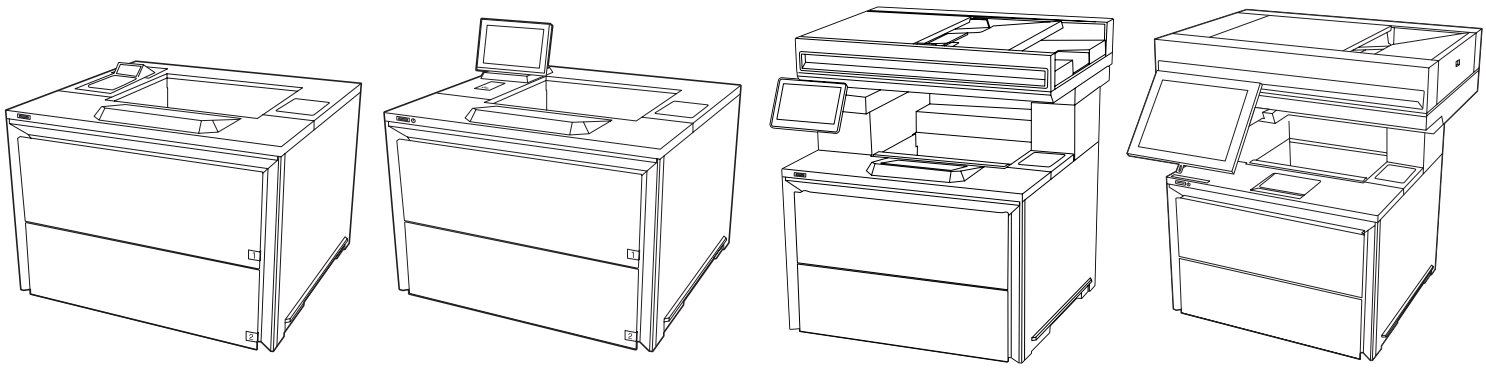
# HP LaserJet Enterprise 5501, 5502, X50352, X50452
# HP LaserJet Enterprise MFP 5601, 5602, X52952, X53052

## Repair Manual



www.hp.com/support/lj5501
www.hp.com/support/lj5502
www.hp.com/support/ljX50352
www.hp.com/support/ljX50452

www.hp.com/support/lj5601mfp
www.hp.com/support/lj5602mfp
www.hp.com/support/ljX52952mfp
www.hp.com/support/ljX53052mfp

# HP LaserJet Enterprise 5501, 5502, X50352, X50452, HP LaserJet Enterprise MFP 5601, 5602, X52952, X53052 - Repair Manual

**SUMMARY**

This guide provides troubleshooting and repair 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 section.

## Warnings and Cautions

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

## Electrical precautions

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

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

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

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

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

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

## Electrostatic Discharge (ESD) precautions

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

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

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

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

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

## Handling toner

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

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

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

## Lifting equipment

Follow the recommendations for lifting or moving your printer.

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

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

## Safety measures during disassembling or reassembling

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

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

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

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

## Ingestion hazards

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

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

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

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

## Laser radiation hazards

The printer is certified as a Class 1 laser product.

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

## Mechanical hazards

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

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

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

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

## Thermal hazards

**Caution: Inspection before repair for fuser**

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

# Contact HP Support

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

## Before contacting HP Support

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

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

## Information required when contacting HP Support

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

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

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

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

## Phone support

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

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

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

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# 1 Printer overview

Learn about printer configuration and specifications.

## Warning icons

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

**Figure 1-1 Caution: Electric shock**



**Figure 1-2 Caution: Hot surface**



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



**Figure 1-4 Caution: Sharp edge in close proximity**



**Figure 1-5 Warning**



## Potential shock hazard

Review this important safety information.

- Read and understand these safety statements to avoid an electrical shock hazard.
- Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.
- Read and understand all instructions in the user guide.
- Observe all warnings and instructions marked on the product.
- Use only a grounded electrical outlet when connecting the product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- Do not touch the contacts on any of the sockets on the product. Replace damaged cords immediately.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water or when you are wet.

- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the power cord.
- Do not place anything on top of the product. (For example, water, small metal or heavy objects, candles, lit cigarettes, etc.).

  This could result in electric shock or fire.

# Printer views (5501n, 5501dn)

Identify certain parts of the printer and the control panel.

## Printer front view

Locate features on the front of the printer.

**Figure 1-6 Printer front view**

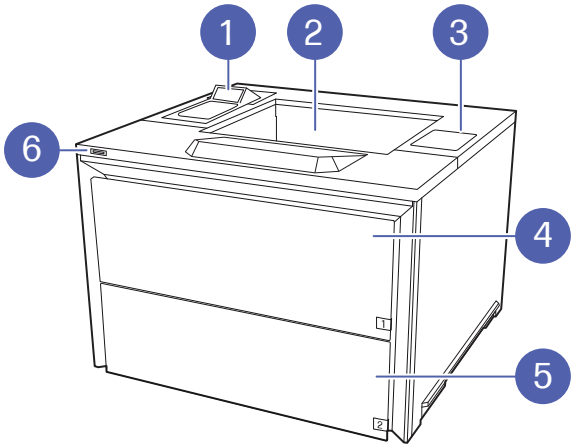



**Table 1-1 Printer front components**

| Item | Description |
|---|---|
| 1 | 2-line back-lit control panel |
| 2 | Output bin |
| 3 | Hardware Integration Pocket (HIP) for connecting accessory and third-party devices. |
| 4 | Tray 1 (multipurpose tray) |
| 5 | Tray 2 |
| 6 | On/Off button |

## Printer rear view

Locate features on the rear of the printer.

**Figure 1-7 Printer rear view**

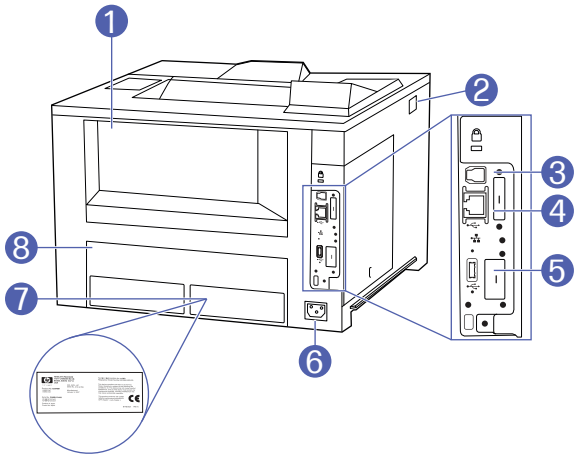



**Table 1-2 Rear components**

| Item | Description |
|---|---|
| 1 | Rear door access (for clearing jams) |
| 2 | Toner cartridge door release button |
| 3 | USB 2.0 port (for storage and private printing) |
| 4 | Local area network (LAN) Ethernet (RJ-45) network port |
| 5 | USB 2.0 port (for job storage and private printing)<br>**NOTE:** This port should remain covered when not in use. |
| 6 | Power connection |
| 7 | Serial number and product number label |
| 8 | Tray 2 legal extension cover |

## Control-panel view

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

The display on this control panel is not a touchscreen. Use the arrow buttons and the OK button to navigate and select menu items.

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 1-8 Control-panel view**

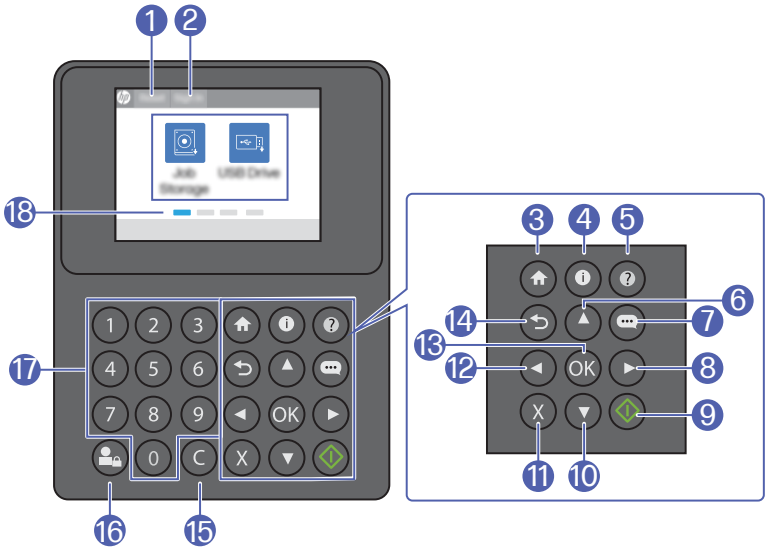



**Table 1-3 Control panel features**

| Item | Control | Description |
|---|---|---|
| 1 | Reset icon | Select the Reset icon to clear changes, release the printer from a paused state, display hidden errors, and restore the default settings (including the language and keyboard layout) |
| 2 | Sign In or Sign Out icon | Select the Sign In icon to access secured features.<br><br>**NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features.<br><br>Select the Sign Out icon to sign out of the printer. The printer restores all options to the default settings. |
| 3 | Home button | Returns to the Home screen. |
| 4 | Information button | Shows a screen to access several types of printer information. Select the items on the screen for the following information:<br><br>• Display Language: Change the language setting for the current user session.<br><br>• Sleep Mode: Set the printer into sleep mode.<br><br>• Ethernet: View or change Ethernet connection settings.<br><br>• Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device (only when an optional wireless accessory is installed).<br><br>• Wireless: View or change wireless connection settings (only when an optional wireless accessory is installed).<br><br>• HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint). |

**Table 1-3 Control panel features (continued)**

| Item | Control | Description |
|---|---|---|
| 5 | Help button | Provides a list of help topics or information about a topic when using the Home screen, an application, an option, or a feature. |
| 6 | Up arrow button | Navigates to the previous menu item in a vertical layout. |
| 7 | Message Center button | Displays the Message Center. |
| 8 | Right arrow button | Navigates to the next item in a menu list, or increases the value of numeric items. |
| 9 | Start button | Starts the print job. |
| 10 | Down arrow button | Navigates to the next menu item in a vertical layout. |
| 11 | Cancel button | Pauses the printer and opens an active job.<br><br>**NOTE:** If there is an active job, the printer displays a message to confirm the job cancellation. |
| 12 | Left arrow button | Navigates to the previous item in a menu, or decreases the value of numeric items. |
| 13 | OK button | Accepts the selected value for an item, activates a focused button, opens the keyboard to edit the focused text field or performs similar selection actions. |
| 14 | Back arrow button | Returns to a previous menu. |
| 15 | Clear button | Clears the entire entry in an input field. |
| 16 | Sign in or Sign out button | Press the Sign In button to open the Sign In screen.<br><br>Press the Sign Out button to sign out of the printer. The printer restores all options to the default settings. |
| 17 | Numeric keypad | Enters numeric values. |
| 18 | Home-screen page indicator | Indicates the number of applications available on the Home screen. The current screen is highlighted. Use the arrow buttons to scroll and access applications on the Home screen. |

# Printer views (5502, 5502dn)

Identify certain parts of the printer and the control panel.

## Printer front view

Locate features on the front of the printer.

**Figure 1-9 Printer front view**

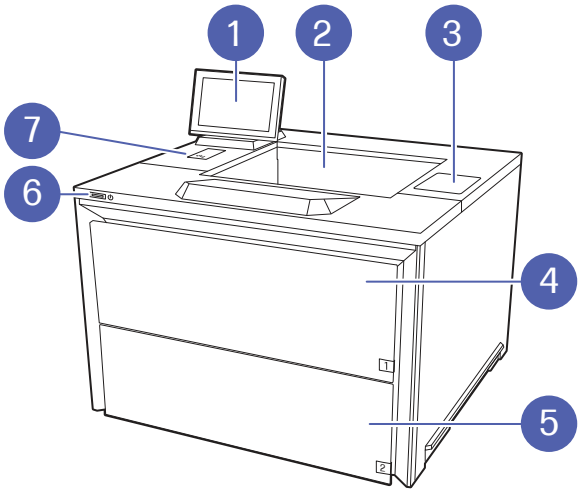



**Table 1-4 Printer front components**

| Item | Description |
|---|---|
| 1 | Control panel with color touchscreen display (tilts up for easier viewing) |
| 2 | Output bin |
| 3 | Hardware Integration Pocket (HIP) for connecting accessory and third-party devices |
| 4 | Tray 1 (multipurpose tray) |
| 5 | Tray 2 |
| 6 | On/Off button |
| 7 | Walk-up USB port |

## Printer rear view

Locate features on the rear of the printer.

**Figure 1-10 Printer rear view**

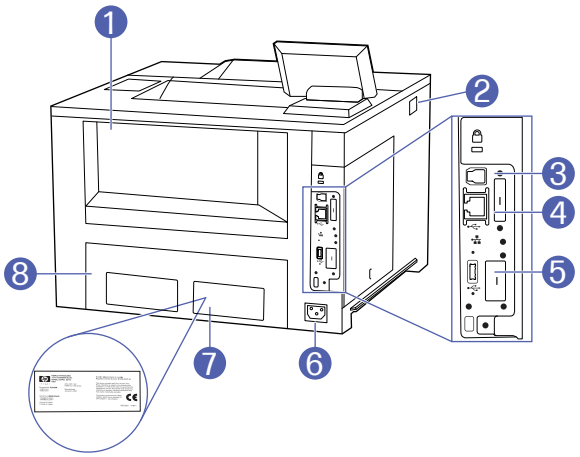


**Table 1-5 Rear components**

| Item | Description |
|---|---|
| 1 | Rear door access (for clearing jams) |
| 2 | Toner cartridge door release button |
| 3 | SuperSpeed USB 3.0 interface port |
| 4 | Local area network (LAN) Ethernet (RJ-45) network port |
| 5 | SuperSpeed USB 3.0 host port (for job storage and private printing)<br>**NOTE:** This port should remain covered when not in use. |
| 6 | Power connection |
| 7 | Serial number and product number label |
| 8 | Tray 2 legal extension cover |

## 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 1-11 Color touchscreen control panel**

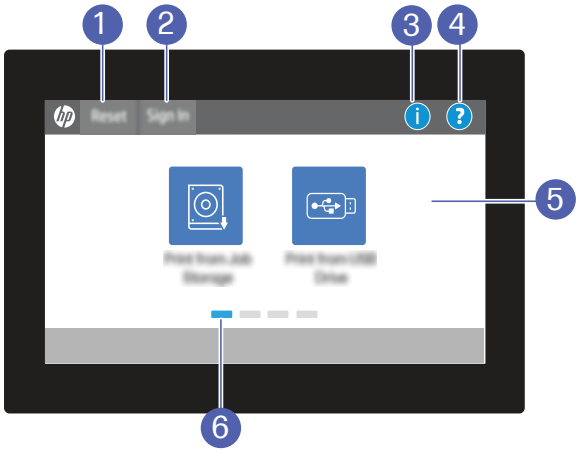



**Table 1-6 Control panel components**

| Item | Control | Description |
|---|---|---|
| 1 | Reset button | The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout. |

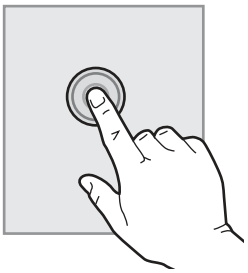
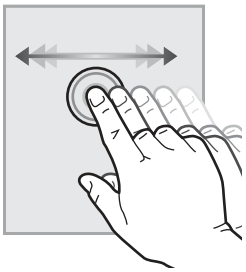
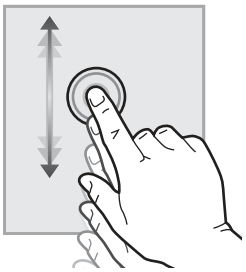
**Table 1-6 Control panel components (continued)**

| Item | Control | Description |
|---|---|---|
| 2 | Sign In or Sign Out button | Touch the Sign In button to access secured features.<br><br>Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.<br><br>**NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features. |
| 3 | Information button | • Display Language: Change the language setting for the current user session.<br><br>• Sleep Mode: Place the printer into sleep mode.<br><br>• 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).<br><br>• Wireless: View or change wireless connection settings (only available when the optional wireless accessory is installed).<br><br>• Ethernet: View or change Ethernet connection settings.<br><br>• HP Web Services: View information to connect and print to the printer using HP Web Services.<br><br>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: |
| 4 | Help button | Touch the Help button to open the embedded help system.<br><br>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.<br><br>**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 1-7 Touchscreen control panel actions**

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

# Printer views (X50352dn)

Identify certain parts of the printer and the control panel.

## Printer front view

Locate features on the front of the printer.

**Figure 1-12 Printer front view**

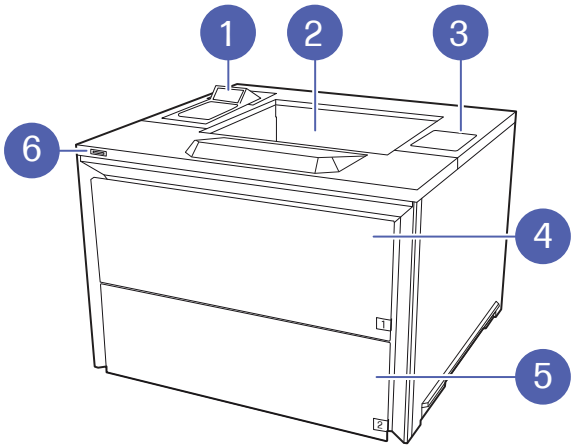



**Table 1-8 Printer front components**

| Item | Description |
|---|---|
| 1 | 2-line back-lit control panel |
| 2 | Output bin |
| 3 | Hardware Integration Pocket (HIP) for connecting accessory and third-party devices. |
| 4 | Tray 1 (multipurpose tray) |
| 5 | Tray 2 |
| 6 | On/Off button |

## Printer rear view

Locate features on the rear of the printer.

**Figure 1-13 Printer rear view**

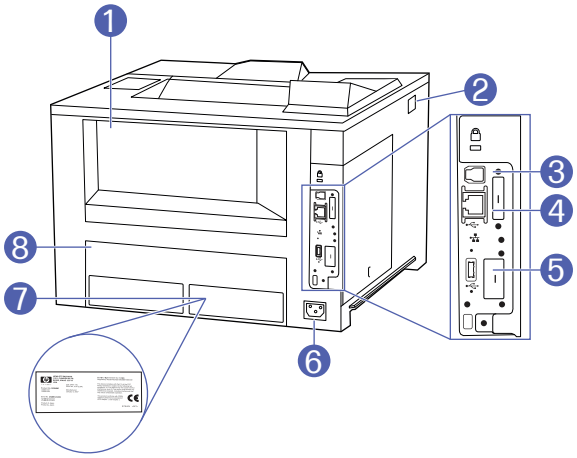



**Table 1-9 Rear components**

| Item | Description |
|---|---|
| 1 | Rear door access (for clearing jams) |

**Table 1-9 Rear components (continued)**

| Item | Description |
|---|---|
| 2 | Toner cartridge door release button |
| 3 | USB 2.0 port (for storage and private printing) |
| 4 | Local area network (LAN) Ethernet (RJ-45) network port |
| 5 | USB 2.0 port (for job storage and private printing)<br>**NOTE:** This port should remain covered when not in use. |
| 6 | Power connection |
| 7 | Serial number and product number label |
| 8 | Tray 2 legal extension cover |

## Control-panel view

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

The display on this control panel is not a touchscreen. Use the arrow buttons and the OK button to navigate and select menu items.

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 1-14 Control-panel view**

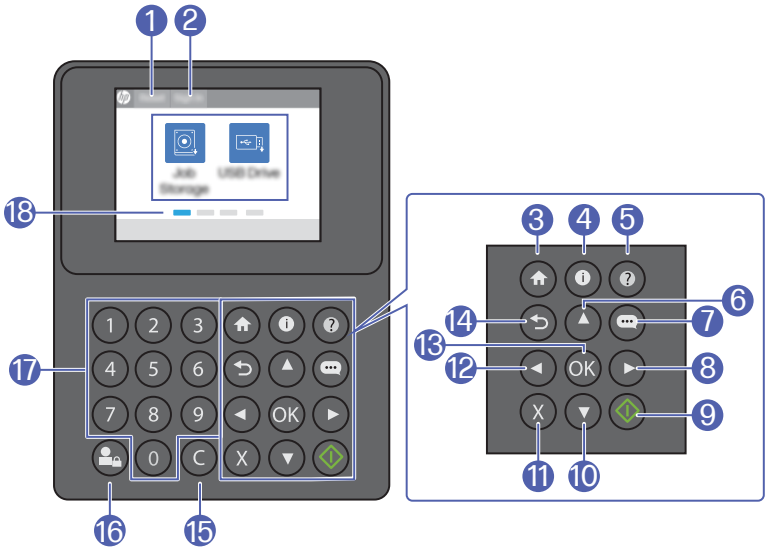



**Table 1-10 Control panel features**

| Item | Control | Description |
|---|---|---|
| 1 | Reset icon | Select the Reset icon to clear changes, release the printer from a paused state, display hidden errors, and restore the default settings (including the language and keyboard layout) |

**Table 1-10 Control panel features (continued)**

| Item | Control | Description |
|---|---|---|
| 2 | Sign In or Sign Out icon | Select the Sign In icon to access secured features.<br><br>**NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features.<br><br>Select the Sign Out icon to sign out of the printer. The printer restores all options to the default settings. |
| 3 | Home button | Returns to the Home screen. |
| 4 | Information button | Shows a screen to access several types of printer information. Select the items on the screen for the following information:<br><br>• Display Language: Change the language setting for the current user session.<br><br>• Sleep Mode: Set the printer into sleep mode.<br><br>• Ethernet: View or change Ethernet connection settings.<br><br>• Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device (only when an optional wireless accessory is installed).<br><br>• Wireless: View or change wireless connection settings (only when an optional wireless accessory is installed).<br><br>• HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint). |
| 5 | Help button | Provides a list of help topics or information about a topic when using the Home screen, an application, an option, or a feature. |
| 6 | Up arrow button | Navigates to the previous menu item in a vertical layout. |
| 7 | Message Center button | Displays the Message Center. |
| 8 | Right arrow button | Navigates to the next item in a menu list, or increases the value of numeric items. |
| 9 | Start button | Starts the print job. |
| 10 | Down arrow button | Navigates to the next menu item in a vertical layout. |
| 11 | Cancel button | Pauses the printer and opens an active job.<br><br>**NOTE:** If there is an active job, the printer displays a message to confirm the job cancellation. |
| 12 | Left arrow button | Navigates to the previous item in a menu, or decreases the value of numeric items. |
| 13 | OK button | Accepts the selected value for an item, activates a focused button, opens the keyboard to edit the focused text field or performs similar selection actions. |
| 14 | Back arrow button | Returns to a previous menu. |

**Table 1-10 Control panel features (continued)**

| Item | Control | Description |
|---|---|---|
| 15 | Clear button | Clears the entire entry in an input field. |
| 16 | Sign in or Sign out button | Press the Sign In button to open the Sign In screen.<br><br>Press the Sign Out button to sign out of the printer. The printer restores all options to the default settings. |
| 17 | Numeric keypad | Enters numeric values. |
| 18 | Home-screen page indicator | Indicates the number of applications available on the Home screen. The current screen is highlighted. Use the arrow buttons to scroll and access applications on the Home screen. |

# Printer views (X50452, X50452dn)

Identify certain parts of the printer and the control panel.

## Printer front view

Locate features on the front of the printer.

**Figure 1-15 Printer front view**

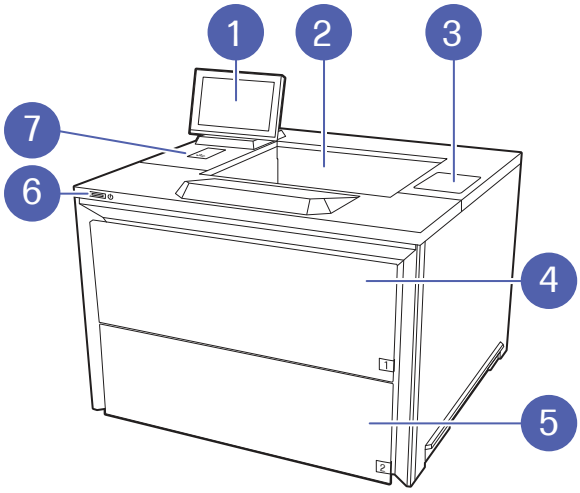



**Table 1-11 Printer front components**

| Item | Description |
|---|---|
| 1 | Control panel with color touchscreen display (tilts up for easier viewing) |
| 2 | Output bin |
| 3 | Hardware Integration Pocket (HIP) for connecting accessory and third-party devices |
| 4 | Tray 1 (multipurpose tray) |
| 5 | Tray 2 |
| 6 | On/Off button |

**Table 1-11 Printer front components (continued)**

| Item | Description |
|---|---|
| 7 | Walk-up USB port |

## Printer rear view

Locate features on the rear of the printer.

**Figure 1-16 Printer rear view**

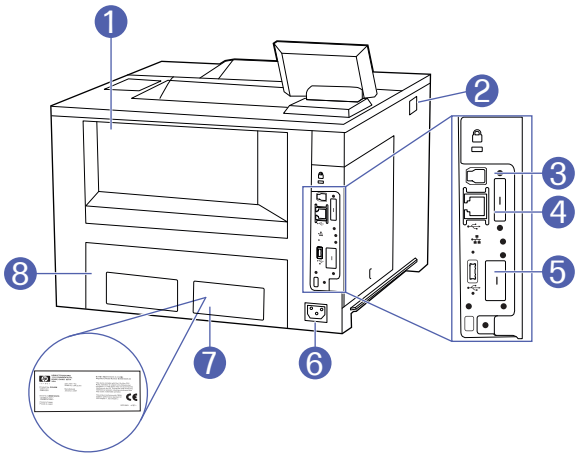



**Table 1-12 Rear components**

| Item | Description |
|---|---|
| 1 | Rear door access (for clearing jams) |
| 2 | Toner cartridge door release button |
| 3 | SuperSpeed USB 3.0 interface port |
| 4 | Local area network (LAN) Ethernet (RJ-45) network port |
| 5 | SuperSpeed USB 3.0 host port (for job storage and private printing)<br>**NOTE:** This port should remain covered when not in use. |
| 6 | Power connection |
| 7 | Serial number and product number label |
| 8 | Tray 2 legal extension cover |

## 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 1-17 Color touchscreen control panel**

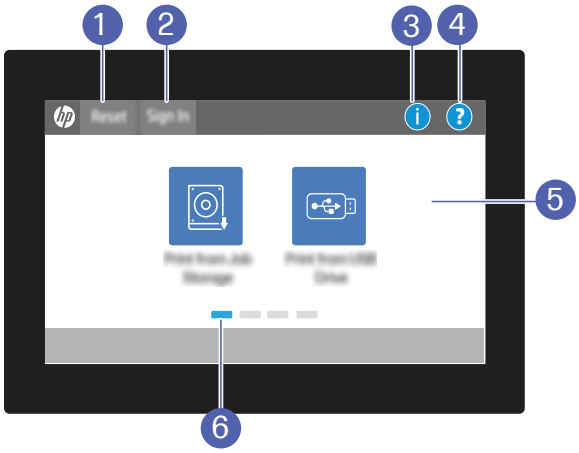



**Table 1-13 Control panel components**

| Item | Control | Description |
|---|---|---|
| 1 | Reset button | The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout. |
| 2 | Sign In or Sign Out button | Touch the Sign In button to access secured features.<br><br>Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.<br><br>**NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features. |
| 3 | Information button | • Display Language: Change the language setting for the current user session.<br><br>• Sleep Mode: Place the printer into sleep mode.<br><br>• 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).<br><br>• Wireless: View or change wireless connection settings (only available when the optional wireless accessory is installed).<br><br>• Ethernet: View or change Ethernet connection settings.<br><br>• HP Web Services: View information to connect and print to the printer using HP Web Services.<br><br>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: |

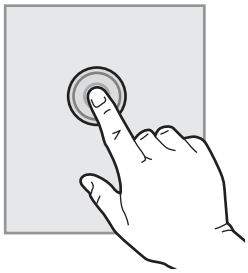
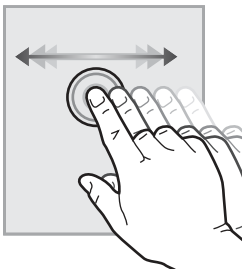
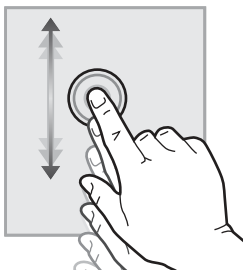
**Table 1-13 Control panel components (continued)**

| Item | Control | Description |
|---|---|---|
| 4 | Help button | Touch the Help button to open the embedded help system.<br><br>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.<br><br>**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 1-14 Touchscreen control panel actions**

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

# Printer views ( 5601dn)

Identify certain parts of the printer and the control panel.

## Printer front view

Locate features on the front of the printer.

**Figure 1-18 Printer front view**

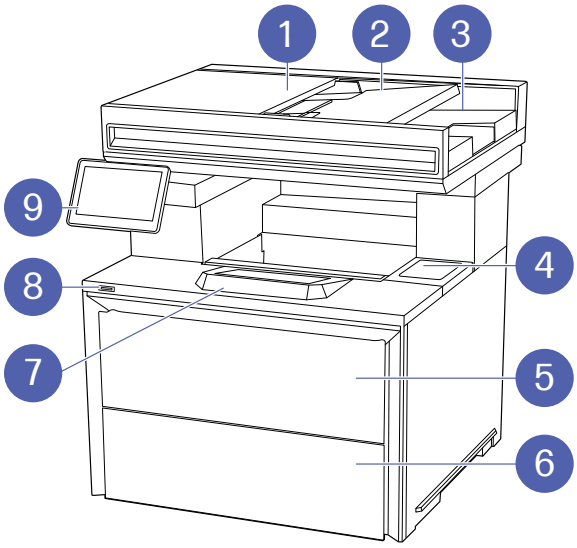



**Table 1-15 Printer front components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder cover (access for clearing jams) |
| 2 | Automatic document feeder input tray |
| 3 | Automatic document feeder output tray |
| 4 | Hardware integration pocket (HIP) for connecting accessory and third-party devices |
| 5 | Tray 1 (multipurpose tray) |
| 6 | Tray 2 |
| 7 | Output bin |
| 8 | On/Off button |
| 9 | Color touchscreen control panel (tilts up for easier viewing) |

## Printer rear view

Locate features on the rear of the printer.

**Figure 1-19 Printer rear view**

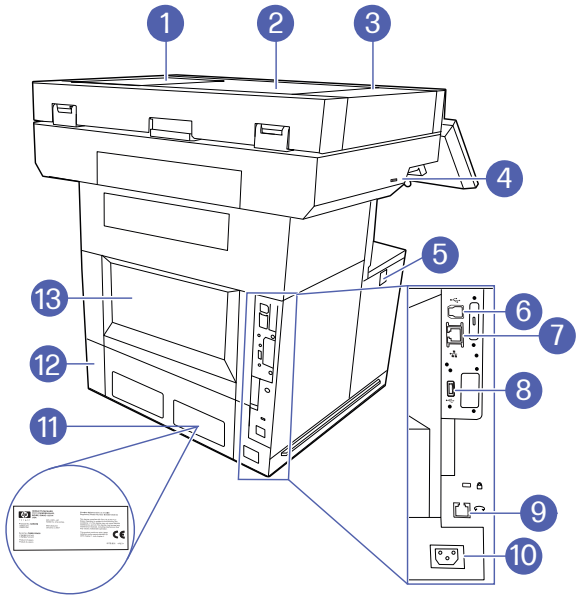



**Table 1-16 Rear components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder output tray |
| 2 | Automatic document feeder input tray |
| 3 | Automatic document feeder cover (access for clearing jams) |
| 4 | Walk-up USB |
| 5 | Toner cartridge door release button |
| 6 | SuperSpeed USB 3.0 interface port |
| 7 | Local area network (LAN) Ethernet (RJ-45) network port |
| 8 | SuperSpeed USB 3.0 host port (for job storage and private printing) |
| 9 | Fax "line in" port (for attaching the fax phone line to the printer) |
| 10 | Power connection |
| 11 | Serial number and product number label |
| 12 | Tray 2 legal extension cover |
| 13 | Rear door access (for clearing jams) |

## 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 1-20 Color touchscreen control panel**

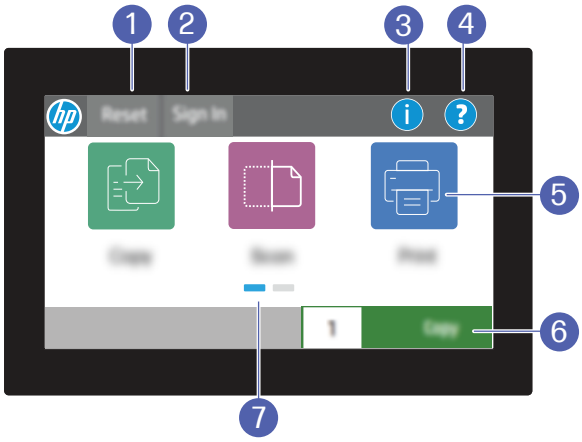



**Table 1-17 Control panel components**

| Item | Control | Description |
|---|---|---|
| 1 | Reset button | The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout. |
| 2 | Sign In or Sign Out button | Touch the Sign In button to access secured features.<br><br>Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.<br><br>**NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features. |
| 3 | Information button | • Display Language: Change the language setting for the current user session.<br><br>• Sleep Mode: Place the printer into sleep mode.<br><br>• 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).<br><br>• Wireless: View or change wireless connection settings (only available when the optional wireless accessory is installed).<br><br>• Ethernet: View or change Ethernet connection settings.<br><br>• HP Web Services: View information to connect and print to the printer using HP Web Services.<br><br>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: |

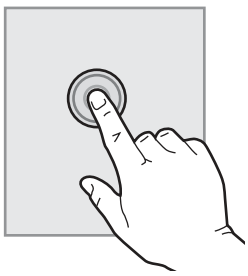
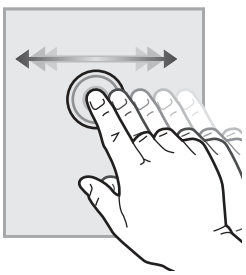
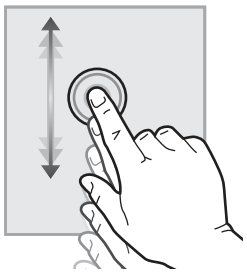
**Table 1-17 Control panel components (continued)**

| Item | Control | Description |
|---|---|---|
| 4 | Help button | Touch the Help button to open the embedded help system.<br><br>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.<br><br>**NOTE:** The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear. |
| 6 | Copy button | Touch the Copy button to start a copy job. |
| 7 | Home-screen page indicator | Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages. |

## How to use the touchscreen control panel

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

**Table 1-18 Touchscreen control panel actions**

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

# Printer views (5602, 5602dn, 5602f, 5602zfw)

Identify certain parts of the printer and the control panel.

## Printer front view

Locate features on the front of the printer.

**Figure 1-21 Printer front view - 5602, 5602dn**

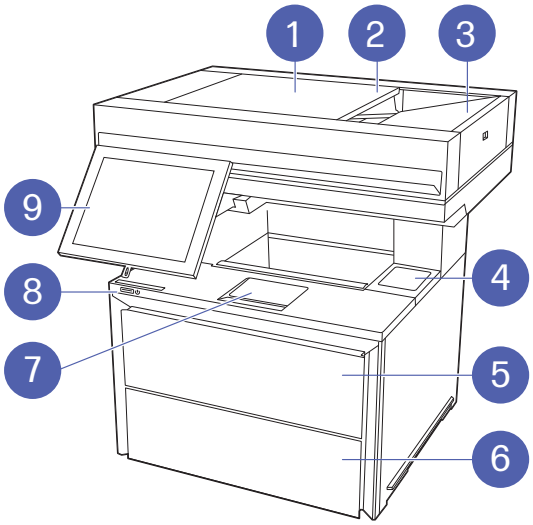



**Table 1-19 Printer front components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder output tray |
| 2 | Automatic document feeder cover (access for clearing jams) |
| 3 | Automatic document feeder input tray |
| 4 | Hardware integration pocket (HIP) for connecting accessory and third-party devices |
| 5 | Tray 1 (multipurpose tray) |
| 6 | Tray 2 |
| 7 | Output bin |
| 8 | On/Off button |
| 9 | Color touchscreen control panel (tilts up for easier viewing) |

**Figure 1-22 Printer front view - 5602f**

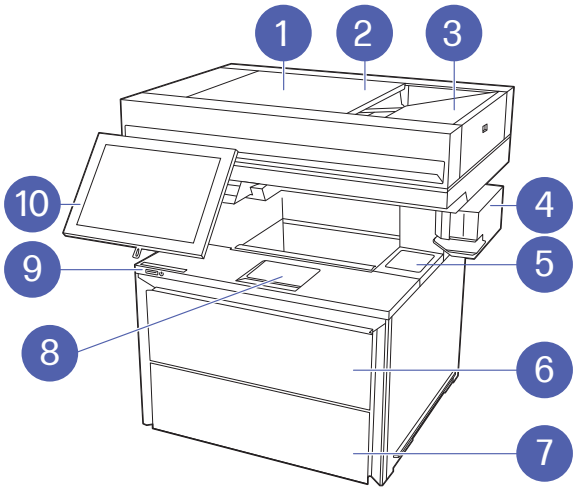



**Table 1-20 Printer front components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder output tray |
| 2 | Automatic document feeder cover (access for clearing jams) |
| 3 | Automatic document feeder input tray |
| 4 | Convenience stapler |
| 5 | Hardware integration pocket (HIP) for connecting accessory and third-party devices |
| 6 | Tray 1 (multipurpose tray) |
| 7 | Tray 2 |
| 8 | Output bin |
| 9 | On/Off button |
| 10 | Color touchscreen control panel (tilts up for easier viewing) |

**Figure 1-23 Printer front view - 5602zfw**

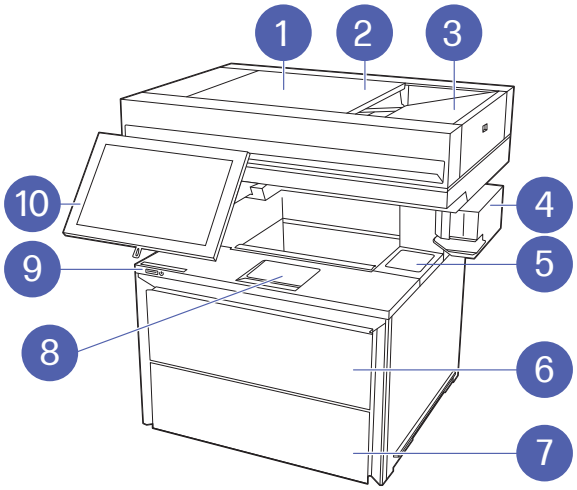


**Table 1-21 Printer front components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder output tray |
| 2 | Automatic document feeder cover (access for clearing jams) |
| 3 | Automatic document feeder input tray |
| 4 | Convenience stapler |
| 5 | Hardware integration pocket (HIP) for connecting accessory and third-party devices |
| 6 | Tray 1 (multipurpose tray) |
| 7 | Tray 2 |
| 8 | Output bin |
| 9 | On/Off button |
| 10 | Color touchscreen control panel (tilts up for easier viewing) |

## Printer rear view

Locate features on the rear of the printer.

**Figure 1-24 Printer back view:5602dn, 5602f, 5602zfw**

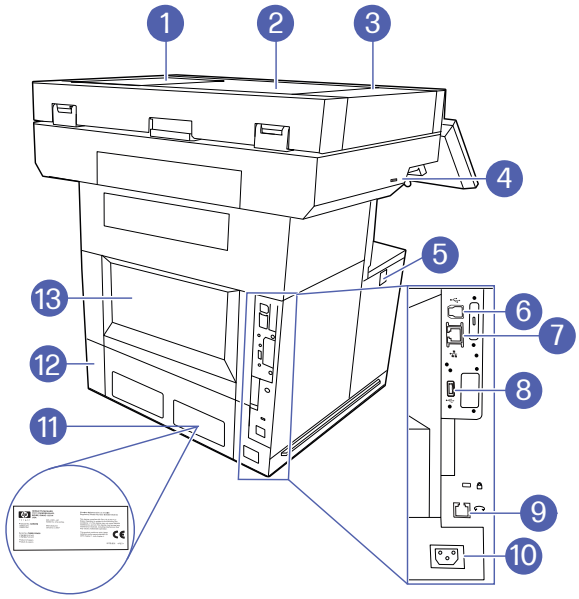



**Table 1-22 Rear components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder input tray |
| 2 | Automatic document feeder cover (access for clearing jams) |
| 3 | Automatic document feeder output tray |
| 4 | Walk-up USB |

**Table 1-22 Rear components (continued)**

| Item | Description |
|---|---|
| 5 | Toner cartridge door release button |
| 6 | SuperSpeed USB 3.0 interface port |
| 7 | Local area network (LAN) Ethernet (RJ-45) network port |
| 8 | SuperSpeed USB 3.0 host port (for job storage and private printing) |
| 9 | Fax "line in" port (for attaching the fax phone line to the printer) |
| 10 | Power connection |
| 11 | Serial number and product number label |
| 12 | Tray 2 legal extension cover |
| 13 | Rear door access (for clearing jams) |

## 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 1-25 Color touchscreen control panel**

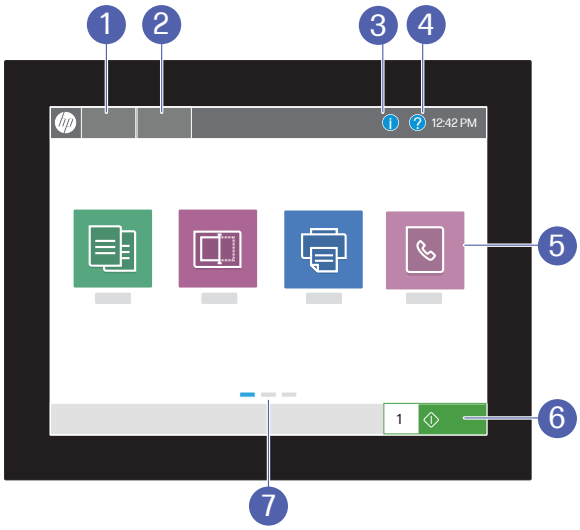


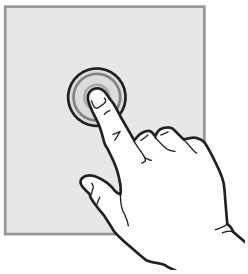
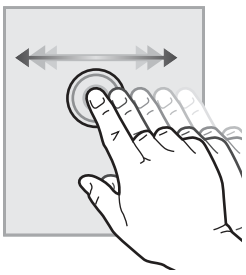
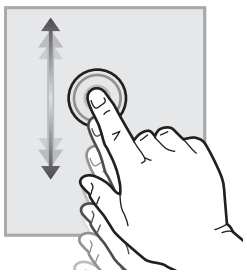
**Table 1-23 Control panel components**

| Item | Control | Description |
|---|---|---|
| 1 | Reset button | The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout. |
| 2 | Sign In or Sign Out button | Touch the Sign In button to access secured features.<br><br>Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.<br><br>**NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features. |
| 3 | Information button | • Display Language: Change the language setting for the current user session.<br><br>• Sleep Mode: Place the printer into sleep mode.<br><br>• 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).<br><br>• Wireless: View or change wireless connection settings (only available when the optional wireless accessory is installed).<br><br>• Ethernet: View or change Ethernet connection settings.<br><br>• HP Web Services: View information to connect and print to the printer using HP Web Services.<br><br>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: |
| 4 | Help button | Touch the Help button to open the embedded help system.<br><br>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.<br><br>**NOTE:** The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear. |
| 6 | Copy button | Touch the Copy button to start a copy job. |
| 7 | Home-screen page indicator | Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages. |

## How to use the touchscreen control panel

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

**Table 1-24 Touchscreen control panel actions**

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

# Printer views (X52952dn)

Identify certain parts of the printer and the control panel.

## Printer front view

Locate features on the front of the printer.

**Figure 1-26 Printer front view**

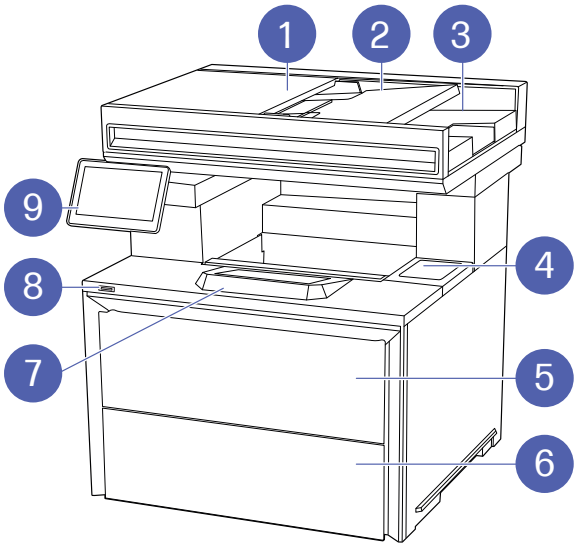



**Table 1-25 Printer front components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder cover (access for clearing jams) |
| 2 | Automatic document feeder input tray |
| 3 | Automatic document feeder output tray |
| 4 | Hardware integration pocket (HIP) for connecting accessory and third-party devices |
| 5 | Tray 1 (multipurpose tray) |
| 6 | Tray 2 |
| 7 | Output bin |
| 8 | On/Off button |
| 9 | Color touchscreen control panel (tilts up for easier viewing) |

## Printer rear view

Locate features on the rear of the printer.

**Figure 1-27 Printer rear view**

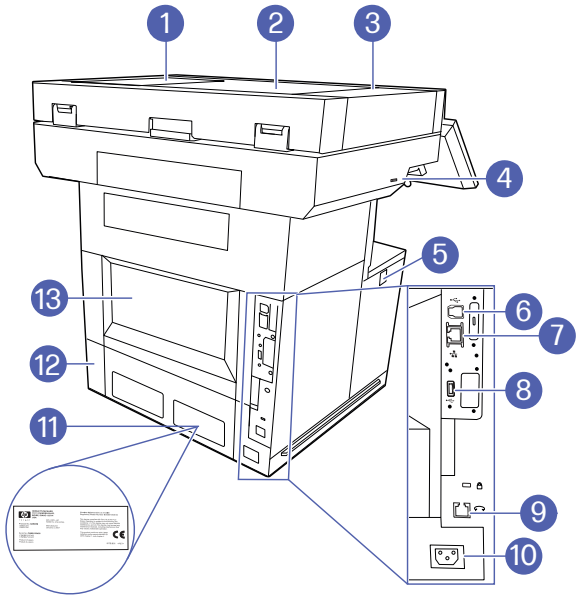



**Table 1-26 Rear components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder output tray |
| 2 | Automatic document feeder input tray |
| 3 | Automatic document feeder cover (access for clearing jams) |
| 4 | Walk-up USB |
| 5 | Toner cartridge door release button |
| 6 | SuperSpeed USB 3.0 interface port |
| 7 | Local area network (LAN) Ethernet (RJ-45) network port |
| 8 | SuperSpeed USB 3.0 host port (for job storage and private printing) |
| 9 | Fax "line in" port (for attaching the fax phone line to the printer) |
| 10 | Power connection |
| 11 | Serial number and product number label |
| 12 | Tray 2 legal extension cover |
| 13 | Rear door access (for clearing jams) |

## 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 1-28 Color touchscreen control panel**

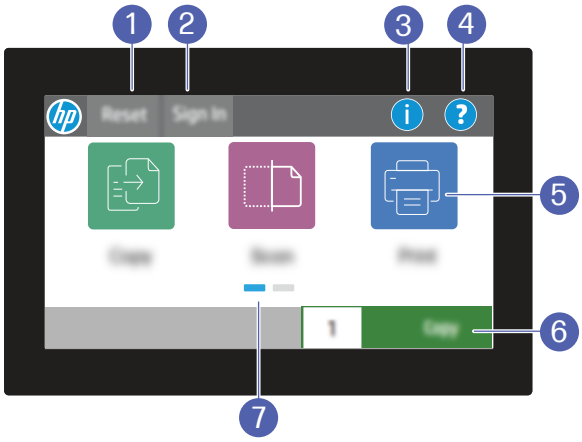



**Table 1-27 Control panel components**

| Item | Control | Description |
|---|---|---|
| 1 | Reset button | The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout. |
| 2 | Sign In or Sign Out button | Touch the Sign In button to access secured features.<br><br>Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.<br><br>**NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features. |
| 3 | Information button | • Display Language: Change the language setting for the current user session.<br><br>• Sleep Mode: Place the printer into sleep mode.<br><br>• 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).<br><br>• Wireless: View or change wireless connection settings (only available when the optional wireless accessory is installed).<br><br>• Ethernet: View or change Ethernet connection settings.<br><br>• HP Web Services: View information to connect and print to the printer using HP Web Services.<br><br>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: |

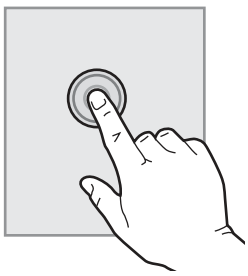
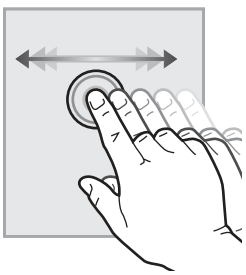
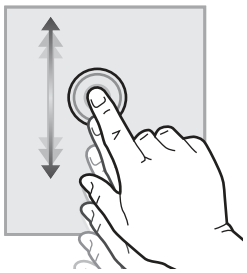
**Table 1-27 Control panel components (continued)**

| Item | Control | Description |
|---|---|---|
| 4 | Help button | Touch the Help button to open the embedded help system.<br><br>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.<br><br>**NOTE:** The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear. |
| 6 | Copy button | Touch the Copy button to start a copy job. |
| 7 | Home-screen page indicator | Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages. |

## How to use the touchscreen control panel

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

**Table 1-28 Touchscreen control panel actions**

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

# Printer views (X53052, X53052dn, X53052z)

Identify certain parts of the printer and the control panel.

## Printer front view

Locate features on the front of the printer.

**Figure 1-29 Printer front view - X53052, X53052dn**

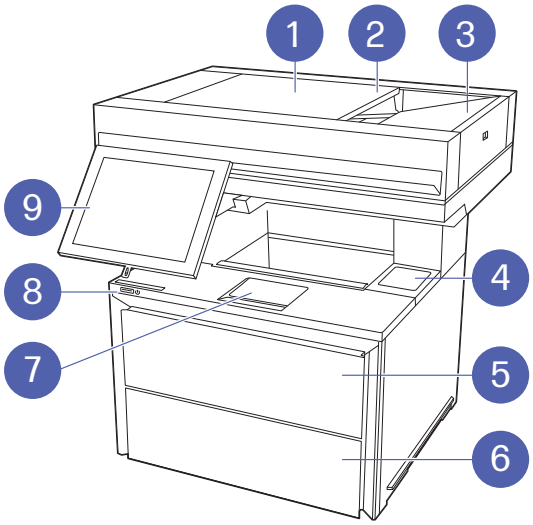



**Table 1-29 Printer front components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder output tray |
| 2 | Automatic document feeder cover (access for clearing jams) |
| 3 | Automatic document feeder input tray |
| 4 | Hardware integration pocket (HIP) for connecting accessory and third-party devices |
| 5 | Tray 1 (multipurpose tray) |
| 6 | Tray 2 |
| 7 | Output bin |
| 8 | On/Off button |
| 9 | Color touchscreen control panel (tilts up for easier viewing) |

**Figure 1-30 Printer front view - X53052z**

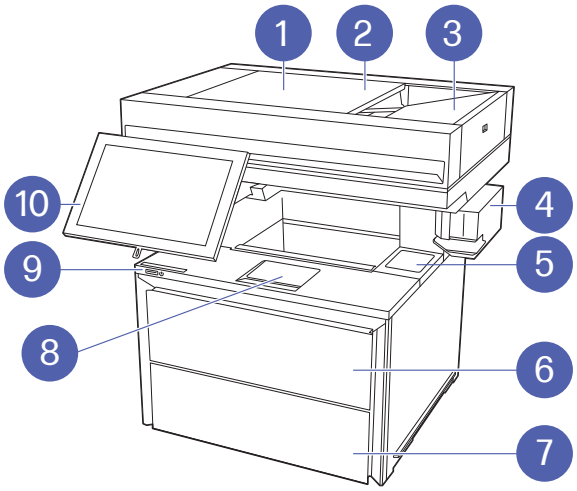



**Table 1-30 Printer front components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder output tray |
| 2 | Automatic document feeder cover (access for clearing jams) |
| 3 | Automatic document feeder input tray |
| 4 | Convenience stapler |
| 5 | Hardware integration pocket (HIP) for connecting accessory and third-party devices |
| 6 | Tray 1 (multipurpose tray) |
| 7 | Tray 2 |
| 8 | Output bin |
| 9 | On/Off button |
| 10 | Color touchscreen control panel (tilts up for easier viewing) |

## Printer rear view

Locate features on the rear of the printer.

**Figure 1-31 Printer rear view - X53052, X53052dn, X53052z**

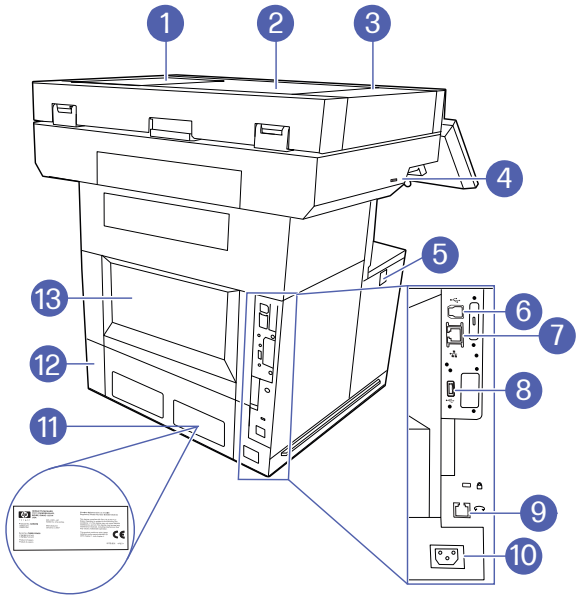



**Table 1-31 Rear components**

| Item | Description |
|---|---|
| 1 | Automatic document feeder input tray |
| 2 | Automatic document feeder cover (access for clearing jams) |
| 3 | Automatic document feeder output tray |
| 4 | Walk-up USB |
| 5 | Toner cartridge door release button |
| 6 | SuperSpeed USB 3.0 interface port |
| 7 | Local area network (LAN) Ethernet (RJ-45) network port |
| 8 | SuperSpeed USB 3.0 host port (for job storage and private printing) |
| 9 | Fax "line in" port (for attaching the fax phone line to the printer) |
| 10 | Power connection |
| 11 | Serial number and product number label |
| 12 | Tray 2 legal extension cover |
| 13 | Rear door access (for clearing jams) |

## 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 1-32 Color touchscreen control panel X53052dn**

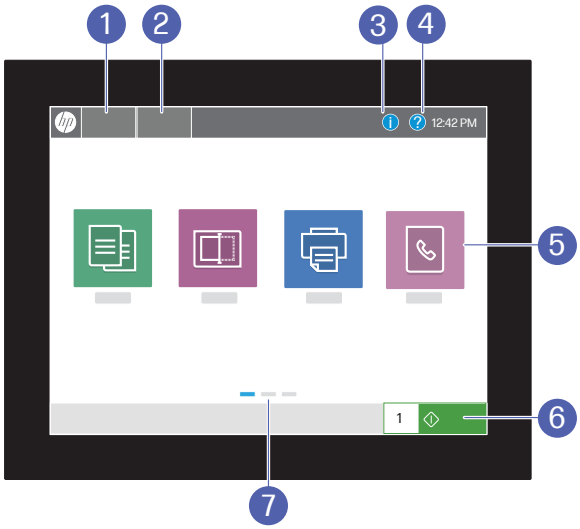



**Figure 1-33 Color touchscreen control panel X53052z**

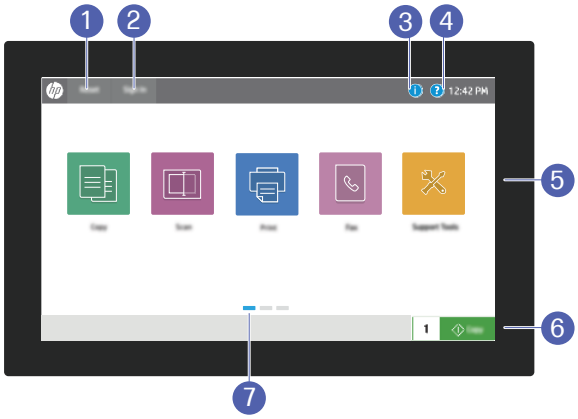



**Table 1-32 Control panel components**

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

**Table 1-32 Control panel components (continued)**

| Item | Control | Description |
|---|---|---|
| 3 | Information button | • Display Language: Change the language setting for the current user session.<br>• Sleep Mode: Place the printer into sleep mode.<br>• 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).<br>• Wireless: View or change wireless connection settings (only available when the optional wireless accessory is installed).<br>• Ethernet: View or change Ethernet connection settings.<br>• HP Web Services: View information to connect and print to the printer using HP Web Services.<br>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: |
| 4 | Help button | Touch the Help button to open the embedded help system.<br>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.<br>**NOTE:** The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear. |
| 6 | Copy button | Touch the Copy button to start a copy job. |
| 7 | Home-screen page indicator | Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages. |

## How to use the touchscreen control panel

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

**Table 1-33 Touchscreen control panel actions**

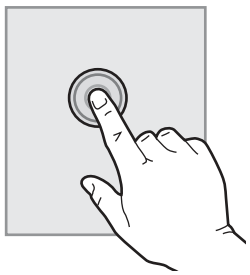
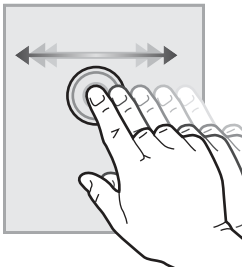
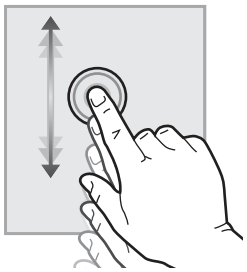
| Action | Description | Example |
|---|---|---|
| **Touch**  | Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling. | Touch the Settings icon to open the Settings app. |

**Table 1-33 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 (base printer)

Learn about the base printer specifications.

## Technical specifications (5501n, 5501dn)

Review the technical specifications for the printer.

See http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP for current information.

### Product numbers for each model

- 5501n - #A32R5A
- 5501dn - #A29Z3A

**Table 1-34 Paper handling specifications**

| Paper handling features | 5501n | 5501dn |
|---|---|---|
| Tray 1 (100-sheet capacity) | ✓ | ✓ |
| Tray 2 (550-sheet capacity) | ✓ | ✓ |
| HP LaserJet 550 Sheet Paper Tray[1] | Optional | Optional |
| HP LaserJet 3x550 Sheet Paper Feeder[2] | Optional | Optional |
| HP LaserJet 550 Sheet Paper Tray with Storage Stand [3] | Optional | Optional |

**Table 1-34 Paper handling specifications (continued)**

| Paper handling features | 5501n | 5501dn |
|---|---|---|
| Automatic duplex printing | Not available | ✓ |

1 The printer supports two optional 550 Sheet paper trays on a desktop.
2 HP LaserJet 3x550 Sheet Paper Feeder has three 550 Sheet paper feeders on a caster stand. It cannot support an additional 550 Sheet paper tray.
3 HP LaserJet 550 Sheet Paper Tray with Storage Stand has one 550 Sheet paper tray with a storage stand and can support two additional 550 Sheet paper trays (Maximum capacity of 550 Sheet paper trays: 3.)

**Table 1-35 Connectivity specifications**

| Connectivity features | 5501n | 5501dn |
|---|---|---|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6 | ✓ | ✓ |
| Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3000w, 3100w, 3200w | Optional (Accessory only) | Optional (Accessory only) |
| USB 2.0 rear ports | ✓ | ✓ |
| Hardware integration pocket (HIP) for connecting accessory and third-party devices | ✓ | ✓ |

**Table 1-36 Print specifications**

| Print features | 5501n | 5501dn |
|---|---|---|
| Prints up to 52 pages per minute (ppm) on letter-sized paper, and 50 ppm on A4 | ✓ | ✓ |
| Job storage and private printing | ✓ | ✓ |

**Table 1-37 Mobility specifications**

| Mobility features | 5501n | 5501dn |
|---|---|---|
| AirPrint, Mopria | ✓ | ✓ |

**Table 1-38 Other specifications**

| Other features | 5501n | 5501dn |
|---|---|---|
| 2 GB DDR4 base memory | ✓ | ✓ |
| 8 GB embedded Multi-Media Controller (eMMC) | ✓ | ✓ |
| 2-line back-lit control panel | ✓ | ✓ |
| HP Trusted Platform Module for encrypting all data that passes through the printer | ✓ | ✓ |

# Technical specifications (5502, 5502dn)

Review the technical specifications for the printer.

See http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP for current information.

### Product numbers for each model

- 5502 - #675S0AV
- 5502dn - #675R6A

**Table 1-39 Paper handling specifications**

| Paper handling features | 5502dn | 5502 |
|---|---|---|
| Tray 1 (100-sheet capacity) | ✓ | ✓ |
| Tray 2 (550-sheet capacity) | ✓ | ✓ |
| HP LaserJet 550 Sheet Paper Tray [1] | Optional | Can be Configured |
| HP LaserJet 3x550 Sheet Paper Feeder [2] | Optional | Can be Configured |
| HP LaserJet 550 Sheet Paper Tray with Storage Stand[3] | Optional | Can be Configured |
| Automatic duplex printing | ✓ | ✓ |

1 The printer supports two optional 550 Sheet paper trays on a desktop.
2 HP LaserJet 3x550 Sheet Paper Feeder has three 550 Sheet paper feeders on a caster stand. It cannot support an additional 550 Sheet paper tray.
3 HP LaserJet 550 Sheet Paper Tray with Storage Stand has one 550 Sheet paper tray with a storage stand and can support two additional 550 Sheet paper trays. (Maximum capacity of 550 Sheet paper trays: 3.)

**Table 1-40 Connectivity specifications**

| Connectivity features | 5502dn | 5502 |
|---|---|---|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6 | ✓ | ✓ |
| Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3000w, 3100w, 3200w | Optional (Accessory only) | Can be Configured |
| SuperSpeed USB 3.0 rear ports and Hi-Speed USB 2.0 front port for walk-up USB printing | ✓ | ✓ |
| Hardware integration pocket (HIP) for connecting accessory and third-party devices | ✓ | ✓ |

**Table 1-41 Print specifications**

| Print features | 5502dn | 5502 |
|---|---|---|
| Prints up to 52 pages per minute (ppm) on letter-sized paper, and 50 ppm on A4 | ✓ | ✓ |
| Job storage and private printing | ✓ | ✓ |

**Table 1-42 Mobility specifications**

| Mobility features | 5502dn | 5502 |
|---|---|---|
| AirPrint, Mopria | ✓ | ✓ |

**Table 1-43 Other specifications**

| Other features | 5502dn | 5502 |
|---|---|---|
| 4 GB DDR4 base memory | ✓ | ✓ |
| 16 GB embedded Multi-Media Controller (eMMC) | ✓ | ✓ |
| 500 GB Hard Disk Drive (HDD) | Optional | Can be Configured |
| 512 GB Solid State Drive (SSD) | Optional | Can be Configured |
| Color touchscreen control panel | ✓ | ✓ |
| HP Trusted Platform Module (TPM) for encrypting all data that passes through the printer | ✓ | ✓ |
| Color panels | Optional | Can be Configured |

# Technical specifications (X50352dn)

Review the technical specifications for the printer.

See http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP for current information.

### Product numbers for each model

X50352dn - #A29Z4A

**Table 1-44 Paper handling specifications**

| Paper handling features | X50352dn |
|---|---|
| Tray 1 (100-sheet capacity) | ✓ |
| Tray 2 (550-sheet capacity) | ✓ |
| HP LaserJet 550 Sheet Paper Tray[1] | Optional |
| HP LaserJet 3x550 Sheet Paper Feeder [2] | Optional |
| HP LaserJet 550 Sheet Paper Tray with Storage Stand [3] | Optional |
| Automatic duplex printing | ✓ |

1 The printer supports two optional 550 Sheet paper trays on a desktop.
2 HP LaserJet 3x550 Sheet Paper Feeder has three 550 Sheet paper feeders on a caster stand. It cannot support an additional 550 Sheet paper tray.
3 HP LaserJet 550 Sheet Paper Tray with Storage Stand has one 550 Sheet paper tray with a storage stand and can support two additional 550 Sheet paper trays. (Maximum capacity of 550 Sheet paper trays: 3.)

**Table 1-45 Connectivity specifications**

| Connectivity features | X50352dn |
|---|---|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6 | ✓ |
| Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3000w, 3100w, 3200w | Optional |
| USB 2.0 rear ports | ✓ |

**Table 1-45 Connectivity specifications (continued)**

| Connectivity features | X50352dn |
|---|---|
| Hardware integration pocket (HIP) for connecting accessory and third-party devices | ✓ |

**Table 1-46 Print specifications**

| Print features | X50352dn |
|---|---|
| Prints up to 52 pages per minute (ppm) on letter-sized paper, and 50 ppm on A4 | ✓ |
| Job storage and private printing | ✓ |

**Table 1-47 Mobility specifications**

| Mobility features | X50352dn |
|---|---|
| AirPrint, Mopria | ✓ |

**Table 1-48 Other specifications**

| Other features | X50352dn |
|---|---|
| 2 GB DDR4 base memory | ✓ |
| 8 GB embedded Multi-Media Controller (eMMC) | ✓ |
| 2-line back-lit control panel | ✓ |
| HP Trusted Platform Module for encrypting all data that passes through the printer | ✓ |

## Technical specifications (X50452, X50452dn)

Review the technical specifications for the printer.

See http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP for current information.

### Product numbers for each model

- X50452 - #675S1AV
- X50452dn - #675R8A

**Table 1-49 Paper handling specifications**

| Paper handling features | X50452dn | X50452 |
|---|---|---|
| Tray 1 (100-sheet capacity) | ✓ | ✓ |
| Tray 2 (550-sheet capacity) | ✓ | ✓ |
| HP LaserJet 550 Sheet Paper Tray [1] | Optional | Can be Configured |

**Table 1-49 Paper handling specifications (continued)**

| Paper handling features | X50452dn | X50452 |
|---|---|---|
| HP LaserJet 3x550 Sheet Paper Feeder[2] | Optional | Can be Configured |
| HP LaserJet 550 Sheet Paper Tray with Storage Stand[3] | Optional | Can be Configured |
| Automatic duplex printing | ✓ | ✓ |

1 The printer supports two optional 550 Sheet paper trays on a desktop.
2 HP LaserJet 3x550 Sheet Paper Feeder has three 550 Sheet paper feeders on a caster stand. It cannot support an additional 550 Sheet paper tray.
3 HP LaserJet 550 Sheet Paper Tray with Storage Stand has one 550 Sheet paper tray with a storage stand and can support two additional 550 Sheet paper trays. (Maximum capacity of 550 Sheet paper trays: 3.)

**Table 1-50 Connectivity specifications**

| Connectivity features | X50452dn | X50452 |
|---|---|---|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6 | ✓ | ✓ |
| Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3000w, 3100w, 3200w | Optional | Can be Configured |
| SuperSpeed USB 3.0 rear ports and Hi-Speed USB 2.0 front port for walk-up USB printing | ✓ | ✓ |
| Hardware integration pocket (HIP) for connecting accessory and third-party devices | ✓ | ✓ |

**Table 1-51 Print specifications**

| Print features | X50452dn | X50452 |
|---|---|---|
| Prints up to 52 pages per minute (ppm) on letter-sized paper, and 50 ppm on A4 | ✓ | ✓ |
| Job storage and private printing | ✓ | ✓ |

**Table 1-52 Mobility specifications**

| Mobility features | X50452dn | X50452 |
|---|---|---|
| AirPrint, Mopria | ✓ | ✓ |

**Table 1-53 Other specifications**

| Other features | X50452dn | X50452 |
|---|---|---|
| 4 GB DDR4 base memory | ✓ | ✓ |
| 16 GB embedded Multi-Media Controller (eMMC) | ✓ | ✓ |
| 500 GB Hard Disk Drive (HDD) | Optional | Can be Configured |
| 512 GB Solid State Drive (SSD) | Optional | Can be Configured |
| Color touchscreen control panel | ✓ | ✓ |

**Table 1-53 Other specifications (continued)**

| Other features | X50452dn | X50452 |
|---|---|---|
| HP Trusted Platform Module (TPM) for encrypting all data that passes through the printer | ✓ | ✓ |
| Color panels | Optional | Can be Configured |

# Technical specifications ( 5601dn)

Review the technical specifications for the printer.

### Product number

5601dn - #A29Z5A

**Table 1-54 Paper handling specifications**

| Paper handling features | 5601dn |
|---|---|
| Tray 1 (100-sheet capacity) | ✓ |
| Tray 2 (550-sheet capacity) | ✓ |
| HP LaserJet 550 Sheet Paper Tray *1 | Optional |
| HP LaserJet 3x550 Sheet Paper Feeder *2 | Optional |
| HP LaserJet 550 Sheet Paper Tray with Storage Stand *3 | Optional |
| Automatic duplex printing | ✓ |

*1 The printer supports one optional 550 Sheet paper tray on a desktop.
*2 HP LaserJet 3x550 Sheet Paper Feeder has three 550 Sheet paper feeders on a caster stand. It cannot support an additional 550 Sheet paper tray.
*3 HP LaserJet 550 Sheet Paper Tray with Storage Stand has one 550 Sheet paper tray with a storage stand and can support two additional 550 Sheet paper trays. (Maximum capacity of 550 Sheet paper trays: 3.)

**Table 1-55 Connectivity specifications**

| Connectivity features | 5601dn |
|---|---|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6 | ✓ |
| Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3000w, 3100w, 3200w | Optional |
| SuperSpeed USB 3.0 rear ports and Hi-Speed USB 2.0 front port for walk-up USB printing | ✓ |
| Hardware integration pocket (HIP) for connecting accessory and third-party devices | ✓ |

**Table 1-56 Print specifications**

| Print features | 5601dn |
|---|---|
| Prints up to 52 pages per minute (ppm) on letter-sized paper and 50 ppm on A4 | ✓ |
| Job storage and private printing | ✓ |

**Table 1-57 Mobility specifications**

| Mobility features | 5601dn |
|---|---|
| AirPrint | ✓ |

**Table 1-58 Copy and scan specifications**

| Copy and scan features | 5601dn |
|---|---|
| ADF copy/scan speed 40 images-per-minute (ipm) single-sided, and 80 ipm double-sided | ✓ |
| 50-page document feeder with dual-head scanning for single-pass duplex copying and scanning | ✓ |
| Scan to E-mail, Scan to USB, and Scan to Network Folder options | ✓ |

**Table 1-59 Other specifications**

| Other features | 5601dn |
|---|---|
| 4 GB DDR4 base memory | ✓ |
| 16 GB embedded Multi-Media Controller (eMMC) | ✓ |
| 500 GB Hard Disk Drive (HDD) | Optional |
| 512 GB Solid State Drive (SSD) | Optional |
| Color touchscreen control panel | ✓ |
| HP Trusted Platform Module for encrypting all data that passes through the printer | ✓ |

# Technical specifications (5602, 5602dn, 5602f, 5602zfw)

Review the technical specifications for the printer.

### Product numbers for each model

- 5602 - #675S9AV
- 5602dn - #675S3A
- 5602f - #675S4A
- 5602zfw - #675S5A

**Table 1-60 Paper handling specifications**

| Paper handling features | 5602dn | 5602f | 5602zfw | 5602 |
|---|---|---|---|---|
| Tray 1 (100-sheet capacity) | ✓ | ✓ | ✓ | ✓ |
| Tray 2 (550-sheet capacity) | ✓ | ✓ | ✓ | ✓ |
| HP LaserJet 550 Sheet Paper Tray [1] | Optional | Optional | Optional | Can be Configured |
| HP LaserJet 3x550 Sheet Paper Feeder [2] | Optional | Optional | Optional | Can be Configured |

**Table 1-60 Paper handling specifications (continued)**

| Paper handling features | 5602dn | 5602f | 5602zfw | 5602 |
|---|---|---|---|---|
| HP LaserJet 550 Sheet Paper Tray with Storage Stand [3] | Optional | Optional | Optional | Can be Configured |
| Convenience stapler [4] | Not available | ✓ | ✓ | Can be Configured |
| Automatic duplex printing | ✓ | ✓ | ✓ | ✓ |

1 The printer supports one optional 550 Sheet paper tray on a desktop.
2 HP LaserJet 3x550 Sheet Paper Feeder has three 550 Sheet paper feeders on a caster stand. It cannot support an additional 550 Sheet paper tray.
3 HP LaserJet 550 Sheet Paper Tray with Storage Stand has one 550 Sheet paper tray with a storage stand and can support two additional 550 Sheet paper trays. (Maximum capacity of 550 Sheet paper trays: 3.)
4 Convenience stapler – Up to 20 sheets of 75gsm

**Table 1-61 Connectivity specifications**

| Connectivity features | 5602dn | 5602f | 5602zfw | 5602 |
|---|---|---|---|---|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6 | ✓ | ✓ | ✓ | ✓ |
| Wifi 6.0-Direct and BLE Dual-band Wireless | Not available | Not available | ✓ | Can be Configured |
| Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3000w, 3100w, 3200w | Optional | Optional | Optional | Can be Configured |
| SuperSpeed USB 3.0 rear ports and Hi-Speed USB 2.0 front port for walk-up USB printing | ✓ | ✓ | ✓ | ✓ |
| Hardware integration pocket (HIP) for connecting accessory and third-party devices | ✓ | ✓ | ✓ | ✓ |

**Table 1-62 Print specifications**

| Print features | 5602dn | 5602f | 5602zfw | 5602 |
|---|---|---|---|---|
| Prints up to 52 ppm on letter-sized paper and 50 pages per minute (ppm) on A4 | ✓ | ✓ | ✓ | ✓ |
| Job storage and private printing | ✓ | ✓ | ✓ | ✓ |

**Table 1-63 Mobility specifications**

| Mobility features | 5602dn | 5602f | 5602zfw | 5602 |
|---|---|---|---|---|
| AirPrint | ✓ | ✓ | ✓ | ✓ |
| Mopria | ✓ | ✓ | ✓ | ✓ |

**Table 1-64 Copy and scan specifications**

| Copy and scan features | 5602dn | 5602f | 5602zfw | 5602 |
|---|---|---|---|---|
| ADF copy/scan speed 50 images-per-minute (ipm) single-sided, and 100 ipm double-sided | ✓ | ✓ | Not available | ✓ |
| ADF copy/scan speed 60 ipm single-sided, and 120 ipm double-sided | Not available | Not available | ✓ | Not available |
| 100-page document feeder with dual-head scanning for single-pass duplex copying and scanning | ✓ | ✓ | ✓ | ✓ |
| Scan to E-mail, Scan to USB, and Scan to Network Folder options | ✓ | ✓ | ✓ | ✓ |
| HP EveryPage | Not available | ✓ | ✓ | Not available |

**Table 1-65 Other specifications**

| Other features | 5602dn | 5602f | 5602zfw | 5602 |
|---|---|---|---|---|
| 6 GB DDR4 base memory | ✓ | ✓ | ✓ | ✓ |
| 500 GB Hard Disk Drive (HDD) | Optional | Optional | Optional | Can be Configured |
| 500 GB Solid State Drive (SSD) | Optional | Optional | Optional | Can be Configured |
| 256 GB Solid State Drive (SSD) | Not available | Not available | ✓ | Can be Configured |
| 512 GB Solid State Drive (SSD) | Optional | Optional | Optional | Can be Configured |
| 32 GB embedded Multi-Media Controller (eMMC) | ✓ | ✓ | Not available | ✓ |
| Color touchscreen control panel | ✓ | ✓ | ✓ | ✓ |
| Fax features | Optional | ✓ | ✓ | ✓ |
| HP Trusted Platform Module for encrypting all data that passes through the printer | ✓ | ✓ | ✓ | ✓ |
| Color panels | Optional | Optional | Optional | Can be Configured |

# Technical specifications (X52952dn)

Review the technical specifications for the printer.

### Product number

X52952dn - #A29Z8A

**Table 1-66 Paper handling specifications**

| Paper handling features | X52952dn |
|---|---|
| Tray 1 (100-sheet capacity) | ✓ |
| Tray 2 (550-sheet capacity) | ✓ |
| HP LaserJet 550 Sheet Paper Tray [1] | Optional |

**Table 1-66 Paper handling specifications (continued)**

| Paper handling features | X52952dn |
|---|---|
| HP LaserJet 3x550 Sheet Paper Feeder [2] | Optional |
| HP LaserJet 550 Sheet Paper Tray with Storage Stand [3] | Optional |
| Automatic duplex printing | ✓ |

1 The printer supports one optional 550 Sheet paper tray on a desktop.
2 HP LaserJet 3x550 Sheet Paper Feeder has three 550 Sheet paper feeders on a caster stand. It cannot support an additional 550 Sheet paper tray.
3 HP LaserJet 3x550 Sheet Paper Feeder has one 550 Sheet paper tray with a storage stand and can support two additional 550 Sheet paper trays. (Maximum capacity of 550 Sheet paper trays: 3.)

**Table 1-67 Connectivity specifications**

| Connectivity features | X52952dn |
|---|---|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6 | ✓ |
| Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3000w, 3100w, 3200w | Optional |
| SuperSpeed USB 3.0 rear ports and Hi-Speed USB 2.0 front port for walk-up USB printing | ✓ |
| Hardware integration pocket (HIP) for connecting accessory and third-party devices | ✓ |

**Table 1-68 Print specifications**

| Print features | X52952dn |
|---|---|
| Prints up to 52 pages per minute (ppm) on letter-sized paper and 50 ppm on A4 | ✓ |
| Job storage and private printing | ✓ |

**Table 1-69 Mobility specifications**

| Mobility features | X52952dn |
|---|---|
| AirPrint, Mopria | ✓ |

**Table 1-70 Copy and scan specifications**

| Copy and scan features | X52952dn |
|---|---|
| ADF copy/scan speed 40 images-per-minute (ipm) single-sided, and 80 ipm double-sided | ✓ |
| 50-page document feeder with dual-head scanning for single-pass duplex copying and scanning | ✓ |
| Scan to E-mail, Scan to USB, and Scan to Network Folder options | ✓ |

**Table 1-71 Other specifications**

| Other features | X52952dn |
|---|---|
| 4 GB DDR base memory | ✓ |
| 16 GB embedded Multi-Media Controller (eMMC) | ✓ |
| 500 GB Hard Disk Drive (HDD) | Optional |
| 512 GB Solid State Drive (SSD) | Optional |
| Color touchscreen control panel | ✓ |
| HP Trusted Platform Module for encrypting all data that passes through the printer | ✓ |

# Technical specifications (X53052, X53052dn, X53052z)

Review the technical specifications for the printer.

### Product numbers for each model

- X53052 #675T0AV
- X53052dn - #675S6A
- X53052z - #675S7A

**Table 1-72 Paper handling specifications**

| Paper handling features | X53052dn | X53052z | X53052 |
|---|---|---|---|
| Tray 1 (100-sheet capacity) | ✓ | ✓ | ✓ |
| Tray 2 (550-sheet capacity) | ✓ | ✓ | ✓ |
| HP LaserJet 550 Sheet Paper Tray[1] | Optional | Optional | Can be Configured |
| HP LaserJet 3x550 Sheet Paper Feeder [2] | Optional | Optional | Can be Configured |
| HP LaserJet 550 Sheet Paper Tray with Storage Stand [3] | Optional | Optional | Can be Configured |
| Convenience stapler [4] | Optional | ✓ | Can be Configured |
| Automatic duplex printing | ✓ | ✓ | ✓ |

1 The printer supports one optional 550 Sheet paper tray on a desktop.
2 HP LaserJet 3x550 Sheet Paper Feeder has three 550 Sheet paper feeders on a caster stand. It cannot support an additional 550 Sheet paper tray.
3 HP LaserJet 550 Sheet Paper Tray with Storage Stand has one 550 Sheet paper tray with a storage stand and can support two additional 550 Sheet paper trays. (Maximum capacity of 550 Sheet paper trays: 3.)
4 Convenience stapler – Up to 20 sheets of 75gsm

**Table 1-73 Connectivity specifications**

| Connectivity features | X53052dn | X53052z | X53052 |
|---|---|---|---|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6 | ✓ | ✓ | ✓ |
| Wi-Fi accessory (Wi-Fi Direct and BLE): HP Jetdirect 3000w, 3100w, 3200w | Optional | Optional | Can be Configured |

**Table 1-73 Connectivity specifications (continued)**

| Connectivity features | X53052dn | X53052z | X53052 |
|---|---|---|---|
| SuperSpeed USB 3.0 rear ports and Hi-Speed USB 2.0 front port for walk-up USB printing | ✓ | ✓ | ✓ |
| Hardware integration pocket (HIP) for connecting accessory and third-party devices | ✓ | ✓ | ✓ |

**Table 1-74 Print specifications**

| Print features | X53052dn | X53052z | X53052 |
|---|---|---|---|
| Prints up to 52 ppm on letter-sized paper and 50 pages per minute (ppm) on A4 | ✓ | ✓ | ✓ |
| Job storage and private printing | ✓ | ✓ | ✓ |

**Table 1-75 Mobility specifications**

| Mobility features | X53052dn | X53052z | X53052 |
|---|---|---|---|
| AirPrint, Mopria | ✓ | ✓ | ✓ |

**Table 1-76 Copy and scan specifications**

| Copy and scan features | X53052dn | X53052z | X53052 |
|---|---|---|---|
| ADF copy/scan speed 50 images-per-minute (ipm) single-sided, and 100 ipm double-sided | ✓ | Not available | ✓ |
| ADF copy/scan speed 60 ipm single-sided, and 120 ipm double-sided | Not available | ✓ | Not available |
| 100-page document feeder with dual-head scanning for single-pass duplex copying and scanning | ✓ | ✓ | ✓ |
| Scan to E-mail, Scan to USB, and Scan to Network Folder options | ✓ | ✓ | ✓ |
| HP EveryPage | Not available | ✓ | Not available |

**Table 1-77 Other specifications**

| Other features | X53052dn | X53052z | X53052 |
|---|---|---|---|
| 6 GB DDR4 base memory | ✓ | ✓ | ✓ |
| 32 GB embedded Multi-Media Controller (eMMC) | ✓ | Not available | ✓ |
| 500 GB Hard Disk Drive (HDD) | Optional | Optional | Can be Configured |
| 512 GB Solid State Drive (SSD) | Optional | Optional | Can be Configured |
| 256 GB Solid State Drive (SSD) | Not available | ✓ | Can be Configured |
| Color touchscreen control panel | ✓ | ✓ | ✓ |
| Fax features | Optional | ✓ | Can be Configured |

**Table 1-77 Other specifications (continued)**

| Other features | X53052dn | X53052z | X53052 |
|---|---|---|---|
| HP Trusted Platform Module for encrypting all data that passes through the printer | ✓ | ✓ | ✓ |
| Color panels | Optional | Optional | Can be Configured |

## Printer dimensions (5501n, 5501dn)

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

**Figure 1-34 Dimensions for the printer closed**

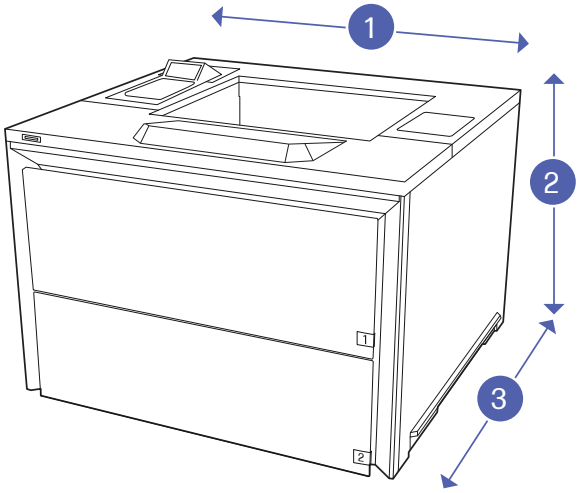



**Figure 1-35 Dimensions for the printer opened**

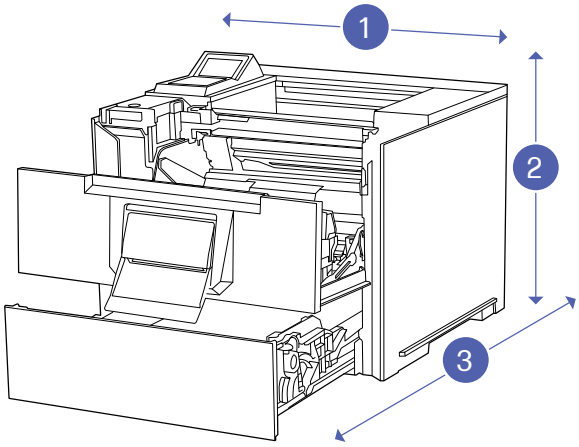



**Table 1-78 Dimensions for the printer**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| **1**. Width | 400 mm (15.7 in) | 400 mm (15.7 in) |
| **2**. Height | 305 mm (12.0 in) | 305 mm (12.0 in) |
| **3**. Depth | 400 mm (15.7 in) | 725 mm (28.5 in) |

**Table 1-78 Dimensions for the printer (continued)**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| Weight (with cartridges) | 11.5 kg (25.3lb) | 11.5 kg (25.3 lb) |

## Printer dimensions (5502, 5502dn)

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

**Figure 1-36 Dimensions for the printer closed**

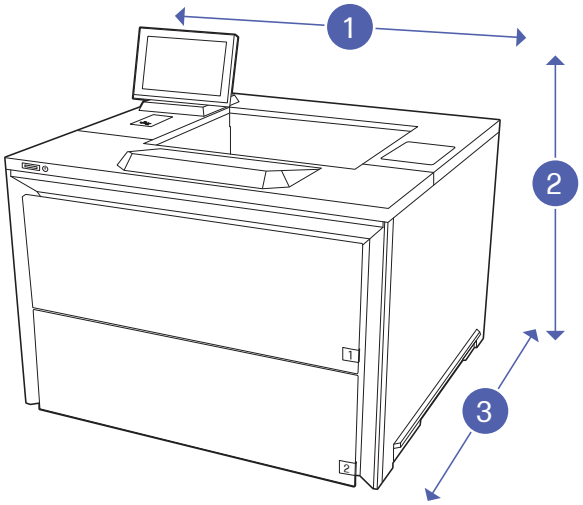



**Figure 1-37 Dimensions for the printer opened**

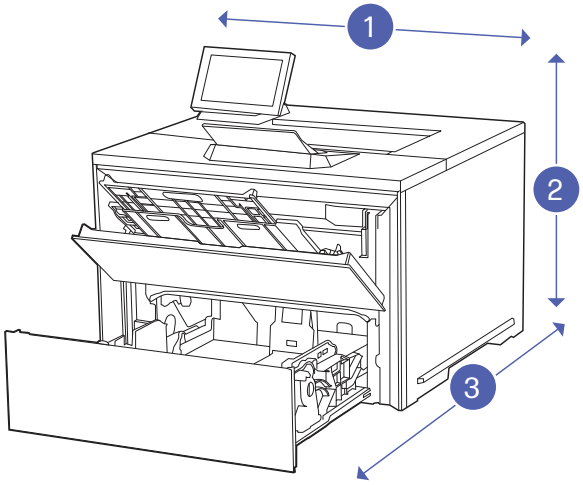



**Table 1-79 Dimensions for the printer**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| **1**. Width | 400 mm (15.7 in) | 400 mm (15.7 in) |
| **2**. Height | 300 mm (11.8 in) | 355 mm (14.0 in) |
| **3**. Depth | 400 mm (15.7 in) | 725 mm (28.5 in) |
| Weight (with cartridges) | 11.8 kg (25.9 lb) | 11.8 kg (25.9 lb) |

## Printer dimensions (X50352dn)

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

**Figure 1-38 Dimensions for the printer closed**

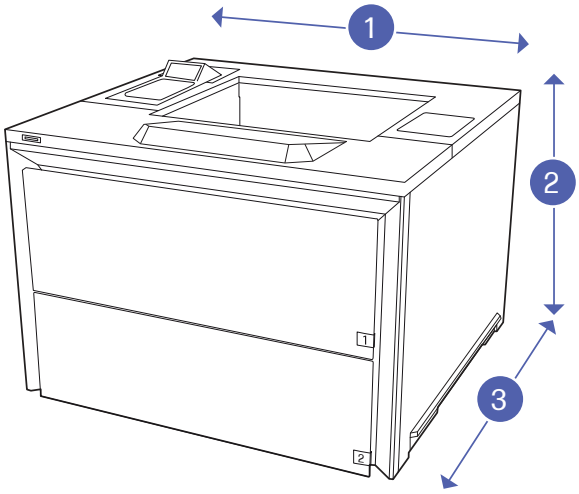



**Figure 1-39 Dimensions for the printer opened**

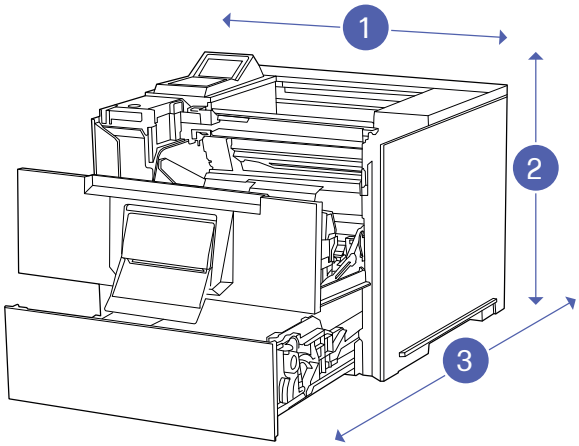



**Table 1-80 Dimensions for the printer**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| **1**. Width | 400 mm (15.7 in) | 400 mm (15.7 in) |
| **2**. Height | 305 mm (12.0 in) | 305 mm (12.0 in) |
| **3**. Depth | 400 mm (15.7 in) | 725 mm (28.5 in) |
| Weight (with cartridges) | 11.5 kg (25.3lb) | 11.5 kg (25.3 lb) |

## Printer dimensions (X50452, X50452dn)

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

**Figure 1-40 Dimensions for the printer closed**

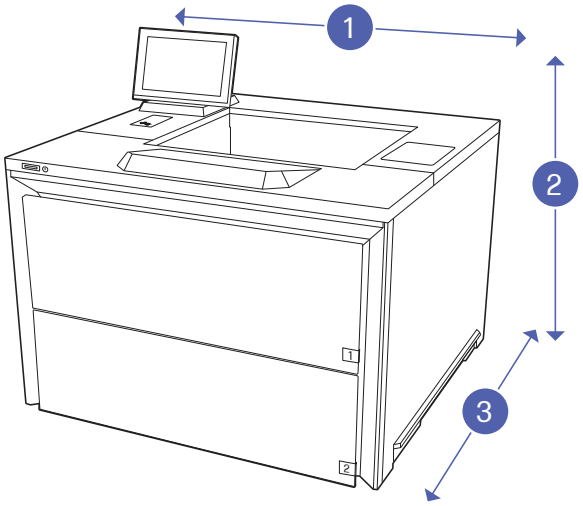



**Figure 1-41 Dimensions for the printer opened**

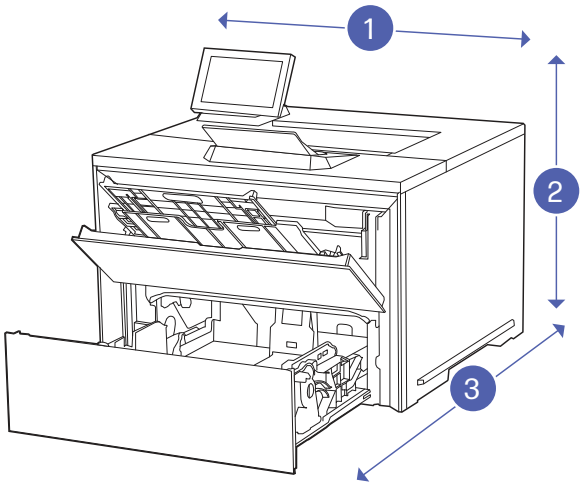



**Table 1-81 Dimensions for the printer**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| **1**. Width | 400 mm (15.7 in) | 400 mm (15.7 in) |
| **2**. Height | 300 mm (11.8 in) | 355 mm (14.0 in) |
| **3**. Depth | 400 mm (15.7 in) | 725 mm (28.5 in) |
| Weight (with cartridges) | 11.8 kg (25.9 lb) | 11.8 kg (25.9 lb) |

## Printer dimensions ( 5601dn)

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

**Figure 1-42 Printer dimensions**

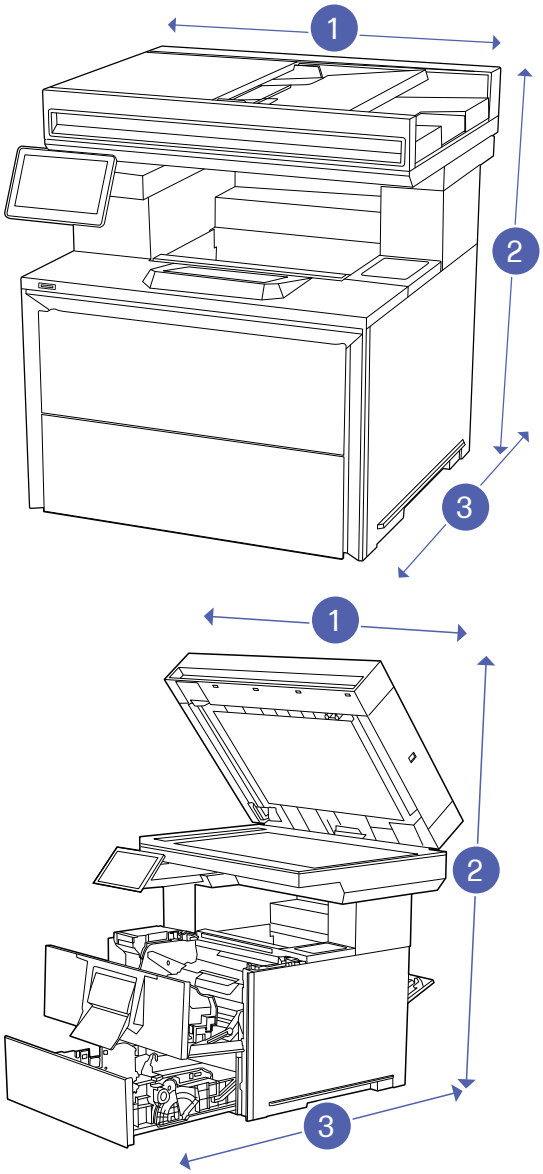



**Table 1-82 Dimensions for the printer**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| 1. Width | 420 mm (16.5 in) | 420 mm (16.5 in) |
| 2. Height | 455 mm (17.9 in) | 705 mm (27.8 in) |
| 3. Depth | 400 mm (15.7 in) | 650 mm (25.6 in) |
| Weight (with cartridges) | 17.1 kg (37.5 lb) | 17.1 kg (37.5 lb) |

## Printer dimensions (5602, 5602dn, 5602f, 5602zfw)

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

## 5602, 5602dn, and 5602f

**Figure 1-43 Dimensions for the printer closed**

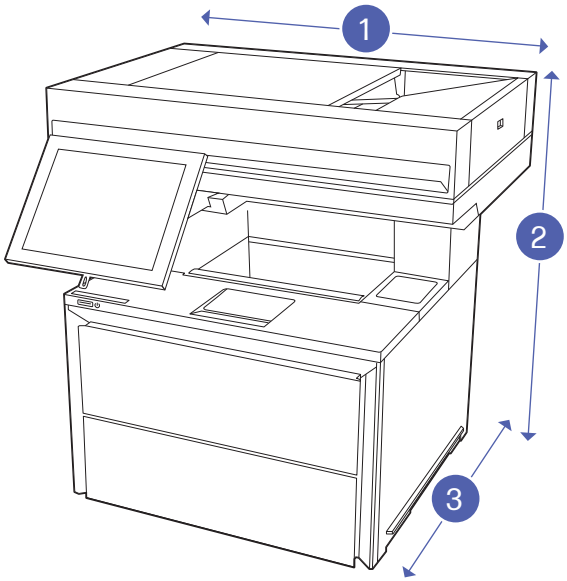



**Figure 1-44 Dimensions for the printer opened**

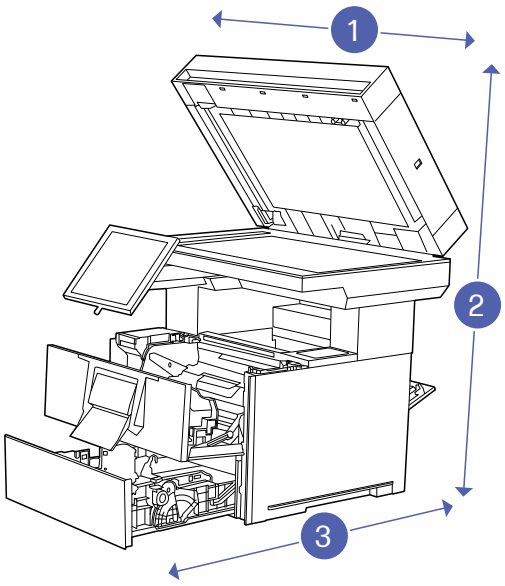



**Table 1-83 Dimensions for the printer: 5602, 5602dn**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| 1. Width | 500 mm (19.7 in) | 500 mm (19.7 in) |
| 2. Height | 500 mm (19.7 in) | 750 mm (29.5 in) |
| 3. Depth | 430 mm (16.9 in) | 650 mm (25.6 in) |
| Weight (with cartridges) | 21.3 kg (46.9 lb) | 21.3 kg (46.9 lb) |

**Table 1-84 Dimensions for the printer: 5602f**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| 1. Width | 520 mm<br>(20.5 in) | 540 mm<br>(21.3 in) |
| 2. Height | 500 mm<br>(19.7 in) | 750 mm<br>(29.5 in) |
| 3. Depth | 430 mm<br>(16.9 in) | 650 mm<br>(25.6 in) |
| Weight (with cartridges) | 22.0 kg<br>(48.3 lb) | 22.0 kg<br>(48.3 lb) |

## 5602zfw

**Figure 1-45 Dimensions for the printer closed**

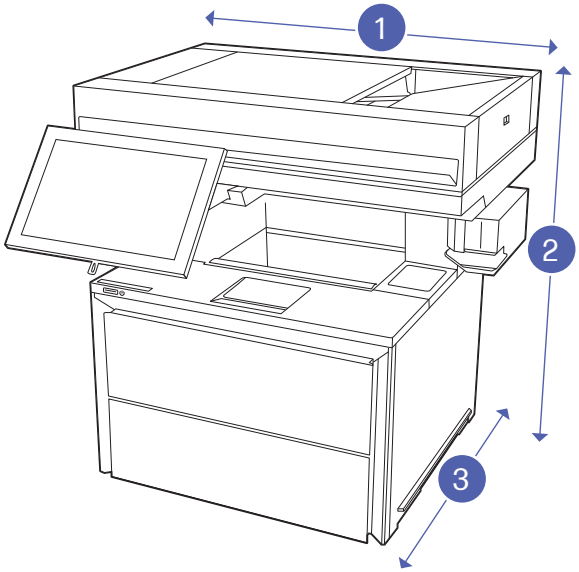


**Figure 1-46 Dimensions for the printer opened**

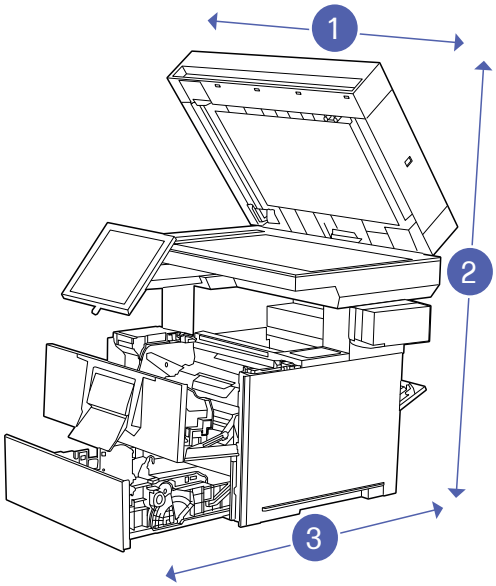



**Table 1-85 Dimensions for the printer: 5602zfw**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| 1. Width | 520 mm (20.5 in) | 540 mm (21.3 in) |
| 2. Height | 500 mm (19.7 in) | 750 mm (29.5 in) |
| 3. Depth | 430 mm (16.9 in) | 650 mm (25.6 in) |
| Weight (with cartridges) | 22.2 kg (48.9 lb) | 22.2 kg (48.9 lb) |

## Printer dimensions (X52952dn)

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

**Figure 1-47 Dimensions for the printer closed**

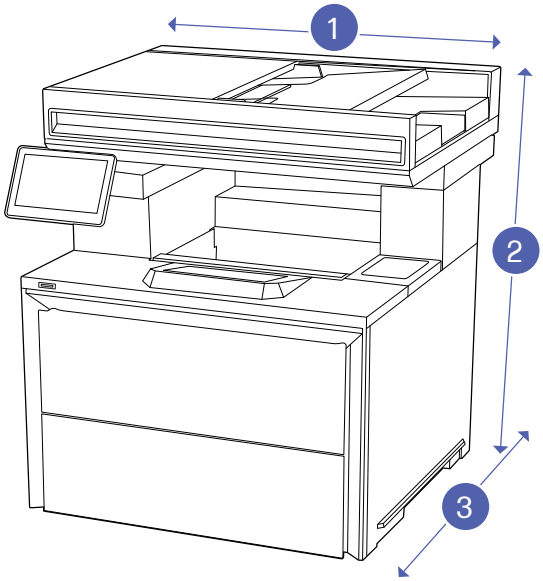


**Figure 1-48 Dimensions for the printer opened**

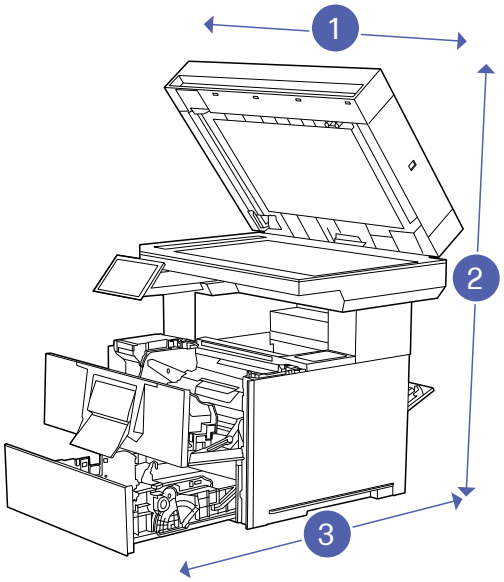



**Table 1-86 Dimensions for the printer**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| 1. Width | 420 mm (16.5 in) | 420 mm (16.5 in) |
| 2. Height | 455 mm (17.9 in) | 705 mm (27.8 in) |
| 3. Depth | 400 mm (15.7 in) | 650 mm (25.6 in) |
| Weight (with cartridges) | 17.1 kg (37.5 lb) | 17.1 kg (37.5 lb) |

## Printer dimensions (X53052, X53052dn, X53052z)

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

## X53052, X53052dn

**Figure 1-49 Dimensions for the printer closed**

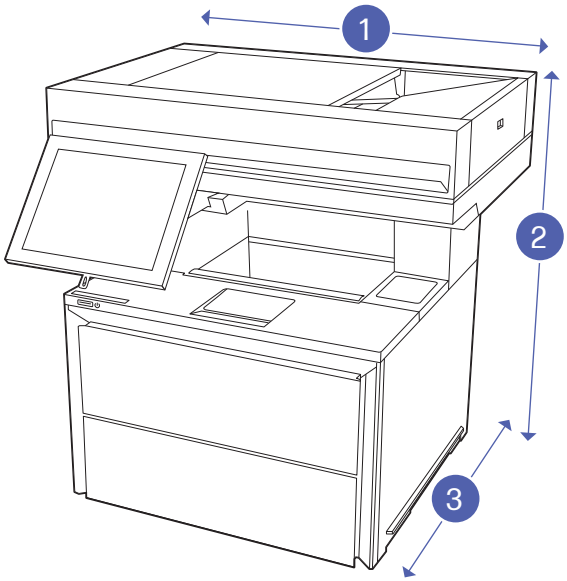



**Figure 1-50 Dimensions for the printer opened**

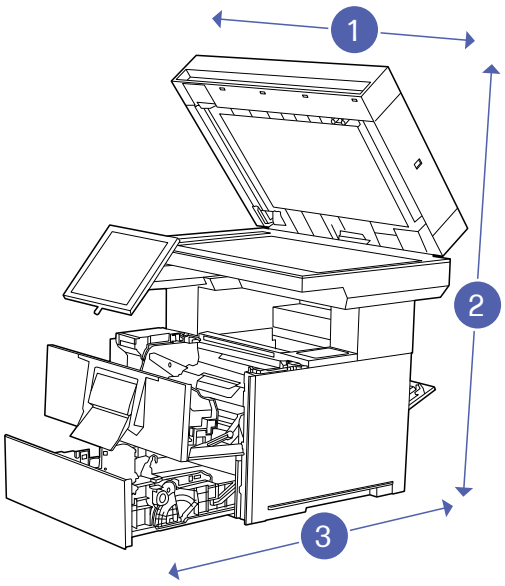



**Table 1-87 Dimensions for the printer: X53052, X53052dn**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| 1. Width | 500 mm (19.7 in) | 500 mm (19.7 in) |
| 2. Height | 500 mm (19.7 in) | 750 mm (29.5 in) |
| 3. Depth | 430 mm (16.9 in) | 650 mm (25.6 in) |
| Weight (with cartridges) | 21.3 kg (46.9 lb) | 21.3 kg (46.9 lb) |

## X53052z

**Figure 1-51 Dimensions for the printer closed**

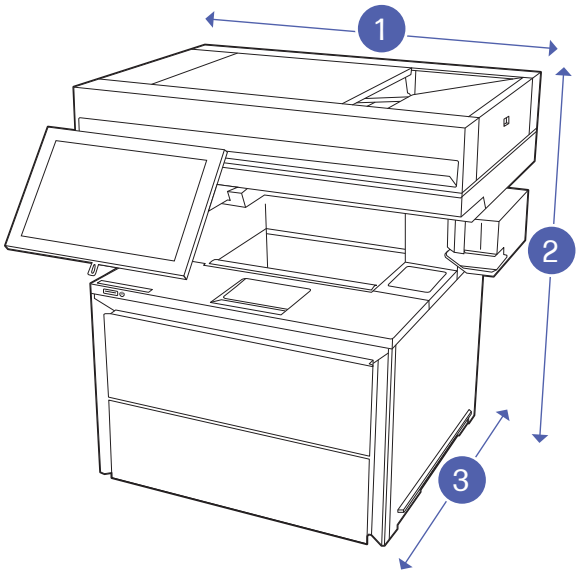



**Figure 1-52 Dimensions for the printer opened**

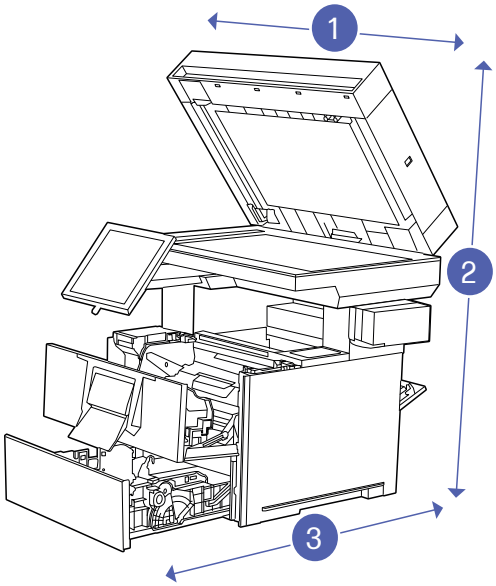



**Table 1-88 Dimensions for the printer: X53052z**

| Measurement | Printer fully closed | Printer fully opened |
|---|---|---|
| 1. Width | 520 mm (20.5 in) | 540 mm (21.3 in) |
| 2. Height | 500 mm (19.7 in) | 750 mm (29.5 in) |
| 3. Depth | 430 mm (16.9 in) | 650 mm (25.6 in) |
| Weight (with cartridges) | 22.2 kg (48.9 lb) | 22.2 kg (48.9 lb) |

## Printer space requirements

Learn about the printer space requirements.

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

- SFP: 5501, 5502, X50352, X50452
- MFP: 5601, 5602, X52952, X53052

## Power consumption, electrical specifications, and acoustic emissions

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

See http://www.hp.com/support/lj5500n/dn, or http://www.hp.com/support/X50000dn, or http://www.hp.com/support/ljX50000dnMFP, orwww.hp.com/support/lj5600dn/fMFP, or www.hp.com/support/lj5600zfwMFP, or http://www.hp.com/support/ljX50000dnMFP, or http://www.hp.com/support/ljX53052zMFP for current information.

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

## Operating-environment range

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

**Table 1-89 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) |

## Supported operating systems

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

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

1. Go to support.hp.com.
2. Enter the printer name to get the printer drivers, create an HP account, register the printer, and connect.

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

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

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

## Supported operating systems and print drivers

**NOTE:** HP software and drivers are no longer supported in Windows 7, Windows Server 2008, and Windows Server 2008 R2.

**Table 1-90 Supported operating systems and print drivers**

| Operating system | Print driver installed (from the software on the web) |
|---|---|
| Windows 11, 64-bit<br><br>Windows 10, 32-bit and 64-bit | The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the software installation. |
| Windows Server 2022, 64-bit | The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it. |
| Windows Server 2019, 64-bit | The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it. |
| Windows Server 2016, 64-bit | The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it. |
| Windows Server 2012 R2, 64-bit | The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it. |
| Windows Server 2012, 64-bit | The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it. |
| Chrome OS (Chromebook) | Chromebook devices are supported for printing using the HP Smart app, but they are not fully supported for printer setup. |
| macOS Sonoma v14, macOS Ventura v13.0, macOS Monterey v12.0 | To install the print driver, download HP Easy Start from 123.hp.com. Follow the steps provided to install the printer software and print driver. |

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

**NOTE:** For driver support for this printer, go to https://support.hp.com/drivers/printers.

## Minimum system requirements

**Table 1-91 Minimum system requirements for Windows®, macOS®, and mobile devices (iOS/Android)**

| Windows 10, Windows 11 (Service Pack 1) | macOS 14 Sonoma, macOS Ventura v13.0, macOS Monterey v12.0 | Mobile devices, iOS, Android |
|---|---|---|
| 32-bit or 64-bit<br><br>2 GB hard drive<br><br>Internet connection<br><br>USB port | 2 GB hard drive<br><br>Internet connection | Router connection not required.<br><br>**NOTE:** For more information, go to *Printers that can use mobile printing solutions*. |

## Mobile printing solutions

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

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

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

- Wi-Fi Direct on wireless models
- AirPrint
- Android Printing
- HP Smart app

# Printer hardware setup and software installation

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

Go to http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP for HP's all-inclusive help for the printer, which includes the following information:

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

# Information (input devices)

Learn about the printer input devices.

## 550-sheet paper feeder front view and technical specifications

Learn about the parts and technical specifications of the 550-sheet paper feeder.

**Figure 1-53 550-sheet paper feeder front view**

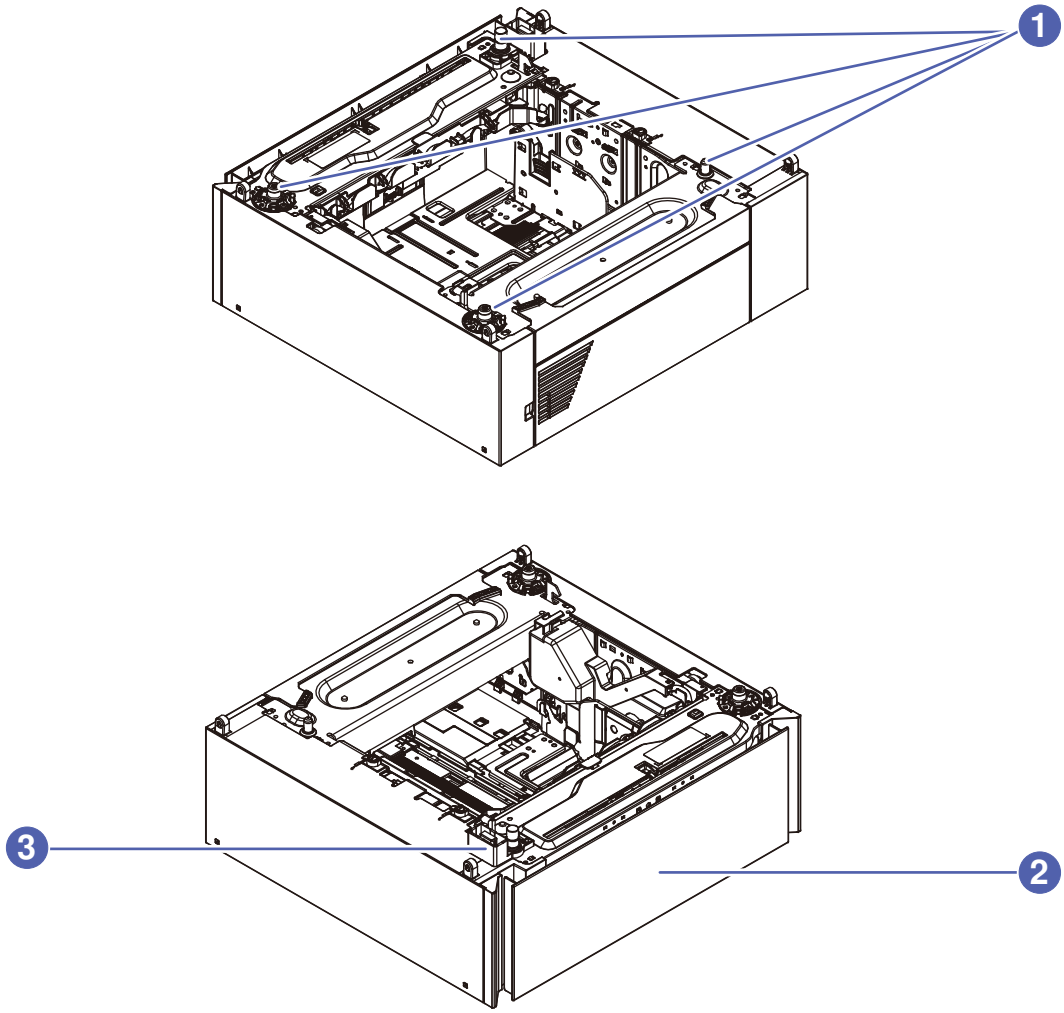



**Table 1-92 550-sheet paper feeder front components**

| Item | Description |
|---|---|
| 1 | Positioning pin |
| 2 | Tray 3 |
| 3 | Connector |

## Technical specifications

**Table 1-93 550-sheet paper feeder technical specifications**

| Feature | Specification |
|---|---|
| Paper types | Plain paper, light paper, recycled paper, heavy paper, and bond paper |
| Paper sizes | Standard: A5, B5, A4, Letter, Legal. and 330 mm (13 in)<br>Custom minimum: 105 mm (4.1 in) (W) x 148 mm (5.8 in) (L)<br>Custom maximum: 216 mm (8.5 in) (W) x 356 mm (14 in) (L) |

**Table 1-93 550-sheet paper feeder technical specifications (continued)**

| Feature | Specification |
|---|---|
| Paper weights | 60 g/m$^2$ (16 lb) to 120 g/m$^2$ (32 lb) |
| Capacity | 75g/m$^2$ (20 lb) (approximately 550 sheets of paper) |
| Dimensions | Width: 397 mm (15.6 in)<br>Depth: 376 mm (14.8 in)<br>Height: 128 mm ( 5 in) |
| Weight | Without envelope attachment Approximately 5.9 kg (13.0 lb)<br>With envelope attachment Approximately 6.0 kg (13.2 lb) |
| Power requirements | DC24V, DC5V, DC3.3V (supplied from the printer engine) |

## 3x550-sheet paper feeder front view and technical specifications

Learn about the parts and technical specifications of the 550-sheet paper feeder.

**Figure 1-54 3x550-sheet paper feeder front view**

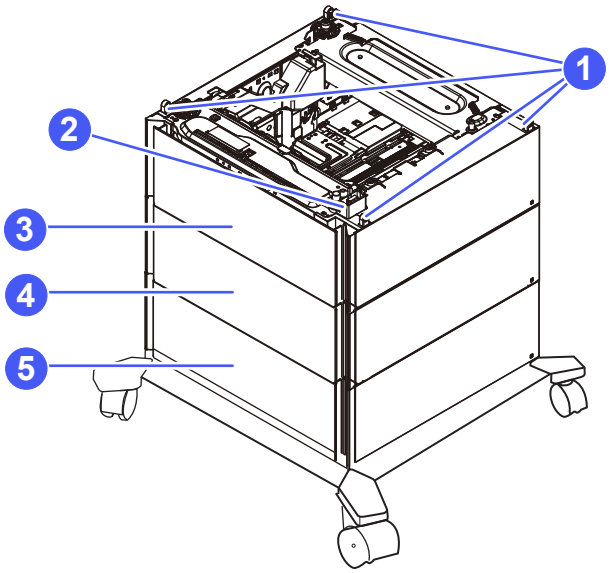



**Table 1-94 3x550-sheet paper feeder front components**

| Item | Description |
|---|---|
| 1 | Positioning pin |
| 2 | Connector |
| 3 | Tray 3 |
| 4 | Tray 4 |
| 5 | Tray 5 |

### Technical specifications

**Table 1-95 3x550-sheet paper feeder technical specifications**

| Feature | Specification |
|---|---|
| Paper types | Plain paper, light paper, recycled paper, heavy paper, and bond paper |
| Paper sizes | Standard: A5, B5, A4, Letter, Legal. and 330 mm (13 in)<br>Custom minimum: 105 mm (4.1 in) (W) x 148 mm (5.8 in) (L)<br>Custom maximum: 216 mm (8.5 in) (W) x 356 mm (14 in) (L) |
| Paper weights | 60 g/$m^2$ (16 lb) to 120 g/$m^2$ (32 lb) |
| Capacity | 75g/$m^2$ (20 lb) (approximately 550 sheets of paper) |
| Dimensions | Width: 397 mm (15.6 in)<br>Depth: 376 mm (14.8 in)<br>Height: 457 mm (18 in) |
| Weight | Approximately 17.7 kg (39.0 lb) |
| Power requirements | DC24V, DC5V, DC3.3V (supplied from the printer engine) |

# Information (output devices)

Learn about the printer output devices.

## Stapler/Stacker front view and technical specifications

Learn about the parts and technical specifications of the 3-bin stapler-stacker output device.

## External view

**Figure 1-55** 3-bin Stapler/Stacker

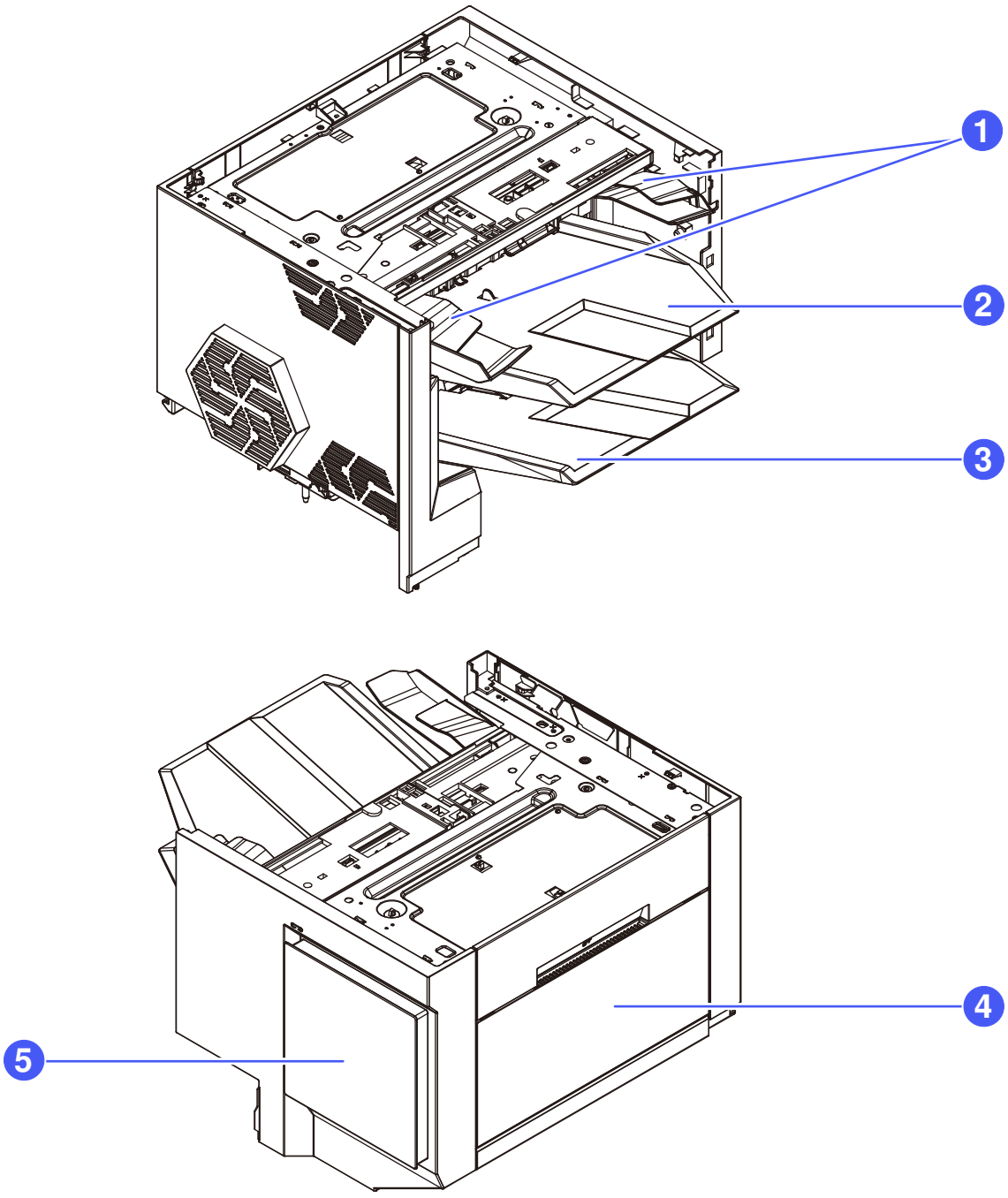



**Table 1-96** 3-bin Stapler/Stacker

| Item | Description |
|---|---|
| 1 | Jogger guide |
| 2 | Output bin 1 |
| 3 | Output bin 2 |

**Table 1-96 3-bin Stapler/Stacker (continued)**

| Item | Description |
|---|---|
| 4 | Stapler/Stacker door |
| 5 | Staple door |

## Technical specifications

**Table 1-97 Stapler/Stacker specifications: Paper type, dimension, weight, and power requirements**

| Feature | Specification |
|---|---|
| Paper types | Plain paper, recycled paper, heavy paper, and bond paper |
| Dimensions | Width: 444 mm (17.4 in)<br>Depth: 475 mm (18.7 in)<br>Height: 302 mm (11.8 in) |
| Weight | Approximately 11 kg (24.2 lb) |
| Power requirements | DC24V (supplied from the printer engine) |

**Table 1-98 Output bin 1 specifications**

| Output bin 1 | Specification |
|---|---|
| Paper sizes: Stack mode | 148 mm (5.8 in) (W) x 210 mm (8.3 in) (L) to 215.9 mm (8.5 in) (W) x 355.6 mm (14 in) (L) |
| Paper type: Staple mode/Job offset mode | A4, Letter, and Legal |
| Weight: Stack mode/Job offset mode | 60 g/m$^2$ (16 lb) to 163 g/m$^2$ (43 lb) |
| Weight: Staple mode | 60 g/m$^2$ (16 lb) to 120 g/m$^2$ (32 lb) |
| Delivery method | • Face down<br>• Stack mode, Job offset mode, Staple mode |
| Capacity | • Stack mode/Job offset mode:<br>Approximately 400 sheets (75 g/m$^2$ (20 lb))<br>• Staple mode:<br>Approximately 6 sets of 50 sheets (75 g/m$^2$ (20 lb)) |

**Table 1-99 Output bin 2 specifications**

| Output bin 2 | Specification |
|---|---|
| Paper sizes: Stack mode | 148 mm (5.8 in) (W) x 210 mm (8.3 in) (L) to 215.9 mm (8.5 in) (W) x 355.6 mm (14 in) (L) |
| Weight: Staple mode | 60 g/m$^2$ (16 lb) to 163 g/m$^2$ (43 lb) |
| Delivery method | • Face down<br>• Stack mode |

**Table 1-99 Output bin 2 specifications (continued)**

| Output bin 2 | Specification |
|---|---|
| Capacity | Stack mode<br><br>Approximately 100 sheets (75 g/m$^2$ (20 lb) ) |

**Table 1-100 Stapler specifications**

| Staple function | Specification |
|---|---|
| Staple cartridge capacity | 5,000 staples/cartridge |
| Number of stapled sheets capacity | Up to 50 sheets (60 g/m$^2$ (16 lb) to 120 g/m$^2$ (32 lb) paper) |
| Stapling position | Upper left corner at one point |

# Information (document feeder and scanner)

Learn about the document feeder and scanner.

## Document feeder and scanner front view

Learn about the document feeder and scanner components.

**Figure 1-56 Document feeder and scanner front view**

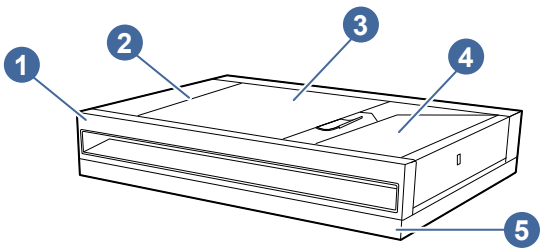



**Table 1-101 Document feeder and scanner**

| Item | Description |
|---|---|
| 1 | Document feeder |
| 2 | Output bin |
| 3 | Jam access |
| 4 | Input tray |
| 5 | Flatbed scanner |

# 2 Printer installation and maintenance

Learn about printer installation and maintenance.

## Document feeder and scanner

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

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

Learn about cleaning the document feeder rollers and pads.

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

**NOTE:** The images below might vary depending on your printer model.

1. Open the document-feeder cover.



2. Remove and clean the document feeder rollers.

a. Open the document-feeder jam access door.

**Figure 2-1 Open the document-feeder jam access door**



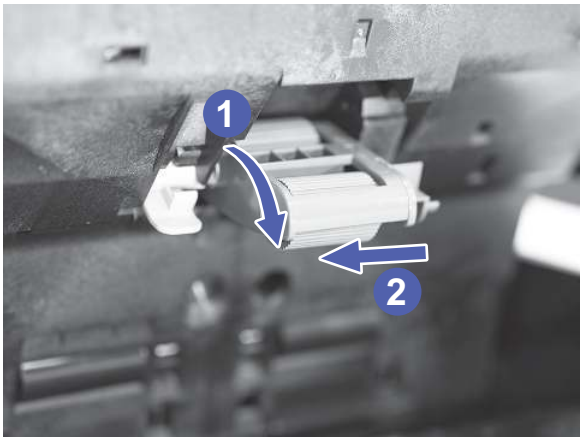
b. Release the blue locking arm to drop the assembly down.

**Figure 2-2 Release the blue locking arm**



c. Ensure the roller kit is in the down position (callout 1) and then slide the roller toward the front of the printer to remove it (callout 2).

**Figure 2-3 Release the separation roller cover**



d. Clean the rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

**NOTE:** Ensure to remove any visible lint or dust from each of the feed rollers and the separation pad.

e. Reinstall the rollers in the document feeder.

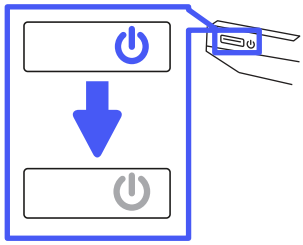
3. Close the document-feeder cover.

## Check the scanner glass for dirt and smudges

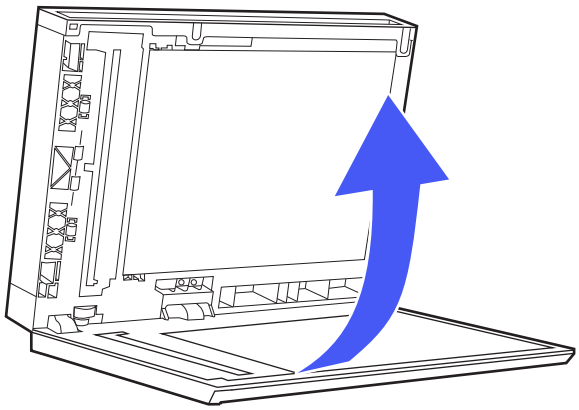
Learn about solving copy-quality debris problems.

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

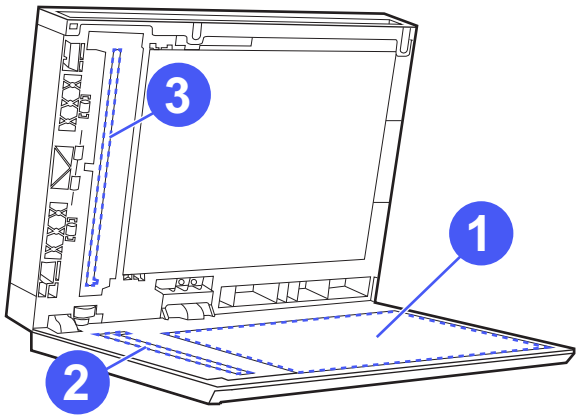
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



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

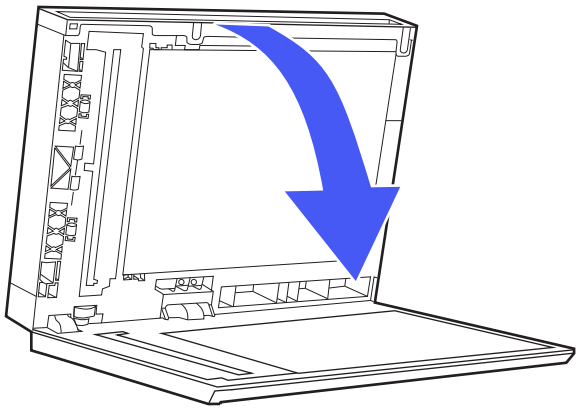



⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

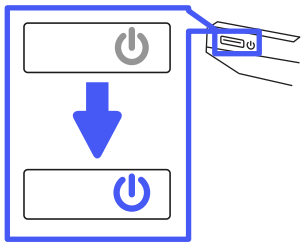
**NOTE:** If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

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

5. Close the scanner lid.



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



# Base printer

Learn about the base printer installation and maintenance.

## Toner cartridge information

Review details about ordering replacement toner cartridges.

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

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

To purchase cartridges or check cartridge compatibility for the printer, go to https://learn-about-supplies.ext.hp.com/. Scroll to the bottom of the page and verify that the country/region is correct.

**Table 2-1 Part numbers for toner cartridges**

| Item | Cartridge number | Part number |
|---|---|---|
| HP 159A Black Original LaserJet Toner Cartridge | 159A | W1590A |
| HP 159X Black Original LaserJet Toner Cartridge | 159X | W1590X |
| HP 159Y Black Original LaserJet Toner Cartridge | 159Y | W1590Y |
| HP 1590YC Black Contract LaserJet Toner Cartridge | NA | W1590YC |
| HP W9087MC Black Managed LaserJet Toner Cartridge | NA | W9087MC |
| HP W9187MC Black Managed LaserJet Toner Cartridge | NA | W9187MC |

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

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

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

The following illustration shows the toner cartridge components.

**Figure 2-4 Toner cartridge components**

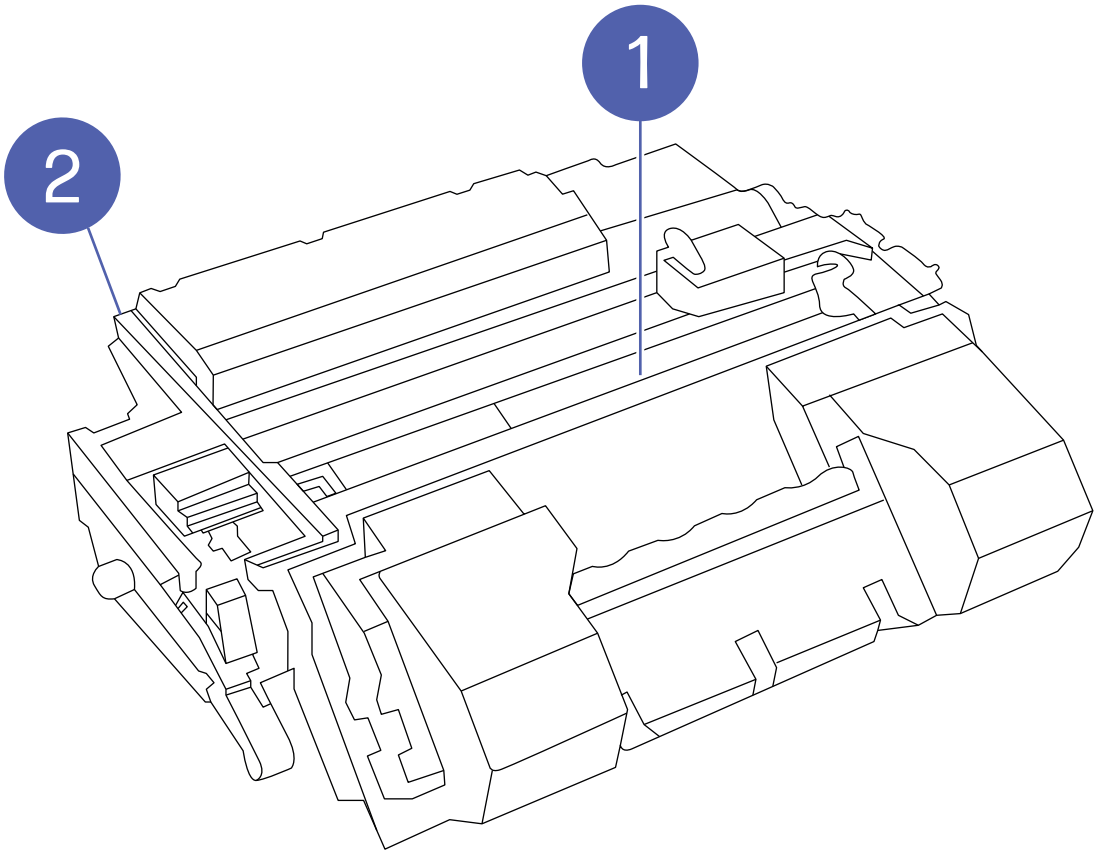



**Table 2-2 Toner cartridge components**

| Callout | Description |
|---|---|
| 1 | Imaging drum<br>**CAUTION:** Do not touch the imaging drum. Fingerprints can cause print-quality problems. |
| 2 | Memory chip |

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

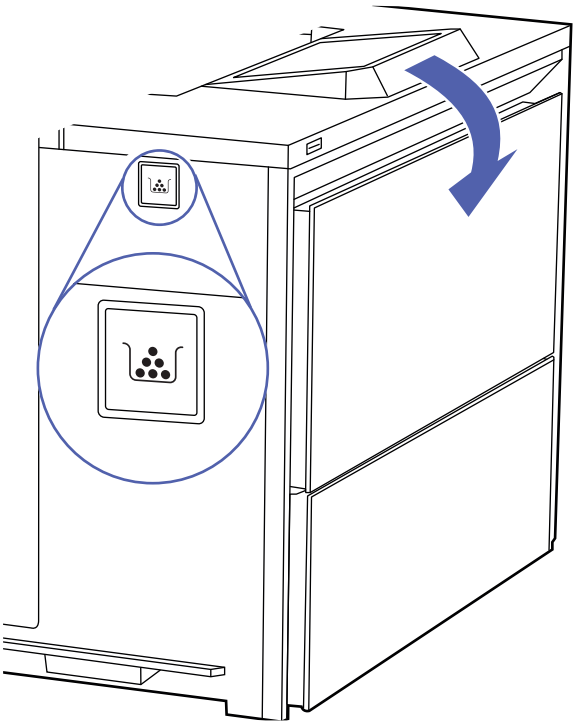
**NOTE:** Information about recycling used toner cartridges is in the toner cartridge box or at www.hp.com/hprecycle.

## Remove and replace the toner cartridge

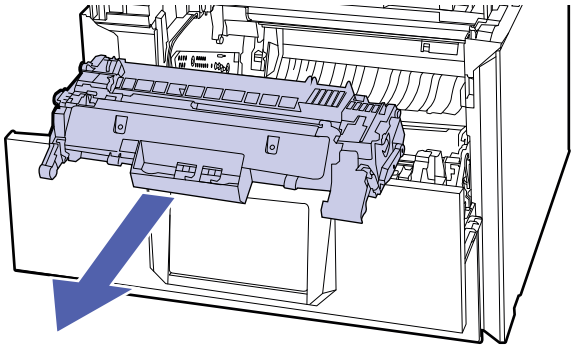
Follow these steps to replace the toner cartridge.

View a video of how to replace a toner cartridge

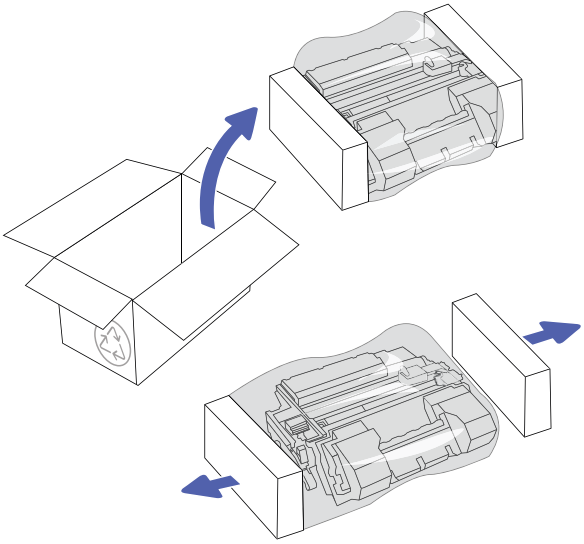
1. Press the toner cartridge door release button on the left panel to open the toner cartridge door.



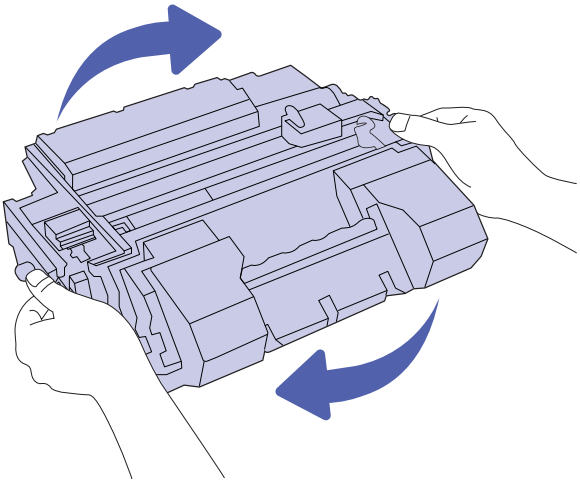
2. Grasp the handle of the toner cartridge and then pull the toner cartridge up and out to remove it from the printer.



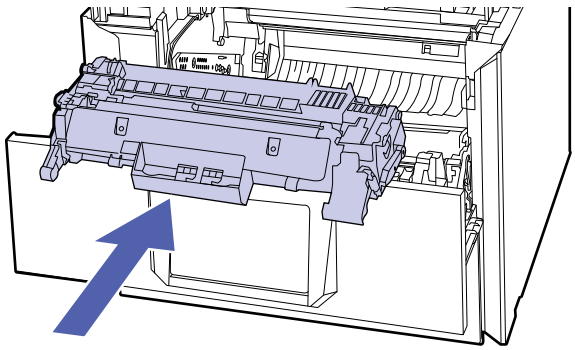
3. Remove the new toner cartridge from its package. Save all packaging for recycling the used toner cartridge.



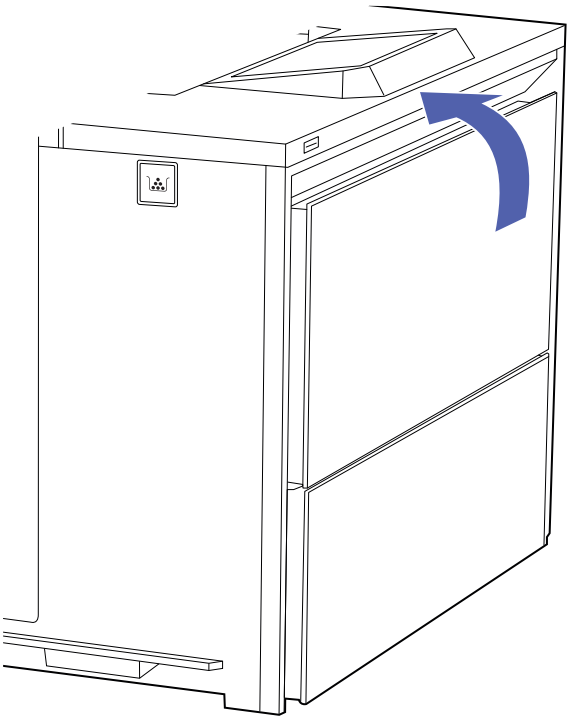
4. Hold the new toner cartridge at both ends and rock it back and forth, end to end, to distribute the toner evenly inside the cartridge.



5. Align the new toner cartridge with its slot and insert it into the printer until it is firmly seated.



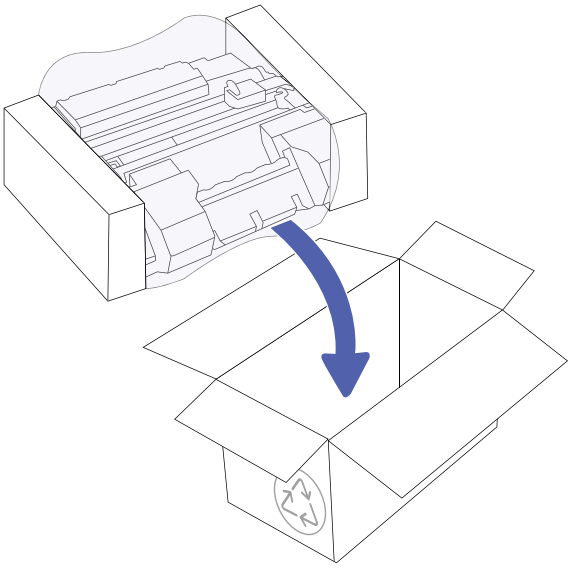
6. Close the toner cartridge door.



7. Pack the used toner cartridge into the box that the new toner cartridge came in. See the enclosed recycling guide for information about recycling.

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

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



# Configure the HP toner-supply-protection settings (Non-touchscreen)

A network administrator can configure the toner-supply-protection settings using the printer control panel or the HP Embedded Web Server (EWS).

## Introduction

Use HP Cartridge Policy and Supply Protection to control which cartridges are installed in the printer and protect the cartridges that are installed from theft.

In HP Web Jetadmin, the settings are located under the **Device Management** pane in the following menu chain: **Config** > **Supplies** > **Cartridge Policy** or **Supply Protection**.

- Cartridge Policy: This feature protects the printer from counterfeit toner cartridges by allowing only genuine HP cartridges to be used with the printer. Using genuine HP cartridges ensures the best possible print quality. When someone installs a cartridge that is not a genuine HP cartridge, the printer control panel displays a message that the cartridge is unauthorized and it provides information explaining how to proceed.
- Supply Protection: This feature permanently associates toner cartridges with a specific printer, or fleet of printers, so they cannot be used in other printers. Protecting cartridges protects your investment. When this feature is enabled, if someone attempts to transfer a protected cartridge from the original printer into an unauthorized printer, that printer will not print with the protected cartridge. The printer control panel displays a message that the cartridge is protected, and it provides information explaining how to proceed.

⚠ **CAUTION:** After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

## Enable or disable the Cartridge Policy feature

The Cartridge Policy feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

**NOTE:** Enabling or disabling this feature might require entering an administrator password.

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

### Use the printer control panel to enable the Cartridge Policy feature

From the printer control panel, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Supplies
   b. Cartridge Policy
3. Select Authorized HP.

### Use the printer control panel to disable the Cartridge Policy feature

From the printer control panel, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Supplies
   b. Cartridge Policy
3. Select Off.

### Use the HP Embedded Web Server (EWS) to enable the Cartridge Policy feature

From the EWS, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. Open the HP Embedded Web Server (EWS):
   a. On the printer control panel, press the Information button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.
   b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard. The EWS opens.

   **NOTE:** If the web browser displays a message indicating that the connection is not private or secure, click the **Advanced** option, and then click the link to **Continue...** or **Proceed...** to the website.

   Accessing this website will not harm the computer.
2. Open the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Authorized HP** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

### Use the HP Embedded Web Server (EWS) to disable the Cartridge Policy feature

From the EWS, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. Open the HP Embedded Web Server (EWS):
   a. On the printer control panel, press the Information button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.

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




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

2. Open the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Off** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

### Troubleshoot Cartridge Policy control panel error messages

Review the recommended actions for Cartridge Policy error messages.

**Table 2-3 Cartridge Policy control panel error messages**

| Error message | Description | Recommended action |
|---|---|---|
| 10.0X.30 Unauthorized <Color> Cartridge | The administrator has configured this printer to use only genuine HP supplies that are still under warranty. The cartridge must be replaced to continue printing. | Replace the cartridge with a genuine HP toner cartridge.<br><br>If you believe you purchased a genuine HP supply, visit www.hp.com/go/anticounterfeit to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge. |

## Enable or disable the Supply Protection feature

The Supply Protection feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

**NOTE:** Enabling or disabling this feature might require entering an administrator password.

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

### Use the printer control panel to enable the Supply Protection feature

From the printer control panel, a network administrator can enable the Supply Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Supplies
   b. Supply Protection

3. Select Protect supplies.
4. When the printer prompts to confirm, select Continue to enable the feature.

**CAUTION:** After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

### Use the printer control panel to disable the Supply Protection feature

From the printer control panel, a network administrator can disable the Supply Protection feature. This removes protection for any new cartridges installed in the printer.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Supplies
   b. Supply Protection
3. Select Off.

### Use the HP Embedded Web Server (EWS) to enable the Supply Protection feature

From the EWS, a network administrator can enable the Supply Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. Open the HP Embedded Web Server (EWS):
   a. On the printer control panel, press the Information button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.
   b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard. The EWS opens.




**NOTE:** If the web browser displays a message indicating that the connection is not private or secure, click the **Advanced** option, and then click the link to **Continue...** or **Proceed...** to the website.

Accessing this website will not harm the computer.

2. Open the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Protect supplies** from the **Supply Protection** drop-down list.

5. Click the **Apply** button to save the changes.

**CAUTION:** After enabling cartridge protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

### Use the HP Embedded Web Server (EWS) to disable the Supply Protection feature

From the EWS, a network administrator can disable the Supply Protection feature. This removes protection for any new cartridges installed in the printer.

1. Open the HP Embedded Web Server (EWS):

   a. On the printer control panel, press the Information button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.

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

   **NOTE:** If the web browser displays a message indicating that the connection is not private or secure, click the **Advanced** option, and then click the link to **Continue...** or **Proceed...** to the website.

   Accessing this website will not harm the computer.

2. Open the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Off** from the **Supply Protection** drop-down list.
5. Click the **Apply** button to save the changes.

### Troubleshoot Supply Protection control panel error messages

Review the recommended actions for Supply Protection error messages.

**Table 2-4 Supply Protection control panel error messages**

| Error message | Description | Recommended action |
|---|---|---|
| 10.0X.57 Protected <Color> Cartridge | The cartridge can only be used in the printer or fleet of printers that initially protected it using HP Supply Protection.<br><br>The Supply Protection feature allows an administrator to restrict cartridges to work in only one printer or fleet of printers. The cartridge must be replaced to continue printing. | Replace the cartridge with a new toner cartridge. |

# Configure the HP toner-supply-protection settings (Touchscreen)

A network administrator can configure the toner-supply-protection settings using the printer control panel or the HP Embedded Web Server (EWS).

## Introduction

Use HP Cartridge Policy and Supply Protection to control which cartridges are installed in the printer and protect the cartridges that are installed from theft.

In HP Web Jetadmin, the settings are located under the **Device Management** pane in the following menu chain: **Config** > **Supplies** > **Cartridge Policy** or **Supply Protection**.

- Cartridge Policy: This feature protects the printer from counterfeit toner cartridges by allowing only genuine HP cartridges to be used with the printer. Using genuine HP cartridges ensures the best possible print quality. When someone installs a cartridge that is not a genuine HP cartridge, the printer control panel displays a message that the cartridge is unauthorized and it provides information explaining how to proceed.
- Supply Protection: This feature permanently associates toner cartridges with a specific printer, or fleet of printers, so they cannot be used in other printers. Protecting cartridges protects your investment. When this feature is enabled, if someone attempts to transfer a protected cartridge from the original printer into an unauthorized printer, that printer will not print with the protected cartridge. The printer control panel displays a message that the cartridge is protected, and it provides information explaining how to proceed.

⚠ **CAUTION:** After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

## Enable or disable the Cartridge Policy feature

The Cartridge Policy feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

**NOTE:** Enabling or disabling this feature might require entering an administrator password.

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

### Use the printer control panel to enable the Cartridge Policy feature

From the printer control panel, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Supplies
   b. Cartridge Policy
3. Select Authorized HP.

### Use the printer control panel to disable the Cartridge Policy feature

From the printer control panel, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Supplies
   b. Cartridge Policy
3. Select Off.

### Use the HP Embedded Web Server (EWS) to enable the Cartridge Policy feature

From the EWS, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. Open the HP Embedded Web Server (EWS):
   a. From the Home screen on the printer control panel, touch the Information icon, and then touch the Ethernet icon to display the IP address or host name.
   b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard.

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

      The EWS opens.
2. On the EWS home page, click the **Supplies** tab.
3. In the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Authorized HP** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

### Use the HP Embedded Web Server (EWS) to disable the Cartridge Policy feature

From the EWS, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. Open the HP Embedded Web Server (EWS):
   a. From the Home screen on the printer control panel, touch the Information icon, and then touch the Ethernet icon to display the IP address or host name.

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




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

The EWS opens.

2. On the EWS home page, click the **Supplies** tab.
3. In the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Off** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

### Troubleshoot Cartridge Policy control panel error messages

Review the recommended actions for Cartridge Policy error messages.

**Table 2-5 Cartridge Policy control panel error messages**

| Error message | Description | Recommended action |
|---|---|---|
| 10.0X.30 Unauthorized <Color> Cartridge | The administrator has configured this printer to use only genuine HP supplies that are still under warranty. The cartridge must be replaced to continue printing. | Replace the cartridge with a genuine HP toner cartridge.<br><br>If you believe you purchased a genuine HP supply, visit www.hp.com/go/anticounterfeit to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge. |

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The Supply Protection feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

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### Use the printer control panel to enable the Supply Protection feature

From the printer control panel, a network administrator can enable the Supply Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Supplies

b. Supply Protection

3. Select Protect supplies.

4. When the printer prompts to confirm, select Continue to enable the feature.

**CAUTION:** After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

### Use the printer control panel to disable the Supply Protection feature

From the printer control panel, a network administrator can disable the Supply Protection feature. This removes protection for any new cartridges installed in the printer.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Manage Supplies

   b. Supply Protection

3. Select Off.

### Use the HP Embedded Web Server (EWS) to enable the Supply Protection feature

From the EWS, a network administrator can enable the Supply Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. Open the HP Embedded Web Server (EWS):

   a. From the Home screen on the printer control panel, touch the Information icon, and then touch the Ethernet icon to display the IP address or host name.

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




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

The EWS opens.

2. On the EWS home page, click the **Supplies** tab.

3. From the left navigation pane, select **Manage Supplies**.

4. In the Supply Settings area, select **Protect supplies** from the **Supply Protection** drop-down list.

5. Click the **Apply** button to save the changes.

**CAUTION:** After enabling supply protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

### Use the HP Embedded Web Server (EWS) to disable the Supply Protection feature

From the EWS, a network administrator can disable the Supply Protection feature. This removes protection for any new cartridges installed in the printer.

1. Open the HP Embedded Web Server (EWS):
   a. From the Home screen on the printer control panel, touch the Information icon, and then touch the Ethernet icon to display the IP address or host name.
   b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard.




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

   The EWS opens.
2. On the EWS home page, click the **Supplies** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the Supply Settings area, select **Off** from the **Supply Protection** drop-down list.
5. Click the **Apply** button to save the changes.

### Troubleshoot Supply Protection control panel error messages

Review the recommended actions for Supply Protection error messages.

**Table 2-6 Supply Protection control panel error messages**

| Error message | Description | Recommended action |
|---|---|---|
| 10.0X.57 Protected <Color> Cartridge | The cartridge can only be used in the printer or fleet of printers that initially protected it using HP Supply Protection.<br><br>The Supply Protection feature allows an administrator to restrict cartridges to work in only one printer or fleet of printers. The cartridge must be replaced to continue printing. | Replace the cartridge with a new toner cartridge. |

## Print a cleaning page

Learn how to print a cleaning page.

### Print a cleaning page from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Maintenance, and then press the OK button.
3. Use the arrow buttons to scroll to Calibration/Cleaning, and then press the OK button.
4. Use the arrow buttons to scroll to Cleaning page, and then press the OK button.

**TIP:** Use this screen to set up automatic cleaning page intervals if desired.

5. Use the arrow buttons to scroll to Print (at the bottom of the control-panel display), and then press the OK button to print the cleaning page.

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

### Print a cleaning page from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
3. Touch Cleaning Page, and then touch the Print button to print the cleaning page.

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

**TIP:** Use this screen to set up automatic cleaning page intervals if desired.

## Automatic cleaning page

Learn how to set up automatic cleaning page intervals.

Enable and configure auto cleaning from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Maintenance, and then press the OK button.
3. Use the arrow buttons to scroll to Calibration/Cleaning, and then press the OK button.
4. Use the arrow buttons to scroll to Cleaning page, and then press the OK button.
5. Use the arrow buttons to scroll to the desired automatic cleaning page interval, and then press the OK button to print the cleaning page.
6. Use the arrow buttons to scroll to Done (at the bottom of the control-panel display), and then press the OK button.

Enable and configure auto cleaning from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Cleaning Page
3. Touch the desired automatic cleaning page interval, and then touch the Done button.

## Cleaning at service visit

Learn about the procedure performed when cleaning the printer during a service visit.

### Servicing the printer

Review the table below to perform a cleaning procedure for the components listed during the service visit.

**Table 2-7 Cleaning procedure**

| Component | Cleaning procedure |
|---|---|
| • Guide of paper path<br>• Tray 2 Pickup roller<br>• Tray 2 Feed roller<br>• Tray 2 Separation roller<br>• Tray 1 Pickup roller<br>• Tray 1 Separation pad<br>• Registration roller | 1. Use a dry lint-free cloth to wipe any dirt or residue from the paper path or for the components.<br>2. If the dirt cannot be removed, dampen the lint-free cloth with alcohol to clean the components. |
| • Fuser film<br>• Pressure roller | Perform a Fuser roller cleaning designation by selecting *Multi-Purpose Mode*. |
| Paper powder space | Remove paper dust from the paper dust space. For instructions, see Cleaning paper dust for maintenance. |

**Figure 2-5 Servicing for printer**

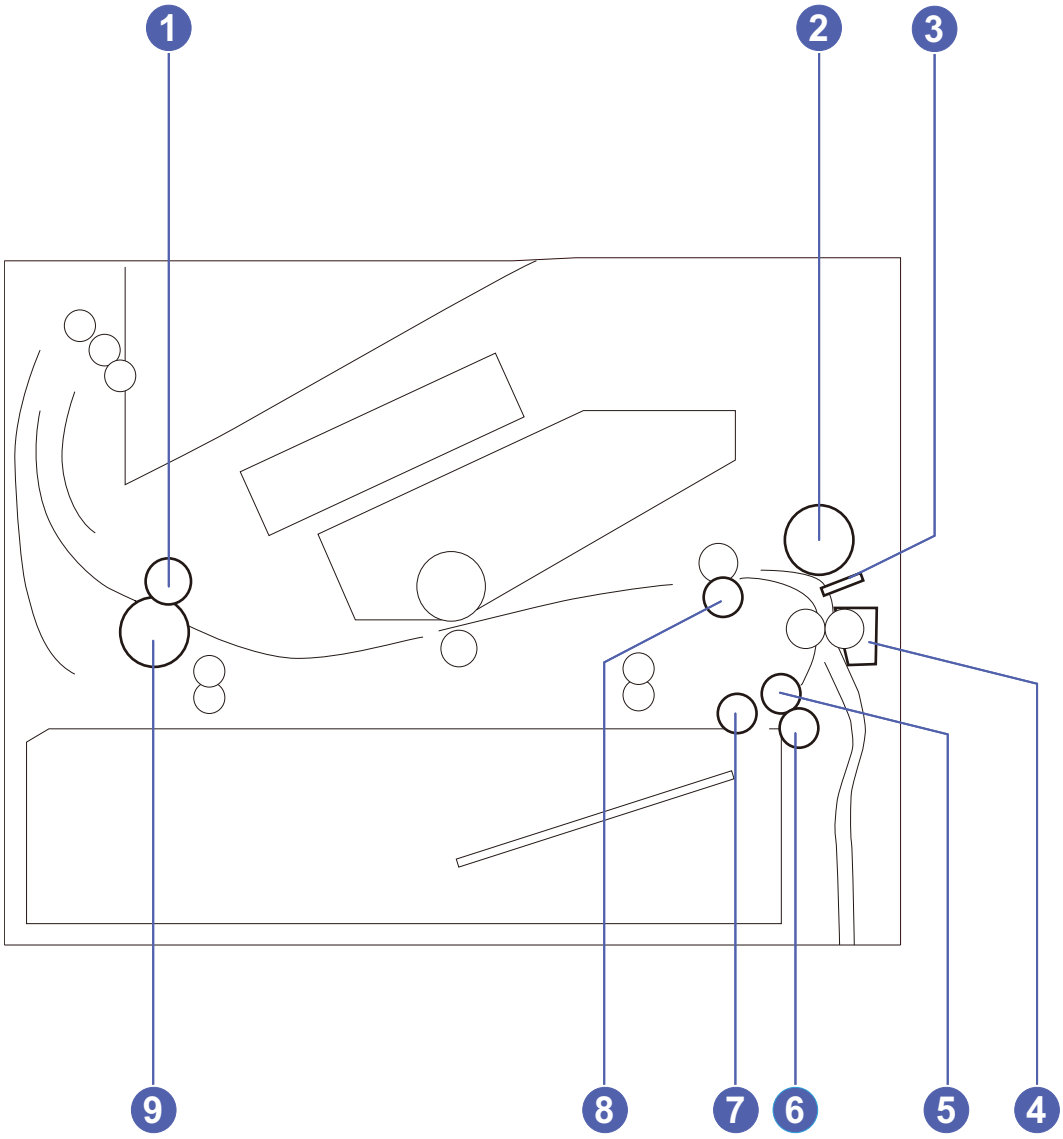



**Table 2-8 Servicing for printer**

| Callout label | Description |
|---|---|
| 1 | Fuser film assembly |
| 2 | Tray 1 Pickup roller |
| 3 | Tray 1 Separation pad |
| 4 | Paper powder space |
| 5 | Tray 2 Feed roller |
| 6 | Tray 2 Separation roller |
| 7 | Tray 2 Pickup roller |
| 8 | Registration roller |
| 9 | Pressure roller |

# Clean the Tray 1 (MP tray) pickup roller and separation pad

This document provides the procedures to clean the tray 1 pickup roller.

## Before performing service

- Disconnect the power cable.

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

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

**Table 2-9 Part information**

| Part number | Part description |
|---|---|
| **RL3-0389-000CN** | Roller, Pick-up MP, tray 1 |
| **RL2-0657-000CN** | Pad, Multipurpose separation, Tray 1 |

## Required tools

- No special tools are needed 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

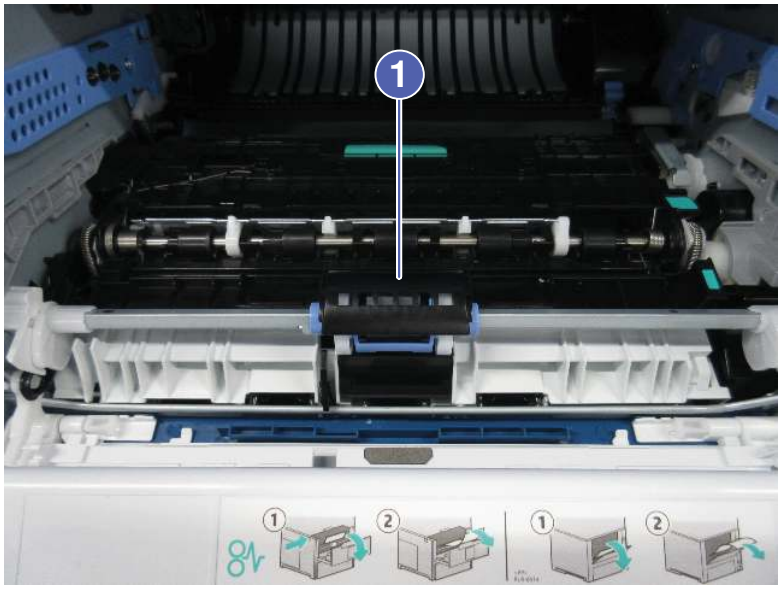
No post service test is available for this assembly.

# Remove the Tray 1 pickup roller

Follow these steps to remove the Tray 1 pickup roller.

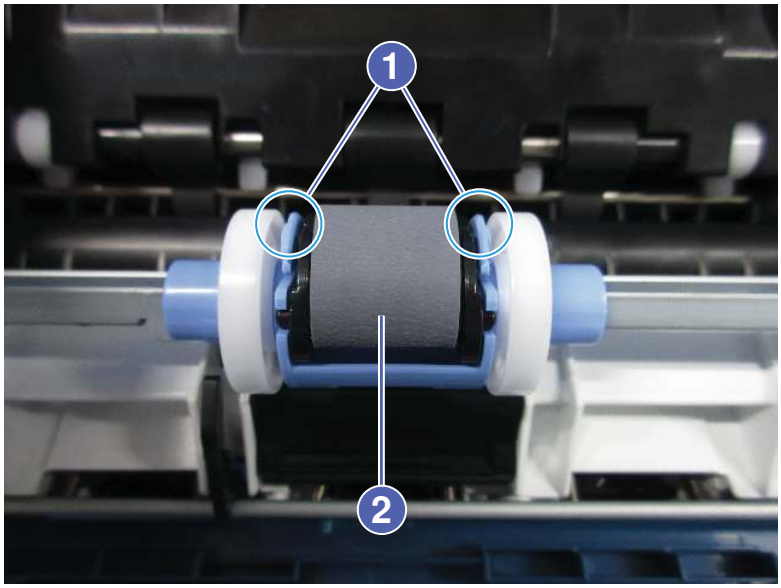
1. Press the release button on the printer to open the toner cartridge door.
2. Open the roller cover (callout 1).
   a. Locate the tab on the side.
   b. Use the tab to lift the shield covering the rollers.

**Figure 2-6 Open roller cover**




3. Push the tabs (callout 1) on either side of the Tray 1 pickup roller.
4. Remove the Tray 1 pickup roller assembly (callout 2).

**Figure 2-7 Remove roller assembly**

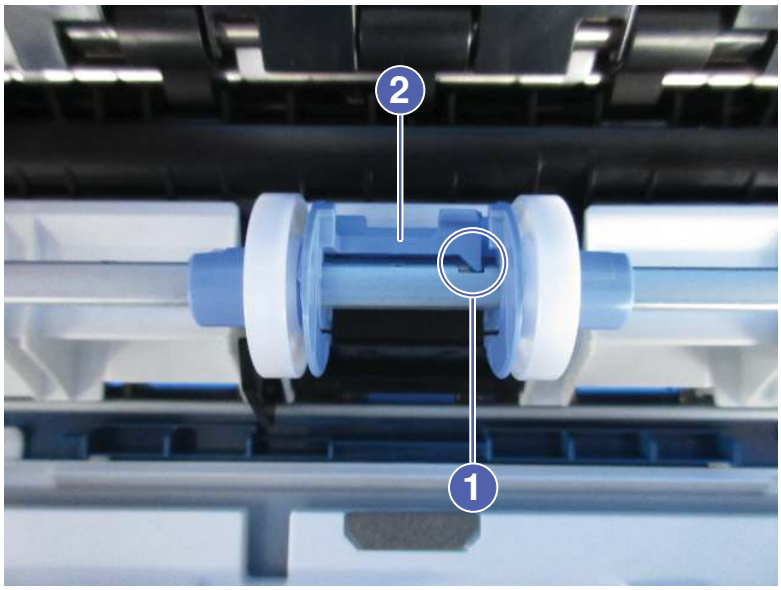



## Remove the Tray 1 separation pad

Follow these steps to remove the Tray 1 separation pad.

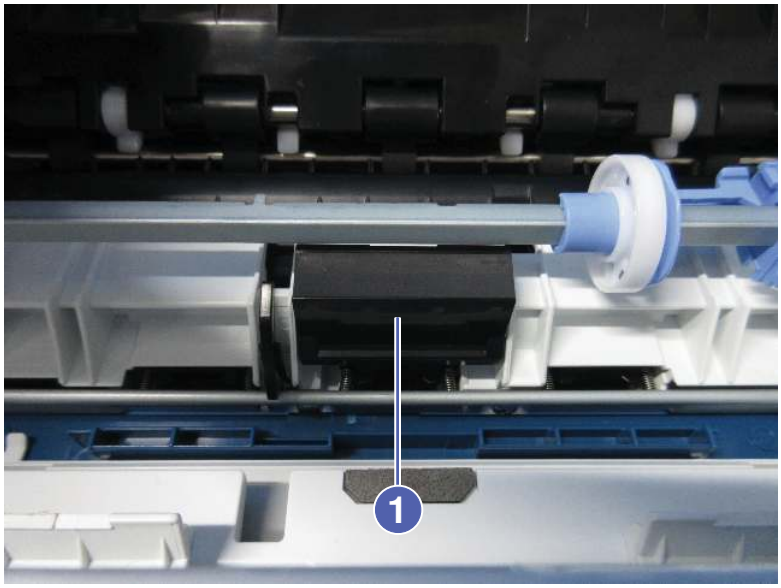
1. Release the locking tab (callout 1) and slide the Tray 1 pickup roller holder (callout 2) to the right.

**Figure 2-8 Release tab**




2. Lift the Tray 1 separation pad assembly (callout 1) upward to remove it.

**Figure 2-9 Remove separation pad**




## Clean the Tray 1 roller and pad

Learn about cleaning the Tray 1 pickup roller and separation pad.

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

1. Use a damp, lint-free cloth to gently clean the Tray 1 pickup roller and separation pad.

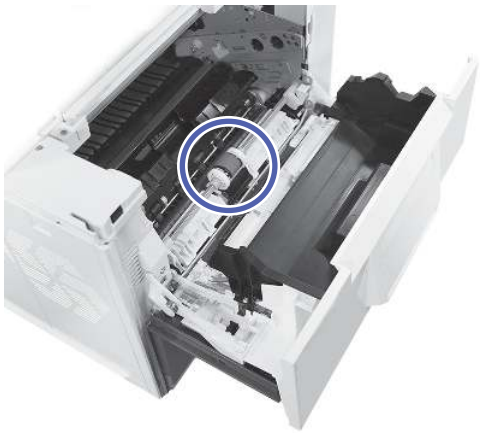
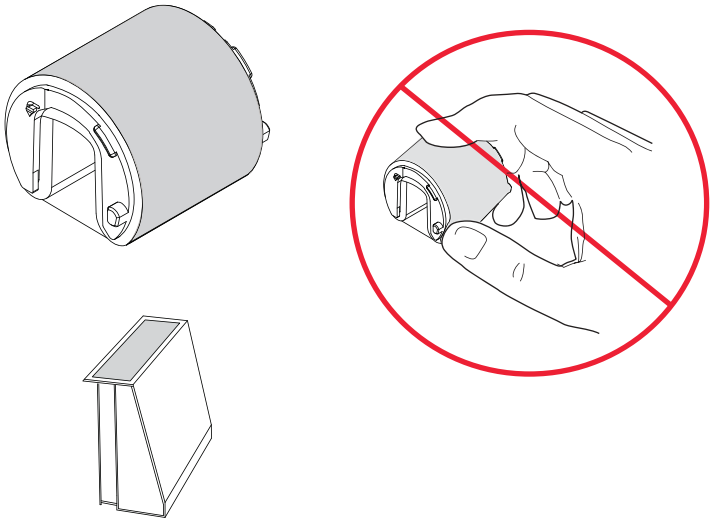


**Figure 2-10 Clean the rollers**



2. Ensure the pickup roller is dry before reinstalling it in the printer.
3. Reverse the removal steps to install the Tray 1 pickup roller and separation pad.
4. Close Tray 1.

## Clean the Tray 2-x roller separation roller assembly

Learn how to clean the Tray 2-x roller separation roller assembly.

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 2-10 Part information**

| Part number | Part description |
|---|---|
| RL3-0389-000CN | Roller, Pick-up MP, tray 1 |

### Required tools

- No special tools are needed 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

No post service test is available for this assembly.

## Remove the Tray 2 pickup roller assembly

Follow these steps to remove the Tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.

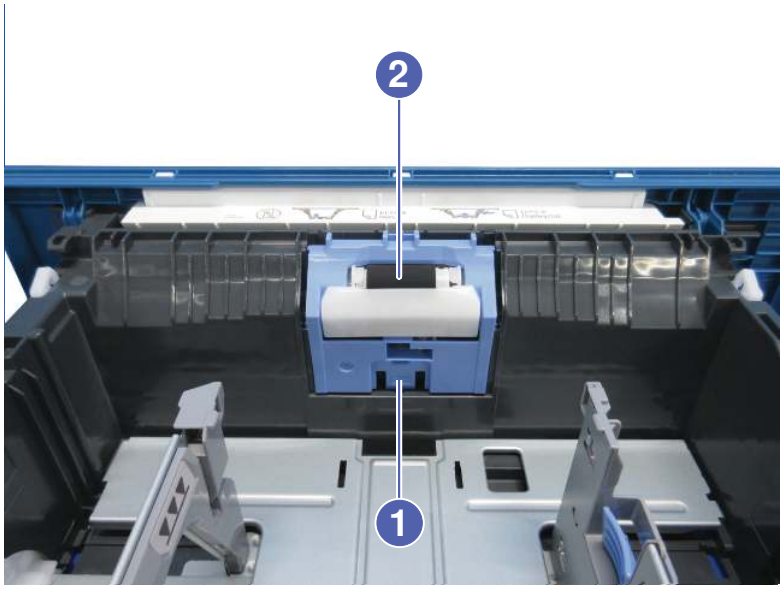
**CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

**Figure 2-11 Remove tray**



2. While pushing the tab (callout 1), hold up the Tray 2 separation roller assembly (callout 2) to remove it.

**Figure 2-12 Push tab and remove roller assembly**




## Clean the Tray 2 rollers

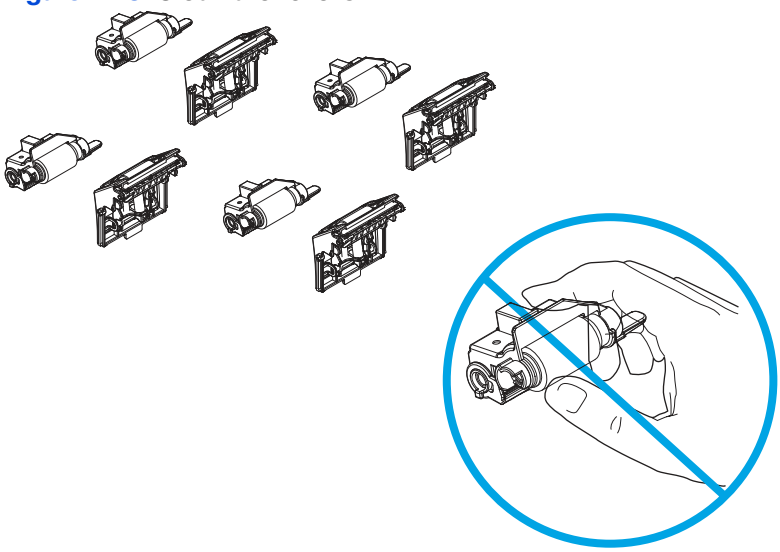
Learn about cleaning the Tray 2 rollers.

- Clean the Tray 2 rollers.
  - Use a damp, lint-free cloth to gently clean the rollers.

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

**NOTE:** The number of rollers depends on the number input accessories installed.

**Figure 2-13 Clean the rollers**

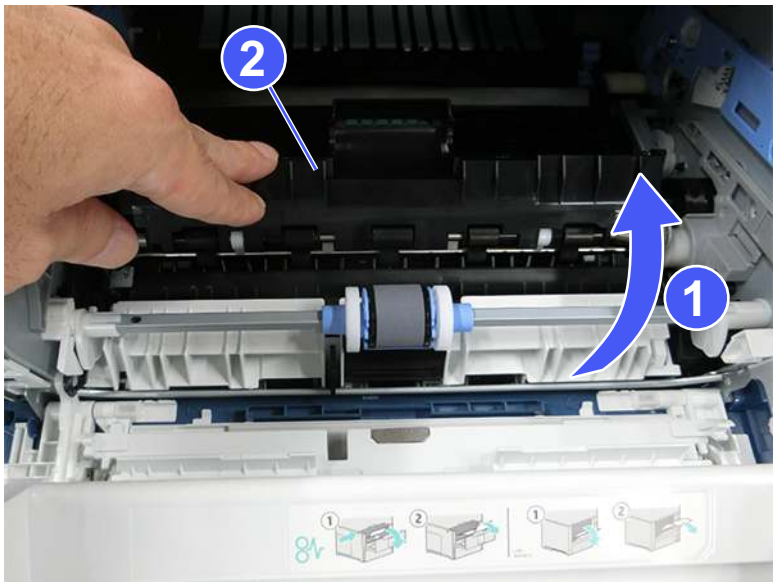


# Cleaning paper dust for maintenance

Learn about cleaning the clean paper dust from under the tray 1 separation pad.

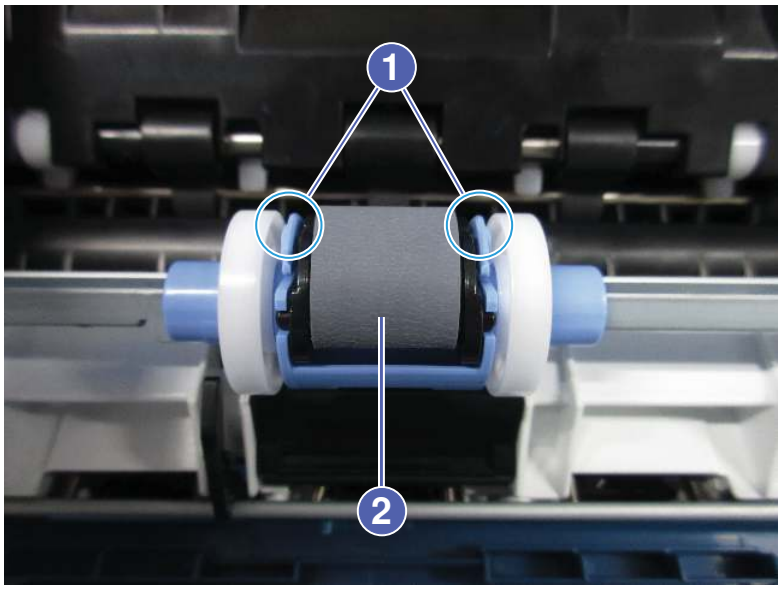
1. Open the toner cartridge door.
2. Open the registration guide (callout 2) in the direction of the arrow (callout 1).

**Figure 2-14 Open the guide**



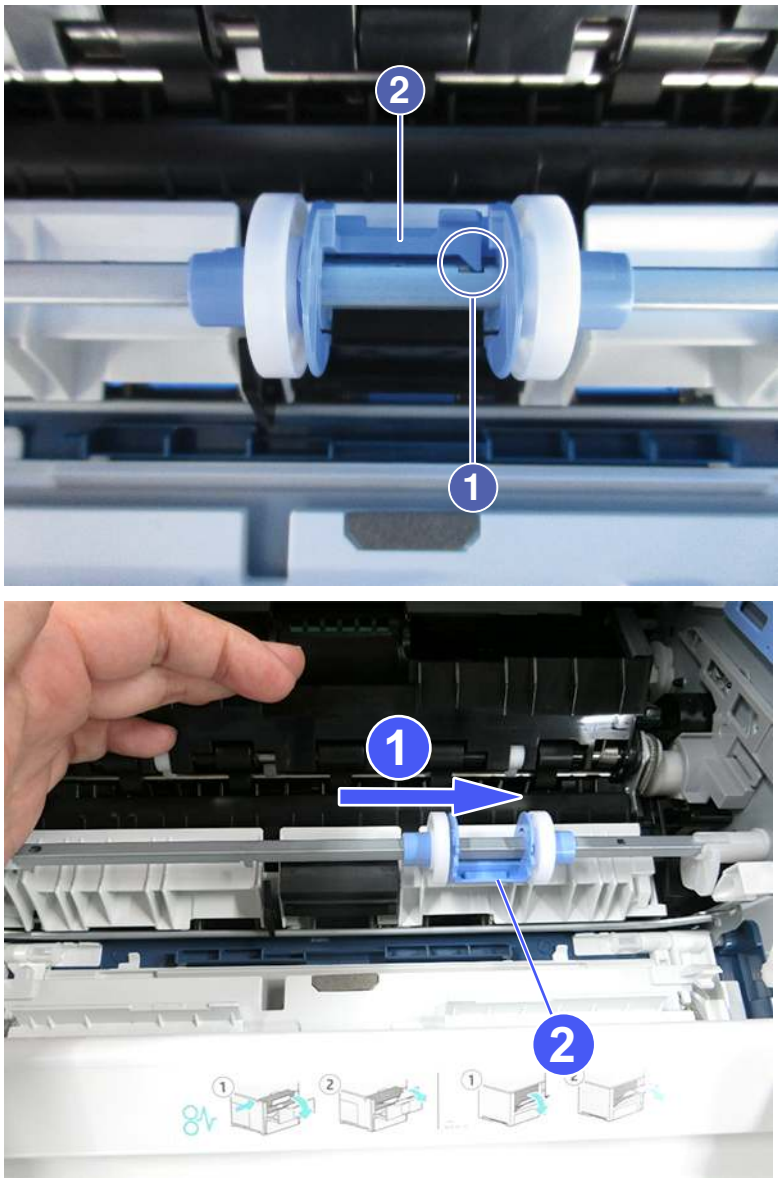

3. Release two tabs (callout 1) and then remove the tray 1 pickup roller assembly (callout 2).

**Figure 2-15 Remove roller assembly**



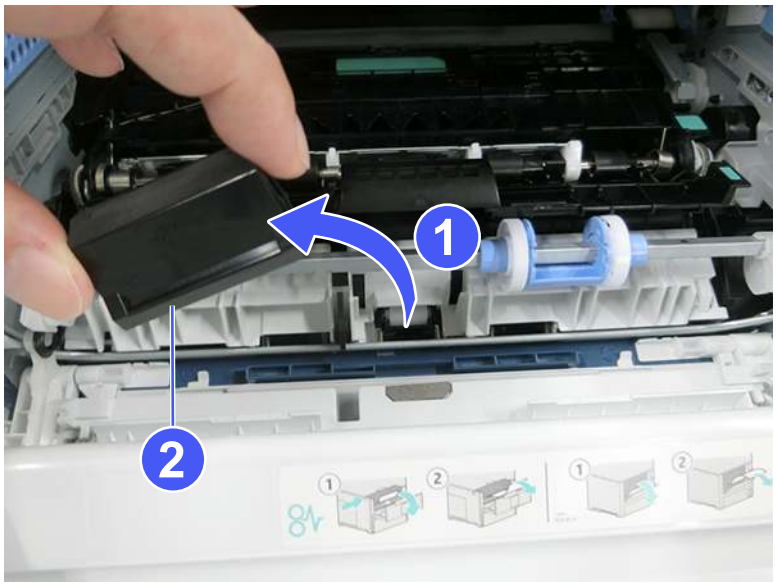
4. Release one tab (callout 1) and slide the tray 1 pickup roller holder (callout 2) to the right.

**Figure 2-16 Release tab**



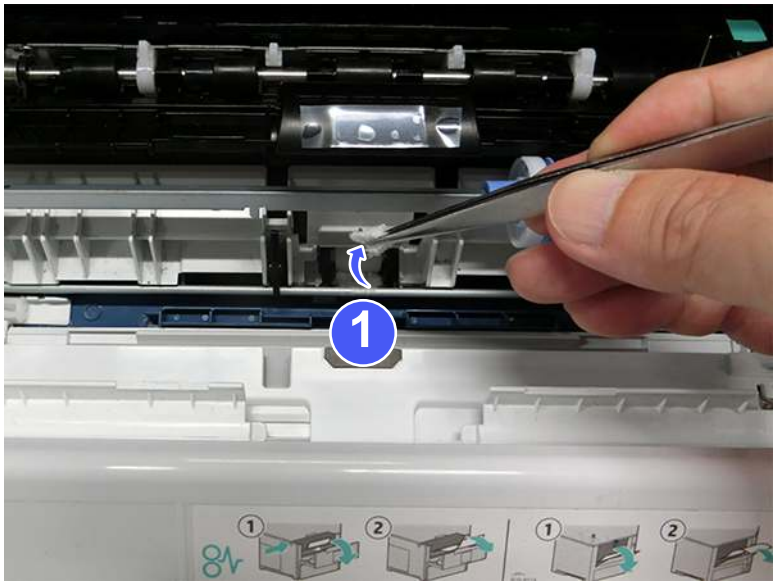
5. Remove the separation pad (callout 2) by lifting it out of the printer (callout 1).

**Figure 2-17 Remove the separation pad**




6. Remove any paper dust found using tweezers (callout 1) from the area.

**Figure 2-18 Remove paper dust**



7. Vacuum out any remaining paper dust from the area (callout 1).

**Figure 2-19 Vacuum paper dust**




# Input devices

Learn about input device installation and maintenance.

## Servicing the accessory

Review the accessory parts during servicing.

**Table 2-11 Cleaning procedure**

| Component | Cleaning procedure |
|---|---|
| • Guide of paper path<br>• Tray 3 Pickup roller<br>• Tray 3 Feed roller<br>• Tray 3 Separation roller<br>• Tray 3 Feed roller | 1. Use a dry lint-free cloth to wipe any dirt or residue from the paper path.<br>2. If the dirt cannot be removed, dampen the lint-free cloth with alcohol for cleaning. |

Figure 2-20 **Servicing 550-sheet paper feeder**

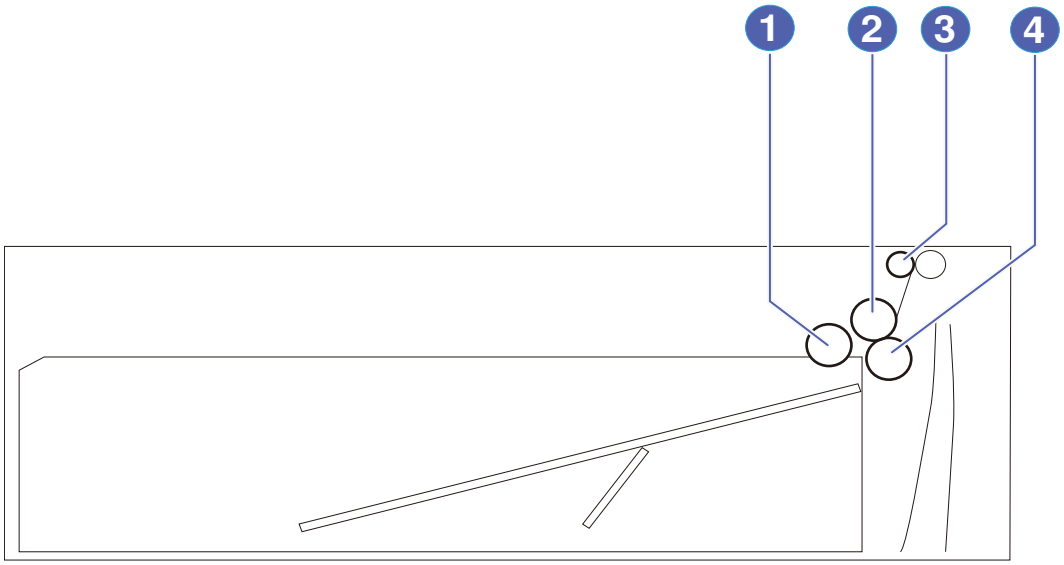



Table 2-12 **Servicing for 550-sheet paper feeder**

| Callout | Description |
|---|---|
| 1 | Paper feeder pickup roller |
| 2 | Paper feeder tray feed roller |
| 3 | Paper feeder feed roller |
| 4 | Paper feeder separation roller |

# Input devices

Learn about input device installation and maintenance.

## Replace the inline staple cartridge (3 bin stapler/stacker models only)

The following applies to models with 3 bin stapler/stacker.

### Introduction

The following information provides instructions to replace the staple cartridges.

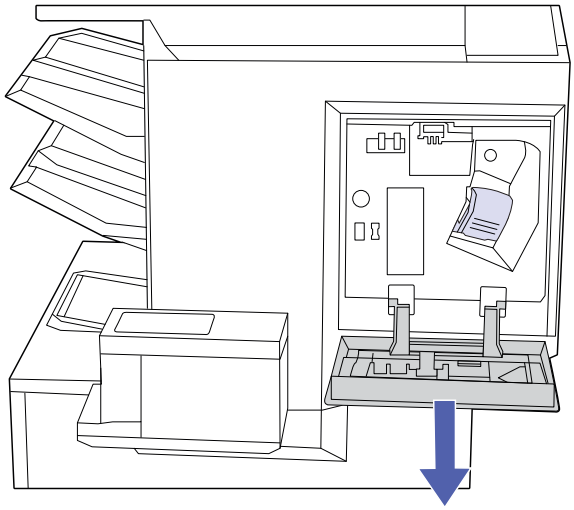
In addition to the instructions provided in this document, you can view the following video of how to replace the convenience staple cartridge.

### Remove and replace the staple cartridge

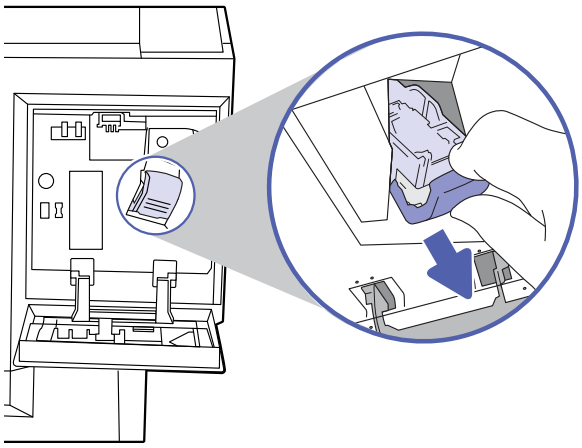
Use the steps below to remove and replace the staple cartridge.

1. Open the stapler door.

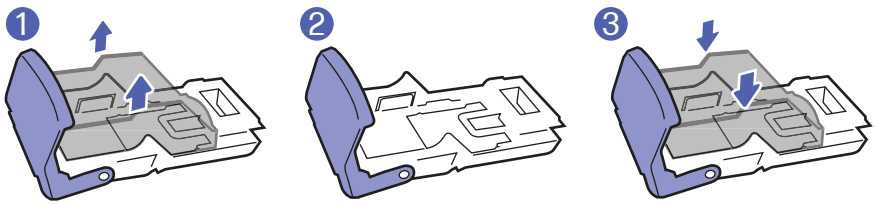
**NOTE:** Opening the stapler door disables the stapler.



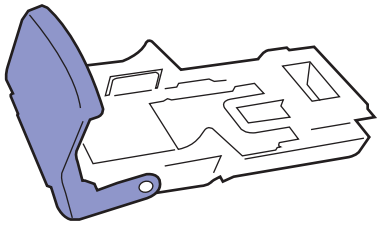
2. Grasp the colored tab on the staple cartridge, and then pull the staple cartridge straight out.



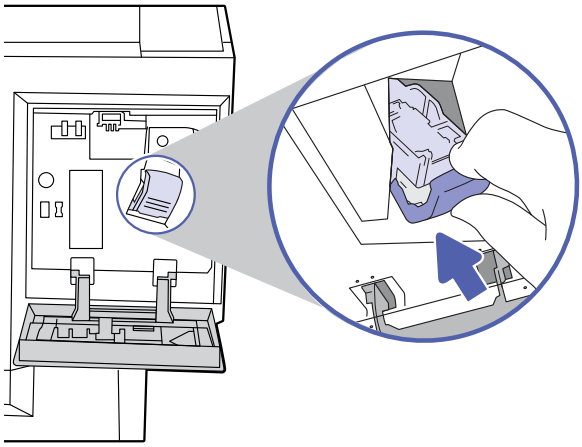
3. Remove the staple cartridge from the sled and replace it with the new staple cartridge.



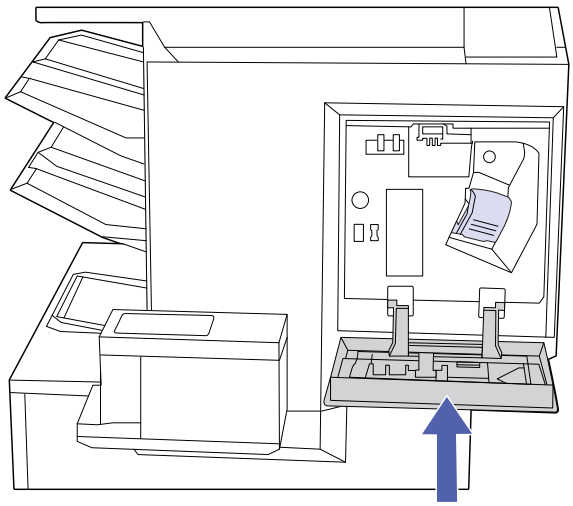

**IMPORTANT:** Do not dispose of the staple carrier/sled. The sled is not an orderable or replaceable part.



4. Insert the new staple cartridge into the stapler and press the colored handle toward the printer until it snaps into place.



5. Close the stapler door.



## Replace the convenience stapler, staple cartridge

The following applies to models with a convenience stapler.

### Introduction

The following information provides instructions to replace the staple cartridges.

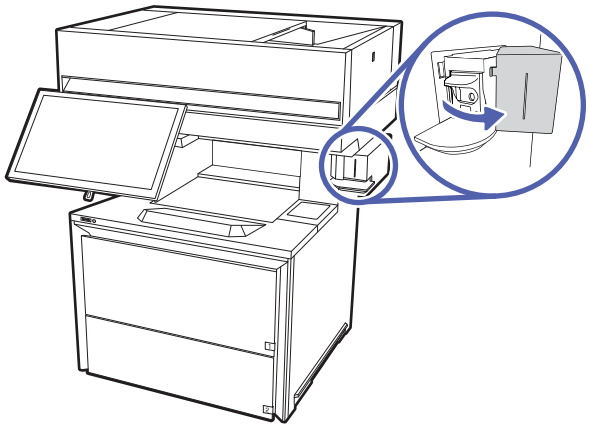
In addition to the instructions provided in this document, you can view the following video of how to replace the convenience staple cartridge.

### Remove and replace the convenience staple cartridge

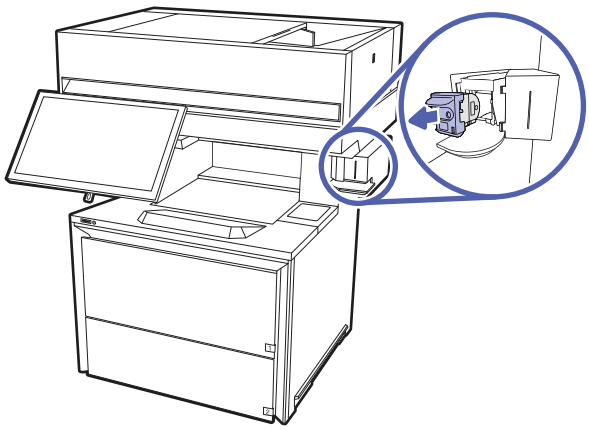
Use the steps below to remove and replace the staple cartridge.

1. Open the stapler door.

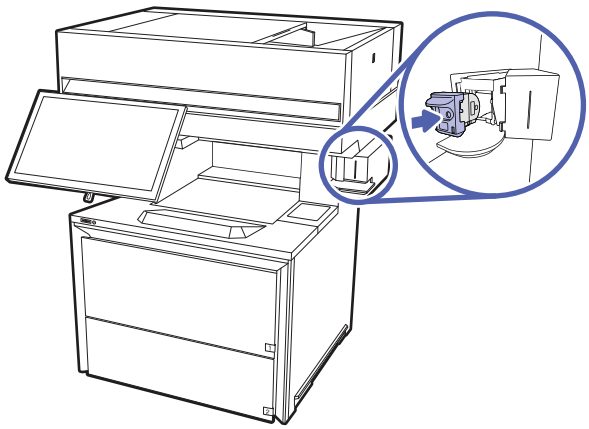
**NOTE:** Opening the stapler door disables the stapler.



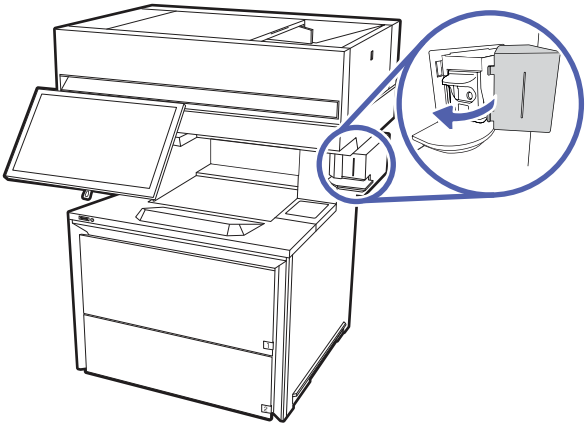
2. Grasp the colored tab on the staple cartridge, and then pull the staple cartridge straight out.



3. Insert the new staple cartridge into the stapler and press the colored handle toward the printer until it snaps into place.



4. Close the stapler door.

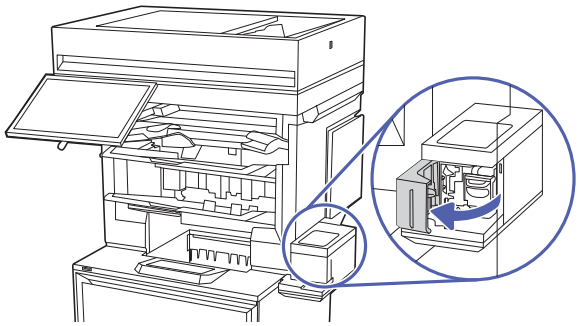


## Remove and replace the convenience staple cartridge with printers configured with 3-bin Stapler/Stacker

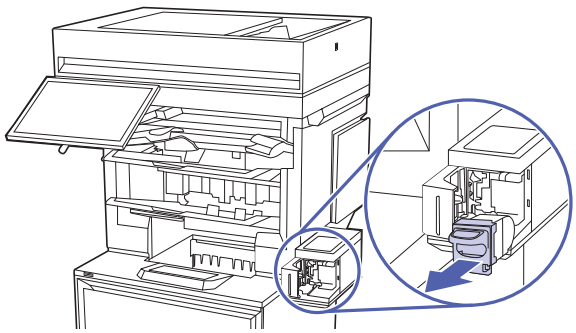
Use the steps below to remove and replace the staple cartridge.

1. Open the stapler door.

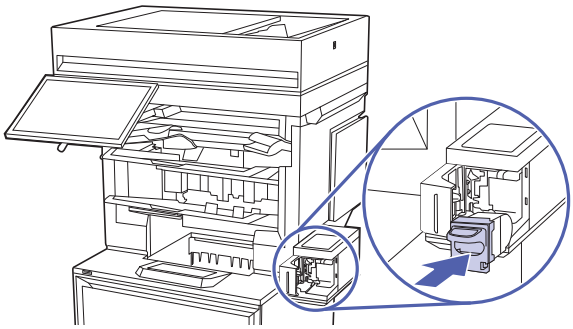
**NOTE:** Opening the stapler door disables the stapler.



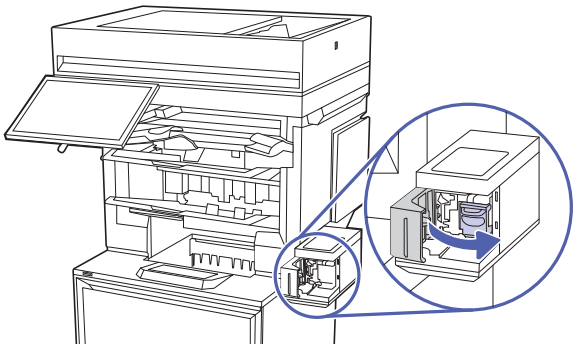
2. Grasp the colored tab on the staple cartridge, and then pull the staple cartridge straight out.



3. Insert the new staple cartridge into the stapler and press the colored handle toward the printer until it snaps into place.



4. Close the stapler door.



# 3 Solve problems

Learn about solving printer problems.

## Determine the problem source

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

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

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

Before beginning any troubleshooting procedure, check the following issues:

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

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

### Pre-troubleshooting checklist

Use the pre-troubleshooting checklist to determine the cause of the problem and to minimize the steps to resolve the problem.

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

**Table 3-1 Pre-troubleshooting checklist**

| General topic | Questions |
|---|---|
| Environment | • Is the printer installed on a solid, level surface (+/- 1°)?<br>• Is the operating environment within the specified parameters?<br>Is the room temperature 7.5°C (50°F) to 32.5°C (86°F), and the relative humidity is kept from 10% to 80%?<br>• Is the printer exposed to an air conditioning or heating vent that can cause temperature fluctuations?<br>• Is the printer located away from areas with open flames, excessive dust, or direct airflow from air conditioner ducts?<br>• Is the printer exposed to ammonia gas, such as that produced by diazo copiers or office cleaning materials?<br>**NOTE:** Diazo copiers produce ammonia gas as part of the copying processes. Ammonia gas (from cleaning supplies or a diazo copier) can have an adverse effect on some printer components (for example, the toner cartridge or cartridges OPC).<br>• Is the printer exposed to direct sunlight? |
| Power | • Is the power-supply plug inserted in the printer and the wall outlet (not a surge protector)?<br>• Is the power-supply voltage within ± 10 volts of the specified power source? |
| Media | • Does the customer use only the recommended paper/media?<br>• Is the paper in good condition (no curls, folds, or distortion)?<br>• Is the paper stored correctly and within environmental limits? |
| Input trays | • Is the number of pages/media in the tray within specifications?<br>• Is the paper/media correctly placed in the tray?<br>• Are the paper guides aligned with the stack (no gaps in the stack or excessive pressure causing the stack to bow)?<br>• Is the tray (or trays) correctly installed in the printer? |
| Toner cartridge | • Is the toner cartridge (or cartridges of each color) installed correctly?<br>**NOTE:** If country/region specific toner cartridges are available for the printer, make sure the correct cartridge is installed. |
| Transfer unit and fuser | • Are the transfer unit and fuser installed correctly?<br>**NOTE:** For printers with an intermediate transfer belt (ITB), is the ITB installed correctly and fully seated? If a replacement ITB was installed, was all the packing materials removed? |
| Covers | • Is the toner cartridge door closed?<br>• Is the rear door securely closed? |
| Condensation | • Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the printer on for 10 to 20 minutes.<br>• Was a toner cartridge (or cartridges) opened soon after being moved from a cold to a warm room? If so, allow the toner cartridge (or cartridges) to sit at room temperature for 1 to 2 hours. |

**Table 3-1 Pre-troubleshooting checklist (continued)**

| General topic | Questions |
|---|---|
| Miscellaneous | • Check for and remove any non-HP components (toner cartridges, memory modules, and EIO cards) from the printer.<br>• Remove the printer from the network and ensure the failure is associated with the printer before beginning troubleshooting.<br>• For any color print-quality issues (Color printers only), calibrate the printer, and then print a Diagnostics page to verify print quality. |

## Troubleshooting flowchart

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

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

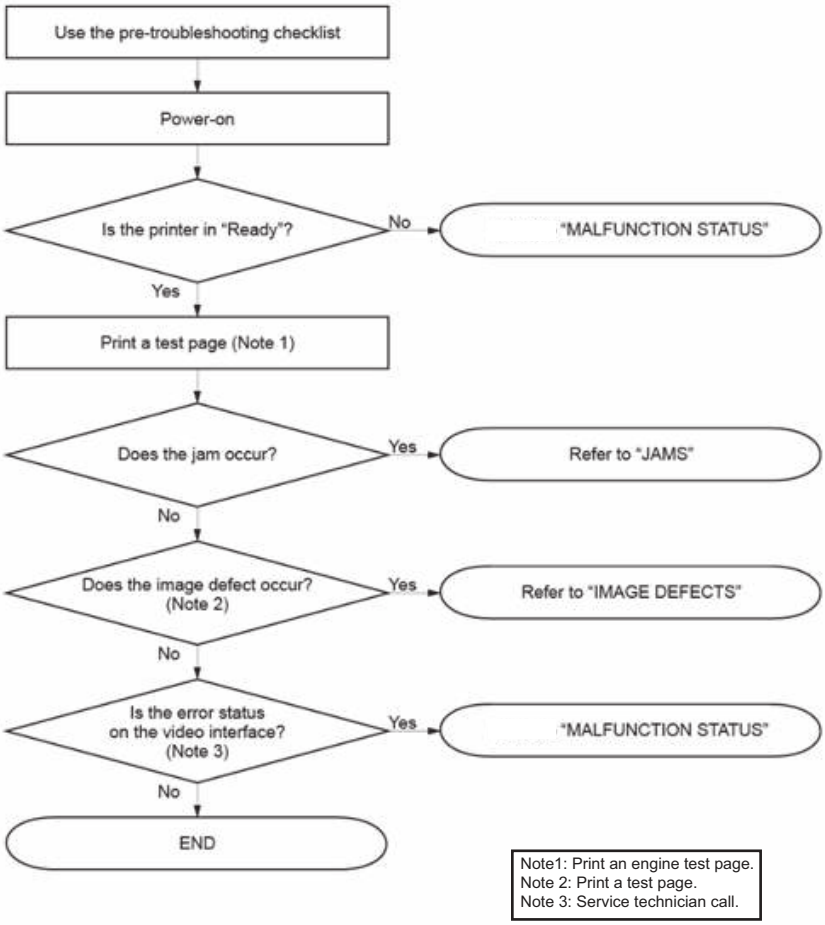


**Table 3-2 Troubleshooting flowchart table**

| Step | Troubleshooting | Action |
|---|---|---|
| **1 Power on** | Is the printer on and does a readable message display?<br><br>**`Troubleshooting Output`**:<br><br>`No` → (see Action)<br><br>`Yes` ↓ (see next Step) | 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.<br><br>During normal operation cooling fans and/or motors should be operating. Place a hand over fan intake or exhaust vents to determine if the fan or fans are spinning. Lean close to the printer to hear motors rotating.<br><br>If fans and/or motors are operating, the dc side of the power supply is functioning.<br><br>Always make sure the printer is plugged into a known-functioning wall receptacle. Remove power strips and plug the printer directly into a wall receptacle.<br><br>After the control panel display is functional, continue to step 2. |
| **2 Control panel messages** | Does the message **Ready** display on the control panel?<br><br>**`Troubleshooting Output`**:<br><br>`No` → (see Action)<br><br>`Yes` ↓ (see next Step) | Use the control panel message document (CPMD) section in this manual to correct any displayed error messages.<br><br>After the errors have been corrected, continue to step 3. |
| **3 Event log** | Open the Troubleshooting menu and print an event log to see the history of errors with this printer.<br><br>Does the event log print?<br><br>**`Troubleshooting Output`**:<br><br>`No` → (see Action)<br><br>`Yes` ↓ (see next Step) | If the event log does not print, check for error messages.<br><br>If paper jams inside the printer, see the jams section of the printer service manual.<br><br>If error messages display on the control panel when trying to print an event log, see the control panel message document (CPMD) section of this manual.<br><br>After successfully printing and evaluating the event log, continue to step 4. |
| **4 Information pages** | Open the Reports menu and print the configuration pages to verify all the accessories are installed.<br><br>Are all the accessories installed?<br><br>**`Troubleshooting Output`**:<br><br>`No` → (see Action)<br><br>`Yes` ↓ (see next Step) | If accessories installed are not listed on the configuration page, remove the accessory and reinstall it.<br><br>Make sure the most recent firmware is installed. See the firmware upgrade section of this manual for more information.<br><br>After evaluating the configuration pages, continue to step 5. |

**Table 3-2 Troubleshooting flowchart table (continued)**

| Step | Troubleshooting | Action |
|---|---|---|
| **5 Print quality** | Does the print quality meet the customer's requirements?<br><br>**`Troubleshooting Output`**:<br><br>`No` → (see Action)<br><br>`Yes` ↓ (see next Step) | Compare the images with the sample defects in the Image-quality troubleshooting section of this manual.<br><br>Solve print-quality and copy-quality issues as needed.<br><br>After the print quality is acceptable, continue to step 6. |
| **6 Interface** | Can the customer print successfully from the host computer?<br><br>**`Troubleshooting Output`**:<br><br>`No` → (see Action)<br><br>`Yes` This is the end of the troubleshooting process. | Verify all I/O cables are connected correctly and a valid IP address is listed on the HP Jetdirect configuration page.<br><br>If error messages display on the control panel or appear in the event log, see the control-panel message document (CPMD) section of this manual.<br><br>When the customer can print from the host computer, this is the end of the troubleshooting process. |

# Firmware upgrades

Learn about printer firmware upgrades.

HP provides firmware updates for printers to help address any known issues and add new features throughout the support life of the printer.

To obtain all the latest updates, you must update the firmware on your printer.

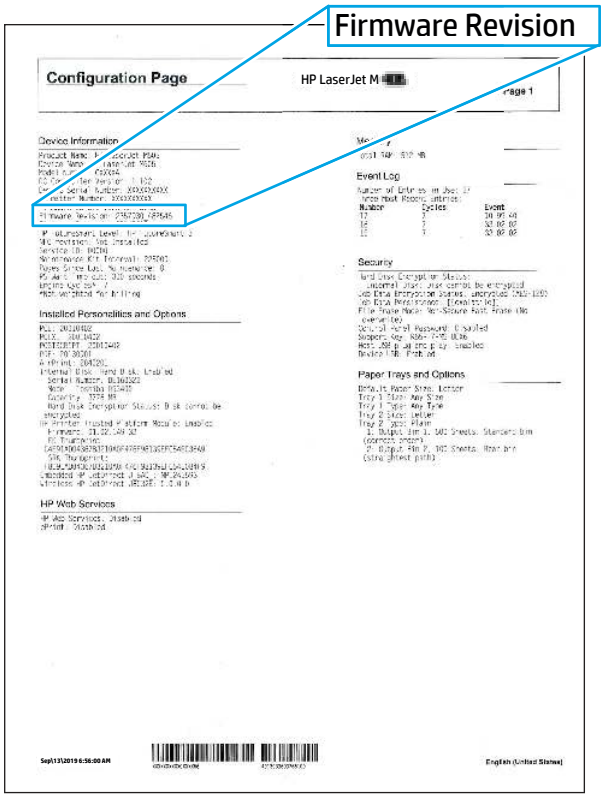
## Determine the firmware version installed on the printer

Learn how to determine the firmware version installed on the printer (MFP and SFP).

Depending on your printer model, follow the steps to check the current firmware version installed on the printer.

### Print a configuration page from a touchscreen control panel (MFP)

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Select the Configuration/Status pages option.
3. Select the Configuration Page option.
4. Select the print icon  to print the configuration page.
5. On the Configuration Page, look in the **Device Information** section for the Firmware Revision.




### Print a configuration page from a 2-line control panel (SFP)

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow button to navigate to the **Reports** menu, and then press the **OK** button.
3. Use the arrow button to select the **Configuration/Status Pages** menu, and then press the **OK** button.
4. Use the arrow button to select the **Configuration Page**, and then press the **OK** button.

**NOTE:** A check mark will show on the **Configuration Page** option.

5. Use the arrow buttons to scroll to the print icon, and then press the OK button to print the pages.

## Download the firmware

Learn how to download the firmware from HP Support.

1. Go to HP Software and Drivers.
2. Click **Printer**, and then enter your product number or name in the **Let's identify your printer** search field.
3. Expand the **Firmware** section, and then review the firmware Readme file.

   To view the Firmware Readme file, select the **See full details** link.
4. Click **Download**, and then save the file to your computer.

## HP Embedded Web Server

Learn how to perform a firmware upgrade using the HP Embedded Web Server.

**NOTE:** The printer should be at the **Ready** state.

The firmware update might take 10 minutes or longer based on the input/output (I/O) transfer rates and the time it takes for the printer to reinitialize.

1. Open an Internet browser window.
2. Enter the printer IP address in the URL line.
3. Select the **Firmware Upgrade** link from the **General** tab or from the **Troubleshooting** tab.
4. Browse to the location that the firmware upgrade file was downloaded to, and then select the firmware file. The file has a .bdl file extension. Select the Install button to perform the upgrade.

   **NOTE:** Do not close the browser window OR interrupt communication until the HP Embedded Web Server (EWS) displays the confirmation page.

5. After the printer reinitializes, print a configuration page and verify that the latest firmware version has been installed.

## USB flash drive firmware (Pre-boot menu for 2-line control panel)

Learn how to perform a USB flash drive firmware (Pre-boot menu) update using a SFP control panel.

1. Press the Cancel button when you see the 1/8 under the logo.
2. Use the arrow buttons to highlight +3 Administrator, and then press the OK button.
3. Use the arrow buttons to highlight +1 Download, and then press the OK button.
4. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.

   **NOTE:** If the error message No USB Thumbdrive Files Found displays on the control panel display, try using a different portable storage device.

5. Use the arrow buttons to highlight USB Thumbdrive, and then press the OK button.
6. Use the arrow buttons to highlight the .bdl file, and then press the OK button.

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

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

7. When the message Complete displays on the control panel display, turn the printer power off, and then on again.
8. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

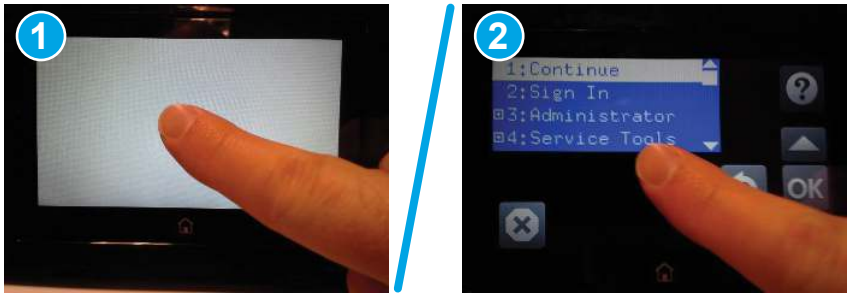
## USB flash drive firmware (Pre-boot menu for Touchscreen)

Learn how to perform a USB flash drive firmware (Pre-boot menu) update from an MFP control panel.

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

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

**Figure 3-1 Open the Pre-boot menu**




3. Use the arrow buttons to highlight +3 Administrator, and then touch the OK button.
4. Use the arrow buttons to highlight +1 Download, and then touch the OK button.
5. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.

**NOTE:** If the error message No USB Thumbdrive Files Found displays on the control panel display, try using a different portable storage device.

6. Use the arrow buttons to highlight USB Thumbdrive, and then touch the OK button.
7. Use the arrow buttons to highlight the .bdl file, and then touch the OK button.

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

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

8. When the message Complete displays on the control panel display, touch the down arrow ▼ button several times until the message Continue displays.
9. Touch the OK button to begin the upgrade. When the upgrade is complete, the printer will initialize to the **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

## USB flash drive firmware (control panel menu) (SFP)

Learn how to perform a USB flash drive firmware (control panel menu) update from a SFP control panel (FutureSmart 4 firmware or later).

1. From the Home screen on the printer control panel, use the arrow buttons to scroll to Support Tools, and then press the OK button.
2. Open the following menus:
   - Maintenance
   - USB Firmware Upgrade
3. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
4. Use the arrow buttons to scroll to the appropriate .bdl file, and then press the OK button.

5. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

### USB flash drive firmware (control panel menu) (MFP)

Learn how to perform a USB flash drive firmware (control panel menu) update from a MFP control panel.

1. Copy the .bdl file to a portable USB flash drive.
2. Turn the printer on, and then wait until it reaches the **Ready** state.
3. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
4. Open the Maintenance menu.
5. Touch the USB Firmware Upgrade button.
6. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
7. Touch the .bdl file, and then touch the Upgrade button.

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

8. Select one of the following options:
   - Upgrade

     **NOTE:** The upgrade process can take 10 minutes or longer to complete.
   - Re-install
   - Downgrade
9. When the upgrade is complete, the printer will initialize to the **Ready** state.
10. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

# Comprehensive list of troubleshooting tools

Learn about the printer troubleshooting tools.

## Individual component diagnostics

Learn about printer individual component diagnostics.

### Disable cartridge check

Learn about the Disable Cartridge Check troubleshooting diagnostic.

**Disable Cartridge Check** allows service providers to diagnose issues without engaging cartridges. The product must restart to enable the cartridge check.

Use this diagnostic test to print internal pages or send an external job to the printer when a toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode.

When the printer is in this mode, access the troubleshooting menus and print internal pages (the print quality pages will be the most useful). This test can be used to isolate problems, such as noise, and to isolate print-quality problems that are related to a toner cartridge.

**NOTE:** Do not remove or exchange the toner cartridge until after beginning the disable cartridge check diagnostic.

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   a. Troubleshooting
   b. Diagnostic Tests
   c. Disable Cartridge Check
3. Touch **Continue** to disable the cartridge check. Touch **Cancel** to return to the Diagnostics Tests menu.

## Paper path test

Learn about the Paper Path Test troubleshooting diagnostic.

This diagnostic test generates one or more test pages. Use these pages to isolate the cause of jams.

To isolate a problem, specify which input tray to use, and specify the number of copies to print. Print multiple copies to help isolate intermittent problems. The following options become available after beginning the diagnostic feature:

- Print Test Page: Run the paper-path test from the default settings: Tray 2, no duplex, and one copy. To specify other settings, scroll down the menu, and select the setting, and then scroll back up and select Print Test Page to start the test.
- Source Tray: Select Tray 1, Tray 2, or the optional tray.
- Number of Copies: Set the numbers of copies to be printed; the choices are 1, 10, 50, 100, or 500.

### Paper Path Test from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Paper Path Test, and then press the OK button.

### Paper Path Test from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   a. Troubleshooting
   b. Diagnostic Tests

c. Paper Path Test

3. Select the paper path test options for the test.

## Print/Stop test

Learn about the Print/Stop Test troubleshooting diagnostic.

Use this diagnostic test to isolate the cause of problems such as image-formation defects and jams within the engine.

During this test, stop the paper anywhere along the printer paper path. The test can be programmed to stop printing internal pages or an external print job when the paper reaches a certain position. The test can also be programmed to stop from 0 to 60,000 ms.

If the timer is set to a value greater than the job-print time, the printer can recover in one of two ways:

Printer recovery (Print/Stop test)

- After the print job is completed, press the OK button to return to the Troubleshooting menu before the timer times out.
- After the timer times out, touch the Stop button. Activate the door switch to restart the engine and return it to a normal state.

### Common Print/Stop test timing millisecond (ms) stops

- **600 ms**: The page has passed the registration area and the leading edge is just short of entering the fuser. The image can be seen on the paper but has not fused.

  **Cause**: If the defect is visible then the cause might be the drum, transfer roller, or a roller prior to, or in, the registration area.

- **1200 ms**: The leading edge is about 18mm (0.71 in) into the top output bin. The image has gone through the fuser.

  **Cause**: If the defect was not visible prior to the fuser, and is visible after the fuser, then the fuser it is the likely cause of the print quality defect.

  **Solution**: Inspect the fuser for damage, debris, or labels stuck to the fuser. Replace the fuser. Discuss media specifications and proper care of the fuser with the customer.

### Print/Stop Test from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Print/Stop Test, and then press the OK button.

### Print/Stop Test from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:

a. Troubleshooting

b. Diagnostic Tests

c. Print/Stop Test

3. Enter a range, and then touch the OK button.

## Paper path sensor test

Learn about the Paper Path Sensor Test troubleshooting diagnostic.

### Paper Path Sensor Test from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Paper Path Sensor Test, and then press the OK button.
6. Use the arrow buttons to select from the following:

**NOTE:** Depending on the printer model, not all options are available.

- Options

  Number of copies

  Paper tray (source to print from)

  Output Sides (simplex or duplex testing)

  Staple (model dependent)

  Output bin (model dependent)
- Done (return to the Troubleshooting menu)
- Start (begins the test)

### Paper Path Sensor Test from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Troubleshooting
   - Diagnostic Tests
   - Paper Path Sensor Test
3. Touch Start to run the test.

**NOTE:** Depending on the printer model, not all options are available.

- Options

  Number of copies

  Paper tray (source to print from)

  Output Sides (simplex or duplex testing)

  Staple (model dependent)

  Output bin (model dependent)
- Done (return to the Troubleshooting menu)
- Start (begins the test)

## Sensors test

Learn about the Sensors test troubleshooting diagnostic.

### Sensors tests from a touchscreen control panel

Each Sensors Test screen shows a graphic of all the sensors which allows you to touch to select them for additional information. This includes, the sensor number, sensor name , sensor state (active or inactive), and the number of times the sensor has been toggled (activated).

Use the screen image to find the location of each sensor in the printer. Each sensor in the printer must be manually activated for testing.

**NOTE:** If a **Door Open** message appears during testing, touch **Exit** to go back to the sensor test screen.

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   a. Troubleshooting
   b. Diagnostic Tests

      Select Continue to enter **Maintenance mode**.
   c. Sensors
3. Select from the following:
   - Document Feeder Sensors (MFP models only)
   - Flatbed Sensors (MFP models only)
   - Tray Sensors (Select the desired tray to test.)
   - Input Path Sensors
   - Output Path Sensors
   - Door Sensors (Select front or rear door.)
4. Use the screen image to find the location of each sensor in the printer. Each sensor in the printer must be manually activated for testing.

5. When finished, select Done (to return to the Troubleshooting menu).

### Sensor tests from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Sensors, and then press the OK button.
6. Select from the following:
   - Tray Sensors (Select the desired tray to test.)
   - Input Path Sensors
   - Output Path Sensors
   - Door Sensors (Select front or rear door.)

## Component tests

Learn about the Component Tests troubleshooting diagnostic.

This test activates individual parts independently to isolate problems.

Each component test can be performed once or repeatedly. If the Repeat option is enabled, the test cycles the component on and off. This process continues until the test automatically terminates.

**NOTE:** The cartridge door interlocks must be defeated to run the component tests. A control-panel display prompt appears to indicate removing the toner cartridge during certain tests.

### Component Tests from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   a. Troubleshooting
   b. Diagnostic Tests
   c. Component Tests
3. Select from the following:

**NOTE:** The components listed vary based on the control panel.

- Continuous Scan
- Document Feeder Motors (MFP models only)
- Flatbed Motor (MFP models only)
- Tray Motors

- Print Zone Motors
- Laser Scanner Motors
- Fuser Motors
- Duplex Path Motors
- Stapler/Stacker Motors (on installed models)

4. Follow the on-screen prompts on the control panel to select a call-out button on the image to see the component name, information, and test options.

    : Select this icon to repeat the test.

5. Select Done to return to the Troubleshooting menu.

### Paper Path Test from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Component Test, and then press the OK button.
6. Select from the following:

**NOTE:** The components listed vary based on the control panel.

- Tray Motors
- Print Zone Motors
- Laser Scanner Motors
- Fuser Motors
- Duplex Path Motors

## Diagrams: Block diagrams

View block diagrams for the printer.

### Cross section diagrams

View printer and accessories cross section diagrams.

## Cross-sectional view of the printer and accessories

**Figure 3-2 Cross-sectional view: Printer**

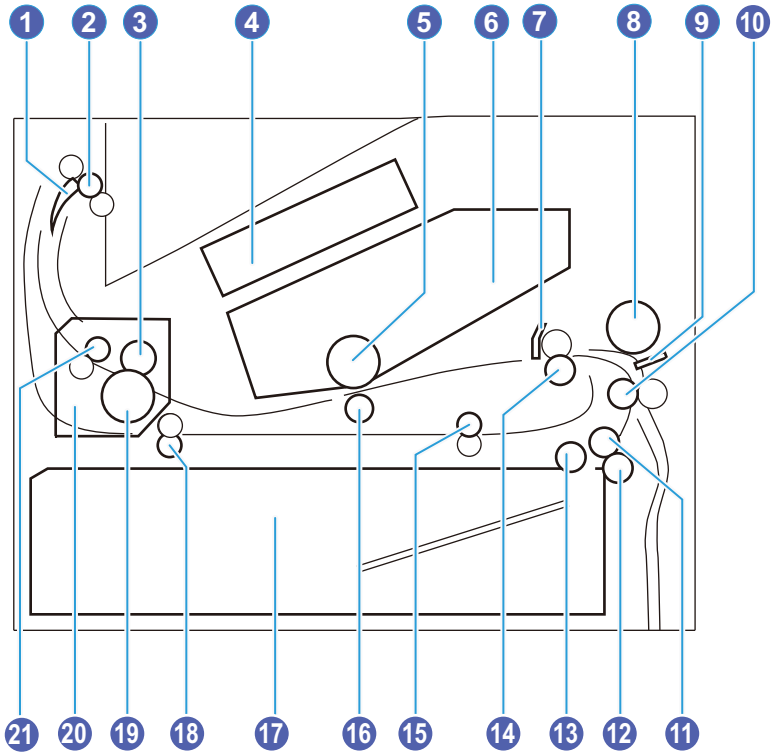



**Table 3-3 Printer**

| Callout | Description |
|---|---|
| 1 | Duplex flapper |
| 2 | Output roller |
| 3 | Fuser film |
| 4 | Laser scanner assembly |
| 5 | Photosensitive drum |
| 6 | Cartridge |
| 7 | Registration shutter |
| 8 | Tray 1 pickup roller |
| 9 | Tray 1 separation pad |
| 10 | Feed roller |
| 11 | Tray 2 pickup roller |
| 12 | Tray 2 separation roller |
| 13 | Tray 2 feed roller |
| 14 | Registration roller |
| 15 | Duplex re-pickup roller |
| 16 | Transfer roller |

**Table 3-3 Printer (continued)**

| Callout | Description |
|---|---|
| 17 | Tray 2 |
| 18 | Duplex feed roller |
| 19 | Pressure roller |
| 20 | Fuser |
| 21 | Fuser output roller |

**Figure 3-3 Cross-sectional view, printer accessory: 550-sheet feeder**

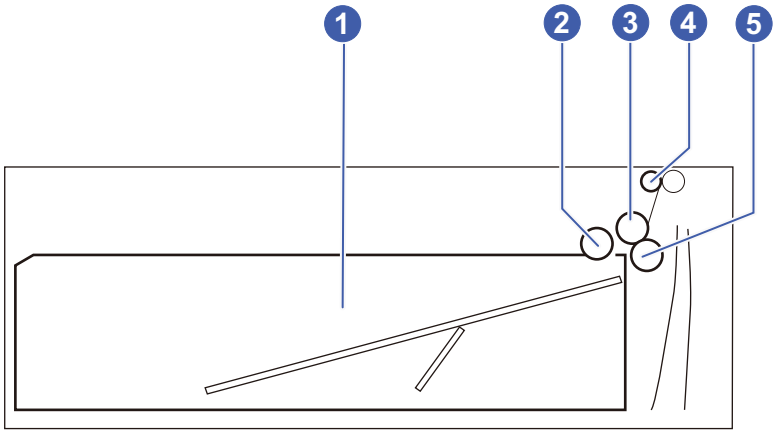



**Table 3-4 Printer accessory: 550-sheet feeder**

| Callout | Description |
|---|---|
| 1 | Page feeder tray |
| 2 | Page feeder tray feed roller |
| 3 | Page feeder pickup roller |
| 4 | Page feeder feed roller |
| 5 | Page feeder separation roller |

## Printed circuit assembly (PCA) connector locations

View printed circuit assembly (PCA) diagrams.

### DC controller PCA connections

**Figure 3-4 Connector locations for printer DC controller PCA**

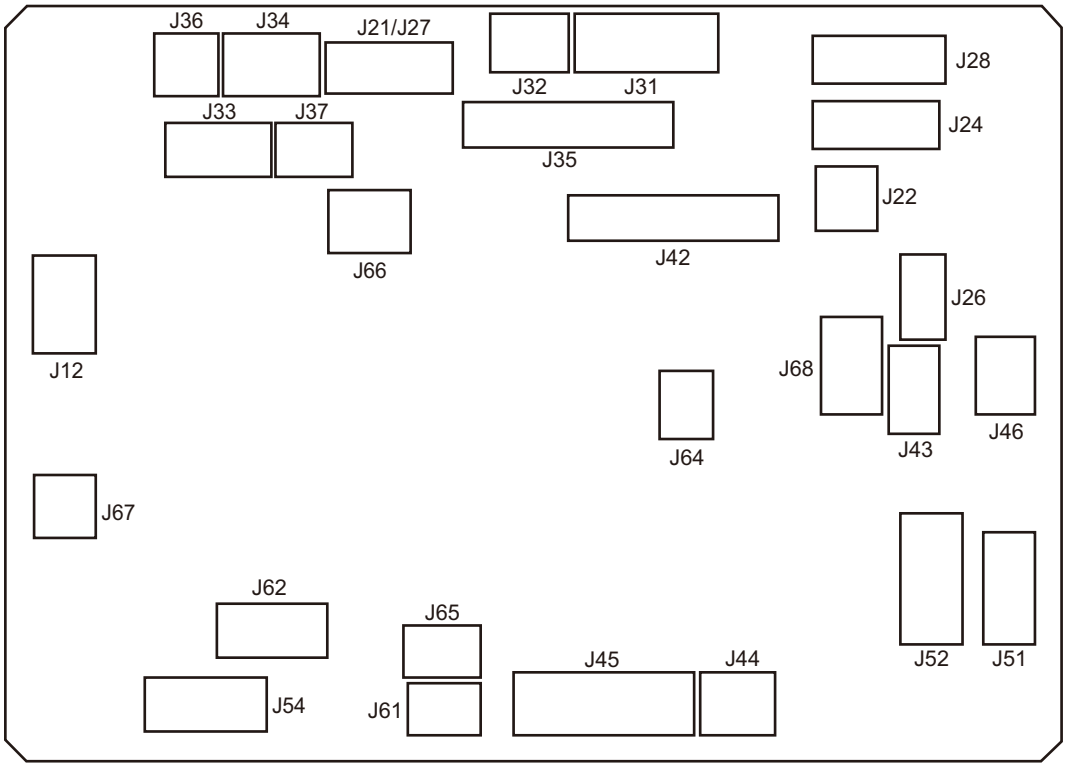



**Table 3-5 Printer DC controller PCA connector parts**

| Connector number (J#) | Part | Connector number (J#) | Part |
|---|---|---|---|
| J12 | Not used | J46 | CRG fan |
| J21/J27 | Formatter (FMTR) | J51 | Not applicable |
| J22 | Memory tag PCA | J52 | Main motor |
| J26 | Scanner motor | J54 | Paper feeder |
| J28 | Laser PCA | J61 | MPT paper presence sensor |
| J31 | Engine Power Supply Assembly (EPU) | J62 | Cassette paper surface sensor<br>Pre-registration sensor |
| J32 | Formatter (FMTR) | J64 | Toner level sensor PCA |
| J33 | Fuser | J65 | Cassette paper presence sensor |
| J34 | Fuser | J66 | Duplex feed sensor |
| J35 | Engine Power Supply Assembly (EPU) | J67 | Cassette presence switch |
| J36 | Fuser unit | J68 | Full load detection sensor |
| J42 | Relay PCA | | |
| J43 | Power switch | | |
| J44 | Power fan | | |

**Table 3-5 Printer DC controller PCA connector parts (continued)**

| Connector number (J#) | Part | Connector number (J#) | Part |
|---|---|---|---|
| J45 | Developer sensor<br>Registration sensor<br>Paper width sensor | | |

## Accessory: Page feeder (PF) controller PCA (550-sheet paper feeder)

**Figure 3-5 Connector locations for PF controller PCA**

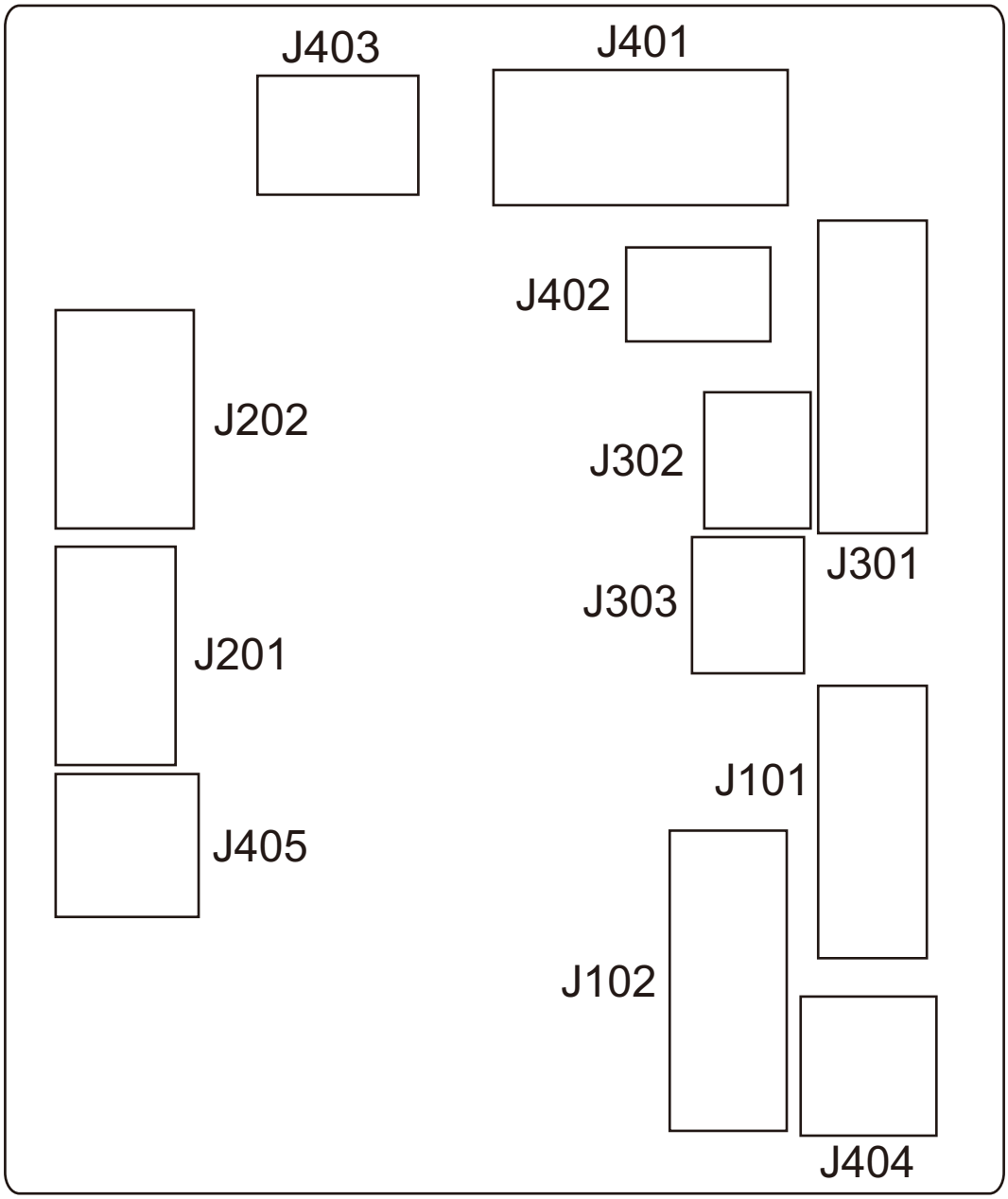


**Table 3-6 550-sheet paper feeder controller PCA connector parts**

| Connector number (J#) | Part | Connector number (J#) | Part |
|---|---|---|---|
| J101 | Printer/Paper feeder | J401 | PF feed sensor<br>PF paper surface sensor |
| J102 | Paper feeder | J402 | PF paper presence sensor |
| J201 | Not used | J403 | PF paper level detection sensor |
| J202 | Not used | J404 | PF cassette presence switch |
| J301 | PF lifter motor | J405 | PF stand detection switch |
| J302 | PF feed solenoid | | |
| J303 | PF lifter motor | | |

## Diagrams: External panel, doors, and cover

View the external panel, doors, and covers diagrams of the printer.

## External panel, doors, and covers (SFP)

**Figure 3-6 External panel, doors and covers (5501, 5502, X50352, X50452)**

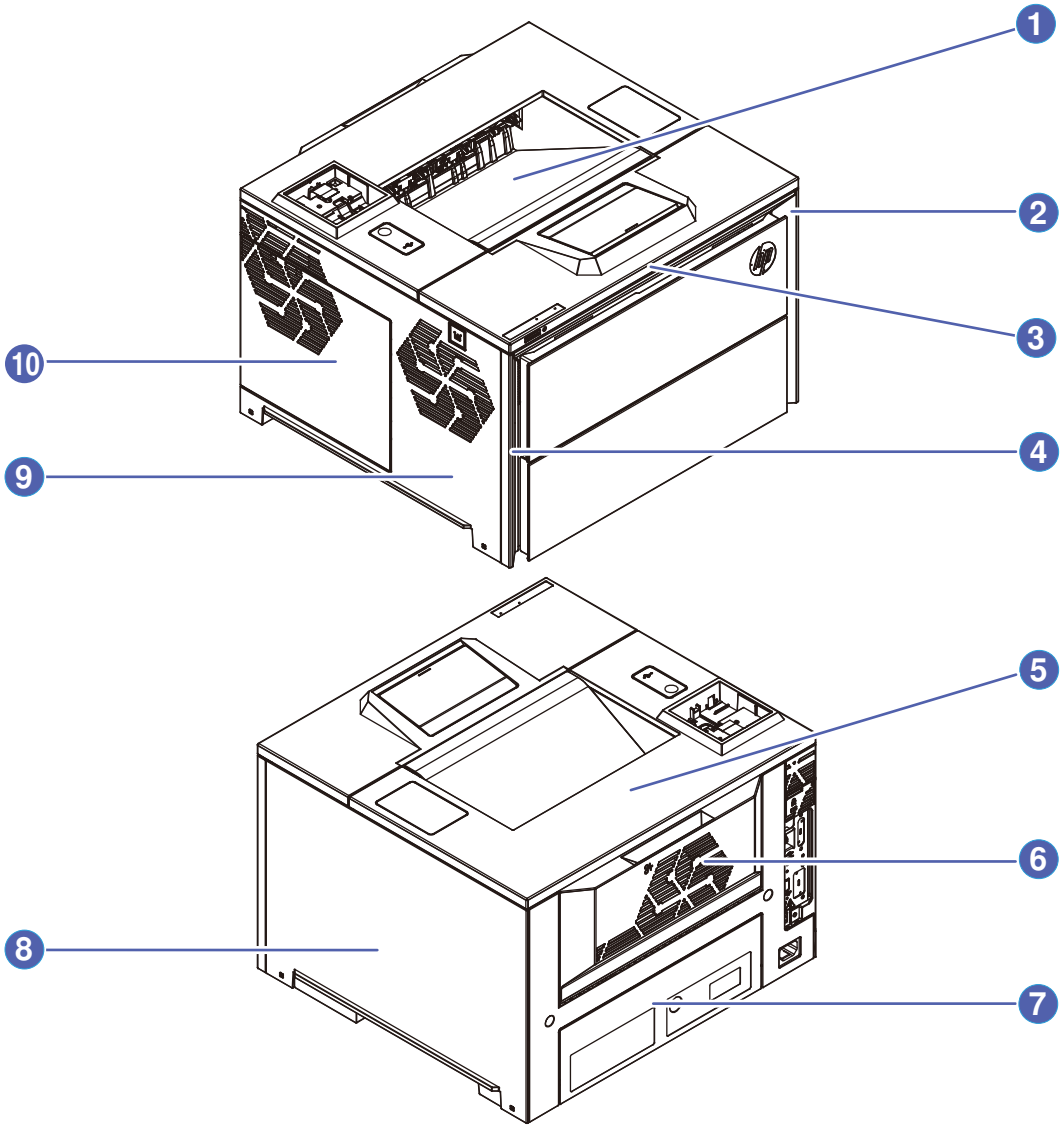



**Table 3-7 External panel, doors and covers (SFP)**

| Callout label | Description |
|---|---|
| 1 | Delivery tray |
| 2 | Front right cover |
| 3 | Front door assembly |
| 4 | Front left cover |
| 5 | Top cover assembly |
| 6 | Rear door assembly |
| 7 | Cassette rear cover |
| 8 | Right cover |

**Table 3-7 External panel, doors and covers (SFP) (continued)**

| Callout label | Description |
|---|---|
| 9 | Left cover |
| 10 | Formatter cover |

## External panel, doors and covers (MFP)

**Figure 3-7 External panel, doors and covers (5601, 5602, X52952, X53052)**

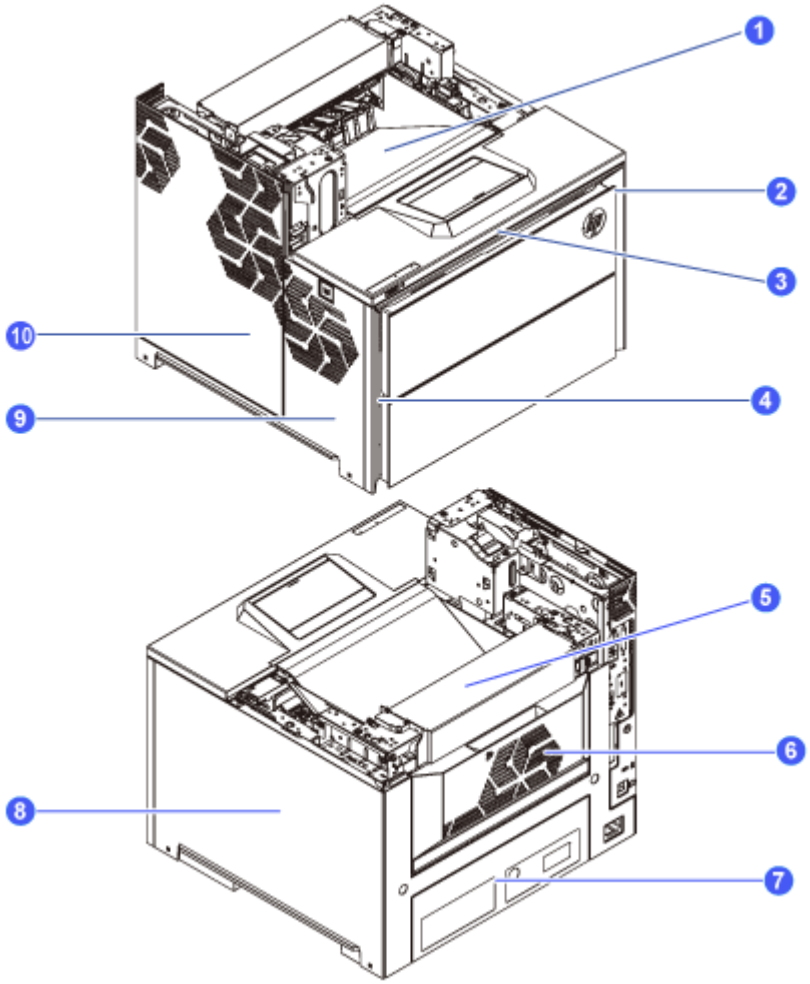



**Table 3-8 External panel, doors and covers (MFP)**

| Callout label | Description |
|---|---|
| 1 | Delivery tray |
| 2 | Front right cover |
| 3 | Front door assembly |
| 4 | Front left cover |
| 5 | Top cover assembly |
| 6 | Rear door assembly |

Table 3-8 External panel, doors and covers (MFP) (continued)

| Callout label | Description |
|---|---|
| 7 | Cassette rear cover |
| 8 | Right cover |
| 9 | Left cover |
| 10 | Formatter cover |

# Diagrams: Major component locations

View printer major component locations diagrams.

## Main assemblies (base printer)

View printer base main assemblies diagrams.

### Major components (base printer)

Figure 3-8 Printer base (SFP/MFP), main assemblies (1 of 2)

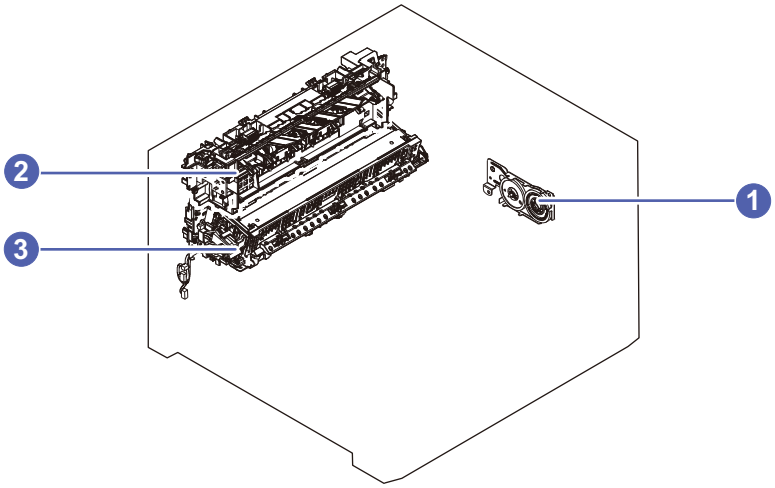



Table 3-9 Main assembly, printer base (SFP): 5501, 5502, X50352, X50452/ (MFP): 5601, 5602, X52952, X53052 (1 of 2)

| Callout label | Description |
|---|---|
| 1 | DV bypass drive assembly |
| 2 | Delivery assembly |
| 3 | Fuser |

**Figure 3-9 Major components, printer base: SFP/MFP (2 of 2)**

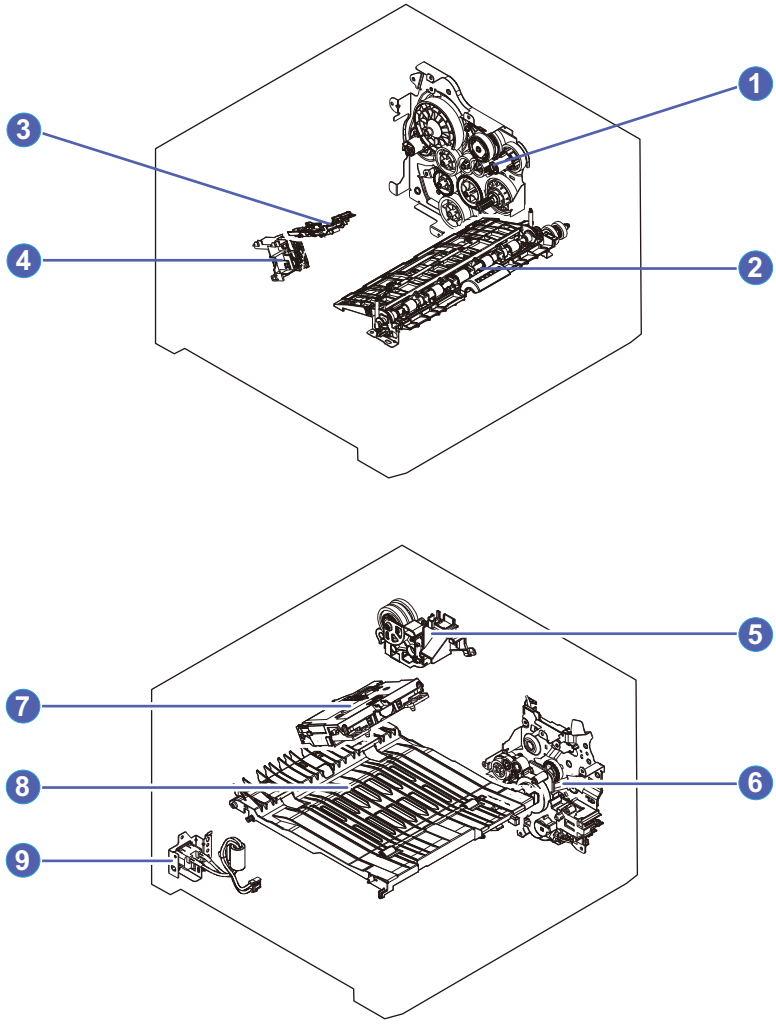



**Table 3-10 Major components, printer base (SFP/MFP): 5501, 5502, X50352, X50452/5601, 5602, X52952, X53052 (2 of 2)**

| Callout label | Description |
|---|---|
| 1 | Main drive assembly |
| 2 | Registration assembly |
| 3 | PCB holder assembly |
| 4 | Tag assembly |
| 5 | Reverse drive assembly |
| 6 | Paper pick-up drive assembly |
| 7 | Laser scanner assembly |
| 8 | Duplexing guide assembly |
| 9 | Inlet cable assembly |

## Printed circuit assembly (base printer)

View the printed circuit assembly (PCA) diagram for the base printer.

### PCAs (base printer)

**Figure 3-10 Printer base, printed circuit assemblies (PCAs)**

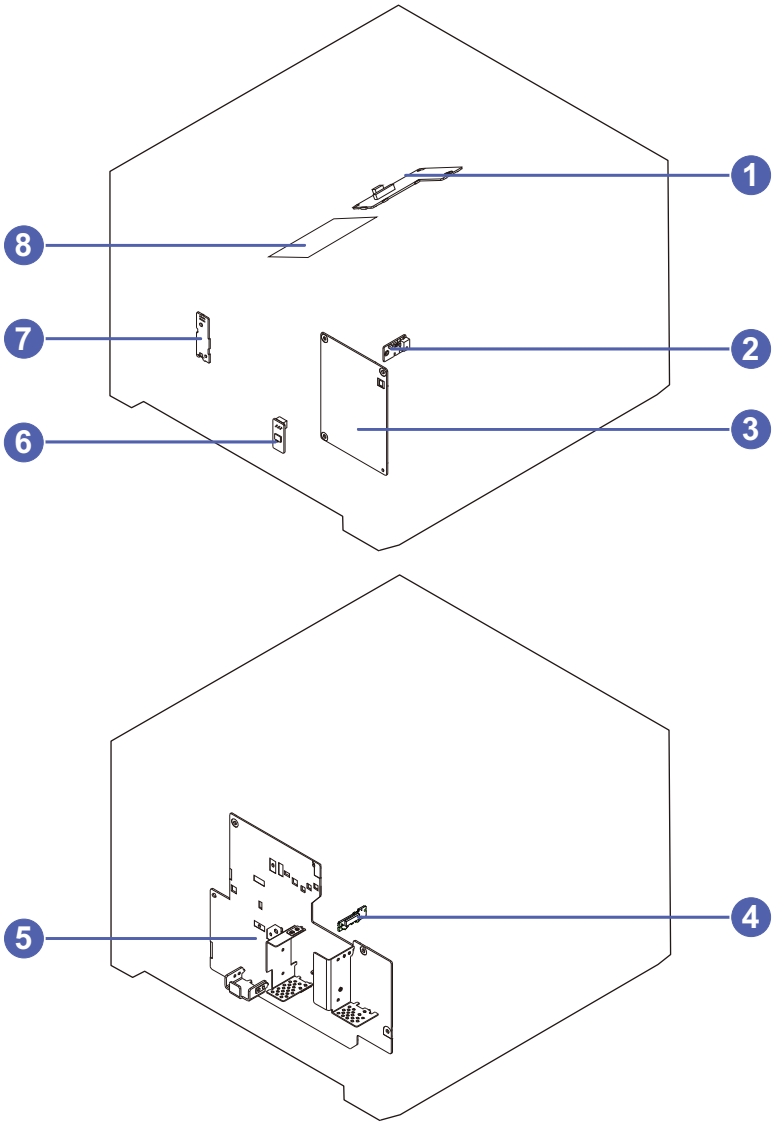



**Table 3-11 Printed circuit assemblies (PCAs), printer base**

| Callout label | Description |
|---|---|
| 1 | Relay PCB assembly |
| 2 | Power switch PCB assembly |
| 3 | DC controller assembly |
| 4 | Pre-guide PCB assembly |
| 5 | Engine power supply assembly |
| 6 | Memory PCB assembly |

**Table 3-11 Printed circuit assemblies (PCAs), printer base (continued)**

| Callout label | Description |
|---|---|
| 7 | Fixing bias PCB assembly |
| 8 | Electrostatic level detection PCB assembly |

## Motors and fans (base printer)

View the motors and fans diagrams for the base printer.

### Motors

**Figure 3-11 Printer base, motors**

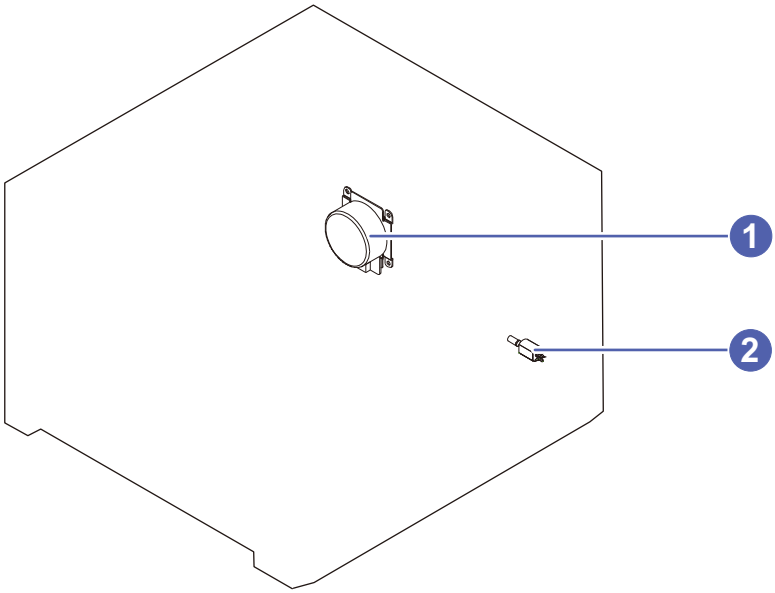



**Table 3-12 Motors, printer base**

| Callout label | Description |
|---|---|
| 1 | Main motor |
| 2 | Lifter motor |

## Fans

**Figure 3-12 Printer base (SFP), fans**

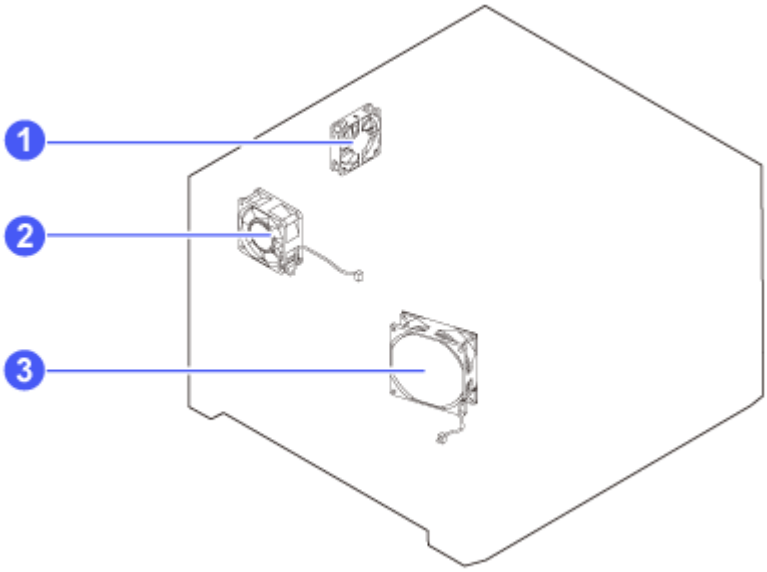



**Table 3-13 Fans, printer base (SFP): 5501, 5502, X50352, X50452**

| Callout label | Description |
|---|---|
| 1 | Rear door fan |
| 2 | Cartridge fan |
| 3 | Power supply fan |

**Figure 3-13 Printer base (MFP), fans**

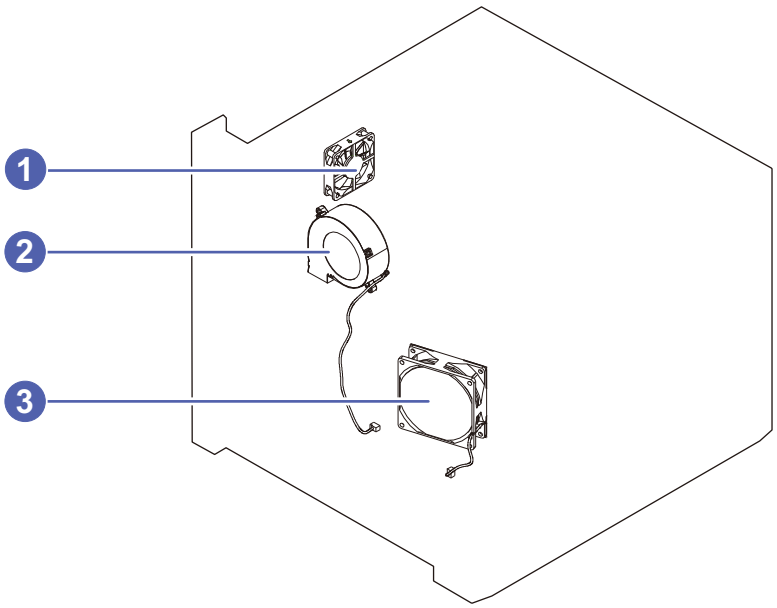


**Table 3-14 Fans, printer base (MFP): 5601, 5602, X52952, X53052**

| Callout label | Description |
|---|---|
| 1 | Rear door fan |
| 2 | Cartridge fan |
| 3 | Power supply fan |

## Sensor (base printer)

View the sensor diagram for the base printer.

### Sensor (base printer)

**Figure 3-14 Printer base, sensor**

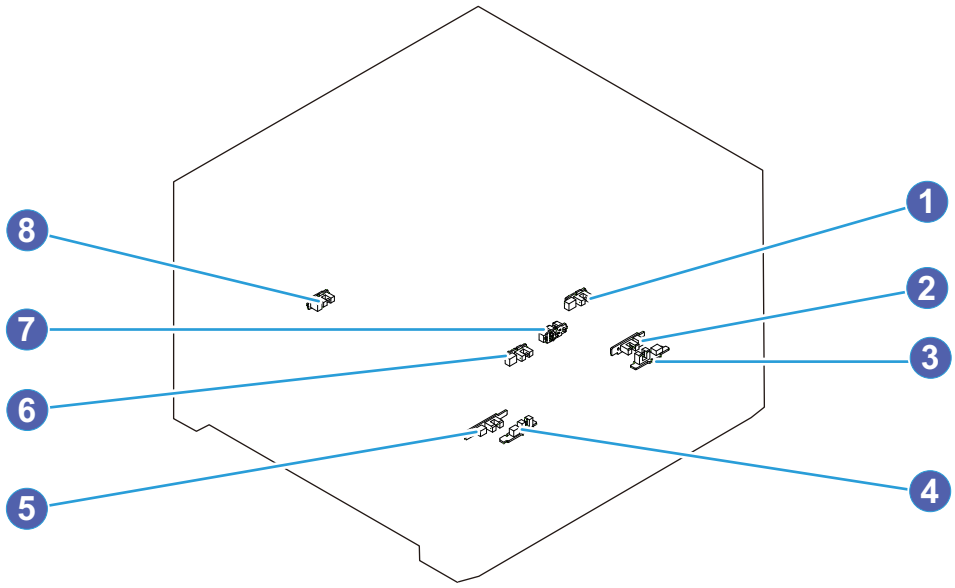



**Table 3-15 Sensor, printer base**

| Callout label | Description |
|---|---|
| 1 | Developing sensor PCA |
| 2 | Tray 2 feed sensor PCA |
| 3 | Cassette paper surface sensor PCA |
| 4 | MP tray paper presence sensor PCA |
| 5 | Cassette paper remaining sensor PCA |
| 6 | Paper width sensor PCA |
| 7 | Registration sensor PCA |
| 8 | Duplex feed sensor PCA |

## Rollers and separation pads (base printer)

View the roller assemblies including the separation pad diagrams for the base printer.

