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2301 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

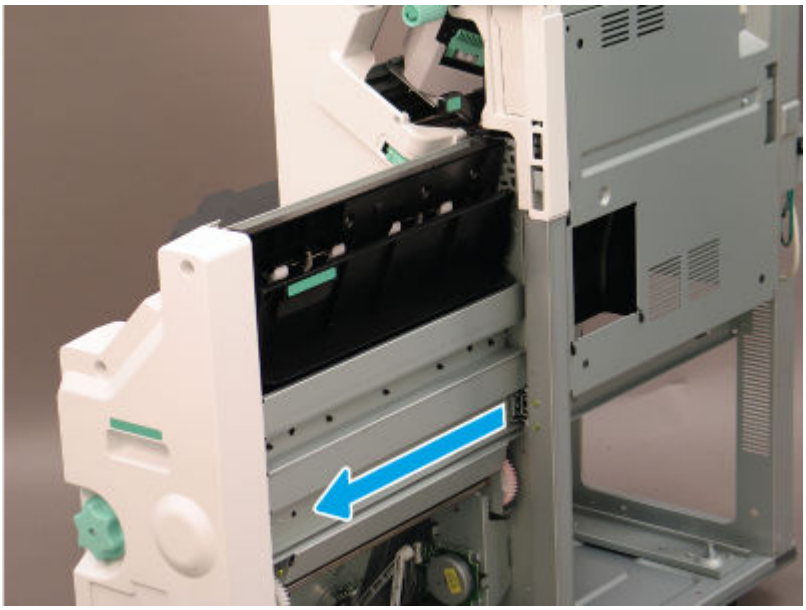
Figure 5-2302 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2303 Attach the rail



Removal and replacement: Booklet tamper home sensor

Learn about removing and replacing the booklet finisher tamper home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-283 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet tamper home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

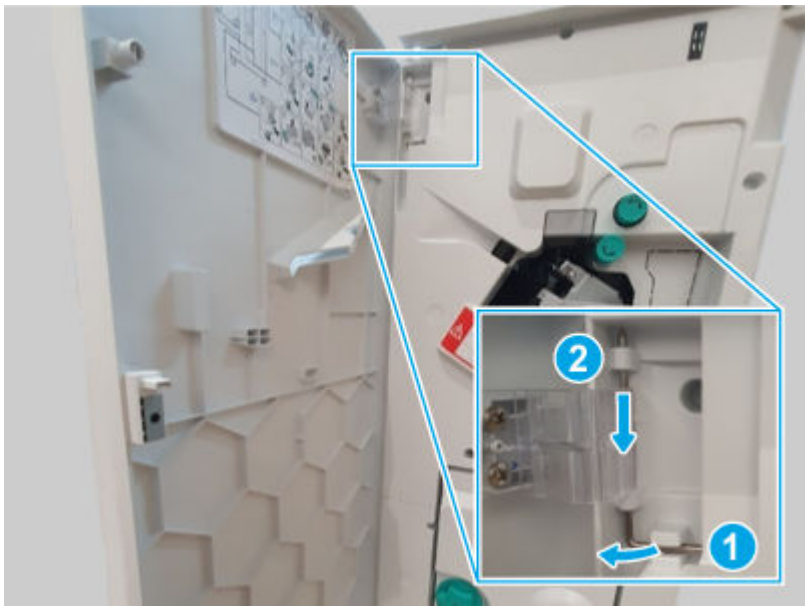
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

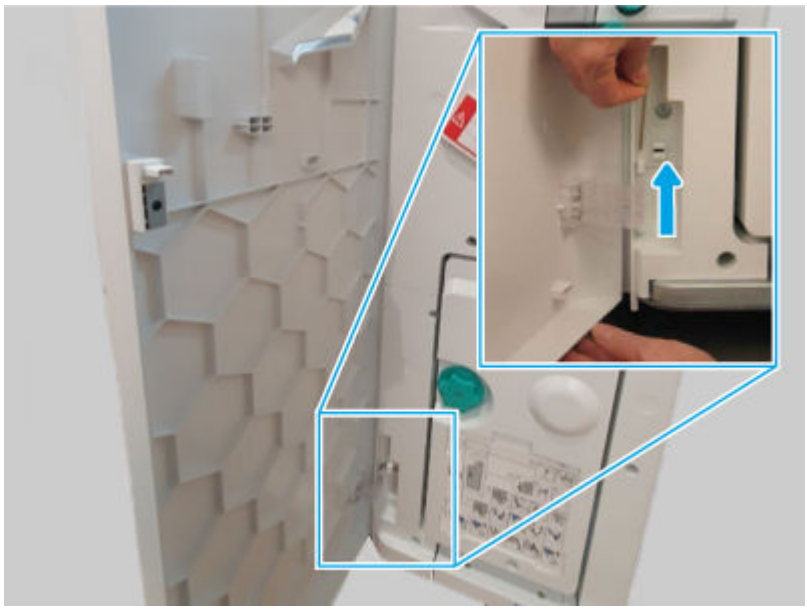
1. Release, and then remove the upper hinge pin.

Figure 5-2304 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2305 Remove the door

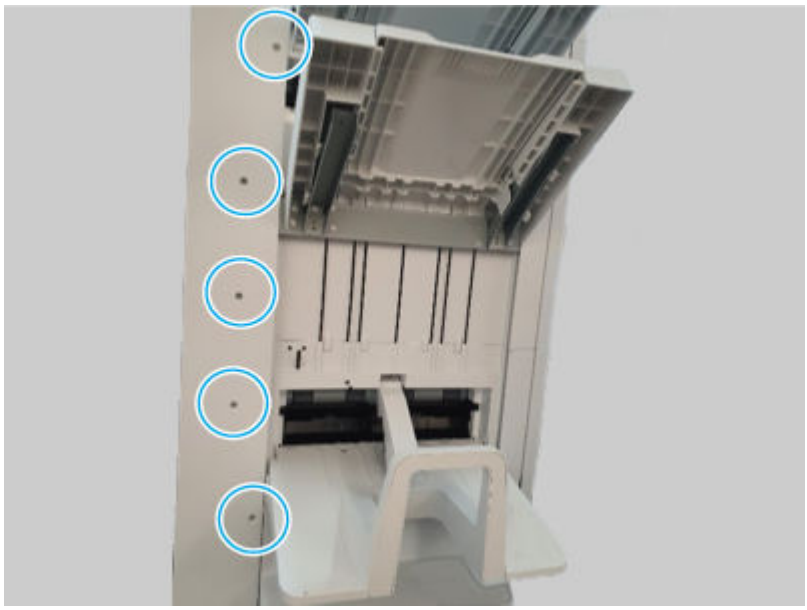


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

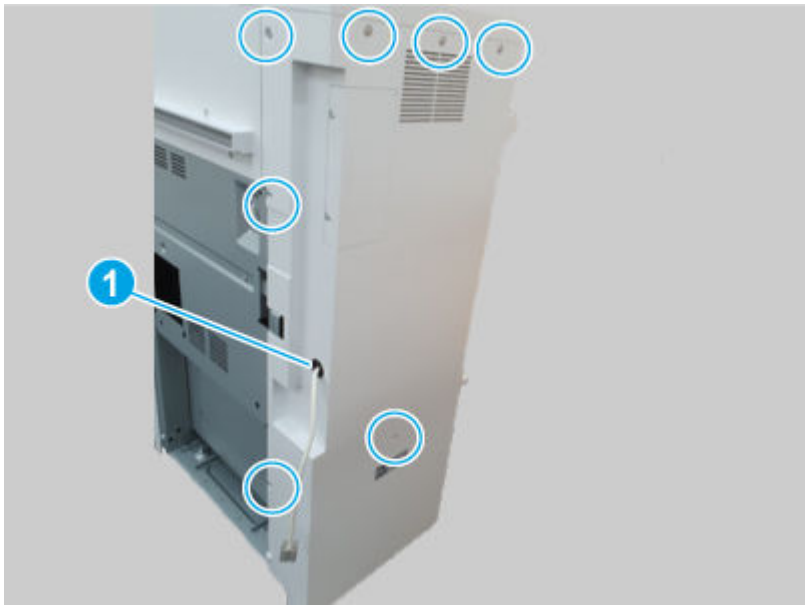
Figure 5-2306 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2307 Remove the cover



3. Remove the booklet finisher booklet maker

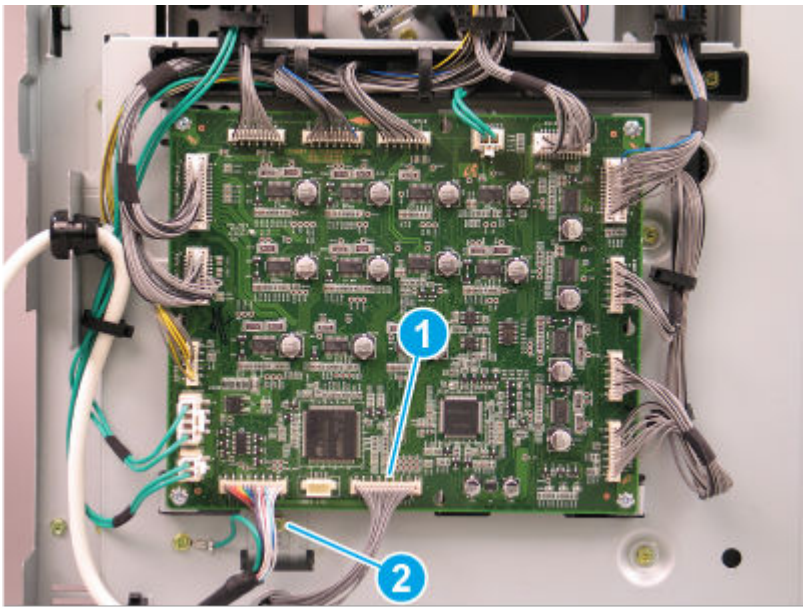
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2308 Slide the booklet maker out

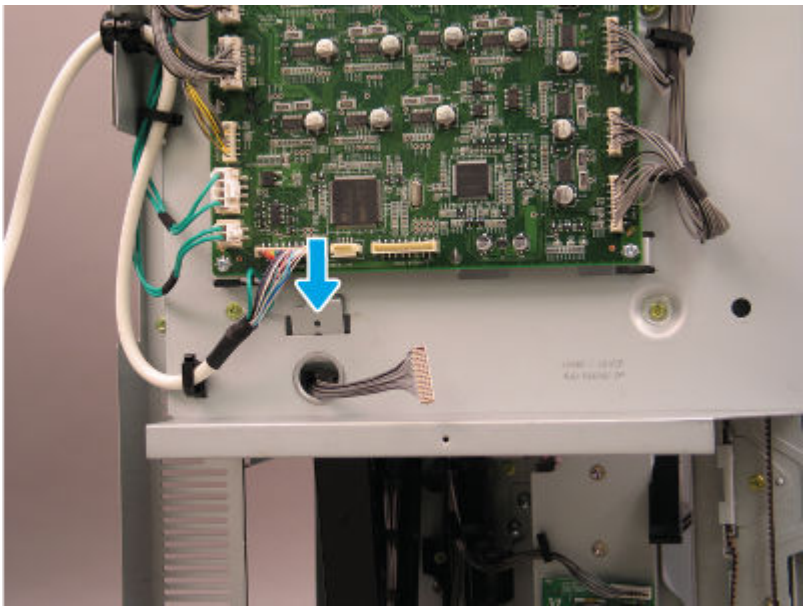
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2309 Disconnect connector and remove the screw



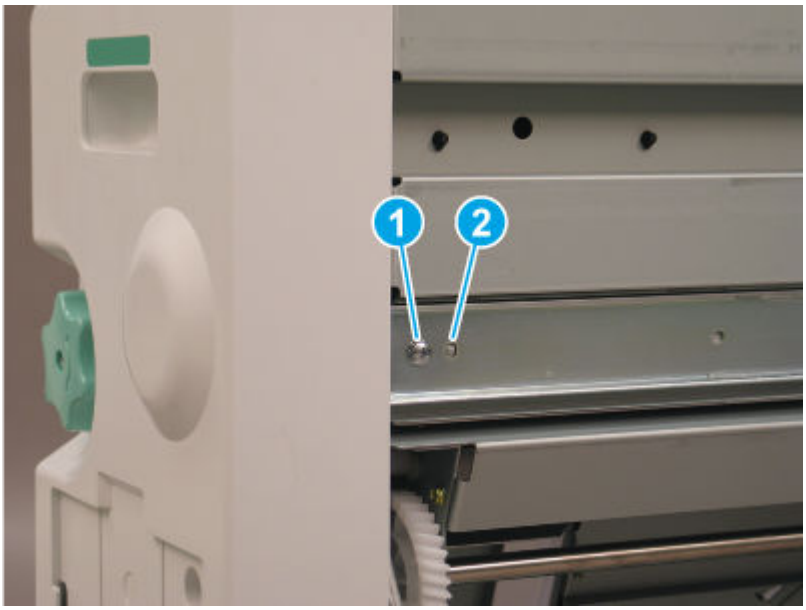
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2310 Disconnect connector and remove the screw



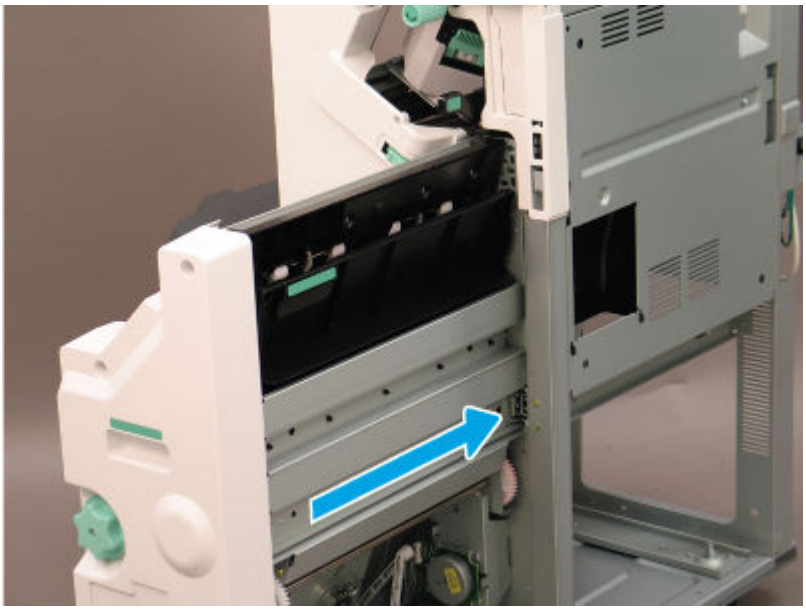
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2311 Release the alignment pin



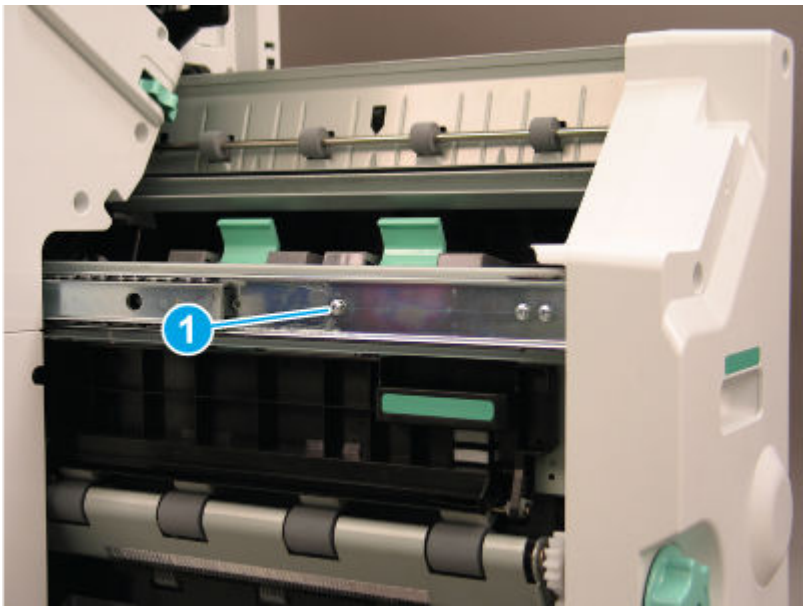
5. Slide the right rail toward the finisher.

Figure 5-2312 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

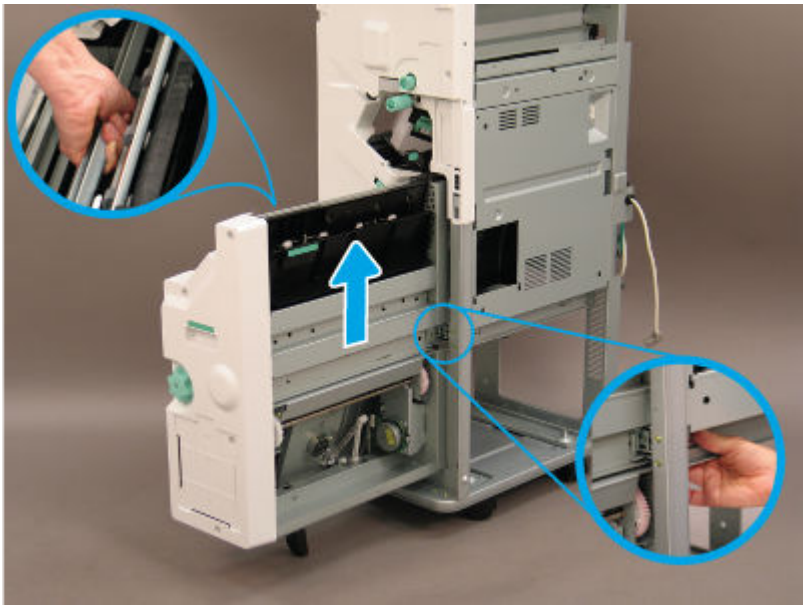
Figure 5-2313 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2314 Remove the booklet maker

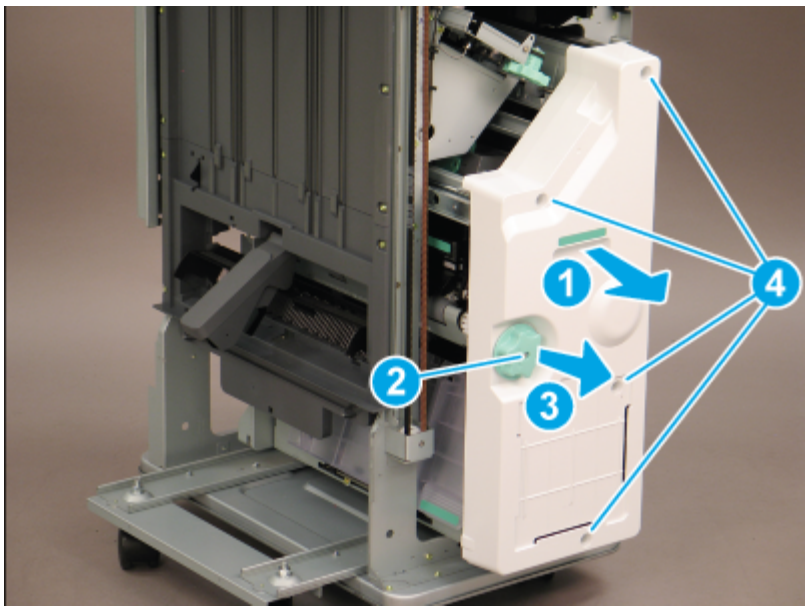


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2315 Remove the cover

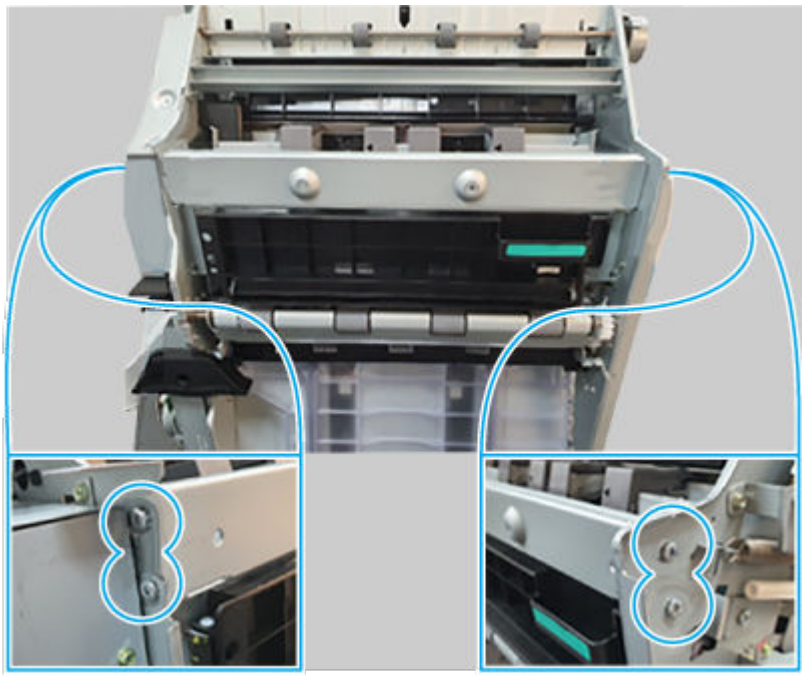


5. Remove the booklet finisher booklet tamper home sensor

Use the following procedure to remove and replace the booklet finisher tamper home sensor.

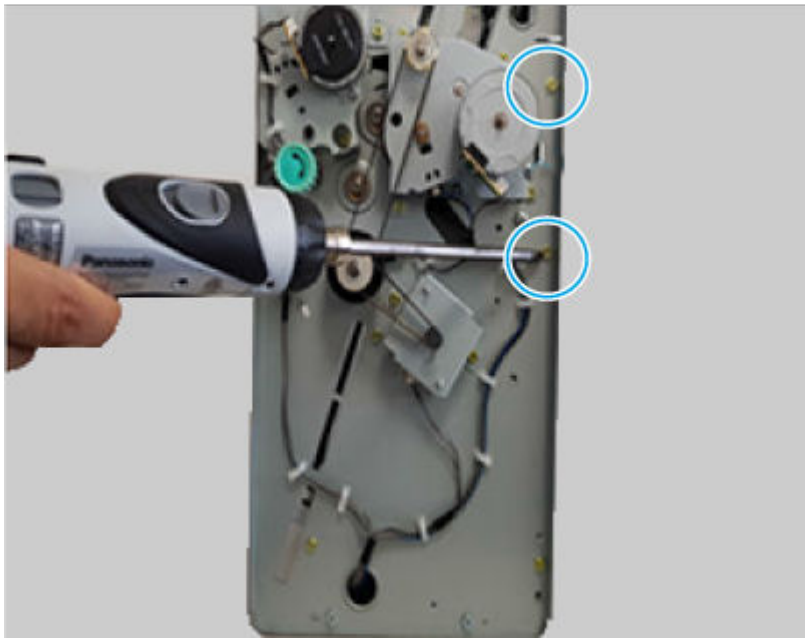
1. Remove four screws and the sheet-metal plate.

Figure 5-2316 Remove four screws



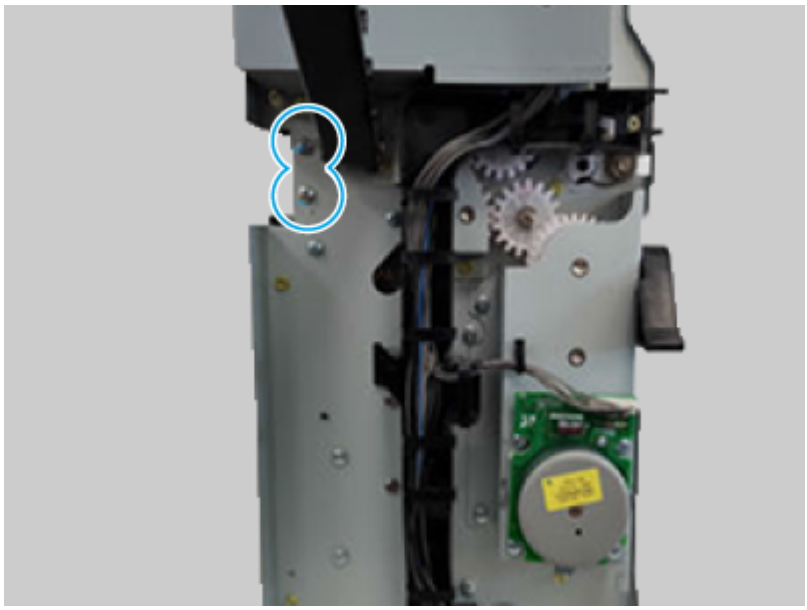
2. Remove two screws.

Figure 5-2317 Remove two screws



3. Remove two screws.

Figure 5-2318 Remove two screws

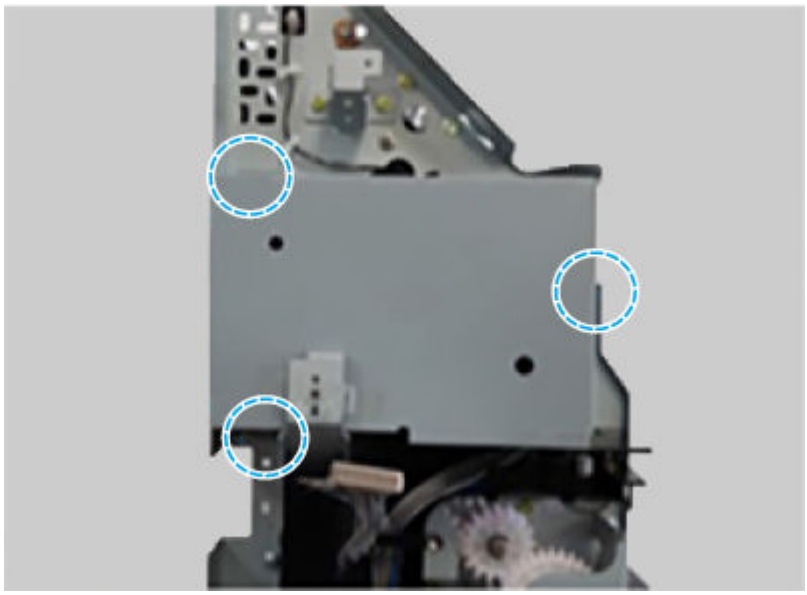


4. Remove two screws.

Figure 5-2319 Remove two screws

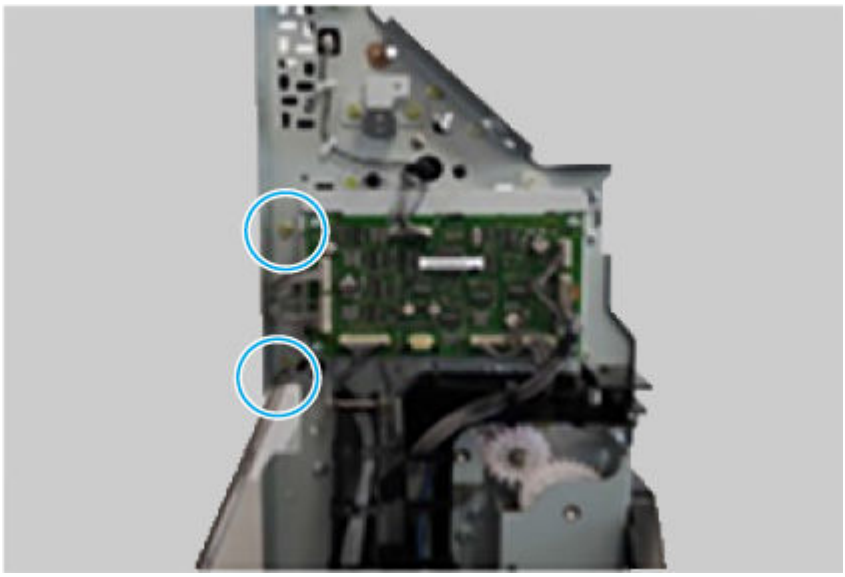
5. Remove three screws and the sheet-metal cover.

Figure 5-2320 Remove three screws



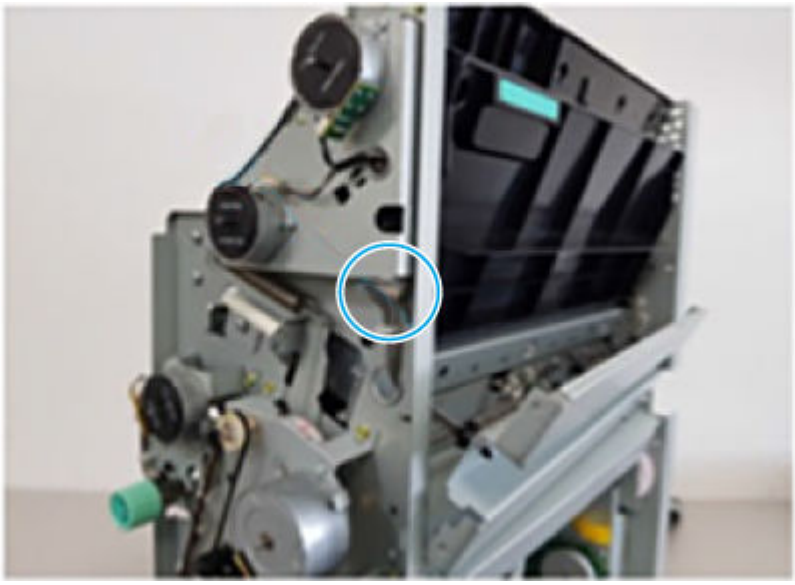
6. Remove two screws.

Figure 5-2321 Remove two screws



7. Disconnect one connector.

Figure 5-2322 Disconnect one connector



8. Disconnect one connector.

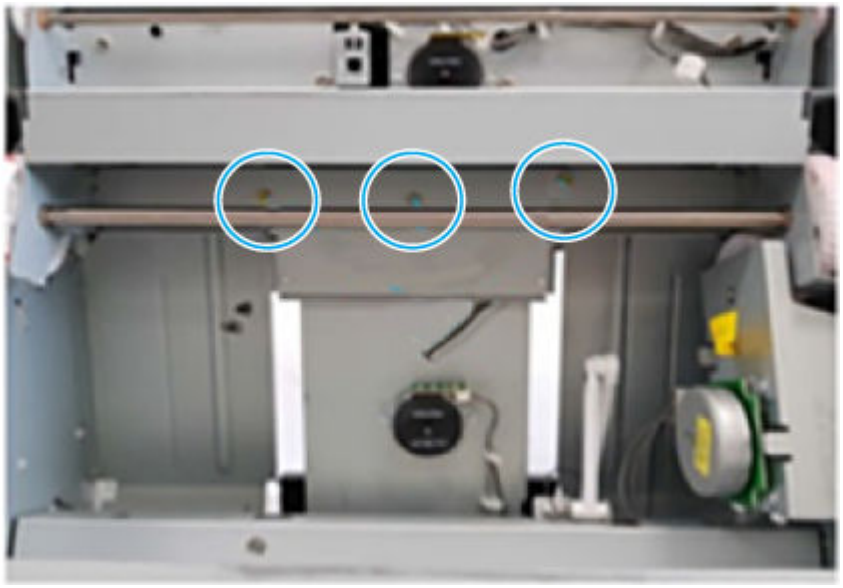
Figure 5-2323 Disconnect one connector

9. Remove two screws.

Figure 5-2324 Remove two screws

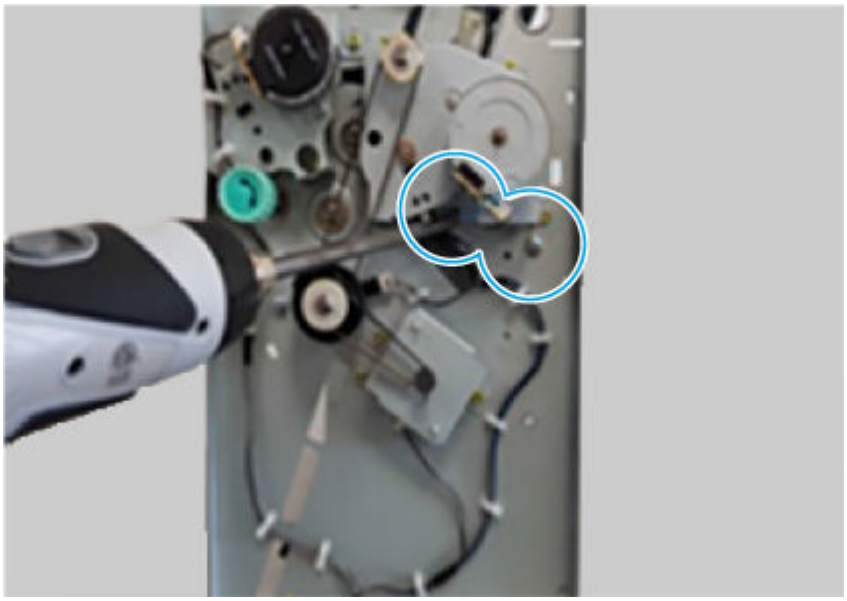
10. Remove three screws.

Figure 5-2325 Remove three screws



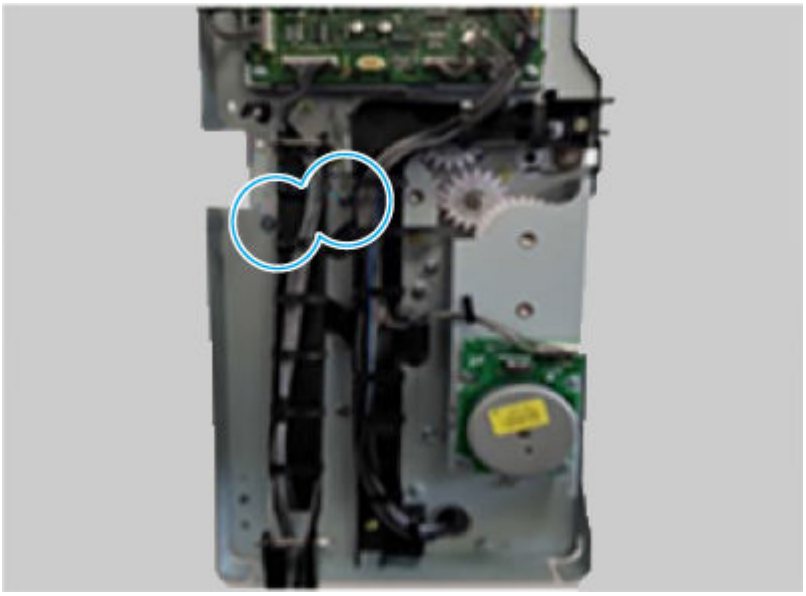
11. Remove two screws.

Figure 5-2326 Remove two screws



12. Remove two screws.

Figure 5-2327 Remove two screws

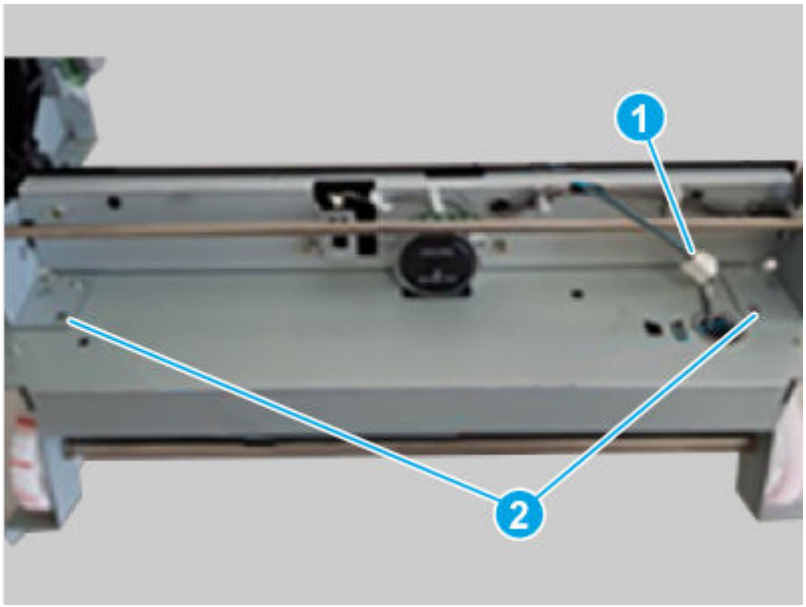


13. Disconnect one connector.

Figure 5-2328 Disconnect one connector

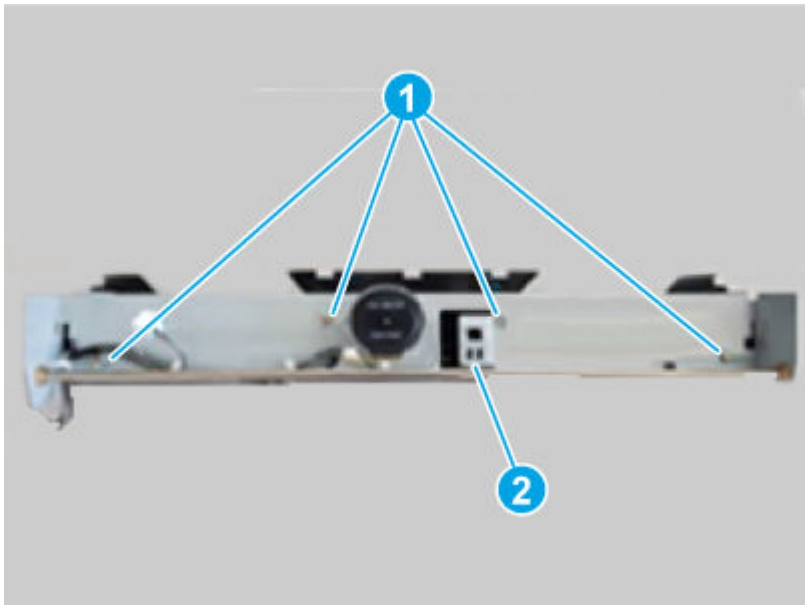
14. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2329 Disconnect connector and remove screws



15. Remove four screws (callout 1), remove the cover, and then remove the booklet tamper home sensor (callout 2).

Figure 5-2330 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

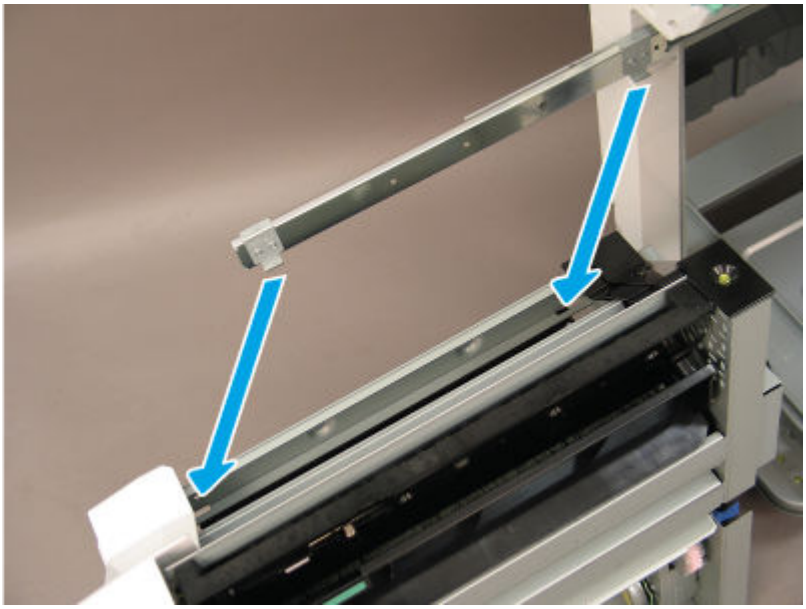
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

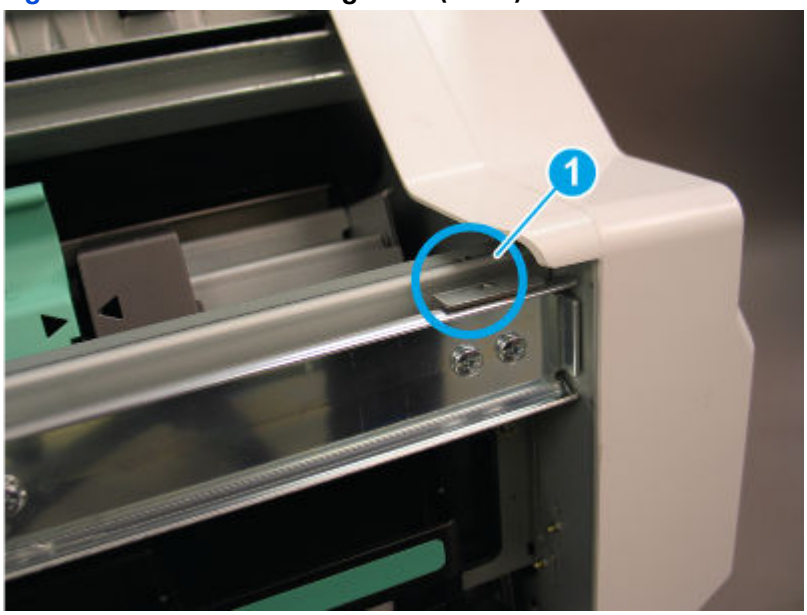
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2331 Position the hooks on the rail



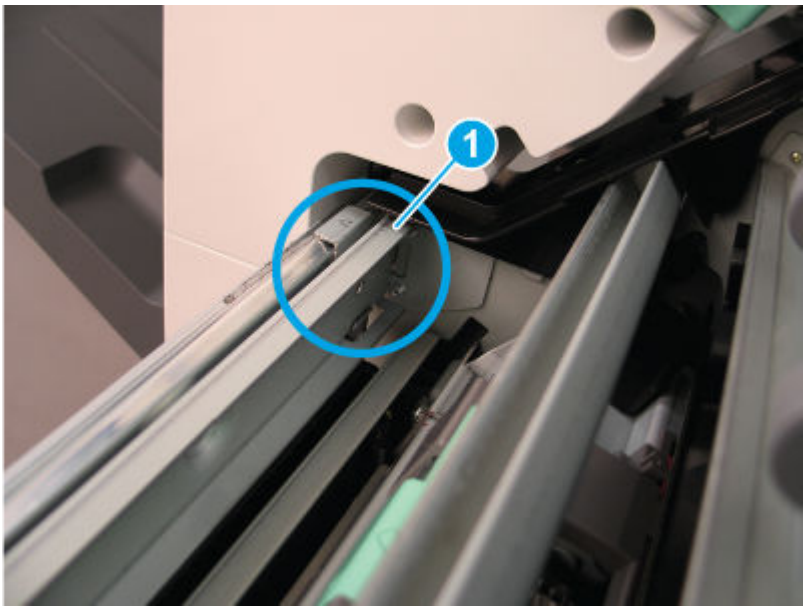
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2332 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

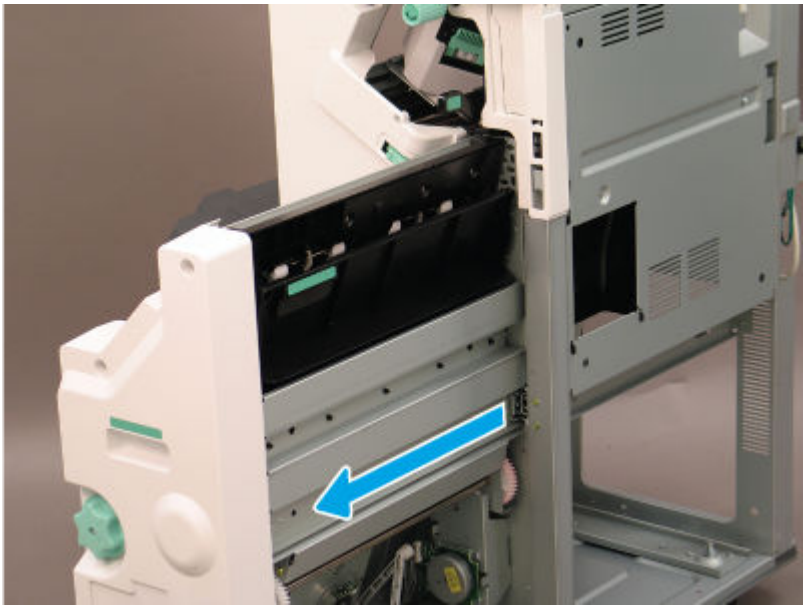
Figure 5-2333 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2334 Attach the rail



Removal and replacement: Booklet tamper motor

Learn about removing and replacing the booklet finisher tamper motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-284 Part information

Part number	Part description
5QJ90-40126	Booklet tamper motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

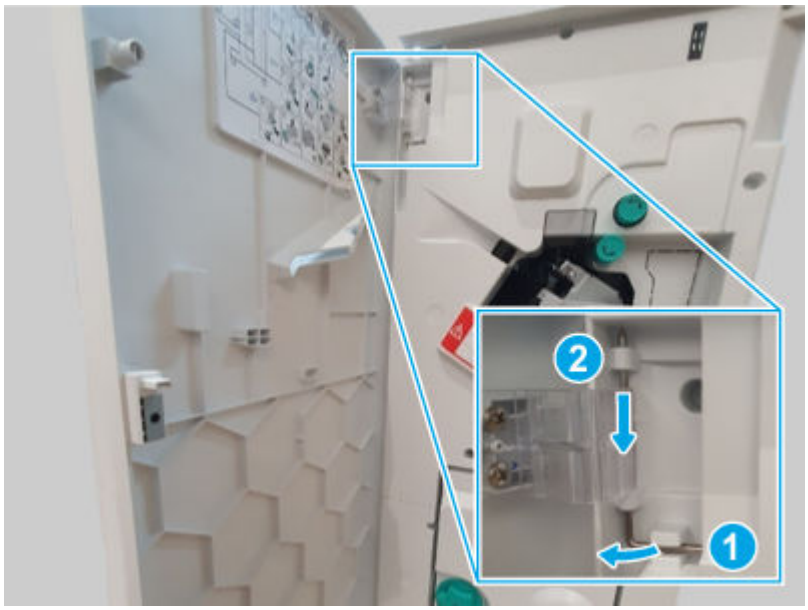
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

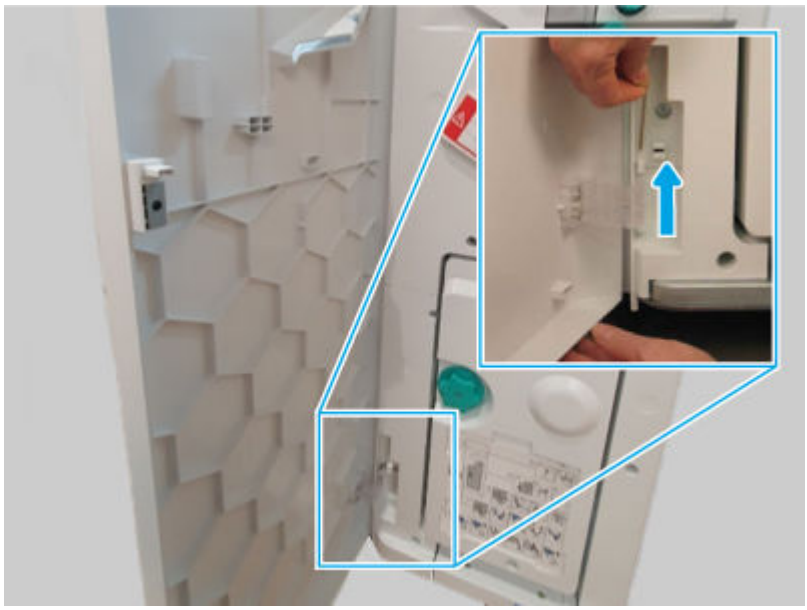
1. Release, and then remove the upper hinge pin.

Figure 5-2335 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2336 Remove the door

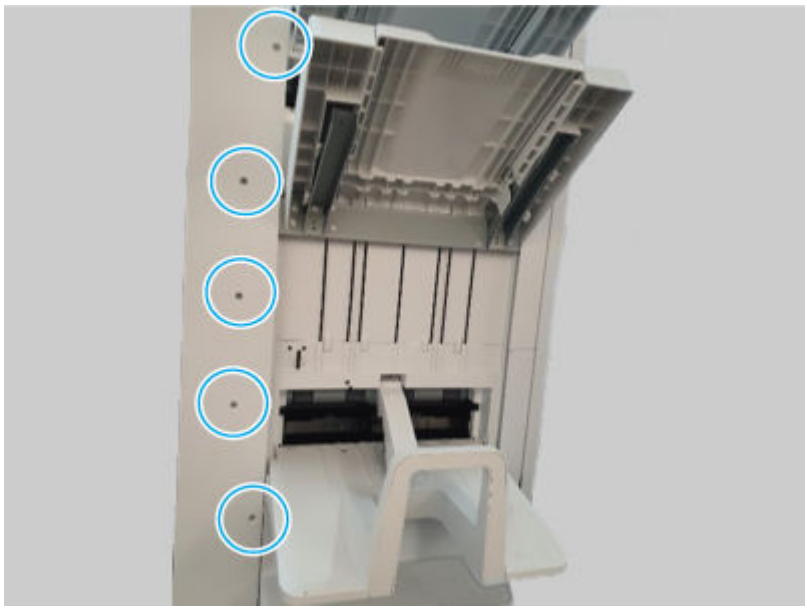


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

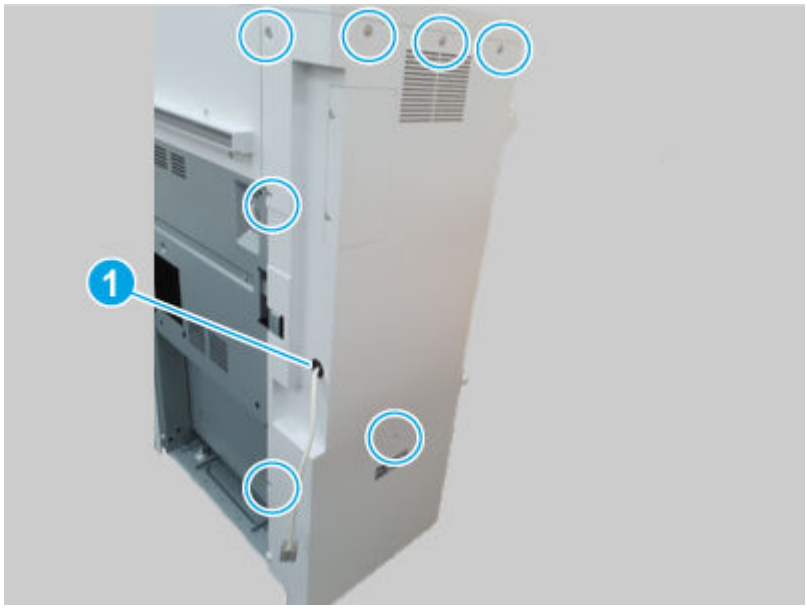
Figure 5-2337 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2338 Remove the cover

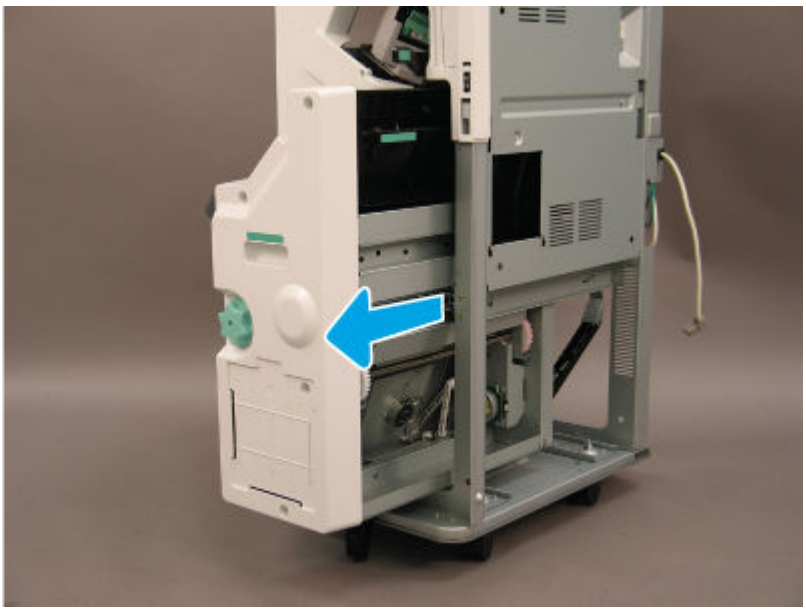


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

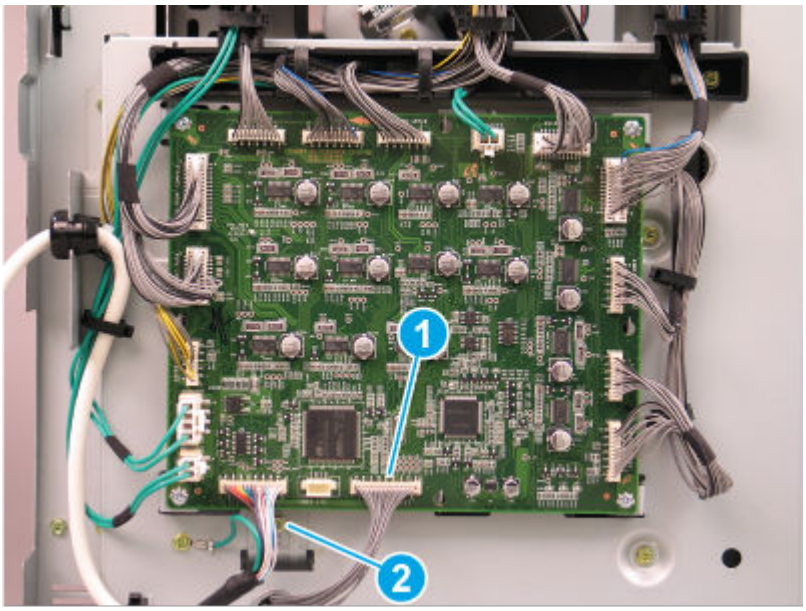
1. Slide the booklet maker out of the finisher.

Figure 5-2339 Slide the booklet maker out



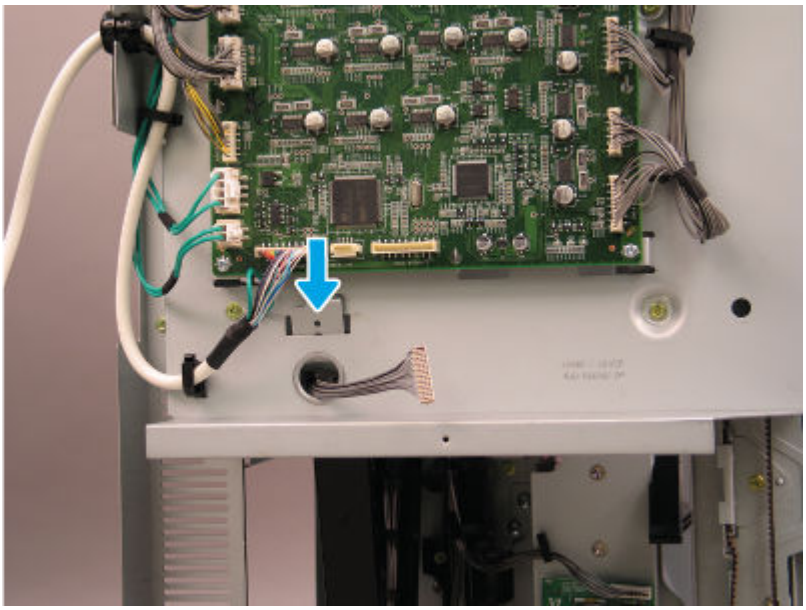
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2340 Disconnect connector and remove the screw



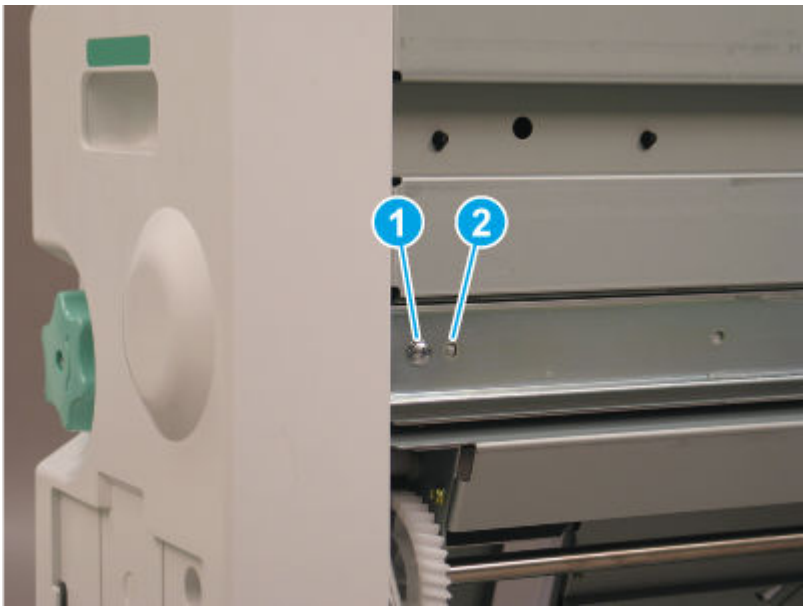
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2341 Disconnect connector and remove the screw



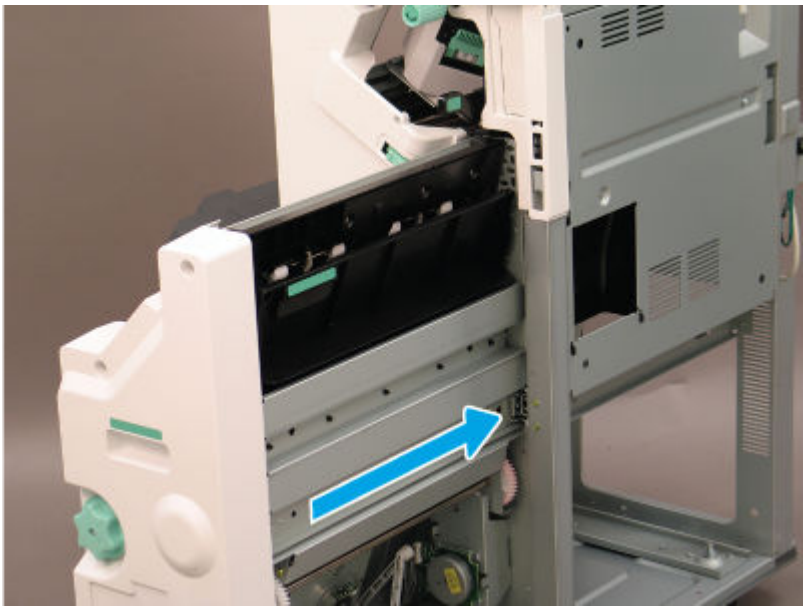
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2342 Release the alignment pin



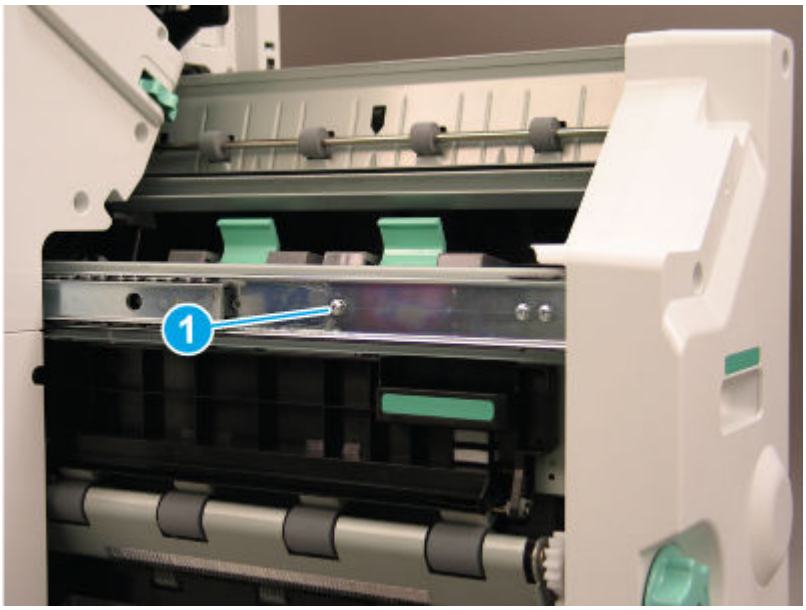
5. Slide the right rail toward the finisher.

Figure 5-2343 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

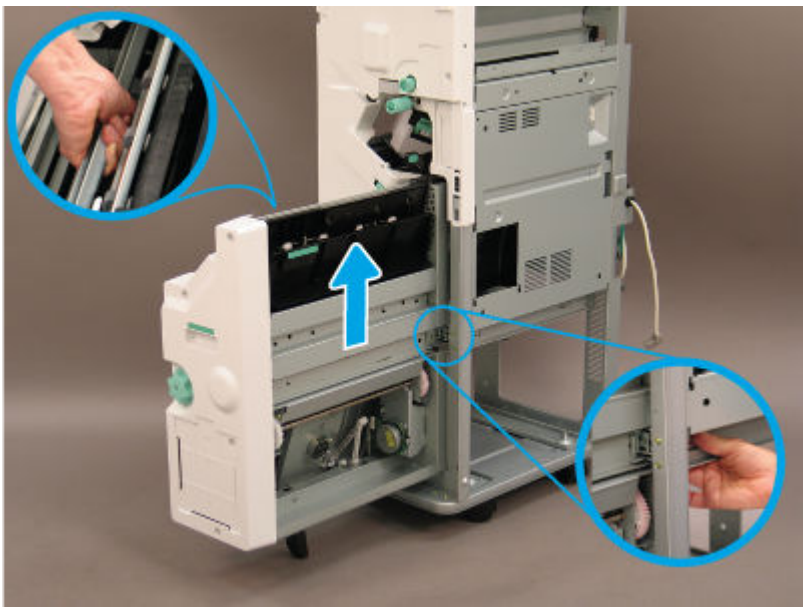
Figure 5-2344 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2345 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

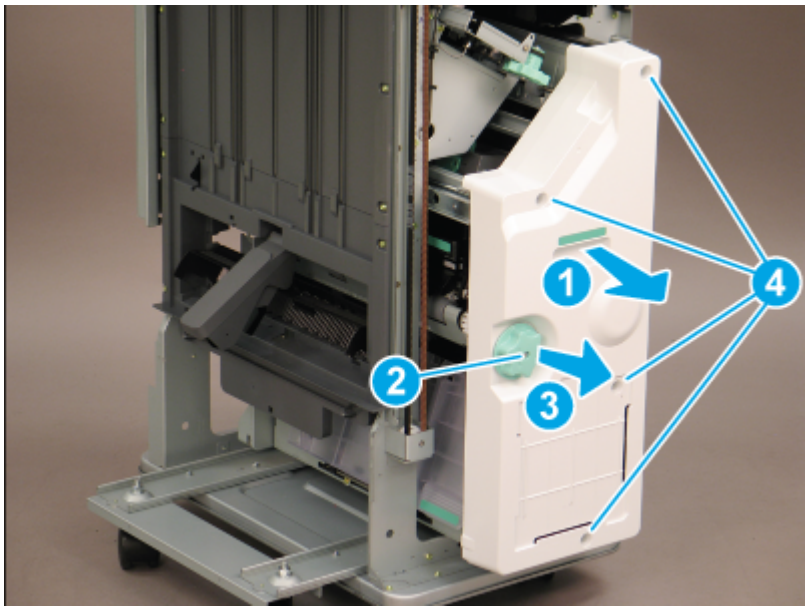
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2346 Remove the cover

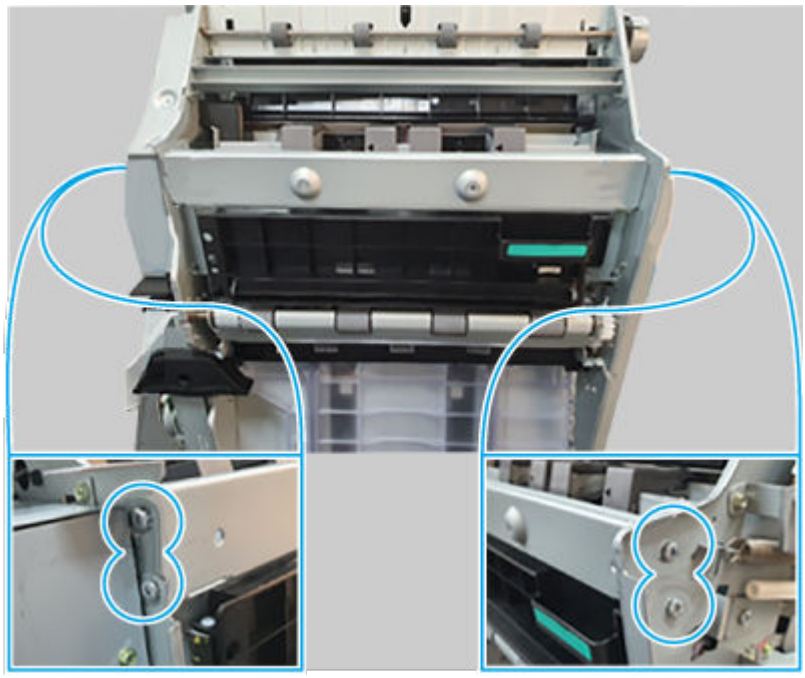


5. Remove the booklet finisher booklet tamper motor

Use the following procedure to remove and replace the booklet finisher tamper motor.

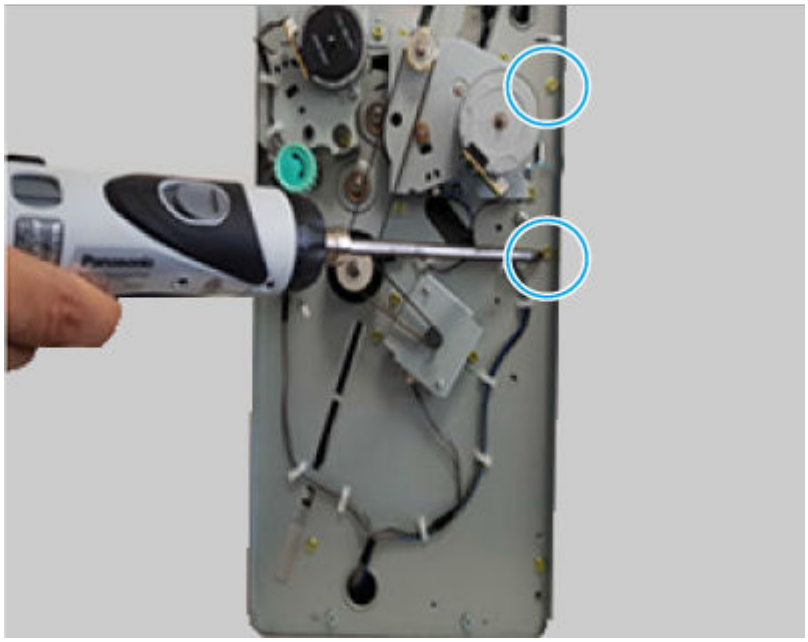
1. Remove four screws and the sheet-metal plate.

Figure 5-2347 Remove four screws



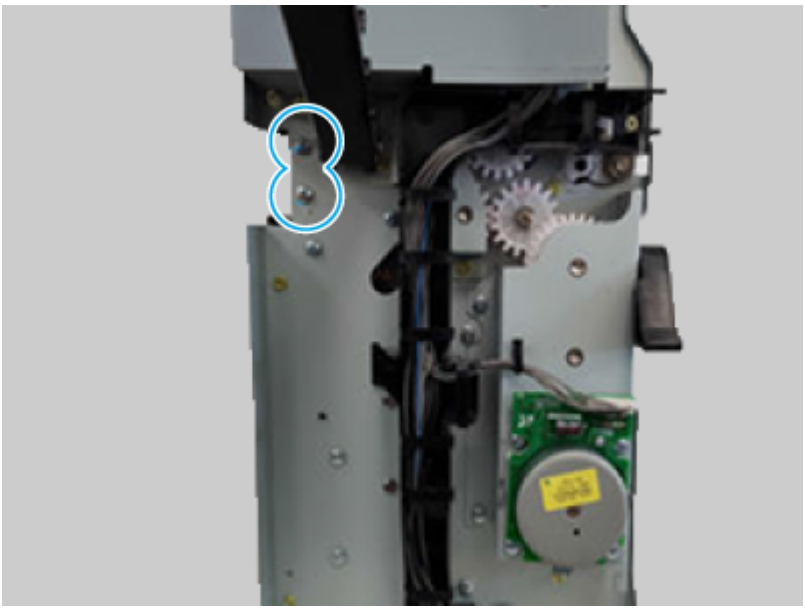
2. Remove two screws.

Figure 5-2348 Remove two screws



3. Remove two screws.

Figure 5-2349 Remove two screws

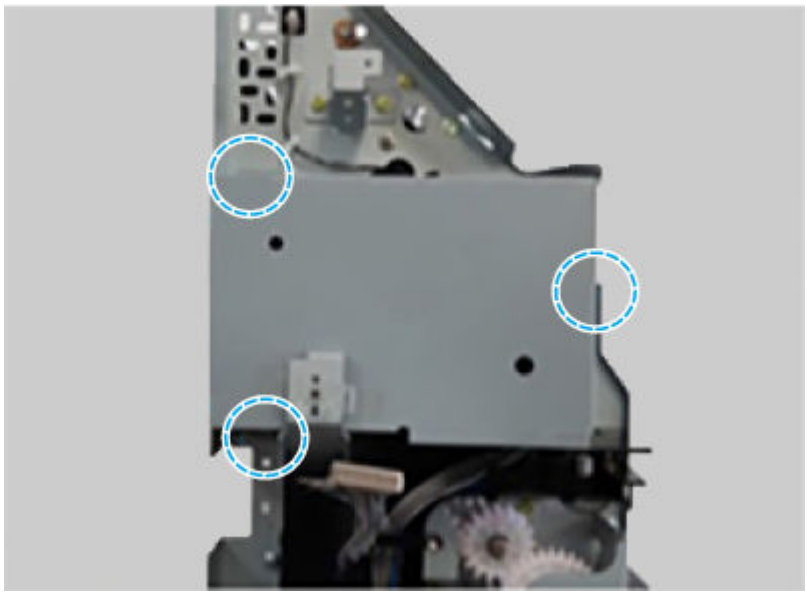


4. Remove two screws.

Figure 5-2350 Remove two screws

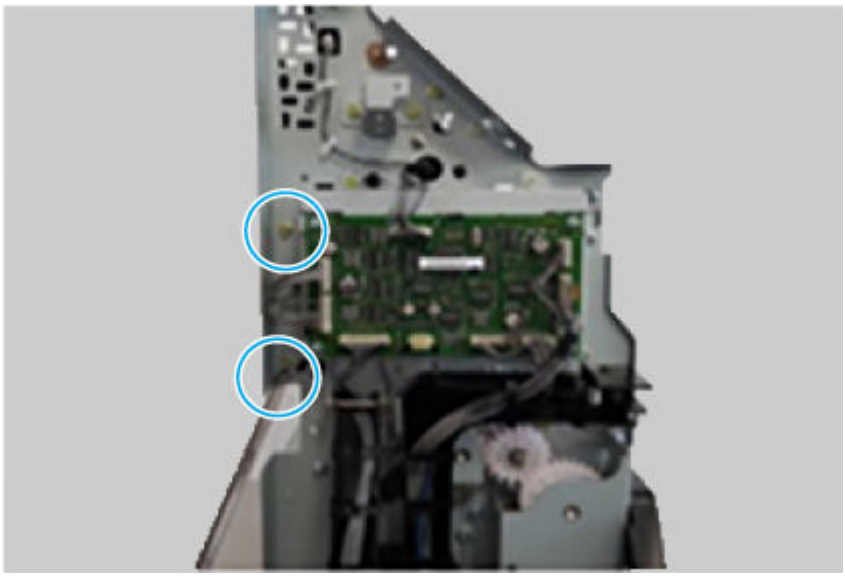
5. Remove three screws and the sheet-metal cover.

Figure 5-2351 Remove three screws



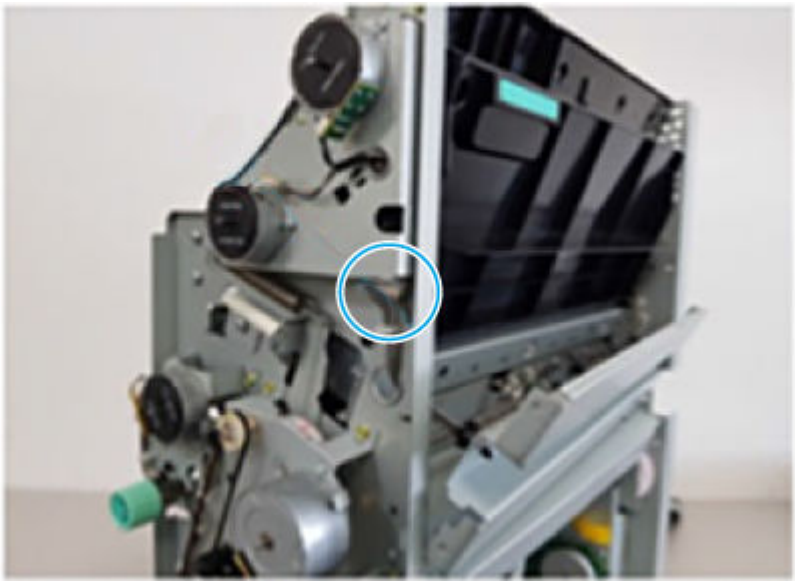
6. Remove two screws.

Figure 5-2352 Remove two screws



7. Disconnect one connector.

Figure 5-2353 Disconnect one connector



8. Disconnect one connector.

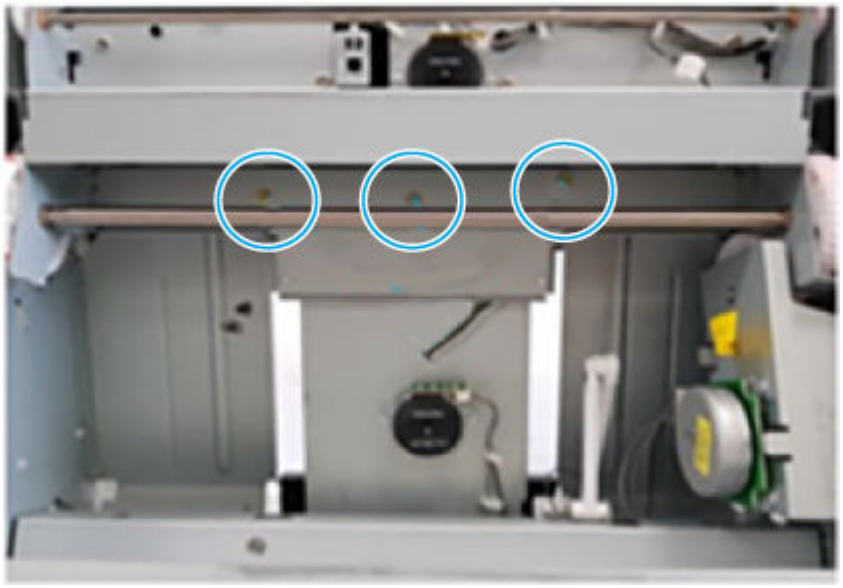
Figure 5-2354 Disconnect one connector

9. Remove two screws.

Figure 5-2355 Remove two screws

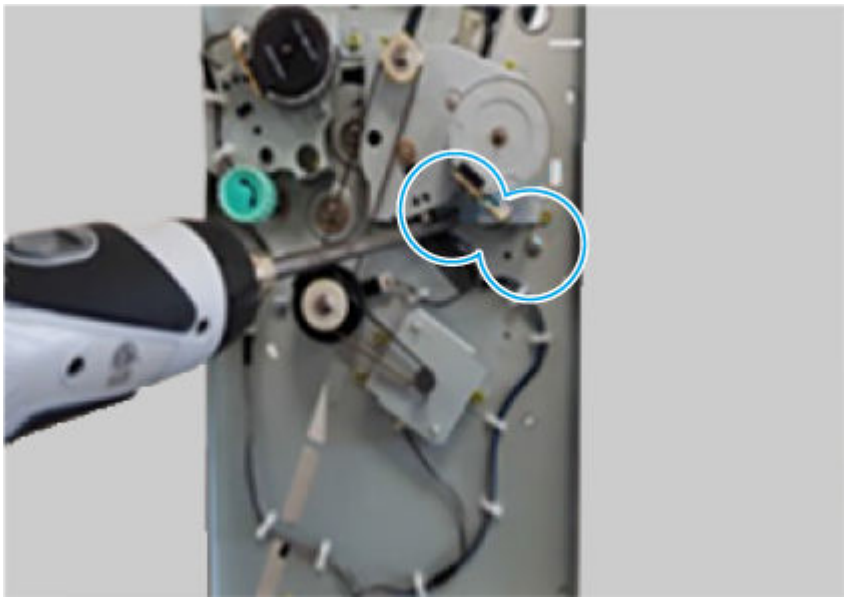
10. Remove three screws.

Figure 5-2356 Remove three screws



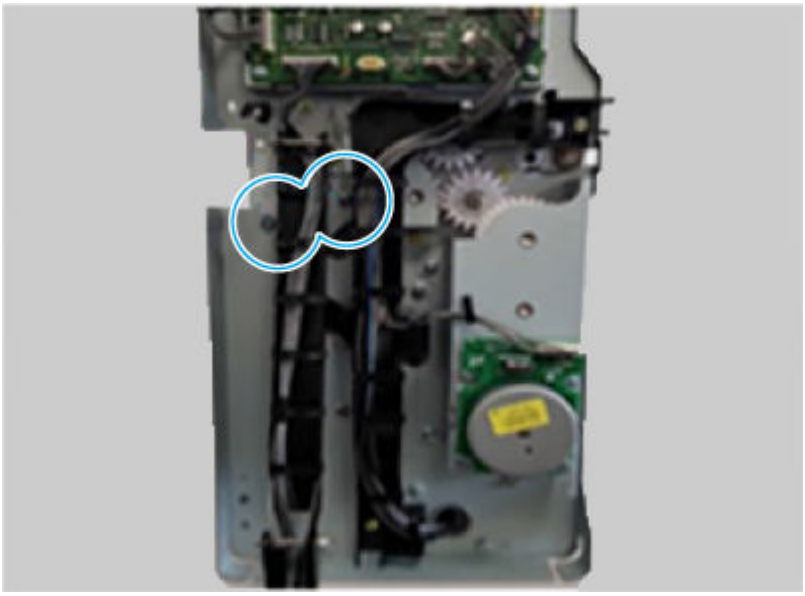
11. Remove two screws.

Figure 5-2357 Remove two screws



12. Remove two screws.

Figure 5-2358 Remove two screws

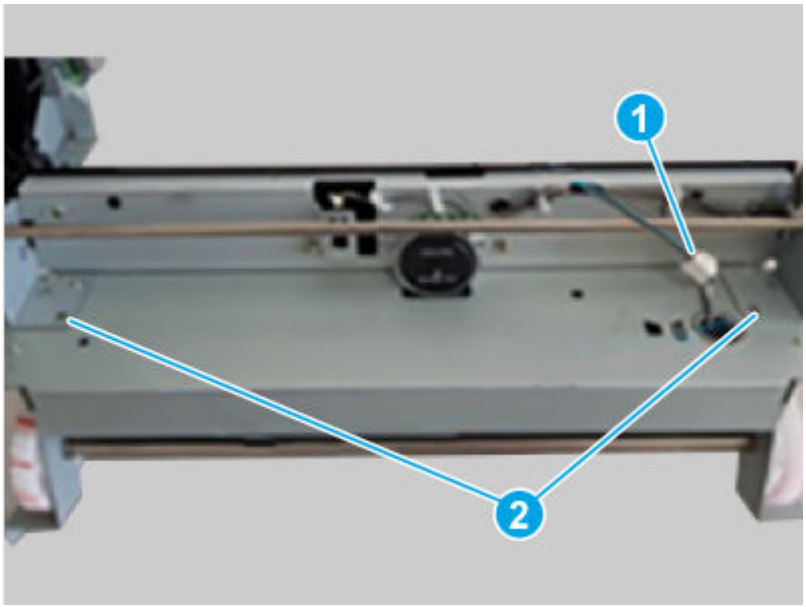


13. Disconnect one connector.

Figure 5-2359 Disconnect one connector

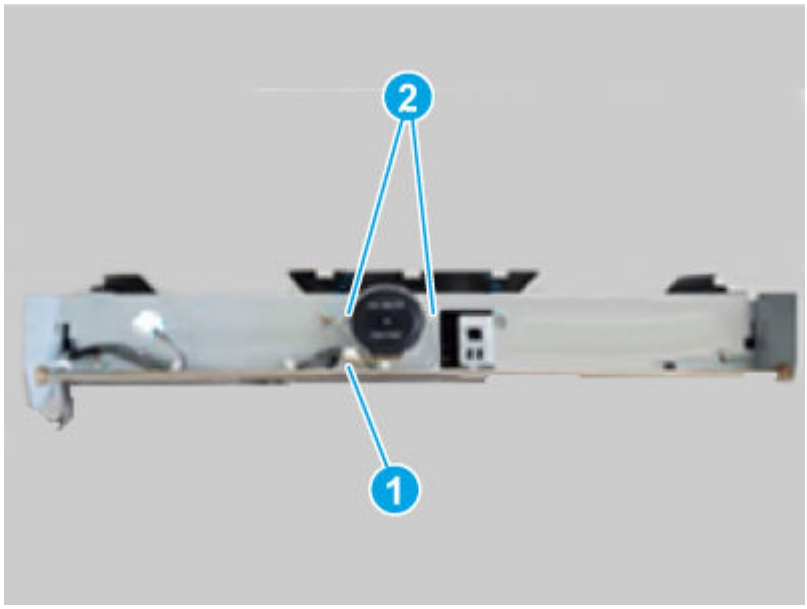
14. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2360 Disconnect connector and remove screws



15. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the booklet tamper motor.

Figure 5-2361 Remove the motor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

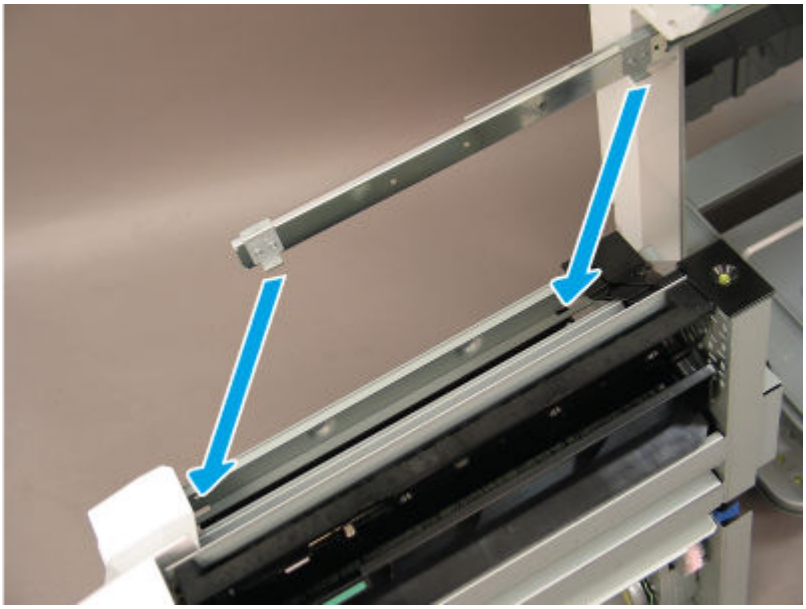
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

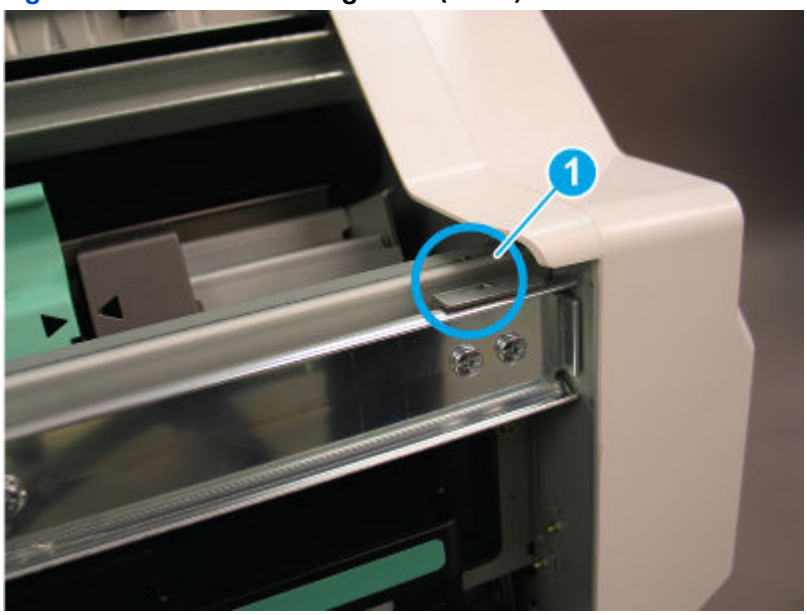
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2362 Position the hooks on the rail



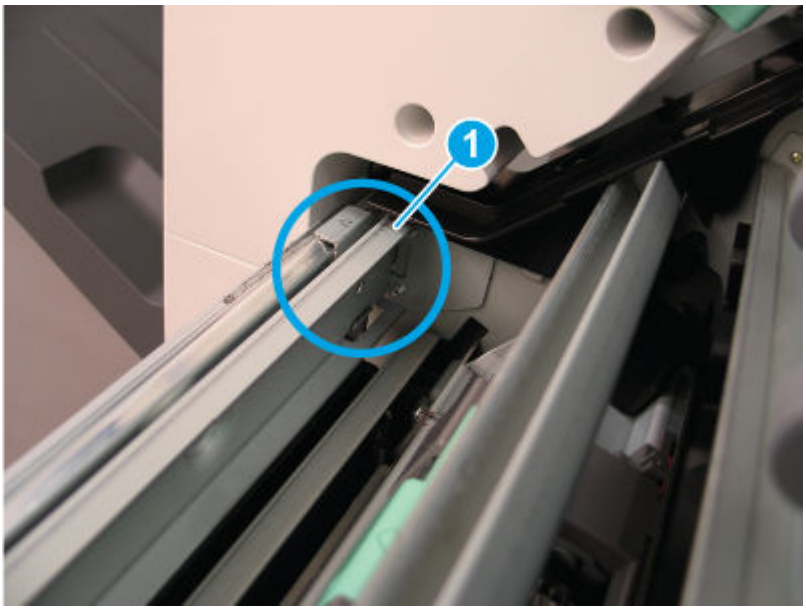
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2363 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

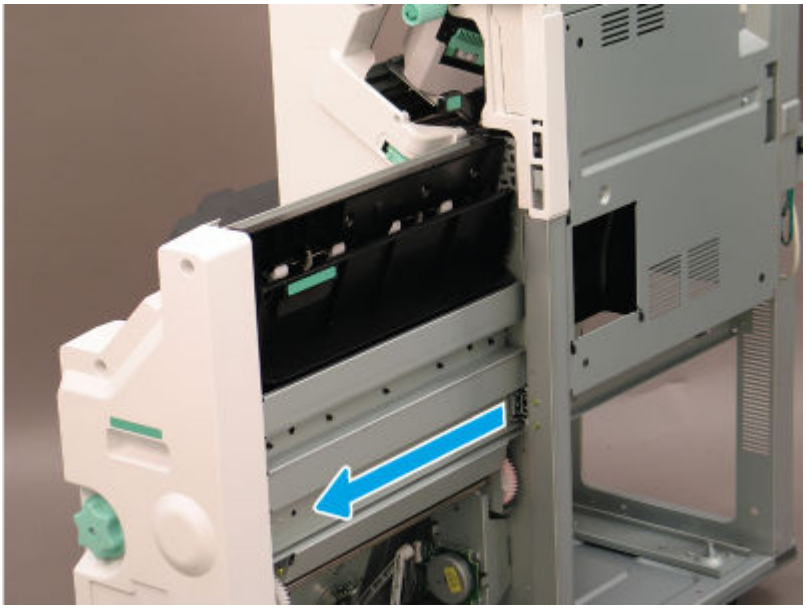
Figure 5-2364 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2365 Attach the rail



Removal and replacement: Booklet tamper sensor

Learn about removing and replacing the booklet finisher tamper sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-285 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Booklet tamper sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

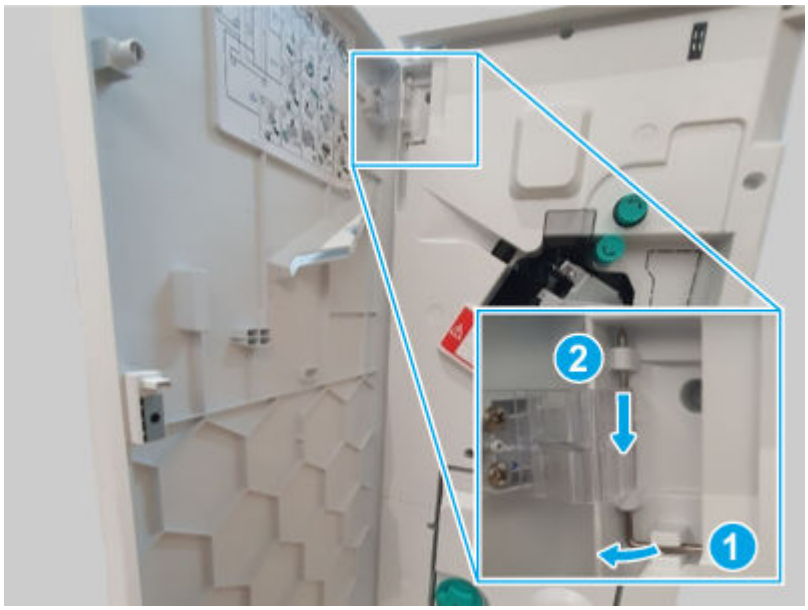
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

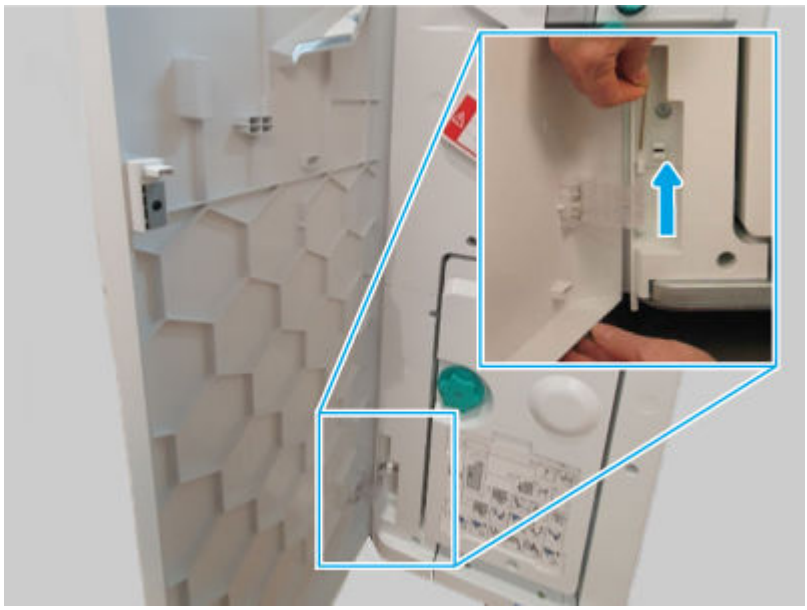
1. Release, and then remove the upper hinge pin.

Figure 5-2366 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2367 Remove the door

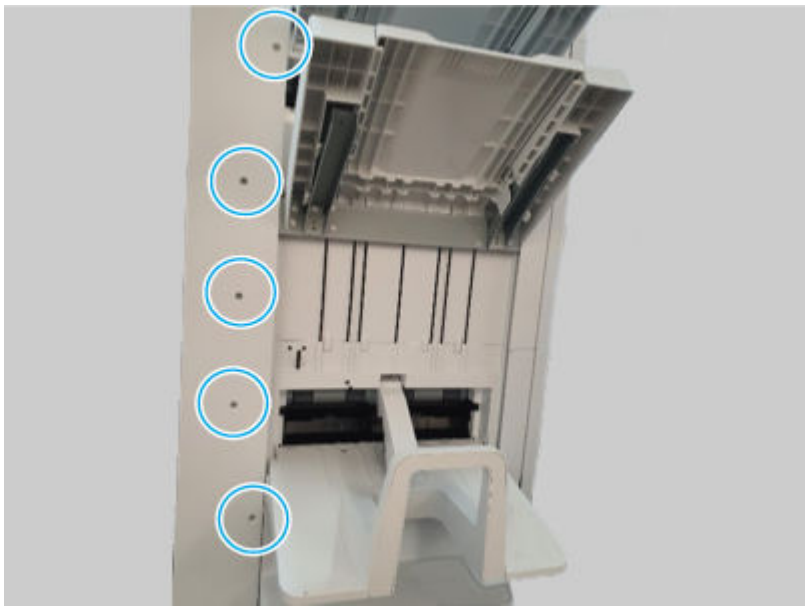


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

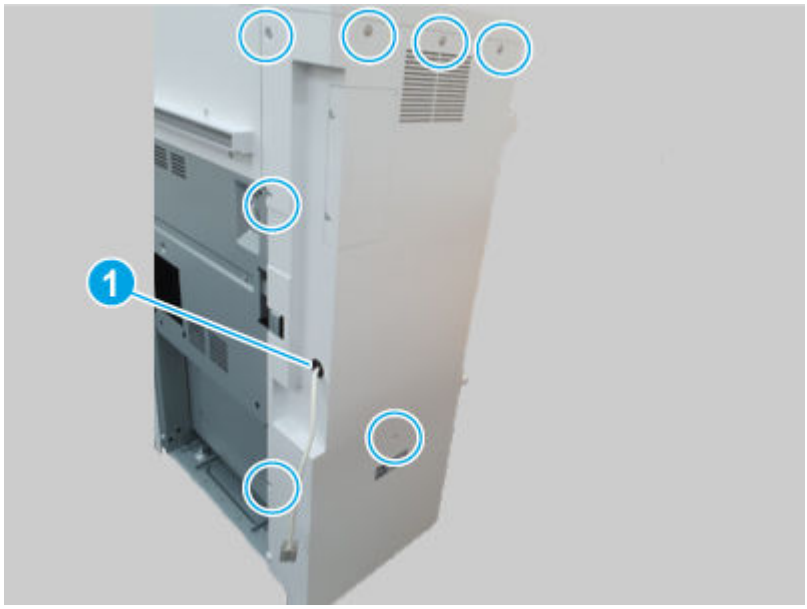
Figure 5-2368 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2369 Remove the cover

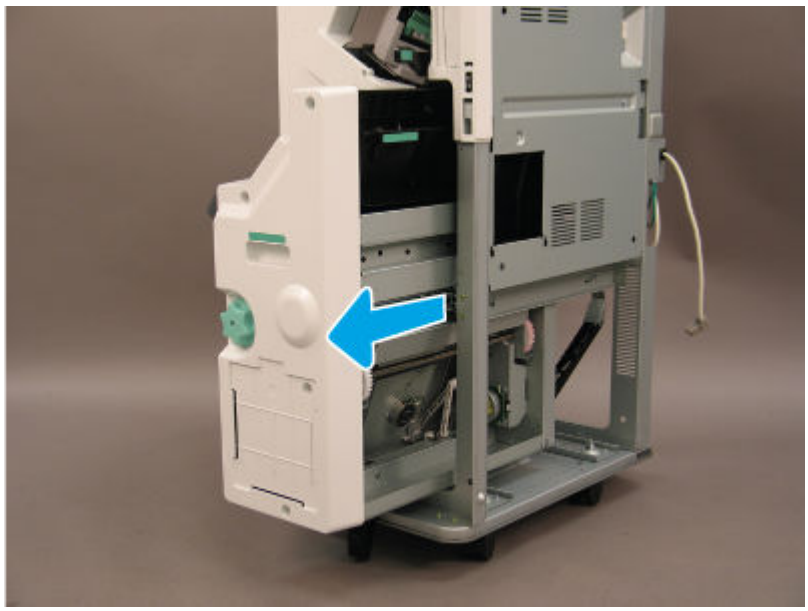


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

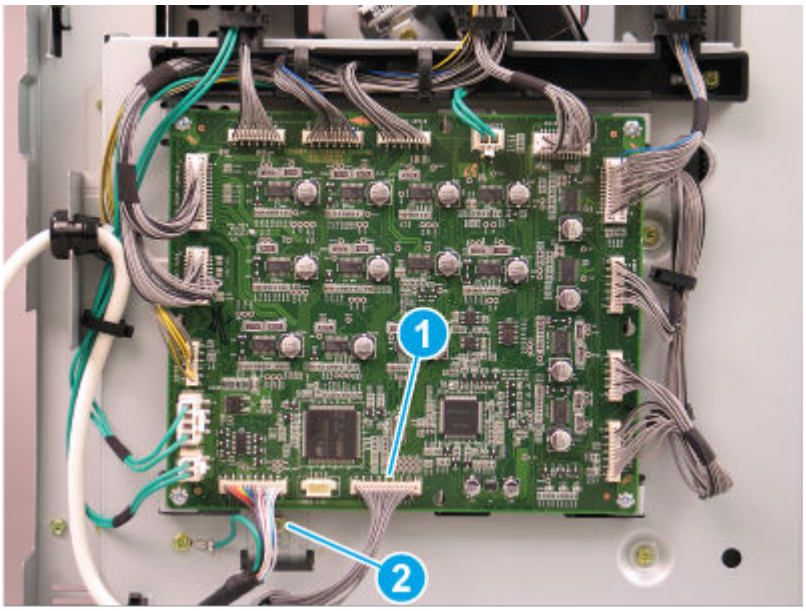
1. Slide the booklet maker out of the finisher.

Figure 5-2370 Slide the booklet maker out



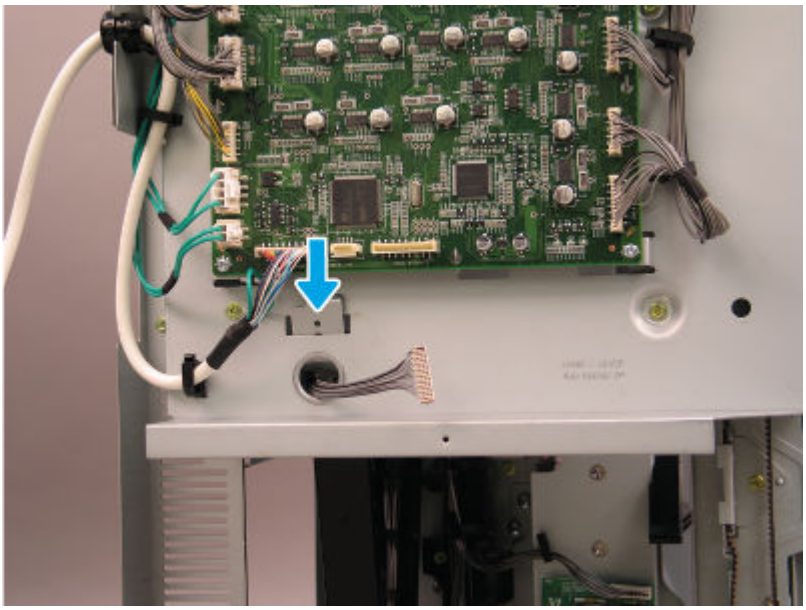
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2371 Disconnect connector and remove the screw



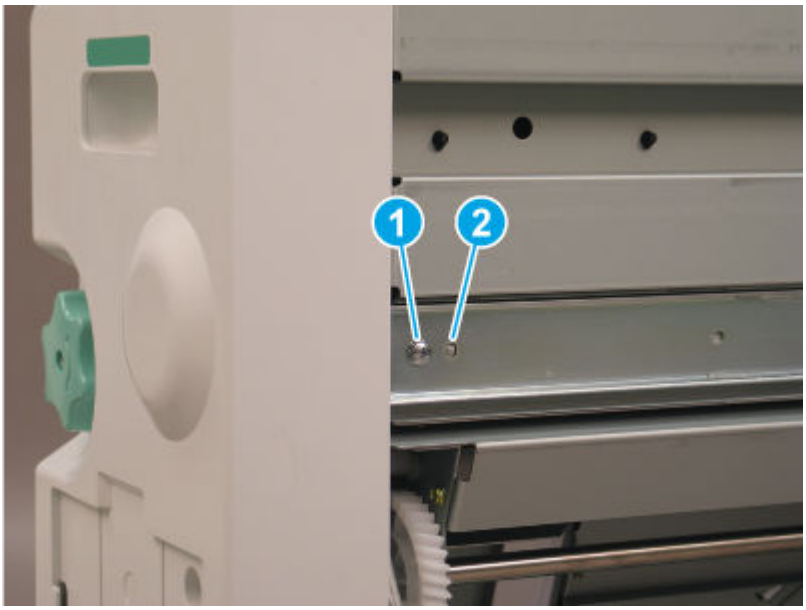
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2372 Disconnect connector and remove the screw



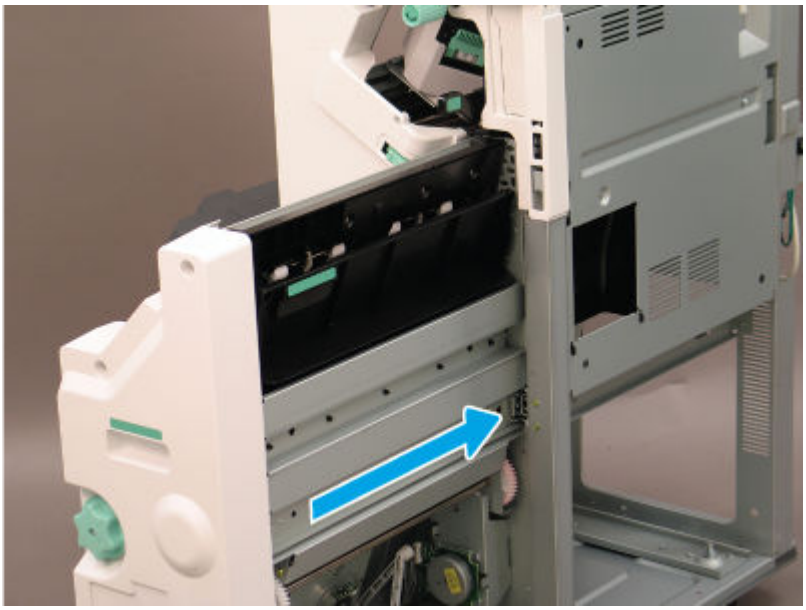
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2373 Release the alignment pin



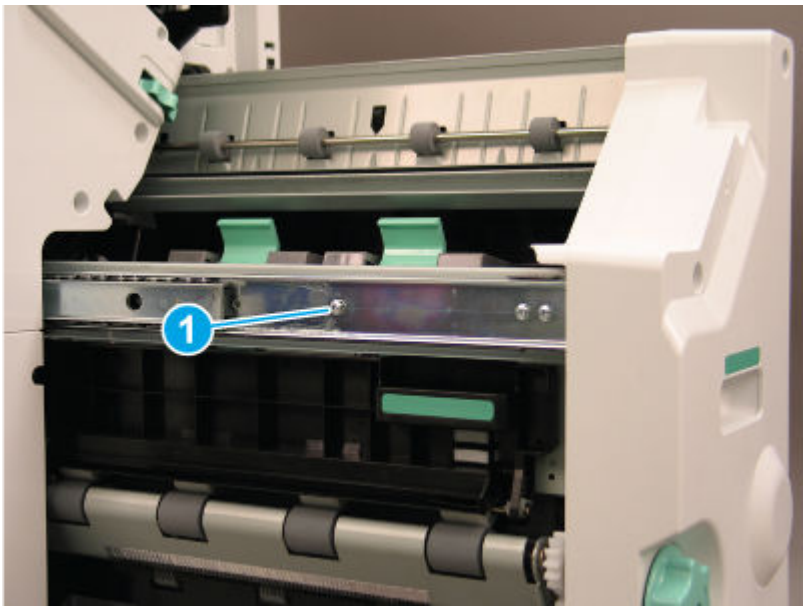
5. Slide the right rail toward the finisher.

Figure 5-2374 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

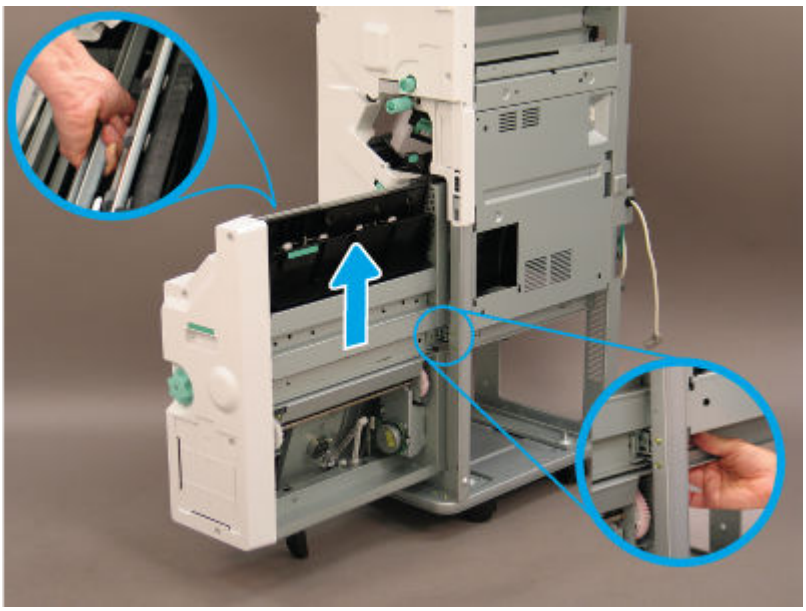
Figure 5-2375 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2376 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

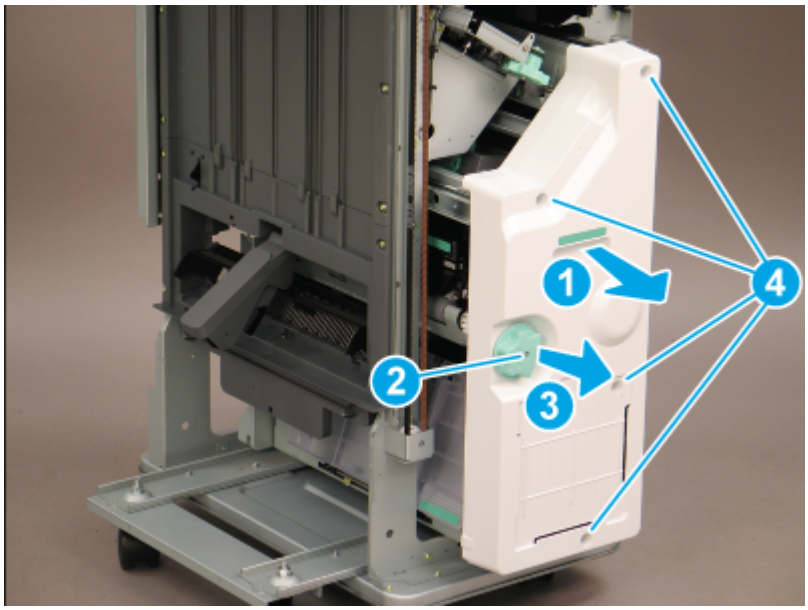
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2377 Remove the cover

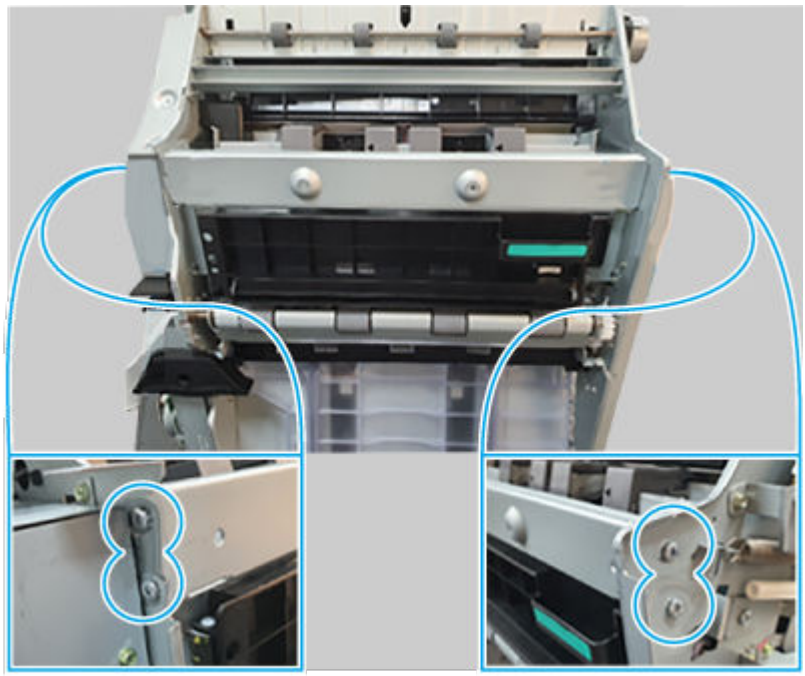


5. Remove the booklet finisher booklet tamper sensor

Use the following procedure to remove and replace the booklet finisher tamper sensor.

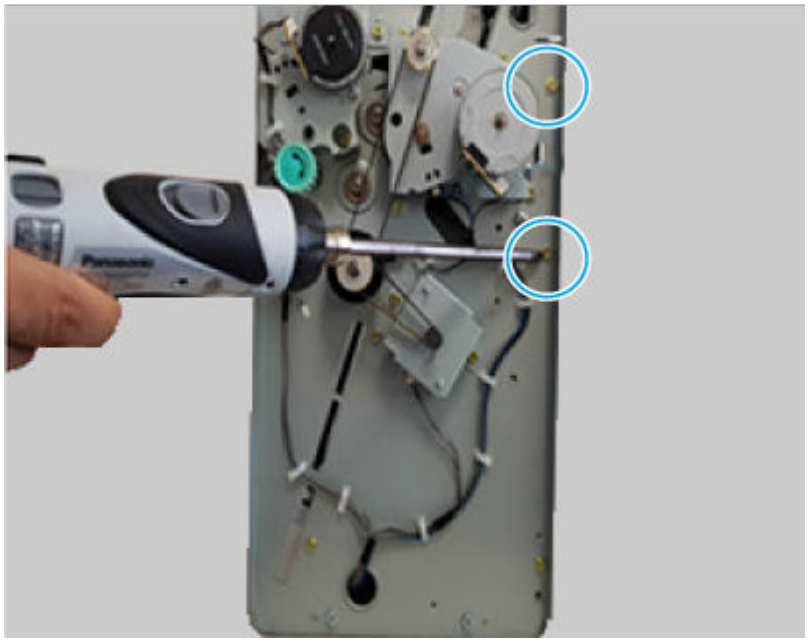
1. Remove four screws and the sheet-metal plate.

Figure 5-2378 Remove four screws



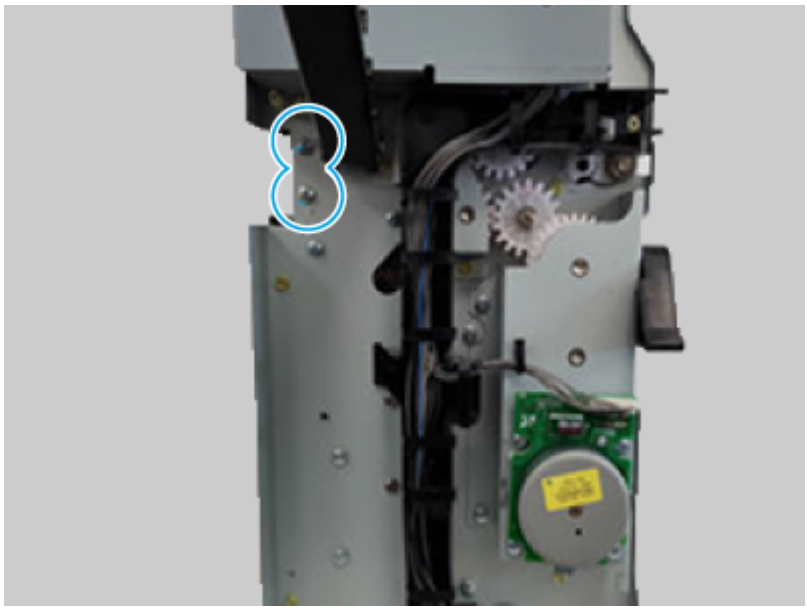
2. Remove two screws.

Figure 5-2379 Remove two screws



3. Remove two screws.

Figure 5-2380 Remove two screws

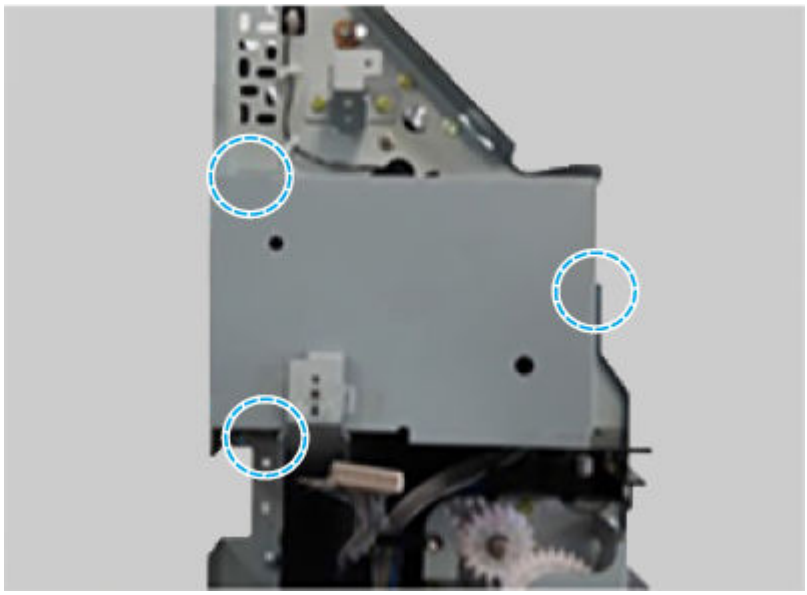


4. Remove two screws.

Figure 5-2381 Remove two screws

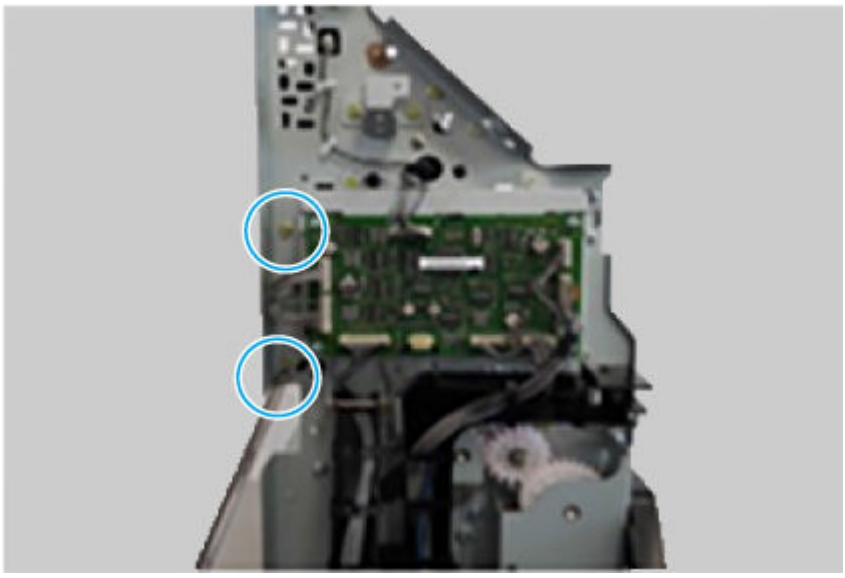
5. Remove three screws and the sheet-metal cover.

Figure 5-2382 Remove three screws



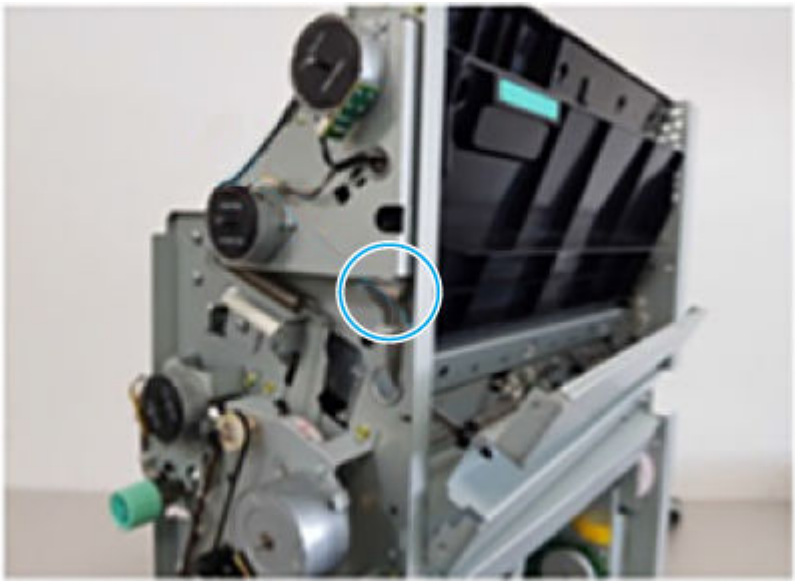
6. Remove two screws.

Figure 5-2383 Remove two screws



7. Disconnect one connector.

Figure 5-2384 Disconnect one connector



8. Disconnect one connector.

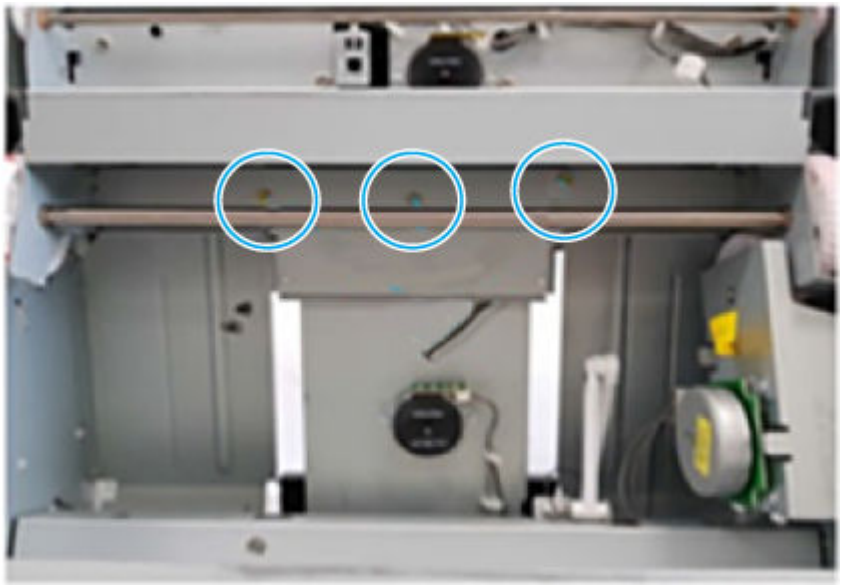
Figure 5-2385 Disconnect one connector

9. Remove two screws.

Figure 5-2386 Remove two screws

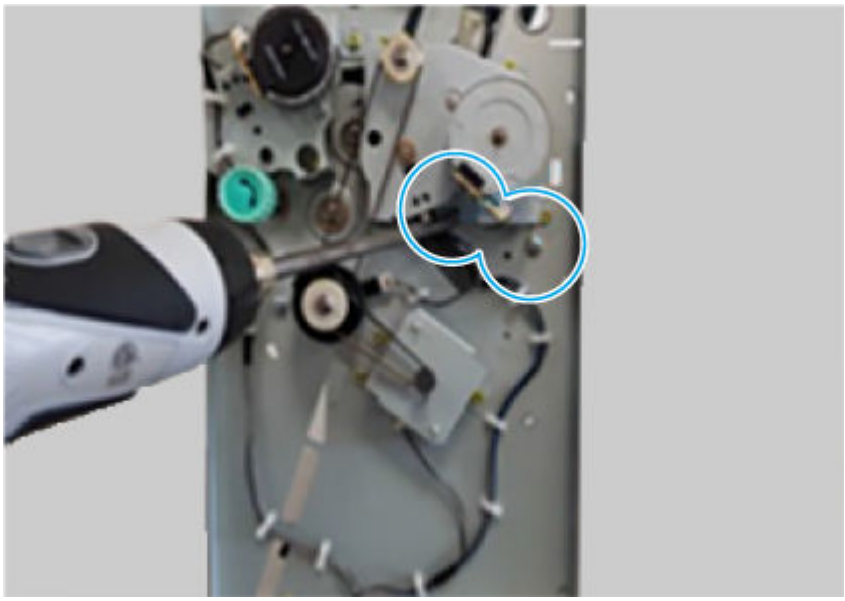
10. Remove three screws.

Figure 5-2387 Remove three screws



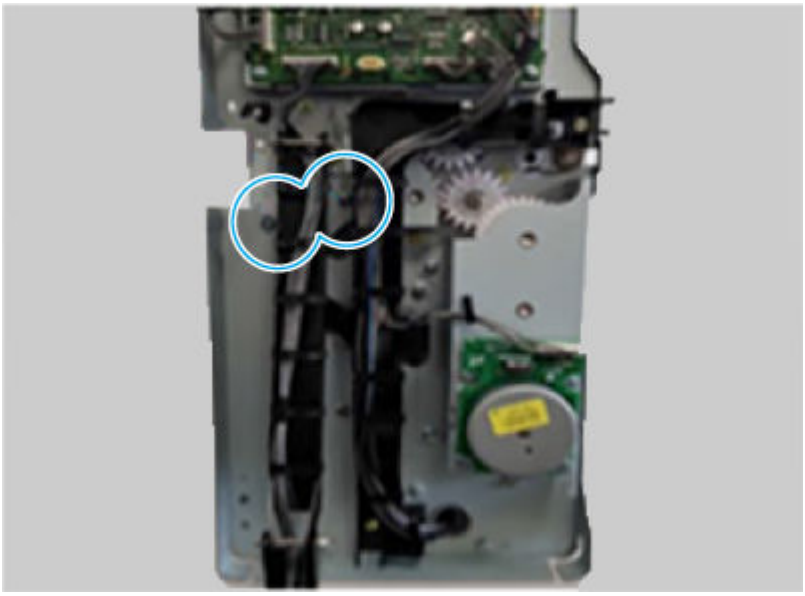
11. Remove two screws.

Figure 5-2388 Remove two screws



12. Remove two screws.

Figure 5-2389 Remove two screws

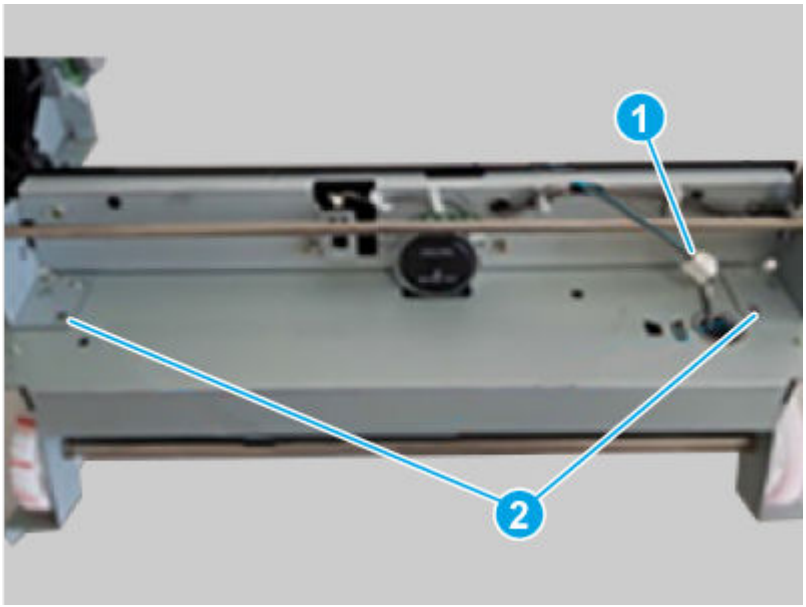


13. Disconnect one connector.

Figure 5-2390 Disconnect one connector

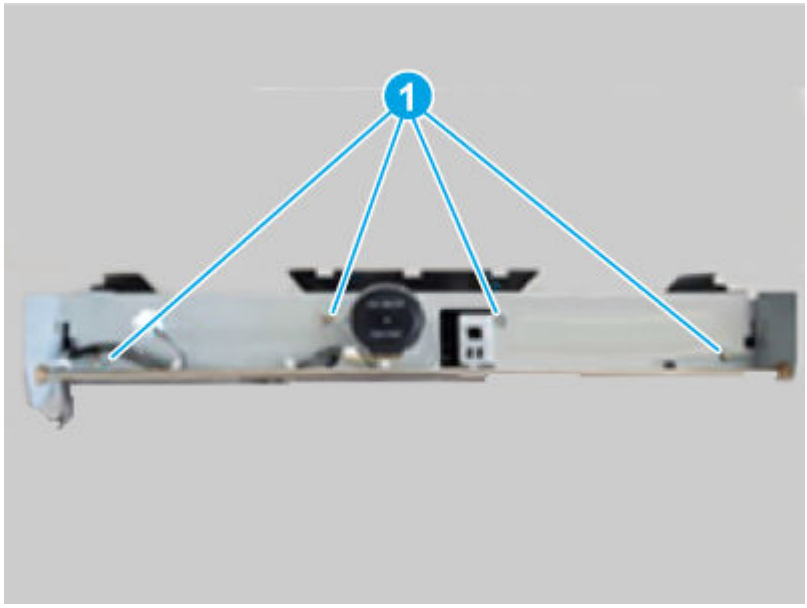
14. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2391 Disconnect connector and remove screws



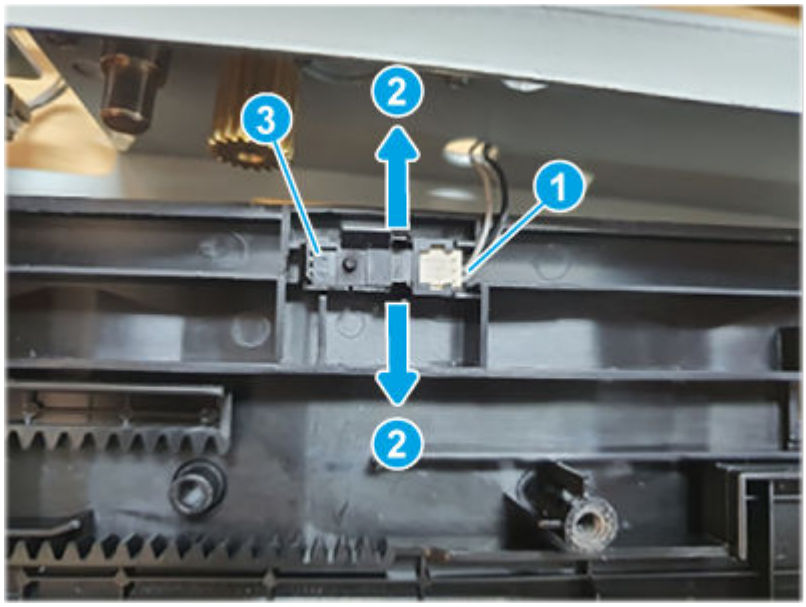
15. Remove four screws (callout 2), and then remove the sheet-metal cover.

Figure 5-2392 Remove the cover



16. Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the booklet tamper sensor (callout 3).

Figure 5-2393 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

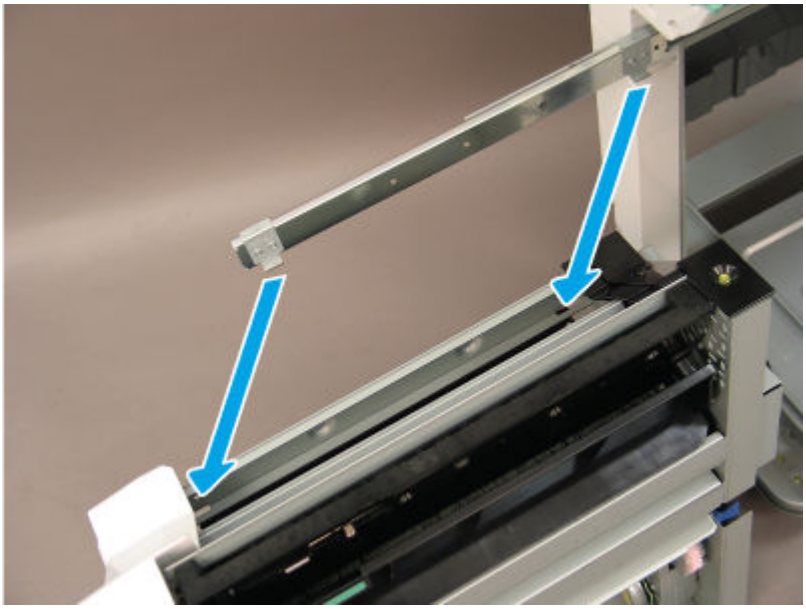
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

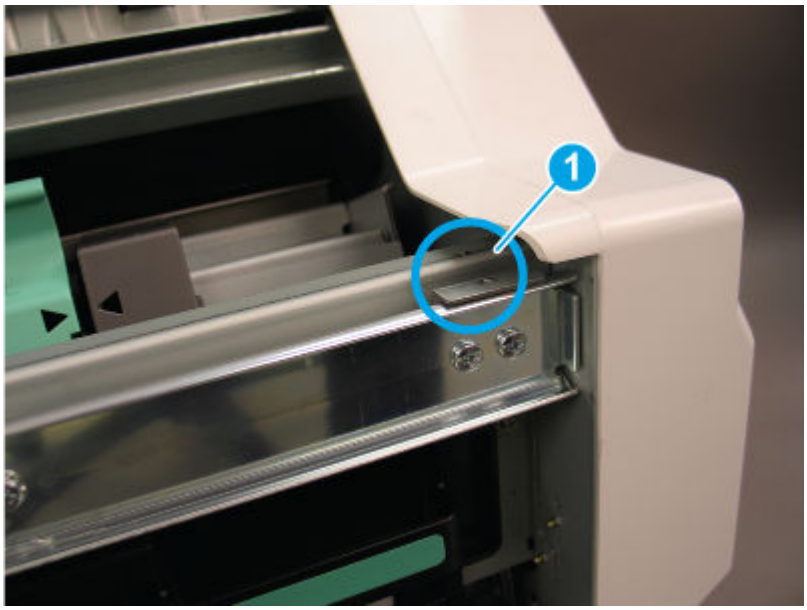
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2394 Position the hooks on the rail



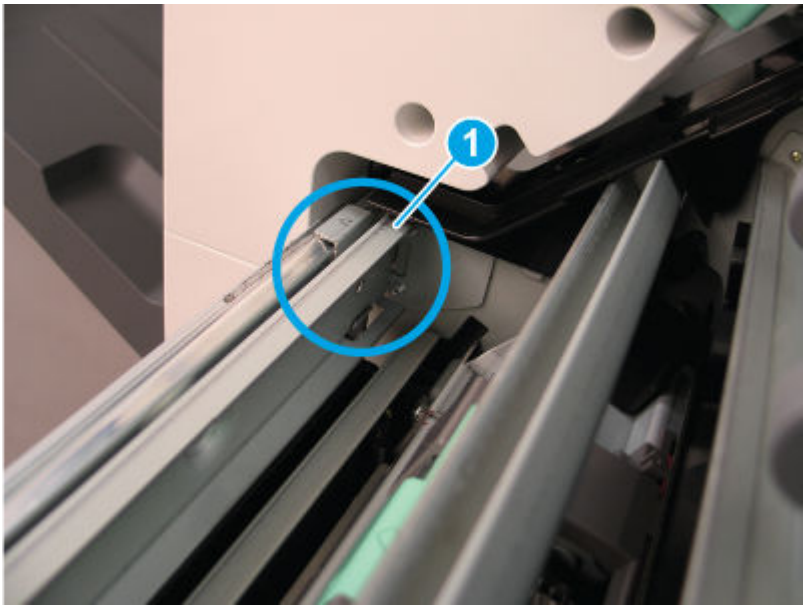
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2395 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

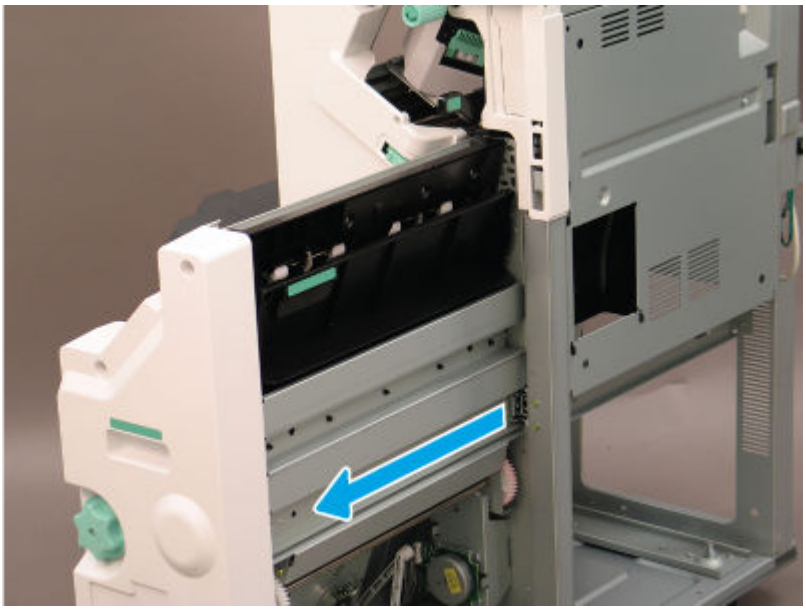
Figure 5-2396 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2397 Attach the rail



Booklet stapler unit

Review the booklet finisher booklet stapler unit removal procedures.

Removal and replacement: Booklet stapler

Learn about removing and replacing the booklet finisher stapler.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-286 Part information

Part number	Part description
6GW51-40001	Booklet stapler

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

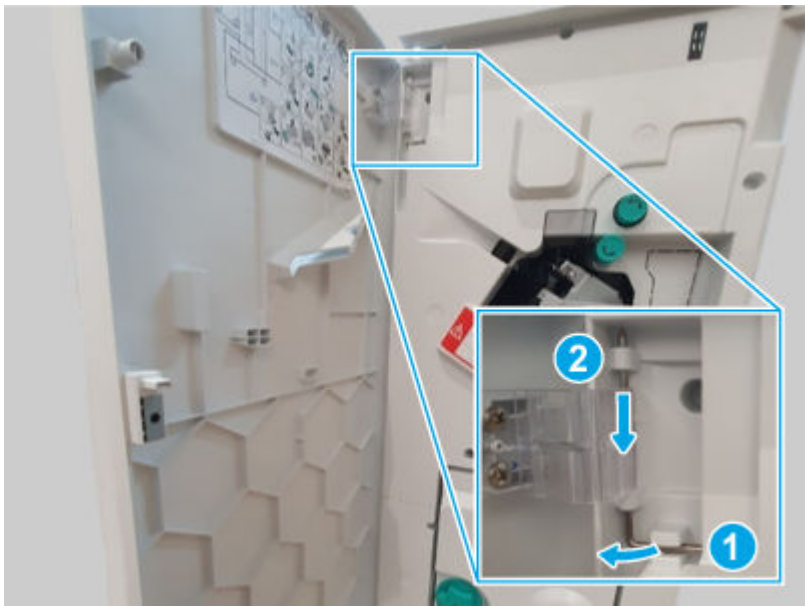
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

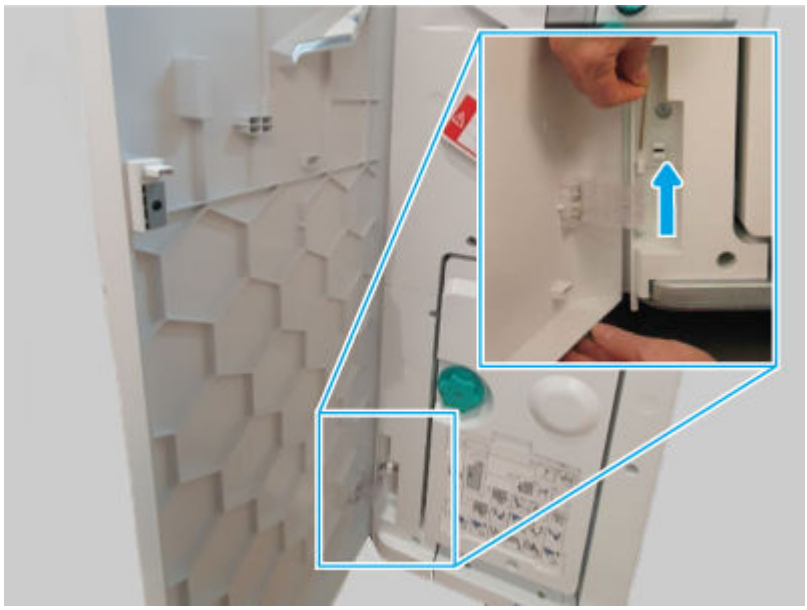
1. Release, and then remove the upper hinge pin.

Figure 5-2398 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2399 Remove the door

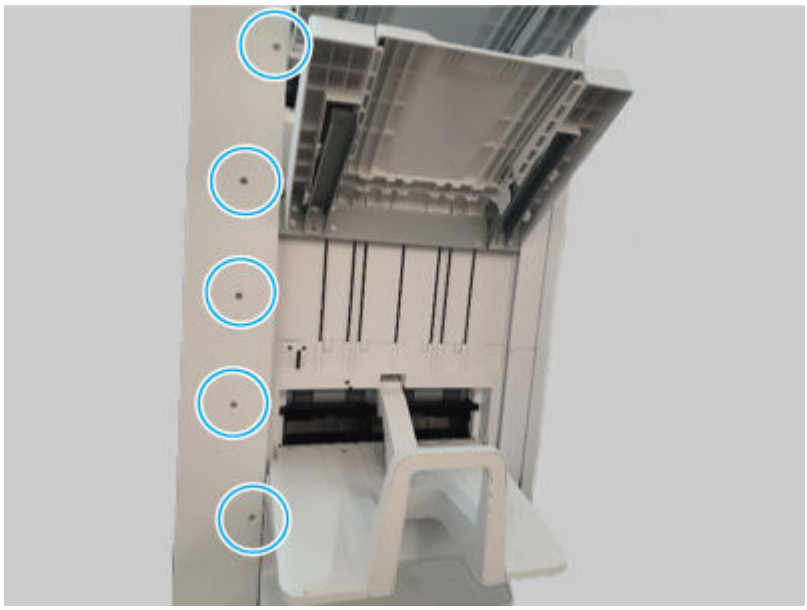


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

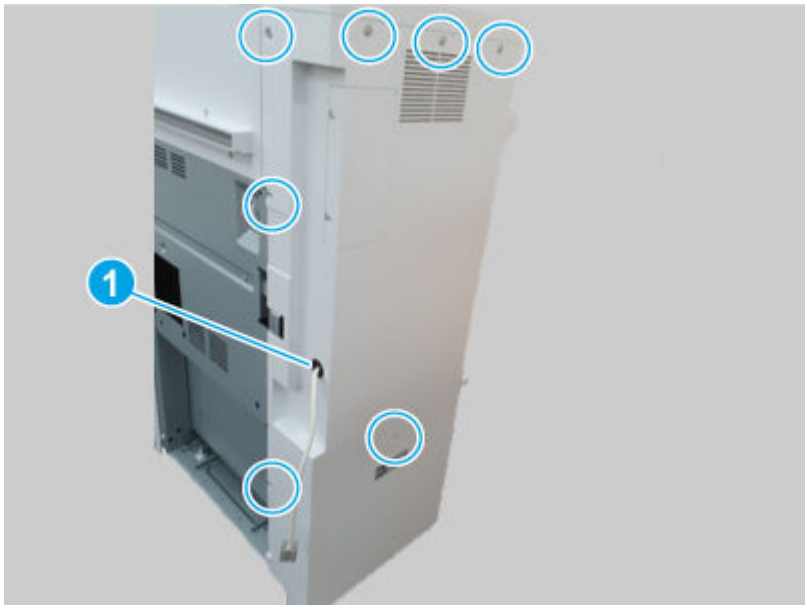
Figure 5-2400 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2401 Remove the cover



3. Remove the external finisher top cover

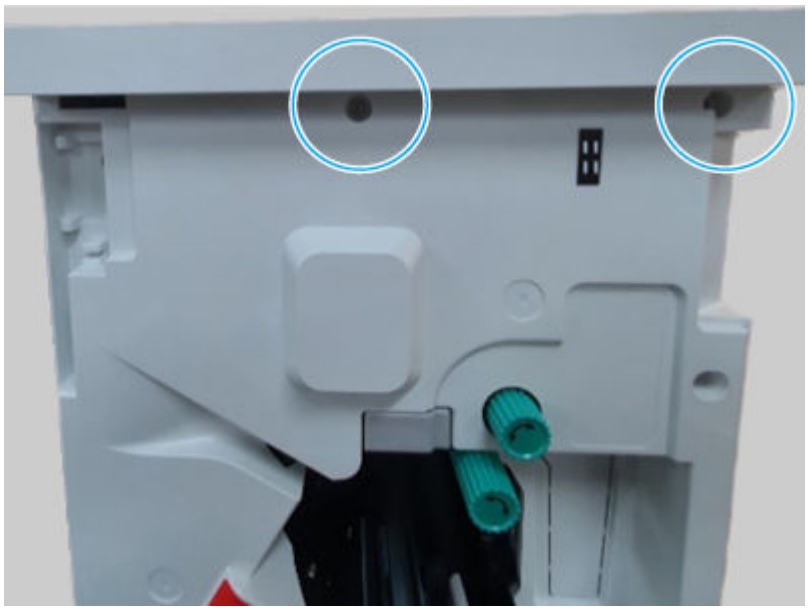
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2402 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2403 Remove the cover



4. Remove the booklet finisher booklet maker

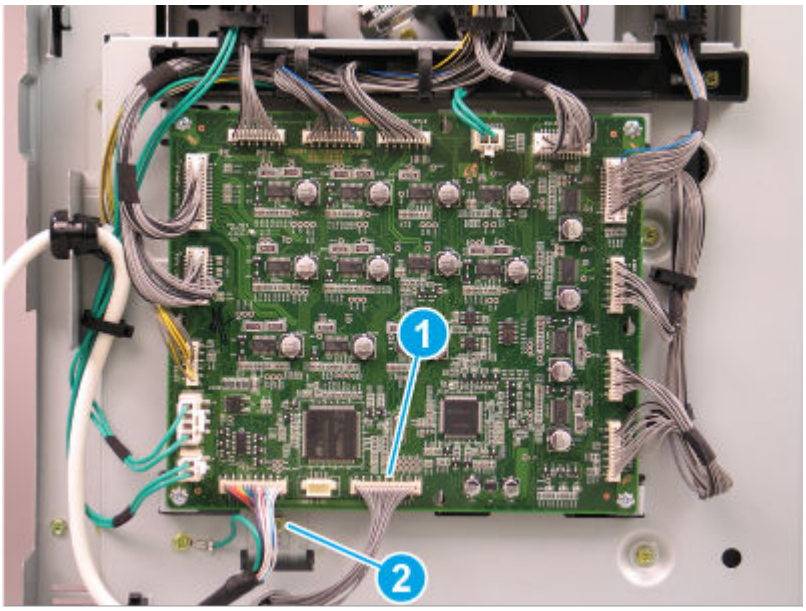
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2404 Slide the booklet maker out

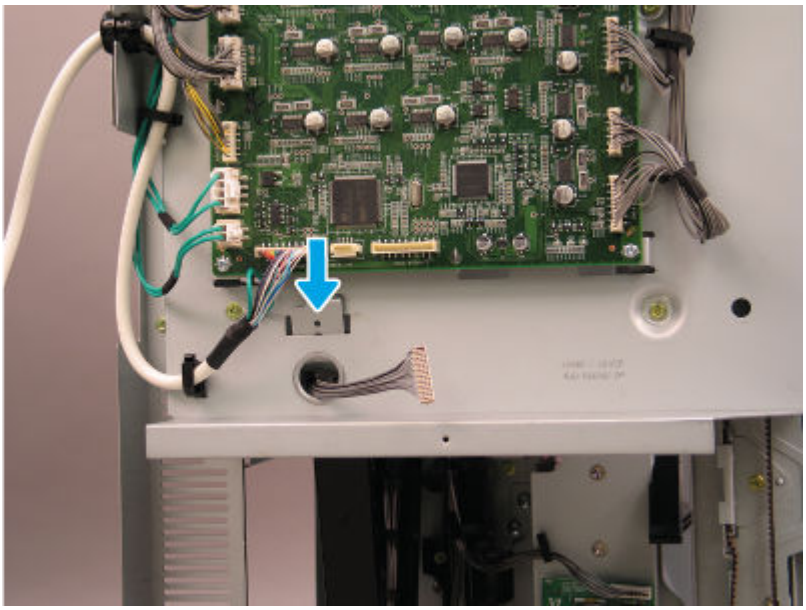
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2405 Disconnect connector and remove the screw



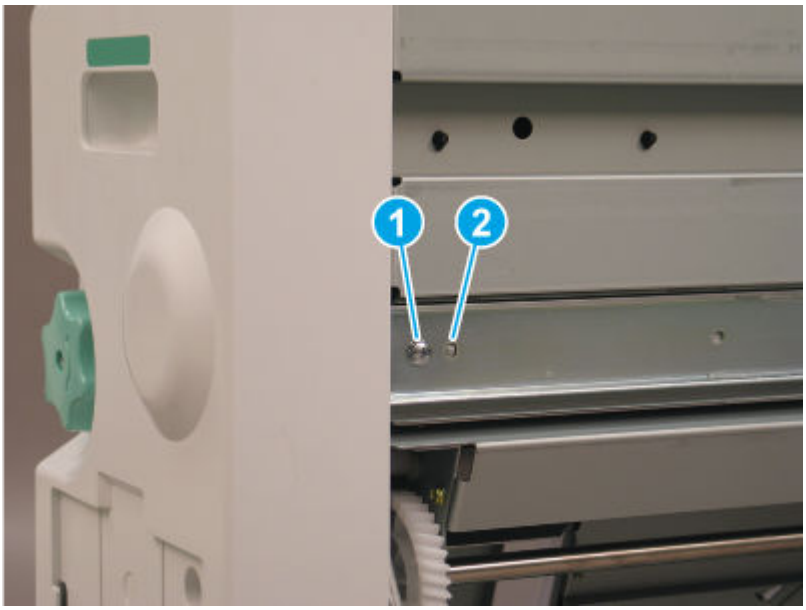
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2406 Disconnect connector and remove the screw



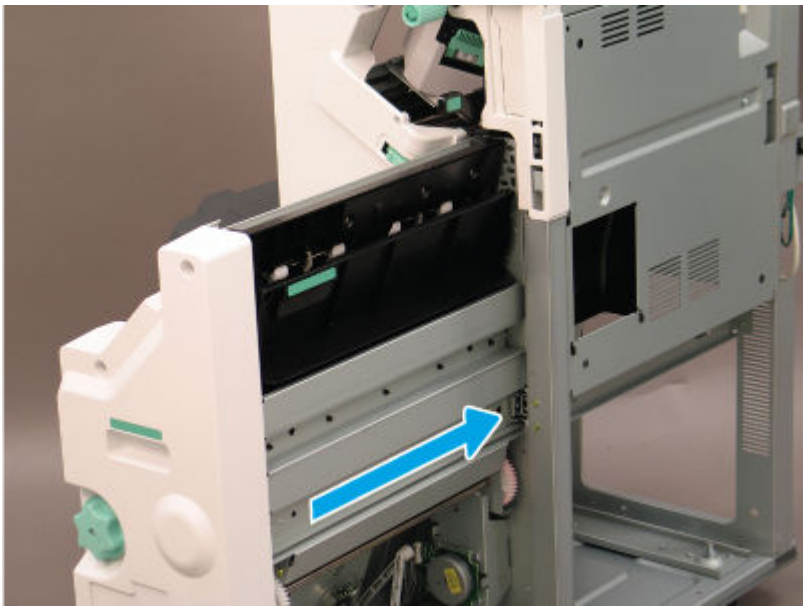
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2407 Release the alignment pin



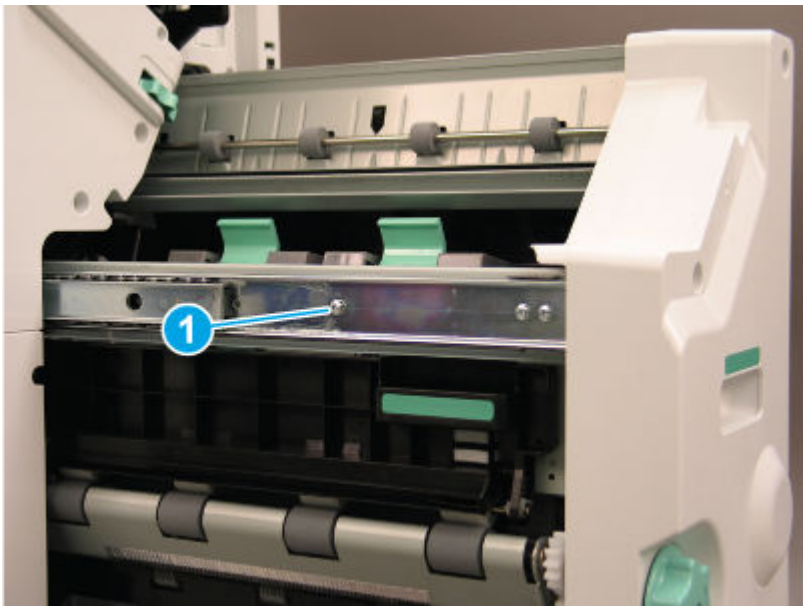
5. Slide the right rail toward the finisher.

Figure 5-2408 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

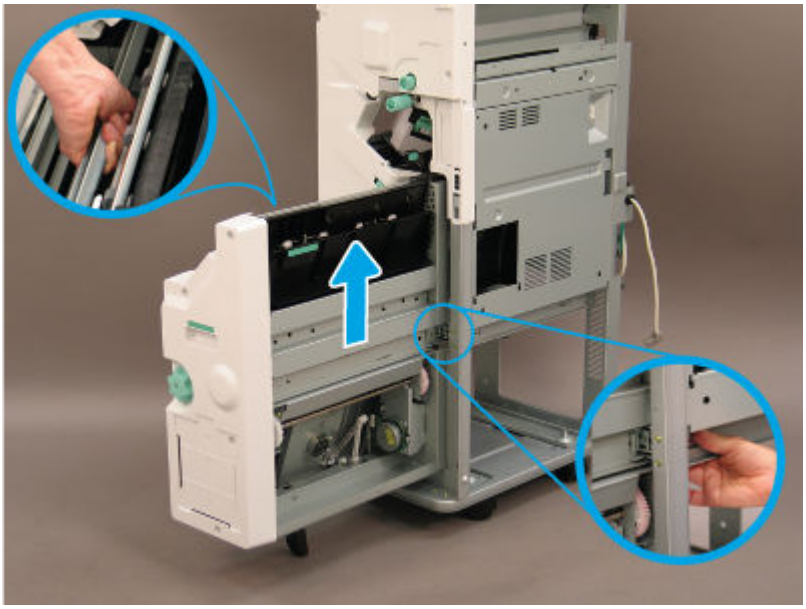
Figure 5-2409 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2410 Remove the booklet maker

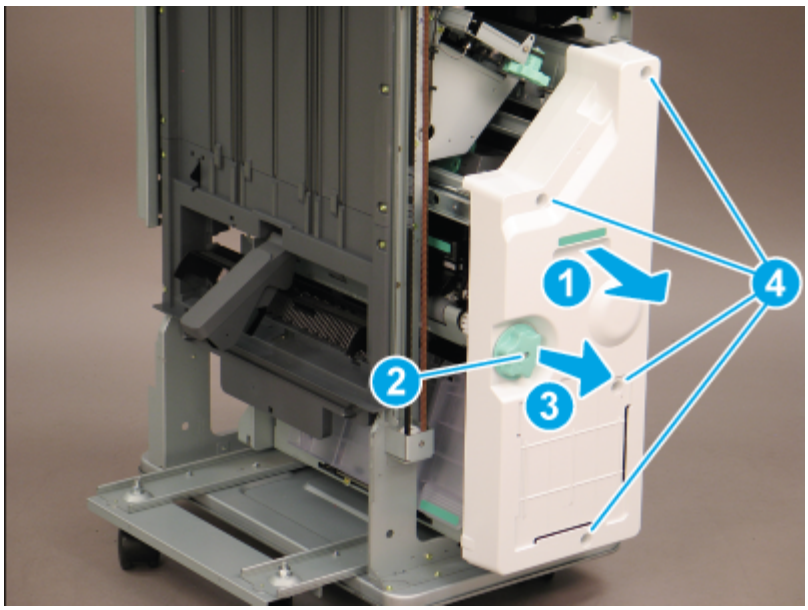


5. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2411 Remove the cover



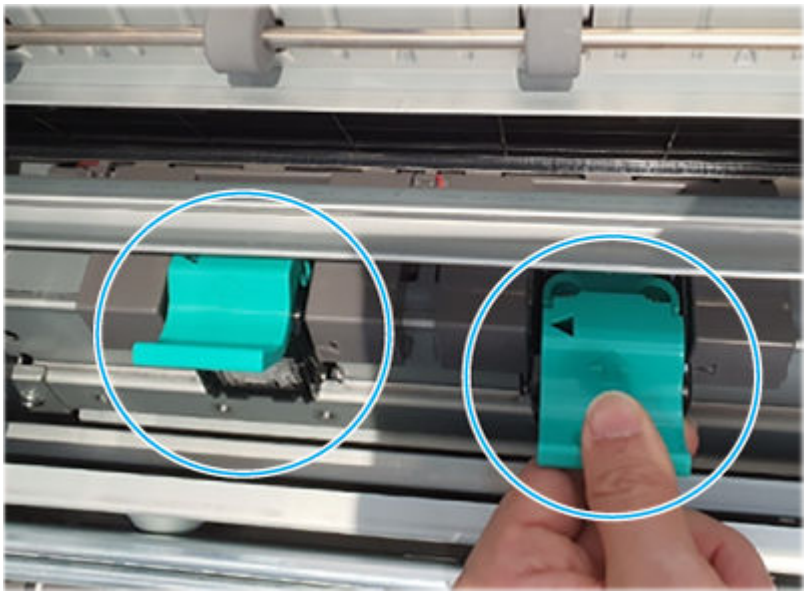
6. Remove the booklet finisher booklet staple cartridge

Use the following procedure to remove and replace the booklet finisher booklet staple cartridge.

1. Open the front door, and then pull the booklet maker out.
2. Remove the booklet staple cartridge.

NOTE: Repeat this step for the remaining cartridge.

Figure 5-2412 Remove the cartridge

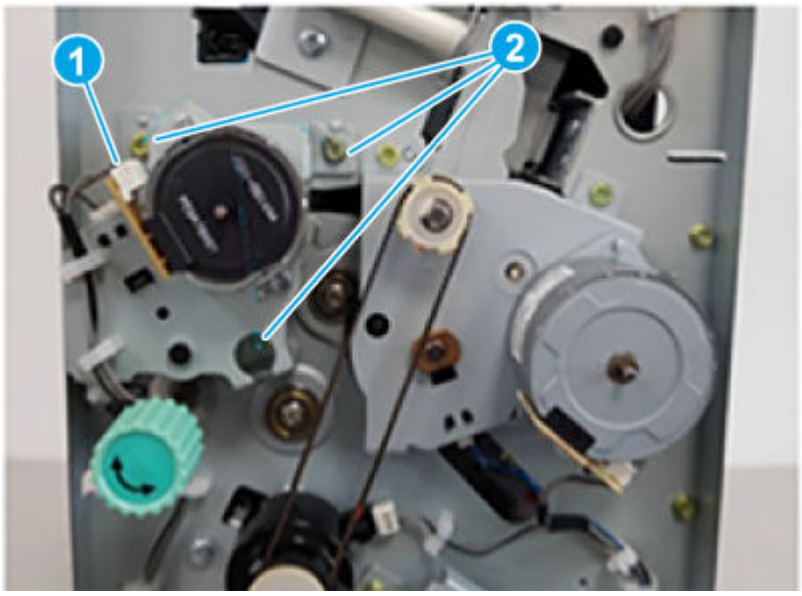


7. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-2413 Remove the assembly

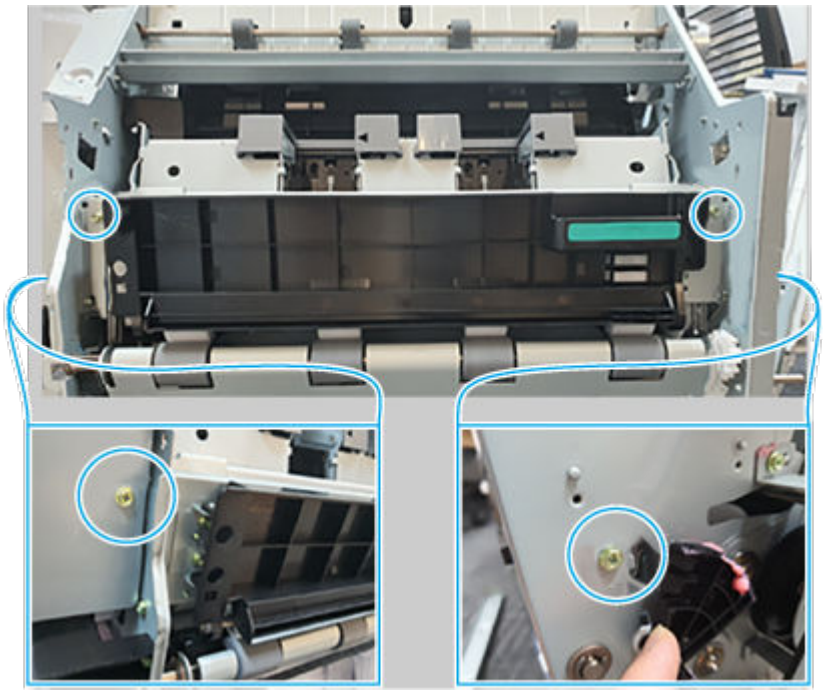


8. Remove the booklet finisher booklet c-fold blade assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade assembly.

- Remove four screws, and then remove the c-fold blade assembly.

Figure 5-2414 Remove the assembly



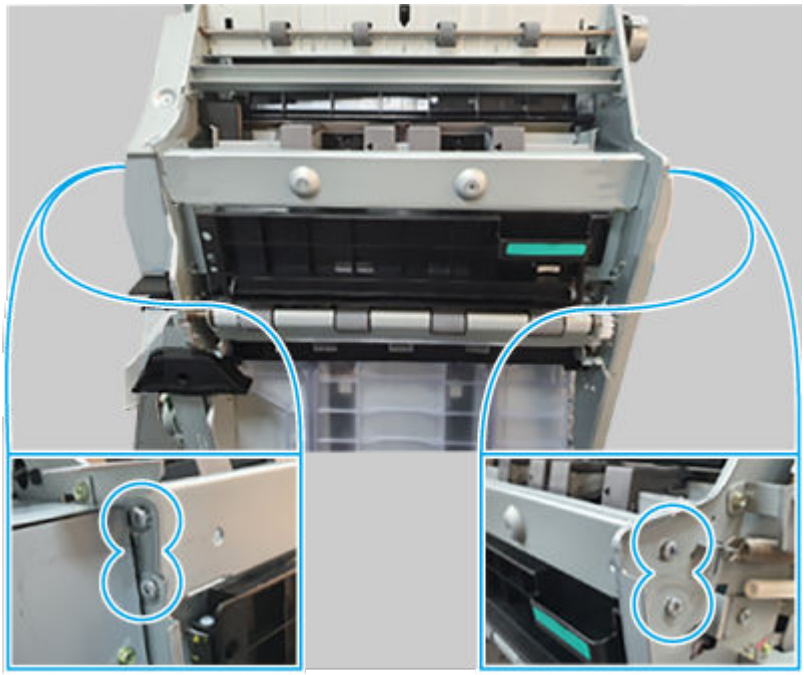
9. Remove the booklet finisher booklet tamper sensor

Use the following procedure to remove and replace the booklet finisher tamper sensor.

1. Remove four screws and the sheet-metal plate.

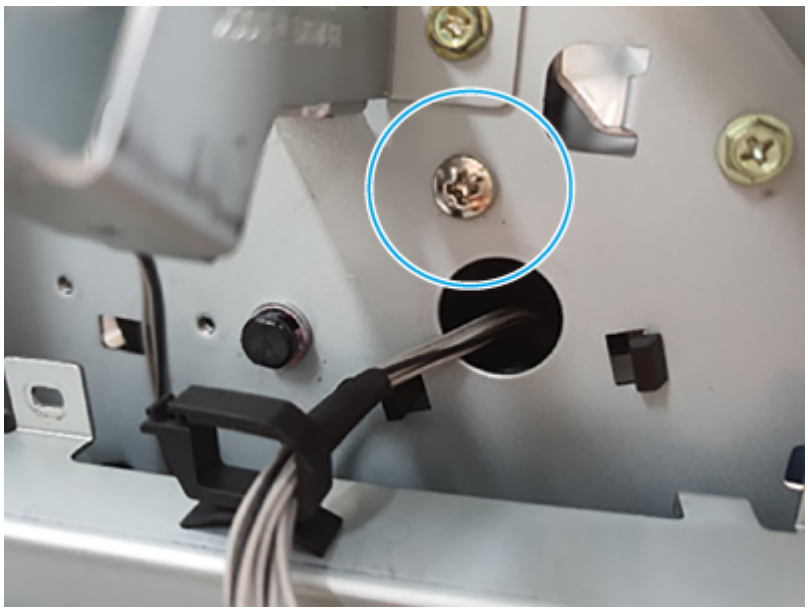
NOTE: The c-fold blade assembly is shown installed in the figure below. How ever it was remove in the previous step.

Figure 5-2415 Remove four screws



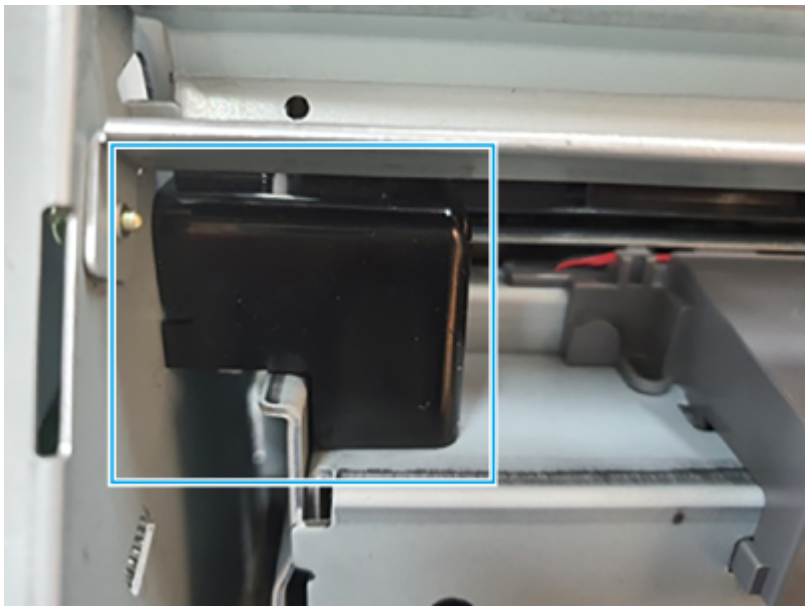
2. Remove one screw.

Figure 5-2416 Remove one screw



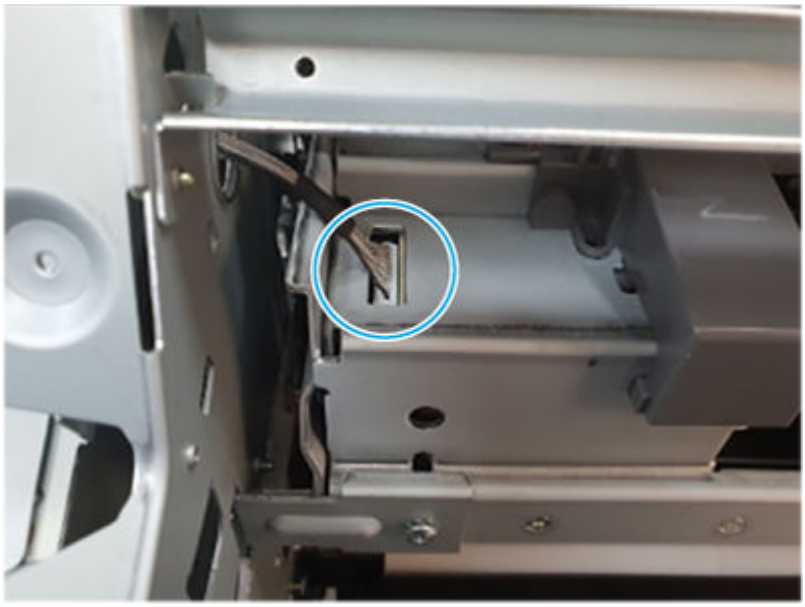
3. Remove the black-plastic cover.

Figure 5-2417 Remove the cover



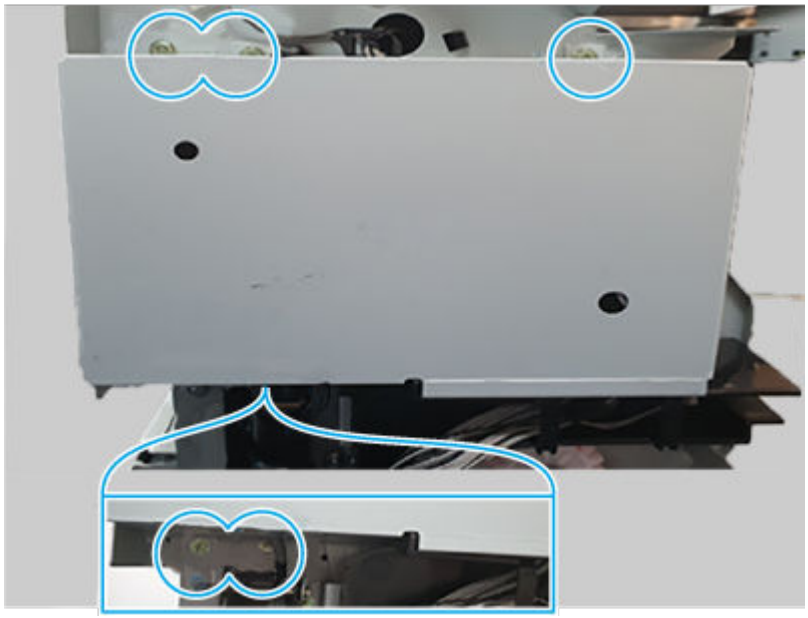
4. Disconnect one connector.

Figure 5-2418 Disconnect one connector



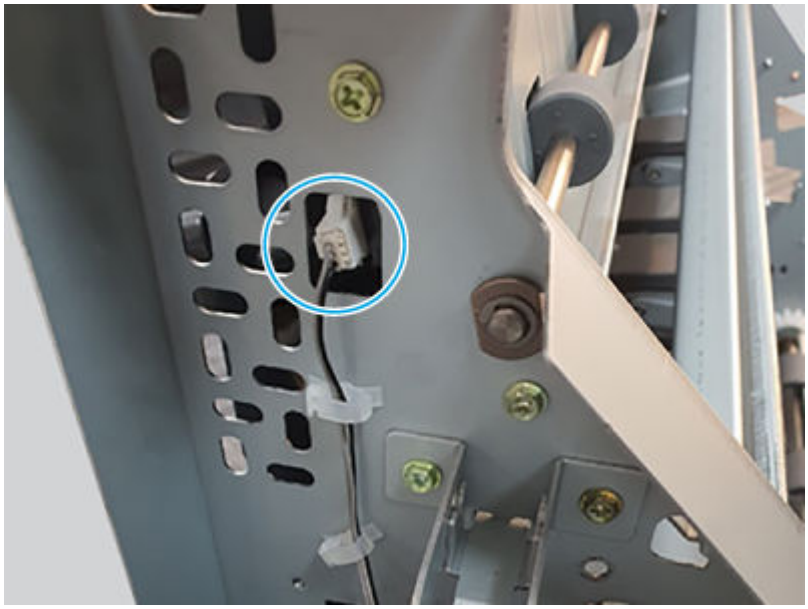
5. Remove five screws.

Figure 5-2419 Remove five screws



6. Disconnect one connector.

Figure 5-2420 Disconnect one connector

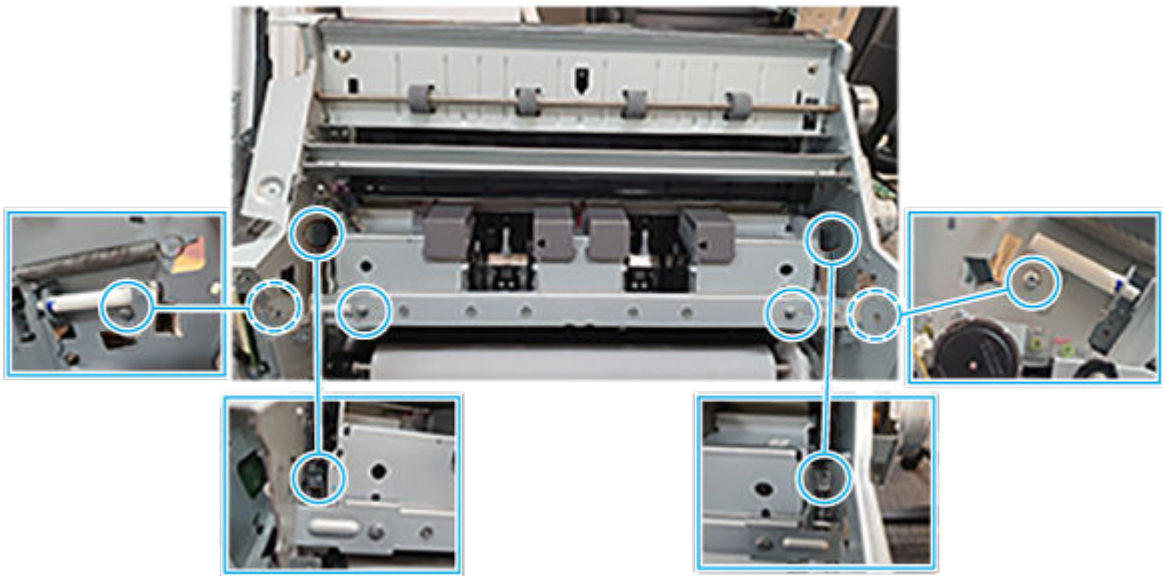


7. Disconnect two connectors.

Figure 5-2421 Disconnect two connectors

8. Remove six screws, and then remove the booklet stapler.

Figure 5-2422 Remove the stapler



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

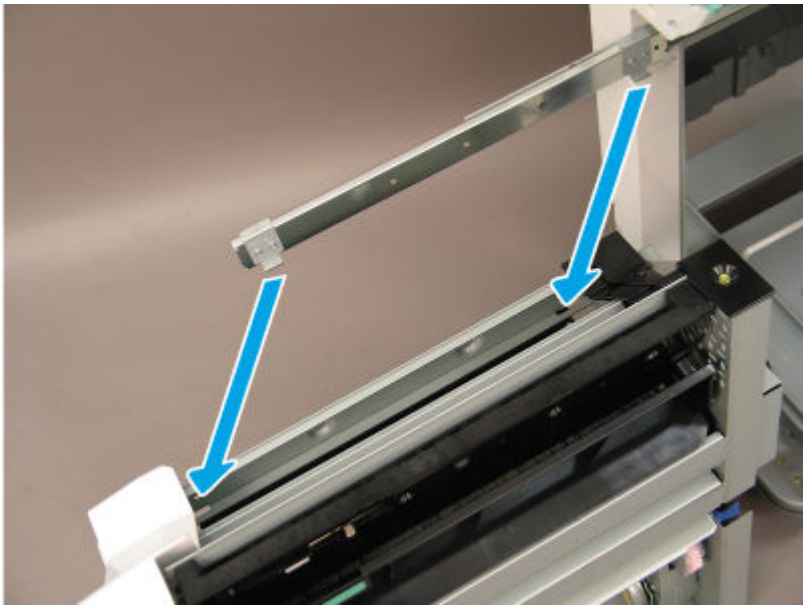
11. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

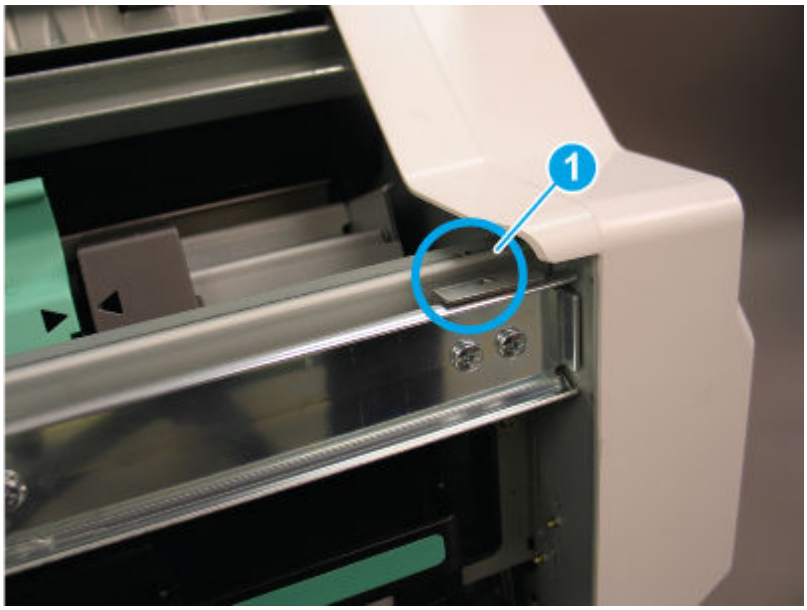
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2423 Position the hooks on the rail



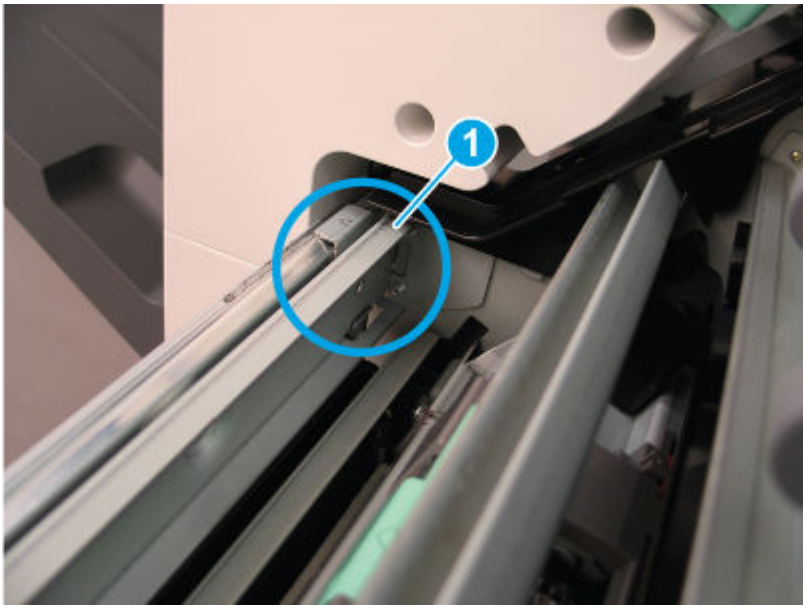
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2424 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

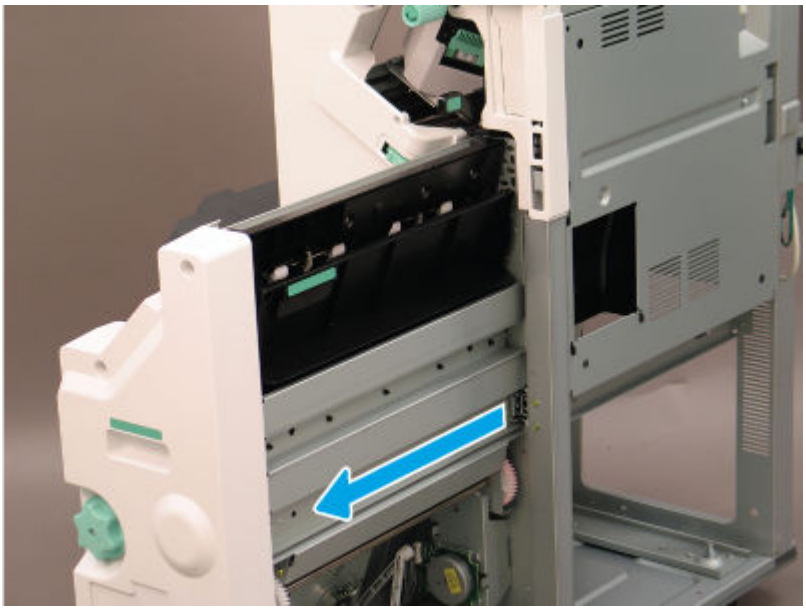
Figure 5-2425 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2426 Attach the rail



Removal and replacement: Booklet staple cartridge

Learn about removing and replacing the booklet finisher staple cartridge.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-287 Part information

Part number	Part description
JC81-09881B	Booklet staple cartridge

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

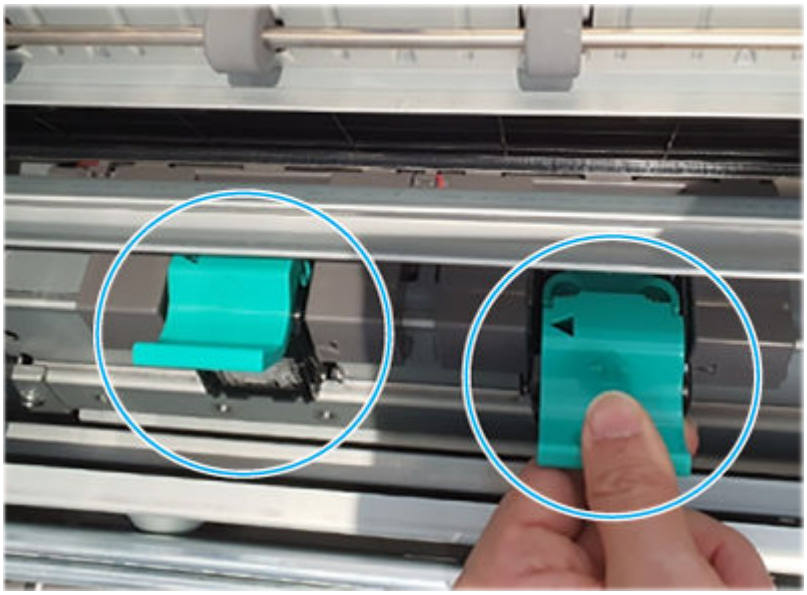
1. Remove the booklet finisher booklet staple cartridge

Use the following procedure to remove and replace the booklet finisher booklet staple cartridge.

1. Open the front door, and then pull the booklet maker out.
2. Remove the booklet staple cartridge.

> **NOTE:** Repeat this step for the remaining cartridge.

Figure 5-2427 Remove the cartridge



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet fold unit

Review the booklet finisher booklet fold unit removal procedures.

Removal and replacement: Booklet c-fold blade assembly

Learn about removing and replacing the booklet finisher c-fold blade assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-288 Part information

Part number	Part description
JC90-01438A	Booklet c-fold blade assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

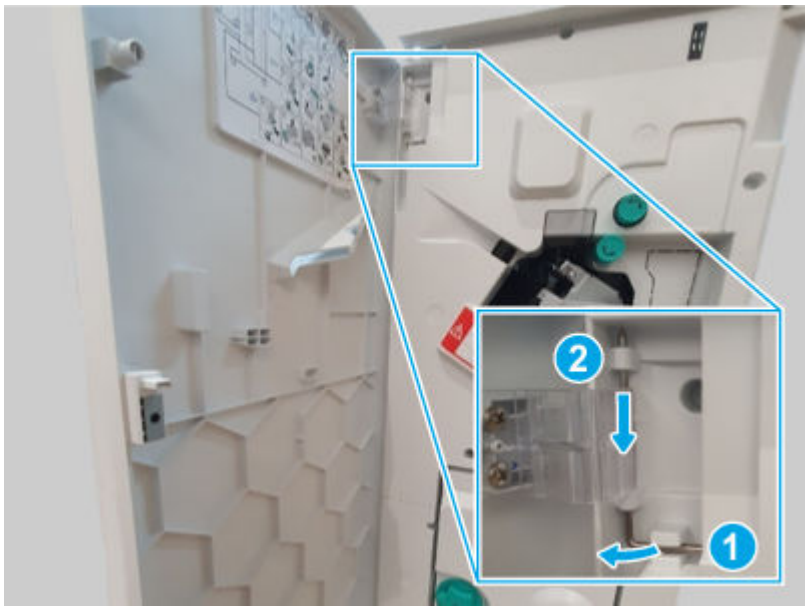
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

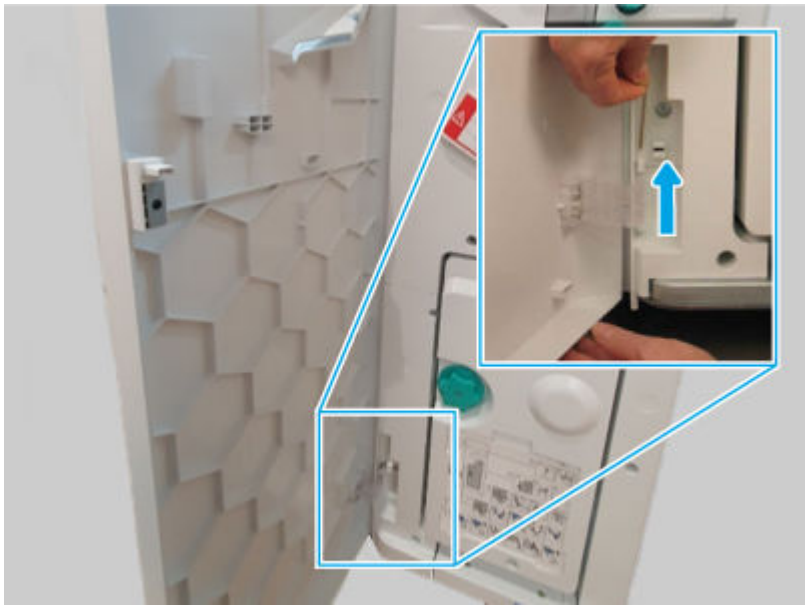
1. Release, and then remove the upper hinge pin.

Figure 5-2428 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2429 Remove the door

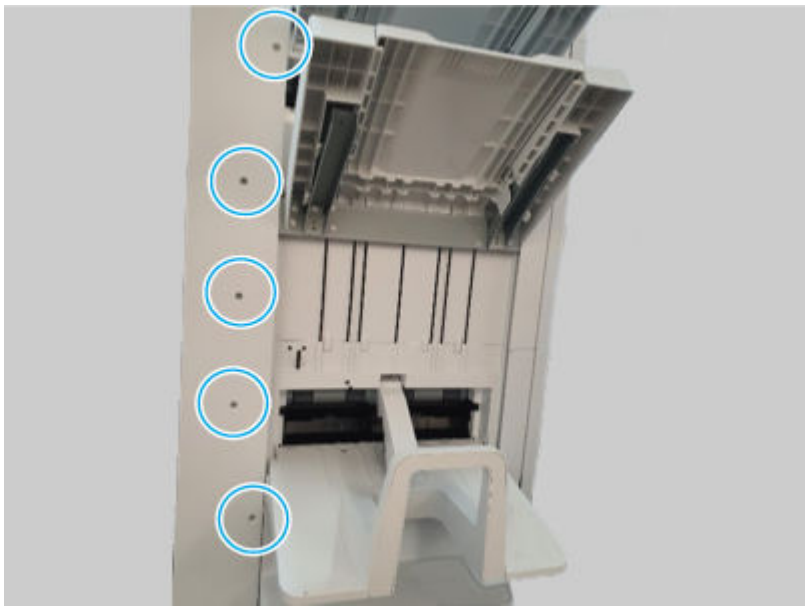


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

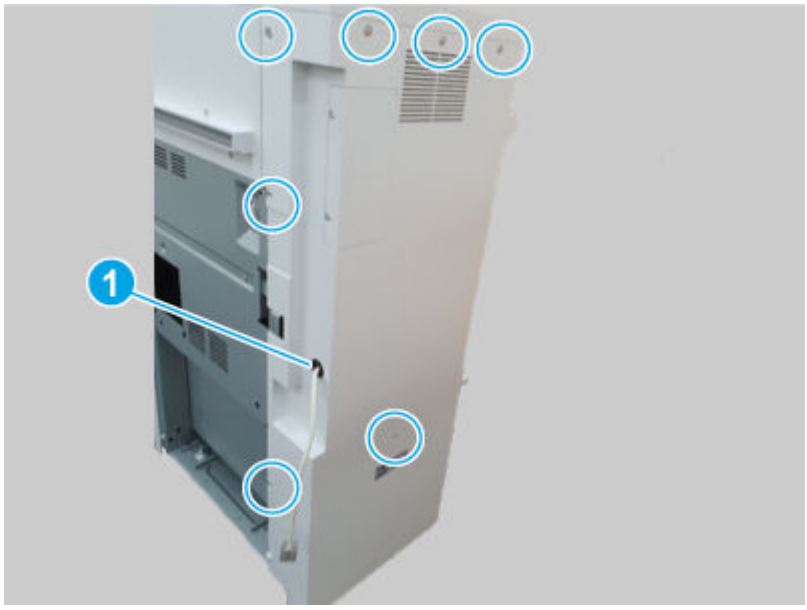
Figure 5-2430 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2431 Remove the cover



3. Remove the external finisher top cover

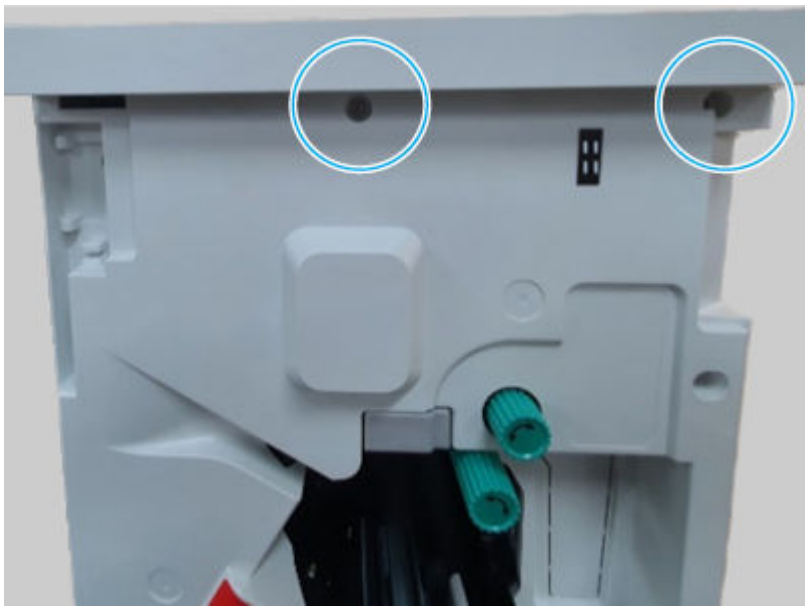
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2432 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2433 Remove the cover



4. Remove the booklet finisher booklet maker

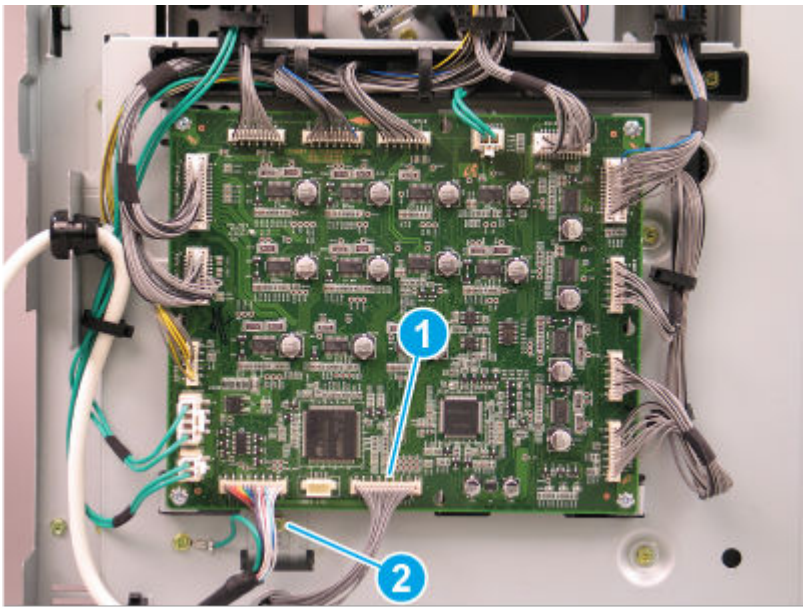
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2434 Slide the booklet maker out

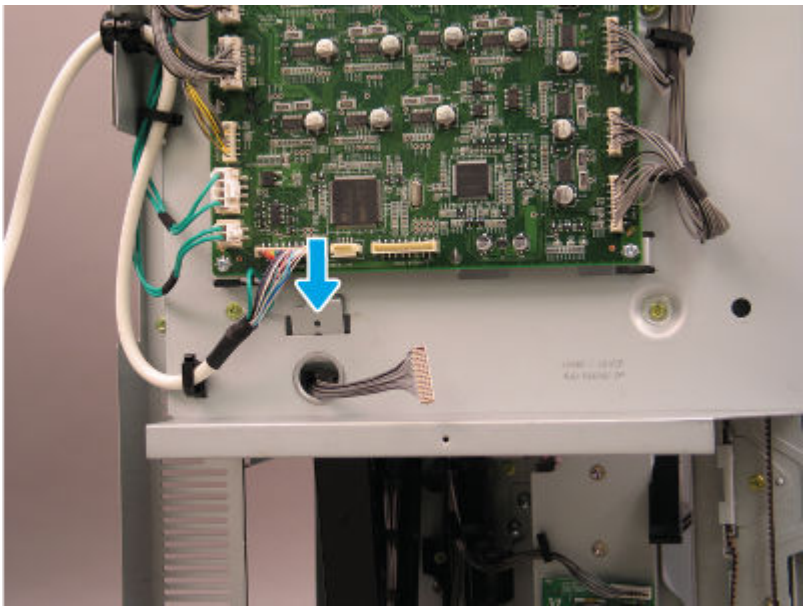
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2435 Disconnect connector and remove the screw



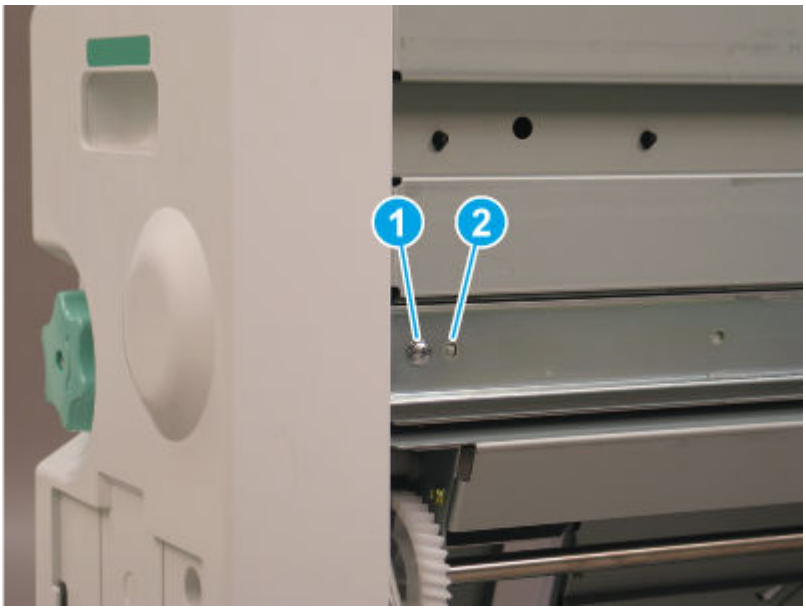
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2436 Disconnect connector and remove the screw



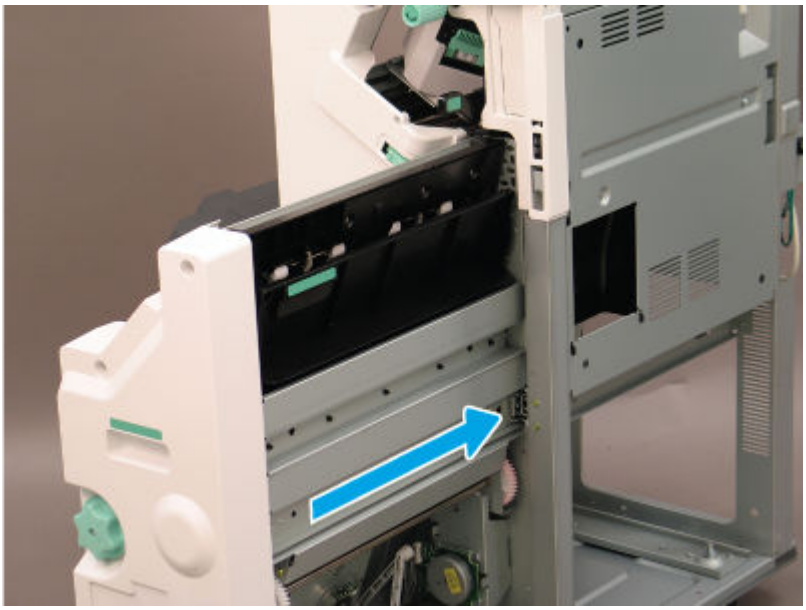
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2437 Release the alignment pin



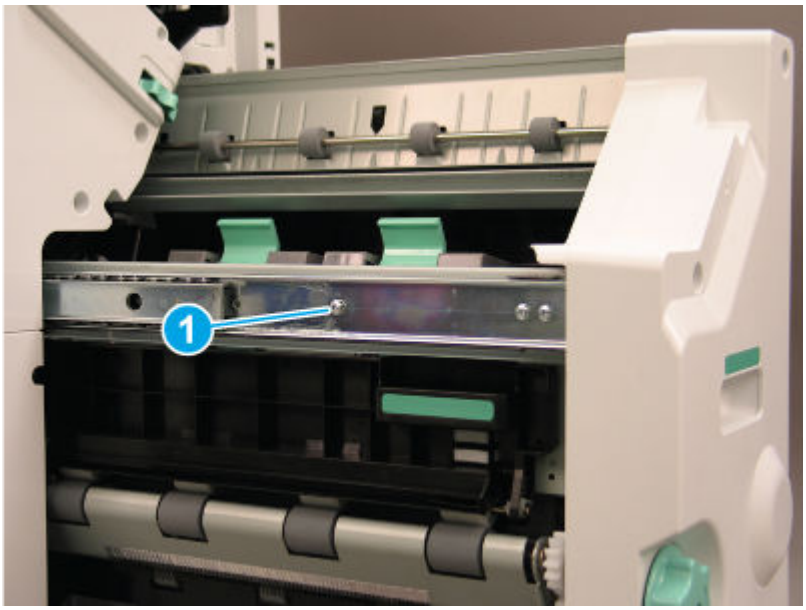
5. Slide the right rail toward the finisher.