### Roller assemblies and separation pad

**Figure 3-15 Printer base, roller assemblies**

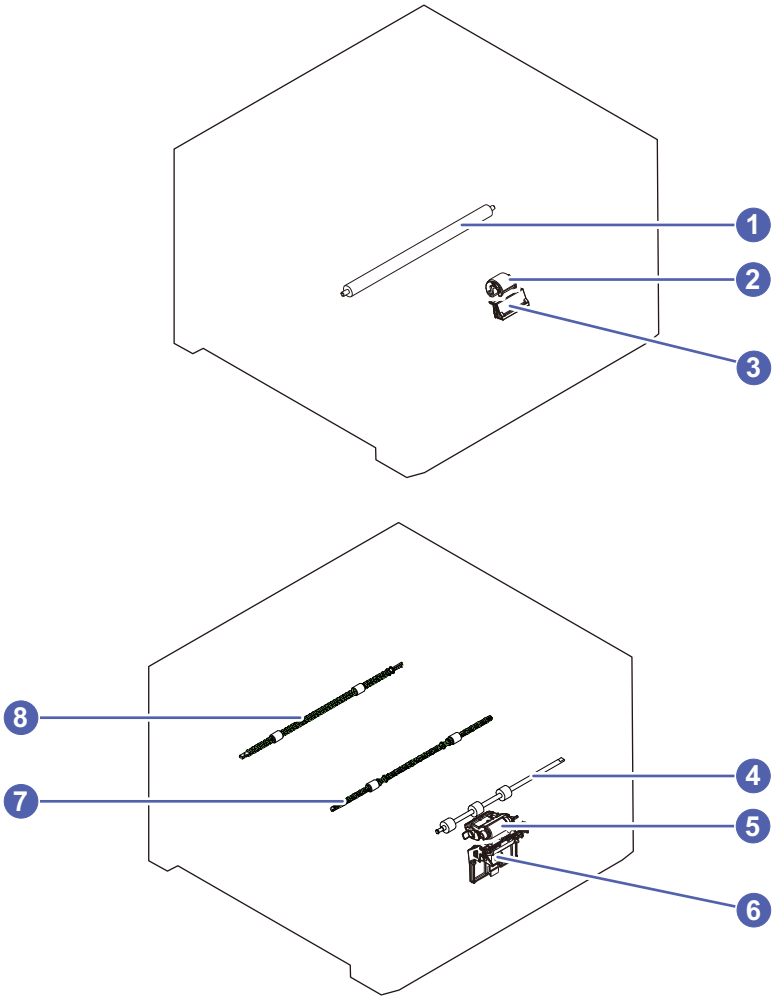



**Table 3-16 Rollers and separation pad**

| Callout label | Description |
|---|---|
| 1 | Transfer roller |
| 2 | Tray 1 pickup roller assembly |
| 3 | Tray 1 separation pad |
| 4 | Feed roller |
| 5 | Tray 2 pickup roller assembly |
| 6 | Tray 2 separation roller assembly |
| 7 | Re-pickup roller |
| 8 | Duplex feed roller |

## 500-sheet-feeder: External door, covers, and main assemblies

View the 550-sheet-feeder external door, covers, and assemblies diagrams.

### External door and cover

**Figure 3-16 550-sheet paper feeder: External door and cover**

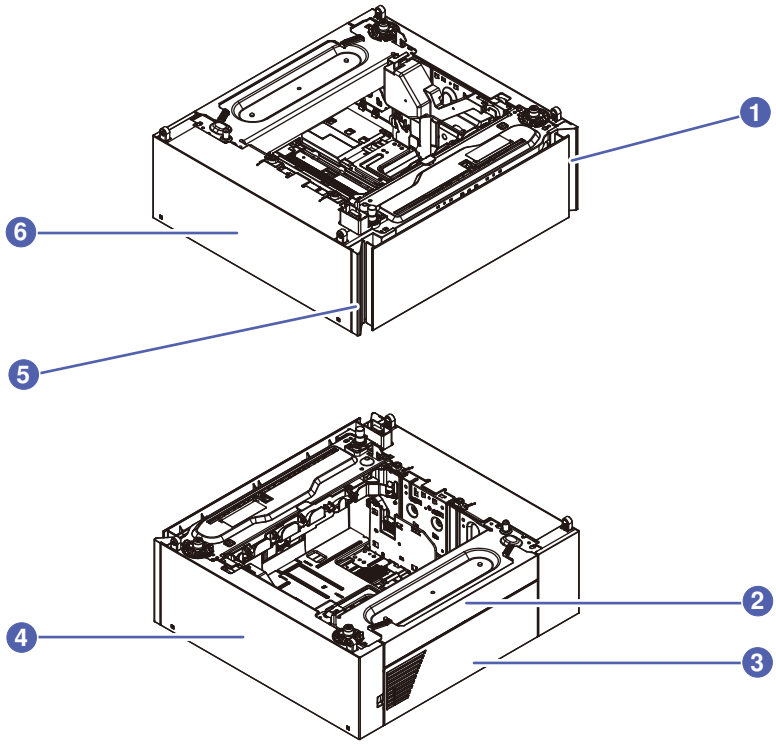



**Table 3-17 550-sheet paper feeder: External door and cover**

| Callout label | Description |
|---|---|
| 1 | Front right cover |
| 2 | Rear cover |
| 3 | Cassette rear cover |
| 4 | Right cover |
| 5 | Front left cover |
| 6 | Left cover |

### Major components/PCA

**Figure 3-17 550-sheet paper feeder: Major components/PCA**

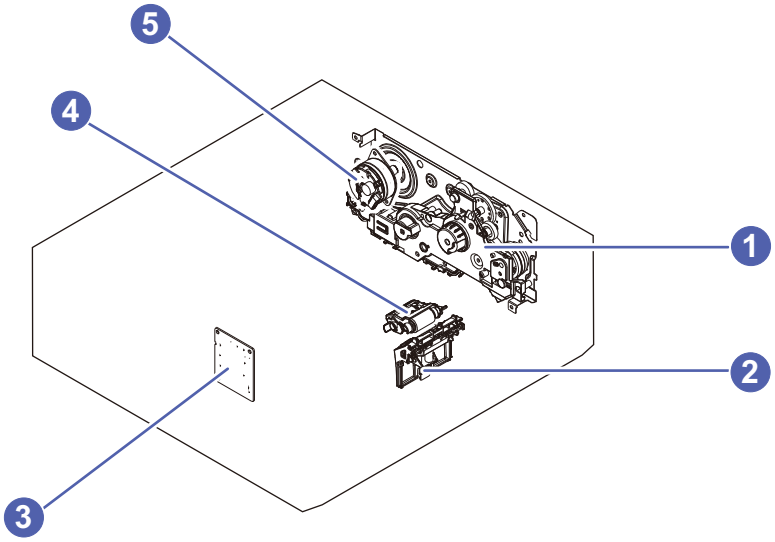



**Table 3-18 Main assembly components**

| Callout label | Description |
|---|---|
| 1 | OPF main drive assembly |
| 2 | Tray 3 separation roller assembly |
| 3 | OPF controller PCB assembly |
| 4 | Tray 3 pickup roller assembly |
| 5 | OPF pick-up motor assembly |

## Internal test and information pages

Learn about printer test and information pages.

### Configuration page

Print and find printer information on configuration and HP embedded Jetdirect information pages.

**NOTE:** Depending on the model, up to six pages print when printing a configuration page.

- Configuration Page
- Wireless HP Jetdirect (2 pages)
- Embedded HP Jetdirect
- Fax Accessory Page (2 pages)

Print the configuration page from a non-touchscreen control panel

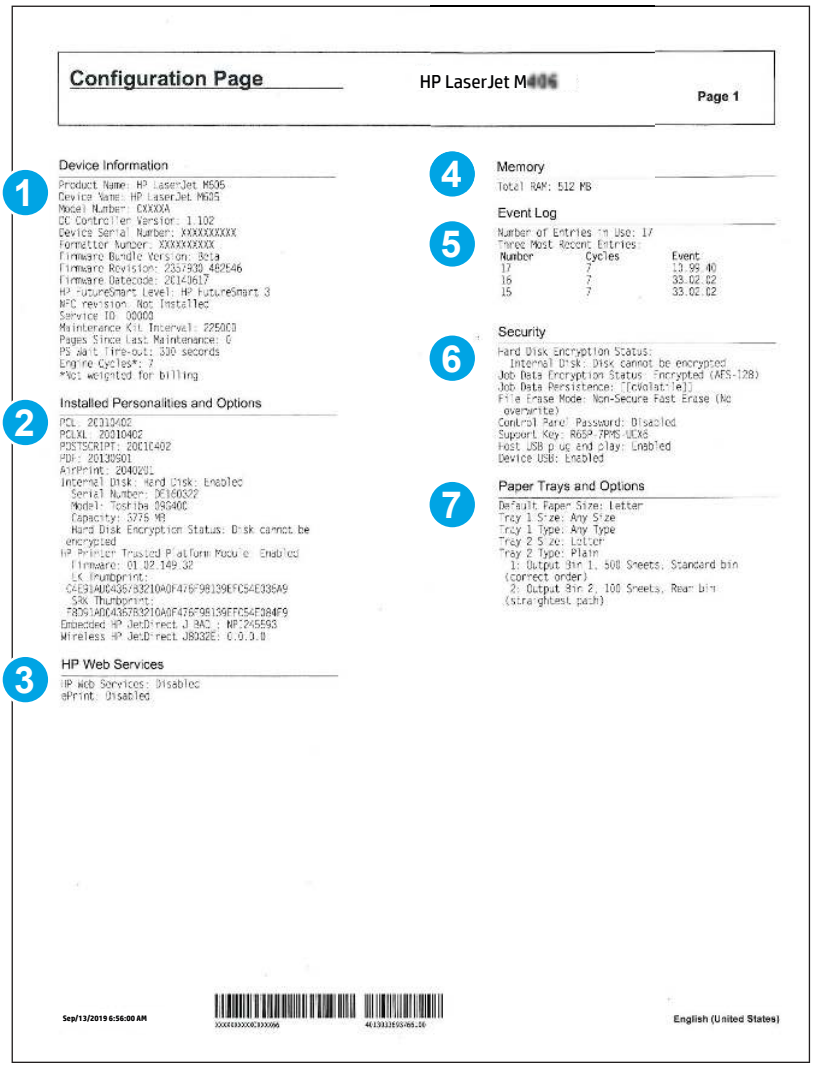
1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Reports, and then press the OK button.

2. Use the arrow buttons to scroll to Configuration/Status Pages, and then press the OK button.
3. Use the arrow buttons to scroll to Configuration Page, and then press the OK button.
4. Use the arrow buttons to scroll to the print icon  . Press the OK button to print the pages.

Print the configuration page from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Open the following menus:
   - Configuration/Status pages
3. Touch Configuration Page to select it.
4. Touch the print icon  to print the pages.

**Figure 3-18 Configuration page**




| Item | Description | Item | Description |
|---|---|---|---|
| 1 | Device information | 5 | Event log |
| 2 | Installed personalities and options | 6 | Security |
| 3 | HP Web services | 7 | Paper trays and options |
| 4 | Memory | | |

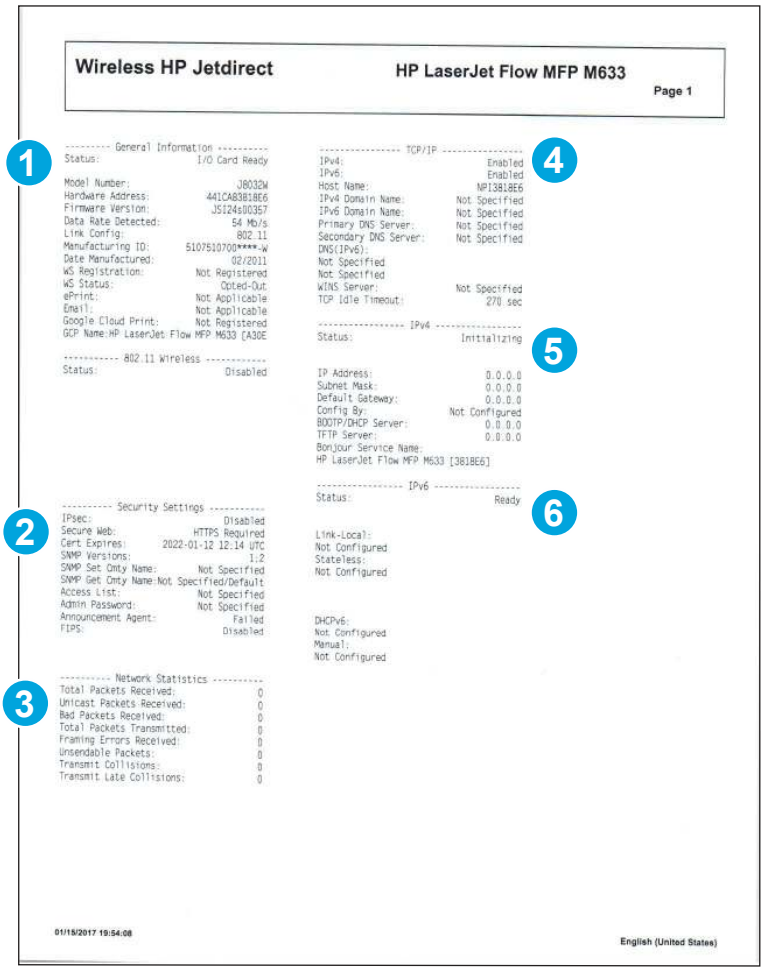
## Wireless page

The wireless page contains the following information:

**NOTE:** Wireless models only.

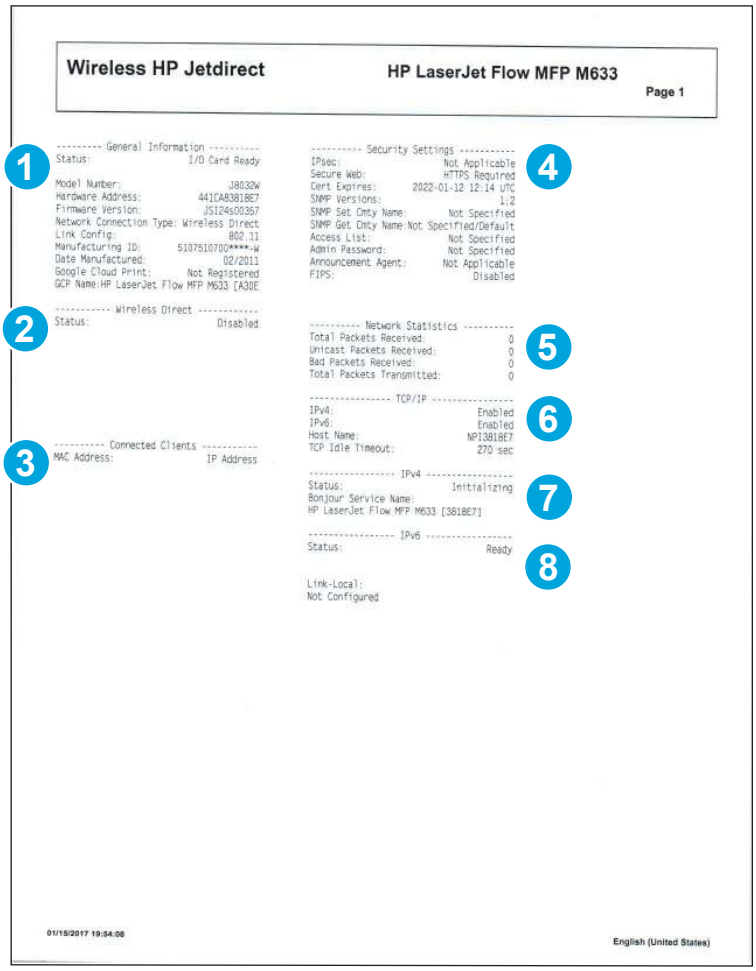
Always make sure the status line under the general information line indicates *I/O Card Ready*.

**Figure 3-19 Wireless page (1 of 2)**




| Item | Description |
|---|---|
| 1 | General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date. |
| 2 | Security Settings information. |
| 3 | Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions. |
| 4 | TCP/IP information, including the IP address. |
| 5 | IPv4 information. |
| 6 | IPv6 information. |

**Figure 3-20 Wireless page (2 of 2)**

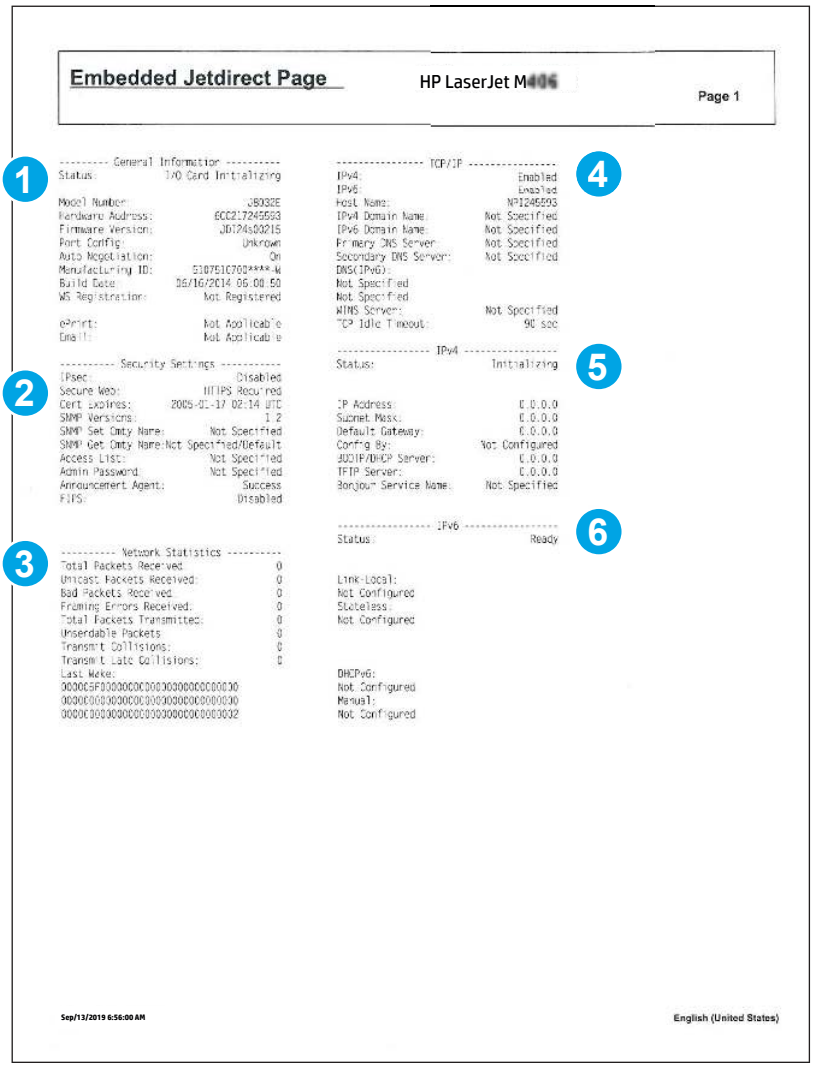



| Item | Description |
|---|---|
| 1 | General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date. |
| 2 | Wireless Direct indicates the wireless function status. |
| 3 | Connected Clients indicates the MAC or IP address of connected clients. |
| 4 | Security Settings information. |
| 5 | Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions. |
| 6 | TCP/IP information, including the IP address. |
| 7 | IPv4 information. |
| 8 | IPv6 information. |

## HP embedded Jetdirect page

The HP embedded Jetdirect page contains the following information:

**Figure 3-21 HP embedded Jetdirect page**

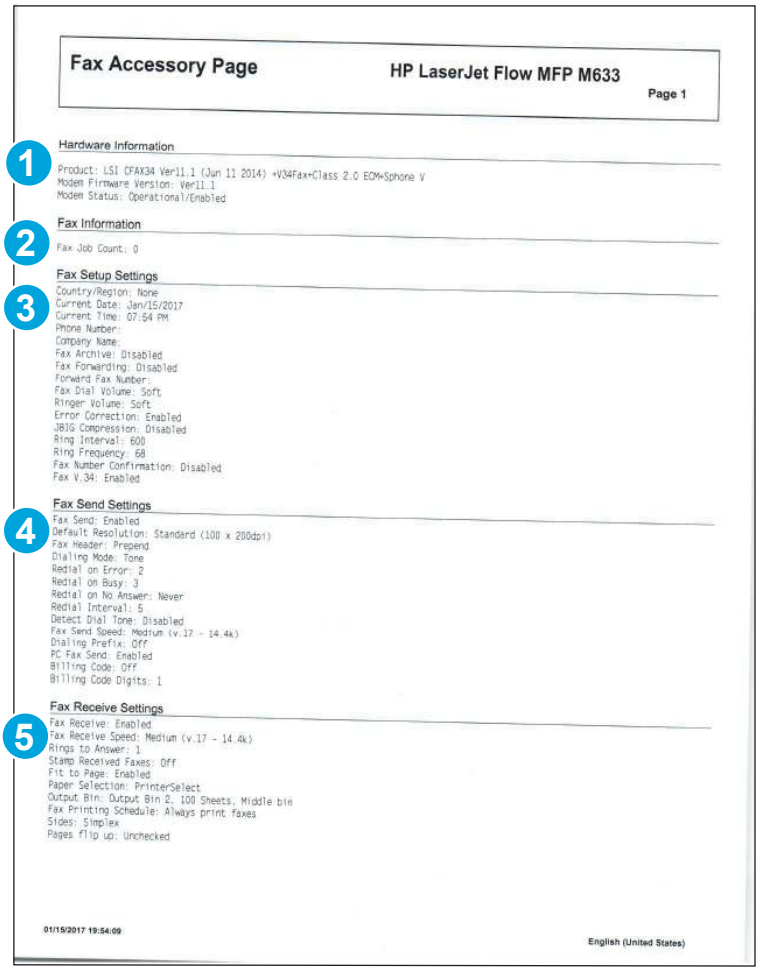



| Item | Description |
|---|---|
| 1 | General Information indicates the printer status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date. |
| 2 | Security Settings information |
| 3 | Network Statistics indicates the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions. |
| 4 | TCP/IP information, including the IP address |
| 5 | IPv4 information |
| 6 | IPv6 information |

## Fax accessory page

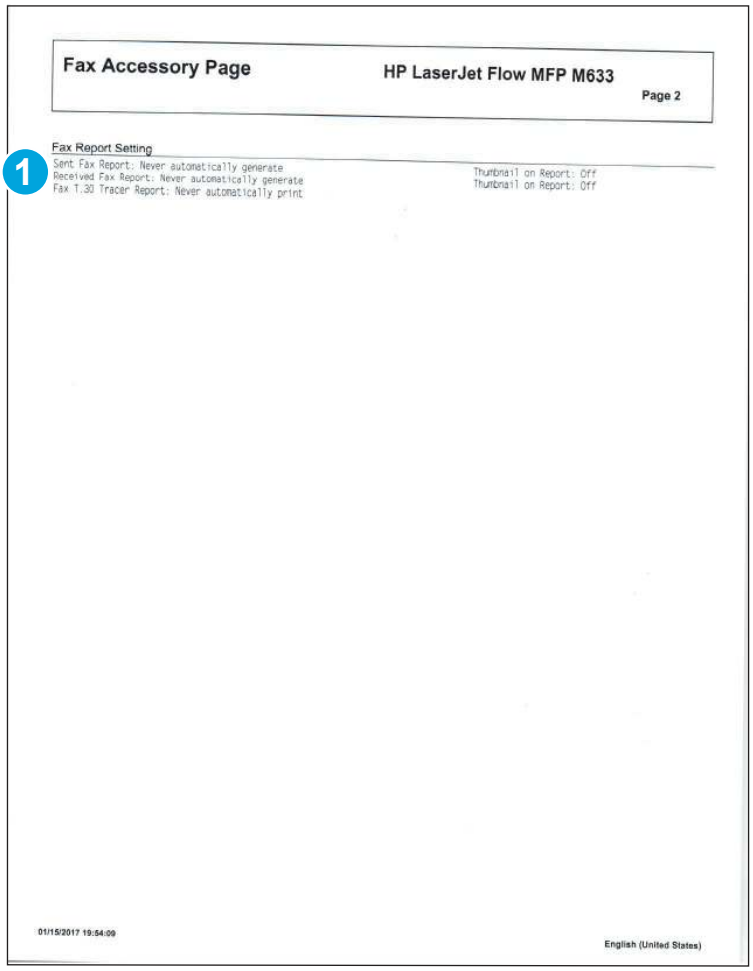
The fax accessory page contains the following information:

**Figure 3-22 Fax accessory page (1 of 2)**




| Item | Description |
|---|---|
| 1 | Hardware Information shows the product information, modem firmware version, and modem status. |
| 2 | Fax Information shows a fax job count. |
| 3 | Fax Setup Settings shows the fax setup settings (for example, the fax phone number, company name, and error correction settings). |
| 4 | Fax Send Settings shows the fax send settings (for example, the default resolution, fax send speed, and billing code settings). |
| 5 | Fax Receive Settings shows the fax receive settings (for example, the fax receive speed, rings to answer, and output bin settings). |

**Figure 3-23 Fax accessory page (2 of 2)**




| Item | Description |
|---|---|
| 1 | Fax Report Setting shows the sent fax report, received fax report, and fax T.30 tracer report settings. |

## Finding important information on the configuration pages

Certain information, such as the firmware date codes, the IP address, and the email gateways, is especially helpful while servicing the printer. This information is on the various configuration pages.

**Table 3-19 Important information on the configuration pages**

| Type of information | Specific information | Configuration page |
|---|---|---|
| Firmware date codes<br><br>A firmware upgrade updates this item. | DC controller | Look on the configuration page, under "Device Information." |
| Firmware date codes<br><br>A firmware upgrade updates this item. | Firmware date code | Look on the configuration page, under "Device Information." |
| Firmware date codes<br><br>A firmware upgrade updates this item. | HP embedded Jetdirect firmware version | Look on the Embedded HP Jetdirect page, under "General Information." |

**Table 3-19 Important information on the configuration pages (continued)**

| Type of information | Specific information | Configuration page |
|---|---|---|
| Accessories and internal storage<br><br>All optional devices that are installed on the printer should be listed on the main configuration page.<br><br>In addition, separate pages print for the optional paper handling devices and the fax accessory. These pages list more-detailed information for those devices. | Embedded HP Jetdirect | Look on the configuration page, under "Installed Personalities and Options." Shows model and ID. |
| Accessories and internal storage<br><br>All optional devices that are installed on the printer should be listed on the main configuration page.<br><br>In addition, separate pages print for the optional paper handling devices and the fax accessory. These pages list more-detailed information for those devices. | Total RAM | Look on the configuration page, under "Memory." |
| Additional sheet feeder and paper deck accessories. | Additional 550-sheet feeders | Look on the main configuration page, under "Paper Trays and Options." |
| Engine cycles and event logs<br><br>Total page counts and maintenance kit counts are important for ongoing printer maintenance.<br><br>The configuration page lists only the three most recent errors. To see a list of the 50 most recent errors, print an event log from the Diagnostics menu. | Engine cycles | Look on the configuration page, under "Device Information." |
| Event-log information | Event-log information | Look on the configuration page, under "Event Log." |
| IP address | Wireless connectivity information | Look on the wireless page, under "IPv4". |

## Print a fuser test page

Print a fuser test page from a non-touchscreen control panel

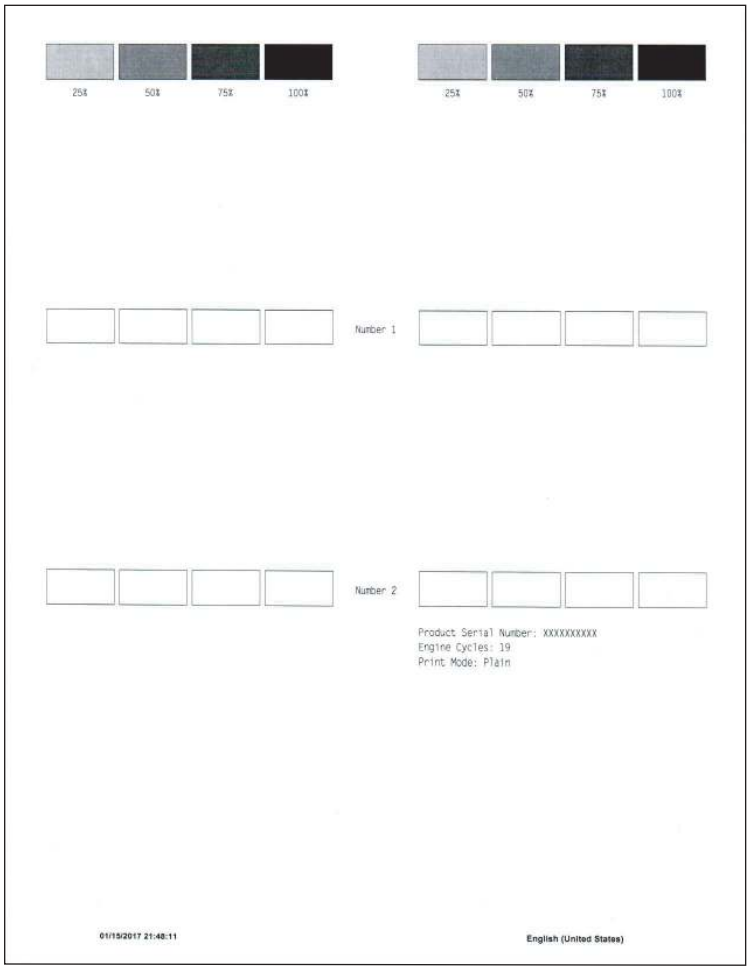
1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Print Quality Pages, and then press the OK button.
4. Select Continue to enter **Maintenance mode**.
5. Use the arrow buttons to scroll to Fuser Test Page, and then press the OK button.
6. Use the arrow buttons to scroll to Print, and then press the OK button.

Print a fuser test page from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.

2. Open the following menus:
   - Troubleshooting
   - Print Quality Pages
3. Touch the Fuser Test Page checkbox, and then touch the Print button.

**Figure 3-24 Fuser test page**




## Copy menu (MFP)

Learn about the control panel Copy icon.

At the printer control panel, touch the Copy icon to select the settings.

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

**Table 3-20 Copy icon (MFP)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Sides | Original Sides<br><br>Output Sides | **Original Sides options**:<br>• 1-sided<br>• 2-sided<br>• Flip pages up check box<br>**Output Sides options**:<br>• 1-sided<br>• 2-sided<br>• Flip pages up check box | Original Sides: Indicate whether the original document is printed on one or both sides.<br><br>Output Sides: Indicate whether the copies should be on one or both sides.<br><br>For example, select Original Sides 1-sided and Output Sides 2-sided when the original is printed on one side, but you want to make two-sided copies.<br><br>Select Flip pages up check box to print the pages with long edge in the landscape orientation. |
| Staple | | None<br><br>Top left angled<br><br>Top right angled<br><br>Top left or right | Select an option to staple pages.<br><br>The staple location options are available when using a finisher accessory (Stapler/Stacker). |
| Quick Set and Defaults | Load<br><br>Save | Save<br>• Save as Quick Set<br>• Quick Set Name<br>• Quick Set Description | Quick Sets are shortcut jobs available from the Home screen. Use Quick Sets to save common print/copy settings for reuse. |

## Copy Options

Use the Options menu item in the Copy menu to customize copy settings.

**Table 3-21 Copy Options settings (MFP)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Sides | Original Sides<br><br>Output Sides | **Original Sides options**:<br>• 1-sided<br>• 2-sided<br>• Flip pages up check box<br>**Output Sides options**:<br>• 1-sided<br>• 2-sided<br>• Flip pages up check box | Original Sides: Indicate whether the original document is printed on one or both sides.<br><br>Flip pages up checkbox: Select this feature to print the pages with long edge in the landscape orientation.<br><br>Output Sides: Indicate whether the copies should be printed on one or both sides. |
| Watermark | | None*<br><br>Text | Use this feature to add a watermark to the text. |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Watermark<br><br>Text | Watermark Text<br><br>• Text Font<br>• Text Size<br>• Darkness | **Text Font options**:<br><br>• Letter Gothic*<br>• Antique Olive<br>• New Century Schoolbook Roman<br>• Garamond Antiqua<br><br>**Text Size options**:<br><br>• 30 point<br>• 40 point*<br>• 60 point<br><br>**Darkness options**:<br><br>Specify the level of darkness for a copy job<br><br>• 1 (Lighter)<br>• 5 (Darker) | Text Font: Select the font of the text watermark.<br><br>Text Size: Select the font point size of the text watermark.<br><br>Darkness: Adjust the darkness of the text watermark. |
| Stamps | | Top Left > Stamp Content<br><br>Top Center> Stamp Content<br><br>Top Right> Stamp Content<br><br>Bottom Left> Stamp Content<br><br>Bottom Center> Stamp Content<br><br>Bottom Right> Stamp Content | Select a position for the stamp and configure the list of options for each position. |
| Image Overlay | | None<br><br>Add New Image | Image Overlay: Use a saved image (like a company logo or watermark) on a page of a copy job. |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Image Overlay<br><br>Add New Image | File Name<br><br>Content Orientation<br><br>Original Size<br><br>Optimize Text/ Picture<br><br>Darkness | **Content Orientation options**:<br>• Portrait<br>• Landscape<br>**Original Size options**:<br>• Any Size<br>• Letter (8.5x11)<br>• Mixed Letter/Legal<br>• Legal (8.5x14)<br>• Executive (7.25x10.5)<br>• Statement (5.5x8.5)<br>• Oficio (8.5x13)<br>• 3x5<br>• 4x6<br>• 5x7<br>• 5x8<br>• A4 (210x297 mm)<br>• A5 (148x210 mm)<br>• A6 (105x148 mm)<br>• RA4 (215x305 mm)<br>• B5 (182x257 mm)<br>• B6 (128x182 mm)<br>• 10x15cm<br>• 16K (195x270 mm)<br>• 16K (184x260 mm)<br>• 16K (197x273 mm)<br>• Dpostcard JIS (148x200 mm)<br>• Oficio (216x340 mm)<br>**Optimize Text/Picture options**:<br>• Automatically Detect<br>• Text<br>• Mixed*<br>Printed picture<br>• Photograph | Content Orientation: Specify the original document when placed on the printer.<br><br>Original Size: Specify the size of the original document.<br><br>Optimize Text/Picture: Select to optimize the output of a particular type of content.<br><br>Darkness: Adjust the darkness of the text. |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Scan Mode | | Standard document*<br>Book<br>2-sided ID | Indicate the type of original document to be scanned. |
| Reduce/Enlarge | Automatic*<br>Manual | **Automatic options**:<br>Include margins<br>**Manual options**:<br>Maintain Aspect Ratio<br>• 25%<br>• 50%<br>• 63%<br>• 78%<br>• 85%<br>• 100%*<br>• 150%<br>• 200%<br>• 400%<br>• Custom1<br>Name<br>Maintain aspect ratio % (25-400)<br>• Custom 2<br>Name<br>Maintain aspect ratio % (25-400) | Scale the size of the document up or down.<br>To reduce the image, select a scaling percentage that is less than 100. To enlarge the image, select a scaling percentage that is greater than 100.<br>When Include margins is enabled, the printer reduces the image slightly to fit the entire scanned image within the printable area on the page. |
| Image Shift | | Off<br>Automatically center<br>Manual | Shift the position of the image on the output page. |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Image Shift<br><br>Manual | Use inches<br><br>Front Side<br><br>Back Side | **Front Side options**:<br>• Horizontal:<br>mm<br>• Vertical:<br>mm<br>**Back Side options**:<br>• Horizontal:<br>mm<br>• Vertical:<br>mm | Use inches: Select to use inches instead of millimeters.<br><br>Adjust the image on the front or back side |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Original Size | | Any Size*<br>Letter (8.5x11)<br>Mixed Letter/Legal<br>Legal (8.5x14)<br>Executive (7.25x10.5)<br>Statement (5.5x8.5)<br>Oficio (8.5x13)<br>3x5<br>4x6<br>5x7<br>5x8<br>A4 (210x297 mm)<br>A5 (148x210 mm)<br>A6 (105x148 mm)<br>RA4 (215x305 mm)<br>B5 (182x257 mm)<br>B6 (128x182 mm)<br>10x15cm<br>16K (195x270 mm)<br>16K (184x260 mm)<br>16K (197x273 mm)<br>Postcard JIS (100x148 mm)<br>Dpostcard JIS (148x200 mm)<br>Oficio (216x340 mm) | Specify the size of the original document. |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Paper Selection | Paper Size | **Paper Size options**:<br>• Match original size*<br>• Letter (8.5x11)<br>• Legal (8.5x14)<br>• Executive (7.25x10.5)<br>• Statement (5.5x8.5)<br>• Oficio (8.5x13)<br>• 3x5<br>• 4x6<br>• 5x7<br>• 5x8<br>• A4 (210x297 mm)<br>• A5 (148x210 mm)<br>• A6 (105x148 mm)<br>• RA4 (215x305 mm)<br>• B5 (182x257 mm)<br>• B6 (128x182 mm)<br>• 10x15cm<br>• Oficio (216x340 mm)<br>• 16K (195x270 mm)<br>• 16K (184x260 mm)<br>• 16K (197x273 mm)<br>• Postcard JIS (100x148 mm)<br>• Dpostcard JIS (148x200 mm)<br>• Envelope #9<br>• Envelope #10<br>• Envelope Monarch<br>• Envelope B5<br>• Envelope C5<br>• Envelope C6<br>• Envelope DL<br>• Custom:<br>X Dimension<br>Y Dimension | Paper Size: Select the size of paper to use when printing or making copies. |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Paper Selection | Paper Type | **Paper Type options**:<br>• Plain*<br>• Light 60-74g<br>• Light Bond<br>• Intermediate 85-95g<br>• Mid-Weight 96-110g<br>• Heavy 111-130g<br>• Extra Heavy 131-175g<br>• Cardstock 176-220g<br>• Mono Transparency<br>• Labels<br>• Letterhead<br>• Envelope<br>• Preprinted<br>• Prepunched<br>• Colored<br>• Bond<br>• Recycled<br>• Rough<br>• HP EcoFFICIENT | Paper Type: Select the type of paper to use when printing or making copies. |
| Paper Selection | Paper Tray | **Paper Tray options**:<br>• Automatically detect*<br>• Manually Feed<br>Tray 1<br>Tray 2 | Select which tray to use when printing or making copies. |
| Booklet | Booklet Format | Borders on each page | Select to have borders printed on the page. |
| Content Orientation | | Portrait*<br>Landscape | Specify the way the content of the original document is placed on the page. |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Pages per Sheet | | One*<br>Two<br>Four<br>Four (Right, then down)<br>Four (Down, then right)<br>Add page borders | Select how many pages to print on one sheet.<br>Right, then down/Down, then right: Select to print the pages in rows or columns.<br>Select the Add page borders checkbox to add borders to the pages. |
| Image Adjustment | Sharpness<br>Darkness<br>Contrast<br>Background Cleanup<br>Automatic tone<br>Auto Paper Color Removal | **Sharpness options**:<br>1 - (Less)<br>5 - (More)<br>**Darkness options**:<br>1 - (Lighter)<br>9 - (Darker)<br>**Contrast options**:<br>1 - (Less)<br>9 - (More)<br>**Background Cleanup options**:<br>1 - (Normal)<br>9 - (Cleaner) | Sharpness: Adjust to sharpen or soften the image.<br>Darkness: Adjust to increase or decrease the amount of white and black in the colors.<br>Contrast: Adjust to increase or decrease the difference between the lightest and darkest color on the page.<br>Background Cleanup: Adjust when having trouble copying a faint image. |
| Optimize Text/Picture | | Text/Picture<br>Automatically detect<br>Printed picture<br>Photograph | Select an option to optimize the output of a particular type of content. |
| Edge-to-Edge | | Normal (recommended)<br>Edge-to-Edge output | When the Edge-to-Edge feature is enabled, the product minimizes margins and prints as close to the edge of the paper as possible. |

**Table 3-21 Copy Options settings (MFP) (continued)**

| Options menu item | Submenu item | Values | Description |
|---|---|---|---|
| Erase Edges | Front Side<br><br>Back Side | **Front Side options**:<br>• Top Edge<br>• Bottom Edge<br>• Left Edge<br>• Right Edge<br>**Back Side options**:<br>• Mirror front side<br>• Top Edge<br>• Bottom Edge<br>• Left Edge<br>• Right Edge | Use the Erase Edges feature to remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.<br><br>Front Side: Sets the width of the edge to clean.<br><br>Back Side: Sets the width of the edge to clean. |
| Collate | | Collate on*<br><br>Collate off | When Collate on is selected, each set of copied pages are assembled in the same order as the original document. |
| Blank Page Suppression | | Off<br><br>Suppress Blank Pages | Use this feature to eliminate blank pages when printing. |
| Automatically Straighten | | Off<br><br>Automatically Straighten on | Automatically Straighten on: Use this feature to fix documents that are slightly misaligned. |
| Multi-feed Detection | | On<br><br>Off* | Use this feature to detect when multiple pages are fed simultaneously into the ADF (automatic document feeder) or sheet-feed scanner. |

# Print menu

Learn about the control panel Print icon.

- **Touchscreen printers**: At the printer control panel, select the Print icon to view the settings.
- **Non-touchscreen printers (Control Pad Buttons)**: At the printer control panel, use the arrow buttons to navigate through menus or settings and press the OK button to confirm a selection.

  Select Print from Job Storage or Print from USB Drive icon to view the settings.

**Table 3-22 Print icon**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Print from Job Storage | Stored Job to Print | Job Details | Print jobs that are stored on the printer. |
| Print From USB | | USB File to Print | Enables a user to print files directly from a USB storage device at the control panel. |

**Table 3-22 Print icon (continued)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Fax Polling | Configure | Location *<br>Company Name and Fax Number<br>Date/Time<br>Dialing Prefix<br>Summary | Supports retrieving faxes from another printer configured for fax polling.<br>If a fax is set up to be polled, you can request the fax be sent to your printer. |

## Fax menu (MFP)

Learn about the control panel Fax icon.

At the printer control panel, select the Fax icon to view the settings.

**Table 3-23 Fax icon**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Configure | Internal Fax Modem Setup | Location *<br>Company Name and Fax Number<br>Date/Time<br>Dialing Prefix<br>Summary | Configure settings for sending faxes from the printer. |

## Scan+(MFP)

Learn about the control panel Scan + icon.

At the printer control panel, select the Scan+ icon to view the settings.

**Table 3-24 Scan+ icon (MFP)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Send To<br>Quick Sets and Defaults | | | 1-sided<br>Auto<br>2-sided | Specify whether the original document is on one or both sides. |
| Options | Common | Scan Shortcuts | Manual Redact and Sign<br>OCR<br>Document Separation<br>Barcode Separation<br>Sticky Notes and Envelopes<br>2-sided ID | Scan documents quickly using preset settings. |

**Table 3-24 Scan+ icon (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Options | | Auto Sense Preset | Fastest Scan Speeds<br><br>Best Productivity (Recommended) | |
| Options | | Watermark | None*<br><br>Text | Use to set a text watermark. |
| Options | Common>Watermark>Text | Watermark Text<br>• Text Font<br>• Text Size<br>• Darkness | **Text Font options**:<br>• Letter Gothic*<br>• Antique Olive<br>• New Century Schoolbook Roman<br>• Garamond Antiqua<br>**Text Size options**:<br>• 30 point<br>• 40 point*<br>• 60 point<br>**Darkness options**:<br>Specify the level of darkness for the job. | Text Font: Select the font of the text watermark.<br><br>Text Size: Select the font point size of the text watermark.<br><br>Darkness: Select the darkness of the text watermark. |
| Options | | Stamps | Top Left > Stamp Content<br><br>Top Center> Stamp Content<br><br>Top Right> Stamp Content<br><br>Bottom Left> Stamp Content<br><br>Bottom Center> Stamp Content<br><br>Bottom Right> Stamp Content | Select a position for the stamp content. |
| Options | | Notification | Do not notify<br><br>Notify when job completes<br><br>Notify only if job fails | Specify the condition to notify. |

**Table 3-24 Scan+ icon (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Options | | Color/Black | Automatically detect black or gray<br>Automatically detect color or black<br>Color<br>Black/Gray<br>Black | Scan the original documents in color or black. |
| Options | | Create Multiple Files | Off<br>Maximum pages per files<br>Blank page separator<br>• White page<br>• Red/pink page<br>• Green page<br>• Blue page<br>• Yellow page<br>• Any color page<br>Barcode page separator | Scan pages into separate files based on a specified number of pages. |
| Options | | Signing and Encryption | | |
| Options | | Cropping Options | Do not crop<br>Crop to paper<br>Crop to content | Select a cropping option when scanning a document. |
| Options | | Original Sides | Auto (keep sides with content)<br>1-sided<br>2-sided | |

**Table 3-24 Scan+ icon (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| | | Original Size | Any Size<br>Letter (8.5x11)<br>Mixed Letter/Legal<br>Legal (8.5x14)<br>Executive (7.25x10.5)<br>Statement (5.5x8.5)<br>Oficio (8.5x13)<br>3x5<br>4x6<br>5x7<br>5x8<br>A4 (210x297 mm)<br>A5 (148x210 mm)<br>A6 (105x148 mm)<br>RA4 (215x305 mm)<br>B5 (182x257 mm)<br>B6 (128x182 mm)<br>10x15cm<br>16K (195x270 mm)<br>16K (184x260 mm)<br>16K (197x273 mm)<br>Dpostcard JIS (148x200 mm)<br>Oficio (216x340 mm) | Select the size of the original document. |
| Options | | Content Orientation | Portrait<br>Landscape | Select the original document orientation when placed on the printer. |
| Options | | Image Adjustment | Sharpness<br>Darkness<br>Contrast<br>Background Cleanup<br>Automatic tone<br>Auto Paper Color Removal | Sharpness: Adjust to sharpen or soften the image.<br>Darkness: Adjust to increase or decrease the amount of white and black in the colors.<br>Contrast: Adjust to increase or decrease the difference between the lightest and darkest color on the page.<br>Background Cleanup: Adjust when having trouble copying a faint image. |

**Table 3-24 Scan+ icon (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Options | | Optimize Text/ Picture | Automatically Detect<br>Text<br>Mixed*<br>Printed picture<br>Photograph | |
| Options | | Automatically Straighten | Off<br>Automatically Straighten on | Automatically Straighten on: Use this feature to fix documents that are slightly misaligned. |
| Options | | Multi-feed Detection | On<br>Off* | Use this feature to detect when multiple pages are fed simultaneously into the ADF (automatic document feeder) or sheet-feed scanner. |
| Options | | Blank Page Suppression | Off<br>Suppress Blank Pages | Use this feature to eliminate blank pages when printing. |

**Table 3-24 Scan+ icon (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Options | | File Type and Resolution | File Type options:<br>• PDF<br>• PDF/A (Archivable)<br>• Searchable PDF (OCR)<br>• Searchable PDF/A (OCR)<br>• JPEG<br>• TIFF<br>• MTIFF<br>• XPS<br>• Text (OCR)<br>• Unicode Text (OCR)<br>• DOCX (OCR)<br>• XLSX (OCR)<br>• PPTX (OCR)<br>• RTF (OCR)<br>• HTML (OCR)<br>• CSV (OCR)<br>Resolution options:<br>• 600 dpi<br>• 400 dpi<br>• 300 dpi<br>• 200 dpi<br>• 150 dpi<br>• 75 dpi | Select the file type and resolution options for the scanned document. |
| Options | | Quality and File Size | Very Low (smaller file)<br>Low<br>Medium<br>High<br>Very High (larger file) | Select a file size option. |

**Table 3-24 Scan+ icon (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Options | | Scan Mode | Standard document*<br>Book<br>2-sided ID<br>Prompt for additional pages | Select the type of original document for scanning.<br>Select Prompt for additional pages to copy or scan an original document that has more pages than the document feeder can accommodate at one time, or to scan originals of different sizes that cannot be scanned together, and then combine these separate scan jobs into a single job. |
| Options | | Erase Edges | Front Side<br>**Front Side options**:<br>• Top Edge<br>• Bottom Edge<br>• Left Edge<br>• Right Edge<br>Back Side<br>**Back Side options**:<br>• Mirror front side<br>• Top Edge<br>• Bottom Edge<br>• Left Edge<br>• Right Edge | Use the Erase Edges feature to remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.<br>Front Side: Sets the width of the edge to clean.<br>Back Side: Sets the width of the edge to clean. |

## Scan Shortcuts menu (MFP)

Learn about the control panel Scan Shortcuts icon.

At the printer control panel, touch the Scan Shortcuts icon to select the settings.

**Table 3-25 Scan Shortcuts icon**

| Menu item | Values | Description |
|---|---|---|
| Manual Redact and Sign | Proceed options:<br>Original Size*<br>Send To<br>Quick Sets and Defaults | Redacted and erased content is permanently removed from a digital file. Use the Preview function to add a signature to the original file. |
| OCR | Proceed options:<br>Send To<br>Quick Sets and Defaults | Use OCR to save scanned original as searchable PDF. |

**Table 3-25 Scan Shortcuts icon (continued)**

| Menu item | Values | Description |
|---|---|---|
| Document Separation | Proceed options:<br>Send To<br>Quick Sets and Defaults | Scan multiple documents at one time using the document feeder. Place a blank page between each document to separate each document into a separate file. |
| Barcode Separation | Proceed options:<br>Send To<br>Quick Sets and Defaults | Place a barcode page between each document to separate each document into a separate file. |
| Sticky Notes and Envelopes | Proceed options:<br>Send To<br>Quick Sets and Defaults | This feature turns off Multi-feed detection when scanning sticky notes or labels on original documents |
| 2-sided ID | | Scan both sides of an ID card. |

# Scan (MFP)

Learn about the control panel Scan icon.

At the printer control panel (MFP), select the Scan icon to view the settings.

## Scan to Email

View the default email settings when using the Scan to Email feature.

**Table 3-26 Scan to Email**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Scan to Email | Server Name | Help me find SMTP<br>I know my SMTP<br>Enable SMTP SSL/TLS Protocol | Scan documents and send them as email attachments.<br>Configure the SMTP server settings (server, port number and authentication) using the Embedded Web Server. |

## Scan to Network Folder

View the default settings when using the Scan to Network Folder feature.

**Table 3-27 Scan to Network Folder**

| Menu item | Values | Description |
|---|---|---|
| Scan to Network Folder | File Name<br>Folder Paths<br>Quick Sets and Defaults<br>Options | Scan a document and save it to a shared folder on your network.<br>Configure the network folder settings for digital sending. |

Use the Options menu item to customize settings when sending scanned images as email attachments.

**Table 3-28 Scan to Network Folder Options**

| Scan to Network Folder Options menu item | Values | Description |
|---|---|---|
| File Type and Resolution | **File Type options**:<br>• PDF<br>• PDF/A (Archivable)<br>• Searchable PDF (OCR)<br>• Searchable PDF/A (OCR)<br>• JPEG<br>• TIFF<br>• MTIFF<br>• XPS<br>• Text (OCR)<br>• Unicode Text (OCR)<br>• DOCX (OCR)<br>• XLSX (OCR)<br>• PPTX (OCR)<br>• RTF (OCR)<br>• HTML (OCR)<br>• CSV (OCR)<br>Resolution options<br>• 600 dpi<br>• 400 dpi<br>• 300 dpi<br>• 200 dpi<br>• 150 dpi<br>• 75 dpi | Select the file type and resolution options for the scanned document. |
| Quality and File Size<br>High Compression (smaller file)<br>PDF encryption | **Quality and File Size options**:<br>Very Low (smaller file)<br>Low<br>Medium<br>High<br>Very High (larger file) | Select a file size option. |
| High Compression (smaller file) | | Resolution must be set to 200 dpi or 300 dpi. |

**Table 3-28 Scan to Network Folder Options (continued)**

| Scan to Network Folder Options menu item | Values | Description |
|---|---|---|
| PDF encryption | | User will be prompted to enter a password to encrypt the PDF when sending or saving the file. |
| Original Sides | Auto (keep sides with content)<br>1-sided<br>2-sided | Select whether the original document is single-sided or double-sided. |
| Color/Black | Automatically detect black or gray<br>Automatically detect color or black<br>Color<br>Black/Gray<br>Black | Scan the original documents in color or black.<br>Automatically detect feature prints color documents in color (for printers that support color copying). |
| Watermark | None*<br>Text | Use this feature to include a watermark to the text. |
| Watermark>Text<br>Watermark Text<br>• Text Font<br>• Text Size<br>• Darkness | **Text Font options**:<br>• Letter Gothic*<br>• Antique Olive<br>• New Century Schoolbook Roman<br>• Garamond Antiqua<br>**Text Size options**:<br>• 30 point<br>• 40 point*<br>• 60 point<br>**Darkness options**:<br>Select a value to adjust the darkness. | Text Font: Select the font of the text watermark.<br>Text Size: Select the font point size of the text watermark.<br>Darkness: Adjust the darkness of the text watermark. |
| Stamps | Top Left > Stamp Content<br>Top Center> Stamp Content<br>Top Right> Stamp Content<br>Bottom Left> Stamp Content<br>Bottom Center> Stamp Content<br>Bottom Right> Stamp Content | Select a position for the stamp content. |

**Table 3-28 Scan to Network Folder Options (continued)**

| Scan to Network Folder Options menu item | Values | Description |
|---|---|---|
| Scan Mode | Standard document*<br>Book<br>2-sided ID<br>Prompt for additional pages | Select the type of original document for scanning.<br>Select Book to scan bound book pages.<br>Select Prompt for additional pages to copy or scan an original document that has more pages than the document feeder can accommodate at one time, or to scan originals of different sizes that cannot be scanned together, and then combine these separate scan jobs into a single job. |
| Original Size | Any Size<br>Letter (8.5x11)<br>Mixed Letter/Legal<br>Legal (8.5x14)<br>Executive (7.25x10.5)<br>Statement (5.5x8.5)<br>Oficio (8.5x13)<br>3x5<br>4x6<br>5x7<br>5x8<br>A4 (210x297 mm)<br>A5 (148x210 mm)<br>A6 (105x148 mm)<br>RA4 (215x305 mm)<br>B5 (182x257 mm)<br>B6 (128x182 mm)<br>10x15cm<br>16K (195x270 mm)<br>16K (184x260 mm)<br>16K (197x273 mm)<br>Postcard JIS (100x148 mm)<br>Dpostcard JIS (148x200 mm)<br>Oficio (216x340 mm) | Select the size of the original document. |
| Content Orientation | Portrait<br>Landscape | Select the original document orientation when placed on the printer. |

**Table 3-28 Scan to Network Folder Options (continued)**

| Scan to Network Folder Options menu item | Values | Description |
|---|---|---|
| Image Adjustment | Sharpness<br>Darkness<br>Contrast<br>Background Cleanup<br>Automatic tone<br>Auto Paper Color Removal | Sharpness: Adjust to sharpen or soften the image.<br>Darkness: Adjust to increase or decrease the amount of white and black in the colors.<br>Contrast: Adjust to increase or decrease the difference between the lightest and darkest color on the page.<br>Background Cleanup: Adjust when having trouble copying a faint image. |
| Optimize Text/Picture | Automatically Detect<br>Text<br>Mixed*<br>Printed picture<br>Photograph | Select an option to optimize the output of a particular type of content. |
| Erase Edges | Front Side<br>**Front Side options**:<br>• Top Edge<br>• Bottom Edge<br>• Left Edge<br>• Right Edge<br>Back Side<br>**Back Side options**:<br>• Mirror front side<br>• Top Edge<br>• Bottom Edge<br>• Left Edge<br>• Right Edge | Use the Erase Edges feature to remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.<br>Select the erase options for Front Side and Back Side, including the width to erase on each edge. |
| Cropping Options | Do not crop<br>Crop to paper<br>Crop to content | Select a cropping option when scanning a document. |
| Automatically Straighten | Off<br>Automatically Straighten on | Automatically Straighten on: Use this feature to fix documents that are slightly misaligned. |
| Blank Page Suppression | Off<br>Suppress Blank Pages | Use this feature to eliminate blank pages when printing. |

**Table 3-28 Scan to Network Folder Options (continued)**

| Scan to Network Folder Options menu item | Values | Description |
|---|---|---|
| Multi-feed Detection | On<br>Off* | Select this setting to enable detection of multi-feed jobs. |

## Scan to USB Drive

View the default settings when using the Scan to USB Drive feature.

**Table 3-29 Scan to USB Drive**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Scan to USB Drive | | | Destination<br>File Name<br>Quick Set and Defaults | Scan a document and save it to a USB flash drive.<br>Configure the USB settings for digital sending using the Embedded Web Server. |
| Scan to USB Drive | Quick Set and Defaults | Load<br>Save | **Quick Sets Save options**:<br>Save as Quick Set<br>Quick Set Name<br>Quick Set Description | Use Save to USB Quick Sets to configure and save commonly used settings for saving jobs to a USB flash drive. |

## Scan to Job Storage

View the default settings when using the Scan to Job Storage feature.

**Table 3-30 Scan to Job Storage**

| Menu item | Values | Description |
|---|---|---|
| Scan to Job Storage | Folder<br>Job Name<br>Options | Use this feature to save scanned documents in a folder in the printer's memory. The document can be retrieved from the printer's memory and printed at a later time. |

## Scan to SharePoint

View the default settings when using the Scan to SharePoint feature.

**Table 3-31 Scan to SharePoint**

| Menu item | Values | Description |
|---|---|---|
| Scan to SharePoint | Options | Scan documents directly to a SharePoint site.<br>Configure the SharePoint settings for digital sending using the Embedded Web Server. |

### Scan to OneDrive

View the default settings when using the Scan to OneDrive feature.

**Table 3-32 Scan to OneDrive**

| Menu item | Values | Description |
|---|---|---|
| Scan to OneDrive | Options | Use this feature to scan and print from your Microsoft OneDrive Business cloud account using the printer control panel.<br><br>To use this feature, ensure HP for OneDrive Business app is installed and your OneDrive Business account is active. |

### Remote Scan Request

View the default settings when using the Remote Scan Request feature.

**Table 3-33 Remote Scan Request**

| Menu item | Values | Description |
|---|---|---|
| Remote Scan Request | Job Name<br><br>Options | Use this feature to scan and send documents when requesting scans remotely from a computer with HP Scan Twain software. |

## Quick Sets menu

Learn about the control panel Quick Sets icon.

At the printer control panel, select the Quick Sets icon to view the Quick Sets created.

If the Quick Sets are not configured in the Embedded Web Server, the list will be empty on the printer control panel.

## Supplies menu

Learn about the control-panel Supplies icon.

At the printer control panel, select the Supplies icon to view the status of the supplies for the printer.

**Non-touchscreen printers (Control Pad Buttons)**: At the printer control panel, use the arrow buttons to navigate through menus or settings and press the OK button to confirm a selection.

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

**Table 3-34 Supplies icon**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Black Cartridge<br><br><color> Cartridge | Status<br><br>Installed<br><br>Order HP Part<br><br>Pages Printed<br><br>Pages Printed Approximate Pages Remaining | **Status**: OK*<br><br>**Installed**: Cartridge model number and type<br><br>**Order HP Part**: HP part number of the supply<br><br>**Pages Printed**: Displays number of pages printed.<br><br>**Pages Printed Approximate Pages Remaining**: Displays approximate number of pages already printed. | Status: Displays any error or toner cartridge issue.<br><br>Order HP Part: Recommended HP part number to order.<br><br>Pages Printed: Based on page count in memory.<br><br>Pages Printed Approximate Pages Remaining: HP uses the first 20% of toner cartridge to estimate pages remaining. |
| Document Feeder Kit | Status<br><br>Order HP Part | **Status**: OK*<br><br>**Order HP Part**: HP part number of the supply. | Status: Displays any error or toner cartridge issue.<br><br>Order HP Part: Recommended HP part number to order. |

## Trays menu

Learn about the control-panel Trays icon.

At the printer control panel, select the Trays icon to view the settings for the paper trays.

**Non-touchscreen printers (Control Pad Buttons)**: At the printer control panel, use the arrow buttons to navigate through menus or settings and press the OK button to confirm a selection.

**Table 3-35 Trays icon**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Tray 1 | Tray 1 Size | Match original size<br>Letter (8.5x11)<br>Legal (8.5x14)<br>Executive (7.25x10.5)<br>Statement (5.5x8.5)<br>Oficio (8.5x13)<br>3x5<br>4x6<br>5x7<br>5x8<br>A4 (210x297 mm)<br>A5 (148x210 mm)<br>A6 (105x148 mm)<br>RA4 (215x305 mm)<br>B5 (182x257 mm)<br>B6 (128x182 mm)<br>10x15cm<br>Oficio (216x340 mm)<br>16K (195x270 mm)<br>16K (184x260 mm)<br>16K (197x273 mm)<br>Postcard JIS (100x148 mm)<br>Dpostcard JIS (148x200 mm)<br>Envelope #9<br>Envelope #10<br>Envelope Monarch<br>Envelope B5<br>Envelope C5<br>Envelope C6<br>Envelope DL<br>Custom (8.5x14.01): X Dimension, Y Dimension<br>Any Custom (X Dimension, Y Dimension)<br>Oficio (216x340) | Specific paper sizes used in Tray 1. |

**Table 3-35 Trays icon (continued)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Tray 1 | Tray 1 Type | Plain*<br>Light 60-74g<br>Light Bond<br>Intermediate 85-95g<br>Mid-Weight 96-110g<br>Heavy 111-130g<br>Extra Heavy 131-175g<br>Cardstock 176-220g<br>Mono Transparency<br>Labels<br>Letterhead<br>Envelope<br>Preprinted<br>Prepunched<br>Colored<br>Bond<br>Recycled<br>Rough<br>HP EcoFFICIENT | Specific paper types used in Tray 1. |
| Tray 1 | Status<br>Capacity | | Displays the status and capacity of the paper tray. |

**Table 3-35 Trays icon (continued)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Tray 2-X | Tray 2 Size | Any Size<br>Letter (8.5x11)<br>Legal (8.5x14)<br>Executive (7.25x10.5)<br>Statement (5.5x8.5)<br>Oficio (8.5x13)<br>5x7<br>5x8<br>A4 (210x297 mm)<br>A5 (148x210 mm)<br>A6 (105x148 mm)<br>RA4 (215x305 mm)<br>B5 (182x257 mm)<br>B6 (128x182 mm)<br>16K (195x270 mm)<br>16K (184x260 mm)<br>16K (197x273 mm)<br>Postcard JIS (100x148 mm)<br>Dpostcard JIS (148x200 mm)<br>Envelope #9<br>Envelope #10<br>Envelope Monarch<br>Envelope B5<br>Envelope C5<br>Envelope C6<br>Envelope DL<br>Custom (8.5x14.01)<br>• X Dimension<br>• Y Dimension<br>Any Custom<br>• X Dimension<br>• Y Dimension<br>Oficio (216x340) | Specific paper sizes used in Tray 2 and optional trays. |

**Table 3-35 Trays icon (continued)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Tray 2-X | Tray 2 Type | Plain*<br>Light 60-74g<br>Light Bond<br>Intermediate 85-95g<br>Mid-Weight 96-110g<br>Heavy 111-130g<br>Extra Heavy 131-175g<br>Cardstock 176-220g<br>Mono Transparency<br>Labels<br>Letterhead<br>Envelope<br>Preprinted<br>Prepunched<br>Colored<br>Bond<br>Recycled<br>Rough<br>HP EcoFFICIENT | Specific paper types used in Tray 2 and optional trays. |
| Tray 2-X | Status<br>Capacity | | Displays the status and capacity of the paper tray. |

## Contacts menu

Learn about the control panel Contacts icon.

At the printer control panel, select the Contacts icon to view the settings.

**Table 3-36 Contacts icon**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Local | Add contact | Display Name *<br>Last Name<br>First Name<br>Email<br>Fax Number<br>Network Folder Path<br>Notes | Select the Contact icon to add individual contacts in the address book. |
| | Add Group | Available members<br>Display Name<br>Notes<br>Members | Select the Contact icon to add group contacts in the address book. |

# Reports menu

Learn about the control-panel Reports icon.

At the printer control panel, select the Reports icon.

**Non-touchscreen printers (Control Pad Buttons)**: At the printer control panel, use the arrow buttons to navigate through menus or settings and press the OK button to confirm a selection.

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

**NOTE:** The View option is control-panel type dependent (might not be available).

**Table 3-37 Reports menu**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Configuration/Status Pages | Settings Menu Map | Cancel<br>View<br>Print | Displays an overview of the control-panel layout and the current values selected for each setting. |
| Configuration/Status Pages | Current Settings Page | Cancel<br>View<br>Print | Displays a summary of the current settings for the printer. This might be helpful if you plan to make changes and need a record of the present configuration. |
| Configuration/Status Pages | Configuration Page | Cancel<br>View<br>Print | Displays the printer settings and installed accessories. |

**Table 3-37 Reports menu (continued)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Configuration/Status Pages | How to Connect Page | Cancel<br>View<br>Print | Displays the network information typically needed to connect the printer to a network. |
| Configuration/Status Pages | Supplies Status Page | Cancel<br>View<br>Print | Displays the approximate remaining life of supplies and provides statistics such as total number of pages and jobs processed, serial number, page counts, and maintenance information.<br><br>HP provides estimated remaining life for supplies as a customer convenience, though the actual remaining supply levels may vary from these estimates. |
| Configuration/Status Pages | Usage Page | Cancel<br>View<br>Print | Displays a count of all paper sizes that have passed through the printer; lists whether they were simplex or duplex, and reports the page count. |
| Configuration/Status Pages | File Directory Page | Cancel<br>View<br>Print | Displays the file name and folder name for files that are stored in the printer memory. |
| Configuration/Status Pages | Web Services Status Page | Cancel<br>View<br>Print | Displays the detected Web Services for the printer. |
| Configuration/Status Pages | Event Log | Print<br>View | Displays or prints event logs listing event code, date/time, cycles, and repetitions on the printer. |
| Configuration/Status Pages | Paper Path Page | Print<br>View | Displays the paper path usage on the printer. |
| Fax Reports<br>Fax models only | Fax Activity Log | Cancel<br>View<br>Print | Lists all faxes sent from or received by the printer. |
| Fax Reports<br>Fax models only | Billing Codes Report | Cancel<br>View<br>Print | Provides a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code. |
| Fax Reports<br>Fax models only | Blocked Fax List | Cancel<br>View<br>Print | A list of phone numbers that are blocked from sending faxes to this printer. |

**Table 3-37 Reports menu (continued)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Fax Reports<br><br>Fax models only | Speed Dial List | Cancel<br><br>View<br><br>Print | Displays the speed dials that have been set up for this printer. |
| Fax Reports<br><br>Fax models only | Fax Call Report | Cancel<br><br>View<br><br>Print | A detailed report of the last fax operation, either sent or received. |
| Other Pages | PCL Font List | Cancel<br><br>Print | Prints the available PCL fonts. |
| Other Pages | PS Font List | Cancel<br><br>Print | Prints the available PS fonts. |
| Other Pages | 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

Learn about the control-panel Settings menu.

**NOTE:** 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.

**TIP:** If prompted, enter the EWS personal identification number (PIN) from a sticker on the printer (typically located inside the front door or on a toner cartridge tray).

## General menu

Learn about the control-panel General (Settings) menu.

At the printer control panel, select the Settings menu, and then select the General menu.

**Non-touchscreen printers (Control Pad Buttons)**: At the printer control panel, use the arrow buttons to navigate through menus or settings and press the OK button to confirm a selection.

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

**Table 3-38 General menu**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Date/Time Settings | Date/Time Format | Date Format<br><br>Time Format | **Date Format options**:<br><br>DD/MMM/YYYY<br><br>MMM/DD/YYYY<br><br>YYYY/MMM/DD<br><br>**Time Format options**:<br><br>12 hour (AM/PM)<br><br>24 hours | Use the Date/Time Settings menu to specify the date and time and to configure date/time settings.<br><br>Time Format : Select the format the printer uses to show the date and time, for example 12-hour format or 24-hour format. |
| Date/Time | Date/Time | Date<br><br>Time Zone<br><br>Time<br><br>Time Format | Select the date from a pop-up calendar.<br><br>Select the time zone from a list.<br><br>Select the time from a pop-up keypad.<br><br>Adjust for Daylight Savings check box | If you are in an area that uses daylight savings time, select the Adjust for Daylight Savings check box. |
| Energy Settings | Sleep Schedule | New event | **For MFP**:<br><br>Wake Event<br><br>Sleep Event<br><br>Shutdown Event<br><br>**For SFP**:<br><br>Enabled*<br><br>Disabled | Use this setting to schedule when the printer wakes up or goes to sleep on specific days and times. Using this feature saves energy.<br><br>Shutdown Event: Configure the printer to power off after a period of inactivity.<br><br>For SFP: Enable or disable the printer sleep or auto off function.<br><br>**NOTE:** Configure the date and time settings before you can use this feature. |
| Energy Settings | Sleep Settings | Sleep After Inactivity<br><br>Shut Down (Wake up on Power button only) | Range: 0 to 119 minutes<br><br>Shut Down options:<br><br>Range: 0 to 119 minutes | Set the number of minutes after which the printer enters Sleep or Auto Off mode. Use the arrow buttons on the control panel to increase or decrease the number of minutes.<br><br>Shut Down: Adjust energy settings to enable the printer to wake from a shut-down state when the power button is pressed. |

**Table 3-38 General menu (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Display Settings | Display Brightness | | A sliding bar displays with the indicator set in the middle. Use the arrow keys to select the desired brightness and then select Done. | Use to specify the intensity of the LCD control panel display. |
| Display Settings | System Sound | | On*<br><br>Off | Use to enable or disable sounds on the printer. |
| Display Settings | Language Settings | Language<br><br>Keyboard Layout | **Language options:**<br><br>Select from a list of languages the printer supports.<br><br>**Keyboard Layout options:**<br><br>Each language has a default keyboard layout. To change it, select from a list of layouts. | Keyboard Layout: Use to select a different language for control panel messages and specify the default keyboard layout. When you select a new language, the keyboard layout automatically changes to match the factory default for the selected language.<br><br>Keyboard Layout: Select the default keyboard layout that matches the language you want to use. |
| Display Settings | Information Screen | | Show connection information*<br><br>Hide connection information | Use this menu item to display or hide connection information on the Home screen. |
| Display Settings | Display Date and Time | | No<br><br>Yes* | Select whether to display or hide the date and time on the Home screen of the control panel. |
| Display Settings | Job Status Notifications | | Fewer<br><br>More | Use this feature to control how many job status notifications appear while a job is proceeding.<br><br>If the setting is Fewer, the printer displays a notification confirming that the job has been added to the queue.<br><br>If the setting is More, the printer displays ongoing status updates as the job progresses, including a final notification when the job is complete. |

**Table 3-38 General menu (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Display Settings | Inactivity Timeout | | Range: 0-300 seconds | Specifies the amount of time that elapses between any activity on the control panel and when the printer resets to the default settings. When the timeout expires, the control panel display returns to the Home menu, and any user signed in to the printer is signed out. |
| Display Settings | Clearable Warnings | | Display during job*<br><br>Display until cleared | Set the duration for how long a clearable warning remains visible on the control panel.<br><br>When On is selected, clearable warnings appear until the Clearable Warnings button is pressed.<br><br>When Job 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. |
| Display Settings | Continuable Events | | Auto-continue (10 seconds)*<br><br>Select OK to continue | Use this option to configure the printer behavior when the printer encounters certain errors.<br><br>When Auto-continue (10 seconds) is selected, the job will continue after 10 seconds.<br><br>When Touch OK to continue is selected, the job pauses and requires a user to touch/press the OK button before continuing. |
| Enable Device USB | | | Disabled*<br><br>Enabled | Enables the printer to open a file from a USB drive. |
| Quiet Mode | | | Off<br><br>On<br><br>Automatic transition | Select an option to reduce printing noise. |

**Table 3-38 General menu (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Jam Recovery | | | Automatic*<br><br>Off<br><br>On | This printer provides a jam recovery feature that reprints jammed pages. Select one of the following options:<br><br>Automatic: The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.<br><br>Off: The printer does not attempt to reprint pages affected by a jam. With no memory used to store recent pages, performance is optimal.<br><br>**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.<br><br>On: The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer. |
| Auto Recovery | | | Enabled<br><br>Disabled* | If Auto Recovery is enabled and the printer firmware encounters an unrecoverable error, the printer automatically shuts down and restarts to recover from the error. |

**Table 3-38 General menu (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Enable Auto Send | | | Disabled*<br><br>Enabled | Browse to the HP Embedded Web Server AutoSend configuration page for advanced set up and the HP online Privacy Statement Information.<br><br>Use the Enable Auto Send menu to enable or disable the AutoSend feature. The AutoSend feature enables your product to send periodically product configuration information including serial number, event logs, page usage counts and supplies status information to HP web addresses (URLs), or email addresses. Information sent to HP is used to improve products and services, and to monitor the product if you have a relationship with HP that provides you services such as proactive cartridge replacement, pay-per-page contracts, support agreements, or usage tracking. |
| Hold Off Print Job | | | On<br><br>Off | Enable this feature if you want to prevent print jobs from starting while a user is initiating a copy job from the control panel. Held print jobs start printing after the copy job is finished, provided that no other copy job is in the print queue. |

**Table 3-38 General menu (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Reset Factory Settings | | | Address Book (MFP)<br>Copy (MFP)<br>Digital Send (MFP)<br>E-mail (MFP)<br>Fax (MFP)<br>General (MFP)<br>Print (MFP)<br>Security (MFP)<br>Cancel (SFP)<br>Reset (SFP) | Use to restore all printer settings to their factory defaults. |

## Copy/Print menu (MFP)

Learn about the control-panel Copy/Print menu (MFP).

At the printer control panel, select the Settings menu, and then select the Copy/Print menu.

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

**Table 3-39 Copy/Print menu (MFP)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Copy Settings<br>MFP | Image preview | | Make optional<br>Require preview<br>Disable preview | Use this menu to configure how Copy behaves. |
| Enable Print from USB Drive | | | Enabled*<br>Disabled | Enables the printer to open a file from a USB drive. |
| Manage Stored Jobs<br>SFP | Job Sort Order | | Job Name*<br>Date*<br>Default Folder Name | This option allows you list the jobs either alphabetically or chronologically. |
| Manage Stored Jobs | Retain Temporary Jobs | | Do not retain<br>Personal jobs only<br>All temporary jobs | Sets which temporary jobs will be retained in the event of a printer reboot. |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Manage Stored Jobs | Temporary Stored Jobs | | Temporary Job Storage Limit<br><br>1-300 | Configure global settings for jobs that are stored in the printer memory.<br><br>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. |
| Manage Stored Jobs | Temporary Job Storage Retention | | Off<br><br>30 minutes<br><br>1 hour<br><br>4 hours<br><br>1 day<br><br>3 days<br><br>1 week<br><br>4 weeks | Configure global settings for temporary jobs that are stored in the printer memory.<br><br>The Temporary Stored Job Retention feature specifies the amount of time temporary jobs can be stored on the printer. |
| Manage Stored Jobs | Standard Stored Job Retention | | Off<br><br>30 minutes<br><br>1 hour<br><br>4 hours<br><br>1 day<br><br>3 days<br><br>1 week<br><br>4 weeks | Configure global settings for jobs that are stored in the printer memory.<br><br>The Standard Stored Job Retention feature specifies the amount of time jobs can be stored on the printer. |
| Default Print Options | Number of Copies | | Range: 1-32000<br><br>Default = 1 | Sets the default number of copies for a copy job. This default applies when the Copy function or the Quick Copy function is initiated from the printer Home screen. |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Default Print Options | Paper Selection | Paper size<br>Paper type<br>Paper tray | Letter (8.5x11)<br>Legal (8.5x14)<br>Executive (7.25x10.5)<br>Statement (5.5x8.5)<br>Oficio (8.5x13)<br>3x5<br>4x6<br>5x7<br>5x8<br>A4 (210x297 mm)<br>A5 (148x210 mm)<br>A6 (105x148 mm)<br>RA4 (215x305 mm)<br>B5 (182x257 mm)<br>B6 (128x182 mm)<br>10x15cm<br>16K (195x270 mm)<br>16K (184x260 mm)<br>16K (197x273 mm)<br>Postcard JIS (100x148 mm)<br>Dpostcard JIS (148x200 mm)<br>Envelope #9<br>Envelope #10<br>Envelope Monarch<br>Envelope B5<br>Envelope C5<br>Envelope C6<br>Envelope DL<br>Custom (8.5x14.01)<br>• X Dimension<br>• Y Dimension | Select from a list of sizes that the printer supports.<br>Configures the default paper size, type and tray used for print jobs. |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Default Print Options | Default Custom Paper Size | X Dimension<br>Y Dimension<br>Use Inches | **X Dimension option**<br>Range: 3.00-8.50 inches<br>Default = 8.5 inches<br>**Y Dimension option:**<br>Range: 5.00-47.26 inches<br>Default = 14 inches<br>**Use Inches options**:<br>Enabled*<br>Disabled | Configures the default paper size that is used when the user selects **Custom** as the paper size for a print job. |
| Default Print Options | Output Sides | | 1-sided*<br>2-sided<br>Pages flip up | Use to indicate whether the original document is printed on one or both sides.<br>Enable or disable the Pages flip up check box |
| Default Print Options | Fit to Page (PDF)<br>Fit to Page (TIFF, BMP, JPG, PNG) | | **Fit to Page options**:<br>On<br>Off | |
| Default Print Options | Quality and Speed | | Quick View<br>Normal<br>EconoMode<br>Fine Lines | |
| Default Print Options | Edge-to-Edge | | Normal (recommended)*<br>Edge-to-Edge output | Use to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges. |
| Default Print Options | Edge Control | | Automatic<br>Off<br>Normal | |
| Default Print Options | Half tone | | Automatic<br>Smooth<br>Detail | |
| Default Print Options | Toner Density | | Less/More | |
| PCL and Postscript Settings | Suppress Blank Pages | | Off<br>On | |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| PCL and Postscript Settings | Courier Font | | Regular*<br>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. |
| PCL and Postscript Settings | Wide A4 | | Disabled*<br>Enabled | Changes the printable area of A4-size paper. If you enable this option, eighty 10-pitch characters can be printed on a single line of A4 paper. |
| PCL and Postscript Settings | Print PS Errors | | Disabled*<br>Enabled | Use this feature to select whether a PostScript (PS) error page is printed when the printer encounters a PS error. |
| PCL and Postscript Settings | Print PDF Errors | | Disabled*<br>Enabled | Selects whether a PDF error page is printed when the printer encounters a PDF error. |
| PCL and Postscript Settings | Personality | | Automatic*<br>PCL<br>PS<br>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 Default | Font Source | Internal<br>Disk resident* | Selects the font source for the user-soft default font. The list of available options varies depending on the installed printer options. |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| PCL | Font Settings> Font Default | Font Number | Range: 0-110<br><br>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. |
| PCL | Font Settings> Font Default | Font Pitch | Range: 0.44-99.99<br><br>Default = 10 | If the Font Source option and the Font Number setting indicates a contour font, then use this feature to select a default pitch (for a fixed-spaced font). |
| PCL | Font Settings> Font Custom | Form Length | Range: 5-128 lines<br><br>Default = 60 | Controls the PCL print-command options. PCL is a set of printer commands that HP developed to provide access to printer features.<br><br>Use the Form Length feature to select the user soft -default vertical form length. |
| PCL | Font Settings> Font Custom | Orientation | Portrait*<br><br>Landscape | Select the orientation that is most often used for copy or scan originals. Select the Portrait option if the short edge is at the top or select the Landscape option if the long edge is at the top. |
| PCL | Font Settings> Font Custom | 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 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| PCL | Font Settings> Font Custom | Append CR to LF | Enabled<br><br>Disabled* | When enabled, this option appends a carriage return to each line feed encountered in backwards-compatible PCL jobs. |
| PCL | Font Settings> Font Custom | Media Source Mapping | Standard*<br><br>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:<br><br>Standard: Tray numbering is based on newer HP LaserJet models.<br><br>Classic: Tray numbering is based on HP LaserJet 4 and older models. |
| Print Quality | Image Registration | Default><br><br>Tray 1<br><br>Tray 2 | | Specify tray to be adjusted |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Print Quality | Image Registration | Front-side Horizontal Shift<br><br>Front-side Vertical Shift<br><br>Back-side Horizontal Shift<br><br>Back-side Vertical Shift | -5.00 mm to 5.00 mm | Shift the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back.<br><br>The direction that is perpendicular to the way the paper passes through the printer is referred to as X. This is also known as the scan direction. X1 is the scan direction for a single-sided page or for the second side of a two-sided page. X2 is the scan direction for the first side of a two-sided page.<br><br>The direction that the paper feeds through the printer is referred to as Y. Y1 is the feed direction for a single-sided page or for the second side of a two-sided page. Y2 is the feed direction for the first side of a two-sided page.<br><br>Use the Adjust Tray <X> menu to adjust the registration settings for each tray. Before adjusting these values, print a registration test page. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary. You can adjust values for X1 Shift, X2 Shift, Y1 Shift, and Y2 Shift. |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Print Quality | Adjust Paper types | | Plain*<br>HP EcoFFICIENT<br>Light 60-74g<br>Mid-Weight 96-110g<br>Light Bond<br>Heavy 111-130g<br>Extra Heavy 131-175g<br>Cardstock 176-220g<br>Mono Transparency<br>Labels<br>Letterhead<br>Envelope<br>Preprinted<br>Prepunched<br>Colored<br>Bond<br>Recycled<br>Rough<br>Reset Paper Types | Select from a list of paper types<br>Changing the Print mode setting is usually the first thing to try to resolve print-quality problems. Problems can include toner not sticking well to the page, a faint image of the page repeated on the same or following page, incorrect gloss level, and so on. |
| Print Quality | Optimize | Envelope control | Normal<br>Reduced Temp | |
| Print Quality | Optimize | Line Voltage | Normal*<br>Low Voltage | Use this setting if you have scattered lines in printed pages. |
| Print Quality | Optimize | Background | Normal<br>Alternate | |
| Print Quality | Optimize | Uniformity Control | Normal<br>Alternate 1 | |
| Print Quality | Optimize | Transfer Control | Normal<br>Alternate 1 | |
| Print Quality | Optimize | Moisture Control | Normal*<br>Alternate | |
| Print Quality | Optimize | Reset Optimize | | |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Manage Trays | Use Requested Tray | | Exclusively*<br><br>When available | Controls how the printer handles jobs that have specified a specific input tray. Two options are available:<br><br>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.<br><br>When available: The printer pulls from another tray if the specified tray is empty, even though the specific tray was indicated for the job. |
| Manage Trays | Manually Feed Prompt | | Always prompt*<br><br>Prompt on mismatch | 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:<br><br>Always: A prompt always displays before using the multipurpose tray.<br><br>Prompt on mismatch: A prompt displays only if the size or type do not match or the tray is empty. |
| Manage Trays | Size/Type Prompt | | Display*<br><br>Do not display | Controls whether the tray configuration message displays whenever a tray is closed. Two options are available:<br><br>Display: Shows the tray configuration message when a tray is closed. The user is able to configure the tray settings directly from this message.<br><br>Do not display: Prevents the tray configuration message from automatically appearing. |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Manage Trays | Use Another Tray | | Allow*<br><br>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:<br><br>Allow: When this option is selected the user is prompted to either add paper to the selected tray or to choose a different tray. This is the factory default.<br><br>Do not allow: 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. |
| Manage Trays | Alternative Letterhead Mode | | Off*<br><br>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 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Manage Trays | Duplex | | Automatic*<br><br>Always | Controls how the printer handles two-sided jobs (duplexing). Two options are available:<br><br>Automatic: Choose this option to skip printing blank sides during a two-sided print job. The printer can print jobs faster when blank sides are skipped.<br><br>Always: Choose this option to print all sides of a two-sided job, even if one side is blank. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper. |
| Manage Trays | Image Rotation | | Left to right<br><br>Alternate | |
| Manage Trays | Override A4/Letter | | No<br><br>Yes* | 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. |
| Manage Trays | Unsupported Size Behavior | | Use default size automatically<br><br>Prompt for user response | |
| Manage Trays | Rotate Offset | | Automatic<br><br>Off | |
| Manage Trays | Tray Priority | | Tray 1<br><br>Tray 2-X | |
| Manage Trays | Tray Protection | | Tray 1<br><br>Tray 2-X | |

**Table 3-39 Copy/Print menu (MFP) (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Manage Trays | Paper Out Action | Auto Continue Time-Out | **Auto Continue Time-Out options**: | |
| | | Auto-Continue Action | No time-out | |
| | | | 5 minutes | |
| | | | 10 minutes | |
| | | | 20 minutes | |
| | | | 30 minutes | |
| | | | 45 minutes | |
| | | | 1 hour | |
| | | | Wait forever | |
| | | | **Auto-Continue Action options**: | |
| | | | Cancel job | |
| | | | Override media size | |
| | | | Override media type | |
| | | | Override media size and type | |

## Scan/Digital Send Settings menu (MFP)

Learn about the control-panel Scan/Digital Send Settings menu.

At the printer control panel, select the Settings menu, and then select the Scan/Digital Send Settings menu.

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

**Table 3-40 Scan/Digital Send Settings menu**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Scan+ Settings | Image preview | | Make optional<br><br>Require preview<br><br>Disable preview | Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer.<br><br>Make optional: The feature is optional, depending on the user who is signed in.<br><br>Require preview Previews are required for all users.<br><br>Disable preview: Previews are disabled for all users. |
| Email Settings | E-mail Setup<br><br>Email Address<br><br>Credentials<br><br>Summary | Server Name<br><br>(For E-mail Setup) | **Server Name options**:<br><br>Help me find SMTP<br><br>I know my SMTP<br><br>Enable SMTP SSL/TLS Protocol | Scan documents and send them as email attachments.<br><br>Configure the SMTP server settings (server, port number and authentication) using the Embedded Web Server. |
| Email Settings | Image preview<br><br>Network Folder Settings<br><br>SharePoint Settings<br><br>Scan to USB Drive Settings | | Make optional<br><br>Require preview<br><br>Disable preview | Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer.<br><br>Make optional: The feature is optional, depending on the user who is signed in.<br><br>Require preview Previews are required for all users.<br><br>Disable preview: Previews are disabled for all users. |
| Email Settings | Document Feeder Output Behavior | | Automatically open/ close<br><br>Always open | |
| Email Settings | ADF Length Sensor | | Enabled*<br><br>Disabled | |

**Table 3-40 Scan/Digital Send Settings menu (continued)**

| Menu item | Submenu | Submenu item | Values | Description |
|---|---|---|---|---|
| Email Settings | Digital Sending Software Setup | Allow Use of a Digital Sending Software (DSS) Server | Enabled*<br><br>Disabled | Configure how the printer interacts with the HP Digital Sending Software (DSS) server. HP DSS handles digital sending tasks, such as faxing, emailing, and sending scanned documents to a network folder or USB storage device.<br><br>Use the Allow Use of a Digital Sending Software (DSS) Server option to configure the printer to use HP DSS. |
| Email Settings | Digital Sending Software Setup | Allow Transfer to a New Digital Sending Software (DSS) Server | Enabled*<br><br>Disabled | Use the Allow Transfer to a New Digital Sending Software (DSS) Server option to specify whether DSS management of a printer is transferable to a different DSS. |

# Fax menu (MFP)

Learn about the control-panel Fax menu (MFP).

At the printer control panel, select the Settings menu, and then select the Fax menu to view the settings.

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

## Internal Fax Modem Setup

View the Internal Fax Modem Setup settings in the Fax menu for faxing.

**Table 3-41 Internal Fax Modem Setup menu**

| Internal Fax Modem Setup menu | Values | Description |
|---|---|---|
| Configure | Location *<br><br>Company Name and Fax Number<br><br>Date/Time<br><br>Dialing Prefix<br><br>Summary | Configure settings for sending faxes from the printer.<br><br>Use the Internal Fax Modem Setup feature to set up options for faxing.<br><br>**NOTE:** To set up LAN fax or Internet fax, use the HP Embedded Web Server. To open the HP Embedded Web Server, type the printer network address into a Web browser. To configure the fax features, select the **Fax** tab. |

## Fax Send Settings

View the Fax Send Settings options in the Fax menu when sending a fax.

**Table 3-42 Fax Send Settings menu**

| Fax Send Settings menu | Submenu | Values | Description |
|---|---|---|---|
| Image Preview | | Make optional<br>Require preview<br>Disable preview | Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer.<br>Make optional: The feature is optional, depending on the user who is signed in.<br>Require preview Previews are required for all users.<br>Disable preview: Previews are disabled for all users. |
| Fax Dialing Settings | Redial on Error | Range: 0 – 9<br>Default = 2 | Specify the number of redial attempts for the fax number when an error occurs during transmission |
| Fax Dialing Settings | Redial on No Answer | Range: 0 – 2<br>Default = 0 | Specify the number of redial attempts for outgoing faxes when the number dialed does not answer. |
| Fax Dialing Settings | Redial on Busy | Range: 0 – 9<br>Default = 3 | Specify the number of redial attempts for outgoing faxes when the printer receives a busy signal. |
| Fax Dialing Settings | Redial Interval | 1 – 5 Minutes<br>Default = 5 minutes | Specify the amount of time the printer waits before re-sending a failed fax. |
| Fax Dialing Settings | Fax Send Speed | Fast (V.34 - 33.6k)*<br>Medium (V.17 - 14.4k)<br>Slow (v.29 - 9.6k) | |
| Fax Dialing Settings | Line Monitor Volume | Off<br>Low<br>High | Adjust the volume level during a fax transmission. |
| Fax Dialing Settings | Dialing Mode | Tone<br>Pulse | |
| Fax Dialing Settings | Dialing Prefix | | |
| Fax Dialing Settings | Detect Dial Tone | | |
| General Fax Send Settings | Fax Number Confirmation | Enabled<br>Disabled* | If this feature is enabled, you must enter the fax number twice. |

**Table 3-42 Fax Send Settings menu (continued)**

| Fax Send Settings menu | Submenu | Values | Description |
|---|---|---|---|
| General Fax Send Settings | PC Fax Send | Enabled*<br>Disabled | Enables users who have the correct driver installed to send faxes through the printer from their computers. |
| General Fax Send Settings | Error Correction Mode | Enabled*<br>Disabled | When error-correction mode is enabled and an error occurs during fax transmission, the printer sends or receives the error portion again. |
| General Fax Send Settings | Fax Header | Prepend*<br>Overlay | Use to prepend or overlay the fax header page. |
| Billing Code Settings | Enable Billing Codes | Off<br>On* | When billing codes are enabled, a prompt displays that asks the user to enter the billing code for an outgoing fax. This prompt does not appear if the Allow users to edit billing codes check box is not checked.<br>You can also use the billing codes report in the Reports menu to view the list of the billing codes that have been used for faxes that have been sent from the printer. The list is grouped by billing code and also shows fax details. This feature can be used for billing or usage tracking. |
| Billing Code Settings | Enable Billing Codes | Allow users to edit billing codes<br>Off<br>On* | |
| Billing Code Settings | Enable Billing Codes | Minimum Length | Specify the required length of the billing code. Billing codes can be between 1 and 16 characters long. |
| Billing Code Settings | Enable Billing Codes | Default Billing Code | Specify a default billing code for faxing. If you specify a default billing code, this code displays in the Billing Code field when the user sends an outgoing fax. If this field is blank, no default billing code is provided for the user. |

## Fax Receive Settings

View the Fax Receive Settings options in the Fax menu for receiving faxes.

**Table 3-43 Fax Receive Settings menu**

| Fax Receive Settings menu | Submenu | Values | Description |
|---|---|---|---|
| Fax Receive Setup | Rings To Answer | Range: 1-6<br><br>Default =1 | Select the number of rings to allow before the fax answers. |
| Fax Receive Setup | Ring Volume | Off<br><br>Low*<br><br>High | Use to configure settings for receiving faxes. |
| Fax Receive Setup | Fax Receive Speed | Fast (V.34 - 33.6k)*<br><br>Medium (V.17 - 14.4k)<br><br>Slow (v.29 - 9.6k) | |
| Fax Printing Schedule | Incoming Fax Options | Always store<br><br>Always print*<br><br>Use schedule | If you have concerns about the security of private faxes, use this feature to store faxes rather than having them automatically print. Select Incoming Fax Options, and then you can choose to always store faxes, always print them, or you can set up a schedule for each day of the week. |
| Blocked Fax Numbers | | Add Last Sender<br><br>New Fax Number | The blocked fax list can contain up to 30 numbers. When the printer receives a call from one of the blocked fax numbers, it deletes the incoming fax. It also logs the blocked fax in the activity log along with job-accounting information. |
| Default Job Options | Notification | Do not notify*<br><br>Notify when job completes<br><br>Notify only if job fails | Configure to receive notification about the status of a sent document.<br><br>Do not notify: Turns off this feature.<br><br>Notify when job completes: Select to receive notification for this job only.<br><br>Notify only if job fails: Select to receive notification only if the job is not sent successfully. |

**Table 3-43 Fax Receive Settings menu (continued)**

| Fax Receive Settings menu | Submenu | Values | Description |
|---|---|---|---|
| Default Job Options | Notification>Notification Method | Print<br>E-mail*<br>Include Thumbnail | E-mail: Select to receive the notification in an email. Touch the text box following Email Address, and then enter the email address for the notification.<br>**NOTE:** When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification. |
| Default Job Options | Stamp Received Faxes | On<br>Off* | Use this option to add the date, time, sender's phone number, and page number to each page of the faxes that this printer receives. |
| Default Job Options | Fit to Page | On<br>Off | Use to shrink faxes that are larger than Letter-size or A4-size so that they can fit onto a Letter-size or A4-size page. If this feature set to Off, faxes larger than Letter or A4 will flow across multiple pages. |
| Default Job Options | Tray | Automatically select<br>Tray 1<br>Tray 2-X | Tray 2-X : Select from a list of the trays |
| Default Job Options | Output Sides | 1-sided*<br>2-sided<br>Pages flip up | Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document. |

## Fax Forwarding

View the Fax Forwarding options in the Fax menu for faxing.

**Table 3-44 Fax Forwarding menu**

| Fax Forwarding menu | Submenu | Values | Description |
|---|---|---|---|
| Enable Fax Forwarding | | Disabled*<br>Enabled | Use to forward received faxes to another fax machine. |

**Table 3-44 Fax Forwarding menu (continued)**

| Fax Forwarding menu | Submenu | Values | Description |
|---|---|---|---|
| Enable Fax Forwarding | Type of Fax Job to Forward | All faxes<br>Sent faxes<br>Received faxes | |
| Enable Fax Forwarding | Fax Forwarding Method: Internal Modem | | Set up faxing from the internal modem. |
| Enable Fax Forwarding | Fax Forwarding Number | | Enter the fax forwarding number. |

## Clear fax Activity Log

View the Clear fax Activity Log options in the Fax menu for faxing.

**Table 3-45 Clear Fax Activity Log menu**

| Clear Fax Activity Log menu | Values | Description |
|---|---|---|
| Clear Fax Activity Log | Cancel<br>Clear | Clears all events from the Fax Activity Log list. |

# Manage Supplies menu

Learn about the control-panel Manage Supplies menu.

At the printer control panel, select the Settings menu, and then select the Manage Supplies menu to view the settings.

**Non-touchscreen printers (Control Pad Buttons)**: At the printer control panel, use the arrow buttons to navigate through menus or settings and press the OK button to confirm a selection.

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

**Table 3-46 Manage Supplies menu**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Low Warning Thresholds | Black Cartridge<br>Cyan Cartridge<br>Magenta Cartridge<br>Yellow Cartridge<br>(Cyan, Magenta, and Yellow cartridges display only on color-enabled printer models.) | 1-100% | Supply is considered low when remaining life drops below the level identified<br>Set the estimated percentage at which the printer notifies you when a toner cartridge is very low. |

**Table 3-46 Manage Supplies menu (continued)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Low Warning Thresholds | Document Feeder Kit (MFP)<br><br>Maintenance Kit (SFP) | 1-100% | Supply is considered low when remaining life drops below the level identified<br><br>Set the estimated percentage at which the printer notifies you when the document feeder kit is very low. |
| Low Warning Threshold Message | | On*<br><br>Off | Displays a message on the control panel when a cartridge is very low. |
| Low Behavior | Black Cartridge | Stop<br><br>Continue* | Use one of these options to specify the action for the device to take when a supply reaches a low condition.<br><br>Stop: Stops the current print job.<br><br>Continue: Completes the current print job. |
| Very Low Behavior | Black Cartridge<br><br>Cyan Cartridge<br><br>Magenta Cartridge<br><br>Yellow Cartridge<br><br>(Cyan, Magenta, and Yellow cartridges display only on color-enabled printer models.) | Stop<br><br>Continue*<br><br>Prompt to continue | Use one or more of these options to specify the action for the device to take when a supply reaches a very low condition.<br><br>Stop: Stops the current print job.<br><br>Continue: Completes the current print job.<br><br>Prompt to continue: Allows a user to decide whether or not to finish printing. |
| Very Low Behavior | Document Feeder Kit (MFP)<br><br>Maintenance Kit (SFP) | Stop<br><br>Continue<br><br>Prompt to continue* | Use one or more of these options to specify the action for the device to take when a supply reaches a very low condition.<br><br>Stop: Stops the current print job.<br><br>Continue: Completes the current print job.<br><br>Prompt to continue: Allows a user to decide whether or not to finish printing. |
| Supply Protection | | Off*<br><br>Protect cartridges | Select this option to protect cartridges permanently so they can be used only in this product or fleet of products. |
| Cartridge Policy | | Off*<br><br>Authorized | Set Authorized to allow only genuine HP cartridges to be used in this printer. |

**Table 3-46 Manage Supplies menu (continued)**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| Reset Supplies | Document Feeder Kit (MFP)<br><br>Maintenance Kit (SFP) | Reset<br><br>Cancel | Select this option if you have installed a new document feeder kit or maintenance kit.<br><br>After replacing a supply kit, select it from the list and touch "Reset" |

## Developer Options menu (MFP)

Learn about the control panel Developer Options menu.

At the printer control panel, select the Settings menu, and then select the Developer Options menu to view the settings.

**NOTE:** This menu is locked by default.

**Table 3-47 Developer Options menu**

| Menu item | Submenu | Values | Description |
|---|---|---|---|
| HP WorkPath Debug Bridge | Access Type | User Access Code<br><br>Administrator Access Code<br><br>Service Access Code | HP Workpath Debug Bridge uses different access codes to control device features. |

## Networking menu

Learn about the control-panel Networking menu.

At the printer control panel, select the Settings menu, and then select the Networking menu to view the settings.

**Non-touchscreen printers (Control Pad Buttons)**: At the printer control panel, use the arrow buttons to navigate through menus or settings and press the OK button to confirm a selection.

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

### Ethernet

View the Ethernet settings in the Networking menu.

**Table 3-48 Ethernet menu**

| Ethernet menu | Submenu | Values | Description |
|---|---|---|---|
| INFORMATION | PRINT SECURITY REPORT | YES<br><br>NO* | Yes: Prints a page that contains the current security settings on the HP Jetdirect Print Server.<br><br>No: A security settings page is not printed. |

**Table 3-48 Ethernet menu (continued)**

| Ethernet menu | Submenu | Values | Description |
|---|---|---|---|
| TCP/IP | HOST NAME | Use the arrow buttons to edit the host name.<br><br>**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. |
| TCP/IP | IPV4 SETTINGS<br><br>CONFIG METHOD | BOOTP<br><br>DHCP*<br><br>AUTO IP<br><br>MANUAL | Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect Print Server.<br><br>BOOTP (Bootstrap Protocol): Use for automatic configuration from a BOOTP server.<br><br>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.<br><br>Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically.<br><br>If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters. |
| TCP/IP | IPV4 SETTINGS<br><br>DHCP RELEASE | YES<br><br>NO | If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options. |
| TCP/IP | IPV4 SETTINGS<br><br>DHCP RENEW | YES<br><br>NO | If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options. |
| TCP/IP | IPV4 SETTINGS<br><br>PRIMARY DNS | Range: 0-255<br><br>Default = xxx.xxx.xxx.xxx | Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server. |
| TCP/IP | IPV4 SETTINGS<br><br>SECONDARY DNS | Range: 0-255<br><br>Default = 0.0.0.0 | Specify the IP address (n.n.n.n) of a Secondary DNS Server. |

**Table 3-48 Ethernet menu (continued)**

| Ethernet menu | Submenu | Values | Description |
|---|---|---|---|
| TCP/IP | IPV6 SETTINGS<br>ENABLE | ON*<br>OFF | Use this item to enable or disable IPv6 operation on the print server.<br>Off: IPv6 is disabled.<br>On: IPv6 is enabled. |
| TCP/IP | IPV6 SETTINGS<br>ADDRESS<br>MANUAL SETTINGS | ENABLE<br>• ON*<br>• OFF<br>ADDRESS | Use this item to enable and manually configure a TCP/IPv6 address. |
| TCP/IP | IPV6 SETTINGS<br>DHCPV6 POLICY | ROUTER SPECIFIED<br>ROUTER UNAVAILABLE*<br>ALWAYS | Router Specified: The router determines which stateful auto-configuration method the print server uses. It specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server.<br>Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server.<br>Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server. |
| TCP/IP | IPV6 SETTINGS<br>PRIMARY DNS | Range: 0-255<br>Default = xxx.xxx.xx.xx | Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server. |
| TCP/IP | IPV6 SETTINGS<br>SECONDARY DNS | Range: 0-255<br>Default = 0.0.0.0 | Specify the IP address (n.n.n.n) of a Secondary DNS Server. |
| TCP/IP | PROXY SERVER | Select from a provided list. | Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients.<br>To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets.<br>For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address. |

**Table 3-48 Ethernet menu (continued)**

| Ethernet menu | Submenu | Values | Description |
|---|---|---|---|
| TCP/IP | PROXY PORT | Range: 1-65535<br><br>Default = 80 | 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. |
| TCP/IP | IDLE TIMEOUT | Range: 0-3600<br><br>Default = 270 | 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<br><br>HTTPS OPTIONAL | For configuration management, specify the communication method. |
| SECURITY | IPSEC | KEEP<br><br>DISABLE | IPSec provides authentication and encryption security.<br><br>Specify the IPSEC status on the print server. |
| SECURITY | FIREWALL | KEEP<br><br>DISABLE | Use Firewall protection to control IP traffic. |
| SECURITY | 802.1X | KEEP<br><br>DISABLE | |
| SECURITY | ANNOUNCEMENT AGENT | ENABLE<br><br>DISABLE | Use this menu item to enable or disable the HP Device Announcement Agent, to set the configuration server, and to indicate whether to require mutual authentication using certificates. |
| SECURITY | RESET SECURITY | YES<br><br>NO | Specify whether the current security settings on the print server will be saved or reset to factory defaults. |
| SECURITY | FIPS | KEEP<br><br>RESET & REBOOT DEVICE | Use the settings to manage security and configuration.<br><br>**NOTE:** Federal Information Processing Standards (FIPS) is only available In HP Jetdirect Print Server 10.4 version or later. |

**Table 3-48 Ethernet menu (continued)**

| Ethernet menu | Submenu | Values | Description |
|---|---|---|---|
| LINK SPEED | | AUTO<br>10T HALF<br>10T FULL<br>10T AUTO<br>100TX HALF<br>100TX FULL<br>100TX AUTO<br>1000T FULL | |

## Wi-Fi Direct

View the Wi-Fi Direct settings in the Networking menu.

HP Wi-Fi Direct is a feature that allows your Wi-Fi capable devices to make a wireless network connection directly to your printer without using a wireless router or access point.

**Table 3-49 Wi-Fi Direct menu**

| Wi-Fi Direct menu | Submenu | Values | Description |
|---|---|---|---|
| Status | | On<br>Off | |
| Wi-Fi Direct Name | | | This unique name is used to identify the printer in the wireless network. |
| Channel | | 1-11<br>36<br>40<br>44<br>48<br>149<br>153<br>157<br>161<br>165 | Allows a user to choose the frequency band at which the printer operates. |

**Table 3-49 Wi-Fi Direct menu (continued)**

| Wi-Fi Direct menu | Submenu | Values | Description |
|---|---|---|---|
| Connection Method | | Auto<br><br>Manual | Auto: Authentication is not required. The mobile device can connect automatically to the printer and print the document.<br><br>Manual: This connection method requires simple authentication by the user using a password. |
| Wi-Fi Direct Password | | | The user provides the password for Advanced and Manual connections. |

## Wireless

View the Wireless settings in the Networking menu.

HP Wireless Direct is a feature that allows your Wi-Fi capable devices to make a wireless network connection directly to your printer without using a wireless router or access point.

**Table 3-50 Wireless menu**

| Wireless menu | Submenu | Values | Description |
|---|---|---|---|
| INFORMATION | PRINT SECURITY REPORT | YES<br><br>NO* | Yes: Prints a page that contains the current security settings on the HP Jetdirect Print Server.<br><br>No: A security settings page is not printed. |
| WIRELESS STATION | Status | ENABLE<br><br>DISABLE | |
| TCP/IP | HOST NAME | Use the arrow buttons to edit the host name.<br><br>**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 3-50 Wireless menu (continued)**

| Wireless menu | Submenu | Values | Description |
|---|---|---|---|
| TCP/IP | IPV4 SETTINGS<br>CONFIG METHOD | BOOTP<br>DHCP*<br>AUTO IP<br>MANUAL | Specifies the method used to configure TCP/IPv4 parameters on the HP Jetdirect Print Server.<br>Bootp (Bootstrap Protocol): Use for automatic configuration from a BootP server.<br>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.<br>Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically.<br>If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters. |
| TCP/IP | IPV4 SETTINGS<br>PRIMARY DNS | Range: 0-255<br>Default = xxx.xxx.xx.xx | Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server. |
| TCP/IP | IPV4 SETTINGS<br>SECONDARY DNS | Range: 0-255<br>Default = 0.0.0.0 | Specify the IP address (n.n.n.n) of a Secondary DNS Server. |
| TCP/IP | IPV6 SETTINGS<br>ENABLE | ON*<br>OFF | Use this item to enable or disable IPv6 operation on the print server.<br>Off: IPv6 is disabled.<br>On: IPv6 is enabled. |
| TCP/IP | IPV6 SETTINGS<br>ADDRESS<br>MANUAL SETTINGS | ENABLE<br>• ON*<br>• OFF<br>ADDRESS | Use this item to enable and manually configure a TCP/IPv6 address. |

**Table 3-50 Wireless menu (continued)**

| Wireless menu | Submenu | Values | Description |
|---|---|---|---|
| TCP/IP | IPV6 SETTINGS<br><br>DHCPV6 POLICY | ROUTER SPECIFIED<br><br>ROUTER UNAVAILABLE*<br><br>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.<br><br>Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server.<br><br>Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server. |
| TCP/IP | IPV6 SETTINGS<br><br>PRIMARY DNS | Range: 0-255<br><br>Default = xxx.xxx.xx.xx | Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server. |
| TCP/IP | IPV6 SETTINGS<br><br>SECONDARY DNS | Range: 0-255<br><br>Default = 0.0.0.0 | Specify the IP address (n.n.n.n) of a Secondary DNS Server. |
| TCP/IP | PROXY SERVER | Select from a provided list. | Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients.<br><br>To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets.<br><br>For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address. |
| TCP/IP | PROXY PORT | Range: 0-65535<br><br>Default = 80 | 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. |
| TCP/IP | IDLE TIMEOUT | Range: 0-3600<br><br>Default = 270 | The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout). |

**Table 3-50 Wireless menu (continued)**

| Wireless menu | Submenu | Values | Description |
|---|---|---|---|
| SECURITY | SECURE WEB | HTTPS REQUIRED<br>HTTPS OPTIONAL | For configuration management, specify the communication method. |
| SECURITY | IPSEC | KEEP<br>DISABLE | IPSec provides authentication and encryption security.<br>Specify the IPSEC status on the print server. |
| SECURITY | FIREWALL | KEEP<br>DISABLE | Use Firewall protection to control IP traffic. |
| SECURITY | 802.1X | KEEP<br>DISABLE | |
| SECURITY | ANNOUNCEMENT AGENT | ENABLE<br>DISABLE | Use this menu item to enable or disable the HP Device Announcement Agent, to set the configuration server, and to indicate whether to require mutual authentication using certificates. |
| SECURITY | RESET SECURITY | YES<br>NO | Specify whether the current security settings on the print server will be saved or reset to factory defaults. |
| SECURITY | FIPS | KEEP<br>RESET & REBOOT DEVICE | Use the settings to manage security and configuration.<br>**NOTE:** Federal Information Processing Standards (FIPS) is only available In HP Jetdirect Print Server 10.4 version or later. |
| I/O Timeout | | Range: 5-300 seconds<br>Default = 10 | Sets the I/O timeout period in seconds. The I/O timeout is the amount of time the printer waits before declaring a print job failed. If the data stream for a print job is interrupted, the printer uses this setting to determine when to report the failure. |

# Support Tools menu

Learn about the control-panel Support Tools menu.

**NOTE:** The Support Tools sub-menu contains the options for maintaining the printer and troubleshooting printer problems.

## Maintenance menu

Learn about the control-panel Maintenance menu.

## Backup/Restore menu

Learn about the control-panel Backup/Restore menu.

At the printer control panel, select the Support Tools menu, select the Maintenance menu, and then select the Backup/Restore menu.

Use the Backup/Restore feature in the HP Embedded Web Server (EWS) to back up data on the printer or to restore data files from a previous backup.

**Table 3-51 Backup/Restore menu**

| Backup/Restore menu | Values | Description |
|---|---|---|
| Back up Data | Password<br>Confirm Password | |
| Restore Data | Select Backup | Insert a USB drive that contains the backup file. |

## Import/Export menu

Learn about the control-panel Import/Export menu.

At the printer control panel, select the Support Tools menu, select the Maintenance menu, and then select the Import/Export menu.

Use this feature 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.

**Table 3-52 Import/Export menu**

| Import/Export menu | Values | Description |
|---|---|---|
| Access Type | User Access Code<br>Administrator Access Code<br>Service Access Code | |
| Access Code | | Use this generated Access Code or assign a new code. |

## Calibration/Cleaning menu

Learn about the control-panel Calibration/Cleaning menu .

At the printer control panel, select the Support Tools menu, select the Maintenance menu, and then select the Calibration/Cleaning menu.

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

Use this menu to configure the settings for the product to automatically print a cleaning page.

**Table 3-53 Calibration/Cleaning menu**

| Calibration/Cleaning menu | Submenu | Values | Description |
|---|---|---|---|
| Cleaning Page | Automatic Cleaning Interval | Off*<br>1000 pages<br>2000 pages<br>5000 pages<br>10000 pages<br>20000 pages | Select Off to disable automatic cleaning.<br>Select a cleaning interval to set the number of pages to be printed before an automatic cleaning page is printed.<br>Touch Print to manually print a cleaning page.<br>**NOTE:** Cleaning pages print on the default paper size configured for the printer. |
| Calibrate Scanner (MFP) | | Done<br>Start | Touch Start to calibrate the device scanner. Messages on the control panel display will lead you through the calibration process. |

## USB Firmware Upgrade menu

Learn about the control-panel USB Firmware Upgrade menu.

At the printer control panel, select the Support Tools menu, select the Maintenance menu, and then select the USB Firmware Upgrade menu.

Insert a USB storage device with a firmware upgrade bundle into the USB port, and follow the on-screen instructions.

Use this menu to configure the settings for the product to automatically print a cleaning page.

**Table 3-54 USB Firmware Upgrade menu**

| USB Firmware Upgrade | Description |
|---|---|
| Details<br>Install | View specific information regarding the printer's current firmware. |

## License Management menu

Learn about the control-panel License Management menu.

At the printer control panel, select the Support Tools menu, select the Maintenance menu, and then select the License Management menu.

Use this menu to configure the engine speed with the LPD license

**Table 3-55 License Management menu**

| License Management menu | Values | Description |
|---|---|---|
| Access Type | User Access Code<br>Administrator Access Code<br>Service Access Code | |
| Access Code | | Use this generated Access Code or assign a new code. |

## Troubleshooting menu

Learn about the control-panel Troubleshooting menu.

At the printer control panel, select the Support Tools menu, and then select the Troubleshooting menu.

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

### Reports

View the Reports settings in the Troubleshooting menu.

**Table 3-56 Reports menu**

| Reports menu | Values | Description |
|---|---|---|
| Configuration/Status Pages | Settings Menu Map<br>Current Settings Page<br>Configuration Page<br>How to Connect Page<br>Supplies Status Page<br>Usage Page<br>File directory Page<br>Web Services Status Page<br>Event Log<br>Paper Path Page | Select the desired report and then select the print icon  to print the page. |
| Fax Reports | Fax Activity Log<br>Billing Codes Report<br>Blocked Fax List<br>Fax Call Report | Select the desired report and then select the print icon  to print the page. |
| Other Pages | PCL Font List<br>PS Font List<br>Secure Drum Data Erase | Select the desired report and then select the print icon  to print the page. |

## Fax Tools

View the Fax Tools settings in the Troubleshooting menu.

**Table 3-57 Fax Tools menu**

| Fax Tools menu | Values | Description |
|---|---|---|
| Fax T.30 Trace Report | Never automatically print*<br>Print after every fax<br>Print only after fax send jobs<br>Print only after received faxes<br>Print only after fax send errors<br>Print only after fax receive errors<br>Print after any fax error | Use to print or configure the fax T.30 trace report. T.30 is the standard that specifies handshaking, protocols, and error correction between fax machines. |
| Fax V.34 | Enable*<br>Disable | Use to disable V.34 modulations if several fax failures have occurred or if phone line conditions require it. |
| JBIG Compression | On<br>Off* | |
| Fax Speaker Mode | Normal*<br>Diagnostic | Used by a technician to evaluate and diagnose fax issues by listening to the sounds of fax modulations |
| Fax Service Log | Print | The standard fax log includes basic information such as the time and whether the fax was successful. The detailed fax log shows the intermediate results of the redial process not shown in the standard fax log. |

## Print Quality Pages

View the Print Quality Pages settings in the Troubleshooting menu.

**Table 3-58 Print Quality Pages menu**

| Print Quality Pages menu | Values | Description |
|---|---|---|
| Fuser Test Page<br>PQ Troubleshooting Pages | Print | Use to print pages that help you resolve problems with print quality. |

## Event Log

View the Event Log settings in the Troubleshooting menu.

**Table 3-59 Event Log menu**

| Event Log menu | Values | Description |
|---|---|---|
| Event Code, Date/Time | Cycles<br>Repetitions | Prints the 50 most recent events in the Event Log. For each event, the printed log shows the error number, page count, error code, and description or personality. |

## Paper Path Page

View the Paper Path Page settings in the Troubleshooting menu.

**Table 3-60 Paper Path Page menu**

| Paper Path Page menu | Values | Description |
|---|---|---|
| Device Information | Product Serial Number<br>Product Name<br>Nickname | Shows the unique information of the printer. |
| Paper Path Usage | | Provides statistical information about which paper trays have been used for printing. |

## Diagnostic Tests

View the Diagnostic Tests settings in the Troubleshooting menu.

**Table 3-61 Diagnostic Tests menu**

| Diagnostic Tests menu | Submenu | Values | Description |
|---|---|---|---|
| Disable Cartridge Check | | Continue | Use this diagnostic test to print internal pages or send an external job to the printer when the toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode. |
| Paper Path Test | Number of Copies | Range: 1 - 500<br>Default = 1 | Sets the default number of copies for a copy job. This default applies when the Copy or Quick Copy function is initiated from the printer Home screen. The factory default setting is 1. |
| Paper Path Test | Paper Tray | All Trays<br>Tray 1<br>Tray 2-X | Generates a test page for testing paper handling features. You can define the path that is used for the test in order to test specific paper paths |

**Table 3-61 Diagnostic Tests menu (continued)**

| Diagnostic Tests menu | Submenu | Values | Description |
|---|---|---|---|
| Output Sides | | 1-sided<br>2-sided<br>Pages flip up | |
| Print/Stop Test | | Stop next print job<br>Delay | Specify the length of time in milliseconds (0-60,000). |
| Paper Path Sensor Test | | Select from a list of the printer sensors.<br>Tray 2 Empty Sensor<br>Tray 2 Paper Surface Sensor<br>Tray 2 Feed Sensor<br>Tray 1 Empty Sensor<br>Duplex Feed Sensor<br>Fuser Exit Sensor<br>Output bin full sensor | Initiates a test of the paper path sensors. |
| Sensors | Document Feeder Sensors<br>Flatbed Sensors<br>Tray Sensors<br>Input Path Sensors<br>Output Path Sensors<br>Door Sensors | Select from a list of available components.<br>Select the callouts for information and options.<br>**Tray Sensors options**:<br>Tray 1 Sensors<br>Tray 2-X Sensors<br>**Door Sensors options**:<br>Front Door Sensor<br>Rear Door Sensor | Test the printer sensors and switches for correct operation. Each sensor is displayed on the control-panel screen, along with its status. Manually trip each sensor and watch for it to change on the screen. |
| Component Tests | Continuous Scan<br>MFP | 2-sided | |
| Component Tests<br>**NOTE:** This item appears in the control-panel menus. However, the menu items will vary in each printer | Document Feeder Motors<br>Flatbed Motors<br>Tray Motor<br>Print Zone Motors<br>Laser Scanner Motor<br>Fuser Motor<br>Duplex Path Motor | Select from a list of available components.<br>Select the callouts for information and options.<br>**Tray Motor options**:<br>Tray 1 Motors<br>Tray 2-X Motors | Use to exercise individual parts independently to isolate noise, leaking, or other issues. To start the test, select one of the components. The test will run the number of times specified by the Repeat option. You might be prompted to remove parts from the printer during the test. Press the Stop button to abort the test. |

## Debug Data Configuration

View the Debug Data Configuration settings in the Troubleshooting menu.

**Table 3-62 Debug Data Configuration menu**

| Debug Data Configuration menu | Values | Description |
|---|---|---|
| Use the default configuration | Print<br>Scan<br>Copy<br>Fax<br>Network<br>Security<br>Device Administration<br>Control Panel<br>EWS<br>System<br>Platform<br>Job<br>Extensibility Solutions | A Configuration page will open where you can make your selections. |
| Use a custom configuration | Print diagnostics<br>Scan diagnostics<br>Copy diagnostics<br>Fax diagnostics<br>Connectivity diagnostics | Provides detailed diagnostic settings. |

## Retrieve Diagnostic Data

Retrieve Diagnostic Data setting in the Troubleshooting menu.

**Table 3-63 Retrieve Diagnostic Data menu**

| Retrieve Diagnostic Data menu | Values | Description |
|---|---|---|
| Insert USB to export Data | | Retrieve diagnostic data from the printer that will help HP technical support troubleshoot printer problems.<br><br>Create files that contain information about the printer that can help identify the cause of problems. |

## Additional Diagnostic Data

Additional Diagnostic Data setting in the Troubleshooting menu.

**Table 3-64 Additional Diagnostic Data menu**

| Additional Diagnostic Data menu | Values | Description |
|---|---|---|
| Insert USB to export Data | | Export printer information to a file that can be useful for HP technical support to use for detailed problem analysis. |

## Service menu

Learn about the control-panel Service menu.

At the printer control panel, select the Support Tools menu, and then select the Service menu.

The Service menu is locked and requires a personal identification number (PIN) for access. This menu is intended for use by authorized service personnel. See the Service menu section of this manual.

**Table 3-65 Service menu**

| Menu item | Submenu item | Values | Description |
|---|---|---|---|
| Event Log | Event Code, Date/Time | Cycles, Repetitions | |
| Counts | Service Count<br><br>Mono Service Count<br><br>Refurbish Count<br><br>Document Feeder Kit Count (A4/Letter equivalent count)<br><br>Setting for MFP:<br><br>Document Feeder Kit Interval<br><br>ADF Count<br><br>Flatbed Count<br><br>ADF Simplex Count<br><br>ADF Duplex Count<br>Copy Scan Count<br><br>Send Scan Count<br><br>Fax Scan Count<br><br>Copy Pages Count | | Document Feeder Kit Interval: Use this item to set the interval that causes the printer to prompt the customer to replace document feeder maintenance kit.<br><br>ADF Count: Set the total pages fed through the document feeder.<br><br>Flatbed Count: Set the total pages scanned from the flatbed.<br><br>ADF Simplex Count: Set the total single-sided pages fed through the document feeder.<br><br>ADF Duplex Count: Set the total two-sided pages fed through the document feeder.<br><br>Copy Scan Count: Set the total copy pages that have been scanned.<br><br>Send Scan Count: Set the number of scanned pages sent to email.<br><br>Fax Scan Count: Set the number of scanned pages that have been faxed.<br><br>Copy Pages Count: Set the number of scanned pages that have been printed. |

**Table 3-65 Service menu (continued)**

| Menu item | Submenu item | Values | Description |
|---|---|---|---|
| Scanner Settings (MFP) | Item to adjust | Glass: Left edge<br>Glass: Rear edge<br>ADF: Leading front edge<br>ADF: Leading back edge<br>ADF: Trailing front edge<br>ADF: Trailing back edge<br>ADF: Left side front<br>ADF: Left side back | ADF settings:<br>**WARNING!** Do not change these values unless instructed to do so.<br>This feature is for MFP models, provides a graphic to show paper orientation. |
| Scanner Settings | Adjustment | (-20 to 20) | |
| Serial Number | | | This is used to change the Product Serial number after a formatter change. Do not change serial number except for this instance. This will cause a hard fail of the printer. |
| Service ID | | | The Service ID is a five digit number.<br>Use this item to show the date that the printer was first used on the control panel. This eliminates the need for users to keep paper receipts for proof of warranty. |
| Cold Reset Paper | | Letter<br>A4 | When you perform a cold reset, the paper size that is stored in NVRAM is reset to the default factory setting. If you replace a formatter board in a country/region that uses A4 as the standard paper size, use this menu to reset the default paper size to A4. LETTER and A4 are the only available values. |
| MPS Settings | Low Alerts | On<br>Off | Turn on (or off) low alerts (for supplies). |
| MPS Settings | Reset Supplies Level | Reset to Level 1<br>Reset to Level 2<br>Reset to Level 3<br>Reset to Non-HP Managed mode | |

**Table 3-65 Service menu (continued)**

| Menu item | Submenu item | Values | Description |
|---|---|---|---|
| PTT Test Mode (Fax models) | | | This setting is available for fax models.<br><br>Test the internal modem for the analog fax accessory. |

## Access the Service menu

Learn how to access the printer Service menu.

Service menu access is restricted by using a personal identification number (PIN). Only authorized service people should access the Service menu. When selecting Service from the list of menus, the printer prompts the user to enter an eight-digit PIN.

**NOTE:** The printer automatically exits the Service menu after about one minute if no items are selected or changed.

### Open the Service menu from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Service, and then press the OK button.
3. Make sure that Service Access Code is selected for the Access Type item.

**NOTE:** Use the arrow buttons to select and change the Access Type item if necessary.

4. Enter the following service access PIN for the printer:
   - For 5501, X5032: 03550126
   - For 5502, X50452: 03550226

### Open the Service menu from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Service
3. Make sure that Service Access Code is selected for the Access Type item.
4. Enter the following service access PIN for the printer:
   - For MFP 5601, X52952: 03560126
   - For MFP 5602, X53052: 03560226

## Format Disk and Partial Clean functions

Learn about the printer Format Disk and Partial Clean functions.

## Active and repository firmware locations

The firmware bundle consists of multiple parts. The main components are the Windows CE Operating System and the printer/peripheral firmware files.

There are two locations/partitions on the hard drive where the firmware components are stored:

- The Active, where the operating system and firmware currently are executing.
- The Repository, the recovery location.

If the Active location is damaged, or a Partial Clean was performed, the printer automatically copies over the OS and firmware files from the Repository location and the printer recovers.

If both the Active and Repository locations are damaged, or a Format Disk was performed, then both locations are gone and the error message **99.09.67** displays on the control-panel display. The user must upload the firmware to the printer in order for it to function again.

⚠ **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) are completely lost. HP does not recommend this action.

## Partial Clean

The Partial Clean option erases all partitions and data on the disk drive, except for the firmware repository where a backup copy of the firmware file is stored. This allows the disk drive to be reformatted without having to download a firmware upgrade file to return the printer to a bootable state.

Characteristics of a Partial Clean

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.
- Rebooting the printer restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- For previous HP printers, a Hard Disk Initialization is similar to executing the Partial Clean function for this printer.

⚠ **CAUTION:** HP recommends backing-up printer configuration data before executing a Partial Clean to retain customer-defined settings (if needed). See the Backup/Restore item in the Device Maintenance menu.

Reasons for performing Partial Clean

- The printer continually boots up in an error state.

**NOTE:** Try clearing the error prior to executing a Partial Clean.

- The printer will not respond to commands from the control panel.
- Executing the Partial Clean function is helpful for troubleshooting hard disk problems.
- To reset the printer by deleting all solutions and customer-defined settings.
- The printer default settings are not properly working.

Execute a Partial Clean from a non-touchscreen control panel

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

1. Press the Cancel button when you see the 1/8 under the logo
2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Partial Clean item, and then press the OK button.
4. Press the OK button again.
5. Press the Home button to return to the main Pre-boot menu and highlight the Continue item, and then press the OK button.

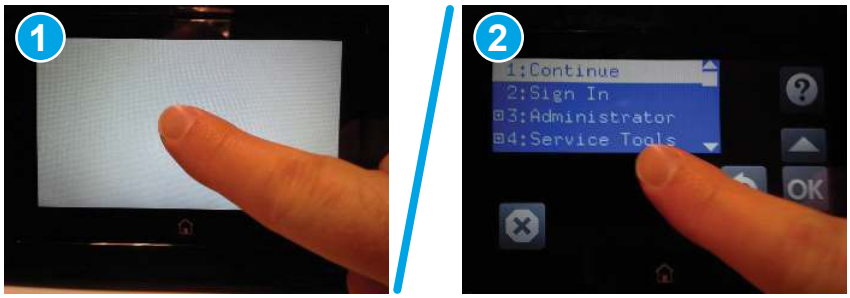
**NOTE:** The printer initializes.

Execute a Partial Clean from a touchscreen control panel

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 3-25 Open the Pre-boot menu (MFP)**




2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Partial Clean item, and then press the OK button.
4. Press the OK button again.
5. Touch the Home button to return to the main Pre-boot menu and highlight the Continue item, and then press the OK button.

**NOTE:** The printer initializes.

## Format Disk

The Format Disk option erases the entire disk drive.

**CAUTION:** After executing a Format Disk option, the printer is not bootable.

Characteristics of a Format Disk

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.

**NOTE:** Rebooting the printer *does not* restore the firmware files

- Rebooting the printer restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- After executing the Format Disk function, the message **99.09.67** displays on the control panel.
- After executing the Format Disk function, the printer firmware must be reloaded.

⚠ **CAUTION:** HP recommends not using the Format Disk option unless an error occurs and the solution in the printer service manual recommends this solution. After executing the Format Disk function, the printer is unusable.

HP recommends backing-up printer configuration data before executing a Format Disk to retain customer-defined settings (if needed). See the Backup/Restore item in the Device Maintenance menu.

Reasons for performing Format Disk

- The printer continually boots up in an error state.

**NOTE:** Try clearing the error prior to executing a Format Disk.

- The printer will not respond to commands from the control panel.
- Executing the Format Disk function is helpful for troubleshooting hard disk problems.
- To reset the printer by deleting all solutions and customer-defined settings.

Execute a Format Disk from a non-touchscreen control panel

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

1. Press the Cancel button when you see the 1/8 under the logo
2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Format Disk item, and then press the OK button.
4. Press the OK button again.

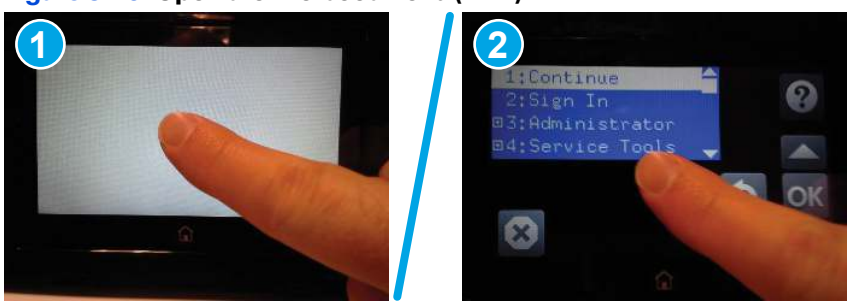
**NOTE:** When the Format Disk operation is complete, reload the printer firmware.

Execute a Format Disk from a touchscreen control panel

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 3-26 Open the Pre-boot menu (MFP)**



2. Use the arrow buttons to highlight +3:Administrator item, and then press the OK button.
3. Use the arrow buttons to highlight Format Disk item, and then press the OK button.
4. Press the OK button again.

**NOTE:** When the Format Disk operation is complete, reload the printer firmware.

# Control panel troubleshooting

If the control panel is not responding normally or has display issues, use the following procedures to troubleshoot the issues.

## Control panel system diagnostics

Learn about printer firmware control panel troubleshooting.

Use the diagnostics in this section to test the control panel hardware and display using the printer firmware system diagnostics.

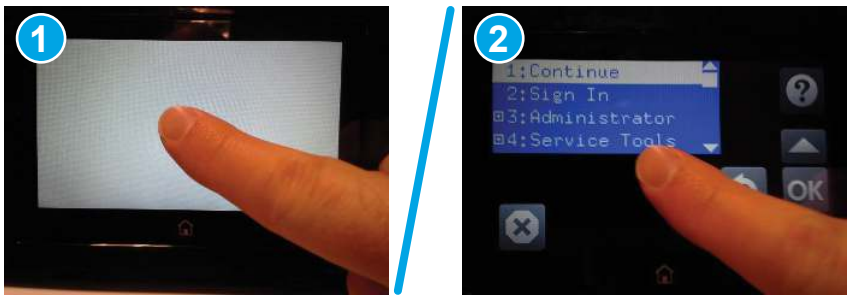
### Open the control panel system diagnostic tests

Learn about accessing the control panel system diagnostics tests from a touchscreen control panel.

Use the following procedure to open the control panel system diagnostics tests.

1. Turn the printer power off, and then on again.
2. Touch the middle of the control panel display when you see the 1/8 under the logo.

**Figure 3-27 Open the Pre-boot menu**



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

**Figure 3-28 Pre-boot menu**

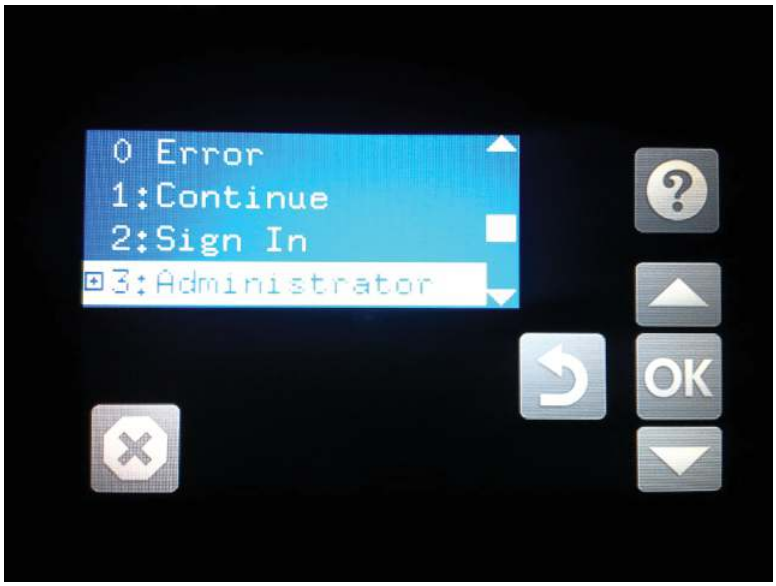



**Table 3-66 Pre-boot menu button descriptions**

| Button | Description |
|---|---|
|  | 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. |

4. Use the down arrow ▼ button to scroll to +3 Administration, and then press the OK button to select it.

**Figure 3-29 Access the administration menu**




5. Use the down arrow ▼ button to scroll to +E CP Diagnostics, and then press the OK button to select it.

**NOTE:** An administrator password might be required to continue.

**Figure 3-30 Access the diagnostics menu**




## Screen test

Learn about the control panel system diagnostic screen test.

1. Open the control panel system diagnostic tests.

2. With 1 Screen Test highlighted, press the OK button to select it.

**Figure 3-31 Open the screen test**




The blue horizontal gradient screen appears.

**Figure 3-32 Blue horizontal gradient screen**



3. Touch the touchscreen to scroll though the remaining touchscreen test screens.

**NOTE:** Touch the Home button to exit the test.

**Table 3-67 Touchscreen test screens**

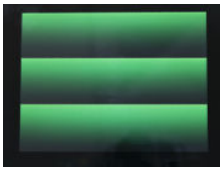
| Screen | Description |
|---|---|
|  | Green horizontal gradient |

**Table 3-67 Touchscreen test screens (continued)**

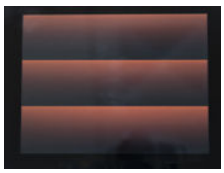
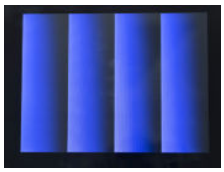
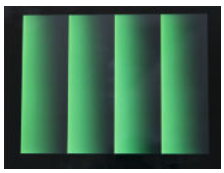
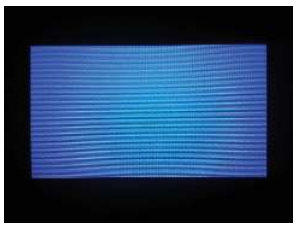
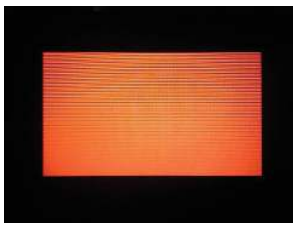
| Screen | Description |
|---|---|
|  | Red horizontal gradient |
|  | Blue vertical gradient |
|  | Green vertical gradient |
|  | Red vertical gradient |
|  | Blue with horizontal interlaced |
|  | Green with horizontal interlaced |
|  | Red with horizontal interlaced |

**Table 3-67 Touchscreen test screens (continued)**

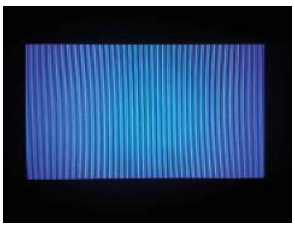
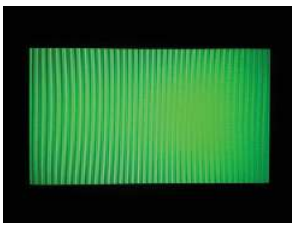
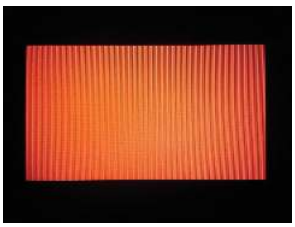
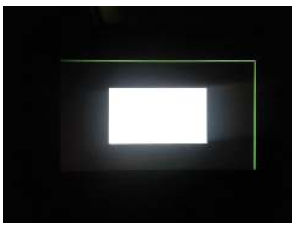
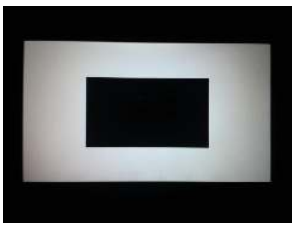
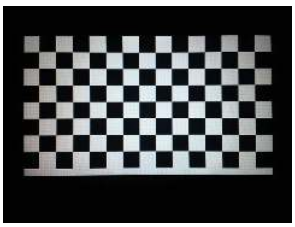
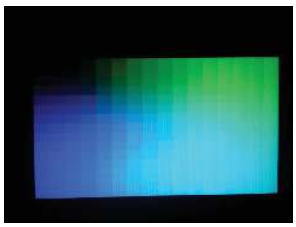
| Screen | Description |
|---|---|
|  | Blue with vertical interlaced |
|  | Green with vertical interlaced |
|  | Red with vertical interlaced |
|  | Black with white center |
|  | White with black center |
|  | Checkerboard |

**Table 3-67 Touchscreen test screens (continued)**

| Screen | Description |
|---|---|
|  | Multicolor stripes |
|  | Blue green grid meshing |

## Touch test

Learn about the control panel system diagnostic touch test.

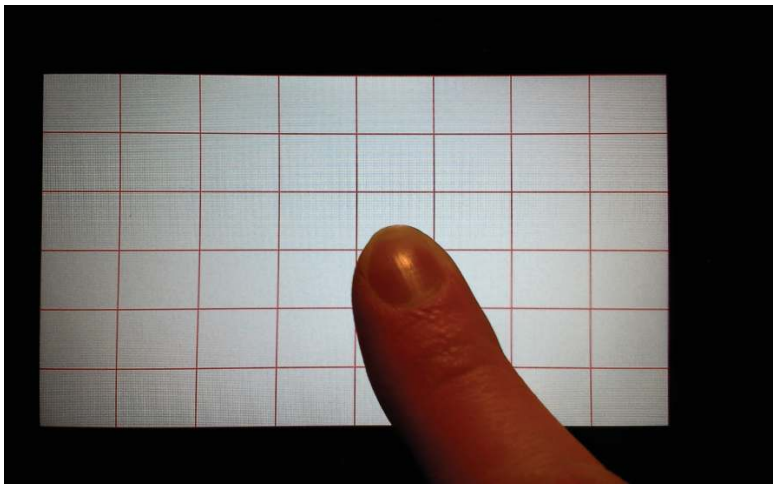
1. Open the control panel system diagnostic tests.
2. Use the down arrow ▼ button to scroll to 2 Touch Test, and then press the OK button to select it.

**Figure 3-33 Open the touch test**



3. Use your finger to touch the white grid on the display.

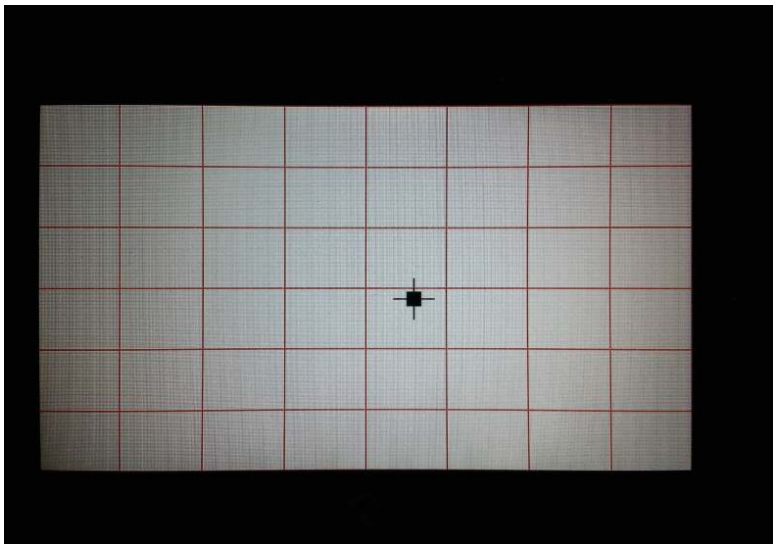
**Figure 3-34 Touch the white grid**



A mark appears on the grid where it was touched.

**NOTE:** Touch the Home button to exit the test.

**Figure 3-35 Verify the mark**



## SoftKey test

Learn about the control panel system diagnostic SoftKey test.

1. Open the control panel system diagnostic tests.

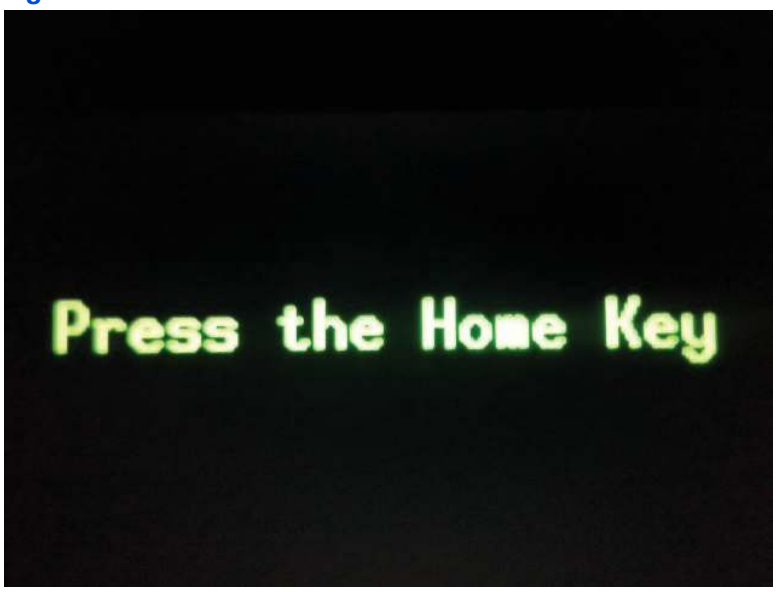
2. Use the down arrow ▼ button to scroll to 3 SoftKey Test, and then press the OK button to select it.

**Figure 3-36 Open the softkey test**




3. When prompted, touch the Home button.

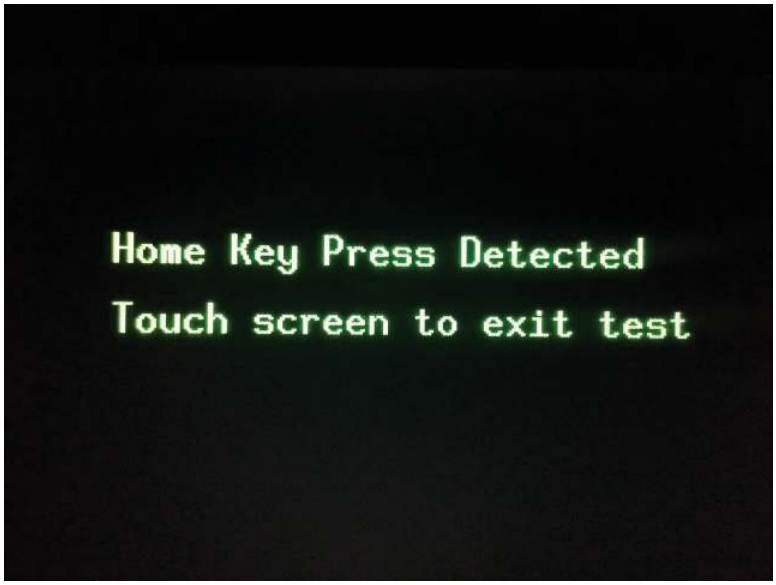
**Figure 3-37 Touch the Home button**




If the test is successful, the following screen appears on the display.

**NOTE:** Touch the screen to exit the test.

**Figure 3-38 Successful test**




## Backlight test

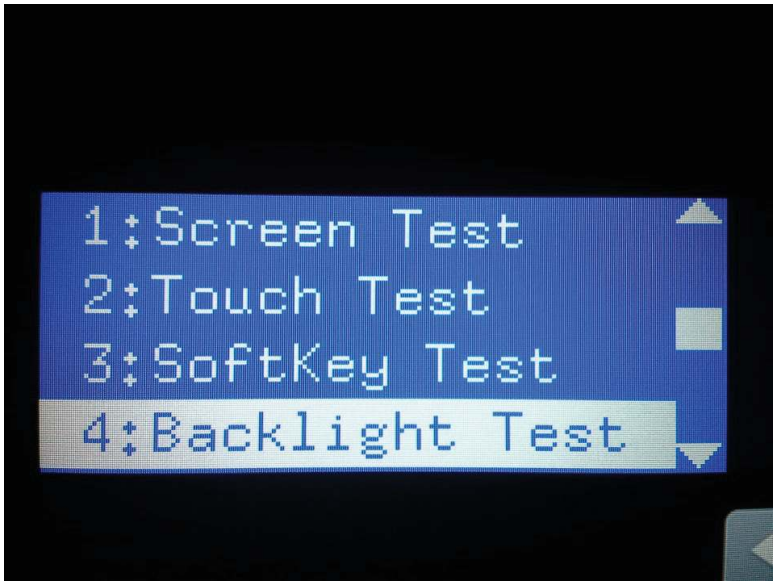
Learn about the control panel system diagnostic backlight test.

1. Open the control panel system diagnostic tests.
2. Use the down arrow ▼ button to scroll to 4 Backlight Test, and then press the OK button to select it.

   After selecting the 4 Backlight Test, the screen automatically dims, and then returns to full brightness.

**NOTE:** Touch any key to exit the test.

**Figure 3-39 Open the backlight test**




## Sound test

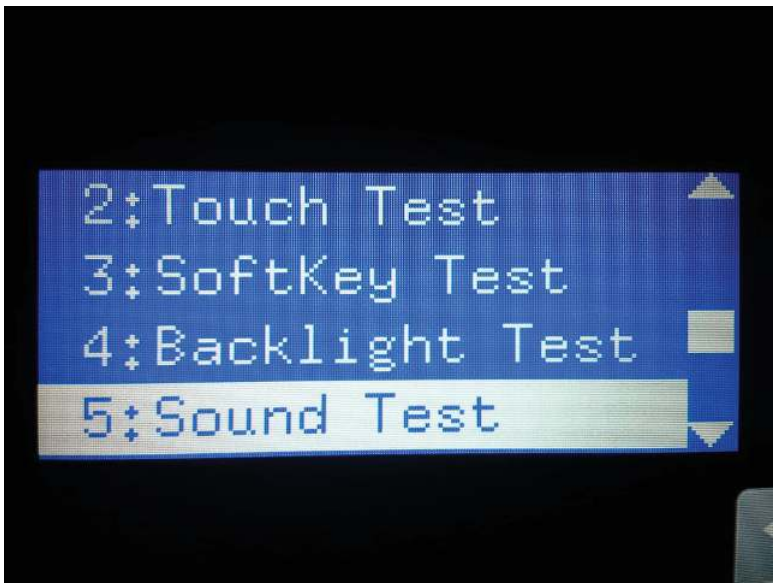
Learn about the control panel system diagnostic sound test.

1. Open the control panel system diagnostic tests.
2. Use the down arrow ▼ button to scroll to 5 Sound Test, and then press the OK button to select it.

   After selecting the 5 Sound Test, the printer emits a series of audible tones.

**NOTE:** Touch any key to exit the test.

**Figure 3-40 Open the sound test**




## Version

Learn about the control panel system diagnostic version information.

1. Open the control panel system diagnostic tests.
2. Use the down arrow ▼ button to scroll to 7 Version, and then press the OK button to select it.

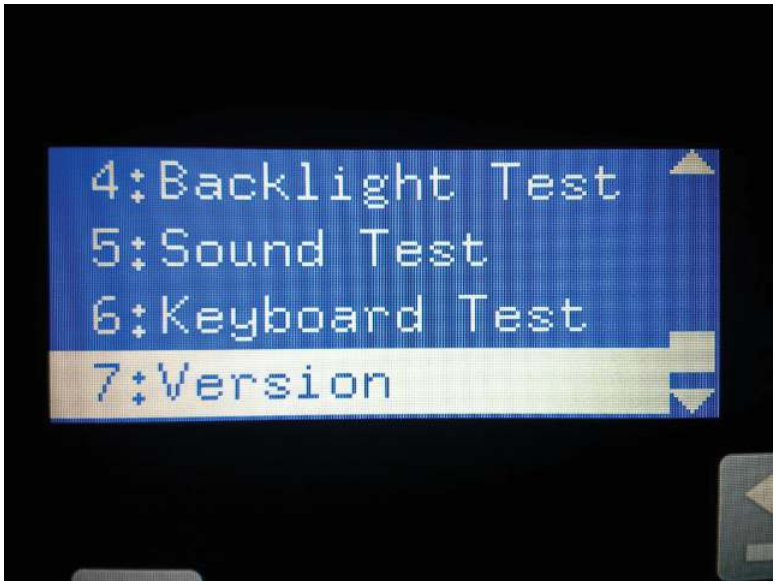
**NOTE:** Touch any key to exit the test.

Select 7 Version to view the following types of information:

**NOTE:** The following types of information are for the control panel only, not the printer.

- Panel ID
- Hardware (version)
- Firmware (version)
- KB Hw (version)
- KB Firm (version)
- LCD Vendor
- Touch Controller Version

**Figure 3-41 Open the version information**




## Control panel diagnostic flowcharts

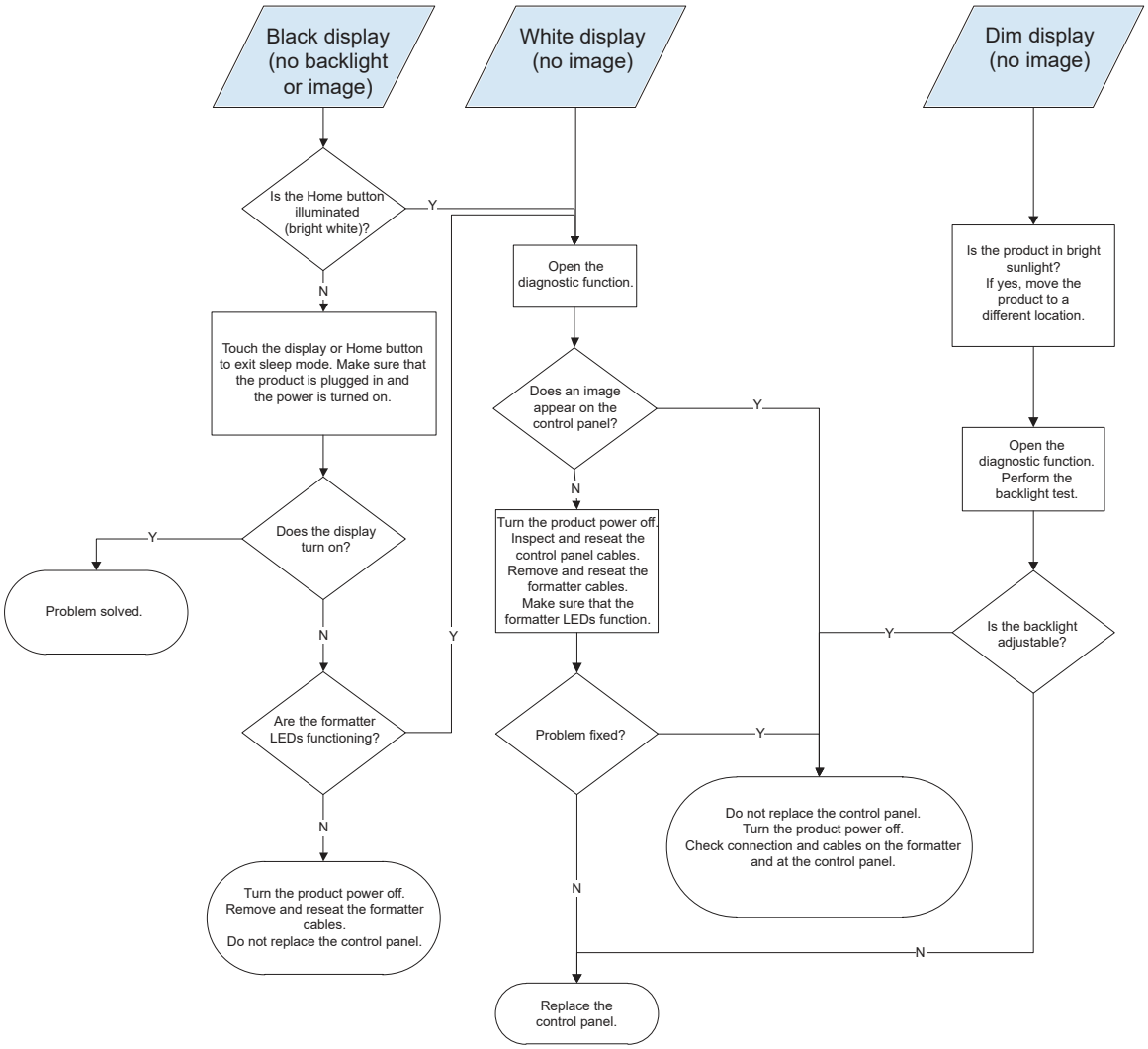
Use the flowcharts in this section to troubleshoot the following control panel problems.

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

### Touchscreen black, white, or dim (no image)

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

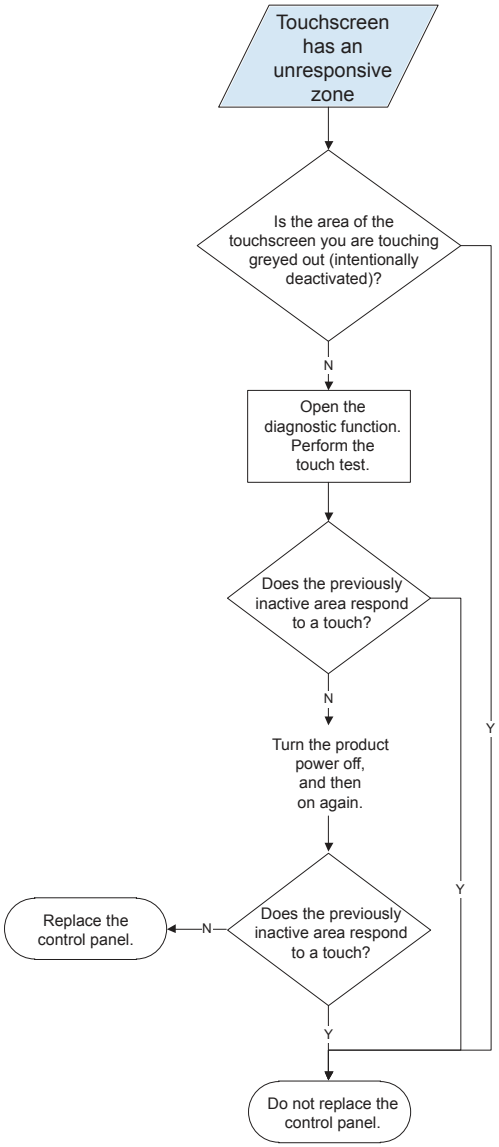
**Figure 3-42 Touchscreen blank, white, or dim (no image)**




## Touchscreen has an unresponsive zone

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

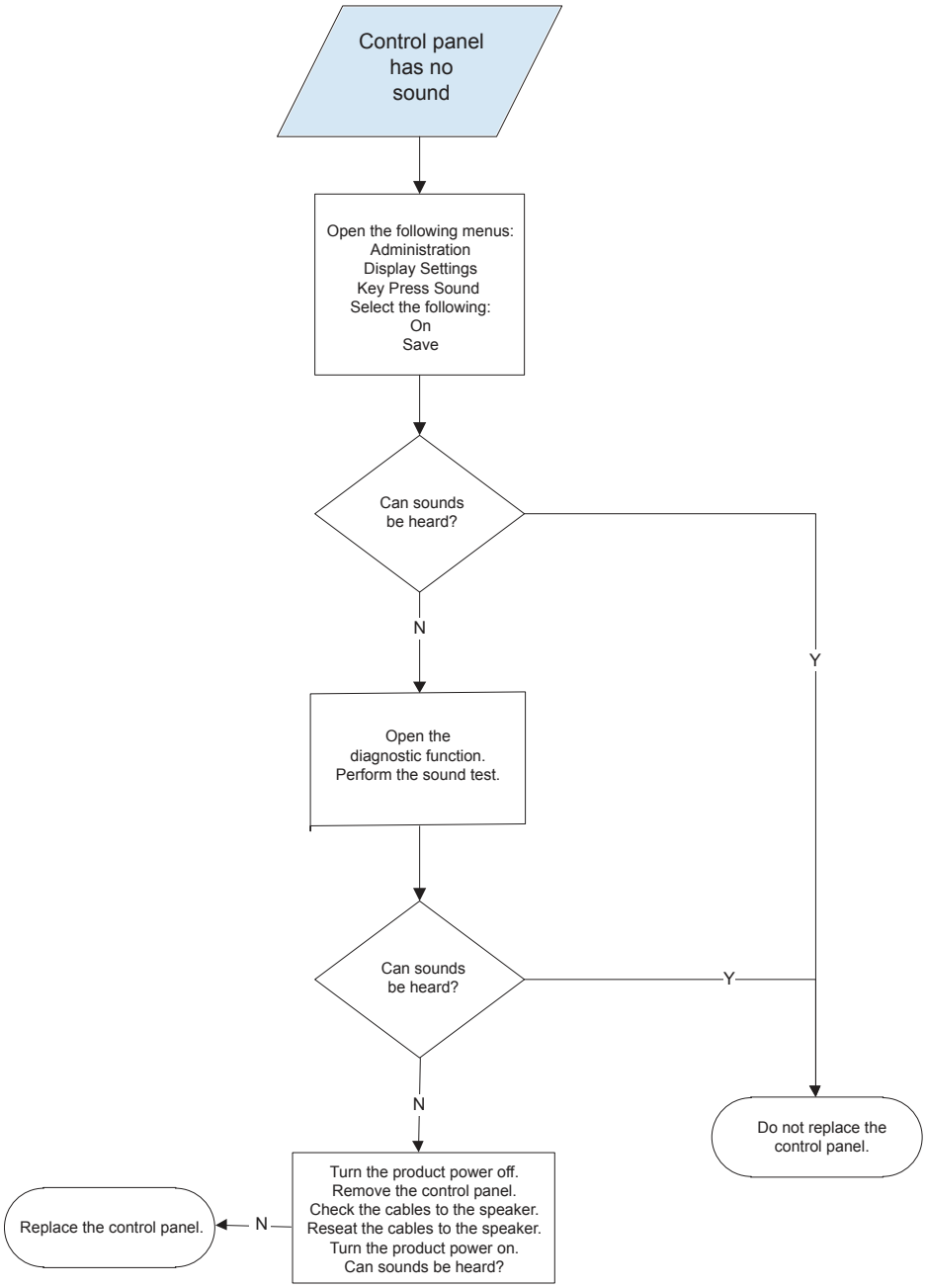
**Figure 3-43 Touchscreen has an unresponsive zone**




## No control panel sound

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

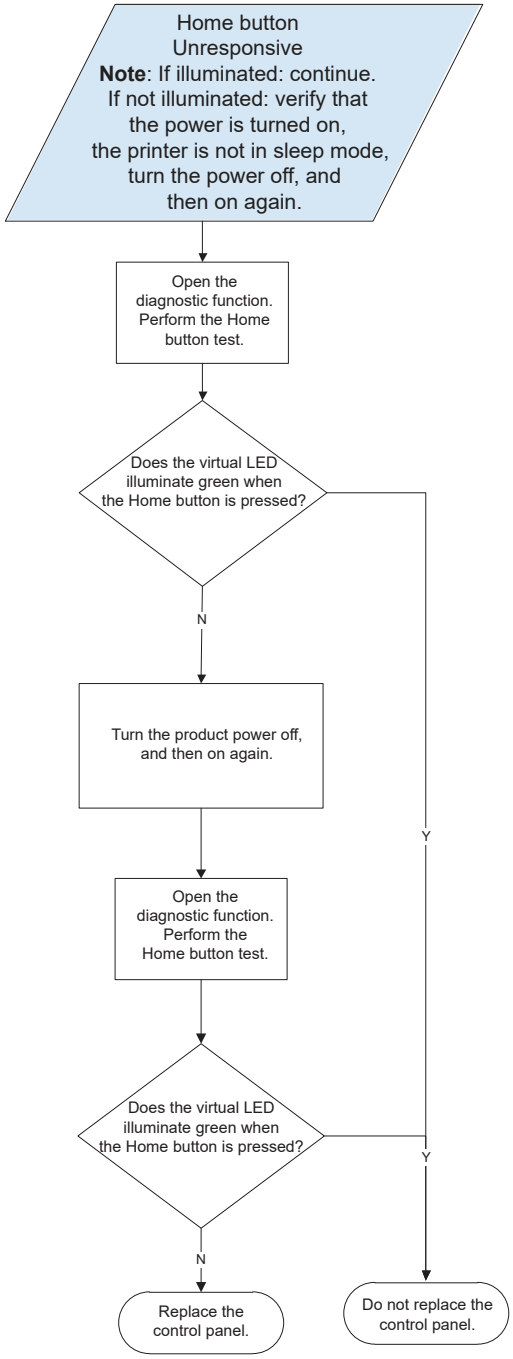
**Figure 3-44 No control panel sound**




## Home button is unresponsive

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

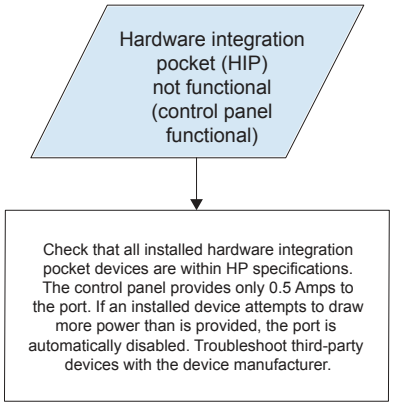
**Figure 3-45 Home button is unresponsive**




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

Review the following information when the HIP is not functioning, but the control panel is functional.

**Figure 3-46 Hardware integration pocket (HIP) is not functioning (control panel functional)**




# Power on troubleshooting

Learn about power on troubleshooting.

## Power-on checks

Learn about power-on checks.

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

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

## Power on troubleshooting overview

Learn about general power on troubleshooting.

During normal operation, a cooling fan begins to spin briefly after the printer power is turned on. Place a hand over the fan intake vents located on the right-side cover. When the fan is correctly operating, air passing into the printer is felt. Lean close to the printer to hear the fan operating. If the fan is operating, the dc side of the power supply is functioning.

After the fan is operating, the main motor turns on (unless the top cover is open, a jam condition is sensed, or the paper-path sensors are damaged). Visually and audibly determine that 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. Perform an engine test. If the formatter is damaged, it might interfere with the engine test. If the engine-test page does not print, try removing the formatter, and then performing the engine test again. If the engine test is then successful, the problem is almost certainly with the formatter, the control panel, or the cable that connects them.

### Troubleshooting power-on or blank control panel problems

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

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

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

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

2. Try another known operating wall receptacle and a different power cord.
3. To eliminate a thermal switch issue, unplug the power cord and leave it unplugged for over 20 minutes. Re-attach the power cord, and then turn the power on again.
4. During normal operation, a cooling fan or fans begin to spin briefly after the printer power is turned on. Place a hand over the cover vent or vents to feel air passing out of the printer. Lean close to the printer to hear the fan or fans operating. Look for illuminated lights on the control panel and formatter LEDs.

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

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

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

**NOTE:** The following conditions indicate that the printer has frozen while in Sleep mode or Sleep delay. Opening a door or pressing a control-panel button should cause the printer to wake up from Sleep mode or Sleep delay.

- The control panel home button LED is illuminated
- The power-switch LED flashes once every three to five seconds

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

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

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

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

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

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

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

6. If normal start-up noises are not heard, turn the printer off, and then remove any installed accessories (for example, envelope feeders, paper feeders, or output accessories).
7. Turn the printer on, and then listen for start-up noises. If normal start-up noises are heard, the problem might be with an accessory.
8. Perform an engine test. The engine test procedure varies by printer, so refer to the printer Service Manual to get instructions.

9. If the engine test page prints, the print engine is operating normally. Replace the formatter.

**CAUTION:** Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the model of printer it is installed in and is not designed to be swapped or repurposed in any way. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable
- 33.02.01 Used board/Disk installed errors

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

**NOTE:** If the engine test page does not print, turn the printer off, reconnect the formatter power connector, remove the embedded MultiMedia Card (eMMC), and then try the engine test again. If the page prints, the problem might be the eMMC.

10. If after replacing the formatter or eMMC normal start-up noises are still not heard, replace the DC controller.
11. If the print engine appears to be correctly operating (the engine test page successfully printed) and the control panel is still blank, replace the power supply.

# Engine diagnostics

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

## Engine test

Learn about troubleshooting the printer using the engine test diagnostic.

Engine test is a diagnostic function that helps to determine if a printing problem is with the engine or with the formatter.

**NOTE:** Printing test pages helps determine if the printer engine and formatter are functioning.

There are two types of test pages: Engine test page and Controller test page. If the defect occurs in the engine, examine the test pages to determine the abnormity of the printer.

### Engine test page

**NOTE:** Make sure to load paper in Tray 2 for engine tests.

- If the front door is opened and closed four times, single-sided printing will be executed from Tray 2.
- If the front door is opened and closed five or more times, double-sided printing will be executed from Tray 2.

**NOTE:** The interval between closing the front door and the next opening must be within 1.5 seconds.

When an engine test is performed, a test page with lines prints if the engine is functioning correctly. The engine-test page has grid test pattern in the print area of B5 size as indicated in the image below.



### Controller test page

The Controller test page depends on the formatter specifications.

## Defeating interlocks

Learn about defeating printer interlocks.

Different tests can be used to isolate different types of issues. For assembly or noise isolation, run the diagnostic test when the front, right, or rear (model specific) door is open.

Defeating the door interlocks allows observation of the paper pick operation.

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

### Defeat the toner cartridge door interlocks

1. Open the toner cartridge door or front door.
2. Insert a folded sheet of paper into the slot.

**TIP:** Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slot that activates the door interlock logic switch.

### Defeat the rear door interlock

**NOTE:** For MFP 5601, 5602, X52952, X53052 printers, this is the rear door.

1. Open the rear door.

2. Insert a folded sheet of paper into the slot.

**TIP:** Fold a stiff piece of paper, for example a business card or index card, into a 10 mm (.375 in) strip, and insert the strip into the slot that activates the door interlock logic switch.

## Disable cartridge check

Learn about the disable cartridge check troubleshooting diagnostic.

Use this diagnostic test to print internal pages or send an external job to the printer when the toner cartridge is removed or exchanged. Supply errors are ignored while the printer is in this mode.

When the printer is in this mode, access the troubleshooting menus and print internal pages (the print quality pages will be the most useful). This test can be used to isolate problems, such as noise, and to isolate print-quality problems that are related to the toner cartridge.

**NOTE:** Do not remove or exchange the toner cartridge until after beginning the disable cartridge check diagnostic.

Disable cartridge check from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Troubleshooting, and then press the OK button.
3. Use the arrow buttons to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the arrow buttons to scroll to Disable Cartridge Check, and then press the OK button.

Disable cartridge check from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   a. Troubleshooting
   b. Diagnostic Tests
   c. Disable Cartridge Check

# LED diagnostics (formatter)

Learn about troubleshooting the printer using formatter LEDs.

### Understand lights on the formatter

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

**Figure 3-47 LEDs (formatter)**

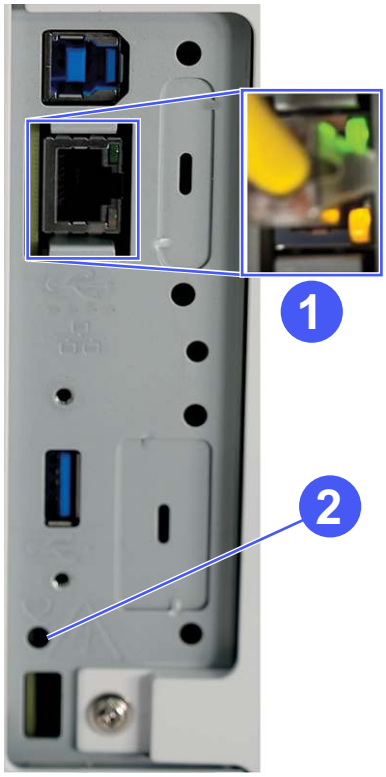



**Table 3-68 LEDs (formatter)**

| Item | Description |
|---|---|
| **Callout 1:** HP Jetdirect LEDs (2 LEDs) | Indicates network activity and link status. |
| **Callout 2:** Heartbeat LED | Indicates the formatter is functioning. |

⚠ **CAUTION:** Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter stores important data specific to the printer model it is installed in, and its design prevents anyone from swapping or reusing it. Return a used formatter to HP.

Issues that can occur from swapping a formatter include:

- Serial number, product number, product name, page count, and supported cartridges information change and might make a product unusable.
- 33.02.01 Used board/Disk installed errors.

If a used formatter is installed and causes this issue, the **partner** must cover the costs of the repair in the form of a product replacement. **There is no method in the field to recover a printer where a used formatter is installed.**

This part contains components that are electrostatic discharge (ESD) sensitive. To reduce the possibility of ESD damage, always touch the sheet-metal chassis to ground yourself before touching an ESD sensitive part.

## Heartbeat LED

The heartbeat LED indicates the formatter is functioning correctly. While the printer is initializing after it is turned on, the LED blinks rapidly, and then turns off. When the printer has finished the initialization sequence, the heartbeat LED pulses on and off.

The following list describes the heartbeat LED operation while the printer is executing the firmware boot process.

**NOTE:** If after initialization, the heartbeat LED is not solid green, see the table below: *Heartbeat LED, printer operational*.

Heartbeat LED, printer firmware boot

- Green
  - Blinking: The printer is correctly functioning.
  - Solid: The FW has not yet booted.
- Yellow (Amber)
  - Blinking: The control panel is not detected.
  - Solid: The FFC between the formatter and DC controller is not connected or is damaged.
- Red
  - Solid: Valid SPI code; there is a problem releasing ASIC and running the BIOS.

    Solid: BIOS initiates PROSAC to change the LED from red to green.

    Solid: PROSAC is not running (No ROM or SPI code).
  - Blinking: Valid SPI code not found.
- Off: No 5V or 3.3V PROSAC power.

The following table describes the heartbeat LED operation when the printer completes the firmware boot process and is in the **Ready** state.

**Table 3-69 Heartbeat LED, printer operational**

| Heartbeat LED status | Description |
|---|---|
| Green | • Normal operation<br>– Formatter is operating normally<br>– Firmware is operating normally<br>– Control panel is connected |
| Yellow | • Formatter cannot connect to the control panel<br>– Check control panel connections<br>– Verify control panel functionality |

**Table 3-69 Heartbeat LED, printer operational (continued)**

| Heartbeat LED status | Description |
|---|---|
| Red | • Formatter error or failure<br>– Serial peripheral interface (SPI) flash memory boot error<br>– Power on self test (formatter) failed<br>– Diagnostic (formatter) failed |
| Off | **TIP:** The heartbeat LED is off if the power cable is disconnected, the product power switch is in the off position, or the product is in Sleep Mode.<br>• Firmware or system freeze<br>– Check control panel for an error message<br>– Control panel failure<br>**NOTE:** This condition is not usually caused by a formatter failure. Turn the power off, and then on again. If the error persists, perform a firmware upgrade. |

## HP Jetdirect LEDs

The embedded HP Jetdirect print server has two LEDs. When the printer is connected to a properly working network through a network cable, the yellow LED indicates network activity, and the green LED indicates the link status.

**Figure 3-48 Yellow and green LEDs on the network port**



A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed. For link failures, check all of the network cable connections.

In addition, try to manually configure the network card link speed setting by using the printer control panel.

Configure link speed setting from a SFP control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then press the OK button.
2. Use the arrow buttons to scroll to Networking, and then press the OK button.
3. Use the arrow buttons to scroll to Ethernet, and then press the OK button.
4. Use the arrow buttons to scroll to Link Speed, and then press the OK button.
5. Use the arrow buttons to scroll to the desired link speed setting, and then press the OK button.
6. Use the arrow buttons to scroll to Done (at the bottom of the control-panel display), and then press the OK button.

Configure link speed setting from an MFP control panel

1. From the Home screen on the printer control panel, scroll to and touch the Settings button.
2. Open the following menus:
   a. Networking
   b. Ethernet
   c. Link Speed
3. Touch the desired link speed setting, and then touch the Done button.

## Use the solve problems checklist

Learn about using the solve problems checklist.

If the printer is not correctly functioning, complete the steps (in the order given) in the following checklist. If the printer fails a checklist step, follow the corresponding troubleshooting suggestions for that step. If a checklist step resolves the problem, skip the remaining checklist items.

1. If the control panel is blank or black, check the following before proceeding:
   - Check to make sure the printer is not in Sleep mode (press a button on the control panel).
   - Check the power cable.
   - Check whether the power is turned on.
   - Make sure the line voltage is correct for the printer power configuration. (See the label on the back of the printer for voltage requirements.) If a power strip is in use, and its voltage is not within specifications, connect the printer directly into the electrical outlet. If it is already connected into the outlet, try a different outlet.

**NOTE:** The following conditions indicate the printer has frozen while in Sleep mode. Opening a door or pressing a control-panel button causes the printer to wake up from Sleep mode.

- The control panel home button LED is illuminated

- The power-switch LED flashes once every three to five seconds

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

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

b. Verify the system is correctly functioning.

**TIP:** The LED on the formatter will blink if the control panel is not detected or the cables are not properly seated.

- Try printing from a host computer. Does the printer print a test page?
- Is the printer HP Embedded Web Server (EWS) accessible?

c. Verify the control panel is correctly functioning.

i. Turn the power off.

ii. Reseat the cable connections on the bottom of the control-panel assembly and the control-panel connectors at the formatter.

iii. Turn the printer power on, and then check for functionality of the control-panel by pressing a button on the control panel.

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

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

2. The control panel should indicate a Ready, Paused, or Sleep mode on status. If an error message displays, resolve the error.

- Try using the Power-on checks section in this manual to solve the problem.

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

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

**NOTE:** The network LEDs should be illuminated and flashing.



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

c. Check the network connection. Verify the port is active.

4. Print a configuration page. If the printer is connected to a network, an HP Jetdirect page also prints.

   a. From the Home screen on the printer control panel, scroll to and touch the Reports button. Open the following menus:

      i. Configuration/Status Pages

      ii. Configuration Page

   b. Touch Configuration Page to select it.

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

   c. Touch the Print button to print the pages.

   - If the pages do not print, then check at least one tray contains paper.

   **TIP:** Make sure the selected paper size and type meet HP specifications. Also open the **Trays** menu on the printer control panel and verify the tray is configured correctly for the paper type and size.

   - If the page jams in the printer, follow the instructions on the control panel to clear the jam.
   - If the page does not print correctly, the problem is with the printer hardware.
   - If the page prints correctly, the printer hardware is working. The problem is with the host computer, with the print driver, or with the program.

5. Print a supplies status page and then check the maintenance items below are not at their end-of-life.

**NOTE:** HP long-life consumables and maintenance kit life specifications are estimations. Actual individual life/yield during normal use varies depending on usage, environment, media, and other factors. Estimated life is not an implied guarantee or warrantable.

   a. From the Home screen on the printer control panel, scroll to and touch the Reports button. Open the following menus:

      i. Configuration/Status Pages

      ii. Supplies Status Page

   b. Touch Supplies Status Page to select it.

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

   c. Touch the Print button to print the pages.

   If a maintenance item needs to be replaced, order the replacement part.

6. Verify the correct print driver for this printer is installed. Check the program to make sure the print driver for this printer is used. The print driver is on the CD that came with the printer, or can be downloaded from this Web site: http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP.

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

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

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

# 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 LaserJet printers.
- The remaining four characters (W, X, Y, and Z values) further define the error.

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

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

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

**Table 3-70 ERROR CODES: The first two characters**

| Error code | System Component | System Error Description |
|---|---|---|
| **10.WX.YZ** | Supplies (LaserJet) | Supply error or supply memory error. |
| **11.WX.YZ** | Real-time clock | Internal error with the clock on the formatter. |
| **13.WX.YZ** | Jam (LaserJet) | Paper jam or open door jam error. |
| **15.WX.YZ** | Jam (PageWide) | Paper jam or open door jam error. |
| **17.WX.YZ** | Supplies (PageWide) | Supply error or supply memory error. |
| **20.WX.YZ** | Printer memory | Insufficient memory or buffering error. |
| **21.WX.YZ** | Page | Page complexity causing a decompression error when trying to process job. |
| **30.WX.YZ** | Scanner | Flatbed scanner error occurring inside the unit. |
| **31.WX.YZ** | Document feeder | Document feeder, scanner, or jam error. |
| **32.WX.YZ** | Backup, restore, or reset | Backup, restore, or reset notification or error. |

**Table 3-70 ERROR CODES: The first two characters (continued)**

| Error code | System Component | System Error Description |
|---|---|---|
| **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)<br>Print bar (PageWide) | LaserJet internal system error.<br>PageWide print system error. |
| **63.WX.YZ** | Engine (LaserJet) | General engine error (electrical, communication, etc.). |
| **65.WX.YZ** | Connector | Output accessory connection error. |
| **66.WX.YZ** | Output accessory | Output accessory error. |
| **67.WX.YZ** | Input accessory | Input accessory connection error |
| **69.WX.YZ** | Duplexer | Duplexer error. |

Table 3-70 **ERROR CODES: The first two characters (continued)**

| Error code | System Component | System Error Description |
|---|---|---|
| **70.WX.YZ** | DC controller (LaserJet) | DC controller firmware error. |
| **76.WX.YZ** | DC controller (LaserJet) | Power supply fluctuations causes formatter and DC controller communication issue and results them not to be in synchronization. |
| **80.WX.YZ** | Managed device | Embedded Jetdirect error. |
| **81.WX.YZ** | Near Field Communication (NFC) | Wireless, Bluetooth or internal EIO error. |
| **82.WX.YZ** | Memory (SSD, HDD, EMMC, etc.) | Disk hardware error. |
| **90.WX.YZ** | Internal diagnostics | Internal test of systems (i.e. disk, CPB, display) or interconnection error. |
| **98.WX.YZ** | SSD or HDD | SSD or Hard disk partition error. |
| **99.WX.YZ** | Firmware installer | Remote Firmware Upgrade (RFU), firmware install (engine or accessory), or disk error. |

## Printer service information

Use the PIN code to access the Service menu.

**Service mode PIN numbers**

The default PIN is typically formatted using the production month, model identifier, and year (for example: 03650026).

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

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

# Solve paper handling problems

Review the following information to solve paper handling problems.

## Clear paper jams

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

**NOTE:** To avoid tearing the paper, pull the jammed paper out slowly and gently.

Figures in this section are representational only. The actual printer being serviced might look slightly different depending on the model and installed accessories.

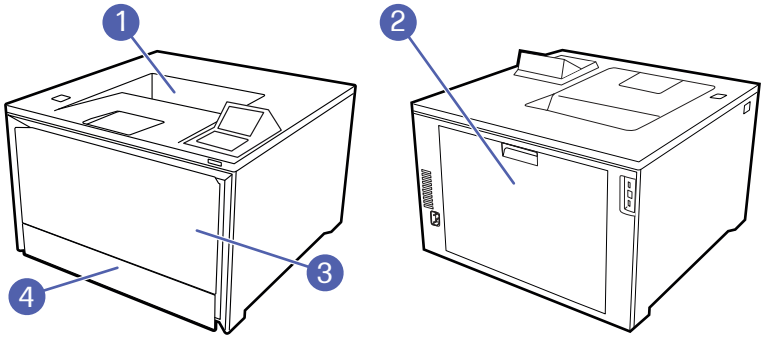
### Clear paper jams (5501, 5502, X50352, X50452)

This section provides instructions on how to clear paper jams from the paper path for Single-function printers (SFP).

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

## Paper jam locations

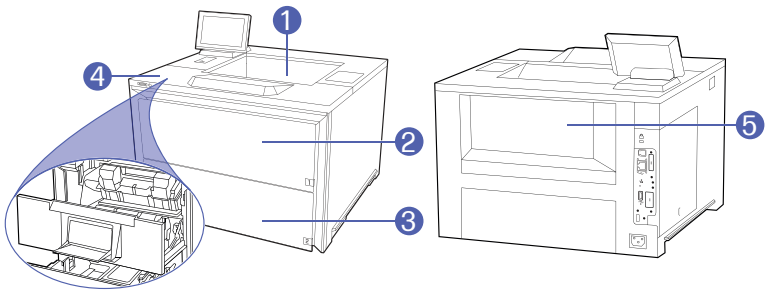
Learn about the paper jam locations.




| Item | Description |
|---|---|
| 1 | Output bin |
| 2 | Rear door/fuser |
| 3 | Tray 1 |
| 4 | Tray 2 |

## Paper jam locations (Touchscreen control panel)

Learn about the paper jam locations.




| Item | Description |
|---|---|
| 1 | Output bin |
| 2 | Tray 1 |
| 3 | Tray 2 |
| 4 | Toner cartridge access area |
| 5 | Fuser |

## 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.

## Clear paper jam in tray 1

Follow these troubleshooting steps in the order presented.

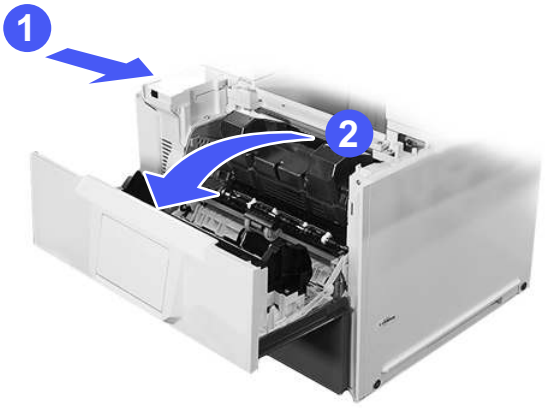
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.B2.D1 Jam in right door**

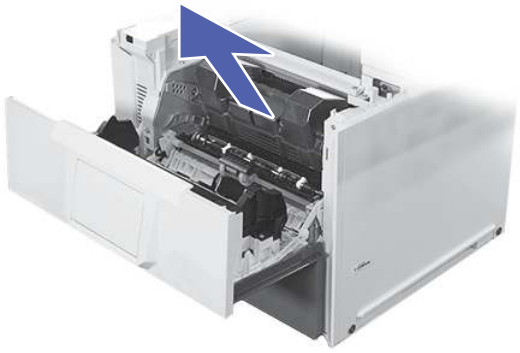
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.



2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the toner access door by pressing toner cartridge door release button (callout 1) and opening the door forward (callout 2).



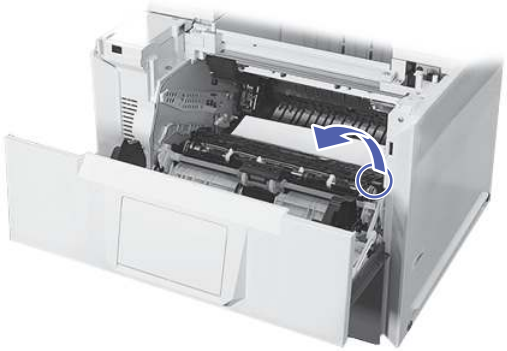

3. Remove the toner cartridge from the printer by pulling it straight out.



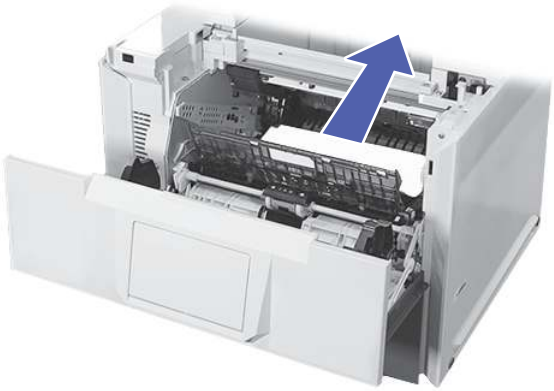
4. Remove any paper found inside the printer.

⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.

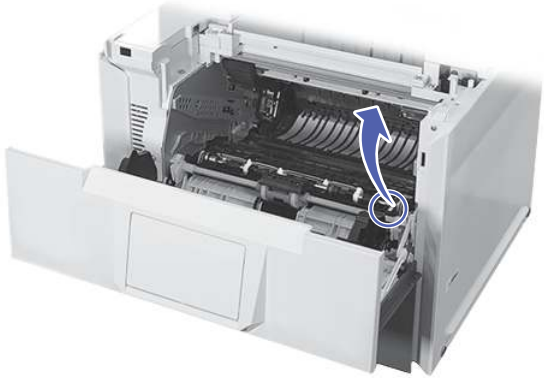
a. Lift the green lever to open up the paper feed area.



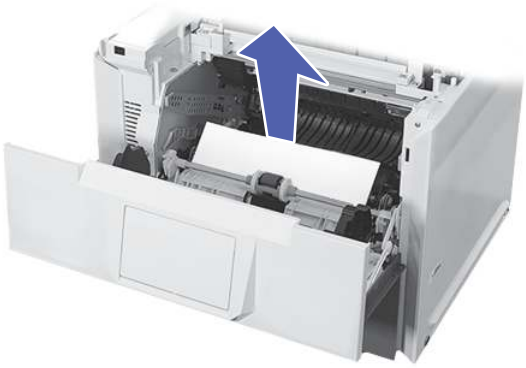
b. Remove the paper by slowly pulling towards the back of the printer then out from inside.



c. Lift up the green registration access lever.



d. Remove the paper by slowly pulling out from inside the printer.



5. Install the toner cartridge and close the access door.
6. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

7. Ensure that the paper guides are set to the correct paper size and the paper is loaded into tray 1 correctly without overfilling the tray.

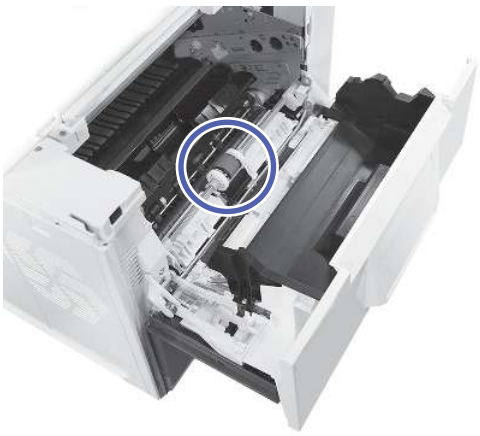


**Circle callout:** The inside of the left guide shows paper max fill line.

8. Clean the pickup roller with a dampened lint-free cloth as needed.

   a. Open the toner cartridge door.

   b. Clean the pickup roller with a dampened lint-free cloth as needed.



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

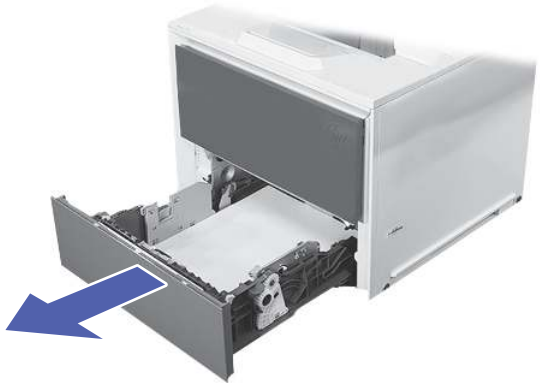
### Clear paper jam in tray 2

Follow these troubleshooting steps in the order presented.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.B2.D2 Jam in right door**. This message appears if there is an issue when pulling paper from tray 2.

1. Open tray 2.

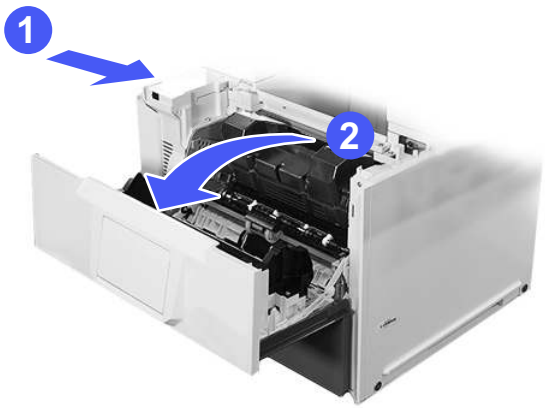


2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

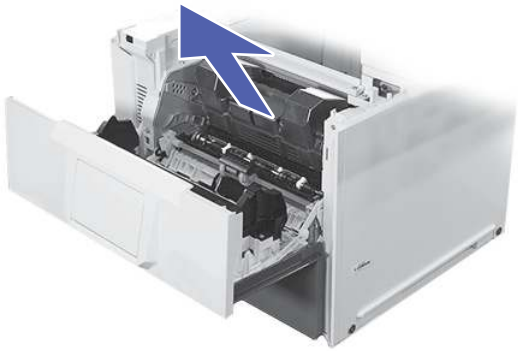


3. Close tray 2.

4. If you cannot remove the paper, or if no jammed paper is visible in Tray 2, open the toner access door by pressing the toner cartridge door release button (callout 1) and opening the door forward (callout 2).



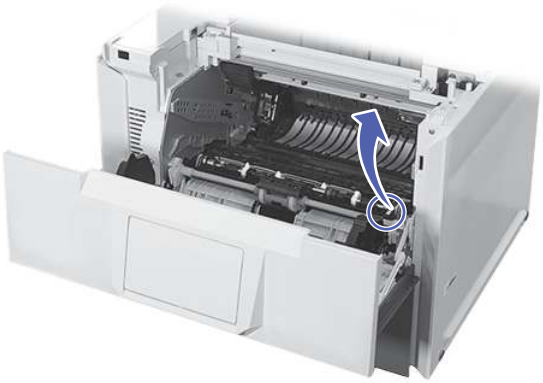
5. Remove the toner cartridge from the printer by pulling it straight out.



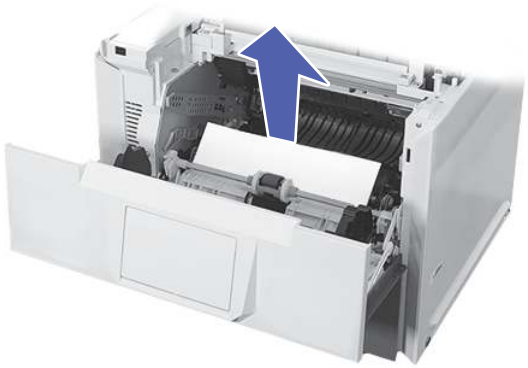
6. Remove any and all paper found inside the printer.

⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.

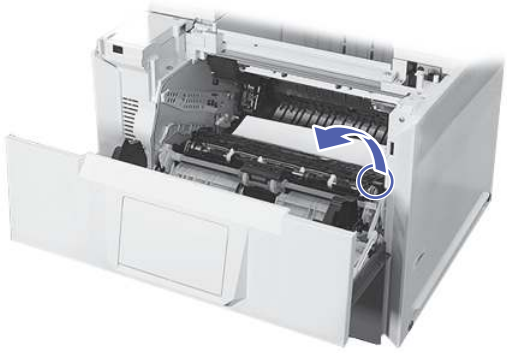
a. Lift up the green registration access lever.



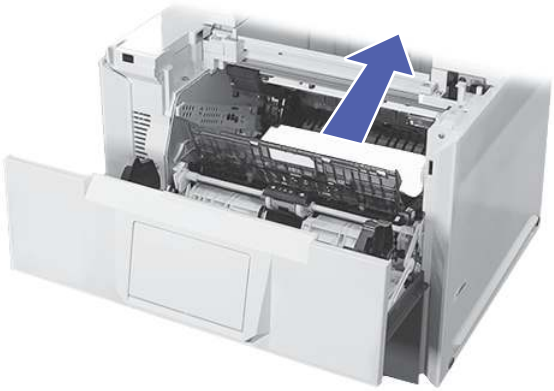
b. Remove the paper by slowly pulling out from inside the printer.



c. Lift the green lever to open up the paper feed area.



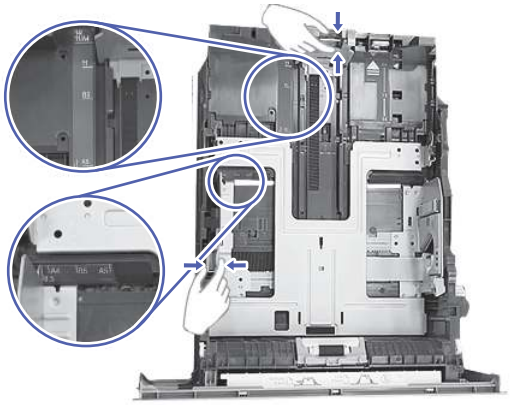
d. Remove the paper by slowly pulling towards the back of the printer then out from inside.



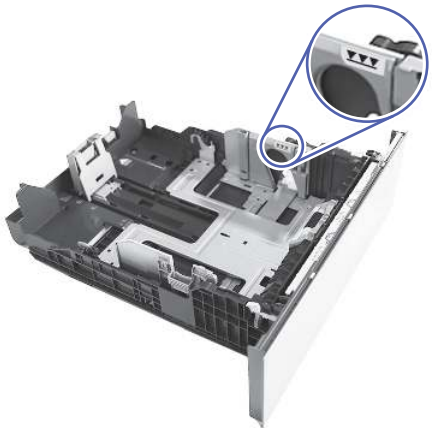
7. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

8. Ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray.

**Figure 3-49 Adjust guides**

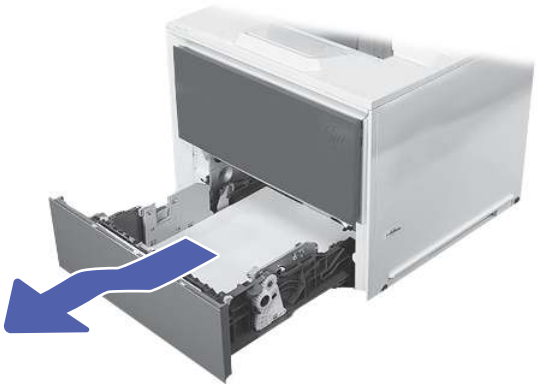


9. Ensure the paper is not filled above the fill mark (line below 3 triangles). Remove any excess media.



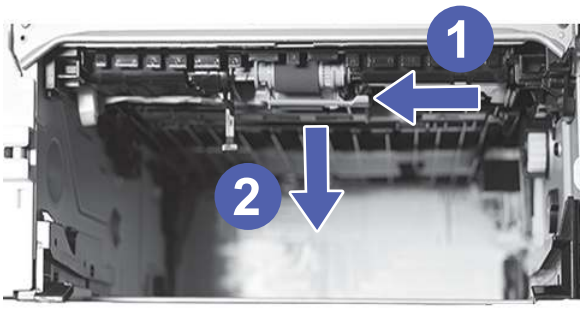
10. If the error persists, clean the tray pick, feed, and separation rollers.

    a. Remove tray 2.

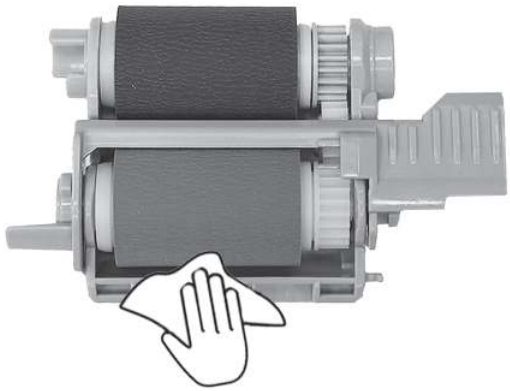


    b. Remove the tray roller assembly.

    Push the tab (callout 1) and drop and slide the rollers in the indicated direction to remove.



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



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

e. Install tray 2.

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

## 13.A3 jam error in tray 3

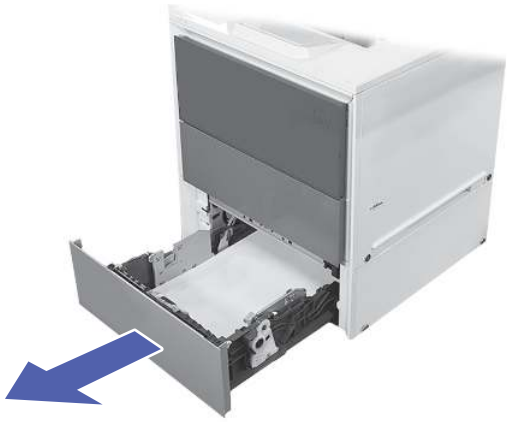
Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A3.A3 Jam in tray 3**
- **13.A3.D3 Jam in tray 3**

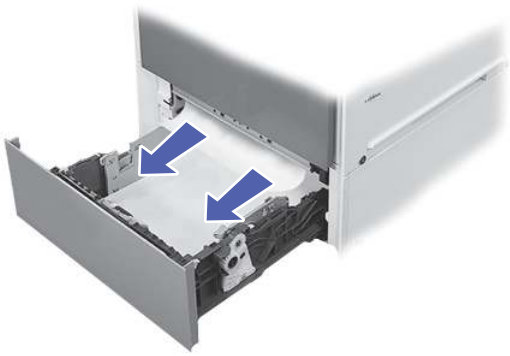
1. Open tray 3.



2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

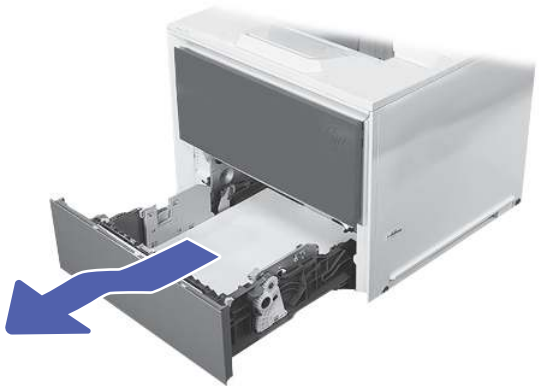


3. If paper is stuck going up into the printer, try to grab it with two hands and pull slowly down to remove it.



**NOTE:** If needed, remove the tray by pulling out and then lifting up out of the printer.

Tray 2 shown as all paper cassette trays remove from the printer the same way.

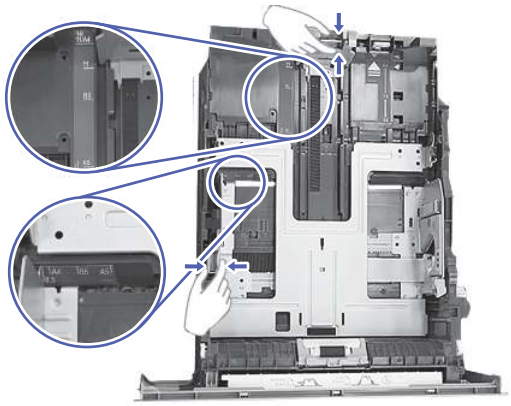


4. Install and close the tray.

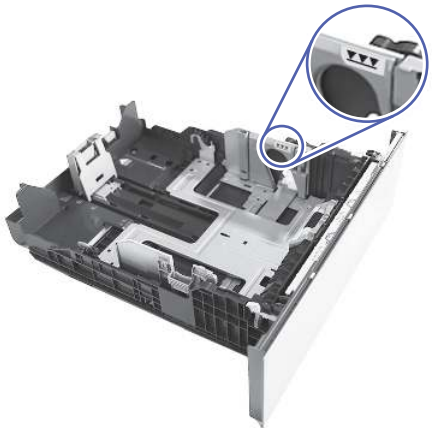
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

6. Ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray.

**Figure 3-50 Adjust guides**



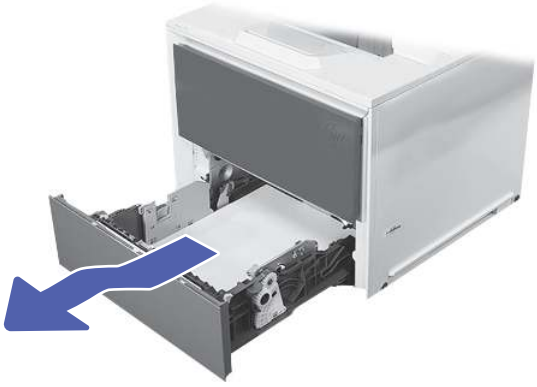
7. Ensure the paper is not filled above the fill mark (line below three triangles). Remove any excess media.



8. If the error persists, clean the tray pick, feed, and separation rollers.

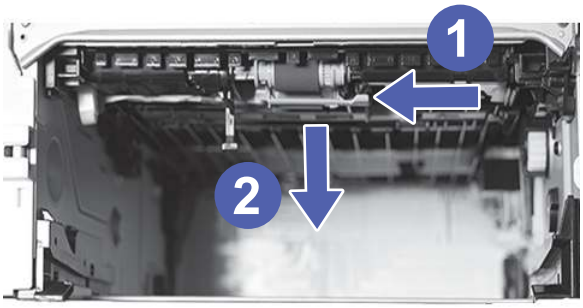
   a. Remove the paper tray cassette.

**IMPORTANT:** Tray 2 shown as all paper cassette trays remove from the printer the same way.

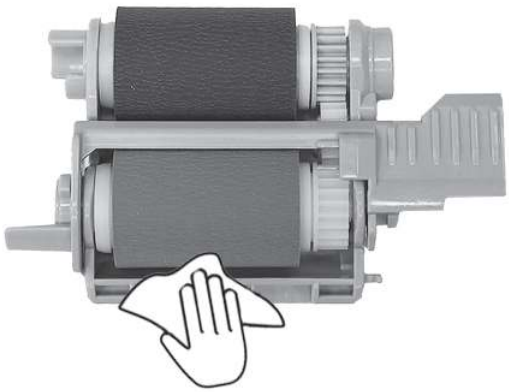


b. Remove the tray roller assembly.

   Push the tab (callout 1) in the indicated direction, and then drop the rollers to remove them (callout 2).




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



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

e. Install the tray.

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

## 13.A4 jam error in tray 4

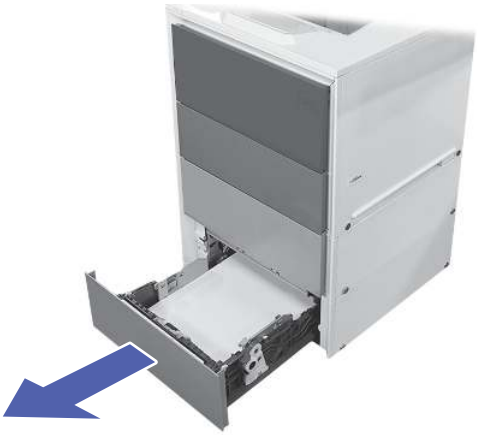
Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A4.A4 Jam in tray 4**
- **13.A4.D4 Jam in tray 4**

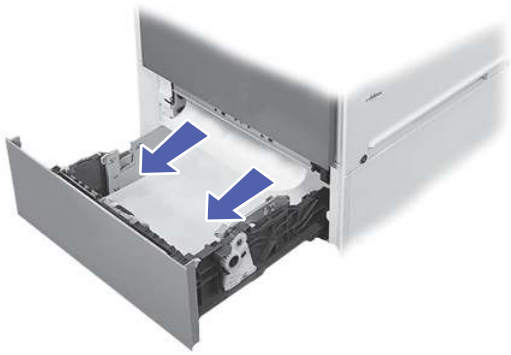
1. Open tray 4.



2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

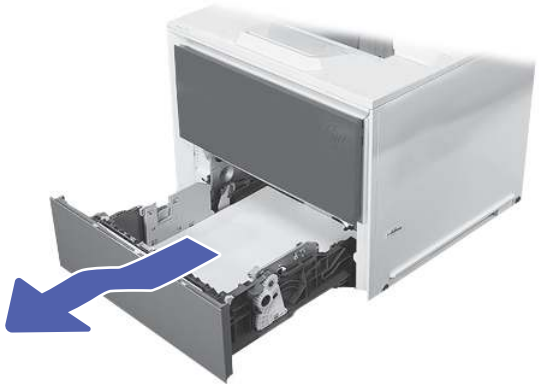


3. If paper is stuck going up into the printer, try to grab it with two hands and pull slowly down to remove it.



**NOTE:** If needed, remove the tray by pulling out and then lifting up out of the printer. Then remove the paper.

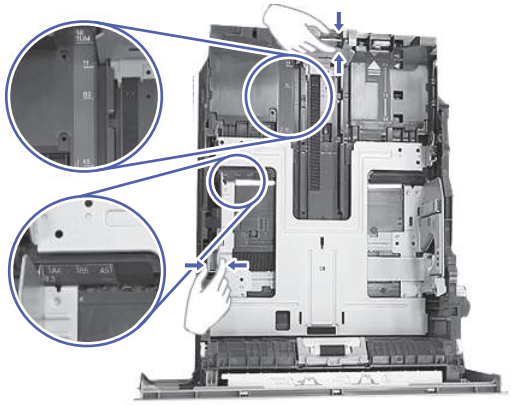
Tray 2 shown as all paper cassette trays remove from the printer the same way.



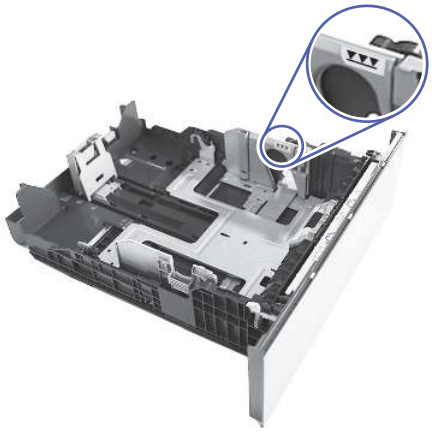
4. Install and close the tray.
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

6. Ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray.

**Figure 3-51 Adjust guides**



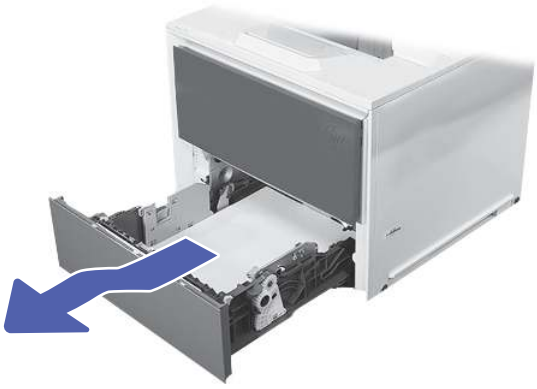
7. Ensure the paper is not filled above the fill mark (line below three triangles). Remove any excess media.



8. If the error persists, clean the tray pick, feed, and separation rollers.

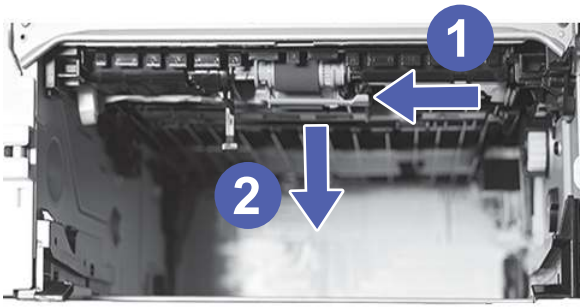
   a. Remove the paper tray cassette.

   **IMPORTANT:** Tray 2 shown as all paper cassette trays remove from the printer the same way.



b. Remove the tray roller assembly.

   Push the tab (callout 1) in the indicated direction, and then drop the rollers to remove them (Callout 2).




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



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

e. Install the tray.

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

## 13.A5 jam error in tray 5

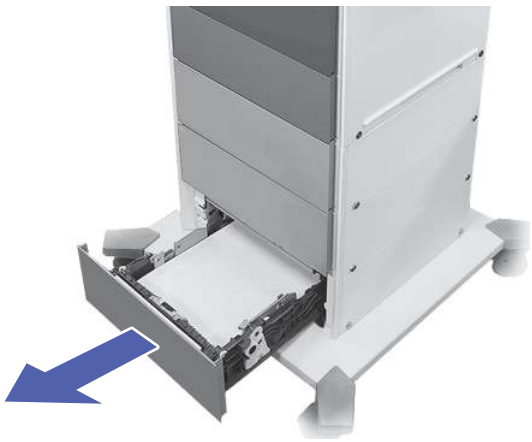
Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A5.A5 Jam in tray 5**
- **13.A5.D5 Jam in tray 5**

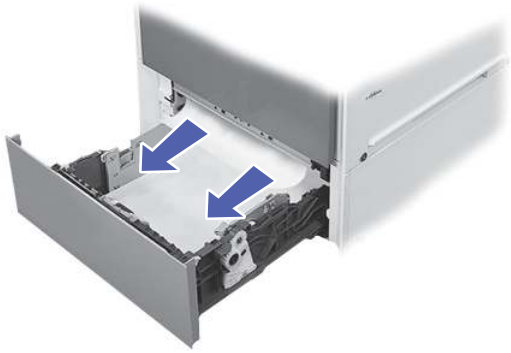
1. Open tray 5.



2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

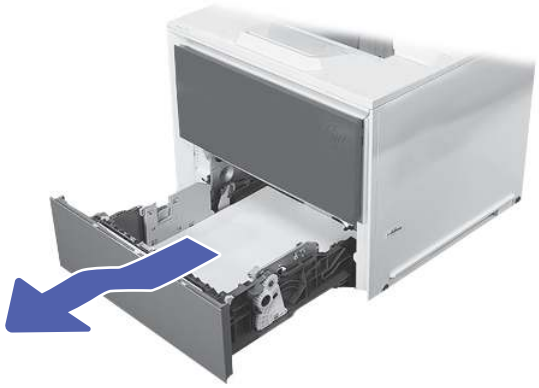


3. If paper is stuck going up into the printer, try to grab it with two hands and pull slowly down to remove it.



**NOTE:** If needed, remove the tray by pulling out and then lifting up out of the printer.

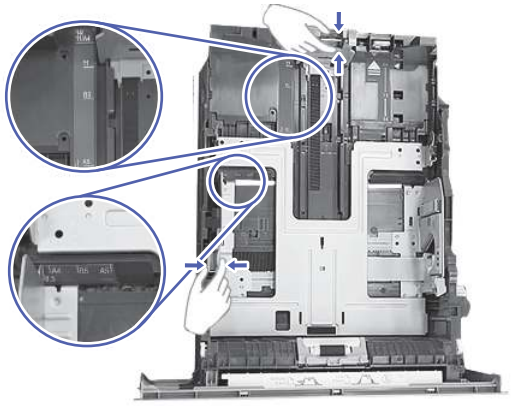
Tray 2 shown as all paper cassette trays remove from the printer the same way.



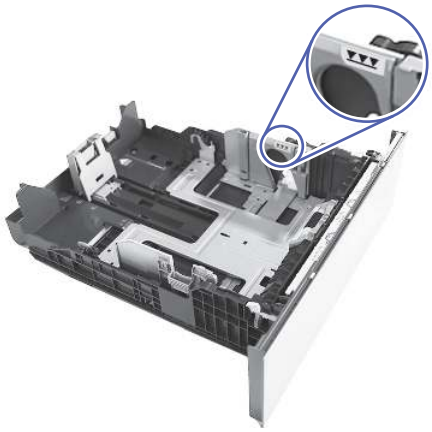
4. Install and close the tray.
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

6. Ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray.

**Figure 3-52 Adjust guides**



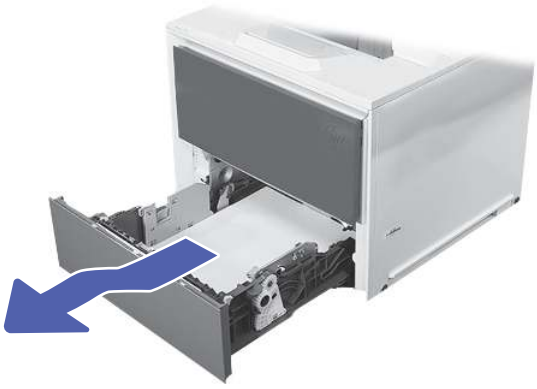
7. Ensure the paper is not filled above the fill mark (line below three triangles). Remove any excess media.



8. If the error persists, clean the tray pick, feed, and separation rollers.

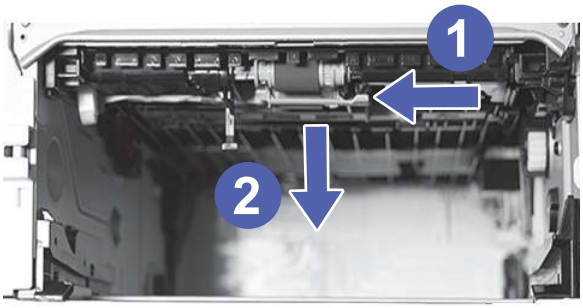
   a. Remove the paper tray cassette.

   **IMPORTANT:** Tray 2 shown as all paper cassette trays remove from the printer the same way.

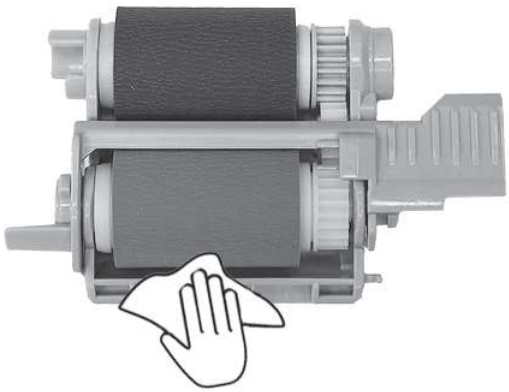


b. Remove the tray roller assembly.

Push the tab (callout 1) in the indicated direction and then drop the rollers to remove them (Callout 2).




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



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

e. Install the tray.

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

## Clear paper jam in top door

Follow these troubleshooting steps in the order presented.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

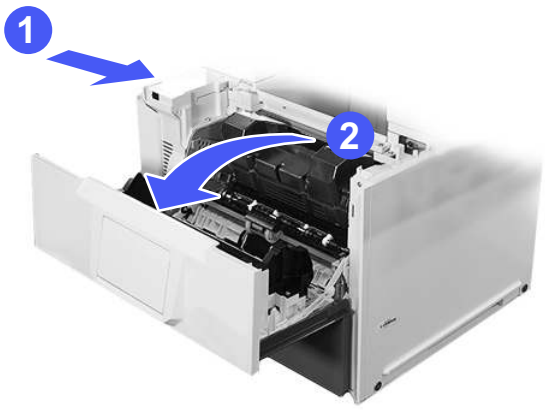
- **13.B2.yz Jam in top door.**

  **y** = A or D

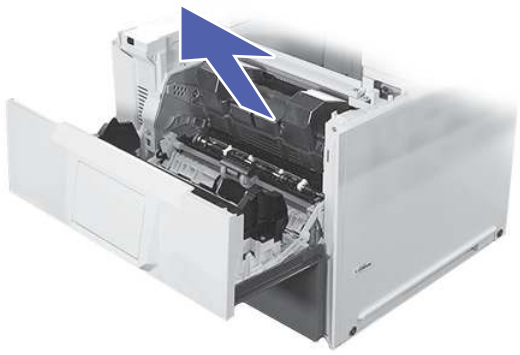
  **z** = Tray that paper was printed from.

- **13.B2.FF Jam in top door**

1. Open the toner access door by pressing the release button (callout 1) and opening the door forward (callout 2).



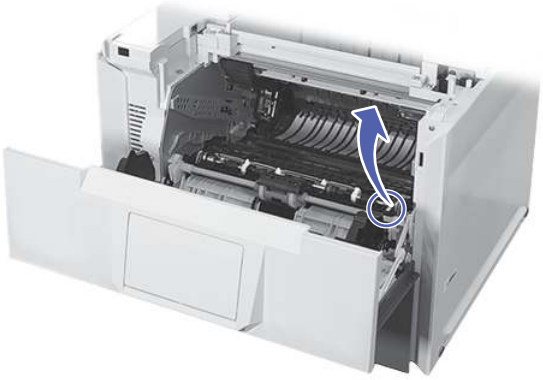

2. Remove the toner cartridge from the printer by pulling it straight out.



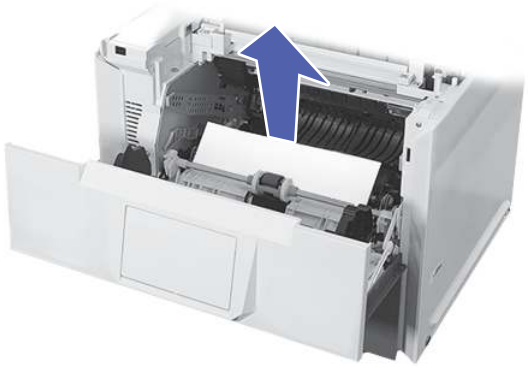
3. Remove any paper found inside the printer.

⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.

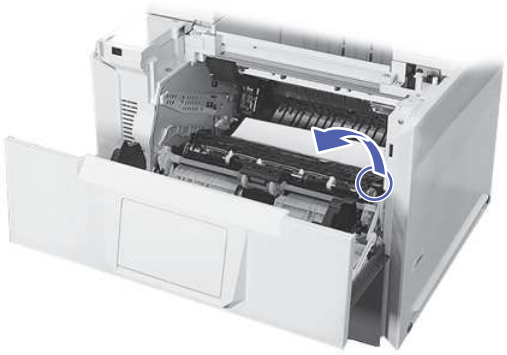
a. Lift up the green registration access lever.



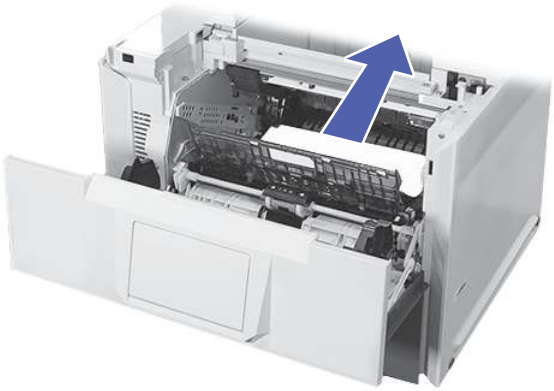
b. Remove the paper by slowly pulling out from inside the printer.



c. Lift the green lever to open up the paper feed area.

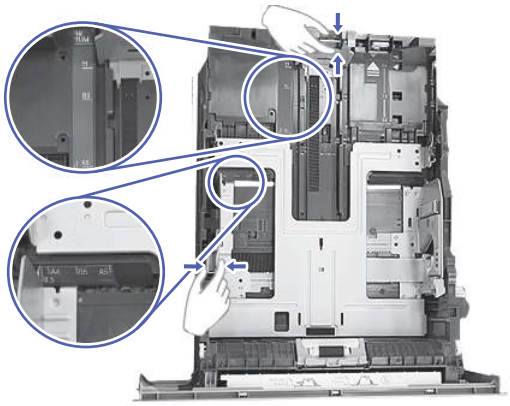


d. Slowly pull the paper toward the back of the printer to remove it.



4. Install the toner cartridge and close the access door.
5. Ensure that the tray width and length guides are set to the correct paper size for the paper tray being used.

**Figure 3-53 Adjust guides**



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

## 13.B4 jam error in rear door (fuser)

Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

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

- **13.B4.yz Jam in rear door.**

  **y** = A or D

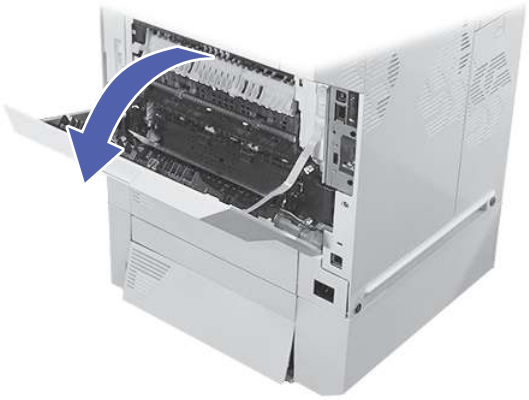
  **z** = Tray that paper was printing from.

- **13.B4.FF Jam in rear door.**



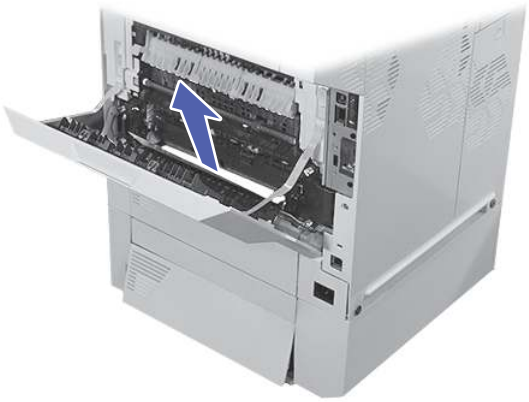
**CAUTION:** The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

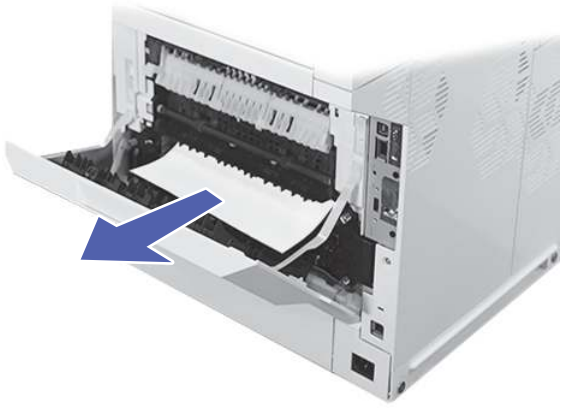
1. Open the rear door.



2. Gently remove any jammed paper.

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







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

## 13.B9 jam error in rear door (fuser)

Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

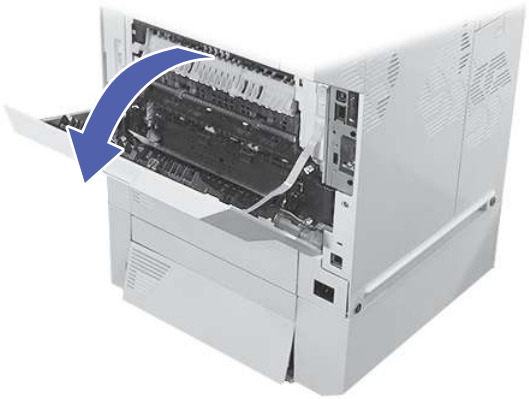
Use the following procedure to check for paper in all possible jam locations inside the right door. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.B9.yz Jam in rear door**
- **13.FF.yz Jam in rear door**



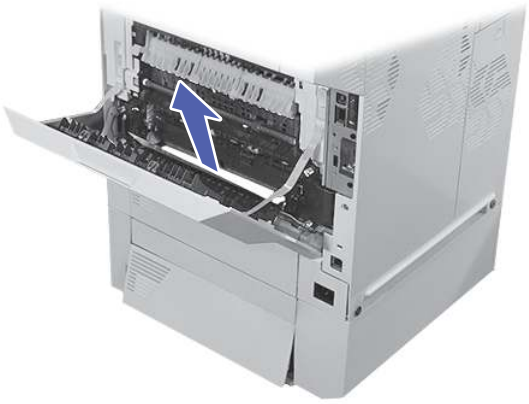
⚠ **CAUTION:** The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

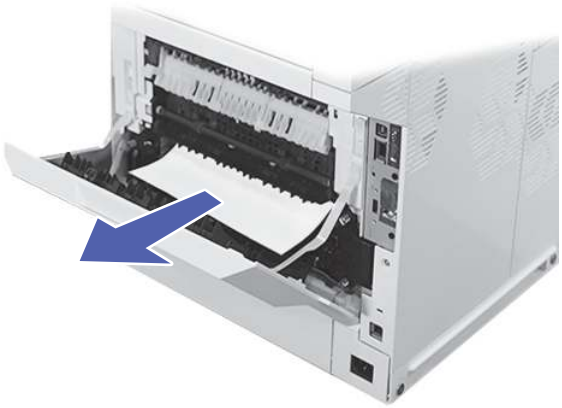
1. Open the rear door.



2. Gently remove any jammed paper.

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







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

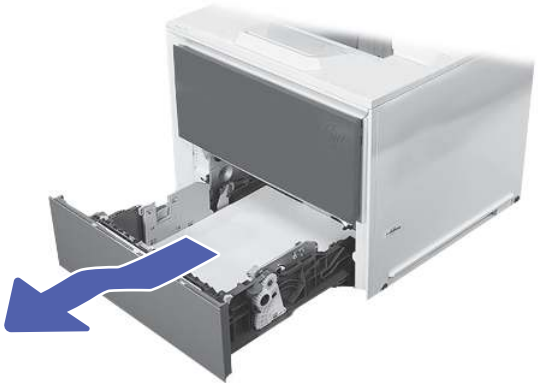
## Clear paper jam in duplexer

Follow these troubleshooting steps in the order presented.

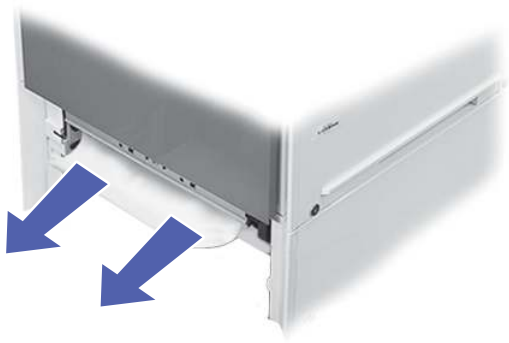
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.D3.yz Jam in right door**

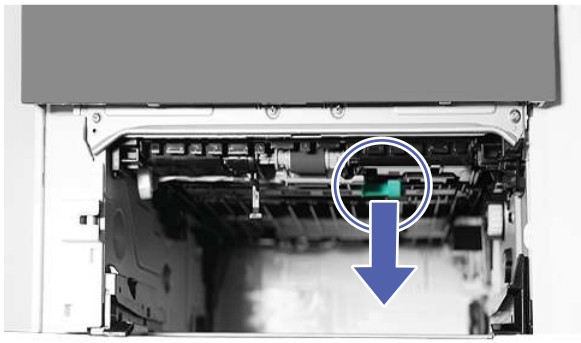
1. Pull the tray 2 completely out of the printer.



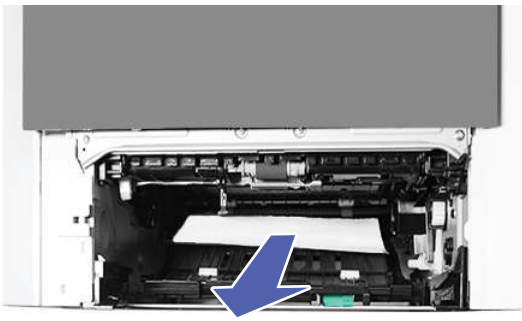
2. Remove any jammed or damaged sheets of paper seen.



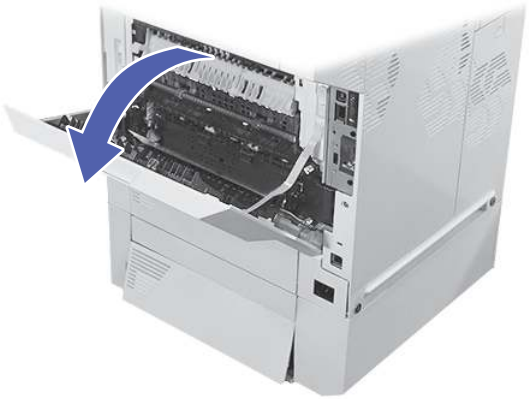
3. If no paper is found, lower the duplex path tray.



4. Remove paper from duplex path as needed.

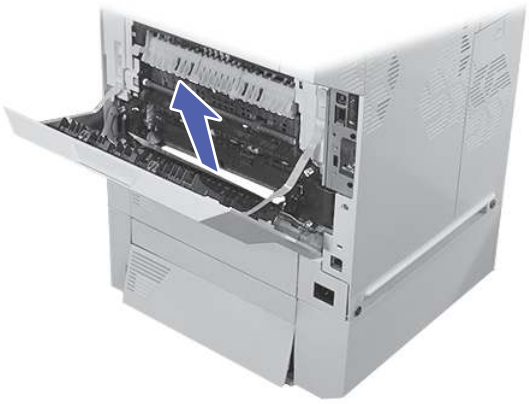


5. If no paper is found in the duplex tray area, open the rear door.



6. Gently remove any jammed paper.

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



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

## 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.

### Recommended action for customers

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

- 13.E1.Dz, 13.E1.Az Jam in output bin

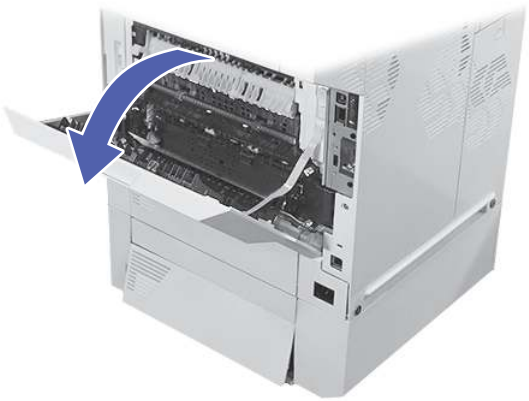
- 13.E1.FF Residual paper jam in output bin

z = paper type that is being printed on. This can be 0-9 or A-F.

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



2. Open the rear door.



3. Gently remove any jammed paper.

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



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

### Change jam recovery (non-touchscreen)

Use the following procedure to change jam recovery from a non-touchscreen control panel (FutureSmart 4 firmware or later).

1. From the Home screen on the printer control panel, use the arrow buttons to navigate to Settings, and then press the OK button.
2. Use the buttons to scroll to General, and then press the OK button.
3. Use the arrow buttons to scroll to Jam Recovery, and then press the OK button.
4. Use the arrow buttons to scroll to an option, and then press the OK button to select it.
   - Auto – The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
   - Off – The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

     **NOTE:** Some pages can be lost if the printer runs out of paper while printing a duplex job with Jam Recovery set to Off.

   - On – The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed.

## Clear paper jams (MFP 5601, 5602, X52952, X53052)

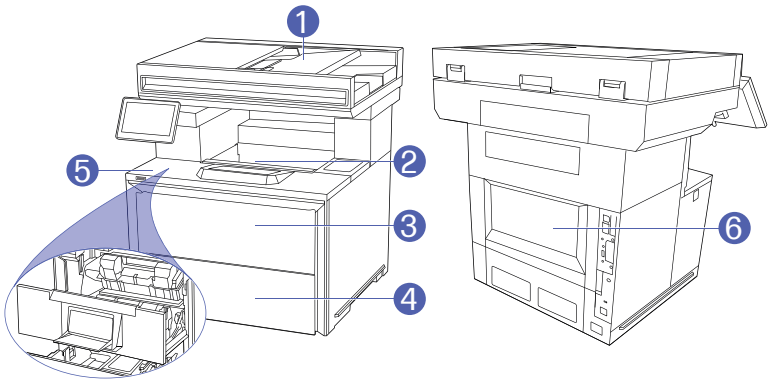
This section provides instructions on how to clear paper jams from the paper path for Multifunctional printers (MFP).

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

## Paper jam locations

Learn about the paper jam locations.

### Jam locations




| Number | Description |
|---|---|
| 1 | Document feeder |
| 2 | Output bin |
| 3 | Tray 1 |
| 4 | Tray 2 |
| 5 | Toner cartridge access area |
| 6 | Fuser |

## 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.

## Clear paper jams in the document feeder

Follow these troubleshooting steps in the order presented.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 31.13.01 Jam in document feeder
- 31.13.02 Jam in document feeder
- 31.13.13 Jam in document feeder

1. Remove all paper from document feeder input tray.
2. Open the document-feeder cover.



3. Gently remove any jammed paper.



4. Close the document-feeder cover.

5. Lift the document feeder.



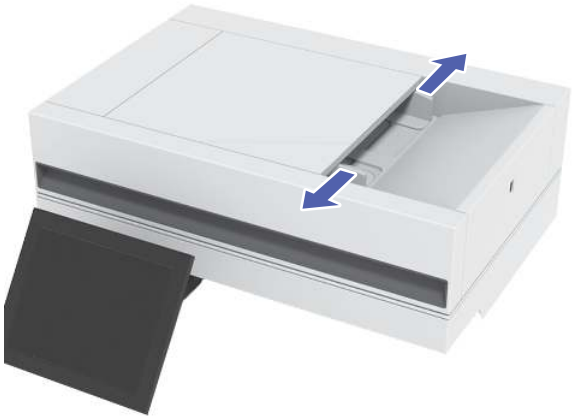
6. Remove any paper from inside the document feeder.



7. Close the document feeder.



8. Try the copy or scan job again.
9. If the error persists, ensure that the paper meets the document feeder (ADF) specifications for the printer.
10. Ensure that the input tray is not overloaded and that the tray guides are set to the correct size. Make sure that the paper stack is correctly aligned at the center of the input tray when paper is loaded in the tray. The correct position of the loaded paper is parallel with the direction of travel into the document feeder paper path.



**NOTE:** To avoid document feeder jams, to copy narrow documents, use the flatbed scanner. Remove all staples and paper clips from original documents. Do not feed damaged or wrinkled paper.

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

**IMPORTANT:** Warning: Do not run labels through the automatic document feeder (ADF).

11. If the paper continues to jam, remove and clean the document feeder rollers.

a. Open the document-feeder jam access door.

**Figure 3-54 Open the document-feeder jam access door**



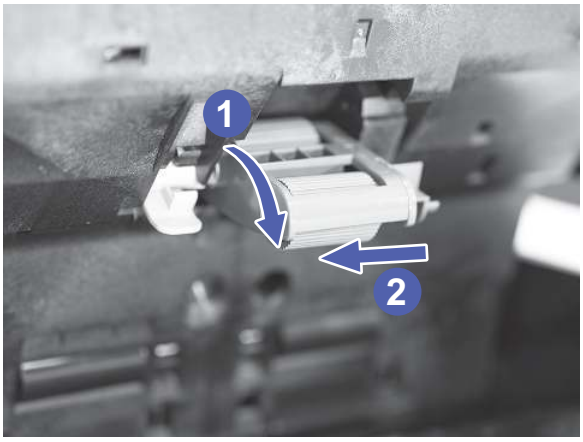
b. Release the blue locking arm to drop the assembly down.

**Figure 3-55 Release the blue locking arm**



c. Ensure the roller kit is in the down position (callout 1) and then slide the roller toward the front of the printer to remove it (callout 2).

**Figure 3-56 Release the separation roller cover**




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

e. Reinstall the rollers in the document feeder and perform a copy job to test.

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

## Clear paper jam in tray 1

Follow these troubleshooting steps in the order presented.

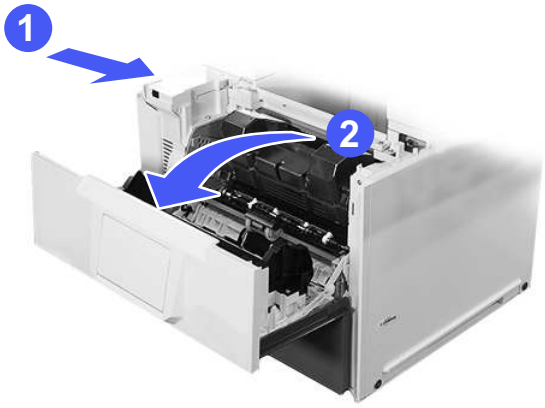
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.B2.D1 Jam in right door**

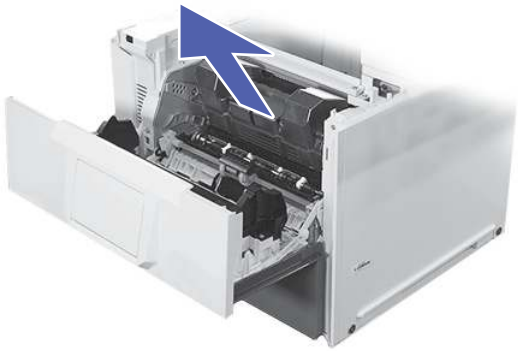
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.



2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the toner access door by pressing toner cartridge door release button (callout 1) and opening the door forward (callout 2).



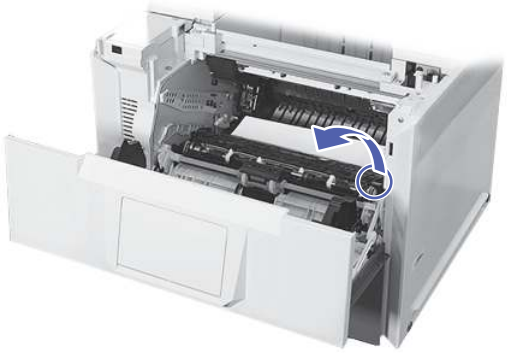
3. Remove the toner cartridge from the printer by pulling it straight out.



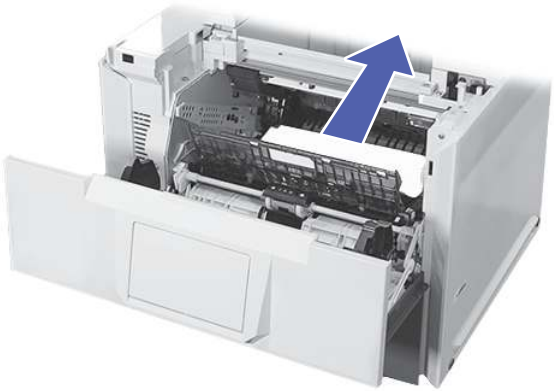
4. Remove any paper found inside the printer.

⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.

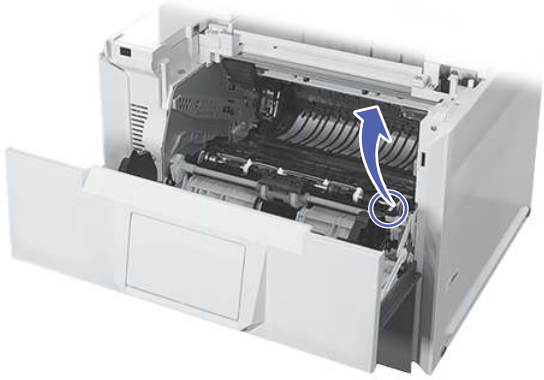
a. Lift the green lever to open up the paper feed area.



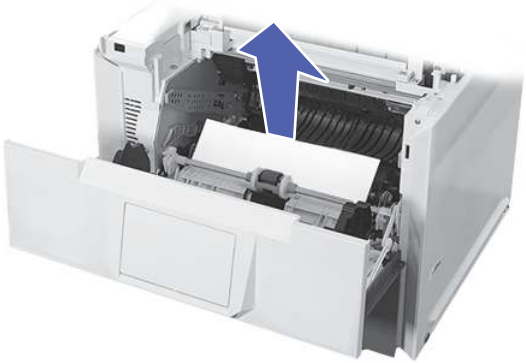
b. Remove the paper by slowly pulling towards the back of the printer then out from inside.



c. Lift up the green registration access lever.



d. Remove the paper by slowly pulling out from inside the printer.



5. Install the toner cartridge and close the access door.
6. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
7. Ensure that the paper guides are set to the correct paper size and the paper is loaded into tray 1 correctly without overfilling the tray.

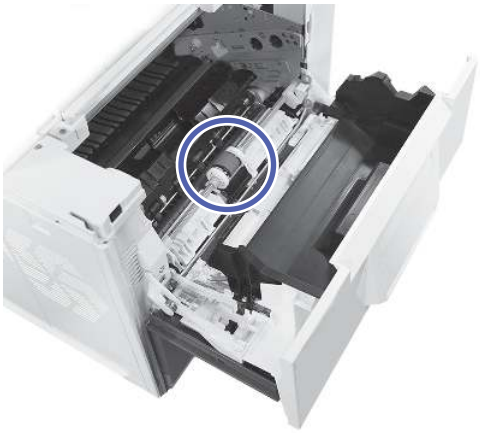


**Circle callout:** The inside of the left guide shows paper max fill line.

8. Clean the pickup roller with a dampened lint-free cloth as needed.

   a. Open the toner cartridge door.

   b. Clean the pickup roller with a dampened lint-free cloth as needed.



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

## Clear paper jam in tray 2

Follow these troubleshooting steps in the order presented.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.B2.D2 Jam in right door**. This message appears if there is an issue when pulling paper from tray 2.

1. Open tray 2.

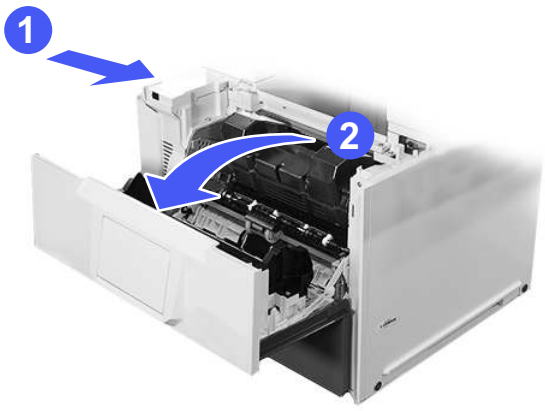


2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

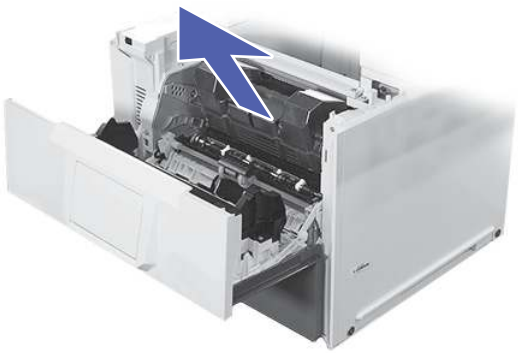


3. Close tray 2.

4. If you cannot remove the paper, or if no jammed paper is visible in Tray 2, open the toner access door by pressing the toner cartridge door release button (callout 1) and opening the door forward (callout 2).



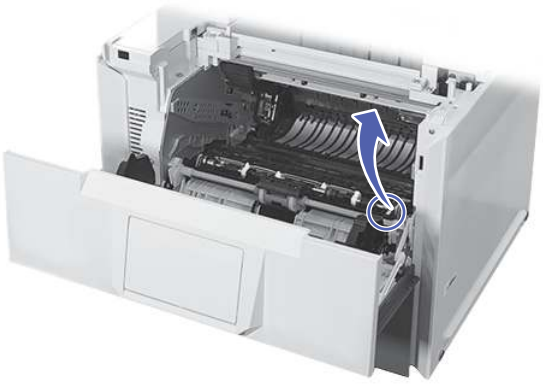

5. Remove the toner cartridge from the printer by pulling it straight out.



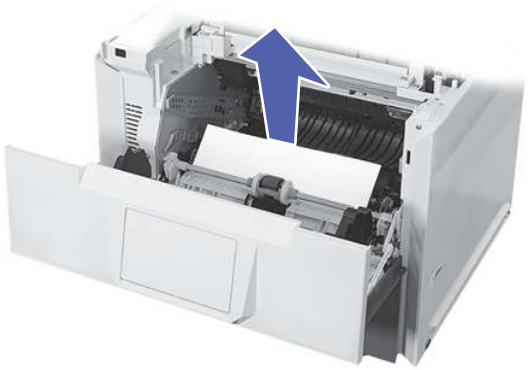
6. Remove any and all paper found inside the printer.

⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.

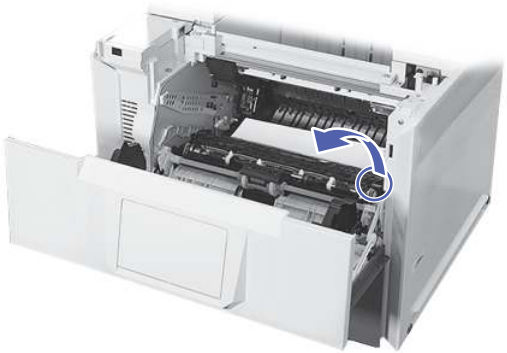
a. Lift up the green registration access lever.



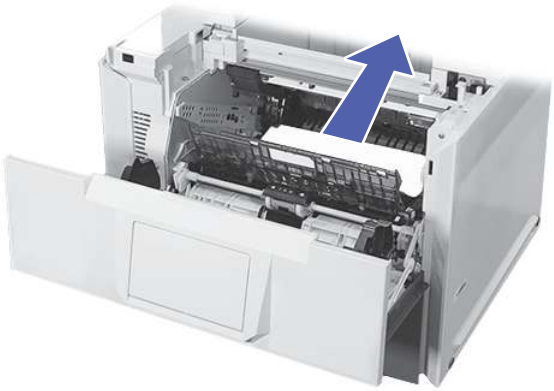
b. Remove the paper by slowly pulling out from inside the printer.



c. Lift the green lever to open up the paper feed area.



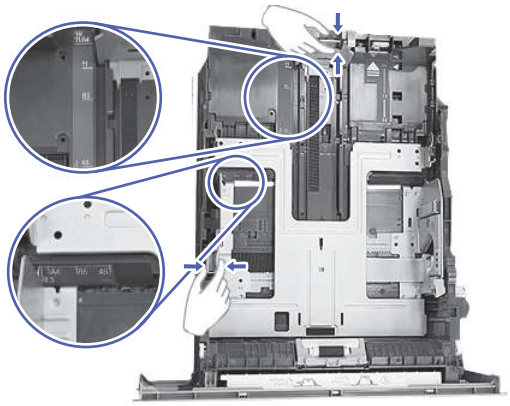
d. Remove the paper by slowly pulling towards the back of the printer then out from inside.



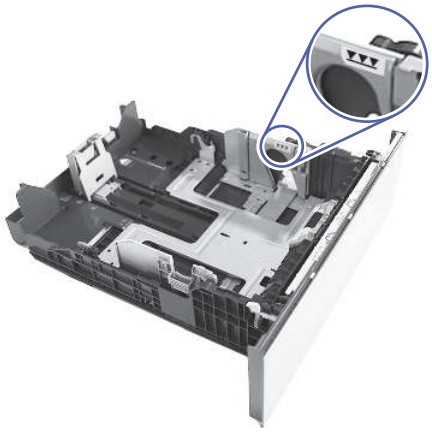
7. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

8. Ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray.

**Figure 3-57 Adjust guides**

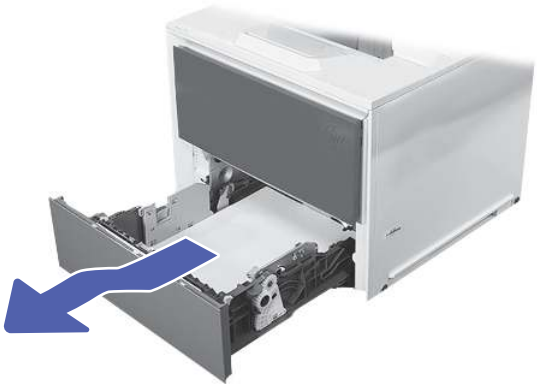


9. Ensure the paper is not filled above the fill mark (line below 3 triangles). Remove any excess media.



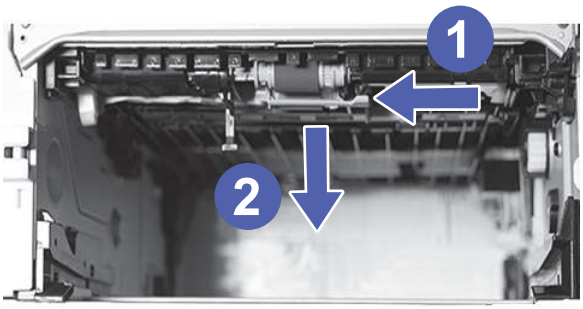
10. If the error persists, clean the tray pick, feed, and separation rollers.

    a. Remove tray 2.



    b. Remove the tray roller assembly.

    Push the tab (callout 1) and drop and slide the rollers in the indicated direction to remove.




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



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

e. Install tray 2.

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

## 13.A3 jam error in tray 3

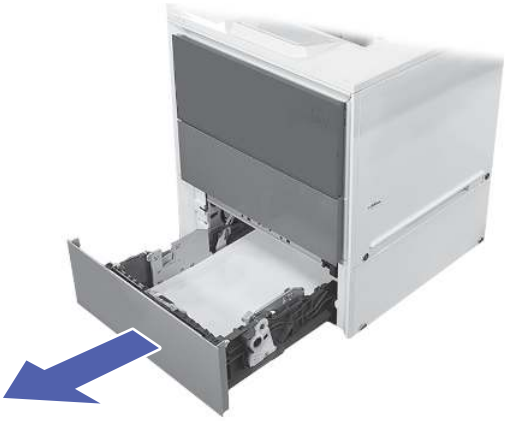
Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

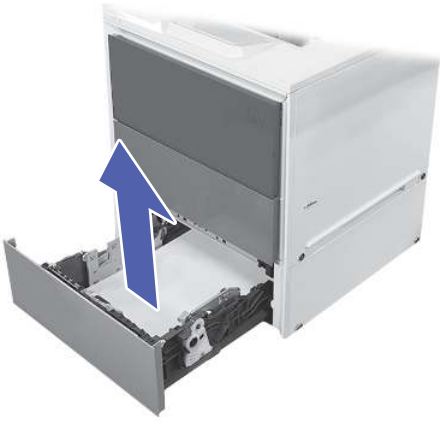
Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A3.A3 Jam in tray 3**
- **13.A3.D3 Jam in tray 3**

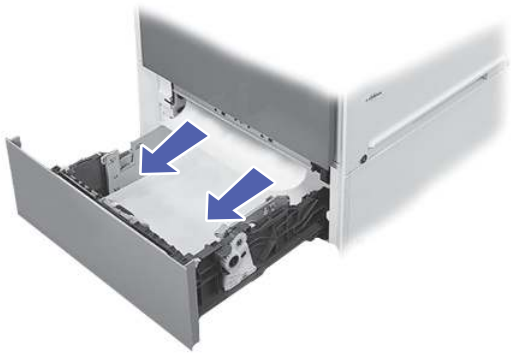
1. Open tray 3.



2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

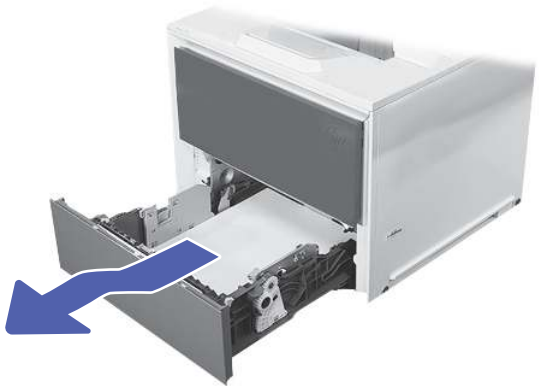


3. If paper is stuck going up into the printer, try to grab it with two hands and pull slowly down to remove it.



**NOTE:** If needed, remove the tray by pulling out and then lifting up out of the printer.

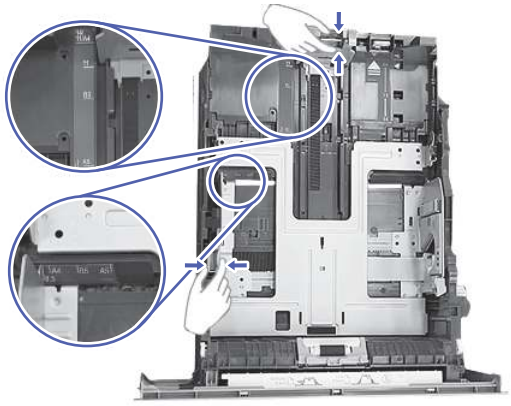
Tray 2 shown as all paper cassette trays remove from the printer the same way.



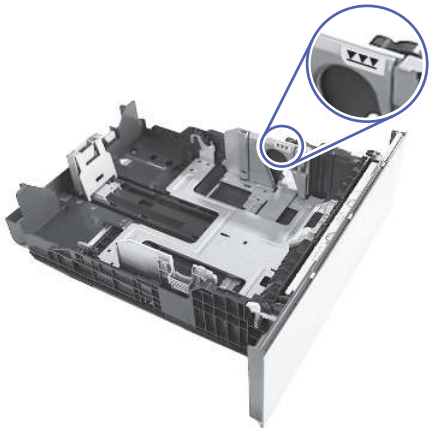
4. Install and close the tray.
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

6. Ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray.

**Figure 3-58 Adjust guides**



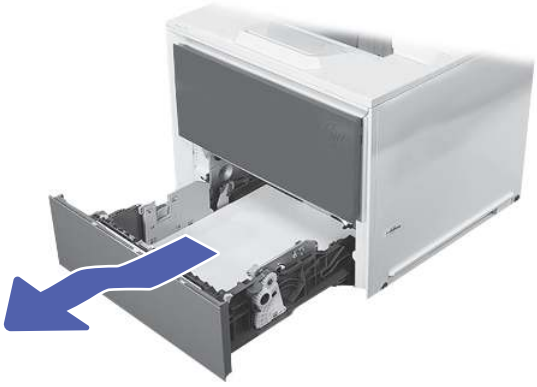
7. Ensure the paper is not filled above the fill mark (line below three triangles). Remove any excess media.



8. If the error persists, clean the tray pick, feed, and separation rollers.

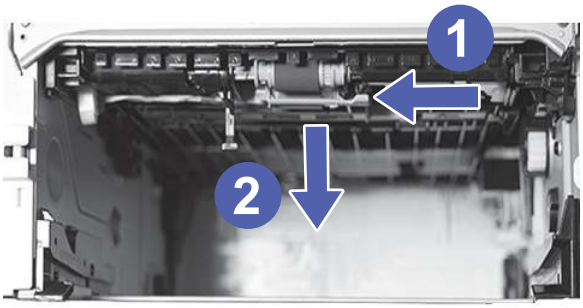
   a. Remove the paper tray cassette.

   **IMPORTANT:** Tray 2 shown as all paper cassette trays remove from the printer the same way.

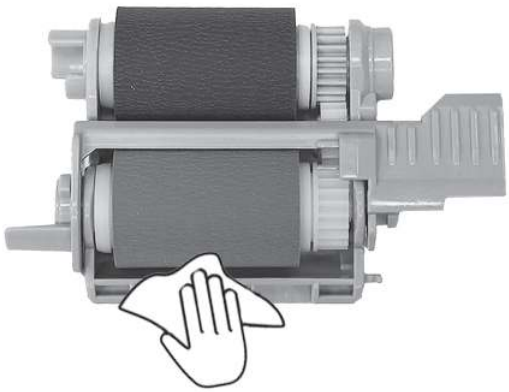


b. Remove the tray roller assembly.

   Push the tab (callout 1) in the indicated direction, and then drop the rollers to remove them (callout 2).




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



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

e. Install the tray.

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

## 13.A4 jam error in tray 4

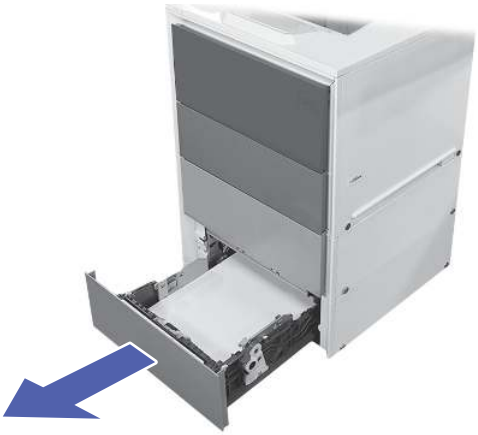
Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A4.A4 Jam in tray 4**
- **13.A4.D4 Jam in tray 4**

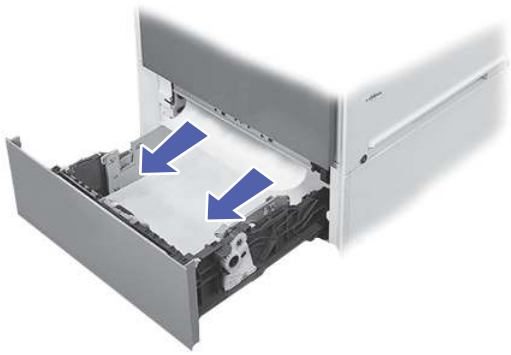
1. Open tray 4.



2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

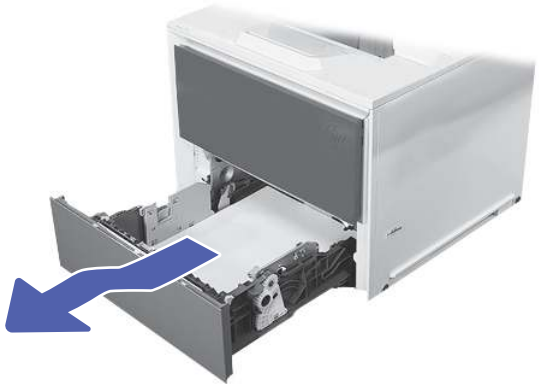


3. If paper is stuck going up into the printer, try to grab it with two hands and pull slowly down to remove it.



**NOTE:** If needed, remove the tray by pulling out and then lifting up out of the printer. Then remove the paper.

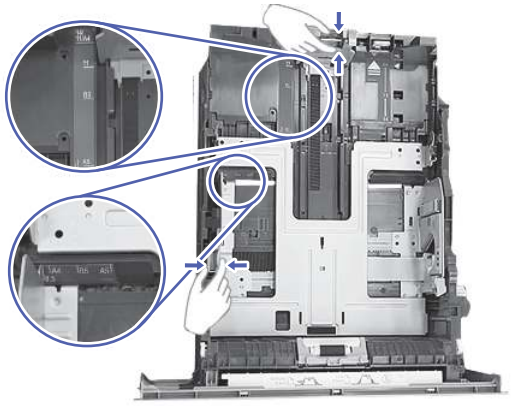
Tray 2 shown as all paper cassette trays remove from the printer the same way.



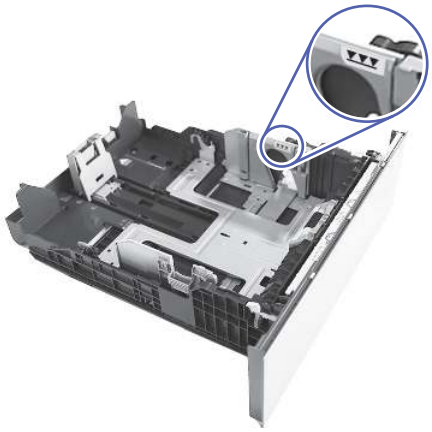
4. Install and close the tray.
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

6. Ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray.