Figure 5-2438 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

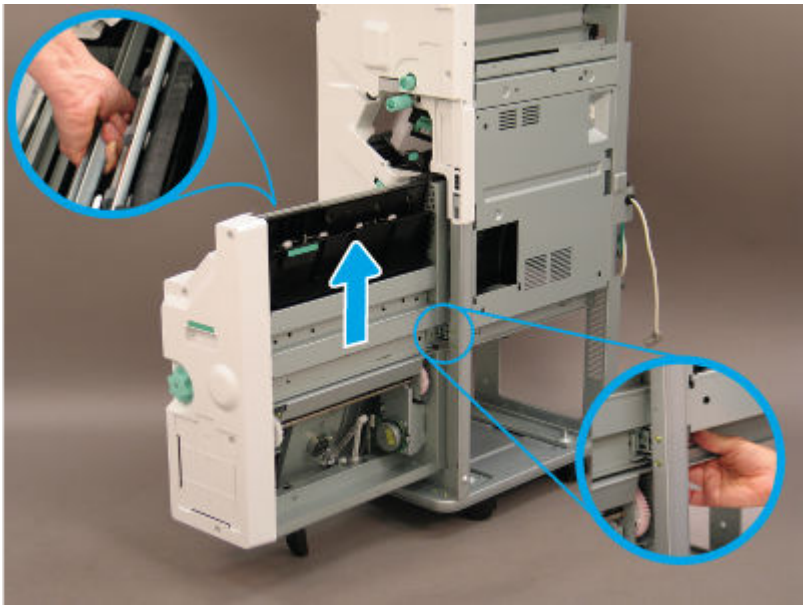
Figure 5-2439 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2440 Remove the booklet maker

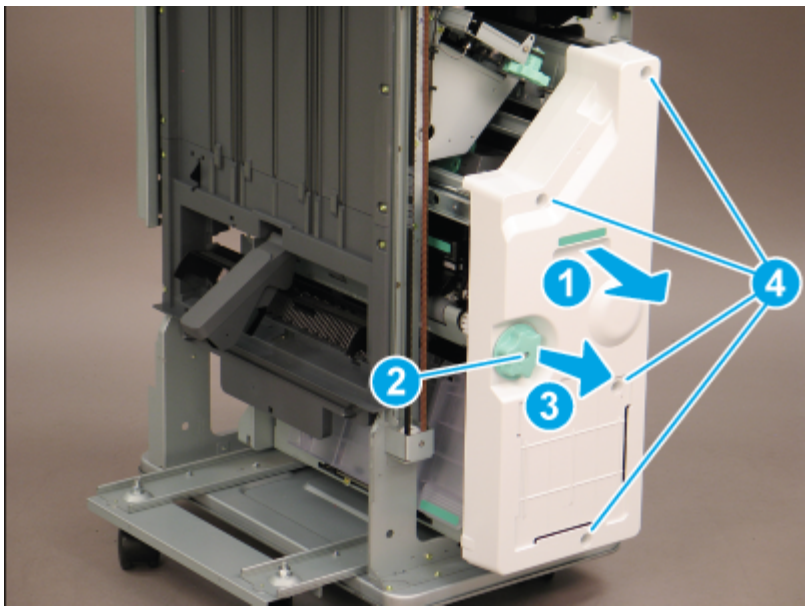


5. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2441 Remove the cover

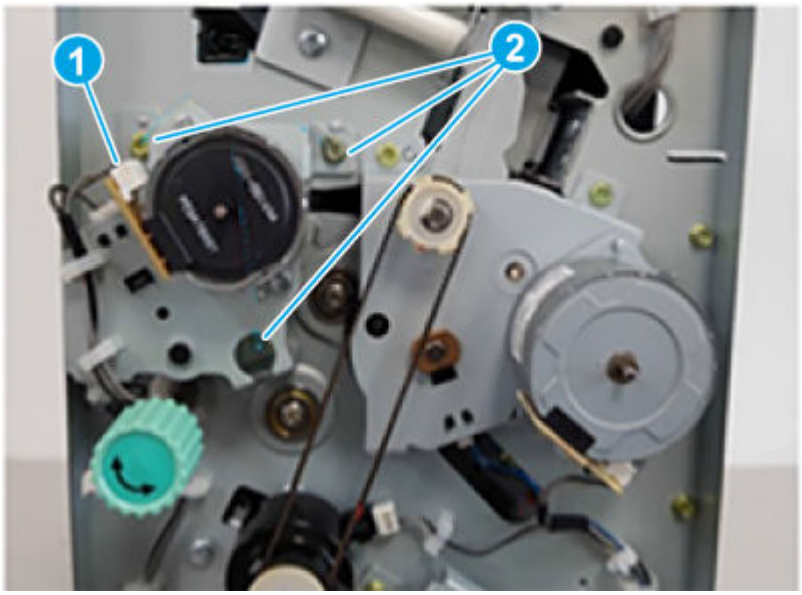


6. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-2442 Remove the assembly

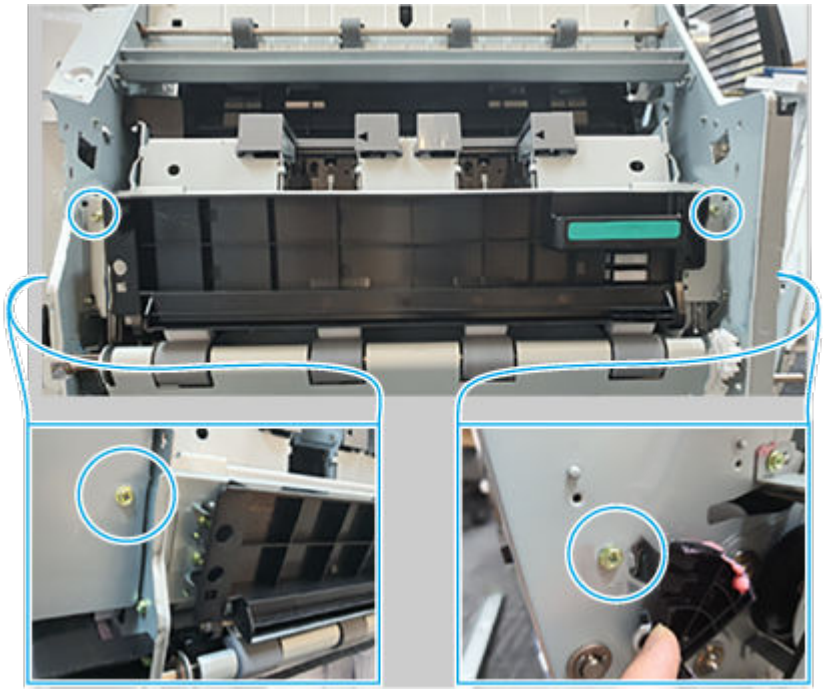


7. Remove the booklet finisher booklet c-fold blade assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade assembly.

- Remove four screws, and then remove the c-fold blade assembly.

Figure 5-2443 Remove the assembly



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

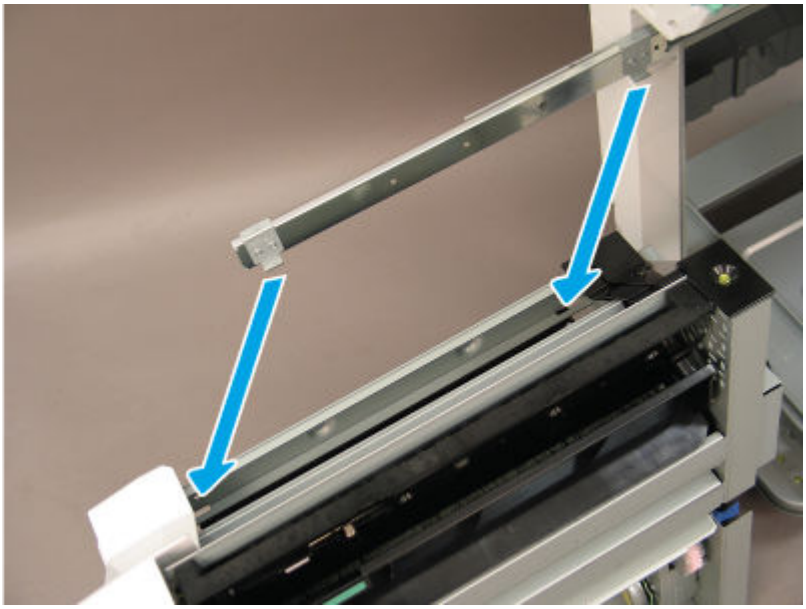
9. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

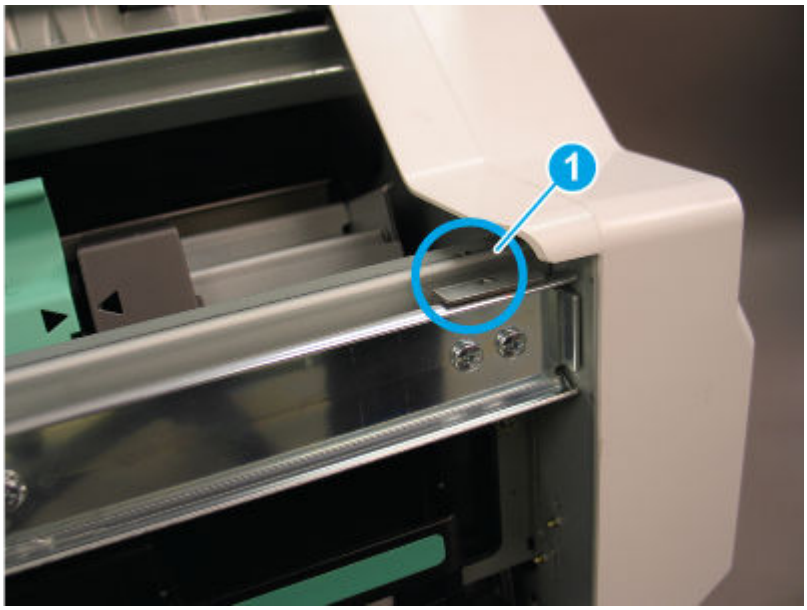
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2444 Position the hooks on the rail



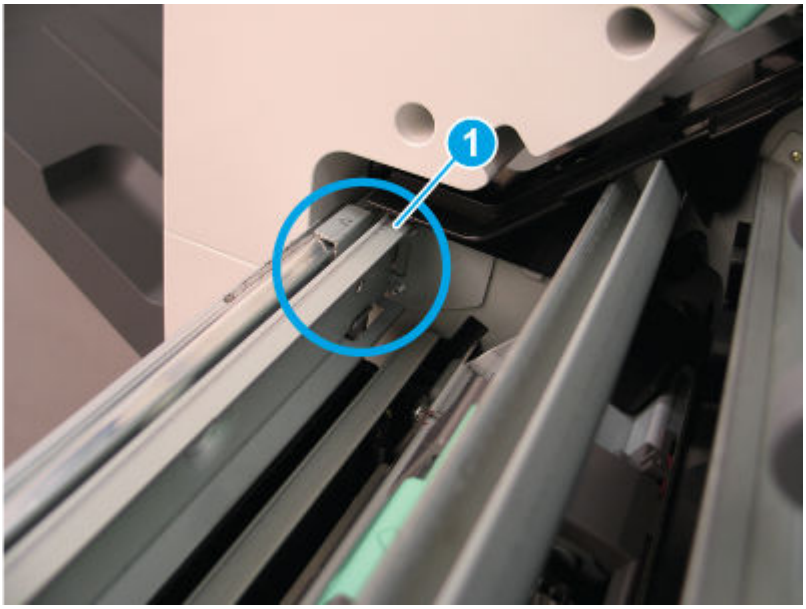
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2445 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

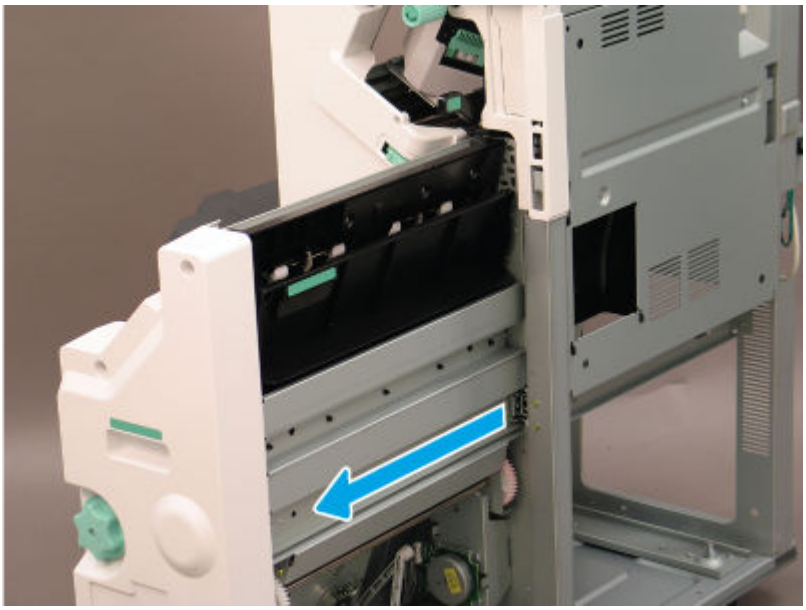
Figure 5-2446 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2447 Attach the rail



Removal and replacement: Booklet c-fold blade home sensor

Learn about removing and replacing the booklet finisher c-fold blade home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-289 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet c-fold blade home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

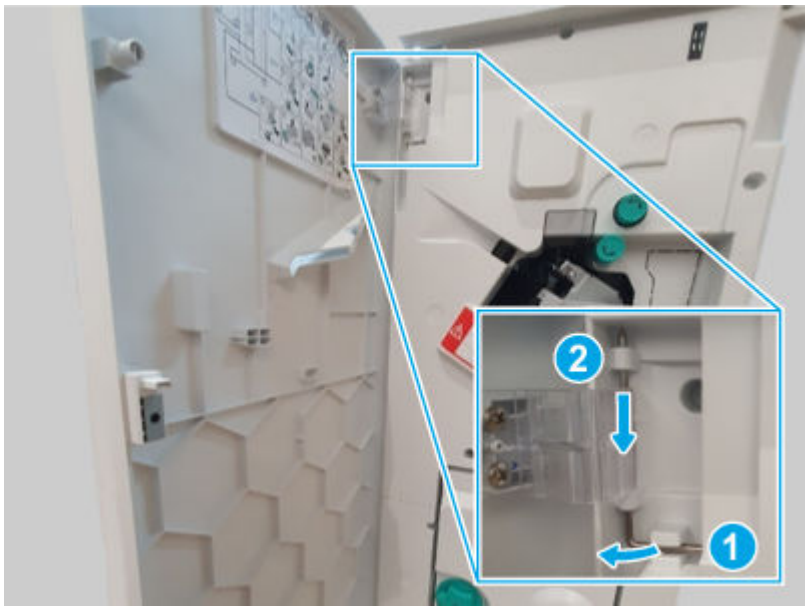
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

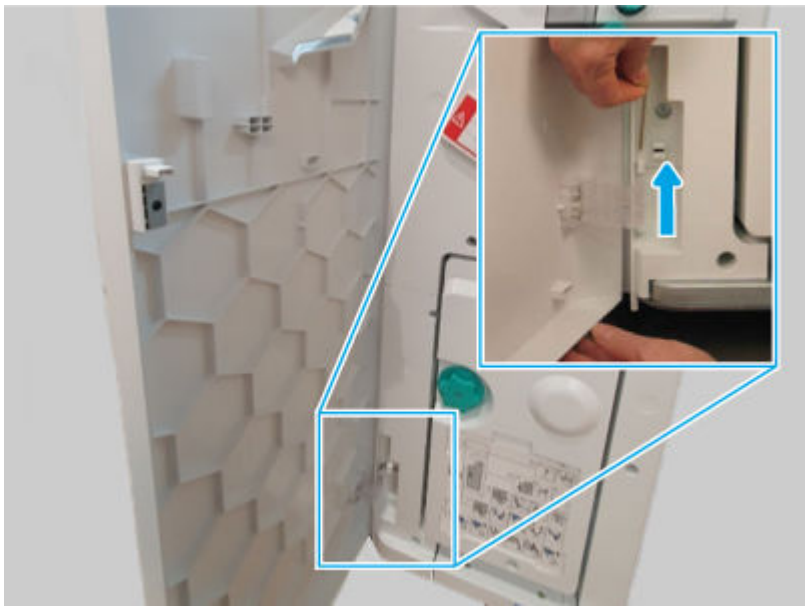
1. Release, and then remove the upper hinge pin.

Figure 5-2448 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2449 Remove the door



2. Remove the external finisher booklet finisher front cover

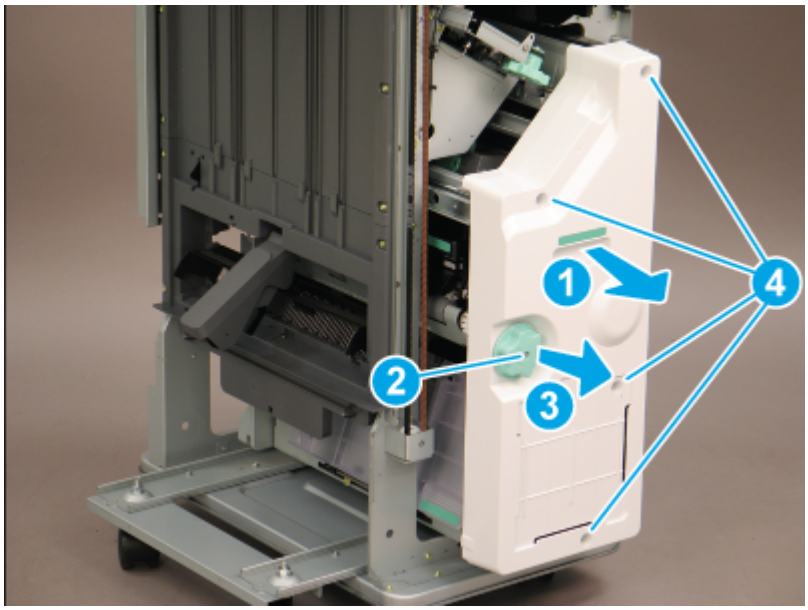
Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).

b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2450 Remove the cover

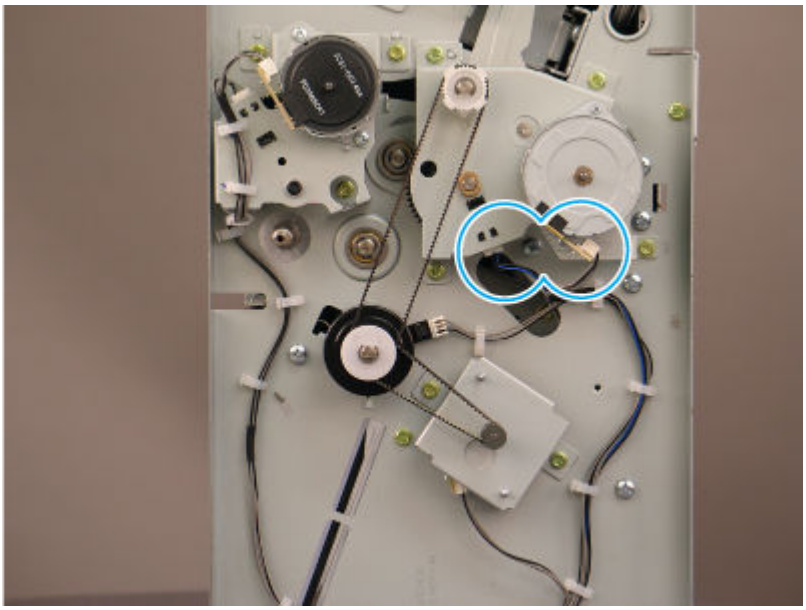


3. Remove the booklet finisher booklet c-fold blade motor assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade motor assembly.

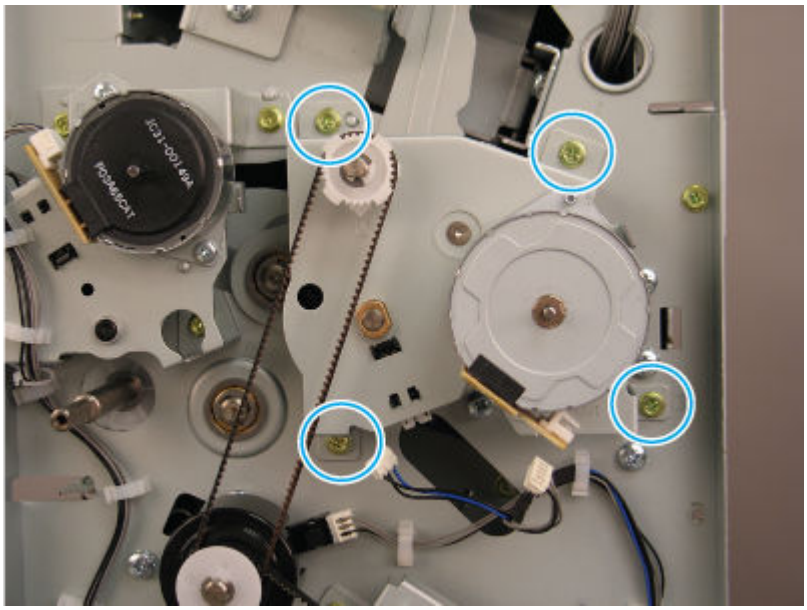
1. Disconnect two connectors.

Figure 5-2451 Disconnect two connectors



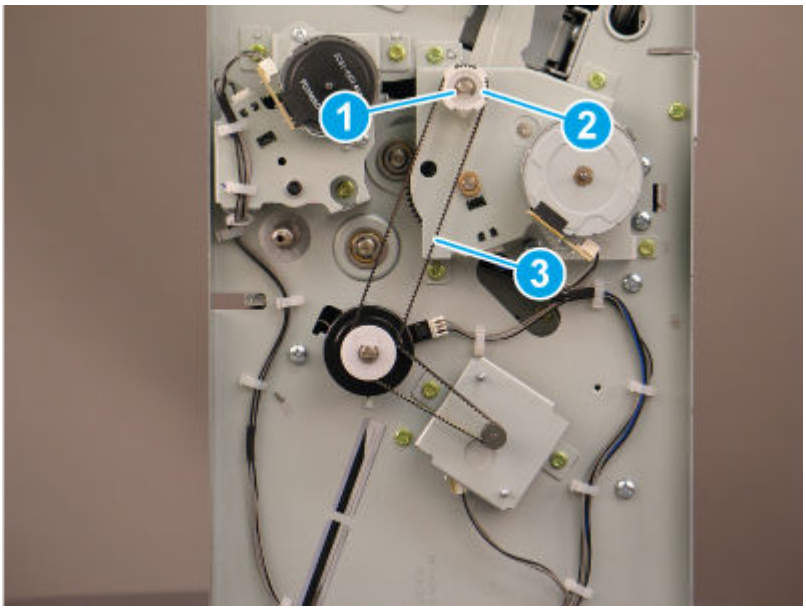
2. Remove four screws.

Figure 5-2452 Remove four screws



3. Use a pair of tweezers to remove one e-ring (callout 1), remove the gear (callout 2), and then release the belt (callout 3).

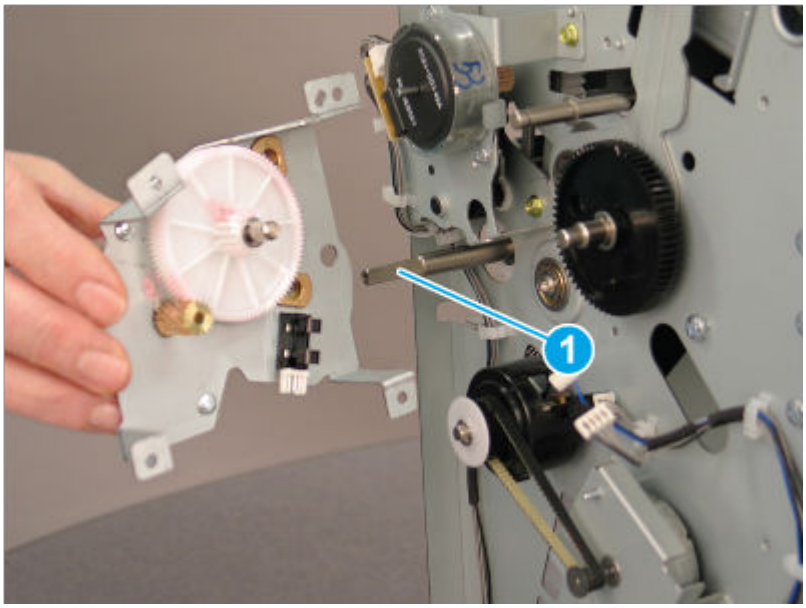
Figure 5-2453 Release the belt



4. Remove the booklet c-fold blade motor assembly.

⚠ **CAUTION:** Do not pull on the shaft (callout 1) while removing the bracket and motor. The shaft might become dislodged at the other end. If the shaft becomes dislodged, remove the booklet finisher PCA shield and PCA bracket to reinstall the shaft.

Figure 5-2454 Remove the assembly

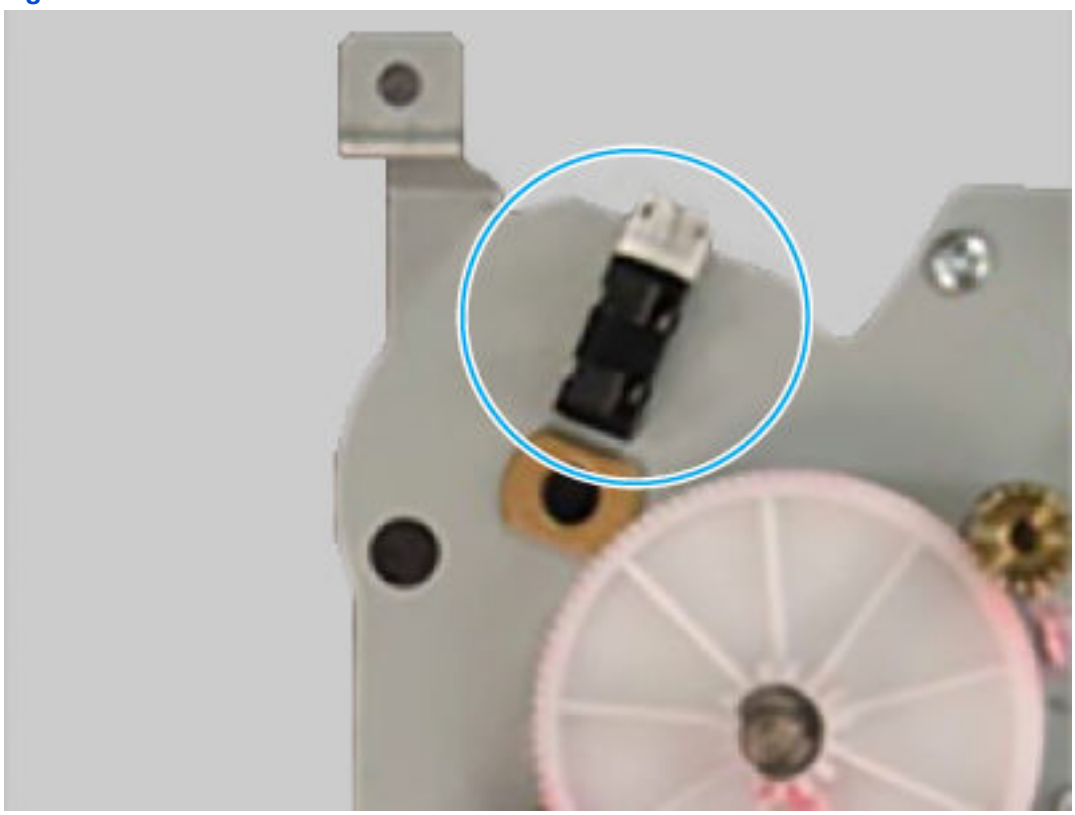


4. Remove the booklet finisher booklet c-fold blade home sensor

Use the following procedure to remove and replace the booklet finisher c-fold blade home sensor.

- Disconnect one connector, and then remove the c-fold blade home sensor.

Figure 5-2455 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet c-fold blade motor assembly

Learn about removing and replacing the booklet finisher c-fold blade motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-290 Part information

Part number	Part description
JC90-01396A	Booklet c-fold blade motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

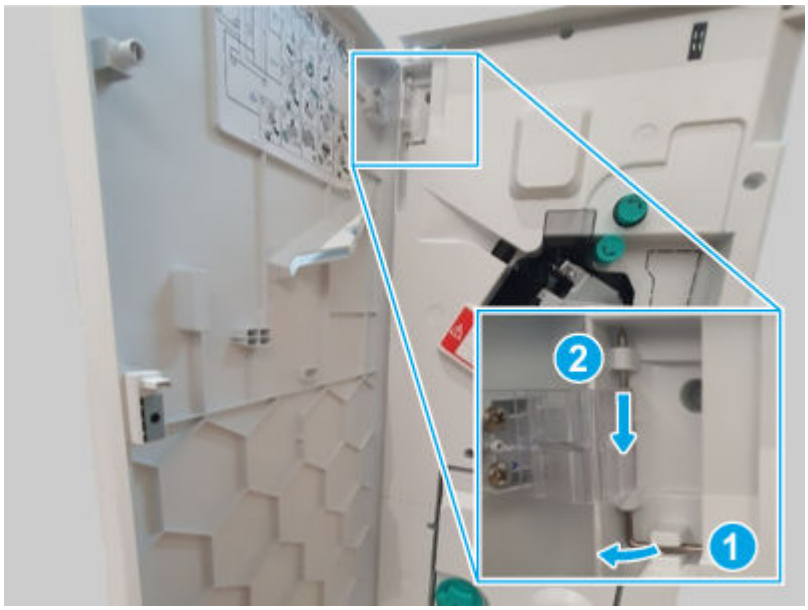
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

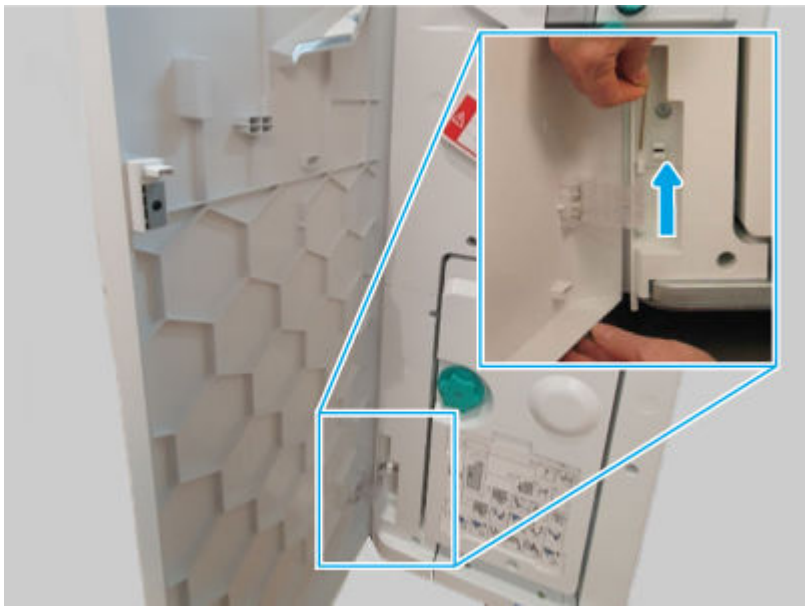
1. Release, and then remove the upper hinge pin.

Figure 5-2456 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2457 Remove the door

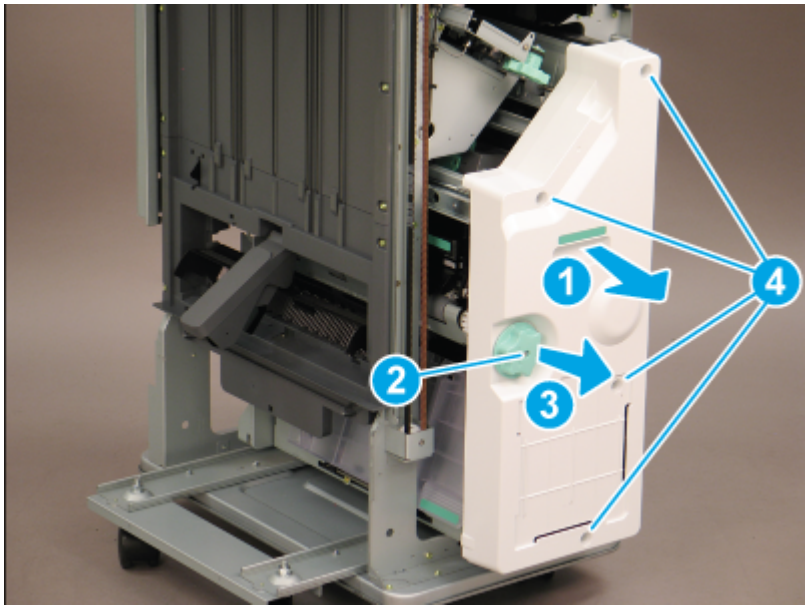


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2458 Remove the cover

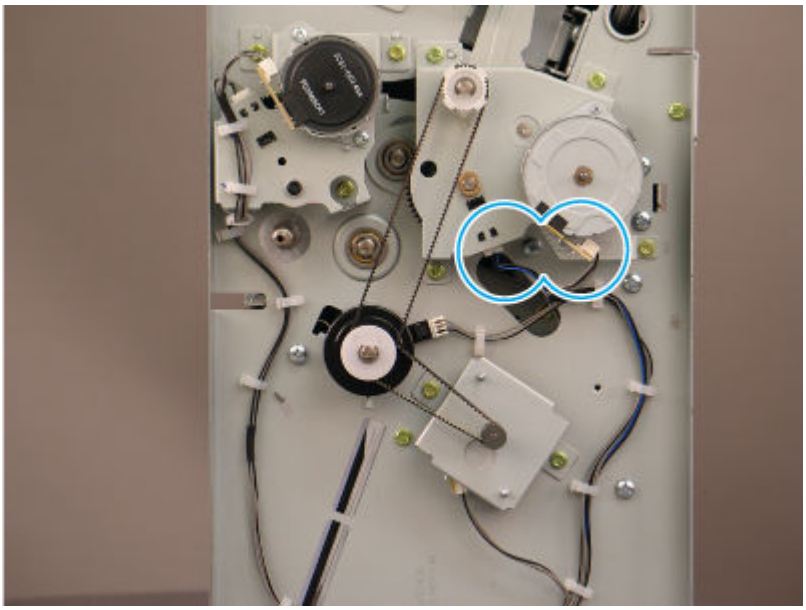


3. Remove the booklet finisher booklet c-fold blade motor assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade motor assembly.

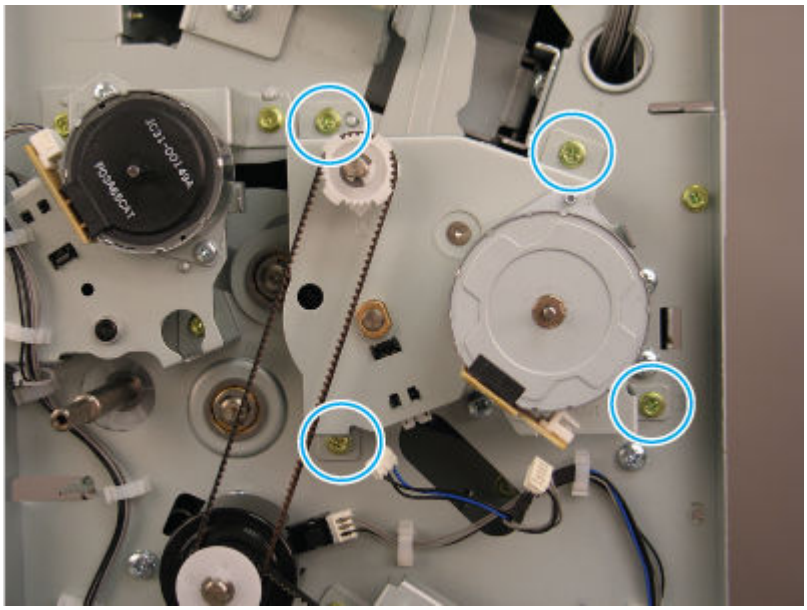
1. Disconnect two connectors.

Figure 5-2459 Disconnect two connectors



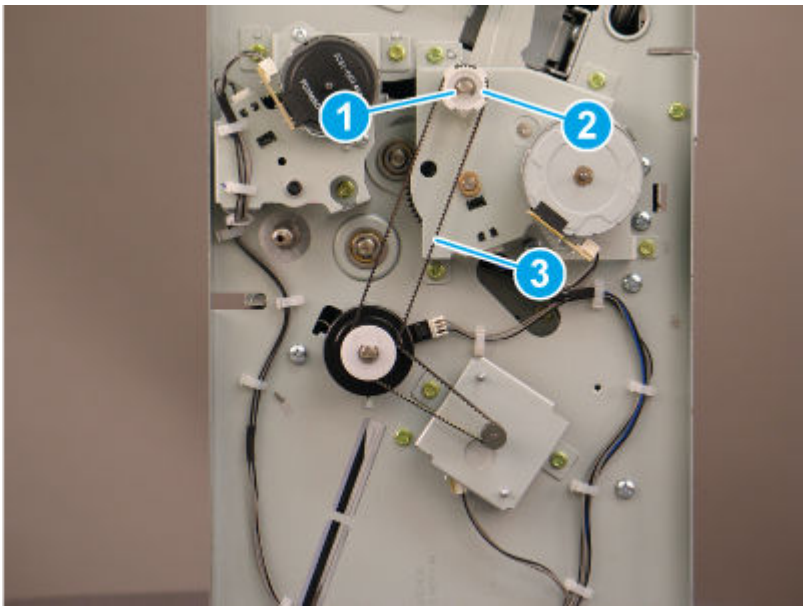
2. Remove four screws.

Figure 5-2460 Remove four screws



3. Use a pair of tweezers to remove one e-ring (callout 1), remove the gear (callout 2), and then release the belt (callout 3).

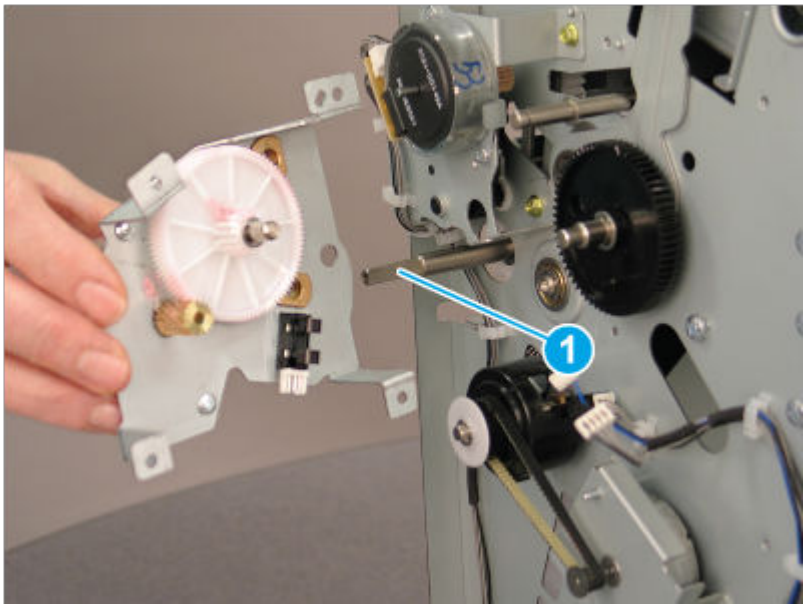
Figure 5-2461 Release the belt



4. Remove the booklet c-fold blade motor assembly.

⚠ **CAUTION:** Do not pull on the shaft (callout 1) while removing the bracket and motor. The shaft might become dislodged at the other end. If the shaft becomes dislodged, remove the booklet finisher PCA shield and PCA bracket to reinstall the shaft.

Figure 5-2462 Remove the assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet c-fold blade motor

Learn about removing and replacing the booklet finisher c-fold blade motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-291 Part information

Part number	Part description
JC93-01154A	Drive-motor step (Booklet c-fold blade motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

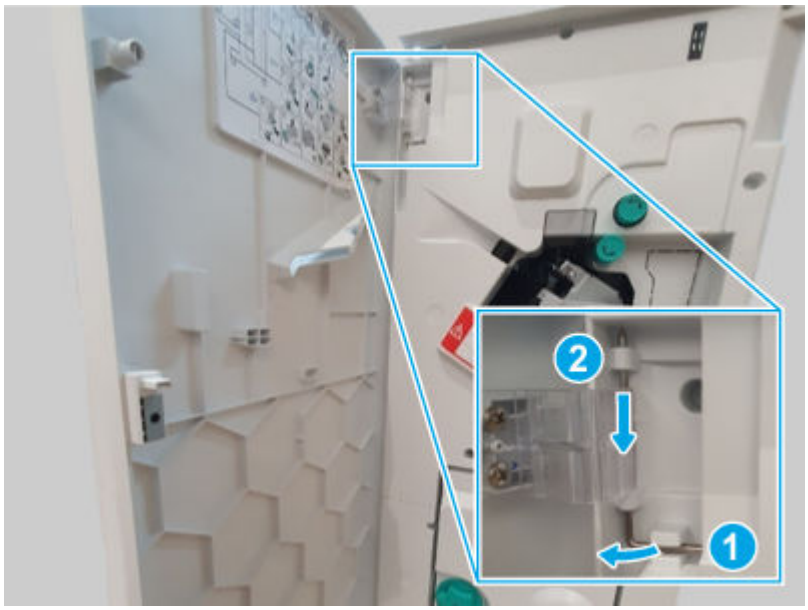
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

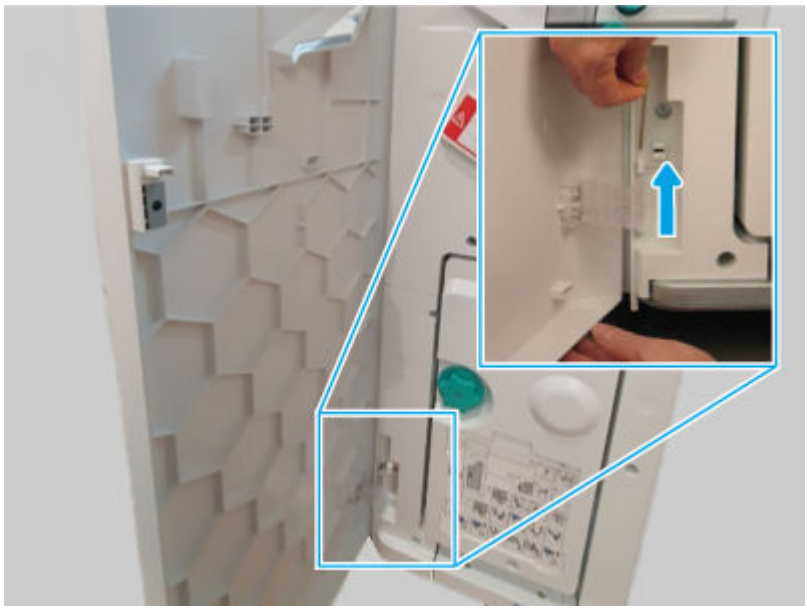
1. Release, and then remove the upper hinge pin.

Figure 5-2463 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2464 Remove the door



2. Remove the external finisher booklet finisher front cover

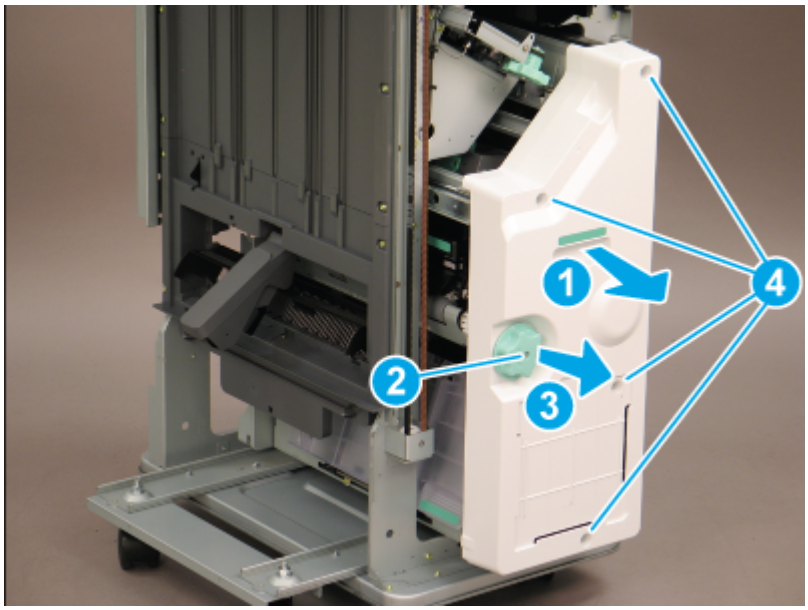
Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).

b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2465 Remove the cover

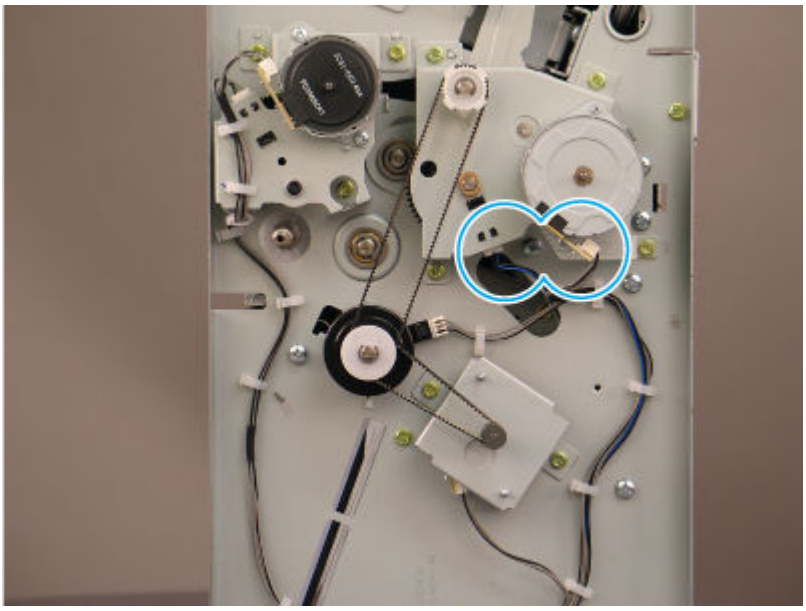


3. Remove the booklet finisher booklet c-fold blade motor assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade motor assembly.

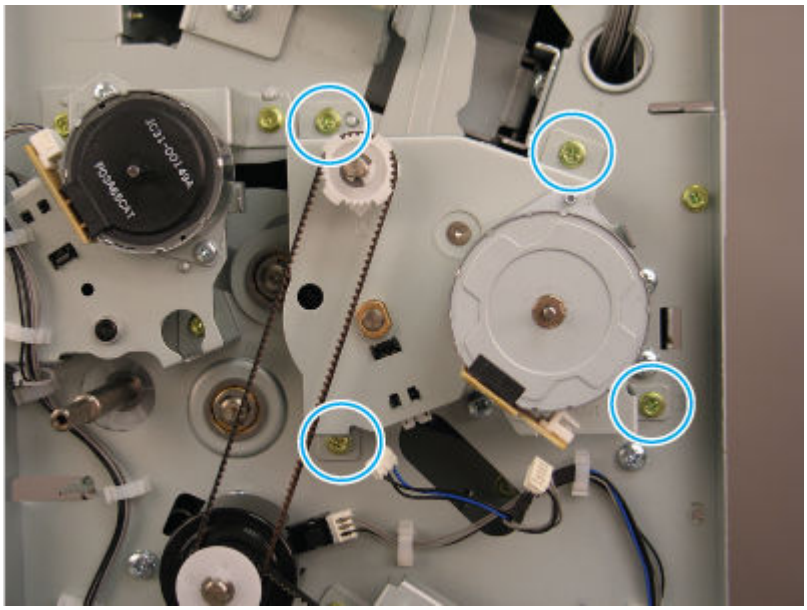
1. Disconnect two connectors.

Figure 5-2466 Disconnect two connectors



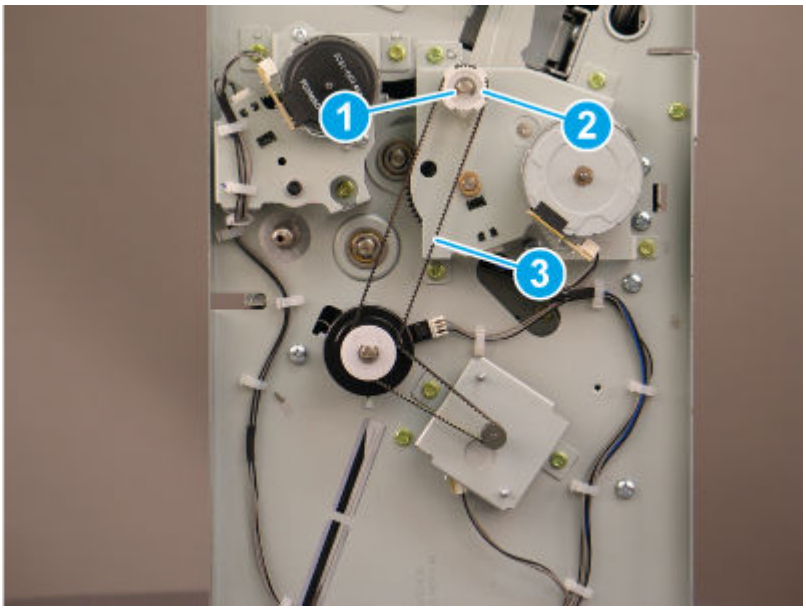
2. Remove four screws.

Figure 5-2467 Remove four screws



3. Use a pair of tweezers to remove one e-ring (callout 1), remove the gear (callout 2), and then release the belt (callout 3).

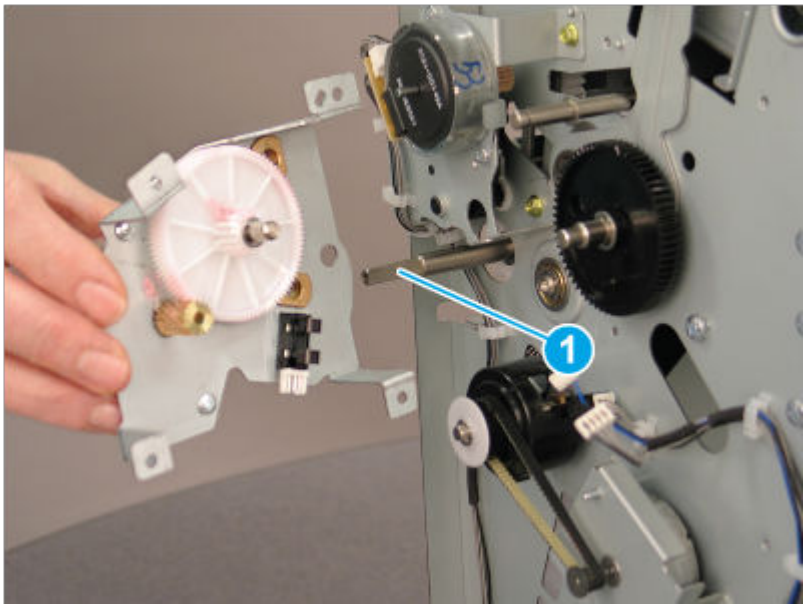
Figure 5-2468 Release the belt



4. Remove the booklet c-fold blade motor assembly.

⚠ **CAUTION:** Do not pull on the shaft (callout 1) while removing the bracket and motor. The shaft might become dislodged at the other end. If the shaft becomes dislodged, remove the booklet finisher PCA shield and PCA bracket to reinstall the shaft.

Figure 5-2469 Remove the assembly

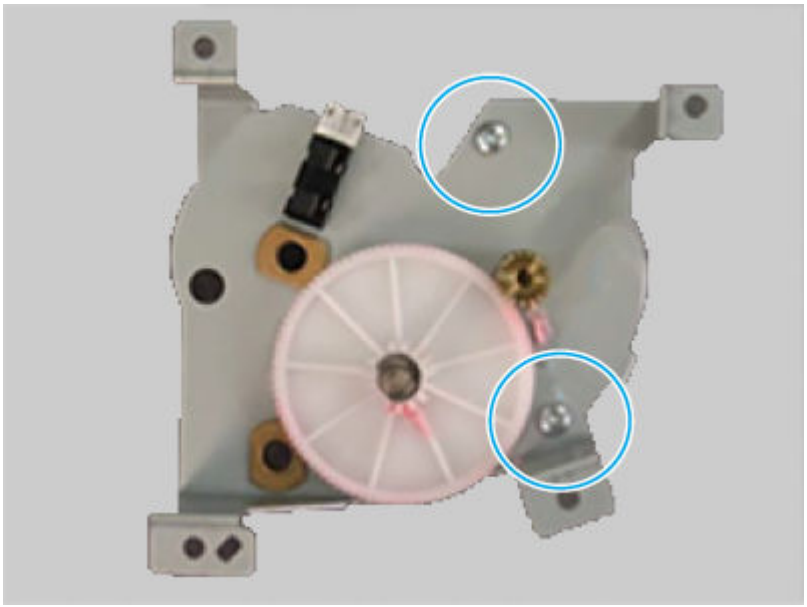


4. Remove the booklet finisher booklet c-fold blade motor

Use the following procedure to remove and replace the booklet finisher c-fold blade motor.

- Remove two screws, and then remove the booklet c-fold blade motor.

Figure 5-2470 Remove the motor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet blade home sensor

Learn about removing and replacing the booklet finisher blade home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-292 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet blade home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

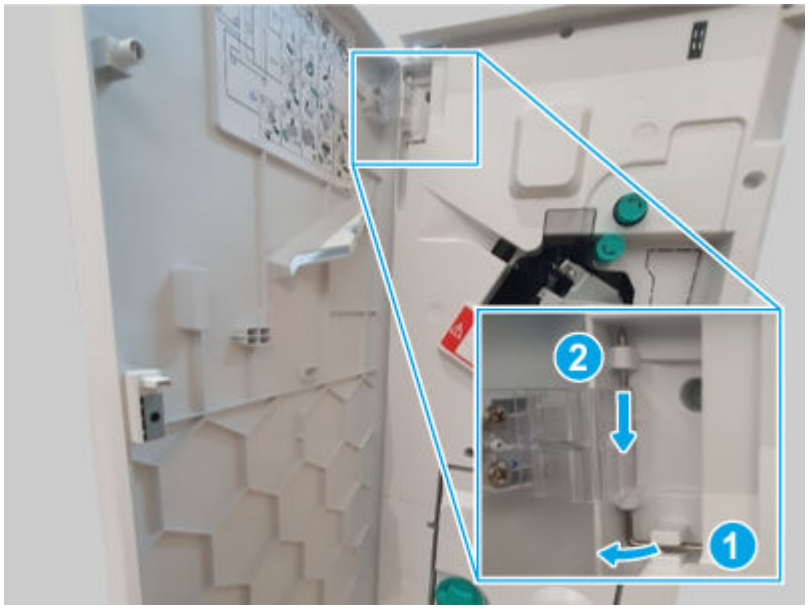
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

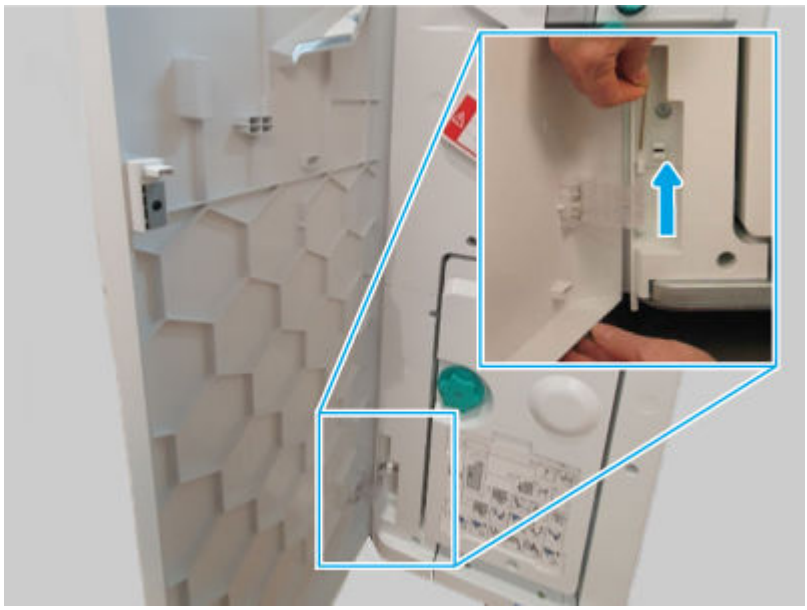
1. Release, and then remove the upper hinge pin.

Figure 5-2471 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2472 Remove the door

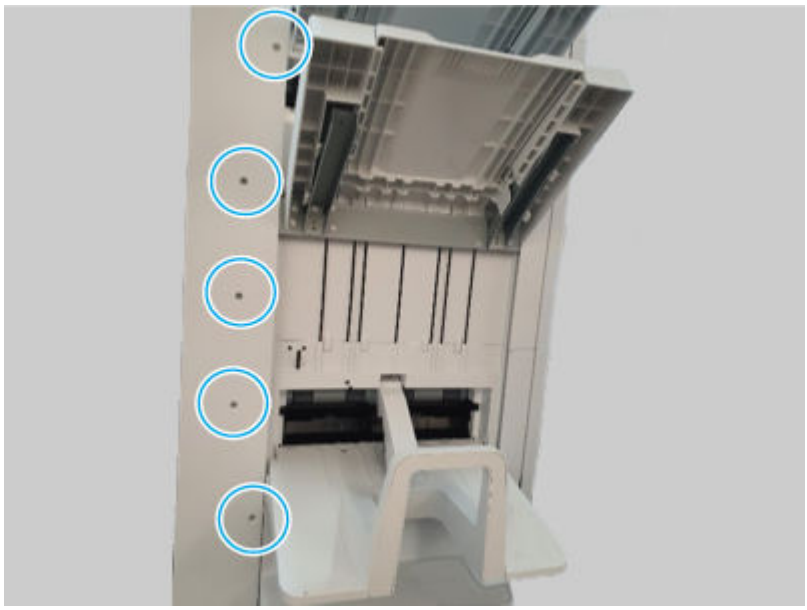


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

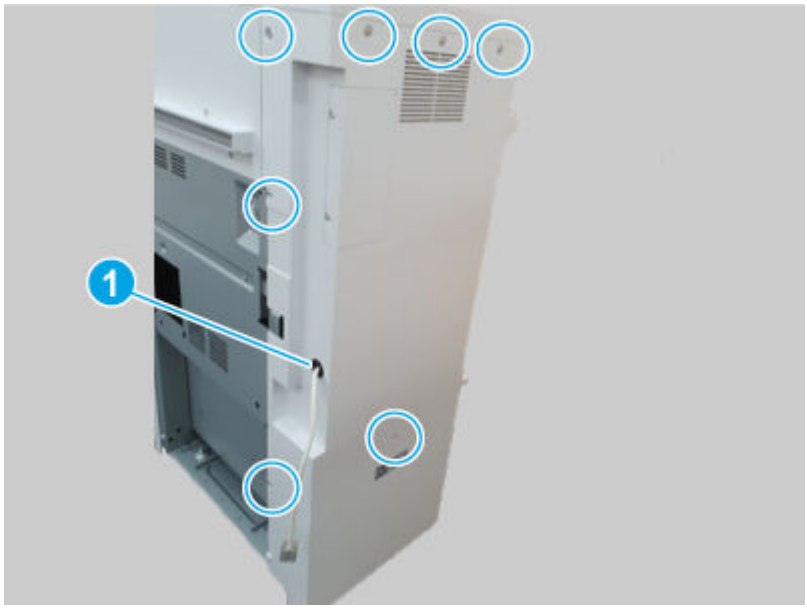
Figure 5-2473 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2474 Remove the cover

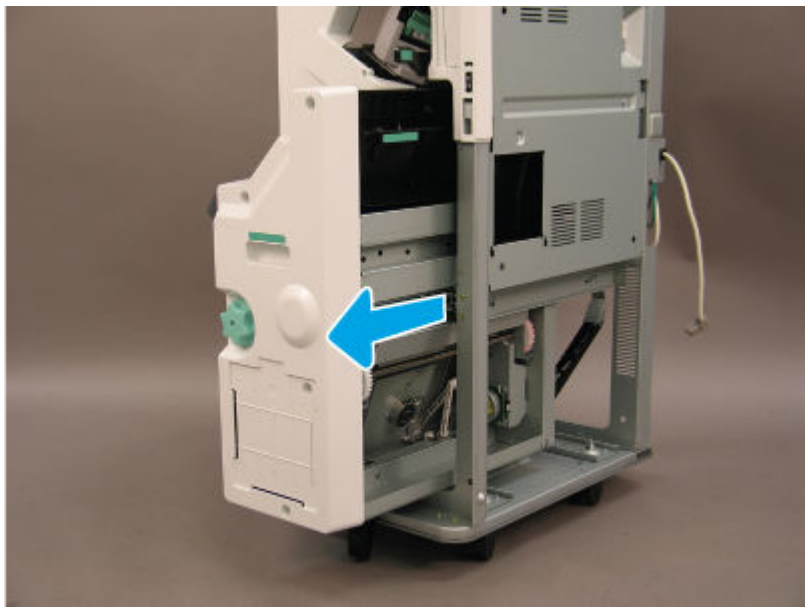


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

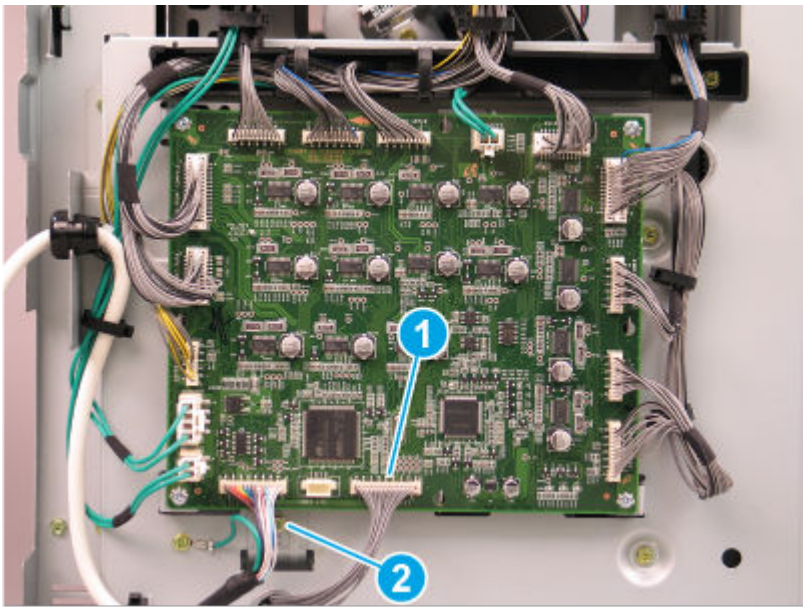
1. Slide the booklet maker out of the finisher.

Figure 5-2475 Slide the booklet maker out



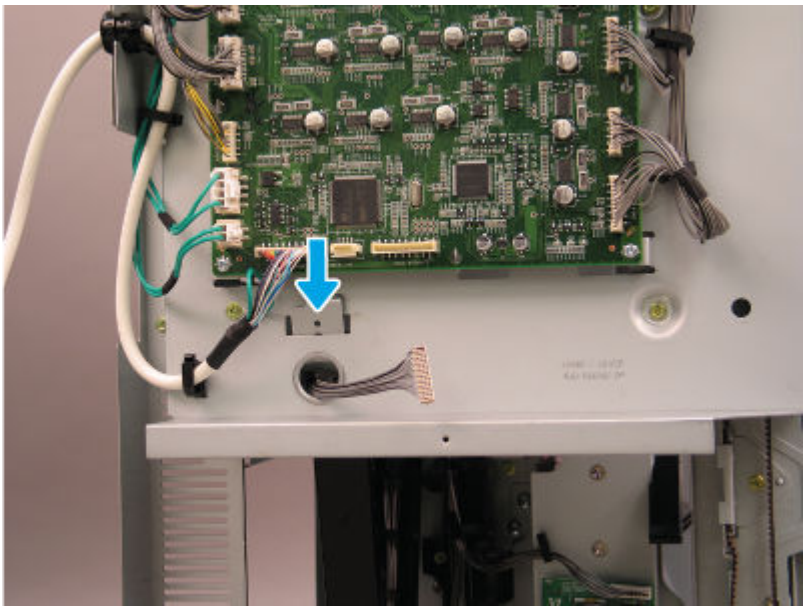
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2476 Disconnect connector and remove the screw



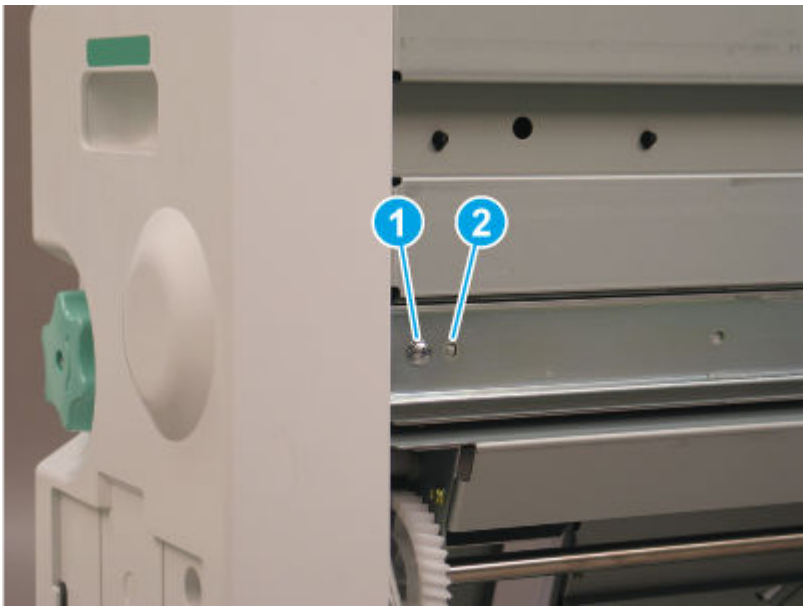
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2477 Disconnect connector and remove the screw



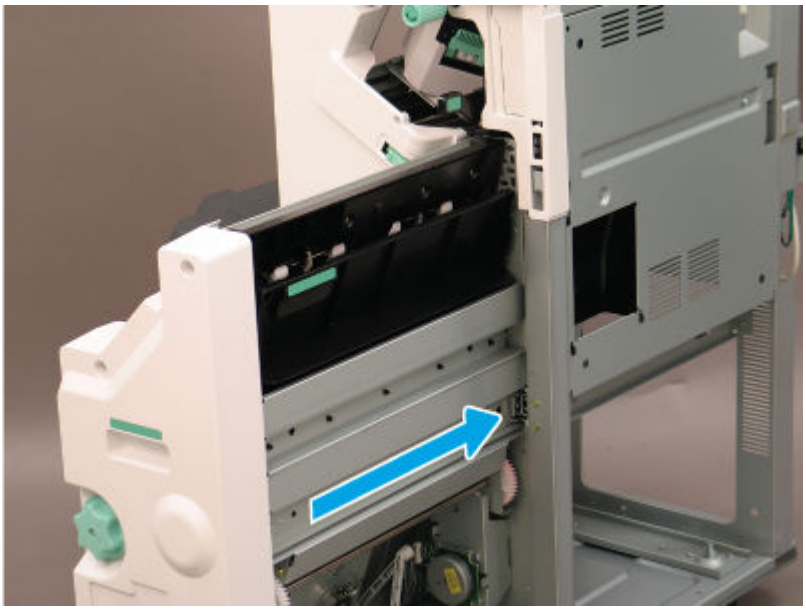
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2478 Release the alignment pin



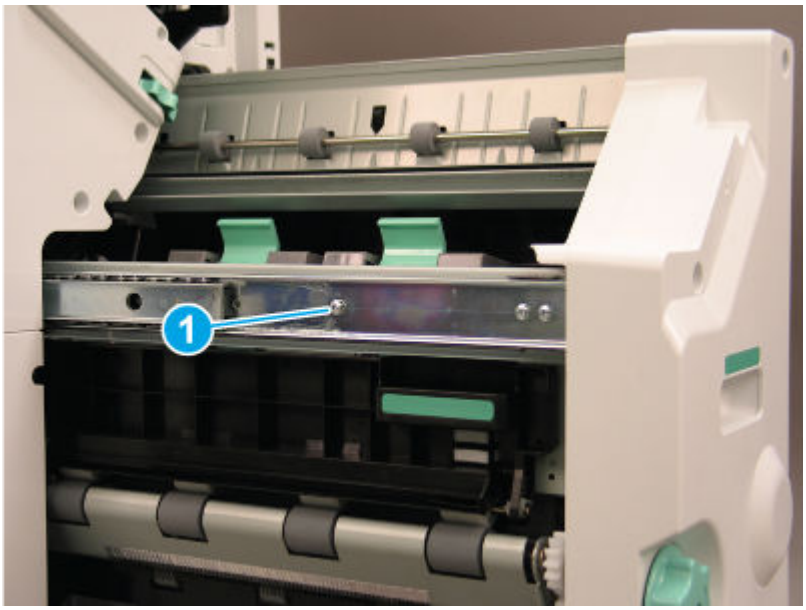
5. Slide the right rail toward the finisher.

Figure 5-2479 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

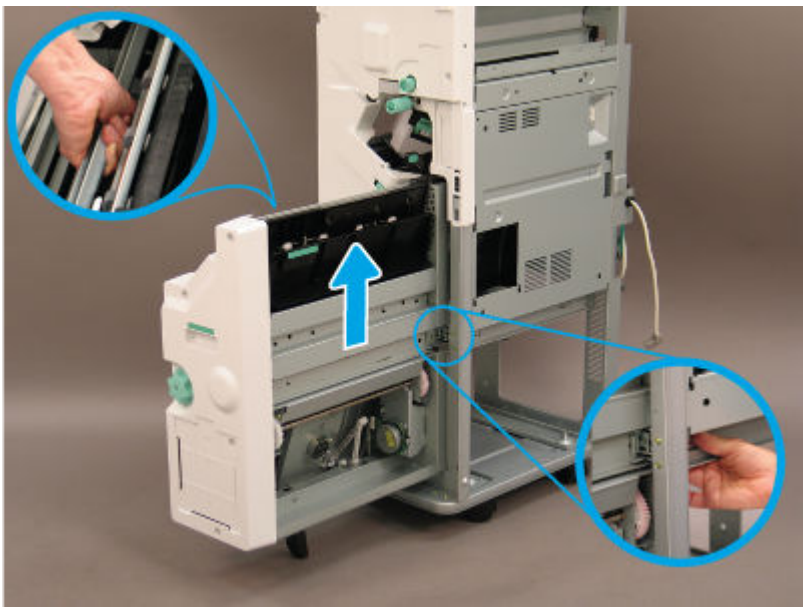
Figure 5-2480 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2481 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

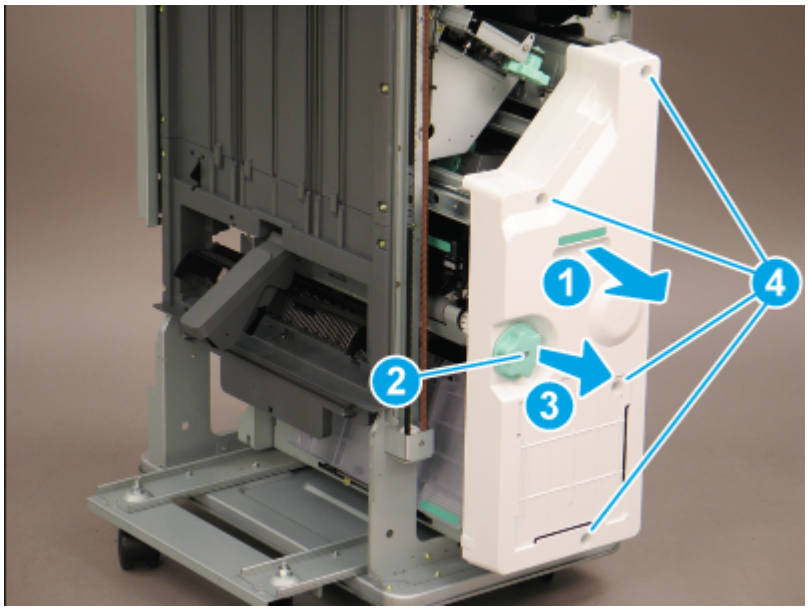
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2482 Remove the cover

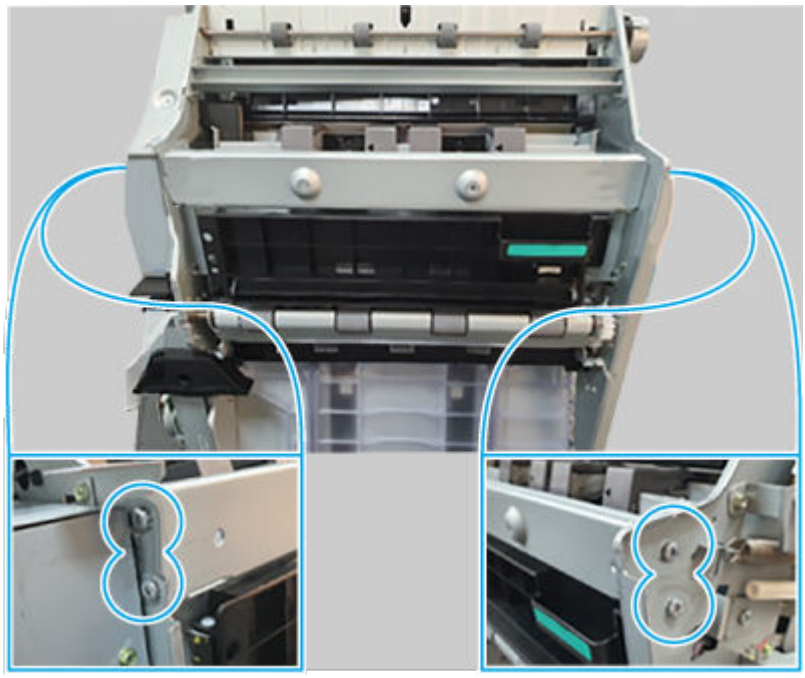


5. Remove the booklet finisher booklet blade home sensor

Use the following procedure to remove and replace the booklet finisher booklet blade home sensor.

1. Remove four screws and the sheet-metal plate.

Figure 5-2483 Remove four screws

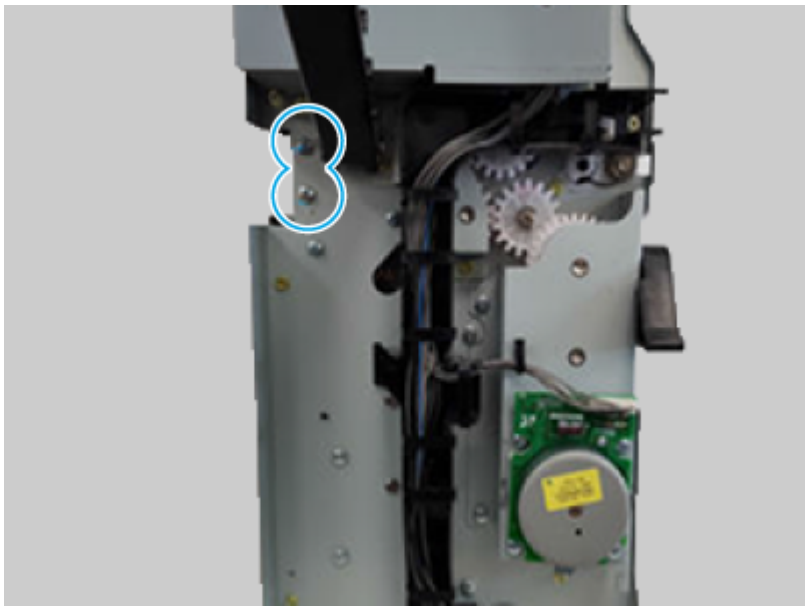


2. Remove two screws.

Figure 5-2484 Remove two screws

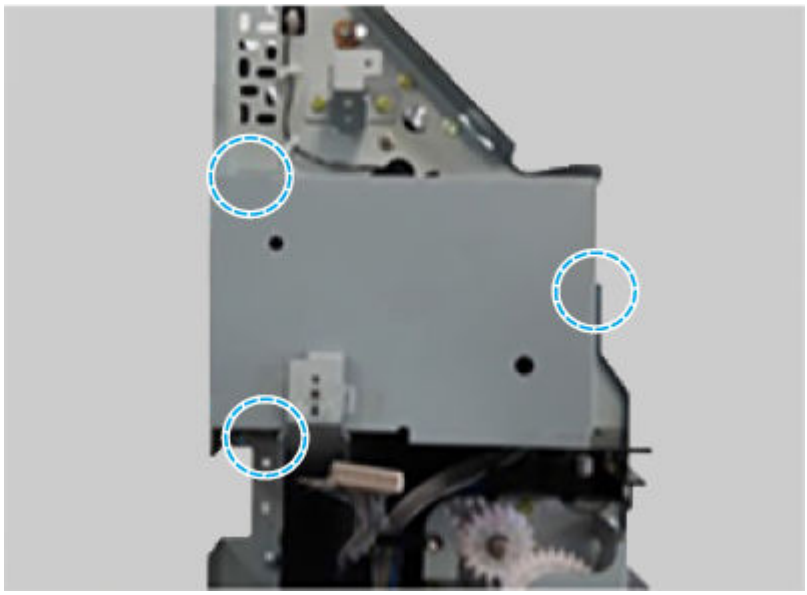
3. Remove two screws.

Figure 5-2485 Remove two screws



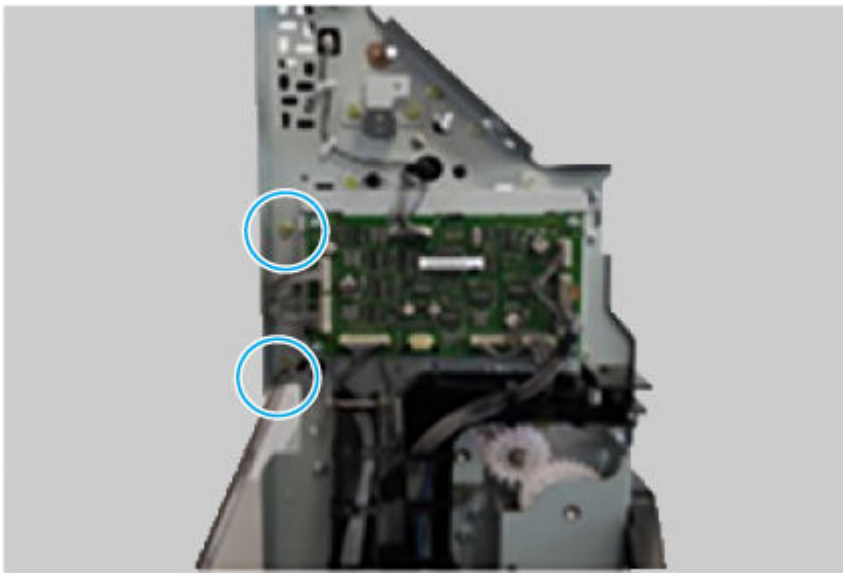
4. Remove three screws and the sheet-metal cover.

Figure 5-2486 Remove three screws



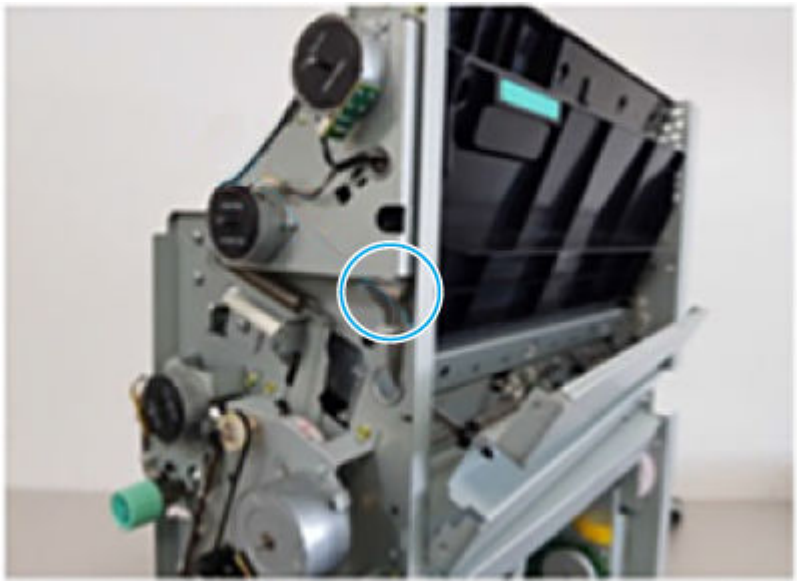
5. Remove two screws.

Figure 5-2487 Remove two screws



6. Disconnect one connector.

Figure 5-2488 Disconnect one connector



7. Disconnect one connector.

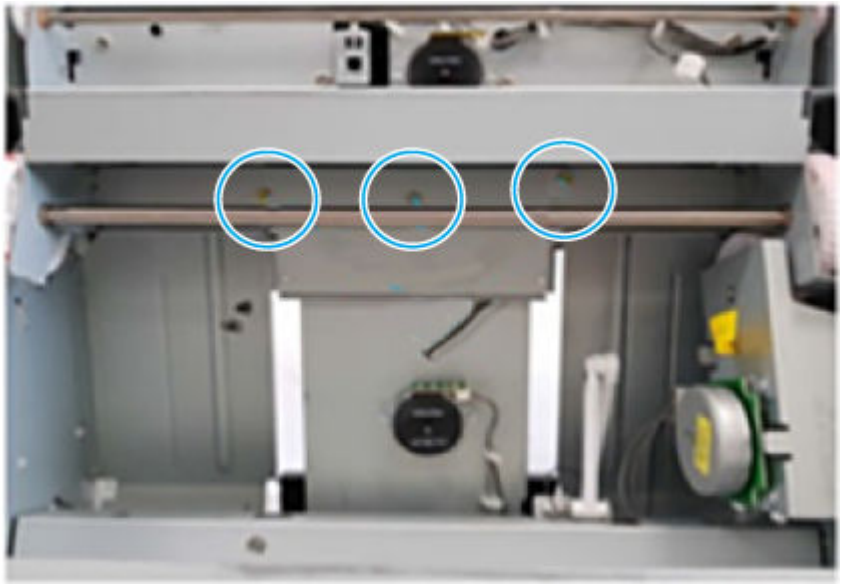
Figure 5-2489 Disconnect one connector

8. Remove two screws.

Figure 5-2490 Remove two screws

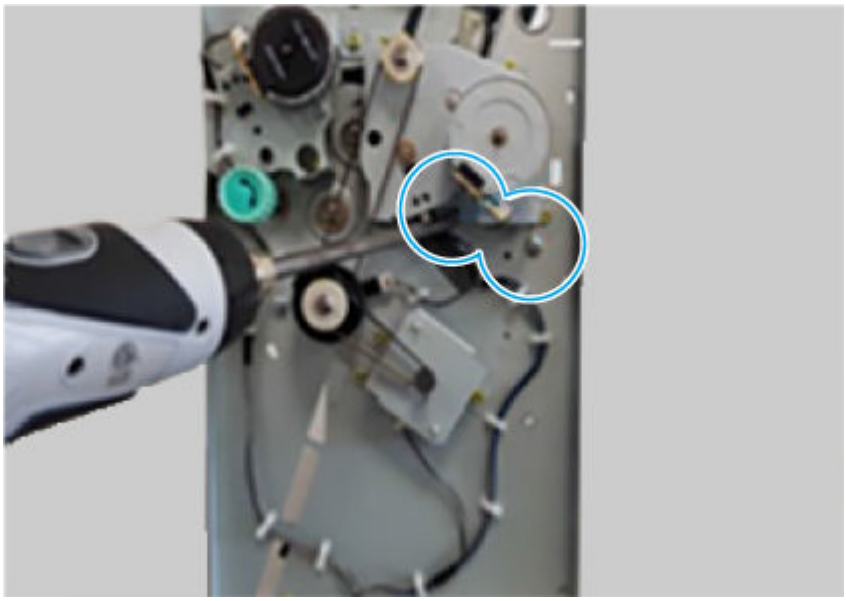
9. Remove three screws.

Figure 5-2491 Remove three screws



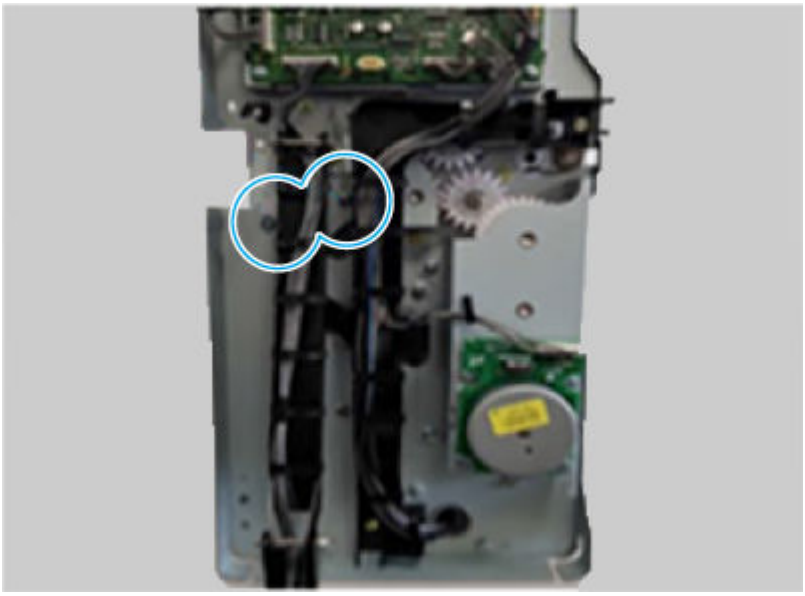
10. Remove two screws.

Figure 5-2492 Remove two screws



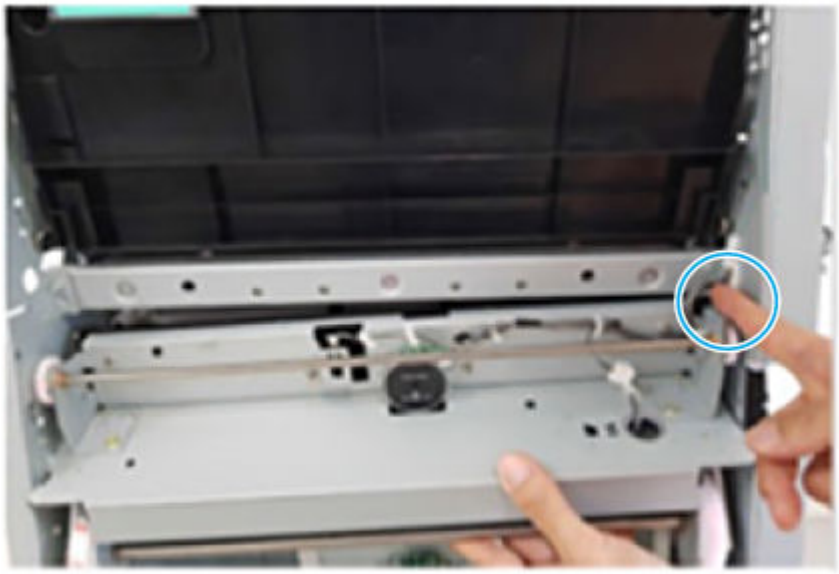
11. Remove two screws.

Figure 5-2493 Remove two screws



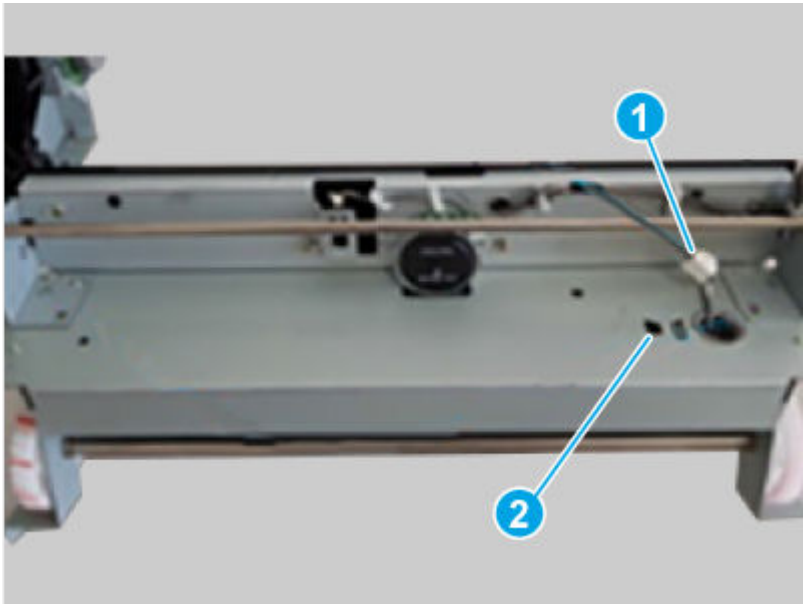
12. Disconnect one connector.

Figure 5-2494 Disconnect one connector



13. Disconnect one connector (callout 1), and then remove the booklet blade home sensor (callout 2).

Figure 5-2495 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

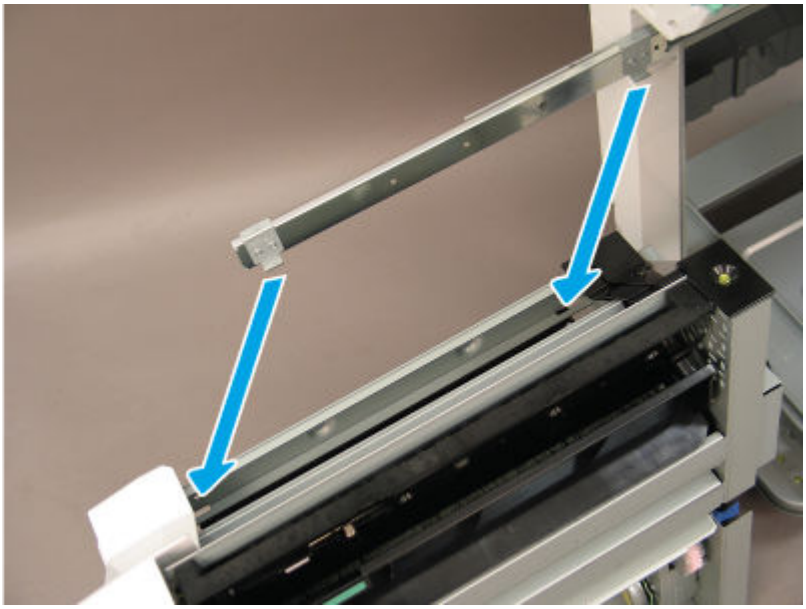
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

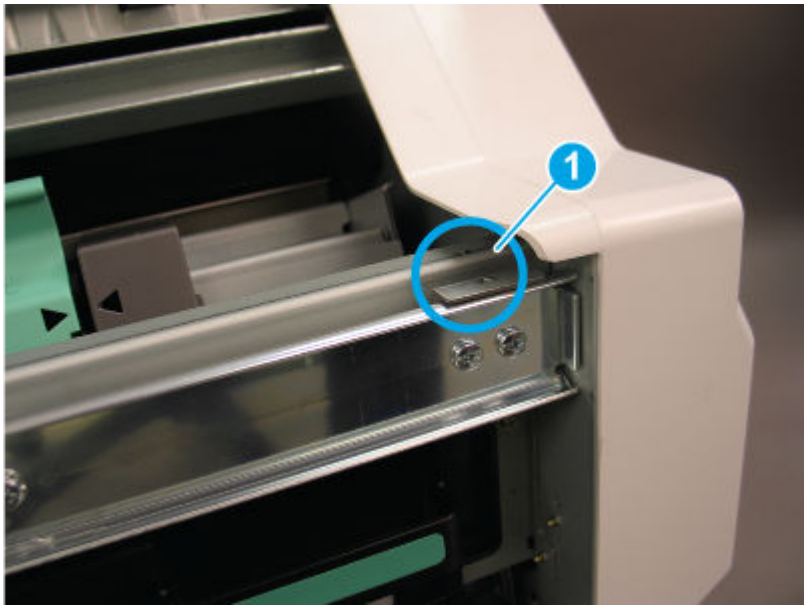
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2496 Position the hooks on the rail



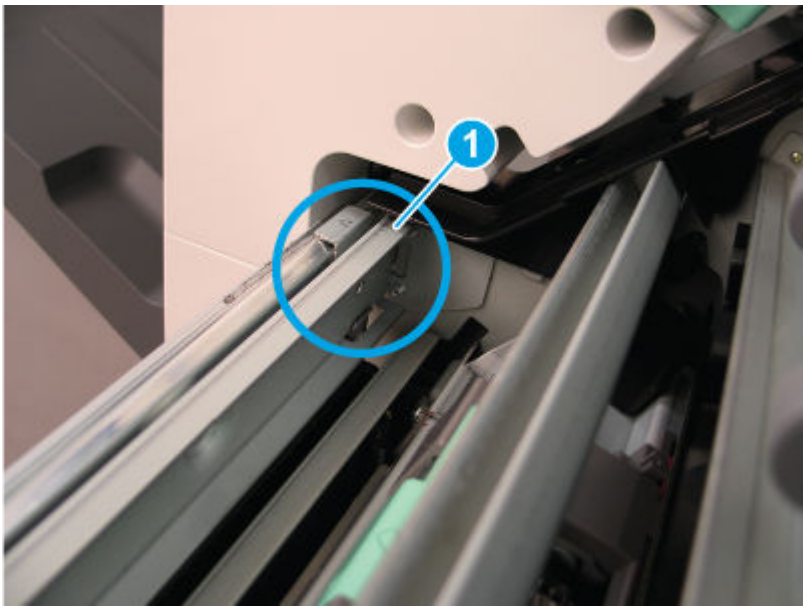
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2497 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

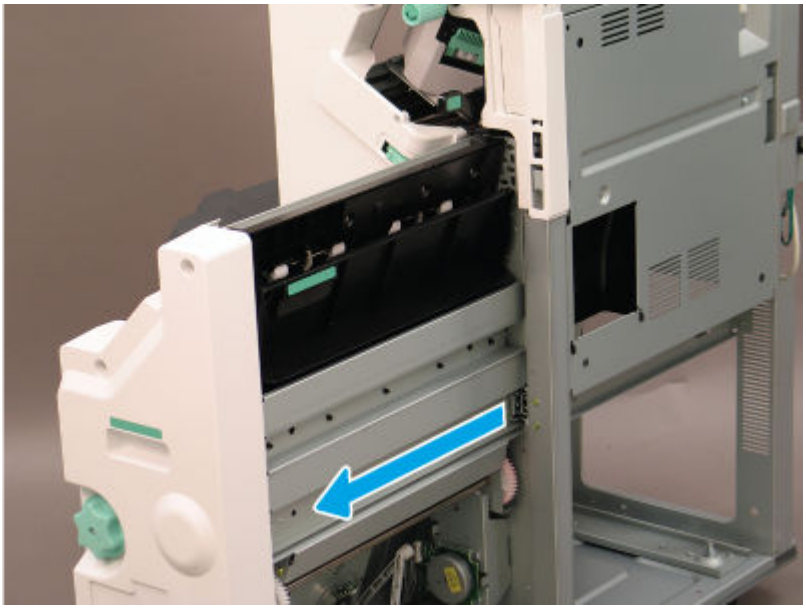
Figure 5-2498 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2499 Attach the rail



Removal and replacement: Booklet blade motor

Learn about removing and replacing the booklet finisher blade motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-293 Part information

Part number	Part description
JC31-00144A	Motor BLDC (Booklet blade motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

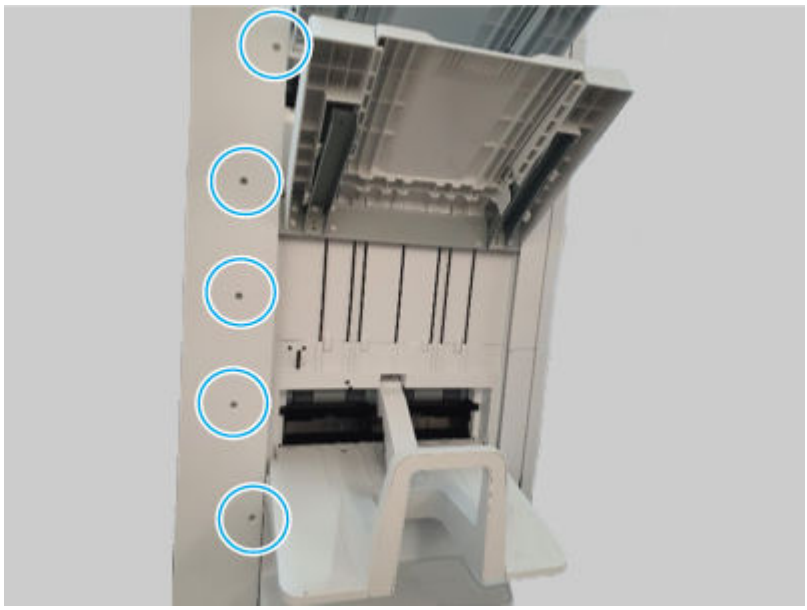
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

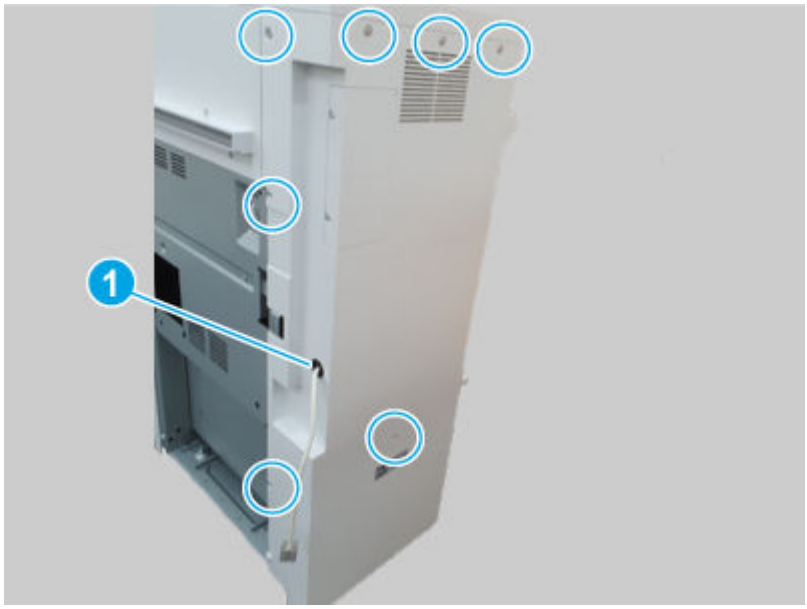
Figure 5-2500 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2501 Remove the cover

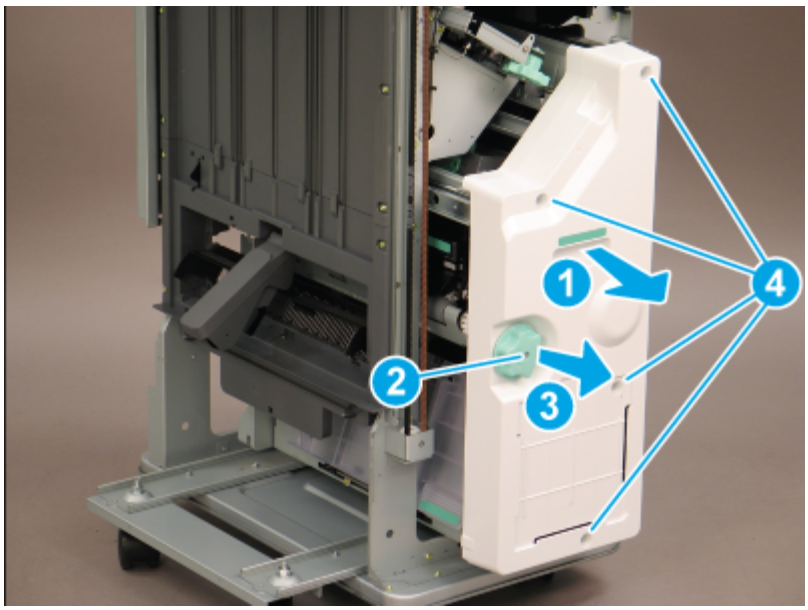


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2502 Remove the cover

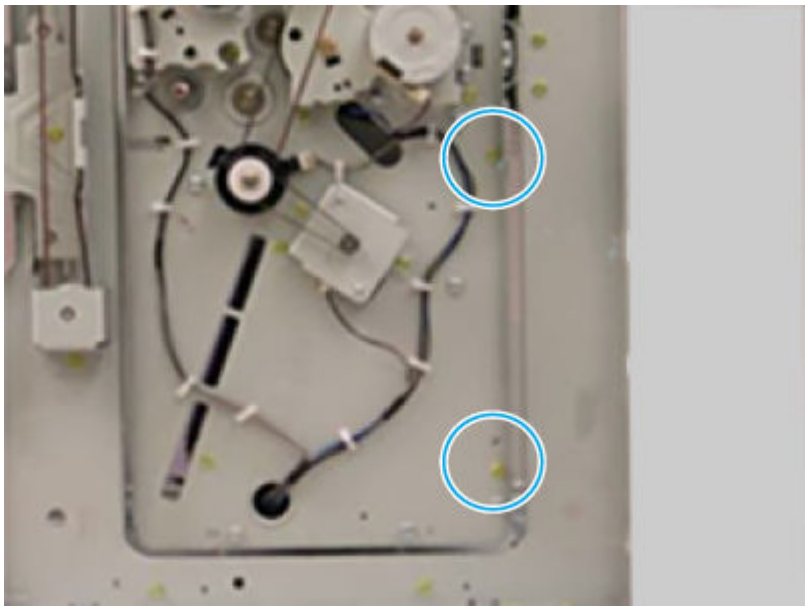


3. Remove the booklet finisher booklet blade motor

Use the following procedure to remove and replace the booklet finisher blade motor.

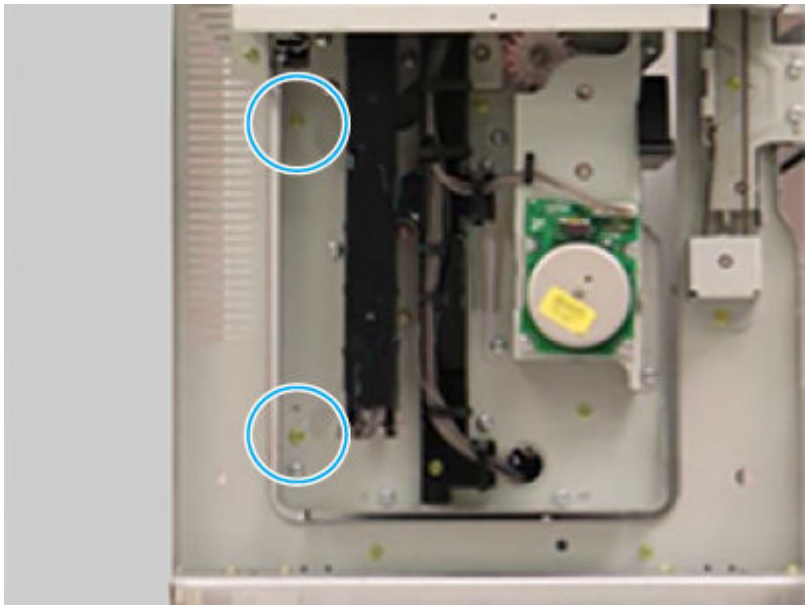
1. Remove two screws.

Figure 5-2503 Remove two screws



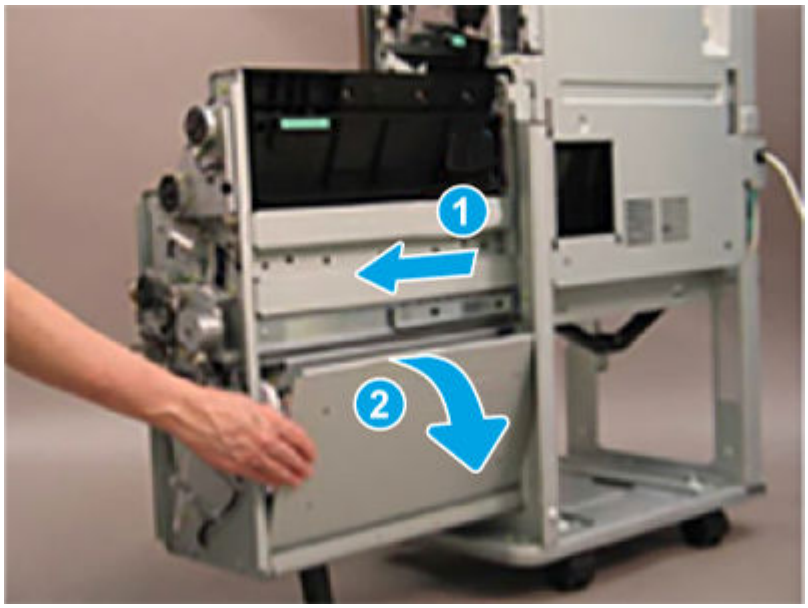
2. Remove two screws.

Figure 5-2504 Remove two screws



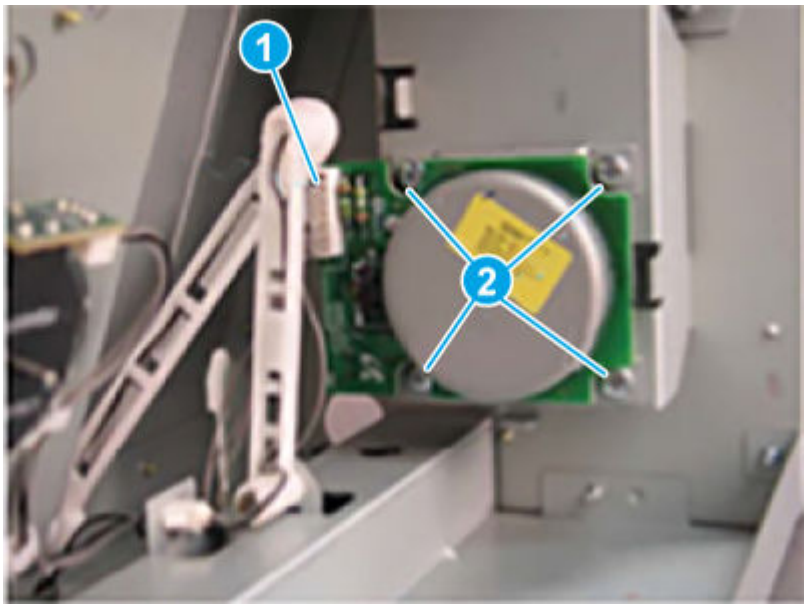
3. Remove the right lower plate.

Figure 5-2505 Remove the plate



4. Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the booklet blade motor.

Figure 5-2506 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet fold motor assembly

Learn about removing and replacing the booklet finisher fold motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-294 Part information

Part number	Part description
JC90-01436A	Booklet fold motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

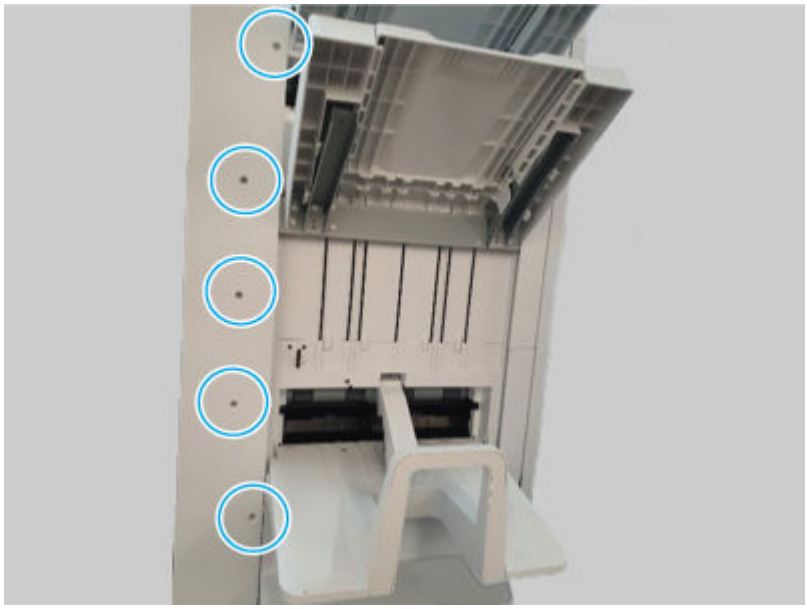
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

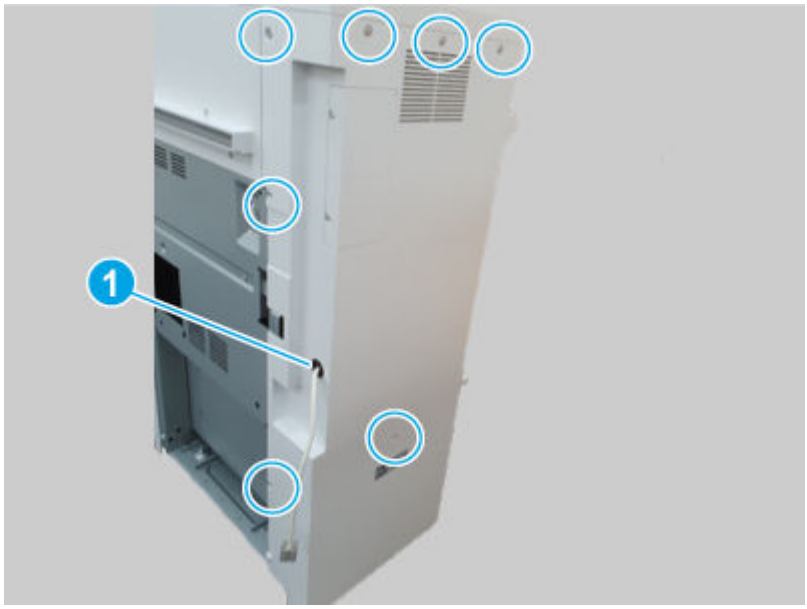
Figure 5-2507 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2508 Remove the cover

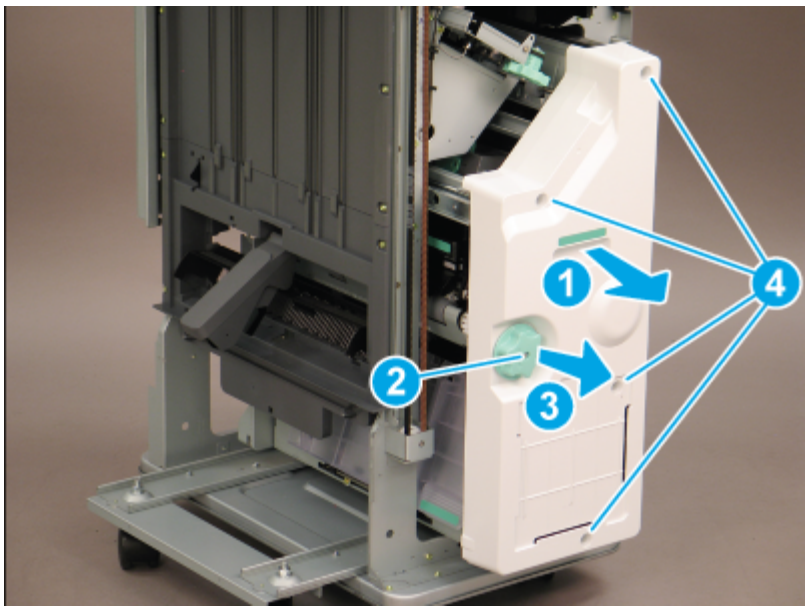


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2509 Remove the cover

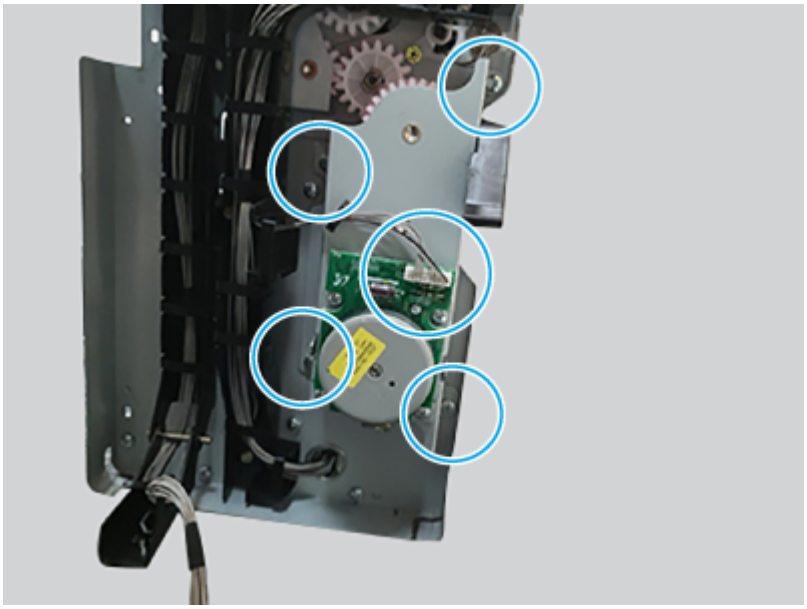


3. Remove the booklet finisher booklet fold motor assembly

Use the following procedure to remove and replace the booklet finisher fold motor assembly.

- Disconnect one connector, remove four screws, and then remove the booklet fold motor assembly.

Figure 5-2510 Remove the assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet fold motor

Learn about removing and replacing the booklet finisher fold motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-295 Part information

Part number	Part description
JC31-00144A	Motor BLDC (Booklet fold motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

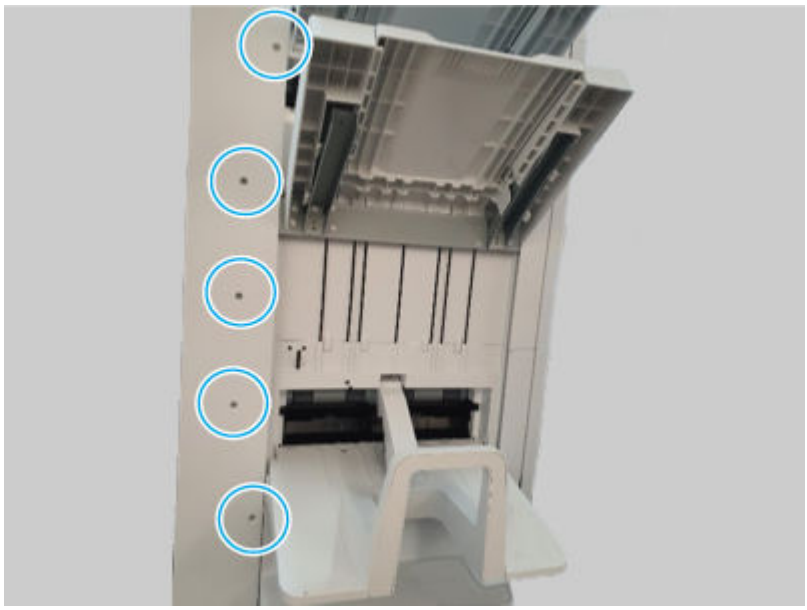
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

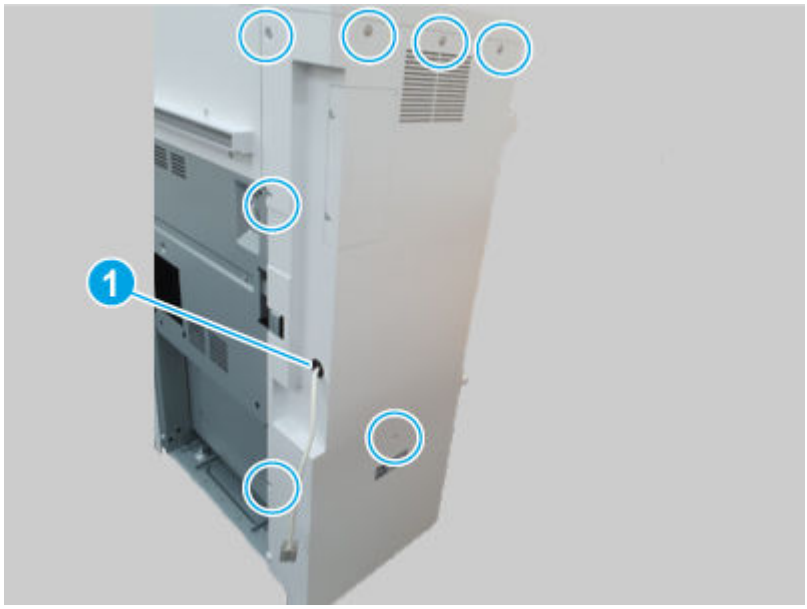
Figure 5-2511 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2512 Remove the cover

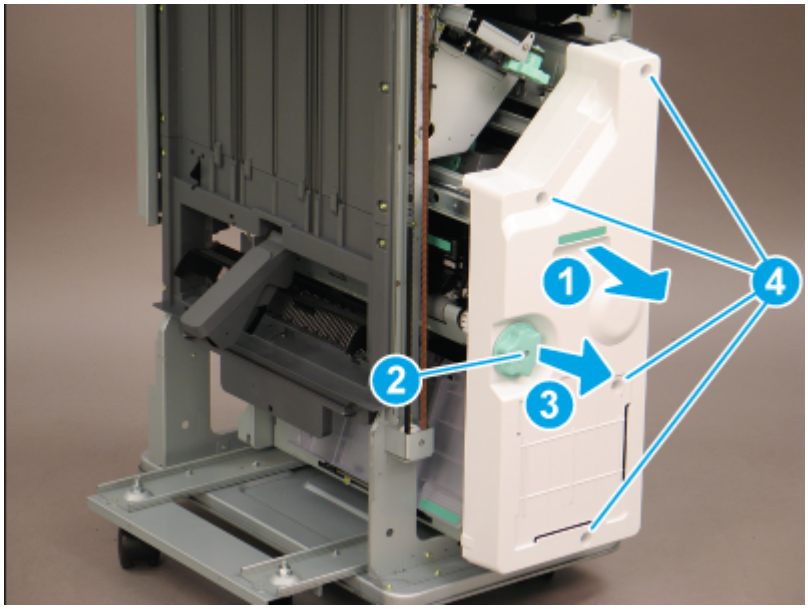


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2513 Remove the cover

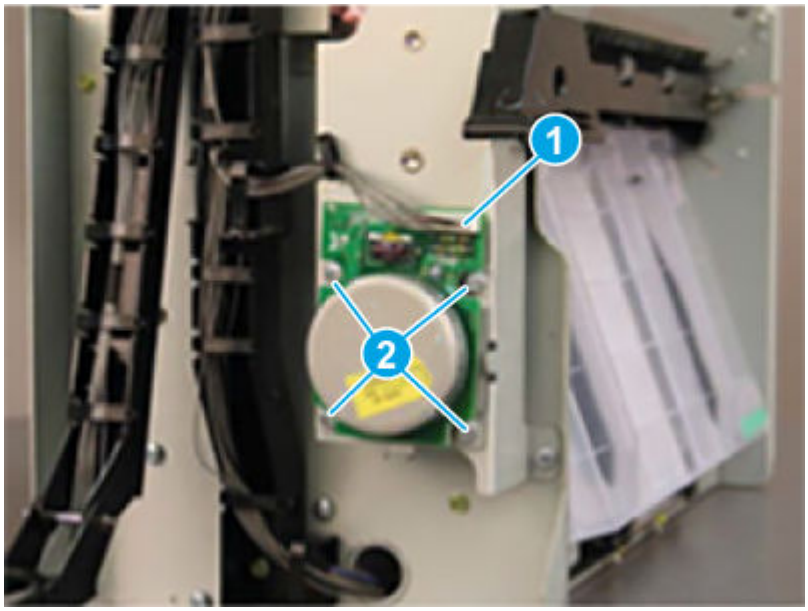


3. Remove the booklet finisher booklet fold motor

Use the following procedure to remove and replace the booklet finisher fold motor.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the booklet fold motor.

Figure 5-2514 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet diverter unit

Review the booklet finisher booklet diverter unit removal procedures.

Removal and replacement: Booklet diverter

Learn about removing and replacing the booklet finisher diverter.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-296 Part information

Part number	Part description
JC90-01398A	Booklet diverter

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

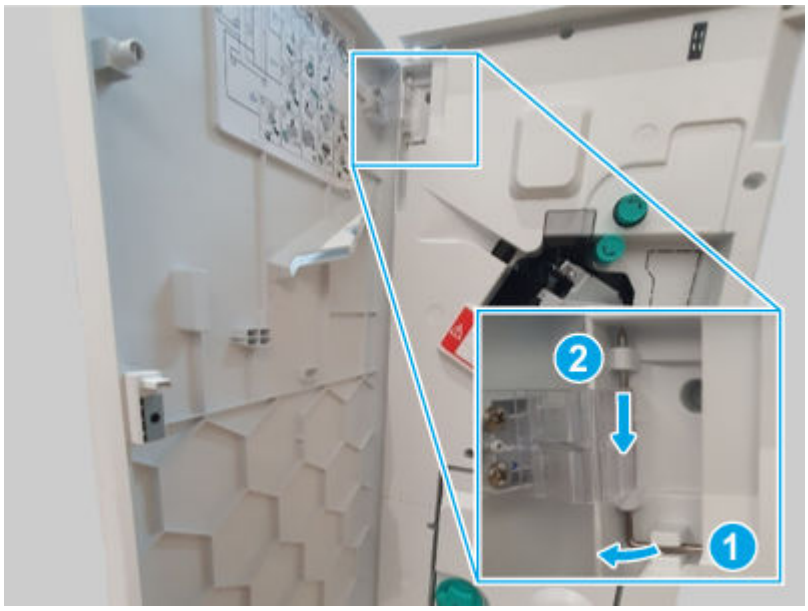
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

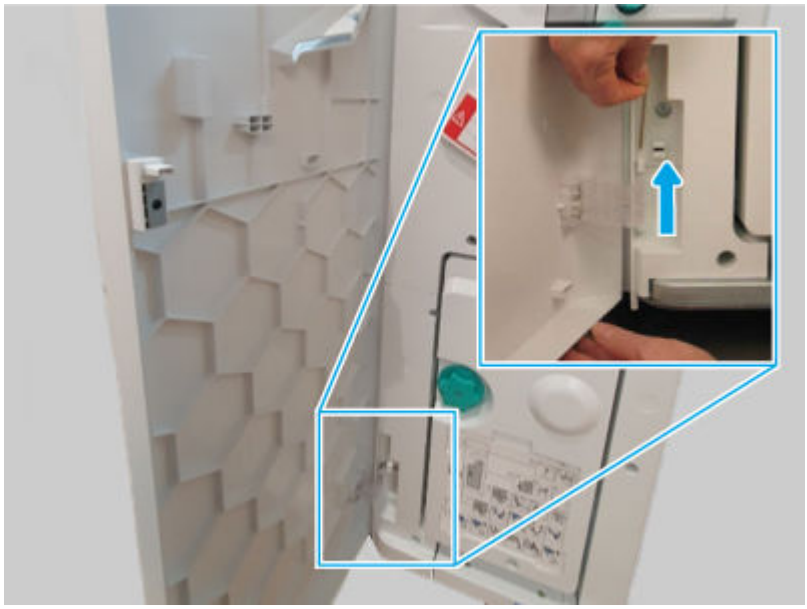
1. Release, and then remove the upper hinge pin.

Figure 5-2515 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2516 Remove the door

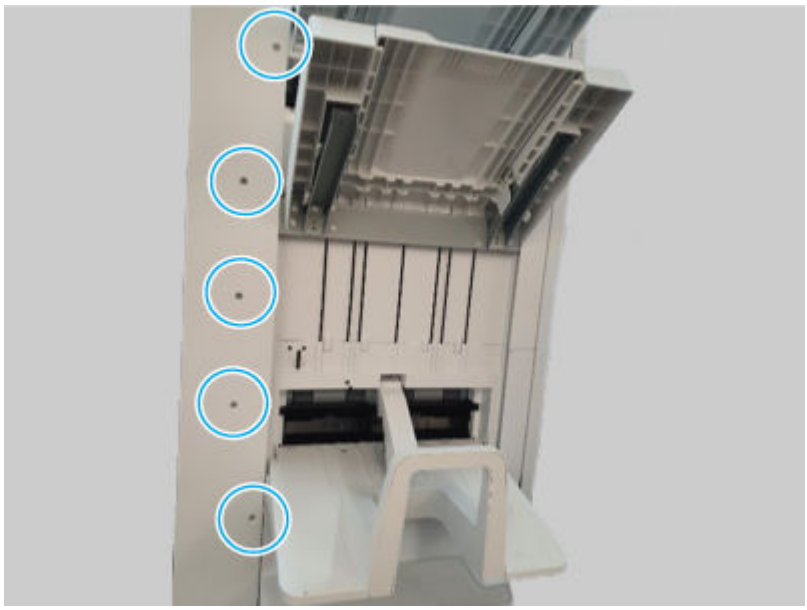


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

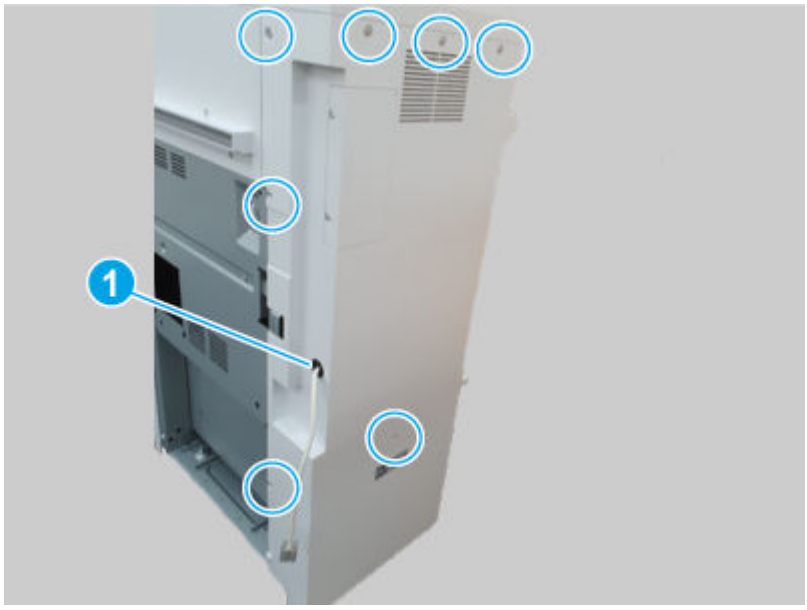
Figure 5-2517 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2518 Remove the cover



3. Remove the external finisher top cover

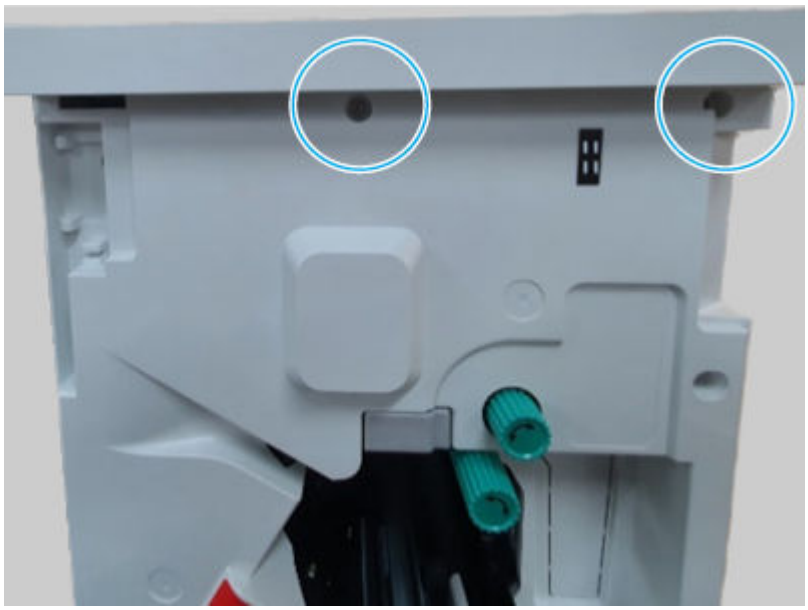
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2519 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2520 Remove the cover



4. Remove the booklet finisher booklet maker

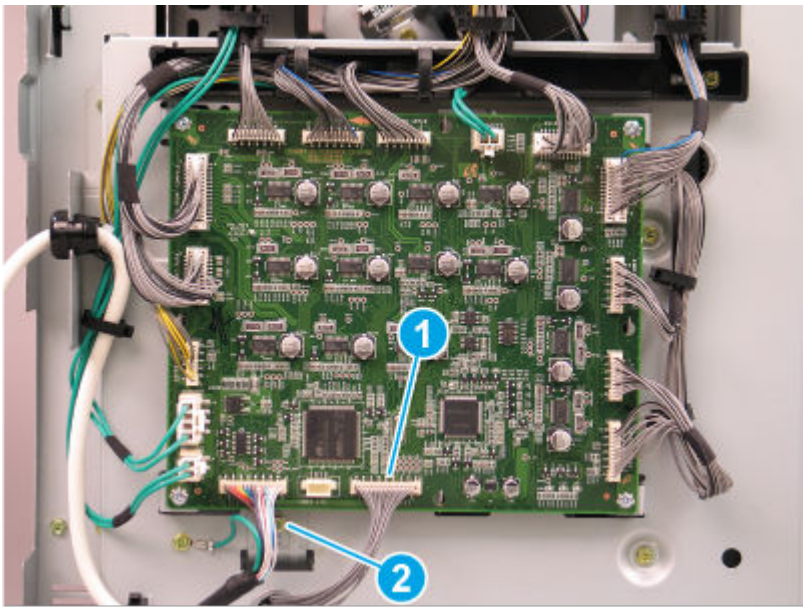
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2521 Slide the booklet maker out

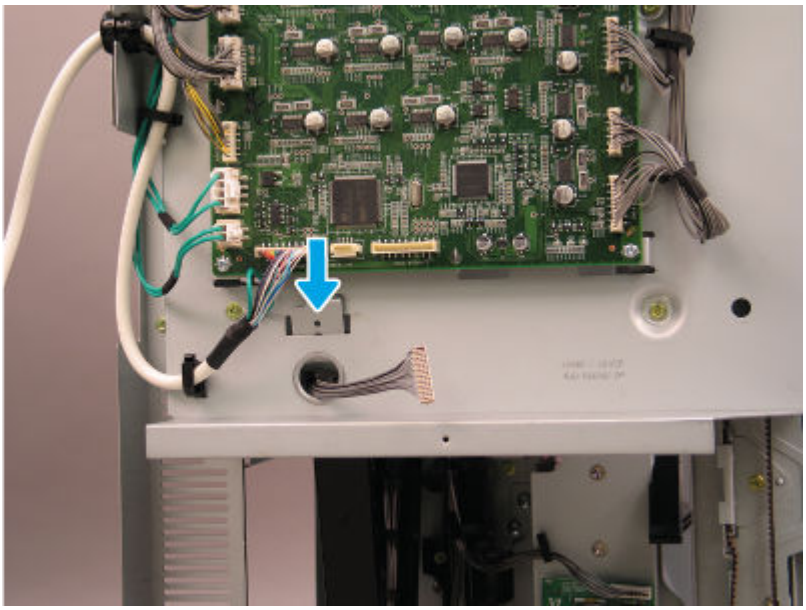
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2522 Disconnect connector and remove the screw



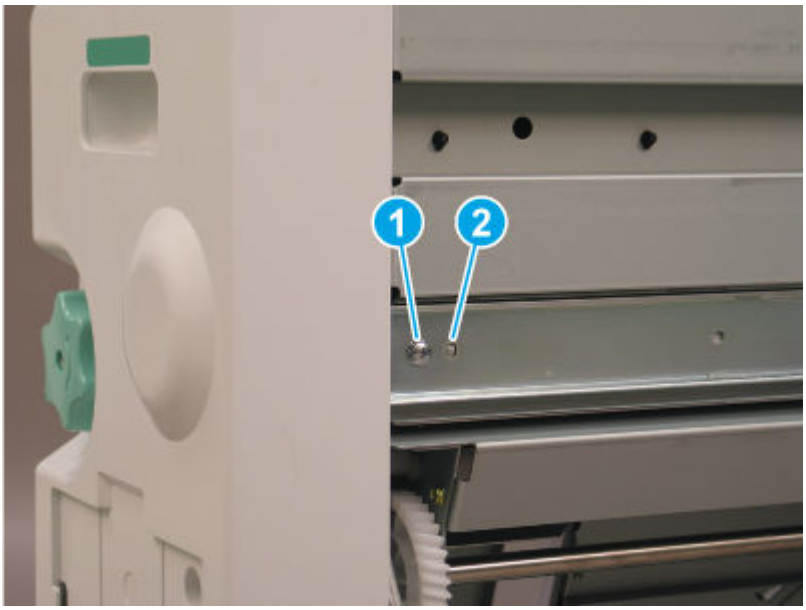
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2523 Disconnect connector and remove the screw



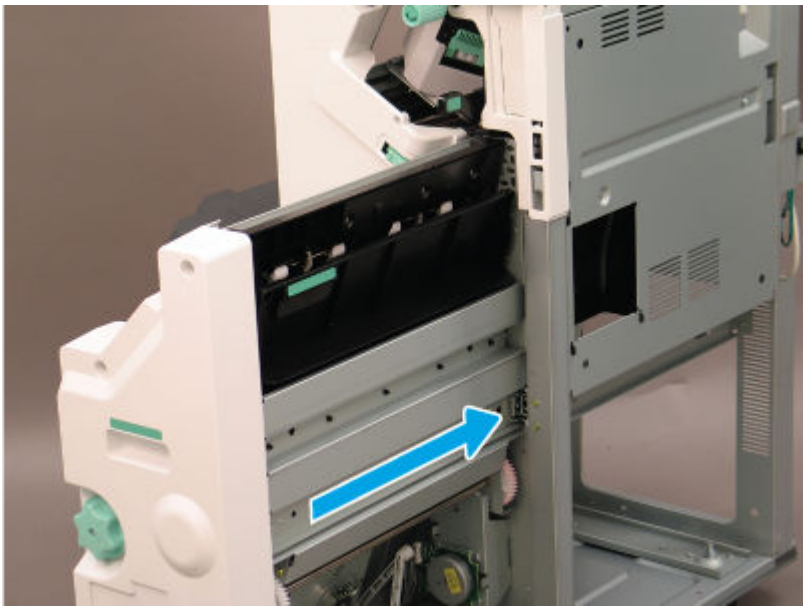
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2524 Release the alignment pin



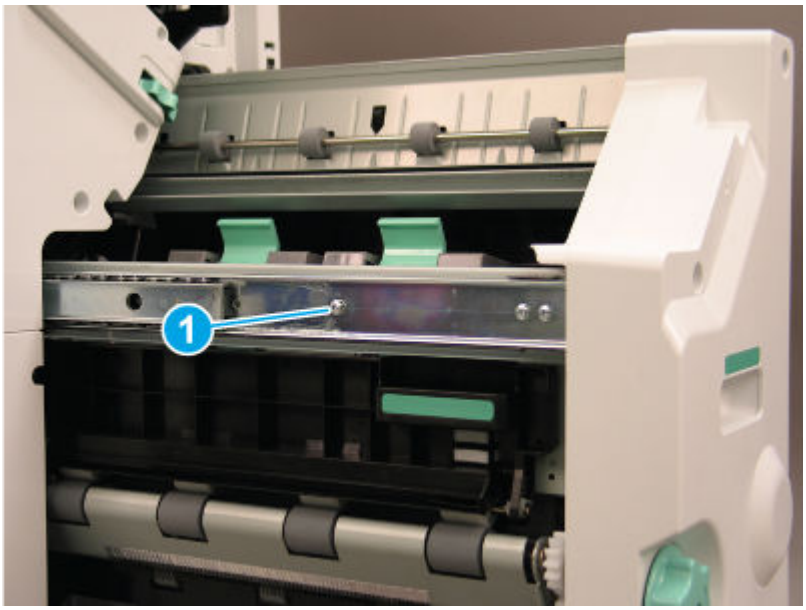
5. Slide the right rail toward the finisher.

Figure 5-2525 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

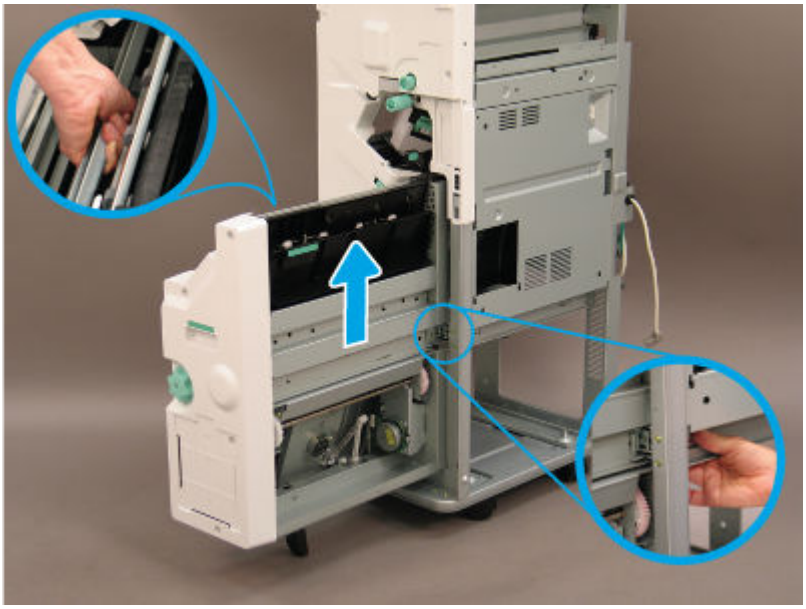
Figure 5-2526 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2527 Remove the booklet maker

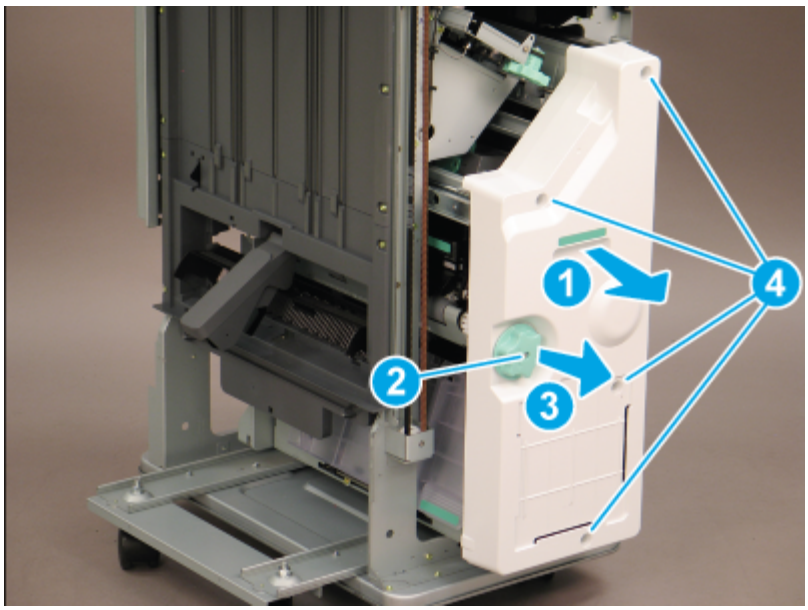


5. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2528 Remove the cover

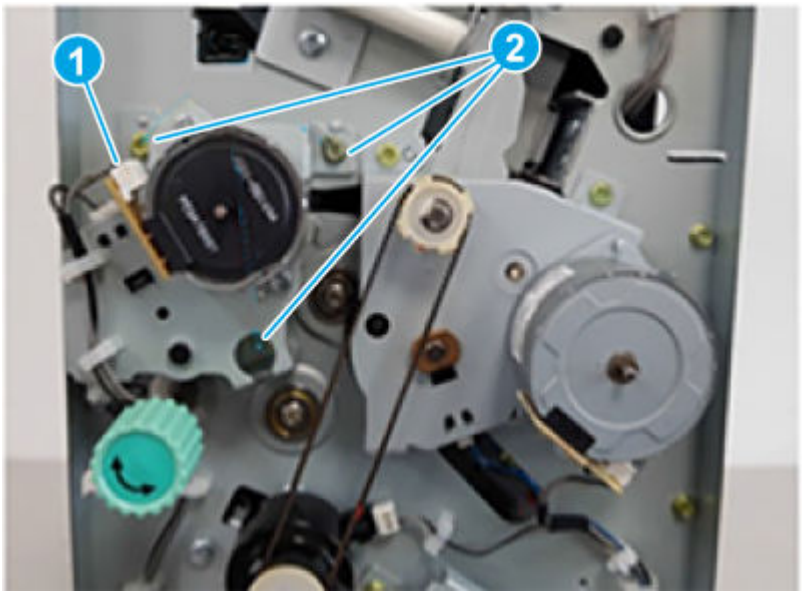


6. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-2529 Remove the assembly

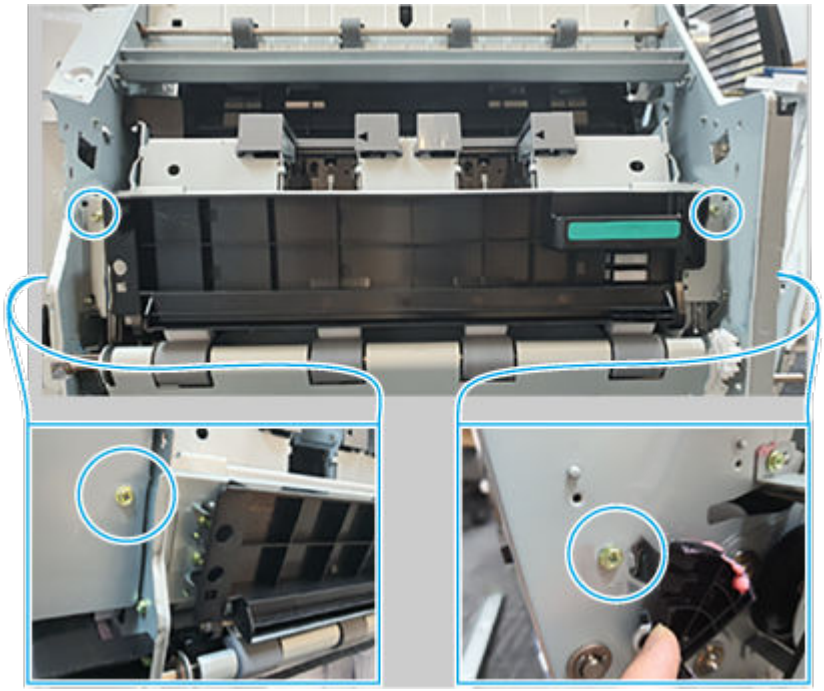


7. Remove the booklet finisher booklet c-fold blade assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade assembly.

- Remove four screws, and then remove the c-fold blade assembly.

Figure 5-2530 Remove the assembly

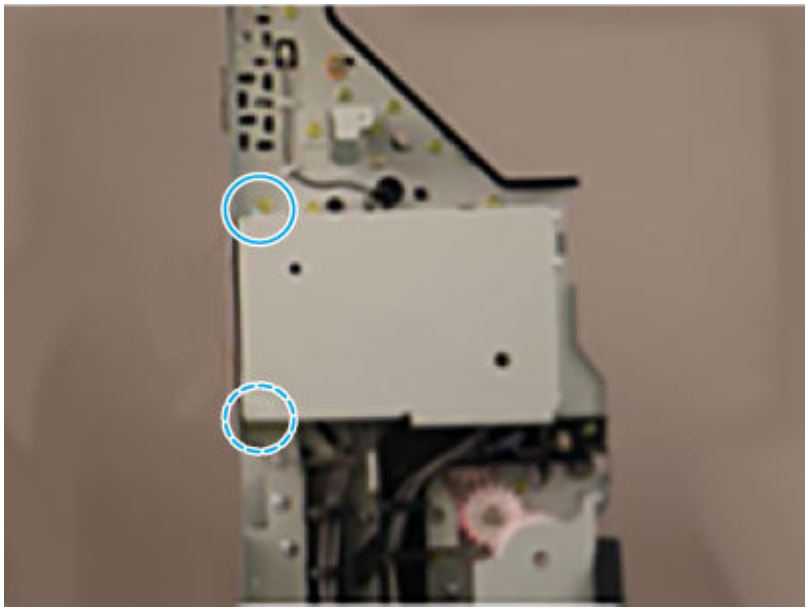


8. Remove the booklet finisher booklet diverter

Use the following procedure to remove and replace the booklet finisher booklet diverter.

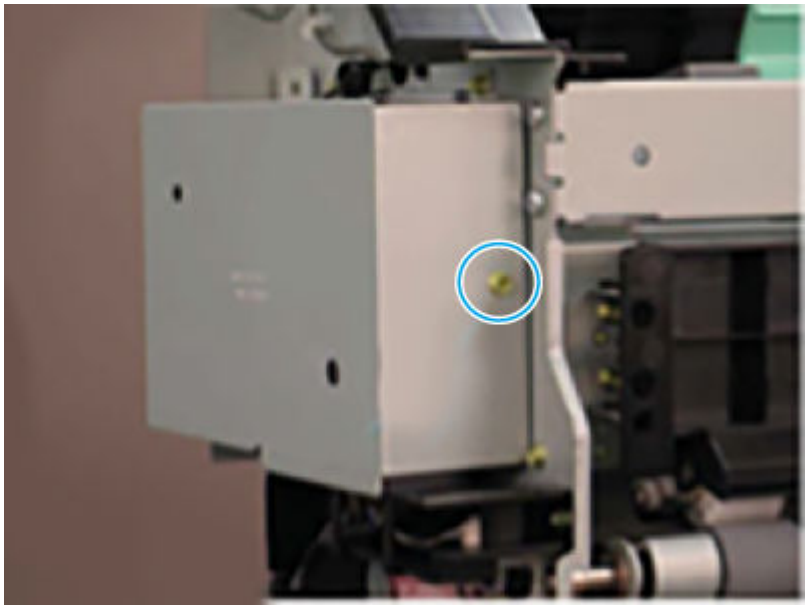
1. Remove two screws.

Figure 5-2531 Remove two screws



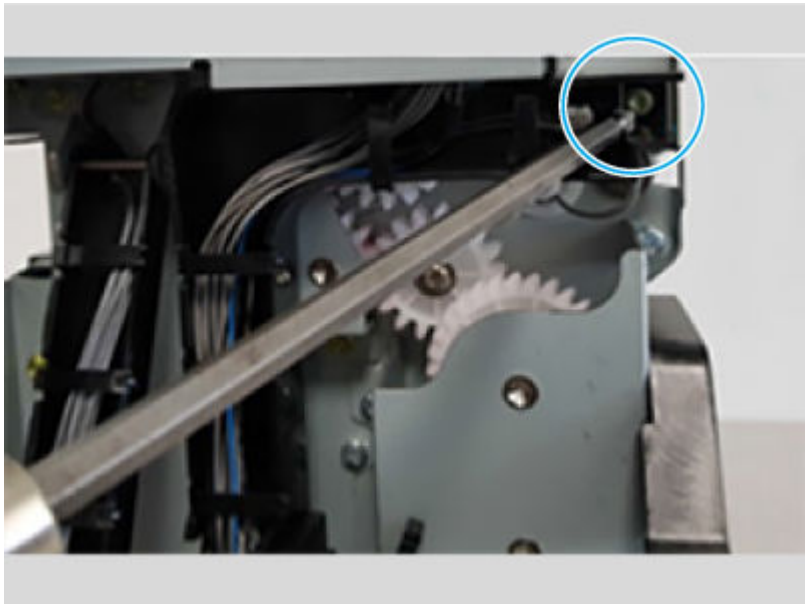
2. Remove one screw and the sheet-metal cover.

Figure 5-2532 Remove one screw



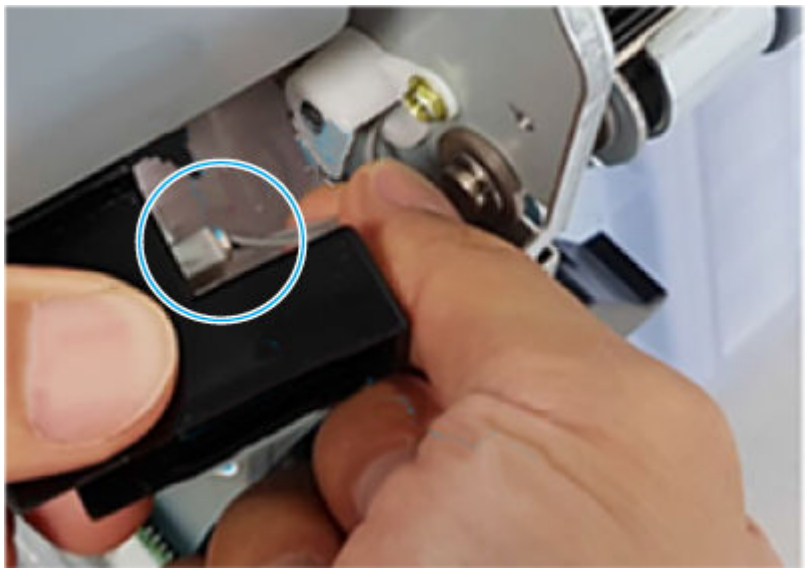
3. Remove one screw.

Figure 5-2533 Remove one screw



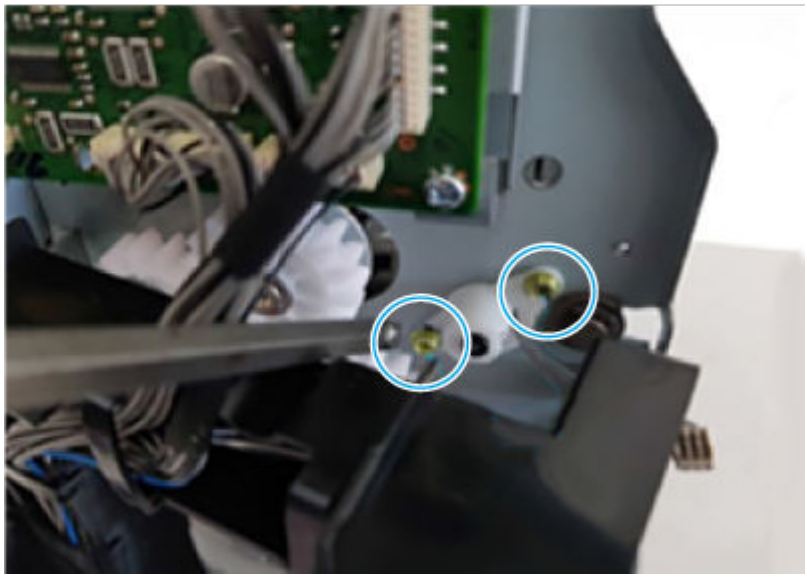
4. Remove the connector cover, and then disconnect one connector.

Figure 5-2534 Disconnect one connector



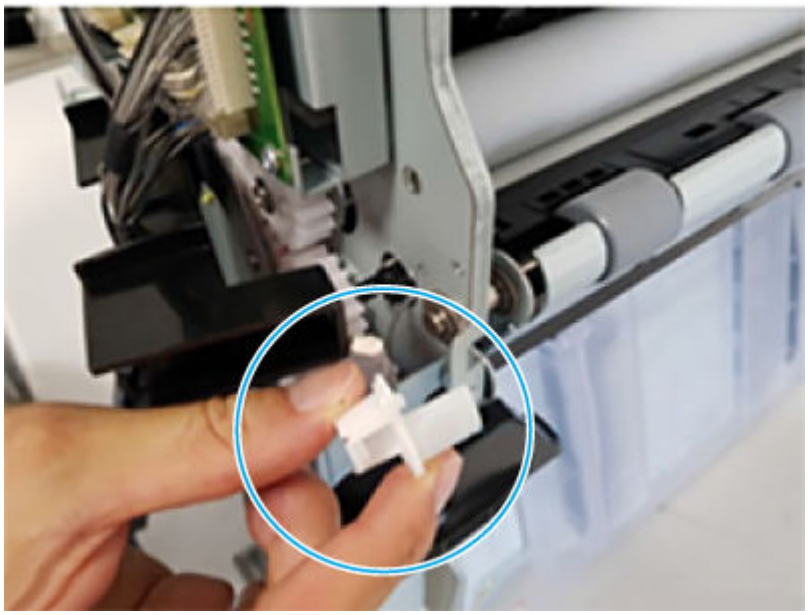
5. Remove two screws.

Figure 5-2535 Remove two screws



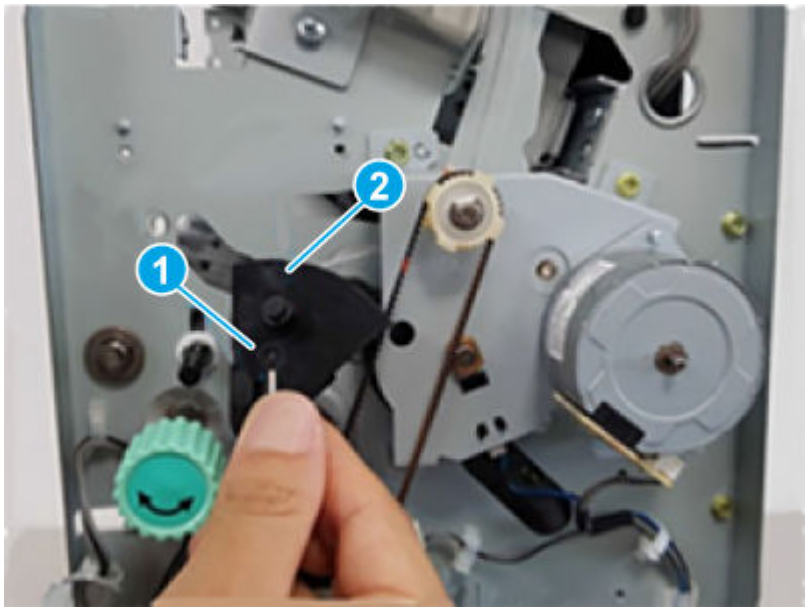
6. Remove the white-plastic bushing.

Figure 5-2536 Remove the bushing



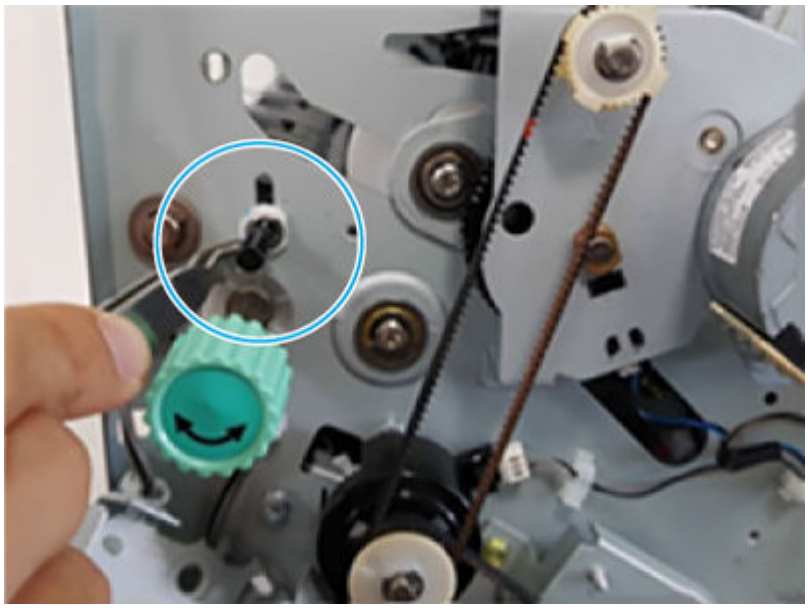
7. Use a pair of tweezers to remove one e-ring (callout 1), and then remove the actuator (callout 2).

Figure 5-2537 Remove the actuator



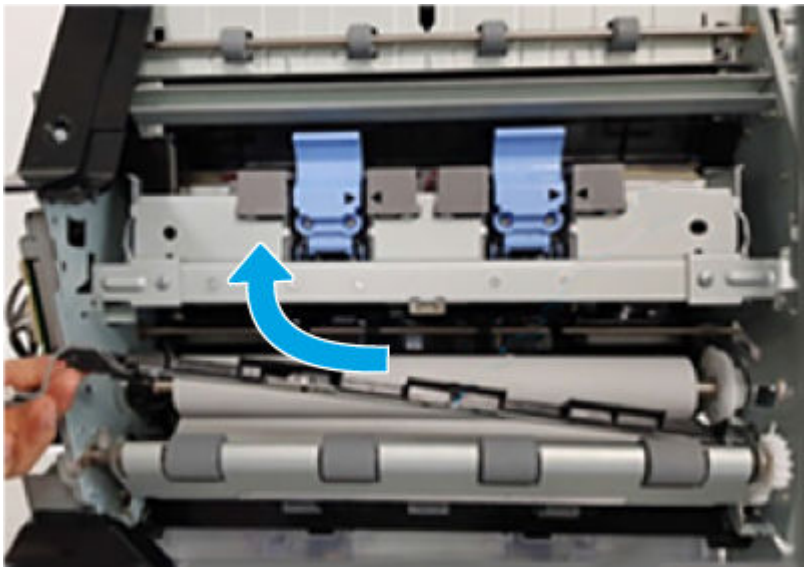
8. Remove the white-plastic bushing.

Figure 5-2538 Remove the bushing



9. Remove the booklet diverter.

Figure 5-2539 Remove the diverter



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

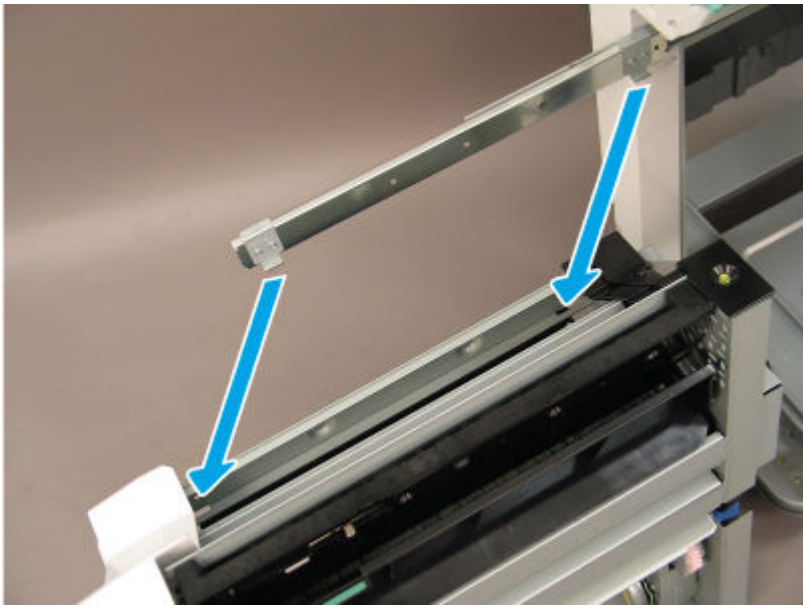
10. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

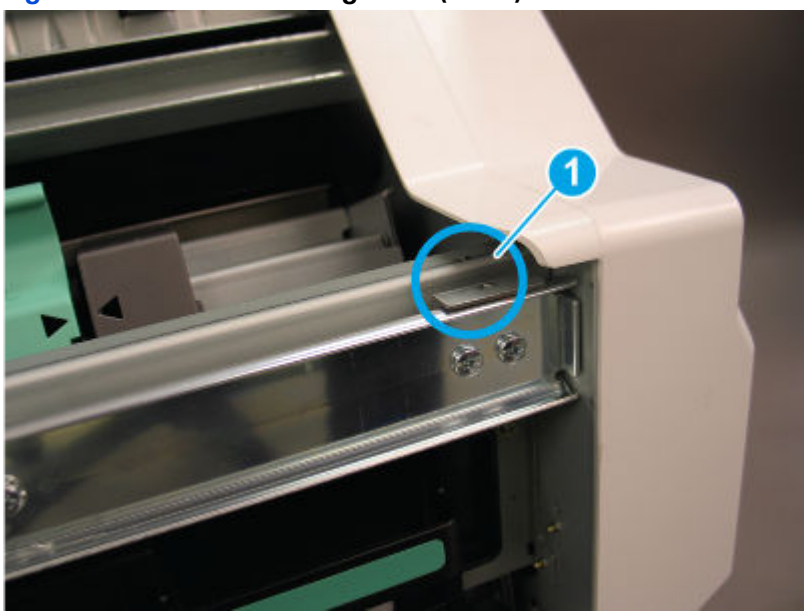
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2540 Position the hooks on the rail



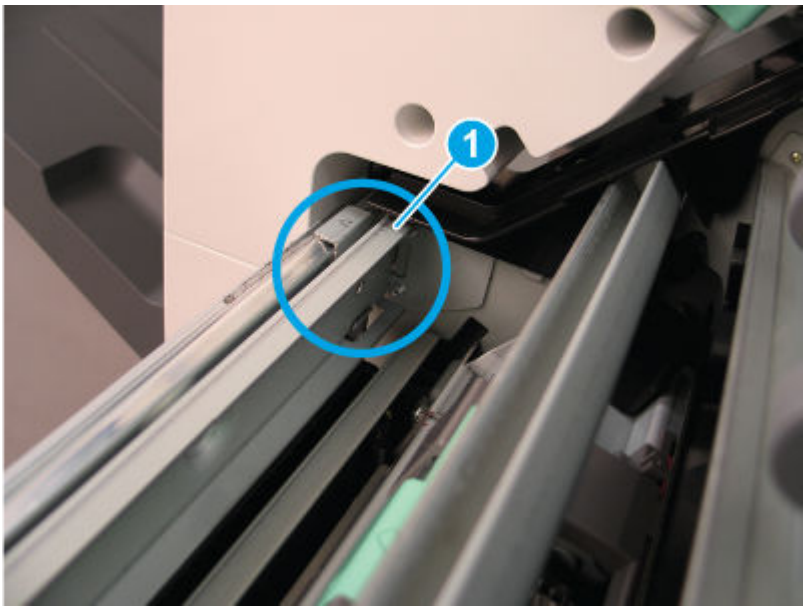
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2541 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

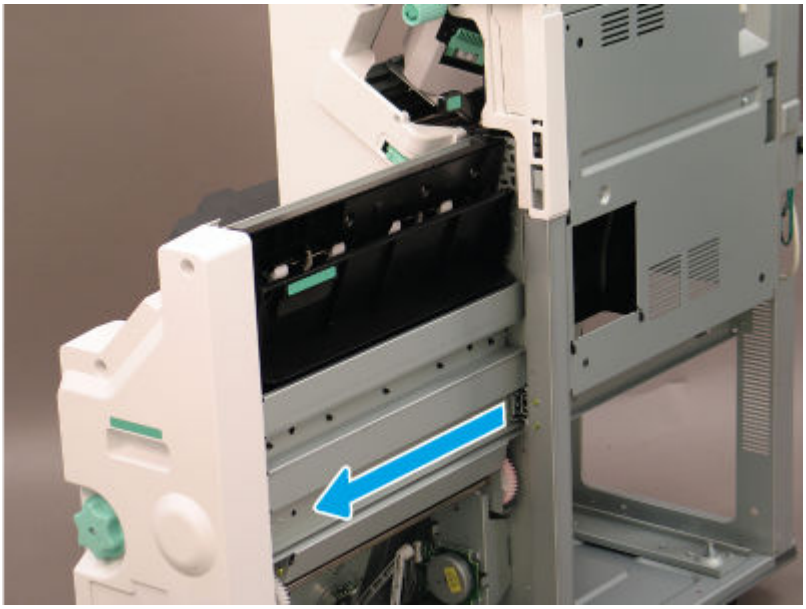
Figure 5-2542 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2543 Attach the rail



Removal and replacement: Booklet diverter home sensor

Learn about removing and replacing the booklet finisher diverter home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-297 Part information

Part number	Part description
0604-001415	Photo interrupter (Booklet diverter home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

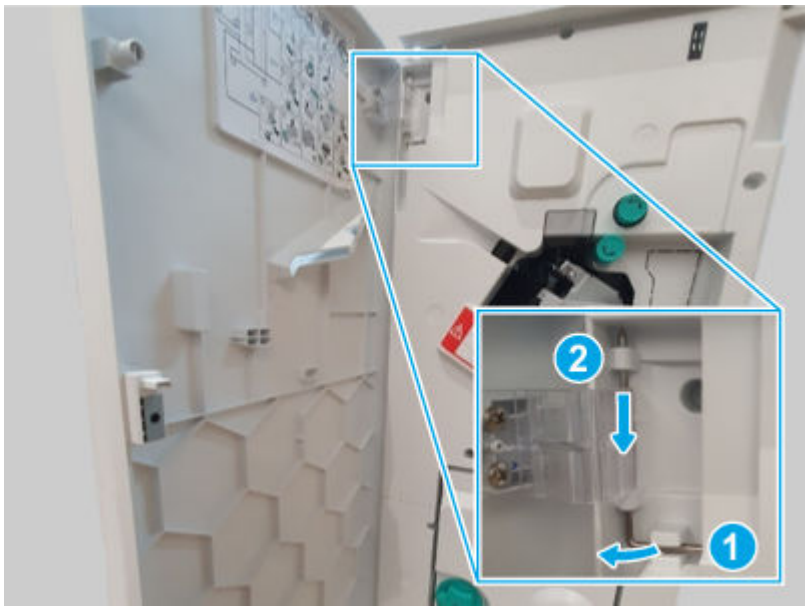
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

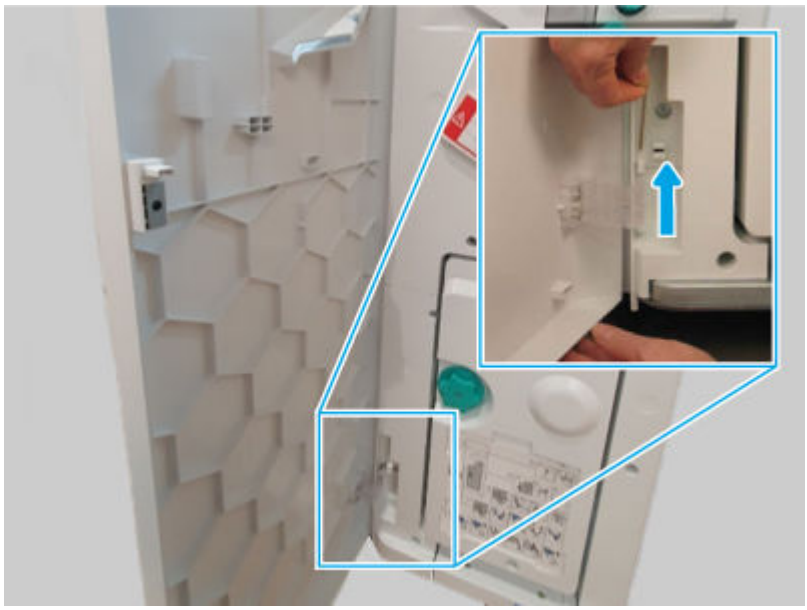
1. Release, and then remove the upper hinge pin.

Figure 5-2544 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2545 Remove the door

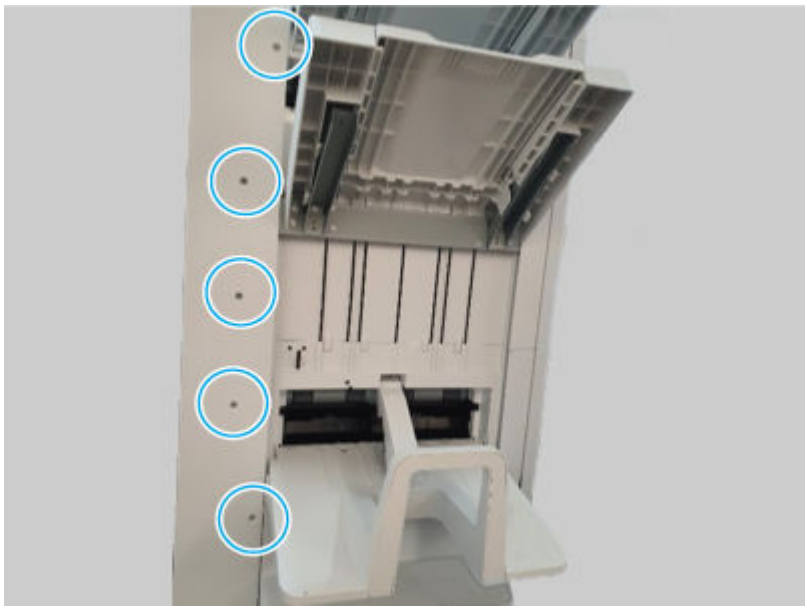


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

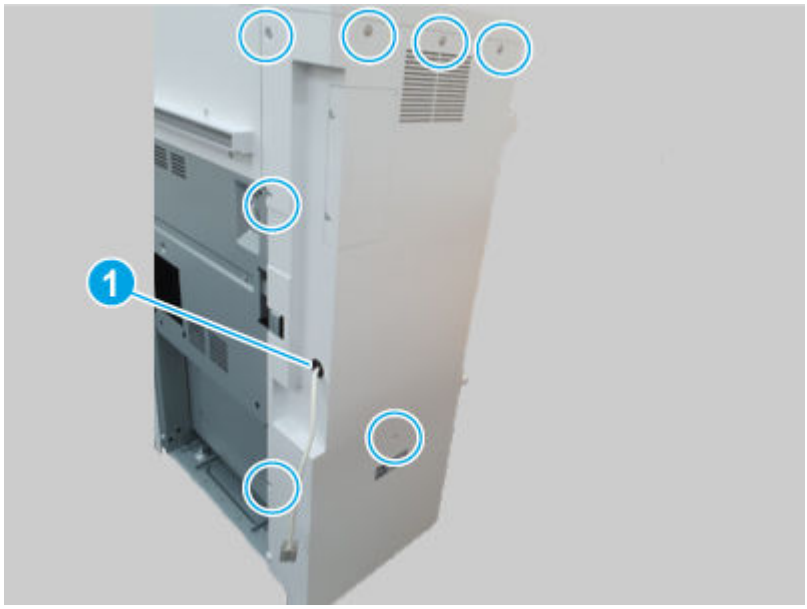
Figure 5-2546 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2547 Remove the cover



3. Remove the external finisher top cover

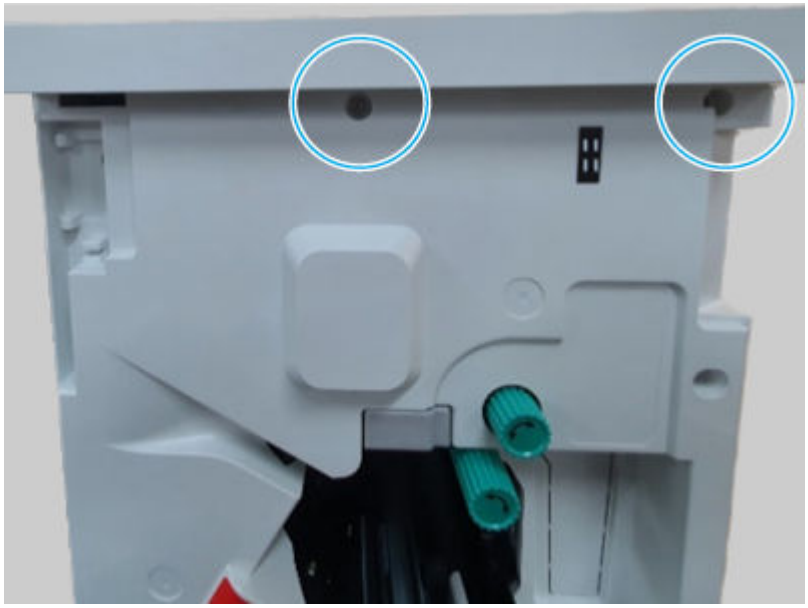
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2548 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2549 Remove the cover

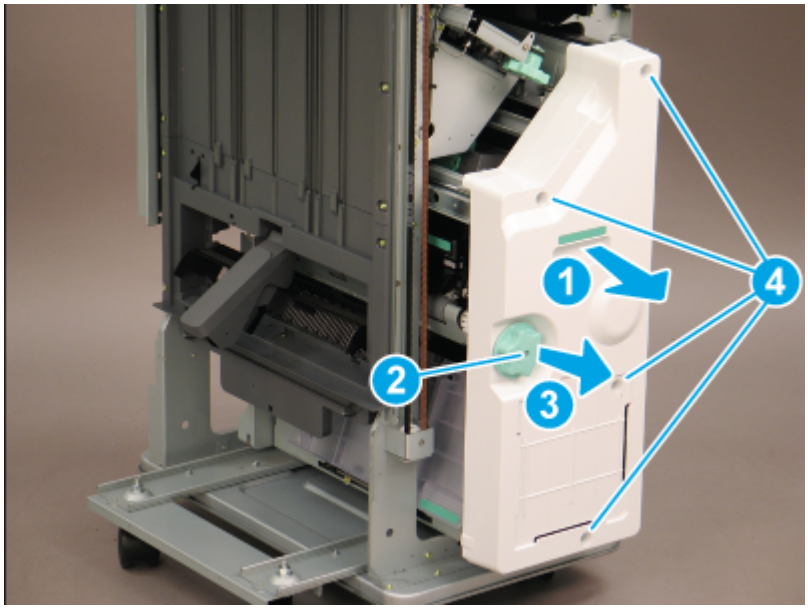


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2550 **Remove the cover**

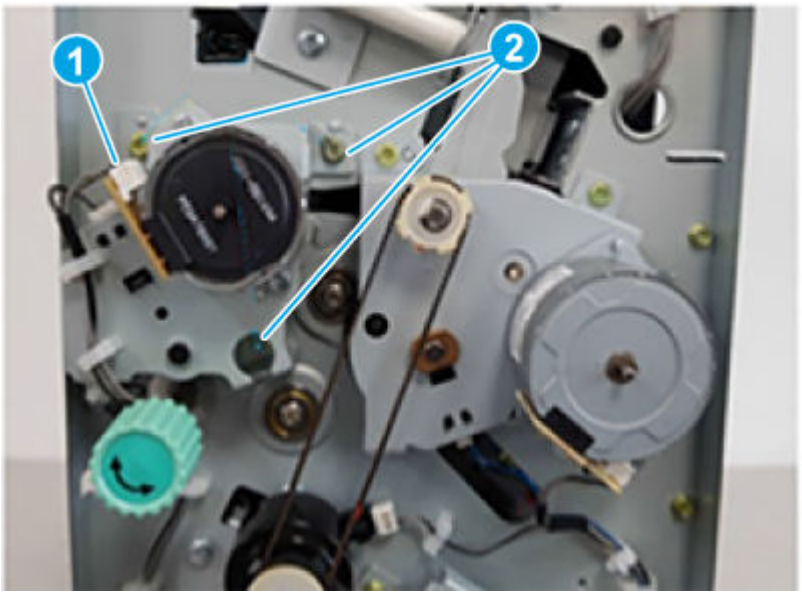


5. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-2551 **Remove the assembly**

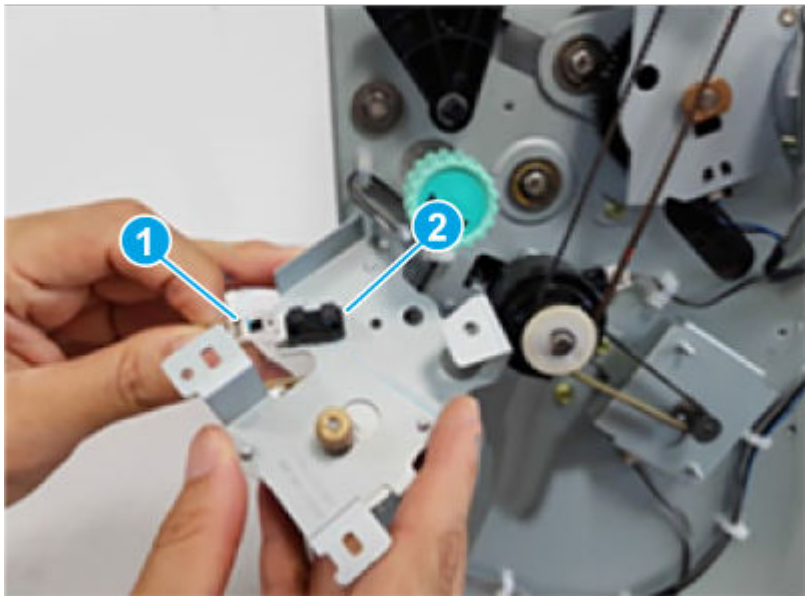


6. Remove the booklet finisher booklet diverter home sensor

Use the following procedure to remove and replace the booklet finisher booklet diverter home sensor.

- Disconnect one connector (callout 1), and then remove the booklet diverter home sensor.

Figure 5-2552 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet diverter motor assembly

Learn about removing and replacing the booklet finisher diverter motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-298 Part information

Part number	Part description
JC90-01397A	Booklet diverter motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

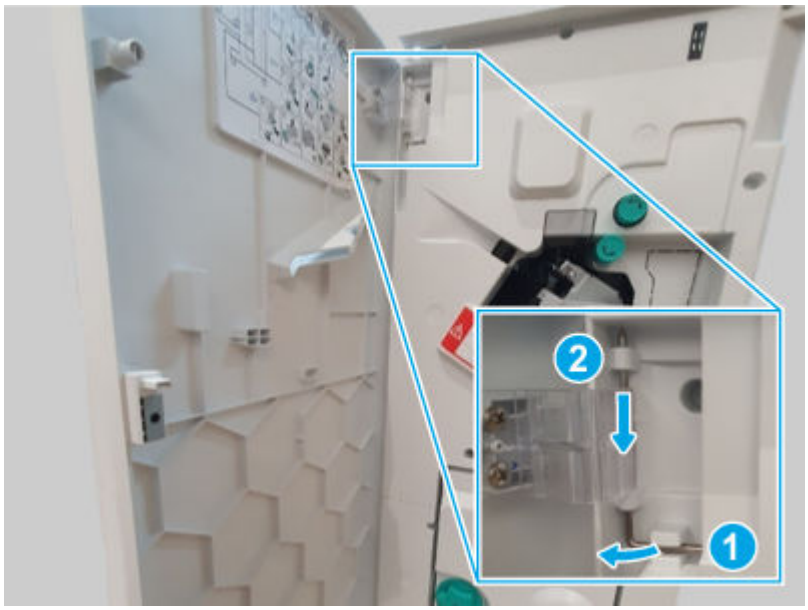
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

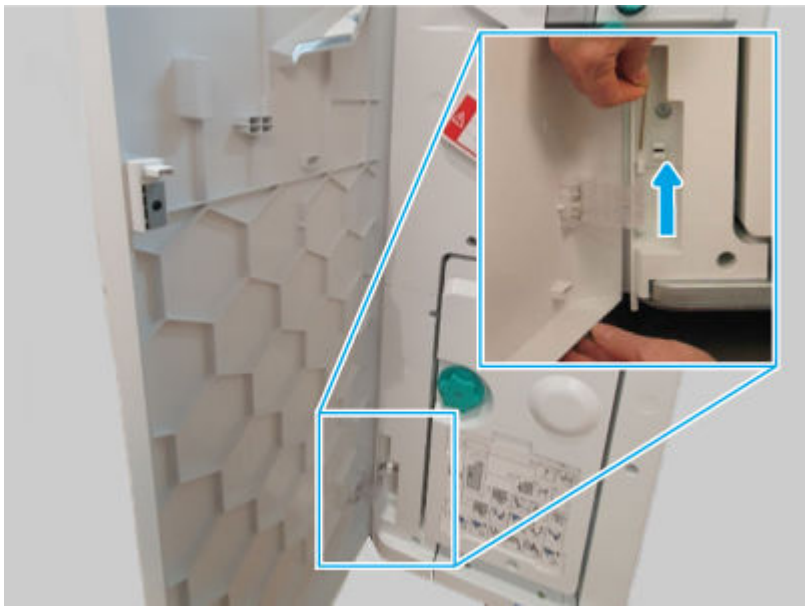
1. Release, and then remove the upper hinge pin.

Figure 5-2553 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2554 Remove the door

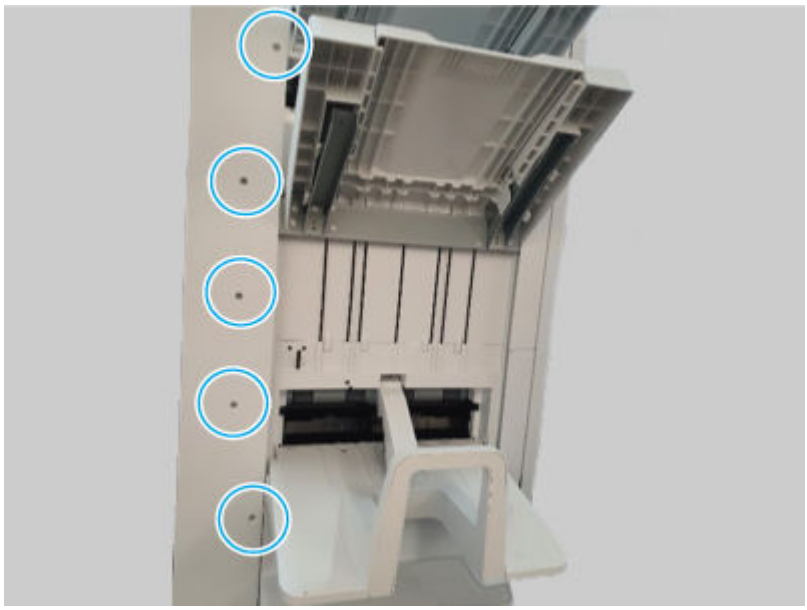


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

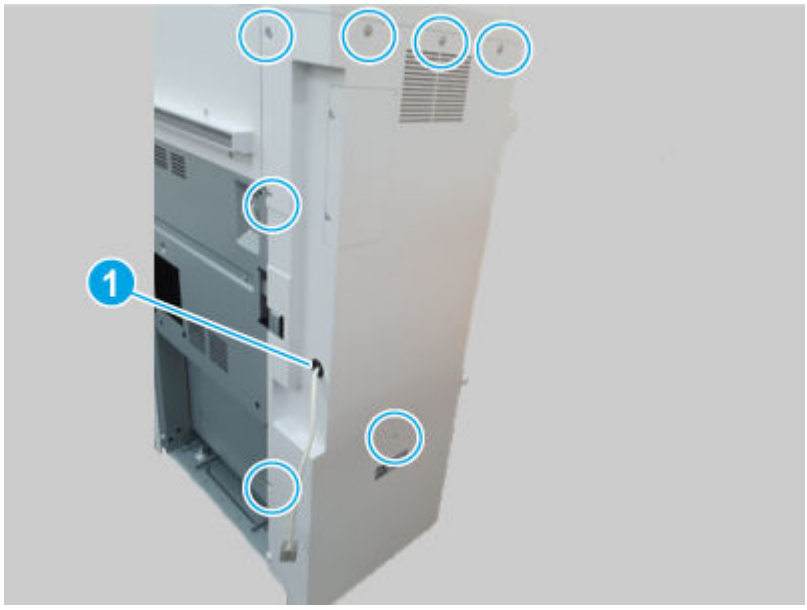
Figure 5-2555 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2556 Remove the cover



3. Remove the external finisher top cover

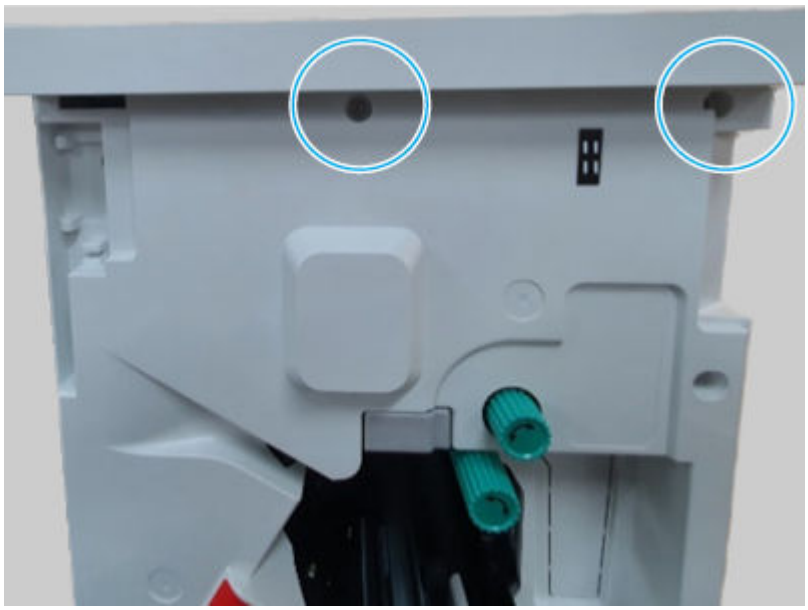
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2557 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2558 Remove the cover



4. Remove the external finisher booklet finisher front cover

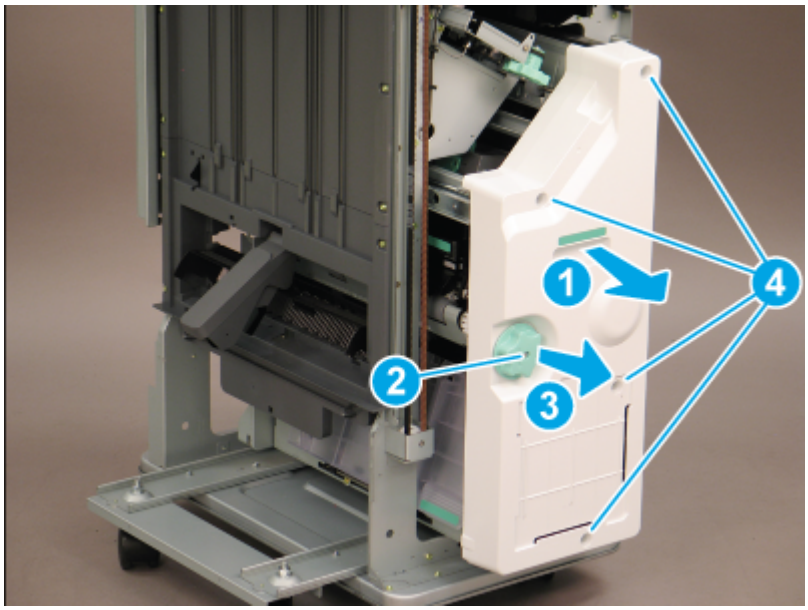
Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).

b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2559 Remove the cover

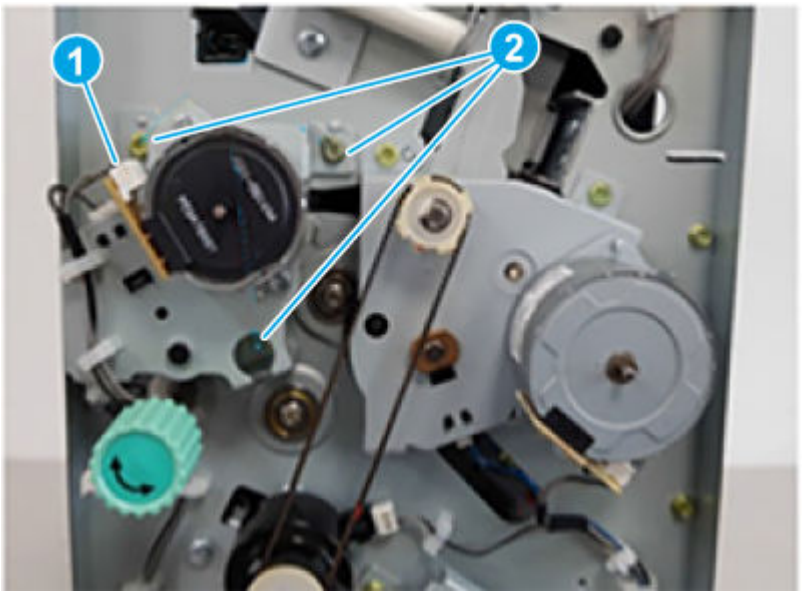


5. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-2560 Remove the assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet diverter motor

Learn about removing and replacing the booklet finisher diverter motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-299 Part information

Part number	Part description
JC93-01153A	Booklet diverter motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

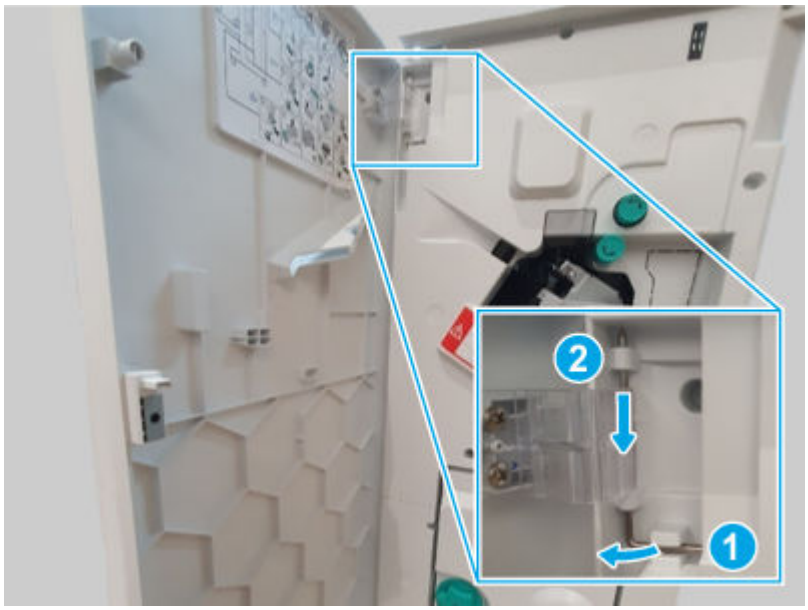
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

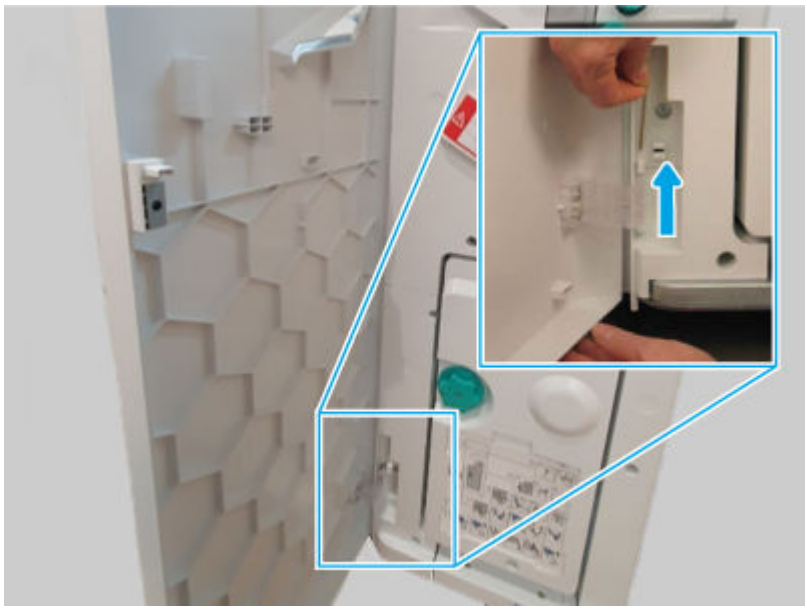
1. Release, and then remove the upper hinge pin.

Figure 5-2561 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2562 Remove the door

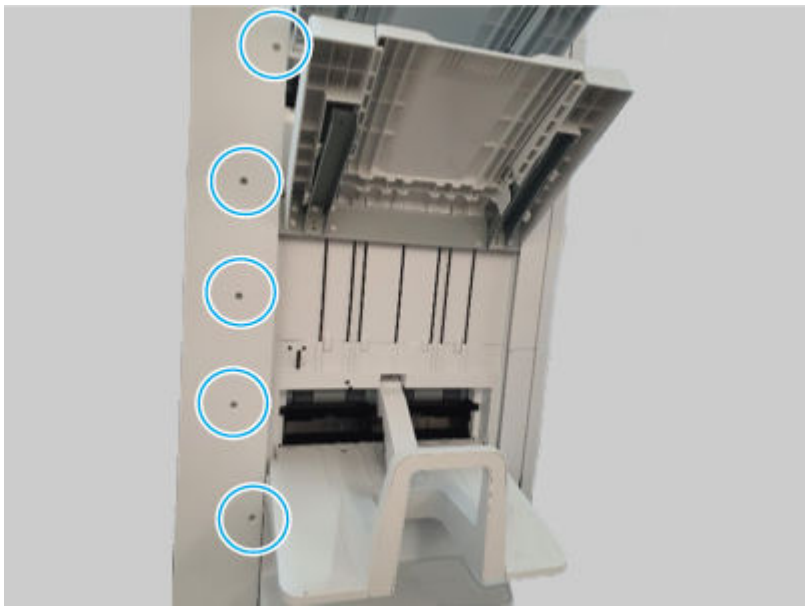


Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

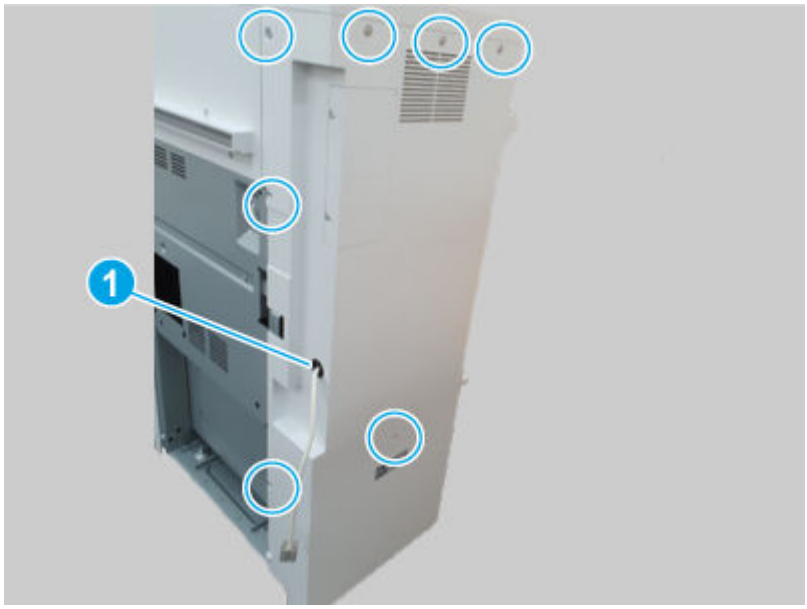
Figure 5-2563 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2564 Remove the cover



Remove the external finisher top cover

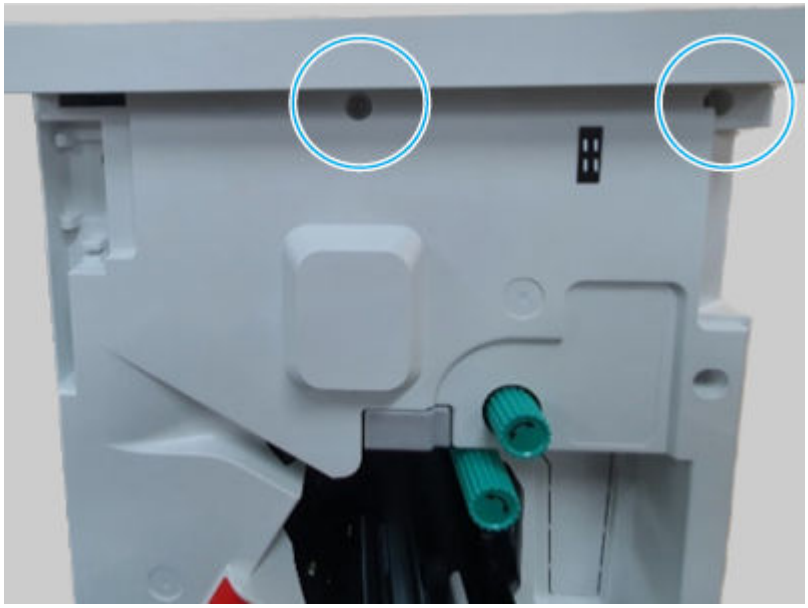
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2565 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2566 Remove the cover

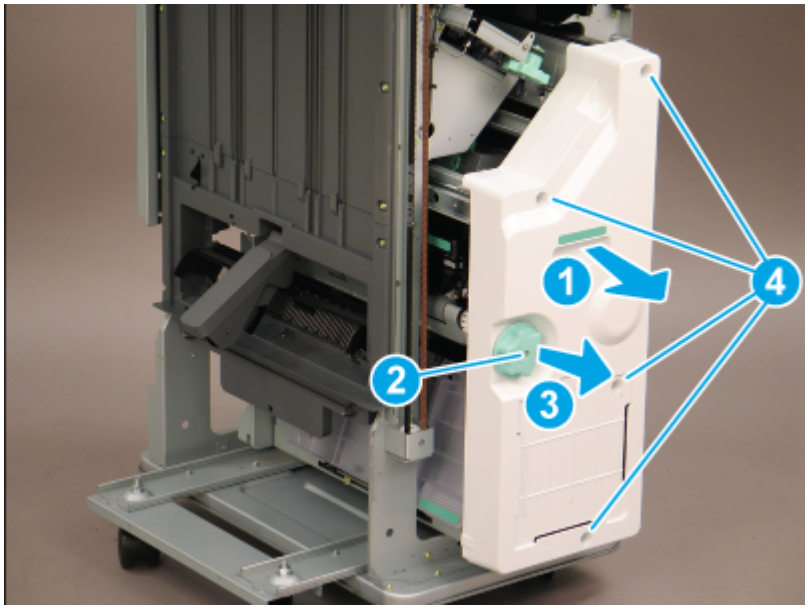


Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2567 Remove the cover

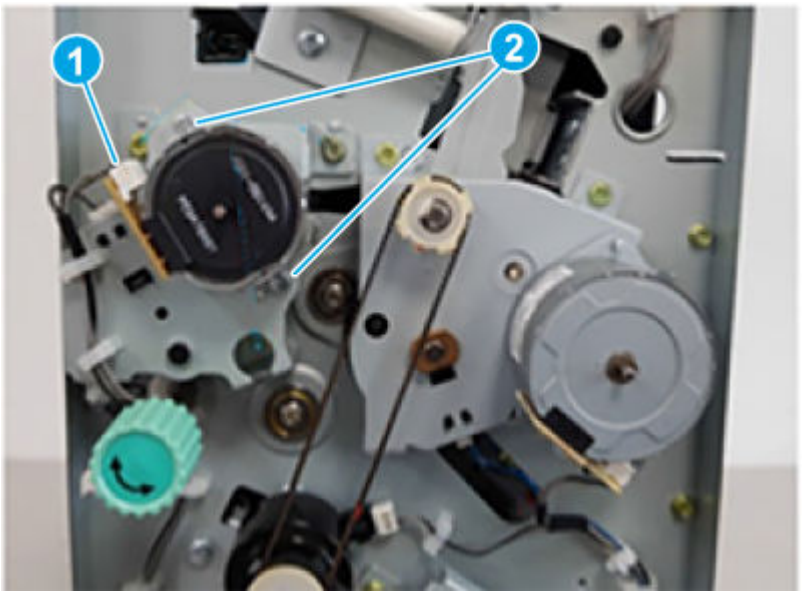


Remove the booklet finisher booklet diverter motor

Use the following procedure to remove and replace the booklet finisher booklet diverter motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the booklet diverter motor.

Figure 5-2568 Remove the motor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet output tray unit

Review the booklet finisher booklet output tray unit removal procedures.

Removal and replacement: Booklet output tray

Learn about removing and replacing the booklet finisher output tray.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-300 **Part information**

Part number	Part description
8GS05-60126	Booklet output tray

Required tools

- No special tools are required to remove or install this assembly.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the booklet finisher booklet output tray

Use the following procedure to remove and replace the booklet finisher booklet output tray.

- Rotate the front of the tray up, and then pull it away from the finisher to remove it.

Figure 5-2569 **Remove the tray**

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet output tray sensor

Learn about removing and replacing the booklet finisher output tray sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-301 Part information

Part number	Part description
JC82-01039A	Tray sensor kit (Booklet output tray sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

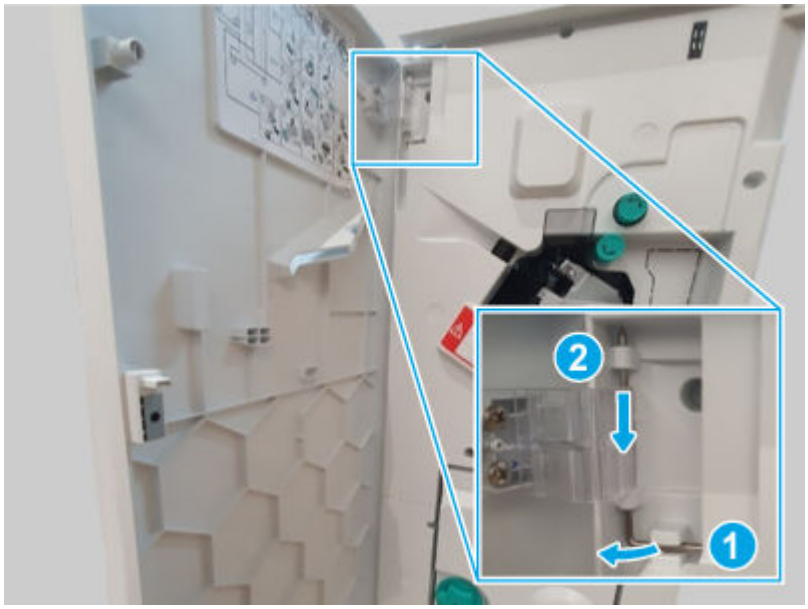
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

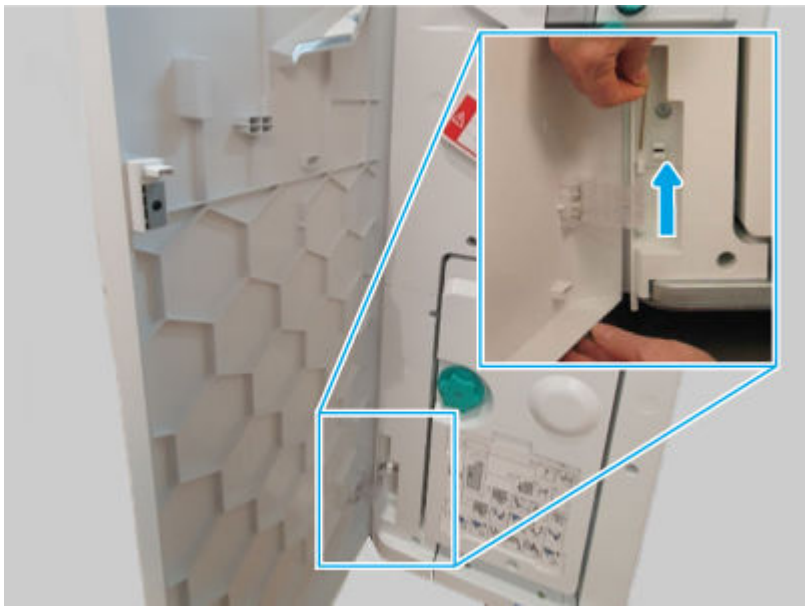
1. Release, and then remove the upper hinge pin.

Figure 5-2570 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2571 Remove the door



2. Remove the external finisher top cover

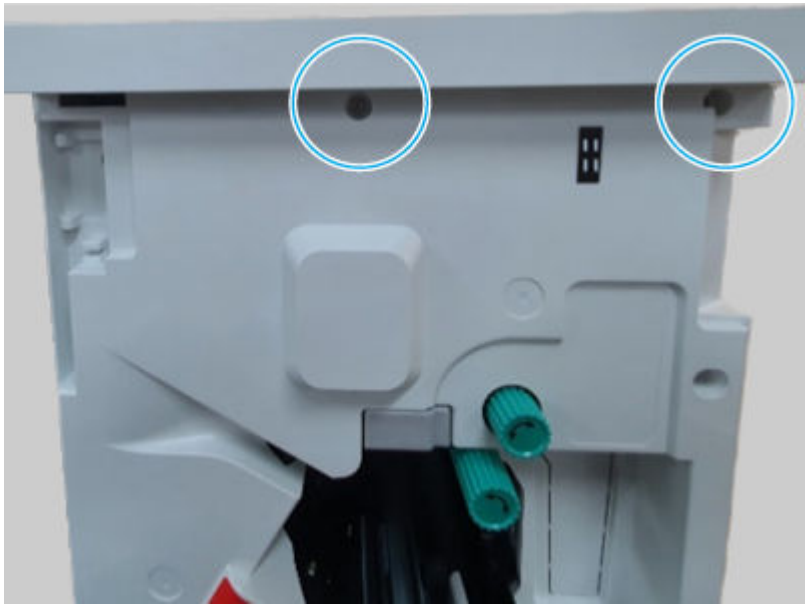
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2572 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2573 Remove the cover

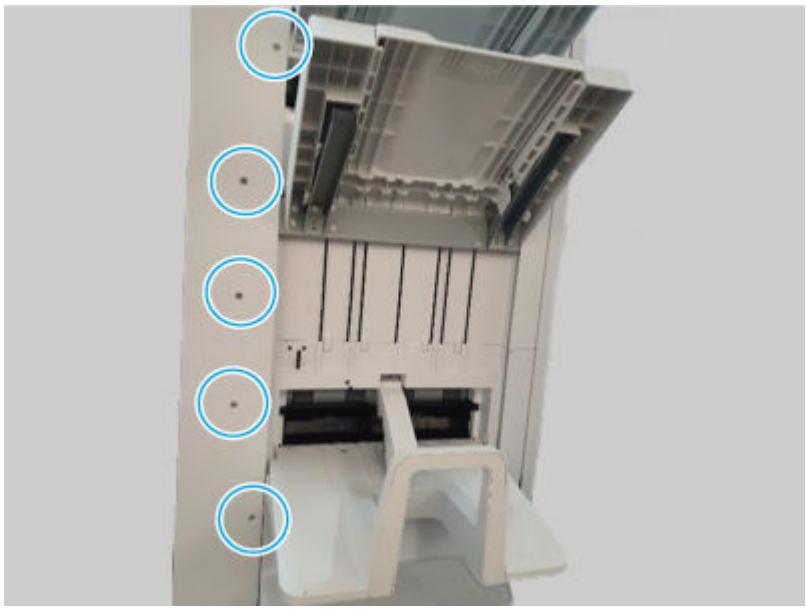


3. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

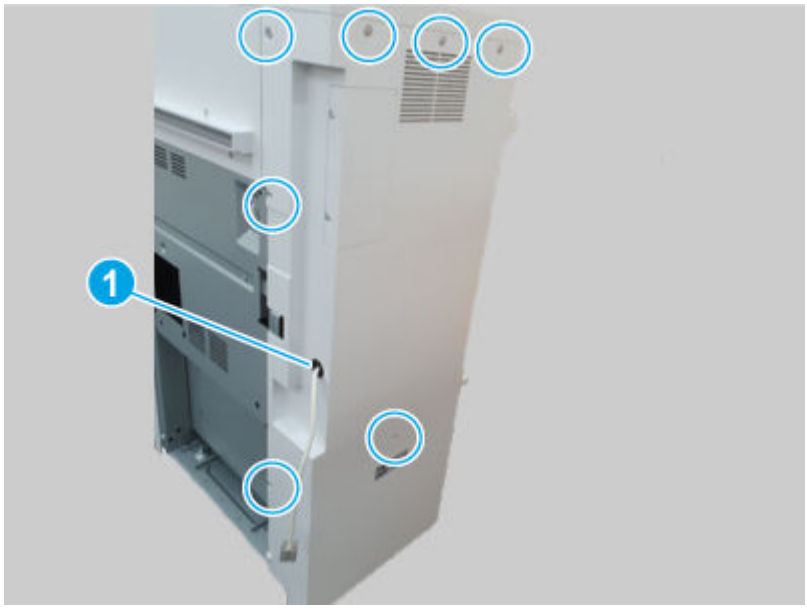
Figure 5-2574 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2575 Remove the cover

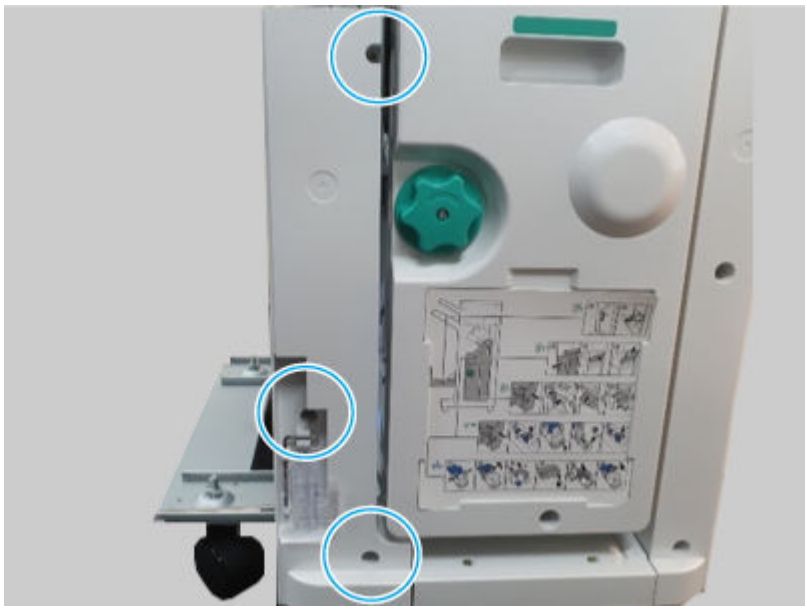


4. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2576 Remove the cover

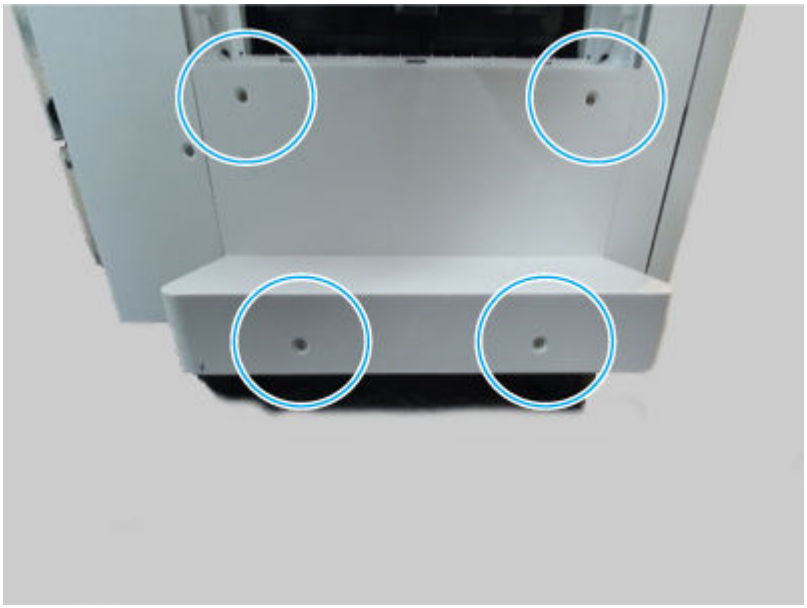


5. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-2577 Remove the cover

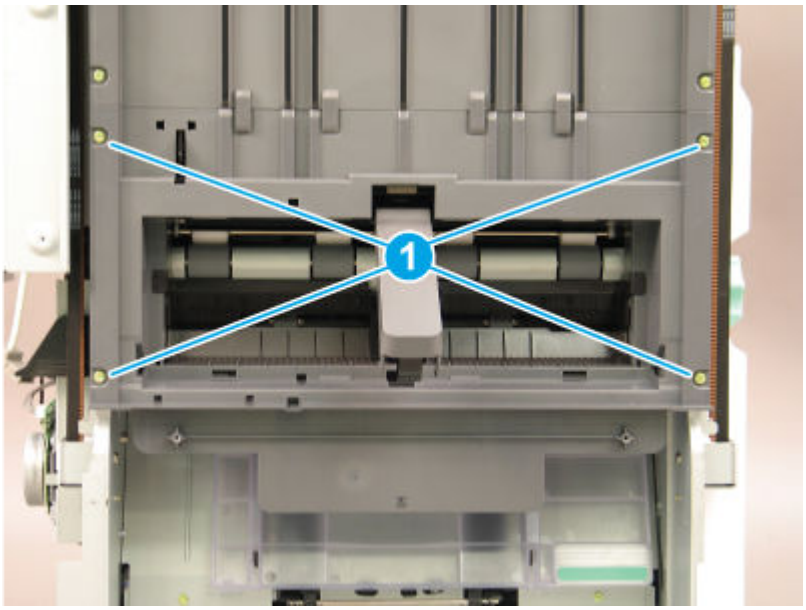


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2578 Remove four screws

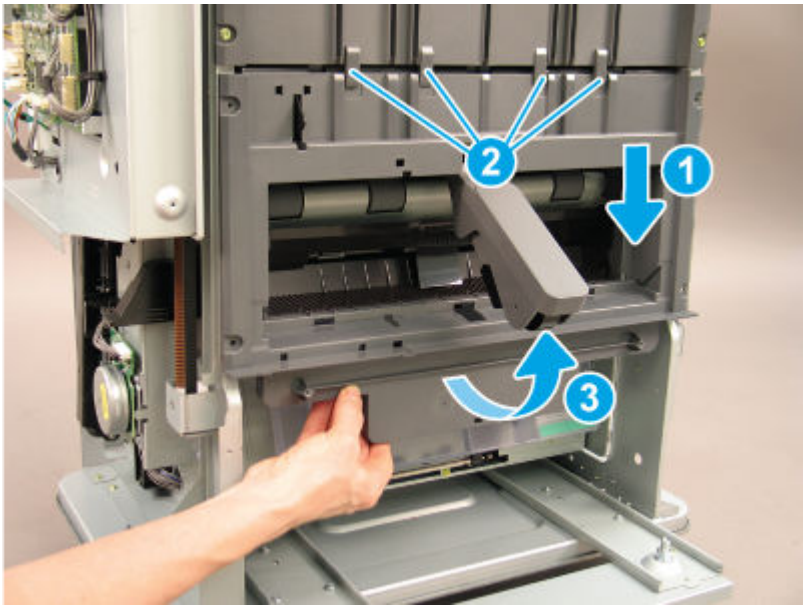


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

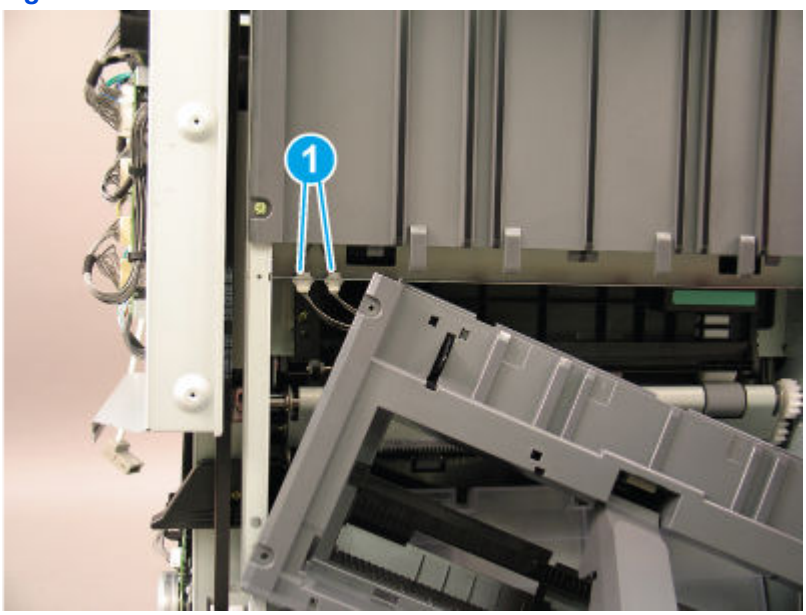
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2579 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2580 Remove the cover



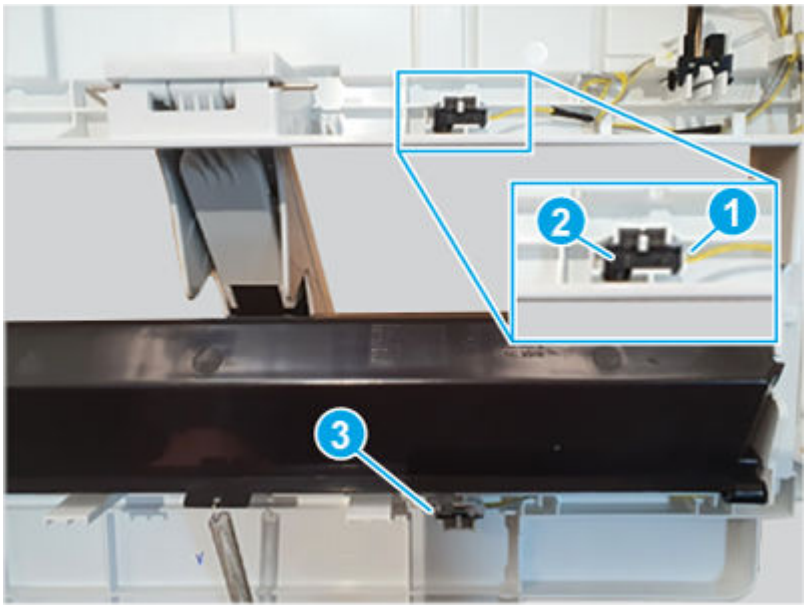
7. Remove the booklet finisher booklet output tray sensor

Use the following procedure to remove and replace the booklet finisher booklet output tray sensor.

- Disconnect one connector (callout 1), and then remove the booklet output tray sensor (callout 2).

NOTE: Repeat this step for the remaining sensor (callout 3) if necessary.

Figure 5-2581 Remove the sensor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCA

Review the booklet finisher PCA removal procedures.

Removal and replacement: Main PCA

Learn about removing and replacing the booklet finisher main PCA.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-302 Part information

Part number	Part description
6GW55-60001	Booklet maker main PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

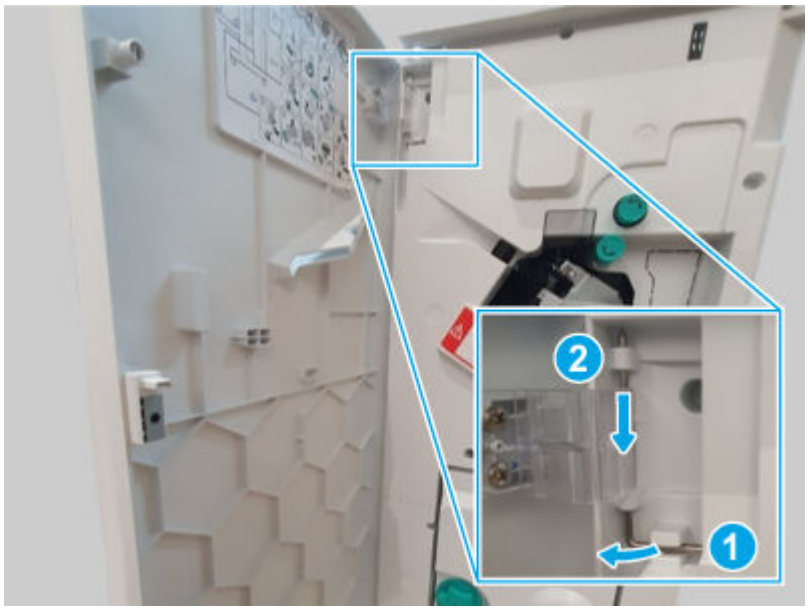
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

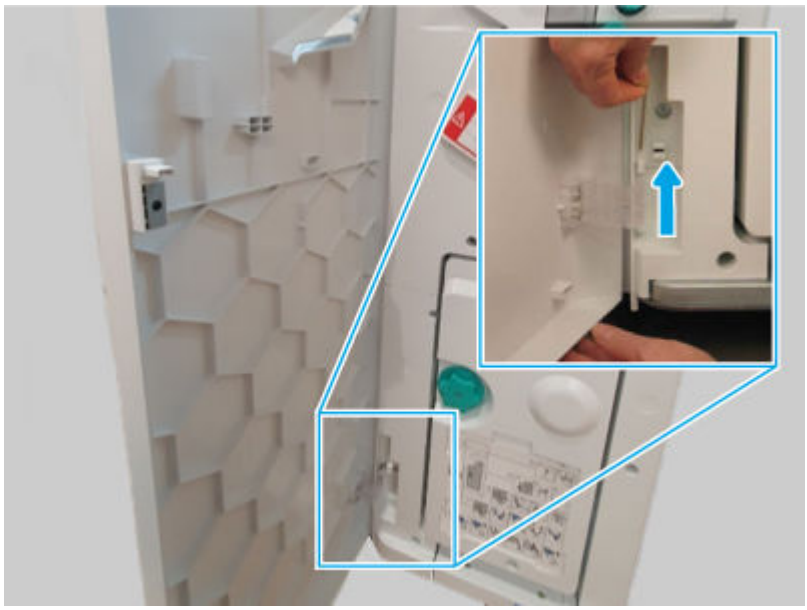
1. Release, and then remove the upper hinge pin.

Figure 5-2582 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2583 Remove the door



2. Remove the external finisher top cover

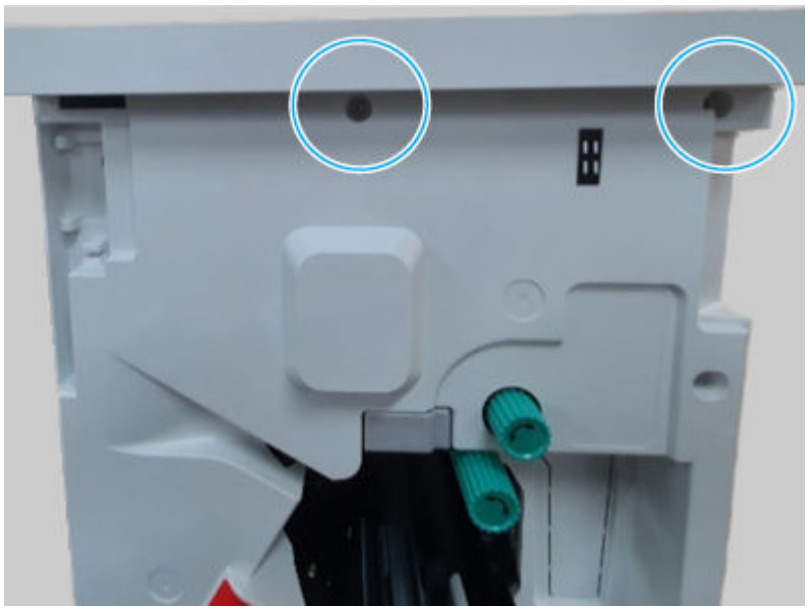
Use the following procedure to remove and replace the external finisher top cover.

1. Remove three screws.

Figure 5-2584 Remove three screws

2. Remove two screws, and then remove the top cover.

Figure 5-2585 Remove the cover

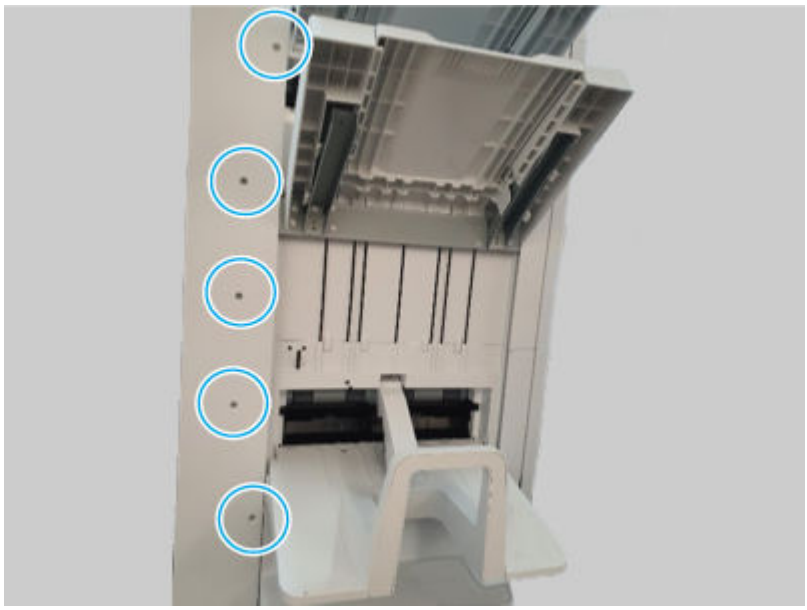


3. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

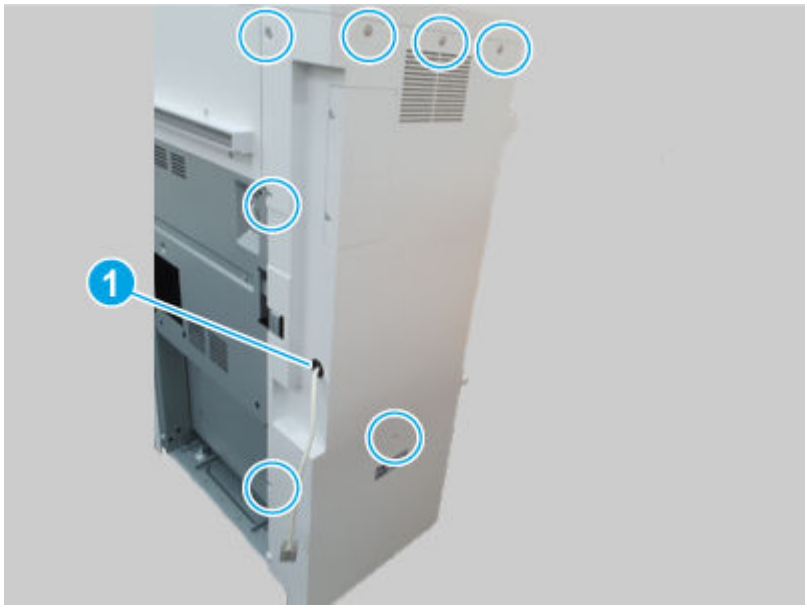
Figure 5-2586 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2587 Remove the cover

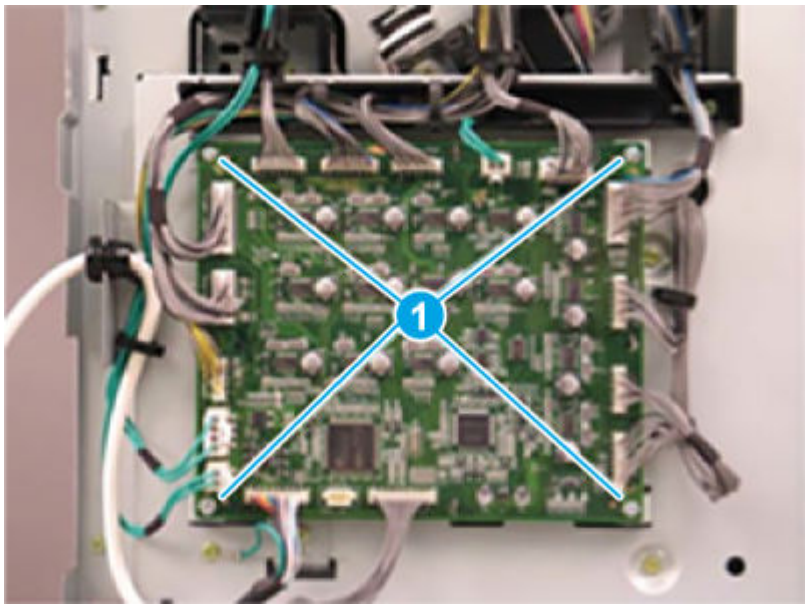


4. Remove the booklet finisher main PCA

Use the following procedure to remove and replace the booklet finisher main PCA.

- Disconnect all of the connectors, remove four screws (callout 1), and then remove the booklet finisher PCA.

Figure 5-2588 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: PCA

Learn about removing and replacing the booklet finisher PCA.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-303 Part information

Part number	Part description
6GW51-60001	Booklet maker PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

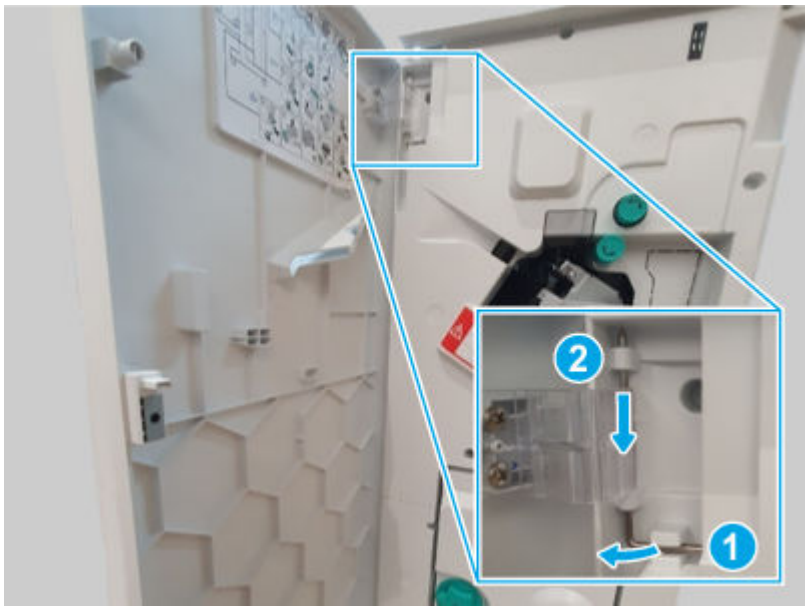
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

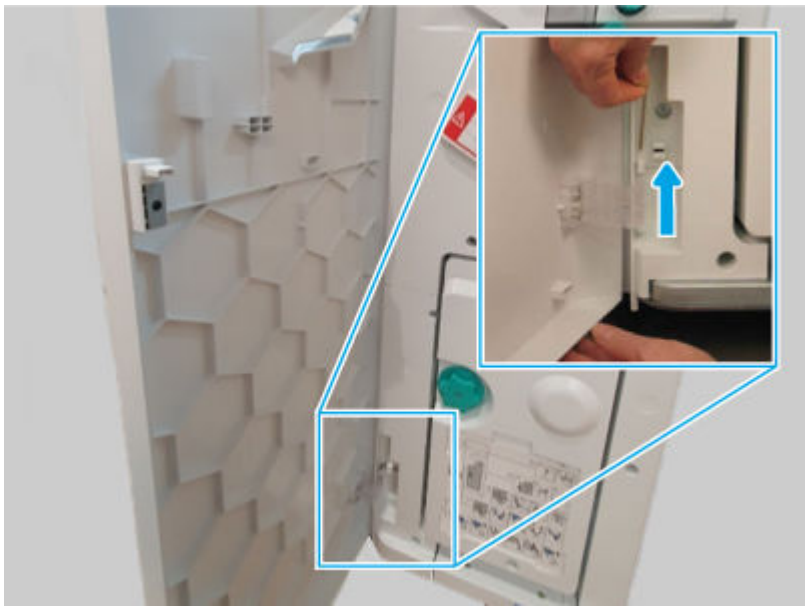
1. Release, and then remove the upper hinge pin.

Figure 5-2589 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2590 Remove the door

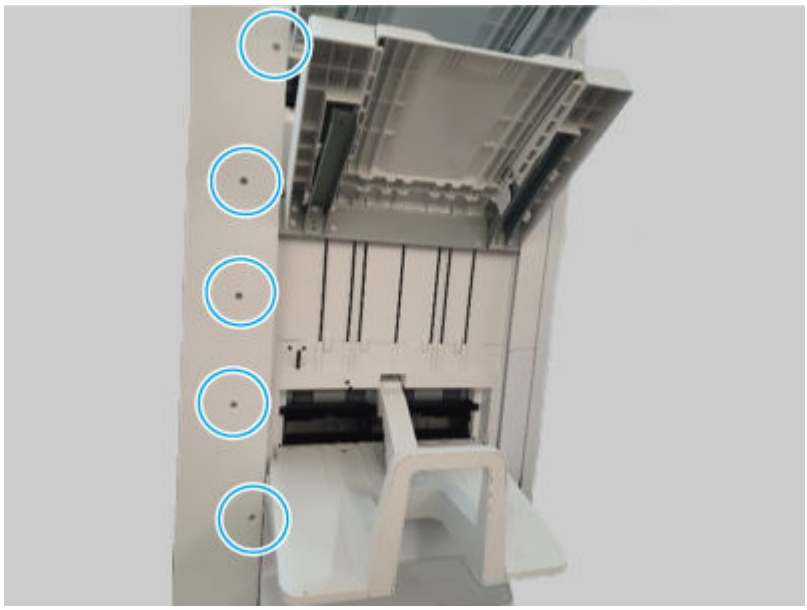


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

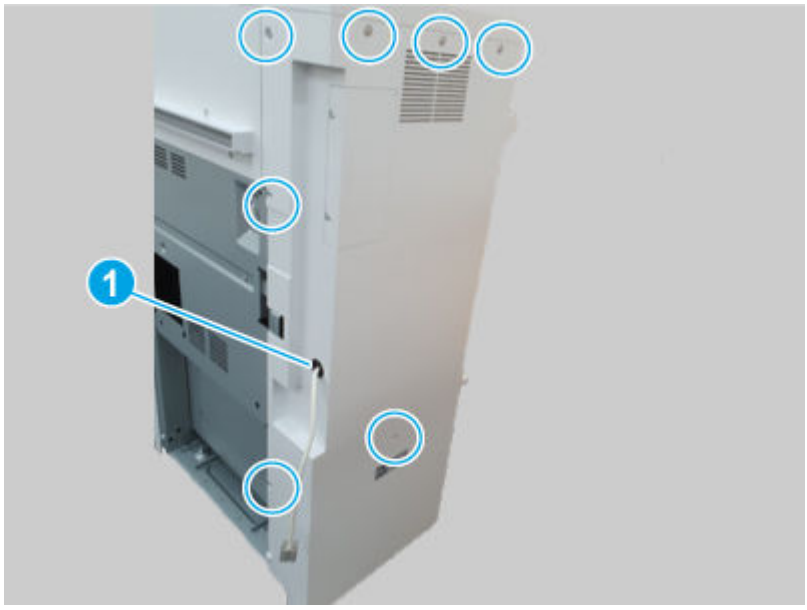
Figure 5-2591 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2592 Remove the cover



3. Remove the booklet finisher booklet maker

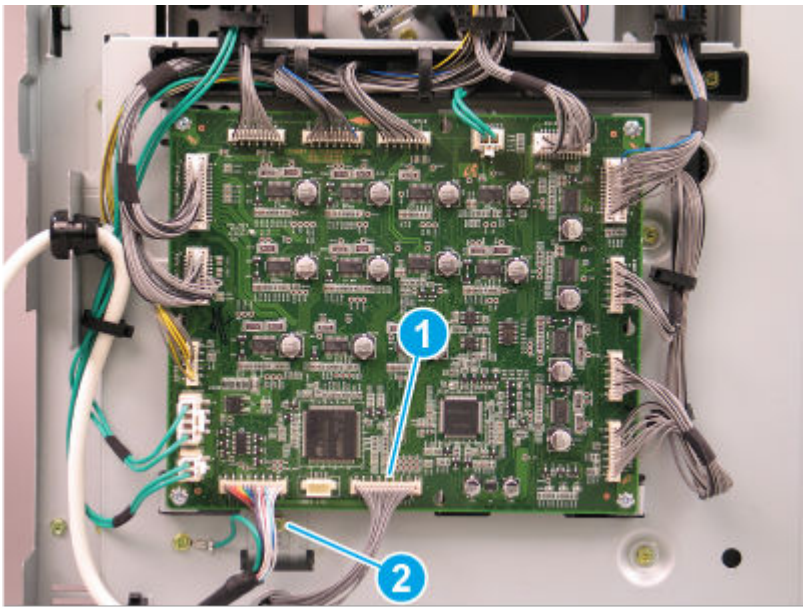
Use the following procedure to remove and replace the booklet finisher booklet maker.

1. Slide the booklet maker out of the finisher.

Figure 5-2593 Slide the booklet maker out

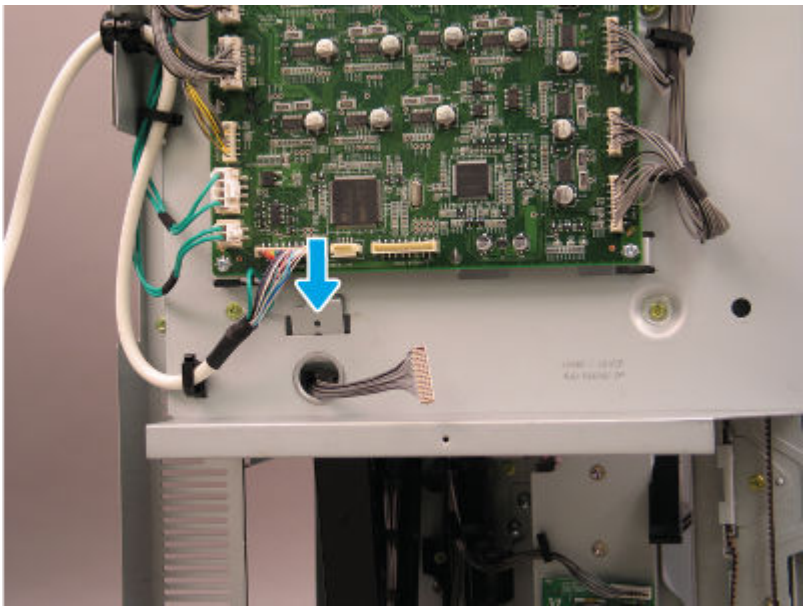
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2594 Disconnect connector and remove the screw



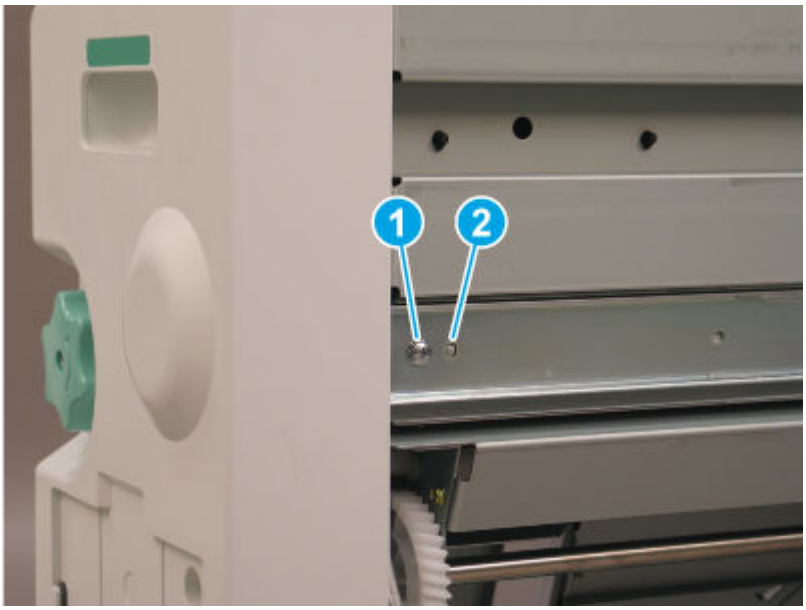
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2595 Disconnect connector and remove the screw



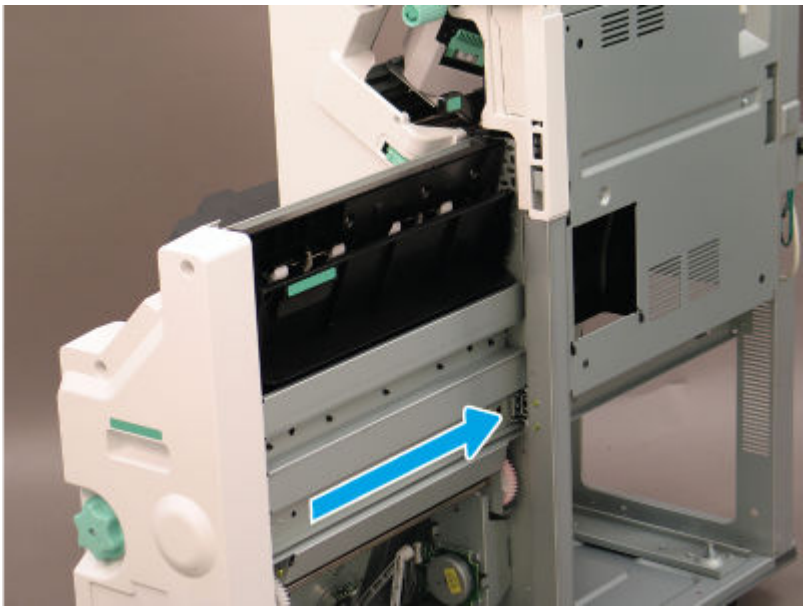
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2596 Release the alignment pin



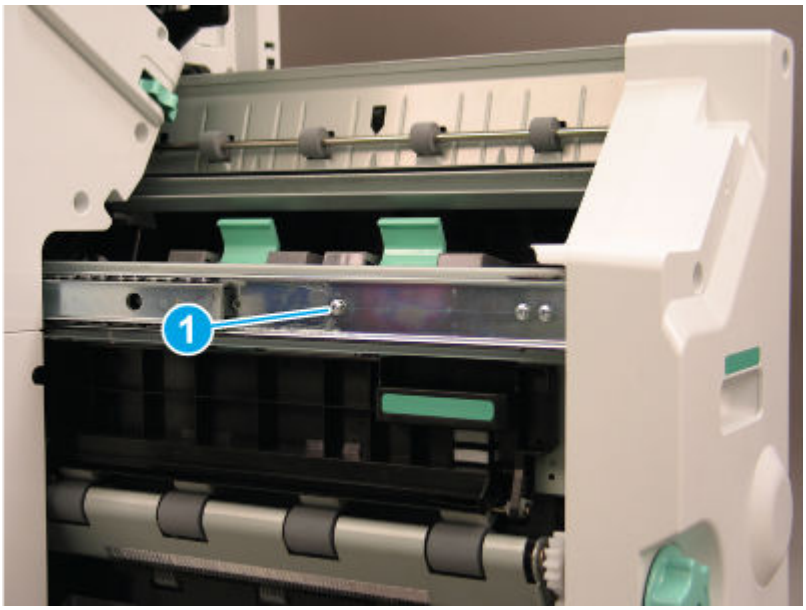
5. Slide the right rail toward the finisher.

Figure 5-2597 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

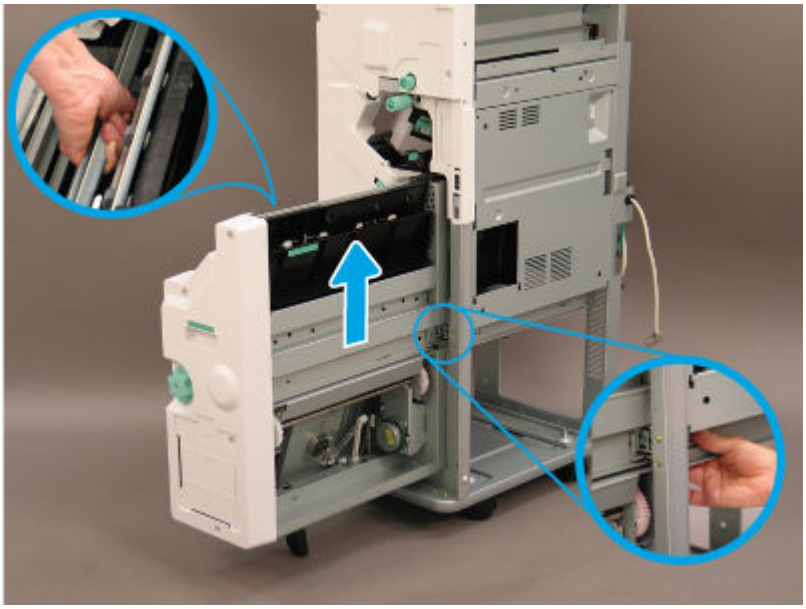
Figure 5-2598 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2599 Remove the booklet maker

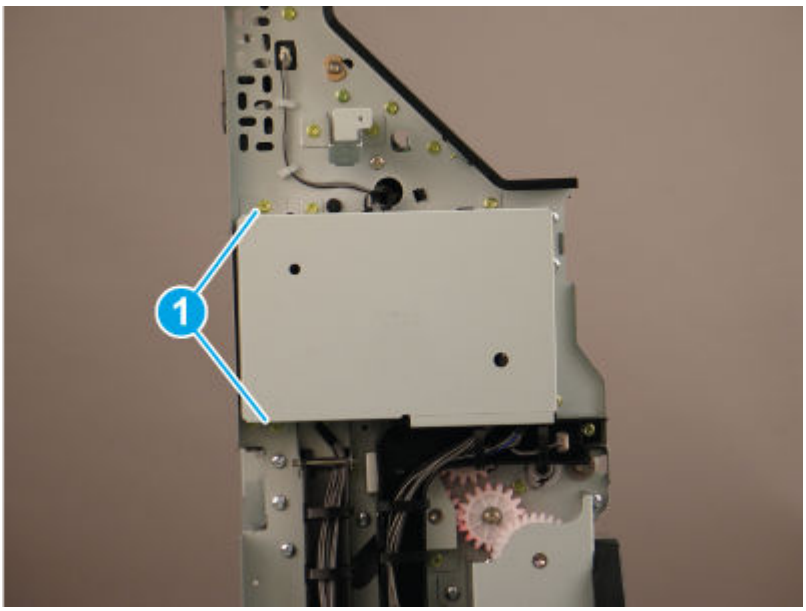


4. Remove the booklet finisher PCA

Use the following procedure to remove and replace the booklet finisher PCA.

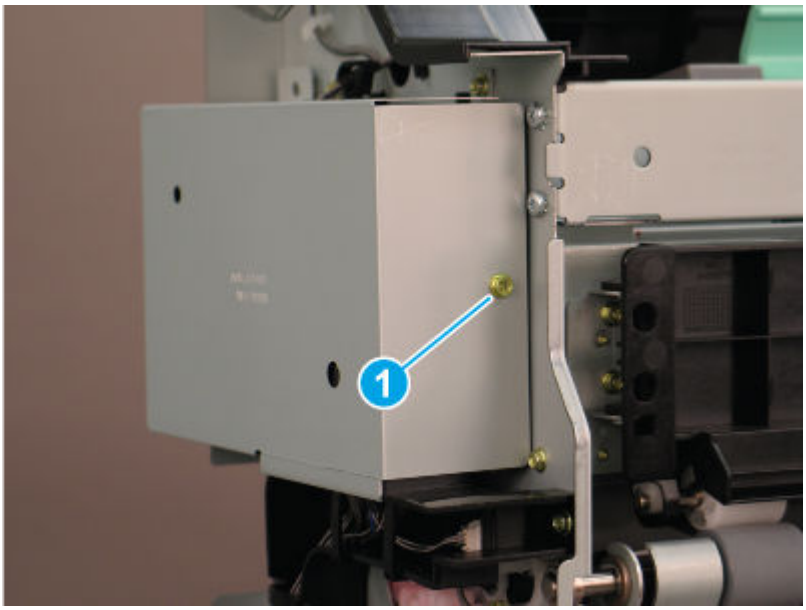
1. Remove two screws (callout 1).

Figure 5-2600 Remove two screws



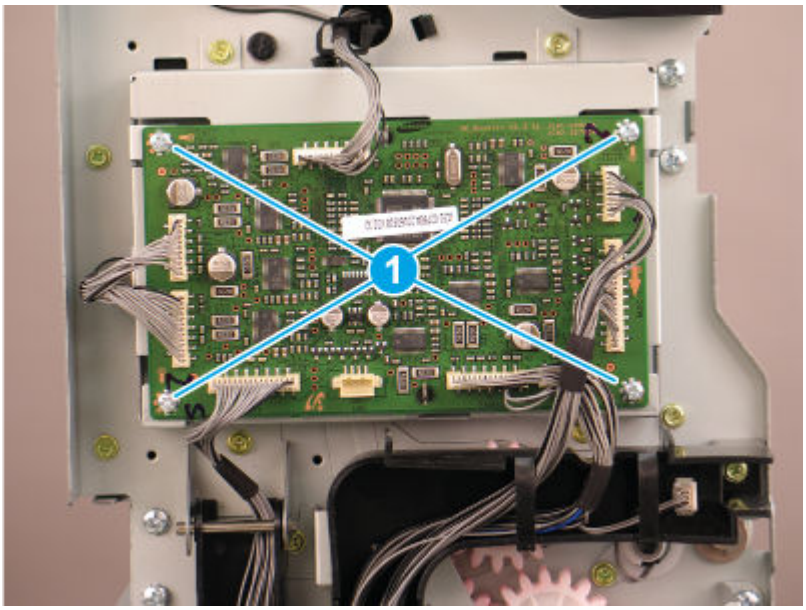
2. Remove one screw (callout 1).

Figure 5-2601 Remove one screw



3. Disconnect all of the connectors, remove four screws (callout 1), and then remove the booklet finisher PCA.

Figure 5-2602 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

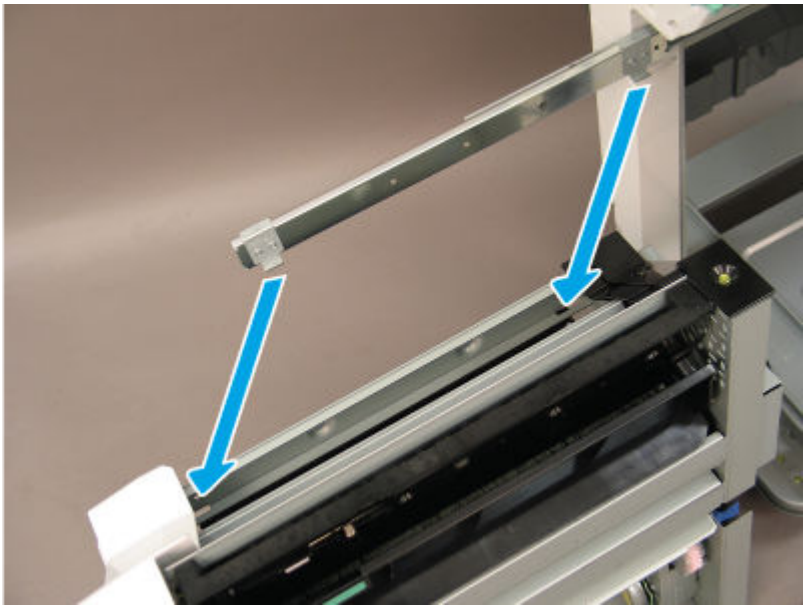
6. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

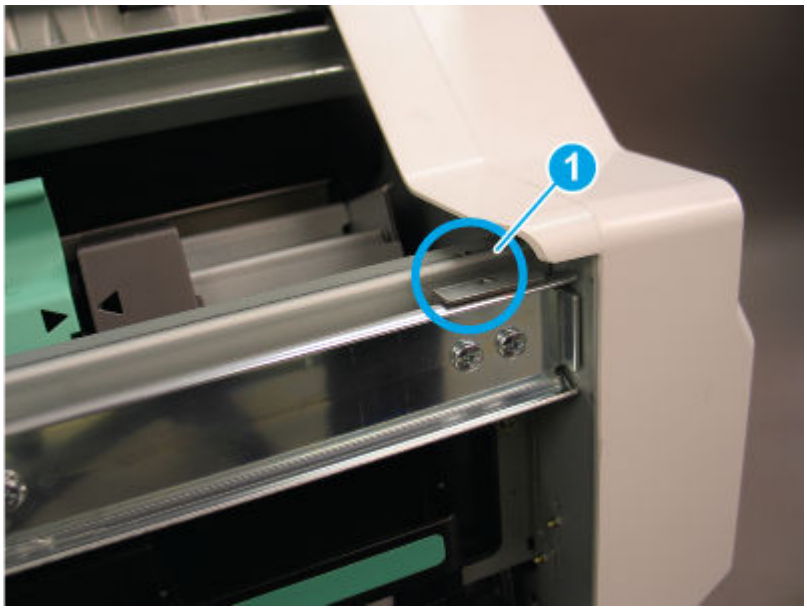
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2603 Position the hooks on the rail



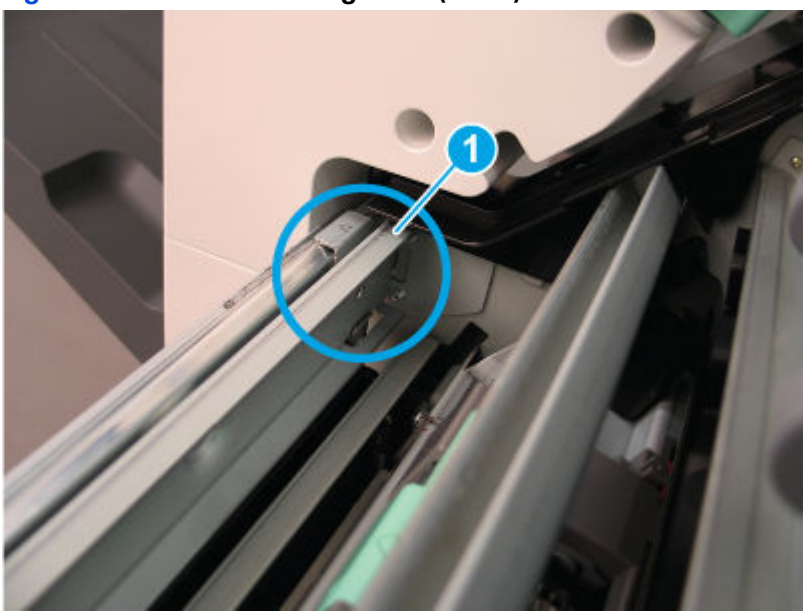
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2604 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

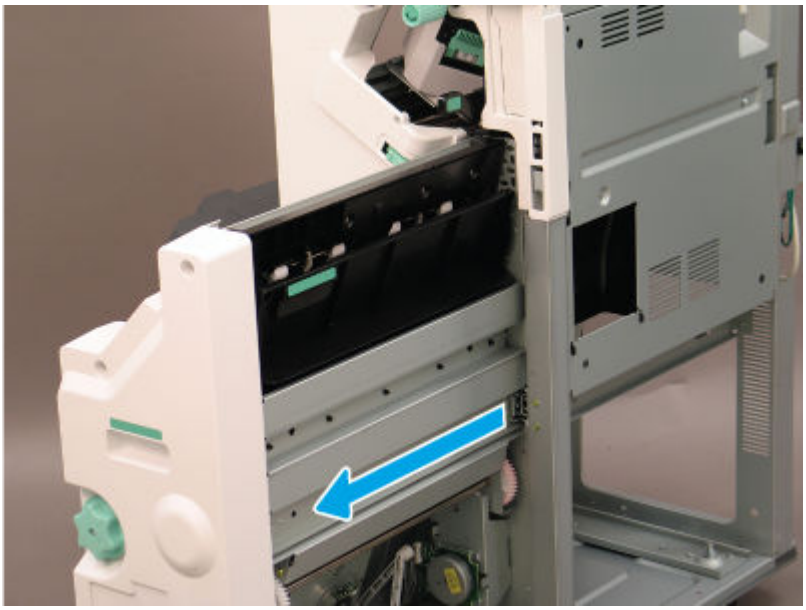
Figure 5-2605 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2606 Attach the rail



Miscellaneous parts

Review the booklet finisher miscellaneous parts removal procedures.

Removal and replacement: Finisher mounting brackets

Learn about removing and replacing the external finisher mounting brackets.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-304 Part information

Part number	Part description
JC90-01442A	Finisher mount bracket

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher mounting brackets

Use the following procedure to remove and replace the external finisher mounting brackets.

- Remove four screws, and then remove the external finisher mounting brackets.

Figure 5-2607 Remove the brackets

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Inner finisher

Learn about parts removal and replacement for the inner finisher output device.

Whole unit and rail

Review the inner finisher whole unit and rail removal procedures.

Removal and replacement: Inner finisher

Learn about removing and replacing the inner finisher.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-305 Part information

Part number	Part description
6GW49-67002	Inner finisher

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher

Use the following procedure to remove and replace the inner finisher.

1. Disconnect one connector.

Figure 5-2608 Disconnect one connector

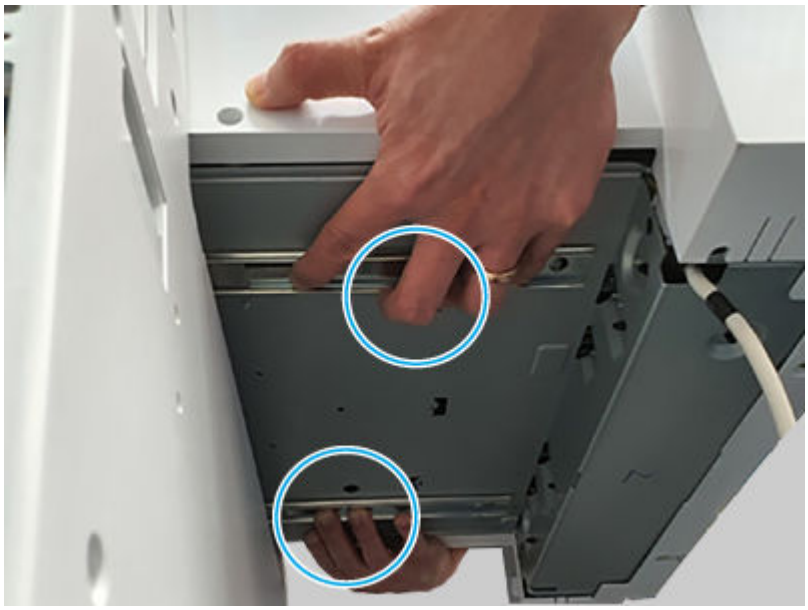
2. Open the front cover, and then pull the lock release handle.

Figure 5-2609 Pull the handle

3. Do the following:
   - Partially slide the inner finisher away from the printer.
   - Release two locks on the slide rails.

- Slide the inner finisher completely off of the printer to remove it.

Figure 5-2610 Remove the unit



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Guide rails

Learn about removing and replacing the inner finisher guide rails.

NOTE: Remove the inner finisher form the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-306 Part information

Part number	Part description
6102-003354	Guide rail

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher

Use the following procedure to remove and replace the inner finisher.

1. Disconnect one connector.

Figure 5-2611 Disconnect one connector

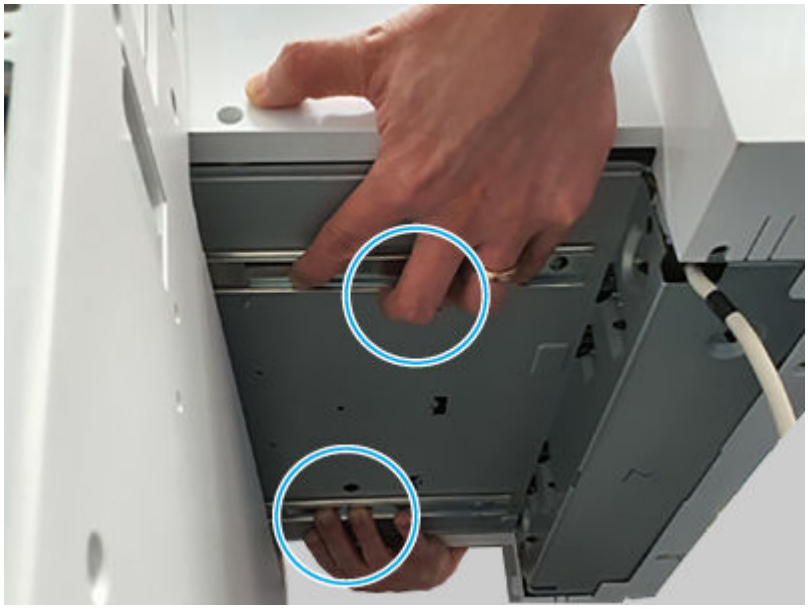
2. Open the front cover, and then pull the lock release handle.

Figure 5-2612 Pull the handle

3. Do the following:

- Partially slide the inner finisher away from the printer.
- Release two locks on the slide rails.
- Slide the inner finisher completely off of the printer to remove it.

Figure 5-2613 Remove the unit

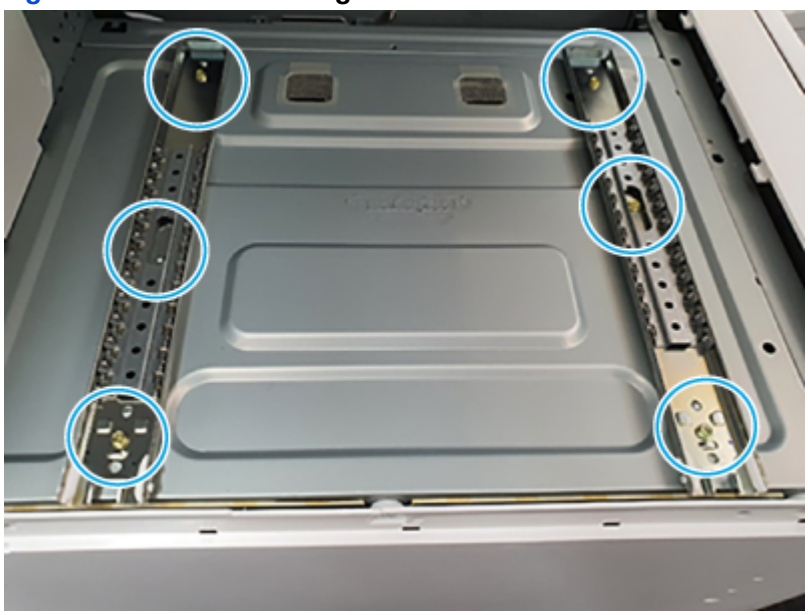


2. Remove the inner finisher guide rails

Use the following procedure to remove and replace the inner finisher guide rails.

- Remove six screws, and then remove the inner finisher guide rails.

Figure 5-2614 Remove the guide rails



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Covers

Review the inner finisher cover removal procedures.

Removal and replacement: Front cover assembly

Learn about removing and replacing the inner finisher front cover assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-307 Part information

Part number	Part description
5QK09-60123	Front cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

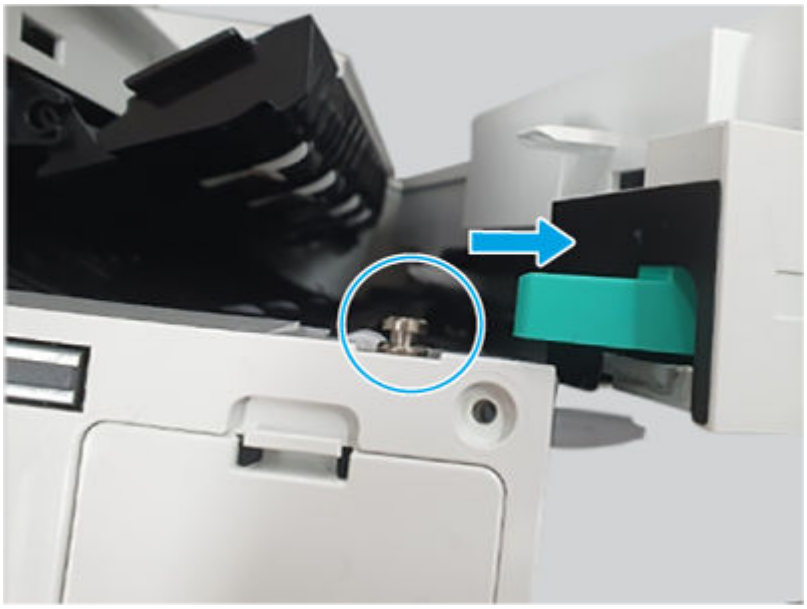
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2615 Open the punch cover

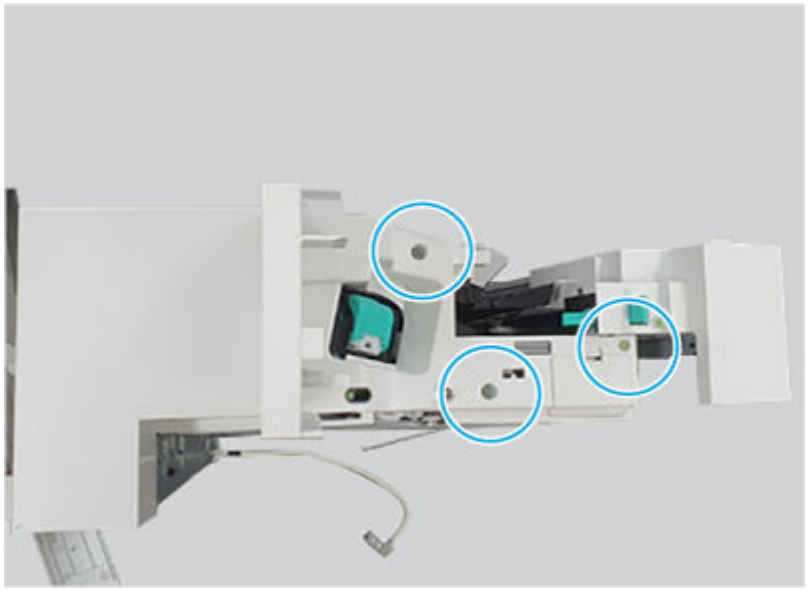


3. Remove one screw, and then remove the lock release handle.

Figure 5-2616 Remove the handle

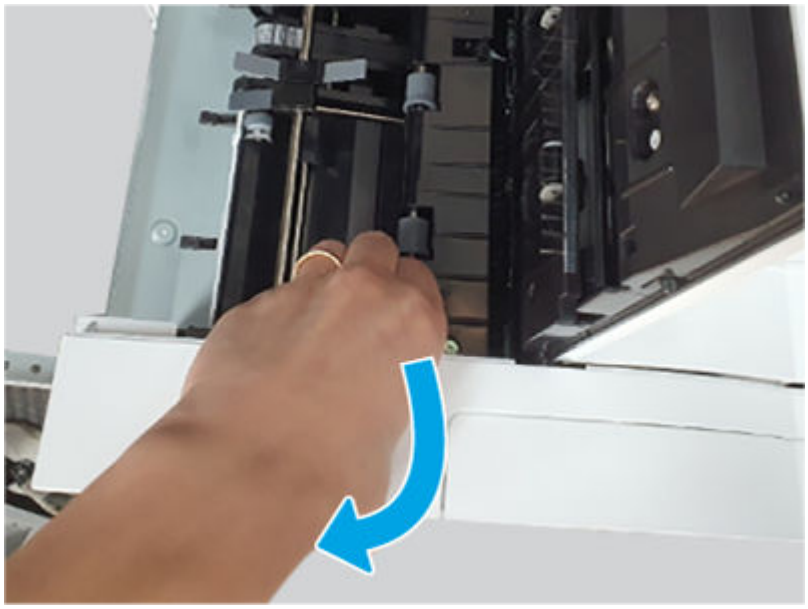
4. Remove three screws.

Figure 5-2617 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2618 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top cover assembly

Learn about removing and replacing the inner finisher top cover assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-308 Part information

Part number	Part description
5QK09-60125	Top cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

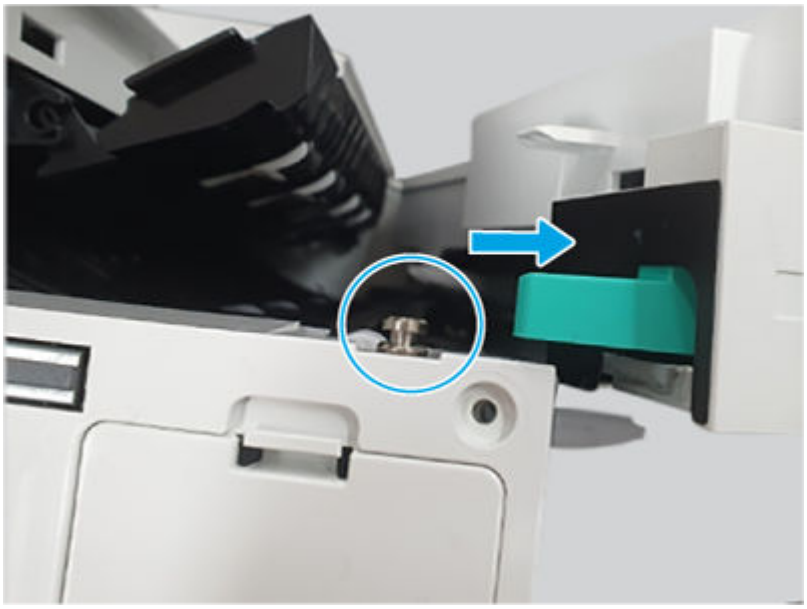
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2619 Open the punch cover

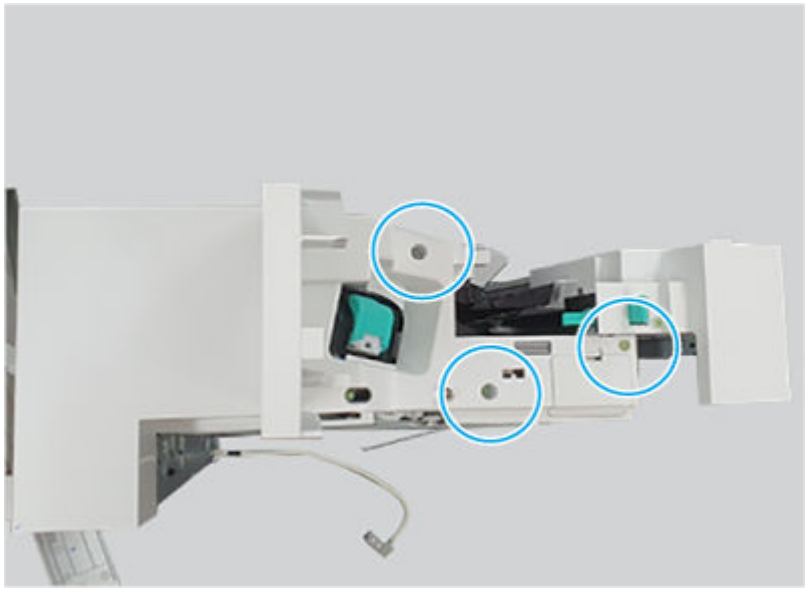


3. Remove one screw, and then remove the lock release handle.

Figure 5-2620 Remove the handle

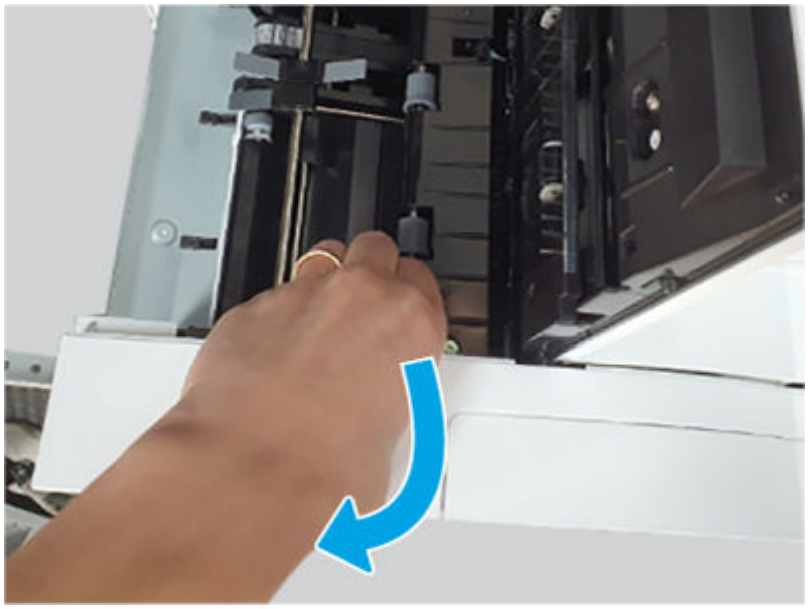
4. Remove three screws.

Figure 5-2621 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2622 Remove the cover

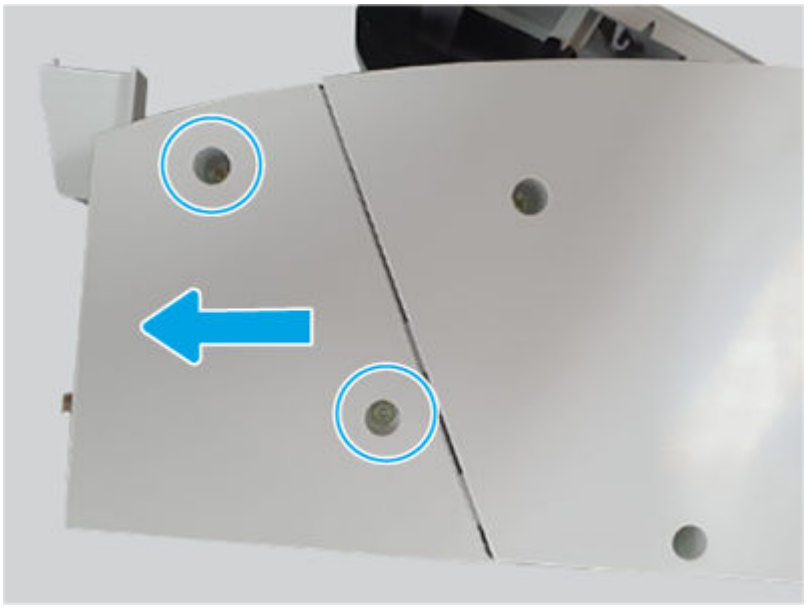


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2623 Remove the cover



3. Remove the inner finisher rear base cover

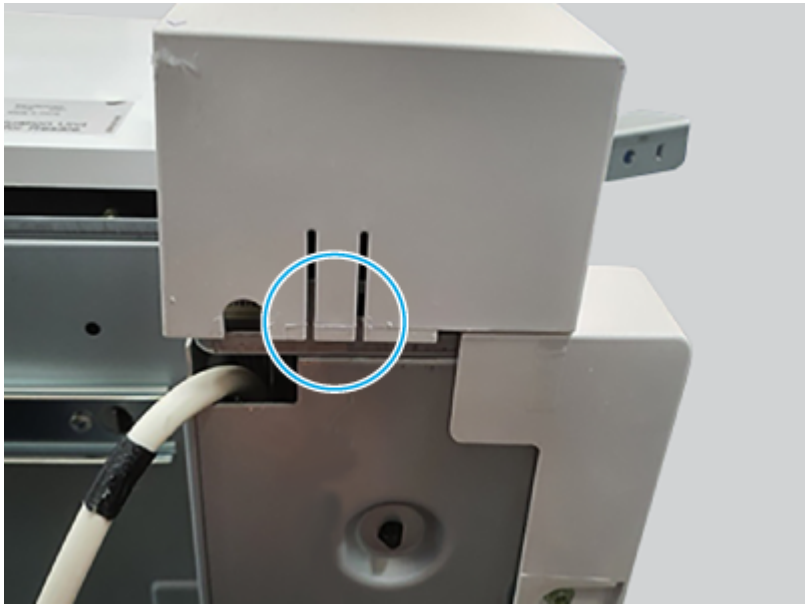
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2624 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2625 Remove the cover

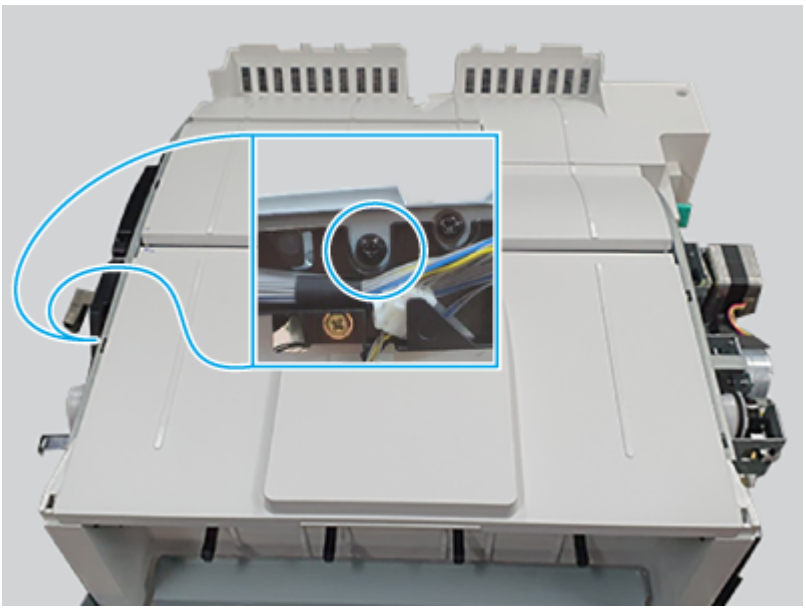


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2626 Remove the cover



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Middle cover assembly

Learn about removing and replacing the inner finisher middle cover assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-309 Part information

Part number	Part description
5QK09-60124	Middle cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

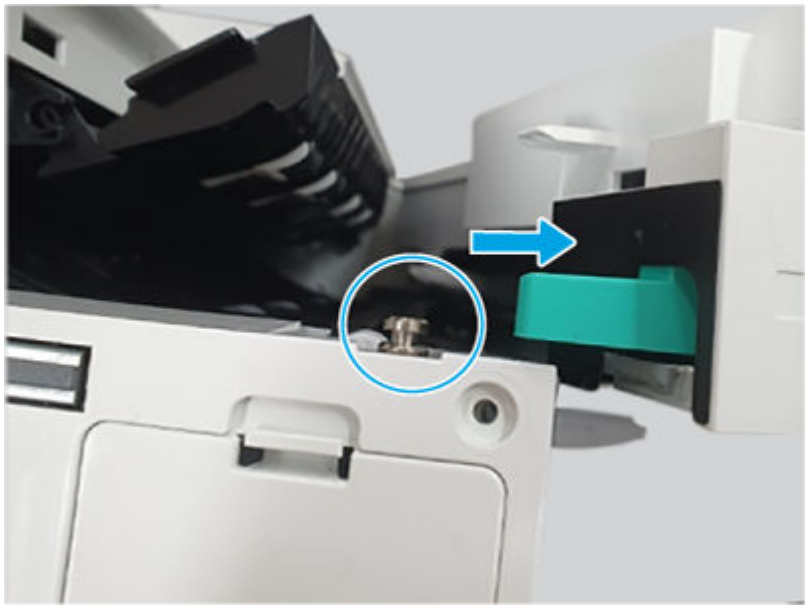
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2627 Open the punch cover

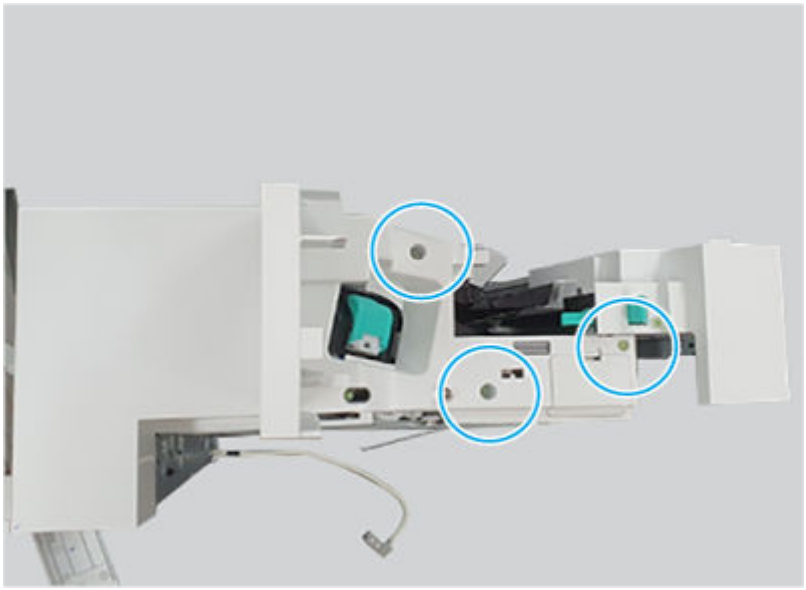


3. Remove one screw, and then remove the lock release handle.

Figure 5-2628 Remove the handle

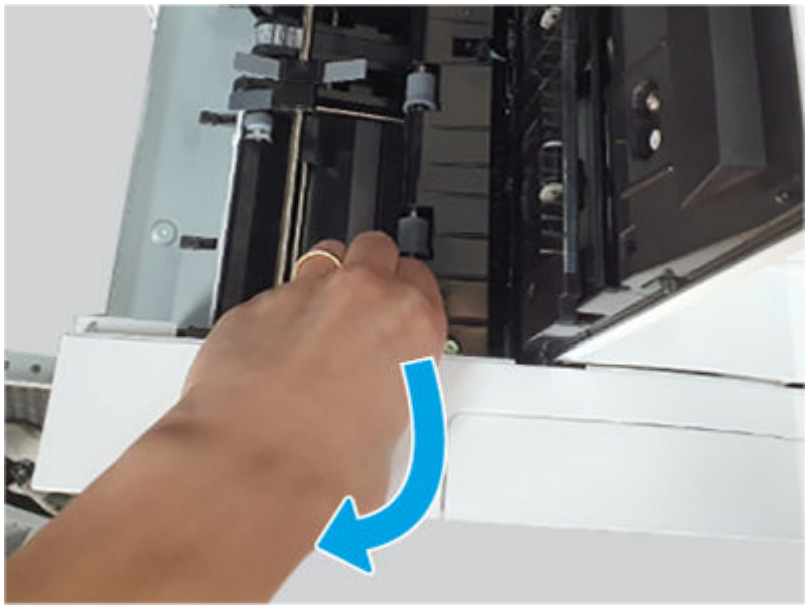
4. Remove three screws.

Figure 5-2629 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2630 Remove the cover

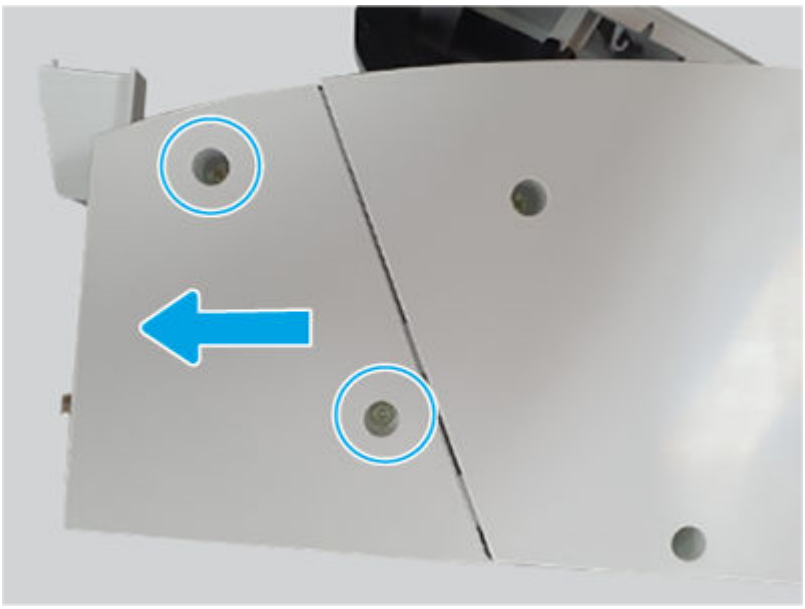


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2631 Remove the cover



3. Remove the inner finisher rear base cover

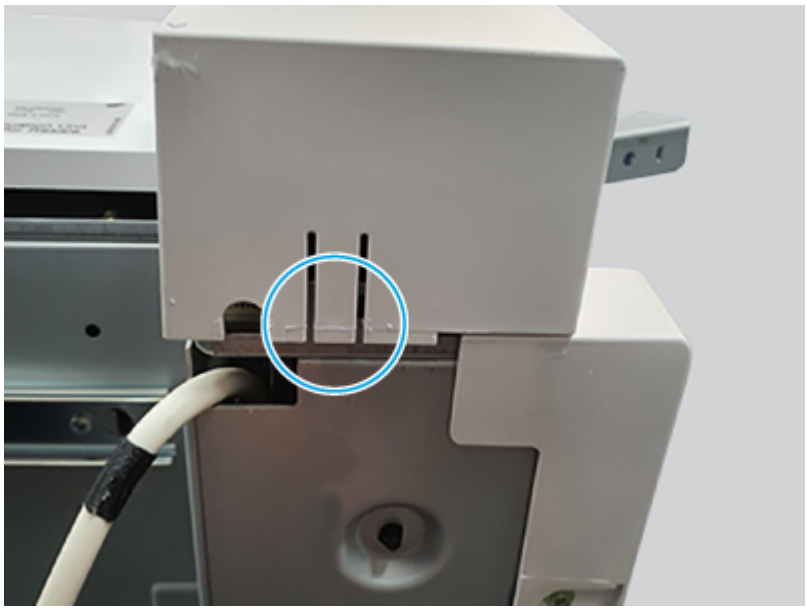
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2632 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2633 Remove the cover

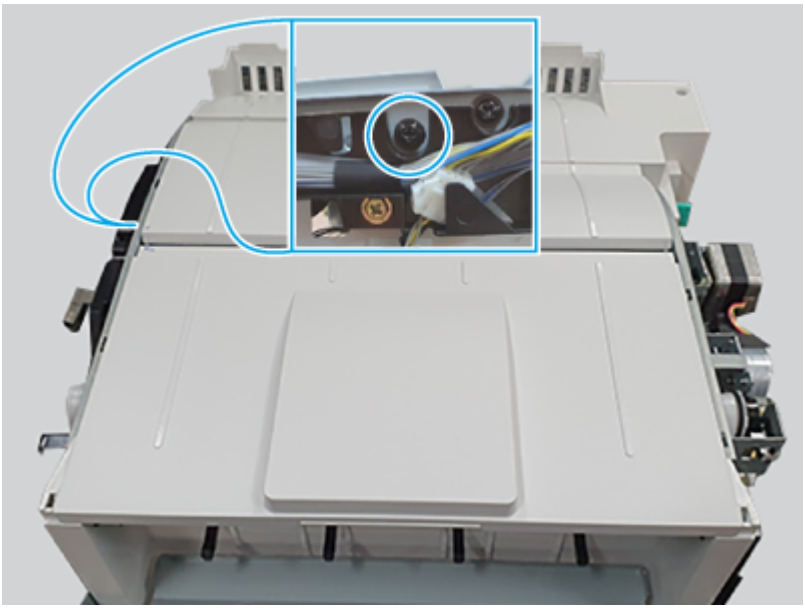


4. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-2634 Remove the cover



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Punch cover assembly

Learn about removing and replacing the inner finisher punch cover assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-310 Part information

Part number	Part description
8GS05-60114	Punch cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

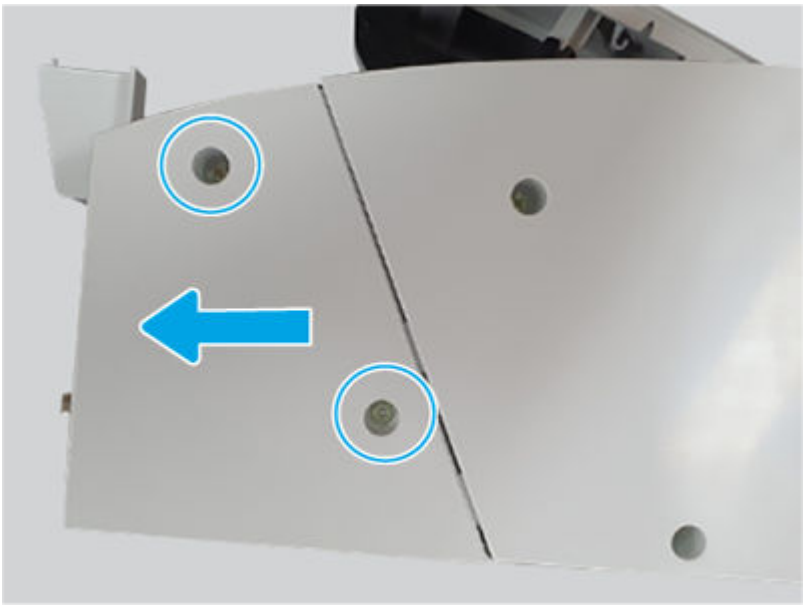
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2635 Remove the cover

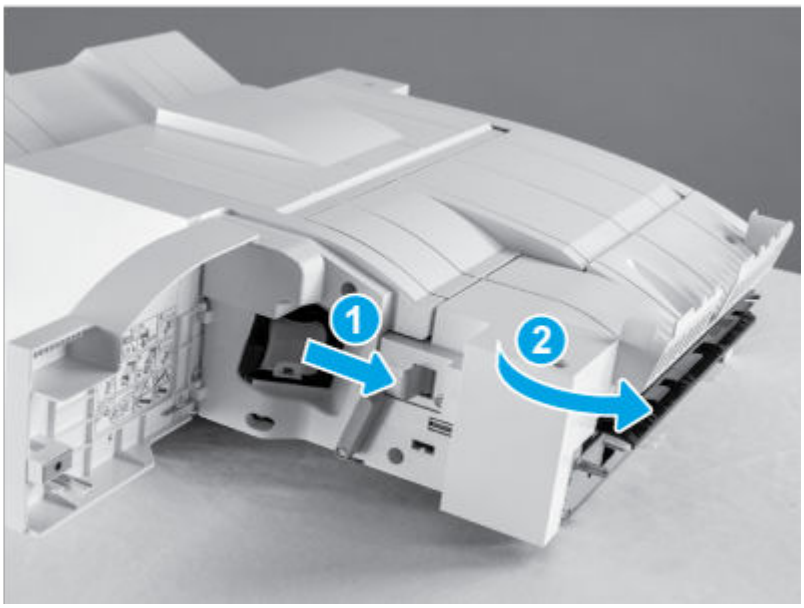


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

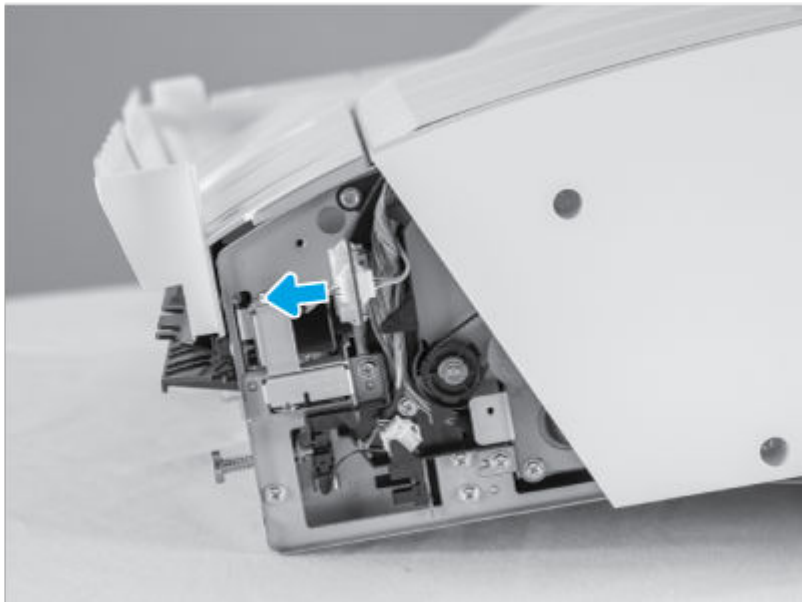
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2636 Rotate the punch



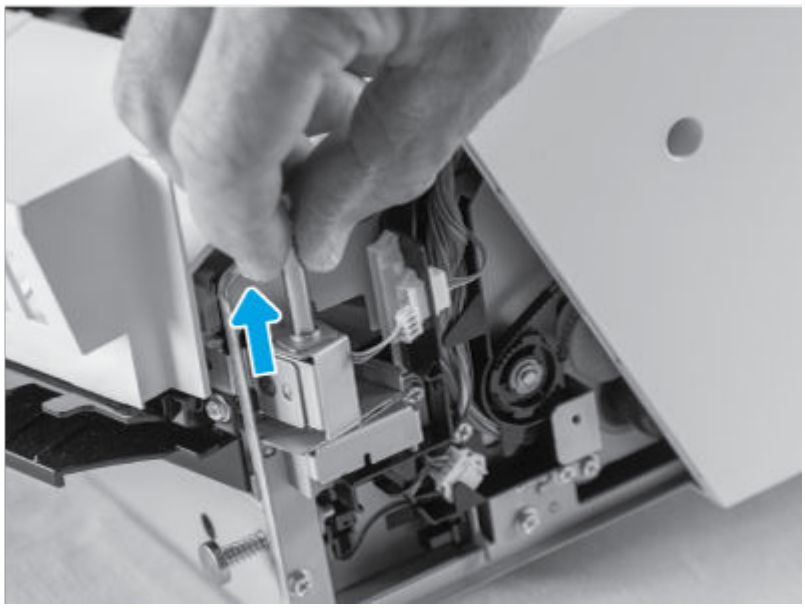
2. Disconnect one connector.

Figure 5-2637 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2638 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Output tray assembly

Learn about removing and replacing the inner finisher output tray assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-311 Part information

Part number	Part description
5QK09-60118	Output tray assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

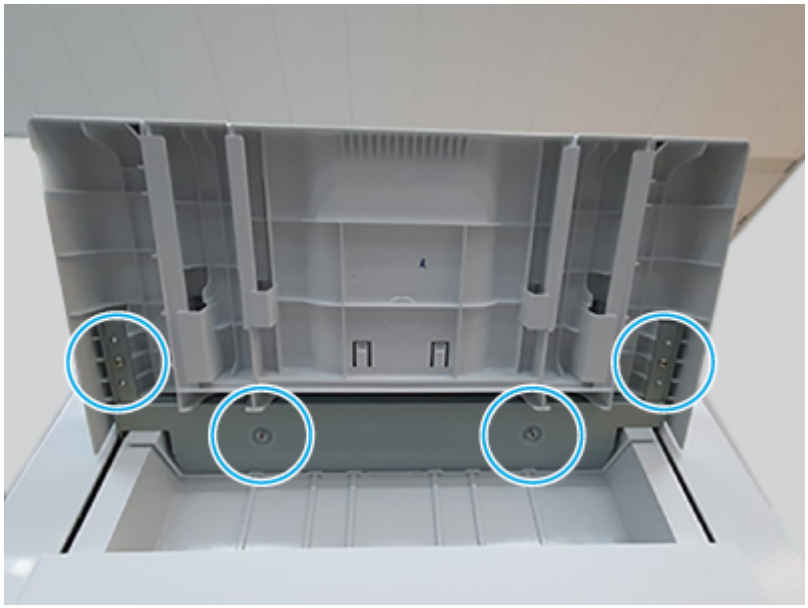
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher output tray assembly

Use the following procedure to remove and replace the inner finisher output tray assembly.

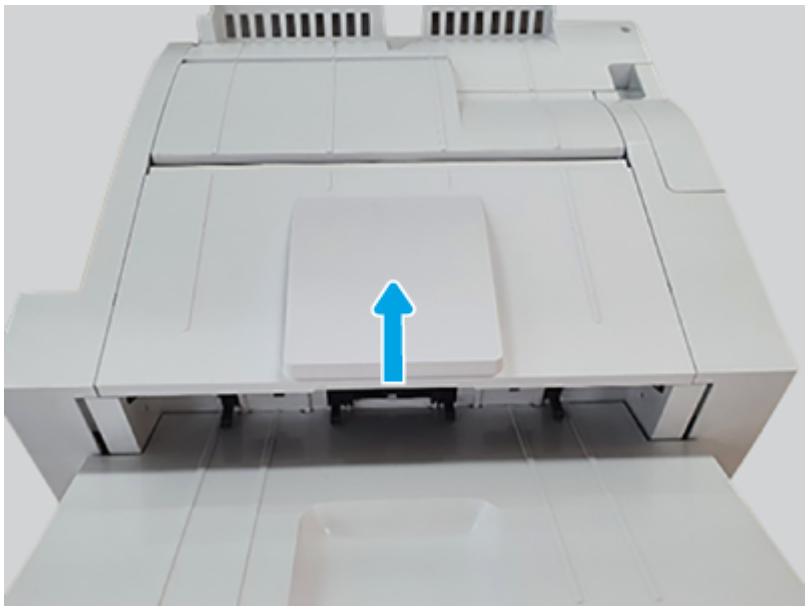
1. Remove four screws.

Figure 5-2639 Remove four screws



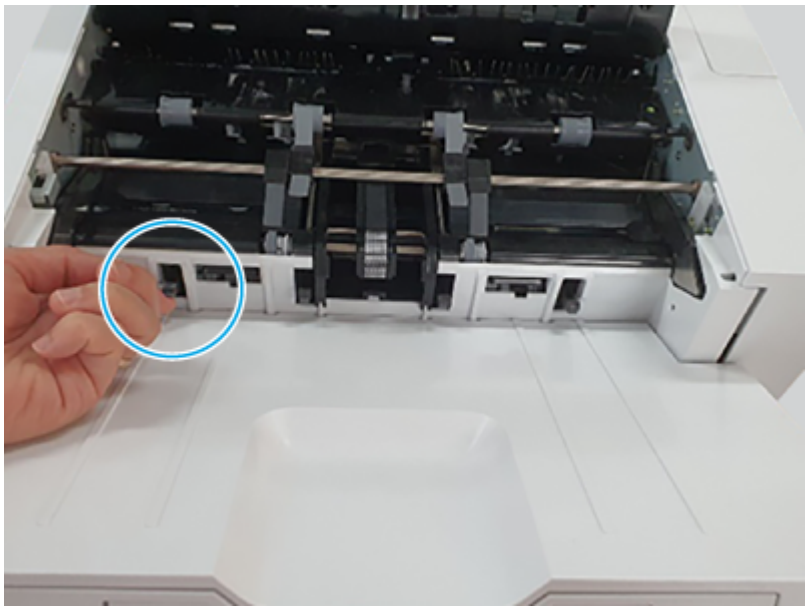
2. Open the top cover.

Figure 5-2640 Open the cover



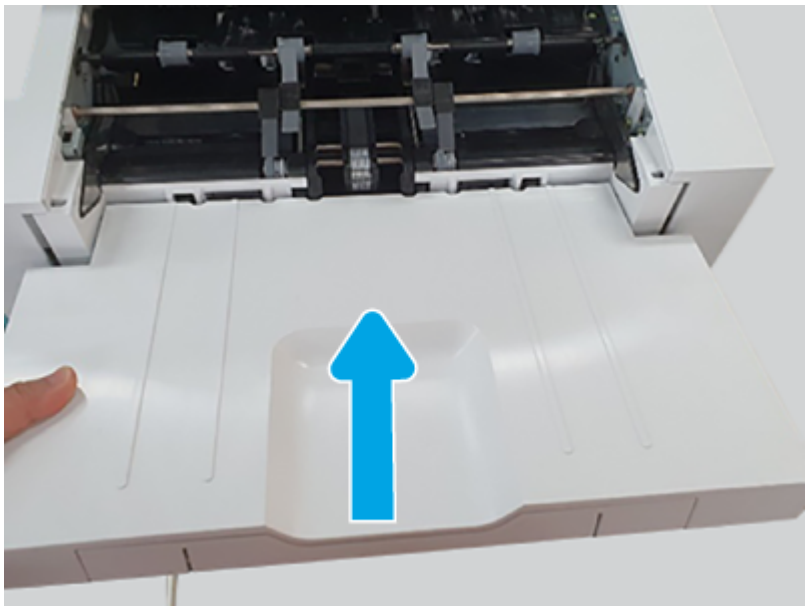
3. Press the paper holding actuator.

Figure 5-2641 Press the actuator



4. Lift up on the inner finisher output tray to remove it.

Figure 5-2642 Remove the tray



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: PCA cover

Learn about removing and replacing the inner finisher PCA cover.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-312 Part information

Part number	Part description
5QK09-40004	PCA cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

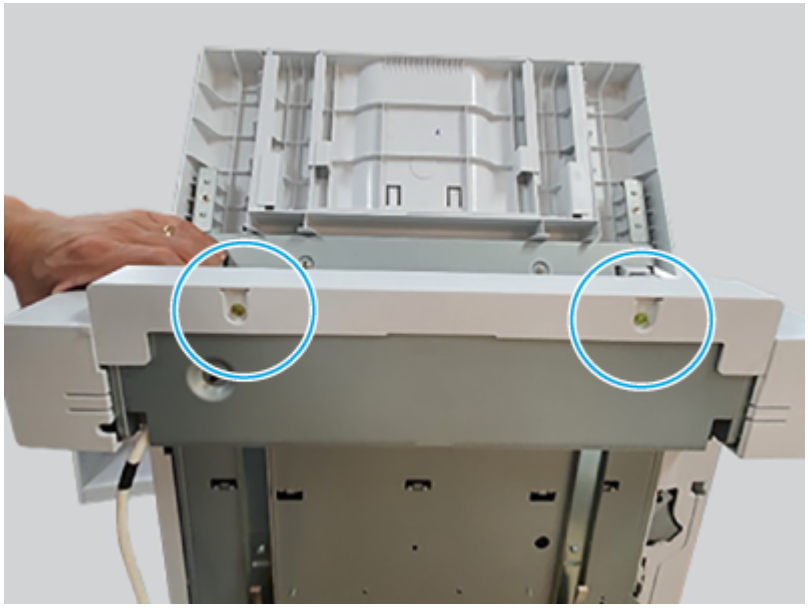
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher PCA cover

Use the following procedure to remove and replace the inner finisher PCA cover.

1. Lift up the inner finisher, and then remove two screws.

Figure 5-2643 Remove two screws



2. Remove the inner finisher PCA cover.

Figure 5-2644 Remove the cover

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Finisher sub stay assembly

Learn about removing and replacing the inner finisher sub stay assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-313 Part information

Part number	Part description
8GS05-60113	Finisher sub stay assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

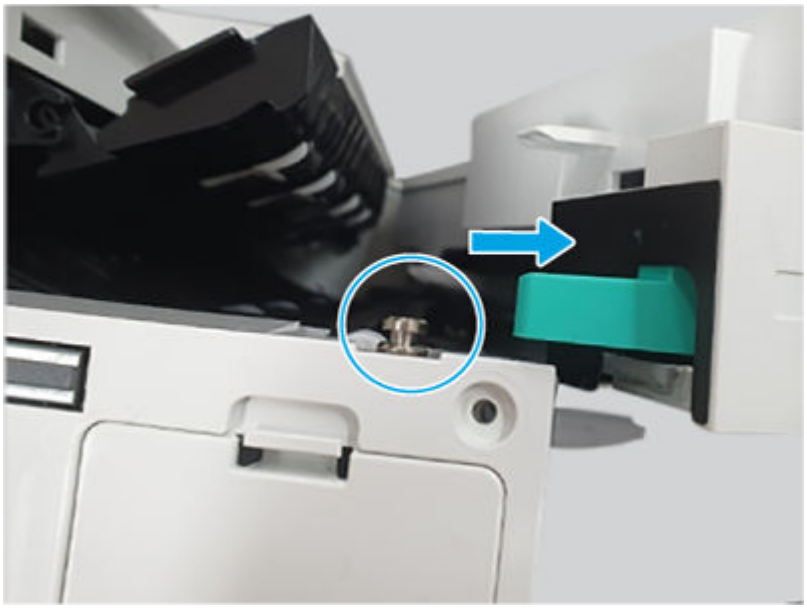
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2645 Open the punch cover

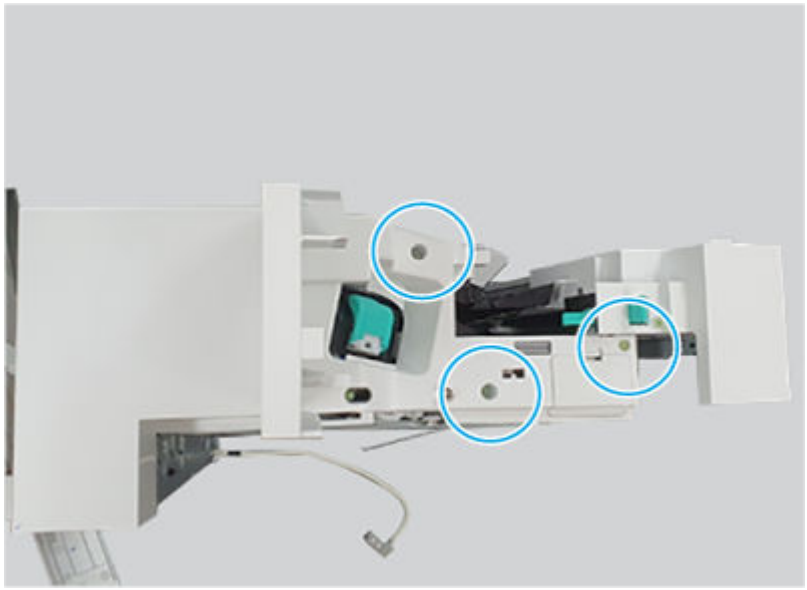


3. Remove one screw, and then remove the lock release handle.

Figure 5-2646 Remove the handle

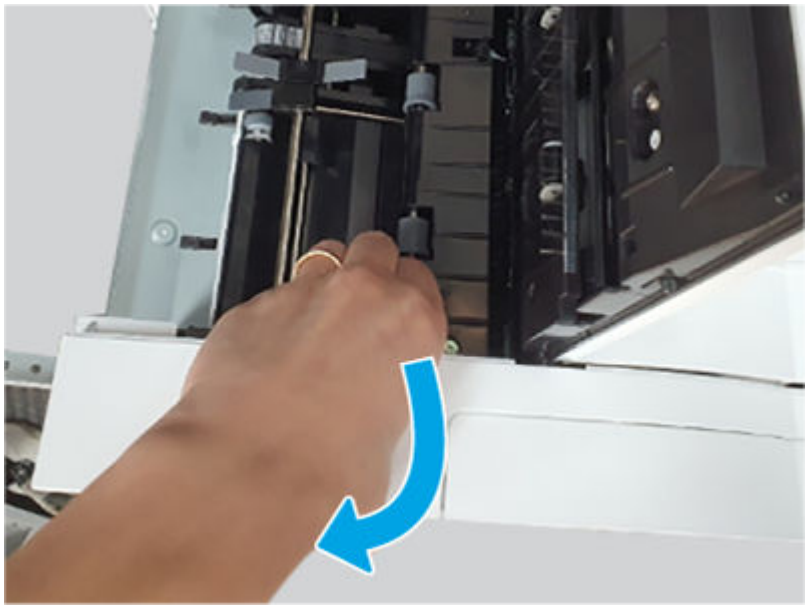
4. Remove three screws.

Figure 5-2647 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2648 Remove the cover

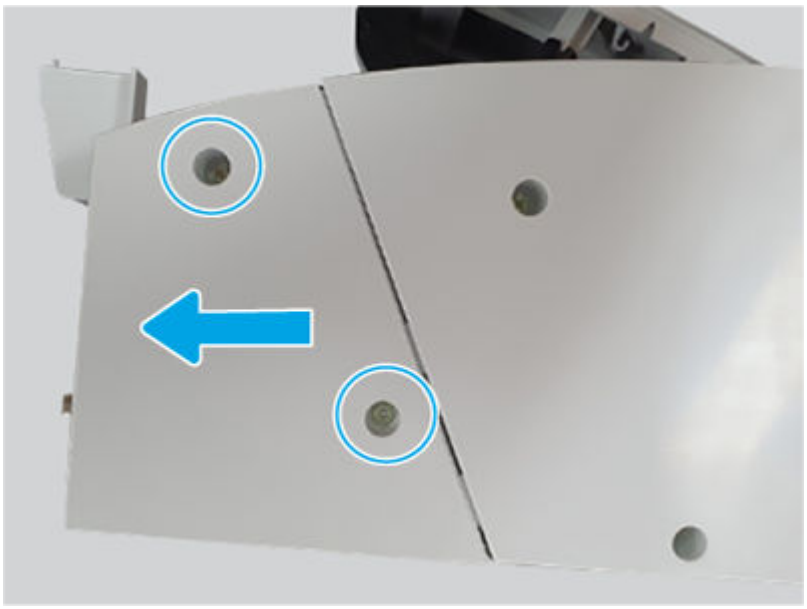


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2649 Remove the cover



3. Remove the inner finisher rear base cover

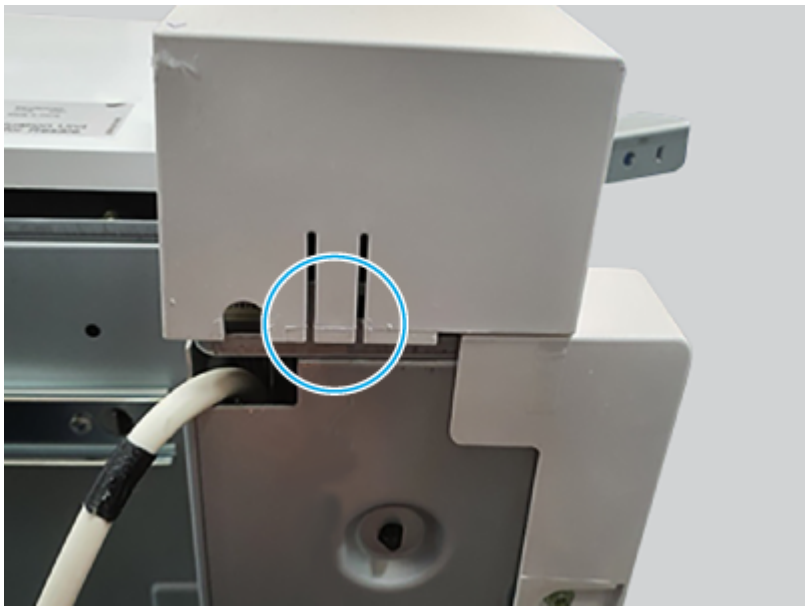
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2650 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2651 Remove the cover

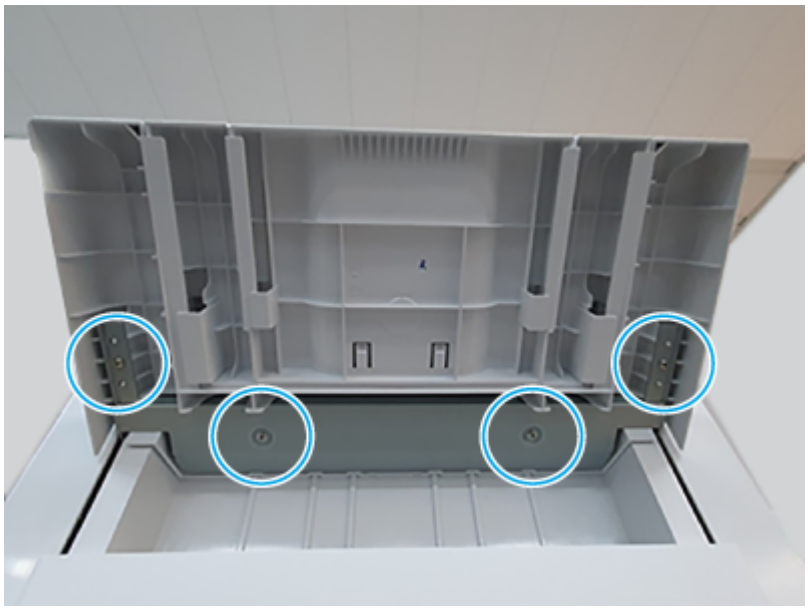


4. Remove the inner finisher output tray assembly

Use the following procedure to remove and replace the inner finisher output tray assembly.

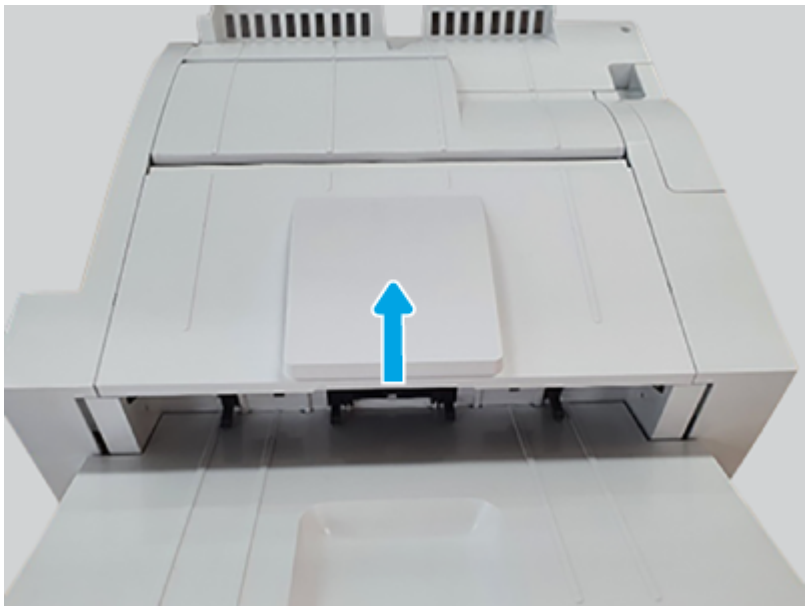
1. Remove four screws.

Figure 5-2652 Remove four screws



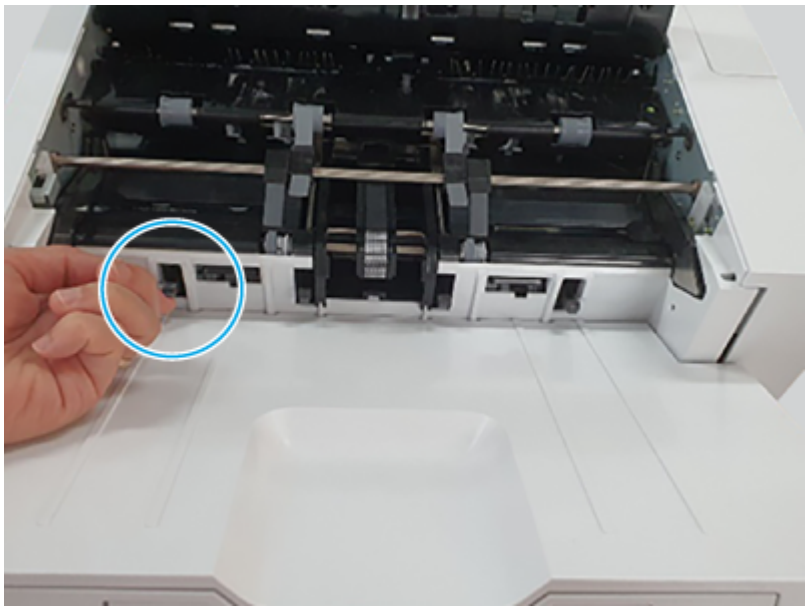
2. Open the top cover.

Figure 5-2653 Open the cover



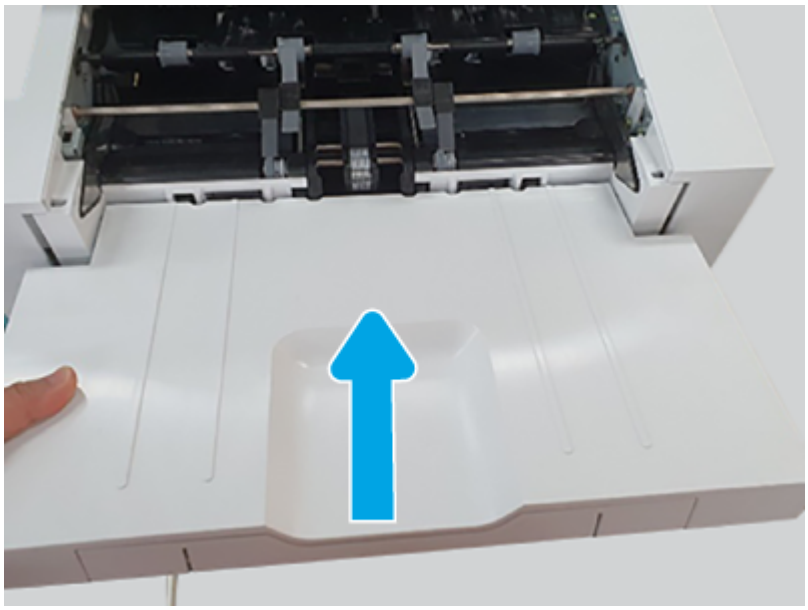
3. Press the paper holding actuator.

Figure 5-2654 Press the actuator



4. Lift up on the inner finisher output tray to remove it.

Figure 5-2655 Remove the tray

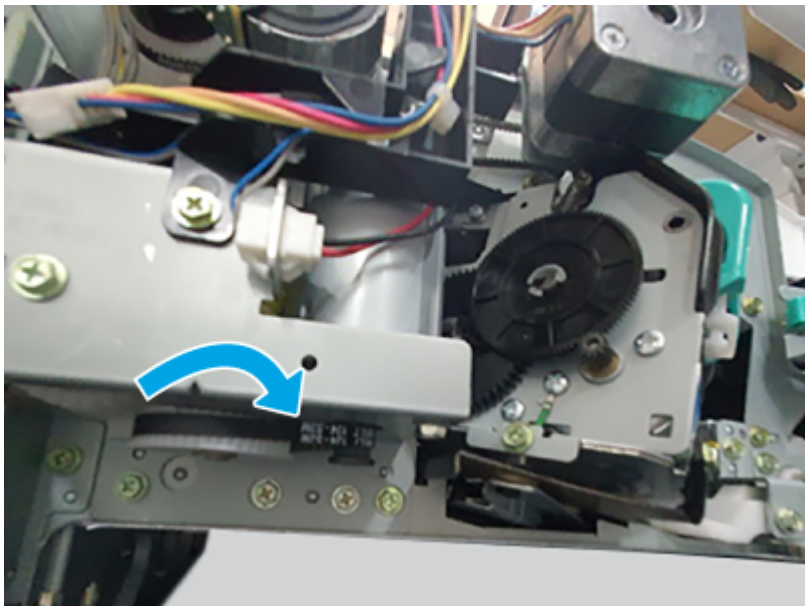


5. Remove the output tray frame

Use the following procedure to remove and replace the inner finisher output tray frame.

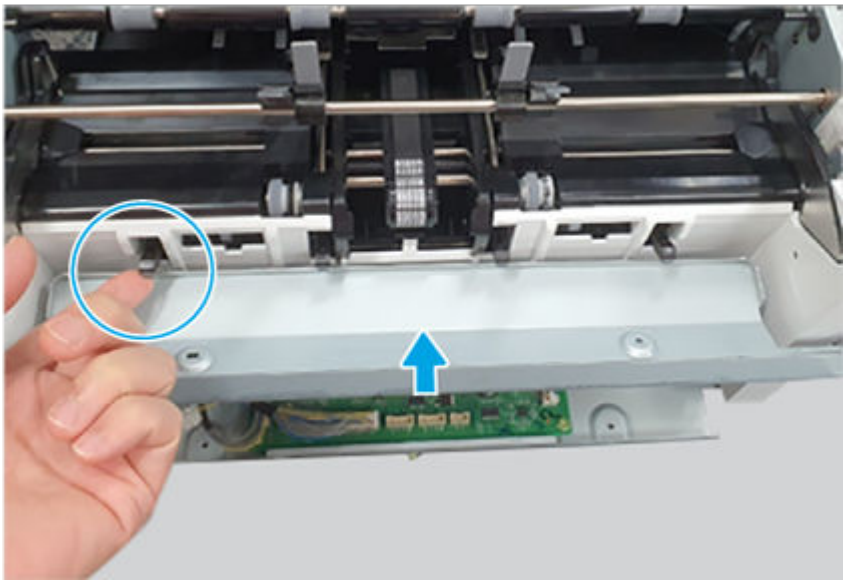
1. Rotate the output tray gear.

Figure 5-2656 Rotate the gear



2. Press the paper holding actuator, and then lift the inner finisher output tray frame up to remove it.

Figure 5-2657 Remove the frame

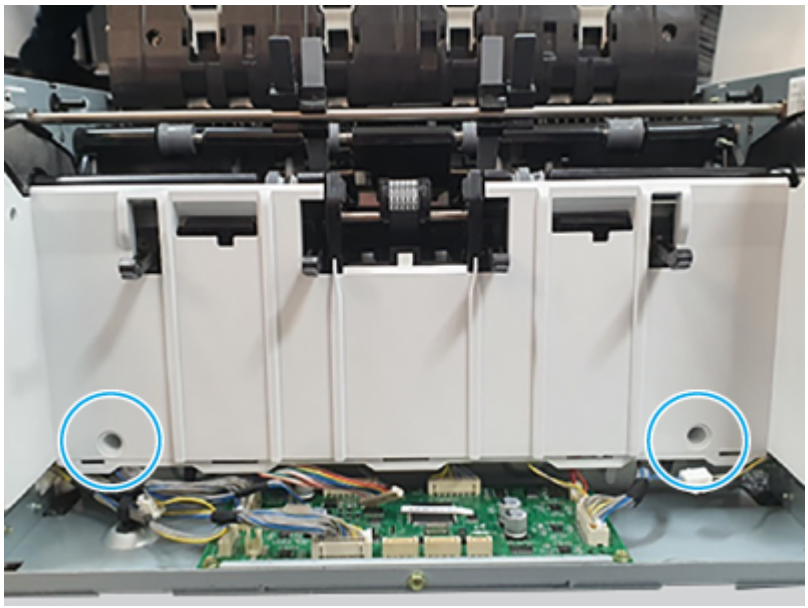


6. Remove the finisher sub stay assembly

Use the following procedure to remove and replace the inner finisher sub stay assembly.

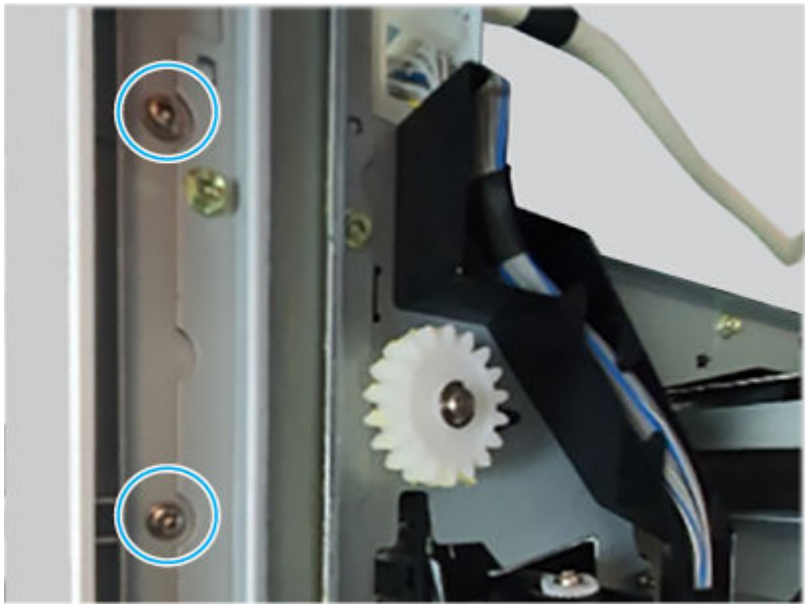
1. Remove two screws.

Figure 5-2658 Remove two screws



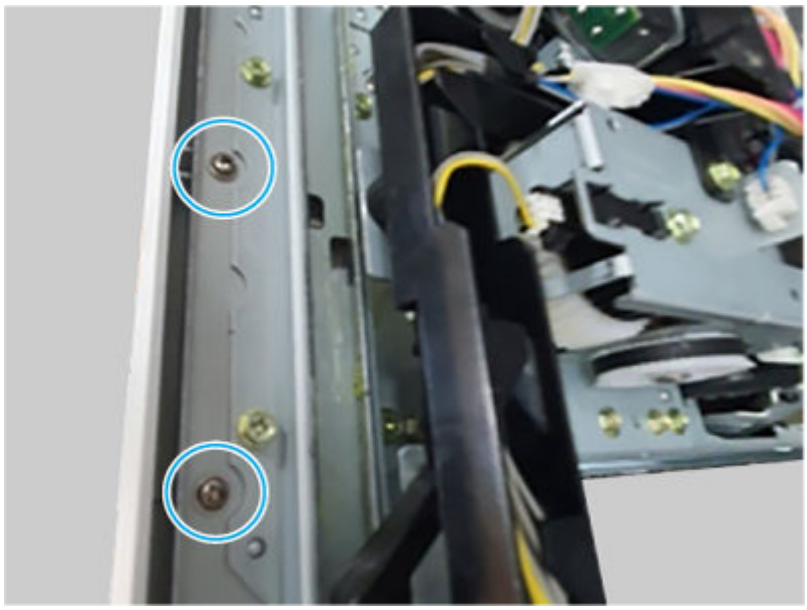
2. Remove two screws.

Figure 5-2659 Remove two screws



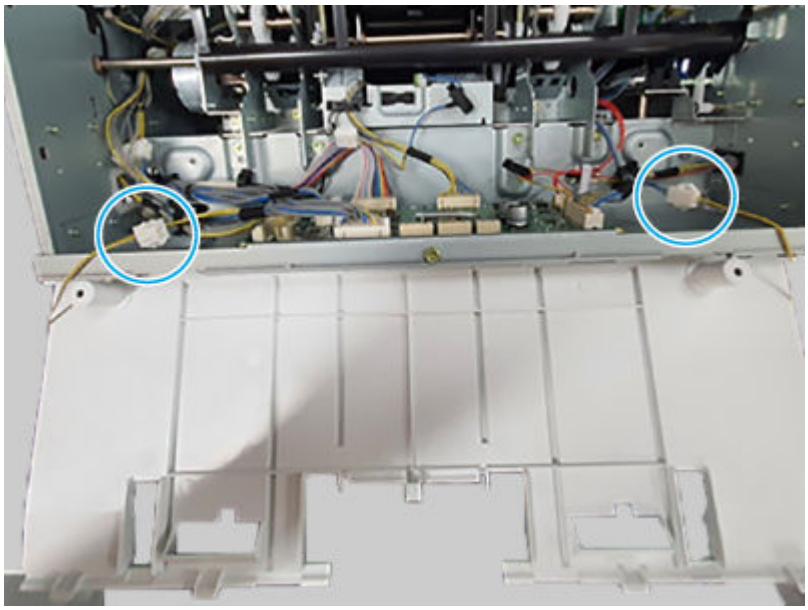
3. Remove two screws.

Figure 5-2660 Remove two screws



4. Disconnect two connectors, and then remove the inner finisher sub stay assembly.

Figure 5-2661 Remove the assembly



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear cover - base

Learn about removing and replacing the inner finisher rear base cover.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-314 Part information

Part number	Part description
5QK09-40018	Rear base cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

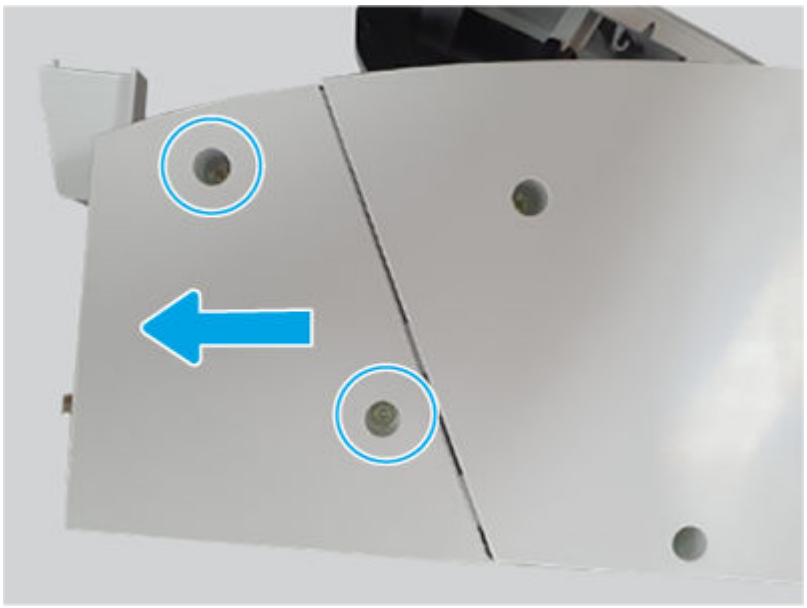
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2662 Remove the cover



2. Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

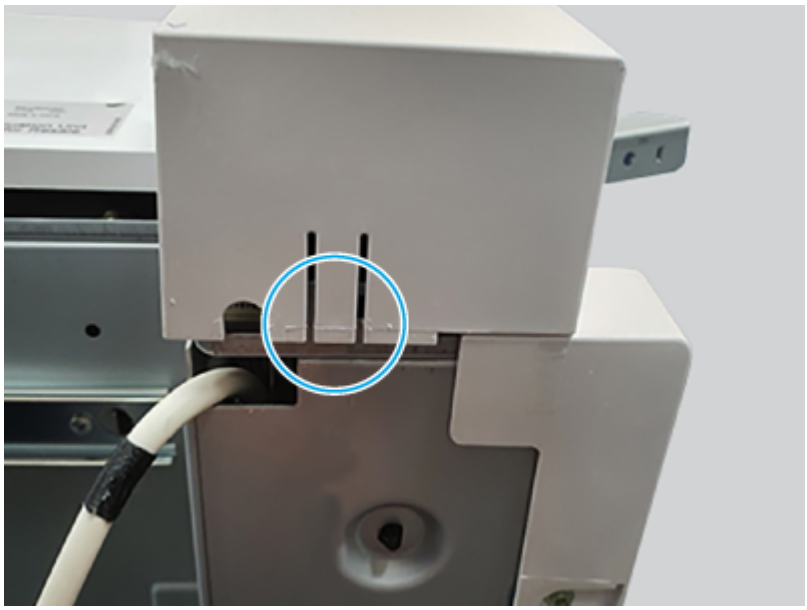
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-2663 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2664 Remove the cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear cover - punch

Learn about removing and replacing the inner finisher rear punch cover.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-315 Part information

Part number	Part description
5QK09-40037	Rear punch cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

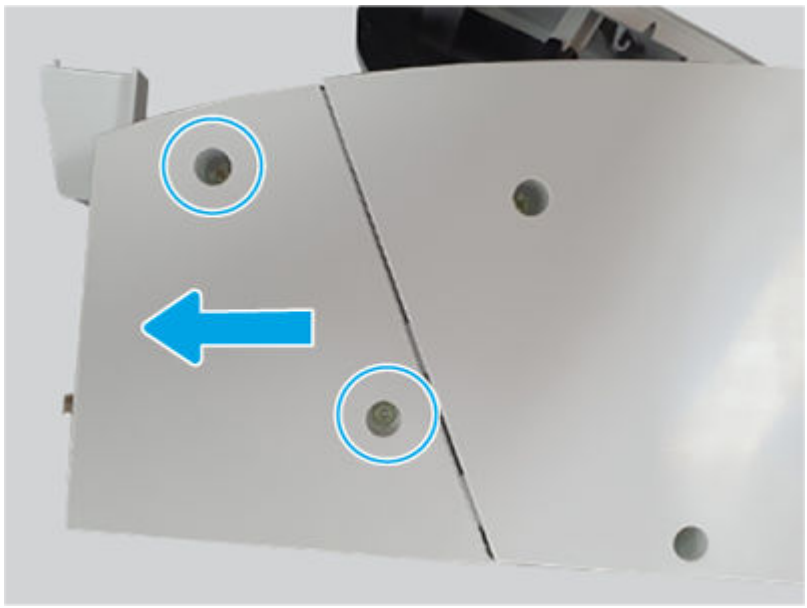
Print any pages necessary to make sure the printer is functioning correctly.

Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2665 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Lock release handle

Learn about removing and replacing the inner finisher lock release handle.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-316 Part information

Part number	Part description
JC66-04233A	Lock release handle

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

- Open the front door, remove one screw, and then remove the lock release handle.

Figure 5-2666 Remove the handle

2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main interface harness

Learn about removing and replacing the inner finisher main interface harness.

NOTE: Remove the inner finisher form the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-317 Part information

Part number	Part description
JC39-02169A	Main interface harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

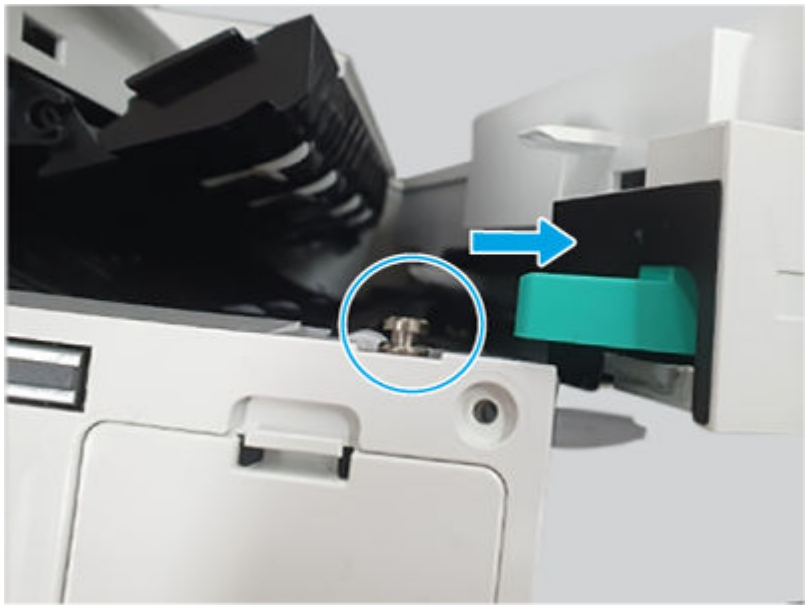
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2667 Open the punch cover

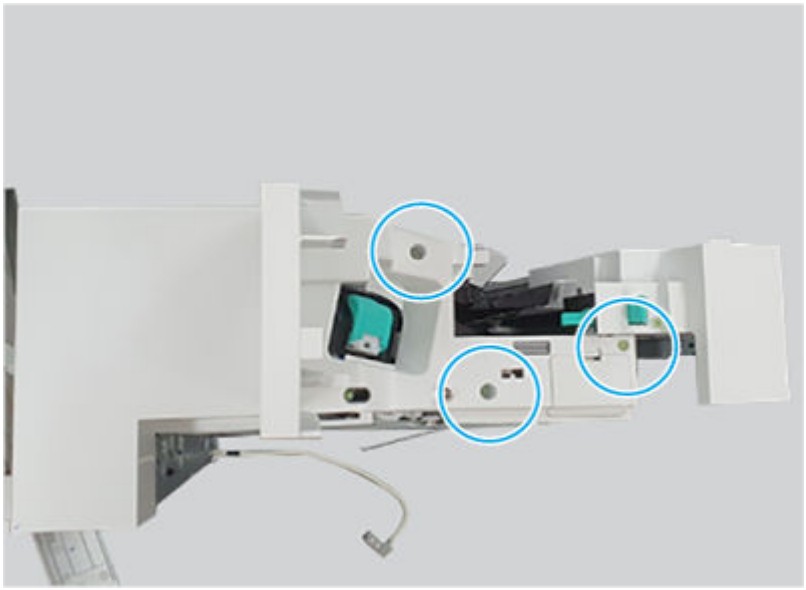


3. Remove one screw, and then remove the lock release handle.

Figure 5-2668 Remove the handle

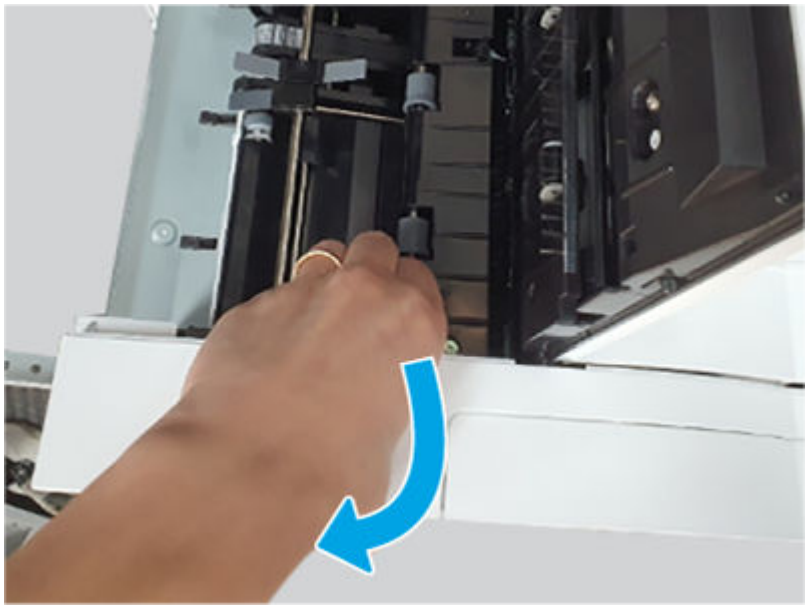
4. Remove three screws.

Figure 5-2669 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2670 Remove the cover

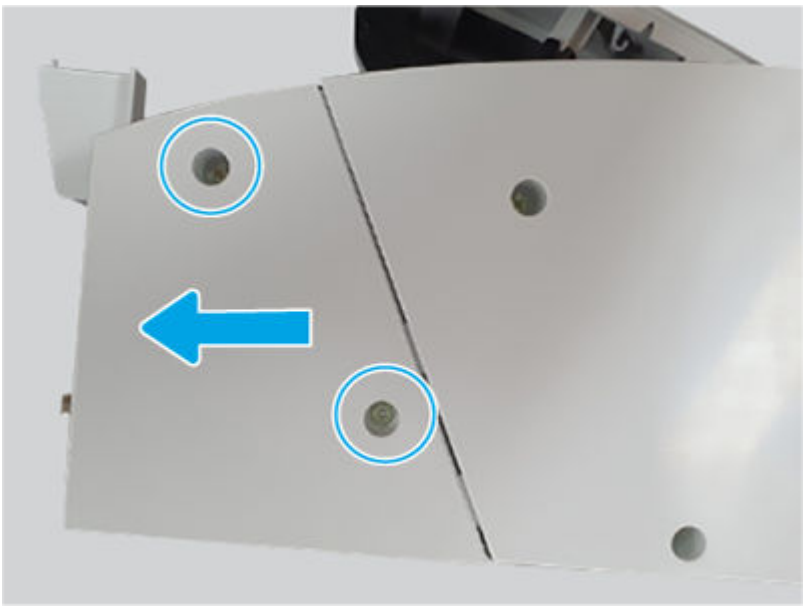


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2671 Remove the cover



3. Remove the inner finisher rear base cover

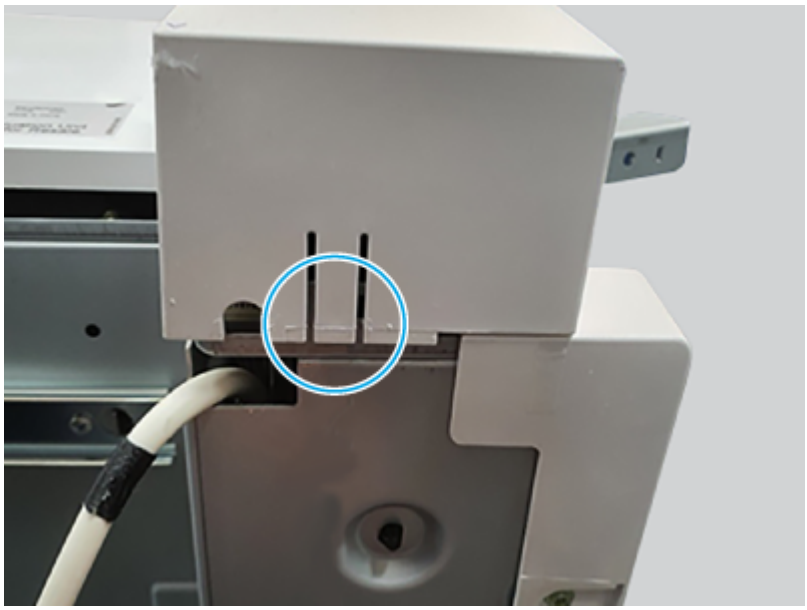
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2672 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2673 Remove the cover

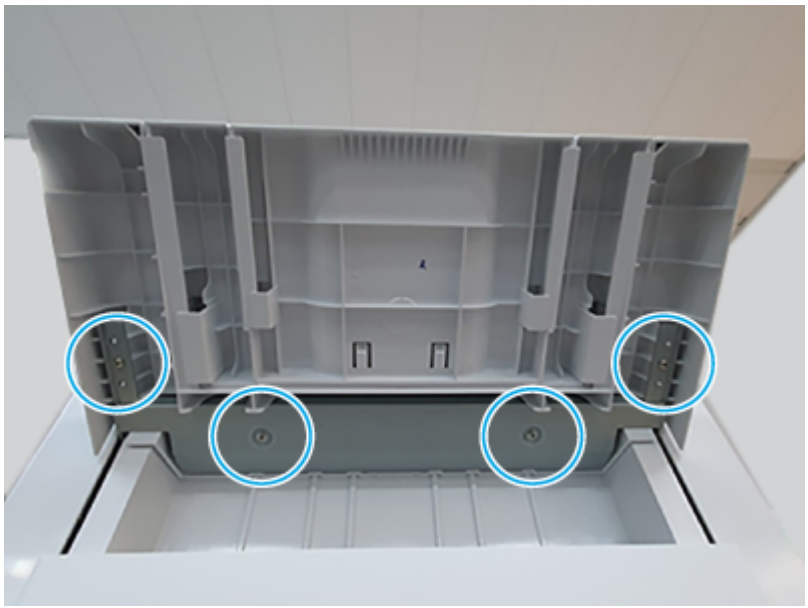


4. Remove the inner finisher output tray assembly

Use the following procedure to remove and replace the inner finisher output tray assembly.

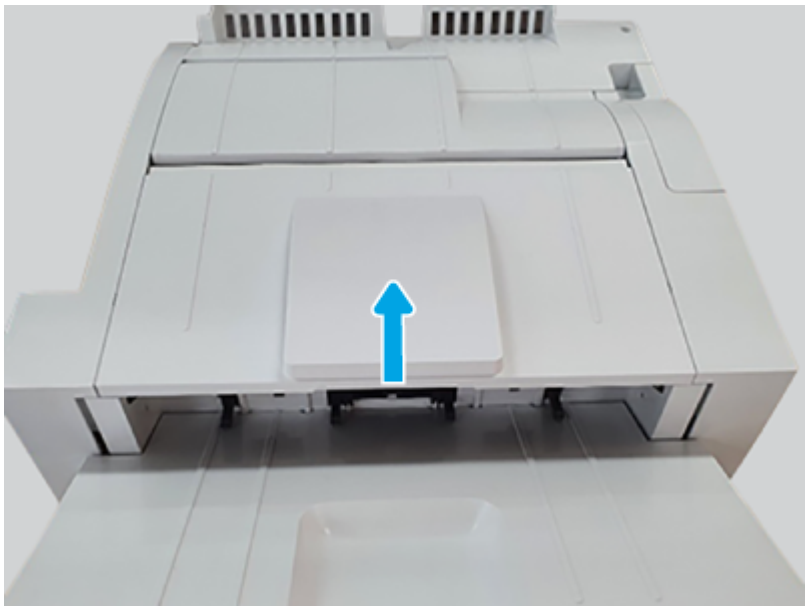
1. Remove four screws.

Figure 5-2674 Remove four screws



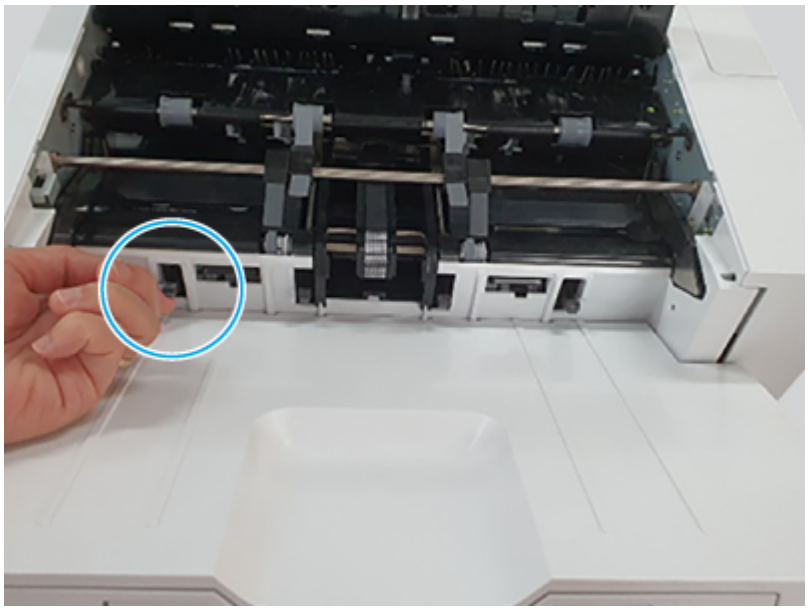
2. Open the top cover.

Figure 5-2675 Open the cover



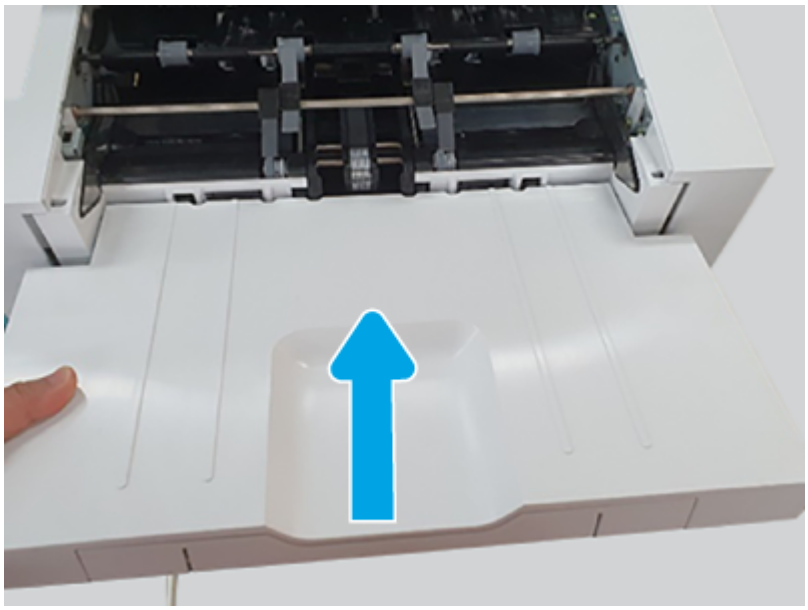
3. Press the paper holding actuator.

Figure 5-2676 Press the actuator



4. Lift up on the inner finisher output tray to remove it.

Figure 5-2677 Remove the tray

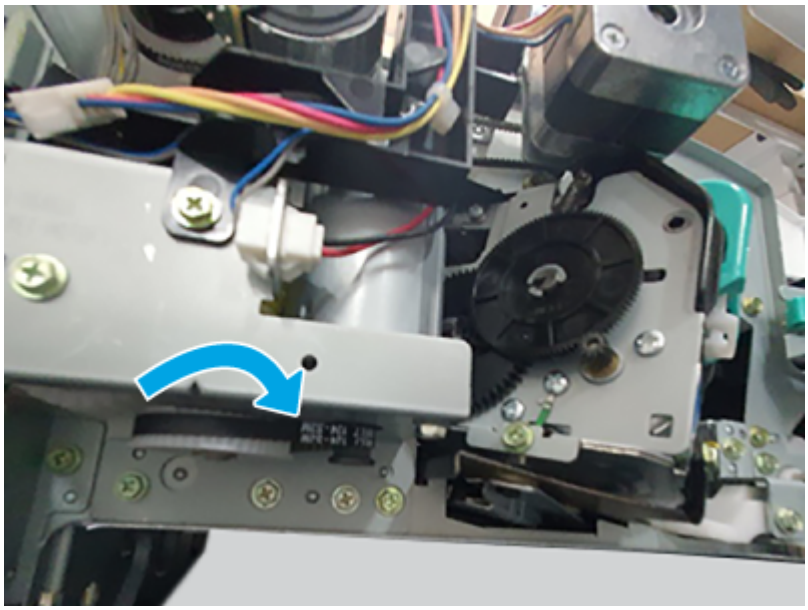


5. Remove the output tray frame

Use the following procedure to remove and replace the inner finisher output tray frame.

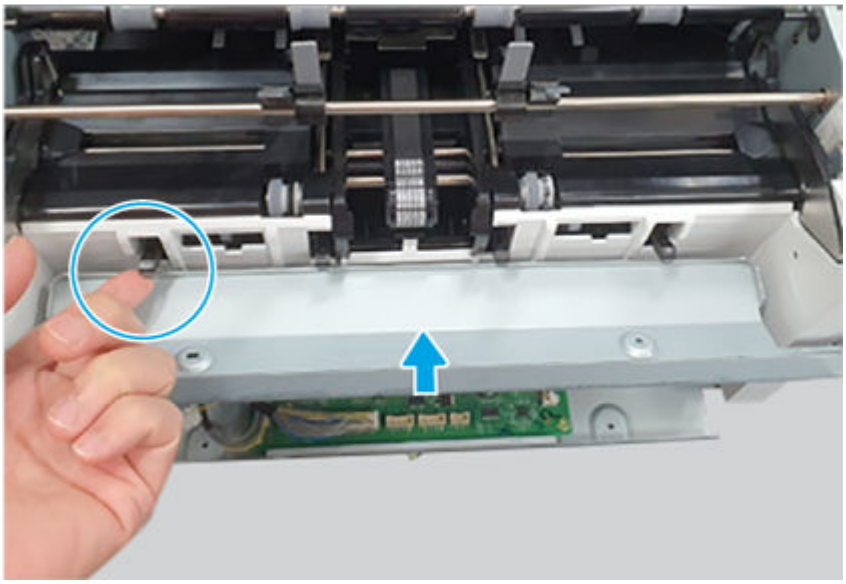
1. Rotate the output tray gear.

Figure 5-2678 Rotate the gear



2. Press the paper holding actuator, and then lift the inner finisher output tray frame up to remove it.

Figure 5-2679 Remove the frame

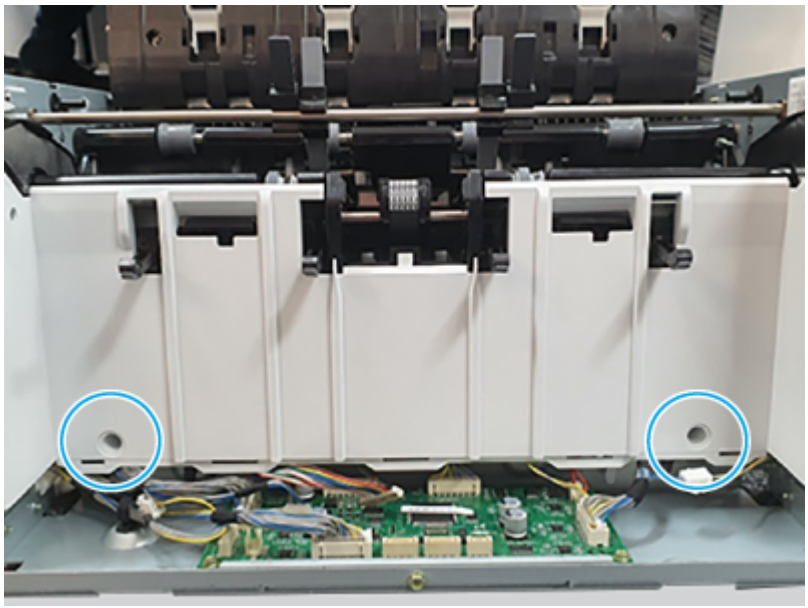


6. Remove the finisher sub stay assembly

Use the following procedure to remove and replace the inner finisher sub stay assembly.

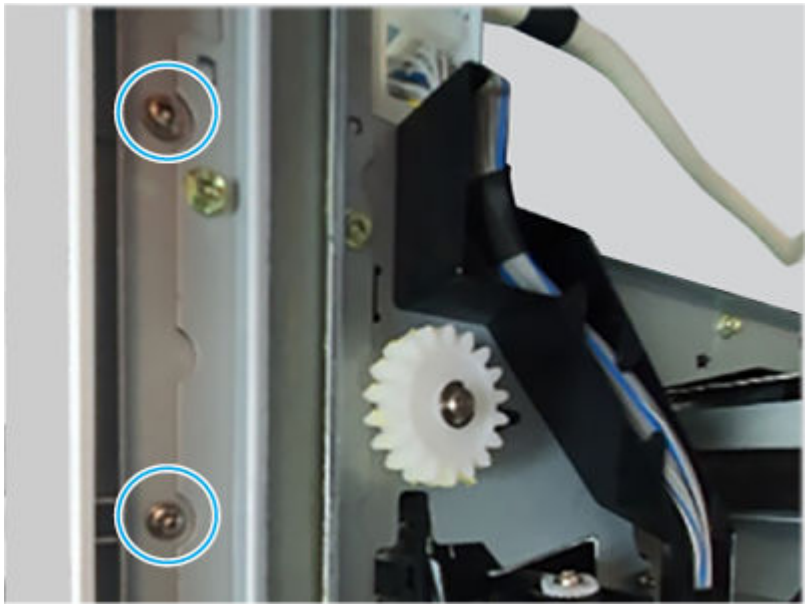
1. Remove two screws.

Figure 5-2680 Remove two screws



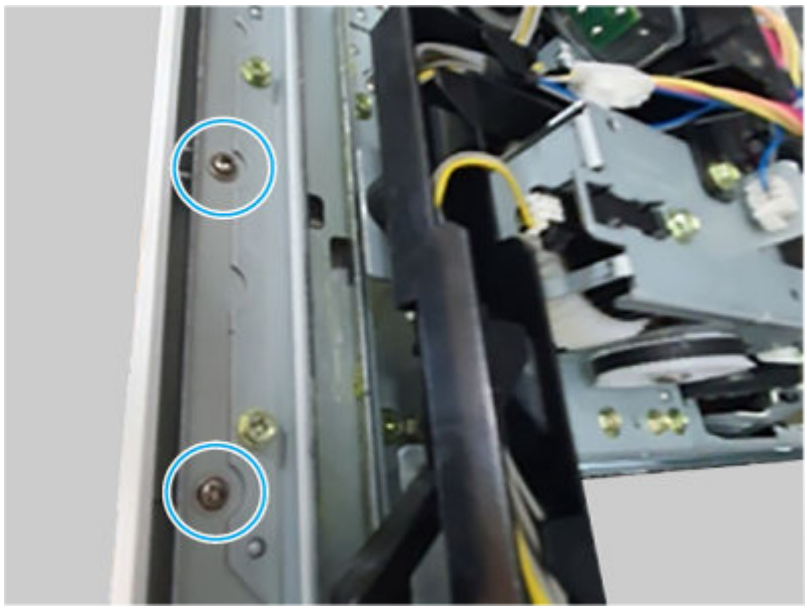
2. Remove two screws.

Figure 5-2681 Remove two screws



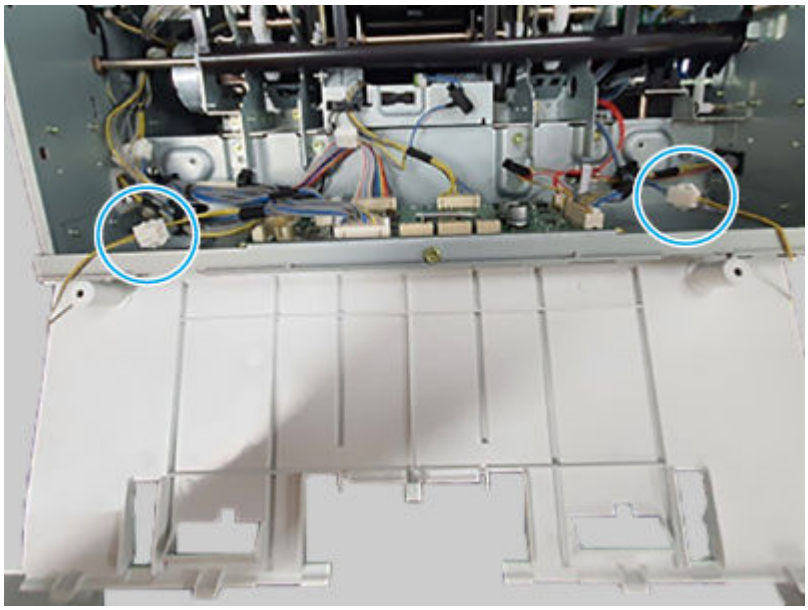
3. Remove two screws.

Figure 5-2682 Remove two screws



4. Disconnect two connectors, and then remove the inner finisher sub stay assembly.

Figure 5-2683 Remove the assembly



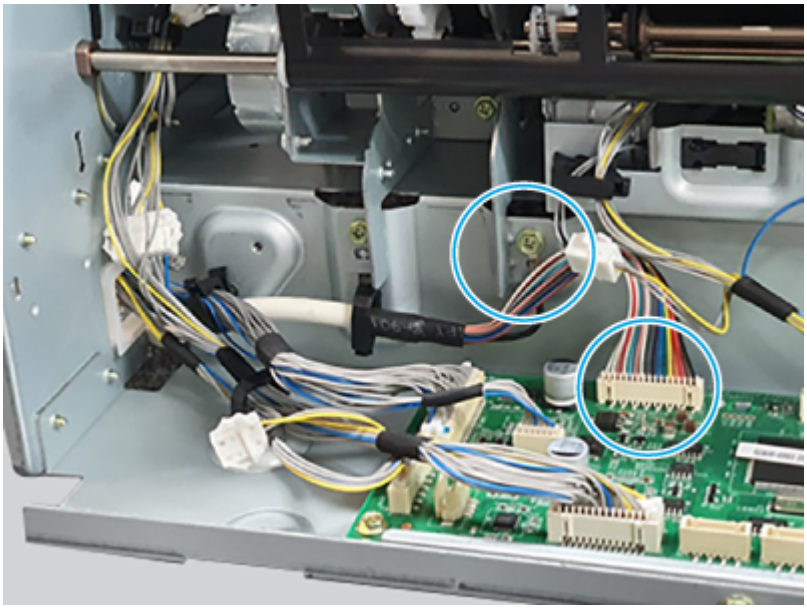
7. Remove the main interface harness

Use the following procedure to remove and replace the inner finisher main interface harness.

- Remove one screw, disconnect one connector, and then remove the inner finishermain interface harness.

NOTE: Release wire harness retainers as necessary.

Figure 5-2684 Remove the harness



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit bin full

Learn about removing and replacing the inner finisher exit bin full.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-318 Part information

Part number	Part description
JC90-01546A	Exit bin full

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

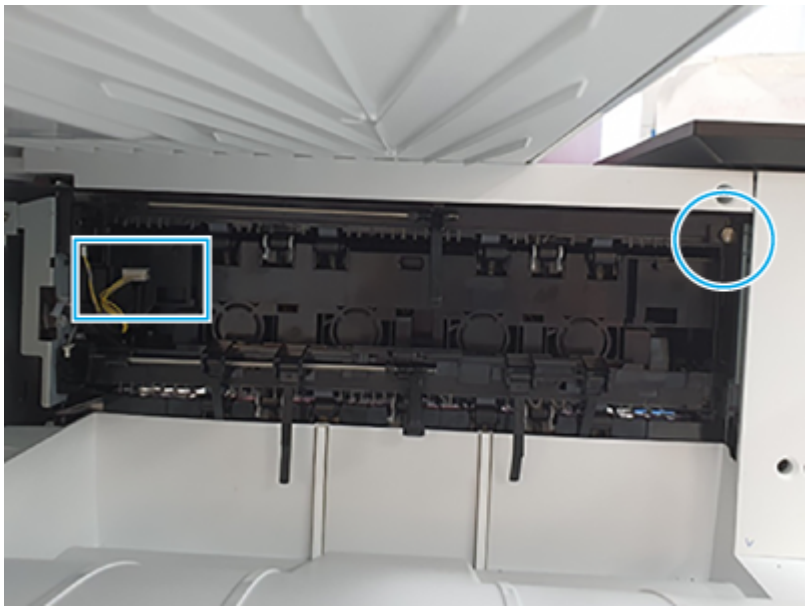
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher exit bin full

Use the following procedure to remove and replace the inner finisher exit bin full.

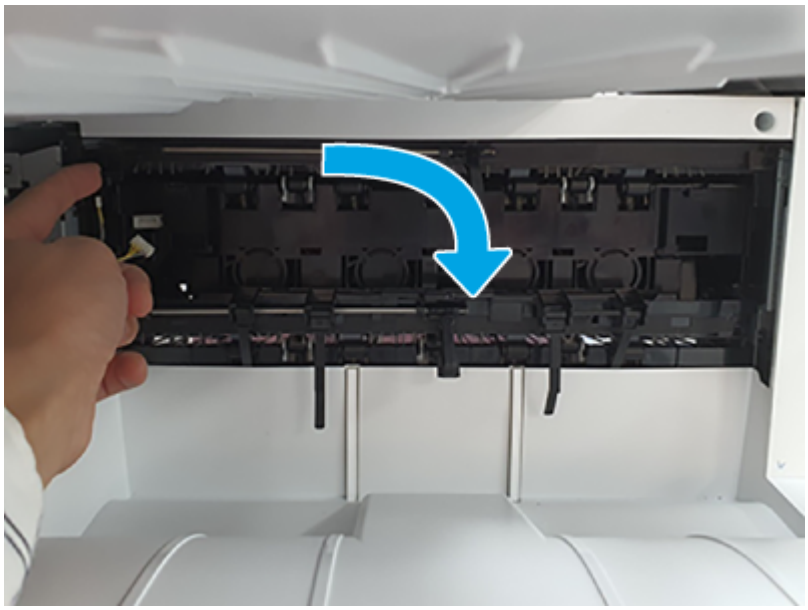
1. Disconnect one connector, and then remove one screw.

Figure 5-2685 Disconnect connector and remove the screw



2. Slide the inner finisher exit bin full as shown below to remove it.

Figure 5-2686 Remove the assembly



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Punch unit

Review the inner finisher punch unit removal procedures.

Removal and replacement: Hole punch

Learn about removing and replacing the inner finisher hole punch.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-319 **Part information**

Part number	Part description
155P7-67001	Hole 2/3 punch
8GS05-60133	Hole 2/4 punch
8GS05-60134	Swedish punch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

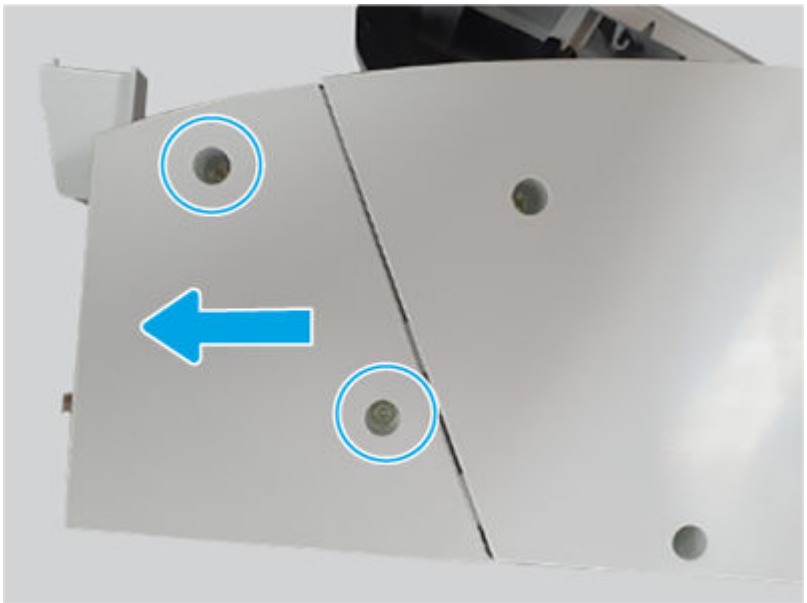
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2687 **Remove the cover**

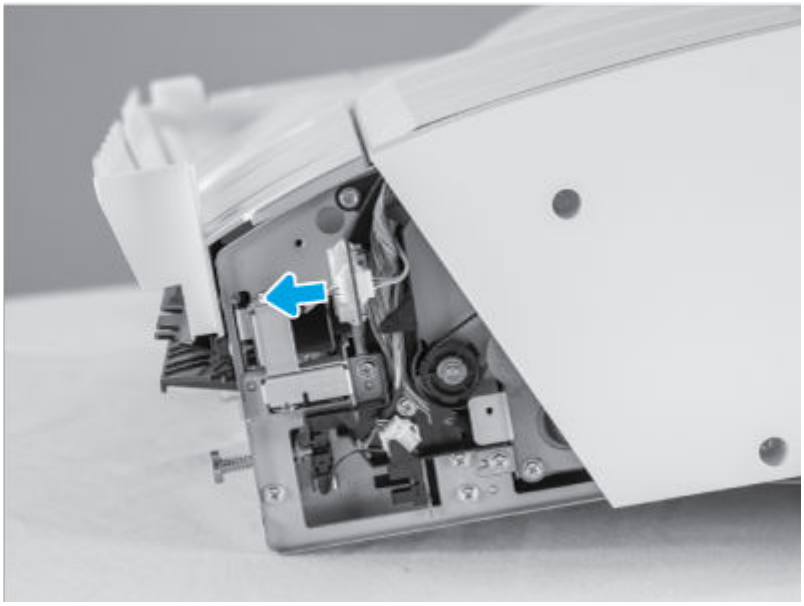


2. Remove the inner finisher hole punch

Use the following procedure to remove and replace the inner finisher hole punch.

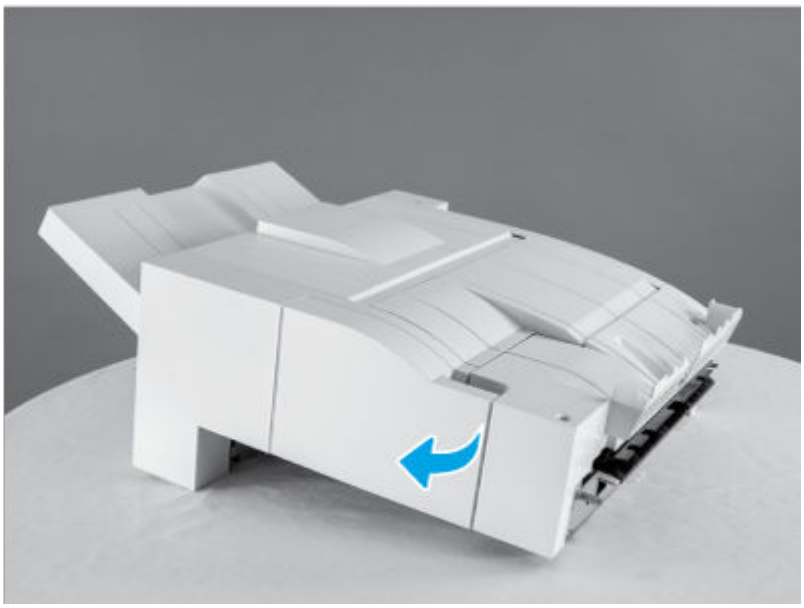
1. Disconnect one connector.

Figure 5-2688 Disconnect one connector



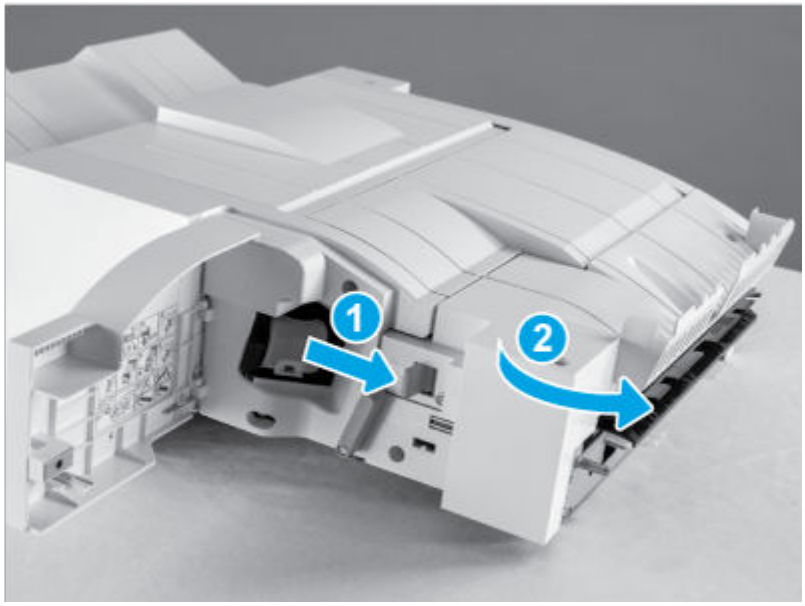
2. Open the door.

Figure 5-2689 Open the door



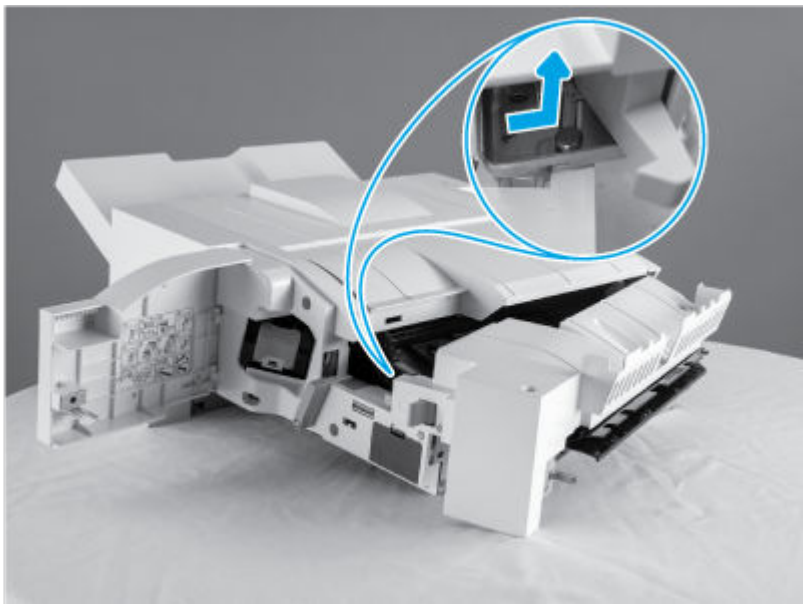
3. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2690 Rotate the punch



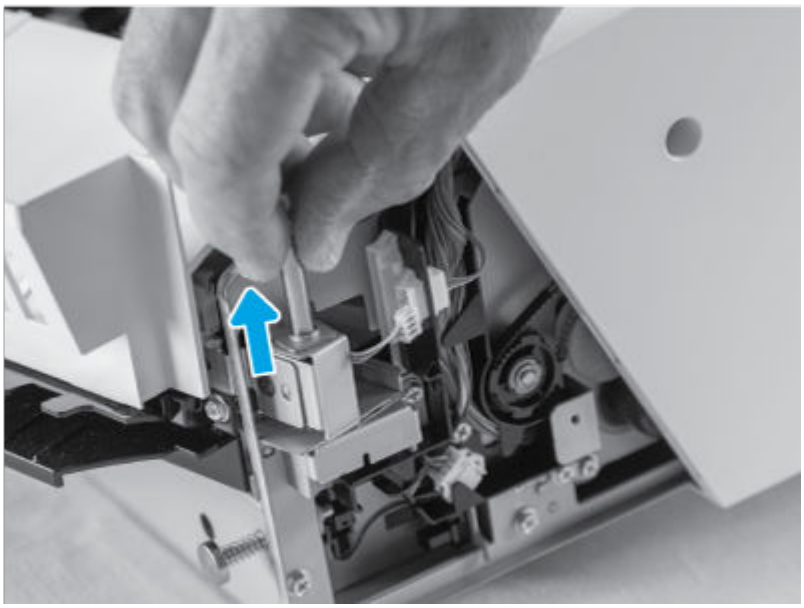
4. Release the retainer pin.

Figure 5-2691 Release the pin



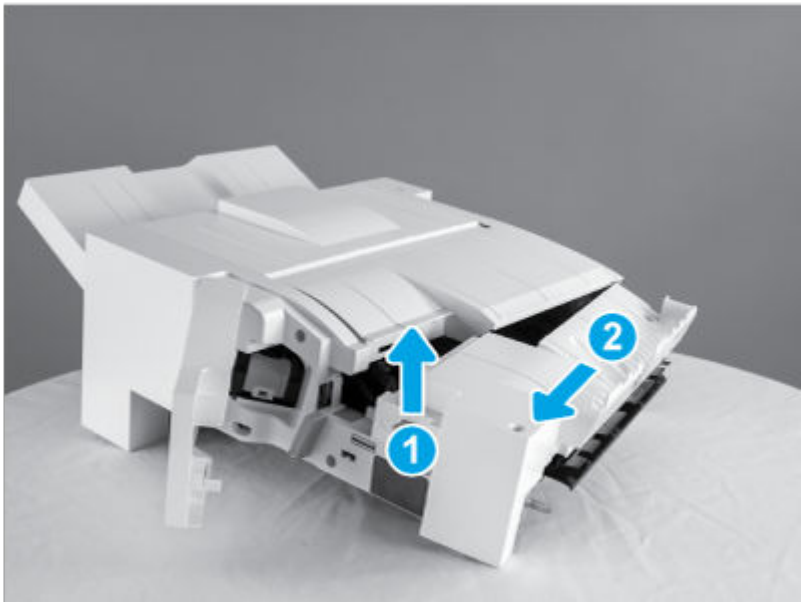
5. Remove the hinge shaft.

Figure 5-2692 Remove the shaft



6. Lift up on the end of the inner finisher hole punch (callout 1), and then slide it as shown below (callout 2) to remove it.

Figure 5-2693 Remove the punch



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Punch waste full sensor

Learn about removing and replacing the inner finisher punch waste full.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-320 Part information

Part number	Part description
0604-001381	Photo interrupter (Punch waste full sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

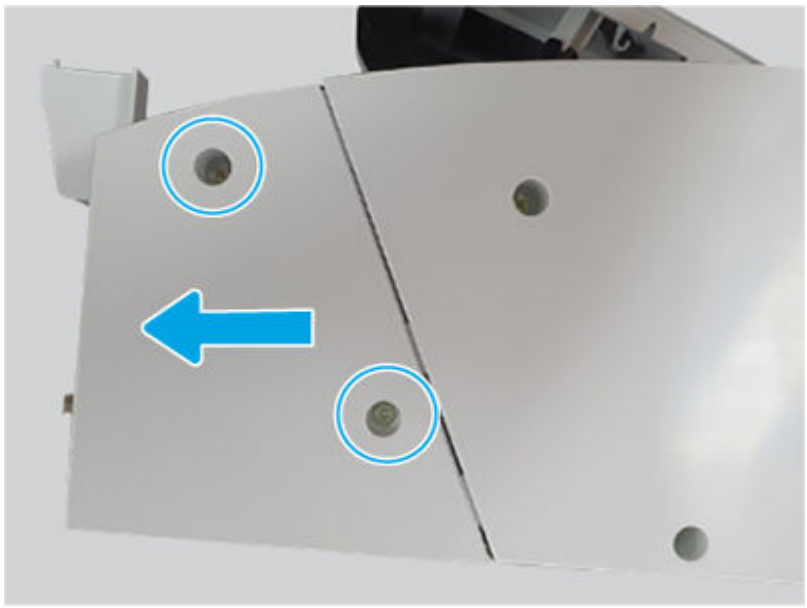
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2694 Remove the cover



2. Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

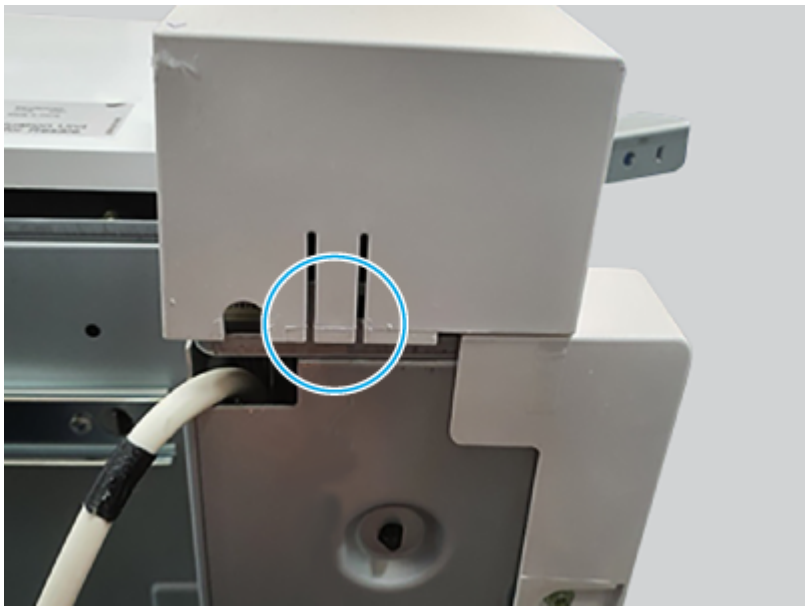
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-2695 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2696 Remove the cover

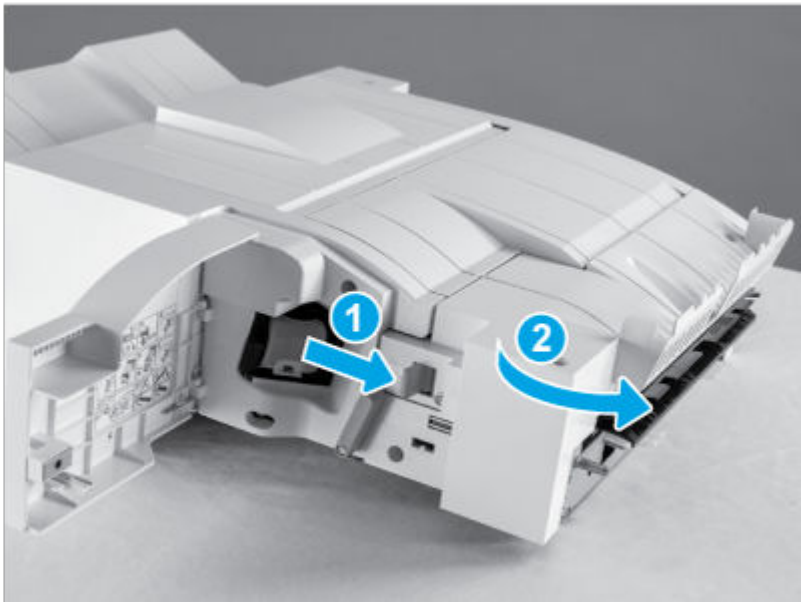


3. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

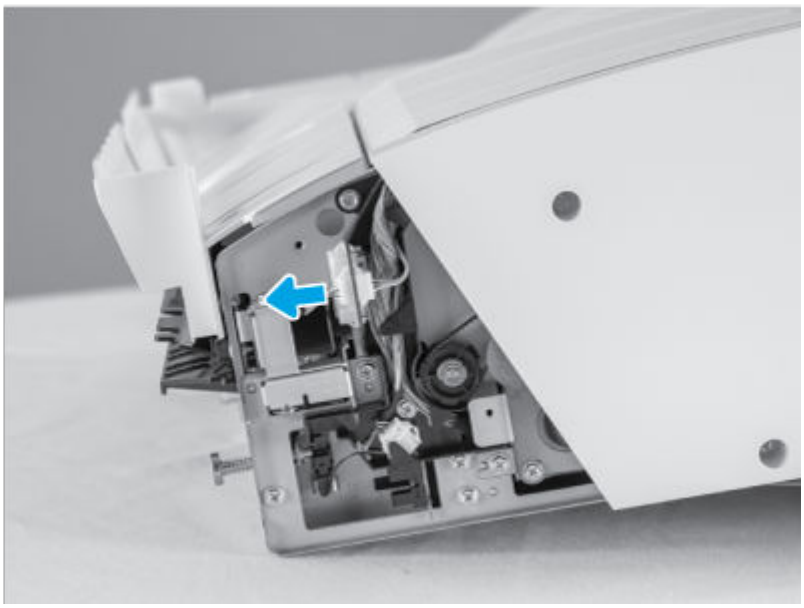
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2697 Rotate the punch



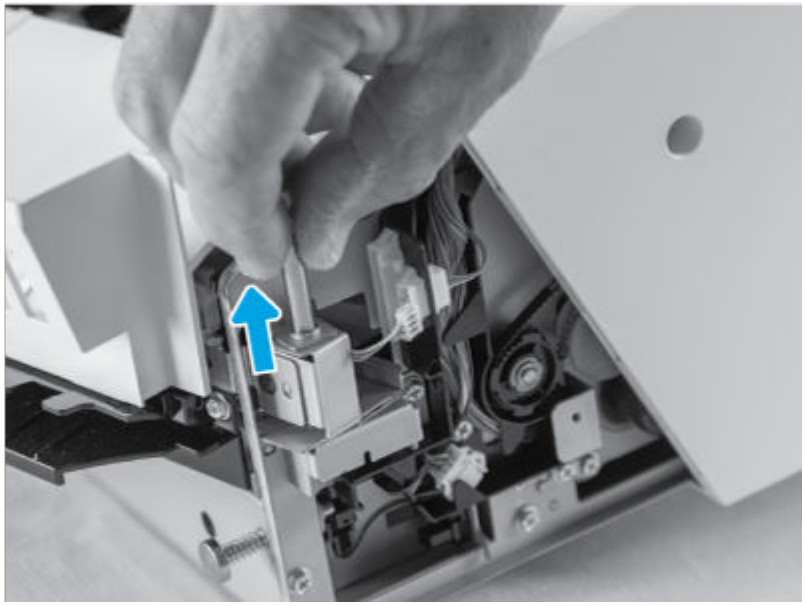
2. Disconnect one connector.

Figure 5-2698 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2699 Remove the assembly

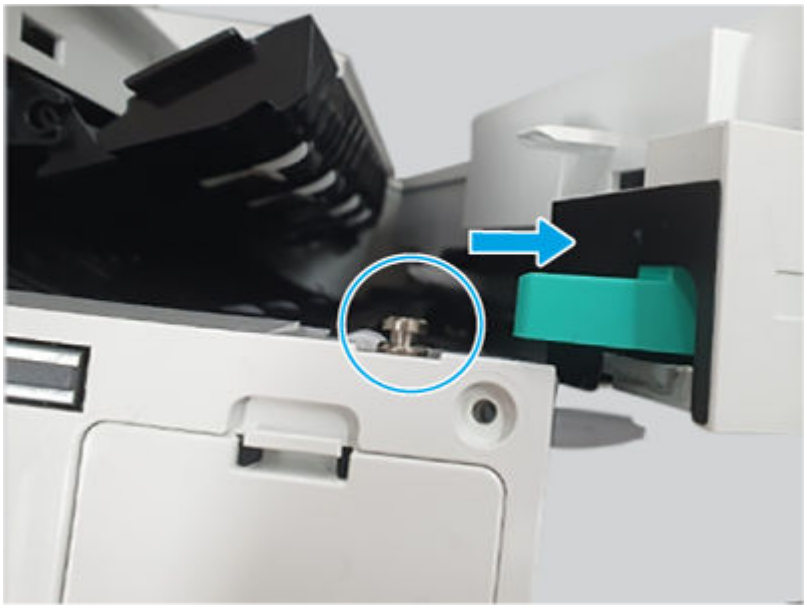


4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2700 Open the punch cover

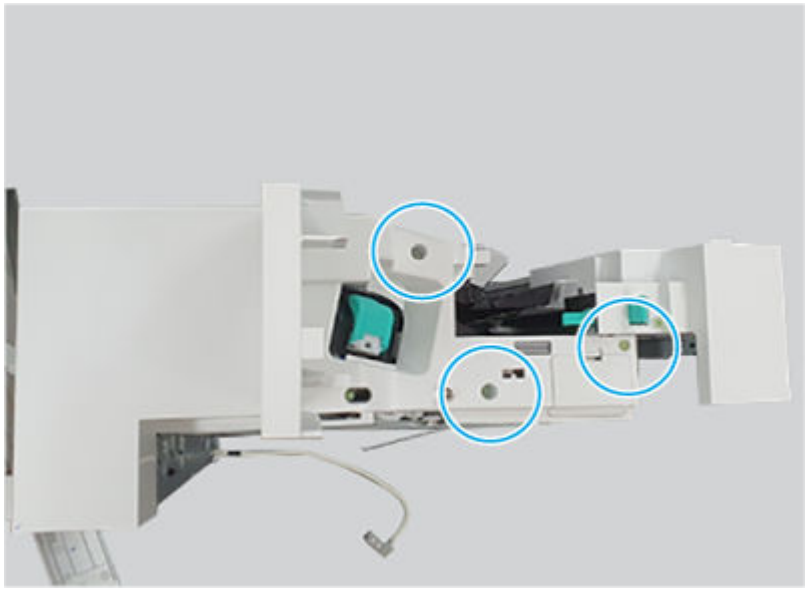


3. Remove one screw, and then remove the lock release handle.

Figure 5-2701 Remove the handle

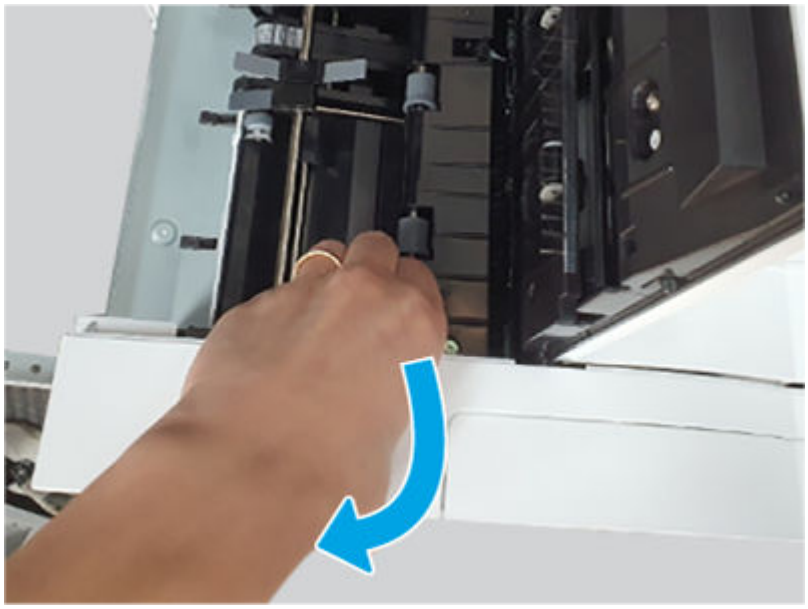
4. Remove three screws.

Figure 5-2702 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2703 Remove the cover

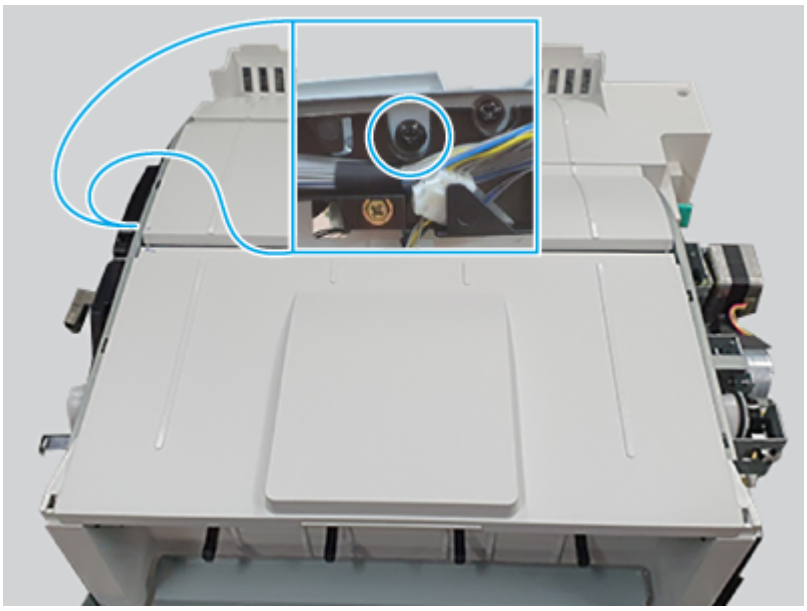


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-2704 Remove the cover

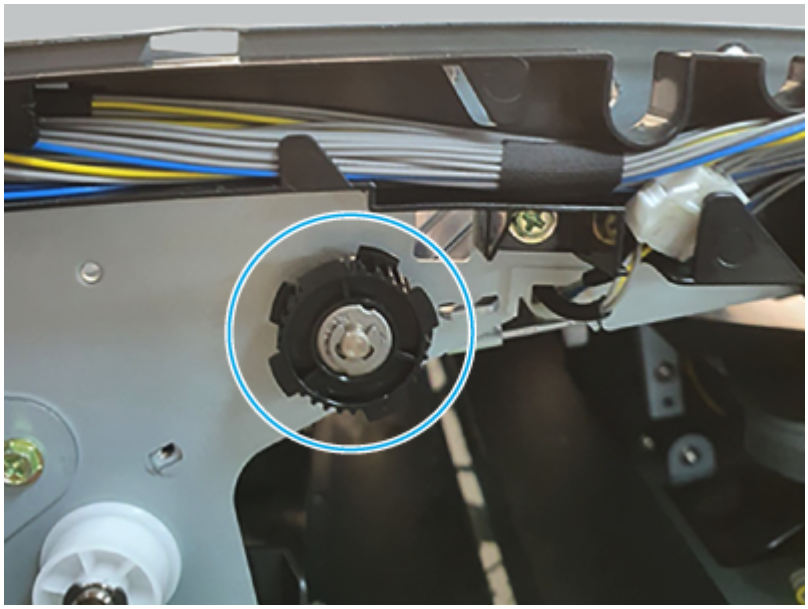


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-2705 Remove the e-ring, pulley, and bushing

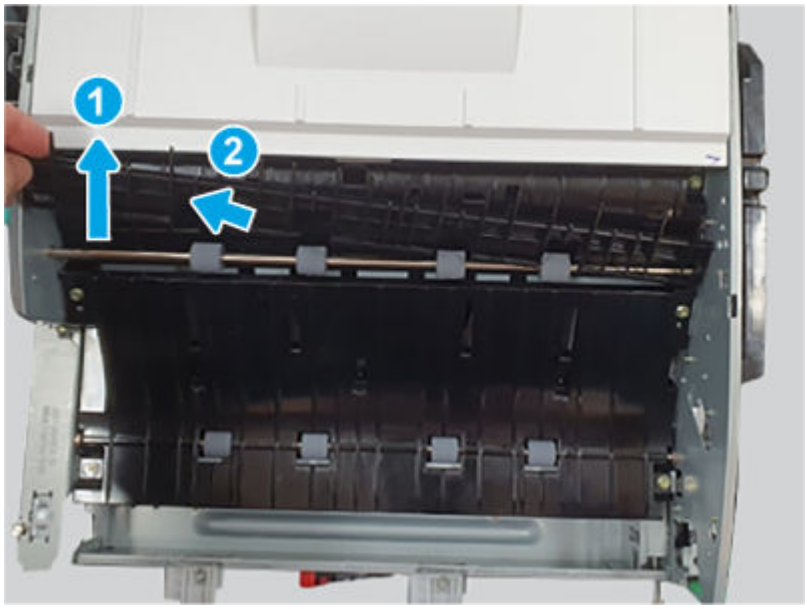


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-2706 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-2707 Remove the roller



7. Remove the inner finisher punch waste full sensor

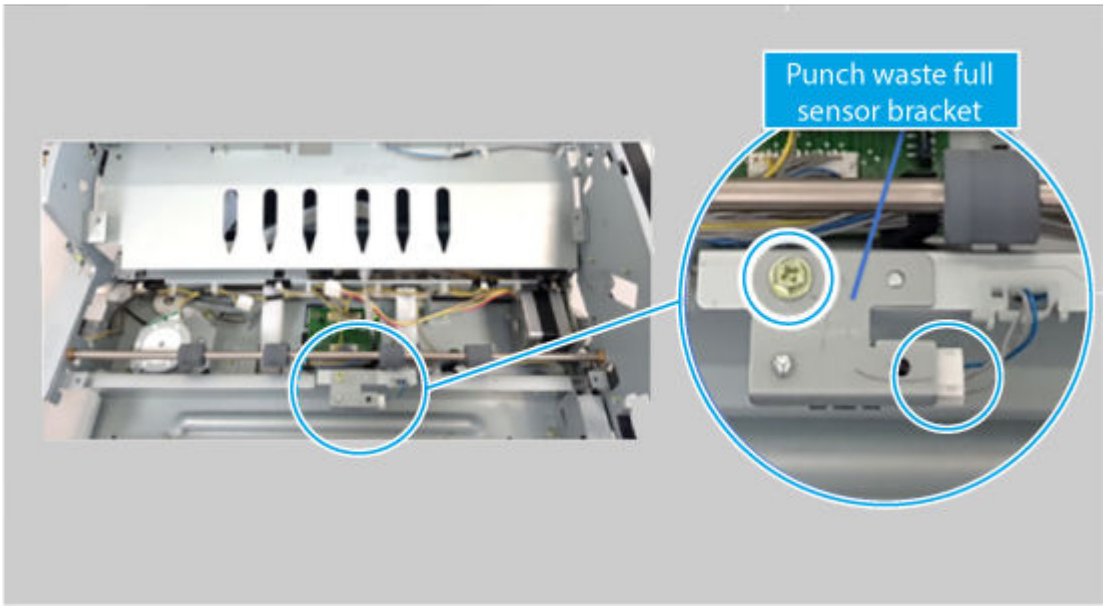
Use the following procedure to remove and replace the inner finisher punch waste full sensor.

1. Remove six screws.

Figure 5-2708 Remove six screws

2. Disconnect one connector, remove one screw, and then remove the punch waste full sensor.

Figure 5-2709 Remove the sensor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Entrance unit

Review the inner finisher entrance unit removal procedures.