**Figure 3-59 Adjust guides**



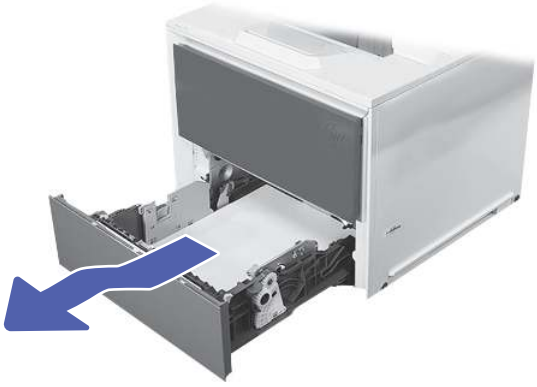
7. Ensure the paper is not filled above the fill mark (line below three triangles). Remove any excess media.



8. If the error persists, clean the tray pick, feed, and separation rollers.

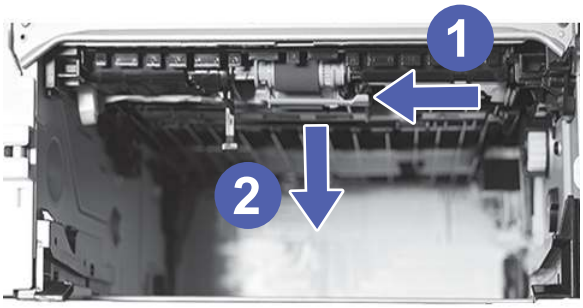
   a. Remove the paper tray cassette.

   **IMPORTANT:** Tray 2 shown as all paper cassette trays remove from the printer the same way.

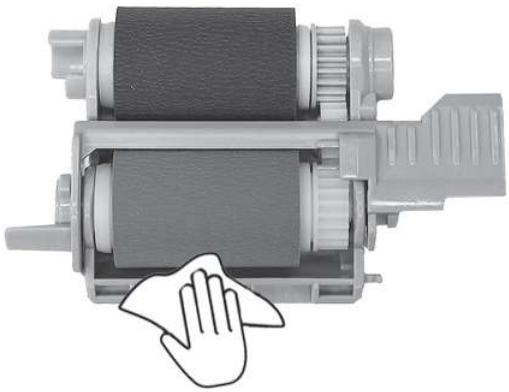


b. Remove the tray roller assembly.

Push the tab (callout 1) in the indicated direction, and then drop the rollers to remove them (Callout 2).




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



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

e. Install the tray.

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

## 13.A5 jam error in tray 5

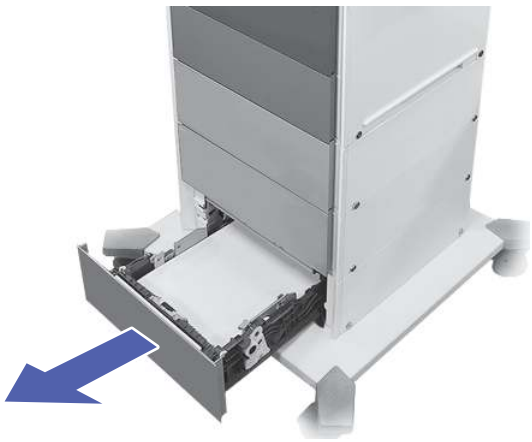
Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A5.A5 Jam in tray 5**
- **13.A5.D5 Jam in tray 5**

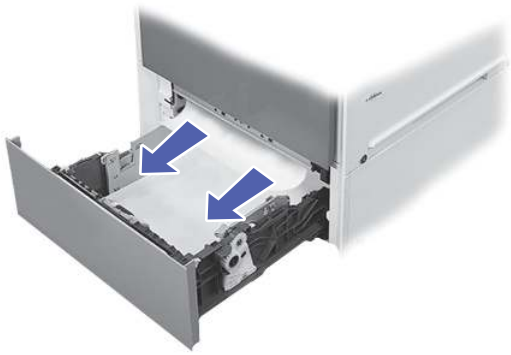
1. Open tray 5.



2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

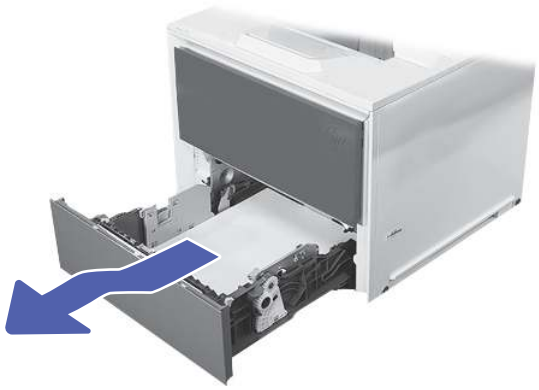


3. If paper is stuck going up into the printer, try to grab it with two hands and pull slowly down to remove it.



**NOTE:** If needed, remove the tray by pulling out and then lifting up out of the printer.

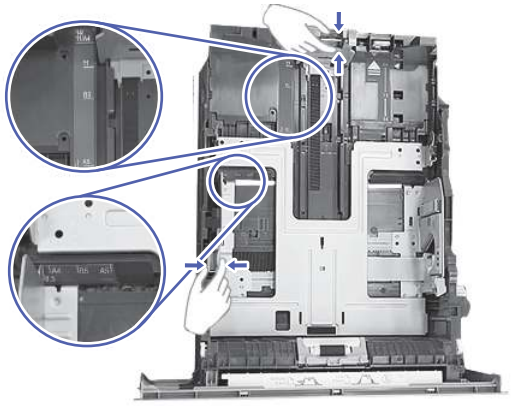
Tray 2 shown as all paper cassette trays remove from the printer the same way.



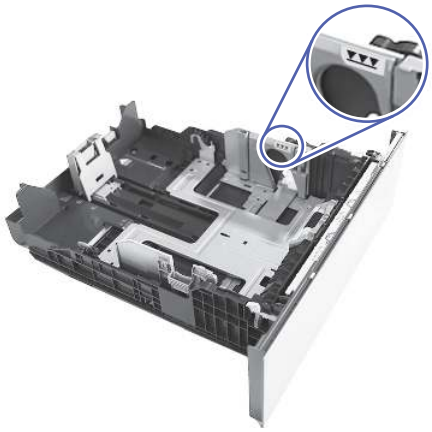
4. Install and close the tray.
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

6. Ensure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray.

**Figure 3-60 Adjust guides**



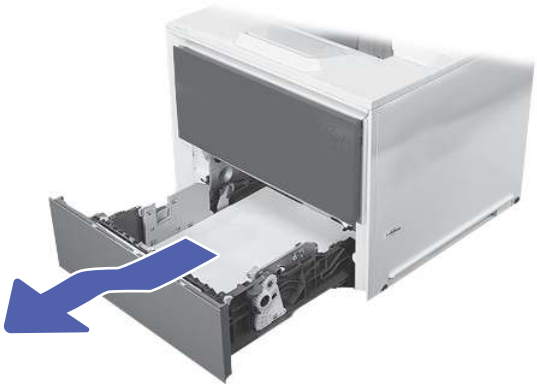
7. Ensure the paper is not filled above the fill mark (line below three triangles). Remove any excess media.



8. If the error persists, clean the tray pick, feed, and separation rollers.

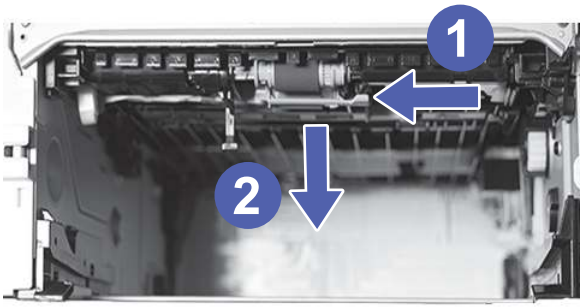
   a. Remove the paper tray cassette.

   **IMPORTANT:** Tray 2 shown as all paper cassette trays remove from the printer the same way.

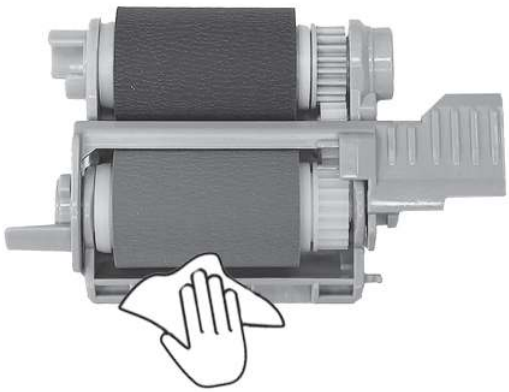


b. Remove the tray roller assembly.

Push the tab (callout 1) in the indicated direction and then drop the rollers to remove them (Callout 2).




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



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

e. Install the tray.

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

## Clear paper jam in top door

Follow these troubleshooting steps in the order presented.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

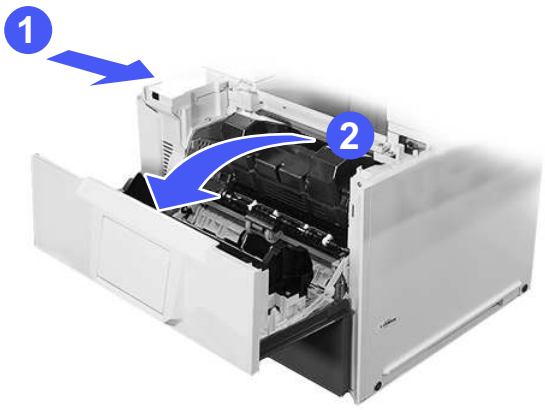
- **13.B2.yz Jam in top door.**

  **y** = A or D

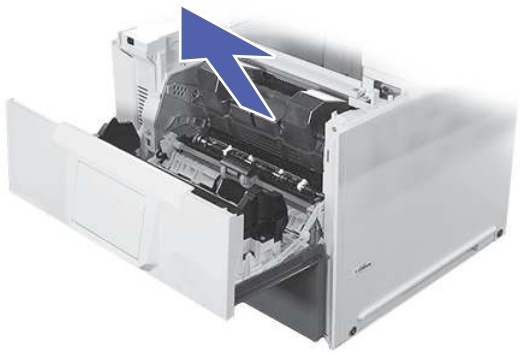
  **z** = Tray that paper was printed from.

- **13.B2.FF Jam in top door**

1. Open the toner access door by pressing the release button (callout 1) and opening the door forward (callout 2).



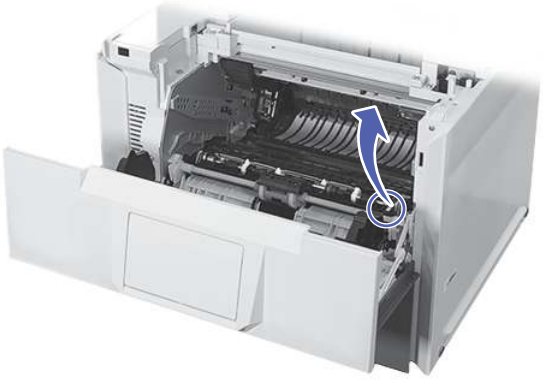

2. Remove the toner cartridge from the printer by pulling it straight out.



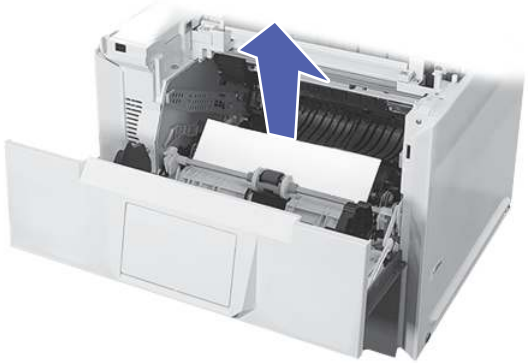
3. Remove any paper found inside the printer.

⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.

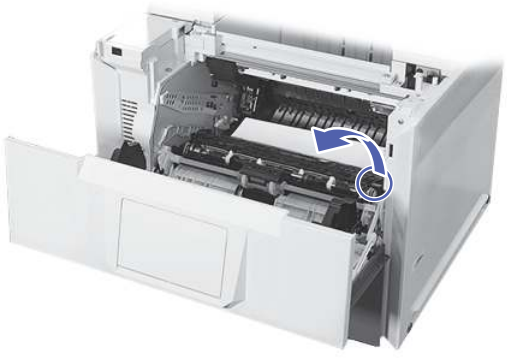
a. Lift up the green registration access lever.



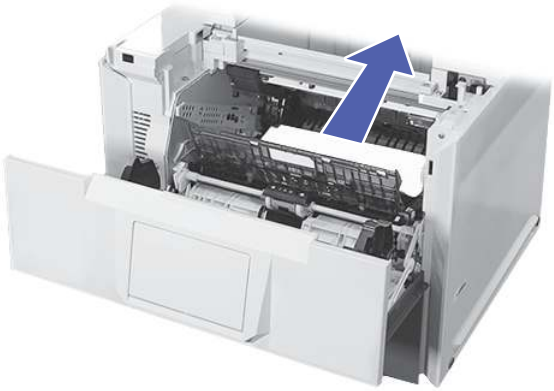
b. Remove the paper by slowly pulling out from inside the printer.



c. Lift the green lever to open up the paper feed area.

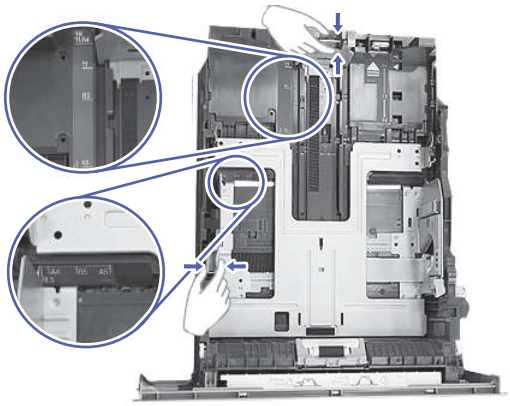


d. Slowly pull the paper toward the back of the printer to remove it.



4. Install the toner cartridge and close the access door.
5. Ensure that the tray width and length guides are set to the correct paper size for the paper tray being used.

**Figure 3-61 Adjust guides**



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

## 13.B4 jam error in rear door (fuser)

Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

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

- **13.B4.yz Jam in rear door.**

  **y** = A or D

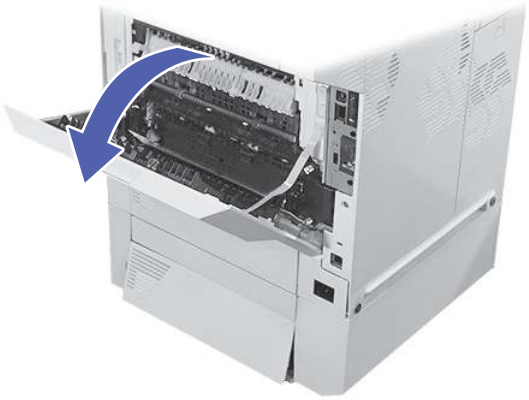
  **z** = Tray that paper was printing from.

- **13.B4.FF Jam in rear door.**



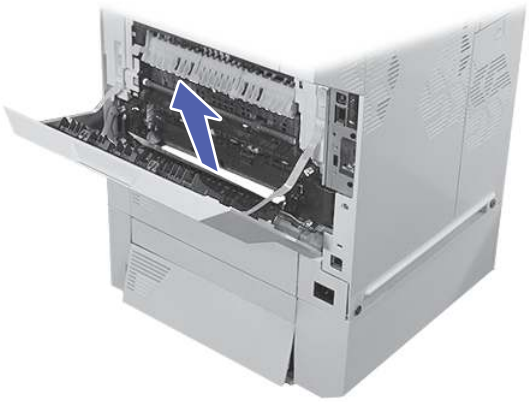
**CAUTION:** The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

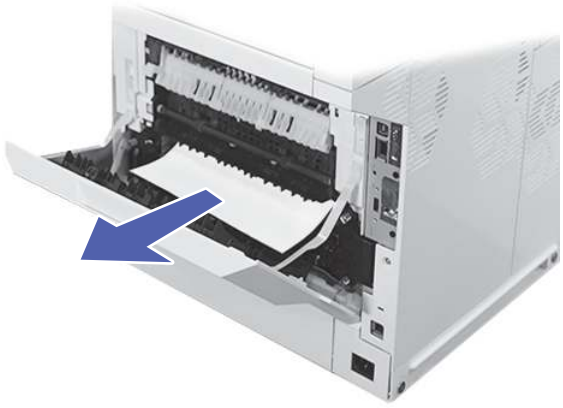
1. Open the rear door.



2. Gently remove any jammed paper.

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







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

## 13.B9 jam error in rear door (fuser)

Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

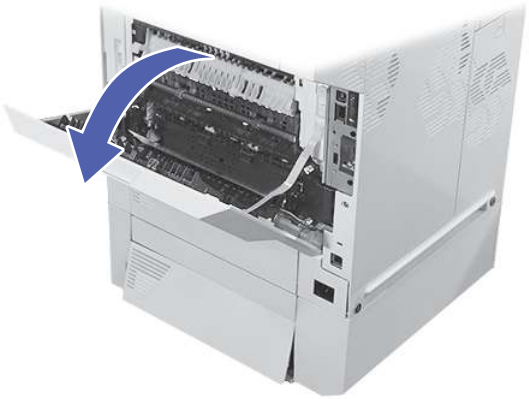
Use the following procedure to check for paper in all possible jam locations inside the right door. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.B9.yz Jam in rear door**
- **13.FF.yz Jam in rear door**



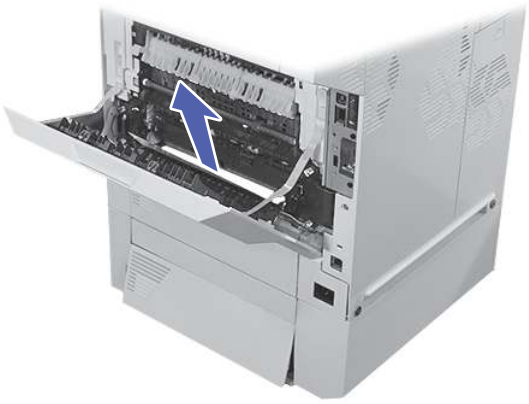
⚠ **CAUTION:** The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

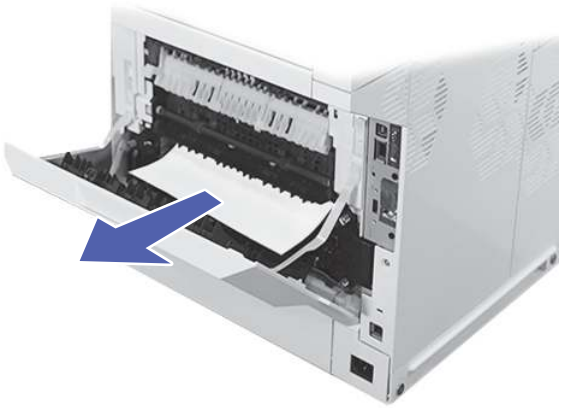
1. Open the rear door.



2. Gently remove any jammed paper.

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







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

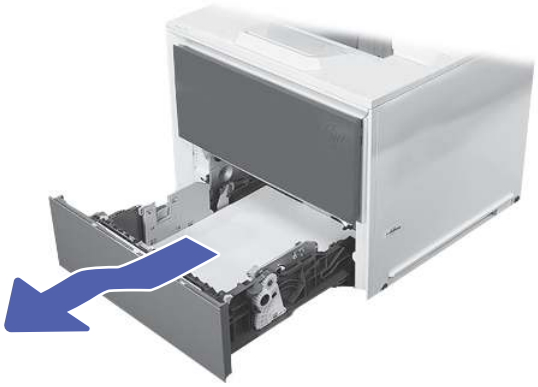
## Clear paper jam in duplexer

Follow these troubleshooting steps in the order presented.

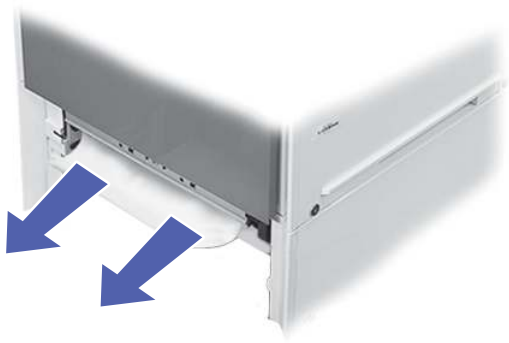
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.D3.yz Jam in right door**

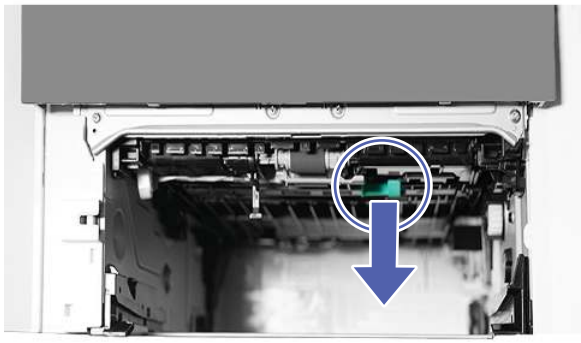
1. Pull the tray 2 completely out of the printer.



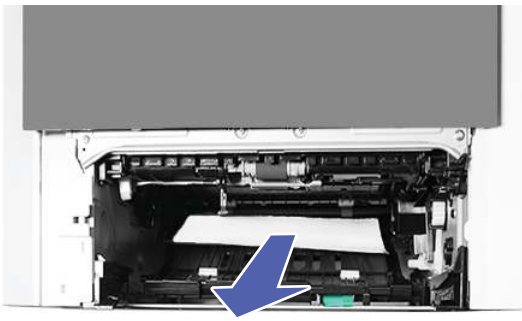
2. Remove any jammed or damaged sheets of paper seen.



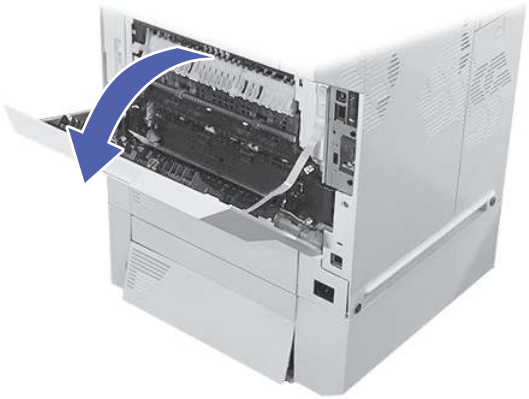
3. If no paper is found, lower the duplex path tray.



4. Remove paper from duplex path as needed.



5. If no paper is found in the duplex tray area, open the rear door.



6. Gently remove any jammed paper.

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



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

## 13.E1 jam error in output bin

Follow these troubleshooting steps in the order presented.

**Recommended action for customers**

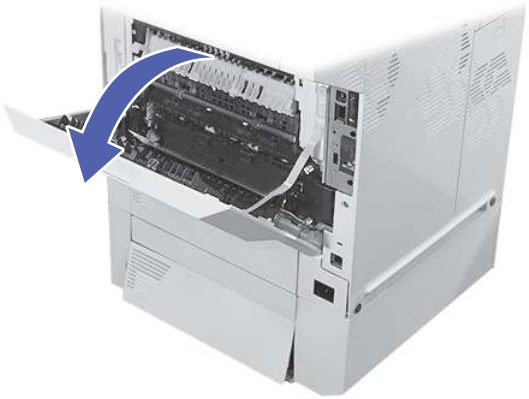
Use the following procedure to clear jams in the output bin. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.E1.yz Jam in output bin**

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

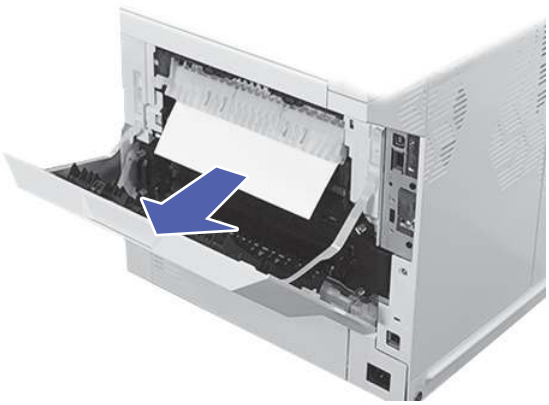


2. Open the rear door.



3. Gently remove any jammed paper.

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



4. Close the rear door.

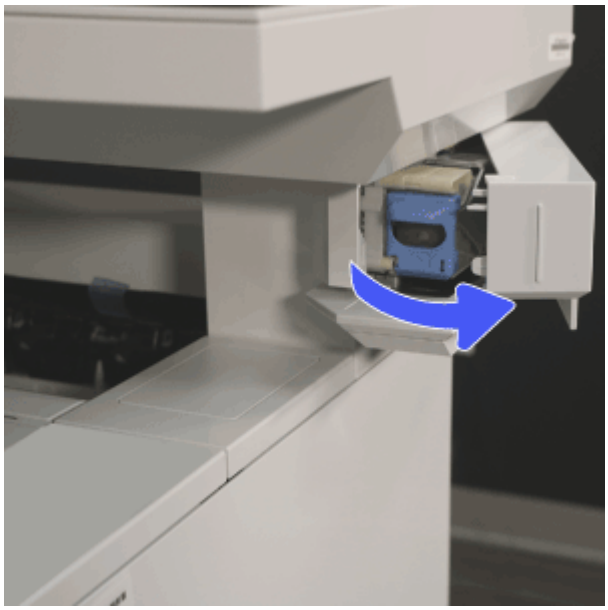
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.

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

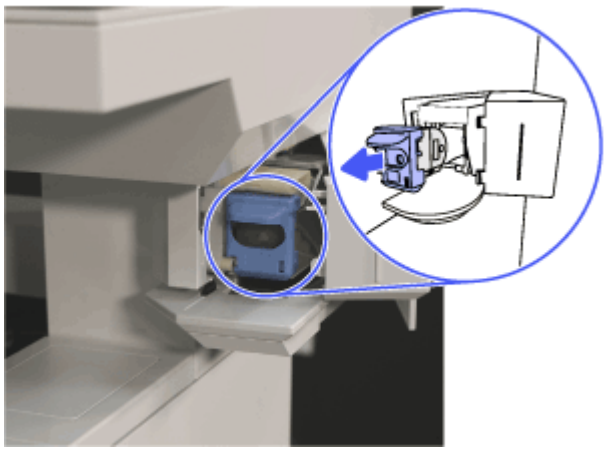
## Clear staple jams in the convenience stapler

1. Open the stapler door.

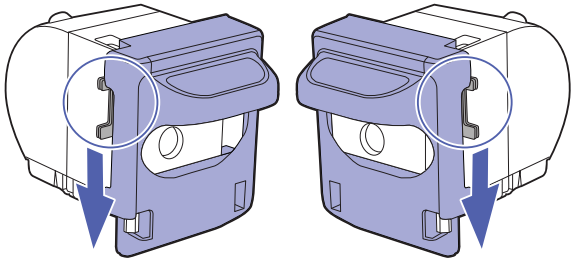
**NOTE:** Opening the stapler door disables the stapler.



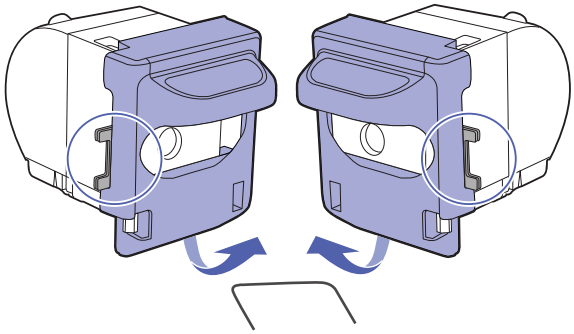
2. Grasp the colored tab on the staple cartridge, and then pull the staple cartridge straight out.



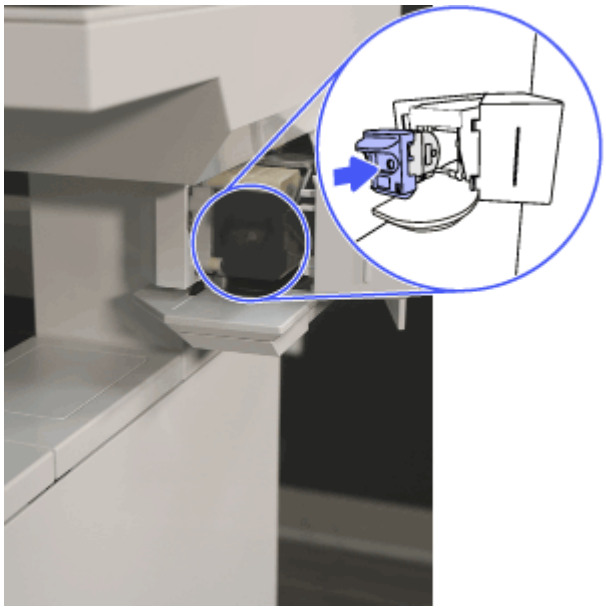
3. With the staple cartridge out, slide the side lever down as shown in example.



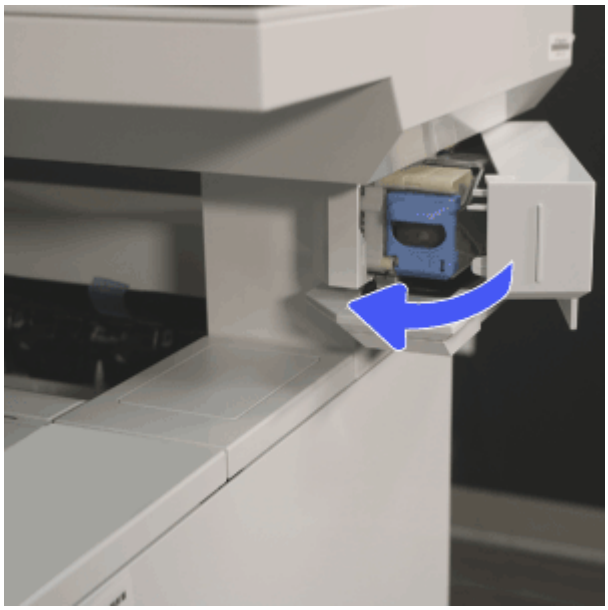
4. Remove staples from under the front of the cartridge.



5. Insert the staple cartridge into the stapler and press the colored handle toward the printer until it snaps into place.



6. Close the stapler door.



### Change jam recovery (touchscreen)

Use the following procedure to change jam recovery from a touchscreen control panel.

1. From the Home screen on the printer control panel, scroll to and touch the Settings button.
2. Open the General menu, and then open the Jam recovery menu.
3. Select one of the following options:
   - Auto – The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
   - Off – The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

     **NOTE:** Some pages can be lost if the printer runs out of paper while printing a duplex job with Jam Recovery set to Off.

   - On – The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed.

## Printer feeds incorrect page size

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

**Table 3-71 Printer feeds incorrect page size**

| Cause | Solution |
|---|---|
| The correct size paper is not loaded in the tray. | Load the correct size paper in the tray. |
| The correct size paper is not selected in the software program or printer driver. | Confirm that the settings in the software program and printer driver are correct, because the software program settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings. |

**Table 3-71 Printer feeds incorrect page size (continued)**

| Cause | Solution |
|---|---|
| The correct size paper for the tray is not selected in the printer control panel. | From the control panel, select the correct size paper for the tray. |
| The paper size is not configured correctly for the tray. | Print a configuration page to determine the paper size for which the tray is configured. |
| The guides in the tray are not against the paper. | Verify that the paper guides are touching the paper. |

## Printer pulls from incorrect tray

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

**Table 3-72 Printer pulls from incorrect tray**

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

## Printer will not duplex or duplexes incorrectly (duplex models)

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

**Table 3-73 Printer will not duplex (print 2-sided jobs) or duplexes incorrectly**

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

## Paper does not feed from Tray 2-X

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

**NOTE:** To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

**Table 3-74 Paper does not feed from Tray 2-X**

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

## Output is curled or wrinkled

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

**Table 3-75 Output is curled or wrinkled**

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

## The printer does not pick up paper

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

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

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

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

## The printer picks up multiple sheets of paper

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

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

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

Learn about MFP document feeder paper handling problems.

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

- Check to see if there are areas on the page that might have had staples removed. This can cause jams and/or mispicks.

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

## Paper does not feed automatically

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

**Table 3-76 Paper does not feed automatically**

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

# Image-quality troubleshooting

Learn about image-quality troubleshooting.

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

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

Image-quality problems are defined as:

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

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

- **Print-quality (PQ) problems**: See Print-quality troubleshooting.
- **Copy-quality (CQ) problems**: See Copy-quality troubleshooting.

### Get started troubleshooting image-quality problems

Print a demonstration page to identify the defect as a PQ (print engine ) or CQ (ISA) problem.

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

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

Enterprise printers

1. Select **Reports** > **Other pages**.
2. Select Demonstration Page.

Pro printers

1. At the printer, scroll to or select Setup.
2. Go to Reports, and then select Demonstration Page.

Does the demonstration page show any image-quality defects?

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

## Print-quality troubleshooting

Learn about the print-quality (PQ) troubleshooting.

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

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

## Print from a different software program

Try printing from a different software program.

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

## Check the paper-type setting for the print job

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

### Check the paper type setting on the control panel

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

1. Open and close the paper tray.
2. Follow the control panel prompts to confirm or modify the paper type and size settings for the tray.
3. Make sure the paper loaded meets specifications.
4. Adjust the humidity and resistance setting on the control panel to match the environment.
   a. Open the following menus:
      i. Settings
      ii. Copy/Print or Print
      iii. Print Quality
      iv. Adjust Paper Type
   b. Select the paper type that matches the type loaded in the tray.
   c. Use the arrows to increase or decrease the humidity and resistance setting.
5. Make sure the driver settings match the control panel settings.

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

### Check the paper type setting (Windows)

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

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

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

8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

### Check the paper type setting (macOS)

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

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

## Check toner-cartridge status

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

### Step one: Print the Supplies Status Page

The supplies status page indicates the cartridge status.

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

### Step two: Check supplies status

Check the supplies status report as follows.

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

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

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

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

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

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

## Print a cleaning page

Learn how to print a cleaning page.

### Print a cleaning page from a non-touchscreen control panel

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then press the OK button.
2. Use the arrow buttons to scroll to Maintenance, and then press the OK button.
3. Use the arrow buttons to scroll to Calibration/Cleaning, and then press the OK button.
4. Use the arrow buttons to scroll to Cleaning page, and then press the OK button.

**TIP:** Use this screen to set up automatic cleaning page intervals if desired.

5. Use the arrow buttons to scroll to Print (at the bottom of the control-panel display), and then press the OK button to print the cleaning page.

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

### Print a cleaning page from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
3. Touch Cleaning Page, and then touch the Print button to print the cleaning page.

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

**TIP:** Use this screen to set up automatic cleaning page intervals if desired.

## Check paper and the printing environment

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

### Step one: Use paper that meets HP specifications

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

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

### Step two: Check the environment

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

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

### Step three: Set the individual tray alignment

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. From the Home screen on the printer control panel, select the Settings menu.
2. Select the following menus:
   a. Copy/Print or Print
   b. Print Quality
   c. Image Registration
3. Select Tray, and then select the tray to adjust.
4. Select Print Test Page, and then follow the instructions on the printed pages.
5. Select Print Test Page again to verify the results, and then make further adjustments if necessary.
6. Select Done to save the new settings.

## Try a different print driver

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

Download a different print driver from the HP support Web site: http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP.

## Troubleshoot image defects

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

**Table 3-77 Image defects table quick reference**

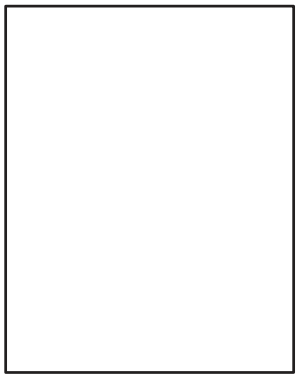
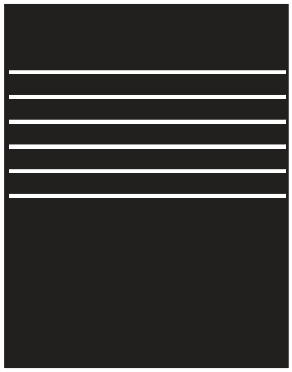
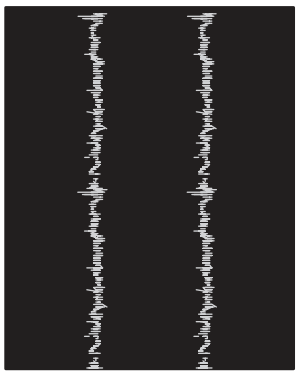
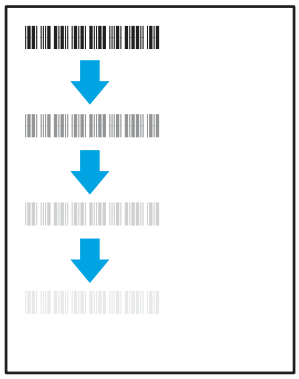
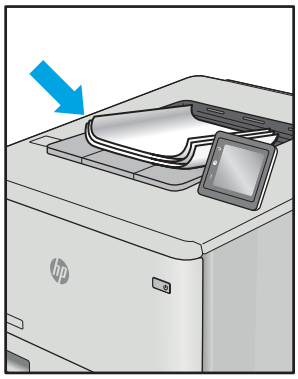
| Sample | Description | Possible solutions |
|---|---|---|
| Light print | Gray background or dark print | Blank page - no print |
|  |  |  |
| Black page | Banding defects | Streak defects |
|  |  |  |
| Fixing/fuser defects | Image placement defects | output defects |
|  |  |  |

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

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

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

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

**Table 3-78 Banding defects**

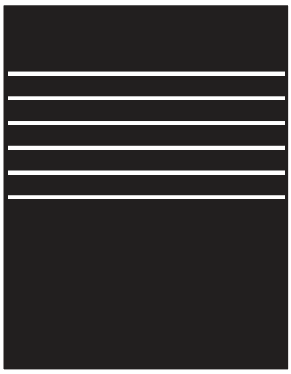
| Sample | Description | Possible solutions |
|---|---|---|
|  | Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content. |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

**Table 3-79 Black page**

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

**Table 3-80 Blank page – No print**

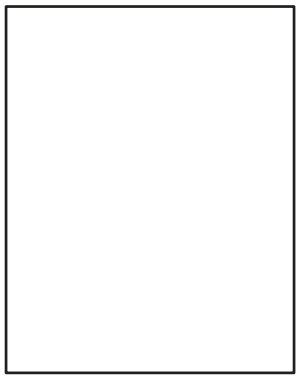
| Sample | Description | Possible solutions |
|---|---|---|
|  | The page is completely blank and contains no printed content. | 1. Make sure that the cartridges are genuine HP cartridges.<br>2. Make sure that the cartridge is installed correctly.<br>3. Print with a different cartridge.<br>4. Check the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

**Table 3-81 Fixing/fuser defects**

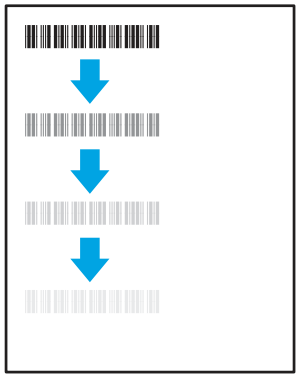
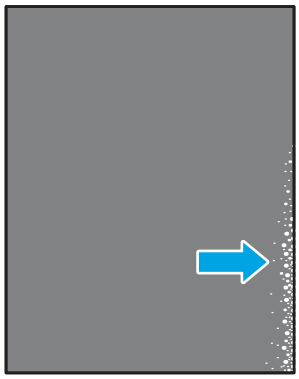
| Sample | Description | Possible solutions |
|---|---|---|
|  | Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence. | 1. Reprint the document.<br>2. Check the paper type in the paper tray and adjust the printer settings to match. If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

**Table 3-82 Gray background or dark print**

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

**Table 3-83 Image placement defects**

| Sample | Description | Possible solutions |
|---|---|---|
|  | The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path. | 1. Reprint the document.<br>2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides.<br>3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray.<br>4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.<br>5. If the issue persists, go to support.hp.com.<br>**NOTE:** For more information about resolving MFP skew problems, see HP LaserJet Enterprise MFP M631, M632, M633, HP LaserJet Managed MFP E62555, E62565, E62575, E62655, E62665, E62675 - Resolve skew on printed pages using the Skew Measurement process. |

**Table 3-84 Light print**

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

**Table 3-85 Output defects**

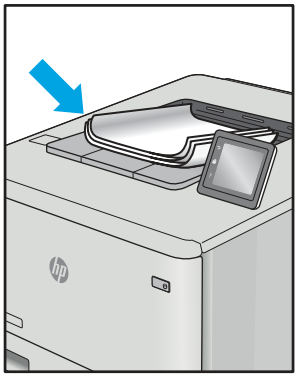
| Sample | Description | Possible solutions |
|---|---|---|
|  | Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible:<br>• **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or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

**Table 3-85 Output defects (continued)**

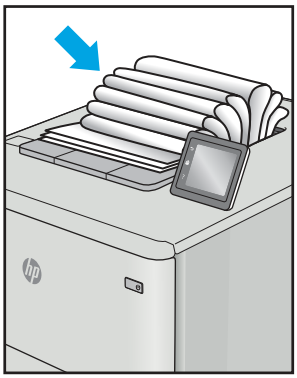
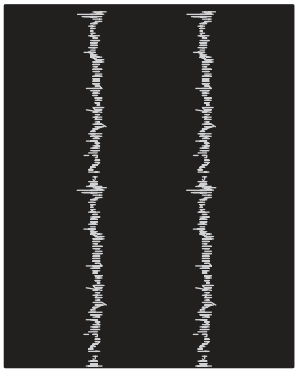
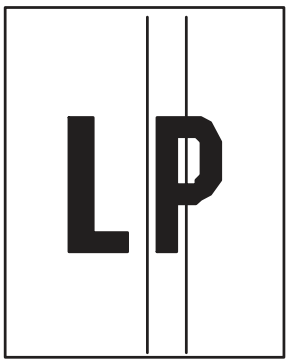
| Sample | Description | Possible solutions |
|---|---|---|
|  | The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect:<br>• Extreme paper curl<br>• The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

**Table 3-86 Streak defects**

| Sample | Description | Possible solutions |
|---|---|---|
|  | Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content. | 1. Reprint the document.<br>2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*.<br>3. If the issue persists, go to support.hp.com.<br>**NOTE:** Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels. |
|  | Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content. | 1. Reprint the document.<br>2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*.<br>3. Print a cleaning page.<br>4. Check the toner level in the cartridge.<br>5. If the issue persists, go to support.hp.com. |

# Copy-quality troubleshooting

Learn about copy-quality troubleshooting.

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

## Identify the location and type of the CQ problem

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

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

Document feeder isolation test

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

Flatbed isolation test

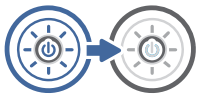
1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page on the flatbed glass, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the flatbed.
4. Compare the original and copied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

# Check the scanner glass for dirt and smudges

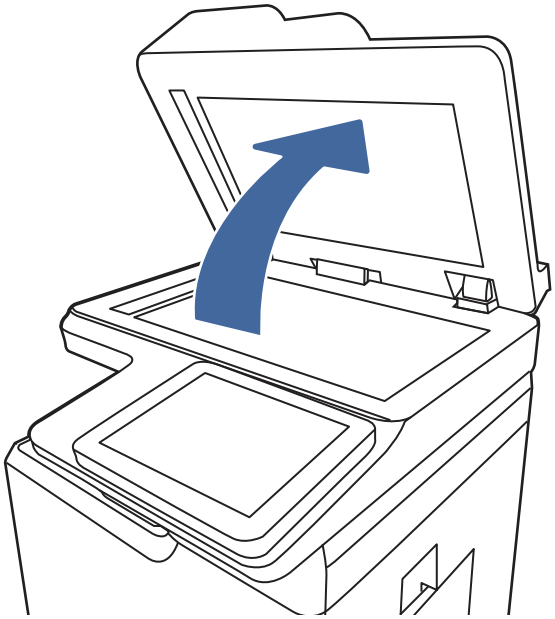
Learn about solving copy-quality debris problems.

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

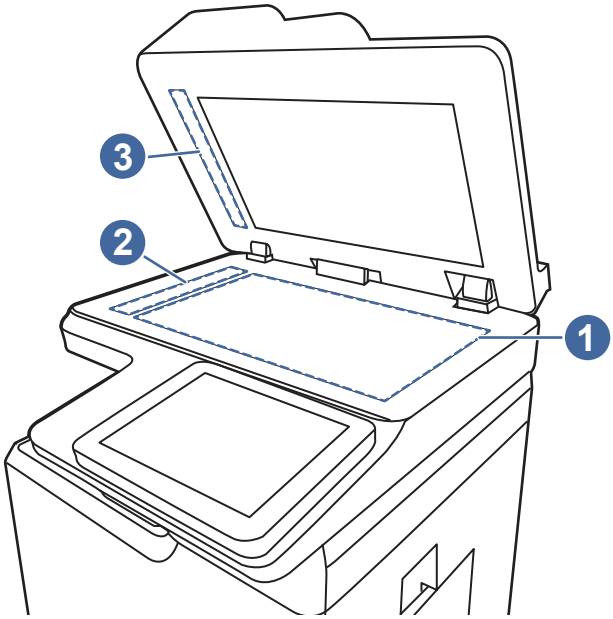
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



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

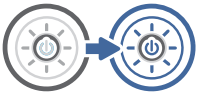



⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

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

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

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



## Vertical lines, bands, or streaks

Learn about vertical lines, bands, or streaks copy-quality problems.

Vertical lines or streaks appear on copies and/or scans in the same direction that the paper feeds when copying and/or scanning from the document feeder. Lines or streaks might be visible on the front and/or the back side of the page. Copies and/or scans from the flatbed glass look normal. Printouts also look normal.

The line or streak might be black or in color, and can also be present on fax or digital send output (for example, when using Scan to folder or Scan to email features.

**NOTE:** HP has determined that **99%** of all lines and streaks on copies made by feeding the original documents through the document feeder are caused by **debris on the document feeder glass strip**. Even small specks can cause the light reflected off the original to be distorted, resulting in a line, streak, or smudge on copies or scans made from the document feeder.

Even if the document feeder glass strip and/or flatbed glass has been wiped clean, the defect might persist. Persistent vertical lines, bands, or streaks when copying from the document feeder might mean that the debris causing the print quality are not readily visible and cannot be removed with a quick cleaning.

Use the procedures below to resolve persistent lines, bands, or streak copy-quality (CQ) problems.

### Locate debris and thoroughly clean the document feeder glass

1. Place a blank sheet of paper in the document feeder and mark an **X** in the lower right corner as shown.

**Figure 3-62 Load the document feeder**



2. Press the Start button to make a copy of the blank page.
3. Place the copied paper face-up on the flatbed glass with the **X** located as shown.

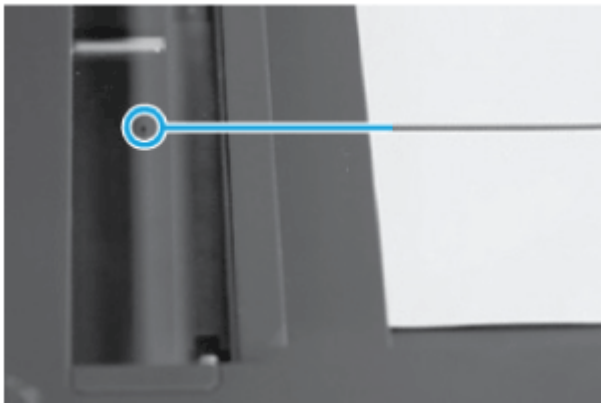
**NOTE:** Make sure the upper left corner of the copy is aligned with the upper left corner of the flatbed glass.

**Figure 3-63 Place the copy on the flatbed**



4. Follow the line or streak on the paper to the area on the document feeder glass that is causing the CQ problem.

**Figure 3-64 Identify the CQ defect location**



5. Use a fingernail to loosen any stubborn debris.

⚠ **WARNING!** Use only a fingernail. Other objects can scratch the document feeder glass.

Clean this specific area again (with a lint-free cloth dampened with water), and then dry the glass with a soft, lint-free cloth.

**Figure 3-65 Clean the glass**



6. Make another copy or scan to determine if the defect is gone.

## Modify printer settings to improve scan or copy quality

Learn about printer settings to improve scan or copy quality.

Optimize printer settings to potentially improve scan or copy quality.

**IMPORTANT:** The printer settings described in this section are firmware dependent and might not be available for a specific printer (for example, color adjustment settings do not apply to mono printers).

### Image Adjustment settings

**NOTE:** Settings > Print (SFP) or Copy/Print (MFP) > Image Adjustment > Background Cleanup.

Use the sliders to perform a Background Cleanup, adjust the image Darkness as well as changing the Sharpness and Contrast.

Use this feature to improve the overall quality of the copy (for example, adjusting the Darkness and Sharpness. Use the Background Cleanup setting to remove faint images from the background or to remove a light background color.

- Darkness: Adjust this setting to increase or decrease the amount of white and black in the colors.
- Contrast: Adjust this setting to increase or decrease the difference between the lightest and darkest color on the page.
- Background Cleanup: Adjust this setting if copying a faint image is a problem.
- Sharpness: Adjust this setting to clarify or soften the image. Increasing the sharpness might make text appear crisper, but decreasing it would make photographs appear smoother.

### Optimize Text/Picture settings

**NOTE:** Settings > Scan/Digital Send Settings > Optimize Text/Picture.

Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture.

Use this setting to optimize the output for a particular type of content.

- Mixed: Use to optimize the setting for text and for pictures.
- Text: Use to optimize the text portion of the copy when text and/or pictures are on the original.
- Printed picture: Use to optimize line drawing and preprinted images such as magazine clippings or pages from a book. If you see bands of irregular intensity on copies, try selecting Printed picture to improve quality.
- Photographs: Use to optimize photographic prints.

### Color/Black settings

**NOTE:** Settings > Scan/Digital Send Settings > Color/Black.

Use to enable or disable color scanning.(some highlighters will not auto detect as color).

- Automatically detect color or black: When pages without color are detected, the printer creates an image of the page in 1-bit black if other settings allow. If the other settings don't allow (File Type, for example), the image is in grayscale.

- Automatically detect color or gray: When pages without color are detected, the printer creates an image of the page in grayscale. Select this option for the best image quality for non-color pages.
- Color: Scans the documents in color.
- Black: Scans documents in black and white with a compressed file size.
- Black/Gray: Scans or prints documents in grayscale.

## Light or faint copies (color models)

Learn how to resolve light or faint copy-quality problems.

**Are you attempting to copy or scan highlighted text?**

**NOTE:** When digitally sending or copying highlighted images or text objects, the image might appear lighter than expected or does not show up at all with certain brands/types of highlighter pens.

Highlighters come in bright, often fluorescent colors. Fluorescent highlighter inks tend to reflect more light than that which is absorbed by the paper source. This reflection might cause the image to not show up as well as non-fluorescent colors depending upon the scanner/MFP being used.

The most common color for highlighters is yellow, but many other colors are also found such as pink, blue, green, orange, and purples. Yellow is often the preferred color to use when making a photocopy as it tends to not produce as much of a shadow on copies or scans.

There are different color and ink properties depending upon the brand of highlighters used. Due to these differences, scanning of the images might vary greatly from not being seen at all to changing colors (for example, orange highlighter might appear brown in the copy or scan or yellow highlighter might appear green).

### Automatic color detect

HP has a feature in all FutureSmart (LaserJet Enterprise Series only) printers which automatically detects color on each page. Depending upon the amount of color information on a page, the scanner might determine the page to be black and white due to a very, very small amount of color which might be considered background artifacts. This helps to reduce the file size of sent files as well as toner usage on a copied page. You might see small highlighted marks on pages print out in black and white or even disappear.

The black and white effect is due to the printer not seeing enough color on the page, in which case the whole image is rendered as a black and white page. The highlighted mark disappearing might be due to the marker characteristics not being detected by the scanner.

### Does the printer have the latest firmware version installed?

No or I don't know.

A Firmware enhancement has been introduced for certain LaserJets to help with the reproduction of highlighted images.

**NOTE:** Some Multifunction Printers (MFPs) using FutureSmart firmware v3.5.3 or later have improved color reproduction of fluorescent highlighters when scanning or copying.

Use the following steps to identify the installed firmware version, and then upgrade the firmware if needed.

1. Print a configuration page (from the printer control panel).

2. On the printed configuration page look in the section marked **Device Information**, and then identify the **Firmware Datecode** and **Firmware Revision**.

   This is the current version of firmware installed on this printer.

3. In the US, go to http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP.

   a. Select **Get drivers, Software, and Firmware**, and then select the appropriate product by name.

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

   b. Select the driver language and operating system.

   c. Locate the firmware download. If the firmware version is more recent than the one shown on the printed configuration page, select **Download**.

4. Outside the U.S., go to www.hp.com/support.

   a. Select your country/region.

   b. Select **Drivers & Downloads**.

   c. Enter the product name in the **Find my product** dialogue box, and then select **Go**.

   **TIP:** Click on the **How do I find my product name/number?** link to see a short video on identifying the printer name and number.

   d. Select the appropriate product by name.

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

   e. Select the driver language and operating system.

   f. Locate the firmware download. If the firmware version is more recent than the one shown on the printed configuration page, select **Download**.

5. Perform a firmware upgrade. See the *Firmware upgrades* topic in the product service manual.

6. When the upgrade process is complete, print a configuration page and verify that the upgrade firmware version was installed.

Yes

These procedures help provide settings which affect the way highlighters are scanned or copied. A firmware enhancement is available for certain printers that helps with the reproduction of highlighted images.

- **Enable Firmware Enhancement**

  1. From the Home screen, select the desired scanning application (for example, Copy, E-Mail, Save to Network Folder).

2. Select More Options > Optimize Text/Picture > Text button (not slider). This enables the improved color reproduction of fluorescent highlighters.

**TIP:** Administrators can set Text as the default setting on the device.

- **Alternative Settings**

  See Modify printer settings to improve scan or copy quality for more information.

# Performance and connectivity troubleshooting

Learn about performance and connectivity troubleshooting.

## Solve performance problems

Review the following information and procedures to solve performance problems.

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

HP recommends using Tray 1 or Tray 2 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1 and Tray 2, or for print jobs that require media other than 75-80gsm (20lb) plain paper.

### Factors affecting print performance

Review the following information about factors affecting print performance.

**NOTE:** To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

**Table 3-87 Solve performance problems**

| Problem | Cause | Solution |
|---|---|---|
| Pages print but are totally blank. | The document might contain blank pages. | Check the original document to see if content is present on all of the pages. |
| Pages print but are totally blank. | The printer might be malfunctioning. | To check the printer, print a Configuration page. |
| Pages print but are totally blank. | Make sure that the printer is not feeding multiple pages (especially if very thin paper is used). | Make sure that the paper meets HP specifications for this printer.<br><br>For a complete list of specific HP-brand paper that this printer supports, go to http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP. |

**Table 3-87 Solve performance problems (continued)**

| Problem | Cause | Solution |
|---|---|---|
| Pages print very slowly.<br><br>**NOTE:** Some software programs process print jobs slowly. | Heavier paper types can slow the print job. | Print on a different type of paper. |
| Pages print very slowly.<br><br>**NOTE:** Some software programs process print jobs slowly. | Complex pages can print slowly. | Proper fusing might require a slower print speed to ensure the best print quality. |
| Pages print very slowly.<br><br>**NOTE:** Some software programs process print jobs slowly. | Large batches, narrow paper, and special paper such as gloss, transparency, cardstock, and HP Tough Paper can slow the print job. | Print in smaller batches, on a different type of paper, or on a different size of paper. |
| Pages did not print. | The printer might not be pulling paper correctly. | Make sure paper is loaded in the tray correctly. |
| Pages did not print. | The paper is jamming in the printer. | Clear the jam. |
| Pages did not print. | The USB cable might be defective or incorrectly connected. | • Disconnect the USB cable at both ends and reconnect it.<br>• Try printing a job that has printed in the past.<br>• Try using a different USB cable. |
| Pages did not print. | Other devices are running on the host computer. | The printer might not share a USB port. If an external hard drive or network switchbox is connected to the same port as the printer, the other device might be interfering with the printer. To connect and use the printer, disconnect the other device or use two USB ports on the host computer. |
| Pages did not print. | The print job might not have arrived at the printer. | Check the printer status queue. Also, the Printing message should appear on the control panel display. |

## Print speeds

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

- Page formatting time

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

- Media size

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

- Media mode

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

- Printer temperature

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

- Other print speed reduction factors

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

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

## The printer does not print

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

**NOTE:** To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

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

6. If a personal firewall system on the computer is used, it might be blocking communication with the printer. Try temporarily disabling the firewall to see if it is the source of the problem.

7. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

### The printer prints slowly

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

1. Make sure the computer meets the minimum specifications for this printer. For a list of specifications, go to this Web site: http://www.hp.com/support/lj5500n/dn, http://www.hp.com/support/X50000dn, www.hp.com/support/ljX50000dnMFP, www.hp.com/support/lj5600dn/fMFP, www.hp.com/support/lj5600zfwMFPwww.hp.com/support/ljX53052zMFP.

2. When the printer is configured to print on some paper types, such as heavy paper, the printer prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.

3. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

## Solve connectivity problems

Review the following information and procedures to solve connectivity problems.

### Solve USB connection problems

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.65 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

### Solve wired network problems

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

#### Introduction

Learn about solving wired network problems.

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

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

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

**NOTE:** To print using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

### Poor physical connection

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

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

### The computer is using the incorrect IP address for the printer

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

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.

   **NOTE:** To print a configuration page using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the printer and then add it again.

### The computer is unable to communicate with the printer

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

1. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer.
      - For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
      - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
   b. Type `ping` followed by the IP address for your printer.
   c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network.

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

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

### New software programs might be causing compatibility problems

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

### The computer or workstation might be set up incorrectly

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

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

### The printer is disabled, or other network settings are incorrect

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

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

   **NOTE:** To print a configuration page using an HP Plus printer, the printer must have genuine original HP toner cartridges installed, must have an ongoing internet connection and an active HP Plus account (for more information, go to hp.com/plus).

2. Reconfigure the network settings if necessary.

# 4 Removal and replacement

When servicing the printer, several items must be considered to ensure a successful repair and to avoid damage to the printer or personal injury. Learn about these considerations and find detailed instructions for removing and replacing printer parts.

## Safety and support guidelines when using the printer

Learn how to use your printer safely and review the information required when contacting HP support for printer assistance.

### Safety precautions

Follow these safety protocols when handling or repairing the printer.

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

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

**WARNING:** Hazardous voltages exist within the product.

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

Follow these precautions always:

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

#### Warnings and Cautions

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

#### Electrical precautions

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

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

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

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

- Unplug the power cord when disassembling or assembling the printer.

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

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

## Electrostatic Discharge (ESD) precautions

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

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

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

  - **CAUTION:** 
    

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

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

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

## Handling toner

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

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

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

### Lifting equipment

Follow the recommendations for lifting or moving your printer.

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

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

### Safety measures during disassembling or reassembling

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

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

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

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

### Ingestion hazards

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

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

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

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

### Laser radiation hazards

The printer is certified as a Class 1 laser product.

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

### Mechanical hazards

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

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

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

### Thermal hazards

**Caution: Inspection before repair for fuser**

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

## Contact HP Support

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

### Before contacting HP Support

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

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

### Information required when contacting HP Support

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

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

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

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

### Phone support

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

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

# Introduction

Learn the overall process for troubleshooting failures and replacing parts, as well as items of note related to installing and tracking printer supplies

Repair normally begins by using the printer internal diagnostics and the following two-step process:

1. Isolate the problem to the major system (for example, the network, the server, or the printer).
2. Identify the cause of failures according to the troubleshooting section in the printer service manual, and follow the disassembly procedures to replace the defective parts or the consumable parts.

After locating a faulty part, the printer can usually be repaired at the assembly level by replacing the field replaceable unit (FRUs). HP does not support replacement of components on the printed circuit assemblies (PCAs).

The user replaces supplies (cartridges) as they are depleted. Additional instructions about other user-replaceable parts are provided in this section.

The printer tracks the amount of use on the customer-replaceable supplies by keeping a page count. The printer prompts the user to replace certain items when a supply is depleted or a specific number of pages have been printed.

Swapping supplies between products might be necessary in some test scenarios. However, this might cause a misrepresentation of supply life values, and is not recommended.

# Order parts, accessories, and supplies

Find information about ordering parts and supplies for the printer.

## Ordering

Order parts by authorized service providers.

**Table 4-1 Ordering**

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

## Orderable parts

Not all of the parts shown in the exploded assembly diagrams are orderable parts.

Refer to the tables following the diagrams or the alphabetical/numerical parts lists to determine if a part is orderable.

## Supplies and accessories

Learn about the supplies and accessories that are available for the printer.

To order cartridges, visit http://www.hp.com (some portions of the HP Web site are available in English only). Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information about ordering by telephone, locating a local store, and printing a shopping list.

In addition, go to hp.com/supplies to obtain information about purchasing HP products in your country/region.

Use only the replacement cartridges that have the same cartridge number as the cartridge that is being replaced. Find the cartridge number in the following places:

- On the label of the cartridge that is being replaced.
- On a sticker inside the printer. Open the cartridge door to locate the sticker.

- Open the printer software (**HP Printer Assistant**), and then click **Shop** and then select **Shop For Supplies Online**.
- Open the HP Embedded Web Server (EWS), and then click **Tools** and then select **Supply Status** (under the **Product Information** item).

**Table 4-2 Part numbers for toner cartridges**

| Item | Cartridge number | Part number |
|---|---|---|
| HP 159A Black Original LaserJet Toner Cartridge | 159A | W1590A |
| HP 159X Black Original LaserJet Toner Cartridge | 159X | W1590X |
| HP 159Y Black Original LaserJet Toner Cartridge | 159Y | W1590Y |
| HP 1590YC Black Contract LaserJet Toner Cartridge | NA | W1590YC |
| HP W9087MC Black Managed LaserJet Toner Cartridge | NA | W9087MC |
| HP W9187MC Black Managed LaserJet Toner Cartridge | NA | W9187MC |

**Table 4-3 Accessories**

| Description | Part number |
|---|---|
| HP LaserJet 550 Sheet Paper Tray | 6C7M6A |
| HP LaserJet 3x550 Sheet Paper Feeder | B01KLA |
| HP LaserJet 550 Sheet Paper Tray with Storage Stand | B01KTA |
| HP LaserJet Envelope Feeder Kit | B01KSA |
| HP MFP Analog Fax 702 Accessory | 1M0Q0A |
| HP MFP Analog Fax 703 Accessory (Korea Only) | 1M0Q1A |
| SSD 256GB Kit SED/TAA M.2 NVMe, Universal Kit | 766R7A |
| HP LaserJet 512GB M.2 2280 NVMe CCC/FIPS/TAA Solid State Drive | B18J1A |
| HP Removable Hard Drive Enclosure | 2NR12A |
| HP Accessibility Kit | 2TD64A |
| HP Printing Voice Assistant | 478C2A |
| HP Foreign interface harness (FIH) | B5L31A |
| HP Jetdirect LAN Accessory Module | 8FP31A |
| HP Legic Card USB Reader | 4QL32A |
| HP USB Universal Card Reader | X3D03A |
| HP Internal USB Expansion Kit | 4XN67A |
| HP LaserJet Workflow Accelerator Card | 1M0Q5A |

## Customer self-repair parts

Learn about printer customer self-repair parts.

Customer self-repair (CSR) parts are available for many HP LaserJet printers to reduce repair time.

**NOTE:** More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- Parts listed as **A**: Easy
- Parts listed as **B**: Difficult and/or requires tools

**Table 4-4 Customer self-repair (CSR) parts**

| Kit name | Description | CSR level | Part number |
|---|---|---|---|
| Control Panel kit (8 inch) | Control panel 23.3 cm (8 in) | A | 6QN37-60102 |
| Control Panel kit (10.1 inch) | Control panel 25.6 cm (10.1 in) | A | 6QN35-60129 |
| Secondary transfer roller kit | Roller, Transfer | A | RM3-1711-000CN |
| Tray 1 kit, paper pick-up roller | Roller, Pick-up MP, tray 1 | A | RL3-0389-000CN |
| Tray 1 kit, separation pad | Pad, Multipurpose separation, Tray 1 | A | RL2-0657-000CN |
| Tray 2 kit, paper pick-up roller | Pick-up Roller assembly | A | RM3-1080-000CN |
| Tray 2 kit, separation roller | Separation roller assembly | A | RM3-1081-000CN |
| 110V Fuser kit<br>5601, 5602, X52952, X53052 Only | Fixing assembly 110V | A | RM2-4928-000CN |
| 220V Fuser kit<br>5601, 5602, X52952, X53052 Only | Fixing assembly 220V | A | RM2-4929-000CN |

# Removal and replacement (5501, 5502, X50352, X50452) ( MFP 5601, 5602, X52952, X53052)

Learn about repair and replacement procedures for the 5501, 5502, X50352, X50452 and MFP 5601, 5602, X52952, X53052 printers.

## Customer self-repair (CSR) A parts and accessories

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

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

### Removal and replacement: Tray 1 (MP tray) pickup roller

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

View a video of how to remove and replace the Tray 1 pickup roller.

Mean time to repair: 5 minutes

Service level: Basic

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-5 Part information**

| Part number | Part description |
|---|---|
| RL3-0389-000CN | Roller, Pick-up MP, tray 1 |

## Required tools

- No special tools are needed 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

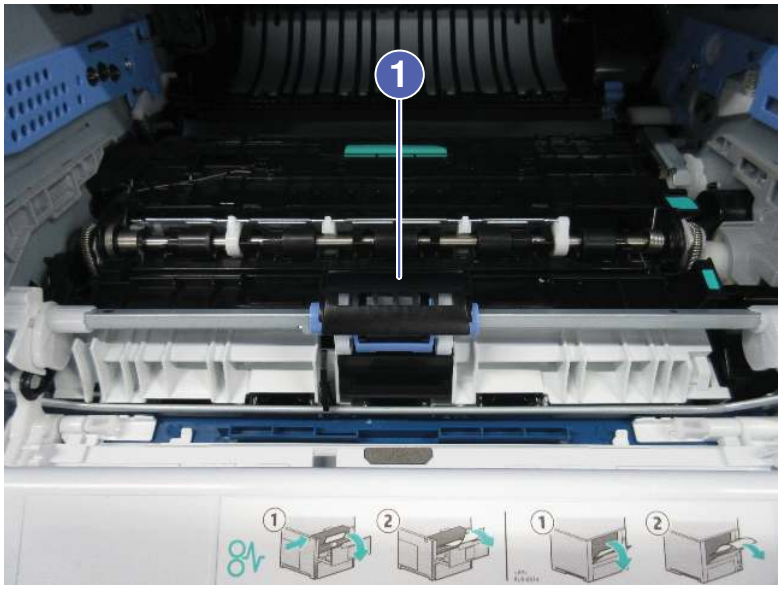
No post service test is available for this assembly.

### 1. Remove the Tray 1 pickup roller

Follow these steps to remove the Tray 1 pickup roller.

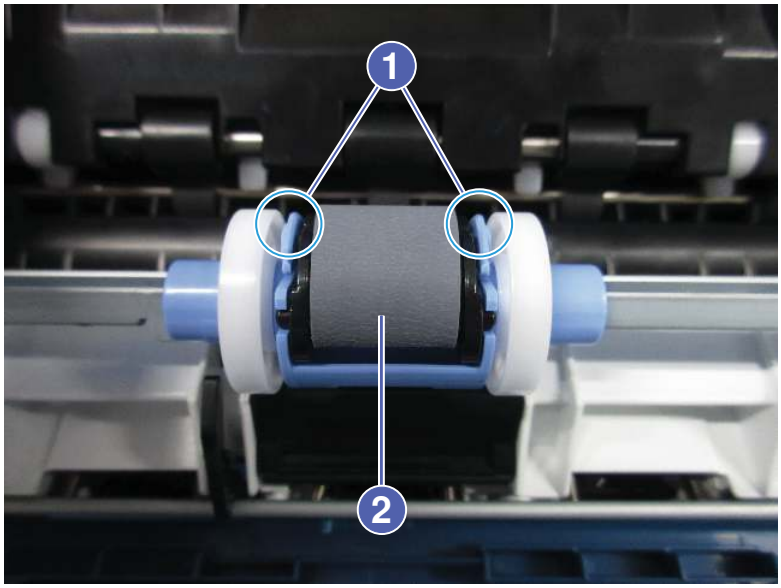
1. Press the release button on the printer to open the toner cartridge door.
2. Open the roller cover (callout 1).
   a. Locate the tab on the side.
   b. Use the tab to lift the shield covering the rollers.

**Figure 4-1 Open roller cover**




3. Push the tabs (callout 1) on either side of the Tray 1 pickup roller.
4. Remove the Tray 1 pickup roller assembly (callout 2).

**Figure 4-2 Remove roller 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.

## Removal and replacement: Tray 1 separation pad

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

View a video of how to remove and replace the Tray 1 separation pad.

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-6 Part information**

| Part number | Part description |
|---|---|
| RL2-0657-000CN | Pad, Multipurpose separation, Tray 1 |

## Required tools

- No special tools are needed 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

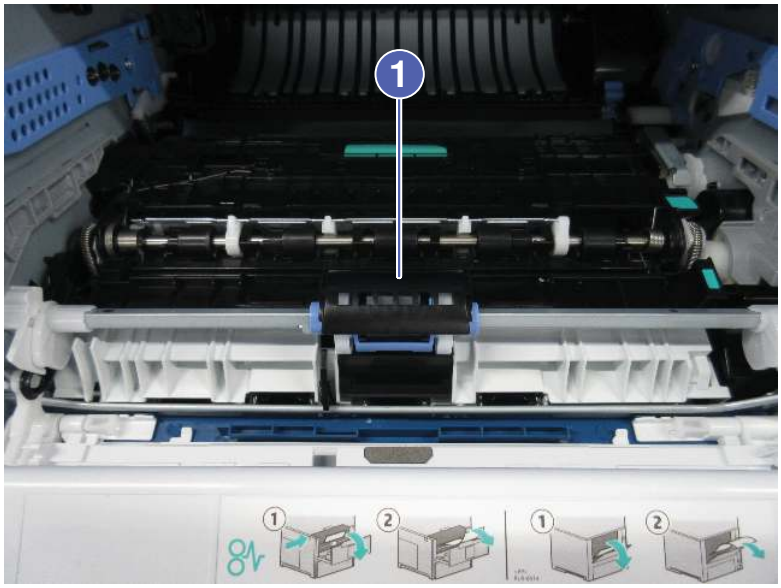
No post service test is available for this assembly.

## 1. Remove the Tray 1 pickup roller

Follow these steps to remove the Tray 1 pickup roller.

1. Press the release button on the printer to open the toner cartridge door.
2. Open the roller cover (callout 1).
   a. Locate the tab on the side.
   b. Use the tab to lift the shield covering the rollers.

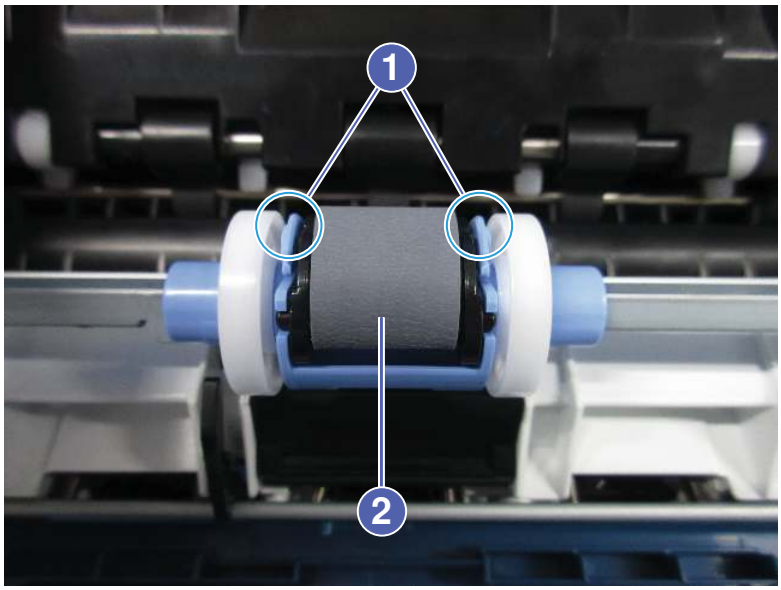
**Figure 4-3 Open roller cover**




3. Push the tabs (callout 1) on either side of the Tray 1 pickup roller.

4. Remove the Tray 1 pickup roller assembly (callout 2).

**Figure 4-4 Remove roller assembly**

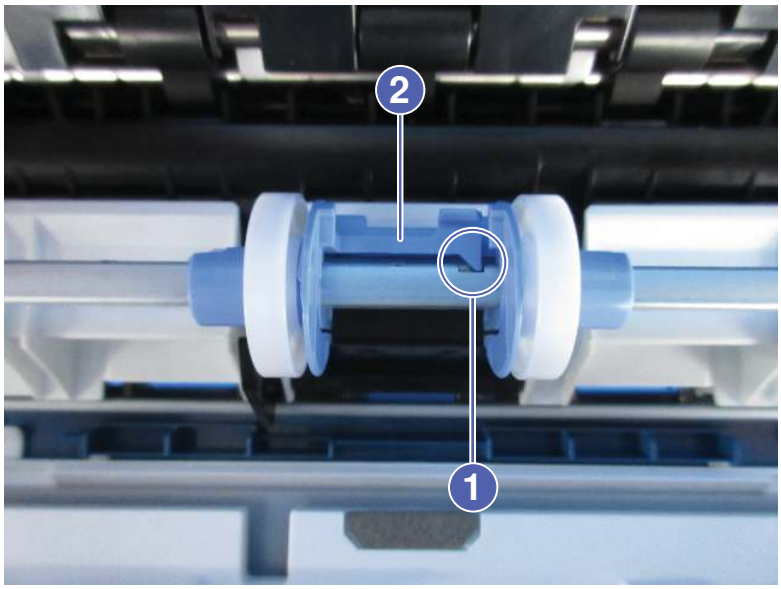



## 2. Remove the Tray 1 separation pad

Follow these steps to remove the Tray 1 separation pad.

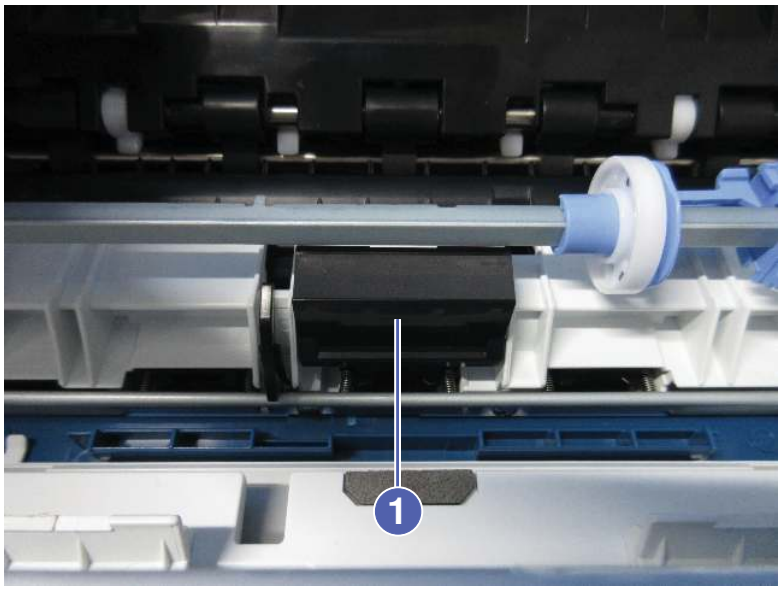
1. Release the locking tab (callout 1) and slide the Tray 1 pickup roller holder (callout 2) to the right.

**Figure 4-5 Release tab**



2. Lift the Tray 1 separation pad assembly (callout 1) upward to remove it.

**Figure 4-6 Remove separation pad**




### 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: Trays 2-x separation roller assembly

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

View a video of how to remove and replace the Tray 2 separation and pickup rollers.

Mean time to repair: 15 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-7 Part information**

| Part number | Part description |
|---|---|
| **Separation roller assembly** | RM3-1081-000CN |

### Required tools

- No special tools are needed 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

No post service test is available for this assembly.

### 1. Remove the Tray 2 pickup roller assembly

Follow these steps to remove the Tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.

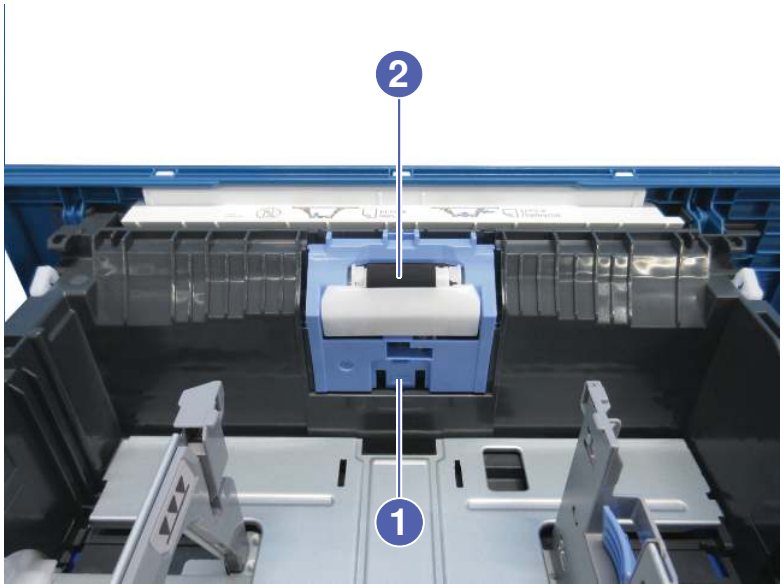
**CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

**Figure 4-7 Remove tray**



2. While pushing the tab (callout 1), hold up the Tray 2 separation roller assembly (callout 2) to remove it.

**Figure 4-8 Push tab and remove roller 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.

## Removal and replacement: Trays 2-x pickup roller assembly

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

View a video of how to remove and replace the Tray 2 separation and pickup rollers.

Mean time to repair: 15 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-8 Part information**

| Part number | Part description |
|---|---|
| RM3-1712-000CN | Paper pick-up roller assembly |

## Required tools

- No special tools are needed 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

No post service test is available for this assembly.

## 1. Remove the Tray 2 pickup roller assembly

Follow these steps to remove the Tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.

> ⚠ **CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

**Figure 4-9 Remove tray**

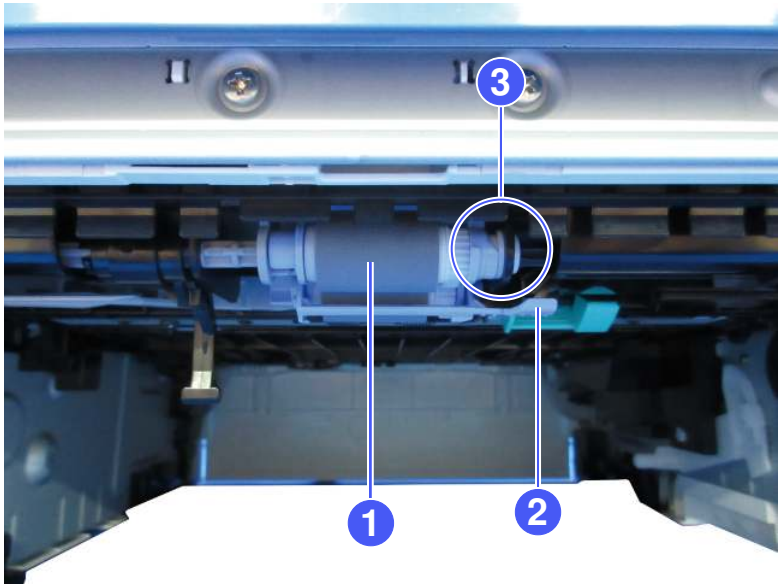


2. Remove the Tray 2 pickup roller assembly.
   a. Locate the Tray 2 pickup roller assembly (callout 1).

b. Press the tab on the bottom roller (callout 2) while sliding the roller to the left to release it (callout 3).

c. Lower the roller downward to remove it.

**Figure 4-10 Remove roller 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.

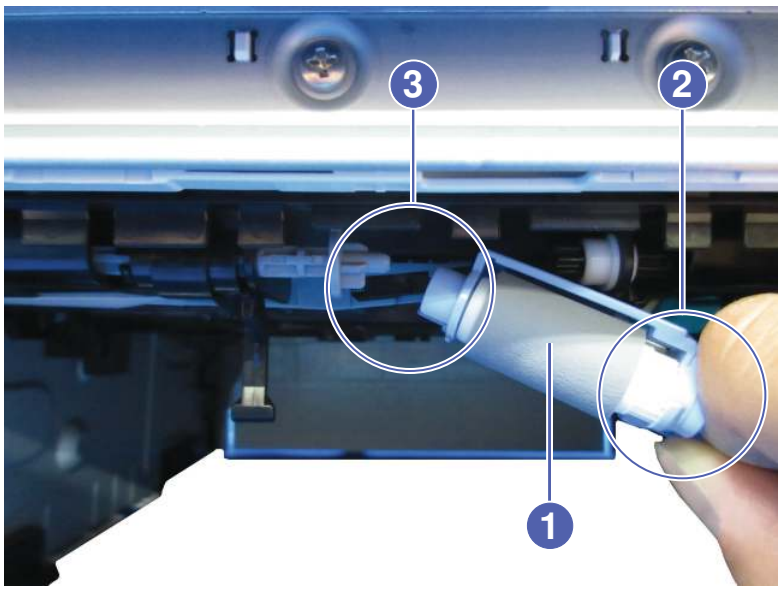
3. To install an assembly, reverse the removal steps.

**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.

### 3. Install the Tray 2 pickup roller assembly

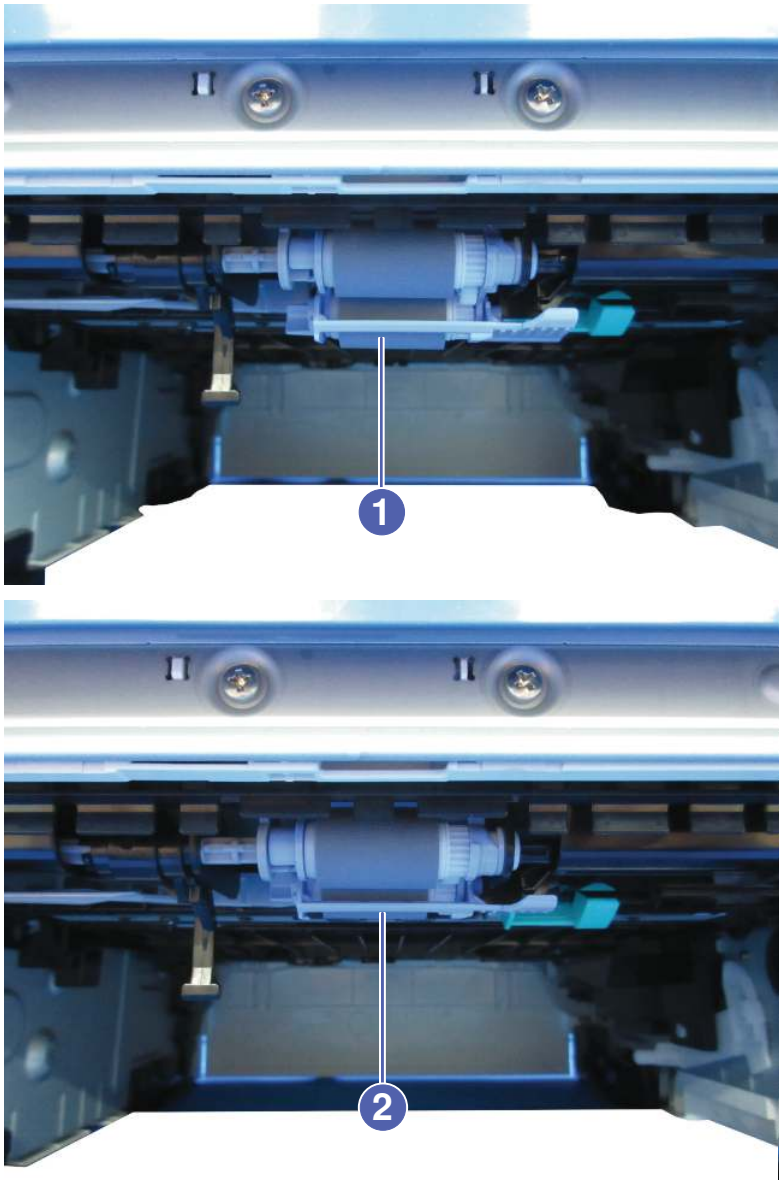
Follow these steps to install the Tray 2 pickup rollers.

1. Hold the tab (callout 2) of the Tray 2 pickup roller assembly (callout 1) and insert it into the slot (callout 3) on the left side.
2. Ensure the Tray 2 pickup roller assembly is firmly seated.



3. If the paper pickup roller (inner side) is in the lower position (callout 1), push it up from the bottom to set it to the correct position (callout 2).

**Figure 4-11 Roller in lower position**




4. Reinstall the tray.

## Removal and replacement: Transfer roller assembly

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

View a video of removing and replacing the secondary transfer roller

Mean time to repair: 5 minutes

Service level: Basic

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-9 Part information**

| Part number | Product number | Part description |
|---|---|---|
| **RM3-1711-000CN** | C35T5A | Roller, Transfer |

## Required tools

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

## After performing service

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

## Post service test

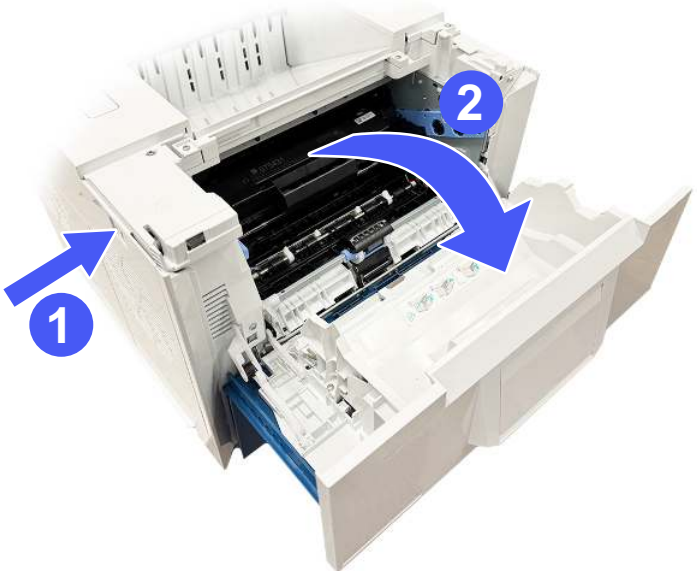
No post service test is available for this assembly.

### 1. Remove the secondary transfer roller

Follow these steps to remove the secondary transfer roller:

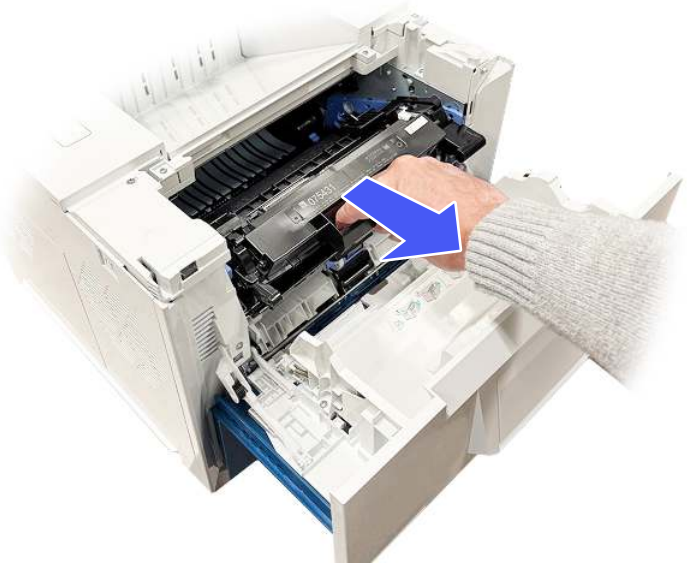
1. Press the release button on the printer to open the toner cartridge door (callout 1) and then lower the door (callout 2).

**Figure 4-12 Open-access door**




2. Remove the toner cartridge.

**Figure 4-13 Remove the toner cartridge**



3. Release the transfer roller.
   a. Locate the transfer roller (callout 1).
   b. On the right side of the access area, pull up the tab (callout 2) to release the transfer roller.
   c. Use the tab to lift the transfer roller up and to remove it.

**Figure 4-14 Release transfer roller**

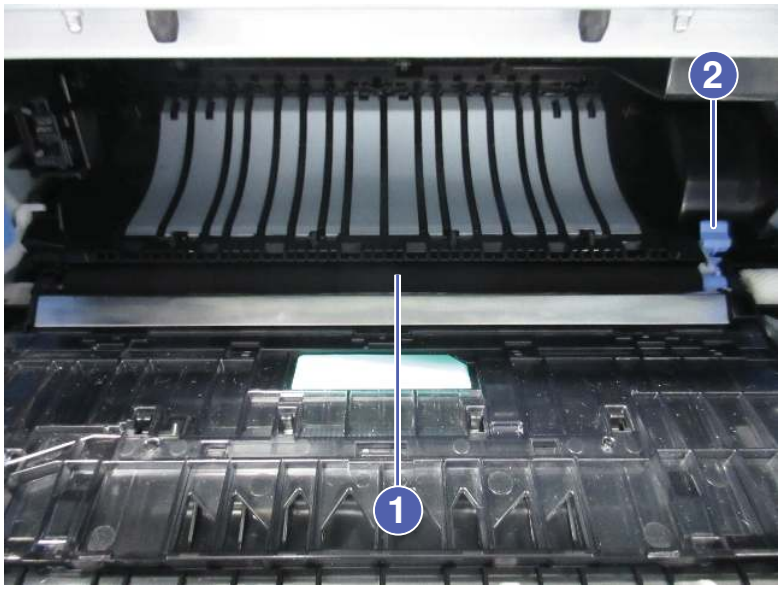
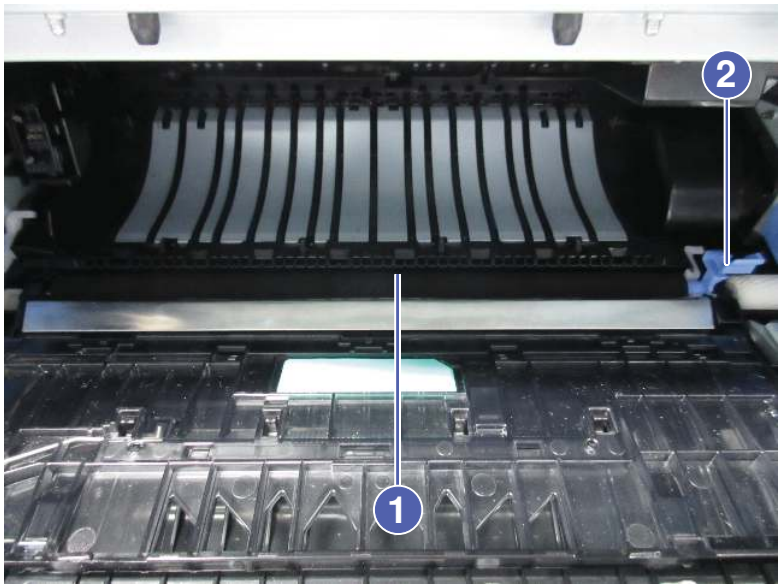



**Figure 4-15 Remove transfer roller**



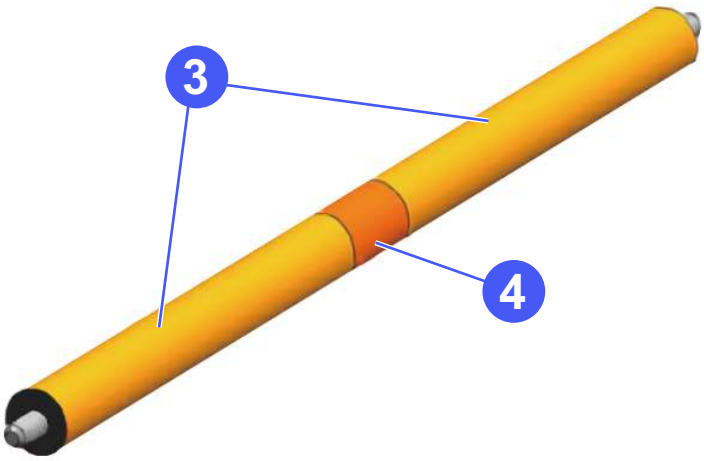

4. Use the following guidelines for the assembling process:

   a. Handle the replacement transfer roller (callout 1) with the protective sheet (callout 3) attached to prevent foreign matter from adhering to the sponge surface.

   b. Attach the bushing (callout 2) to the transfer roller before installation.

   c. After installing the transfer roller, remove the tape (callout 4) and pull out the protective sheet.

**Figure 4-16 Install the transfer roller**




## 2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Control panel 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the control panel.

View a video of how to remove and replace the control panel.

Mean time to repair: 1 minute

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-10 Part information**

| Part number | Part description |
|---|---|
| **6QN37-67003** | 8" touch MFP CP |
| **6QN35-67037** | 10" touch MFP CP (Flow Models ONLY) |

### Required tools

- No special tools required.

### After performing service

#### Turn the printer power on

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

### Post service test

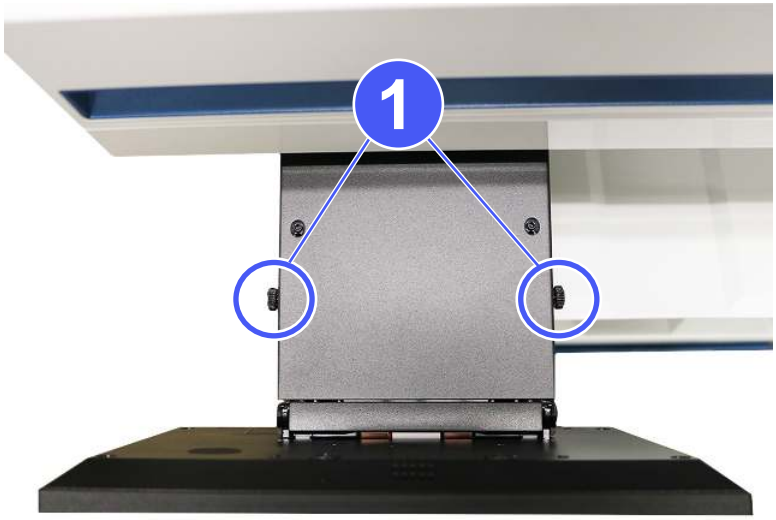
No post service test is available for this assembly.

### 1. Remove the control panel

Follow these steps to remove the control panel.

1. Pull the control panel out and tilt it up.
2. Remove the two thumbscrews (callout 1) on the control panel arm.
3. Remove the control panel by pulling it out and away from the printer.

**Figure 4-17 Remove 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: ADF rollers

Learn about removing and replacing the document feeder rollers.

View a video of removing and replacing the document feeder rollers.

### Before performing service

Use the table below to identify the correct part number for your printer, and then go to https://parts.hp.com/hpparts to order the part.

**Table 4-11 Part information**

| Product Number | Service Part Number | Part description |
|---|---|---|
| 6H121A | 6H121-67001 | ADF Pick/Sep Roller Kit (5xxx Series) |

### Required tools

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

### Post service test

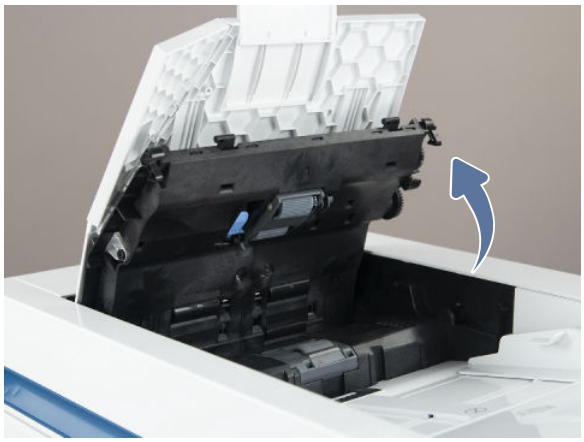
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

#### 1. Remove the ADF pickup and feed roller assembly

Follow these steps to remove the ADF pickup and feed roller assembly.

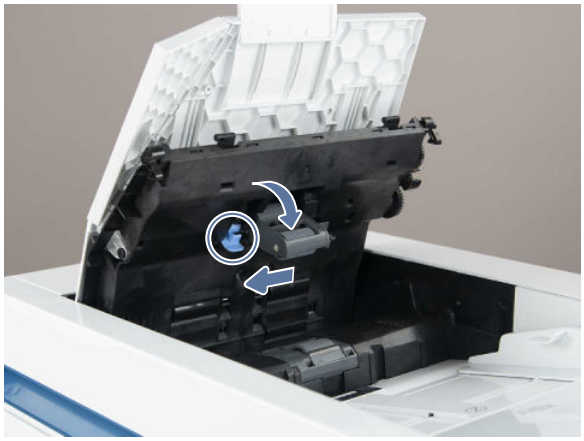
1. Open the document-feeder jam access door.

**Figure 4-18 Open the document-feeder jam access door**



2. Release the blue locking arm to drop the assembly down. Slide the pickup and feed roller assembly to the left, and then pull it away from the document feeder to remove it.

**Figure 4-19 Release the blue locking arm**

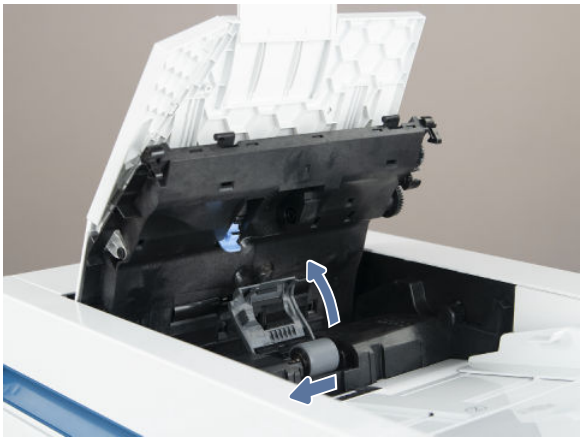


## 2. Remove the ADF separation roller

Follow these steps to remove the ADF separation roller.

- Lift the roller cover up and then slide the roller toward the front of the printer to remove it.

**Figure 4-20 Release the separation roller 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 part.

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

2. Unpack the replacement part from the packaging.

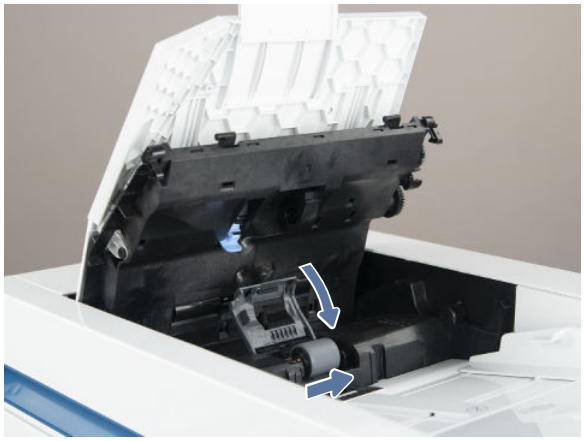
**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

### 4. Install the ADF separation roller

Follow these steps to install the ADF separation roller.

- Lower the separation roller into the document feeder, slide it to the right to install it, and then bring the cover down over the roller and snap it into place.

**Figure 4-21 Install the ADF separation roller**

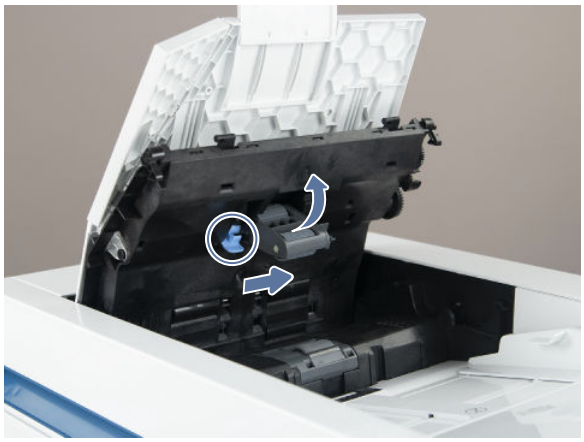


### 5. Install the ADF pickup and feed roller assembly

Follow these steps to install the pickup and feed roller assembly.

- Position the pickup and feed roller assembly in the document feeder, slide the assembly to the right to seat it in the ADF, and then push the lever up to lock the roller assembly in place.

**Figure 4-22 Install the ADF pickup and feed roller assembly**



## HP LaserJet Enterprise 5501, 5502, X50352, X50452, 6500, 6501, X60257, X60357, MFP 5601, 5602, 6600, X52952, X53052, X62757 - Installing the HP LaserJet 1x550 Sheet Paper Tray

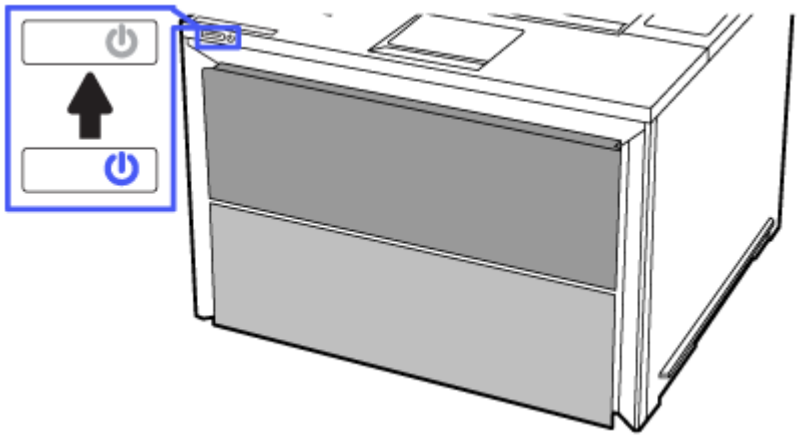
This document provides instructions for installing the 1x550 sheet paper tray.

### 1. Install the 1x550 sheet paper tray accessory

This document provides the procedure to install the 1x550 sheet paper tray.

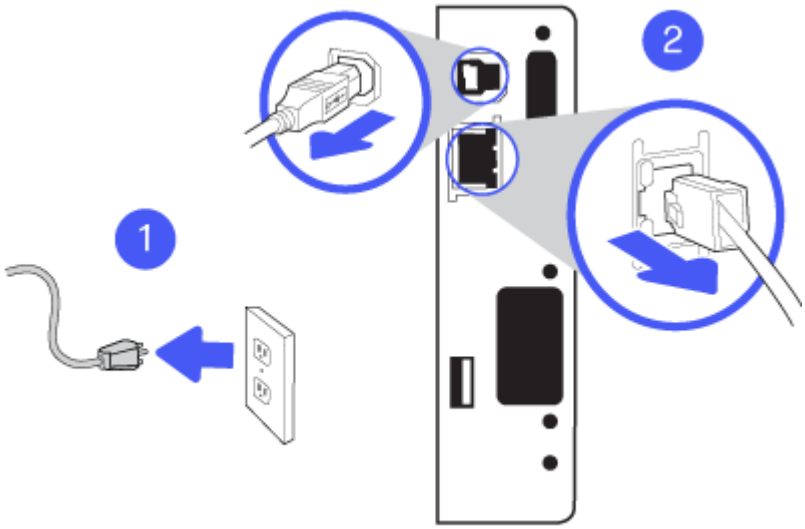
1. Turn the printer power off.

**Figure 4-23 Turn off the printer**



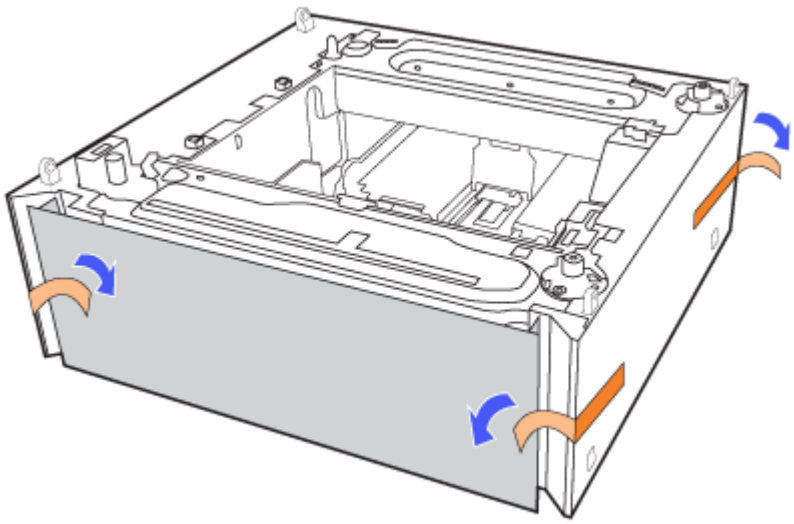
2. Unplug the power cable (callout 1) and remove any cables installed (callout 2).

**Figure 4-24 Disconnect the cables**



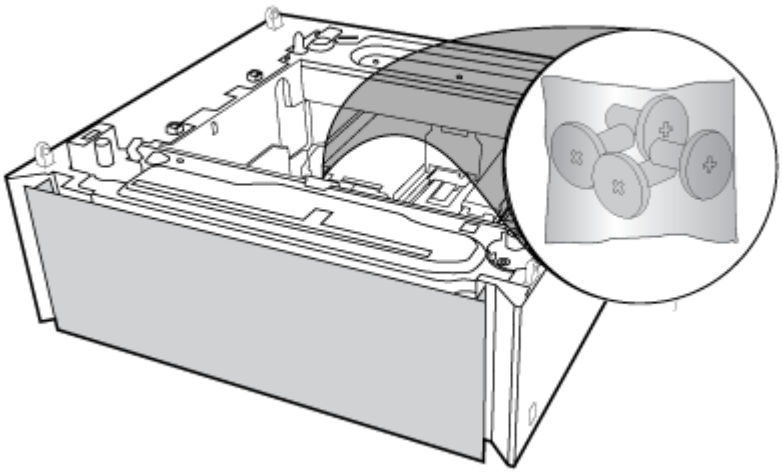
3. Remove the tape and shipping restraint from the accessory tray.

**Figure 4-25 Remove the tape**



4. Remove the locking from the tray.

**Figure 4-26 Remove locking screws**

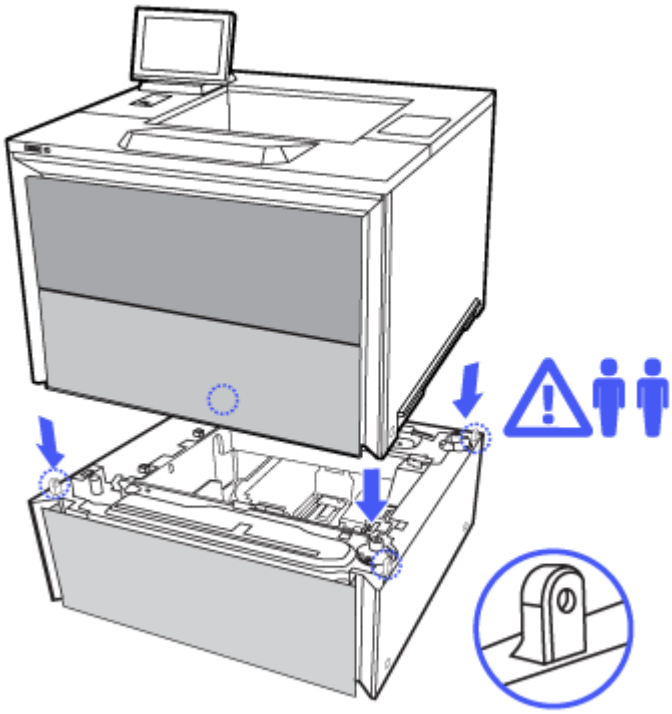


5. Place the accessory tray on a stable surface, and then place the printer on the tray. Use the alignment pins on top of the tray to position the printer.

**CAUTION:** HP recommends that two people move the printer to place it on the accessory tray.

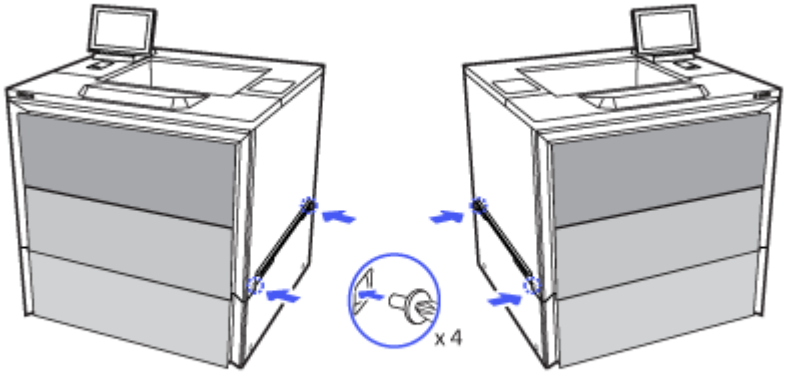
**NOTE:** Use the same procedure when placing the printer on multiple accessory trays.

**Figure 4-27 Place the printer onto the 1x550 sheet paper tray**



6. Using the screws provided, secure the printer to the 1x550 sheet tray.

**Figure 4-28 Secure the printer to the tray**



7. Using the tray numbers provided. Attach the numbers to the correct trays.

**Figure 4-29 Attach the tray numbers**

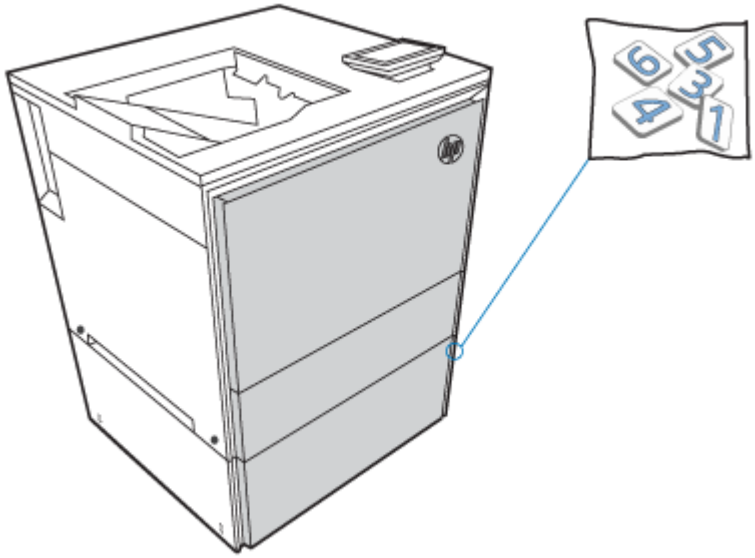
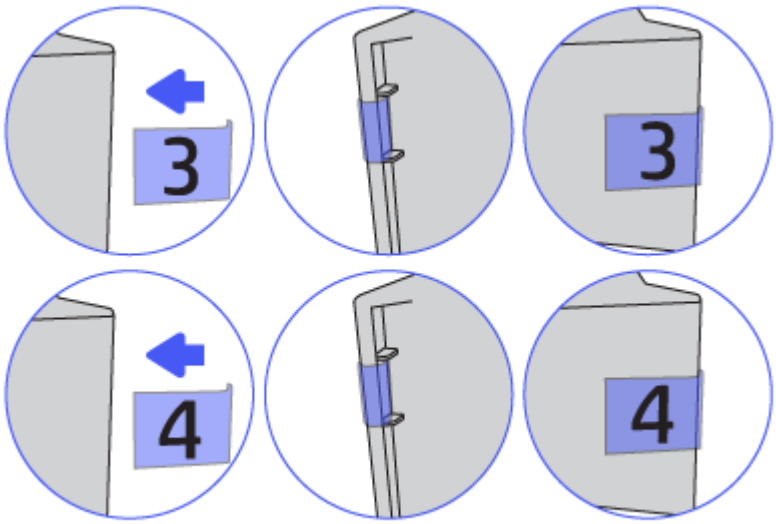


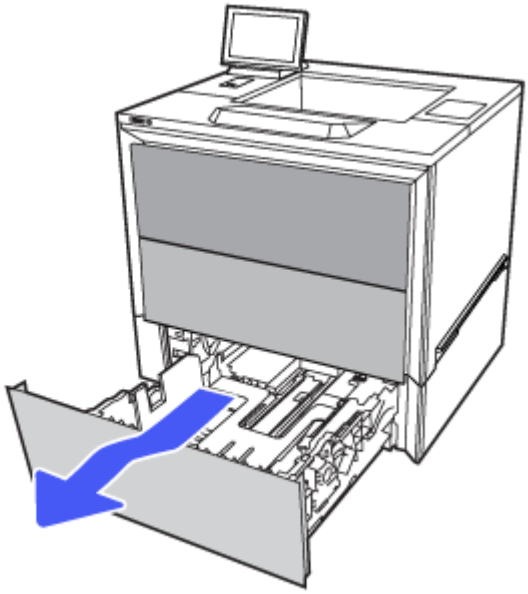

**Figure 4-30 Attaching the numbers**




8. If it is desired to have the tray locked to a specific paper size use the following procedure. If there is no need to lock the tray skip to the next step.

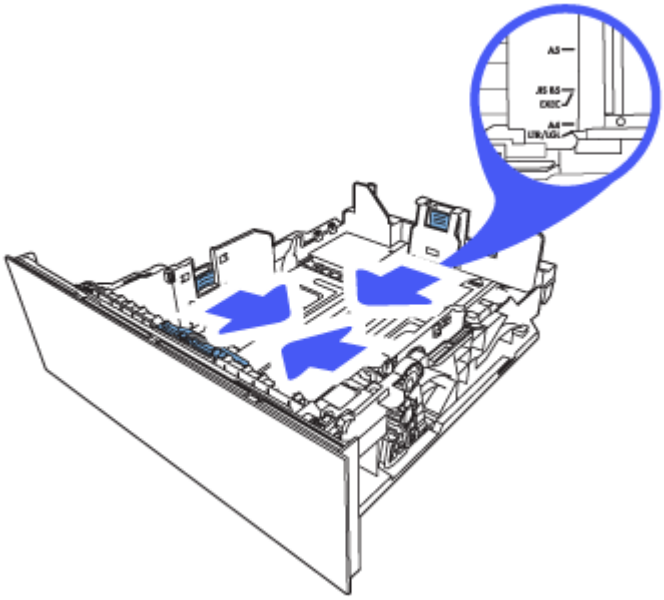
a. Remove the cassette tray from the accessory.

**Figure 4-31 Remove the cassette**



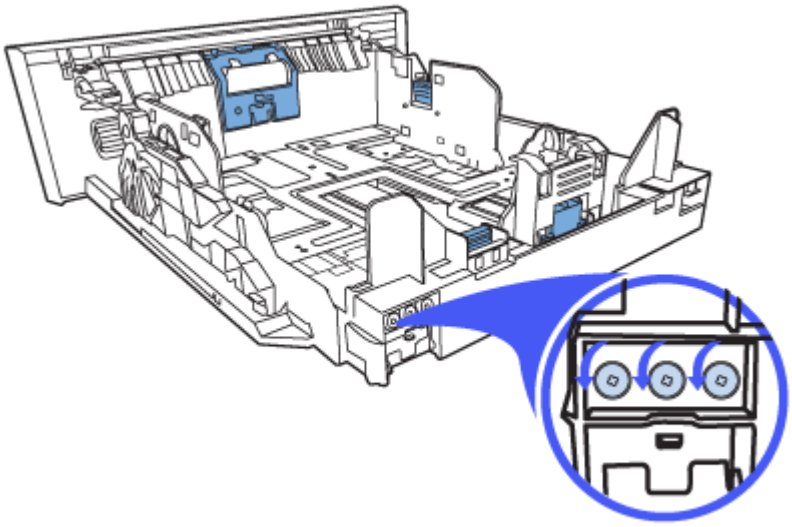
b. Set the tray guide to the paper size required.

**Figure 4-32 Set the paper guides**



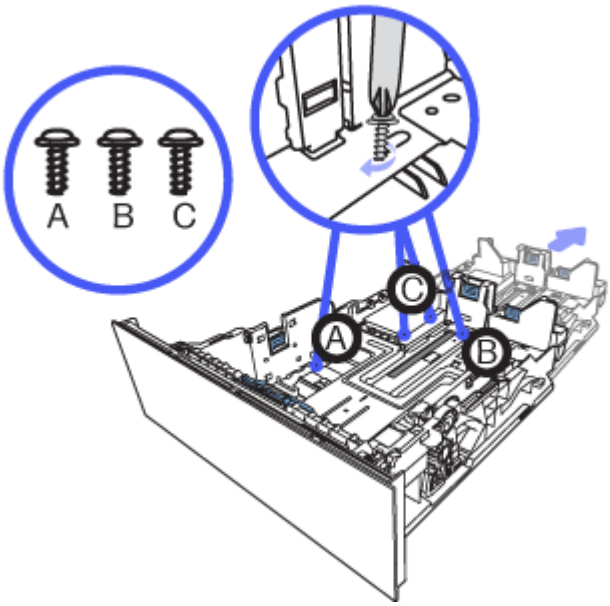
c. Remove the locking screws from the rear side of the cassette.

**Figure 4-33 Remove the tray screws**



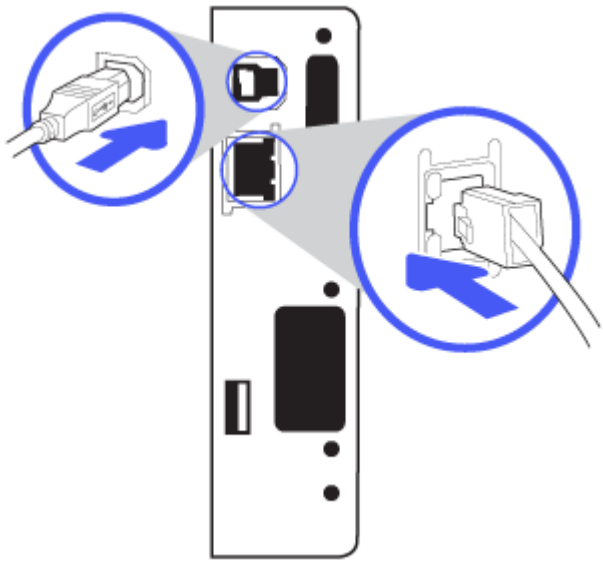
d. Using a screw drive insert the screws in the locations shown.

**Figure 4-34 Lock the tray guides with the screws**



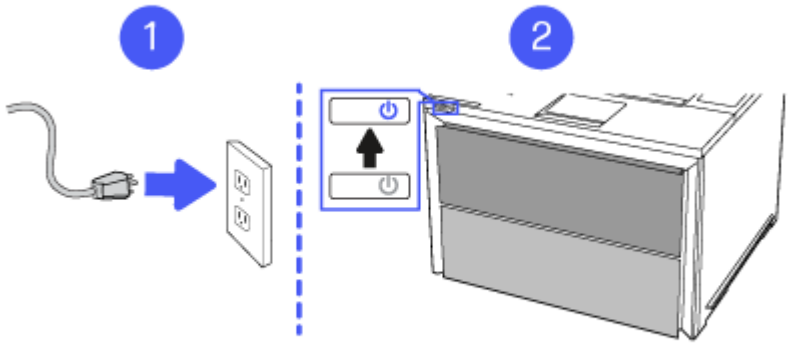
9. Reconnect all cables removed from the printer.

**Figure 4-35 Connect the cables**



10. Plug the power cord in (callout 1) and turn the printer power on (callout 2).

**Figure 4-36 Connect the cables**




## HP LaserJet Enterprise 5501, 5502, X50352, X50452, 6500, 6501, X60257, X60357, MFP 5601, 5602, 6600, X52952, X53052, X62757 - Installing the HP LaserJet 3x550 Sheet Paper Feeder

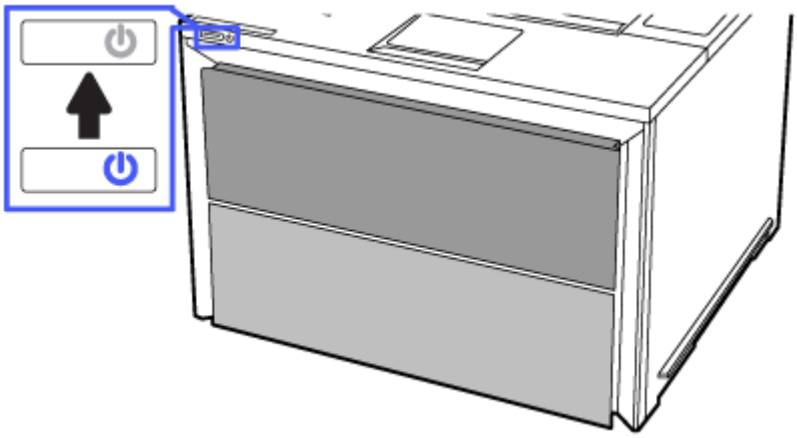
This document provides instructions for installing the 3x550 sheet paper feeder.

### 1. Install the 3x550-sheet paper feeder accessory

This document provides the procedure to install the 3x550-sheet paper feeder.

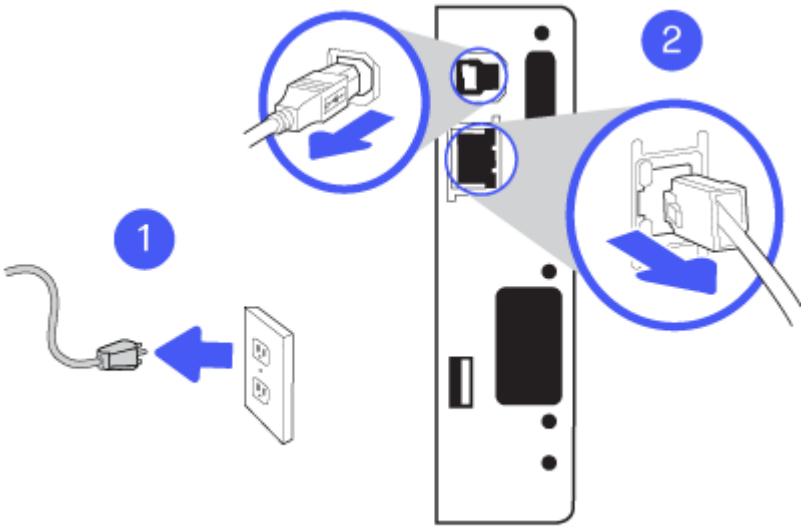
1. Turn the printer power off.

**Figure 4-37 Turn off the printer**



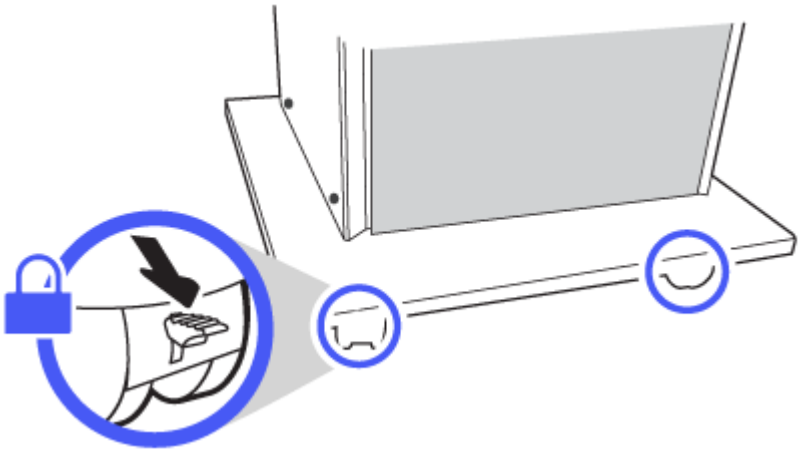
2. Unplug the power cable (callout 1) and remove any cables installed (callout 2).

**Figure 4-38 Disconnect the cables**



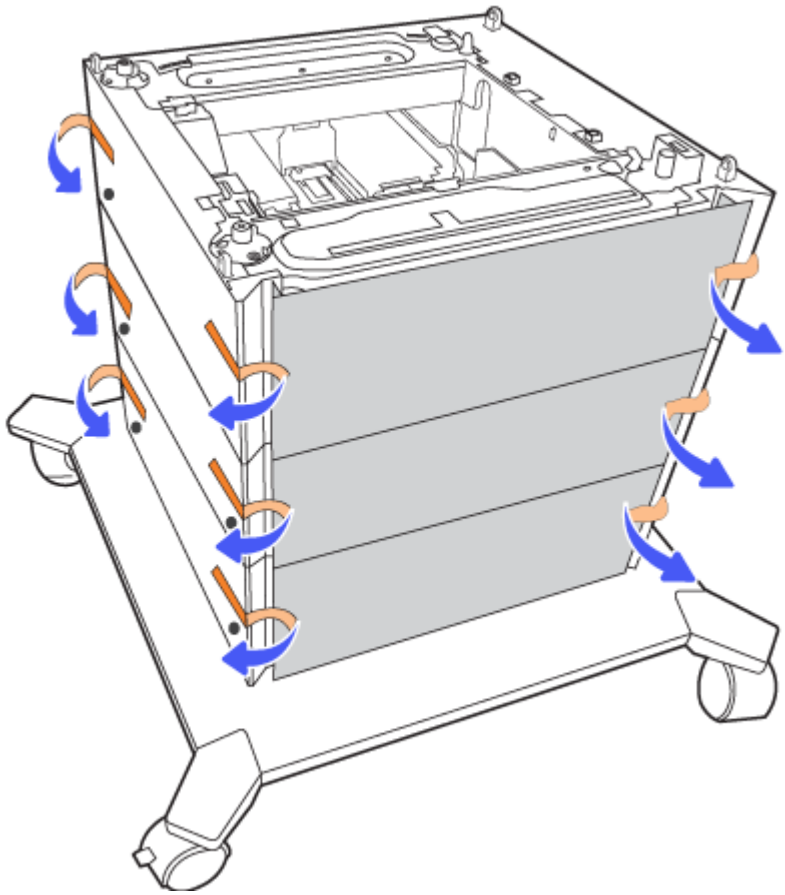
3. Lock the casters on the 3x550 sheet paper feeder.

**Figure 4-39 Lock the casters**



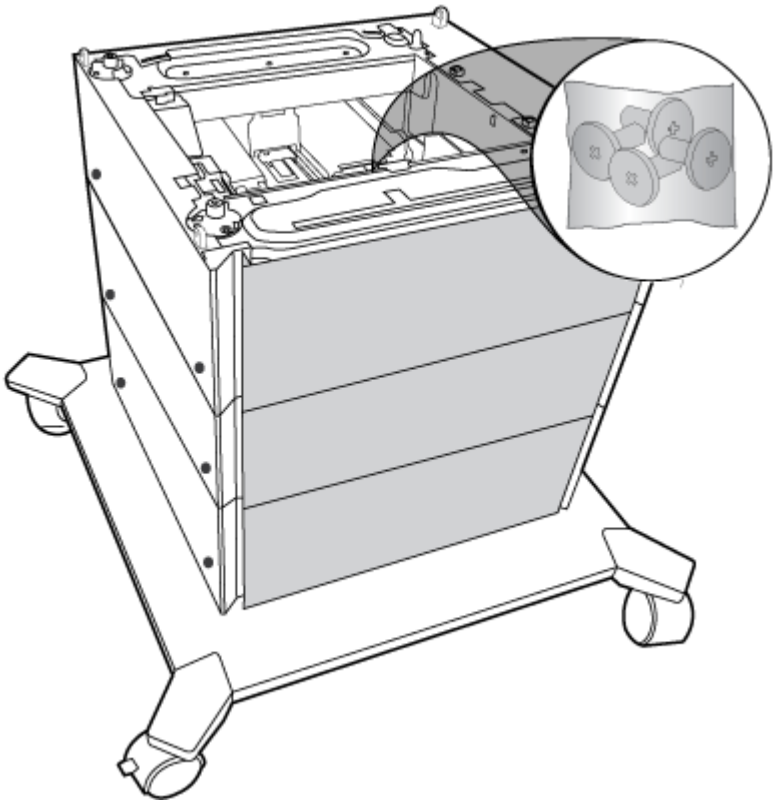
4. Remove the tape and shipping restraint from the 3x550 sheet paper feeder.

**Figure 4-40 Remove the tape**



5. Remove the locking from the tray.

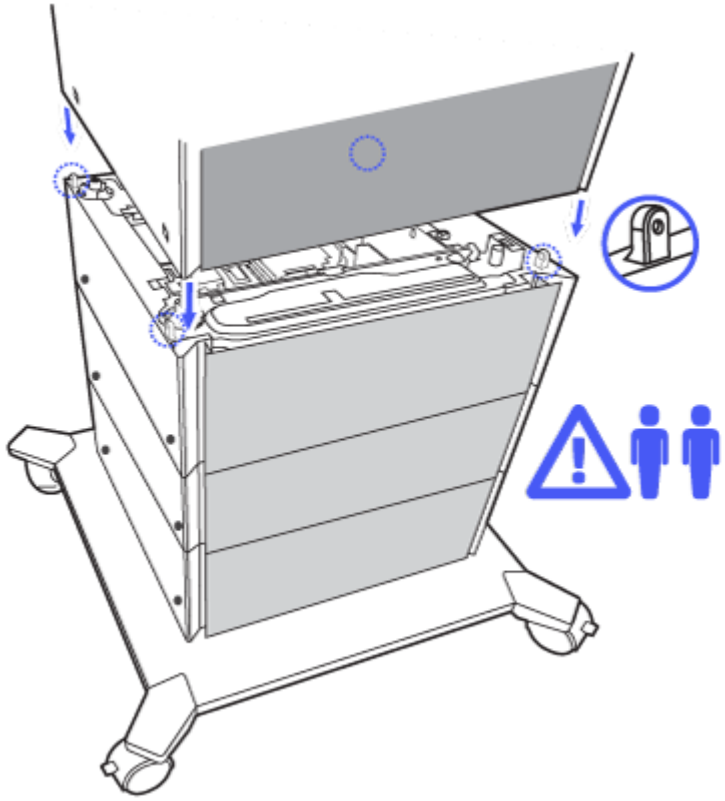
**Figure 4-41 Remove locking screws**



6. Place the printer onto the 3x550 sheet paper feeder. Use the alignment pins on top of the tray to position the printer.

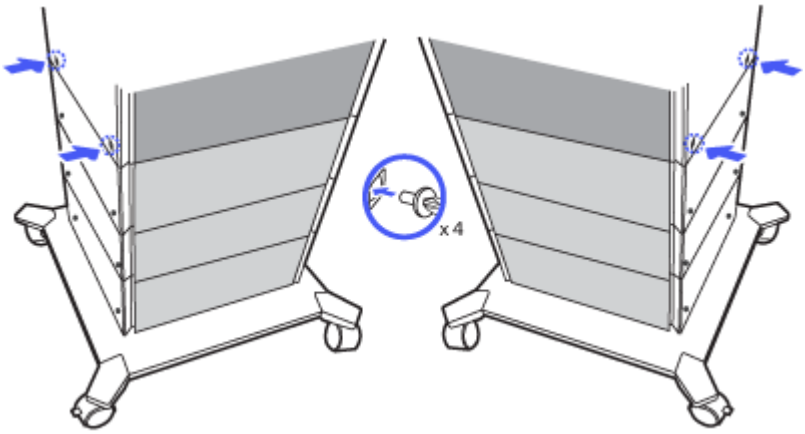
⚠ **CAUTION:** HP recommends that two people move the printer to place it on the accessory tray.

**Figure 4-42 Place the printer onto the 3x550 feeder**



7. Using the screws provided, secure the printer to the 3x550 sheet paper feeder.

**Figure 4-43 Secure the printer to the 3x550 feeder**



8. Using the tray numbers provided. Attach the numbers to the correct trays.

**Figure 4-44 Attach the tray numbers**

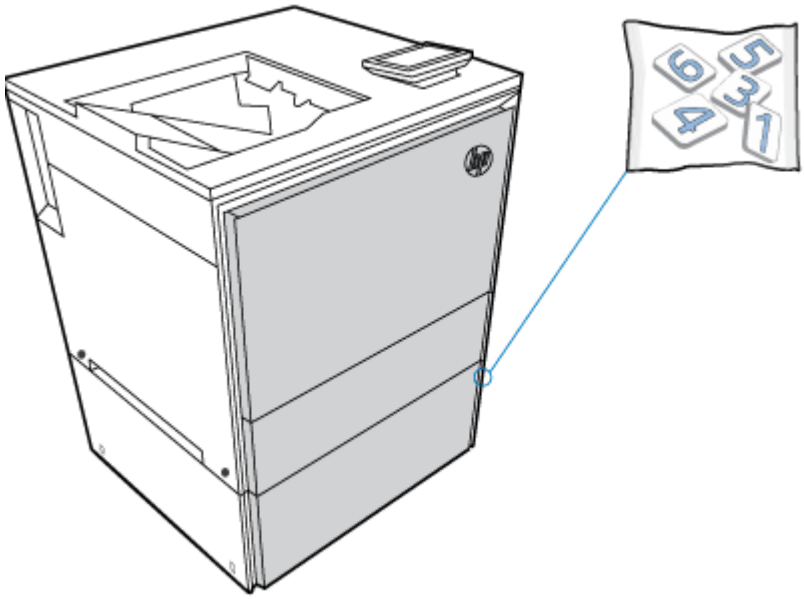
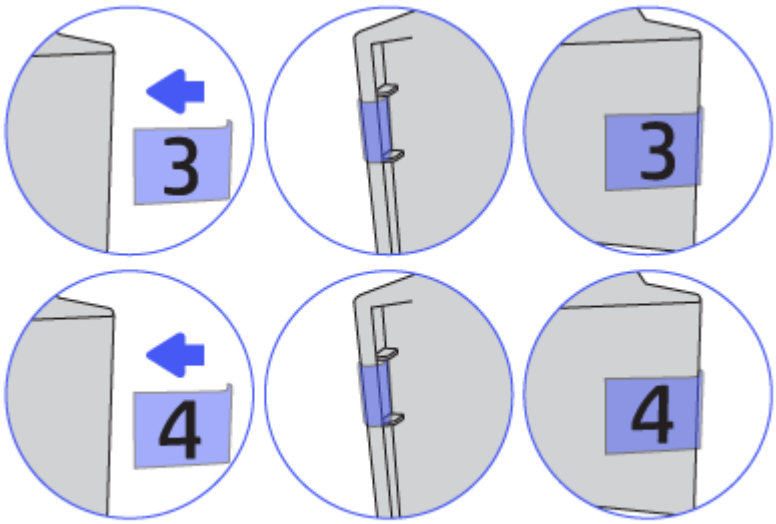


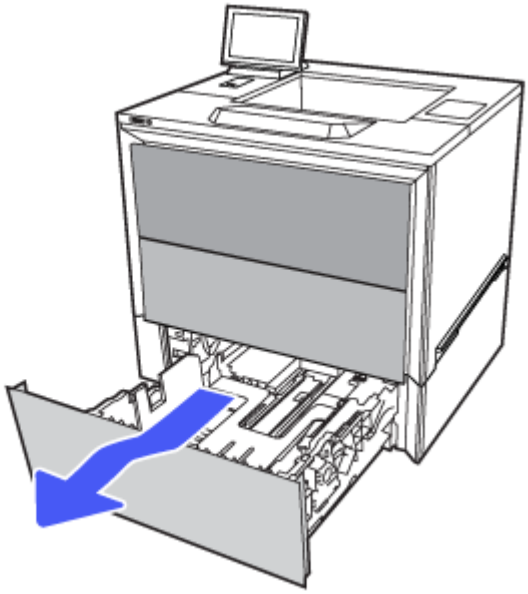

**Figure 4-45 Attaching the numbers**




9. If it is desired to have the tray locked to a specific paper size use the following procedure. If there is no need to lock the tray skip to the next step.

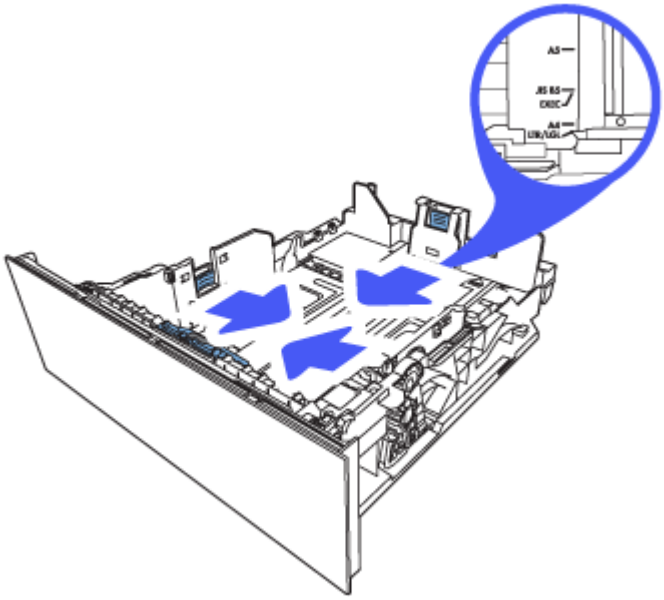
a. Remove the cassette tray that needs to be locked from the 3x550 sheet paper feeder.

**Figure 4-46 Remove the cassette**



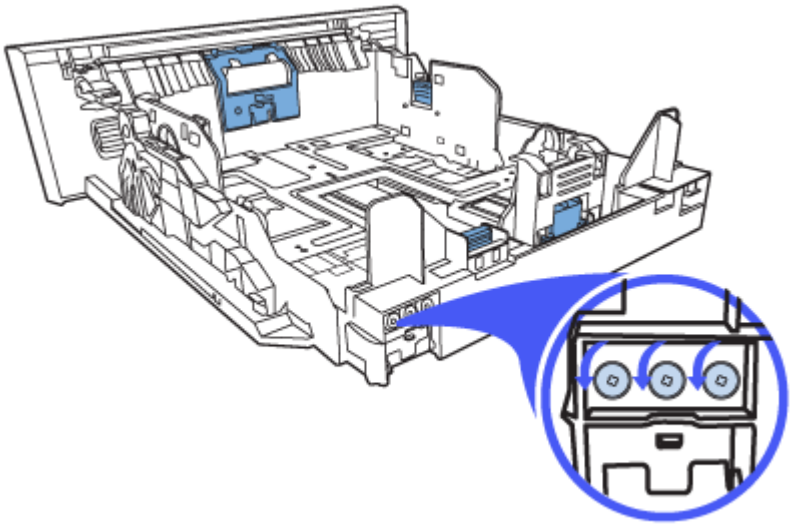
b. Set the tray guide to the paper size required.

**Figure 4-47 Set the paper guides**



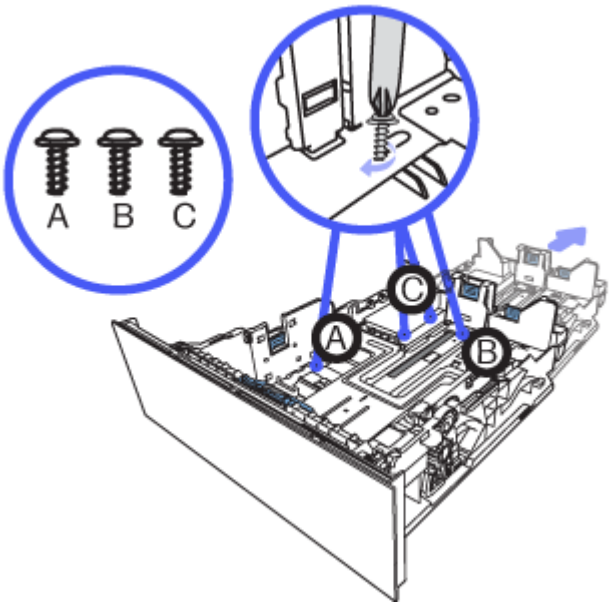
c. Remove the locking screws from the rear side of the cassette.

**Figure 4-48 Remove the tray screws**



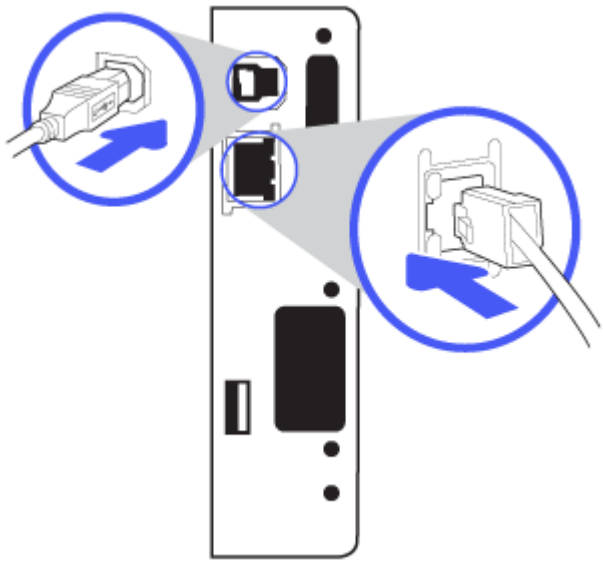
d. Using a screwdriver insert the screws in the locations shown.

**Figure 4-49 Lock the tray guides with the screws**



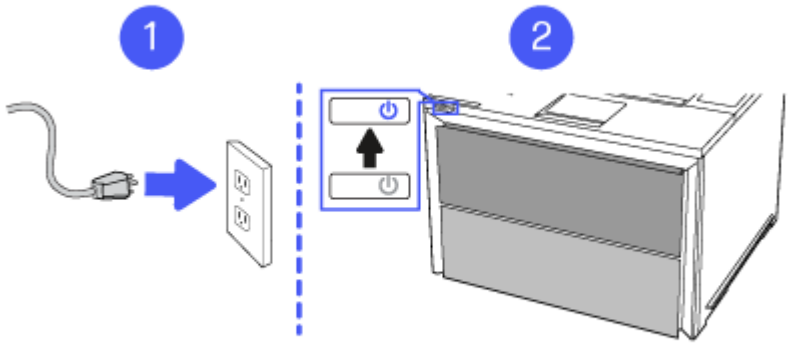
10. Reconnect all cables removed from the printer.

**Figure 4-50 Connect the cables**



11. Plug the power cord in (callout 1) and turn the printer power on (callout 2).

**Figure 4-51 Connect the cables**




## HP LaserJet Enterprise 5501, 5502, X50352, X50452, 6500, 6501, X60257, X60357, MFP 5601, 5602, 6600, X52952, X53052, X62757 - Installing the HP LaserJet 1x550 Sheet Paper Tray with Storage Stand

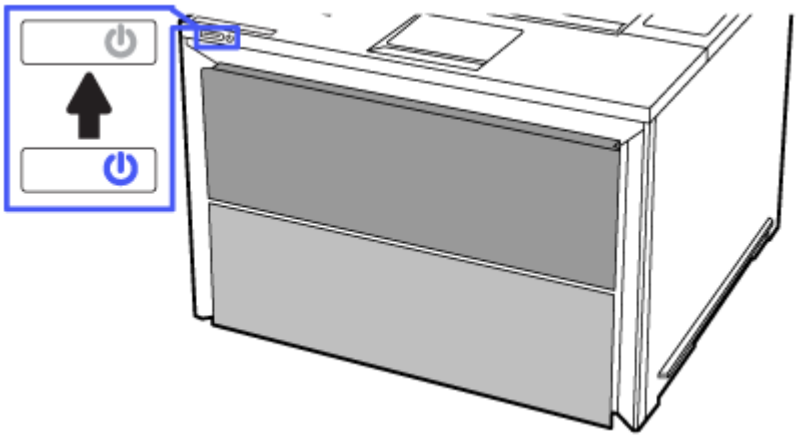
This document provides instructions for installing the 1x550 sheet paper tray with stand.

### 1. Install the 1x550 Sheet paper tray with storage stand

This document provides the procedure to install the 1x550 Sheet paper tray with storage stand.

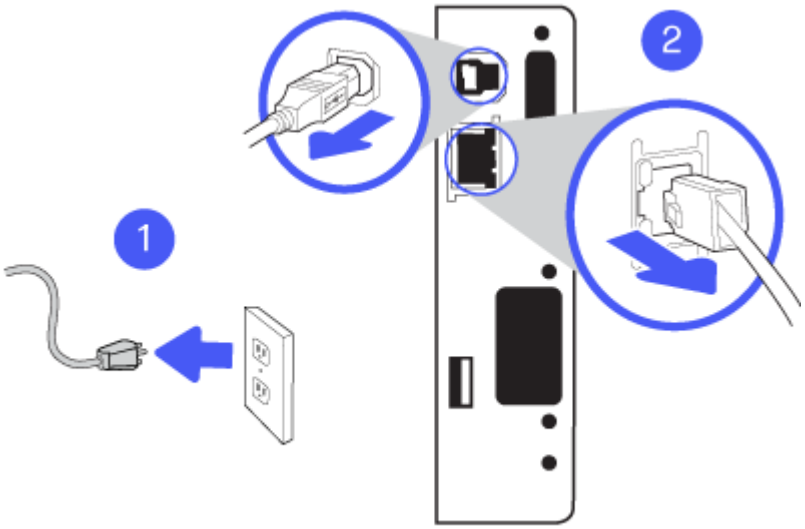
1. Turn the printer power off.

**Figure 4-52 Turn off the printer**



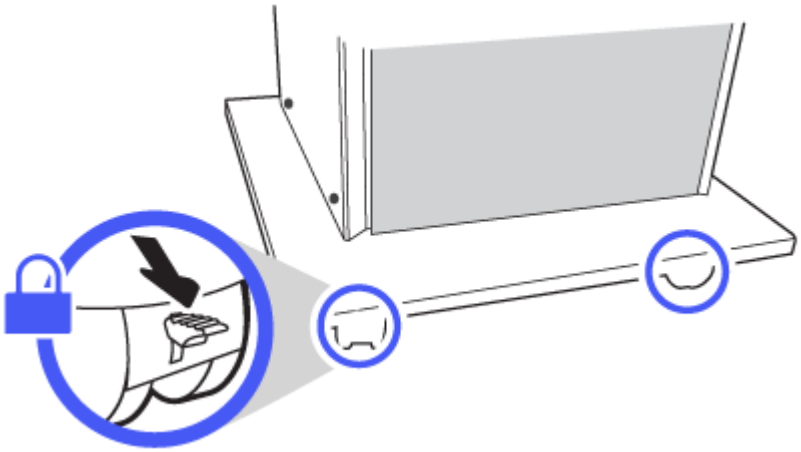
2. Unplug the power cable (callout 1) and remove any cables installed (callout 2).

**Figure 4-53 Disconnect the cables**



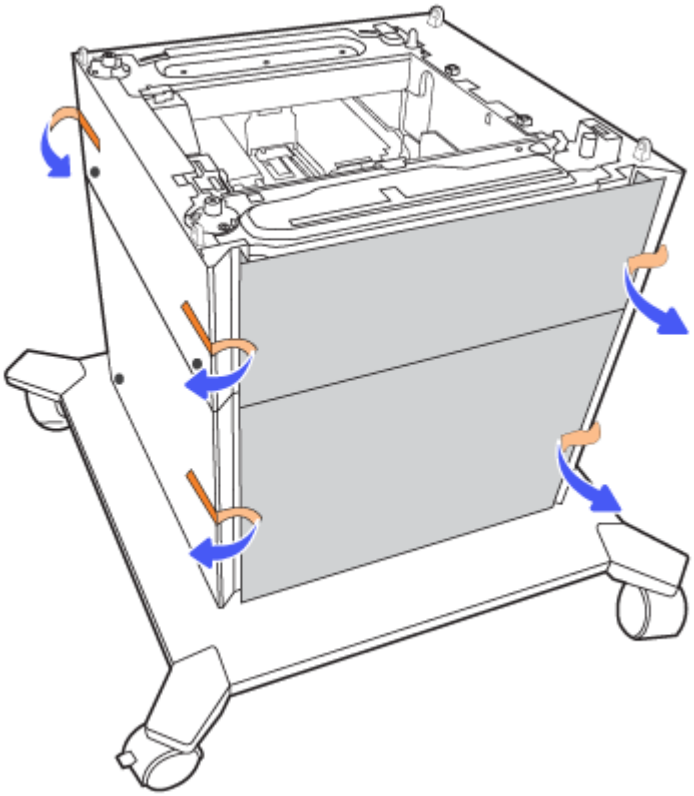
3. Lock the casters on the 1x550 sheet paper feeder.

**Figure 4-54 Lock the casters**



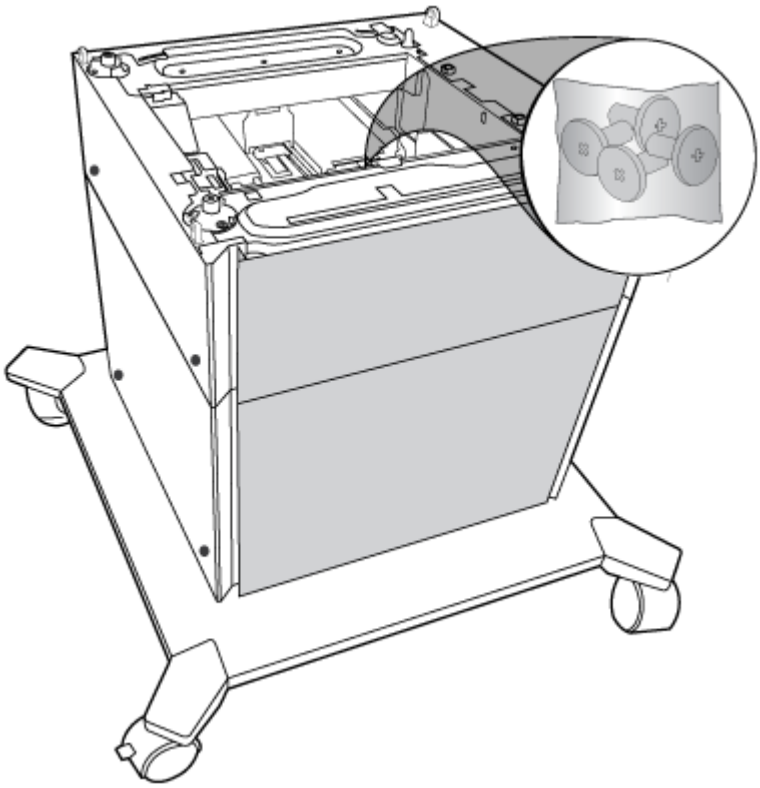
4. Remove the tape and shipping restraint from the accessory tray.

**Figure 4-55 Remove the tape**



5. Remove the locking screws from the tray.

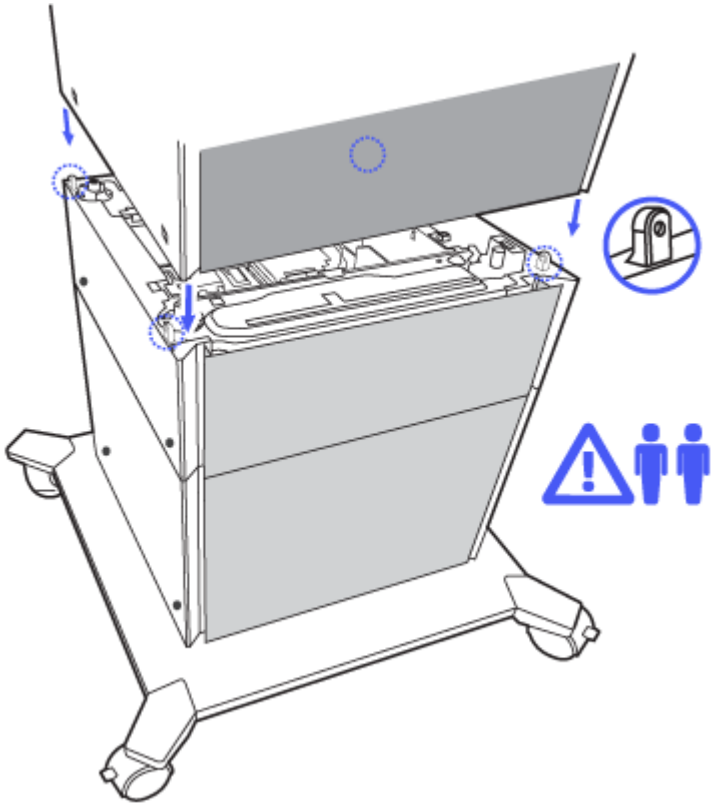
**Figure 4-56 Remove locking screws**



6. Place the printer on the tray. Use the alignment pins on top of the tray to position the printer.

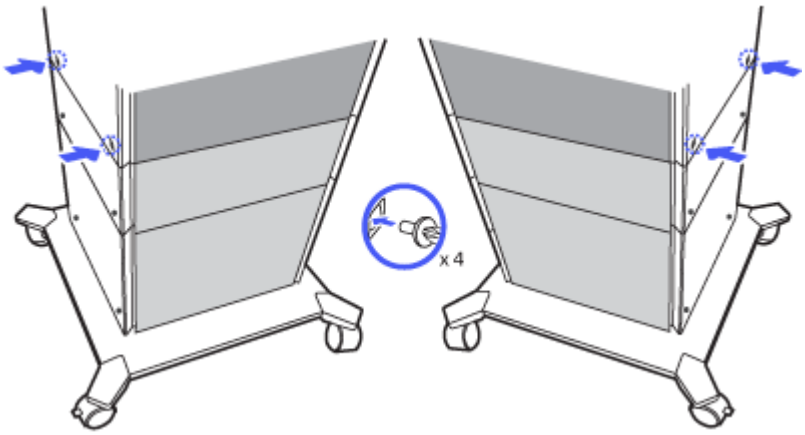
⚠ **CAUTION:** HP recommends that two people move the printer to place it on the accessory tray.

**Figure 4-57 Place the printer onto the 1x550 sheet paper tray with stand**



7. Using the screws provided, secure the printer to the 1x550 sheet tray with stand.

**Figure 4-58 Secure the printer to the tray**



8. Using the tray numbers provided. Attach the numbers to the correct trays.

**Figure 4-59 Attach the tray numbers**

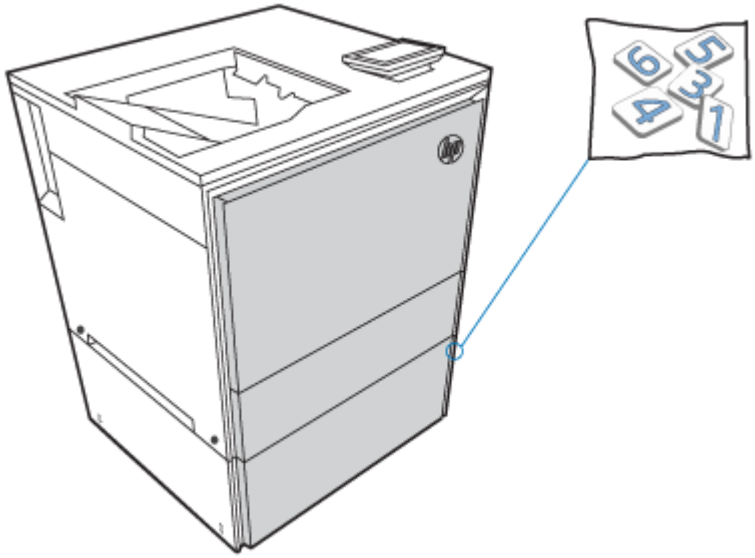
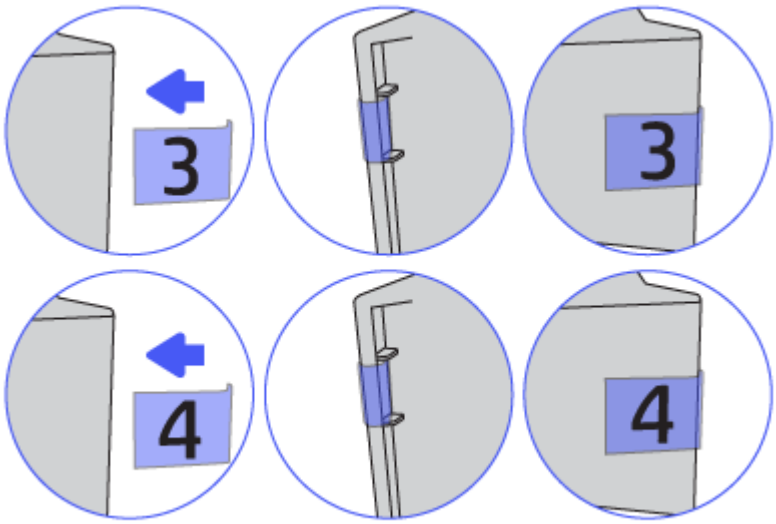


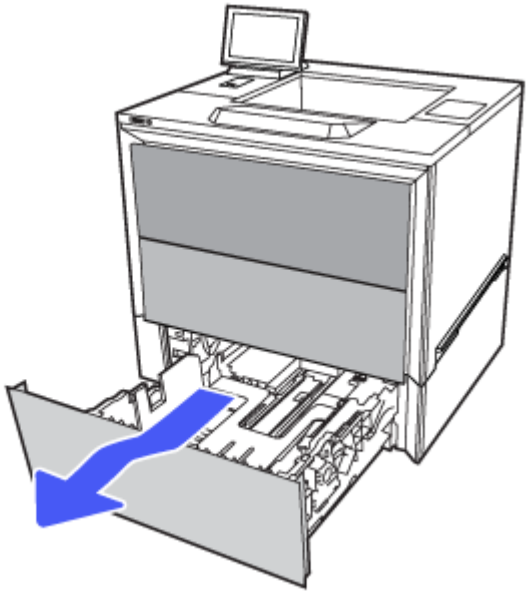

**Figure 4-60 Attaching the numbers**




9. If it is desired to have the tray locked to a specific paper size use the following procedure. If there is no need to lock the tray skip to the next step.

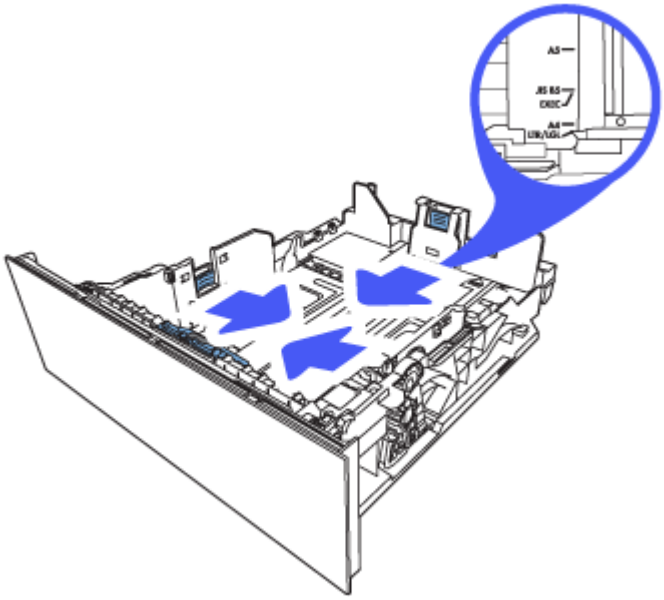
a. Remove the cassette tray from the accessory.

**Figure 4-61 Remove the cassette**



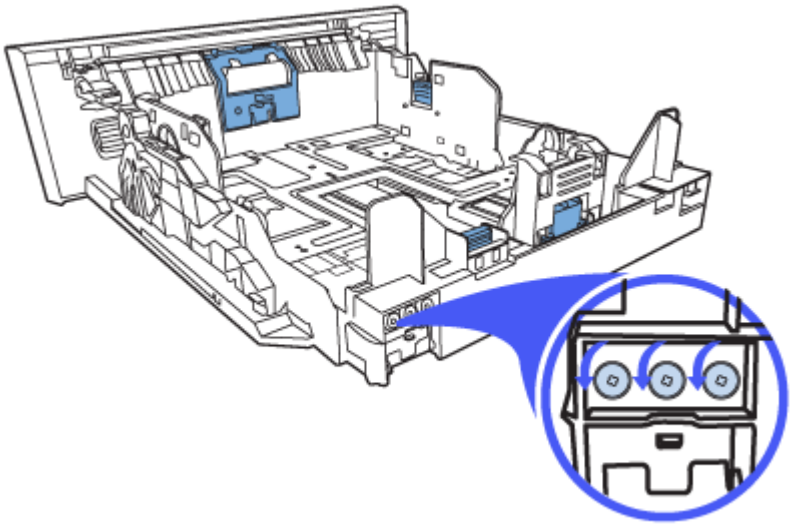
b. Set the tray guide to the paper size required.

**Figure 4-62 Set the paper guides**



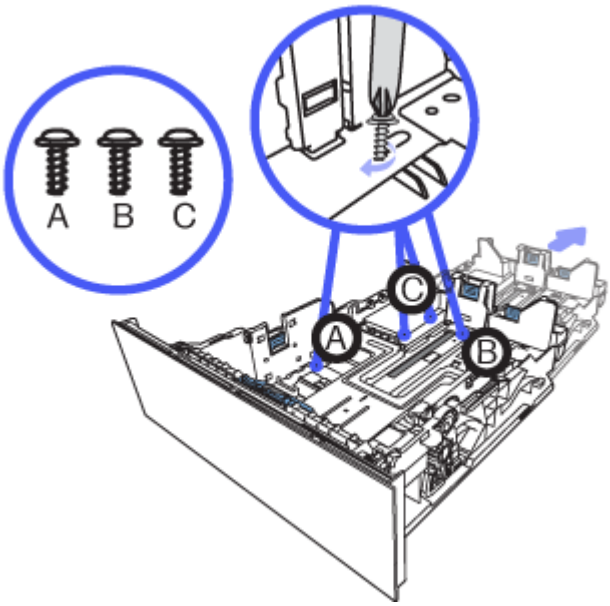
c. Remove the locking screws from the rear side of the cassette.

**Figure 4-63 Remove the tray screws**



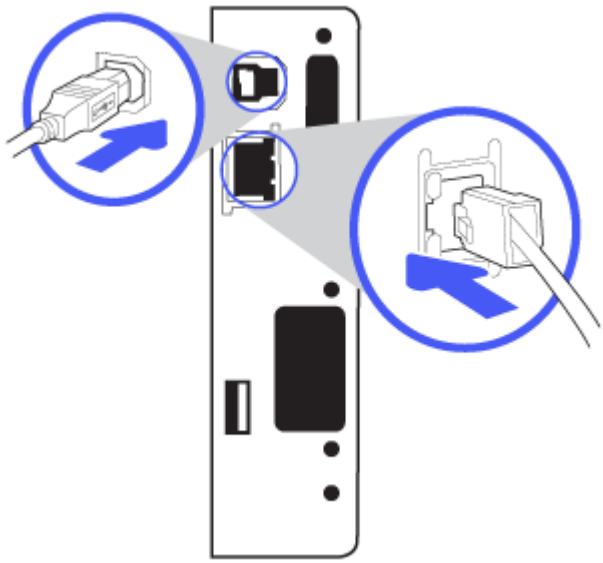
d. Using a screwdriver insert the screws in the locations shown.

**Figure 4-64 Lock the tray guides with the screws**



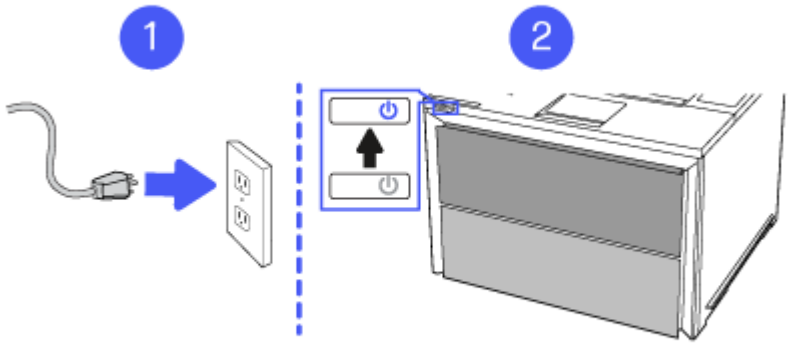
10. Reconnect all cables removed from the printer.

**Figure 4-65 Connect the cables**



11. Plug the power cord in (callout 1) and turn the printer power on (callout 2).

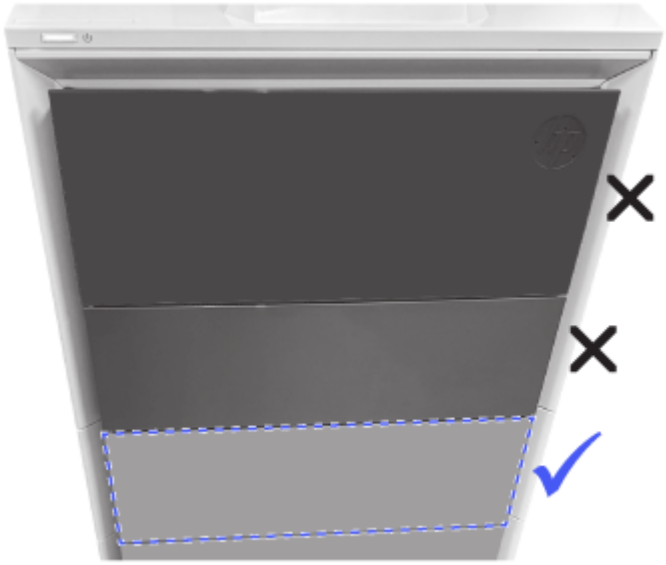
**Figure 4-66 Connect the cables**




## HP LaserJet Enterprise 5501, 5502, X50352, X50452, 6500, 6501, X60257, X60357, MFP 5601, 5602, 6600, X52952, X53052, X62757 - Installing the HP LaserJet Envelope Feeder Kit

This document provides instructions for installing the envelope feeder kit.

**IMPORTANT:** This kit is designed to only install in tray 3 off the printer.

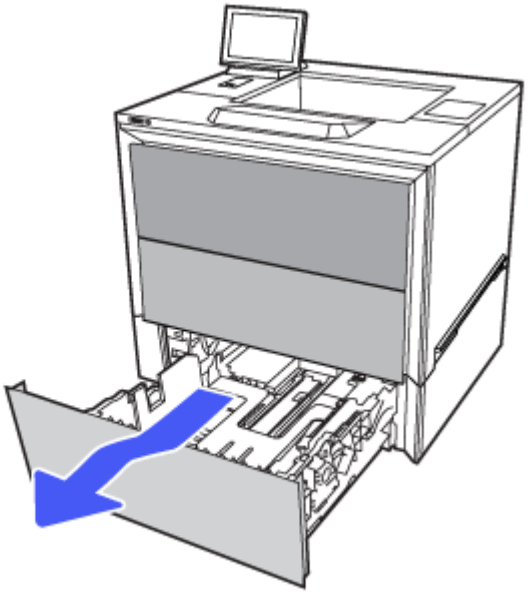


## 1. Install the envelope feeder kit into tray 3

This document provides the procedure to install the 550-sheet paper tray.

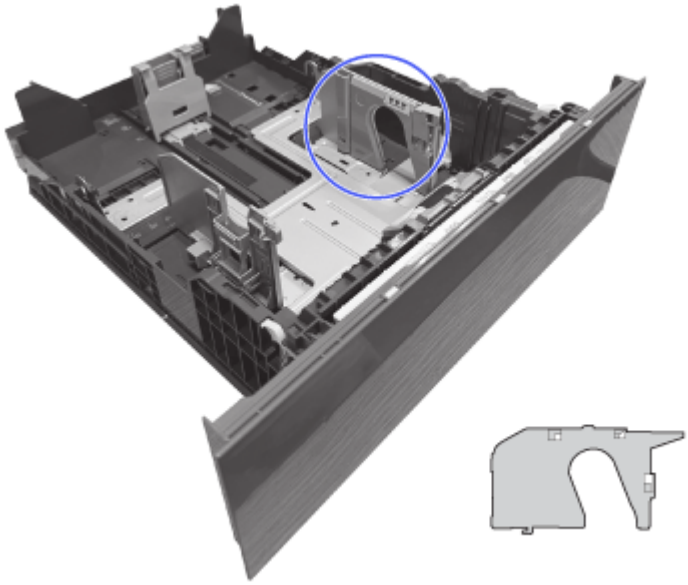
1. Remove the tray 3 cassette from the printer.

**Figure 4-67 Remove the cassette**



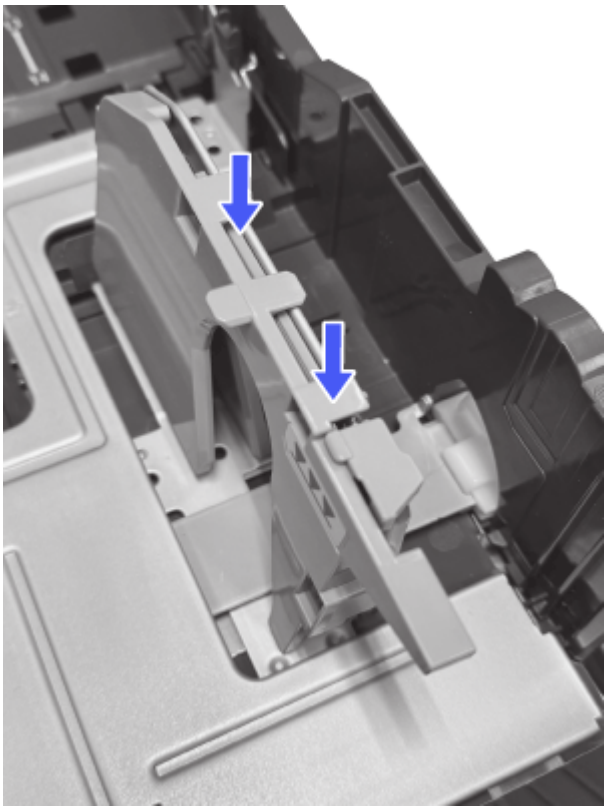
2. Install the new right side tray guide piece.

**Figure 4-68 Right side tray guide location**



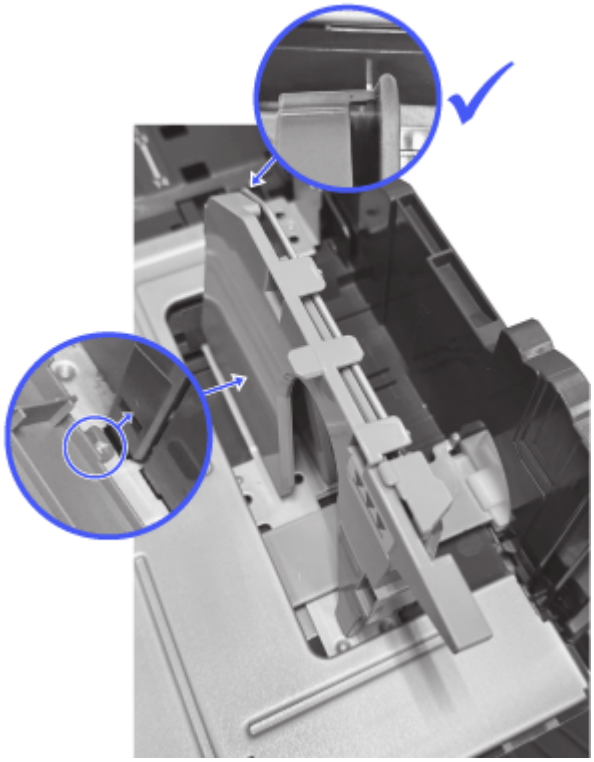
a. Align the new guide piece over the right side tray guide.

**Figure 4-69 Install new guide**



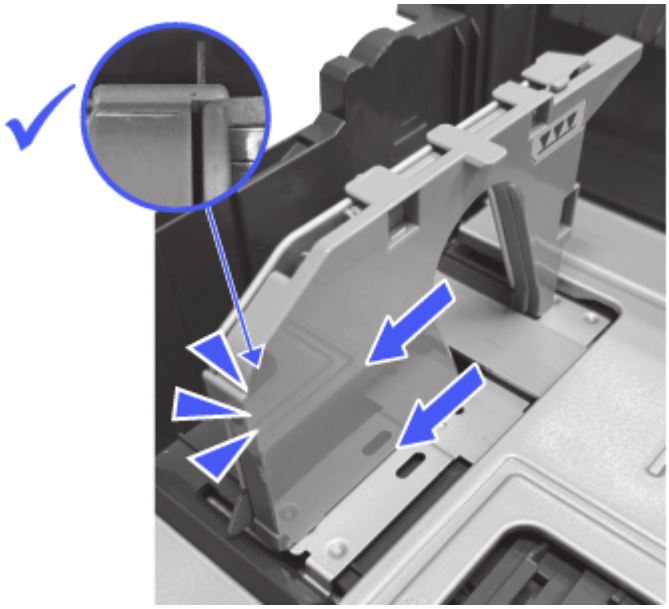
b. Ensure that the lower tab is aligned into the slot as shown and that the top side guide is aligned.

**Figure 4-70 Align the new guide**



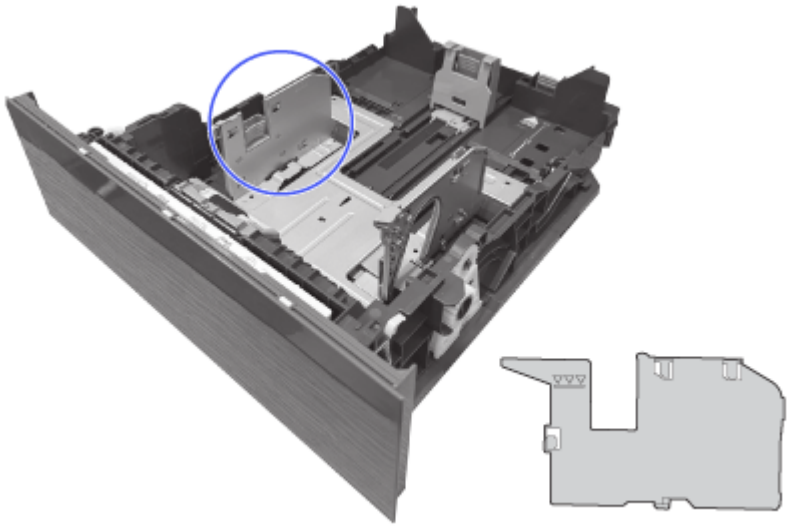
c. Secure the new guide piece by sliding it forward to lock it into place. The guide should snap into place.

**Figure 4-71 Slide guide to secure**



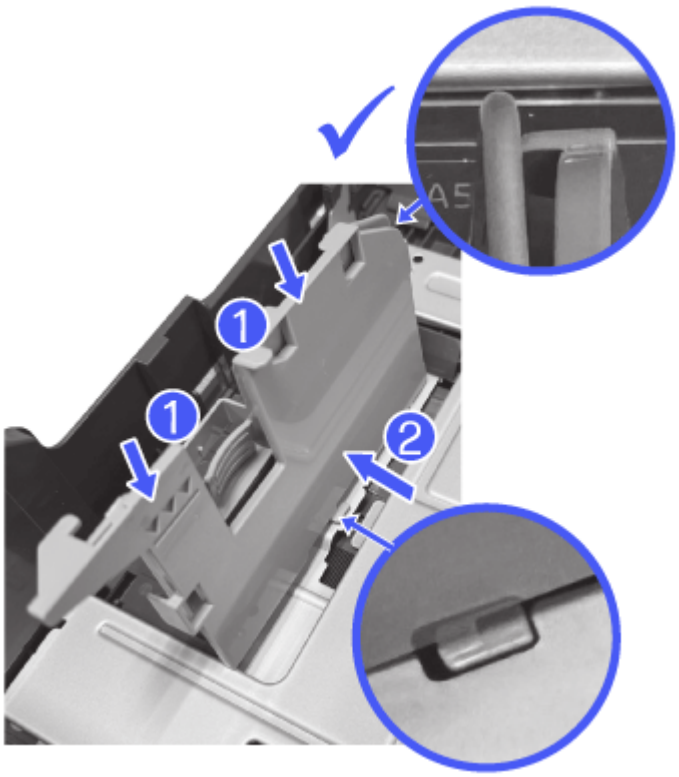
3. Install the new left side tray guide piece.

**Figure 4-72 Left side tray guide location**



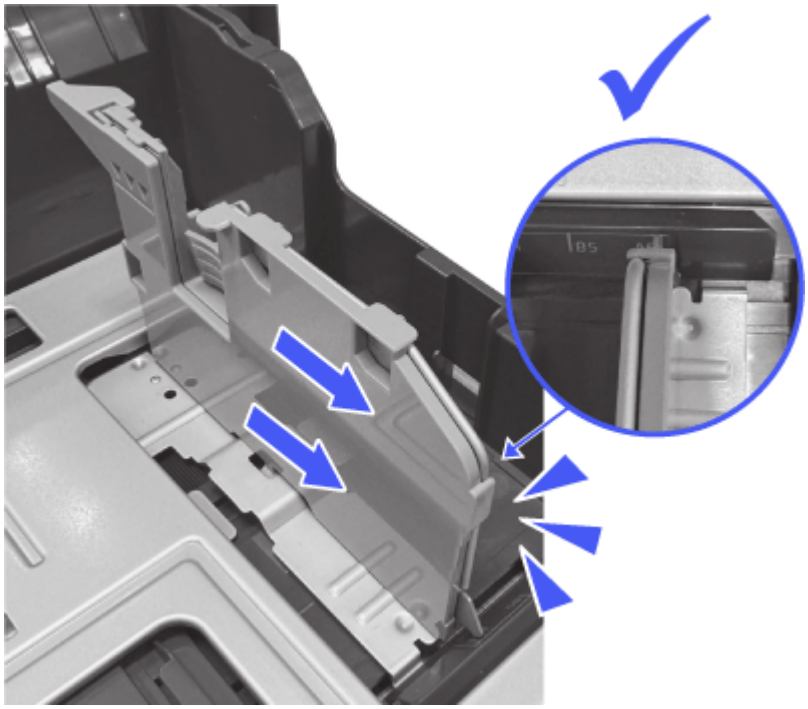
a. Align the new guide piece over the left side tray guide.

**Figure 4-73 Install new guide**



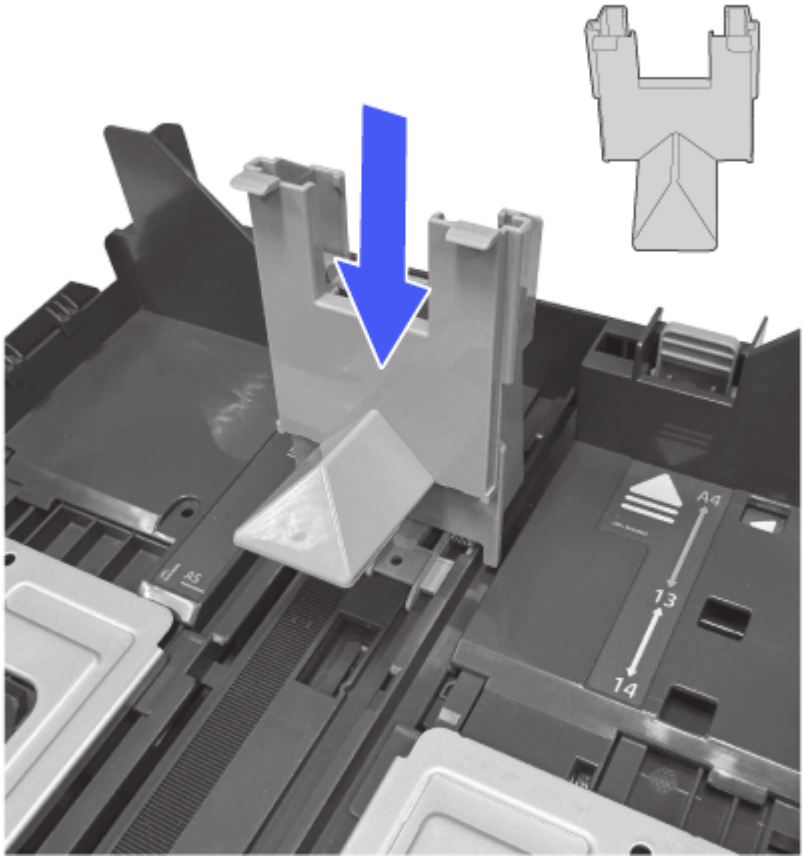
b. Secure the new guide piece by sliding it in the direction of the arrows to lock it into place. The guide should snap into place.

**Figure 4-74 Slide guide to secure**



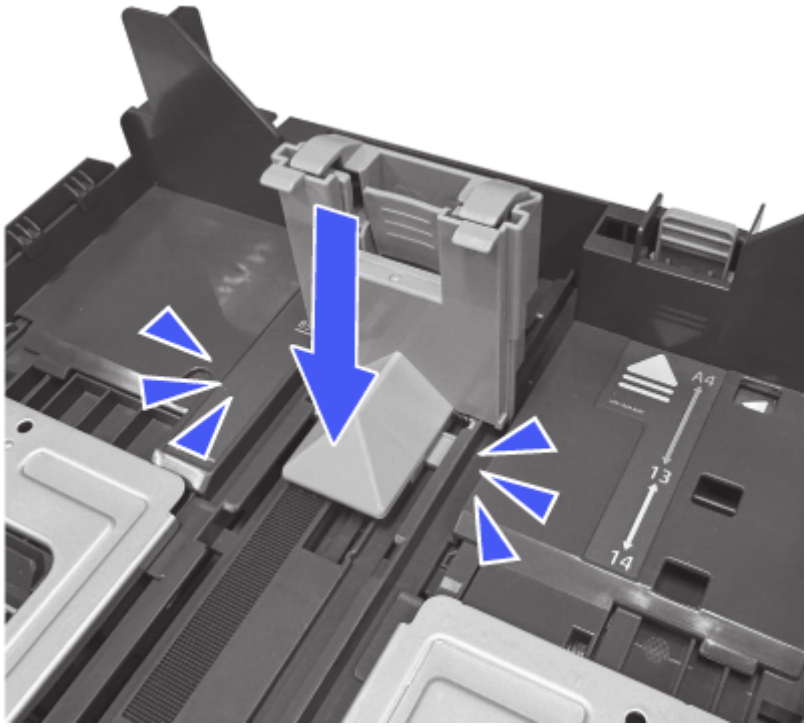
4. Install the new rear guide piece by placing it over the existing tray guide.

**Figure 4-75 Rear guide location**



- Press down on the new guide to secure it in place.

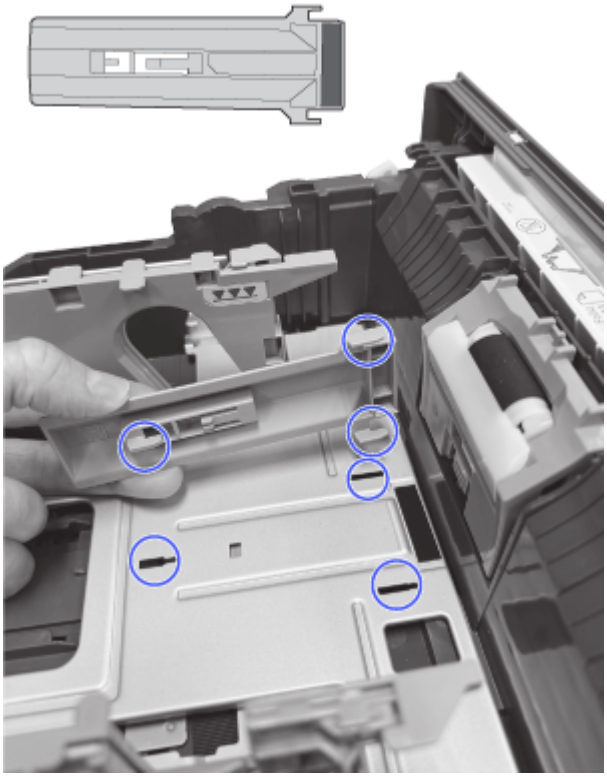
**Figure 4-76 Secure the guide**




5. Install the new front lift piece.

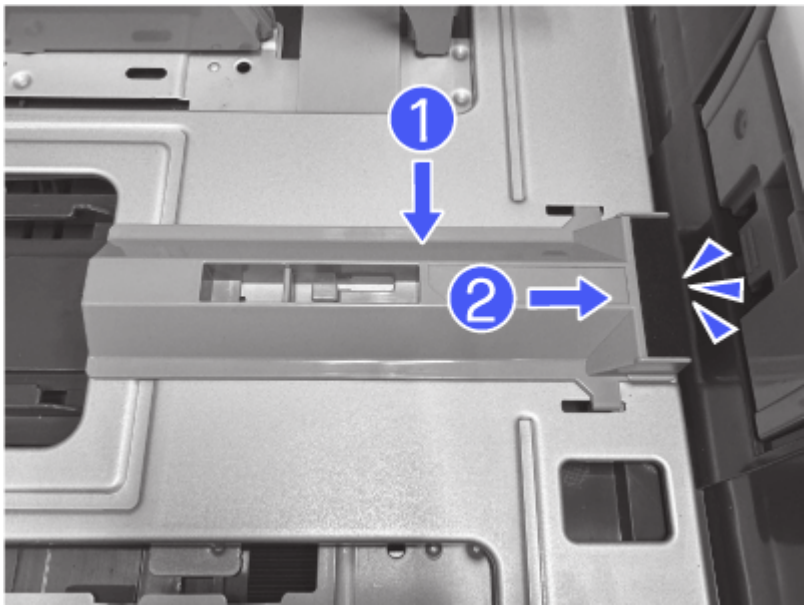
a. Align the new lift piece tabs with the slots located on the bottom of the tray.

**Figure 4-77 Align the lift piece**



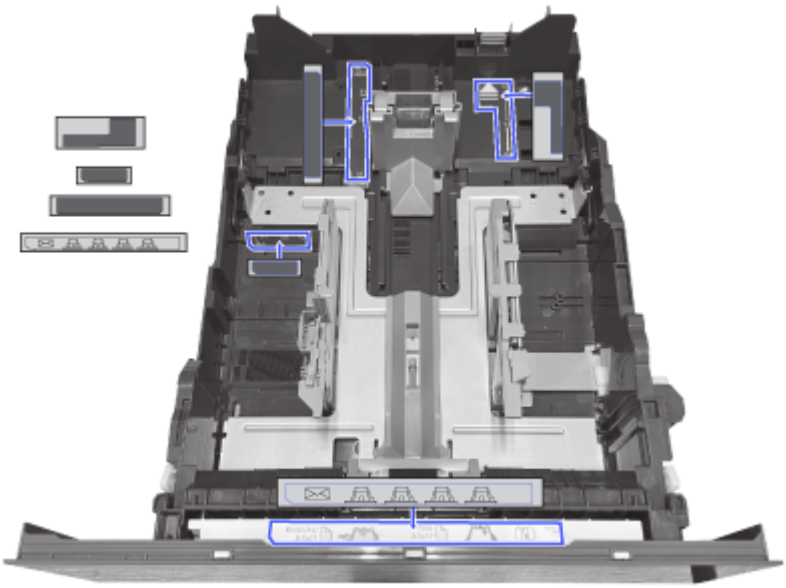
b. Secure the new guide lift piece by pressing down (callout 1) and then sliding it in the direction of the arrows (callout 2) to lock it into place. T

**Figure 4-78 Secure the piece**



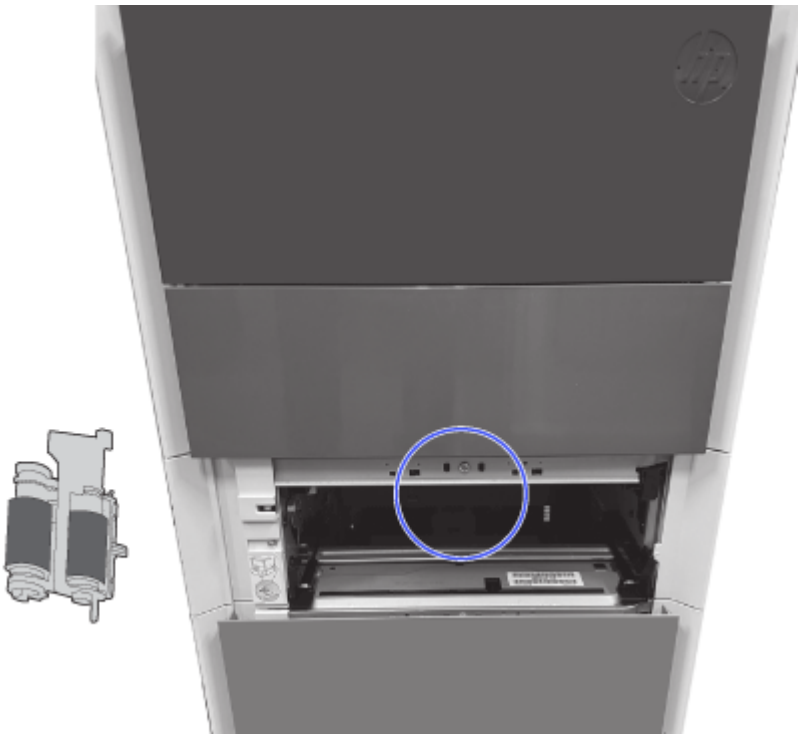
6. Attach the new tray stickers in place as shown below.

**Figure 4-79 Attach the new stickers**



7. Install the new rollers into the printer.

**Figure 4-80 Install the new rollers**



a. Remove the existing tray rollers by pushing them in the direction of the arrow (callout 1) and then pull them down (callout 2) then out to remove.

**Figure 4-81 Remove the Roller**

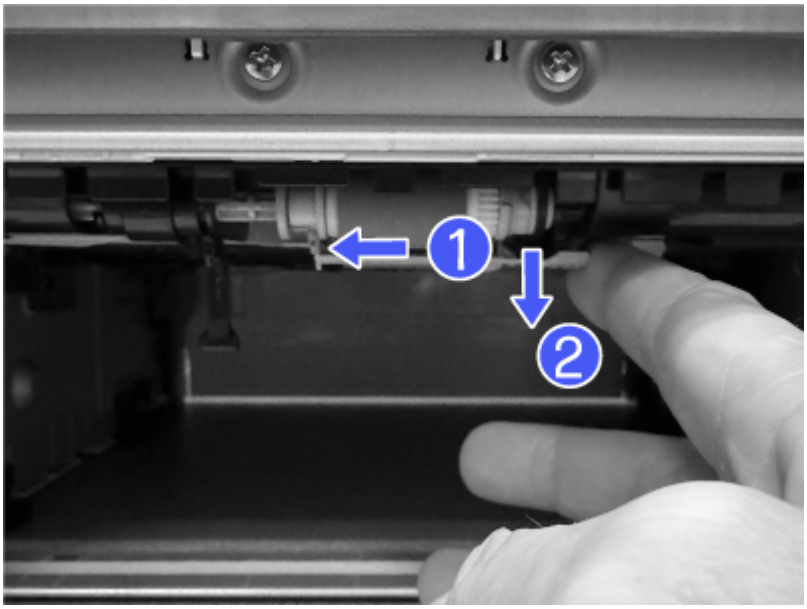
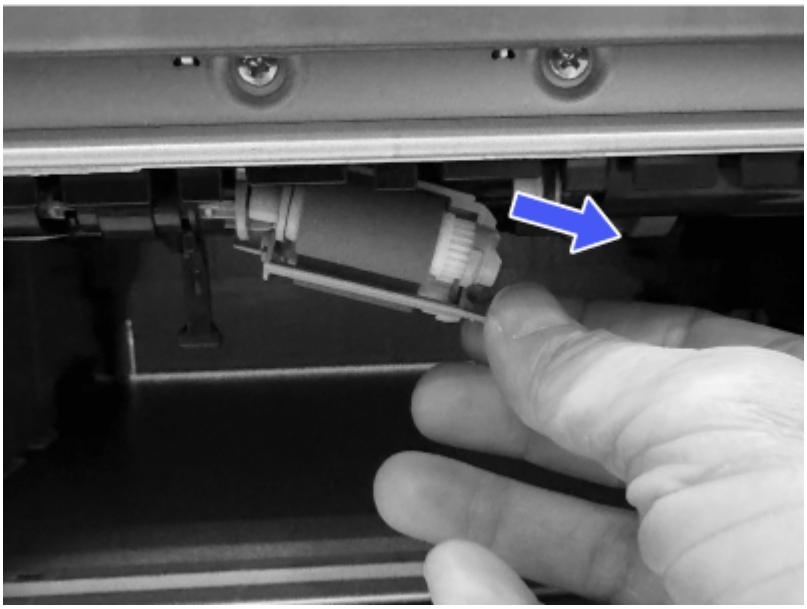
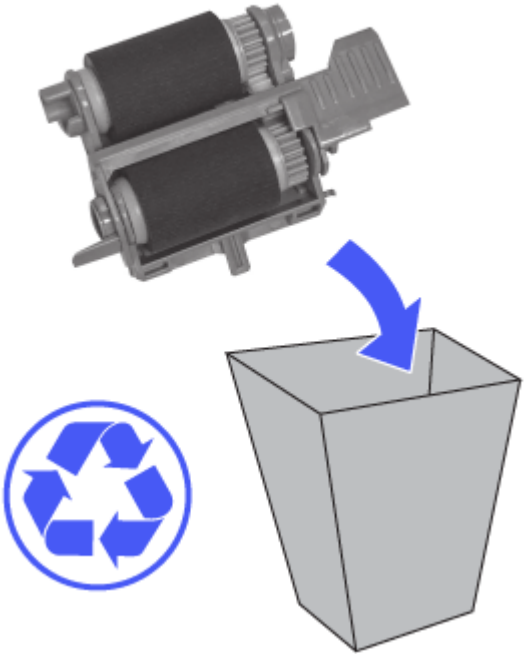



**Figure 4-82 Remove the rollers**



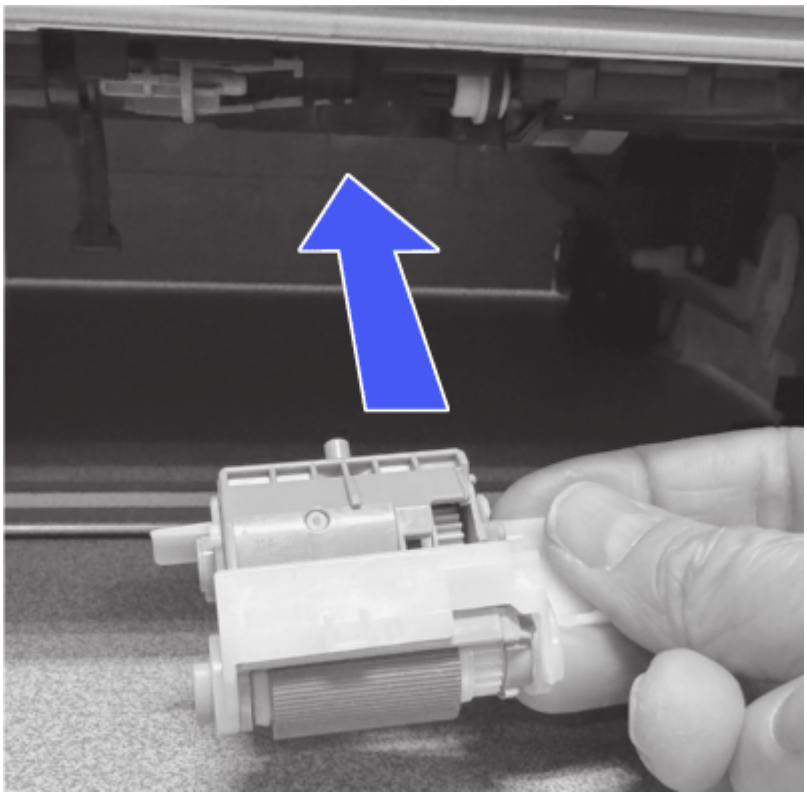
b. Recycle the removed roller.

**Figure 4-83 Recycle the rollers**



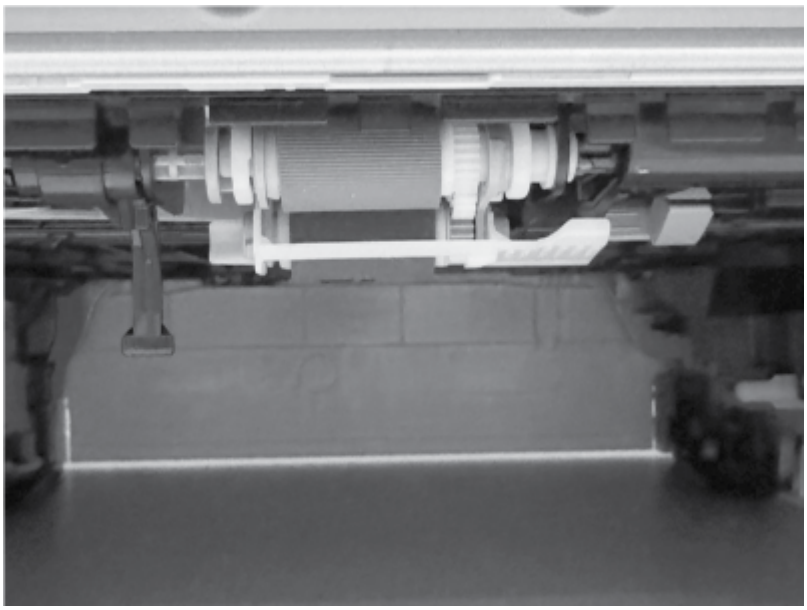
c. Position the new rollers as shown with the printer.

**Figure 4-84 Install the new rollers**



d. Ensure the rollers are secure on the shaft as shown.

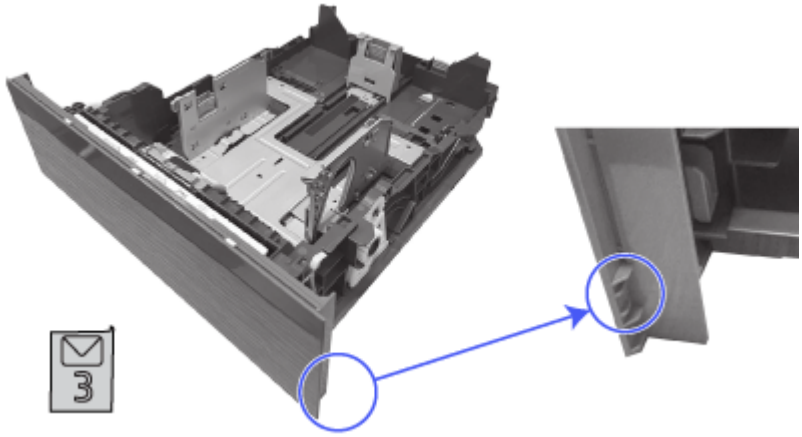
**Figure 4-85 Rollers correctly installed**



8. Add the new tag to the tray.

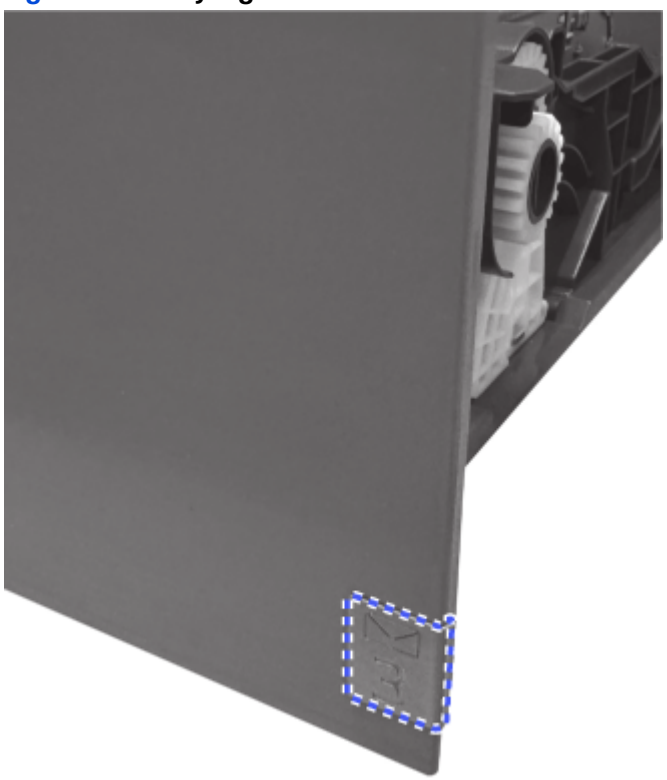
a. Align the new tag to the tray and snap it in place.

**Figure 4-86 Add tray tag**



b. Tray tag installed.

**Figure 4-87 Tray tag installed**



9. Install the cassette tray back into the printer.

## 2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

# Removal and replacement: External panels, covers, and doors (base printer)

Learn how to remove and replace the printer external panels, covers, and doors.

## Removal and replacement: Formatter cover 5501, 5502, X50352, X50452

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

Mean time to repair: 2 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-12 Part information**

| Part number | Part description |
|---|---|
| RM3-1708-000CN | Formatter cover assembly |

## Required tools

- #2 Phillips 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

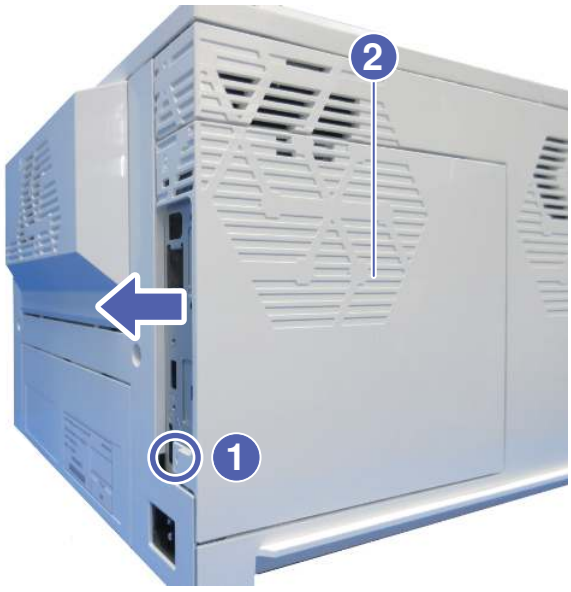
No post service test is available for this assembly.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-88 Remove the formatter 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: Formatter cover 5601, 5602, X52952, X53052

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

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

Mean time to repair: 2 minutes

Service level: Basic

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-13 Part information**

| Part number | Part description |
|---|---|
| **RM3-1709-000CN** | Formatter cover assembly MFP |

## Required tools

- #2 Phillips 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

No post service test is available for this assembly.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-89 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-90 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: HIP cover

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

Mean time to repair: 1 minute

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-14 Part information**

| Part number | Part description |
|---|---|
| **RC4-4142-000CN** | Cover, HIP SFP |
| **J7Z04-40007** | Cover, HIP MFP |

### Required tools

- Small flat blade screwdriver.

### After performing service

**Turn the printer power on.**

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

### Post service test

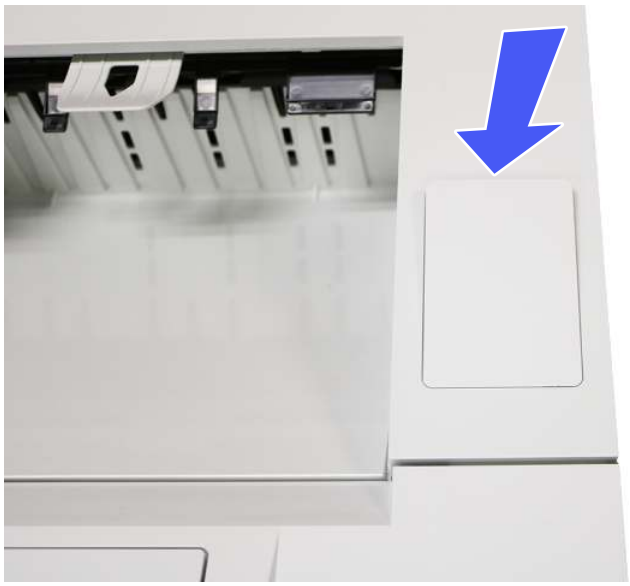
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the HIP cover

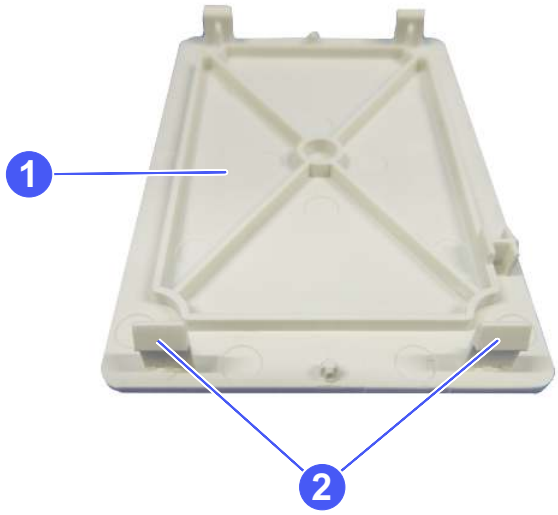
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-91 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




## 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 Right cover

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

View a video on how to remove and replace the front right cover.

Mean time to repair: 1 minute

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-15 Part information**

| Part number | Part description |
|---|---|
| RC6-3039-000CN | Cover, Front right |

### Required tools

- No special tools are needed 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

No post service test is available for this assembly.

### Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-92 SFP Remove front right cover**

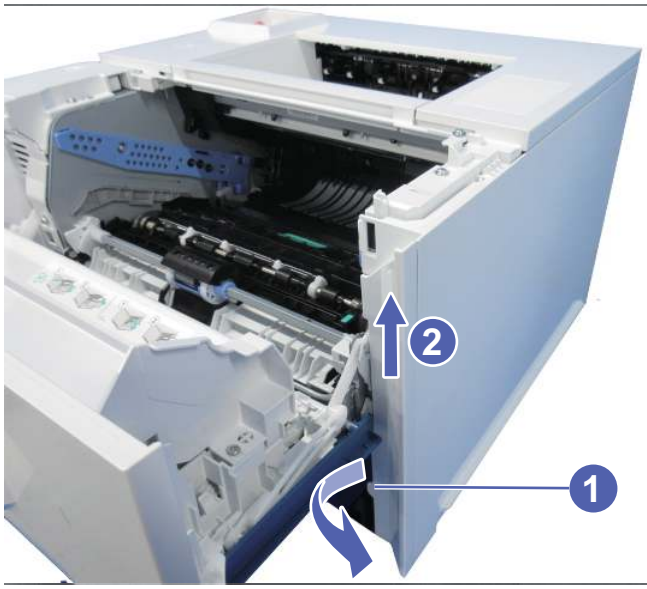
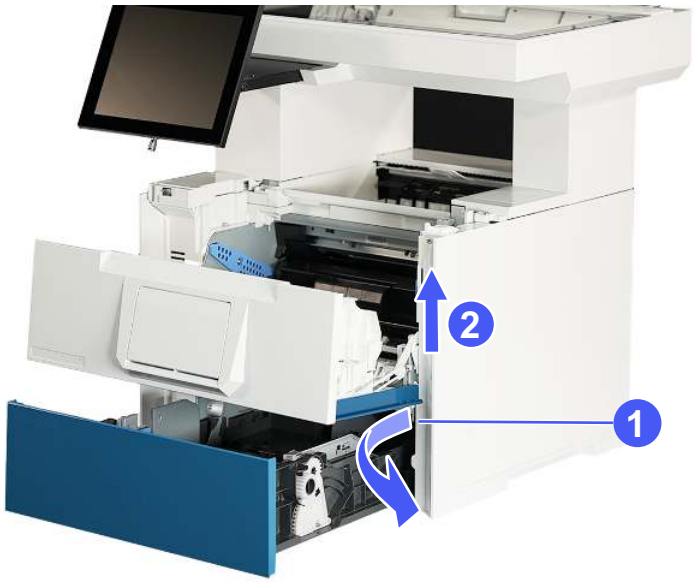



**Figure 4-93 MFP Remove front right cover**




## 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 cover

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

View a video on how to remove and replace the right cover.

Mean time to repair: 2 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-16 Part information**

| Part number | Part description |
|---|---|
| **RC6-3038-000CN** | Cover, Right |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

No post service test is available for this assembly.

## 1. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.
2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-94 SFP Remove front right cover**

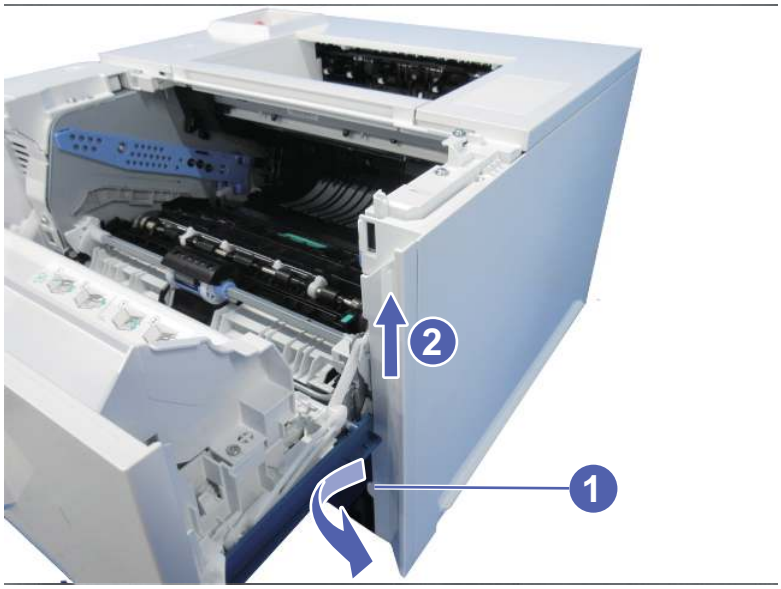
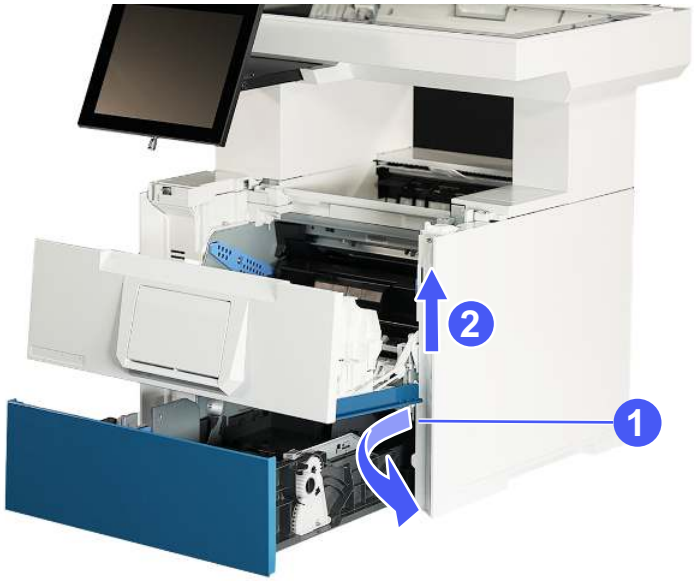


Figure 4-95 MFP Remove front right cover




## 2. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

Figure 4-96 Remove one screw

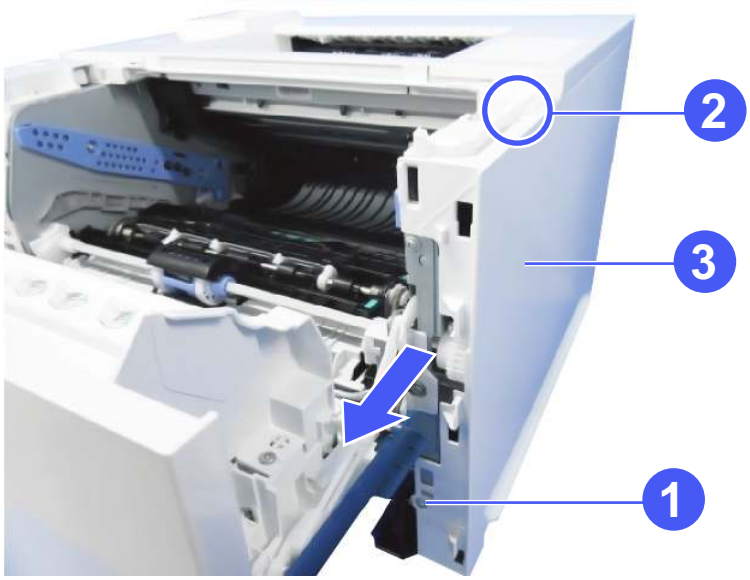
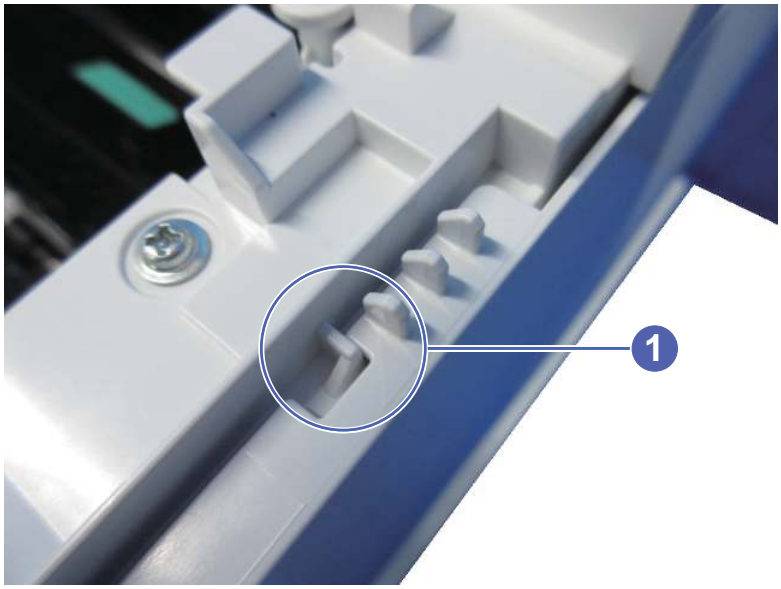


**Figure 4-97 Tab close up.**




### 3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Left cover and front left cover 5501, 5502, X50352, X50452

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

View a video on how to remove and replace the left cover.

Mean time to repair: 2 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-17 Part information**

| Part number | Part description |
|---|---|
| RC6-3040-000CN | Cover, Left |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- #2 Phillips screwdriver Short (2" shank)
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

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

### Post service test

No post service test is available for this assembly.

### 1. Remove the formatter cover (SFP)

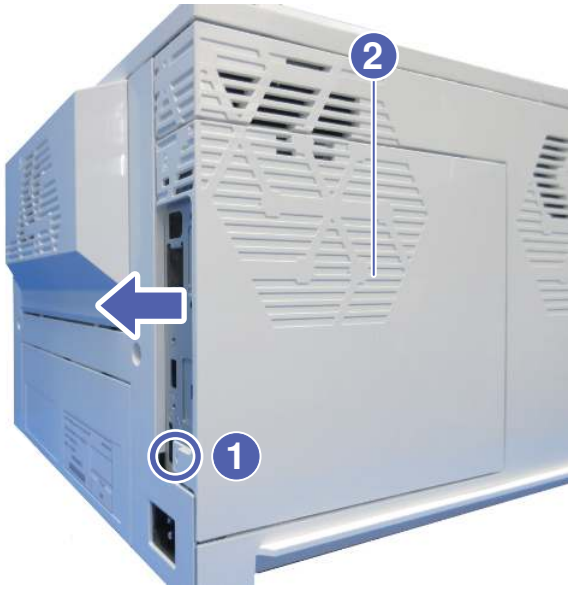
Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:

  a. On the formatter cover, remove 1 screw (callout 1).

  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-98 Remove the formatter cover**




### 2. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-99 Link arm location**

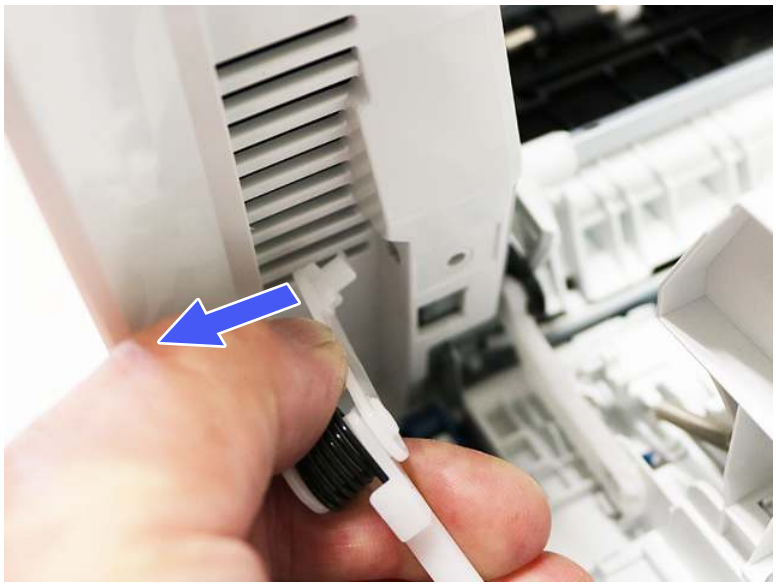


2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-100 Disengage the link arm**



### 3. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-101 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-102 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-103 Unhook one tab**

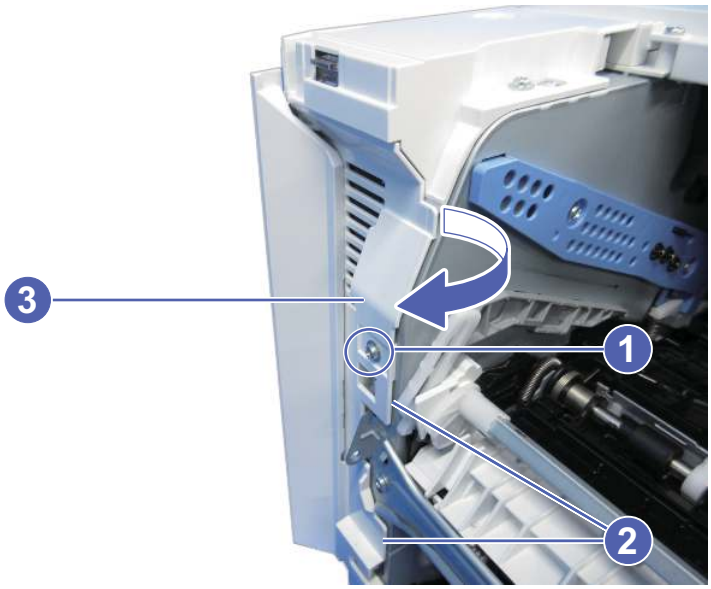



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-104 Remove one screw**



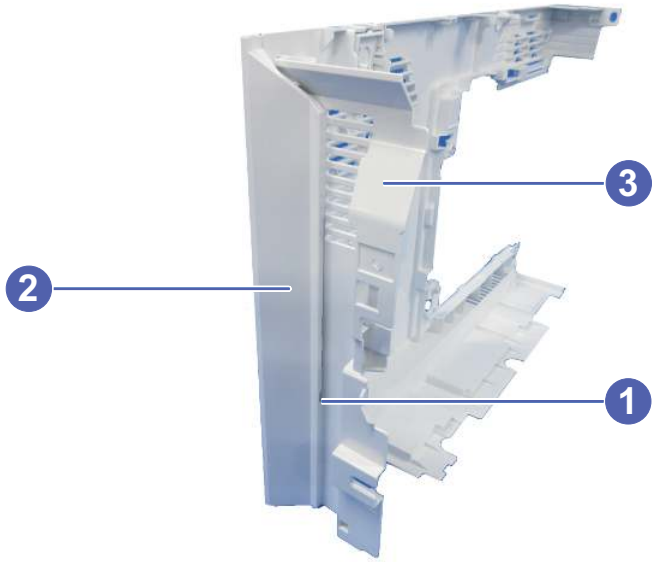

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

TIP: If replacing the left cover, you'll need to move the front left cover to the new left cover.

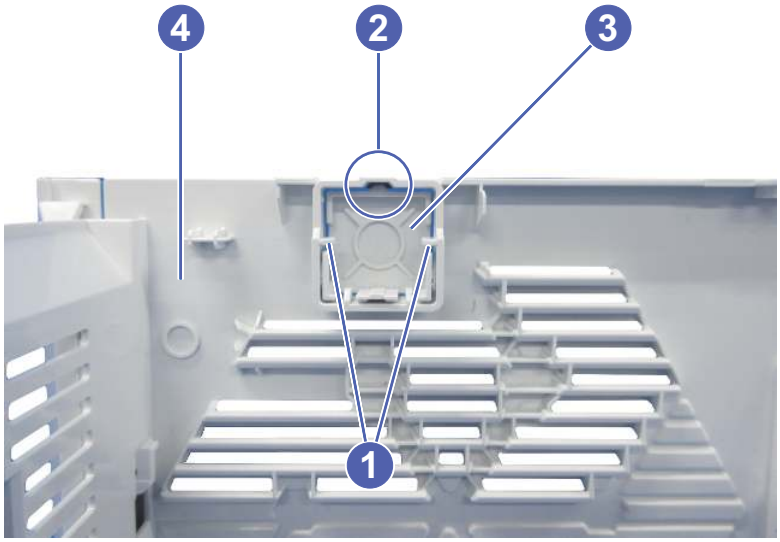
**Figure 4-105 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

TIP: If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-106 Remove door button**




## 4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Left cover assembly 5601, 5602, X52952, X53052

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

View a video on how to remove and replace the left cover.

Mean time to repair: 3 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-18 Part information**

| Part number | Part description |
|---|---|
| RC6-3063-000CN | Cover, Left |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

No post service test is available for this assembly.

# Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-107 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-108 Remove the cover**



## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-109 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-110** **Disengage the link arm**



## Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-111 Remove one screw**




2. Unhook one tab (callout 1).

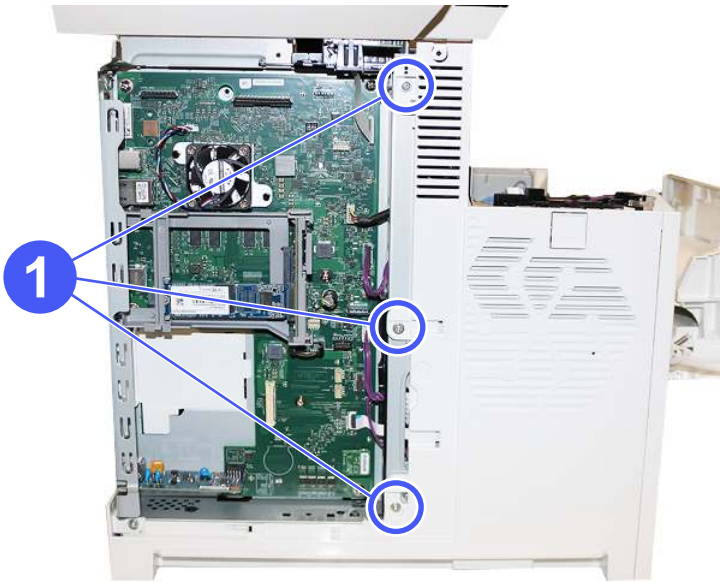
**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-112 Unhook one tab**



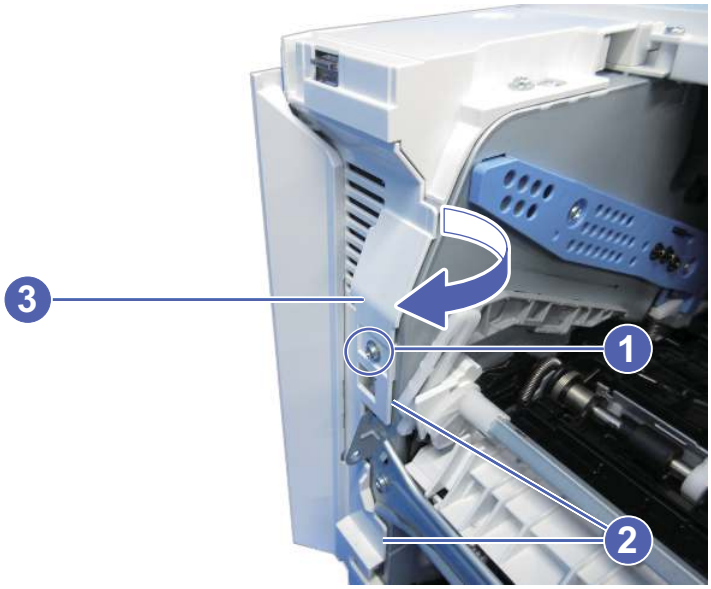
3. Remove three screws (callout 1).

**Figure 4-113 Remove three screws**




4. Remove one screw (callout 1) then unhook the two tabs (callout 2) and open the left cover (callout 3) in the direction of the arrow to remove it.

**Figure 4-114 Remove one screw**



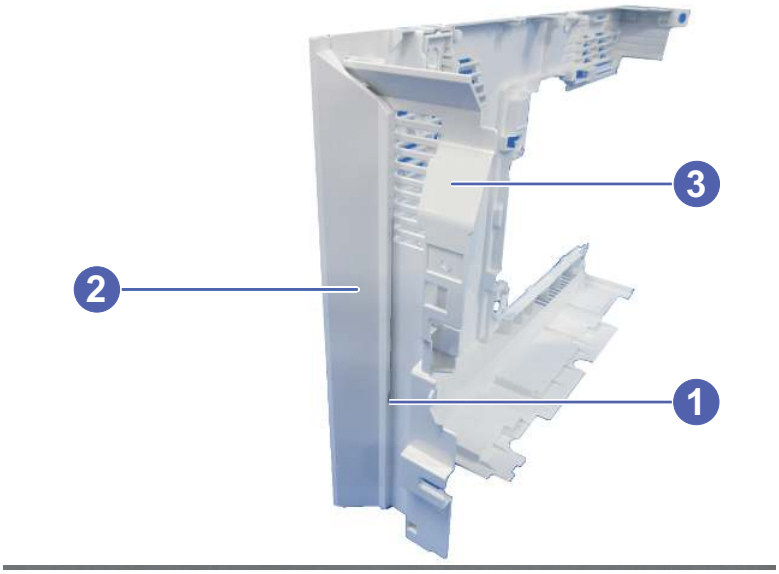

5. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you will need to move the front left cover to the new left cover.

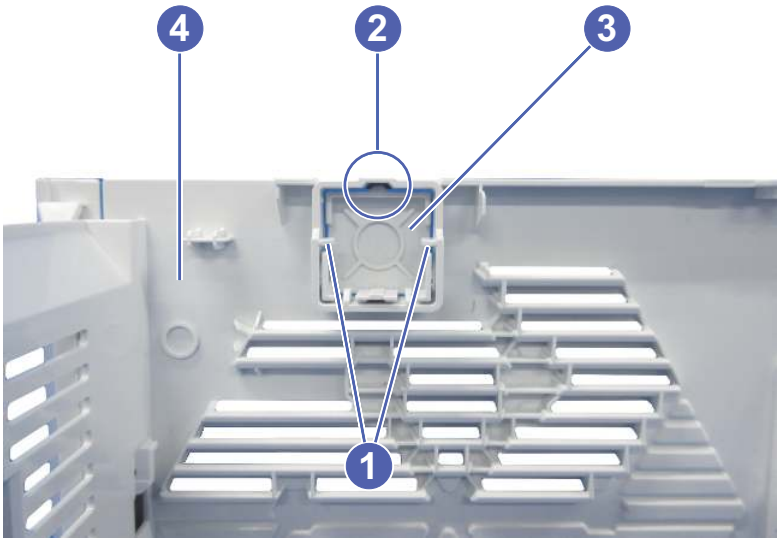
**Figure 4-115 Separate covers**




**b.** Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one, you must remove the door button and put it on the new left cover. The door button is removed toward the outside of the panel.

**Figure 4-116 Remove door button**




### Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

**1.** Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Cartridge access door (Front door assembly)

This document provides the procedures to remove and replace the front door assembly.

View a video on how to remove and replace the front door assembly.

Mean time to repair: 4 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-19 Part information**

| Part number | Part description |
|---|---|
| RM2-4938-000CN | Front door assembly |
| RM3-1083-000CN | Front door assembly (China model) SFP |

## Required tools

- Needle nose pliers

## After performing service

### Turn the printer power on

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

## Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### 1. Remove the front door assembly

Follow these steps to remove the front door assembly (Cartridge access door).

1. Disconnect the link part (callout 2) from the right side of the tray. (callout 1).

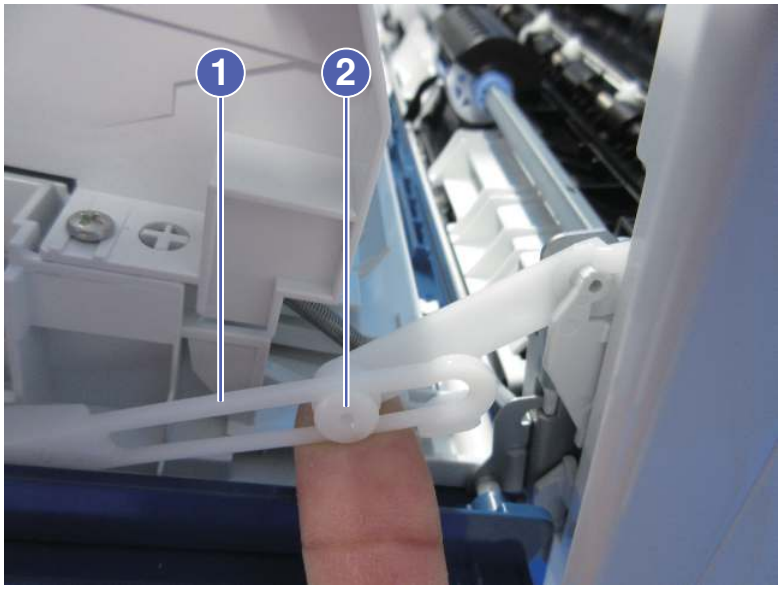
   Partially close the cover to allow access to remove link arm.

**NOTE:** Do not twist the link arm. Only use enough force to release engagement tab.

**Figure 4-117 Link arm location**



**Figure 4-118 Disconnect link arm**



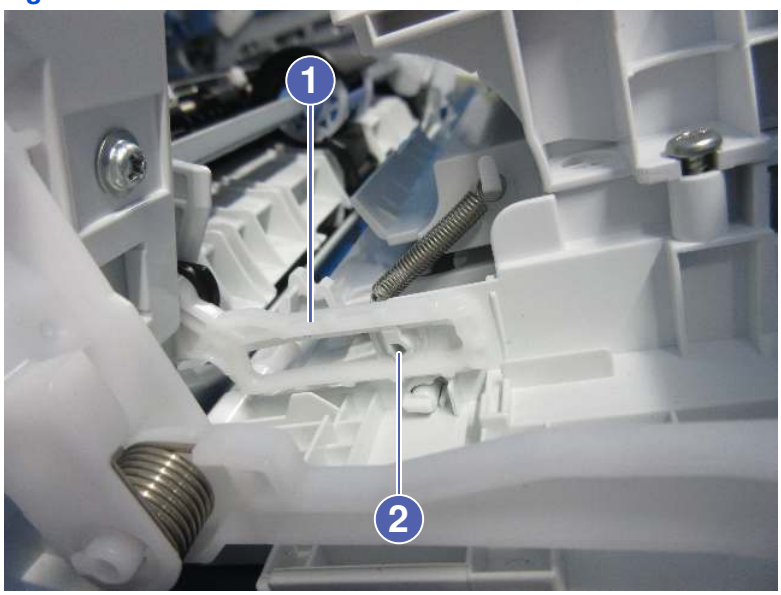

2. Locate the link part on the left side of the door.

**Figure 4-119 Link arm location**



3. Partially close the door to position link arm tab (callout 2) in center of link arm (callout 1). Gently remove the lower part of the link arm from tab.

**Figure 4-120 Disconnect link arm**




4. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-121 Link arm location**

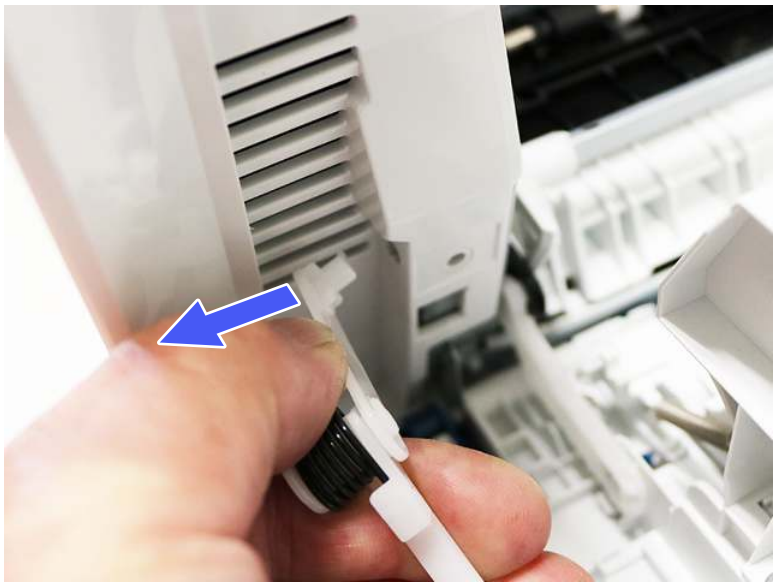



**NOTE:** The link arm tab on the arm must be aligned with the cutout.



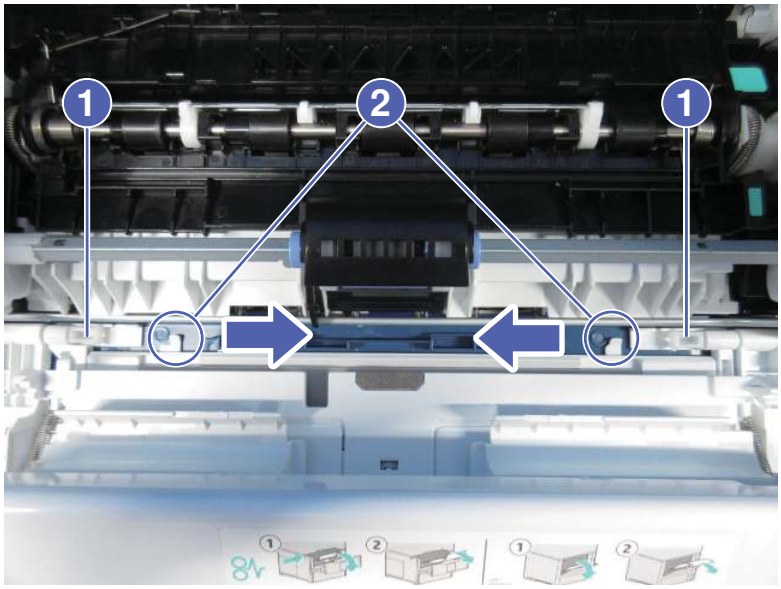
5. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**Figure 4-122 Disengage the link arm**



6. Slide the right/left stoppers (callout 1) halfway to the positions shown by the arrows to release the door from the printer.

**Figure 4-123 Release the stoppers**




7. Remove the cartridge access door from the printer.

### 2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Rear door assembly

This document provides the procedures to remove and replace the rear door assembly.

View a video on how to remove and replace the rear door assembly.

Mean time to repair: 3 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-20 Part information**

| Part number | Part description |
|---|---|
| RM2-4941-000CN | Rear door assembly |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

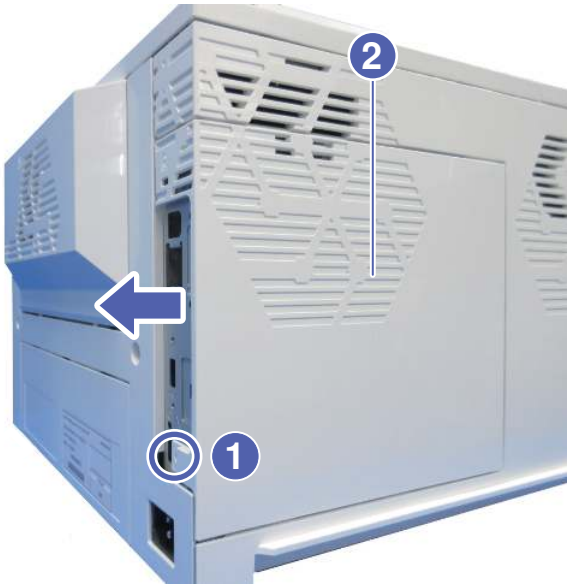
No post service test is available for this assembly.

#### 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-124 Remove the formatter cover**




### 2. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-125 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-126 Remove the cover**



### 3. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-127 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-128 Locate cable cover**

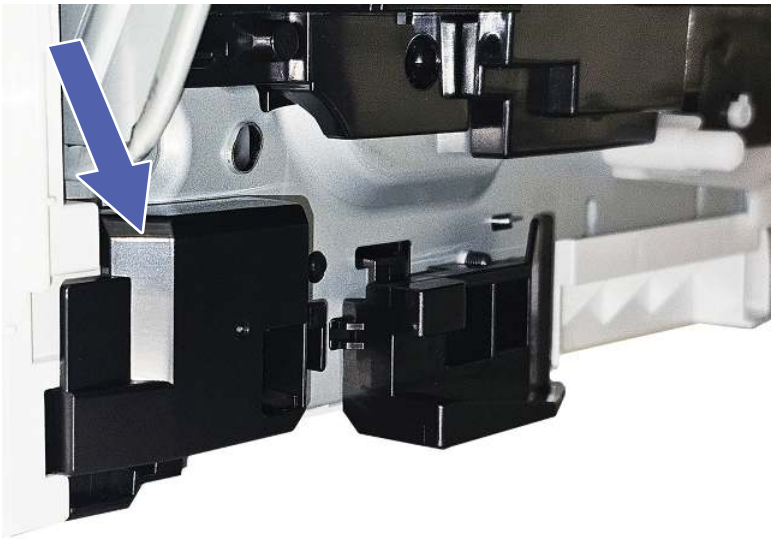
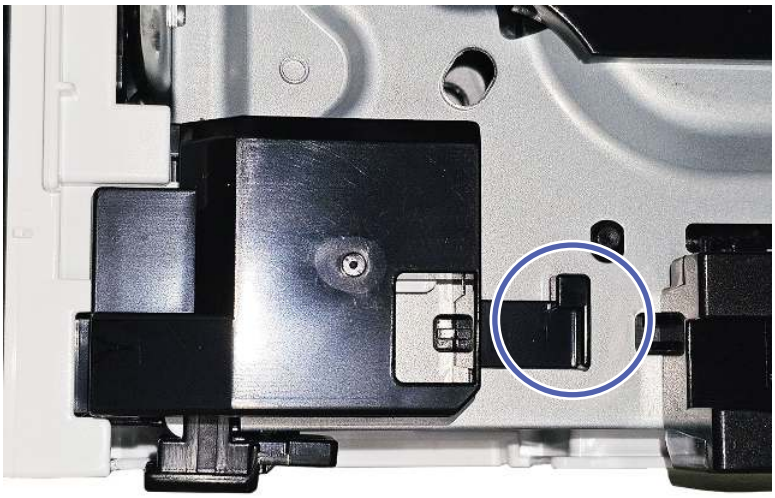
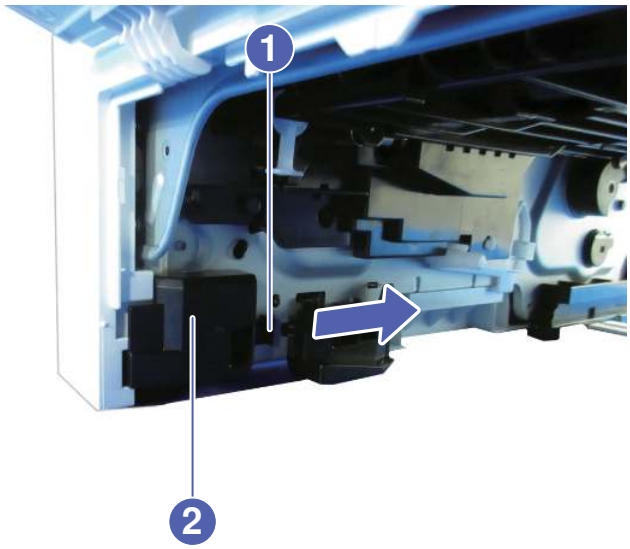


**Figure 4-129 Cover locking tab**



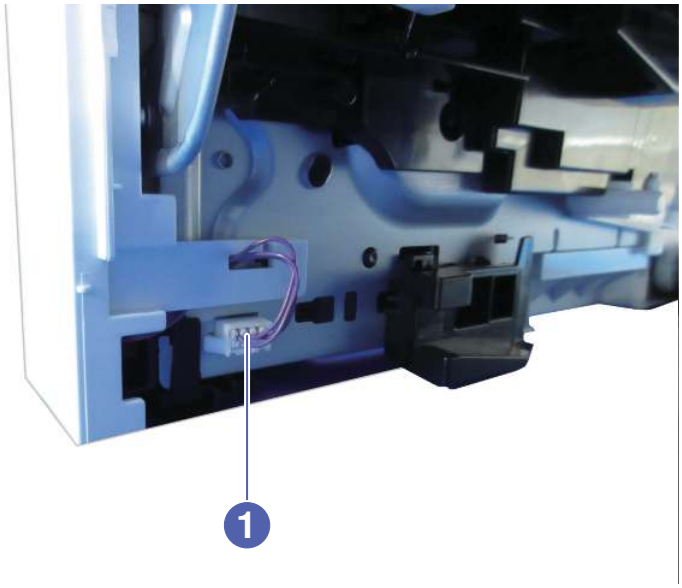
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-130 Remove the cover**



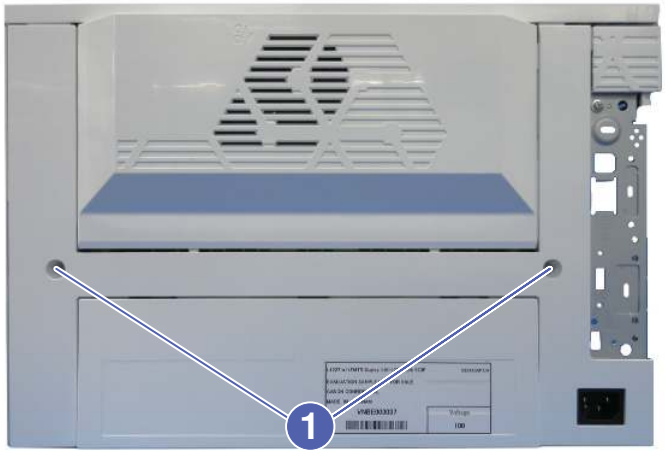

5. Pull off one connector (callout 1).

**Figure 4-131 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-132 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-133 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-134 Unhook one tab**




9. Open the rear door.

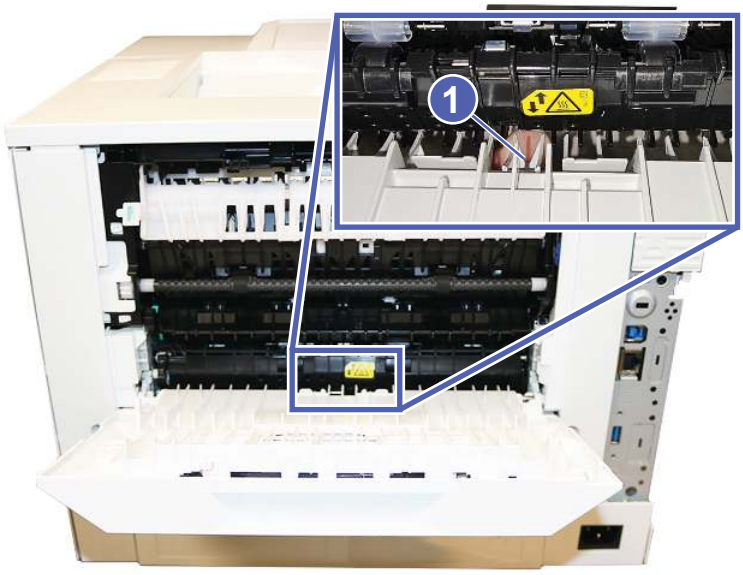
**Figure 4-135 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-136 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top 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: Cassette rear cover

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

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-21 Part information**

| Part number | Part description |
|---|---|
| RC6-3045-000CN | Cover, Cassette Rear |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

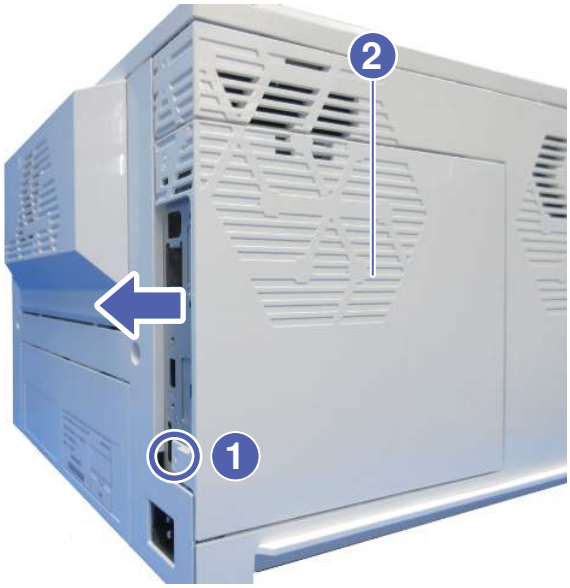
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-137 Remove the formatter cover**




### Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-138 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-139 Remove the cover**



## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-140 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-141 Locate cable cover**

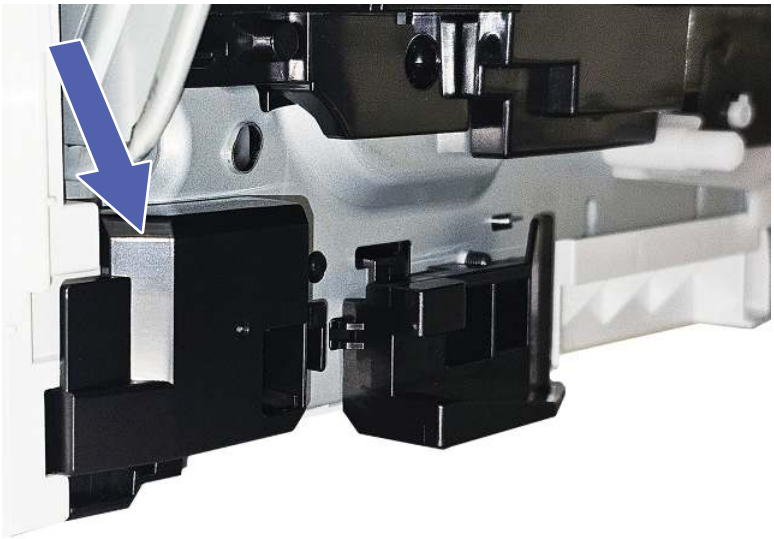
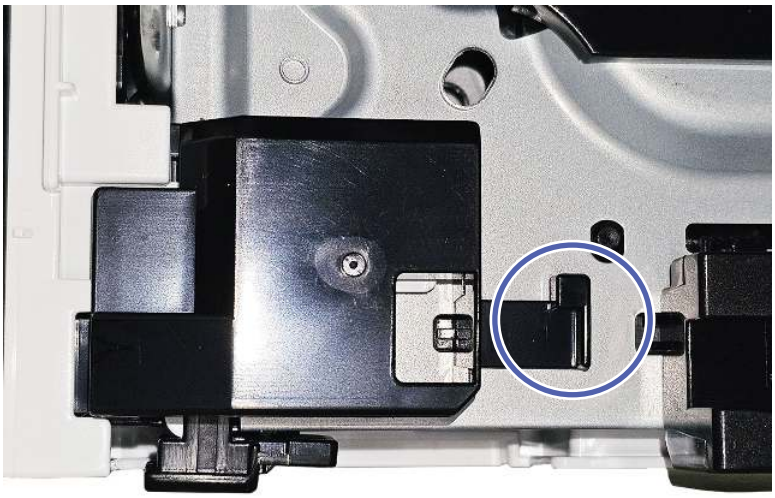
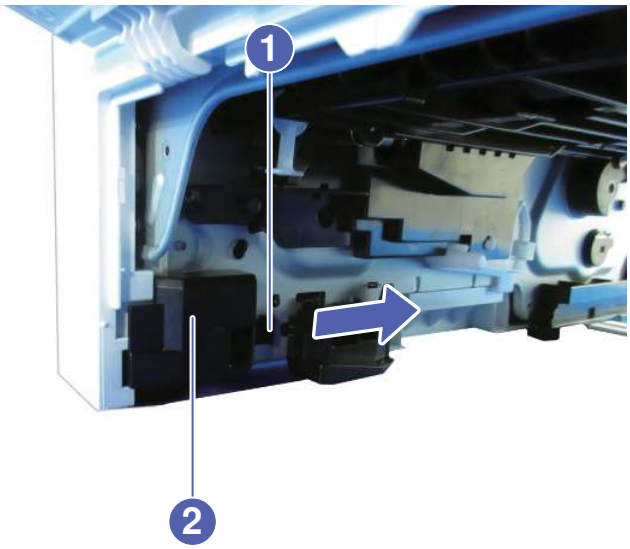


**Figure 4-142 Cover locking tab**



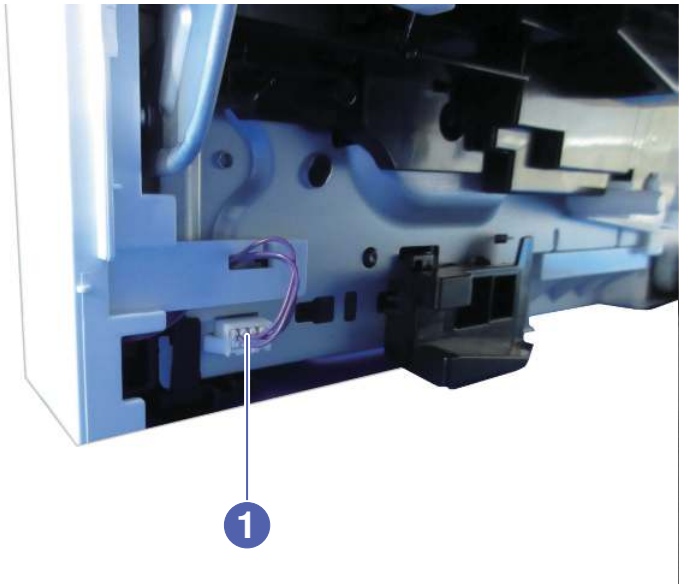
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-143 Remove the cover**



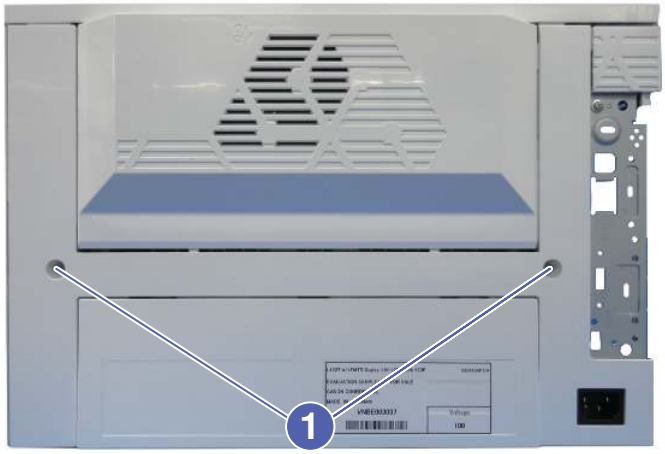

5. Pull off one connector (callout 1).

**Figure 4-144 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-145 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-146 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-147 Unhook one tab**




9. Open the rear door.

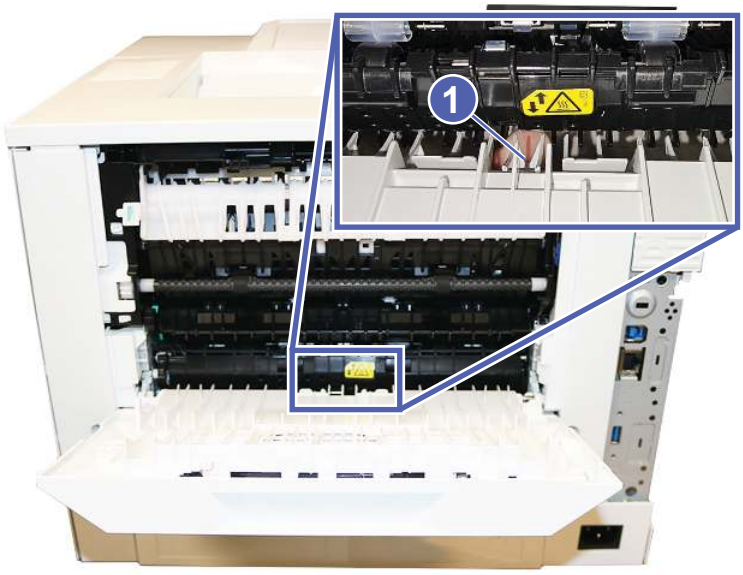
**Figure 4-148 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-149 Remove the rear door assembly**



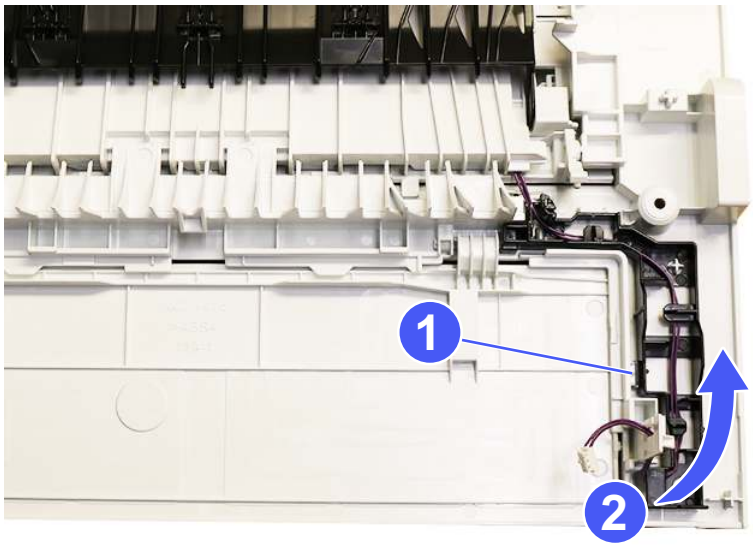

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Remove the rear cassette cover

Follow these steps to remove the rear cassette cover.

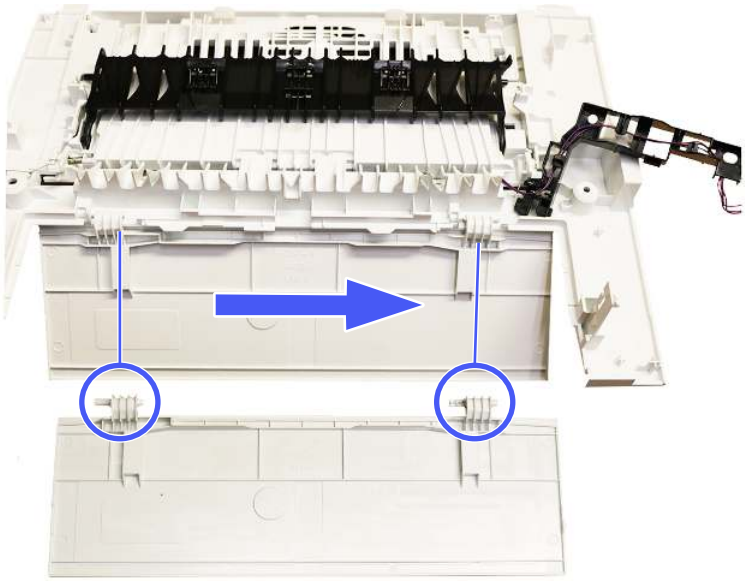
1. Release tab on inside right cover (callout 1) for the cable guide and lift it off the cover (callout 2).

**Figure 4-150 Release tab and lift cable guide**



2. With the cable guide out of the way, slide the rear cassette tray cover to the right to clear the hinge pins and lift off.

**Figure 4-151 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: Output bin assembly

This document provides the procedures to remove and replace the output bin assembly.