Removal and replacement: Entrance sensor

Learn about removing and replacing the inner finisher entrance sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-321 Part information

Part number	Part description
0604-001381	Photo interrupter (Entrance sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

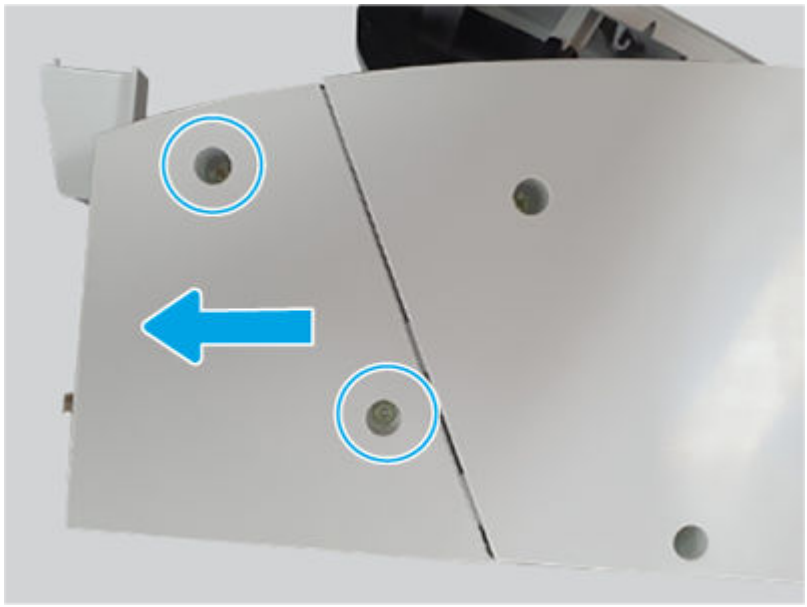
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2710 Remove the cover

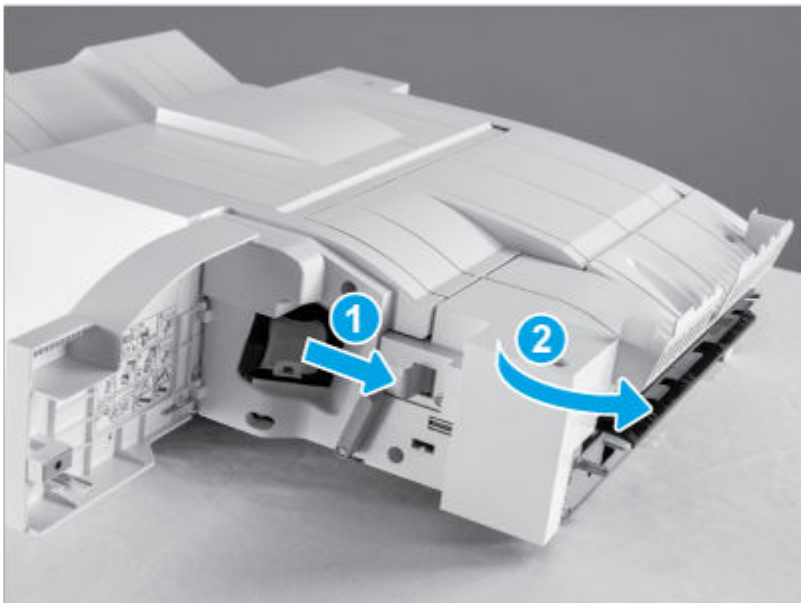


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

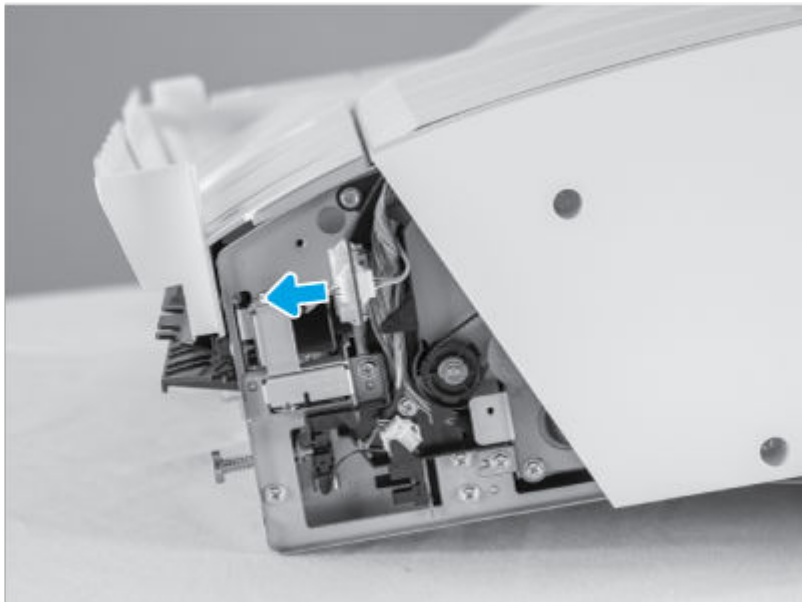
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2711 Rotate the punch



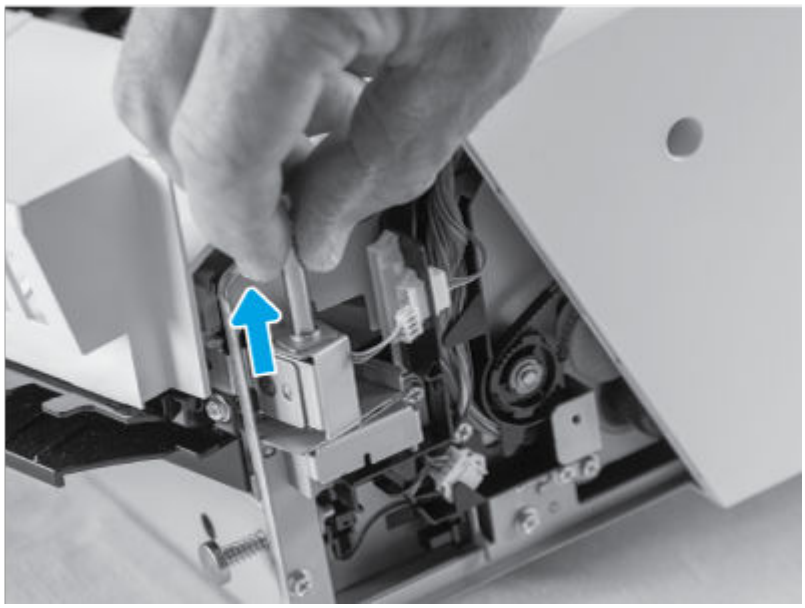
2. Disconnect one connector.

Figure 5-2712 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2713 Remove the assembly

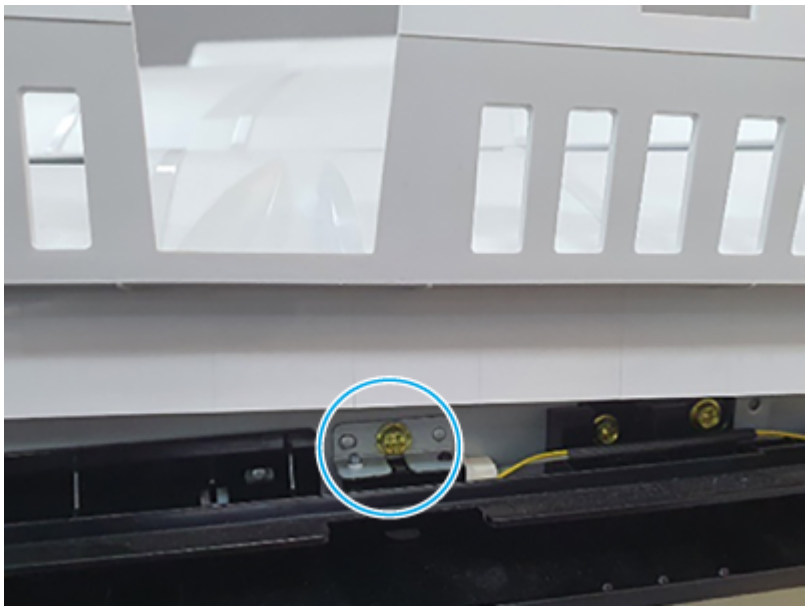


3. Remove the inner finisher entrance sensor

Use the following procedure to remove and replace the inner finisher entrance sensor.

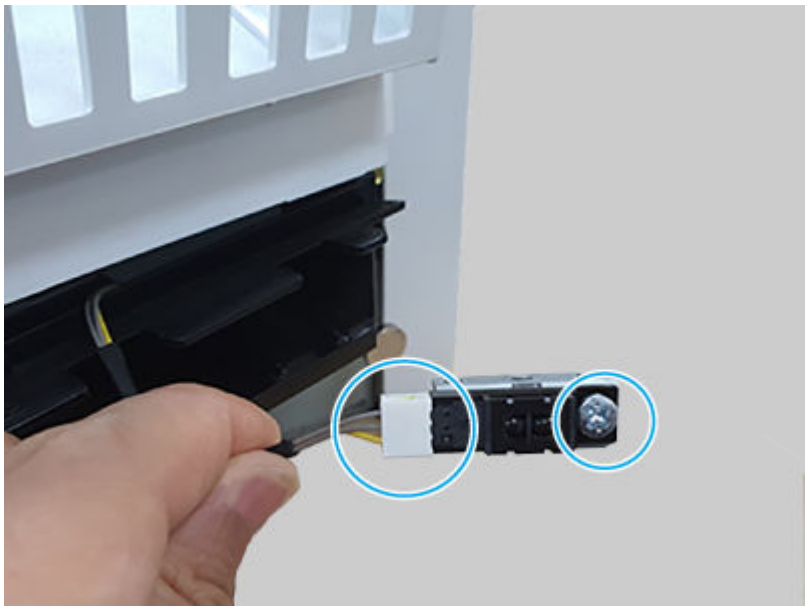
1. Remove one screw.

Figure 5-2714 Remove one screw



2. Disconnect one connector, remove one screw, and then separate the inner finisher entrance sensor from the mounting bracket to remove it.

Figure 5-2715 Remove the sensor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Entrance motor assembly

Learn about removing and replacing the inner finisher entrance motor assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-322 Part information

Part number	Part description
5QK09-60128	Entrance motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

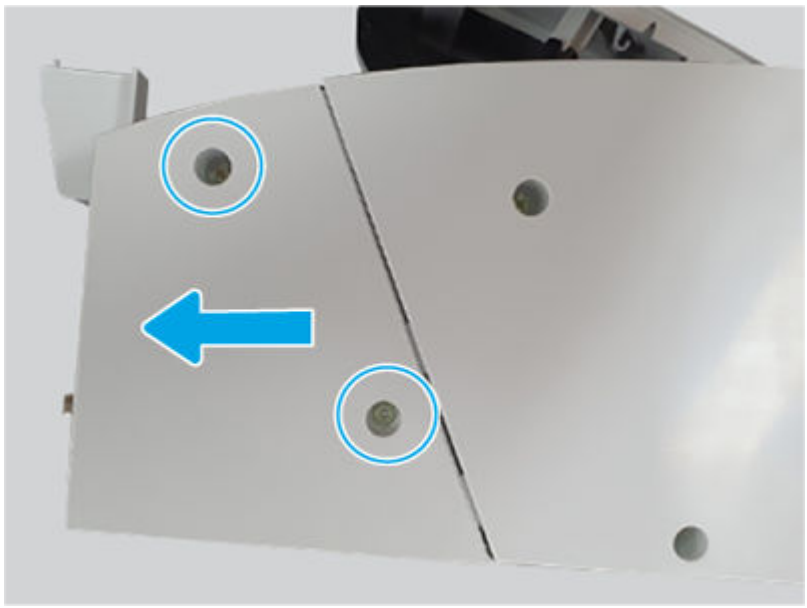
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2716 Remove the cover

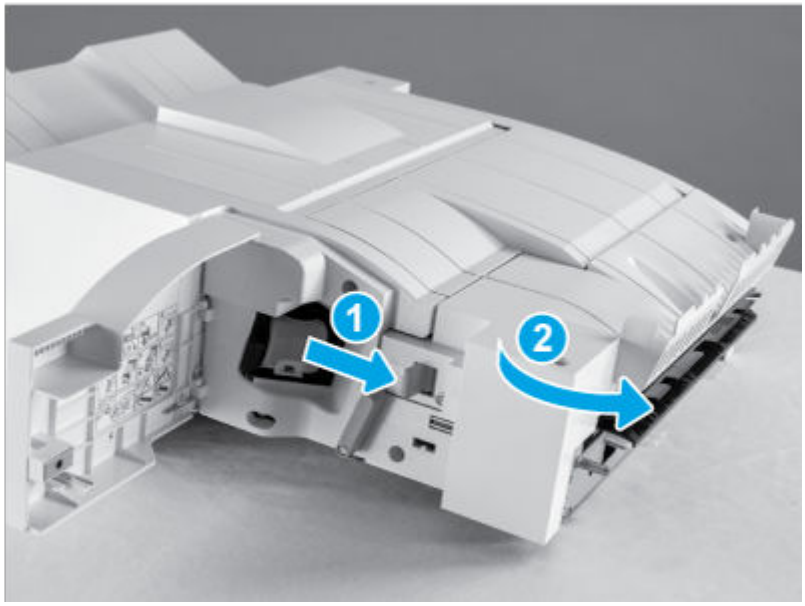


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

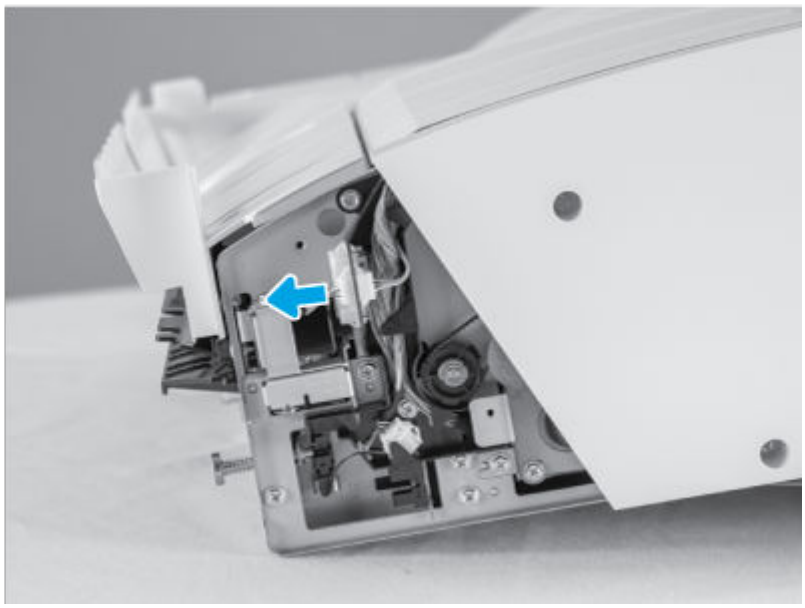
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2717 Rotate the punch



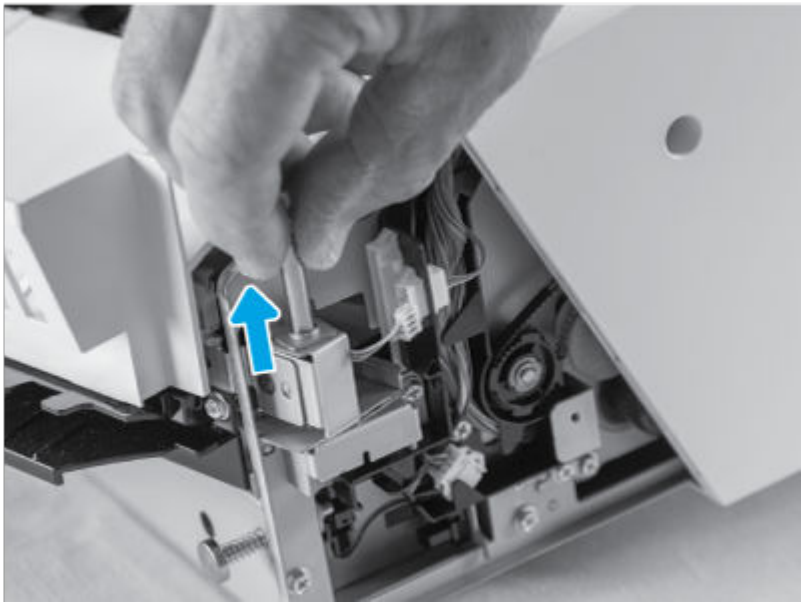
2. Disconnect one connector.

Figure 5-2718 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2719 Remove the assembly



3. Remove the inner finisher rear base cover

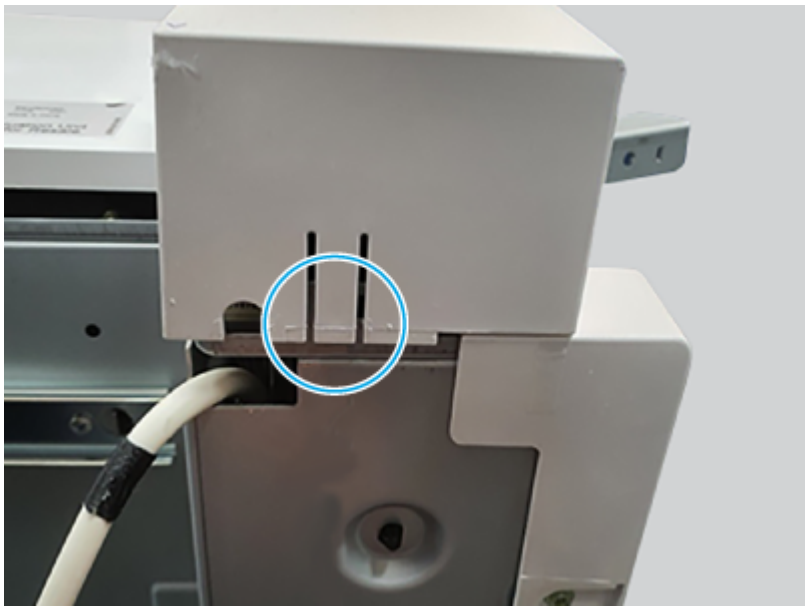
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2720 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2721 Remove the cover

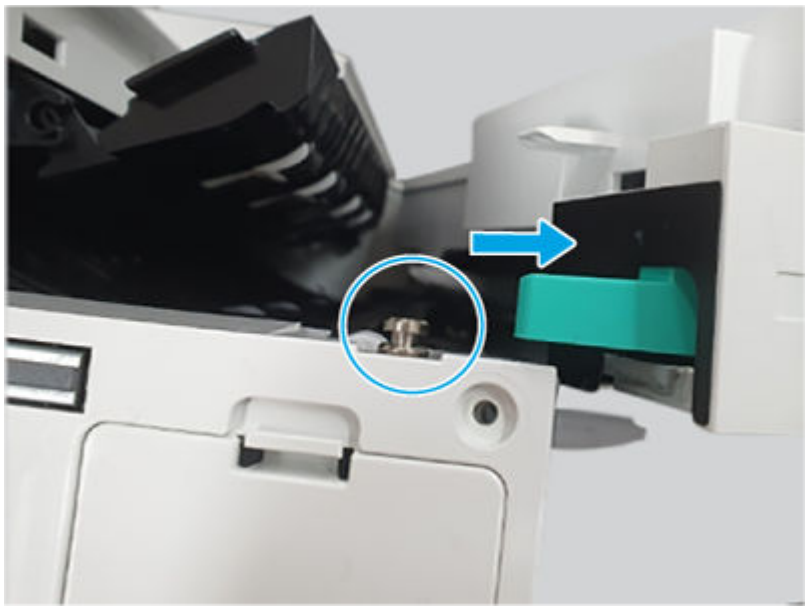


4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2722 Open the punch cover

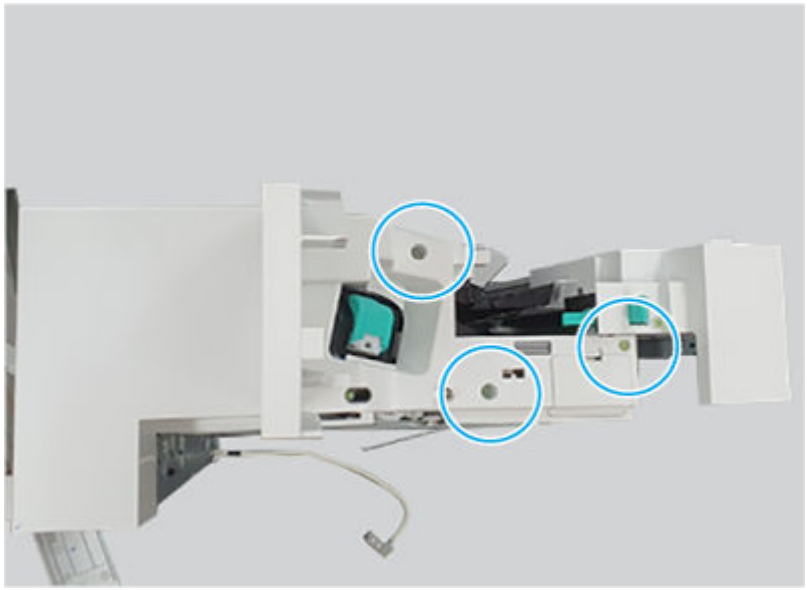


3. Remove one screw, and then remove the lock release handle.

Figure 5-2723 Remove the handle

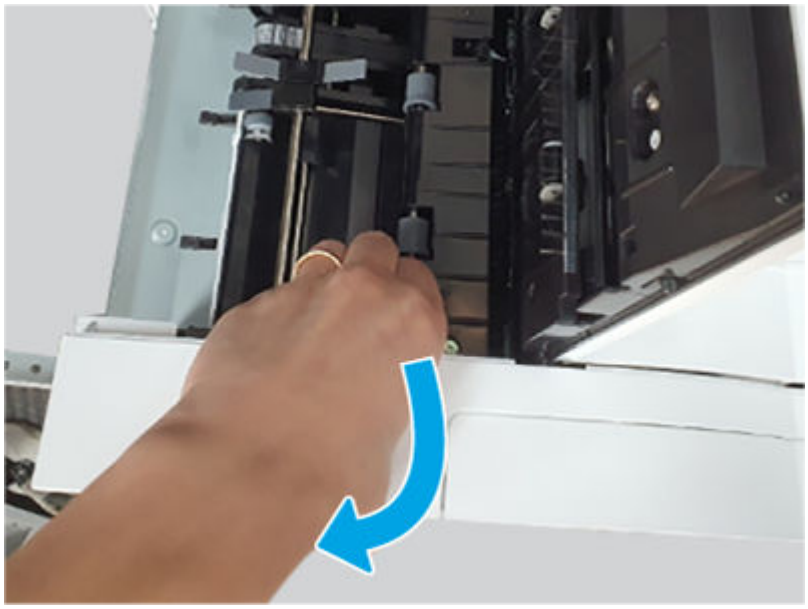
4. Remove three screws.

Figure 5-2724 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2725 Remove the cover

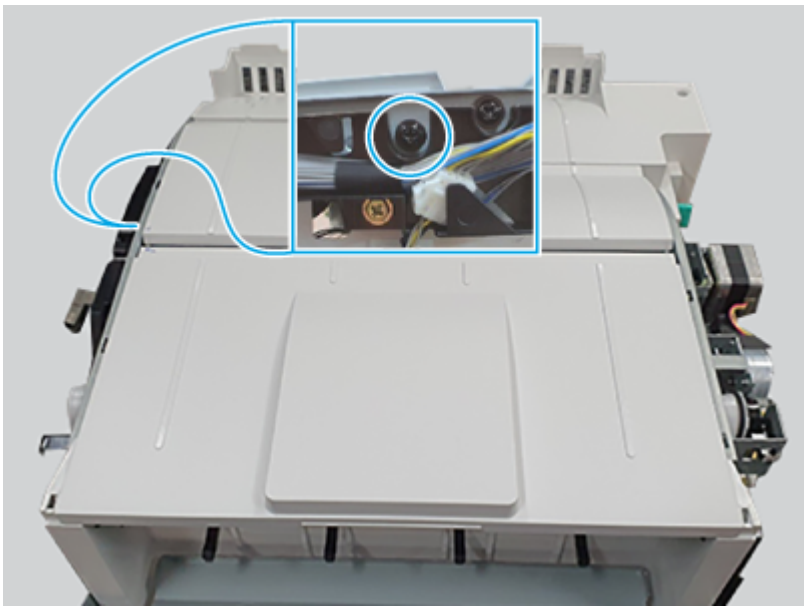


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-2726 Remove the cover

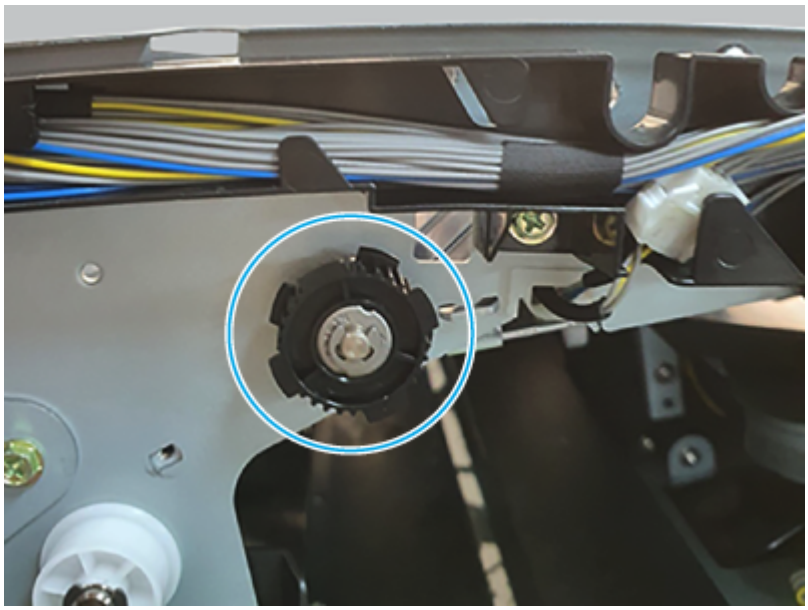


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-2727 Remove the e-ring, pulley, and bushing

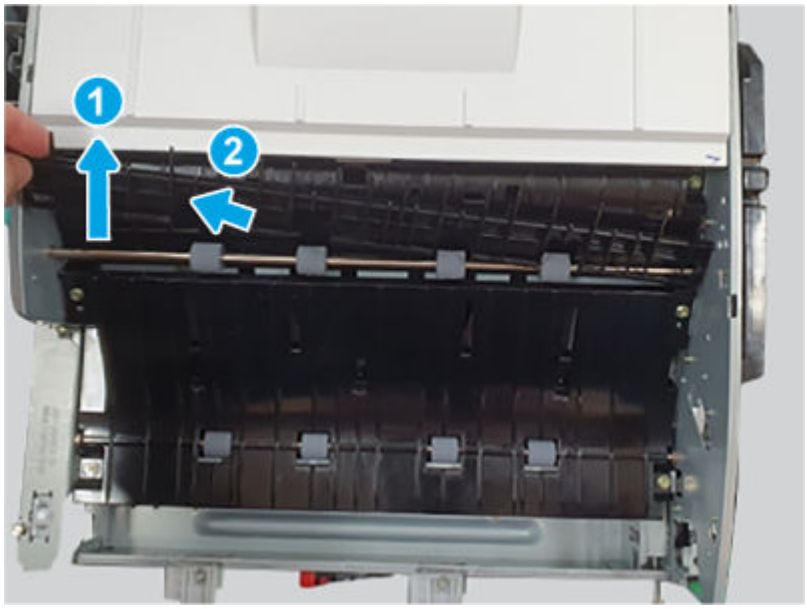


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-2728 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-2729 Remove the roller

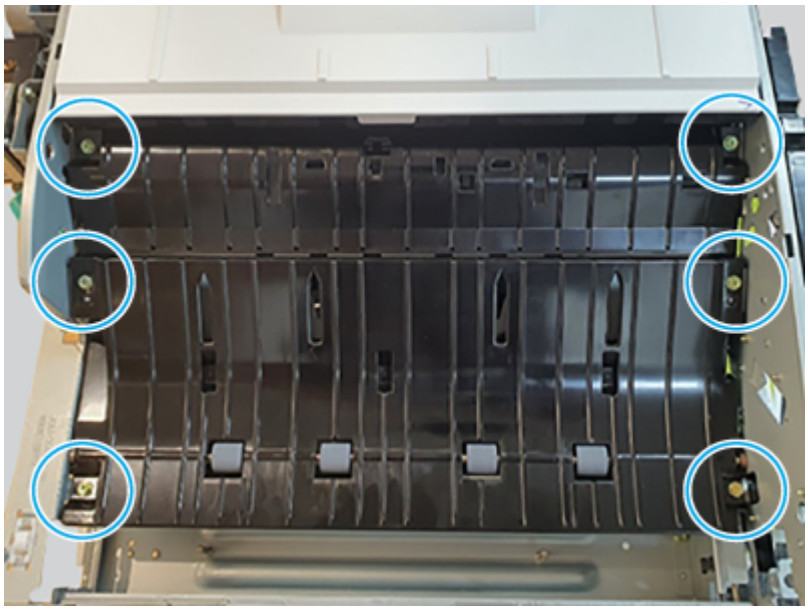


7. Remove the inner finisher middle lower guide

Use the following procedure to remove and replace the inner finisher middle lower guide.

- Remove six screws, and then remove the inner finisher middle lower guide.

Figure 5-2730 Remove the guide



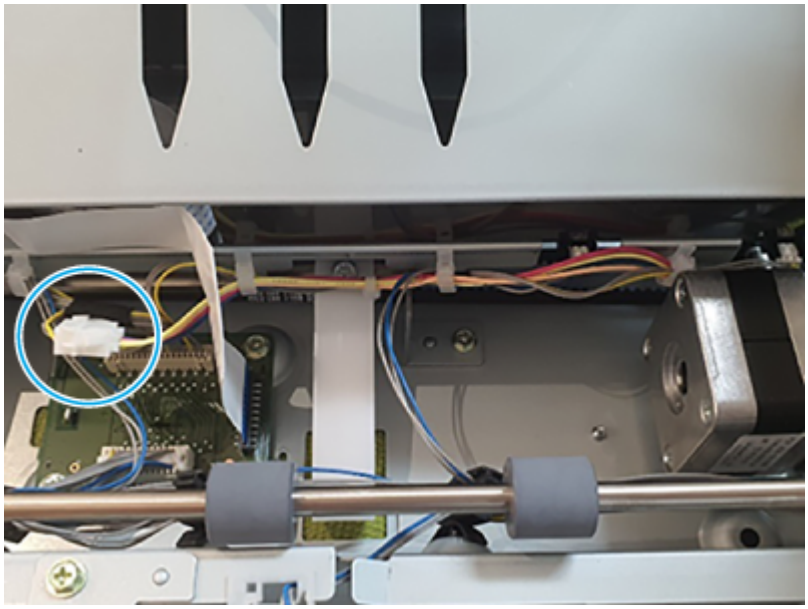
8. Remove the inner finisher entrance motor assembly

Use the following procedure to remove and replace the inner finisher entrance motor assembly.

1. Disconnect one connector.

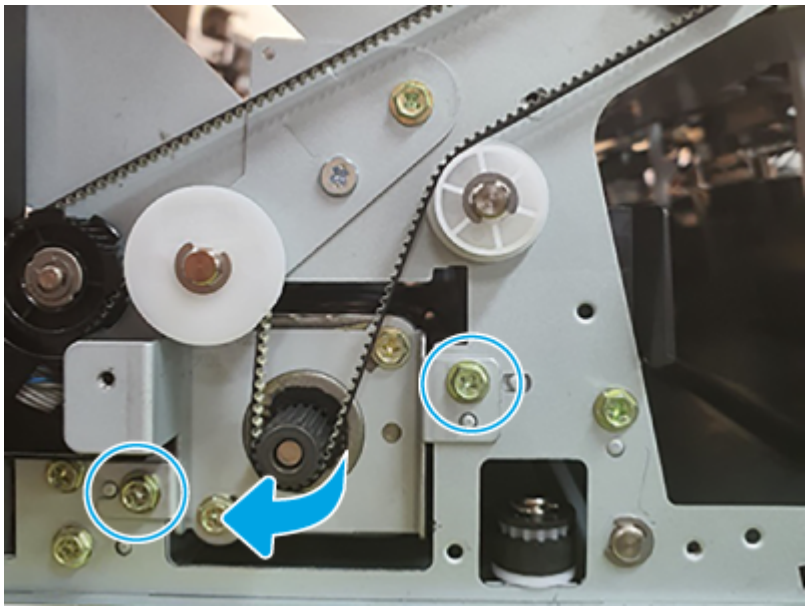
NOTE: Release the wire harness from the retainers as necessary.

Figure 5-2731 Disconnect one connector



2. Remove the belt, remove two screws, and then remove the inner finisher entrance motor assembly.

Figure 5-2732 Remove the assembly



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Entrance motor

Learn about removing and replacing the inner finisher entrance motor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-323 Part information

Part number	Part description
JC31-00169B	Motor, step (Entrance motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

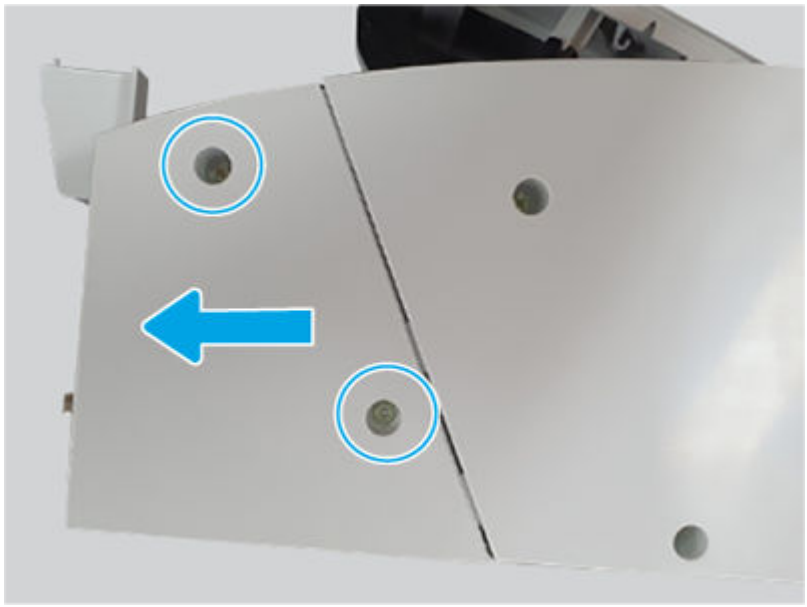
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2733 Remove the cover

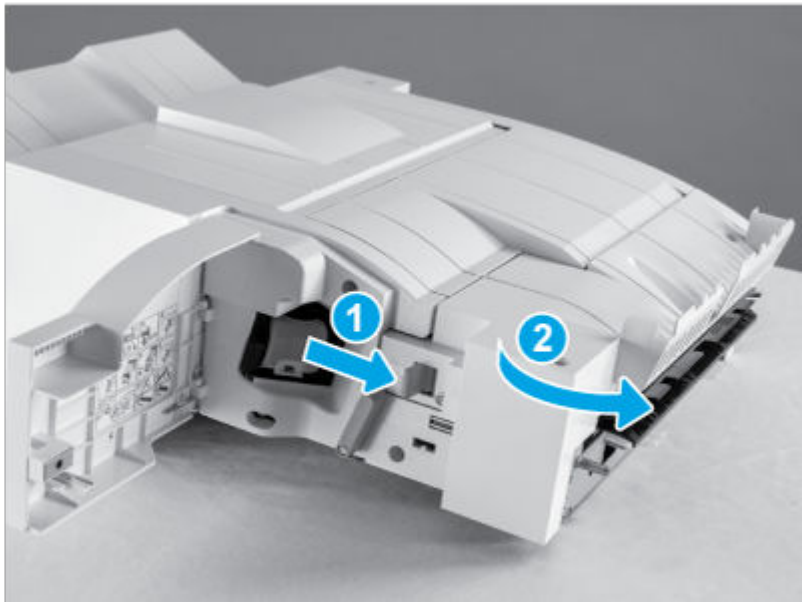


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

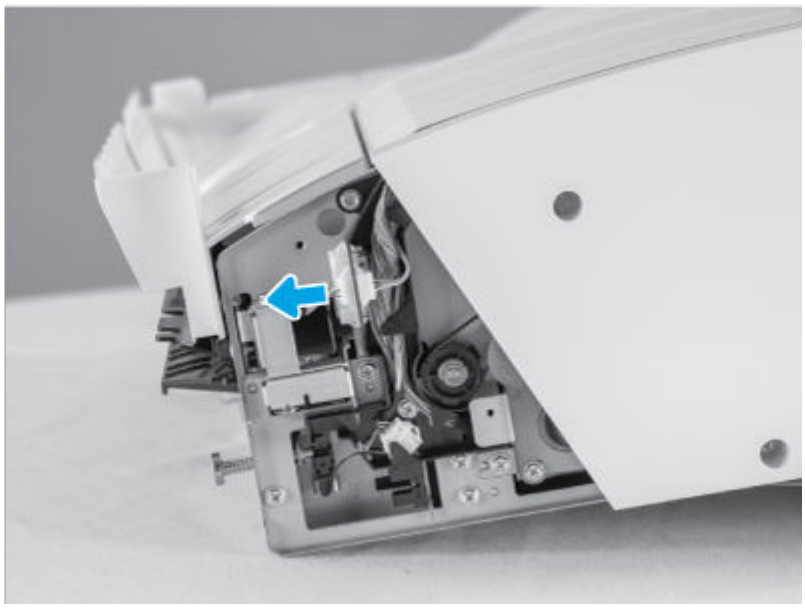
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2734 Rotate the punch



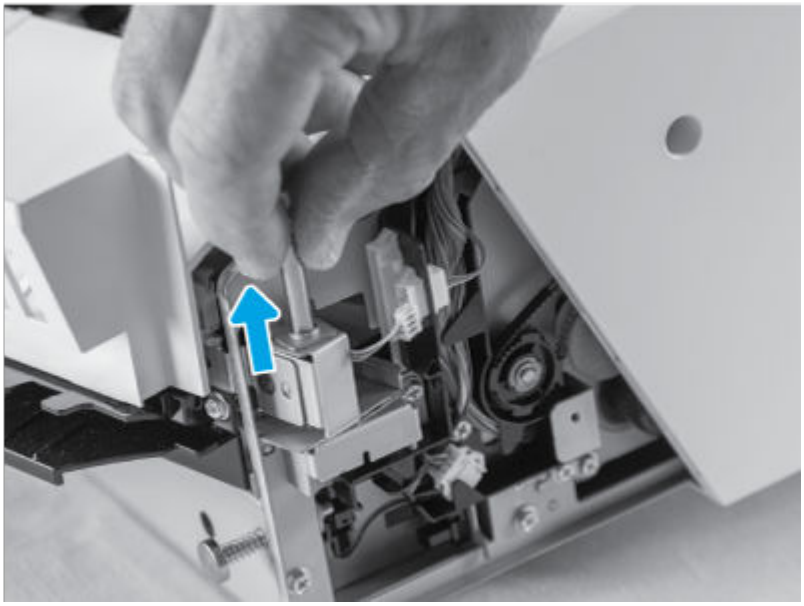
2. Disconnect one connector.

Figure 5-2735 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2736 Remove the assembly



3. Remove the inner finisher rear base cover

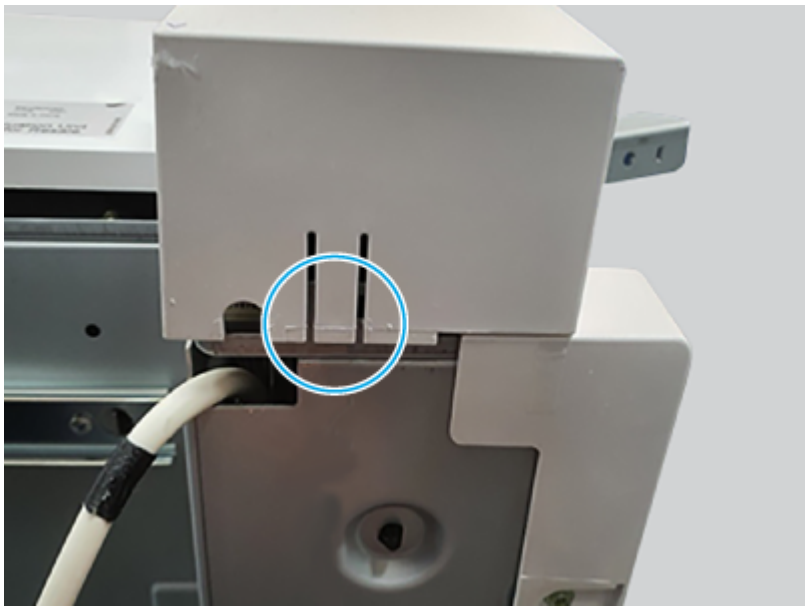
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2737 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2738 Remove the cover

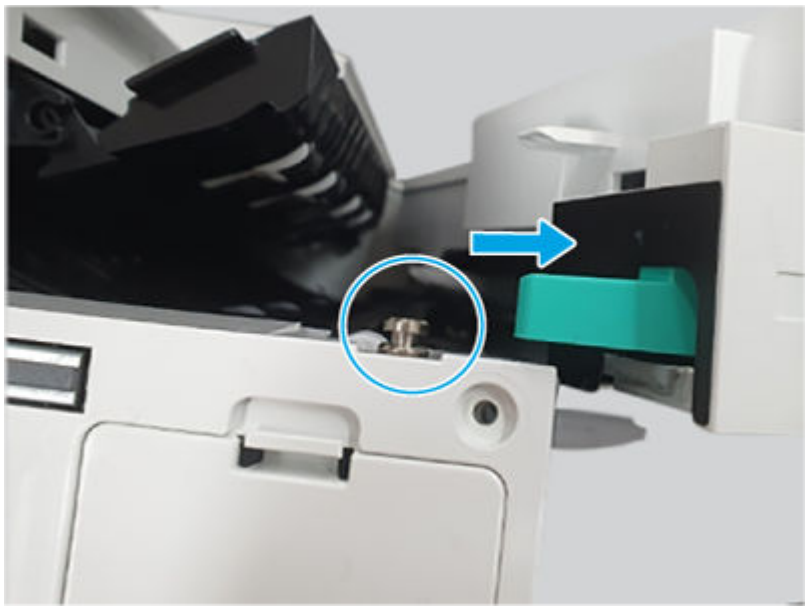


4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2739 Open the punch cover

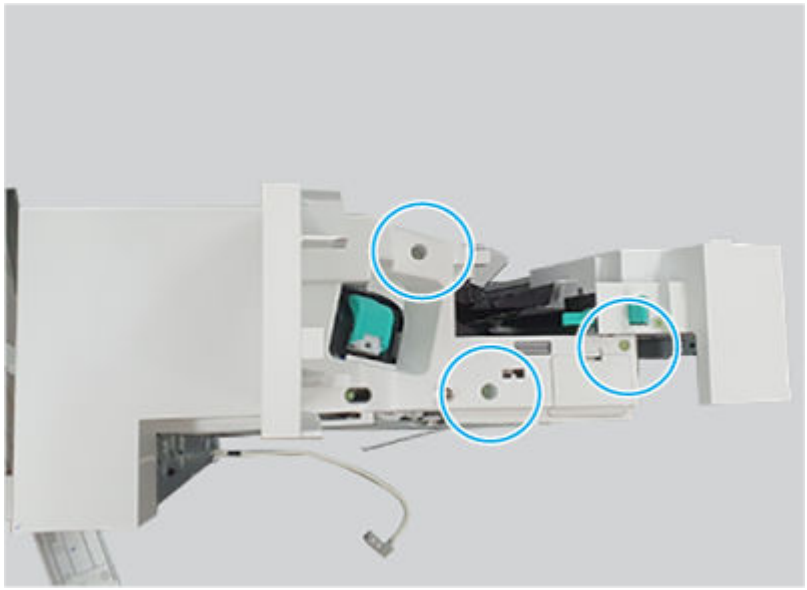


3. Remove one screw, and then remove the lock release handle.

Figure 5-2740 Remove the handle

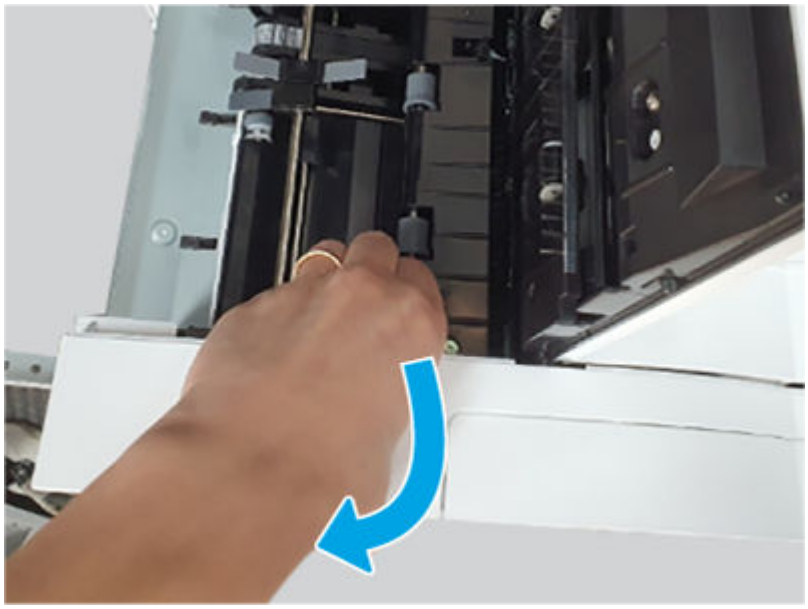
4. Remove three screws.

Figure 5-2741 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2742 Remove the cover

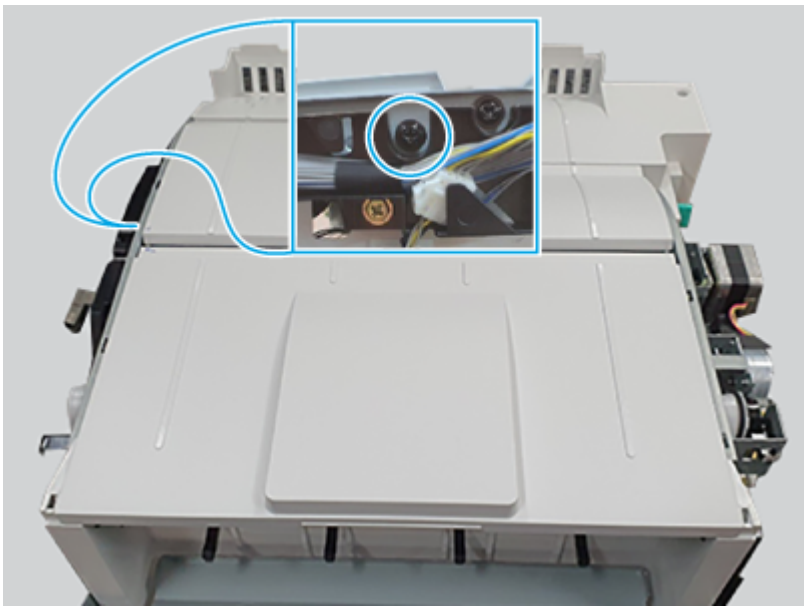


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-2743 Remove the cover

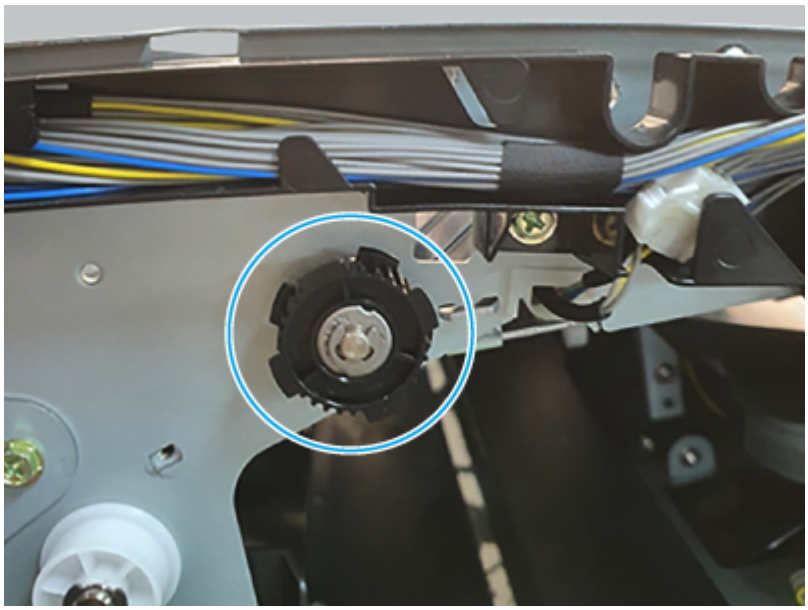


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-2744 Remove the e-ring, pulley, and bushing

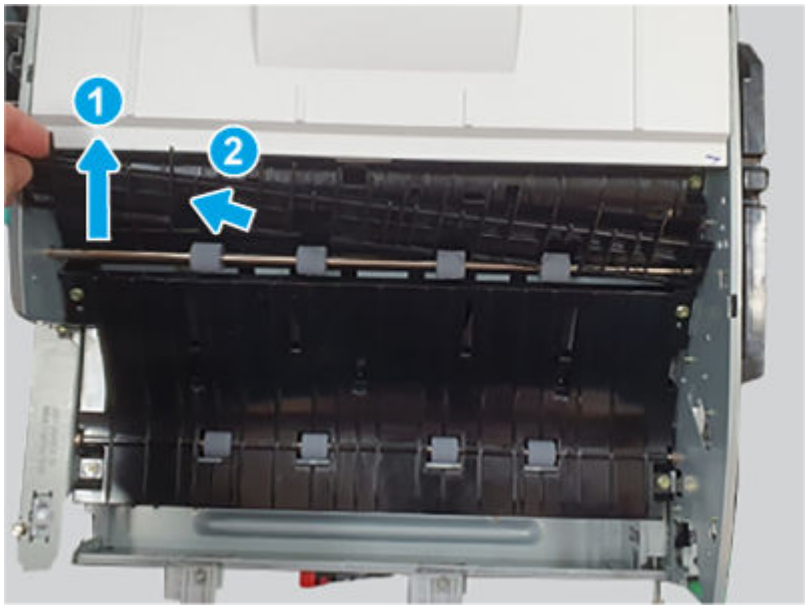


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-2745 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-2746 Remove the roller

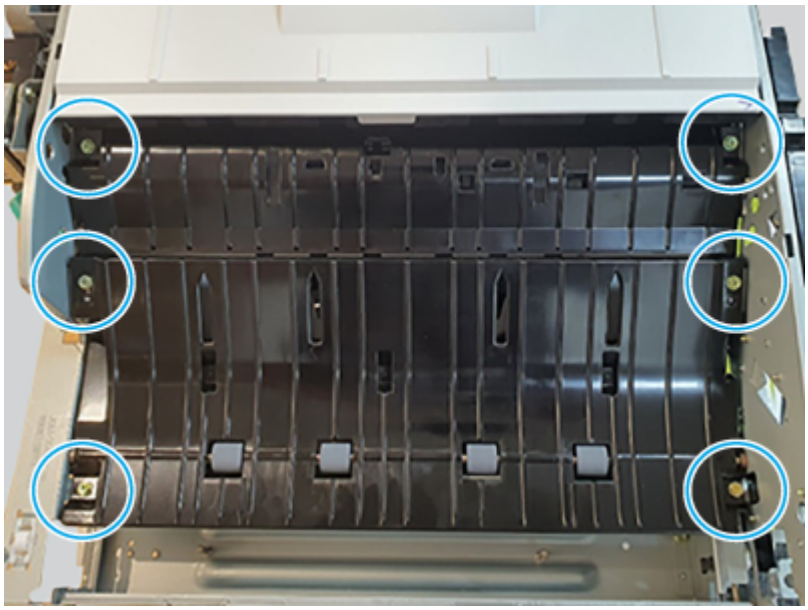


7. Remove the inner finisher middle lower guide

Use the following procedure to remove and replace the inner finisher middle lower guide.

- Remove six screws, and then remove the inner finisher middle lower guide.

Figure 5-2747 Remove the guide



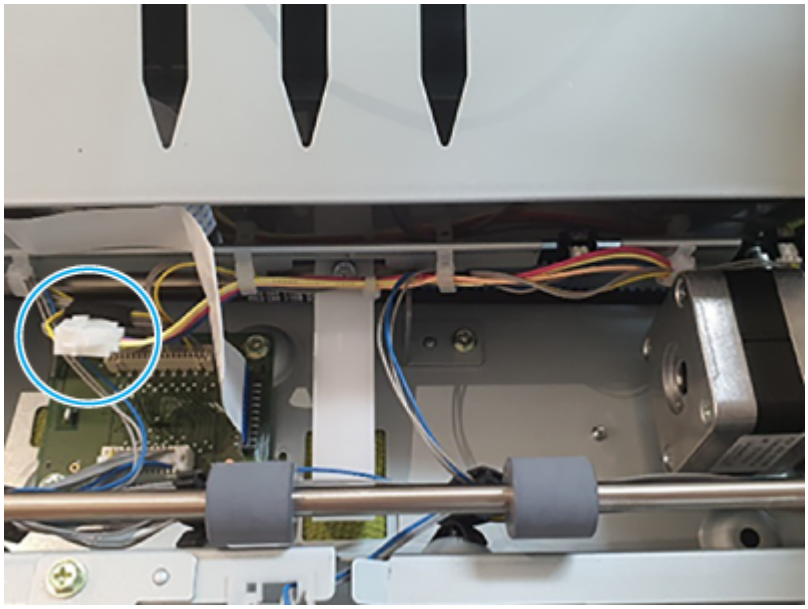
8. Remove the inner finisher entrance motor

Use the following procedure to remove and replace the inner finisher entrance motor.

1. Disconnect one connector.

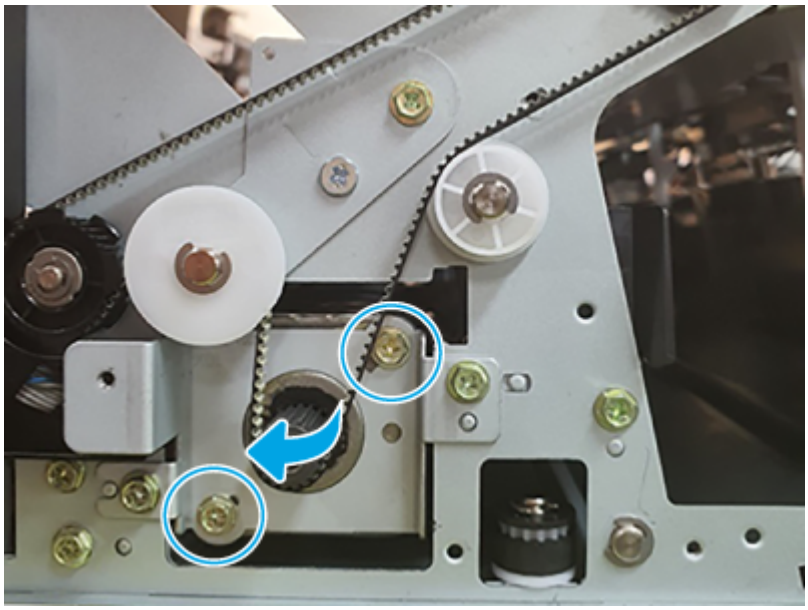
NOTE: Release the wire harness from the retainers as necessary.

Figure 5-2748 Disconnect one connector



2. Remove the belt, remove two screws, and then remove the inner finisher entrance motor.

Figure 5-2749 Remove the motor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Entrance motor timing belt

Learn about removing and replacing the inner finisher entrance motor timing belt.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-324 Part information

Part number	Part description
JC31-00169B	Entrance motor timing belt

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

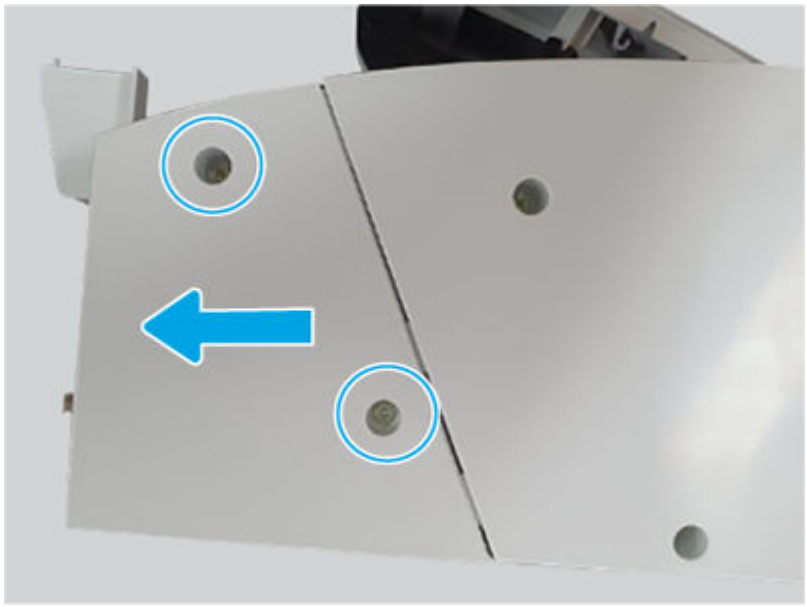
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2750 Remove the cover

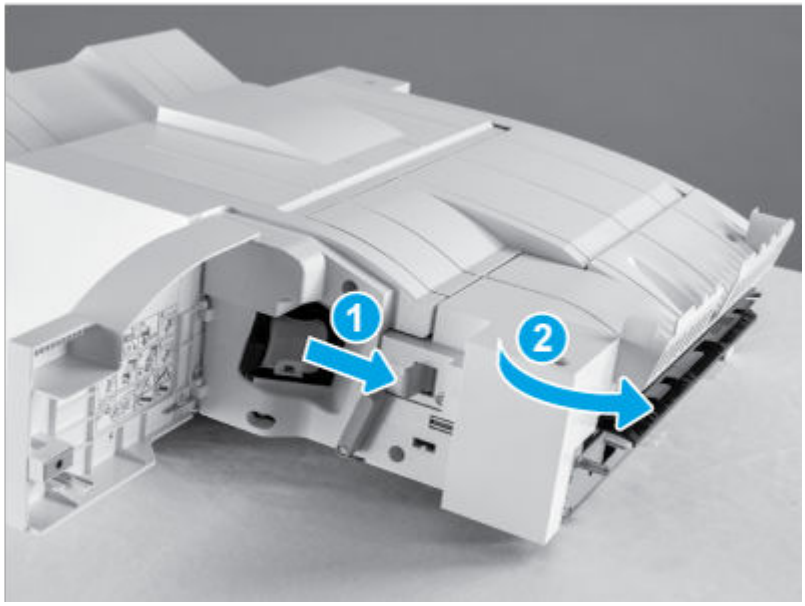


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

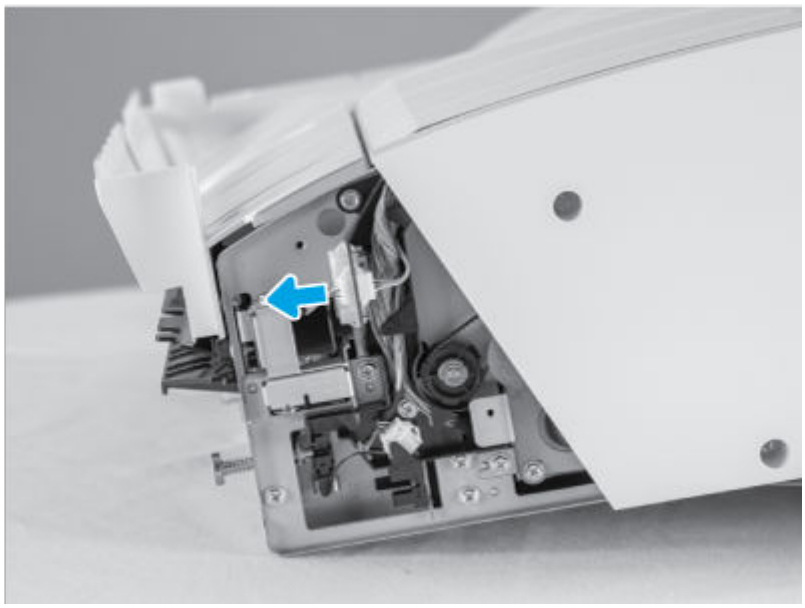
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2751 Rotate the punch



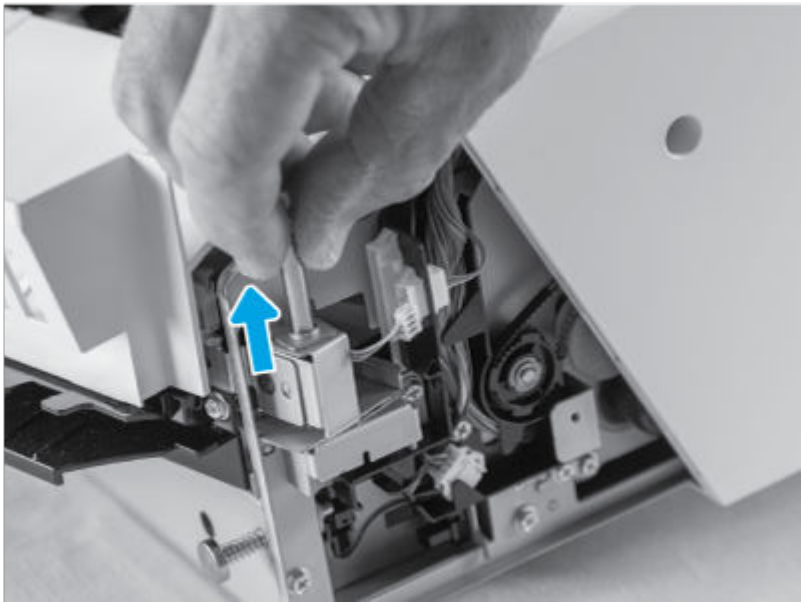
2. Disconnect one connector.

Figure 5-2752 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2753 Remove the assembly



3. Remove the inner finisher rear base cover

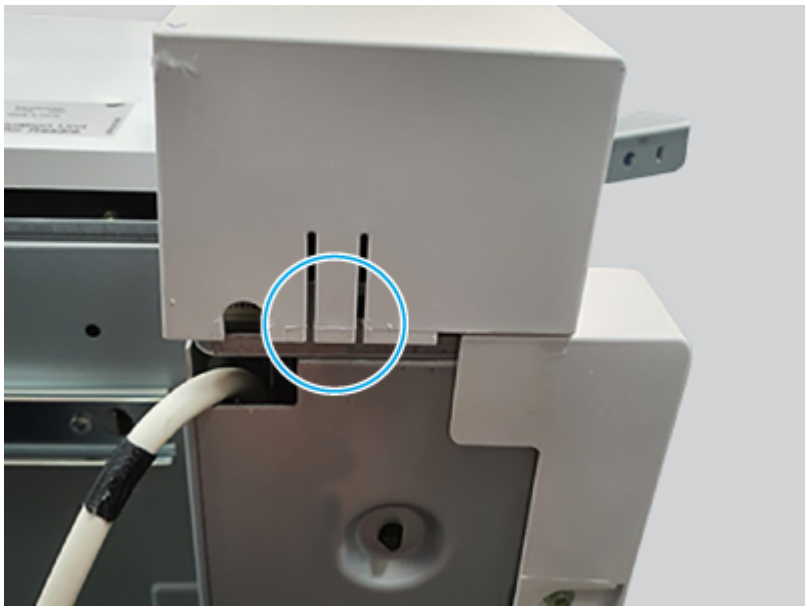
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2754 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2755 Remove the cover



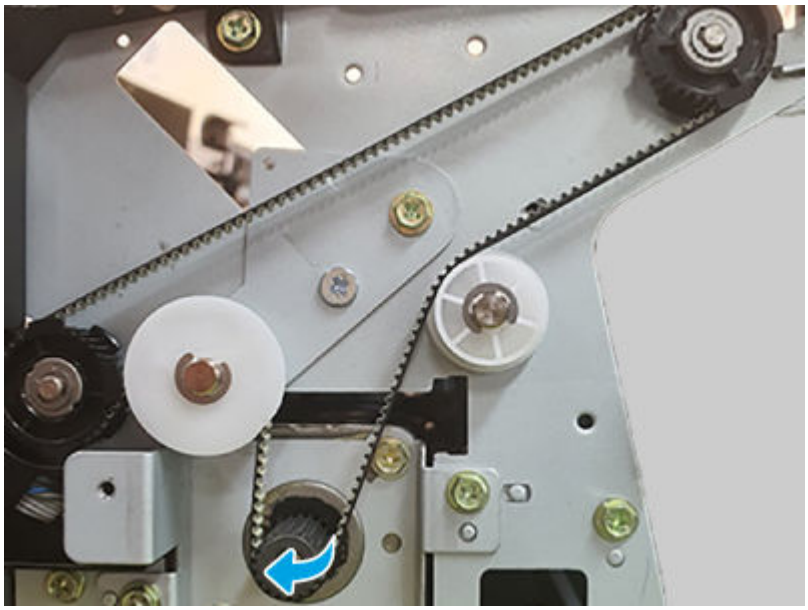
4. Remove the inner finisher entrance motor timing belt

Use the following procedure to remove and replace the inner finisher entrance motor timing belt.

- Remove the inner finisher entrance motor timing belt.

NOTE: To begin, slip the belt off of the lower most gear when removing the belt.

Figure 5-2756 Remove the belt



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Entrance roller

Learn about removing and replacing the inner finisher entrance roller.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-325 **Part information**

Part number	Part description
JC66-04243A	Entrance roller

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

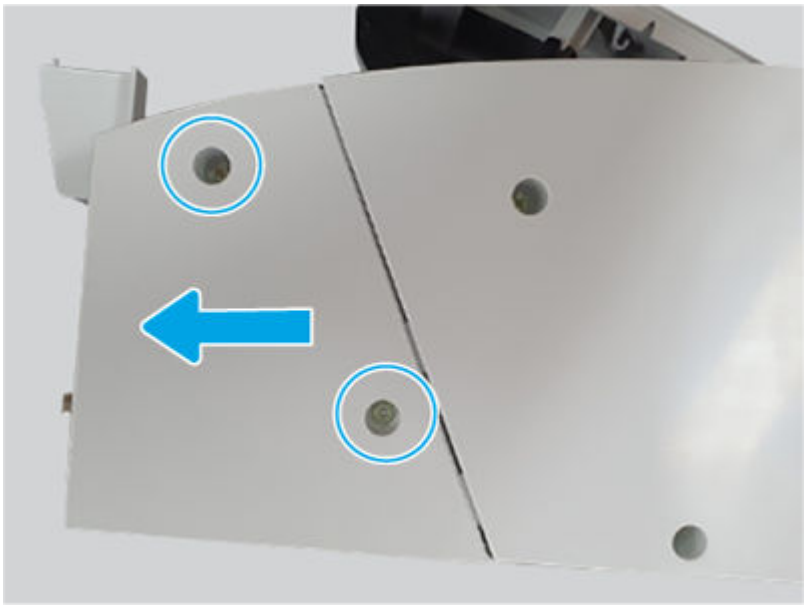
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2757 **Remove the cover**

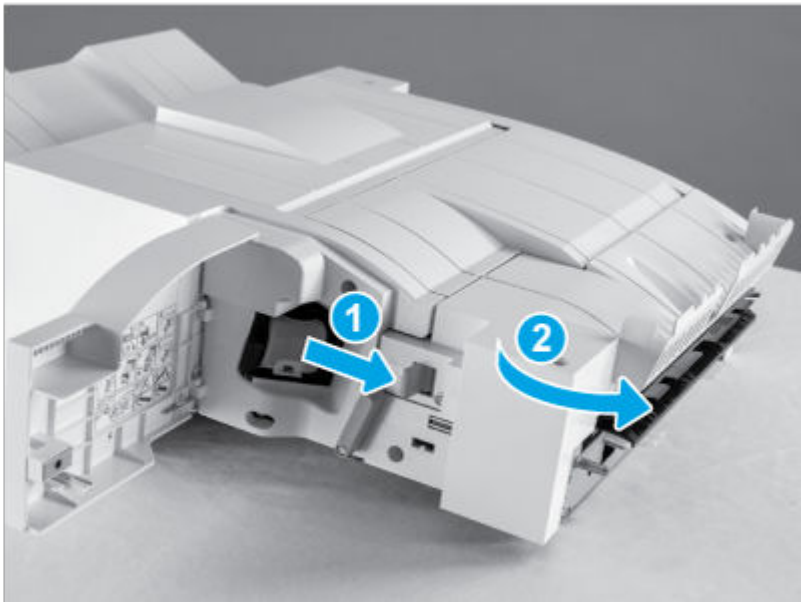


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

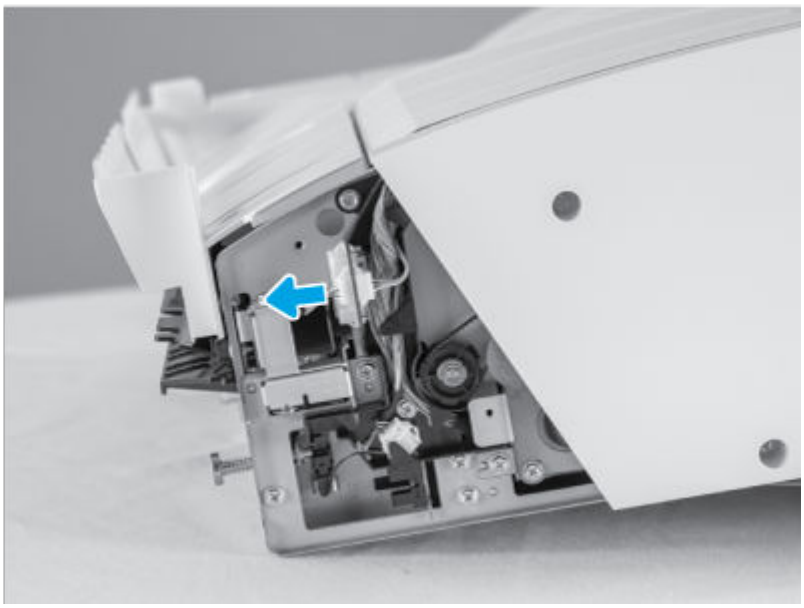
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2758 Rotate the punch



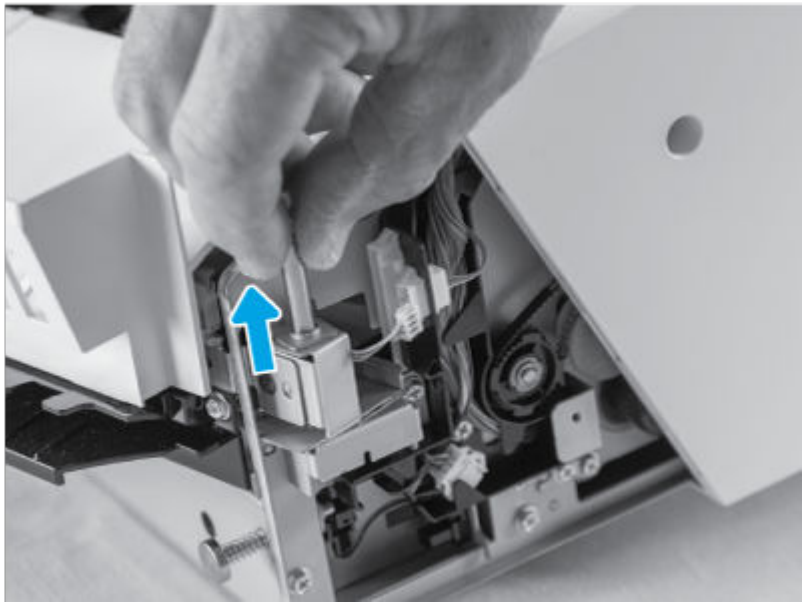
2. Disconnect one connector.

Figure 5-2759 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2760 Remove the assembly



3. Remove the inner finisher rear base cover

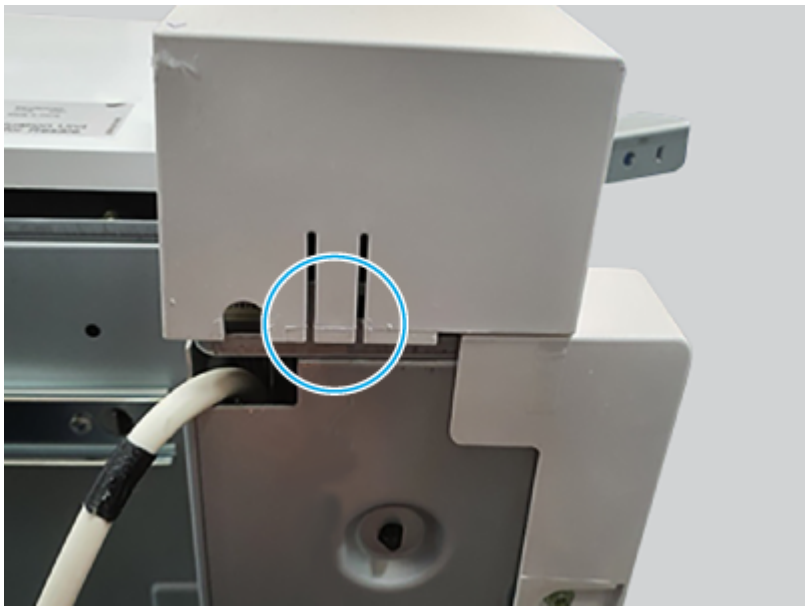
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2761 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2762 Remove the cover

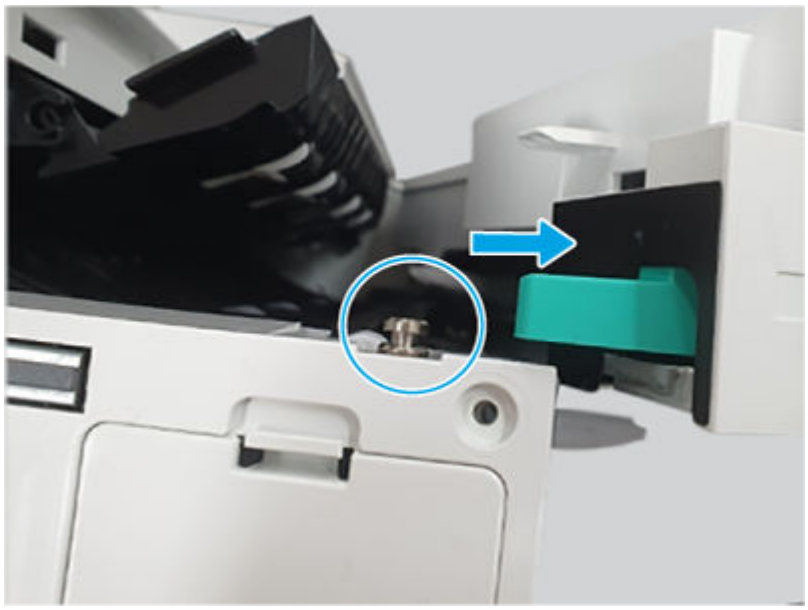


4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2763 Open the punch cover

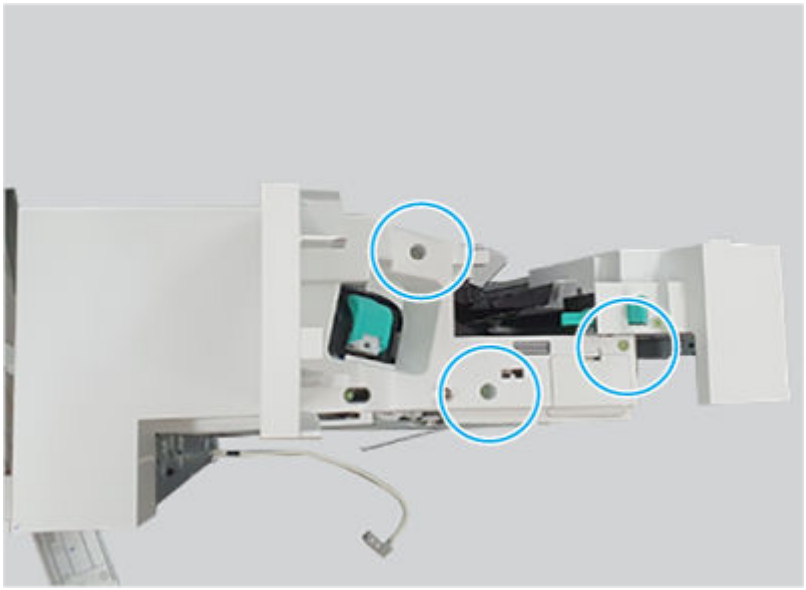


3. Remove one screw, and then remove the lock release handle.

Figure 5-2764 Remove the handle

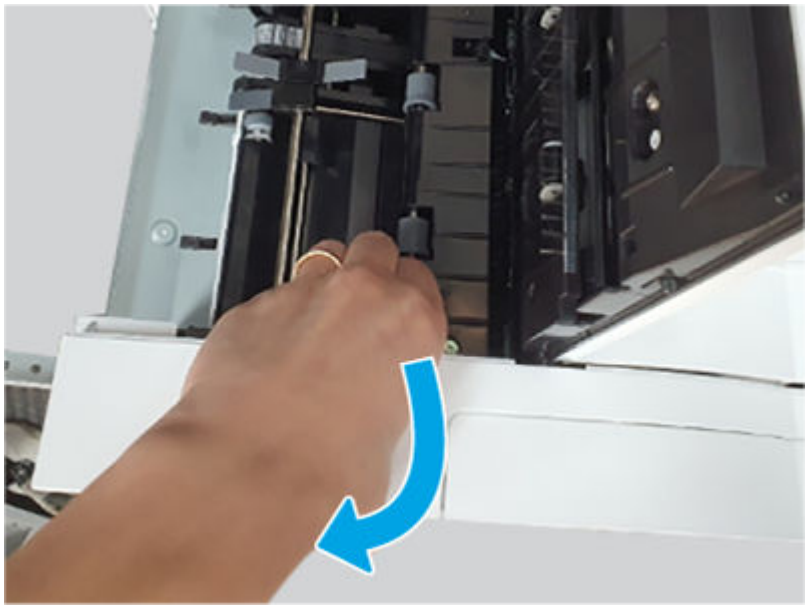
4. Remove three screws.

Figure 5-2765 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2766 Remove the cover

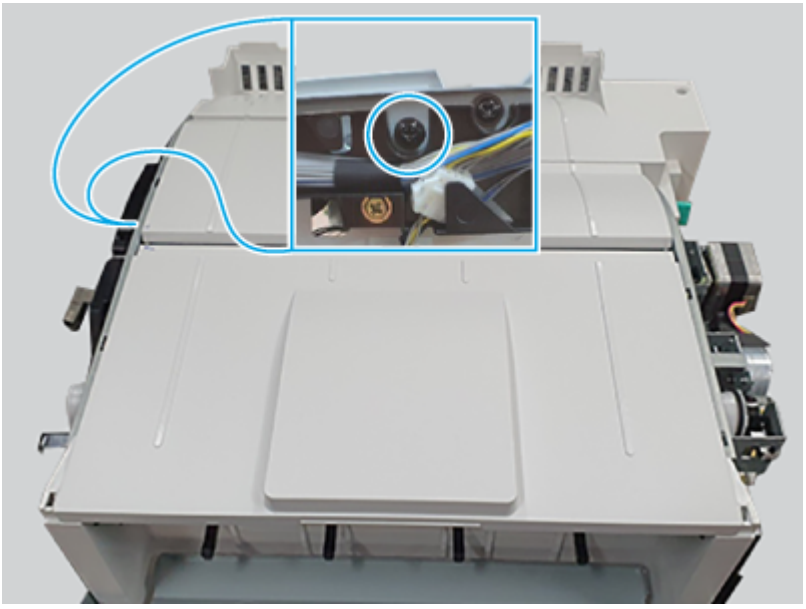


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-2767 Remove the cover

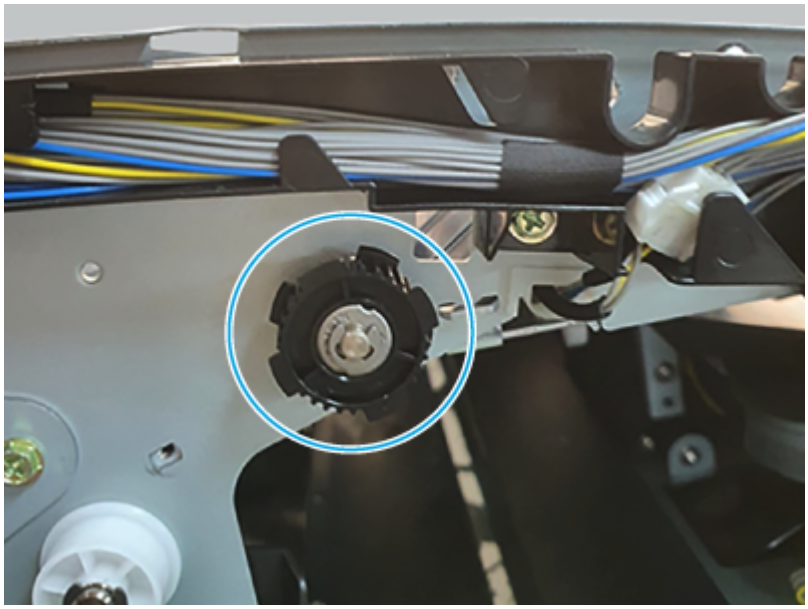


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-2768 Remove the e-ring, pulley, and bushing

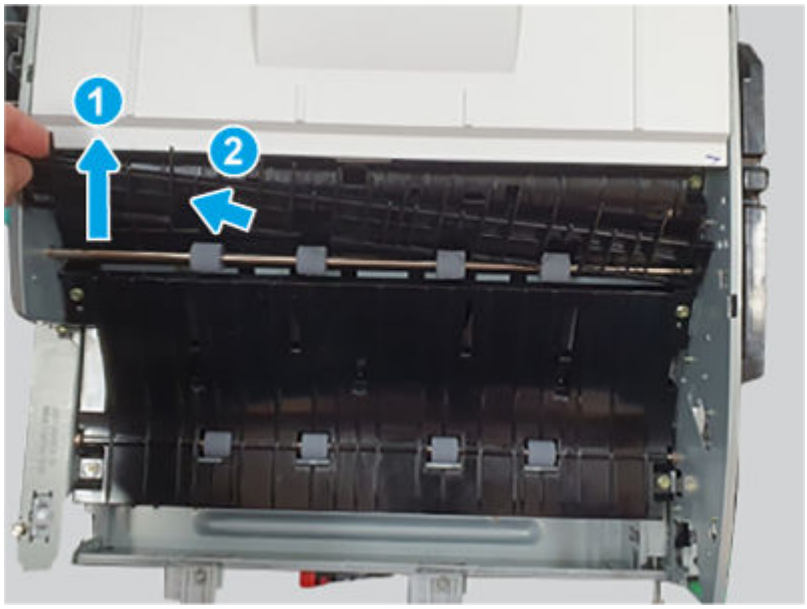


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-2769 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-2770 Remove the roller

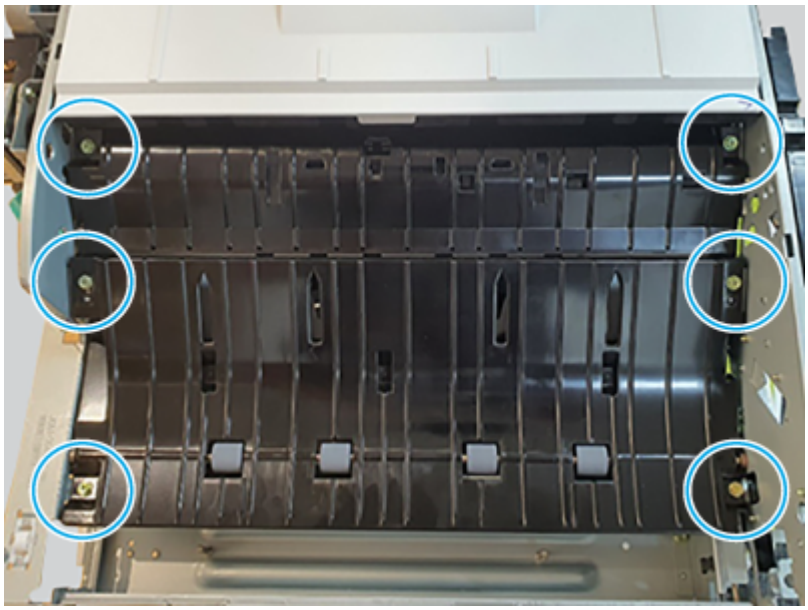


7. Remove the inner finisher middle lower guide

Use the following procedure to remove and replace the inner finisher middle lower guide.

- Remove six screws, and then remove the inner finisher middle lower guide.

Figure 5-2771 Remove the guide

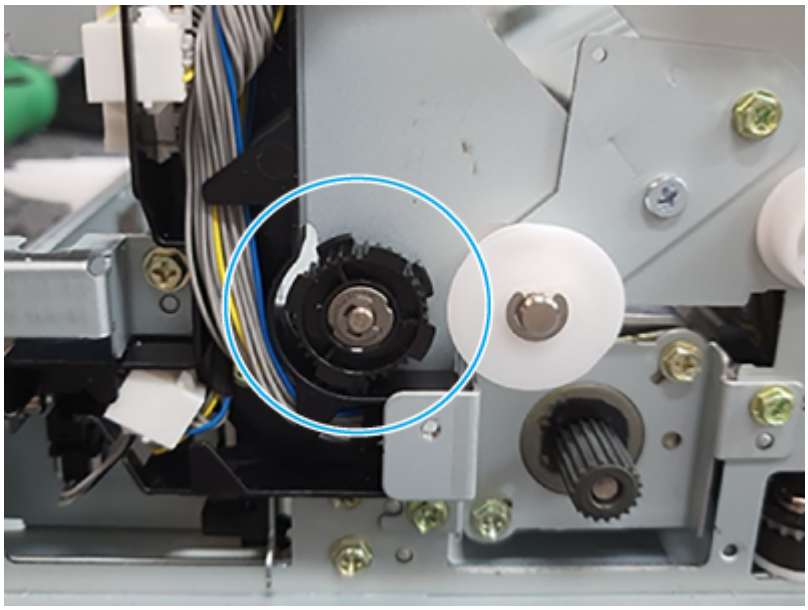


8. Remove the inner finisher entrance roller

Use the following procedure to remove and replace the inner finisher entrance roller.

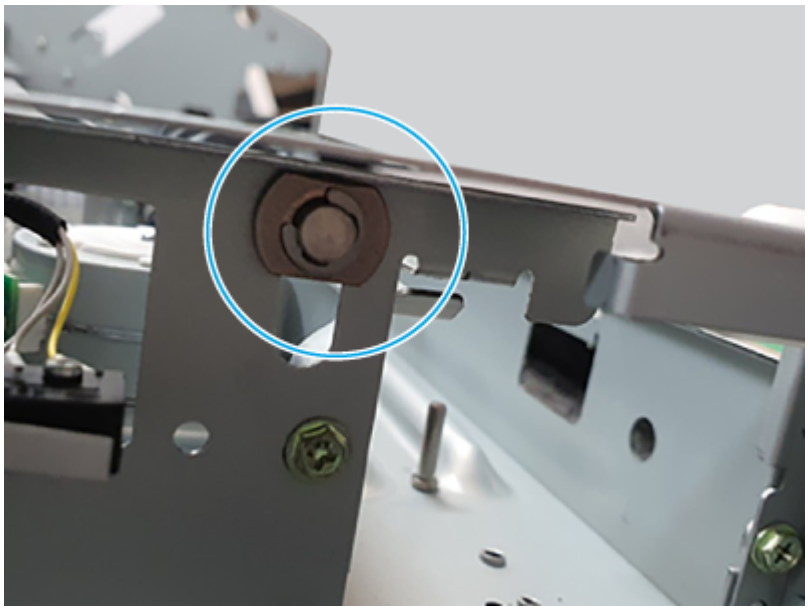
1. Use a pair of tweezers to remove one e-ring, remove the gear, and then remove the bushing.

Figure 5-2772 Remove the e-ring, gear, and bushing



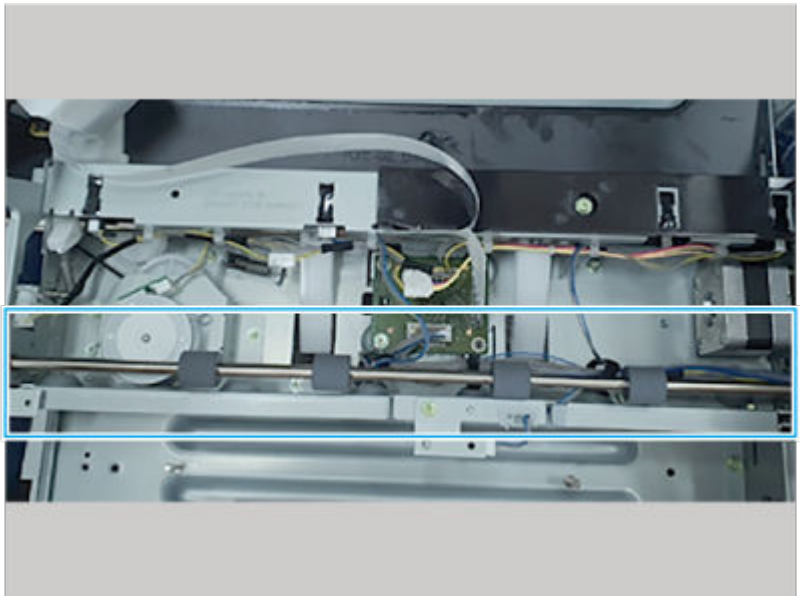
2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-2773 Remove the e-ring and bushing



3. Remove the inner finisher entrance roller.

Figure 5-2774 Remove the roller



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Middle roller

Learn about removing and replacing the inner finisher middle roller.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-326 Part information

Part number	Part description
JC66-04243A	Middle roller

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

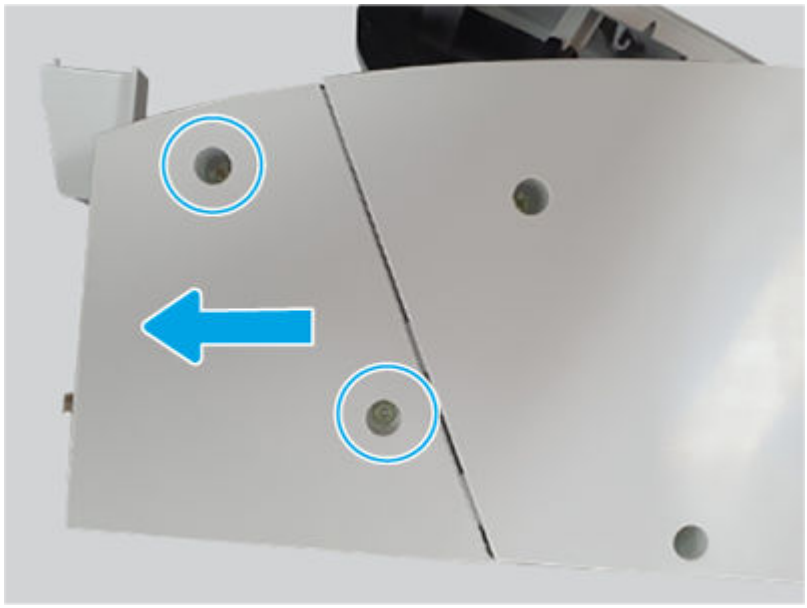
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2775 Remove the cover



2. Remove the inner finisher rear base cover

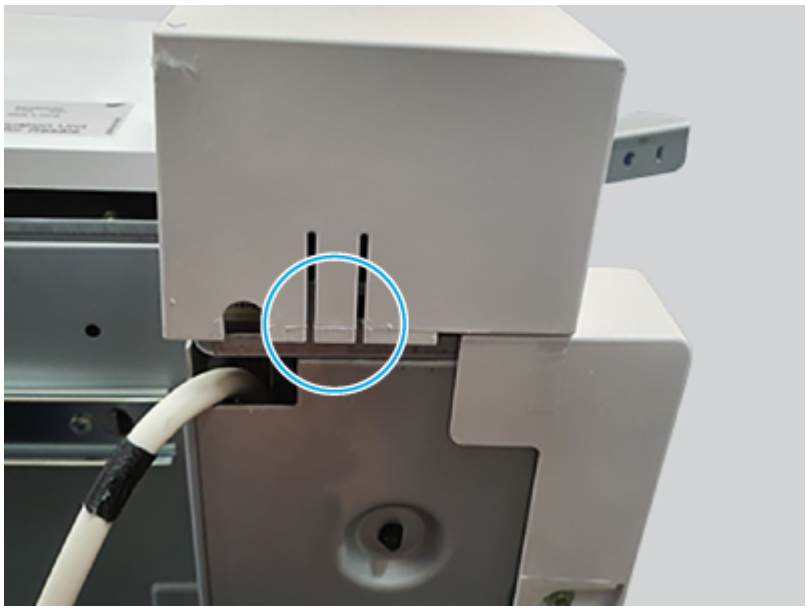
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2776 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2777 Remove the cover

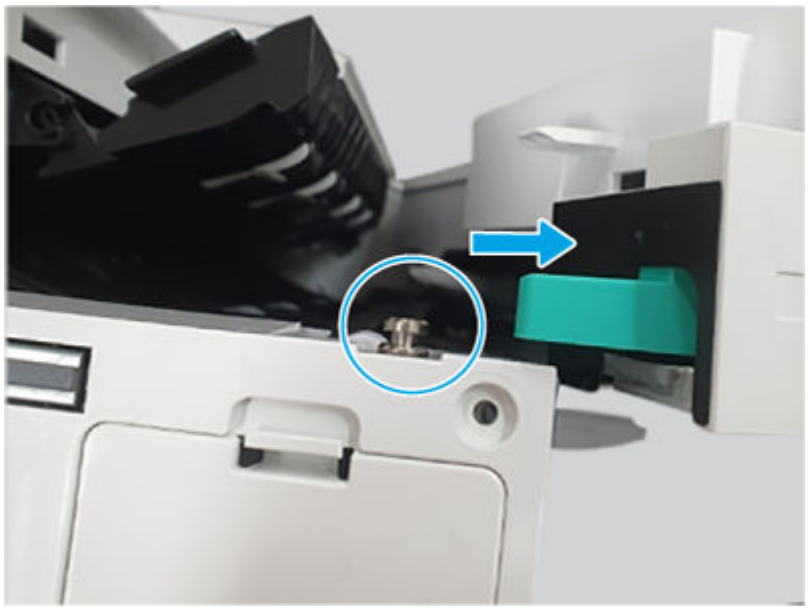


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2778 Open the punch cover

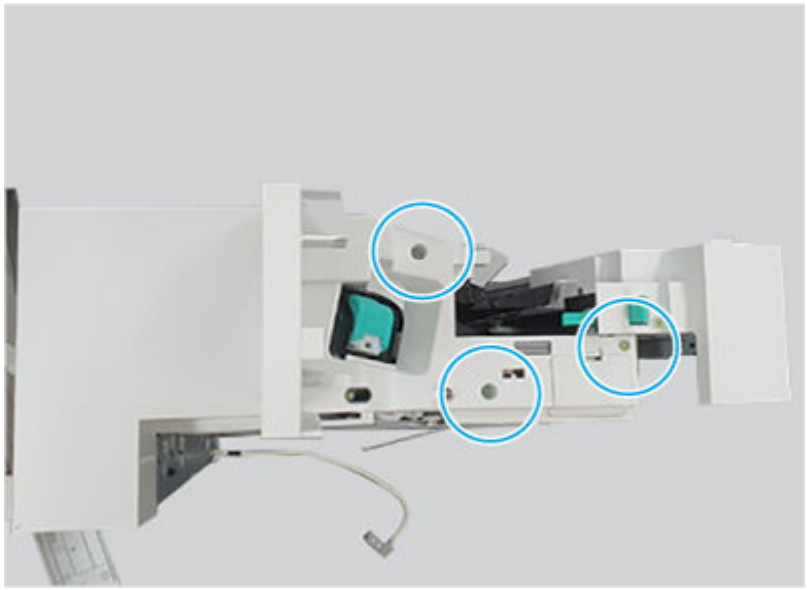


3. Remove one screw, and then remove the lock release handle.

Figure 5-2779 Remove the handle

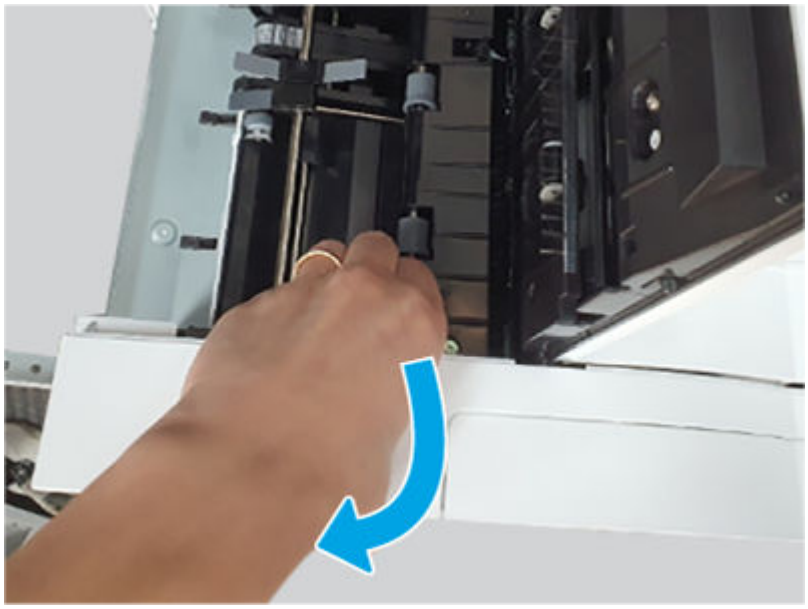
4. Remove three screws.

Figure 5-2780 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2781 Remove the cover

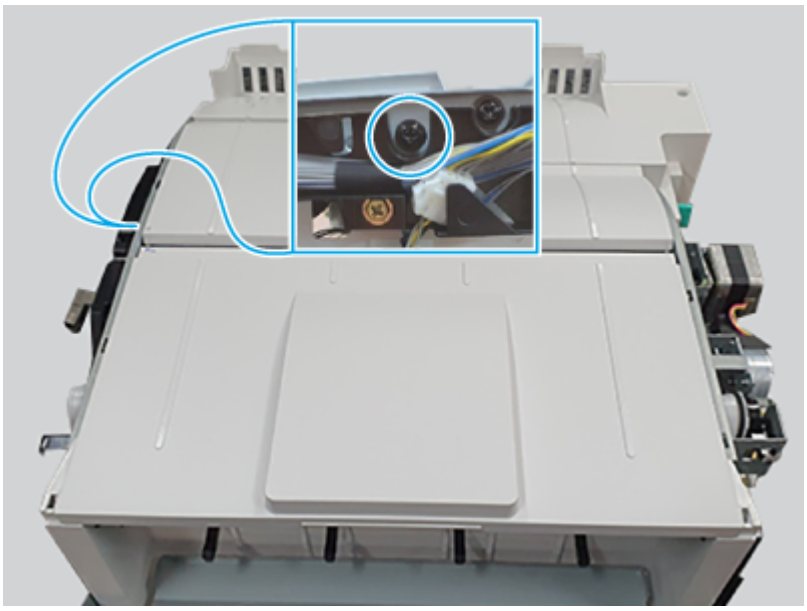


4. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-2782 Remove the cover

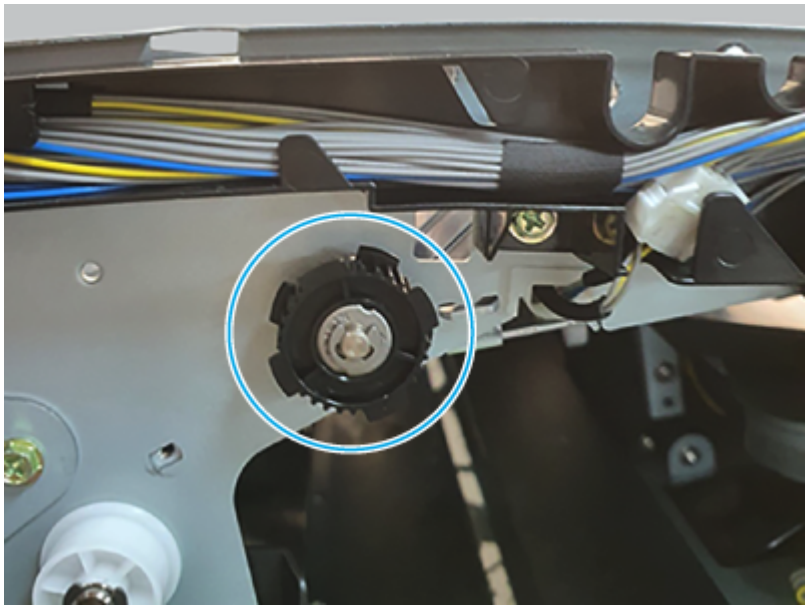


5. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-2783 Remove the e-ring, pulley, and bushing

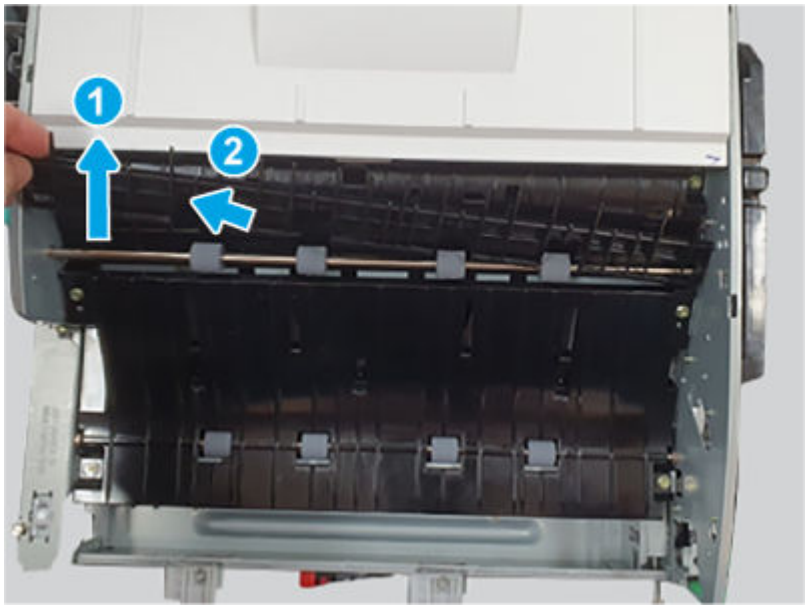


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-2784 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-2785 Remove the roller



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Exit unit

Review the inner finisher exit unit removal procedures.

Removal and replacement: Exit roller assembly

Learn about removing and replacing the inner finisher exit roller assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-327 Part information

Part number	Part description
JC90-01330A	Exit roller assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

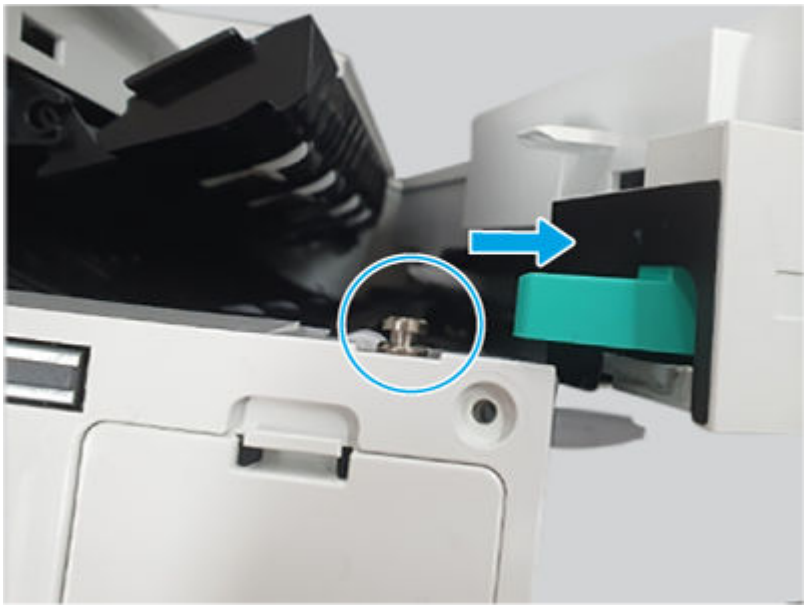
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2786 Open the punch cover

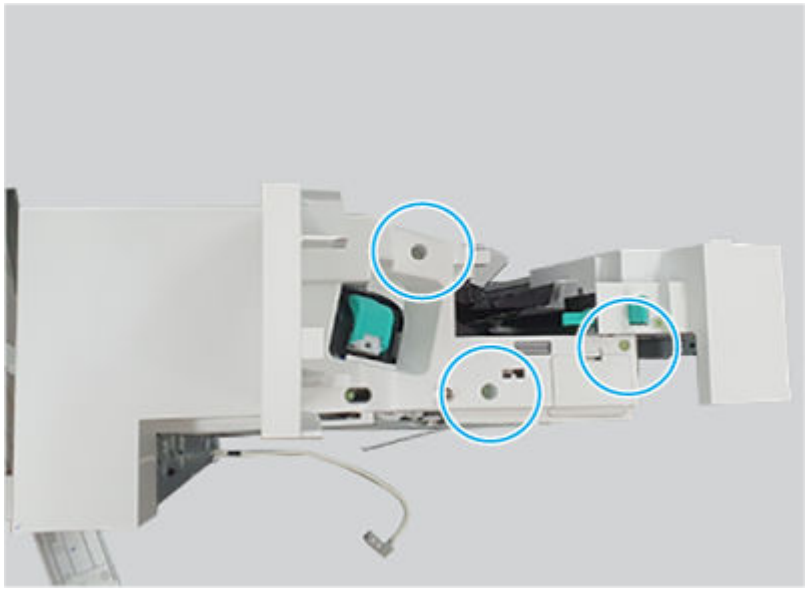


3. Remove one screw, and then remove the lock release handle.

Figure 5-2787 Remove the handle

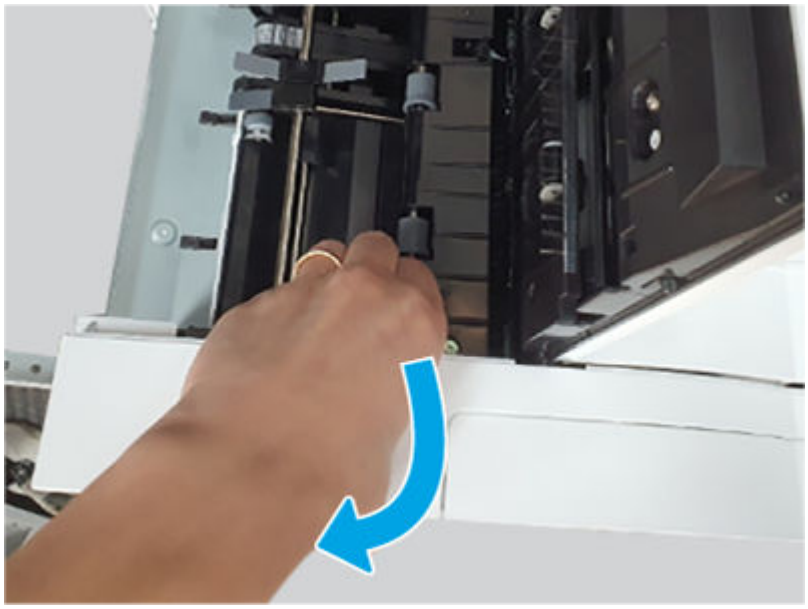
4. Remove three screws.

Figure 5-2788 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2789 Remove the cover

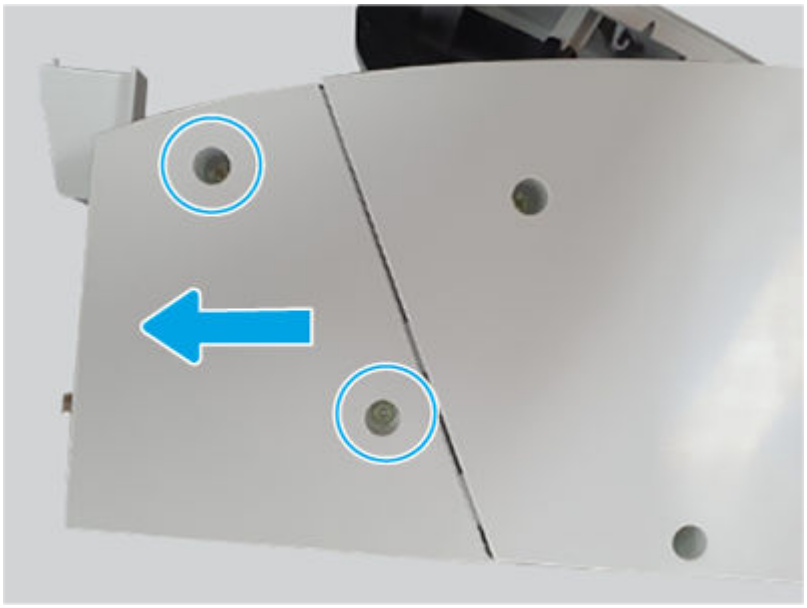


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2790 Remove the cover



3. Remove the inner finisher rear base cover

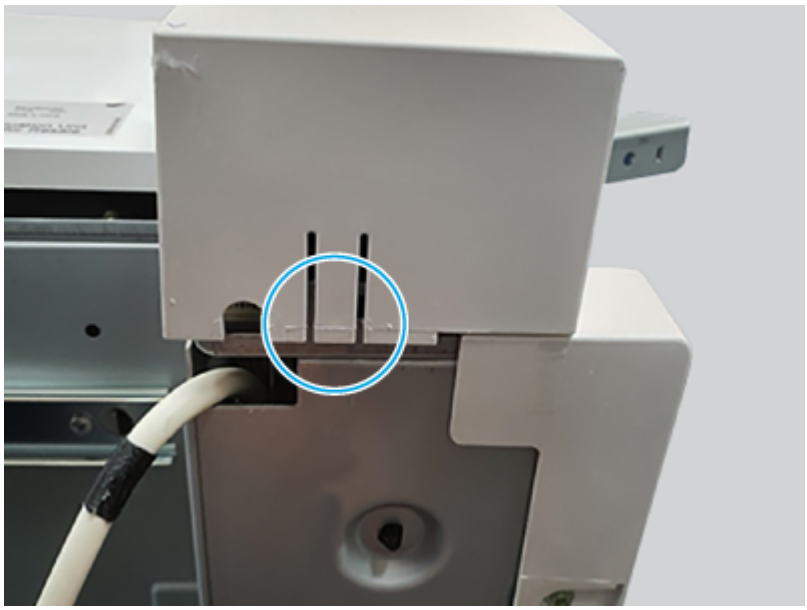
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2791 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2792 Remove the cover

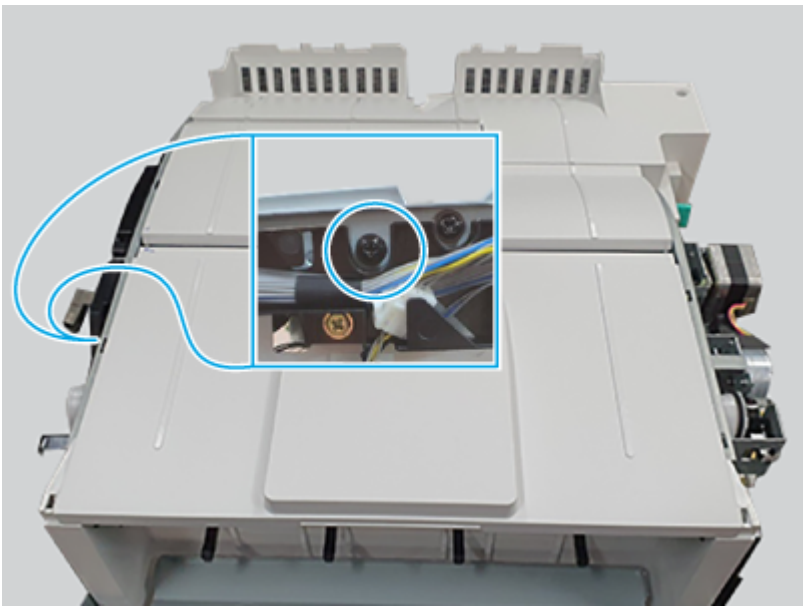


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2793 Remove the cover



5. Remove the inner finisher sub paddle assembly

Use the following procedure to remove and replace the inner finisher sub paddle assembly.

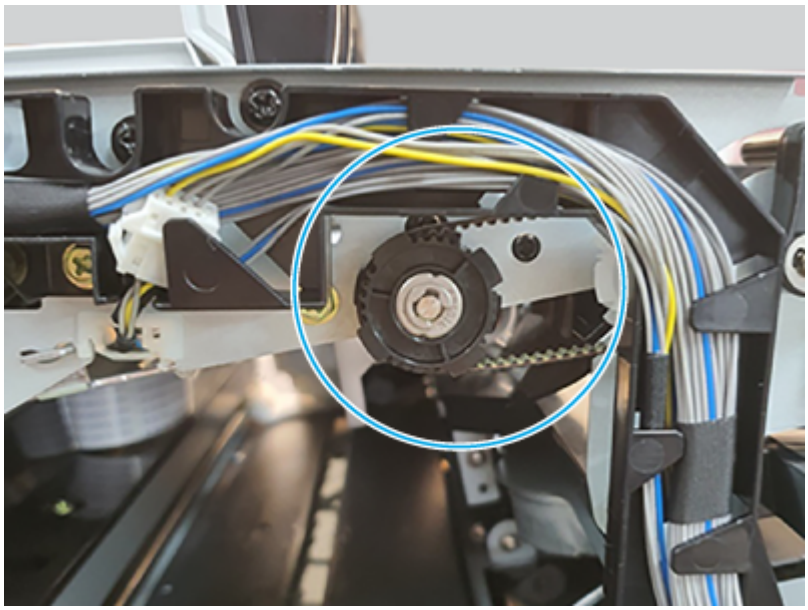
1. Remove one screw.

Figure 5-2794 Remove one screw

2. Do the following:

- Use a pair of tweezers to remove one e-ring.
- Remove the gear, belt, and bushing.
- Remove the sub paddle assembly.

Figure 5-2795 Remove the assembly

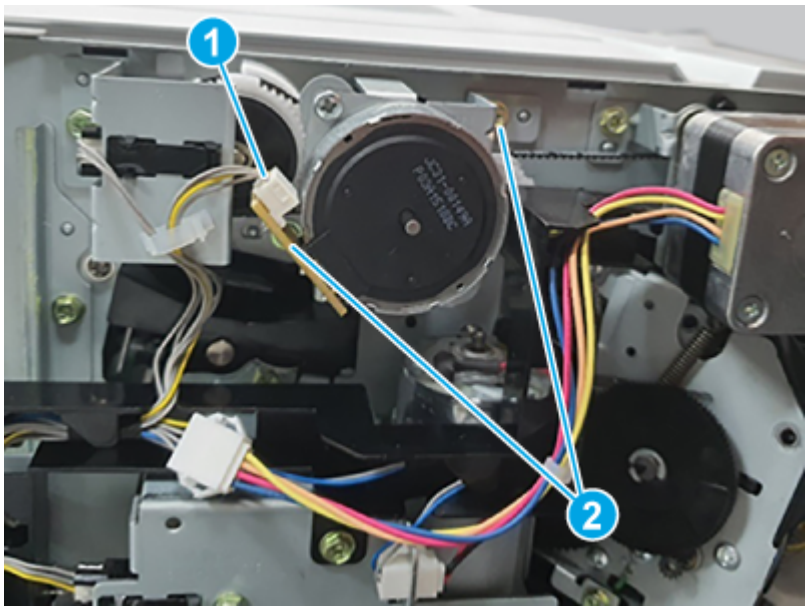


6. Remove the inner finisher main paddle motor assembly

Use the following procedure to remove and replace the inner finisher main paddle motor assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
   - Open the punch cover.
2. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the inner finisher main paddle motor assembly.

Figure 5-2796 Remove the assembly

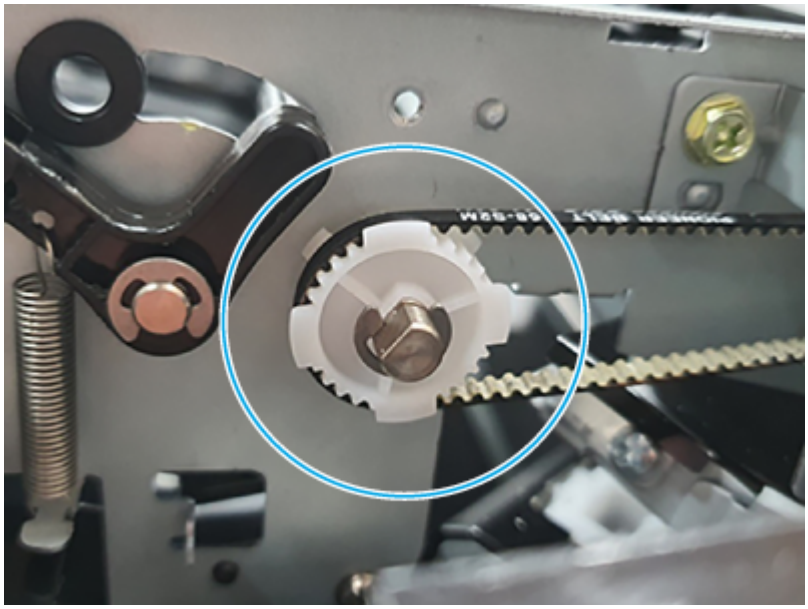


7. Remove the inner finisher exit roller assembly

Use the following procedure to remove and replace the inner finisher exit roller assembly.

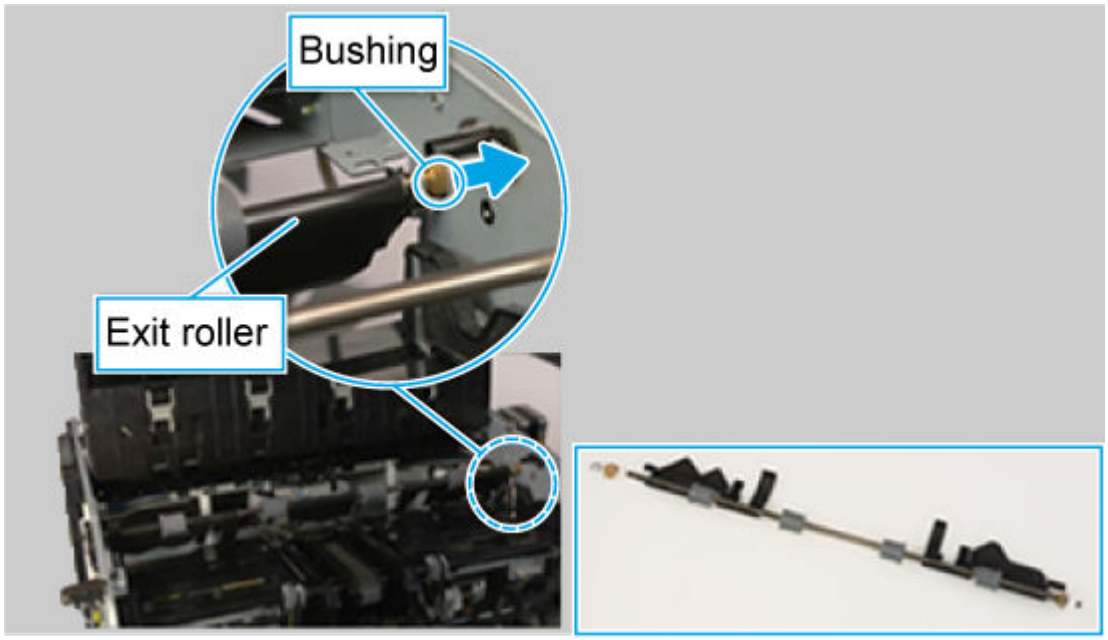
1. Do the following:
   - Release the belt.
   - Use a pair of tweezers to remove one e-ring.
   - Remove the gear, and then remove the bushing.

Figure 5-2797 Remove the e-ring, gear, and bushing



2. Remove the inner finisher exit roller assembly.

Figure 5-2798 Remove the roller



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit sensor

Learn about removing and replacing the inner finisher exit sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-328 Part information

Part number	Part description
0604-001415	Photo interrupter (Exit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

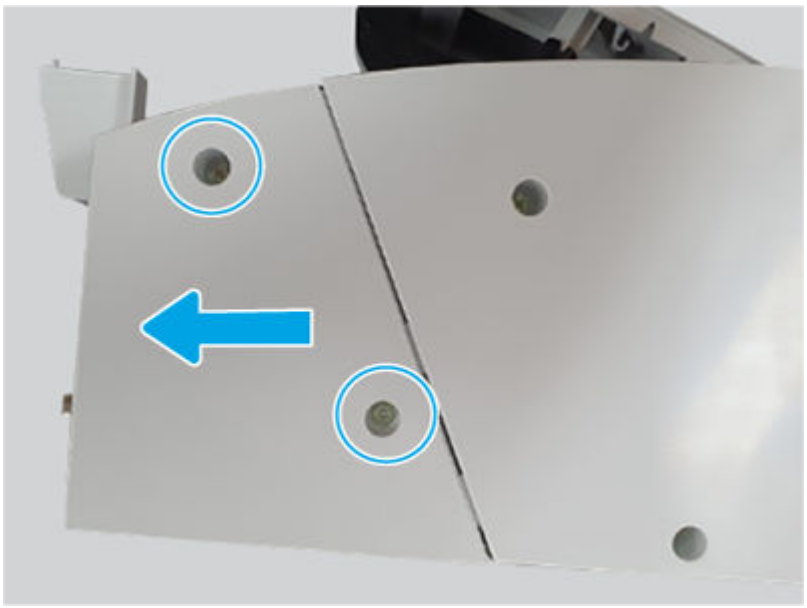
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2799 Remove the cover

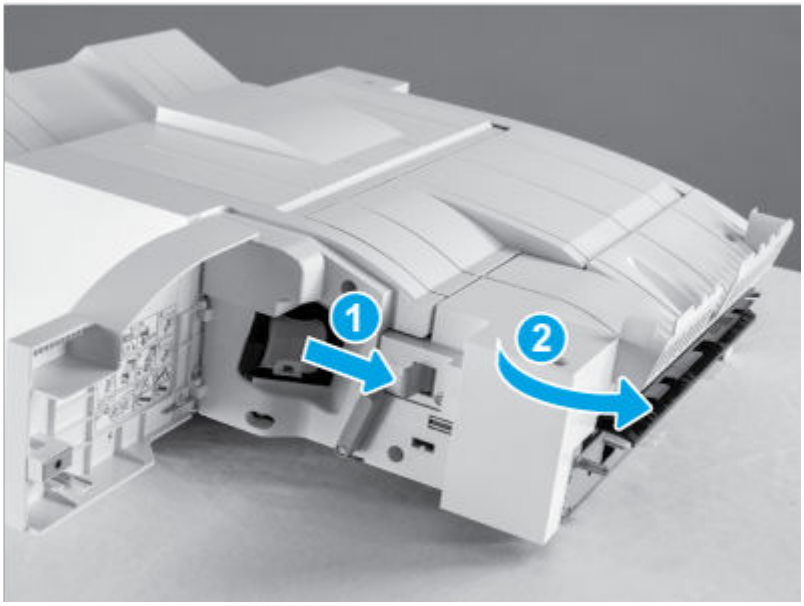


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

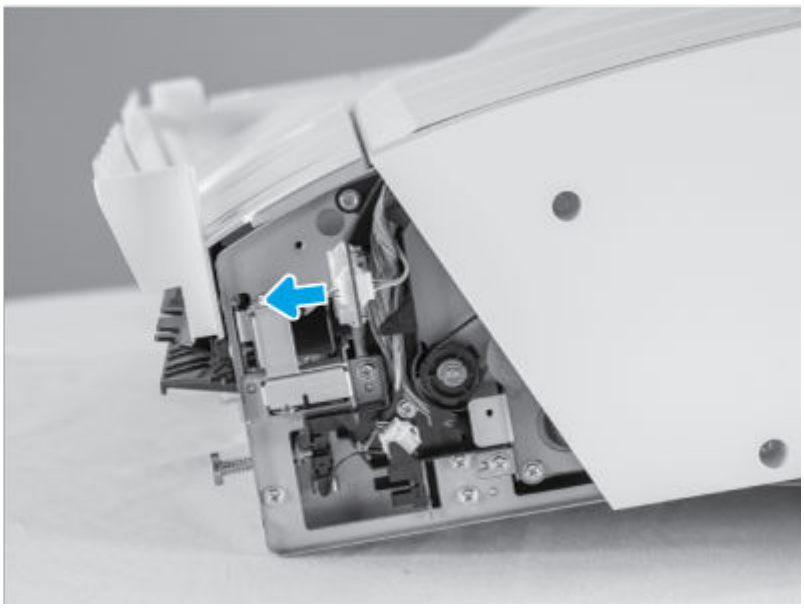
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2800 Rotate the punch



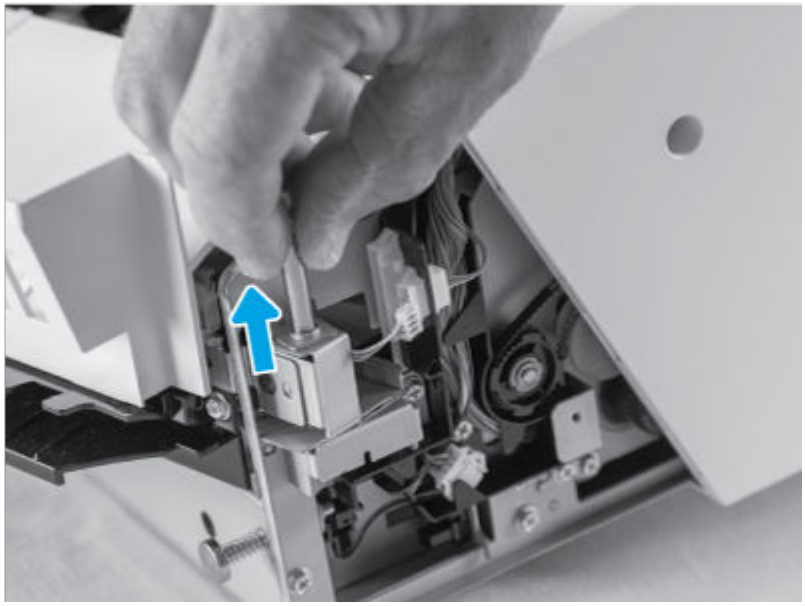
2. Disconnect one connector.

Figure 5-2801 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2802 Remove the assembly



3. Remove the inner finisher rear base cover

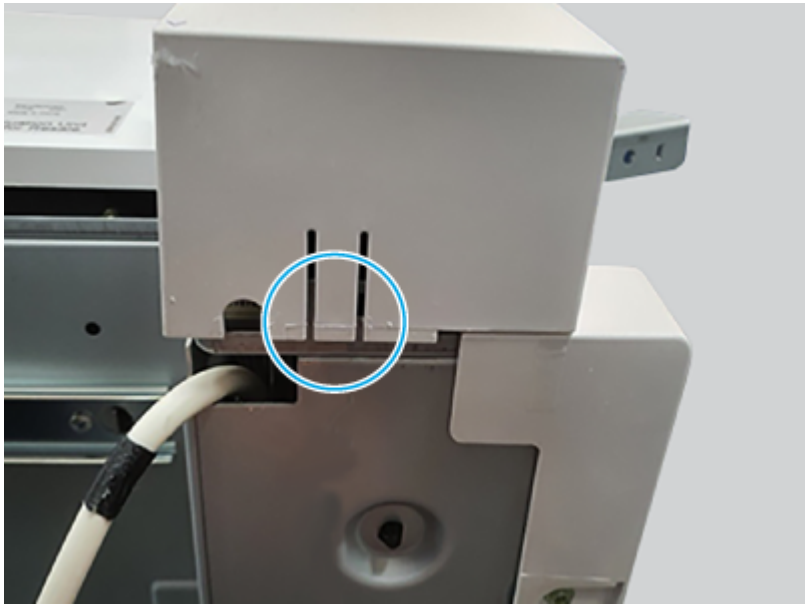
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2803 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2804 Remove the cover

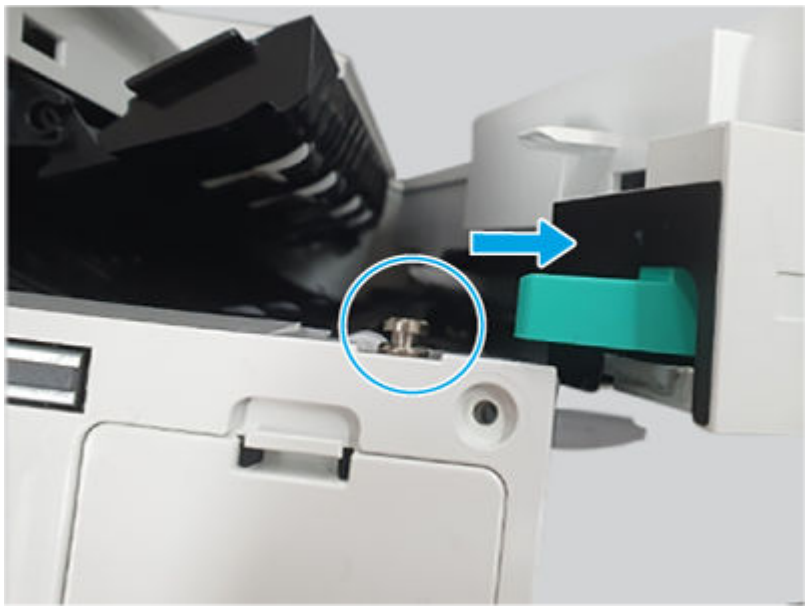


4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2805 Open the punch cover

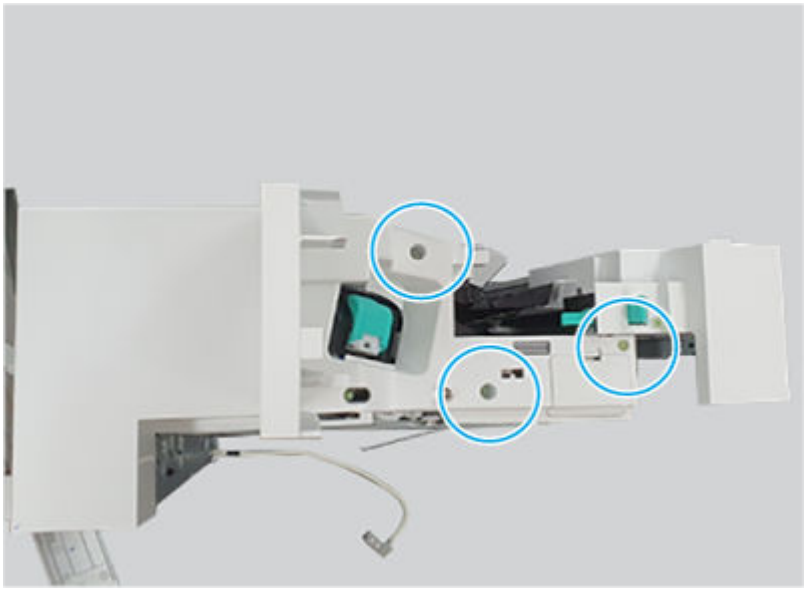


3. Remove one screw, and then remove the lock release handle.

Figure 5-2806 Remove the handle

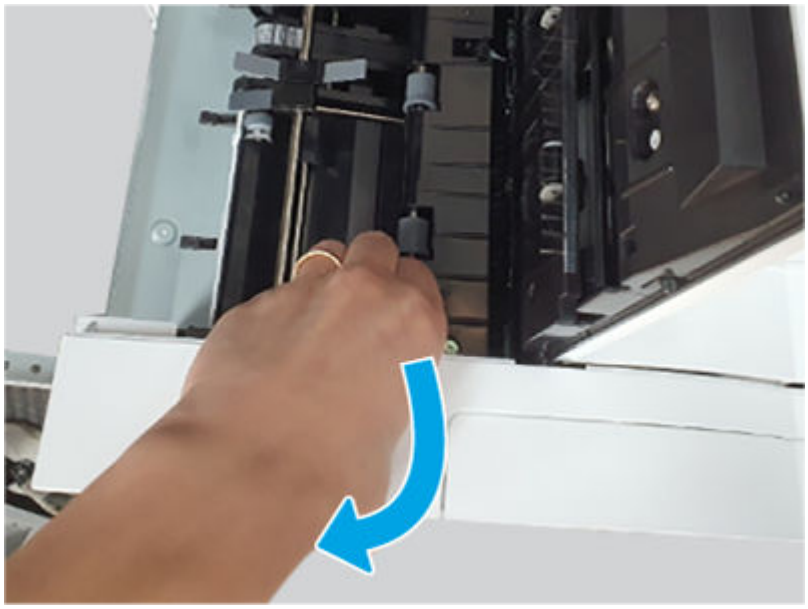
4. Remove three screws.

Figure 5-2807 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2808 Remove the cover

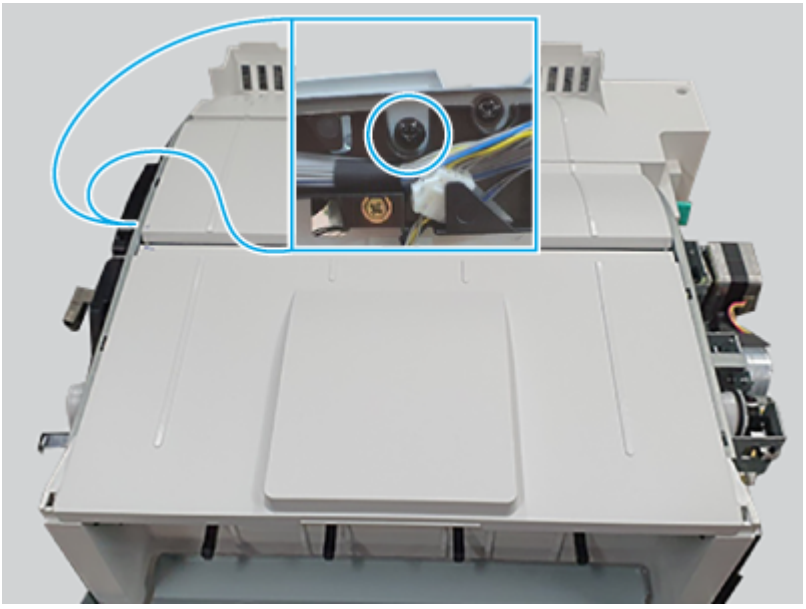


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-2809 Remove the cover

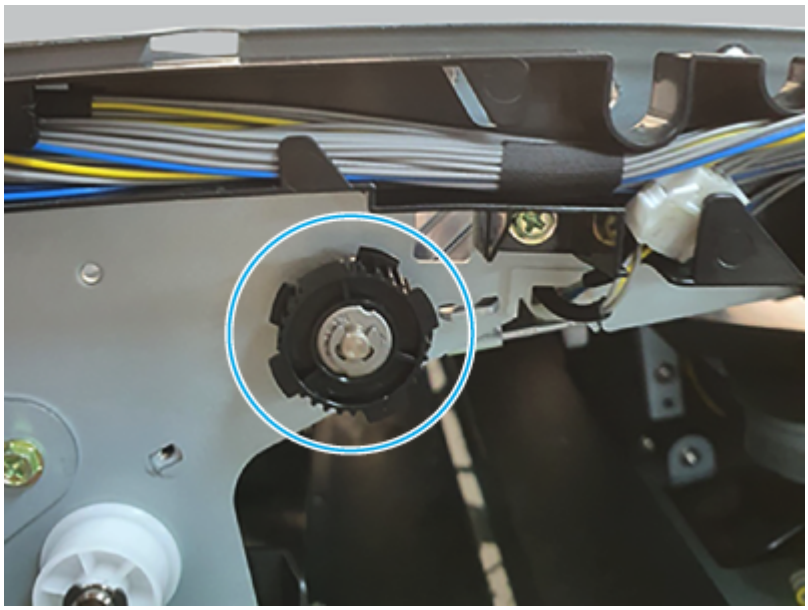


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-2810 Remove the e-ring, pulley, and bushing

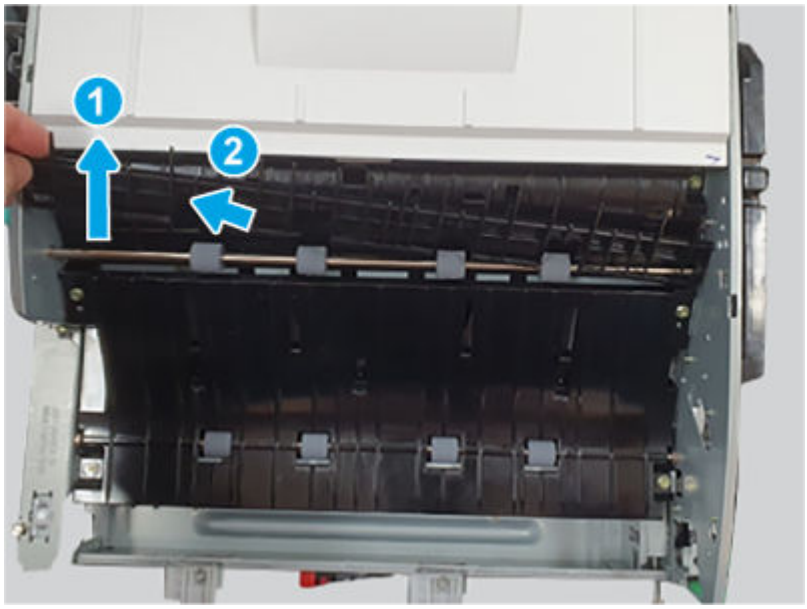


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-2811 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-2812 Remove the roller

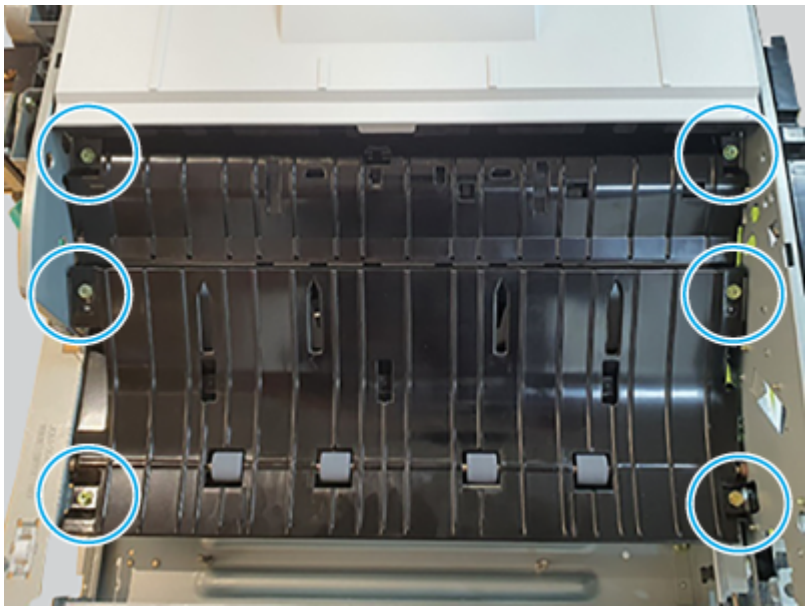


7. Remove the inner finisher exit sensor

Use the following procedure to remove and replace the inner finisher exit sensor.

1. Remove six screws, and then raise the middle paper guide.

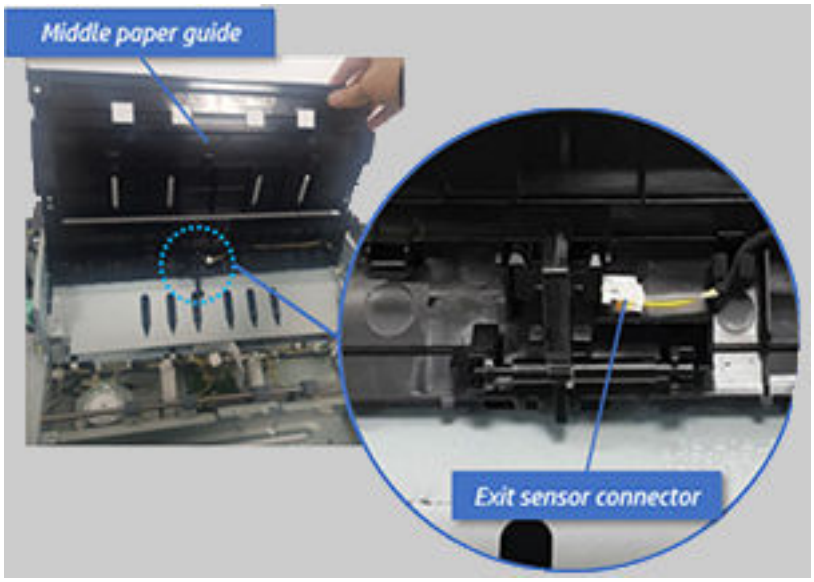
Figure 5-2813 Remove six screws



2. Do the following:
   - Remove one screw.
   - Disconnect one connector.

- Remove the inner finisher ext sensor.

Figure 5-2814 Remove the sensor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit sensor actuator

Learn about removing and replacing the inner finisher exit sensor actuator.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-329 Part information

Part number	Part description
JC66-04199A	Exit sensor actuator

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

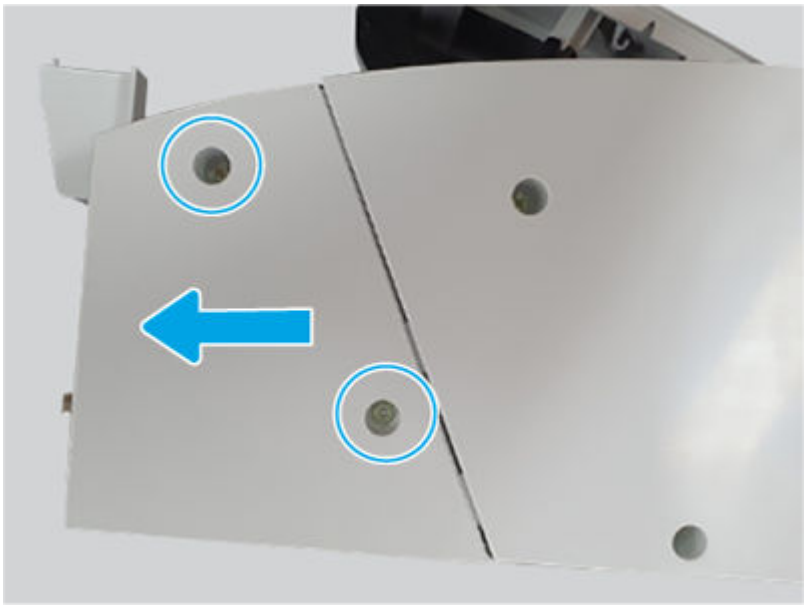
Print any pages necessary to make sure the printer is functioning correctly.

Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2815 Remove the cover

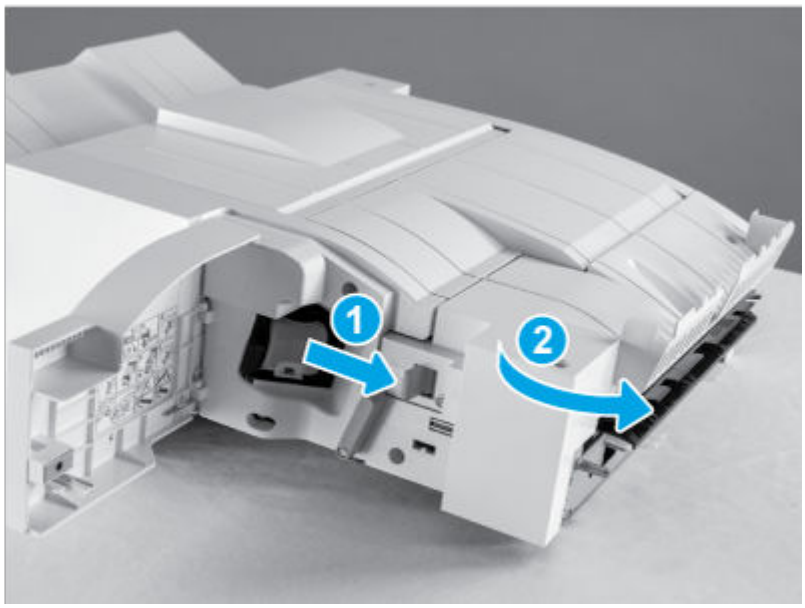


Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

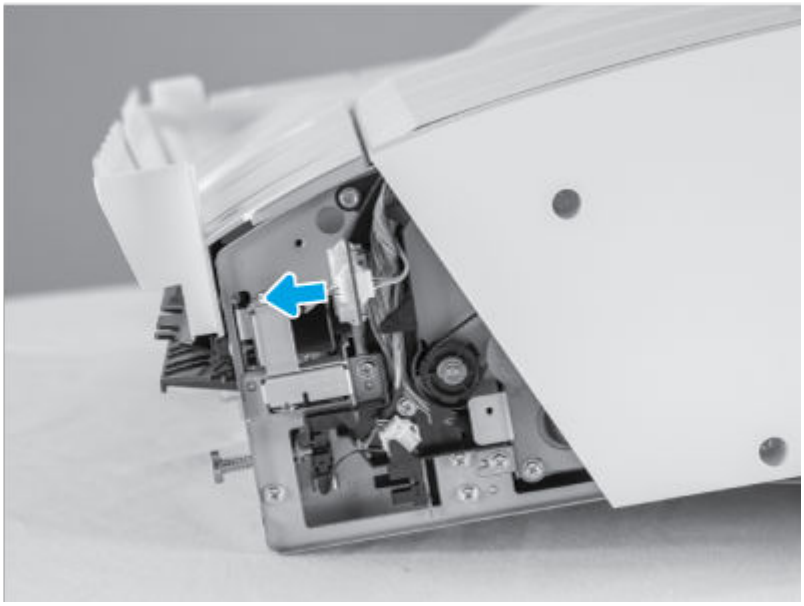
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2816 Rotate the punch



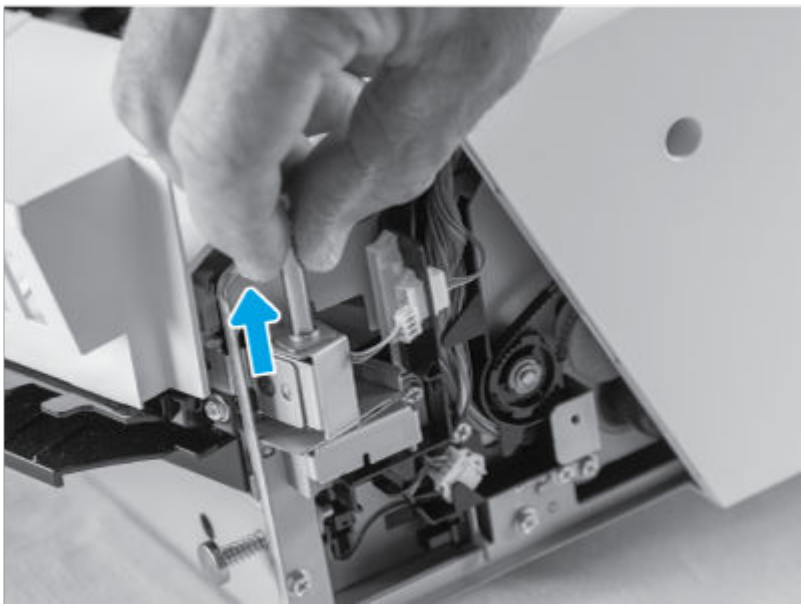
2. Disconnect one connector.

Figure 5-2817 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2818 Remove the assembly



Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

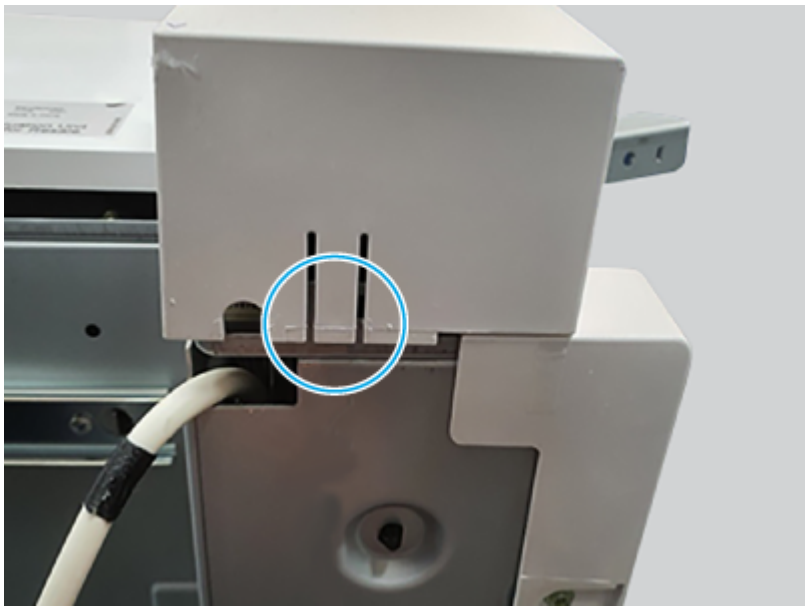
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-2819 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2820 Remove the cover



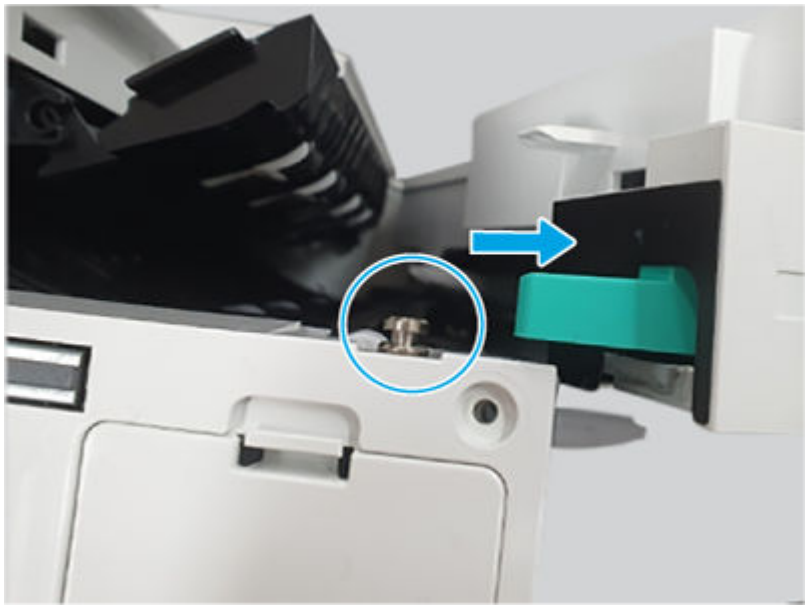
Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-2821 Open the punch cover

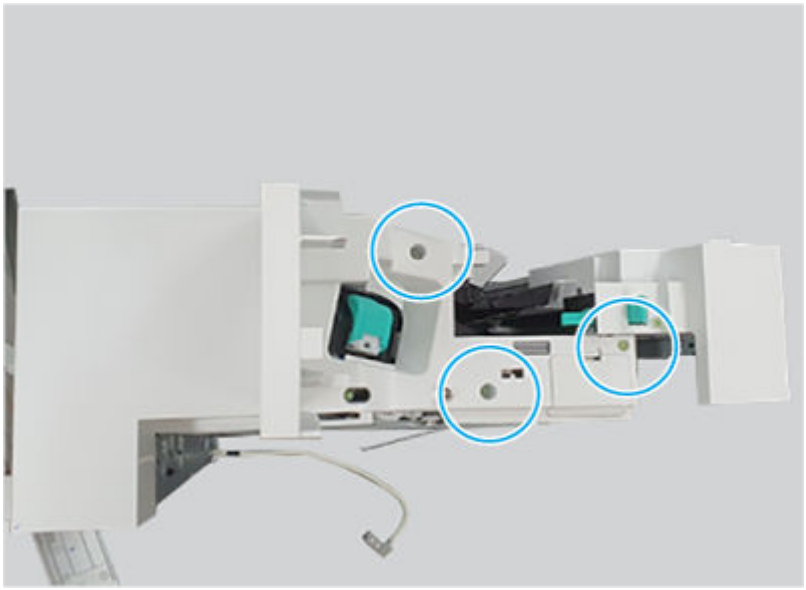


3. Remove one screw, and then remove the lock release handle.

Figure 5-2822 Remove the handle

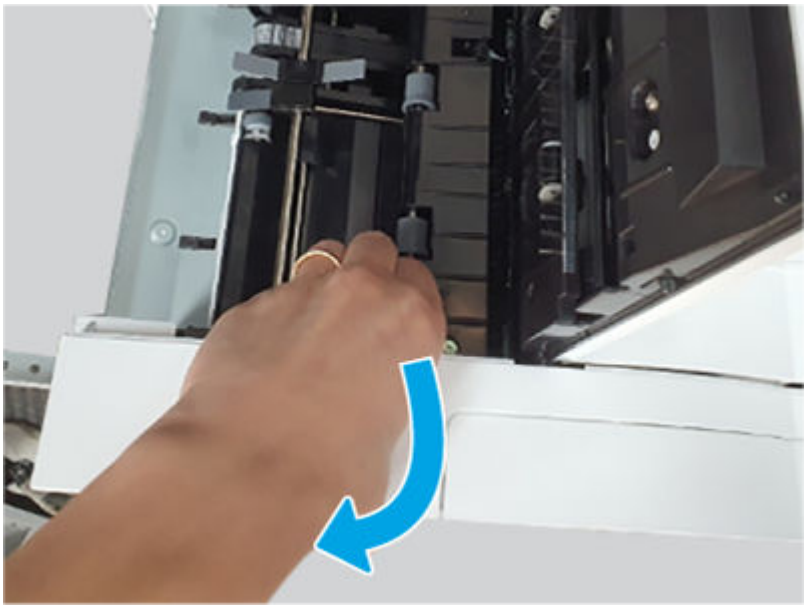
4. Remove three screws.

Figure 5-2823 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2824 Remove the cover

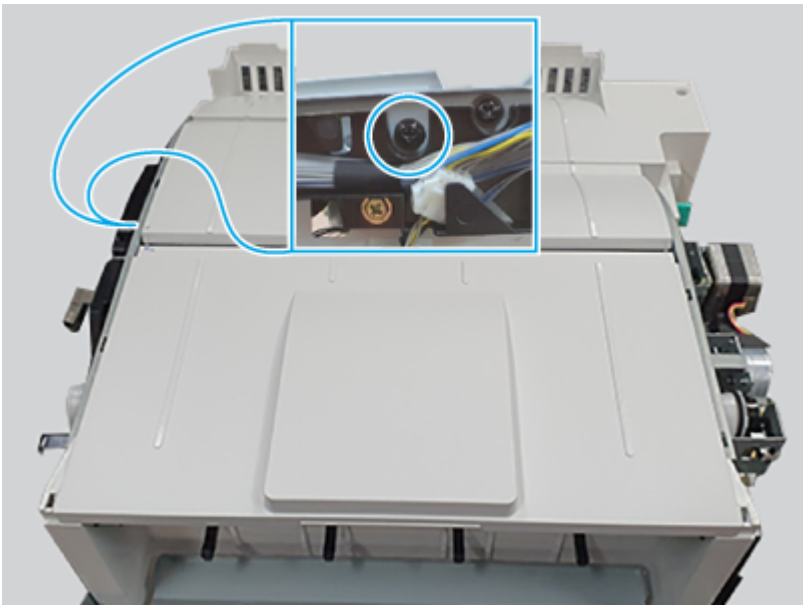


Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-2825 Remove the cover

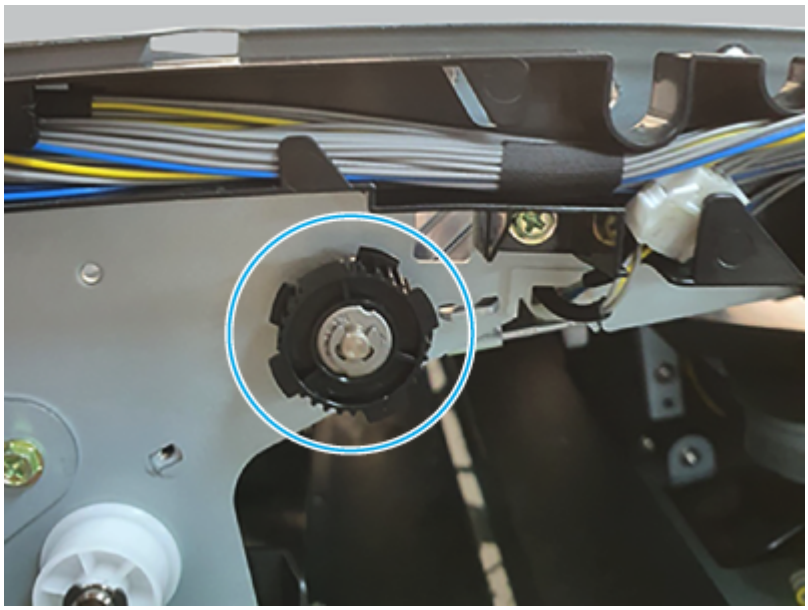


Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-2826 Remove the e-ring, pulley, and bushing

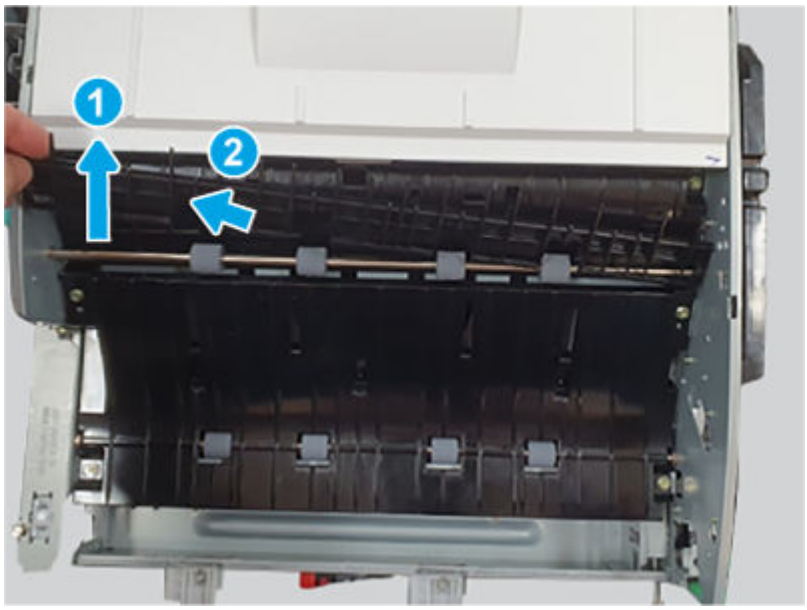


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-2827 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-2828 Remove the roller

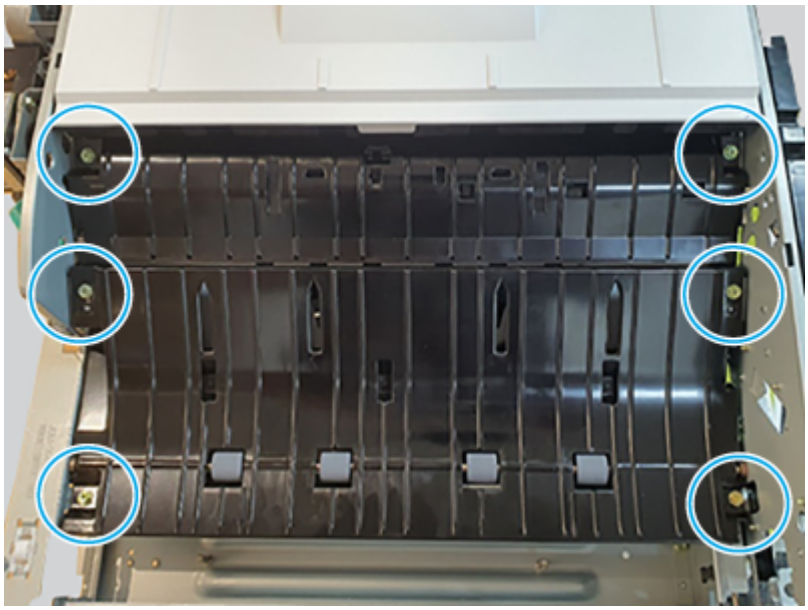


Remove the inner finisher exit sensor actuator

Use the following procedure to remove and replace the inner finisher exit sensor actuator.

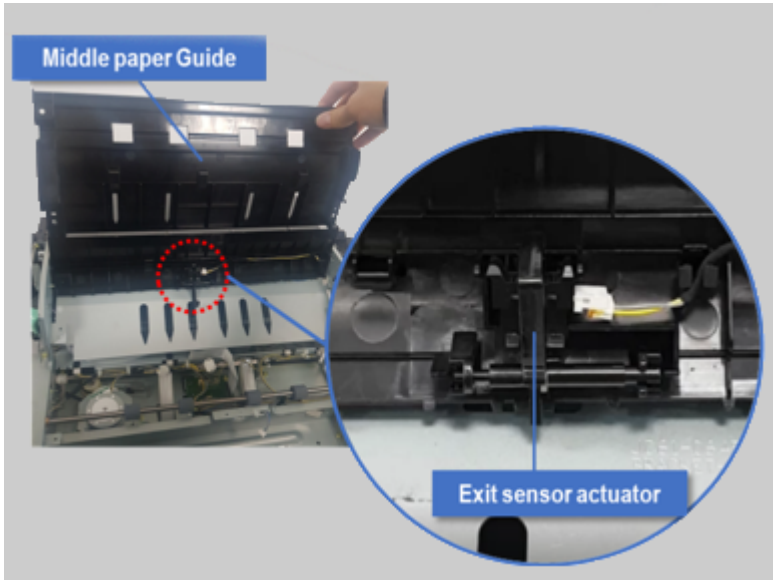
1. Remove six screws, and then raise the middle paper guide.

Figure 5-2829 Remove six screws



2. Remove the inner finisher exit sensor actuator.

Figure 5-2830 Remove the actuator



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit motor assembly

Learn about removing and replacing the inner finisher exit motor assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-330 Part information

Part number	Part description
JC90-01331A	Exit motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

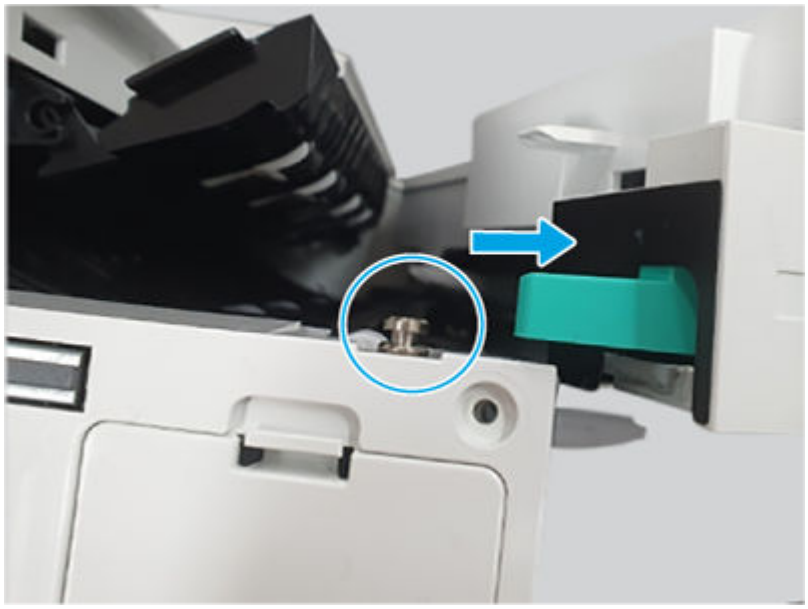
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2831 Open the punch cover

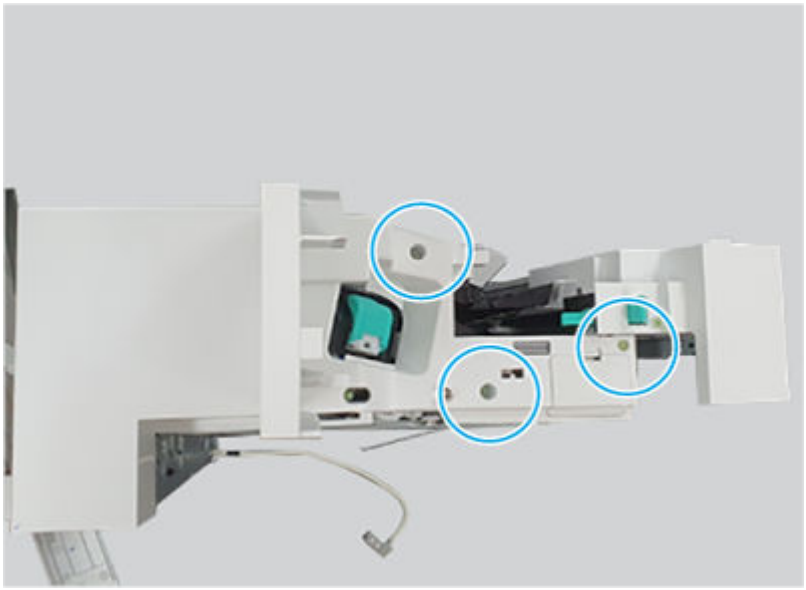


3. Remove one screw, and then remove the lock release handle.

Figure 5-2832 Remove the handle

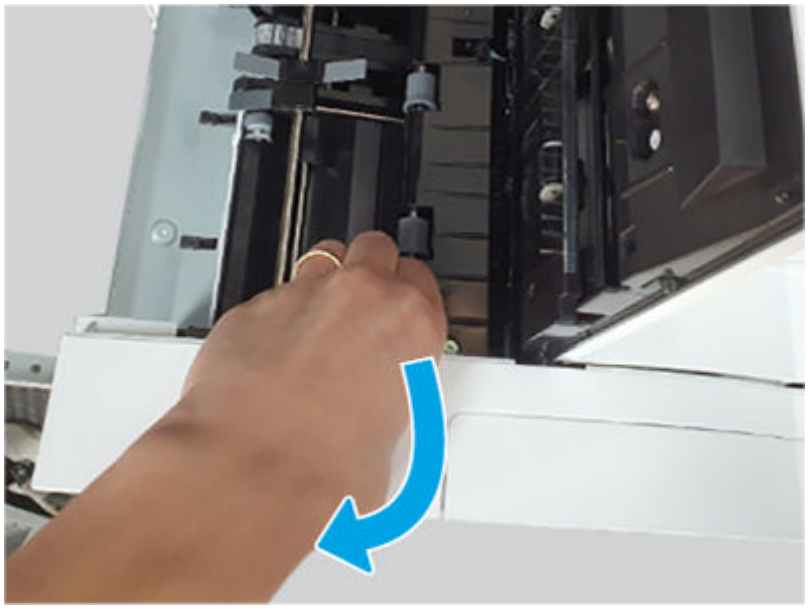
4. Remove three screws.

Figure 5-2833 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2834 Remove the cover

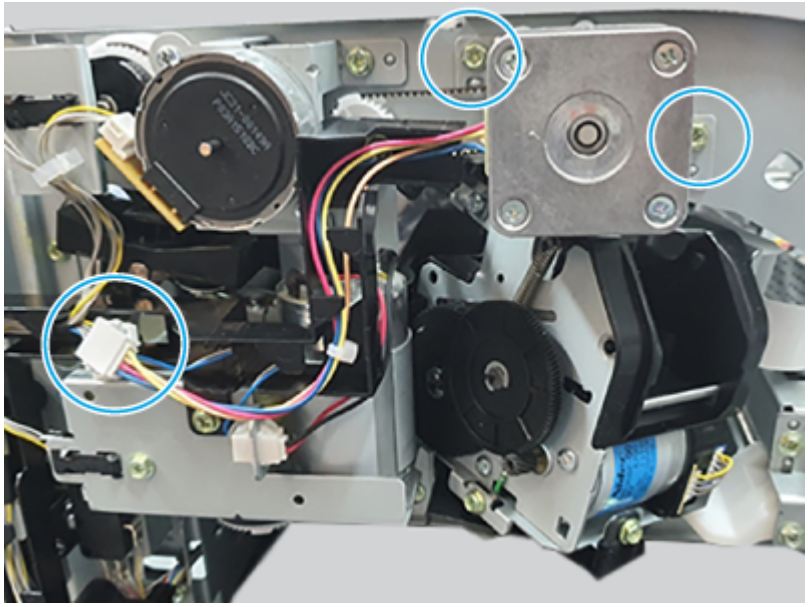


2. Remove the inner finisher exit motor assembly

Use the following procedure to remove and replace the inner finisher exit motor assembly.

1. Open the punch cover.
2. Disconnect one connector, remove two screws, and then remove the inner finisher exit motor assembly.

Figure 5-2835 Remove the motor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit motor

Learn about removing and replacing the inner finisher exit motor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-331 Part information

Part number	Part description
JC31-00169B	Motor, step (Exit motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

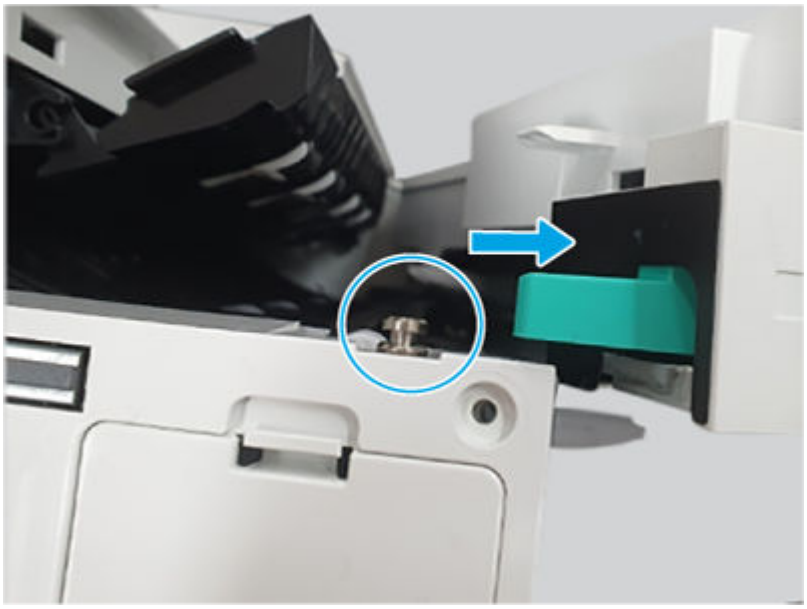
1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-2836 Open the punch cover

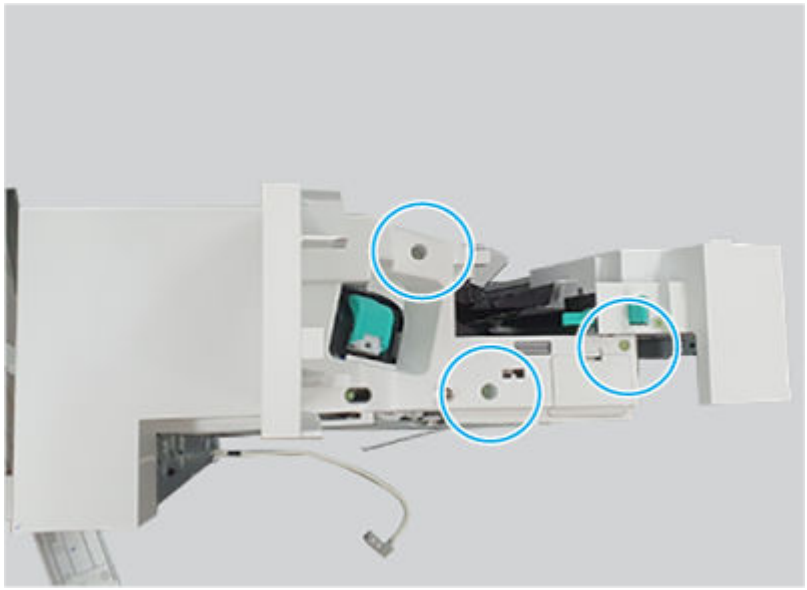


3. Remove one screw, and then remove the lock release handle.

Figure 5-2837 Remove the handle

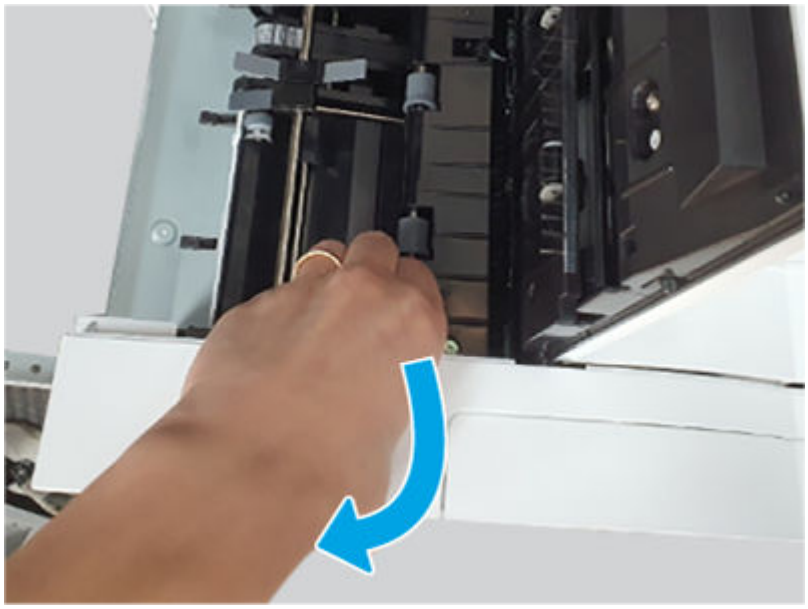
4. Remove three screws.

Figure 5-2838 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2839 Remove the cover



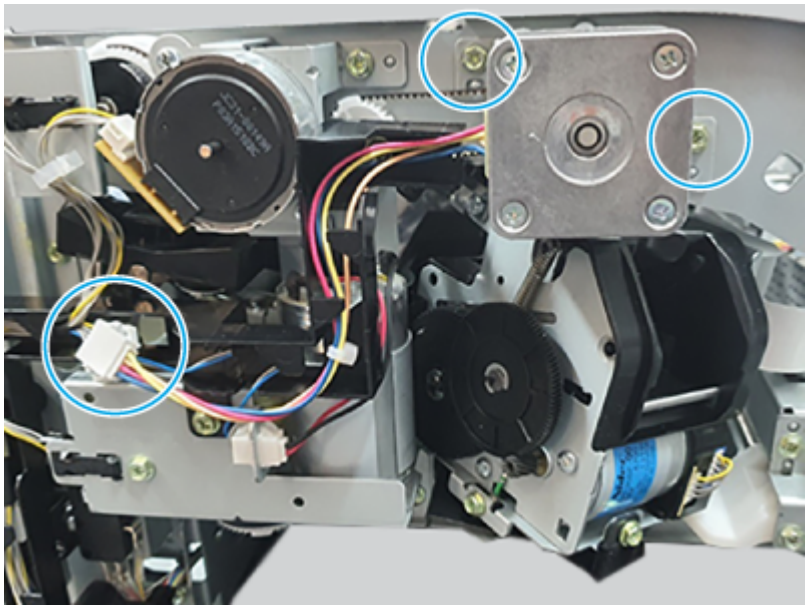
2. Remove the inner finisher exit motor assembly

Use the following procedure to remove and replace the inner finisher exit motor assembly.

1. Open the punch cover.

2. Disconnect one connector, remove two screws, and then remove the inner finisher exit motor assembly.

Figure 5-2840 Remove the motor

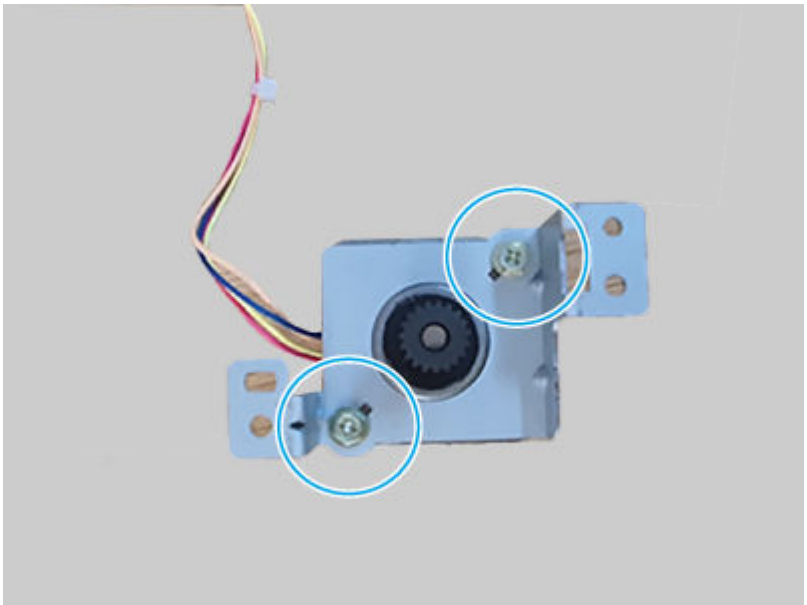


3. Remove the inner finisher exit motor

Use the following procedure to remove and replace the inner finisher exit motor.

- Remove two screws, and then separate the inner finisher exit motor from the mounting bracket to remove it.

Figure 5-2841 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Paper support unit

Review the inner finisher paper support unit removal procedures.

Removal and replacement: Rear paper support

Learn about removing and replacing the inner finisher rear paper support.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-332 Part information

Part number	Part description
JC90-01310A	Rear paper support

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

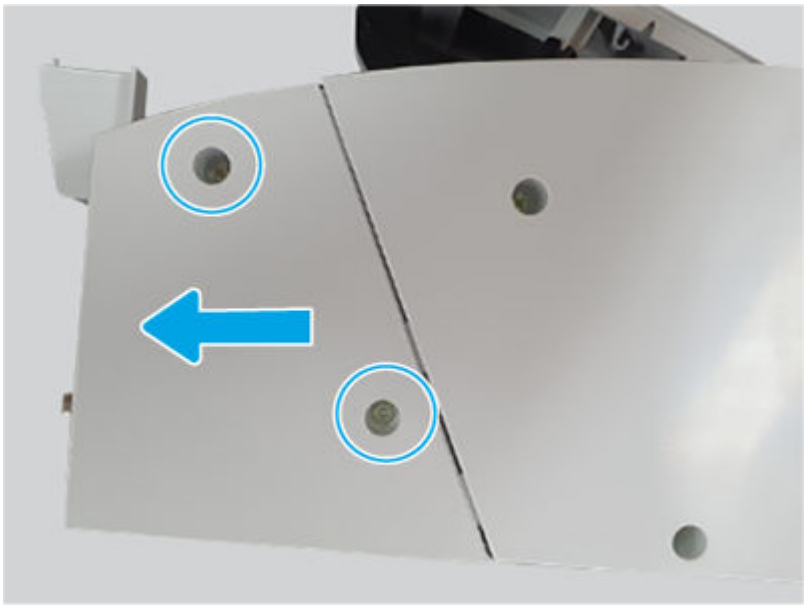
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2842 Remove the cover



2. Remove the inner finisher rear base cover

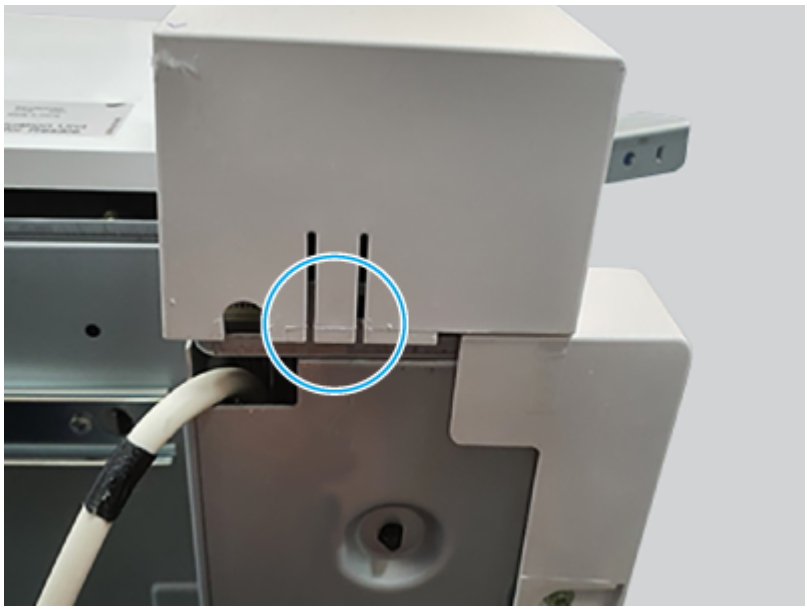
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2843 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2844 Remove the cover

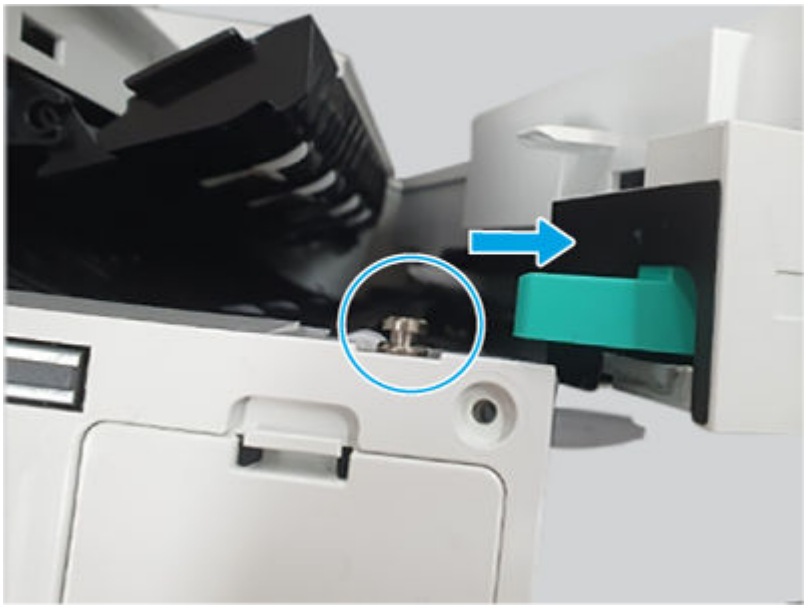


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2845 Open the punch cover

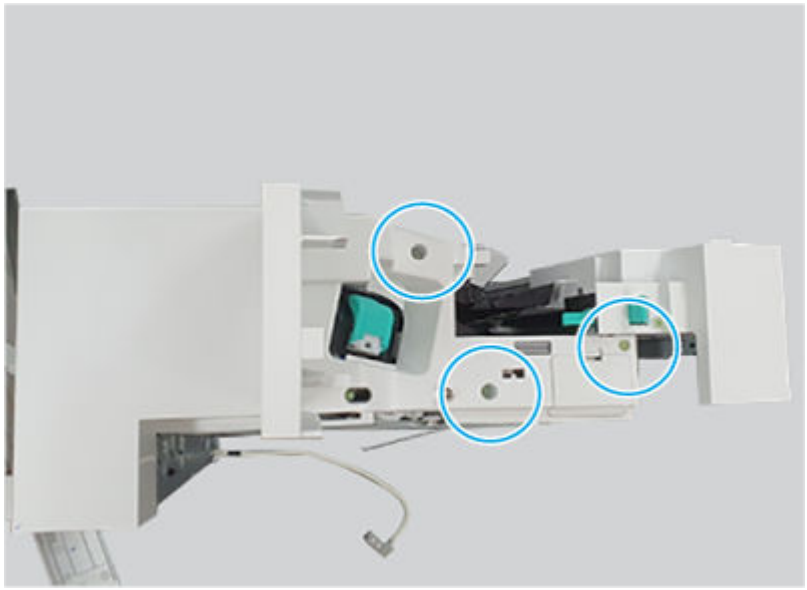


3. Remove one screw, and then remove the lock release handle.

Figure 5-2846 Remove the handle

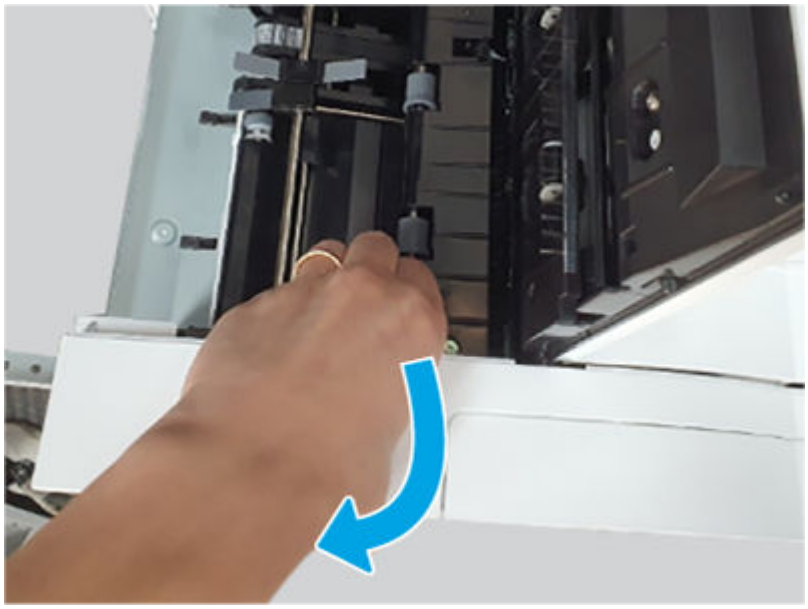
4. Remove three screws.

Figure 5-2847 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2848 Remove the cover

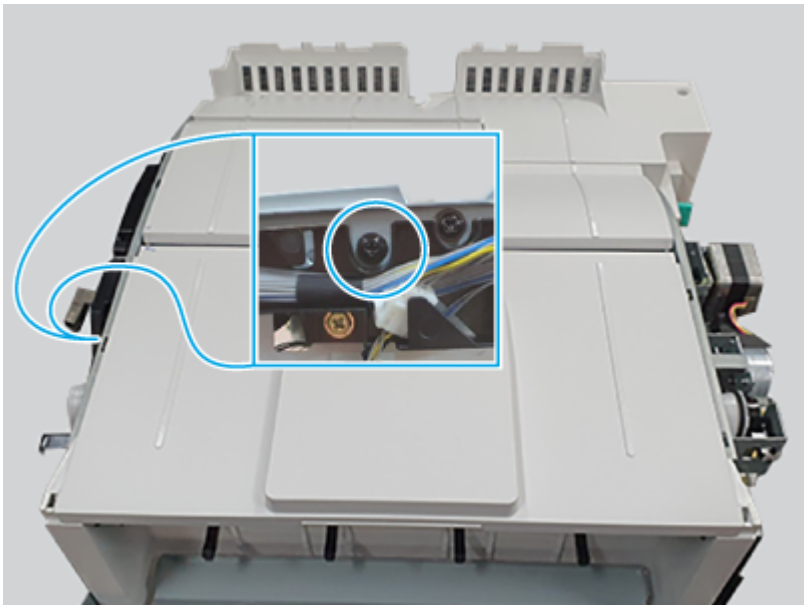


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2849 Remove the cover

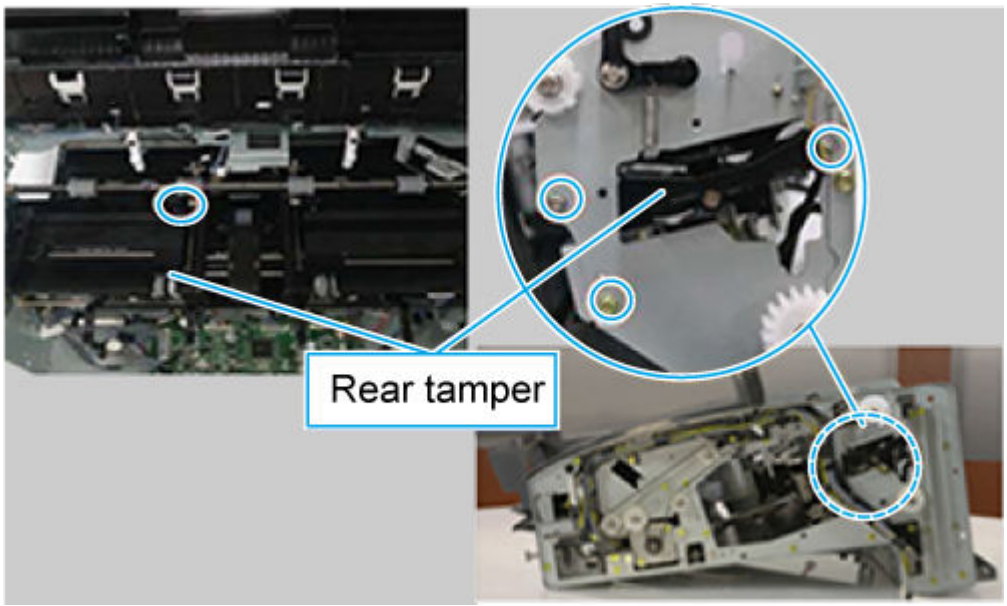


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-2850 Remove the tamper

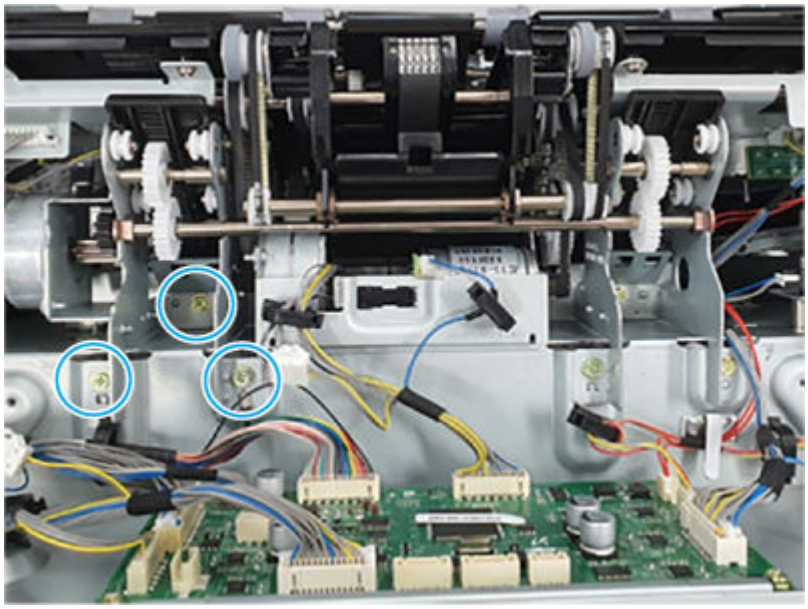


6. Remove the inner finisher rear paper support

Use the following procedure to remove and replace the inner finisher rear paper support.

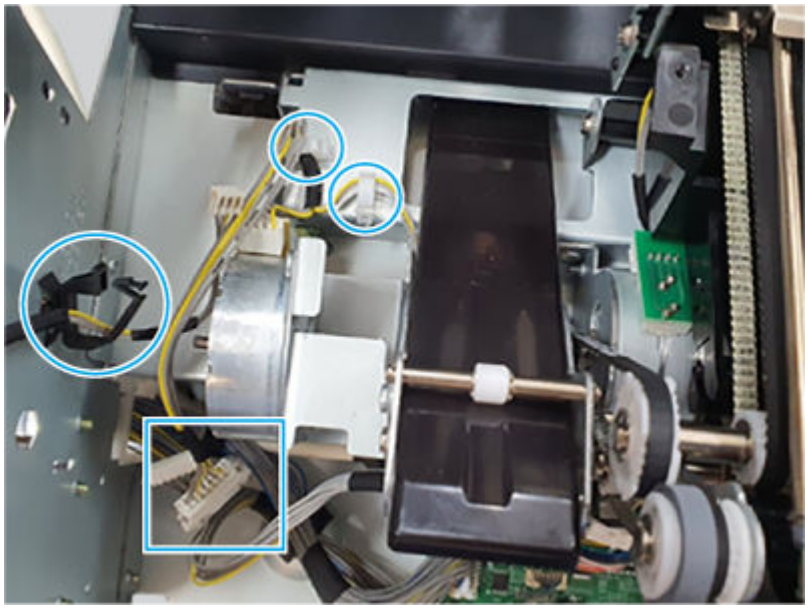
1. Remove three screws.

Figure 5-2851 Remove three screws



2. Disconnect one connector, release three hooks, and then remove the inner finisher rear paper support.

Figure 5-2852 Remove the support



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper support home sensor

Learn about removing and replacing the inner finisher paper support home sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-333 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Paper support home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

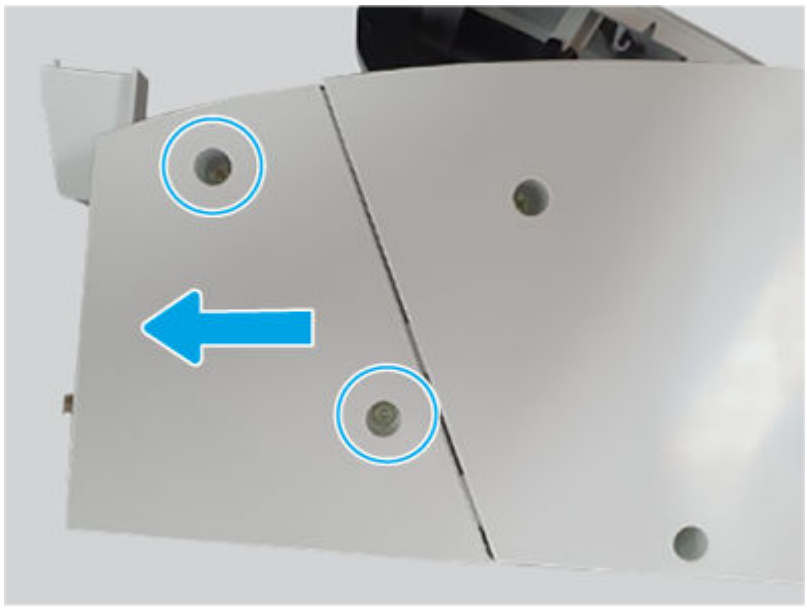
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2853 Remove the cover



2. Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

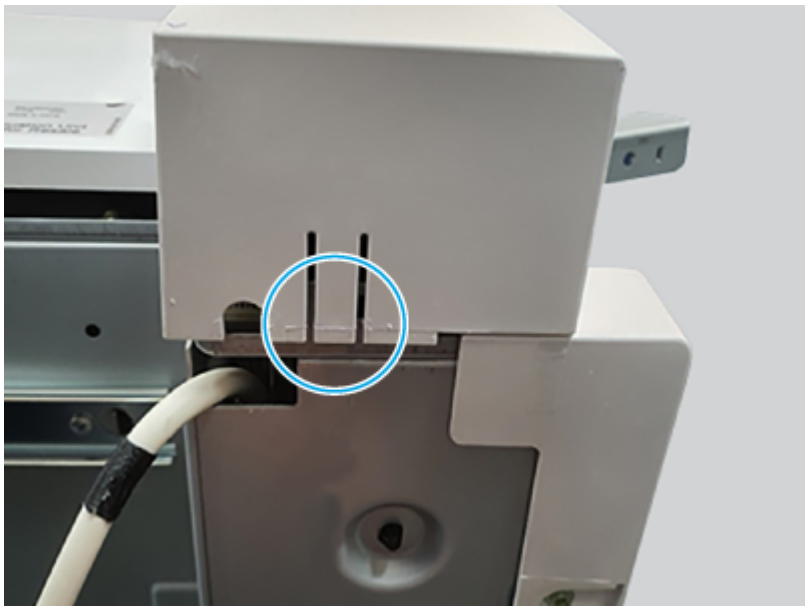
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-2854 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2855 Remove the cover



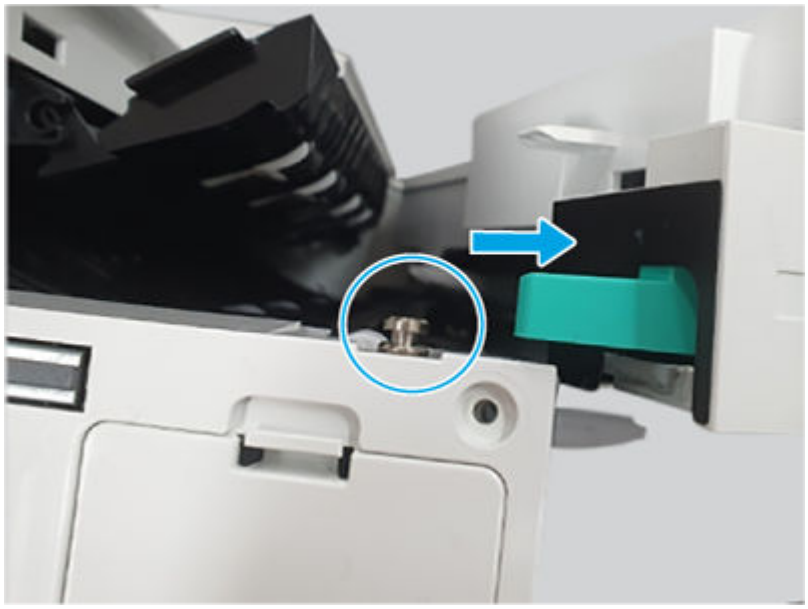
3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-2856 Open the punch cover

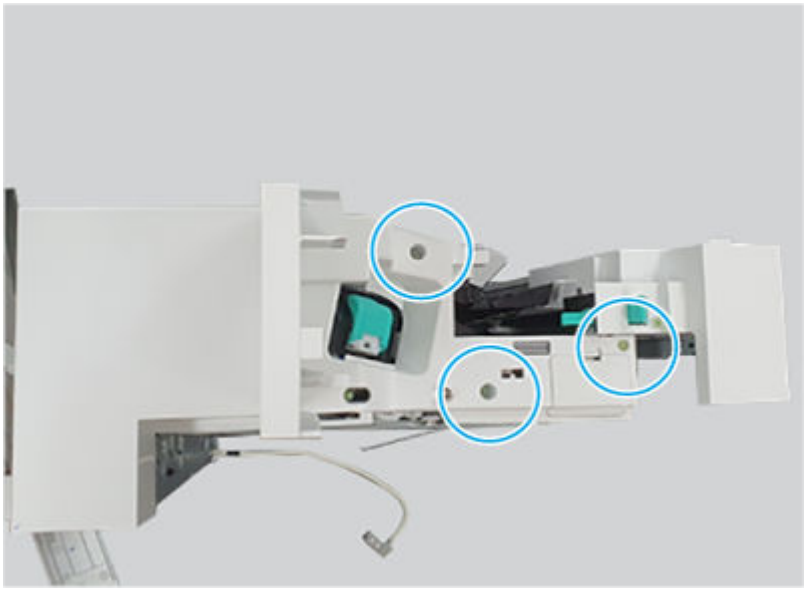


3. Remove one screw, and then remove the lock release handle.

Figure 5-2857 Remove the handle

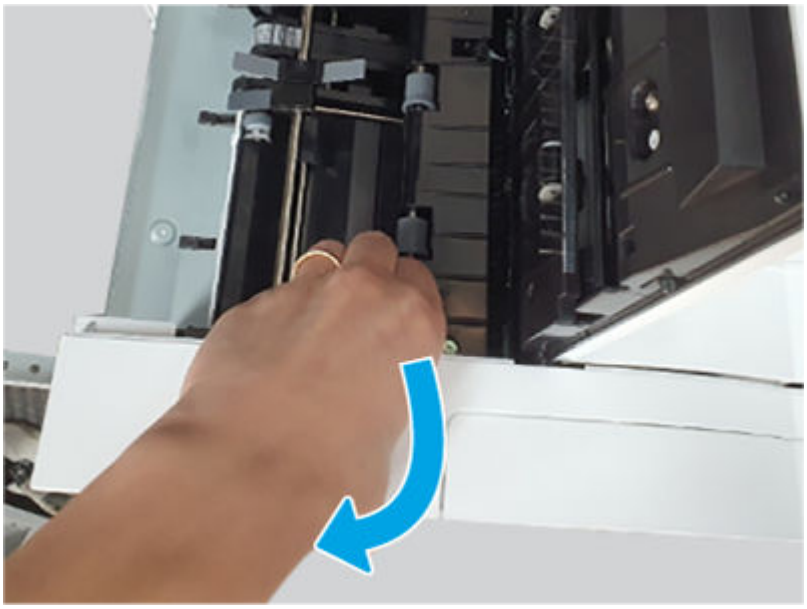
4. Remove three screws.

Figure 5-2858 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2859 Remove the cover

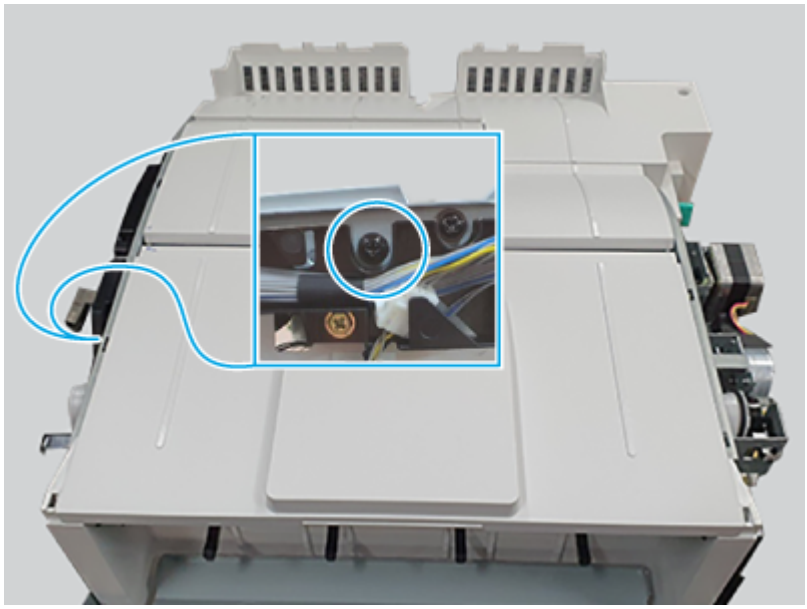


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2860 Remove the cover

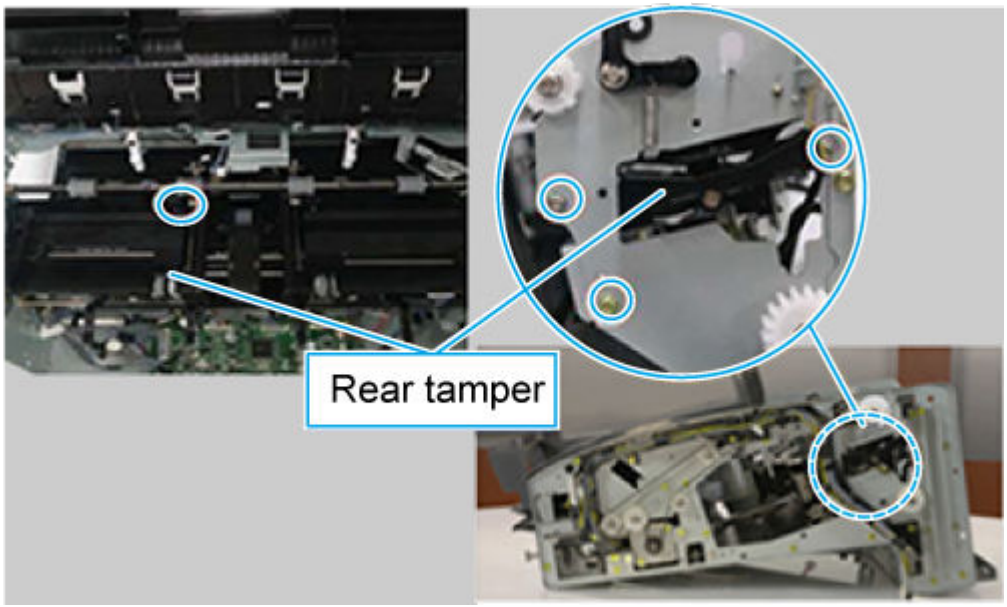


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-2861 Remove the tamper

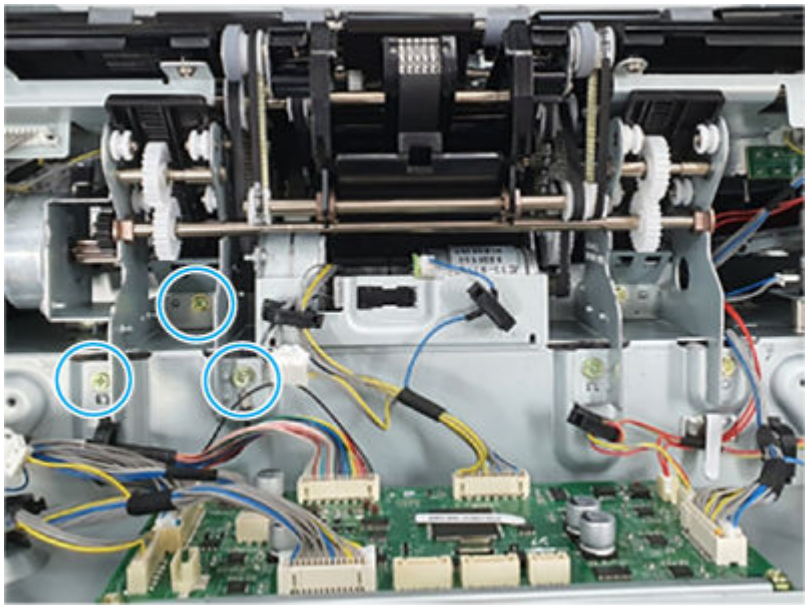


6. Remove the inner finisher rear paper support

Use the following procedure to remove and replace the inner finisher rear paper support.

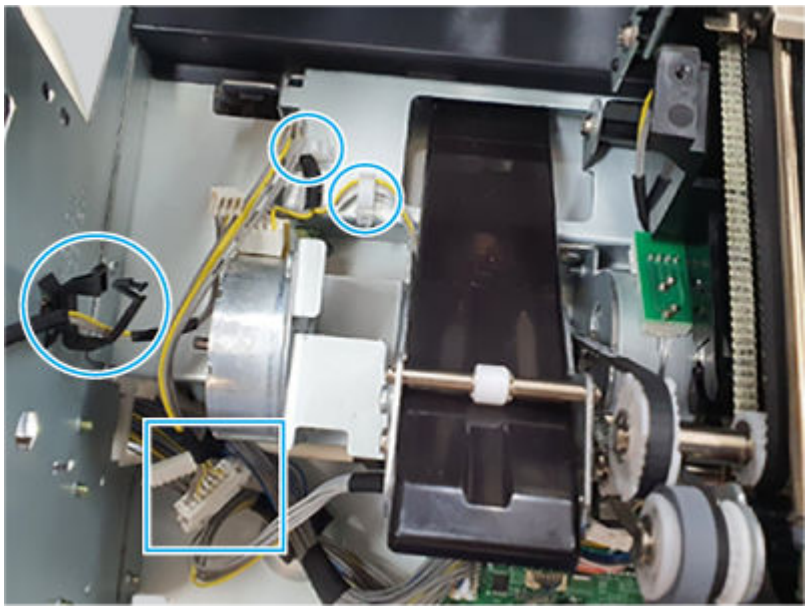
1. Remove three screws.

Figure 5-2862 Remove three screws



2. Disconnect one connector, release three hooks, and then remove the inner finisher rear paper support.

Figure 5-2863 Remove the support

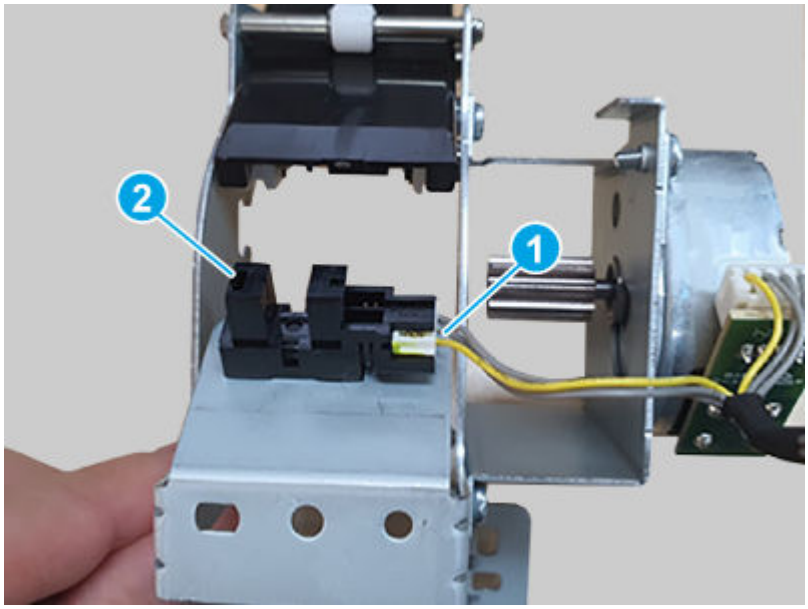


7. Remove the inner finisher paper support home sensor

Use the following procedure to remove and replace the inner finisher paper support home sensor.

- Disconnect one connector (callout 1), and then remove the inner finisher paper support home sensor.

Figure 5-2864 Remove the sensor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper support motor assembly

Learn about removing and replacing the inner finisher paper support motor assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-334 Part information

Part number	Part description
JC90-01312A	Paper support motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

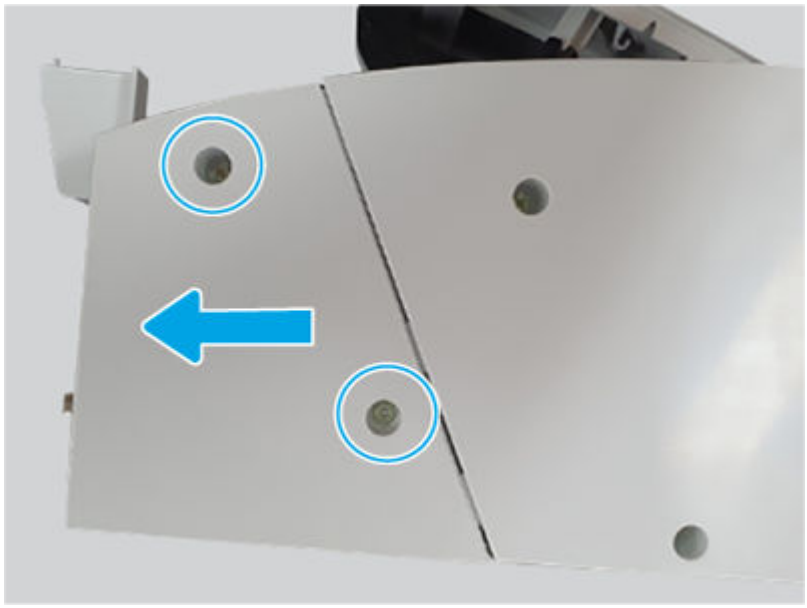
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2865 Remove the cover



2. Remove the inner finisher rear base cover

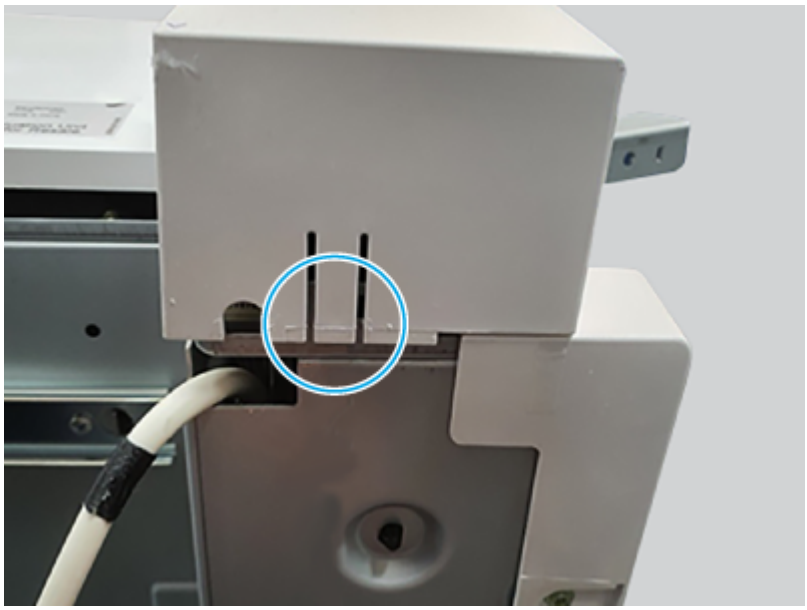
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2866 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2867 Remove the cover

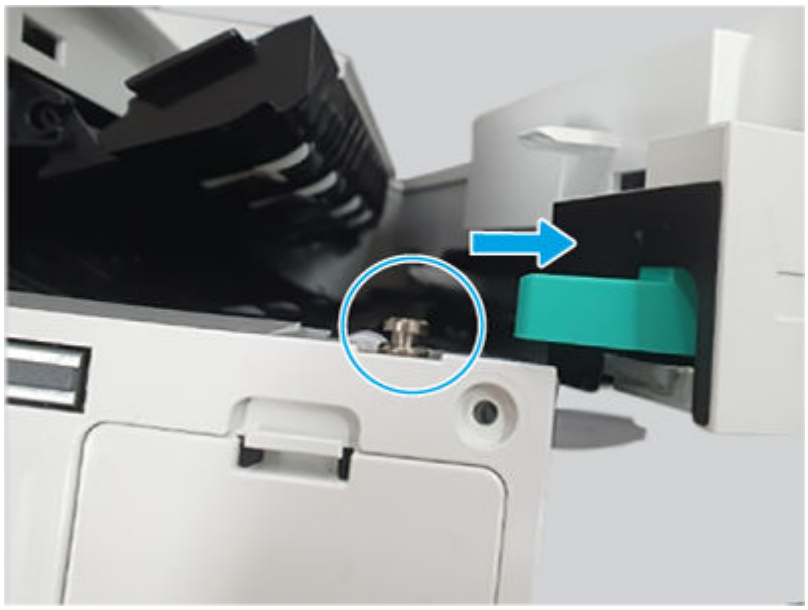


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2868 Open the punch cover

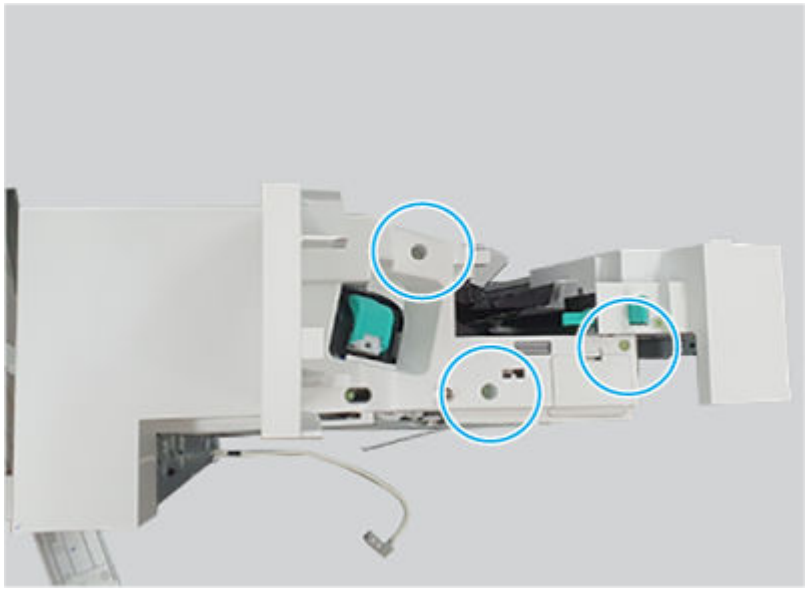


3. Remove one screw, and then remove the lock release handle.

Figure 5-2869 Remove the handle

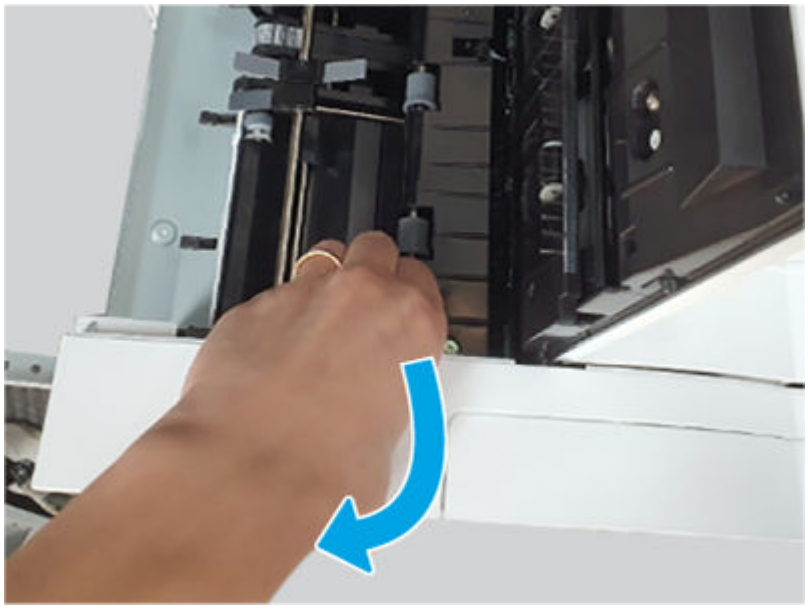
4. Remove three screws.

Figure 5-2870 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2871 Remove the cover

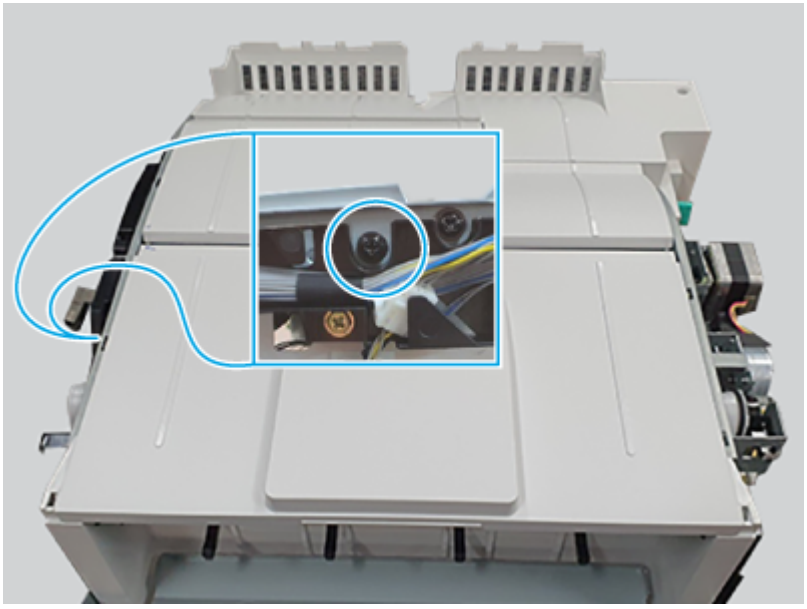


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2872 Remove the cover

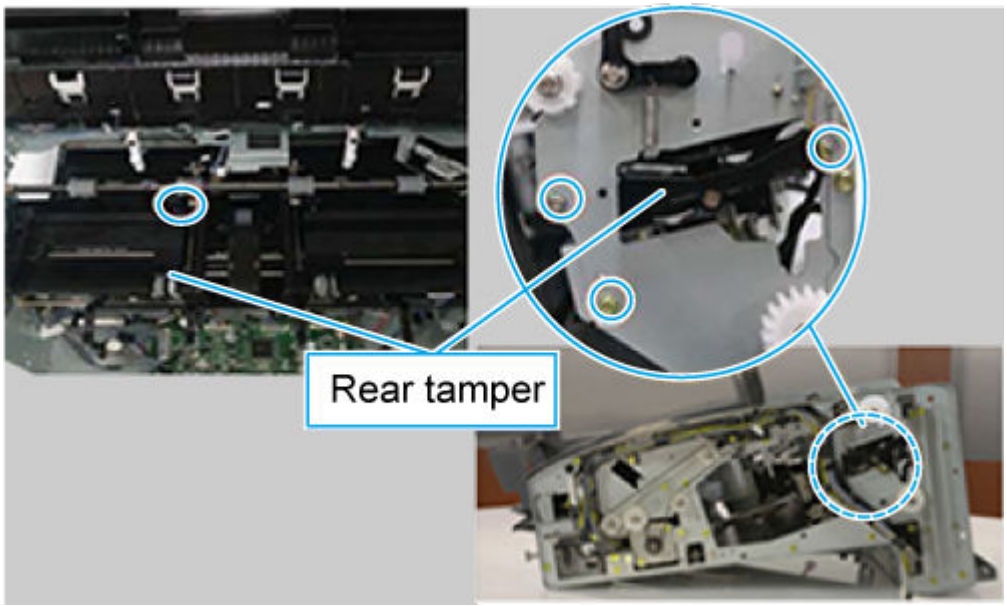


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-2873 Remove the tamper

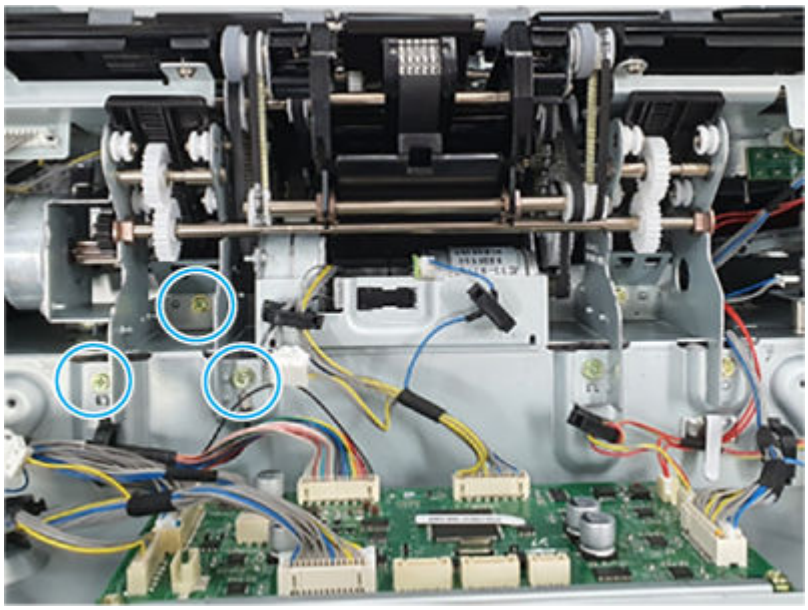


6. Remove the inner finisher rear paper support

Use the following procedure to remove and replace the inner finisher rear paper support.

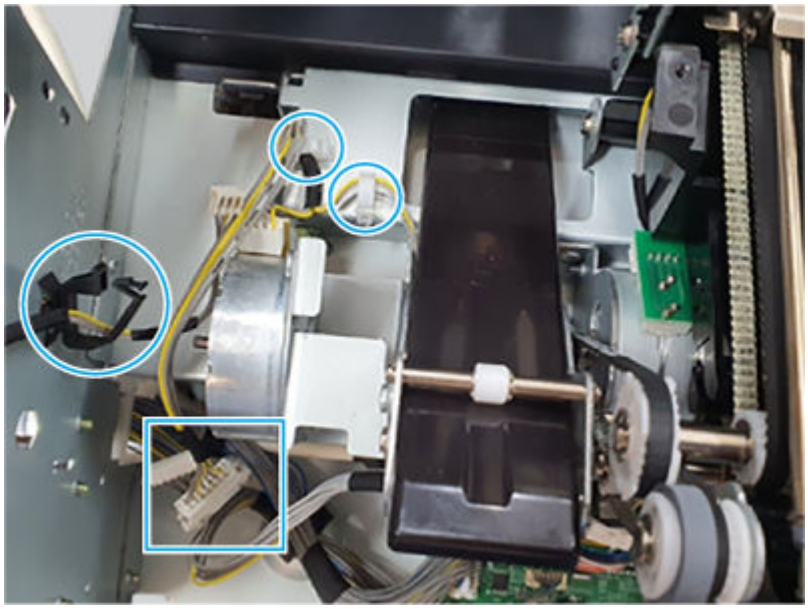
1. Remove three screws.

Figure 5-2874 Remove three screws



2. Disconnect one connector, release three hooks, and then remove the inner finisher rear paper support.

Figure 5-2875 Remove the support

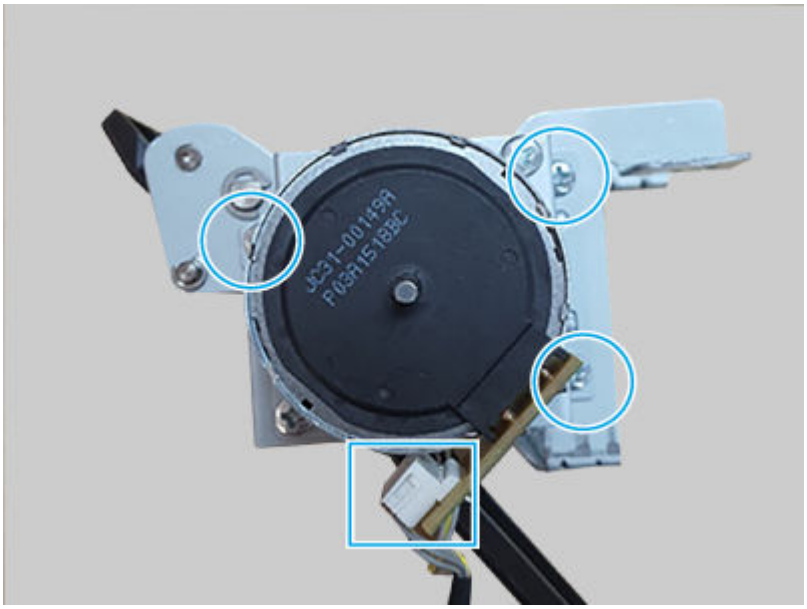


7. Remove the inner finisher paper support motor assembly

Use the following procedure to remove and replace the inner finisher paper support motor assembly.

- Disconnect one connector, remove three screws, and then remove the inner finisher paper support motor assembly.

Figure 5-2876 Remove the assembly



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper support motor

Learn about removing and replacing the inner finisher paper support motor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-335 **Part information**

Part number	Part description
JC93-00802B	Drive sub-motor step (Paper support motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

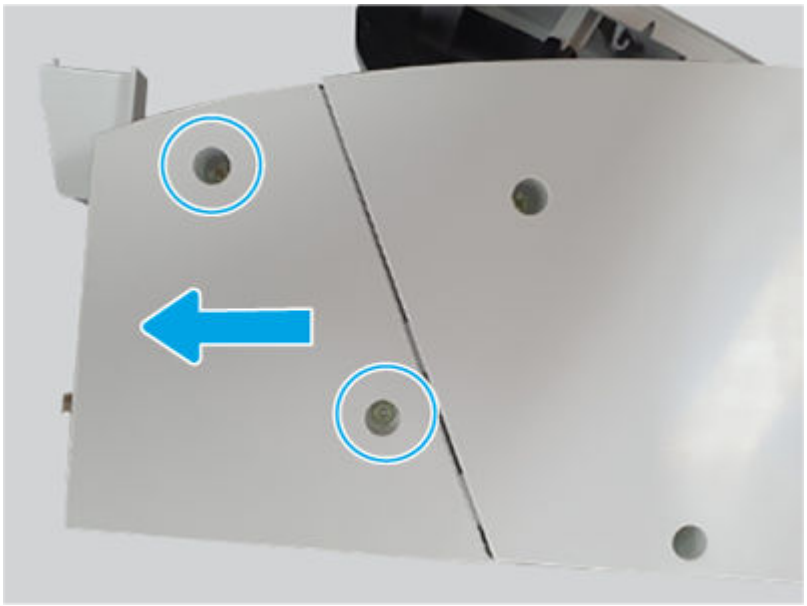
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2877 **Remove the cover**



2. Remove the inner finisher rear base cover

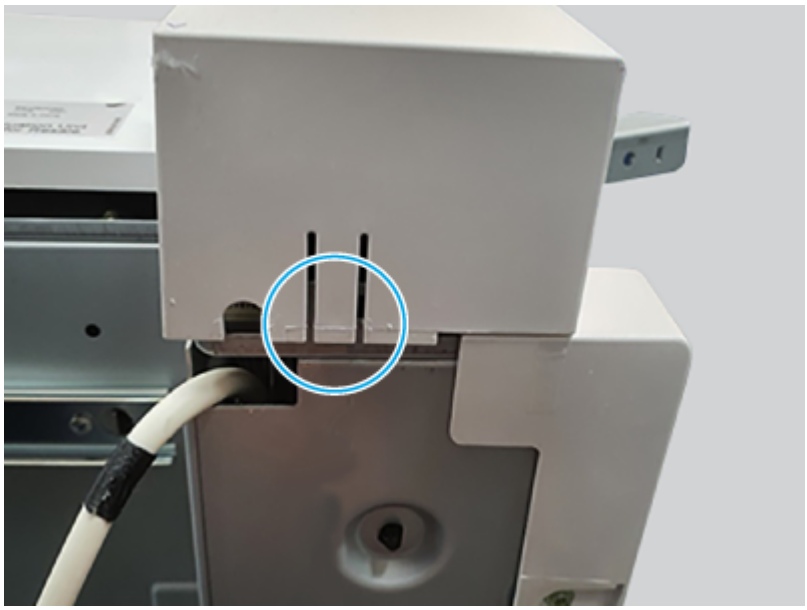
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2878 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2879 Remove the cover

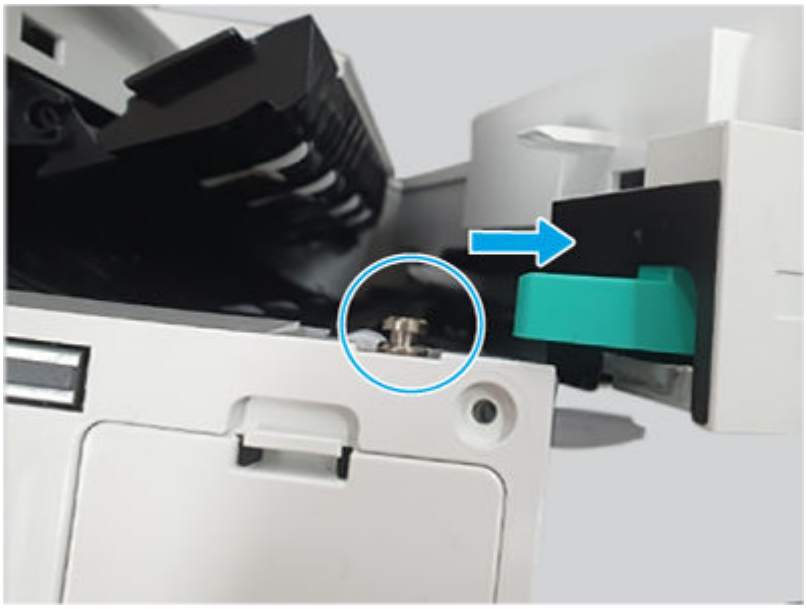


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2880 Open the punch cover

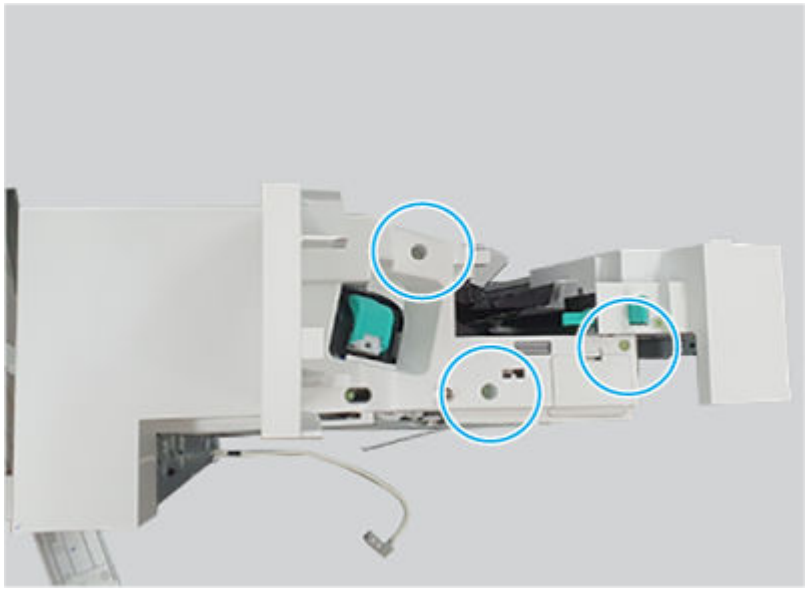


3. Remove one screw, and then remove the lock release handle.

Figure 5-2881 Remove the handle

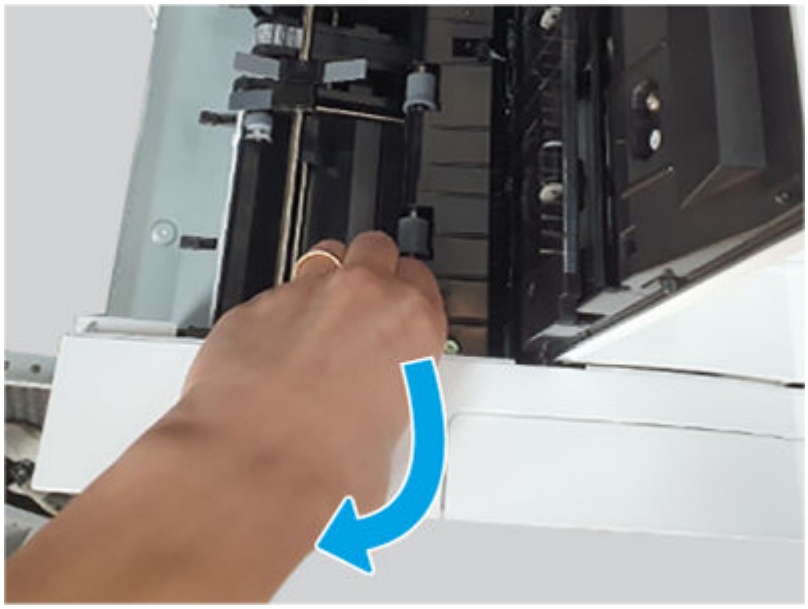
4. Remove three screws.

Figure 5-2882 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2883 Remove the cover

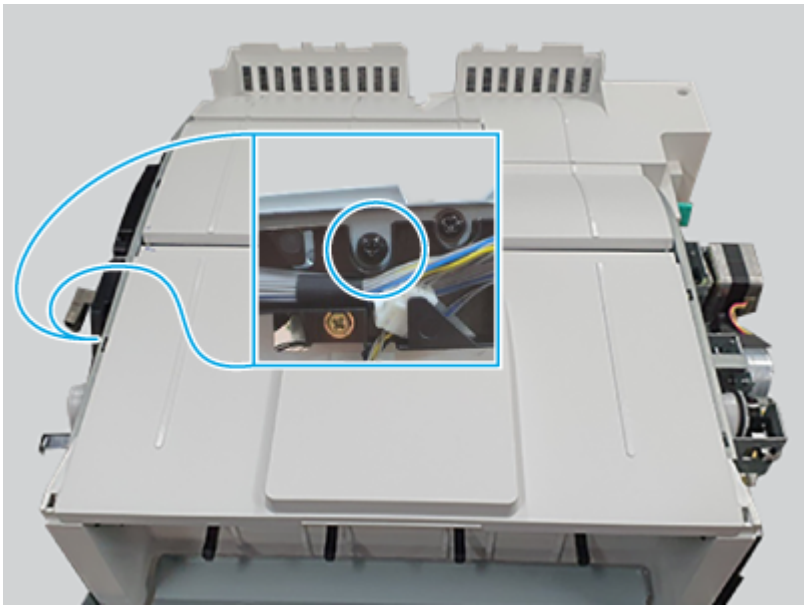


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2884 Remove the cover

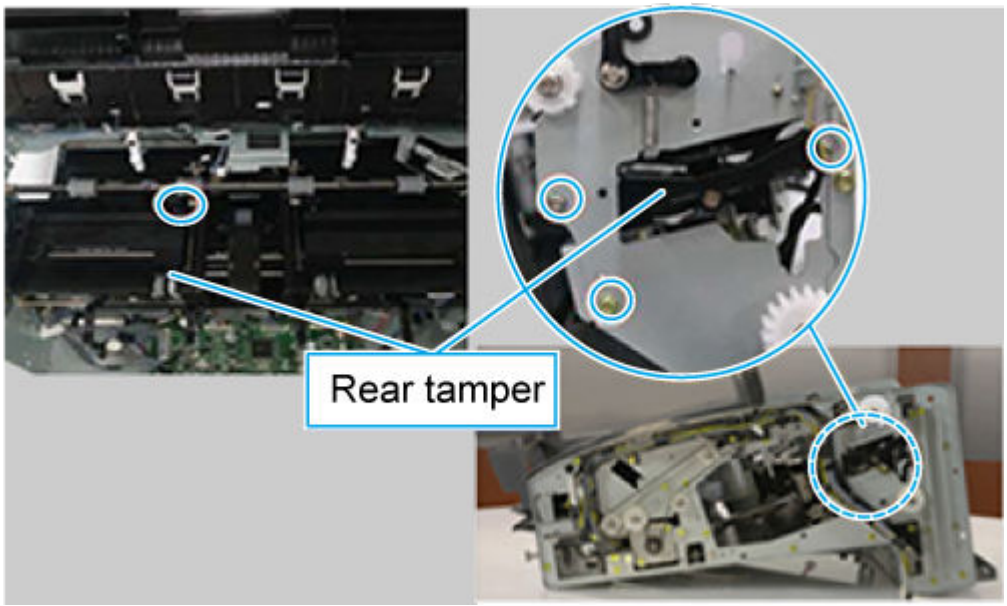


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-2885 Remove the tamper

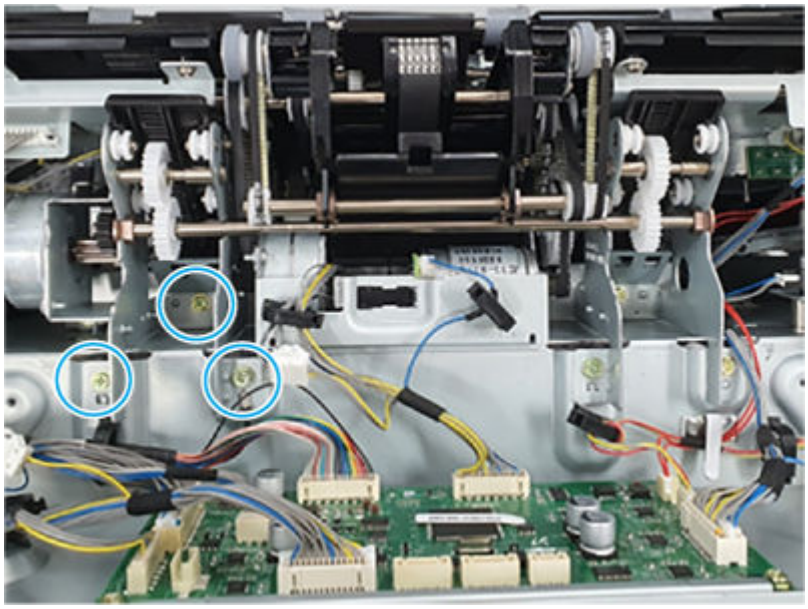


6. Remove the inner finisher rear paper support

Use the following procedure to remove and replace the inner finisher rear paper support.

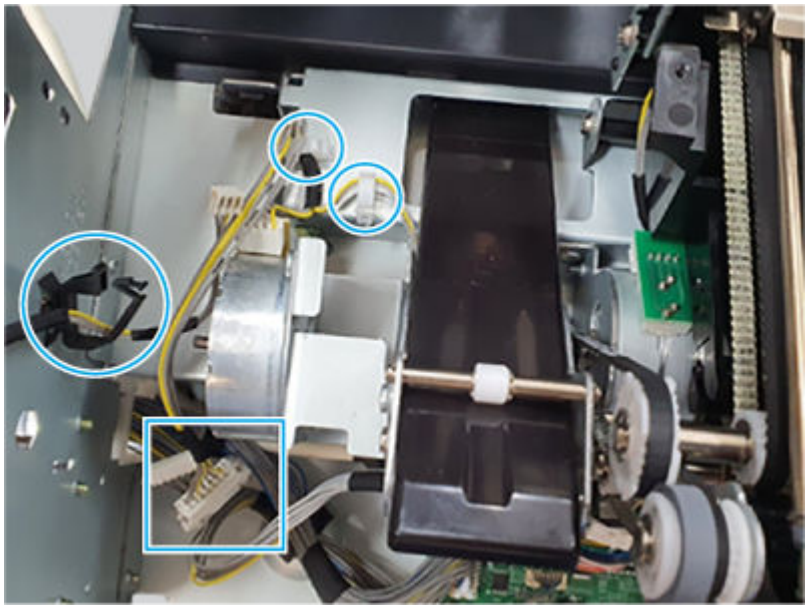
1. Remove three screws.

Figure 5-2886 Remove three screws



2. Disconnect one connector, release three hooks, and then remove the inner finisher rear paper support.

Figure 5-2887 Remove the support

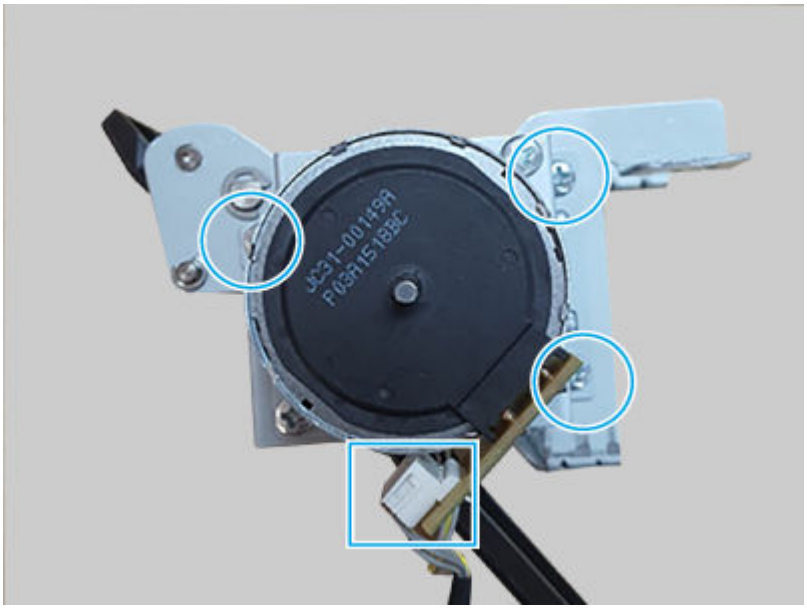


7. Remove the inner finisher paper support motor assembly

Use the following procedure to remove and replace the inner finisher paper support motor assembly.

- Disconnect one connector, remove three screws, and then remove the inner finisher paper support motor assembly.

Figure 5-2888 Remove the assembly

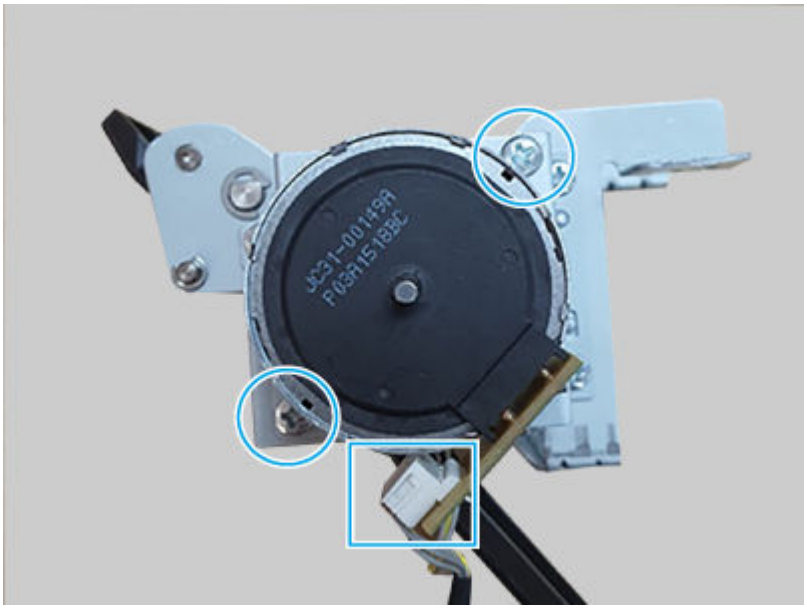


8. Remove the inner finisher paper support motor

Use the following procedure to remove and replace the inner finisher paper support motor.

- Disconnect one connector, remove two screws, and then remove the inner finisher paper support motor.

Figure 5-2889 Remove the motor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front paper support

Learn about removing and replacing the inner finisher front paper support.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-336 **Part information**

Part number	Part description
JC90-01310A	Front paper support

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

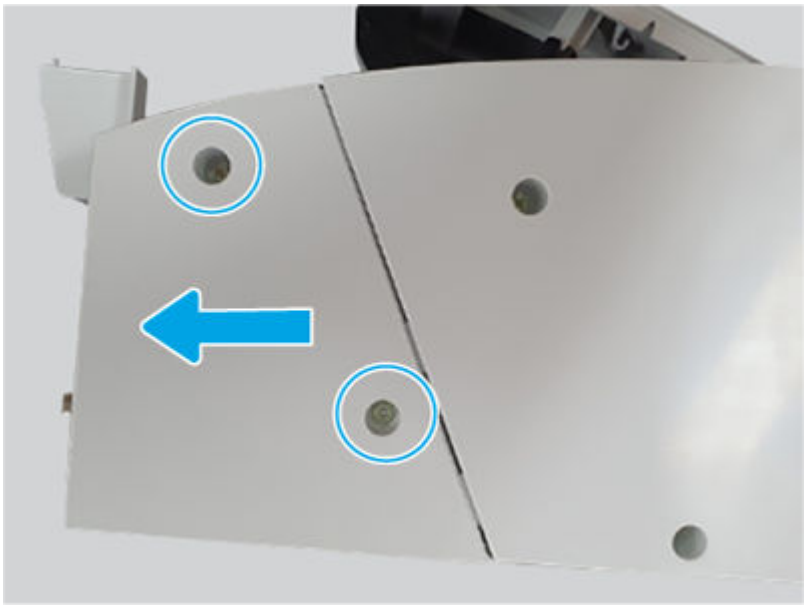
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2890 **Remove the cover**



2. Remove the inner finisher rear base cover

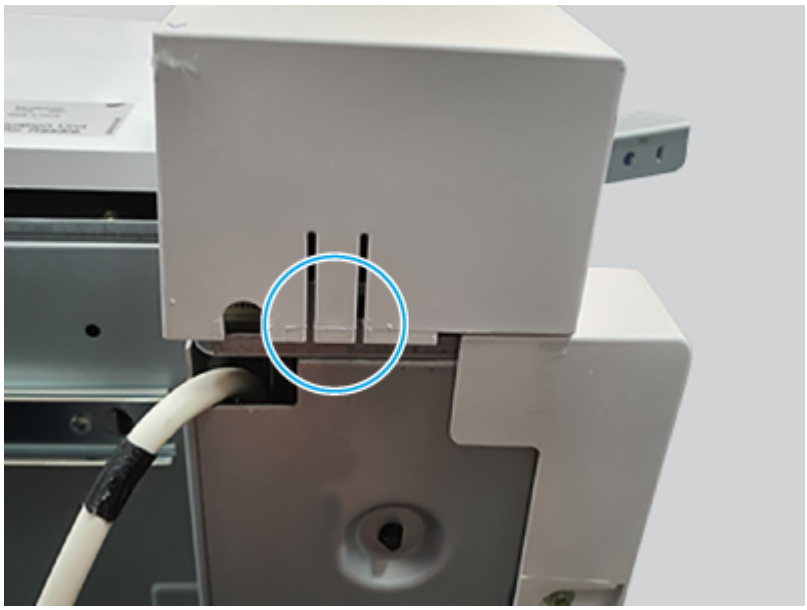
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2891 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2892 Remove the cover

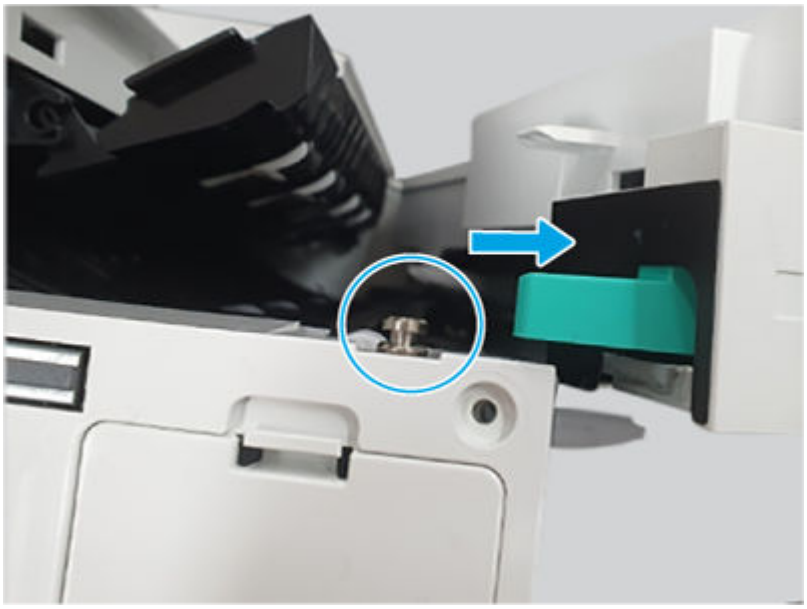


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2893 Open the punch cover

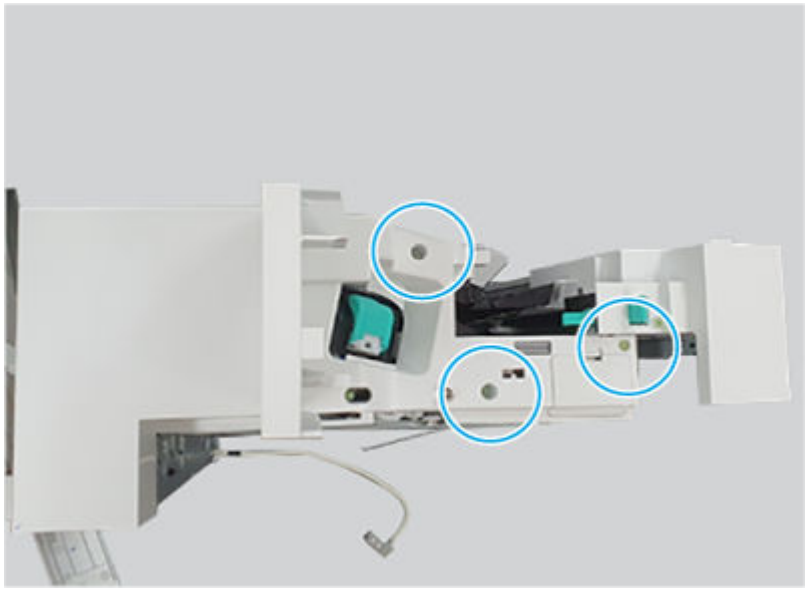


3. Remove one screw, and then remove the lock release handle.

Figure 5-2894 Remove the handle

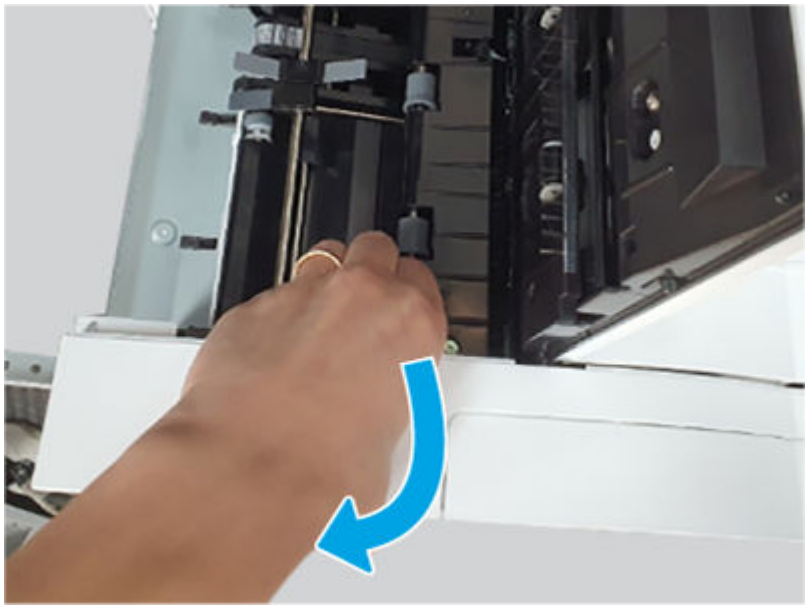
4. Remove three screws.

Figure 5-2895 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2896 Remove the cover

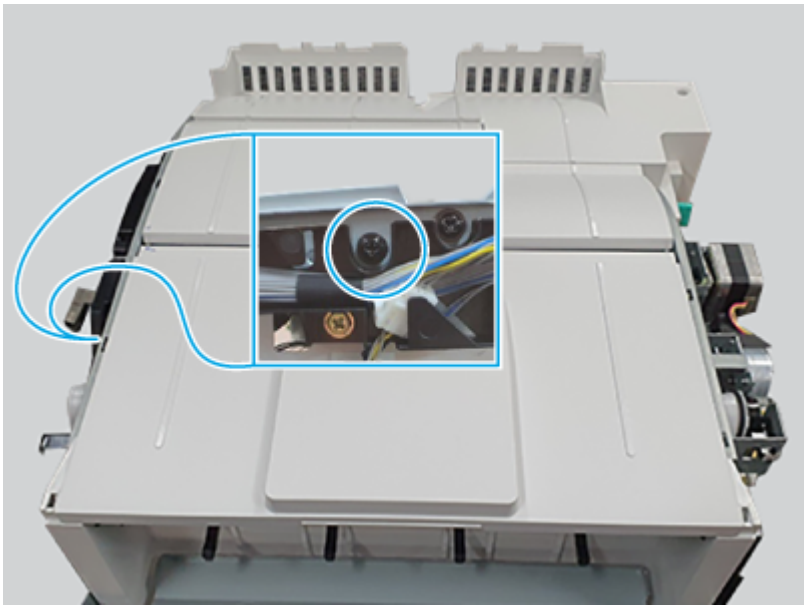


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2897 Remove the cover

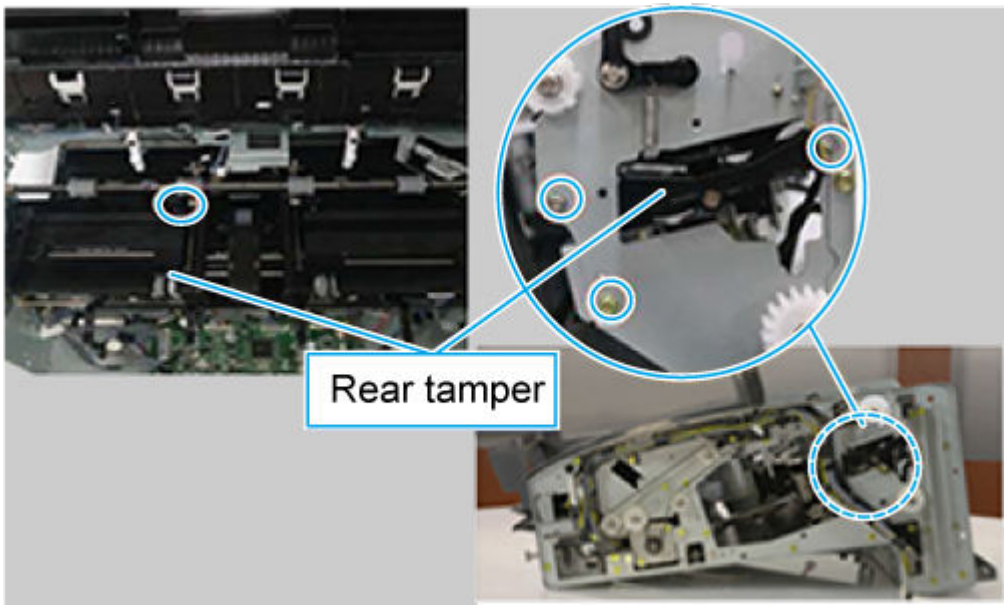


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-2898 Remove the tamper

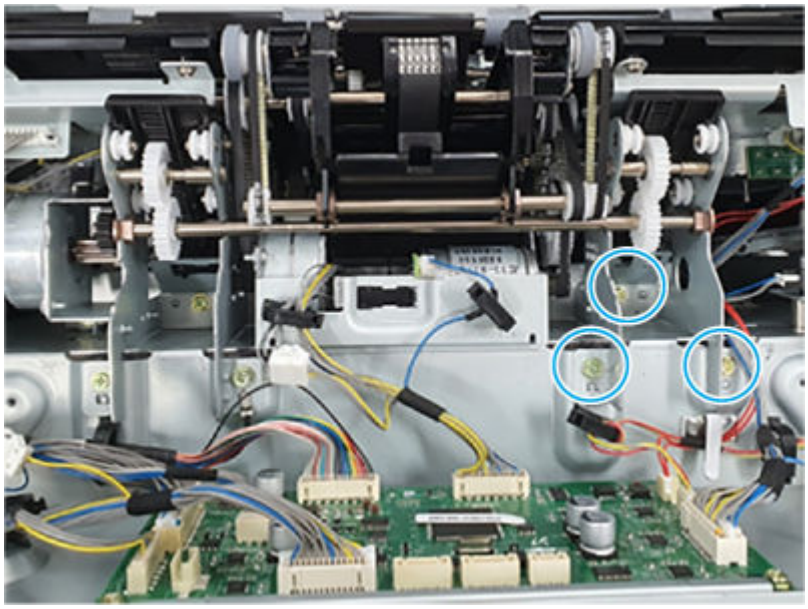


6. Remove the inner finisher front paper support

Use the following procedure to remove and replace the inner finisher front paper support.

- Remove three screws, and then remove the inner finisher front paper support..

Figure 5-2899 Remove the support



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Paddle unit

Review the inner finisher paddle unit removal procedures.

Removal and replacement: Main paddle assembly

Learn about removing and replacing the inner finisher main paddle assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-337 Part information

Part number	Part description
JC90-01327A	Main paddle assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

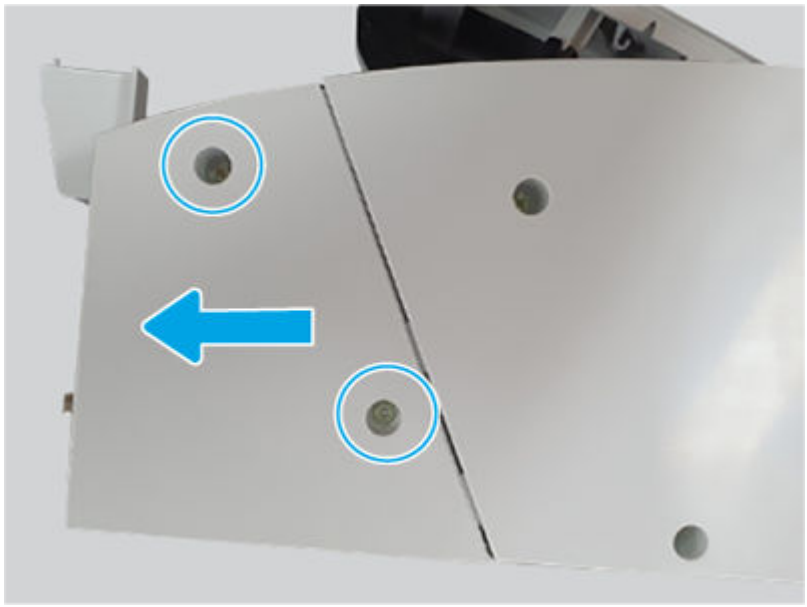
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2900 Remove the cover



2. Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

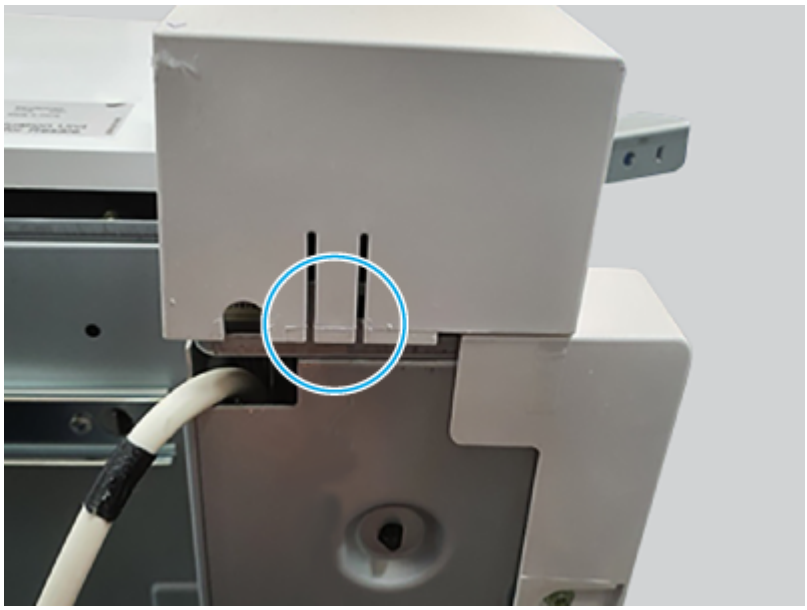
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-2901 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2902 Remove the cover



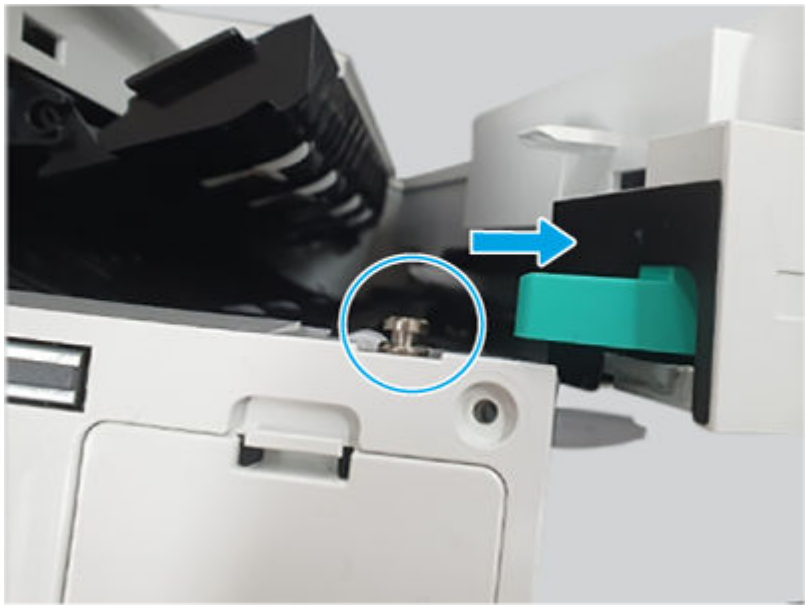
3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-2903 Open the punch cover

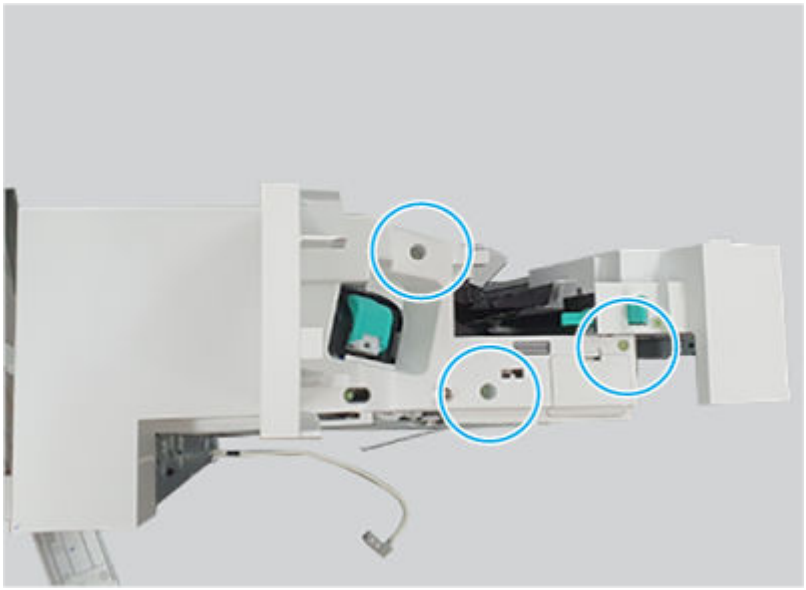


3. Remove one screw, and then remove the lock release handle.

Figure 5-2904 Remove the handle

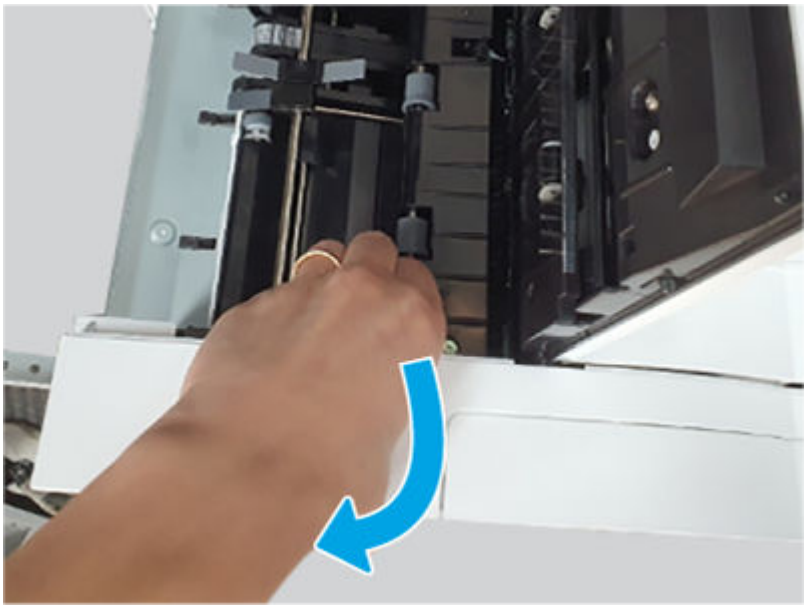
4. Remove three screws.

Figure 5-2905 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2906 Remove the cover



4. Remove the inner finisher main paddle motor assembly

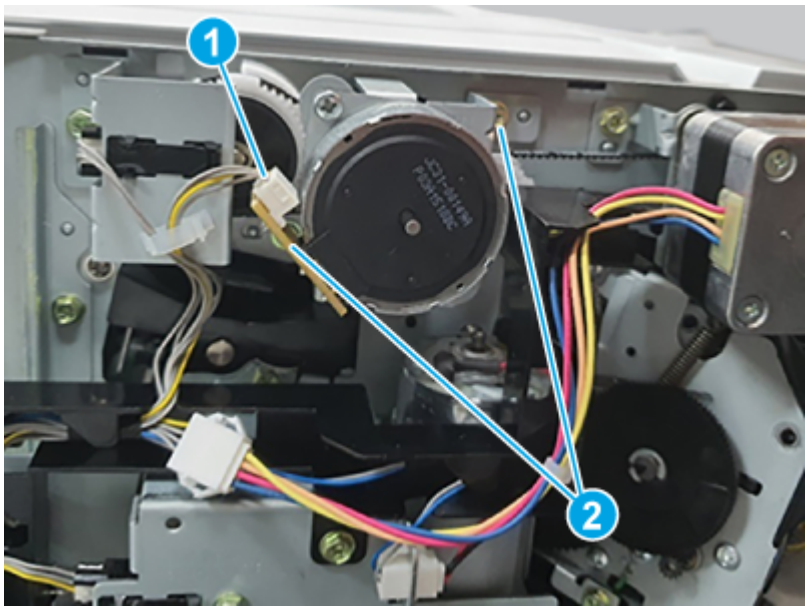
Use the following procedure to remove and replace the inner finisher main paddle motor assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

- Open the punch cover.

2. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the inner finisher main paddle motor assembly.

Figure 5-2907 Remove the assembly



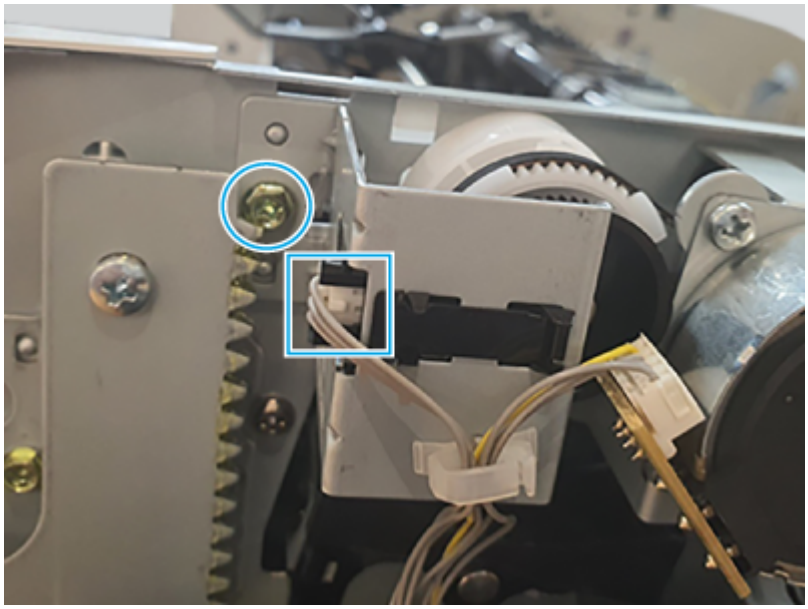
5. Remove the inner finisher main paddle home sensor

Use the following procedure to remove and replace the inner finisher main paddle home sensor.

- Disconnect one connector, remove one screw, and then remove the inner finisher main paddle home sensor.

NOTE: Release the wire harnesses from the retainer as necessary.

Figure 5-2908 Remove the sensor

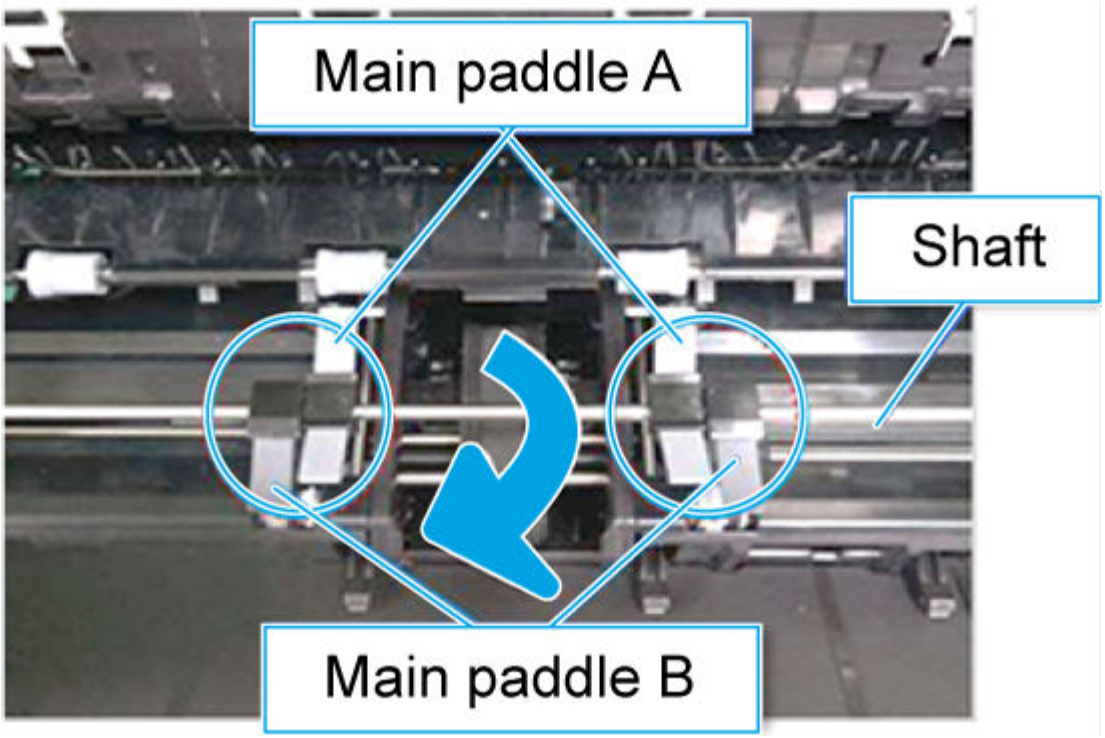


6. Remove the inner finisher main paddle assembly

Use the following procedure to remove and replace the inner finisher main paddle assembly.

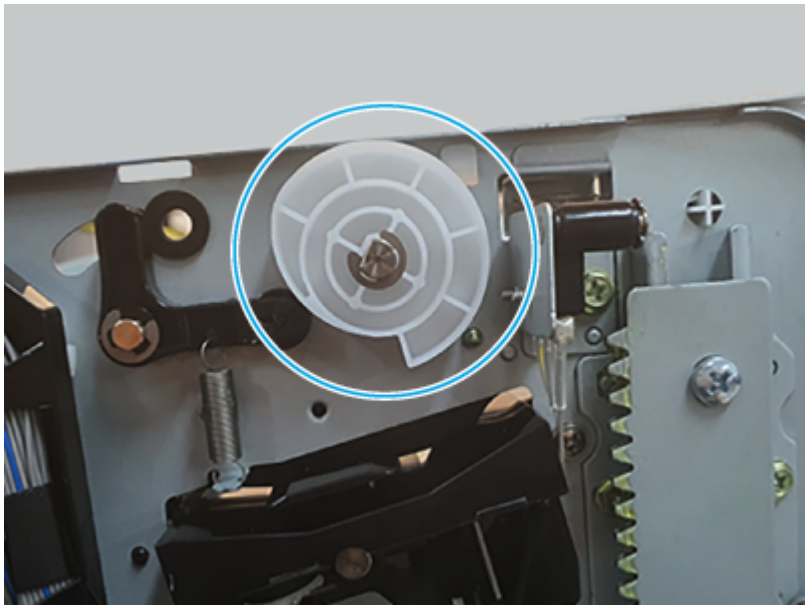
1. Remove four paddles.

Figure 5-2909 Remove four paddles



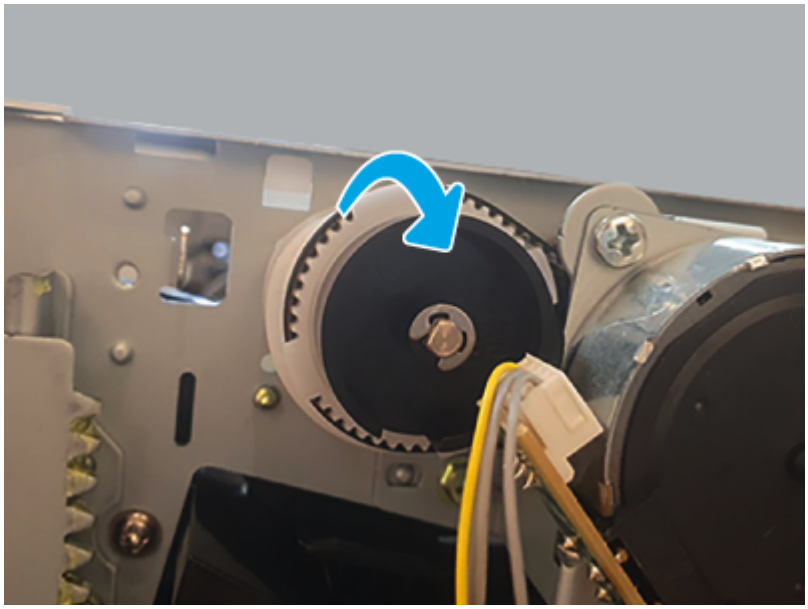
2. Do the following:
   - Use a pair of tweezers to remove one e-ring.
   - Remove the main paddle cam and bushing.

Figure 5-2910 Remove the e-ring, cam, and bushing



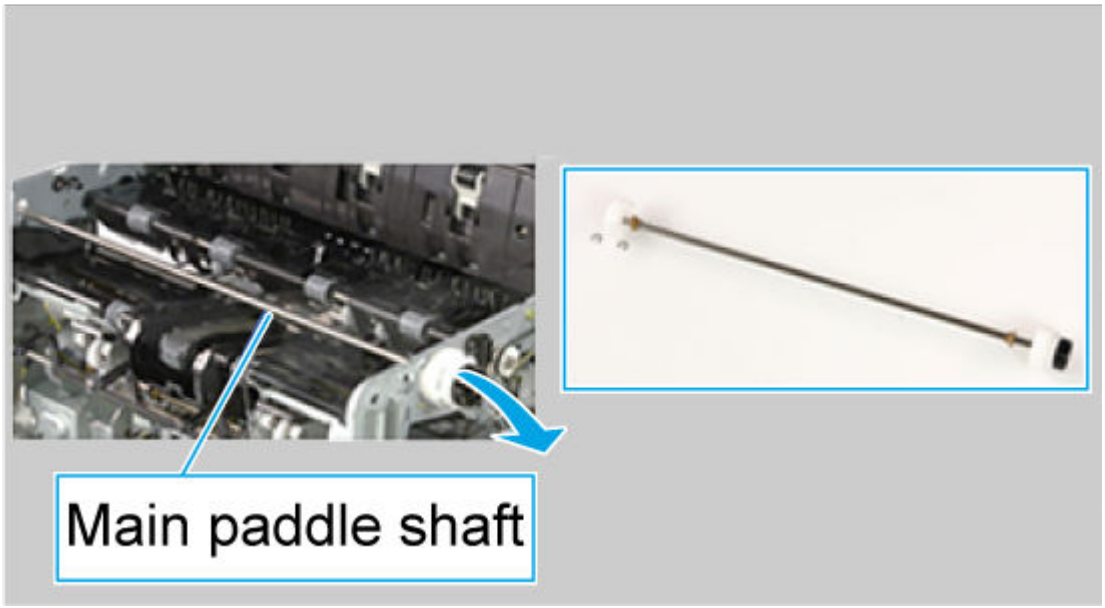
3. Release the belt.

Figure 5-2911 Release the belt



4. Remove the main paddle shaft.

Figure 5-2912 Remove the shaft



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Sub paddle assembly

Learn about removing and replacing the inner finisher sub paddle assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-338 Part information

Part number	Part description
JC90-01336A	Sub paddle assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

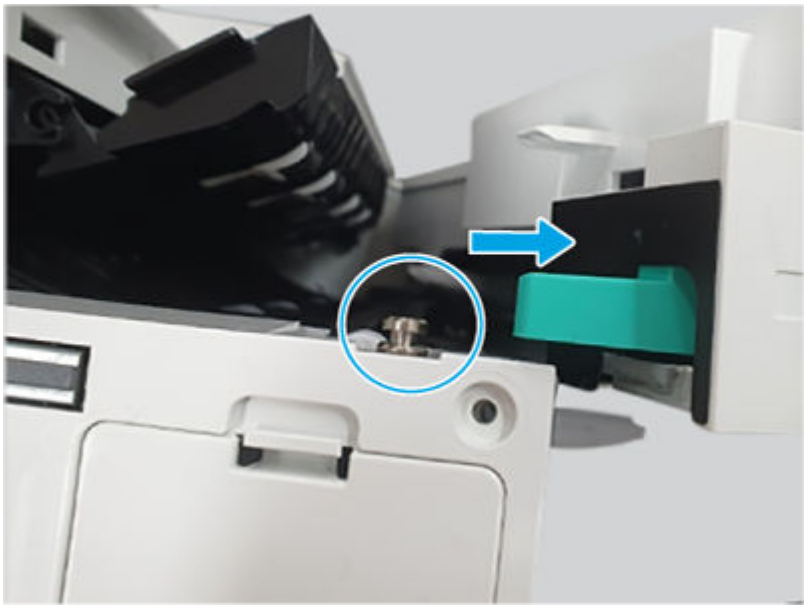
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2913 Open the punch cover

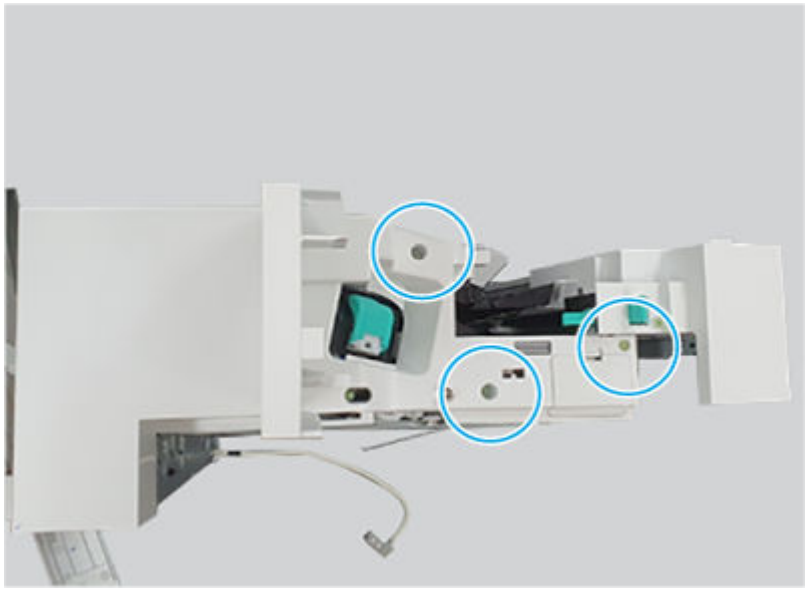


3. Remove one screw, and then remove the lock release handle.

Figure 5-2914 Remove the handle

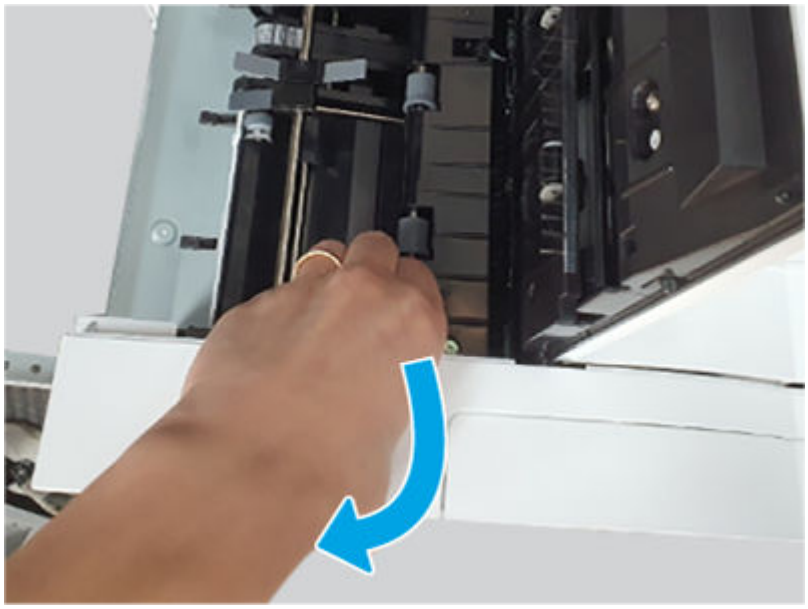
4. Remove three screws.

Figure 5-2915 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2916 Remove the cover

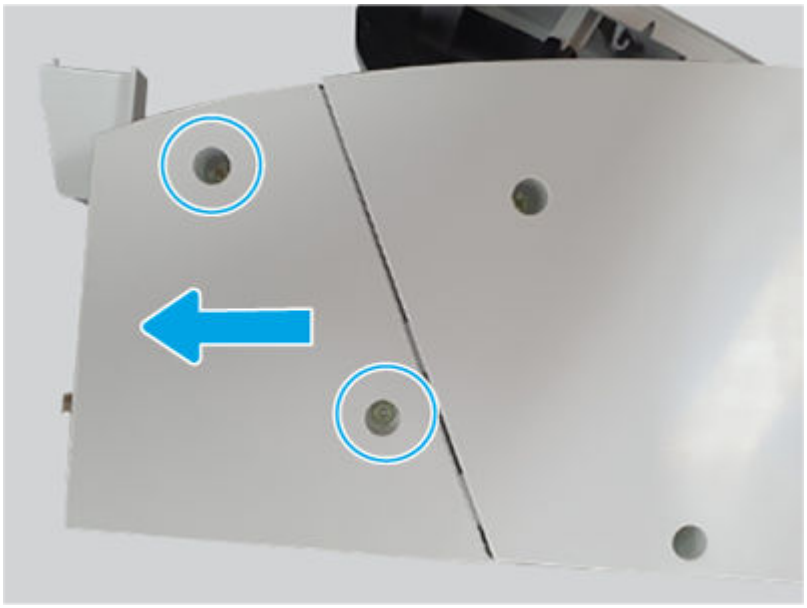


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2917 Remove the cover



3. Remove the inner finisher rear base cover

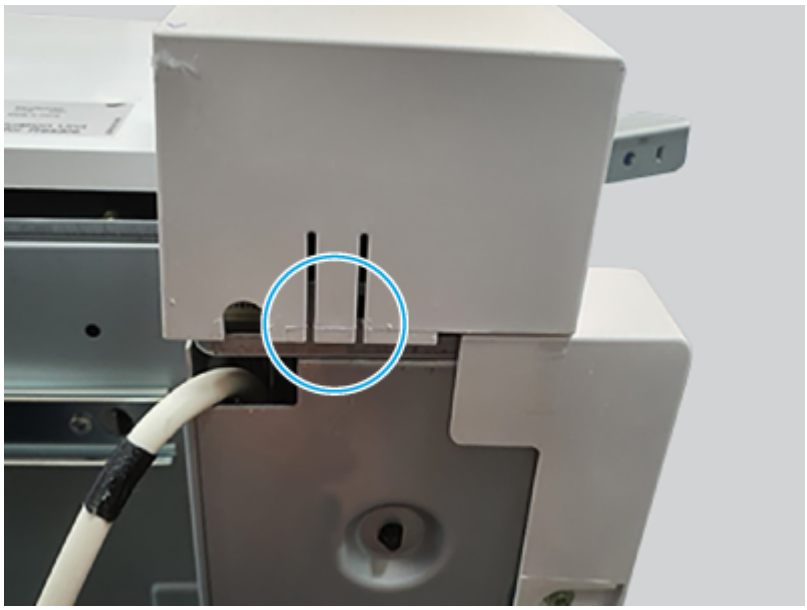
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2918 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2919 Remove the cover

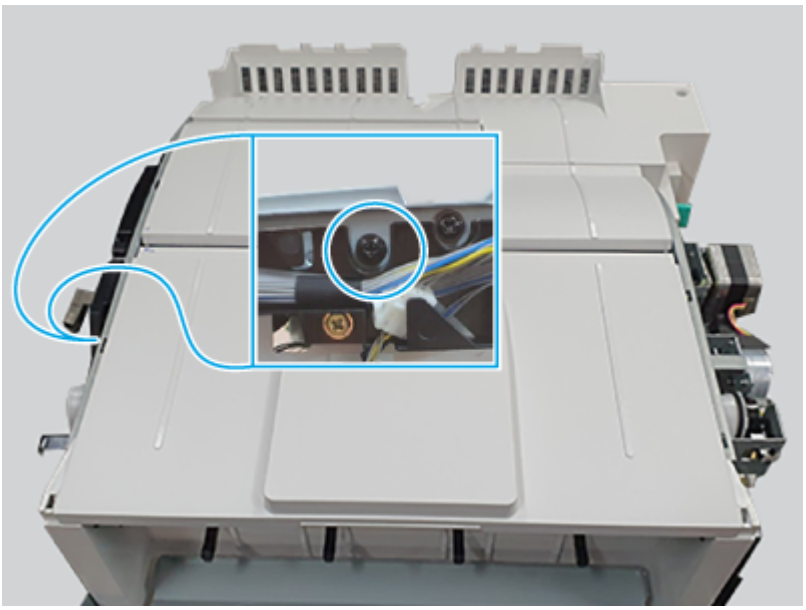


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2920 Remove the cover



5. Remove the inner finisher sub paddle assembly

Use the following procedure to remove and replace the inner finisher sub paddle assembly.

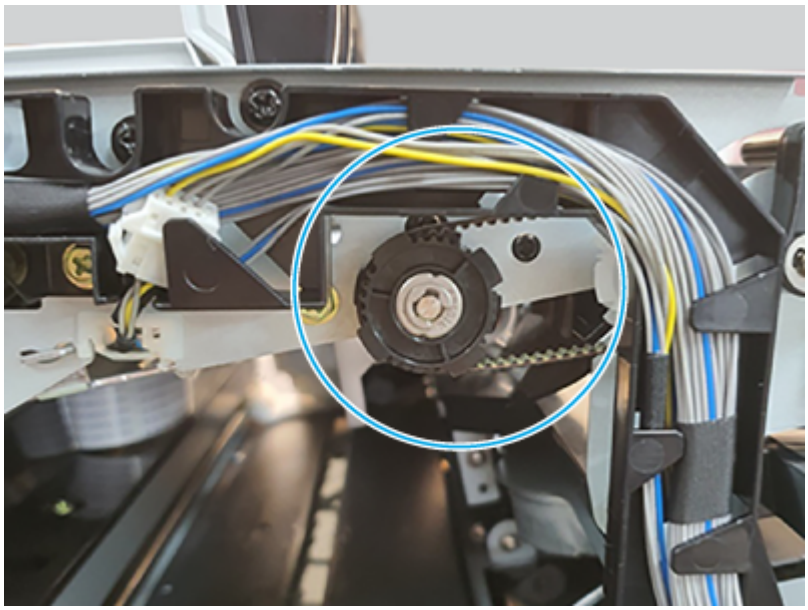
1. Remove one screw.

Figure 5-2921 Remove one screw

2. Do the following:

   - Use a pair of tweezers to remove one e-ring.
   - Remove the gear, belt, and bushing.
   - Remove the sub paddle assembly.

Figure 5-2922 Remove the assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main paddle home sensor

Learn about removing and replacing the inner finisher main paddle home sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-339 **Part information**

Part number	Part description
3SJ00-60110	Photo interrupter (Main paddle home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

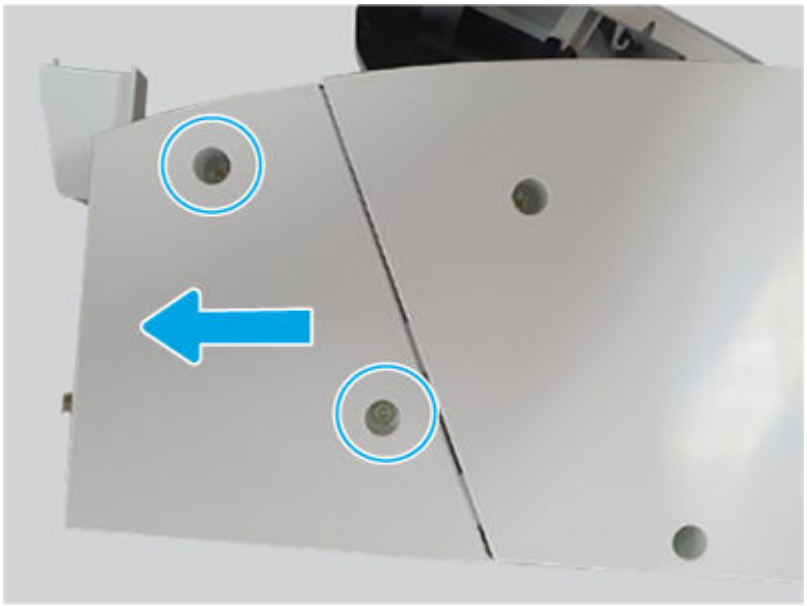
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2923 **Remove the cover**



2. Remove the inner finisher rear base cover

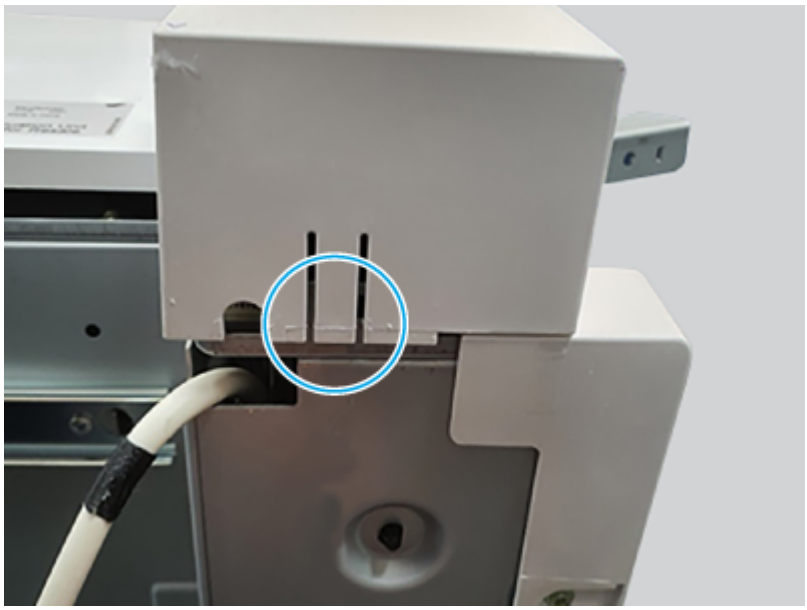
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2924 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2925 Remove the cover

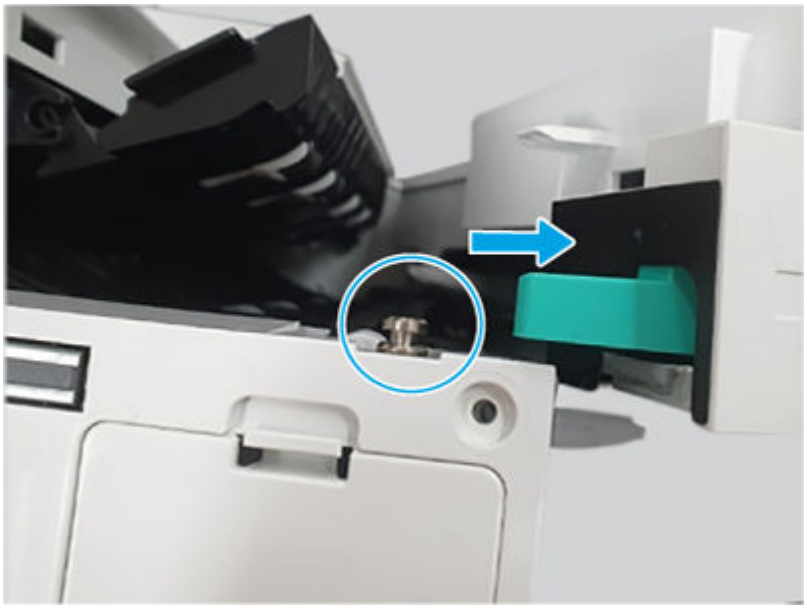


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2926 Open the punch cover

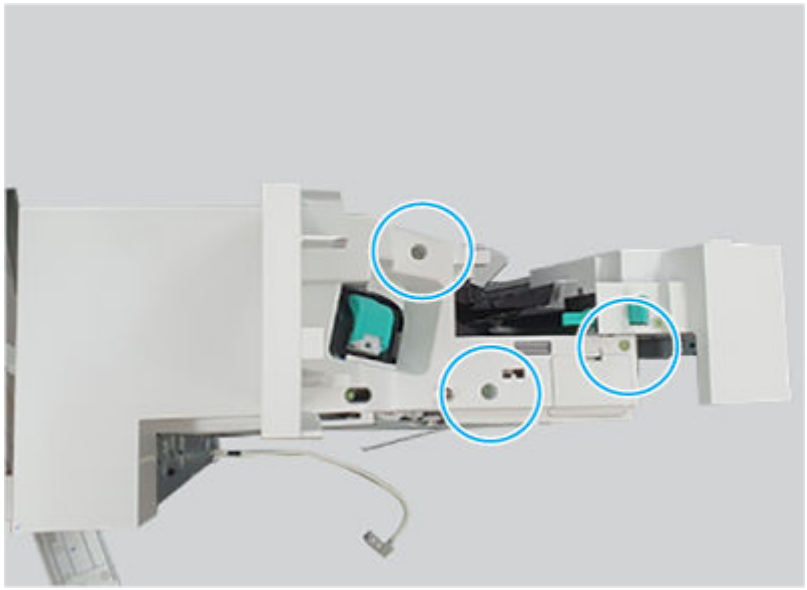


3. Remove one screw, and then remove the lock release handle.

Figure 5-2927 Remove the handle

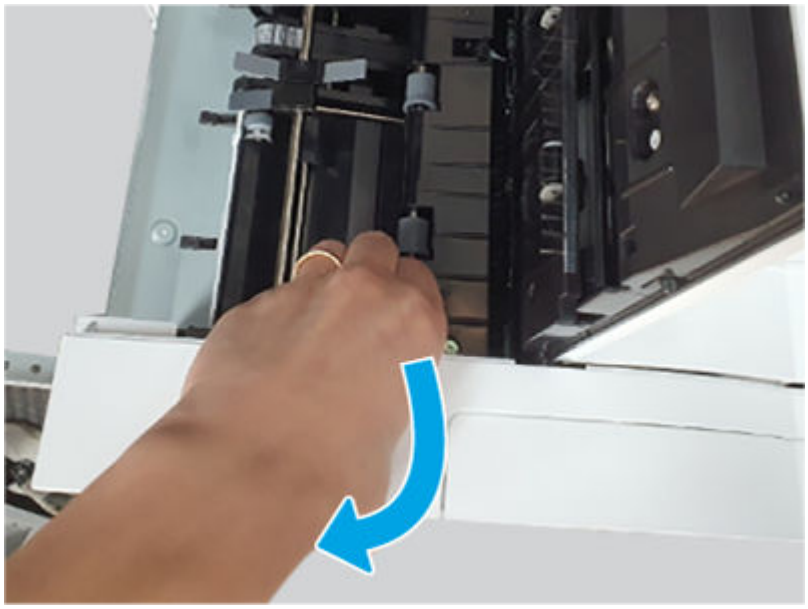
4. Remove three screws.

Figure 5-2928 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2929 Remove the cover



4. Remove the inner finisher main paddle motor assembly

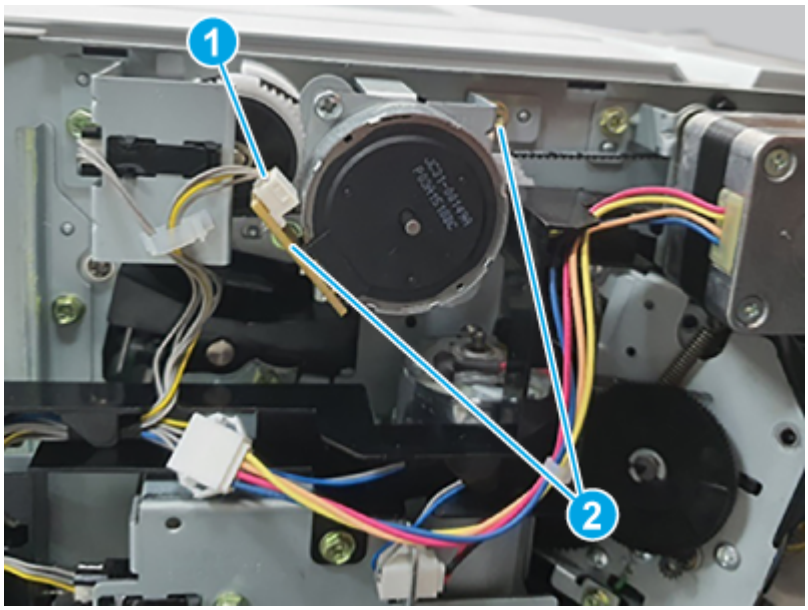
Use the following procedure to remove and replace the inner finisher main paddle motor assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

- Open the punch cover.

2. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the inner finisher main paddle motor assembly.

Figure 5-2930 Remove the assembly



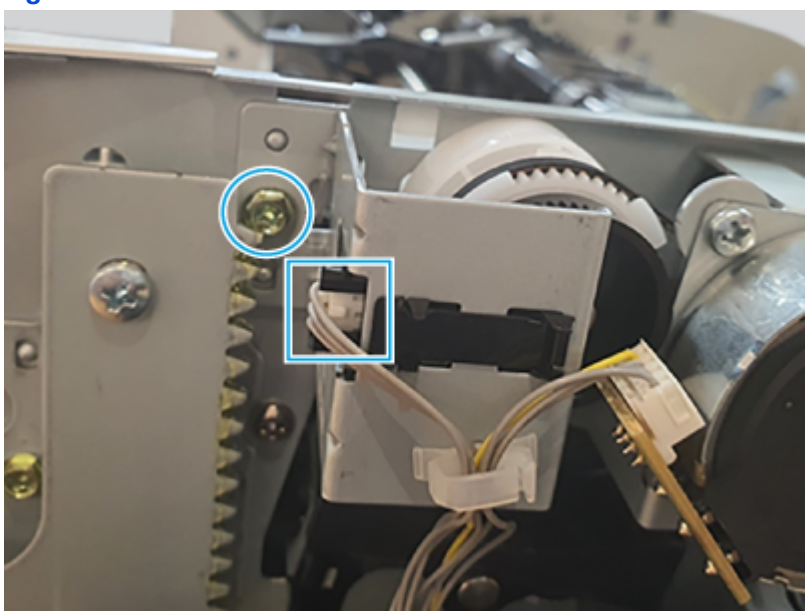
5. Remove the inner finisher main paddle home sensor

Use the following procedure to remove and replace the inner finisher main paddle home sensor.

- Disconnect one connector, remove one screw, and then remove the inner finisher main paddle home sensor.

NOTE: Release the wire harnesses from the retainer as necessary.

Figure 5-2931 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main paddle motor assembly

Learn about removing and replacing the inner finisher main paddle motor assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-340 Part information

Part number	Part description
JC90-01331A	Main paddle motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

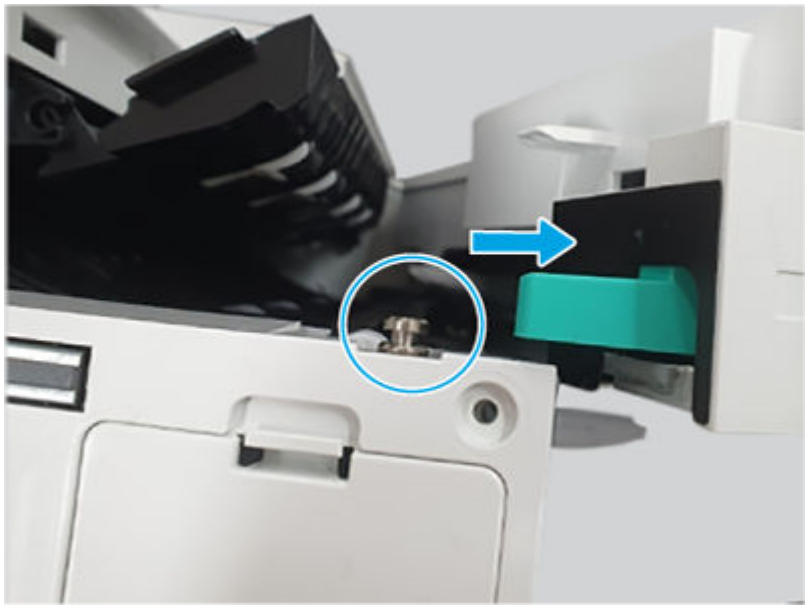
1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-2932 Open the punch cover

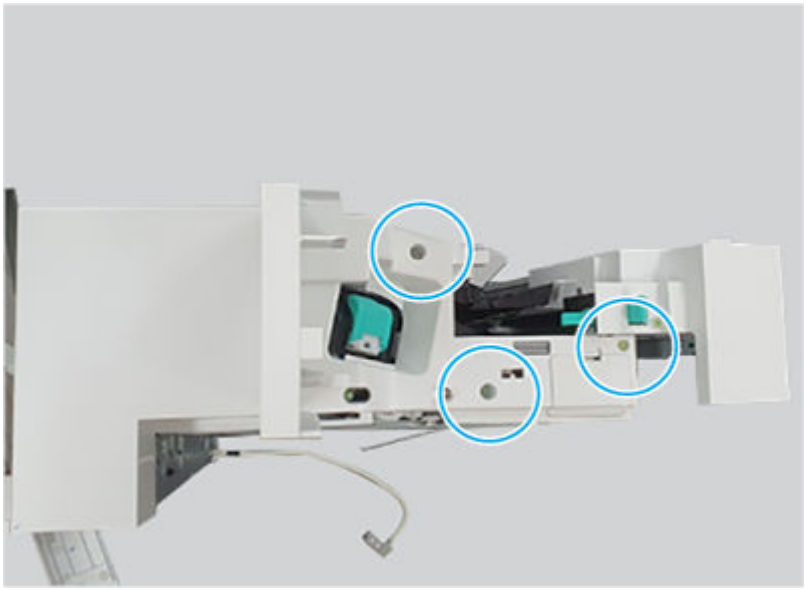


3. Remove one screw, and then remove the lock release handle.

Figure 5-2933 Remove the handle

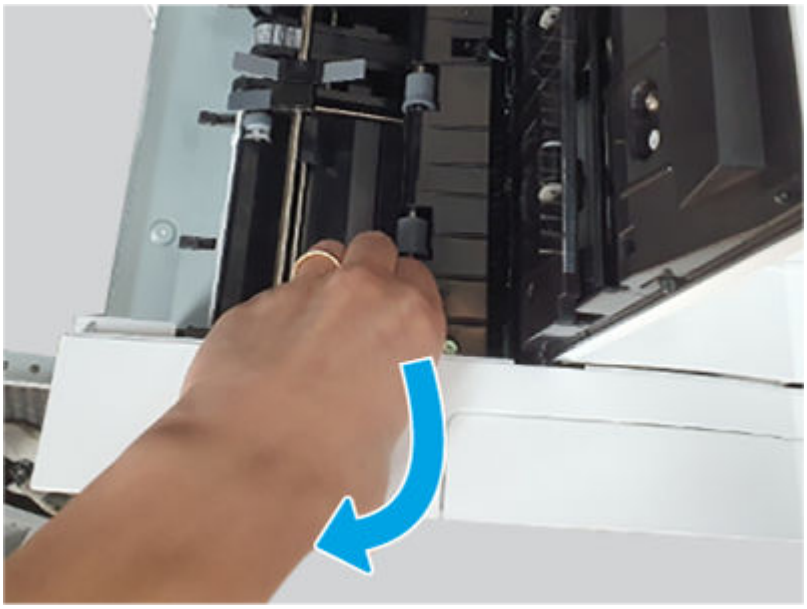
4. Remove three screws.

Figure 5-2934 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2935 Remove the cover



2. Remove the inner finisher main paddle motor assembly

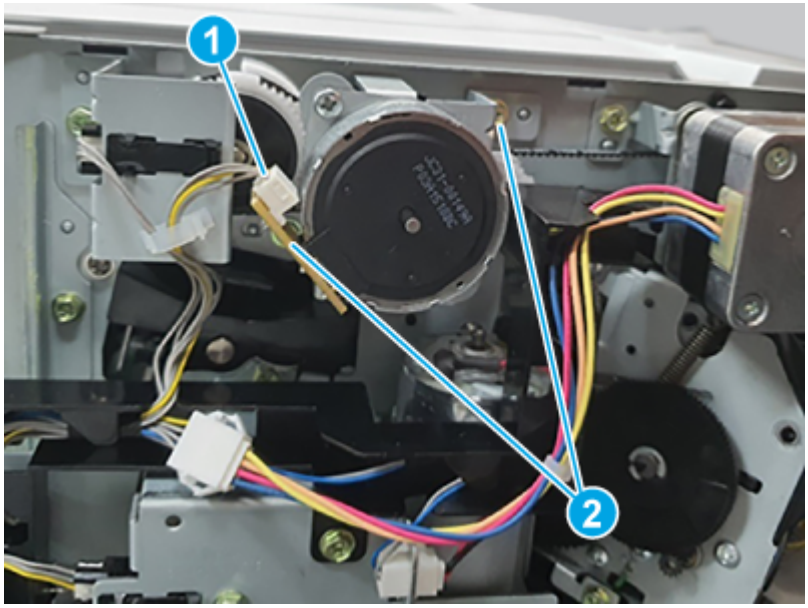
Use the following procedure to remove and replace the inner finisher main paddle motor assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

- Open the punch cover.

2. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the inner finisher main paddle motor assembly.

Figure 5-2936 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

End fence unit

Review the inner finisher end fence unit removal procedures.

Removal and replacement: End fence sensor

Learn about removing and replacing the inner finisher end fence sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-341 Part information

Part number	Part description
0604-001381	Photo interrupter (End fence sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

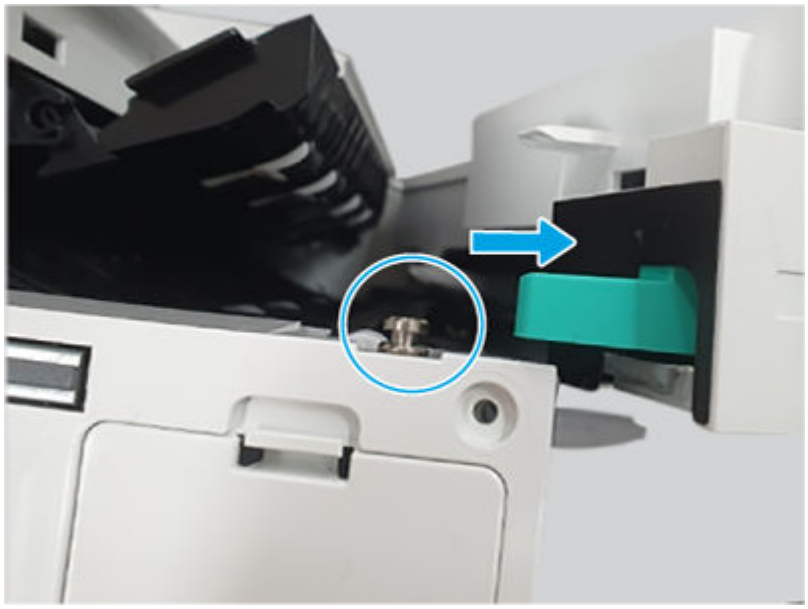
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2937 Open the punch cover

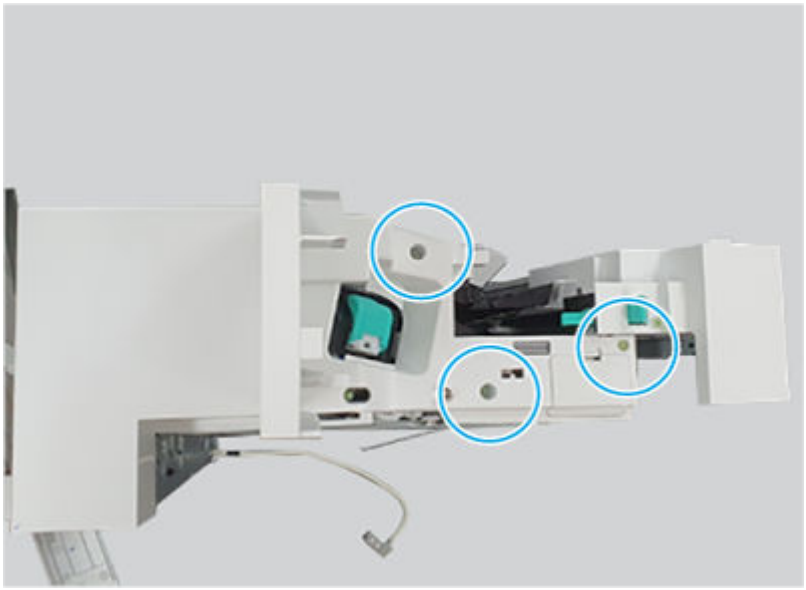


3. Remove one screw, and then remove the lock release handle.

Figure 5-2938 Remove the handle

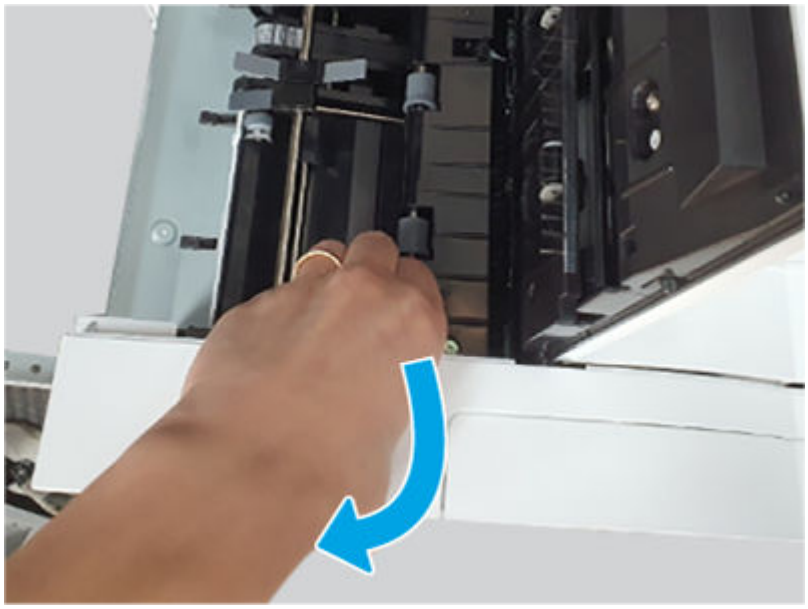
4. Remove three screws.

Figure 5-2939 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2940 Remove the cover

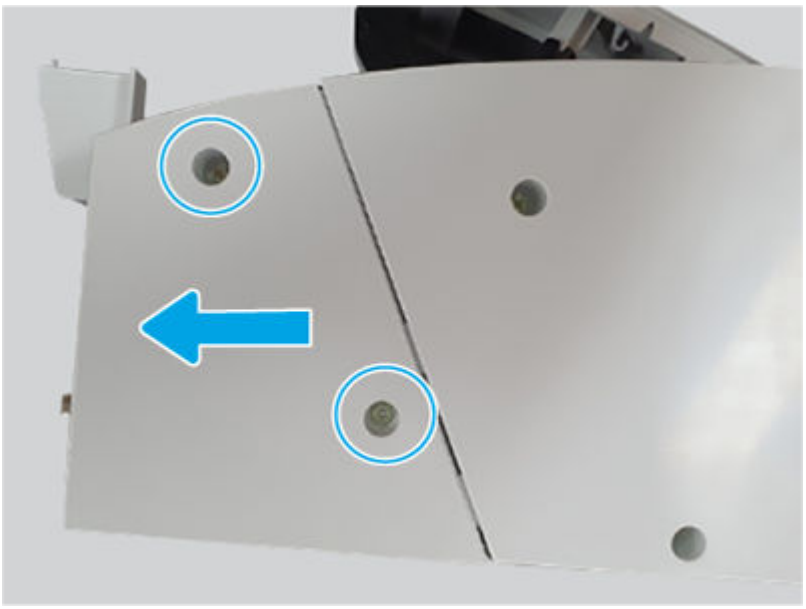


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2941 Remove the cover

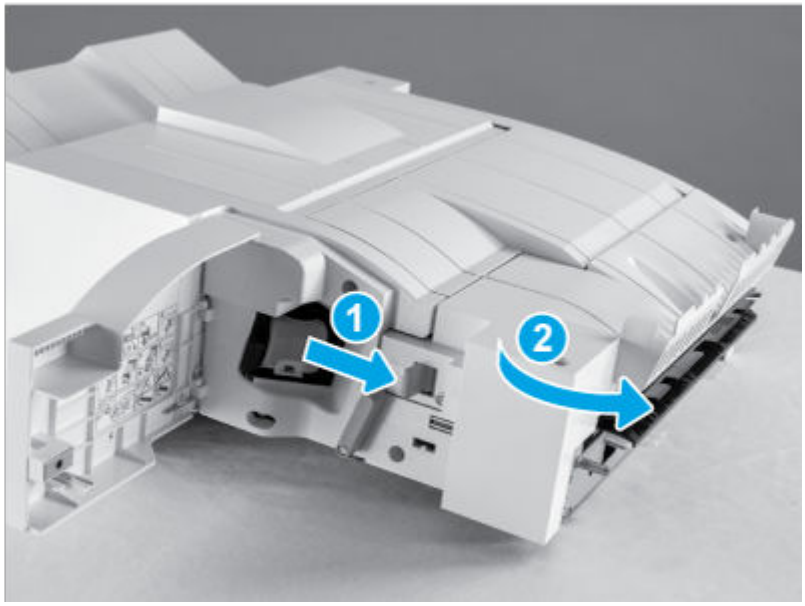


3. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

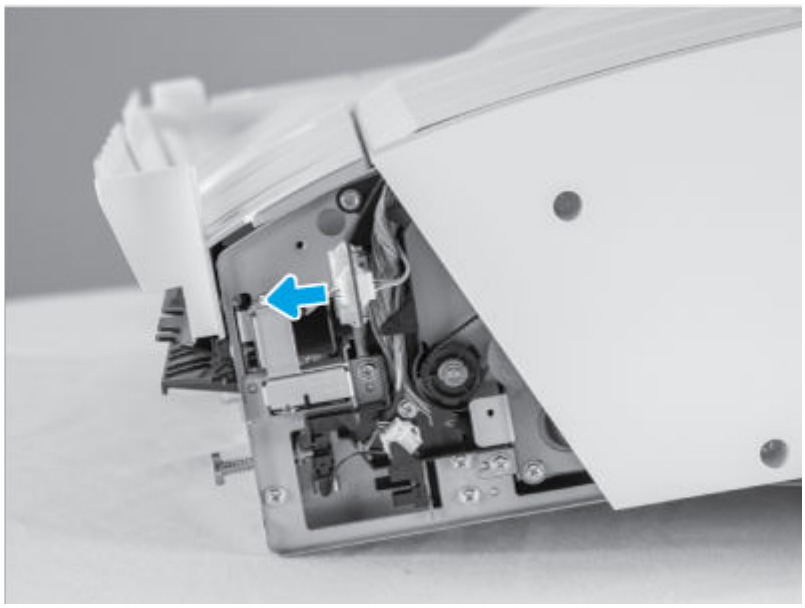
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-2942 Rotate the punch



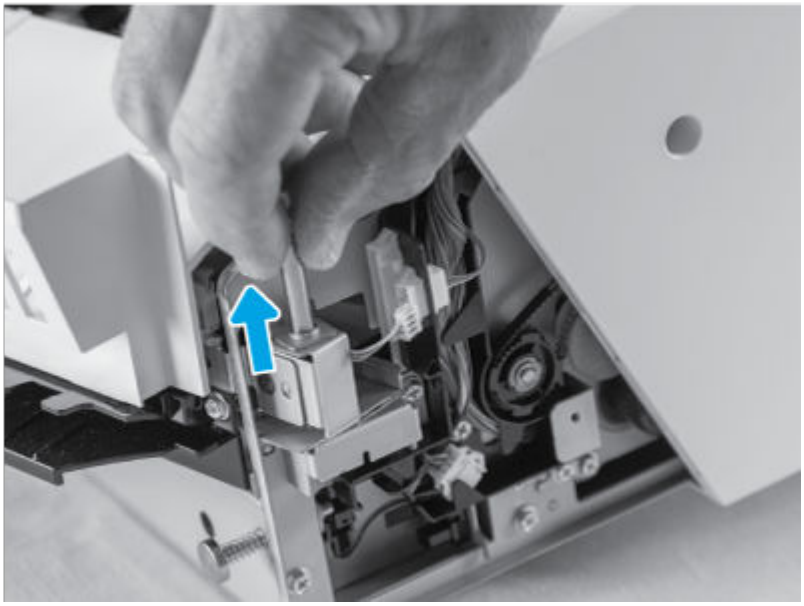
2. Disconnect one connector.

Figure 5-2943 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-2944 Remove the assembly



4. Remove the inner finisher rear base cover

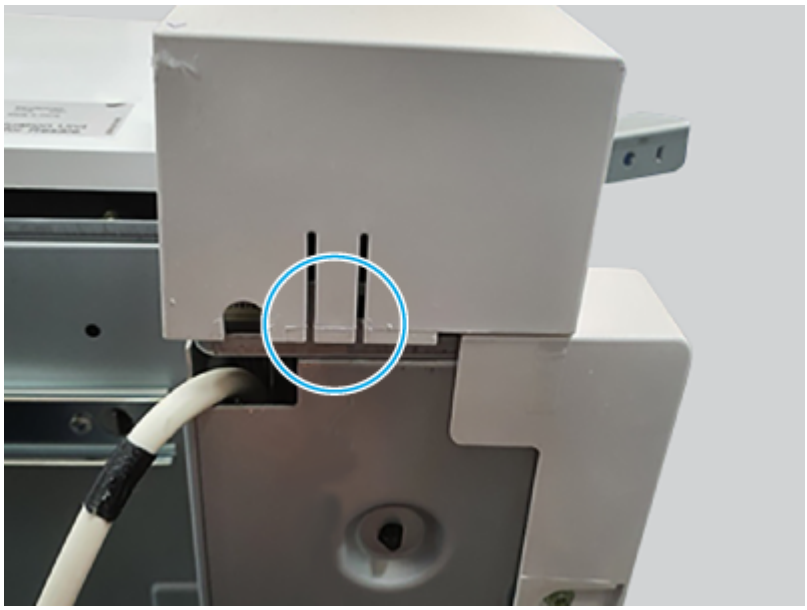
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2945 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2946 Remove the cover

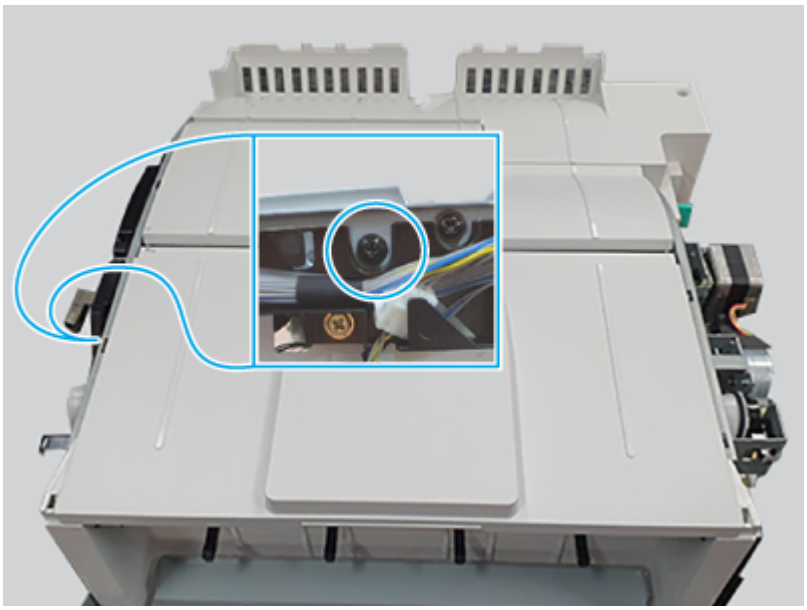


5. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2947 Remove the cover



6. Remove the inner finisher sub paddle assembly

Use the following procedure to remove and replace the inner finisher sub paddle assembly.

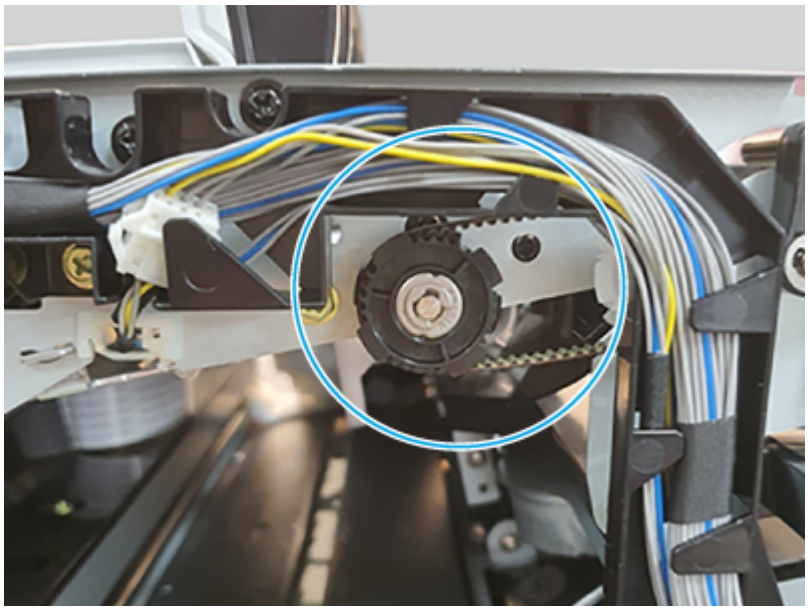
1. Remove one screw.

Figure 5-2948 Remove one screw

2. Do the following:

- Use a pair of tweezers to remove one e-ring.
- Remove the gear, belt, and bushing.
- Remove the sub paddle assembly.

Figure 5-2949 Remove the assembly

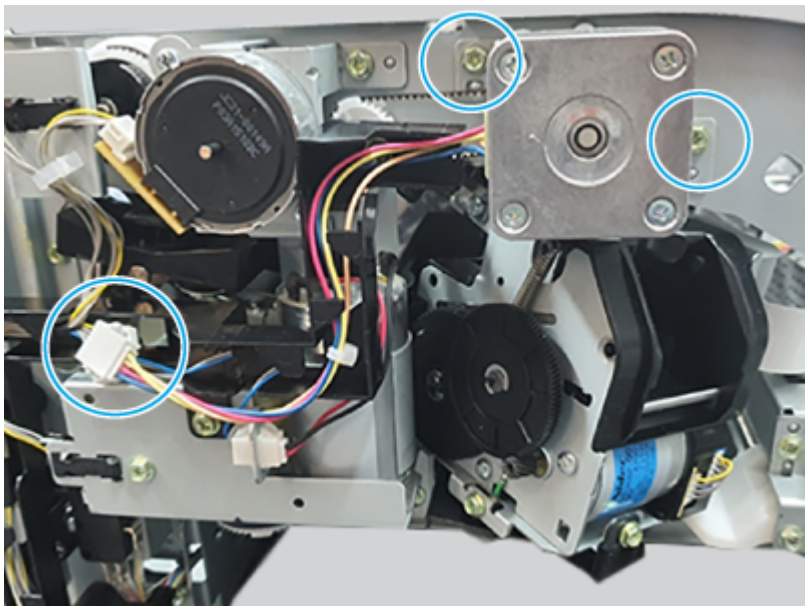


7. Remove the inner finisher exit motor assembly

Use the following procedure to remove and replace the inner finisher exit motor assembly.

1. Open the punch cover.
2. Disconnect one connector, remove two screws, and then remove the inner finisher exit motor assembly.

Figure 5-2950 Remove the motor

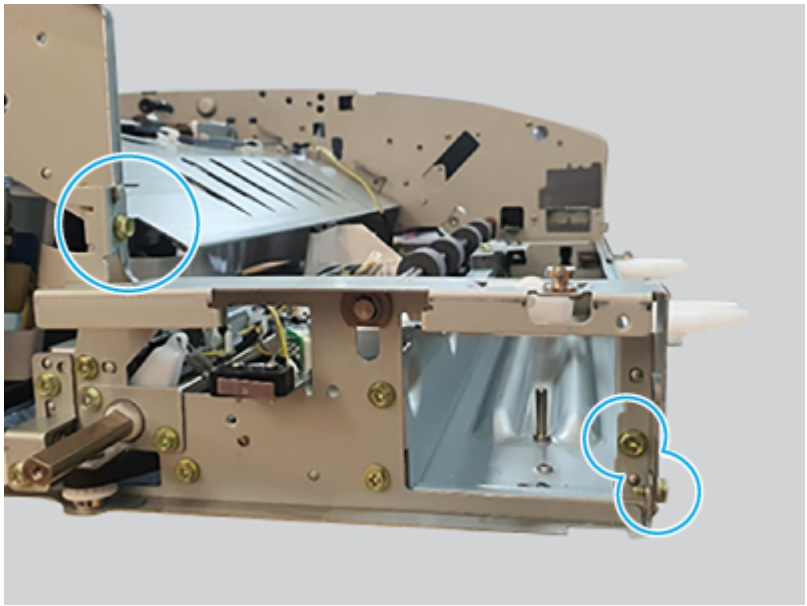


8. Remove the inner finisher bracket support guide and stay

Use the following procedure to remove and replace the inner finisher bracket support guide and stay.

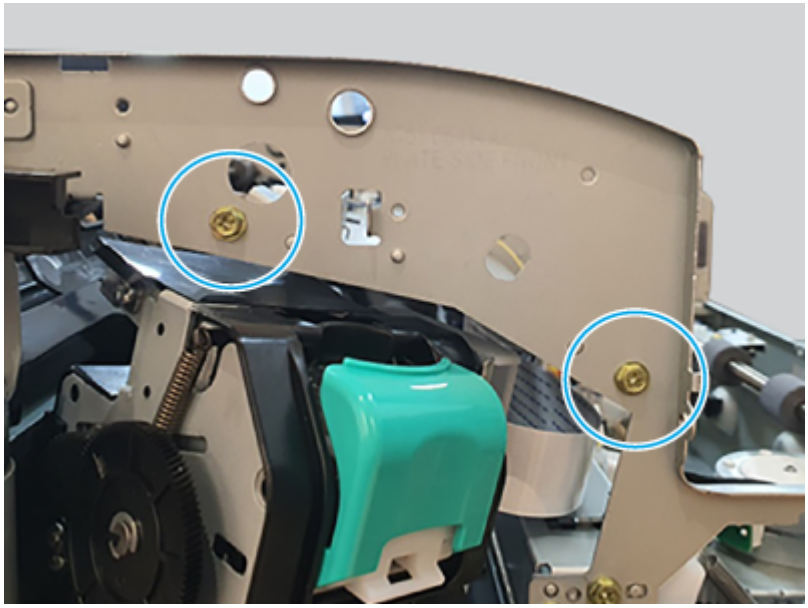
1. Remove three screws, and then remove the bracket support guide.

Figure 5-2951 Remove the guide



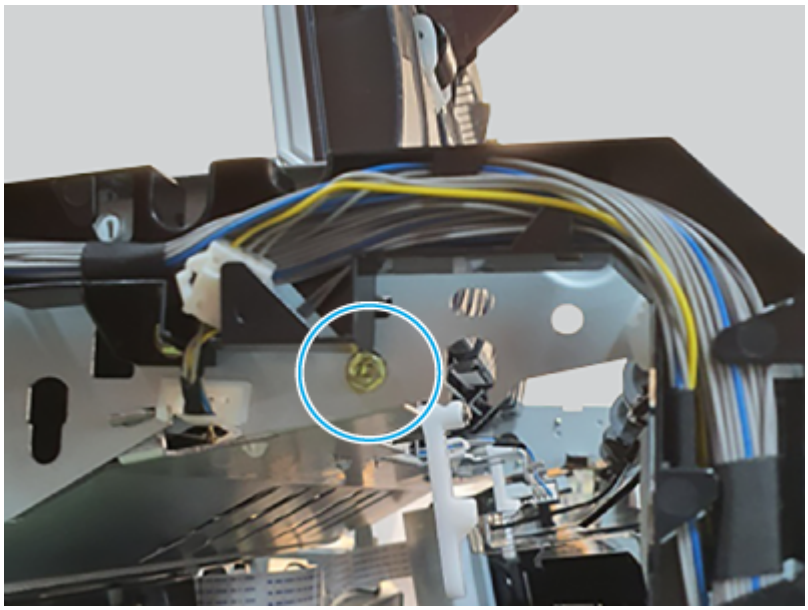
2. Remove two screws.

Figure 5-2952 Remove two screws



3. Remove one screw, and then remove the bracket stay.

Figure 5-2953 Remove the stay

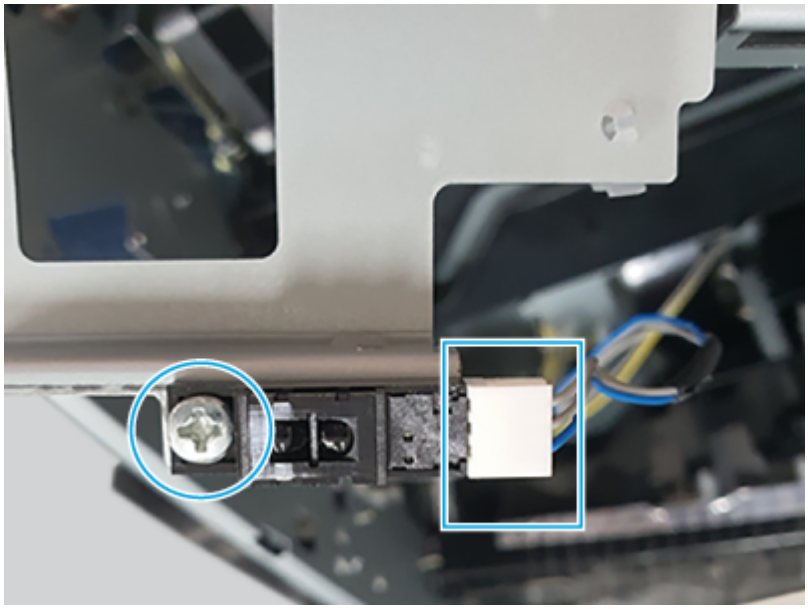


9. Remove the inner finisher end fence sensor

Use the following procedure to remove and replace the inner finisher end fence sensor.

- Disconnect one connector, remove one screw, and then remove the inner finisher end fence sensor.

Figure 5-2954 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Tamper unit

Review the inner finisher tamper unit removal procedures.

Removal and replacement: Front tamper

Learn about removing and replacing the inner finisher front tamper.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-342 Part information

Part number	Part description
JC82-00899A	Front tamper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

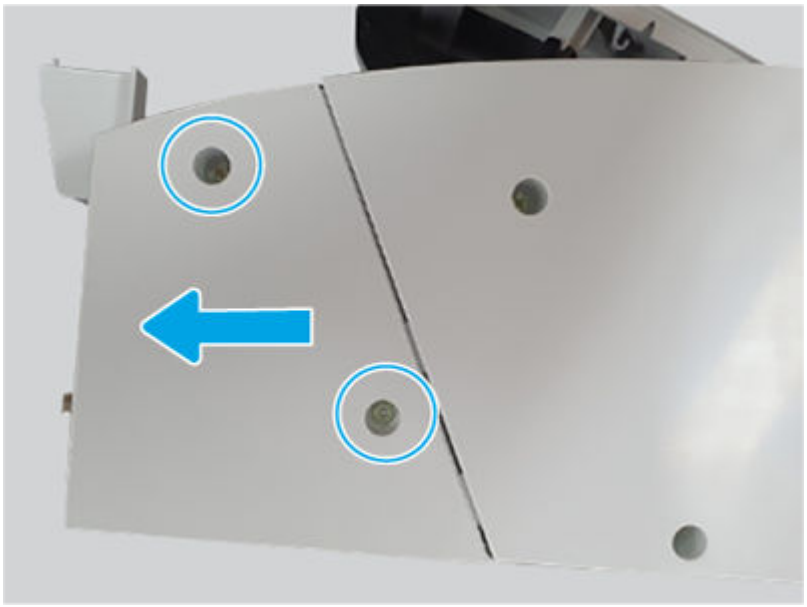
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2955 Remove the cover



2. Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

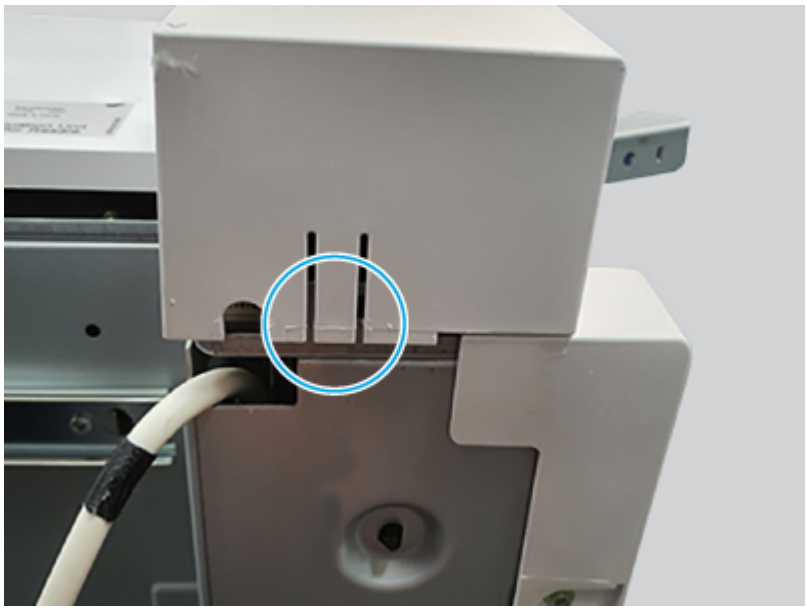
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-2956 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2957 Remove the cover



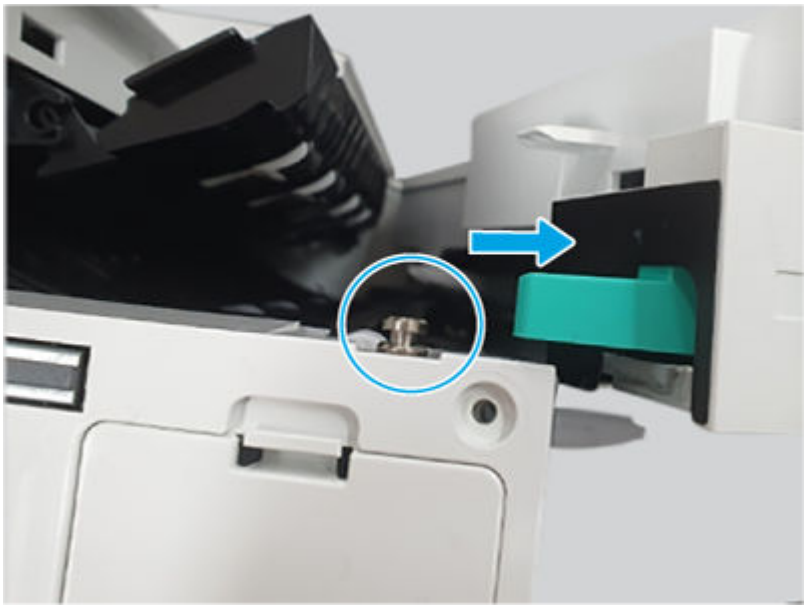
3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-2958 Open the punch cover

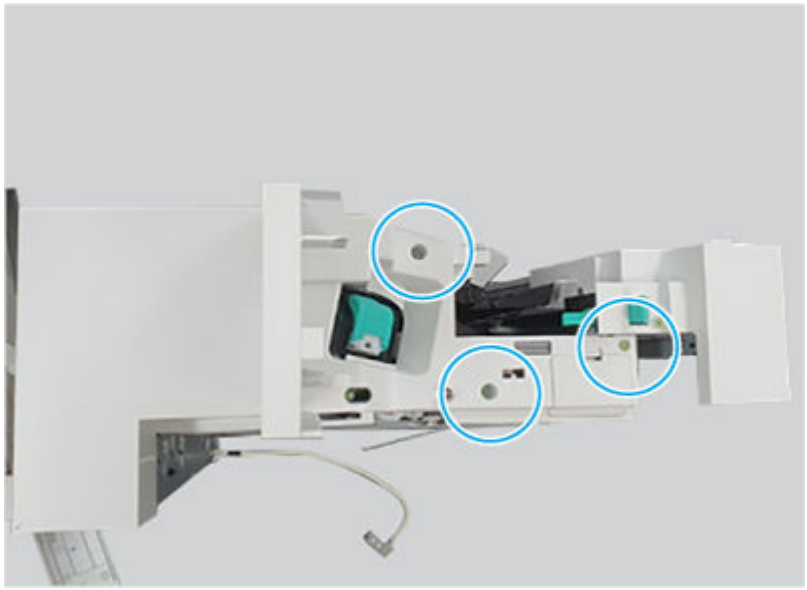


3. Remove one screw, and then remove the lock release handle.

Figure 5-2959 Remove the handle

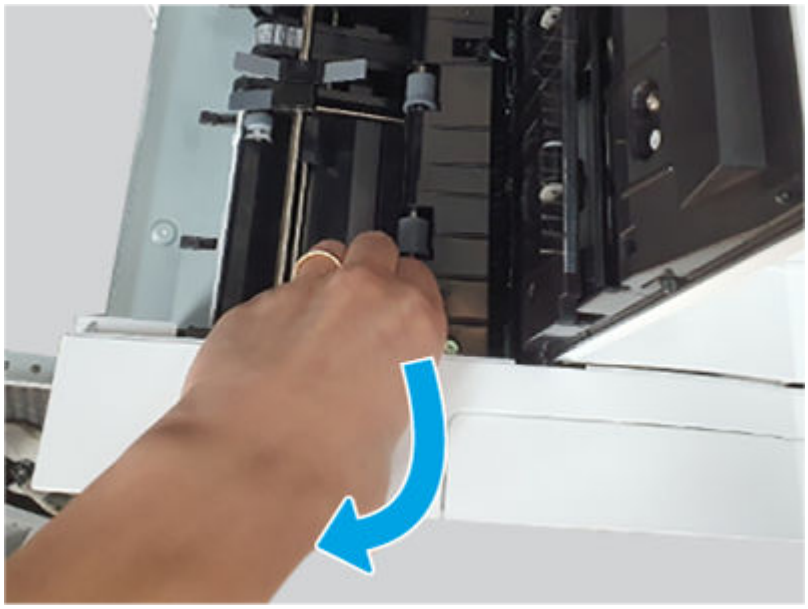
4. Remove three screws.

Figure 5-2960 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2961 Remove the cover

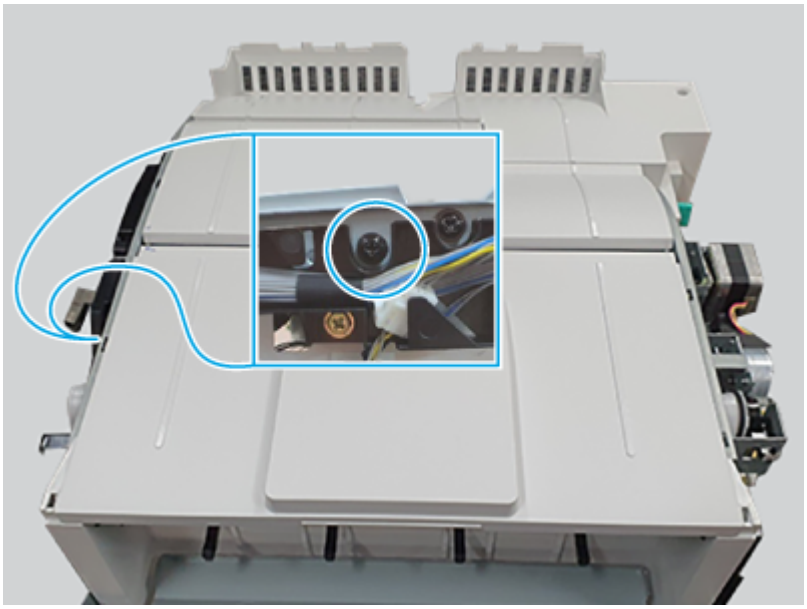


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2962 Remove the cover

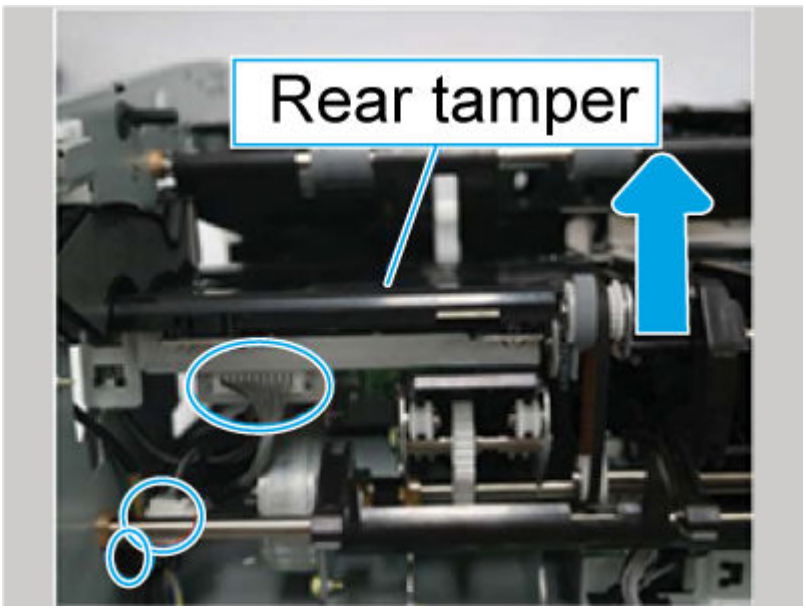


5. Remove the inner finisher front tamper

Use the following procedure to remove and replace the inner finisher front tamper.

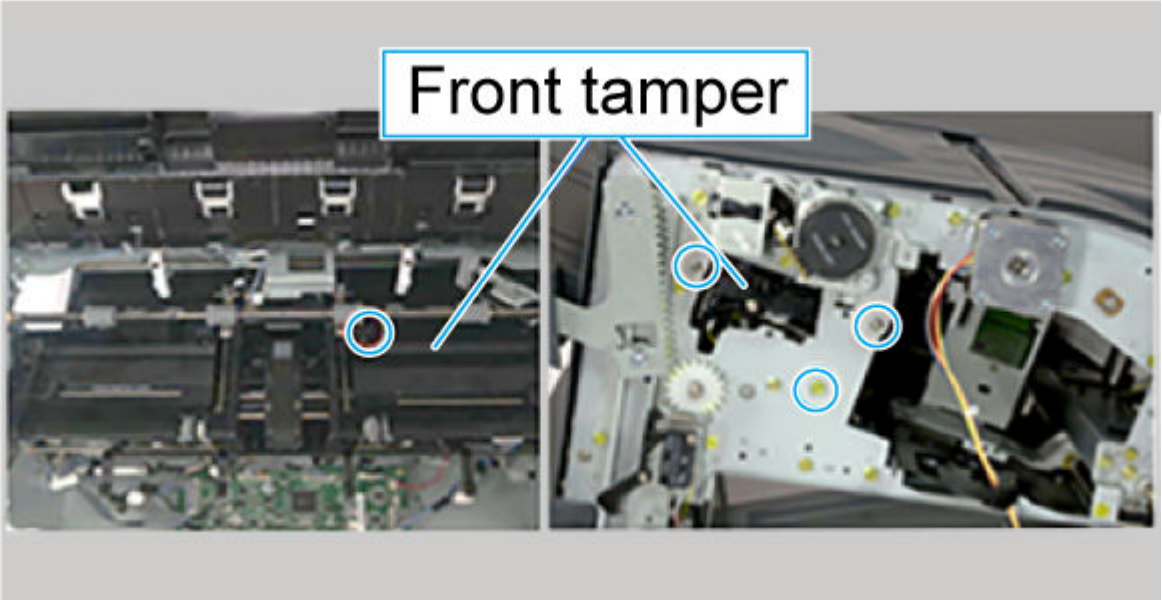
1. Disconnect two connectors, and then release two hooks.

Figure 5-2963 Disconnect connectors and release hooks



2. Remove four screws, and then remove the inner finisher front tamper.

Figure 5-2964 Remove the tamper



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front tamper motor

Learn about removing and replacing the inner finisher front tamper motor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-343 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Front tamper motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

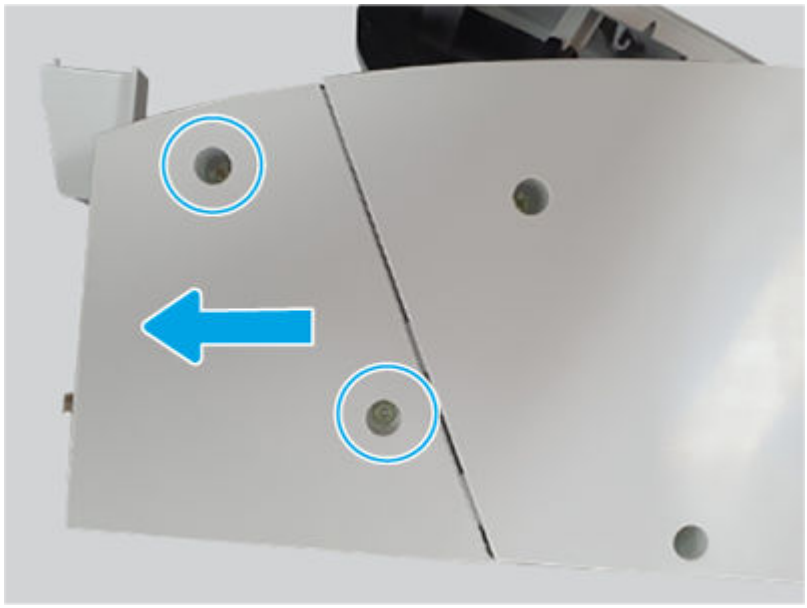
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2965 Remove the cover



2. Remove the inner finisher rear base cover

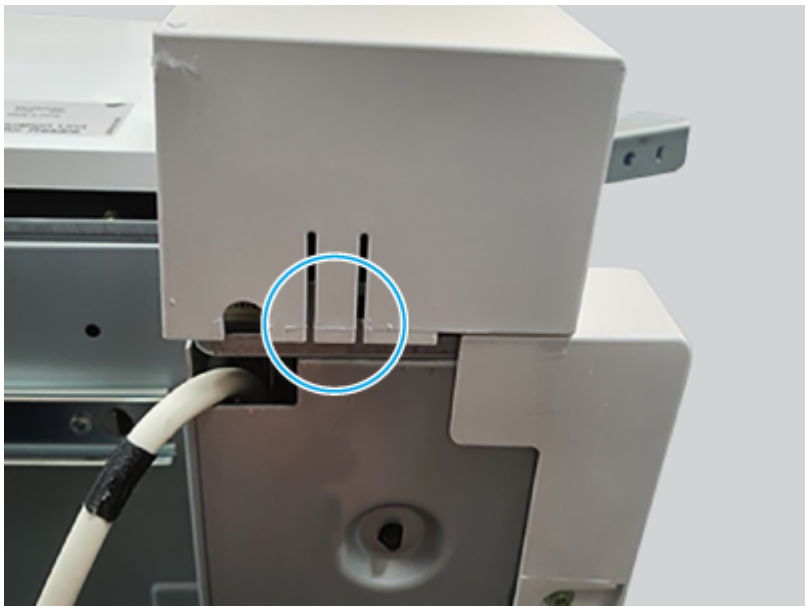
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2966 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2967 Remove the cover

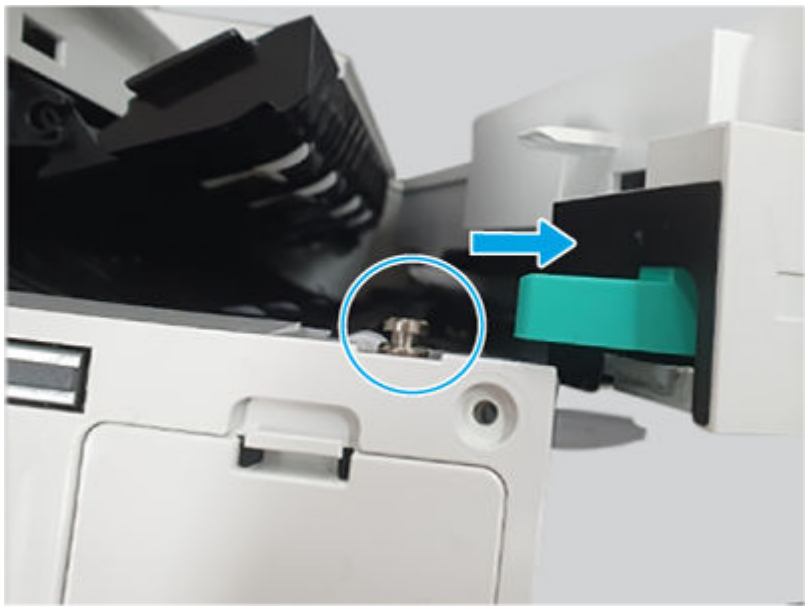


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2968 Open the punch cover

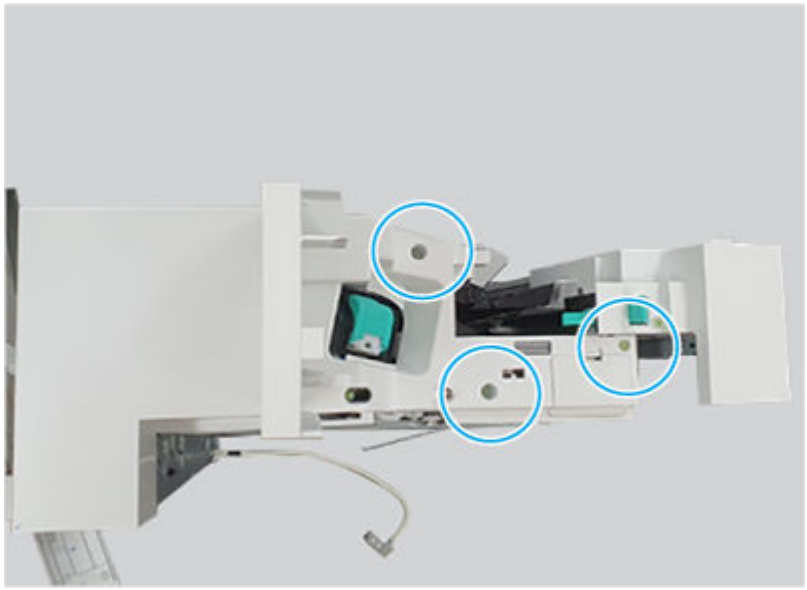


3. Remove one screw, and then remove the lock release handle.

Figure 5-2969 Remove the handle

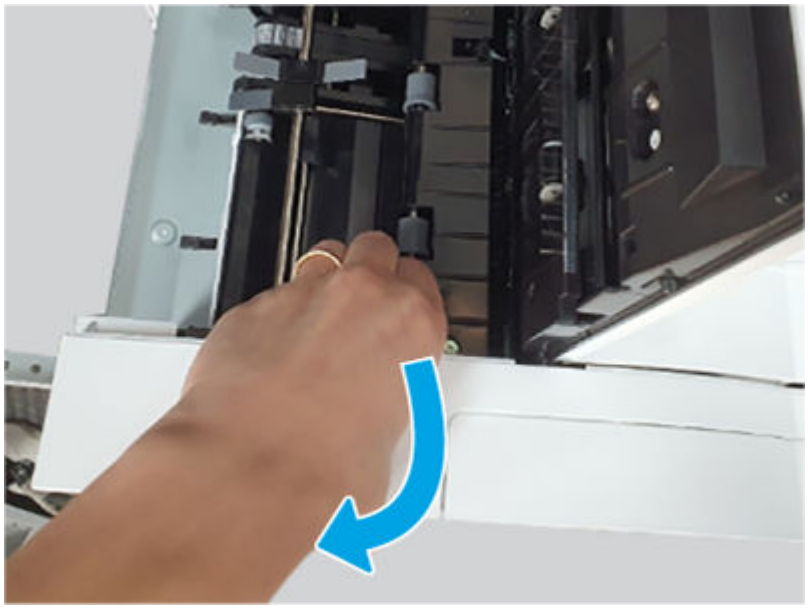
4. Remove three screws.

Figure 5-2970 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2971 Remove the cover

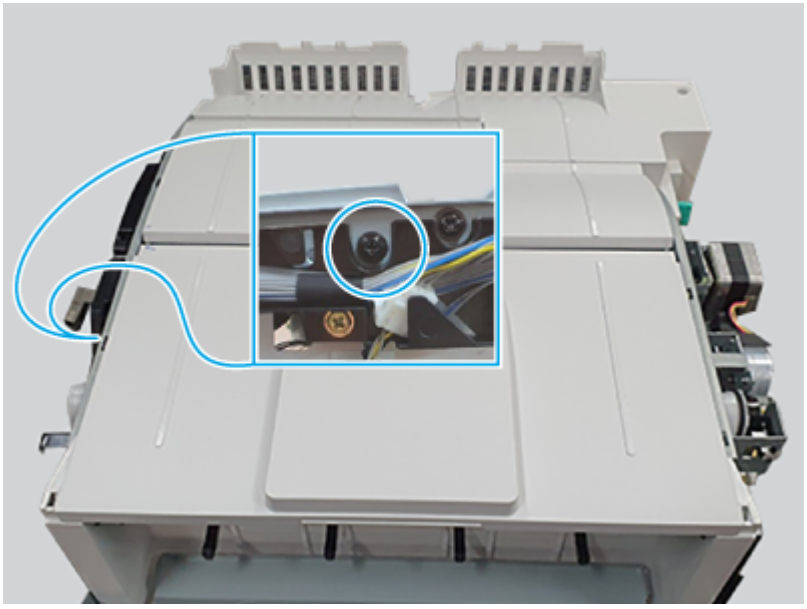


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2972 Remove the cover

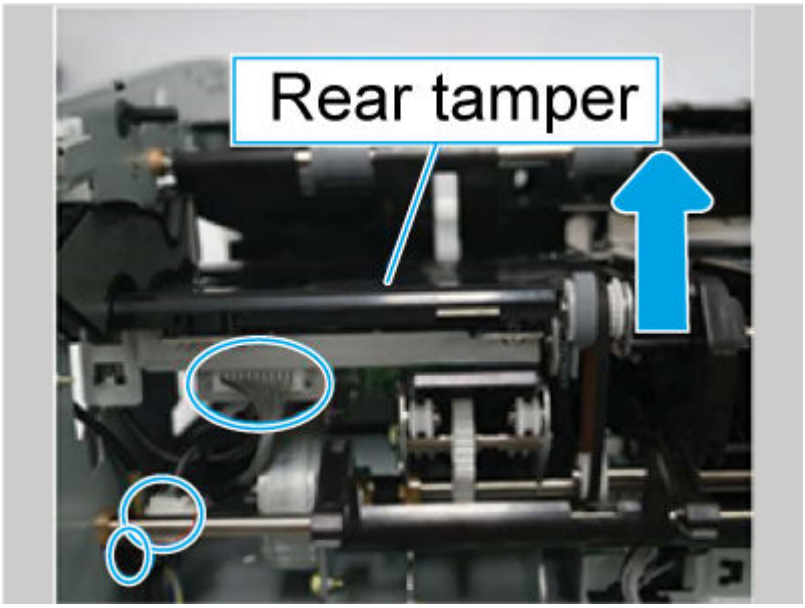


5. Remove the inner finisher front tamper

Use the following procedure to remove and replace the inner finisher front tamper.

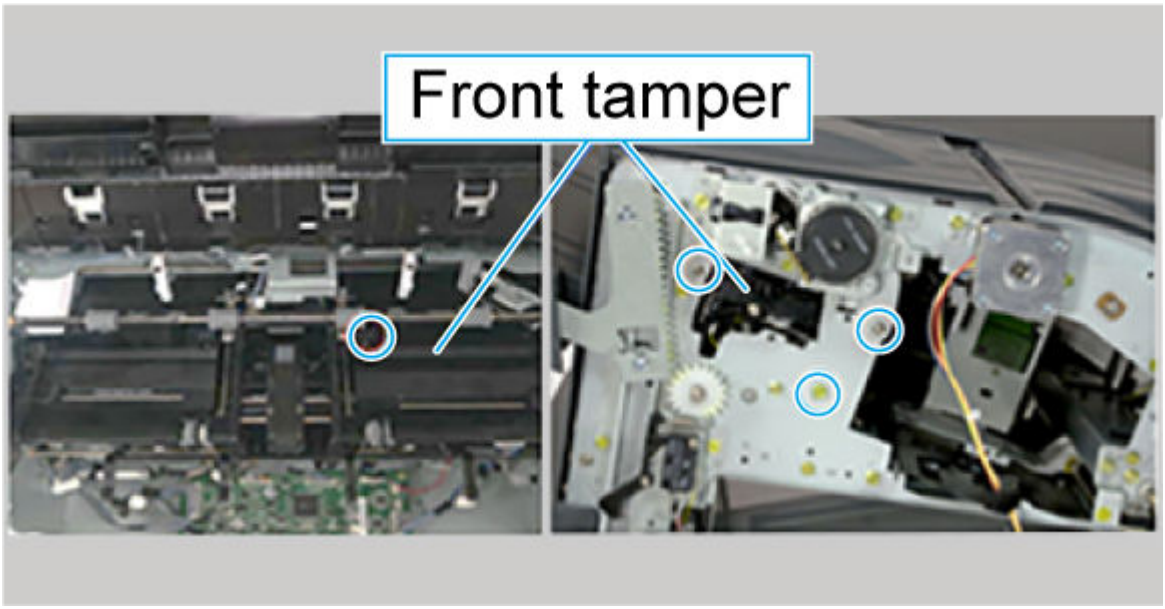
1. Disconnect two connectors, and then release two hooks.

Figure 5-2973 Disconnect connectors and release hooks



2. Remove four screws, and then remove the inner finisher front tamper.

Figure 5-2974 Remove the tamper

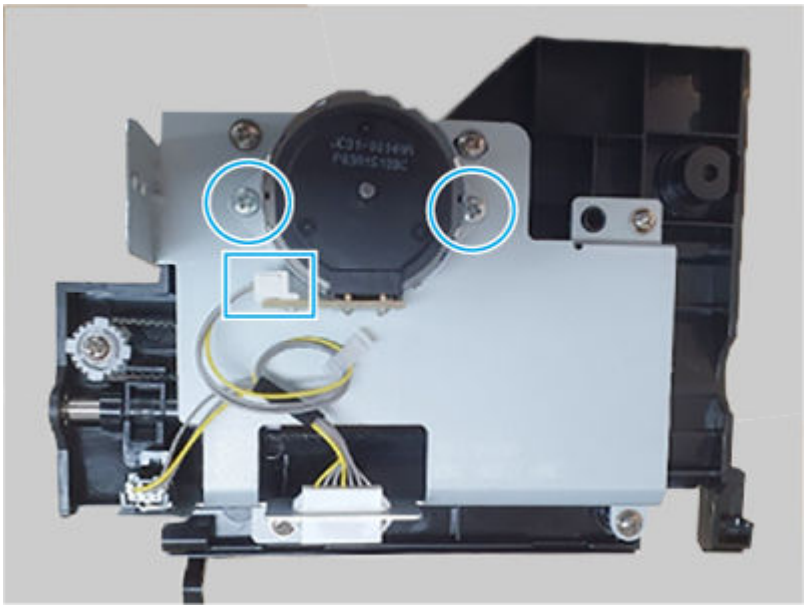


6. Remove the inner finisher front tamper motor

Use the following procedure to remove and replace the inner finisher front tamper motor.

- Disconnect one connector, remove two screws, and then remove the inner finisher front tamper motor.

Figure 5-2975 Remove the motor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front tamper home sensor

Learn about removing and replacing the inner finisher front tamper home sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-344 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Front tamper home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

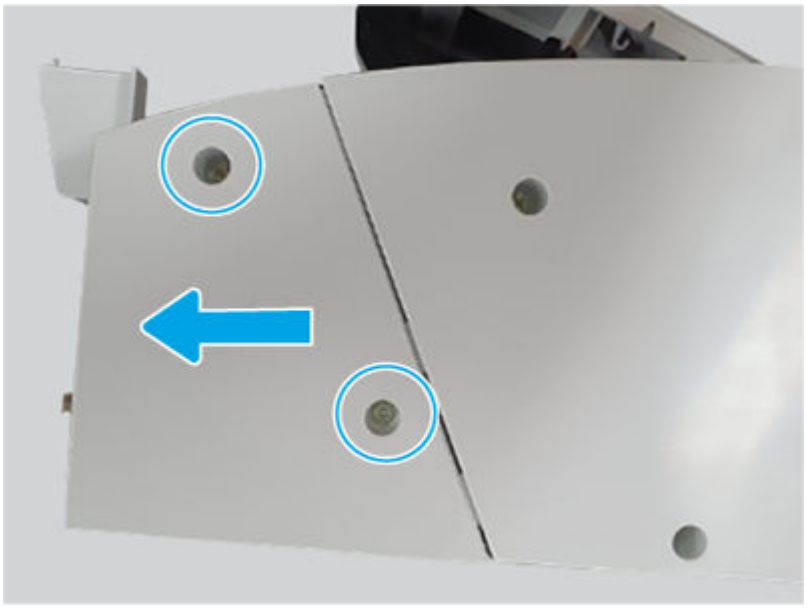
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2976 Remove the cover



2. Remove the inner finisher rear base cover

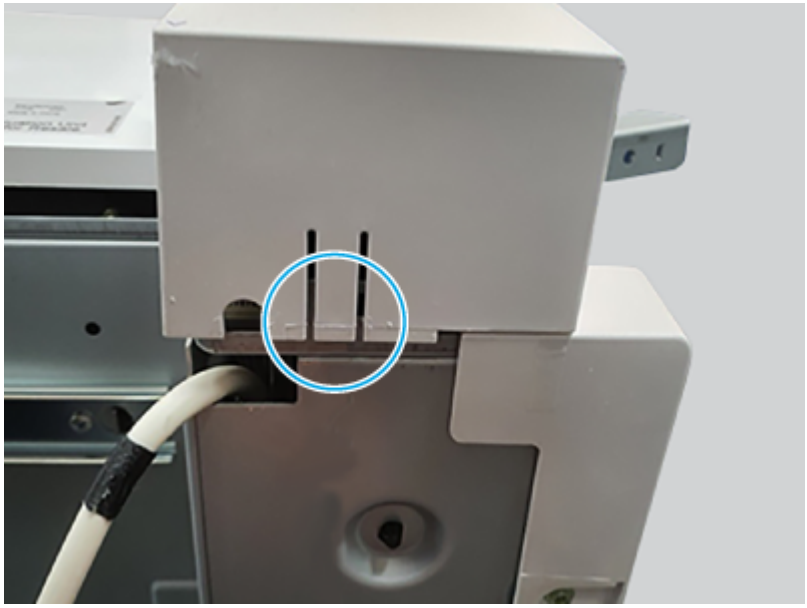
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2977 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2978 Remove the cover

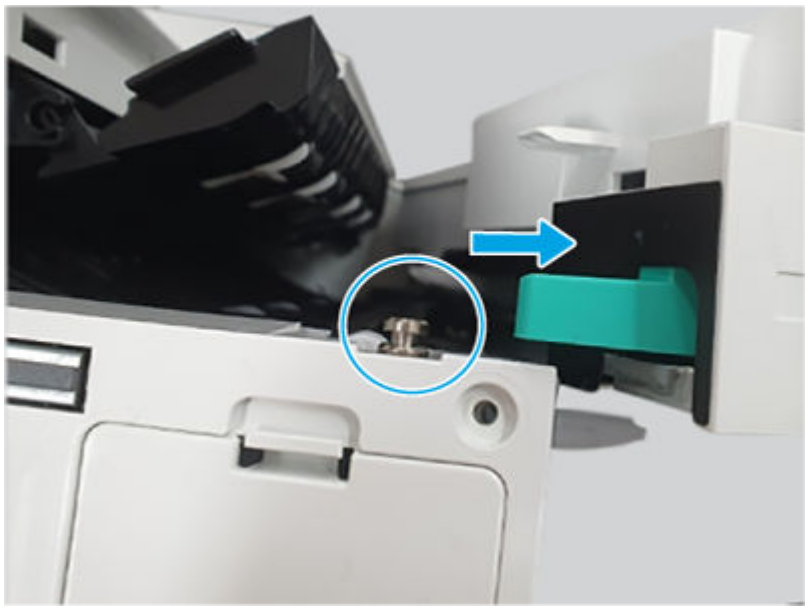


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2979 Open the punch cover

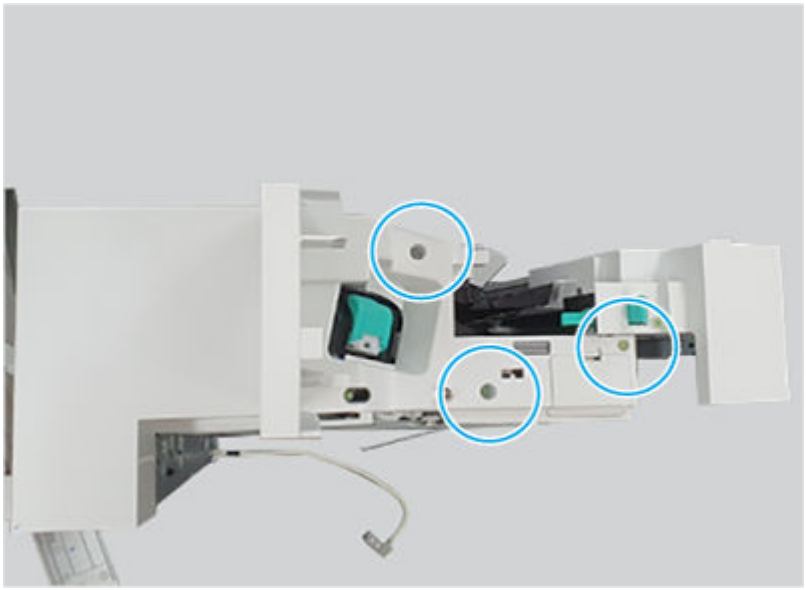


3. Remove one screw, and then remove the lock release handle.

Figure 5-2980 Remove the handle

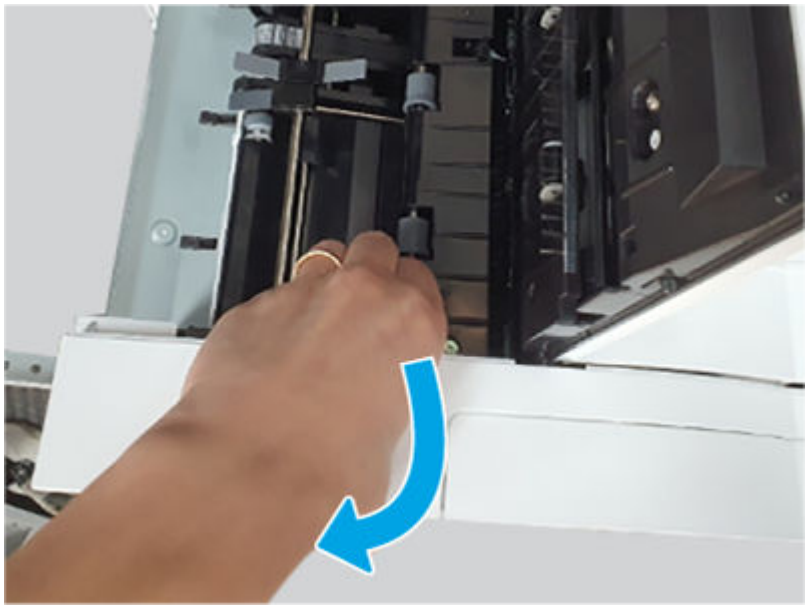
4. Remove three screws.

Figure 5-2981 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2982 Remove the cover

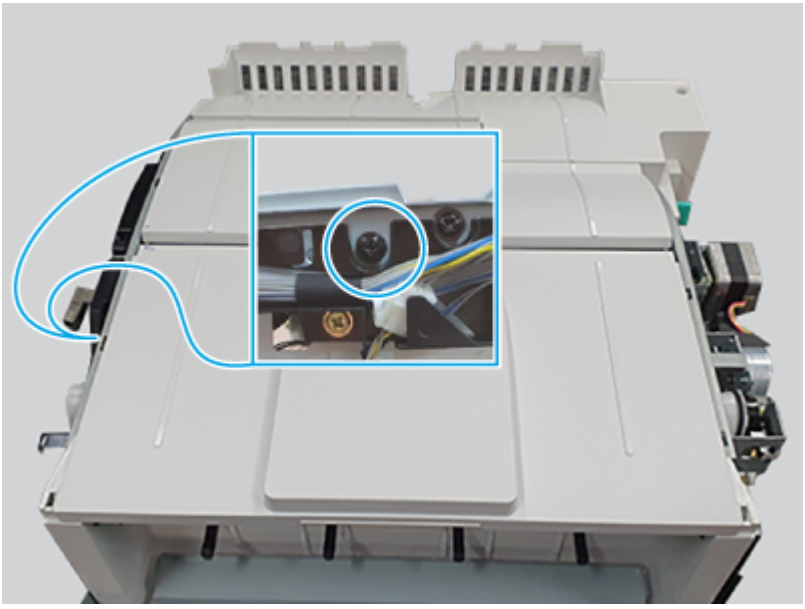


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2983 Remove the cover

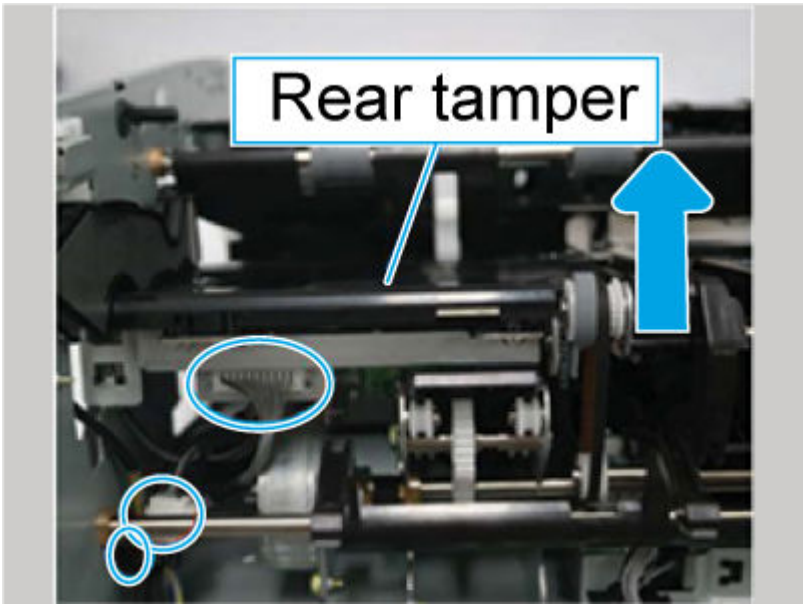


5. Remove the inner finisher front tamper

Use the following procedure to remove and replace the inner finisher front tamper.

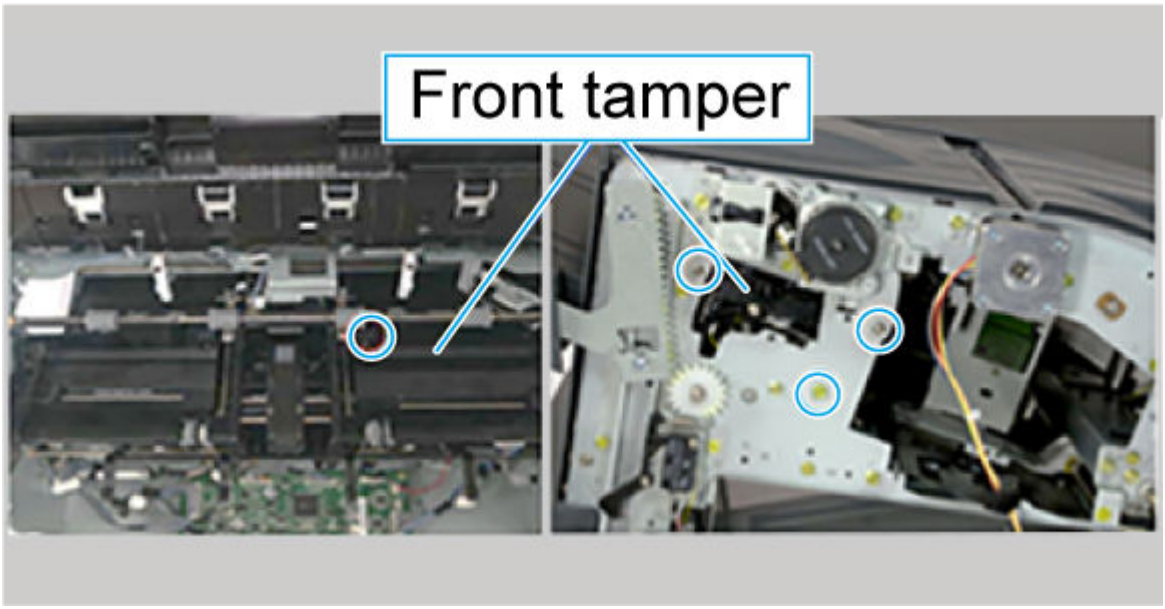
1. Disconnect two connectors, and then release two hooks.

Figure 5-2984 Disconnect connectors and release hooks



2. Remove four screws, and then remove the inner finisher front tamper.

Figure 5-2985 Remove the tamper

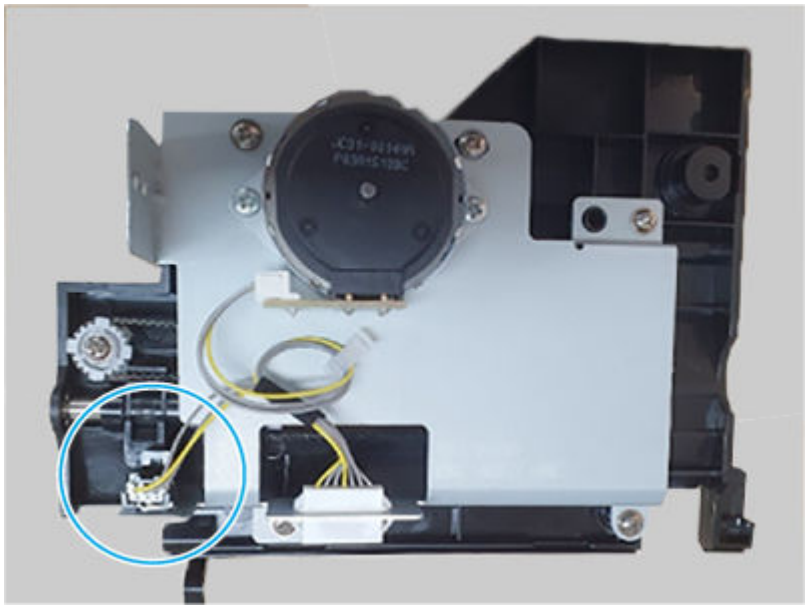


6. Remove the inner finisher front tamper home sensor

Use the following procedure to remove and replace the inner finisher front tamper home sensor.

- Disconnect one connector, and then remove the inner finisher front tamper home sensor.

Figure 5-2986 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper

Learn about removing and replacing the inner finisher rear tamper.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-345 Part information

Part number	Part description
JC82-00900A	Rear tamper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

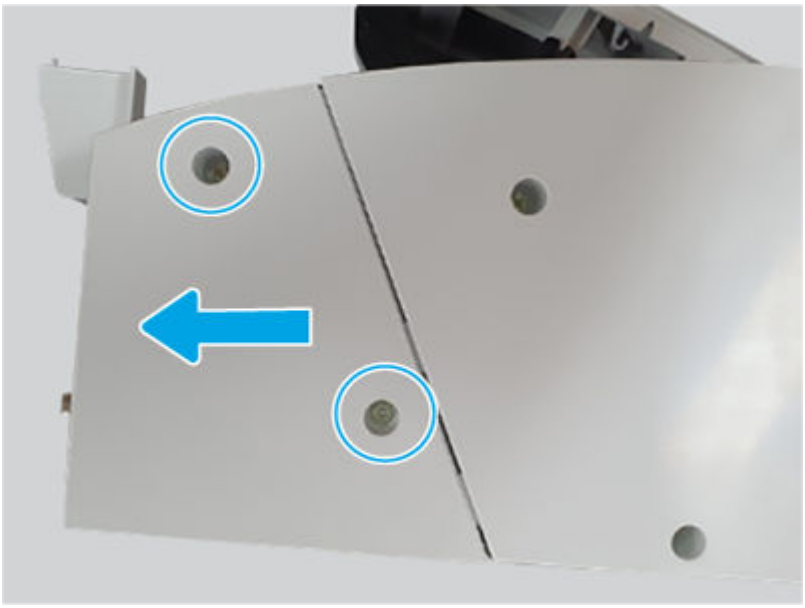
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2987 Remove the cover



2. Remove the inner finisher rear base cover

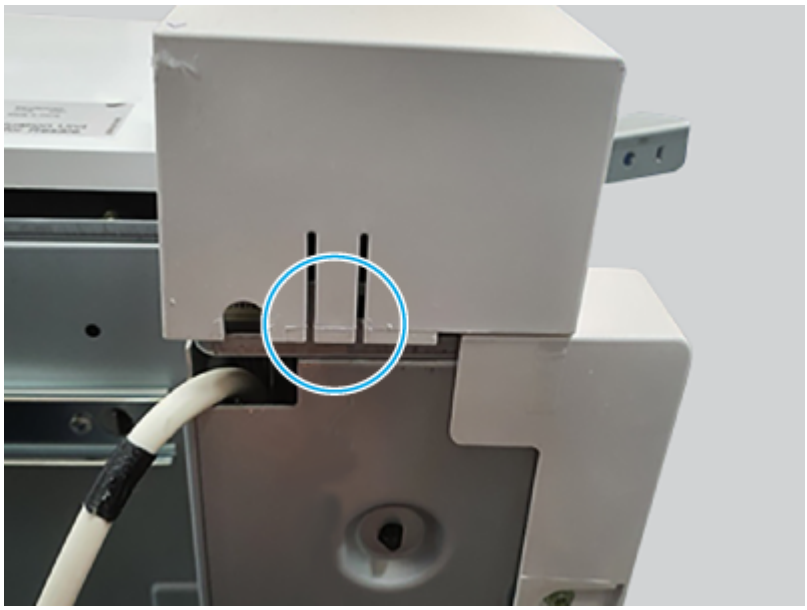
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2988 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2989 Remove the cover

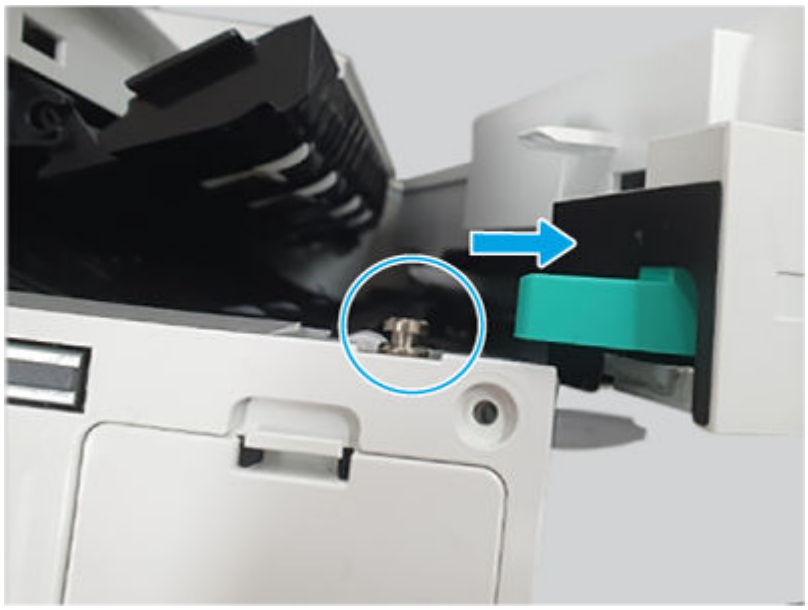


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2990 Open the punch cover

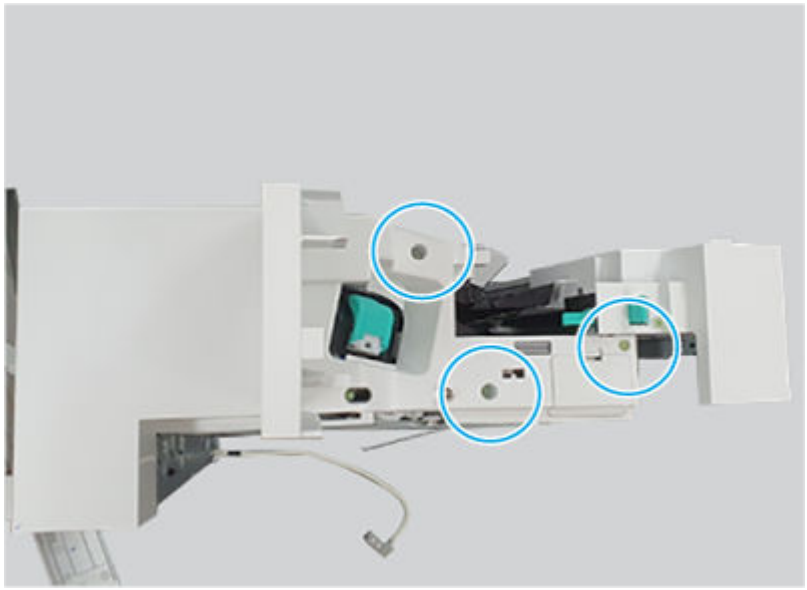


3. Remove one screw, and then remove the lock release handle.

Figure 5-2991 Remove the handle

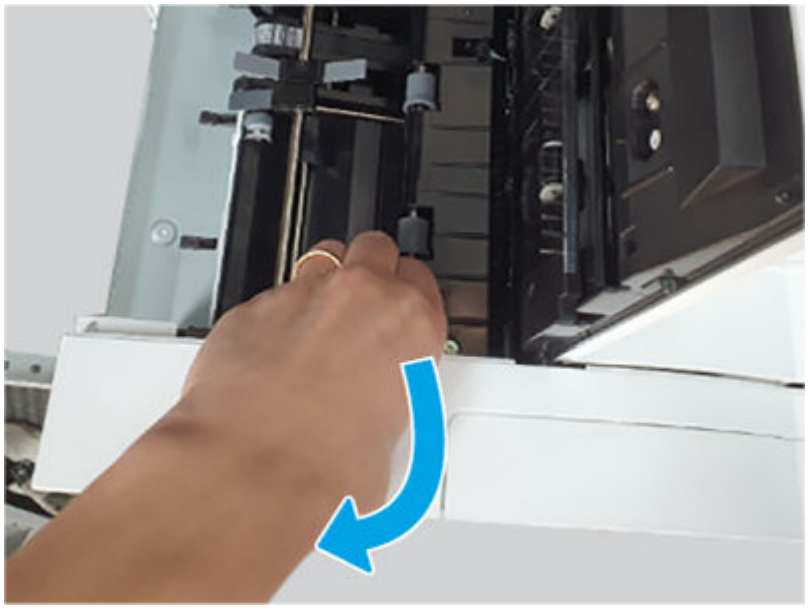
4. Remove three screws.

Figure 5-2992 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-2993 Remove the cover

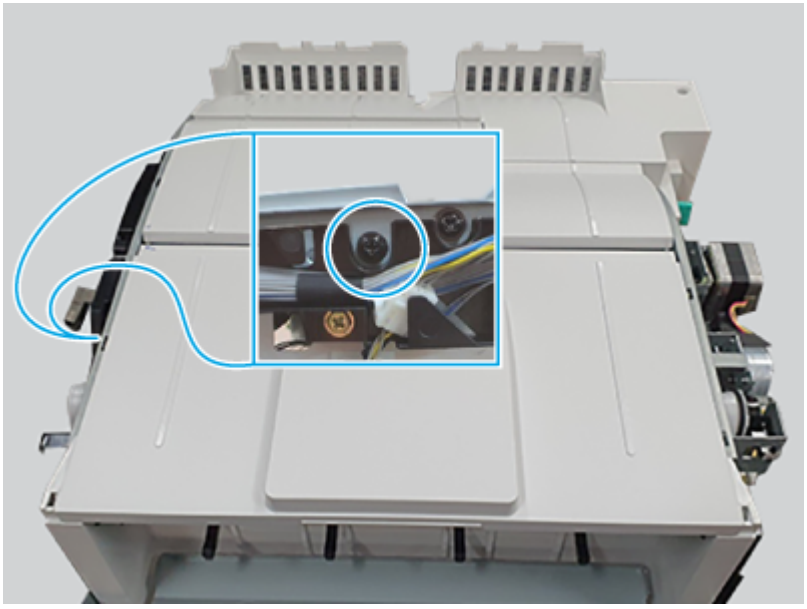


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-2994 Remove the cover

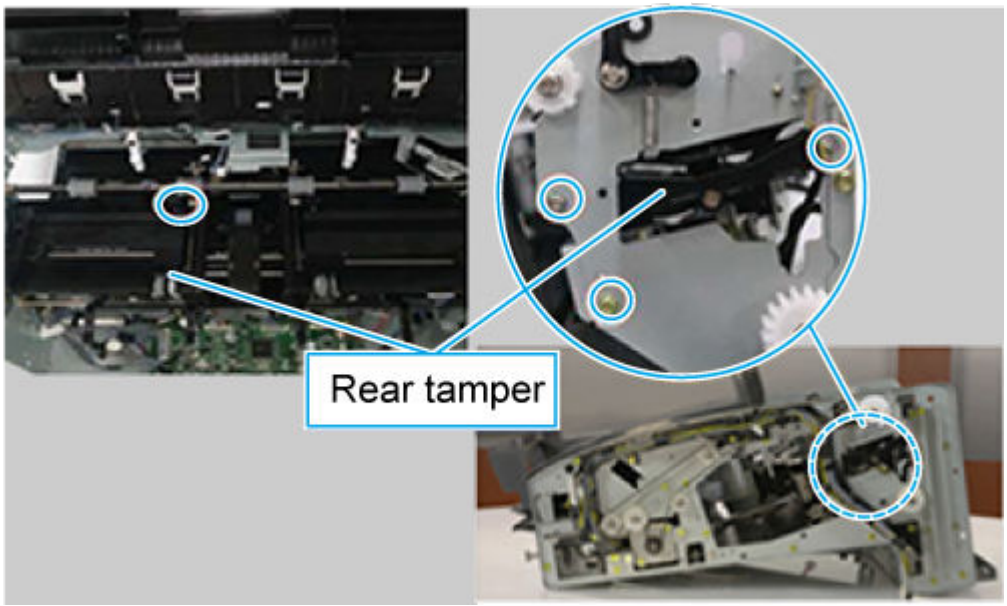


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-2995 Remove the tamper



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper motor

Learn about removing and replacing the inner finisher rear tamper motor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-346 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Rear tamper motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

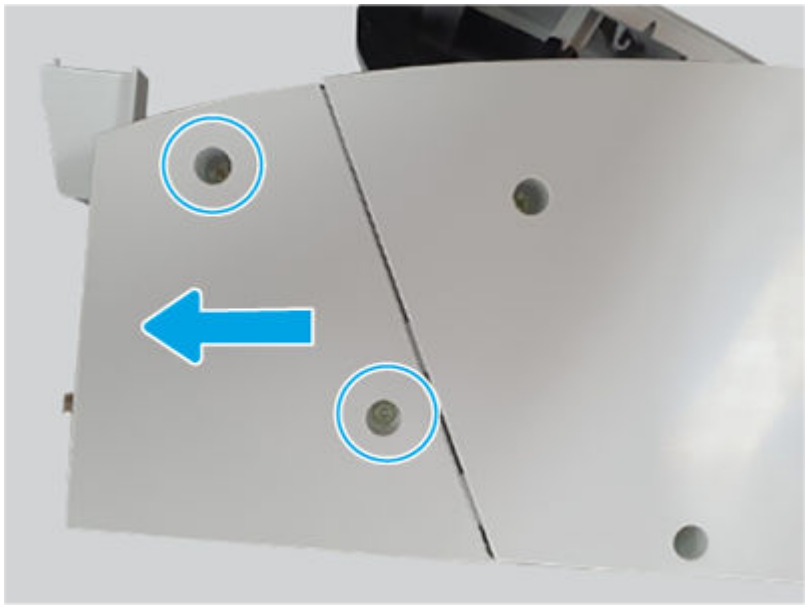
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-2996 Remove the cover



2. Remove the inner finisher rear base cover

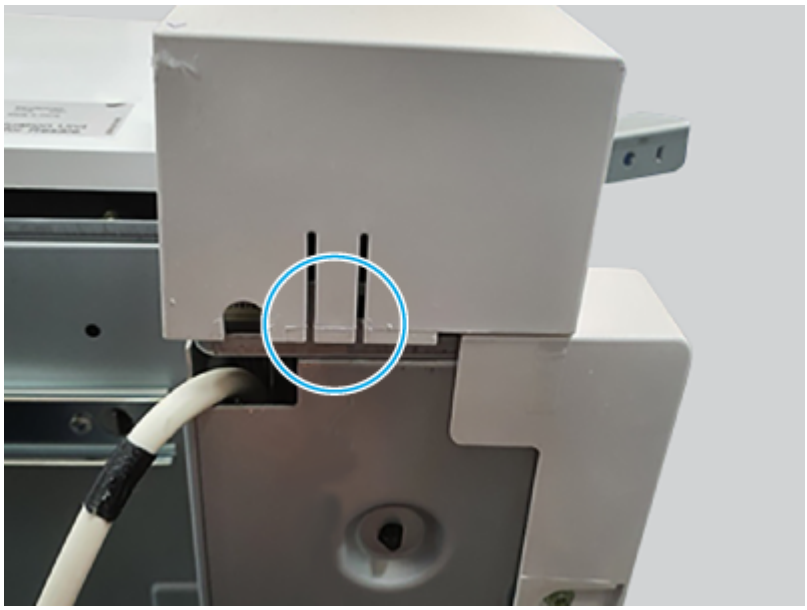
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-2997 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-2998 Remove the cover

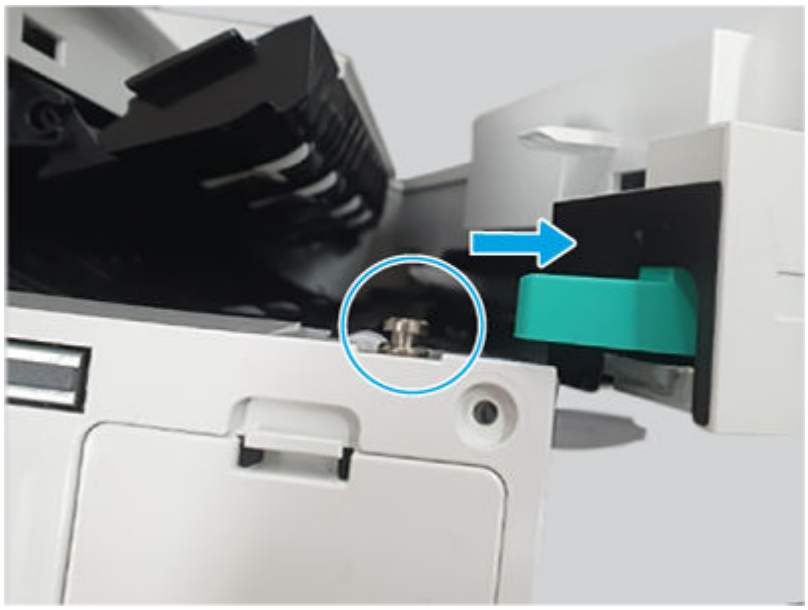


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-2999 Open the punch cover

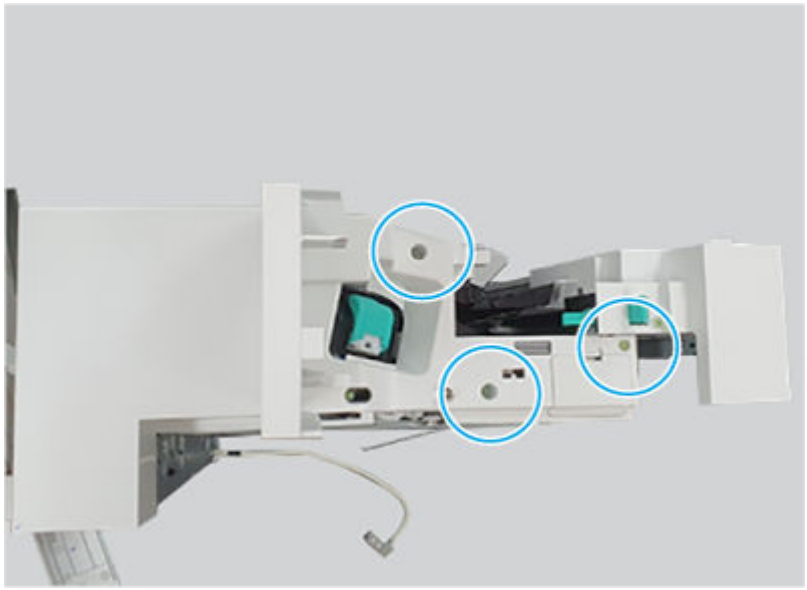


3. Remove one screw, and then remove the lock release handle.

Figure 5-3000 Remove the handle

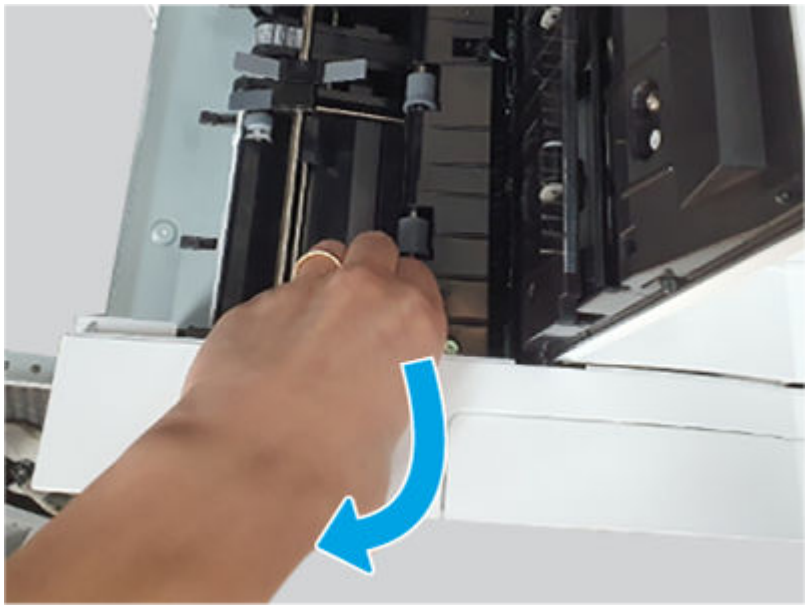
4. Remove three screws.