Mean time to repair: 1 minute

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-22 Part information**

| Part number | Part description |
|---|---|
| RC6-3066-000CN | Tray, Paper delivery |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- #2 Phillips short shank screwdriver with a magnetic tip (For MFP Models only)
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

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

### Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the output bin

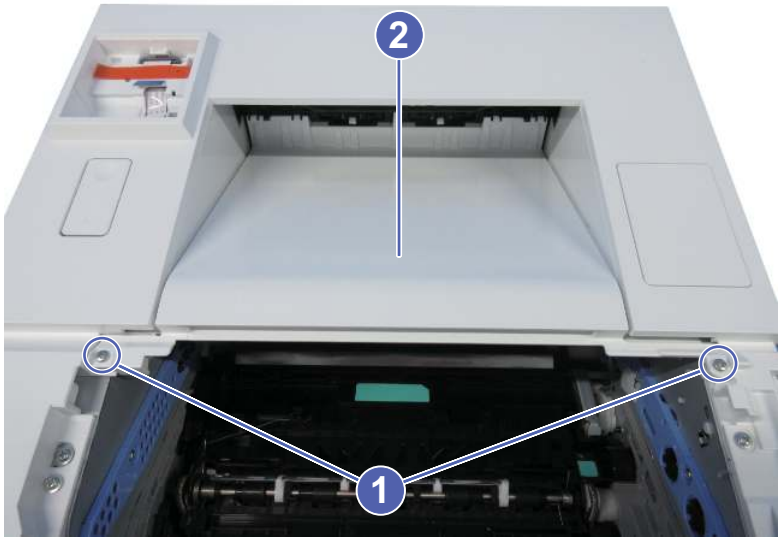
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-152 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 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 (5502, X50452)

This document provides the procedures to remove and replace the top cover

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-23 Part information**

| Part number | Part description |
|---|---|
| **RM2-4936-000CN** | Top cover assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- #2 Phillips screwdriver Short (2" shank)
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

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

### Post service test

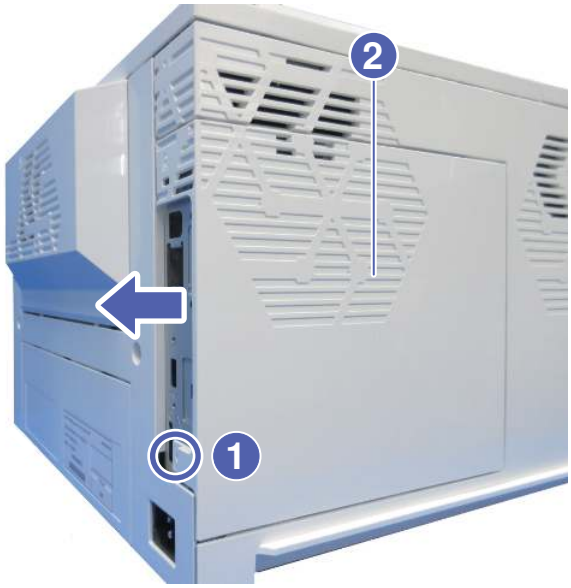
No post service test is available for this assembly.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-153 Remove the formatter cover**




## 2. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-154 SFP Remove front right cover**

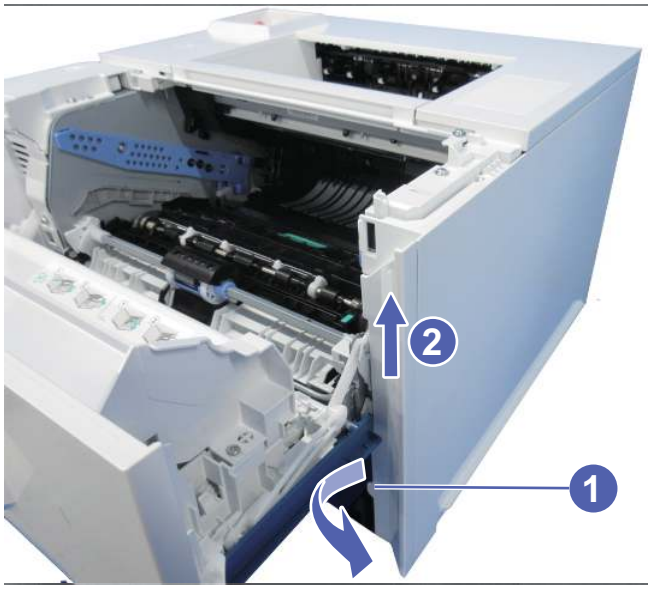
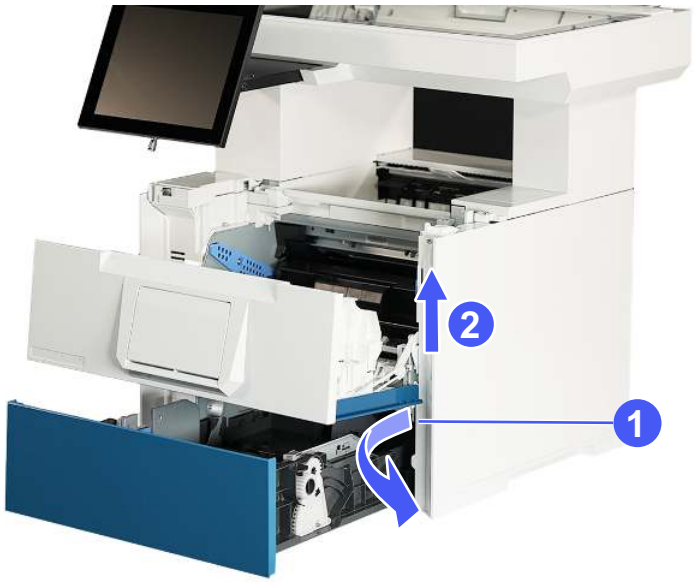



**Figure 4-155 MFP Remove front right cover**




### 3. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-156 Remove one screw**

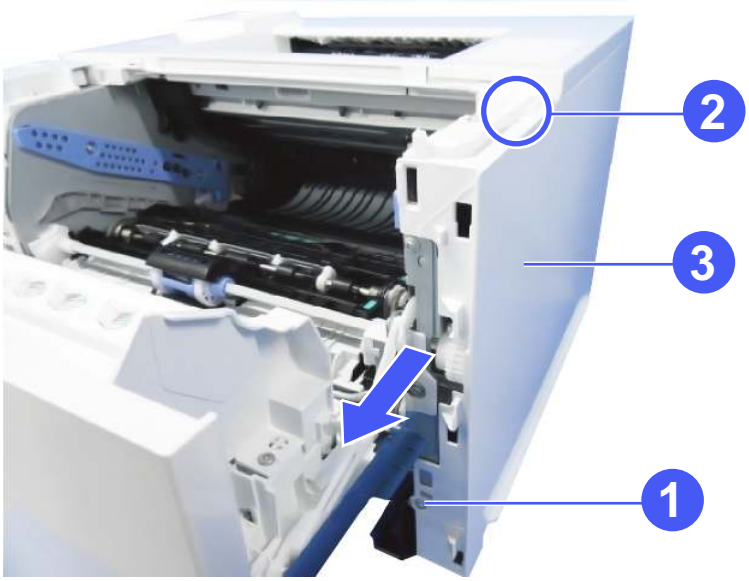
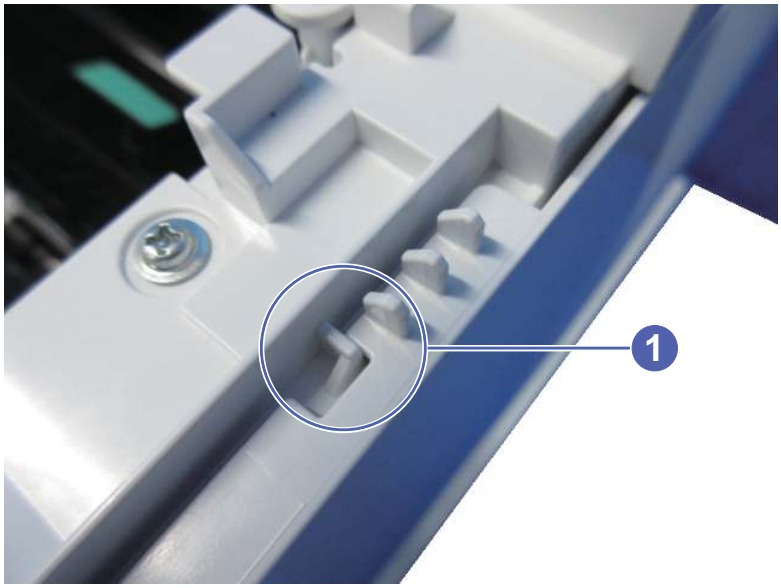



**Figure 4-157 Tab close up.**




### 4. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-158 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-159 Disengage the link arm**



## 5. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-160 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-161 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-162 Unhook one tab**

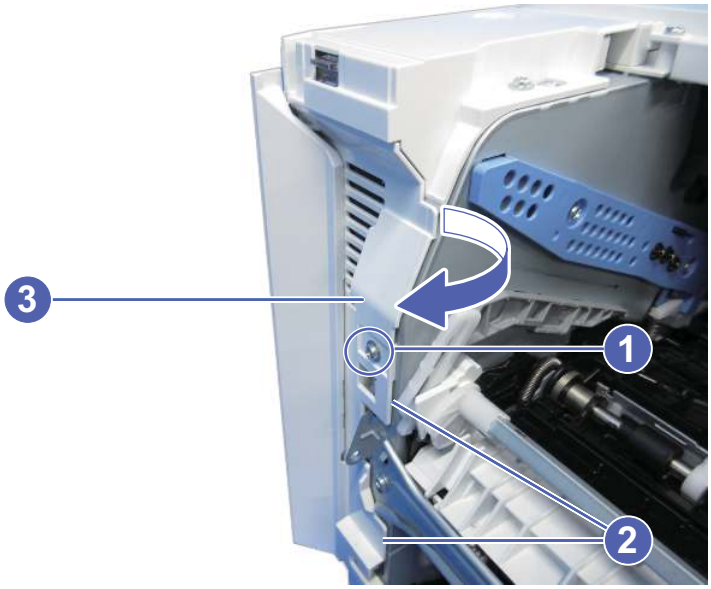



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-163 Remove one screw**



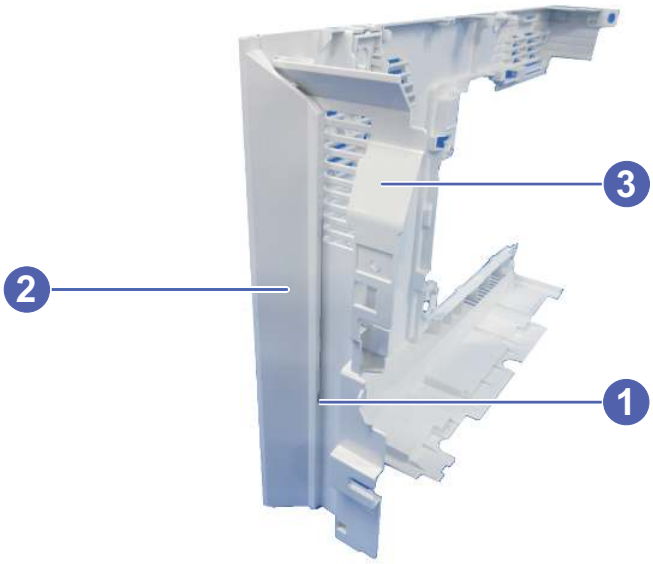

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

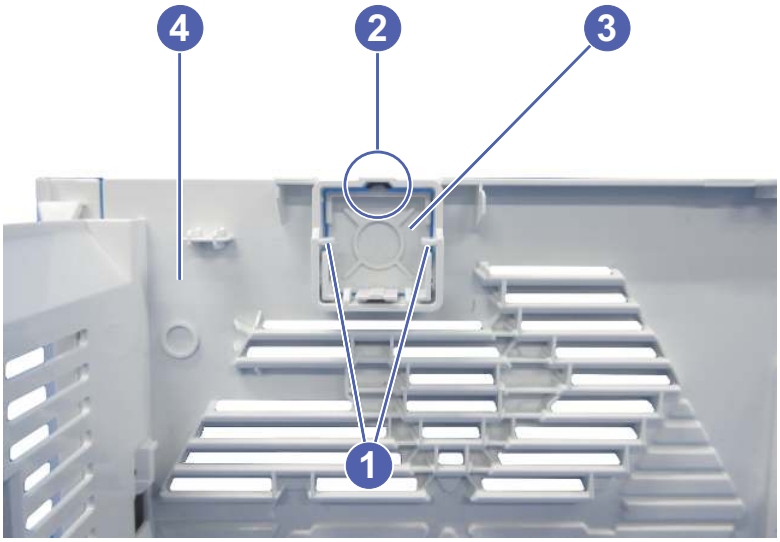
**Figure 4-164 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-165 Remove door button**




## 6. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-166 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-167 Locate cable cover**

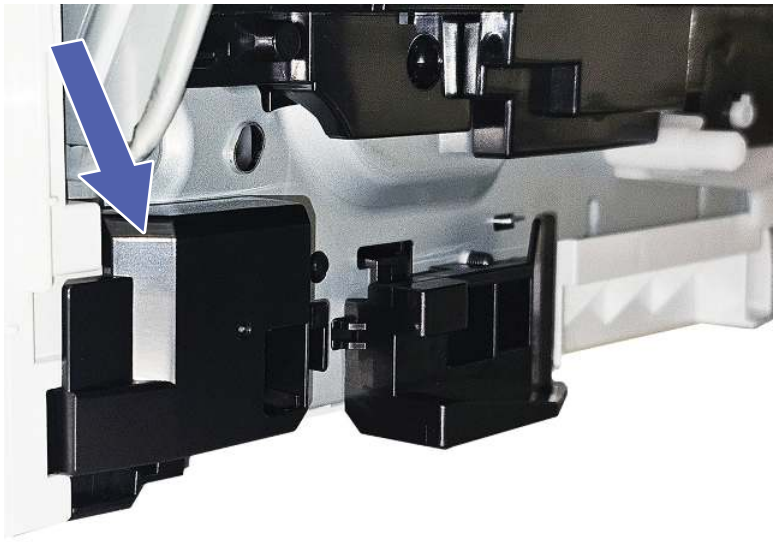
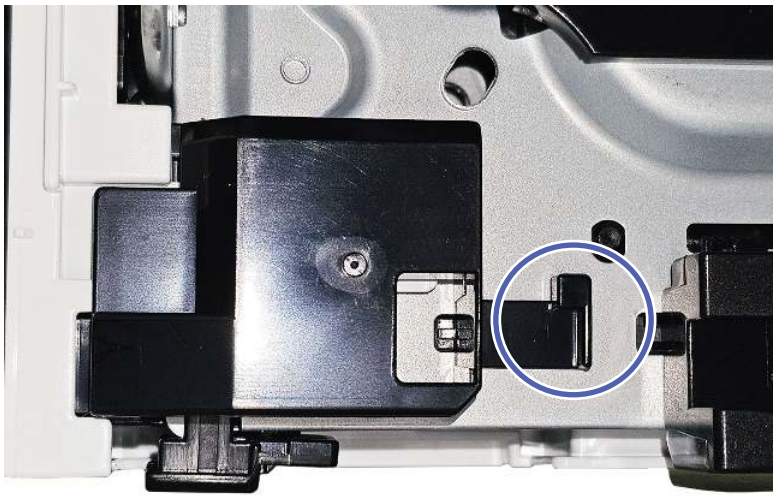
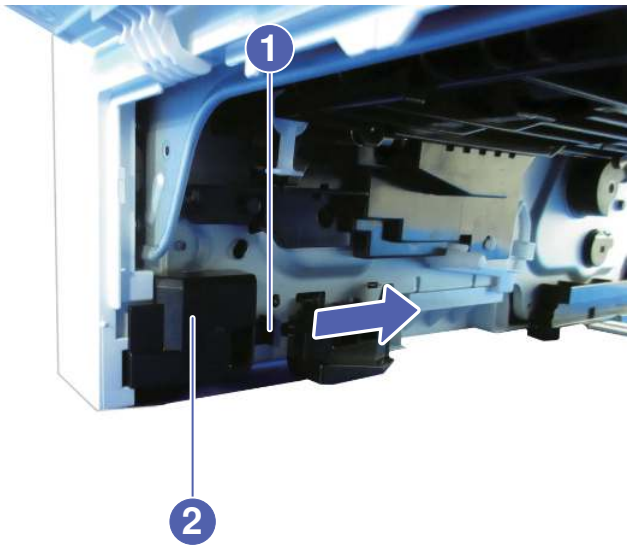


**Figure 4-168 Cover locking tab**



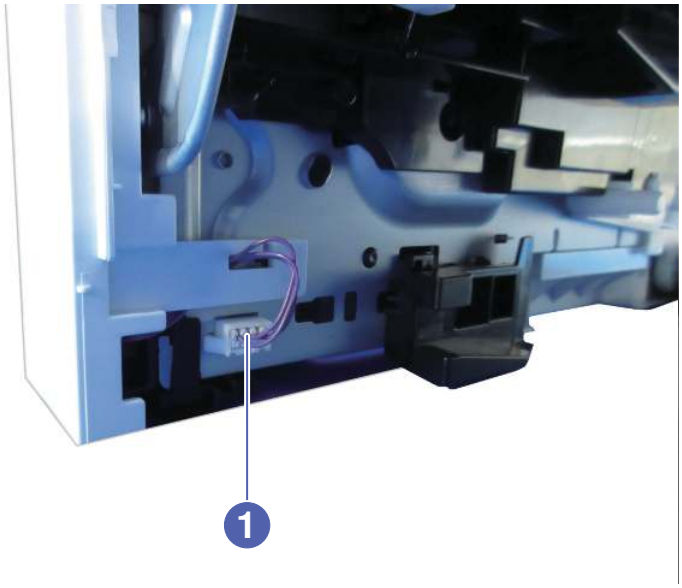
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-169 Remove the cover**



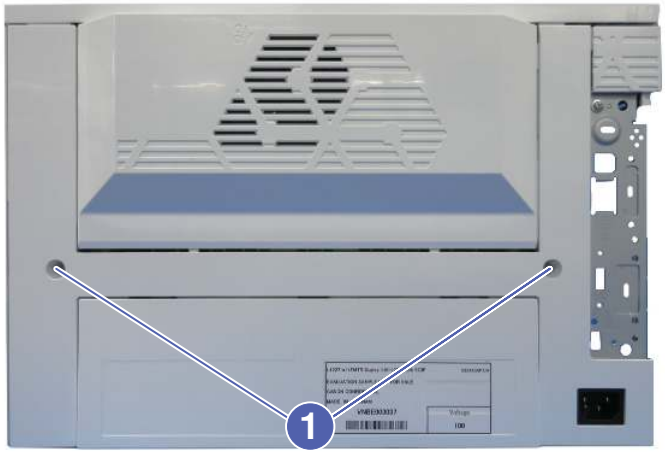

5. Pull off one connector (callout 1).

**Figure 4-170 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-171 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-172 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-173 Unhook one tab**




9. Open the rear door.

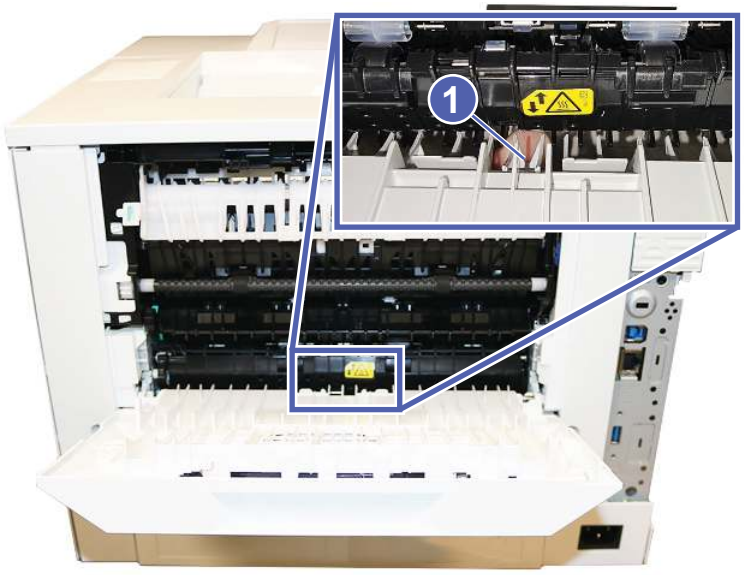
**Figure 4-174 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-175 Remove the rear door assembly**



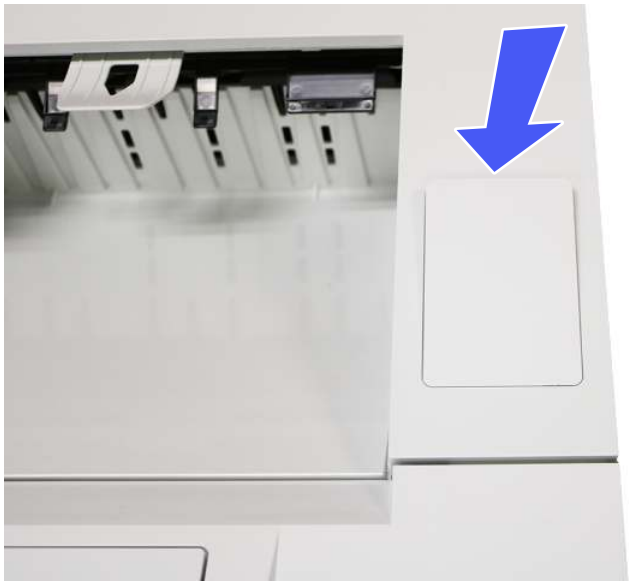

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## 7. Remove the HIP cover

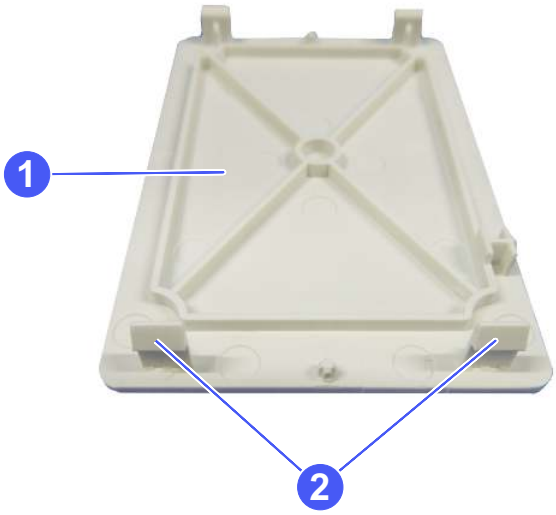
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-176 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




### 8. Remove the output bin

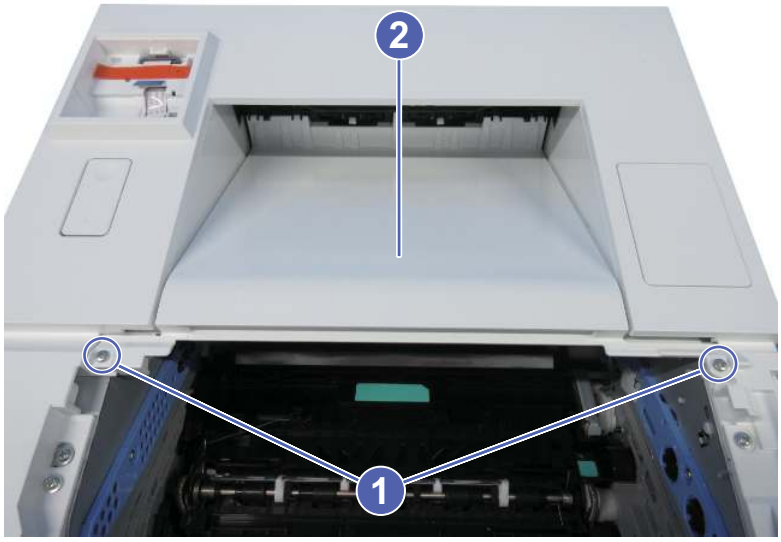
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-177 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 9. Remove the control panel (SFP)

Follow these steps to remove the control panel.

1. To remove the control panel PCA cover by using a small flat blade screwdriver to pry up the rear side.

**Figure 4-178 Remove the cover**



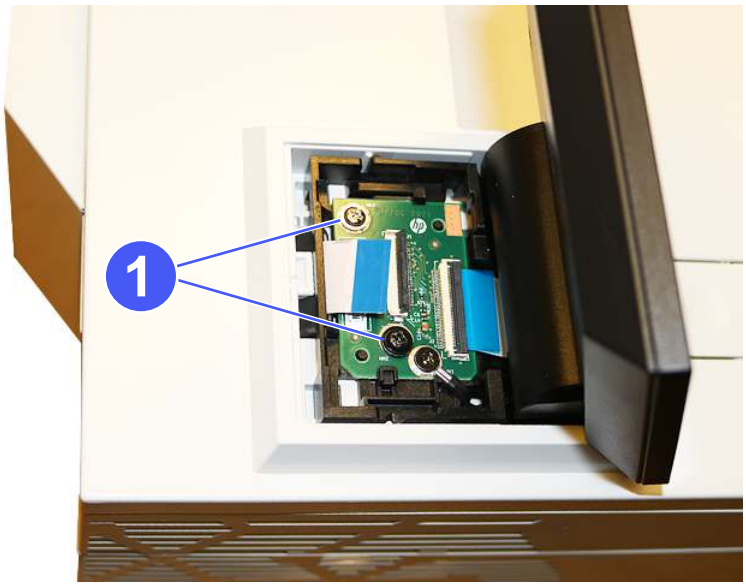
2. Disconnect the FFC.

**Figure 4-179 Disconnect the FFC**



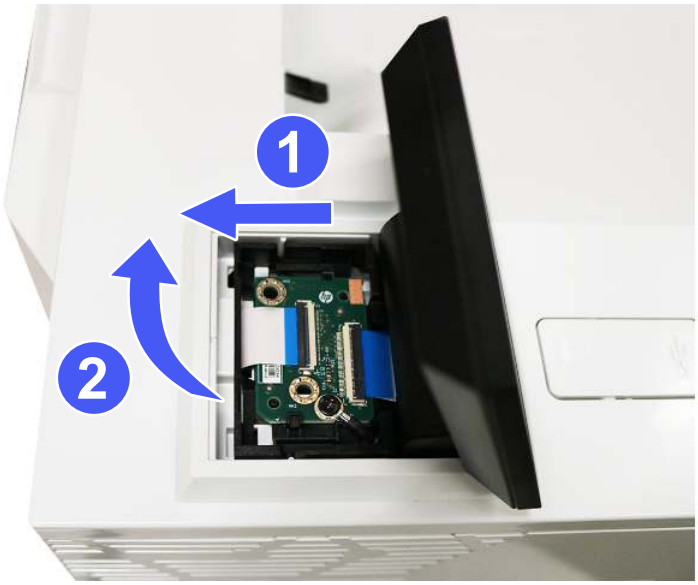
3. Remove two screws (callout 1).

**Figure 4-180 Remove the screws**




4. Slide the control panel assembly back (callout 1) then rotate it up and out from the printer (callout 2).

**Figure 4-181 Remove the control panel**

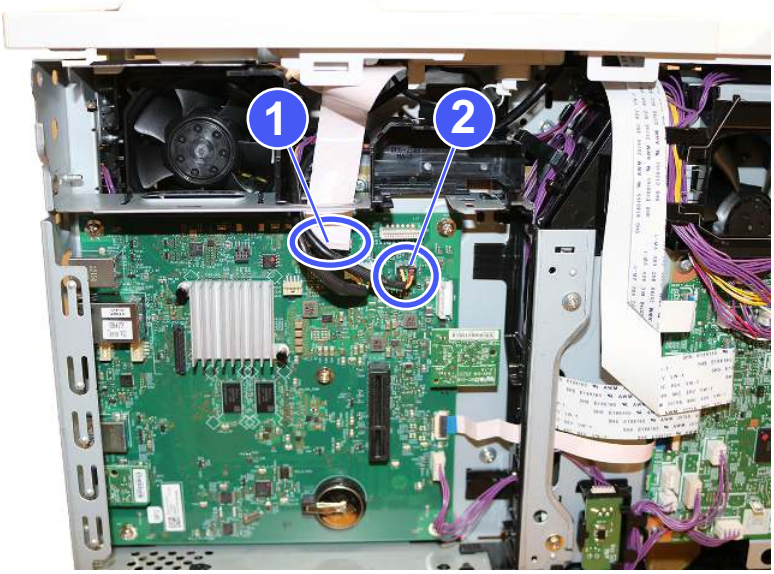



## 10. Remove the top cover

Follow these steps to remove the top cover.

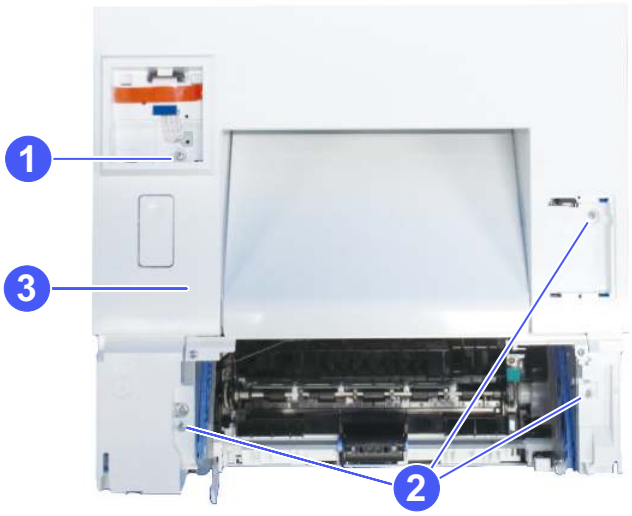
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-182 Disconnect the cable**




2. Remove one screw with washer (callout 1) and three screws (callout 2).

**Figure 4-183 Remove the screws**




3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

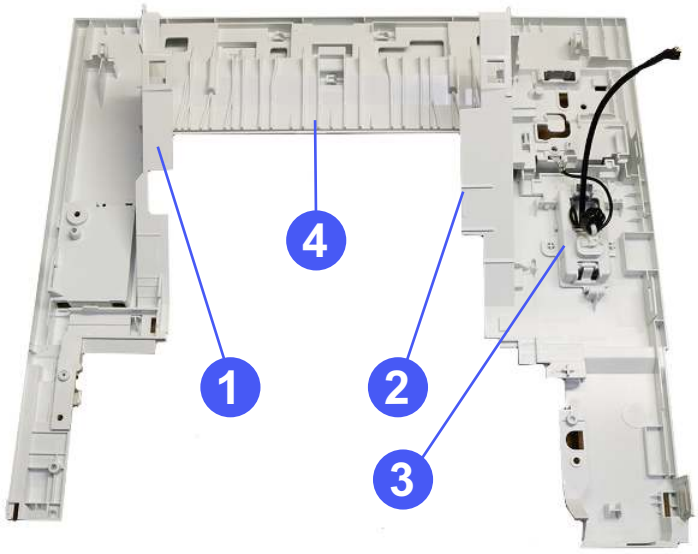
## 11. Replacing the top cover assembly

Replacing the top cover assembly.

1. When replacing the top cover assembly, the following parts must be removed from the old top cover and installed onto the new top cover.
   - FFC and ferrite ring
   - Callout 1: Right side guide

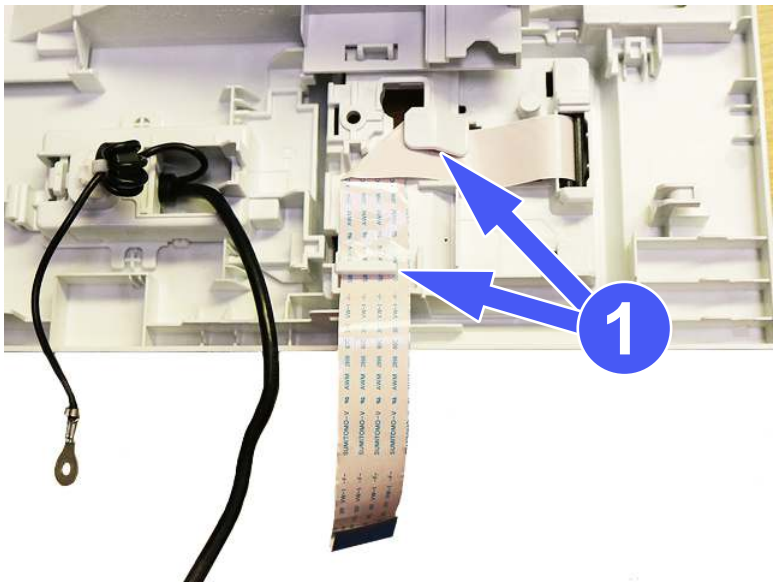
- Callout 2: Left side guide
- Callout 3: USB pop-up assembly
- Callout 4: Paper guide

**Figure 4-184 Parts to remove**



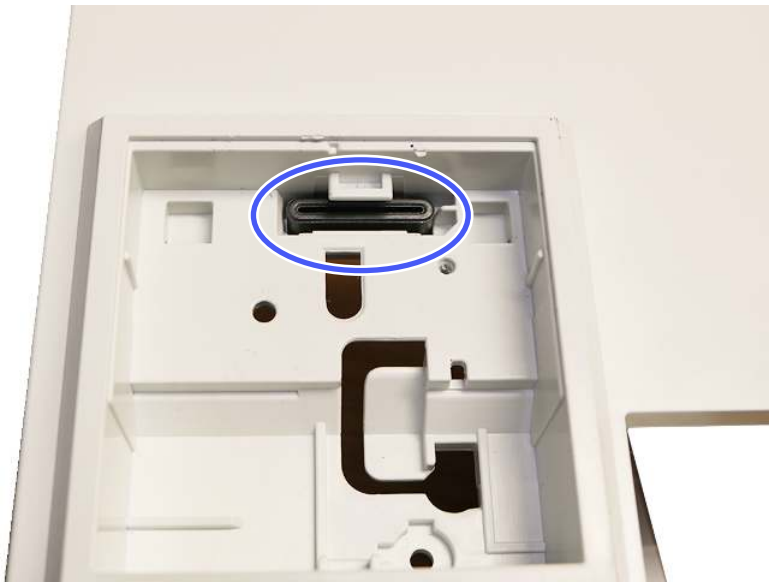

2. Remove the FFC from the stays, and then remove it from the top cover.

**Figure 4-185 Remove the FFC**



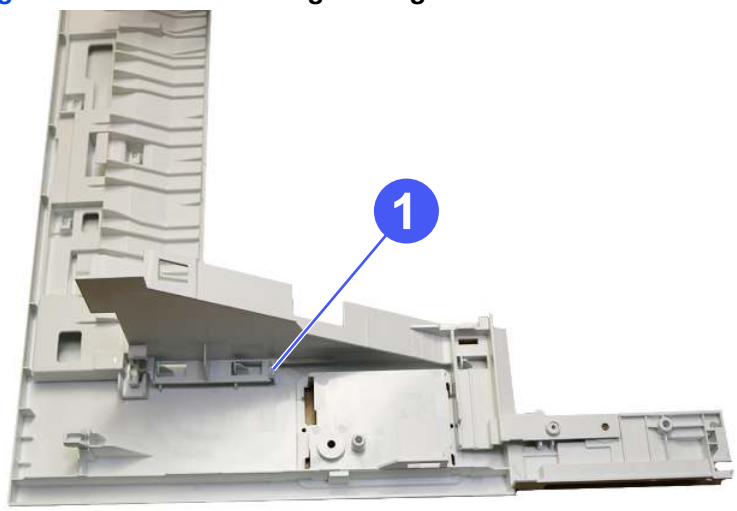
3. Remove the ferrite ring from the top cover.

**Figure 4-186 Remove the ferrite ring**



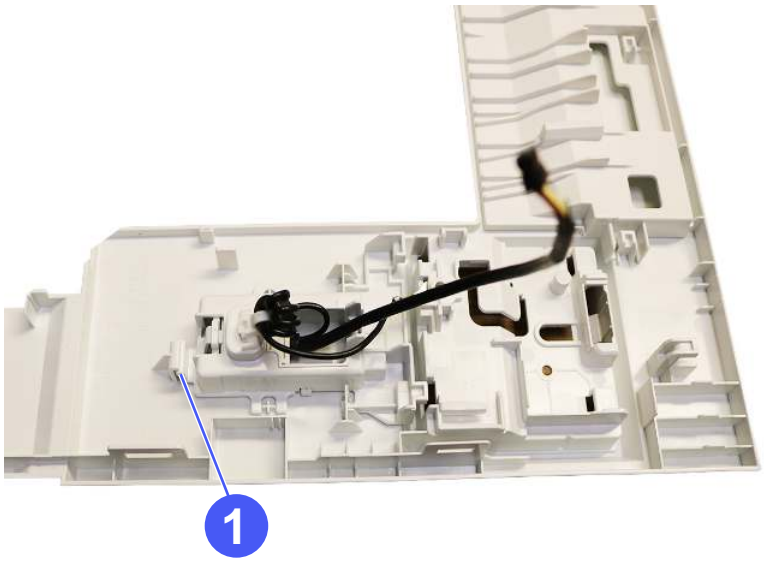
4. To remove the right side guide, release the tab (callout 1) and the lift the guide off.

**Figure 4-187 Remove the right side guide**



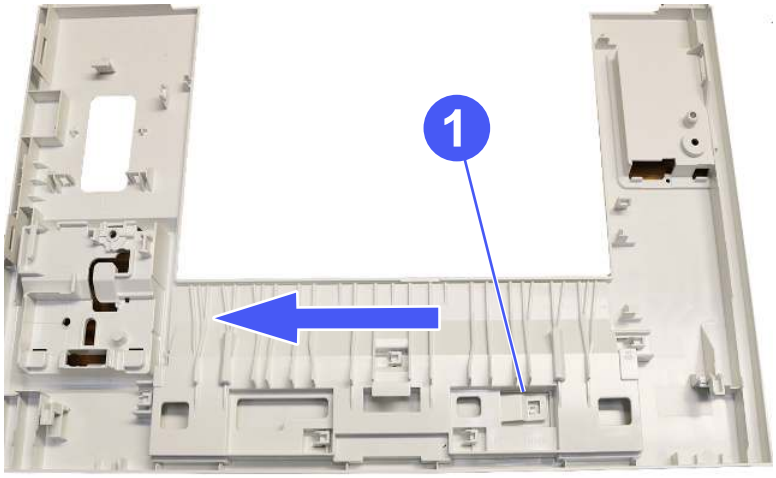
5. Remove the USB pop-up assembly by releasing the tab (callout 1) and then lifting it out.

**Figure 4-188 Remove the USB Pop-up**




6. To remove the paper guide, release the tab (callout 1) and slide the guide in the direction of the arrow.

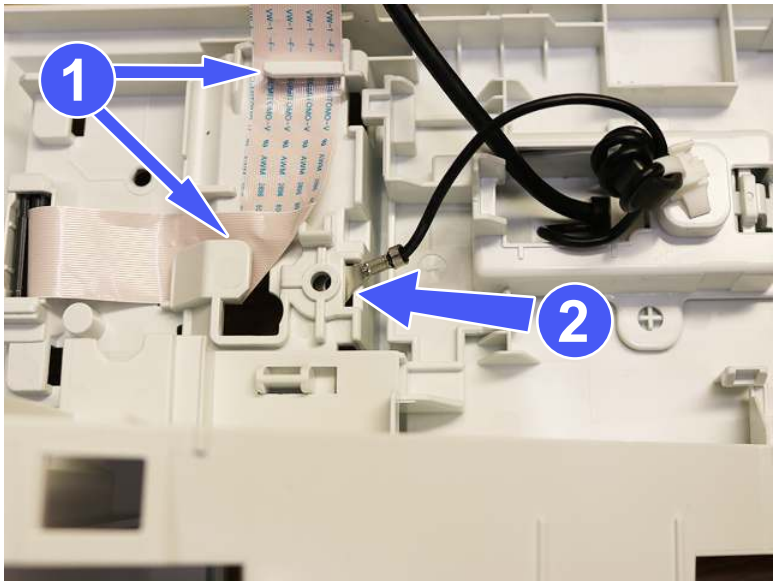
**Figure 4-189 Remove the paper guide**




7. Install the guides and USB pop-up on the new top cover assembly.

   Ensure that the FFC (callout 1) is routed in the stays and that the grounding connector (callout 2) is positioned correctly.

**Figure 4-190 Install FFC and ground 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.

## Removal and replacement: Top cover assembly (5501, X50352)

This document provides the procedures to remove and replace the top cover

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-24 Part information**

| Part number | Part description |
|---|---|
| RM3-2293-000CN | Top cover assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- #2 Phillips screwdriver Short (2" shank)
- Small flat blade screwdriver

### After performing service

**Turn the printer power on**

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

### Post service test

No post service test is available for this assembly.

#### 1. Remove the formatter cover (SFP)

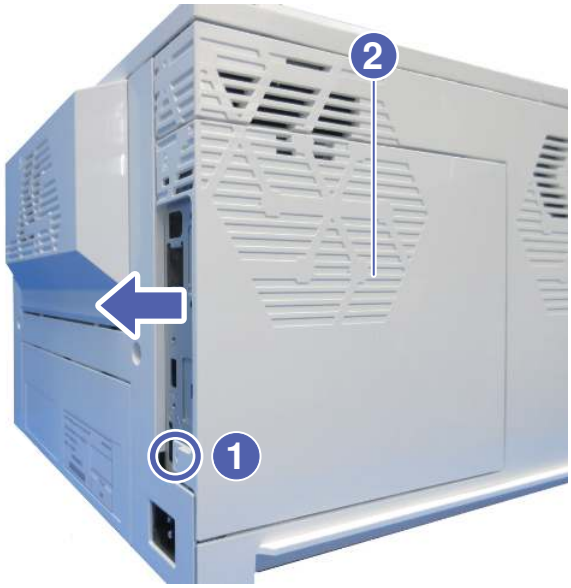
Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:

  a. On the formatter cover, remove 1 screw (callout 1).

  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-191 Remove the formatter cover**




## 2. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.
2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-192 SFP Remove front right cover**

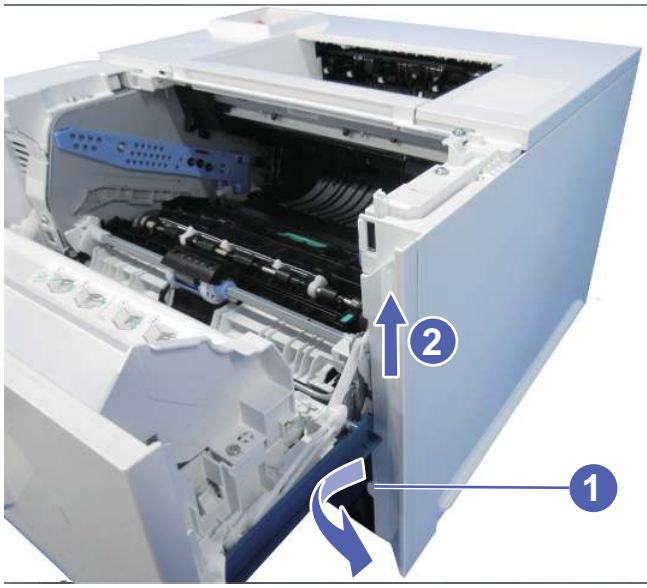
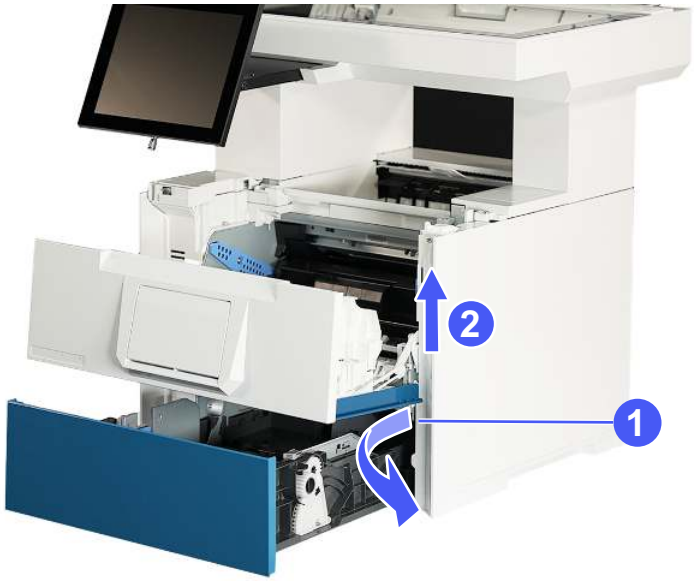


Figure 4-193 MFP Remove front right cover




### 3. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

Figure 4-194 Remove one screw

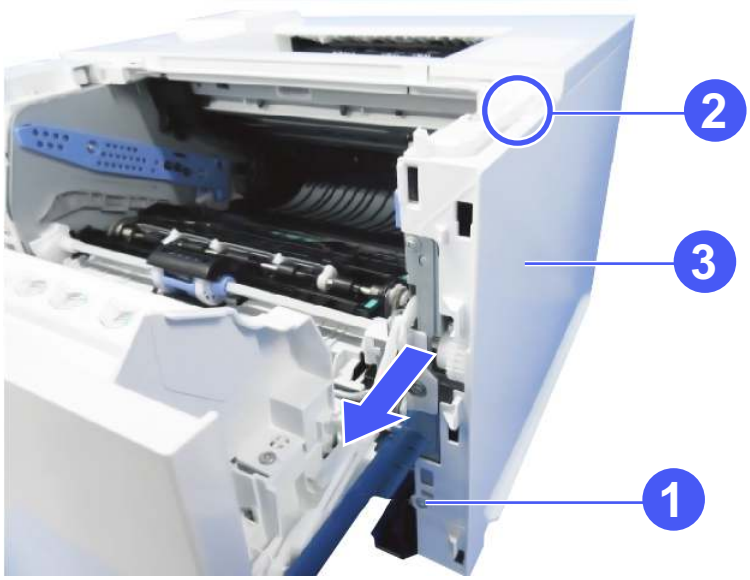
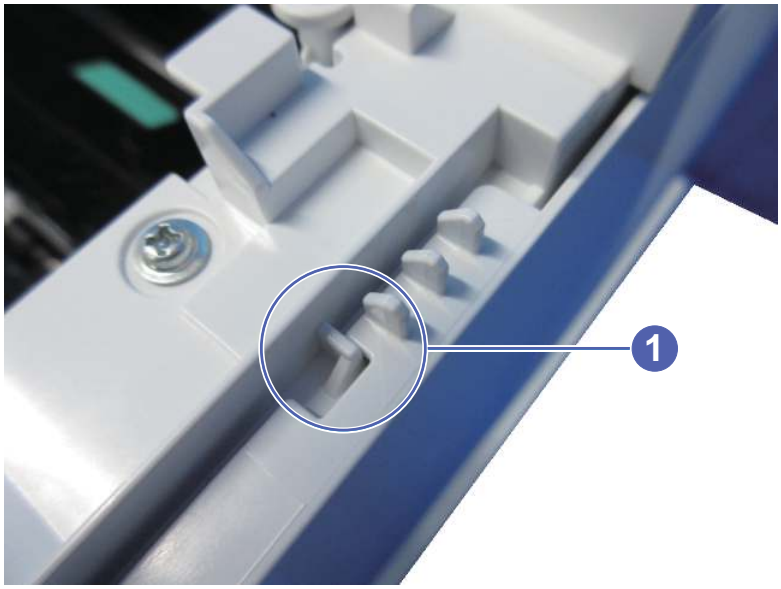


**Figure 4-195 Tab close up.**




### 4. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-196 Link arm location**

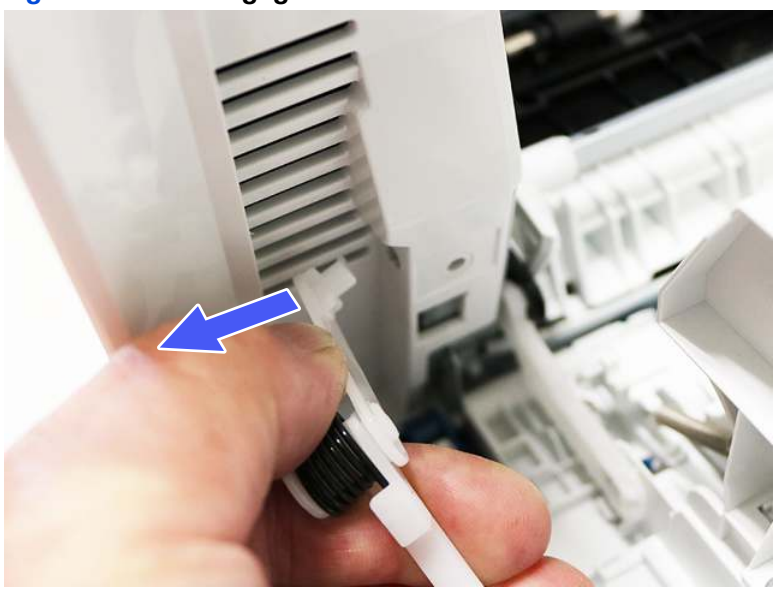



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-197 Disengage the link arm**



### 5. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-198 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-199 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-200 Unhook one tab**

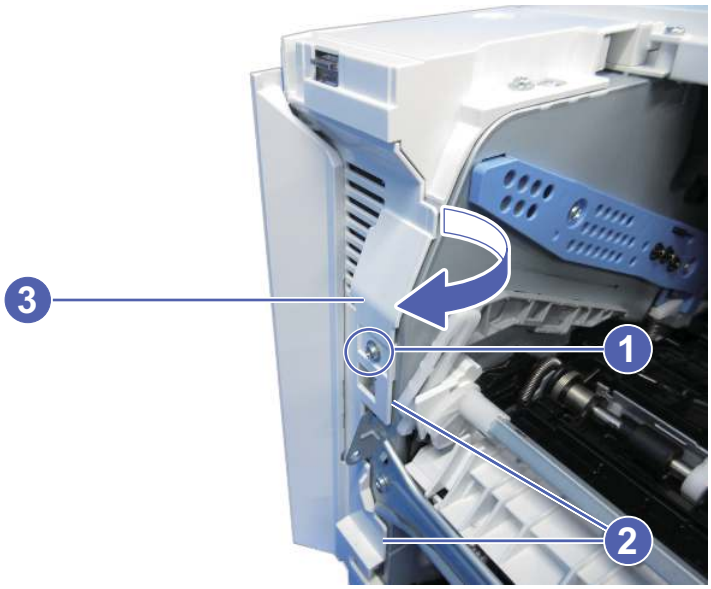



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-201 Remove one screw**



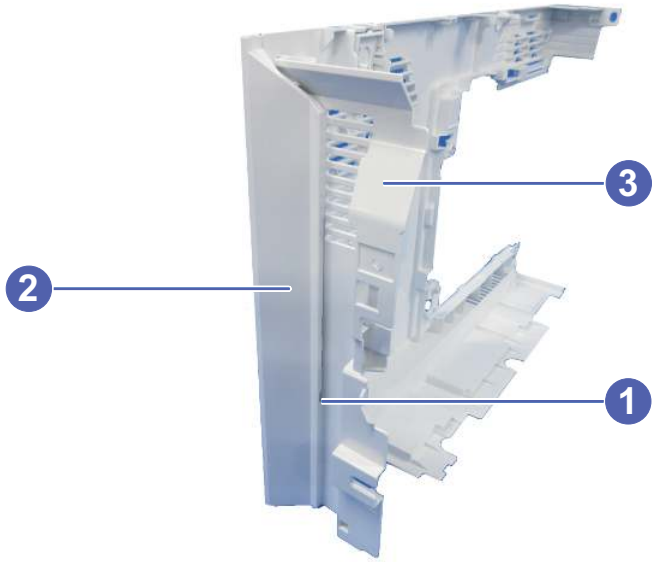

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

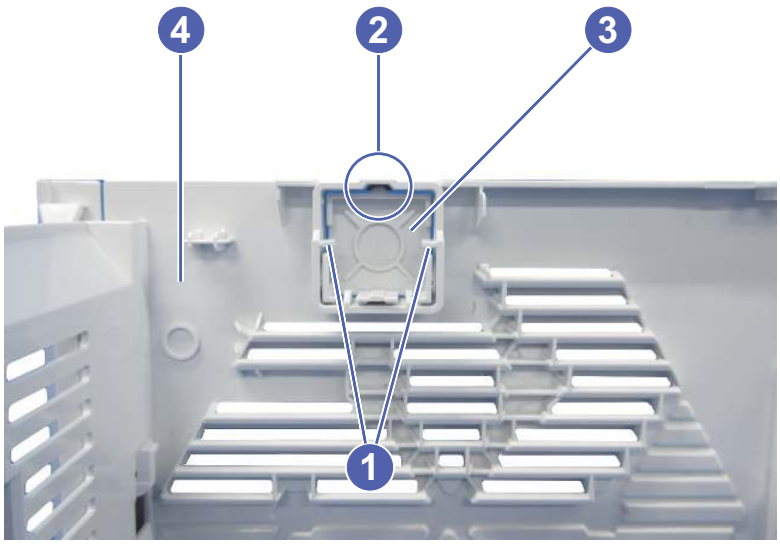
**Figure 4-202 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-203 Remove door button**




## 6. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-204 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-205 Locate cable cover**

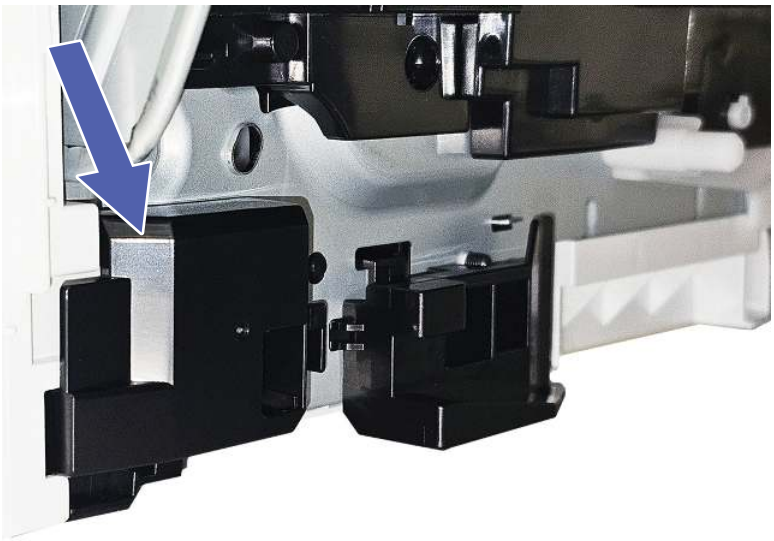
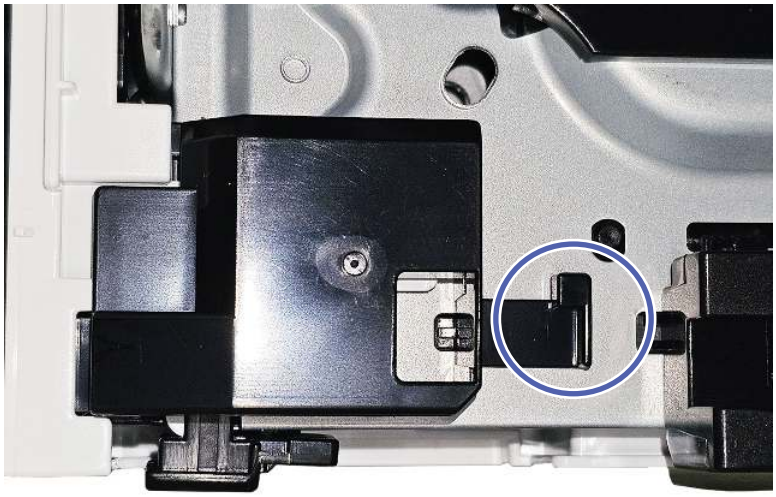
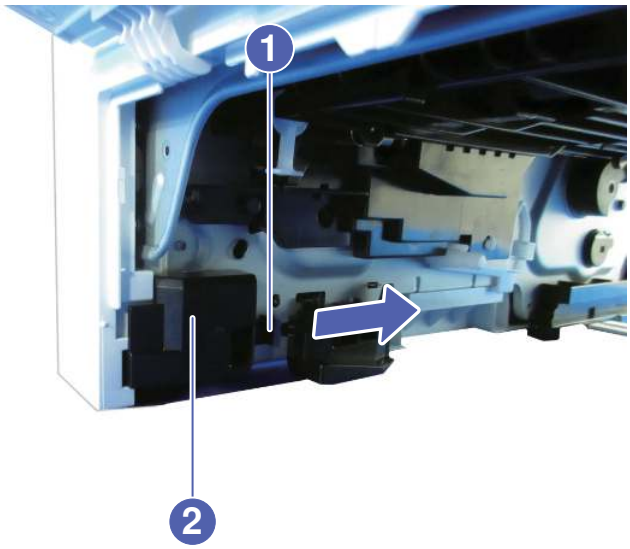


**Figure 4-206 Cover locking tab**



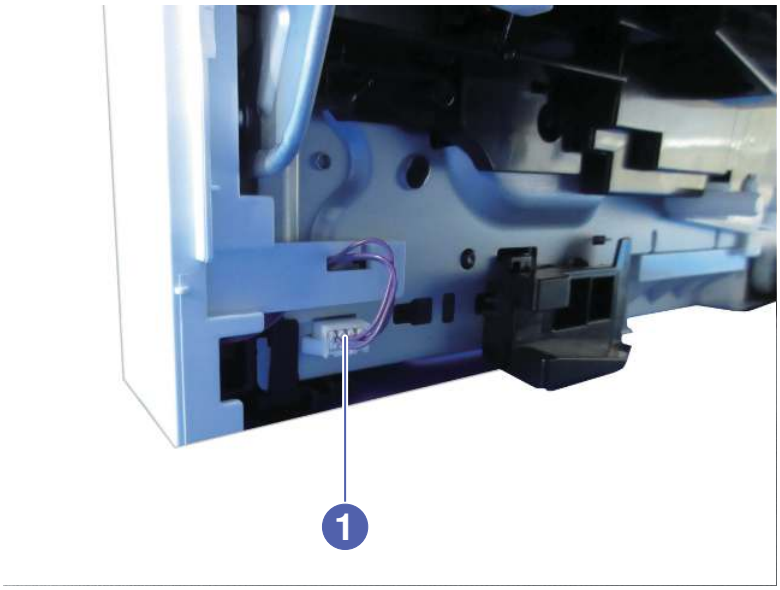
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-207 Remove the cover**



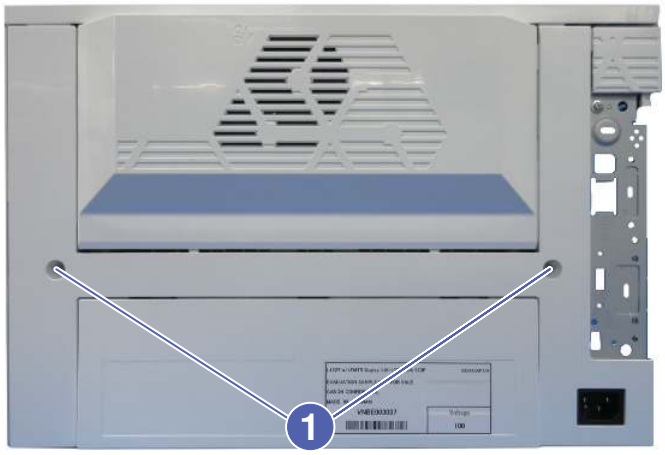
5. Pull off one connector (callout 1).

**Figure 4-208 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-209 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-210 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-211 Unhook one tab**



9. Open the rear door.

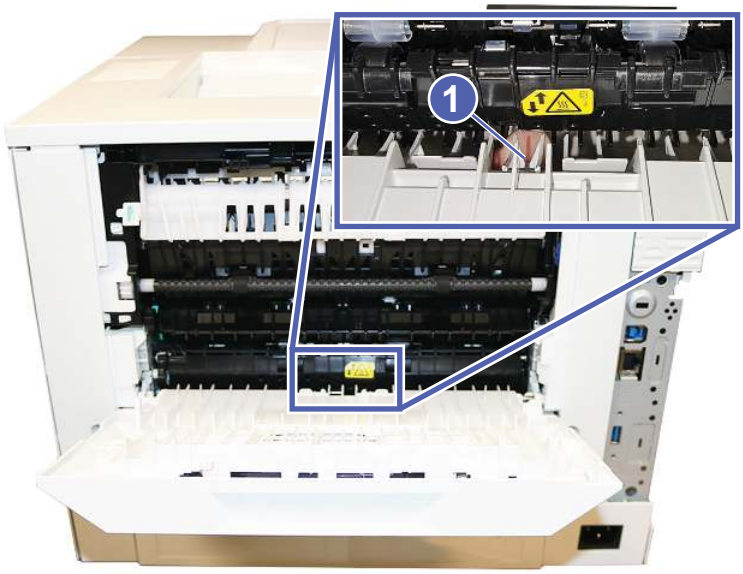
**Figure 4-212 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-213 Remove the rear door assembly**



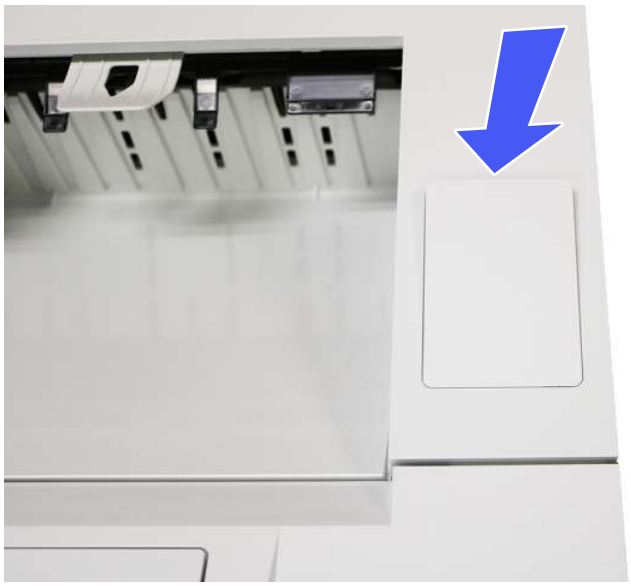

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## 7. Remove the HIP cover

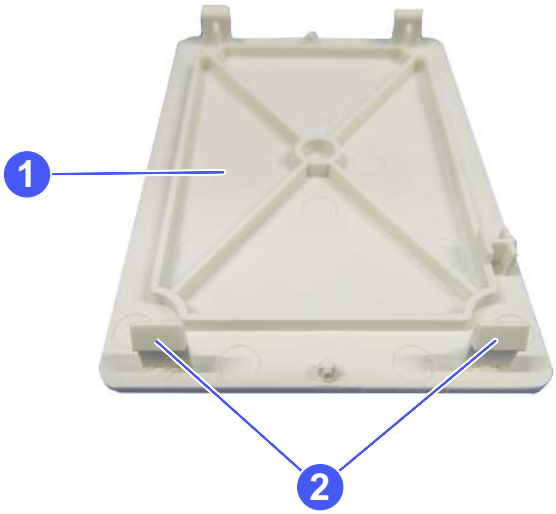
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-214 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




## 8. Remove the output bin

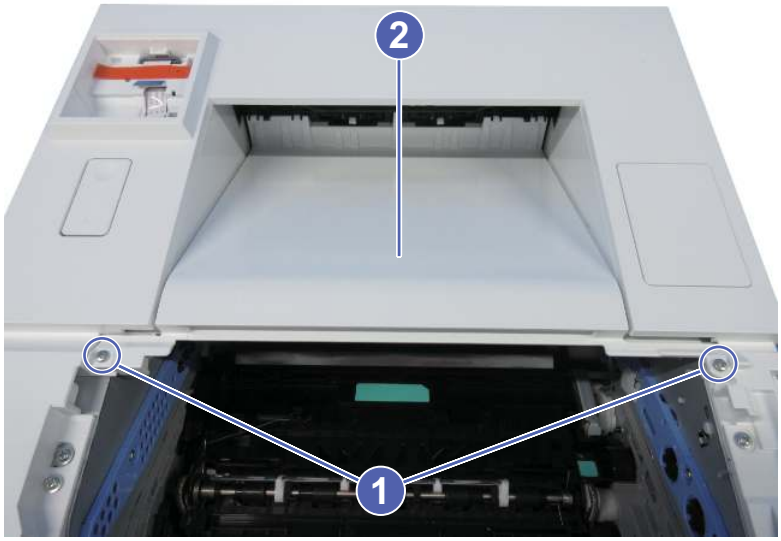
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-215 Remove two screws then output bin**



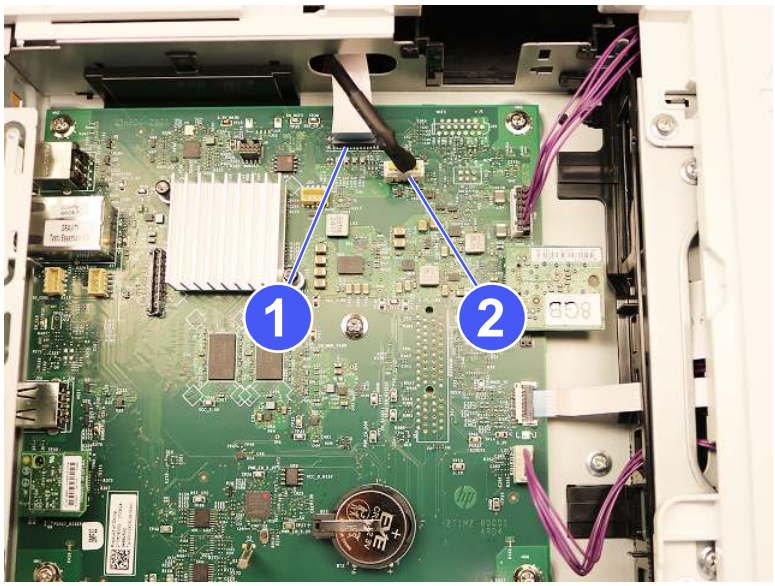

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 9. Remove the top cover

Follow these steps to remove the top cover.

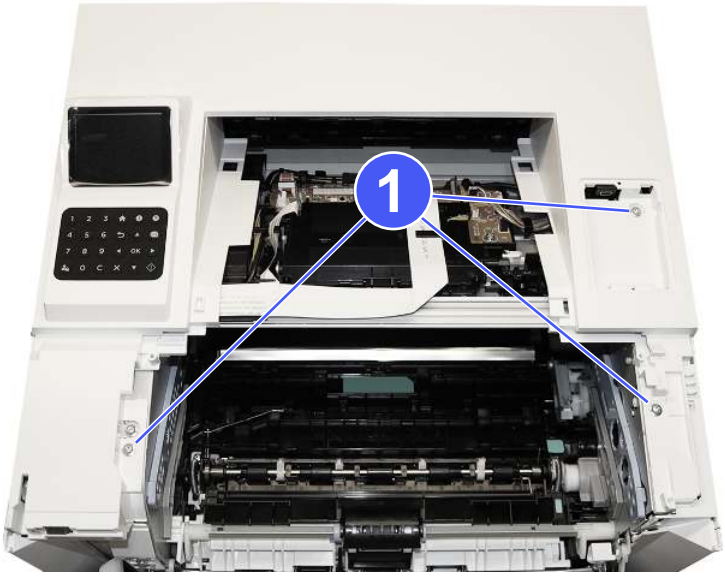
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-216 Disconnect the cables**



2. Remove three screws (callout 1).

**Figure 4-217 Remove the screws**



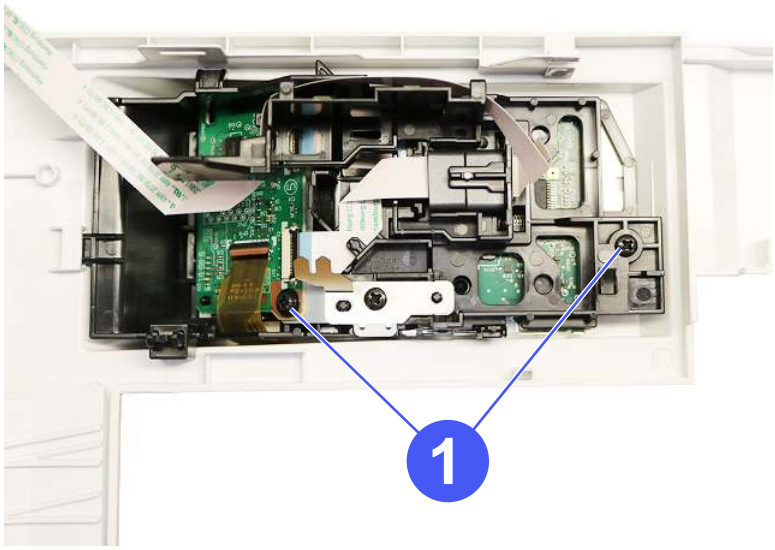

3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

## 10. Replacing the top cover assembly

Replacing the top cover assembly.

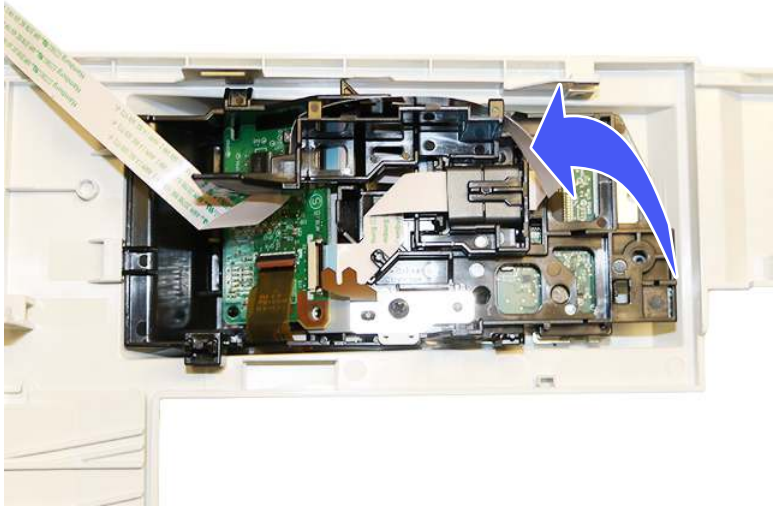
1. When replacing the top cover assembly, the control panel must be removed from the old top cover and installed onto the new top cover.
2. Remove the 2 screws

**Figure 4-218 Remove the screws**



3. Lift up the control panel in the direction of the arrow and remove it from the top cover.

**Figure 4-219 Remove the control panel**



4. Install the control panel on the new top cover assembly.

## 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: Rear top cover (MFP 5602, X53052)

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

View a video on how to remove and replace the rear top cover.

Mean time to repair: 22 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-25 Part information**

| Part number | Part description |
|---|---|
| RC6-3202-000CN | Cover, Rear upper |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Needle nose pliers

### After performing service

#### Turn the printer power on

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

### Post service test

No post service test is available for this assembly.

### 1. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

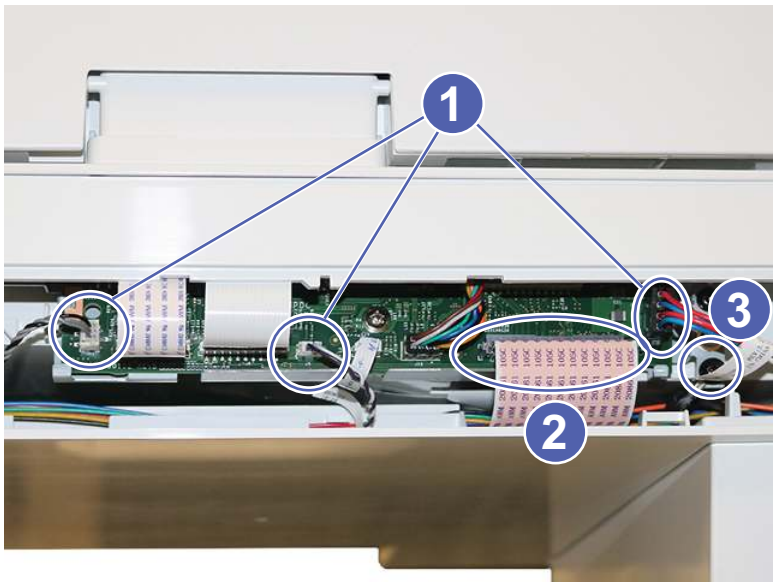
**Figure 4-220 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

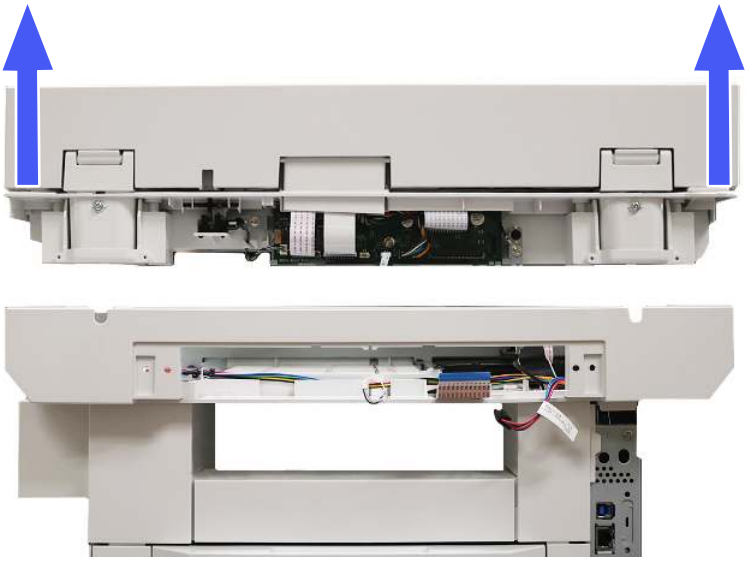
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-221 Disconnect SCB connectors**



3. Pull the scan unit up to remove it from the printer.

**Figure 4-222 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## 2. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-223 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-224 Remove the cover**

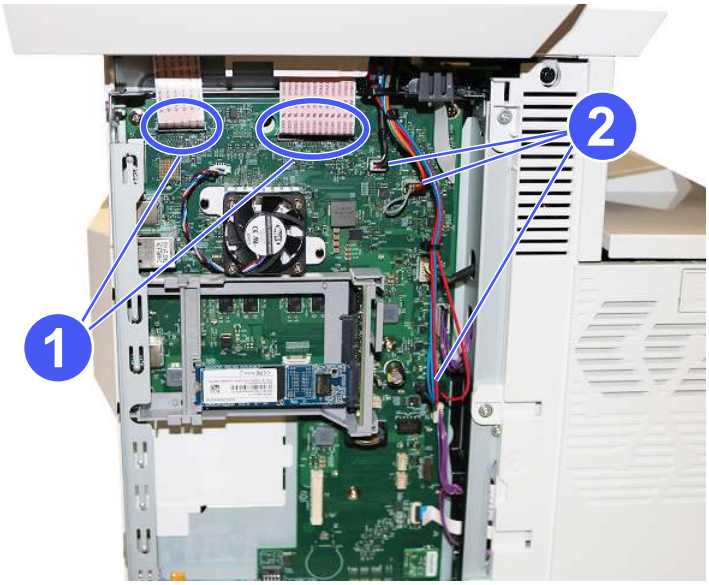


### 3. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

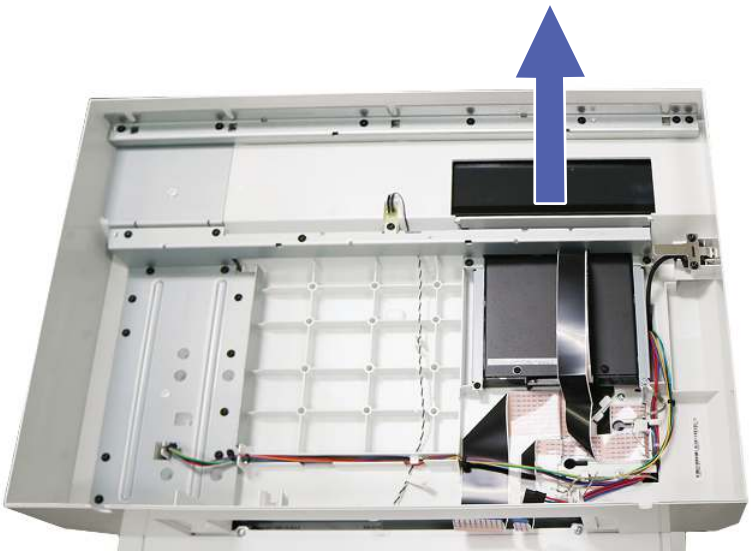
1. Disconnect two FFCs (callout 1) and three connectors (callout 2) from the formatter.

**Figure 4-225 Disconnect cables**



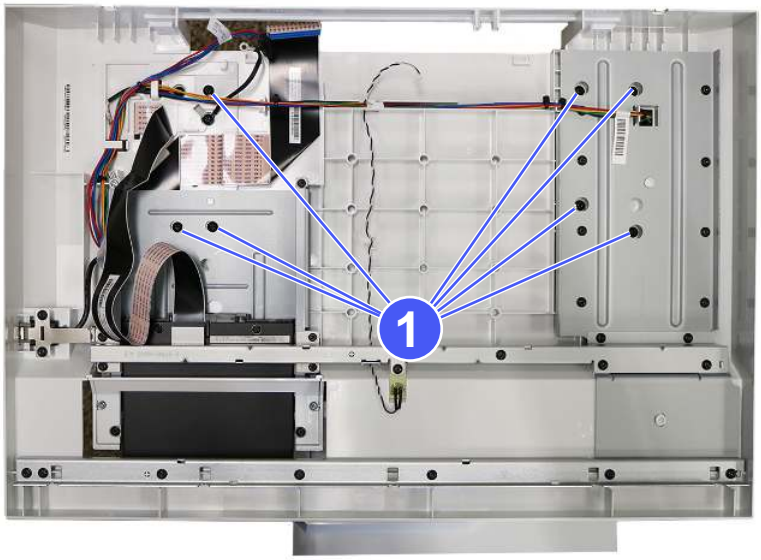
2. Slide the control panel in the direction of the arrow.

**Figure 4-226 Slide control panel**



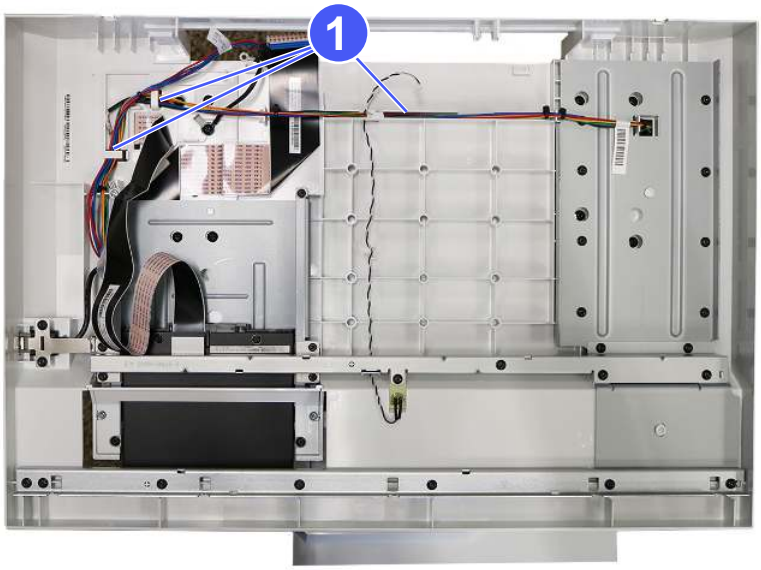
3. Remove seven screws.

**Figure 4-227 Remove 7 screws**



4. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-228 Remove cable from guide**




5. Lift the scanner par with all cables off of the printer.

   If the convenient stapler is installed, the cable will need to be threaded through the par tub down to the stapler.

### 4. Remove the right pillar cover

Follow these steps to remove the right pillar cover.

**IMPORTANT:** If the convenient stapler is installed, start with step 2.

1. Depending on the printer configuration, do one of the following.

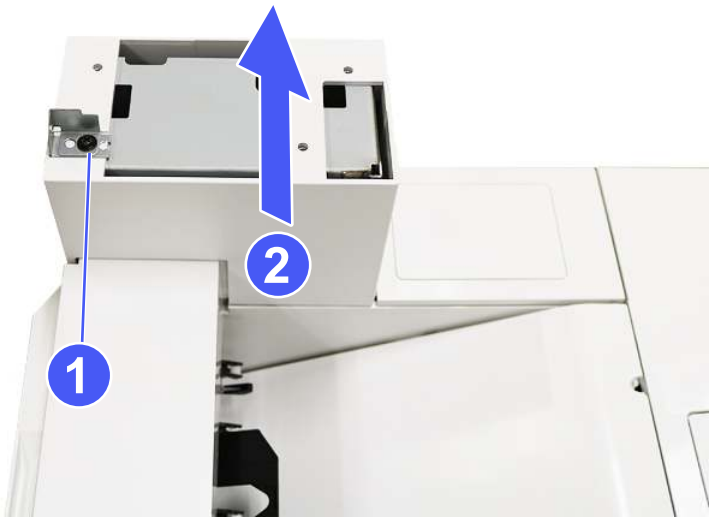
   - Lift the right pillar cover up and off of the printer.

**Figure 4-229 Remove right pillar cover**



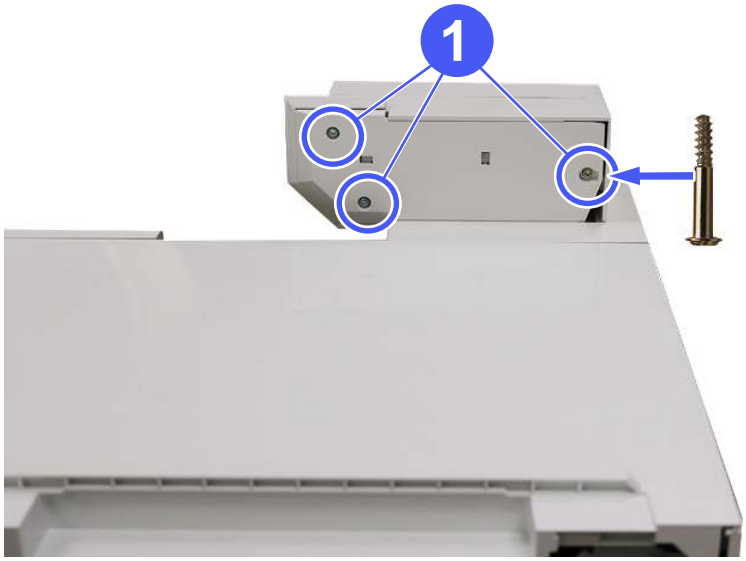
- Remove one screw (callout 1), and remove the right pillar cover (callout 2).

**Figure 4-230 Remove right pillar cover**



2. Remove three T10 torx screws (callout 1).

**Figure 4-231 Remove torx screws**




**NOTE:** When installing the convenient stapler cover the long screw goes where image indicates.

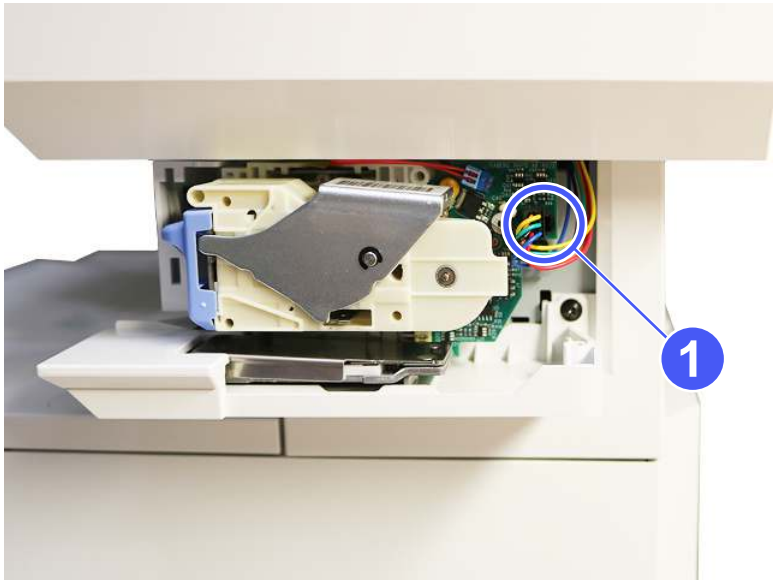
3. Remove the stapler cover by pulling it straight out from printer.

**Figure 4-232 Remove stapler cover**



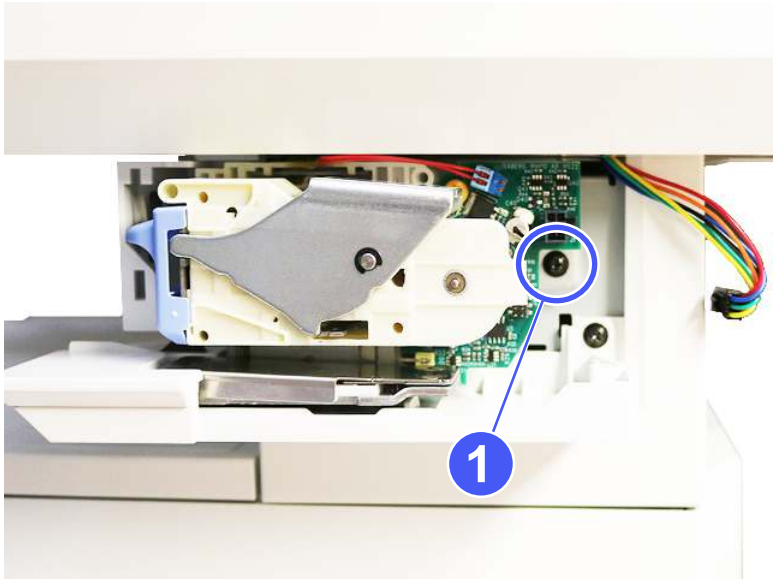
4. Disconnect the stapler cable (callout 1) from the assembly.

**Figure 4-233 Disconnect cable**



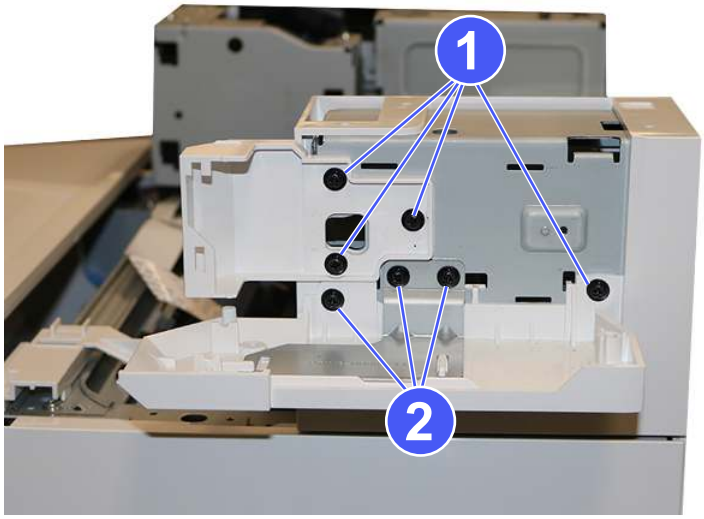

5. Remove one screw (callout 1) from staple assembly.

**Figure 4-234 Remove one screw**



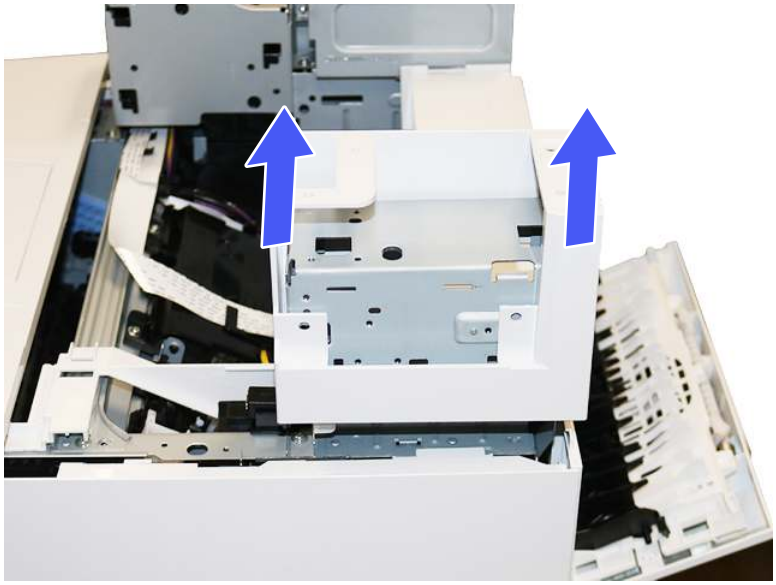
6. Remove seven screws (callout 1 and 2).

**Figure 4-235 Remove the screws**




7. Remove the right pillar cover by pulling it straight up.

**Figure 4-236 Remove the pillar cover**

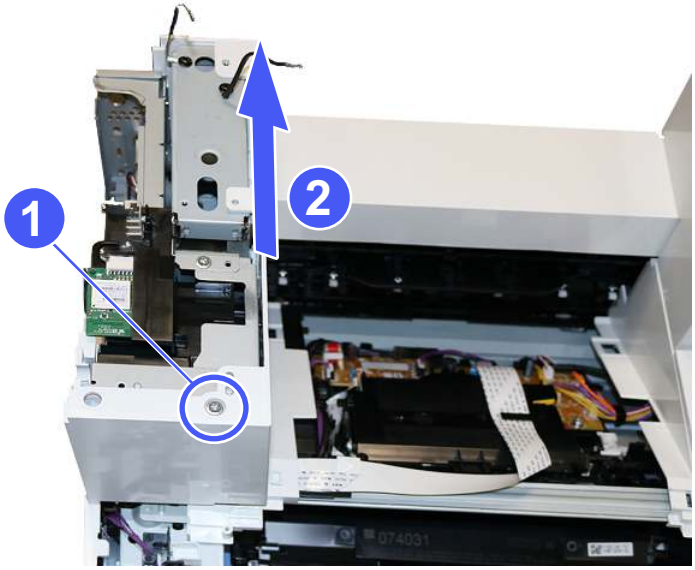


## 5. Remove the left pillar cover

Follow these steps to remove the left pillar cover.

- Remove one screw (callout 1), and remove the left pillar cover (callout 2).

**Figure 4-237 Remove left pillar cover**

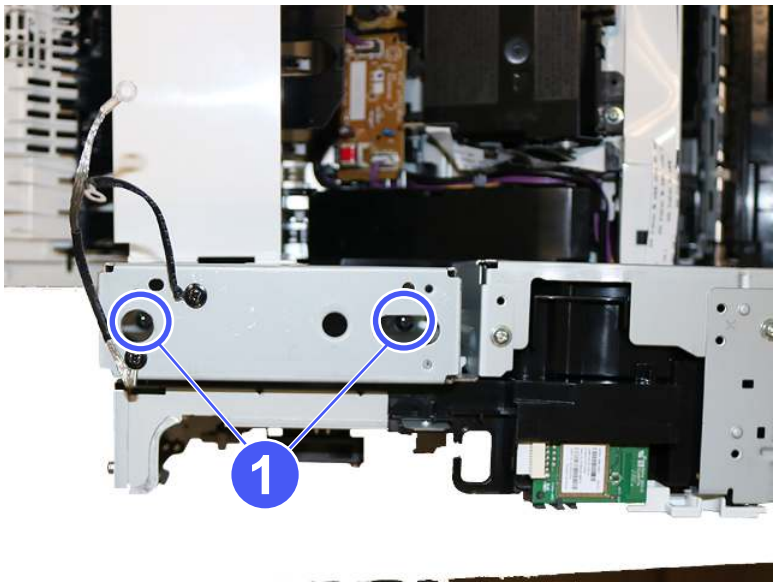



## 6. Remove the left pillar

Follow these steps to remove the left pillar.

- Remove two screws (callout 1), and then remove the left pillar.

**Figure 4-238 Remove the left pillar**



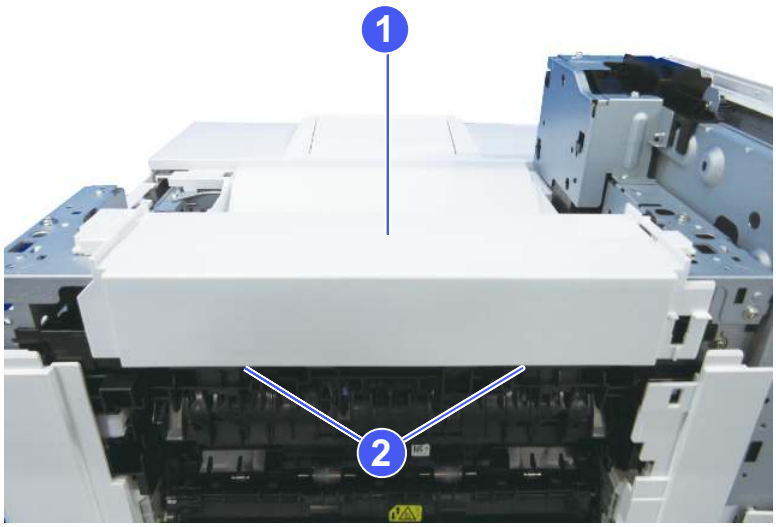

## 7. Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the rear door.

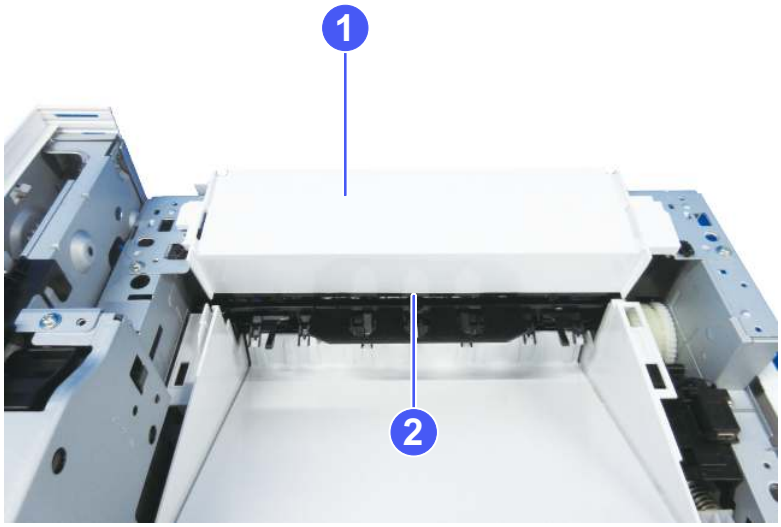
2. Deflect the rear top cover (callout 1) and remove the two claws (callout 2).

**Figure 4-239 Release cover**



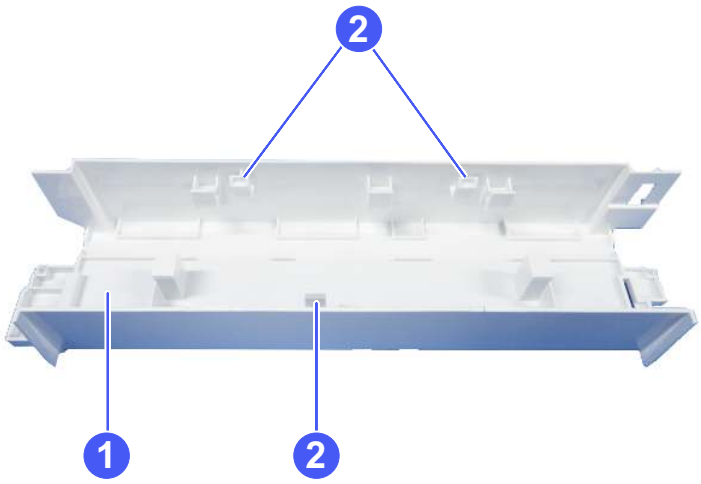

3. Deflect the rear top cover (callout 1) and remove one claw (callout 2).

**Figure 4-240 Release cover**




**NOTE:** The position of the claw (callout 2) of the rear top cover (callout 1) is shown below.

**Figure 4-241 Top cover claws**




## 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 top cover (MFP 5601, X52952)

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

View a video on how to remove and replace the rear top cover.

Mean time to repair: 22 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-26 Part information**

| Part number | Part description |
|---|---|
| RC6-3202-000CN | Cover, Rear upper |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Needle nose pliers

### After performing service

#### Turn the printer power on

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

### Post service test

No post service test is available for this assembly.

### 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-242 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-243 Remove the cover**



## 2. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

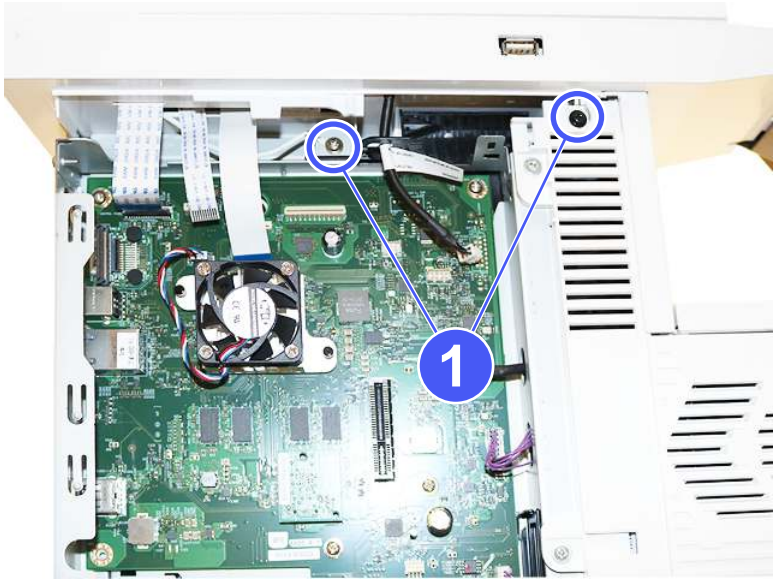
1. Remove four FFCs (callout 1) and one cable connector (callout 2) from the formatter PCA.

**Figure 4-244 Remove connectors**




2. Remove two grounding screws (callout 1) from the left side of the printer.

**Figure 4-245 Remove two screws**



3. Remove the two screws (callout 1) on the back cover from the scanner assembly.

**Figure 4-246 Remove two screws**




4. Lift the scan unit up to remove it from the printer.

**Figure 4-247 Remove the scanner assembly**



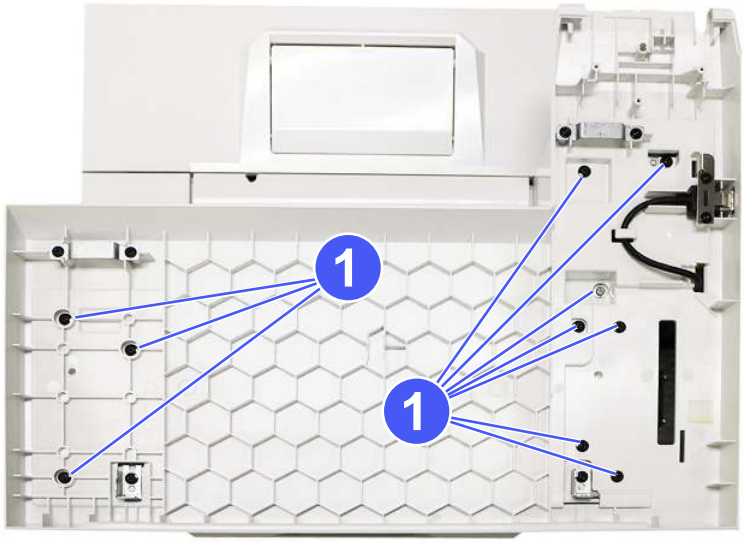
**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

### 3. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

1. Remove ten screws.

**Figure 4-248 Remove ten screws**




2. Lift the scanner par off of the printer.

## 4. Remove the right pillar cover

Follow these steps to remove the right pillar cover.

**IMPORTANT:** If the convenient stapler is installed, start with step 2.

1. Depending on the printer configuration, do one of the following.

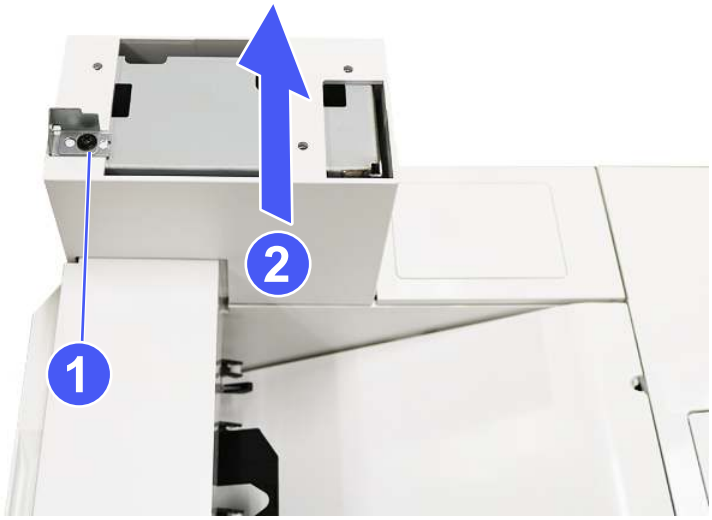
   - Lift the right pillar cover up and off of the printer.

**Figure 4-249 Remove right pillar cover**



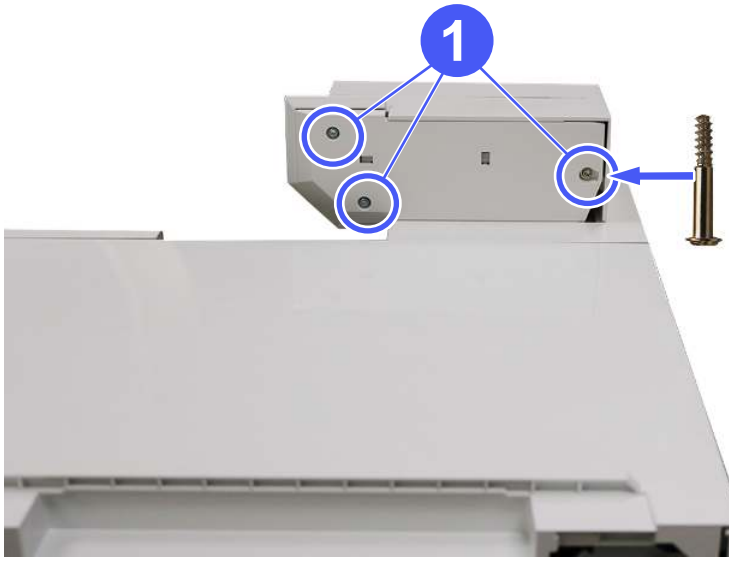
   - Remove one screw (callout 1), and remove the right pillar cover (callout 2).

**Figure 4-250 Remove right pillar cover**




2. Remove three T10 torx screws (callout 1).

**Figure 4-251 Remove torx screws**




**NOTE:** When installing the convenient stapler cover the long screw goes where image indicates.

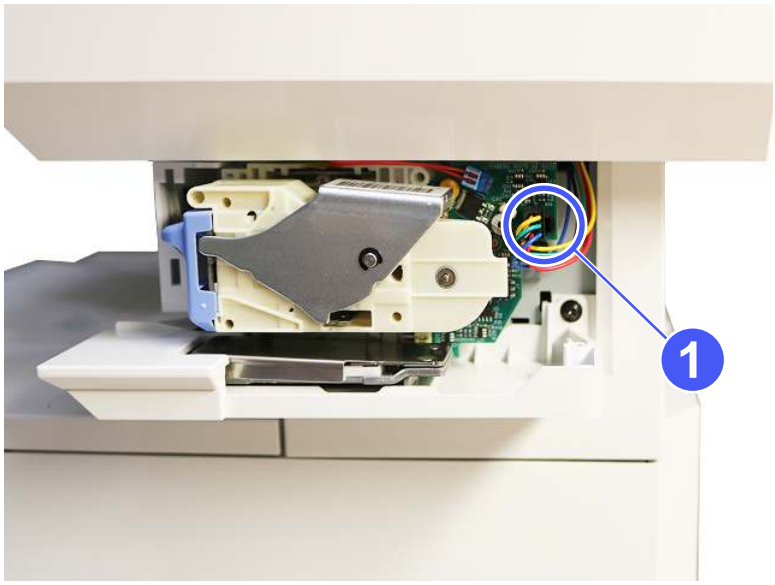
3. Remove the stapler cover by pulling it straight out from printer.

**Figure 4-252 Remove stapler cover**



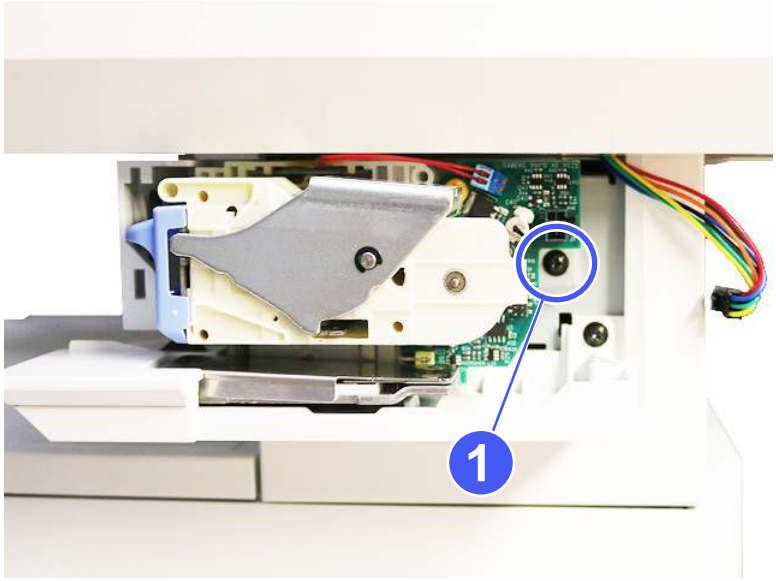
4. Disconnect the stapler cable (callout 1) from the assembly.

**Figure 4-253 Disconnect cable**



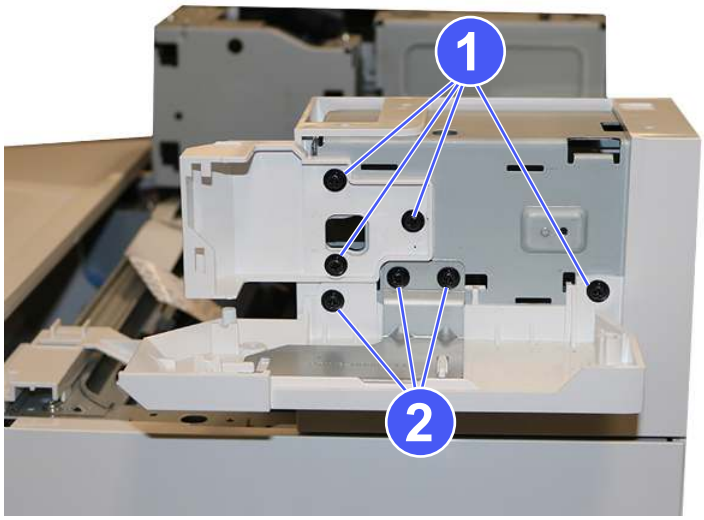
5. Remove one screw (callout 1) from staple assembly.

**Figure 4-254 Remove one screw**



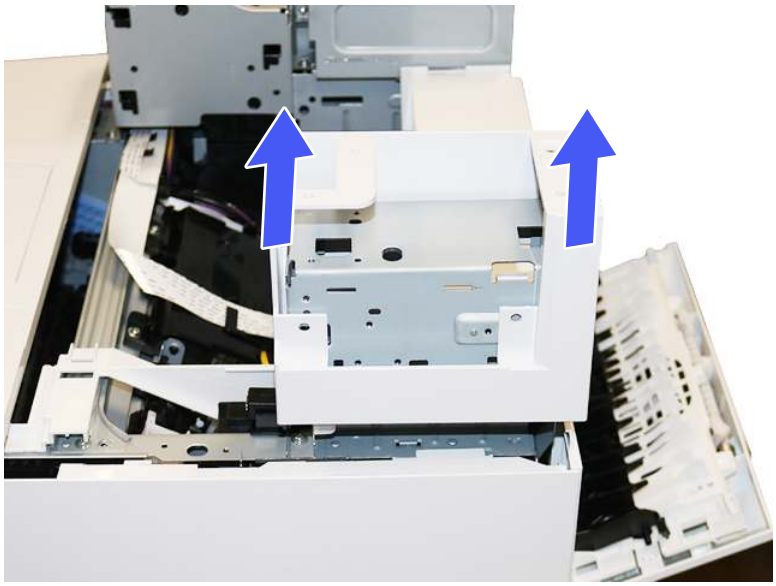

6. Remove seven screws (callout 1 and 2).

**Figure 4-255 Remove the screws**



7. Remove the right pillar cover by pulling it straight up.

**Figure 4-256 Remove the pillar cover**

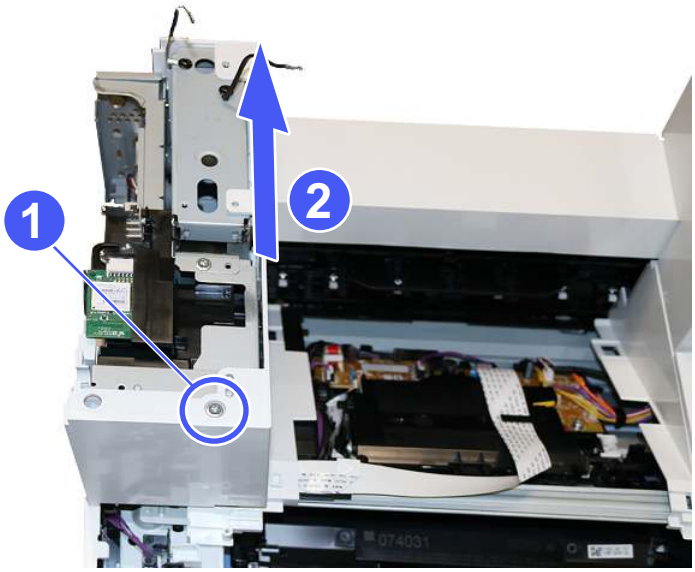


### 5. Remove the left pillar cover

Follow these steps to remove the left pillar cover.

- Remove one screw (callout 1), and remove the left pillar cover (callout 2).

**Figure 4-257 Remove left pillar cover**

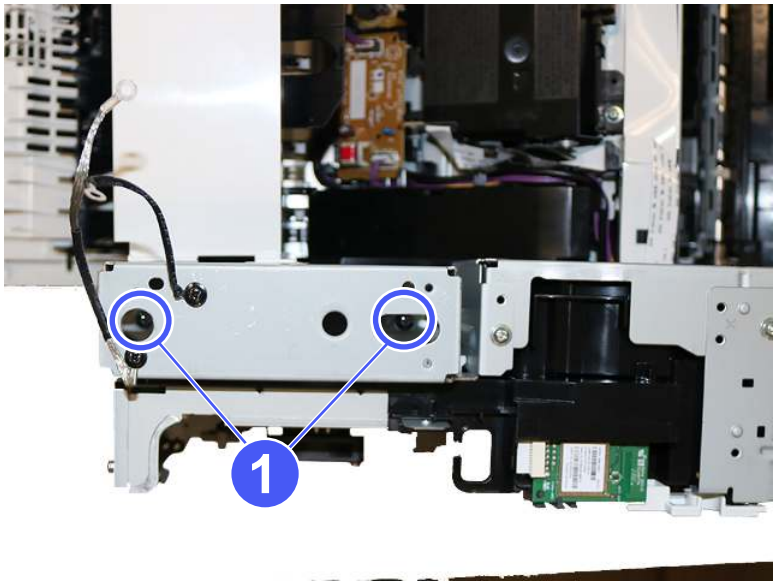



### 6. Remove the left pillar

Follow these steps to remove the left pillar.

- Remove two screws (callout 1), and then remove the left pillar.

**Figure 4-258 Remove the left pillar**

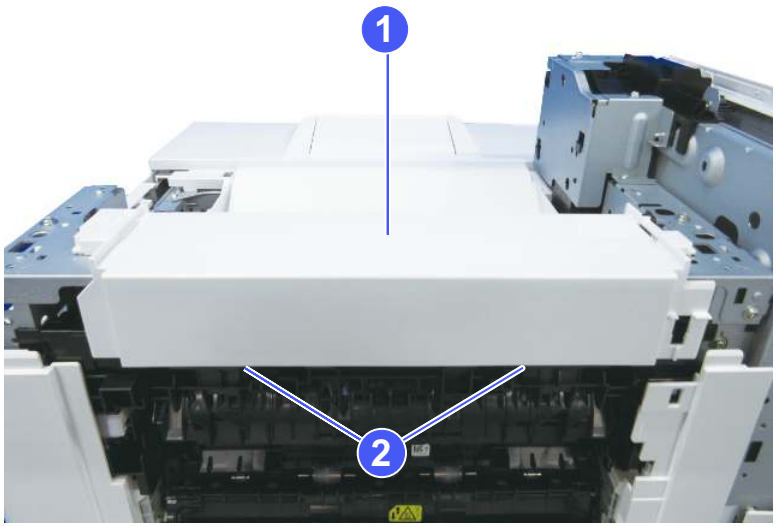



## 7. Remove the rear upper cover

Follow these steps to remove the rear upper cover.

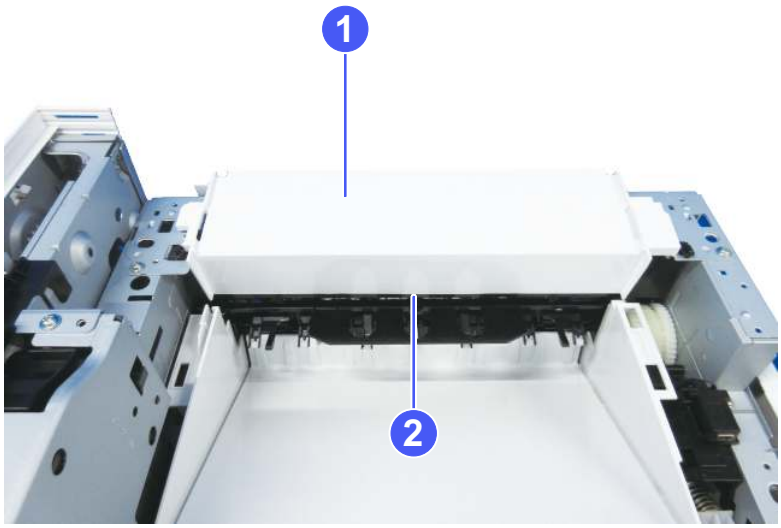
1. Open the rear door.
2. Deflect the rear top cover (callout 1) and remove the two claws (callout 2).

**Figure 4-259 Release cover**



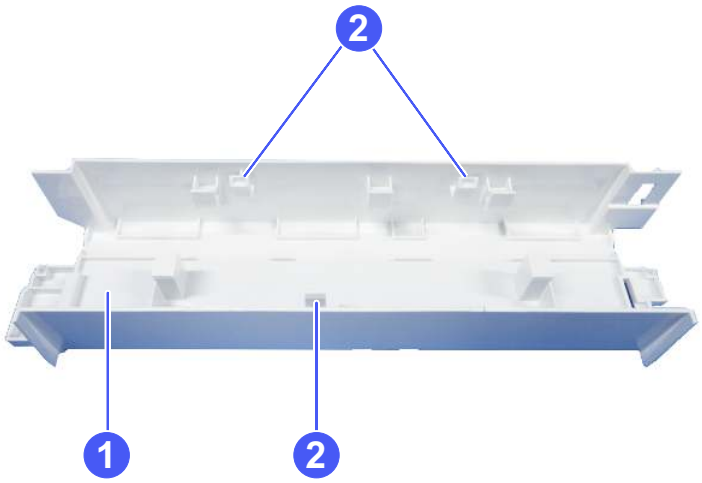
3. Deflect the rear top cover (callout 1) and remove one claw (callout 2).

**Figure 4-260 Release cover**




**NOTE:** The position of the claw (callout 2) of the rear top cover (callout 1) is shown below.

**Figure 4-261 Top cover claws**




## 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: Cover, Upper inner, right

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

View a video on how to remove and replace the top right inner cover.

Mean time to repair: 20 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-27 Part information**

| Part number | Part description |
|---|---|
| **RC6-3060-000CN** | Cover, Upper inner, right |

Table 4-27 **Part information (continued)**

| Part number | Part description |
|---|---|
| RC6-3028-000CN | Tray, Paper delivery, right |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Needle nose pliers

## After performing service

### Turn the printer power on

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

## Post service test

No post service test is available for this assembly.

## 1. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

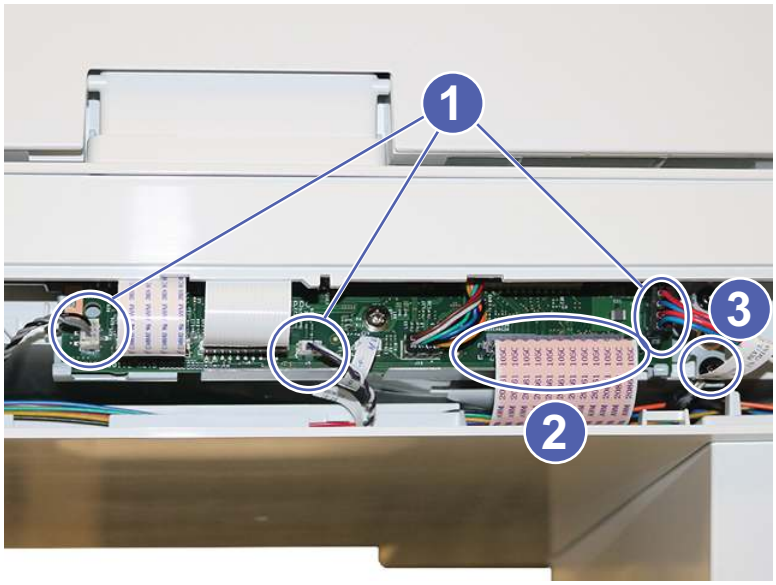
**Figure 4-262 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

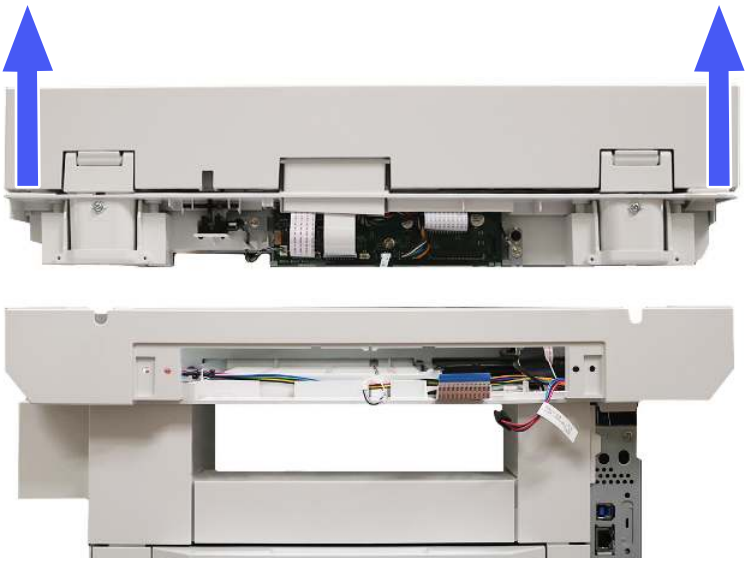
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-263 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-264 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## 2. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-265 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-266 Remove the cover**

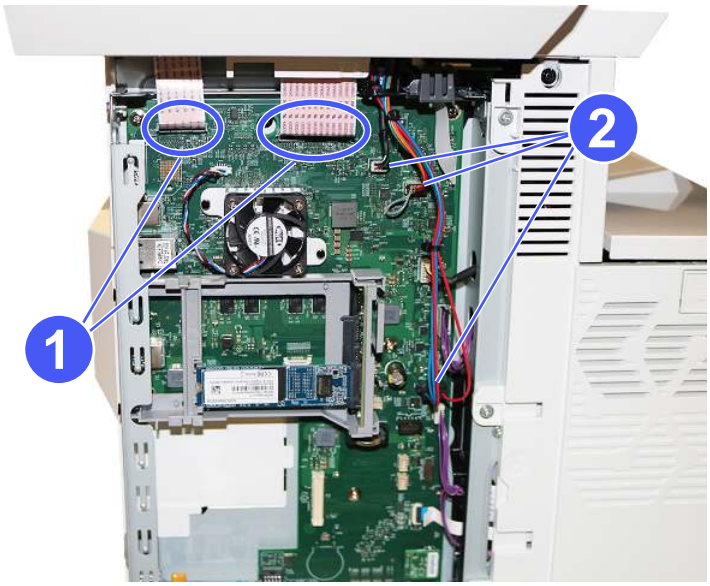


### 3. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

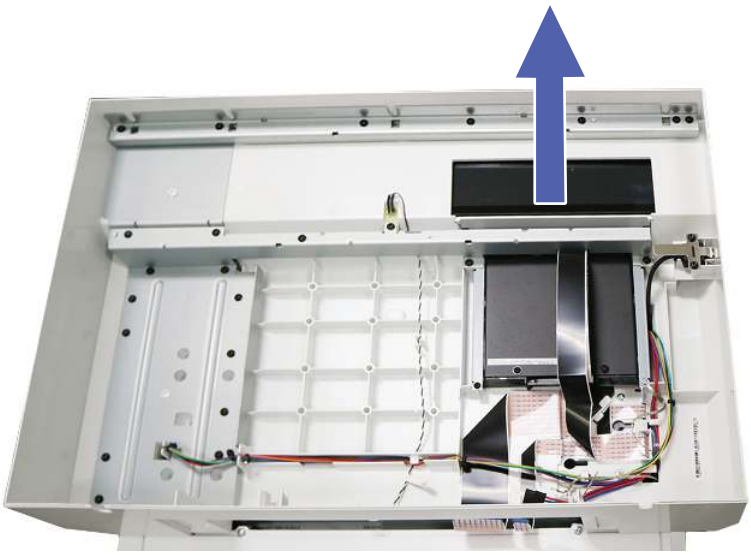
1. Disconnect two FFCs (callout 1) and three connectors (callout 2) from the formatter.

**Figure 4-267 Disconnect cables**



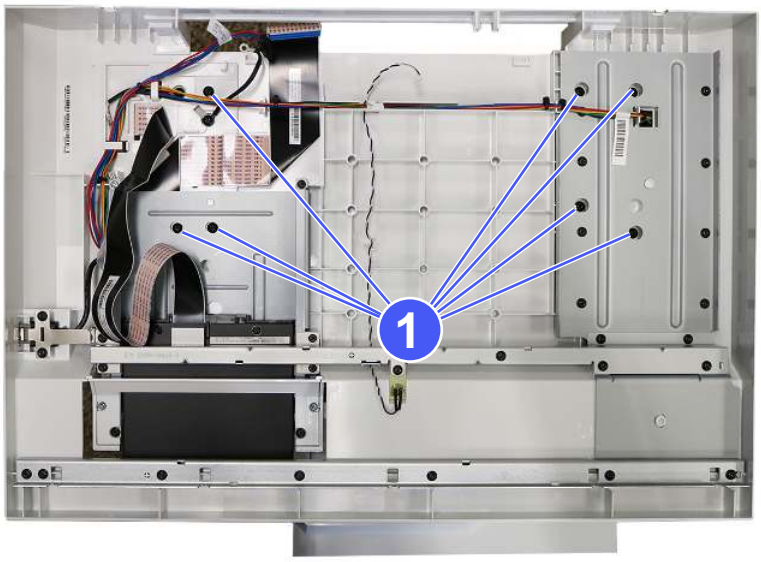

2. Slide the control panel in the direction of the arrow.

**Figure 4-268 Slide control panel**



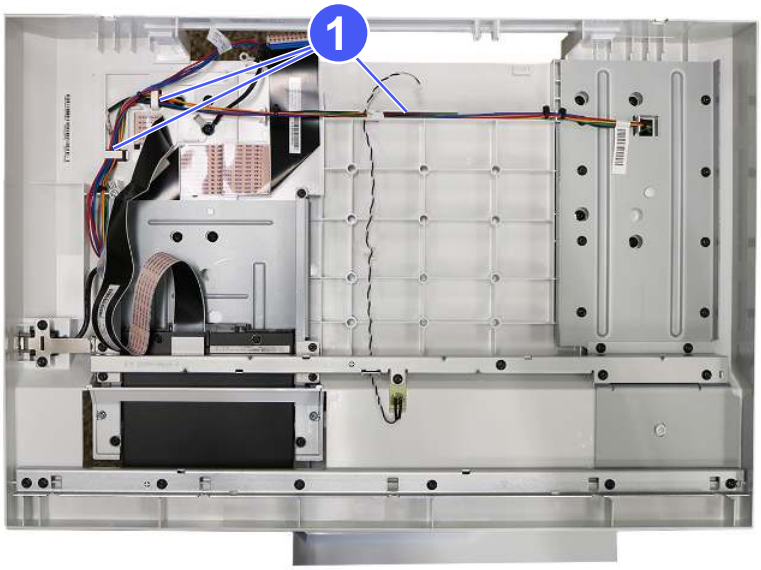
3. Remove seven screws.

**Figure 4-269 Remove 7 screws**




4. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-270 Remove cable from guide**




5. Lift the scanner par with all cables off of the printer.

   If the convenient stapler is installed, the cable will need to be threaded through the par tub down to the stapler.

### 4. Remove the right pillar cover

Follow these steps to remove the right pillar cover.

**IMPORTANT:** If the convenient stapler is installed, start with step 2.

1. Depending on the printer configuration, do one of the following.

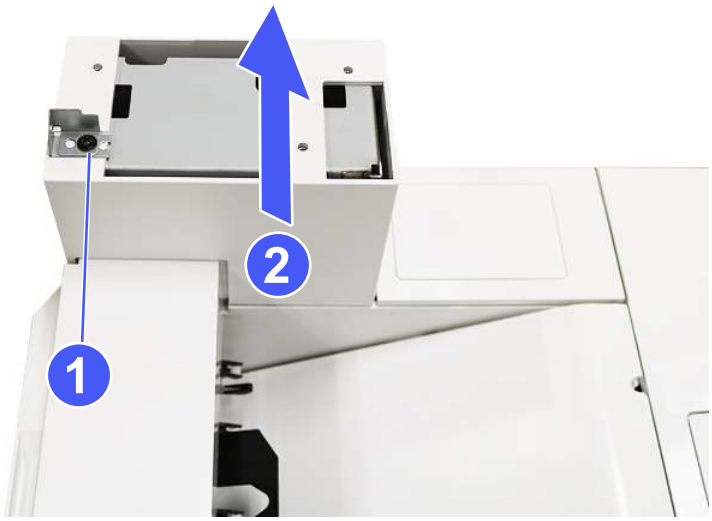
   - Lift the right pillar cover up and off of the printer.

     **Figure 4-271 Remove right pillar cover**

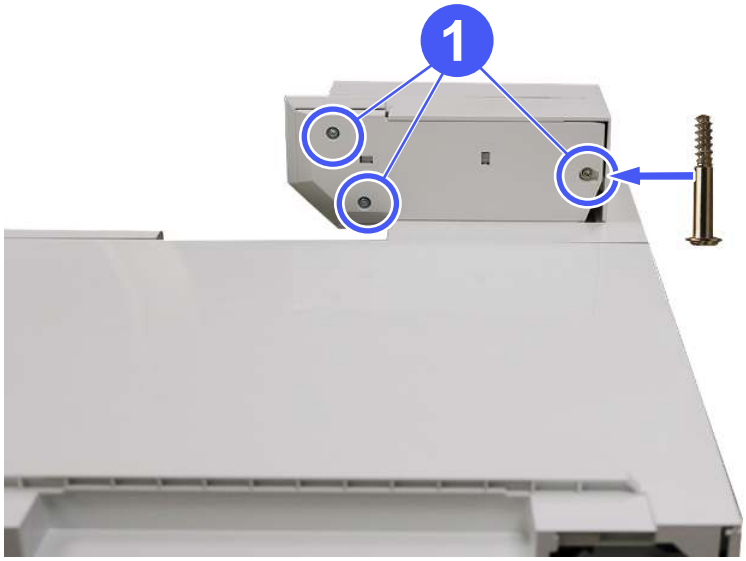
   - Remove one screw (callout 1), and remove the right pillar cover (callout 2).

     **Figure 4-272 Remove right pillar cover**

2. Remove three T10 torx screws (callout 1).

**Figure 4-273 Remove torx screws**




**NOTE:** When installing the convenient stapler cover the long screw goes where image indicates.

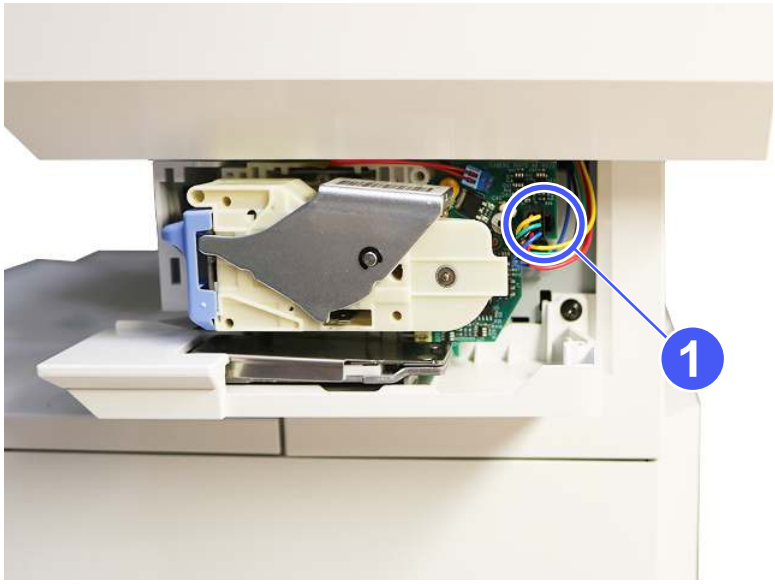
3. Remove the stapler cover by pulling it straight out from printer.

**Figure 4-274 Remove stapler cover**



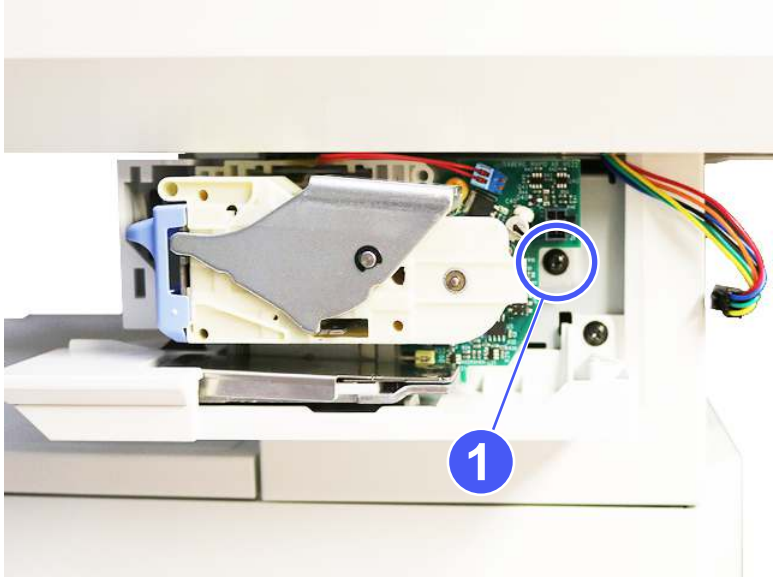
4. Disconnect the stapler cable (callout 1) from the assembly.

**Figure 4-275 Disconnect cable**



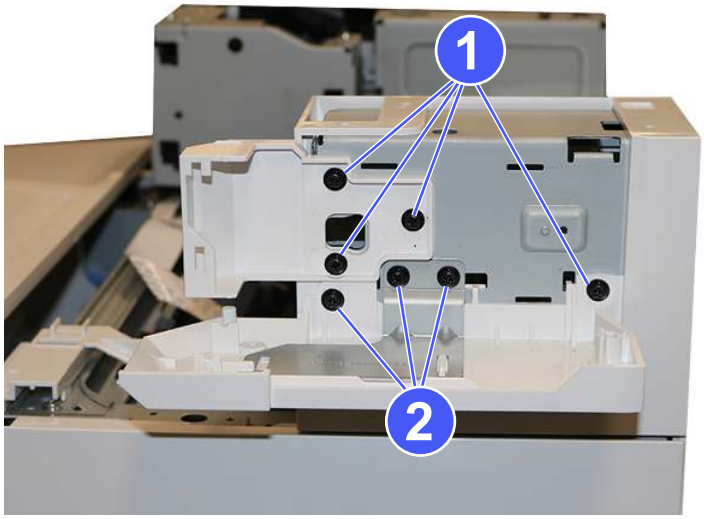

5. Remove one screw (callout 1) from staple assembly.

**Figure 4-276 Remove one screw**



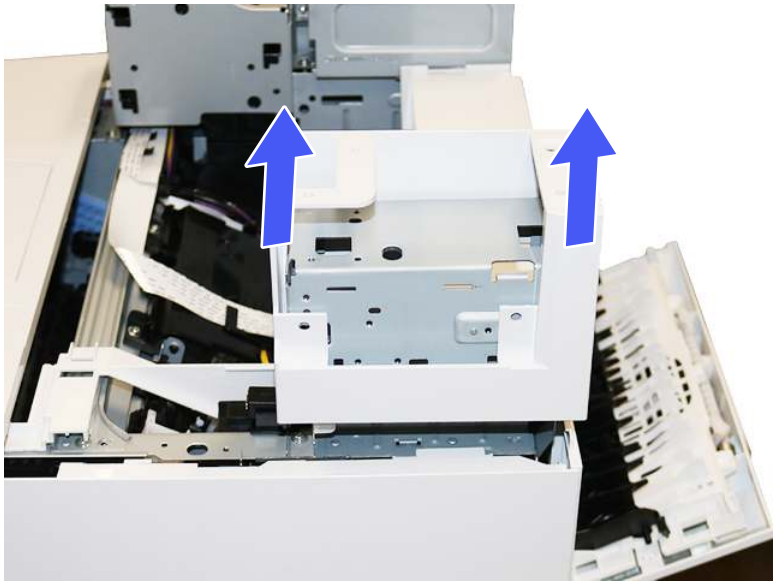
6. Remove seven screws (callout 1 and 2).

**Figure 4-277 Remove the screws**




7. Remove the right pillar cover by pulling it straight up.

**Figure 4-278 Remove the pillar cover**



## 5. Remove the output bin

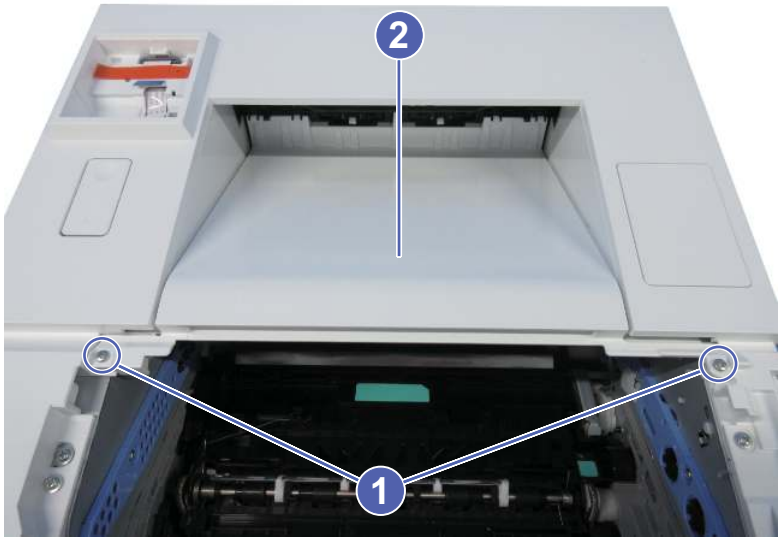
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-279 Remove two screws then output bin**



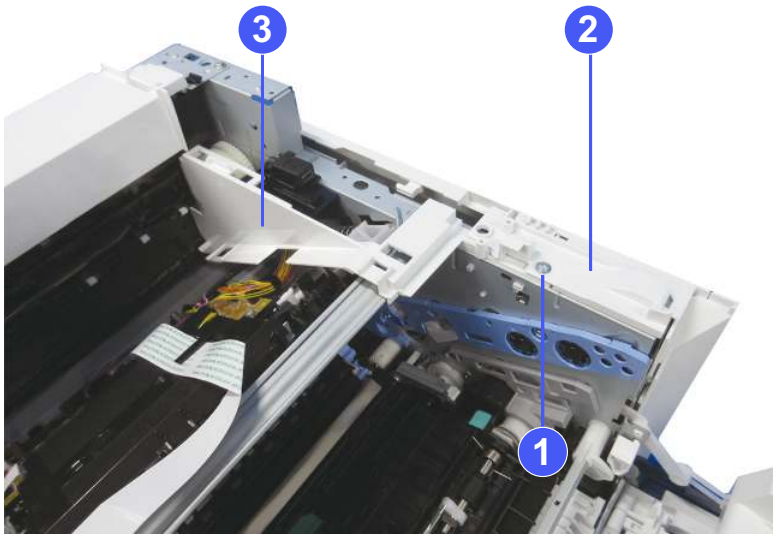

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 6. Remove the top right inner cover

Follow these steps to remove the top right inner cover.

1. Remove one screw (callout 1), and remove the top right inner cover (callout 2) and tray right inner cover (callout 3) together.

**Figure 4-280 Remove the cover**




2. Separate the top right inner cover (callout 2) from the tray right inner cover (callout 3).

### 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: Cover, Upper Inner Left

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

View a video on how to remove and replace the top cover assembly.

Mean time to repair: 5 minutes

Service level: Basic

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-28 Part information**

| Part number | Part description |
|---|---|
| RC6-3059-000CN | Cover, Upper inner, left |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

No post service test is available for this assembly.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-281 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-282 Remove the cover**



### 2. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-283 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



Figure 4-284 **Disengage the link arm**



### 3. Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1) from the lower left side of the printer.

Figure 4-285 **Remove one screw**




2. Unhook one tab (callout 1).

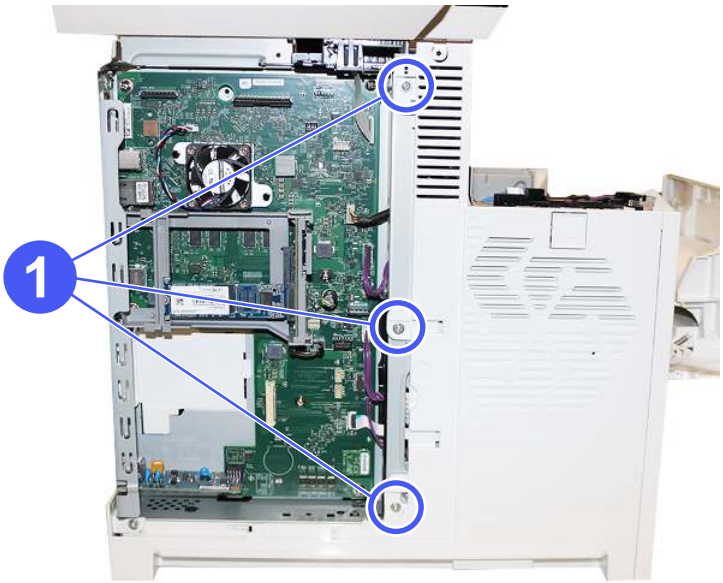
**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-286 Unhook one tab**



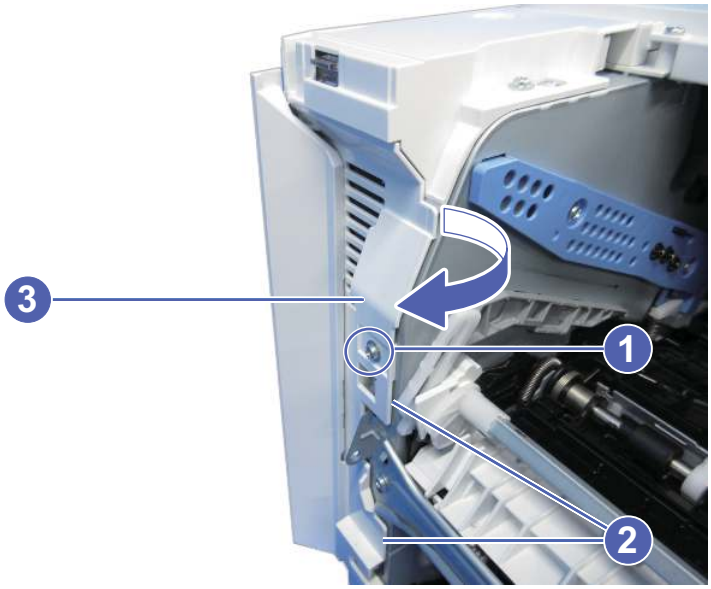

3. Remove three screws (callout 1).

**Figure 4-287 Remove three screws**



4. Remove one screw (callout 1) then unhook the two tabs (callout 2) and open the left cover (callout 3) in the direction of the arrow to remove it.

**Figure 4-288 Remove one screw**



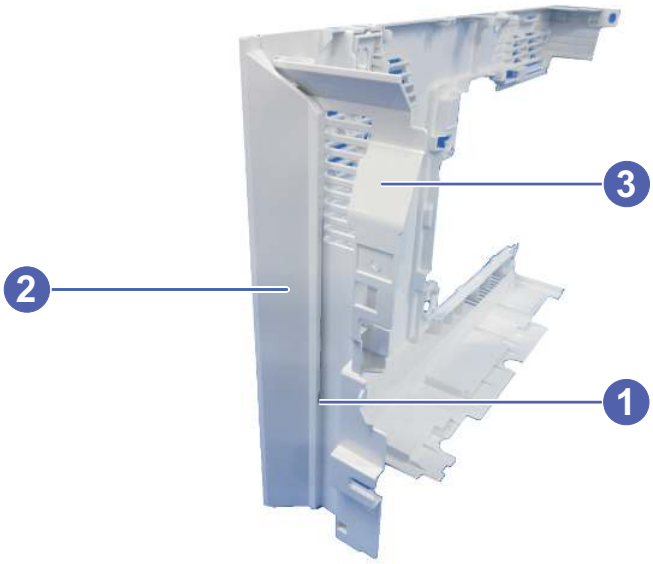

5. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you will need to move the front left cover to the new left cover.

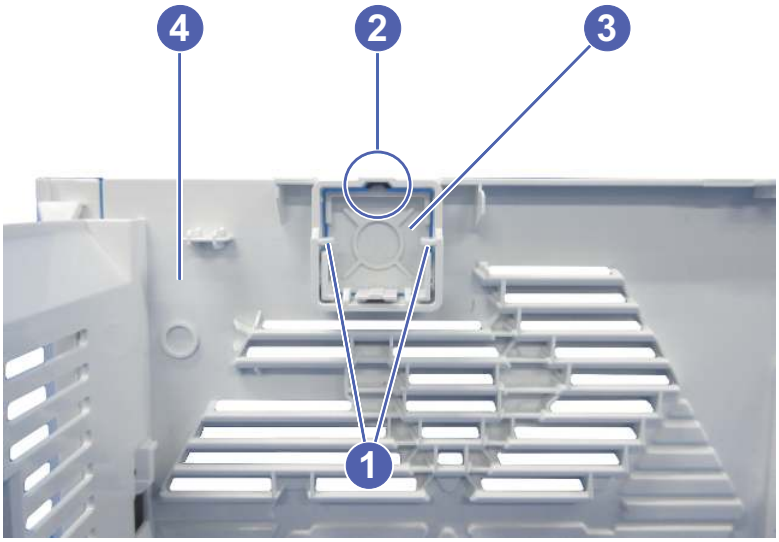
**Figure 4-289 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one, you must remove the door button and put it on the new left cover. The door button is removed toward the outside of the panel.

**Figure 4-290 Remove door button**




## 4. Remove the output bin

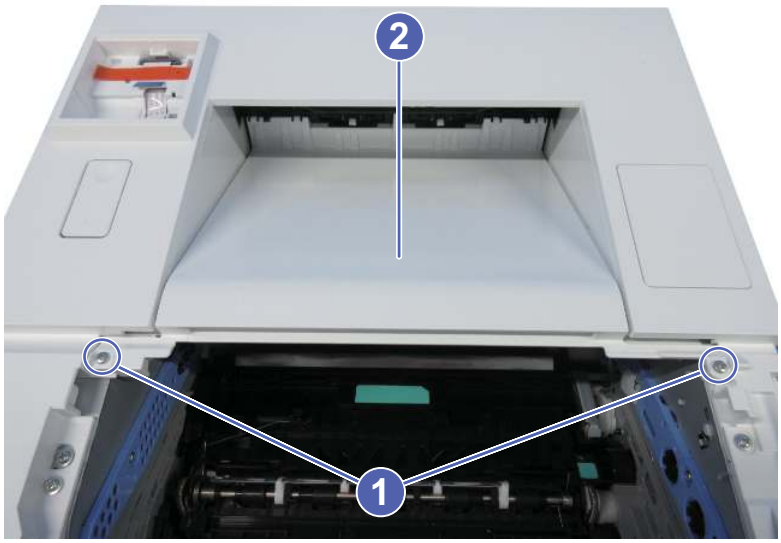
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

Figure 4-291 **Remove two screws then output bin**



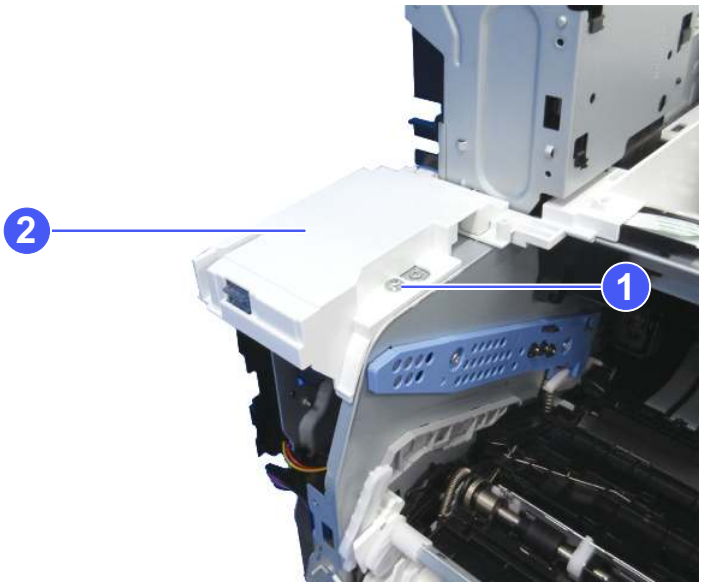

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

### 5. Remove the upper inner left cover

Follow these steps to remove the upper left inner cover.

- Remove one screw (callout 1), and then lift the front of the upper inner left cover and remove it (callout 2).

Figure 4-292 **Remove the upper inner left cover**




### 6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Left inner cover

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

View a video on how to remove and replace the top cover assembly.

Mean time to repair: 10 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-29 Part information**

| Part number | Part description |
|---|---|
| RC6-3067-000CN | Tray, Paper delivery, left |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

No post service test is available for this assembly.

# Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

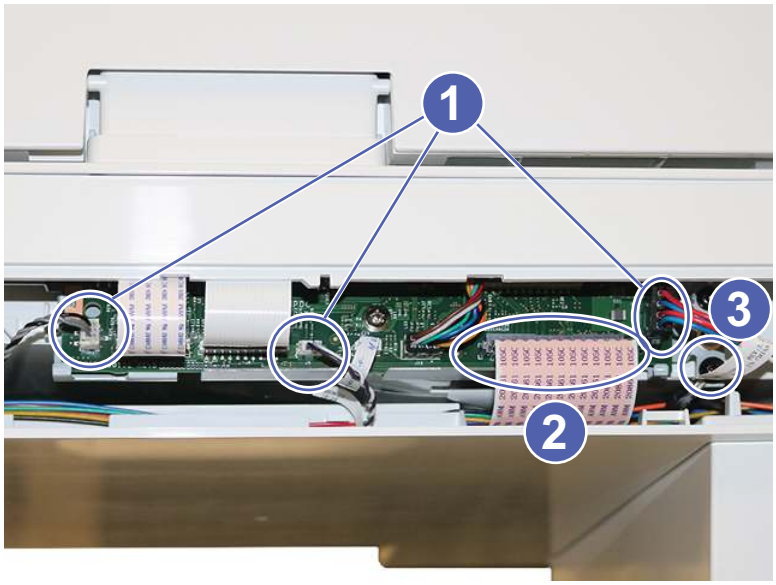
**Figure 4-293 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

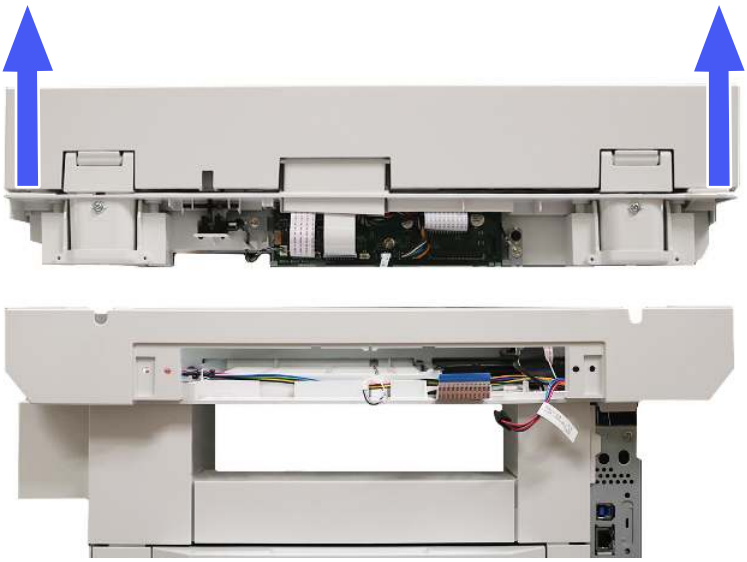
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-294 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-295 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-296 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-297 Remove the cover**

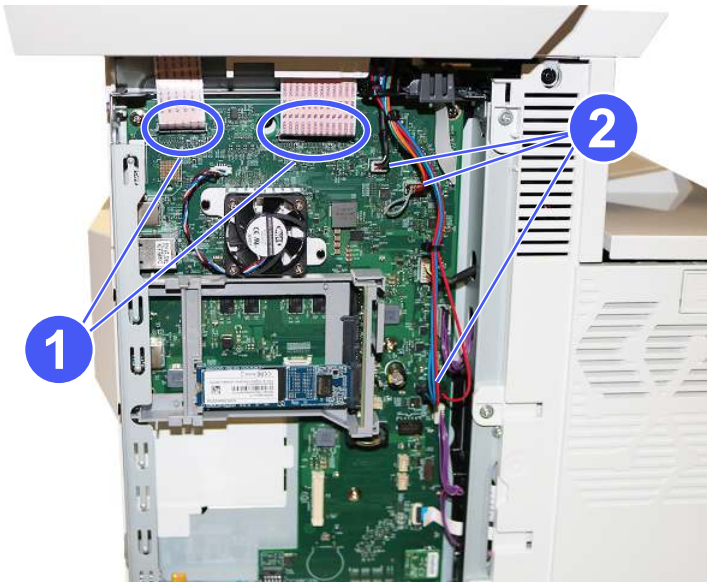


## Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

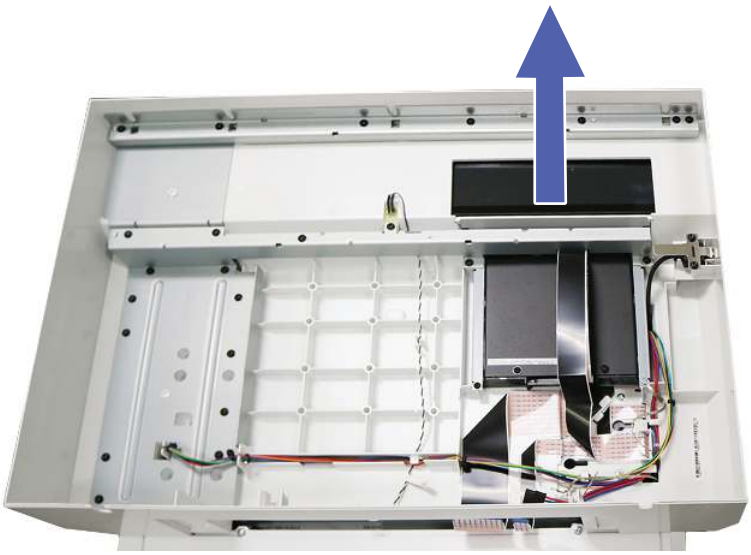
1. Disconnect two FFCs (callout 1) and three connectors (callout 2) from the formatter.

**Figure 4-298 Disconnect cables**



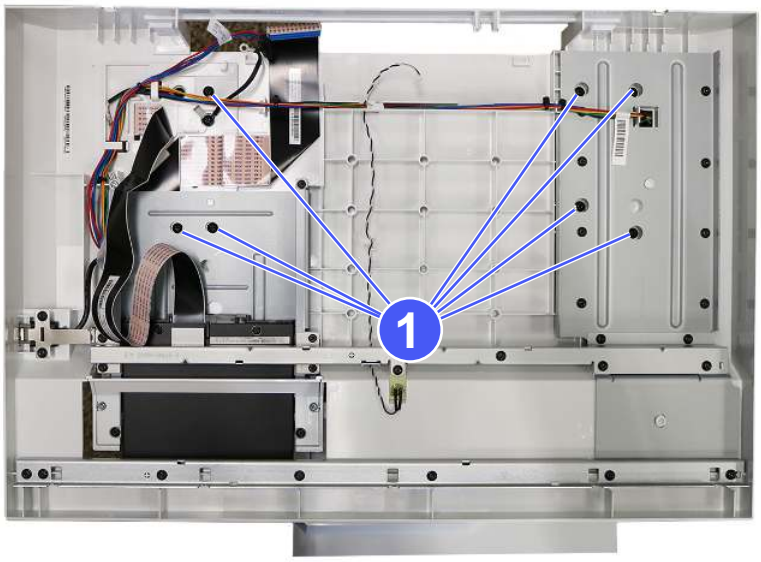

2. Slide the control panel in the direction of the arrow.

**Figure 4-299 Slide control panel**



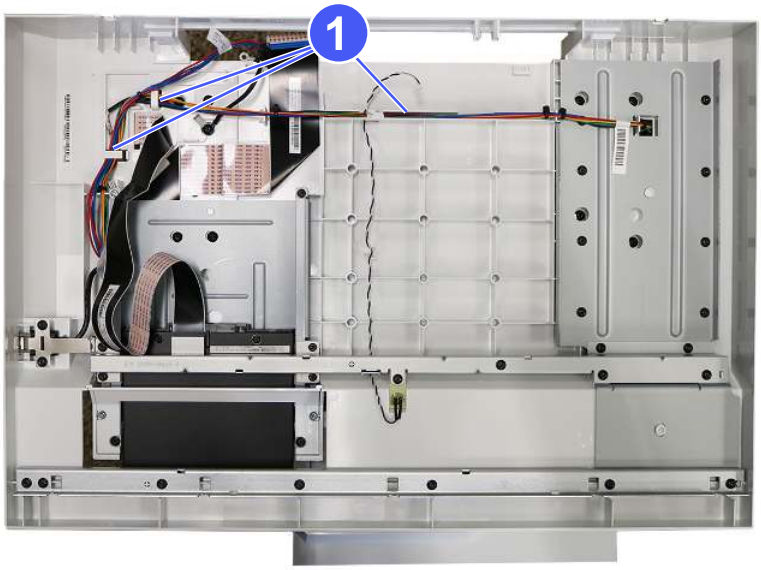
3. Remove seven screws.

**Figure 4-300 Remove 7 screws**




4. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-301 Remove cable from guide**




5. Lift the scanner par with all cables off of the printer.

   If the convenient stapler is installed, the cable will need to be threaded through the par tub down to the stapler.

## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-302 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-303 Disengage the link arm**



## Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-304 Remove one screw**




2. Unhook one tab (callout 1).

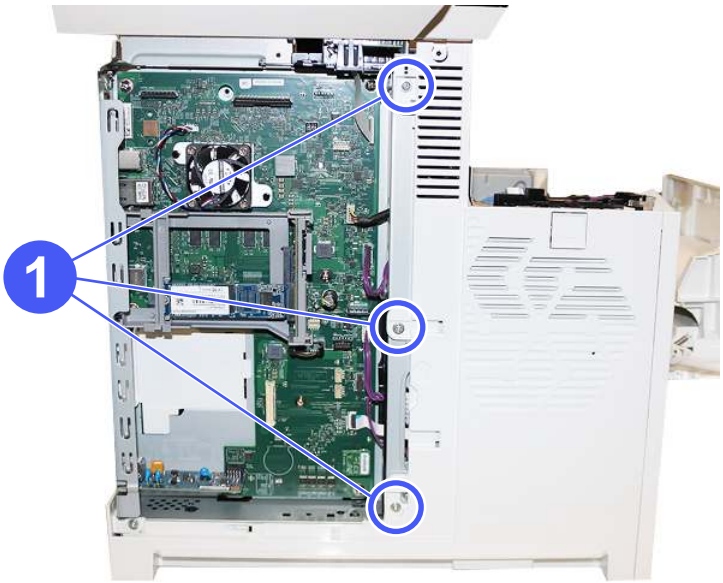
**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-305 Unhook one tab**



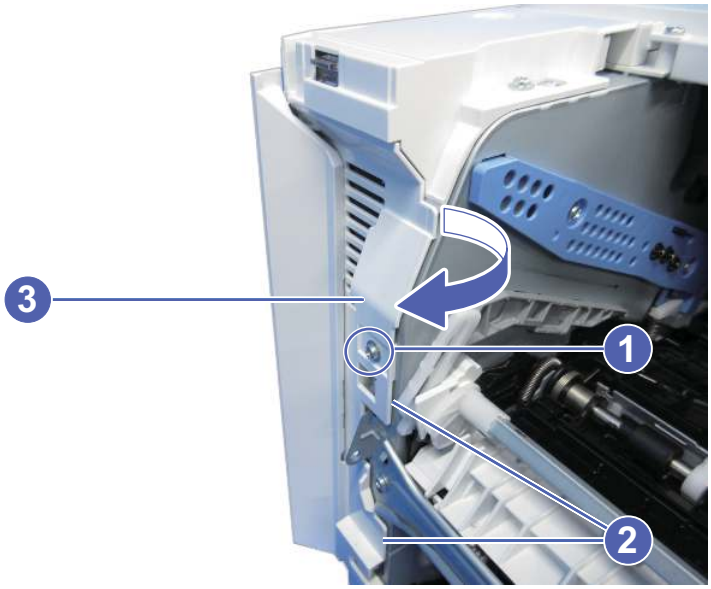

3. Remove three screws (callout 1).

**Figure 4-306 Remove three screws**



4. Remove one screw (callout 1) then unhook the two tabs (callout 2) and open the left cover (callout 3) in the direction of the arrow to remove it.

**Figure 4-307 Remove one screw**



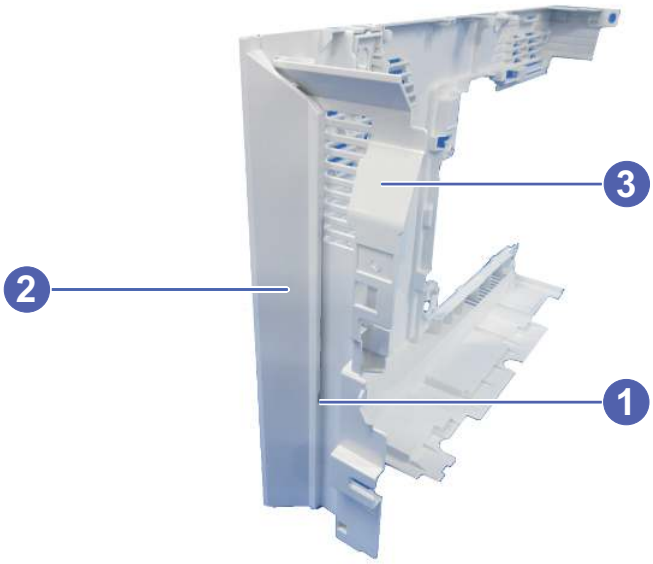

5. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you will need to move the front left cover to the new left cover.

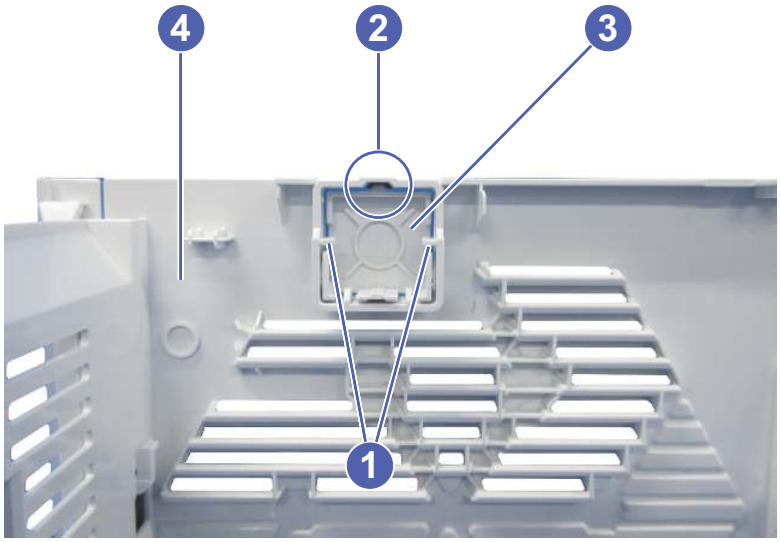
**Figure 4-308 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one, you must remove the door button and put it on the new left cover. The door button is removed toward the outside of the panel.

**Figure 4-309 Remove door button**




## Remove the output bin

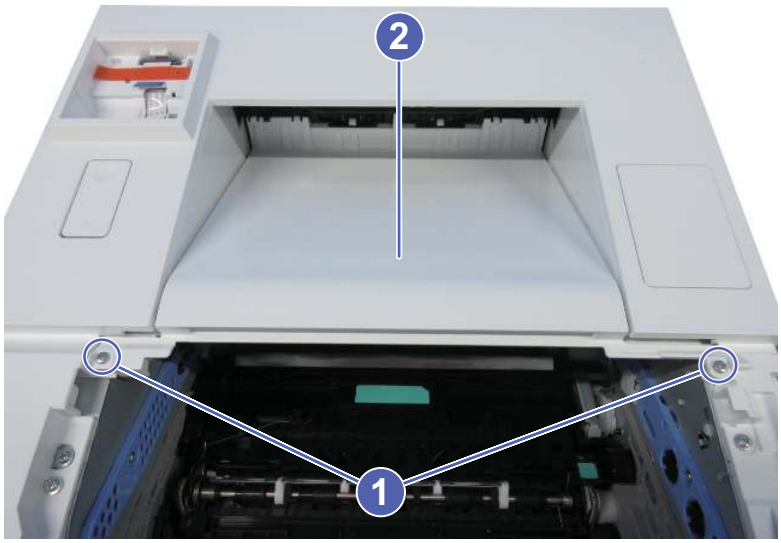
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

Figure 4-310 **Remove two screws then output bin**



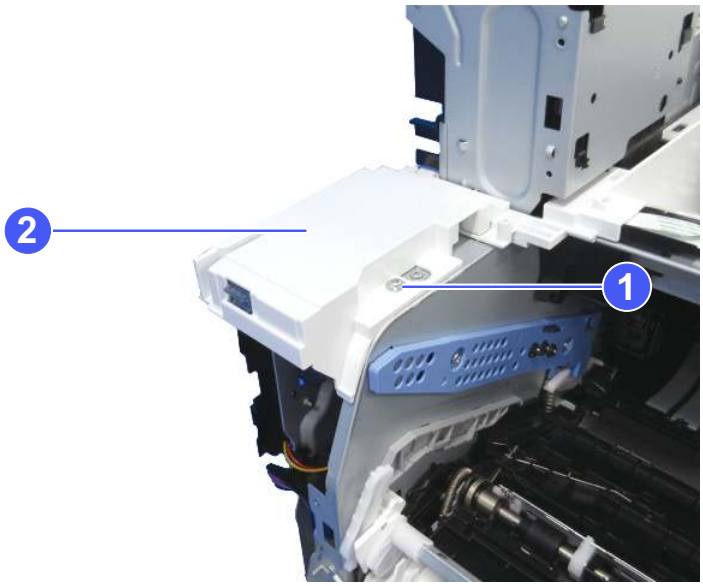

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## Remove the upper inner left cover

Follow these steps to remove the upper left inner cover.

- Remove one screw (callout 1), and then lift the front of the upper inner left cover and remove it (callout 2).

Figure 4-311 **Remove the upper inner left cover**

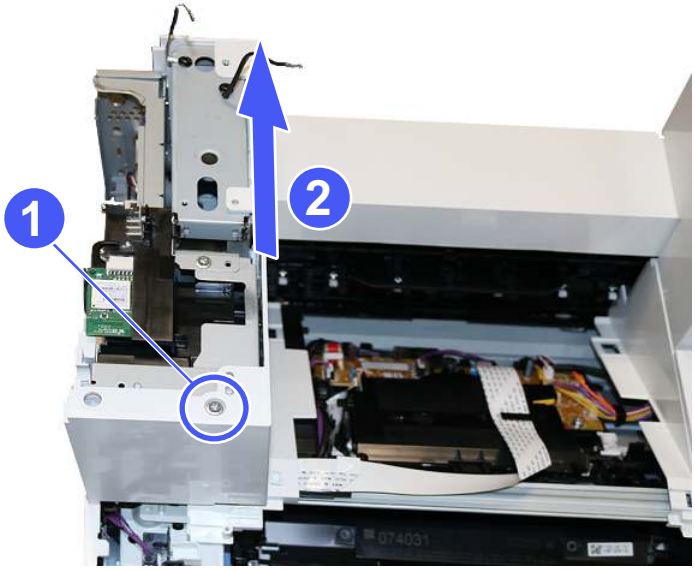



## Remove the left pillar cover

Follow these steps to remove the left pillar cover.

- Remove one screw (callout 1), and remove the left pillar cover (callout 2).

**Figure 4-312 Remove left pillar cover**

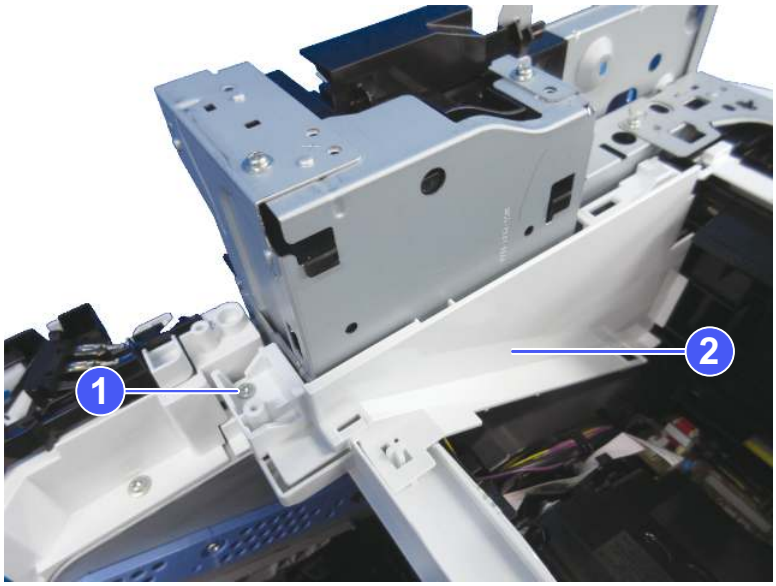



## Remove the tray left inner cover

Follow these steps to remove the tray left inner cover.

- Remove one screw (callout 1) and then remove the tray left inner cover (callout 2).

**Figure 4-313 Remove the tray left inner 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: Internal parts and assemblies (base printer)

Learn how to remove and replace the base printer internal parts and assemblies.

## Removal and replacement: Fuser

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

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-30 Part information**

| Part number | Part description |
|---|---|
| RM2-4928-000CN | Fixing assembly 110V |
| RM2-4929-000CN | Fixing assembly 220V |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

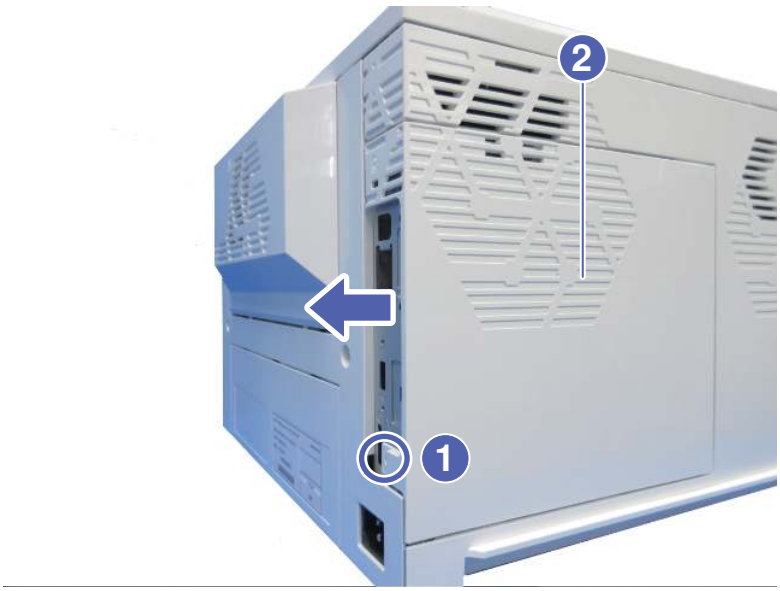
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-314 Remove the formatter cover**



### 2. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-315 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-316 Remove the cover**



### 3. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.

2. Open the cassette rear cover.

**Figure 4-317 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-318 Locate cable cover**

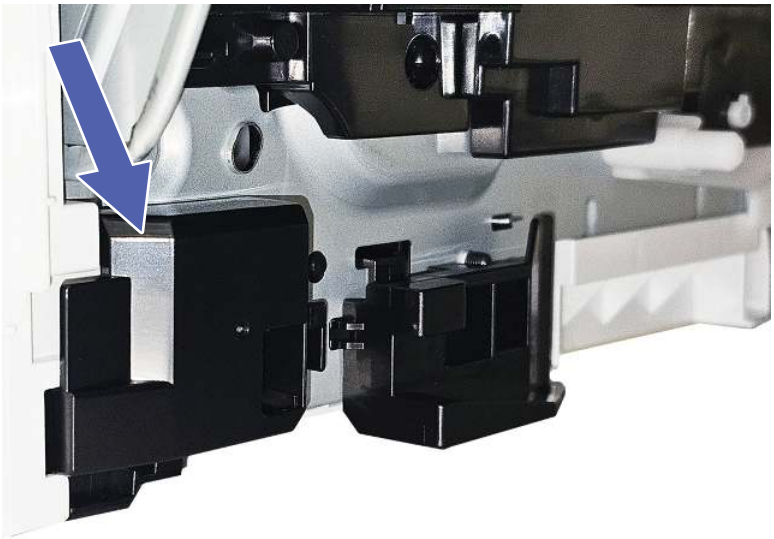
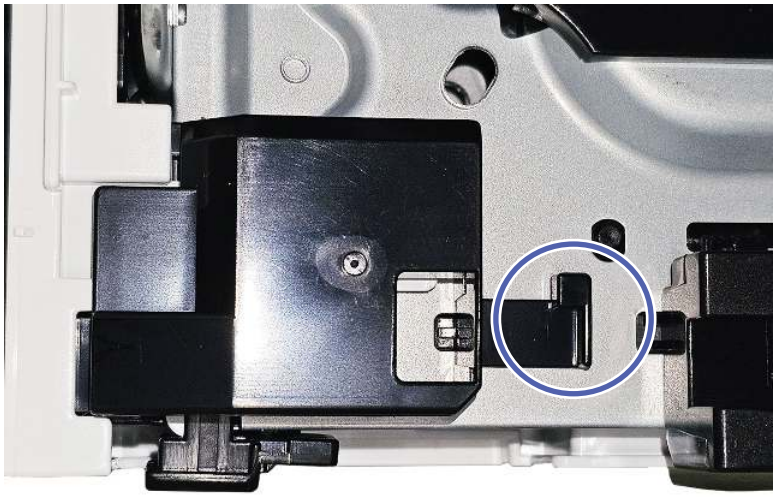
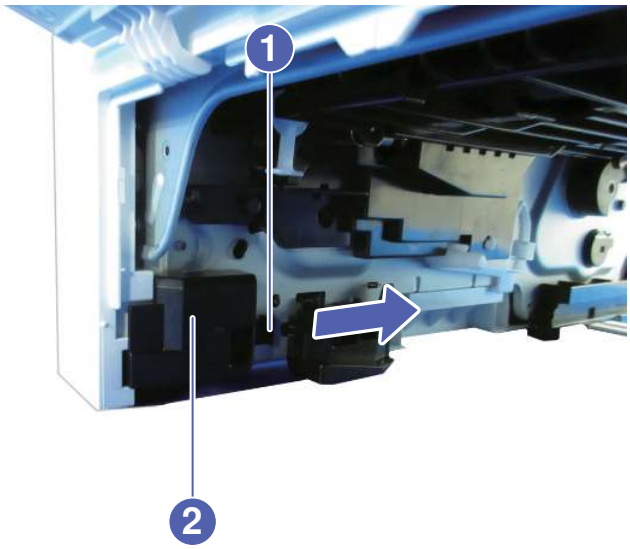


**Figure 4-319 Cover locking tab**



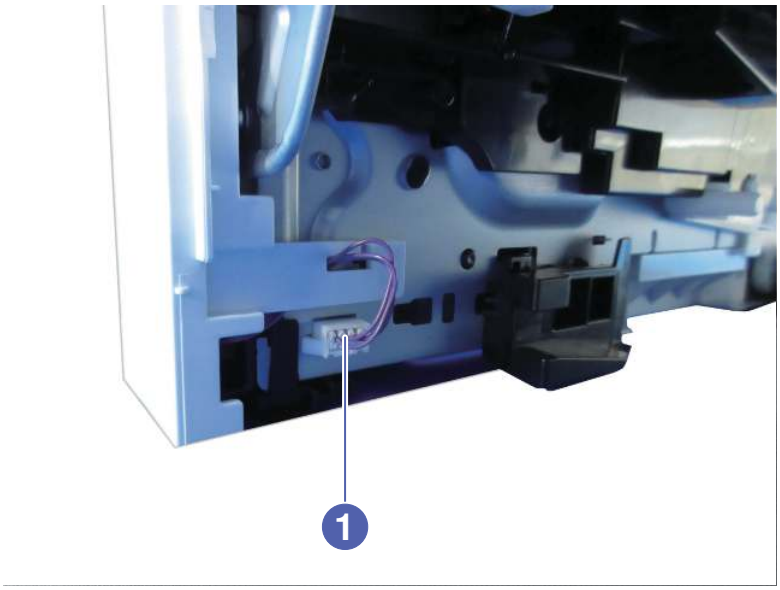
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-320 Remove the cover**



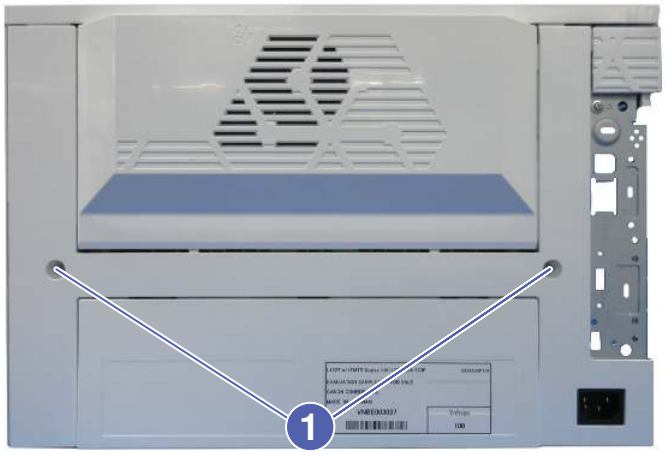
5. Pull off one connector (callout 1).

**Figure 4-321 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-322 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-323 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-324 Unhook one tab**



9. Open the rear door.

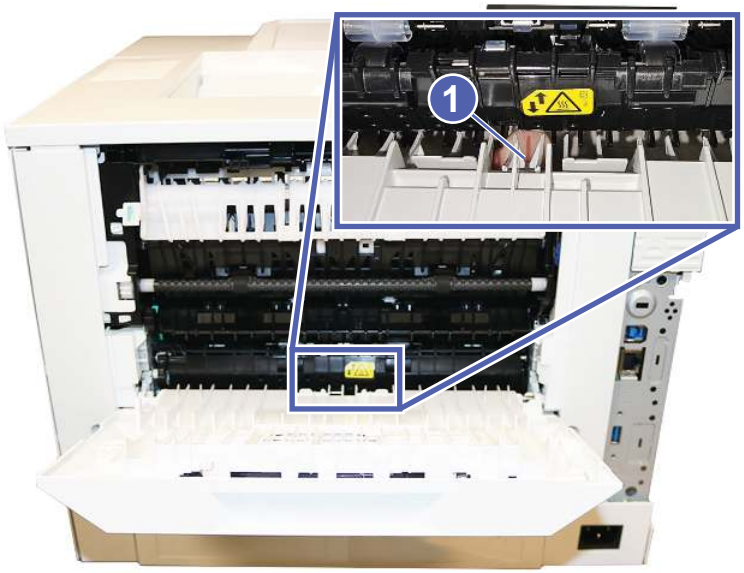
**Figure 4-325 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-326 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

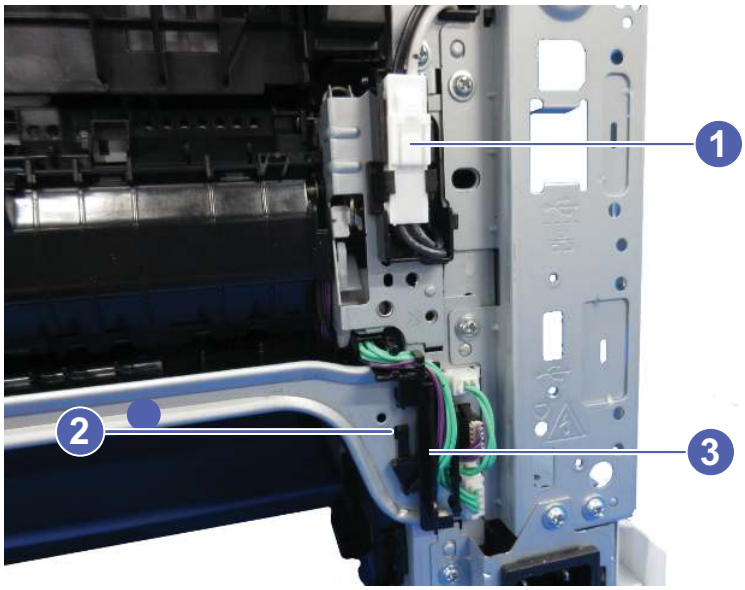
## 4. Remove the fuser

Follow these steps to remove the fuser.

1. Remove the toner cartridge from the printer.

2. Push the tab to unhook one connector (callout 1) and pull both ends of the connector out of the holding guide.
3. Unhook one tab (callout 2) and slide the cable guide (callout 3) upward to remove.

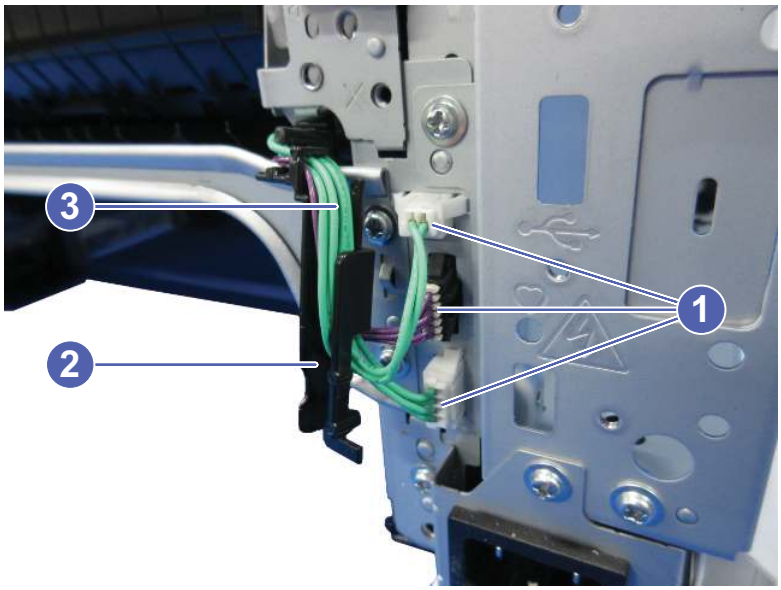
**Figure 4-327 Remove connector**




**NOTE:** Cable holding guide will need to be moved to new fuser.

4. Pull out three connectors (callout 1), then release the cables (callout 3) from the cable guide (callout 2).

**Figure 4-328 Release cable from guide**

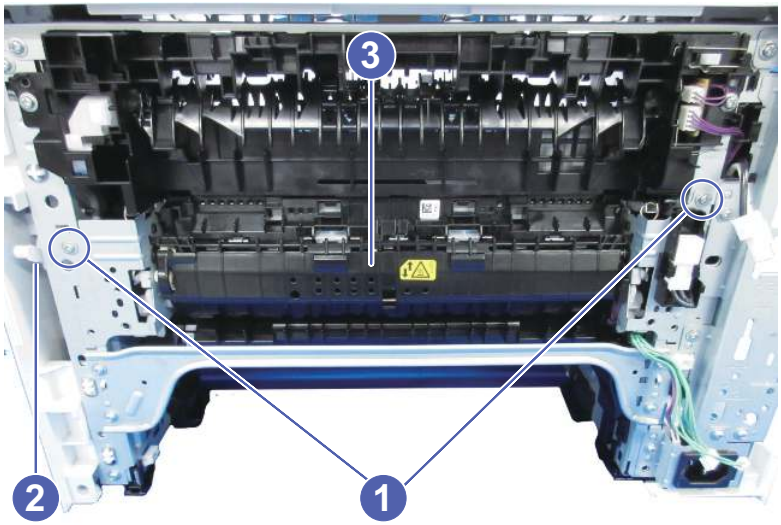



**IMPORTANT:** The black cable guide (holding) will need to be moved to new fuser.

5. Make sure the front door is closed.

6. Remove two screws (callout 1). Push down the coupling release lever (callout 2) and pull out the fuser (callout 3).

**Figure 4-329 Remove fuser**




## 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: Laser scanner assembly

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

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

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-31 Part information**

| Part number | Part description |
|---|---|
| **RM3-1706-000CN** | Laser scanner assembly |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### 1. Remove the output bin

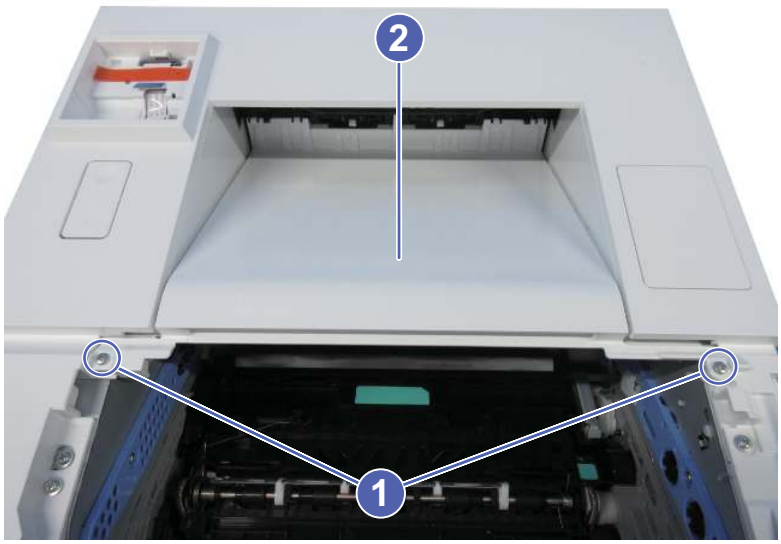
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-330 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 2. Remove the laser scanner assembly

Follow these steps to remove the laser scanner assembly.

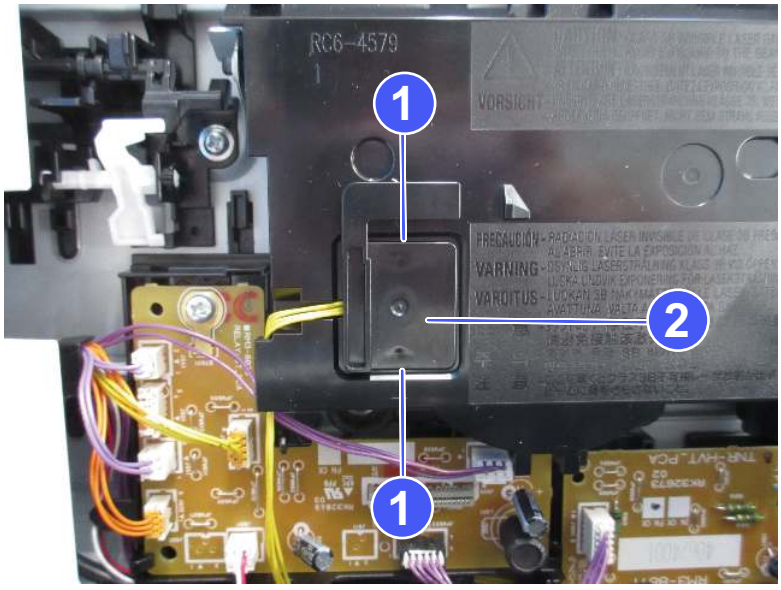
1. Disconnect 2 FFCs (callout 1).

**Figure 4-331 Disconnect FFCs**



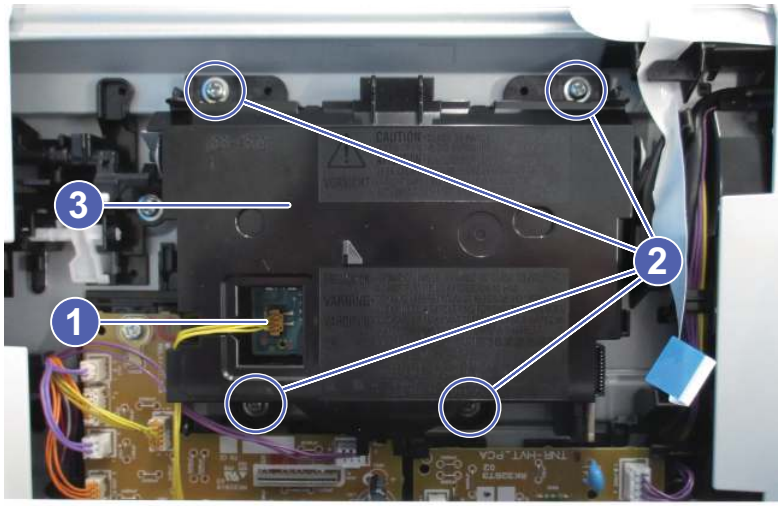

2. Release two tabs (callout 1) and remove the connector cover (callout 2).

**Figure 4-332 Remove connector cover**



3. Disconnect one connector (callout 1). Remove four screws (callout 2) and then remove the laser scanner assembly (callout 3).

**Figure 4-333 Remove the laser scanner 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: Registration assembly

This document provides the procedures to remove and replace the registration assembly.

View a video on how to remove and replace the registration assembly.

Mean time to repair: 3 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-32 Part information**

| Part number | Part description |
|---|---|
| RM2-4949-000CN | Registration assembly |

### Required tools

- #2 Phillips 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

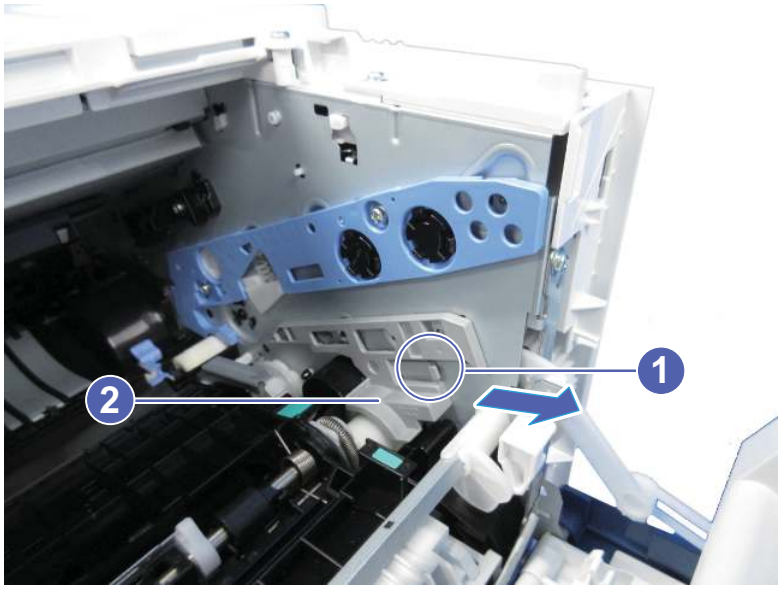
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### 1. Remove the registration assembly

Follow these steps to remove the registration assembly.

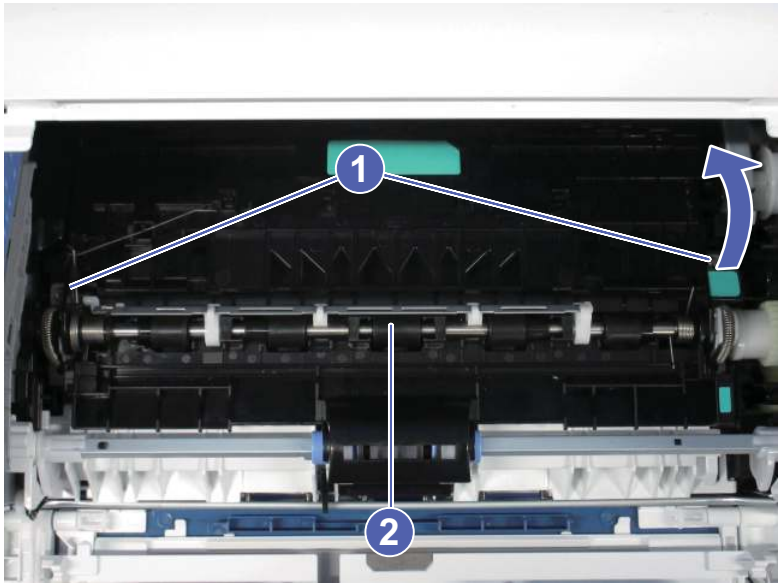
1. Open the toner access door.
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-334 Remove gear cover**




3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-335 Remove registration assembly**




## 2. Installing the registration assembly

Follow these steps when installing the registration assembly.

1. The right side (gear side) must be installed first. Both mounting plates slide under front plastic tab

2. Install the assembly so that the left/right sheet metal ends slip into the positioning area in the engine frame.

**Figure 4-336 Metal tabs**



**Figure 4-337 Tab placement in printer (right side)**

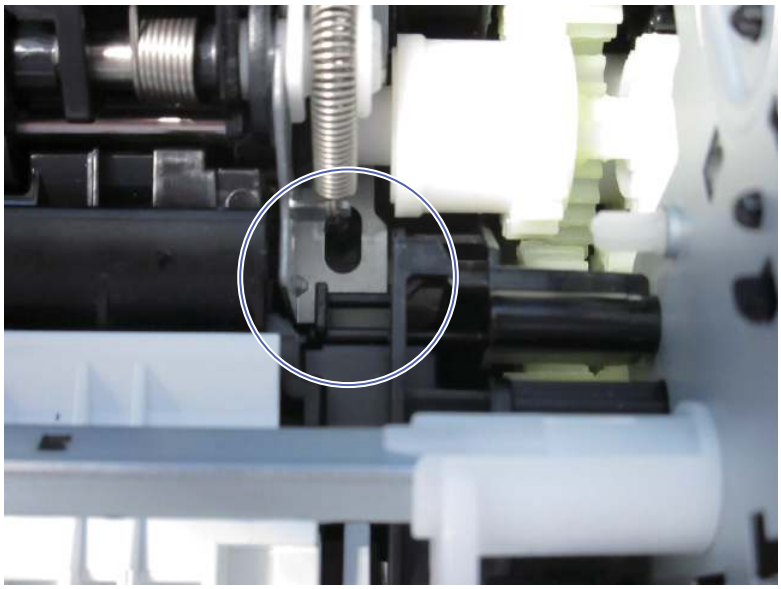
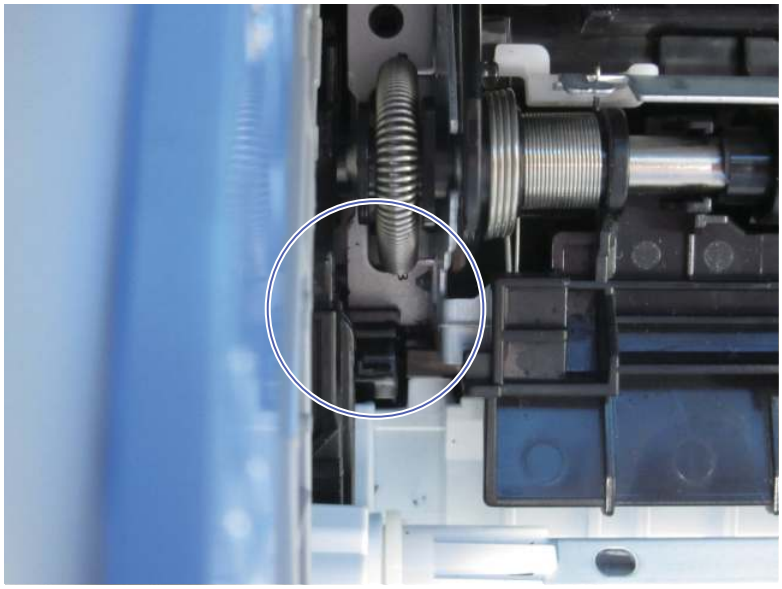


**Figure 4-338 Tab placement in printer (left side)**



### 3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Formatter PCA 5501, 5502, X50352, X50452

This document provides the procedures to remove and replace the formatter PCA.

View a video of how to remove and replace the formatter PCA.

Mean time to repair: 15 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-33 Part information**

| Part number | Part description |
|---|---|
| **2T1M2-67001** | Formatter PCA SFP, Advanced - 5502dn, X50452dn |
| **2T1M2-67002** | Formatter PCA SFP, Essentials - 5501n, 5501dn, X50352dn |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the formatter cover (SFP)

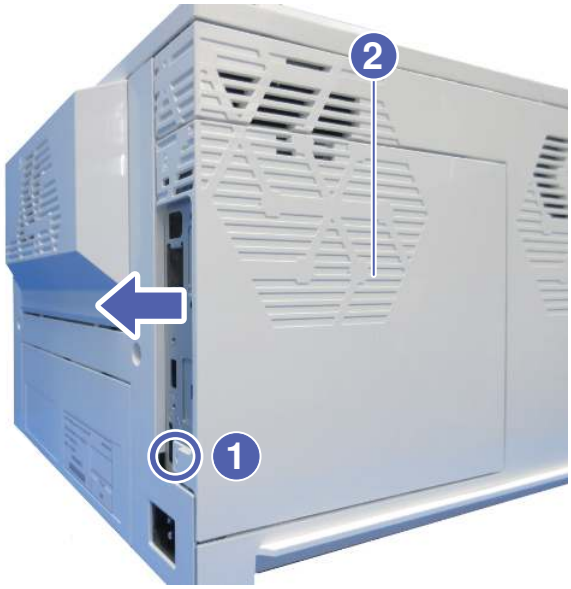
Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:

  a. On the formatter cover, remove 1 screw (callout 1).

  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-339 Remove the formatter cover**




## 2. Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove two FFCs and four connectors from the formatter PCA.

**Figure 4-340 Remove connectors**



2. Remove five screws.

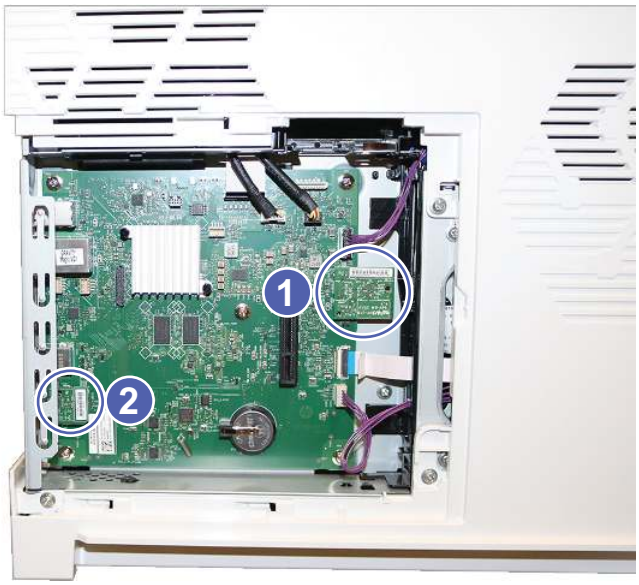
**Figure 4-341 Remove the screws**



3. Remove formatter PCA.

**IMPORTANT:** Emmc (callout 1) and TPM (callout 2) only need to be removed when replacing the formatter PCA.

When replacing the formatter, they must be moved to a new formatter.




**CAUTION:** When reinstalling the formatter, verify Emmc and TPM are fully seated (pushed in) after installation of the Formatter 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: Formatter PCA 5601, X52952

This document provides the procedures to remove and replace the formatter PCA.

Mean time to repair: 7 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

Table 4-34 **Part information**

| Part number | Part description |
|---|---|
| **2T1M3-67001** | Formatter PCA MFP, Essentials - 5601dn, X52952dn |

## Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

Figure 4-342 **Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-343 Remove the cover**

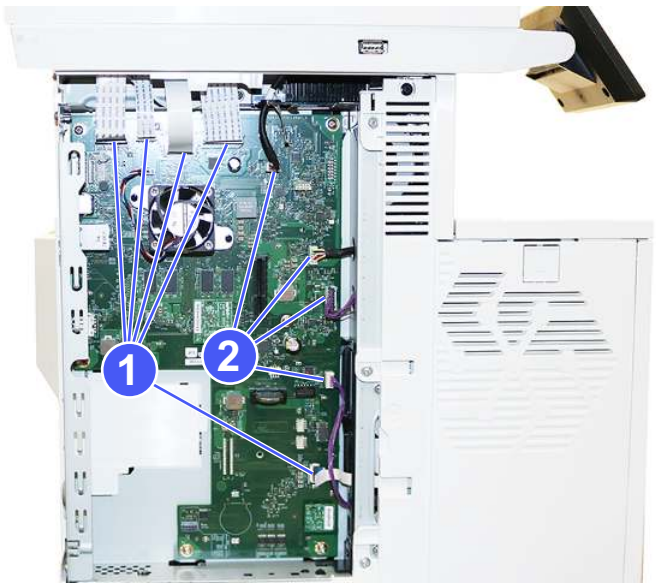


## 2. Remove the formatter PCA

Follow these steps to remove the formatter PCA.

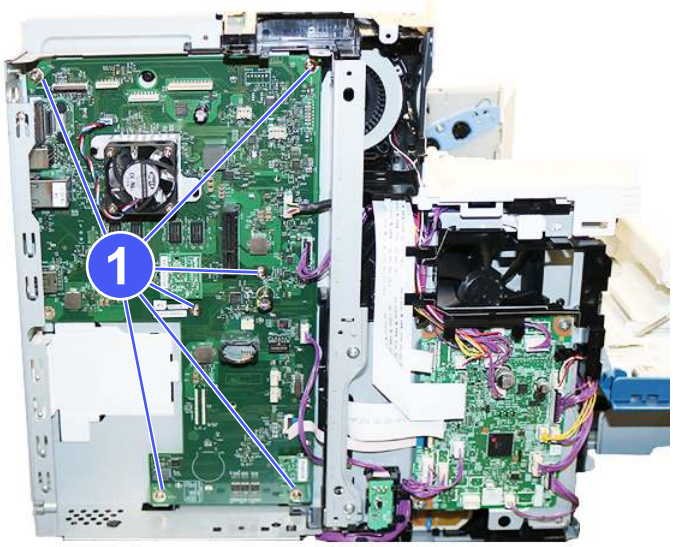
1. Remove 5 FFCs (callout 1) and 4 cable connectors (callout 2) the formatter PCA.

**Figure 4-344 Remove connectors**



2. Remove six screws (callout 1).

**Figure 4-345 Remove screws**




3. Remove formatter 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: Formatter PCA 5602, X53052

This document provides the procedures to remove and replace the formatter PCA.

Mean time to repair: 7 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-35 Part information**

| Part number | Part description |
|---|---|
| **2T1M3-67009** | Formatter PCA MFP, Advanced - 5602dn, 5602f, 5602zfw, X53052dn, X53052z |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

#### 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-346 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-347 Remove the cover**

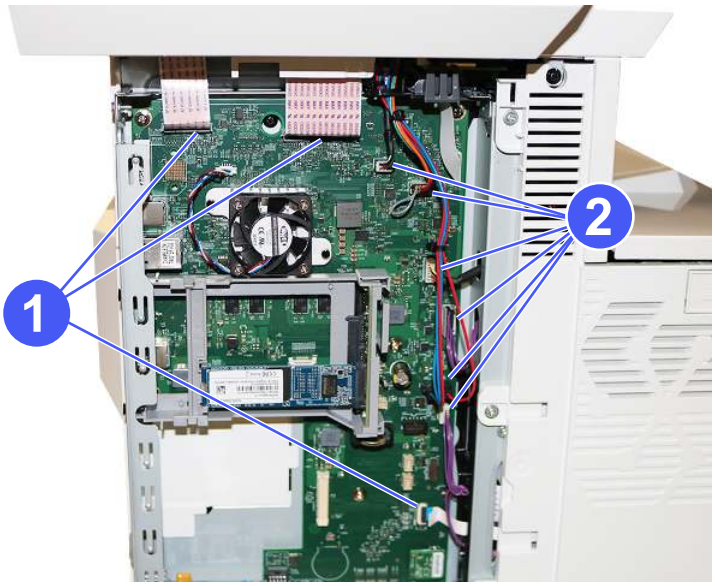


## 2. Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove all cable connectors from the formatter PCA.

**Figure 4-348 Remove connectors**




2. Remove five screws.

**Figure 4-349 Remove screws**



3. Remove formatter 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: Paper delivery assembly

This document provides the procedures to remove and replace the paper delivery assembly.

Mean time to repair: 8 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-36 Parts information**

| Part number | Parts description |
|---|---|
| **RM3-1034-000CN** | Paper delivery assembly |

### Required tools

- #2 Phillips 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

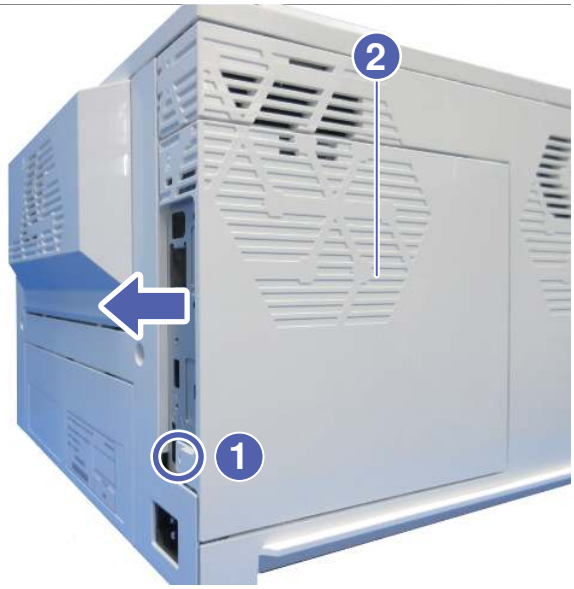
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-350 Remove the formatter cover**




## 2. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-351 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-352 Remove the cover**



### 3. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.

2. Open the cassette rear cover.

**Figure 4-353 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-354 Locate cable cover**

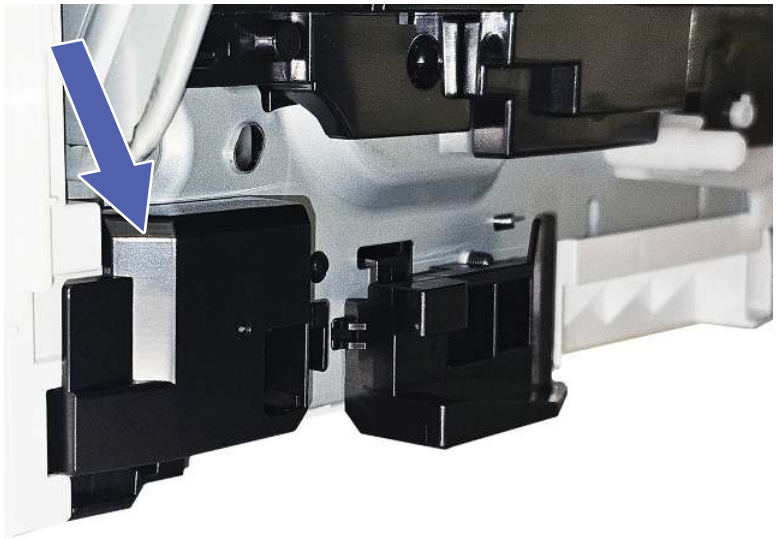
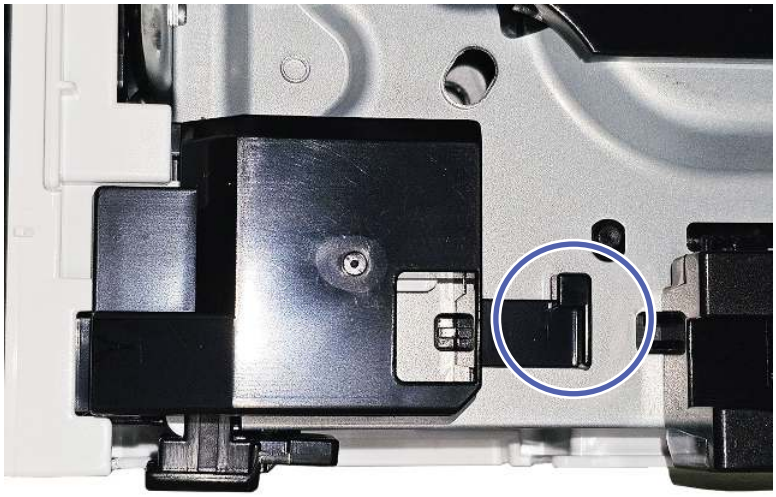
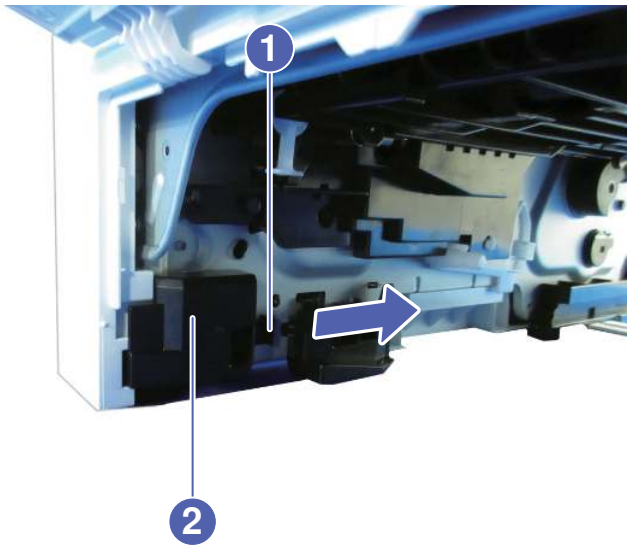


**Figure 4-355 Cover locking tab**



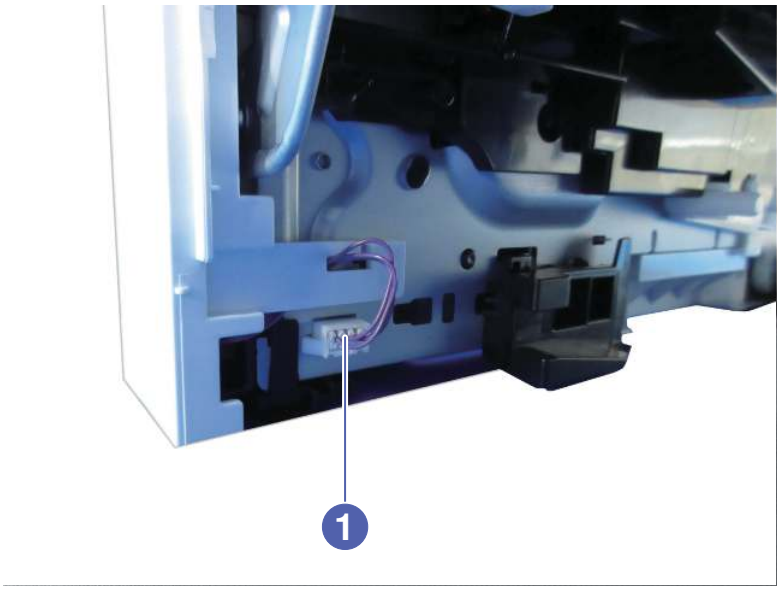
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-356 Remove the cover**



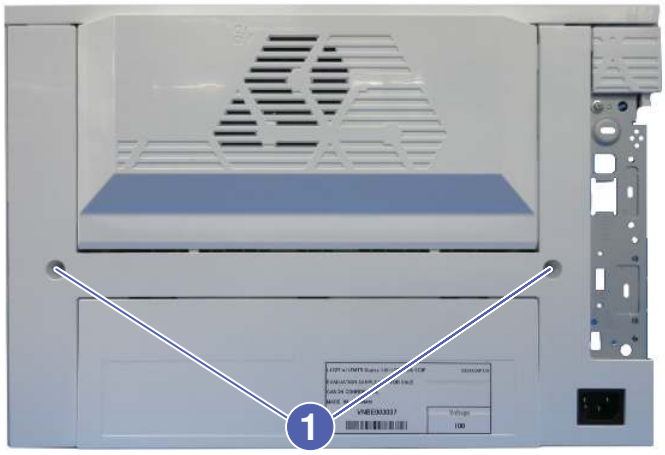
5. Pull off one connector (callout 1).

**Figure 4-357 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-358 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-359 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-360 Unhook one tab**



9. Open the rear door.

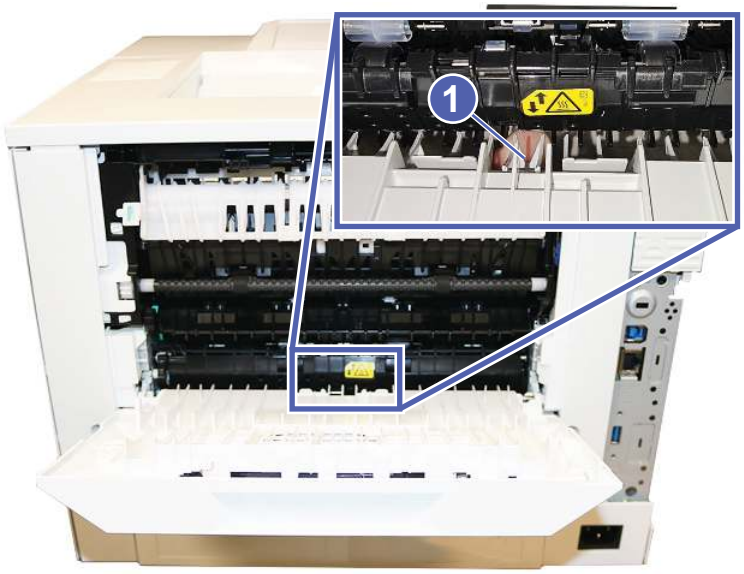
**Figure 4-361 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-362 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

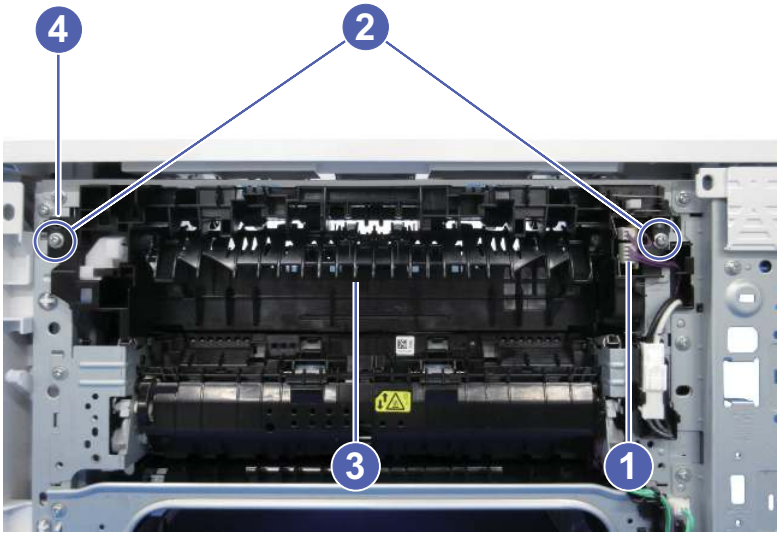
## 4. Remove the paper delivery assembly

Follow these steps to remove the paper delivery assembly.

- Pull out one connector (callout 1) and remove two screws (callout 2). Lift the temporary holding part (callout 4) of the delivery assembly (callout 3) and slide it downward, then pull out and remove the delivery assembly.

**TIP:** The delivery assembly needs to shift slightly to the right to come out.

**Figure 4-363 Remove paper delivery 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: Duplexing guide assembly

This document provides the procedures to remove and replace the duplex guide assembly.

Mean time to repair: 4 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-37 Part information**

| Part number | Part description |
|---|---|
| RM2-4924-000CN | Duplexing guide assembly |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### Remove the duplexing guide assembly

Follow these steps to remove the duplexing guide assembly.

1. Remove tray 2.
2. Open the cassette rear cover.

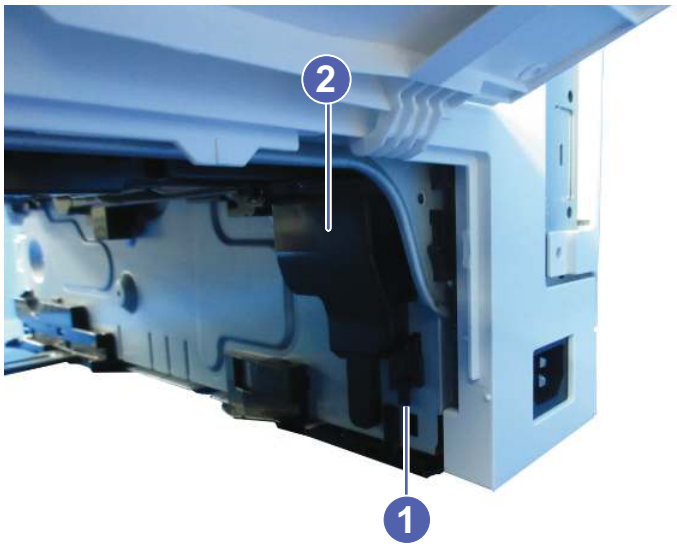
**Figure 4-364 Open cassette rear cover**



3. Unhook one tab (callout 1). Then slide the cable cover (callout 2) downward to remove it.

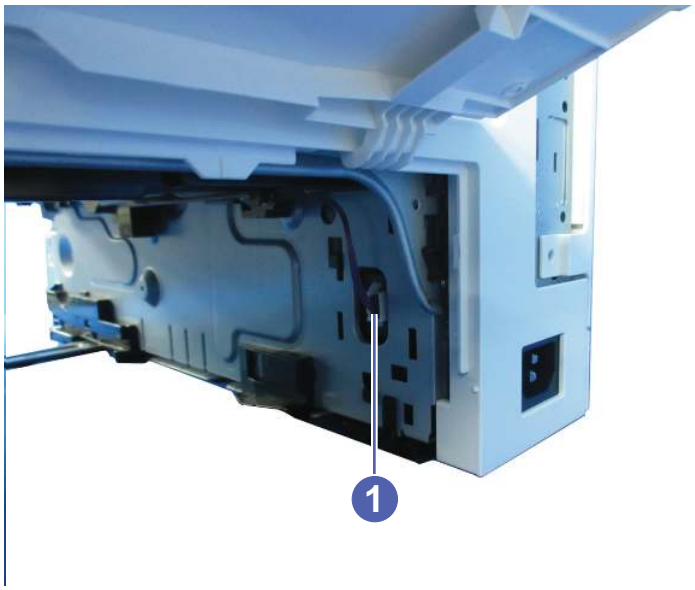
**NOTE:** Access the cable cover from the rear left of the printer under the duct cover.

**Figure 4-365 Access cable cover**



4. Disconnect one connector (callout 1).

**Figure 4-366 Disconnect one connector**




5. Remove two springs (callout 1). Remove the securing clip (callout 2).

**Figure 4-367 Springs and clip location**

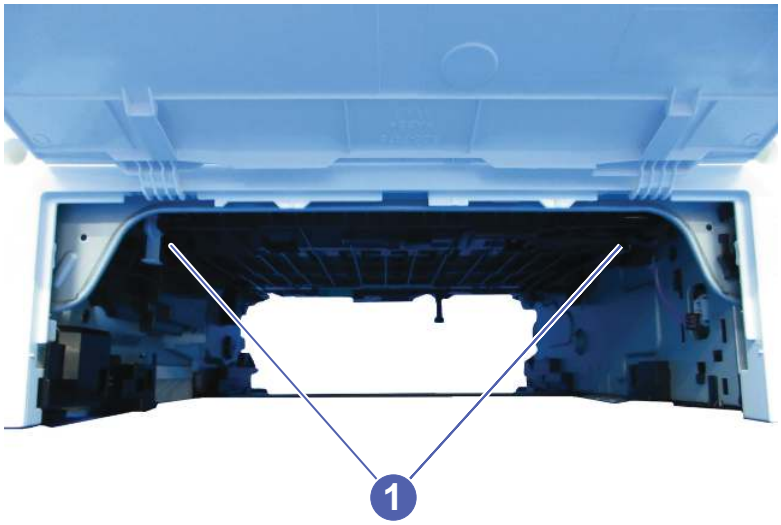


**Figure 4-368 Remove spring**

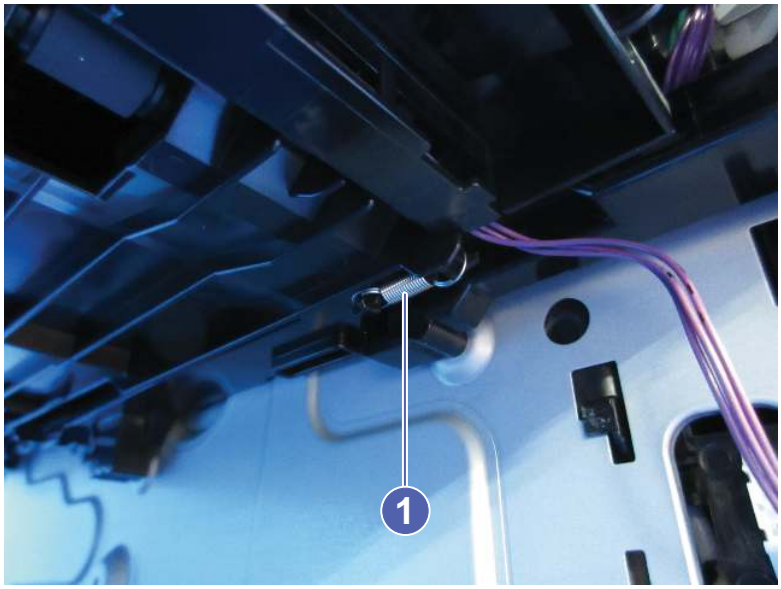
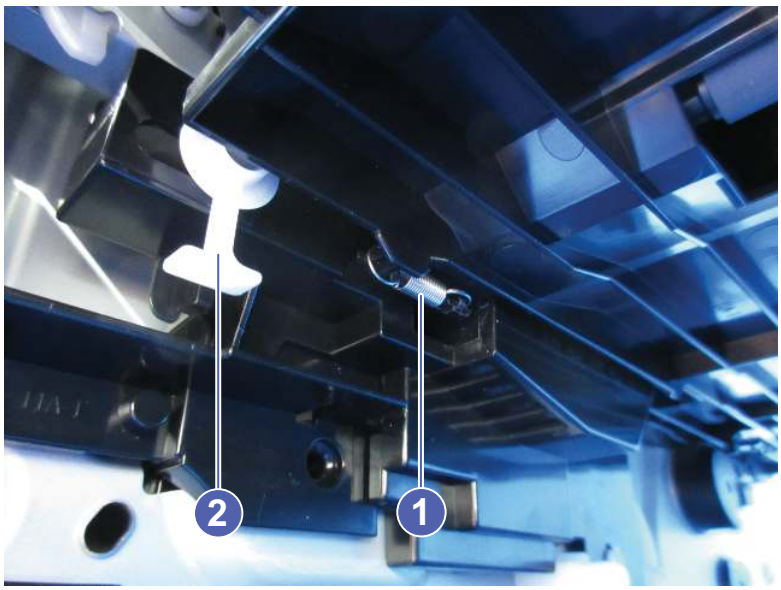
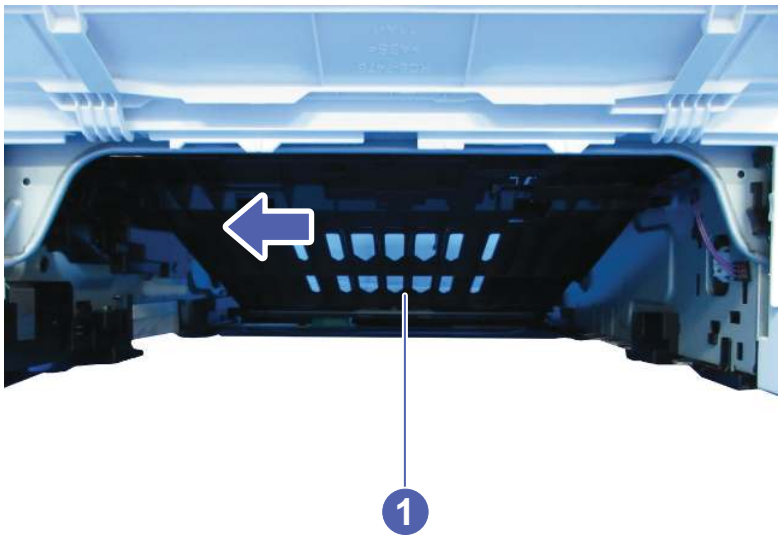



**Figure 4-369 Remove spring and clip**



6. Slide the duplexing guide assembly (callout 1) in the direction of the arrow to remove it.

**Figure 4-370 Slide assembly to remove**




## Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Installing the duplex guide assembly

Follow these steps to install the duplex guide assembly.

1. When the duplexing guide assembly is installed, one of the springs (callout 1) should be first assembled to the printer, and then the other spring is mounted to the printer.

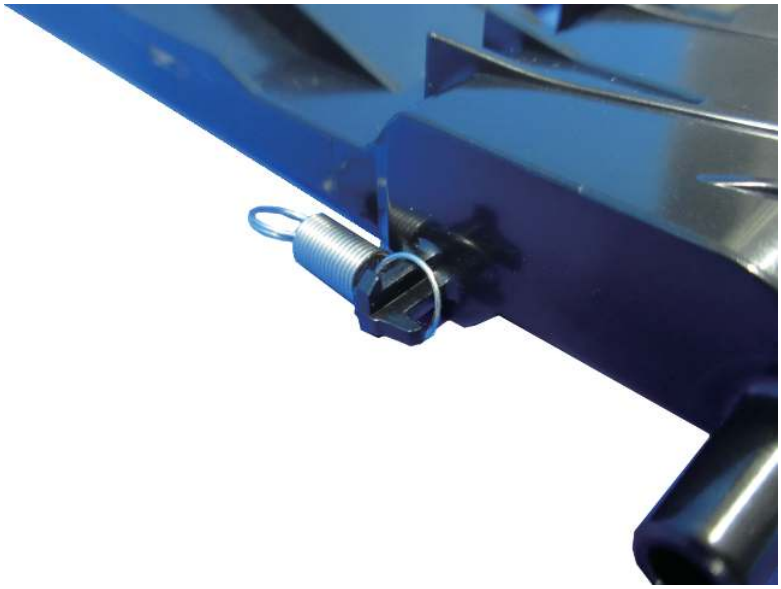
**Figure 4-371 Springs (callout 1) before installing the duplexing guide assembly to the printer**




**Figure 4-372 Spring location**



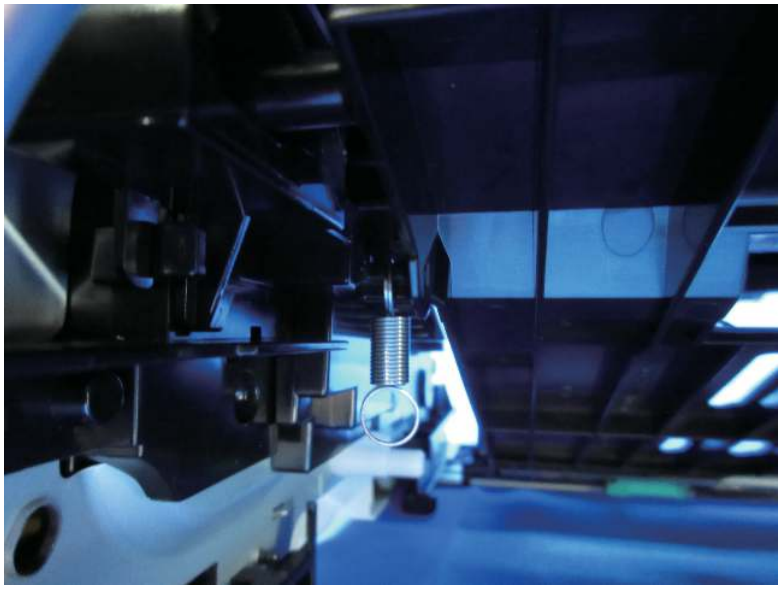
**Figure 4-373 Spring location**

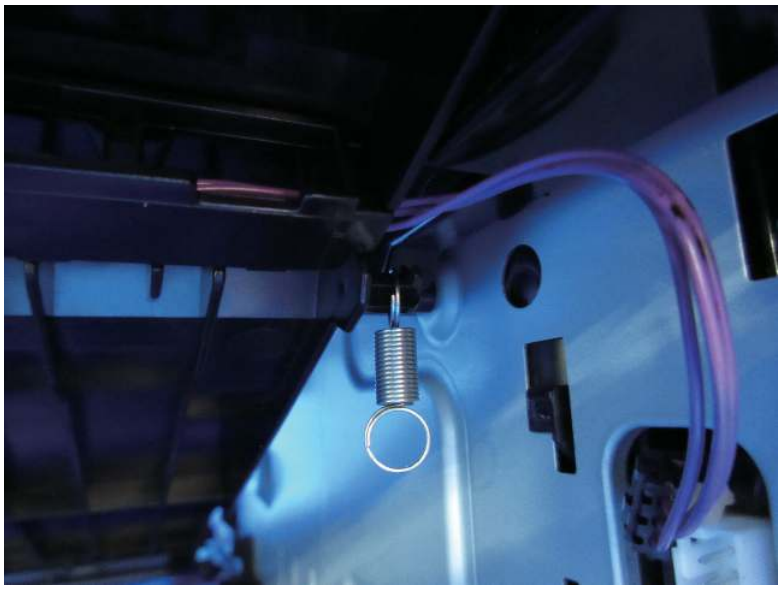


2. Locating the spring for the duplex guide assembly when installing.



**Figure 4-374 Installing the springs**





## Removal and replacement: DV bypass drive assembly

This document provides the procedures to remove and replace the developer bypass drive assembly.

Mean time to repair: 5 minutes

Service level: Basic

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-38 Part information**

| Part number | Part description |
|---|---|
| RM3-1073-000CN | Developer bypass drive assembly |

## Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

# Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-375 SFP Remove front right cover**

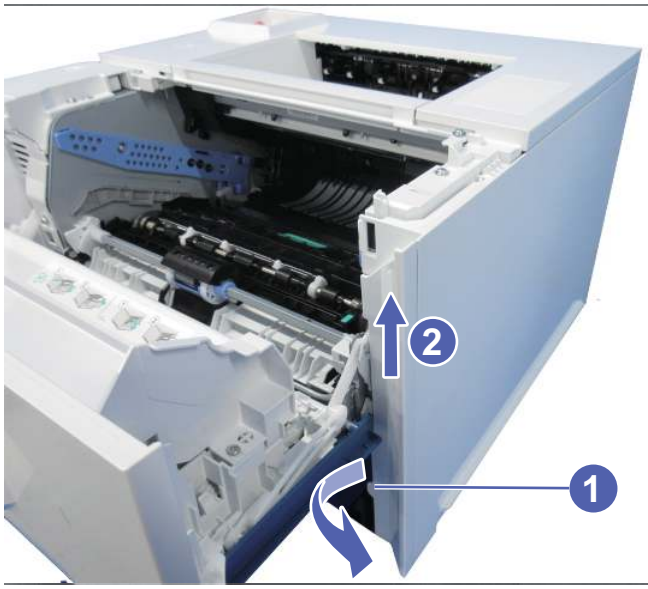
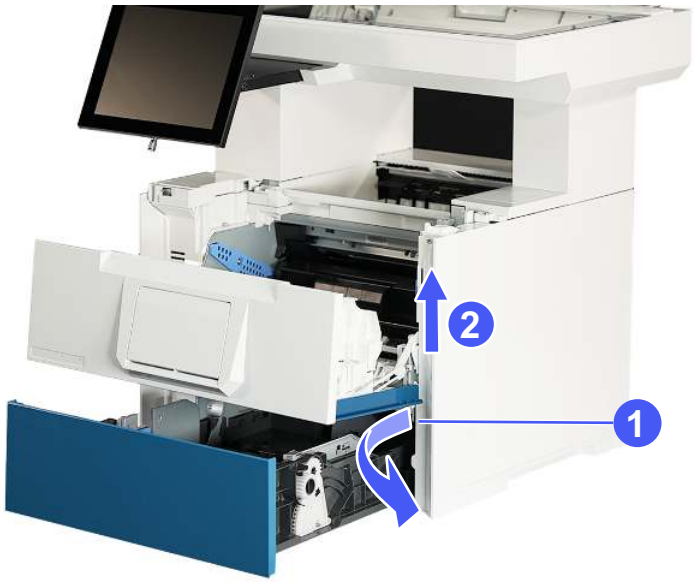



**Figure 4-376 MFP Remove front right cover**




## Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-377 Remove one screw**

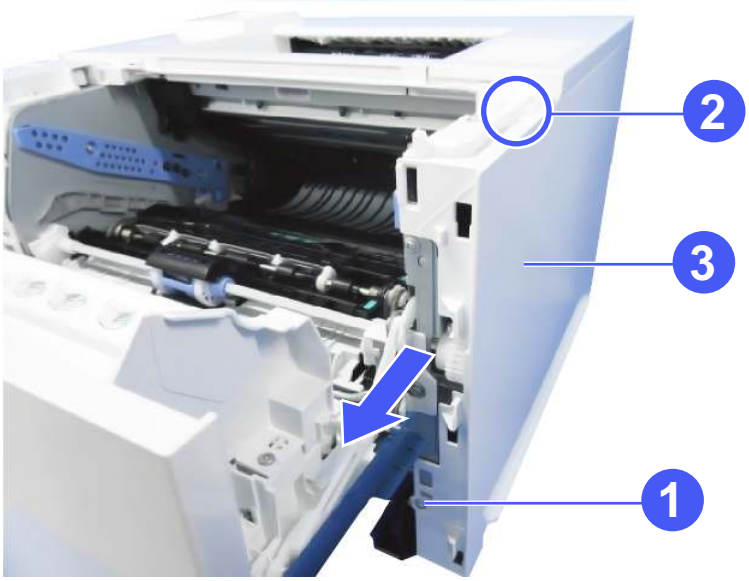
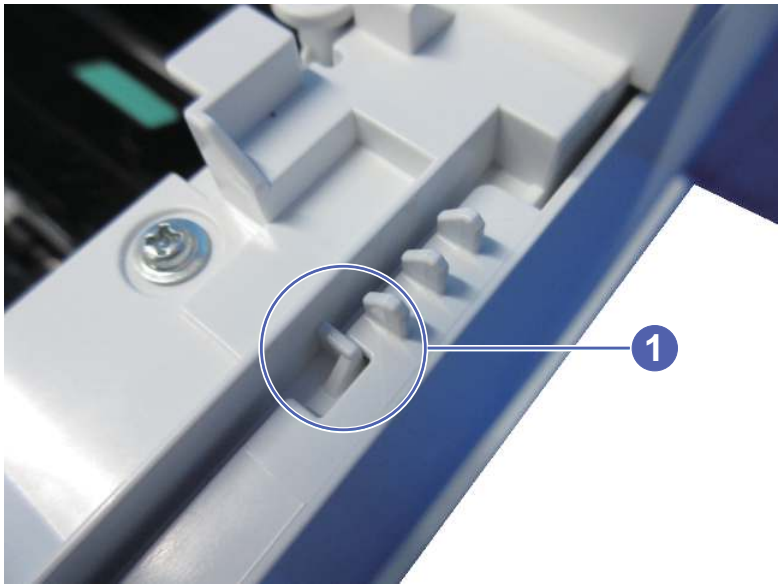



**Figure 4-378 Tab close up.**

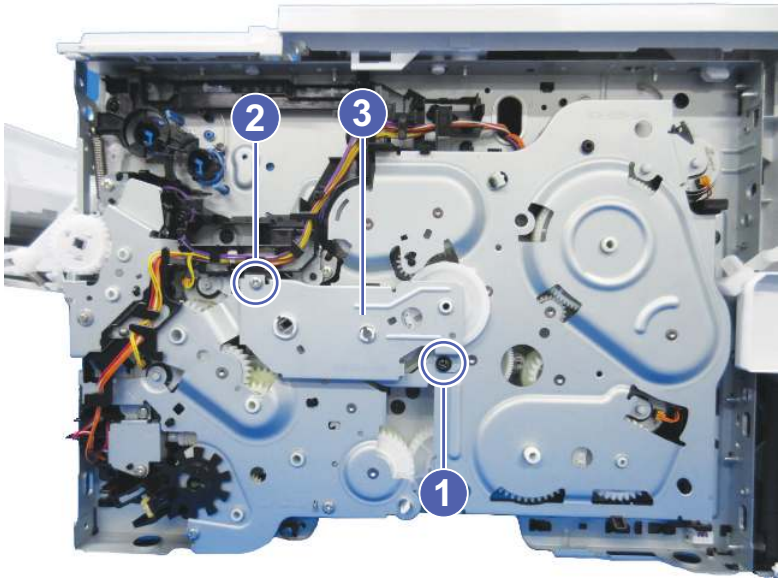



## Remove the DV bypass drive assembly

Follow these steps to remove the DV bypass drive assembly.

- Remove one plastic and one sheet metal screw, then remove the DV bypass drive assembly (callout 3).

**Figure 4-379 Remove the bypass drive 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.

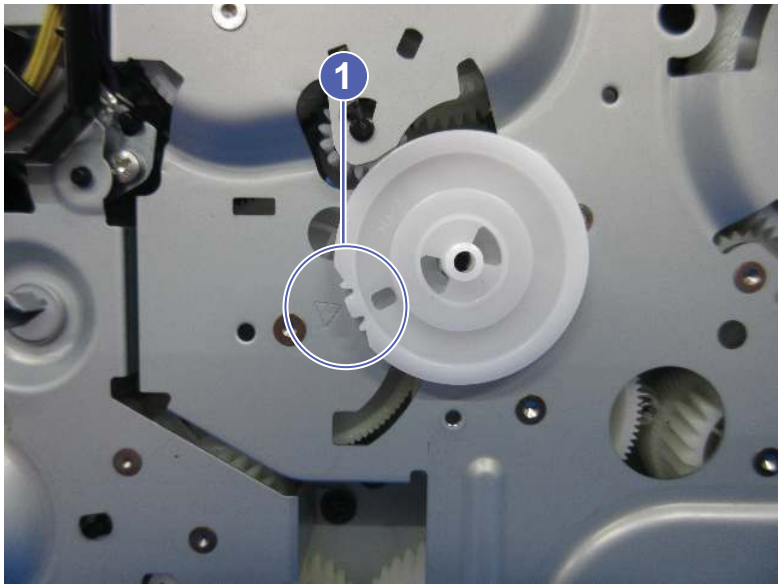
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

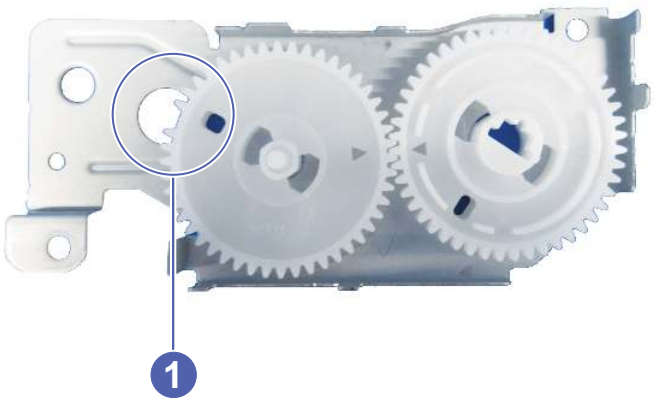
### Install the DV bypass drive assembly

Follow these steps to remove the DV bypass drive assembly.

- When the DV bypass drive assembly is installed, locate the interface portion (callout 1) of the gear and align it with the corresponding gear interface.

**Figure 4-380 Ensure the gear is aligned**




## Removal and replacement: Paper pick-up drive assembly

This document provides the procedures to remove and replace the paper pickup drive assembly.

Mean time to repair: 9 minutes

Service level: Basic

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-39 Part information**

| Part number | Part description |
|---|---|
| **RM2-4945-000CN** | Paper pick-up drive assembly |

## Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-381 SFP Remove front right cover**

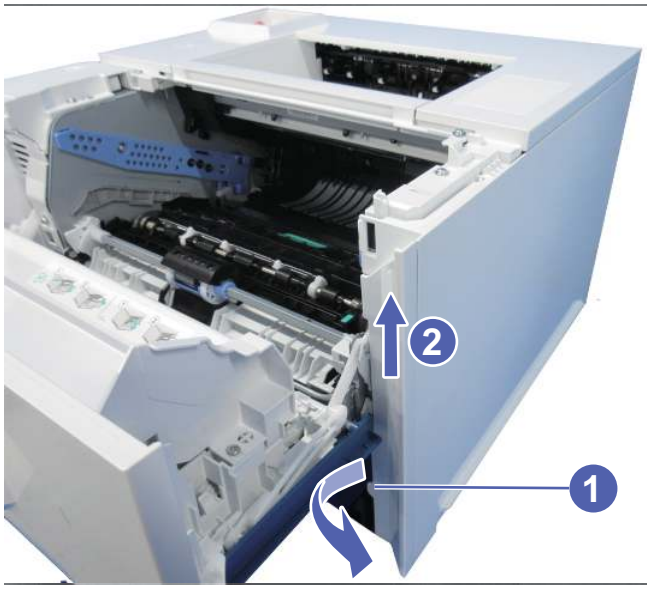
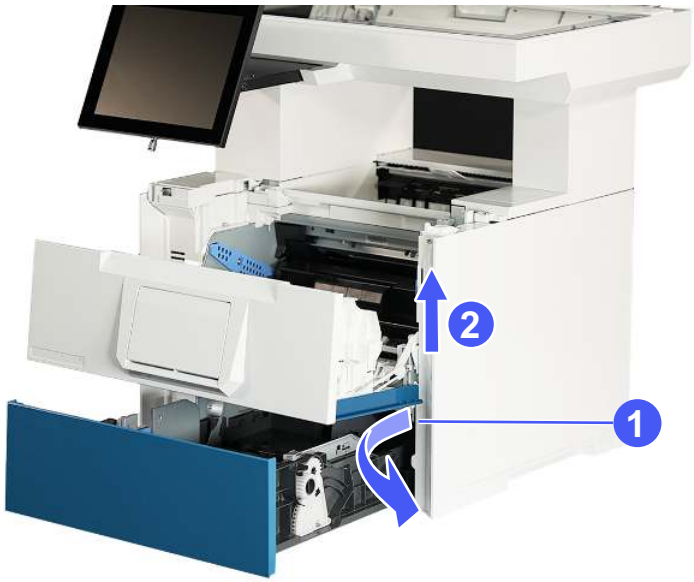



**Figure 4-382 MFP Remove front right cover**




## 2. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-383 Remove one screw**

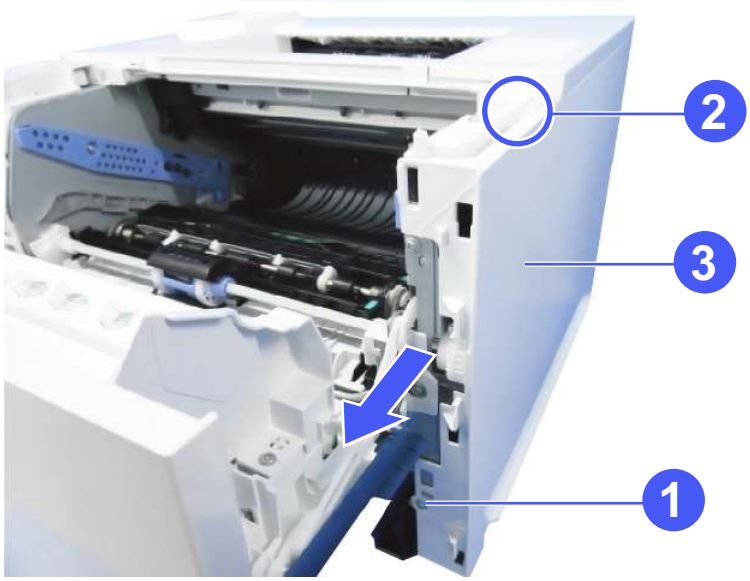
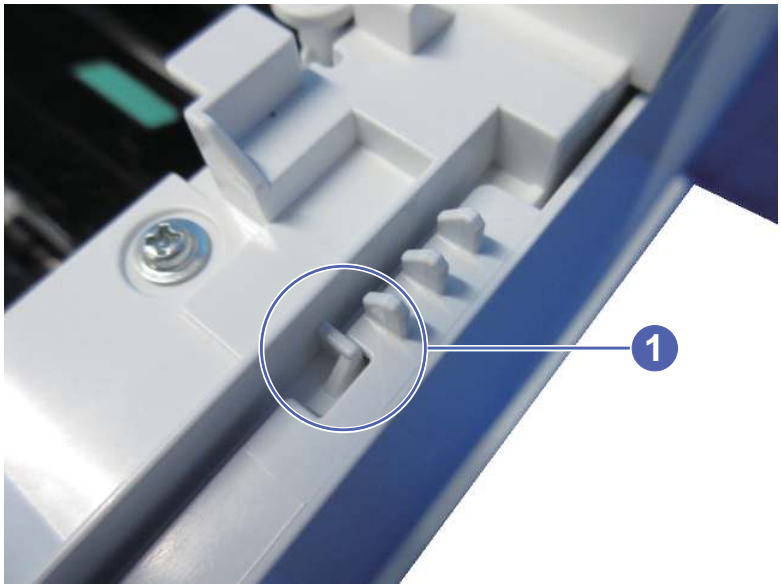



**Figure 4-384 Tab close up.**

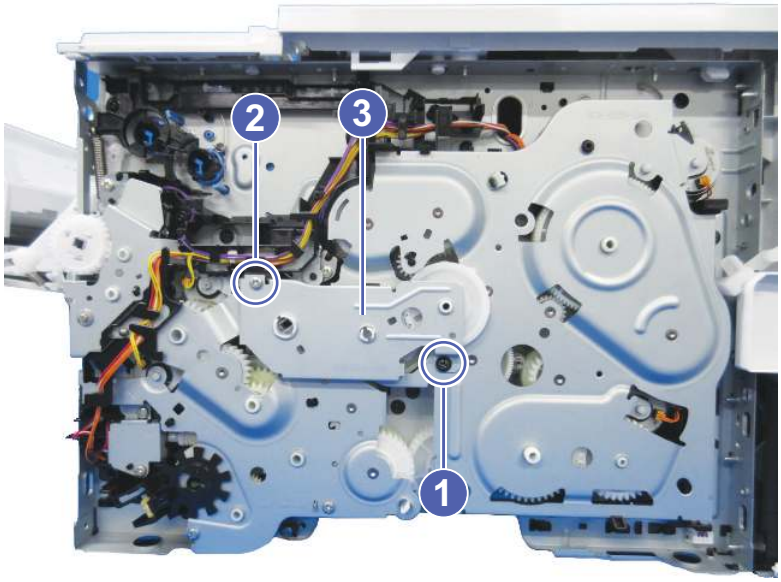



### 3. Remove the DV bypass drive assembly

Follow these steps to remove the DV bypass drive assembly.

- Remove one plastic and one sheet metal screw, then remove the DV bypass drive assembly (callout 3).

**Figure 4-385 Remove the bypass drive assembly**



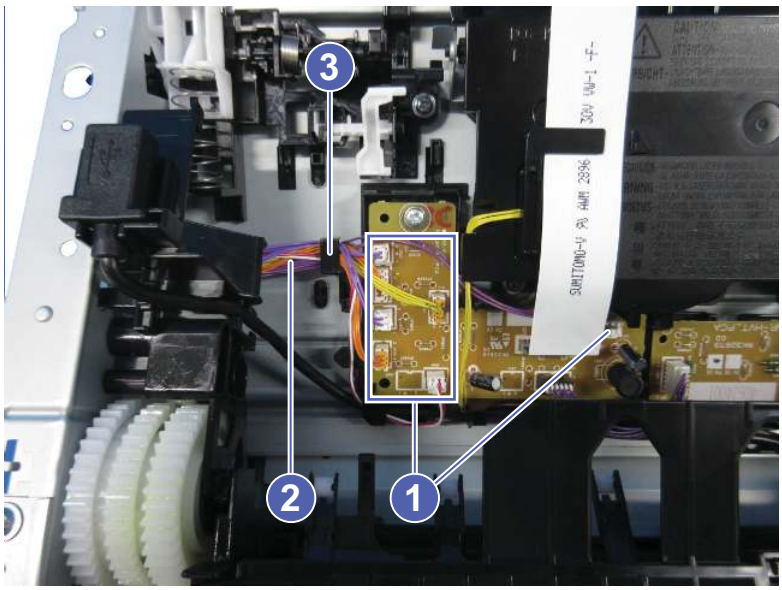

## 4. Remove the paper pickup drive assembly

Follow these steps to remove the paper pickup drive assembly.

1. Disconnect seven connectors (callout 1). Release the cable (callout 3) from the cable guide (callout 2).

**NOTE:** The FFC needs to be disconnected to access one of the cable connectors.

**Figure 4-386 Remove connectors and cables**

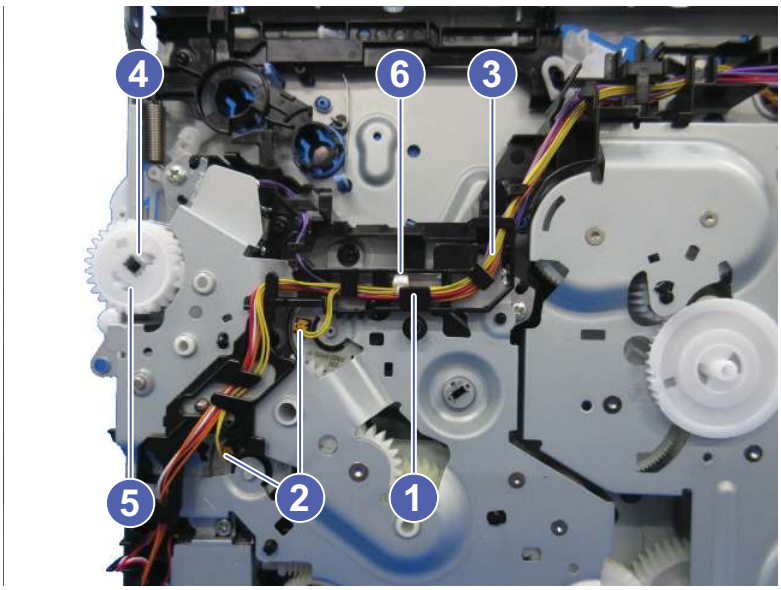



2. Do the following:
   - Disconnect two connectors (callout 1).

- Release the cable (callout 3) from the cable guide (callout 2).
- Unhook one tab (callout 4) and remove the gear unit (callout 5).

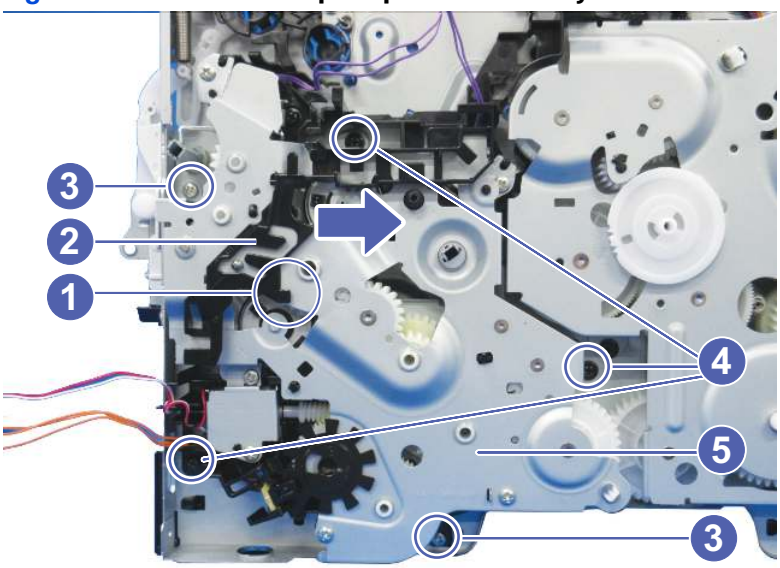
**TIP:** When reassembling, when routing the cable (callout 3), ensure that the tie wrap (callout 6) is positioned as shown in the photo.

**Figure 4-387 Pickup drive assembly part locations**




3. Do the following:
   - Remove one claw (callout 1) and slide the cable guide (callout 2) in the direction of the arrow to remove it.
   - Remove two screws (callout 3) and three screws (callout 4).
   - Remove the paper pick-up drive assembly (callout 5)

**Figure 4-388 Remove the pickup drive 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.

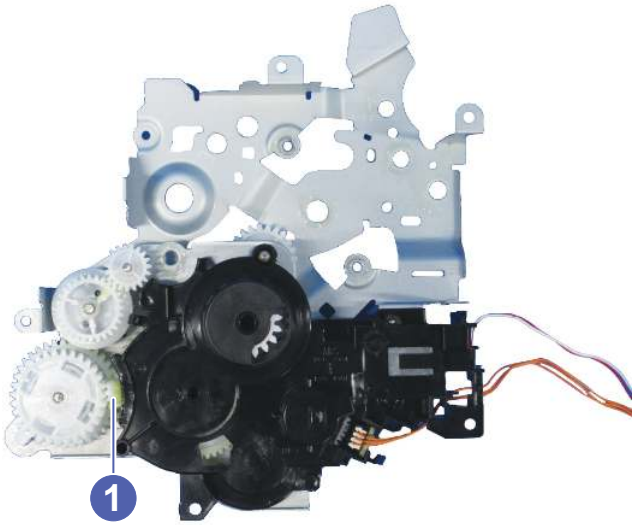
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

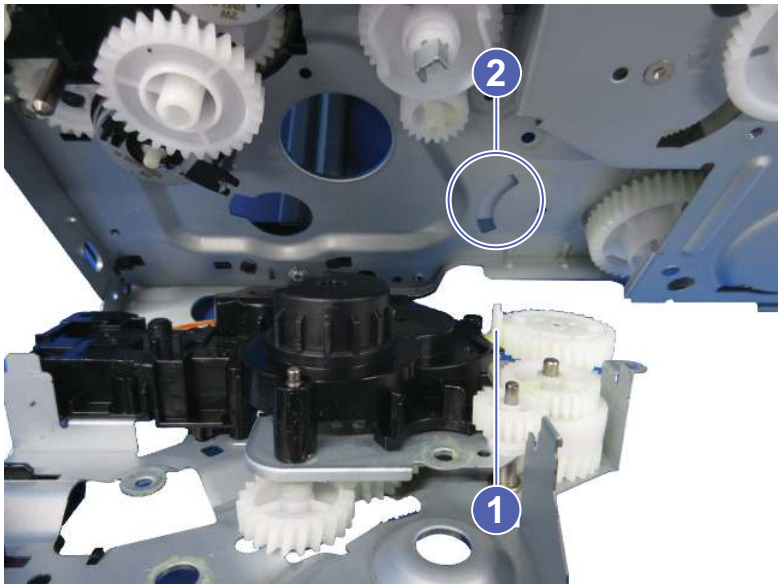
## 6. Installing the paper pickup drive assembly

Follow these steps when installing the paper pickup drive assembly.

1. When installing the paper pick-up drive assembly, align the pin (callout 1) with the position shown in the photo (callout 2)

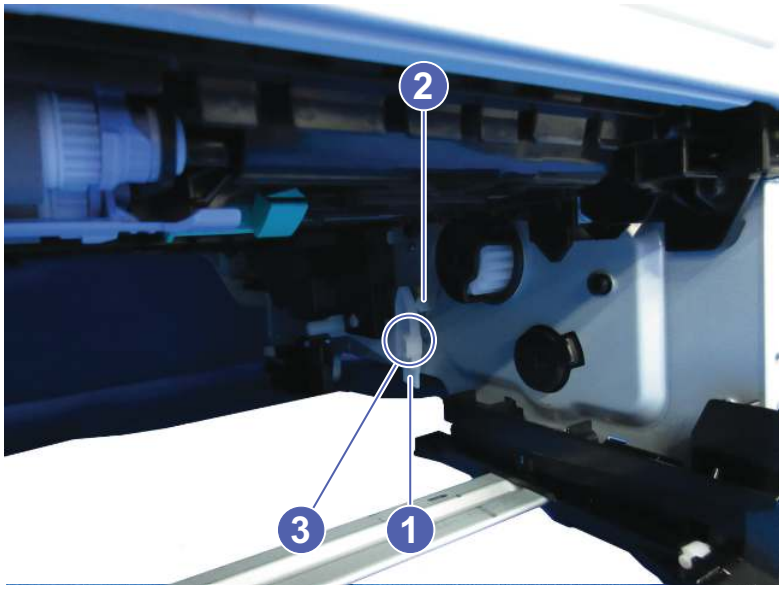
**Figure 4-389 Align pin**


1


2
1

2. After assembling the paper pick-up drive assembly, move the cam (callout 1) and insert the pin (callout 2) into the hole of the cam (callout 3).

**Figure 4-390 Move cam and insert pin**




## Removal and replacement: Tag assembly 5501, 5502, X50352, X50452

This document provides the procedures to remove and replace the tag assembly.

Mean time to repair: 10 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-40 Part information**

| Part number | Part description |
|---|---|
| RM3-1075-000CN | Tag assembly |

### Required tools

- #2 Phillips 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

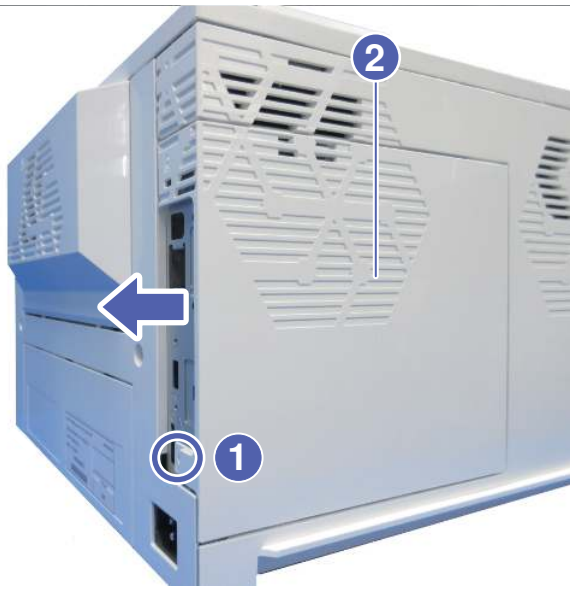
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-391 Remove the formatter cover**




## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove two FFCs and four connectors from the formatter PCA.

**Figure 4-392 Remove connectors**



2. Remove five screws.

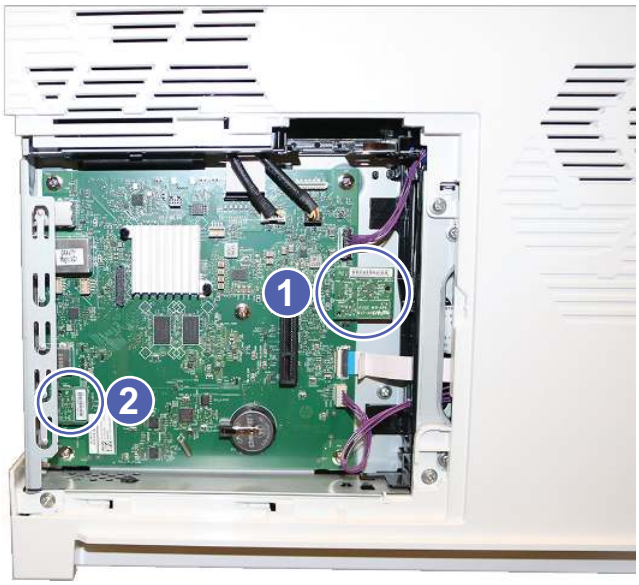
**Figure 4-393 Remove the screws**



3. Remove formatter PCA.

**IMPORTANT:** Emmc (callout 1) and TPM (callout 2) only need to be removed when replacing the formatter PCA.

When replacing the formatter, they must be moved to a new formatter.