Figure 5-3001 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3002 Remove the cover

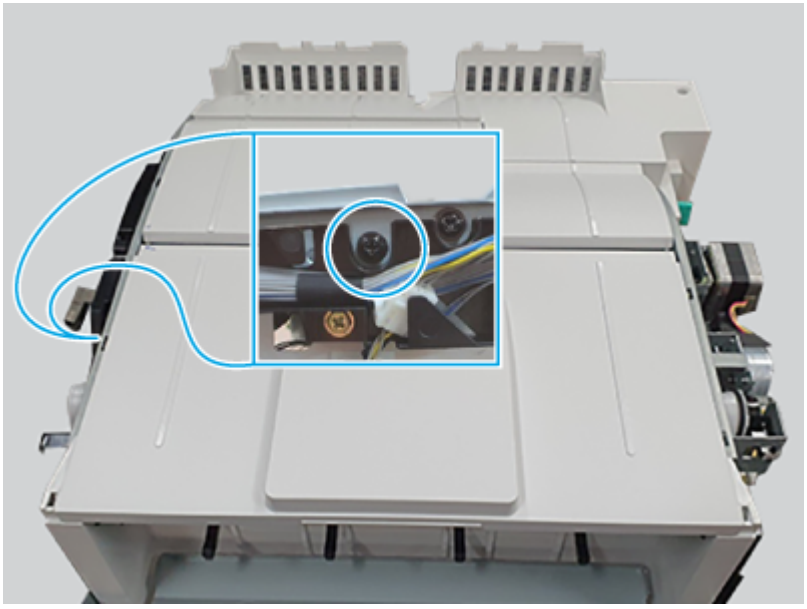


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-3003 Remove the cover

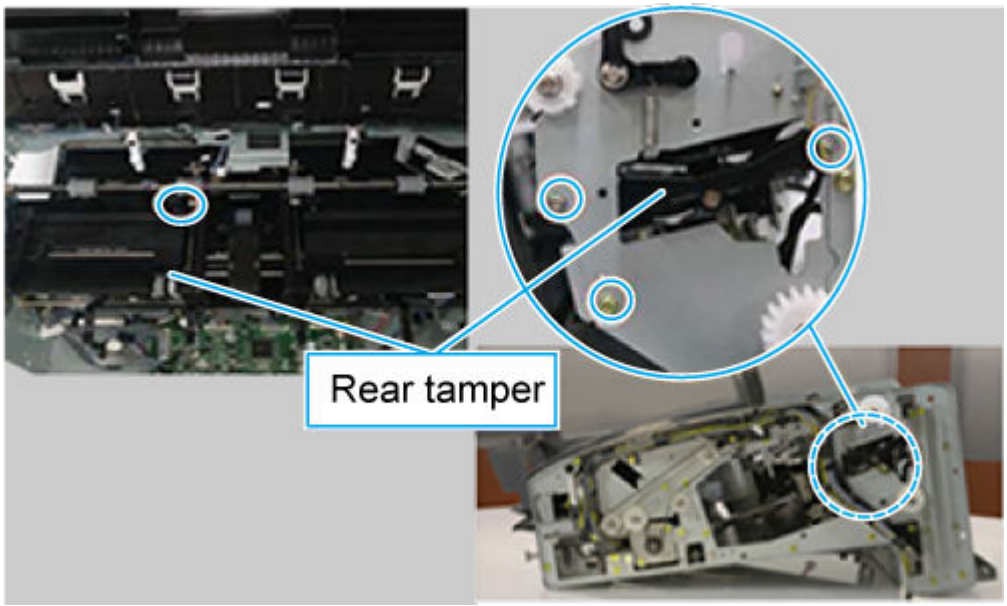


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-3004 Remove the tamper

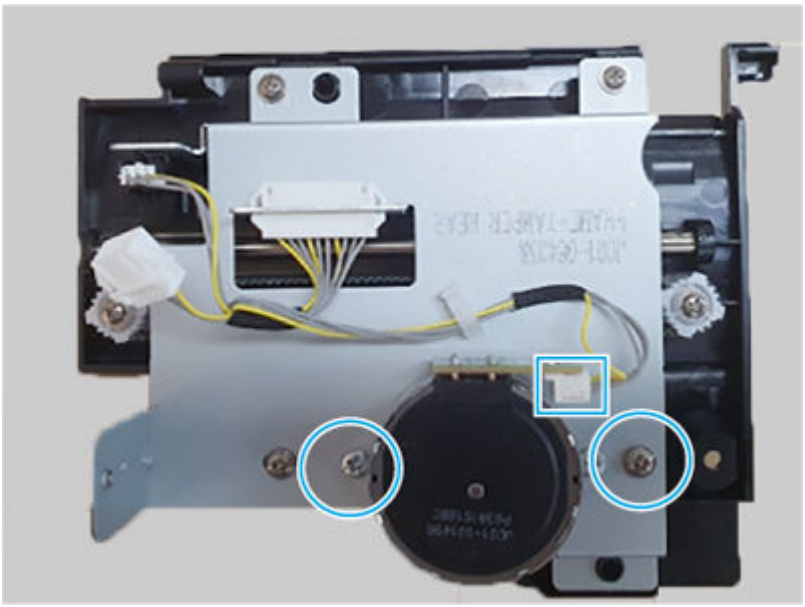


6. Remove the inner finisher rear tamper motor

Use the following procedure to remove and replace the inner finisher rear tamper motor.

- Disconnect one connector, remove two screws, and then remove the inner finisher rear tamper motor.

Figure 5-3005 Remove the motor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper home sensor

Learn about removing and replacing the inner finisher rear tamper home sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-347 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Rear tamper home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

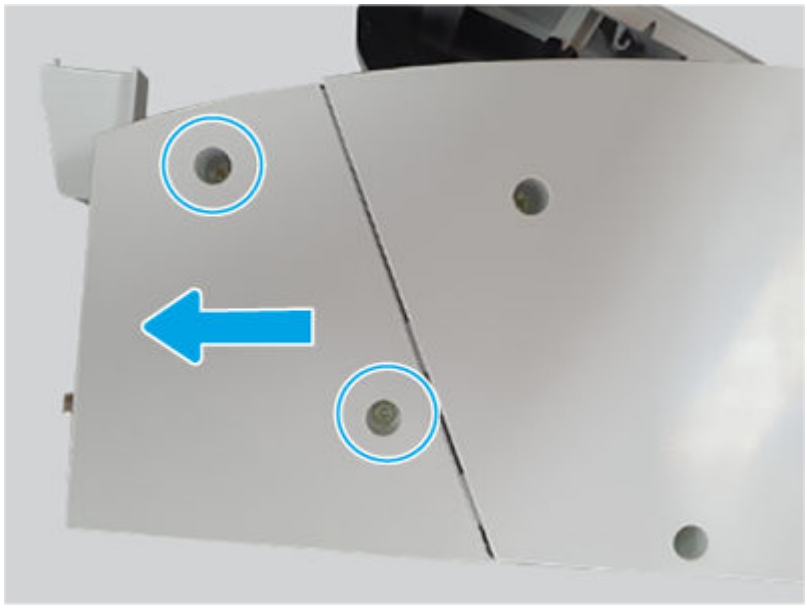
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3006 Remove the cover



2. Remove the inner finisher rear base cover

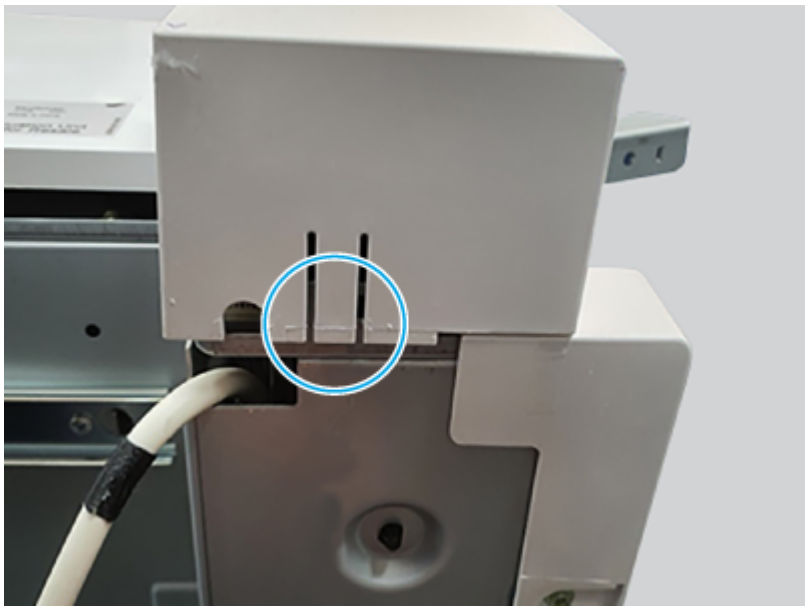
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3007 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3008 Remove the cover

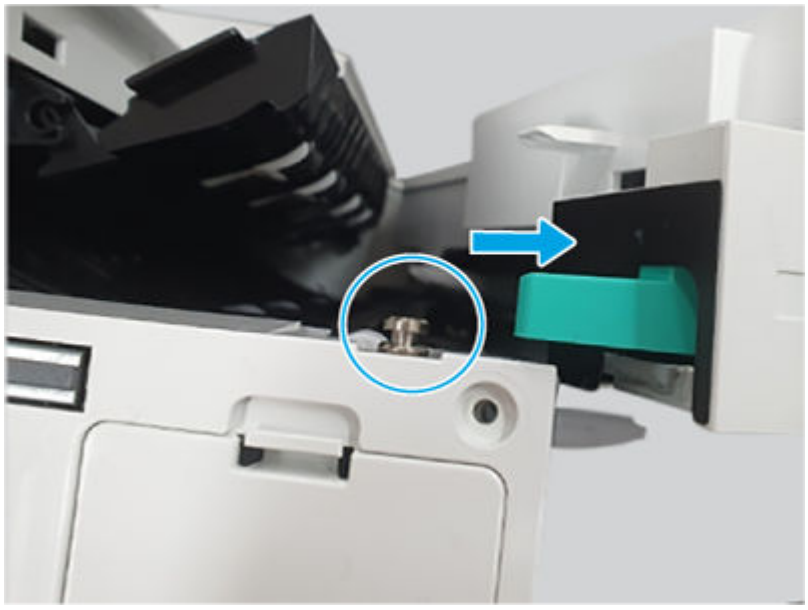


3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3009 Open the punch cover

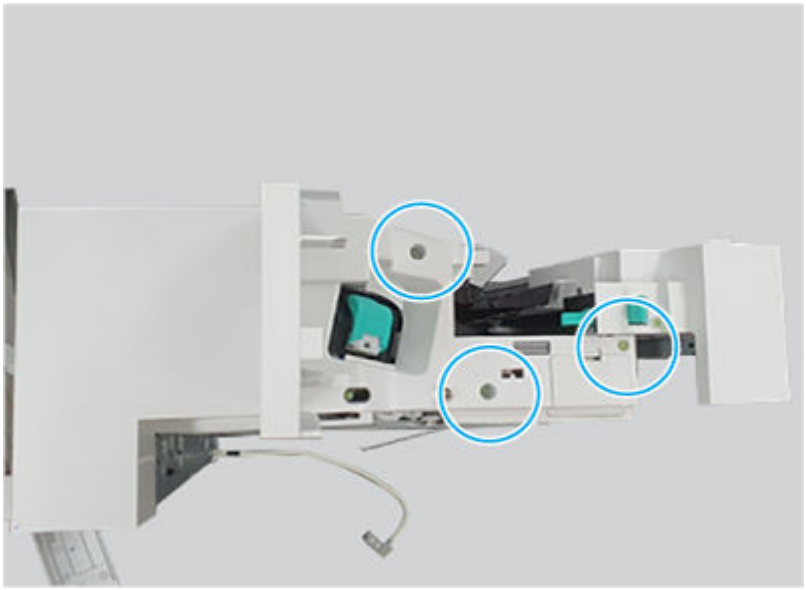


3. Remove one screw, and then remove the lock release handle.

Figure 5-3010 Remove the handle

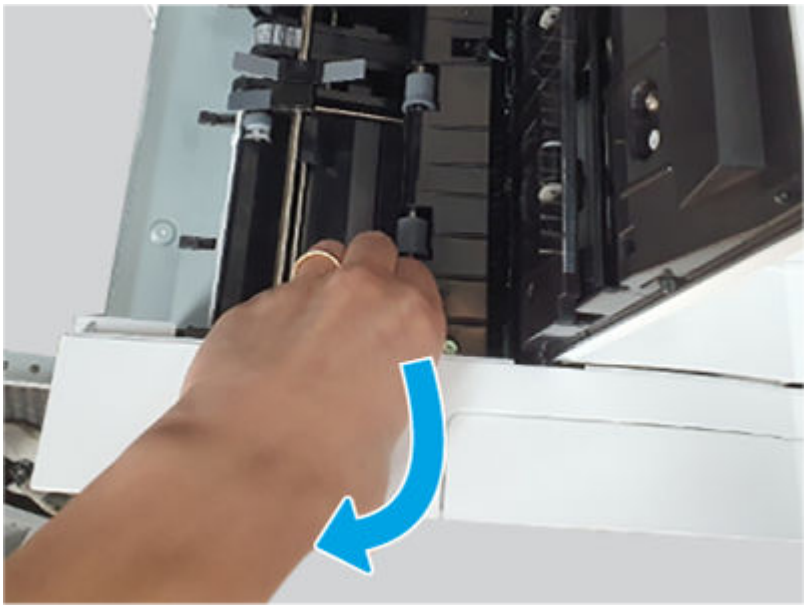
4. Remove three screws.

Figure 5-3011 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3012 Remove the cover

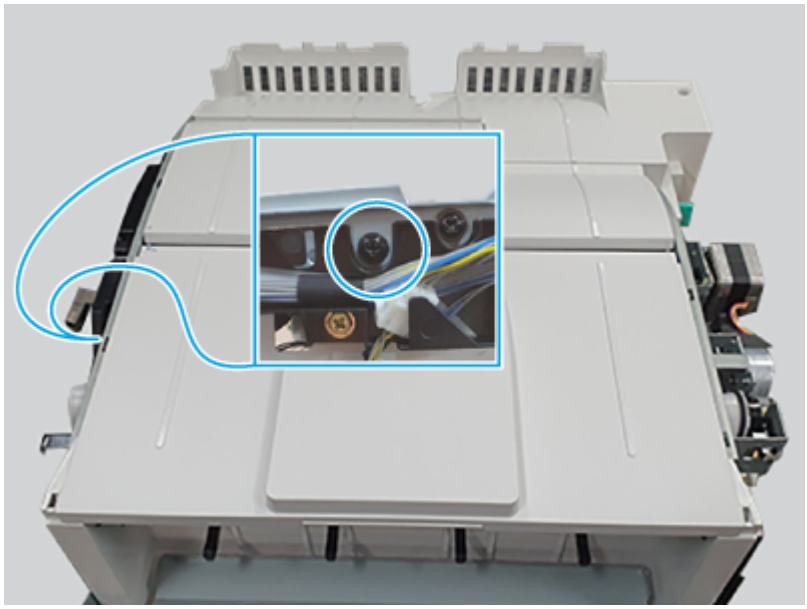


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-3013 Remove the cover

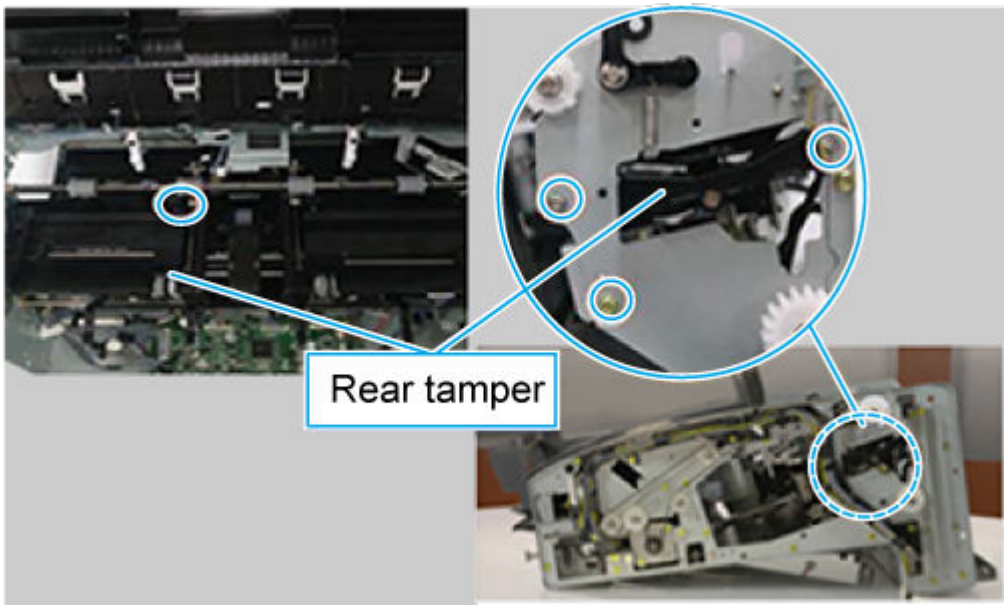


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-3014 Remove the tamper

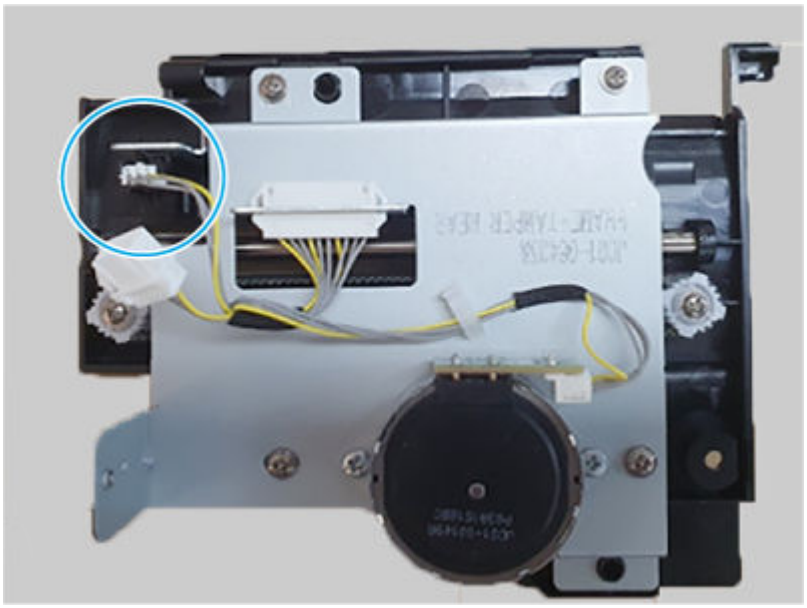


6. Remove the inner finisher rear tamper home sensor

Use the following procedure to remove and replace the inner finisher rear tamper home sensor.

- Disconnect one connector, and then remove the inner finisher rear tamper home sensor.

Figure 5-3015 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Stapler unit

Review the inner finisher stapler unit removal procedures.

Removal and replacement: Stapler assembly

Learn about removing and replacing the inner finisher stapler assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-348 Part information

Part number	Part description
6GW49-60003	Stapler assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

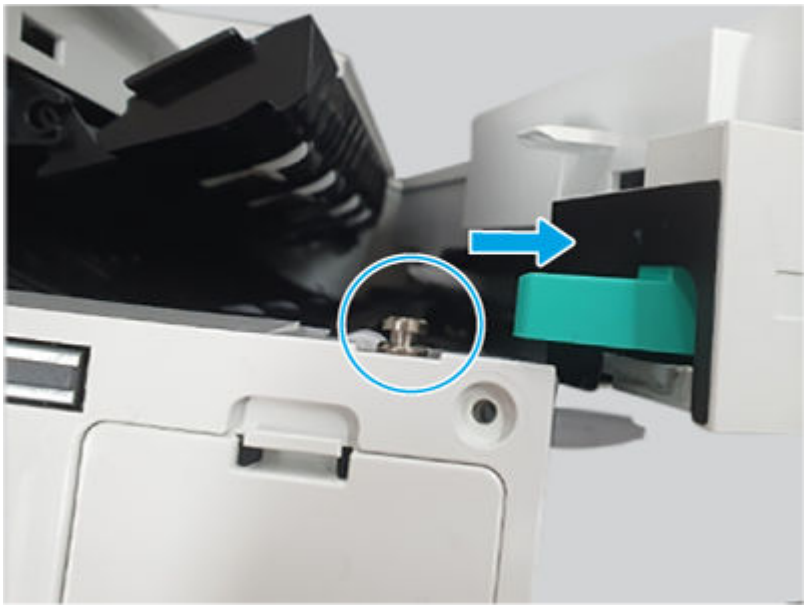
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3016 Open the punch cover

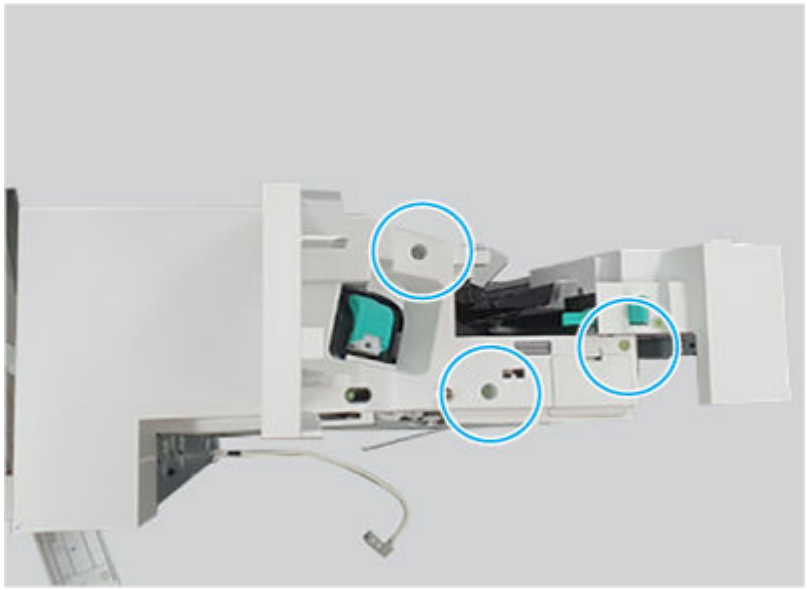


3. Remove one screw, and then remove the lock release handle.

Figure 5-3017 Remove the handle

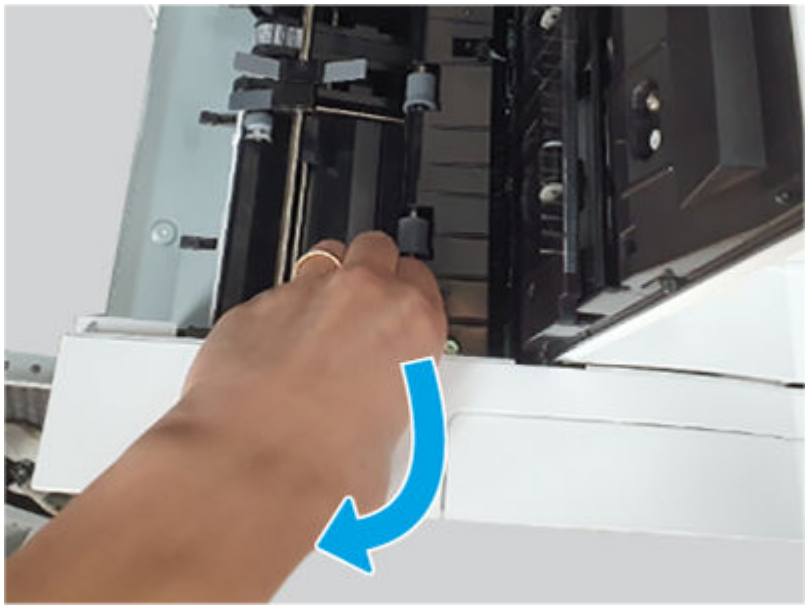
4. Remove three screws.

Figure 5-3018 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3019 Remove the cover

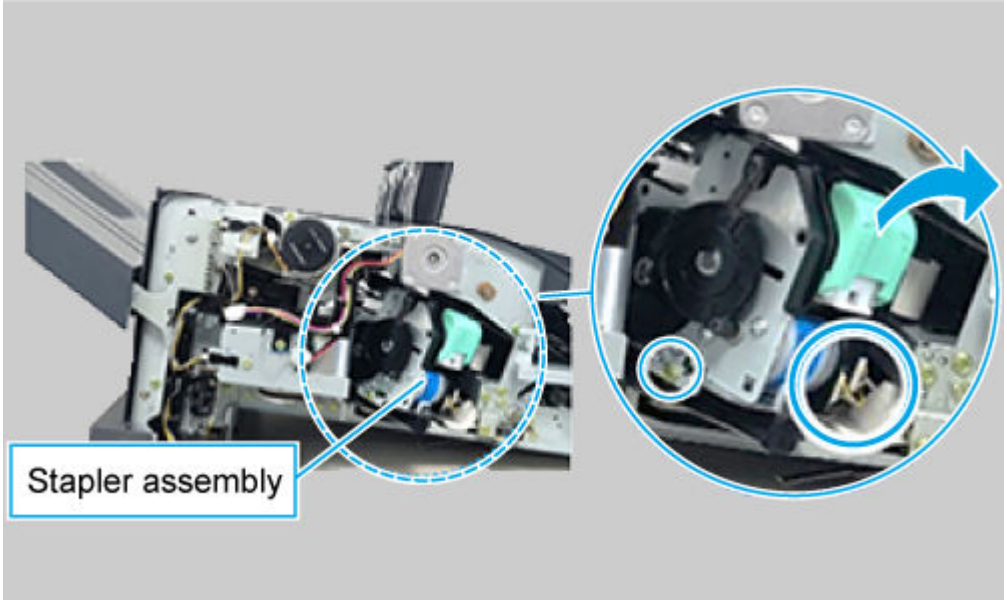


2. Remove the inner finisher stapler assembly

Use the following procedure to remove and replace the inner finisher stapler assembly.

- Disconnect two connectors, remove one screw, and then remove the inner finisher stapler assembly.

Figure 5-3020 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Staple cartridge

Learn about removing and replacing the inner finisher staple cartridge.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-349 Part information

Part number	Part description
6GW49-40001	Staple cartridge

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

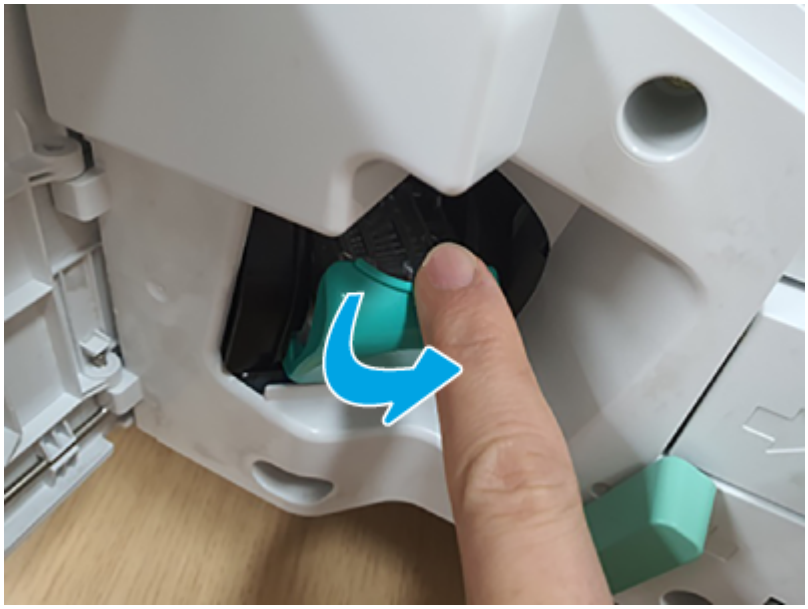
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher staple cartridge

Use the following procedure to remove and replace the inner finisher staple cartridge.

- Open the front cover, and then pull the inner finisher staple cartridge out to remove it.

Figure 5-3021 Remove the cartridge



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler position sensor

Learn about removing and replacing the inner finisher stapler position sensor.

NOTE: Remove the inner finisher form the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-350 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Stapler position sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

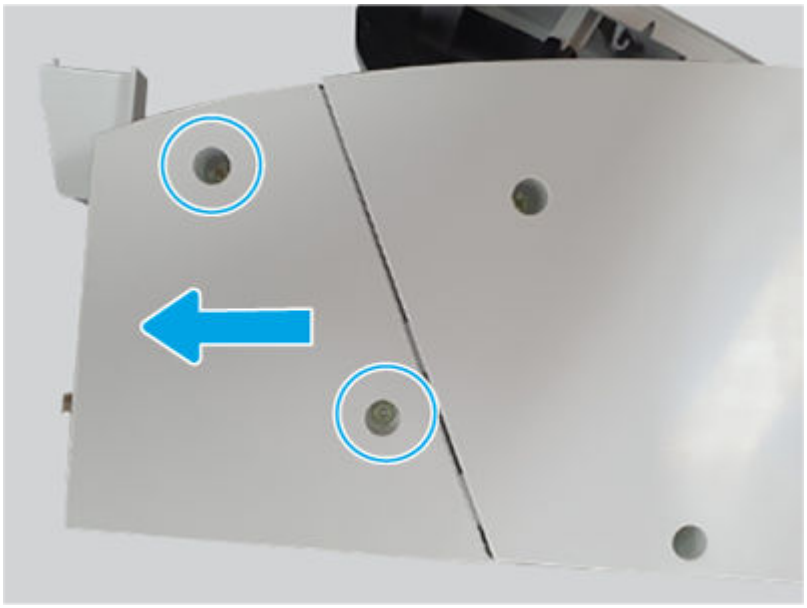
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3022 Remove the cover

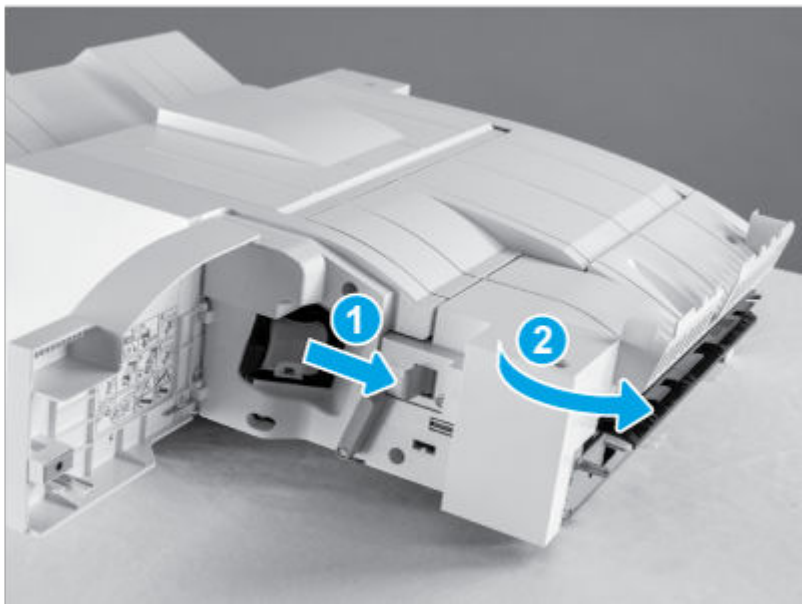


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

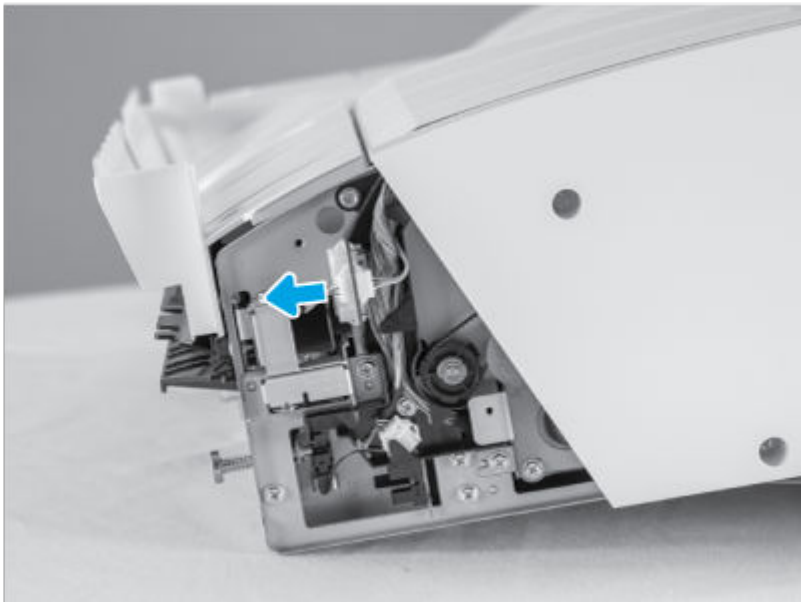
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-3023 Rotate the punch



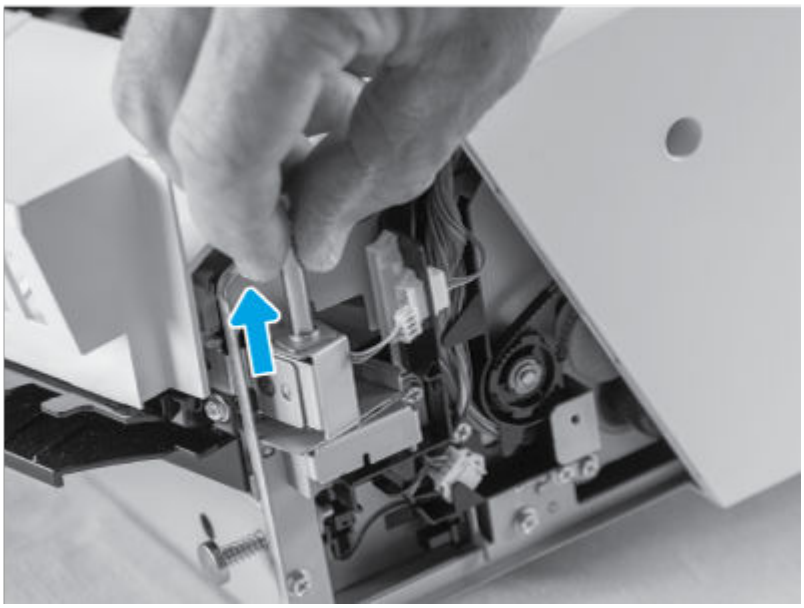
2. Disconnect one connector.

Figure 5-3024 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-3025 Remove the assembly



3. Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

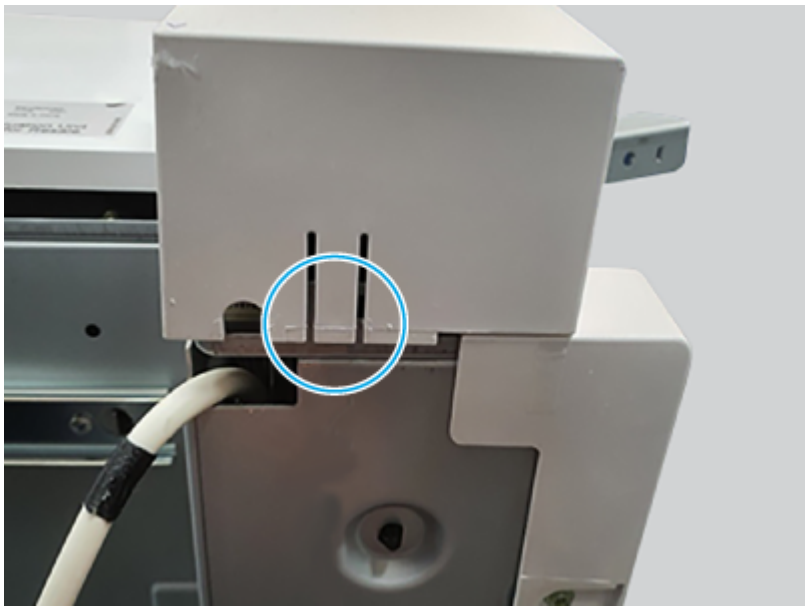
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-3026 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3027 Remove the cover



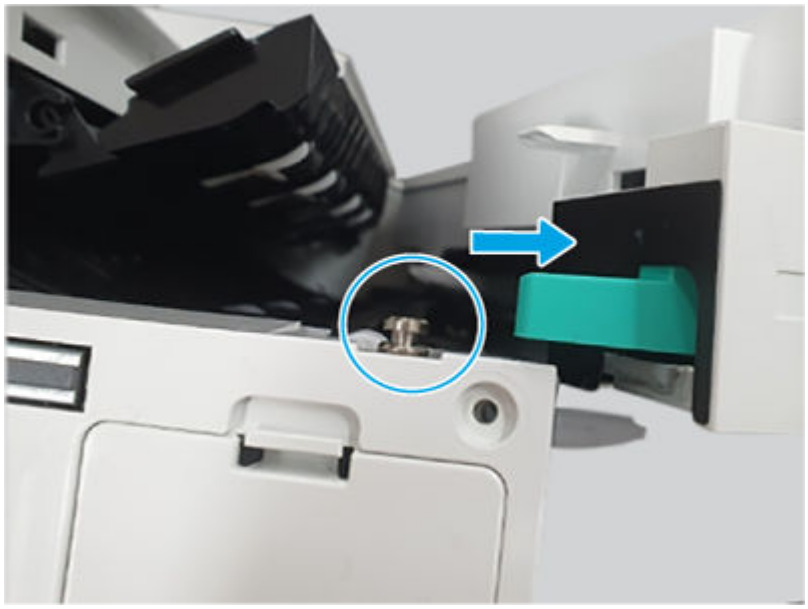
4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-3028 Open the punch cover

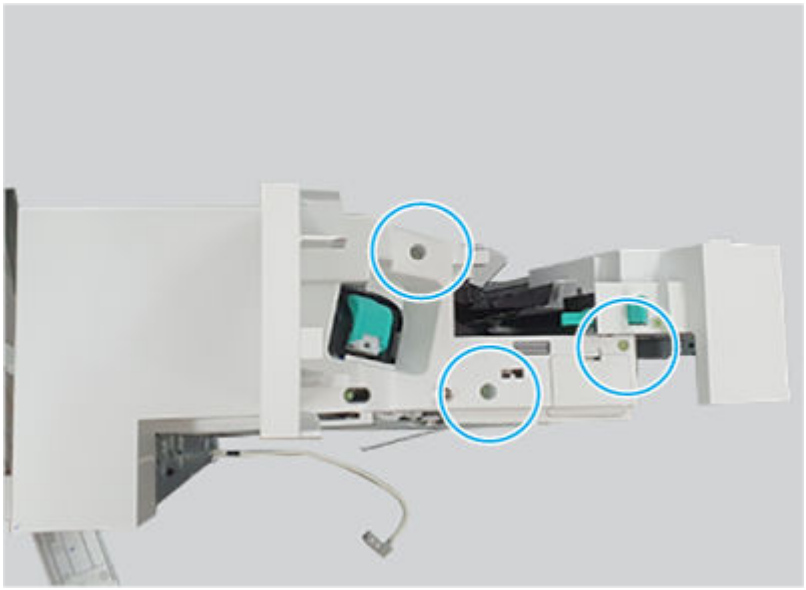


3. Remove one screw, and then remove the lock release handle.

Figure 5-3029 Remove the handle

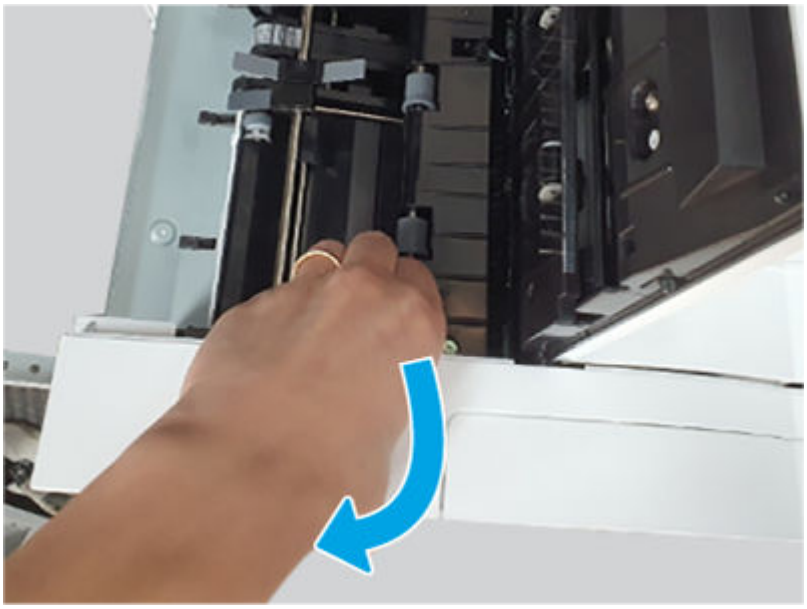
4. Remove three screws.

Figure 5-3030 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3031 Remove the cover

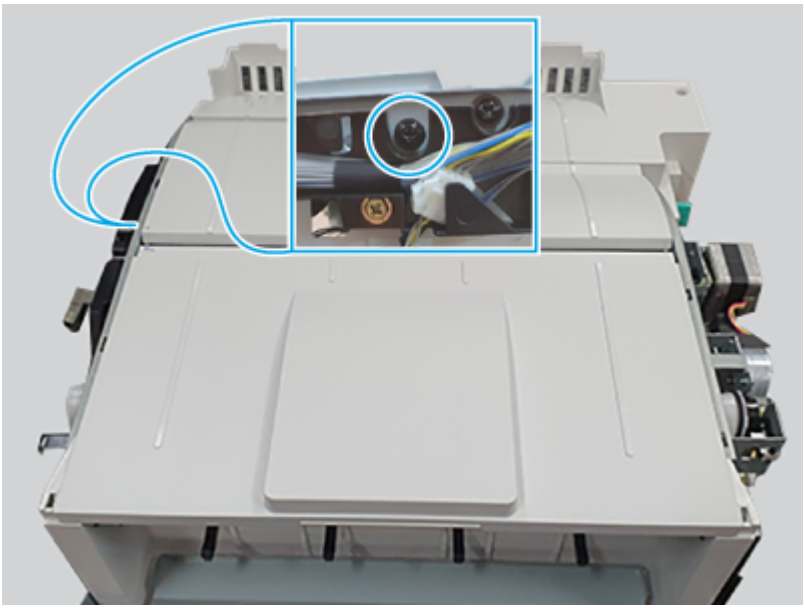


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-3032 Remove the cover

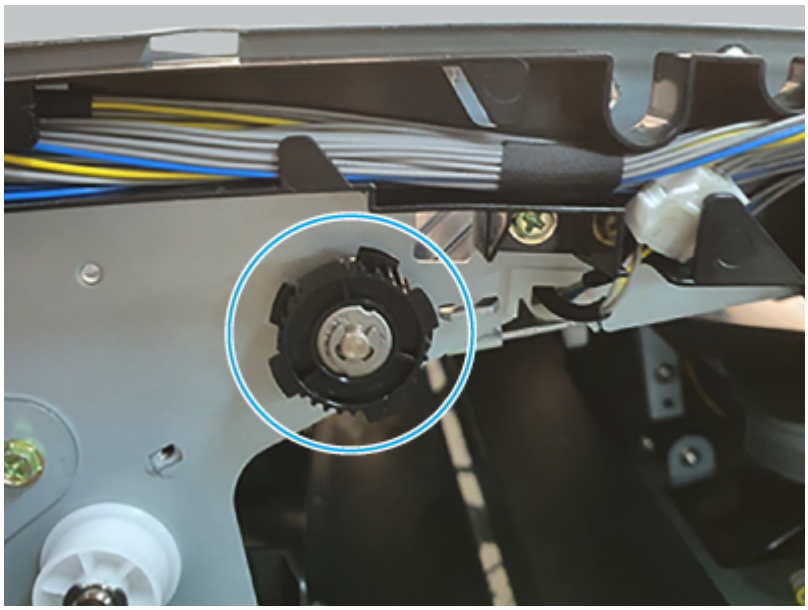


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-3033 Remove the e-ring, pulley, and bushing

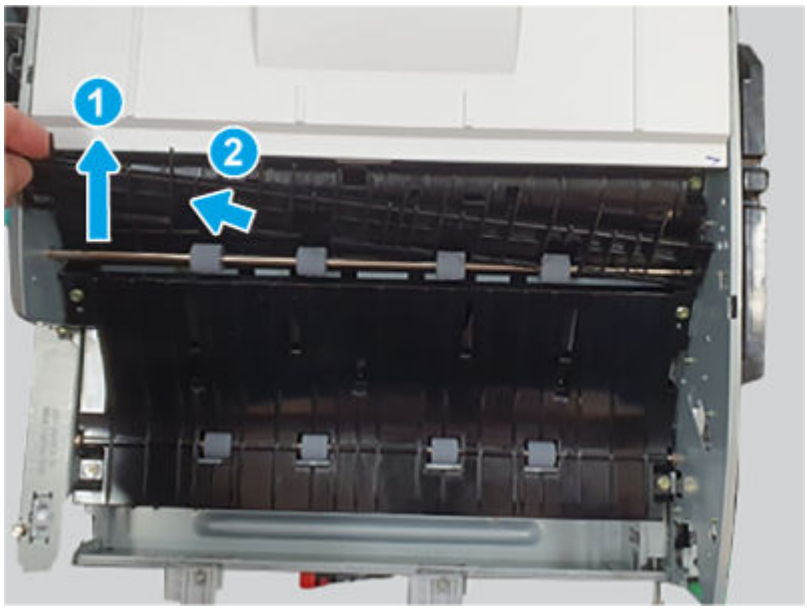


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-3034 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-3035 Remove the roller



7. Remove the inner finisher middle lower guide

Use the following procedure to remove and replace the inner finisher middle lower guide.

- Remove six screws, and then remove the inner finisher middle lower guide.

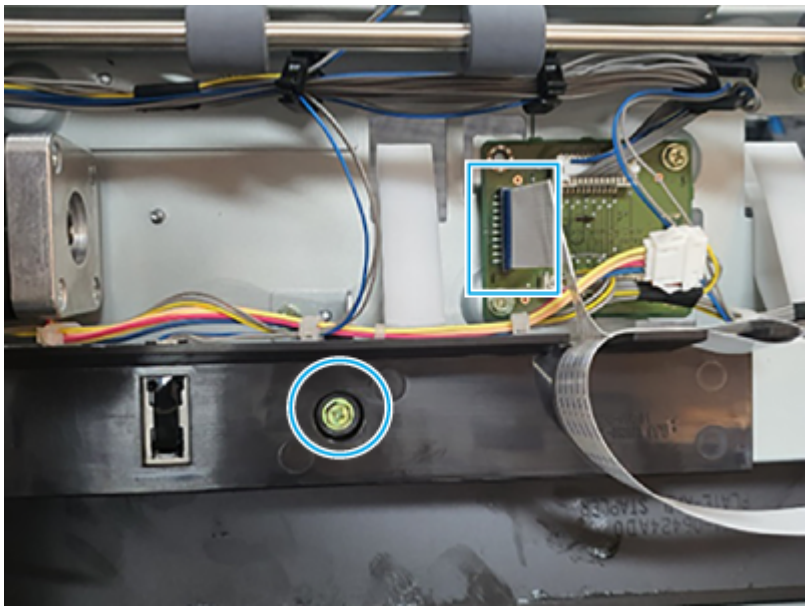
Figure 5-3036 Remove the guide

8. Remove the inner finisher stapler position sensor

Use the following procedure to remove and replace the inner finisher stapler position sensor.

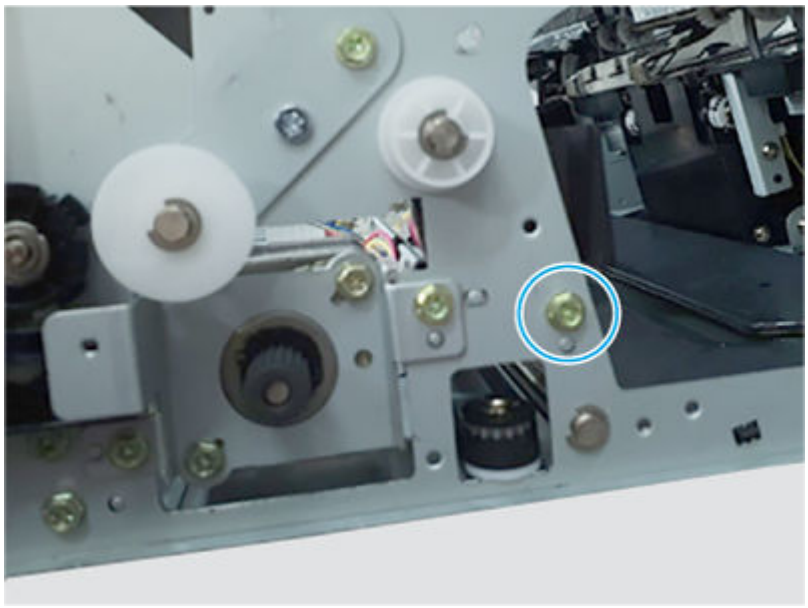
1. Disconnect one connector, remove one screw, and then remove the guide.

Figure 5-3037 Remove the guide



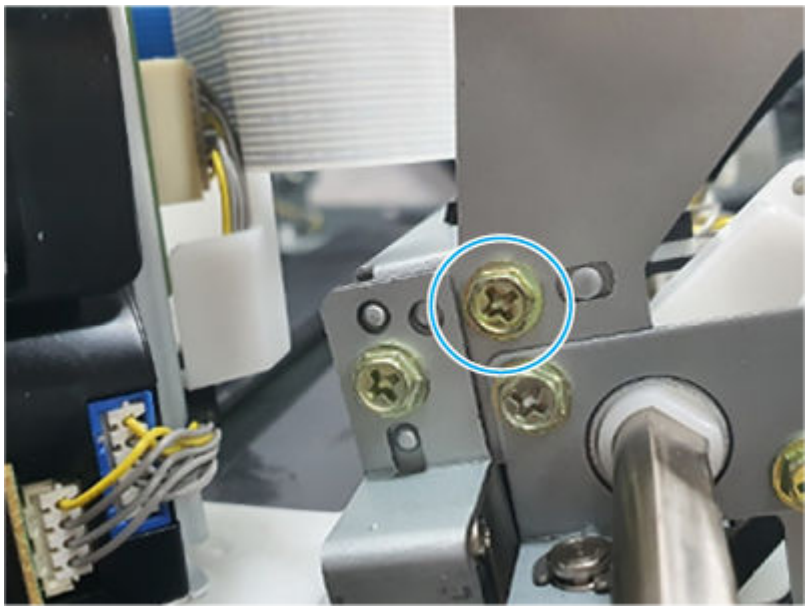
2. Remove one screw.

Figure 5-3038 Remove one screw



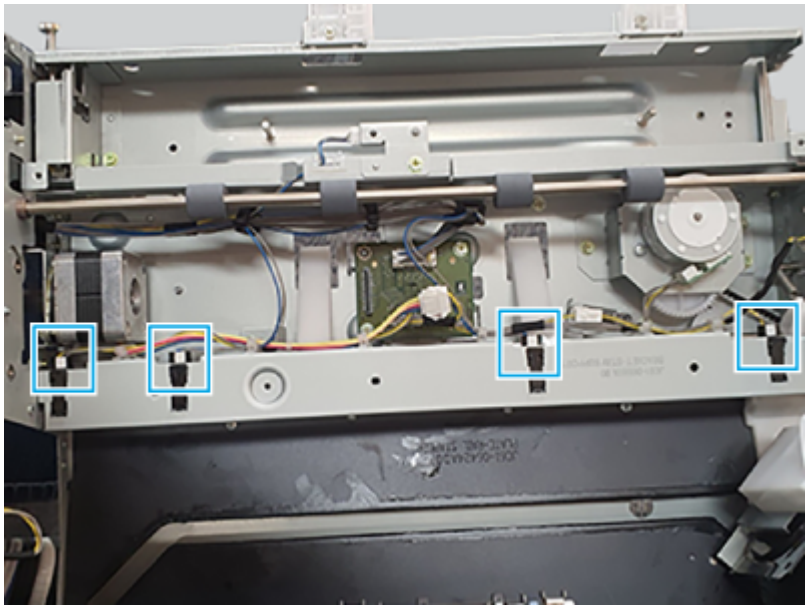
3. Remove one screw.

Figure 5-3039 Remove one screw



4. Disconnect four connectors.

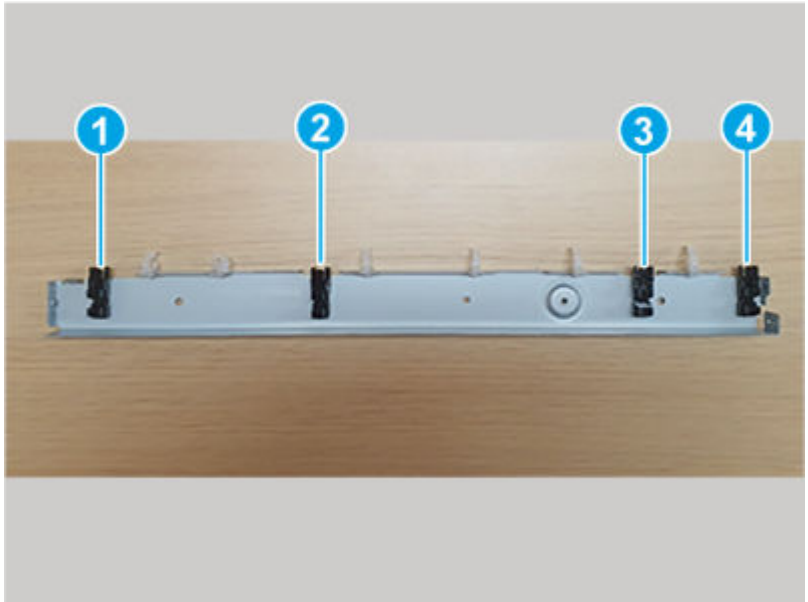
Figure 5-3040 Disconnect four connectors



5. Remove the inner finisher staple position sensor.

- **Callout 1**: Front stapler position sensor
- **Callout 2**: Middle stapler position sensor
- **Callout 3**: Middle stapler position sensor
- **Callout 4**: Rear stapler position sensor

Figure 5-3041 Remove the sensor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler position motor

Learn about removing and replacing the inner finisher stapler position motor.

NOTE: Remove the inner finisher form the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-351 Part information

Part number	Part description
JC93-00999A	Drive-motor step (Stapler position motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

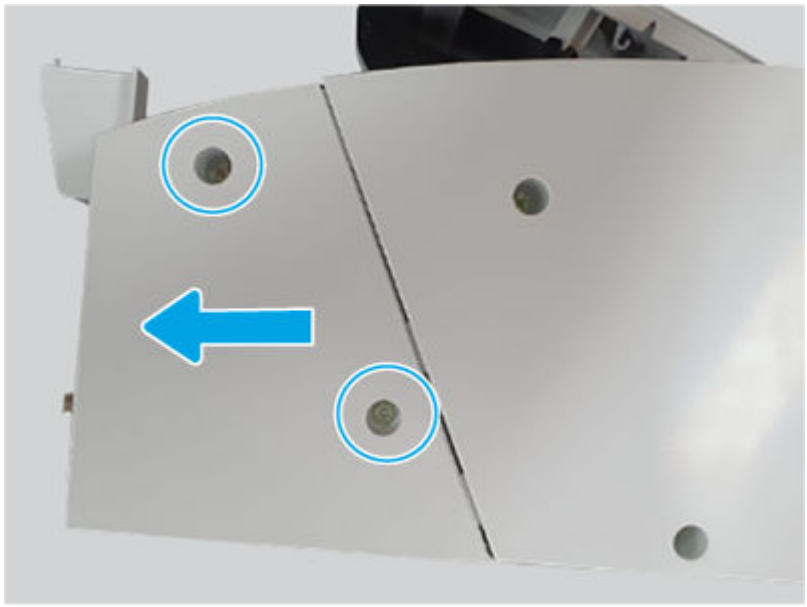
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3042 Remove the cover

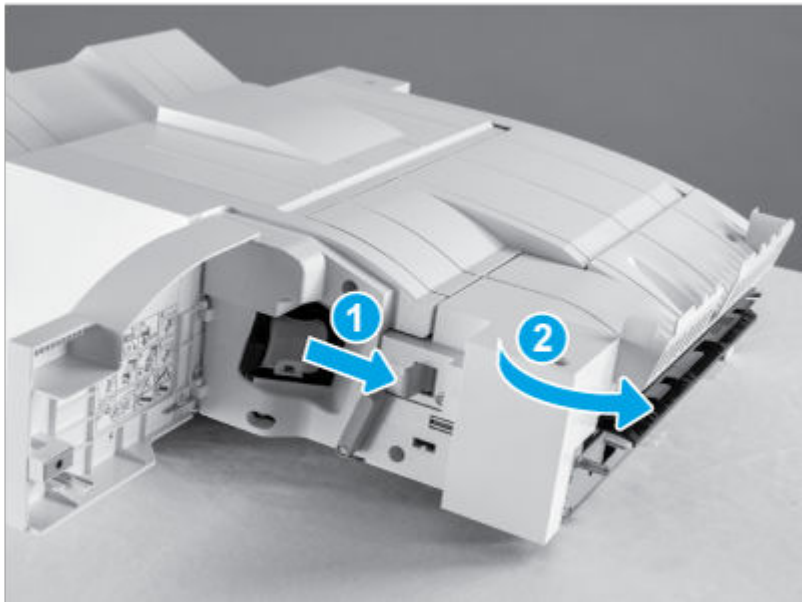


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

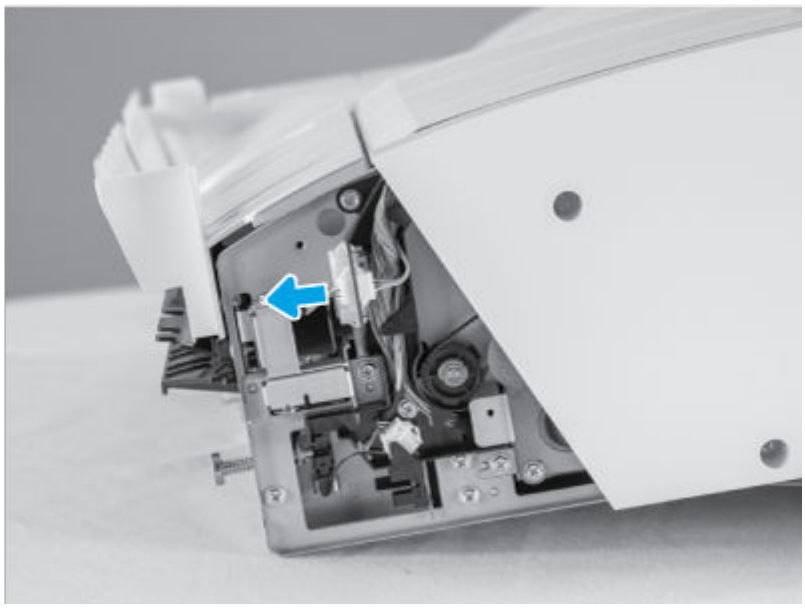
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-3043 Rotate the punch



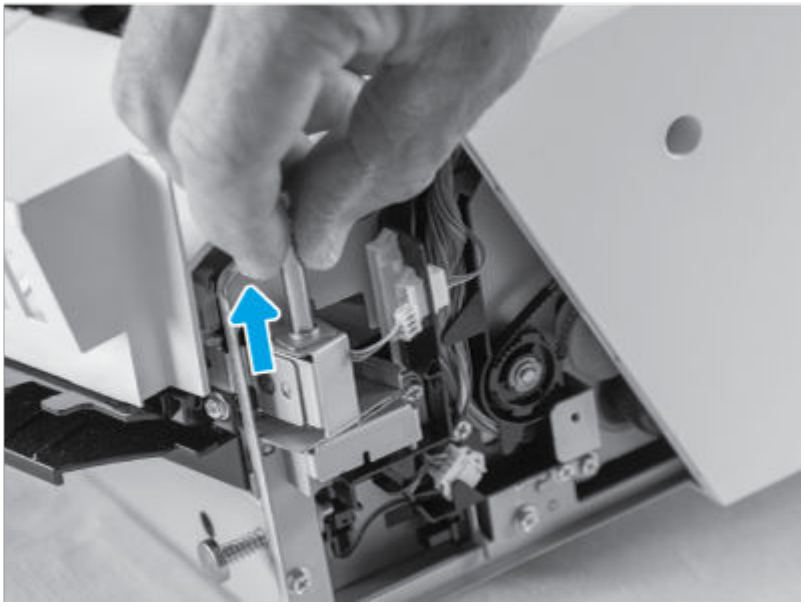
2. Disconnect one connector.

Figure 5-3044 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-3045 Remove the assembly



3. Remove the inner finisher rear base cover

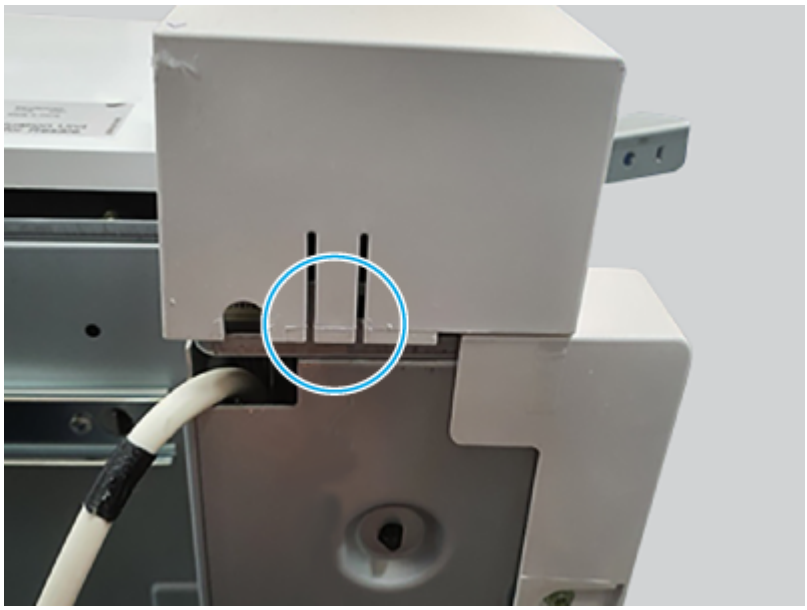
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3046 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3047 Remove the cover

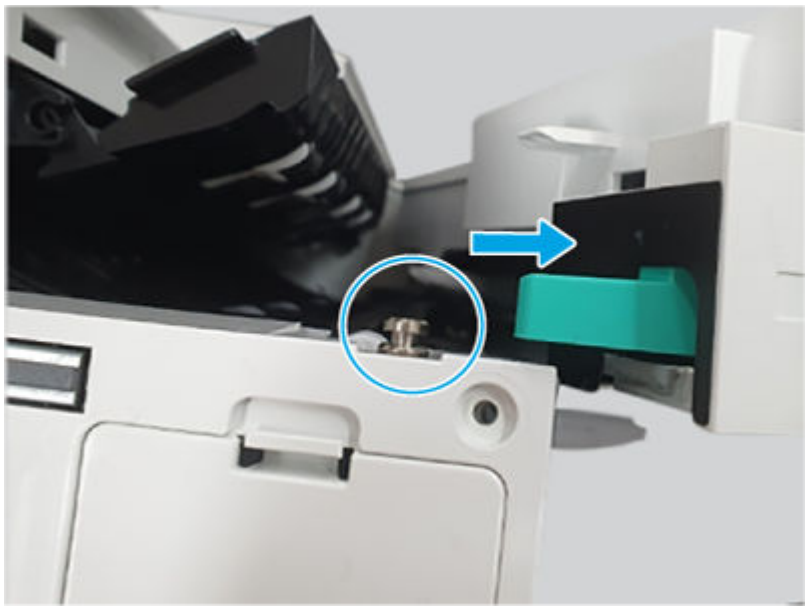


4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3048 Open the punch cover

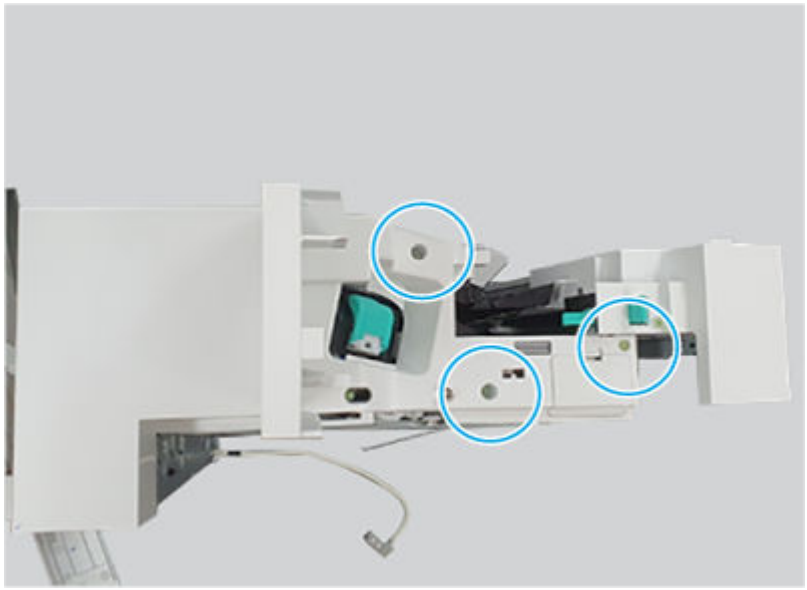


3. Remove one screw, and then remove the lock release handle.

Figure 5-3049 Remove the handle

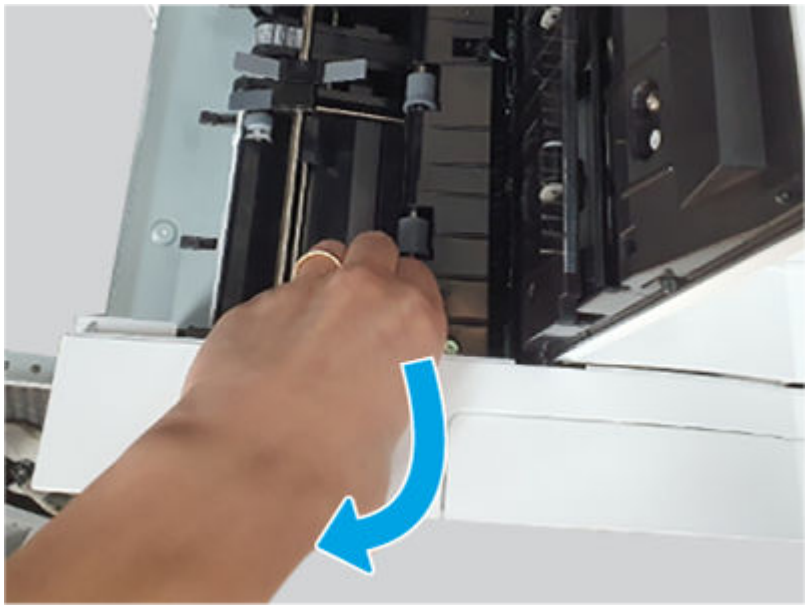
4. Remove three screws.

Figure 5-3050 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3051 Remove the cover

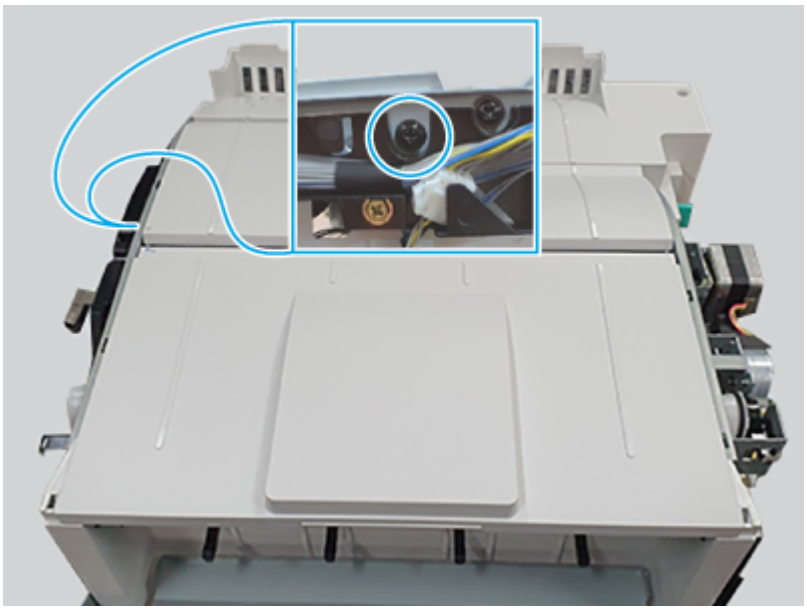


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-3052 Remove the cover

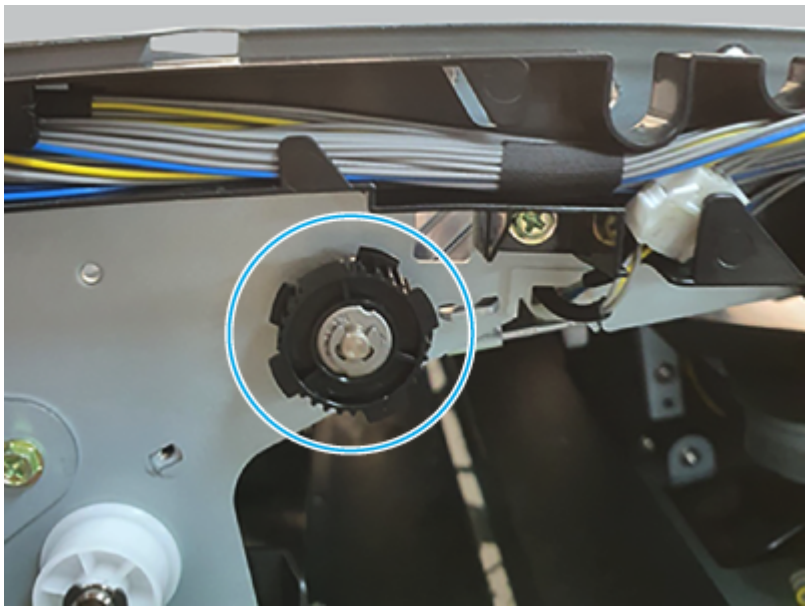


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-3053 Remove the e-ring, pulley, and bushing

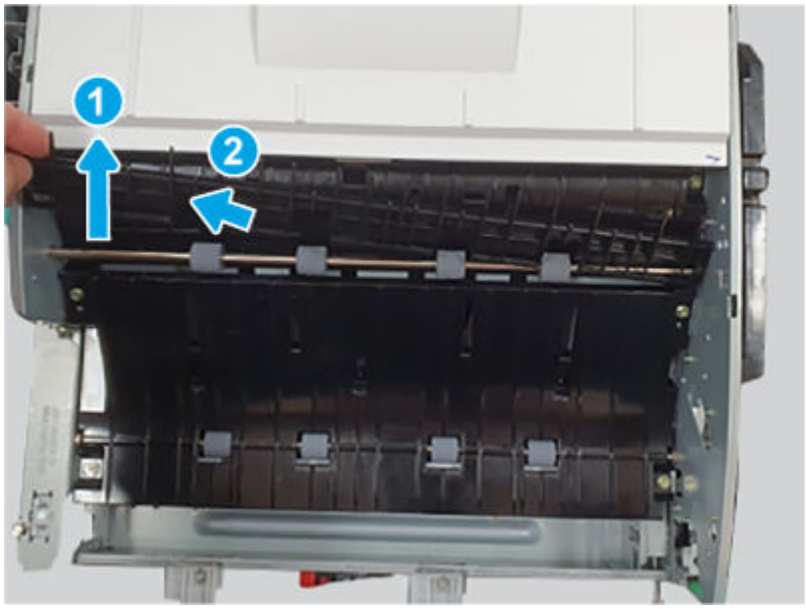


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-3054 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-3055 Remove the roller

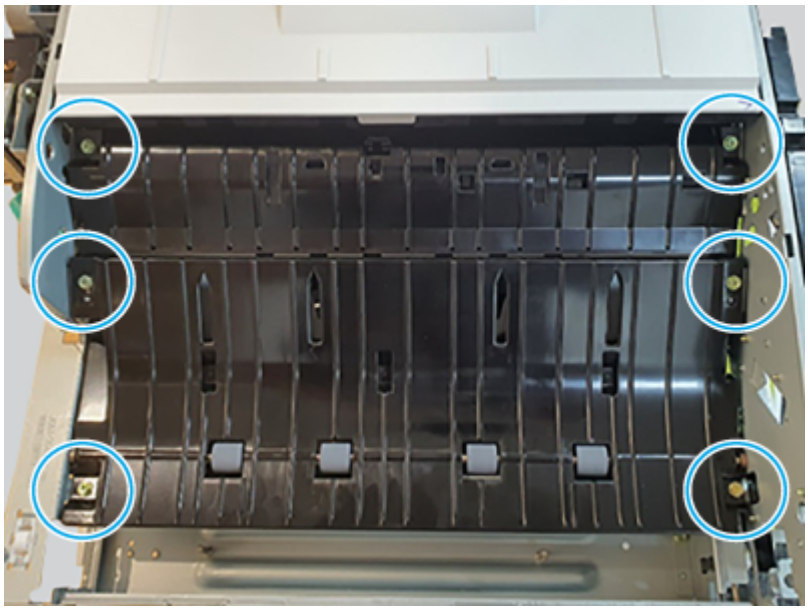


7. Remove the inner finisher middle lower guide

Use the following procedure to remove and replace the inner finisher middle lower guide.

- Remove six screws, and then remove the inner finisher middle lower guide.

Figure 5-3056 Remove the guide

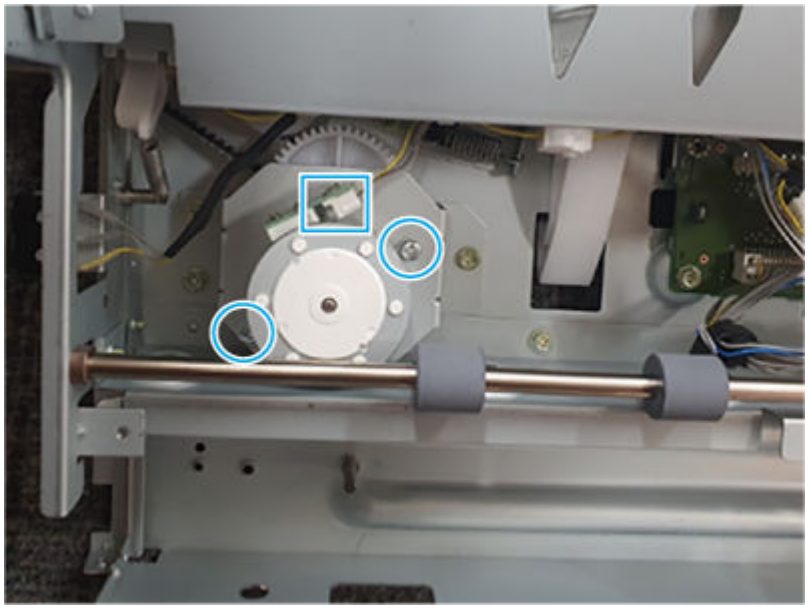


8. Remove the inner finisher stapler position motor

Use the following procedure to remove and replace the inner finisher stapler position motor.

- Disconnect one connector, remove two screws, and then remove the inner finisher stapler position motor.

Figure 5-3057 Remove the motor



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Ejector unit

Review the inner finisher ejector unit removal procedures.

Removal and replacement: Ejector

Learn about removing and replacing the inner finisher ejector.

NOTE: Remove the inner finisher form the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-352 Part information

Part number	Part description
SS456-61001	Ejector

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

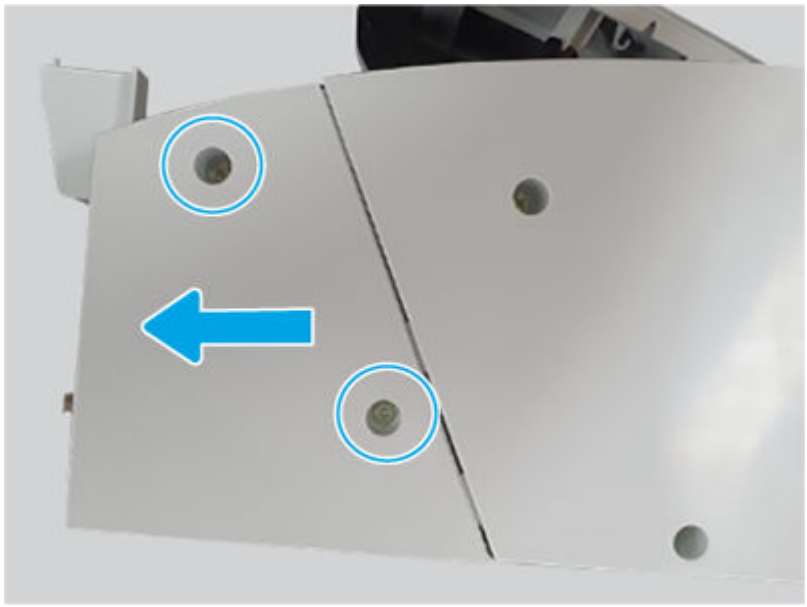
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3058 Remove the cover



2. Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

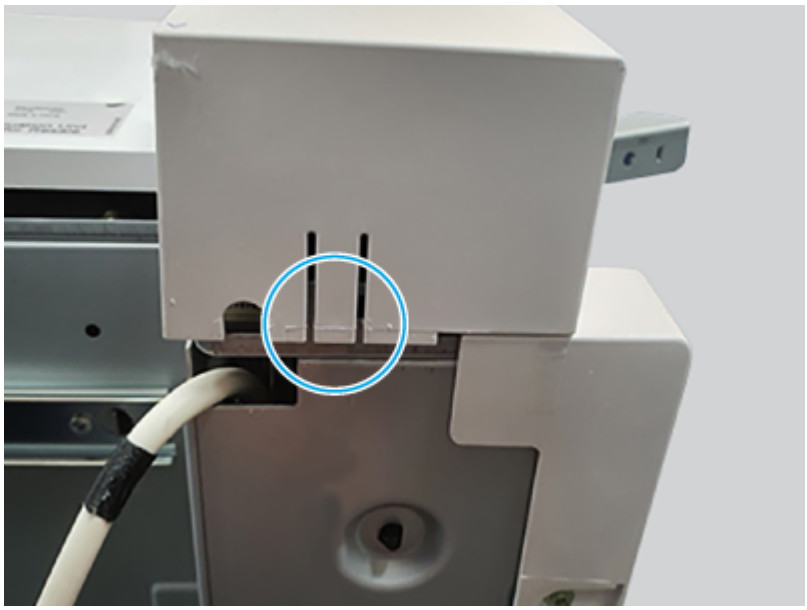
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-3059 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3060 Remove the cover



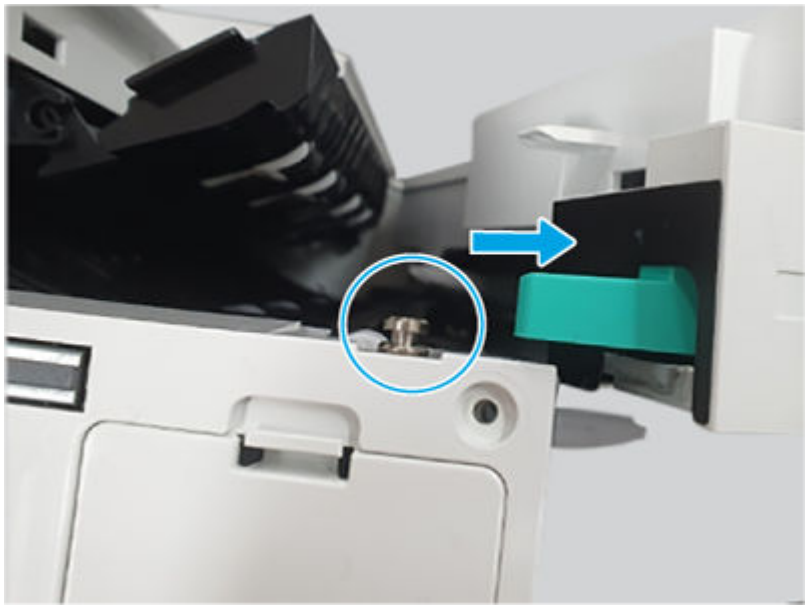
3. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-3061 Open the punch cover

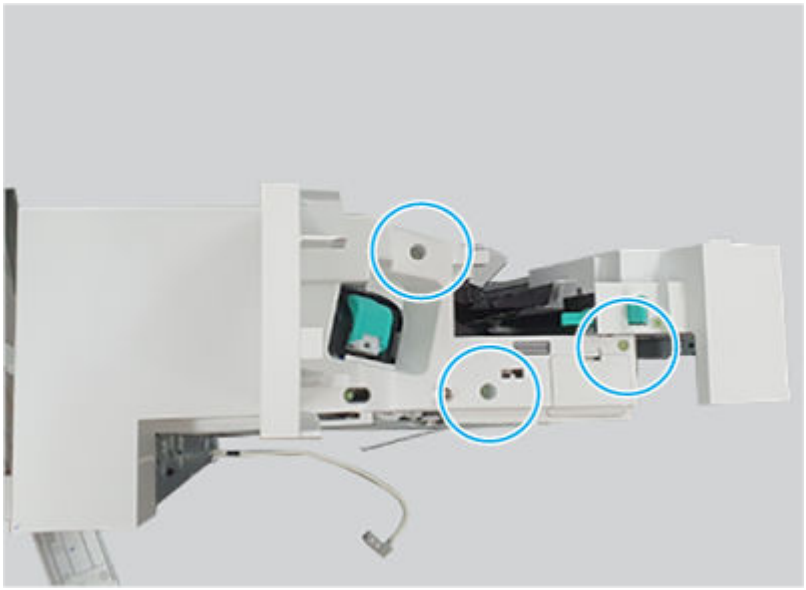


3. Remove one screw, and then remove the lock release handle.

Figure 5-3062 Remove the handle

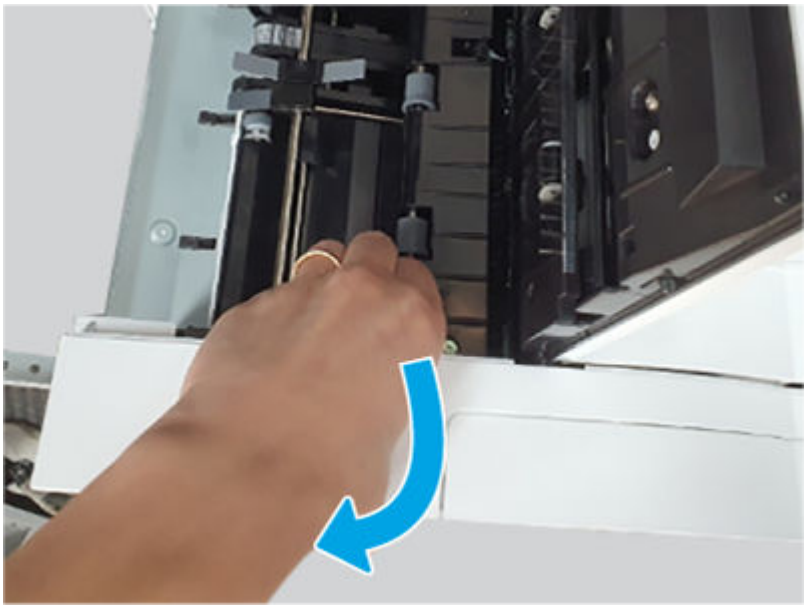
4. Remove three screws.

Figure 5-3063 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3064 Remove the cover

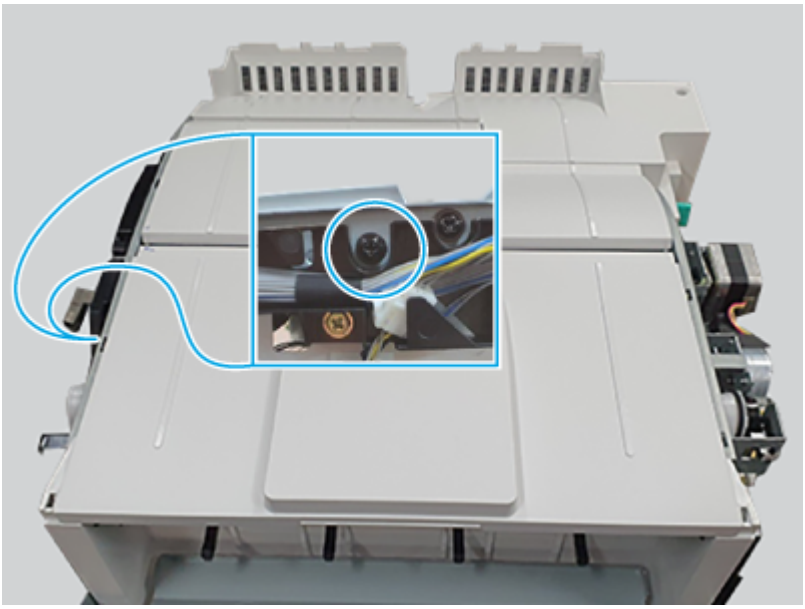


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-3065 Remove the cover

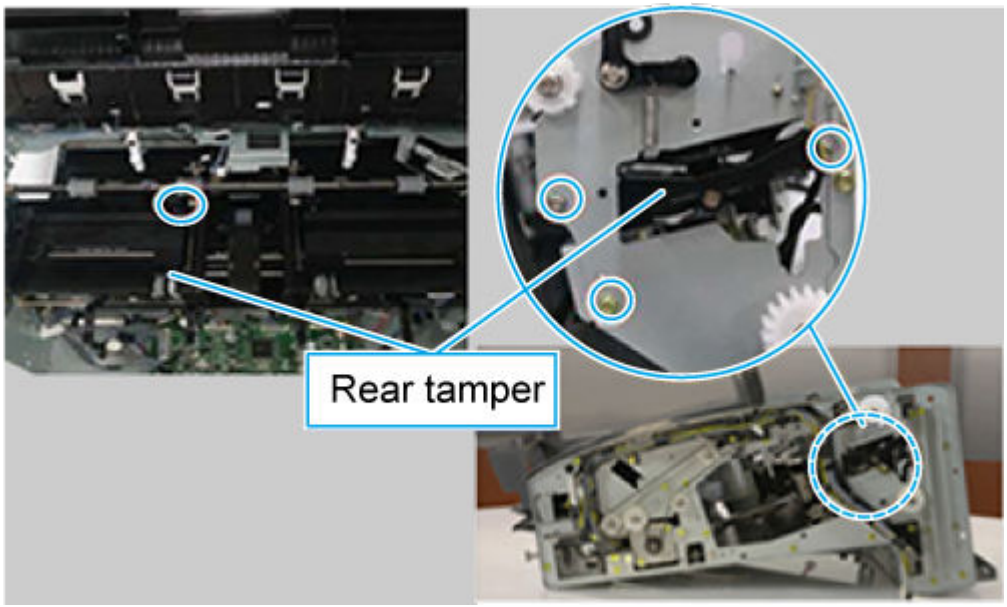


5. Remove the inner finisher rear tamper

Use the following procedure to remove and replace the inner finisher rear tamper.

- Remove four screws, and then remove the inner finisher rear tamper.

Figure 5-3066 Remove the tamper

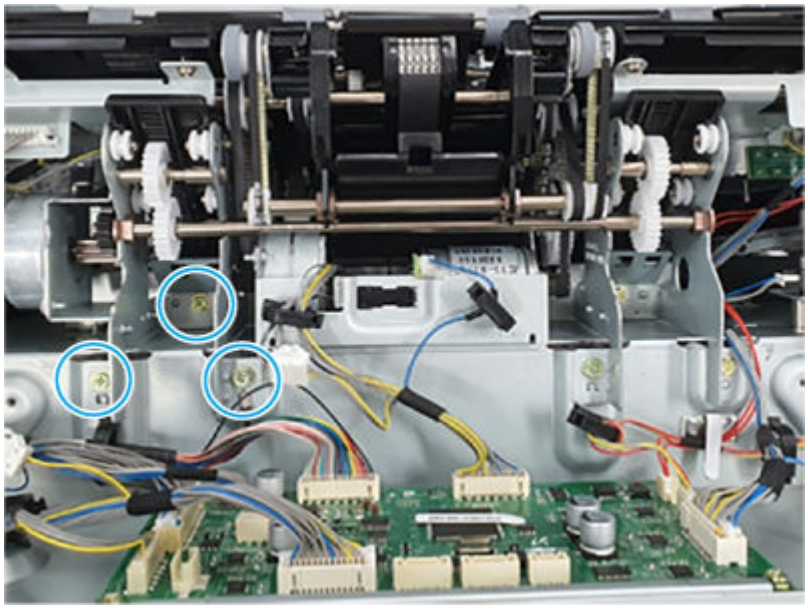


6. Remove the inner finisher rear paper support

Use the following procedure to remove and replace the inner finisher rear paper support.

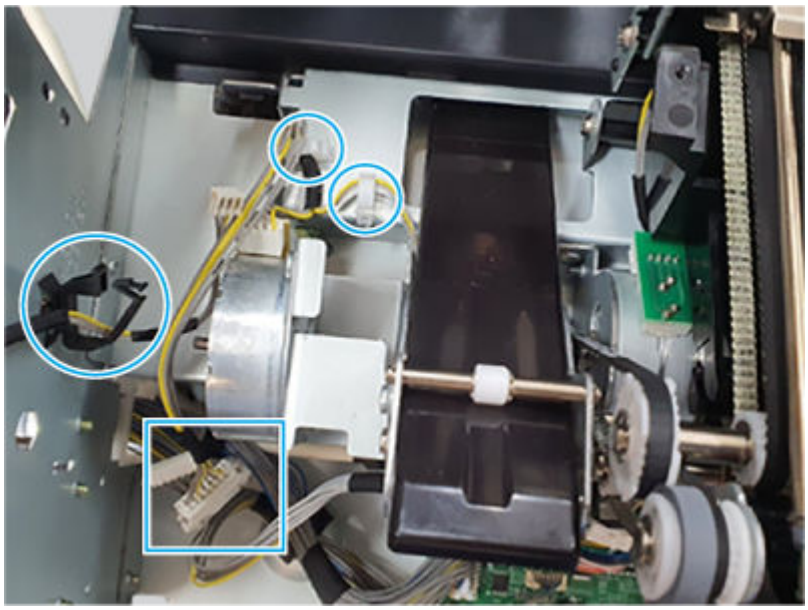
1. Remove three screws.

Figure 5-3067 Remove three screws



2. Disconnect one connector, release three hooks, and then remove the inner finisher rear paper support.

Figure 5-3068 Remove the support

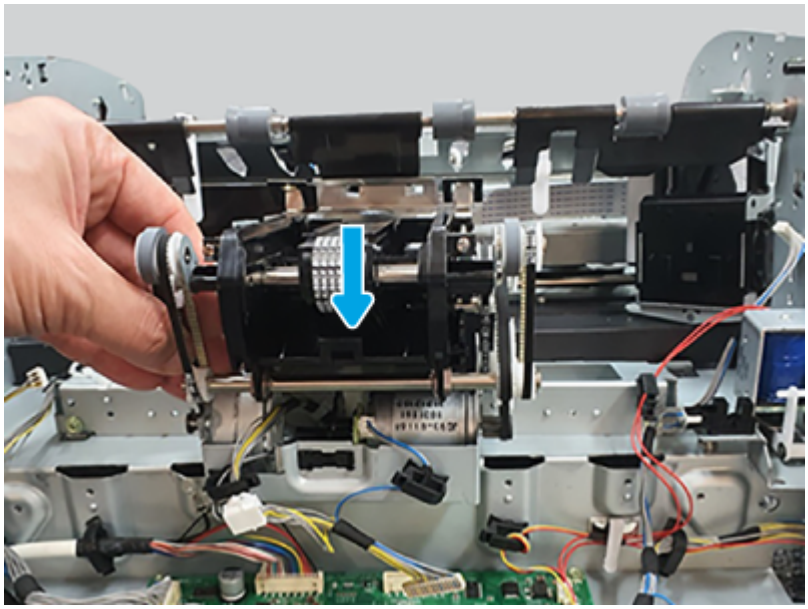


7. Remove the inner finisher ejector

Use the following procedure to remove and replace the inner finisher ejector.

- Remove the inner finisher ejector.

Figure 5-3069 Remove the ejector



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Output tray and paper holding unit

Review the inner finisher output tray and paper holding unit removal procedures.

Removal and replacement: Output tray motor assembly

Learn about removing and replacing the inner finisher output tray motor assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-353 Part information

Part number	Part description
JC90-01334B	Output tray motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

- Open the front door, remove one screw, and then remove the lock release handle.

Figure 5-3070 Remove the handle

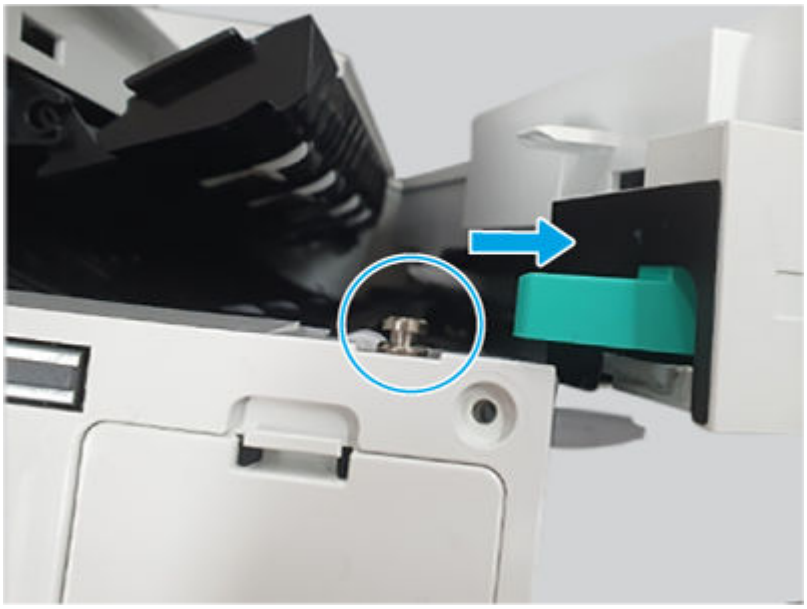
2. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-3071 Open the punch cover

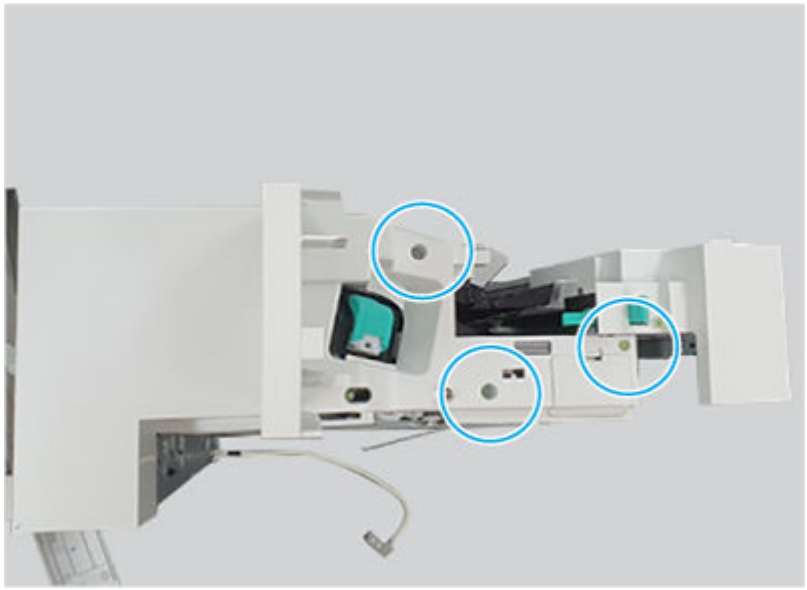


3. Remove one screw, and then remove the lock release handle.

Figure 5-3072 Remove the handle

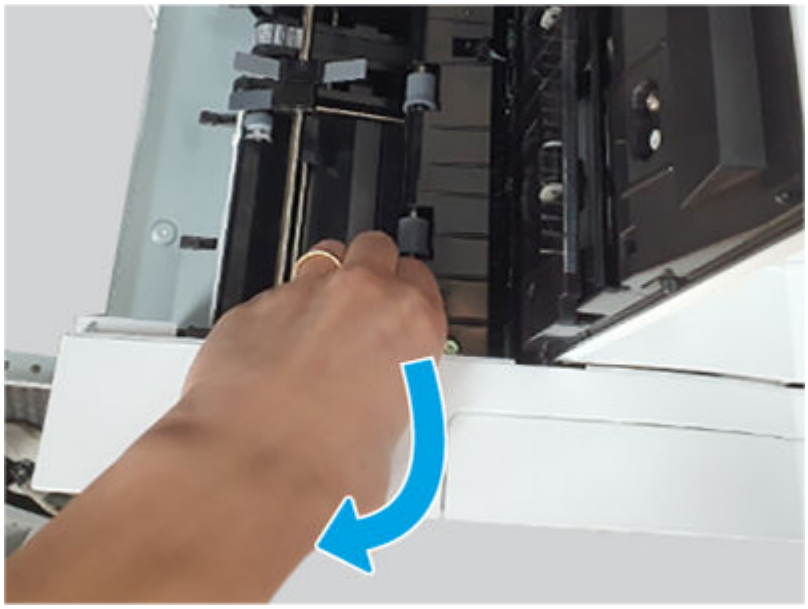
4. Remove three screws.

Figure 5-3073 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3074 Remove the cover



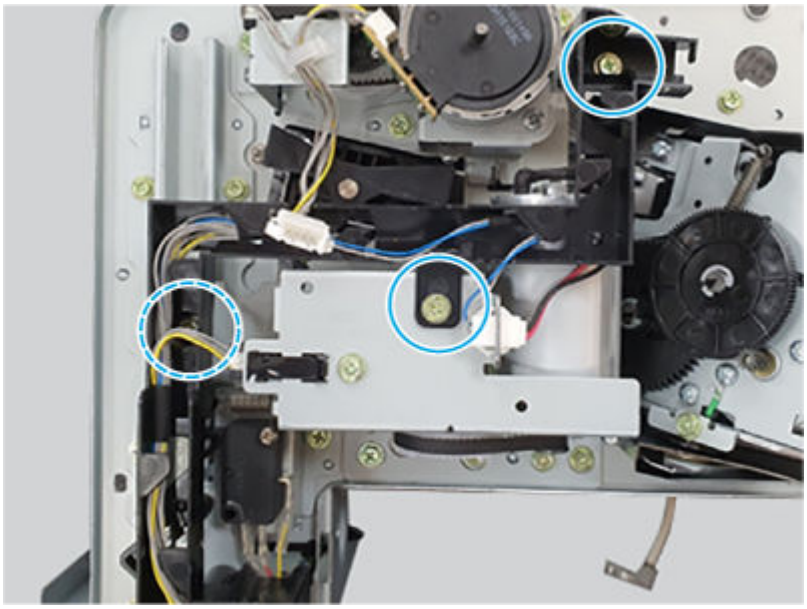
3. Remove the inner finisher cable guide

Use the following procedure to remove and replace the inner finisher cable guide.

- Remove three screws, and remove the inner finisher cable guide.

NOTE: Remove the wire harness as necessary.

Figure 5-3075 Remove the guide

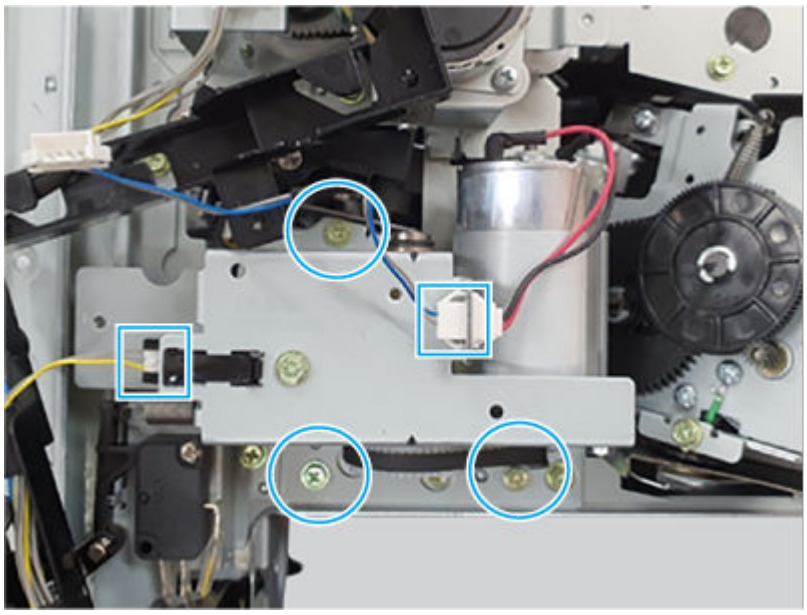


4. Remove the inner finisher output tray motor assembly

Use the following procedure to remove and replace the inner finisher output tray motor assembly.

1. Open the punch cover.
2. Disconnect two connectors, remove three screws, and then remove the inner finisher output tray motor assembly.

Figure 5-3076 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Output tray motor

Learn about removing and replacing the inner finisher output tray motor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-354 **Part information**

Part number	Part description
JC31-00178B	JC31-00144G (Output tray motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

- Open the front door, remove one screw, and then remove the lock release handle.

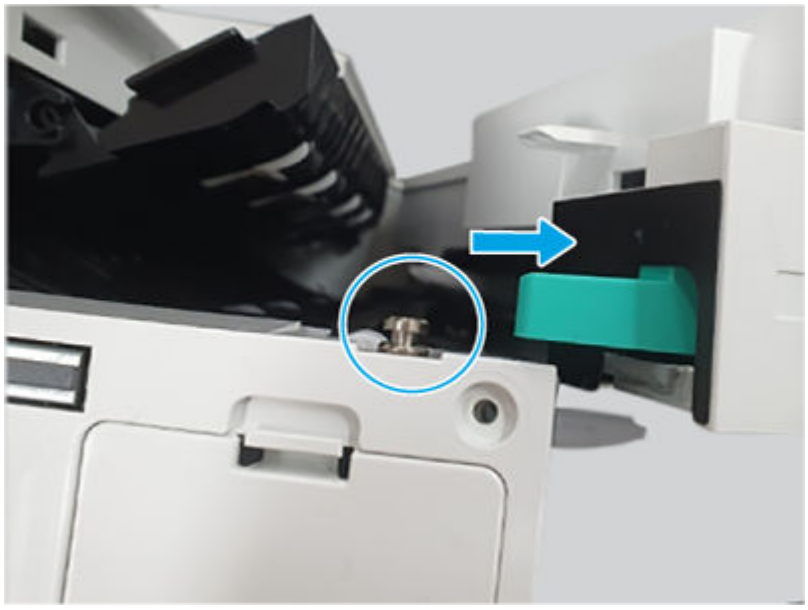
Figure 5-3077 **Remove the handle**

2. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3078 Open the punch cover

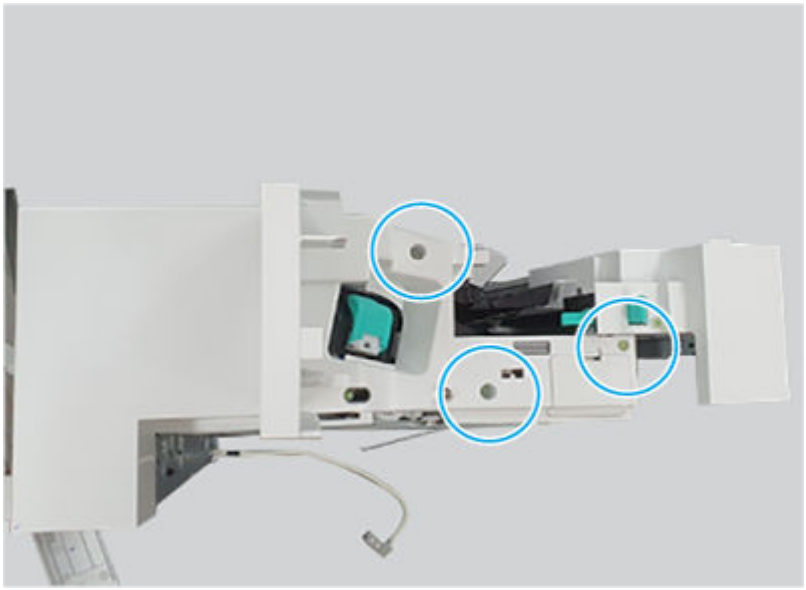


3. Remove one screw, and then remove the lock release handle.

Figure 5-3079 Remove the handle

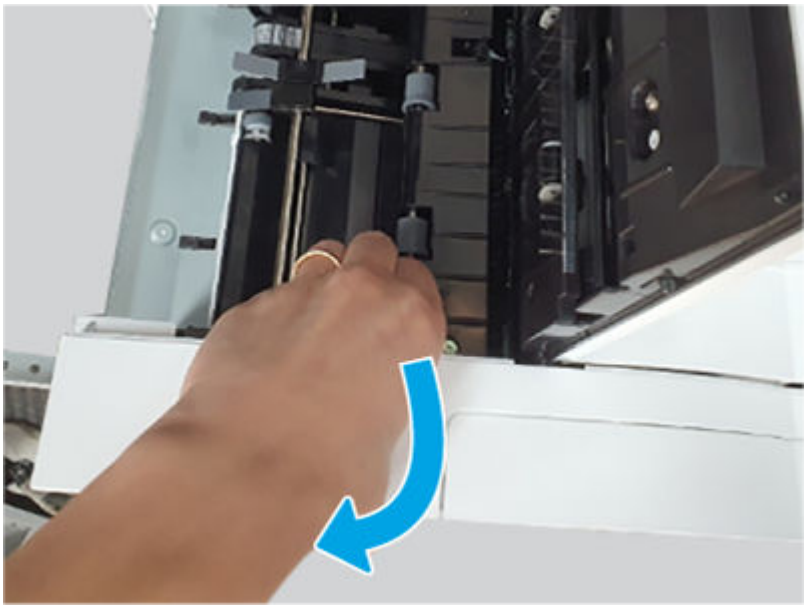
4. Remove three screws.

Figure 5-3080 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3081 Remove the cover



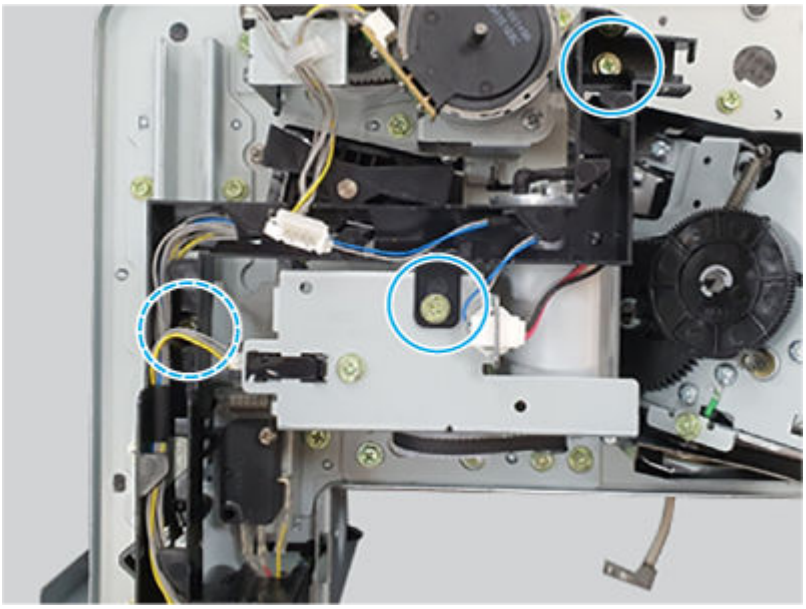
3. Remove the inner finisher cable guide

Use the following procedure to remove and replace the inner finisher cable guide.

- Remove three screws, and remove the inner finisher cable guide.

NOTE: Remove the wire harness as necessary.

Figure 5-3082 Remove the guide

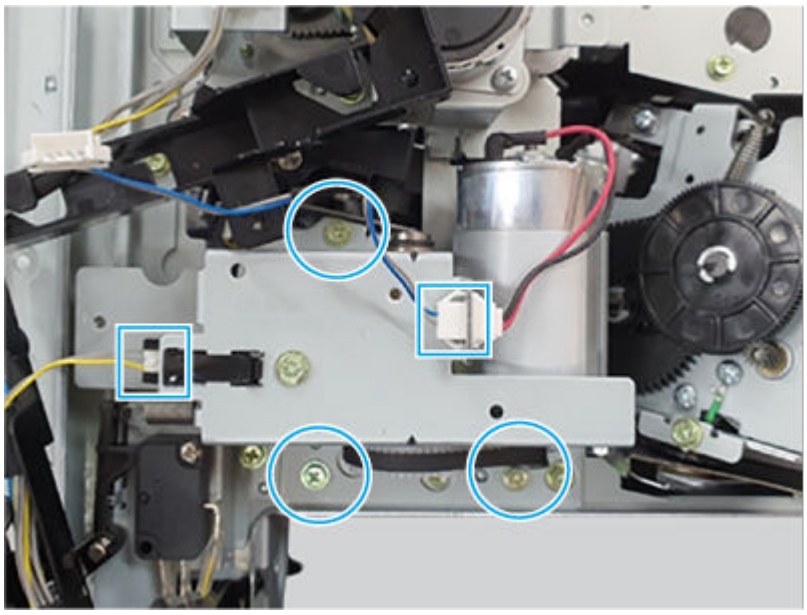


4. Remove the inner finisher output tray motor assembly

Use the following procedure to remove and replace the inner finisher output tray motor assembly.

1. Open the punch cover.
2. Disconnect two connectors, remove three screws, and then remove the inner finisher output tray motor assembly.

Figure 5-3083 Remove the assembly

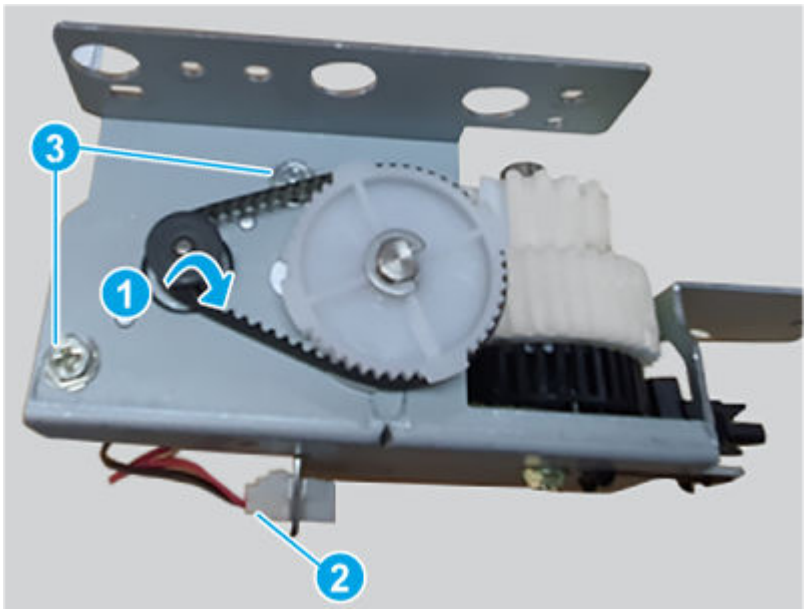


5. Remove the inner finisher output tray motor

Use the following procedure to remove and replace the inner finisher output tray motor.

- Do the following:
  - Release the belt (callout 1).
  - Disconnect one connector (callout 2).
  - Remove two screws (callout 3)
  - Remove the inner finisher output tray motor.

Figure 5-3084 Remove the motor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the

sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Output tray motor sensor

Learn about removing and replacing the inner finisher output tray motor sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-355 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Output tray motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

- Open the front door, remove one screw, and then remove the lock release handle.

Figure 5-3085 Remove the handle

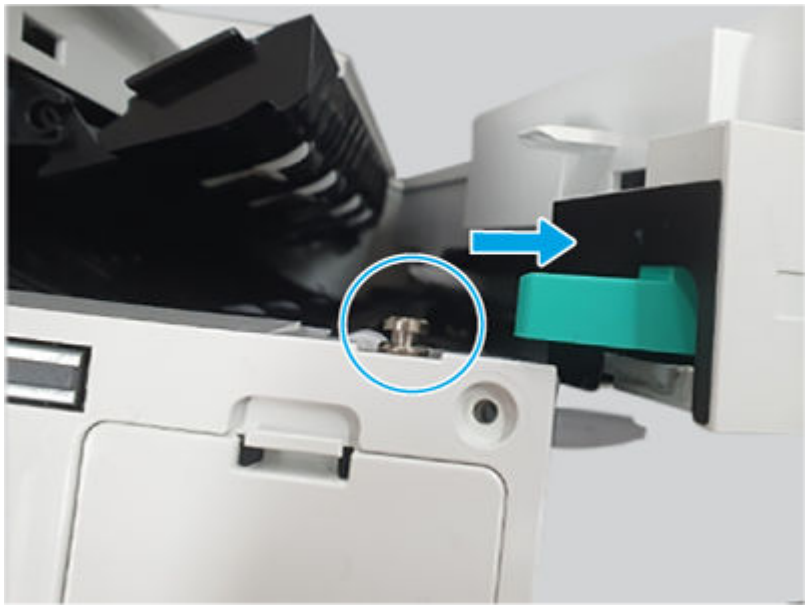
2. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-3086 Open the punch cover

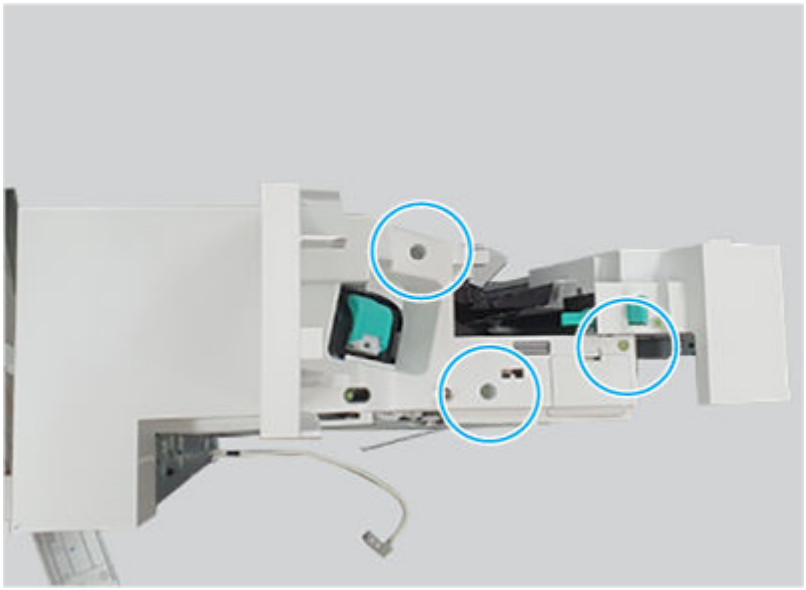


3. Remove one screw, and then remove the lock release handle.

Figure 5-3087 Remove the handle

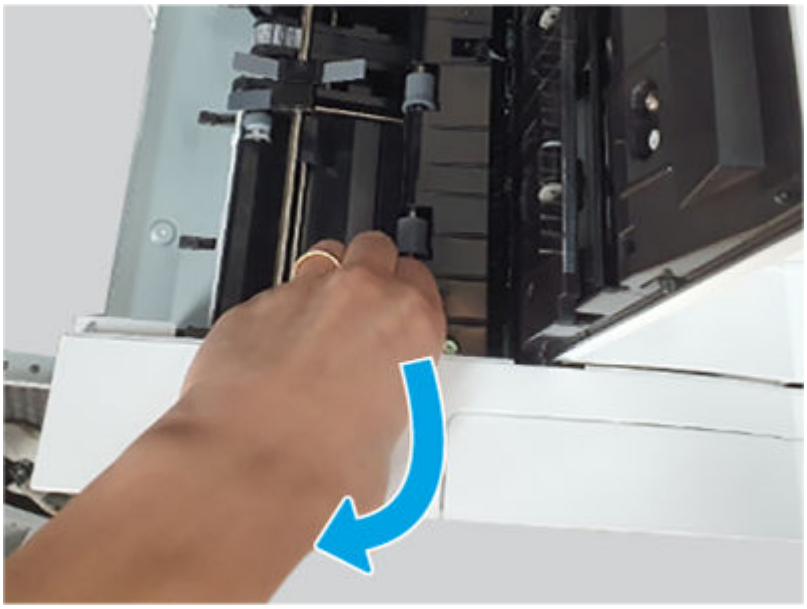
4. Remove three screws.

Figure 5-3088 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3089 Remove the cover



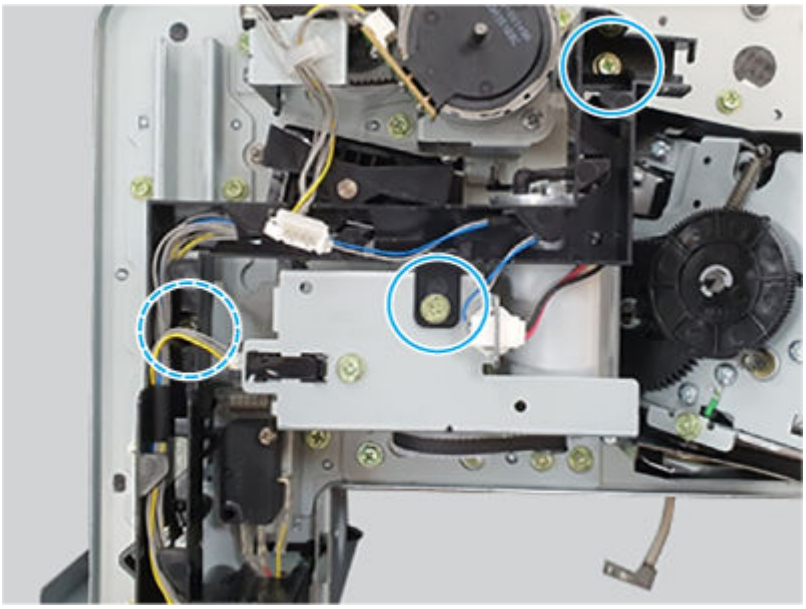
3. Remove the inner finisher cable guide

Use the following procedure to remove and replace the inner finisher cable guide.

- Remove three screws, and remove the inner finisher cable guide.

NOTE: Remove the wire harness as necessary.

Figure 5-3090 Remove the guide

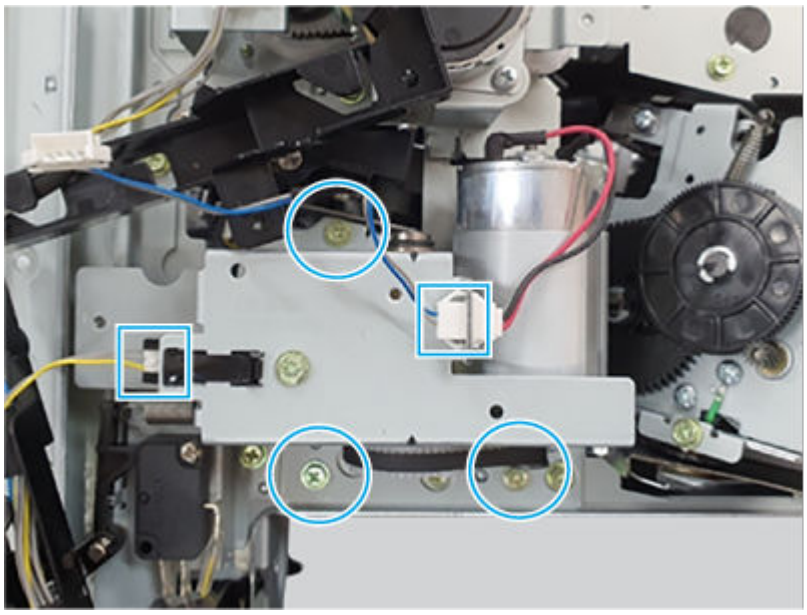


4. Remove the inner finisher output tray motor assembly

Use the following procedure to remove and replace the inner finisher output tray motor assembly.

1. Open the punch cover.
2. Disconnect two connectors, remove three screws, and then remove the inner finisher output tray motor assembly.

Figure 5-3091 Remove the assembly

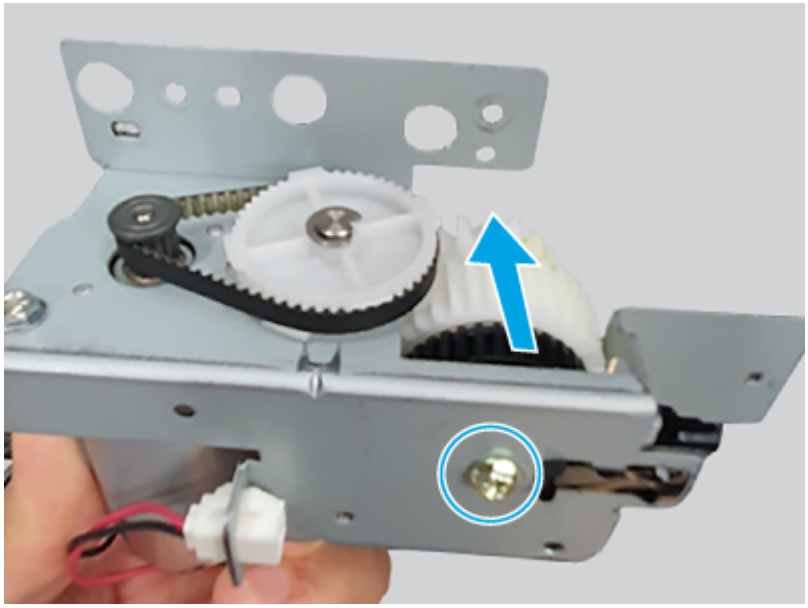


5. Remove the inner finisher output tray motor sensor

Use the following procedure to remove and replace the inner finisher output tray motor sensor.

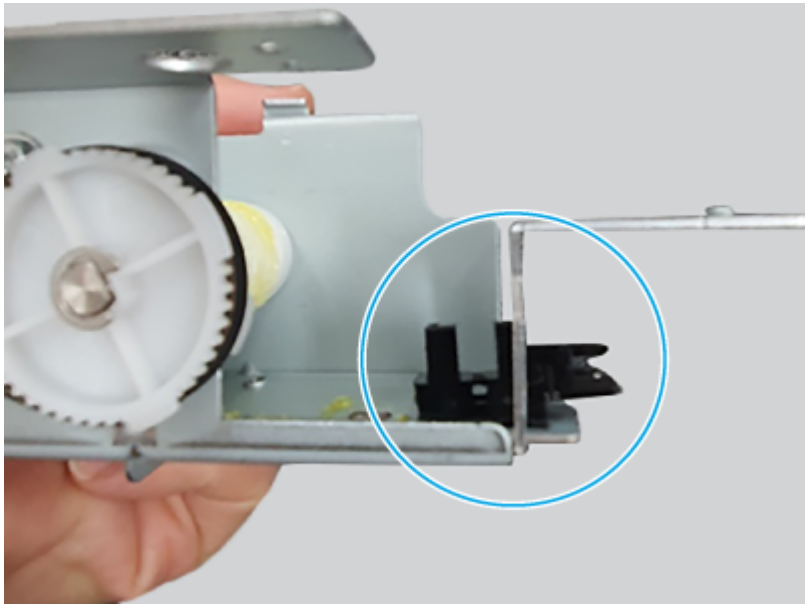
1. Remove one screw, and then remove the gear.

Figure 5-3092 Remove the gear



2. Remove the inner finisher output tray motor sensor.

Figure 5-3093 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Output tray lower limit switch assembly

Learn about removing and replacing the inner finisher output tray lower limit switch assembly.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-356 Part information

Part number	Part description
JC90-01320A	Finisher sub-tray, lower limit (Output tray lower limit switch assembly)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

- Open the front door, remove one screw, and then remove the lock release handle.

Figure 5-3094 Remove the handle

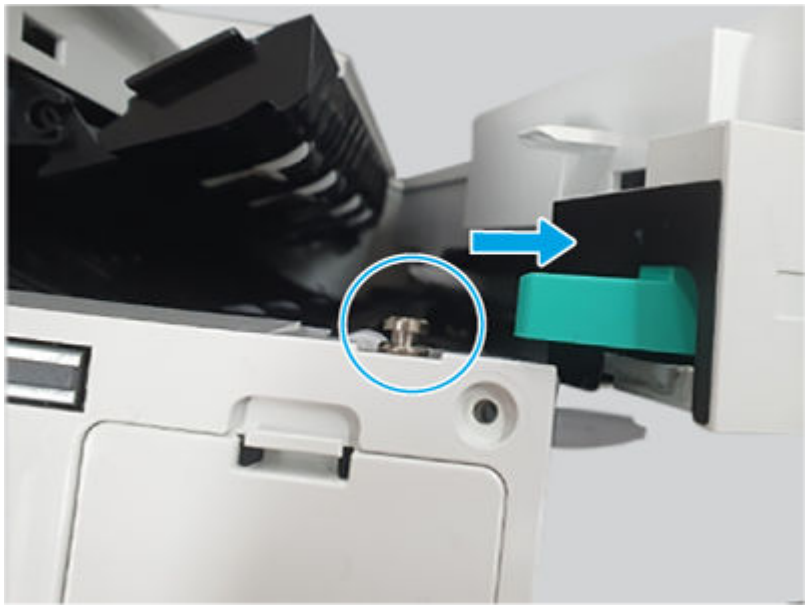
2. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-3095 Open the punch cover

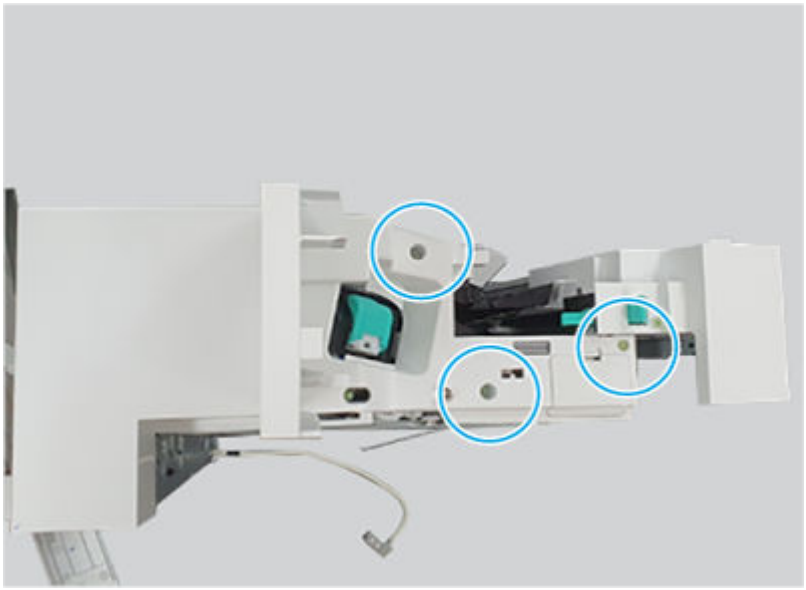


3. Remove one screw, and then remove the lock release handle.

Figure 5-3096 Remove the handle

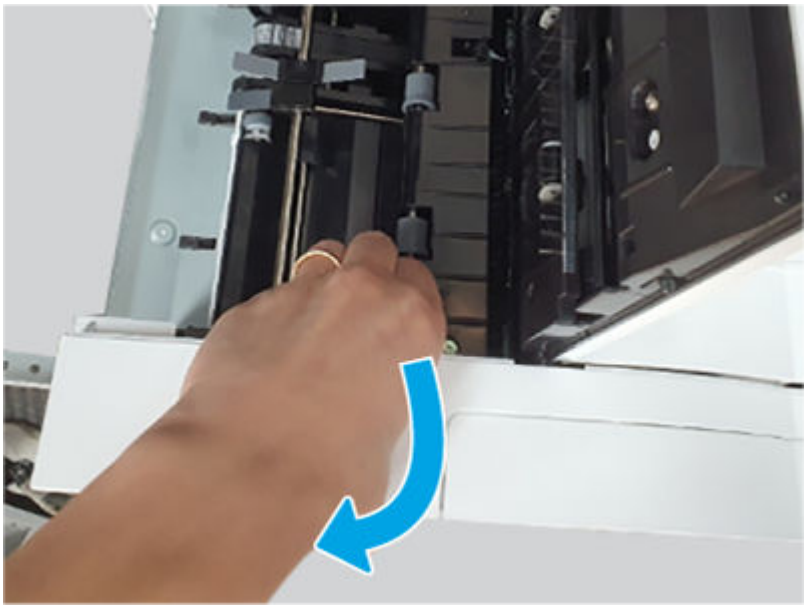
4. Remove three screws.

Figure 5-3097 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3098 Remove the cover

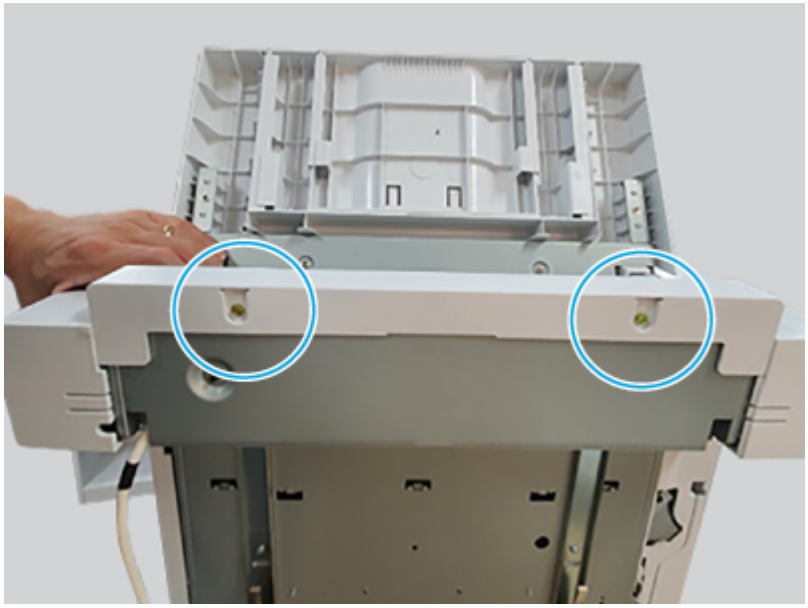


3. Remove the inner finisher PCA cover

Use the following procedure to remove and replace the inner finisher PCA cover.

1. Lift up the inner finisher, and then remove two screws.

Figure 5-3099 Remove two screws



2. Remove the inner finisher PCA cover.

Figure 5-3100 Remove the cover

4. Remove the inner finisher output tray lower limit switch assembly

Use the following procedure to remove and replace the inner finisher output tray lower limit switch assembly.

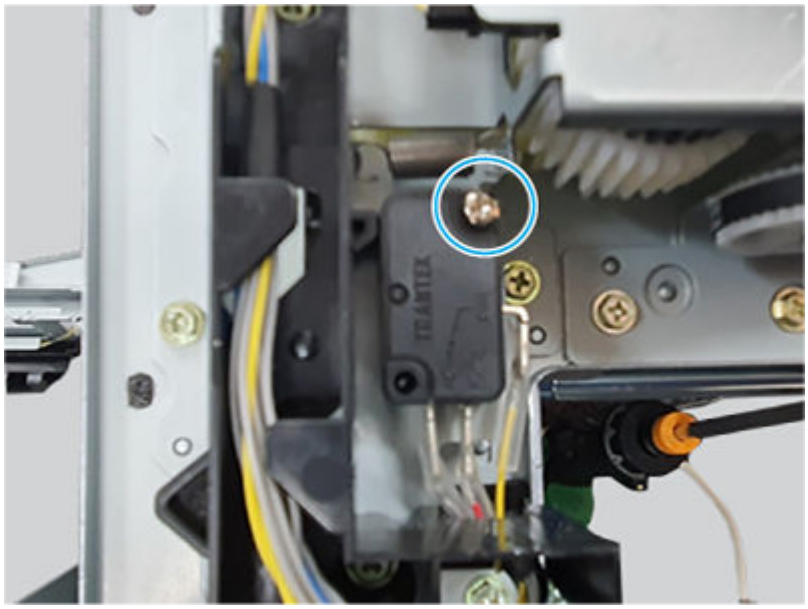
1. Disconnect one connector.

NOTE: Release the wire harness from the retainers as necessary.

Figure 5-3101 Disconnect one connector

2. Remove one screw, and then remove the inner finisher output tray lower limit switch assembly.

Figure 5-3102 Remove the switch



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Output tray top of stack sensor kit

Learn about removing and replacing the inner finisher output tray top of stack sensor kit.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-357 Part information

Part number	Part description
JC82-01039A	Tray sensor kit (Output tray top of stack sensor kit)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

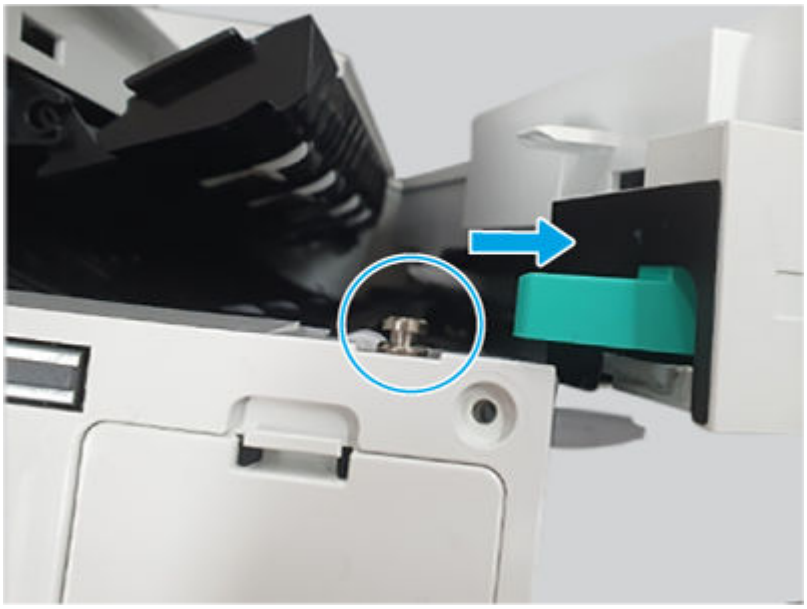
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3103 Open the punch cover

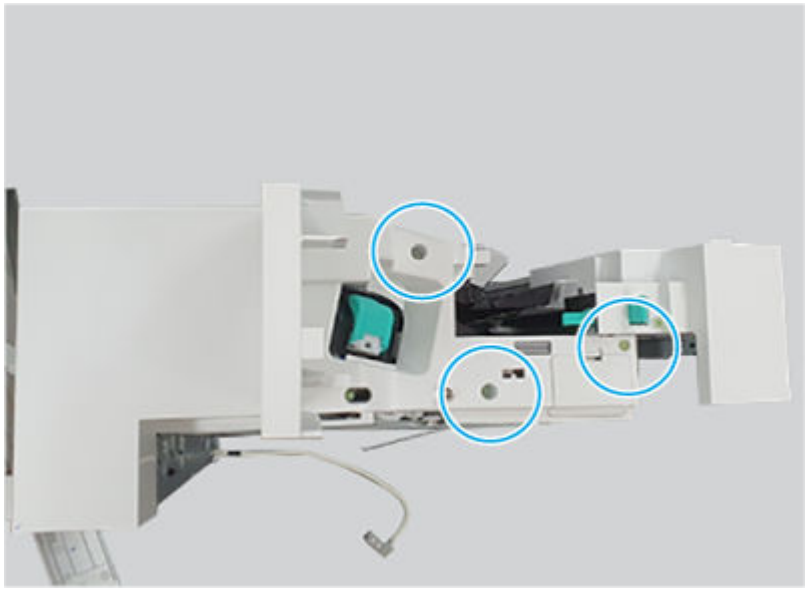


3. Remove one screw, and then remove the lock release handle.

Figure 5-3104 Remove the handle

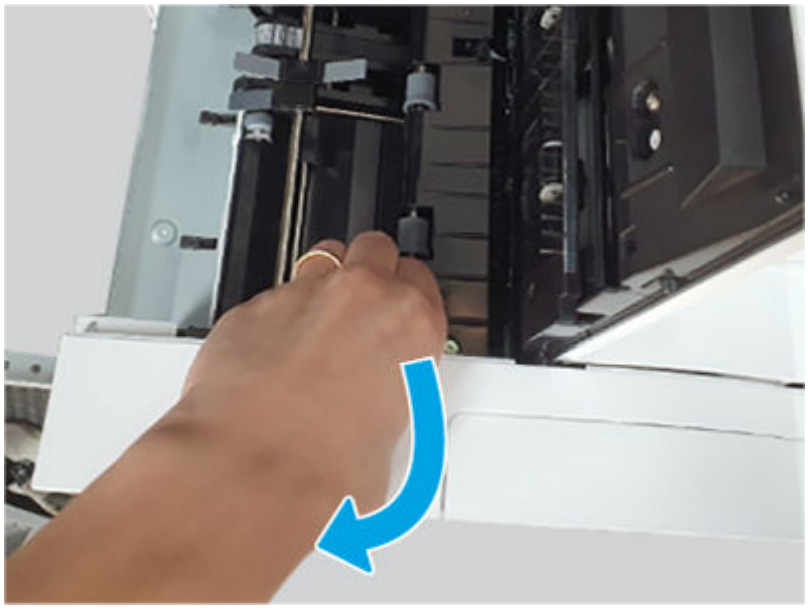
4. Remove three screws.

Figure 5-3105 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3106 Remove the cover

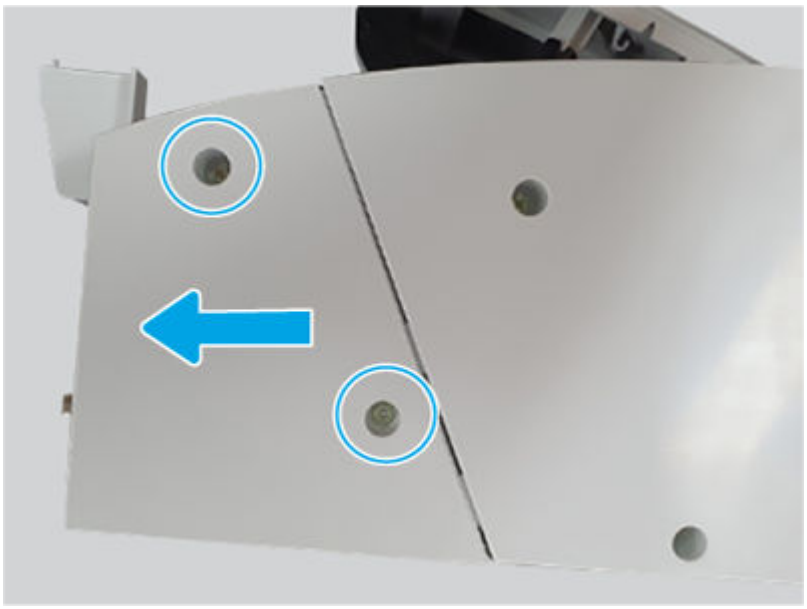


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3107 Remove the cover



3. Remove the inner finisher rear base cover

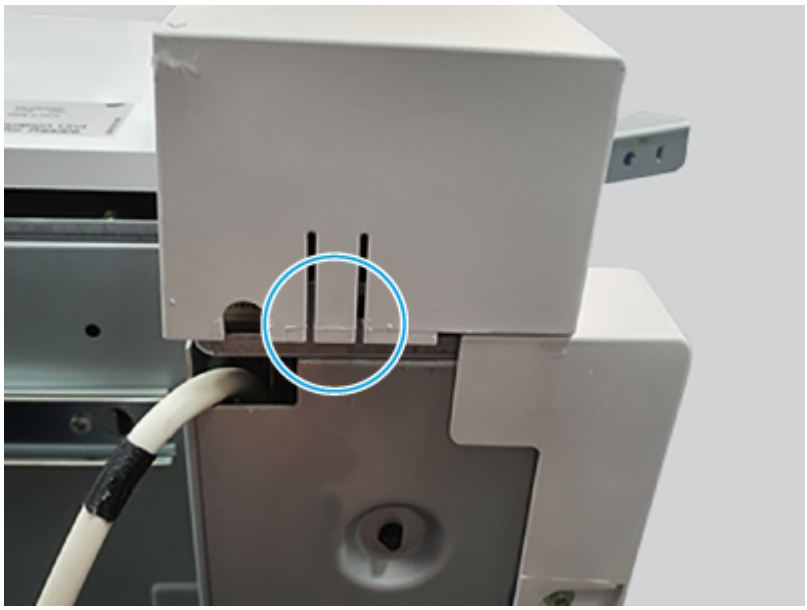
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3108 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3109 Remove the cover

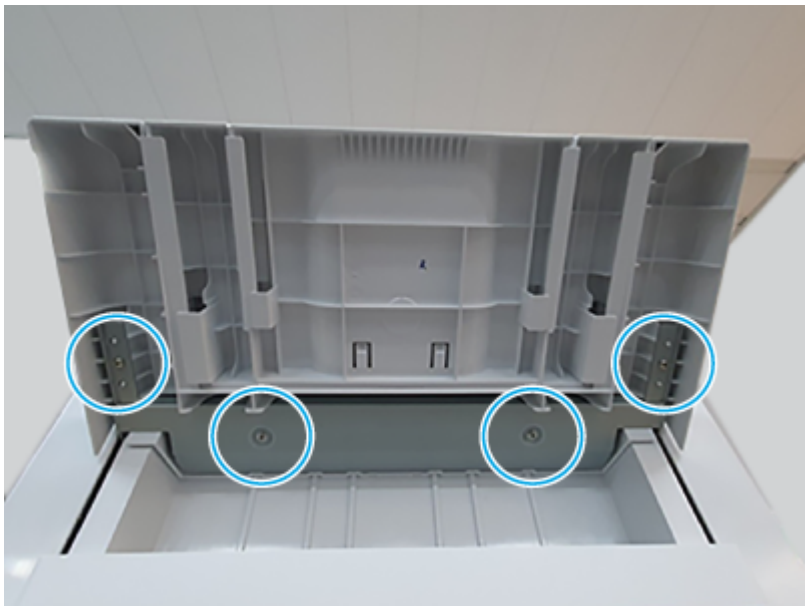


4. Remove the inner finisher output tray assembly

Use the following procedure to remove and replace the inner finisher output tray assembly.

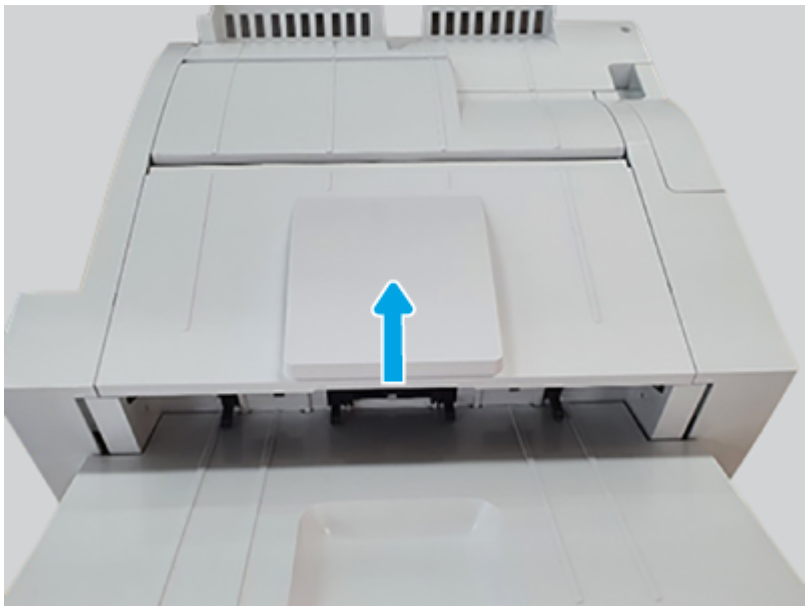
1. Remove four screws.

Figure 5-3110 Remove four screws



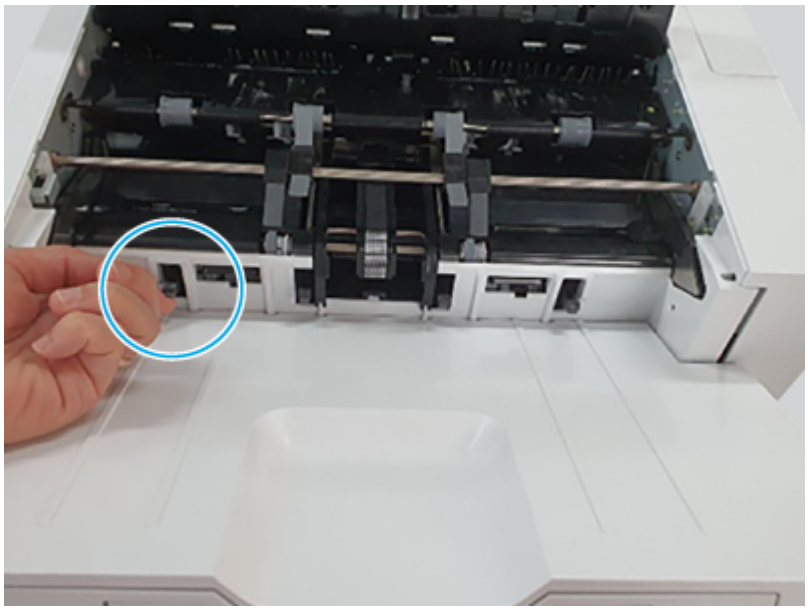
2. Open the top cover.

Figure 5-3111 Open the cover



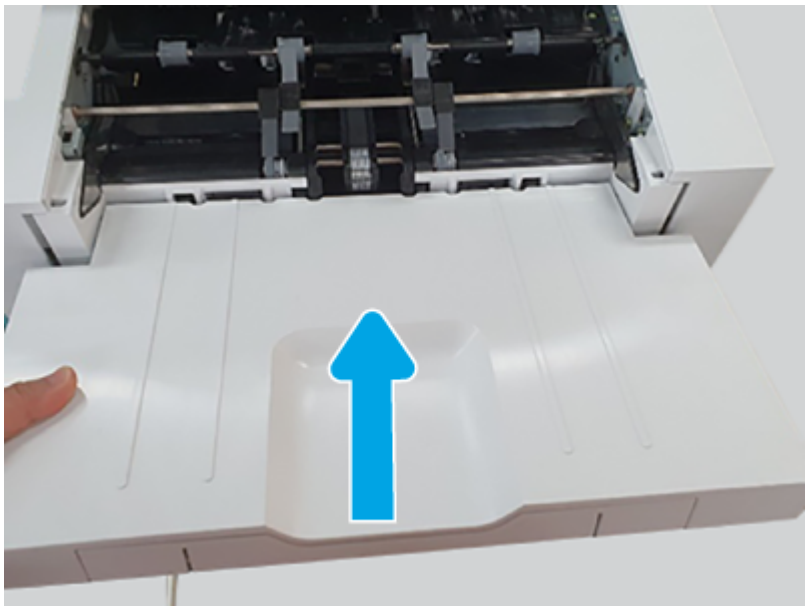
3. Press the paper holding actuator.

Figure 5-3112 Press the actuator



4. Lift up on the inner finisher output tray to remove it.

Figure 5-3113 Remove the tray

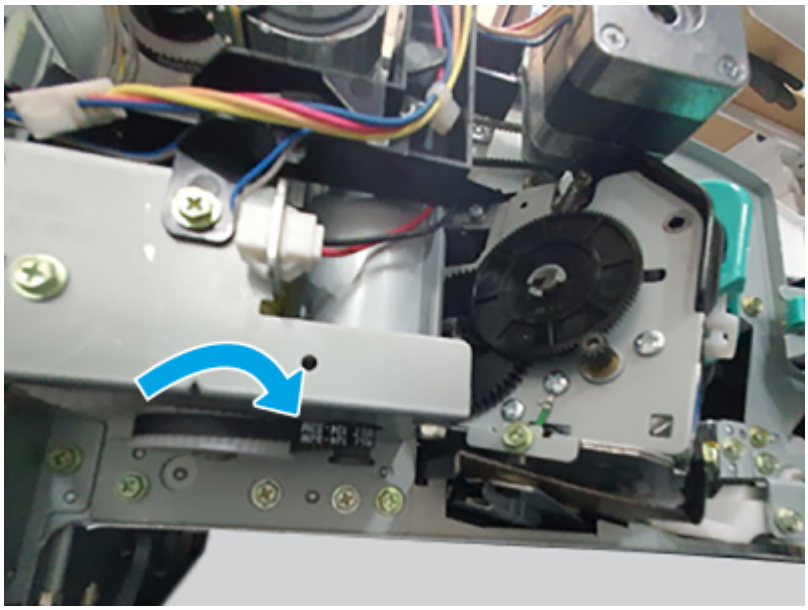


5. Remove the output tray frame

Use the following procedure to remove and replace the inner finisher output tray frame.

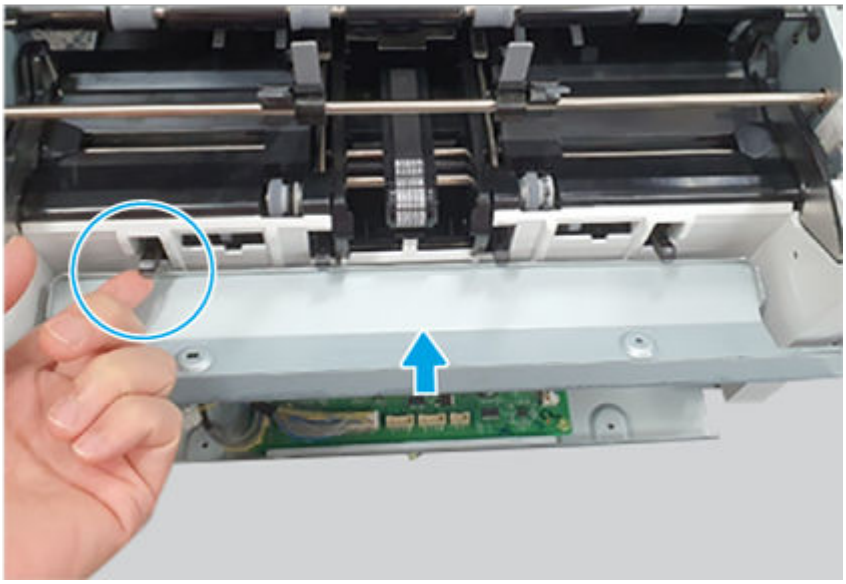
1. Rotate the output tray gear.

Figure 5-3114 Rotate the gear



2. Press the paper holding actuator, and then lift the inner finisher output tray frame up to remove it.

Figure 5-3115 Remove the frame

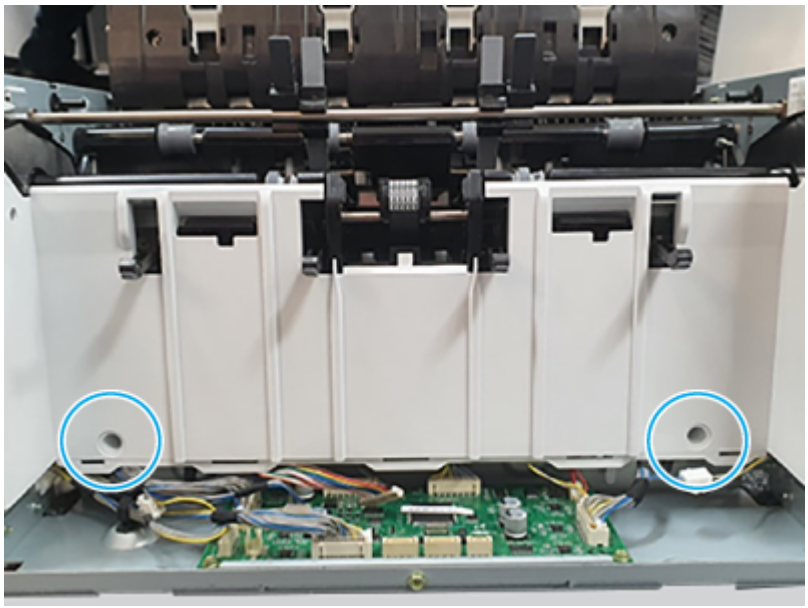


6. Remove the finisher sub stay assembly

Use the following procedure to remove and replace the inner finisher sub stay assembly.

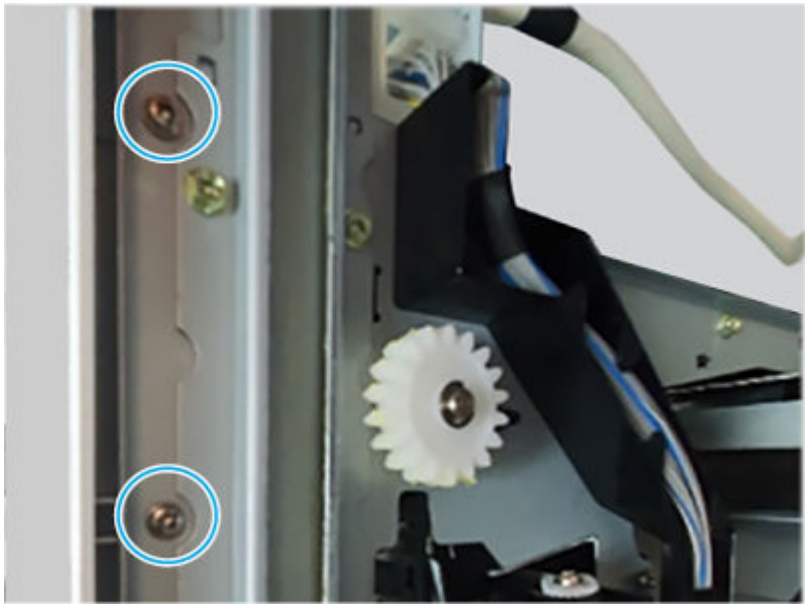
1. Remove two screws.

Figure 5-3116 Remove two screws



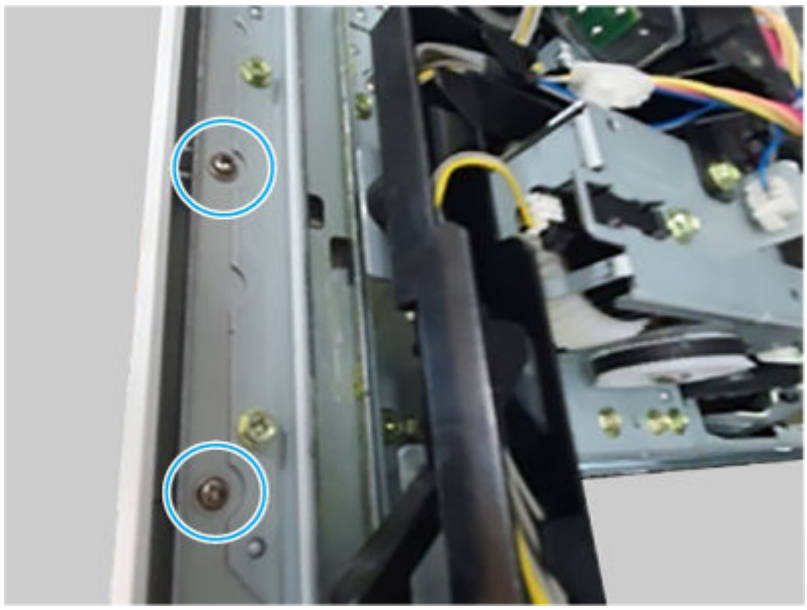
2. Remove two screws.

Figure 5-3117 Remove two screws



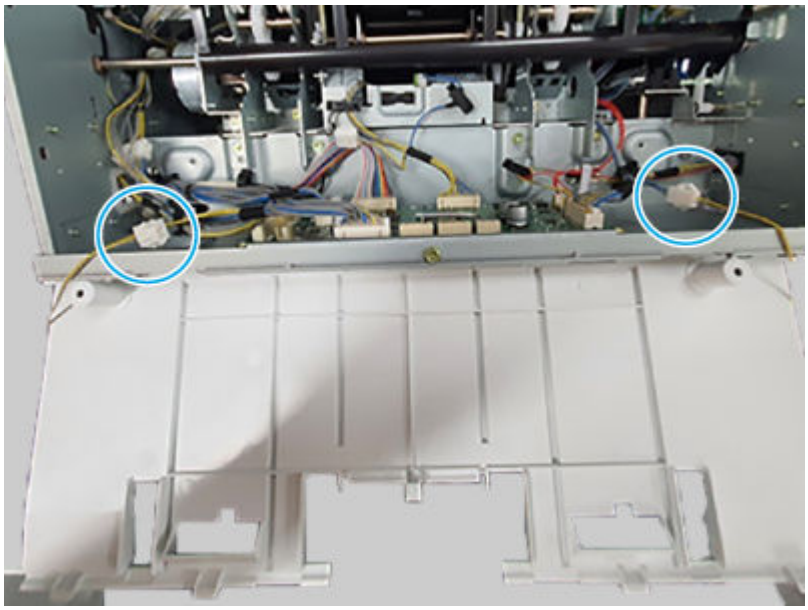
3. Remove two screws.

Figure 5-3118 Remove two screws



4. Disconnect two connectors, and then remove the inner finisher sub stay assembly.

Figure 5-3119 Remove the assembly

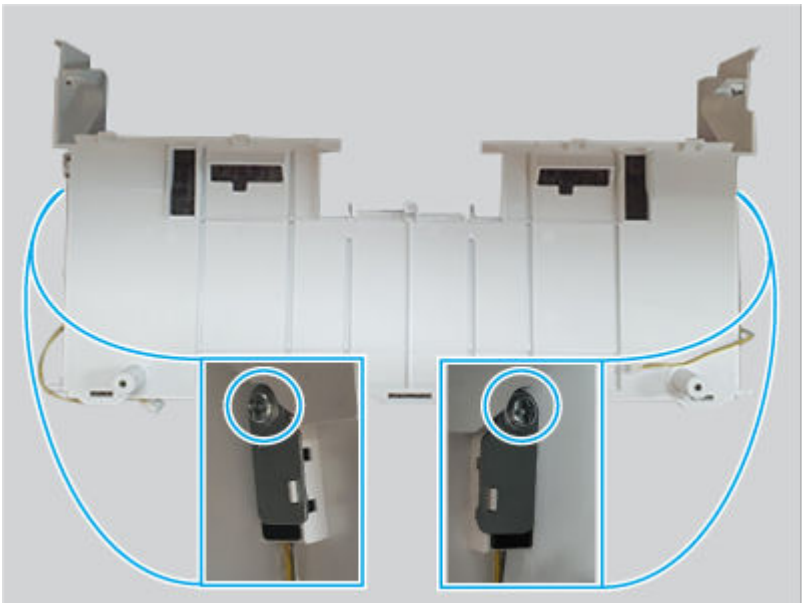


7. Remove the inner finisher output tray top of tray sensor kit

Use the following procedure to remove and replace the inner finisher output tray top of tray sensor kit.

- Remove two screws, and then remove the inner finisher output tray top of stack sensors.

Figure 5-3120 Remove the sensors



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper holding actuator

Learn about removing and replacing the inner finisher paper holding actuator.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-358 Part information

Part number	Part description
JC90-01313A	Paper holding actuator

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

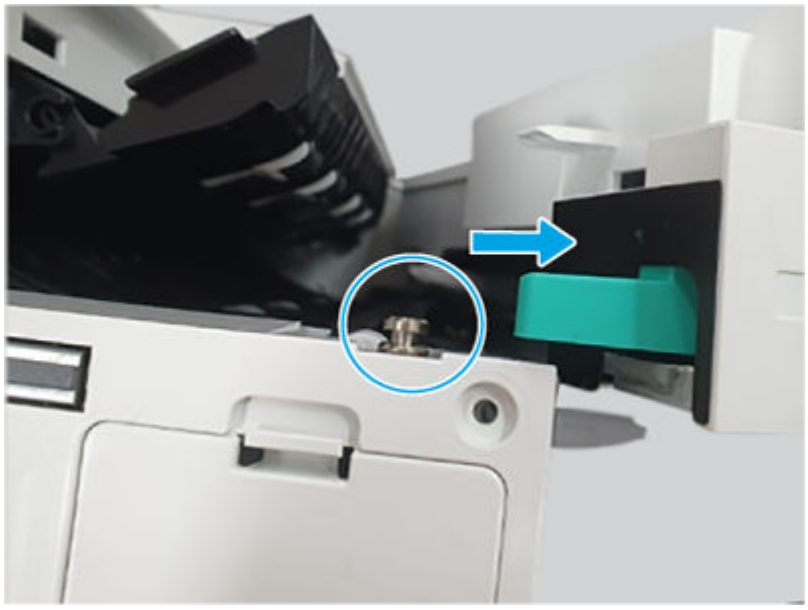
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3121 Open the punch cover

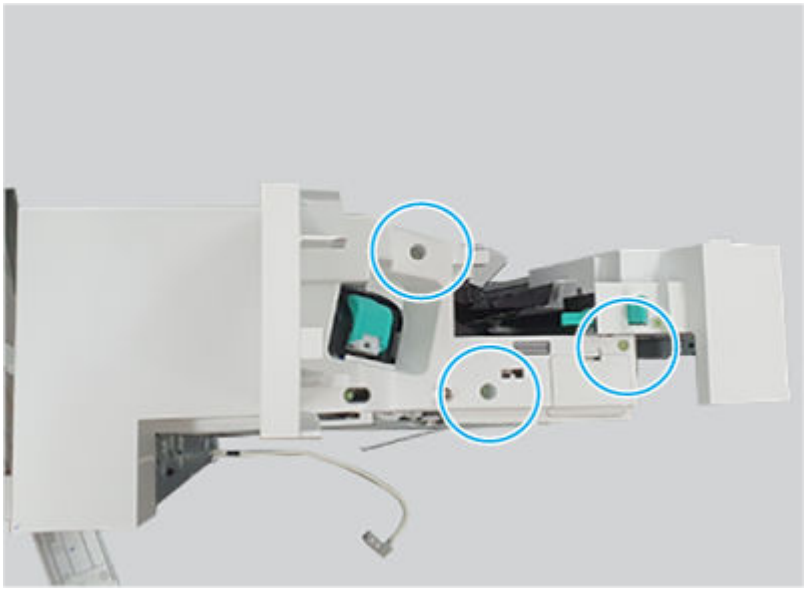


3. Remove one screw, and then remove the lock release handle.

Figure 5-3122 Remove the handle

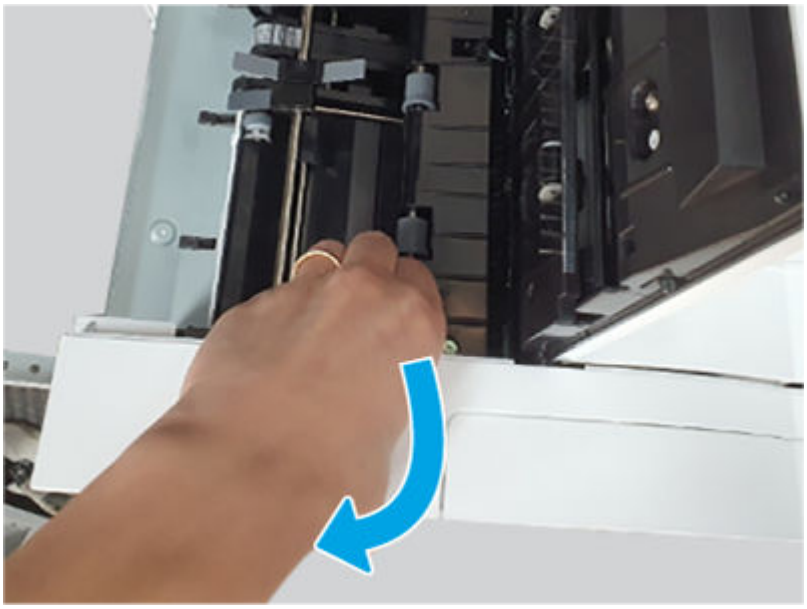
4. Remove three screws.

Figure 5-3123 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3124 Remove the cover

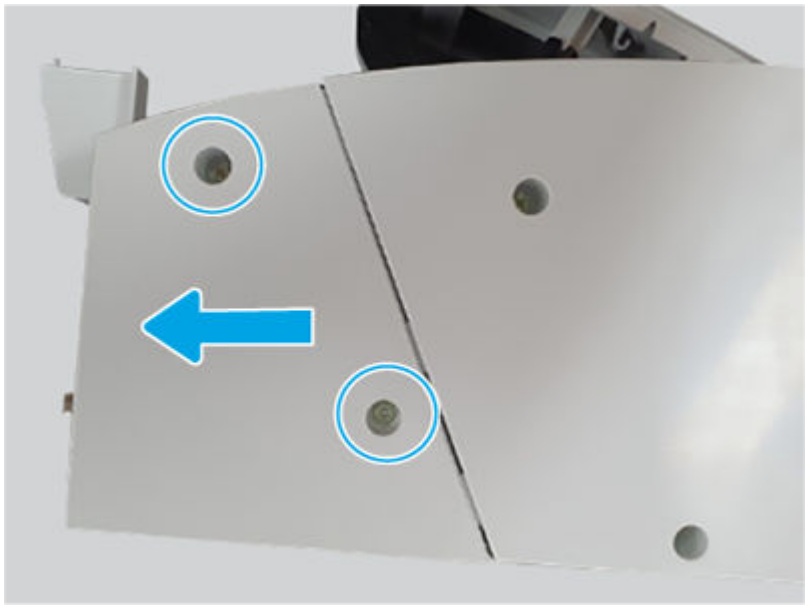


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3125 Remove the cover



3. Remove the inner finisher rear base cover

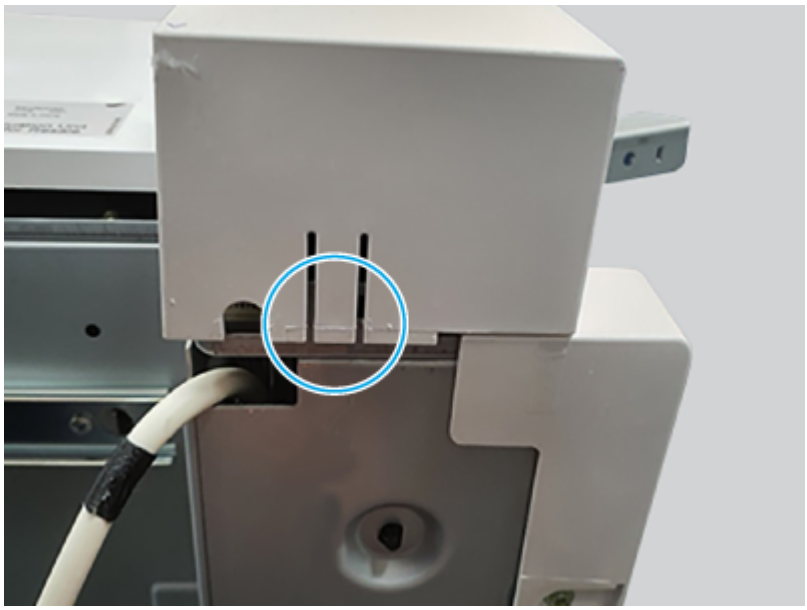
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3126 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3127 Remove the cover

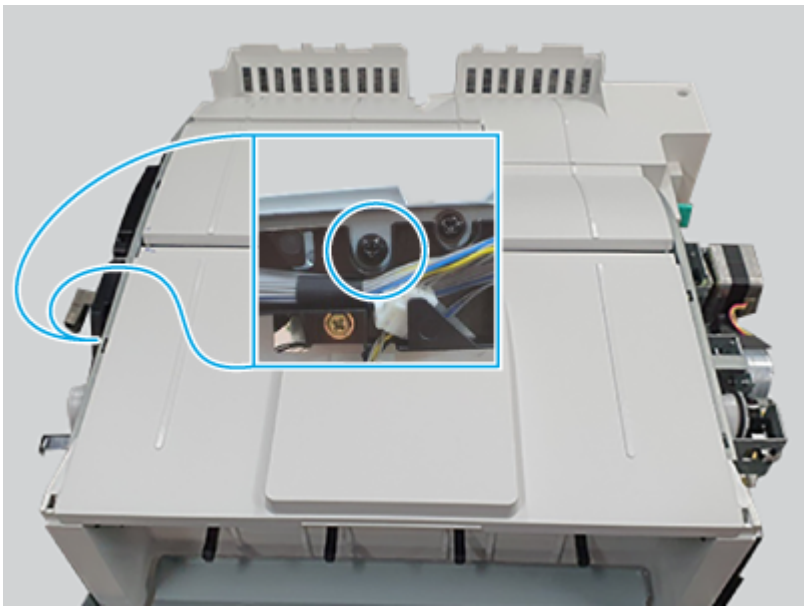


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-3128 Remove the cover



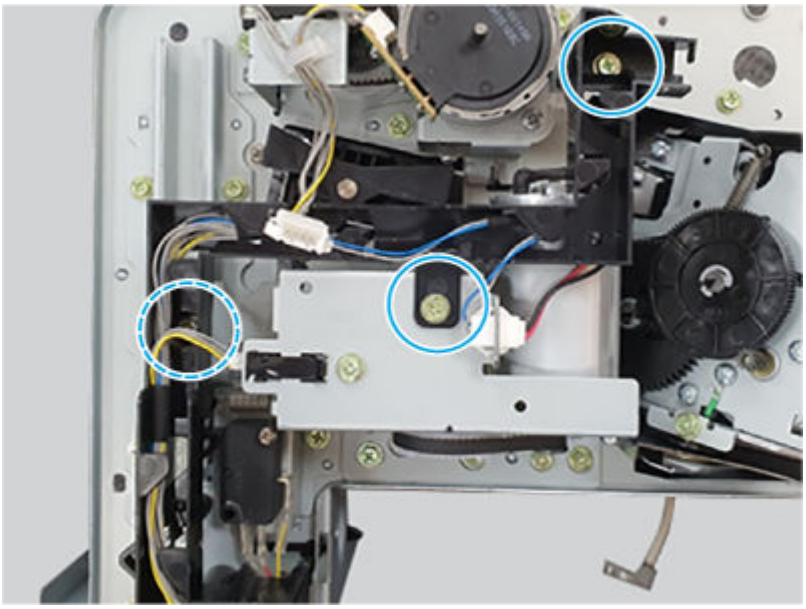
5. Remove the inner finisher cable guide

Use the following procedure to remove and replace the inner finisher cable guide.

- Remove three screws, and remove the inner finisher cable guide.

NOTE: Remove the wire harness as necessary.

Figure 5-3129 Remove the guide

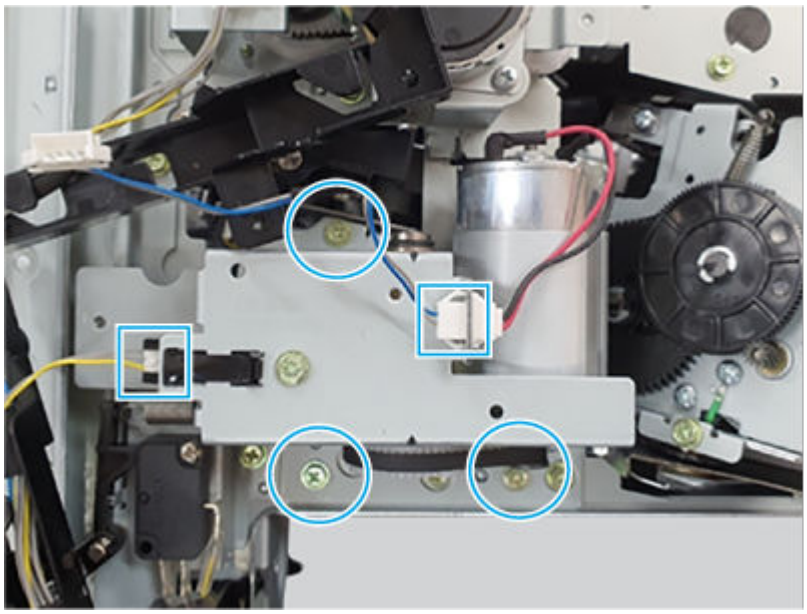


6. Remove the inner finisher output tray motor assembly

Use the following procedure to remove and replace the inner finisher output tray motor assembly.

1. Open the punch cover.
2. Disconnect two connectors, remove three screws, and then remove the inner finisher output tray motor assembly.

Figure 5-3130 Remove the assembly

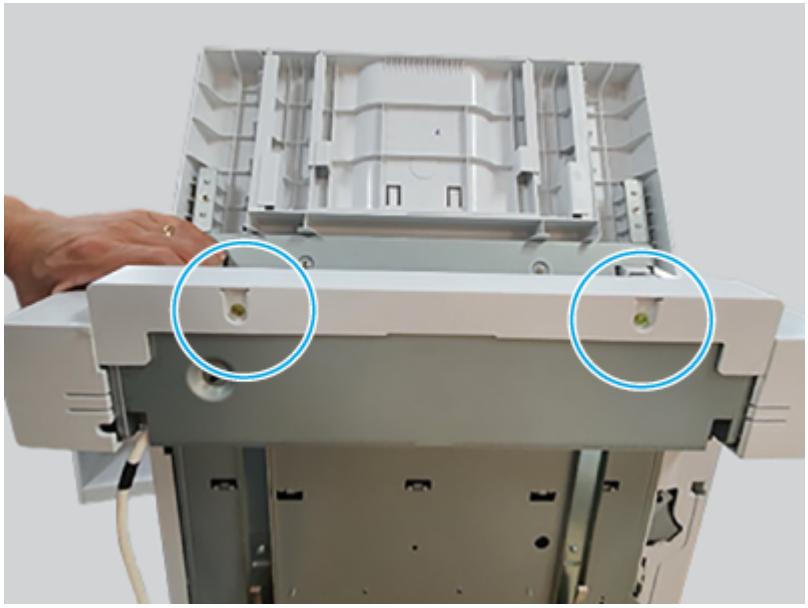


7. Remove the inner finisher PCA cover

Use the following procedure to remove and replace the inner finisher PCA cover.

1. Lift up the inner finisher, and then remove two screws.

Figure 5-3131 Remove two screws



2. Remove the inner finisher PCA cover.

Figure 5-3132 Remove the cover

8. Remove the inner finisher output tray lower limit switch assembly

Use the following procedure to remove and replace the inner finisher output tray lower limit switch assembly.

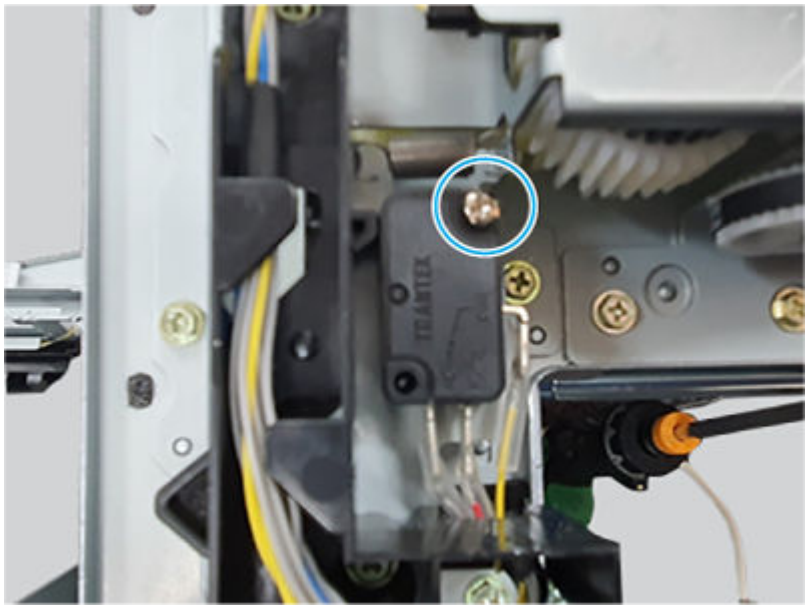
1. Disconnect one connector.

NOTE: Release the wire harness from the retainers as necessary.

Figure 5-3133 Disconnect one connector

2. Remove one screw, and then remove the inner finisher output tray lower limit switch assembly.

Figure 5-3134 Remove the switch

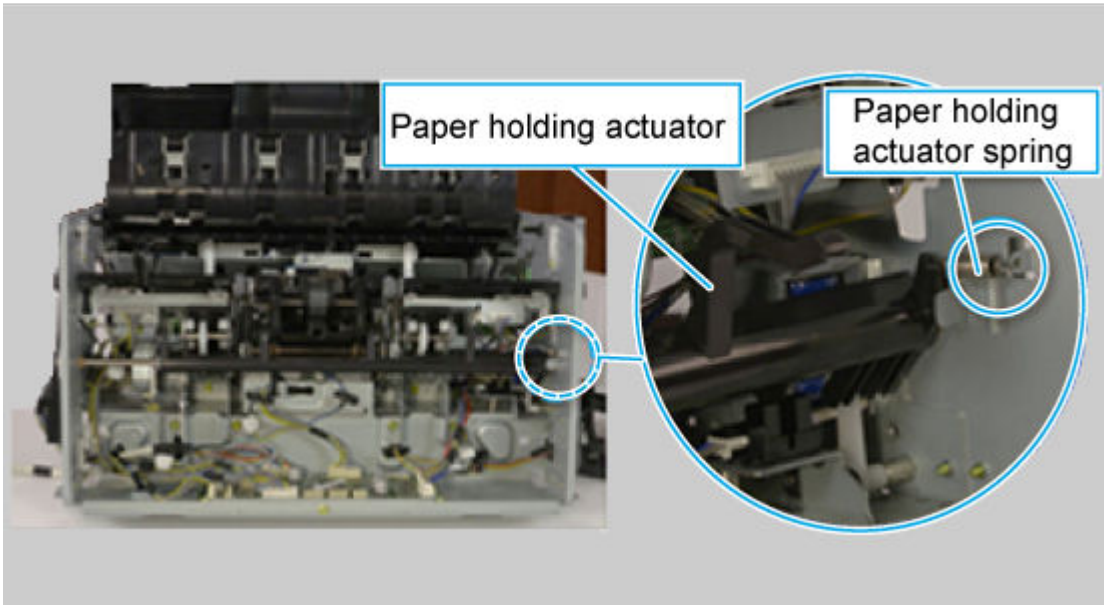


9. Remove the inner finisher paper holding actuator

Use the following procedure to remove and replace the inner finisher paper holding actuator.

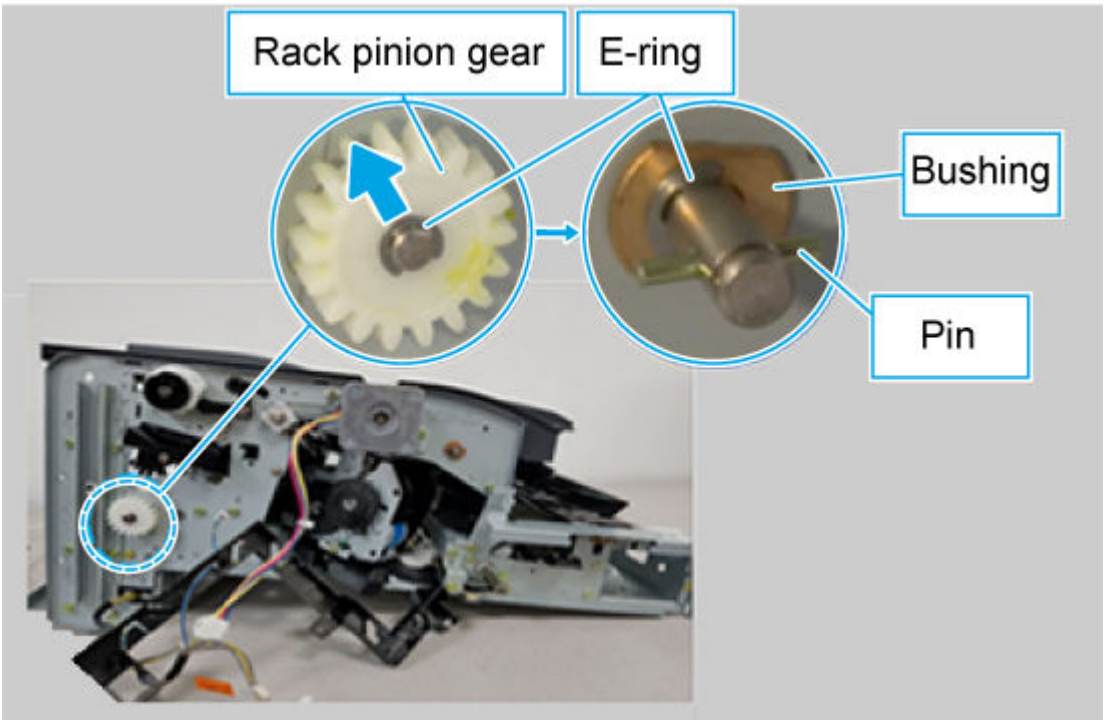
1. Remove one spring.

Figure 5-3135 Remove one spring



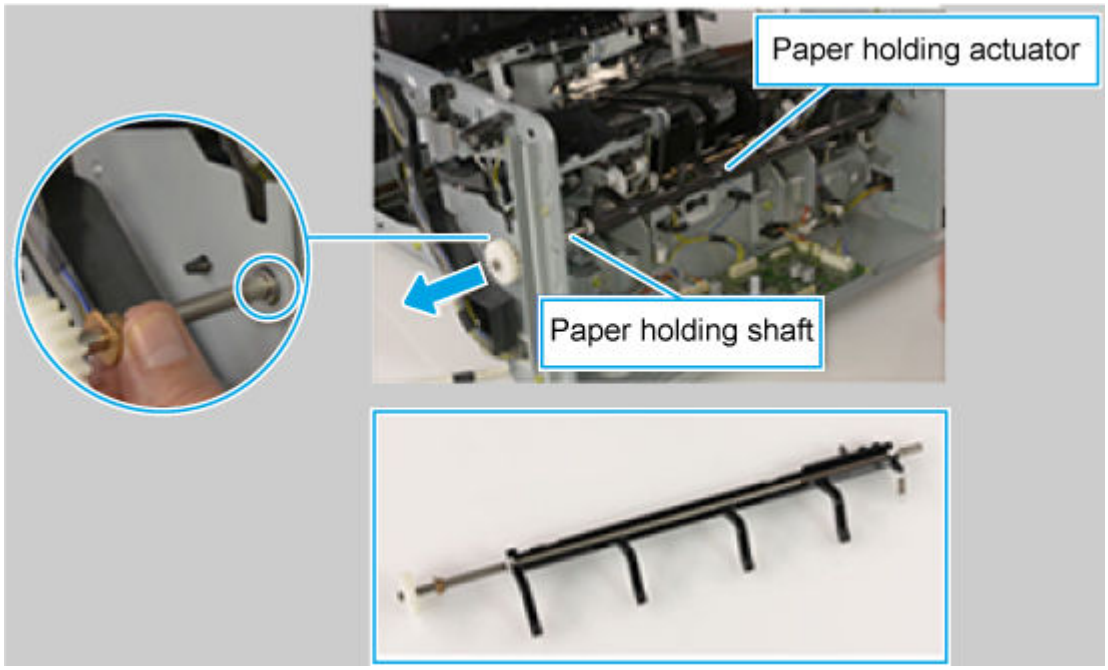
2. Use a pair of tweezers to remove two e-rings, and then remove the pin and bushing.

Figure 5-3136 Remove the e-rings, pin, and bushing



3. Remove the inner finisher paper holding actuator.

Figure 5-3137 Remove the actuator



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper holding kit

Learn about removing and replacing the inner finisher paper holding kit.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-359 Part information

Part number	Part description
JC90-01314A	Paper holding kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

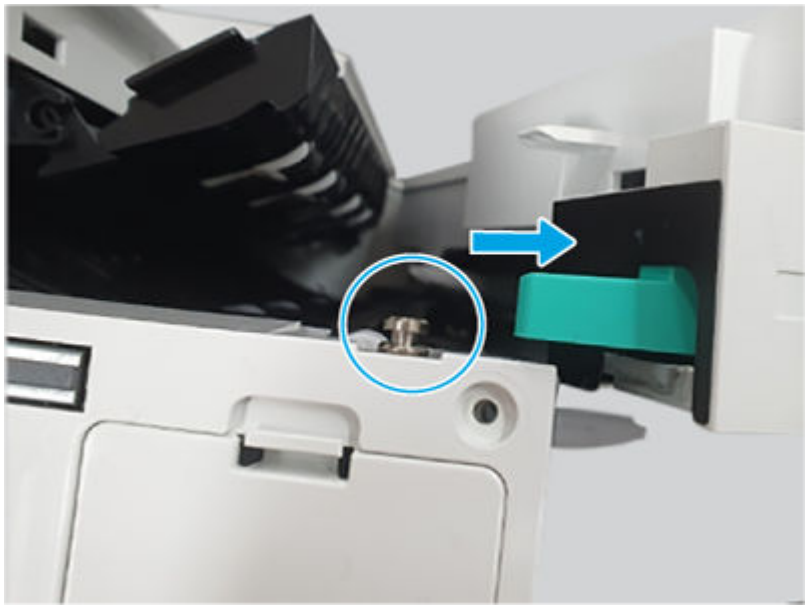
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3138 Open the punch cover

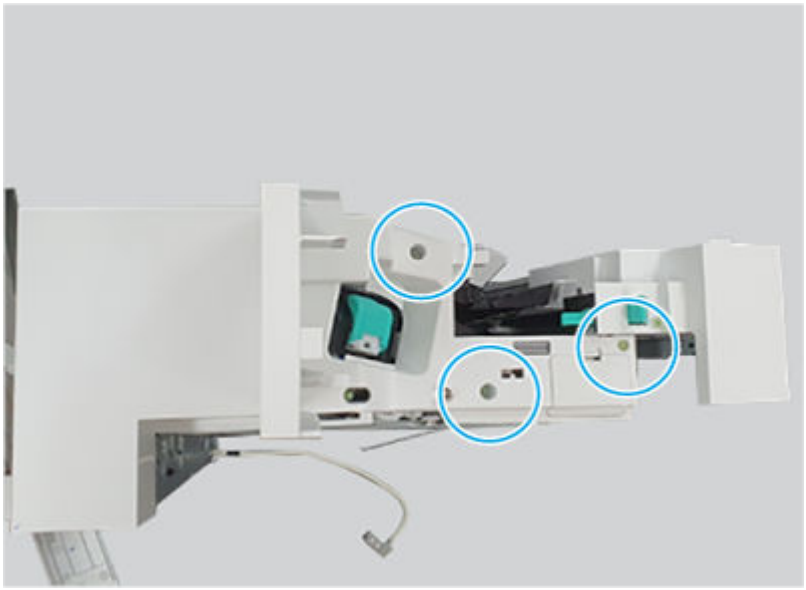


3. Remove one screw, and then remove the lock release handle.

Figure 5-3139 Remove the handle

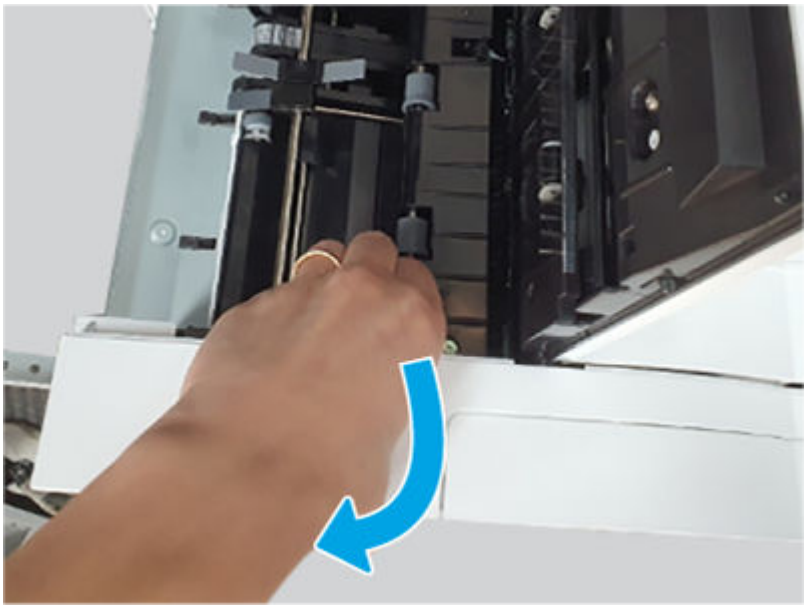
4. Remove three screws.

Figure 5-3140 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3141 Remove the cover

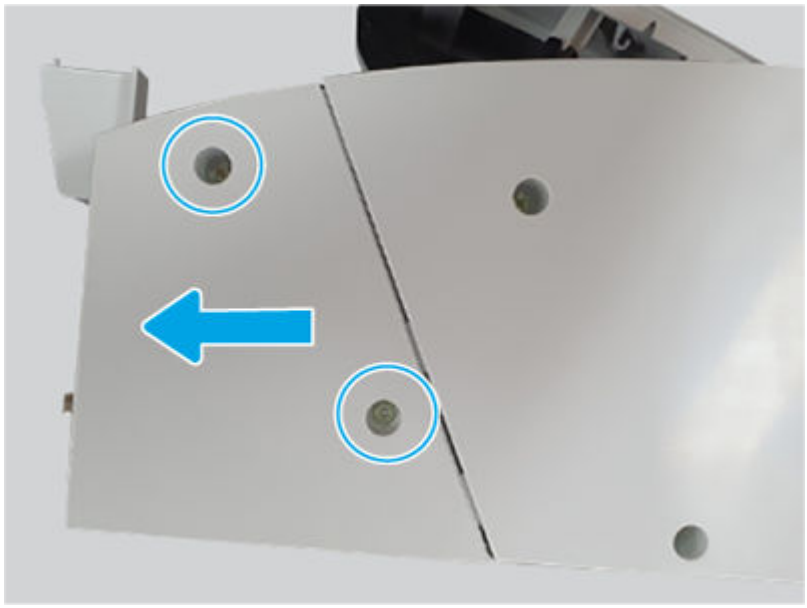


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3142 Remove the cover



3. Remove the inner finisher rear base cover

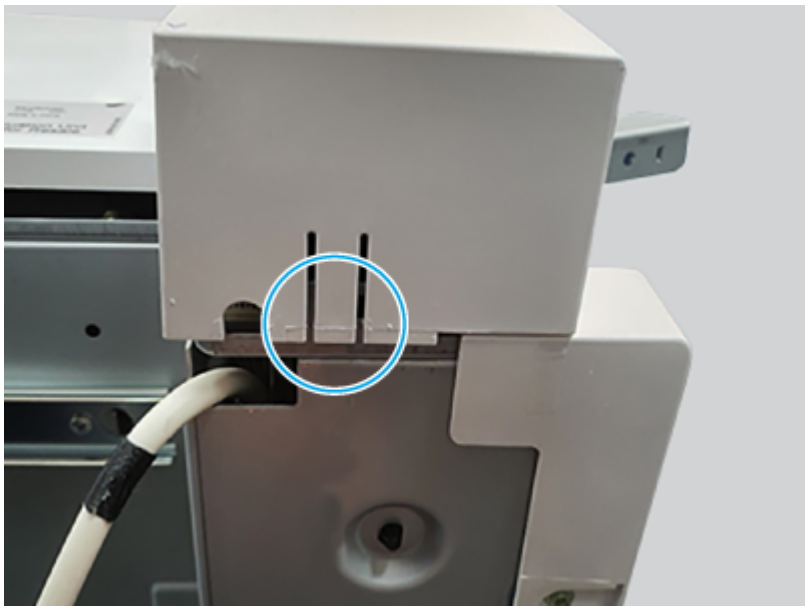
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3143 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3144 Remove the cover

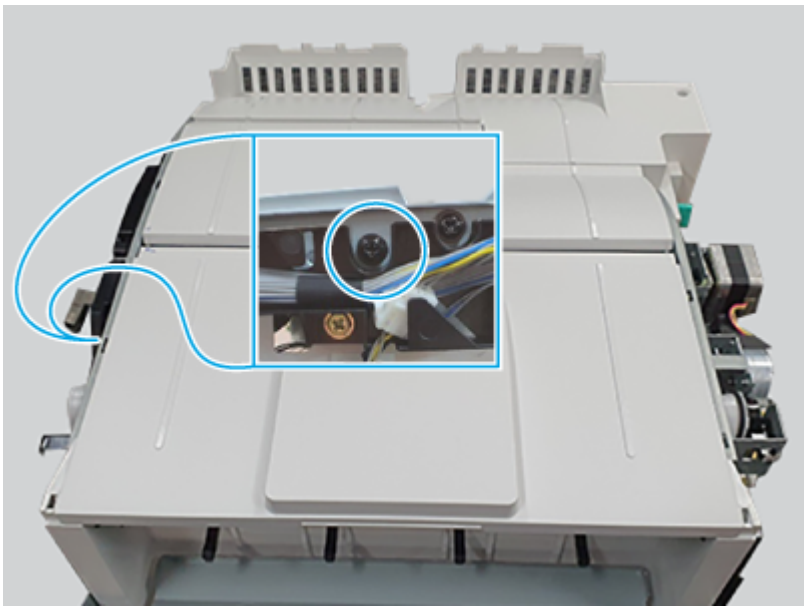


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-3145 Remove the cover



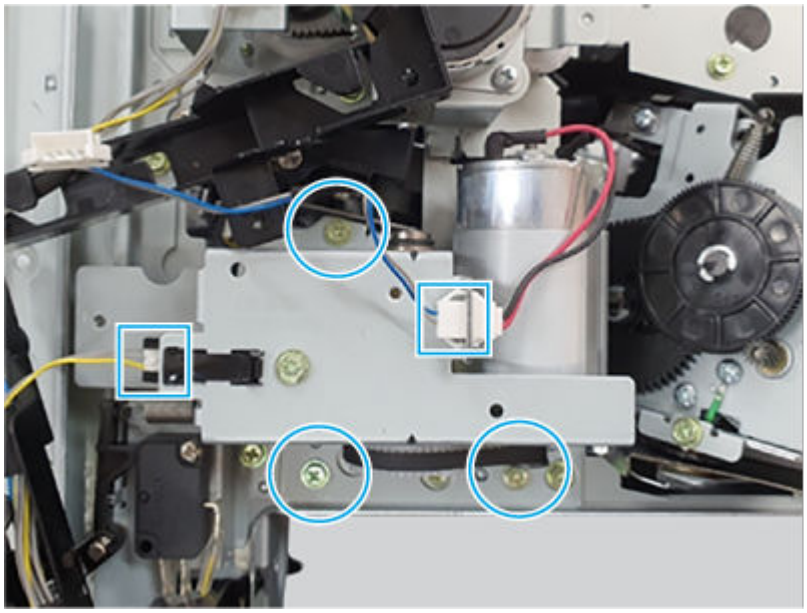
5. Remove the inner finisher output tray motor assembly

Use the following procedure to remove and replace the inner finisher output tray motor assembly.