⚠ **CAUTION:** When reinstalling the formatter, verify Emmc and TPM are fully seated (pushed in) after installation of the Formatter PCA.

## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-394 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-395 Locate cable cover**

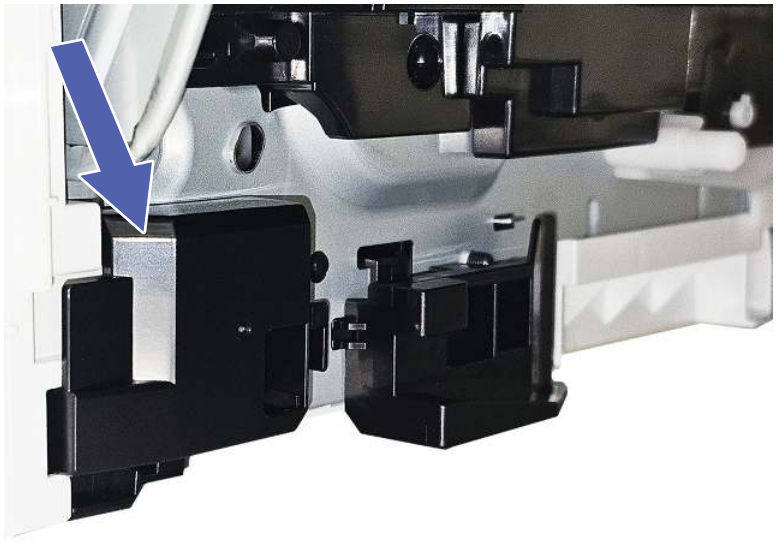
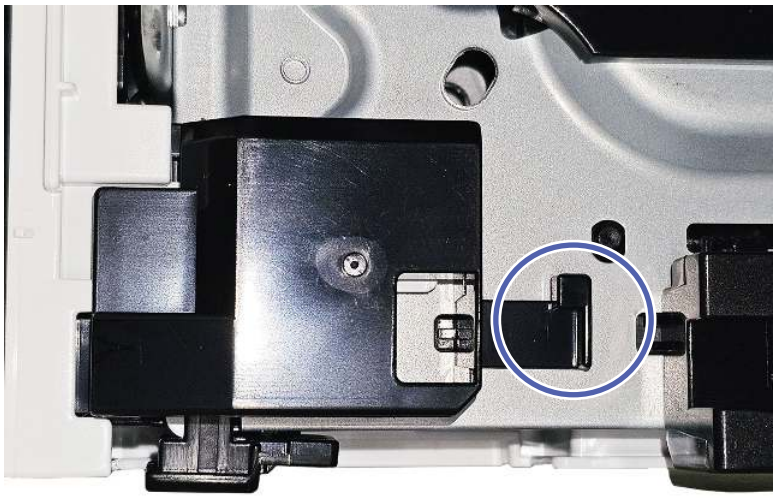
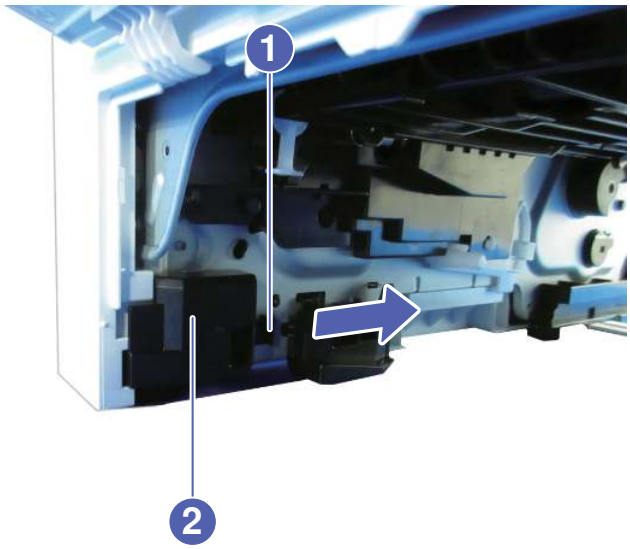


**Figure 4-396 Cover locking tab**



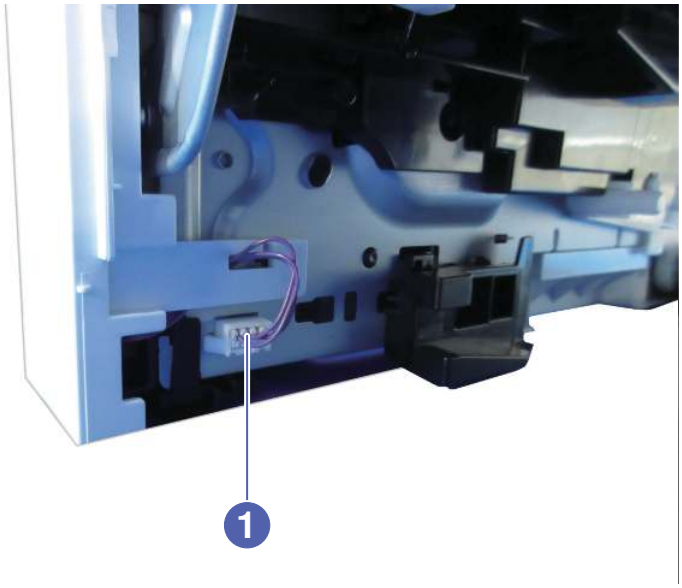
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-397 Remove the cover**



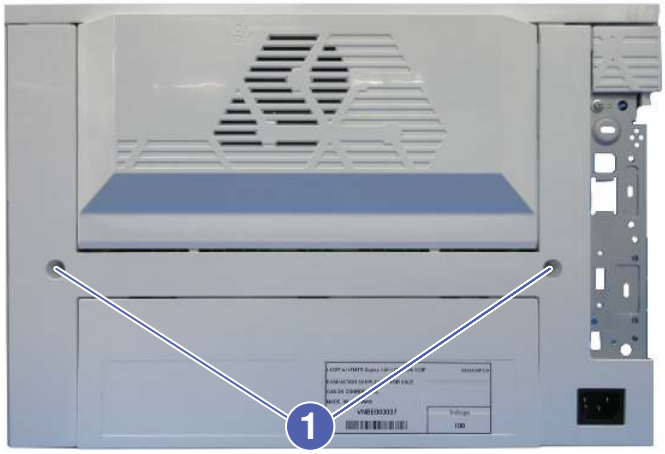

5. Pull off one connector (callout 1).

**Figure 4-398 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-399 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-400 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-401 Unhook one tab**




9. Open the rear door.

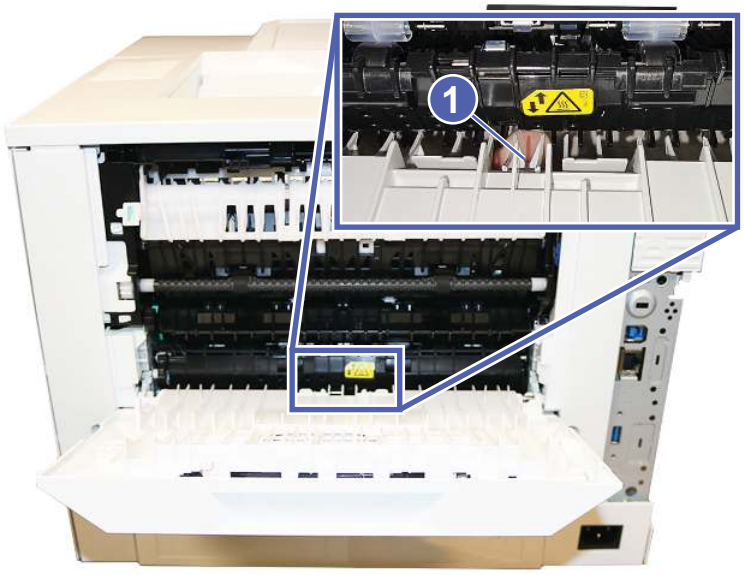
**Figure 4-402 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-403 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-404 Link arm location**

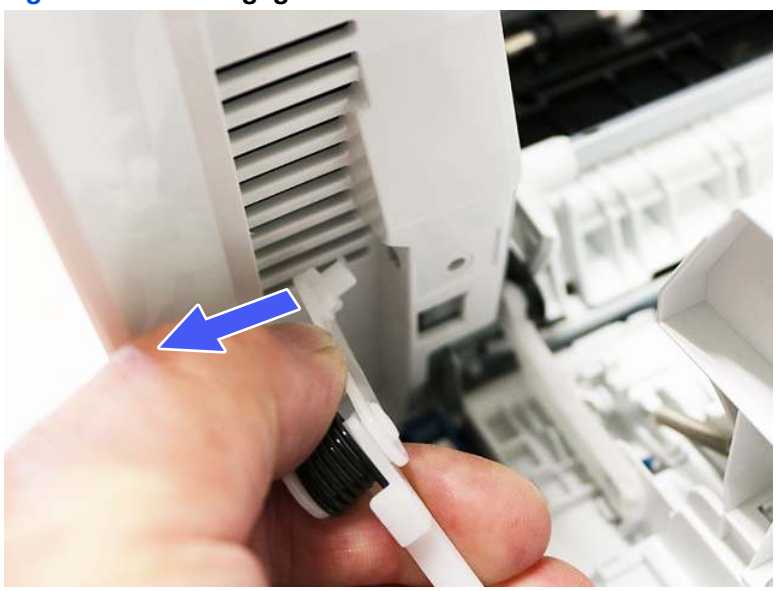



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-405 Disengage the link arm**



### Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-406 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-407 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-408 Unhook one tab**

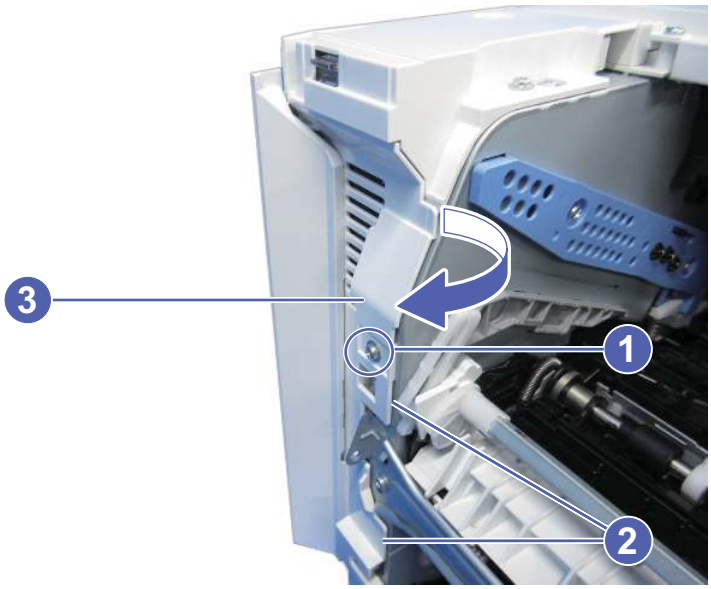



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-409 Remove one screw**



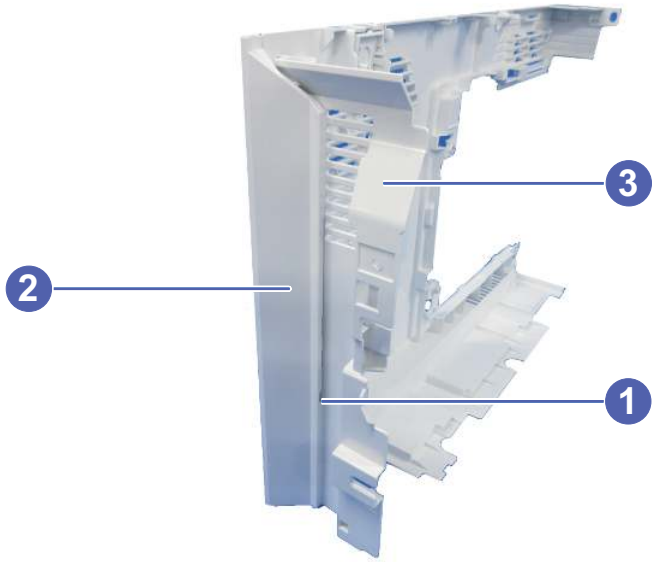

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

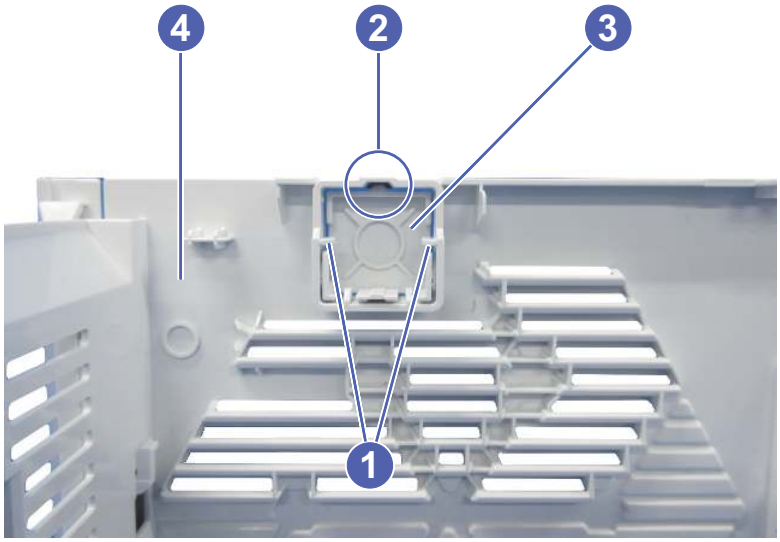
**Figure 4-410 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-411 Remove door button**

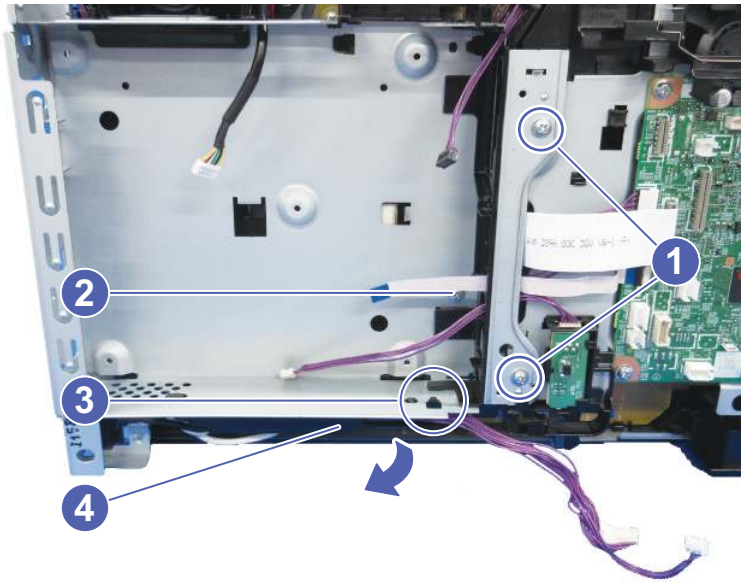



## Remove the Tag assembly

Follow these steps to remove the tag assembly.

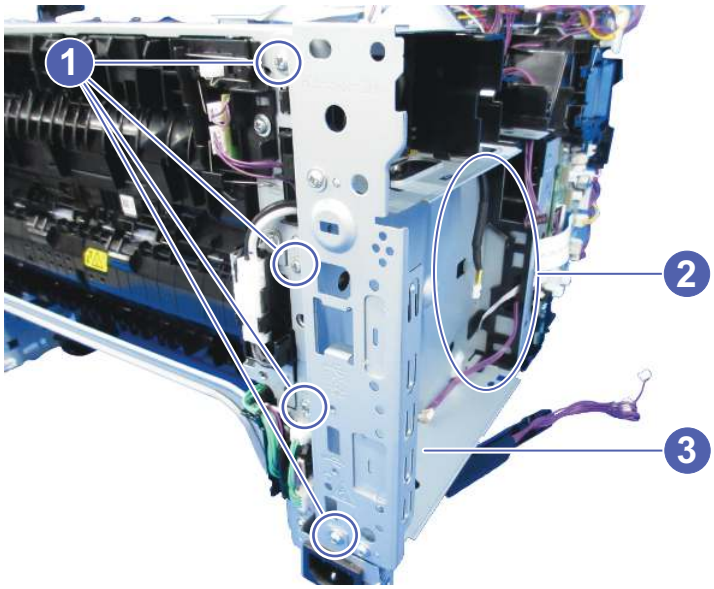
1. Remove two screws (callout 1) on the formatter cage and one screw (callout 2). Press the rib (callout 3) of the cable guide downward and slide the cable guide (callout 4) in the direction of the arrow to remove it.

**Figure 4-412 Remove screws and cable guide**



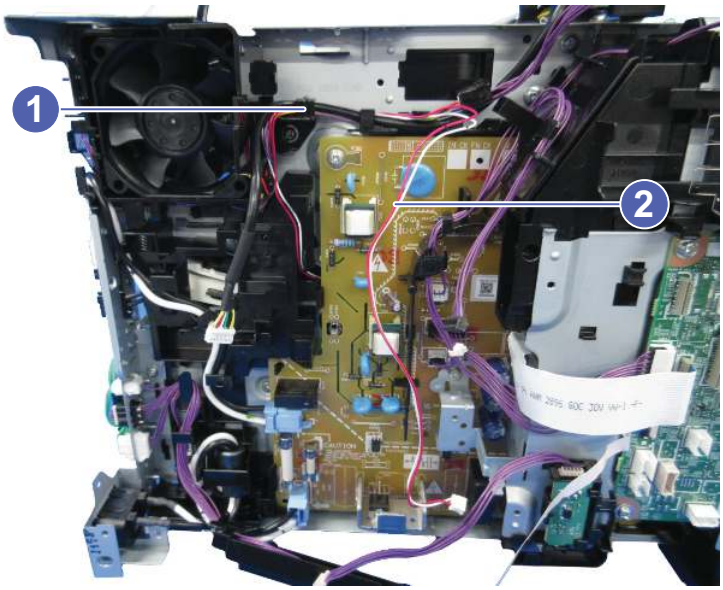

2. Remove four screws (callout 1). Remove the cable (callout 2) and remove the formatter cage (callout 3).

**Figure 4-413 Remove formatter cage**



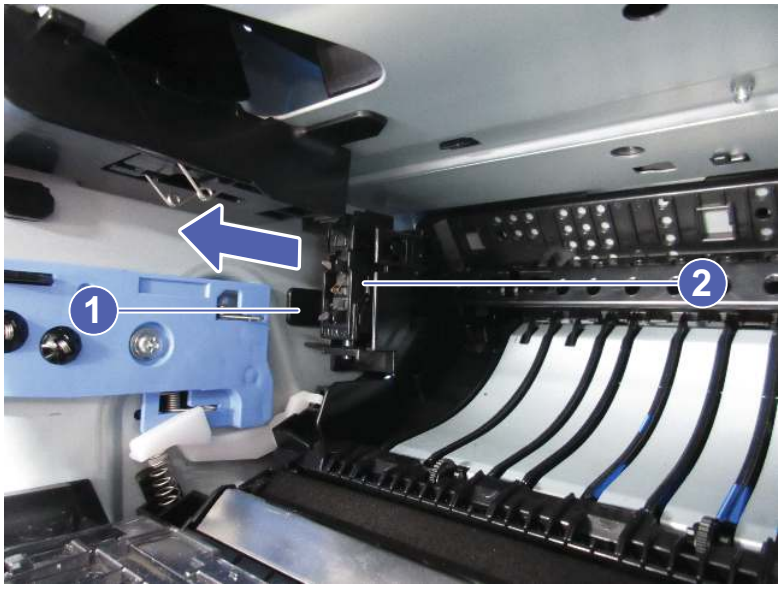
3. Remove the cable (callout 2) from the cable guide (callout 1).

**Figure 4-414 Remove cables from guide**




4. Release one tab (callout 1) and slide the tag assembly (callout 2) in the direction of the arrow to remove it.

**Figure 4-415 Remove tag 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.

### Install the Tag assembly

Follow these steps when installing the tag assembly.

- When installing the tag assembly, insert the two ribs (callout 1) into the holes (callout 2) on the side cover.

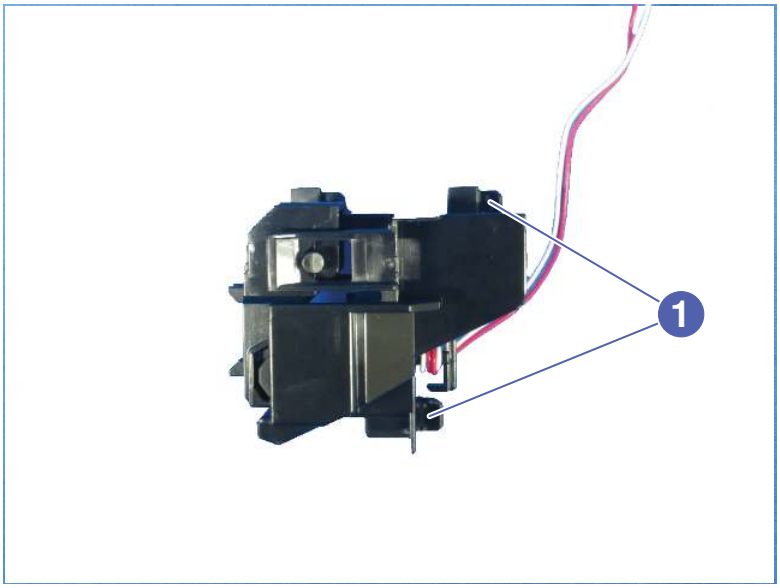
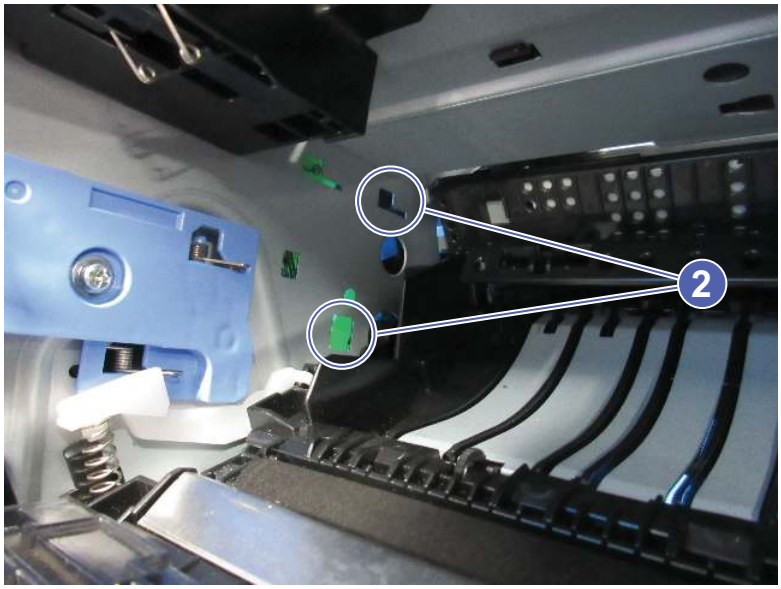


**Figure 4-416 Install the tag assembly**




## Removal and replacement: Tag assembly 5601, X52952

This document provides the procedures to remove and replace the tag assembly.

Mean time to repair: 10 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-41 Part information**

| Part number | Part description |
|---|---|
| RM3-1075-000CN | Tag assembly |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-417 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-418 Remove the cover**

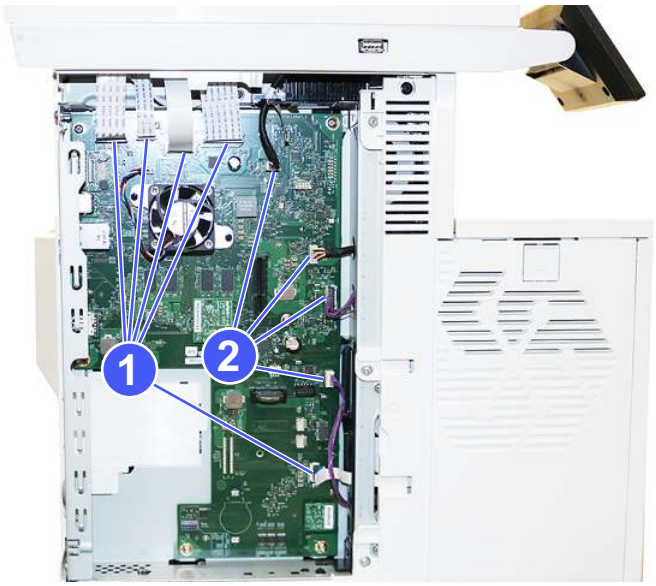


## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

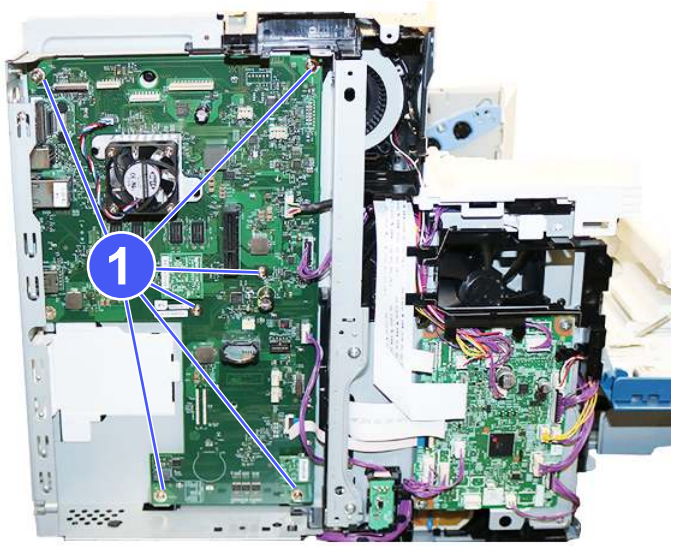
1. Remove 5 FFCs (callout 1) and 4 cable connectors (callout 2) the formatter PCA.

**Figure 4-419 Remove connectors**




2. Remove six screws (callout 1).

**Figure 4-420 Remove screws**




3. Remove formatter PCA.

## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.

2. Open the cassette rear cover.

**Figure 4-421 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-422 Locate cable cover**

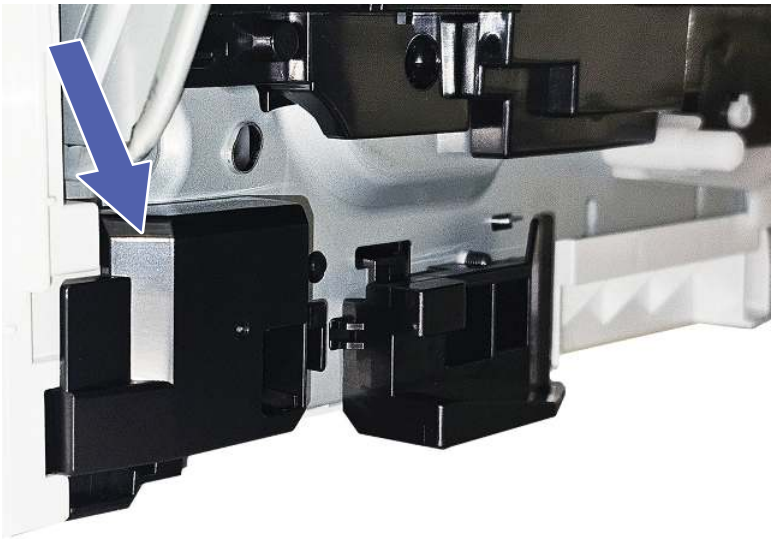
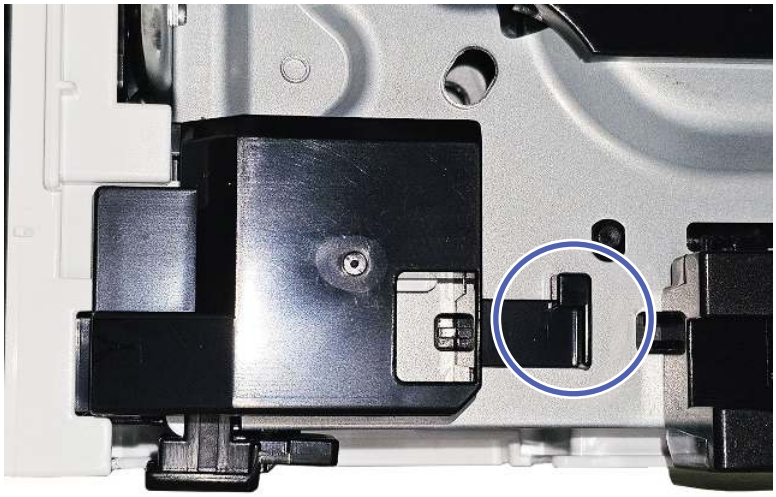
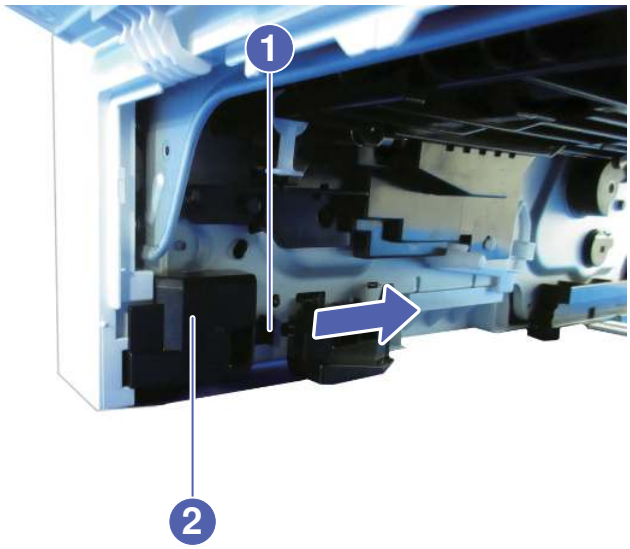


**Figure 4-423 Cover locking tab**



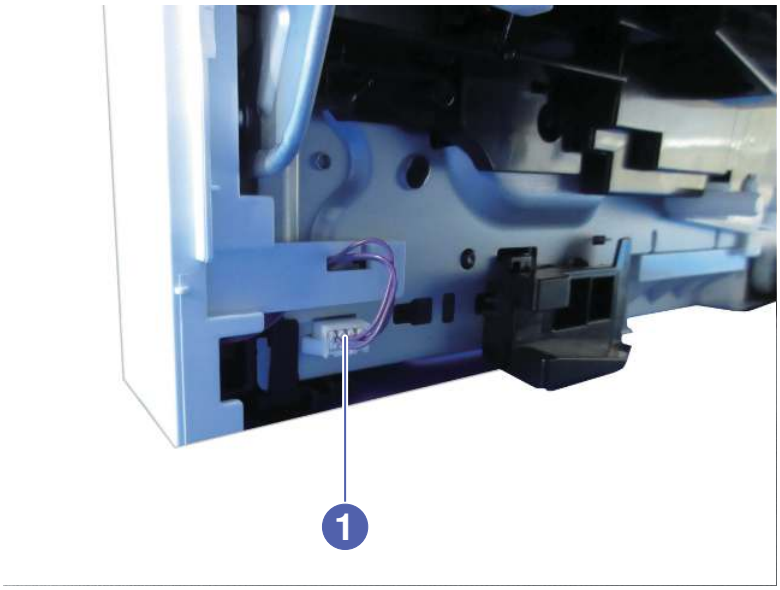
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-424 Remove the cover**



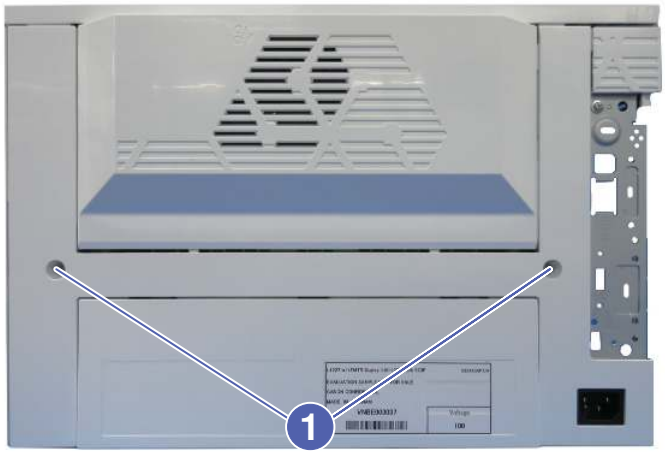
5. Pull off one connector (callout 1).

**Figure 4-425 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-426 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-427 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-428 Unhook one tab**



9. Open the rear door.

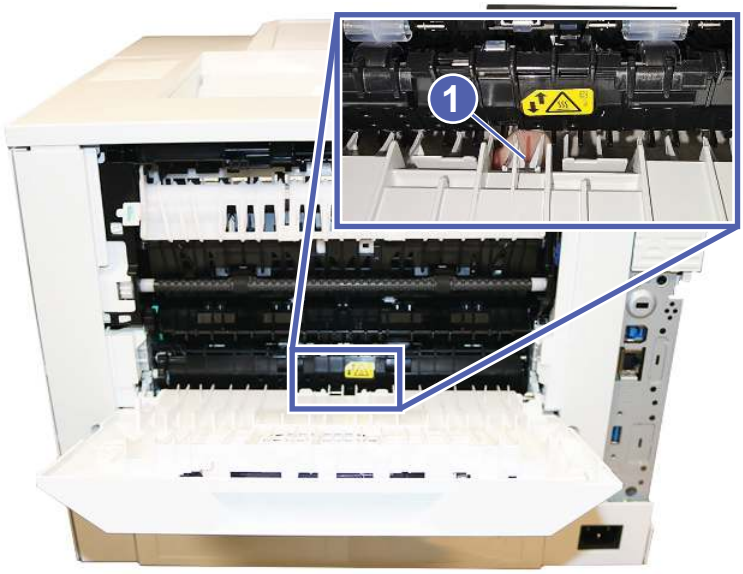
**Figure 4-429 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-430 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-431 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-432 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-433 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-434 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-435 Unhook one tab**

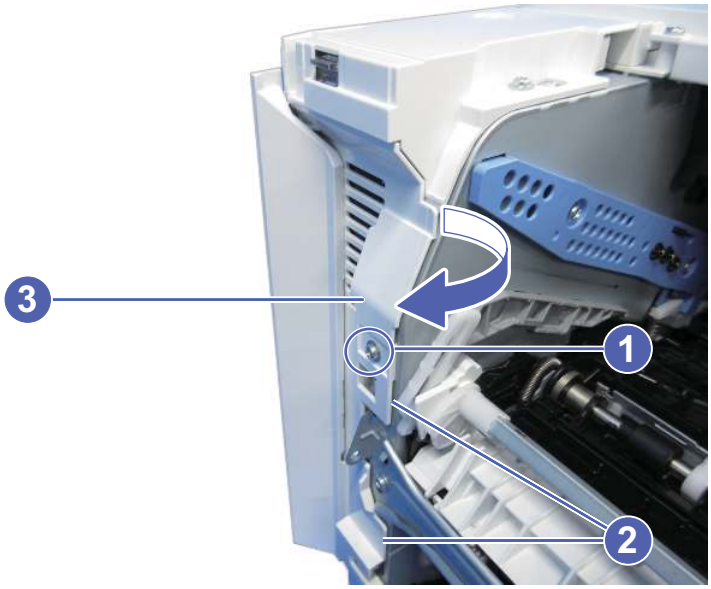



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-436 Remove one screw**



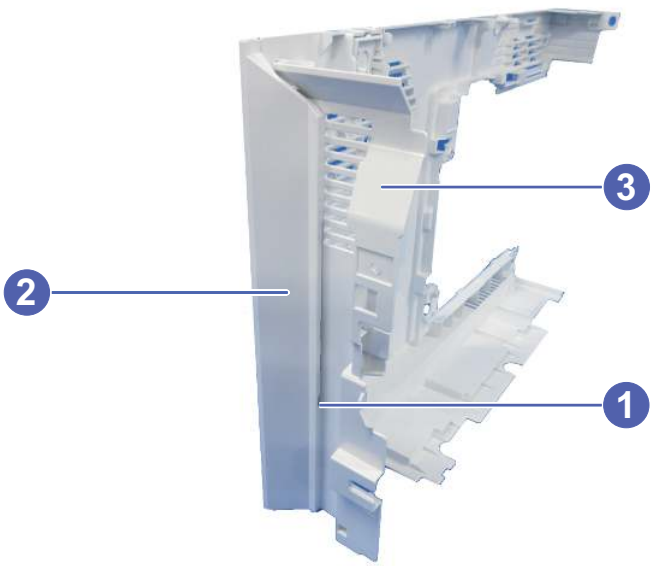

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

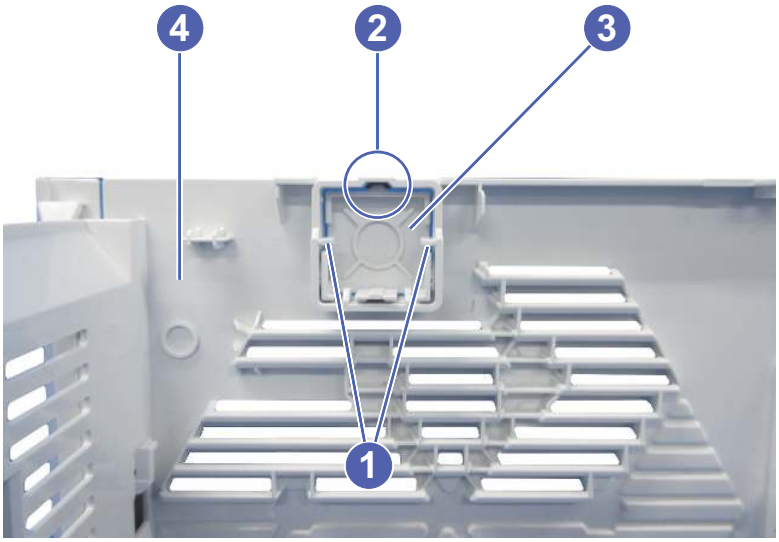
**Figure 4-437 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

TIP: If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-438 Remove door button**

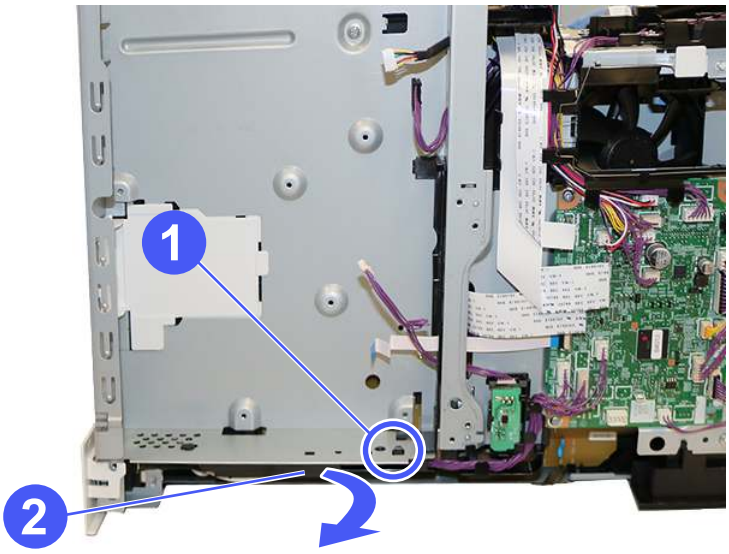



## Remove the formatter cage

Follow these steps to remove the formatter cage.

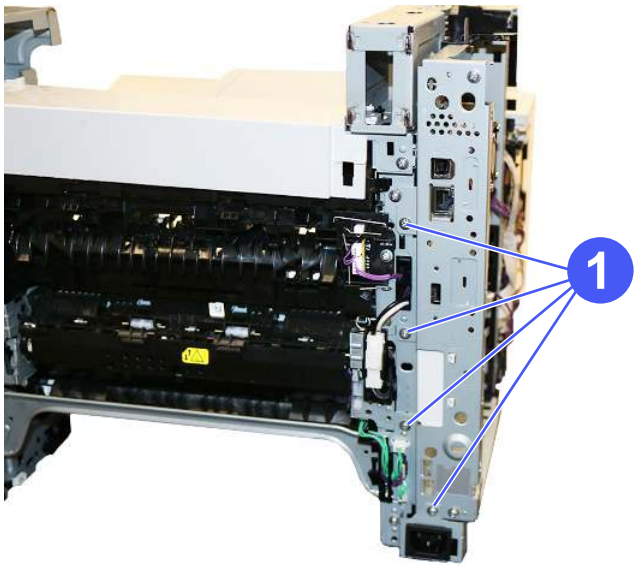
1. Push down the rib (callout 1) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (2).

**Figure 4-439 Remove the guide cable**



2. Remove four screws (callout 1).

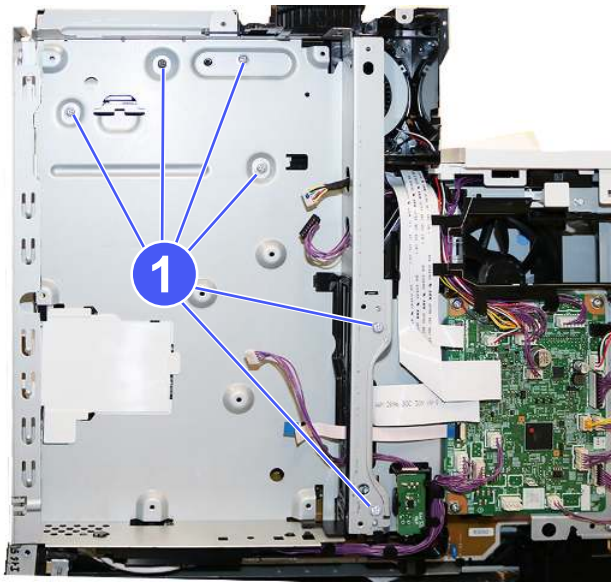
**Figure 4-440 Remove screws**




3. Remove the screws and then remove the formatter cage from the printer.

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-441 Remove formatter cage**

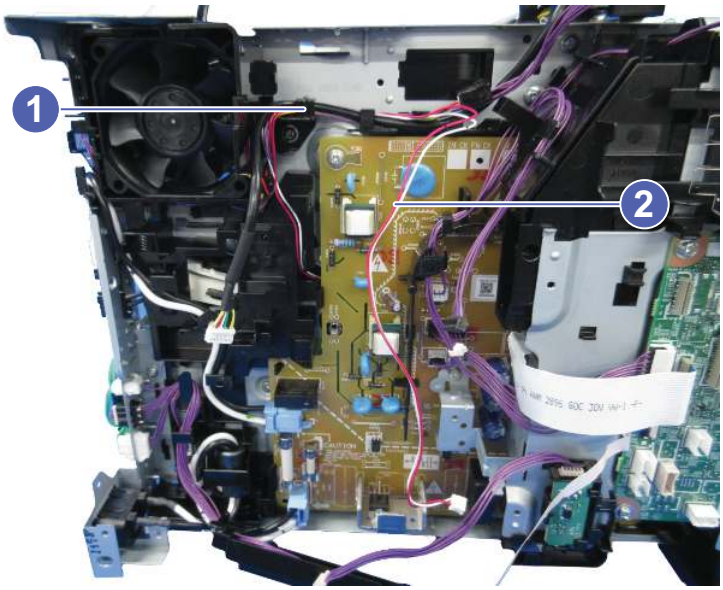



## Remove the Tag assembly

Follow these steps to remove the tag assembly.

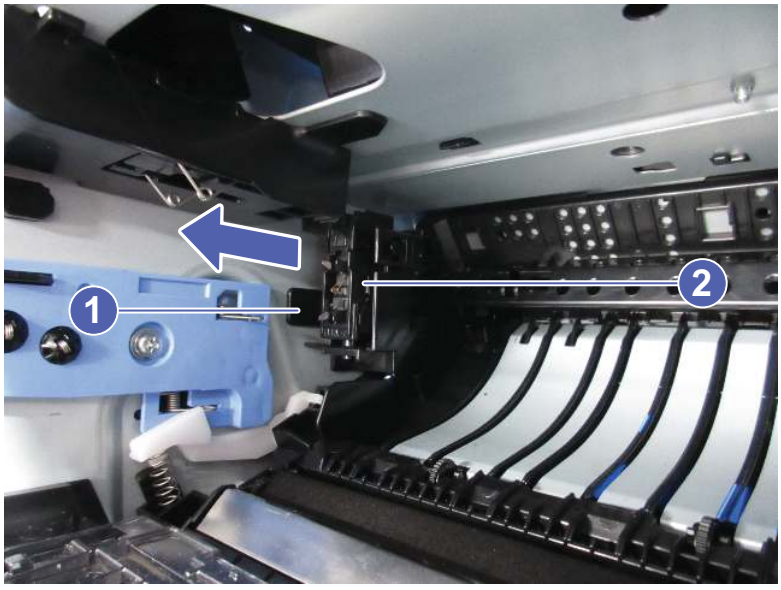
1. Remove the cable (callout 2) from the cable guide (callout 1).

**Figure 4-442 Remove cables from guide**




2. Release one tab (callout 1) and slide the tag assembly (callout 2) in the direction of the arrow to remove it.

**Figure 4-443 Remove tag 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.

### Install the Tag assembly

Follow these steps when installing the tag assembly.

- When installing the tag assembly, insert the two ribs (callout 1) into the holes (callout 2) on the side cover.

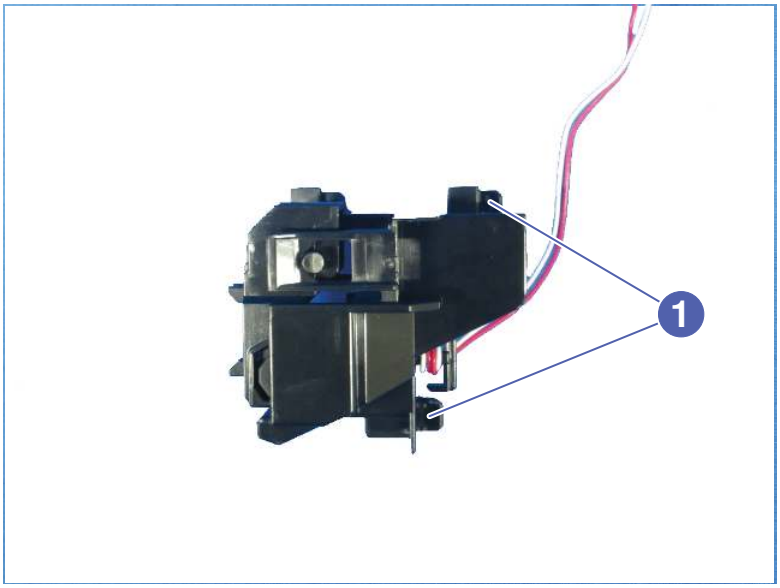
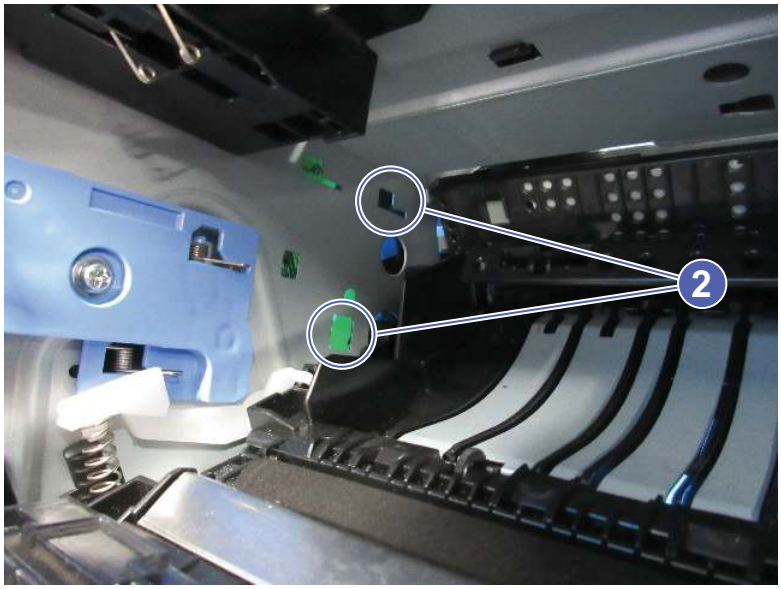


**Figure 4-444 Install the tag assembly**




## Removal and replacement: Tag assembly 5602, X53052

This document provides the procedures to remove and replace the tag assembly.

Mean time to repair: 10 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-42 Part information**

| Part number | Part description |
|---|---|
| RM3-1075-000CN | Tag assembly |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-445 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-446 Remove the cover**

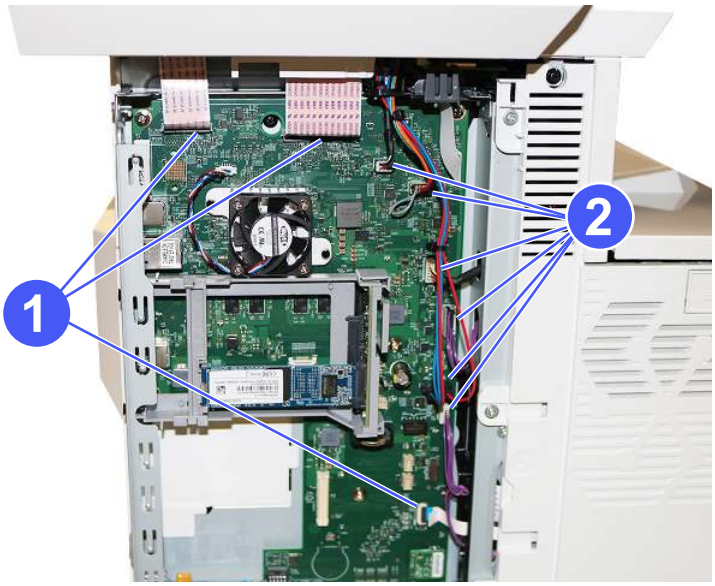


## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove all cable connectors from the formatter PCA.

**Figure 4-447 Remove connectors**




2. Remove five screws.

**Figure 4-448 Remove screws**



3. Remove formatter PCA.

## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.

2. Open the cassette rear cover.

**Figure 4-449 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-450 Locate cable cover**

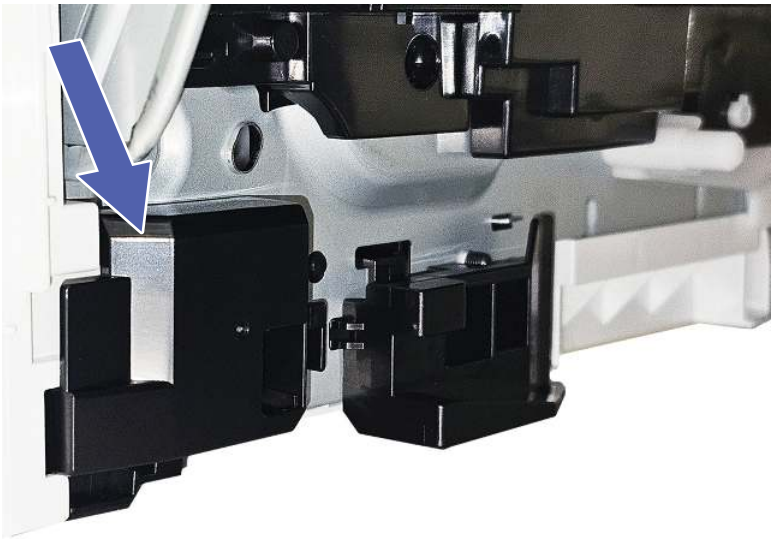
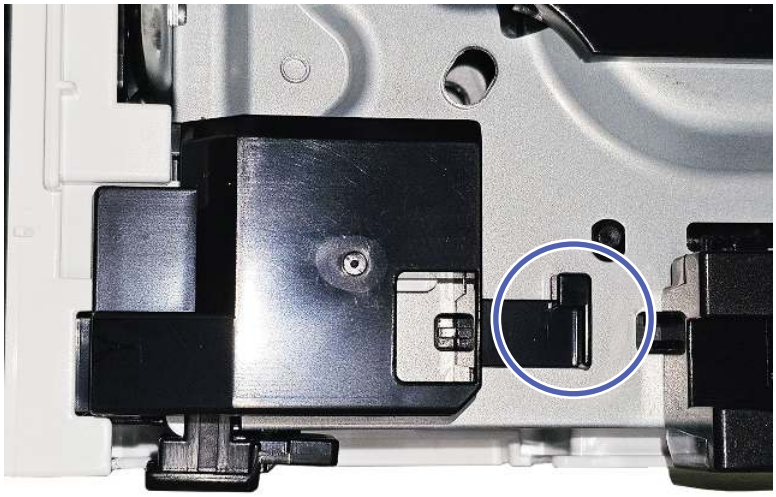
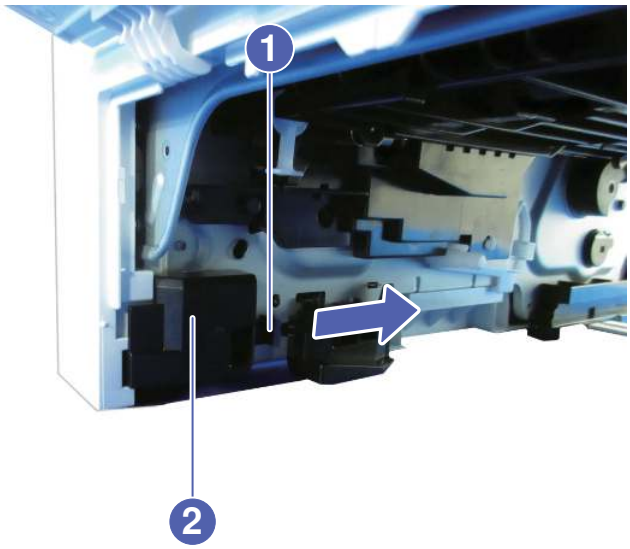


**Figure 4-451 Cover locking tab**



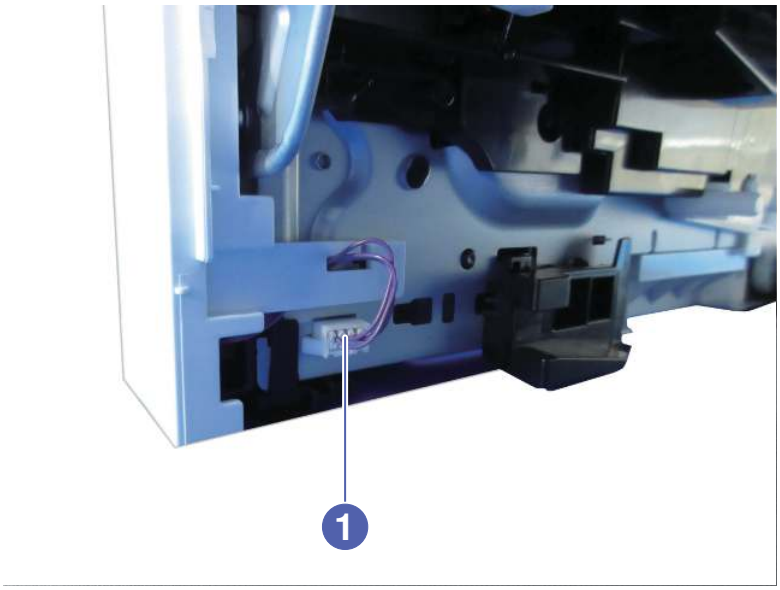
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-452 Remove the cover**



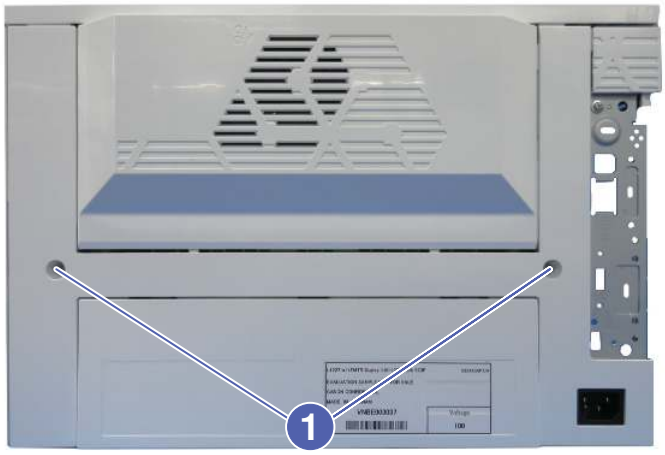
5. Pull off one connector (callout 1).

**Figure 4-453 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-454 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-455 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-456 Unhook one tab**



9. Open the rear door.

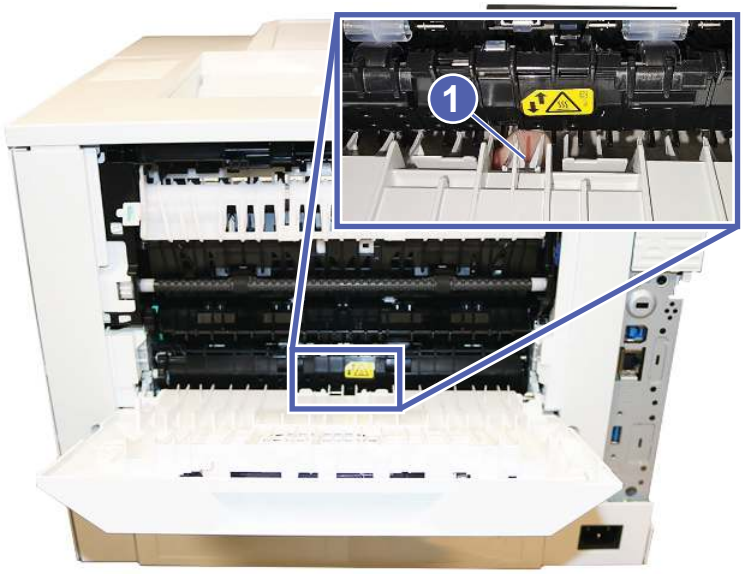
**Figure 4-457 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-458 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-459 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-460 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-461 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-462 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-463 Unhook one tab**

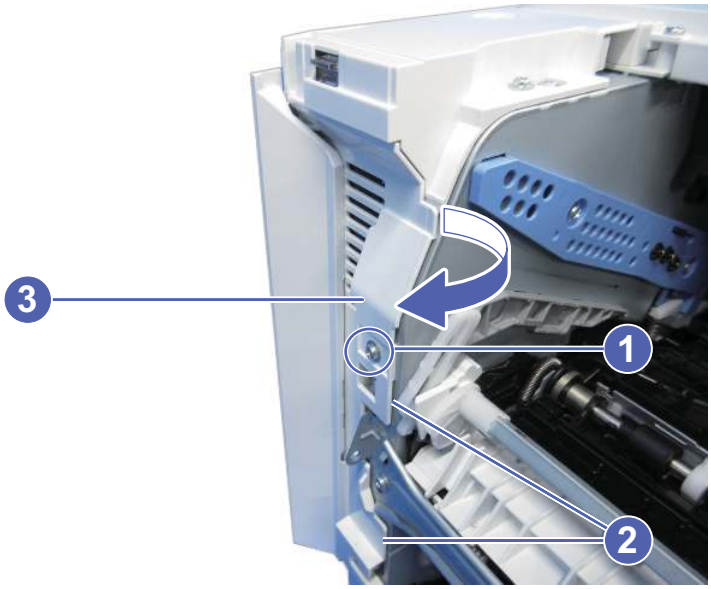



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-464 Remove one screw**



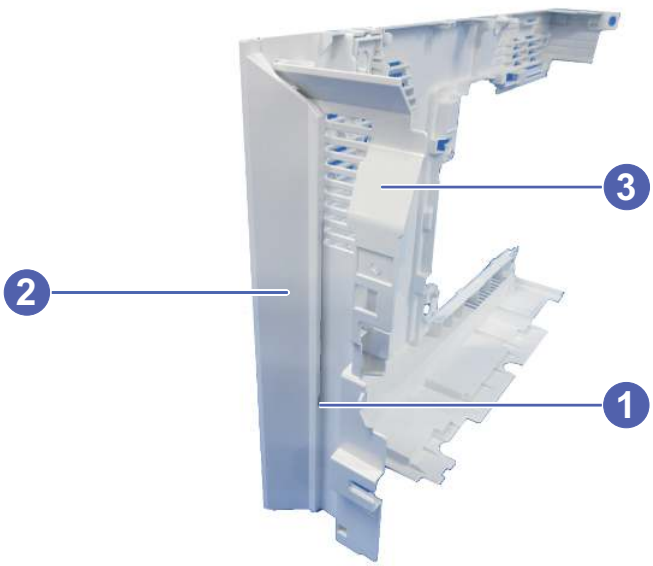

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

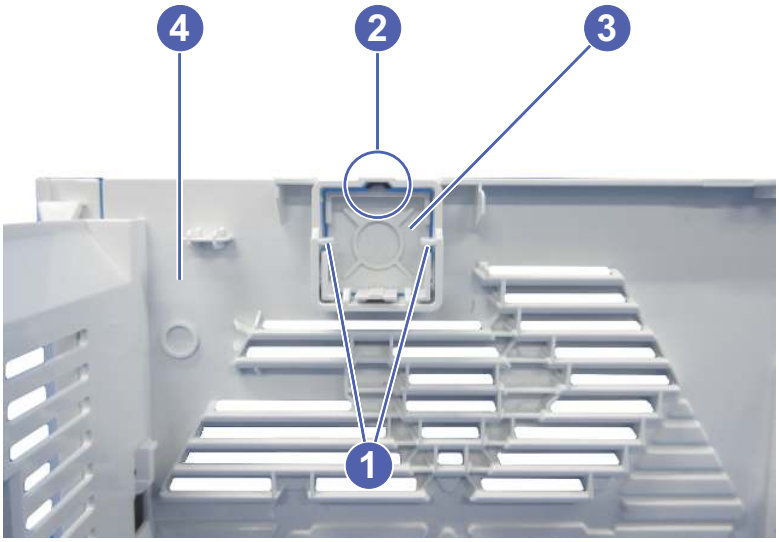
**Figure 4-465 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-466 Remove door button**

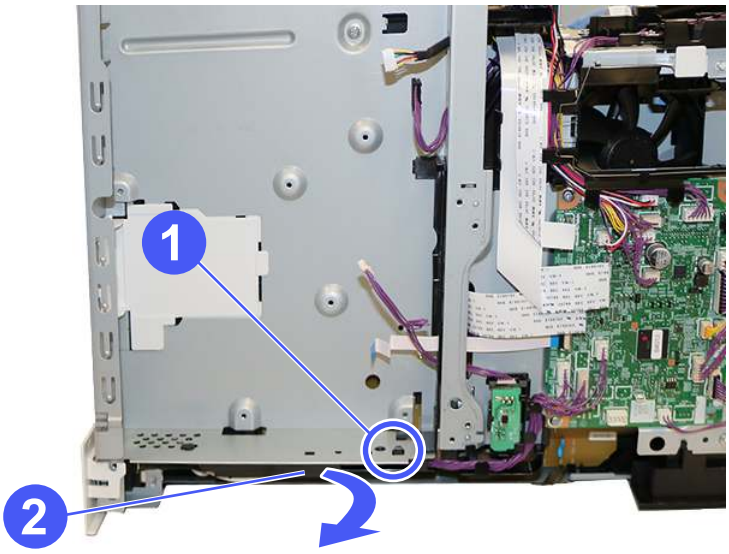



## Remove the formatter cage

Follow these steps to remove the formatter cage.

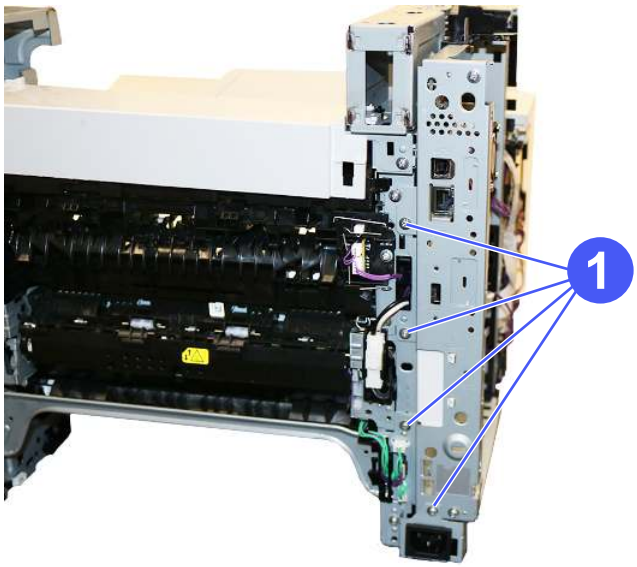
1. Push down the rib (callout 1) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (2).

**Figure 4-467 Remove the guide cable**



2. Remove four screws (callout 1).

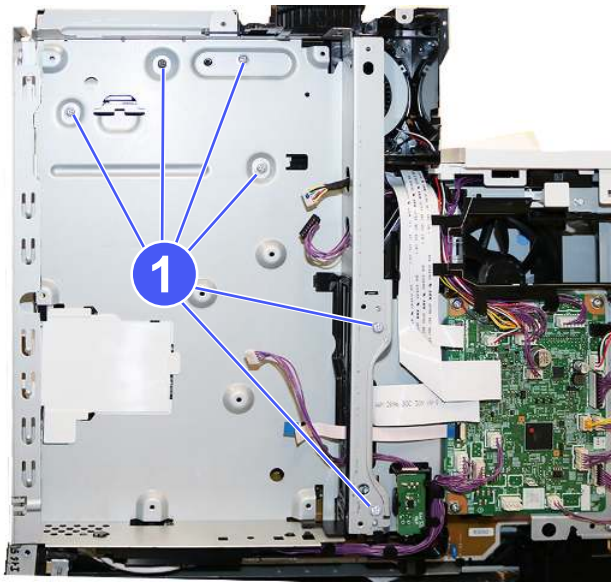
**Figure 4-468 Remove screws**




3. Remove the screws and then remove the formatter cage from the printer.

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-469 Remove formatter cage**

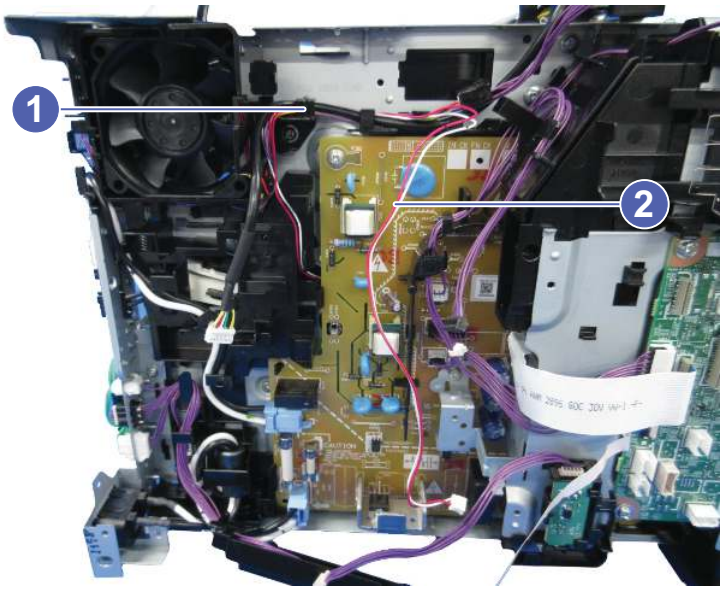



## Remove the Tag assembly

Follow these steps to remove the tag assembly.

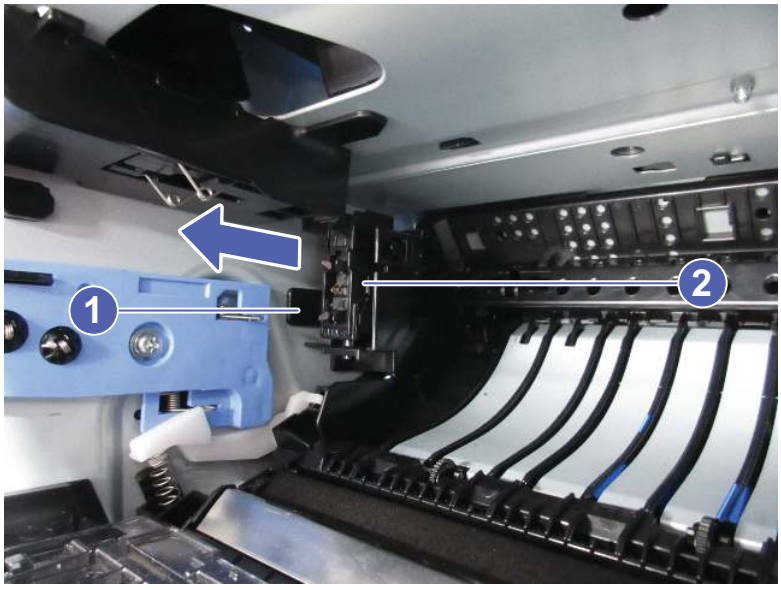
1. Remove the cable (callout 2) from the cable guide (callout 1).

**Figure 4-470 Remove cables from guide**




2. Release one tab (callout 1) and slide the tag assembly (callout 2) in the direction of the arrow to remove it.

**Figure 4-471 Remove tag 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.

### Install the Tag assembly

Follow these steps when installing the tag assembly.

- When installing the tag assembly, insert the two ribs (callout 1) into the holes (callout 2) on the side cover.

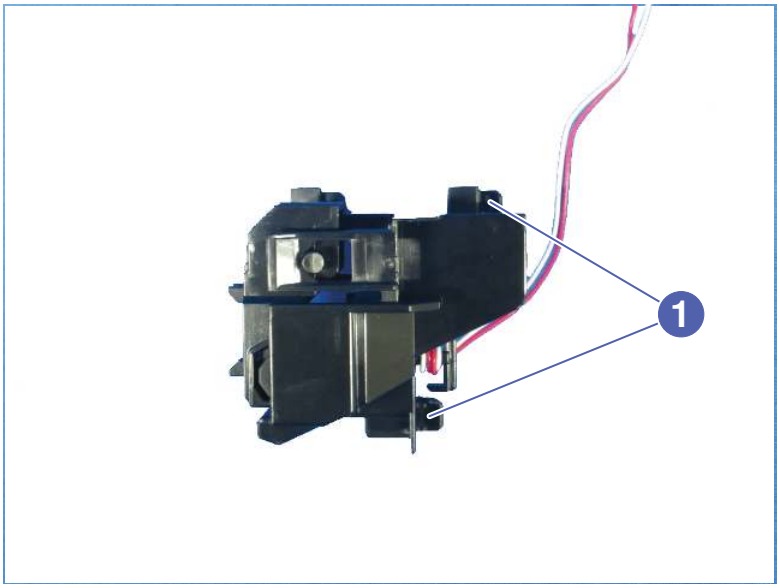
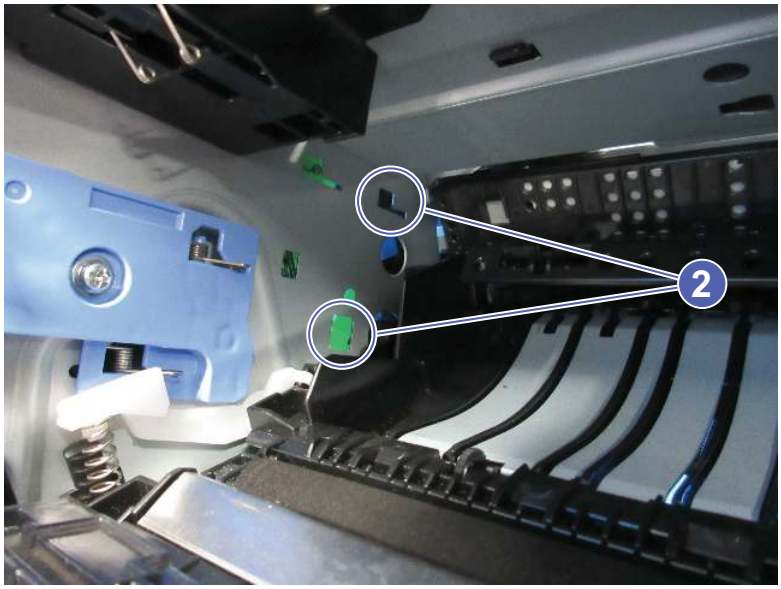


**Figure 4-472 Install the tag assembly**




## Removal and replacement: Residual detection PCB holder assembly

This document provides the procedures to remove and replace the paper feed frame assembly.

Mean time to repair: 3 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-43 Part information**

| Part number | Part description |
|---|---|
| RM3-1707-000CN | PCB Holder assembly |

### Required tools

- #2 Phillips 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

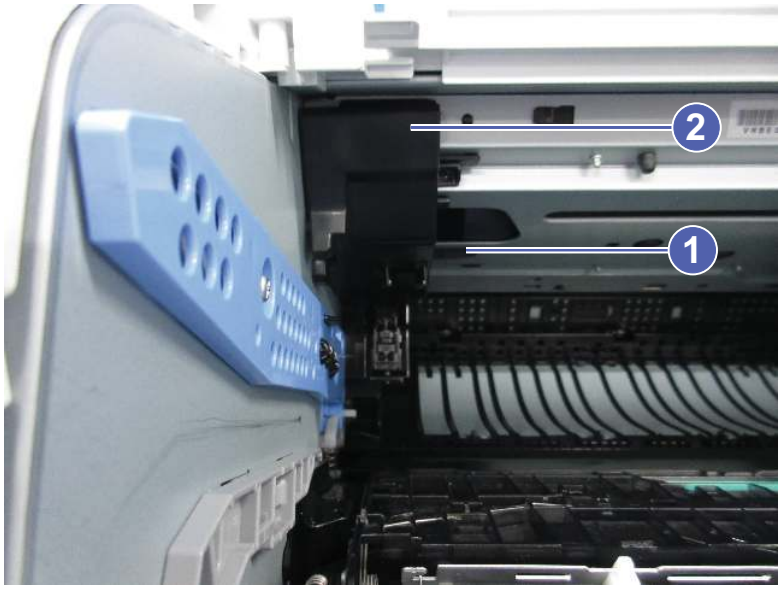
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the Residual detection PCB holder assembly

Follow these steps to remove the residual detection PCB holder assembly.

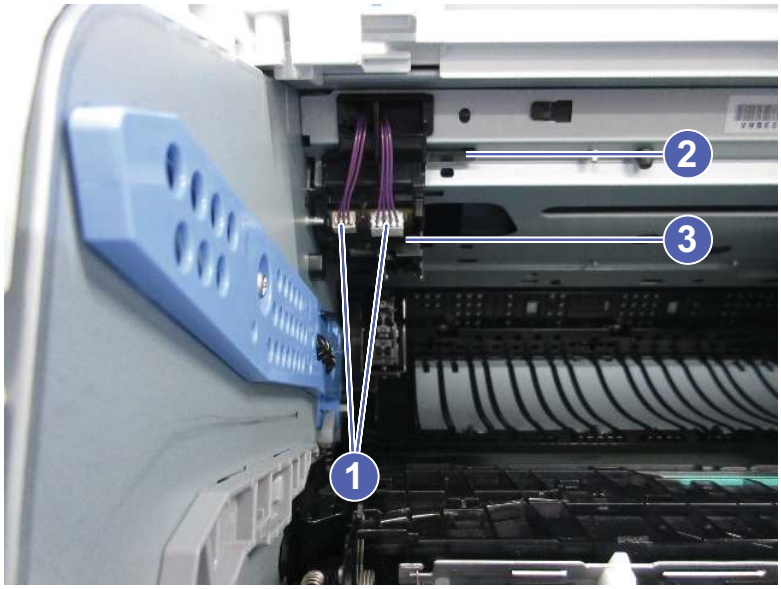
1. Remove one claw (callout 1) and slide the holder assembly cover (callout 2) forward to remove it.

**Figure 4-473 Slide holder assembly**



2. Disconnect two connectors (callout 1). Release one claw (callout 2) and slide the residual detection PCB holder assembly (callout 3) to the right (inside) to remove it.

**Figure 4-474 Remove PCB holder 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.

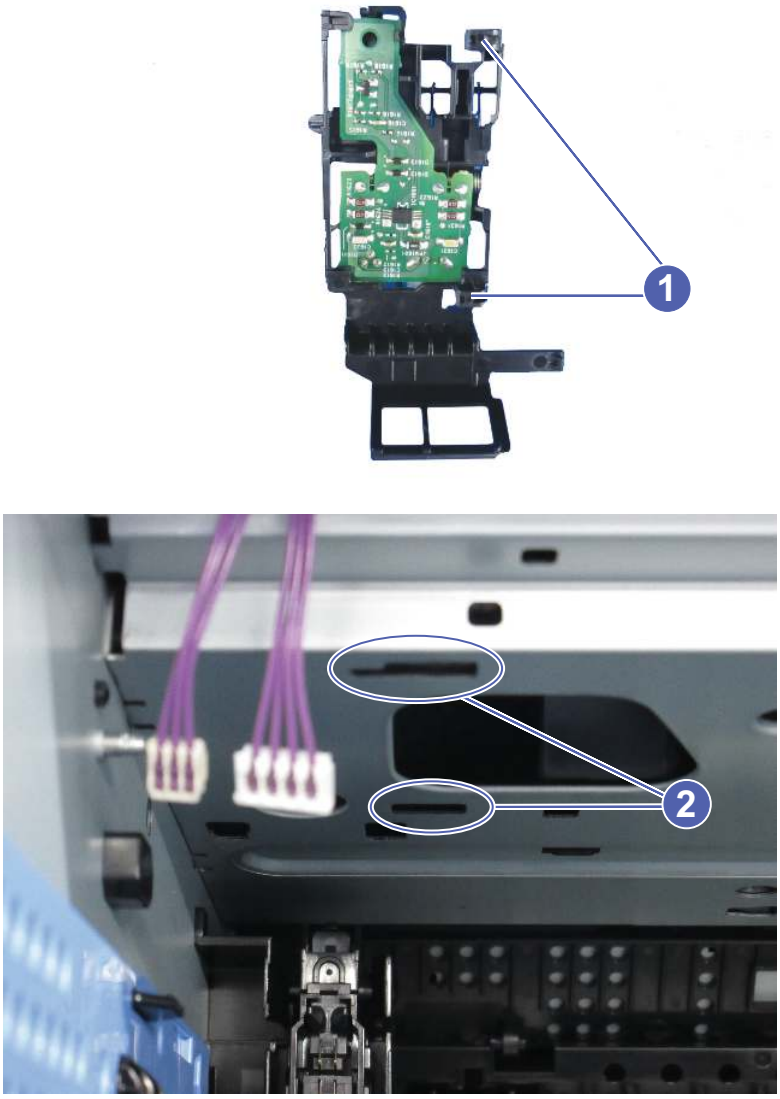
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Install the Residual detection PCB holder assembly

Follow these steps when installing the residual detection PCB holder assembly.

- Insert the two ribs (callout 1) of the residual detection PCB holder assembly into the holes (callout 2) of the scanner plate during assembly.

**Figure 4-475 PCB holder assembly**




## Removal and replacement: DC controller assembly 5501, 5502, X50352, X50452

This document provides the procedures to remove and replace the DC controller assembly.

Mean time to repair: 10 minutes

Service level: Intermediate

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-44 Part information**

| Part number | Part description |
|---|---|
| RM3-8841-000CN | DC Controller PCB assembly 5501, 5502, X50352, X50452 |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

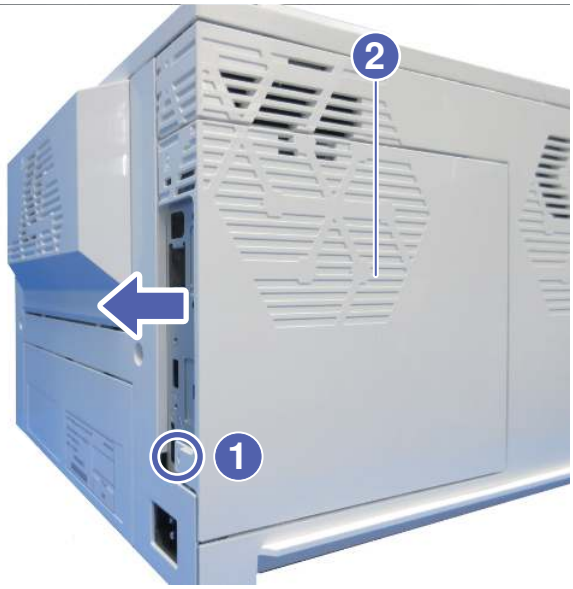
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-476 Remove the formatter cover**




## 2. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-477 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-478 Locate cable cover**

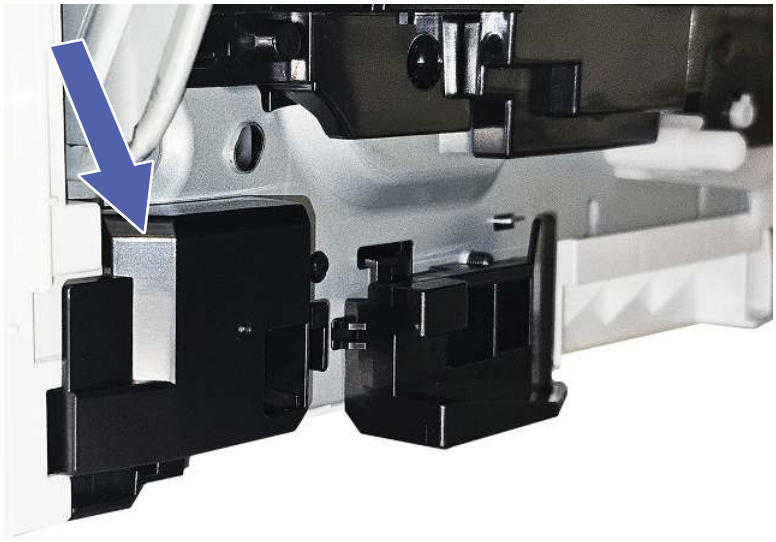
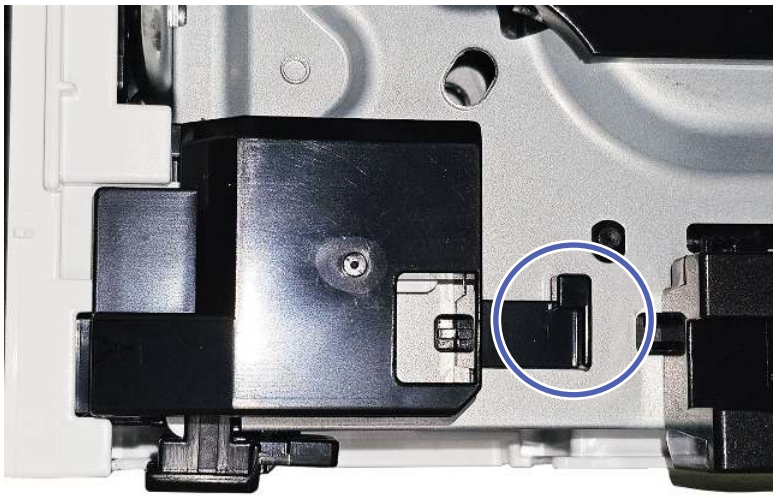
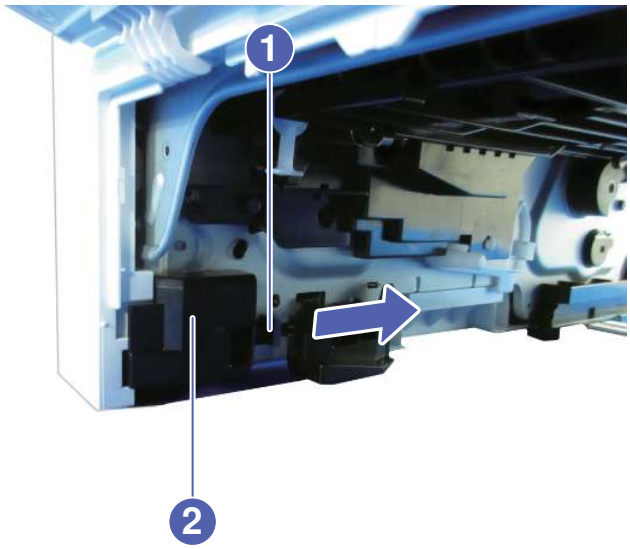


**Figure 4-479 Cover locking tab**



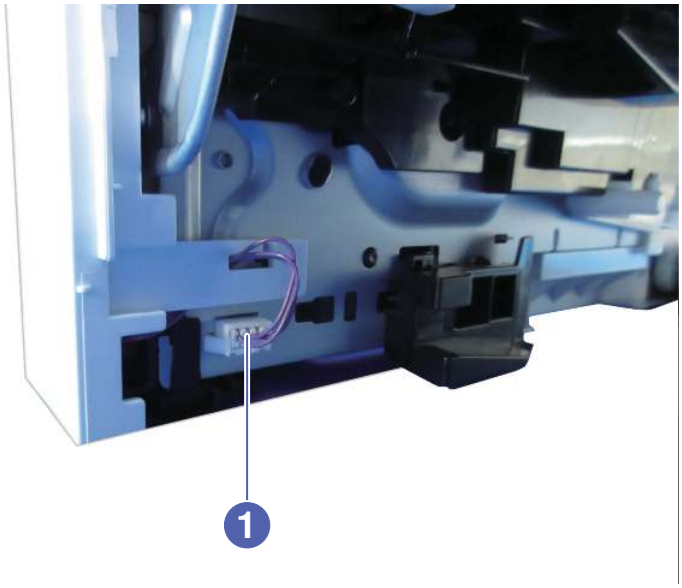
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-480 Remove the cover**



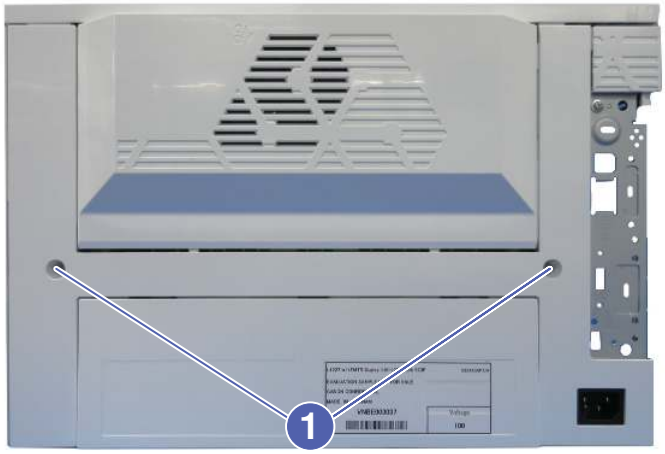

5. Pull off one connector (callout 1).

**Figure 4-481 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-482 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-483 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-484 Unhook one tab**




9. Open the rear door.

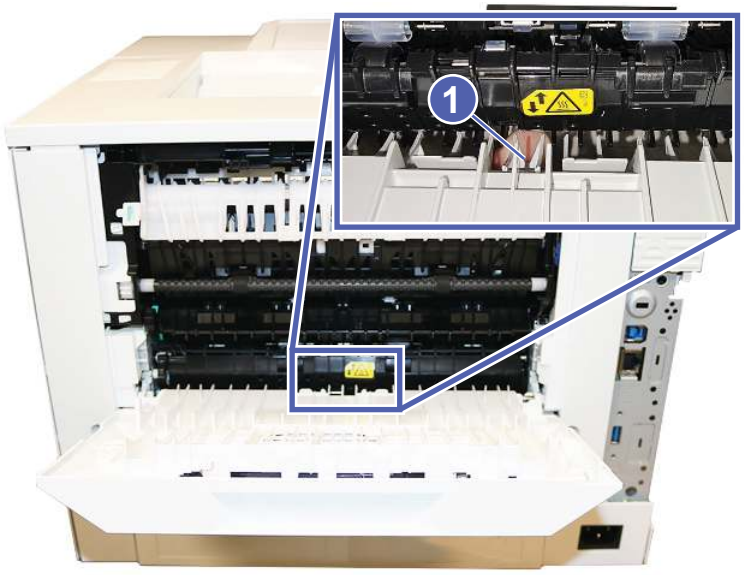
**Figure 4-485 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-486 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

### 3. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-487 Link arm location**

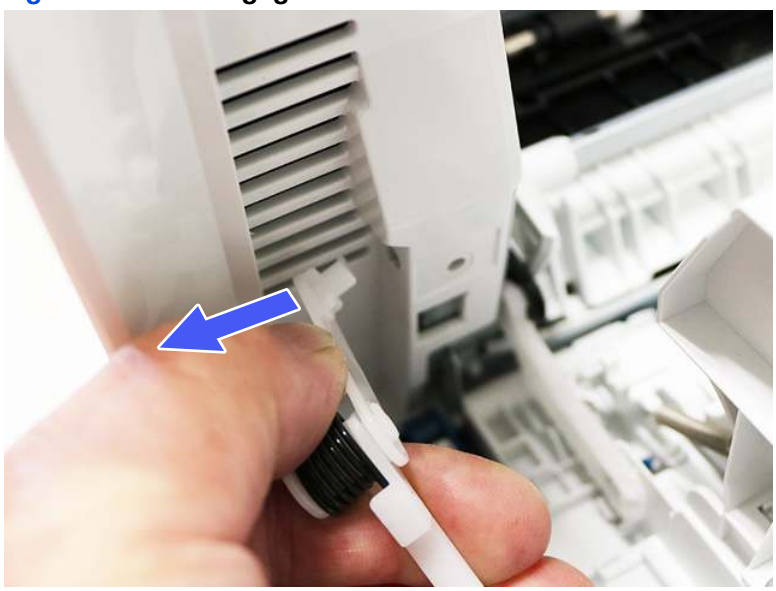



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-488 Disengage the link arm**



### 4. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-489 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-490 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-491 Unhook one tab**

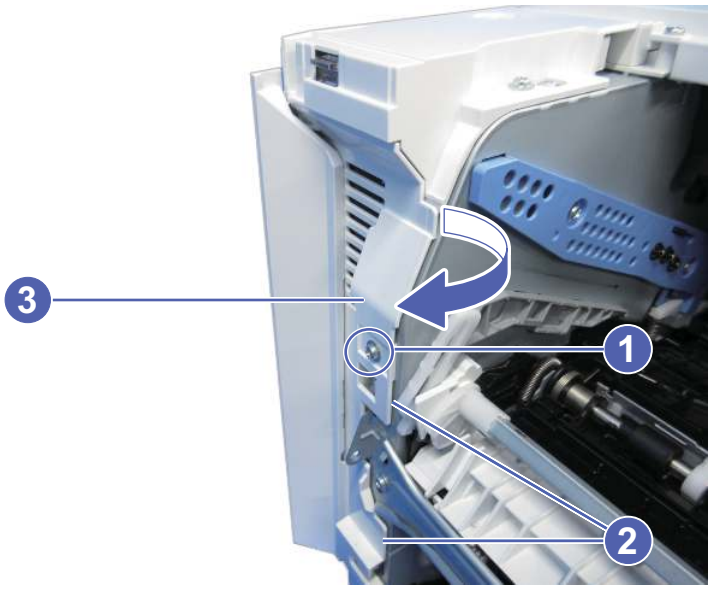



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-492 Remove one screw**



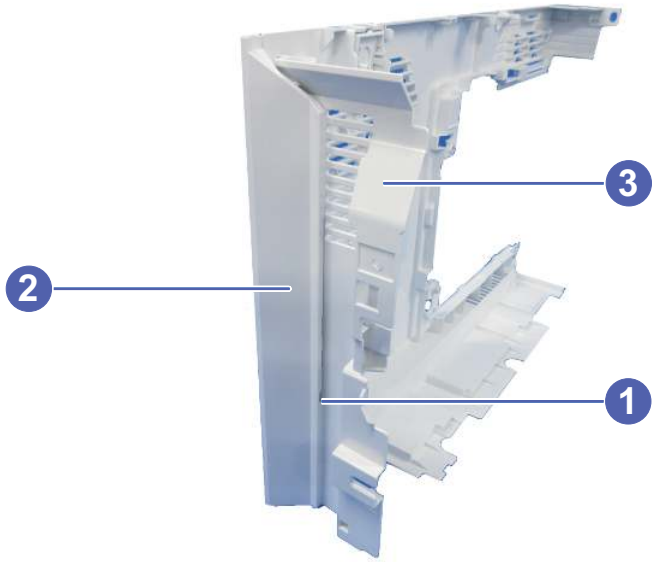

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

TIP: If replacing the left cover, you'll need to move the front left cover to the new left cover.

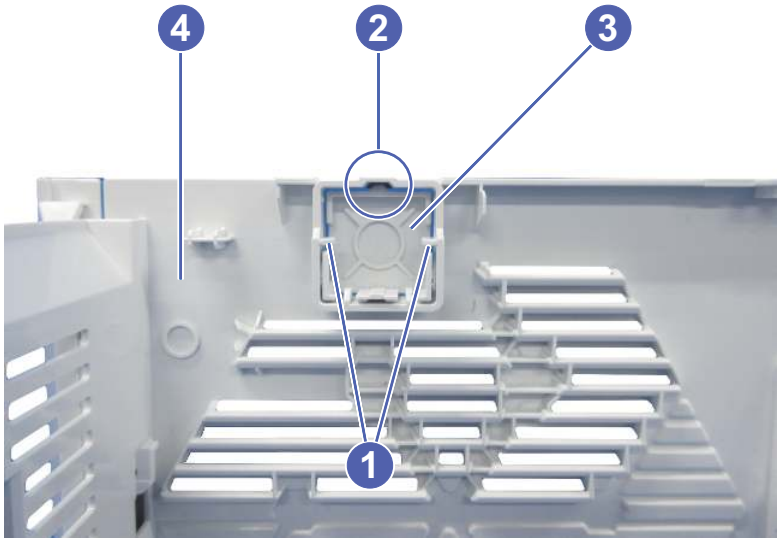
**Figure 4-493 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

TIP: If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-494 Remove door button**




## 5. Remove the DC controller assembly

Follow these steps to remove the DC controller assembly.

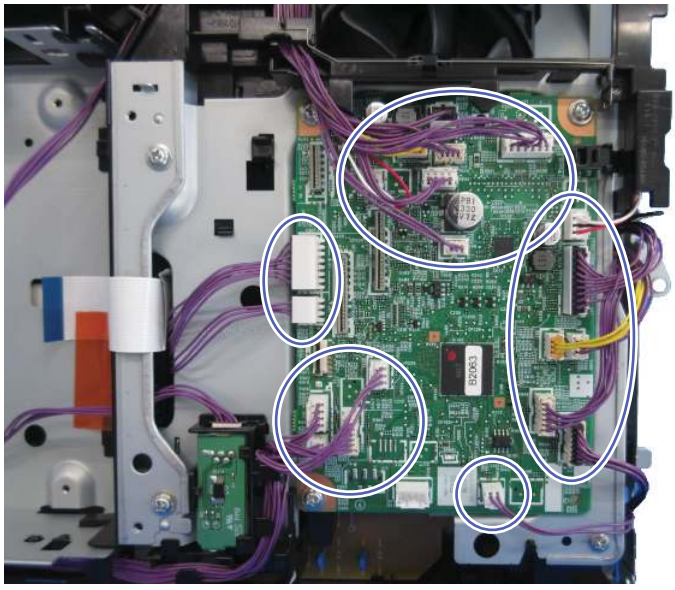
1. Disconnect four FFCs (callout 1).

**Figure 4-495 Disconnect the FFC cables**



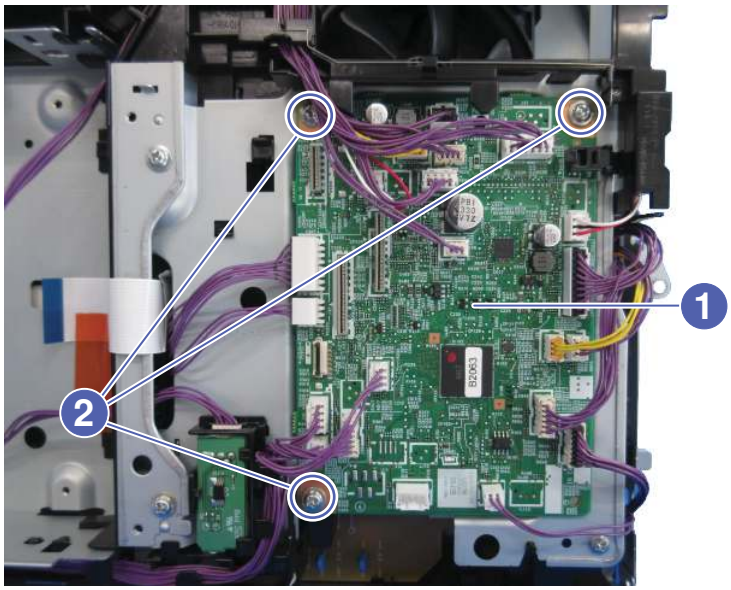

2. Disconnect all connectors on the DC controller assembly.

**Figure 4-496 Disconnect all connectors**



3. Remove the three screws (callout 2) and remove the DC controller assembly.

**Figure 4-497 Removes screws and DC controller**




## 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: DC controller assembly 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the DC controller assembly.

Mean time to repair: 10 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-45 Part information**

| Part number | Part description |
|---|---|
| RM3-8845-000CN | DC Controller PCB assembly MFP 5601, 5602, X52952, X53052 |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

#### 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-498 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-499 Remove the cover**



## 2. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-500 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-501 Disengage the link arm**



### 3. Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-502 Remove one screw**




2. Unhook one tab (callout 1).

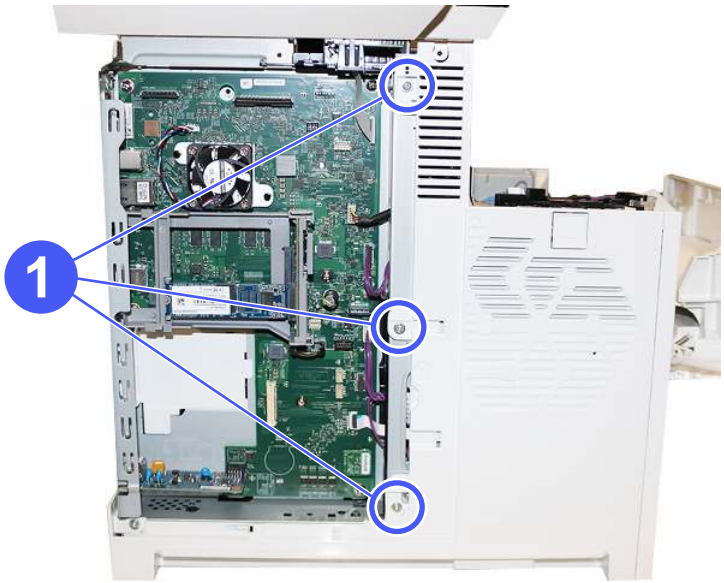
**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-503 Unhook one tab**



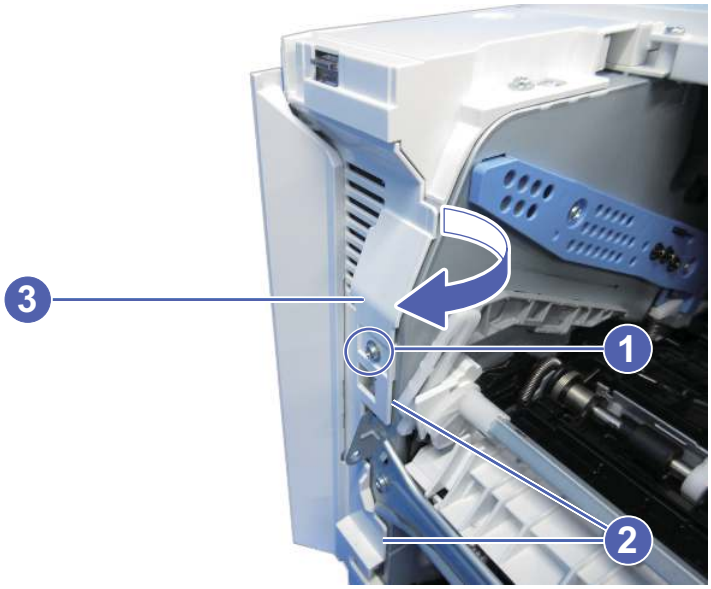

3. Remove three screws (callout 1).

**Figure 4-504 Remove three screws**



4. Remove one screw (callout 1) then unhook the two tabs (callout 2) and open the left cover (callout 3) in the direction of the arrow to remove it.

**Figure 4-505 Remove one screw**



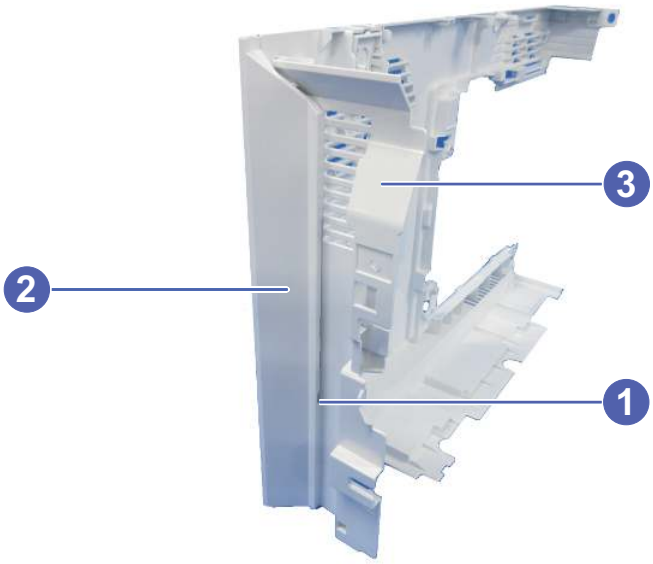

5. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you will need to move the front left cover to the new left cover.

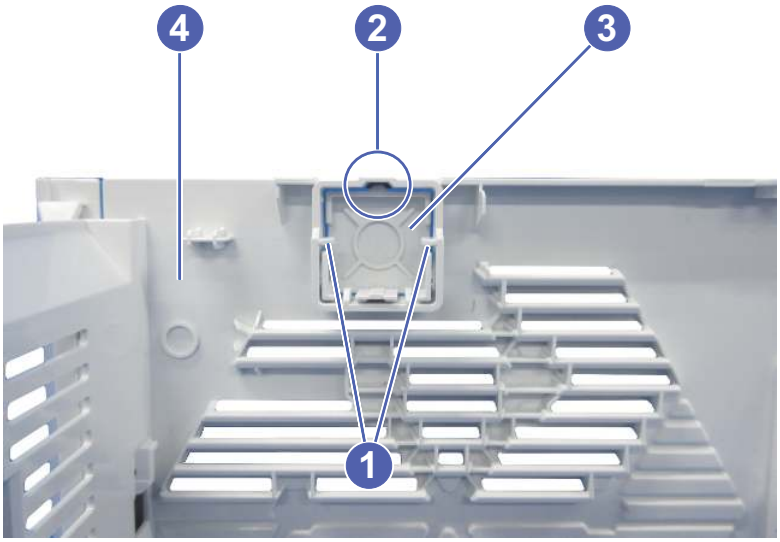
**Figure 4-506 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one, you must remove the door button and put it on the new left cover. The door button is removed toward the outside of the panel.

**Figure 4-507 Remove door button**




## 4. Remove the DC controller assembly

Follow these steps to remove the DC controller assembly.

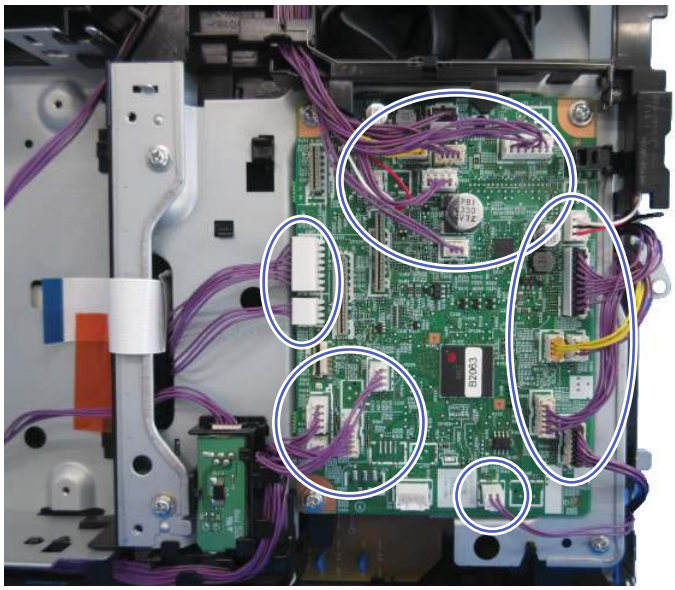
1. Disconnect four FFCs (callout 1).

**Figure 4-508 Disconnect the FFC cables**



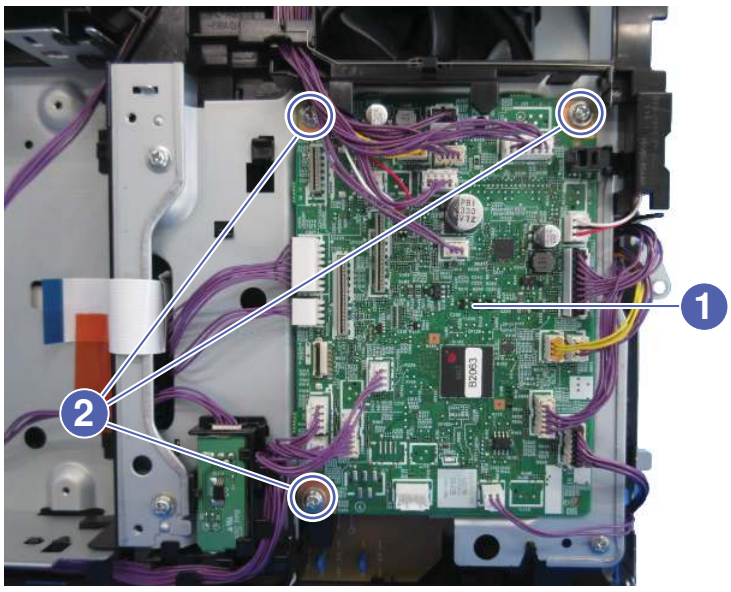
2. Disconnect all connectors on the DC controller assembly.

**Figure 4-509 Disconnect all connectors**



3. Remove the three screws (callout 2) and remove the DC controller assembly.

**Figure 4-510 Removes screws and DC controller**




## 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: Engine power supply 5501, 5502, X50352, X50452

This document provides the procedures to remove and replace the low-voltage power supply assembly.

View a video of how to remove and replace the low-voltage power supply assembly.

Mean time to repair: 20 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-46 Part information**

| Part numbers | Part description |
|---|---|
| RM3-8812-000CN | Engine power supply assembly 110V |

Table 4-46 **Part information (continued)**

| Part numbers | Part description |
|---|---|
| **RM3-8816-000CN** | Engine power supply assembly 220V |

## Required tools

- #2 Phillips 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

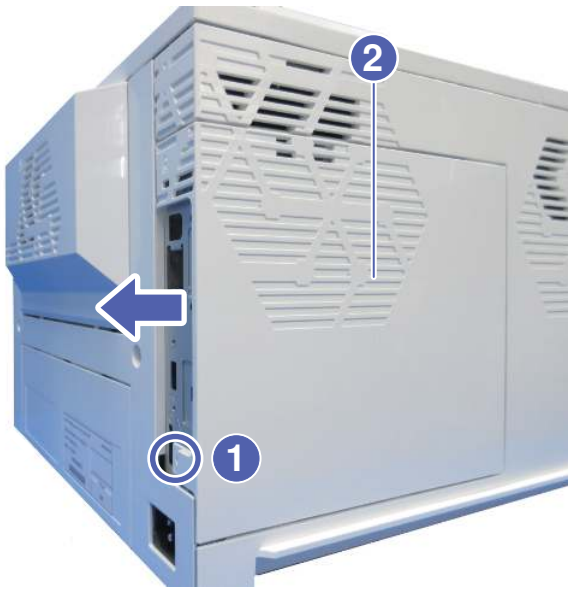
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

Figure 4-511 **Remove the formatter cover**




## 2. Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove two FFCs and four connectors from the formatter PCA.

**Figure 4-512 Remove connectors**



2. Remove five screws.

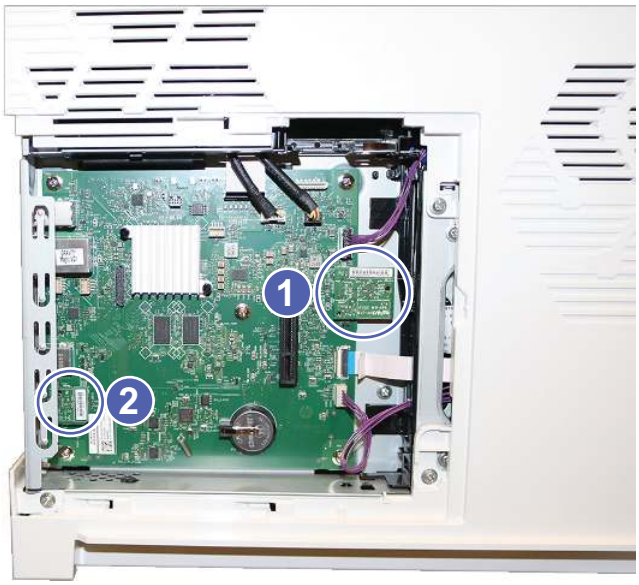
**Figure 4-513 Remove the screws**



3. Remove formatter PCA.

**IMPORTANT:** Emmc (callout 1) and TPM (callout 2) only need to be removed when replacing the formatter PCA.

When replacing the formatter, they must be moved to a new formatter.




⚠ **CAUTION:** When reinstalling the formatter, verify Emmc and TPM are fully seated (pushed in) after installation of the Formatter PCA.

### 3. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-514 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-515 Locate cable cover**

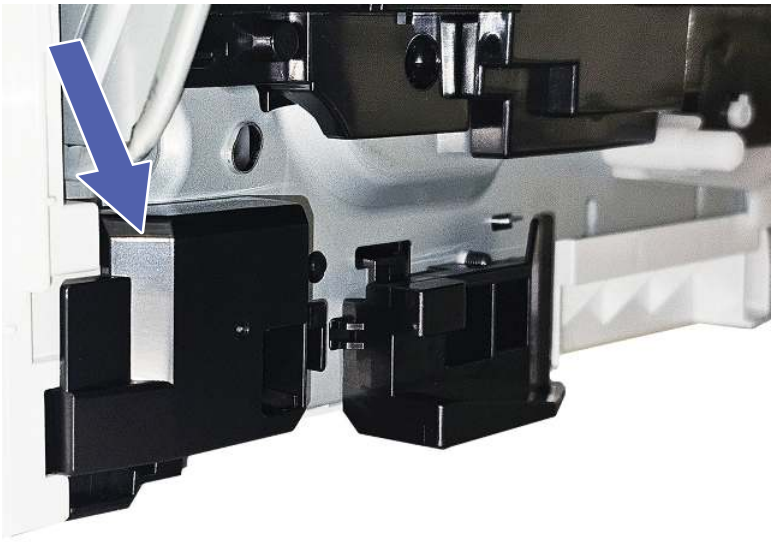
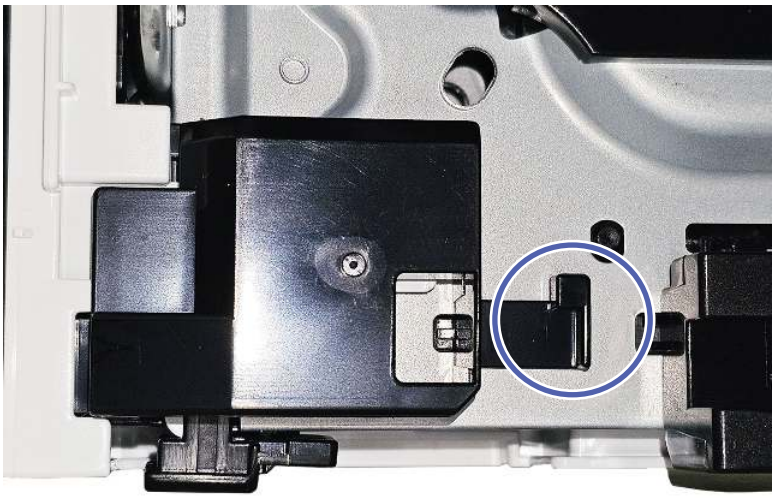
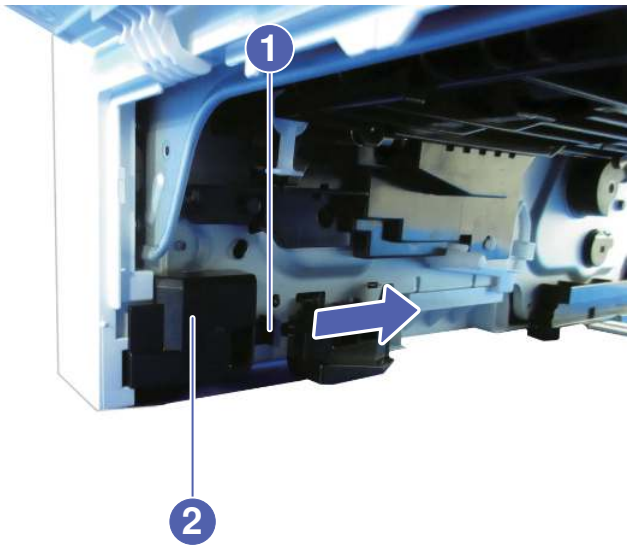


**Figure 4-516 Cover locking tab**



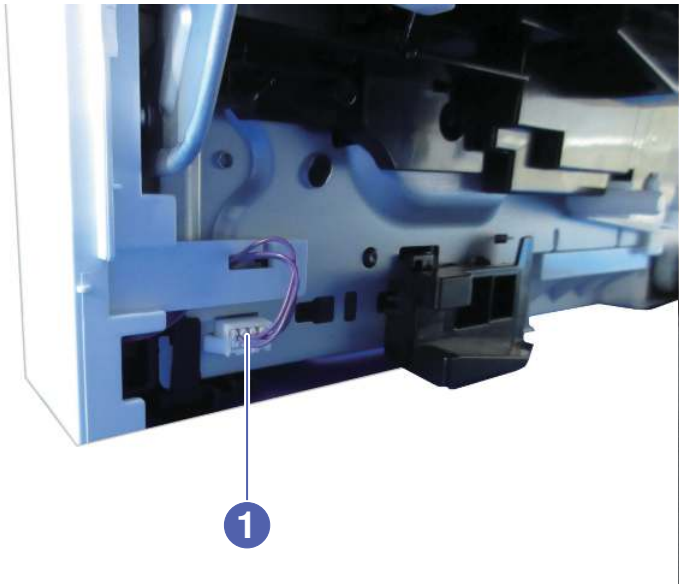
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-517 Remove the cover**



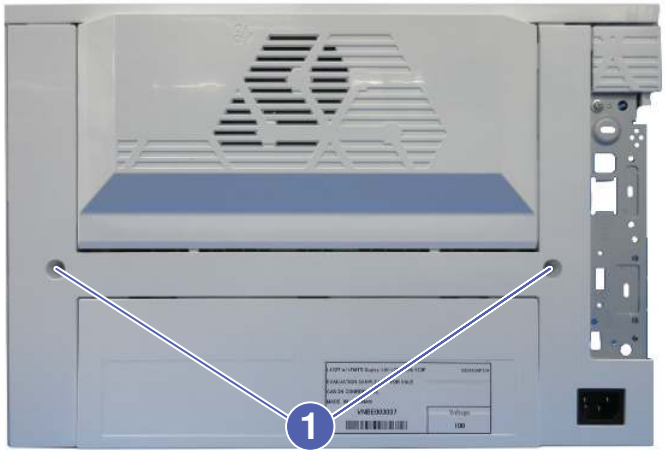

5. Pull off one connector (callout 1).

**Figure 4-518 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-519 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-520 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-521 Unhook one tab**




9. Open the rear door.

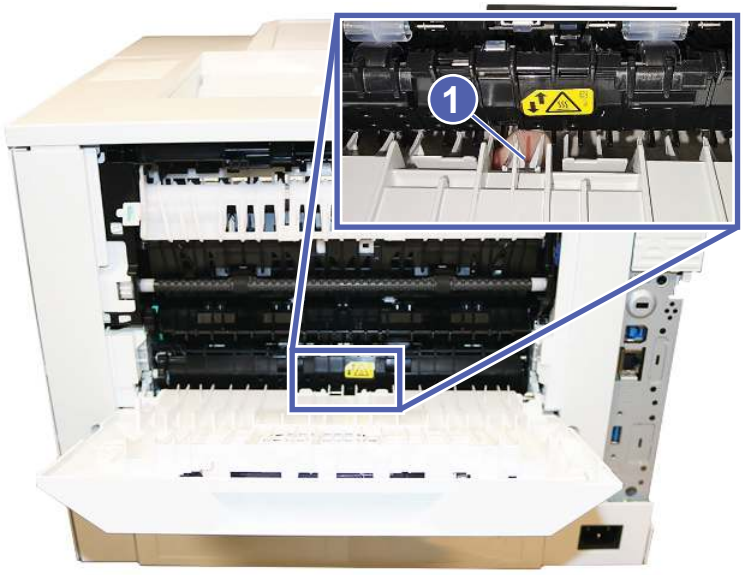
**Figure 4-522 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-523 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

### 4. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-524 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-525 Disengage the link arm**



## 5. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-526 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-527 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-528 Unhook one tab**

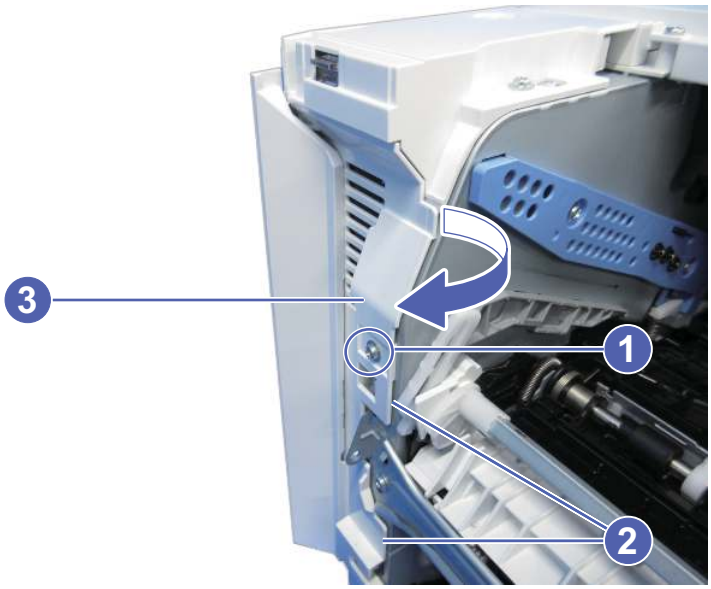



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-529 Remove one screw**



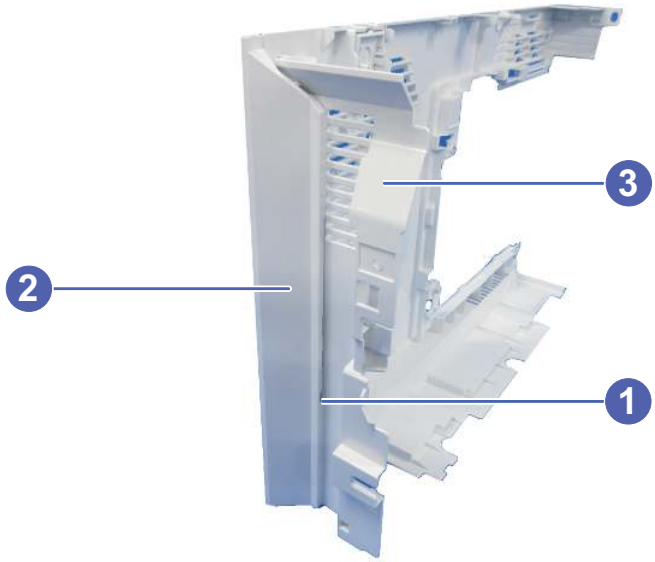

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

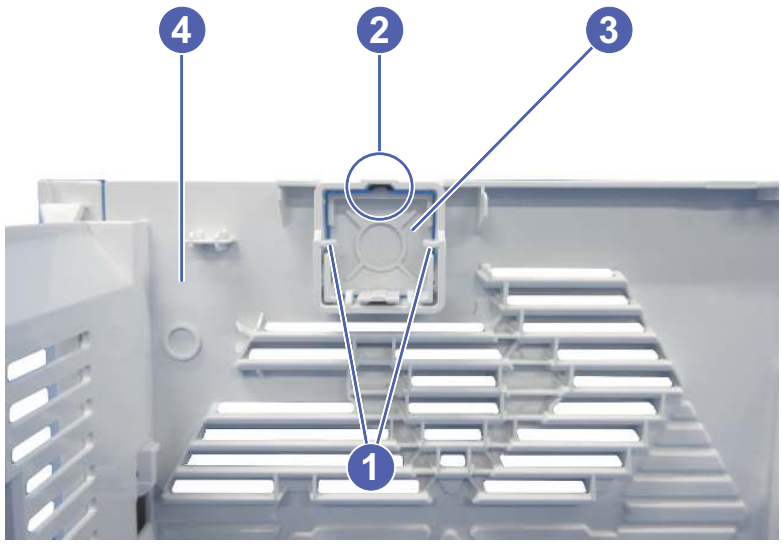
**Figure 4-530 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-531 Remove door button**




## 6. Remove the engine power supply assembly

Follow these steps to remove the engine power supply assembly.

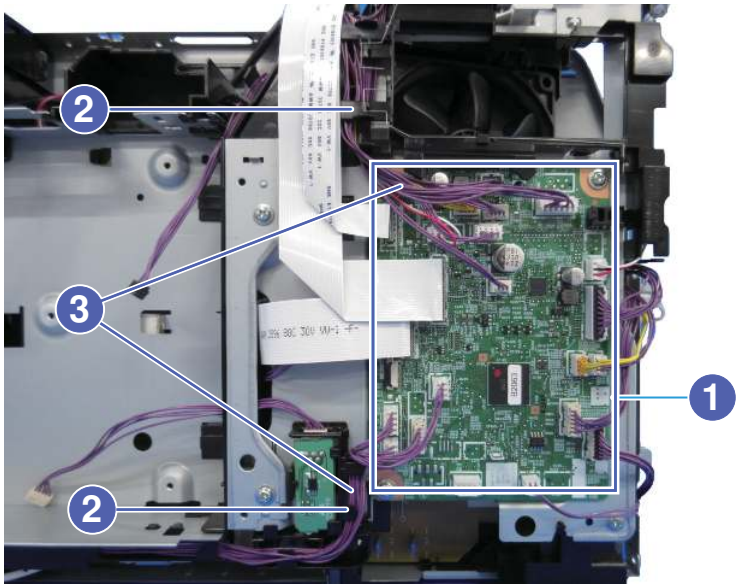
1. Do the following:

   a. Disconnect all FFC and connectors on DC controller assembly (callout 1).

   b. Release the cable (callout 3) from the cable guide (callout 2).

⚠ **CAUTION:** During disassembly, note the location and path of all cables disconnected to ensure cables are routed in the same manner to prevent damage during reassembly.

**Figure 4-532 Disconnect connectors on DC Controller**

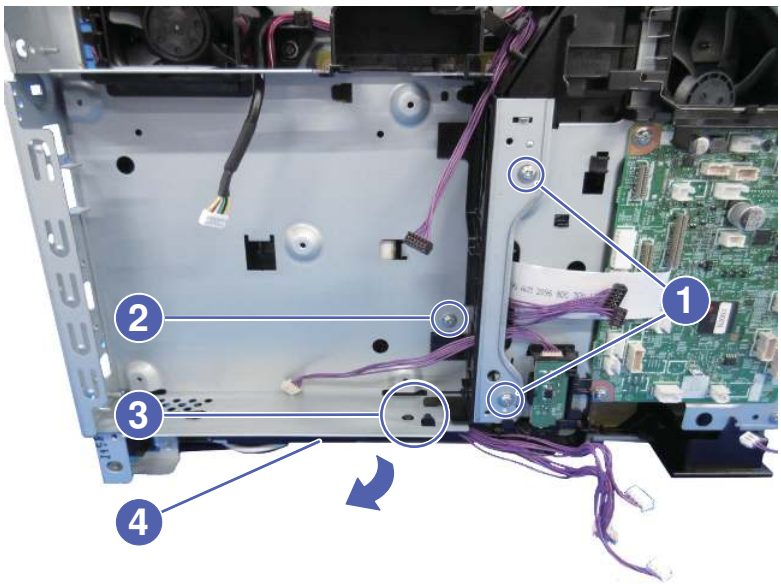



2. Do the following:

   a. Remove two screws (callout 1) and one screw (callout 2).

   b. Push down the rib (callout 3) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (4).

**Figure 4-533 Remove the guide cable**



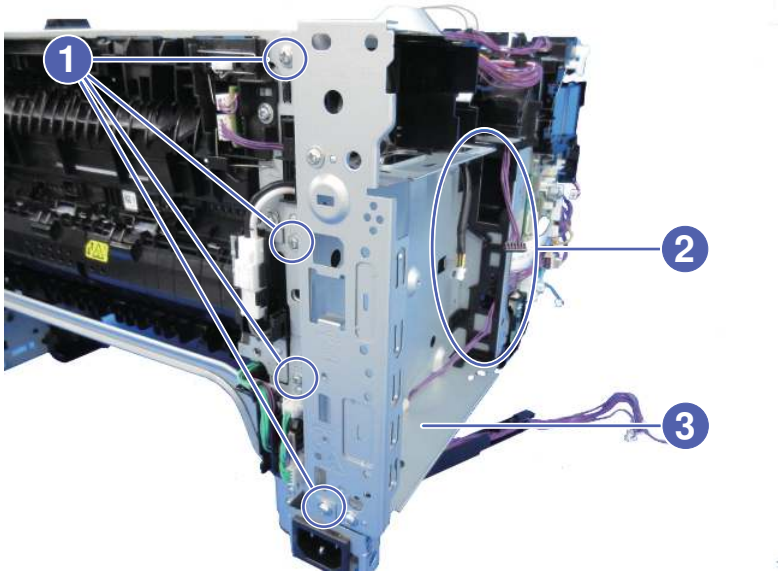
3. Do the following:

   a. Remove four screws (callout 1).

   b. Disconnect the cable (callout 2) and remove the formatter cage (callout 3).

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing the formatter cage.

**Figure 4-534 Remove formatter cage**




4. Do the following:

   a. Disconnect two connectors (callout 1).

   b. Remove one screw (callout 2).

**Figure 4-535 Remove connections and screw**

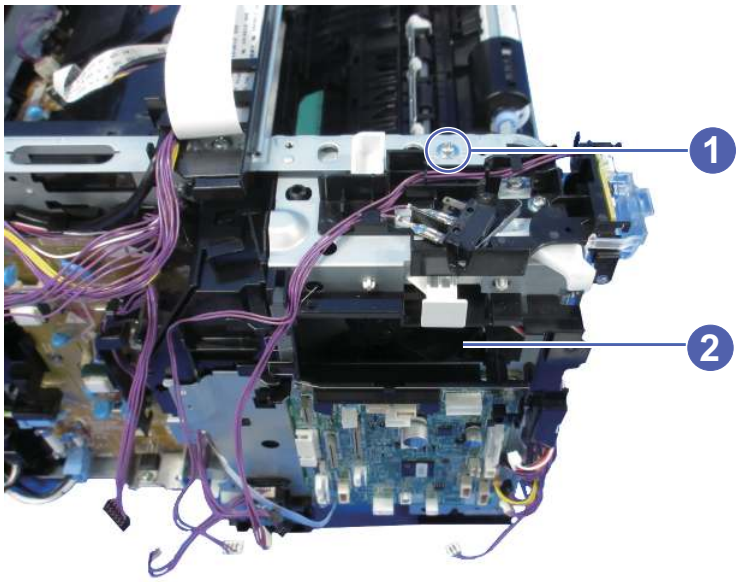


5. Do the following:

   a. Remove one screw (callout 1).

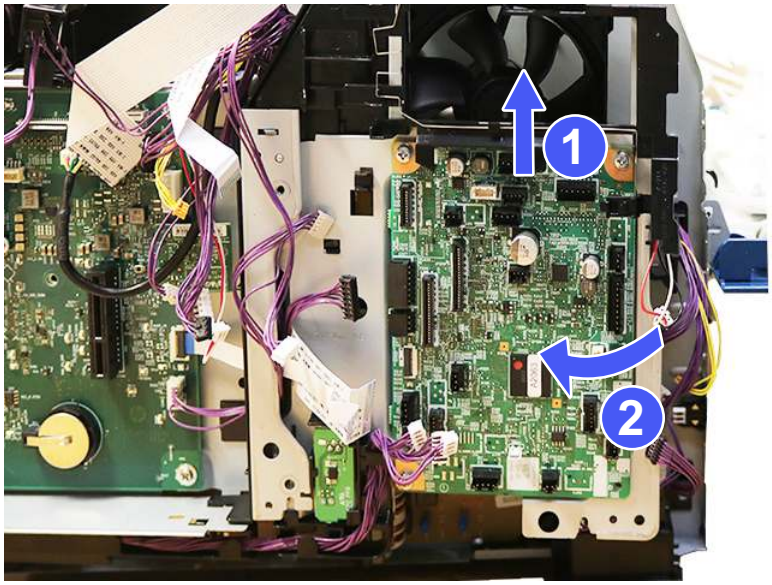
   b. Controller assembly (callout 2).

**Figure 4-536 Remove DC controller**



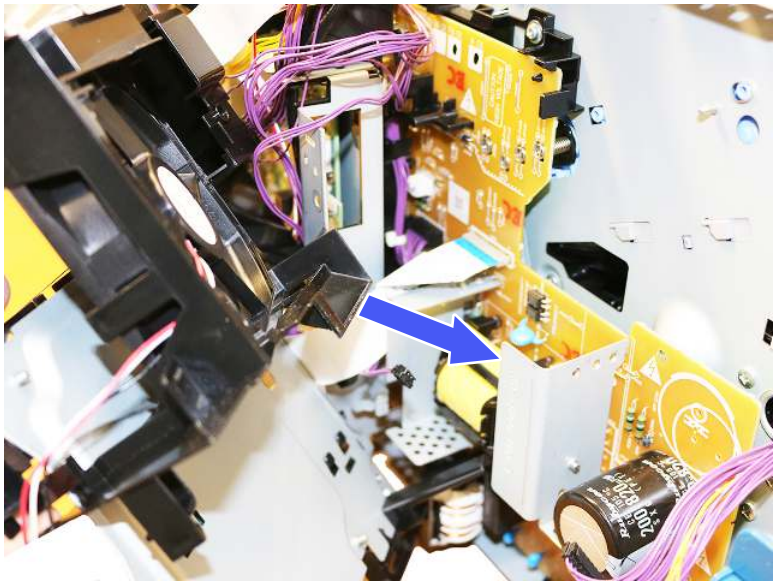

6. Lift up on the DCC holding plate (callout 1) and rotate the assembly out from the printer (callout 2).

**Figure 4-537 Remove holding plate assembly**




**NOTE:** Make sure the back of the fan housing clears the metal plate on the printer.

**Figure 4-538 Clear fan housing**



7. Do the following:

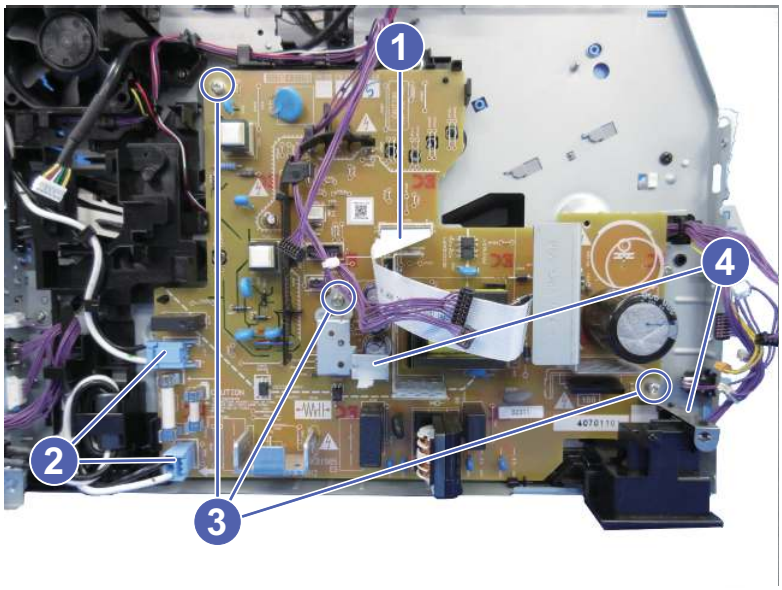
   a. Disconnect one FFC (callout 1).

   b. Disconnect two connectors (callout 2).

   c. Remove four screws (callout 3).

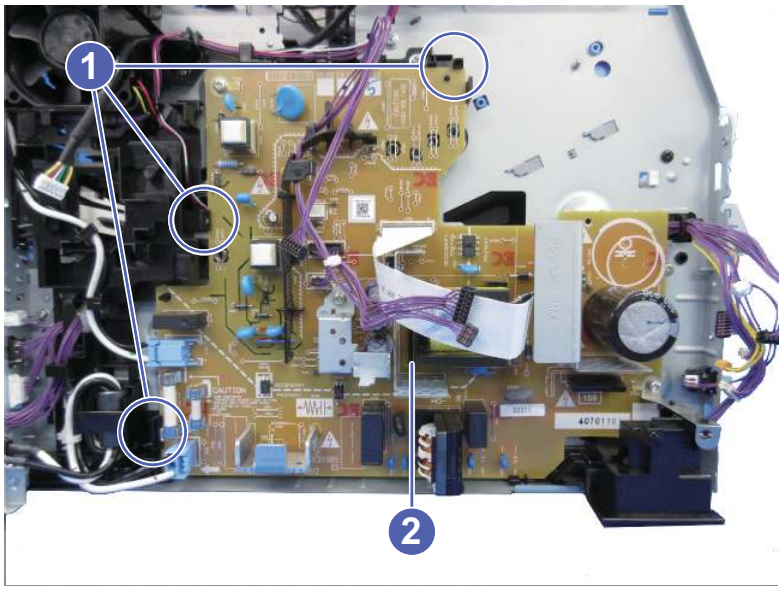
   d. Remove two sheet metals (callout 4).

**Figure 4-539 Remove the following**



8. Unhook three tabs (callout 1) and remove the engine power supply assembly (callout 2).

**Figure 4-540 Remove the engine power supply**




## 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.

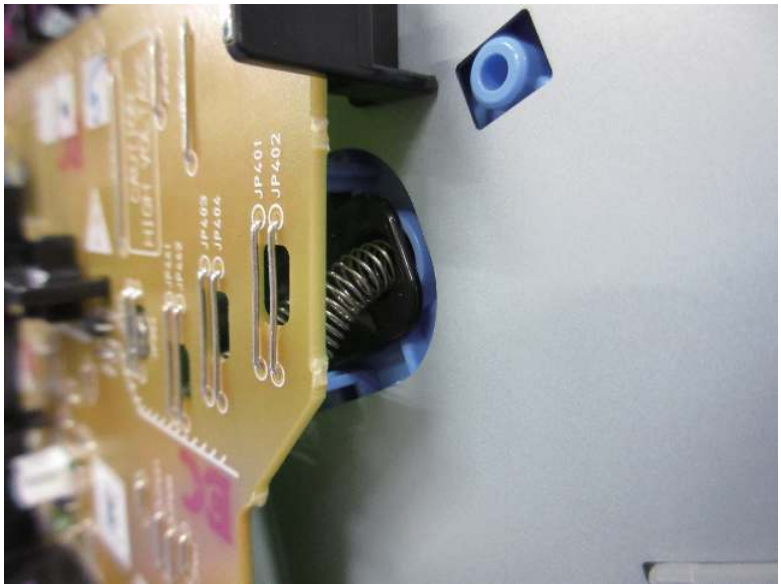
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### 8. Installing the engine power supply assembly

Follow these steps when installing the engine power supply assembly.

1. Make sure that the contact spring has not fallen off before assembling.

**Figure 4-541 Control contact spring**




2. Utilize all cables from old PCA to the new PCA.

## Removal and replacement: Engine power supply 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the low-voltage power supply assembly.

Mean time to repair: 20 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-47 Part information**

| Part numbers | Part description |
|---|---|
| RM3-8810-000CN | Engine power supply assembly 110V |
| RM3-8814-000CN | Engine power supply assembly 220V |

## Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-542 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-543 Remove the cover**



## 2. Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove all cable connectors the formatter PCA.

**Figure 4-544 5602, X53052 Remove connectors**

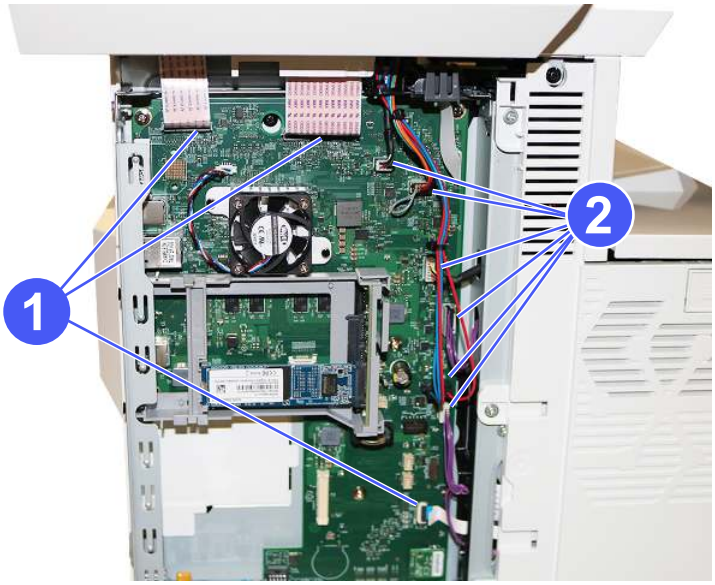
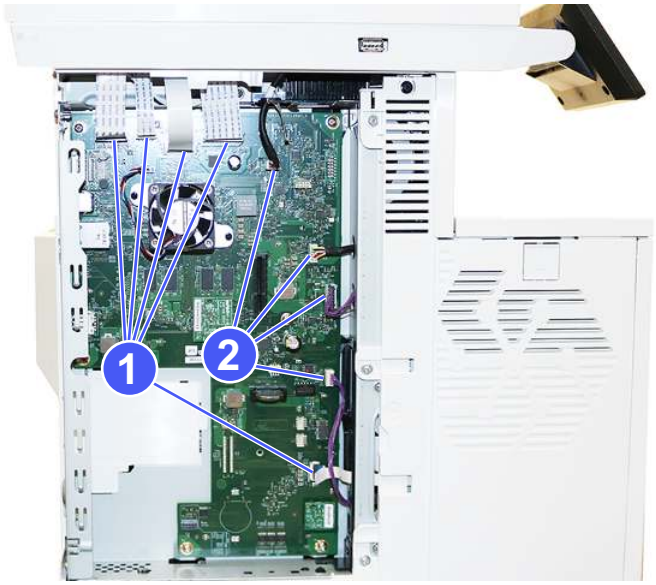


**Figure 4-545 5601, X52952 Remove connectors**




2. Remove the screws.

**Figure 4-546 5602, X53052 Remove screws five screws**



**Figure 4-547 5601, X52952 Remove screws six screws**




3. Remove formatter PCA.

## 3. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-548 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-549 Locate cable cover**

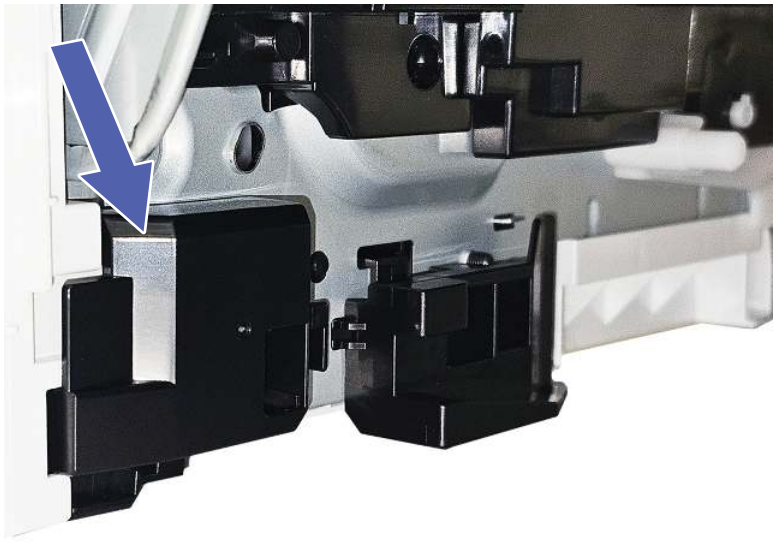
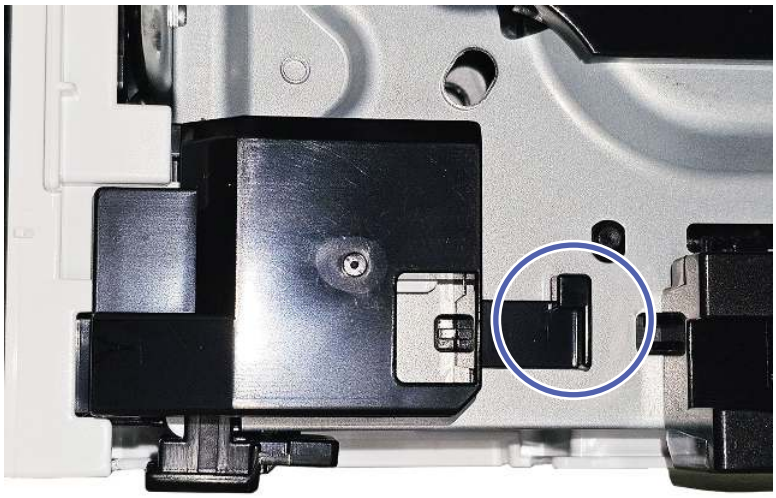
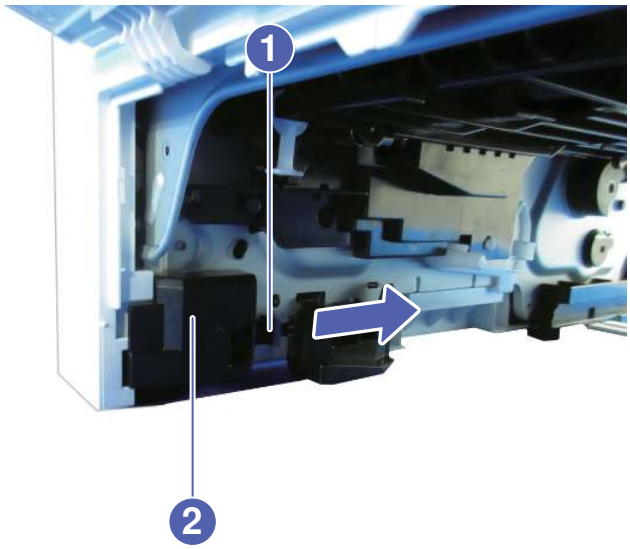


**Figure 4-550 Cover locking tab**



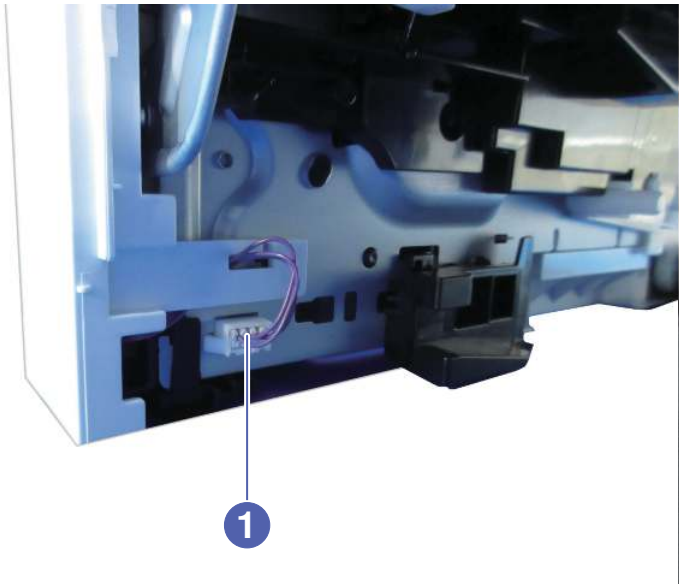
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-551 Remove the cover**



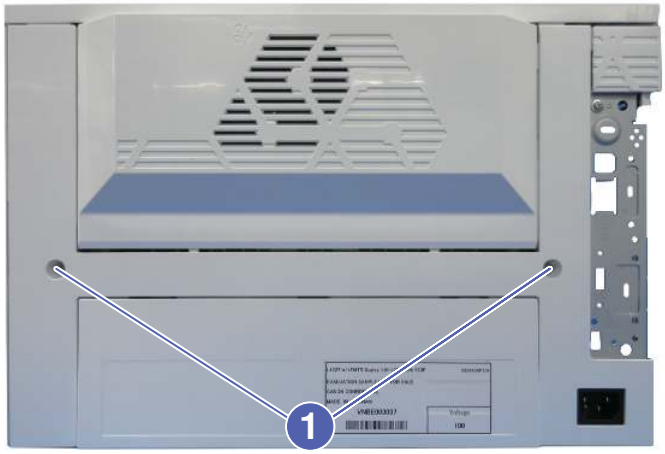

5. Pull off one connector (callout 1).

**Figure 4-552 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-553 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-554 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-555 Unhook one tab**




9. Open the rear door.

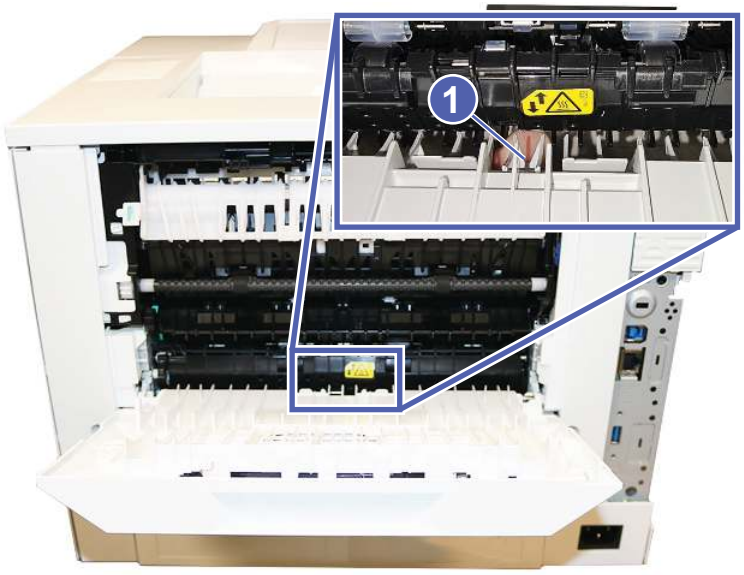
**Figure 4-556 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-557 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

### 4. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-558 Link arm location**

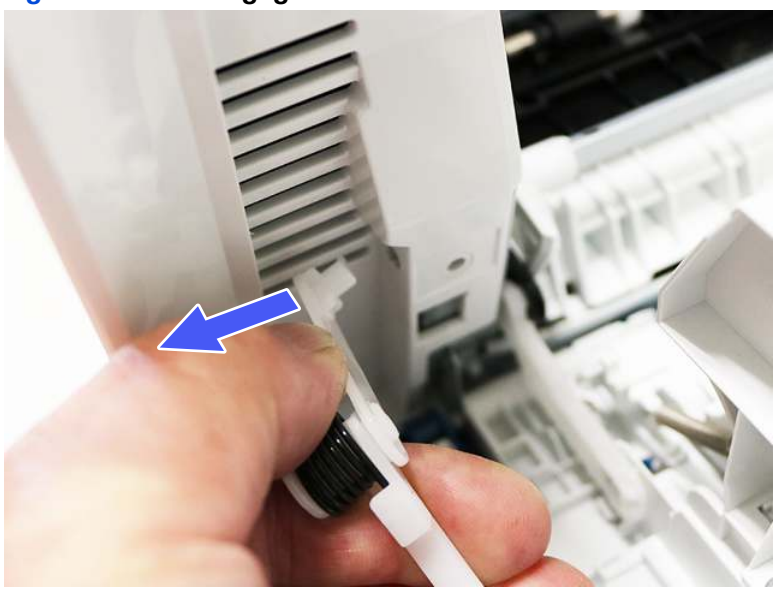



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-559 Disengage the link arm**



### 5. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-560 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-561 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-562 Unhook one tab**

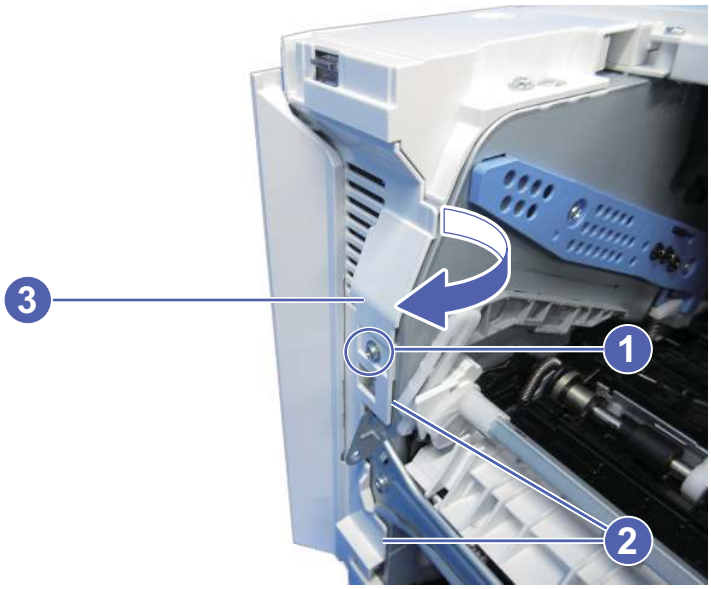



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-563 Remove one screw**



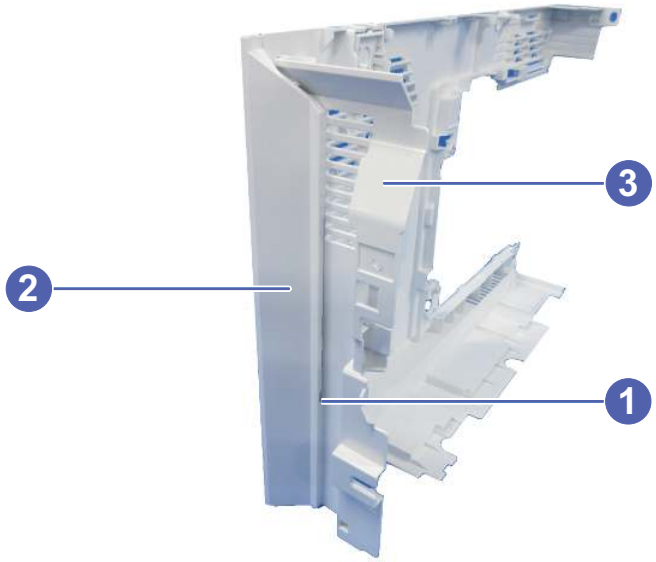

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

TIP: If replacing the left cover, you'll need to move the front left cover to the new left cover.

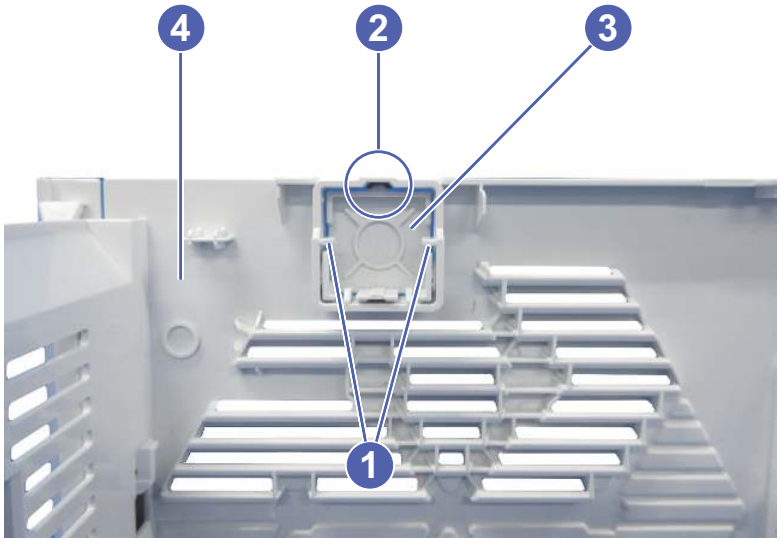
**Figure 4-564 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

TIP: If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-565 Remove door button**




## 6. Remove the engine power supply assembly

Follow these steps to remove the engine power supply assembly.

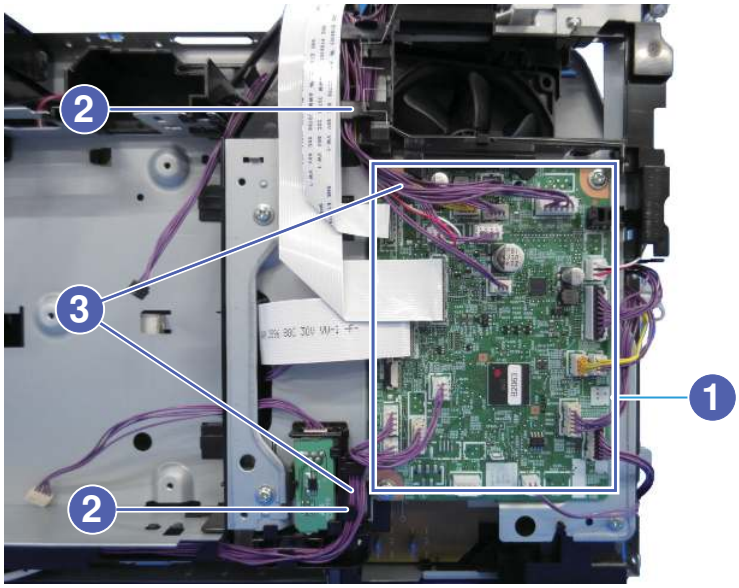
1. Do the following:

   a. Disconnect all FFC and connectors on DC controller assembly (callout 1).

   b. Release the cable (callout 3) from the cable guide (callout 2).

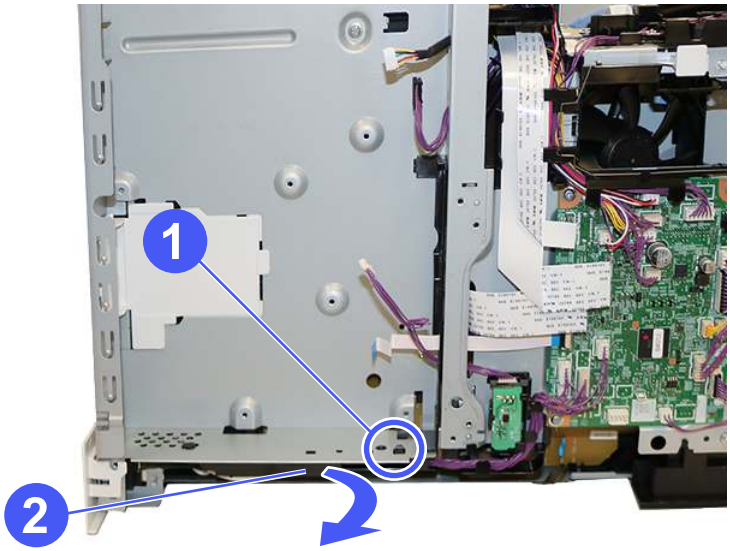
⚠ **CAUTION:** During disassembly, note the location and path of all cables disconnected to ensure cables are routed in the same manner to prevent damage during reassembly.

**Figure 4-566 Disconnect connectors on DC Controller**



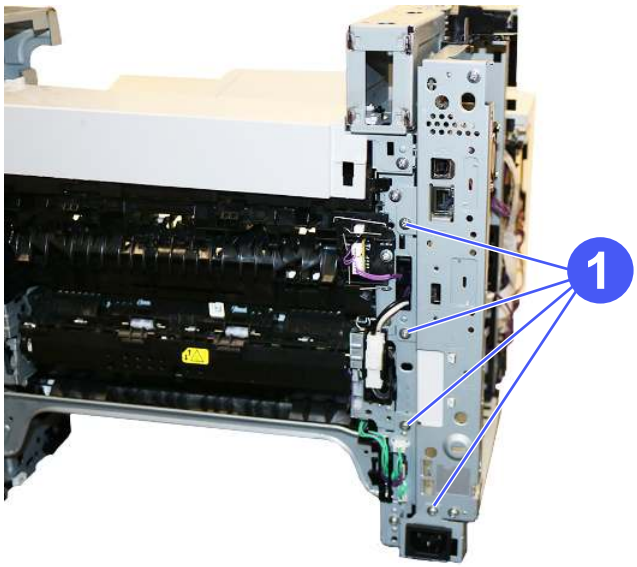

2. Push down the rib (callout 1) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (2).

**Figure 4-567 Remove the guide cable**



3. Remove four screws (callout 1).

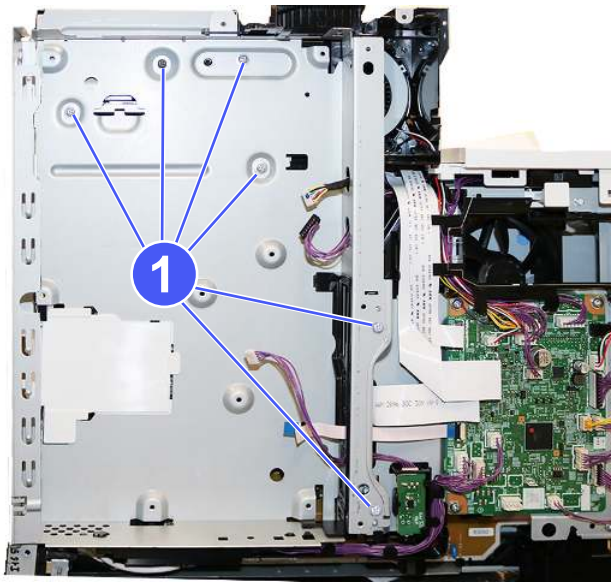
**Figure 4-568 Remove screws**




4. Remove the screws and then remove the formatter cage from the printer.

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing the formatter cage.

**Figure 4-569 Remove formatter cage**




5. Do the following:

   a. Disconnect two connectors, (callout 1).

   b. Remove one screw (callout 2).

**Figure 4-570 Remove connections and screw**

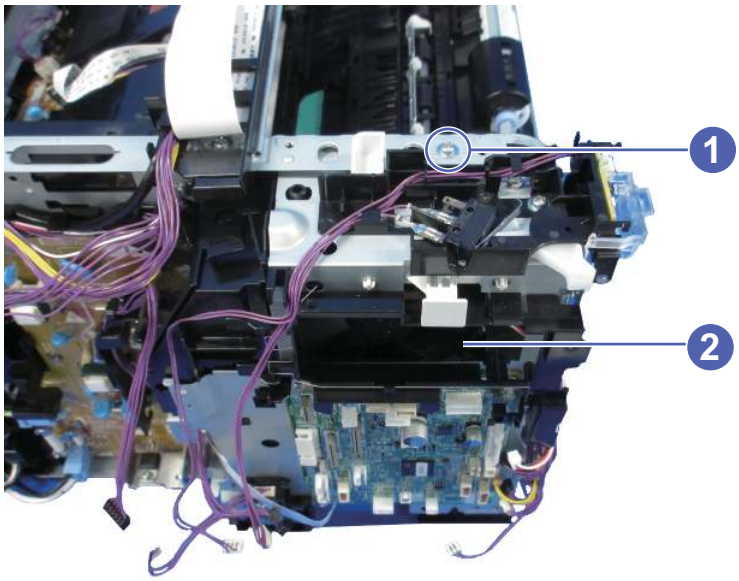



6. Do the following:

   a. Remove one screw (callout 1).

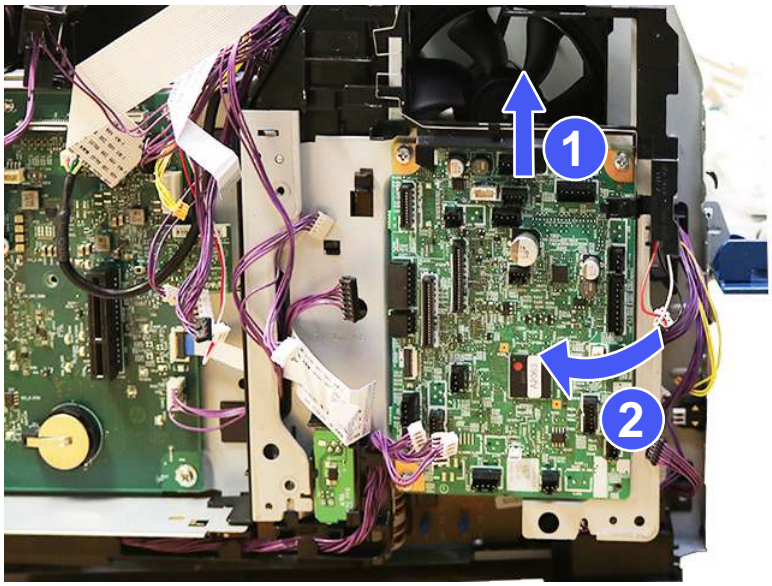
   b. Controller assembly (callout 2).

**Figure 4-571 Remove DC controller**



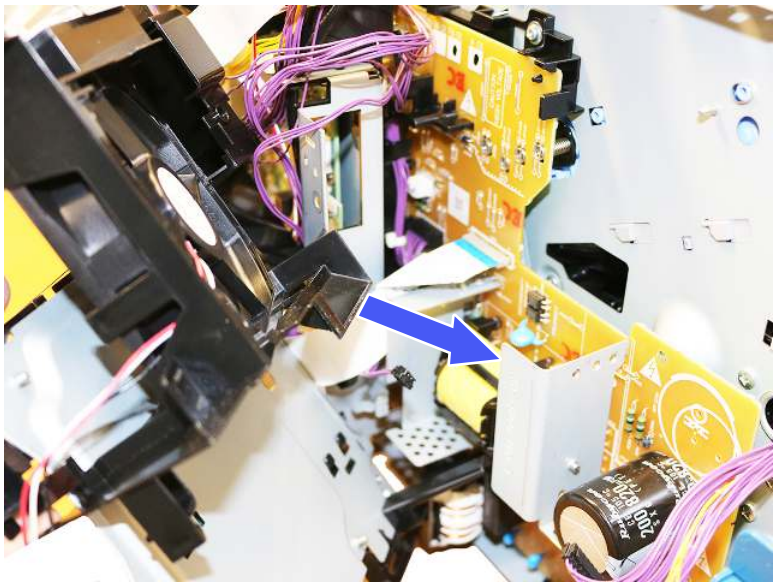
7. Lift up on the DCC holding plate (callout 1) and rotate the assembly out from the printer (callout 2).

**Figure 4-572 Remove holding plate assembly**




**NOTE:** Make sure the back of the fan housing clears the metal plate on the printer.

**Figure 4-573 Clear fan housing**



8. Do the following:

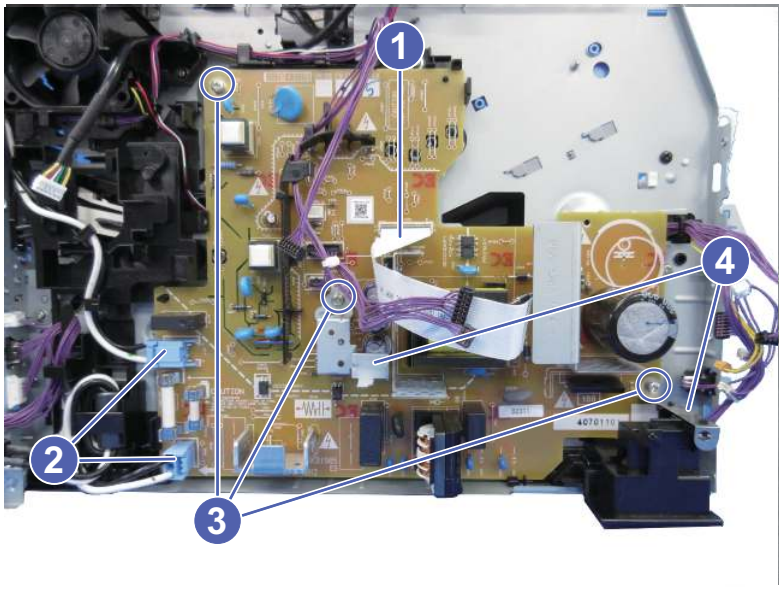
   a. Disconnect one FFC (callout 1).

   b. Disconnect two connectors (callout 2).

   c. Remove four screws (callout 3).

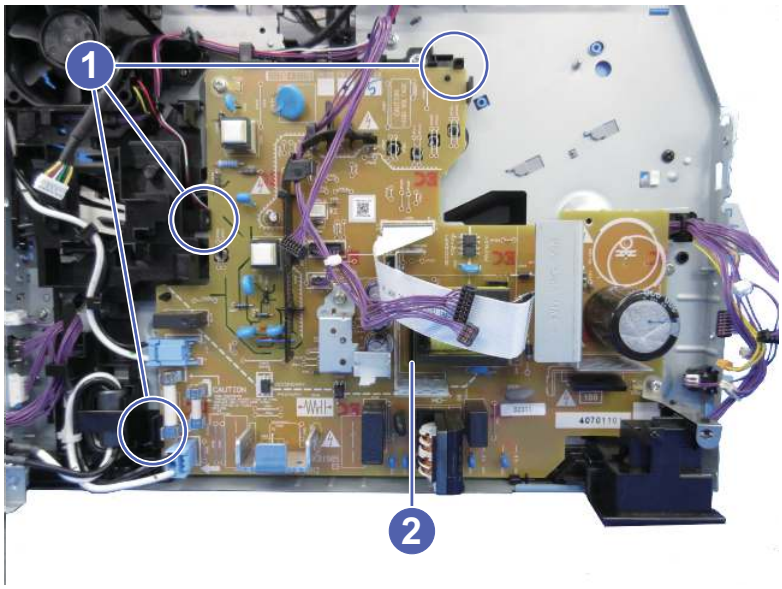
   d. Remove two sheet metals (callout 4).

**Figure 4-574 Remove the following**




9. Unhook three tabs (callout 1) and remove the engine power supply assembly (callout 2).

**Figure 4-575 Remove the engine power supply**




## 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.

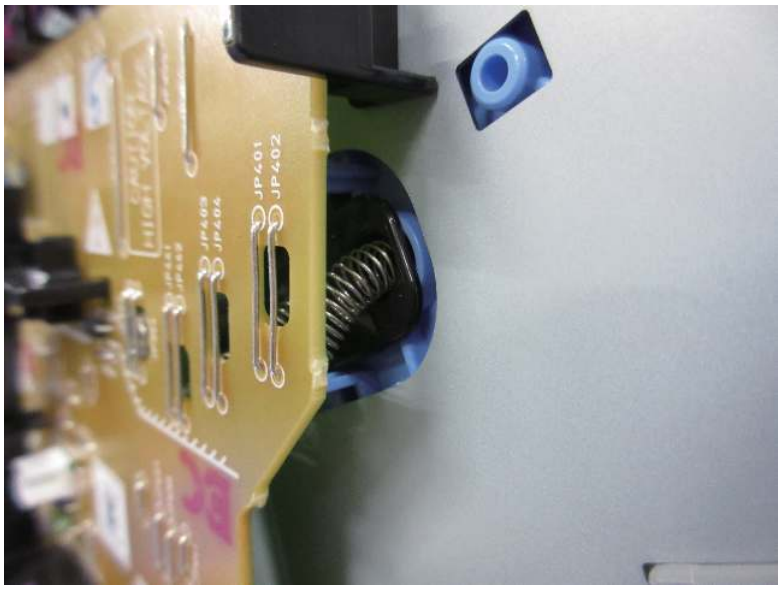
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## 8. Installing the engine power supply assembly

Follow these steps when installing the engine power supply assembly.

1. Make sure that the contact spring has not fallen off before assembling.

**Figure 4-576 Control contact spring**




2. Utilize all cables from old PCA to the new PCA.

## Removal and replacement: Main drive assembly

This document provides the procedures to remove and replace the main drive assembly.

Mean time to repair: 12 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-48 Part information**

| Part number | Part description |
|---|---|
| RM3-1074-000CN | Main drive assembly |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### 1. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-577 SFP Remove front right cover**

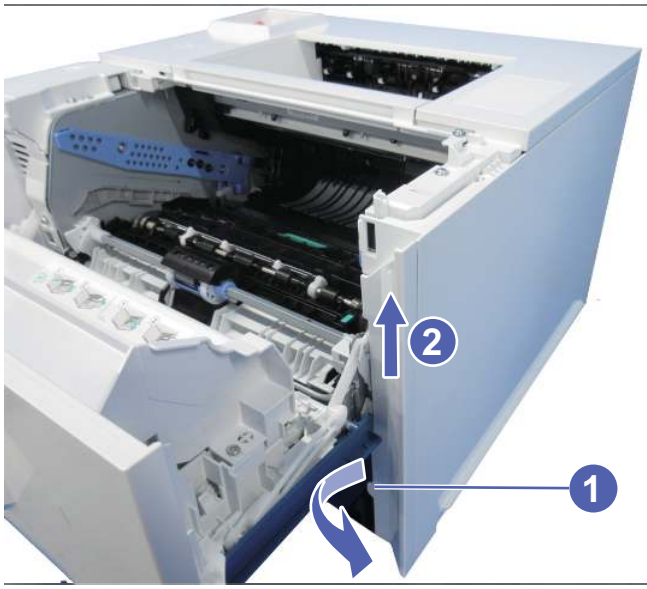
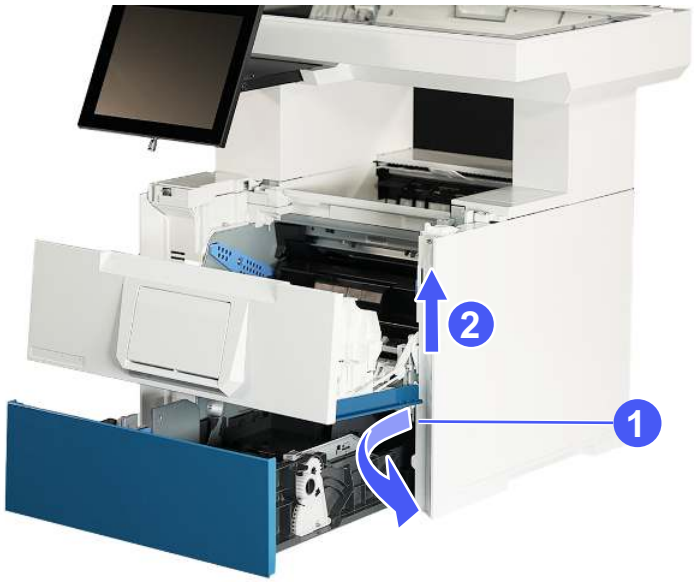



**Figure 4-578 MFP Remove front right cover**




## 2. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-579 Remove one screw**

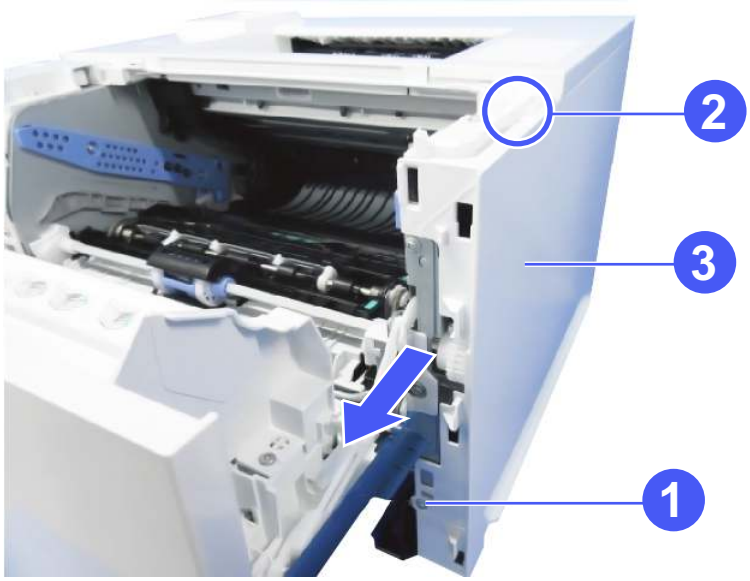
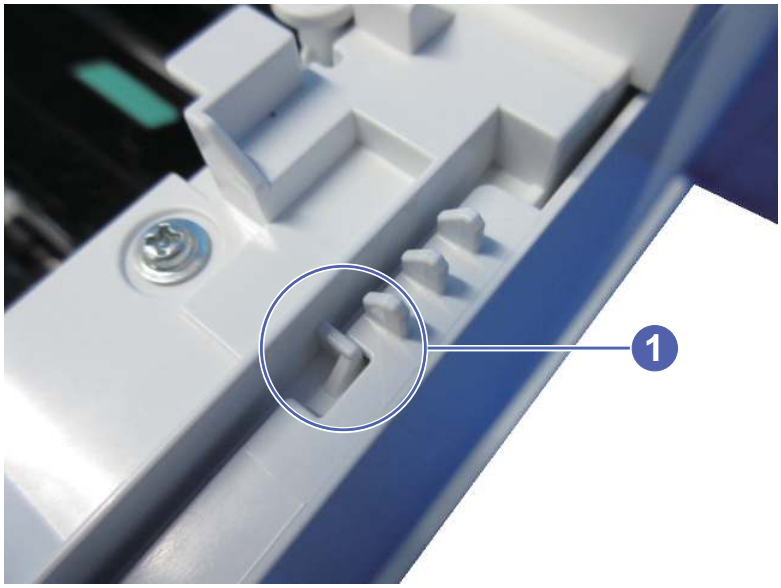



**Figure 4-580 Tab close up.**

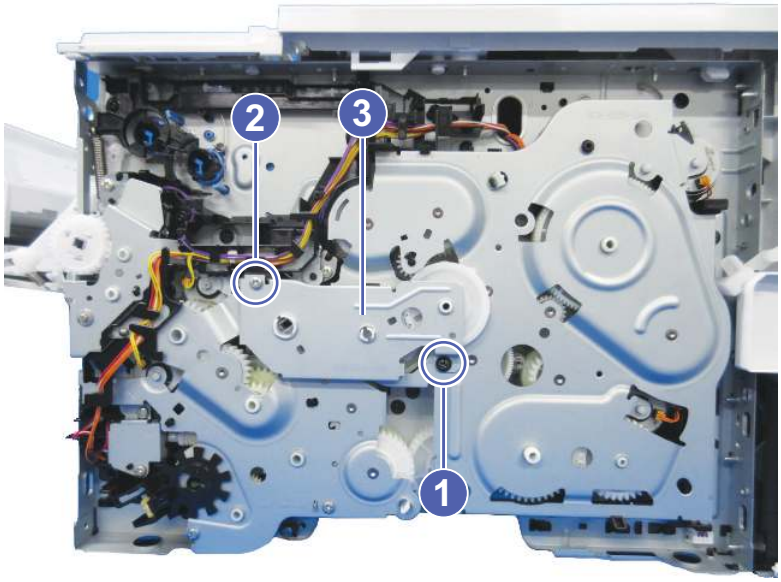



### 3. Remove the DV bypass drive assembly

Follow these steps to remove the DV bypass drive assembly.

- Remove one plastic and one sheet metal screw, then remove the DV bypass drive assembly (callout 3).

**Figure 4-581 Remove the bypass drive assembly**

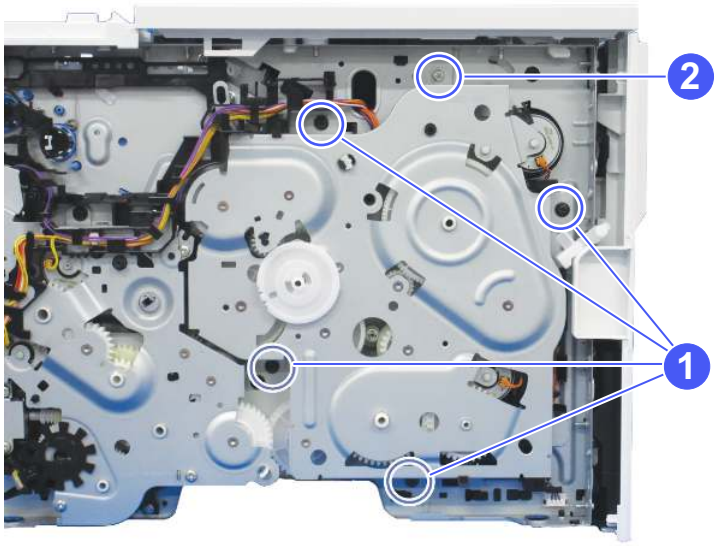



## 4. Remove the main drive assembly

Follow these steps to remove the main drive assembly.

1. Remove four screws (callout 1) and one screw (callout 2).

**Figure 4-582 Remove main drive**

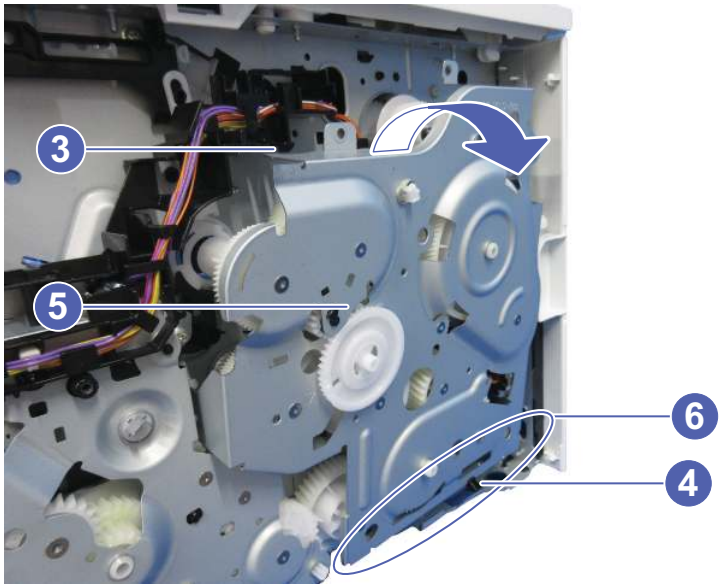


2. Release the upper claw (callout 3), hold the lower sheet metal (callout 6) portion of the main drive assembly (callout 5), which is secured by the lower claw (callout 4), and open the main drive assembly from the top to the direction of the arrow to remove it.

**CAUTION:** Use caution when removing the main drive assembly. Some of the gears are not secured and may fall out.

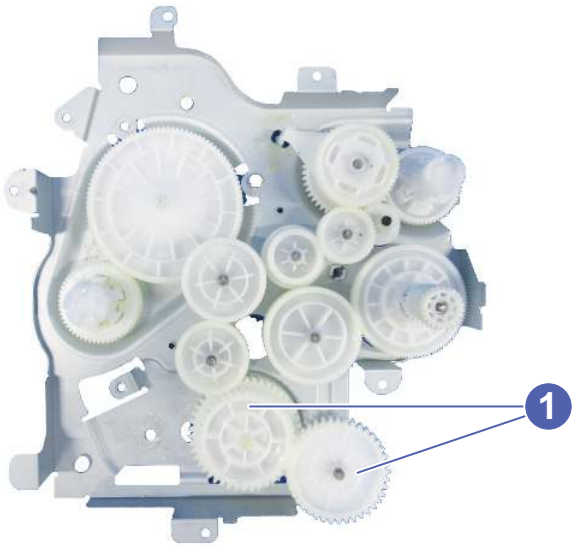
**TIP:** Tip the engine toward the main drive assembly during removal to hold gears in place on main drive.

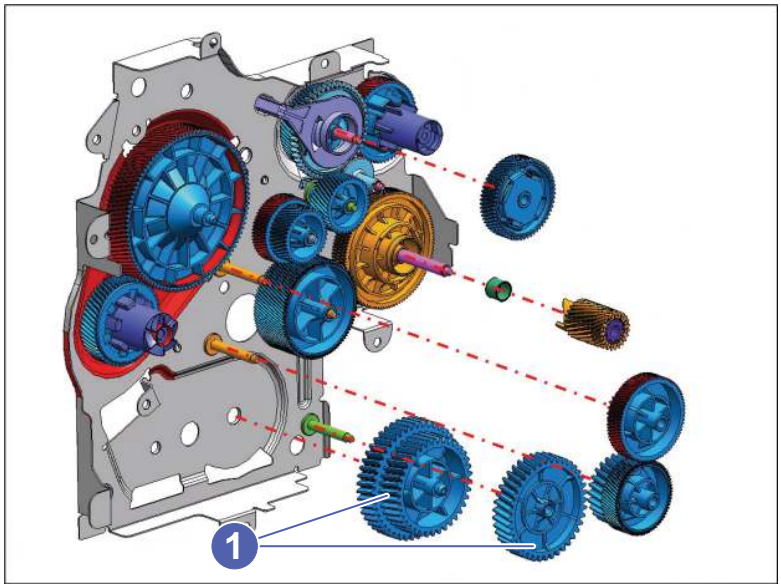
**Figure 4-583 Remove main drive**




3. The gears (callout 1) shown below are prone to coming loose; so carefully handle the main drive assembly.

**Figure 4-584 Main drive gears not secured**






### 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. Installing the main drive assembly

Follow these steps to install the main assembly.

- By removing the main drive assembly, the lever (callout 1) attached to the side cover of the engine may come loose. Ensure to fix the hook (callout 2) to the temporary holding part (callout 3) before installing the main drive assembly.

**Figure 4-585 Main gear drive lever**

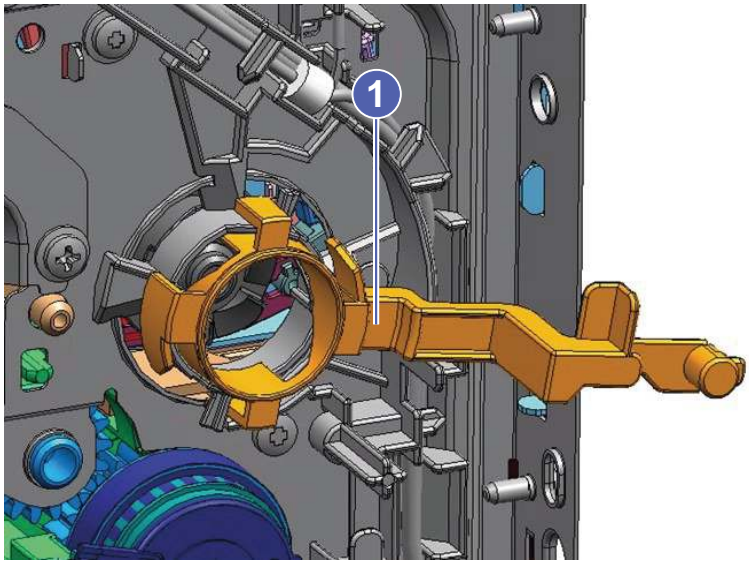
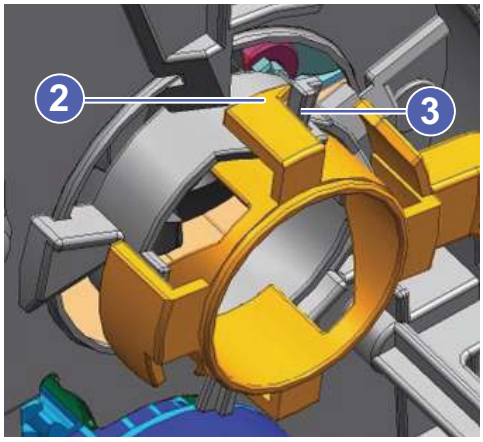



**Figure 4-586 Correct alignment of lever**




## Removal and replacement: Main motor

This document provides the procedures to remove and replace the main motor.

Mean time to repair: 14 minutes

Service level: Intermediate

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-49 Part information**

| Part number | Part description |
|---|---|
| RM3-8848-000CN | Main Motor assembly |

## Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-587 SFP Remove front right cover**

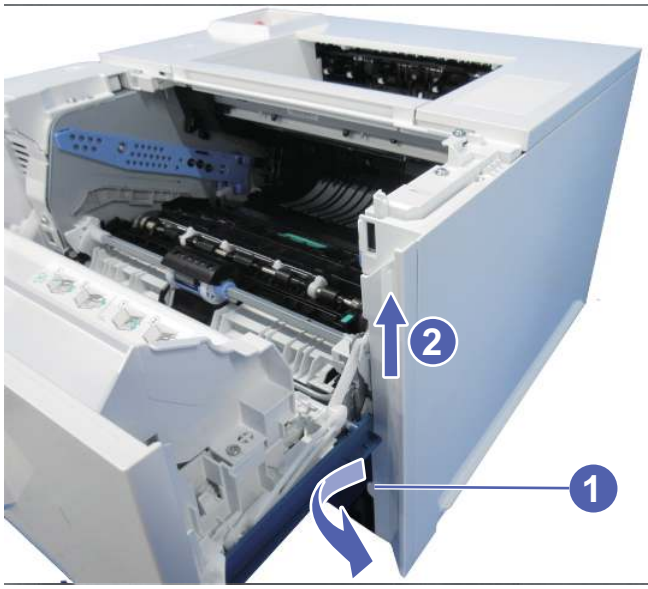
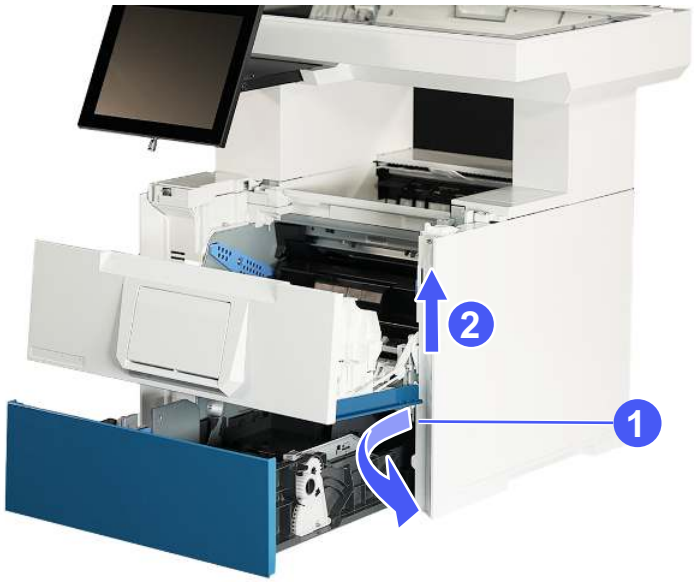



**Figure 4-588 MFP Remove front right cover**




## 2. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-589 Remove one screw**

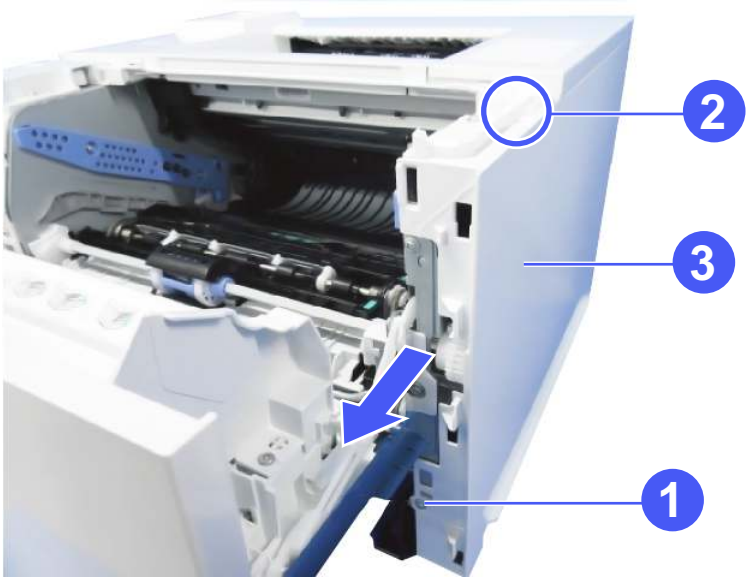
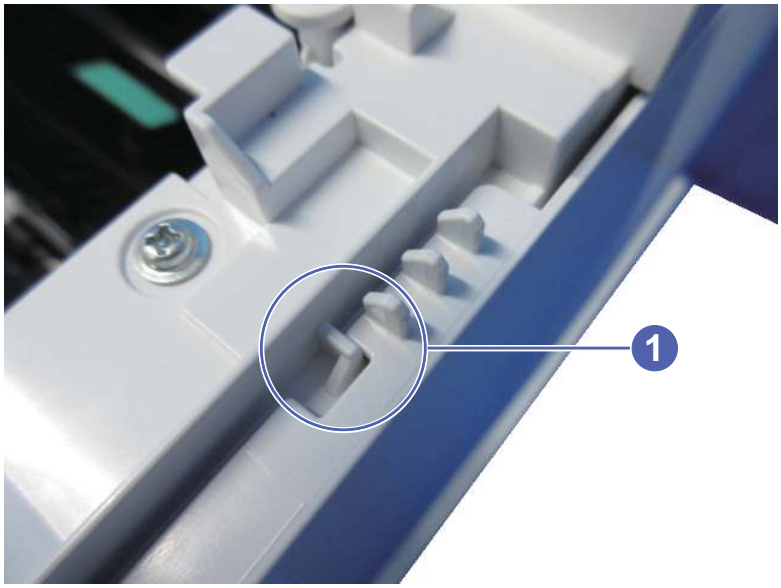



**Figure 4-590 Tab close up.**

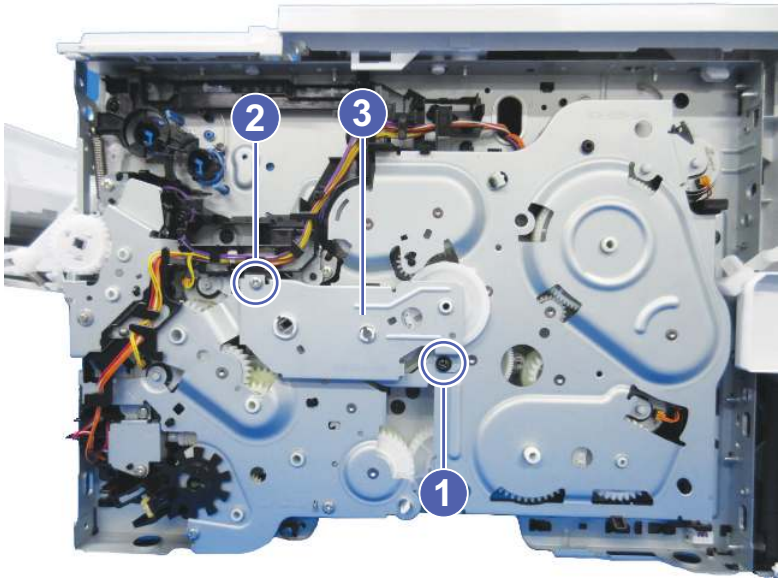



### 3. Remove the DV bypass drive assembly

Follow these steps to remove the DV bypass drive assembly.

- Remove one plastic and one sheet metal screw, then remove the DV bypass drive assembly (callout 3).

**Figure 4-591 Remove the bypass drive assembly**

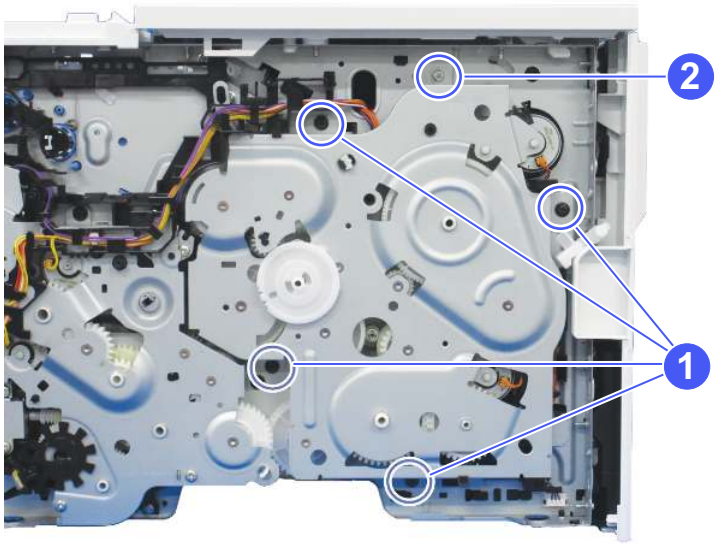



### 4. Remove the main drive assembly

Follow these steps to remove the main drive assembly.

1. Remove four screws (callout 1) and one screw (callout 2).

**Figure 4-592 Remove main drive**

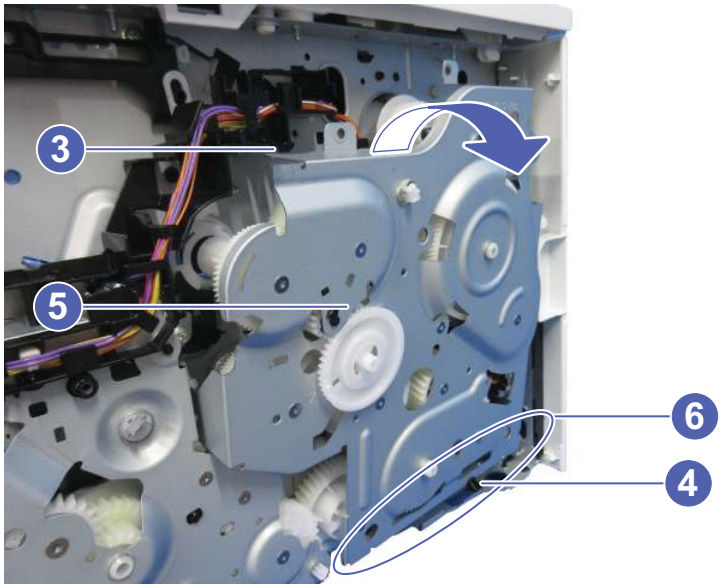


2. Release the upper claw (callout 3), hold the lower sheet metal (callout 6) portion of the main drive assembly (callout 5), which is secured by the lower claw (callout 4), and open the main drive assembly from the top to the direction of the arrow to remove it.

⚠ **CAUTION:** Use caution when removing the main drive assembly. Some of the gears are not secured and may fall out.

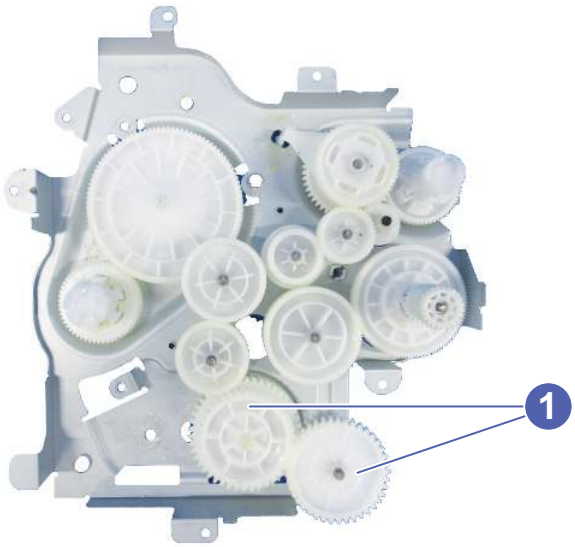
**TIP:** Tip the engine toward the main drive assembly during removal to hold gears in place on main drive.

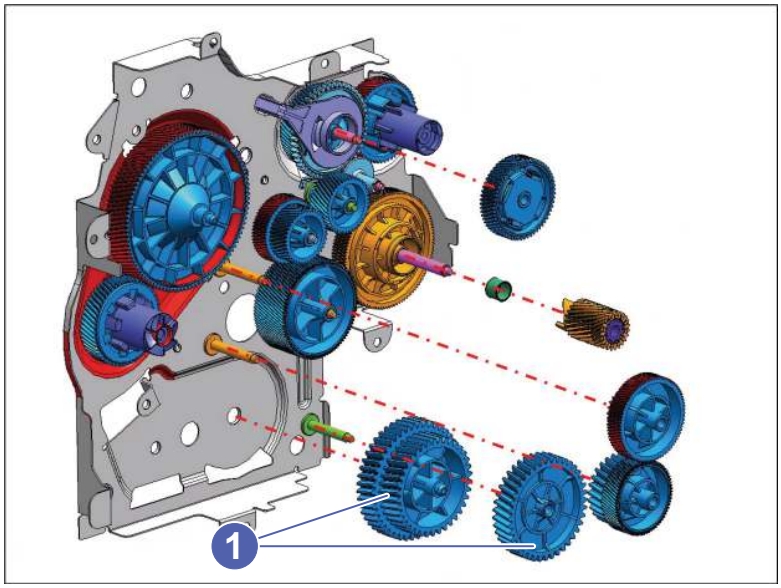
**Figure 4-593 Remove main drive**




3. The gears (callout 1) shown below are prone to coming loose; so carefully handle the main drive assembly.

**Figure 4-594 Main drive gears not secured**



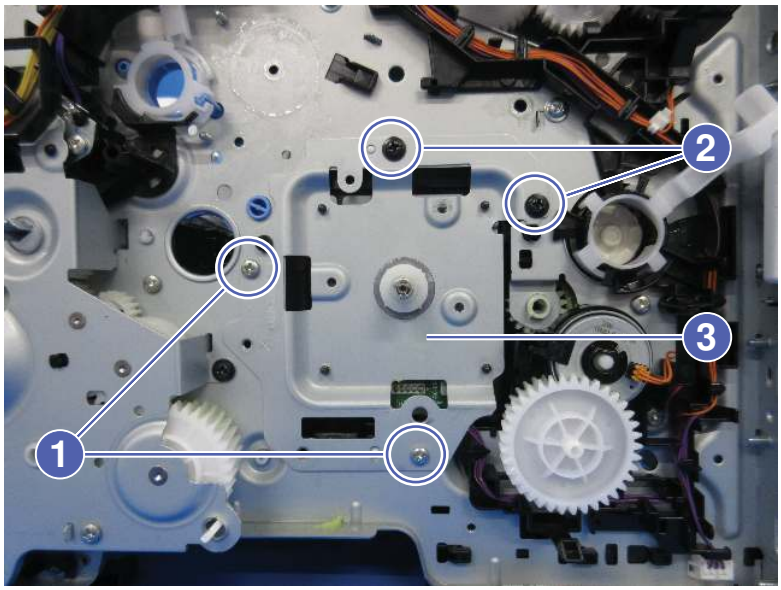



### 5. Remove the main drive assembly

Follow these steps to remove the main drive assembly.

1. Do the following:
   - Remove two silver screws (callout 1).
   - Remove two black screws (callout 2).
   - Remove the main motor together with the plate (callout 3).

**Figure 4-595 Remove the main motor**

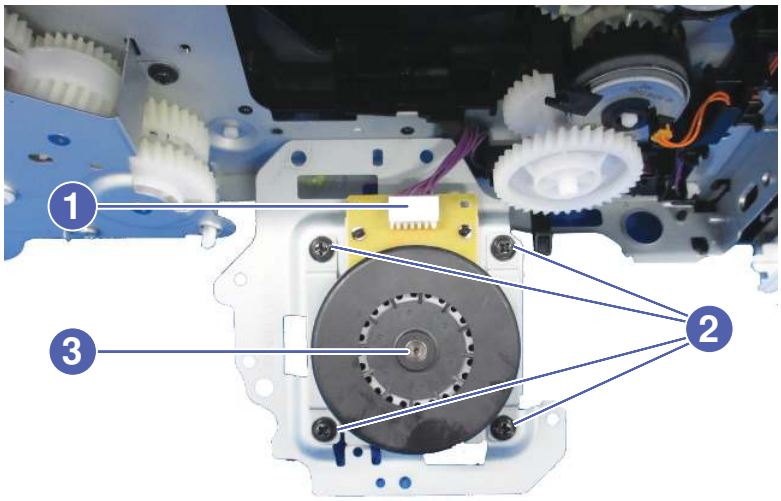



2. Do the following:
   - Disconnect two connectors (callout 1).
   - Remove four screws (callout 2).

- Remove the main motor (callout 3).

**NOTE:** The new motor does not come with the metal bracket.

**Figure 4-596 Remove motor from bracket**




## 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.

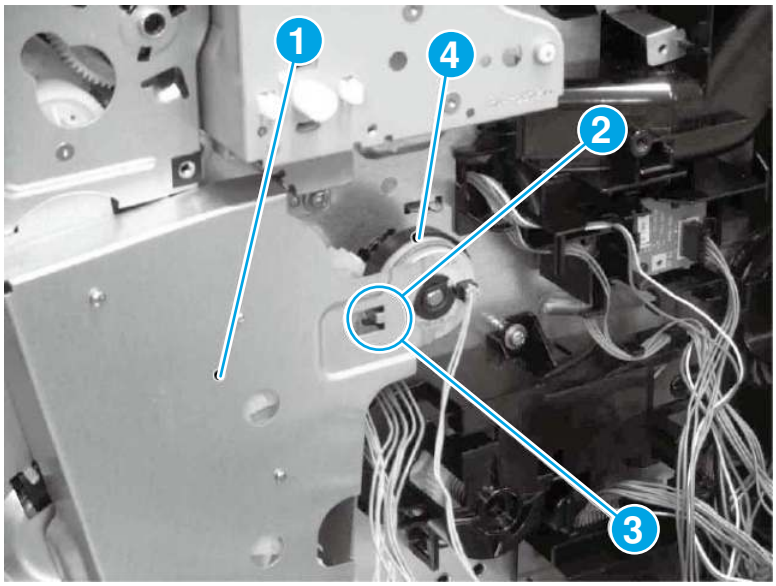
## 7. Reverse the removal steps to install the assembly

Also use the following **special installation instructions**.

**Special installation instructions: Main drive**

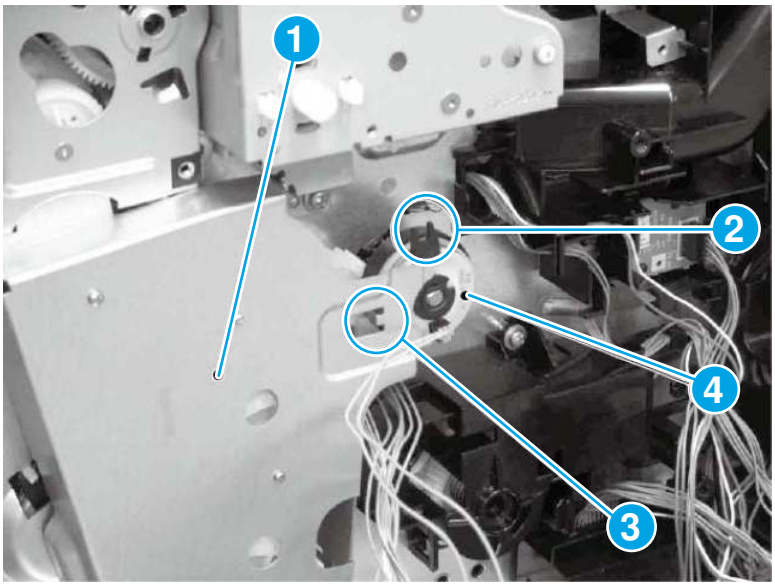
1. When installing the main drive assembly (callout 1) make sure to check that the notch (callout 2) on the clutch is set on the stopper (callout 3) of the main drive assembly and that the clutch is fixed.

**Figure 4-597 The clutch notch is set on the stopper and the clutch is fixed**




2. Make sure that the main drive assembly installation does not result in a clutch not fixed.

Figure 4-598 **The clutch is not fixed**




## Removal and replacement: Lifter motor

This document provides the procedures to remove and replace the lifter motor assembly.

Mean time to repair: 15 minutes

Service level: Intermediate

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

### Before performing service

- Disconnect the power cable.

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

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

Table 4-50 **Part information**

| Part number | Part description |
|---|---|
| RM3-2415-000CN | Lifter motor assembly |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.
2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-599 SFP Remove front right cover**

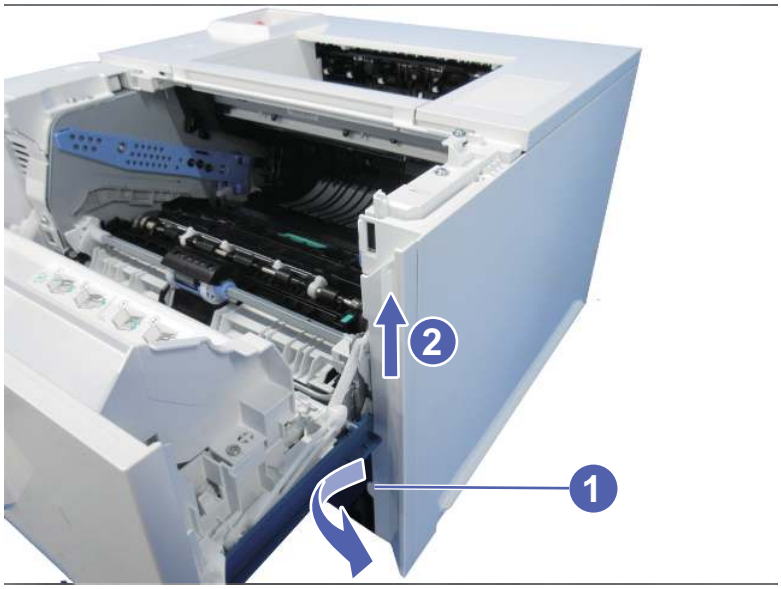
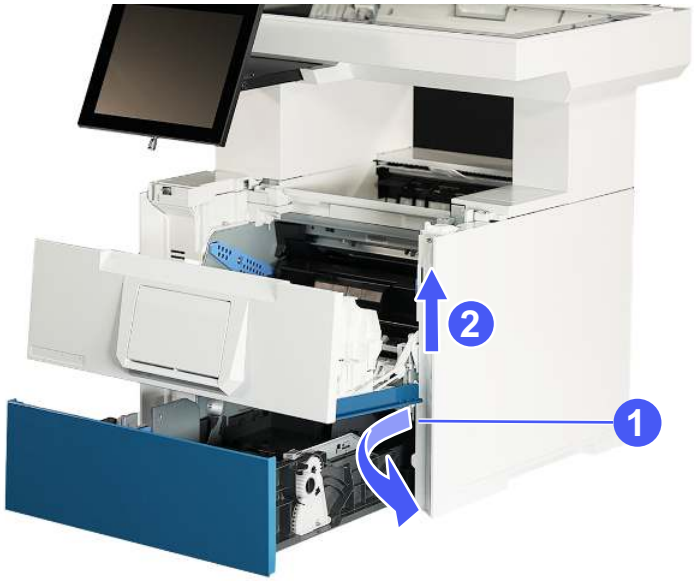


Figure 4-600 **MFP Remove front right cover**




## 2. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

Figure 4-601 **Remove one screw**

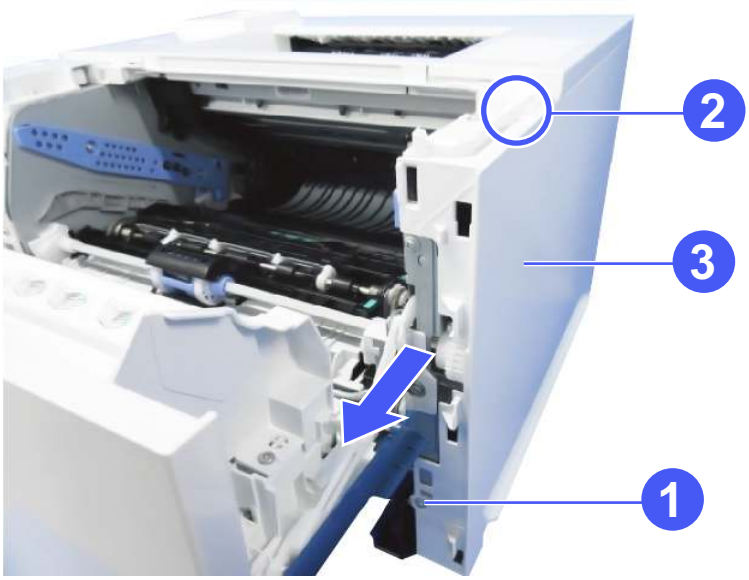
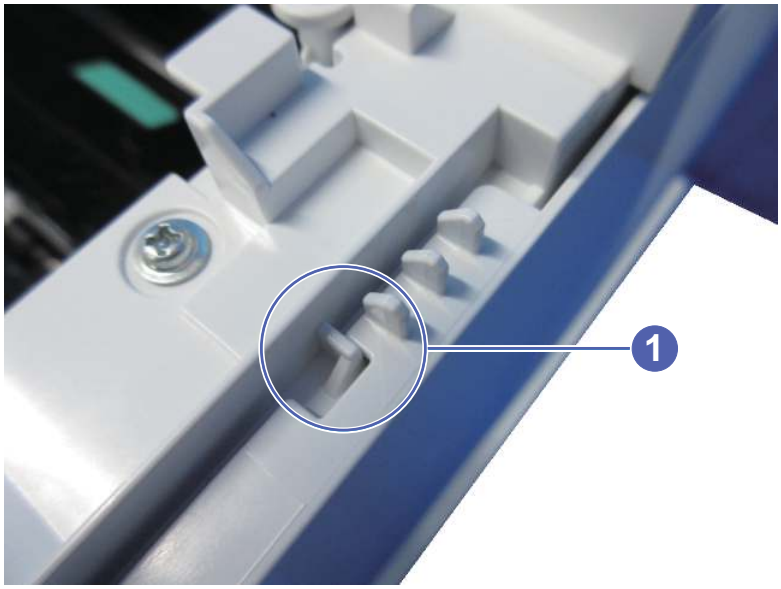


Figure 4-602 **Tab close up.**

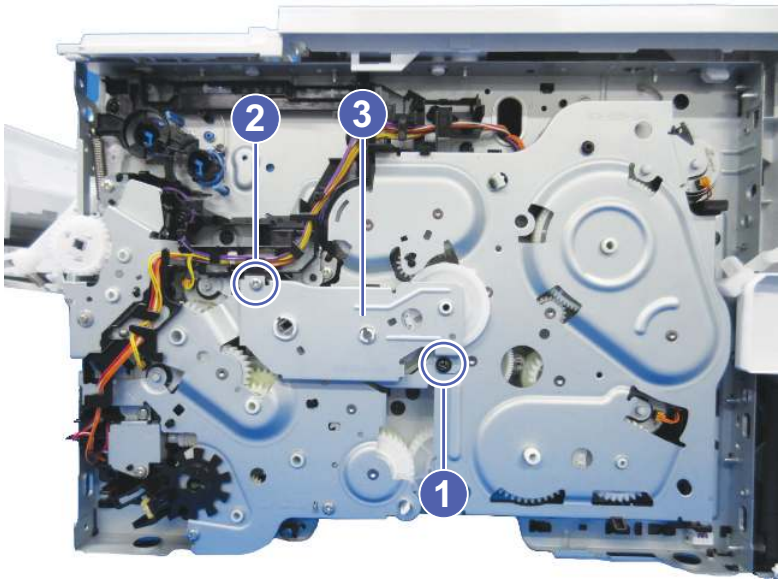



### 3. Remove the DV bypass drive assembly

Follow these steps to remove the DV bypass drive assembly.

- Remove one plastic and one sheet metal screw, then remove the DV bypass drive assembly (callout 3).

Figure 4-603 **Remove the bypass drive assembly**



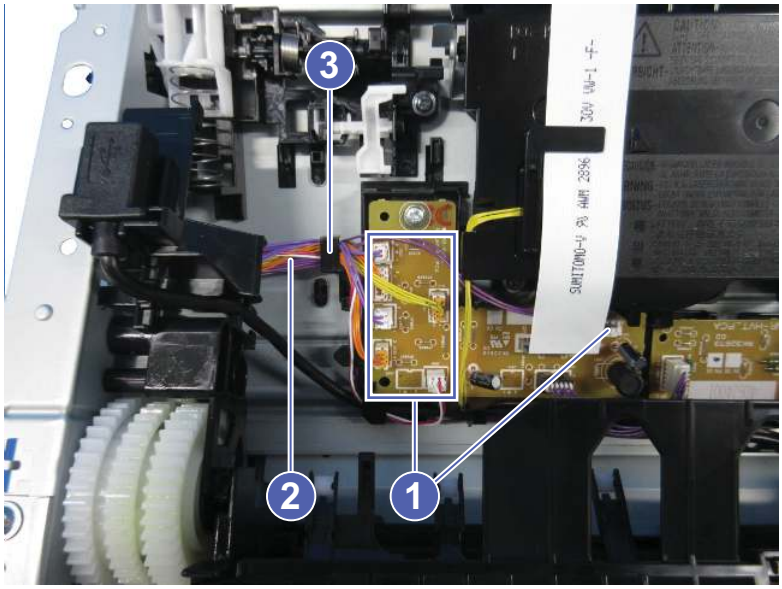

### 4. Remove the paper pickup drive assembly

Follow these steps to remove the paper pickup drive assembly.

1. Disconnect seven connectors (callout 1). Release the cable (callout 3) from the cable guide (callout 2).

**NOTE:** The FFC needs to be disconnected to access one of the cable connectors.

**Figure 4-604 Remove connectors and cables**

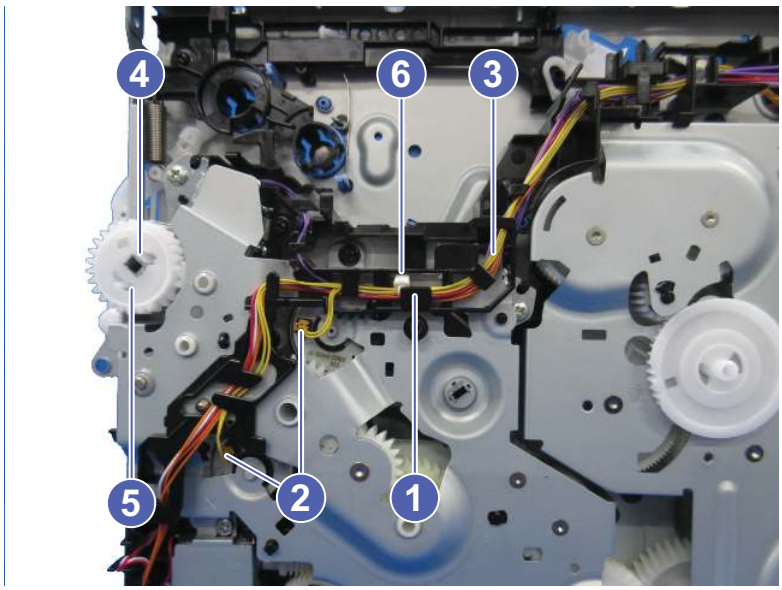



2. Do the following:

   - Disconnect two connectors (callout 1).
   - Release the cable (callout 3) from the cable guide (callout 2).
   - Unhook one tab (callout 4) and remove the gear unit (callout 5).

**TIP:** When reassembling, when routing the cable (callout 3), ensure that the tie wrap (callout 6) is positioned as shown in the photo.

**Figure 4-605 Pickup drive assembly part locations**

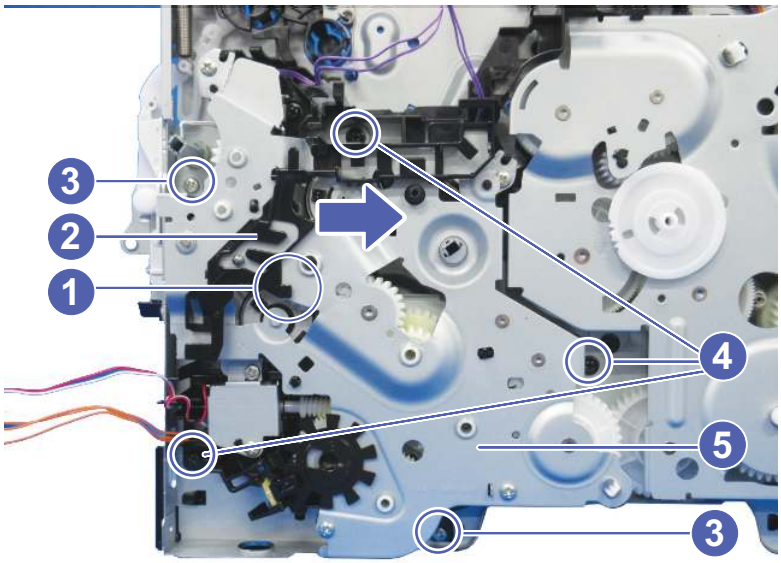



3. Do the following:

   - Remove one claw (callout 1) and slide the cable guide (callout 2) in the direction of the arrow to remove it.

- Remove two screws (callout 3) and three screws (callout 4).
- Remove the paper pick-up drive assembly (callout 5)

**Figure 4-606 Remove the pickup drive assembly**

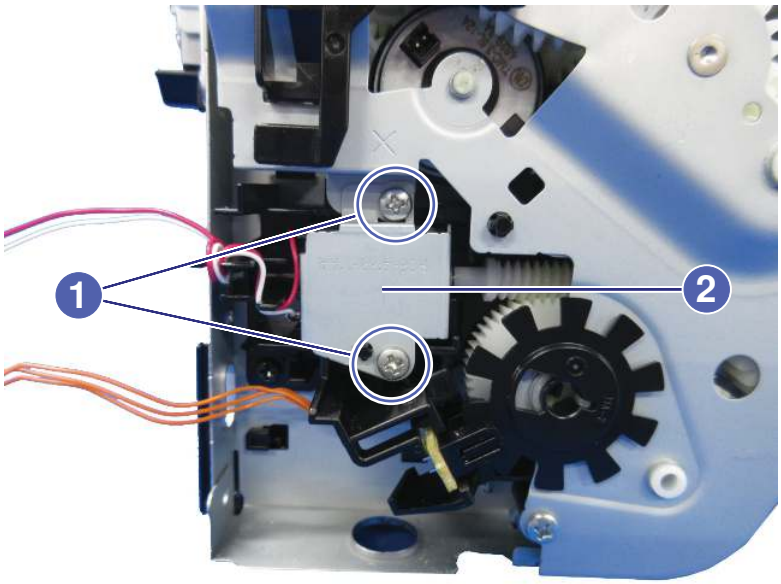



## 5. Remove the lifter motor assembly

Follow these steps to remove the lifter motor assembly.

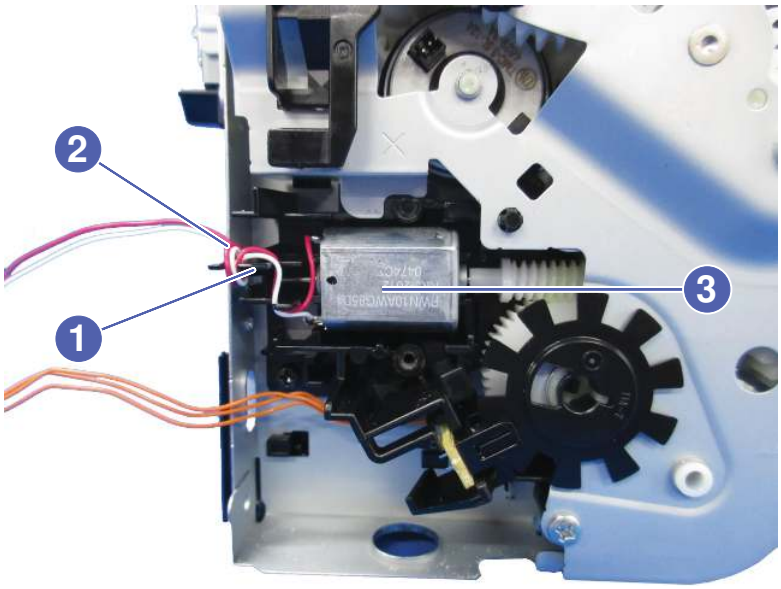
1. Remove two screws (callout 1) and remove the plate (callout 2).

**Figure 4-607 Remove screws and plate**



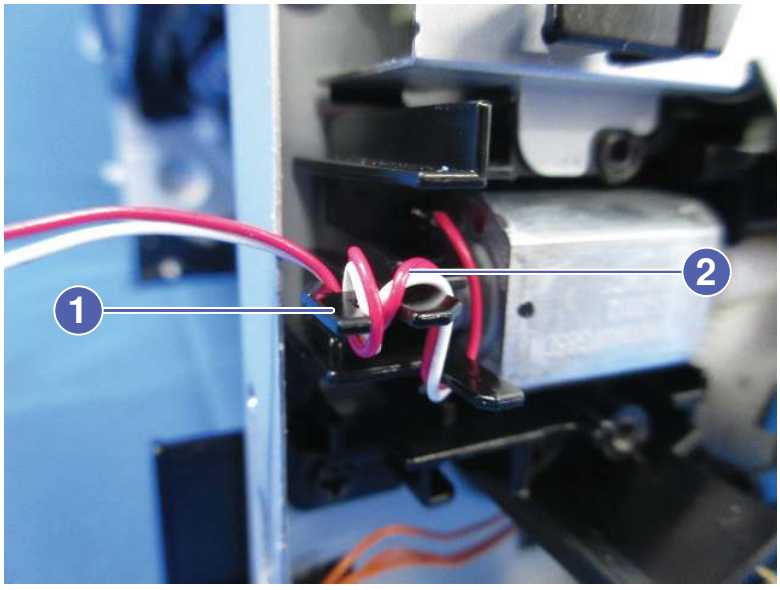
2. Remove the cable (callout 2) from the cable guide (callout 1). Remove the lifter motor (callout 3).

**Figure 4-608 Remove lifter motor**




When installing new motor, wind the cable (callout 2) around the cable guide (callout 1) as shown in the photo.

**Figure 4-609 Wind the cables**




## 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.

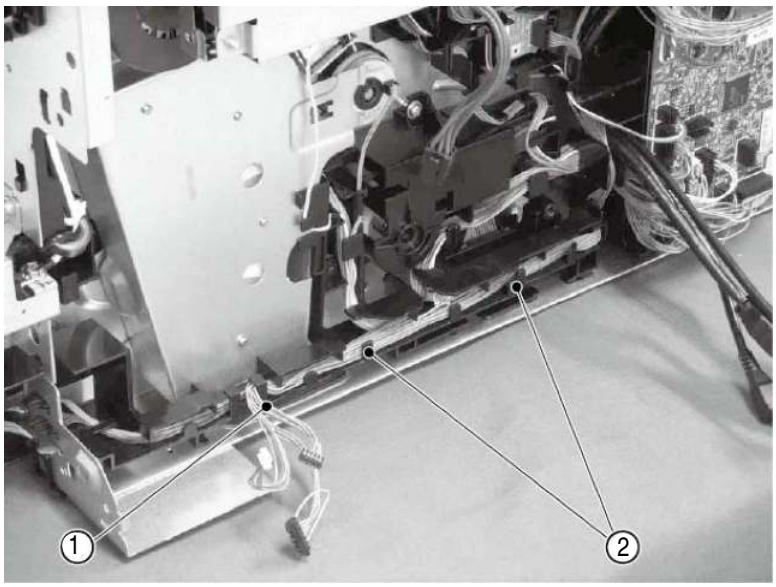
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## 7. Remove the lifter drive assembly

Follow these steps to remove the lifter drive assembly.

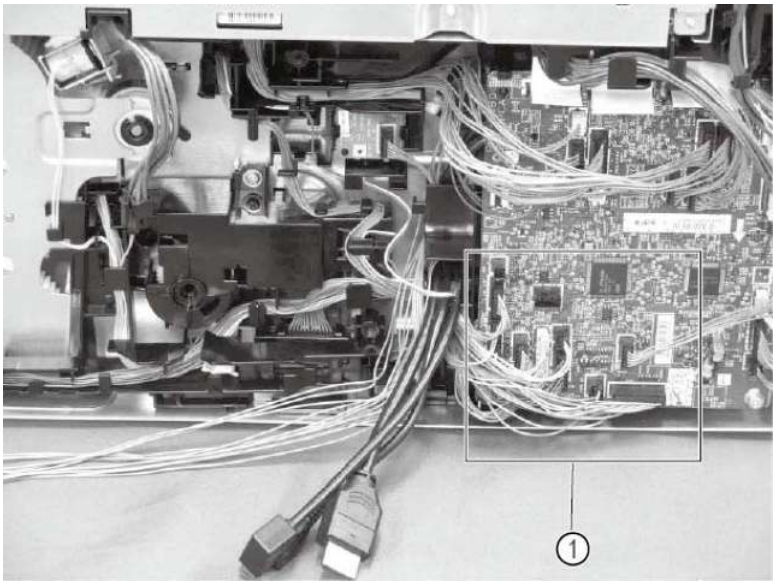
1. Release the cable (callout 1) from the cable guides (callout 2).

**Figure 4-610 Release the cable from the cable guides**



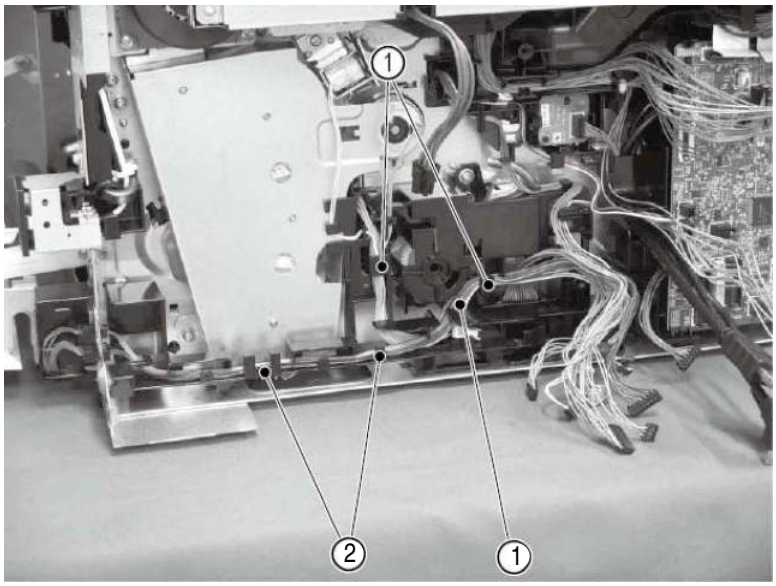
2. Disconnect eight connectors (callout 1).

**Figure 4-611 Disconnect eight connectors**




3. Release the cable (callout 1) from the cable guides (callout 2).

**Figure 4-612 Release the cable from the cable guides**

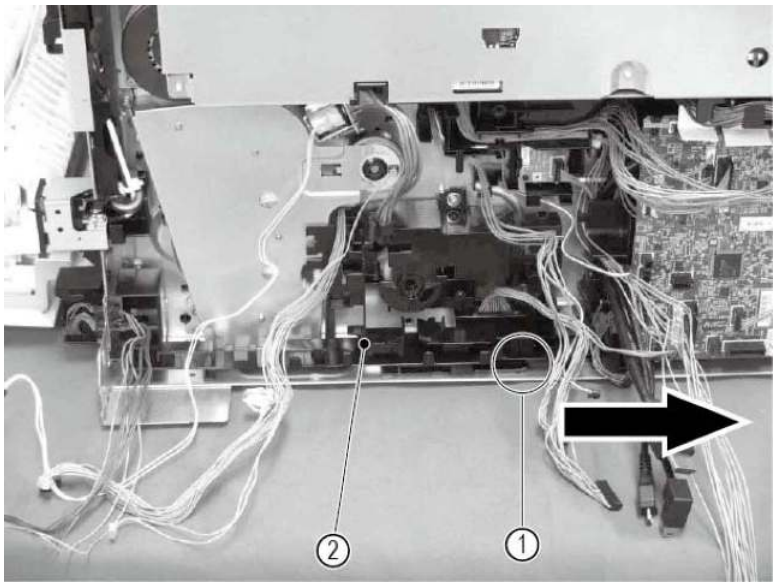



4. Do the following:

   a. Release one tab (callout 1).

   b. Slide the cable guide (callout 2) in the direction indicated by the arrow, and remove it.

**Figure 4-613 Release one tab and remove the cable guide**




5. Do the following:

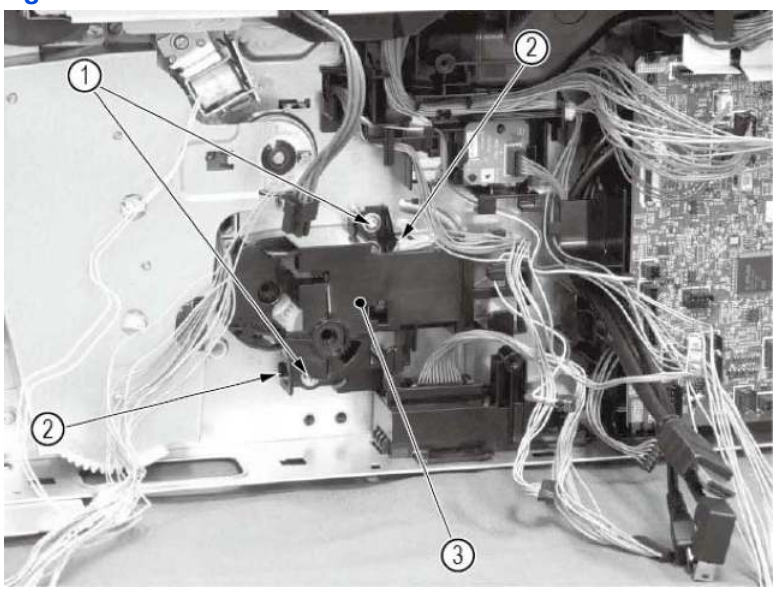
   a. Remove two screws (callout 1).

   b. Release two tabs (callout 2).

   c. Remove the lifter drive assembly (callout 3).

**TIP:** Reverse the removal steps to install the assembly.

**Figure 4-614 Remove two screws and release two tabs and remove the lifter drive assembly**




## Removal and replacement: Reverse drive assembly 5501, X50352

This document provides the procedures to remove and replace the reverse drive assembly.

Mean time to repair: 21 minutes

Service level: Advanced

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

## Before performing service

- Disconnect the power cable.

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

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

**Table 4-51 Part information**

| Part number | Part description |
|---|---|
| **RM3-1710-000CN** | Reverse drive assembly |

## Required tools

- #2 Phillips 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

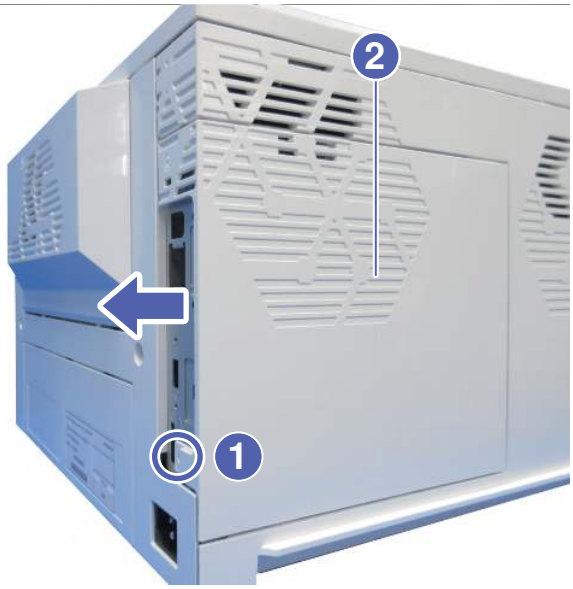
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

# Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-615 Remove the formatter cover**




## Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.
2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-616 SFP Remove front right cover**

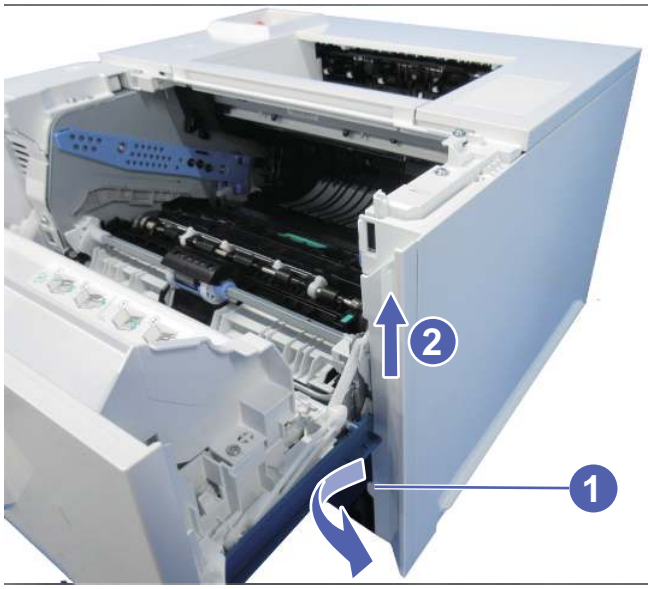
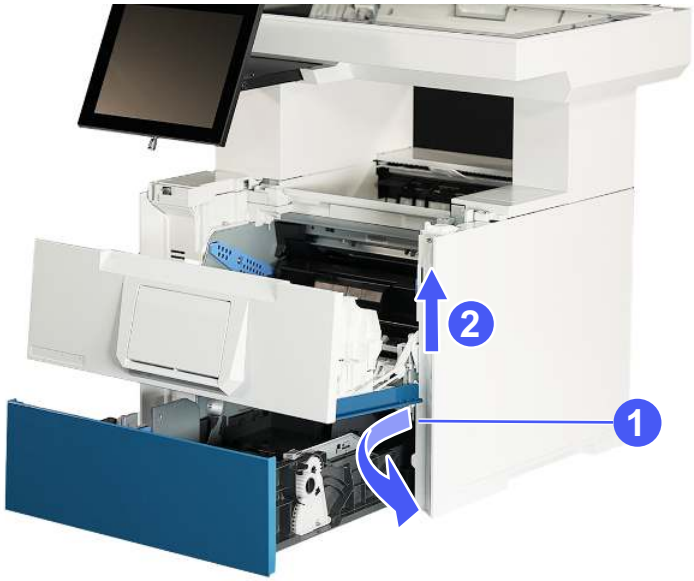


Figure 4-617 **MFP Remove front right cover**




## Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

Figure 4-618 **Remove one screw**

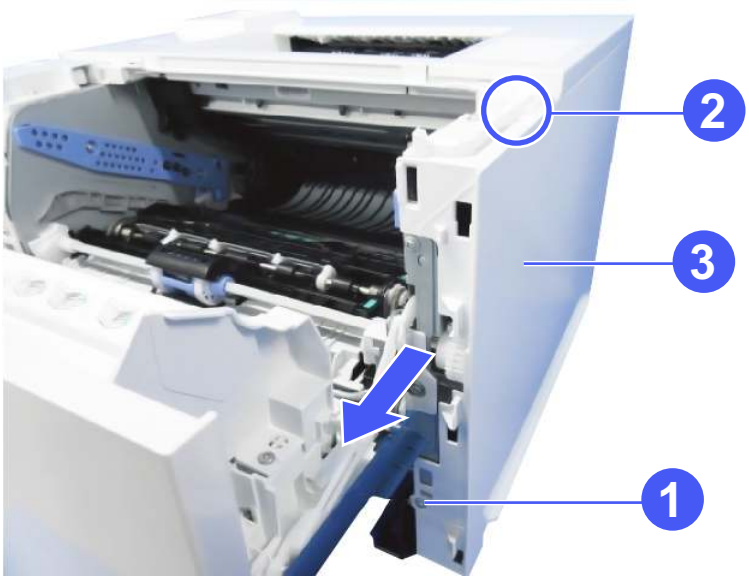
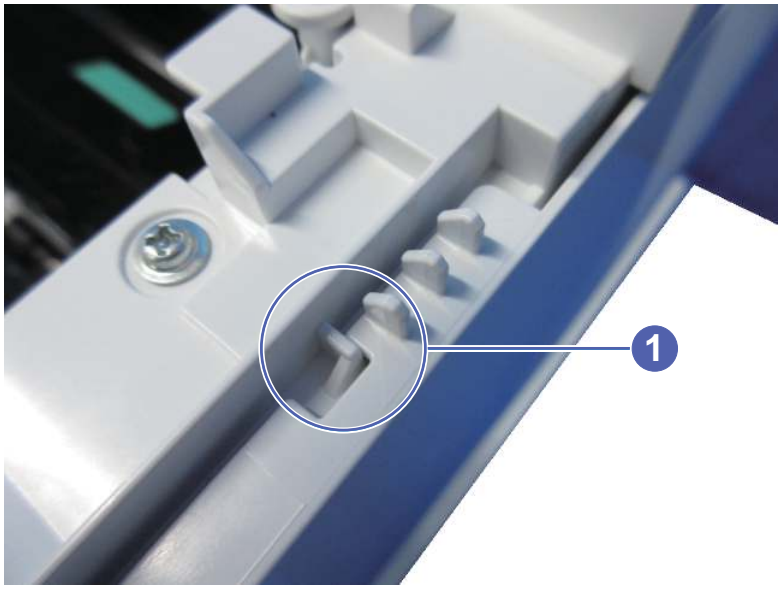


**Figure 4-619 Tab close up.**




## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-620 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-621** **Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-622 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-623 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-624 Unhook one tab**

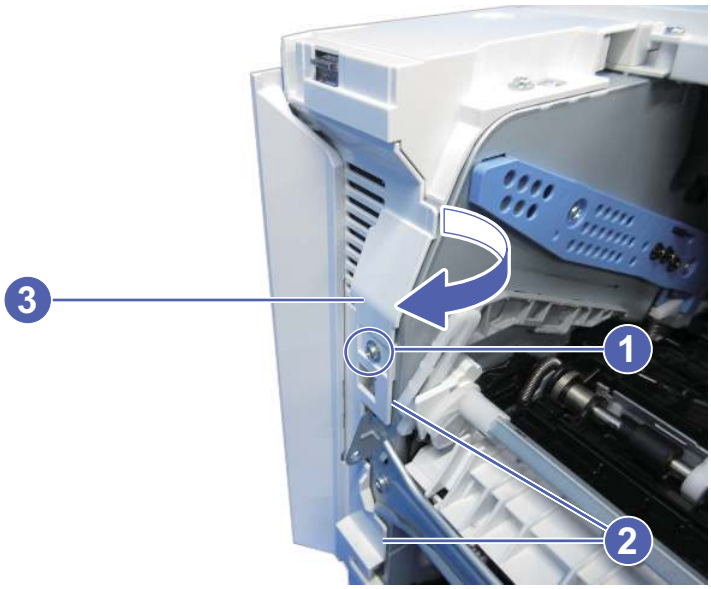



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-625 Remove one screw**



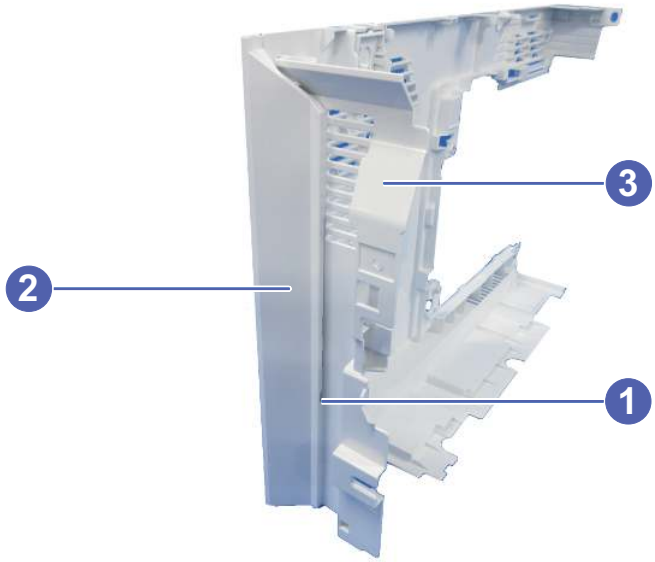

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

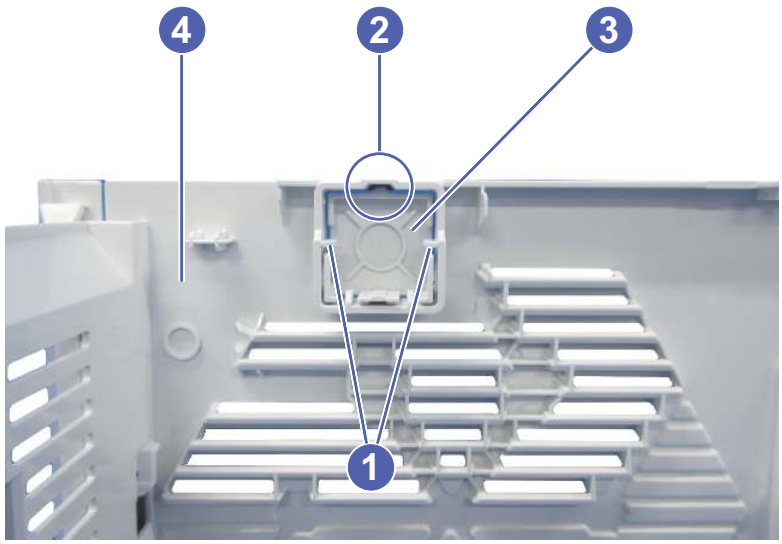
**Figure 4-626 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-627 Remove door button**




## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-628 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-629 Locate cable cover**

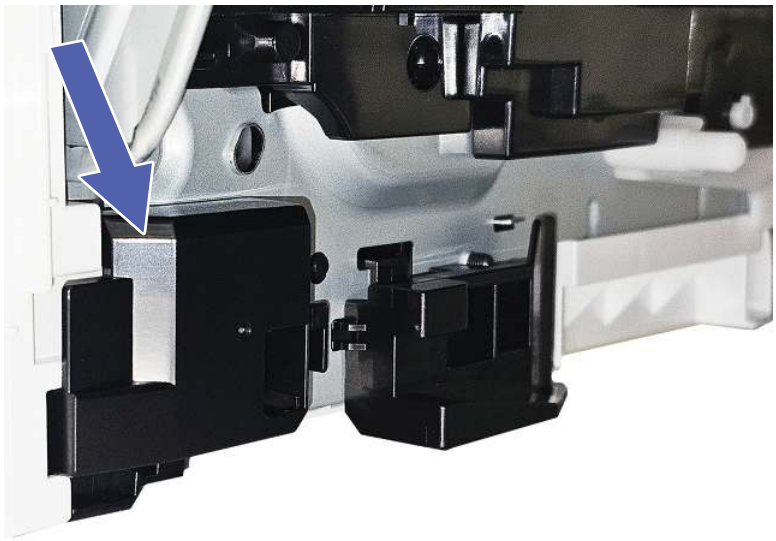
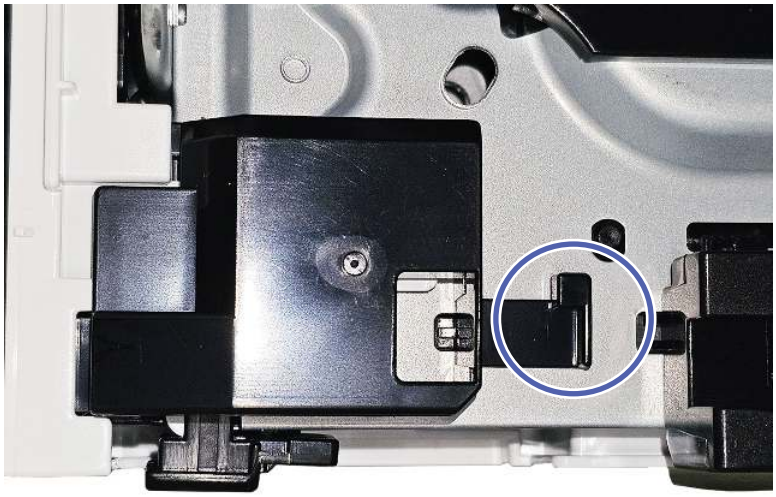
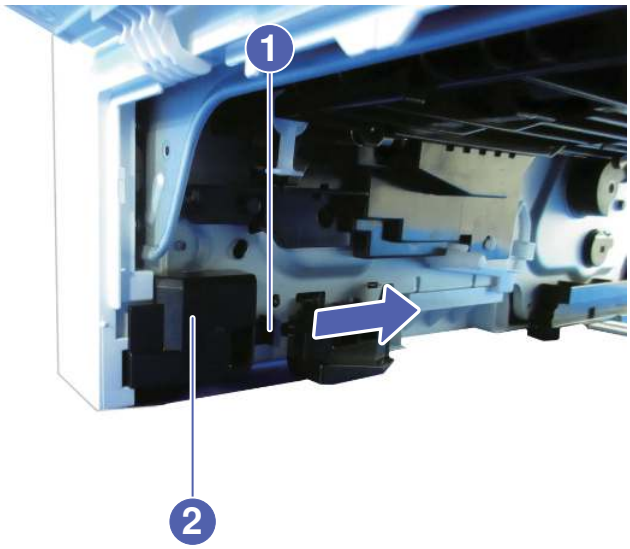


**Figure 4-630 Cover locking tab**



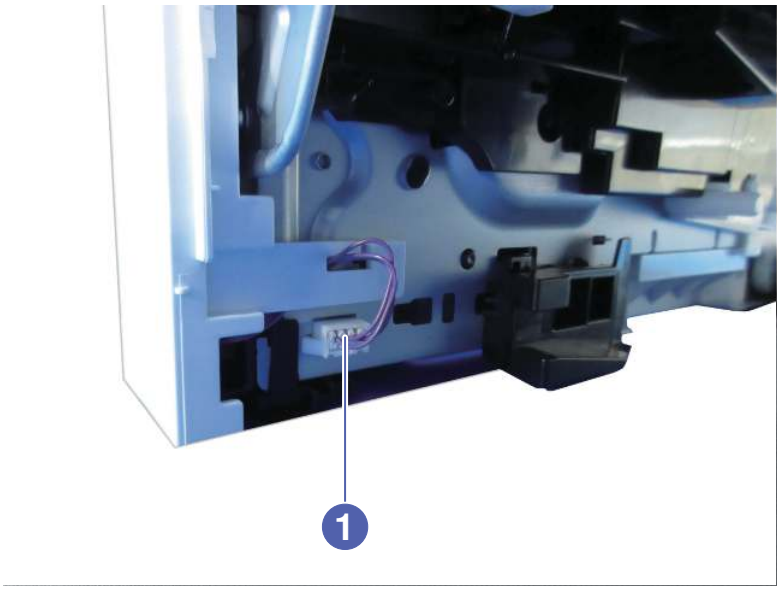
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-631 Remove the cover**



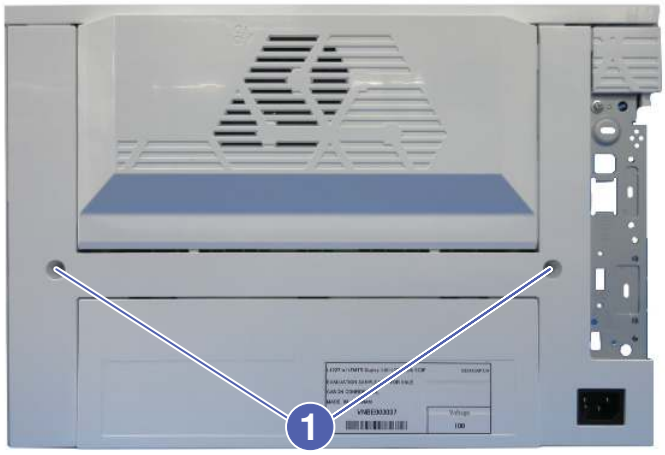
5. Pull off one connector (callout 1).

**Figure 4-632 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-633 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-634 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-635 Unhook one tab**



9. Open the rear door.

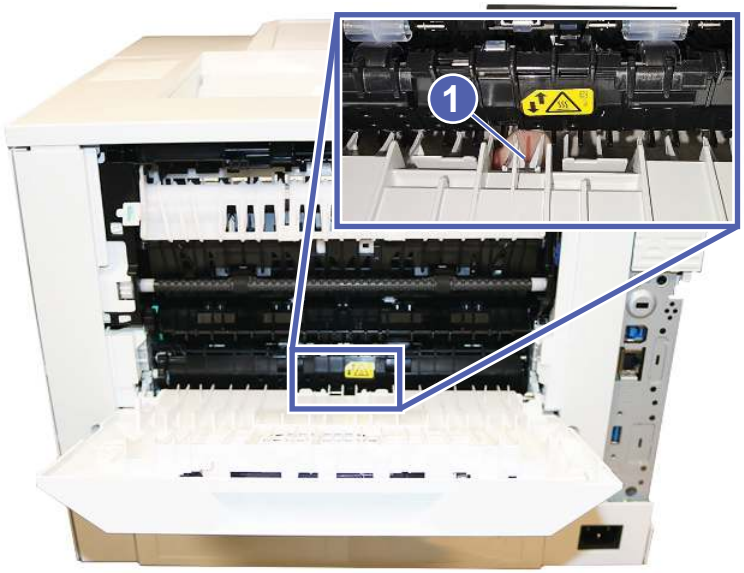
**Figure 4-636 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-637 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Remove the output bin

Follow these steps to remove the output bin.

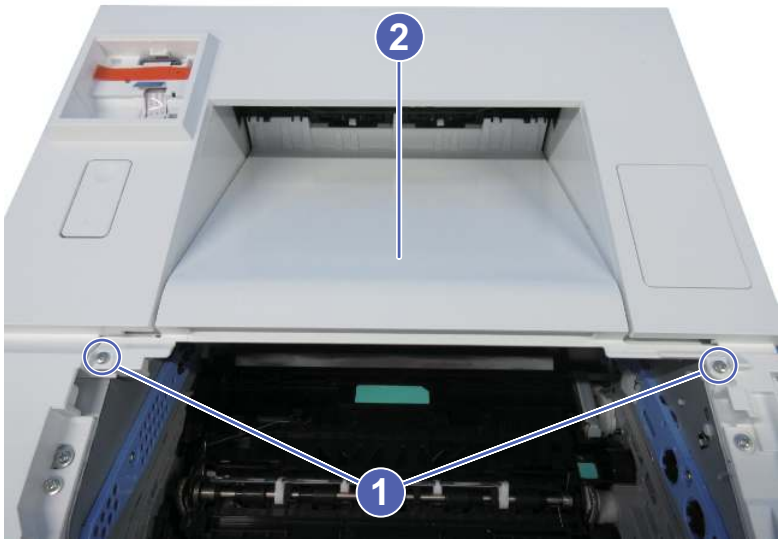
1. Open the toner cartridge access door.

2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-638 Remove two screws then output bin**



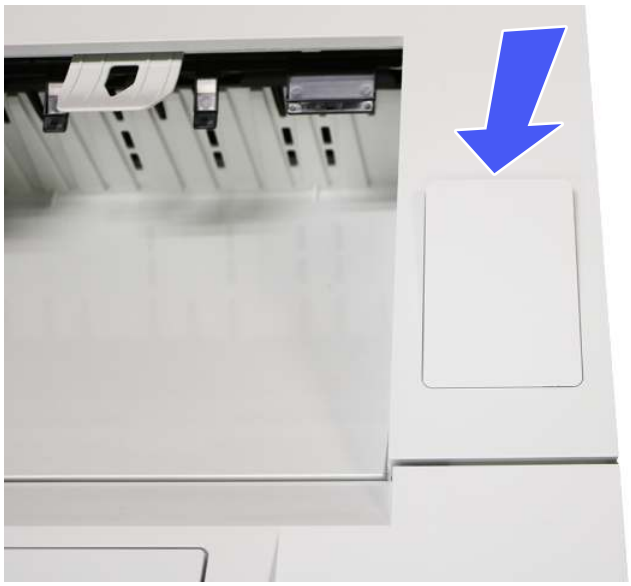

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## Remove the HIP cover

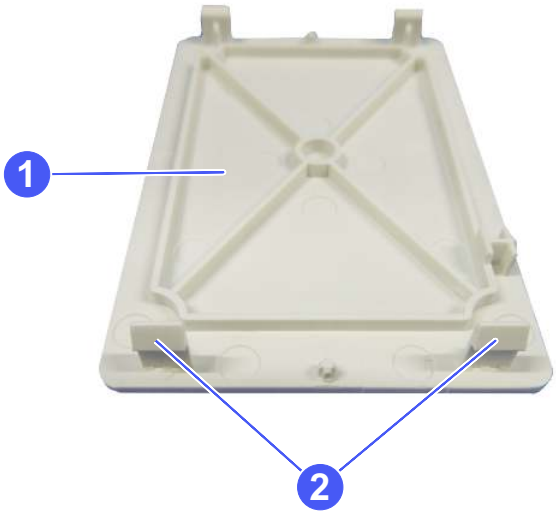
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-639 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.

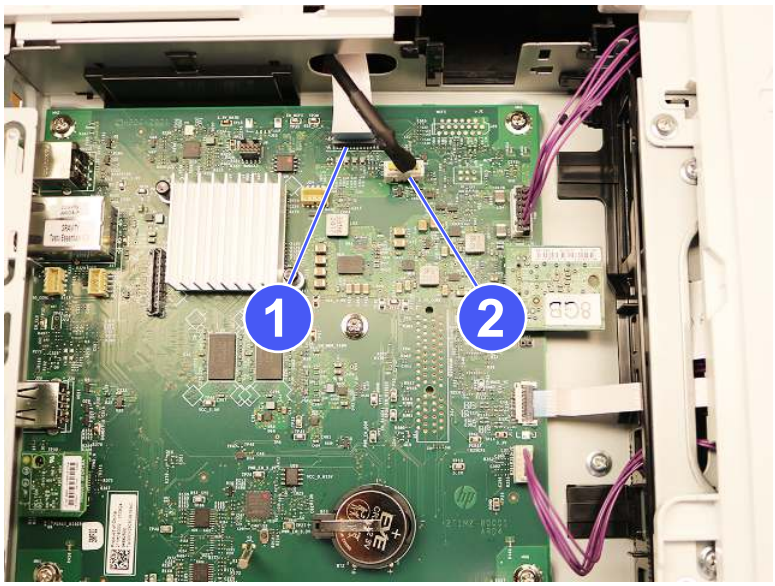



## Remove the top cover

Follow these steps to remove the top cover.

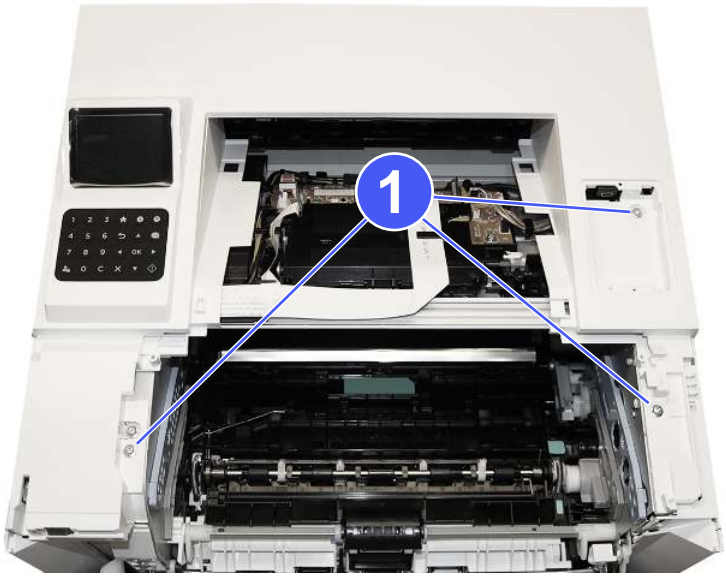
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-640 Disconnect the cables**




2. Remove three screws (callout 1).

**Figure 4-641 Remove the screws**




3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

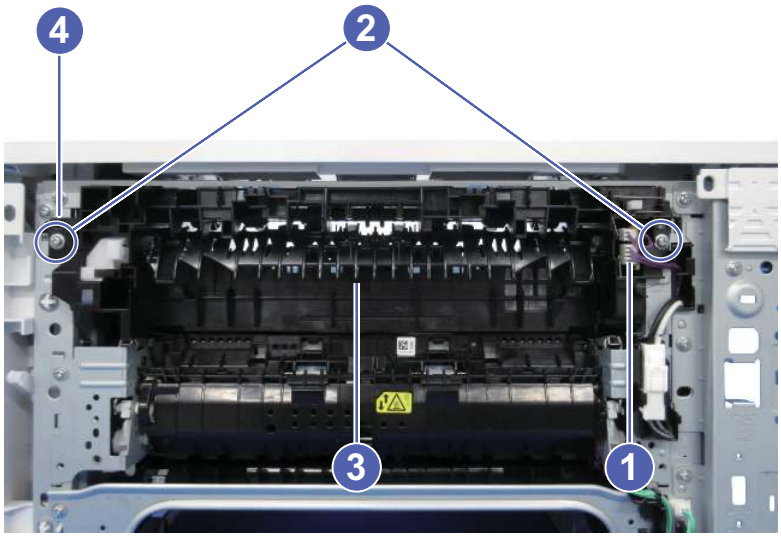
## Remove the paper delivery assembly

Follow these steps to remove the paper delivery assembly.

- Pull out one connector (callout 1) and remove two screws (callout 2). Lift the temporary holding part (callout 4) of the delivery assembly (callout 3) and slide it downward, then pull out and remove the delivery assembly.