1. Open the punch cover.

2. Disconnect two connectors, remove three screws, and then remove the inner finisher output tray motor assembly.

Figure 5-3146 Remove the assembly



6. Remove the inner finisher output tray lower limit switch assembly

Use the following procedure to remove and replace the inner finisher output tray lower limit switch assembly.

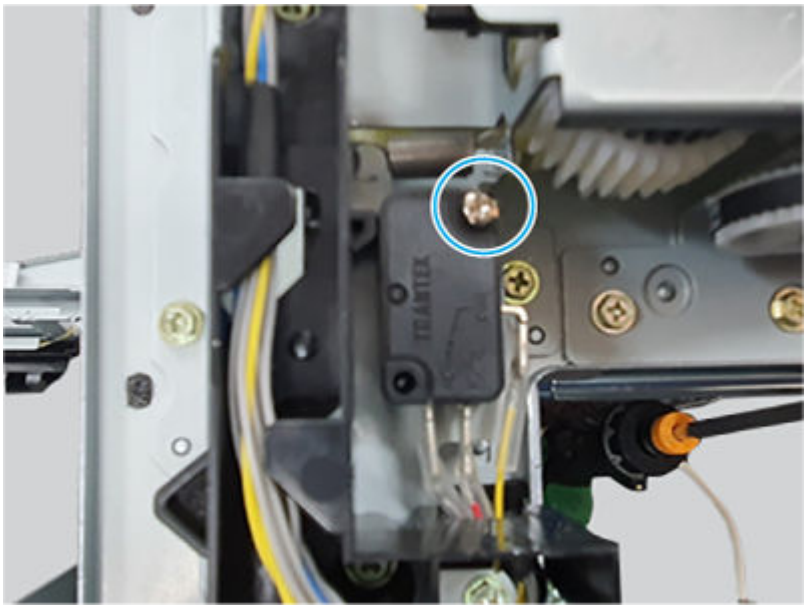
1. Disconnect one connector.

NOTE: Release the wire harness from the retainers as necessary.

Figure 5-3147 Disconnect one connector

2. Remove one screw, and then remove the inner finisher output tray lower limit switch assembly.

Figure 5-3148 Remove the switch

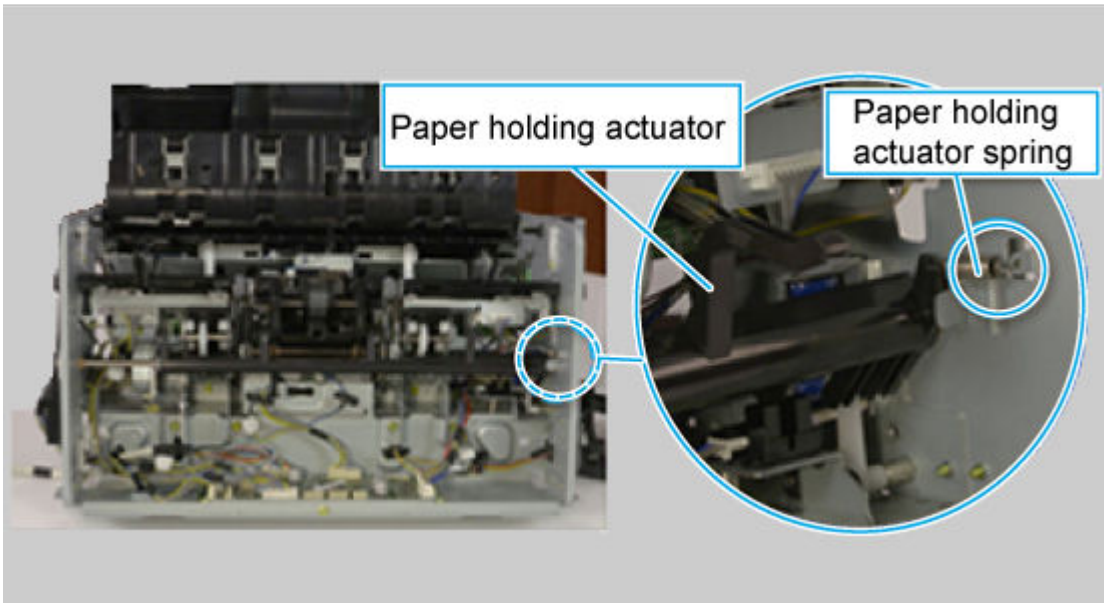


7. Remove the inner finisher paper holding actuator

Use the following procedure to remove and replace the inner finisher paper holding actuator.

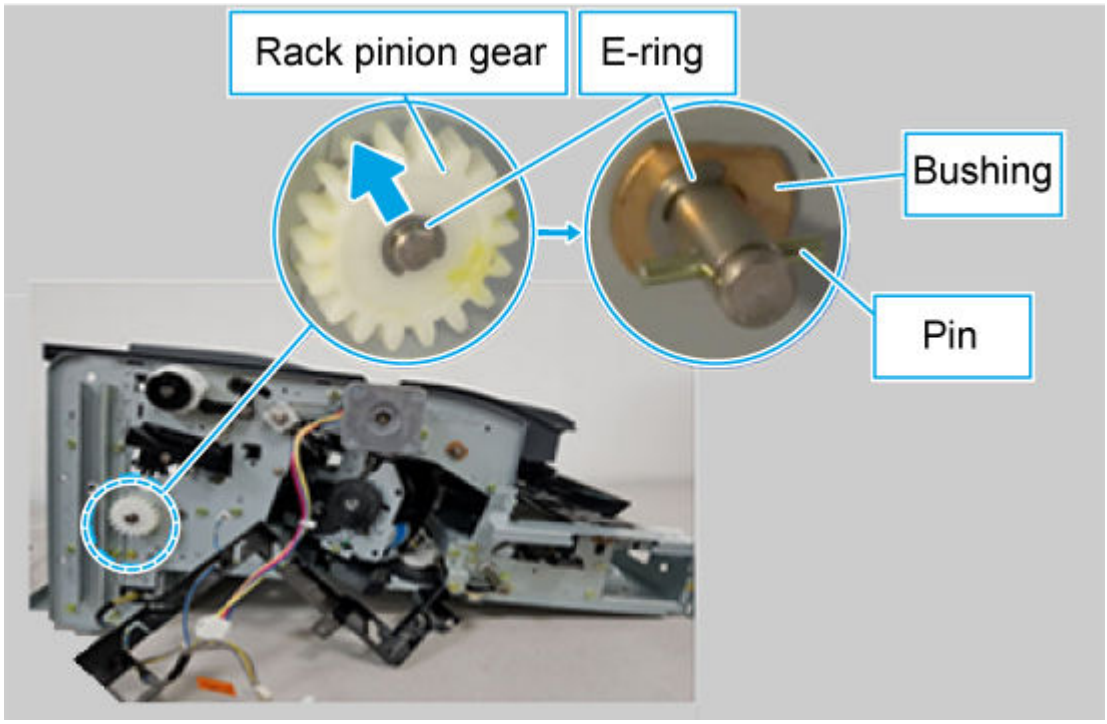
1. Remove one spring.

Figure 5-3149 Remove one spring



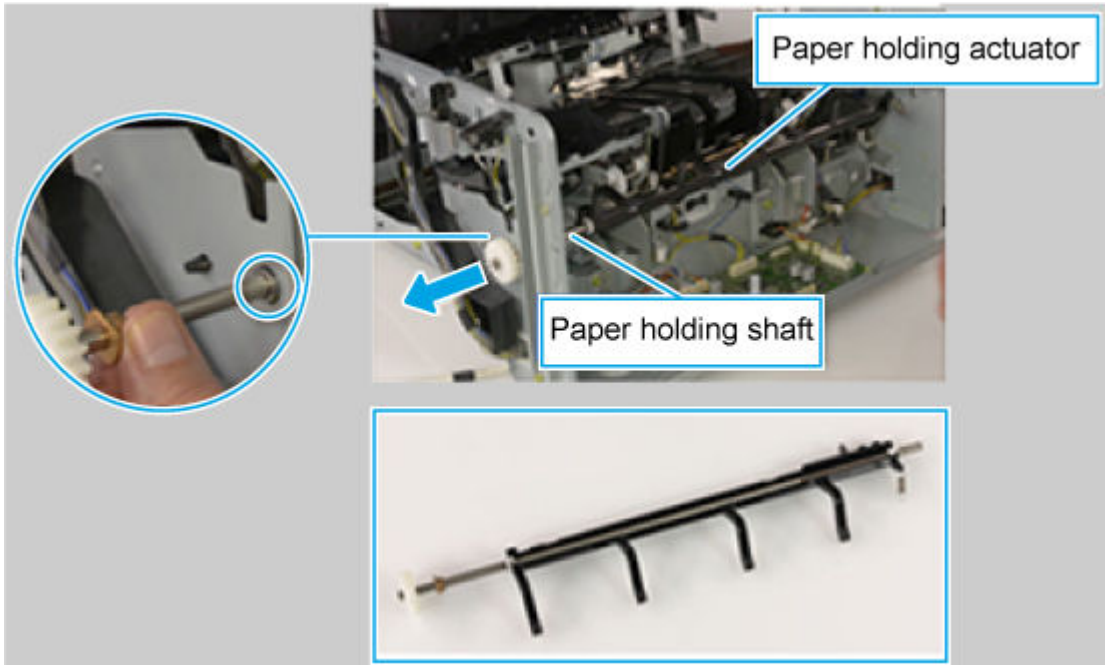
2. Use a pair of tweezers to remove two e-rings, and then remove the pin and bushing.

Figure 5-3150 Remove the e-rings, pin, and bushing



3. Remove the inner finisher paper holding actuator.

Figure 5-3151 Remove the actuator

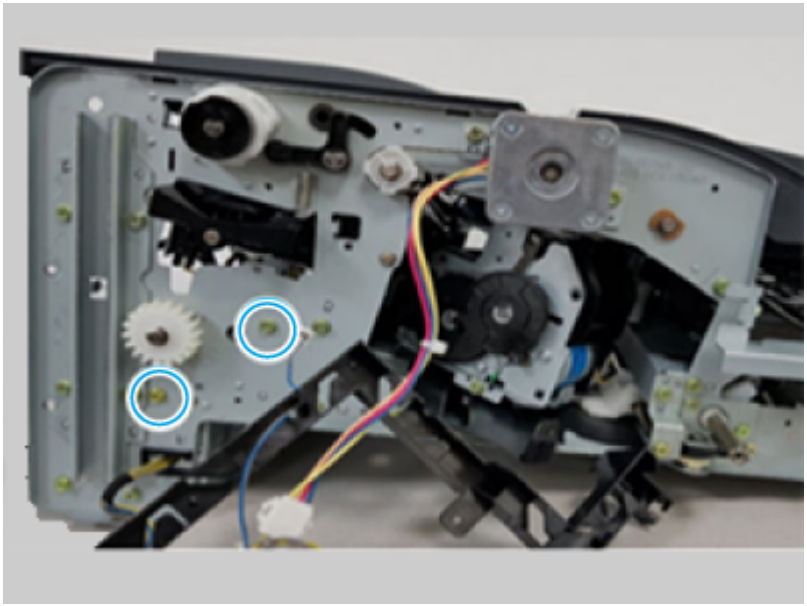


8. Remove the inner finisher paper holding kit

Use the following procedure to remove and replace the inner finisher paper holding kit.

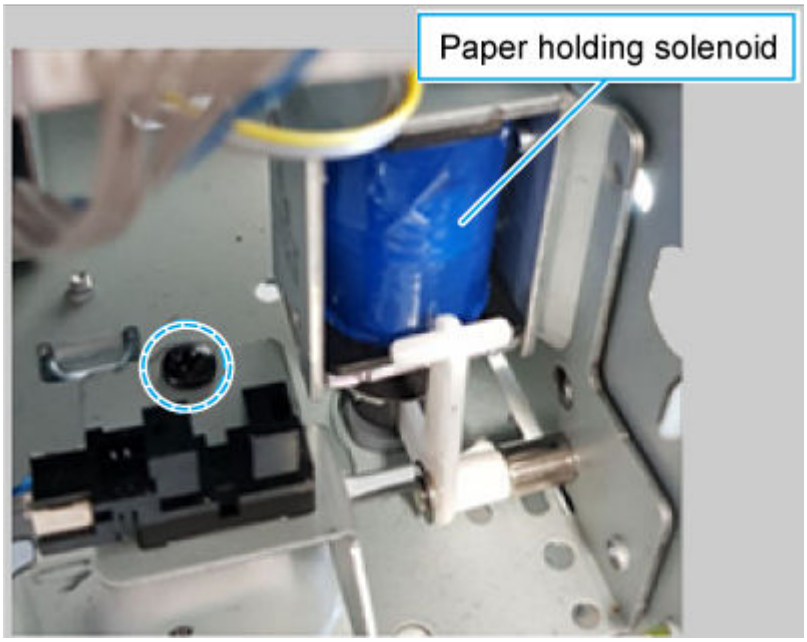
1. Remove two screws.

Figure 5-3152 Remove two screws



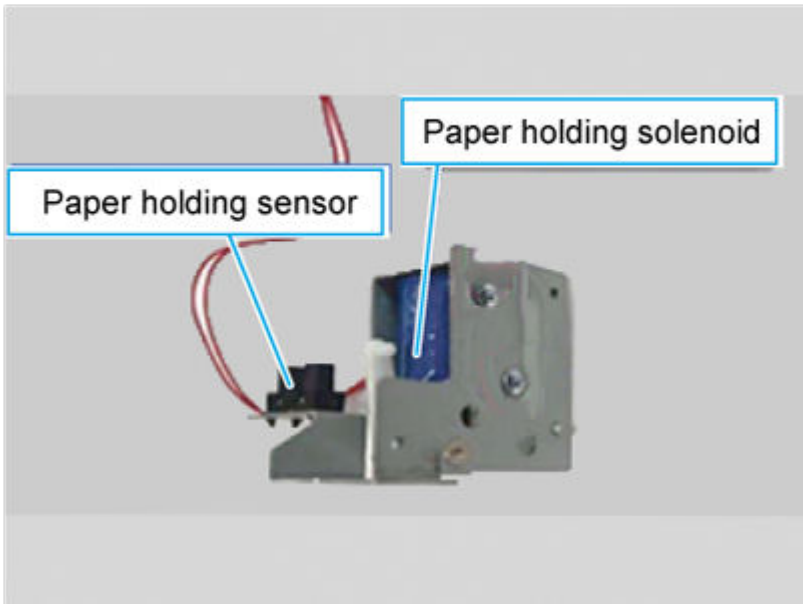
2. Remove one screw.

Figure 5-3153 Remove one screw



3. Remove the inner finisher paper holding kit.

Figure 5-3154 Remove the kit



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper holding solenoid

Learn about removing and replacing the inner finisher paper holding solenoid.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-360 Part information

Part number	Part description
JC33-00037A	Solenoid, TDS (Paper holding solenoid)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

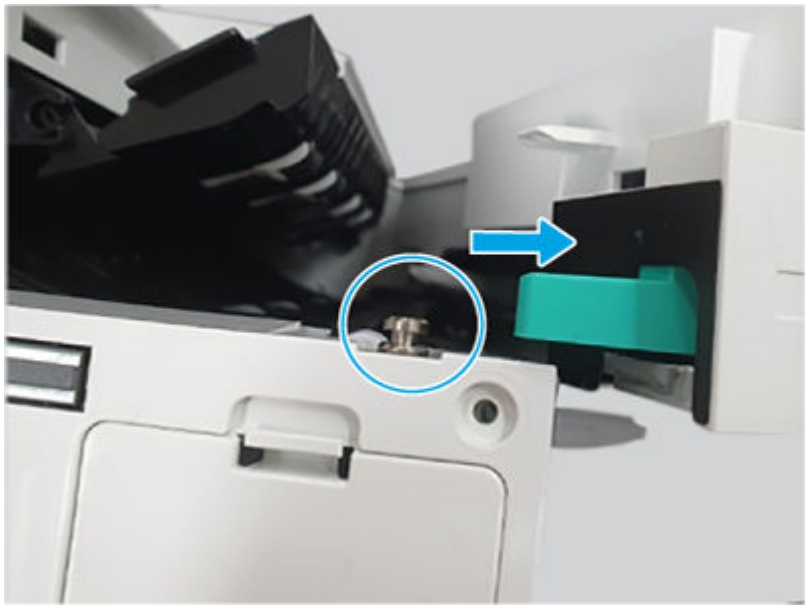
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3155 Open the punch cover

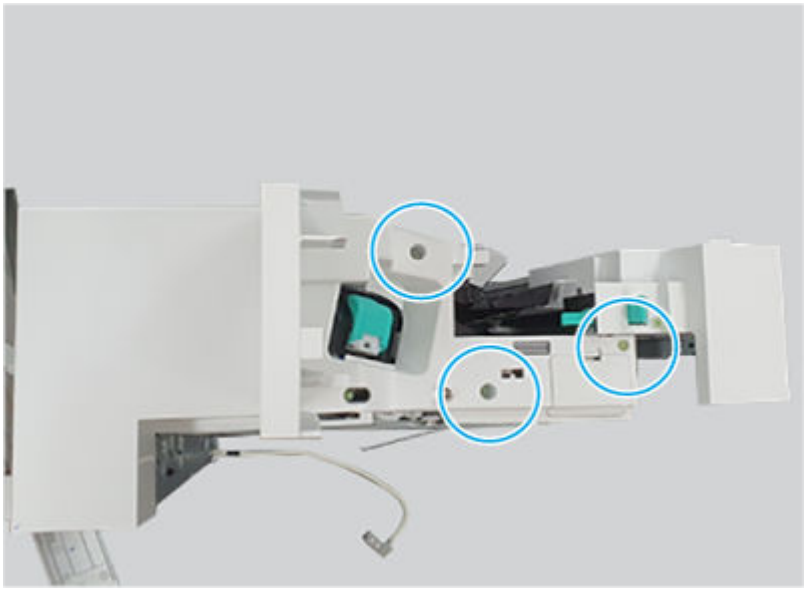


3. Remove one screw, and then remove the lock release handle.

Figure 5-3156 Remove the handle

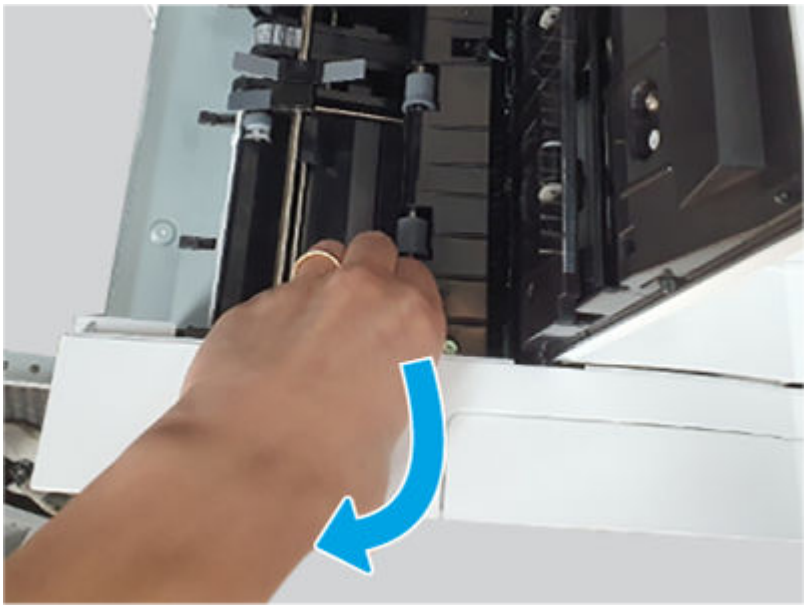
4. Remove three screws.

Figure 5-3157 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3158 Remove the cover

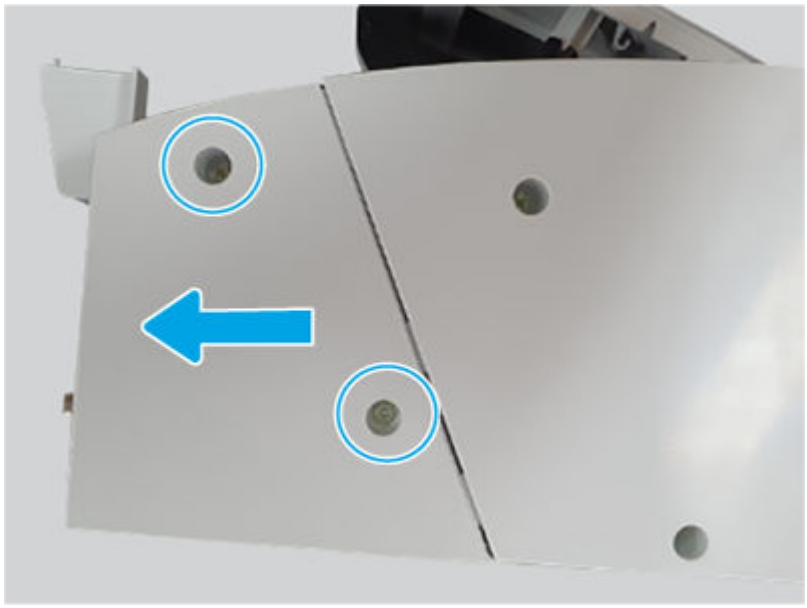


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3159 Remove the cover



3. Remove the inner finisher rear base cover

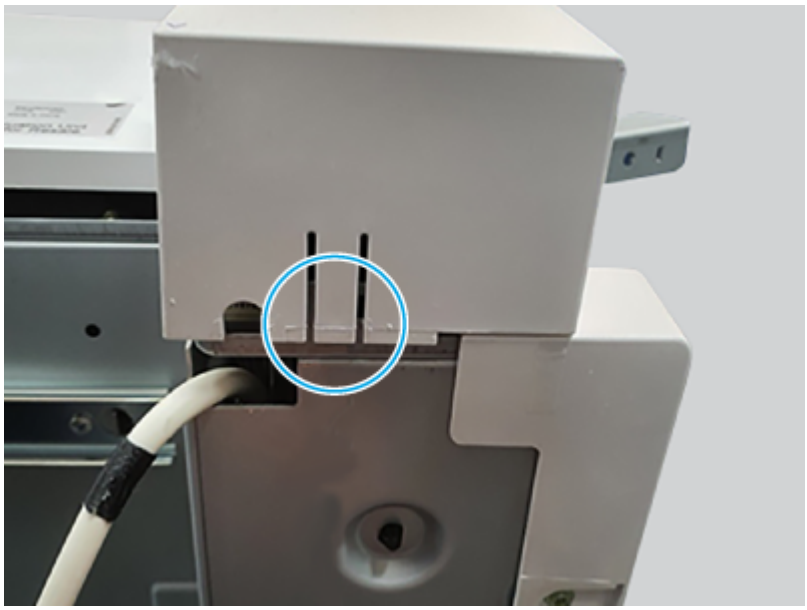
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3160 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3161 Remove the cover

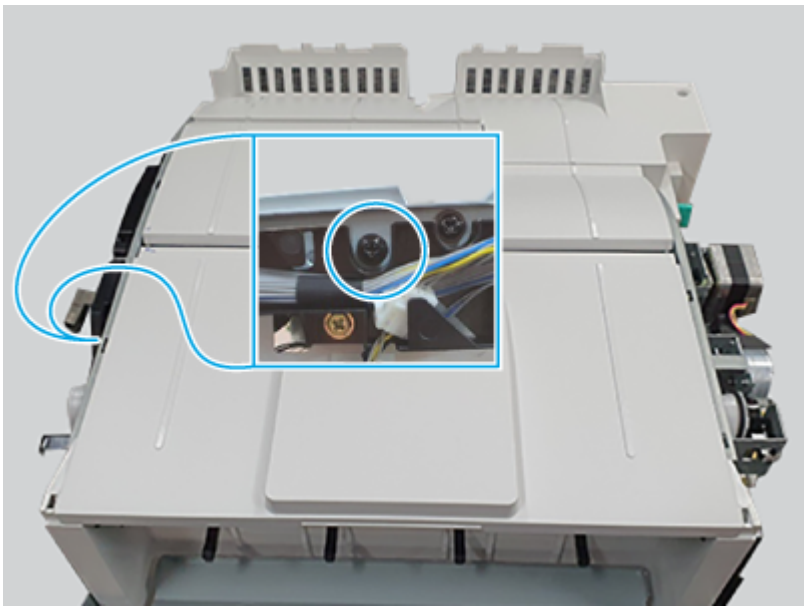


4. Remove the inner finisher top cover assembly

Use the following procedure to remove and replace the inner finisher top cover assembly.

- Remove one screw, and then remove the inner finisher top cover assembly.

Figure 5-3162 Remove the cover



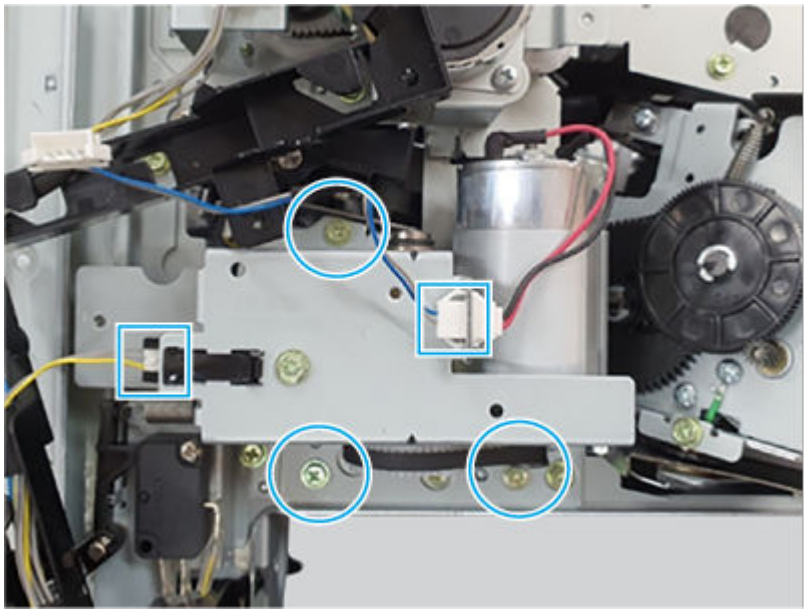
5. Remove the inner finisher output tray motor assembly

Use the following procedure to remove and replace the inner finisher output tray motor assembly.

1. Open the punch cover.

2. Disconnect two connectors, remove three screws, and then remove the inner finisher output tray motor assembly.

Figure 5-3163 Remove the assembly



6. Remove the inner finisher output tray lower limit switch assembly

Use the following procedure to remove and replace the inner finisher output tray lower limit switch assembly.

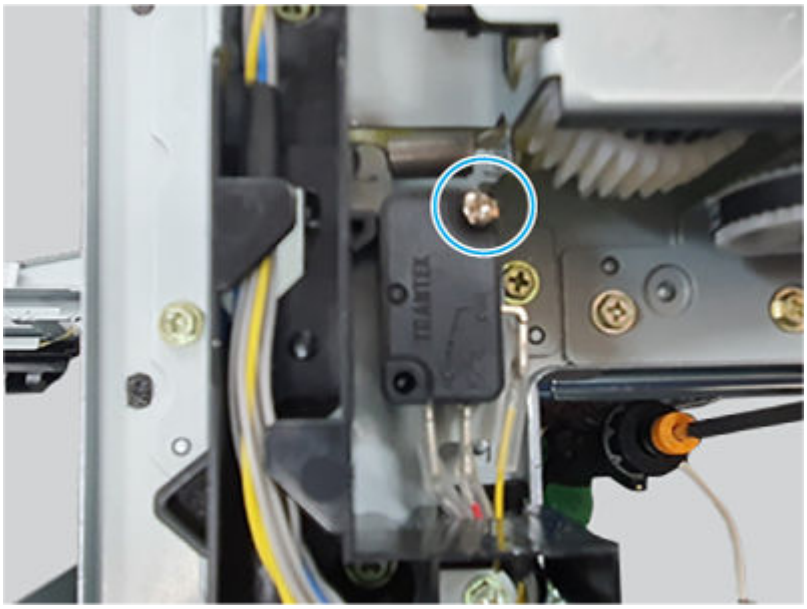
1. Disconnect one connector.

NOTE: Release the wire harness from the retainers as necessary.

Figure 5-3164 Disconnect one connector

2. Remove one screw, and then remove the inner finisher output tray lower limit switch assembly.

Figure 5-3165 Remove the switch

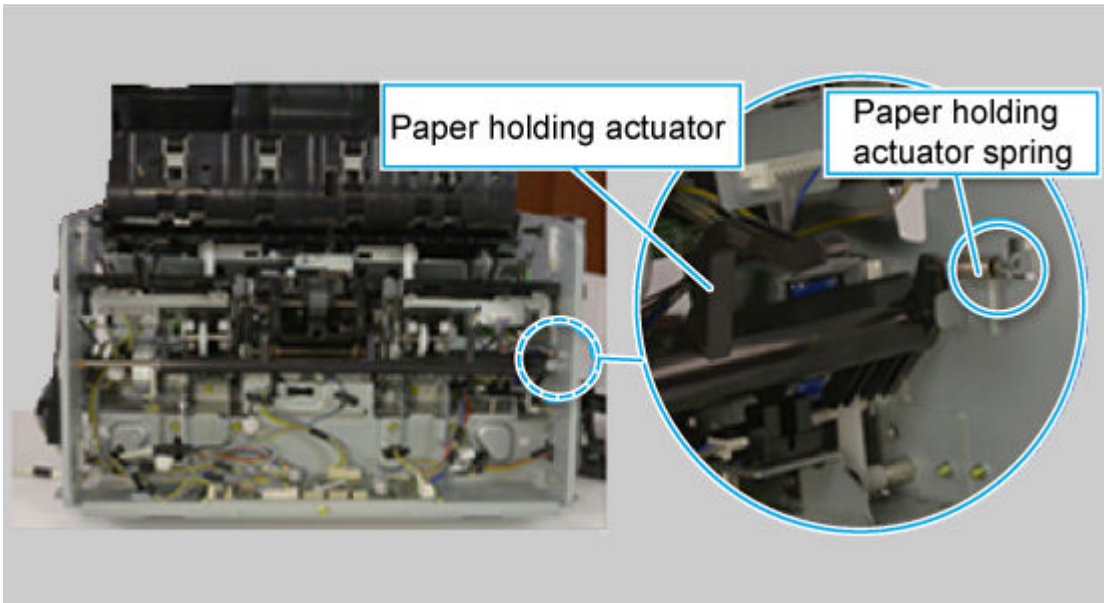


7. Remove the inner finisher paper holding actuator

Use the following procedure to remove and replace the inner finisher paper holding actuator.

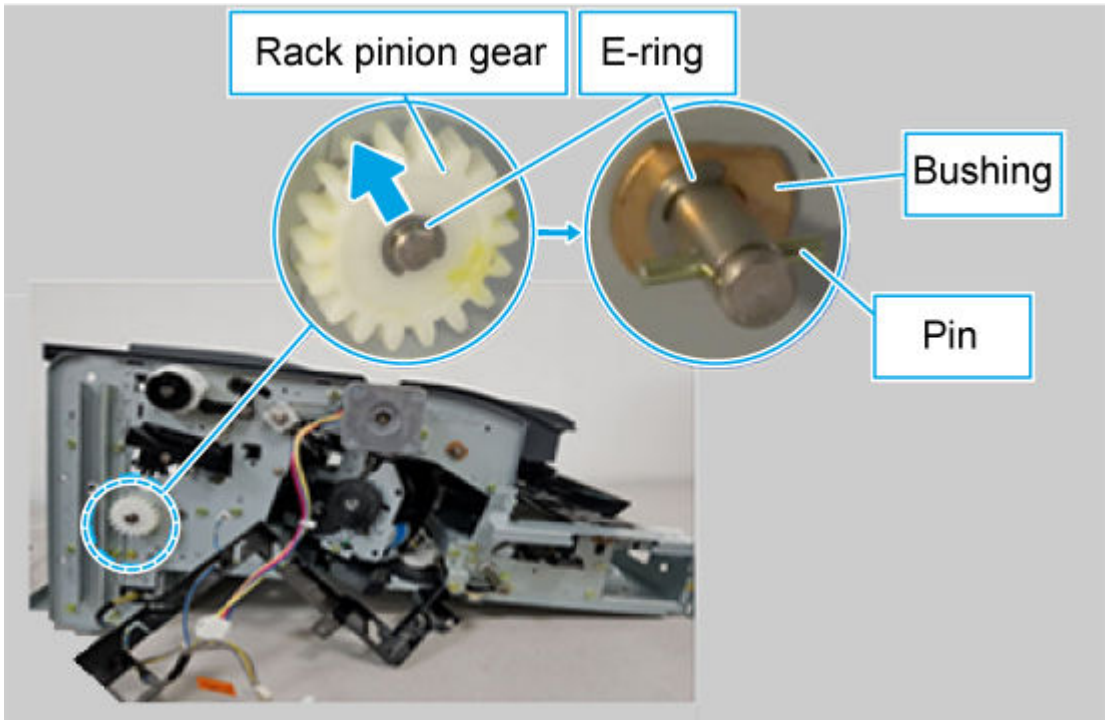
1. Remove one spring.

Figure 5-3166 Remove one spring



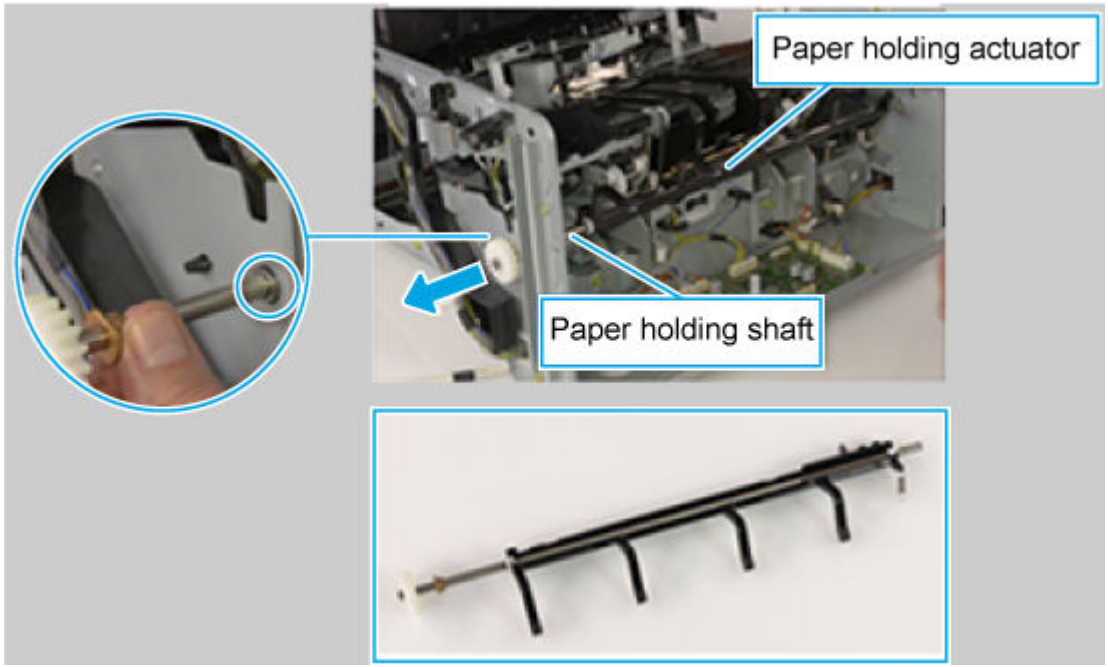
2. Use a pair of tweezers to remove two e-rings, and then remove the pin and bushing.

Figure 5-3167 Remove the e-rings, pin, and bushing



3. Remove the inner finisher paper holding actuator.

Figure 5-3168 Remove the actuator

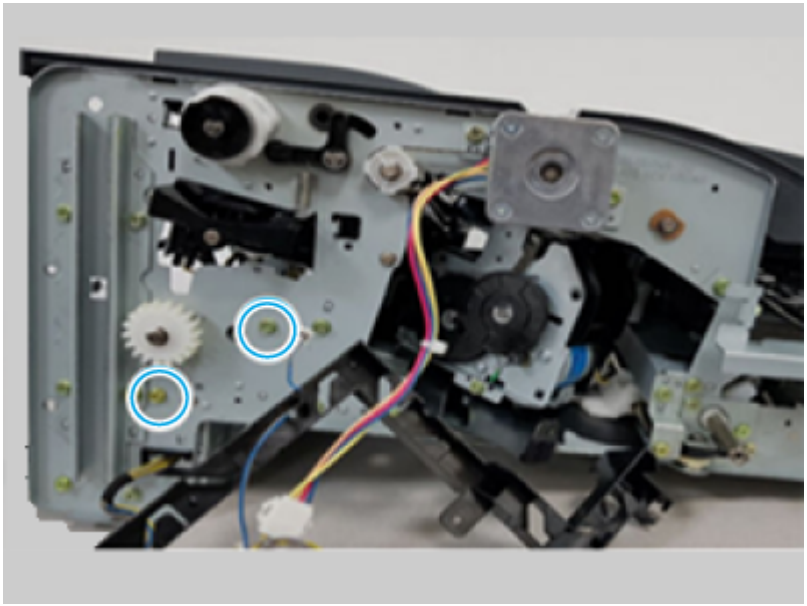


8. Remove the inner finisher paper holding kit

Use the following procedure to remove and replace the inner finisher paper holding kit.

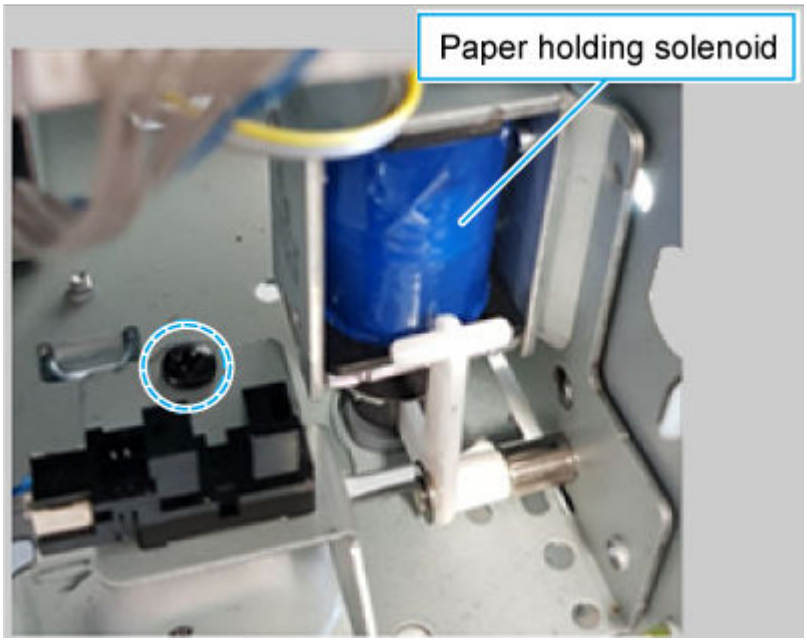
1. Remove two screws.

Figure 5-3169 Remove two screws



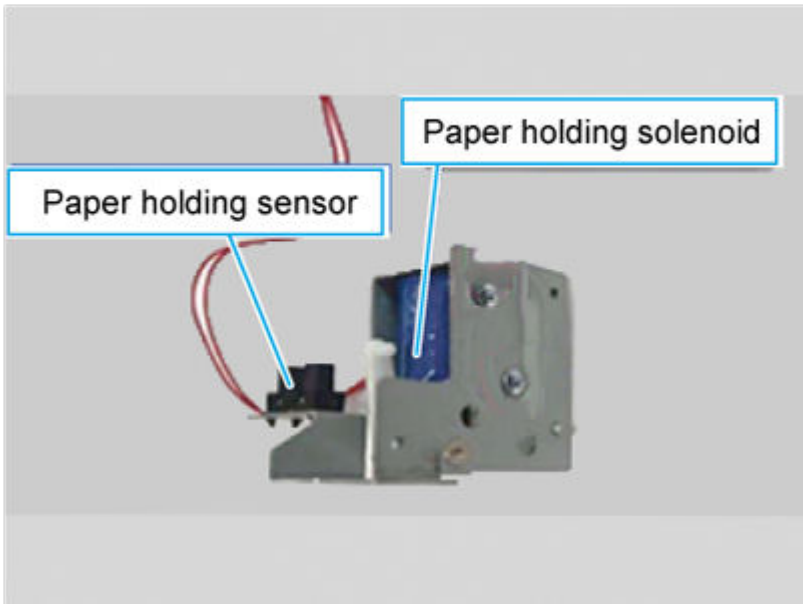
2. Remove one screw.

Figure 5-3170 Remove one screw



3. Remove the inner finisher paper holding kit.

Figure 5-3171 Remove the kit

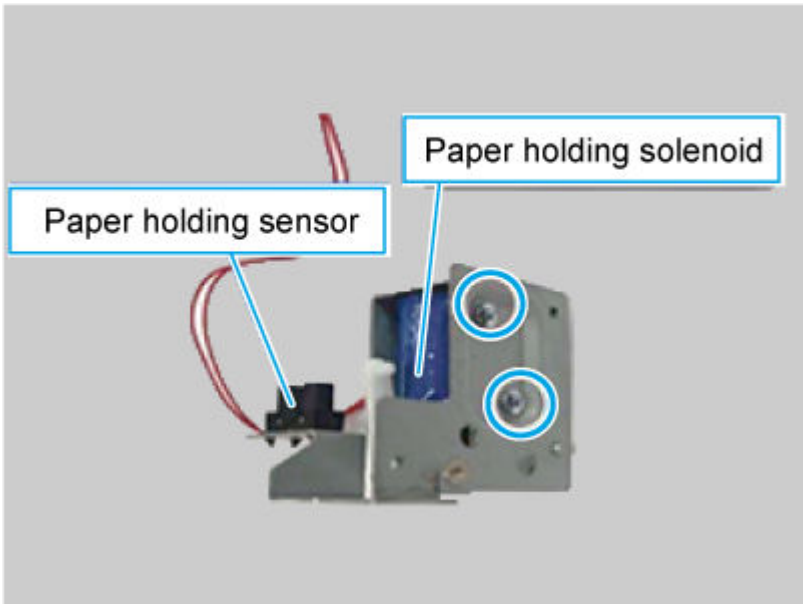


9. Remove the inner finisher paper holding solenoid

Use the following procedure to remove and replace the inner finisher paper holding solenoid.

- Remove two screws, and then remove the inner finisher paper holding solenoid.

Figure 5-3172 Remove the solenoid



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper holding sensor

Learn about removing and replacing the inner finisher paper holding sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-361 **Part information**

Part number	Part description
3SJ00-60110	Photo interrupter (Paper holding sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

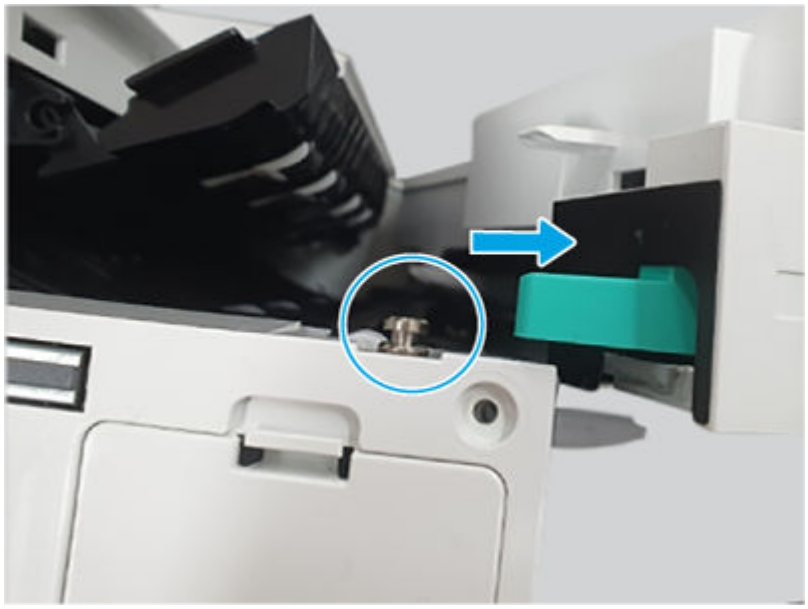
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3173 **Open the punch cover**

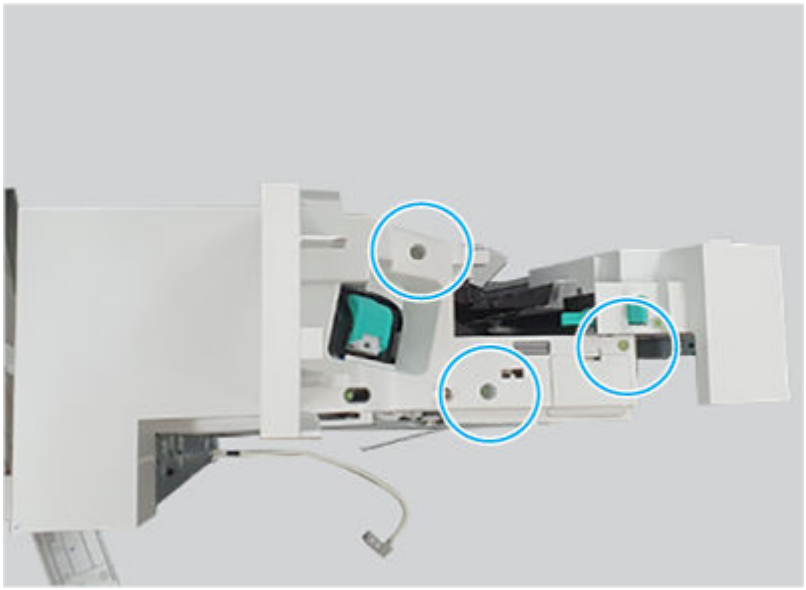


3. Remove one screw, and then remove the lock release handle.

Figure 5-3174 Remove the handle

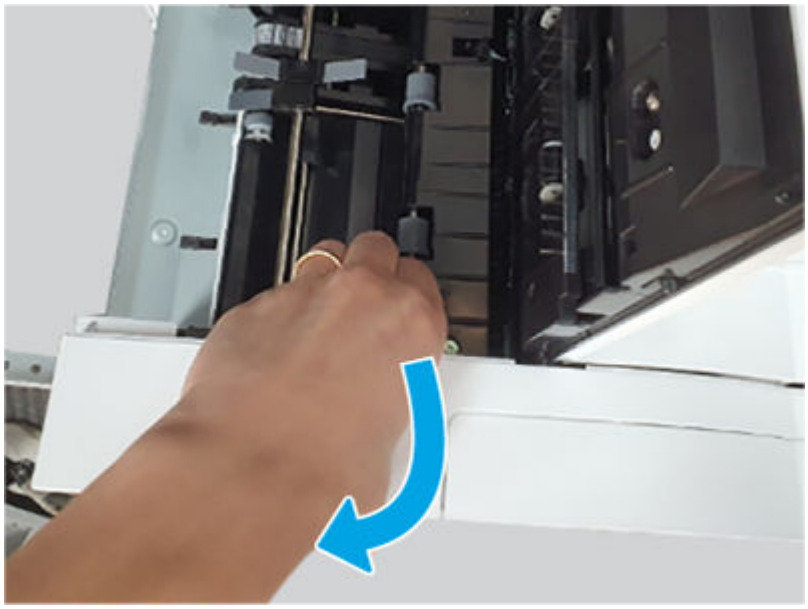
4. Remove three screws.

Figure 5-3175 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3176 Remove the cover

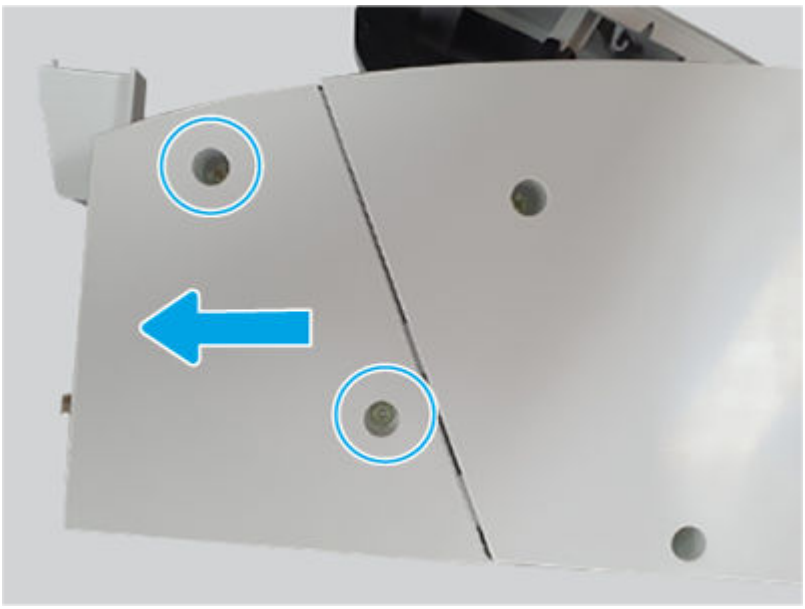


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3177 Remove the cover



3. Remove the inner finisher rear base cover

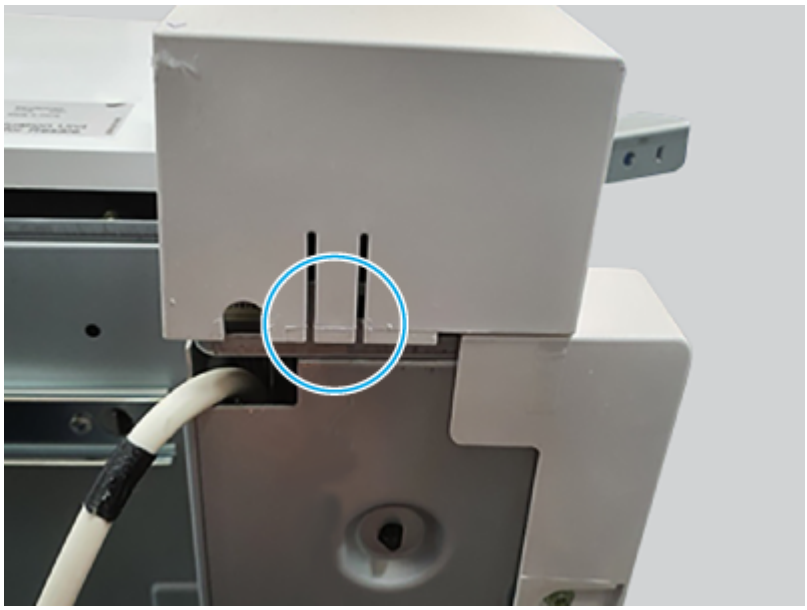
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3178 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3179 Remove the cover

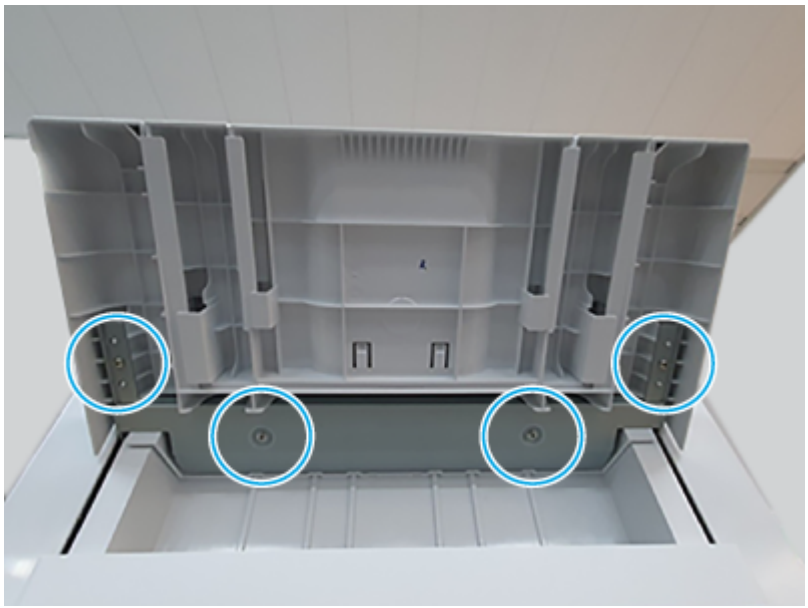


4. Remove the inner finisher output tray assembly

Use the following procedure to remove and replace the inner finisher output tray assembly.

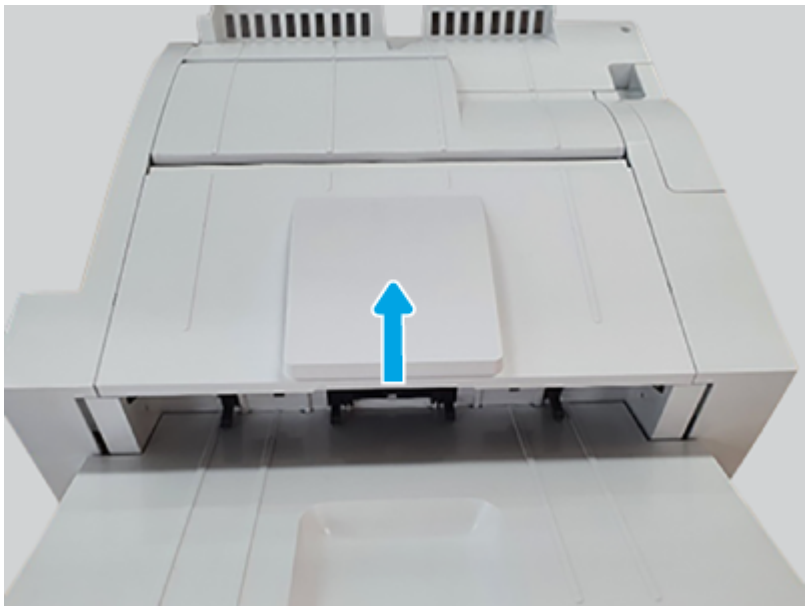
1. Remove four screws.

Figure 5-3180 Remove four screws



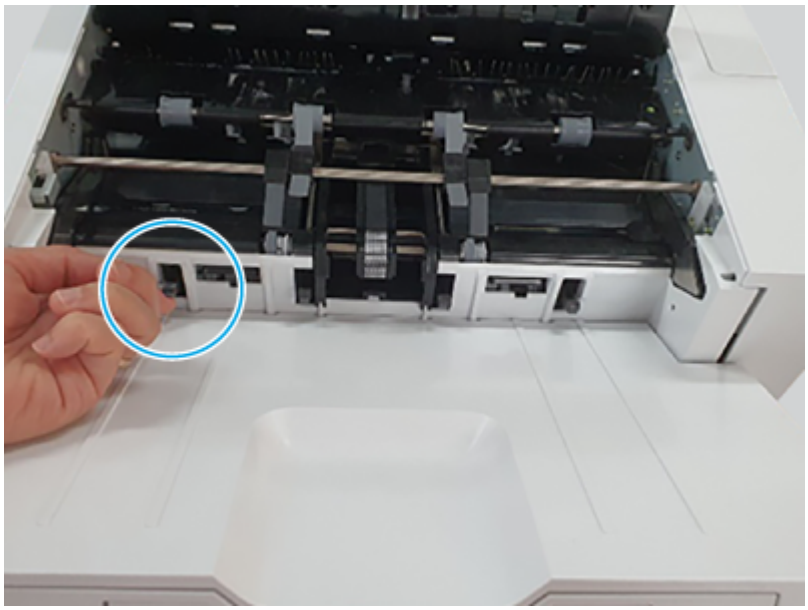
2. Open the top cover.

Figure 5-3181 Open the cover



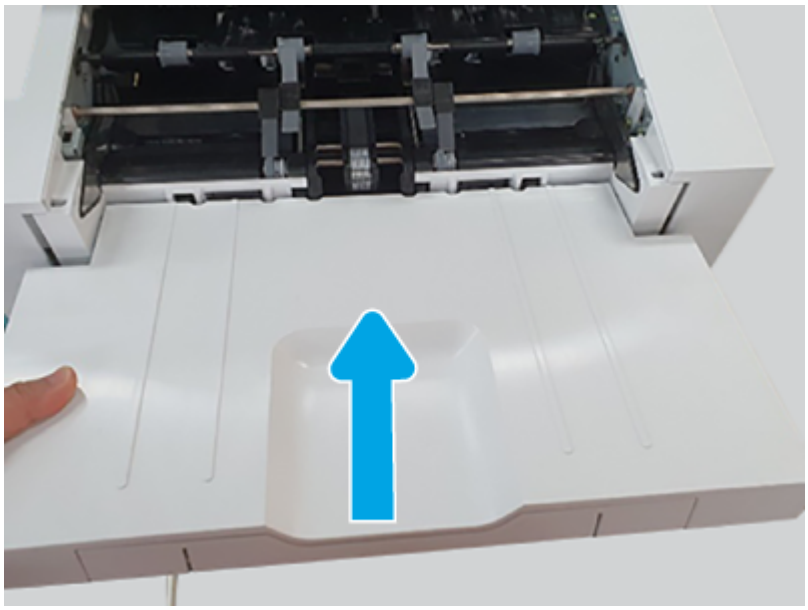
3. Press the paper holding actuator.

Figure 5-3182 Press the actuator



4. Lift up on the inner finisher output tray to remove it.

Figure 5-3183 Remove the tray

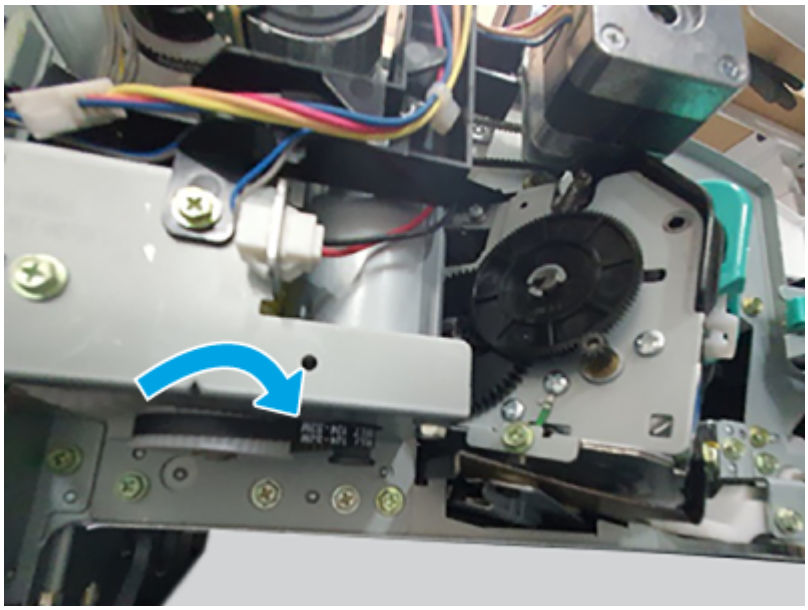


5. Remove the output tray frame

Use the following procedure to remove and replace the inner finisher output tray frame.

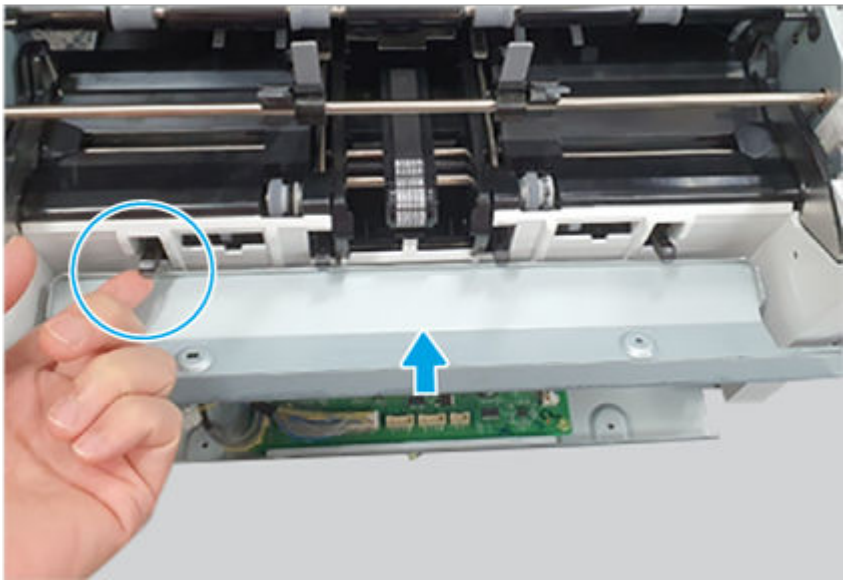
1. Rotate the output tray gear.

Figure 5-3184 Rotate the gear



2. Press the paper holding actuator, and then lift the inner finisher output tray frame up to remove it.

Figure 5-3185 Remove the frame

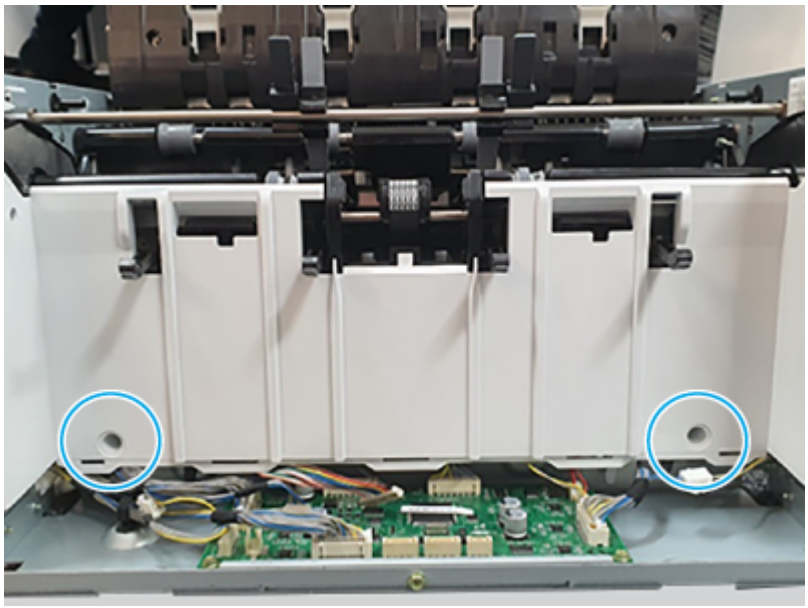


6. Remove the finisher sub stay assembly

Use the following procedure to remove and replace the inner finisher sub stay assembly.

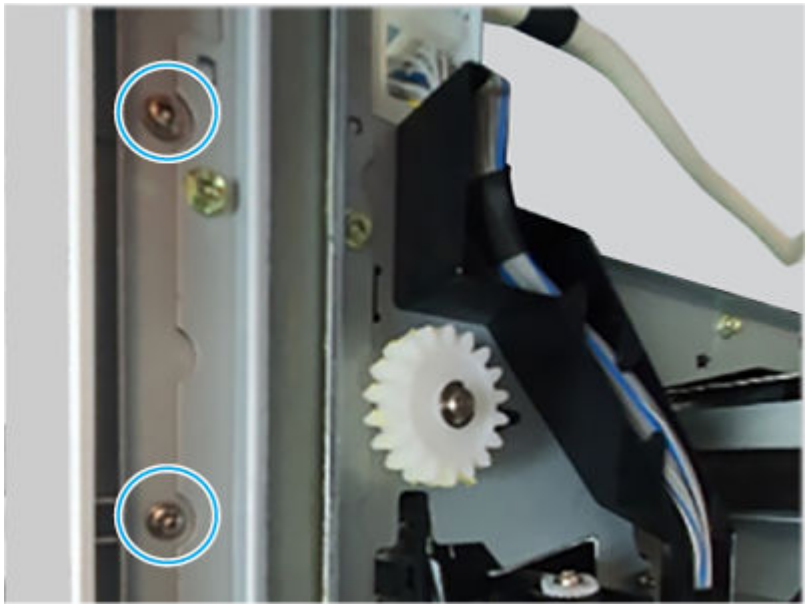
1. Remove two screws.

Figure 5-3186 Remove two screws



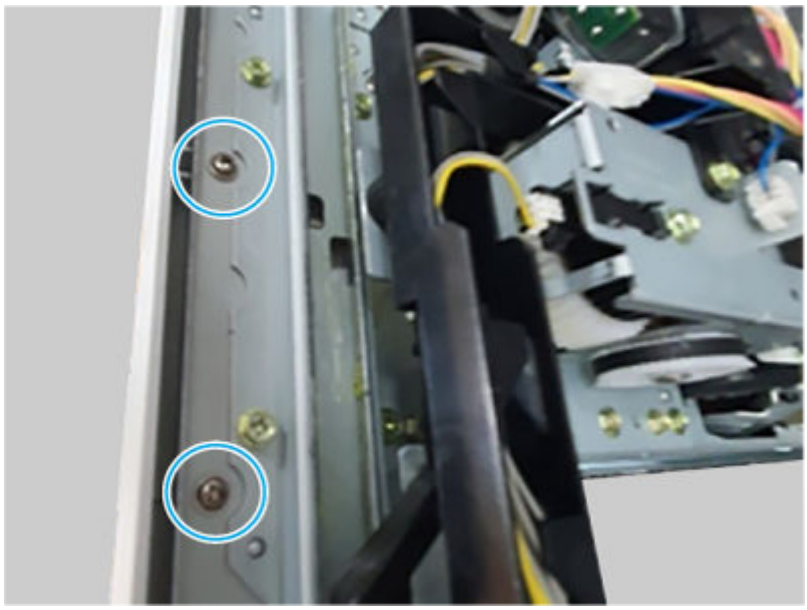
2. Remove two screws.

Figure 5-3187 Remove two screws



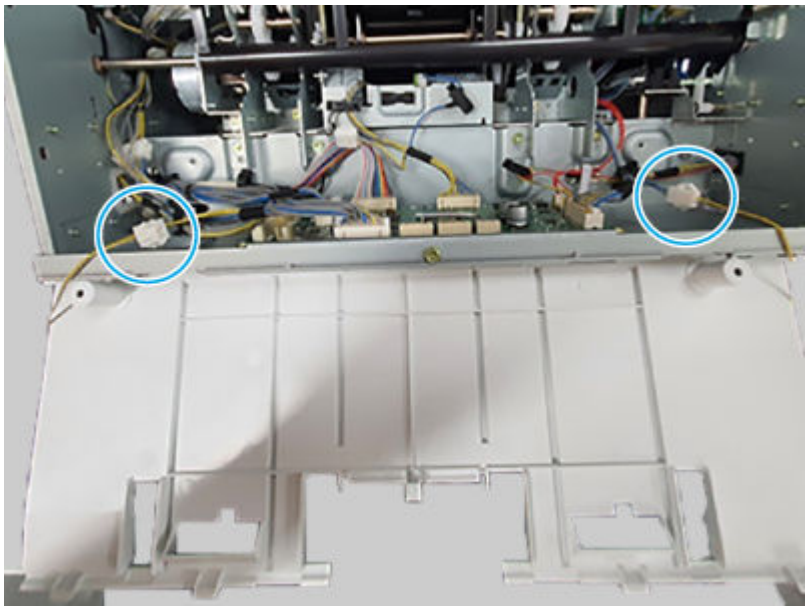
3. Remove two screws.

Figure 5-3188 Remove two screws



4. Disconnect two connectors, and then remove the inner finisher sub stay assembly.

Figure 5-3189 Remove the assembly

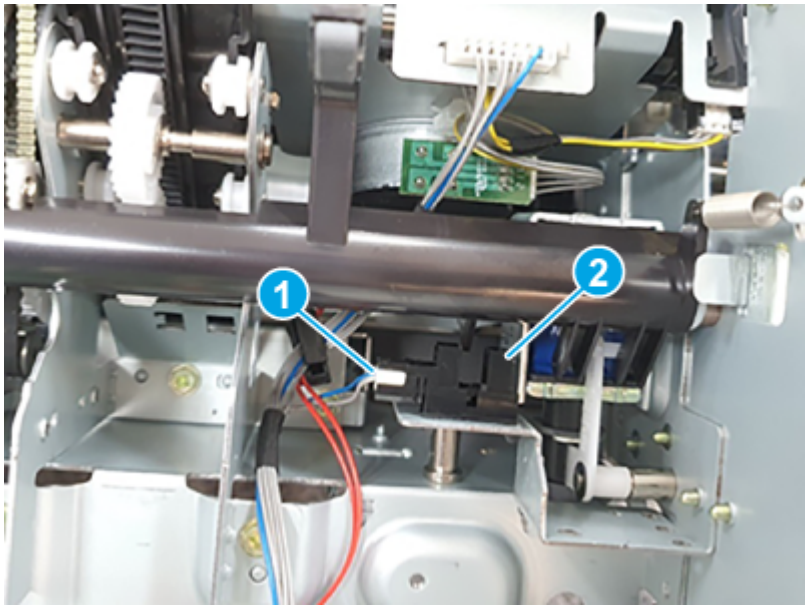


7. Remove the inner finisher paper holding sensor

Use the following procedure to remove and replace the inner finisher paper holding sensor.

- Disconnect one connector (callout 1), and then remove the inner finisher paper holding sensor.

Figure 5-3190 Remove the sensor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCA and switch

Review the inner finisher PCA and switch removal procedures.

Removal and replacement: PCA

Learn about removing and replacing the inner finisher PCA.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-362 Part information

Part number	Part description
6GW49-60001	Inner finisher PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

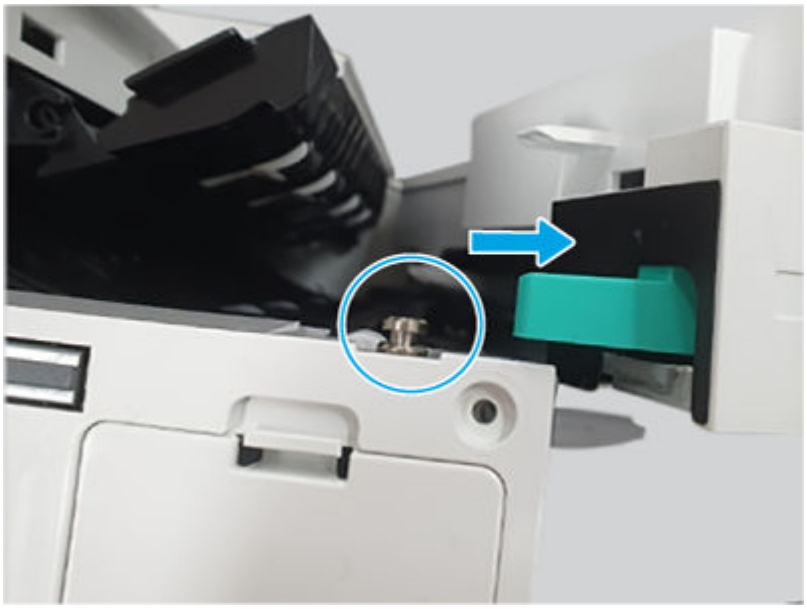
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3191 Open the punch cover

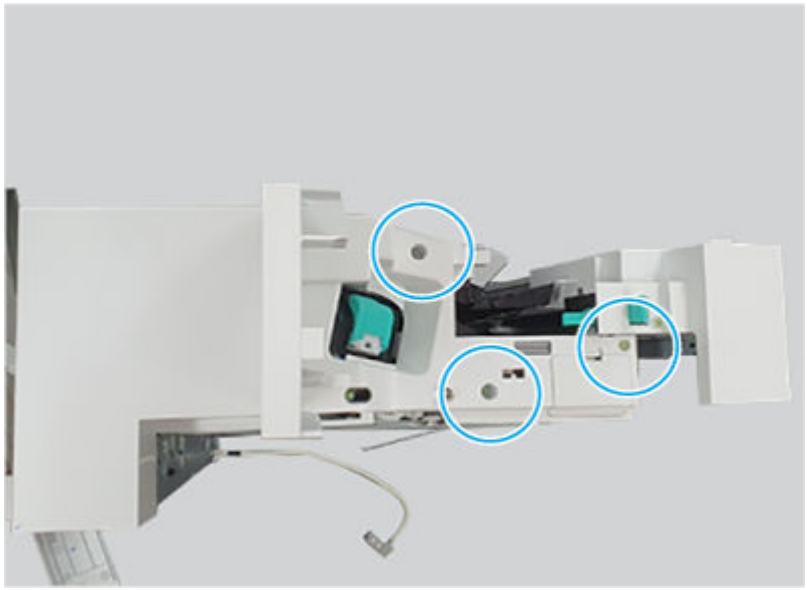


3. Remove one screw, and then remove the lock release handle.

Figure 5-3192 Remove the handle

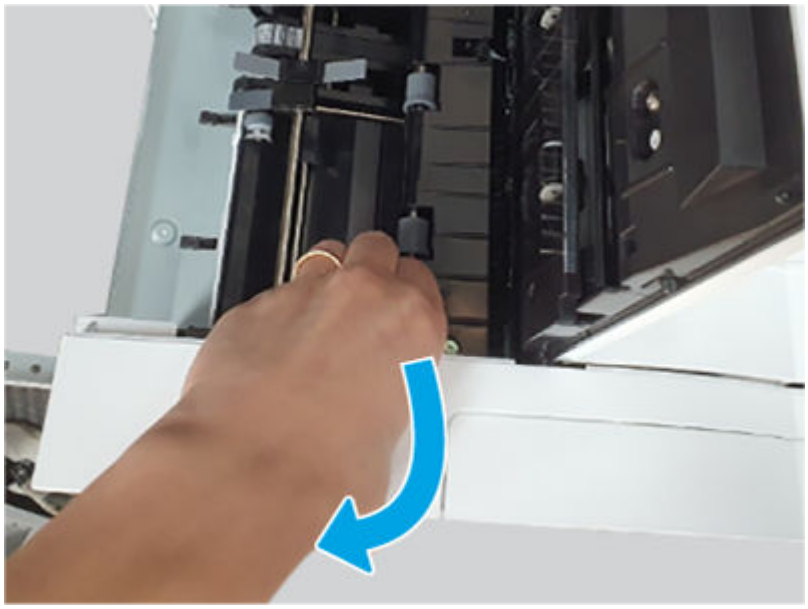
4. Remove three screws.

Figure 5-3193 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3194 Remove the cover

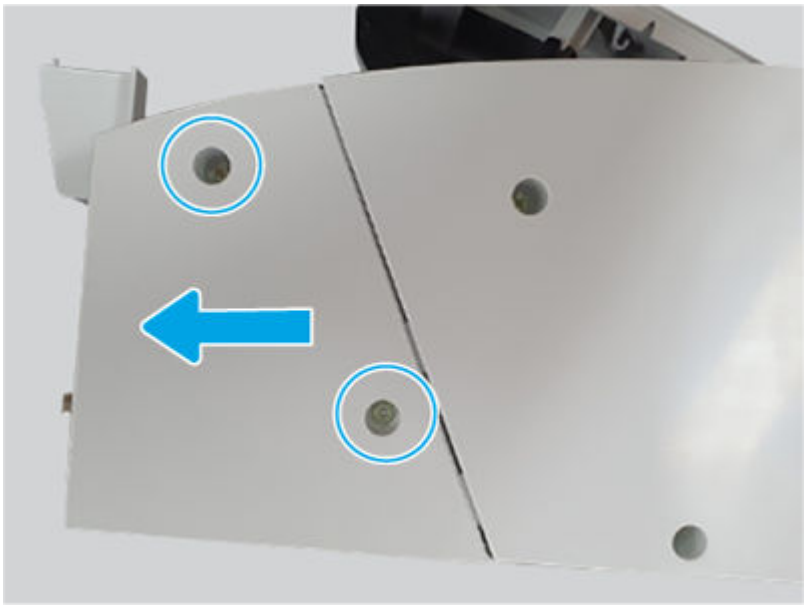


2. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3195 Remove the cover



3. Remove the inner finisher rear base cover

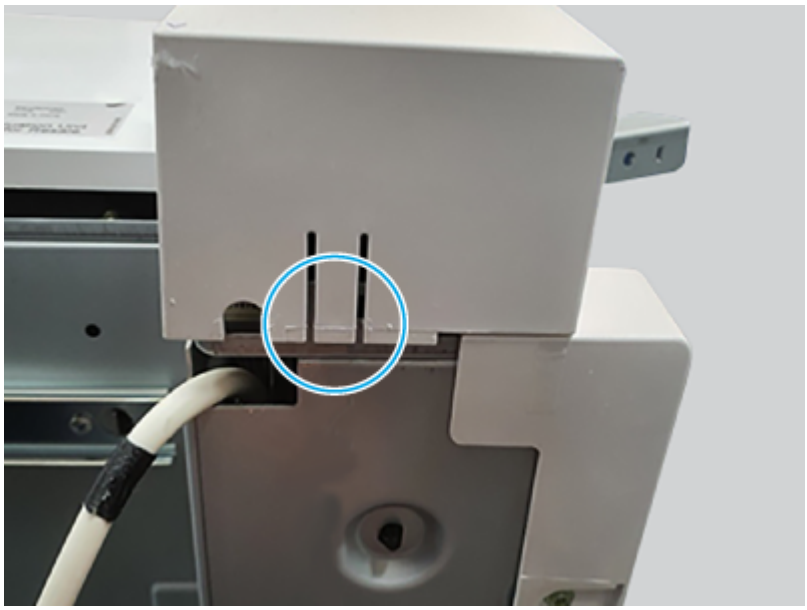
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3196 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3197 Remove the cover

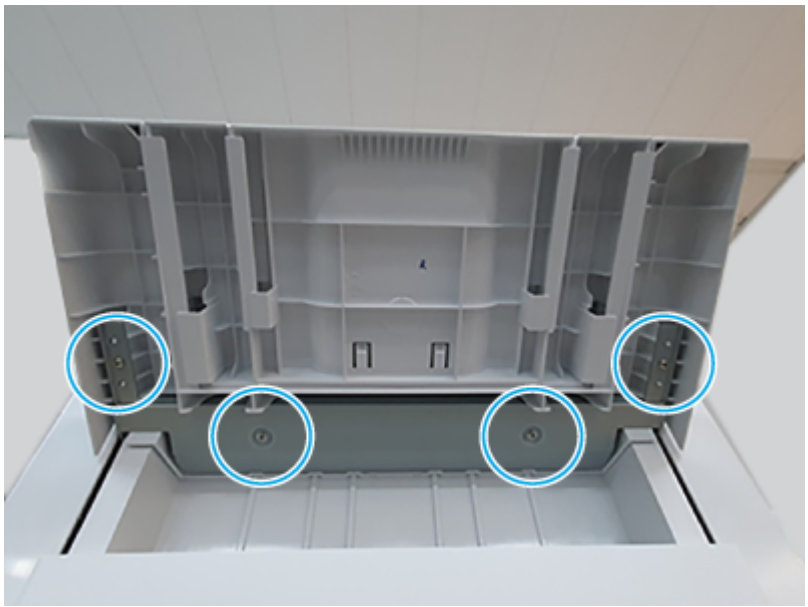


4. Remove the inner finisher output tray assembly

Use the following procedure to remove and replace the inner finisher output tray assembly.

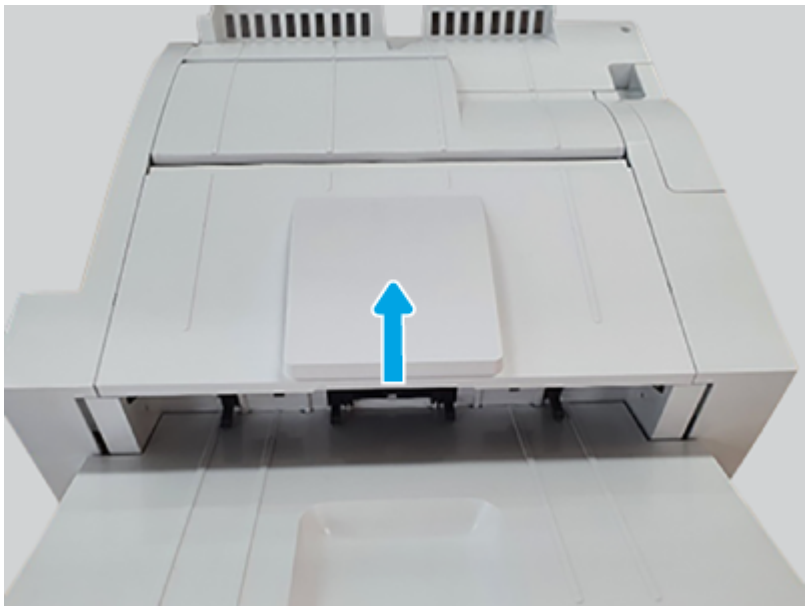
1. Remove four screws.

Figure 5-3198 Remove four screws



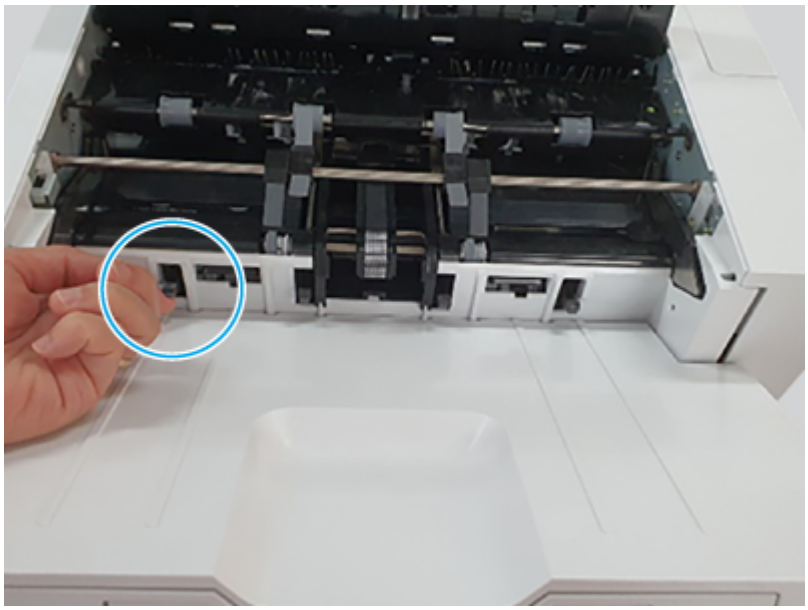
2. Open the top cover.

Figure 5-3199 Open the cover



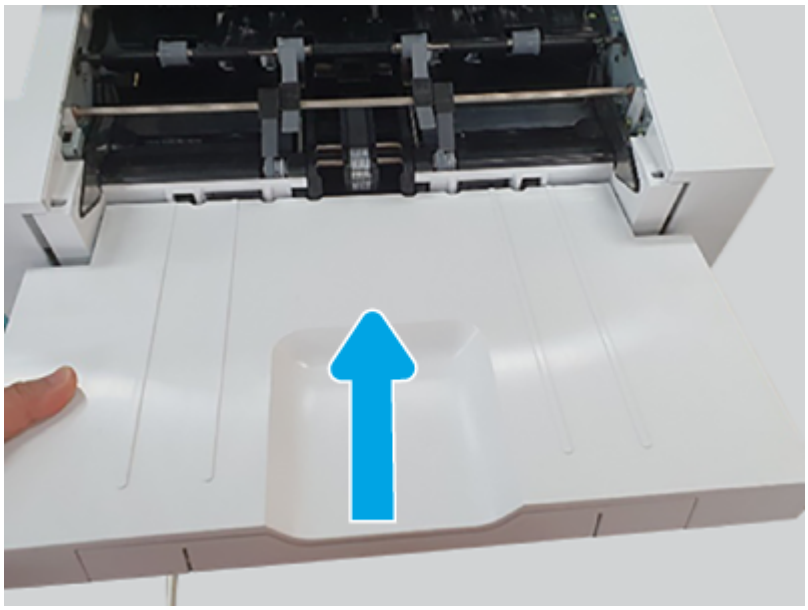
3. Press the paper holding actuator.

Figure 5-3200 Press the actuator



4. Lift up on the inner finisher output tray to remove it.

Figure 5-3201 Remove the tray

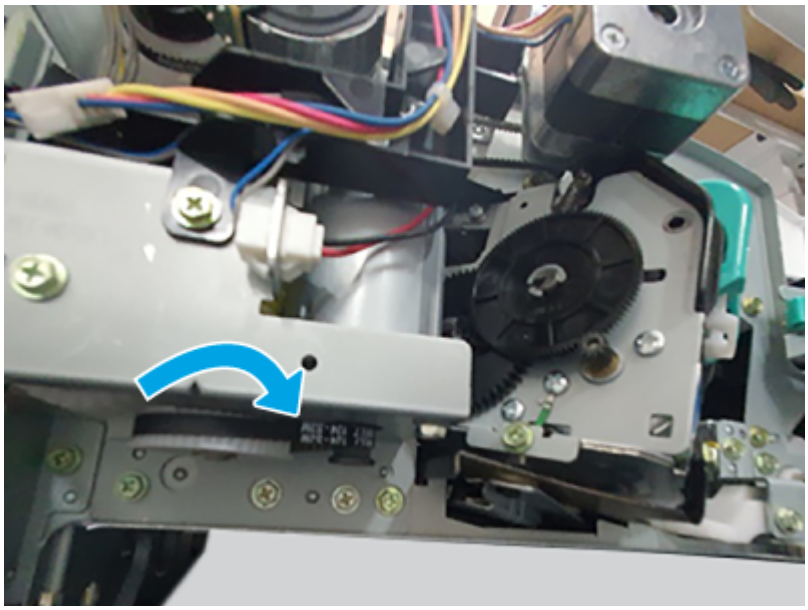


5. Remove the output tray frame

Use the following procedure to remove and replace the inner finisher output tray frame.

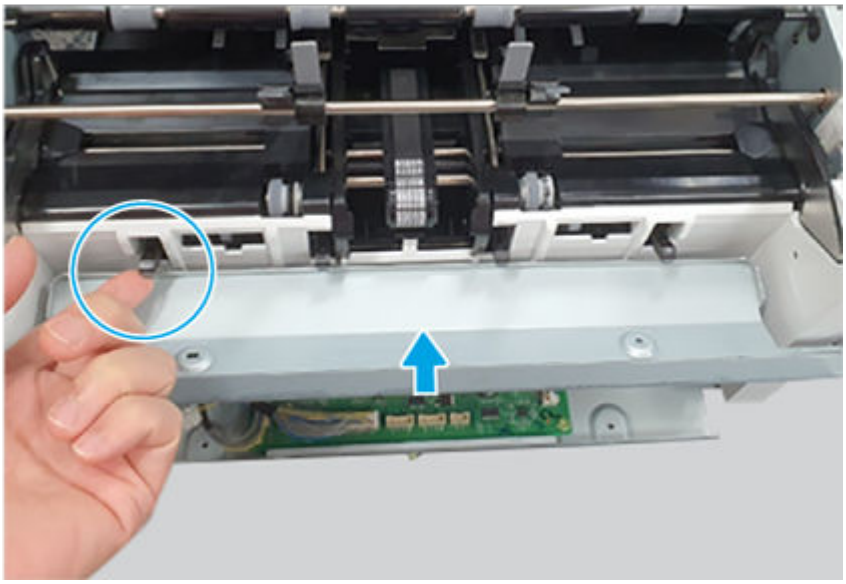
1. Rotate the output tray gear.

Figure 5-3202 Rotate the gear



2. Press the paper holding actuator, and then lift the inner finisher output tray frame up to remove it.

Figure 5-3203 Remove the frame

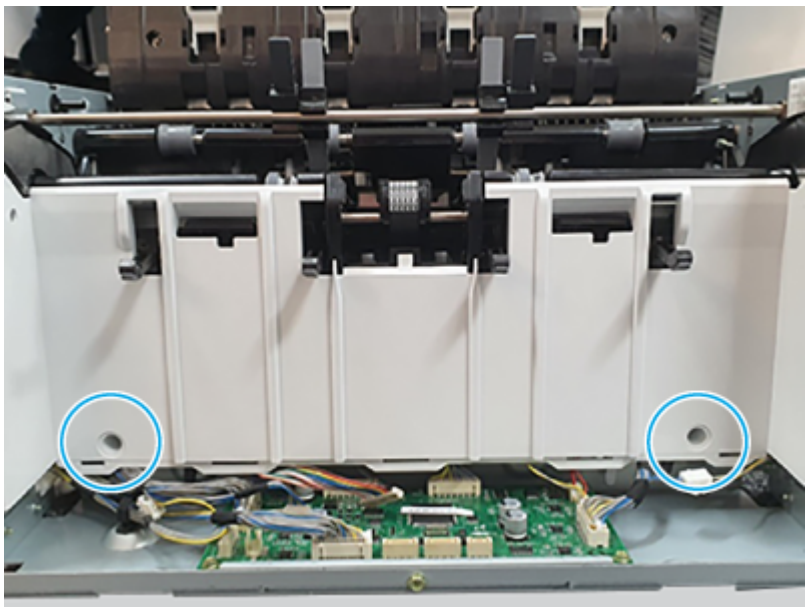


6. Remove the finisher sub stay assembly

Use the following procedure to remove and replace the inner finisher sub stay assembly.

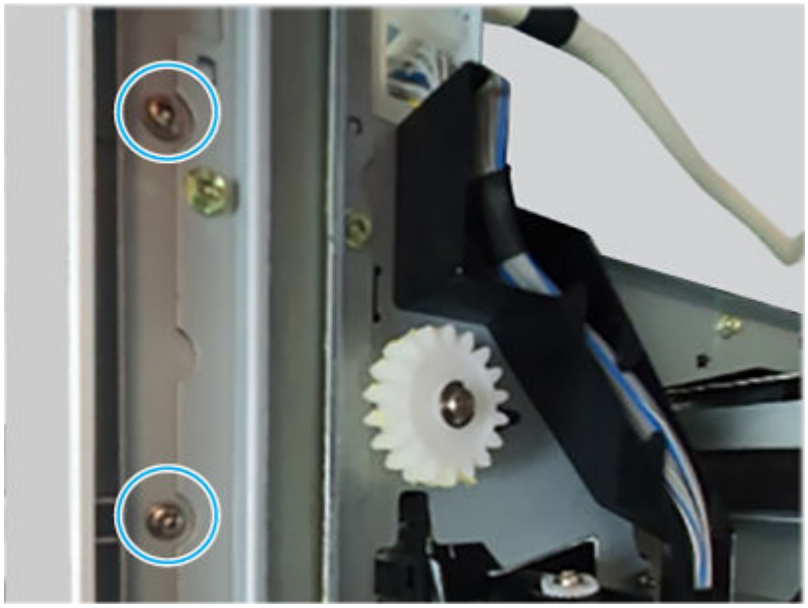
1. Remove two screws.

Figure 5-3204 Remove two screws



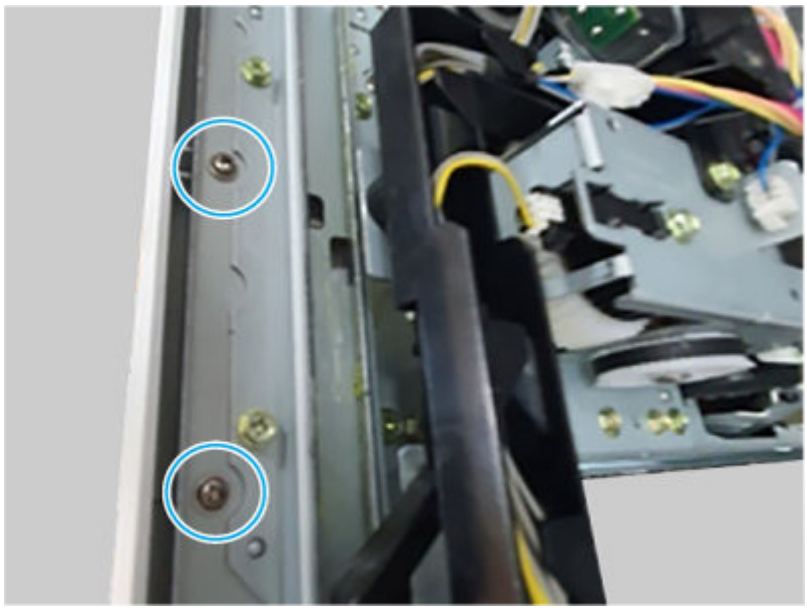
2. Remove two screws.

Figure 5-3205 Remove two screws



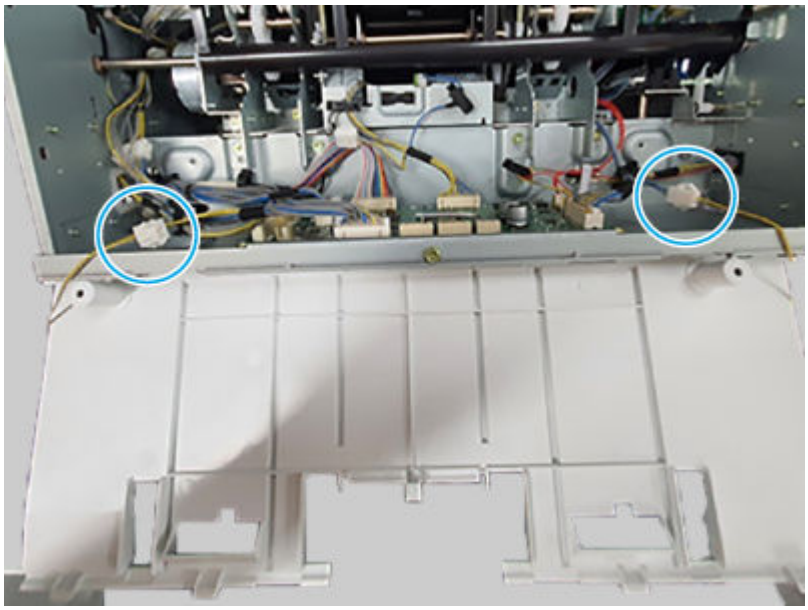
3. Remove two screws.

Figure 5-3206 Remove two screws



4. Disconnect two connectors, and then remove the inner finisher sub stay assembly.

Figure 5-3207 Remove the assembly

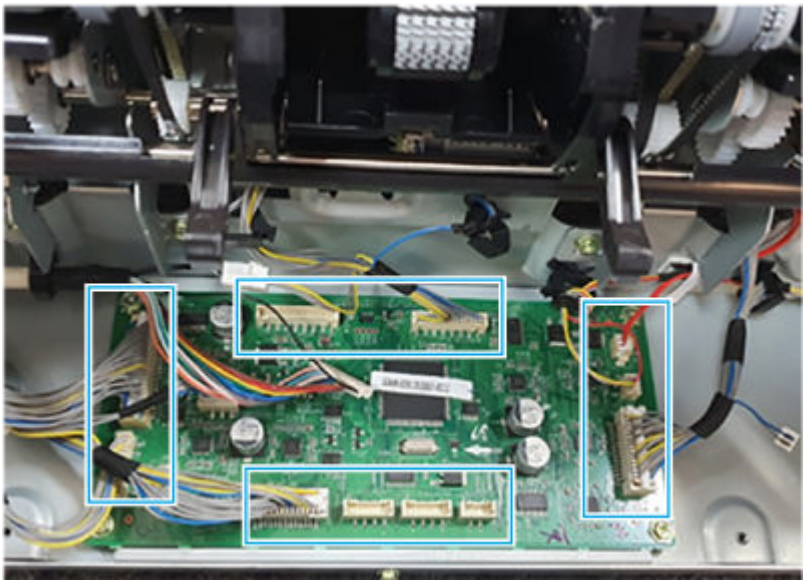


7. Remove the inner finisher PCA

Use the following procedure to remove and replace the inner finisher PCA.

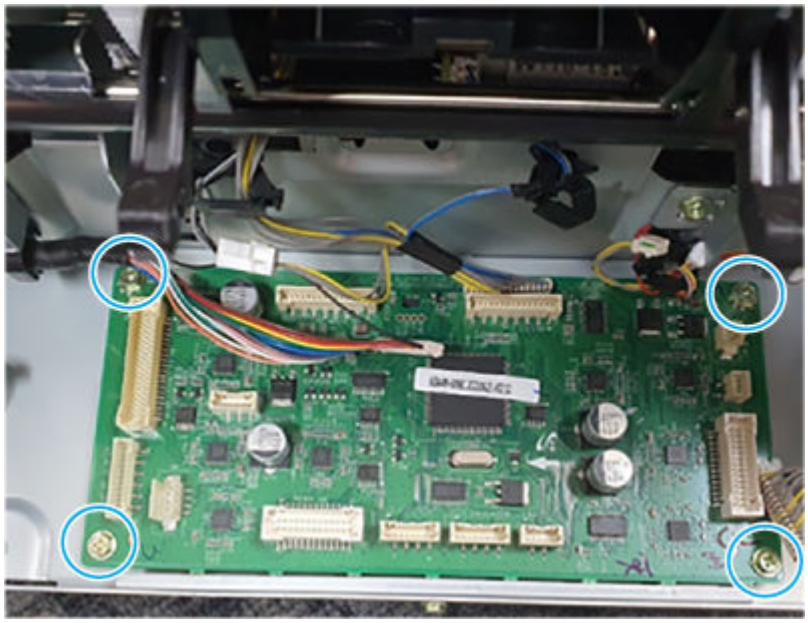
1. Disconnect all of the connectors.

Figure 5-3208 Disconnect all connectors



2. Remove four screws, and then remove the inner finisher PCA.

Figure 5-3209 Remove the PCA



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear joint PCA

Learn about removing and replacing the inner finisher rear joint PCA.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-363 Part information

Part number	Part description
JC92-02780A	Inner finisher rear joint PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

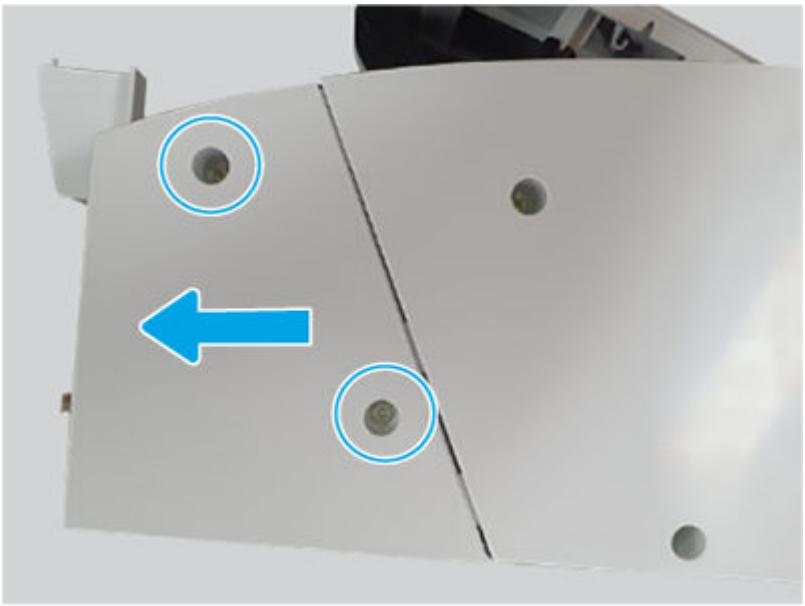
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3210 Remove the cover

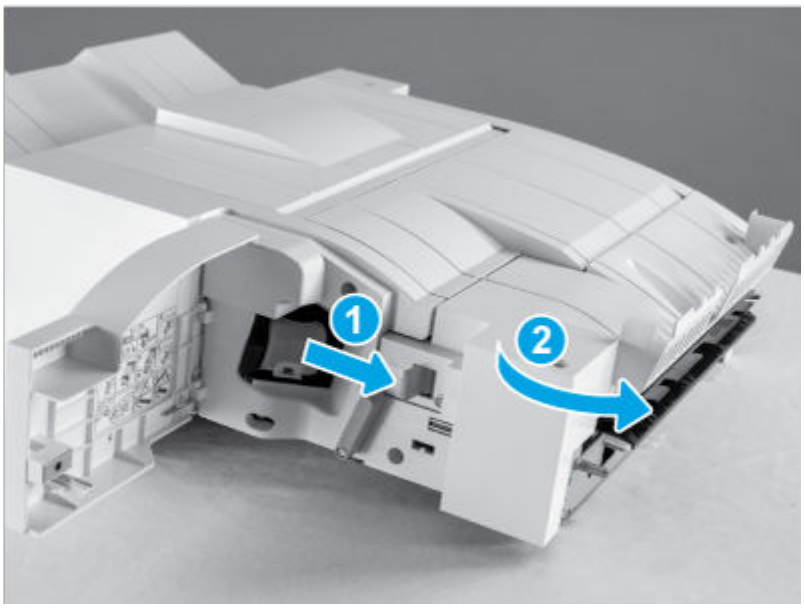


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

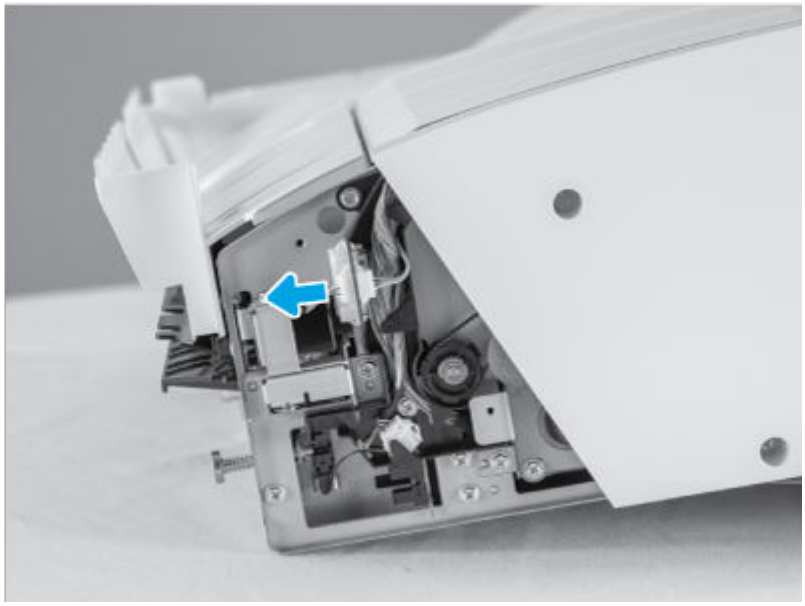
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-3211 Rotate the punch



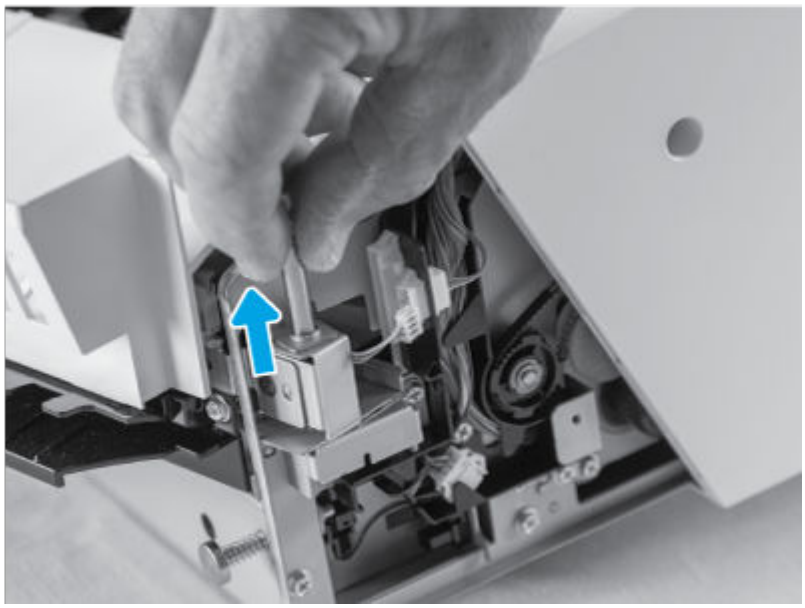
2. Disconnect one connector.

Figure 5-3212 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-3213 Remove the assembly



3. Remove the inner finisher rear base cover

Use the following procedure to remove and replace the inner finisher rear base cover.

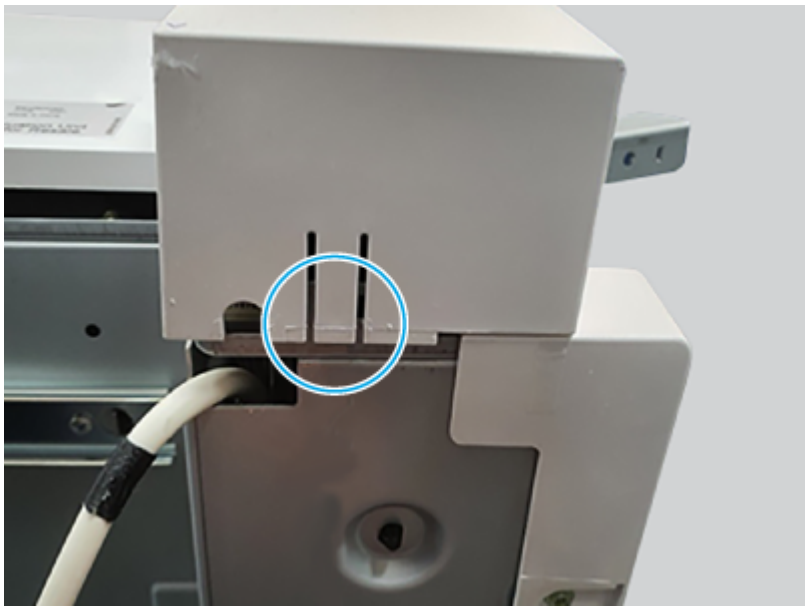
1. Do the following:
   - Open the top door.
   - Open the middle cover.

2. Remove three screws.

Figure 5-3214 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3215 Remove the cover



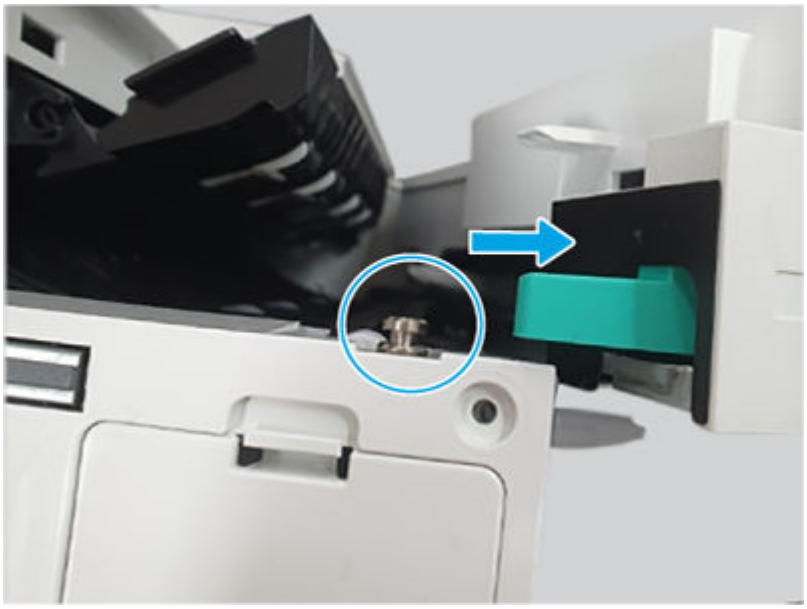
4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.

2. Open the punch cover (pull it out).

Figure 5-3216 Open the punch cover

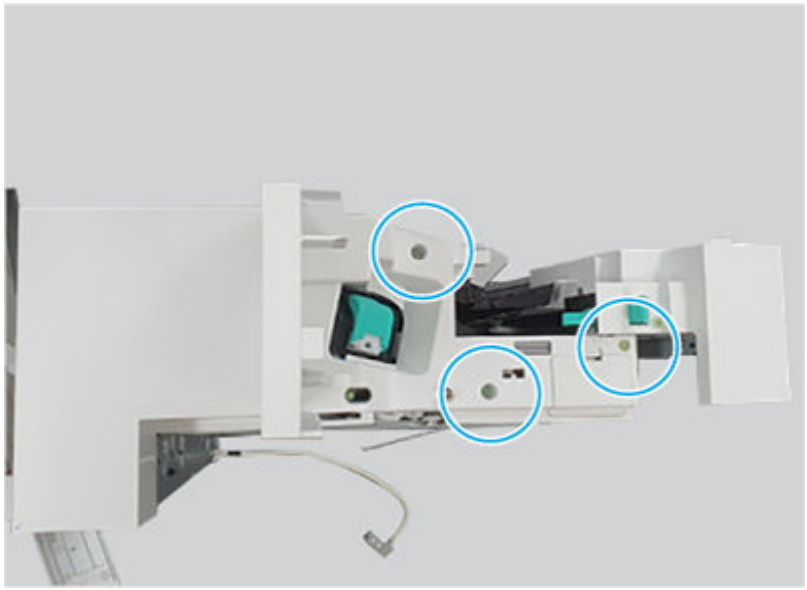


3. Remove one screw, and then remove the lock release handle.

Figure 5-3217 Remove the handle

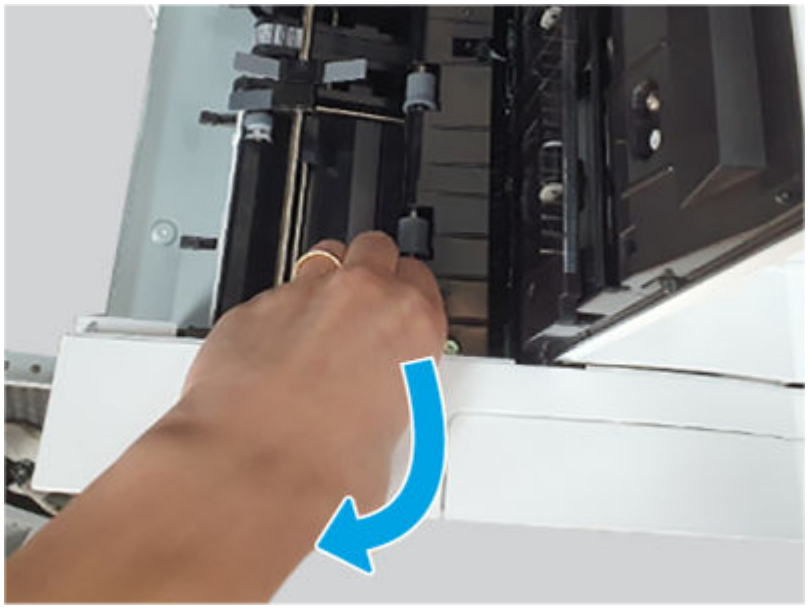
4. Remove three screws.

Figure 5-3218 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3219 Remove the cover

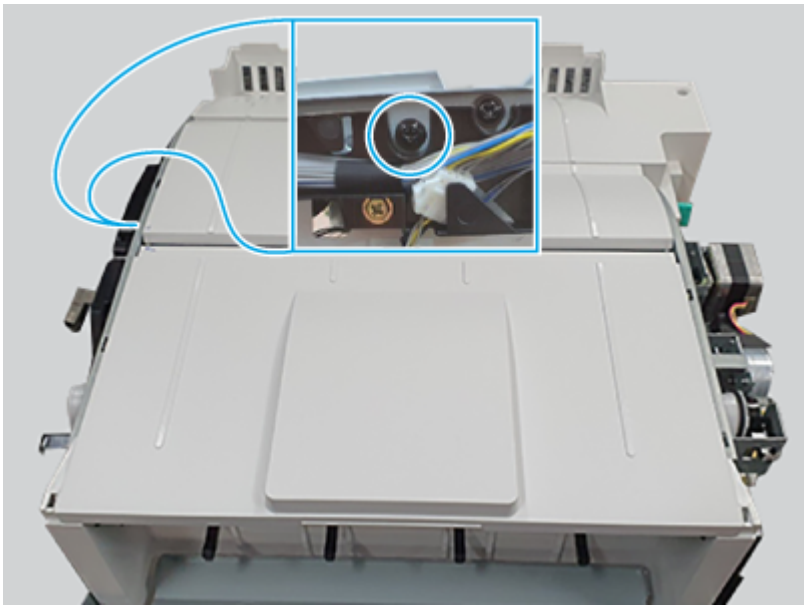


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-3220 Remove the cover

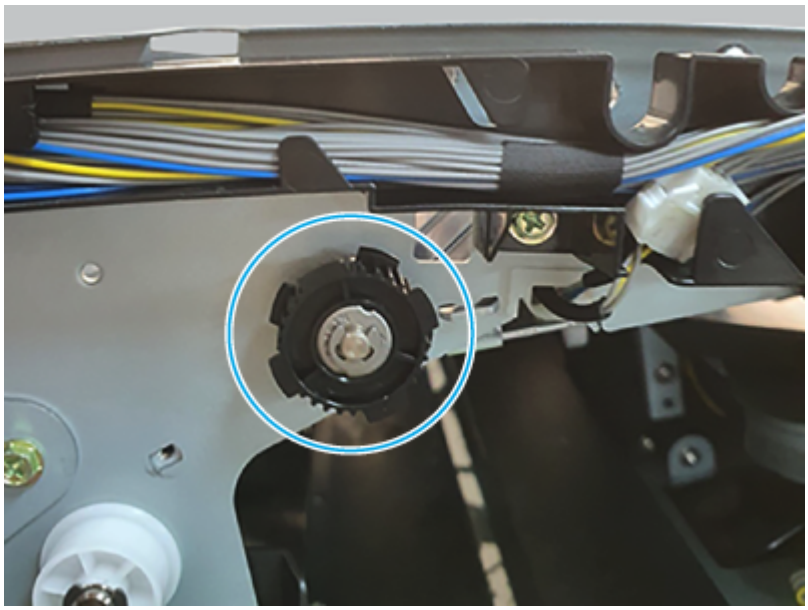


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-3221 Remove the e-ring, pulley, and bushing

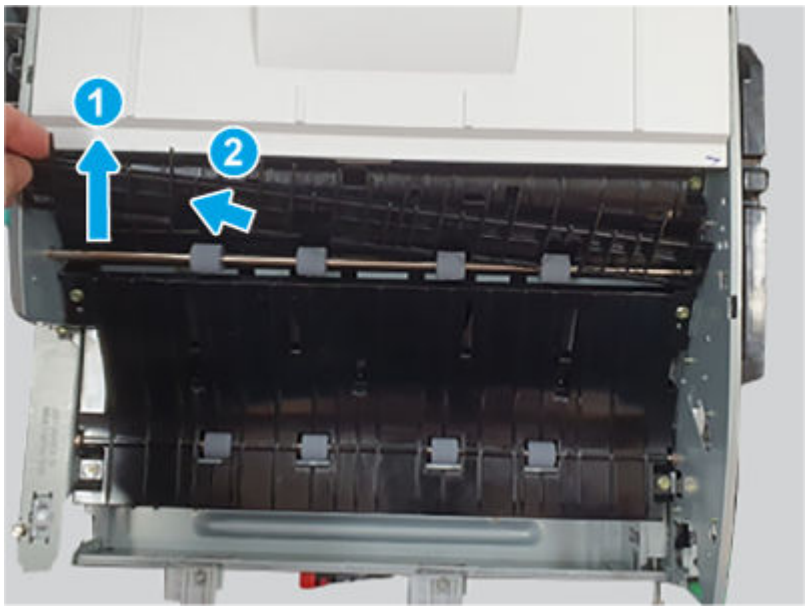


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-3222 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-3223 Remove the roller



7. Remove the inner finisher middle lower guide

Use the following procedure to remove and replace the inner finisher middle lower guide.

- Remove six screws, and then remove the inner finisher middle lower guide.

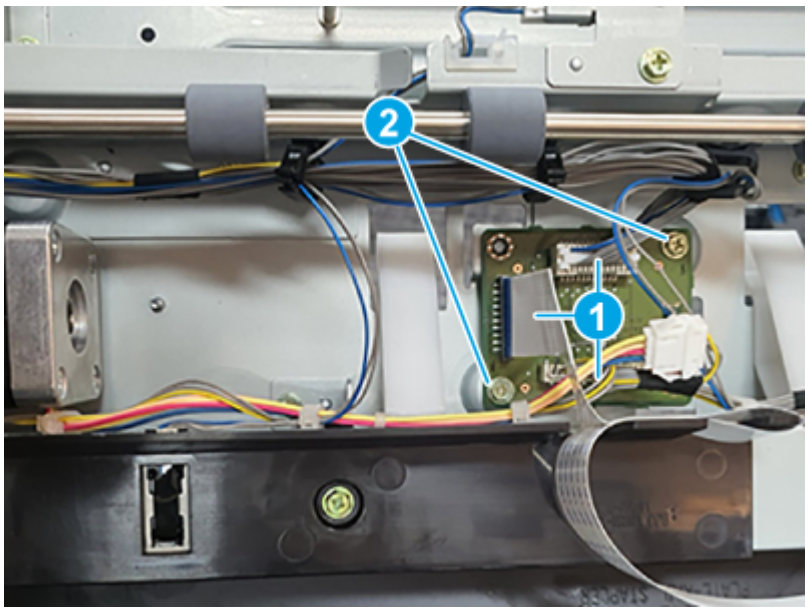
Figure 5-3224 Remove the guide

8. Remove the inner finisher rear joint PCA

Use the following procedure to remove and replace the inner finisher rear joint PCA.

- Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the inner finisher rear joint PCA.

Figure 5-3225 Remove the PCA



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front cover switch

Learn about removing and replacing the inner finisher front cover switch.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 30 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-364 **Part information**

Part number	Part description
JC39-01610A	Harness - cover open (Front cover switch)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

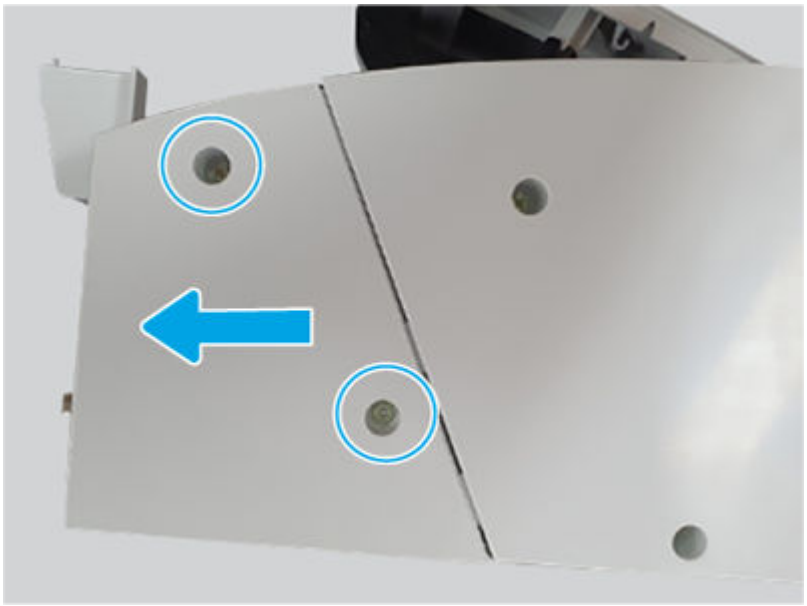
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3226 **Remove the cover**



2. Remove the inner finisher rear base cover

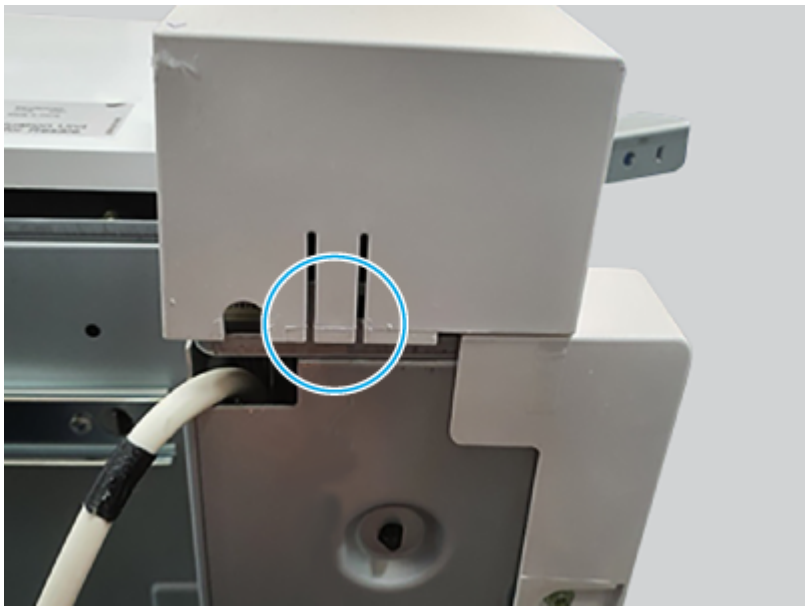
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3227 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3228 Remove the cover

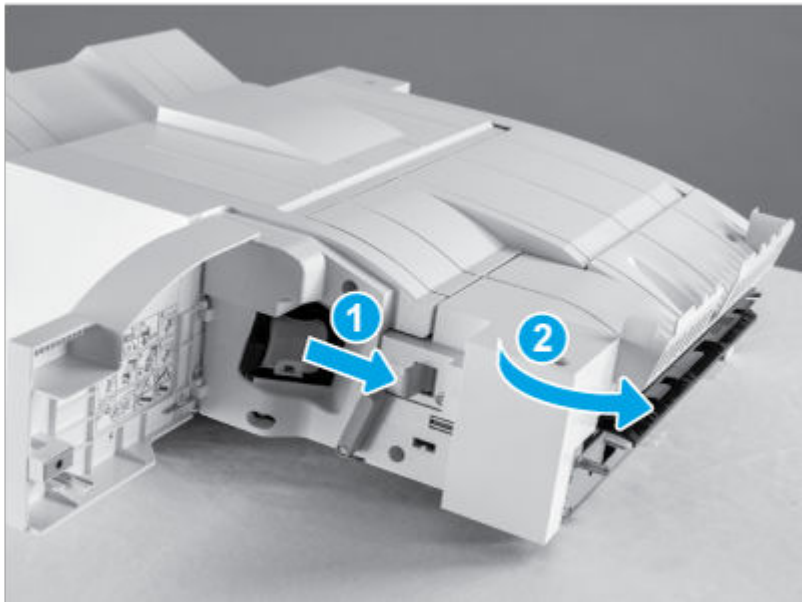


3. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

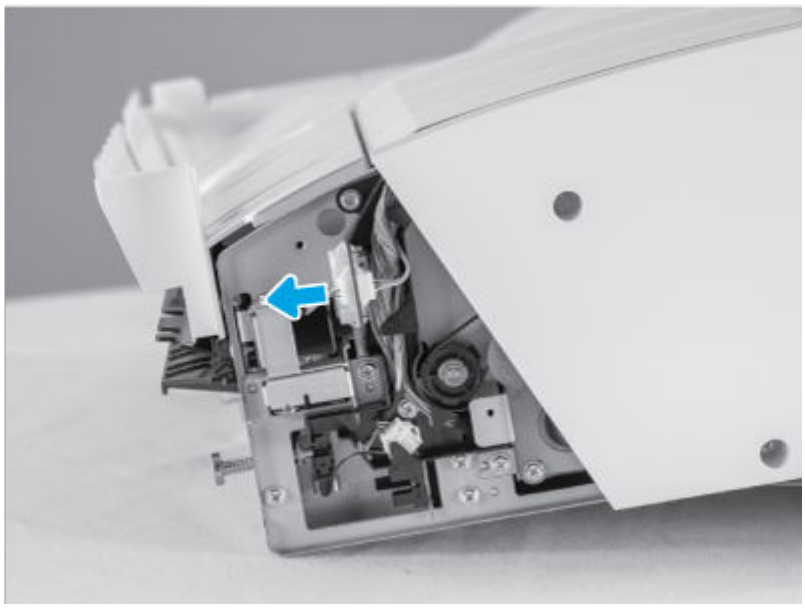
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-3229 Rotate the punch



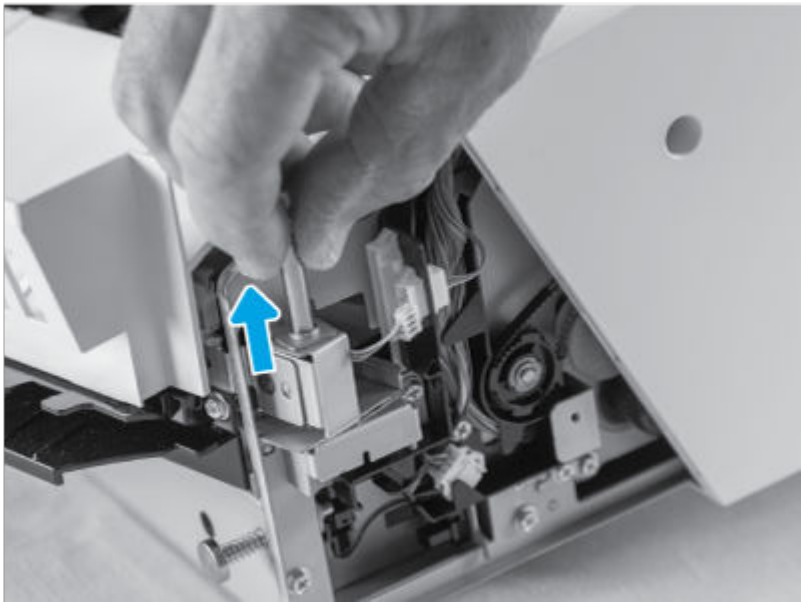
2. Disconnect one connector.

Figure 5-3230 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-3231 Remove the assembly

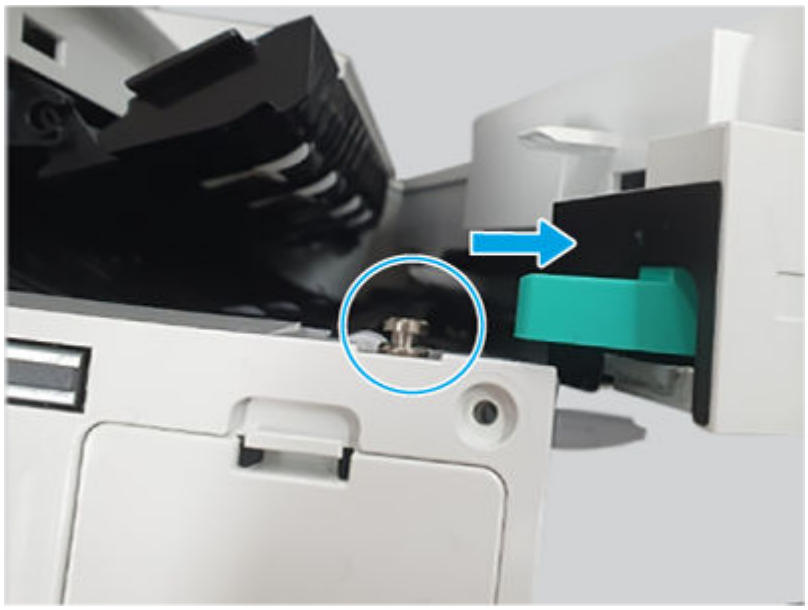


4. Remove the inner finisher front cover assembly

Use the following procedure to remove and replace the inner finisher front cover assembly.

1. Do the following:
   - Open the front door.
   - Open the middle cover.
2. Open the punch cover (pull it out).

Figure 5-3232 Open the punch cover

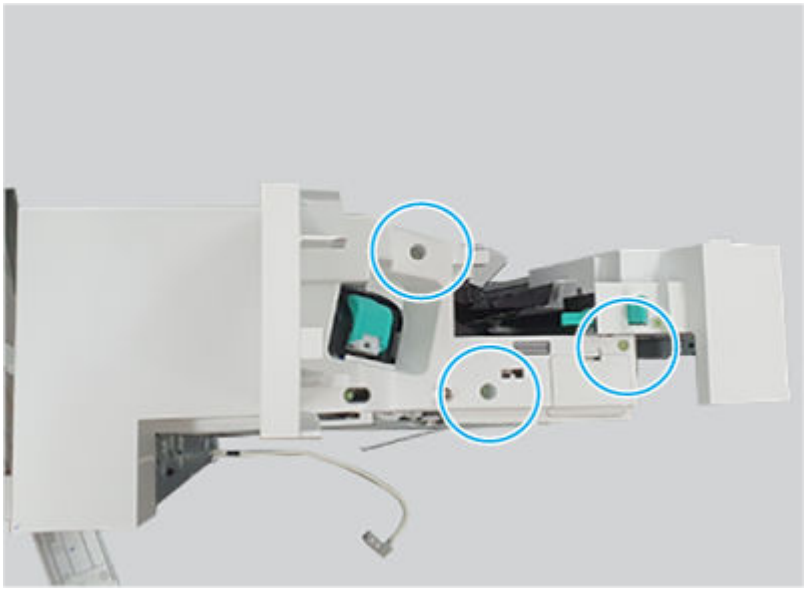


3. Remove one screw, and then remove the lock release handle.

Figure 5-3233 Remove the handle

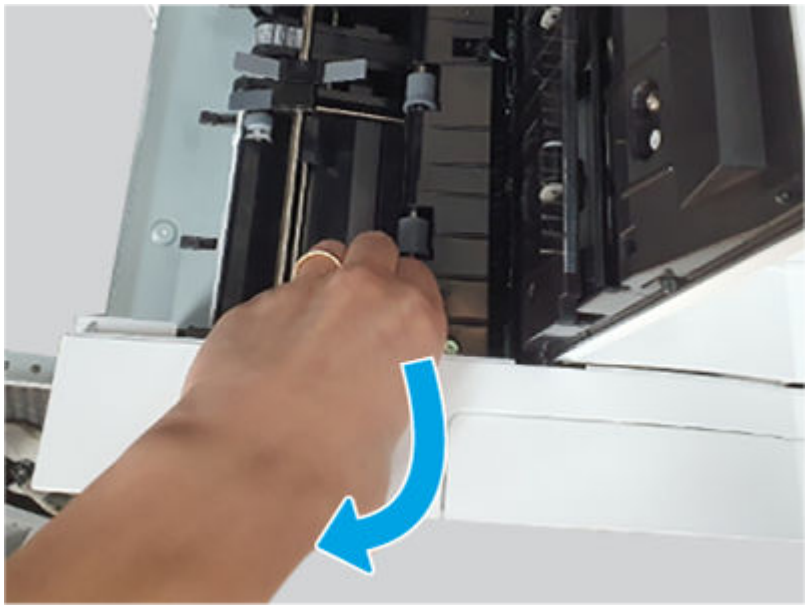
4. Remove three screws.

Figure 5-3234 Remove three screws



5. Open the top and middle covers, release one hook, and then remove the inner finisher front cover assembly.

Figure 5-3235 Remove the cover

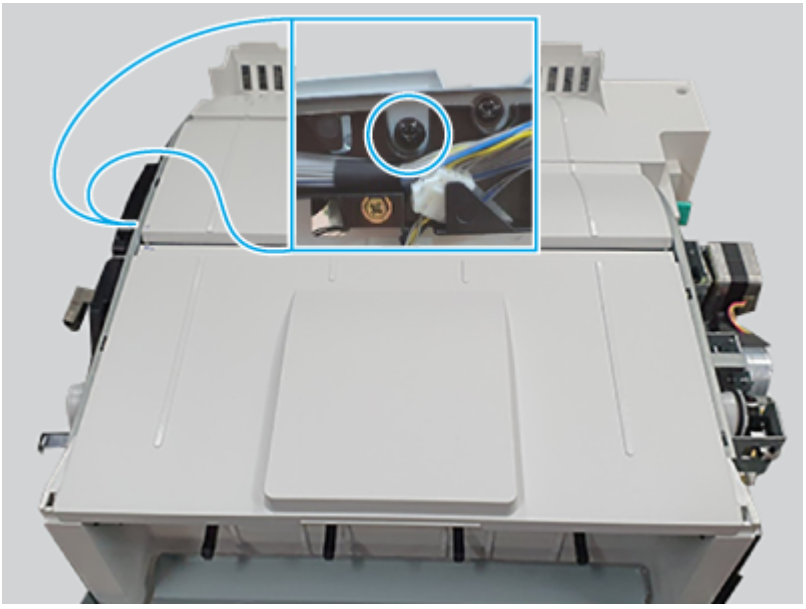


5. Remove the inner finisher middle cover assembly

Use the following procedure to remove and replace the inner finisher middle cover assembly.

- Remove one screw, and then remove the inner finisher middle cover assembly.

Figure 5-3236 Remove the cover

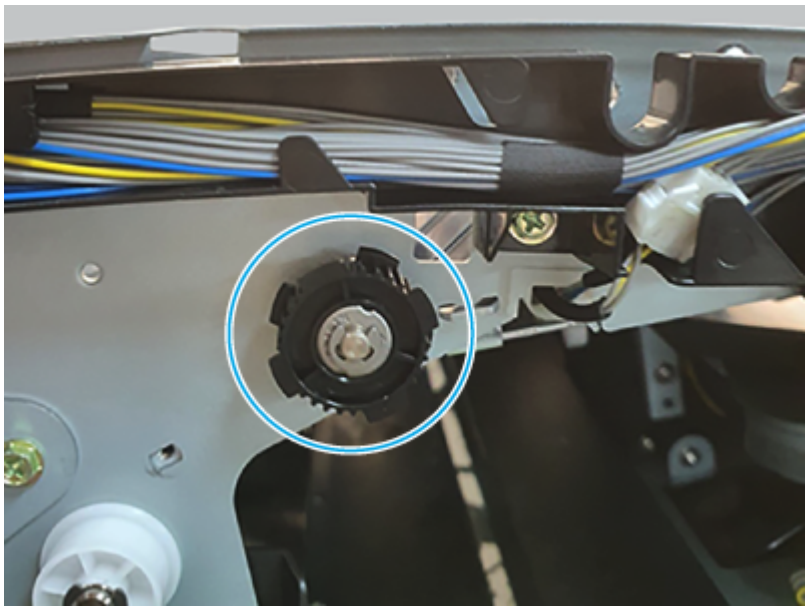


6. Remove the inner finisher middle roller

Use the following procedure to remove and replace the inner finisher middle roller.

1. Use a pair of tweezers to remove one e-ring, remove the pulley, and then remove the bushing.

Figure 5-3237 Remove the e-ring, pulley, and bushing

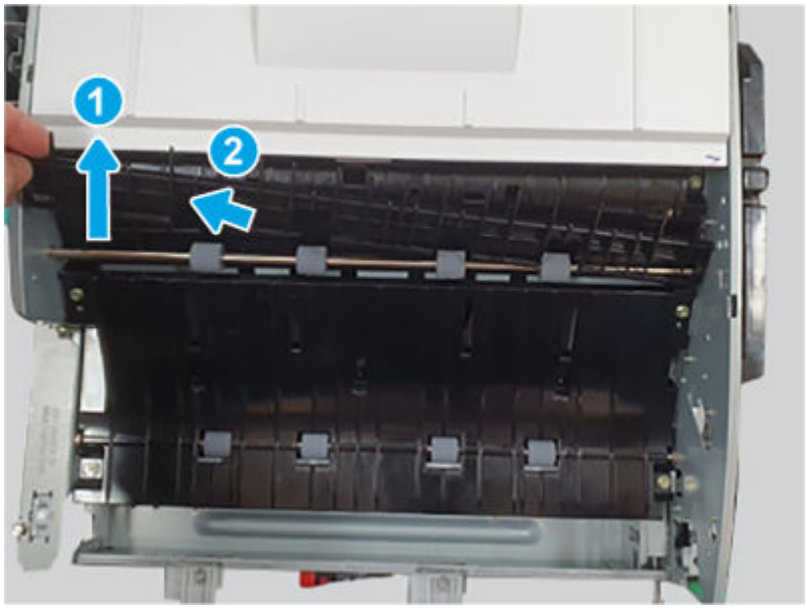


2. Use a pair of tweezers to remove one e-ring, and then remove the bushing.

Figure 5-3238 Remove the e-ring and bushing

3. Remove the inner finisher middle roller.

Figure 5-3239 Remove the roller

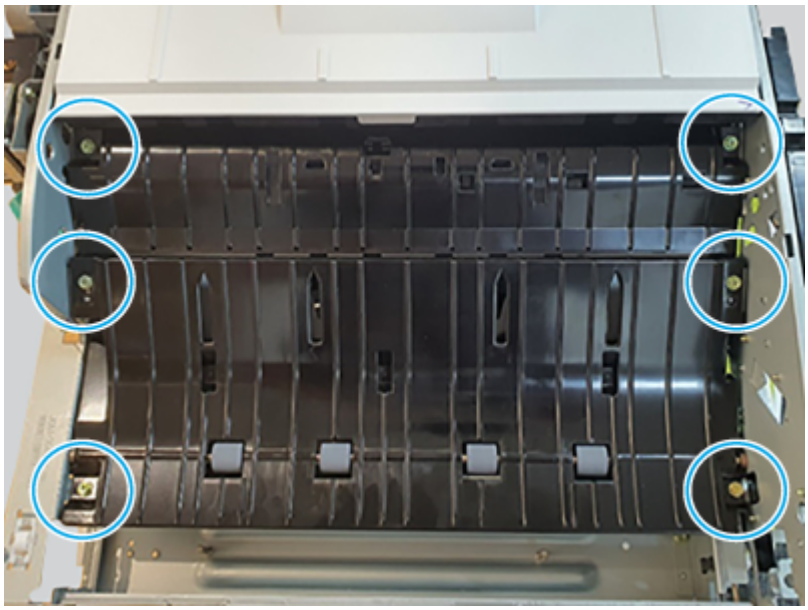


7. Remove the inner finisher middle lower guide

Use the following procedure to remove and replace the inner finisher middle lower guide.

- Remove six screws, and then remove the inner finisher middle lower guide.

Figure 5-3240 Remove the guide

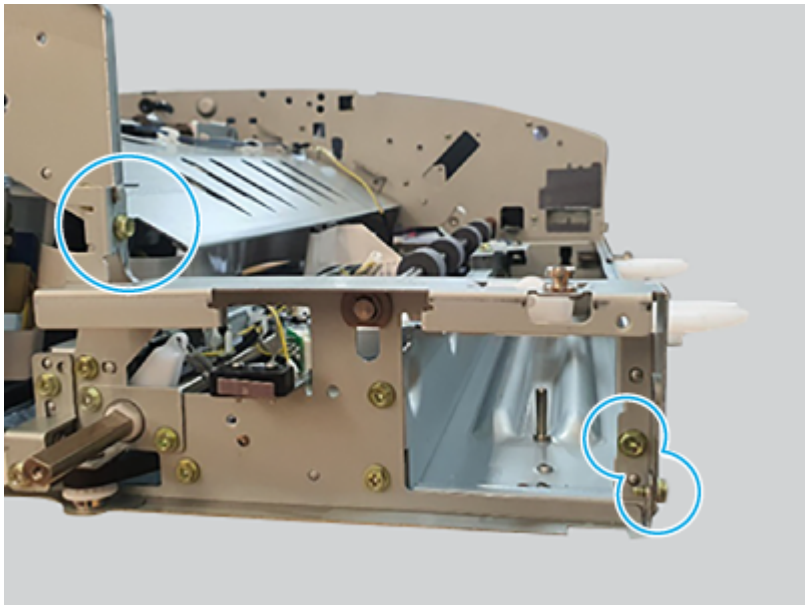


8. Remove the inner finisher bracket support guide

Use the following procedure to remove and replace the inner finisher bracket support guide.

- Remove three screws, and then remove the bracket support guide.

Figure 5-3241 Remove the guide



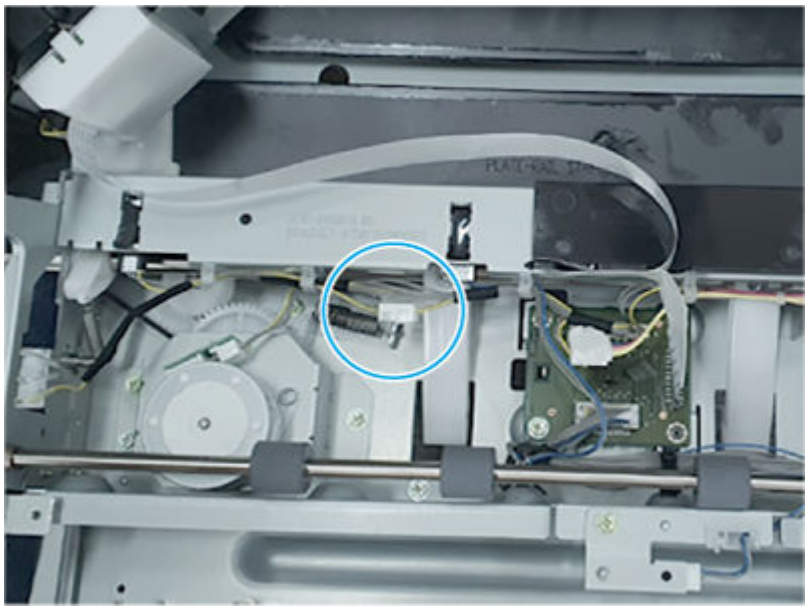
9. Remove the inner finisher front cover switch

Use the following procedure to remove and replace the inner finisher front cover switch.

1. Disconnect one connector.

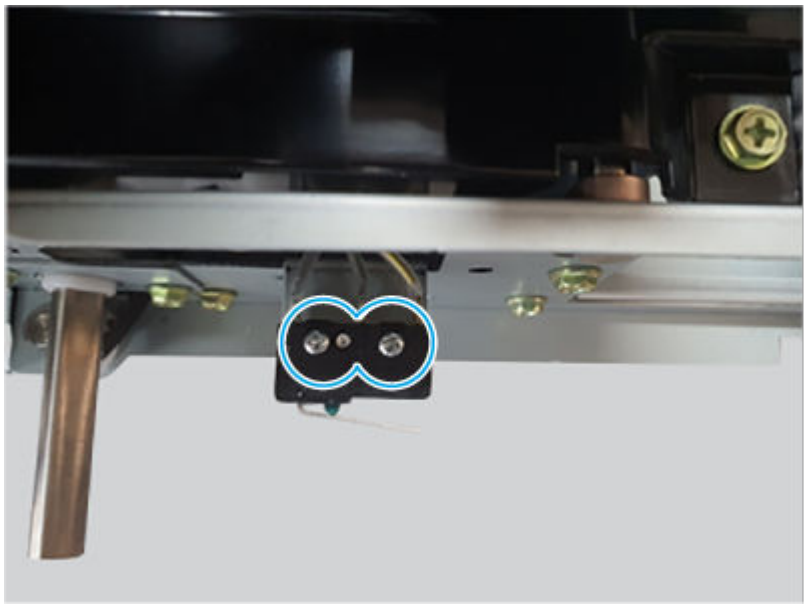
NOTE: Release the wire harness from the retainers as necessary.

Figure 5-3242 Disconnect one connector



2. Remove two screws, and then remove the inner finisher front cover switch.

Figure 5-3243 Remove the switch



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top cover switch

Learn about removing and replacing the inner finisher top cover switch.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-365 Part information

Part number	Part description
JC39-01610A	Harness - cover open (Top cover switch)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

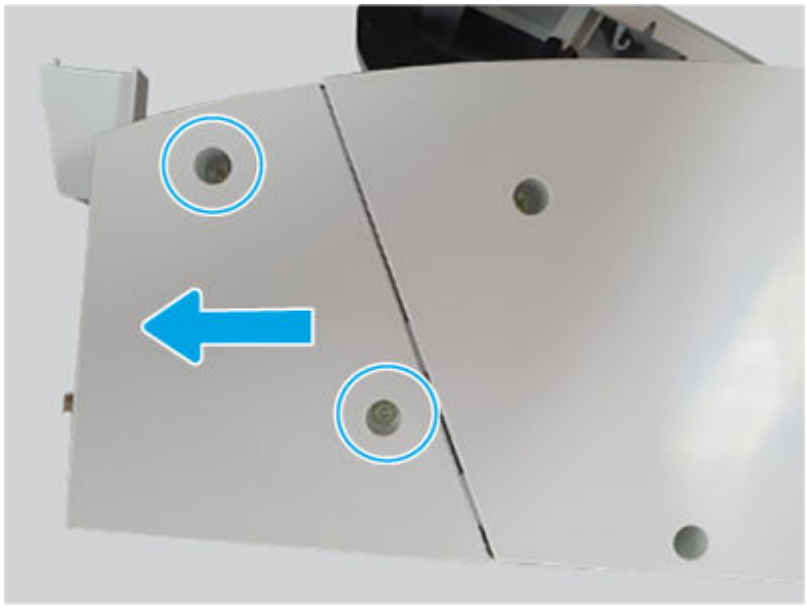
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3244 Remove the cover



2. Remove the inner finisher rear base cover

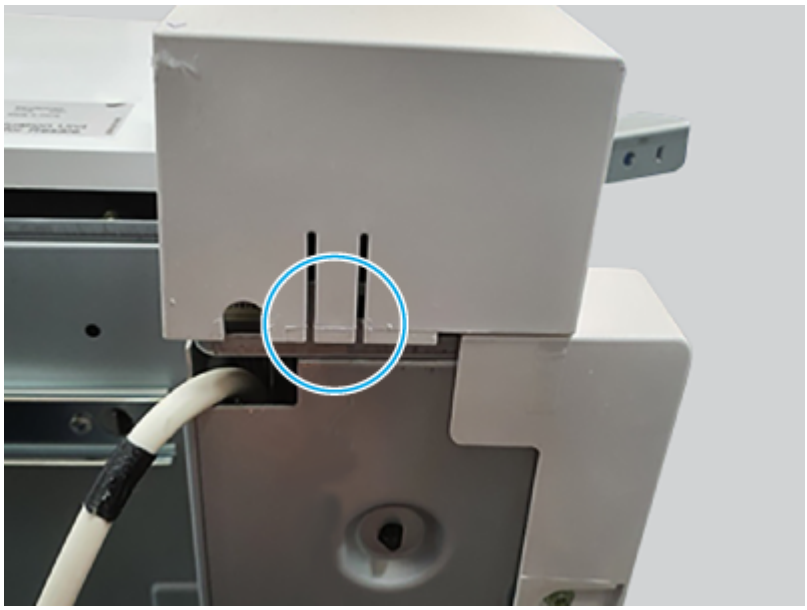
Use the following procedure to remove and replace the inner finisher rear base cover.

1. Do the following:
   - Open the top door.
   - Open the middle cover.
2. Remove three screws.

Figure 5-3245 Remove three screws

3. Release on hook, and then remove the inner finisher rear base cover.

Figure 5-3246 Remove the cover



3. Remove the inner finisher top cover switch

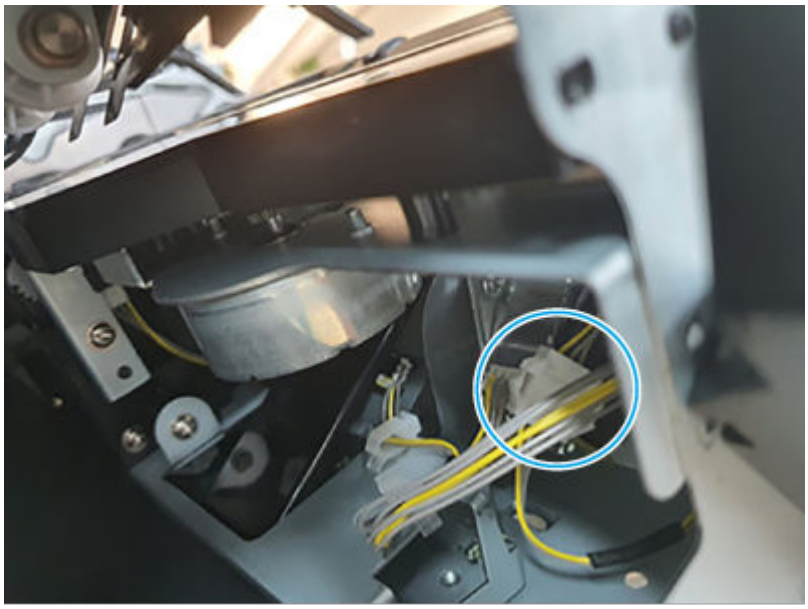
Use the following procedure to remove and replace the inner finisher top cover switch.

1. Remove one screw.

Figure 5-3247 Remove one screw

2. Disconnect one connector, and then remove the inner finisher top cover switch.

Figure 5-3248 Remove the switch



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Docking sensor

Learn about removing and replacing the inner finisher docking sensor.

NOTE: Remove the inner finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-366 Part information

Part number	Part description
JC39-01610A	Harness - cover open (Docking sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

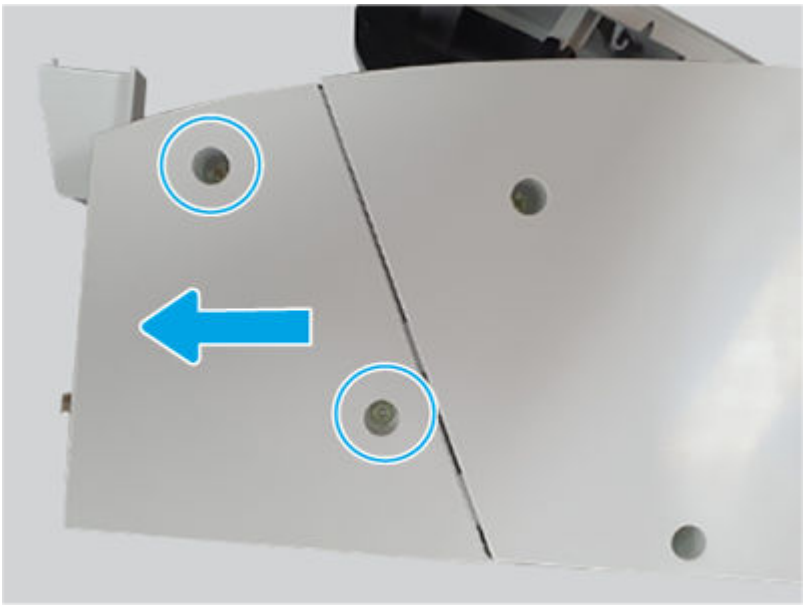
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the inner finisher rear punch cover

Use the following procedure to remove and replace the inner finisher rear punch cover.

- Remove two screws, and then slide the inner finisher rear punch cover as shown below to remove it.

Figure 5-3249 Remove the cover

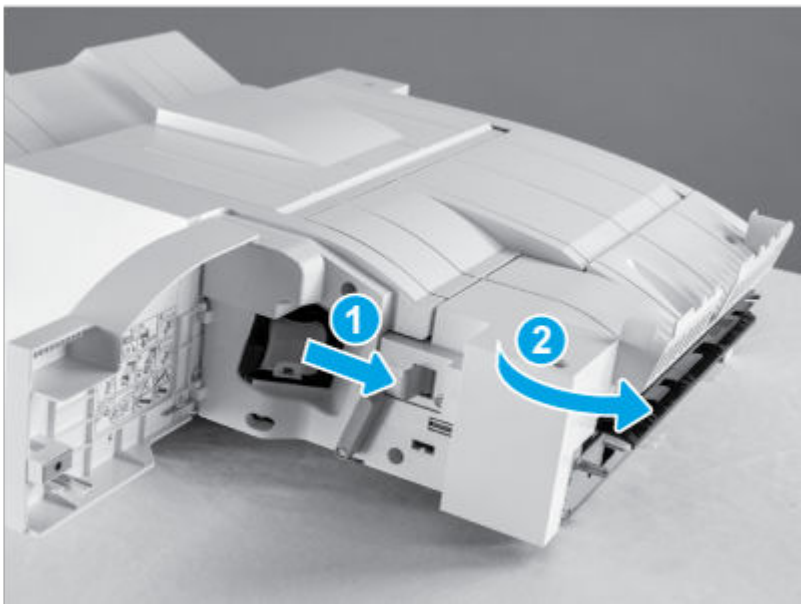


2. Remove the inner finisher punch cover assembly

Use the following procedure to remove and replace the inner finisher punch cover assembly.

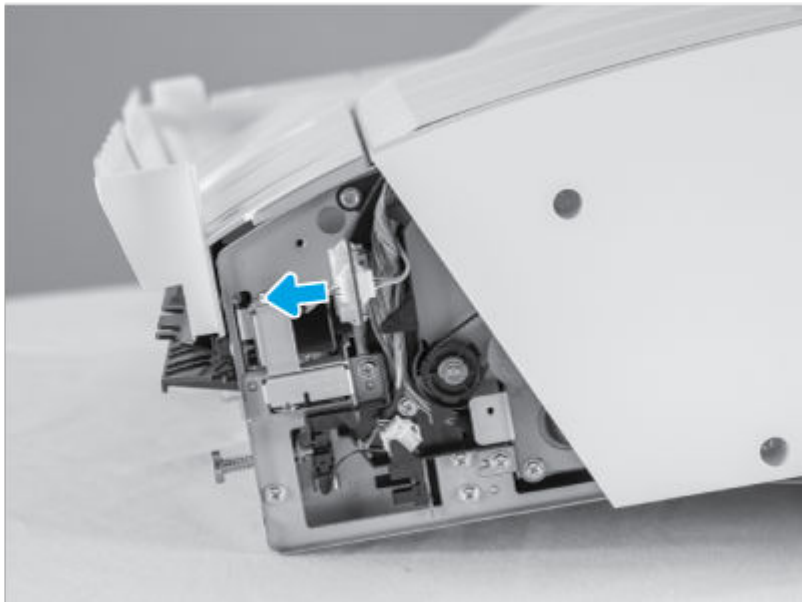
1. Release the lever (callout 1), and then rotate the punch away from the inner finisher (callout 2).

Figure 5-3250 Rotate the punch



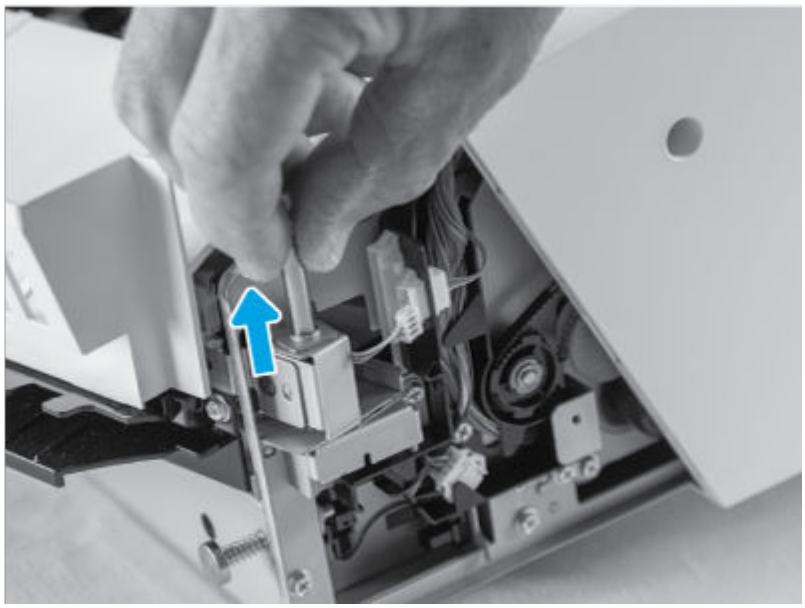
2. Disconnect one connector.

Figure 5-3251 Disconnect one connector



3. Remove the hinge shaft, and then remove the punch cover assembly.

Figure 5-3252 Remove the assembly

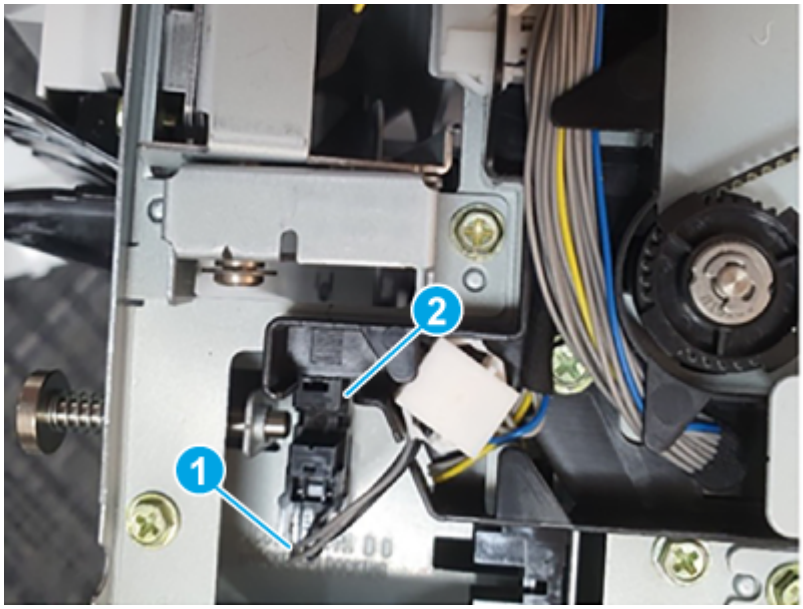


3. Remove the inner finisher docking sensor

Use the following procedure to remove and replace the inner finisher docking sensor.

- Disconnect one connector (callout 1), and then remove the inner finisher docking sensor (callout 2).

Figure 5-3253 Remove the sensor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

6 Parts and diagrams

Printer parts information including exploded assembly diagrams and part number lists.

Base printer

Learn about the printer engine parts and assemblies including covers, internal parts, and product exchange units.

Covers

Learn about base printer cover service parts.

Parts and diagrams: Covers

Parts diagram and parts list for the printer covers.

Figure 6-1 Covers

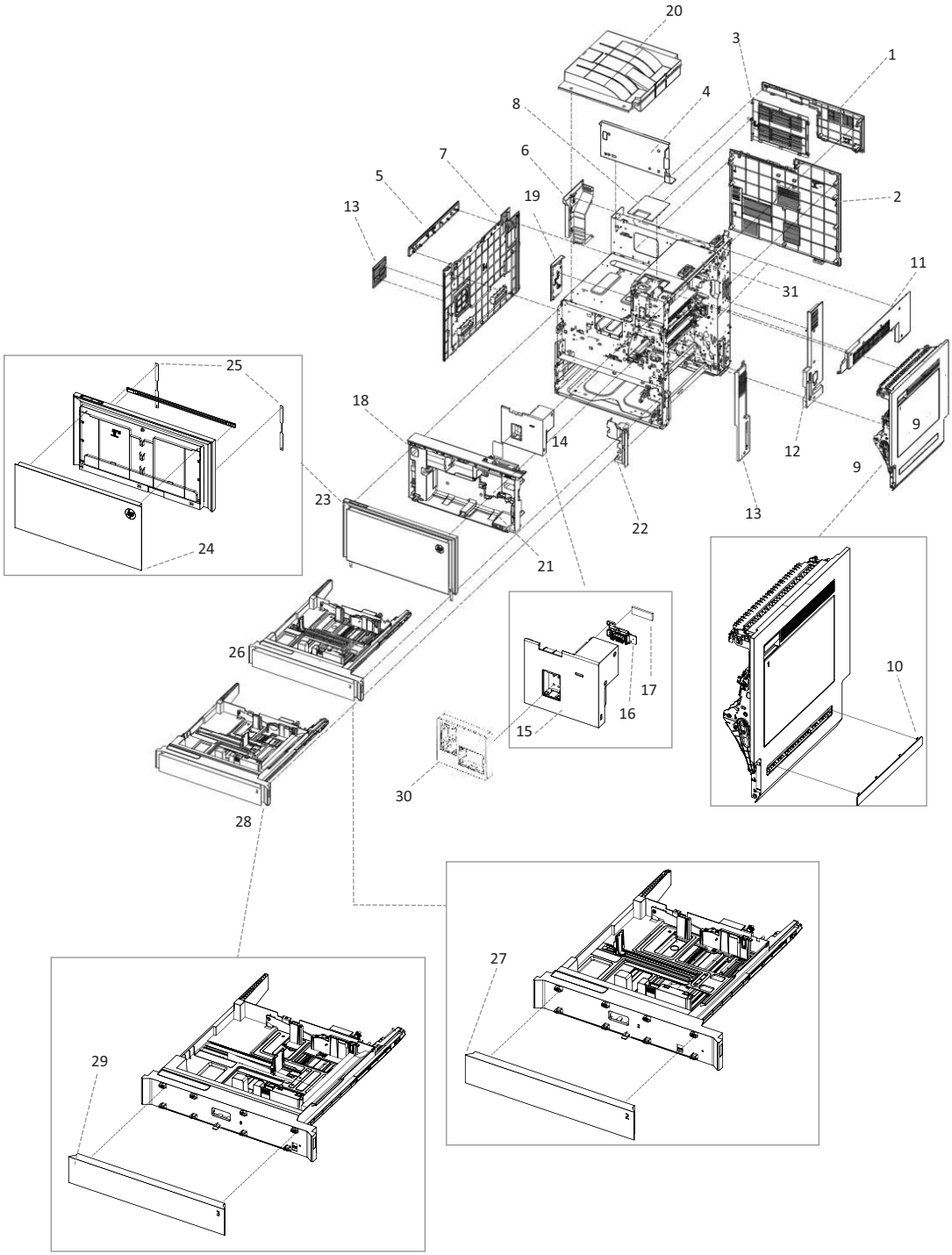


Table 6-1 Covers

Ref No	Part number	Description	Qty
1, C1	6ER04-40008	Rear upper cover	1
2, C2	6ER04-40019	Rear lower cover	1

Table 6-1 Covers (continued)

Ref No	Part number	Description	Qty
3, C3	6ER04-61005	Controller cover	1
4, C4	9S187-40002	Exit rear cover	1
5, C5	JC63-04862B	Left top cover	1
6, C6	9S187-40001	Left upper cover	1
7, C7	6ER04-40049	Left cover	1
8, C8	6ER04-40026	Middle upper cover	1
9, U1	JC95-02246A	Right door assembly	1
10, C9	JC63-04918B	Right door sHCI dummy cover	1
11, C10	9S187-40004	Right upper cover	1
12, C11	6ER04-61003	Right rear cover	1
13, C12	6ER04-40005	Right front cover	1
14, C13	6ER04-61006	Right middle cover assembly	1
15	6ER04-40025	Right middle cover	1
16	6EQ94-40029	Power key	1
17, C13	3SJ33-60007	PCA -power key	1
18, C14	6EQ94-40032	HIP cover	1
19, C15	6ER04-40036	Middle left cover	1
20, C16	6ER04-61004	Exit cover stacker	1
21, C17	9S185-60007	Inner cover	1
22, C18	6ER04-40030	Front lower cover	1
23, C19	6ER08-61001	Front cover assembly	1
24	6ER04-40003	Front cover - Blue CMF Panel	1
25	JC61-04626A	Tie stopper	1
26, U3	5QK09-60120	Tray 2 cassette	1
27, C20	5QK09-40055	Tray 2 cover - Blue CMF panel	1
28, U4	5QK09-60121	Tray 3	1
29, C21	5QK09-40058	Tray 3 cover - Blue CMF panel	1
30	63C82-67029	Card reader rotation adapter kit	1
31	9S187-40003	Cover top	1
Not Shown	X3A92-67924	Kit-Screws c-clips e-clips kit	1

Feeding system

Learn about base printer feeding system service parts.

Tray 1

Learn about base printer Tray 1 service parts.

Parts and diagrams: Tray 1

Parts diagram and parts list for the printer Tray 1.

Figure 6-2 Tray 1

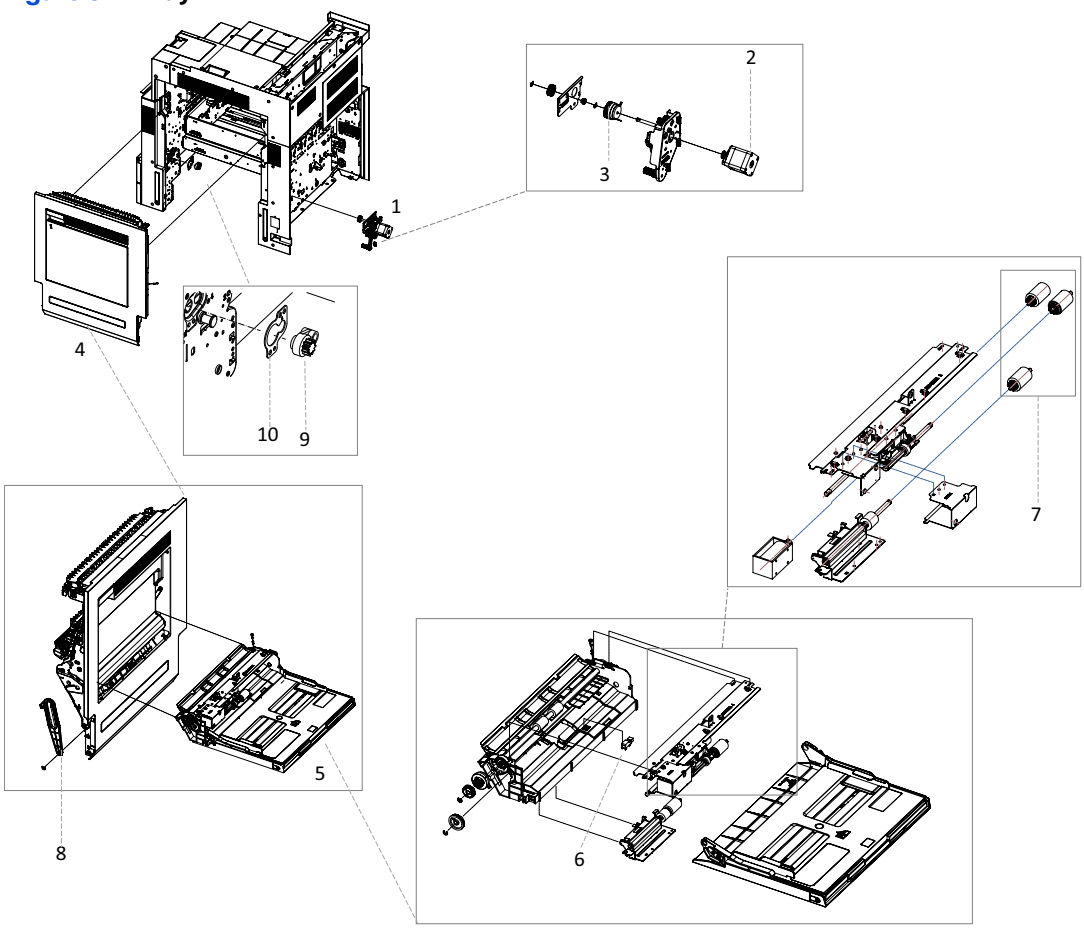


Table 6-2 Tray 1

Ref No	Part number	Description	Qty
1	JC93-01664A	Feed drive assembly	1
2, M1	JC31-00189A	Drive-motor step (Feed motor)	1
3, CL1	JC47-00037A	Electric clutch (Tray 1 clutch)	1
4, U1	JC95-02246A	Right door assembly	1
5, U2	JC90-01844A	Tray 1 unit	1
6, S1	0604-001490	Photo interrupter (Tray 1 paper empty sensor)	1
7< K1	5RC03-67001	Tray 1 roller kit	1

Table 6-2 Tray 1 (continued)

Ref No	Part number	Description	Qty
8	JC66-04398A	Right door front link	1
9	JC66-01425A	Right door front damper	1
10	JC61-08935A	Right door front damper bracket	1

Tray 2, 3

Learn about base printer Tray 2, 3 service parts.

Parts and diagrams: Tray 2, 3

Parts diagram and parts list for the printer Tray 2, 3.

Figure 6-3 Tray 2, 3

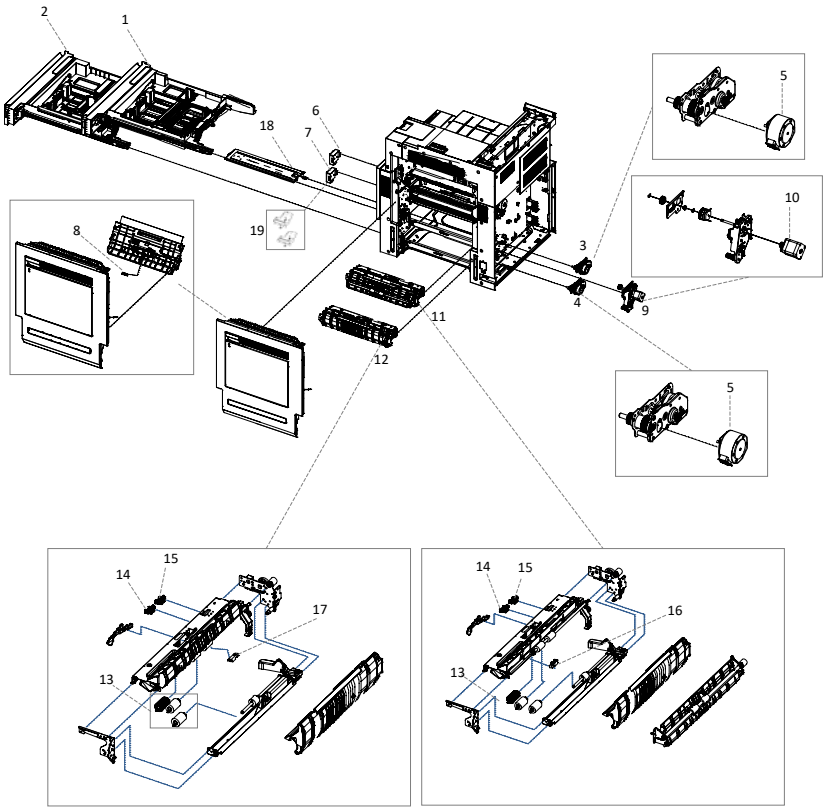


Table 6-3 Tray 2, 3

Ref No	Part number	Description	Qty
1, U3	5QK09-60120	Tray 2 cassette	1
2, U4	5QK09-60121	Tray 3 cassette	1

Table 6-3 Tray 2, 3 (continued)

Ref No	Part number	Description	Qty
3, U5	JC93-01663A	Tray 2 pickup drive assembly	1
4. U6	JC93-01663A	Tray 3 pickup drive assembly	1
5. M2, M3	JC93-01083A	Drive-motor step (Tray 2, 3 pickup motor)	2
6, S5	JC93-01408A	Frame sub-sensor paper size RU (Tray 2 tray open, paper size sensor)	1
7, S9	JC93-01408A	Frame sub-sensor paper size RU (Tray 3 tray open, paper size sensor)	1
8, S10	0604-001490	Photo interrupter (Feed 2 sensor)	1
9, U10	JC93-01664A	Feed drive assembly	1
10, M1	JC31-00189A	Drive-motor step (Feed motor)	1
11. U6	JC93-01694A	Tray 2 pickup assembly	1
12, U8	JC93-01695A	Tray 3 pickup assembly	1
13, K3	5PN66-67001	Tray 2, 3 roller kit	1
14, S2, S6	3SJ00-60110	Photo interrupter (Tray 2, 3 paper empty sensor)	1
15, S3, S7	3SJ00-60110	Photo interrupter (Tray 2, 3 stack height sensor)	1
16, S4	0604-001490	Photo interrupter (Tray 2 prefeed sensor)	1
17, S8	0604-001381	Photo interrupter (Tray 3 prefeed sensor)	1
18, U9-1	Y1G22-67901	Tray heater 110V	1
18, U9-2	Y1G22-67902	Tray heater 220V	1
19	JC93-01370A	Tray sub-auto closing unit	2

Registration and loop sensors

Learn about base printer registration and loop sensors service parts.

Parts and diagrams: Registration and loop sensors

Parts diagram and parts list for the printer registration and loop sensors.

Figure 6-4 Registration and loop sensors

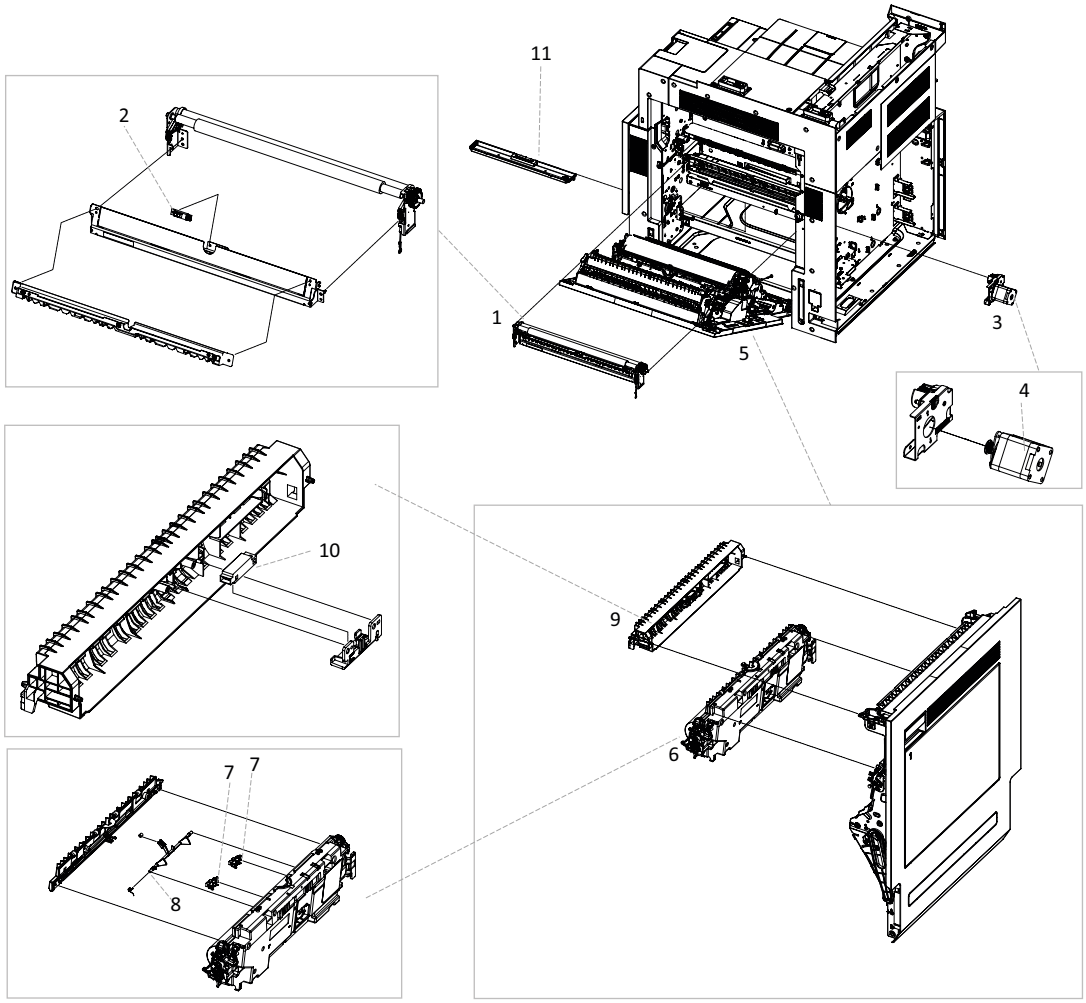


Table 6-4 Registration and loop sensors

Ref No	Part number	Description	Qty
1, U12	5QK13-60101	Registration unit assembly	1
2, S11	0604-001381	Photo interrupter (Registration sensor)	1
3, U13	JC93-01665A	Registration drive assembly	1
4, M4	JC31-00189A	Drive-motor step (Registration motor)	1
5, U1	JC95-02246A	Right door assembly	1
6, U14	5PN85-67001	Paper Transfer Belt (PTB) kit	1
7, S12, S13	3SJ00-60110	Photo interrupter (Loop sensor 1, 2)	1
8	JC66-04572A	Loop actuator	1
9, U15	JC95-02249A	Right door exit assembly	1
10, S14	0960-5271	Paper sensor (Fuser out sensor)	1
11	5QK09-40109	Cover waste	1

Exit unit

Learn about base printer exit unit service parts.

Parts and diagrams: Exit unit

Parts diagram and parts list for the printer exit unit.

Figure 6-5 Exit unit

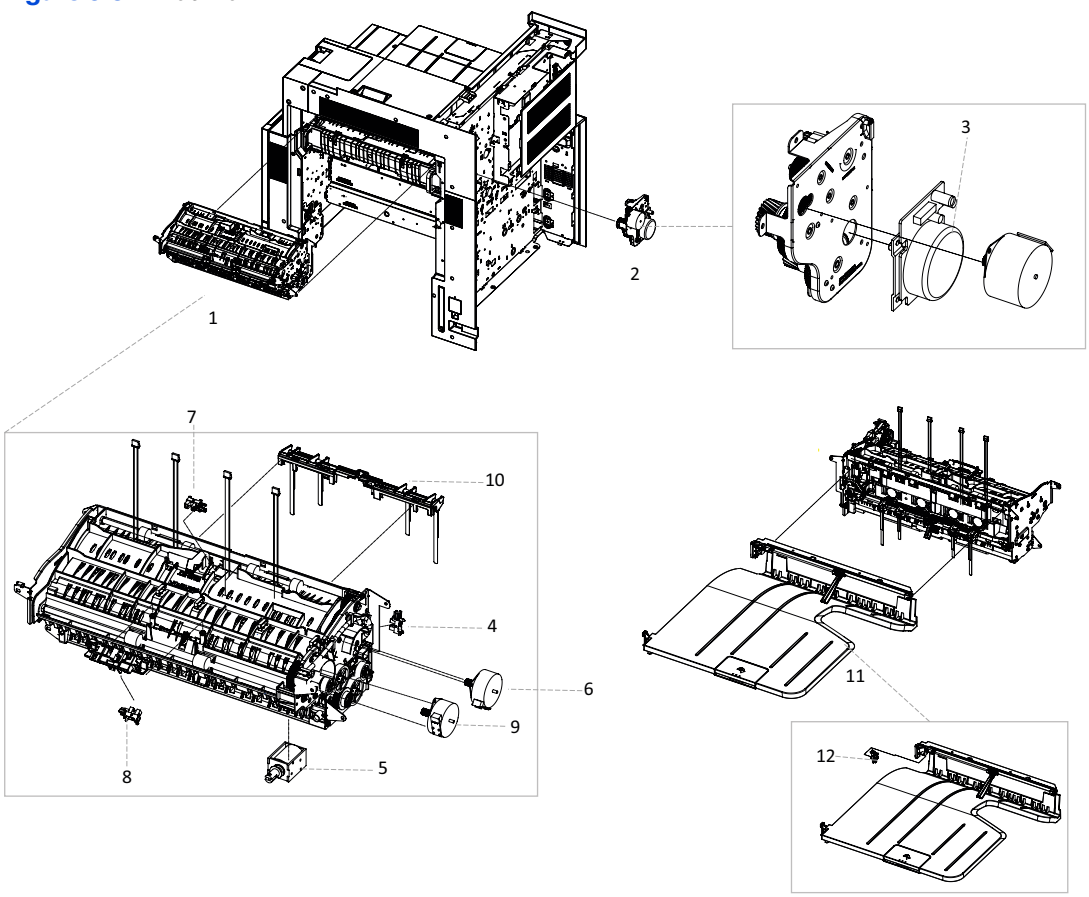


Table 6-5 Exit unit

Ref No	Part number	Description	Qty
1, U18	JC90-01856A	Exit unit	1
2, U33	JC93-01850A	Fuser and exit drive assembly	1
3, M14	JC31-00144G	Motor BLDC (Fuser and exit motor)	1
4, S14	3SJ00-60110	Photo interrupter (Out bin 1 full sensor)	1
5, SL2	JC33-00031B	Solenoid, lifting (Return gate solenoid)	1
6, M5	JC93-00336A	Drive-motor step (Exit 2 motor)	1
7, S17	3SJ00-60110	Photo interrupter (Exit 2 sensor)	1
8, S18	3SJ00-60110	Photo interrupter (Duplex jam 1 sensor)	1

Table 6-5 Exit unit (continued)

Ref No	Part number	Description	Qty
9, M6	JC93-00336A	Drive-motor step (Duplex 1 motor)	1
10, U19	JC90-01865A	Exit stack guide	1
12, S16	3SJ00-60110	Photo interrupter (Out bin 2 full sensor (optional))	1

Duplex

Learn about base printer duplex service parts.

Parts and diagrams: Duplex

Parts diagram and parts list for the printer duplex).

Figure 6-6 Duplex

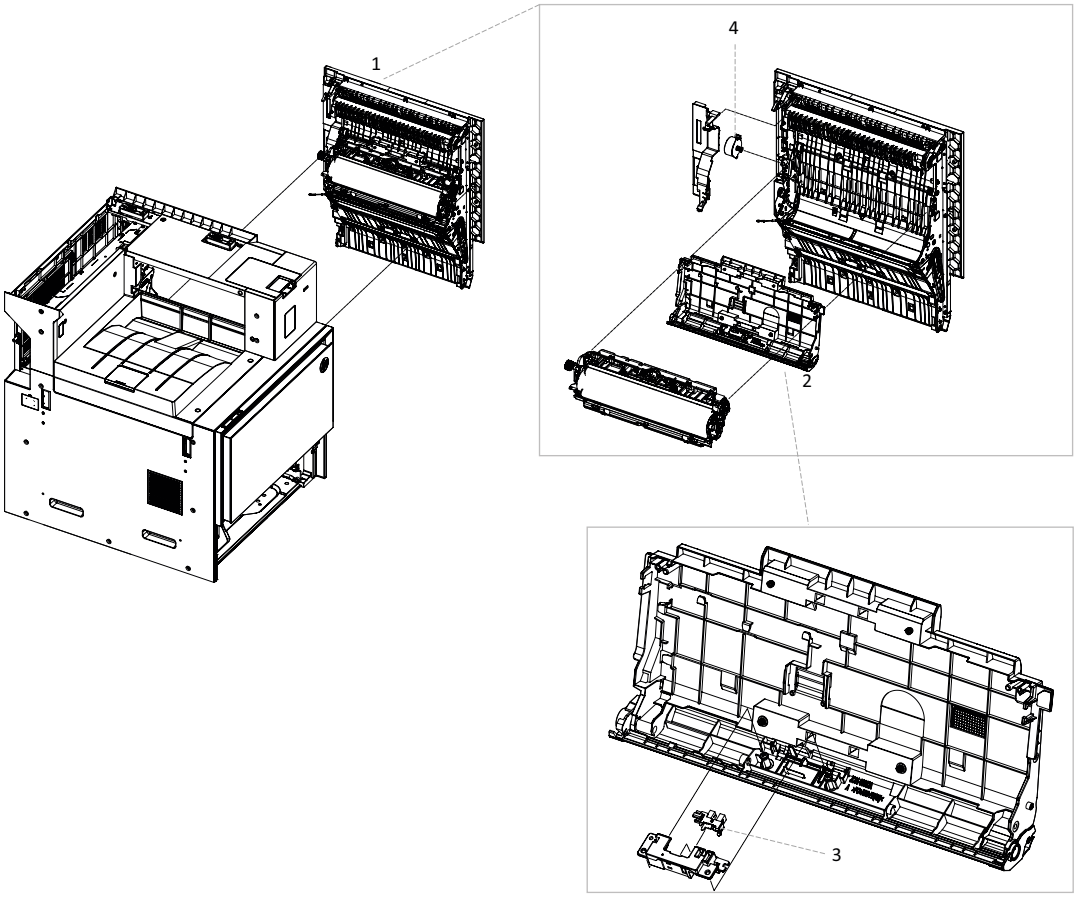


Table 6-6 Duplex

Ref No	Part number	Description	Qty
1, U1	JC95-02246A	Right door assembly	1
2< U20	JC95-02250A	Duplex assembly	1
3, S19	3SJ00-60110	Photo interrupter (Duplex jam 2 sensor)	1
4, M7	JC93-01085A	Drive-motor step (Duplex 2 motor)	1

Toner flow

Learn about base printer toner flow service parts.

Toner cartridge

Learn about base printer toner cartridge service parts.

Parts and diagrams: Toner

Parts diagram and parts list for the printer toner.

Figure 6-7 Toner

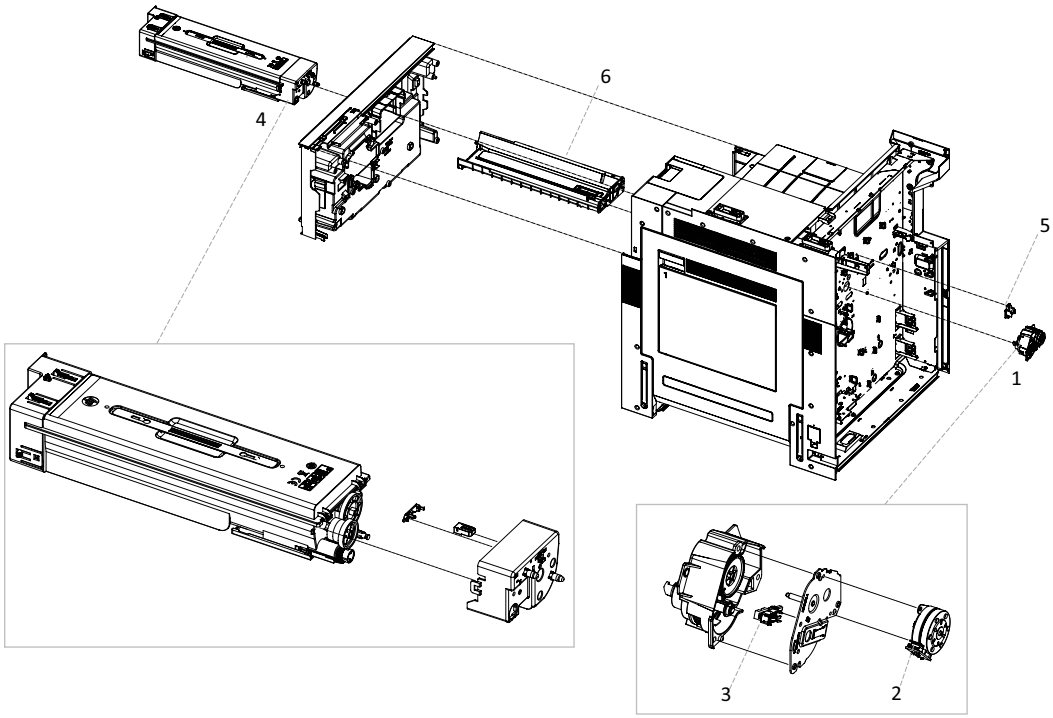


Table 6-7 Toner

Ref No	Part number	Description	Qty
1, U21	JC93-01667A	Toner dispense motor assembly	1

Table 6-7 Toner (continued)

Ref No	Part number	Description	Qty
2, M8	SS216-80501	Toner dispense motor	1
3, S20	3SJ00-60110	Photo interrupter (Toner dispense motor sensor)	1
4, U22-1	W1760-67002	Toner cartridge -standard yield	1
5	JC61-02910A	Toner CRUM modular holder	1
5	JC39-02214A	Toner CRUM modular jack	1
6	63C82-60006	Guide toner cartridge assembly	1

Reservoir

Learn about base printer reservoir service parts.

Parts and diagrams: Reservoir

Parts diagram and parts list for the printer reservoir.

Figure 6-8 Reservoir

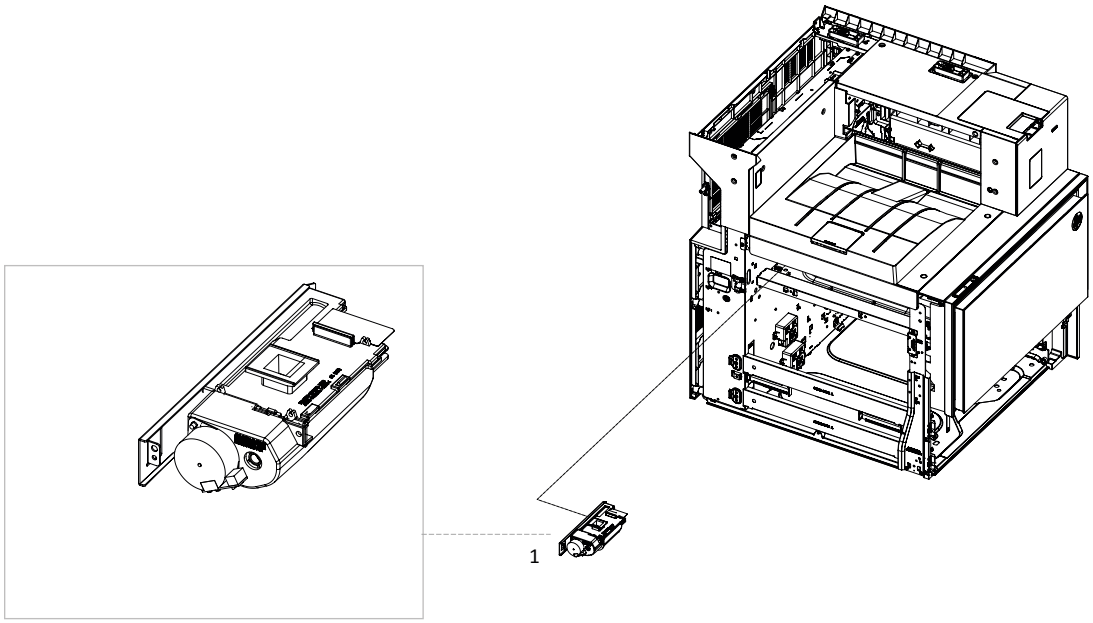


Table 6-8 Reservoir

Ref No	Part number	Description	Qty
1, U23	X3A79-60003	Reservoir unit	1

Toner collection unit (TCU)

Learn about base printer TCU service parts.

Parts and diagrams: Toner collection unit

Parts diagram and parts list for the printer toner collection unit.

Figure 6-9 Toner collection unit

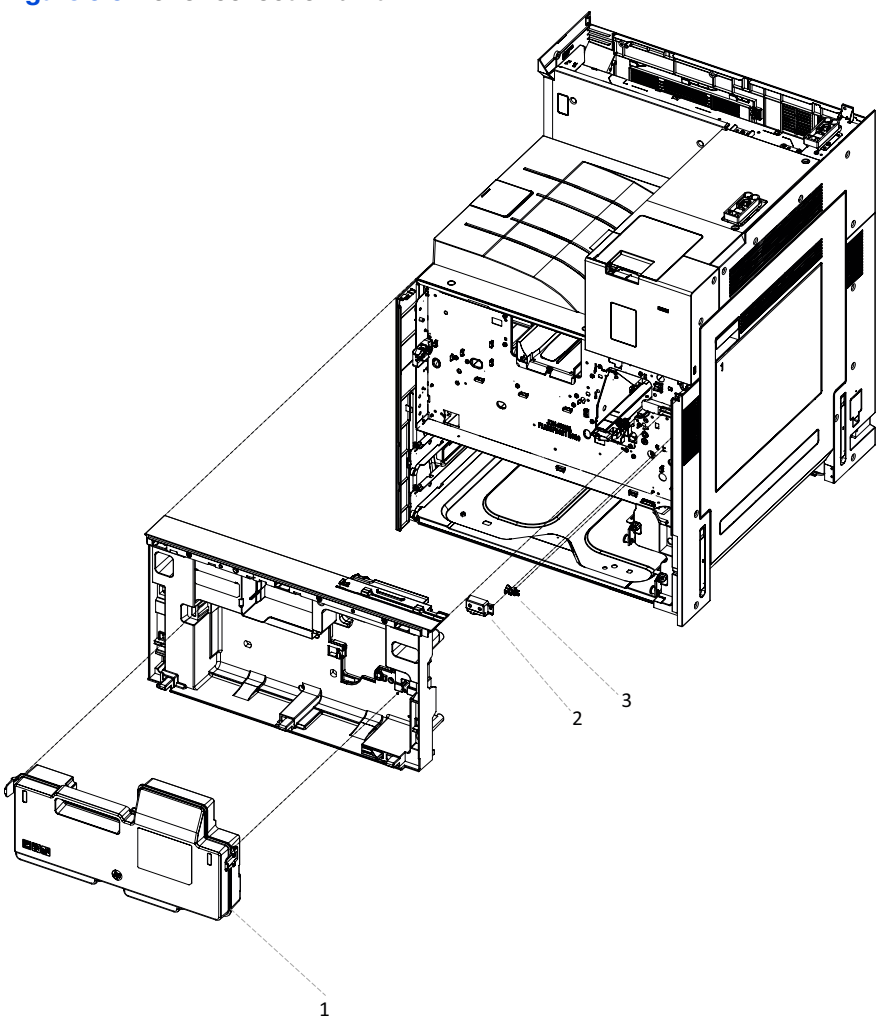


Table 6-9 Toner collection unit

Ref No	Part number	Description	Qty
1, U24	9U1Q5-67001	Toner collection unit	1
2, S23	JC93-00492A	Toner collection full sensor assembly	1
3, S22	3SJ00-60110	Photo interrupter (Toner collection unit detection sensor)	1

Image creation

Learn about base printer image creation service parts.

Laser scanner unit (LSU)

Learn about base printer LSU service parts.

Parts and diagrams: Laser scanner unit

Parts diagram and parts list for the printer laser scanner unit.

Figure 6-10 Laser scanner unit

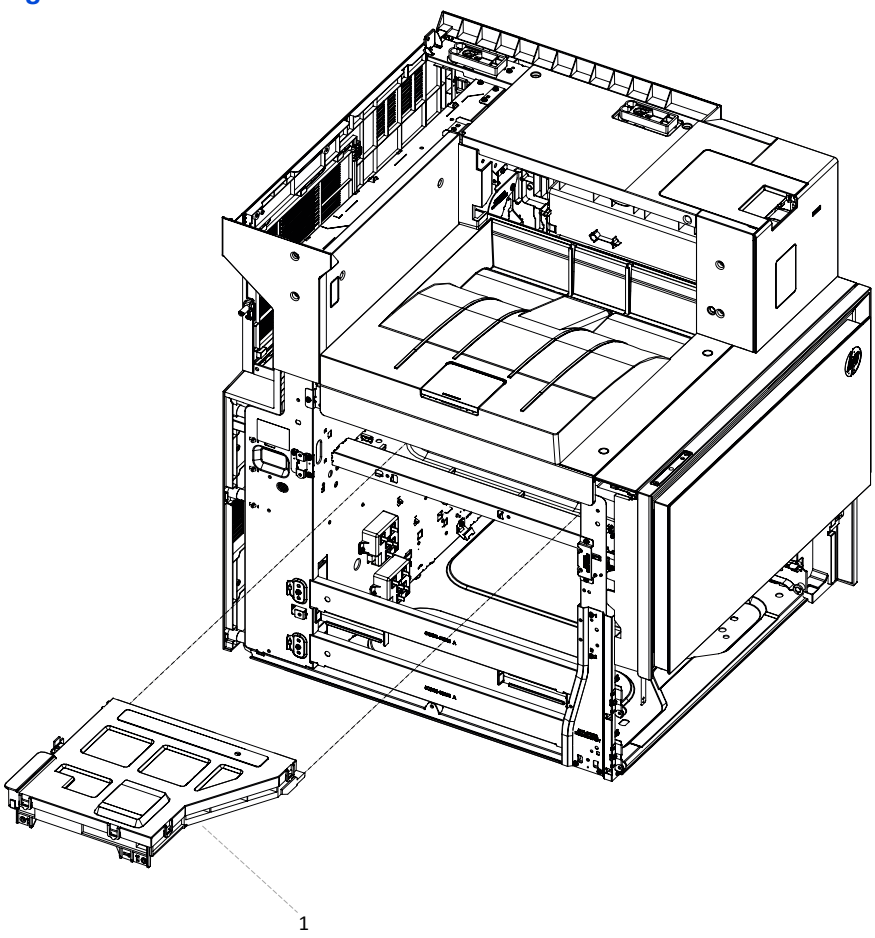


Table 6-10 Laser scanner unit

Ref No	Part number	Description	Qty
1, U25	JC97-05147A	Laser scanner unit (LSU)	1

Developer

Learn about base printer developer service parts.

Parts and diagrams: Developer

Parts diagram and parts list for the printer developer.

Figure 6-11 Developer

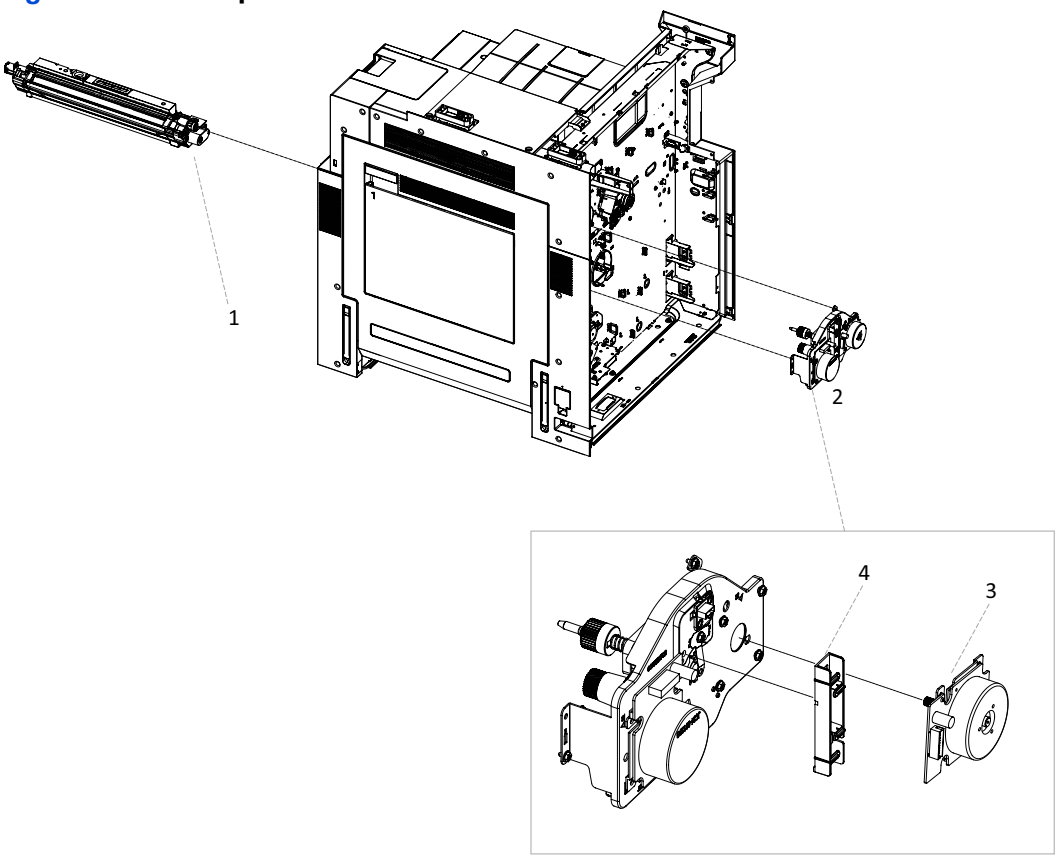


Table 6-11 Developer

Ref No	Part number	Description	Qty
1, U27	5PN82-67002	SVC_HP LaserJet Black Developer Unit	1
Not shown, K4	5PN82-67001	Developer powder kit	1
2, U28	JC93-01662A	Drum and developer drive assembly	1
3, M12	JC31-00197A	Developer motor	1
4	JC61-06282A	Cable guide	1

Drum

Learn about base printer drum service parts.

Parts and diagrams: Drum

Parts diagram and parts list for the printer drum.

Figure 6-12 Drum

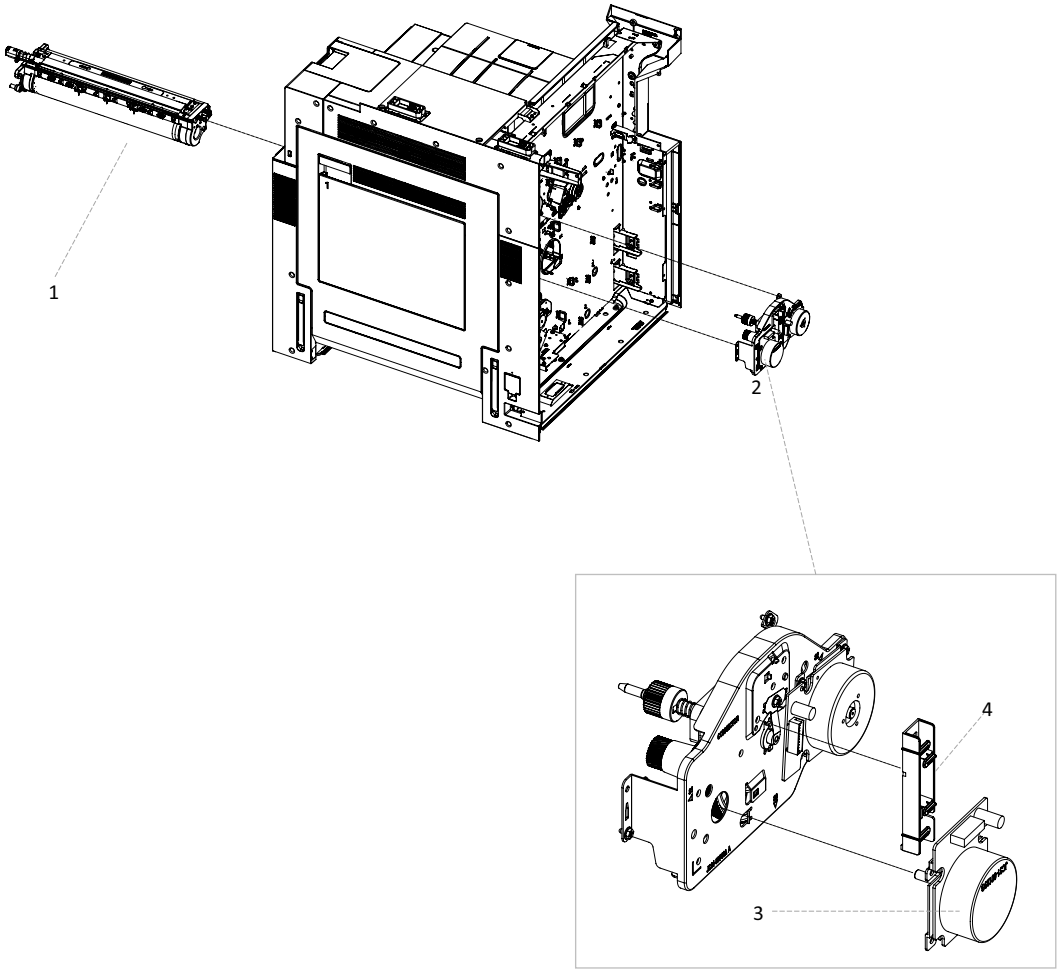


Table 6-12 Drum

Ref No	Part number	Description	Qty
1, U26	W1766-67001	SVC_HP LaserJet Black Managed Imaging Drum	1
2, U28	JC93-01662A	Developer, drum and PTB drive assembly	1
3, M11	JC31-00123G	Drum and PTB motor	1
4	JC61-06282A	Cable guide	1

CTD

Learn about base printer CTD service parts.

Parts and diagrams: CTD

Parts diagram and parts list for the printer drum.

Figure 6-13 CTD

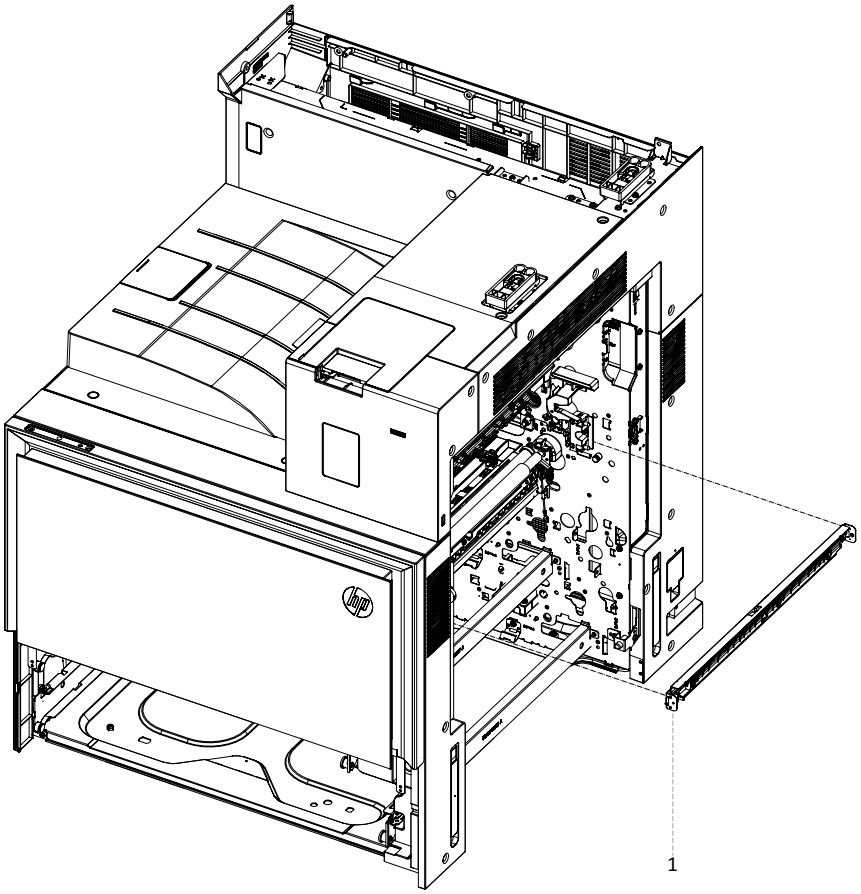


Table 6-13 CTD

Ref No	Part number	Description	Qty
1, U29	6ER04-60002	CTD sensor assembly	1

PTB

Learn about base printer PTB service parts.

Parts and diagrams: PTB

Parts diagram and parts list for the printer drum.

Figure 6-14 PTB

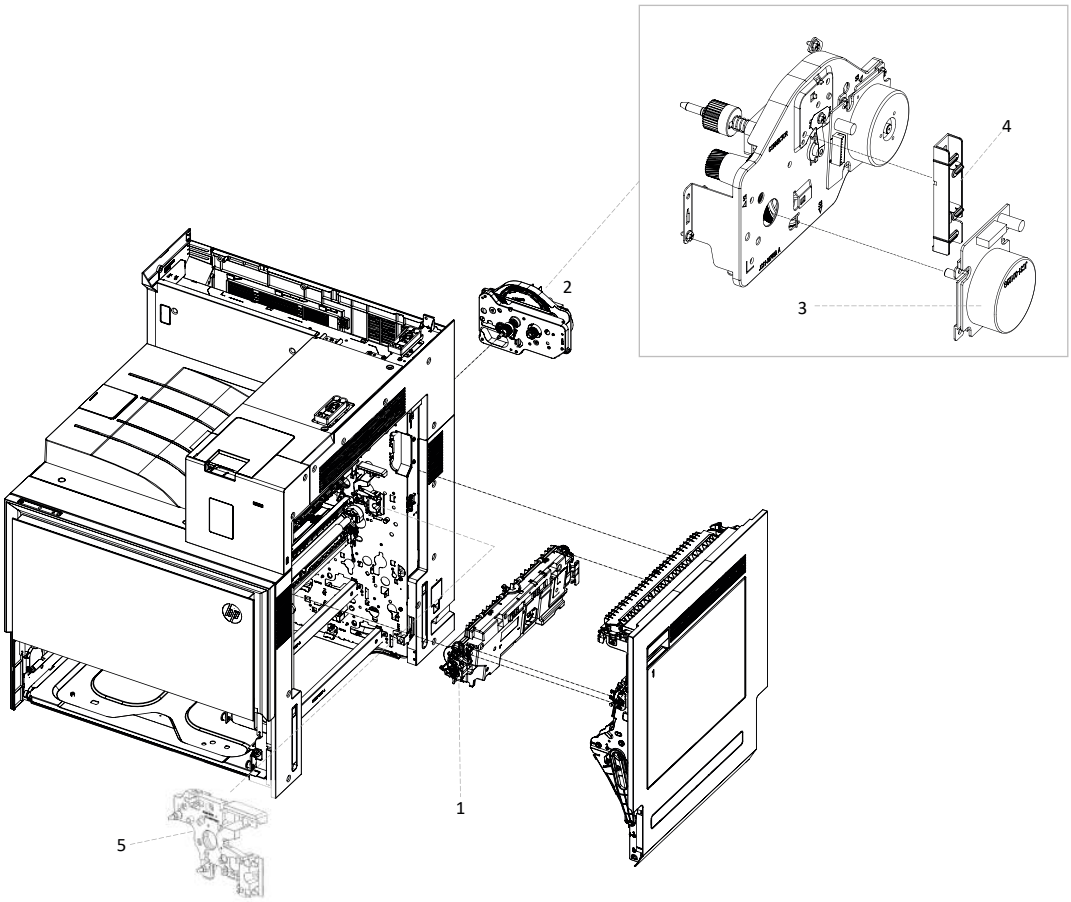


Table 6-14 PTB

Ref No	Part number	Description	Qty
1, U30	5PN85-67001	Paper Transfer Belt (PTB) kit	1
2, U28	JC93-01662A	Developer, drum and PTB drive assembly	1
3, M11	JC31-00123G	Drum and ITB motor	1
4	JC61-06282A	Cable guide	1
5	5QK09-64014	HV rear frame assembly	1

Fuser

Learn about base printer fuser service parts.

Parts and diagrams: Fuser

Parts diagram and parts list for the printer fuser.

Figure 6-15 Fuser

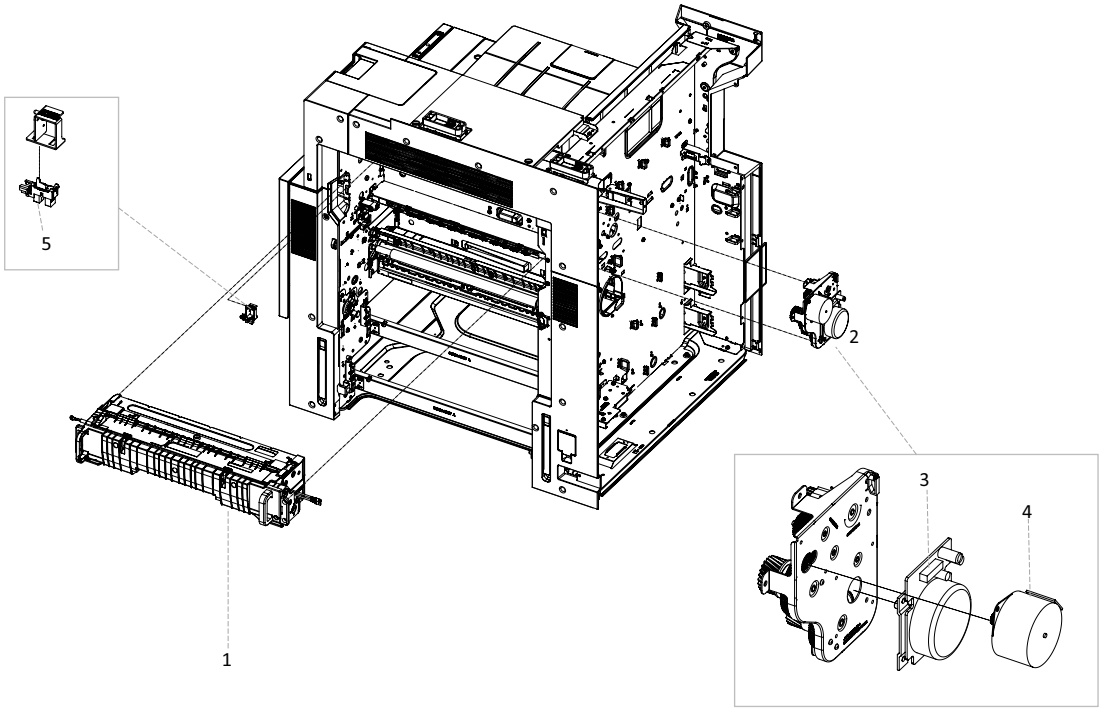


Table 6-15 Fuser

Ref No	Part number	Description	Qty
1, U32-1	5PN53-67001	Fuser unit -100V	1
1, U32-2	5PN76-67001	Fuser unit -110V	1
1, U32-3	5PN77-67001	Fuser unit -220V	1
2, U33	JC93-01850A	Fuser and exit drive assembly	1
3, M14	JC31-00144G	Motor BLDC (Fuser and exit motor)	1
4, M15	JC93-01084A	Drive-motor step (Fuser gap motor)	1
5, S31	3SJ00-60110	Photo interrupter (Fuser gap sensor)	1

Sensor and fan

Learn about base printer sensor and fan service parts.

Parts and diagrams: Sensor and fan

Parts diagram and parts list for the printer sensor and fan.

Figure 6-16 Sensor and fan

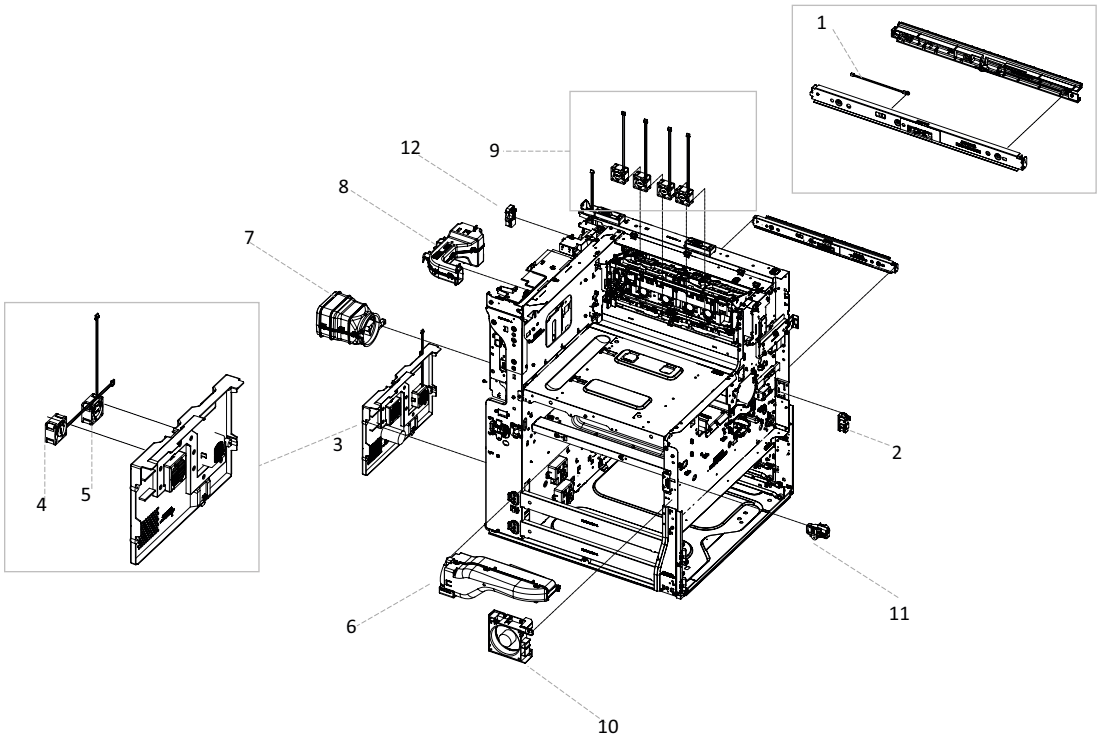


Table 6-16 Sensor and fan

Ref No	Part number	Description	Qty
1, S32	1404-001417	Thermistor (Inner temperature sensor)	1
2, U34	5QJ90-40002	Outer environment sensor assembly	1
3	JC93-01795A	LVPS FDB fan assembly	1
4, F1	JC31-00198A	Fan (LVPS fan)	1
5, F2	JC31-00154A	Fan (FDB fan)	1
6, U36	5QK09-40083	Developer fan assembly	1
7	JC93-01007A	Developer suction duct	1
8	JC93-01446A	Fuser ventilation duct	1
9, F4	JC31-00154A	Exit fan1, 2, 3, 4	4
10, U36	5QK09-64013	LSU fan assembly	1
11, S34	JC93-00466A	Front door open switch (Front door switch assembly)	1
12, S35	JC93-01467A	Switch (Right door switch assembly)	1

PCA

Learn about base printer PCA service parts.

Parts and diagrams: PCA

Parts diagram and parts list for the printer covers.

Figure 6-17 PCA

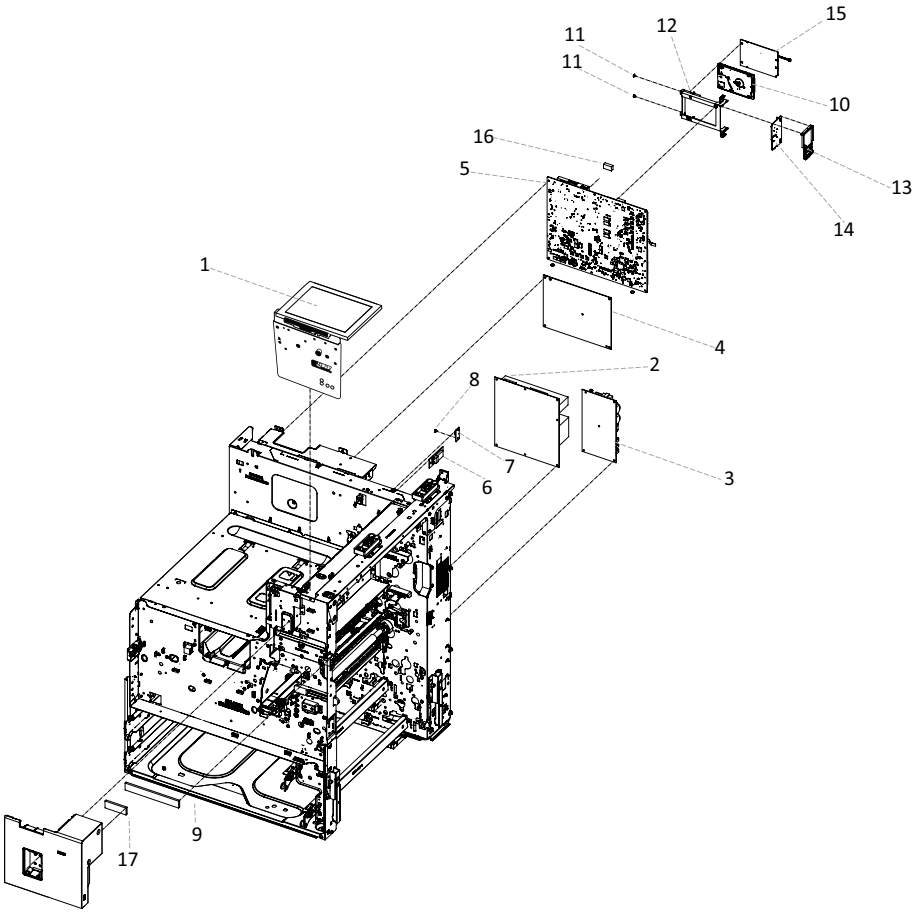


Table 6-17 PCA

Ref No	Part number	Description	Qty
1, U37-1	9S187-60101	Control-panel assembly 10.9 cm (4.3 in)	1
2, P11-1	JC44-00150C	Low Voltage Power Supply (LVPS), 220V	1
2, P11-2	JC44-00149C	Low Voltage Power Supply (LVPS), 110V	1
3, P12-1	JC44-00236C	Fuser drive board (FDB), 220V	1
3, P12-2	JC44-00235C	Fuser drive board (FDB), 110V	1
4, P10	5QK09-60001	High Voltage Power Supply (HVPS)	1
5, P1	6CF14-67002	Formatter	1
6, P7	3SJ06-60001	Island of Data (IOD) PCA	1
7, P8	T3U64-60001 (Not orderable and not used in printer.)	Echo PCA (Not orderable and not used in printer.)	1

Table 6-17 PCA (continued)

Ref No	Part number	Description	Qty
8	6ER04-40034 (Not orderable and not used in printer.)	Rivet-Echo PCA (Not orderable and not used in printer.)	1
9, P6	3SJ04-60002	USB Hub PCA	1
10, P5	0950-5111	Solid-state drive 256GB	1
11	6ER04-40035	Rivet-HDD	1
12	5851-7753	Cradle-HDD	1
13	5851-8707		1
14, P3-1	3SJ02-60002	Riser for SSD	1
14, P3-2	4XN67-67001	SVC-Internal USB Expansion Kit	1
14, P3-3	3SJ02-60001	Riser for HDD, USB ports, Accelerator	1
15, P4	6HN30-67001	Accelerator (Optional)	1
16, P2	3SJ03-60001 (Not Orderable)	TPM	1
17, P13	3SJ33-60007	PCA - power key	1

Input devices

Learn about input device parts and assemblies.

Department Dual cassette feeder (DCF, Tray 4, 5)

Learn about the DCF parts and assemblies.

Parts and diagrams: DCF (1 of 2)

Parts diagram and parts list for the printer DCF.

Figure 6-18 DCF (1 of 2)

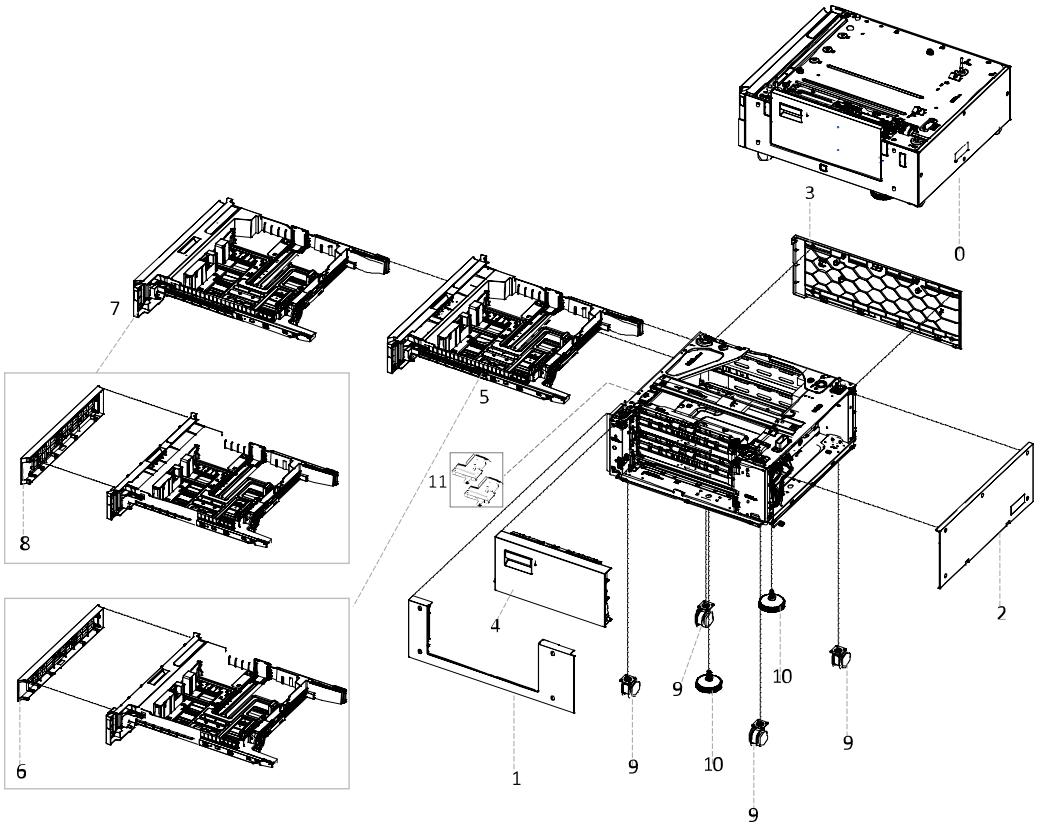


Table 6-18 DCF (1 of 2)

Ref No	Part number	Description	Qty
0	6GW47-67001	DCF	1
1	5QK08-40006	DCF right cover	1
2	5QK08-40007	DCF rear cover	1
3	5QK08-40008	DCF left cover	1
4	5QK08-61004	DCF right door	1
5	5QK08-61007	Tray 4 cassette	1
6	5QK08-40011	Tray 4 Blue CMF panel	1
7	5QK08-61005	Tray 5 cassette	1
8	5QK08-40012	Tray 5 Blue CMF panel	1

Table 6-18 DCF (1 of 2) (continued)

Ref No	Part number	Description	Qty
9	6109-001138	Caster wheel	1
10	JC61-04871A	Guide - adjust	1
11	JC90-01677A	Tray sub-auto closing unit	2

Parts and diagrams: DCF (2 of 2)

Parts diagram and parts list for the printer DCF.

Figure 6-19 DCF (2 of 2)

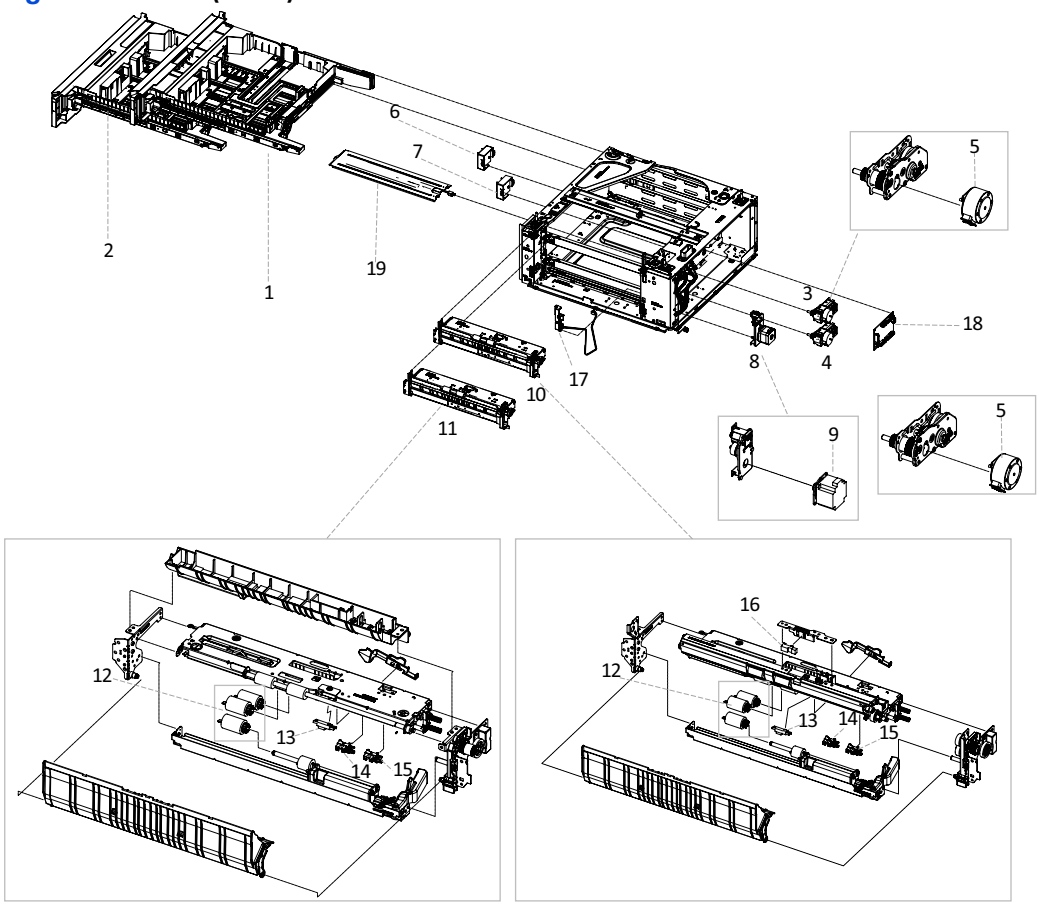


Table 6-19 DCF (2 of 2)

Ref No	Part number	Description	Qty
1	5QK08-61007	Tray 4 cassette	1
2	5QK08-61005	Tray 5 cassette	1
3	JC93-01663A	Tray 4 pickup drive assembly	1
4	JC93-01663A	Tray 5 pickup drive assembly	1
5	JC93-01083A	Drive-motor step (Tray 4, 5 pickup motor)	1
6	JC93-01408A	Frame sub-sensor paper size RU (Tray 4 tray open, paper size sensor)	1
7	JC93-01408A	Frame sub-sensor paper size RU (Tray 5 tray open, paper size sensor)	1
8	JC93-01135A	DCF feed drive assembly	1
9	JC31-00177A	Motor, step (DCF feed motor)	1
10	5QK08-61009	Tray 4 pickup assembly	1

Table 6-19 DCF (2 of 2) (continued)

Ref No	Part number	Description	Qty
11	5QK08-61010	Tray 5 pickup assembly	1
12	5PN66-67001	Tray 4, 5 roller kit	1
13	0604-001381	Photo interrupter (Prefeed 4, 5 sensor)	1
14	3SJ00-60110	Photo interrupter (DCF paper empty sensor)	1
15	3SJ00-60110	Photo interrupter (DCF stack height sensor)	1
16	0604-001490	Photo interrupter (feed sensor)	1
17	JC90-01385A	Right door open switch holder assy	1
17	JC39-02268A	DCF Dpt_Door open switch sensor and harness	1
18	6GW47-60001	PCA-DCF Department	1
19	Y1G22-67901	Tray heater 110V	1
19	Y1G22-67902	Tray heater 220V	1

Department High Capacity Input tray (HCI, Tray 4)

Learn about the HCI parts and assemblies.

Parts and diagrams: HCI (1 of 2)

Parts diagram and parts list for the printer HCI.

Figure 6-20 HCI (1 of 2)

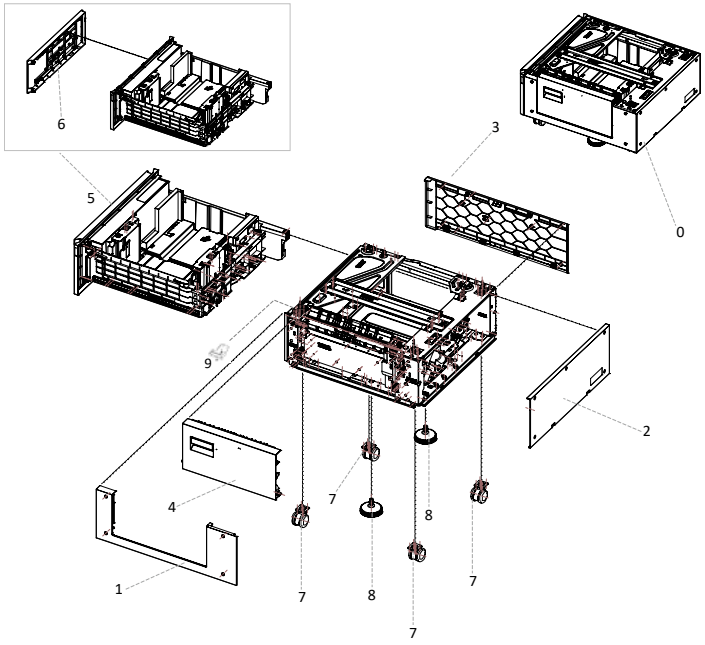


Table 6-20 HCI (1 of 2)

Ref No	Part number	Description	Qty
0	6GW57-67001	HCI	1
1	5QK08-40006	HCI right cover	1
2	5QK08-40007	HCI rear cover	1
3	5QK08-40008	HCI left cover	1
4	5QK08-61023	HCI right door	1
5	5QK08-61014	HCI cassette	1
6	5QK08-40016	HCI front Blue CMF panel	1
6	8GR90-40029	HCI front Gray CMF panel	1
6	8GR90-40038	HCI front Red CMF panel	1
6	8GR90-40039	HCI front Green CMF panel	1
6	8GR90-40040	HCI front Yellow CMF panel	1
6	8GR90-40041	HCI front Purple CMF panel	1
7	6109-001138	Caster wheel	1

Table 6-20 HCI (1 of 2) (continued)

Ref No	Part number	Description	Qty
8	JC61-04871A	Guide - adjust	1
9	JC93-01382A	Tray sub-auto closing unit	2

Parts and diagrams: HCI (2 of 2)

Parts diagram and parts list for the printer HCI.

Figure 6-21 HCI (2 of 2)

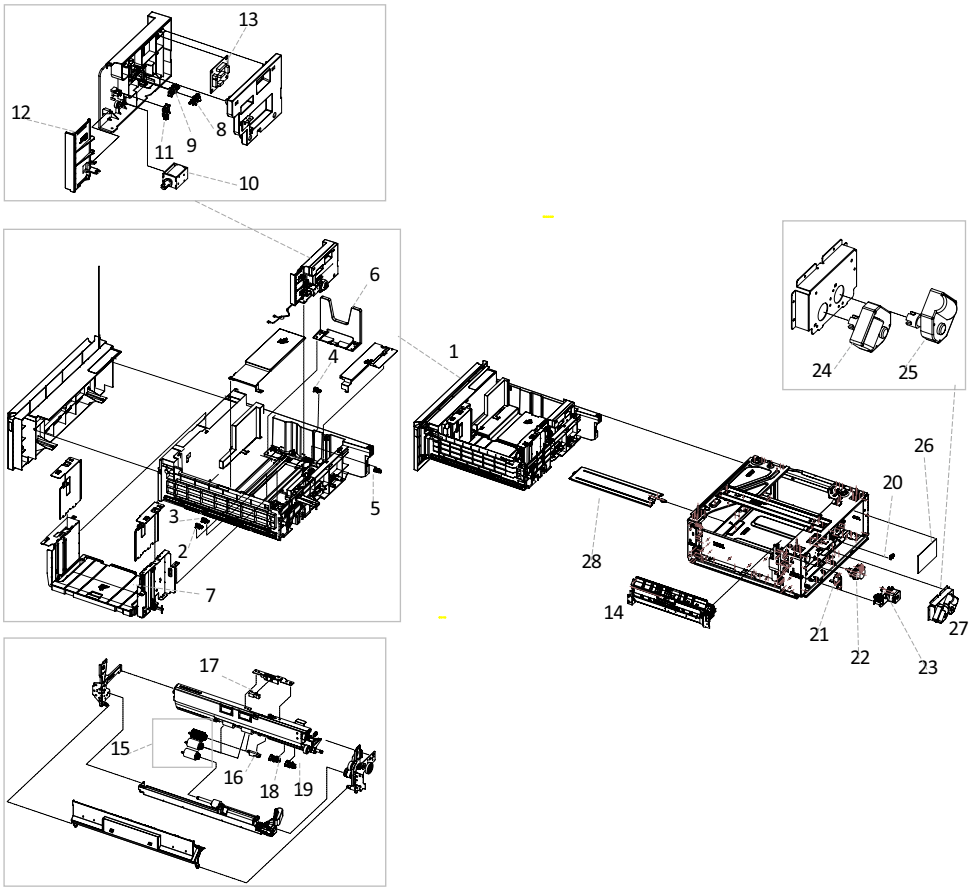


Table 6-21 HCI (2 of 2)

Ref No	Part number	Description	Qty
1	5QK08-61014	HCI cassette	1
2	3SJ00-60110	Photo interrupter (HCI knock-up home sensor)	1
3	3SJ00-60110	Photo interrupter (HCI shift tray end sensor)	1
4	3SJ00-60110	Photo interrupter (HCI shift tray home sensor)	1
5	3SJ00-60110	Photo interrupter (HCI shift tray empty sensor)	1
6	JC81-07481B	HCI shift plate	1
7	6GW48-60003	Knock-up plate assembly	1
8	3SJ00-60110	Photo interrupter (HCI shift tray level sensor 1)	1
9	3SJ00-60110	Photo interrupter (HCI shift tray level sensor 2)	1
10	JC33-00031B	Solenoid, lifting (HCI shift gate solenoid)	1

Table 6-21 HCI (2 of 2) (continued)

Ref No	Part number	Description	Qty
11	3SJ00-60110	Photo interrupter (HCI shift gate solenoid home sensor)	1
12	JC81-07478B	Paper gate	1
13	JC92-02792A	PBA-Shift tray level	1
14	5QK08-61013	HCI pickup assembly	1
15	5PN66-67001	HCI roller kit	1
16	0604-001381	Photo interrupter (Prefeed 4 sensor)	1
17	0604-001490	Photo interrupter (HCI feed sensor)	1
18	3SJ00-60110	Photo interrupter (HCI paper empty sensor)	1
19	3SJ00-60110	Photo interrupter (HCI stack height sensor)	1
20	3SJ00-60110	Photo interrupter (HCI tray open sensor)	1
21	JC90-01385A	Right door open switch holder assy	1
21	JC39-02279A	HCI Dpt_Dooropen switch sensor and harness	1
22	JC93-01115A	HCI pickup motor	1
23	JC93-01114A	HCI feed motor	1
24	JC31-00109A	(HCI tray lift motor)Motor, geared	1
25	JC31-00125A	Motor, geared (HCI paper shift motor)	1
26	6GW57-60001	PCA-HCI Department	1
27	JC93-01118A	HCI Lift Drive Assy (Shift)	1
28	Y1G22-67901	Tray heater 110V	1
28	Y1G22-67902	Tray heater 220V	1

Output device

Learn about output device parts and assemblies.

Inner finisher

Learn about the inner finisher parts and assemblies.

Parts and diagrams: Inner finisher (1 of 5)

Parts diagram and parts list for the printer inner finisher.

Figure 6-22 Inner finisher (1 of 5)

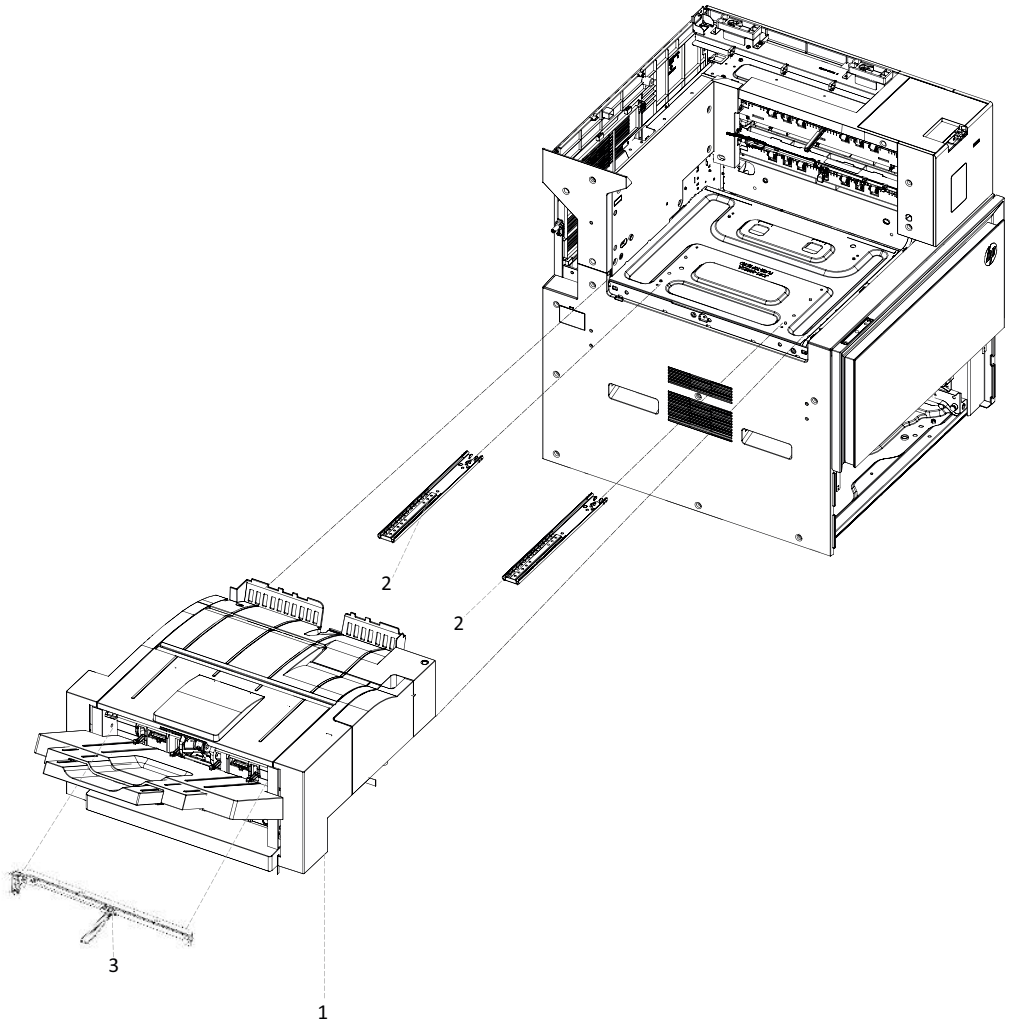


Table 6-22 Inner finisher (1 of 5)

Ref No	Part number	Description	Qty
1	6GW49-67002	Inner Finisher	1
2	6102-003354	Guide rail	1
3	JC90-01546A	Exit bin full	1

Parts and diagrams: Inner finisher (2 of 5)

Parts diagram and parts list for the printer inner finisher.

Figure 6-23 Inner finisher (2 of 5)

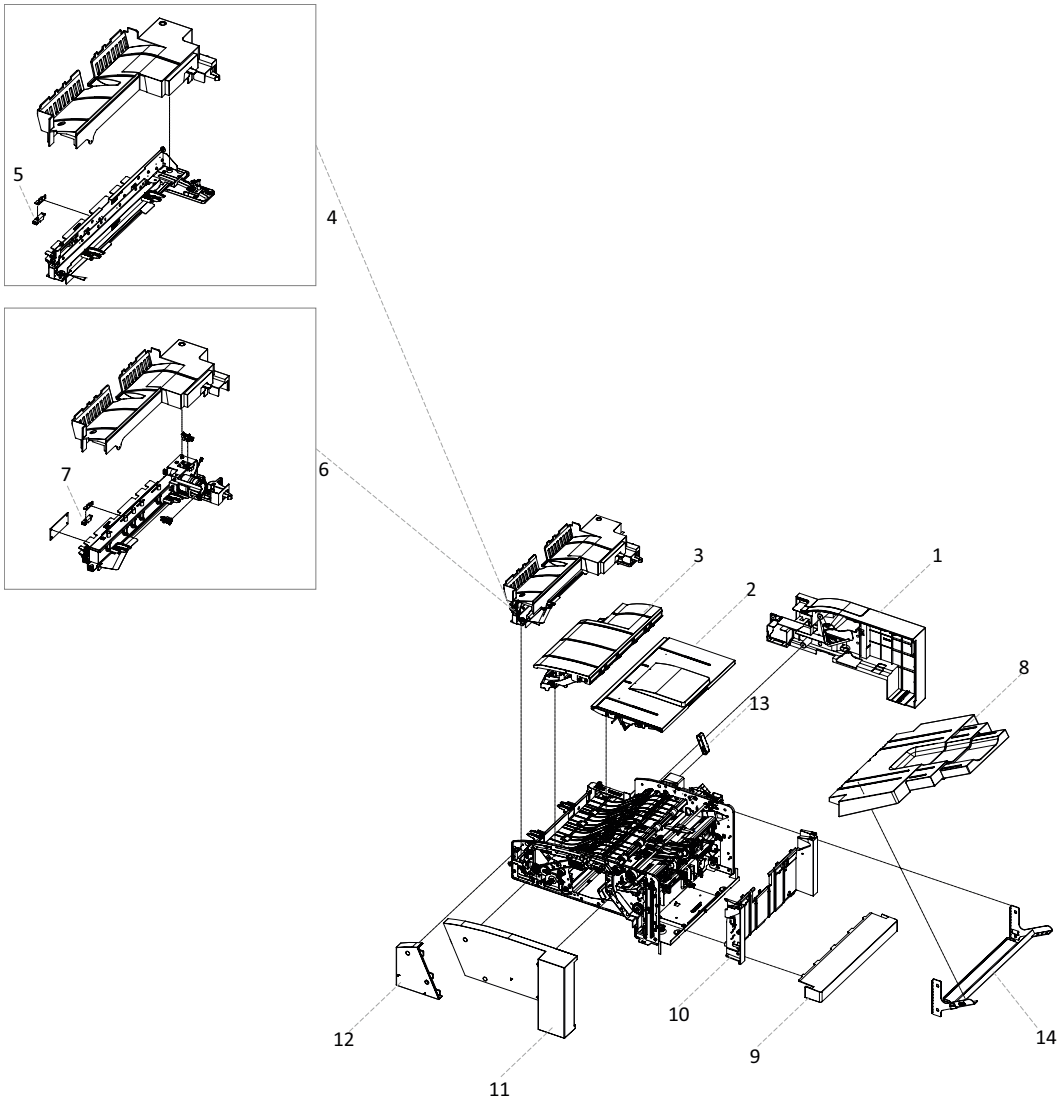


Table 6-23 Inner finisher (2 of 5)

Ref No	Part number	Description	Qty
1	5QK09-60123	Front cover assy	1
2	5QK09-60125	Top cover assy	1
3	5QK09-60124	Middle cover assy	1
4	8GS05-60114	Punch cover assembly	1
5	0604-001381	Photo interrupter (Entrance sensor)	1
6	155P7-67001	Hole 2/3 punch (optional)	1

Table 6-23 Inner finisher (2 of 5) (continued)

Ref No	Part number	Description	Qty
6	155P8-67001	Hole 2/4 punch (optional)	1
6	155P9-67001	Swedish punch (optional)	1
7	0604-001381	Photo interrupter (Entrance sensor)	1
8	5QK09-60118	Output tray assy	1
9	5QK09-40004	PCA cover	1
10	8GS05-60113	Left cover assy	1
11	5QK09-40018	Rear cover -base	1
12	5QK09-40037	Rear cover -punch	1
13	JC66-04233A	Lock release handle	1
14	JC90-01319A	Output tray frame	1

Parts and diagrams: Inner finisher (3 of 5)

Parts diagram and parts list for the printer inner finisher.

Figure 6-24 Inner finisher (3 of 5)

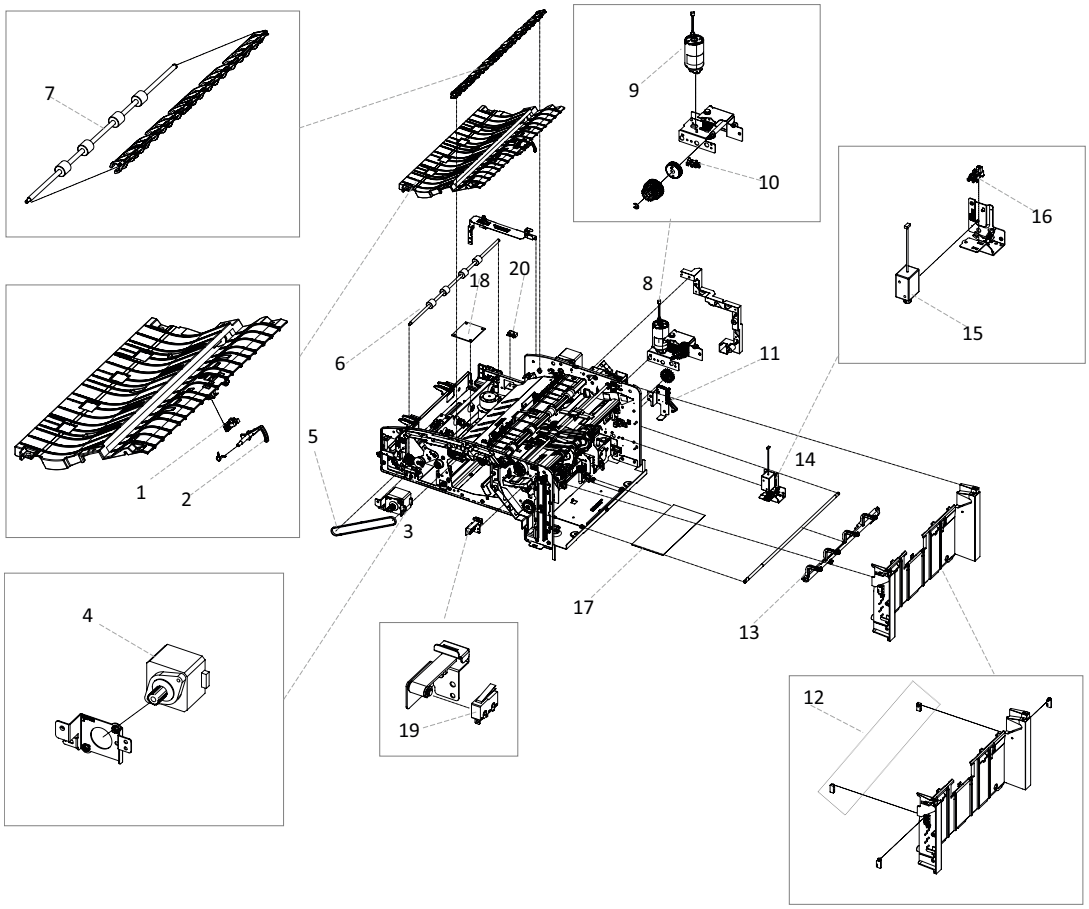


Table 6-24 Inner finisher (3 of 5)

Ref No	Part number	Description	Qty
1	0604-001415	Photo interrupter (Exit sensor)	1
2	JC66-04199A	Exit sensor actuator	1
3	5QK09-60128	Entrance motor assy	1
4	JC31-00169B	Motor, step (Entrance motor)	1
5	6602-003644	Entrance motor timing belt	1
6	JC66-04243A	Entrance roller	1
7	JC66-04243A	Middle roller	1
8	JC90-01334B	Output tray motor assy	1
9	JC31-00178B	Motor DC (Output tray motor)	1
10	3SJ00-60110	Photo interrupter (Output tray motor sensor)	1

Table 6-24 Inner finisher (3 of 5) (continued)

Ref No	Part number	Description	Qty
11	JC90-01320A	Output tray lower limit switch assy	1
12	JC82-01039A	Output tray top of stack sensor kit	1
13	JC90-01313A	Paper holding actuator	1
14	JC90-01314A	Paper holding kit	1
15	JC33-00037A	Electric clutch (Paper holding solenoid)	1
16	3SJ00-60110	Photo interrupter (Paper holding sensor)	1
17	6GW49-60001	Inner finisher PCA	1
18	JC92-02780A	Rear joint PCA	1
19	JC39-01610A	Harness - cover open (Front cover switch)	1
20	JC39-01610A	Harness - cover open (Top cover switch)	1

Parts and diagrams: Inner finisher (4 of 5)

Parts diagram and parts list for the printer inner finisher.

Figure 6-25 Inner finisher (4 of 5)

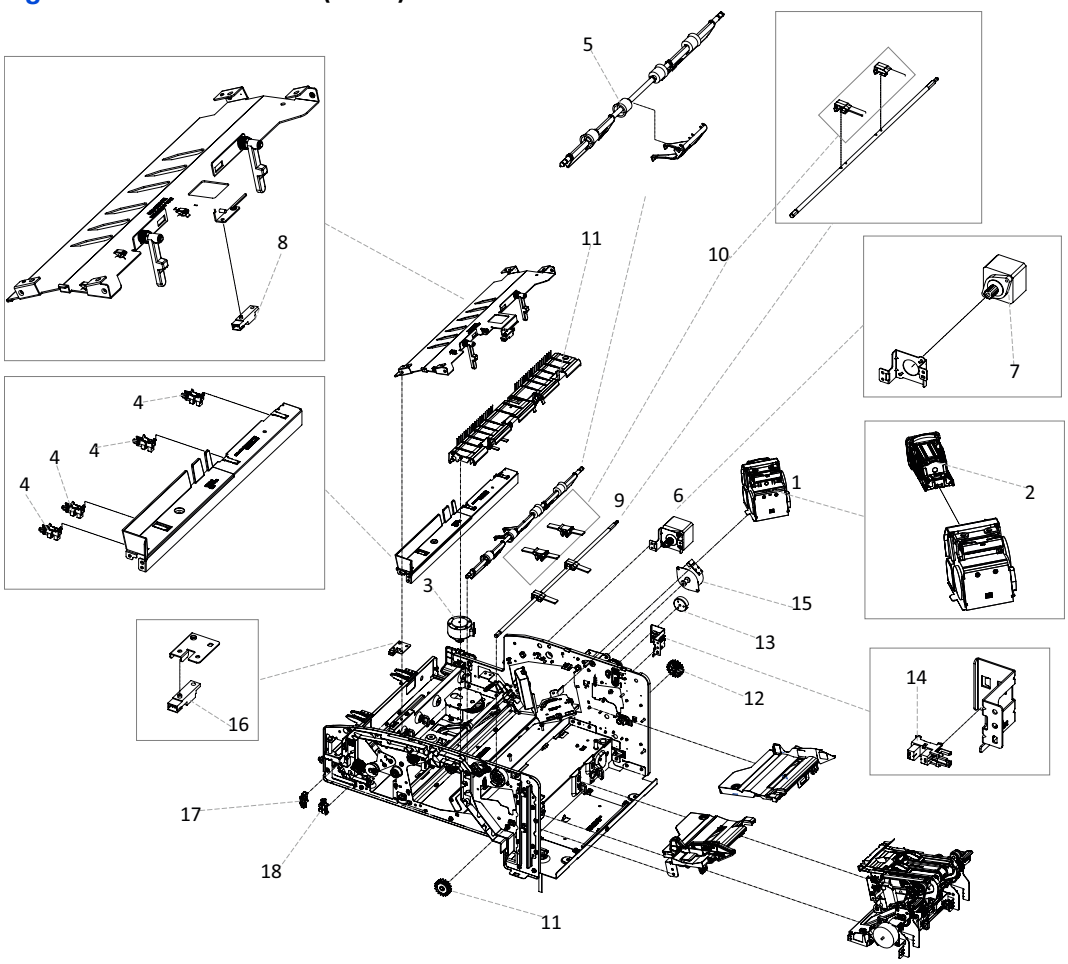


Table 6-25 Inner finisher (4 of 5)

Ref No	Part number	Description	Qty
1	6GW49-60003	Stapler assembly	1
2	6GW49-40001	Staple cartridge	1
3	JC93-00999A	Drive-motor step (Stapler position motor)	1
4	3SJ00-60110	Photo interrupter (Stapler position sensor)	1
5	JC90-01330A	Exit roller assy	1
6	JC90-01331A	Exit motor assy	1
7	JC31-00169B	Motor, step (Exit motor)	1
8	0604-001381	Photo interrupter (End fence sensor)	1
9	JC90-01327A	Main paddle	1

Table 6-25 Inner finisher (4 of 5) (continued)

Ref No	Part number	Description	Qty
10	JC82-01038A	Main paddle kit	1
11	JC90-01336A	Sub paddle assy	1
12	JC66-04218A	Gear rack pinion	1
13	JC66-04201A	Actuator home paddle	1
14	3SJ00-60110	Photo interrupter (Main paddle home sensor)	1
15	JC93-01001A	Drive-motor step (Main paddle motor)	1
16	0604-001381	Photo interrupter (Punch waste full sensor)	1
17	3SJ00-60110	Photo interrupter (finisher docking sensor)	1
18	3SJ00-60110	Photo interrupter (punch waste box sensor)	1

Parts and diagrams: Inner finisher (5 of 5)

Parts diagram and parts list for the printer inner finisher.

Figure 6-26 Inner finisher (5 of 5)

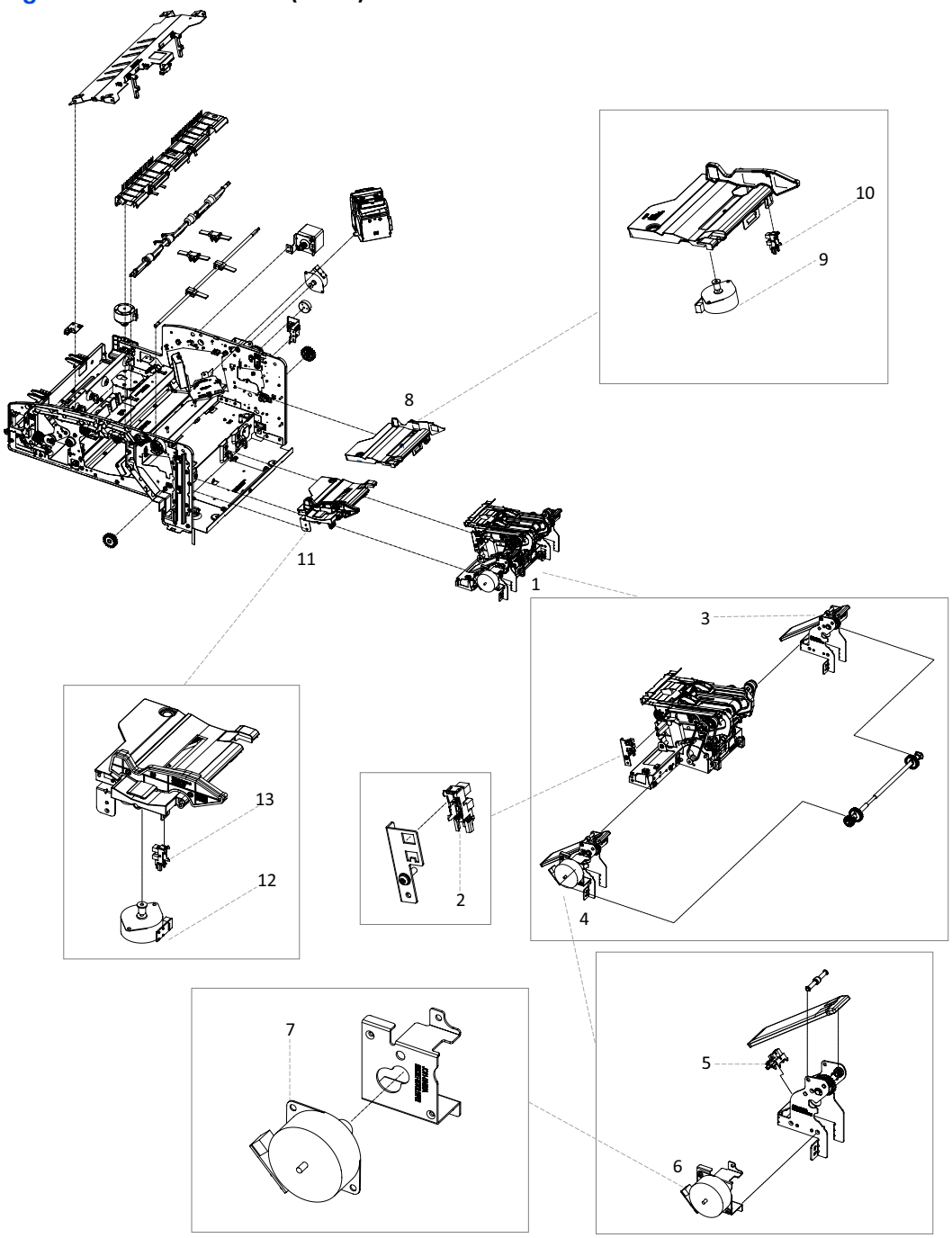


Table 6-26 Inner finisher (5 of 5)

Ref No	Part number	Description	Qty
1	SS456-61001	Ejector	1

Table 6-26 Inner finisher (5 of 5) (continued)

Ref No	Part number	Description	Qty
2	3SJ00-60110	Photo interrupter (Ejector1 home sensor)	1
3	JC90-01310A	Front paper support	1
4	JC90-01311A	Rear paper support	1
5	3SJ00-60110	Photo interrupter (Paper support home sensor)	1
6	JC90-01312A	Paper support motor assy	1
7	JC93-00802B	Drive sub-motor step (Paper support motor)	1
8	JC82-00899A	Front tamper	1
9	JC93-01001A	Drive-motor step (Front tamper motor)	1
10	3SJ00-60110	Photo interrupter (Front tamper home sensor)	1
11	JC82-00900A	Rear tamper	1
12	JC93-01001A	Drive-motor step (Rear tamper motor)	1
13	3SJ00-60110	Photo interrupter (Rear tamper home sensor)	1

Stapler/Stacker finisher

Learn about the stapler/stacker parts and assemblies.

Parts and diagrams: Stapler/Stacker finisher (1 of 4)

Parts diagram and parts list for the stapler/stacker finisher.

Figure 6-27 Stapler/Stacker finisher (1 of 4)

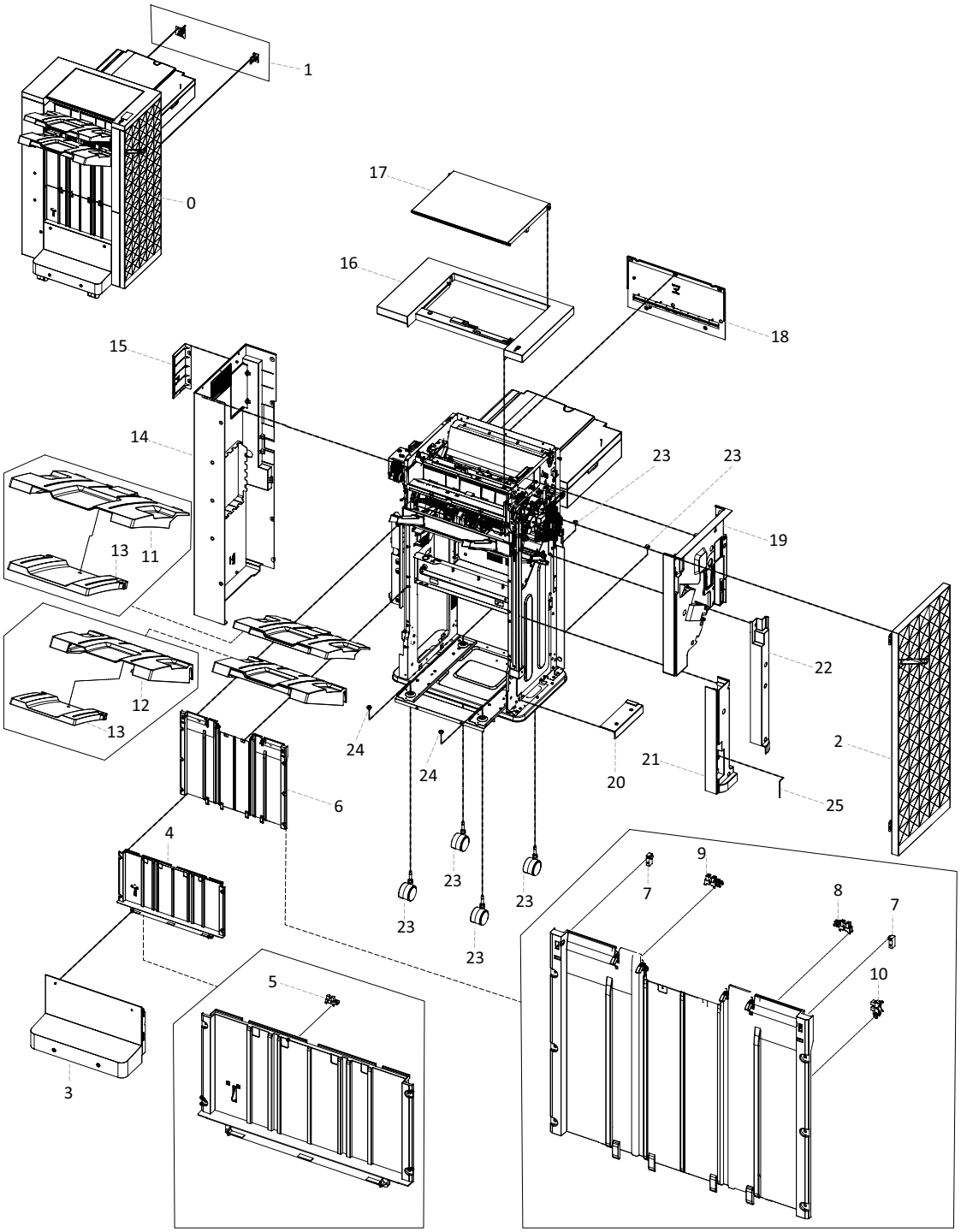


Table 6-27 Stapler/Stacker finisher (1 of 4)

Ref No	Part number	Description	Qty
0	6GW55-67001	Stapler/Stacker finisher	1
1	JC90-01442A	Finisher mount bracket	1
2	5QK09-60106	Front door	1
3	8GS05-40018	Caster cover	1
4	8GS05-60122	Left lower cover	1
5	0604-001415	Main output tray lower limit sensor	1
6	8GS05-60118	Left upper cover	1
7	JC82-01039A	Main output tray top of stack sensor	1
8	3SJ00-60110	Front paper holding sensor	1
9	3SJ00-60110	Rear paper holding sensor	1
10	3SJ00-60110	Paper holding home sensor	1
11	5QK09-40027	Top output tray	1
12	5QK09-40028	Main output tray	1
13	5QK09-40029	Tray extension	1
14	5QK09-40021	Rear cover	1
15	5QK09-40030	Punch cover	1
16	5QK09-60108	Top cover	1
17	5QK09-60107	Top door	1
18	5QK09-60109	Right upper cover	1
19	5QK09-40019	Front cover	1
20	5QK09-40020	Front lower cover	1
21	5QK09-40047	Front lower left cover	1
22	5QK09-40048	Front lower right cover	1
23	JC61-07452A	Caster	1
24	JC61-07444A	Caster fix nut	1
25	JC66-04767A	Shaft hinge - door	1

Parts and diagrams: Stapler/Stacker finisher (2 of 4)

Parts diagram and parts list for the stapler/stacker finisher.

Figure 6-28 Stapler/Stacker finisher (2 of 4)

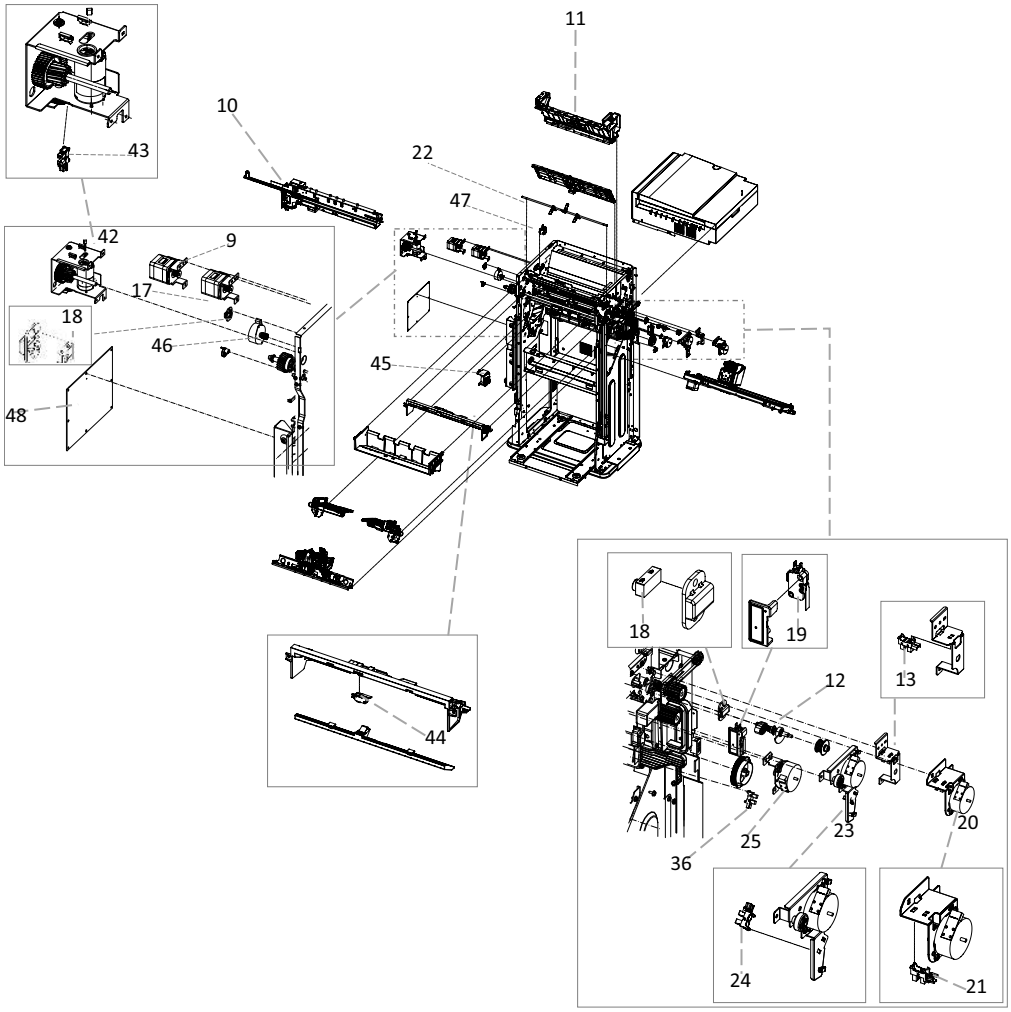


Table 6-28 Stapler/Stacker finisher (2 of 4)

Ref No	Part number	Description	Qty
9	8GS05-60104	Entrance motor assembly	1
10	Y1G10-67901	Punch unit 2-3 hole	1
10	Y1G11-67901	Punch unit 2-4 hole	1
11	JC90-01455A	Top jam cover assembly	1
12	JC90-01458A	Tray diverter cam	1
13	0604-001415	Tray diverter home sensor	1
17	8GS05-60106	Exit motor assembly	1
18	JC82-01039A	Top output tray paper full sensor	1

Table 6-28 Stapler/Stacker finisher (2 of 4) (continued)

Ref No	Part number	Description	Qty
19	JC39-02309A	Front door switch	1
20	JC90-01453A	Main exit cam motor assembly	1
21	3SJ00-60110	Main exit cam home sensor	1
22	JC90-01480A	Paddle	1
23	JC90-01461A	Paddle motor assembly	1
24	3SJ00-60110	Paddle home sensor	1
25	JC90-01467A	End fence motor assembly	1
36	0604-001415	Manual staple senor	1
42	JC90-01415B	Main output tray motor drive assembly	1
43	3SJ00-60110	Main output tray motor sensor	1
44	JC39-02316A	Main output tray top of stack switch	1
45	JC90-01414A	Paper holding motor drive assembly	1
46	JC93-01152A	Buffer motor	1
47	JC90-01675A	Buffer solenoid assembly	1
48	6GW55-60001	Main PCA	1

Parts and diagrams: Stapler/Stacker finisher (3 of 4)

Parts diagram and parts list for the stapler/stacker finisher.

Figure 6-29 Stapler/Stacker finisher (3 of 4)

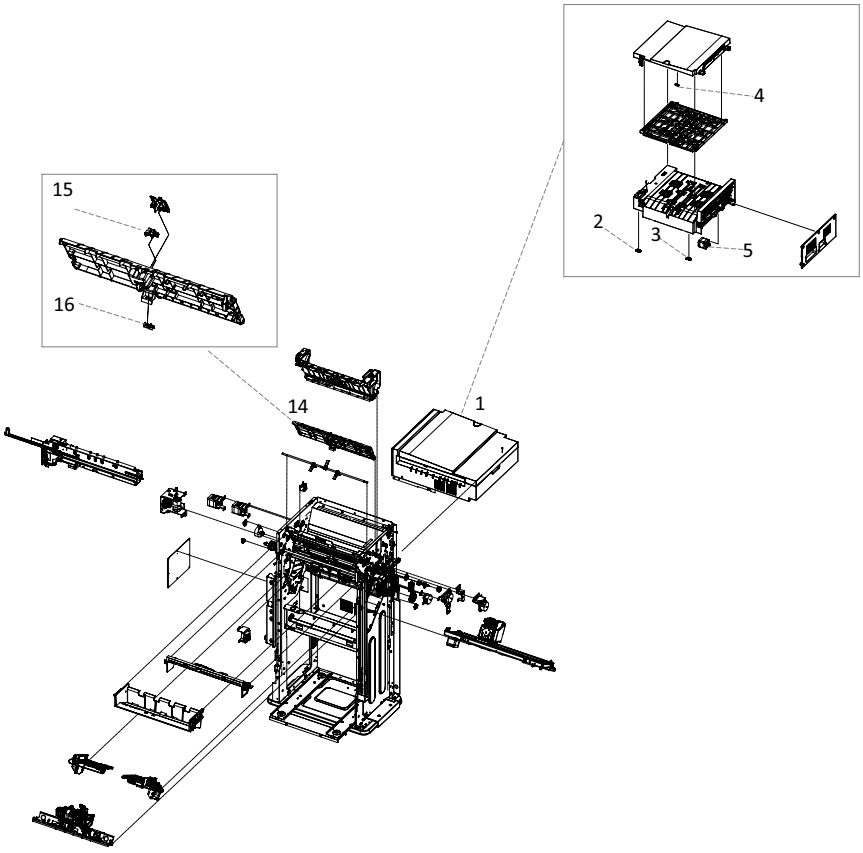


Table 6-29 Stapler/Stacker finisher (3 of 4)

Ref No	Part number	Description	Qty
1	5QK09-60110	Bridge unit	1
1*	63C80-60109	Bridge unit with Print Quality Diagnostics	1
2	3SJ00-60110	Bridge door sensor	1
3	JC32-00020A	Bridge entrance sensor	1
4	3SJ00-60110	Bridge exit sensor	1
5	3SJ19-80501	Bridge motor	1
14	JC90-01454A	Top lower feed assembly	1
15	JC32-00020A	Main exit sensor	1
16	3SJ00-60110	Top exit sensor	1
17	8GS05-60106	Exit motor assembly	1

Parts and diagrams: Stapler/Stacker finisher (4 of 4)

Parts diagram and parts list for the stapler/stacker finisher.

Figure 6-30 Stapler/Stacker finisher (4 of 4)

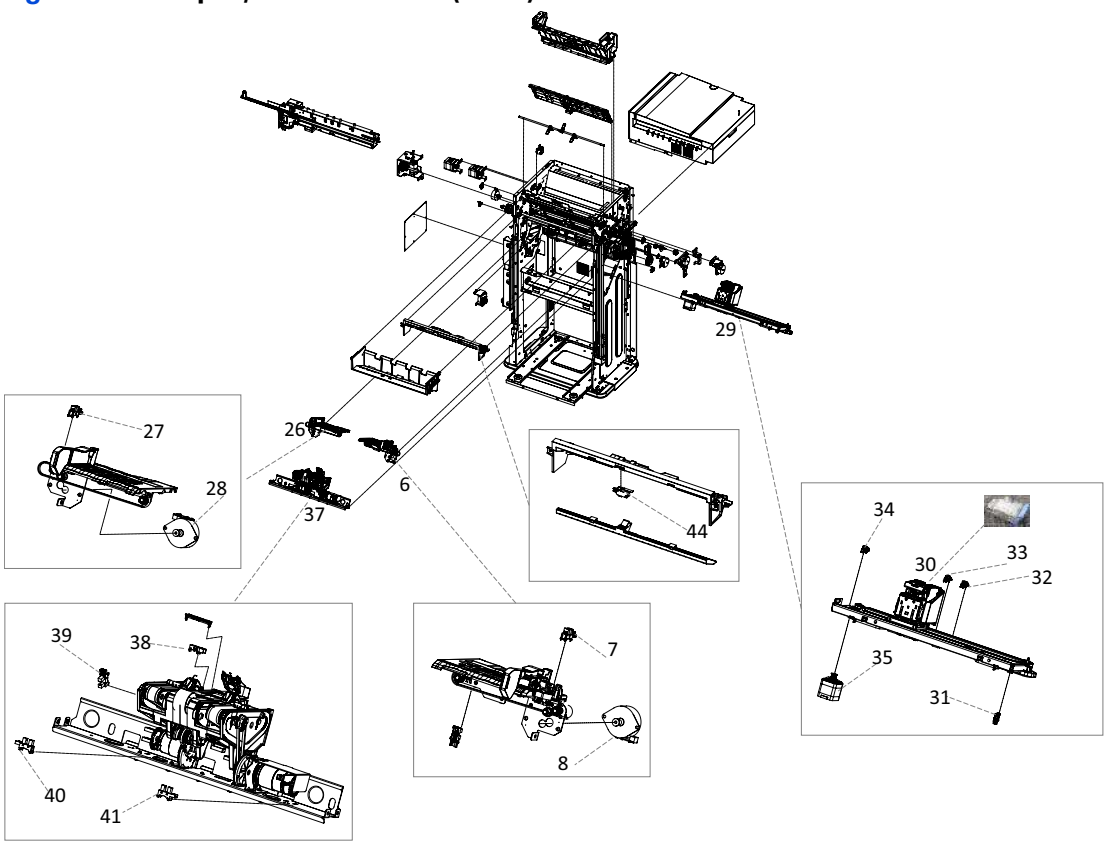


Table 6-30 Stapler/Stacker finisher (4 of 4)

Ref No	Part number	Description	Qty
6	JC82-00901A	Front tamper	1
7	3SJ00-60110	Front tamper home sensor	1
8	JC93-01001A	Front tamper motor	1
26	JC82-00898A	Rear tamper	1
27	3SJ00-60110	Rear tamper home sensor	1
28	JC93-01001A	Rear tamper motor	1
29	JC82-00894A	Staple unit	1
30	JC81-09882B	Staple cartridge	1
31	3SJ00-60110	Staple front sensor	1
32	3SJ00-60110	Staple mid-front sensor	1
33	3SJ00-60110	Staple mid-rear sensor	1
34	3SJ00-60110	Staple rear sensor	1

Table 6-30 Stapler/Stacker finisher (4 of 4) (continued)

Ref No	Part number	Description	Qty
35	JC31-00163A	Staple position motor	1
37	JC90-01802A	Ejector unit	1
38	JC32-00020A	Ejector sensor	1
39	0604-001415	Ejector1 home sensor	1
40	0604-001415	Ejector1 motor sensor	1
41	0604-001415	Ejector2 motor sensor	1

Booklet finisher

Learn about the booklet finisher parts and assemblies.

Parts and diagrams: Booklet finisher (1 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-31 Booklet finisher (1 of 5)

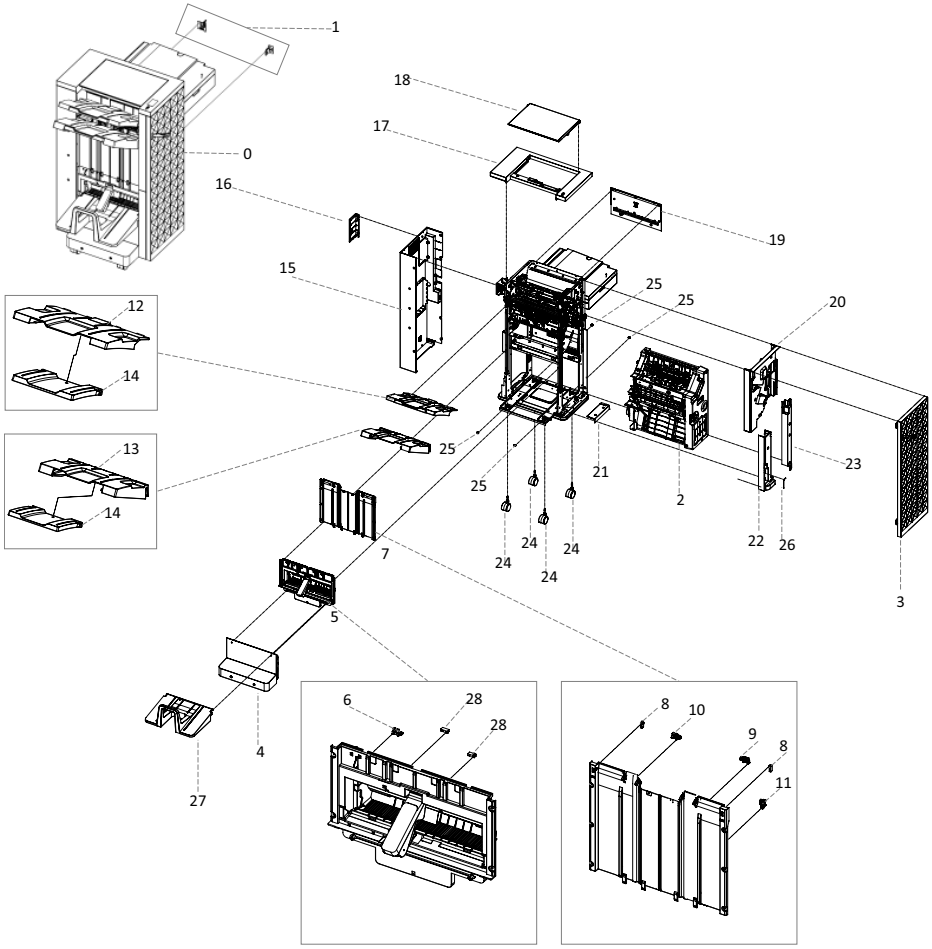


Table 6-31 Booklet finisher (1 of 5)

Ref No	Part number	Description	Qty
0	6GW51-67001	Booklet finisher	1
1	JC90-01442A	Finisher mount bracket	1
2	5QK09-60104	Booklet maker unit	1
3	5QK09-60106	Front door	1
4	8GS05-40018	Caster cover	1
5	8GS05-60124	Left lower cover (Booklet)	1
6	0604-001415	Main output tray lower limit sensor	1

Table 6-31 Booklet finisher (1 of 5) (continued)

Ref No	Part number	Description	Qty
7	8GS05-60118	Left upper cover	1
8	JC82-01039A	Main output tray top of stack sensor	1
9	3SJ00-60110	Front paper holding sensor	1
10	3SJ00-60110	Rear paper holding sensor	1
11	3SJ00-60110	Paper holding home sensor	1
12	5QK09-40027	Top output tray	1
13	5QK09-40028	Main output tray	1
14	5QK09-40029	Tray extension	1
15	5QK09-40021	Rear cover	1
16	5QK09-40030	Punch cover	1
17	5QK09-60108	Top cover	1
18	5QK09-60107	Top door	1
19	5QK09-60109	Right upper cover	1
20	5QK09-40019	Front cover	1
21	5QK09-40020	Front lower cover	1
22	5QK09-40047	Front lower left cover	1
23	5QK09-40048	Front lower right cover	1
24	JC61-07452A	Caster	1
25	JC61-07444A	Caster fix nut	1
26	JC66-04767A	Shaft hinge - door	1
27	8GS05-60126	Booklet output tray	1
28	JC82-01039A	Booklet output tray sensor	1

Parts and diagrams: Booklet finisher (2 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-32 Booklet finisher (2 of 5)

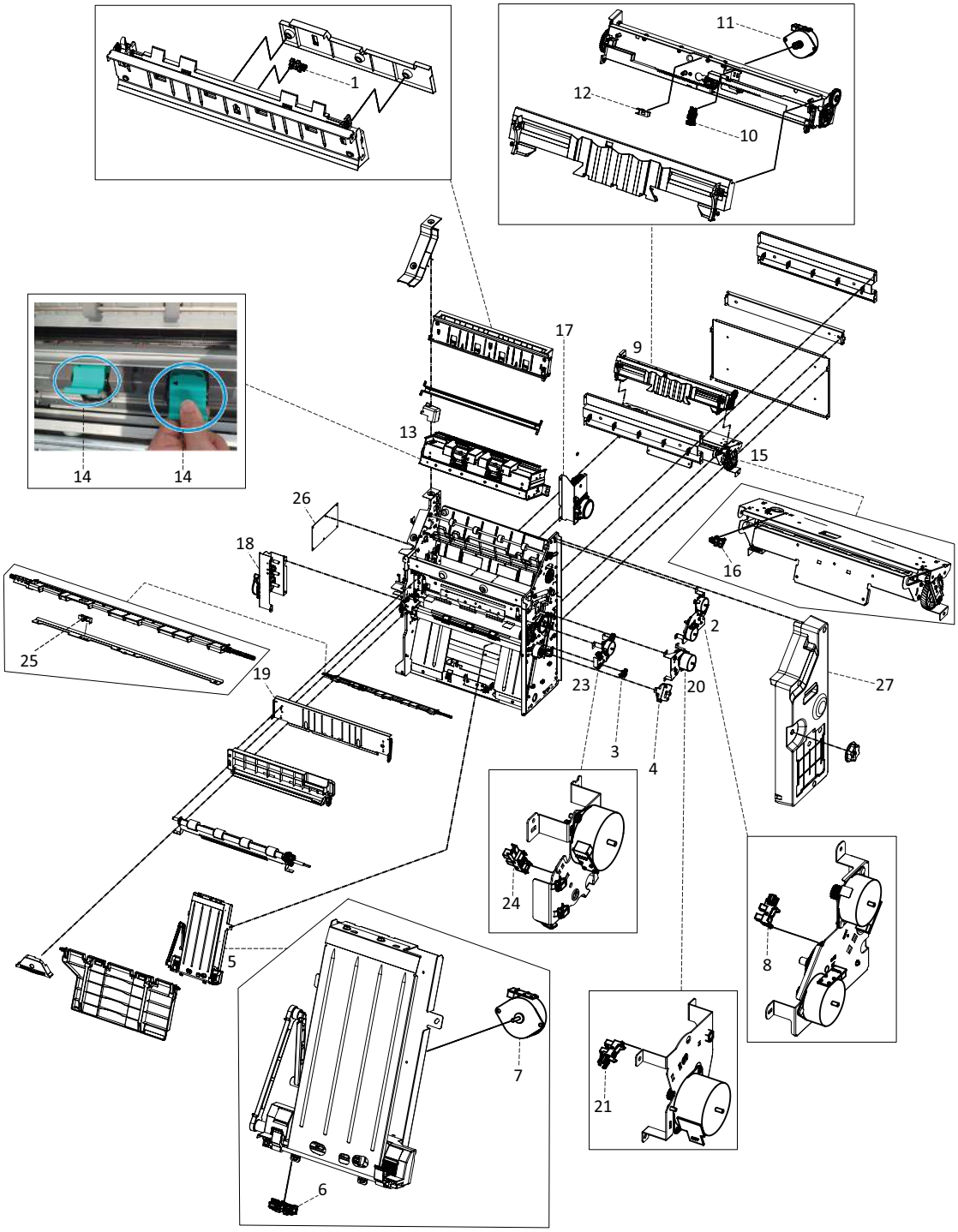


Table 6-32 Booklet finisher (2 of 5)

Ref No	Part number	Description	Qty
1	0604-001415	Booklet entrance sensor	1
2	JC90-01425A	Booklet entrance-presser motor assembly	1
3	3SJ00-60110	Booklet paddle home sensor	1
4	JC90-01430A	Booklet paddle motor assembly	1
5	JC90-01432A	Booklet end fence	1
6	3SJ00-60110	Booklet end fence home sensor	1
7	JC93-01155A	Booklet end fence motor	1
8	3SJ00-60110	Booklet presser home sensor	1
9	JC90-01431A	Booklet tamper	1
10	3SJ00-60110	Booklet tamper home sensor	1
11	JC93-01155A	Booklet tamper motor	1
12	JC32-00020A	Booklet tamper sensor	1
13	6GW51-40001	Booklet stapler	1
14	JC81-09881B	Booklet stapler cartridge	1
15	JC90-01437A	Booklet blade	1
16	3SJ00-60110	Booklet blade home sensor	1
17	JC90-01435A	Booklet blade motor assembly	1
18	JC90-01436A	Booklet fold motor assembly	1
19	JC90-01438A	Booklet c-fold blade	1
20	JC90-01396A	Booklet c-fold blade motor assembly	1
21	3SJ00-60110	Booklet c-fold blade home sensor	1
22	JC90-01398A	Booklet diverter	1
23	JC90-01397A	Booklet diverter motor assembly	1
24	0604-001415	Booklet diverter home sensor	1
25	JC32-00020A	Booklet exit sensor	1
26	6GW51-60001	Booklet maker PCA	1
27	JC90-01478B	Booklet front cover	1

Parts and diagrams: Booklet finisher (3 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-33 Booklet finisher (3 of 5)

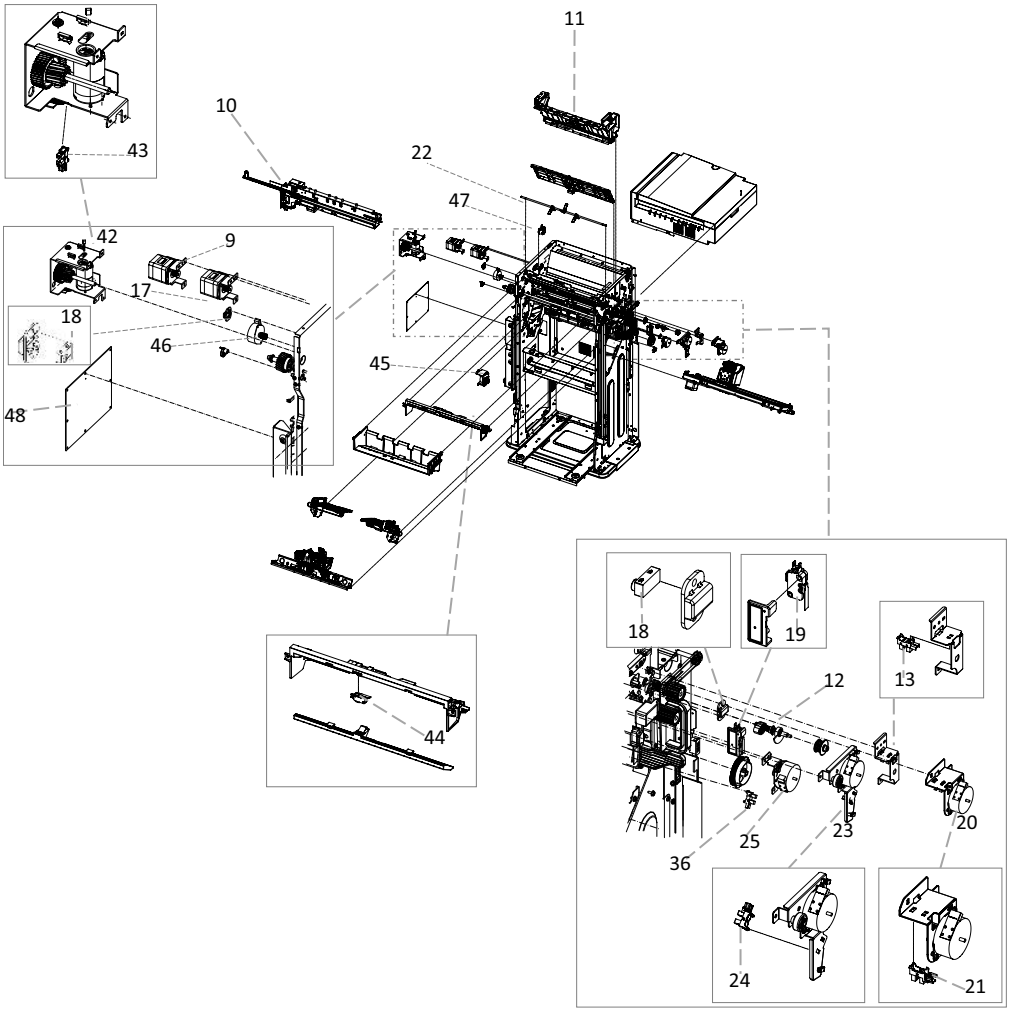


Table 6-33 Booklet finisher (3 of 5)

Ref No	Part number	Description	Qty
9	8GS05-60104	Entrance motor assembly	1
10	Y1G10-67901	Punch unit 2-3 hole	1
10	Y1G11-67901	Punch unit 2-4 hole	1
10	Y1G12-67901	Punch unit Swedish hole	1
11	JC90-01455A	Top jam cover assembly	1
12	JC90-01458A	Tray diverter cam	1
13	0604-001415	Tray diverter home sensor	1
17	8GS05-60106	Exit motor assembly	1

Table 6-33 Booklet finisher (3 of 5) (continued)

Ref No	Part number	Description	Qty
18	JC82-01039A	Top output tray paper full sensor	1
19	JC39-02309A	Front door switch	1
20	JC90-01453A	Main exit cam motor assembly	1
21	3SJ00-60110	Main exit cam home sensor	1
22	JC90-01480A	Paddle	1
23	JC90-01461A	Paddle motor assembly	1
24	3SJ00-60110	Paddle home sensor	1
25	JC90-01467A	End fence motor assembly	1
36	0604-001415	Manual staple senor	1
42	JC90-01415B	Main output tray motor drive assembly	1
43	3SJ00-60110	Main output tray motor sensor	1
44	JC39-02316A	Main output tray top of stack switch	1
45	JC90-01414A	Paper holding motor drive assembly	1
46	JC93-01152A	Buffer motor	1
47	JC90-01675A	Buffer solenoid assembly	1
48	6GW55-60001	Main PCA	1

Parts and diagrams: Booklet finisher (4 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-34 Booklet finisher (4 of 5)

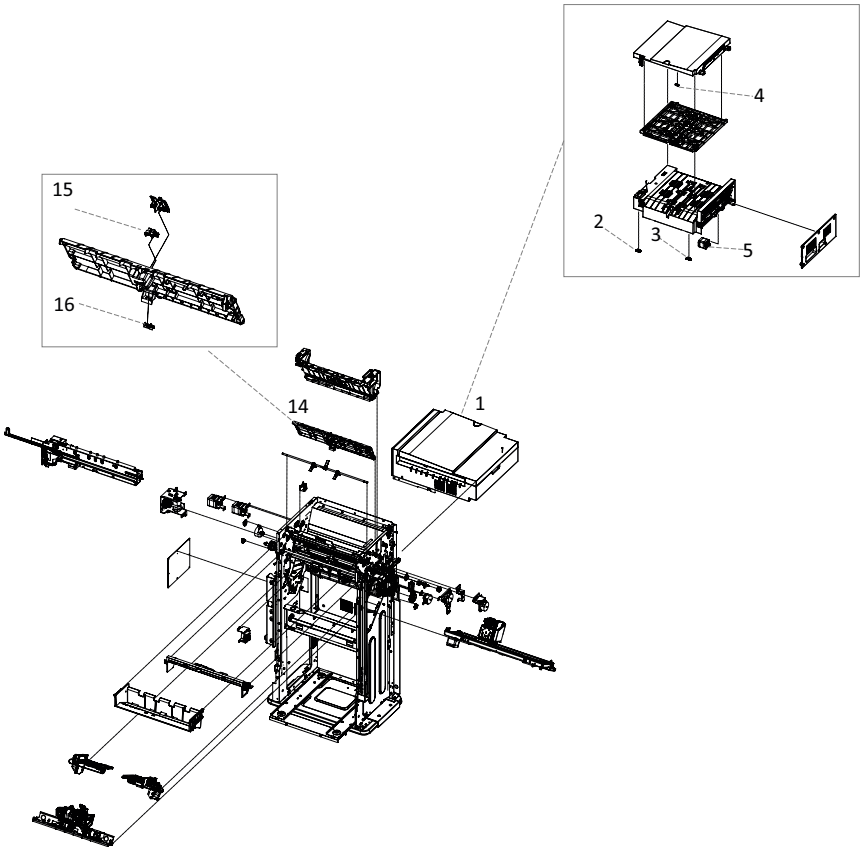


Table 6-34 Booklet finisher (4 of 4)

Ref No	Part number	Description	Qty
1	5QK09-60110	Bridge unit	1
2	3SJ00-60110	Bridge door sensor	1
3	JC32-00020A	Bridge entrance sensor	1
4	3SJ00-60110	Bridge exit sensor	1
5	3SJ19-80501	Bridge motor	1
14	JC90-01454A	Top lower feed assembly	1
15	JC32-00020A	Main exit sensor	1
16	3SJ00-60110	Top exit sensor	1
17	8GS05-60106	Exit motor assembly	1

Parts and diagrams: Booklet finisher (5 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-35 Booklet finisher (5 of 5)

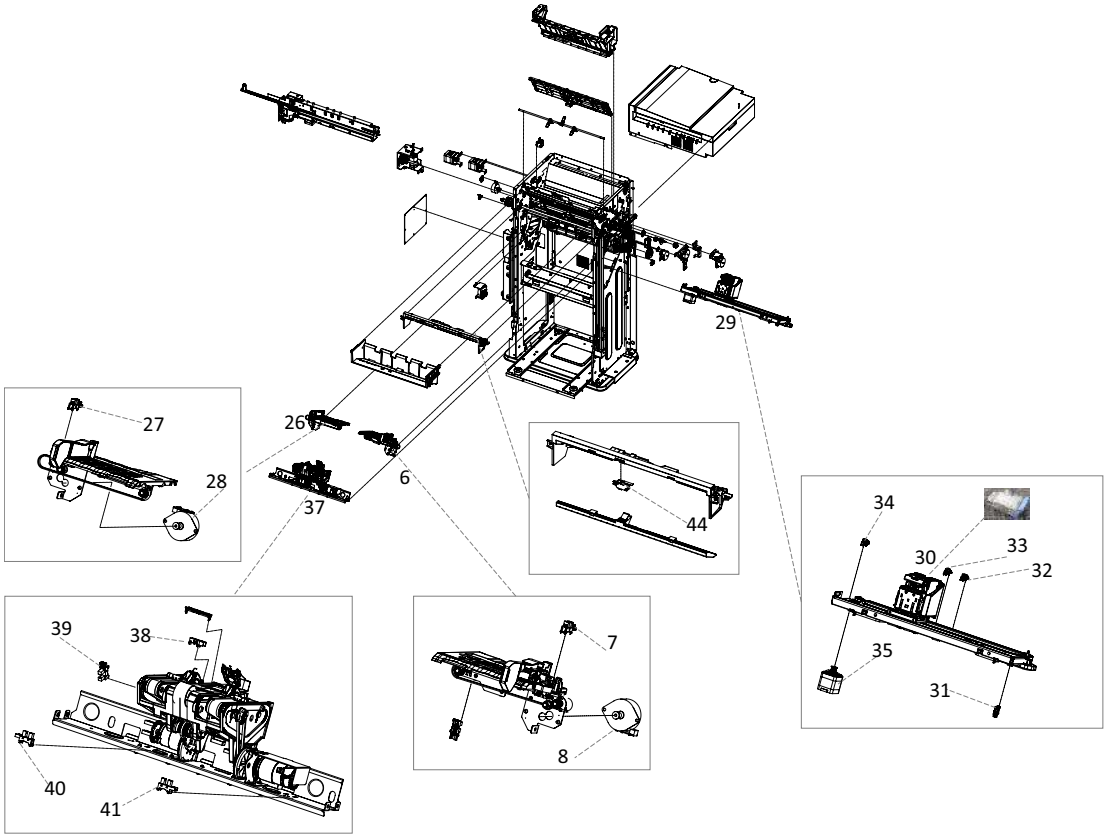


Table 6-35 Booklet finisher (5 of 5)

Ref No	Part number	Description	Qty
6	JC82-00901A	Front tamper	1
7	3SJ00-60110	Front tamper home sensor	1
8	JC93-01001A	Front tamper motor	1
26	JC82-00898A	Rear tamper	1
27	3SJ00-60110	Rear tamper home sensor	1
28	JC93-01001A	Rear tamper motor	1
29	JC82-00894A	Staple unit	1
30	JC81-09882B	Staple cartridge	1
31	3SJ00-60110	Staple front sensor	1
32	3SJ00-60110	Staple mid-front sensor	1
33	3SJ00-60110	Staple mid-rear sensor	1
34	3SJ00-60110	Staple rear sensor	1

Table 6-35 Booklet finisher (5 of 5) (continued)

Ref No	Part number	Description	Qty
35	JC31-00163A	Staple position motor	1
37	JC90-01802A	Ejector unit	1
38	JC32-00020A	Ejector sensor	1
39	0604-001415	Ejector1 home sensor	1
40	0604-001415	Ejector1 motor sensor	1
41	0604-001415	Ejector2 motor sensor	1

Alphabetical parts list

Table 6-36 Alphabetical parts list

Description	Part number	Table and page
Accelerator (Optional)	6HN30-67001	PCA on page 2416
Actuator home paddle	JC66-04201A	Inner finisher (4 of 5) on page 2431
Booklet blade	JC90-01437A	Booklet finisher (2 of 5) on page 2445
Booklet blade home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2445
Booklet blade motor assembly	JC90-01435A	Booklet finisher (2 of 5) on page 2445
Booklet c-fold blade	JC90-01438A	Booklet finisher (2 of 5) on page 2445
Booklet c-fold blade home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2445
Booklet c-fold blade motor assembly	JC90-01396A	Booklet finisher (2 of 5) on page 2445
Booklet diverter	JC90-01398A	Booklet finisher (2 of 5) on page 2445
Booklet diverter home sensor	0604-001415	Booklet finisher (2 of 5) on page 2445
Booklet diverter motor assembly	JC90-01397A	Booklet finisher (2 of 5) on page 2445
Booklet end fence	JC90-01432A	Booklet finisher (2 of 5) on page 2445
Booklet end fence home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2445
Booklet end fence motor	JC93-01155A	Booklet finisher (2 of 5) on page 2445
Booklet entrance sensor	0604-001415	Booklet finisher (2 of 5) on page 2445
Booklet entrance-presser motor assembly	JC90-01425A	Booklet finisher (2 of 5) on page 2445
Booklet exit sensor	JC32-00020A	Booklet finisher (2 of 5) on page 2445
Booklet finisher	6GW51-67001	Booklet finisher (1 of 5) on page 2442
Booklet fold motor assembly	JC90-01436A	Booklet finisher (2 of 5) on page 2445
Booklet front cover	JC90-01478B	Booklet finisher (2 of 5) on page 2445
Booklet maker PCA	6GW51-60001	Booklet finisher (2 of 5) on page 2445

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Booklet maker unit	5QK09-60104	Booklet finisher (1 of 5) on page 2442
Booklet output tray	8GS05-60126	Booklet finisher (1 of 5) on page 2442
Booklet output tray sensor	JC82-01039A	Booklet finisher (1 of 5) on page 2442
Booklet paddle home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2445
Booklet paddle motor assembly	JC90-01430A	Booklet finisher (2 of 5) on page 2445
Booklet presser home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2445
Booklet stapler	6GW51-40001	Booklet finisher (2 of 5) on page 2445
Booklet stapler cartridge	JC81-09881B	Booklet finisher (2 of 5) on page 2445
Booklet tamper	JC90-01431A	Booklet finisher (2 of 5) on page 2445
Booklet tamper home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2445
Booklet tamper motor	JC93-01155A	Booklet finisher (2 of 5) on page 2445
Booklet tamper sensor	JC32-00020A	Booklet finisher (2 of 5) on page 2445
Bridge door sensor	3SJ00-60110	Stapler/Stacker finisher (3 of 4) on page 2439
Bridge door sensor	3SJ00-60110	Booklet finisher (4 of 4) on page 2448
Bridge entrance sensor	JC32-00020A	Stapler/Stacker finisher (3 of 4) on page 2439
Bridge entrance sensor	JC32-00020A	Booklet finisher (4 of 4) on page 2448
Bridge exit sensor	3SJ00-60110	Stapler/Stacker finisher (3 of 4) on page 2439
Bridge exit sensor	3SJ00-60110	Booklet finisher (4 of 4) on page 2448
Bridge motor	3SJ19-80501	Stapler/Stacker finisher (3 of 4) on page 2439
Bridge motor	3SJ19-80501	Booklet finisher (4 of 4) on page 2448
Bridge unit	5QK09-60110	Stapler/Stacker finisher (3 of 4) on page 2439
Bridge unit	5QK09-60110	Booklet finisher (4 of 4) on page 2448

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Buffer motor	JC93-01152A	Stapler/Stacker finisher (2 of 4) on page 2437
Buffer motor	JC93-01152A	Booklet finisher (3 of 5) on page 2446
Buffer solenoid assembly	JC90-01675A	Stapler/Stacker finisher (2 of 4) on page 2437
Buffer solenoid assembly	JC90-01675A	Booklet finisher (3 of 5) on page 2446
CTD sensor assembly	6ER04-60002	CTD on page 2412
Card reader rotation adapter kit	63C82-67029	Covers on page 2398
Caster	JC61-07452A	Stapler/Stacker finisher (1 of 4) on page 2436
Caster	JC61-07452A	Booklet finisher (1 of 5) on page 2442
Caster cover	8GS05-40018	Stapler/Stacker finisher (1 of 4) on page 2436
Caster cover	8GS05-40018	Booklet finisher (1 of 5) on page 2442
Caster fix nut	JC61-07444A	Stapler/Stacker finisher (1 of 4) on page 2436
Caster fix nut	JC61-07444A	Booklet finisher (1 of 5) on page 2442
Caster wheel	6109-001138	DCF (1 of 2) on page 2418
Caster wheel	6109-001138	HCI (1 of 2) on page 2422
Control-panel assembly 10.9 cm 4.3 in	9S187-60101	PCA on page 2416
Controller cover	6ER04-61005	Covers on page 2398
Cover waste	5QK09-40109	Registration and loop sensors on page 2403
Cradle-HDD	5851-7753	PCA on page 2416
DCF	6GW47-67001	DCF (1 of 2) on page 2418
DCF Dpt_Door open switch sensor and harness	JC39-02268A	DCF (2 of 2) on page 2420
DCF feed drive assembly	JC93-01135A	DCF (2 of 2) on page 2420
DCF left cover	5QK08-40008	DCF (1 of 2) on page 2418
DCF rear cover	5QK08-40007	DCF (1 of 2) on page 2418
DCF right cover	5QK08-40006	DCF (1 of 2) on page 2418
DCF right door	5QK08-61004	DCF (1 of 2) on page 2418
Developer fan assembly	5QK09-40083	Sensor and fan on page 2415
Developer powder kit	5PN82-67001	Developer on page 2410
Developer suction duct	JC93-01007A	Sensor and fan on page 2415

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Developer, drum and PTB drive assembly	JC93-01662A	Drum on page 2411
Drive sub-motor step	JC93-00802B	Inner finisher (5 of 5) on page 2433
Drive-motor step	JC31-00189A	Tray 1 on page 2400
Drive-motor step	JC31-00189A	Tray 2, 3 on page 2401
Drive-motor step	JC31-00189A	Registration and loop sensors on page 2403
Drive-motor step	JC93-00336A	Exit unit on page 2404
Drive-motor step	JC93-00336A	Exit unit on page 2404
Drive-motor step	JC93-00999A	Inner finisher (4 of 5) on page 2431
Drive-motor step	JC93-01001A	Inner finisher (4 of 5) on page 2431
Drive-motor step	JC93-01001A	Inner finisher (5 of 5) on page 2433
Drive-motor step	JC93-01001A	Inner finisher (5 of 5) on page 2433
Drive-motor step	JC93-01083A	Tray 2, 3 on page 2401
Drive-motor step	JC93-01083A	DCF (2 of 2) on page 2420
Drive-motor step	JC93-01084A	Fuser on page 2414
Drive-motor step	JC93-01085A	Duplex on page 2406
Drum and developer drive assembly	JC93-01662A	Developer on page 2410
Duplex assembly	JC95-02250A	Duplex on page 2406
Echo PCA (Not orderable and not used in printer.)	T3U64-60001 (Not orderable and not used in printer.)	PCA on page 2416
Ejector	SS456-61001	Inner finisher (5 of 5) on page 2433
Ejector sensor	JC32-00020A	Stapler/Stacker finisher (4 of 4) on page 2440
Ejector sensor	JC32-00020A	Booklet finisher (5 of 5) on page 2449
Ejector unit	JC90-01802A	Stapler/Stacker finisher (4 of 4) on page 2440
Ejector unit	JC90-01802A	Booklet finisher (5 of 5) on page 2449
Ejector1 home sensor	0604-001415	Stapler/Stacker finisher (4 of 4) on page 2440
Ejector1 home sensor	0604-001415	Booklet finisher (5 of 5) on page 2449
Ejector1 motor sensor	0604-001415	Stapler/Stacker finisher (4 of 4) on page 2440

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Ejector1 motor sensor	0604-001415	Booklet finisher (5 of 5) on page 2449
Ejector2 motor sensor	0604-001415	Stapler/Stacker finisher (4 of 4) on page 2440
Ejector2 motor sensor	0604-001415	Booklet finisher (5 of 5) on page 2449
Electric clutch	JC33-00037A	Inner finisher (3 of 5) on page 2429
Electric clutch	JC47-00037A	Tray 1 on page 2400
End fence motor assembly	JC90-01467A	Stapler/Stacker finisher (2 of 4) on page 2437
End fence motor assembly	JC90-01467A	Booklet finisher (3 of 5) on page 2446
Entrance motor assembly	8GS05-60104	Stapler/Stacker finisher (2 of 4) on page 2437
Entrance motor assembly	8GS05-60104	Booklet finisher (3 of 5) on page 2446
Entrance motor assy	5QK09-60128	Inner finisher (3 of 5) on page 2429
Entrance motor timing belt	6602-003644	Inner finisher (3 of 5) on page 2429
Entrance roller	JC66-04243A	Inner finisher (3 of 5) on page 2429
Exit bin full	JC90-01546A	Inner finisher (1 of 5) on page 2426
Exit cover stacker	6ER04-61004	Covers on page 2398
Exit motor assembly	8GS05-60106	Stapler/Stacker finisher (2 of 4) on page 2437
Exit motor assembly	8GS05-60106	Stapler/Stacker finisher (3 of 4) on page 2439
Exit motor assembly	8GS05-60106	Booklet finisher (3 of 5) on page 2446
Exit motor assembly	8GS05-60106	Booklet finisher (4 of 4) on page 2448
Exit motor assy	JC90-01331A	Inner finisher (4 of 5) on page 2431
Exit rear cover	9S187-40002	Covers on page 2398
Exit roller assy	JC90-01330A	Inner finisher (4 of 5) on page 2431
Exit sensor actuator	JC66-04199A	Inner finisher (3 of 5) on page 2429
Exit stack guide	JC90-01865A	Exit unit on page 2404
Exit unit	JC90-01856A	Exit unit on page 2404

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Fan	JC31-00154A	Sensor and fan on page 2415
Fan	JC31-00198A	Sensor and fan on page 2415
Feed drive assembly	JC93-01664A	Tray 2, 3 on page 2401
Finisher mount bracket	JC90-01442A	Stapler/Stacker finisher (1 of 4) on page 2436
Finisher mount bracket	JC90-01442A	Booklet finisher (1 of 5) on page 2442
Formatter	6CF14-67002	PCA on page 2416
Frame sub-sensor paper size RU	JC93-01408A	Tray 2, 3 on page 2401
Frame sub-sensor paper size RU	JC93-01408A	Tray 2, 3 on page 2401
Frame sub-sensor paper size RU	JC93-01408A	DCF (2 of 2) on page 2420
Frame sub-sensor paper size RU	JC93-01408A	DCF (2 of 2) on page 2420
Front cover	5QK09-40019	Stapler/Stacker finisher (1 of 4) on page 2436
Front cover	5QK09-40019	Booklet finisher (1 of 5) on page 2442
Front cover - Blue CMF Panel	6ER04-40003	Covers on page 2398
Front cover assembly	6ER08-61001	Covers on page 2398
Front cover assy	5QK09-60123	Inner finisher (2 of 5) on page 2427
Front door	5QK09-60106	Stapler/Stacker finisher (1 of 4) on page 2436
Front door	5QK09-60106	Booklet finisher (1 of 5) on page 2442
Front door open switch	JC93-00466A	Sensor and fan on page 2415
Front door switch	JC39-02309A	Stapler/Stacker finisher (2 of 4) on page 2437
Front door switch	JC39-02309A	Booklet finisher (3 of 5) on page 2446
Front lower cover	5QK09-40020	Stapler/Stacker finisher (1 of 4) on page 2436
Front lower cover	5QK09-40020	Booklet finisher (1 of 5) on page 2442
Front lower cover	6ER04-40030	Covers on page 2398
Front lower left cover	5QK09-40047	Stapler/Stacker finisher (1 of 4) on page 2436
Front lower left cover	5QK09-40047	Booklet finisher (1 of 5) on page 2442
Front lower right cover	5QK09-40048	Stapler/Stacker finisher (1 of 4) on page 2436

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Front lower right cover	5QK09-40048	Booklet finisher (1 of 5) on page 2442
Front paper holding sensor	3SJ00-60110	Stapler/Stacker finisher (1 of 4) on page 2436
Front paper holding sensor	3SJ00-60110	Booklet finisher (1 of 5) on page 2442
Front paper support	JC90-01310A	Inner finisher (5 of 5) on page 2433
Front tamper	JC82-00899A	Inner finisher (5 of 5) on page 2433
Front tamper	JC82-00901A	Stapler/Stacker finisher (4 of 4) on page 2440
Front tamper	JC82-00901A	Booklet finisher (5 of 5) on page 2449
Front tamper home sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2440
Front tamper home sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2449
Front tamper motor	JC93-01001A	Stapler/Stacker finisher (4 of 4) on page 2440
Front tamper motor	JC93-01001A	Booklet finisher (5 of 5) on page 2449
Fuser and exit drive assembly	JC93-01850A	Exit unit on page 2404
Fuser and exit drive assembly	JC93-01850A	Fuser on page 2414
Fuser drive board (FDB), 220V	JC44-00236C	PCA on page 2416
Fuser unit -100V	5PN53-67001	Fuser on page 2414
Fuser unit -110V	5PN76-67001	Fuser on page 2414
Fuser unit -220V	5PN77-67001	Fuser on page 2414
Gear rack pinion	JC66-04218A	Inner finisher (4 of 5) on page 2431
Guide - adjust	JC61-04871A	DCF (1 of 2) on page 2418
Guide - adjust	JC61-04871A	HCI (1 of 2) on page 2422
Guide rail	6102-003354	Inner finisher (1 of 5) on page 2426
HCI	6GW57-67001	HCI (1 of 2) on page 2422
HCI Dpt_Dooropen switch sensor and harness	JC39-02279A	HCI (2 of 2) on page 2424
HCI cassette	5QK08-61014	HCI (1 of 2) on page 2422
HCI cassette	5QK08-61014	HCI (2 of 2) on page 2424
HCI feed motor	JC93-01114A	HCI (2 of 2) on page 2424
HCI front Blue CMF panel	5QK08-40016	HCI (1 of 2) on page 2422

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
HCI front Gray CMF panel	8GR90-40029	HCI (1 of 2) on page 2422
HCI front Green CMF panel	8GR90-40039	HCI (1 of 2) on page 2422
HCI front Purple CMF panel	8GR90-40041	HCI (1 of 2) on page 2422
HCI front Red CMF panel	8GR90-40038	HCI (1 of 2) on page 2422
HCI front Yellow CMF panel	8GR90-40040	HCI (1 of 2) on page 2422
HCI left cover	5QK08-40008	HCI (1 of 2) on page 2422
HCI pickup assembly	5QK08-61013	HCI (2 of 2) on page 2424
HCI pickup motor	JC93-01115A	HCI (2 of 2) on page 2424
HCI rear cover	5QK08-40007	HCI (1 of 2) on page 2422
HCI right cover	5QK08-40006	HCI (1 of 2) on page 2422
HCI right door	5QK08-61023	HCI (1 of 2) on page 2422
HCI roller kit	5PN66-67001	HCI (2 of 2) on page 2424
HCI shift plate	JC81-07481B	HCI (2 of 2) on page 2424
HIP cover	6EQ94-40032	Covers on page 2398
HV rear frame assembly	5QK09-64014	PTB on page 2413
Harness - cover open	JC39-01610A	Inner finisher (3 of 5) on page 2429
Harness - cover open	JC39-01610A	Inner finisher (3 of 5) on page 2429
High Voltage Power Supply (HVPS)	5QK09-60001	PCA on page 2416
Hole 2/3 punch (optional)	155P7-67001	Inner finisher (2 of 5) on page 2427
Hole 2/4 punch (optional)	155P8-67001	Inner finisher (2 of 5) on page 2427
Inner Finisher	6GW49-67002	Inner finisher (1 of 5) on page 2426
Inner cover	9S185-60007	Covers on page 2398
Inner finisher PCA	6GW49-60001	Inner finisher (3 of 5) on page 2429
Island of Data (IOD) PCA	3SJ06-60001	PCA on page 2416
Kit-Screws c-clips e-clips kit	X3A92-67924	Covers on page 2398
Knock-up plate assembly	6GW48-60003	HCI (2 of 2) on page 2424
LSU fan assembly	5QK09-64013	Sensor and fan on page 2415
LVPS FDB fan assembly	JC93-01795A	Sensor and fan on page 2415
Laser scanner unit (LSU)	JC97-05147A	Laser scanner unit on page 2409
Left cover	6ER04-40049	Covers on page 2398

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Left cover assy	8GS05-60113	Inner finisher (2 of 5) on page 2427
Left lower cover	8GS05-60122	Stapler/Stacker finisher (1 of 4) on page 2436
Left lower cover (Booklet)	8GS05-60124	Booklet finisher (1 of 5) on page 2442
Left top cover	JC63-04862B	Covers on page 2398
Left upper cover	8GS05-60118	Stapler/Stacker finisher (1 of 4) on page 2436
Left upper cover	8GS05-60118	Booklet finisher (1 of 5) on page 2442
Lock release handle	JC66-04233A	Inner finisher (2 of 5) on page 2427
Loop actuator	JC66-04572A	Registration and loop sensors on page 2403
Low Voltage Power Supply (LVPS), 110V	JC44-00149C	PCA on page 2416
Low Voltage Power Supply (LVPS), 220V	JC44-00150C	PCA on page 2416
Main PCA	6GW55-60001	Stapler/Stacker finisher (2 of 4) on page 2437
Main PCA	6GW55-60001	Booklet finisher (3 of 5) on page 2446
Main exit cam home sensor	3SJ00-60110	Stapler/Stacker finisher (2 of 4) on page 2437
Main exit cam home sensor	3SJ00-60110	Booklet finisher (3 of 5) on page 2446
Main exit cam motor assembly	JC90-01453A	Stapler/Stacker finisher (2 of 4) on page 2437
Main exit cam motor assembly	JC90-01453A	Booklet finisher (3 of 5) on page 2446
Main exit sensor	JC32-00020A	Stapler/Stacker finisher (3 of 4) on page 2439
Main exit sensor	JC32-00020A	Booklet finisher (4 of 4) on page 2448
Main output tray	5QK09-40028	Stapler/Stacker finisher (1 of 4) on page 2436
Main output tray	5QK09-40028	Booklet finisher (1 of 5) on page 2442
Main output tray lower limit sensor	0604-001415	Stapler/Stacker finisher (1 of 4) on page 2436
Main output tray lower limit sensor	0604-001415	Booklet finisher (1 of 5) on page 2442
Main output tray motor drive assembly	JC90-01415B	Stapler/Stacker finisher (2 of 4) on page 2437

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Main output tray motor drive assembly	JC90-01415B	Booklet finisher (3 of 5) on page 2446
Main output tray motor sensor	3SJ00-60110	Stapler/Stacker finisher (2 of 4) on page 2437
Main output tray motor sensor	3SJ00-60110	Booklet finisher (3 of 5) on page 2446
Main output tray top of stack sensor	JC82-01039A	Stapler/Stacker finisher (1 of 4) on page 2436
Main output tray top of stack sensor	JC82-01039A	Booklet finisher (1 of 5) on page 2442
Main output tray top of stack switch	JC39-02316A	Stapler/Stacker finisher (2 of 4) on page 2437
Main output tray top of stack switch	JC39-02316A	Booklet finisher (3 of 5) on page 2446
Main paddle	JC90-01327A	Inner finisher (4 of 5) on page 2431
Main paddle kit	JC82-01038A	Inner finisher (4 of 5) on page 2431
Manual staple senor	0604-001415	Stapler/Stacker finisher (2 of 4) on page 2437
Manual staple senor	0604-001415	Booklet finisher (3 of 5) on page 2446
Middle cover assy	5QK09-60124	Inner finisher (2 of 5) on page 2427
Middle left cover	6ER04-40036	Covers on page 2398
Middle roller	JC66-04243A	Inner finisher (3 of 5) on page 2429
Middle upper cover	6ER04-40026	Covers on page 2398
Motor BLDC	JC31-00144G	Exit unit on page 2404
Motor BLDC	JC31-00144G	Fuser on page 2414
Motor DC	JC31-00178B	Inner finisher (3 of 5) on page 2429
Motor, geared	JC31-00109A	HCI (2 of 2) on page 2424
Motor, geared	JC31-00125A	HCI (2 of 2) on page 2424
Motor, step	JC31-00169B	Inner finisher (3 of 5) on page 2429
Motor, step	JC31-00169B	Inner finisher (4 of 5) on page 2431
Motor, step	JC31-00177A	DCF (2 of 2) on page 2420
Outer environment sensor assembly	5QJ90-40002	Sensor and fan on page 2415
Output tray assy	5QK09-60118	Inner finisher (2 of 5) on page 2427

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Output tray lower limit switch assy	JC90-01320A	Inner finisher (3 of 5) on page 2429
Output tray motor assy	JC90-01334B	Inner finisher (3 of 5) on page 2429
Output tray top of stack sensor kit	JC82-01039A	Inner finisher (3 of 5) on page 2429
PBA-Shift tray level	JC92-02792A	HCI (2 of 2) on page 2424
PCA - power key	3SJ33-60007	PCA on page 2416
PCA -power key	3SJ33-60007	Covers on page 2398
PCA cover	5QK09-40004	Inner finisher (2 of 5) on page 2427
PCA-DCF Department	6GW47-60001	DCF (2 of 2) on page 2420
PCA-HCI Department	6GW57-60001	HCI (2 of 2) on page 2424
Paddle	JC90-01480A	Stapler/Stacker finisher (2 of 4) on page 2437
Paddle	JC90-01480A	Booklet finisher (3 of 5) on page 2446
Paddle home sensor	3SJ00-60110	Stapler/Stacker finisher (2 of 4) on page 2437
Paddle home sensor	3SJ00-60110	Booklet finisher (3 of 5) on page 2446
Paddle motor assembly	JC90-01461A	Stapler/Stacker finisher (2 of 4) on page 2437
Paddle motor assembly	JC90-01461A	Booklet finisher (3 of 5) on page 2446
Paper Transfer Belt (PTB) kit	5PN85-67001	PTB on page 2413
Paper gate	JC81-07478B	HCI (2 of 2) on page 2424
Paper holding actuator	JC90-01313A	Inner finisher (3 of 5) on page 2429
Paper holding home sensor	3SJ00-60110	Stapler/Stacker finisher (1 of 4) on page 2436
Paper holding home sensor	3SJ00-60110	Booklet finisher (1 of 5) on page 2442
Paper holding kit	JC90-01314A	Inner finisher (3 of 5) on page 2429
Paper holding motor drive assembly	JC90-01414A	Stapler/Stacker finisher (2 of 4) on page 2437
Paper holding motor drive assembly	JC90-01414A	Booklet finisher (3 of 5) on page 2446
Paper sensor	0960-5271	Registration and loop sensors on page 2403
Paper support motor assy	JC90-01312A	Inner finisher (5 of 5) on page 2433

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Photo interrupter	0604-001381	Tray 2, 3 on page 2401
Photo interrupter	0604-001381	Registration and loop sensors on page 2403
Photo interrupter	0604-001381	DCF (2 of 2) on page 2420
Photo interrupter	0604-001381	HCI (2 of 2) on page 2424
Photo interrupter	0604-001381	Inner finisher (2 of 5) on page 2427
Photo interrupter	0604-001381	Inner finisher (2 of 5) on page 2427
Photo interrupter	0604-001381	Inner finisher (4 of 5) on page 2431
Photo interrupter	0604-001381	Inner finisher (4 of 5) on page 2431
Photo interrupter	0604-001415	Inner finisher (3 of 5) on page 2429
Photo interrupter	0604-001490	Tray 1 on page 2400
Photo interrupter	0604-001490	Tray 2, 3 on page 2401
Photo interrupter	0604-001490	Tray 2, 3 on page 2401
Photo interrupter	0604-001490	DCF (2 of 2) on page 2420
Photo interrupter	0604-001490	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	Tray 2, 3 on page 2401
Photo interrupter	3SJ00-60110	Tray 2, 3 on page 2401
Photo interrupter	3SJ00-60110	Registration and loop sensors on page 2403
Photo interrupter	3SJ00-60110	Exit unit on page 2404
Photo interrupter	3SJ00-60110	Exit unit on page 2404
Photo interrupter	3SJ00-60110	Exit unit on page 2404
Photo interrupter	3SJ00-60110	Exit unit on page 2404
Photo interrupter	3SJ00-60110	Duplex on page 2406
Photo interrupter	3SJ00-60110	Toner on page 2406
Photo interrupter	3SJ00-60110	Toner collection unit on page 2408
Photo interrupter	3SJ00-60110	Fuser on page 2414
Photo interrupter	3SJ00-60110	DCF (2 of 2) on page 2420
Photo interrupter	3SJ00-60110	DCF (2 of 2) on page 2420
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	HCI (2 of 2) on page 2424
Photo interrupter	3SJ00-60110	Inner finisher (3 of 5) on page 2429
Photo interrupter	3SJ00-60110	Inner finisher (3 of 5) on page 2429
Photo interrupter	3SJ00-60110	Inner finisher (4 of 5) on page 2431
Photo interrupter	3SJ00-60110	Inner finisher (4 of 5) on page 2431
Photo interrupter	3SJ00-60110	Inner finisher (4 of 5) on page 2431
Photo interrupter	3SJ00-60110	Inner finisher (4 of 5) on page 2431
Photo interrupter	3SJ00-60110	Inner finisher (5 of 5) on page 2433
Photo interrupter	3SJ00-60110	Inner finisher (5 of 5) on page 2433
Photo interrupter	3SJ00-60110	Inner finisher (5 of 5) on page 2433
Photo interrupter	3SJ00-60110	Inner finisher (5 of 5) on page 2433
Power key	6EQ94-40029	Covers on page 2398
Punch cover	5QK09-40030	Stapler/Stacker finisher (1 of 4) on page 2436
Punch cover	5QK09-40030	Booklet finisher (1 of 5) on page 2442
Punch cover assembly	8GS05-60114	Inner finisher (2 of 5) on page 2427
Punch unit 2-3 hole	Y1G10-67901	Stapler/Stacker finisher (2 of 4) on page 2437
Punch unit 2-3 hole	Y1G10-67901	Booklet finisher (3 of 5) on page 2446
Punch unit 2-4 hole	Y1G11-67901	Stapler/Stacker finisher (2 of 4) on page 2437
Punch unit 2-4 hole	Y1G11-67901	Booklet finisher (3 of 5) on page 2446

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Punch unit Swedish hole	Y1G12-67901	Booklet finisher (3 of 5) on page 2446
Rear cover	5QK09-40021	Stapler/Stacker finisher (1 of 4) on page 2436
Rear cover	5QK09-40021	Booklet finisher (1 of 5) on page 2442
Rear cover -base	5QK09-40018	Inner finisher (2 of 5) on page 2427
Rear cover -punch	5QK09-40037	Inner finisher (2 of 5) on page 2427
Rear joint PCA	JC92-02780A	Inner finisher (3 of 5) on page 2429
Rear lower cover	6ER04-40019	Covers on page 2398
Rear paper holding sensor	3SJ00-60110	Stapler/Stacker finisher (1 of 4) on page 2436
Rear paper holding sensor	3SJ00-60110	Booklet finisher (1 of 5) on page 2442
Rear paper support	JC90-01311A	Inner finisher (5 of 5) on page 2433
Rear tamper	JC82-00898A	Stapler/Stacker finisher (4 of 4) on page 2440
Rear tamper	JC82-00898A	Booklet finisher (5 of 5) on page 2449
Rear tamper	JC82-00900A	Inner finisher (5 of 5) on page 2433
Rear tamper home sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2440
Rear tamper home sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2449
Rear tamper motor	JC93-01001A	Stapler/Stacker finisher (4 of 4) on page 2440
Rear tamper motor	JC93-01001A	Booklet finisher (5 of 5) on page 2449
Rear upper cover	6ER04-40008	Covers on page 2398
Registration drive assembly	JC93-01665A	Registration and loop sensors on page 2403
Registration unit assembly	5QK13-60101	Registration and loop sensors on page 2403
Reservoir unit	X3A79-60003	Reservoir on page 2407
Right door assembly	JC95-02246A	Covers on page 2398
Right door assembly	JC95-02246A	Tray 1 on page 2400
Right door assembly	JC95-02246A	Registration and loop sensors on page 2403

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Right door assembly	JC95-02246A	Duplex on page 2406
Right door exit assembly	JC95-02249A	Registration and loop sensors on page 2403
Right door front damper	JC66-01425A	Tray 1 on page 2400
Right door front damper bracket	JC61-08935A	Tray 1 on page 2400
Right door front link	JC66-04398A	Tray 1 on page 2400
Right door open switch holder assy	JC90-01385A	DCF (2 of 2) on page 2420
Right door open switch holder assy	JC90-01385A	HCI (2 of 2) on page 2424
Right door sHCI dummy cover	JC63-04918B	Covers on page 2398
Right front cover	6ER04-40005	Covers on page 2398
Right middle cover	6ER04-40025	Covers on page 2398
Right middle cover assembly	6ER04-61006	Covers on page 2398
Right rear cover	6ER04-61003	Covers on page 2398
Right upper cover	5QK09-60109	Stapler/Stacker finisher (1 of 4) on page 2436
Right upper cover	5QK09-60109	Booklet finisher (1 of 5) on page 2442
Right upper cover	9S187-40004	Covers on page 2398
Riser for HDD, USB ports, Accelerator	3SJ02-60001	PCA on page 2416
Riser for SSD	3SJ02-60002	PCA on page 2416
Rivet-Echo PCA (Not orderable and not used in printer.)	6ER04-40034 (Not orderable and not used in printer.)	PCA on page 2416
Rivet-HDD	6ER04-40035	PCA on page 2416
SVC-Internal USB Expansion Kit	4XN67-67001	PCA on page 2416
SVC_HP LaserJet Black Developer Unit	5PN82-67002	Developer on page 2410
SVC_HP LaserJet Black Managed Imaging Drum	W1766-67001	Drum on page 2411
Shaft hinge - door	JC66-04767A	Stapler/Stacker finisher (1 of 4) on page 2436
Shaft hinge - door	JC66-04767A	Booklet finisher (1 of 5) on page 2442
Solenoid, lifting	JC33-00031B	Exit unit on page 2404
Solenoid, lifting	JC33-00031B	HCI (2 of 2) on page 2424
Solid-state drive 256GB	0950-5111	PCA on page 2416
Staple cartridge	6GW49-40001	Inner finisher (4 of 5) on page 2431
Staple cartridge	JC81-09882B	Stapler/Stacker finisher (4 of 4) on page 2440

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Staple cartridge	JC81-09882B	Booklet finisher (5 of 5) on page 2449
Staple front sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2440
Staple front sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2449
Staple mid-front sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2440
Staple mid-front sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2449
Staple mid-rear sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2440
Staple mid-rear sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2449
Staple position motor	JC31-00163A	Stapler/Stacker finisher (4 of 4) on page 2440
Staple position motor	JC31-00163A	Booklet finisher (5 of 5) on page 2449
Staple rear sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2440
Staple rear sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2449
Staple unit	JC82-00894A	Stapler/Stacker finisher (4 of 4) on page 2440
Staple unit	JC82-00894A	Booklet finisher (5 of 5) on page 2449
Stapler assembly	6GW49-60003	Inner finisher (4 of 5) on page 2431
Stapler/Stacker finisher	6GW55-67001	Stapler/Stacker finisher (1 of 4) on page 2436
Sub paddle assy	JC90-01336A	Inner finisher (4 of 5) on page 2431
Swedish punch (optional)	155P9-67001	Inner finisher (2 of 5) on page 2427
Switch	JC93-01467A	Sensor and fan on page 2415
TPM	3SJ03-60001 (Not Orderable)	PCA on page 2416
Thermistor	1404-001417	Sensor and fan on page 2415
Tie stopper	JC61-04626A	Covers on page 2398
Toner cartridge -standard yield	W1760-67002	Toner on page 2406
Toner collection full sensor assembly	JC93-00492A	Toner collection unit on page 2408

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Toner collection unit	9U1Q5-67001	Toner collection unit on page 2408
Toner dispense motor	SS216-80501	Toner on page 2406
Toner dispense motor assembly	JC93-01667A	Toner on page 2406
Top cover	5QK09-60108	Stapler/Stacker finisher (1 of 4) on page 2436
Top cover	5QK09-60108	Booklet finisher (1 of 5) on page 2442
Top cover assy	5QK09-60125	Inner finisher (2 of 5) on page 2427
Top door	5QK09-60107	Stapler/Stacker finisher (1 of 4) on page 2436
Top door	5QK09-60107	Booklet finisher (1 of 5) on page 2442
Top exit sensor	3SJ00-60110	Stapler/Stacker finisher (3 of 4) on page 2439
Top exit sensor	3SJ00-60110	Booklet finisher (4 of 4) on page 2448
Top jam cover assembly	JC90-01455A	Stapler/Stacker finisher (2 of 4) on page 2437
Top jam cover assembly	JC90-01455A	Booklet finisher (3 of 5) on page 2446
Top lower feed assembly	JC90-01454A	Stapler/Stacker finisher (3 of 4) on page 2439
Top lower feed assembly	JC90-01454A	Booklet finisher (4 of 4) on page 2448
Top output tray	5QK09-40027	Stapler/Stacker finisher (1 of 4) on page 2436
Top output tray	5QK09-40027	Booklet finisher (1 of 5) on page 2442
Top output tray paper full sensor	JC82-01039A	Stapler/Stacker finisher (2 of 4) on page 2437
Top output tray paper full sensor	JC82-01039A	Booklet finisher (3 of 5) on page 2446
Tray 1 roller kit	5RC03-67001	Tray 1 on page 2400
Tray 1 unit	JC90-01844A	Tray 1 on page 2400
Tray 2 cassette		Tray 2, 3 on page 2401
Tray 2 cover - Blue CMF panel	5QK09-40055	Covers on page 2398
Tray 2 pickup assembly	JC93-01694A	Tray 2, 3 on page 2401
Tray 2 pickup drive assembly	JC93-01663A	Tray 2, 3 on page 2401
Tray 2, 3 roller kit	5PN66-67001	Tray 2, 3 on page 2401
Tray 3	5QK09-60121	Covers on page 2398

Table 6-36 Alphabetical parts list (continued)

Description	Part number	Table and page
Tray 3 cassette	5QK09-60121	Tray 2, 3 on page 2401
Tray 3 cover - Blue CMF panel	5QK09-40058	Covers on page 2398
Tray 3 pickup assembly	JC93-01695A	Tray 2, 3 on page 2401
Tray 3 pickup drive assembly	JC93-01663A	Tray 2, 3 on page 2401
Tray 4 Blue CMF panel	5QK08-40011	DCF (1 of 2) on page 2418
Tray 4 cassette	5QK08-61007	DCF (1 of 2) on page 2418
Tray 4 cassette	5QK08-61007	DCF (2 of 2) on page 2420
Tray 4 pickup assembly	5QK08-61009	DCF (2 of 2) on page 2420
Tray 4 pickup drive assembly	JC93-01663A	DCF (2 of 2) on page 2420
Tray 4, 5 roller kit	5PN66-67001	DCF (2 of 2) on page 2420
Tray 5 Blue CMF panel	5QK08-40012	DCF (1 of 2) on page 2418
Tray 5 cassette	5QK08-61005	DCF (1 of 2) on page 2418
Tray 5 cassette	5QK08-61005	DCF (2 of 2) on page 2420
Tray 5 pickup assembly	5QK08-61010	DCF (2 of 2) on page 2420
Tray 5 pickup drive assembly	JC93-01663A	DCF (2 of 2) on page 2420
Tray diverter cam	JC90-01458A	Stapler/Stacker finisher (2 of 4) on page 2437
Tray diverter cam	JC90-01458A	Booklet finisher (3 of 5) on page 2446
Tray diverter home sensor	0604-001415	Stapler/Stacker finisher (2 of 4) on page 2437
Tray diverter home sensor	0604-001415	Booklet finisher (3 of 5) on page 2446
Tray extension	5QK09-40029	Stapler/Stacker finisher (1 of 4) on page 2436
Tray extension	5QK09-40029	Booklet finisher (1 of 5) on page 2442
Tray heater 110V	Y1G22-67901	Tray 2, 3 on page 2401
Tray heater 110V	Y1G22-67901	DCF (2 of 2) on page 2420
Tray heater 110V	Y1G22-67901	HCI (2 of 2) on page 2424
Tray heater 220V	Y1G22-67902	Tray 2, 3 on page 2401
Tray heater 220V	Y1G22-67902	DCF (2 of 2) on page 2420
Tray heater 220V	Y1G22-67902	HCI (2 of 2) on page 2424
Tray sub-auto closing unit	JC90-01677A	DCF (1 of 2) on page 2418
Tray sub-auto closing unit	JC93-01370A	Tray 2, 3 on page 2401
Tray sub-auto closing unit	JC93-01382A	HCI (1 of 2) on page 2422
USB Hub PCA	3SJ04-60002	PCA on page 2416

Numerical parts list

Table 6-37 Numerical parts list

Part number	Description	Table and page
	Tray 2 cassette	Tray 2, 3 on page 2401
0604-001381	Photo interrupter	Tray 2, 3 on page 2401
0604-001381	Photo interrupter	Registration and loop sensors on page 2403
0604-001381	Photo interrupter	DCF (2 of 2) on page 2420
0604-001381	Photo interrupter	HCI (2 of 2) on page 2424
0604-001381	Photo interrupter	Inner finisher (2 of 5) on page 2427
0604-001381	Photo interrupter	Inner finisher (2 of 5) on page 2427
0604-001381	Photo interrupter	Inner finisher (4 of 5) on page 2431
0604-001381	Photo interrupter	Inner finisher (4 of 5) on page 2431
0604-001415	Booklet diverter home sensor	Booklet finisher (2 of 5) on page 2445
0604-001415	Booklet entrance sensor	Booklet finisher (2 of 5) on page 2445
0604-001415	Ejector1 home sensor	Stapler/Stacker finisher (4 of 4) on page 2440
0604-001415	Ejector1 home sensor	Booklet finisher (5 of 5) on page 2449
0604-001415	Ejector1 motor sensor	Stapler/Stacker finisher (4 of 4) on page 2440
0604-001415	Ejector1 motor sensor	Booklet finisher (5 of 5) on page 2449
0604-001415	Ejector2 motor sensor	Stapler/Stacker finisher (4 of 4) on page 2440
0604-001415	Ejector2 motor sensor	Booklet finisher (5 of 5) on page 2449
0604-001415	Main output tray lower limit sensor	Stapler/Stacker finisher (1 of 4) on page 2436
0604-001415	Main output tray lower limit sensor	Booklet finisher (1 of 5) on page 2442
0604-001415	Manual staple senor	Stapler/Stacker finisher (2 of 4) on page 2437
0604-001415	Manual staple senor	Booklet finisher (3 of 5) on page 2446
0604-001415	Photo interrupter	Inner finisher (3 of 5) on page 2429

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
0604-001415	Tray diverter home sensor	Stapler/Stacker finisher (2 of 4) on page 2437
0604-001415	Tray diverter home sensor	Booklet finisher (3 of 5) on page 2446
0604-001490	Photo interrupter	Tray 1 on page 2400
0604-001490	Photo interrupter	Tray 2, 3 on page 2401
0604-001490	Photo interrupter	Tray 2, 3 on page 2401
0604-001490	Photo interrupter	DCF (2 of 2) on page 2420
0604-001490	Photo interrupter	HCI (2 of 2) on page 2424
0950-5111	Solid-state drive 256GB	PCA on page 2416
0960-5271	Paper sensor	Registration and loop sensors on page 2403
1404-001417	Thermistor	Sensor and fan on page 2415
155P7-67001	Hole 2/3 punch (optional)	Inner finisher (2 of 5) on page 2427
155P8-67001	Hole 2/4 punch (optional)	Inner finisher (2 of 5) on page 2427
155P9-67001	Swedish punch (optional)	Inner finisher (2 of 5) on page 2427
3SJ00-60110	Booklet blade home sensor	Booklet finisher (2 of 5) on page 2445
3SJ00-60110	Booklet c-fold blade home sensor	Booklet finisher (2 of 5) on page 2445
3SJ00-60110	Booklet end fence home sensor	Booklet finisher (2 of 5) on page 2445
3SJ00-60110	Booklet paddle home sensor	Booklet finisher (2 of 5) on page 2445
3SJ00-60110	Booklet presser home sensor	Booklet finisher (2 of 5) on page 2445
3SJ00-60110	Booklet tamper home sensor	Booklet finisher (2 of 5) on page 2445
3SJ00-60110	Bridge door sensor	Stapler/Stacker finisher (3 of 4) on page 2439
3SJ00-60110	Bridge door sensor	Booklet finisher (4 of 4) on page 2448
3SJ00-60110	Bridge exit sensor	Stapler/Stacker finisher (3 of 4) on page 2439
3SJ00-60110	Bridge exit sensor	Booklet finisher (4 of 4) on page 2448
3SJ00-60110	Front paper holding sensor	Stapler/Stacker finisher (1 of 4) on page 2436
3SJ00-60110	Front paper holding sensor	Booklet finisher (1 of 5) on page 2442

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
3SJ00-60110	Front tamper home sensor	Stapler/Stacker finisher (4 of 4) on page 2440
3SJ00-60110	Front tamper home sensor	Booklet finisher (5 of 5) on page 2449
3SJ00-60110	Main exit cam home sensor	Stapler/Stacker finisher (2 of 4) on page 2437
3SJ00-60110	Main exit cam home sensor	Booklet finisher (3 of 5) on page 2446
3SJ00-60110	Main output tray motor sensor	Stapler/Stacker finisher (2 of 4) on page 2437
3SJ00-60110	Main output tray motor sensor	Booklet finisher (3 of 5) on page 2446
3SJ00-60110	Paddle home sensor	Stapler/Stacker finisher (2 of 4) on page 2437
3SJ00-60110	Paddle home sensor	Booklet finisher (3 of 5) on page 2446
3SJ00-60110	Paper holding home sensor	Stapler/Stacker finisher (1 of 4) on page 2436
3SJ00-60110	Paper holding home sensor	Booklet finisher (1 of 5) on page 2442
3SJ00-60110	Photo interrupter	Tray 2, 3 on page 2401
3SJ00-60110	Photo interrupter	Tray 2, 3 on page 2401
3SJ00-60110	Photo interrupter	Registration and loop sensors on page 2403
3SJ00-60110	Photo interrupter	Exit unit on page 2404
3SJ00-60110	Photo interrupter	Exit unit on page 2404
3SJ00-60110	Photo interrupter	Exit unit on page 2404
3SJ00-60110	Photo interrupter	Exit unit on page 2404
3SJ00-60110	Photo interrupter	Duplex on page 2406
3SJ00-60110	Photo interrupter	Toner on page 2406
3SJ00-60110	Photo interrupter	Toner collection unit on page 2408
3SJ00-60110	Photo interrupter	Fuser on page 2414
3SJ00-60110	Photo interrupter	DCF (2 of 2) on page 2420
3SJ00-60110	Photo interrupter	DCF (2 of 2) on page 2420
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	HCI (2 of 2) on page 2424
3SJ00-60110	Photo interrupter	Inner finisher (3 of 5) on page 2429
3SJ00-60110	Photo interrupter	Inner finisher (3 of 5) on page 2429
3SJ00-60110	Photo interrupter	Inner finisher (4 of 5) on page 2431
3SJ00-60110	Photo interrupter	Inner finisher (4 of 5) on page 2431
3SJ00-60110	Photo interrupter	Inner finisher (4 of 5) on page 2431
3SJ00-60110	Photo interrupter	Inner finisher (4 of 5) on page 2431
3SJ00-60110	Photo interrupter	Inner finisher (5 of 5) on page 2433
3SJ00-60110	Photo interrupter	Inner finisher (5 of 5) on page 2433
3SJ00-60110	Photo interrupter	Inner finisher (5 of 5) on page 2433
3SJ00-60110	Photo interrupter	Inner finisher (5 of 5) on page 2433
3SJ00-60110	Rear paper holding sensor	Stapler/Stacker finisher (1 of 4) on page 2436
3SJ00-60110	Rear paper holding sensor	Booklet finisher (1 of 5) on page 2442
3SJ00-60110	Rear tamper home sensor	Stapler/Stacker finisher (4 of 4) on page 2440
3SJ00-60110	Rear tamper home sensor	Booklet finisher (5 of 5) on page 2449
3SJ00-60110	Staple front sensor	Stapler/Stacker finisher (4 of 4) on page 2440
3SJ00-60110	Staple front sensor	Booklet finisher (5 of 5) on page 2449
3SJ00-60110	Staple mid-front sensor	Stapler/Stacker finisher (4 of 4) on page 2440
3SJ00-60110	Staple mid-front sensor	Booklet finisher (5 of 5) on page 2449
3SJ00-60110	Staple mid-rear sensor	Stapler/Stacker finisher (4 of 4) on page 2440

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
3SJ00-60110	Staple mid-rear sensor	Booklet finisher (5 of 5) on page 2449
3SJ00-60110	Staple rear sensor	Stapler/Stacker finisher (4 of 4) on page 2440
3SJ00-60110	Staple rear sensor	Booklet finisher (5 of 5) on page 2449
3SJ00-60110	Top exit sensor	Stapler/Stacker finisher (3 of 4) on page 2439
3SJ00-60110	Top exit sensor	Booklet finisher (4 of 4) on page 2448
3SJ02-60001	Riser for HDD, USB ports, Accelerator	PCA on page 2416
3SJ02-60002	Riser for SSD	PCA on page 2416
3SJ03-60001 (Not Orderable)	TPM	PCA on page 2416
3SJ04-60002	USB Hub PCA	PCA on page 2416
3SJ06-60001	Island of Data (IOD) PCA	PCA on page 2416
3SJ19-80501	Bridge motor	Stapler/Stacker finisher (3 of 4) on page 2439
3SJ19-80501	Bridge motor	Booklet finisher (4 of 4) on page 2448
3SJ33-60007	PCA - power key	PCA on page 2416
3SJ33-60007	PCA -power key	Covers on page 2398
4XN67-67001	SVC-Internal USB Expansion Kit	PCA on page 2416
5851-7753	Cradle-HDD	PCA on page 2416
5PN53-67001	Fuser unit -100V	Fuser on page 2414
5PN66-67001	HCI roller kit	HCI (2 of 2) on page 2424
5PN66-67001	Tray 2, 3 roller kit	Tray 2, 3 on page 2401
5PN66-67001	Tray 4, 5 roller kit	DCF (2 of 2) on page 2420
5PN76-67001	Fuser unit -110V	Fuser on page 2414
5PN77-67001	Fuser unit -220V	Fuser on page 2414
5PN82-67001	Developer powder kit	Developer on page 2410
5PN82-67002	SVC_HP LaserJet Black Developer Unit	Developer on page 2410
5PN85-67001	Paper Transfer Belt (PTB) kit	PTB on page 2413
5QJ90-40002	Outer environment sensor assembly	Sensor and fan on page 2415
5QK08-40006	DCF right cover	DCF (1 of 2) on page 2418
5QK08-40006	HCI right cover	HCI (1 of 2) on page 2422
5QK08-40007	DCF rear cover	DCF (1 of 2) on page 2418
5QK08-40007	HCI rear cover	HCI (1 of 2) on page 2422

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
5QK08-40008	DCF left cover	DCF (1 of 2) on page 2418
5QK08-40008	HCI left cover	HCI (1 of 2) on page 2422
5QK08-40011	Tray 4 Blue CMF panel	DCF (1 of 2) on page 2418
5QK08-40012	Tray 5 Blue CMF panel	DCF (1 of 2) on page 2418
5QK08-40016	HCI front Blue CMF panel	HCI (1 of 2) on page 2422
5QK08-61004	DCF right door	DCF (1 of 2) on page 2418
5QK08-61005	Tray 5 cassette	DCF (1 of 2) on page 2418
5QK08-61005	Tray 5 cassette	DCF (2 of 2) on page 2420
5QK08-61007	Tray 4 cassette	DCF (1 of 2) on page 2418
5QK08-61007	Tray 4 cassette	DCF (2 of 2) on page 2420
5QK08-61009	Tray 4 pickup assembly	DCF (2 of 2) on page 2420
5QK08-61010	Tray 5 pickup assembly	DCF (2 of 2) on page 2420
5QK08-61013	HCI pickup assembly	HCI (2 of 2) on page 2424
5QK08-61014	HCI cassette	HCI (1 of 2) on page 2422
5QK08-61014	HCI cassette	HCI (2 of 2) on page 2424
5QK08-61023	HCI right door	HCI (1 of 2) on page 2422
5QK09-40004	PCA cover	Inner finisher (2 of 5) on page 2427
5QK09-40018	Rear cover -base	Inner finisher (2 of 5) on page 2427
5QK09-40019	Front cover	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40019	Front cover	Booklet finisher (1 of 5) on page 2442
5QK09-40020	Front lower cover	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40020	Front lower cover	Booklet finisher (1 of 5) on page 2442
5QK09-40021	Rear cover	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40021	Rear cover	Booklet finisher (1 of 5) on page 2442
5QK09-40027	Top output tray	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40027	Top output tray	Booklet finisher (1 of 5) on page 2442
5QK09-40028	Main output tray	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40028	Main output tray	Booklet finisher (1 of 5) on page 2442

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
5QK09-40029	Tray extension	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40029	Tray extension	Booklet finisher (1 of 5) on page 2442
5QK09-40030	Punch cover	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40030	Punch cover	Booklet finisher (1 of 5) on page 2442
5QK09-40037	Rear cover -punch	Inner finisher (2 of 5) on page 2427
5QK09-40047	Front lower left cover	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40047	Front lower left cover	Booklet finisher (1 of 5) on page 2442
5QK09-40048	Front lower right cover	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-40048	Front lower right cover	Booklet finisher (1 of 5) on page 2442
5QK09-40055	Tray 2 cover - Blue CMF panel	Covers on page 2398
5QK09-40058	Tray 3 cover - Blue CMF panel	Covers on page 2398
5QK09-40083	Developer fan assembly	Sensor and fan on page 2415
5QK09-40109	Cover waste	Registration and loop sensors on page 2403
5QK09-60001	High Voltage Power Supply (HVPS)	PCA on page 2416
5QK09-60104	Booklet maker unit	Booklet finisher (1 of 5) on page 2442
5QK09-60106	Front door	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-60106	Front door	Booklet finisher (1 of 5) on page 2442
5QK09-60107	Top door	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-60107	Top door	Booklet finisher (1 of 5) on page 2442
5QK09-60108	Top cover	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-60108	Top cover	Booklet finisher (1 of 5) on page 2442
5QK09-60109	Right upper cover	Stapler/Stacker finisher (1 of 4) on page 2436
5QK09-60109	Right upper cover	Booklet finisher (1 of 5) on page 2442

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
5QK09-60110	Bridge unit	Stapler/Stacker finisher (3 of 4) on page 2439
5QK09-60110	Bridge unit	Booklet finisher (4 of 4) on page 2448
5QK09-60118	Output tray assy	Inner finisher (2 of 5) on page 2427
5QK09-60121	Tray 3	Covers on page 2398
5QK09-60121	Tray 3 cassette	Tray 2, 3 on page 2401
5QK09-60123	Front cover assy	Inner finisher (2 of 5) on page 2427
5QK09-60124	Middle cover assy	Inner finisher (2 of 5) on page 2427
5QK09-60125	Top cover assy	Inner finisher (2 of 5) on page 2427
5QK09-60128	Entrance motor assy	Inner finisher (3 of 5) on page 2429
5QK09-64013	LSU fan assembly	Sensor and fan on page 2415
5QK09-64014	HV rear frame assembly	PTB on page 2413
5QK13-60101	Registration unit assembly	Registration and loop sensors on page 2403
5RC03-67001	Tray 1 roller kit	Tray 1 on page 2400
6102-003354	Guide rail	Inner finisher (1 of 5) on page 2426
6109-001138	Caster wheel	DCF (1 of 2) on page 2418
6109-001138	Caster wheel	HCI (1 of 2) on page 2422
63C82-67029	Card reader rotation adapter kit	Covers on page 2398
6602-003644	Entrance motor timing belt	Inner finisher (3 of 5) on page 2429
6CF14-67002	Formatter	PCA on page 2416
6EQ94-40029	Power key	Covers on page 2398
6EQ94-40032	HIP cover	Covers on page 2398
6ER04-40003	Front cover - Blue CMF Panel	Covers on page 2398
6ER04-40005	Right front cover	Covers on page 2398
6ER04-40008	Rear upper cover	Covers on page 2398
6ER04-40019	Rear lower cover	Covers on page 2398
6ER04-40025	Right middle cover	Covers on page 2398
6ER04-40026	Middle upper cover	Covers on page 2398
6ER04-40030	Front lower cover	Covers on page 2398

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
6ER04-40034 (Not orderable and not used in printer.)	Rivet-Echo PCA (Not orderable and not used in printer.)	PCA on page 2416
6ER04-40035	Rivet-HDD	PCA on page 2416
6ER04-40036	Middle left cover	Covers on page 2398
6ER04-40049	Left cover	Covers on page 2398
6ER04-60002	CTD sensor assembly	CTD on page 2412
6ER04-61003	Right rear cover	Covers on page 2398
6ER04-61004	Exit cover stacker	Covers on page 2398
6ER04-61005	Controller cover	Covers on page 2398
6ER04-61006	Right middle cover assembly	Covers on page 2398
6ER08-61001	Front cover assembly	Covers on page 2398
6GW47-60001	PCA-DCF Department	DCF (2 of 2) on page 2420
6GW47-67001	DCF	DCF (1 of 2) on page 2418
6GW48-60003	Knock-up plate assembly	HCI (2 of 2) on page 2424
6GW49-40001	Staple cartridge	Inner finisher (4 of 5) on page 2431
6GW49-60001	Inner finisher PCA	Inner finisher (3 of 5) on page 2429
6GW49-60003	Stapler assembly	Inner finisher (4 of 5) on page 2431
6GW49-67002	Inner Finisher	Inner finisher (1 of 5) on page 2426
6GW51-40001	Booklet stapler	Booklet finisher (2 of 5) on page 2445
6GW51-60001	Booklet maker PCA	Booklet finisher (2 of 5) on page 2445
6GW51-67001	Booklet finisher	Booklet finisher (1 of 5) on page 2442
6GW55-60001	Main PCA	Stapler/Stacker finisher (2 of 4) on page 2437
6GW55-60001	Main PCA	Booklet finisher (3 of 5) on page 2446
6GW55-67001	Stapler/Stacker finisher	Stapler/Stacker finisher (1 of 4) on page 2436
6GW57-60001	PCA-HCI Department	HCI (2 of 2) on page 2424
6GW57-67001	HCI	HCI (1 of 2) on page 2422
6HN30-67001	Accelerator (Optional)	PCA on page 2416
8GR90-40029	HCI front Gray CMF panel	HCI (1 of 2) on page 2422
8GR90-40038	HCI front Red CMF panel	HCI (1 of 2) on page 2422

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
8GR90-40039	HCI front Green CMF panel	HCI (1 of 2) on page 2422
8GR90-40040	HCI front Yellow CMF panel	HCI (1 of 2) on page 2422
8GR90-40041	HCI front Purple CMF panel	HCI (1 of 2) on page 2422
8GS05-40018	Caster cover	Stapler/Stacker finisher (1 of 4) on page 2436
8GS05-40018	Caster cover	Booklet finisher (1 of 5) on page 2442
8GS05-60104	Entrance motor assembly	Stapler/Stacker finisher (2 of 4) on page 2437
8GS05-60104	Entrance motor assembly	Booklet finisher (3 of 5) on page 2446
8GS05-60106	Exit motor assembly	Stapler/Stacker finisher (2 of 4) on page 2437
8GS05-60106	Exit motor assembly	Stapler/Stacker finisher (3 of 4) on page 2439
8GS05-60106	Exit motor assembly	Booklet finisher (3 of 5) on page 2446
8GS05-60106	Exit motor assembly	Booklet finisher (4 of 4) on page 2448
8GS05-60113	Left cover assy	Inner finisher (2 of 5) on page 2427
8GS05-60114	Punch cover assembly	Inner finisher (2 of 5) on page 2427
8GS05-60118	Left upper cover	Stapler/Stacker finisher (1 of 4) on page 2436
8GS05-60118	Left upper cover	Booklet finisher (1 of 5) on page 2442
8GS05-60122	Left lower cover	Stapler/Stacker finisher (1 of 4) on page 2436
8GS05-60124	Left lower cover (Booklet)	Booklet finisher (1 of 5) on page 2442
8GS05-60126	Booklet output tray	Booklet finisher (1 of 5) on page 2442
9S185-60007	Inner cover	Covers on page 2398
9S187-40002	Exit rear cover	Covers on page 2398
9S187-40004	Right upper cover	Covers on page 2398
9S187-60101	Control-panel assembly 10.9 cm 4.3 in	PCA on page 2416
9U1Q5-67001	Toner collection unit	Toner collection unit on page 2408
JC31-00109A	Motor, geared	HCI (2 of 2) on page 2424
JC31-00125A	Motor, geared	HCI (2 of 2) on page 2424
JC31-00144G	Motor BLDC	Exit unit on page 2404

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
JC31-00144G	Motor BLDC	Fuser on page 2414
JC31-00154A	Fan	Sensor and fan on page 2415
JC31-00163A	Staple position motor	Stapler/Stacker finisher (4 of 4) on page 2440
JC31-00163A	Staple position motor	Booklet finisher (5 of 5) on page 2449
JC31-00169B	Motor, step	Inner finisher (3 of 5) on page 2429
JC31-00169B	Motor, step	Inner finisher (4 of 5) on page 2431
JC31-00177A	Motor, step	DCF (2 of 2) on page 2420
JC31-00178B	Motor DC	Inner finisher (3 of 5) on page 2429
JC31-00189A	Drive-motor step	Tray 1 on page 2400
JC31-00189A	Drive-motor step	Tray 2, 3 on page 2401
JC31-00189A	Drive-motor step	Registration and loop sensors on page 2403
JC31-00198A	Fan	Sensor and fan on page 2415
JC32-00020A	Booklet exit sensor	Booklet finisher (2 of 5) on page 2445
JC32-00020A	Booklet tamper sensor	Booklet finisher (2 of 5) on page 2445
JC32-00020A	Bridge entrance sensor	Stapler/Stacker finisher (3 of 4) on page 2439
JC32-00020A	Bridge entrance sensor	Booklet finisher (4 of 4) on page 2448
JC32-00020A	Ejector sensor	Stapler/Stacker finisher (4 of 4) on page 2440
JC32-00020A	Ejector sensor	Booklet finisher (5 of 5) on page 2449
JC32-00020A	Main exit sensor	Stapler/Stacker finisher (3 of 4) on page 2439
JC32-00020A	Main exit sensor	Booklet finisher (4 of 4) on page 2448
JC33-00031B	Solenoid, lifting	Exit unit on page 2404
JC33-00031B	Solenoid, lifting	HCI (2 of 2) on page 2424
JC33-00037A	Electric clutch	Inner finisher (3 of 5) on page 2429
JC39-01610A	Harness - cover open	Inner finisher (3 of 5) on page 2429
JC39-01610A	Harness - cover open	Inner finisher (3 of 5) on page 2429

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
JC39-02268A	DCF Dpt_Door open switch sensor and harness	DCF (2 of 2) on page 2420
JC39-02279A	HCI Dpt_Dooropen switch sensor and harness	HCI (2 of 2) on page 2424
JC39-02309A	Front door switch	Stapler/Stacker finisher (2 of 4) on page 2437
JC39-02309A	Front door switch	Booklet finisher (3 of 5) on page 2446
JC39-02316A	Main output tray top of stack switch	Stapler/Stacker finisher (2 of 4) on page 2437
JC39-02316A	Main output tray top of stack switch	Booklet finisher (3 of 5) on page 2446
JC44-00149C	Low Voltage Power Supply (LVPS), 110V	PCA on page 2416
JC44-00150C	Low Voltage Power Supply (LVPS), 220V	PCA on page 2416
JC44-00236C	Fuser drive board (FDB), 220V	PCA on page 2416
JC47-00037A	Electric clutch	Tray 1 on page 2400
JC61-04626A	Tie stopper	Covers on page 2398
JC61-04871A	Guide - adjust	DCF (1 of 2) on page 2418
JC61-04871A	Guide - adjust	HCI (1 of 2) on page 2422
JC61-07444A	Caster fix nut	Stapler/Stacker finisher (1 of 4) on page 2436
JC61-07444A	Caster fix nut	Booklet finisher (1 of 5) on page 2442
JC61-07452A	Caster	Stapler/Stacker finisher (1 of 4) on page 2436
JC61-07452A	Caster	Booklet finisher (1 of 5) on page 2442
JC61-08935A	Right door front damper bracket	Tray 1 on page 2400
JC63-04862B	Left top cover	Covers on page 2398
JC63-04918B	Right door sHCI dummy cover	Covers on page 2398
JC66-01425A	Right door front damper	Tray 1 on page 2400
JC66-04199A	Exit sensor actuator	Inner finisher (3 of 5) on page 2429
JC66-04201A	Actuator home paddle	Inner finisher (4 of 5) on page 2431
JC66-04218A	Gear rack pinion	Inner finisher (4 of 5) on page 2431
JC66-04233A	Lock release handle	Inner finisher (2 of 5) on page 2427
JC66-04243A	Entrance roller	Inner finisher (3 of 5) on page 2429
JC66-04243A	Middle roller	Inner finisher (3 of 5) on page 2429

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
JC66-04398A	Right door front link	Tray 1 on page 2400
JC66-04572A	Loop actuator	Registration and loop sensors on page 2403
JC66-04767A	Shaft hinge - door	Stapler/Stacker finisher (1 of 4) on page 2436
JC66-04767A	Shaft hinge - door	Booklet finisher (1 of 5) on page 2442
JC81-07478B	Paper gate	HCI (2 of 2) on page 2424
JC81-07481B	HCI shift plate	HCI (2 of 2) on page 2424
JC81-09881B	Booklet stapler cartridge	Booklet finisher (2 of 5) on page 2445
JC81-09882B	Staple cartridge	Stapler/Stacker finisher (4 of 4) on page 2440
JC81-09882B	Staple cartridge	Booklet finisher (5 of 5) on page 2449
JC82-00894A	Staple unit	Stapler/Stacker finisher (4 of 4) on page 2440
JC82-00894A	Staple unit	Booklet finisher (5 of 5) on page 2449
JC82-00898A	Rear tamper	Stapler/Stacker finisher (4 of 4) on page 2440
JC82-00898A	Rear tamper	Booklet finisher (5 of 5) on page 2449
JC82-00899A	Front tamper	Inner finisher (5 of 5) on page 2433
JC82-00900A	Rear tamper	Inner finisher (5 of 5) on page 2433
JC82-00901A	Front tamper	Stapler/Stacker finisher (4 of 4) on page 2440
JC82-00901A	Front tamper	Booklet finisher (5 of 5) on page 2449
JC82-01038A	Main paddle kit	Inner finisher (4 of 5) on page 2431
JC82-01039A	Booklet output tray sensor	Booklet finisher (1 of 5) on page 2442
JC82-01039A	Main output tray top of stack sensor	Stapler/Stacker finisher (1 of 4) on page 2436
JC82-01039A	Main output tray top of stack sensor	Booklet finisher (1 of 5) on page 2442
JC82-01039A	Output tray top of stack sensor kit	Inner finisher (3 of 5) on page 2429
JC82-01039A	Top output tray paper full sensor	Stapler/Stacker finisher (2 of 4) on page 2437

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
JC82-01039A	Top output tray paper full sensor	Booklet finisher (3 of 5) on page 2446
JC90-01310A	Front paper support	Inner finisher (5 of 5) on page 2433
JC90-01311A	Rear paper support	Inner finisher (5 of 5) on page 2433
JC90-01312A	Paper support motor assy	Inner finisher (5 of 5) on page 2433
JC90-01313A	Paper holding actuator	Inner finisher (3 of 5) on page 2429
JC90-01314A	Paper holding kit	Inner finisher (3 of 5) on page 2429
JC90-01320A	Output tray lower limit switch assy	Inner finisher (3 of 5) on page 2429
JC90-01327A	Main paddle	Inner finisher (4 of 5) on page 2431
JC90-01330A	Exit roller assy	Inner finisher (4 of 5) on page 2431
JC90-01331A	Exit motor assy	Inner finisher (4 of 5) on page 2431
JC90-01334B	Output tray motor assy	Inner finisher (3 of 5) on page 2429
JC90-01336A	Sub paddle assy	Inner finisher (4 of 5) on page 2431
JC90-01385A	Right door open switch holder assy	DCF (2 of 2) on page 2420
JC90-01385A	Right door open switch holder assy	HCI (2 of 2) on page 2424
JC90-01396A	Booklet c-fold blade motor assembly	Booklet finisher (2 of 5) on page 2445
JC90-01397A	Booklet diverter motor assembly	Booklet finisher (2 of 5) on page 2445
JC90-01398A	Booklet diverter	Booklet finisher (2 of 5) on page 2445
JC90-01414A	Paper holding motor drive assembly	Stapler/Stacker finisher (2 of 4) on page 2437
JC90-01414A	Paper holding motor drive assembly	Booklet finisher (3 of 5) on page 2446
JC90-01415B	Main output tray motor drive assembly	Stapler/Stacker finisher (2 of 4) on page 2437
JC90-01415B	Main output tray motor drive assembly	Booklet finisher (3 of 5) on page 2446
JC90-01425A	Booklet entrance-presser motor assembly	Booklet finisher (2 of 5) on page 2445
JC90-01430A	Booklet paddle motor assembly	Booklet finisher (2 of 5) on page 2445

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
JC90-01431A	Booklet tamper	Booklet finisher (2 of 5) on page 2445
JC90-01432A	Booklet end fence	Booklet finisher (2 of 5) on page 2445
JC90-01435A	Booklet blade motor assembly	Booklet finisher (2 of 5) on page 2445
JC90-01436A	Booklet fold motor assembly	Booklet finisher (2 of 5) on page 2445
JC90-01437A	Booklet blade	Booklet finisher (2 of 5) on page 2445
JC90-01438A	Booklet c-fold blade	Booklet finisher (2 of 5) on page 2445
JC90-01442A	Finisher mount bracket	Stapler/Stacker finisher (1 of 4) on page 2436
JC90-01442A	Finisher mount bracket	Booklet finisher (1 of 5) on page 2442
JC90-01453A	Main exit cam motor assembly	Stapler/Stacker finisher (2 of 4) on page 2437
JC90-01453A	Main exit cam motor assembly	Booklet finisher (3 of 5) on page 2446
JC90-01454A	Top lower feed assembly	Stapler/Stacker finisher (3 of 4) on page 2439
JC90-01454A	Top lower feed assembly	Booklet finisher (4 of 4) on page 2448
JC90-01455A	Top jam cover assembly	Stapler/Stacker finisher (2 of 4) on page 2437
JC90-01455A	Top jam cover assembly	Booklet finisher (3 of 5) on page 2446
JC90-01458A	Tray diverter cam	Stapler/Stacker finisher (2 of 4) on page 2437
JC90-01458A	Tray diverter cam	Booklet finisher (3 of 5) on page 2446
JC90-01461A	Paddle motor assembly	Stapler/Stacker finisher (2 of 4) on page 2437
JC90-01461A	Paddle motor assembly	Booklet finisher (3 of 5) on page 2446
JC90-01467A	End fence motor assembly	Stapler/Stacker finisher (2 of 4) on page 2437
JC90-01467A	End fence motor assembly	Booklet finisher (3 of 5) on page 2446
JC90-01478B	Booklet front cover	Booklet finisher (2 of 5) on page 2445
JC90-01480A	Paddle	Stapler/Stacker finisher (2 of 4) on page 2437

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
JC90-01480A	Paddle	Booklet finisher (3 of 5) on page 2446
JC90-01546A	Exit bin full	Inner finisher (1 of 5) on page 2426
JC90-01675A	Buffer solenoid assembly	Stapler/Stacker finisher (2 of 4) on page 2437
JC90-01675A	Buffer solenoid assembly	Booklet finisher (3 of 5) on page 2446
JC90-01677A	Tray sub-auto closing unit	DCF (1 of 2) on page 2418
JC90-01802A	Ejector unit	Stapler/Stacker finisher (4 of 4) on page 2440
JC90-01802A	Ejector unit	Booklet finisher (5 of 5) on page 2449
JC90-01844A	Tray 1 unit	Tray 1 on page 2400
JC90-01856A	Exit unit	Exit unit on page 2404
JC90-01865A	Exit stack guide	Exit unit on page 2404
JC92-02780A	Rear joint PCA	Inner finisher (3 of 5) on page 2429
JC92-02792A	PBA-Shift tray level	HCI (2 of 2) on page 2424
JC93-00336A	Drive-motor step	Exit unit on page 2404
JC93-00336A	Drive-motor step	Exit unit on page 2404
JC93-00466A	Front door open switch	Sensor and fan on page 2415
JC93-00492A	Toner collection full sensor assembly	Toner collection unit on page 2408
JC93-00802B	Drive sub-motor step	Inner finisher (5 of 5) on page 2433
JC93-00999A	Drive-motor step	Inner finisher (4 of 5) on page 2431
JC93-01001A	Drive-motor step	Inner finisher (4 of 5) on page 2431
JC93-01001A	Drive-motor step	Inner finisher (5 of 5) on page 2433
JC93-01001A	Drive-motor step	Inner finisher (5 of 5) on page 2433
JC93-01001A	Front tamper motor	Stapler/Stacker finisher (4 of 4) on page 2440
JC93-01001A	Front tamper motor	Booklet finisher (5 of 5) on page 2449
JC93-01001A	Rear tamper motor	Stapler/Stacker finisher (4 of 4) on page 2440
JC93-01001A	Rear tamper motor	Booklet finisher (5 of 5) on page 2449

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
JC93-01007A	Developer suction duct	Sensor and fan on page 2415
JC93-01083A	Drive-motor step	Tray 2, 3 on page 2401
JC93-01083A	Drive-motor step	DCF (2 of 2) on page 2420
JC93-01084A	Drive-motor step	Fuser on page 2414
JC93-01085A	Drive-motor step	Duplex on page 2406
JC93-01114A	HCI feed motor	HCI (2 of 2) on page 2424
JC93-01115A	HCI pickup motor	HCI (2 of 2) on page 2424
JC93-01135A	DCF feed drive assembly	DCF (2 of 2) on page 2420
JC93-01152A	Buffer motor	Stapler/Stacker finisher (2 of 4) on page 2437
JC93-01152A	Buffer motor	Booklet finisher (3 of 5) on page 2446
JC93-01155A	Booklet end fence motor	Booklet finisher (2 of 5) on page 2445
JC93-01155A	Booklet tamper motor	Booklet finisher (2 of 5) on page 2445
JC93-01370A	Tray sub-auto closing unit	Tray 2, 3 on page 2401
JC93-01382A	Tray sub-auto closing unit	HCI (1 of 2) on page 2422
JC93-01408A	Frame sub-sensor paper size RU	Tray 2, 3 on page 2401
JC93-01408A	Frame sub-sensor paper size RU	Tray 2, 3 on page 2401
JC93-01408A	Frame sub-sensor paper size RU	DCF (2 of 2) on page 2420
JC93-01408A	Frame sub-sensor paper size RU	DCF (2 of 2) on page 2420
JC93-01467A	Switch	Sensor and fan on page 2415
JC93-01662A	Developer, drum and PTB drive assembly	Drum on page 2411
JC93-01662A	Drum and developer drive assembly	Developer on page 2410
JC93-01663A	Tray 2 pickup drive assembly	Tray 2, 3 on page 2401
JC93-01663A	Tray 3 pickup drive assembly	Tray 2, 3 on page 2401
JC93-01663A	Tray 4 pickup drive assembly	DCF (2 of 2) on page 2420
JC93-01663A	Tray 5 pickup drive assembly	DCF (2 of 2) on page 2420
JC93-01664A	Feed drive assembly	Tray 2, 3 on page 2401
JC93-01665A	Registration drive assembly	Registration and loop sensors on page 2403
JC93-01667A	Toner dispense motor assembly	Toner on page 2406
JC93-01694A	Tray 2 pickup assembly	Tray 2, 3 on page 2401
JC93-01695A	Tray 3 pickup assembly	Tray 2, 3 on page 2401
JC93-01795A	LVPS FDB fan assembly	Sensor and fan on page 2415

Table 6-37 Numerical parts list (continued)

Part number	Description	Table and page
JC93-01850A	Fuser and exit drive assembly	Exit unit on page 2404
JC93-01850A	Fuser and exit drive assembly	Fuser on page 2414
JC95-02246A	Right door assembly	Covers on page 2398
JC95-02246A	Right door assembly	Tray 1 on page 2400
JC95-02246A	Right door assembly	Registration and loop sensors on page 2403
JC95-02246A	Right door assembly	Duplex on page 2406
JC95-02249A	Right door exit assembly	Registration and loop sensors on page 2403
JC95-02250A	Duplex assembly	Duplex on page 2406
JC97-05147A	Laser scanner unit (LSU)	Laser scanner unit on page 2409
SS216-80501	Toner dispense motor	Toner on page 2406
SS456-61001	Ejector	Inner finisher (5 of 5) on page 2433
T3U64-60001 (Not orderable and not used in printer.)	Echo PCA (Not orderable and not used in printer.)	PCA on page 2416
W1760-67002	Toner cartridge -standard yield	Toner on page 2406
W1766-67001	SVC_HP LaserJet Black Managed Imaging Drum	Drum on page 2411
X3A79-60003	Reservoir unit	Reservoir on page 2407
X3A92-67924	Kit-Screws c-clips e-clips kit	Covers on page 2398
Y1G10-67901	Punch unit 2-3 hole	Stapler/Stacker finisher (2 of 4) on page 2437
Y1G10-67901	Punch unit 2-3 hole	Booklet finisher (3 of 5) on page 2446
Y1G11-67901	Punch unit 2-4 hole	Stapler/Stacker finisher (2 of 4) on page 2437
Y1G11-67901	Punch unit 2-4 hole	Booklet finisher (3 of 5) on page 2446
Y1G12-67901	Punch unit Swedish hole	Booklet finisher (3 of 5) on page 2446
Y1G22-67901	Tray heater 110V	Tray 2, 3 on page 2401
Y1G22-67901	Tray heater 110V	DCF (2 of 2) on page 2420
Y1G22-67901	Tray heater 110V	HCI (2 of 2) on page 2424
Y1G22-67902	Tray heater 220V	Tray 2, 3 on page 2401
Y1G22-67902	Tray heater 220V	DCF (2 of 2) on page 2420
Y1G22-67902	Tray heater 220V	HCI (2 of 2) on page 2424

Glossary of terms

802.11

802.11 is a set of standards for wireless local area network (WLAN) communication, developed by the IEEE LAN/MAN Standards Committee (IEEE 802).

802.11b/g/n

802.11b/g/n can share the same hardware and use the 2.4 GHz band. 802.11b supports bandwidth up to 11 Mbps, 802.11n supports bandwidth up to 150 Mbps. 802.11b/g/n devices might occasionally suffer interferences from microwave ovens, cordless telephones, and Bluetooth devices.

AC

An electric current that reverses its direction many times a second at regular intervals. For example, the 110V line current found in a typical US electrical wall receptacle.

AC Control Module (PageWide)

The AC Control Module controls the heating elements in the airflow assembly. Functions include voltage monitoring (ensuring correct operation in a low-quality-power environment), isolation (low voltage heater control signals are isolated from the high voltage AC power for safety), AC switching (power is switched on/off to the heater), and heating element configuration (heating element configuration is changed between series and parallel for temperature predictability).

ADF

An Automatic Document Feeder (ADF) is a device that automatically feeds an original sheet (or multiple sheets) of paper into the image scanner. The document feeder is a component of the integrated scanner assembly (ADF and image scanner).

Airflow System (PageWide)

The airflow system conditions the printed pages to avoid page curling due to the ink on the page. The airflow system functionally consists of a fan and heating elements. The pressurized air is blown on the page through the nozzles that are placed on the paper path of the airflow system between print and eject zone.

BOOTP

Bootstrap Protocol. A network protocol used by a network client to obtain its IP address automatically. This is usually done in the bootstrap process of computers or operating systems running on them. The BOOTP servers assigns an IP address from a pool of addresses to each client. BOOTP enables “diskless workstation” computers to obtain an IP address prior to loading any advanced operating system.

CCD

A Charged Coupled Device (CCD) is the scanner module which enables a scan job. A CCD locking mechanism is used to hold the CCD module to prevent any damage when the printer is moved.

CIS

A Contact Image Sensor (CIS) scanner captures an image using the printer's optical path. Red, green, and blue LEDs sequentially illuminate a small strip of the document (often called a raster line), and the optical system captures each color in a single row of Charged Coupled Device (CCD) sensors that cover the entire page width.

Collation

Collation is a process of printing a multiple-copy job in sets. When collation is selected, the device prints an entire set before printing additional copies.

Control Panel

The control panel is a flat, typically vertical panel or screen where the user can control and/or monitor the printer. The control panel is found on the front of the printer.

Coverage

Coverage is the printing term used for a toner usage measurement on printing. For example, 5% coverage means that an A4 sided paper has about 5% image or text on it. If the paper or original has complicated images or a large amount of text, the coverage will be higher and at the same time, a toner usage will be as much as the coverage.

DC

An electric current flowing in one direction only. Typically, a low voltage load current supplied to an electrical assembly.

DCC

The DC controller (DCC) controls the operation of the printer sub-systems and electrical components. the DCC sends out various signals to operate motors, solenoids, and other printer components based on the print command and image data that the host computer sends the formatter.

Default

The value or setting that is in effect when a printer is unboxed, reset, or initialized.

DHCP

Dynamic Host Configuration Protocol (DHCP) is a client-server networking protocol. A DHCP server provides configuration parameters specific to the DHCP client host requesting, generally, information required by the client host to participate on an IP network. The DHCP also provides a mechanism for allocation of IP addresses to client hosts.

Digital Send Software

Digital send software allows a mufti-function printer (MFP) to scan and send information quickly and securely to email, network folders, other printers, and fax services.

DIMM

A Dual Inline Memory Module (DIMM) is a small circuit board that holds memory. The DIMM stores all data within the printer, such as printing data and received fax data.

DPI

Dots Per Inch (DPI) is a measurement of resolution that is used for scanning and printing. Generally, higher DPI results in a higher resolution (more visible detail in the image and a larger file size).

Duplex

A mechanism that automatically turns over a sheet of paper so that the printer can print (or scan) on both sides of the paper. A printer equipped with a duplex unit can print on both sides of the paper during one print cycle.

Duty Cycle

Duty cycle is the page quantity which does not affect printer performance for a month. Generally, the printer has the lifespan limitation such as pages per year. The lifespan means the average capacity of print-outs, usually within the warranty period. For example, if the duty cycle is 48,000 pages per month the printer limit is 2,400 pages a day (assuming 20 working days/month).

Dynamic Security

Dynamic Security is a toner cartridge design and process for authenticating genuine HP supplies. HP printers use toner cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip, or modified chip, or non-HP circuitry might not work (now or in the future).

e-Duplex

Single-pass electronic duplex (e-Duplex) printer use two separate scan modules to scan the front-side and back-side of an e-duplex copy job page in a single pass through the document feeder.

EMC

EMC is a measure of a device's ability to operate as intended in its shared operating environment while, at the same time, not affecting the ability of other equipment within the same environment to operate as intended.

EMI

EMI is the electromagnetic energy which affects the functioning of an electronic device. Electronic devices (like printers) are a source of EMI. Because it is rare for electronics to operate in isolation, products are generally engineered to function in the presence of some amount of EMI.

eMMC

An embedded Multi-Media Card is a compact memory device consisting of NAND flash memory and a simple storage controller.

Emulation

Emulation is a technique of one machine obtaining the same results as another. An emulator duplicates the functions of one system with a different system, so that the second system behaves like the first system. Emulation focuses on exact reproduction of external behavior. This is different from simulation, which concerns an abstract model of the system being simulated, often considering its internal state.

EPS

Encapsulated PostScript (EPS) is a PostScript (PS) code file which is used for storing font and vector graphic image information.

ESD

An electrostatic discharge (ESD) is a sudden flow of electricity between two electrically charged objects caused by contact, an electrical short, or dielectric breakdown. Discharge of built up static electricity.

Ethernet

Ethernet is a frame-based computer networking technology for local area networks (LANs). It defines wiring and signaling for the physical layer, and frame formats and protocols for the media access control (MAC)/data link layer of the OSI model. Ethernet is mostly standardized as IEEE 802.3. Ethernet has become the most widespread LAN technology in use during the 1990s to present.

Ferrite

A ferrite is used to reduce the amount of radio frequency noise (or interference) in a wire or cable. A ferrite enables proper EMC/EMI performance for regulatory purposes.

FFC

Flat Flexible Cables (FFCs) are designed for Printed Circuit Assembly (PCA) to PCA connections (for example, connecting a fax PCA to the formatter).

FIH

A Foreign Interface Harness (FIH) is a port that enables HP multifunction printers (MFPs) to use third-party devices to extend the capabilities of the MFP.

Firmware

The formatter stores the printer firmware. A remote firmware upgrade process is used to overwrite and upgrade the firmware.

Flash memory

Flash memory is non-volatile, meaning it retains stored data even when the power is turned off.

Flow integrated scanner assembly

A printer scanner assembly that includes a slide-out external physical keyboard.

Formatter (LaserJet)

The formatter controls printer functions like receiving and processes print data, developing and coordinating data placement and timing with the DC controller PCA, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

FTP

FTP stands for File Transfer Protocol. FTP is a protocol designed for transferring files over the Internet. Files stored on an FTP server can be accessed using an FTP client, such as a web browser, FTP software program, or a command line interface.

Fuser Unit

The fuser unit is part of a laser printer that adheres the toner onto the printed page. It consists of a heat roller and a pressure roller. After toner is transferred onto the paper, the fuser unit applies heat and pressure to make sure that the toner stays on the paper permanently (which is why paper is warm when it comes out of a laser printer).

Gateway

A connection between computer networks, or between a computer network and a telephone line. A gateway is used to connect two different computer networks, especially a connection to the Internet.

Grayscale

Shades of gray that represent light and dark portions of a color image printed in monochrome. Colors are represented by a range of gray shades from white to black.

Halftone

Halftone is a way of reproducing a photograph or other image in which the various tones of gray or color are produced by variously sized dots of ink or toner. Halftone simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.

HDD

A Hard-Disk Drive (HDD) (commonly referred to as a hard drive or hard disk) is a non-volatile storage device which stores digitally-encoded data on rapidly rotating platters with magnetic surfaces.

IEEE

The Institute of Electrical and Electronics Engineers (IEEE) is an international non-profit, professional organization for the advancement of technology related to electricity.

Image scanner

The image scanner (or Sub Scanner Assembly) contains the components to digitally scan an original source document. The image scanner is a component of the integrated scanner assembly (ADF and image scanner).

IP address

An Internet Protocol (IP) address is a unique number that a device uses in order to identify and communicate with other devices on a network utilizing the Internet Protocol standard.

IPM

The Images Per Minute (IPM) is a method of measuring the speed of a printer. An IPM rate indicates the number of single-sided sheets a printer can complete in one minute.

IPP

The Internet Printing Protocol (IPP) defines a standard protocol for printing and managing print jobs, media size, resolution, etc. IPP can be used locally, or over the internet to reach hundreds of printers. IPP also supports access control, authentication, and encryption, making it a capable and secure printing solution.

ISA

The Integrated Scanner Assembly (ISA) includes the document feeder and image scanner.

ISO

The International Organization for Standardization (ISO) is an international standard-setting body composed of representatives from national standards bodies. In produces world-wide industrial and commercial standards.

JBIG

Joint Bi-level Image Experts Group (JBIG) is an image compression standard with no loss of accuracy or quality. It was designed for compression of binary images, particularly for faxes, but can also be used for other images.

JPEG

Joint Photographic Experts Group (JPEG) is a commonly used standard method of loss compression for photographic images. It is the format used for storing and transmitting photographs on the World Wide Web.

LDAP

The Lightweight Directory Access Protocol (LDAP) is a networking protocol for querying and modifying directory services running over TCP/IP.

LED

A Light-Emitting Diode (LED) is a semiconductor device that can indicate the status of a printer (formatter LEDs) or a component in a contact image sensor (CIS) scanner that helps capture an image.

LEDM

Low end data model (LEDM) provides one consistent data representation method and defines the dynamic and capabilities tickets shared between clients and devices, as well as the access protocol, event, security, and discovery methods.

LVPS - SMPS

Low Voltage Power Supplies (LVPS) and Switching Mode Power Supplies (SMPS) supply direct current (DC) voltages to various printer components and assemblies.

MAC address

Media Access Control (MAC) address is a unique identifier associated with a network adapter. MAC address is a unique 48-bit identifier usually written as 12 hexadecimal characters grouped in pairs (for example, 00-00-0c-34-11-4e). This address is usually hard-coded into a Network Interface Card (NIC) by the manufacturer and used as an aid for routers trying to locate machines on a large network.

MEt

HP Memory Enhancement technology (MEt) effectively doubles the standard memory through a variety of font- and data-compression methods. MEt is available only in Printer Command Language (PCL) mode; it is not functional when printing in PostScript (PS) mode.

MFP

A Multi Function Printer (MFP) is a printer that incorporates multiple functionalities in a single physical body. For example, an MFP printer can scan, digitally send, fax, copy, and print.

MHV

Miniature High Voltage (MHV) is designed for high voltage applications of BNC connectors (DC voltage between 500 V and 5 kV).

Modem

A device that modulates a carrier signal to encode digital information, and also demodulates such a carrier signal to decode transmitted information.

MPCA (PageWide)

The MPCA integrates both formatter (LaserJet) and engine control electronics (DC controller) into a single assembly. The Main PCA (MPCA) controls printer functions like receiving and processes print data, developing and coordinating data placement, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

NAND

NAND is not an acronym (the term is short for **NOT AND** a Boolean operator and logic gate). NAND (flash) memory is non-volatile, meaning it retains stored data even when the power is turned off.

NVRAM

Nonvolatile random access memory (NVRAM) is used to store I/O and information about the print environment configuration (stored data even when the power is turned off).

OPC

Organic Photo Conductor (OPC) is a mechanism that makes a virtual image for print using a laser beam emitted from a laser printer. It is usually green or rust colored and has a cylinder shape. An imaging unit containing a drum slowly wears the drum surface during its usage in the printer, and it should be replaced appropriately due to wear from contact with the cartridge development brush, cleaning mechanism, and paper.

Originals

The first example of something, such as a document, photograph, or text which is copied, reproduced, or translated to produce additional copies. The original itself is not copied or derived from something else.

PCA

Printed Circuit Assembly (PCA). Once the printed circuit board (PCB) is complete, electronic components must be assembled to form a functional printed circuit assembly or PCA.

PCL

Printer Command Language (PCL) is a Page Description Language (PDL) developed by HP as a printer protocol. PCL has become an industry standard. Originally developed for early Inkjet printers, PCL has been released in varying levels for thermal, dot matrix printers and laser printers.

PDF

Portable Document Format (PDF) is a proprietary file format developed by Adobe Systems. A PDF represents two dimension documents in a device independent and resolution independent format.

PJL

Printer job language (PJL) is an integral part of printer configuration, in addition to the standard PCL and PostScript (PS). With standard cabling, the printer can use PJL to perform a variety of functions like dynamic I/O switching, context-sensitive switching, and isolation of print environment settings from one print job to the next.

PML

Printer management language (PML) allows remote configuration of the printer and status read-back from the printer through the I/O ports.

PostScript (PS)

PostScript (PS) is a Page Description Language (PDL) and programming language used primarily in electronic and desktop publishing. PostScript is run in an interpreter to generate an image.

PPM

Pages Per Minute (PPM) is a method of measurement for determining how fast a printer works, meaning the number of pages a printer can produce in one minute.

Print Media

Media like paper, envelopes, labels, and transparencies which can be used in a printer, scanner, fax, or copier.

Printer Driver

A program used to send commands and transfer data from the computer to the printer.

Printhead (PageWide)

The printhead converts the digital firing instructions from the printer electronics into properly formed and timed microscopic drops of the four ink colors.

Printhead Wiper (PageWide)

The printhead wiper system keeps the printhead nozzles firing correctly throughout the life of the printer as it performs the wiping and capping functions. The wiping function cleans the nozzles of ink residue and particulates. The capping function keeps the nozzles moist during storage and when the printer is idle.

Protocol

A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.

RAM

Random Access Memory (RAM) is the printer memory device where the data in current use is kept so it can be quickly retrieved by the device's processor. This memory is an important factor in avoiding errors and printing documents properly. Printer memory is used to store, and process print jobs as they are sent to the printer from a computer. After printing, the job is cleared from the memory to make room for more print jobs. Printer memory is directly linked to two print characteristics: speed and print quality. More memory allows you to print faster and print larger, high-quality graphics.

REDI sensor

An optical reflective edge detection interrupter (REDI) sensor. Usually used in conjunction with mirrors to sense the presence or absence of paper in the paper path. These sensors are carefully aligned and calibrated at the factory, so care must be taken when servicing these sensors.

Resolution

The sharpness of an image is measured in Dots Per Inch (DPI). The higher the DPI, the greater the resolution.

SCB

The Scanner Control Board (SCB) controls the functions of the image scanner components in the Sub Scanner Assembly (SSA).

Service fluid and aerosol management systems (PageWide)

There are two types of service fluid, shipping fluid and ink. The service fluid management system is contained entirely within the duplex module. Service fluid is discharged as droplets from the printhead, and then collected in a container inside the duplex module. Some of the droplets are called aerosol because they are lighter than air. Aerosol can float inside the printer and collect on the lens of optical sensors, producing false failures. The aerosol management system transports the aerosol and collects it in a safe place. Aerosol management consists of an aerosol fan, mounted on the rear wall of the air flow assembly, which creates air flow that pulls the aerosol through the holes in the platen and into the aerosol filter inside the duplex module.

SFP

A single-function printer only processes print jobs sent from a host computer or from an USB port on the printer.

SMB

Server Message Block (SMB) is a network protocol mainly applied to share files, printers, serial ports, and miscellaneous communications between nodes on a network. SMB also provides an authenticated inter-process communication mechanism.

SMTP

Simple Mail Transfer Protocol (SMTP) is the standard for email transmissions across the internet. SMTP is a relatively simple, text-based protocol, where one or more recipient of a message is specified, and the message text is transferred. It is a client server protocol where the client transmits an email message to the server.

SODIMM

Small outline dual in-line memory module (SODIMM) is a thin profile memory storage device (a smaller alternative to a standard DIMM device).

SSA

The Sub-Scanner Assembly is the image scanner component of the Integrated Scanner Assembly (ISA, which includes the document feeder and the image scanner).

Subnet Mask

The subnet mask is used in conjunction with the network address to determine which part of the address is the network address and which part is the host address.

TCP/IP

The Transmission Control Protocol (TCP) and the Internet Protocol (IP) are the set of communications protocols that implement the protocol stack on which the internet and most commercial networks run.

TIFF

Tagged Image File Format (TIFF) is a variable-resolution bit mapped image format. TIFF describes image data that typically come from scanners. TIFF images use tags, keywords defining the characteristics of the image that is included in the file. This flexible and platform-independent format can be used for pictures that have been made by various image processing applications.

Toner Cartridge

A bottle or container that holds toner, which is used in a machine like a printer. Toner is a powder used in laser printers and photocopiers. The toner forms the text and images on printed paper. Toner can be fused by a combination of heat/pressure from the fuser, causing it to bind the fibers in the paper.

TPM

The HP Trusted Platform Module (TPM) is a security accessory for printers. The TPM strengthens protection of encrypted credentials and data stored on your printer. Certificate private keys are both generated by and protected by the TPM. Once installed, the printer and the TPM are sealed, and the printer owns the TPM. The TPM may not be moved to another device without losing its ownership from the original printer. Installing a TPM accessory might necessitate a firmware upgrade. The TPM prevents the printer from starting if the TPM is missing. If the TPM is removed from the printer, a control-panel error message appears indicating that the TPM is missing.

NOTE: The TPM is not a service part for some printer models.

TWAIN

An industry standard for scanners and software. By using a TWAIN compliant scanner with TWAIN-compliant software, a scan can be initiated from the program. TWAIN is an image capture API for Microsoft Windows and Apple Macintosh operating systems.

URL

Uniform Resource Locator (URL) is the global address of documents and resources on the internet. The first part of the address indicates what protocol to use. The second part specifies the IP address or the domain name where the resource is located.

USB

Universal Serial Bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. Unlike the parallel port, USB is designed to concurrently connect a single computer USB port to multiple peripherals.

Walk-up USB

Some printers support direct printing from a USB flash drive (the walk-up USB port is usually near the control panel).

Watermark

A watermark is a recognizable image or pattern in paper that appears lighter when viewed by transmitted light. Watermarks were first introduced in Bologna, Italy in 1282. Watermarks have been used by paper makers to identify their product, and also on postage stamps, currency, and other government documents to discourage counterfeiting.

XPS

XML Paper Specification (XPS) is a specification for a Page Description Language (PDL) and a new document format developed by Microsoft. This has benefits for portable document and electronic documents. It is an XML-based specification based on a new print path and vector-based, device-independent document format.

ZIF Connector

Zero insertion force (ZIF) connectors use a mechanical locking method to secure Flat Flexible Cables (FFCs) to a Printed Circuit Assembly (PCA).

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