**TIP:** The delivery assembly needs to shift slightly to the right to come out.

**Figure 4-642 Remove paper delivery assembly**

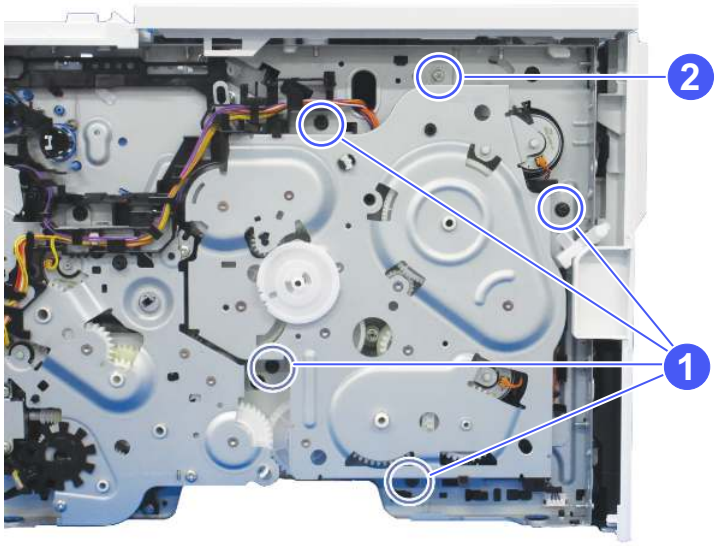



## Remove the main drive assembly

Follow these steps to remove the main drive assembly.

1. Remove four screws (callout 1) and one screw (callout 2).

**Figure 4-643 Remove main drive**

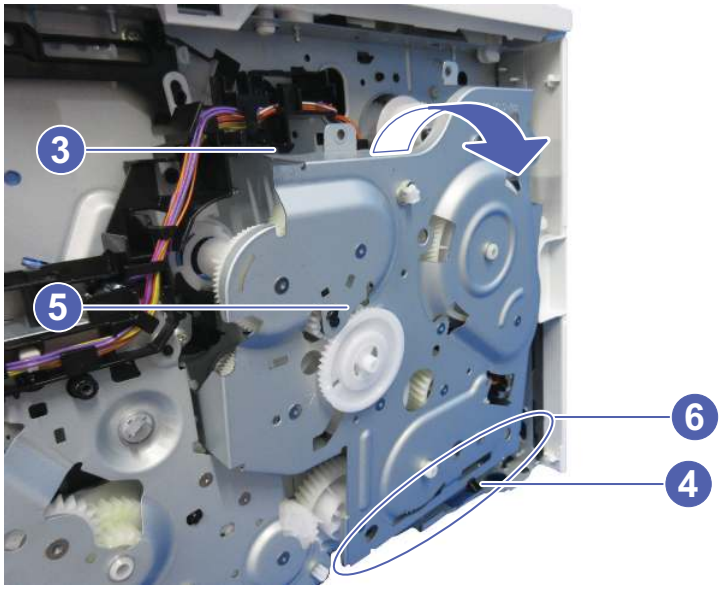



2. Release the upper claw (callout 3), hold the lower sheet metal (callout 6) portion of the main drive assembly (callout 5), which is secured by the lower claw (callout 4), and open the main drive assembly from the top to the direction of the arrow to remove it.

⚠ **CAUTION:** Use caution when removing the main drive assembly. Some of the gears are not secured and may fall out.

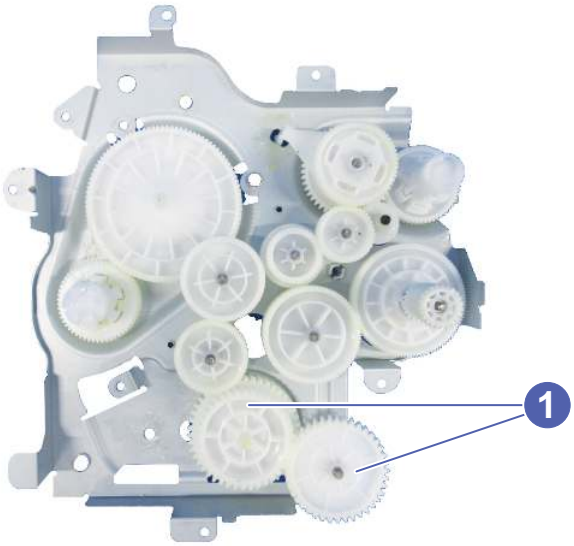
**TIP:** Tip the engine toward the main drive assembly during removal to hold gears in place on main drive.

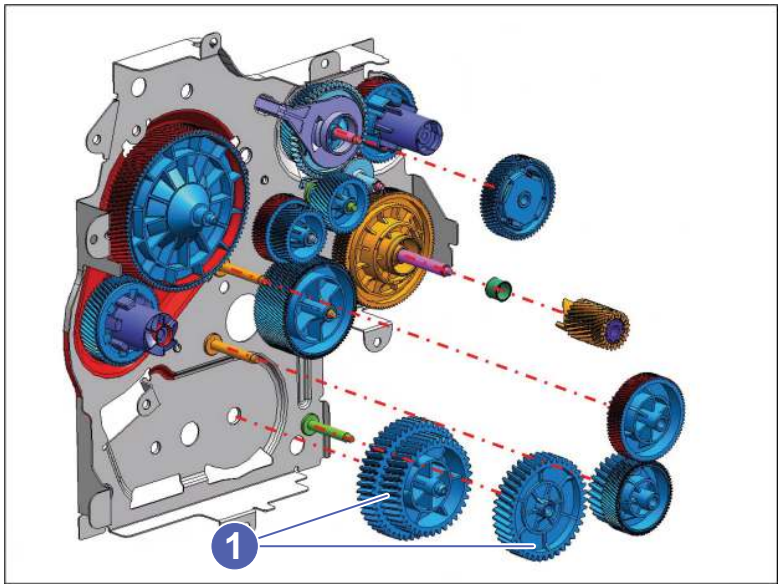
**Figure 4-644 Remove main drive**




3. The gears (callout 1) shown below are prone to coming loose; so carefully handle the main drive assembly.

**Figure 4-645 Main drive gears not secured**



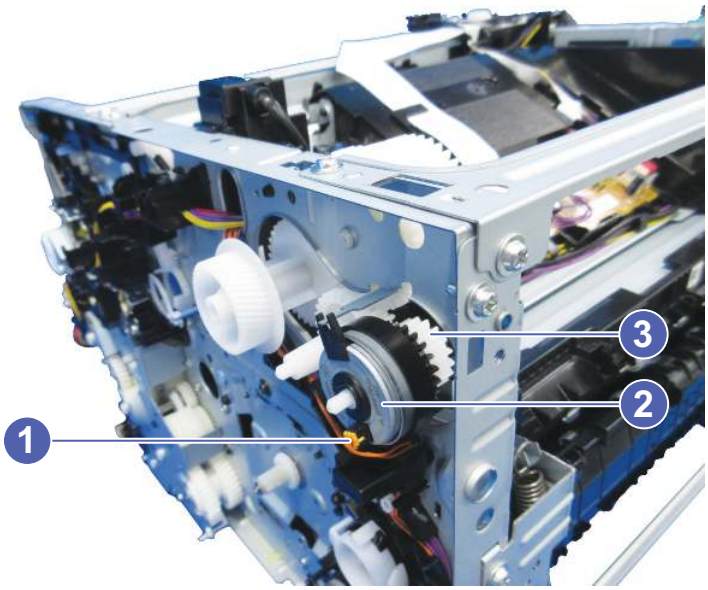



## Remove the reverse drive assembly

Follow these steps to remove the reverse drive assembly.

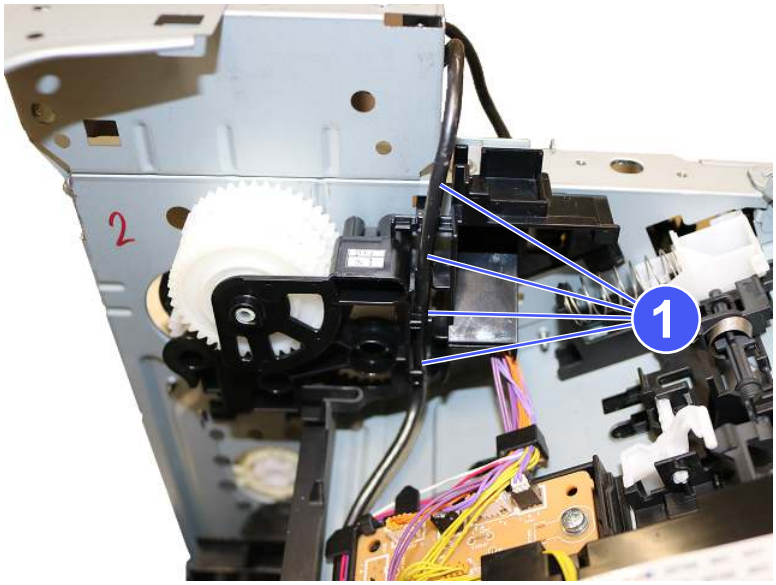
1. Remove one connector (callout 1), one clutch (callout 2), and one gear (callout 3).

**Figure 4-646 Remove connector, clutch and gear**



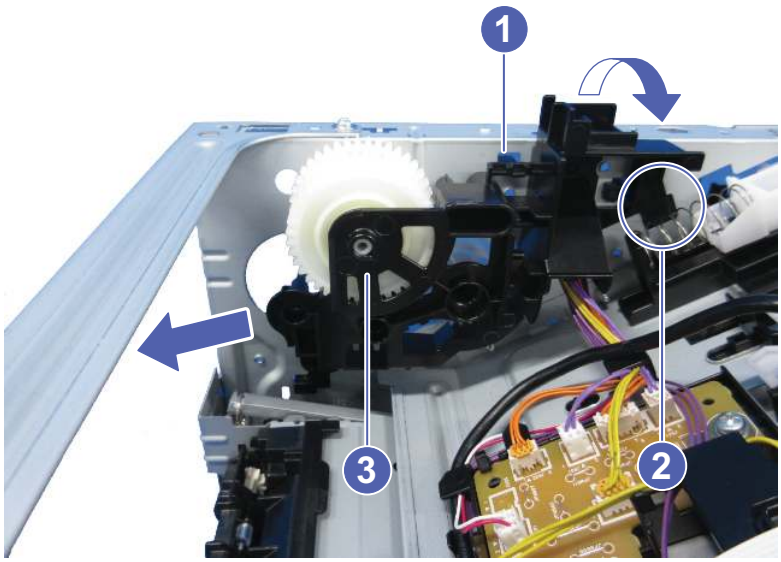
2. Remove the HIP cable (callout 1) from the bracket.

**Figure 4-647 Remove the HIP cable**




3. Remove one claw (callout 1), unhook the hook (callout 3) of the reverse drive assembly (callout 2), and slightly rotate the reverse drive assembly in the direction of the arrow. Slide the reverse drive assembly (callout 2) in the direction of the arrow to remove it

**Figure 4-648 Remove reverse drive**




## Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Reverse drive assembly 5502, X50452

This document provides the procedures to remove and replace the reverse drive assembly.

Mean time to repair: 21 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-52 Part information**

| Part number | Part description |
|---|---|
| **RM3-1710-000CN** | Reverse drive assembly |

### Required tools

- #2 Phillips 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

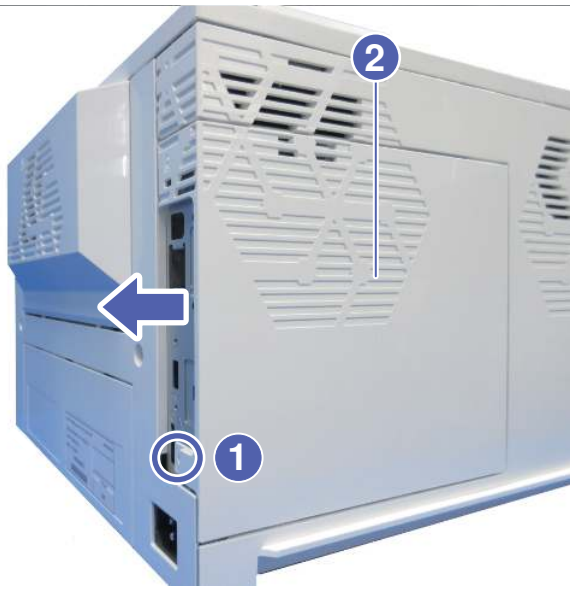
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-649 Remove the formatter cover**




## Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-650 SFP Remove front right cover**

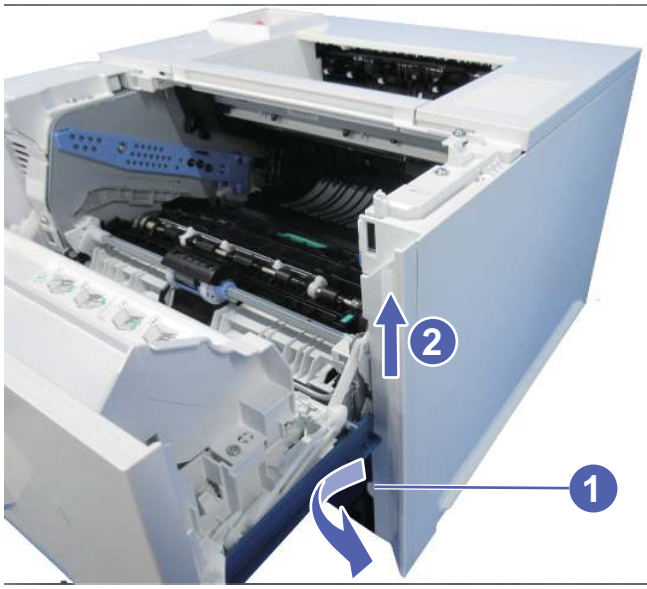
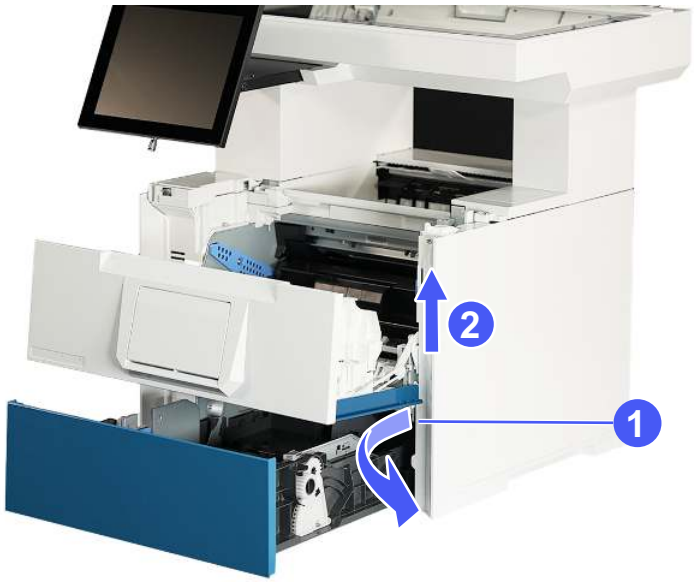



**Figure 4-651 MFP Remove front right cover**




## Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-652 Remove one screw**

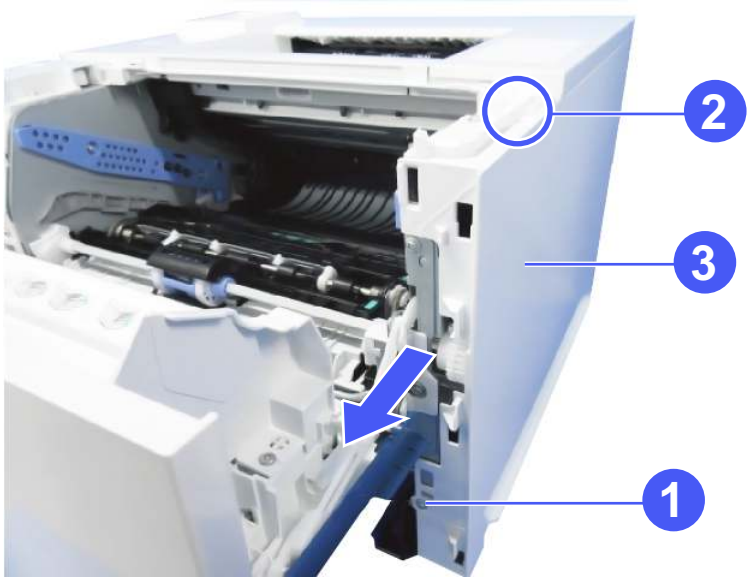
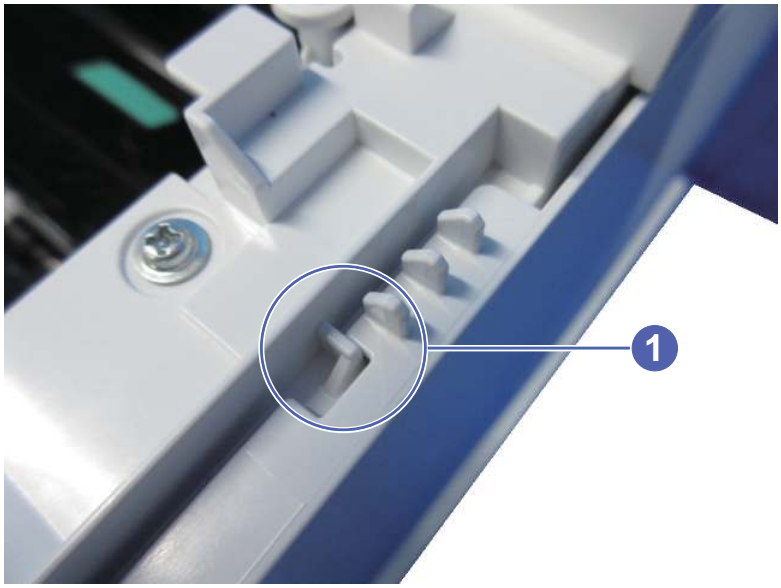



**Figure 4-653 Tab close up.**




## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-654 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-655 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-656 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-657 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-658 Unhook one tab**

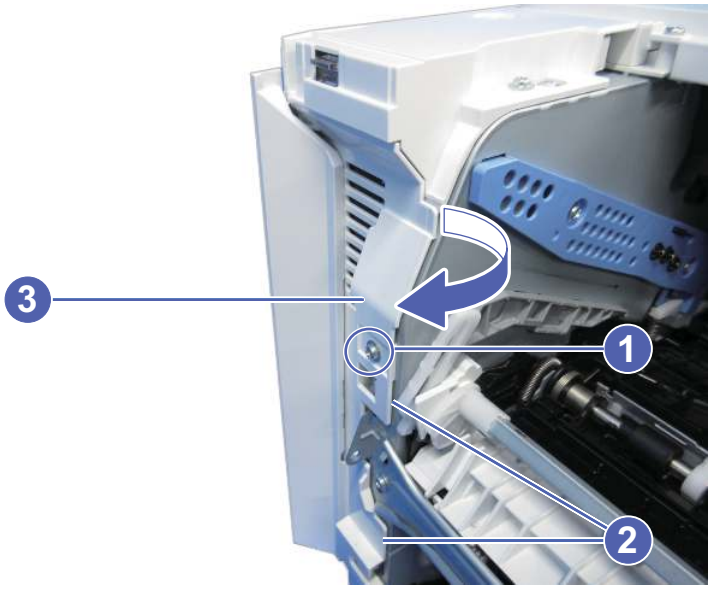



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-659 Remove one screw**



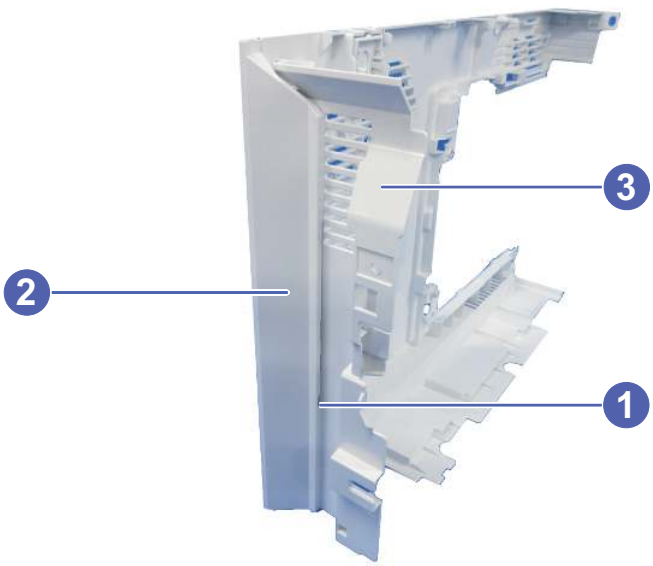

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

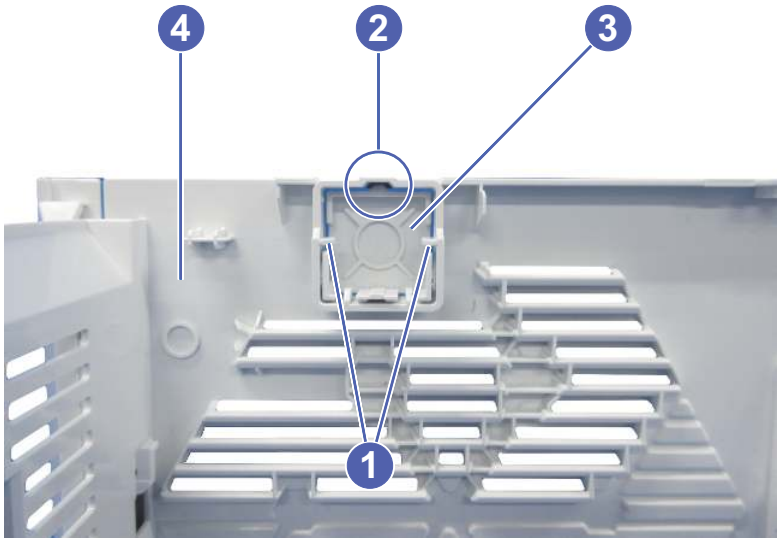
**Figure 4-660 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-661 Remove door button**




## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-662 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-663 Locate cable cover**

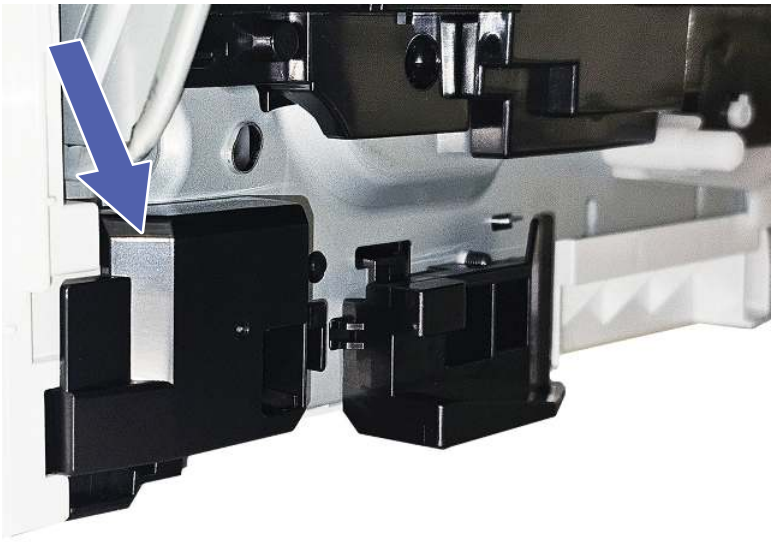
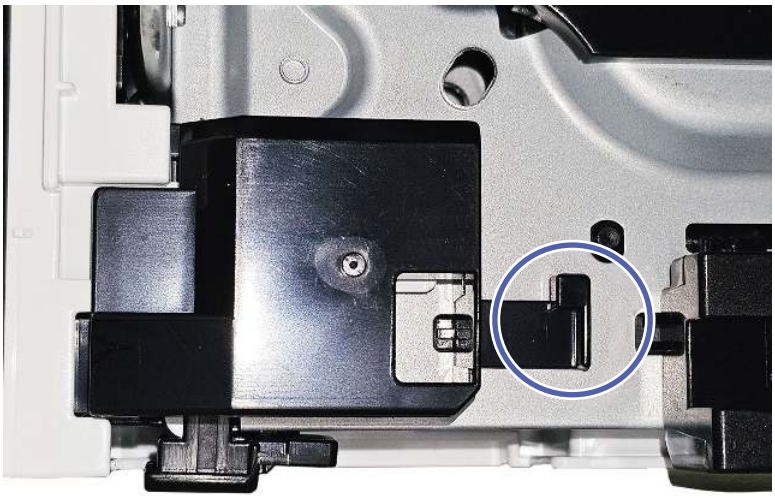
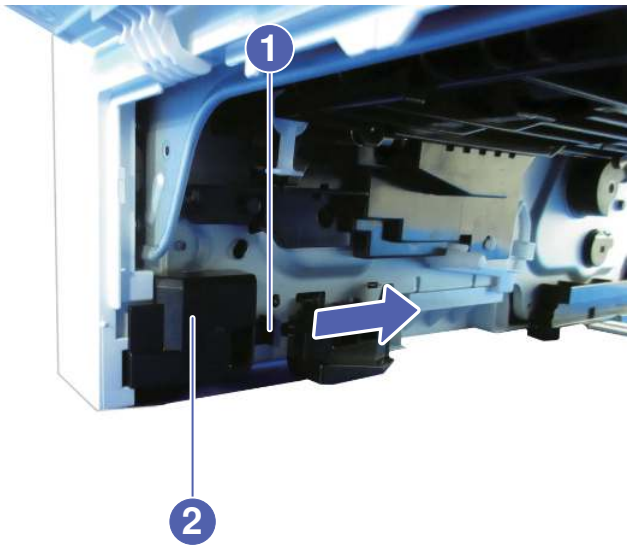


**Figure 4-664 Cover locking tab**



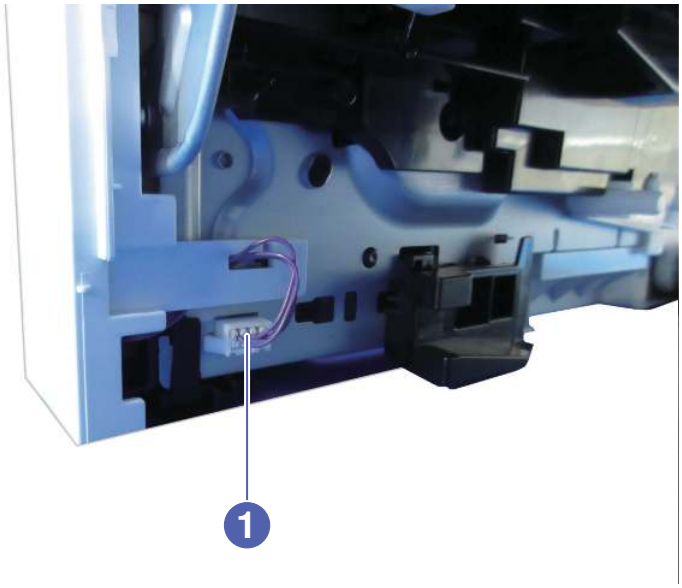
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-665 Remove the cover**



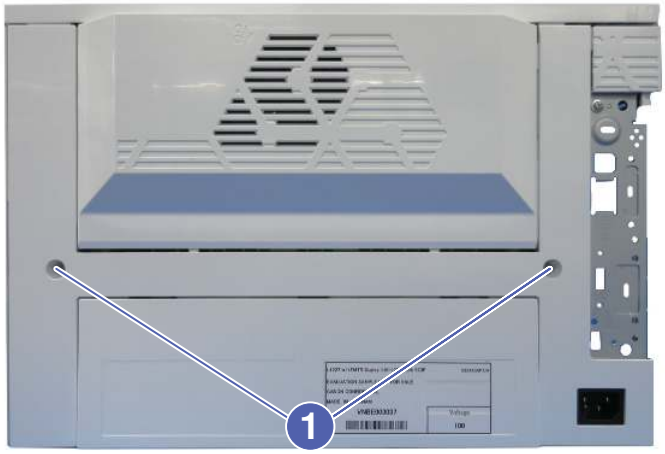

5. Pull off one connector (callout 1).

**Figure 4-666 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-667 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-668 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-669 Unhook one tab**




9. Open the rear door.

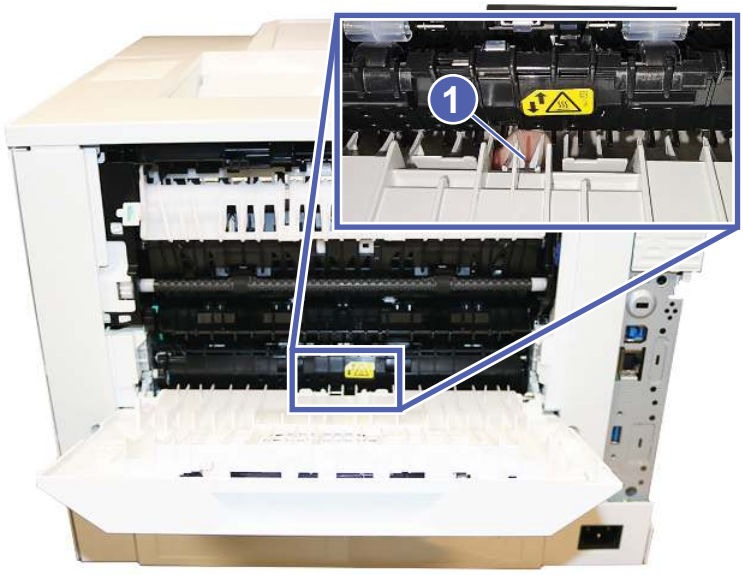
**Figure 4-670 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-671 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Remove the output bin

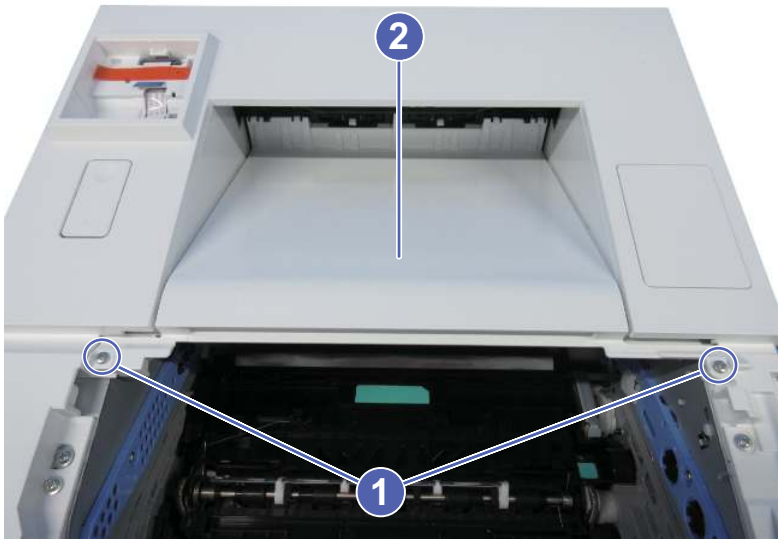
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-672 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## Remove the control panel (SFP)

Follow these steps to remove the control panel.

1. To remove the control panel PCA cover by using a small flat blade screwdriver to pry up the rear side.

**Figure 4-673 Remove the cover**



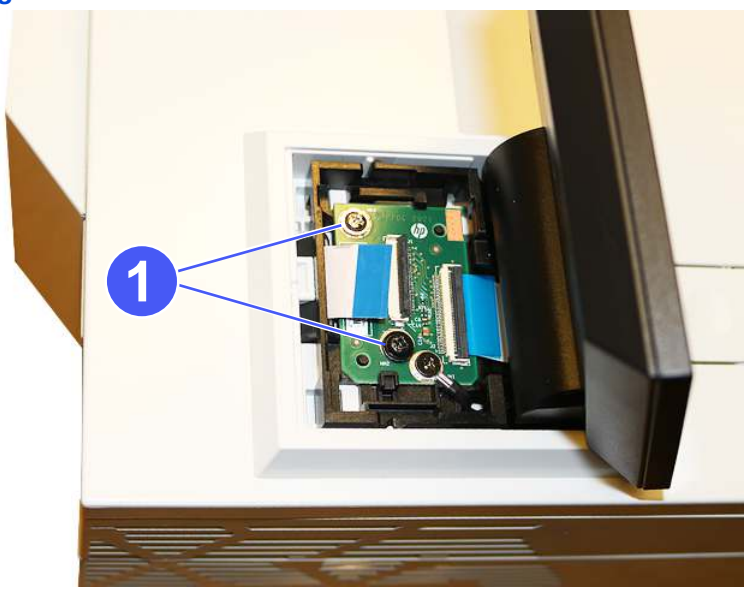
2. Disconnect the FFC.

**Figure 4-674 Disconnect the FFC**



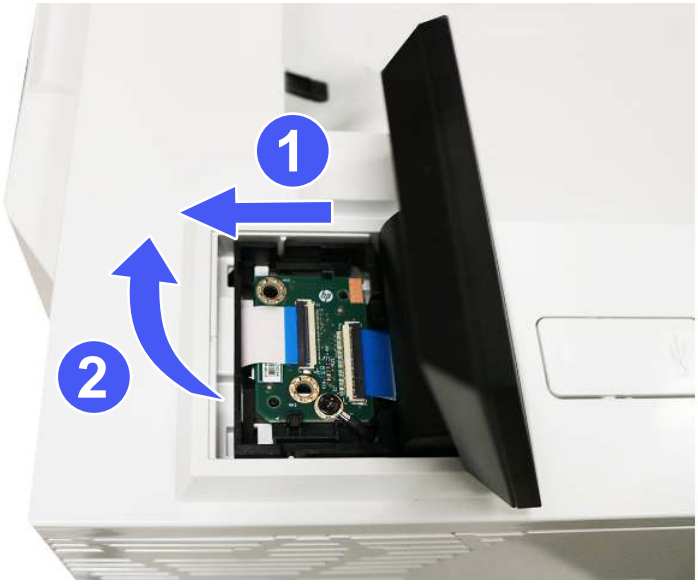
3. Remove two screws (callout 1).

**Figure 4-675 Remove the screws**



4. Slide the control panel assembly back (callout 1) then rotate it up and out from the printer (callout 2).

**Figure 4-676 Remove the control panel**

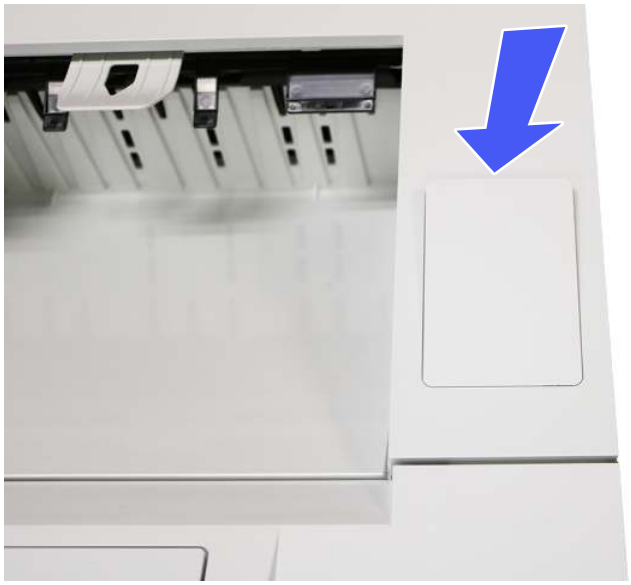



## Remove the HIP cover

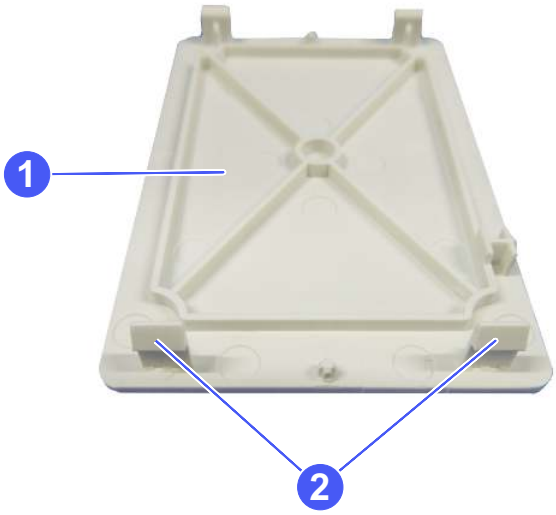
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-677 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.

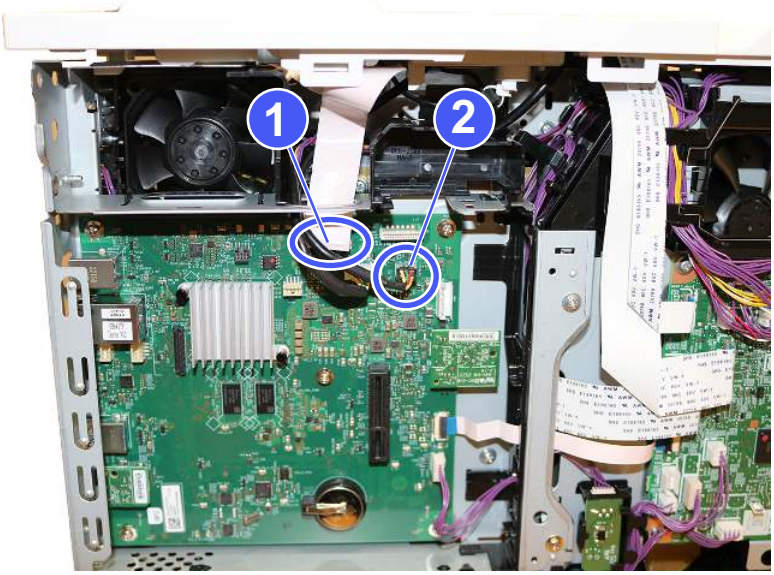



## Remove the top cover

Follow these steps to remove the top cover.

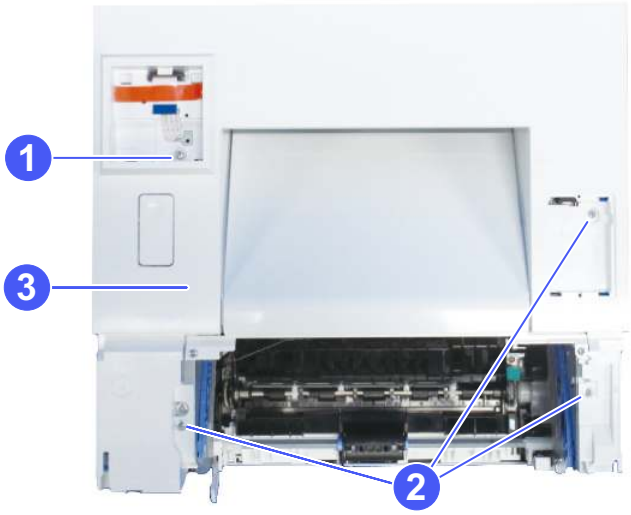
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-678 Disconnect the cable**



2. Remove one screw with washer (callout 1) and three screws (callout 2).

**Figure 4-679 Remove the screws**




3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

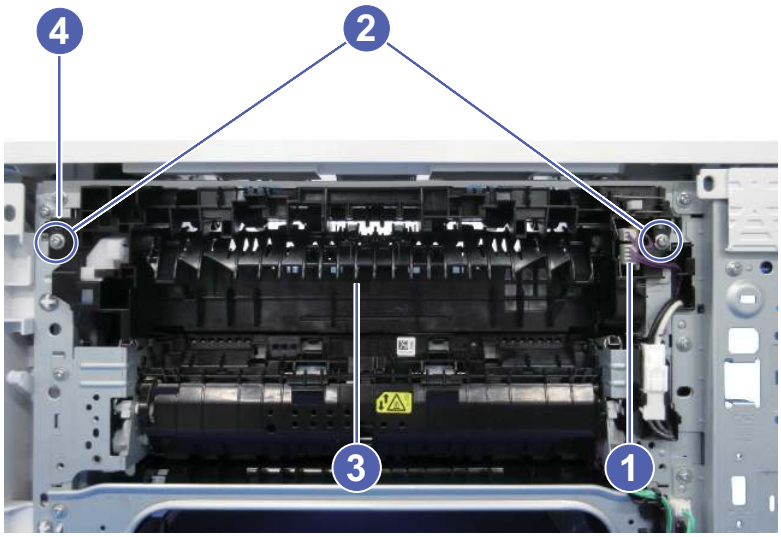
## Remove the paper delivery assembly

Follow these steps to remove the paper delivery assembly.

- Pull out one connector (callout 1) and remove two screws (callout 2). Lift the temporary holding part (callout 4) of the delivery assembly (callout 3) and slide it downward, then pull out and remove the delivery assembly.

**TIP:** The delivery assembly needs to shift slightly to the right to come out.

**Figure 4-680 Remove paper delivery assembly**

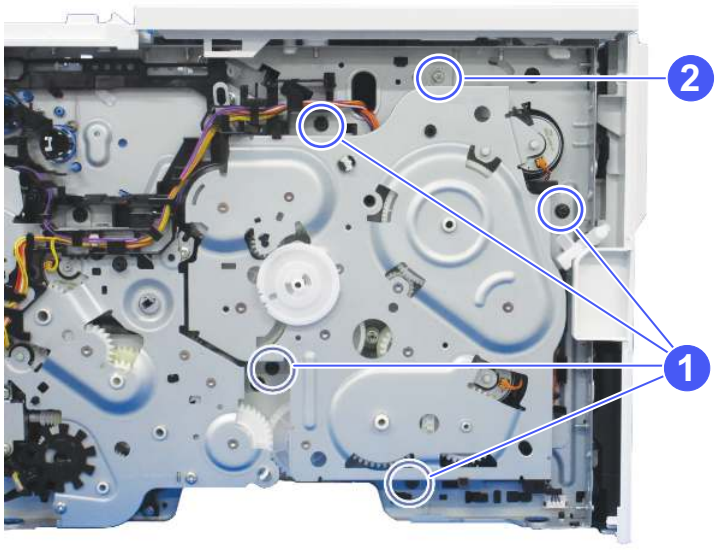


### Remove the main drive assembly

Follow these steps to remove the main drive assembly.

1. Remove four screws (callout 1) and one screw (callout 2).

**Figure 4-681 Remove main drive**

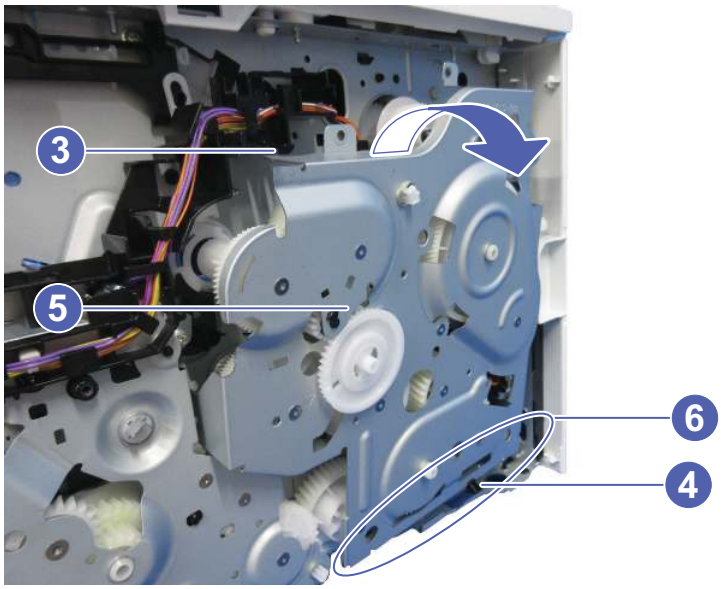



2. Release the upper claw (callout 3), hold the lower sheet metal (callout 6) portion of the main drive assembly (callout 5), which is secured by the lower claw (callout 4), and open the main drive assembly from the top to the direction of the arrow to remove it.

**CAUTION:** Use caution when removing the main drive assembly. Some of the gears are not secured and may fall out.

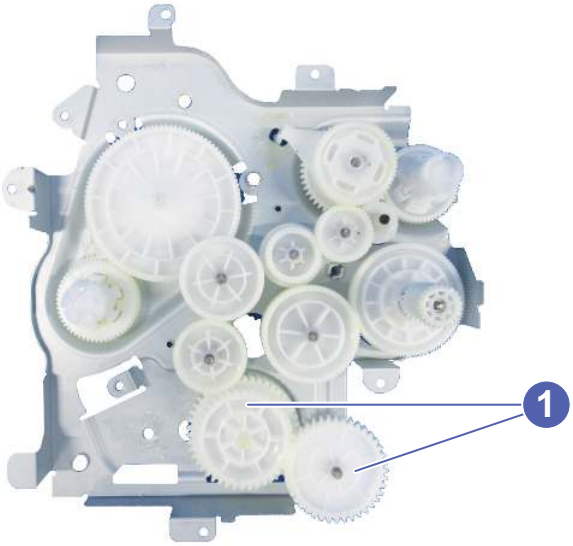
**TIP:** Tip the engine toward the main drive assembly during removal to hold gears in place on main drive.

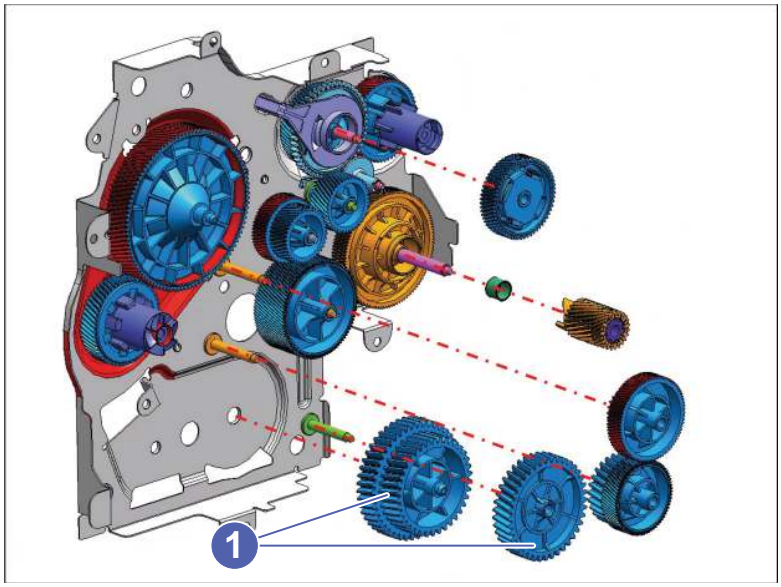
**Figure 4-682 Remove main drive**



3. The gears (callout 1) shown below are prone to coming loose; so carefully handle the main drive assembly.

**Figure 4-683 Main drive gears not secured**



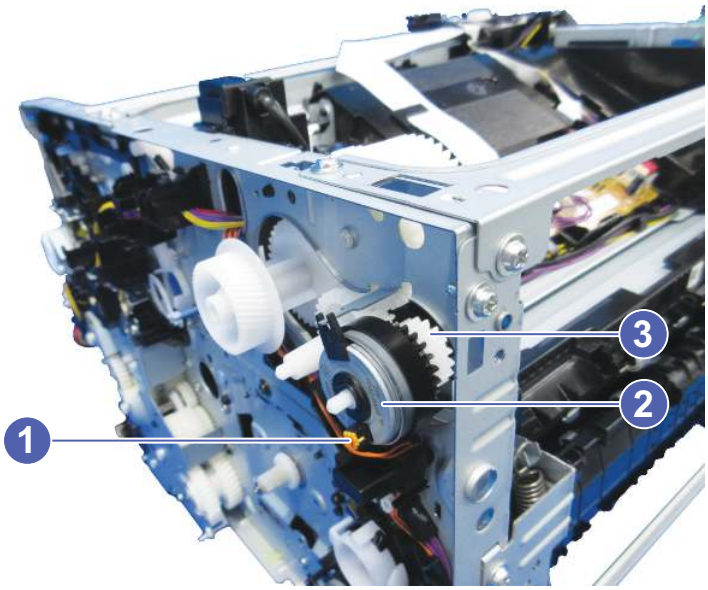




## Remove the reverse drive assembly

Follow these steps to remove the reverse drive assembly.

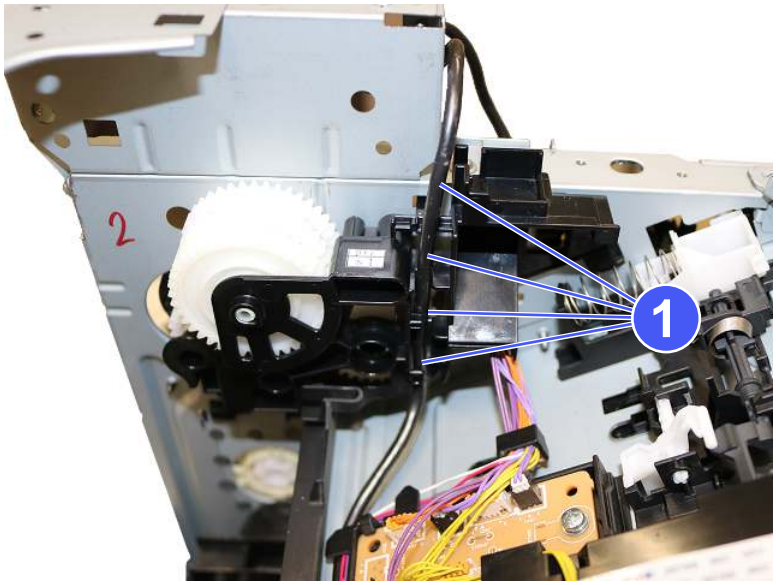
1. Remove one connector (callout 1), one clutch (callout 2), and one gear (callout 3).

**Figure 4-684 Remove connector, clutch and gear**



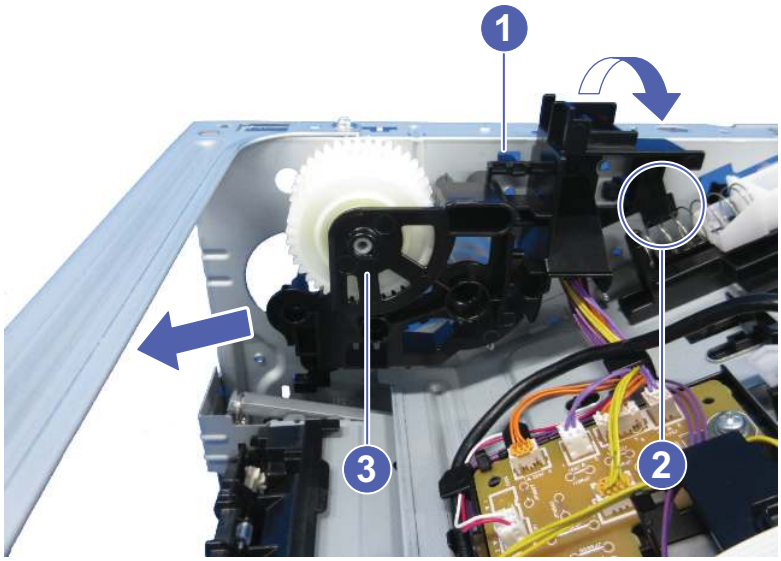

2. Remove the HIP cable (callout 1) from the bracket.

**Figure 4-685 Remove the HIP cable**



3. Remove one claw (callout 1), unhook the hook (callout 3) of the reverse drive assembly (callout 2), and slightly rotate the reverse drive assembly in the direction of the arrow. Slide the reverse drive assembly (callout 2) in the direction of the arrow to remove it

**Figure 4-686 Remove reverse drive**




## Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Reverse drive assembly 5601, X52952

This document provides the procedures to remove and replace the reverse drive assembly.

Mean time to repair: 21 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-53 Part information**

| Part number | Part description |
|---|---|
| RM3-1710-000CN | Reverse drive assembly |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-687 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-688 Remove the cover**



## Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-689 SFP Remove front right cover**

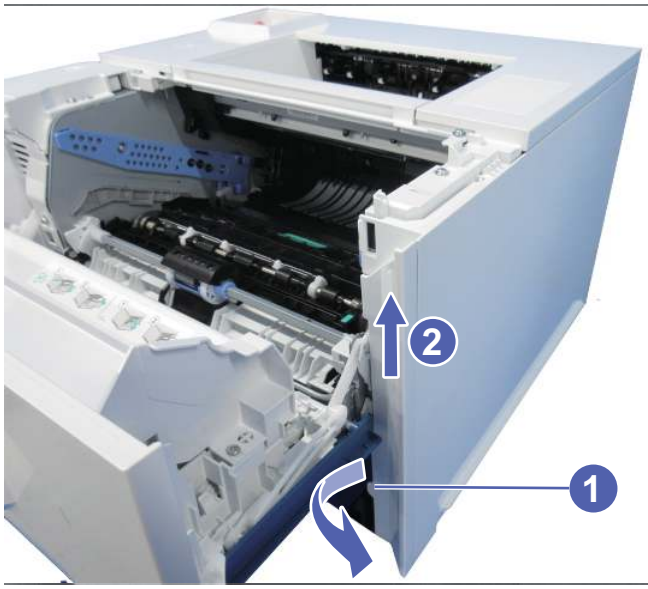
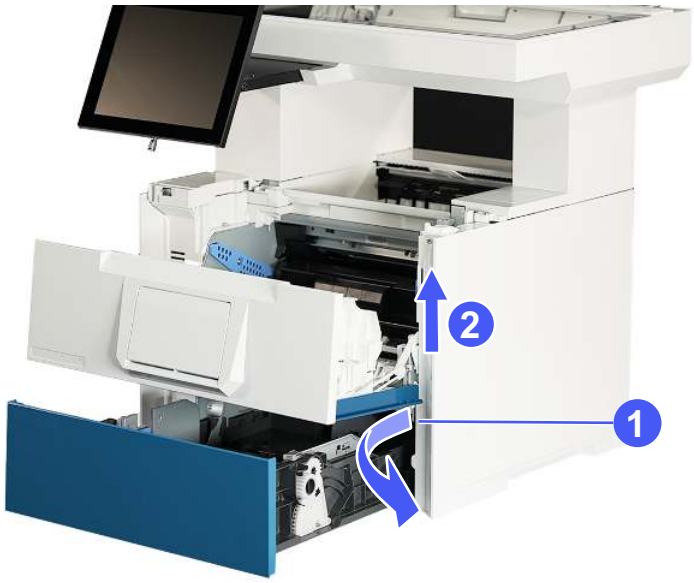



**Figure 4-690 MFP Remove front right cover**




## Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-691 Remove one screw**

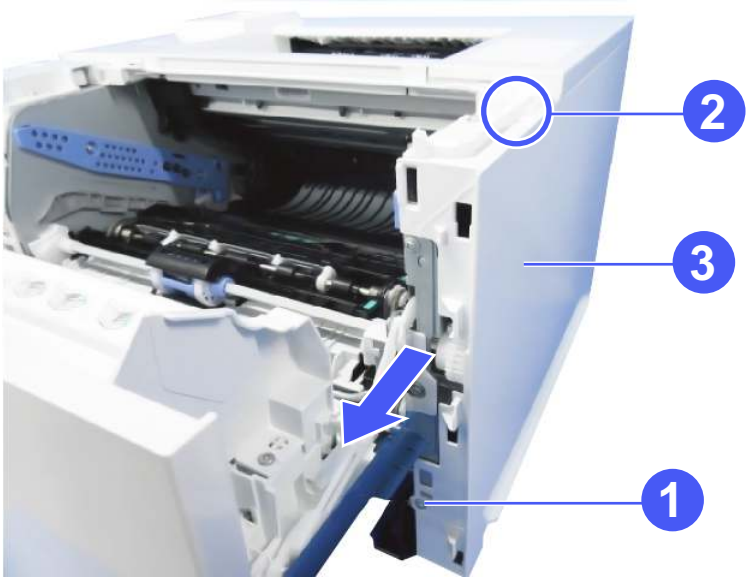
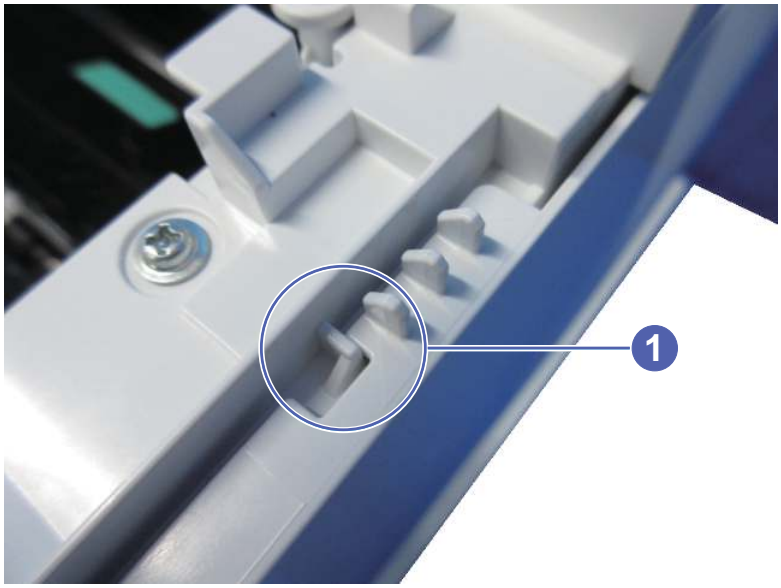



**Figure 4-692 Tab close up.**




## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-693 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-694 Disengage the link arm**



## Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-695 Remove one screw**




2. Unhook one tab (callout 1).

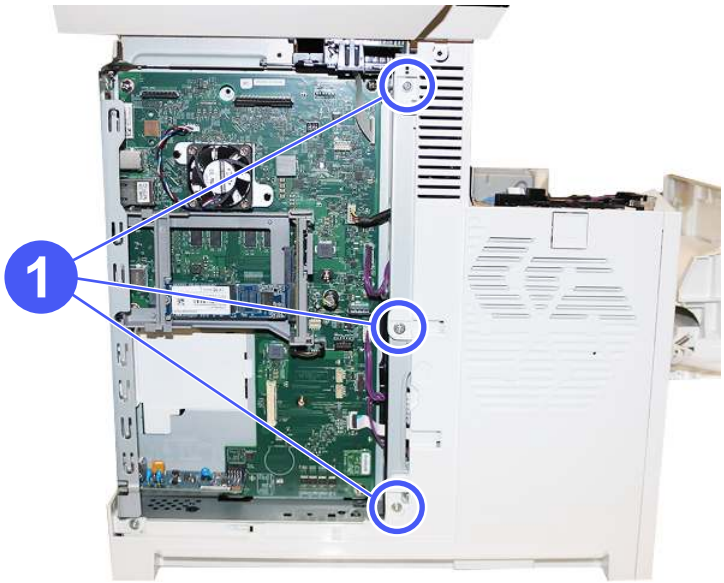
**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-696 Unhook one tab**



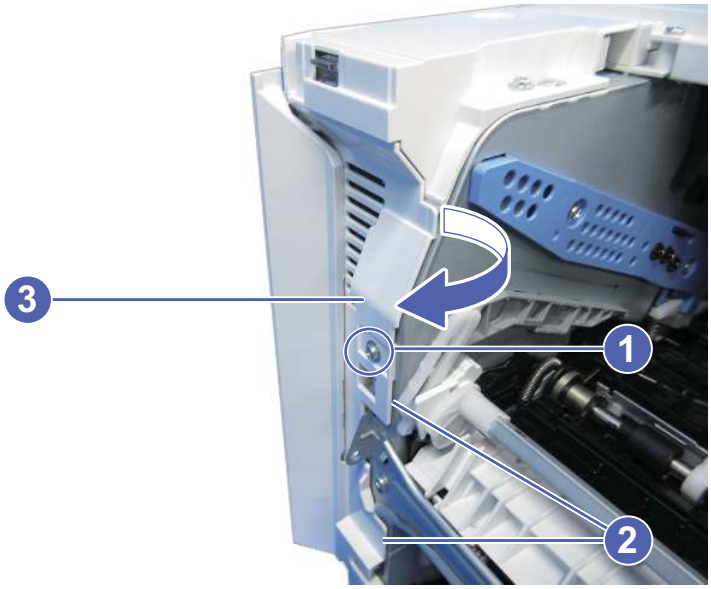

3. Remove three screws (callout 1).

**Figure 4-697 Remove three screws**



4. Remove one screw (callout 1) then unhook the two tabs (callout 2) and open the left cover (callout 3) in the direction of the arrow to remove it.

**Figure 4-698 Remove one screw**



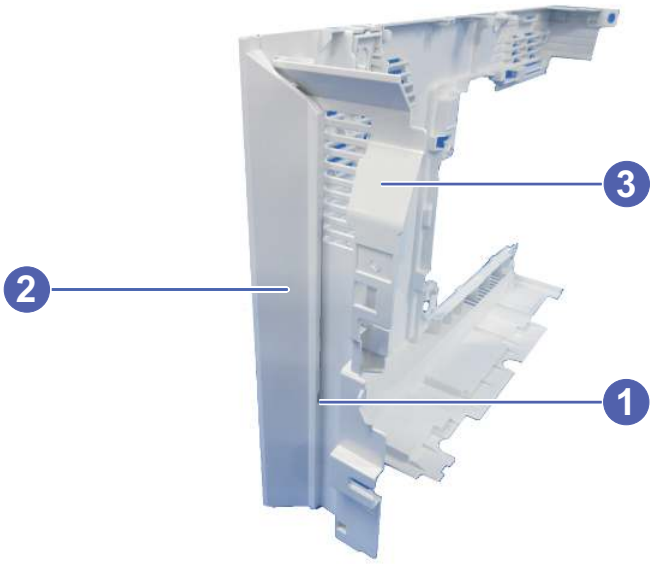

5. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you will need to move the front left cover to the new left cover.

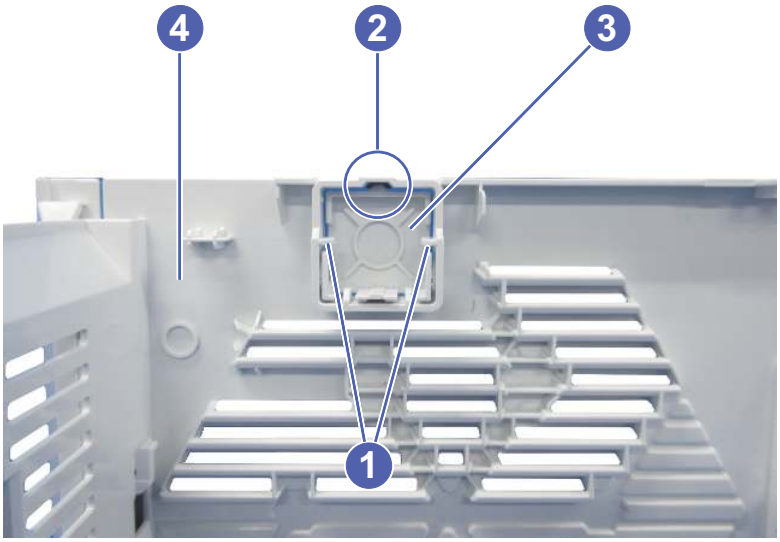
**Figure 4-699 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one, you must remove the door button and put it on the new left cover. The door button is removed toward the outside of the panel.

**Figure 4-700 Remove door button**




## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-701 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-702 Locate cable cover**

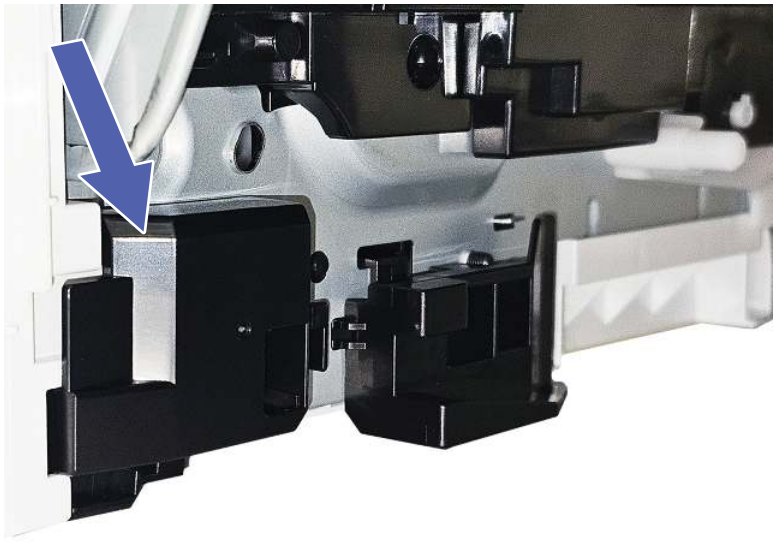
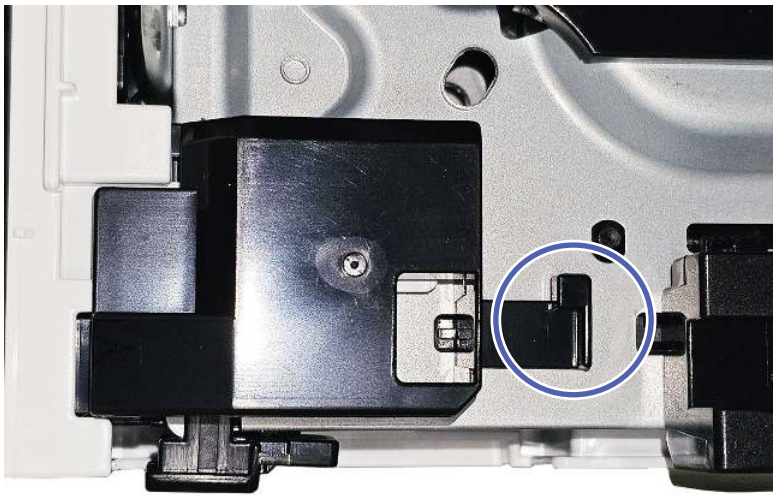
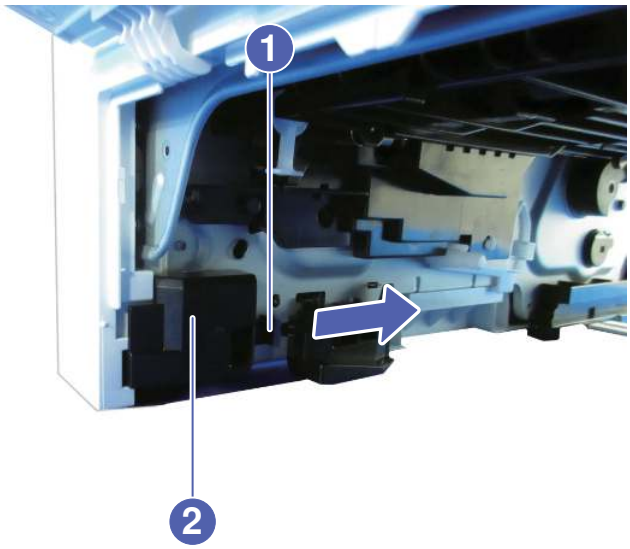


**Figure 4-703 Cover locking tab**



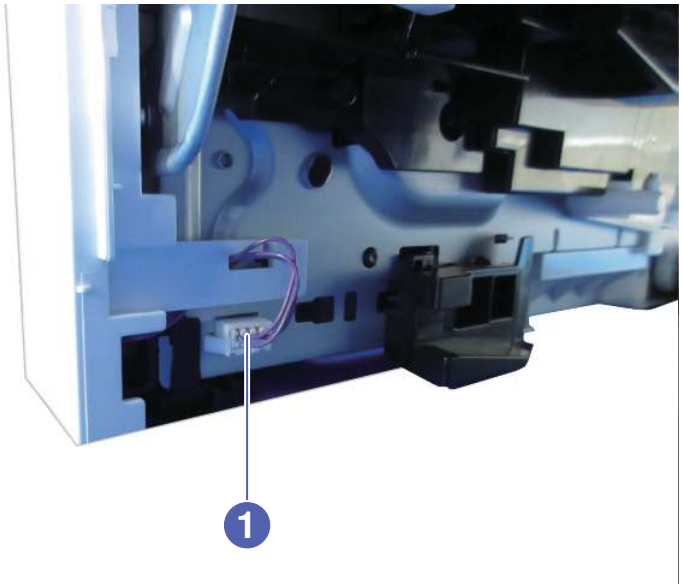
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-704 Remove the cover**



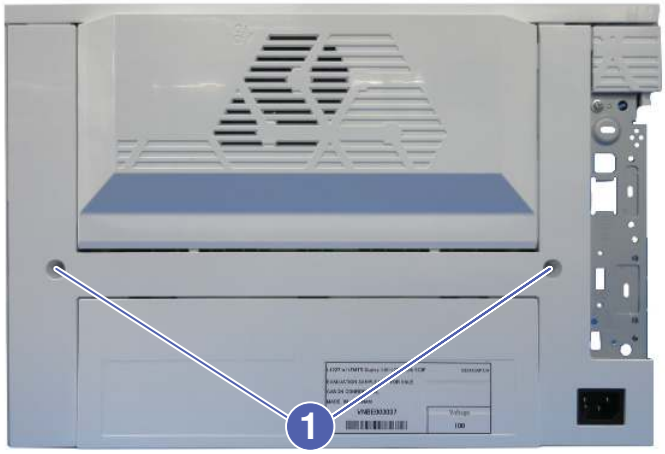

5. Pull off one connector (callout 1).

**Figure 4-705 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-706 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-707 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-708 Unhook one tab**




9. Open the rear door.

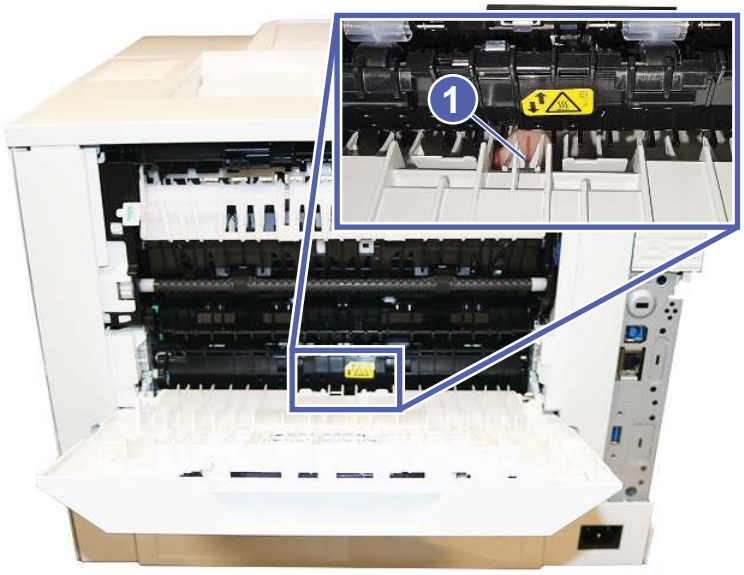
**Figure 4-709 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-710 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

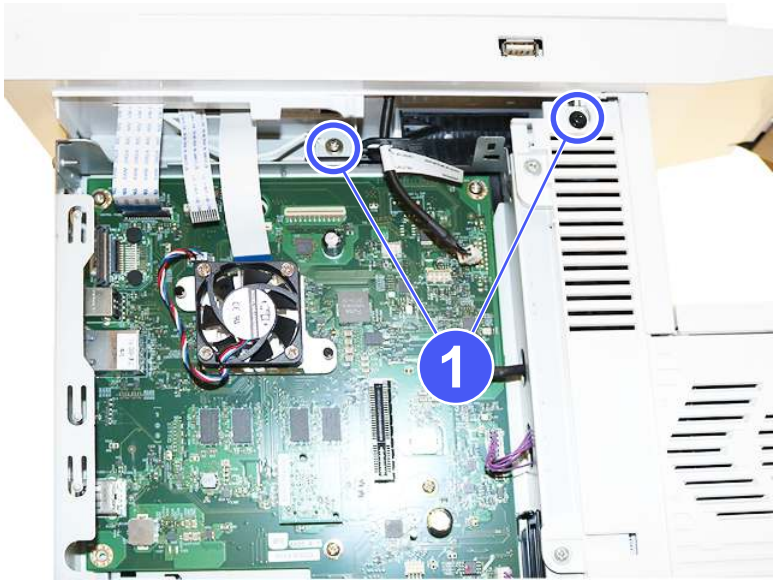
1. Remove four FFCs (callout 1) and one cable connector (callout 2) from the formatter PCA.

**Figure 4-711 Remove connectors**



2. Remove two grounding screws (callout 1) from the left side of the printer.

**Figure 4-712 Remove two screws**




3. Remove the two screws (callout 1) on the back cover from the scanner assembly.

**Figure 4-713 Remove two screws**



4. Lift the scan unit up to remove it from the printer.

**Figure 4-714 Remove the scanner assembly**



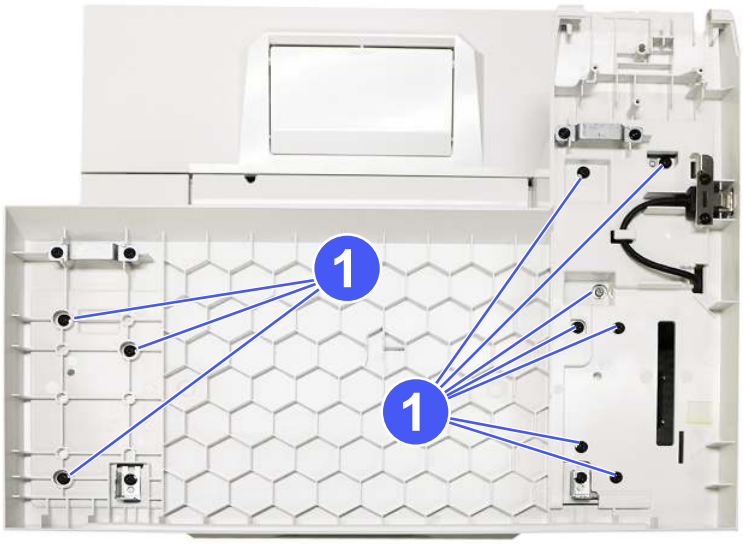
**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

1. Remove ten screws.

**Figure 4-715 Remove ten screws**




2. Lift the scanner par off of the printer.

## Remove the output bin

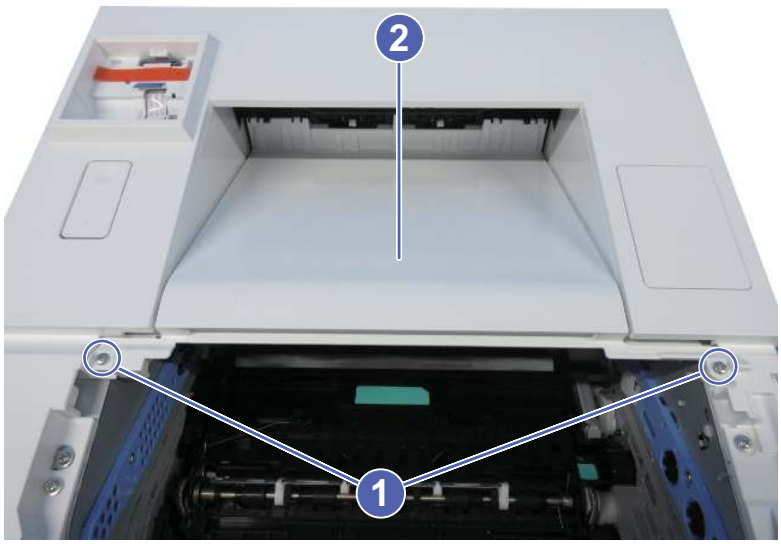
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-716 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## Remove the right pillar cover

Follow these steps to remove the right pillar cover.

**IMPORTANT:** If the convenient stapler is installed, start with step 2.

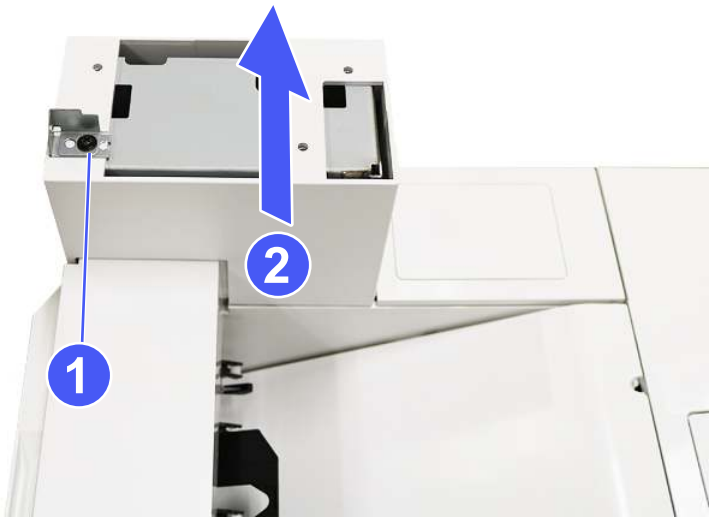
1. Depending on the printer configuration, do one of the following.
   - Lift the right pillar cover up and off of the printer.

Figure 4-717 **Remove right pillar cover**



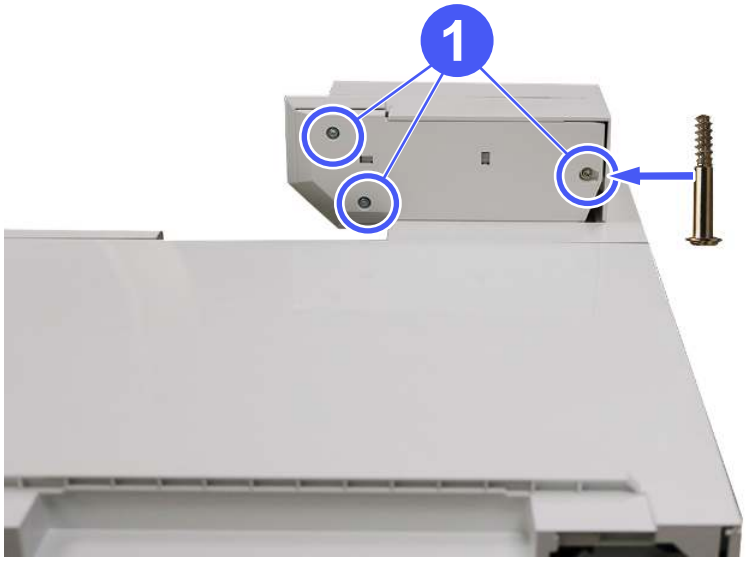
- Remove one screw (callout 1), and remove the right pillar cover (callout 2).

Figure 4-718 **Remove right pillar cover**



2. Remove three T10 torx screws (callout 1).

**Figure 4-719 Remove torx screws**




**NOTE:** When installing the convenient stapler cover the long screw goes where image indicates.

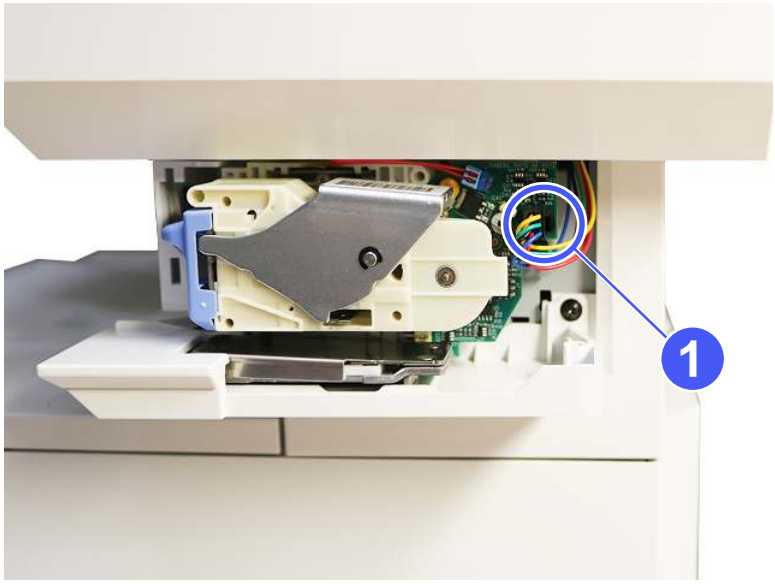
3. Remove the stapler cover by pulling it straight out from printer.

**Figure 4-720 Remove stapler cover**



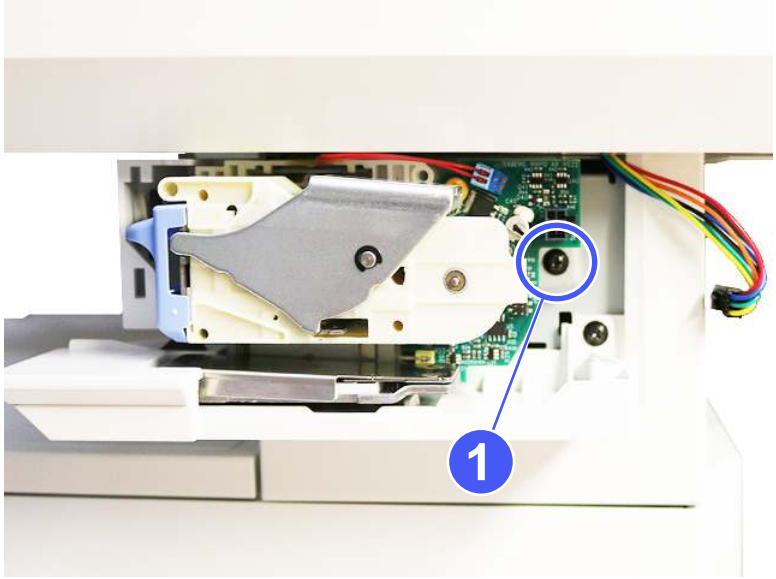
4. Disconnect the stapler cable (callout 1) from the assembly.

**Figure 4-721 Disconnect cable**



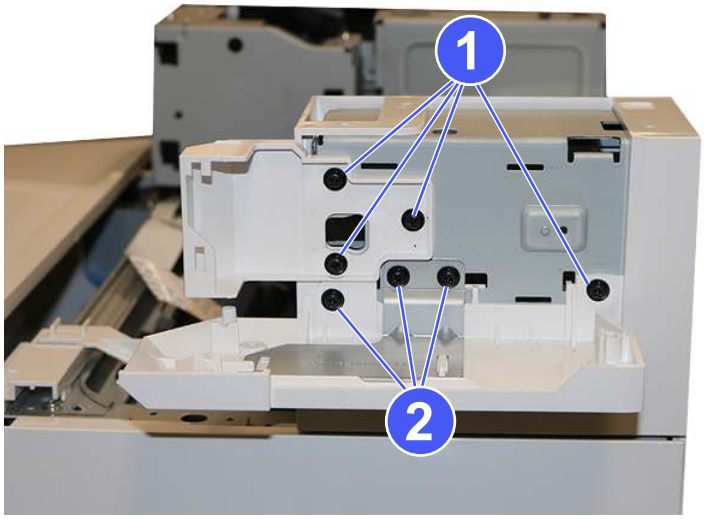

5. Remove one screw (callout 1) from staple assembly.

**Figure 4-722 Remove one screw**



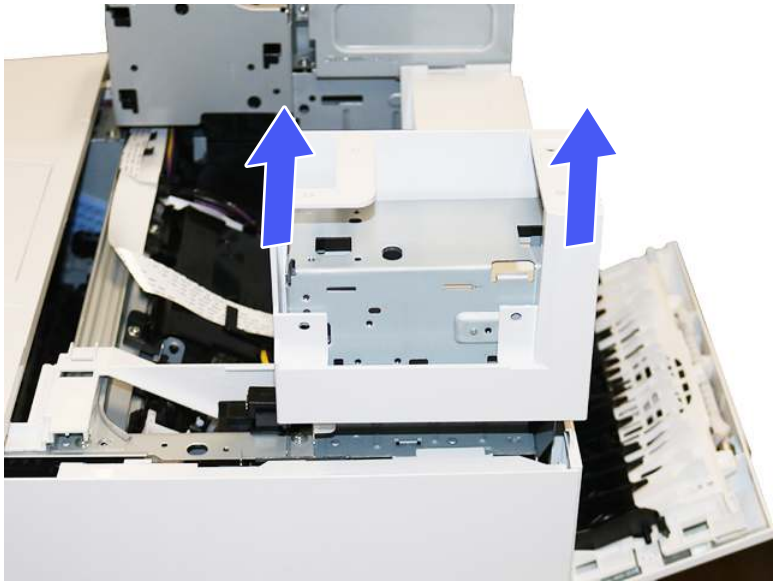
6. Remove seven screws (callout 1 and 2).

**Figure 4-723 Remove the screws**




7. Remove the right pillar cover by pulling it straight up.

**Figure 4-724 Remove the pillar cover**

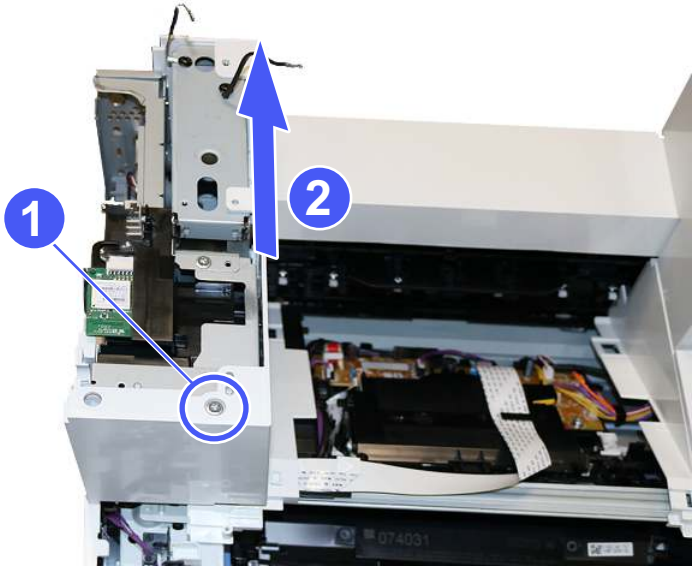


## Remove the left pillar cover

Follow these steps to remove the left pillar cover.

- Remove one screw (callout 1), and remove the left pillar cover (callout 2).

**Figure 4-725 Remove left pillar cover**

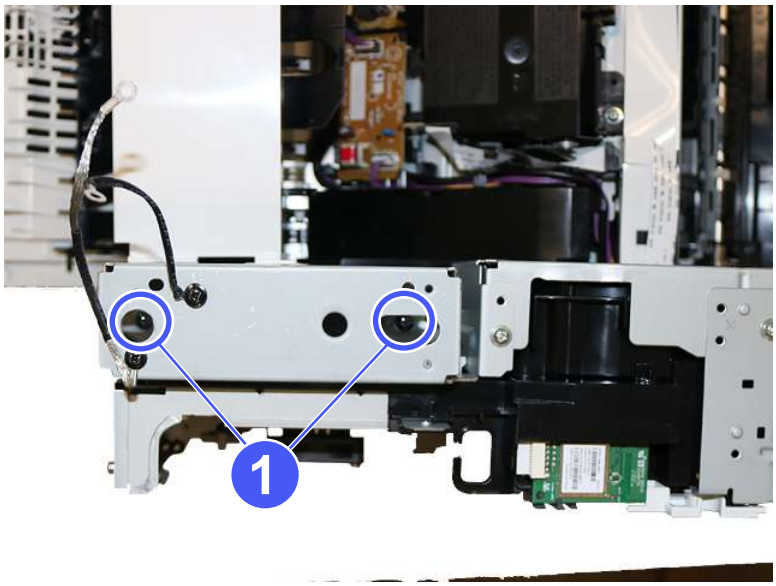



## Remove the left pillar

Follow these steps to remove the left pillar.

- Remove two screws (callout 1), and then remove the left pillar.

**Figure 4-726 Remove the left pillar**



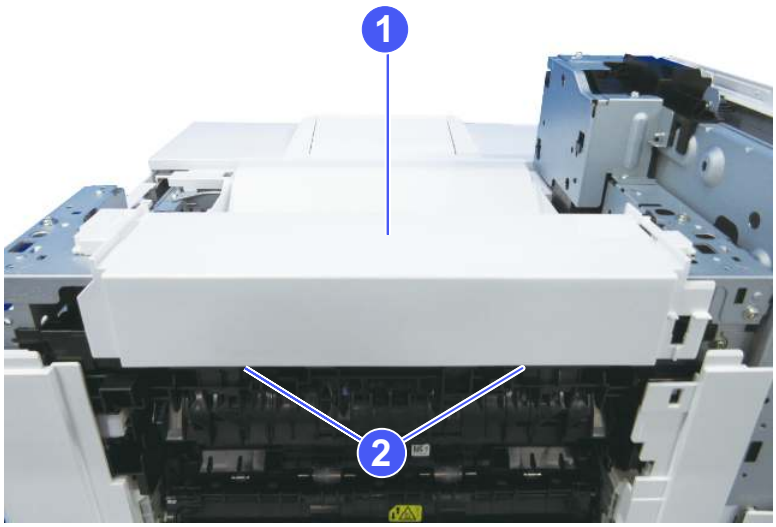

## Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the rear door.

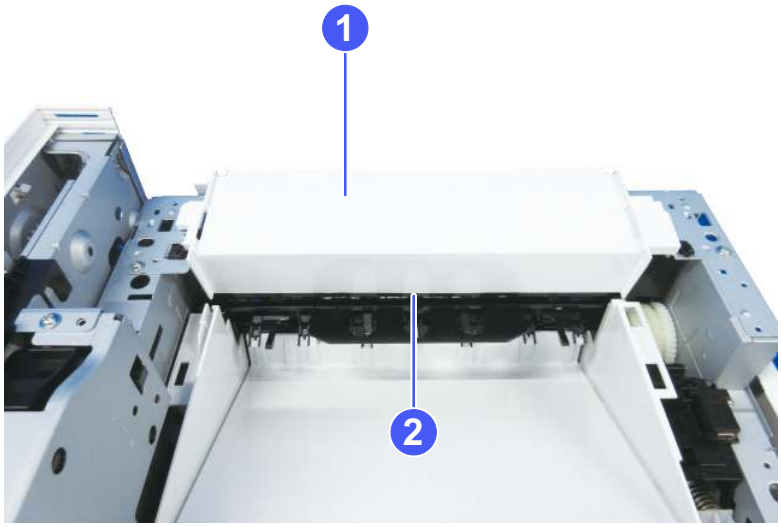
2. Deflect the rear top cover (callout 1) and remove the two claws (callout 2).

**Figure 4-727 Release cover**



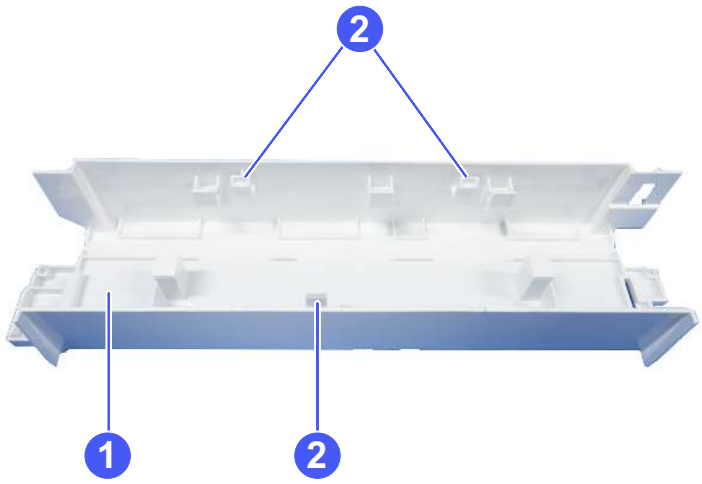

3. Deflect the rear top cover (callout 1) and remove one claw (callout 2).

**Figure 4-728 Release cover**




**NOTE:** The position of the claw (callout 2) of the rear top cover (callout 1) is shown below.

Figure 4-729 **Top cover claws**



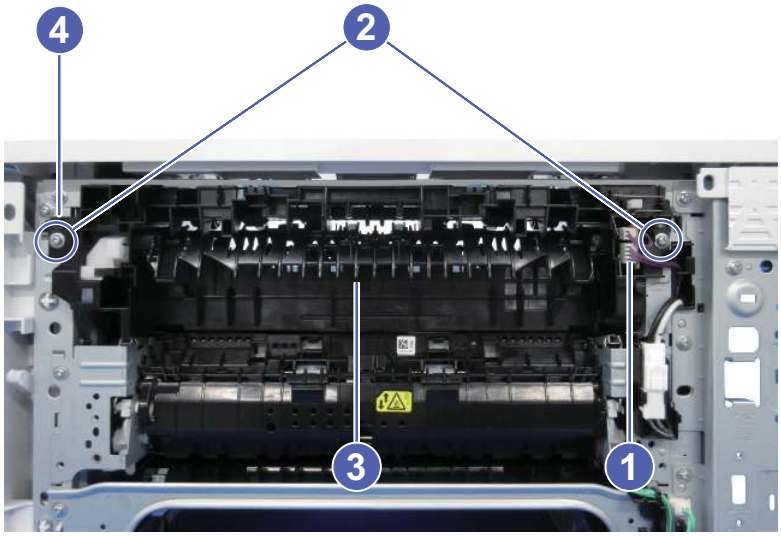

## Remove the paper delivery assembly

Follow these steps to remove the paper delivery assembly.

- Pull out one connector (callout 1) and remove two screws (callout 2). Lift the temporary holding part (callout 4) of the delivery assembly (callout 3) and slide it downward, then pull out and remove the delivery assembly.

**TIP:** The delivery assembly needs to shift slightly to the right to come out.

Figure 4-730 **Remove paper delivery assembly**

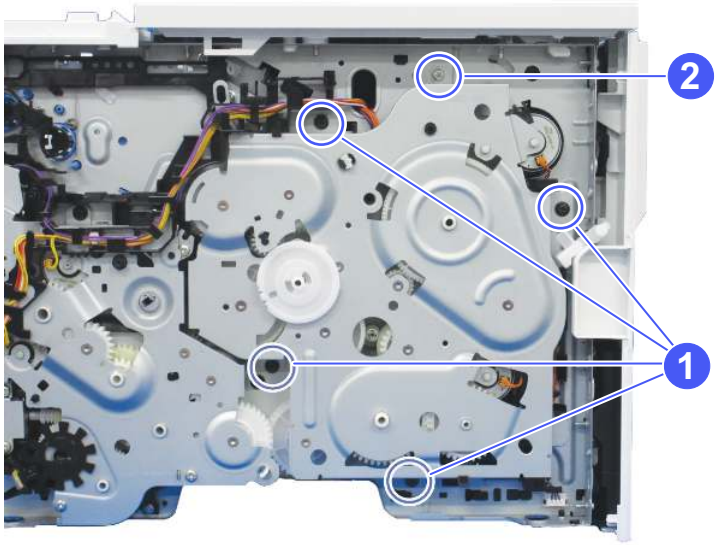



## Remove the main drive assembly

Follow these steps to remove the main drive assembly.

1. Remove four screws (callout 1) and one screw (callout 2).

**Figure 4-731 Remove main drive**

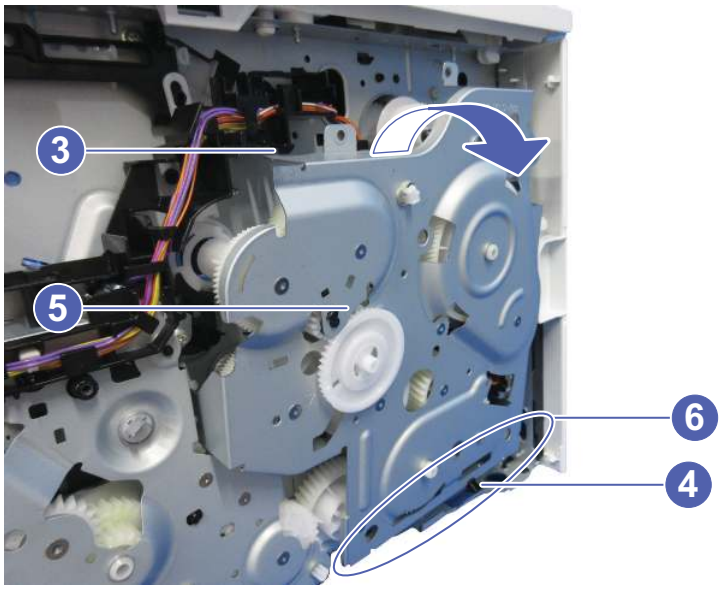



2. Release the upper claw (callout 3), hold the lower sheet metal (callout 6) portion of the main drive assembly (callout 5), which is secured by the lower claw (callout 4), and open the main drive assembly from the top to the direction of the arrow to remove it.

⚠ **CAUTION:** Use caution when removing the main drive assembly. Some of the gears are not secured and may fall out.

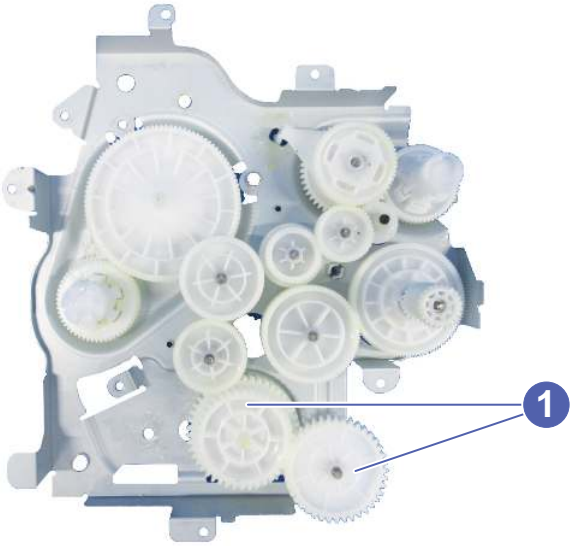
**TIP:** Tip the engine toward the main drive assembly during removal to hold gears in place on main drive.

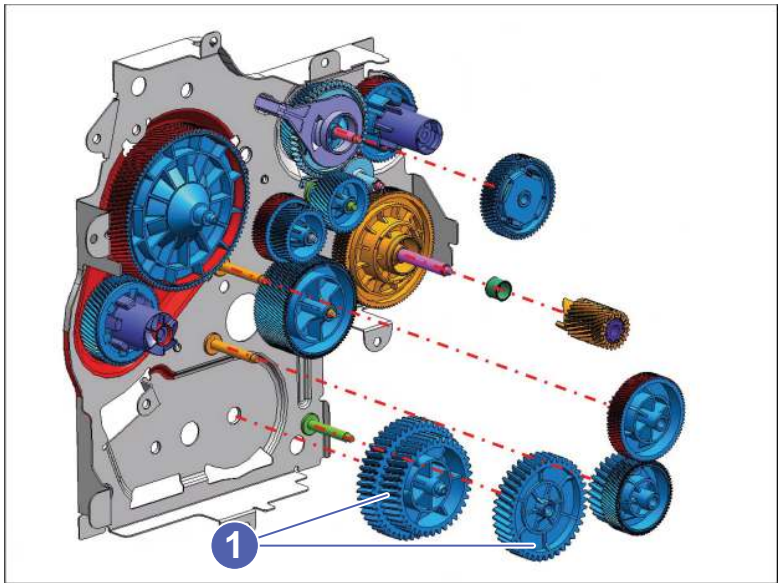
**Figure 4-732 Remove main drive**



3. The gears (callout 1) shown below are prone to coming loose; so carefully handle the main drive assembly.

**Figure 4-733 Main drive gears not secured**



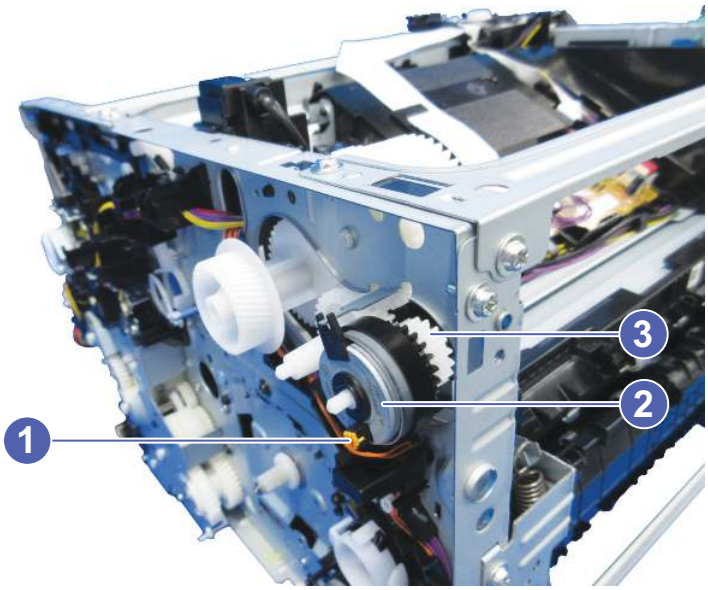




## Remove the reverse drive assembly

Follow these steps to remove the reverse drive assembly.

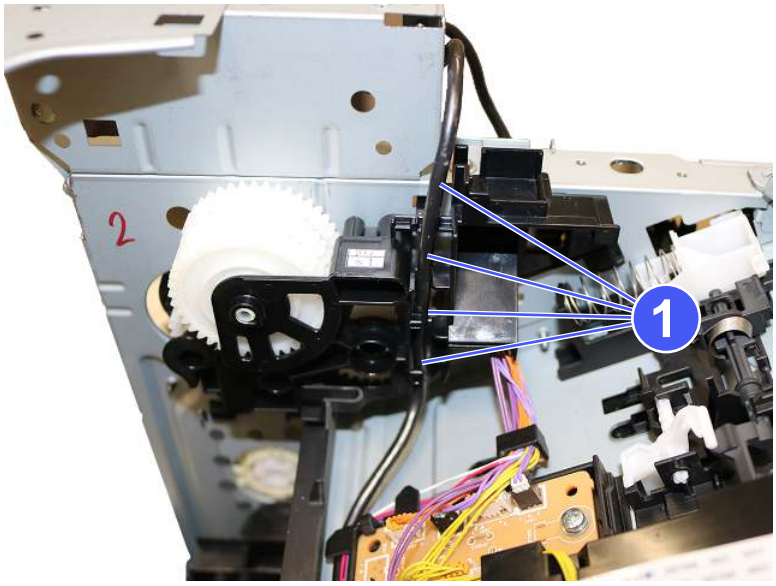
1. Remove one connector (callout 1), one clutch (callout 2), and one gear (callout 3).

**Figure 4-734 Remove connector, clutch and gear**



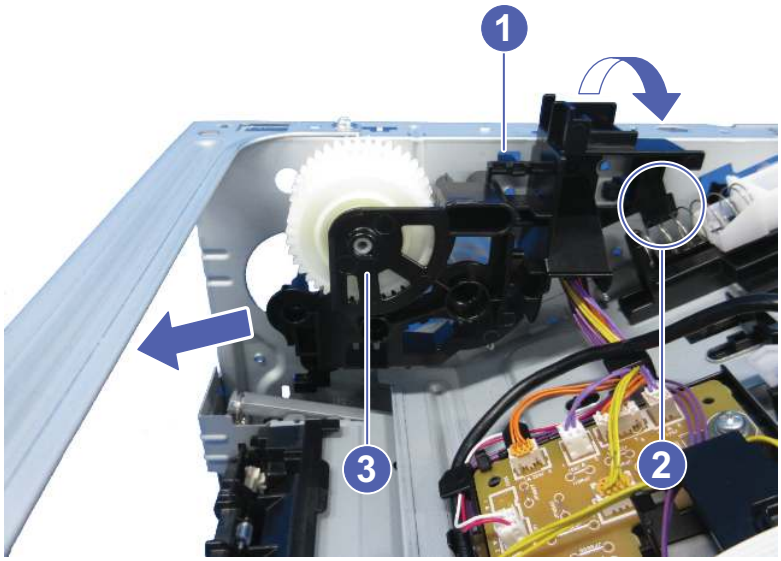

2. Remove the HIP cable (callout 1) from the bracket.

**Figure 4-735 Remove the HIP cable**



3. Remove one claw (callout 1), unhook the hook (callout 3) of the reverse drive assembly (callout 2), and slightly rotate the reverse drive assembly in the direction of the arrow. Slide the reverse drive assembly (callout 2) in the direction of the arrow to remove it

**Figure 4-736 Remove reverse drive**




## Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

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

## Removal and replacement: Reverse drive assembly 5602, X53052

This document provides the procedures to remove and replace the reverse drive assembly.

Mean time to repair: 30 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-54 Part information**

| Part number | Part description |
|---|---|
| RM3-1710-000CN | Reverse drive assembly |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-737 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-738 Remove the cover**



## Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-739 SFP Remove front right cover**

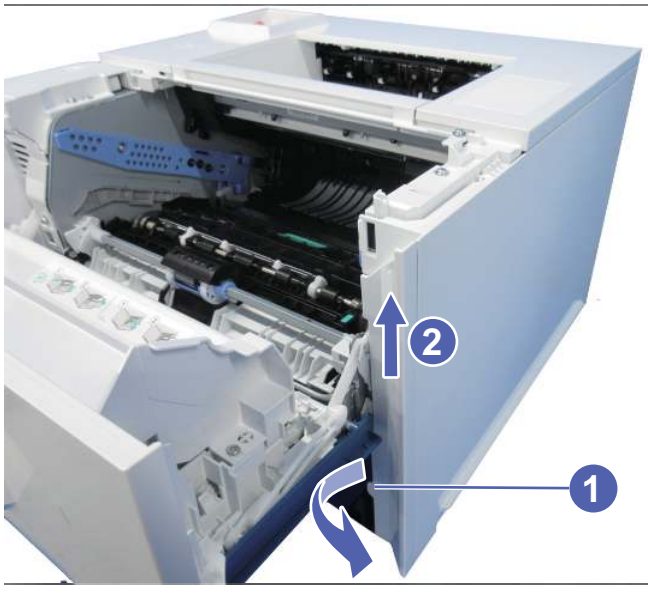
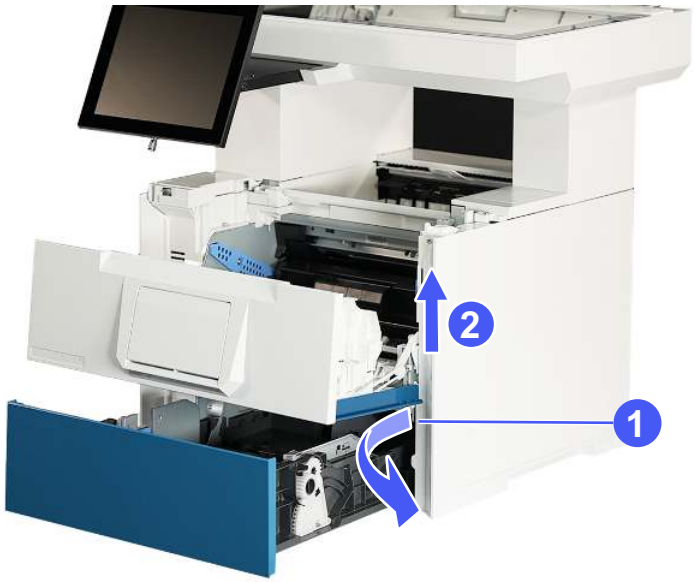



**Figure 4-740 MFP Remove front right cover**




## Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-741 Remove one screw**

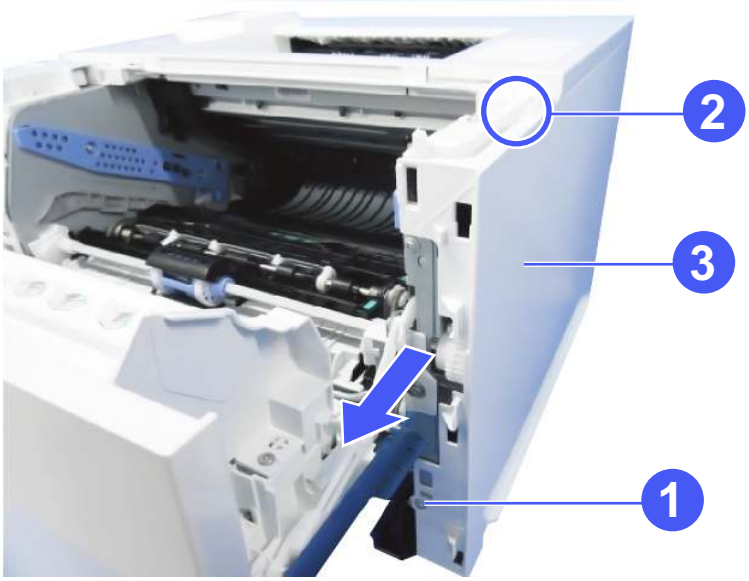
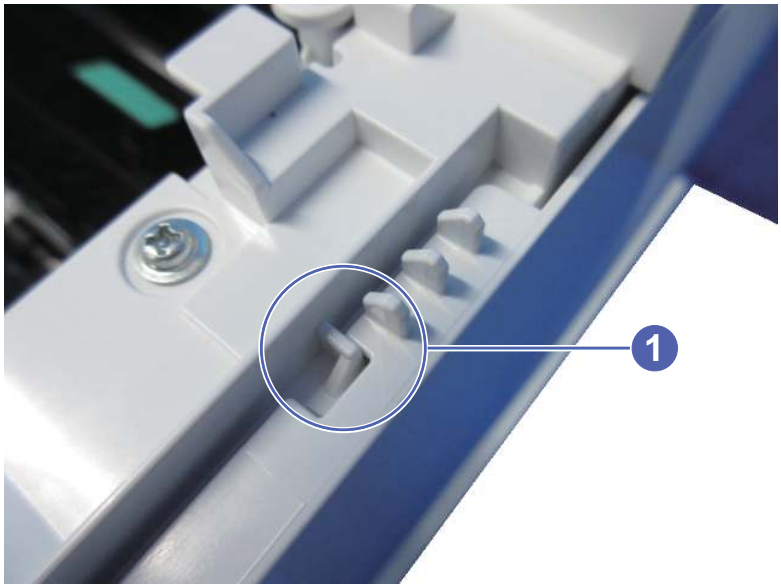



**Figure 4-742 Tab close up.**




## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-743 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-744 Disengage the link arm**



## Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-745 Remove one screw**




2. Unhook one tab (callout 1).

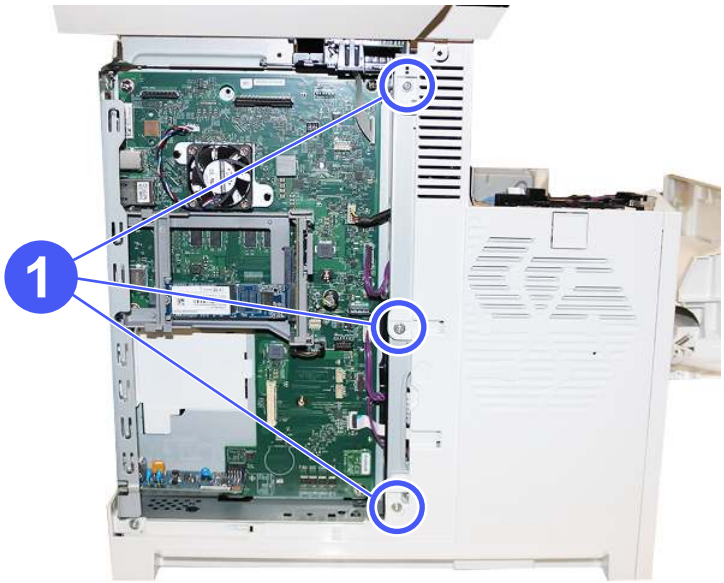
**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-746 Unhook one tab**



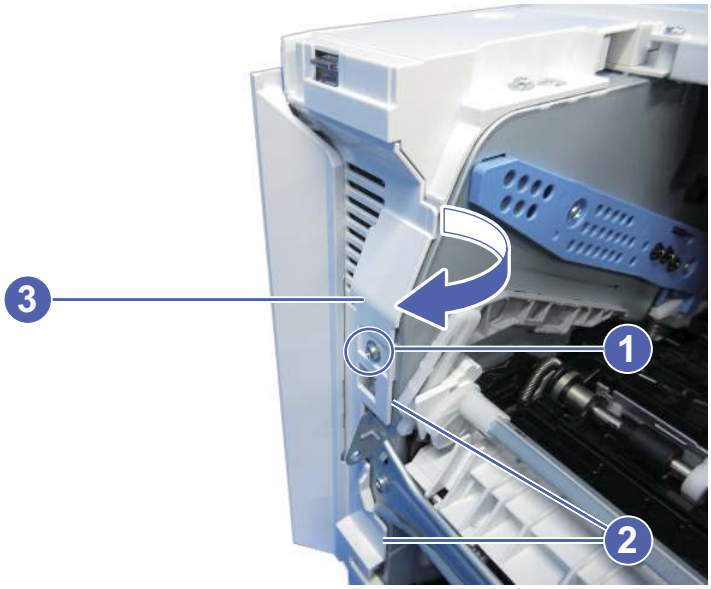

3. Remove three screws (callout 1).

**Figure 4-747 Remove three screws**



4. Remove one screw (callout 1) then unhook the two tabs (callout 2) and open the left cover (callout 3) in the direction of the arrow to remove it.

**Figure 4-748 Remove one screw**



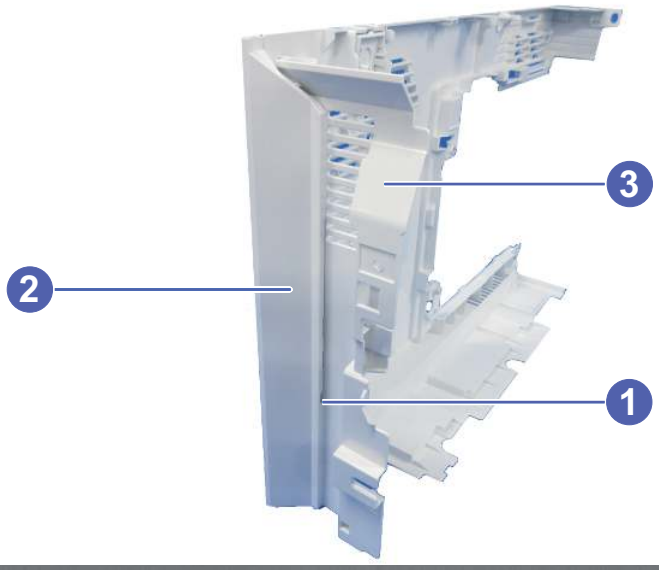

5. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you will need to move the front left cover to the new left cover.

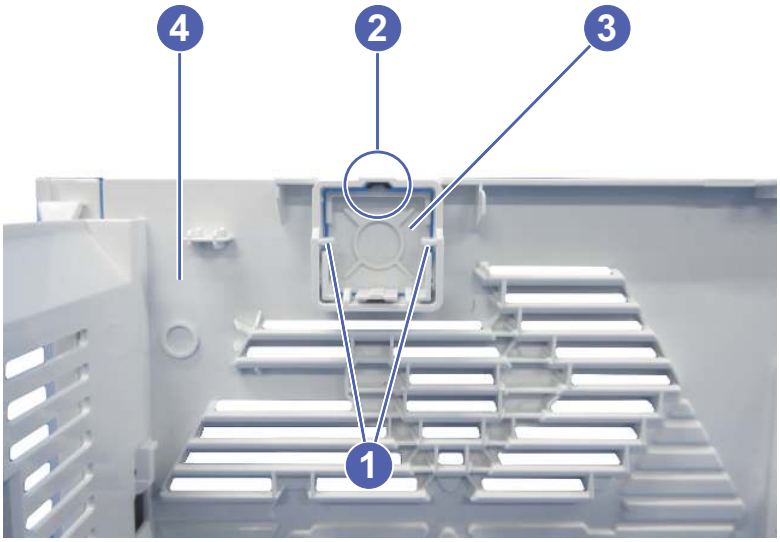
**Figure 4-749 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one, you must remove the door button and put it on the new left cover. The door button is removed toward the outside of the panel.

**Figure 4-750 Remove door button**




## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-751 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-752 Locate cable cover**

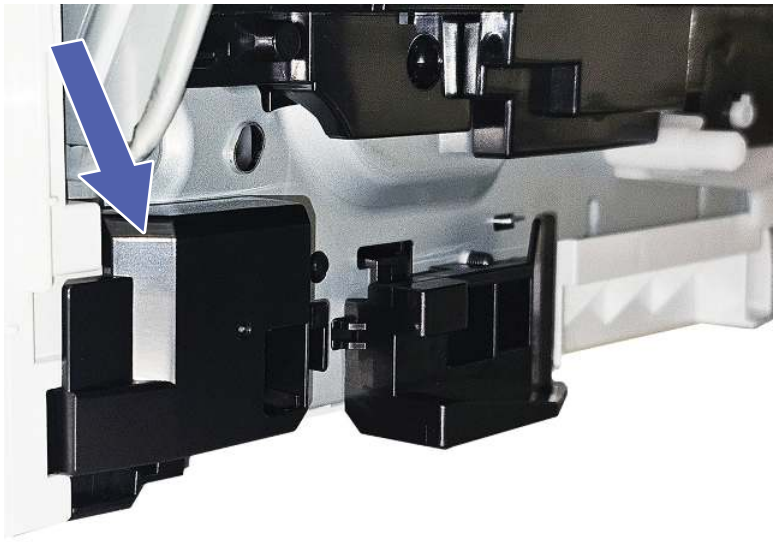
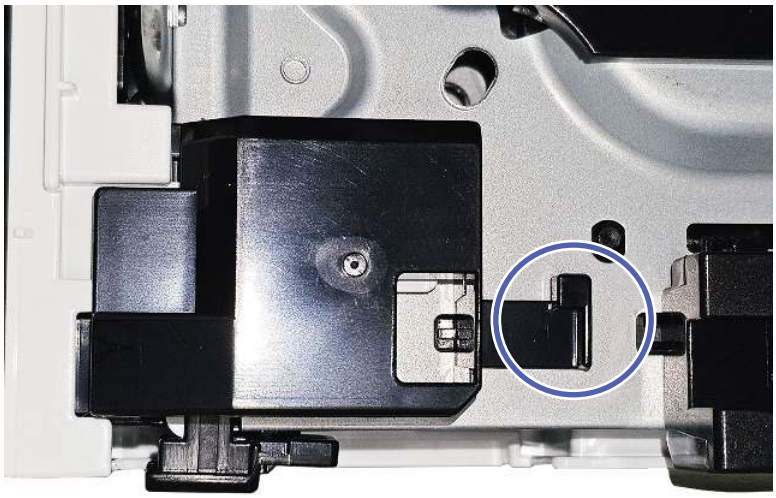
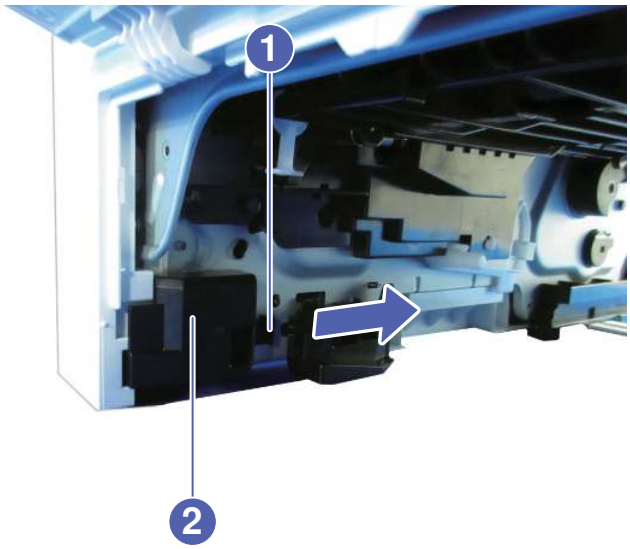


**Figure 4-753 Cover locking tab**



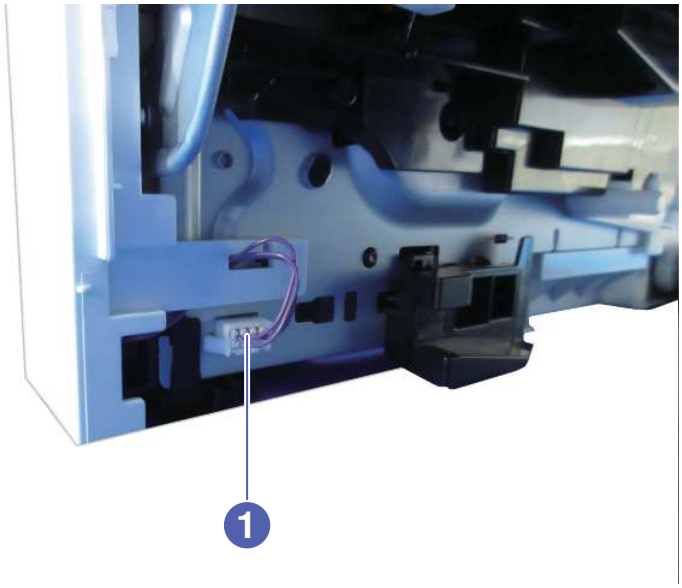
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-754 Remove the cover**



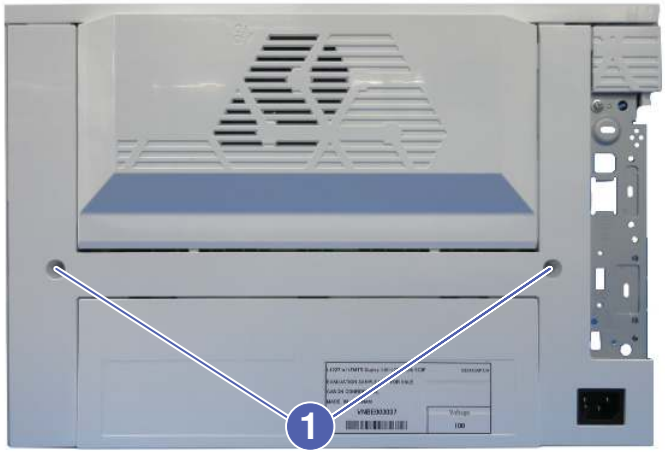

5. Pull off one connector (callout 1).

**Figure 4-755 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-756 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-757 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-758 Unhook one tab**




9. Open the rear door.

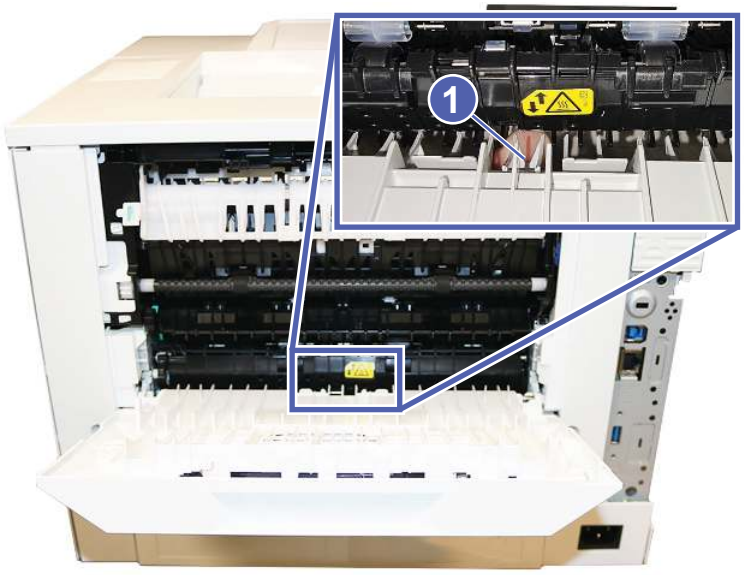
**Figure 4-759 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-760 Remove the rear door assembly**



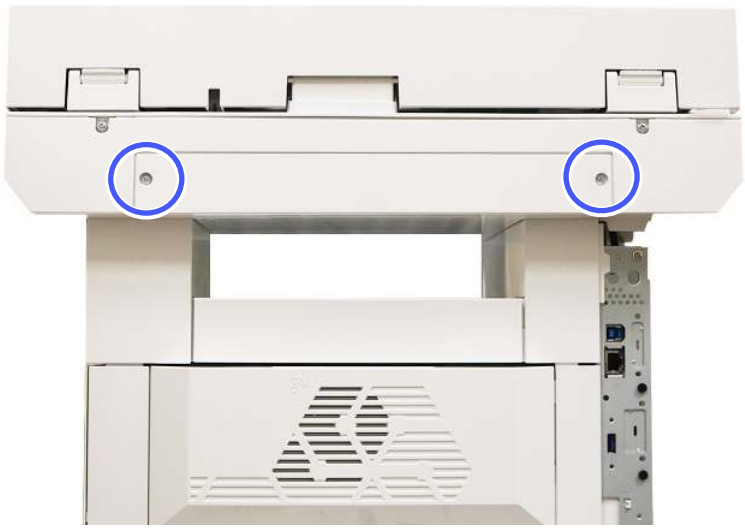

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

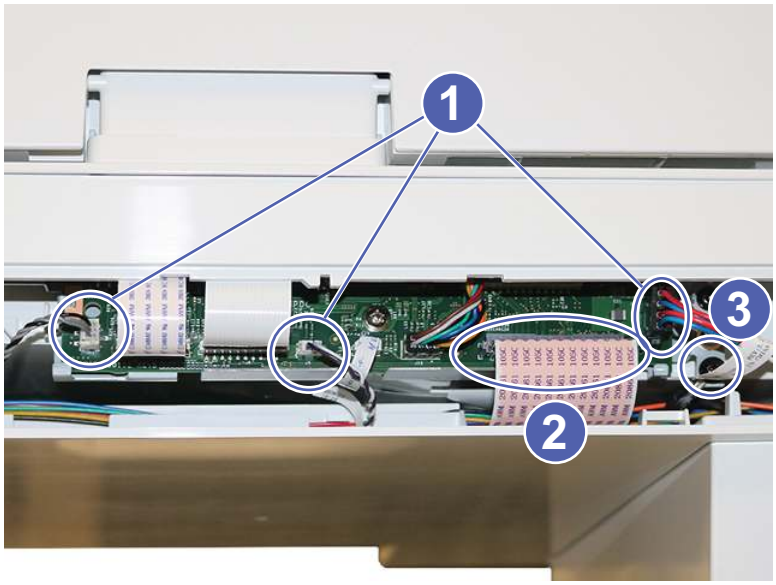
**Figure 4-761 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

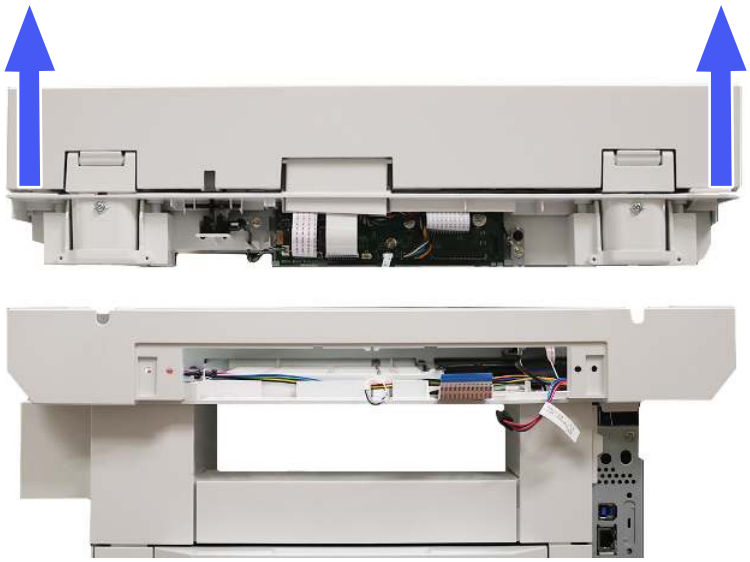
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-762 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-763 Remove the scanner assembly**



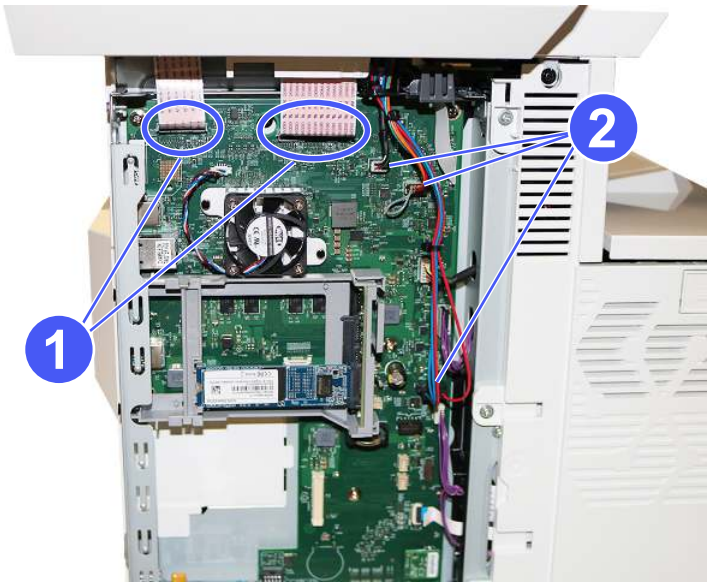
**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

### Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

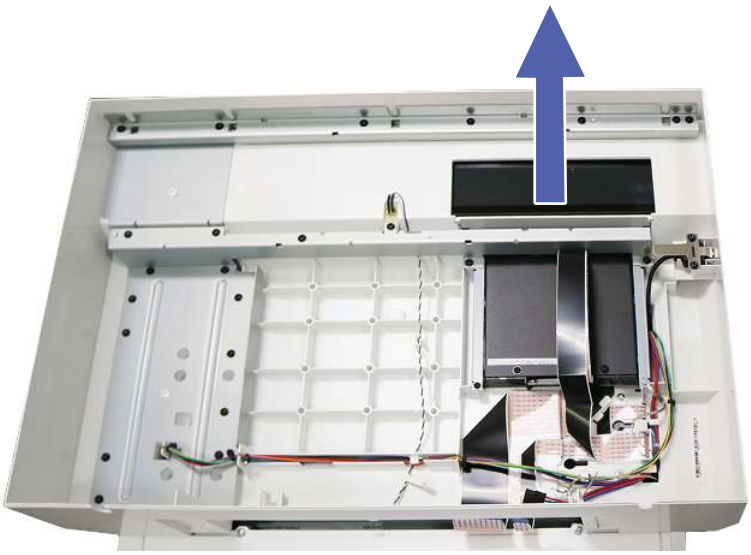
1. Disconnect two FFCs (callout 1) and three connectors (callout 2) from the formatter.

**Figure 4-764 Disconnect cables**



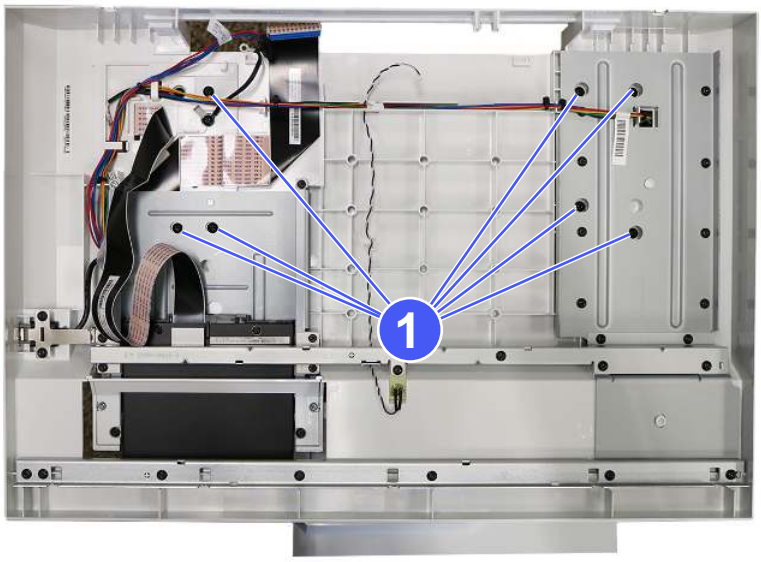

2. Slide the control panel in the direction of the arrow.

**Figure 4-765 Slide control panel**



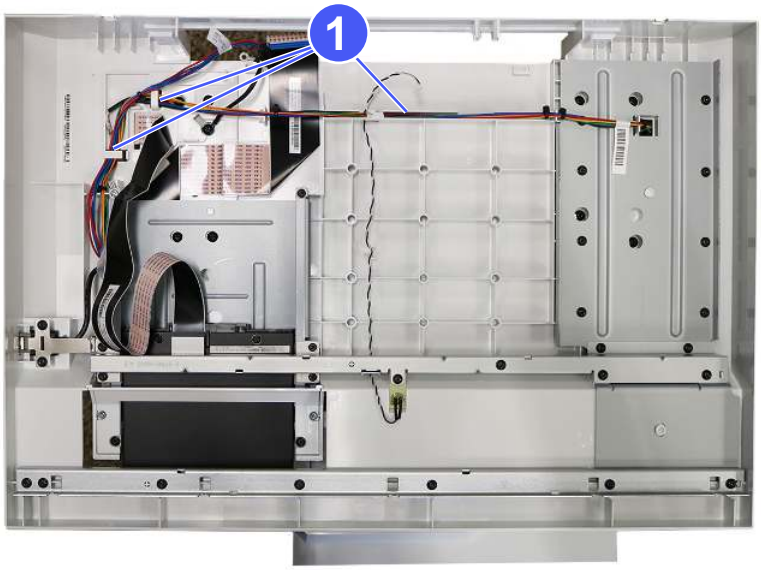
3. Remove seven screws.

**Figure 4-766 Remove 7 screws**




4. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-767 Remove cable from guide**




5. Lift the scanner par with all cables off of the printer.

   If the convenient stapler is installed, the cable will need to be threaded through the par tub down to the stapler.

## Remove the output bin

Follow these steps to remove the output bin.

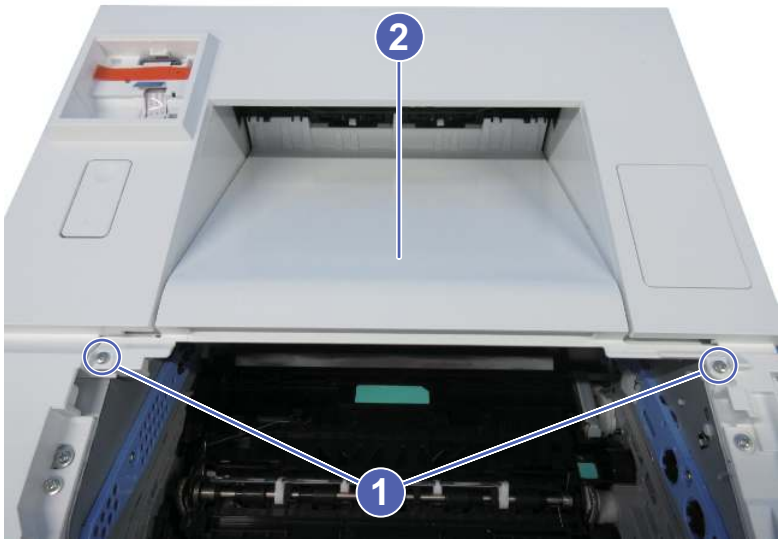
1. Open the toner cartridge access door.

2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-768 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## Remove the right pillar cover

Follow these steps to remove the right pillar cover.

**IMPORTANT:** If the convenient stapler is installed, start with step 2.

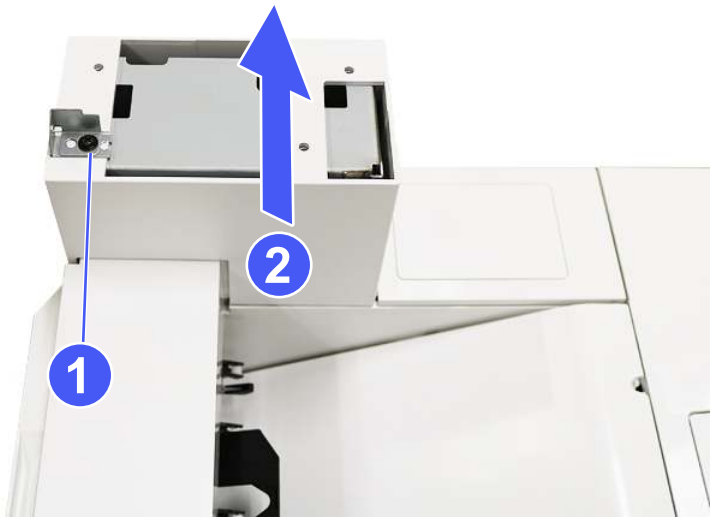
1. Depending on the printer configuration, do one of the following.
   - Lift the right pillar cover up and off of the printer.

**Figure 4-769 Remove right pillar cover**



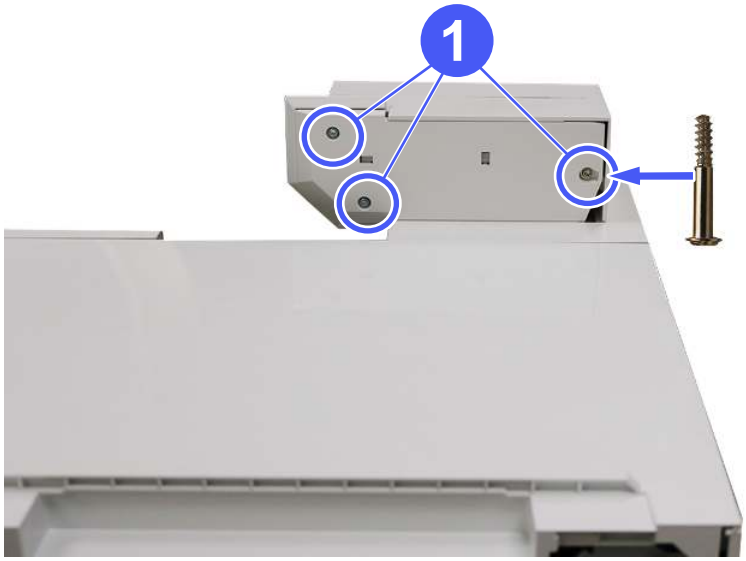
- Remove one screw (callout 1), and remove the right pillar cover (callout 2).

**Figure 4-770 Remove right pillar cover**



2. Remove three T10 torx screws (callout 1).

**Figure 4-771 Remove torx screws**




**NOTE:** When installing the convenient stapler cover the long screw goes where image indicates.

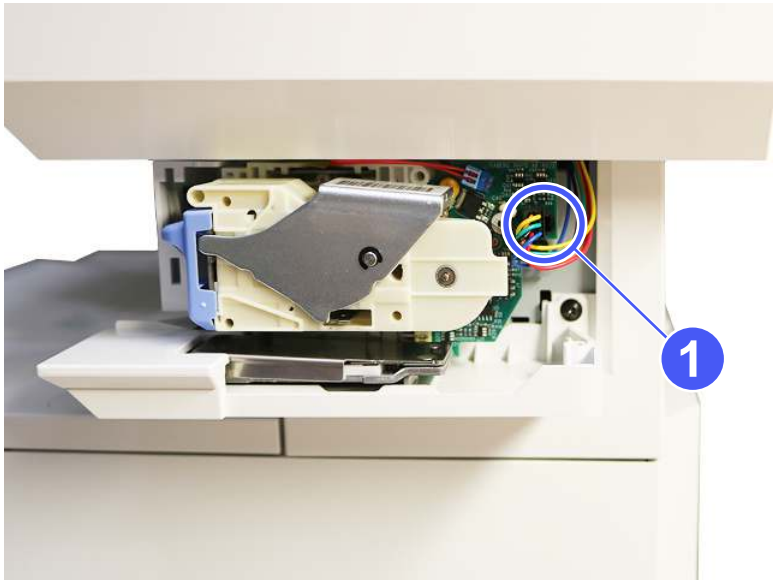
3. Remove the stapler cover by pulling it straight out from printer.

**Figure 4-772 Remove stapler cover**



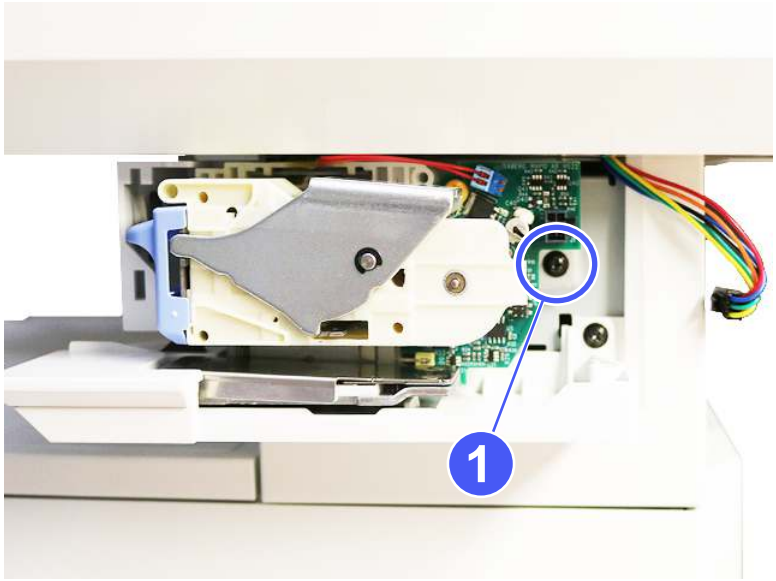
4. Disconnect the stapler cable (callout 1) from the assembly.

**Figure 4-773 Disconnect cable**



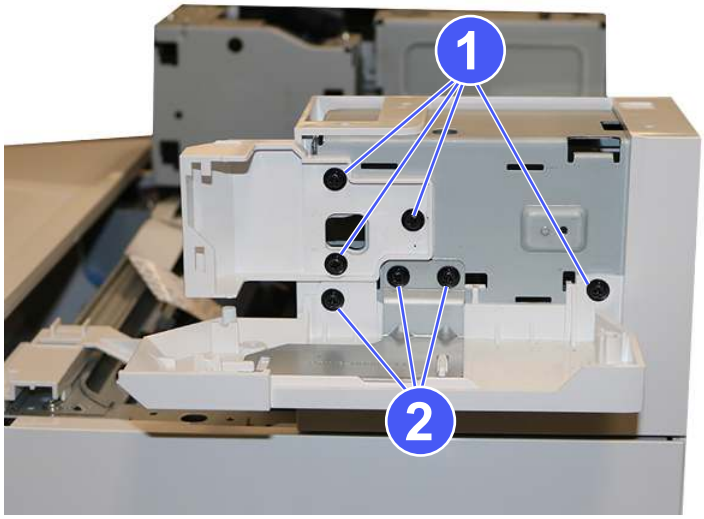

5. Remove one screw (callout 1) from staple assembly.

**Figure 4-774 Remove one screw**



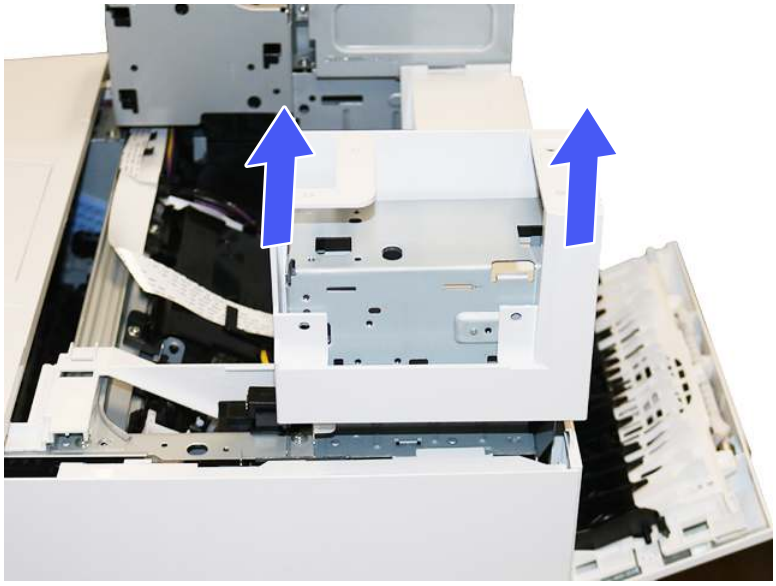
6. Remove seven screws (callout 1 and 2).

**Figure 4-775 Remove the screws**




7. Remove the right pillar cover by pulling it straight up.

**Figure 4-776 Remove the pillar cover**

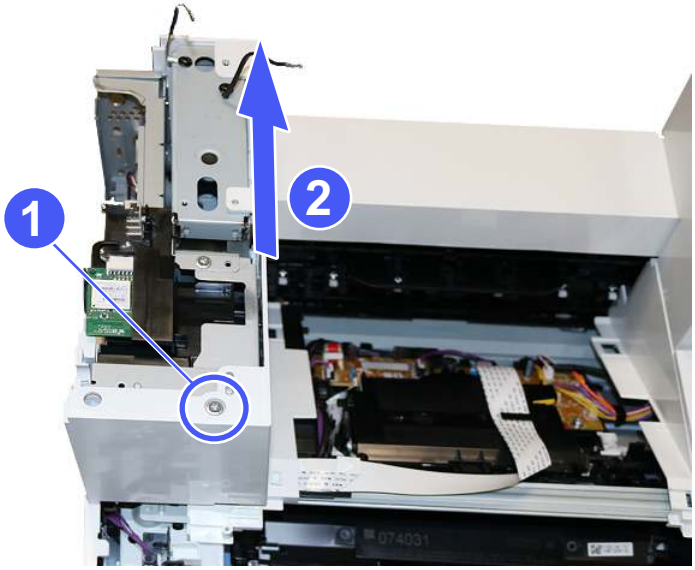


## Remove the left pillar cover

Follow these steps to remove the left pillar cover.

- Remove one screw (callout 1), and remove the left pillar cover (callout 2).

**Figure 4-777 Remove left pillar cover**

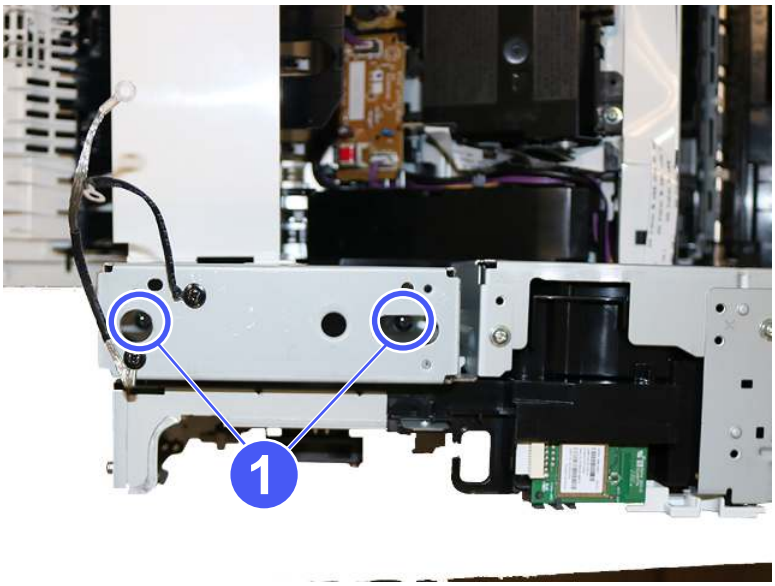



## Remove the left pillar

Follow these steps to remove the left pillar.

- Remove two screws (callout 1), and then remove the left pillar.

**Figure 4-778 Remove the left pillar**



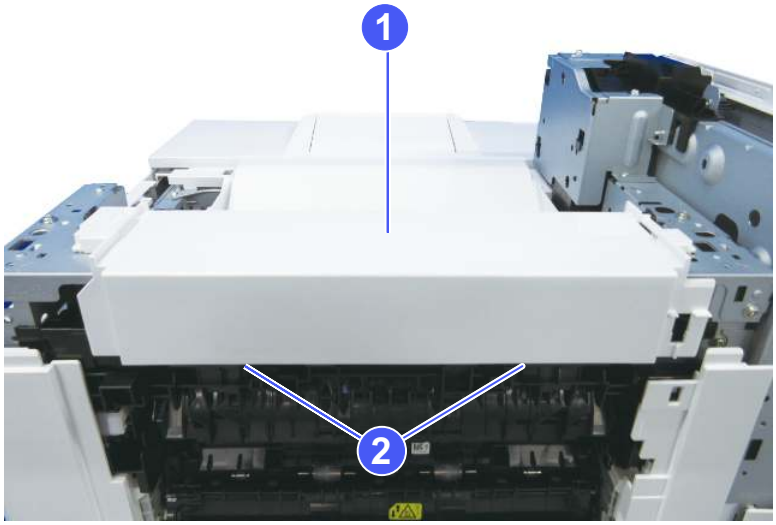

## Remove the rear upper cover

Follow these steps to remove the rear upper cover.

1. Open the rear door.

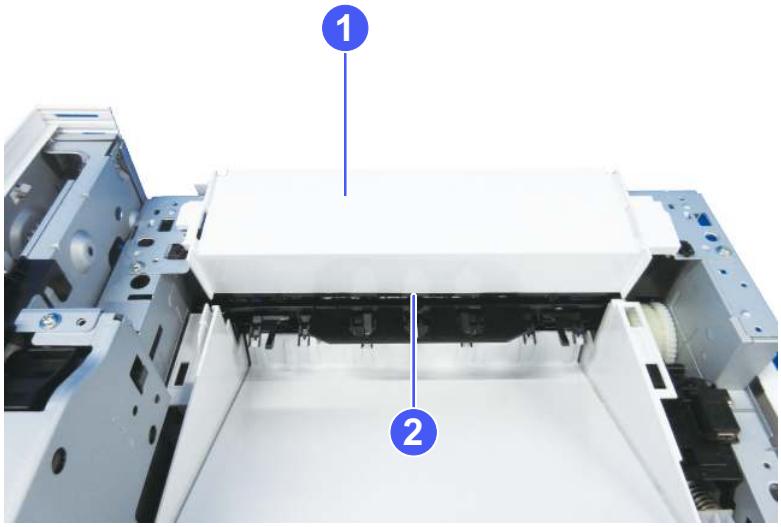
2. Deflect the rear top cover (callout 1) and remove the two claws (callout 2).

**Figure 4-779 Release cover**



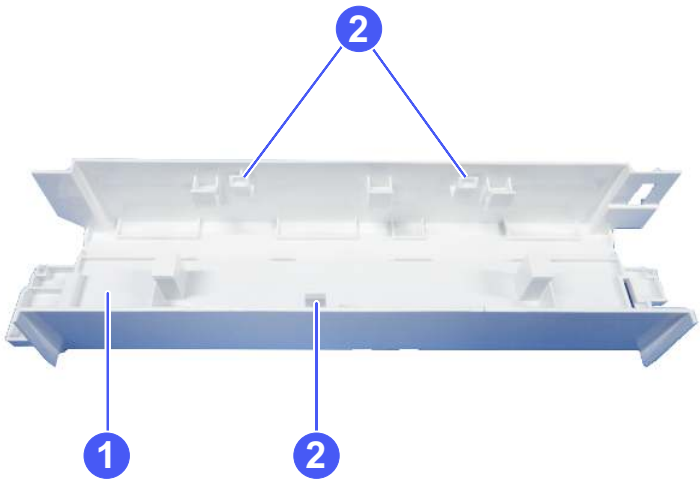

3. Deflect the rear top cover (callout 1) and remove one claw (callout 2).

**Figure 4-780 Release cover**




**NOTE:** The position of the claw (callout 2) of the rear top cover (callout 1) is shown below.

Figure 4-781 **Top cover claws**



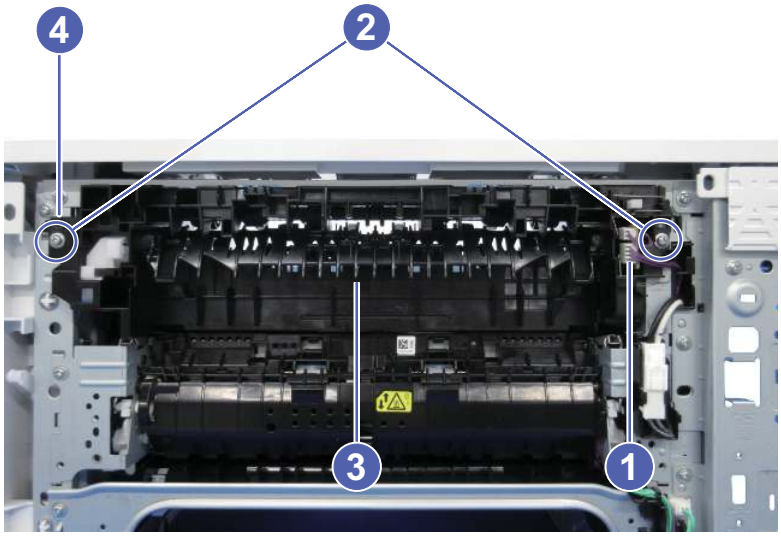

## Remove the paper delivery assembly

Follow these steps to remove the paper delivery assembly.

- Pull out one connector (callout 1) and remove two screws (callout 2). Lift the temporary holding part (callout 4) of the delivery assembly (callout 3) and slide it downward, then pull out and remove the delivery assembly.

**TIP:** The delivery assembly needs to shift slightly to the right to come out.

Figure 4-782 **Remove paper delivery assembly**

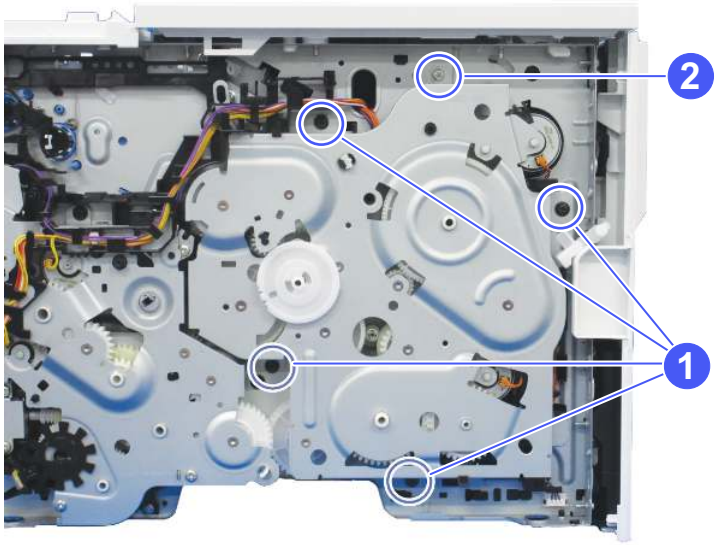



## Remove the main drive assembly

Follow these steps to remove the main drive assembly.

1. Remove four screws (callout 1) and one screw (callout 2).

**Figure 4-783 Remove main drive**

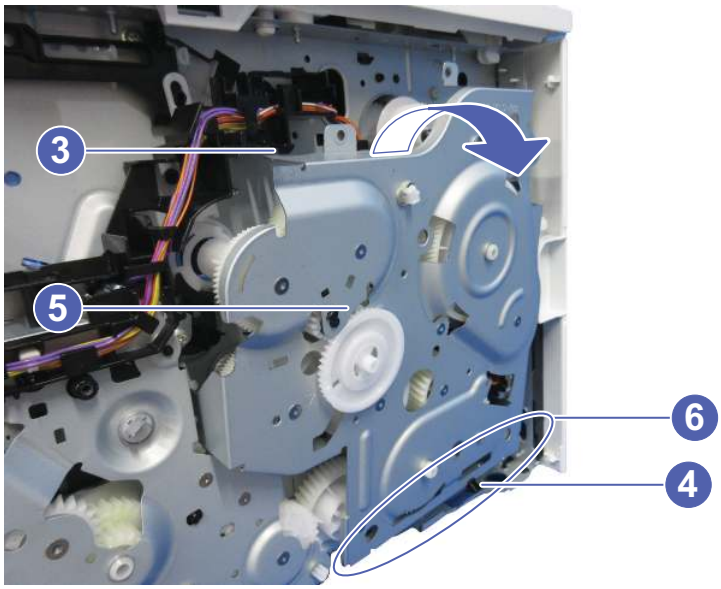



2. Release the upper claw (callout 3), hold the lower sheet metal (callout 6) portion of the main drive assembly (callout 5), which is secured by the lower claw (callout 4), and open the main drive assembly from the top to the direction of the arrow to remove it.

⚠ **CAUTION:** Use caution when removing the main drive assembly. Some of the gears are not secured and may fall out.

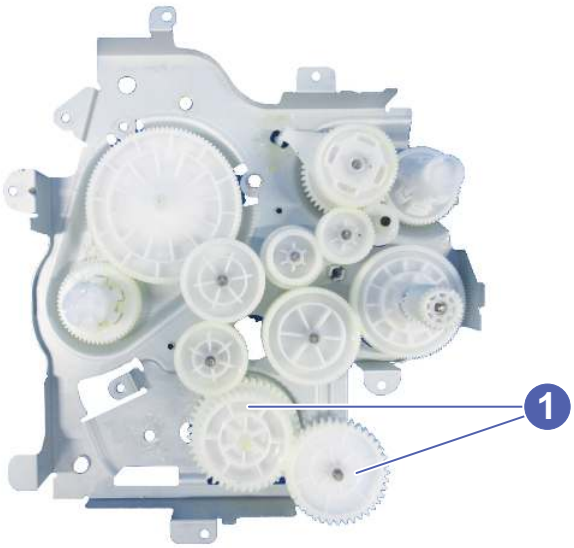
**TIP:** Tip the engine toward the main drive assembly during removal to hold gears in place on main drive.

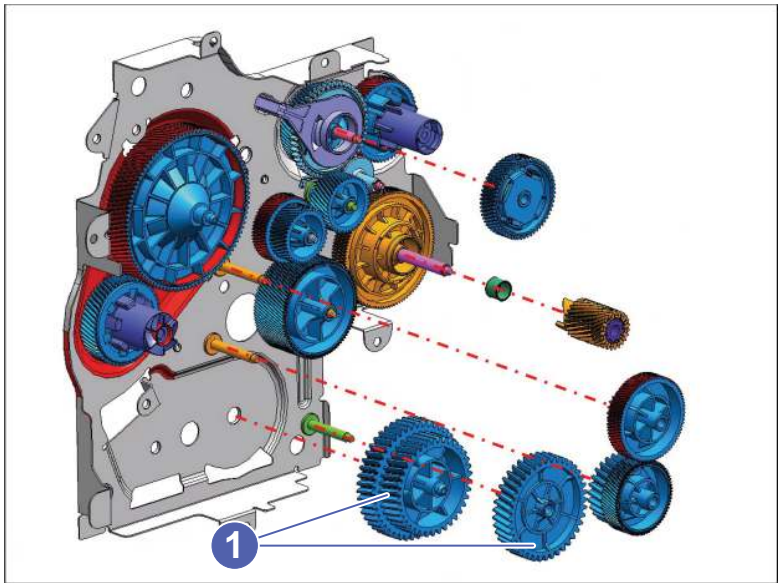
**Figure 4-784 Remove main drive**



3. The gears (callout 1) shown below are prone to coming loose; so carefully handle the main drive assembly.

**Figure 4-785 Main drive gears not secured**



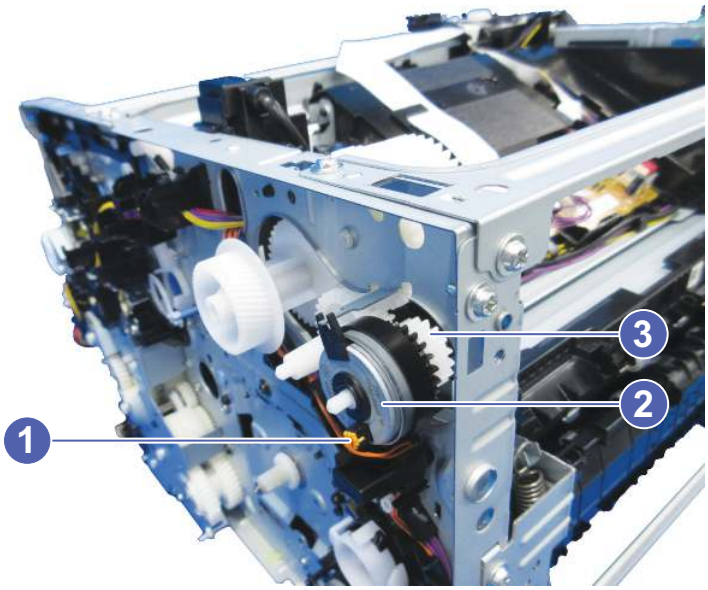




## Remove the reverse drive assembly

Follow these steps to remove the reverse drive assembly.

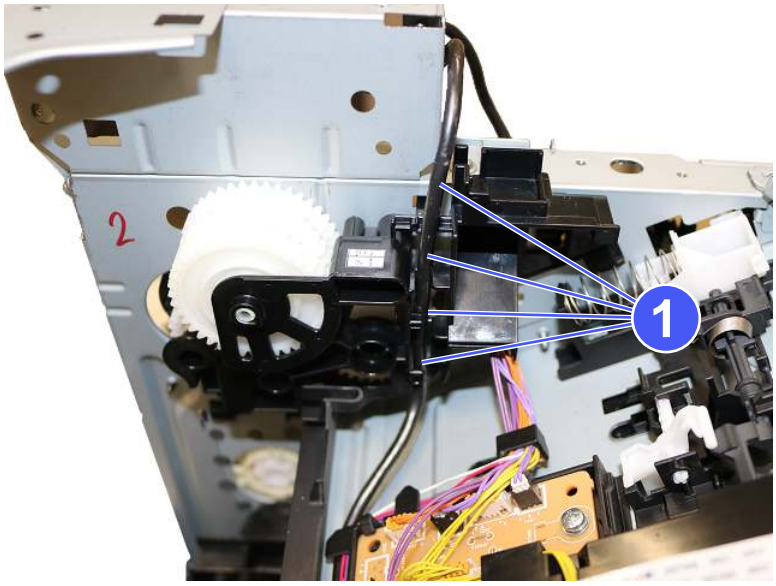
1. Remove one connector (callout 1), one clutch (callout 2), and one gear (callout 3).

**Figure 4-786 Remove connector, clutch and gear**



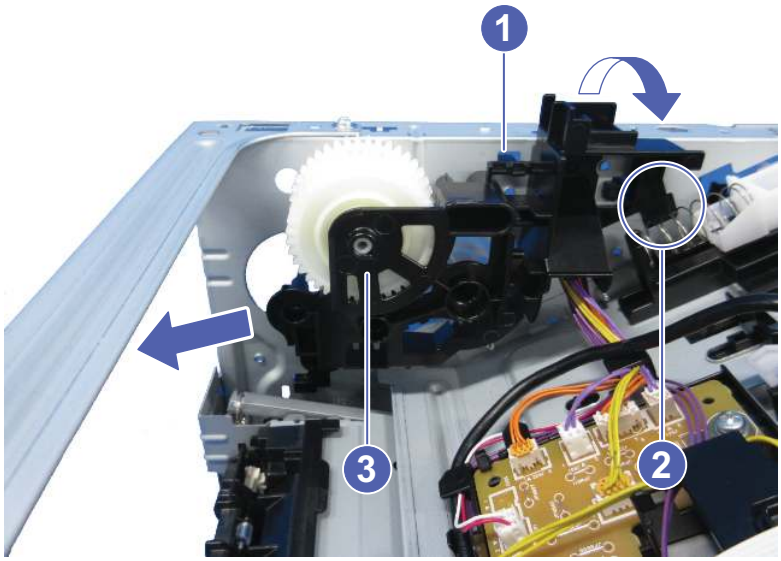

2. Remove the HIP cable (callout 1) from the bracket.

**Figure 4-787 Remove the HIP cable**



3. Remove one claw (callout 1), unhook the hook (callout 3) of the reverse drive assembly (callout 2), and slightly rotate the reverse drive assembly in the direction of the arrow. Slide the reverse drive assembly (callout 2) in the direction of the arrow to remove it

**Figure 4-788 Remove reverse drive**




## Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

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

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

2. Unpack the replacement part from the packaging.




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

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

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

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

**NOTE:** When applicable, special installation instructions are provided for 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 supply fan 5501, X50352

This document provides the procedures to remove and replace the power supply fan.

Mean time to repair: 25 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-55 Part information**

| Part number | Part description |
|---|---|
| RK3-1996-000CN | Fan |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

Send a print job to the printer.

#### 1. Remove the formatter cover (SFP)

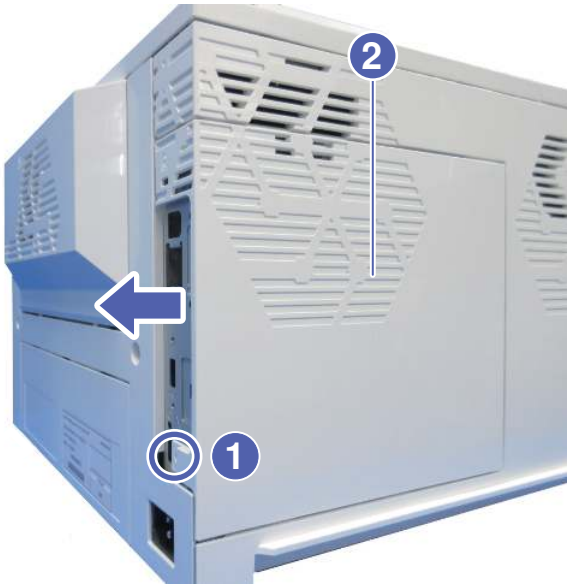
Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:

  a. On the formatter cover, remove 1 screw (callout 1).

  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

  **Figure 4-789 Remove the formatter cover**




## 2. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-790 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-791 Locate cable cover**

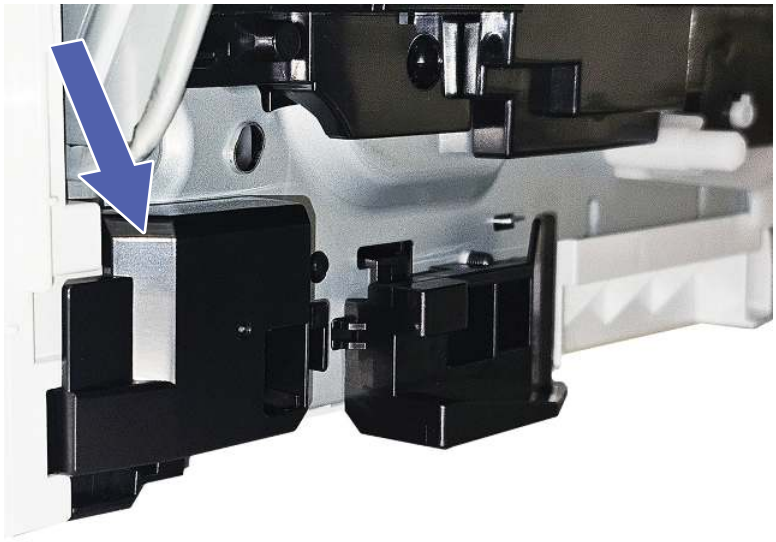
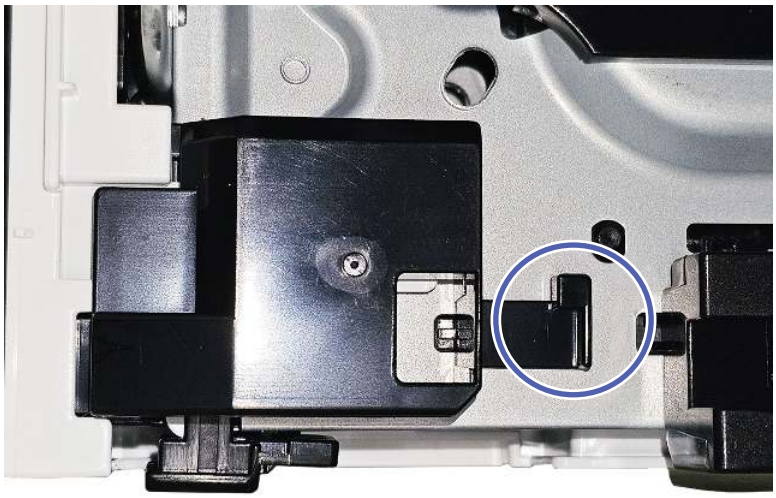
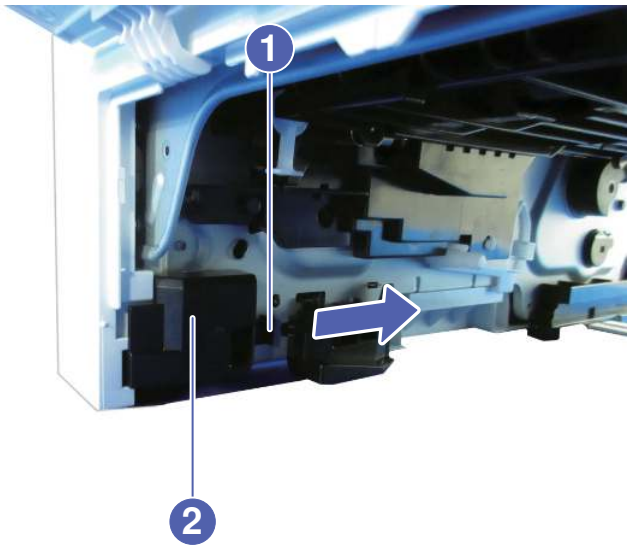


**Figure 4-792 Cover locking tab**



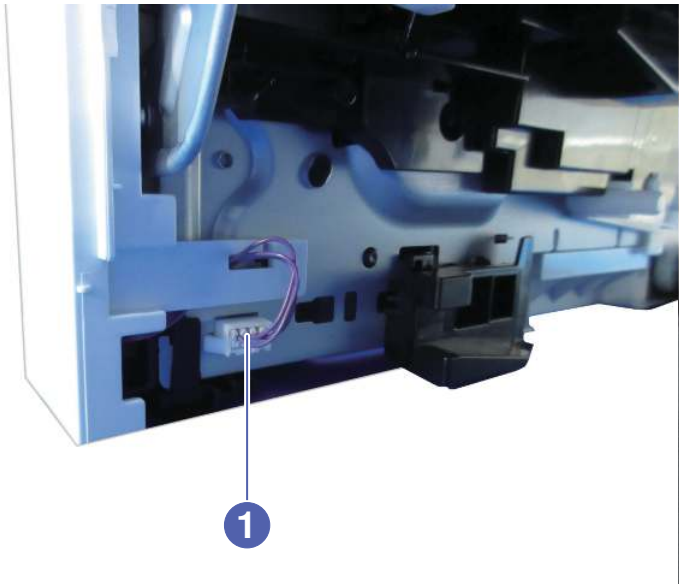
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-793 Remove the cover**



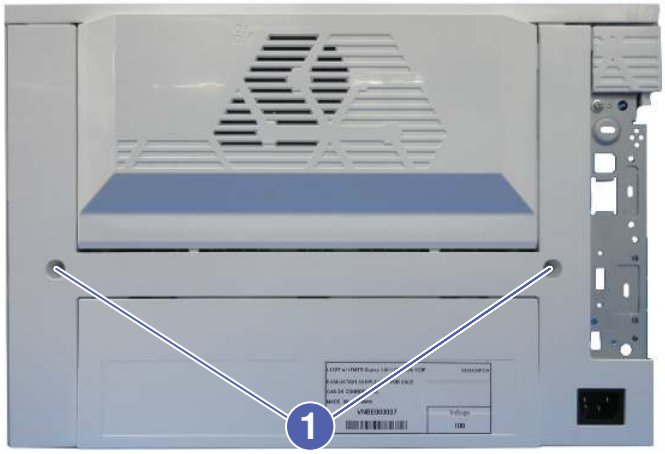

5. Pull off one connector (callout 1).

**Figure 4-794 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-795 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-796 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-797 Unhook one tab**




9. Open the rear door.

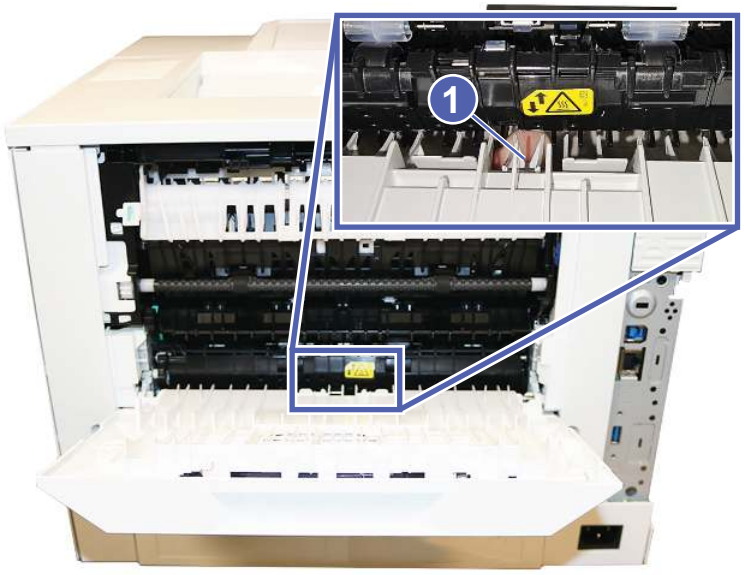
**Figure 4-798 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-799 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

### 3. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-800 Link arm location**

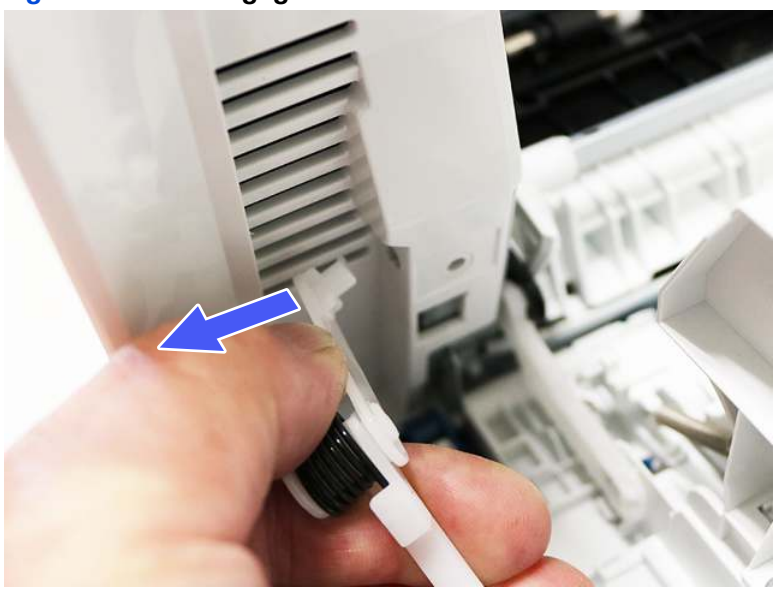



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-801 Disengage the link arm**



### 4. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-802 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-803 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-804 Unhook one tab**

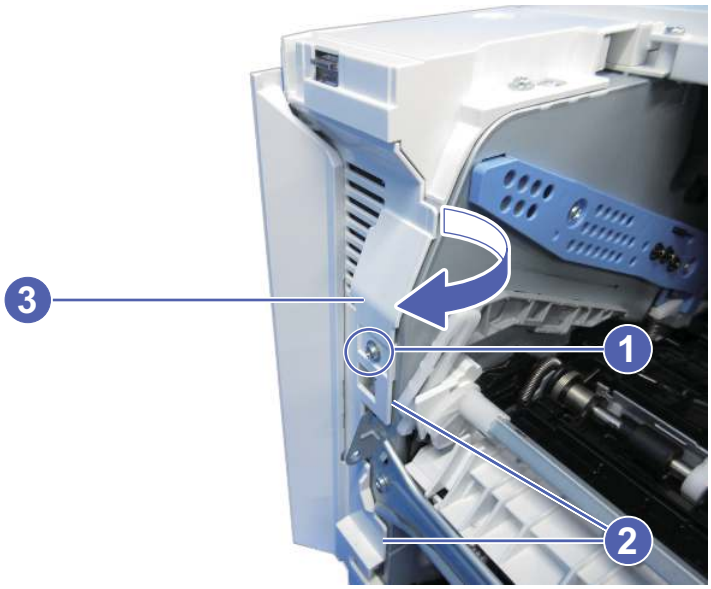



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-805 Remove one screw**



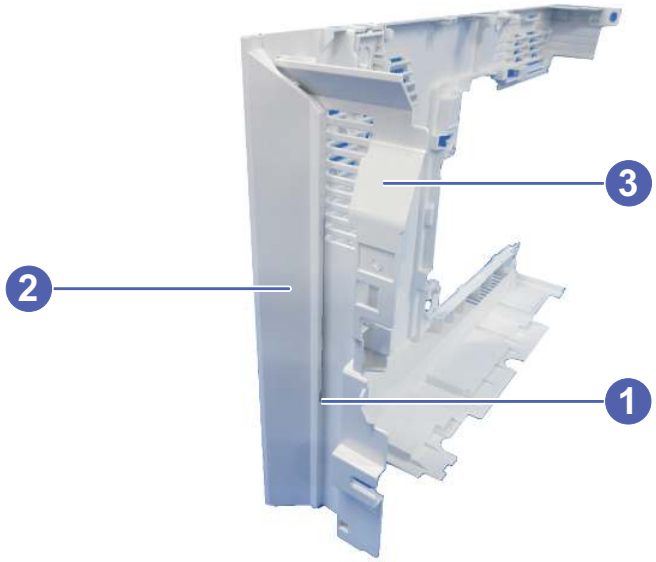

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

TIP: If replacing the left cover, you'll need to move the front left cover to the new left cover.

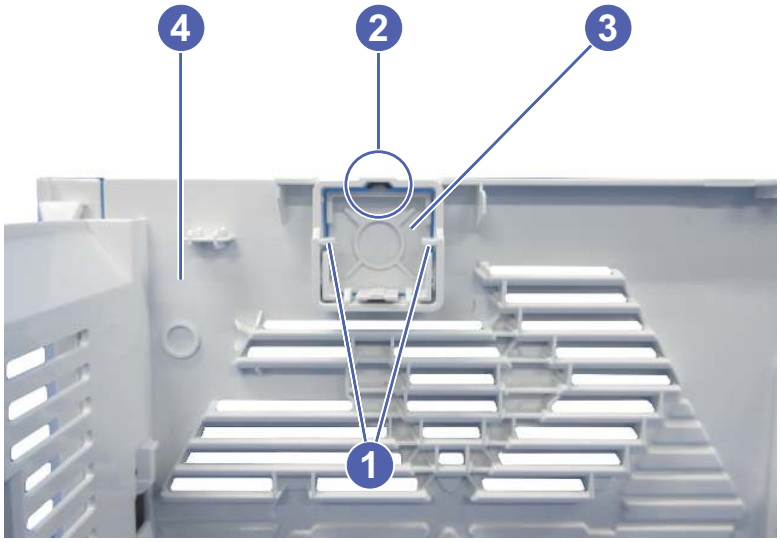
**Figure 4-806 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

TIP: If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-807 Remove door button**

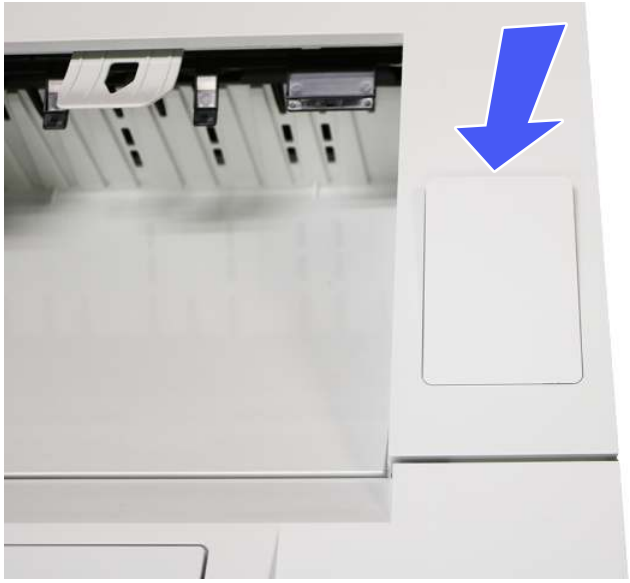



## 5. Remove the HIP cover

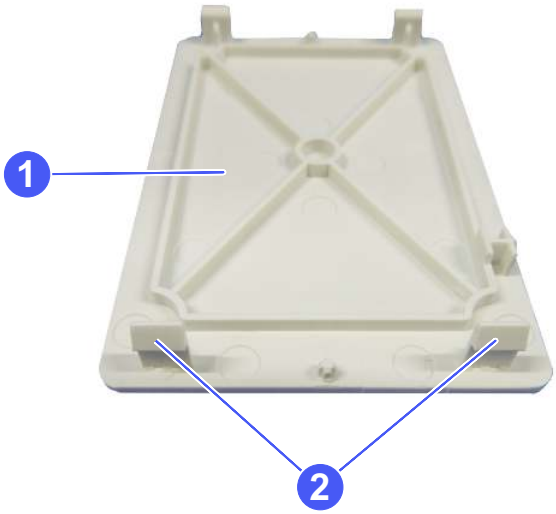
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-808 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




### 6. Remove the output bin

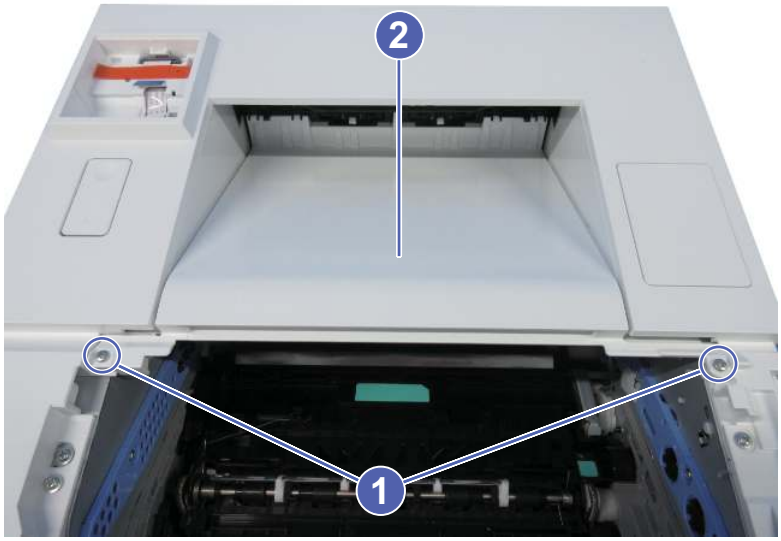
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-809 Remove two screws then output bin**



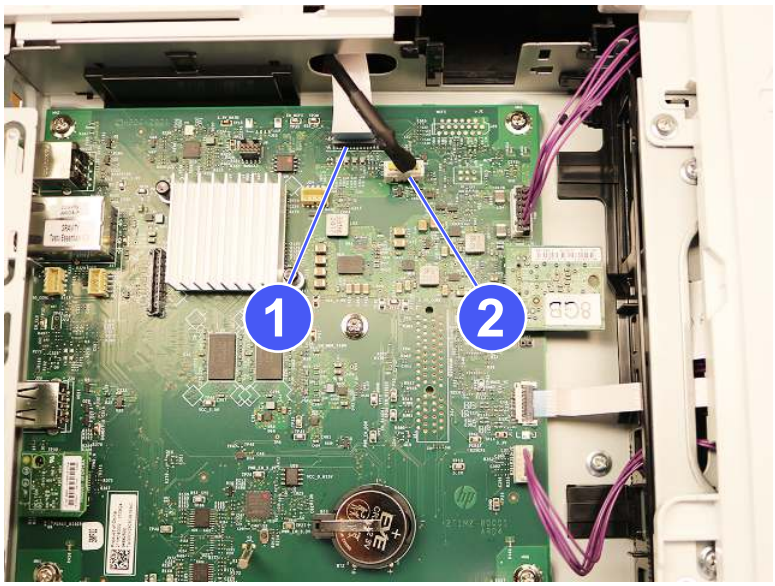

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 7. Remove the top cover

Follow these steps to remove the top cover.

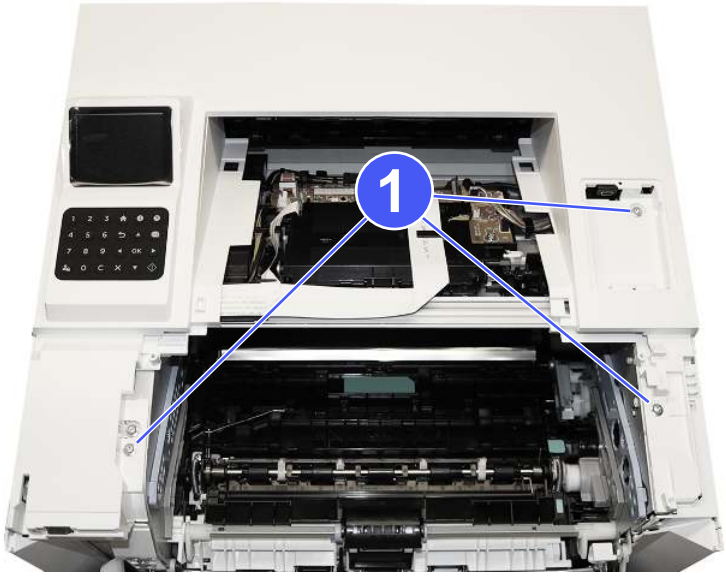
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-810 Disconnect the cables**



2. Remove three screws (callout 1).

**Figure 4-811 Remove the screws**




3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

## 8. Remove the DC controller assembly and holding plate

Follow these steps to remove the DC controller assembly.

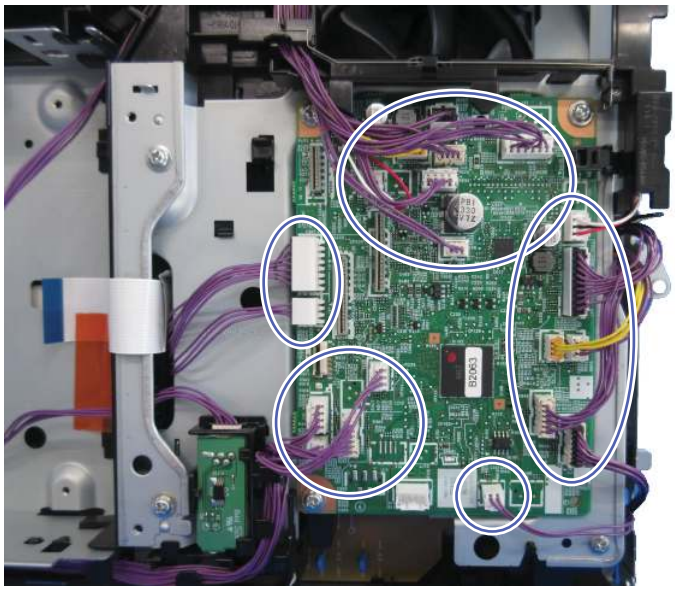
1. Disconnect four FFCs (callout 1).

**Figure 4-812 Disconnect the FFC cables**



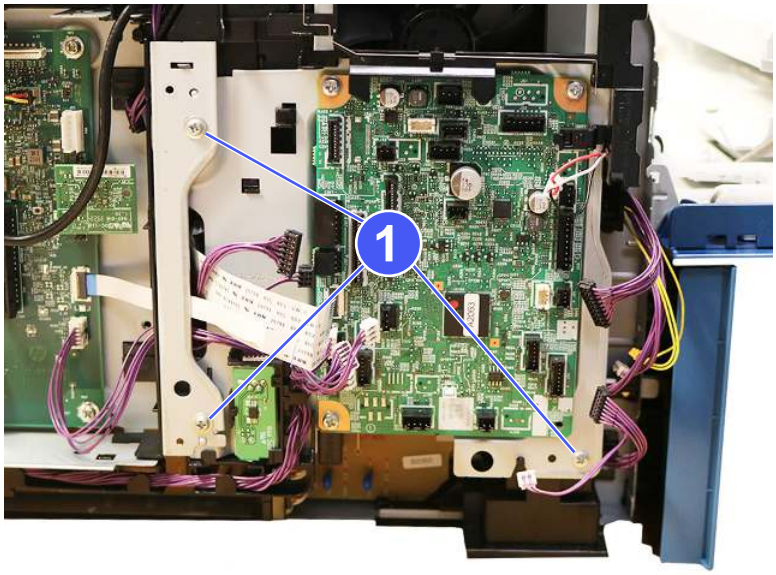
2. Disconnect all connectors on the DC controller assembly.

**Figure 4-813 Disconnect all connectors**



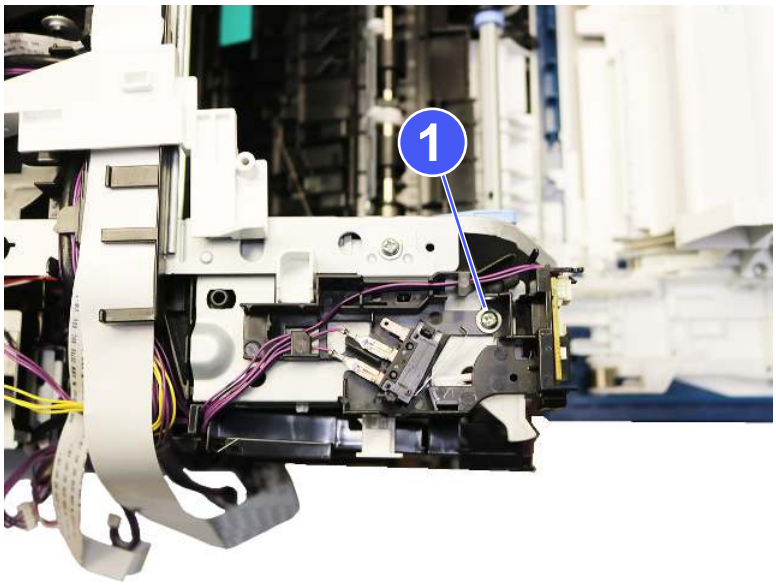
3. Remove three screws (callout 1) for the DCC holding plate.

**Figure 4-814 Remove three screws**



4. Remove one screw on the power switch and interlock assembly.

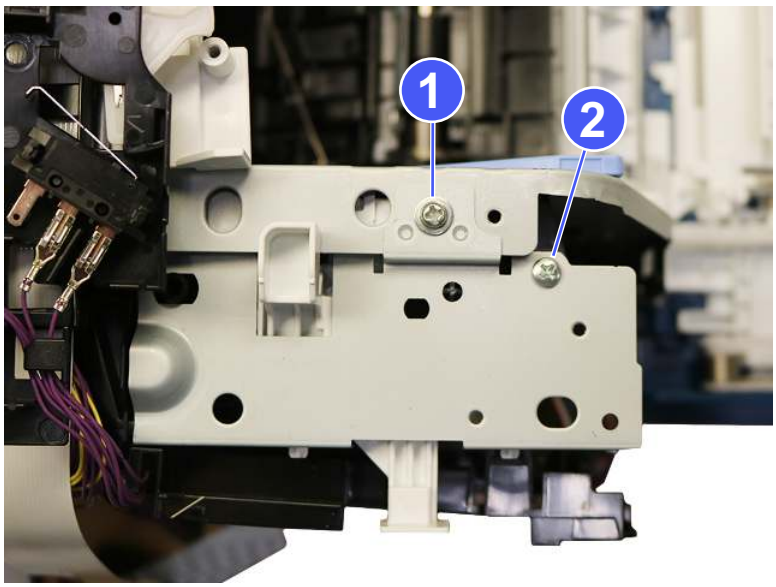
**Figure 4-815 Remove one screw**




5. Remove one screw (callout 1) and one plastic screw (callout 2) from the top of the holding plate.

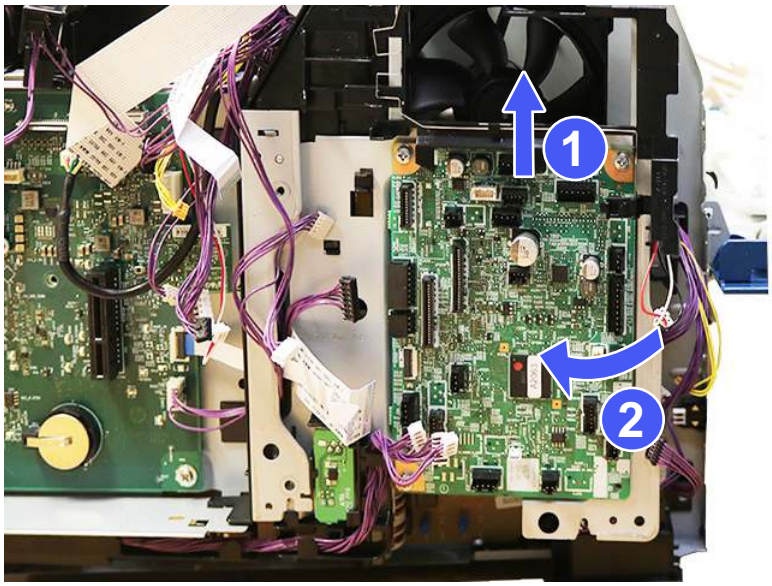
**TIP:** Swing the power switch/interlock assembly up out of the way for easier access to the screws.

**Figure 4-816 Remove the screws**



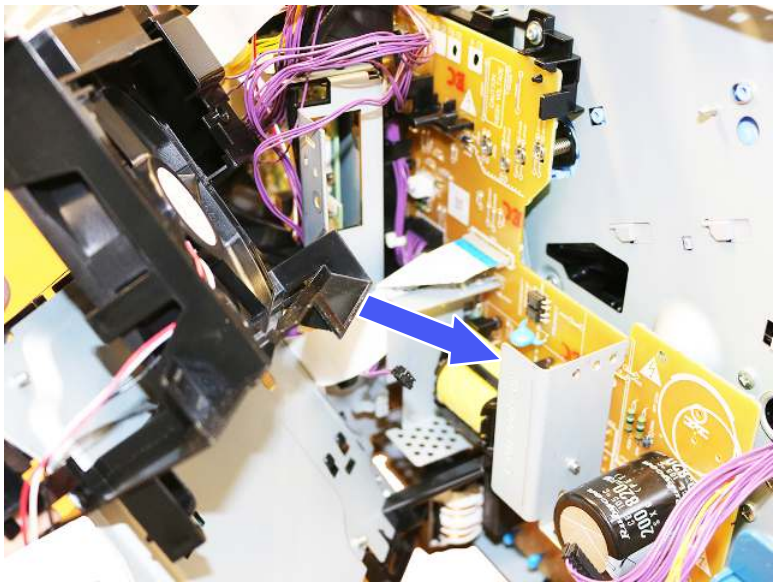
6. Lift up on the DCC holding plate (callout 1) and rotate the assembly out from printer (callout 2).

**Figure 4-817 Remove holding plate assembly**




**NOTE:** Make sure the back of the fan housing clears that metal plate on the printer.

**Figure 4-818 Clear fan housing**

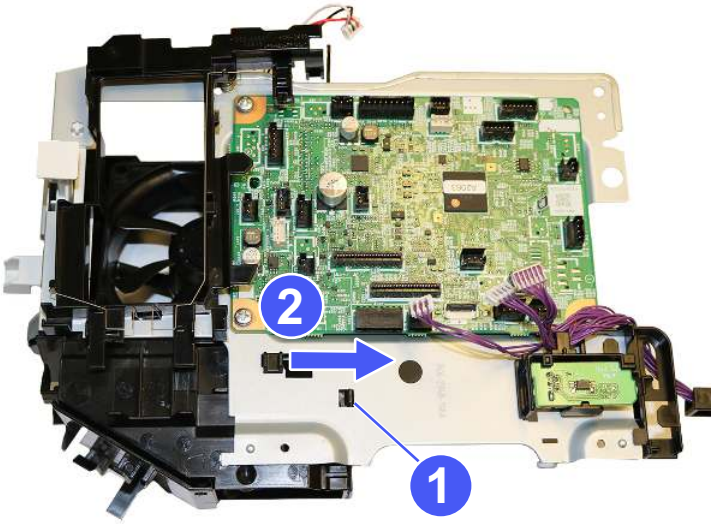


## 9. Remove power supply fan

Follow these steps to remove power supply fan.

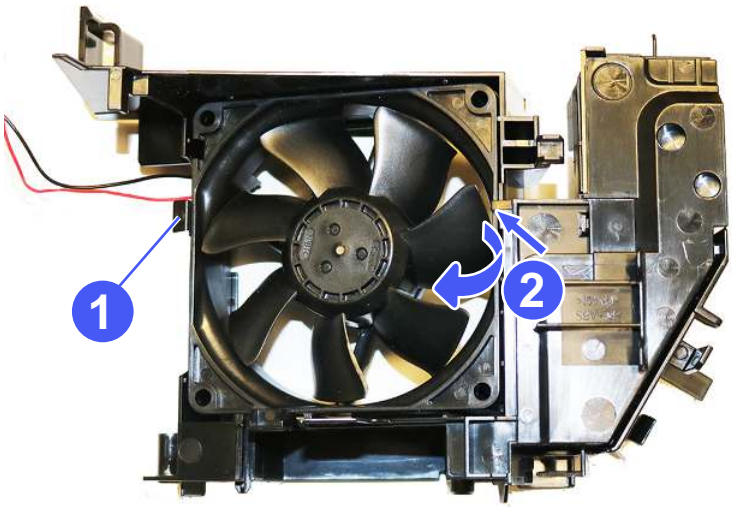
1. Remove the fan holder from the DCC Holding plate

**Figure 4-819 Remove fan housing from holding plate assembly**




2. Release tab (callout 1) and then rotate the fan of the housing to clear left tab (callout 2).

**Figure 4-820 Remove the fan**




## 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: Power supply fan 5502, X50452

This document provides the procedures to remove and replace the power supply fan.

Mean time to repair: 25 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-56 Part information**

| Part number | Part description |
|---|---|
| **RK3-1996-000CN** | Fan |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

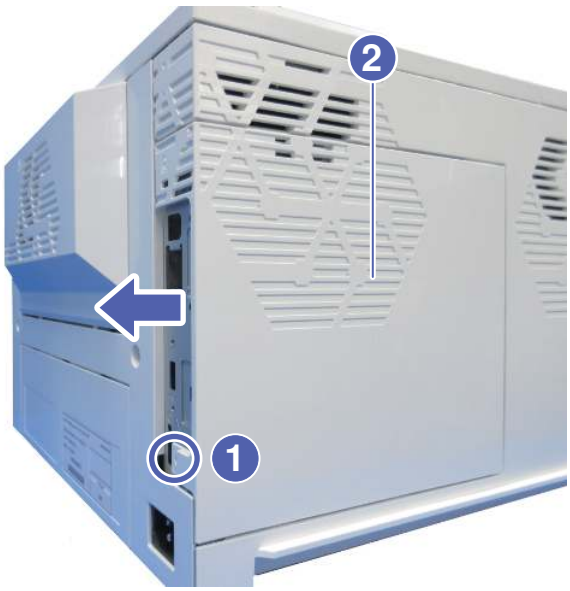
Send a print job to the printer.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-821 Remove the formatter cover**




## 2. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.

2. Open the cassette rear cover.

**Figure 4-822 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-823 Locate cable cover**

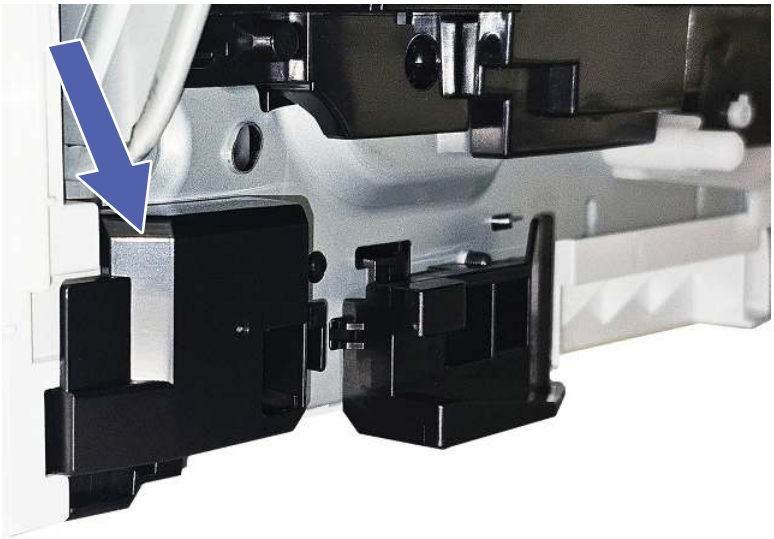
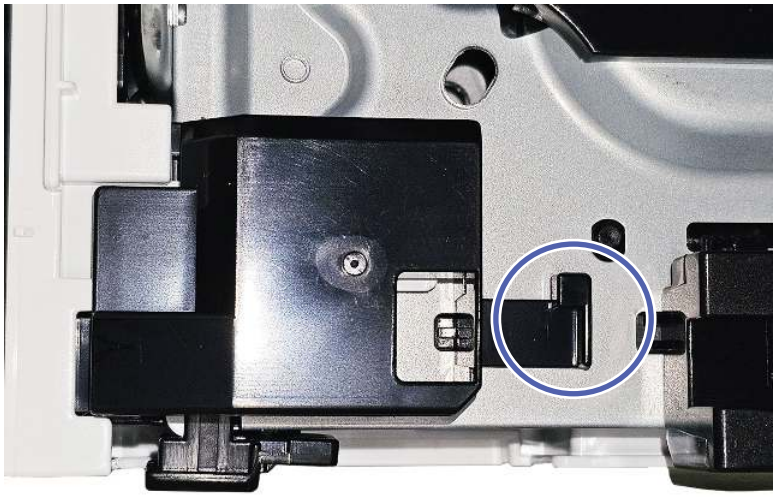
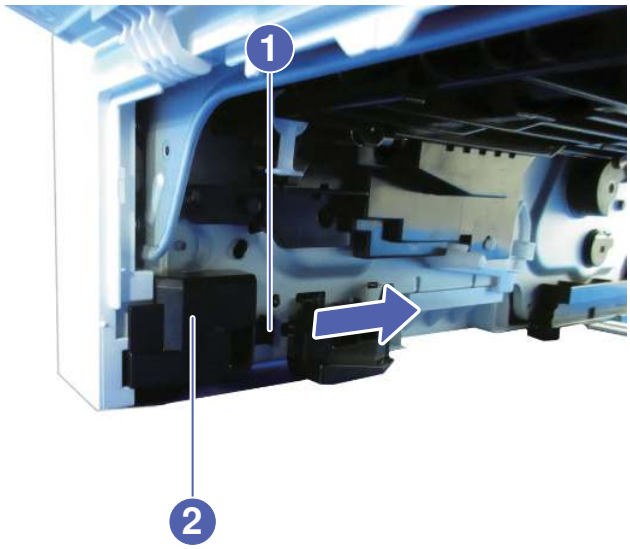


**Figure 4-824 Cover locking tab**



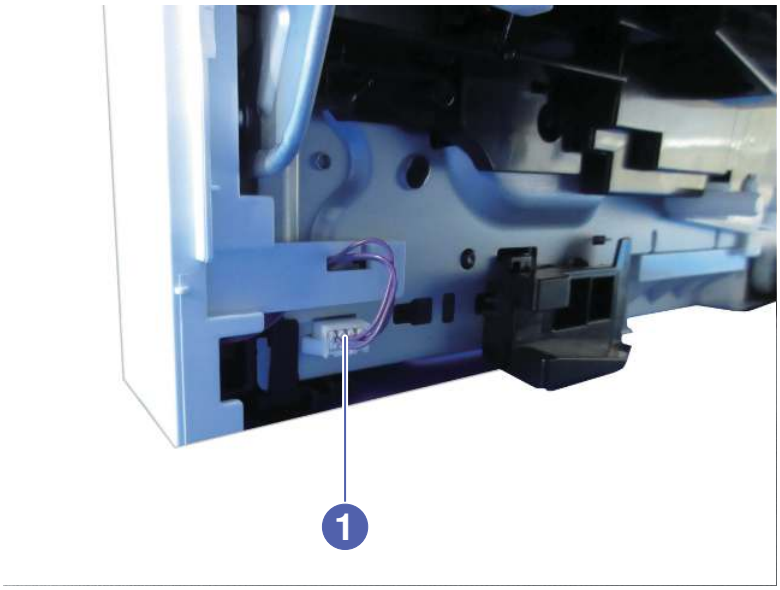
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-825 Remove the cover**



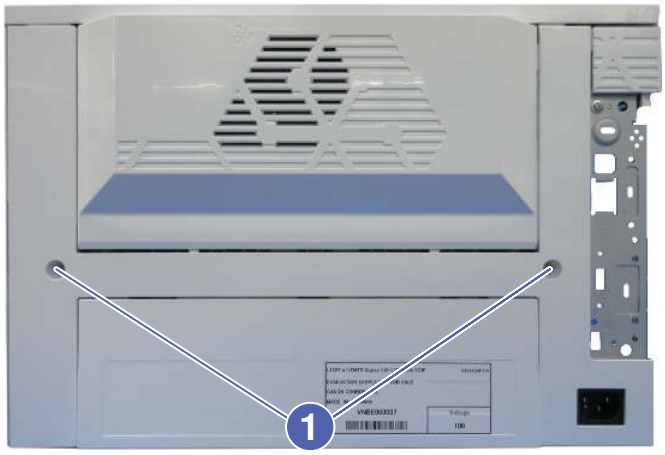
5. Pull off one connector (callout 1).

**Figure 4-826 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-827 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-828 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-829 Unhook one tab**



9. Open the rear door.

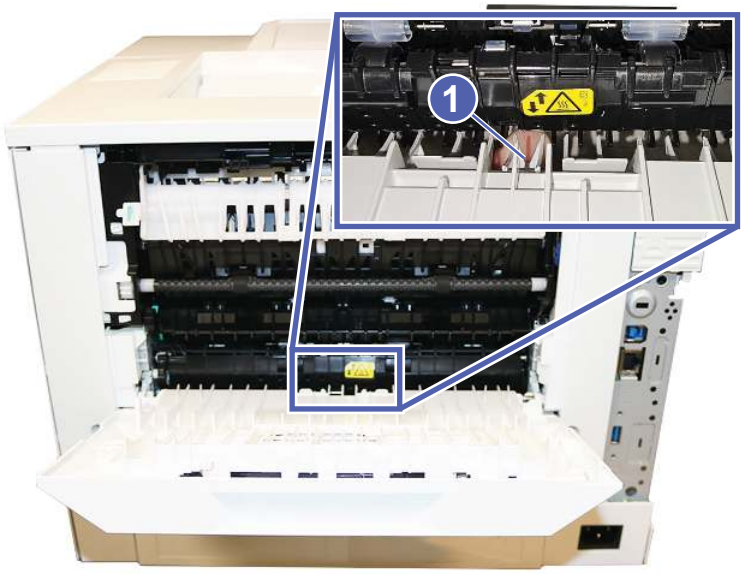
**Figure 4-830 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-831 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## 3. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-832 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-833 Disengage the link arm**



## 4. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-834 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-835 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-836 Unhook one tab**

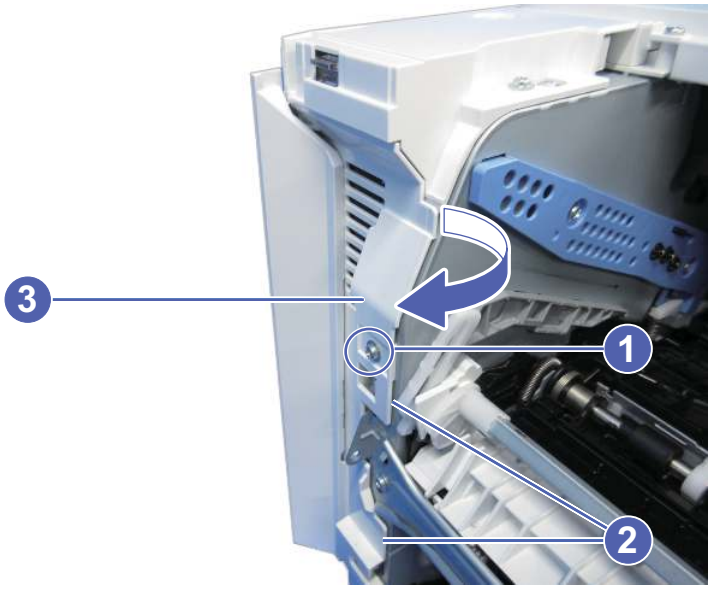



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-837 Remove one screw**



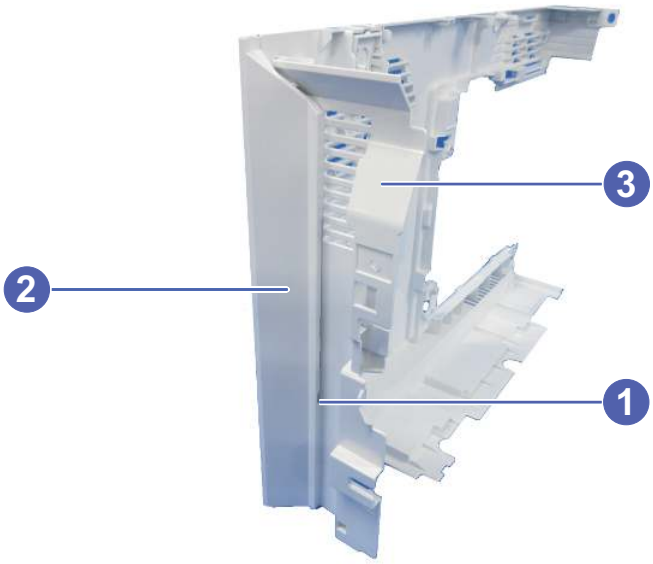

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

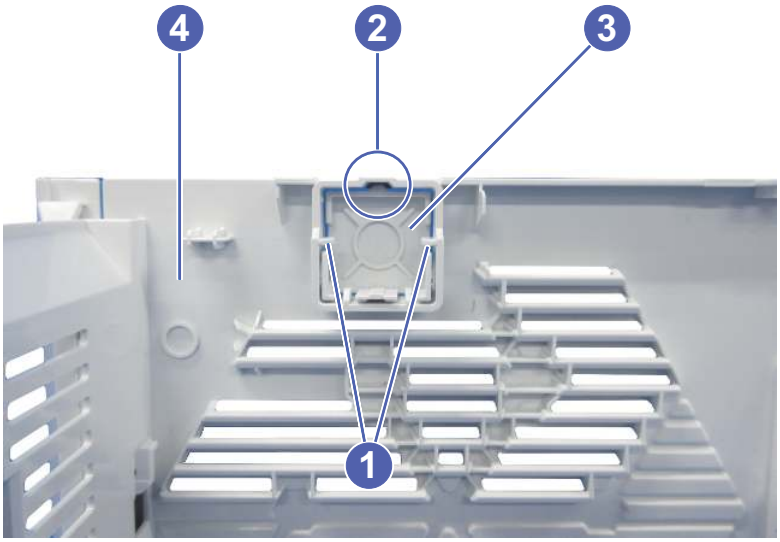
**Figure 4-838 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-839 Remove door button**

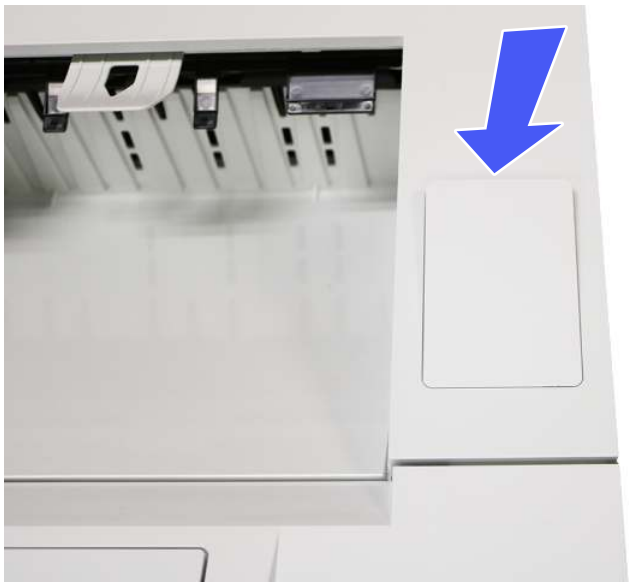



### 5. Remove the HIP cover

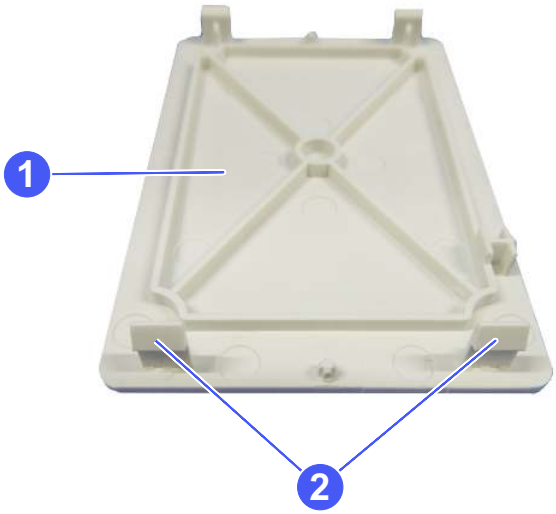
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-840 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




## 6. Remove the output bin

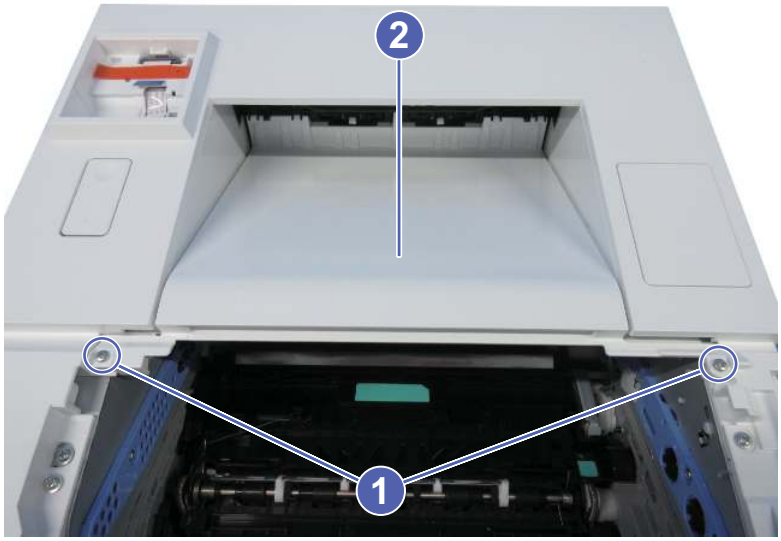
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-841 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 7. Remove the control panel (SFP)

Follow these steps to remove the control panel.

1. To remove the control panel PCA cover by using a small flat blade screwdriver to pry up the rear side.

**Figure 4-842 Remove the cover**



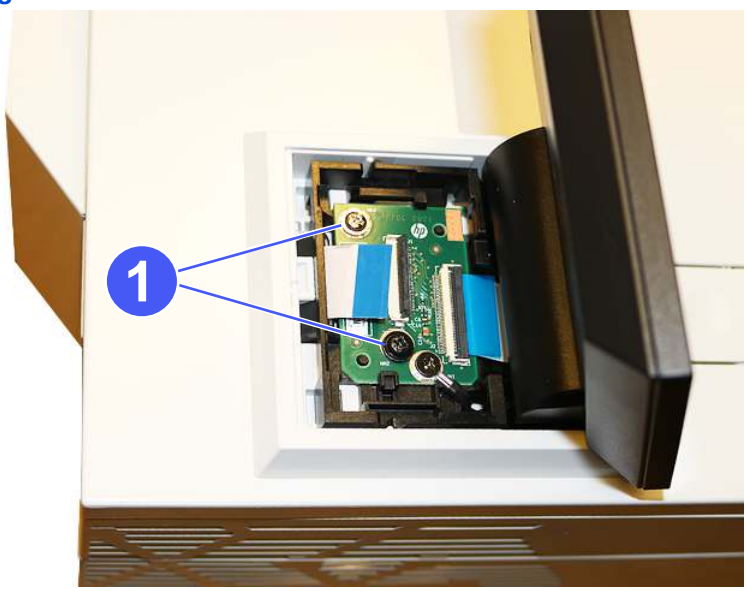
2. Disconnect the FFC.

**Figure 4-843 Disconnect the FFC**



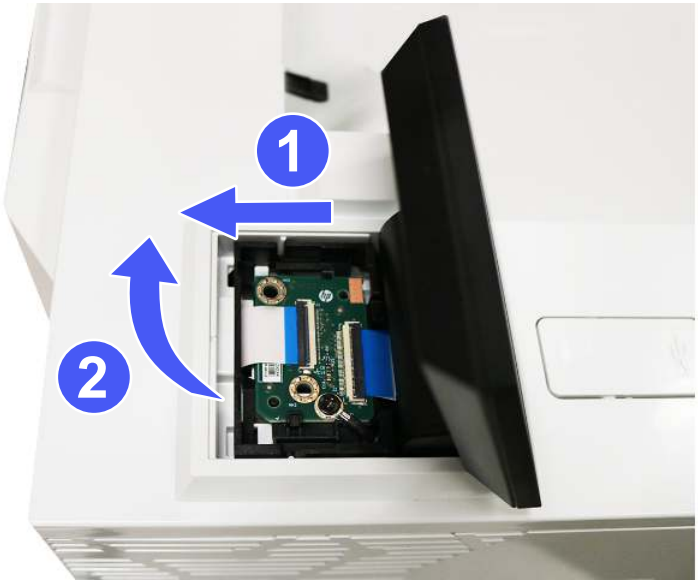
3. Remove two screws (callout 1).

**Figure 4-844 Remove the screws**



4. Slide the control panel assembly back (callout 1) then rotate it up and out from the printer (callout 2).

**Figure 4-845 Remove the control panel**

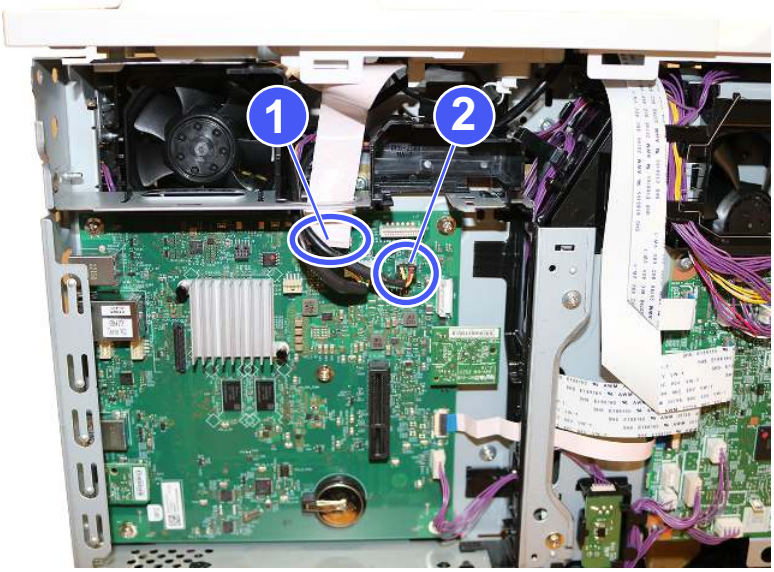



## 8. Remove the top cover

Follow these steps to remove the top cover.

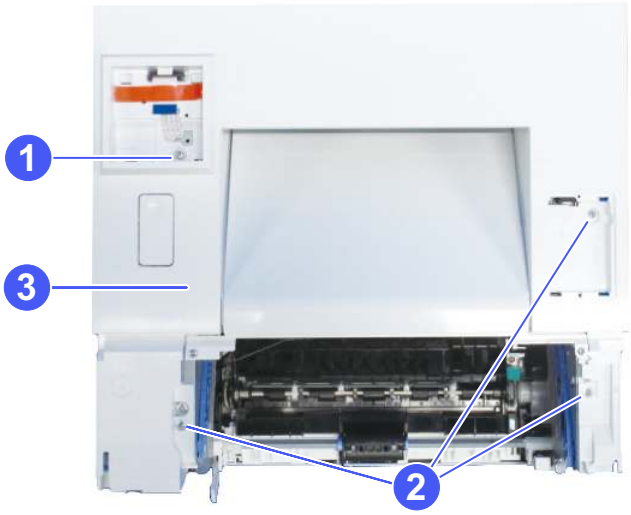
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-846 Disconnect the cable**



2. Remove one screw with washer (callout 1) and three screws (callout 2).

**Figure 4-847 Remove the screws**




3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

## 9. Remove the DC controller assembly and holding plate

Follow these steps to remove the DC controller assembly.

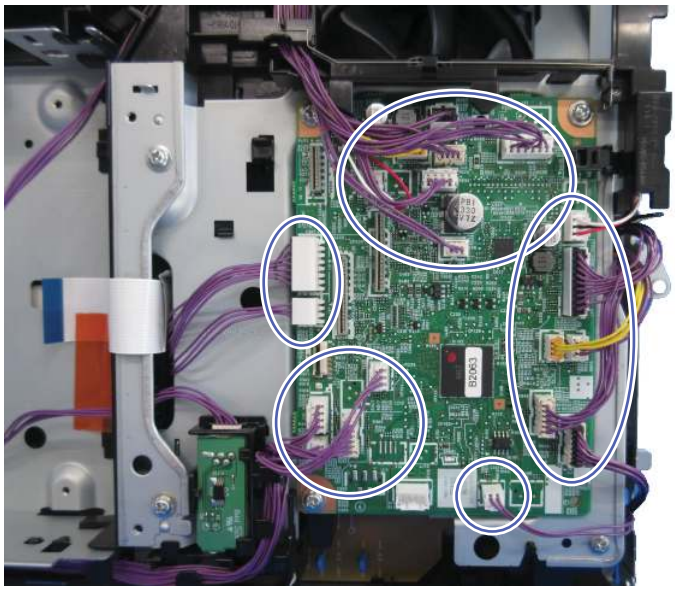
1. Disconnect four FFCs (callout 1).

**Figure 4-848 Disconnect the FFC cables**



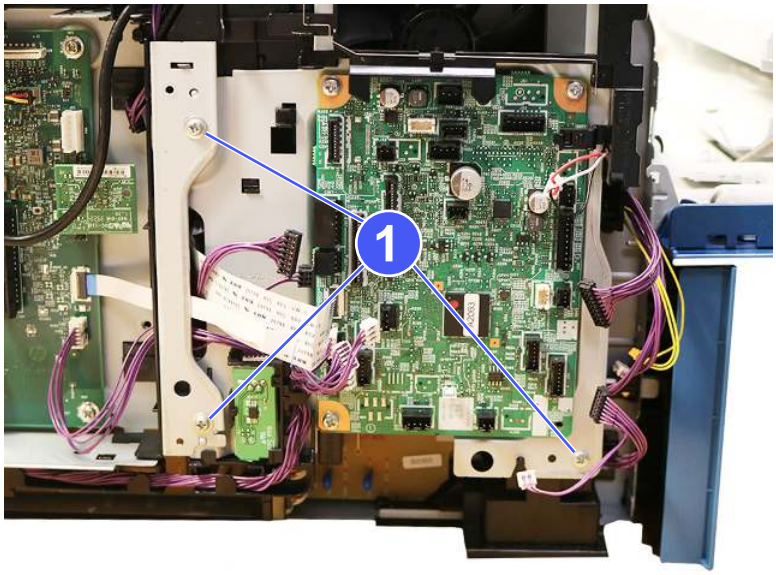
2. Disconnect all connectors on the DC controller assembly.

**Figure 4-849 Disconnect all connectors**



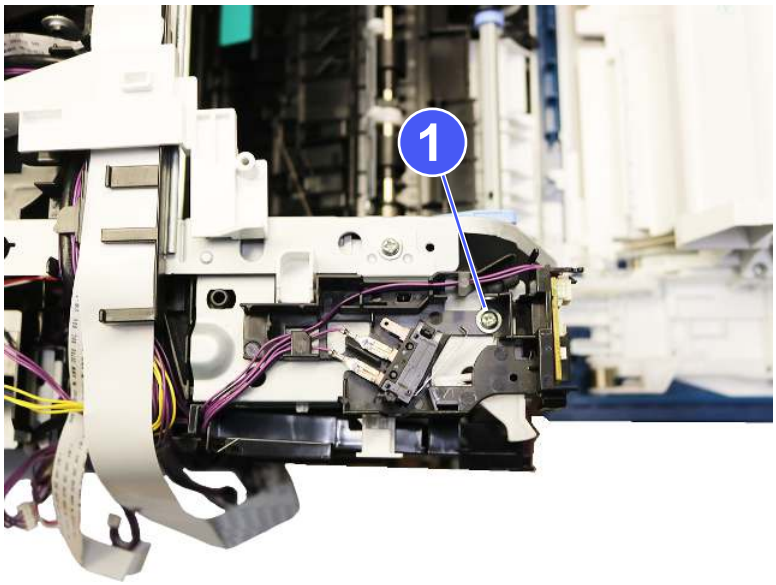
3. Remove three screws (callout 1) for the DCC holding plate.

**Figure 4-850 Remove three screws**



4. Remove one screw on the power switch and interlock assembly.

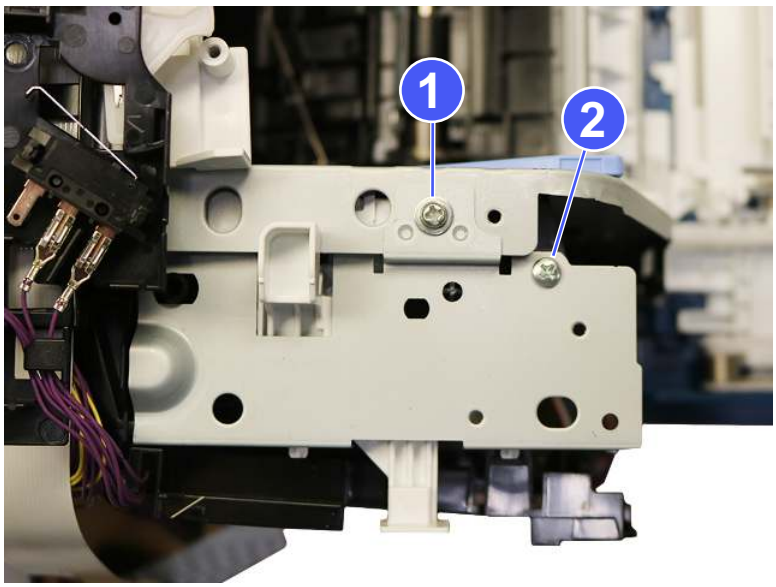
**Figure 4-851 Remove one screw**




5. Remove one screw (callout 1) and one plastic screw (callout 2) from the top of the holding plate.

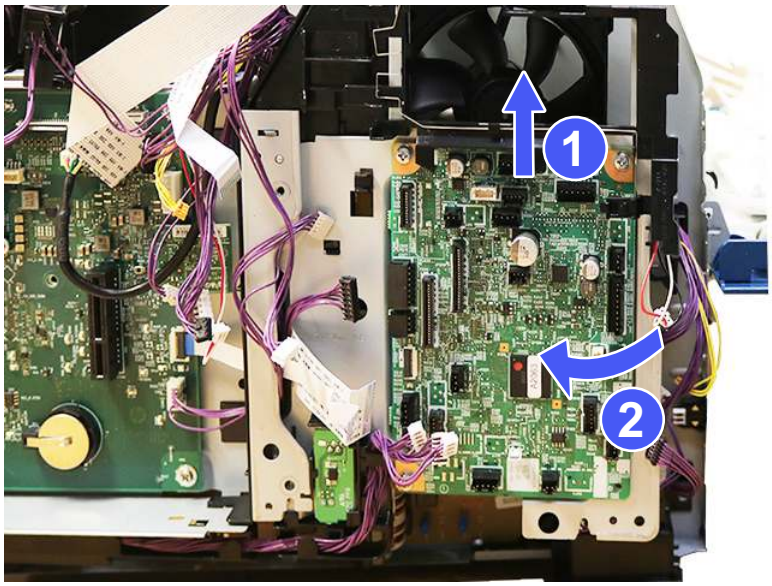
**TIP:** Swing the power switch/interlock assembly up out of the way for easier access to the screws.

**Figure 4-852 Remove the screws**



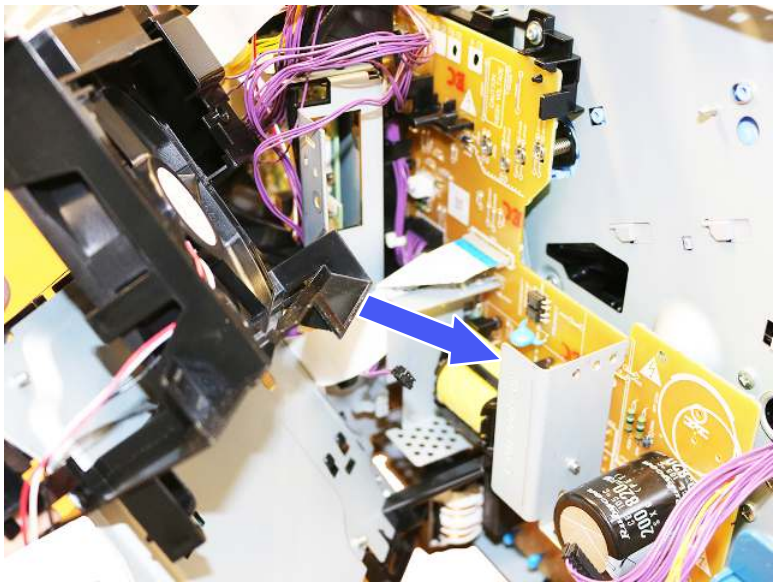
6. Lift up on the DCC holding plate (callout 1) and rotate the assembly out from printer (callout 2).

**Figure 4-853 Remove holding plate assembly**




**NOTE:** Make sure the back of the fan housing clears that metal plate on the printer.

**Figure 4-854 Clear fan housing**

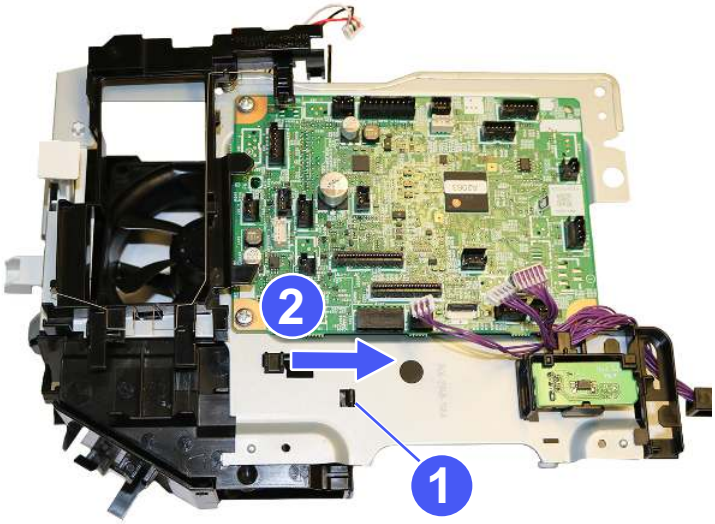


## 10. Remove power supply fan

Follow these steps to remove power supply fan.

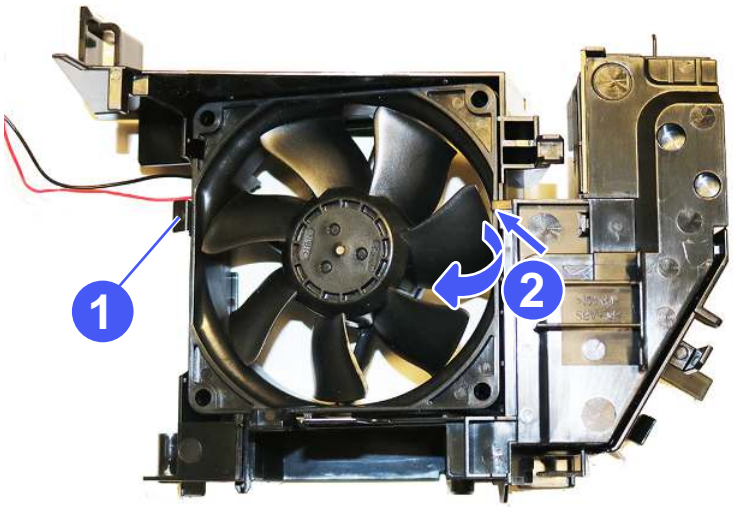
1. Remove the fan holder from the DCC Holding plate

**Figure 4-855 Remove fan housing from holding plate assembly**




2. Release tab (callout 1) and then rotate the fan of the housing to clear left tab (callout 2).

**Figure 4-856 Remove the fan**




## 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: Power supply fan 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the power supply fan.

Mean time to repair: 25 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-57 Part information**

| Part number | Part description |
|---|---|
| **RK3-1996-000CN** | Fan |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

Send a print job to the printer.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-857 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-858 Remove the cover**



## 2. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-859 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-860 Locate cable cover**

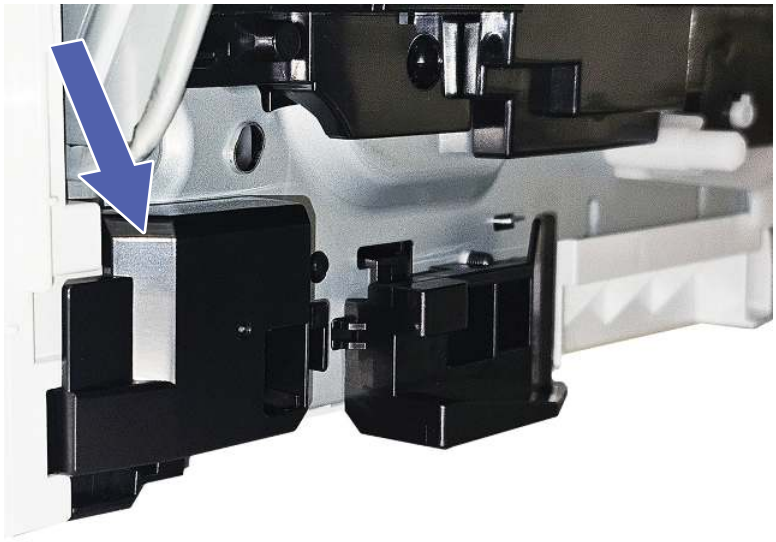
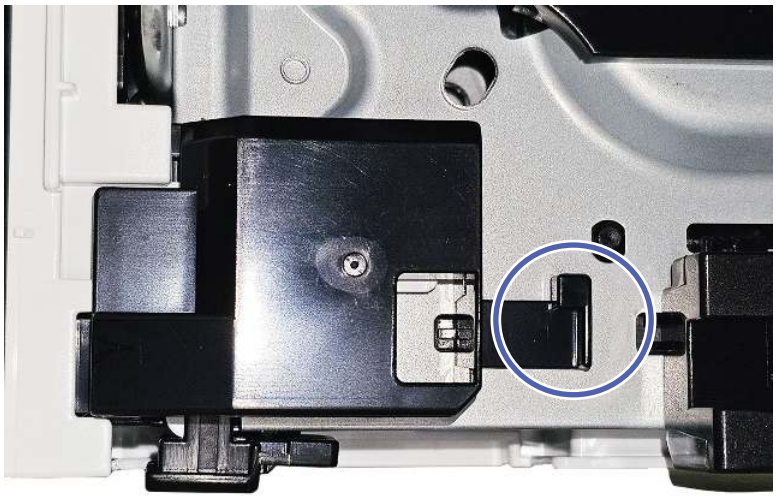
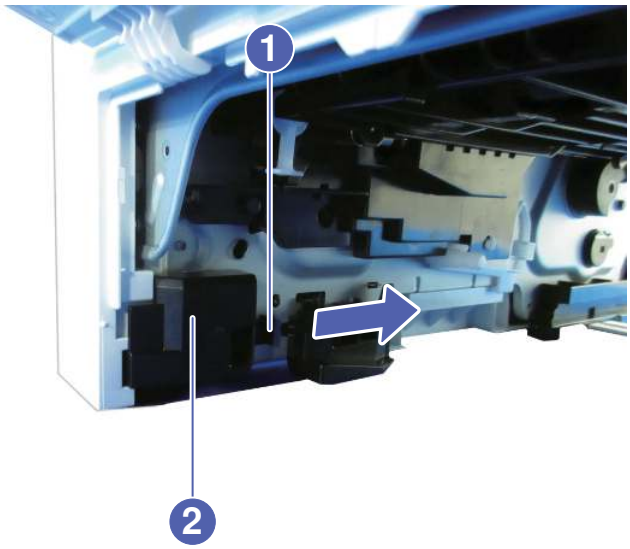


**Figure 4-861 Cover locking tab**



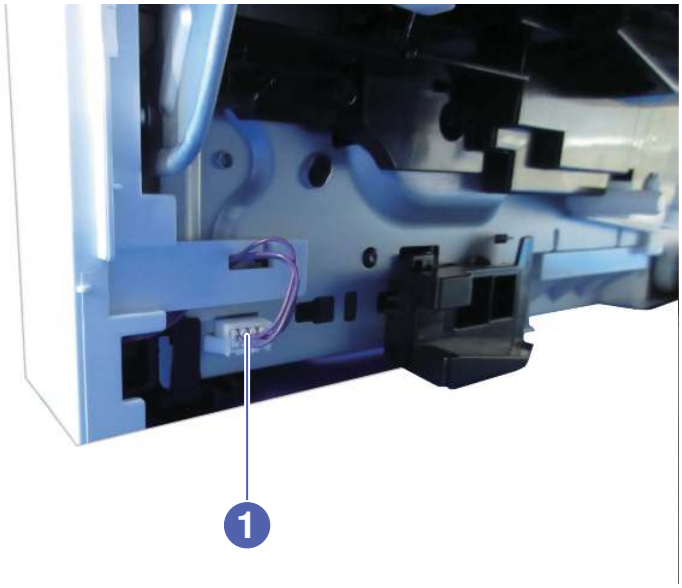
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-862 Remove the cover**



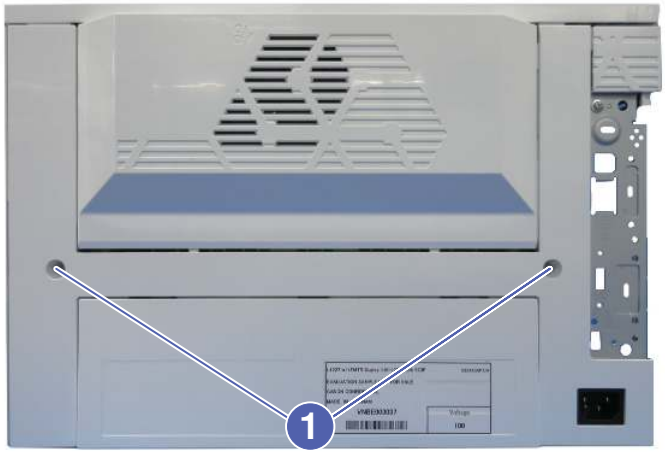

5. Pull off one connector (callout 1).

**Figure 4-863 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-864 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-865 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-866 Unhook one tab**




9. Open the rear door.

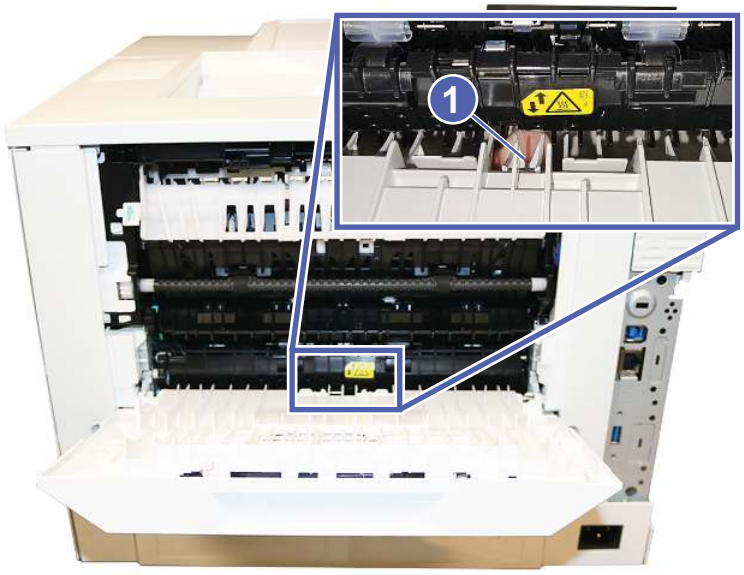
**Figure 4-867 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-868 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

### 3. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-869 Link arm location**

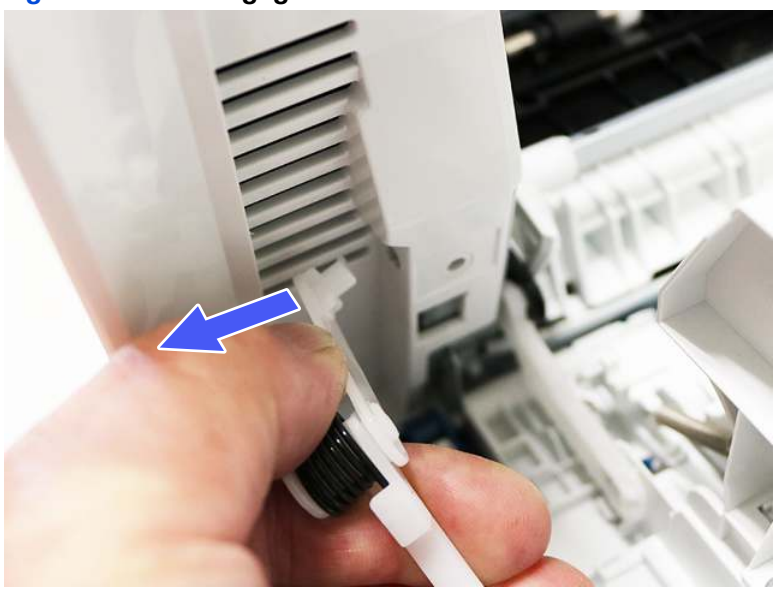



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-870 Disengage the link arm**



### 4. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-871 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-872 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-873 Unhook one tab**

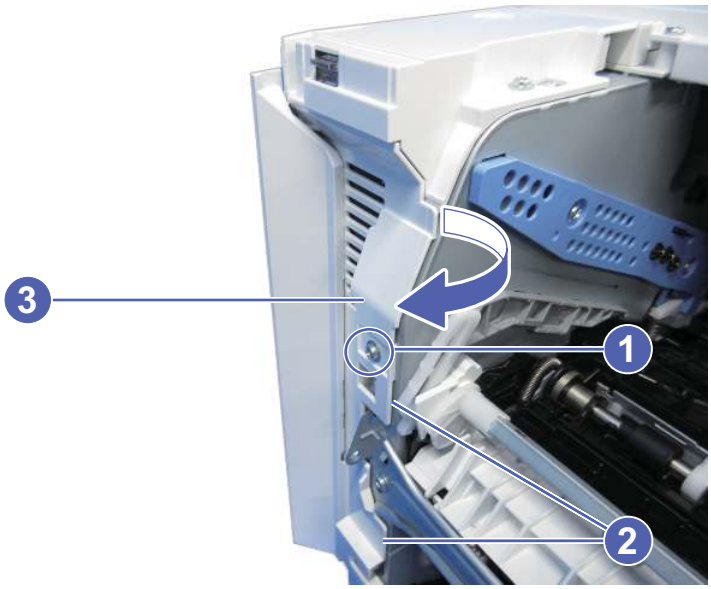



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-874 Remove one screw**



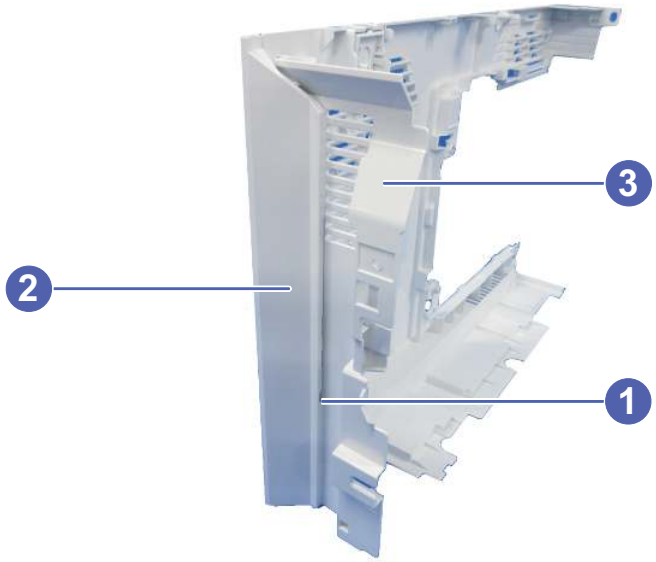

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

TIP: If replacing the left cover, you'll need to move the front left cover to the new left cover.

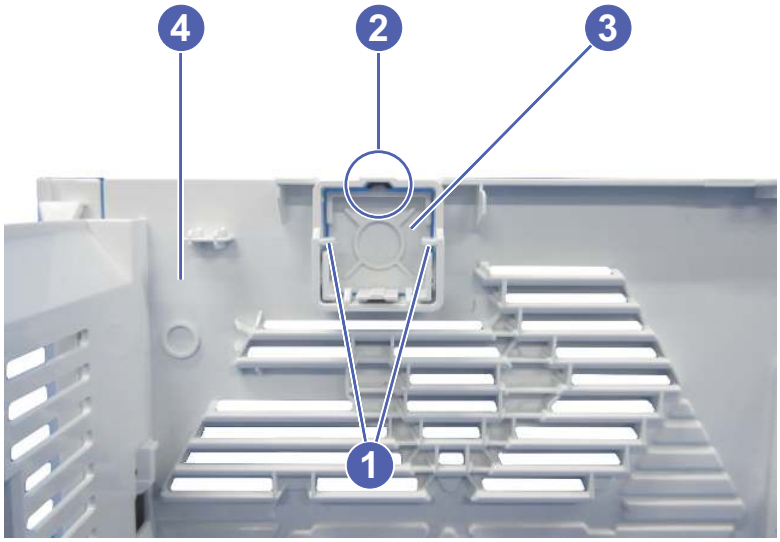
**Figure 4-875 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

TIP: If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-876 Remove door button**

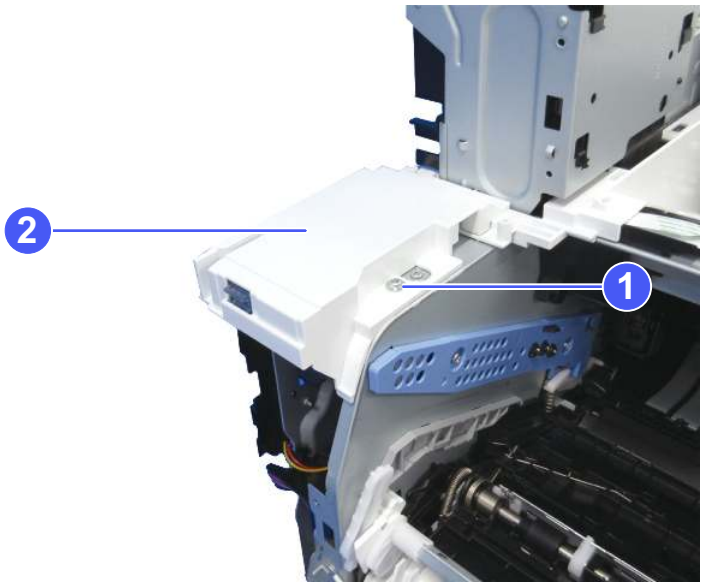



## 5. Remove the upper inner left cover

Follow these steps to remove the upper left inner cover.

- Remove one screw (callout 1), and then lift the front of the upper inner left cover and remove it (callout 2).

**Figure 4-877 Remove the upper inner left cover**




## 6. Remove the DC controller assembly and holding plate

Follow these steps to remove the DC controller assembly.

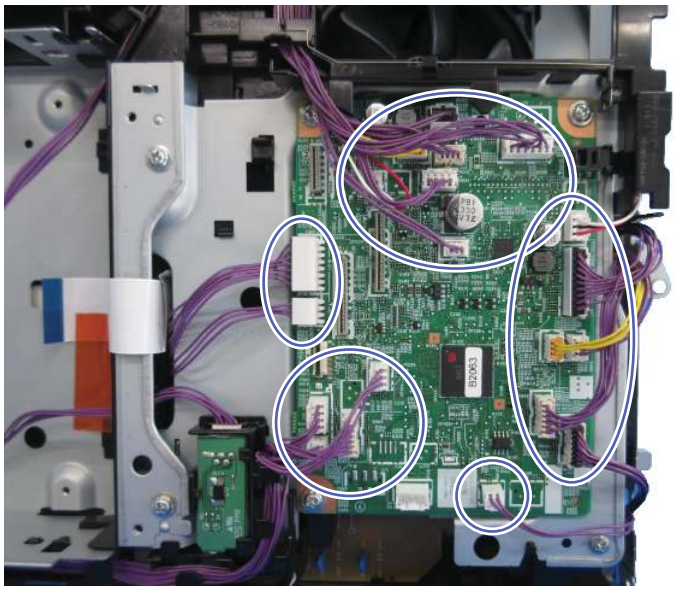
1. Disconnect four FFCs (callout 1).

**Figure 4-878 Disconnect the FFC cables**



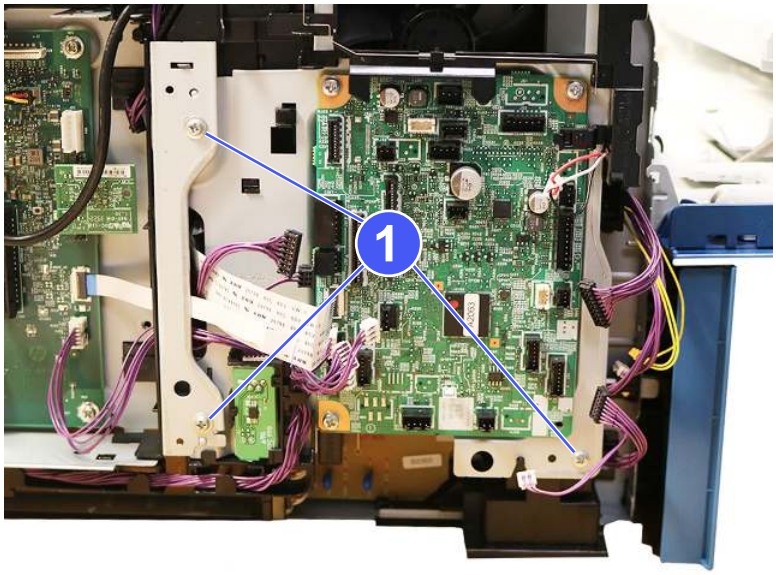
2. Disconnect all connectors on the DC controller assembly.

**Figure 4-879 Disconnect all connectors**



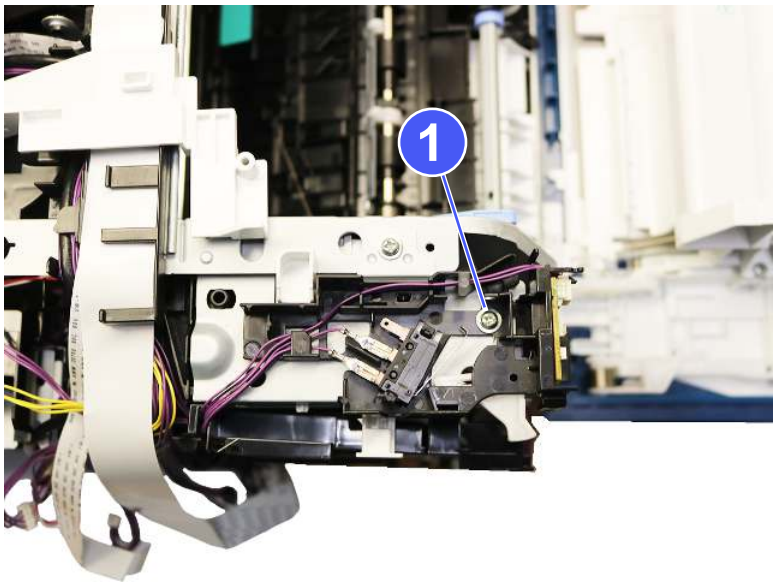
3. Remove three screws (callout 1) for the DCC holding plate.

**Figure 4-880 Remove three screws**



4. Remove one screw on the power switch and interlock assembly.

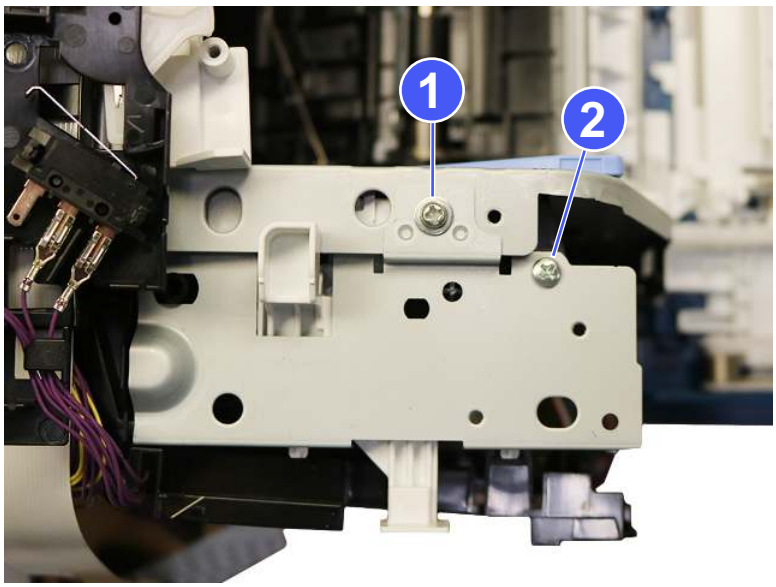
**Figure 4-881 Remove one screw**




5. Remove one screw (callout 1) and one plastic screw (callout 2) from the top of the holding plate.

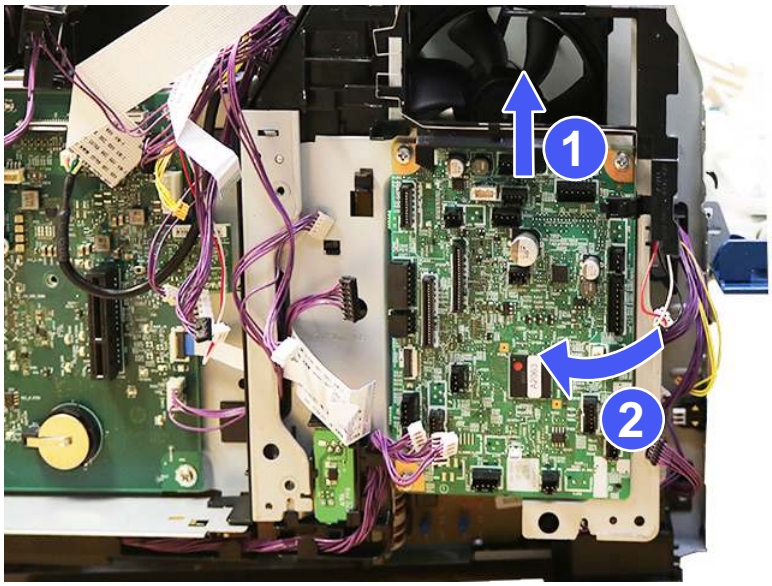
**TIP:** Swing the power switch/interlock assembly up out of the way for easier access to the screws.

**Figure 4-882 Remove the screws**



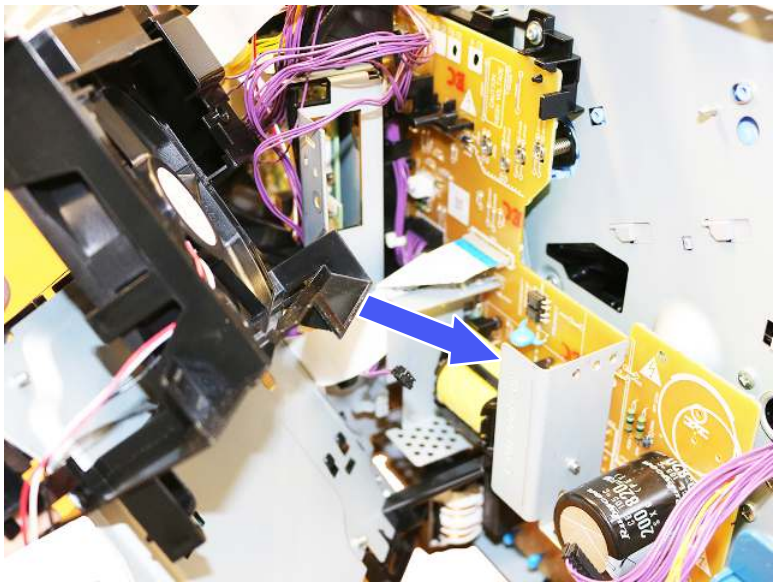
6. Lift up on the DCC holding plate (callout 1) and rotate the assembly out from printer (callout 2).

**Figure 4-883 Remove holding plate assembly**




**NOTE:** Make sure the back of the fan housing clears that metal plate on the printer.

**Figure 4-884 Clear fan housing**

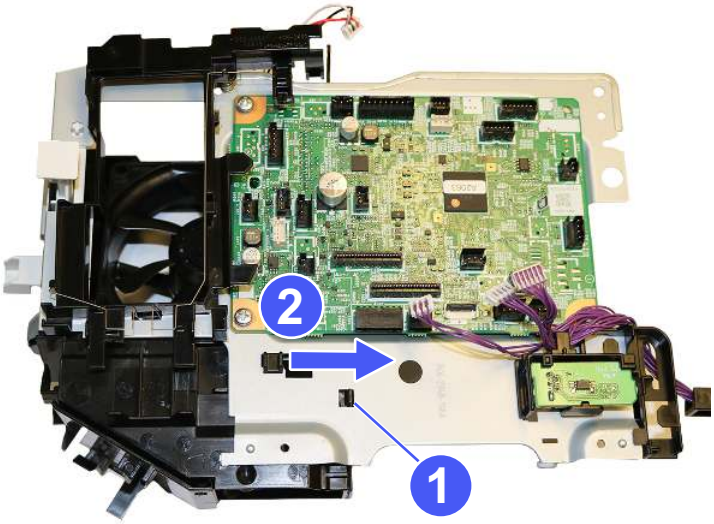


## 7. Remove power supply fan

Follow these steps to remove power supply fan.

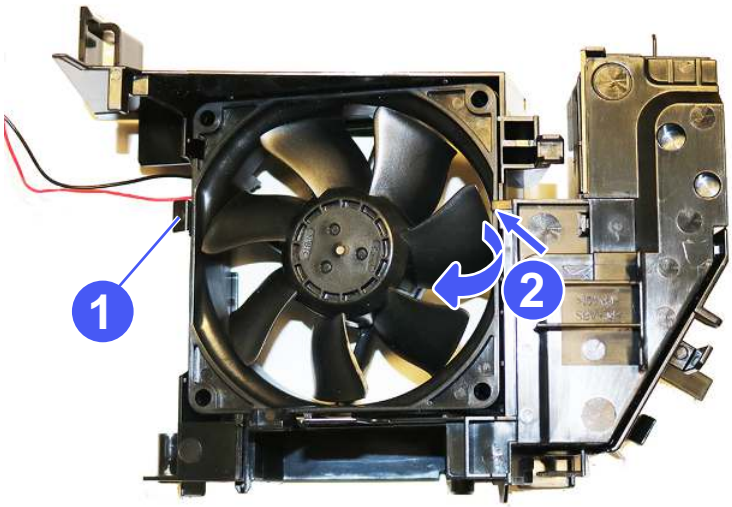
1. Remove the fan holder from the DCC Holding plate

**Figure 4-885 Remove fan housing from holding plate assembly**




2. Release tab (callout 1) and then rotate the fan of the housing to clear left tab (callout 2).

**Figure 4-886 Remove the fan**




## 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 door fan

This document provides the procedures to remove and replace the rear door fan.

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-58 Part information**

| Part number | Part description |
|---|---|
| **RK2-8948-000CN** | Rear door fan |

### Required tools

- #2 Phillips 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

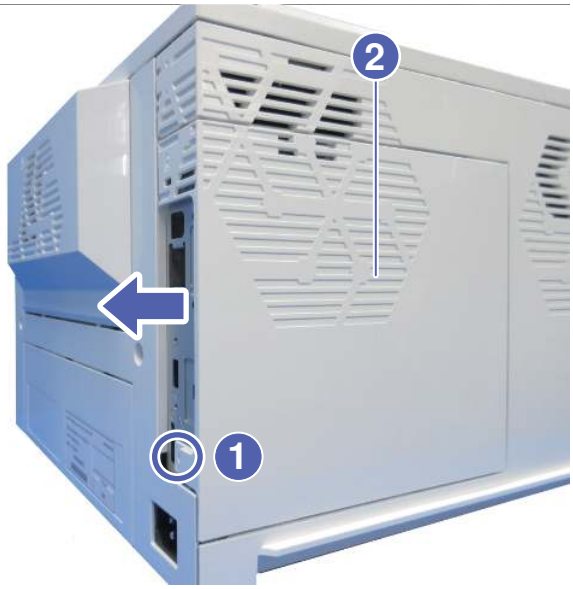
Send a print job to the printer.

## Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-887 Remove the formatter cover**




## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-888 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-889 Remove the cover**



## Remove the formatter cover

Follow these steps to remove the formatter cover.

1. On the formatter cover, remove 1 screw.

**Figure 4-890 Remove the screw**

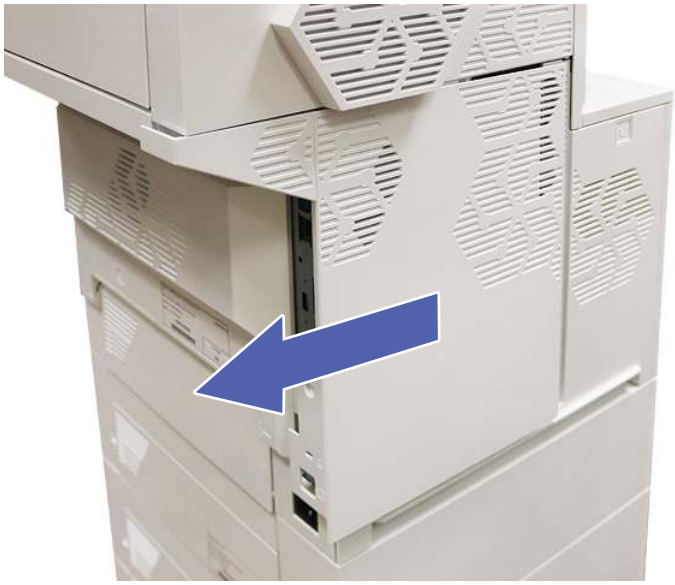


2. Slide the cover to the rear to remove it.

**Figure 4-891 Remove the cover**



**Figure 4-892 zs, zsfw models**



## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-893 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-894 Locate cable cover**

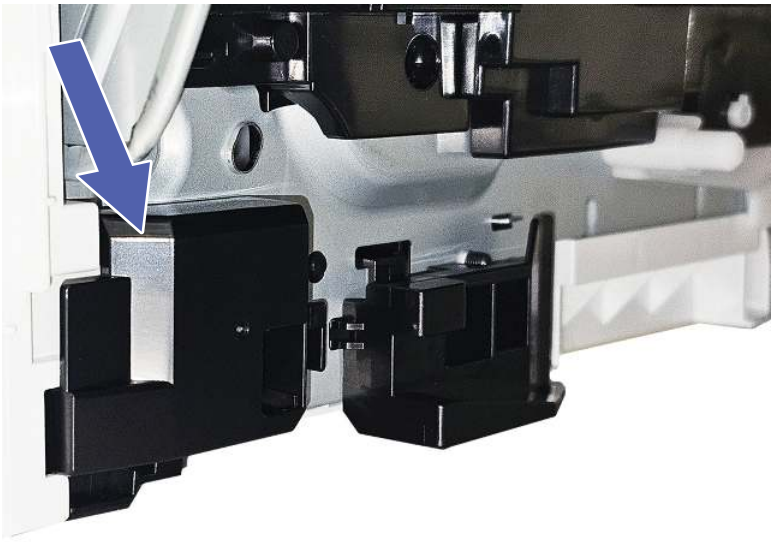
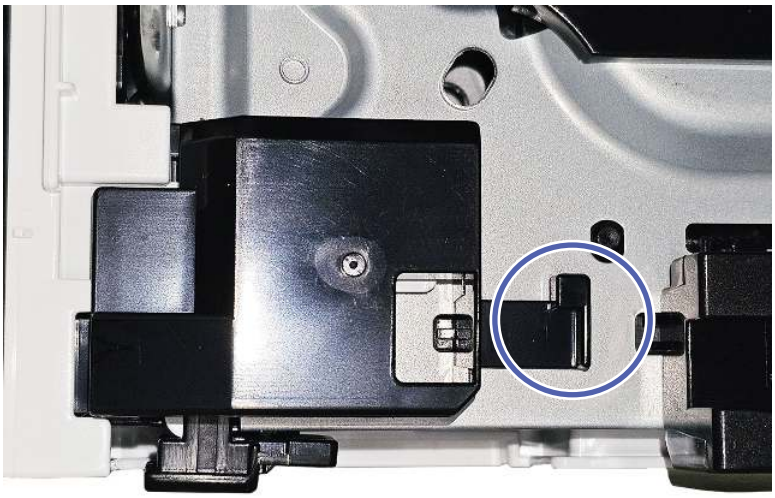
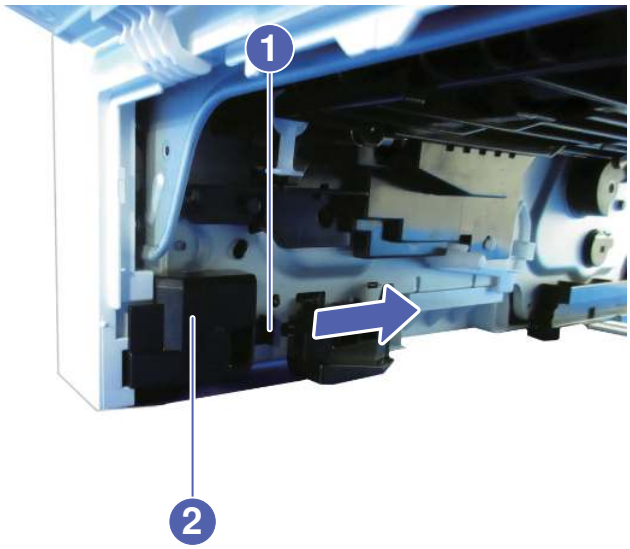


**Figure 4-895 Cover locking tab**



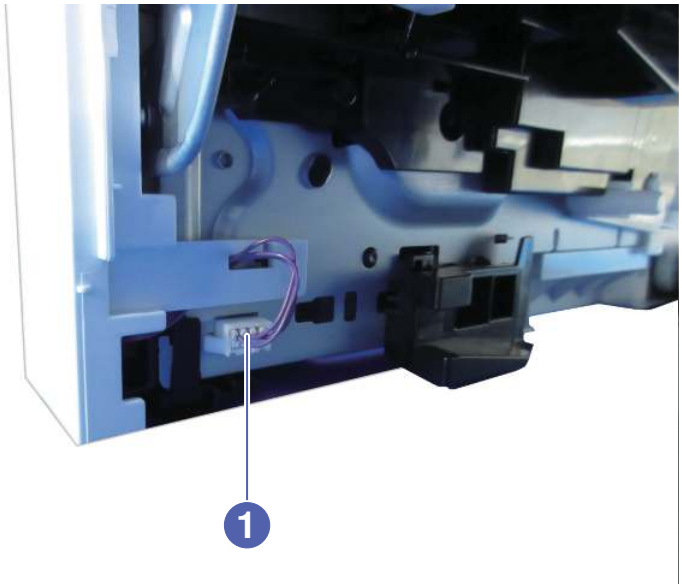
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-896 Remove the cover**



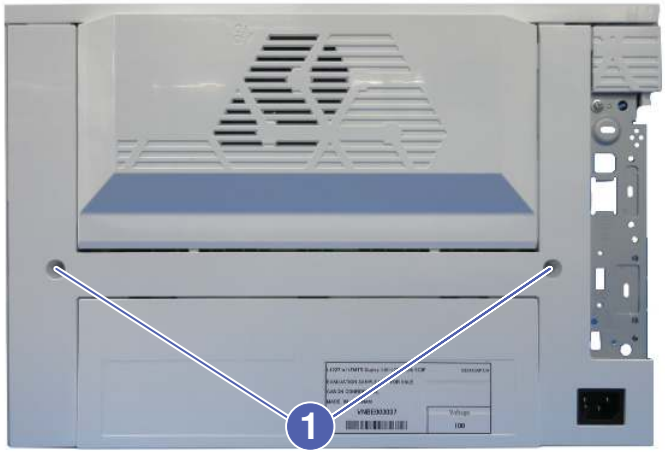

5. Pull off one connector (callout 1).

**Figure 4-897 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-898 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-899 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-900 Unhook one tab**




9. Open the rear door.

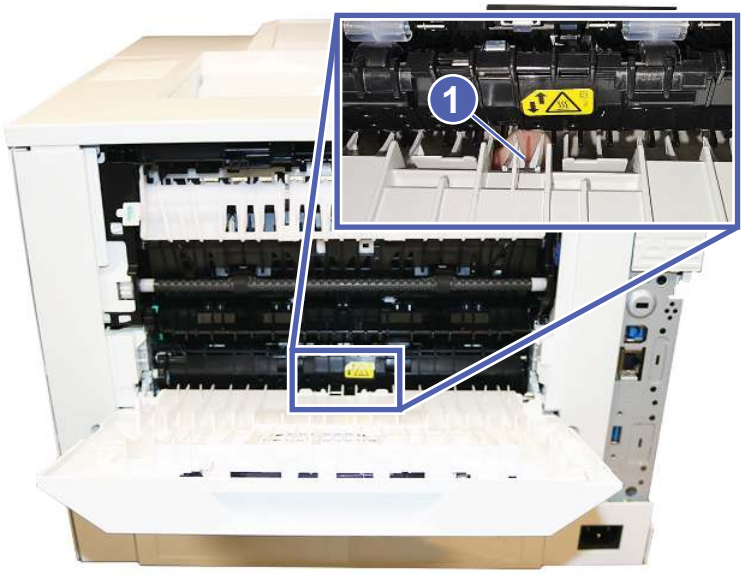
**Figure 4-901 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-902 Remove the rear door assembly**

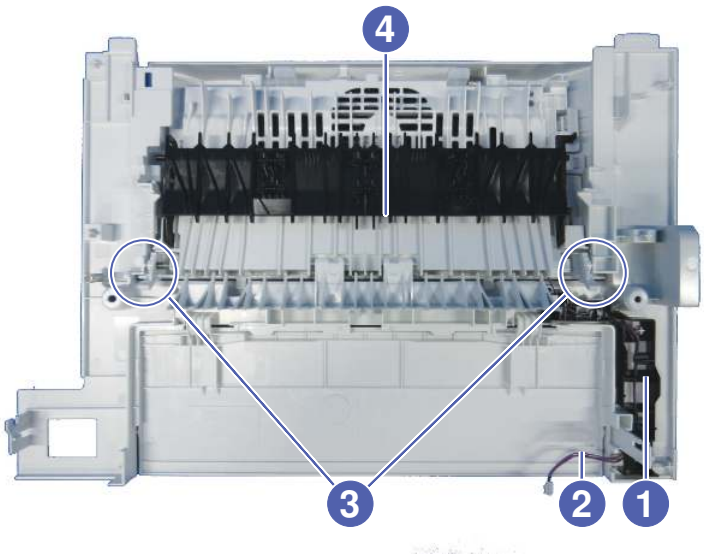



**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

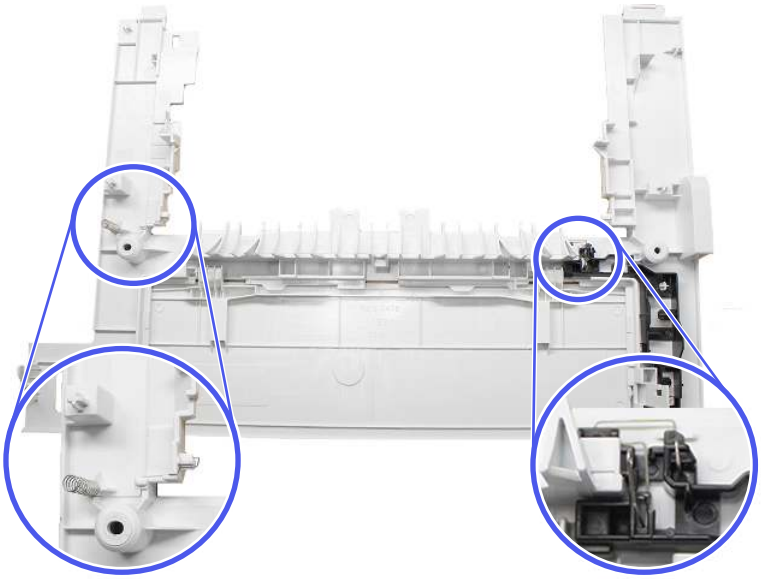
## Remove Fan 2

Follow these steps to remove fan 2.

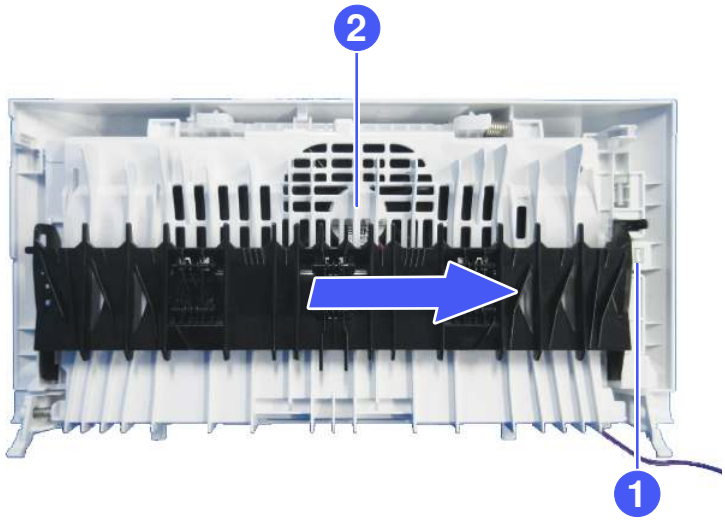
1. Release the cable (callout 2) from the cable guide (callout 1). Remove the right and left bosses (callout 3) and remove the guide unit 1 (callout 4).



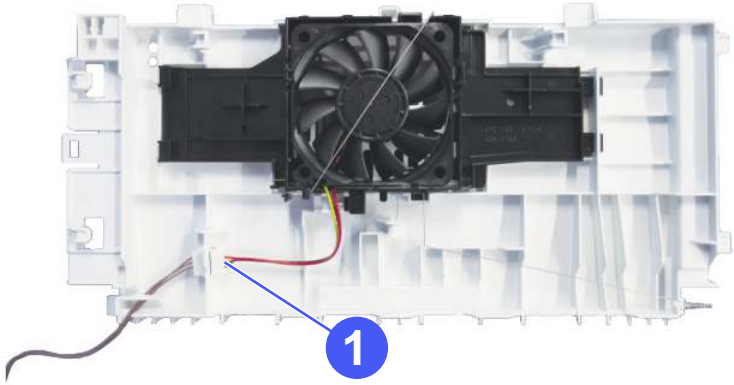

**NOTE:** For reassembly ensure the ground wires and springs are in the correct position.



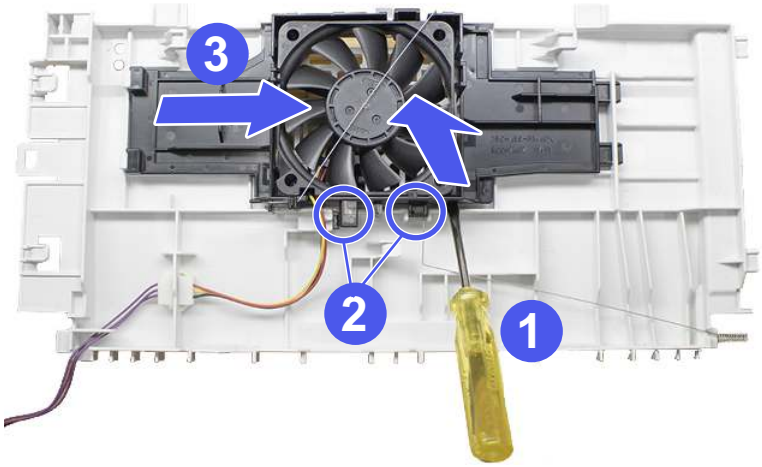
2. Release the tab (callout 1), and slide the guide unit 2 (callout 2) in the direction of the arrow to remove it.



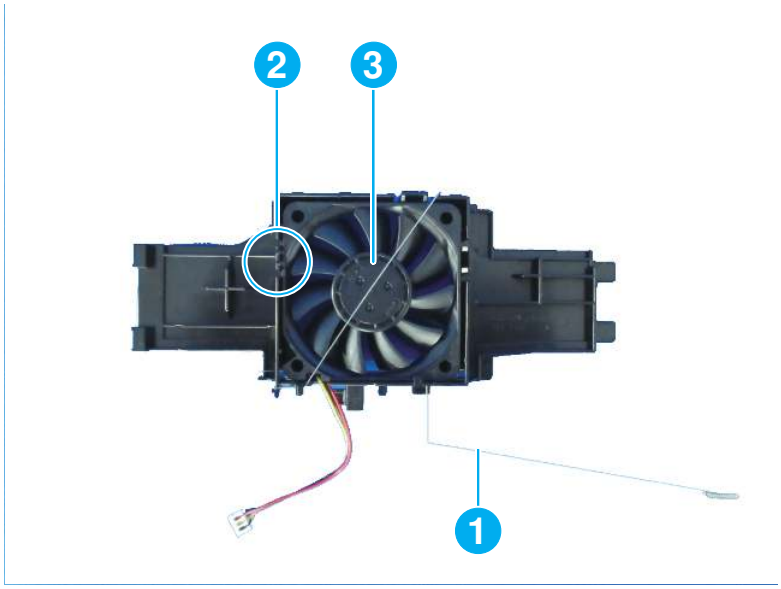
3. Disconnect one connector (callout 1)

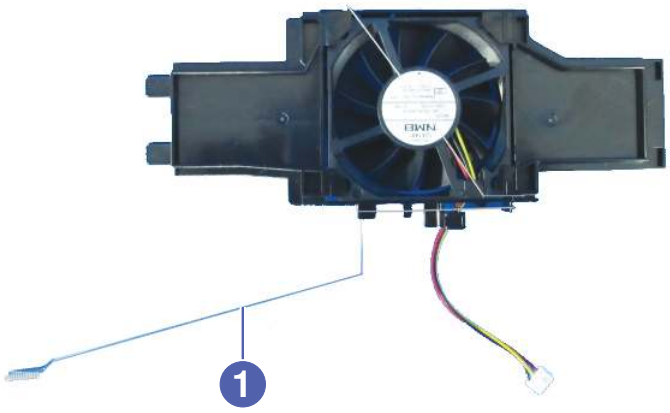



4. Use a small flat blade screwdriver to gently lift up the fan housing (callout 1). Ensure that it clears the two tabs (callout 2) and then slide it in the direction of the arrow (callout 3) to remove it.



5. Remove the spring (callout 1). Remove one claw (callout 2) and remove the rear door fan (callout 3).




**NOTE:** When reinstalling the ground wire, and spring make sure that the wire is under the bottom tabs and that the spring goes through the cover.

**Figure 4-903 Ground wire under tabs**

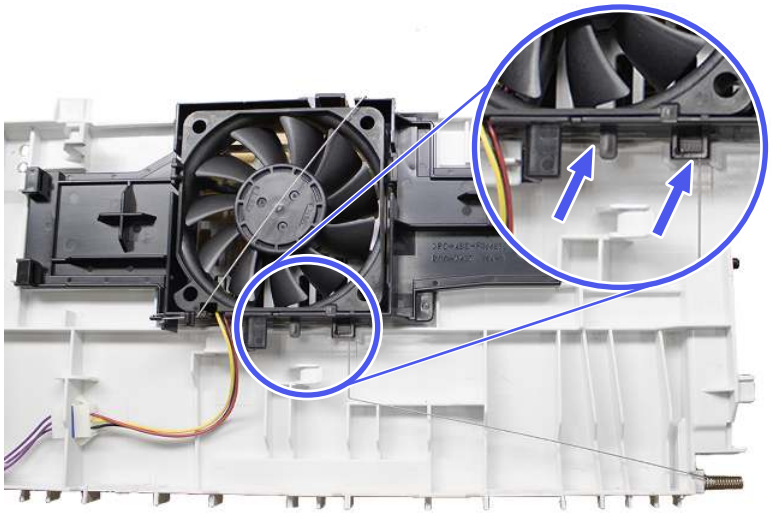
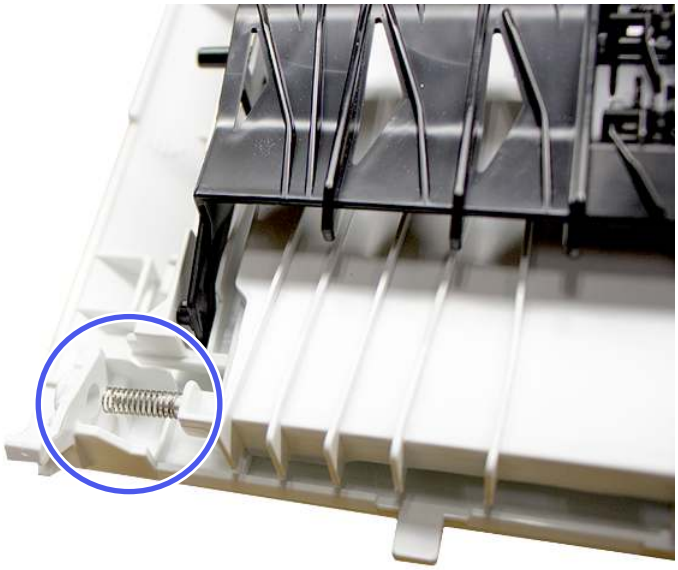


**Figure 4-904 Spring through cover**



## 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: Cartridge fan 5501, X50352

This document provides the procedures to remove and replace the fan 2.

Mean time to repair: 26 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-59 Part information**

| Part number | Part description |
|---|---|
| **RK3-2475-000CN** | Fan |

### Required tools

- #2 Phillips 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

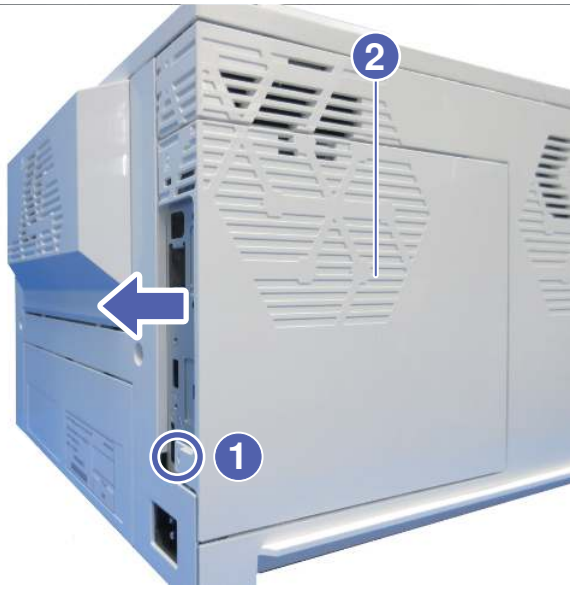
Send a print job to the printer.

## Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-905 Remove the formatter cover**




## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-906 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-907 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-908 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-909 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-910 Unhook one tab**

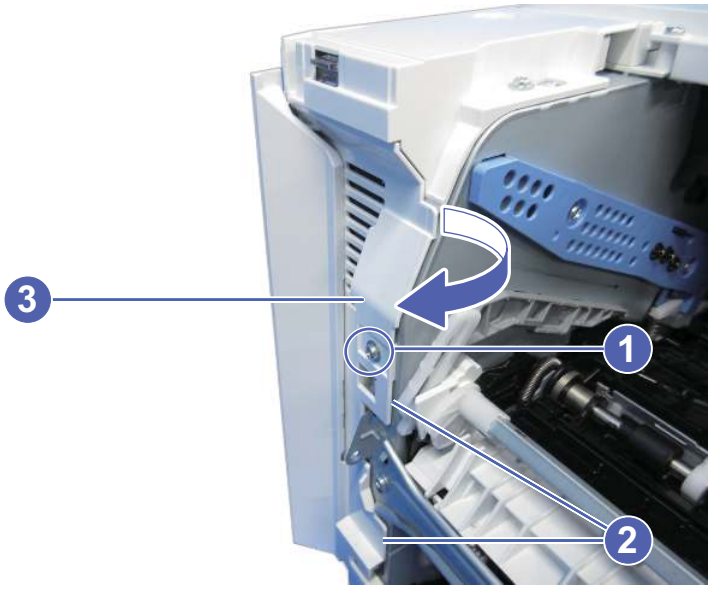



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-911 Remove one screw**



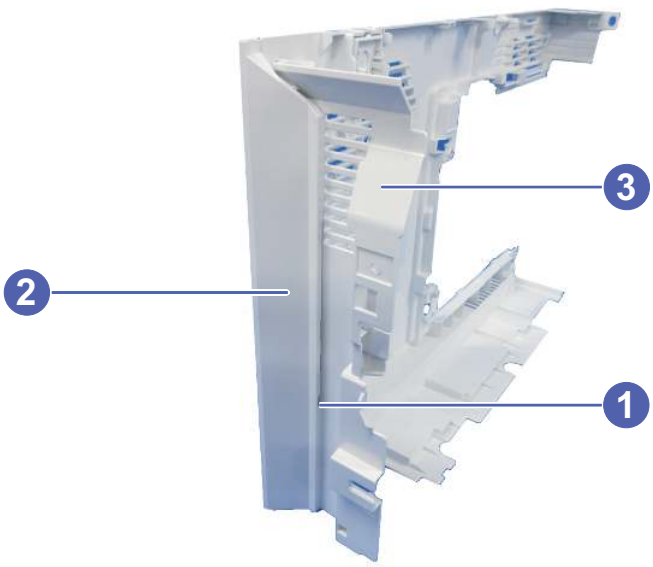

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

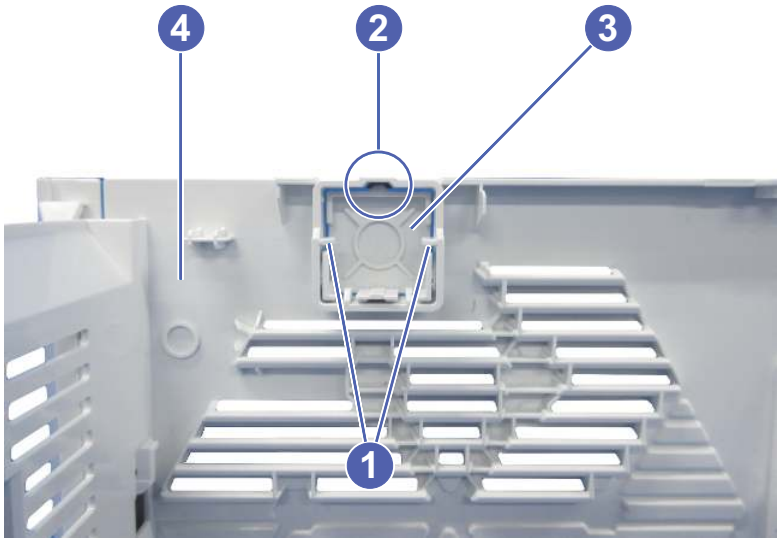
**Figure 4-912 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-913 Remove door button**




## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-914 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-915 Locate cable cover**

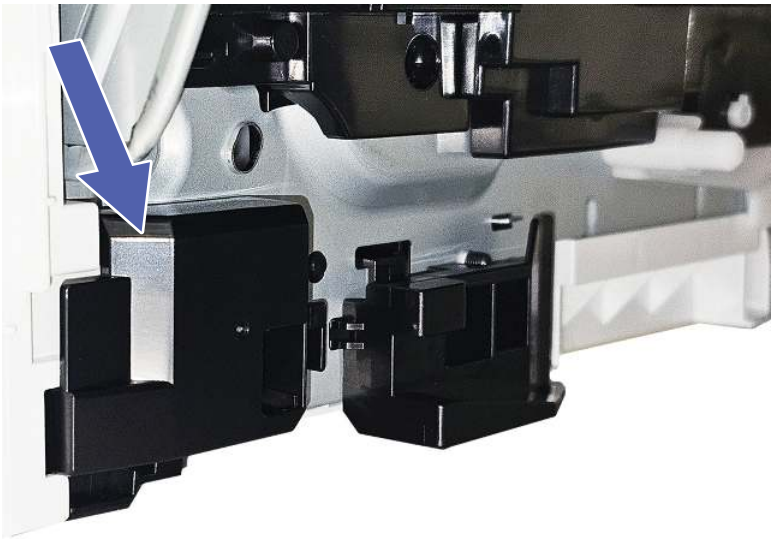
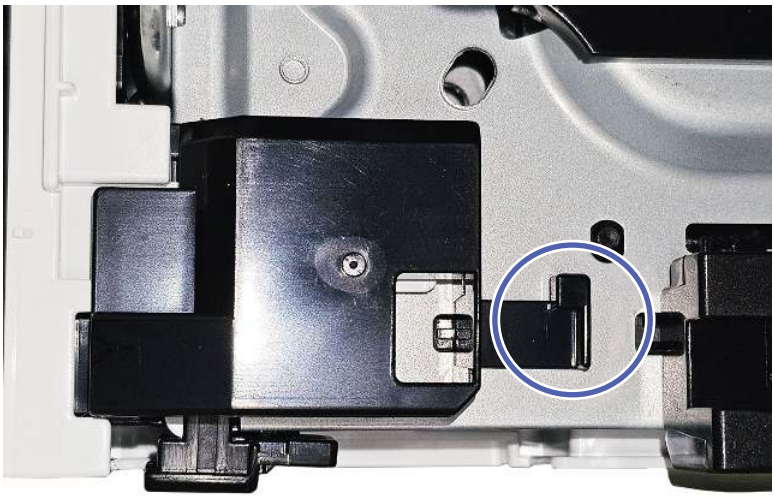
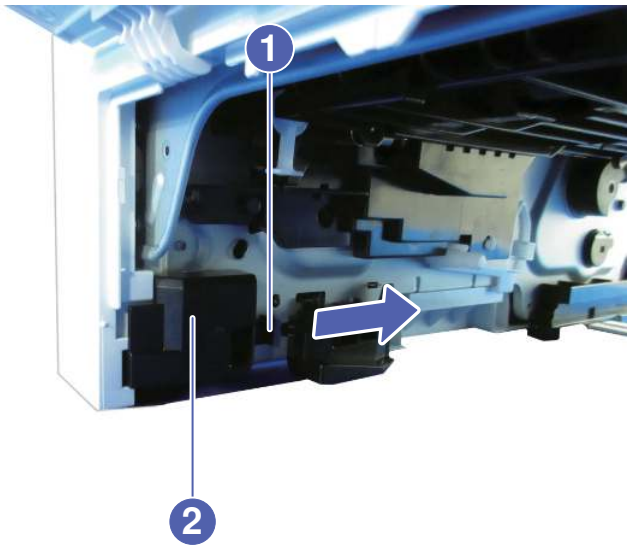


**Figure 4-916 Cover locking tab**



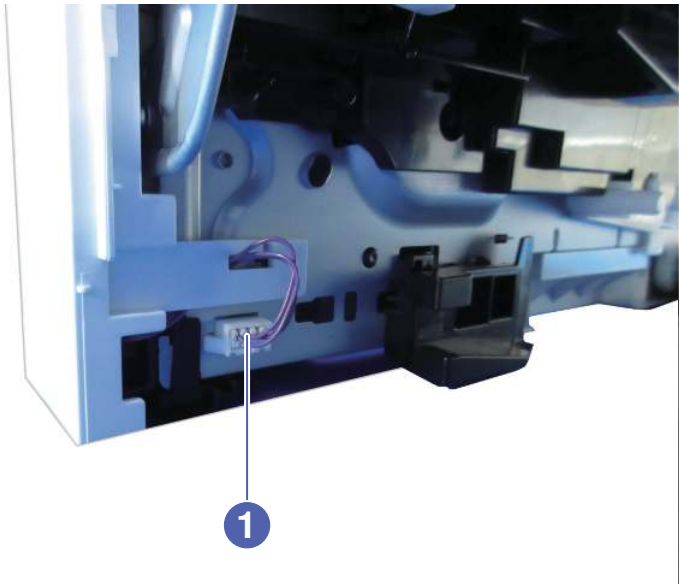
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-917 Remove the cover**



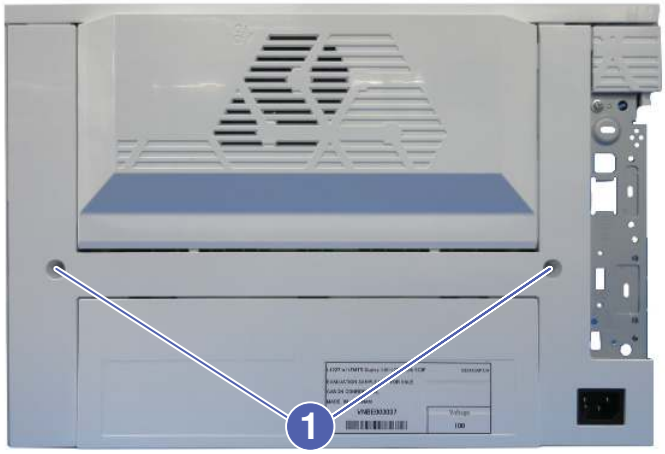

5. Pull off one connector (callout 1).

**Figure 4-918 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-919 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-920 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-921 Unhook one tab**




9. Open the rear door.

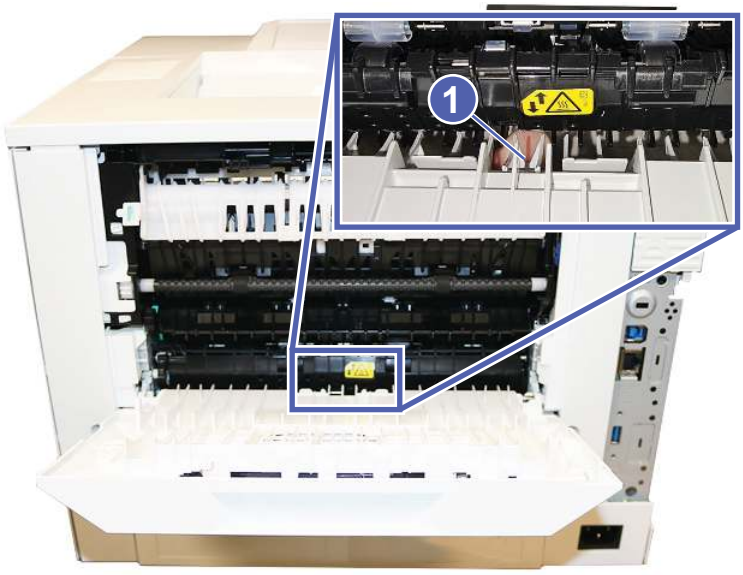
**Figure 4-922 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-923 Remove the rear door assembly**



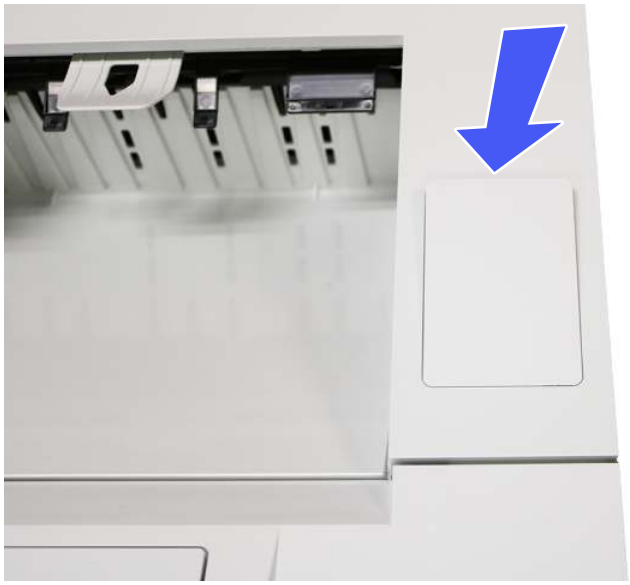

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Remove the HIP cover

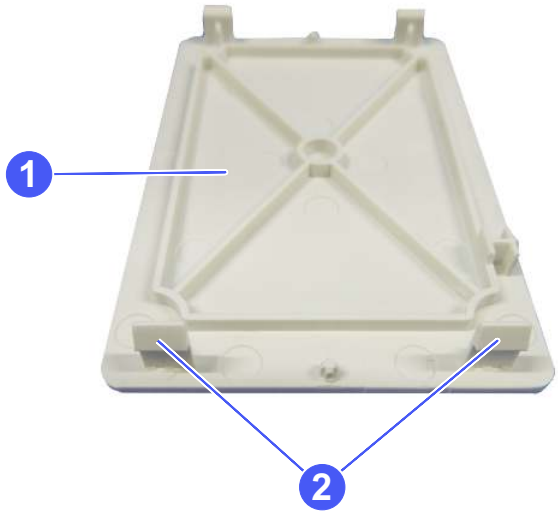
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-924 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




## Remove the output bin

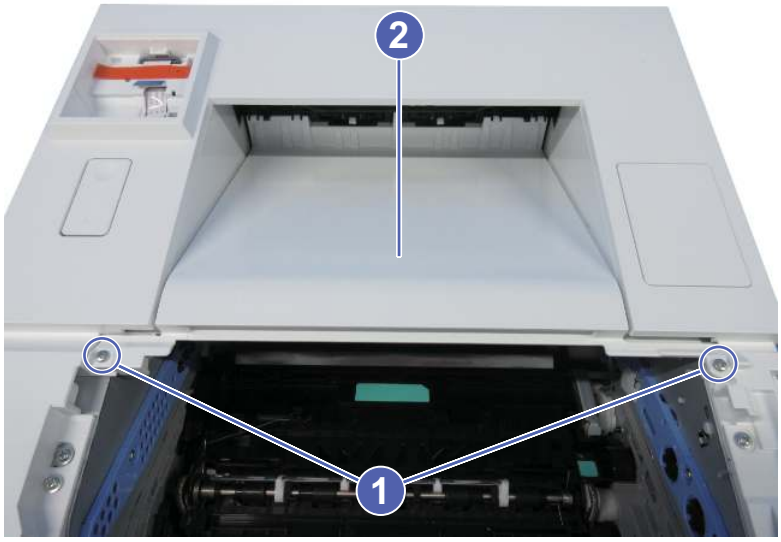
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-925 Remove two screws then output bin**



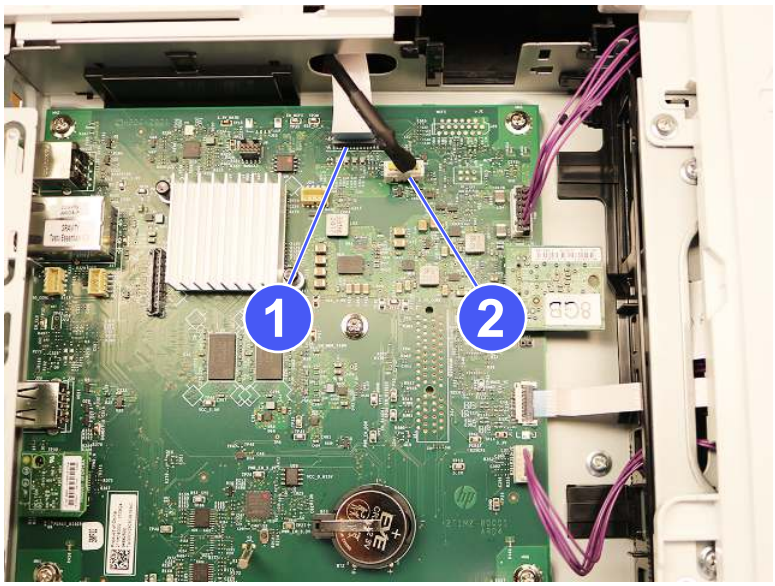

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## Remove the top cover

Follow these steps to remove the top cover.

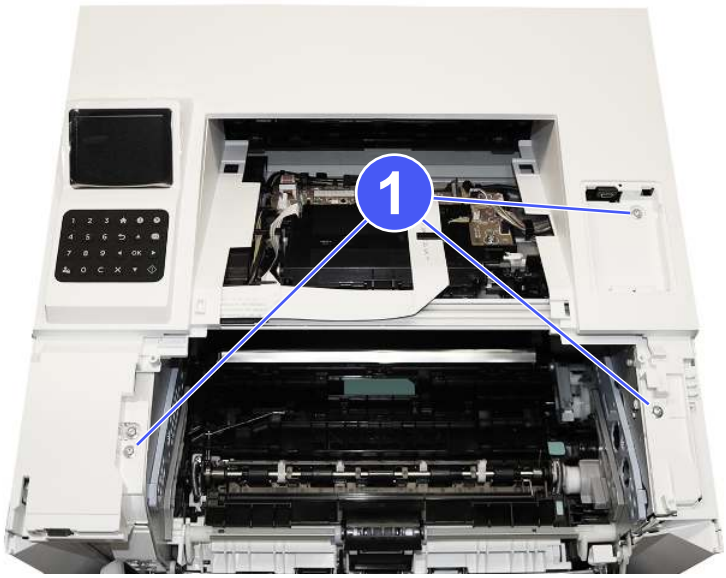
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-926 Disconnect the cables**




2. Remove three screws (callout 1).

**Figure 4-927 Remove the screws**




3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove two FFCs and four connectors from the formatter PCA.

**Figure 4-928 Remove connectors**



2. Remove five screws.

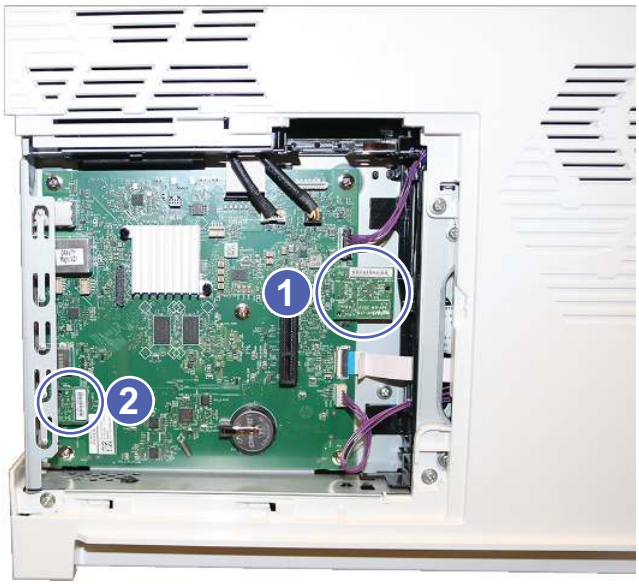
**Figure 4-929 Remove the screws**



3. Remove formatter PCA.

**IMPORTANT:** Emmc (callout 1) and TPM (callout 2) only need to be removed when replacing the formatter PCA.

When replacing the formatter, they must be moved to a new formatter.



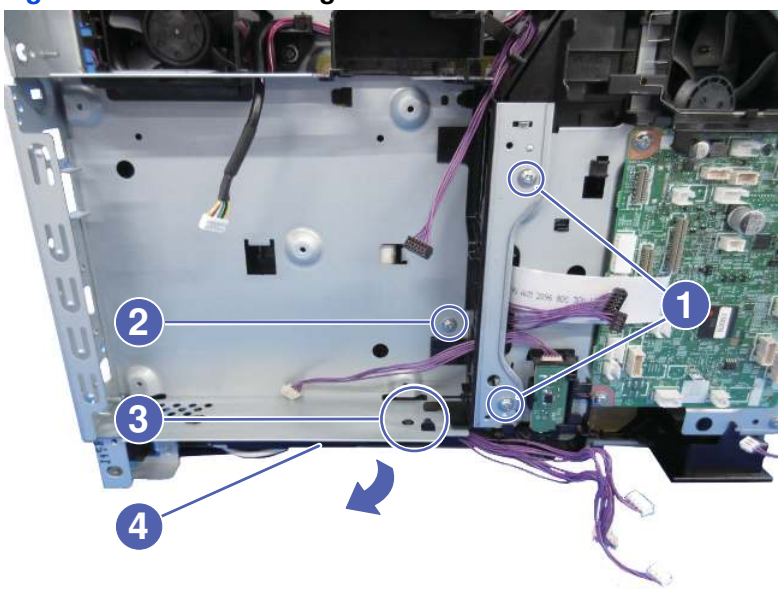

⚠ **CAUTION:** When reinstalling the formatter, verify Emmc and TPM are fully seated (pushed in) after installation of the Formatter PCA.

## Remove the engine power supply assembly

Follow these steps to remove the engine power supply assembly.

1. Do the following:
   a. Remove two screws (callout 1) and one screw (callout 2).
   b. Push down the rib (callout 3) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (4).

**Figure 4-930 Remove the guide cable**

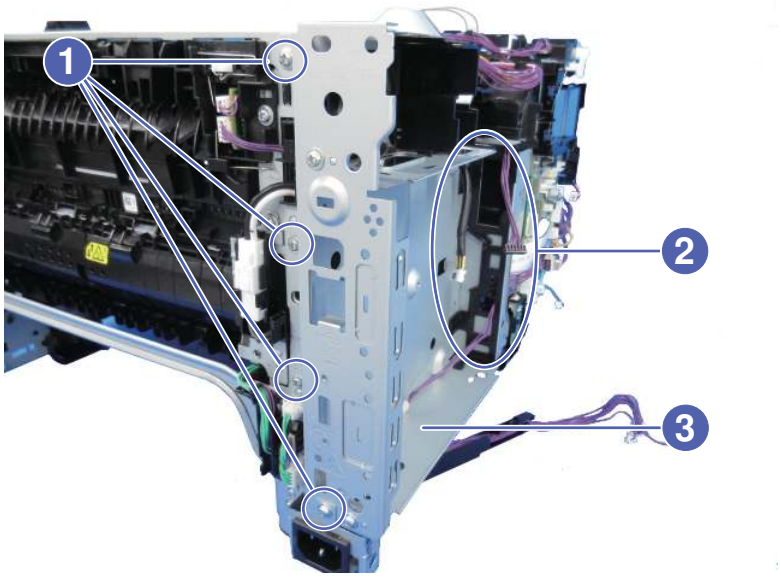



2. Do the following:
   a. Remove four screws (callout 1).

b. Disconnect the cable (callout 2) and remove the formatter cage (callout 3).

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-931 Remove formatter cage**

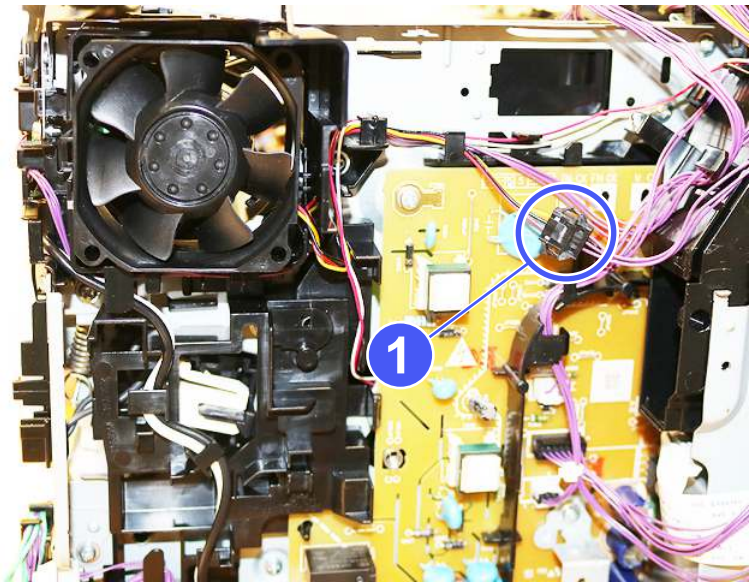



## Remove the cartridge fan

Follow these steps to remove the cartridge fan.

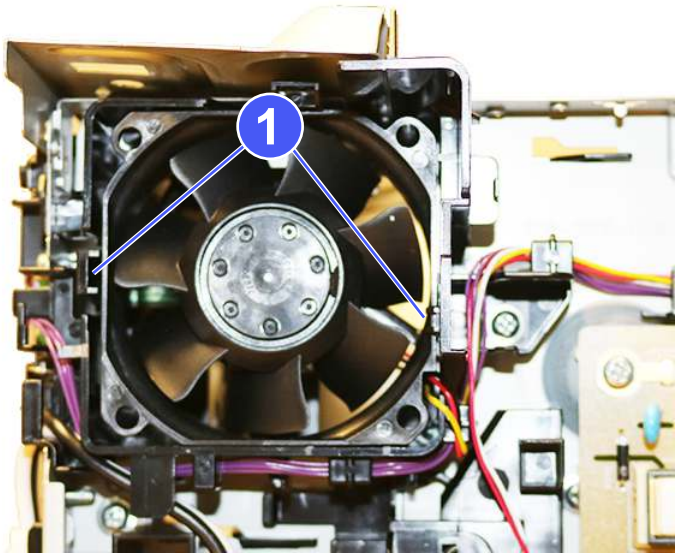
1. Disconnect the fan wire from the junction connector (callout 1).

**Figure 4-932 Disconnect cable**



2. Release the two tabs (callout 1) and then remove the cartridge fan from the housing.

**Figure 4-933 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: Cartridge fan 5502, X50452

This document provides the procedures to remove and replace the fan 2.

Mean time to repair: 26 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-60 Part information**

| Part number | Part description |
|---|---|
| RK3-2475-000CN | Fan |

### Required tools

- #2 Phillips 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

Send a print job to the printer.

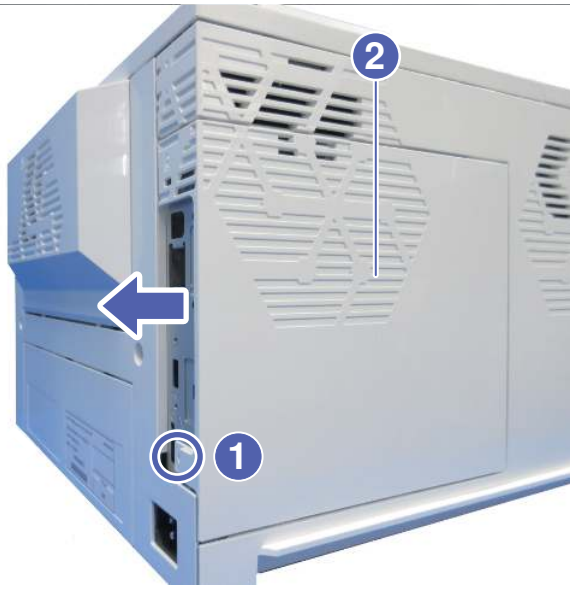
### Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).

b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-934 Remove the formatter cover**




## Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.
2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-935 SFP Remove front right cover**

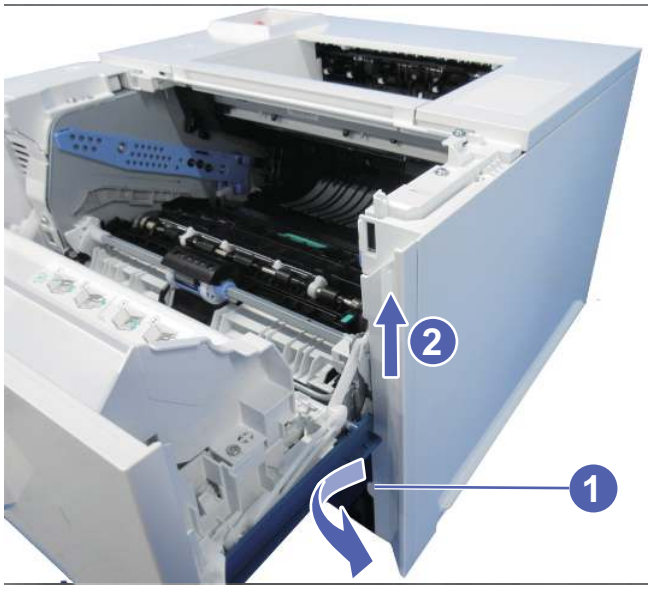
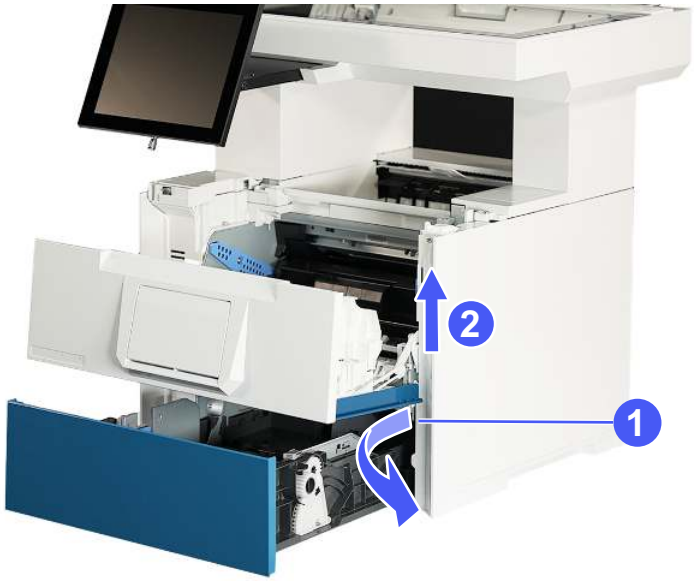


**Figure 4-936 MFP Remove front right cover**




## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-937 Link arm location**

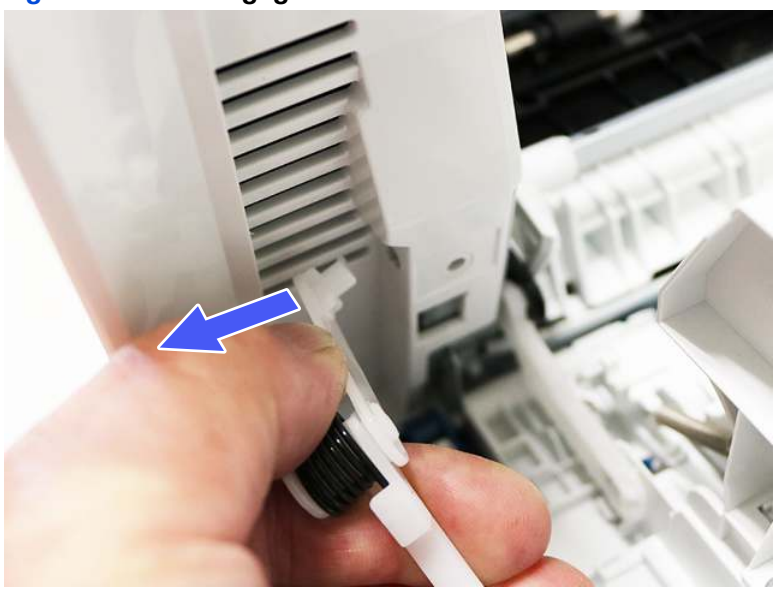



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-938 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-939 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-940 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-941 Unhook one tab**

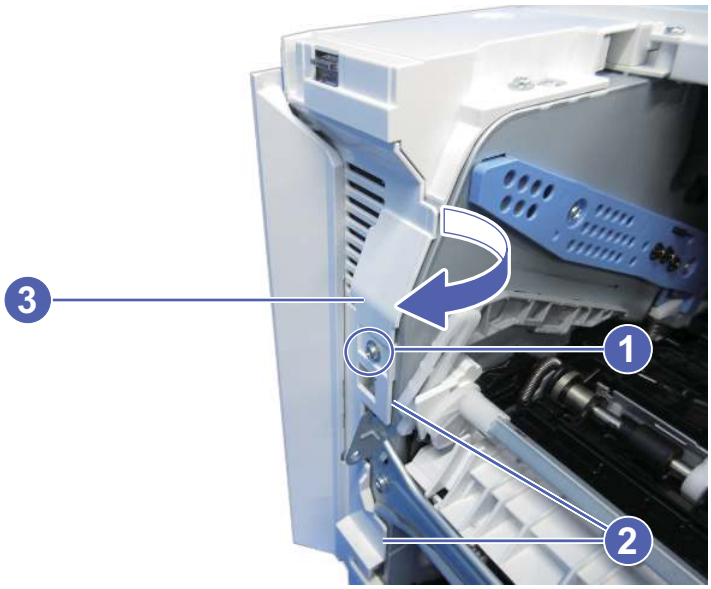



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-942 Remove one screw**



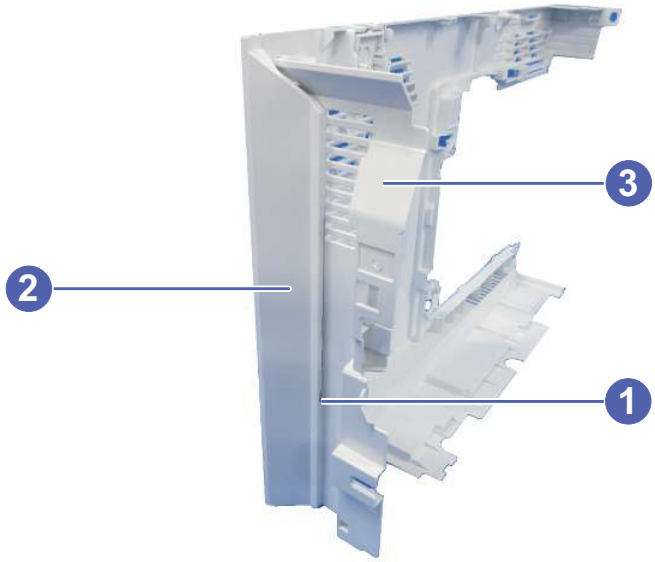

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

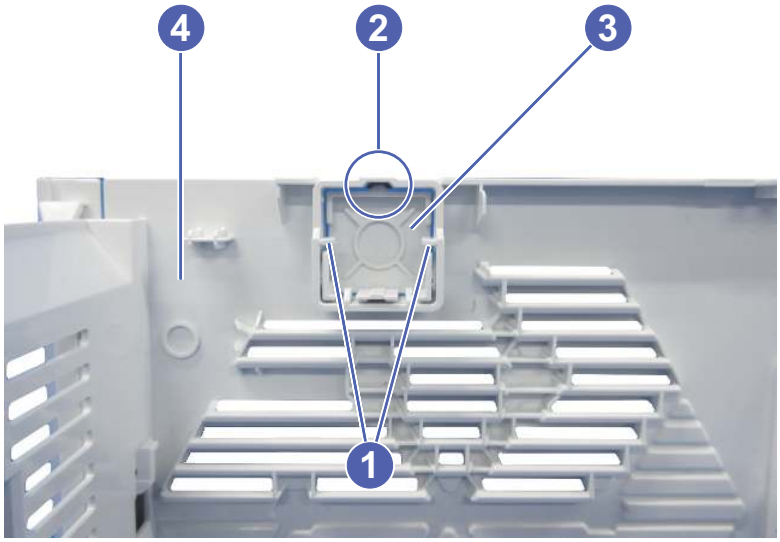
**Figure 4-943 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-944 Remove door button**




## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-945 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-946 Locate cable cover**

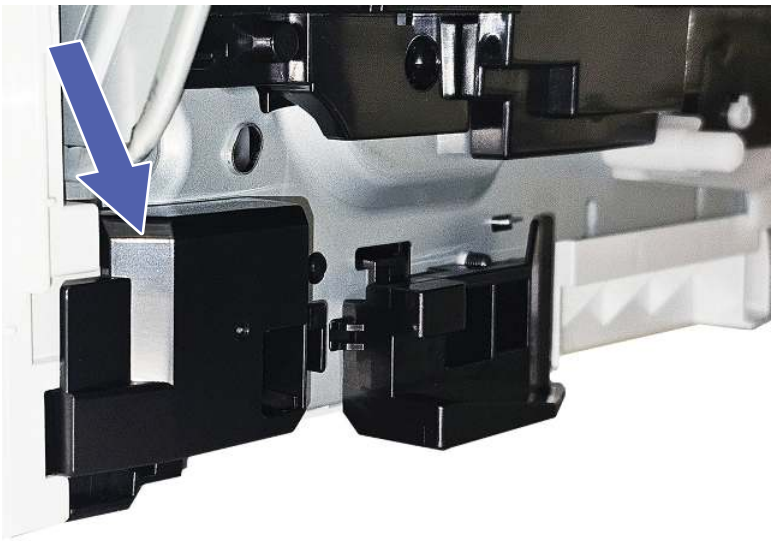
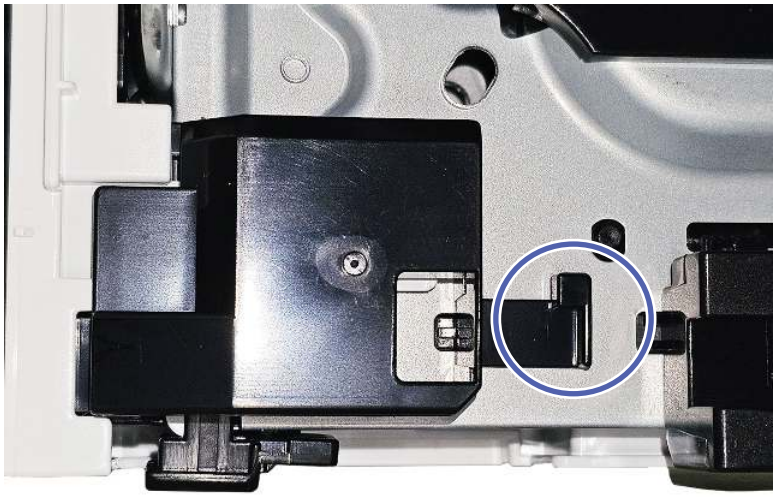
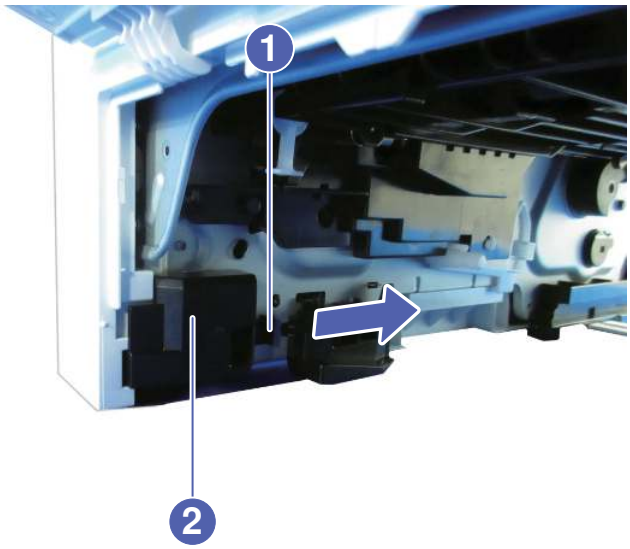


**Figure 4-947 Cover locking tab**



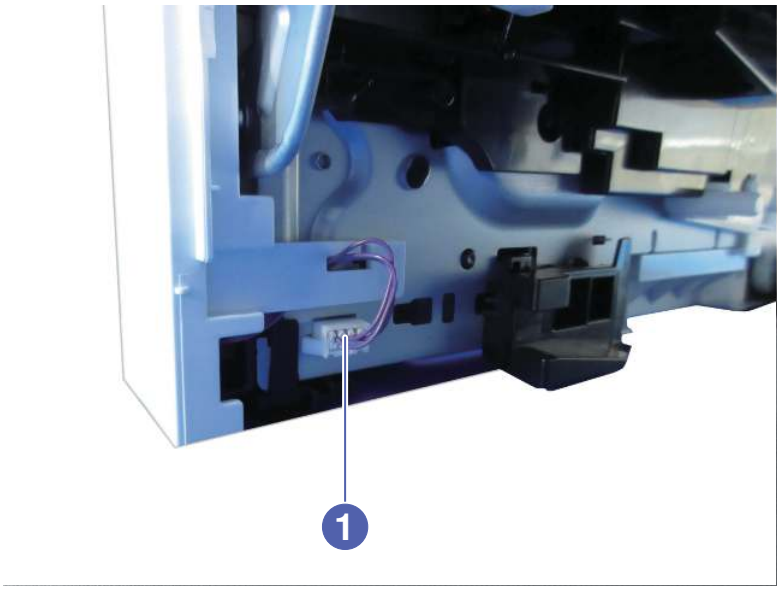
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-948 Remove the cover**



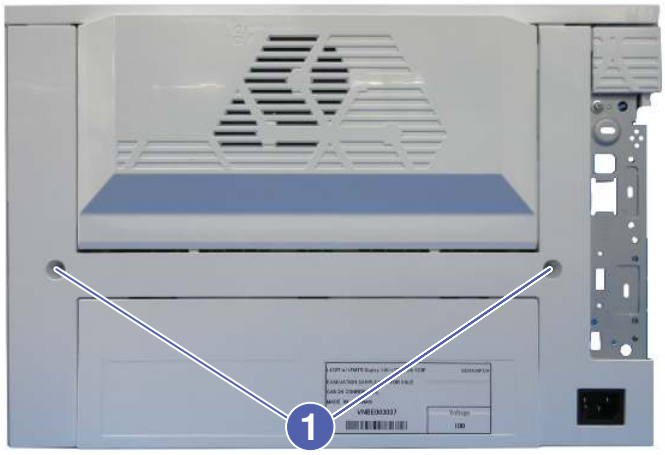
5. Pull off one connector (callout 1).

**Figure 4-949 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-950 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-951 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-952 Unhook one tab**



9. Open the rear door.

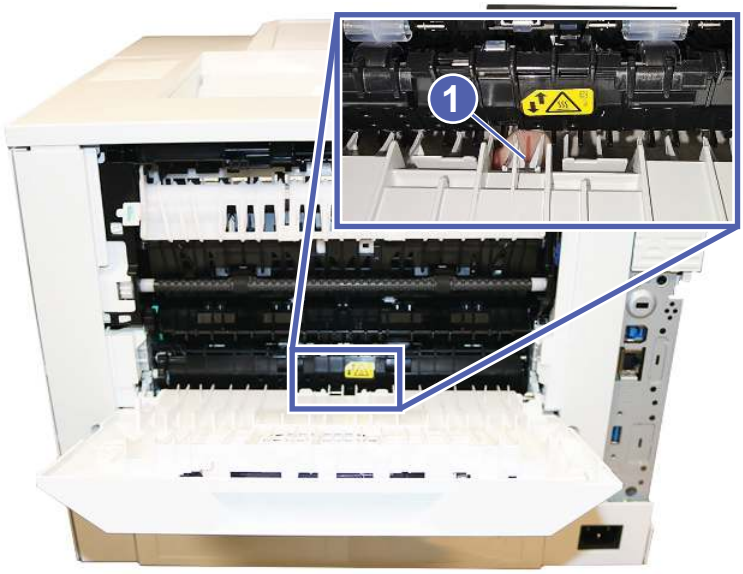
**Figure 4-953 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-954 Remove the rear door assembly**



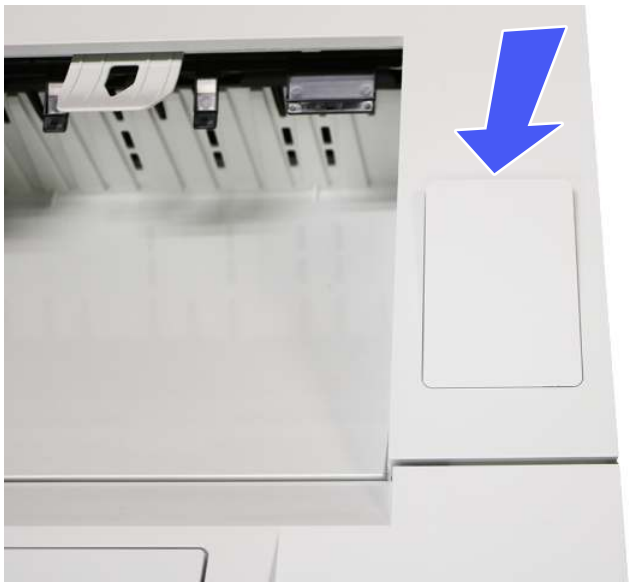

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Remove the HIP cover

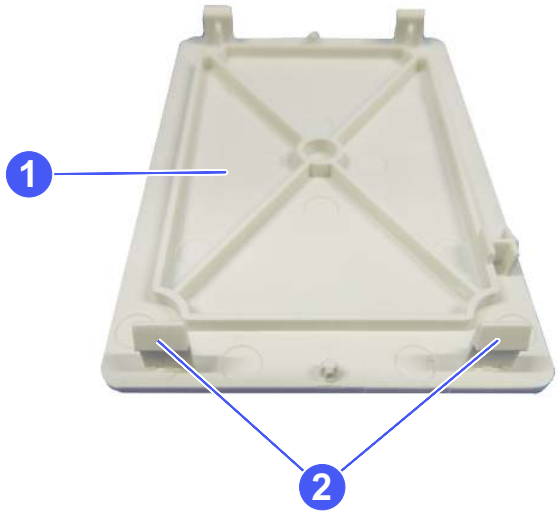
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-955 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




## Remove the output bin

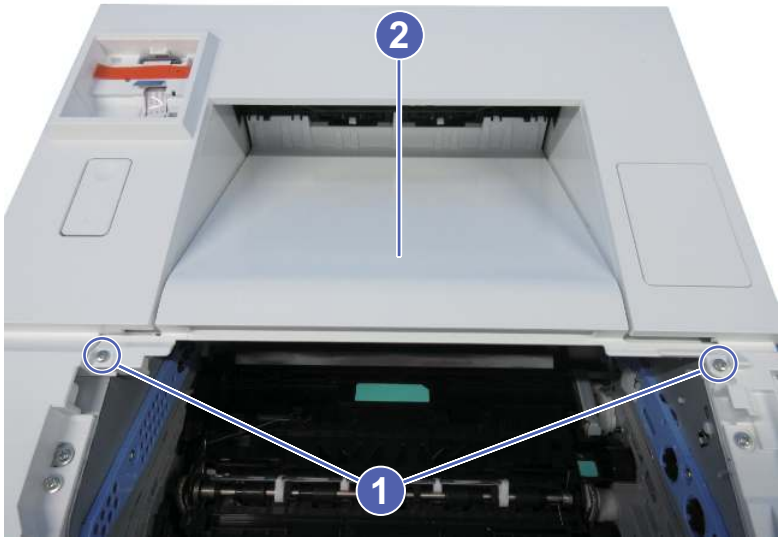
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-956 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## Remove the control panel (SFP)

Follow these steps to remove the control panel.

1. To remove the control panel PCA cover by using a small flat blade screwdriver to pry up the rear side.

**Figure 4-957 Remove the cover**



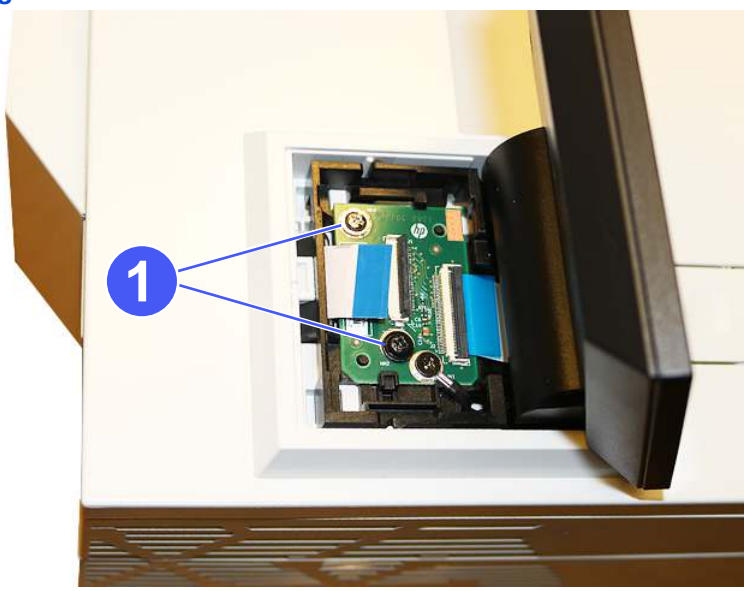
2. Disconnect the FFC.

**Figure 4-958 Disconnect the FFC**



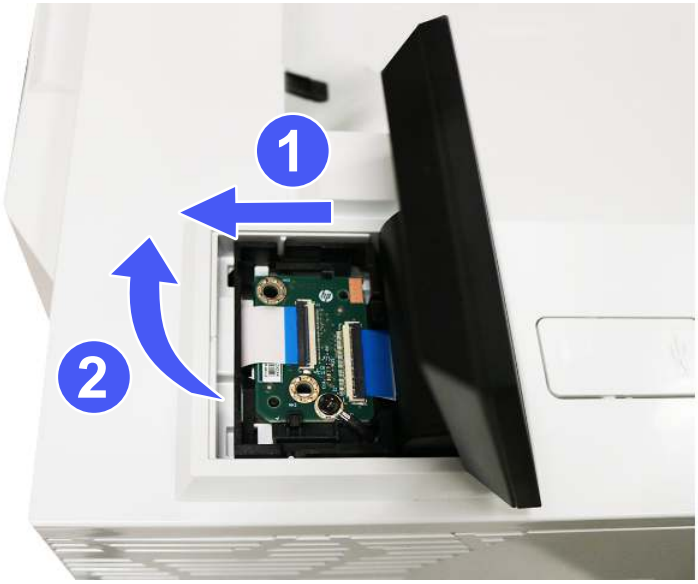
3. Remove two screws (callout 1).

**Figure 4-959 Remove the screws**



4. Slide the control panel assembly back (callout 1) then rotate it up and out from the printer (callout 2).

**Figure 4-960 Remove the control panel**

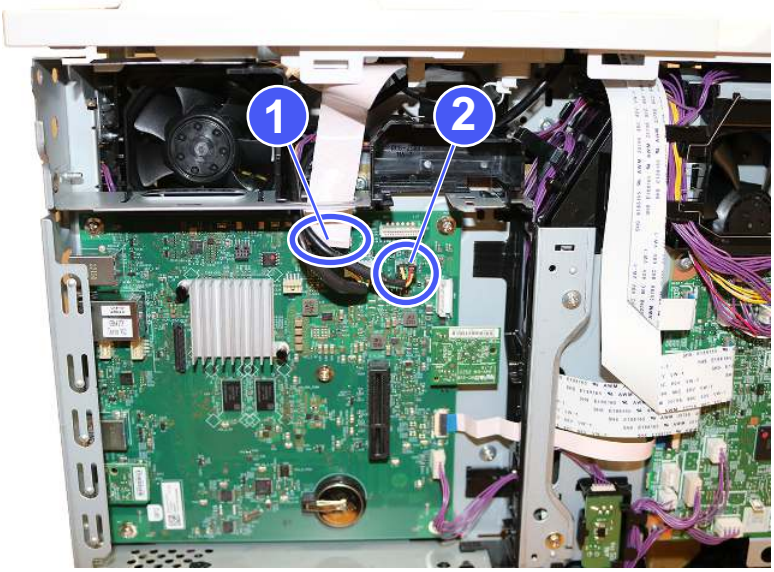



## Remove the top cover

Follow these steps to remove the top cover.

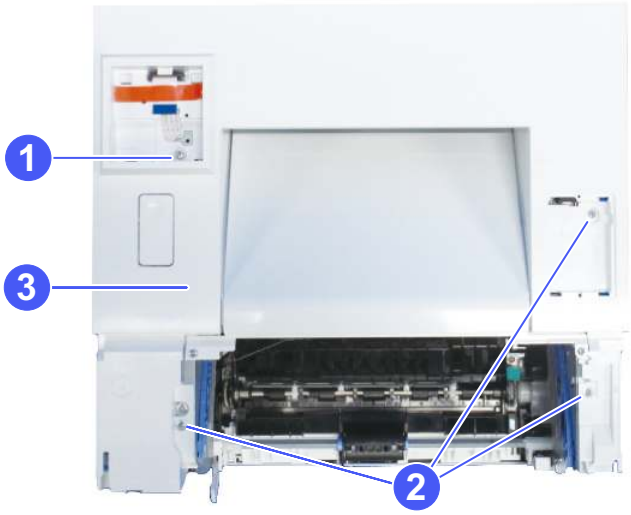
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-961 Disconnect the cable**



2. Remove one screw with washer (callout 1) and three screws (callout 2).

**Figure 4-962 Remove the screws**




3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove two FFCs and four connectors from the formatter PCA.

**Figure 4-963 Remove connectors**



2. Remove five screws.

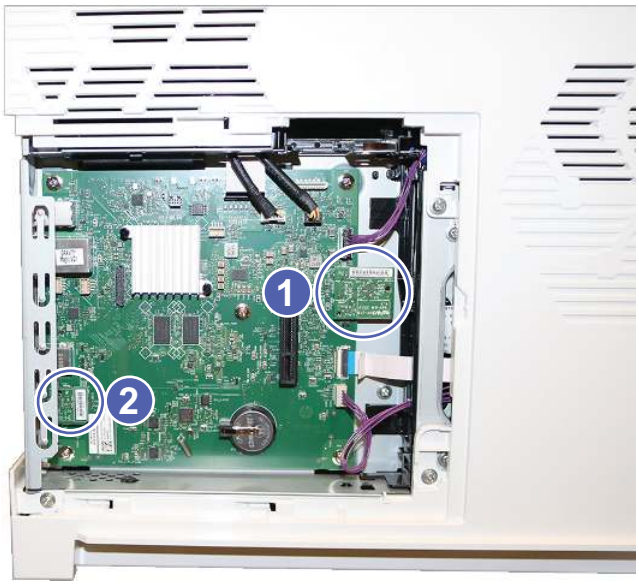
**Figure 4-964 Remove the screws**



3. Remove formatter PCA.

**IMPORTANT:** Emmc (callout 1) and TPM (callout 2) only need to be removed when replacing the formatter PCA.

When replacing the formatter, they must be moved to a new formatter.




**CAUTION:** When reinstalling the formatter, verify Emmc and TPM are fully seated (pushed in) after installation of the Formatter PCA.

## Remove the engine power supply assembly

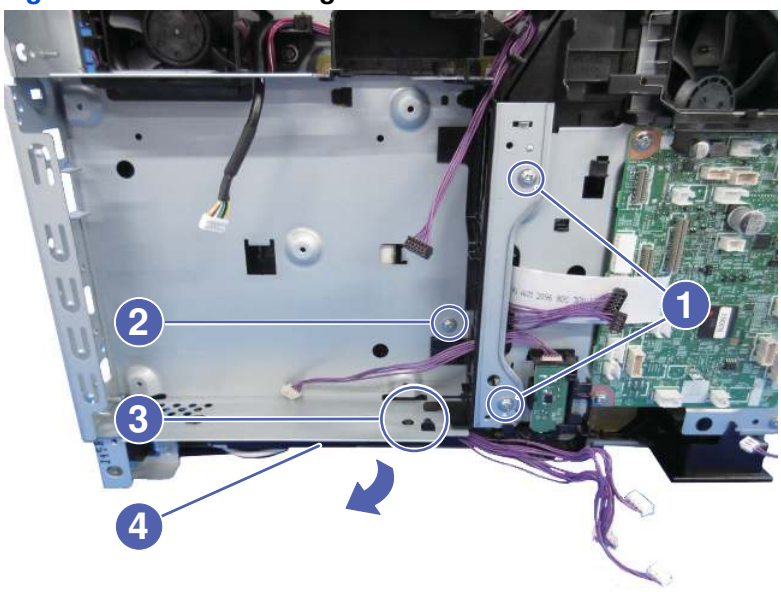
Follow these steps to remove the engine power supply assembly.

1. Do the following:

   a. Remove two screws (callout 1) and one screw (callout 2).

   b. Push down the rib (callout 3) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (4).

**Figure 4-965 Remove the guide cable**



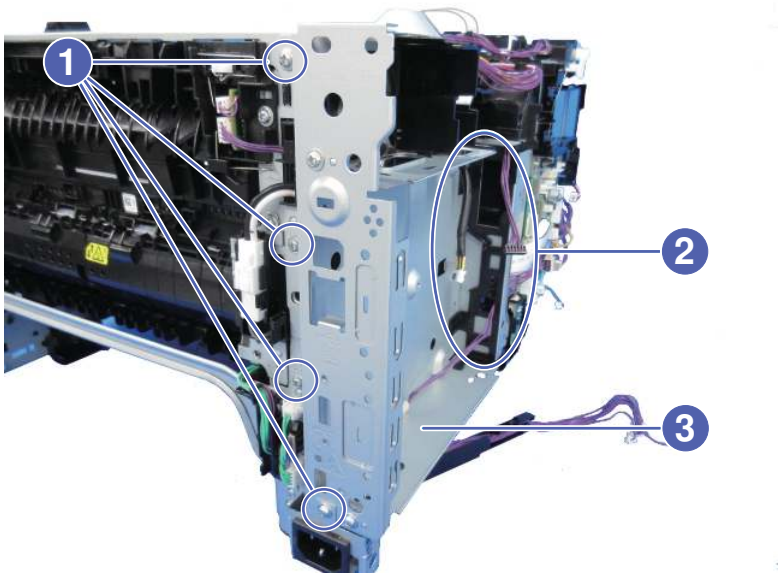

2. Do the following:

   a. Remove four screws (callout 1).

   b. Disconnect the cable (callout 2) and remove the formatter cage (callout 3).

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-966 Remove formatter cage**

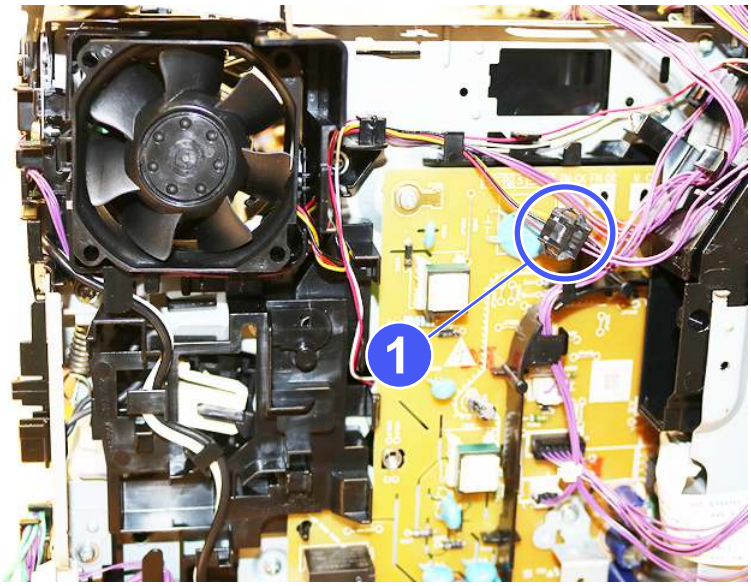


### Remove the cartridge fan

Follow these steps to remove the cartridge fan.

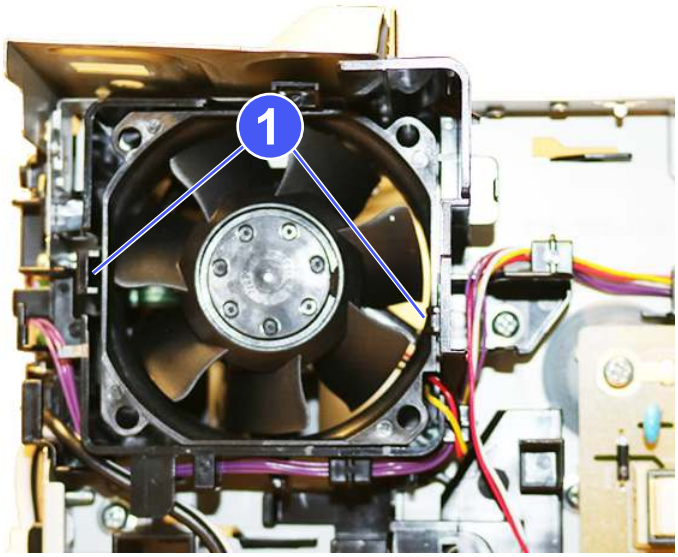
1. Disconnect the fan wire from the junction connector (callout 1).

**Figure 4-967 Disconnect cable**




2. Release the two tabs (callout 1) and then remove the cartridge fan from the housing.

**Figure 4-968 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: Cartridge fan 5601, X52952

This document provides the procedures to remove and replace the fan 2.

Mean time to repair: 40 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-61 Part information**

| Part number | Part description |
|---|---|
| RK3-2016-000CN | Fan |

### Required tools

- #2 Phillips 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

Send a print job to the printer.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-969 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-970 Remove the cover**



## Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

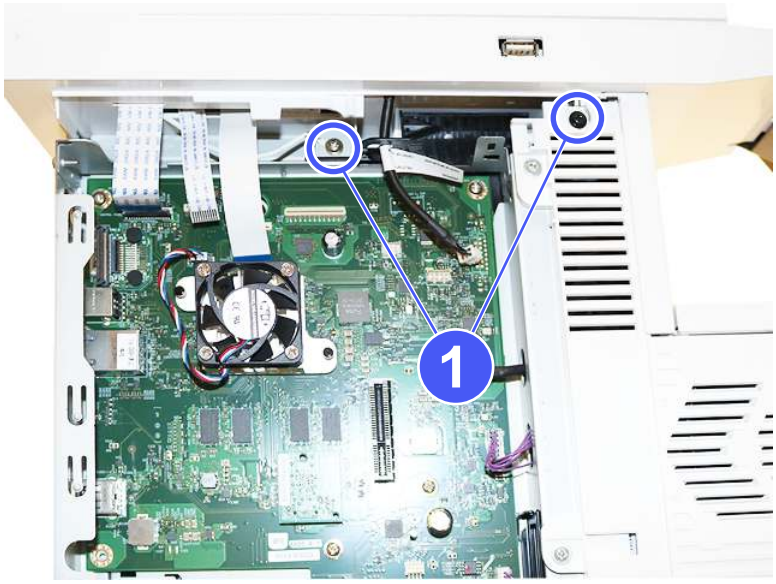
1. Remove four FFCs (callout 1) and one cable connector (callout 2) from the formatter PCA.

**Figure 4-971 Remove connectors**



2. Remove two grounding screws (callout 1) from the left side of the printer.

**Figure 4-972 Remove two screws**




3. Remove the two screws (callout 1) on the back cover from the scanner assembly.

**Figure 4-973 Remove two screws**



4. Lift the scan unit up to remove it from the printer.

**Figure 4-974 Remove the scanner assembly**



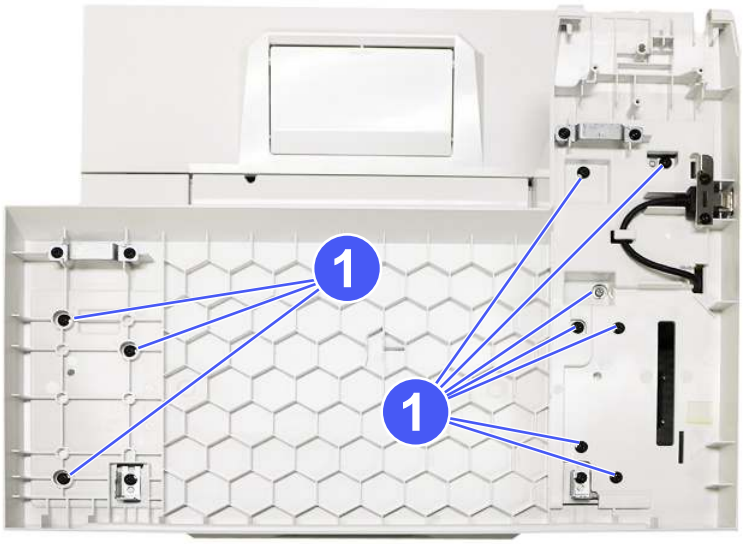
**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

1. Remove ten screws.

**Figure 4-975 Remove ten screws**



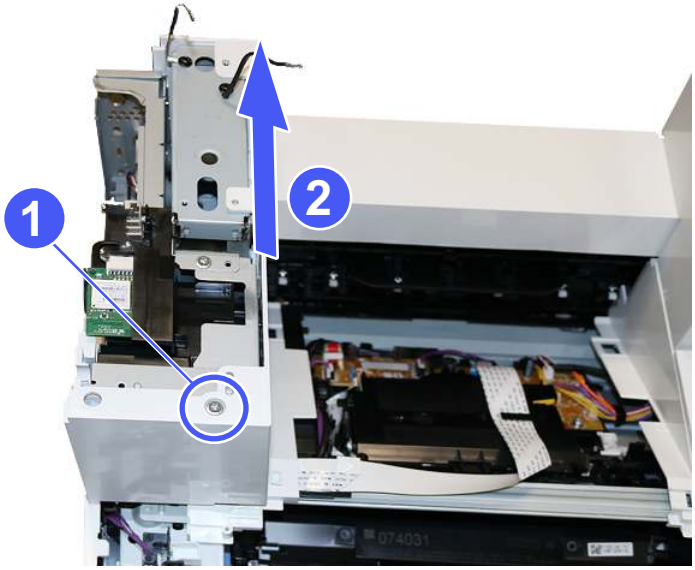

2. Lift the scanner par off of the printer.

## Remove the left pillar cover

Follow these steps to remove the left pillar cover.

- Remove one screw (callout 1), and remove the left pillar cover (callout 2).

**Figure 4-976 Remove left pillar cover**

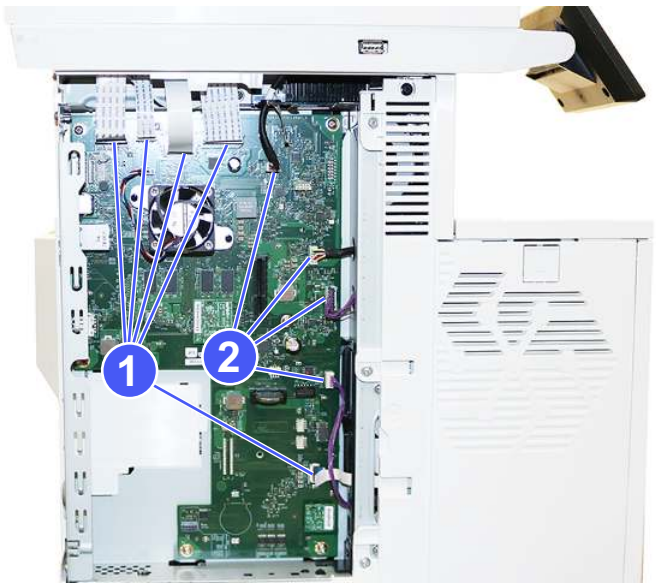



## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove 5 FFCs (callout 1) and 4 cable connectors (callout 2) the formatter PCA.

**Figure 4-977 Remove connectors**



2. Remove six screws (callout 1).

**Figure 4-978 Remove screws**




3. Remove formatter PCA.

## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-979 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-980 Locate cable cover**

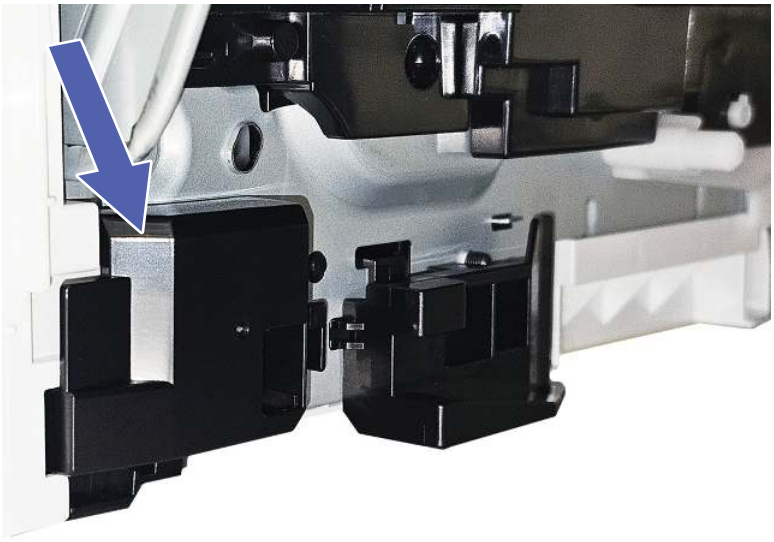
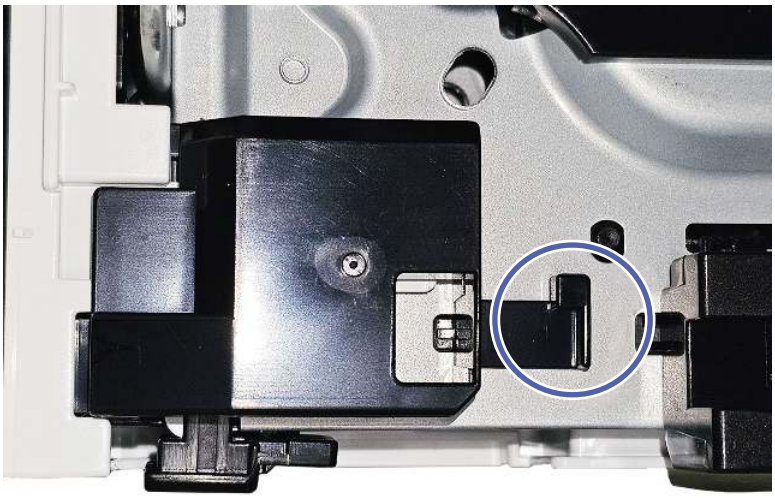
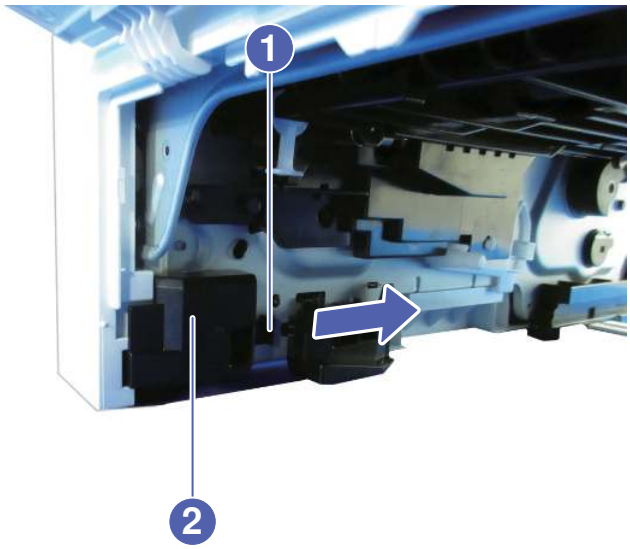


**Figure 4-981 Cover locking tab**



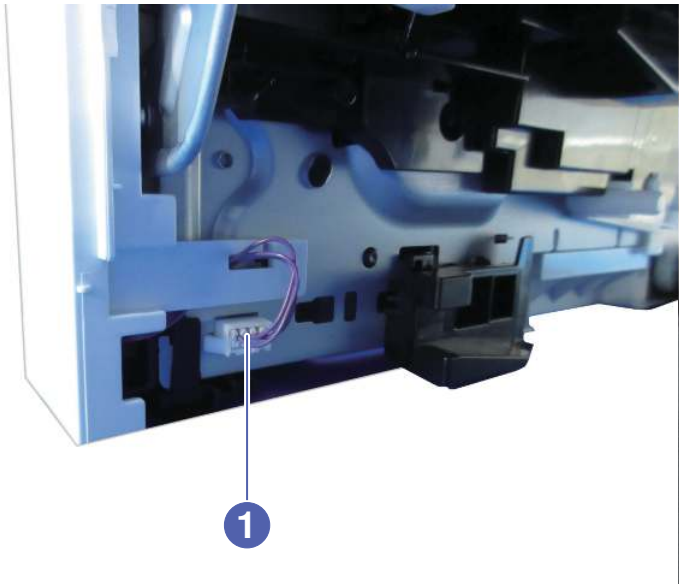
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-982 Remove the cover**



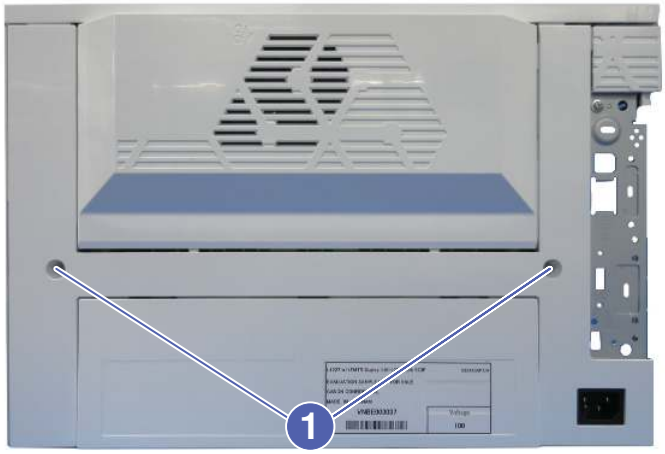

5. Pull off one connector (callout 1).

**Figure 4-983 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-984 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-985 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-986 Unhook one tab**




9. Open the rear door.

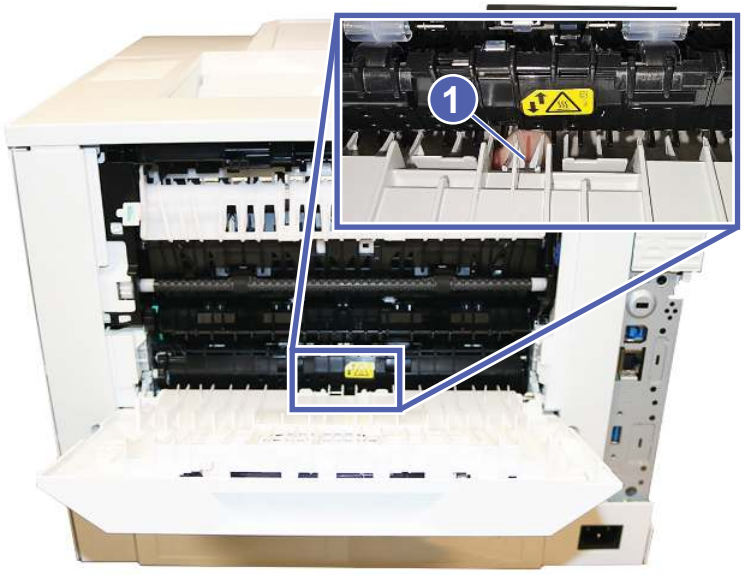
**Figure 4-987 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-988 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-989 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-990 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-991 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-992 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-993 Unhook one tab**

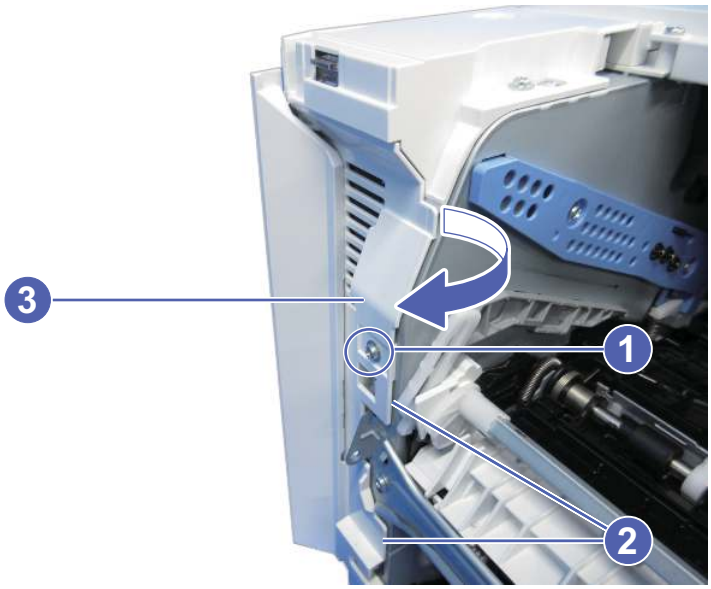



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-994 Remove one screw**



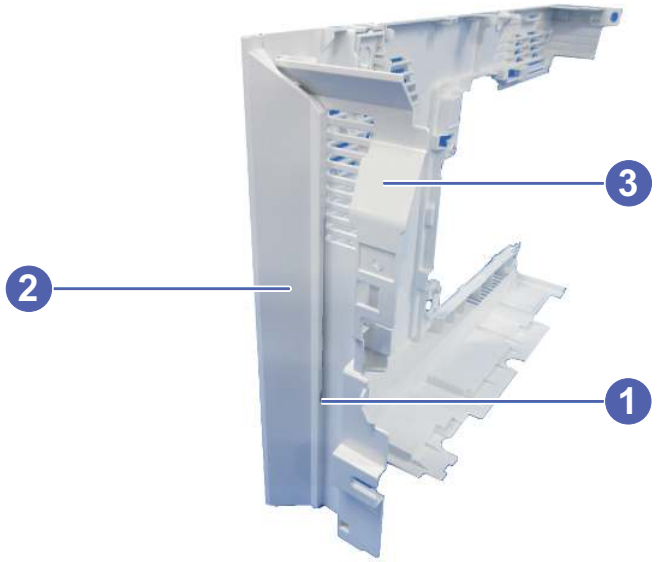

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

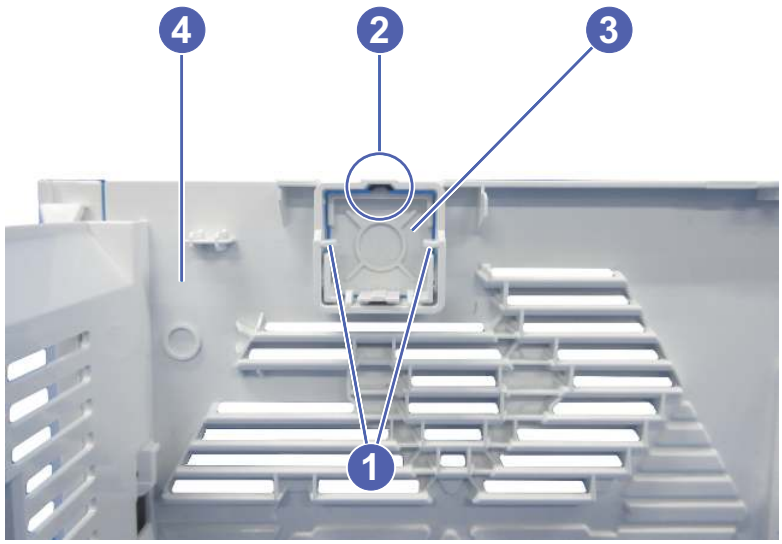
**Figure 4-995 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-996 Remove door button**

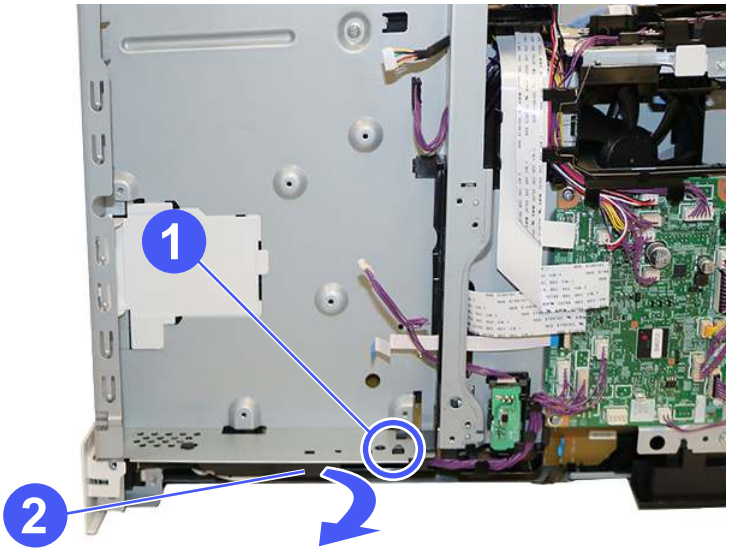



## Remove the formatter cage

Follow these steps to remove the formatter cage.

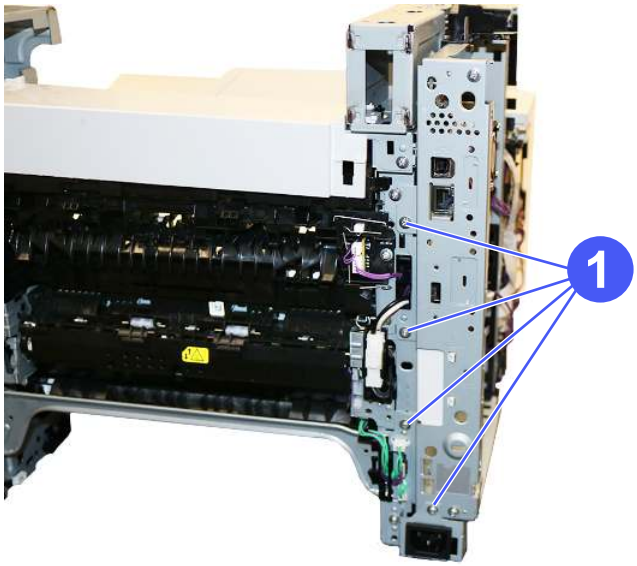
1. Push down the rib (callout 1) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (2).

**Figure 4-997 Remove the guide cable**




2. Remove four screws (callout 1).

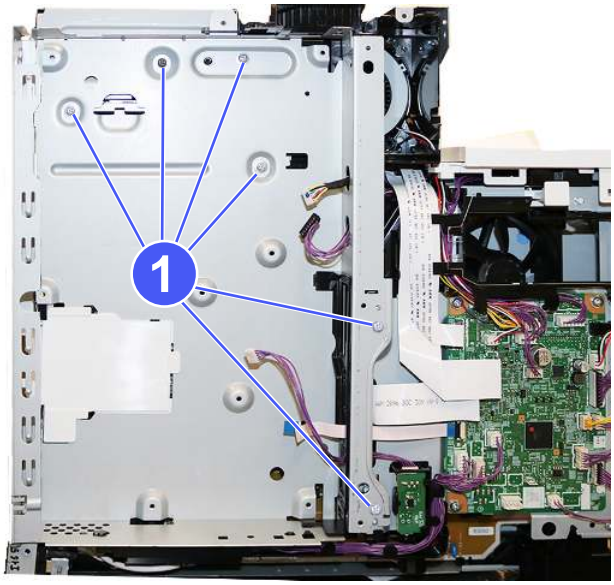
**Figure 4-998 Remove screws**




3. Remove the screws and then remove the formatter cage from the printer.

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-999 Remove formatter cage**




## Remove Cartridge fan

Follow these steps to remove fan 2.

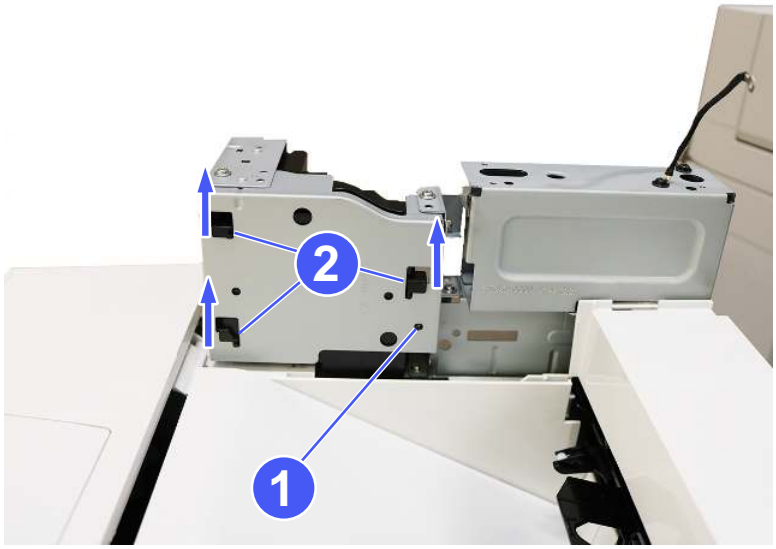
1. Disconnect the fan cable (callout 1) from the DC controller.

**Figure 4-1000 Disconnect cable**



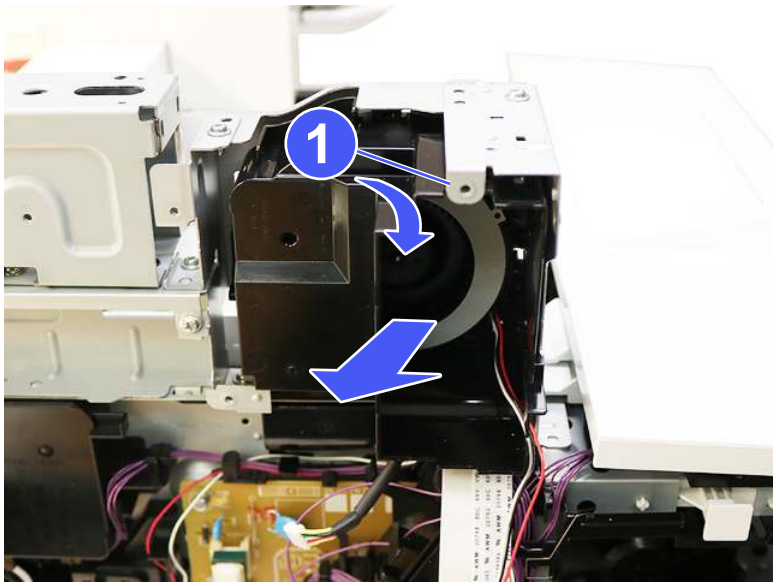
2. Press the locking pin in (callout 1) and then slide the fan housing up to release the securing tabs (callout 2).

**Figure 4-1001 Release fan housing**



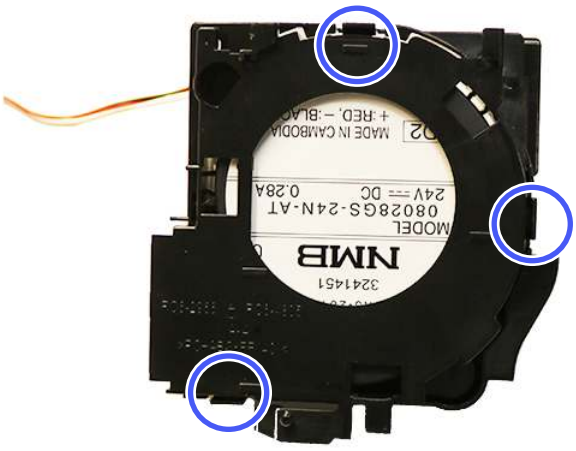

3. Tilt down the front end of the fan housing to clear the metal tab (callout 1) and then remove the housing and fan from the printer.

**Figure 4-1002 Remove fan housing**



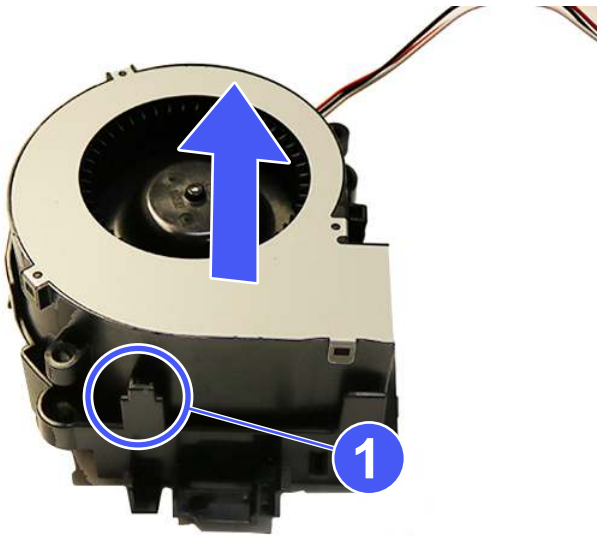
4. Release three tabs on the fan outer housing and remove the inner housing and fan.

**Figure 4-1003 Remove inner housing and fan**



5. Release the tab (callout 1) and lift the fan out of the inner housing.

**Figure 4-1004 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: Cartridge fan 5602, X53052

This document provides the procedures to remove and replace the fan 2.

Mean time to repair: 40 minutes

Service level: Advanced

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-62 Part information**

| Part number | Part description |
|---|---|
| **RK3-2016-000CN** | Fan |

### Required tools

- #2 Phillips 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

Send a print job to the printer.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1005 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1006 Remove the cover**

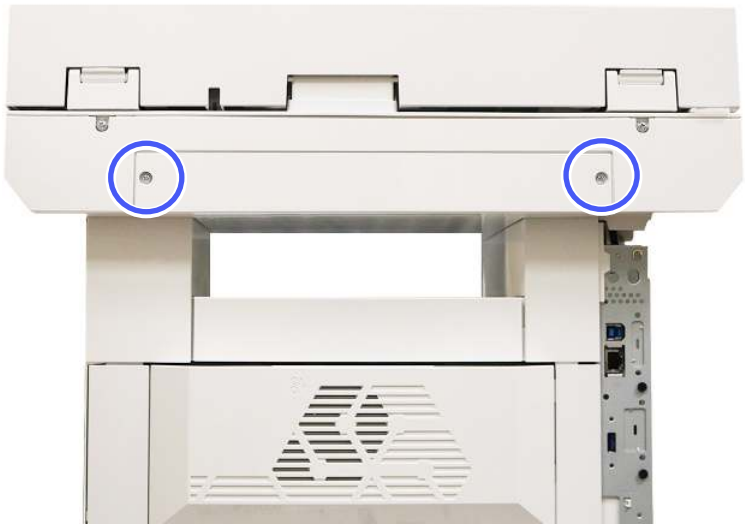


## Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

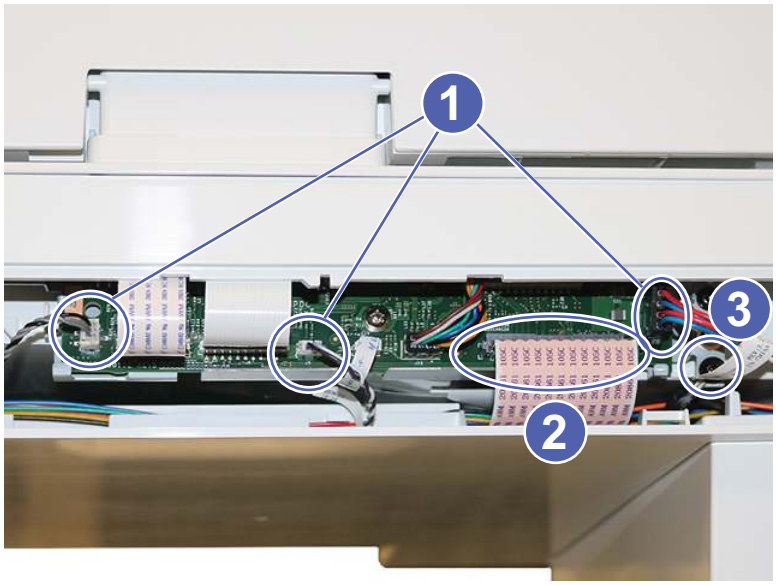
**Figure 4-1007 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

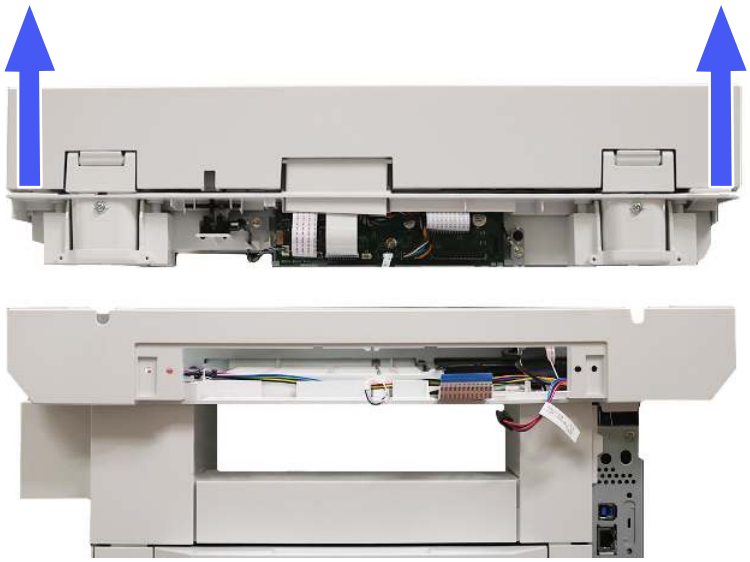
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1008 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-1009 Remove the scanner assembly**



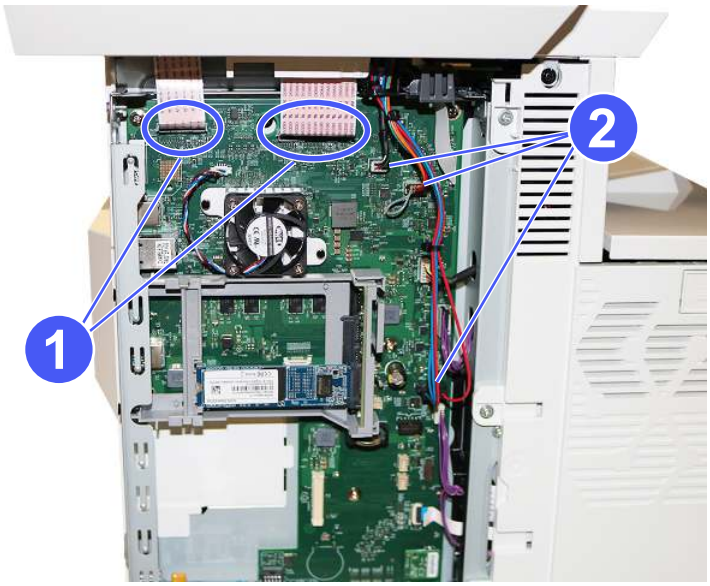
**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

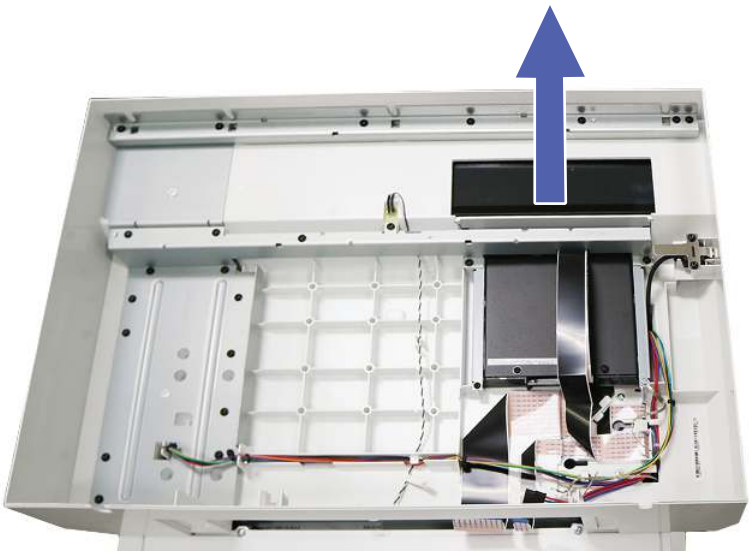
1. Disconnect two FFCs (callout 1) and three connectors (callout 2) from the formatter.

**Figure 4-1010 Disconnect cables**



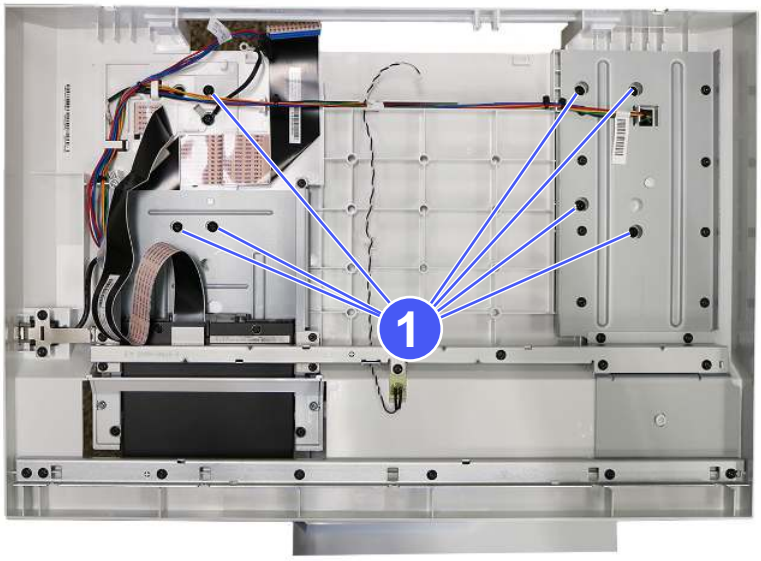

2. Slide the control panel in the direction of the arrow.

**Figure 4-1011 Slide control panel**



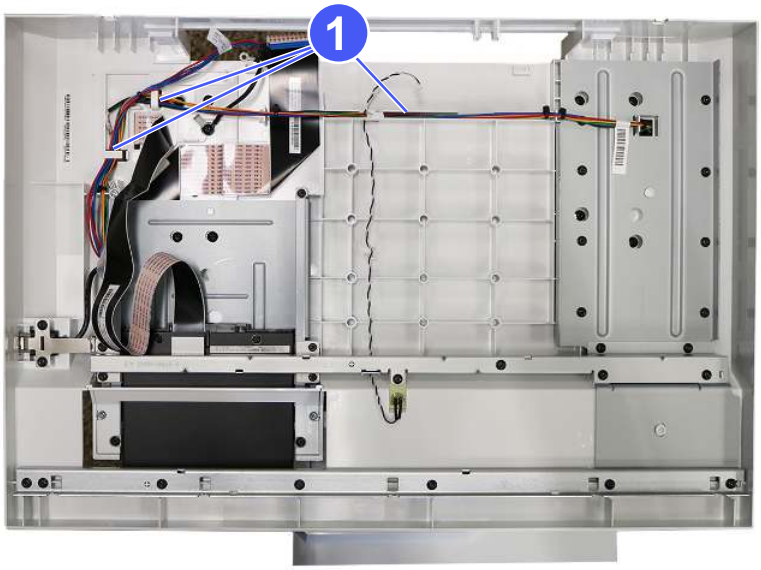
3. Remove seven screws.

**Figure 4-1012 Remove 7 screws**




4. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1013 Remove cable from guide**




5. Lift the scanner par with all cables off of the printer.

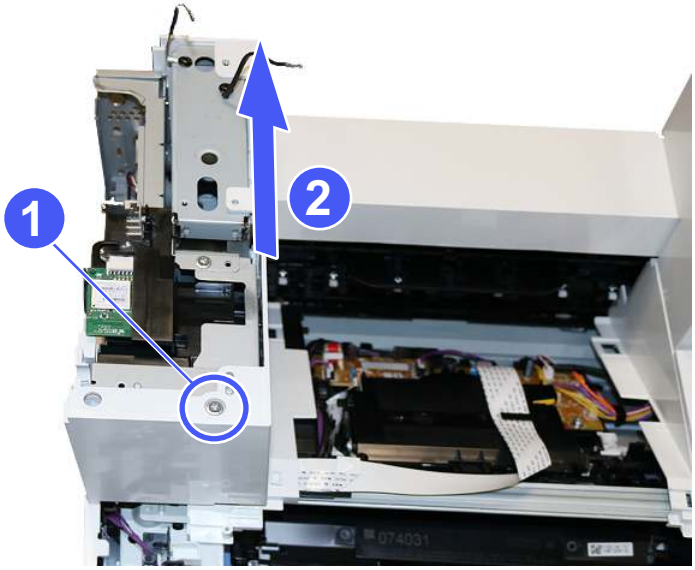
   If the convenient stapler is installed, the cable will need to be threaded through the par tub down to the stapler.

## Remove the left pillar cover

Follow these steps to remove the left pillar cover.

- Remove one screw (callout 1), and remove the left pillar cover (callout 2).

**Figure 4-1014 Remove left pillar cover**




## Remove the SSD

Follow these steps to remove the SSD.

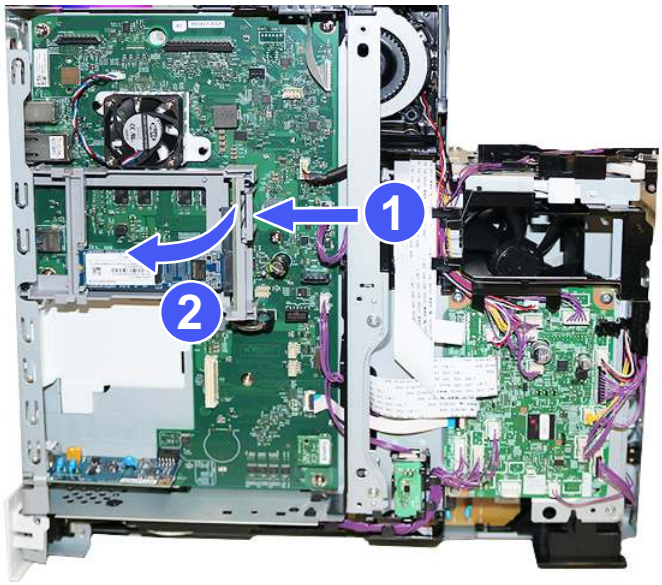
1. Remove the two securing pins from the back of the formatter.

**Figure 4-1015 Remove the pins**



2. Push the releasing lever (callout 1) and remove the SSD standoff from printer (callout 2).

**Figure 4-1016 Remove the SSD**




## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove all cable connectors the formatter PCA.

**Figure 4-1017 5602, X53052 Remove connectors**

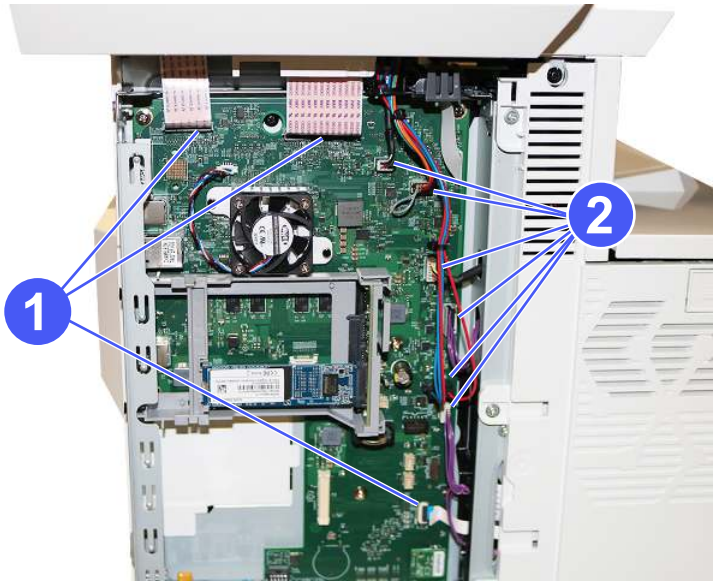
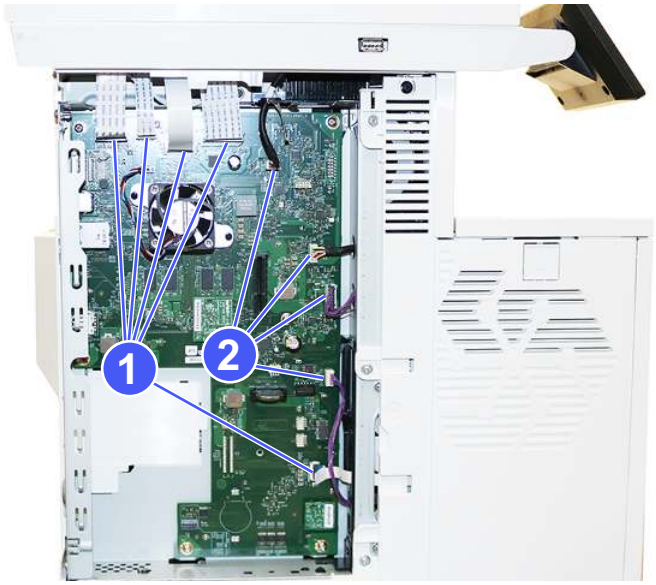


**Figure 4-1018 5601, X52952 Remove connectors**

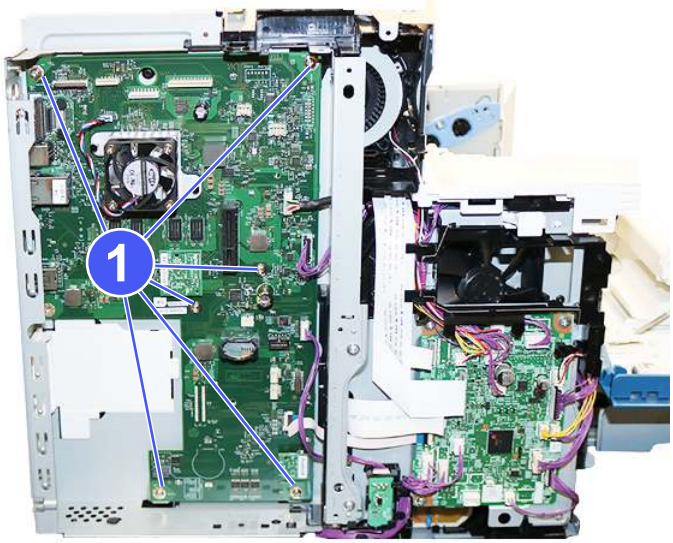



2. Remove the screws.

**Figure 4-1019 5602, X53052 Remove screws five screws**



**Figure 4-1020 5601, X52952 Remove screws six screws**




3. Remove formatter PCA.

## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-1021 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-1022 Locate cable cover**

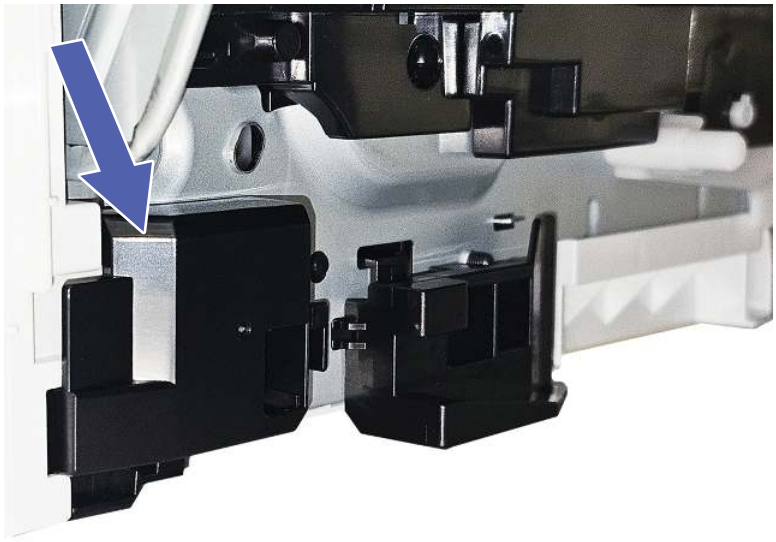
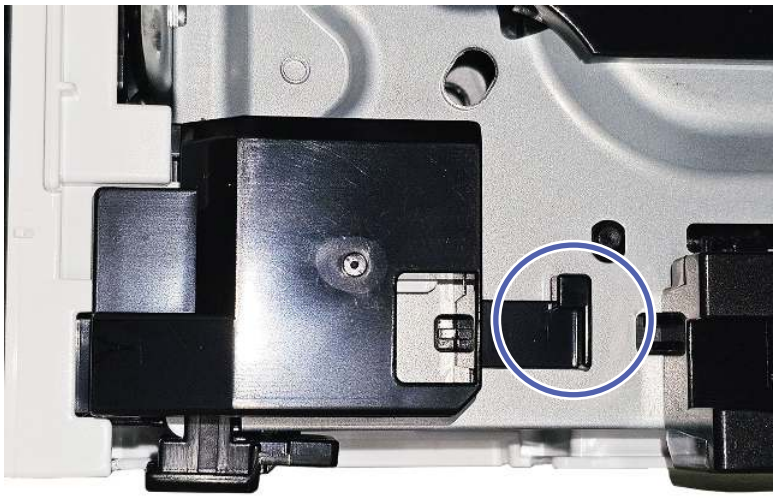
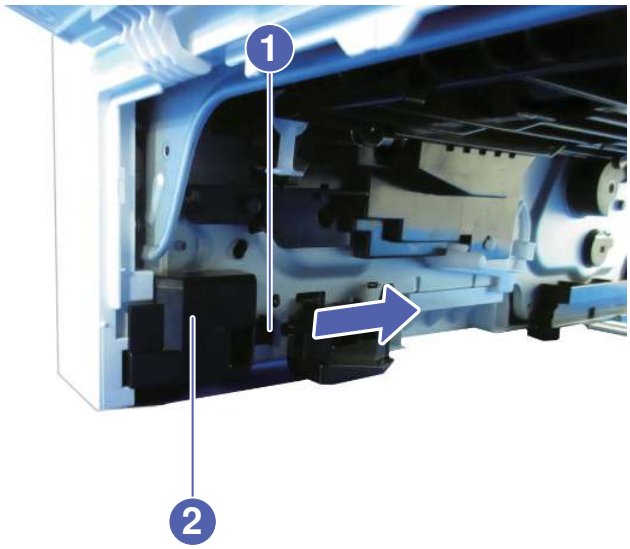


**Figure 4-1023 Cover locking tab**



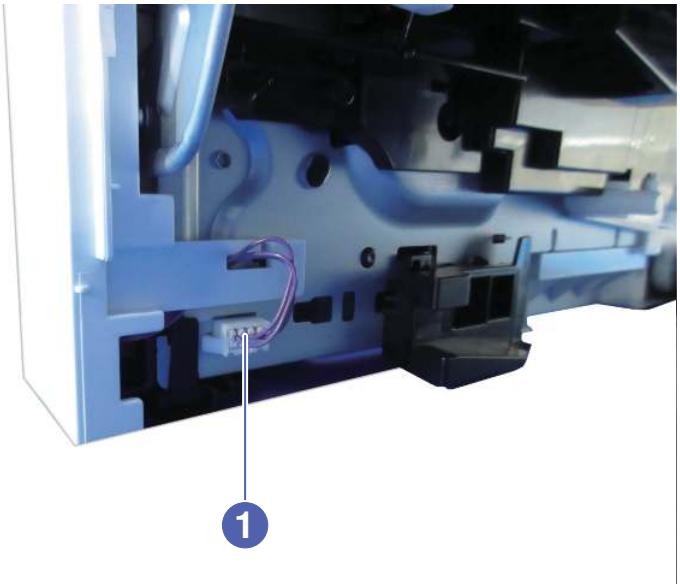
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1024 Remove the cover**



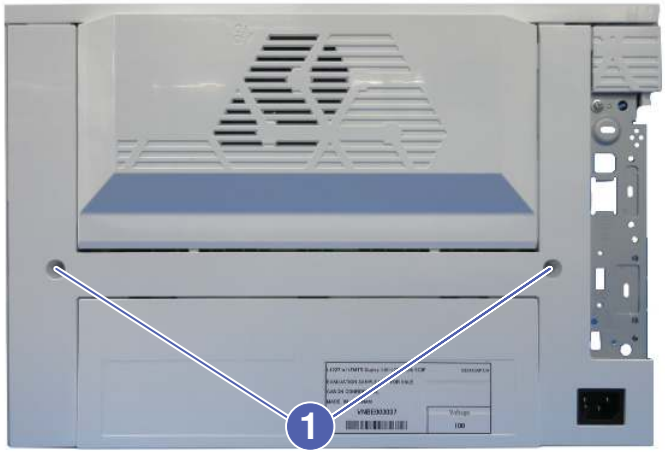

5. Pull off one connector (callout 1).

**Figure 4-1025 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-1026 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1027 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1028 Unhook one tab**




9. Open the rear door.

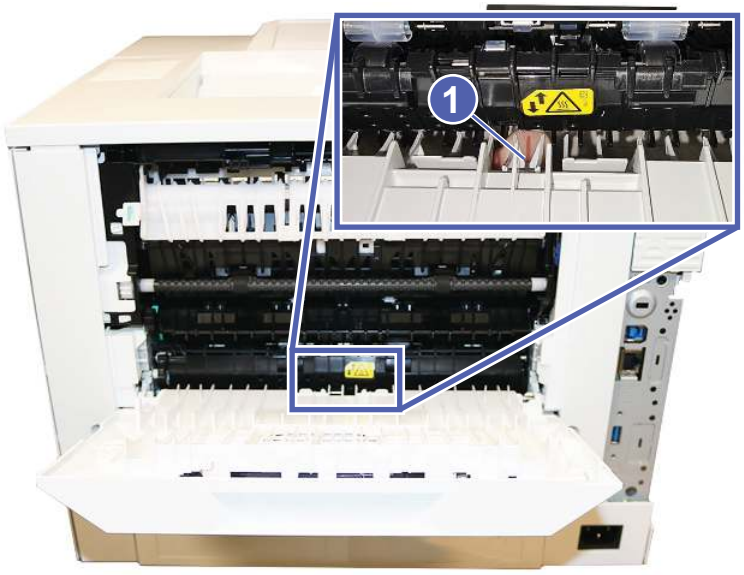
**Figure 4-1029 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-1030 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1031 Link arm location**

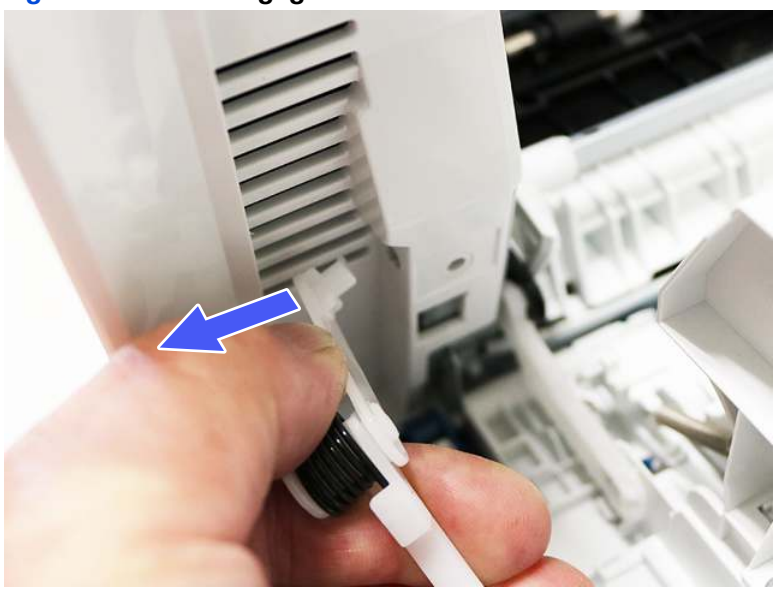



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1032 Disengage the link arm**



### Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1033 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1034 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1035 Unhook one tab**

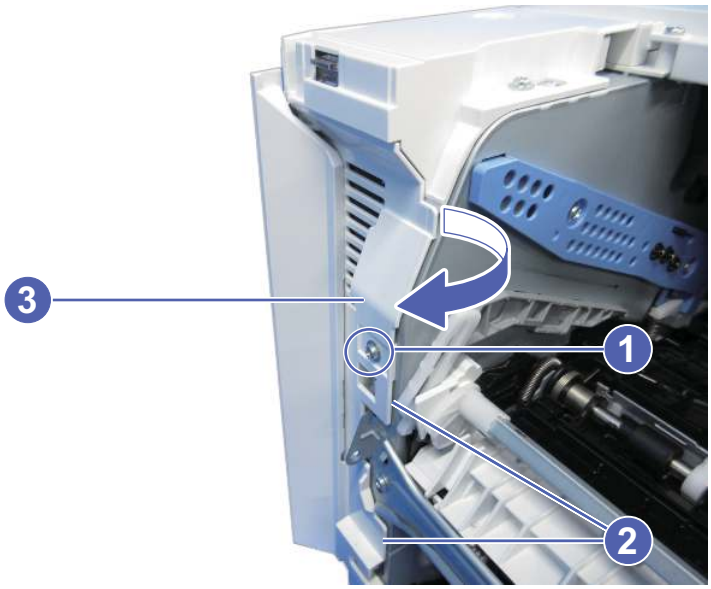



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1036 Remove one screw**



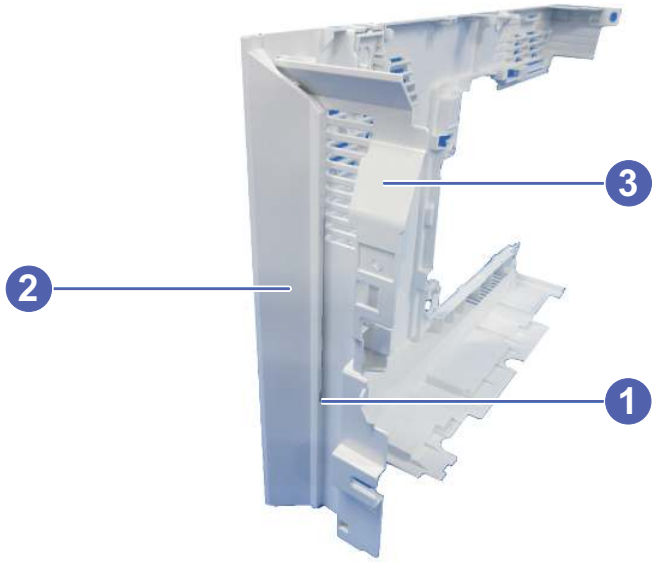

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

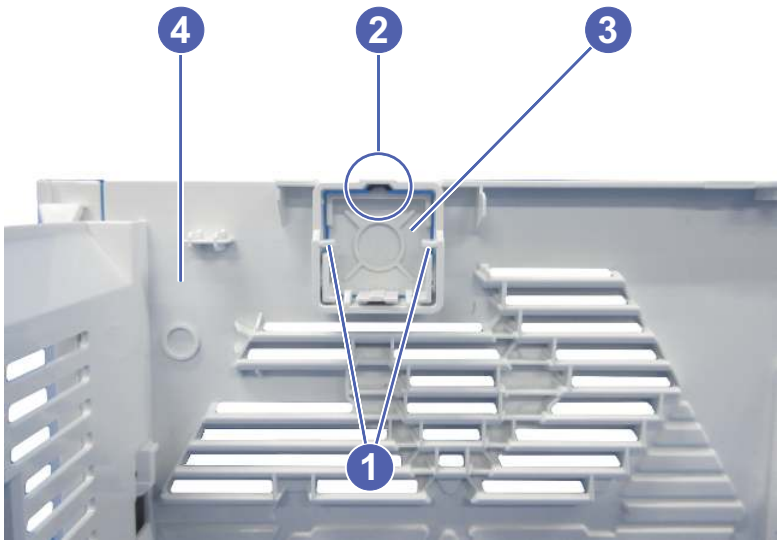
**Figure 4-1037 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1038 Remove door button**

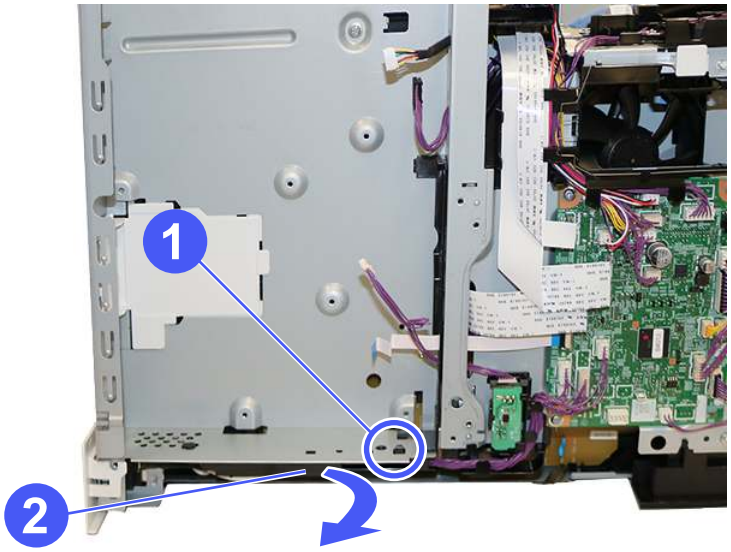



## Remove the formatter cage

Follow these steps to remove the formatter cage.

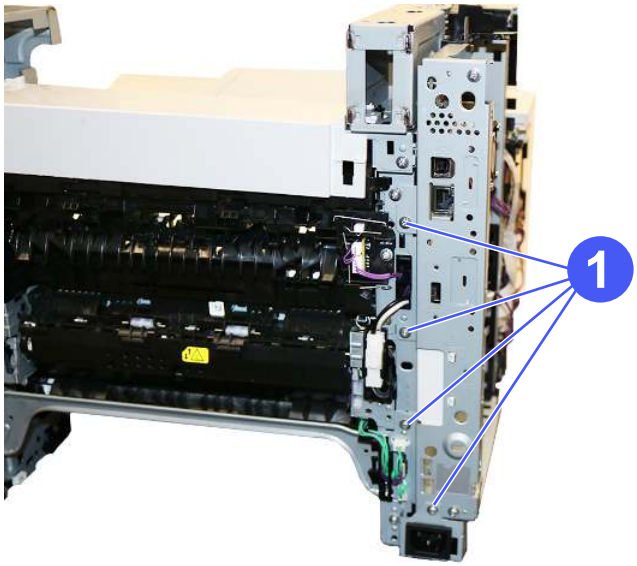
1. Push down the rib (callout 1) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (2).

**Figure 4-1039 Remove the guide cable**




2. Remove four screws (callout 1).

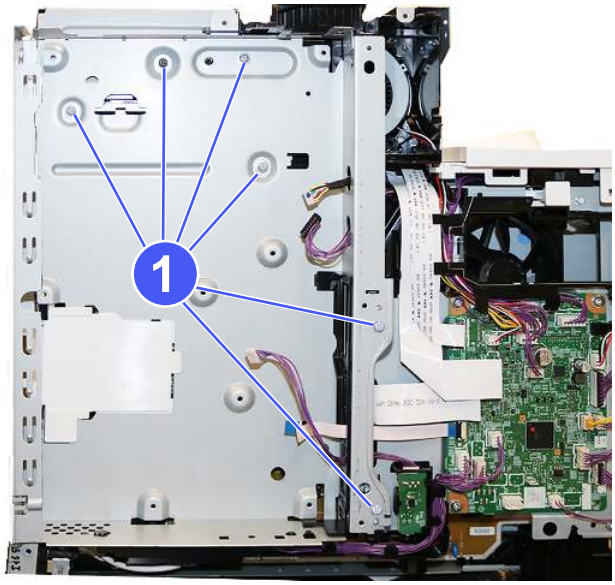
**Figure 4-1040 Remove screws**




3. Remove the screws and then remove the formatter cage from the printer.

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-1041 Remove formatter cage**




## Remove Cartridge fan

Follow these steps to remove fan 2.

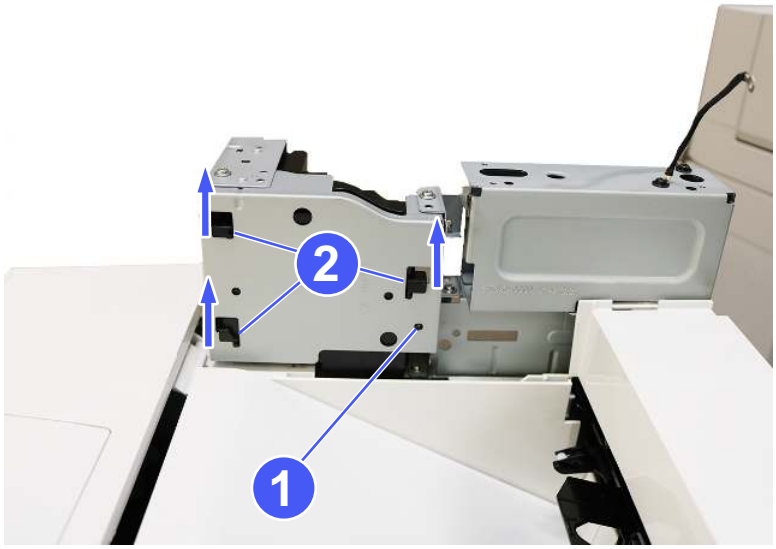
1. Disconnect the fan cable (callout 1) from the DC controller.

**Figure 4-1042 Disconnect cable**



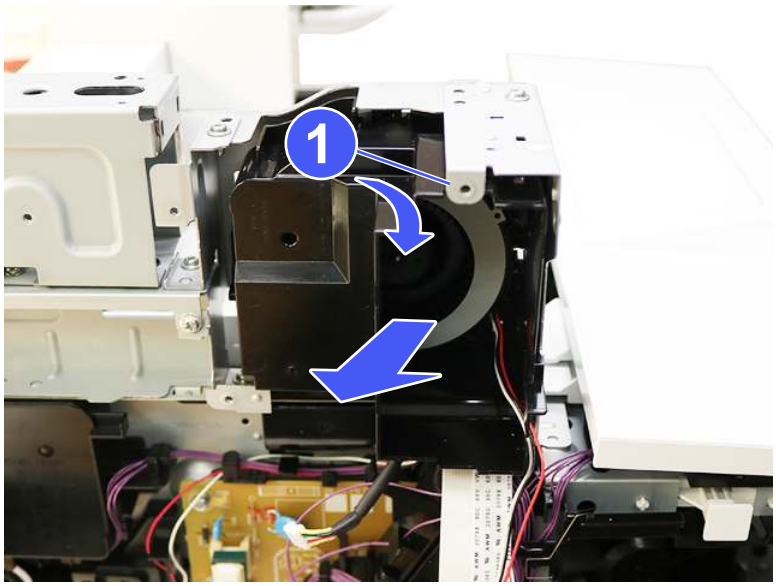
2. Press the locking pin in (callout 1) and then slide the fan housing up to release the securing tabs (callout 2).

**Figure 4-1043 Release fan housing**



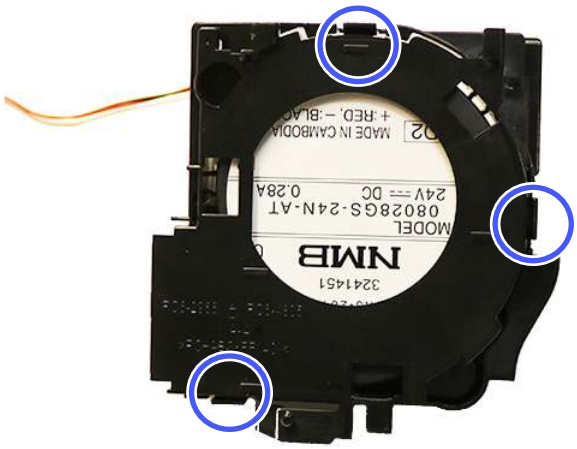

3. Tilt down the front end of the fan housing to clear the metal tab (callout 1) and then remove the housing and fan from the printer.

**Figure 4-1044 Remove fan housing**



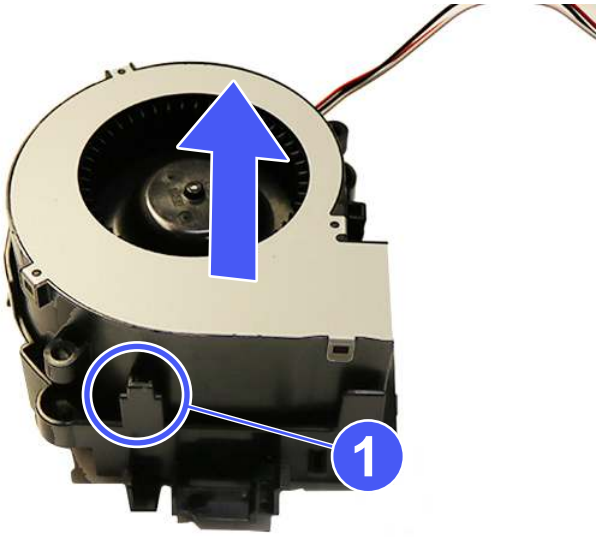
4. Release three tabs on the fan outer housing and remove the inner housing and fan.

**Figure 4-1045 Remove inner housing and fan**



5. Release the tab (callout 1) and lift the fan out of the inner housing.

**Figure 4-1046 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: Memory PCA assembly 5501, 5502, X50352, X50452

This document provides the procedures to remove and replace the memory PCA.

Mean time to repair: 2 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-63 Part information**

| Part number | Part description |
|---|---|
| **RM3-8830-000CN** | Memory PCB assembly |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

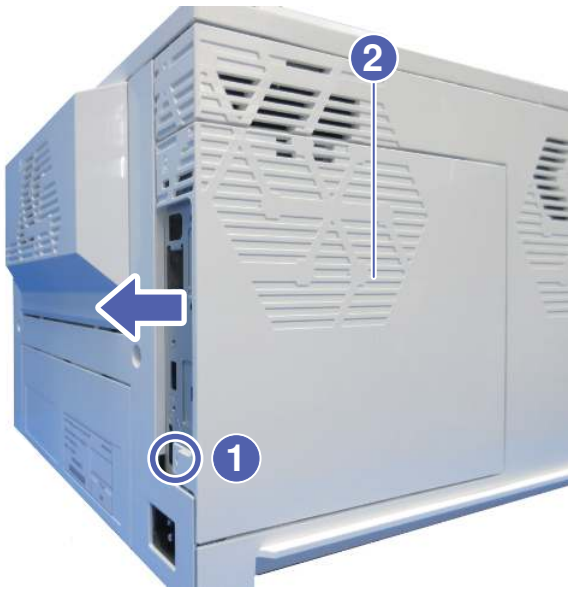
No post service test is available for this assembly.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1047 Remove the formatter cover**




## 2. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1048 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1049 Disengage the link arm**



### 3. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1050 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1051 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1052 Unhook one tab**

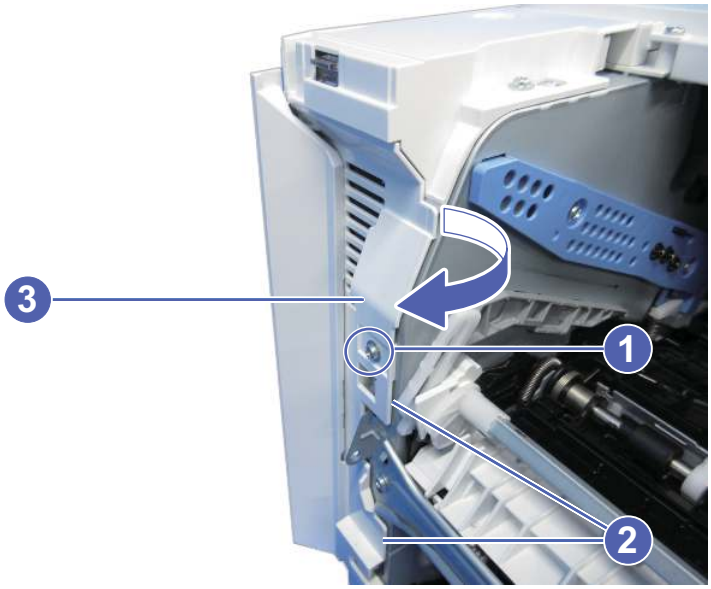



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1053 Remove one screw**



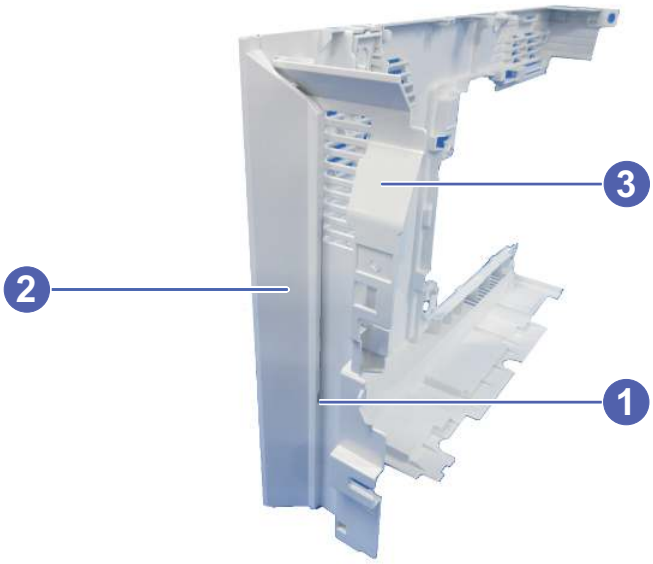

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

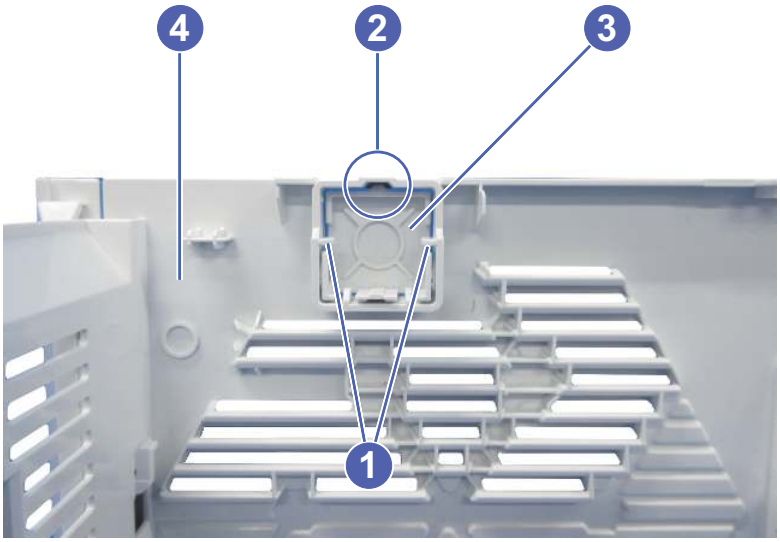
**Figure 4-1054 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1055 Remove door button**

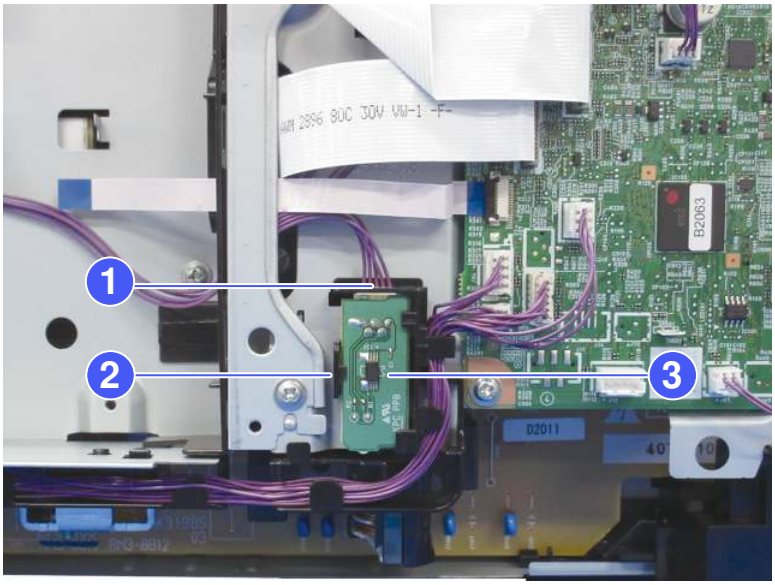



## 4. Remove the memory PCA assembly

Follow these steps to remove the memory PCA.

- Disconnect one connector (callout 1). Release the claw at one location (callout 2), then remove the memory PCA (callout 3).

**Figure 4-1056 Remove the memory 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: Memory PCA assembly 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the memory PCA.

Mean time to repair: 4 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-64 Part information**

| Part number | Part description |
|---|---|
| RM3-8830-000CN | Memory PCB assembly |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

No post service test is available for this assembly.

# Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1057 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1058 Remove the cover**



## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1059 Link arm location**

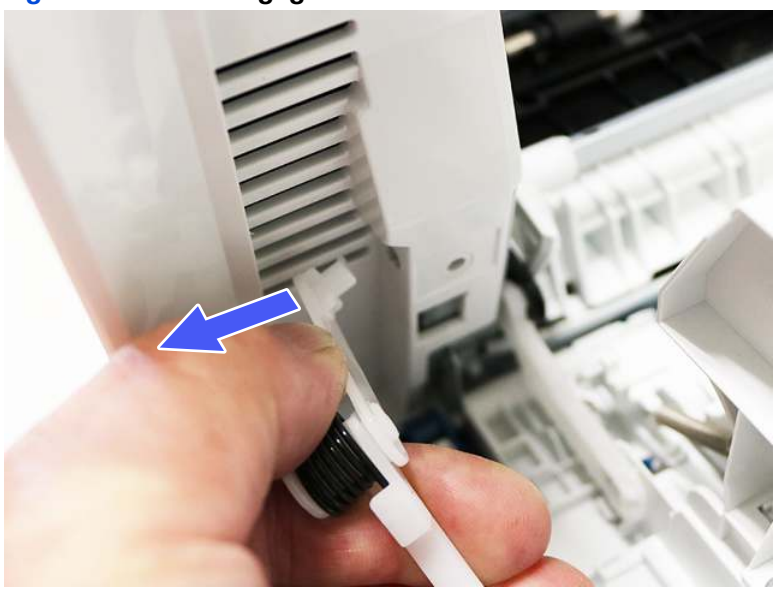



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1060 Disengage the link arm**



## Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1061 Remove one screw**




2. Unhook one tab (callout 1).

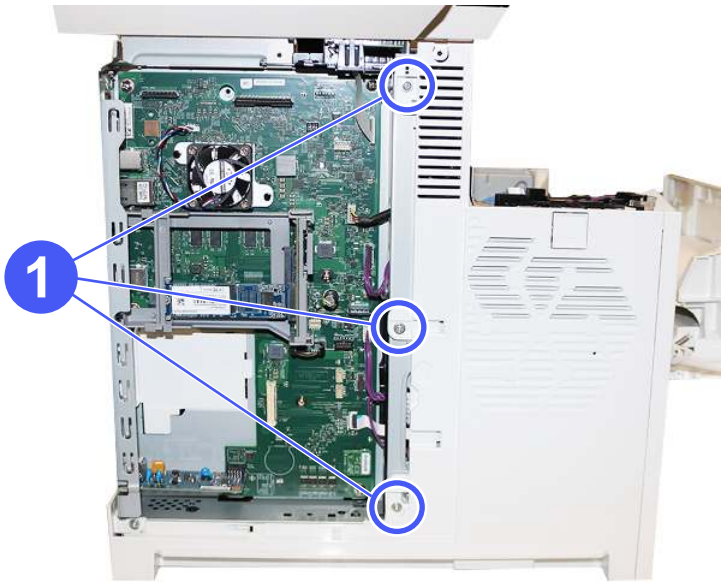
**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1062 Unhook one tab**



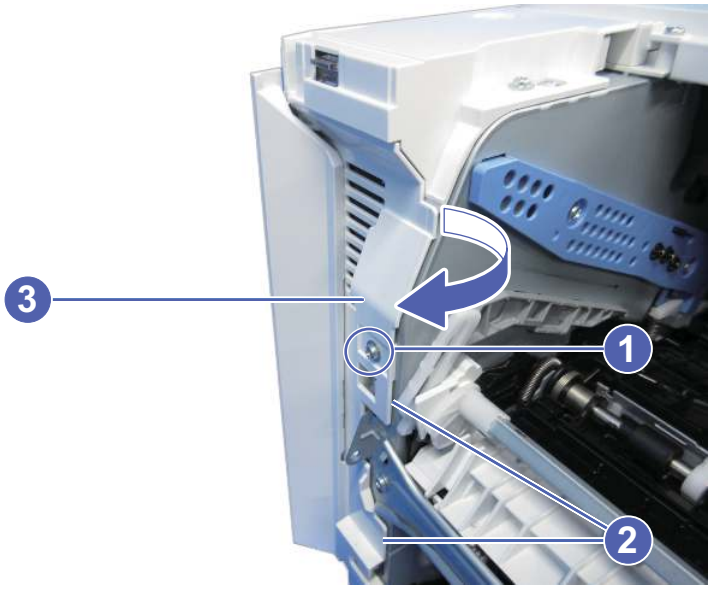
3. Remove three screws (callout 1).

**Figure 4-1063 Remove three screws**




4. Remove one screw (callout 1) then unhook the two tabs (callout 2) and open the left cover (callout 3) in the direction of the arrow to remove it.

**Figure 4-1064 Remove one screw**



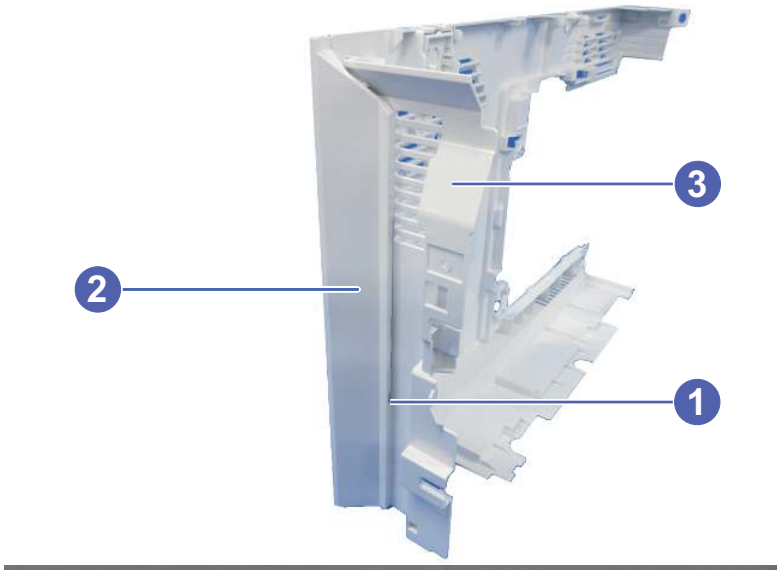

5. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you will need to move the front left cover to the new left cover.

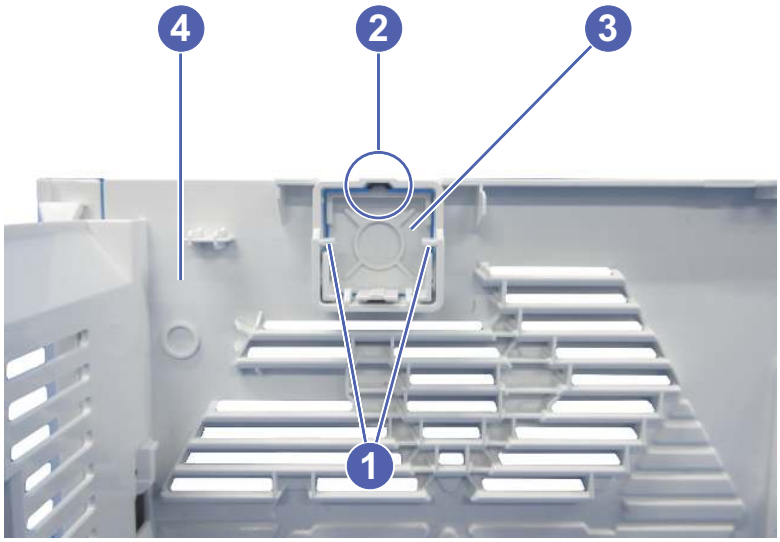
**Figure 4-1065 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one, you must remove the door button and put it on the new left cover. The door button is removed toward the outside of the panel.

**Figure 4-1066 Remove door button**

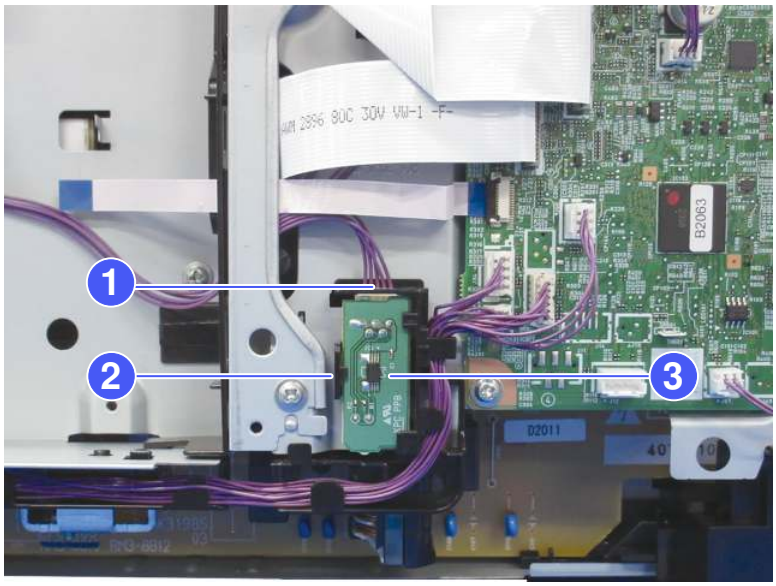



## Remove the memory PCA assembly

Follow these steps to remove the memory PCA.

- Disconnect one connector (callout 1). Release the claw at one location (callout 2), then remove the memory PCA (callout 3).

**Figure 4-1067 Remove the memory 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.

## Removal and replacement: Inlet cable assembly

This document provides the procedure to remove and replace the inlet cable assembly.

Mean time to repair: 15 minutes

Service level: Moderate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-65 Part information**

| Part number | Part description |
|---|---|
| RM3-8987-000CN | Inlet cable assembly |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

Send a print job to the printer.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1068 Remove one screw**



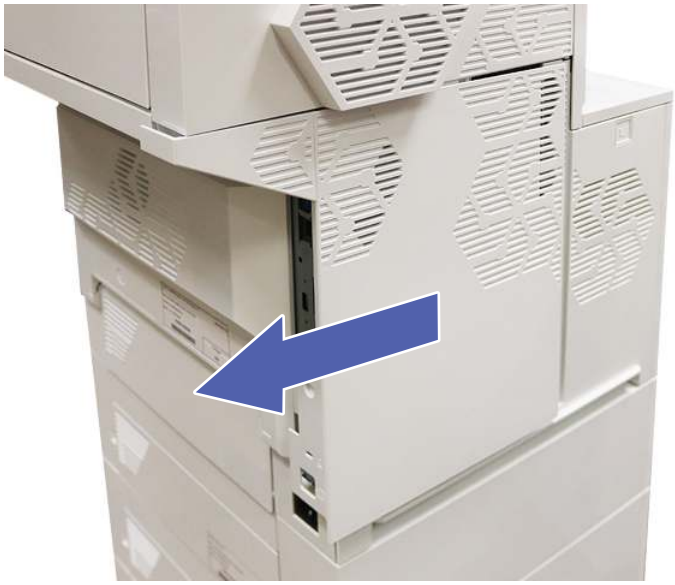
2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1069 Remove the cover**



**NOTE:** With 3 bin stapler/stacker

**Figure 4-1070 Remove the cover**



## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove all cable connectors from the formatter PCA.

**Figure 4-1071 Remove connectors**



2. Remove five screws.

**Figure 4-1072 Remove screws**



3. Remove formatter PCA.

**IMPORTANT:** The TPM must be moved to a new formatter.



**CAUTION:** When reinstalling the formatter, verify the TPM is fully seated (pushed in) after installation of the Formatter PCA.

## Remove the rear lower cover

Follow these steps to remove the rear lower cover.

1. Remove tray 2 from the printer.

2. Open the cassette rear cover.

**Figure 4-1073 Open cassette rear cover**



3. While holding the cassette cover open. Locate the connector cover (left side) and release one tab to remove connector cover.

**Figure 4-1074 Locate cable cover**

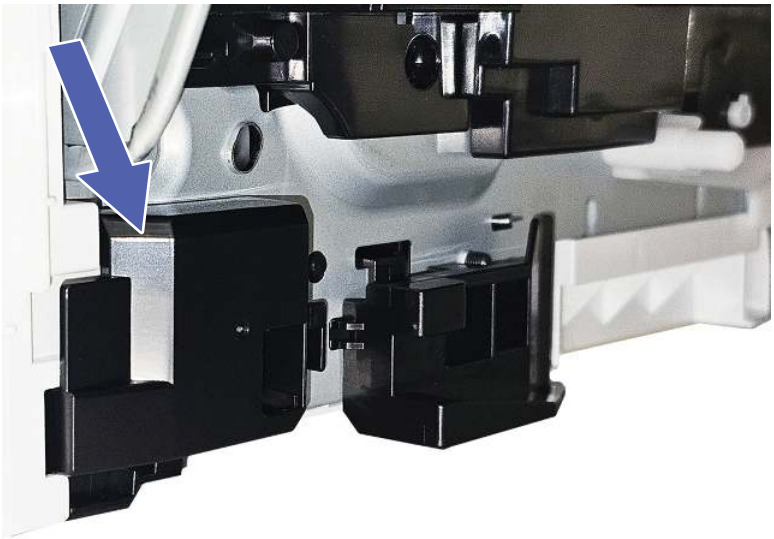
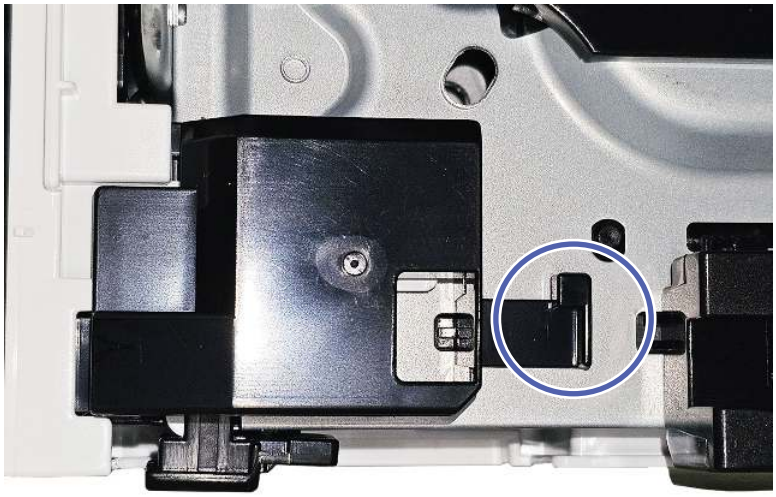
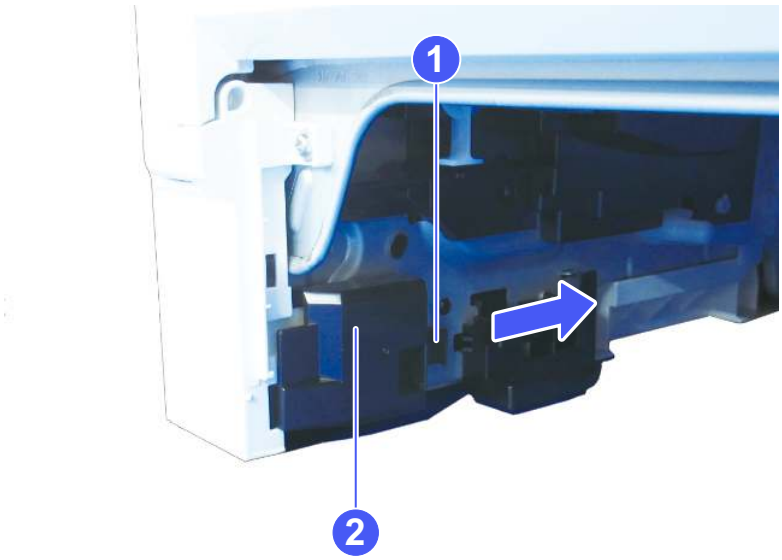


**Figure 4-1075 Cover locking tab**



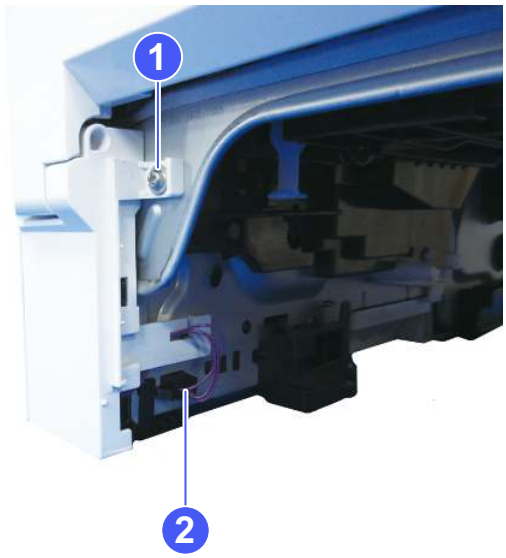
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1076 Remove the cover**



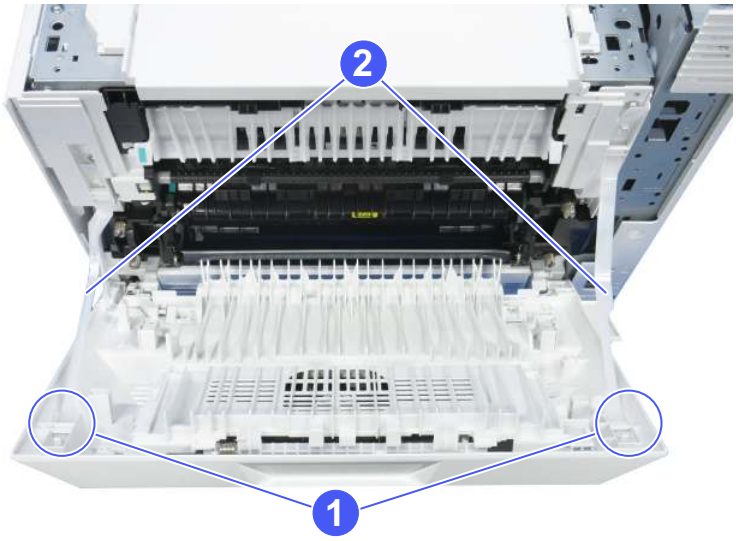
5. Remove one screw (callout 1) and disconnect one connector (callout 2).

**Figure 4-1077 Remove screw and disconnect cable**



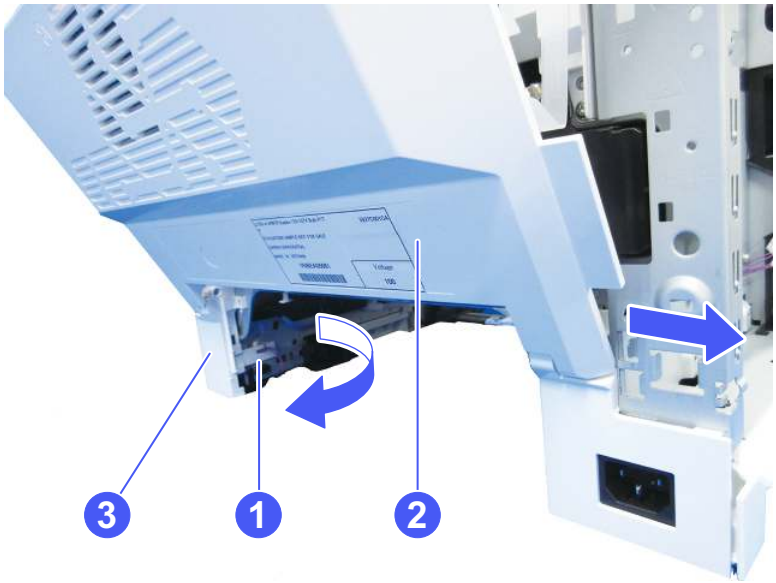

6. Unhook the right and left tabs (callout 1) and then remove the left and right door stoppers (callout 2).

**Figure 4-1078 Unhook tabs**



7. Unhook the cable from the tab (callout 1), and open the rear door assembly. Slide the rear door assembly (callout 2) in the direction of the arrow and remove it together with the rear lower right cover (callout 3).

**Figure 4-1079 Remove the door**




8. Remove the link arm (callout 1).

**Figure 4-1080 Remove the link arm**




## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1081 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1082 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1083 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1084 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1085 Unhook one tab**

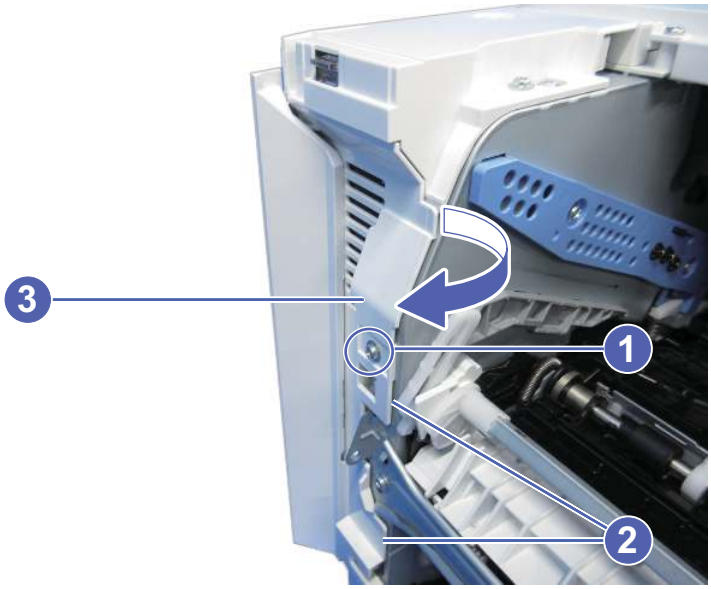



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1086 Remove one screw**



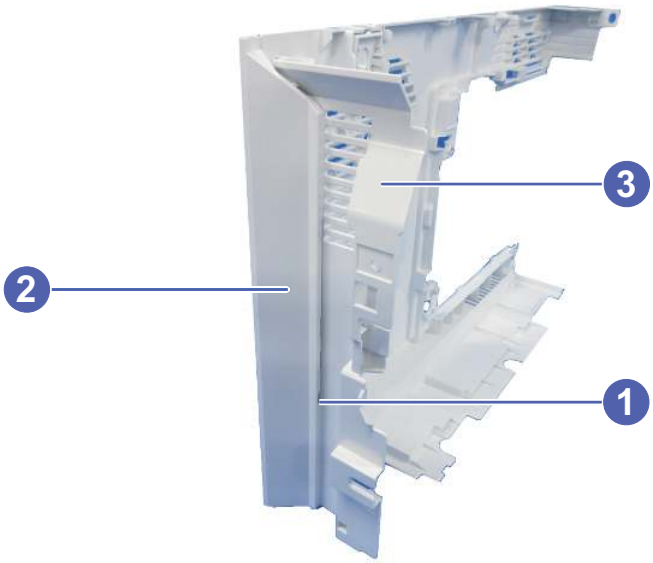

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

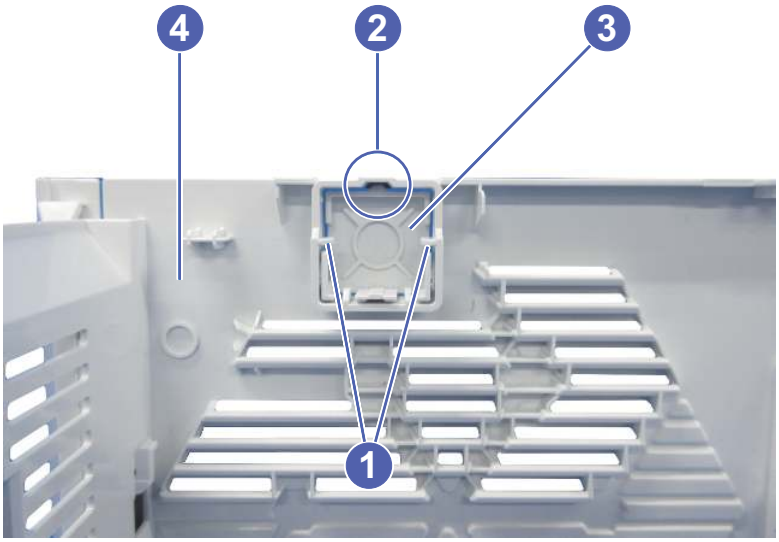
**Figure 4-1087 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1088 Remove door button**




## Remove the formatter cage

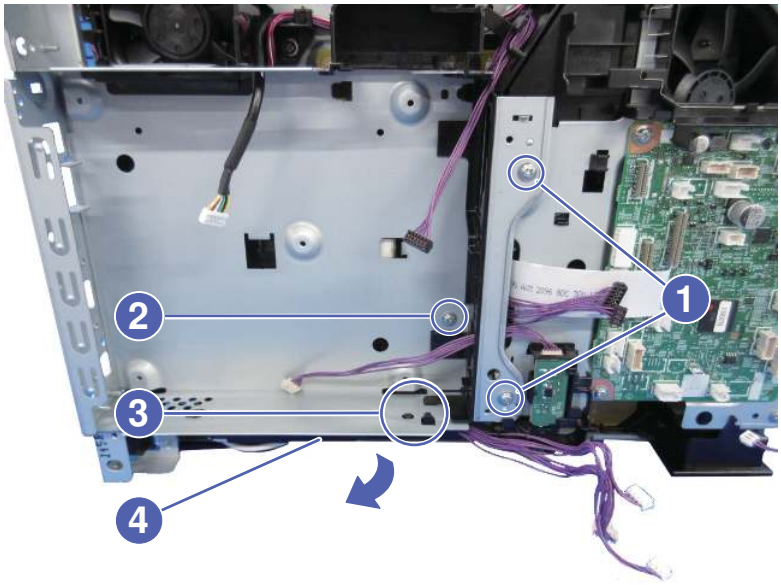
Follow these steps to remove the formatter cage.

1. Do the following:

   a. Remove two screws (callout 1) and one screw (callout 2).

   b. Push down the rib (callout 3) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (4).

**Figure 4-1089 Remove the guide cable**



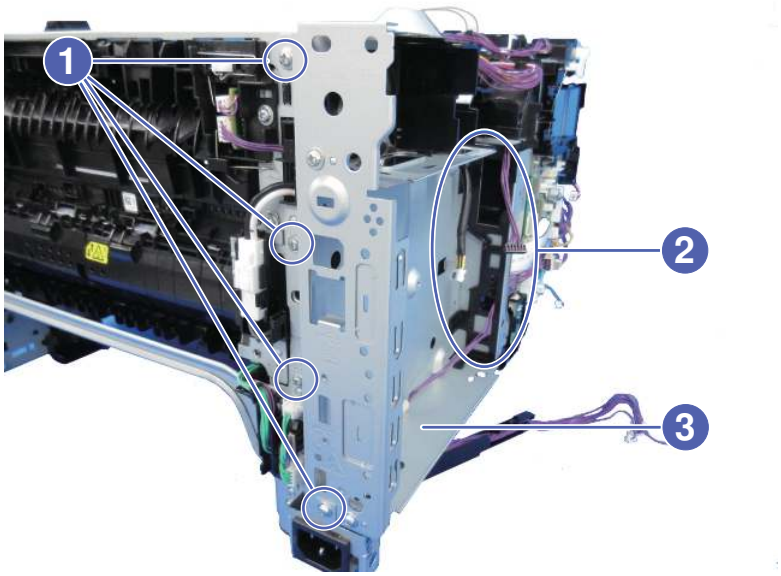

2. Do the following:

   a. Remove four screws (callout 1).

   b. Disconnect the cable (callout 2) and remove the formatter cage (callout 3).

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-1090 Remove formatter cage**

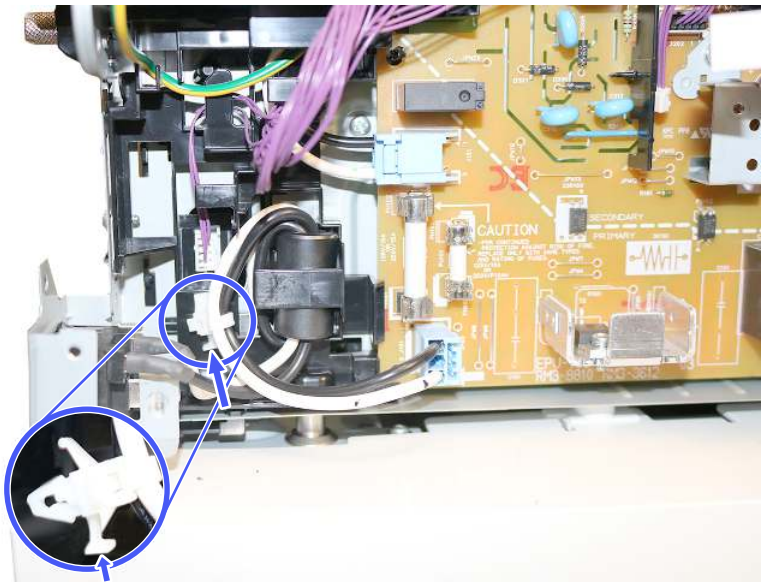



## Remove the inlet cable assembly

Follow these steps when removing the inlet cable assembly.

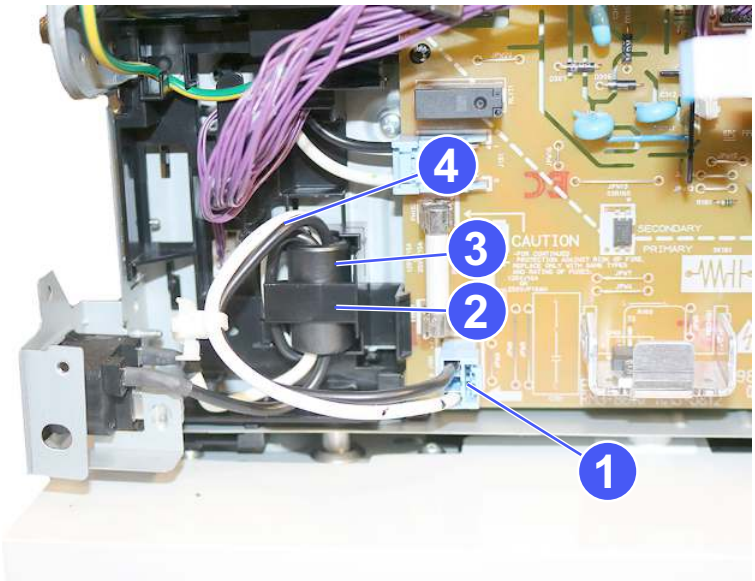
1. Unhook one cable holder by pressing the bottom to release.

**Figure 4-1091 Disconnect cable holder**



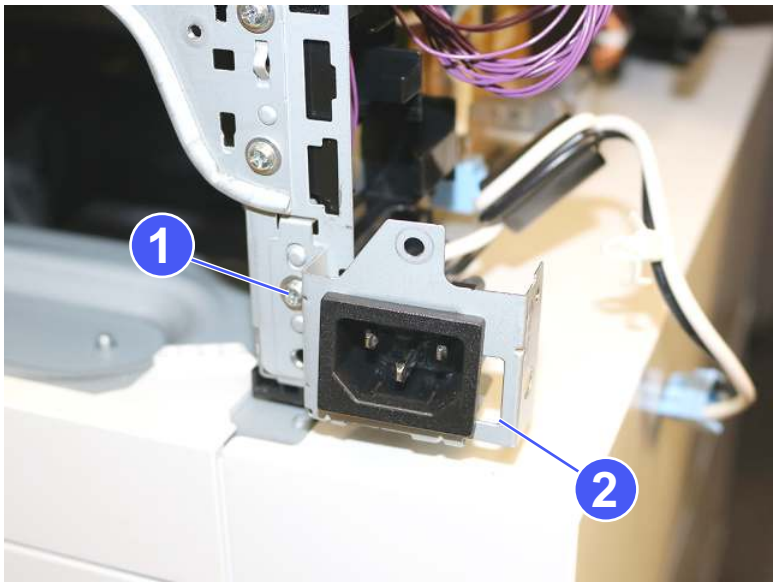

2. Disconnect one connector (callout 1). Remove the cable (callout 4), with the core (callout 3) attached, from the cable guide (callout 2).

**Figure 4-1092 Disconnect the cable**



3. Remove one screw (callout 1), then remove the cable unit (callout 2).

**Figure 4-1093 Remove the cable 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.

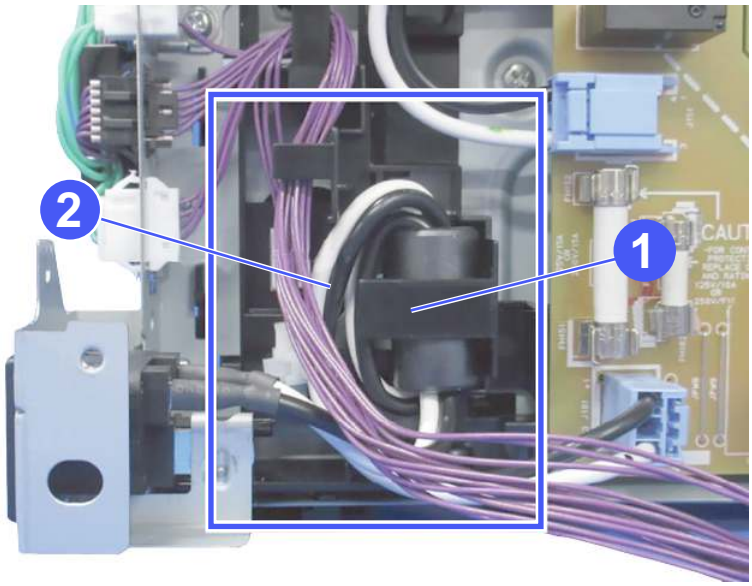
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Install the inlet cable assembly

Follow these steps when installing the inlet cable assembly.

- Make sure that the cable (callout 2) does not protrude from the cable guide (callout 1) during assembly.

**Figure 4-1094 Install the inlet cable assembly**




## Removal and replacement: Inlet cable assembly 5601, X52952

This document provides the procedures to remove and replace the inlet cable assembly.

Mean time to repair: 15 minutes

Service level: Moderate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-66 Part information**

| Part number | Part description |
|---|---|
| RM3-8987-000CN | Inlet cable assembly |

## Required tools

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

## After performing service

### Turn the printer power on

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

## Post service test

Send a print job to the printer.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1095 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1096 Remove the cover**

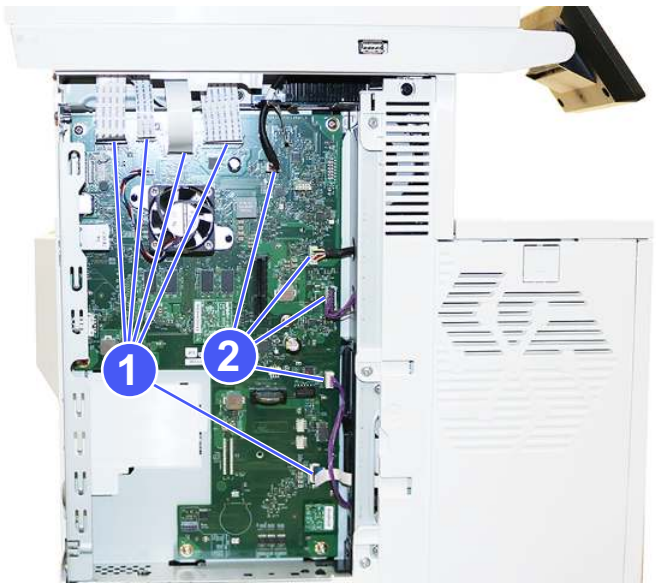


## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

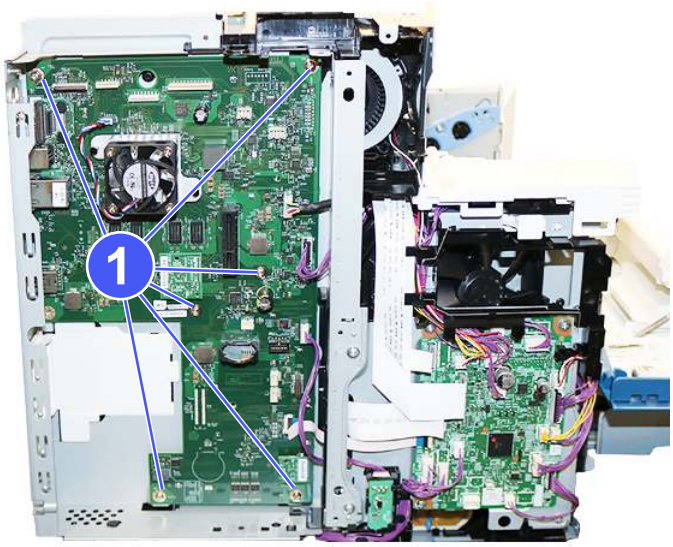
1. Remove 5 FFCs (callout 1) and 4 cable connectors (callout 2) the formatter PCA.

**Figure 4-1097 Remove connectors**



2. Remove six screws (callout 1).

**Figure 4-1098 Remove screws**




3. Remove formatter PCA.

## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-1099 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-1100 Locate cable cover**

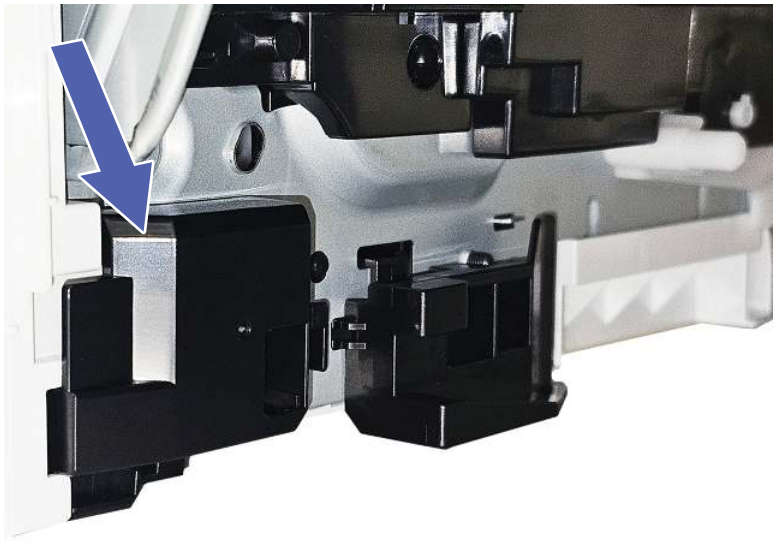
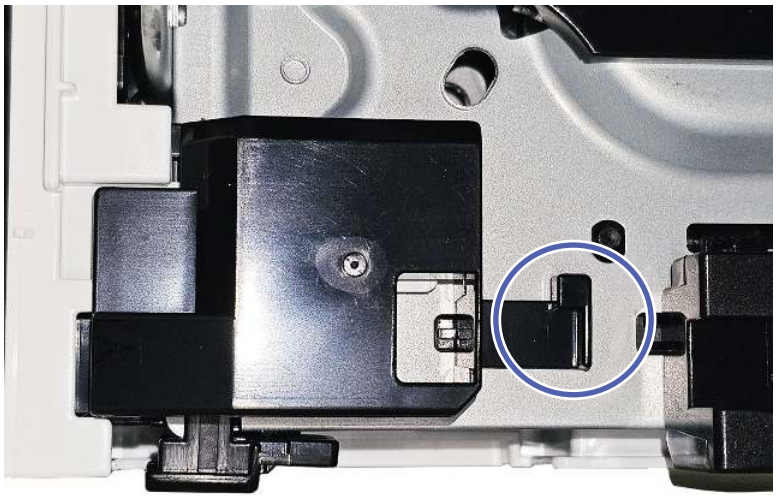
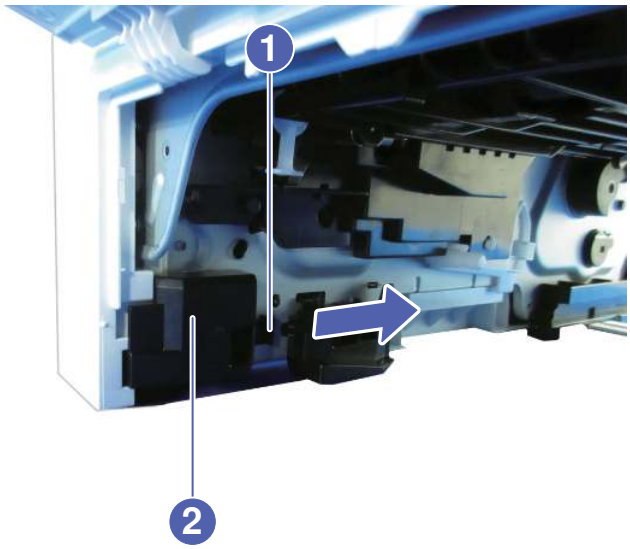


**Figure 4-1101 Cover locking tab**



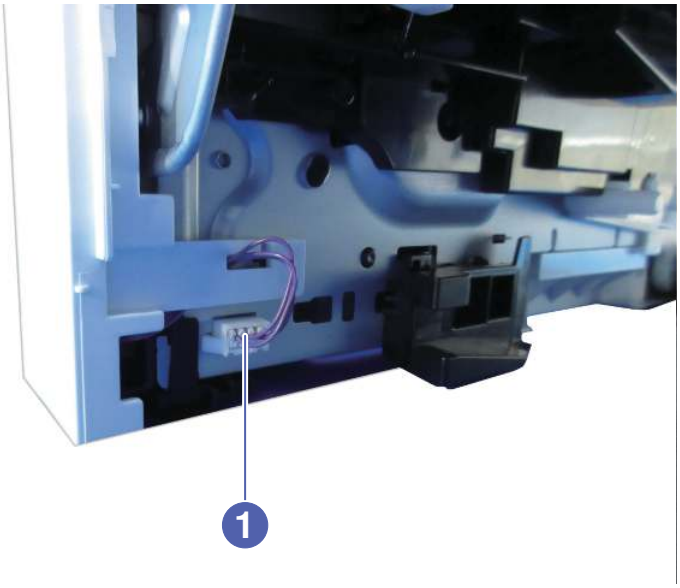
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1102 Remove the cover**



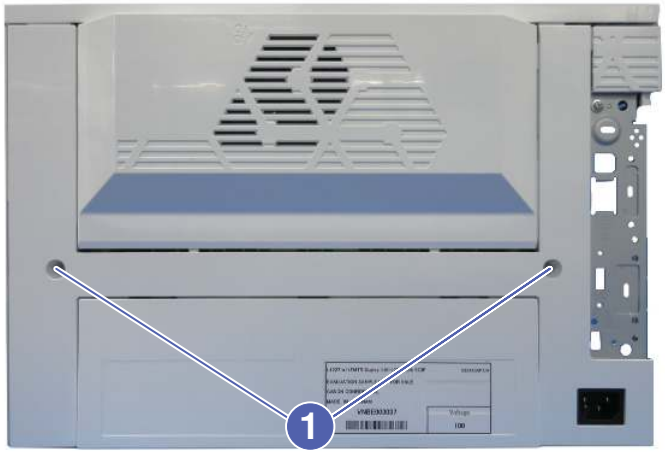

5. Pull off one connector (callout 1).

**Figure 4-1103 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-1104 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1105 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1106 Unhook one tab**




9. Open the rear door.

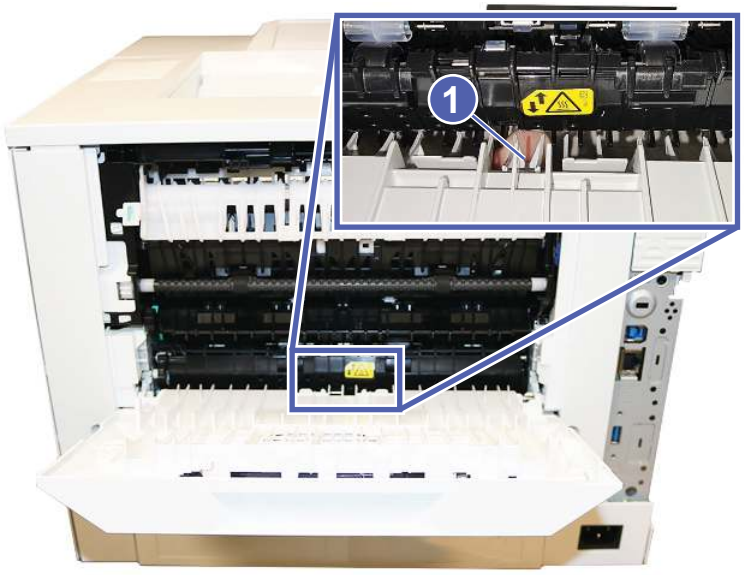
**Figure 4-1107 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-1108 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1109 Link arm location**

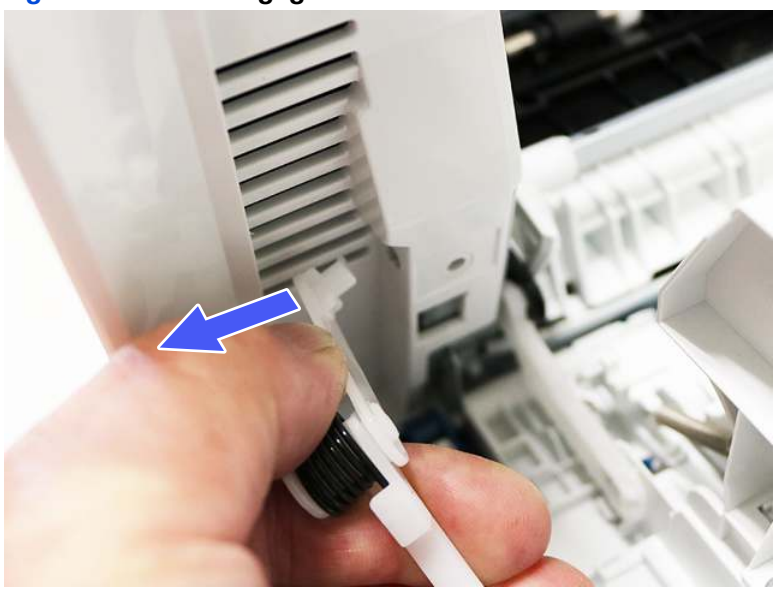



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1110 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1111 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1112 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1113 Unhook one tab**

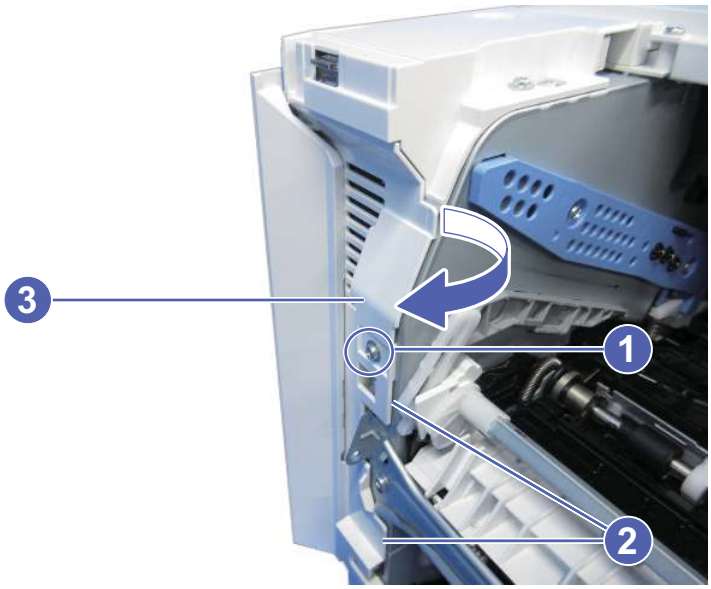



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1114 Remove one screw**



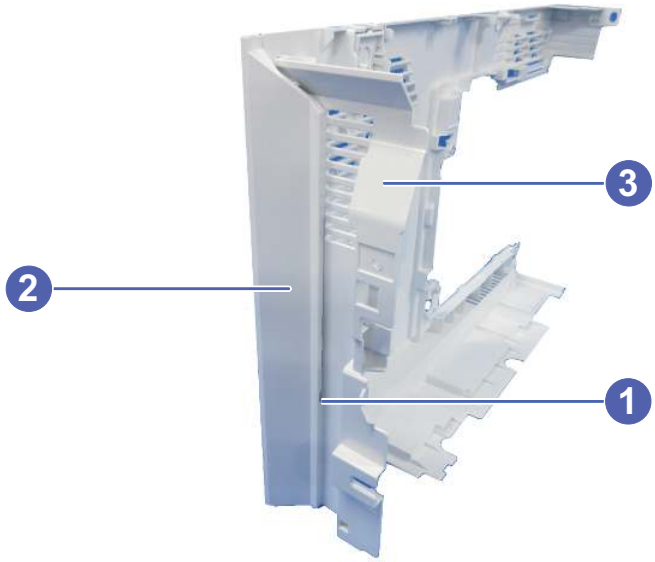

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

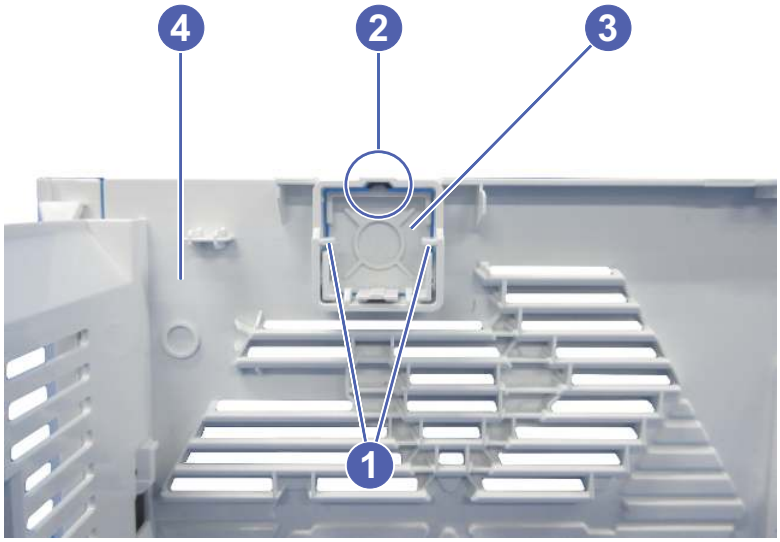
**Figure 4-1115 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1116 Remove door button**

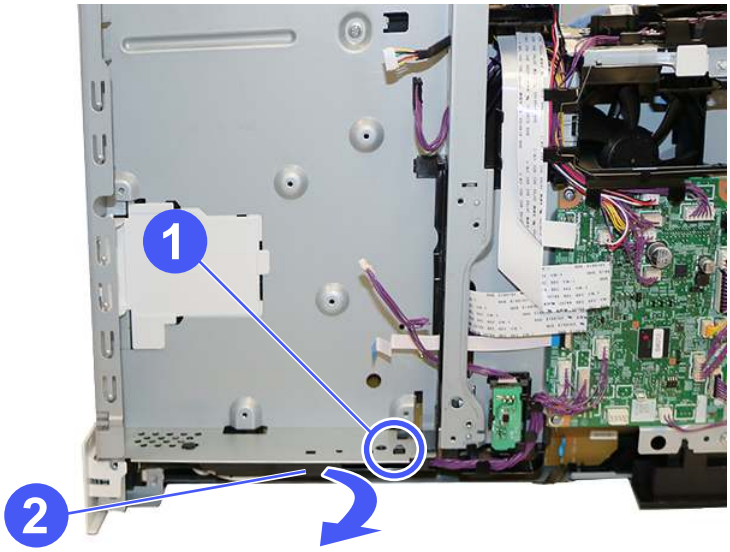



## Remove the formatter cage

Follow these steps to remove the formatter cage.

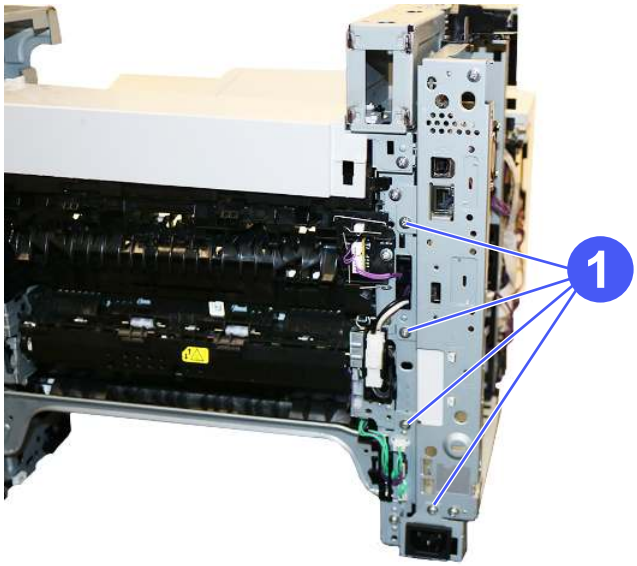
1. Push down the rib (callout 1) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (2).

**Figure 4-1117 Remove the guide cable**




2. Remove four screws (callout 1).

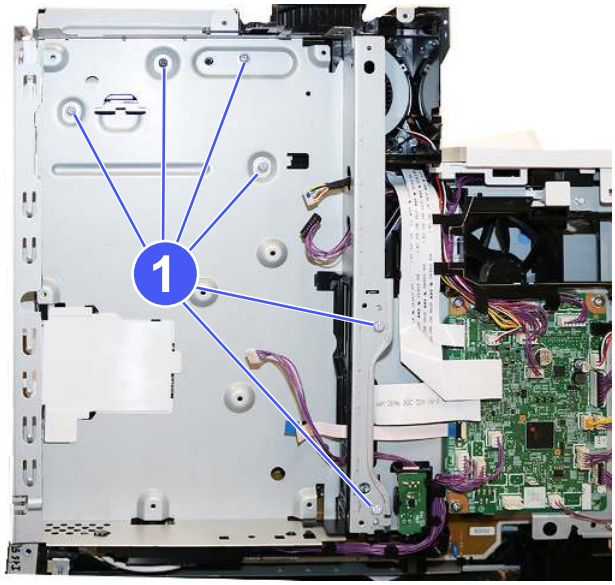
**Figure 4-1118 Remove screws**




3. Remove the screws and then remove the formatter cage from the printer.

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-1119 Remove formatter cage**




## Remove the inlet cable assembly

Follow these steps when removing the inlet cable assembly.

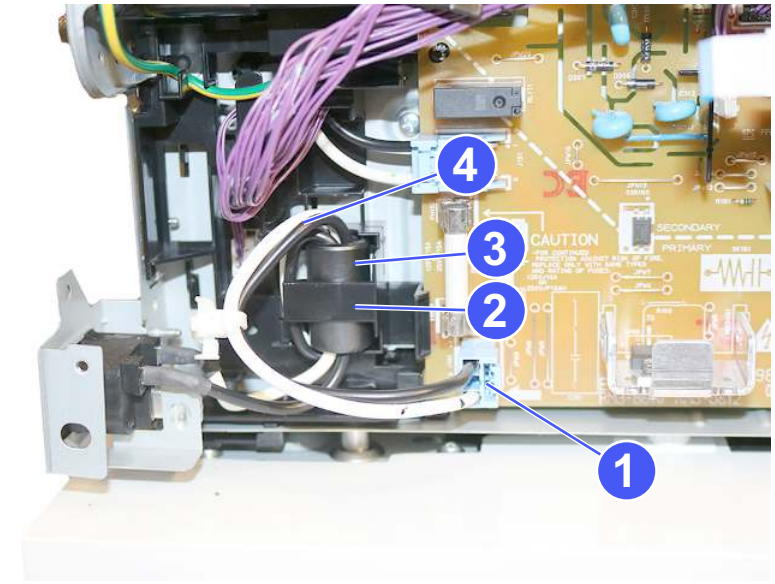
1. Unhook one cable holder by pressing the bottom to release.

**Figure 4-1120 Disconnect cable holder**



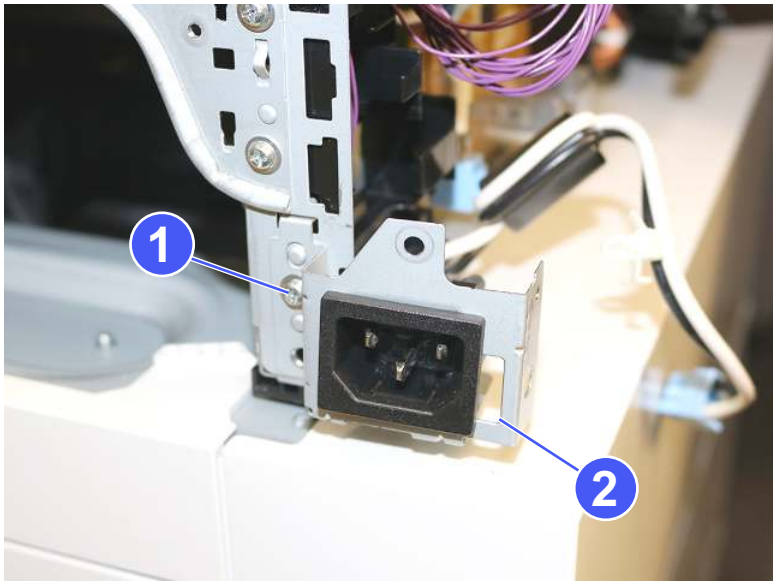
2. Disconnect one connector (callout 1). Remove the cable (callout 4), with the core (callout 3) attached, from the cable guide (callout 2).

**Figure 4-1121 Disconnect the cable**




3. Remove one screw (callout 1), then remove the cable unit (callout 2).

**Figure 4-1122 Remove the cable 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.

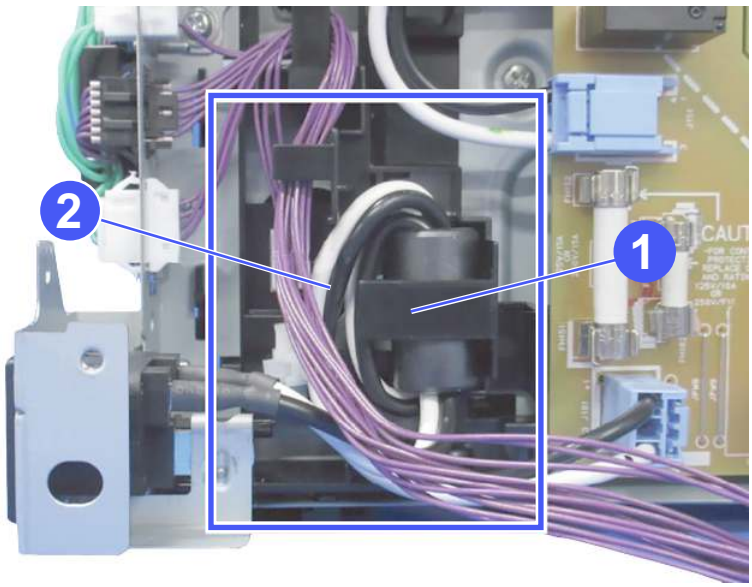
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Install the inlet cable assembly

Follow these steps when installing the inlet cable assembly.

- Make sure that the cable (callout 2) does not protrude from the cable guide (callout 1) during assembly.

**Figure 4-1123 Install the inlet cable assembly**



## Removal and replacement: Inlet cable assembly 5602, X53052

This document provides the procedures to remove and replace the inlet cable assembly.

Mean time to repair: 15 minutes

Service level: Moderate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-67 Part information**

| Part number | Part description |
|---|---|
| RM3-8987-000CN | Inlet cable assembly |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

Send a print job to the printer.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1124 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1125 Remove the cover**



## Remove the SSD

Follow these steps to remove the SSD.

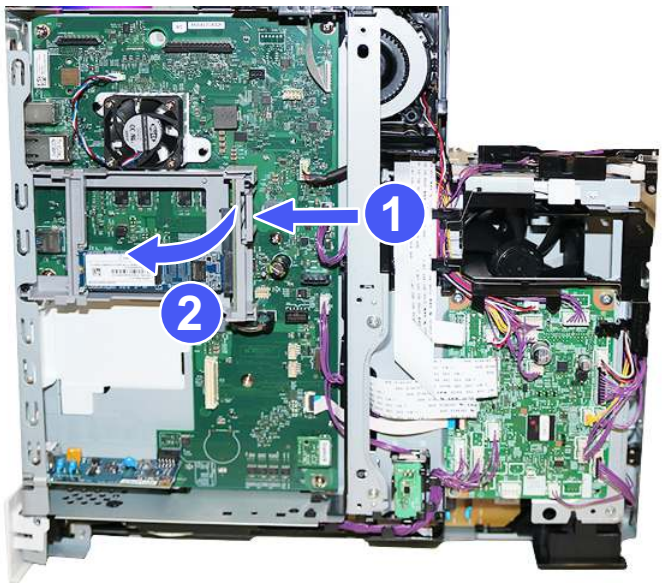
1. Remove the two securing pins from the back of the formatter.

**Figure 4-1126 Remove the pins**



2. Push the releasing lever (callout 1) and remove the SSD standoff from printer (callout 2).

**Figure 4-1127 Remove the SSD**




## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove all cable connectors the formatter PCA.

**Figure 4-1128 5602, X53052 Remove connectors**

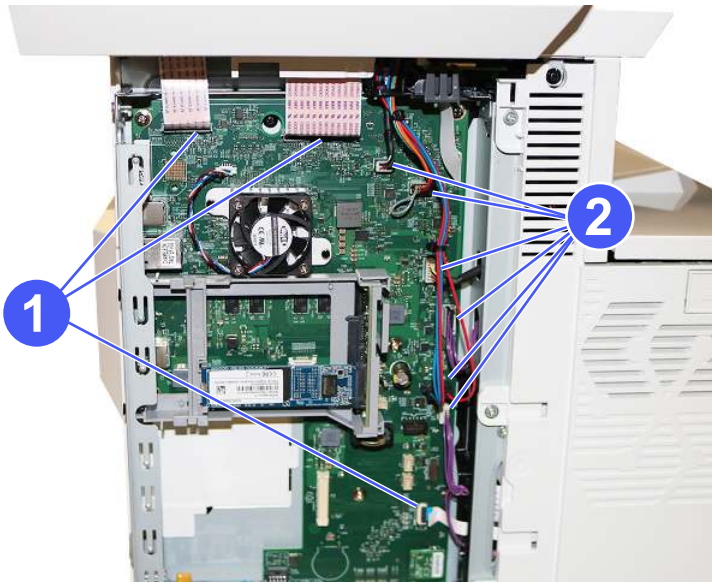
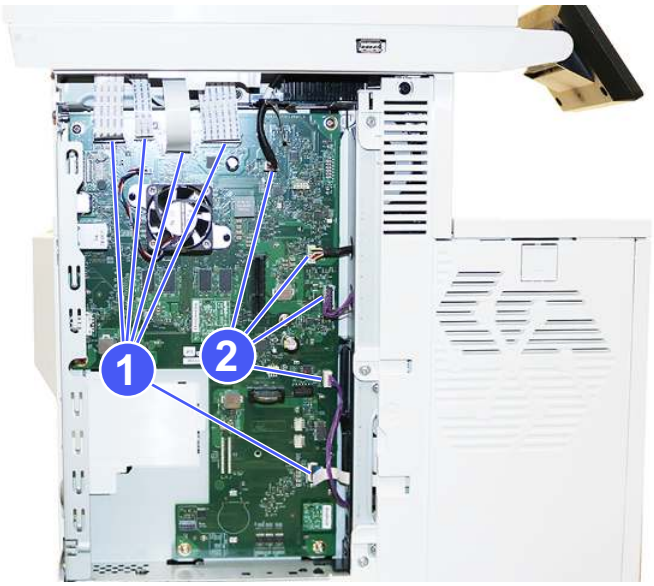



**Figure 4-1129 5601, X52952 Remove connectors**

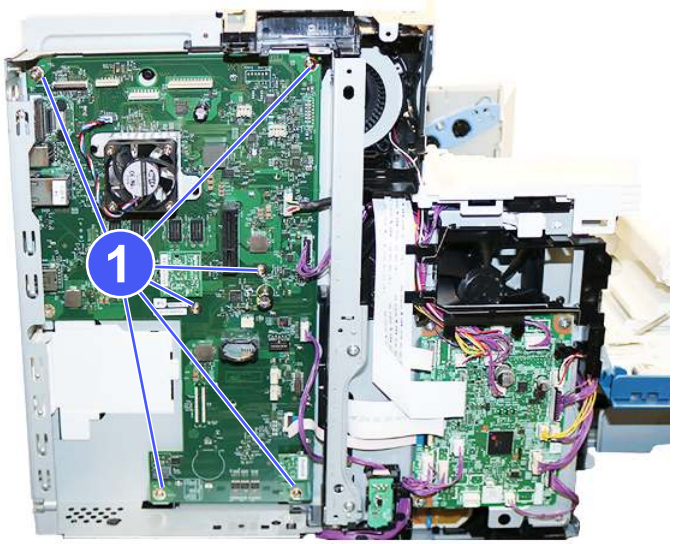


2. Remove the screws.

**Figure 4-1130 5602, X53052 Remove screws five screws**



**Figure 4-1131 5601, X52952 Remove screws six screws**




3. Remove formatter PCA.

## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.

2. Open the cassette rear cover.

**Figure 4-1132 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-1133 Locate cable cover**

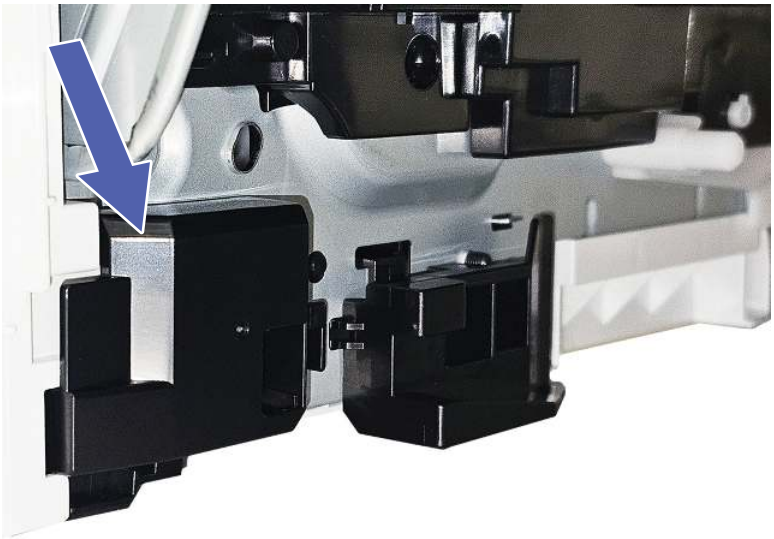
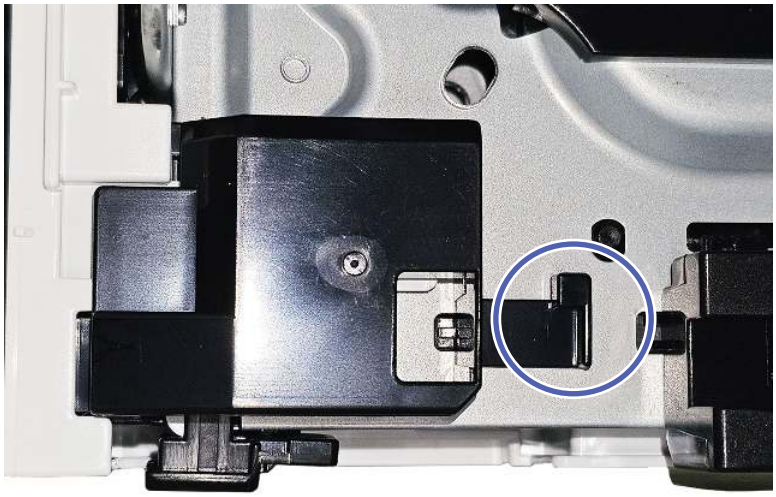
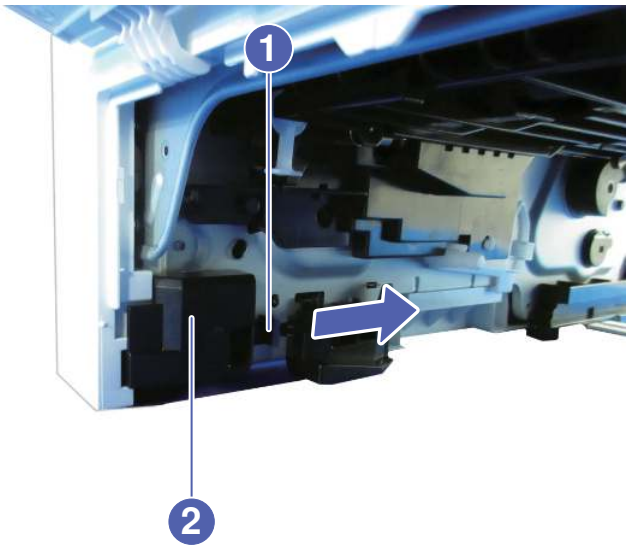


**Figure 4-1134 Cover locking tab**



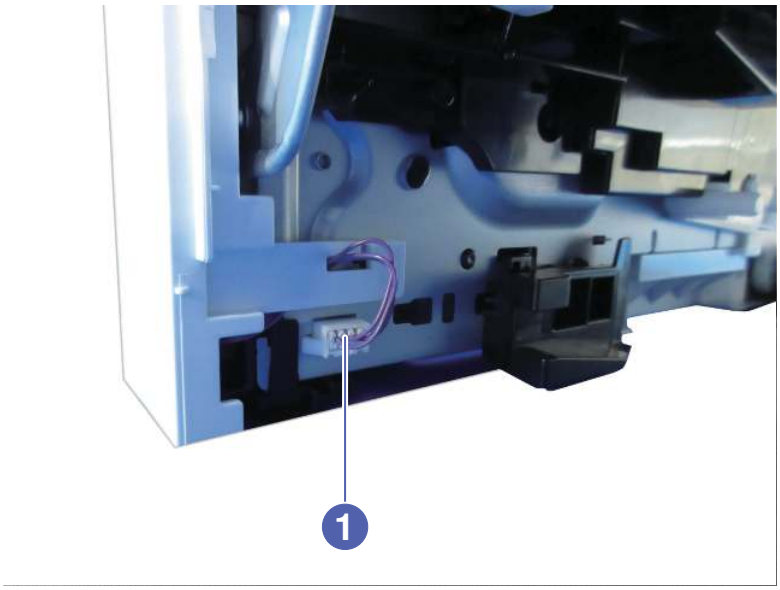
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1135 Remove the cover**



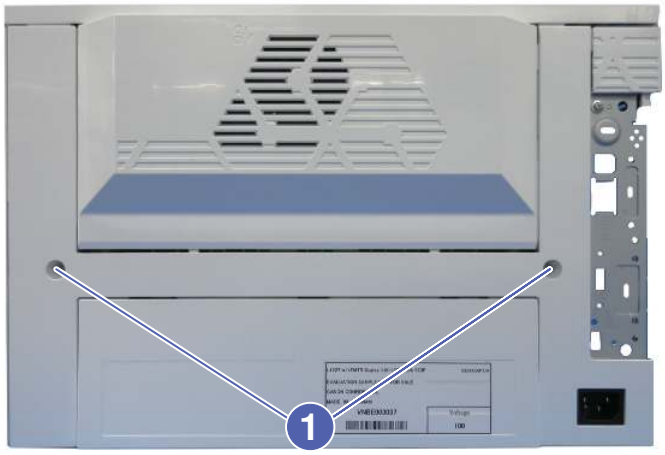
5. Pull off one connector (callout 1).

**Figure 4-1136 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-1137 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1138 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1139 Unhook one tab**



9. Open the rear door.

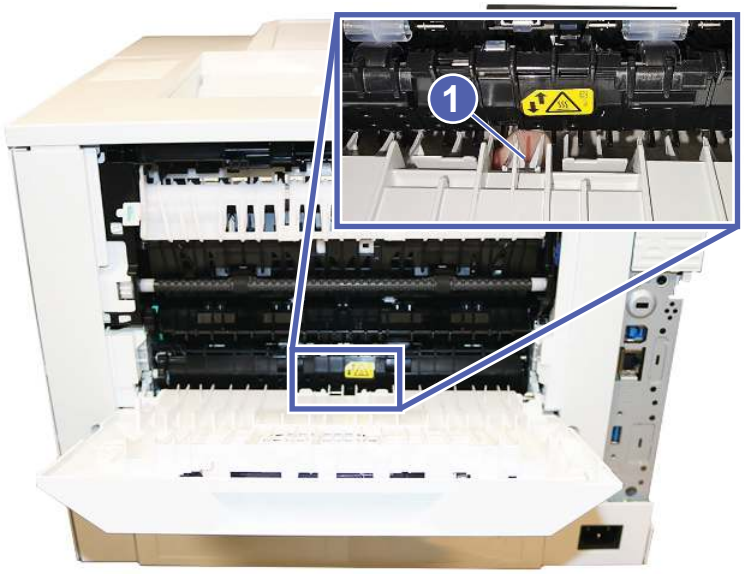
**Figure 4-1140 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-1141 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1142 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1143 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1144 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1145 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1146 Unhook one tab**

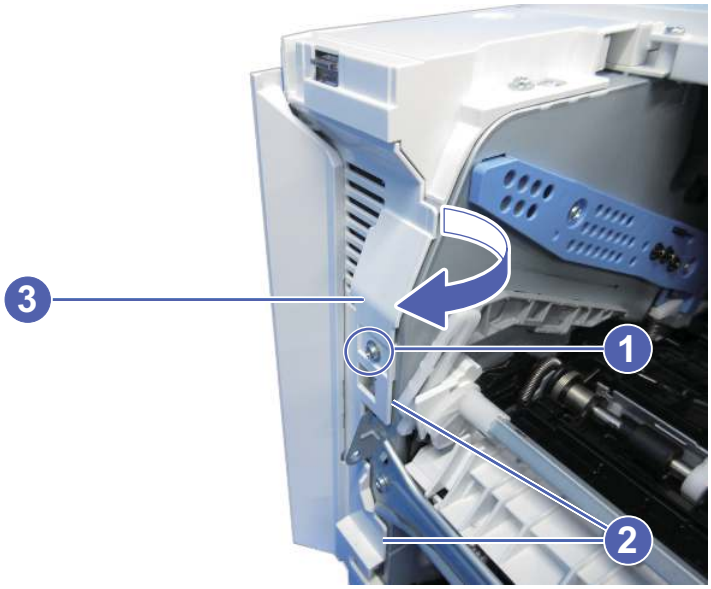



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1147 Remove one screw**



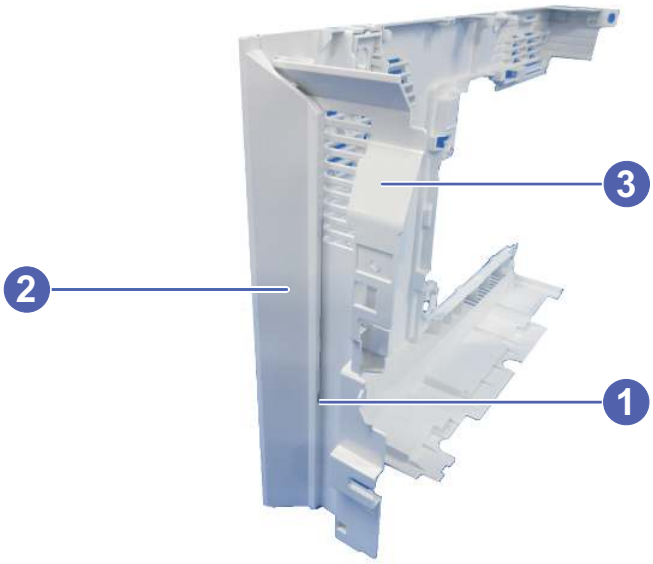

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

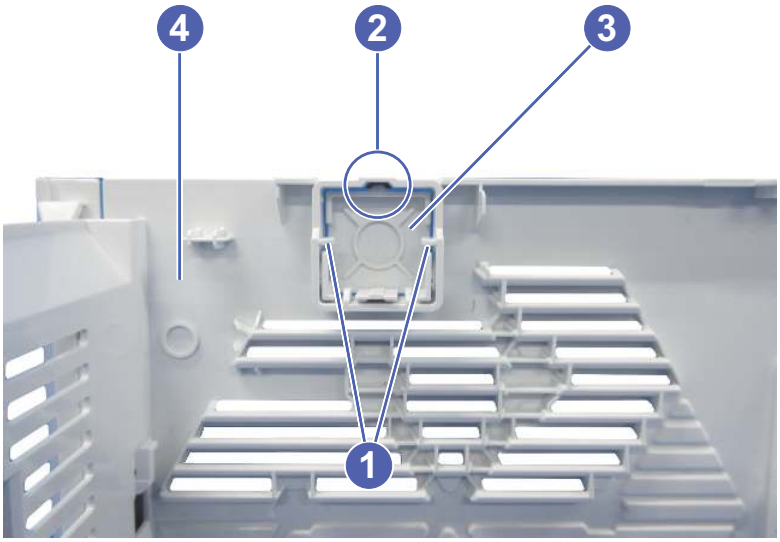
**Figure 4-1148 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1149 Remove door button**

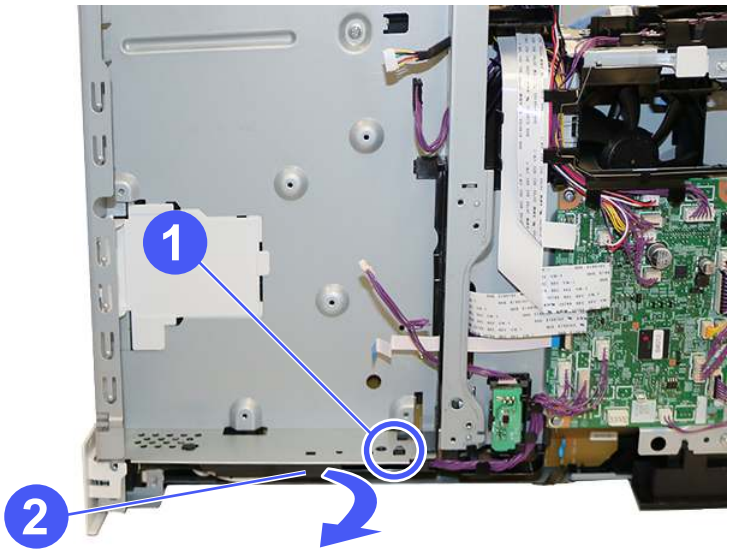



## Remove the formatter cage

Follow these steps to remove the formatter cage.

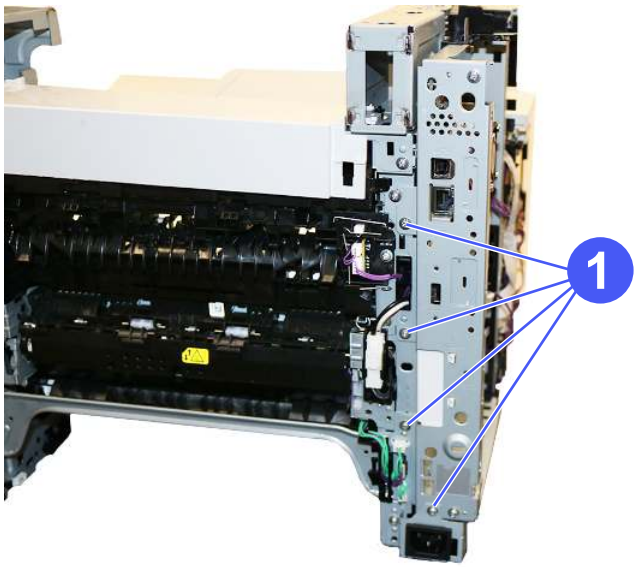
1. Push down the rib (callout 1) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (2).

**Figure 4-1150 Remove the guide cable**



2. Remove four screws (callout 1).

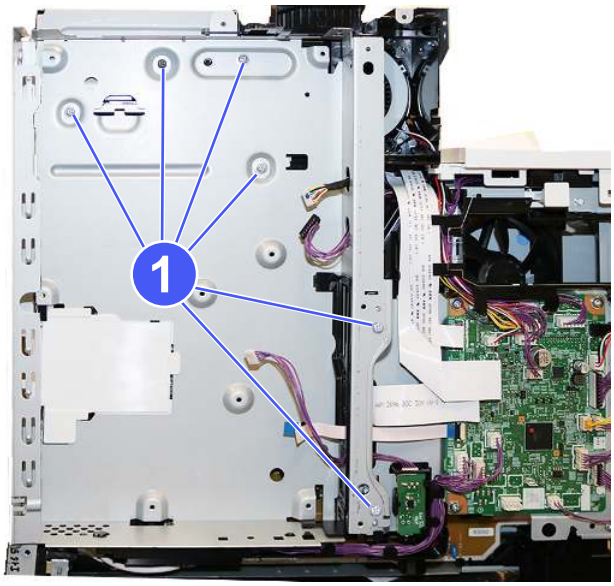
**Figure 4-1151 Remove screws**




3. Remove the screws and then remove the formatter cage from the printer.

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing formatter cage.

**Figure 4-1152 Remove formatter cage**




## Remove the inlet cable assembly

Follow these steps when removing the inlet cable assembly.

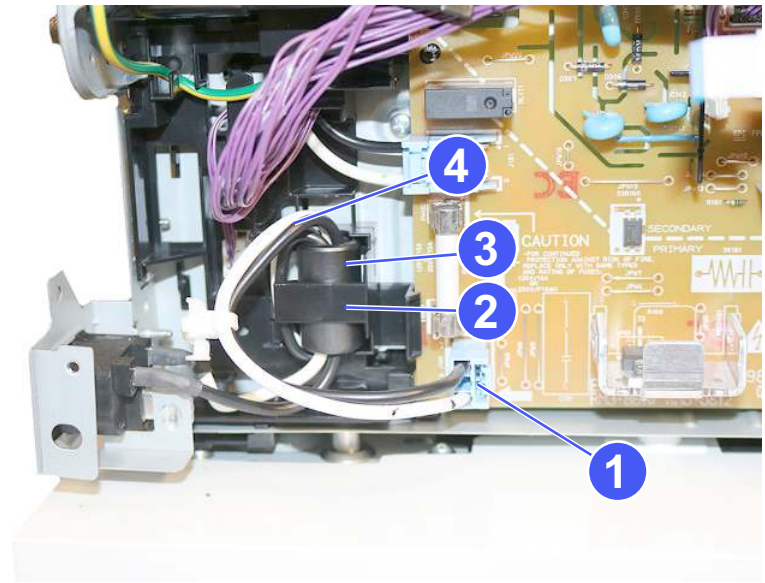
1. Unhook one cable holder by pressing the bottom to release.

**Figure 4-1153 Disconnect cable holder**



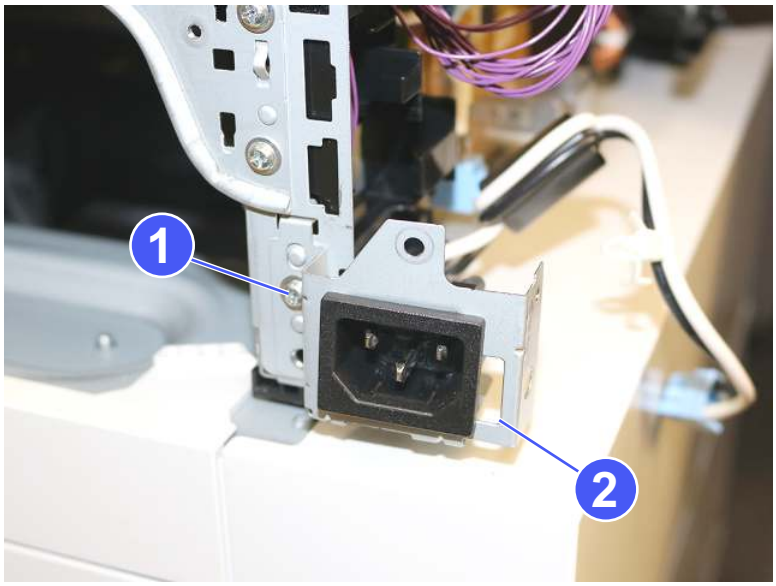

2. Disconnect one connector (callout 1). Remove the cable (callout 4), with the core (callout 3) attached, from the cable guide (callout 2).

**Figure 4-1154 Disconnect the cable**



3. Remove one screw (callout 1), then remove the cable unit (callout 2).

**Figure 4-1155 Remove the cable 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.

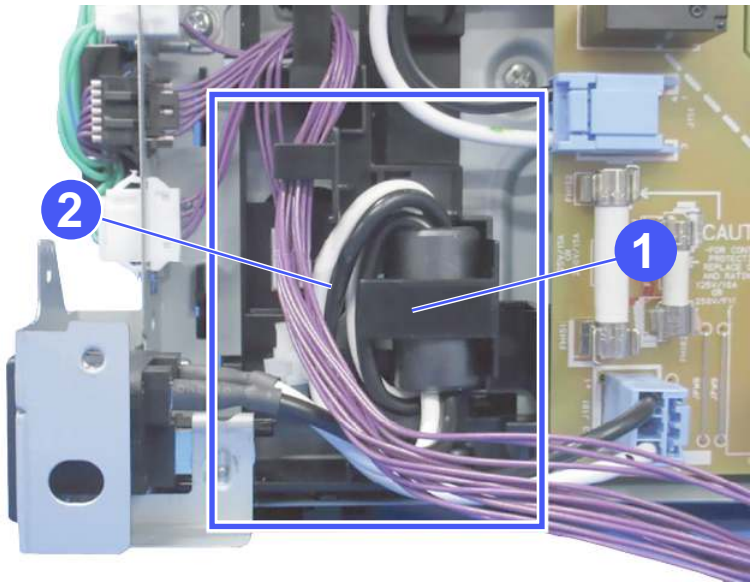
**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Install the inlet cable assembly

Follow these steps when installing the inlet cable assembly.

- Make sure that the cable (callout 2) does not protrude from the cable guide (callout 1) during assembly.

**Figure 4-1156 Install the inlet cable assembly**




## Removal and replacement: Transfer High-voltage PCA assembly 5501, 5502, X50352, X50452

This document provides the procedures to remove and replace the transfer H.V. PCA assembly.

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-68 Part information**

| Part number | Part description |
|---|---|
| RM3-8871-000CN | Transfer high voltage PCB assembly |

## Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the output bin

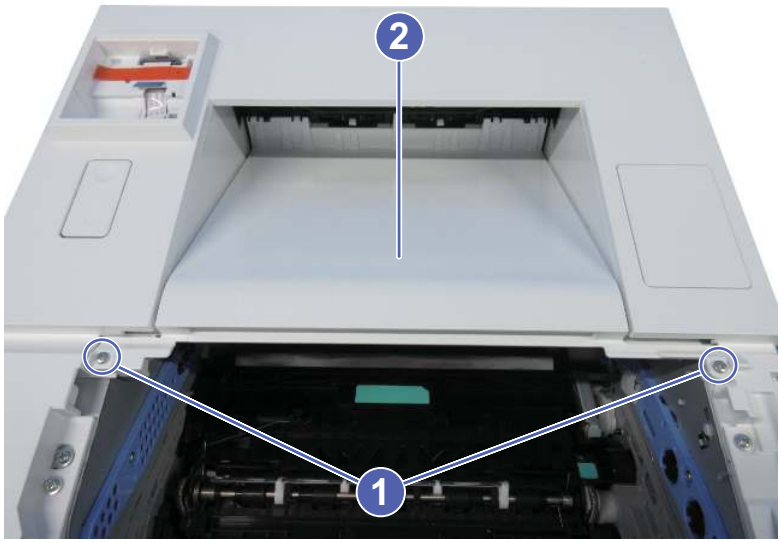
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-1157 Remove two screws then output bin**



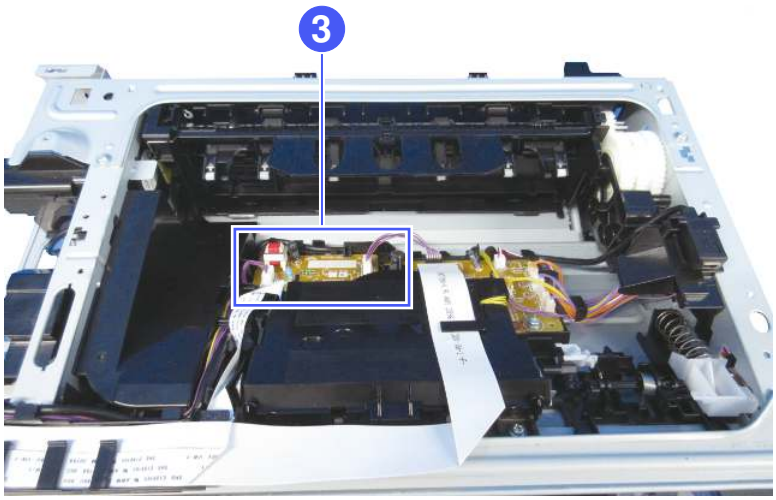

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 2. Remove the transfer high-voltage PCA

Follow these steps to remove the transfer high voltage PCA assembly.

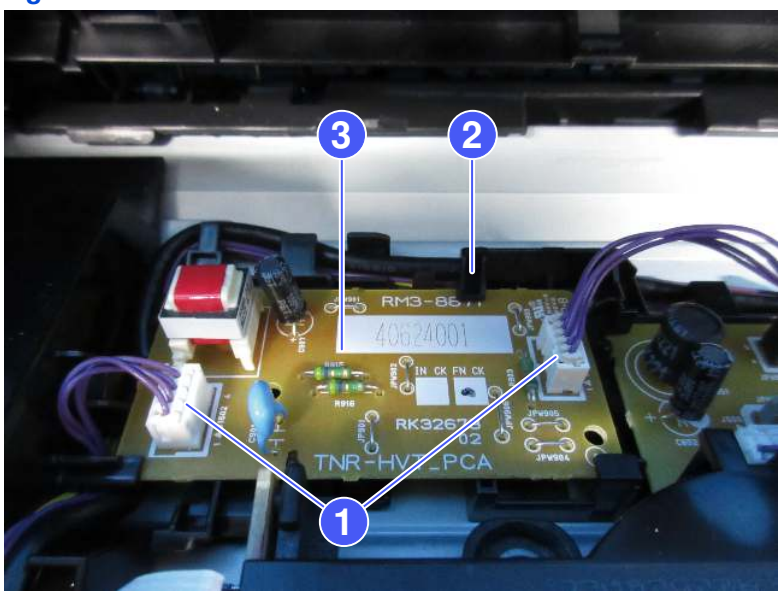
1. Locate the transfer high voltage PCA.

**Figure 4-1158 Locate the PCA**



2. Disconnect two connectors (callout 1). Release the claw at one location (callout 2), then remove the Transfer high voltage PCA assembly (callout 3).

**Figure 4-1159 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: Power switch PCA assembly 5502, X50452

This document provides the procedures to remove and replace the power switch PCA.

Mean time to repair: 6 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-69 Part information**

| Part number | Part description |
|---|---|
| RM3-8787-000CN | Power switch PCB assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- #2 Phillips screwdriver Short (2" shank)
- Small flat blade screwdriver

### After performing service

**Turn the printer power on**

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

### Post service test

No post service test is available for this assembly.

#### 1. Remove the formatter cover (SFP)

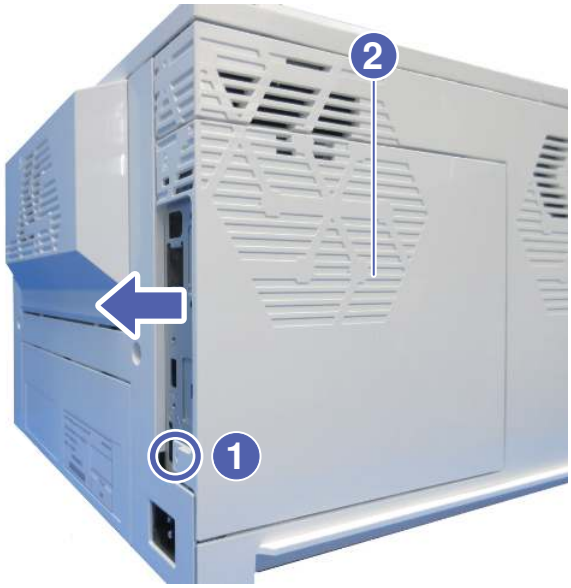
Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:

  a. On the formatter cover, remove 1 screw (callout 1).

  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1160 Remove the formatter cover**




## 2. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.
2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-1161 SFP Remove front right cover**

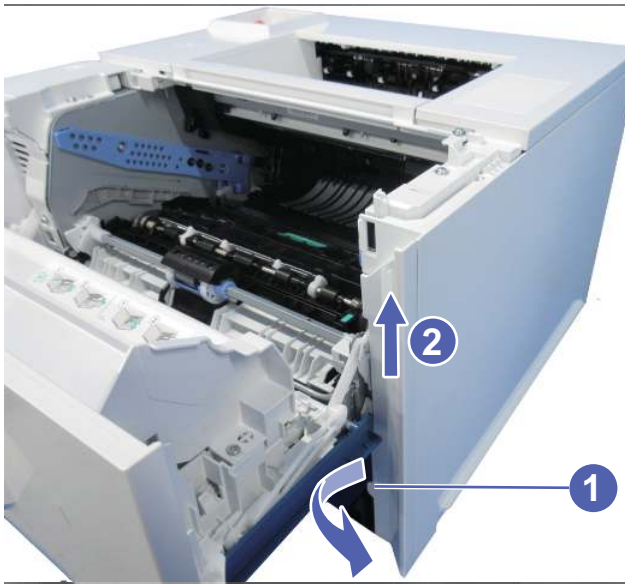
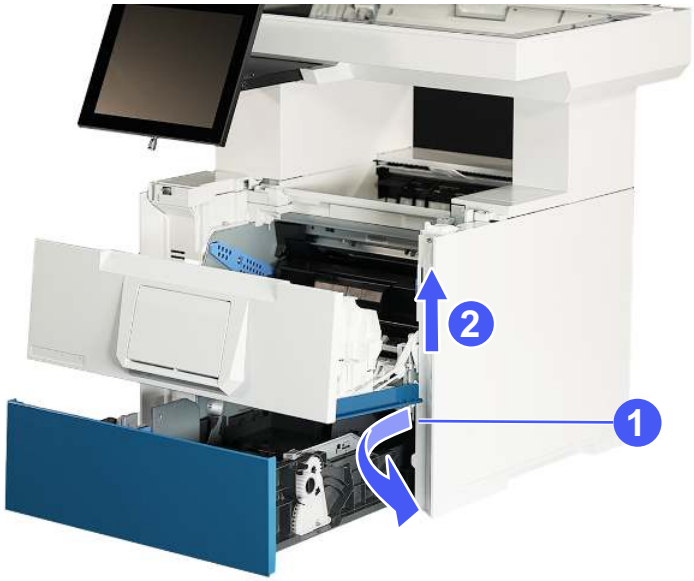


**Figure 4-1162 MFP Remove front right cover**




### 3. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-1163 Remove one screw**

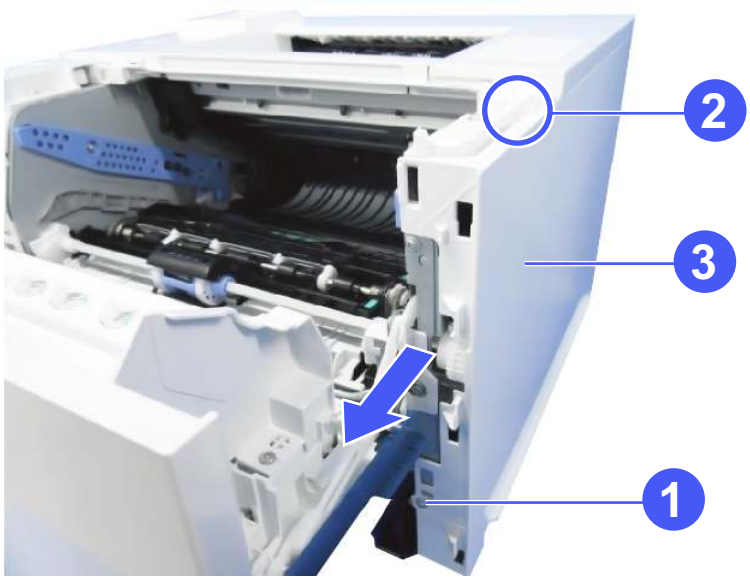
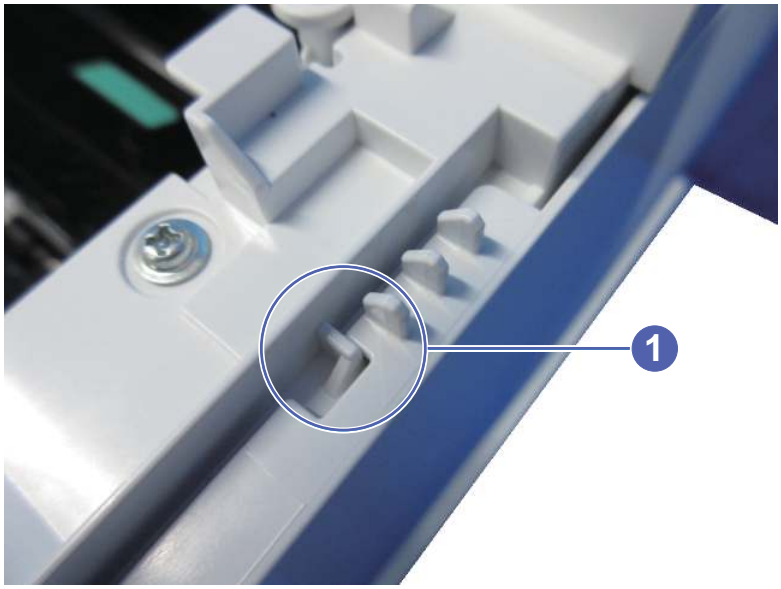


**Figure 4-1164 Tab close up.**




### 4. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1165 Link arm location**

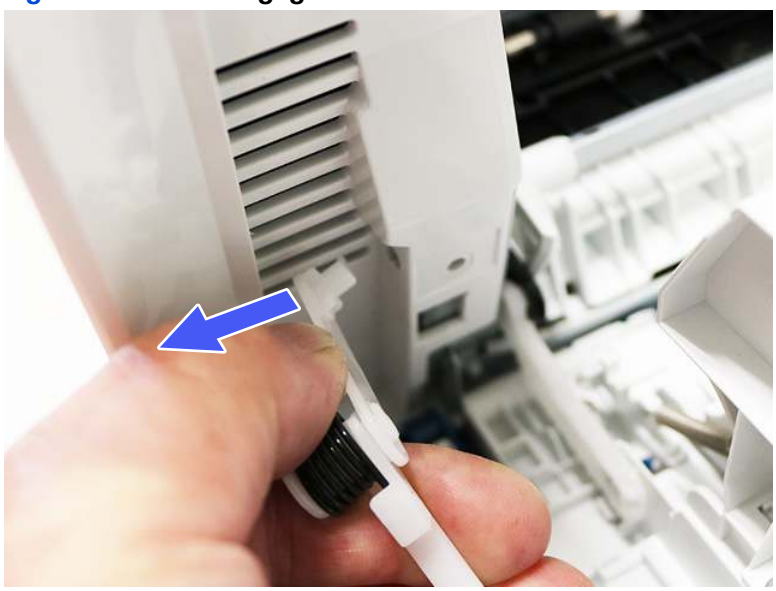



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1166 Disengage the link arm**



### 5. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1167 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1168 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1169 Unhook one tab**

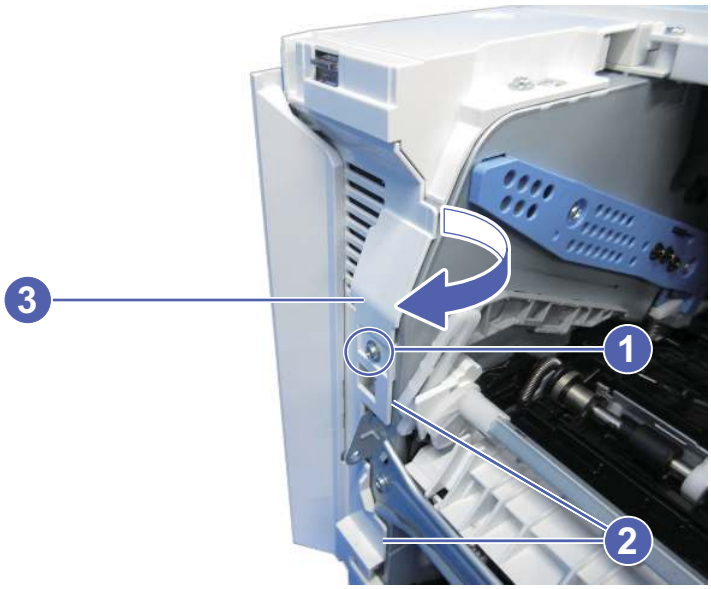



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1170 Remove one screw**



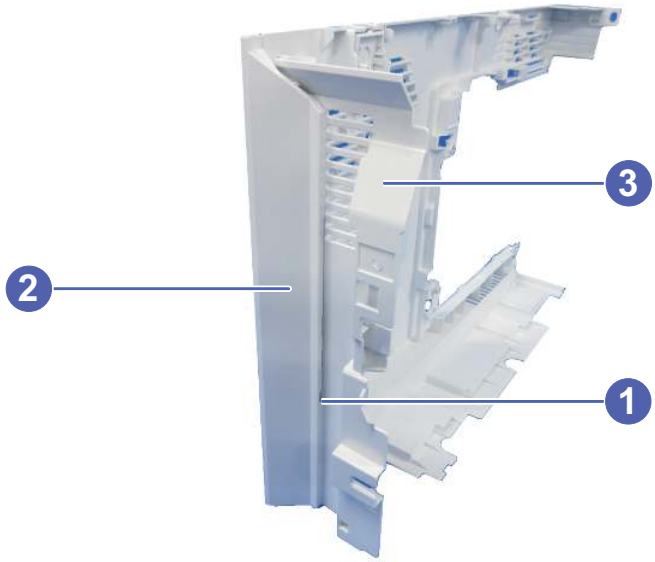

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

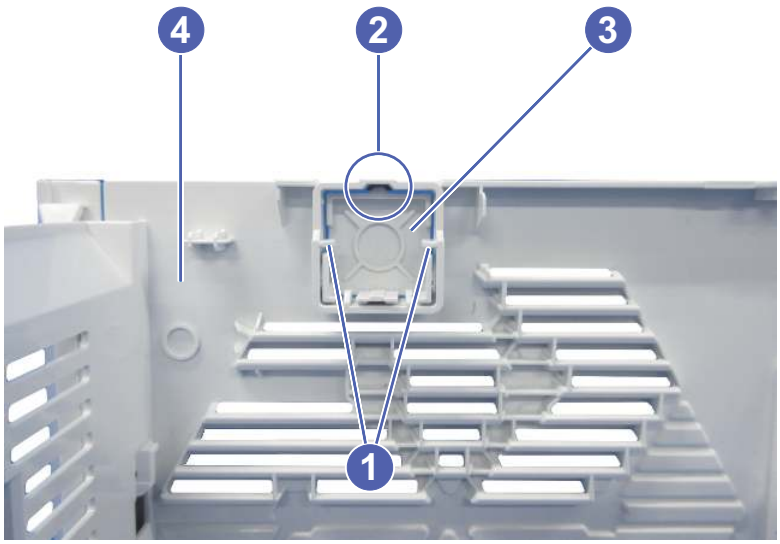
**Figure 4-1171 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1172 Remove door button**




## 6. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-1173 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-1174 Locate cable cover**

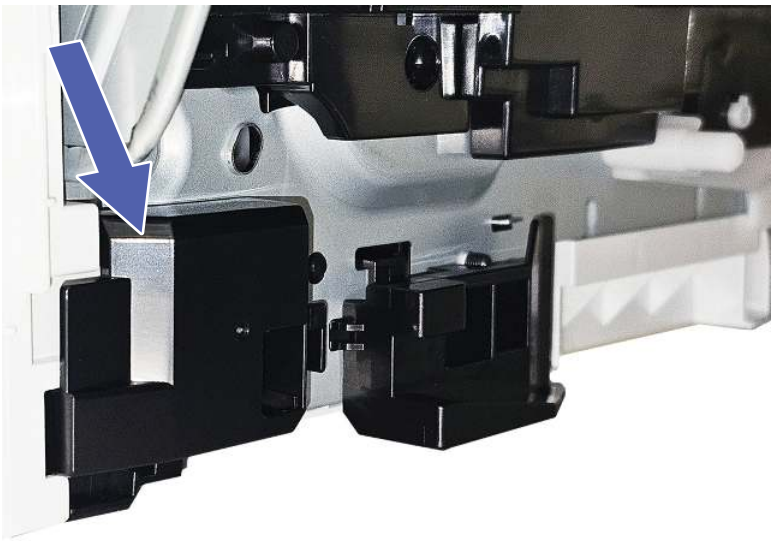
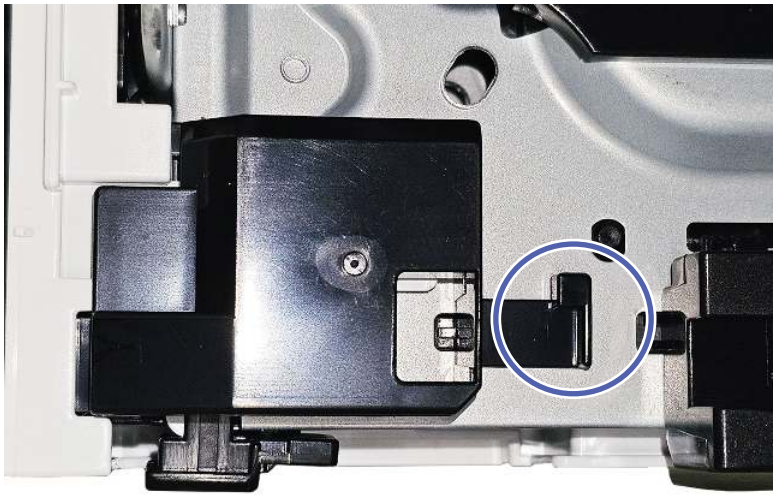
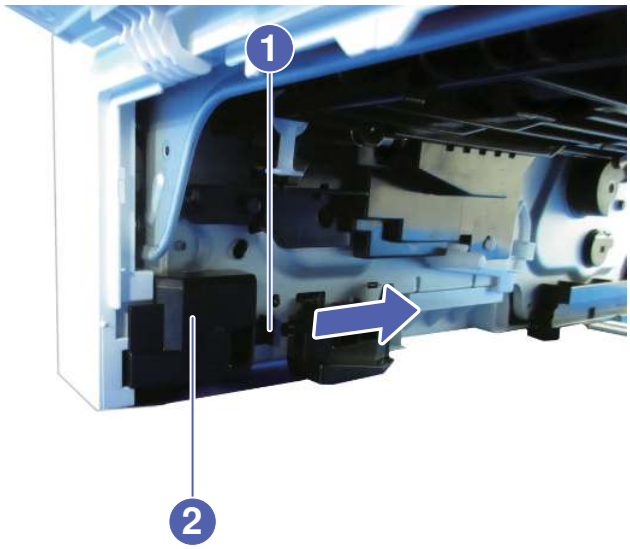


**Figure 4-1175 Cover locking tab**



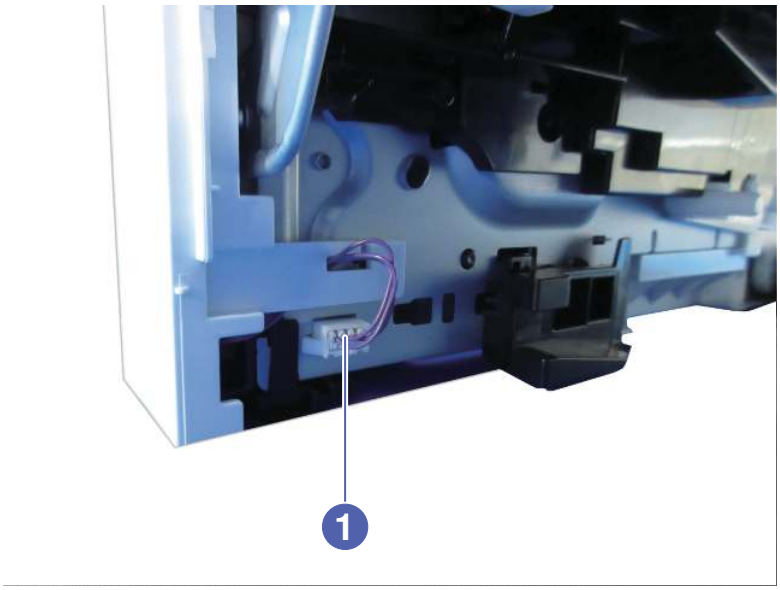
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1176 Remove the cover**



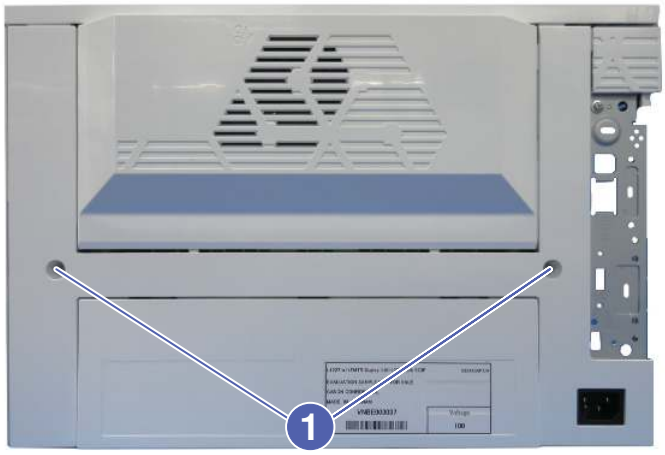
5. Pull off one connector (callout 1).

**Figure 4-1177 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-1178 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1179 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1180 Unhook one tab**



9. Open the rear door.

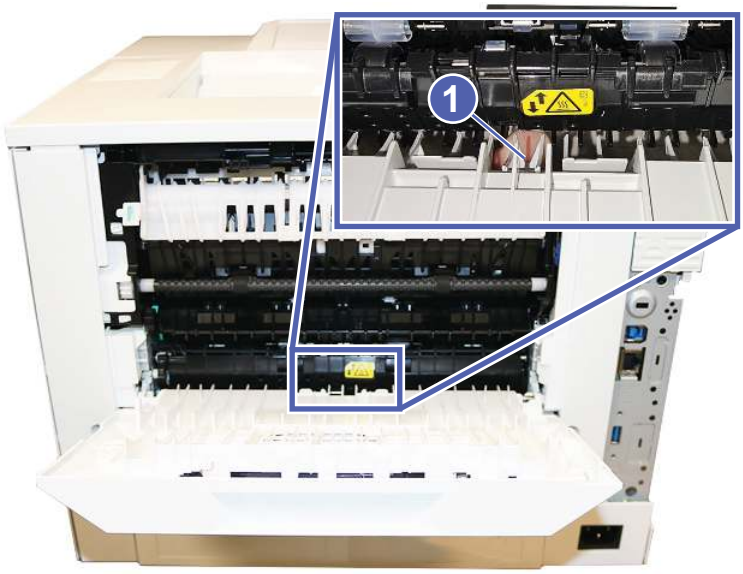
**Figure 4-1181 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-1182 Remove the rear door assembly**



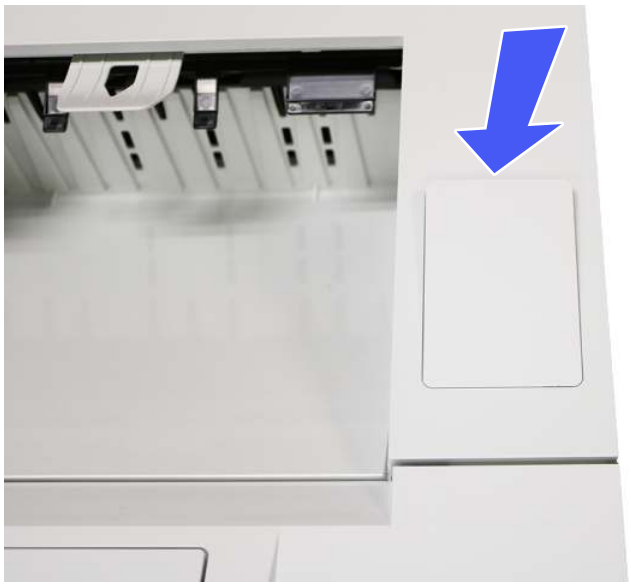

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## 7. Remove the HIP cover

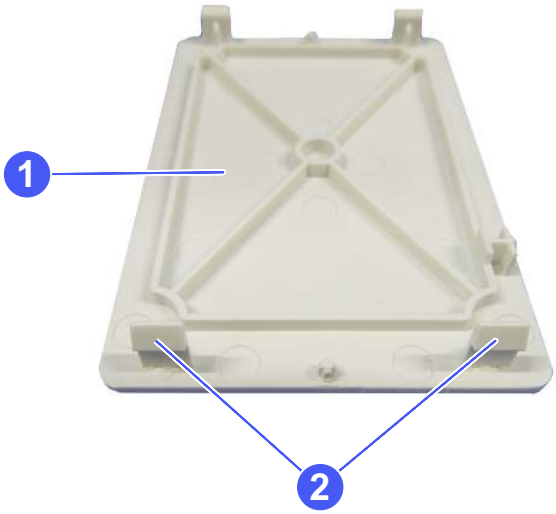
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-1183 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




## 8. Remove the output bin

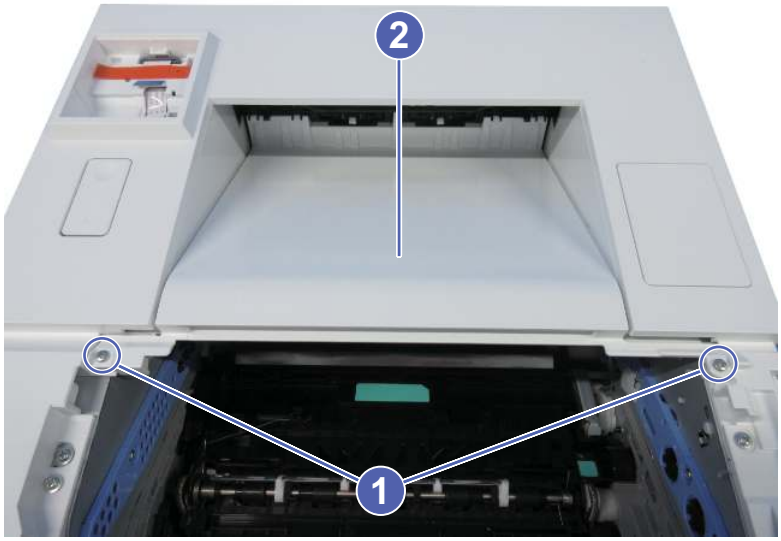
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-1184 Remove two screws then output bin**




**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 9. Remove the control panel (SFP)

Follow these steps to remove the control panel.

1. To remove the control panel PCA cover by using a small flat blade screwdriver to pry up the rear side.

**Figure 4-1185 Remove the cover**



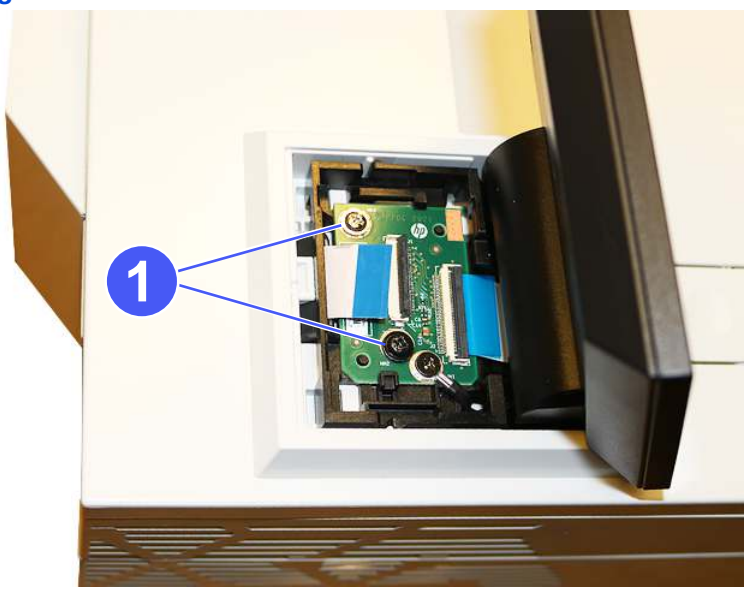
2. Disconnect the FFC.

**Figure 4-1186 Disconnect the FFC**



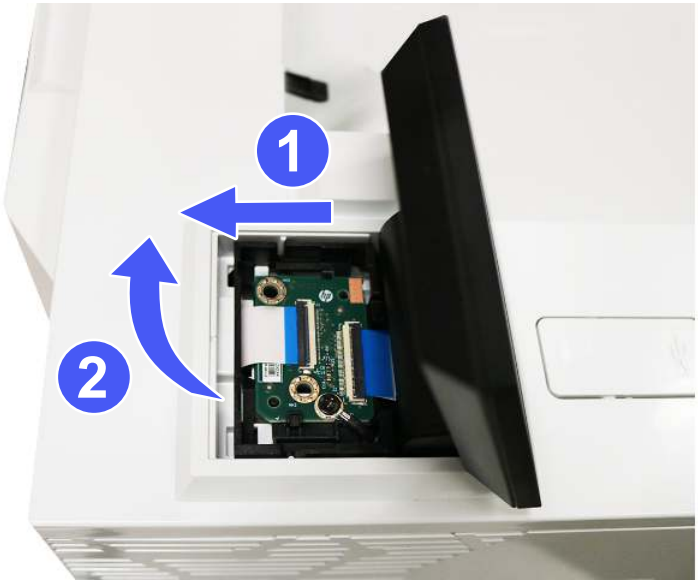
3. Remove two screws (callout 1).

**Figure 4-1187 Remove the screws**



4. Slide the control panel assembly back (callout 1) then rotate it up and out from the printer (callout 2).

**Figure 4-1188 Remove the control panel**

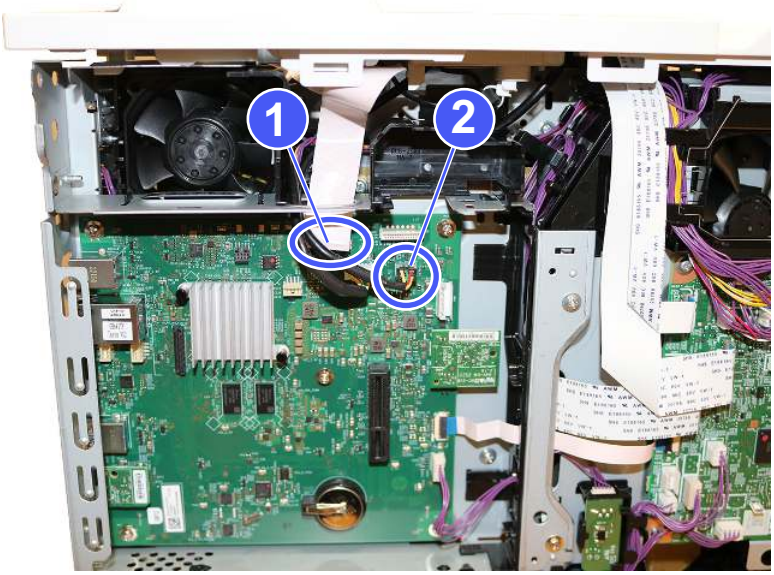



## 10. Remove the top cover

Follow these steps to remove the top cover.

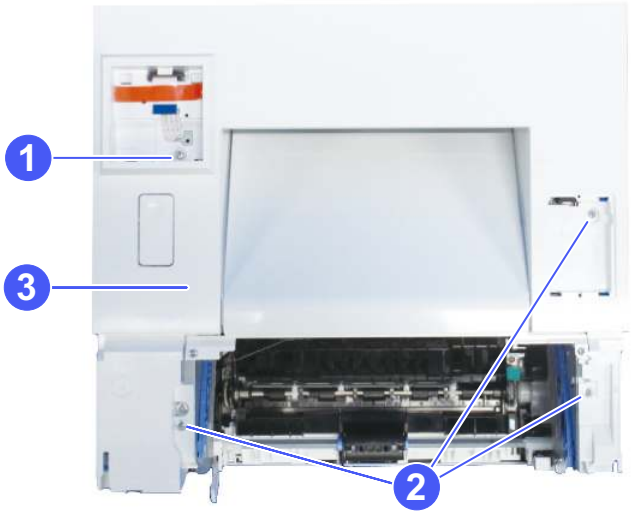
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-1189 Disconnect the cable**



2. Remove one screw with washer (callout 1) and three screws (callout 2).

**Figure 4-1190 Remove the screws**



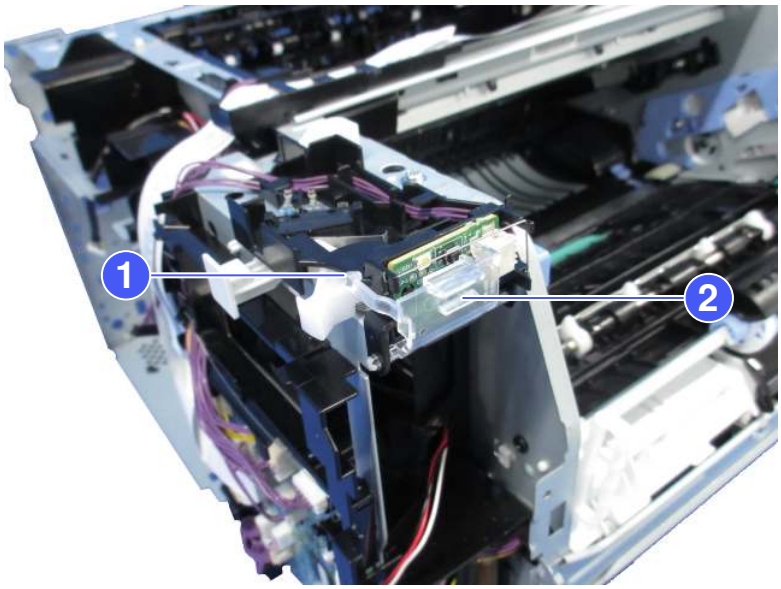

3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

## 11. Remove the power switch PCA

Follow these steps to remove the power switch PCA.

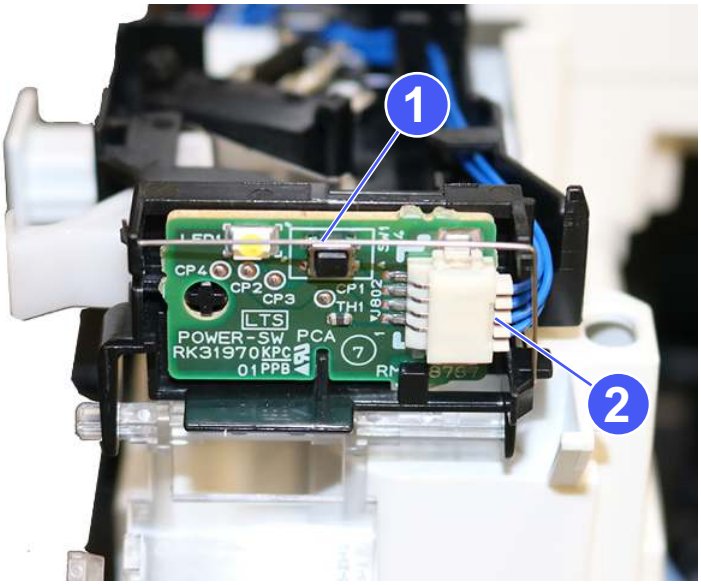
1. Release the claw at one location (callout 1), then release the switch lever (callout 2).

**Figure 4-1191 Release the power button**



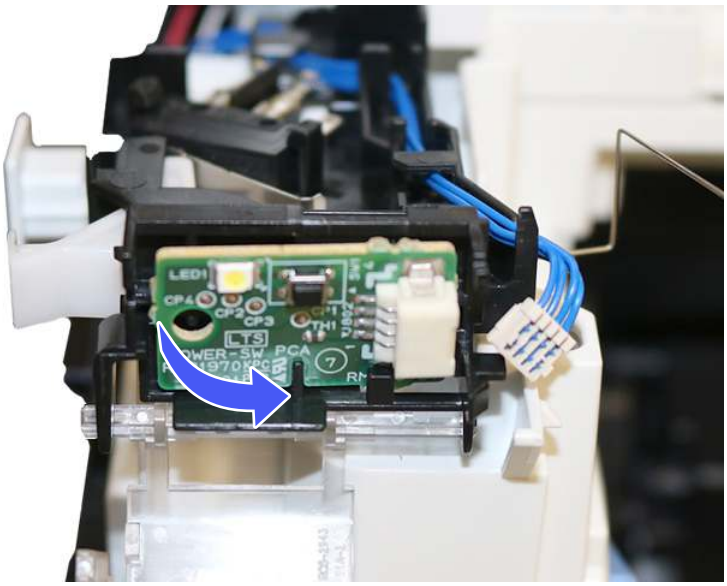

2. Remove the grounding spring (callout 1) and disconnect one connector (callout 2).

**Figure 4-1192 Remove connector**




3. Rotate the power switch PCA to remove it.

**Figure 4-1193 Remove the PCA**



## 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: Power switch PCA assembly 5501, X50352

This document provides the procedures to remove and replace the power switch PCA.

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-70 Part information**

| Part number | Part description |
|---|---|
| **RM3-8787-000CN** | Power switch PCB assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- #2 Phillips screwdriver Short (2" shank)
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

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

### Post service test

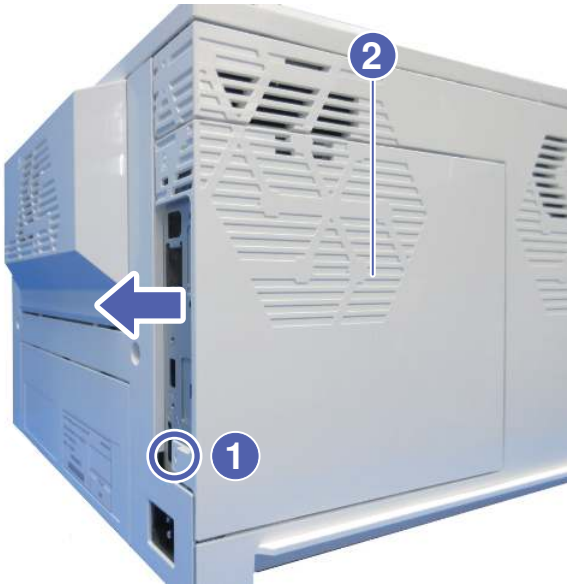
No post service test is available for this assembly.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1194 Remove the formatter cover**




## 2. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-1195 SFP Remove front right cover**

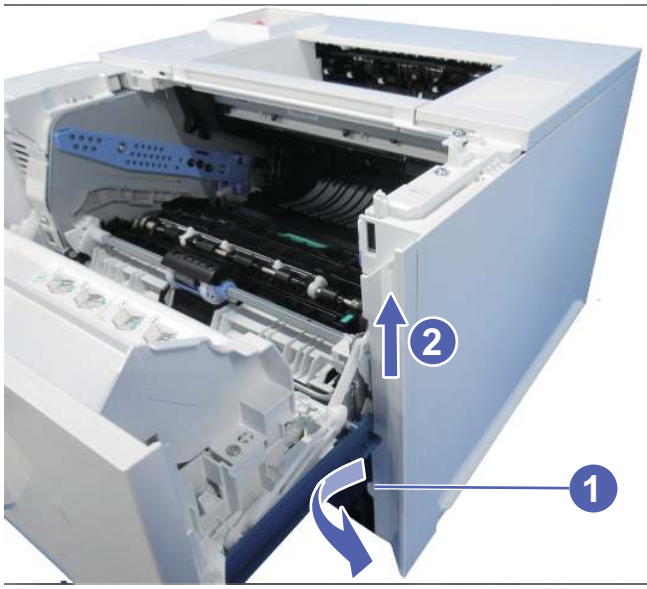
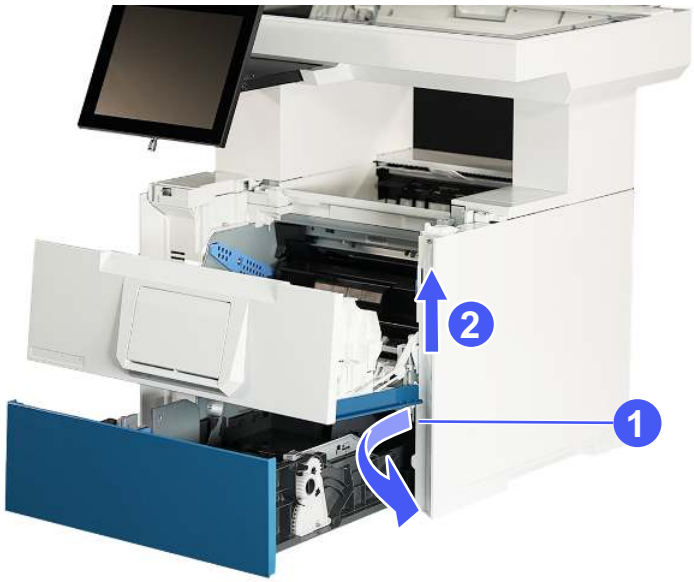



**Figure 4-1196 MFP Remove front right cover**




### 3. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

**Figure 4-1197 Remove one screw**

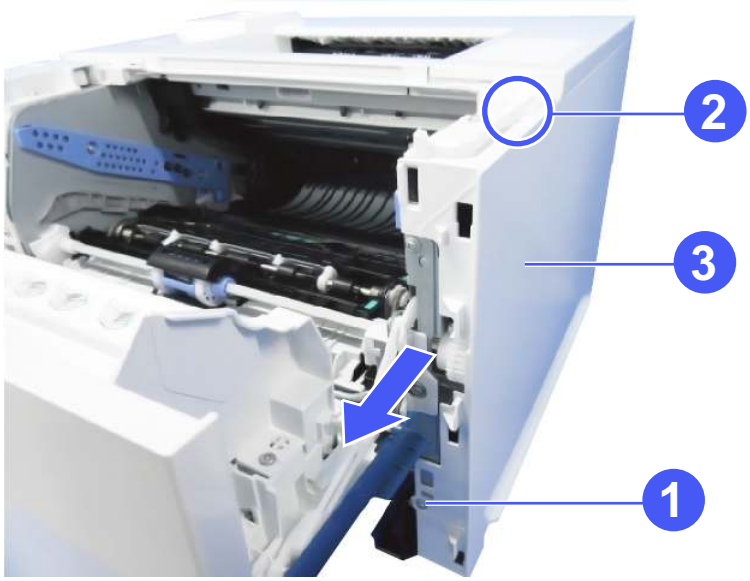
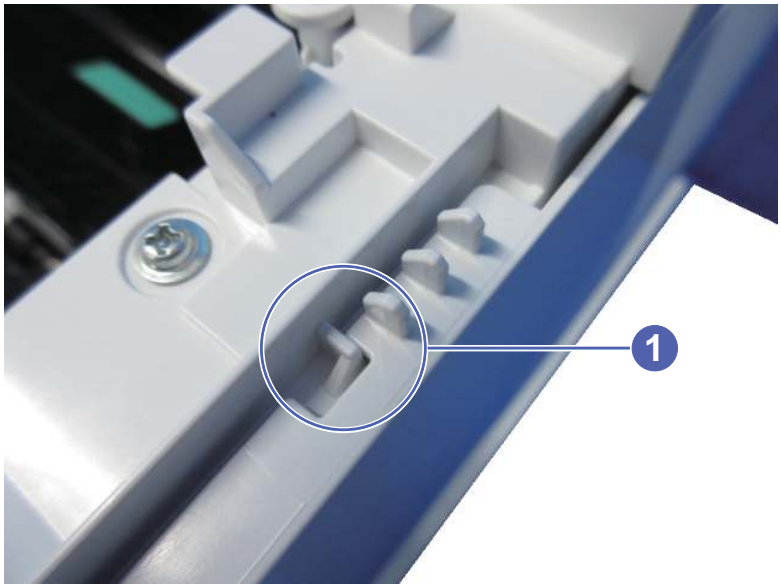



**Figure 4-1198 Tab close up.**




### 4. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1199 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1200 Disengage the link arm**



## 5. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1201 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1202 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1203 Unhook one tab**

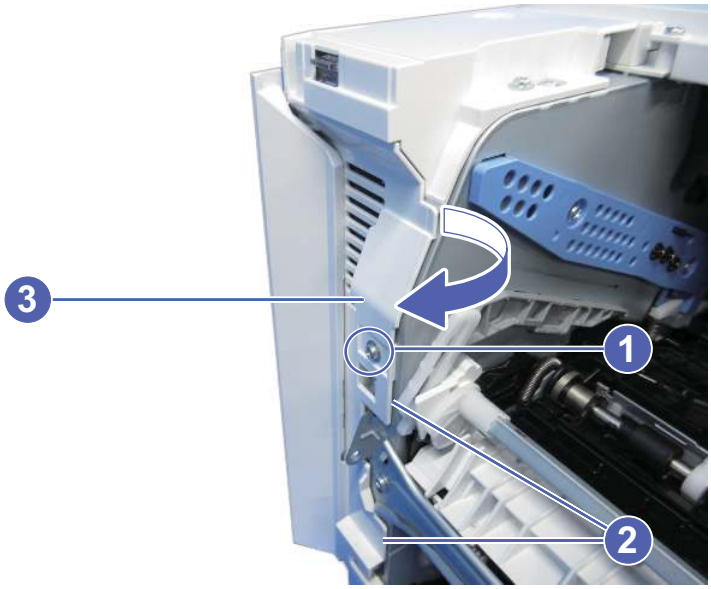



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1204 Remove one screw**



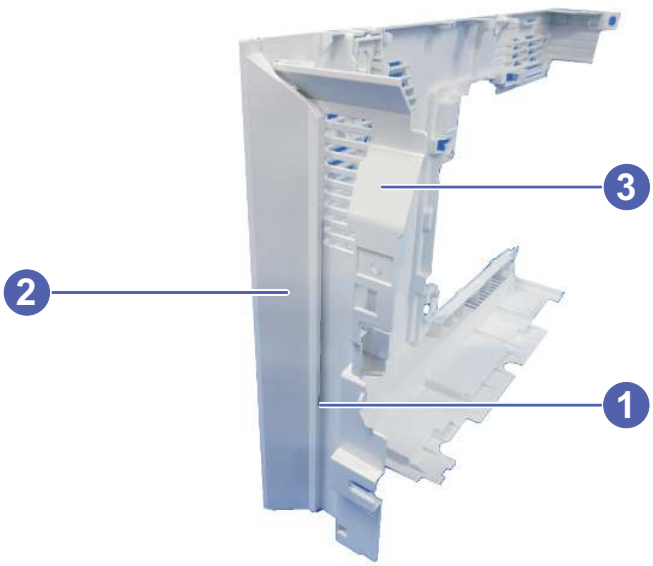

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

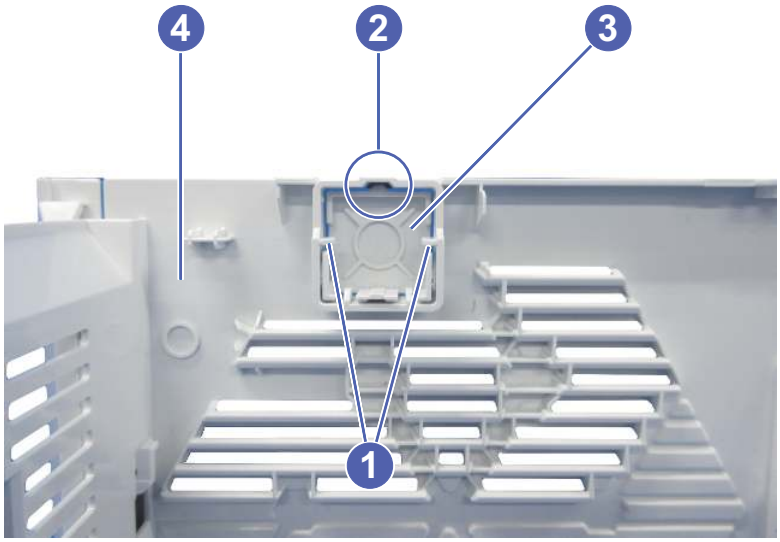
**Figure 4-1205 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1206 Remove door button**




## 6. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-1207 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-1208 Locate cable cover**

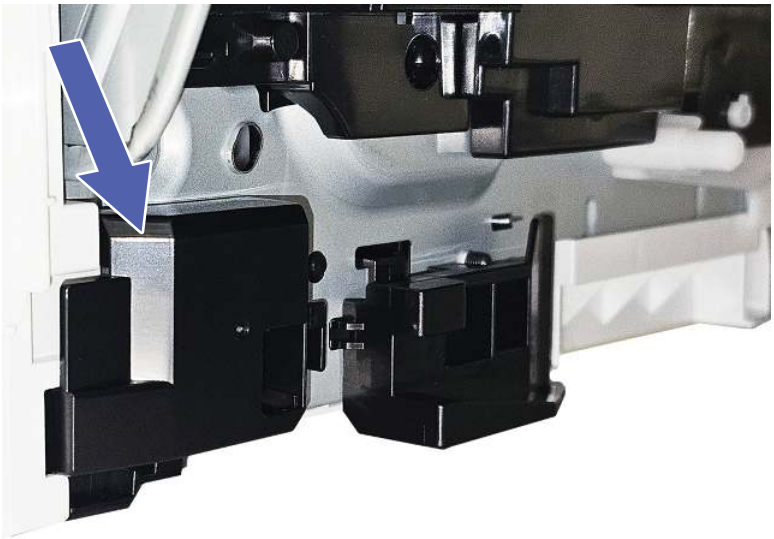
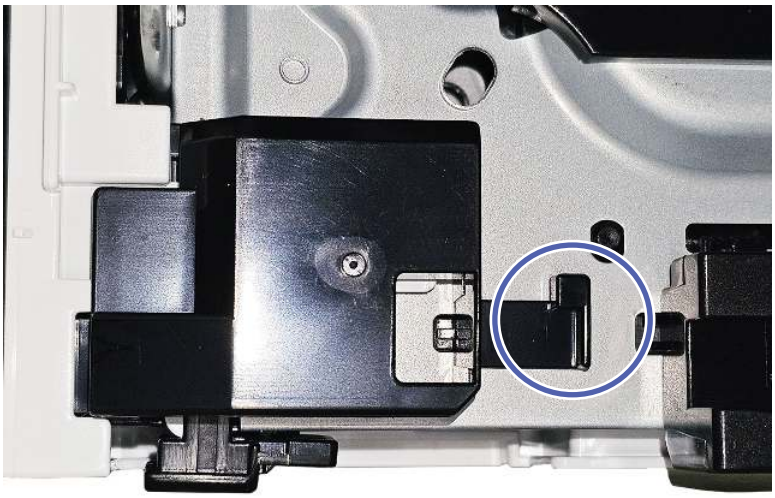
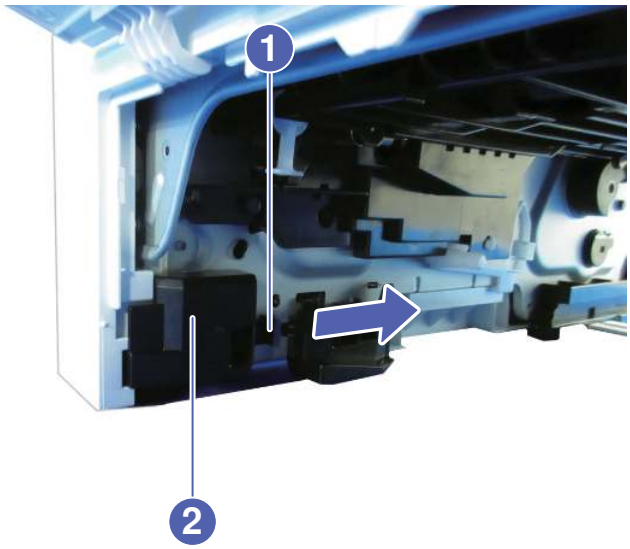


**Figure 4-1209 Cover locking tab**



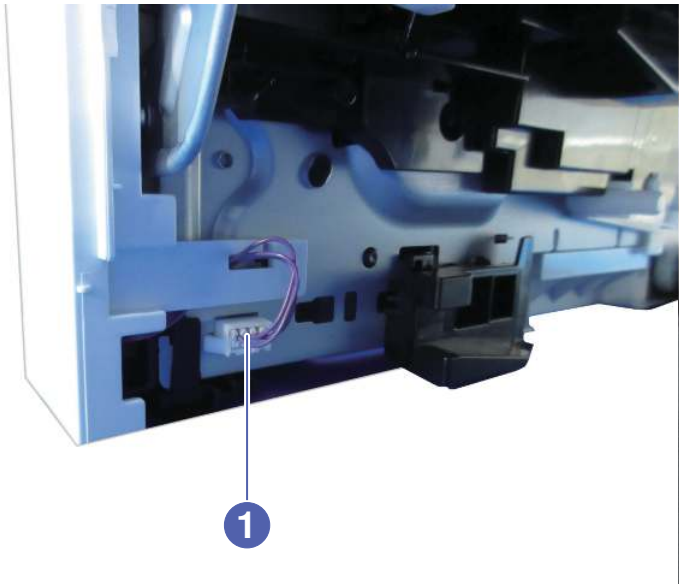
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1210 Remove the cover**



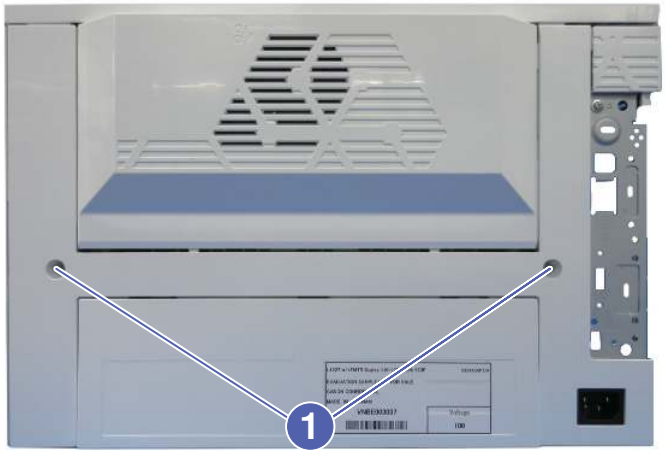

5. Pull off one connector (callout 1).

**Figure 4-1211 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-1212 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1213 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1214 Unhook one tab**




9. Open the rear door.

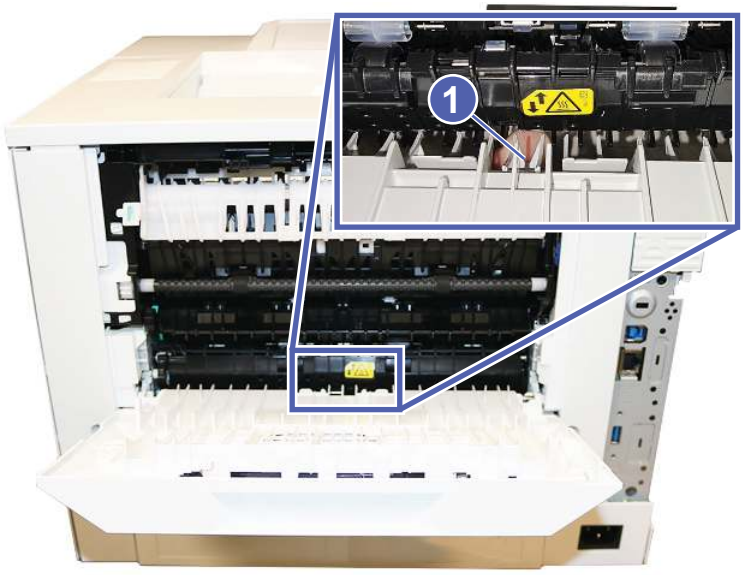
**Figure 4-1215 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-1216 Remove the rear door assembly**



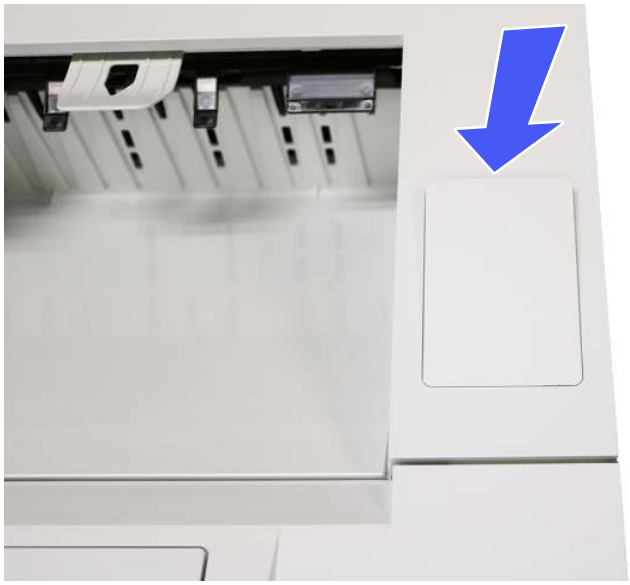

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## 7. Remove the HIP cover

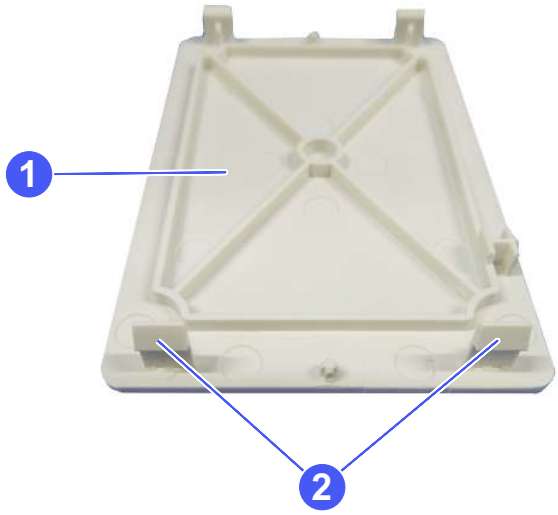
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-1217 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




## 8. Remove the output bin

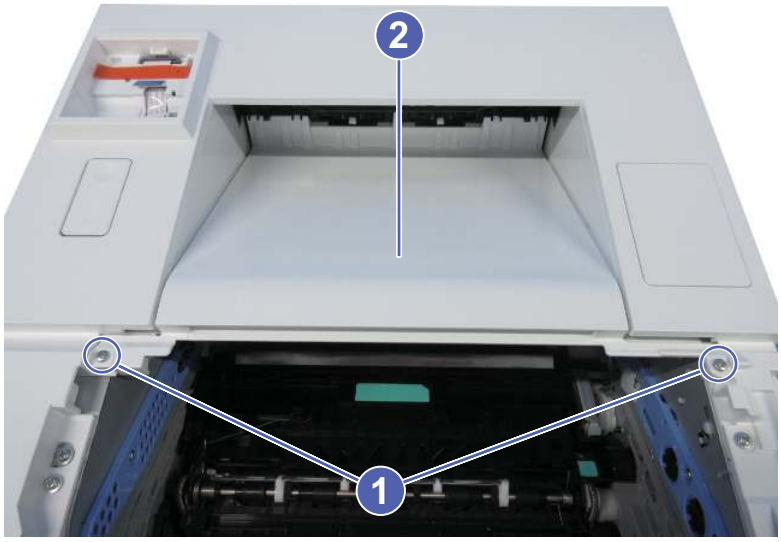
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-1218 Remove two screws then output bin**



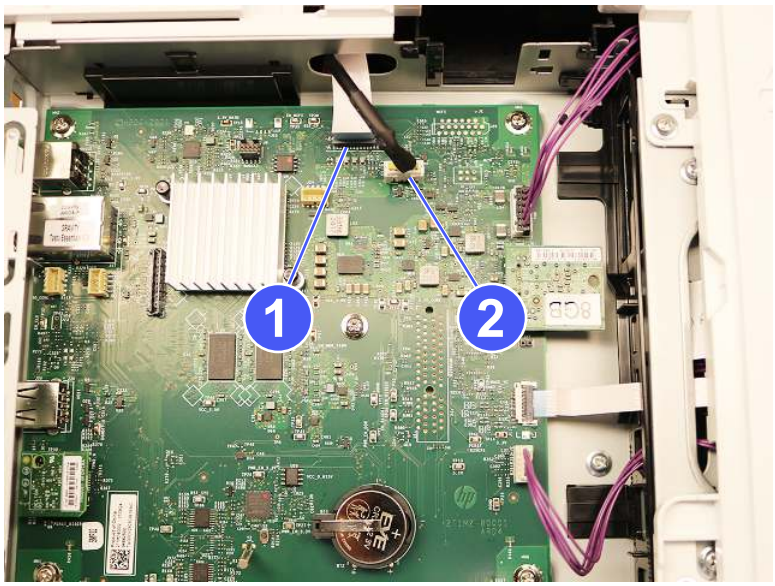

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 9. Remove the top cover

Follow these steps to remove the top cover.

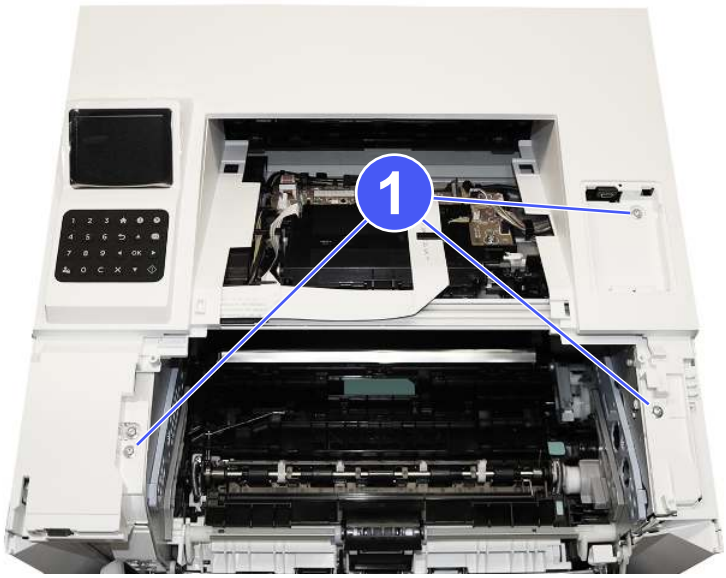
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-1219 Disconnect the cables**




2. Remove three screws (callout 1).

**Figure 4-1220 Remove the screws**



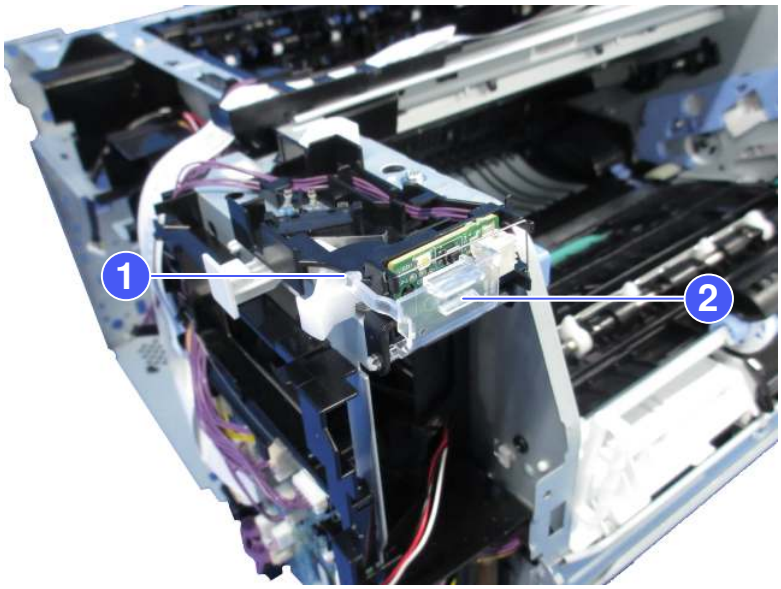

3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

## 10. Remove the power switch PCA

Follow these steps to remove the power switch PCA.

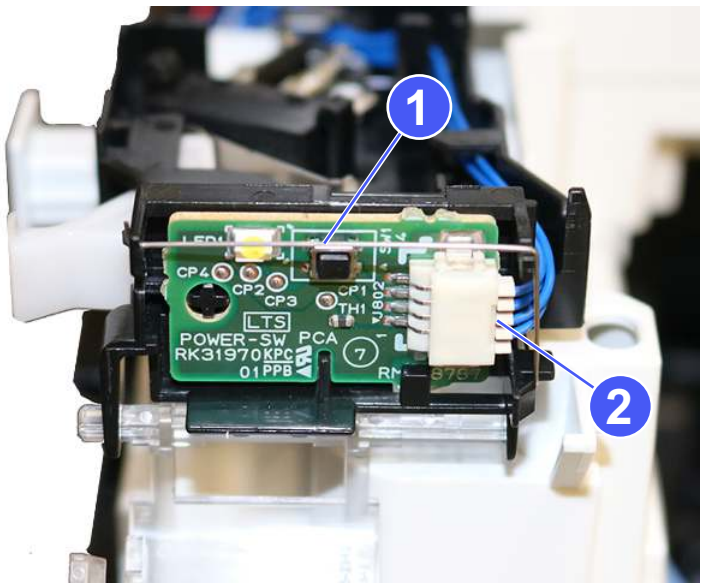
1. Release the claw at one location (callout 1), then release the switch lever (callout 2).

**Figure 4-1221 Release the power button**



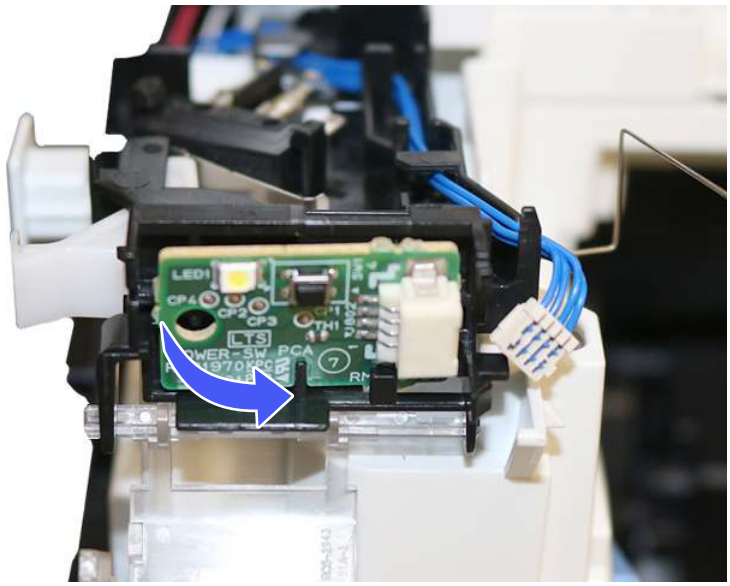

2. Remove the grounding spring (callout 1) and disconnect one connector (callout 2).

**Figure 4-1222 Remove connector**



3. Rotate the power switch PCA to remove it.

**Figure 4-1223 Remove the PCA**



## 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: Power switch PCA assembly 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the power switch PCA.

Mean time to repair: 5 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-71 Part information**

| Part number | Part description |
|---|---|
| RM3-8787-000CN | Power switch PCB assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- #2 Phillips screwdriver Short (2" shank)
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

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

### Post service test

Send a print job to the printer.

## Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1224 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1225 Remove the cover**



## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1226 Link arm location**




2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1227 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1228 Remove screws**



2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1229 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1230 Unhook one tab**

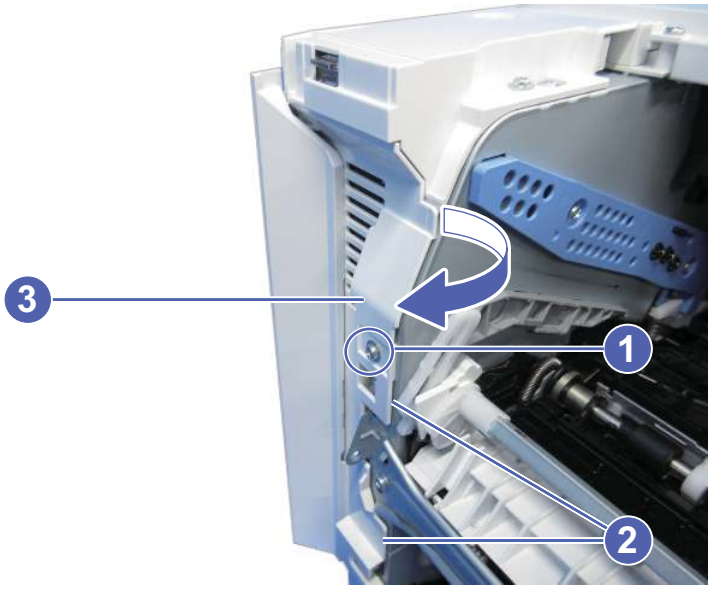



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1231 Remove one screw**



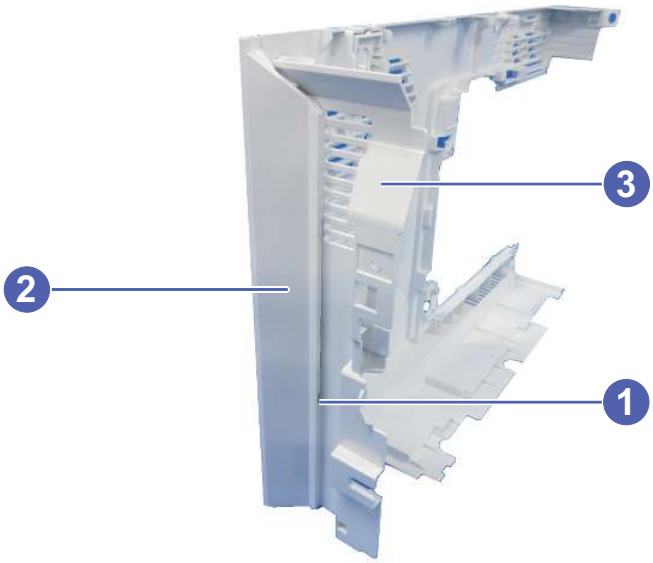

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

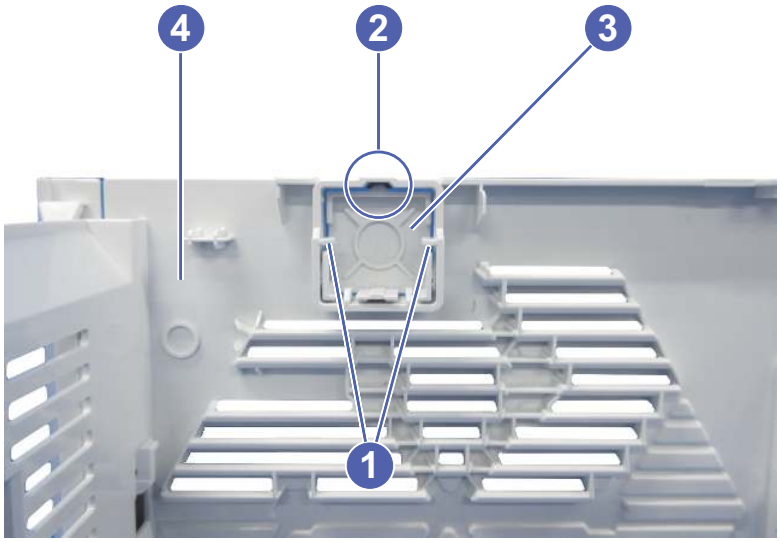
**Figure 4-1232 Separate covers**



b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1233 Remove door button**

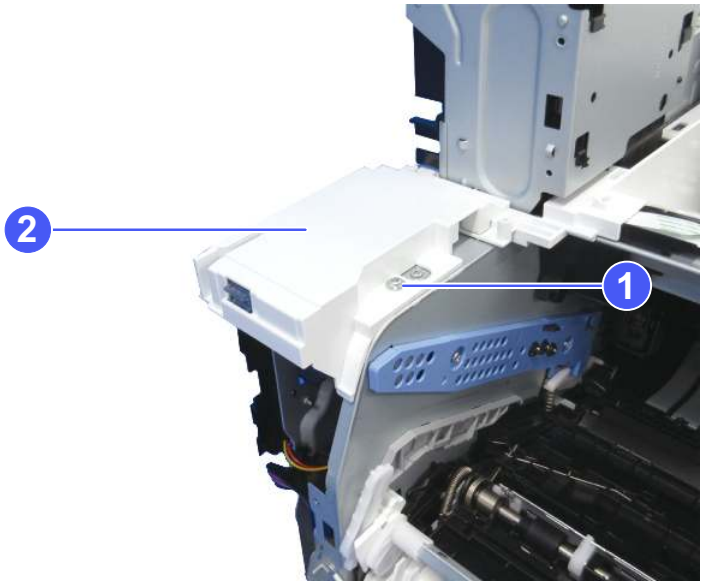



## Remove the upper inner left cover

Follow these steps to remove the upper left inner cover.

- Remove one screw (callout 1), and then lift the front of the upper inner left cover and remove it (callout 2).

**Figure 4-1234 Remove the upper inner left cover**

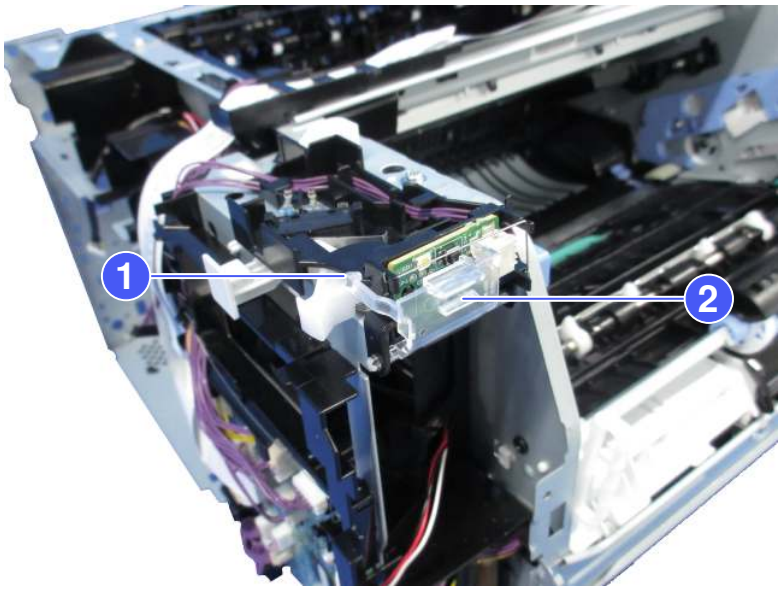


### Remove the power switch PCA

Follow these steps to remove the power switch PCA.

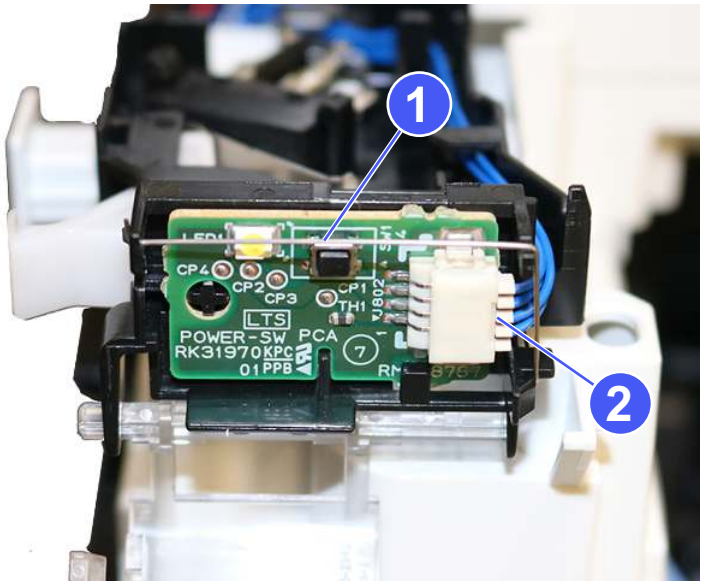
1. Release the claw at one location (callout 1), then release the switch lever (callout 2).

**Figure 4-1235 Release the power button**



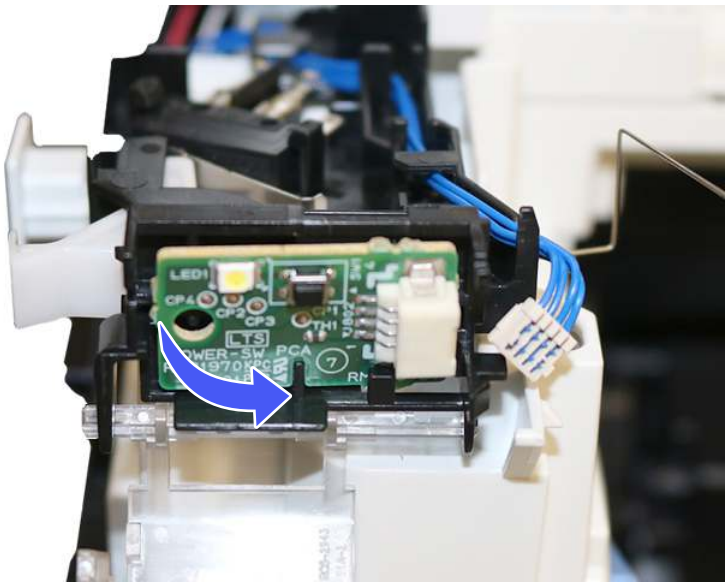

2. Remove the grounding spring (callout 1) and disconnect one connector (callout 2).

**Figure 4-1236 Remove connector**



3. Rotate the power switch PCA to remove it.

**Figure 4-1237 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.

## Removal and replacement: MP Tray 1 paper presence sensor PCA

This document provides the procedures to remove and replace the Tray 1 paper presence sensor PCA assembly.

Mean time to repair: 6 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-72 Part information**

| Part number | Part description |
|---|---|
| RM3-8790-000CN | Paper sensor PCB assembly |

### Required tools

- Needle nose pliers
- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### 1. Remove the front door assembly

Follow these steps to remove the front door assembly (Cartridge access door).

1. Disconnect the link part (callout 2) from the right side of the tray. (callout 1).

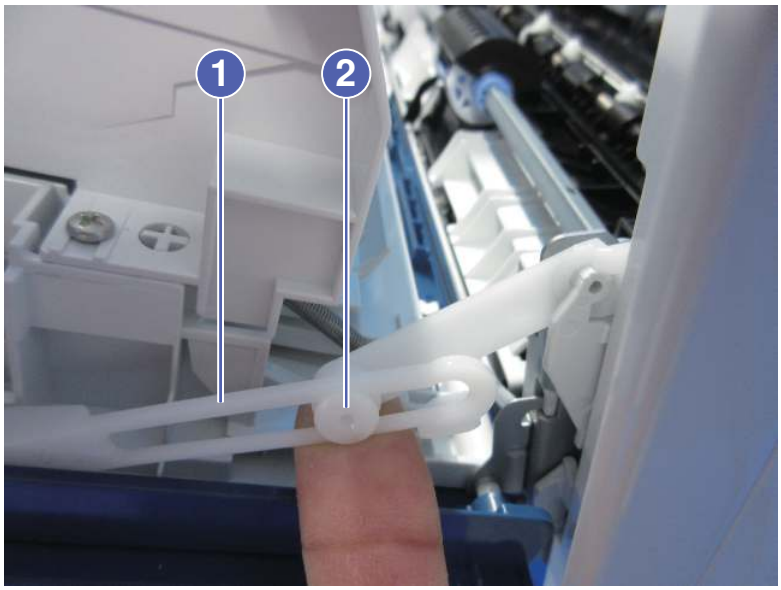
   Partially close the cover to allow access to remove link arm.

**NOTE:** Do not twist the link arm. Only use enough force to release engagement tab.

**Figure 4-1238 Link arm location**



**Figure 4-1239 Disconnect link arm**



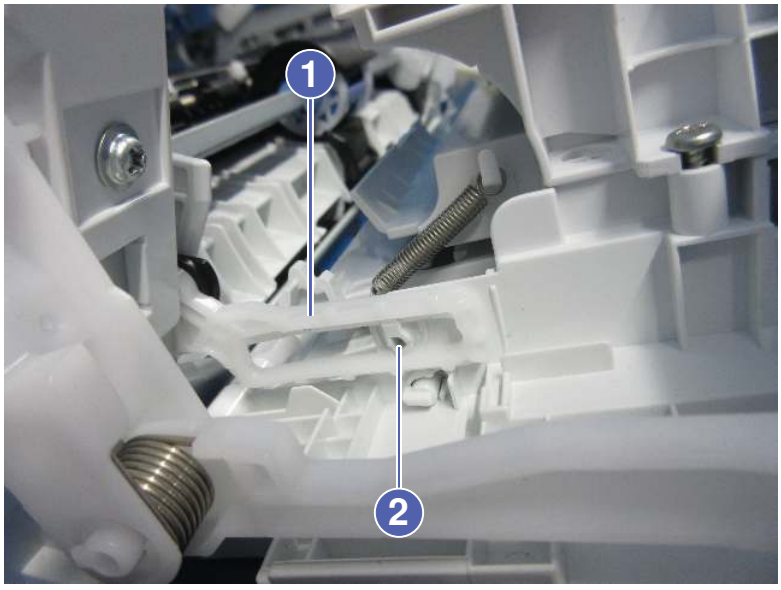
2. Locate the link part on the left side of the door.

**Figure 4-1240 Link arm location**



3. Partially close the door to position link arm tab (callout 2) in center of link arm (callout 1). Gently remove the lower part of the link arm from tab.

**Figure 4-1241 Disconnect link arm**



4. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1242 Link arm location**

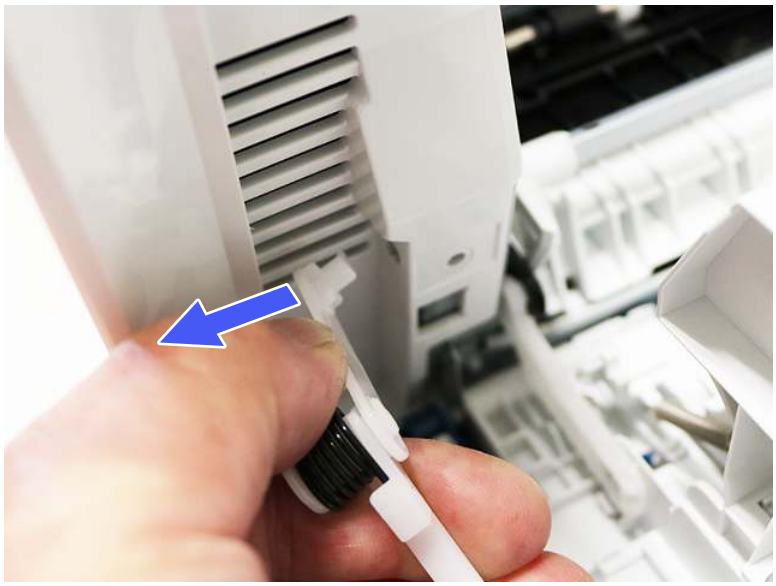



**NOTE:** The link arm tab on the arm must be aligned with the cutout.



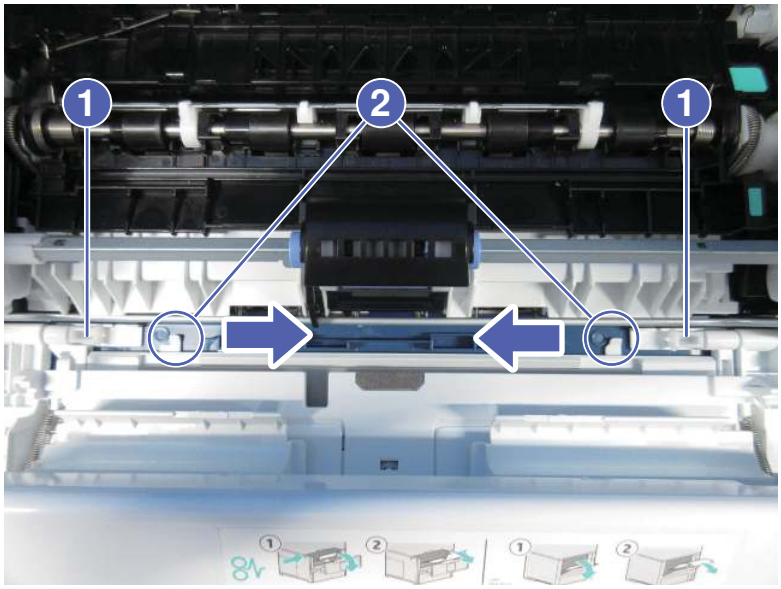
5. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**Figure 4-1243 Disengage the link arm**



6. Slide the right/left stoppers (callout 1) halfway to the positions shown by the arrows to release the door from the printer.

**Figure 4-1244 Release the stoppers**



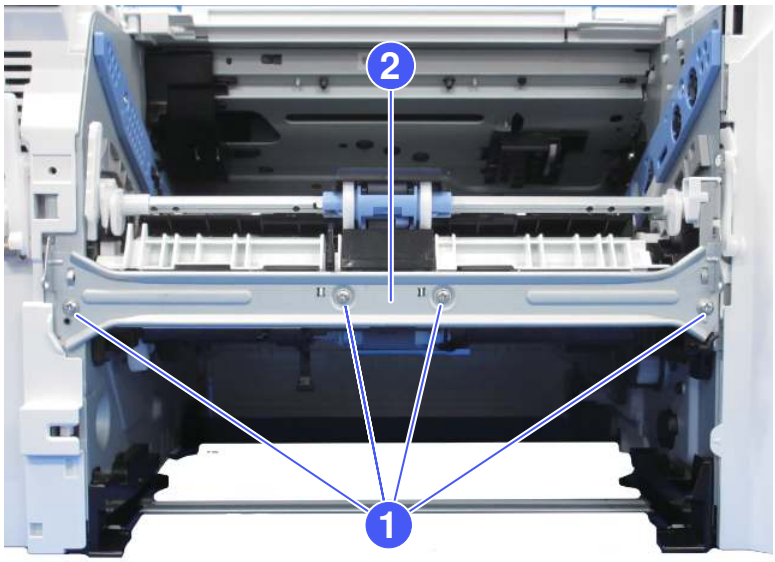

7. Remove the cartridge access door from the printer.

## 2. Remove the MP tray 1 paper presence PCA assembly

Follow these steps to remove the tray 1 paper presence PCA.

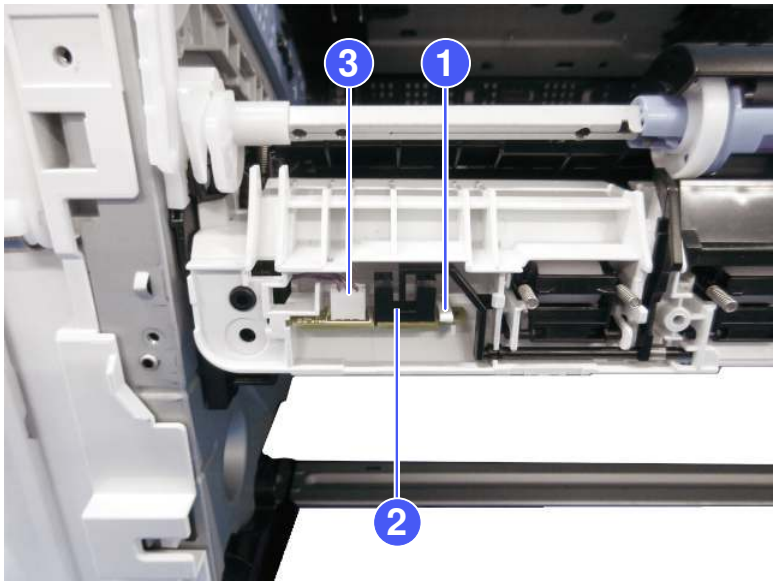
1. Remove four screws (callout 1) and then remove the plate (callout 2).

**Figure 4-1245 Remove the plate**




2. Release the tab (callout 1) and remove MP tray paper presence sensor PCA (callout 2). Disconnect the connector (callout 3) from MP tray paper presence sensor PCA.

**Figure 4-1246 Remove the PCA 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: Pre-registration sensor PCA

This document provides the procedures to remove and pre-registration sensor PCA.

Mean time to repair: 12 minutes

Service level: Moderate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-73 Part information**

| Part number | Part description |
|---|---|
| **RM3-8798-000CN** | Paper sensor PCB assembly |

## Required tools

- Needle nose pliers
- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the front door assembly

Follow these steps to remove the front door assembly (Cartridge access door).

1. Disconnect the link part (callout 2) from the right side of the tray. (callout 1).

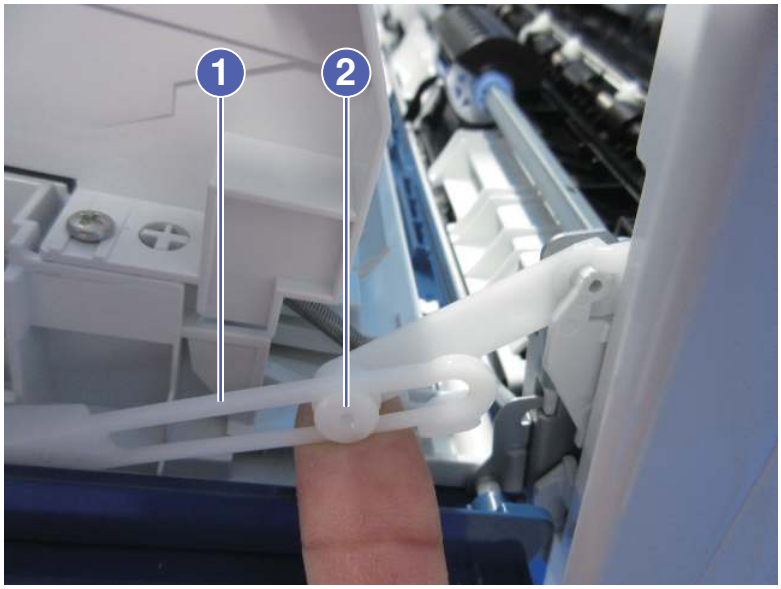
   Partially close the cover to allow access to remove link arm.

**NOTE:** Do not twist the link arm. Only use enough force to release engagement tab.

**Figure 4-1247 Link arm location**



**Figure 4-1248 Disconnect link arm**



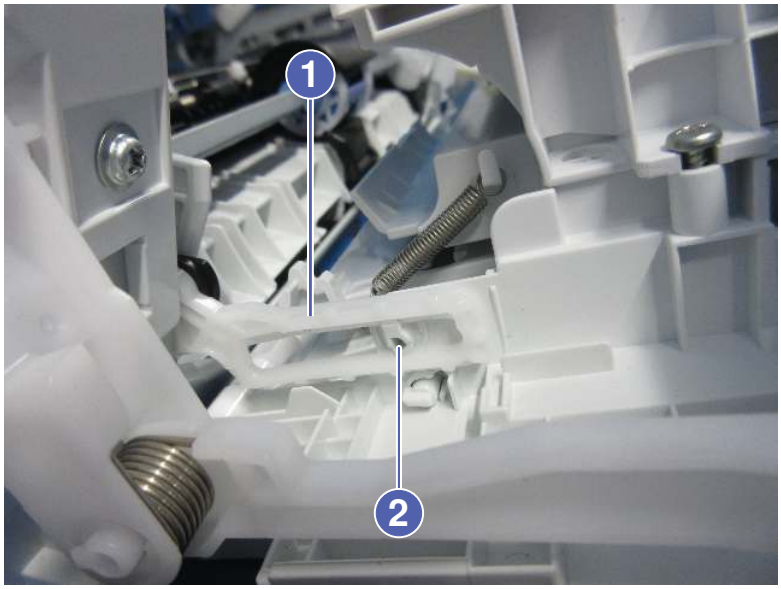

2. Locate the link part on the left side of the door.

**Figure 4-1249 Link arm location**



3. Partially close the door to position link arm tab (callout 2) in center of link arm (callout 1). Gently remove the lower part of the link arm from tab.

**Figure 4-1250 Disconnect link arm**




4. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1251 Link arm location**

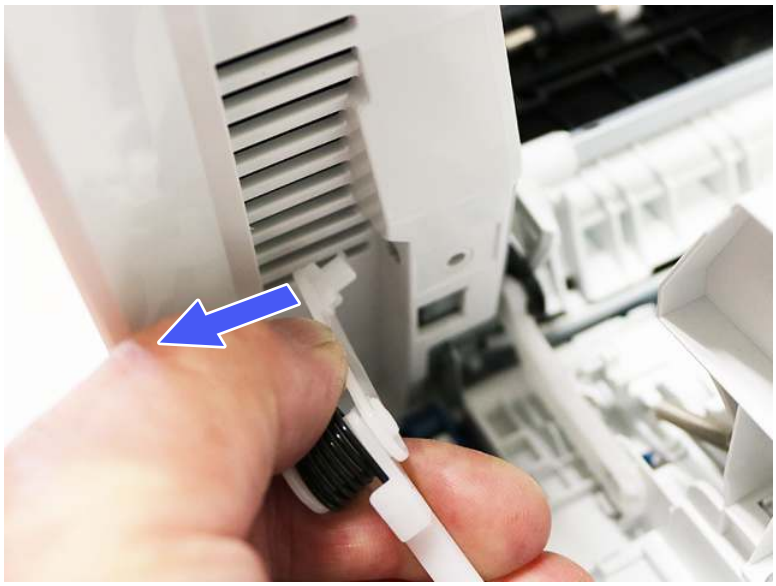



**NOTE:** The link arm tab on the arm must be aligned with the cutout.



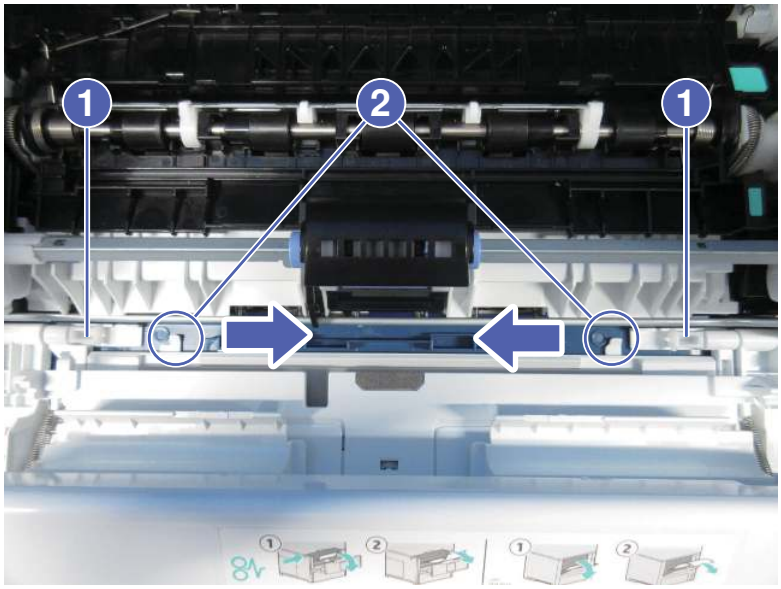
5. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**Figure 4-1252 Disengage the link arm**



6. Slide the right/left stoppers (callout 1) halfway to the positions shown by the arrows to release the door from the printer.

**Figure 4-1253 Release the stoppers**



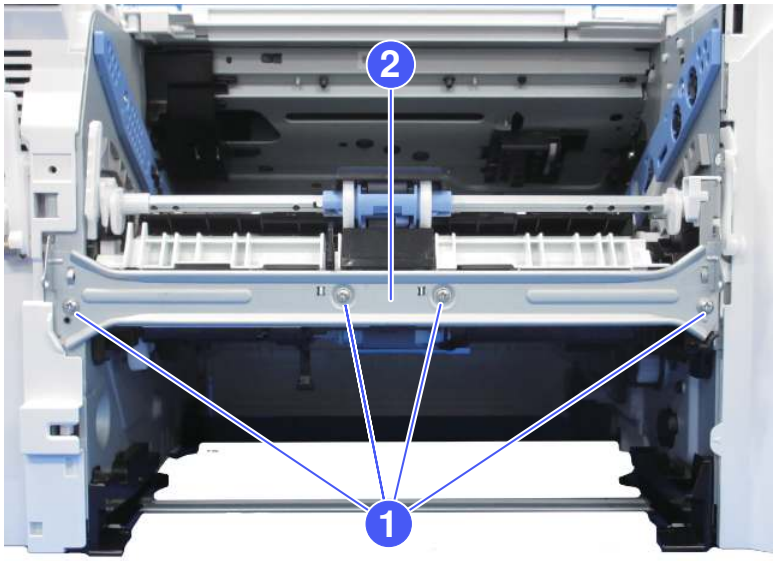

7. Remove the cartridge access door from the printer.

## 2. Remove the MP tray 1 paper presence PCA assembly

Follow these steps to remove the tray 1 paper presence PCA.

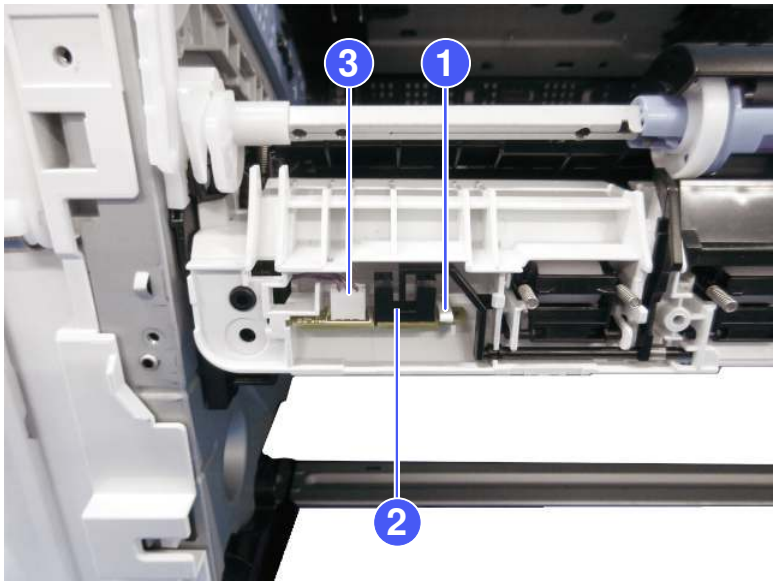
1. Remove four screws (callout 1) and then remove the plate (callout 2).

**Figure 4-1254 Remove the plate**



2. Release the tab (callout 1) and remove MP tray paper presence sensor PCA (callout 2). Disconnect the connector (callout 3) from MP tray paper presence sensor PCA.

**Figure 4-1255 Remove the PCA assembly**

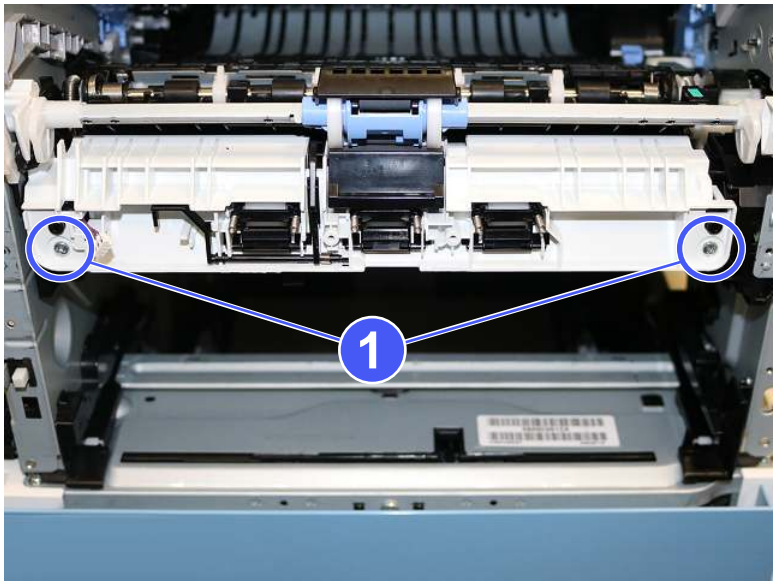



### 3. Remove the multipurpose roller frame

Follow these steps to remove the roller frame.

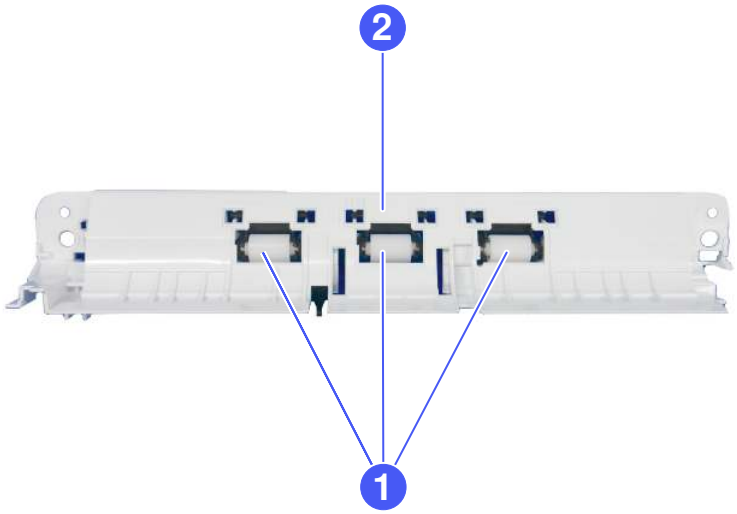
- Remove 2 screws (callout 1) and then remove the multipurpose roller frame.

**Figure 4-1256 Remove paper feed guide**




**NOTE:** When removing the paper feed guide, place the guide (callout 1) with the paper feed guide face up. Otherwise the idle rollers (callout 2) might fall off.

**Figure 4-1257 Place feed guide with face up**

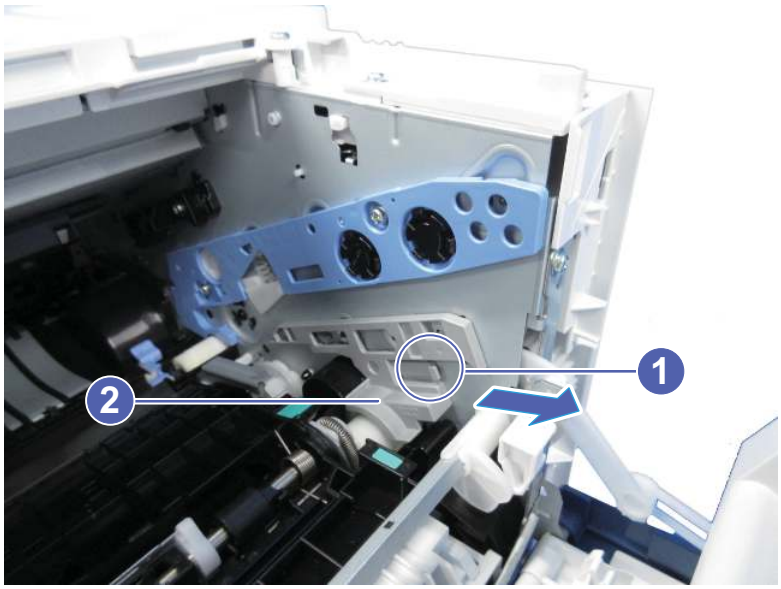



## 4. Remove the registration assembly

Follow these steps to remove the registration assembly.

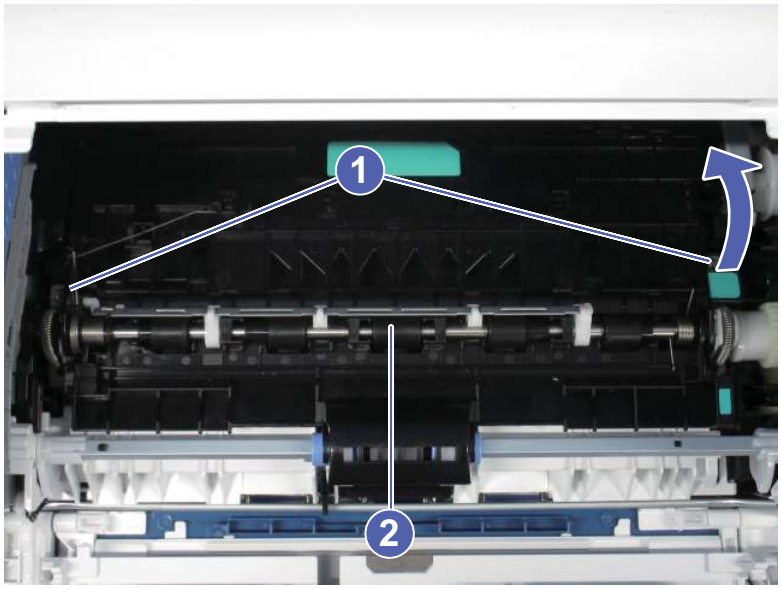
1. Open the toner access door.
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-1258 Remove gear cover**



3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-1259 Remove registration assembly**




## 5. Remove the paper feed guide

Follow these steps when removing the paper feed guide.

- Remove 1 screw (callout 1) and then remove the feed guide.

**Figure 4-1260 Remove feed guide**

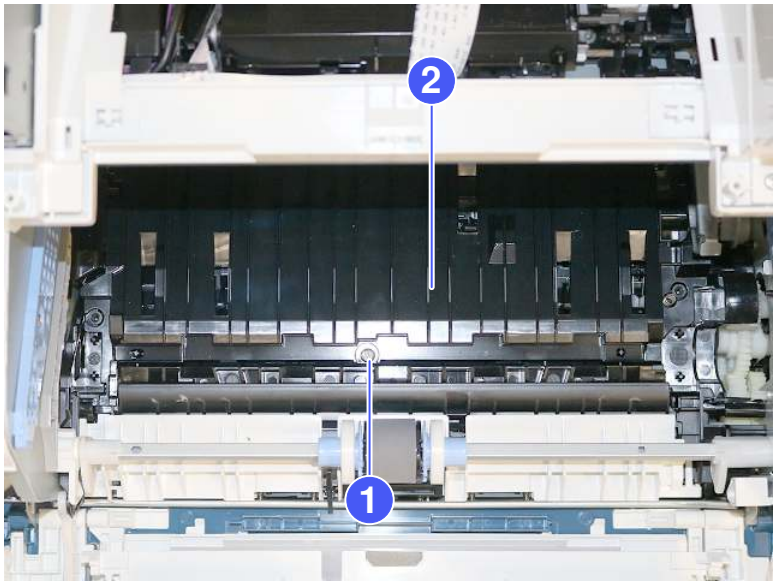



**Figure 4-1261 Lift up feed guide**

**NOTE:** If needed use a small flat blade screwdriver to gently lift the feed guide to remove it.



## 6. Remove the pre-registration sensor

Follow these steps to remove the pre-registration sensor.

1. Remove the cable (callout 1) from the cable guides (callout 2). Leave the cable loosely as shown in the second image below.

**Figure 4-1262 Remove cables from the guide**

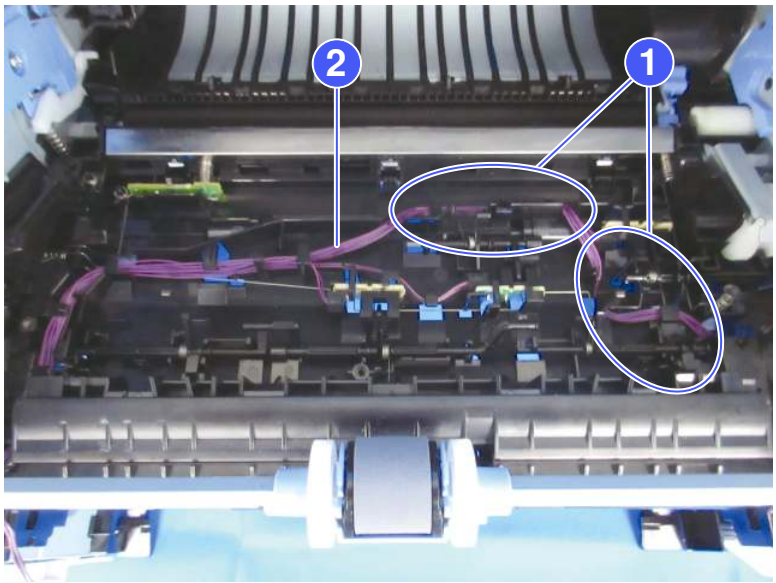
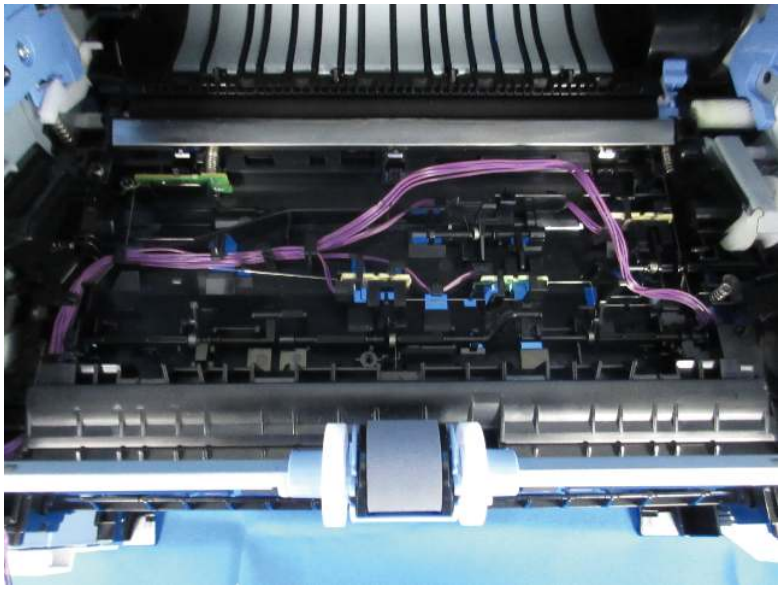
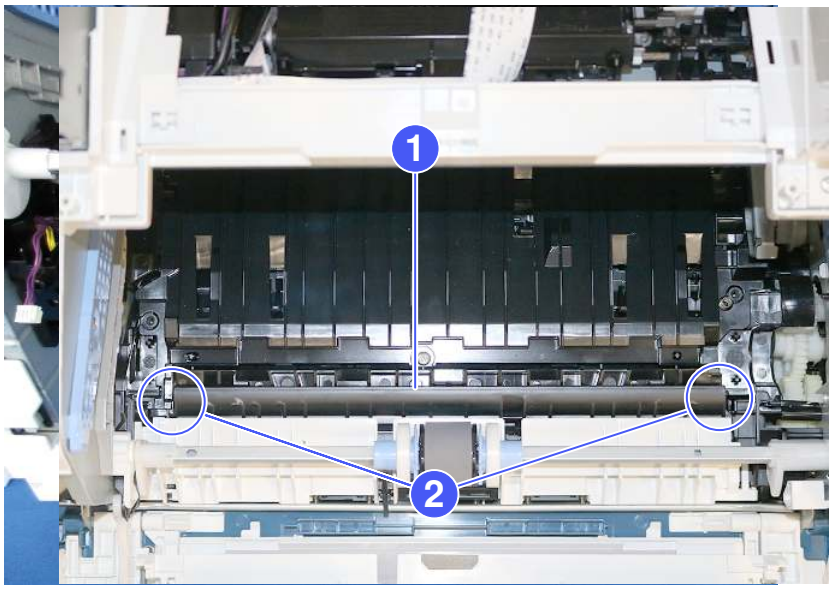


**Figure 4-1263 Leave cables loose**



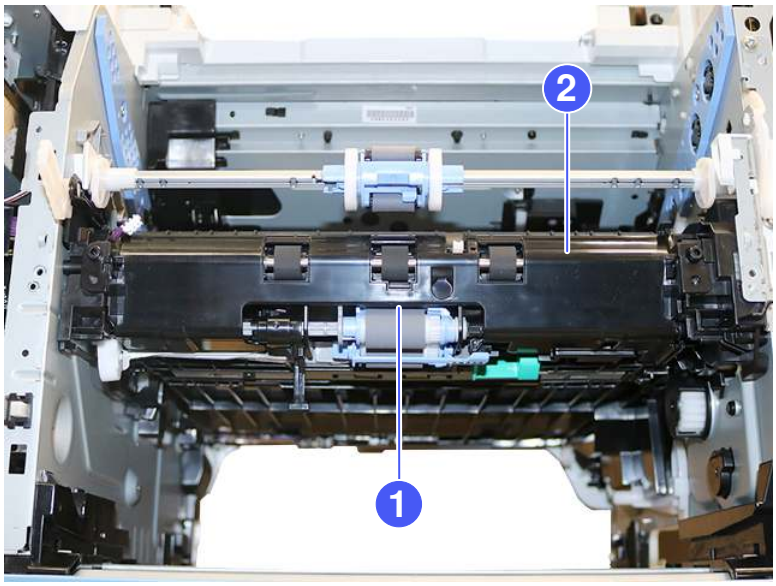
2. Flex the guide (callout 1) to remove the right and left bosses (callout 2) one by one and remove the guide.

**Figure 4-1264 Remove the guide**



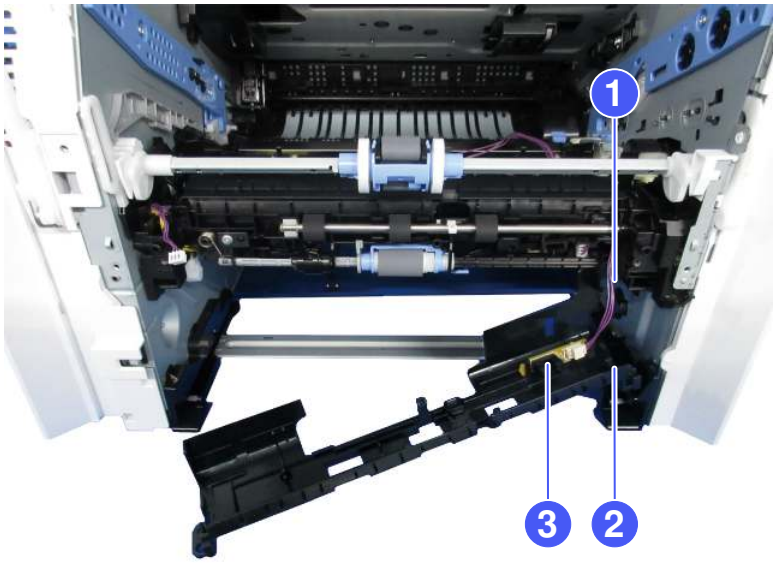
3. Release the tab (callout 1) to remove the inner guide (callout 2).

**Figure 4-1265 Remove the inner guide**




4. While straightening the loose cable (callout 1), take out the pre-registration sensor PCA with the guide (callout 2) attached.

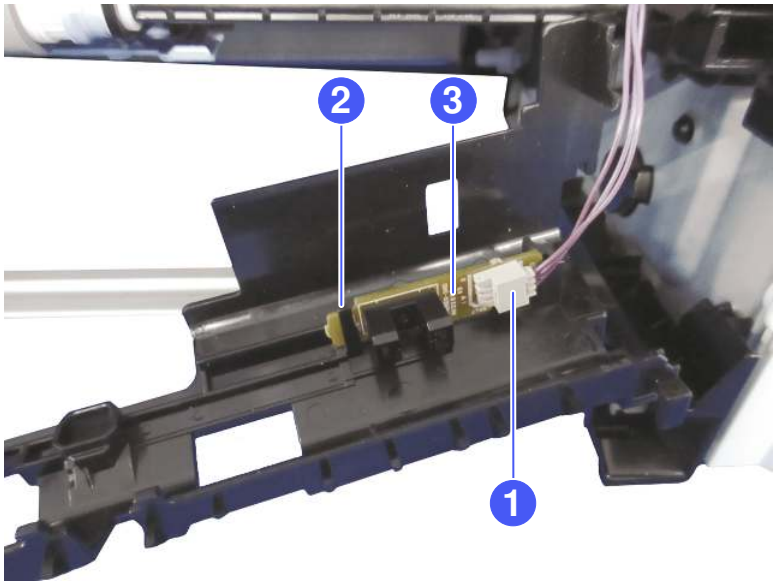
**Figure 4-1266 Remove the inner guide**




**NOTE:** The location of the sensor PCA is shown in callout 3.

5. Remove the connector (callout 1), then release the tab (callout 2) to remove the pre-registration sensor PCA (callout 3).

**Figure 4-1267 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: Cassette paper surface sensor PCA

This document provides the procedures to remove and replace the cassette paper surface sensor PCA.

Mean time to repair: 15 minutes

Service level: Moderate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-74 Part information**

| Part number | Part description |
|---|---|
| RM3-8603-000CN | Paper sensor PCB assembly |

### Required tools

- Needle nose pliers
- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### 1. Remove the front door assembly

Follow these steps to remove the front door assembly (Cartridge access door).

1. Disconnect the link part (callout 2) from the right side of the tray. (callout 1).

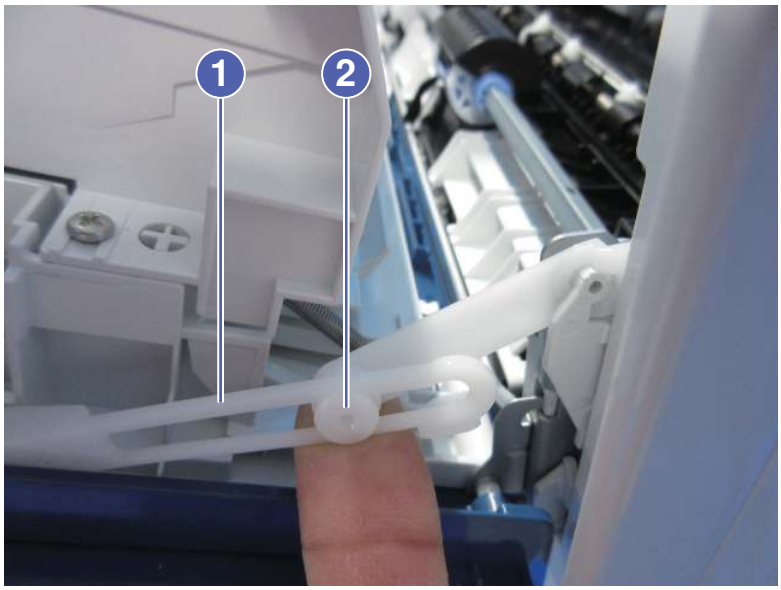
   Partially close the cover to allow access to remove link arm.

**NOTE:** Do not twist the link arm. Only use enough force to release engagement tab.

**Figure 4-1268 Link arm location**



**Figure 4-1269 Disconnect link arm**



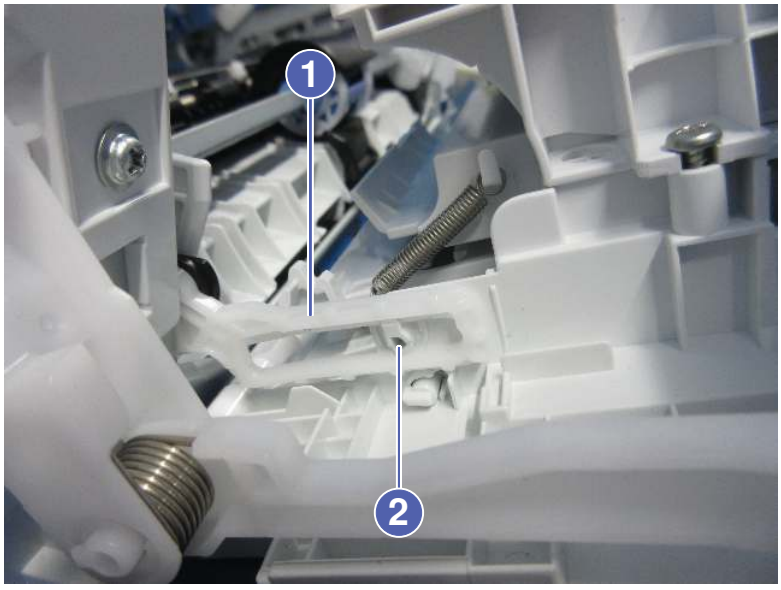
2. Locate the link part on the left side of the door.

**Figure 4-1270 Link arm location**



3. Partially close the door to position link arm tab (callout 2) in center of link arm (callout 1). Gently remove the lower part of the link arm from tab.

**Figure 4-1271 Disconnect link arm**



4. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1272 Link arm location**

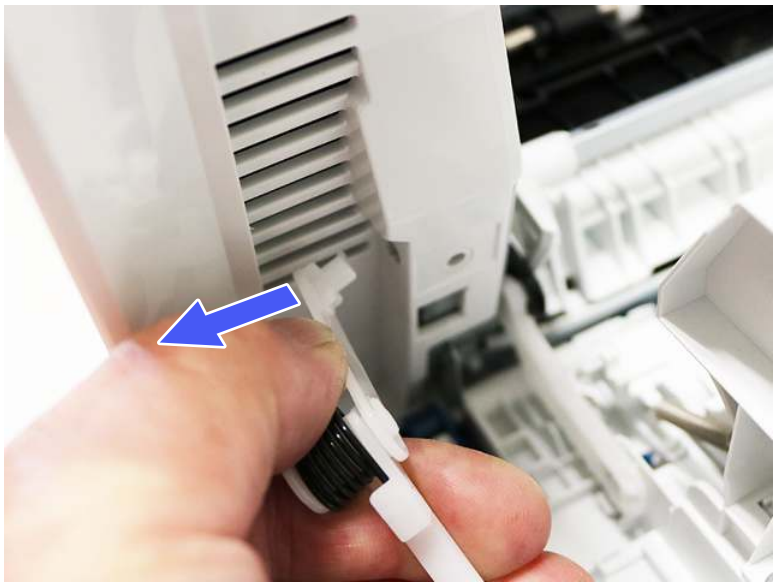



**NOTE:** The link arm tab on the arm must be aligned with the cutout.



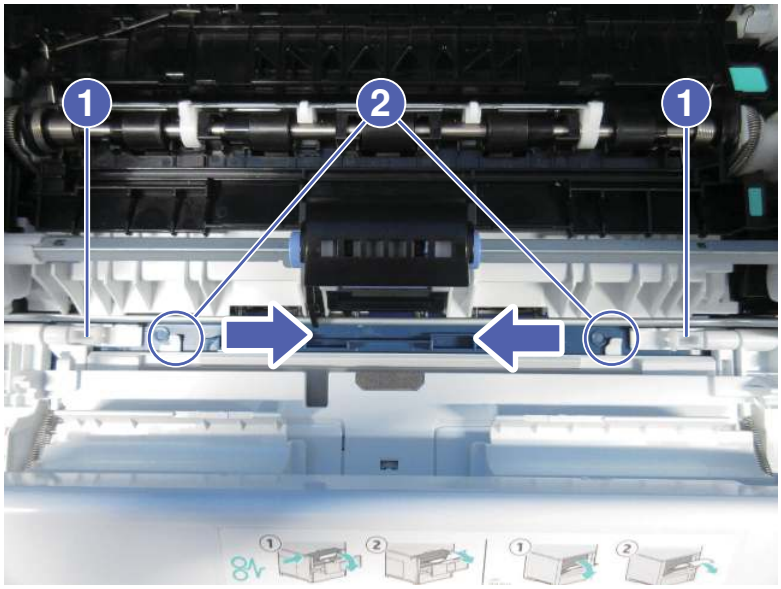
5. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**Figure 4-1273 Disengage the link arm**



6. Slide the right/left stoppers (callout 1) halfway to the positions shown by the arrows to release the door from the printer.

**Figure 4-1274 Release the stoppers**



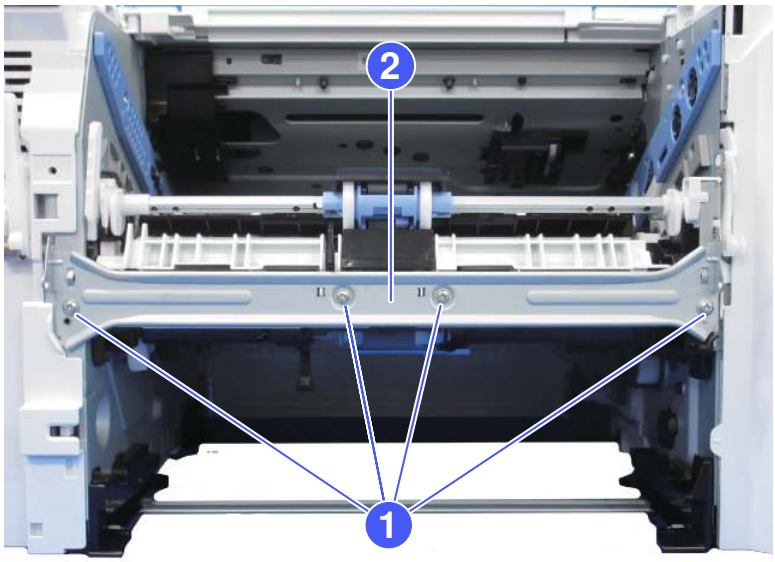

7. Remove the cartridge access door from the printer.

## 2. Remove the MP tray 1 paper presence PCA assembly

Follow these steps to remove the tray 1 paper presence PCA.

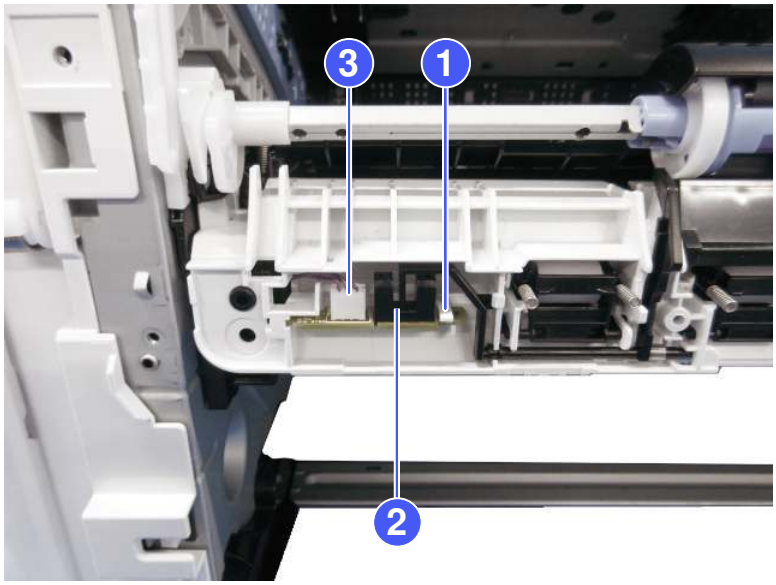
1. Remove four screws (callout 1) and then remove the plate (callout 2).

**Figure 4-1275 Remove the plate**




2. Release the tab (callout 1) and remove MP tray paper presence sensor PCA (callout 2). Disconnect the connector (callout 3) from MP tray paper presence sensor PCA.

**Figure 4-1276 Remove the PCA assembly**

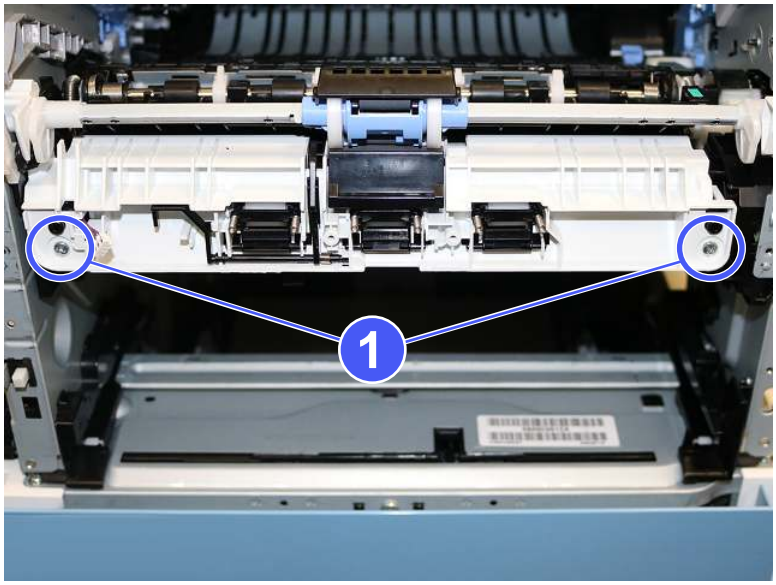



### 3. Remove the multipurpose roller frame

Follow these steps to remove the roller frame.

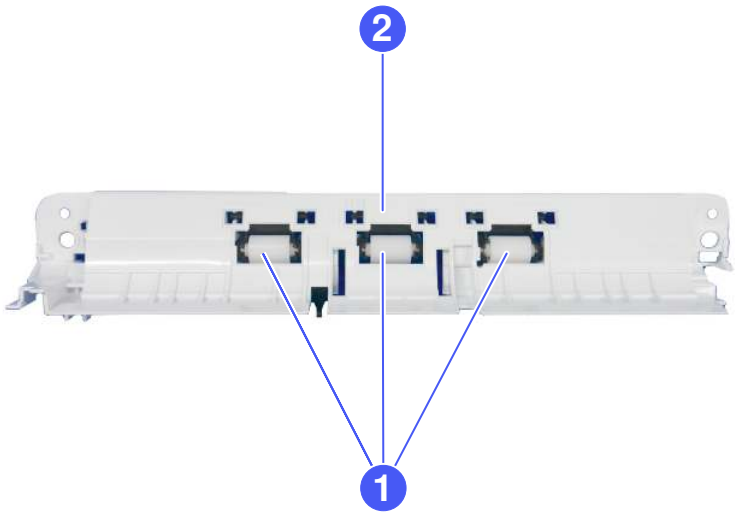
- Remove 2 screws (callout 1) and then remove the multipurpose roller frame.

**Figure 4-1277 Remove paper feed guide**




**NOTE:** When removing the paper feed guide, place the guide (callout 1) with the paper feed guide face up. Otherwise the idle rollers (callout 2) might fall off.

**Figure 4-1278 Place feed guide with face up**



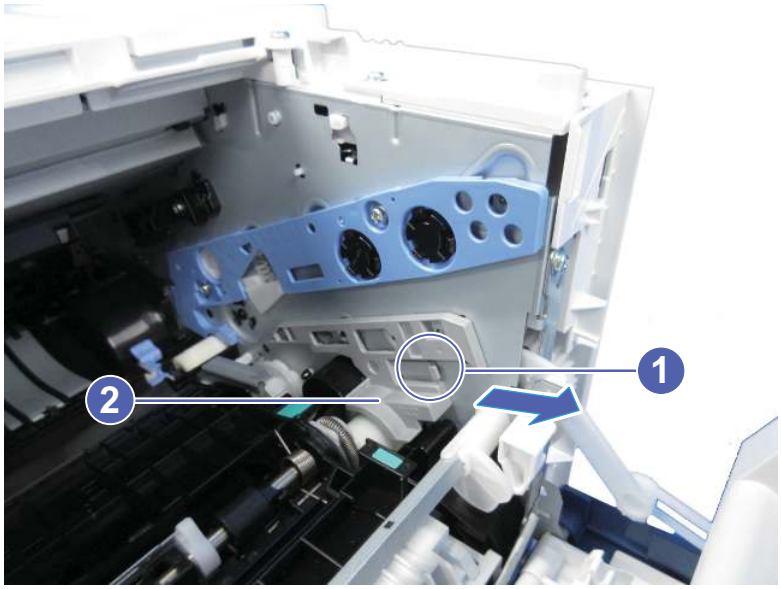

## 4. Remove the registration assembly

Follow these steps to remove the registration assembly.

1. Open the toner access door.

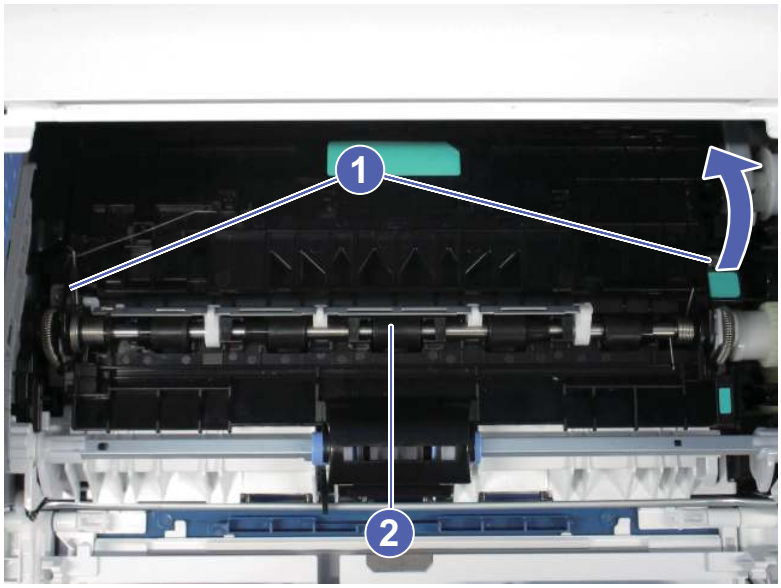
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-1279 Remove gear cover**




3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-1280 Remove registration assembly**




### 5. Remove the paper feed guide

Follow these steps when removing the paper feed guide.

- Remove 1 screw (callout 1) and then remove the feed guide.

**Figure 4-1281 Remove feed guide**

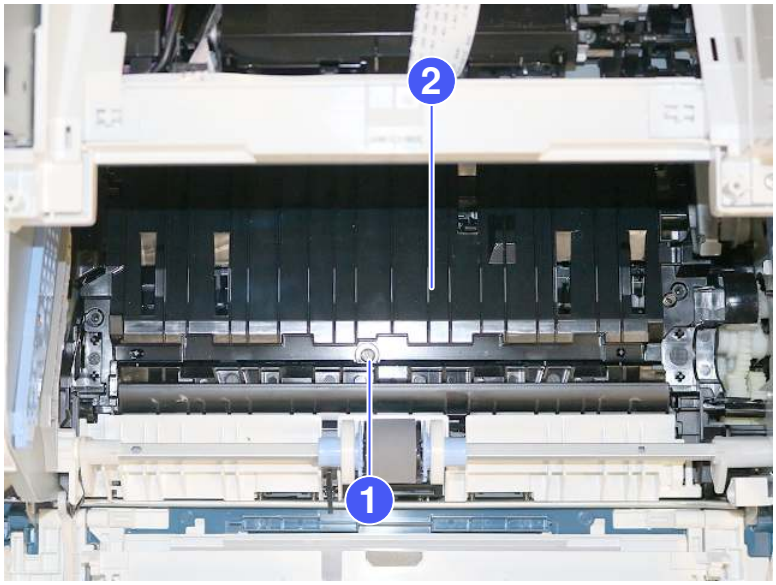



**Figure 4-1282 Lift up feed guide**

**NOTE:** If needed use a small flat blade screwdriver to gently lift the feed guide to remove it.



## 6. Remove the cassette paper surface sensor

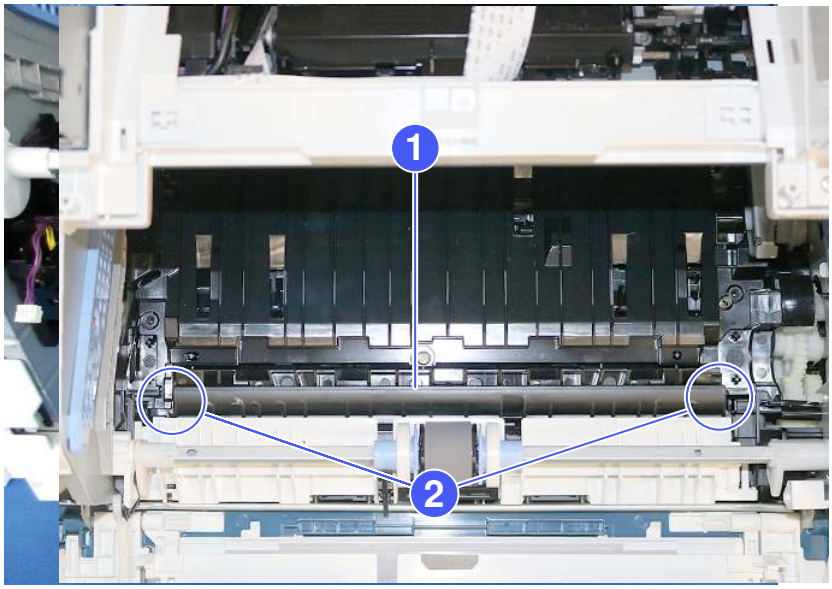
Follow these steps to remove the cassette paper surface sensor.

1. Remove the screw (callout 1).

**Figure 4-1283 Remove one screw**

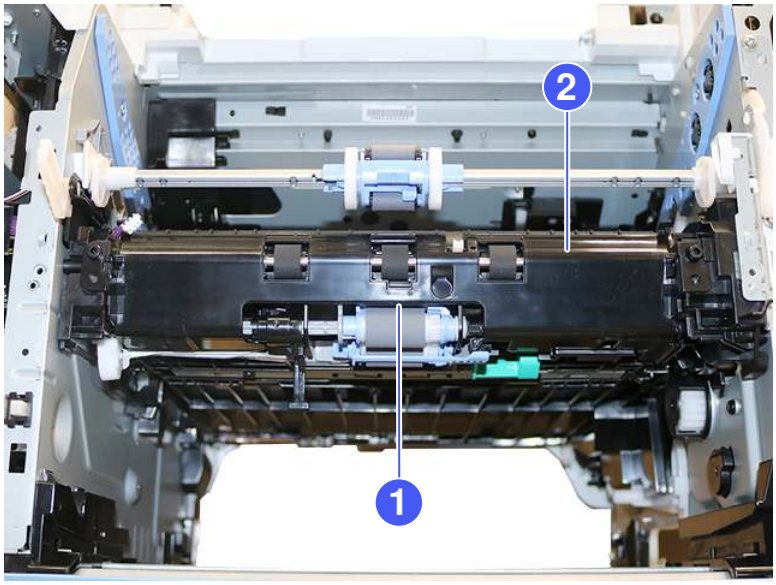
2. Flex the guide (callout 1) to remove the right and left bosses (callout 2) one by one and remove the guide.

**Figure 4-1284 Remove the guide**



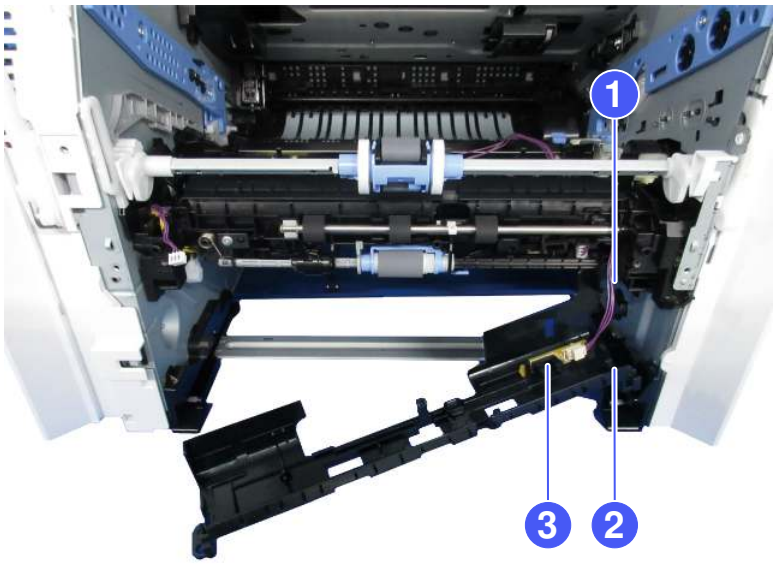

3. Release the tab (callout 1) to remove the inner guide (callout 2).

**Figure 4-1285 Remove the inner guide**



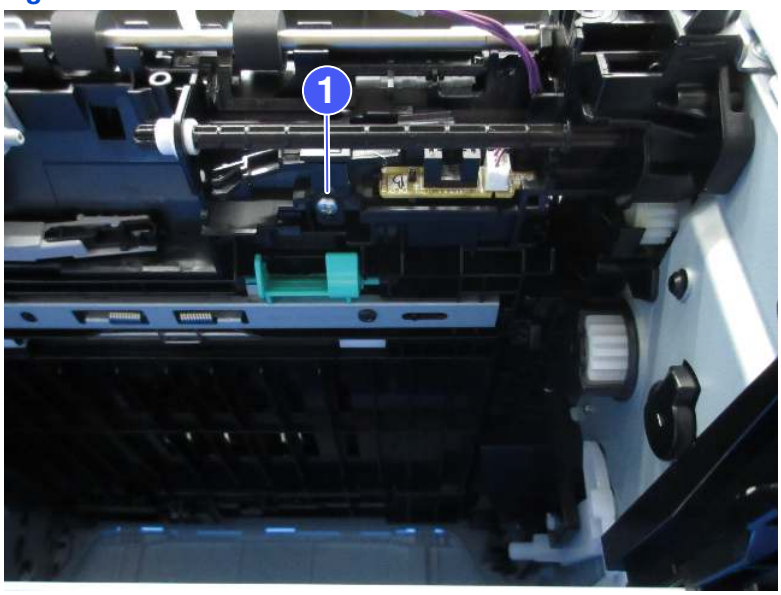
4. While straightening the loose cable (callout 1), lower the guide (callout 2).

**Figure 4-1286 Remove the inner guide**



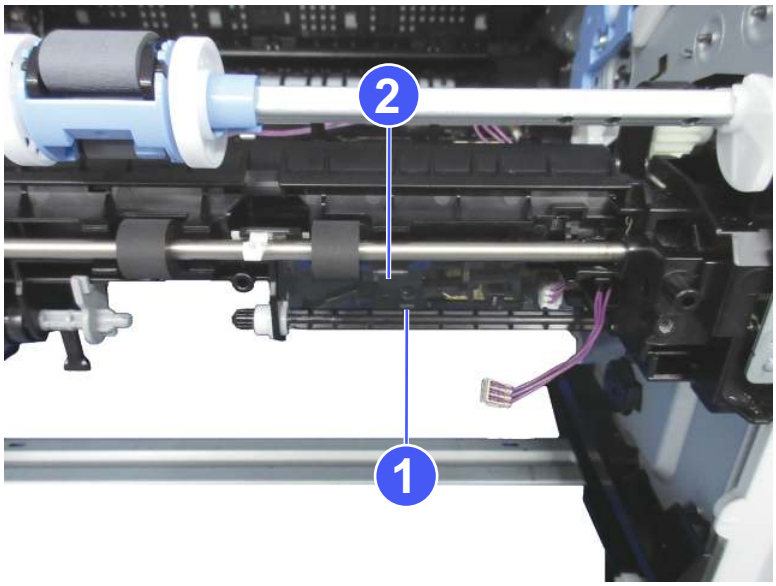

5. Remove the screw (callout 1).

**Figure 4-1287 Remove one screw**

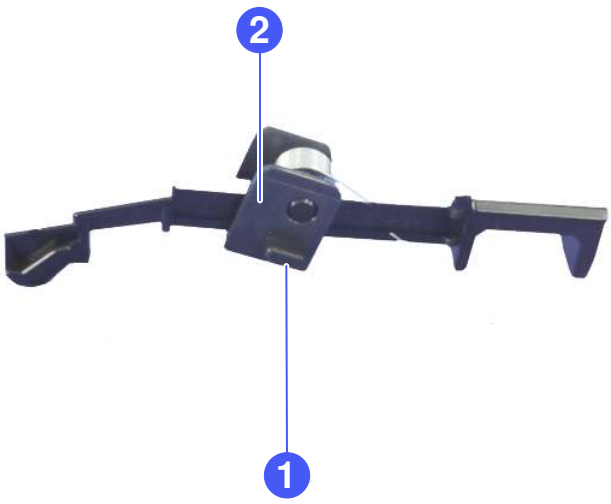


6. Release the tab (callout 1) and slide down the detection lever (callout 2) to remove it.

**Figure 4-1288 Remove the detector lever**

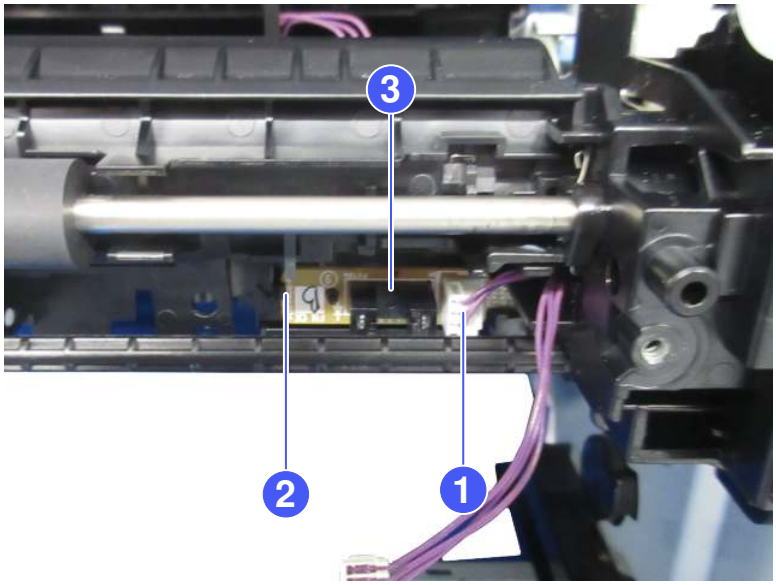



**NOTE:** Callout 1 in the following image shows the tab that needs to be released.



7. Disconnect the connector (callout 1), then release the tab (callout 2) to remove the pre-registration sensor PCA (callout 3).

**Figure 4-1289 Remove the surface 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: Cassette paper presence sensor PCA

This document provides the procedures to remove and replace the cassette paper presence sensor PCA.

Mean time to repair: 15 minutes

Service level: Moderate

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-75 Part information**

| Part number | Part description |
|---|---|
| RM3-8602-000CN | Paper sensor PCB assembly |

### Required tools

- Needle nose pliers
- #2 Phillips screwdriver with a magnetic tip

### After performing service

**Turn the printer off, and then turn the printer on.**

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

### Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

#### 1. Remove the front door assembly

Follow these steps to remove the front door assembly (Cartridge access door).

1. Disconnect the link part (callout 2) from the right side of the tray. (callout 1).

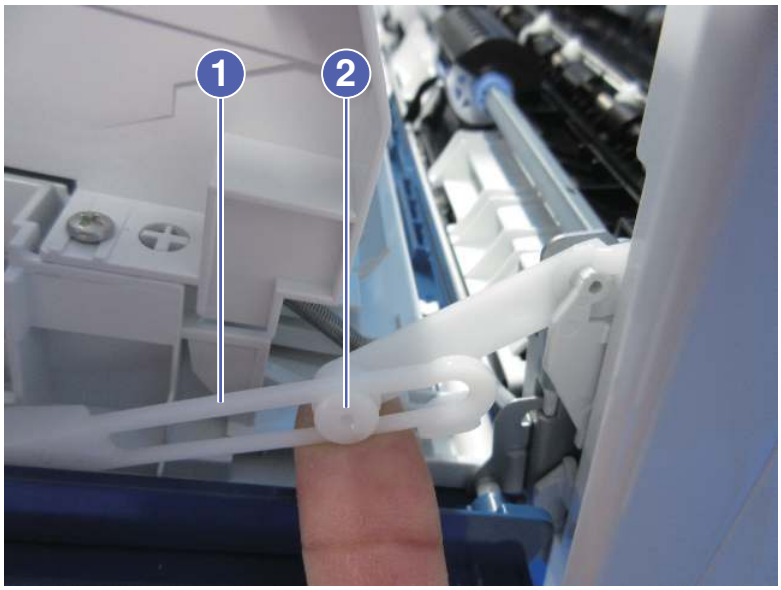
   Partially close the cover to allow access to remove link arm.

**NOTE:** Do not twist the link arm. Only use enough force to release engagement tab.

**Figure 4-1290 Link arm location**



**Figure 4-1291 Disconnect link arm**



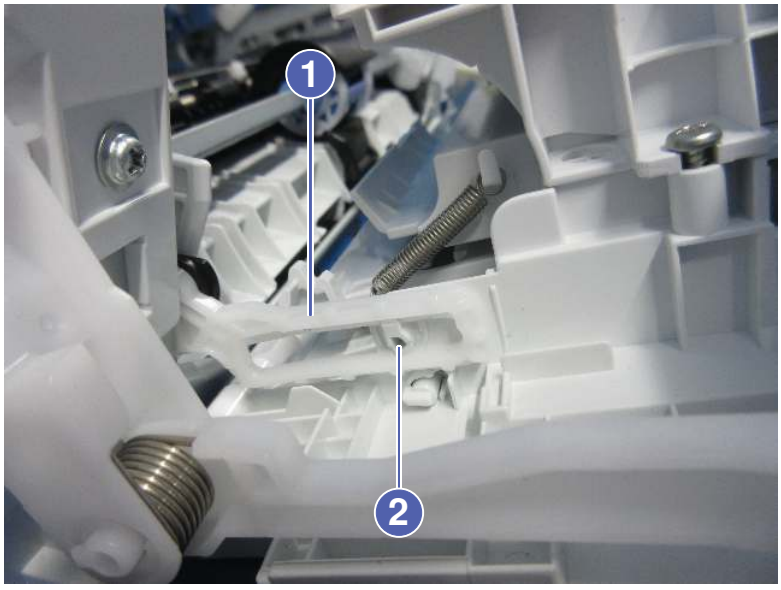
2. Locate the link part on the left side of the door.

**Figure 4-1292 Link arm location**



3. Partially close the door to position link arm tab (callout 2) in center of link arm (callout 1). Gently remove the lower part of the link arm from tab.

**Figure 4-1293 Disconnect link arm**



4. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1294 Link arm location**

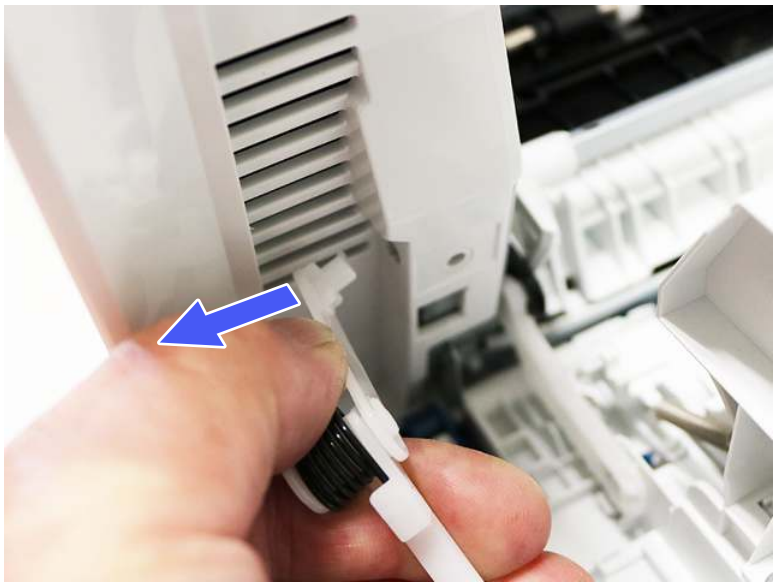



**NOTE:** The link arm tab on the arm must be aligned with the cutout.



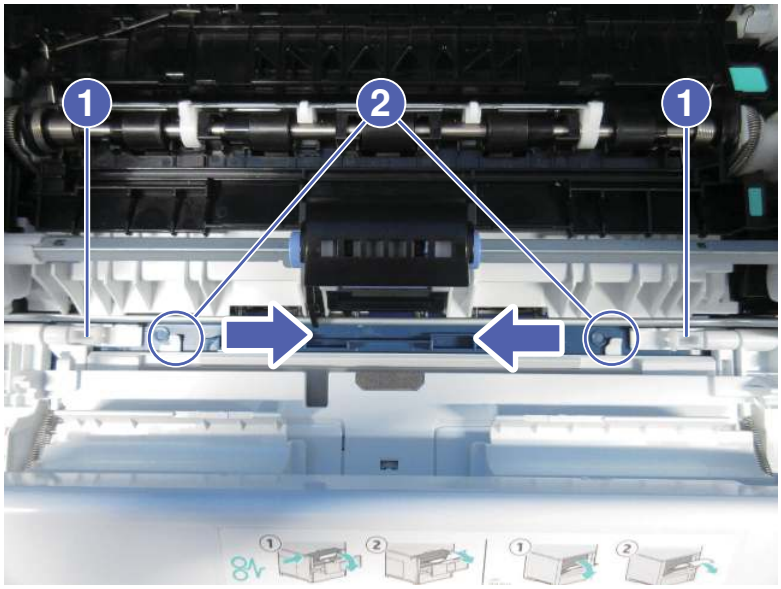
5. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**Figure 4-1295 Disengage the link arm**



6. Slide the right/left stoppers (callout 1) halfway to the positions shown by the arrows to release the door from the printer.

**Figure 4-1296 Release the stoppers**



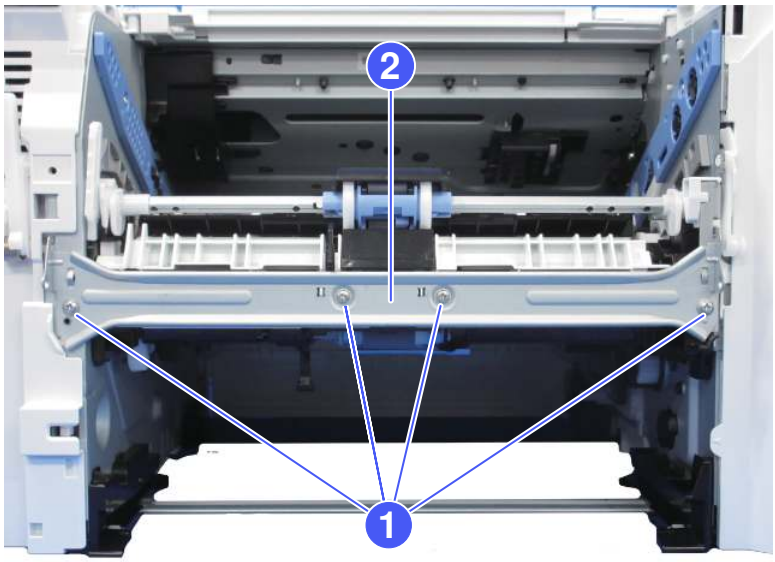

7. Remove the cartridge access door from the printer.

## 2. Remove the MP tray 1 paper presence PCA assembly

Follow these steps to remove the tray 1 paper presence PCA.

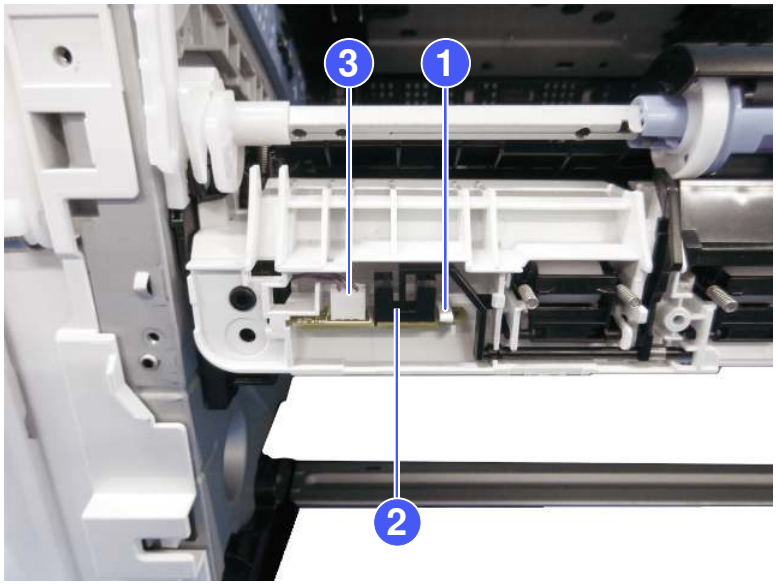
1. Remove four screws (callout 1) and then remove the plate (callout 2).

**Figure 4-1297 Remove the plate**




2. Release the tab (callout 1) and remove MP tray paper presence sensor PCA (callout 2). Disconnect the connector (callout 3) from MP tray paper presence sensor PCA.

**Figure 4-1298 Remove the PCA assembly**

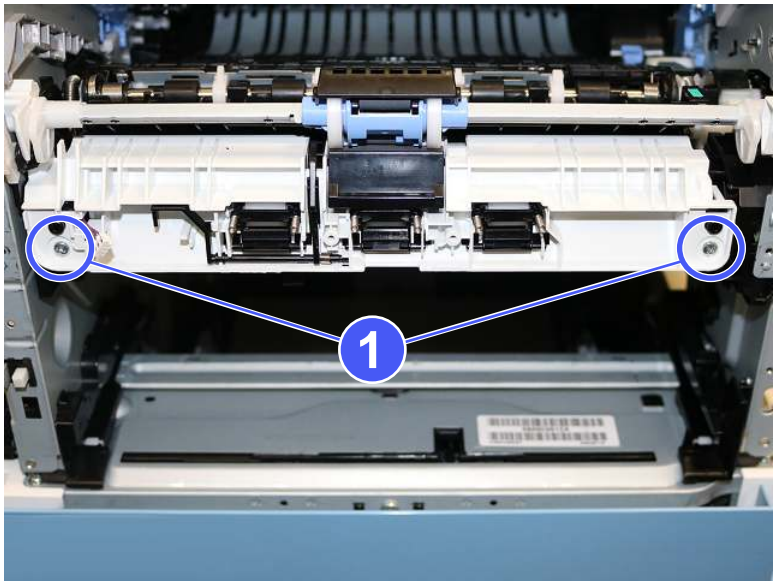



## 3. Remove the multipurpose roller frame

Follow these steps to remove the roller frame.

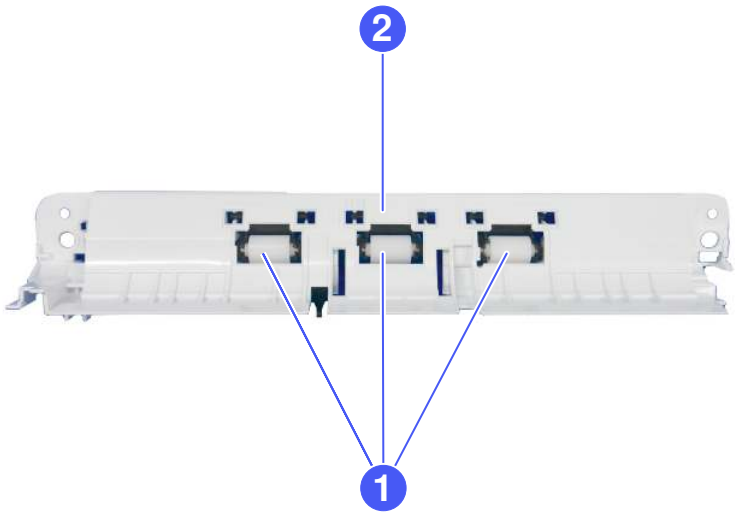
- Remove 2 screws (callout 1) and then remove the multipurpose roller frame.

**Figure 4-1299 Remove paper feed guide**




**NOTE:** When removing the paper feed guide, place the guide (callout 1) with the paper feed guide face up. Otherwise the idle rollers (callout 2) might fall off.

**Figure 4-1300 Place feed guide with face up**



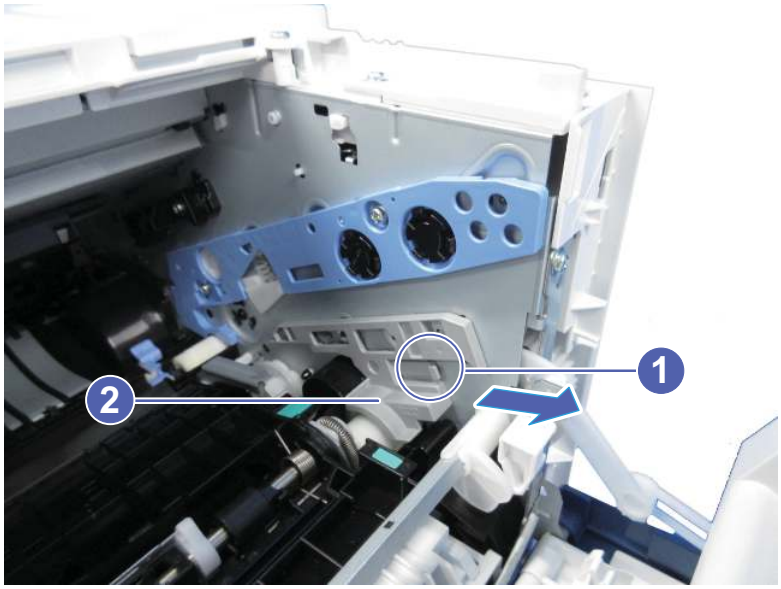

### 4. Remove the registration assembly

Follow these steps to remove the registration assembly.

1. Open the toner access door.

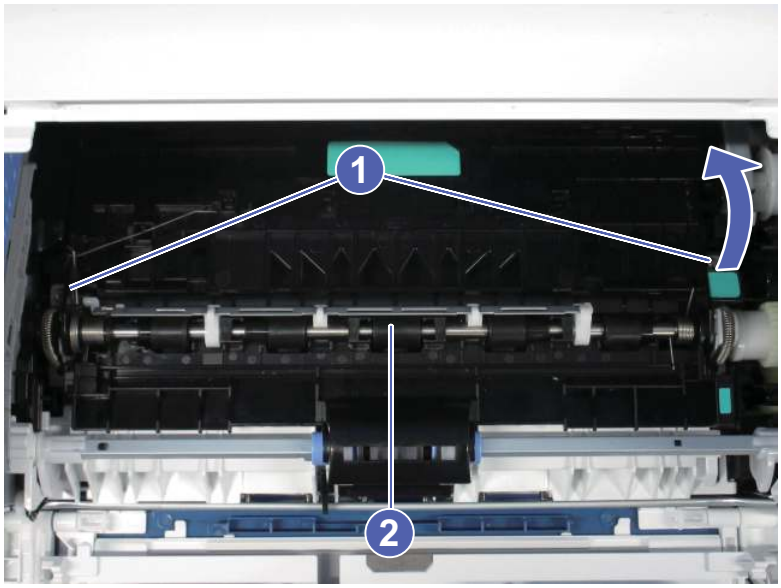
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-1301 Remove gear cover**




3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-1302 Remove registration assembly**




## 5. Remove the paper feed guide

Follow these steps when removing the paper feed guide.

- Remove 1 screw (callout 1) and then remove the feed guide.

**Figure 4-1303 Remove feed guide**

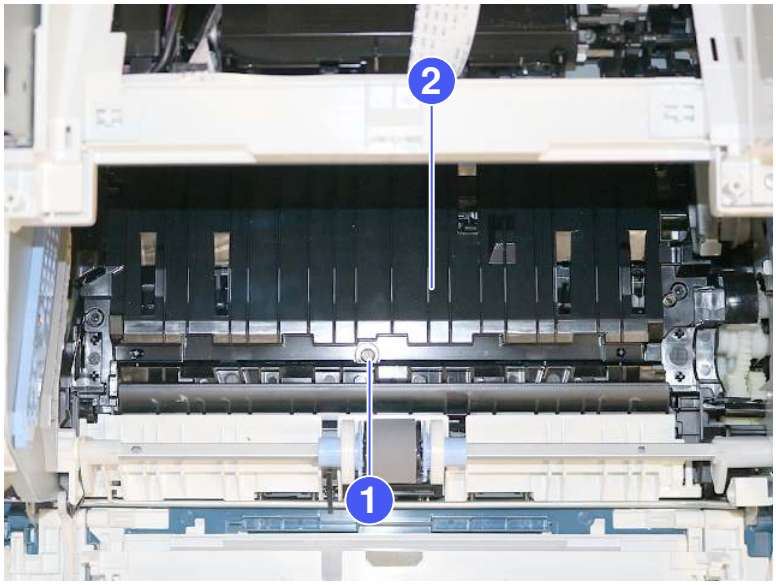



**Figure 4-1304 Lift up feed guide**

**NOTE:** If needed use a small flat blade screwdriver to gently lift the feed guide to remove it.



## 6. Remove the cassette paper presence sensor

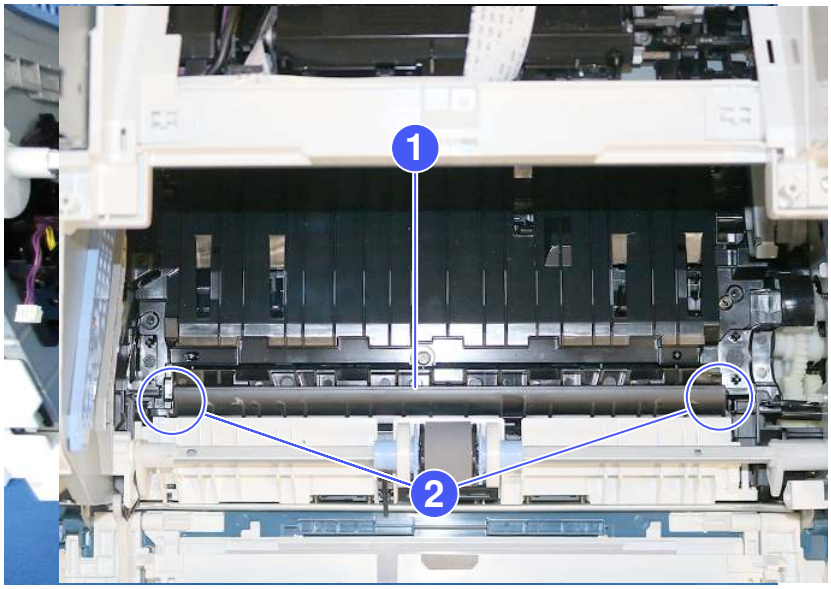
Follow these steps to remove the cassette paper presence sensor.

1. Remove the screw (callout 1).

**Figure 4-1305 Remove one screw**

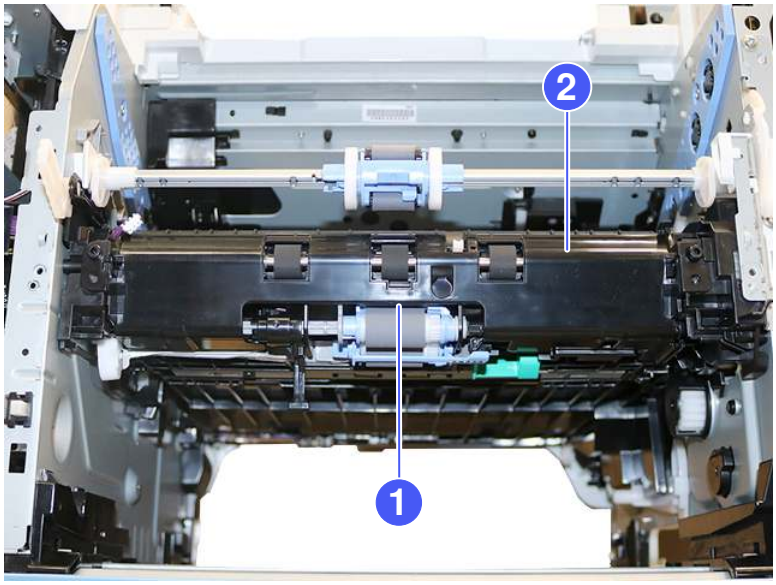
2. Flex the guide (callout 1) to remove the right and left bosses (callout 2) one by one and remove the guide.

**Figure 4-1306 Remove the guide**



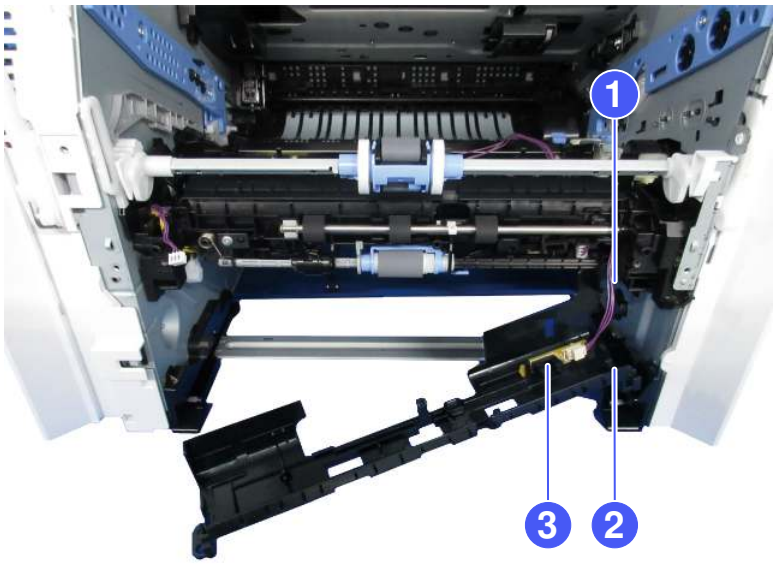

3. Release the tab (callout 1) to remove the inner guide (callout 2).

**Figure 4-1307 Remove the inner guide**



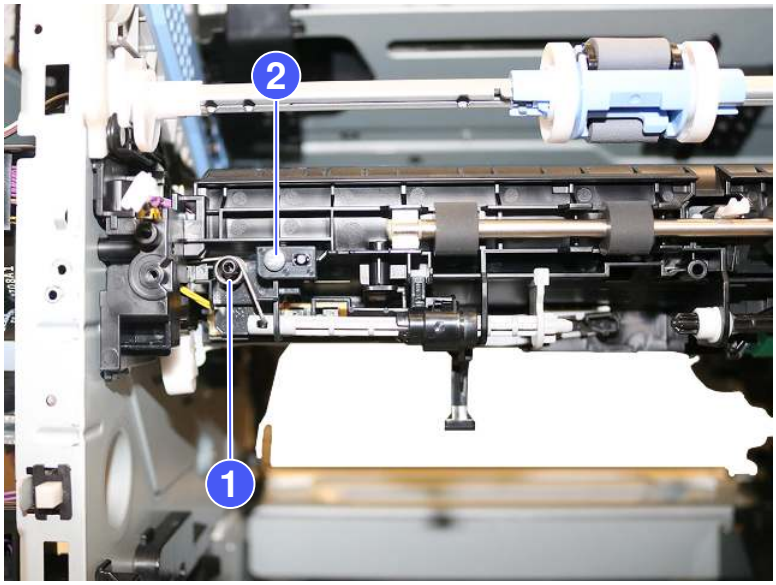
4. While straightening the loose cable (callout 1), lower the guide (callout 2).

**Figure 4-1308 Remove the inner guide**



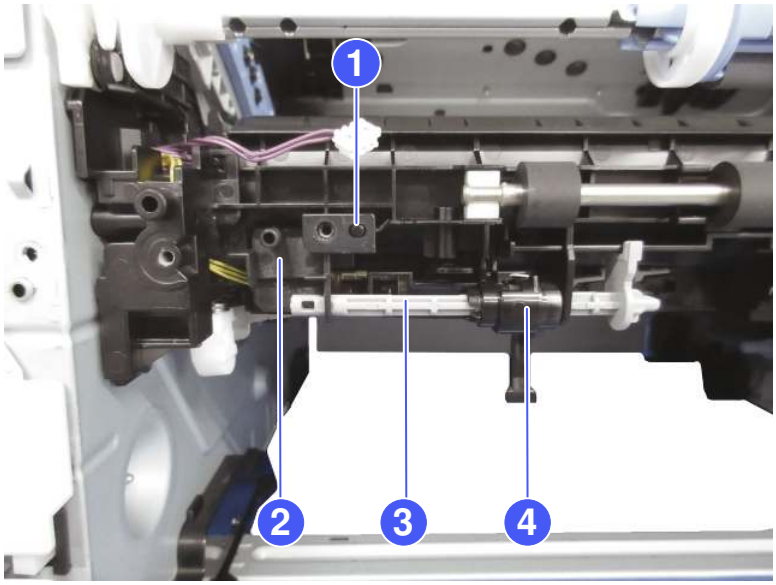

5. Remove the spring (callout 1) and remove the screw (callout 2).

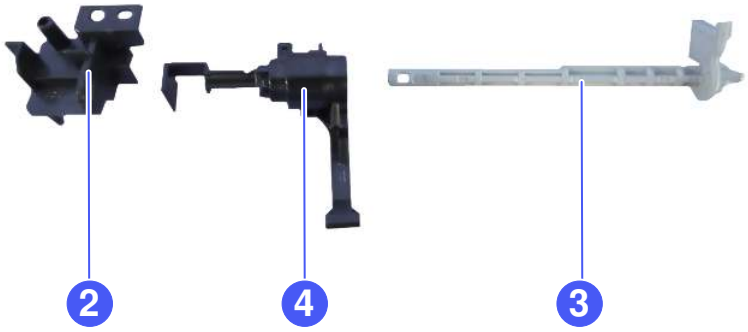
**Figure 4-1309 Remove spring and one screw**



6. Remove the boss (callout 1). Remove the bushing (callout 2), the shaft (callout 3), and the detection lever (callout 4).

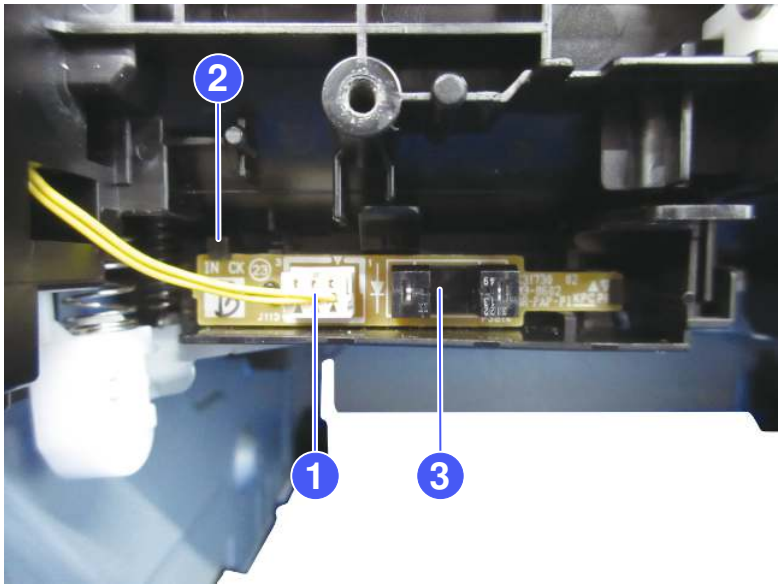
**Figure 4-1310 Remove the shaft**



7. Disconnect the connector (callout 1) and release the tab (callout 2) to remove the cassette paper presence sensor PCA (callout 3).

**Figure 4-1311 Remove sensor PCA**




## 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 width sensor PCA

This document provides the procedures to remove and replace the paper width sensor PCA.

Mean time to repair: 6 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

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

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

**Table 4-76 Part information**

| Part number | Part description |
|---|---|
| RM3-8870-000CN | Paper sensor PCB assembly |

### Required tools

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

### After performing service

#### Turn the printer power on

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

### Post service test

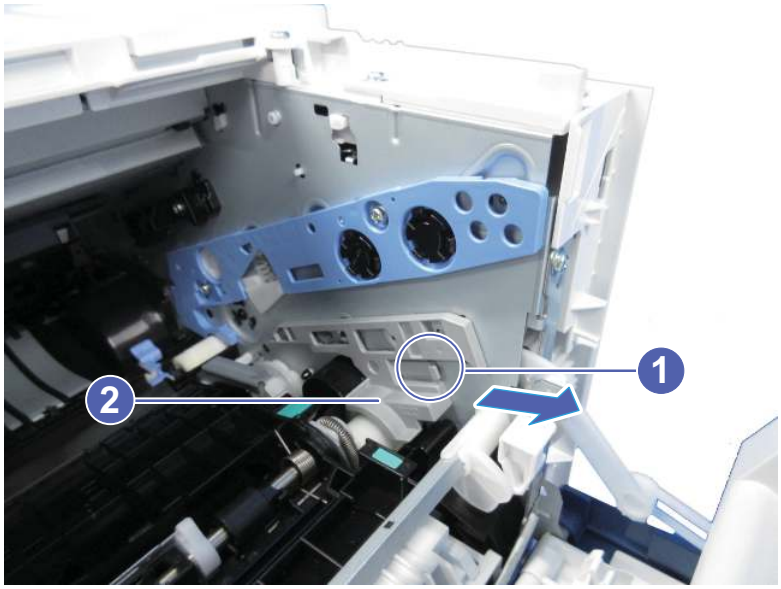
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

#### 1. Remove the registration assembly

Follow these steps to remove the registration assembly.

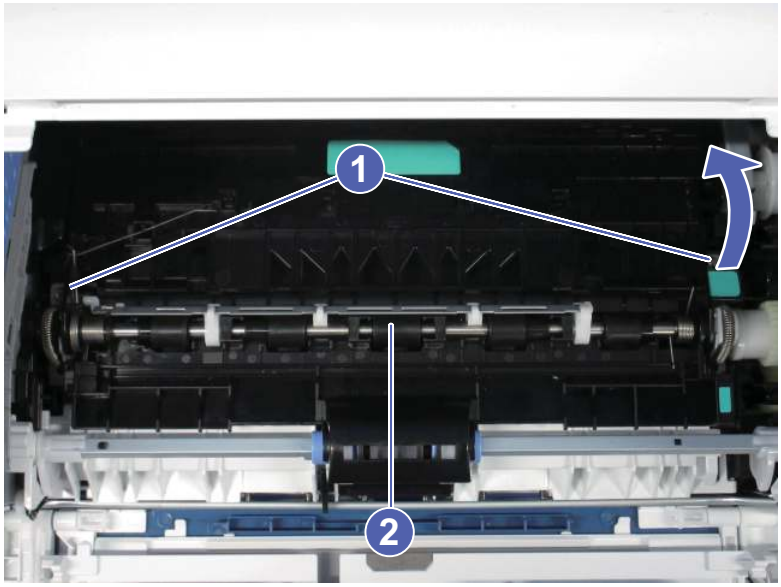
1. Open the toner access door.
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-1312 Remove gear cover**




3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-1313 Remove registration assembly**




## 2. Remove the paper width PCA

Follow these steps when removing the paper width PCA.

1. Remove 1 screw (callout 1) and then remove the feed guide.

**Figure 4-1314 Remove feed guide**

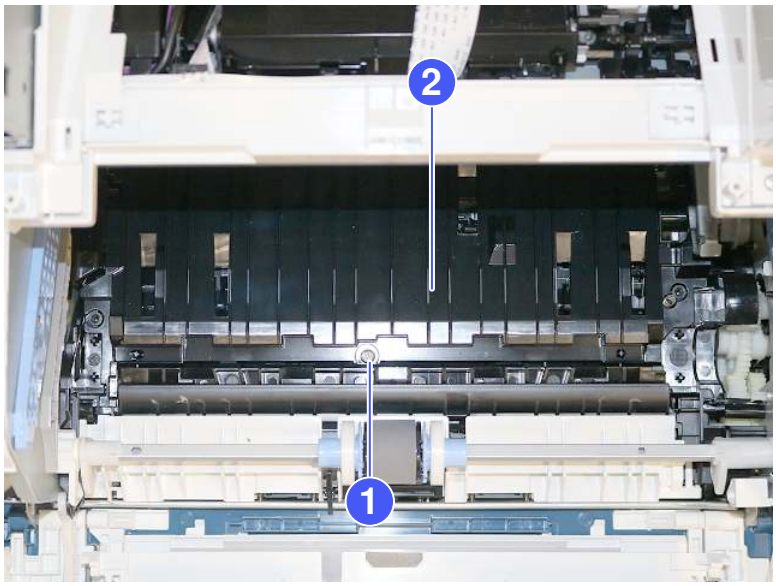



**Figure 4-1315 Lift up feed guide**

**NOTE:** If needed, use a small flat blade screwdriver to gently lift the feed guide to remove it.



2. Disconnect the connector (callout 1) and release the tab (callout 2) to remove the paper width sensor PCA (callout 3)

**Figure 4-1316 PCA location**

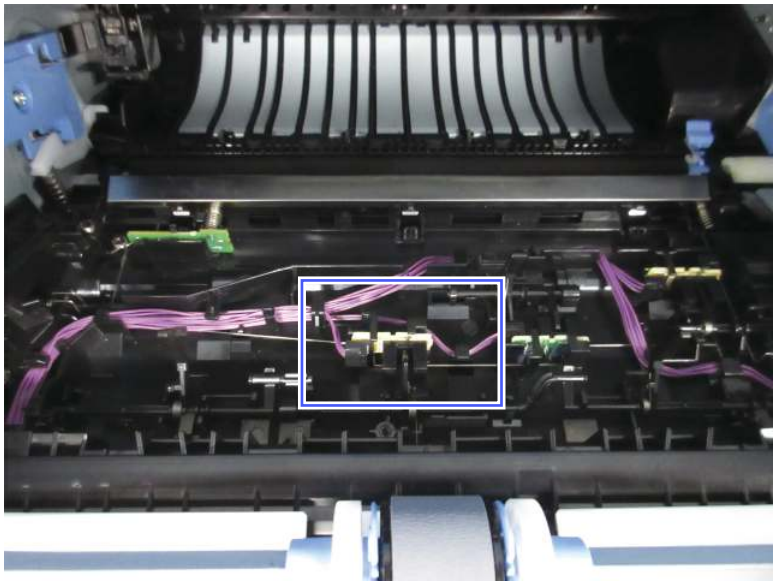
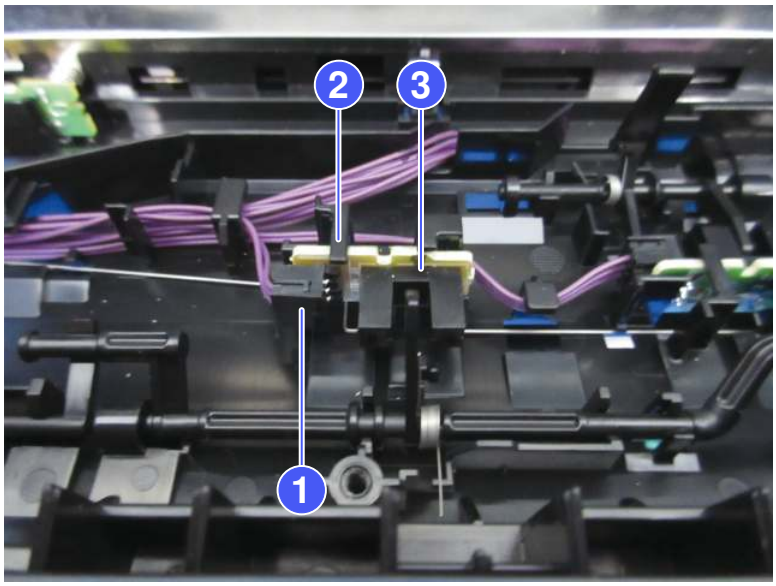


**Figure 4-1317 Remove the PCA**




### 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: Registration sensor PCA

This document provides the procedures to remove and replace the registration sensor PCA.

Mean time to repair: 6 minutes

Service level: Basic

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

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-77 Part information**

| Part number | Part description |
|---|---|
| RM3-8870-000CN | Paper sensor PCB assembly |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

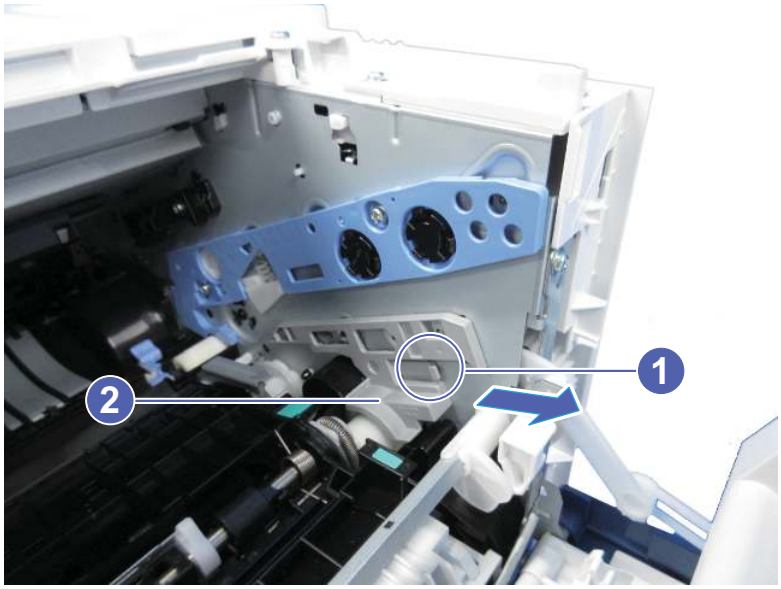
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the registration assembly

Follow these steps to remove the registration assembly.

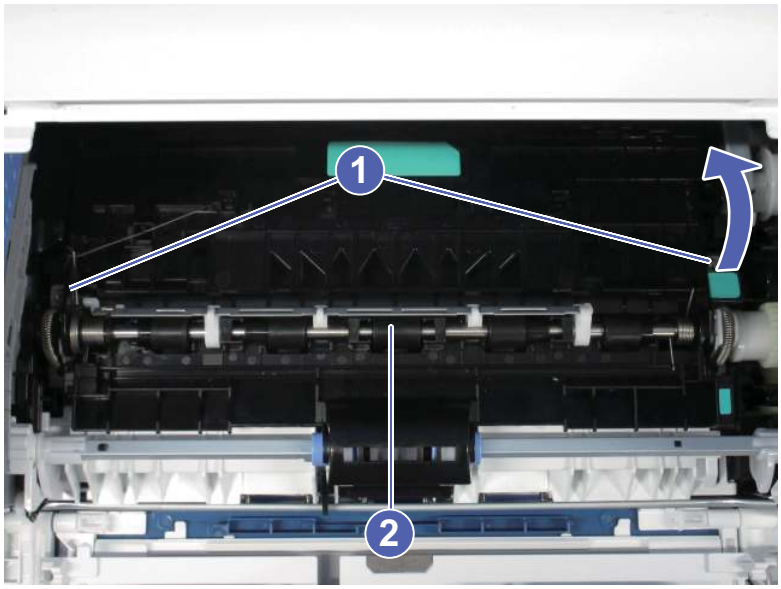
1. Open the toner access door.
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-1318 Remove gear cover**



3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-1319 Remove registration assembly**




## 2. Remove the registration sensor PCA

Follow these steps when removing the registration PCA.

1. Remove 1 screw (callout 1) and then remove the feed guide.

**Figure 4-1320 Remove feed guide**

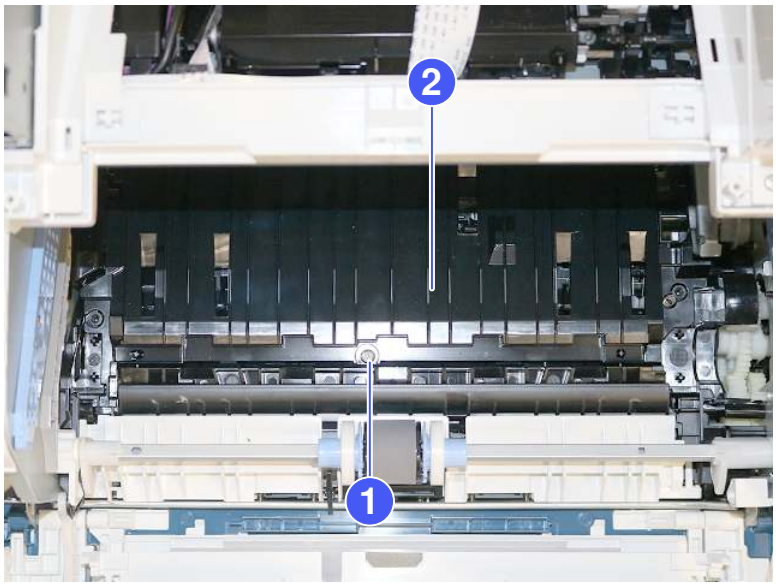



**Figure 4-1321 Lift up feed guide**

**NOTE:** If needed use a small flat blade screwdriver to gently lift the feed guide to remove it.



2. Disconnect the connector (callout 1), then release the tab (callout 2) to remove the registration sensor PCA (callout 3)

**Figure 4-1322 PCA location**

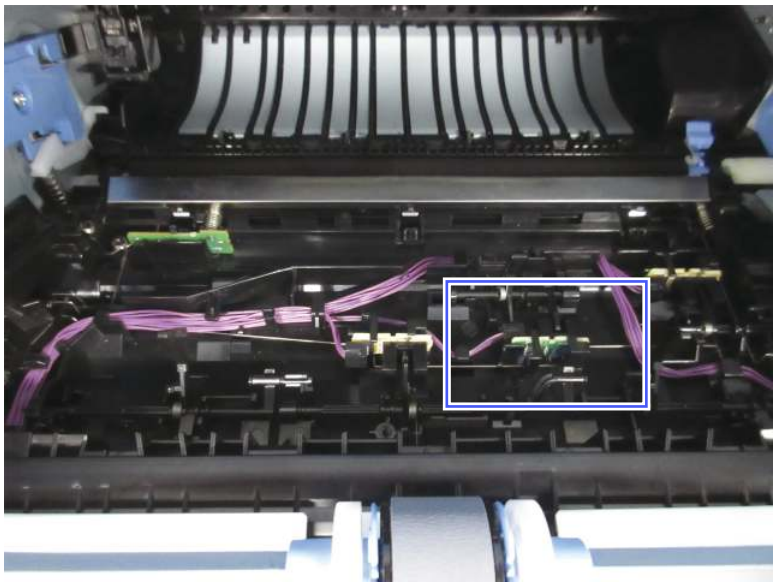
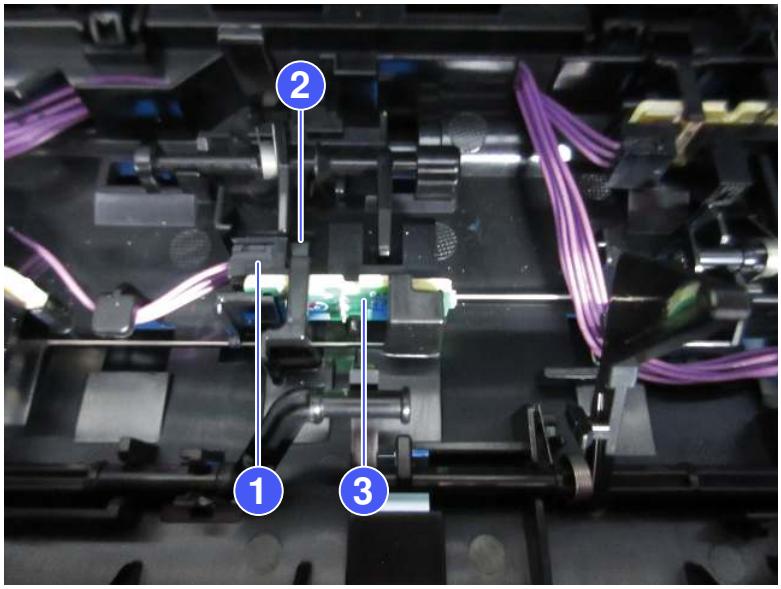


**Figure 4-1323 Remove the PCA**




### 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: Duplex feed sensor PCA

This document provides the procedures to remove and replace the duplex feed sensor PCA.

Mean time to repair: 4 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-78 Part information**

| Part number | Part description |
|---|---|
| RM3-8789-000CN | Paper sensor PCB assembly |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### Remove the duplexing guide assembly

Follow these steps to remove the duplexing guide assembly.

1. Remove tray 2.

2. Open the cassette rear cover.

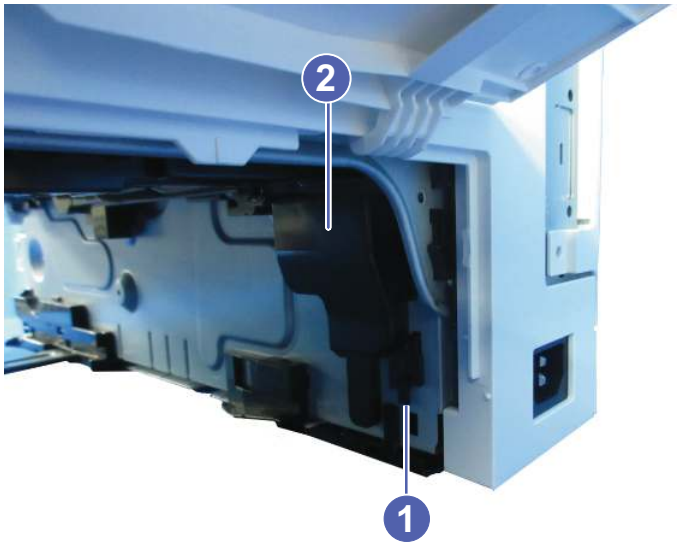
**Figure 4-1324 Open cassette rear cover**



3. Unhook one tab (callout 1). Then slide the cable cover (callout 2) downward to remove it.

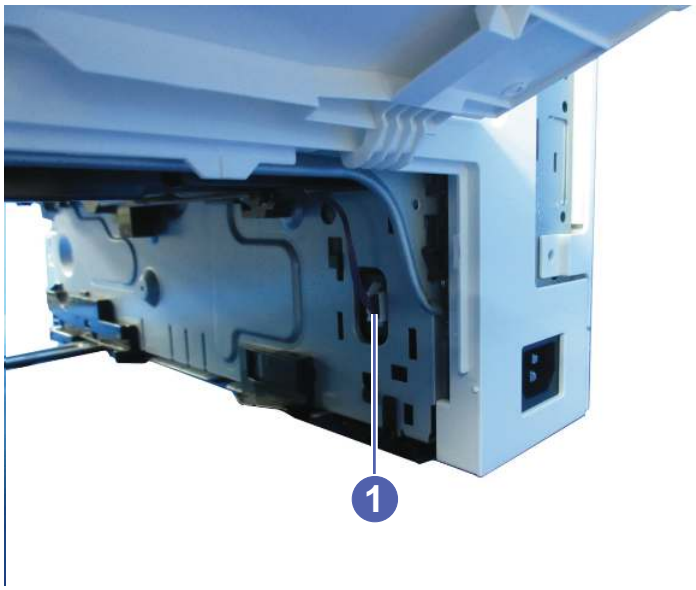
**NOTE:** Access the cable cover from the rear left of the printer under the duct cover.

**Figure 4-1325 Access cable cover**



4. Disconnect one connector (callout 1).

**Figure 4-1326 Disconnect one connector**




5. Remove two springs (callout 1). Remove the securing clip (callout 2).

**Figure 4-1327 Springs and clip location**

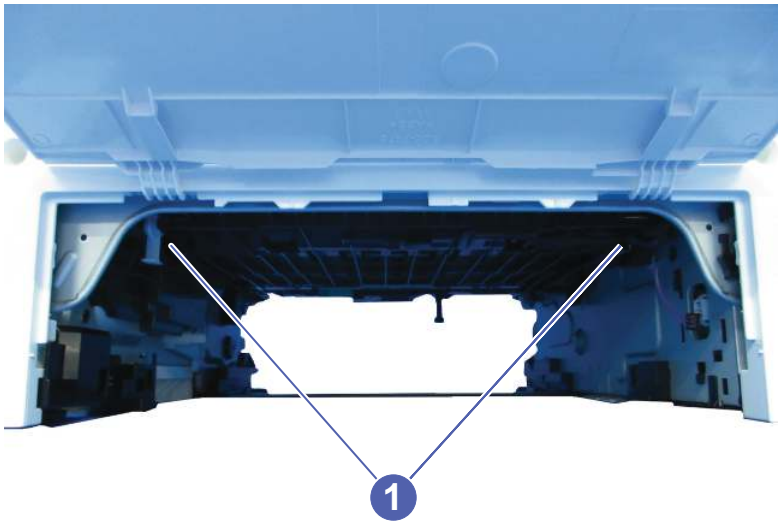


**Figure 4-1328** Remove spring

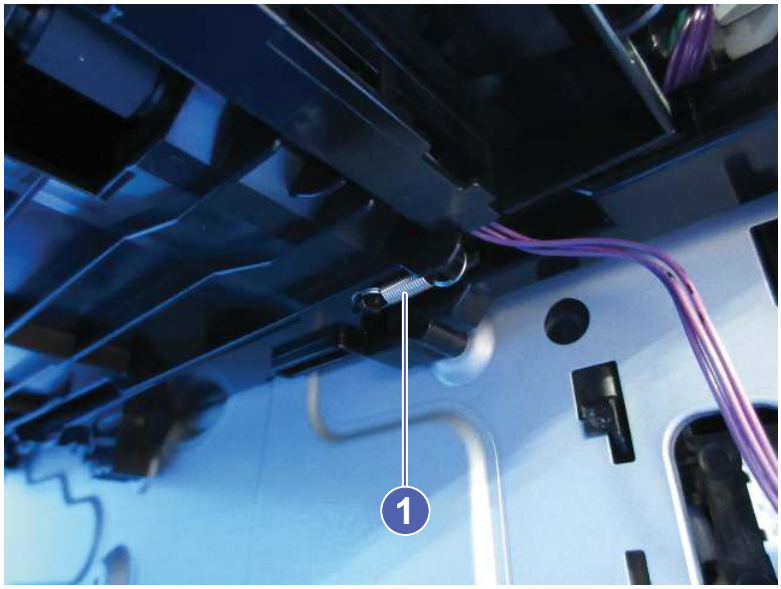
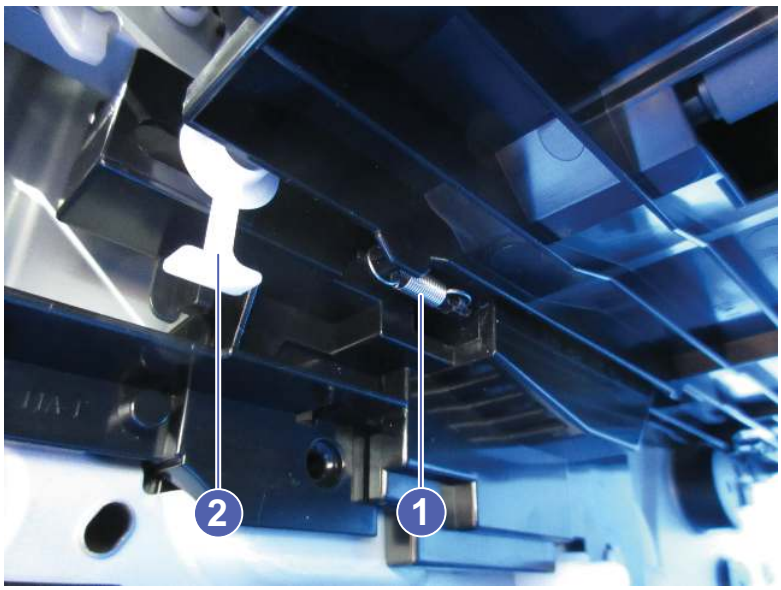
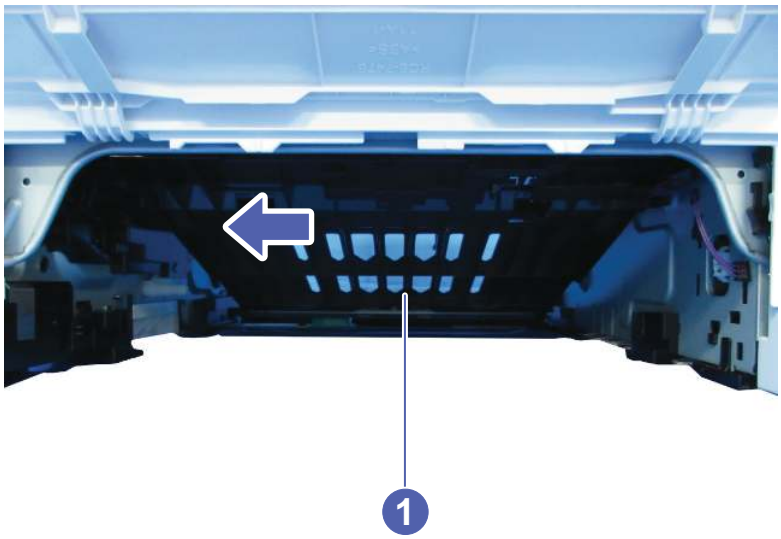



**Figure 4-1329** Remove spring and clip



6. Slide the duplexing guide assembly (callout 1) in the direction of the arrow to remove it.

**Figure 4-1330 Slide assembly to remove**

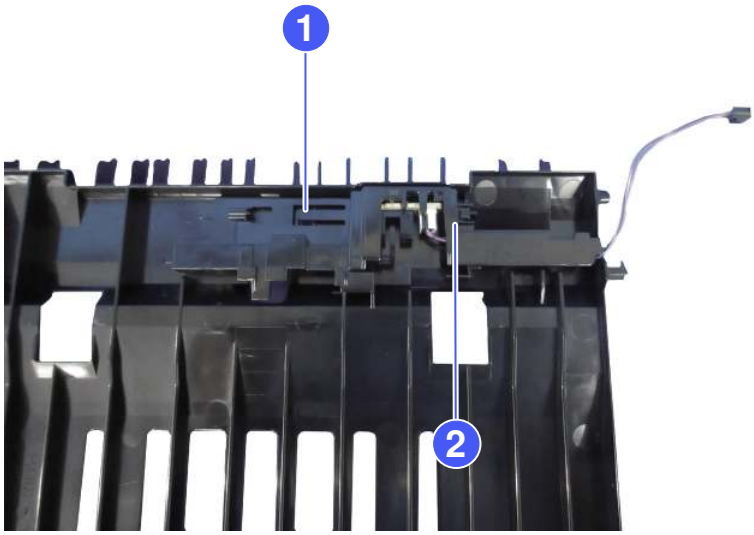



## Remove the pre transfer guide PCA assembly

Follow these steps when removing the pre transfer guide PCA.

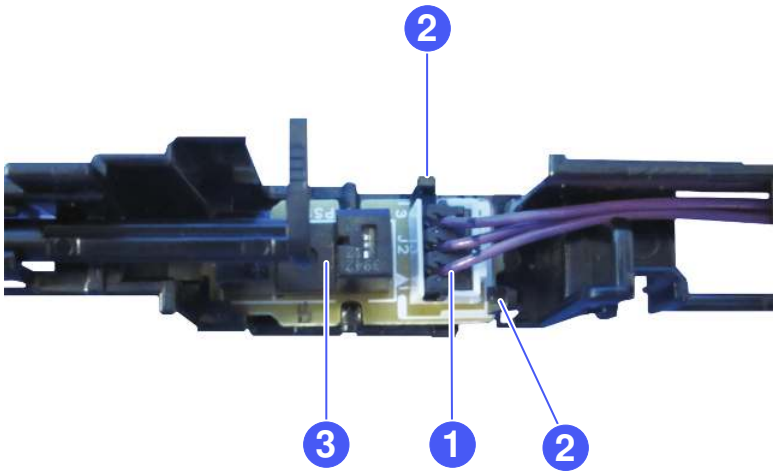
1. Release the tab (callout 1) and slide the sensor holder (callout 2) to the left to remove it.

**Figure 4-1331 Remove the sensor holder**



2. Disconnect the connector (callout 1)then release 2 tabs (callout 2) to remove the duplex feed sensor PCA (callout 3).

**Figure 4-1332 Remove the sensor 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.

## Installing the duplex guide assembly

Follow these steps to install the duplex guide assembly.

1. When the duplexing guide assembly is installed, one of the springs (callout 1) should be first assembled to the printer, and then the other spring is mounted to the printer.

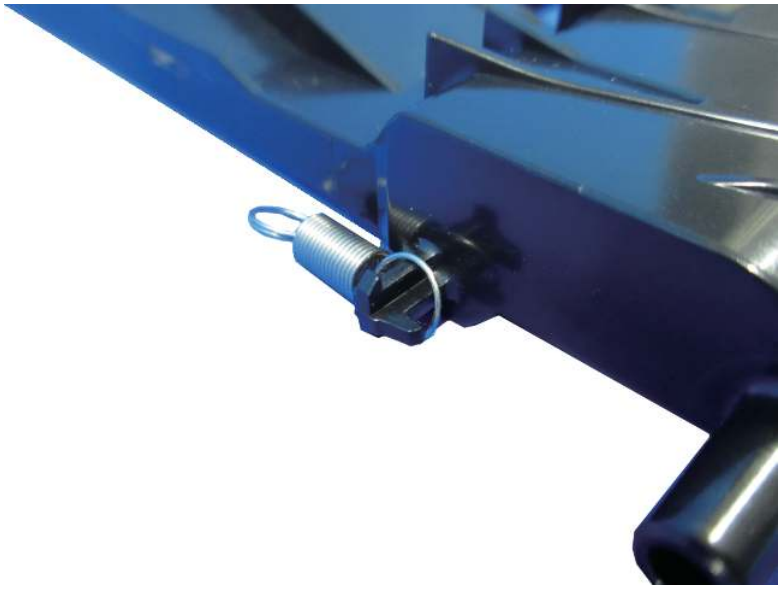
**Figure 4-1333 Springs (callout 1) before installing the duplexing guide assembly to the printer**




**Figure 4-1334 Spring location**



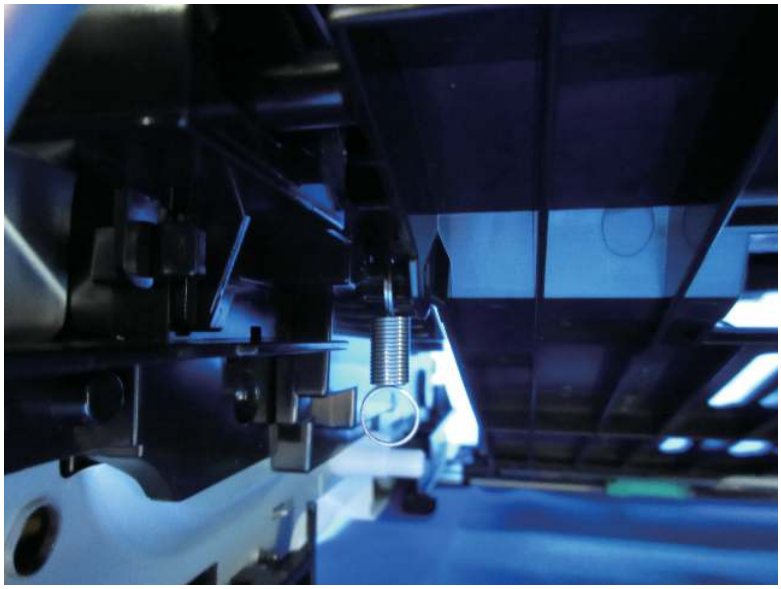
**Figure 4-1335 Spring location**

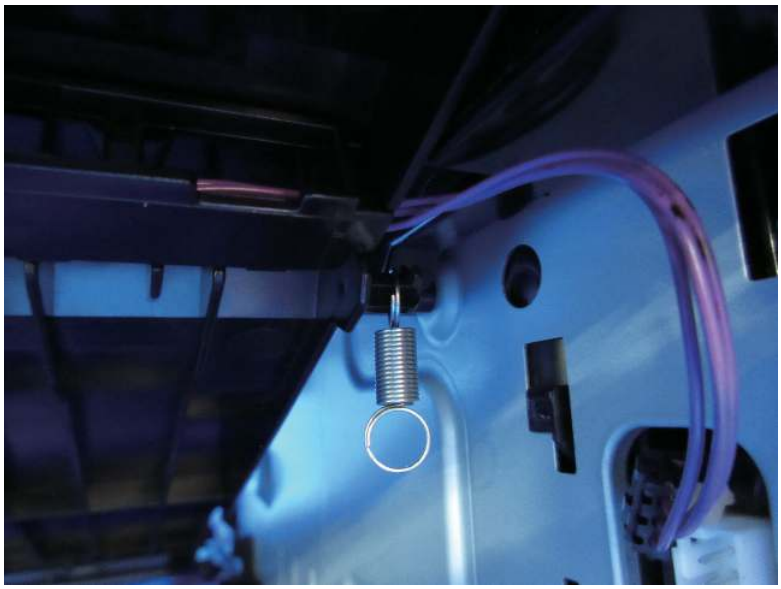


2. Locating the spring for the duplex guide assembly when installing.



**Figure 4-1336 Installing the springs**





## Removal and replacement: Developer sensor PCA

This document provides the procedures to remove and replace the developing sensor PCA.

Mean time to repair: 6 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-79 Part information**

| Part number | Part description |
|---|---|
| RM3-8870-000CN | Paper sensor PCB assembly |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screw driver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

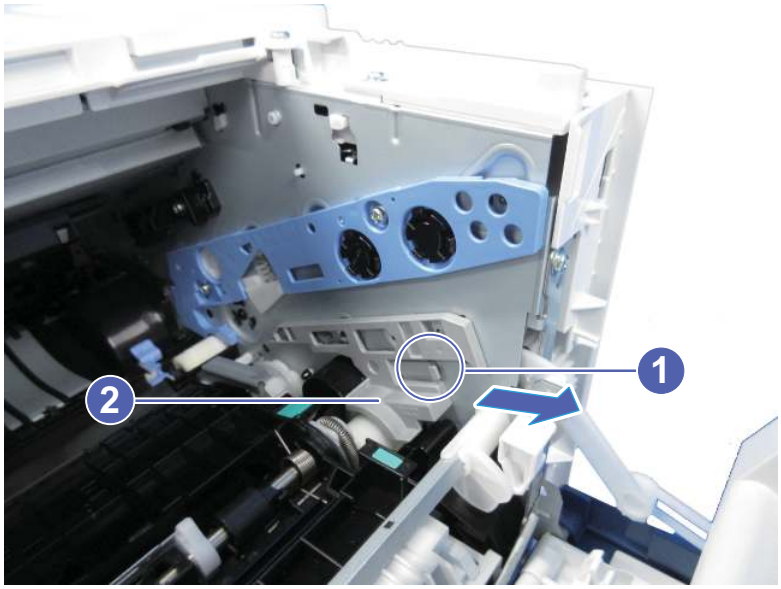
## 1. Remove the registration assembly

Follow these steps to remove the registration assembly.

1. Open the toner access door.

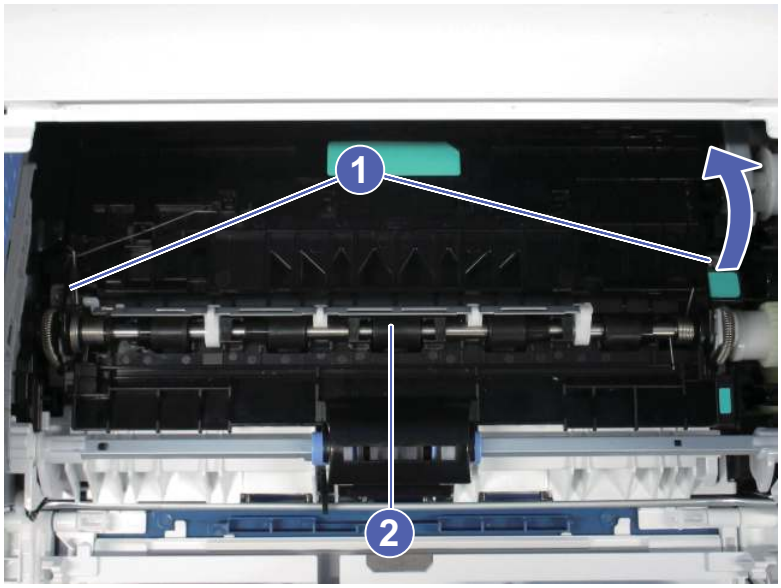
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-1337 Remove gear cover**




3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-1338 Remove registration assembly**




## 2. Remove the developing sensor PCA

Follow these steps when removing the developing sensor PCA.

1. Remove 1 screw (callout 1) and then remove the feed guide.

**Figure 4-1339 Remove feed guide**

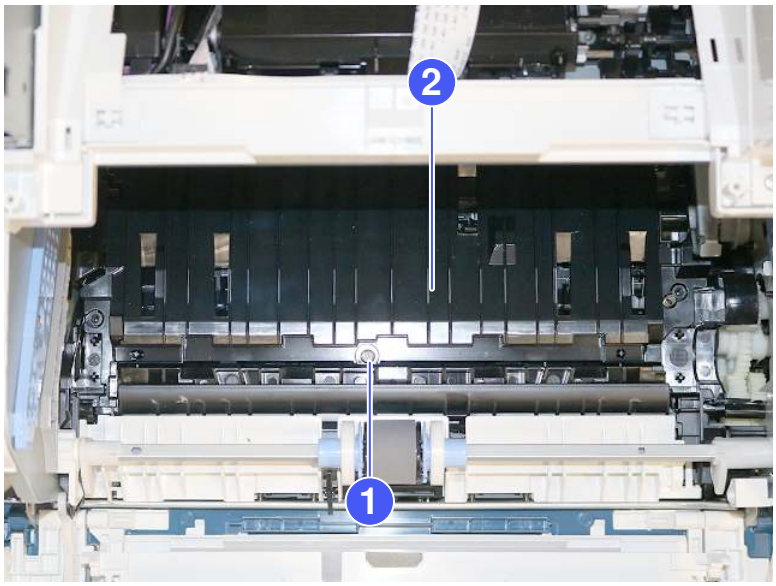



**Figure 4-1340 Lift up feed guide**

**NOTE:** If needed, use a small flat blade screwdriver to gently lift the feed guide to remove it.



2. Disconnect the connector (callout 1), then release the tab (callout 2) to remove the developing sensor PCA (callout 3)

**Figure 4-1341 PCA location**

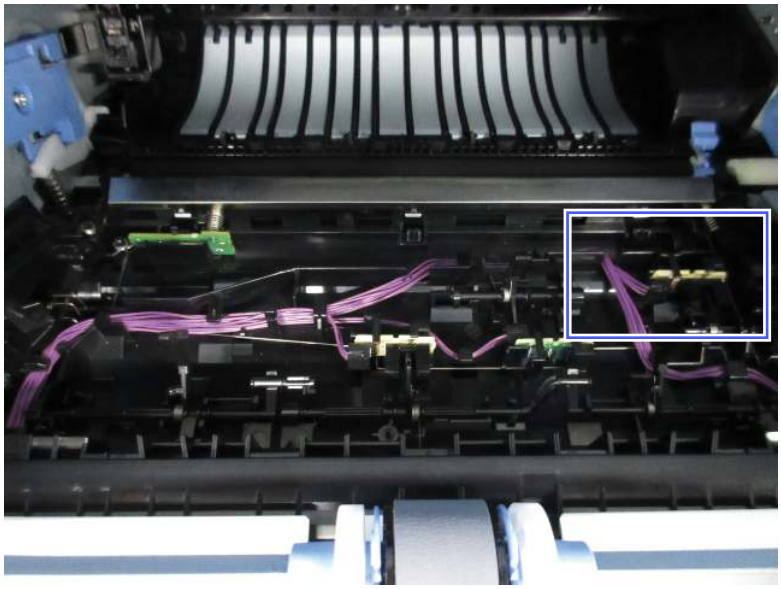
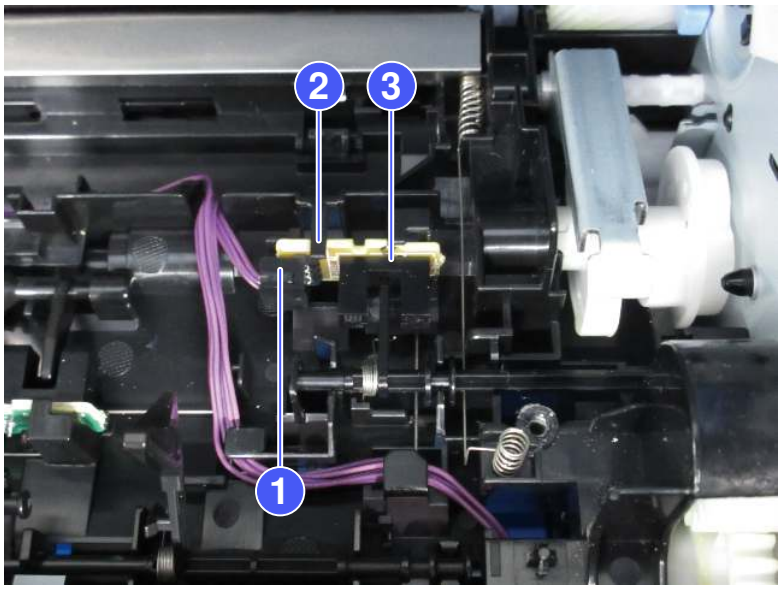


**Figure 4-1342 Remove the PCA**




### 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: Pre transfer guide PCA assembly

This document provides the procedures to remove and replace the pre transfer guide PCA assembly.

Mean time to repair: 5 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-80 Part information**

| Part number | Part description |
|---|---|
| **RM3-8837-000CN** | Pre-transfer guide PCB assembly |

### Required tools

- #2 Phillips 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

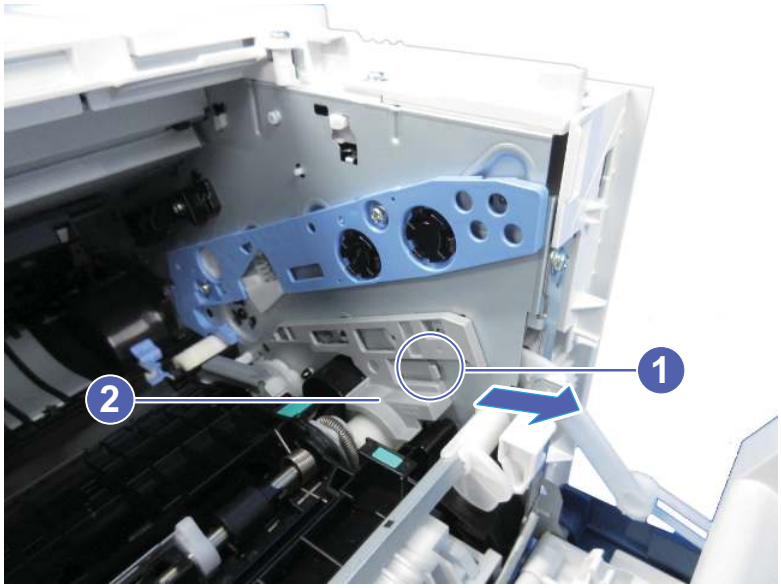
Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the registration assembly

Follow these steps to remove the registration assembly.

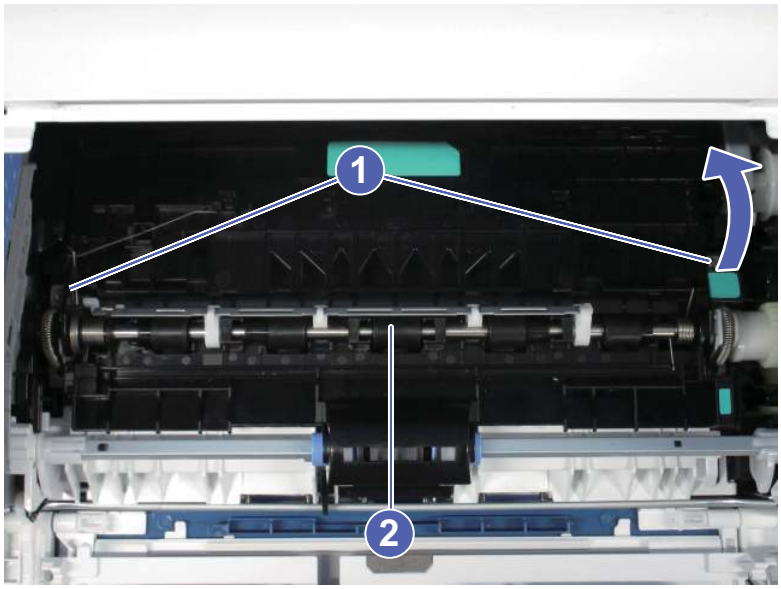
1. Open the toner access door.
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-1343 Remove gear cover**



3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-1344 Remove registration assembly**




## 2. Remove the pretransfer guide PCA assembly

Follow these steps when removing the pretransfer guide PCA.

1. Remove 1 screw (callout 1) and then remove the feed guide.

**Figure 4-1345 Remove feed guide**

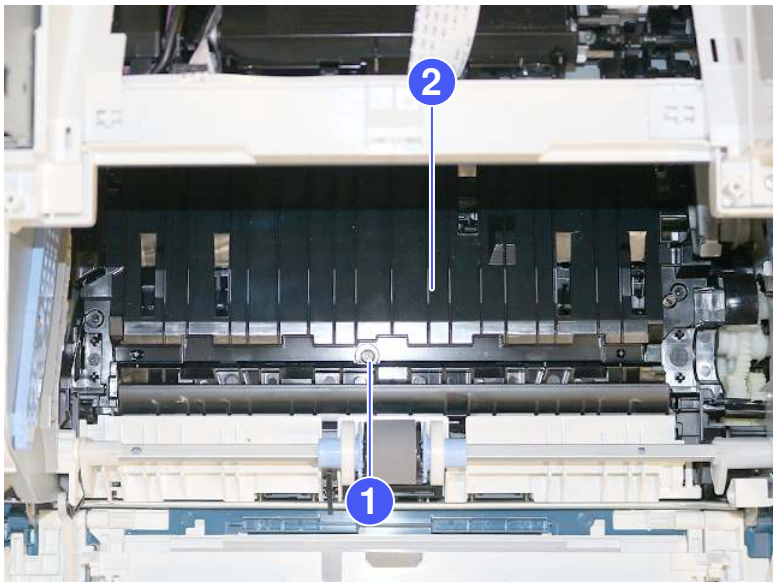



**Figure 4-1346 Lift up feed guide**

**NOTE:** If needed, use a small flat blade screwdriver to gently lift the feed guide to remove it.

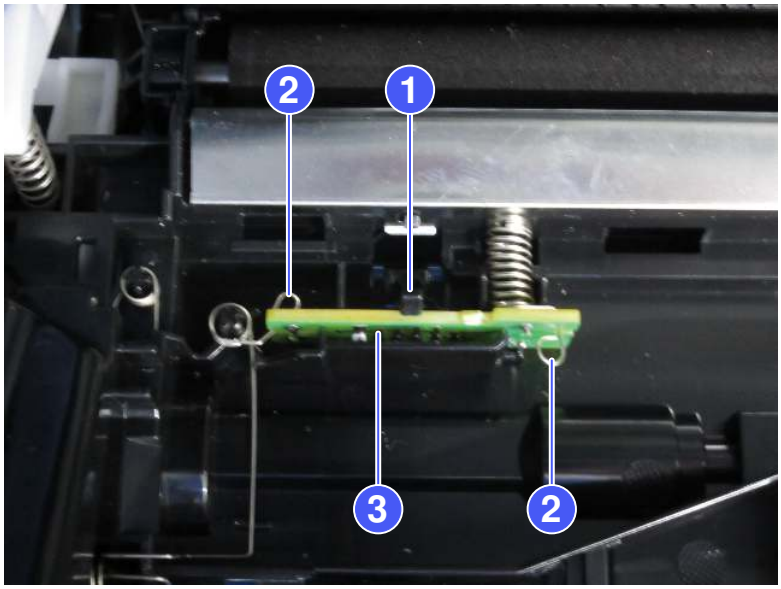


2. Release one holding tab (callout 1), then remove two spring legs (callout 2) and remove the pretransfer guide PCA assembly (callout 3).

**Figure 4-1347 PCA location**



**Figure 4-1348 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: Fixing bias PCA assembly 5501, 5502, X50352, X50452

This document provides the procedures to remove and replace the fixing bias PCA.

Mean time to repair: 26 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-81 Part information**

| Part number | Part description |
|---|---|
| RM3-8838-000CN | Fixing bias PCB assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

Send a print job to the printer.

## Remove the formatter cover (SFP)

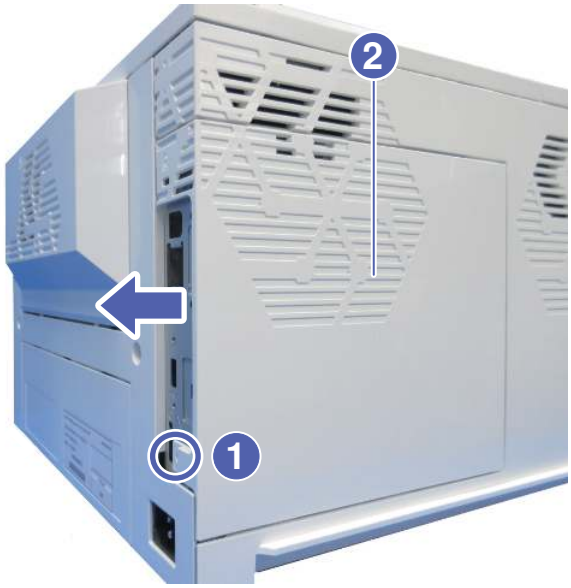
Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:

  a. On the formatter cover, remove 1 screw (callout 1).

  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1349 Remove the formatter cover**




## Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1350 Link arm location**

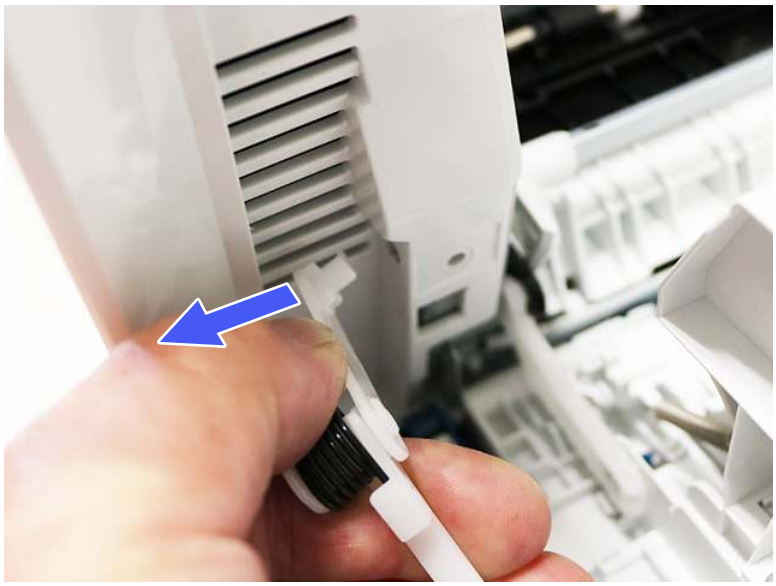


2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1351 Disengage the link arm**



## Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1352 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1353 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1354 Unhook one tab**

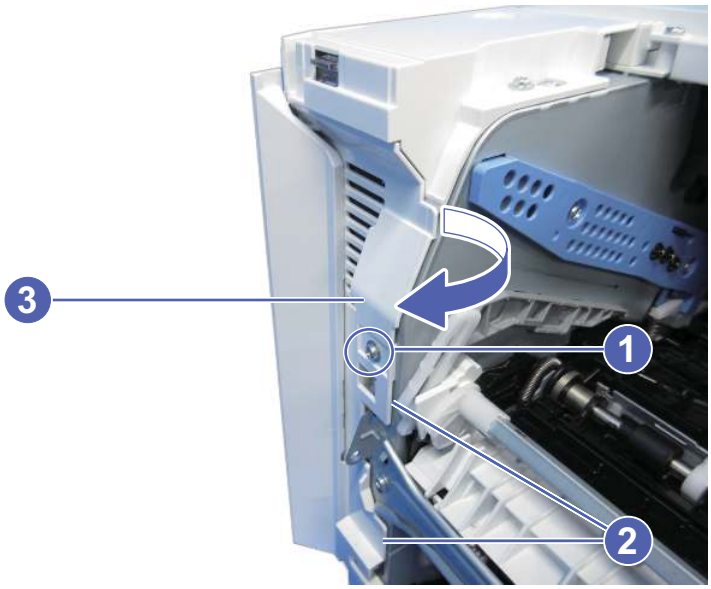



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1355 Remove one screw**



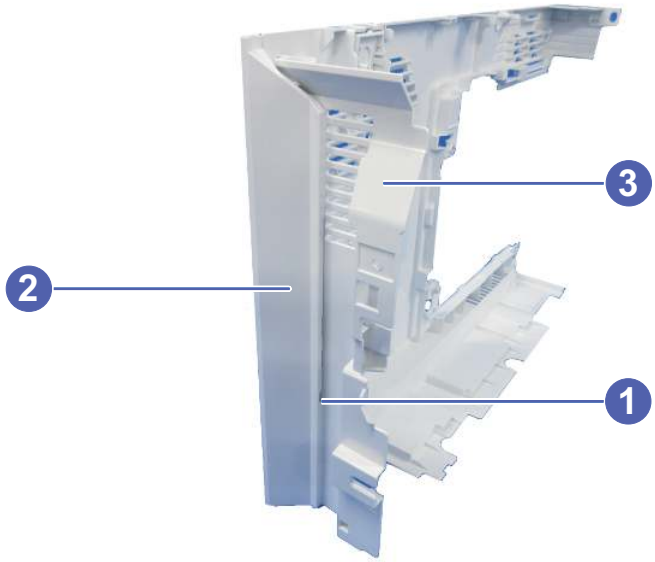

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

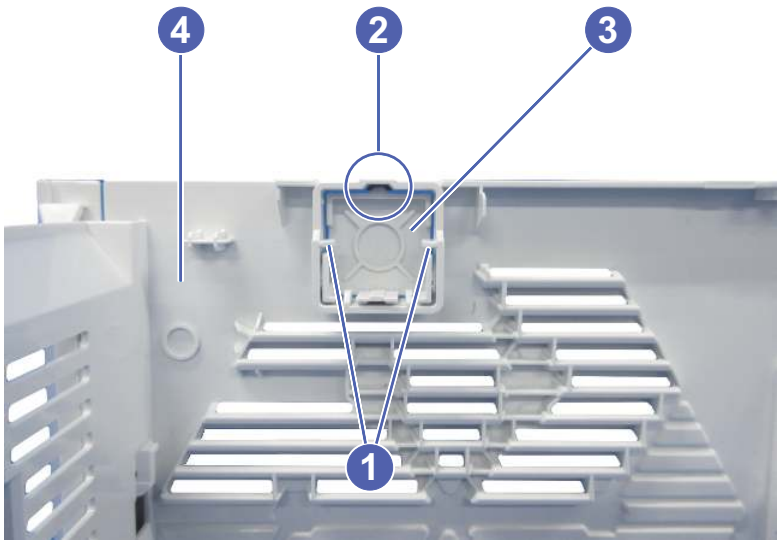
**Figure 4-1356 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1357 Remove door button**

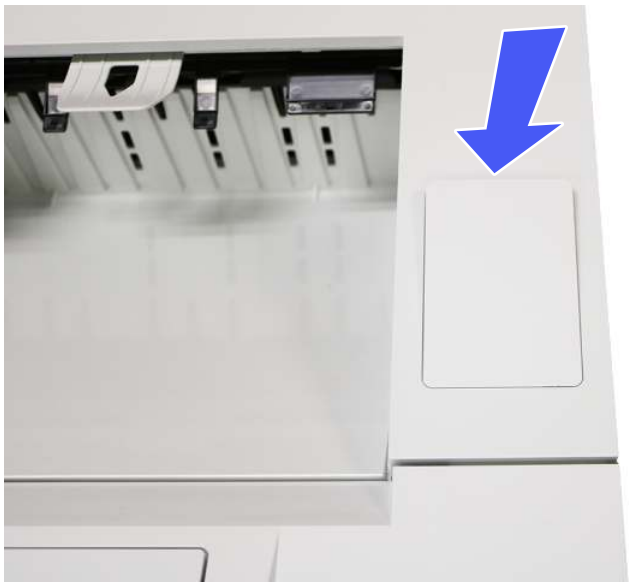



## Remove the HIP cover

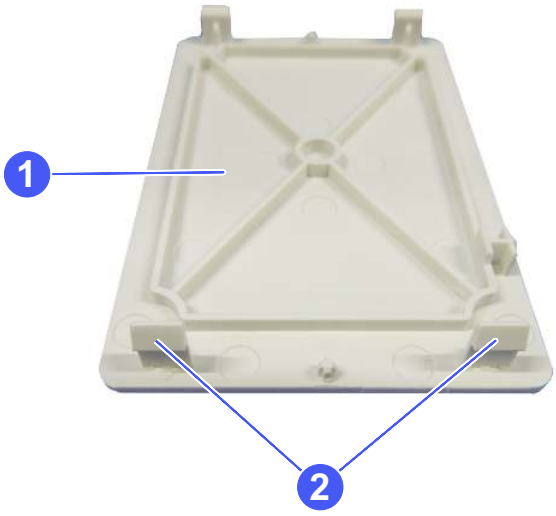
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-1358 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




### Remove the control panel (SFP)

Follow these steps to remove the control panel.

1. To remove the control panel PCA cover, use a small flat blade screwdriver to pry up the rear side.

**Figure 4-1359 Remove the cover**



2. Disconnect the FFC.

**Figure 4-1360 Disconnect the FFC**



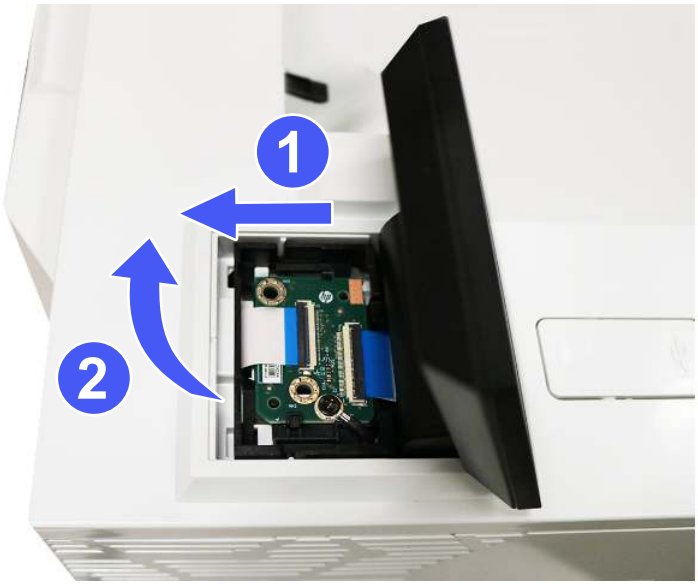
3. Remove one screw (callout 1).

**Figure 4-1361 Remove the screw**



4. Slide the control panel assembly back (callout 1) then rotate it up and out from the printer (callout 2).

**Figure 4-1362 Remove the control panel**

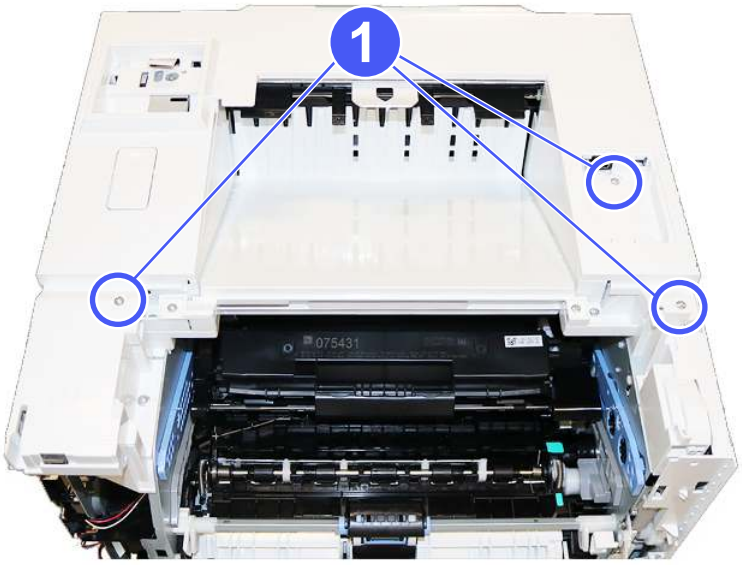



## Remove the top cover

Follow these steps to remove the top cover.

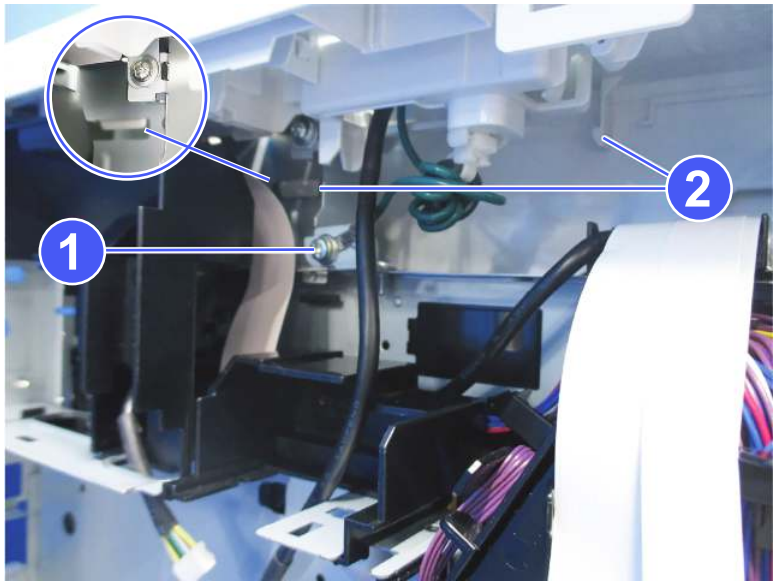
1. Remove three screws (callout 1).

**Figure 4-1363 Remove three screws**




2. Remove one screw (callout 1) and then unhook the two tabs (callout 2).

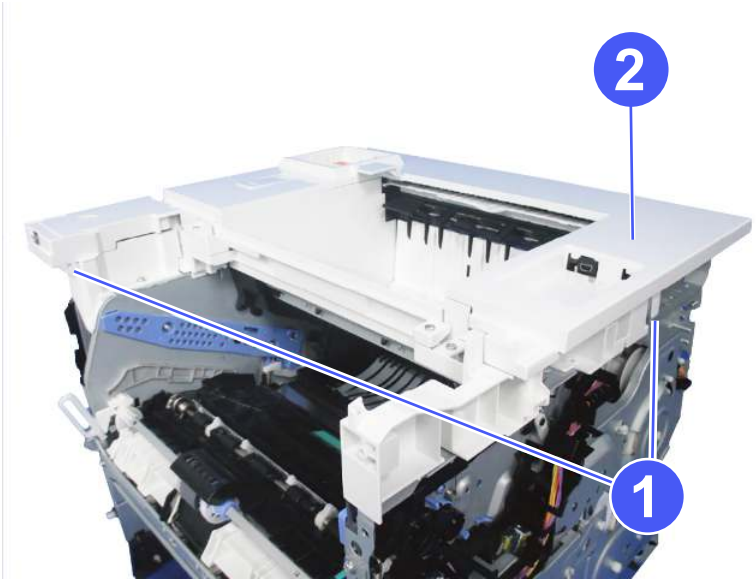
**Figure 4-1364 Release tabs and remove screw**




3. Unhook the two tabs (callout 1) then remove the top cover (callout 2).

**TIP:** Reverse the removal steps to install the assembly.

**Figure 4-1365 Remove top cover**




## Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-1366 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-1367 Locate cable cover**

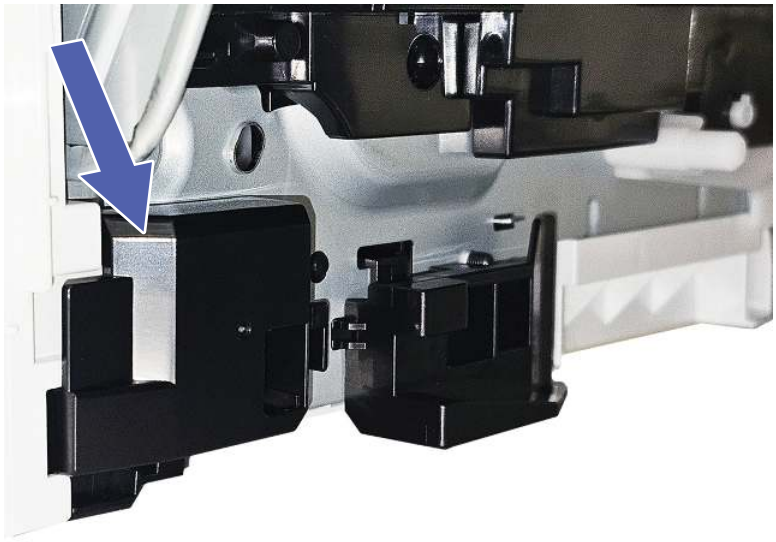
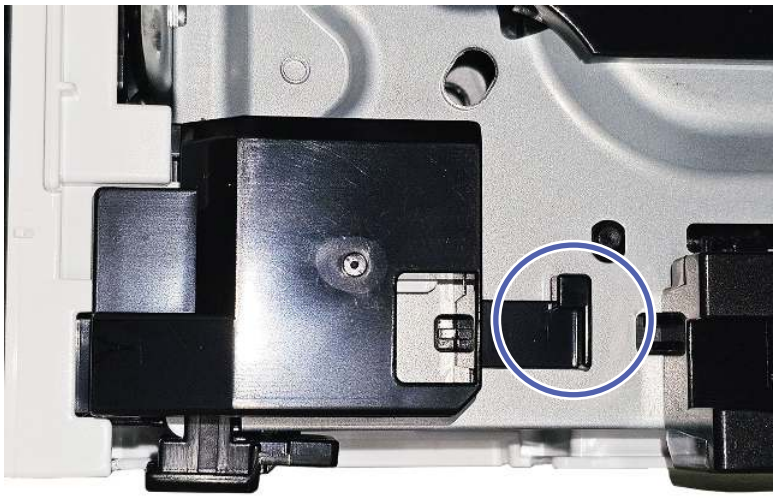
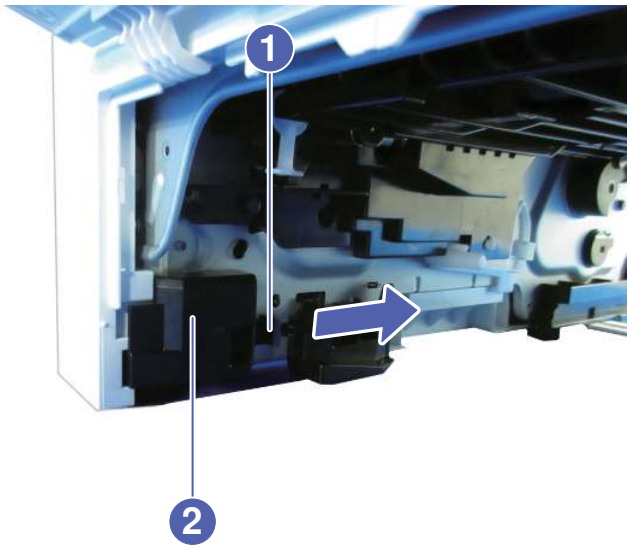


**Figure 4-1368 Cover locking tab**



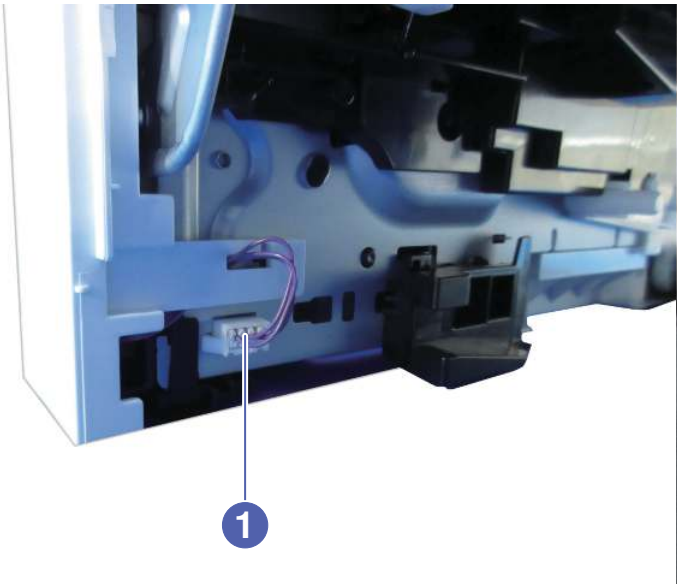
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1369 Remove the cover**



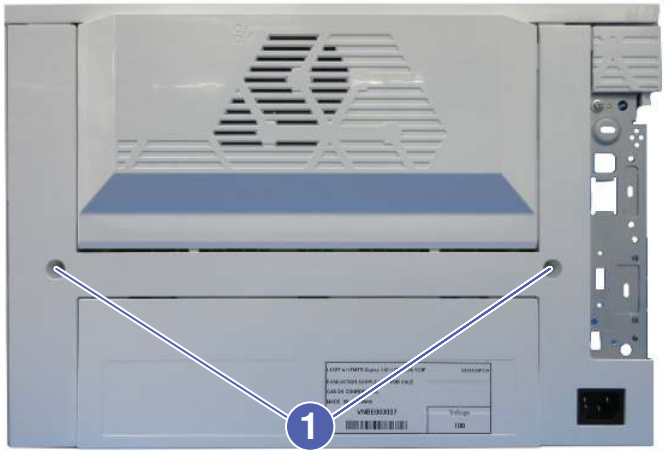

5. Pull off one connector (callout 1).

**Figure 4-1370 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-1371 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1372 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1373 Unhook one tab**




9. Open the rear door.

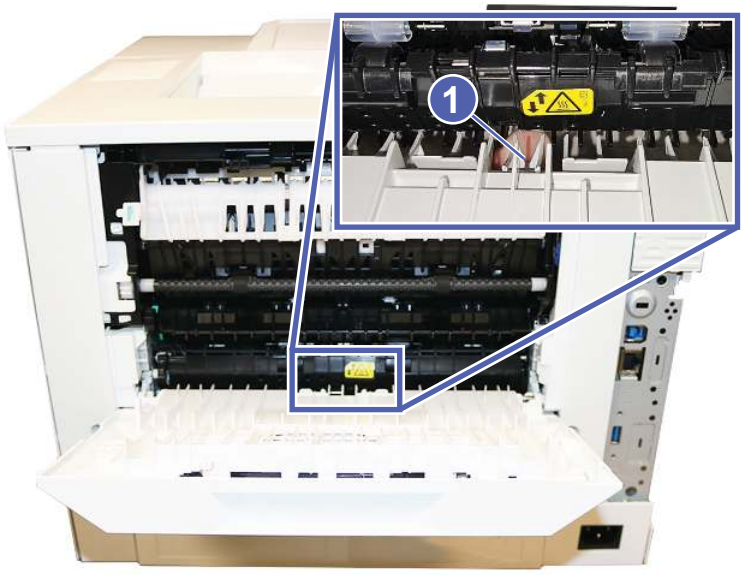
**Figure 4-1374 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-1375 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## Remove the formatter PCA

Follow these steps to remove the formatter PCA.

1. Remove two FFCs and four connectors from the formatter PCA.

**Figure 4-1376 Remove connectors**



2. Remove five screws.

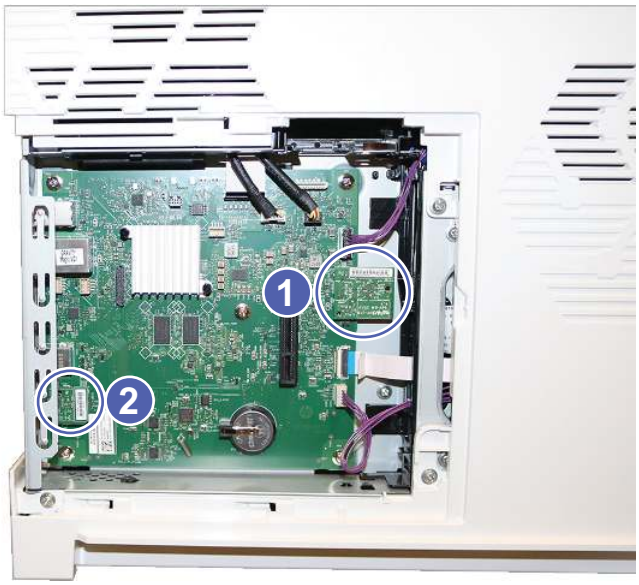
**Figure 4-1377 Remove the screws**



3. Remove formatter PCA.

**IMPORTANT:** Emmc (callout 1) and TPM (callout 2) only need to be removed when replacing the formatter PCA.

When replacing the formatter, they must be moved to a new formatter.




**CAUTION:** When reinstalling the formatter, verify Emmc and TPM are fully seated (pushed in) after installation of the Formatter PCA.

## Remove the engine power supply assembly

Follow these steps to remove the engine power supply assembly.

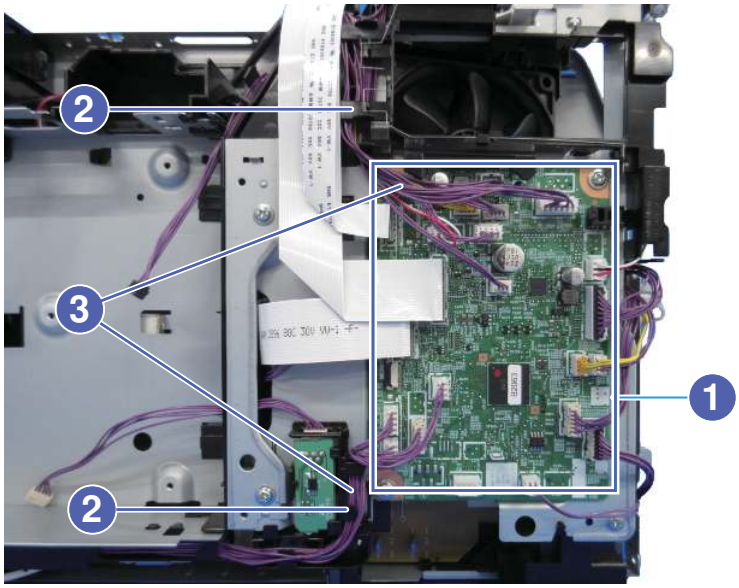
1. Do the following:

   a. Disconnect all FFC and connectors on DC controller assembly (callout 1).

   b. Release the cable (callout 3) from the cable guide (callout 2).

⚠ **CAUTION:** During disassembly, note the location and path of all cables disconnected to ensure cables are routed in the same manner to prevent damage during reassembly.

**Figure 4-1378 Disconnect connectors on DC Controller**

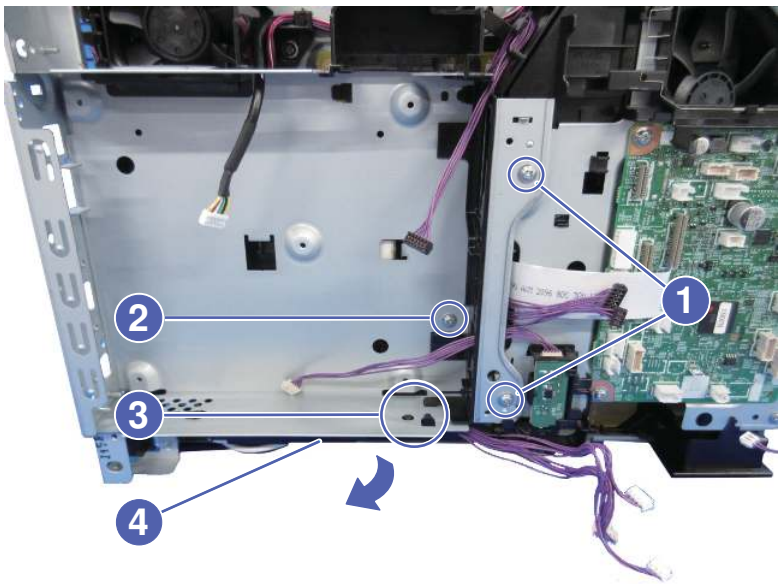



2. Do the following:

   a. Remove two screws (callout 1) and one screw (callout 2).

   b. Push down the rib (callout 3) on the cable guide and slide it in the direction shown by the arrow to remove the cable guide (4).

**Figure 4-1379 Remove the guide cable**



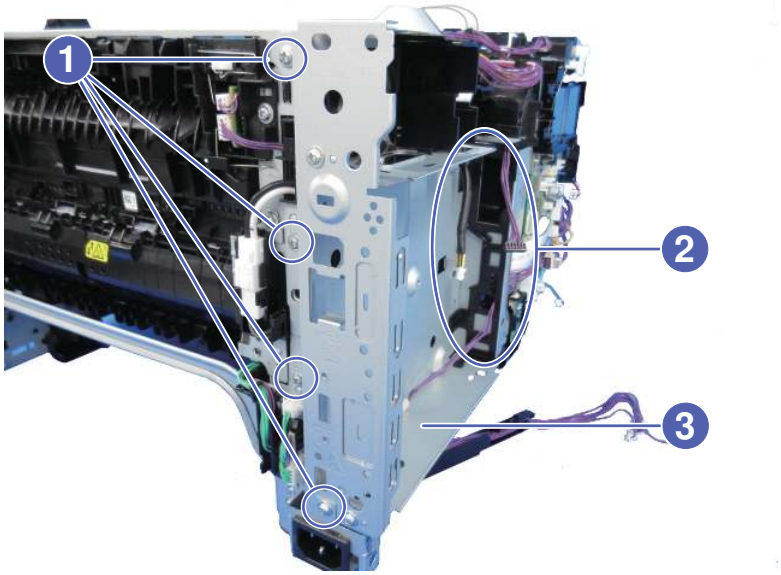
3. Do the following:

   a. Remove four screws (callout 1).

   b. Disconnect the cable (callout 2) and remove the formatter cage (callout 3).

**TIP:** Carefully feed cables out of the cable guide from the DC controller when removing the formatter cage.

**Figure 4-1380 Remove formatter cage**




4. Do the following:

   a. Disconnect two connectors (callout 1).

   b. Remove one screw (callout 2).

**Figure 4-1381 Remove connections and screw**

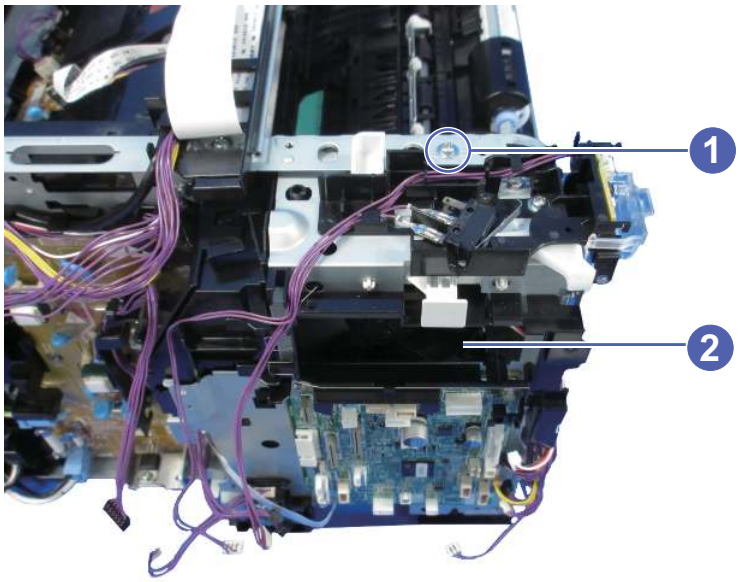


5. Do the following:

   a. Remove one screw (callout 1).

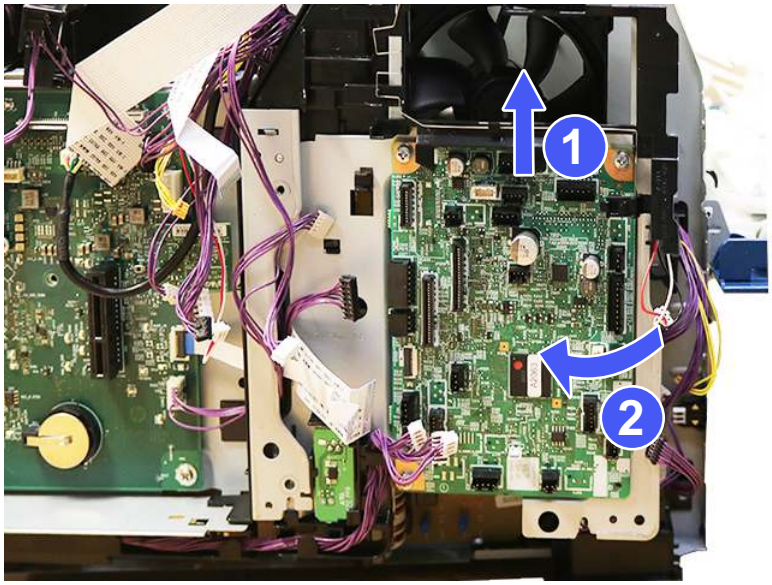
   b. Controller assembly (callout 2).

**Figure 4-1382 Remove DC controller**



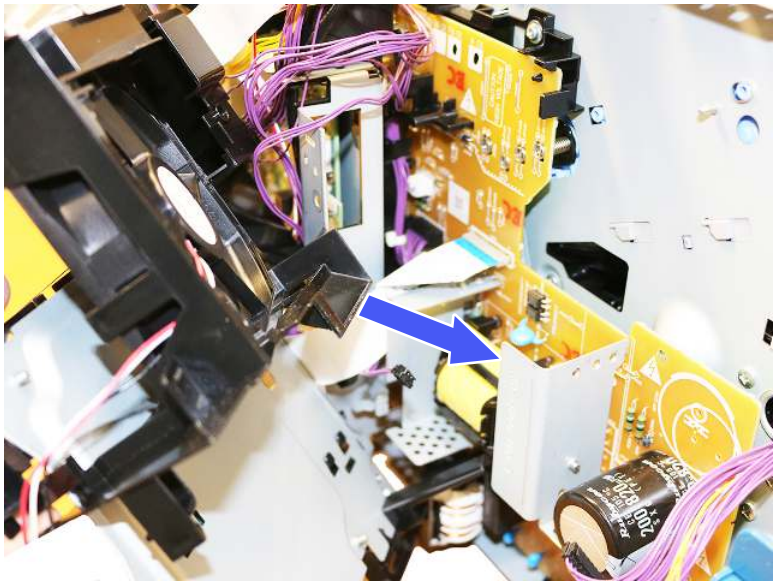

6. Lift up on the DCC holding plate (callout 1) and rotate the assembly out from the printer (callout 2).

**Figure 4-1383 Remove holding plate assembly**




**NOTE:** Make sure the back of the fan housing clears the metal plate on the printer.

**Figure 4-1384 Clear fan housing**



7. Do the following:

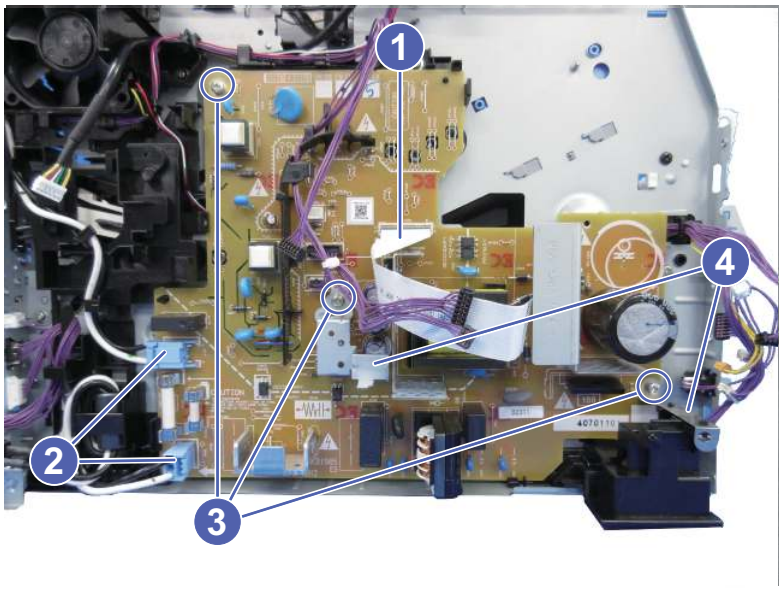
   a. Disconnect one FFC (callout 1).

   b. Disconnect two connectors (callout 2).

   c. Remove four screws (callout 3).

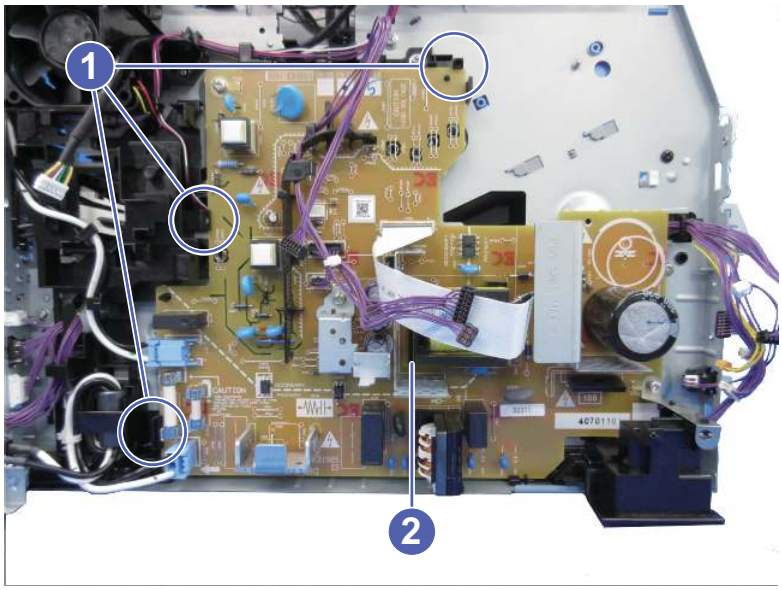
   d. Remove two sheet metals (callout 4).

**Figure 4-1385 Remove the following**



8. Unhook three tabs (callout 1) and remove the engine power supply assembly (callout 2).

**Figure 4-1386 Remove the engine power supply**




## Remove the fixing bias PCA

Follow these steps to remove the fixing bias PCA.

1. Open the cassette rear cover.

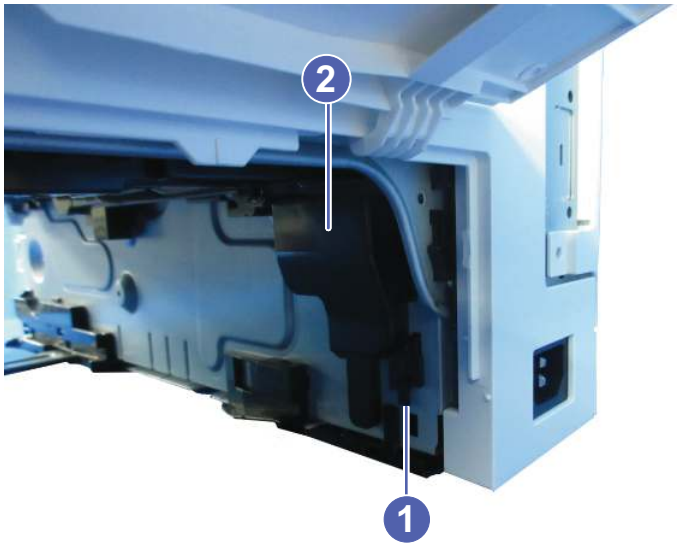
**Figure 4-1387 Open cassette rear cover**



2. Unhook one tab (callout 1). Then slide the cable cover (callout 2) downward to remove it.

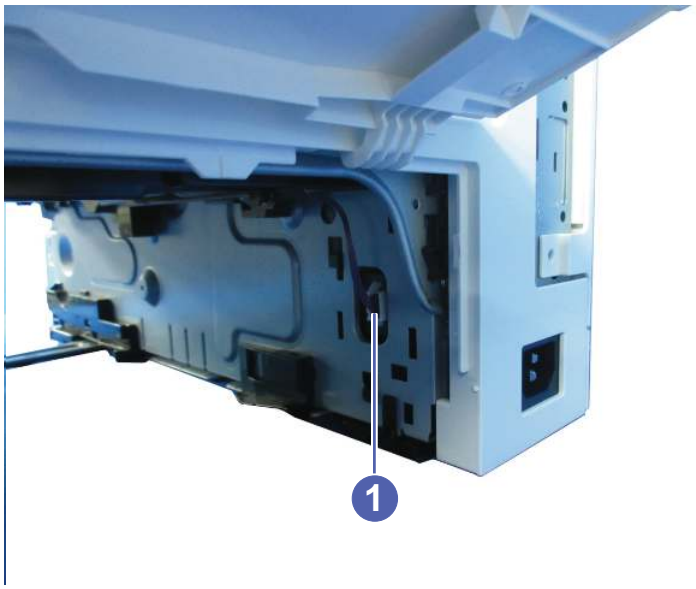
**NOTE:** Access the cable cover from the rear left of the printer under the duct cover.

**Figure 4-1388 Access cable cover**



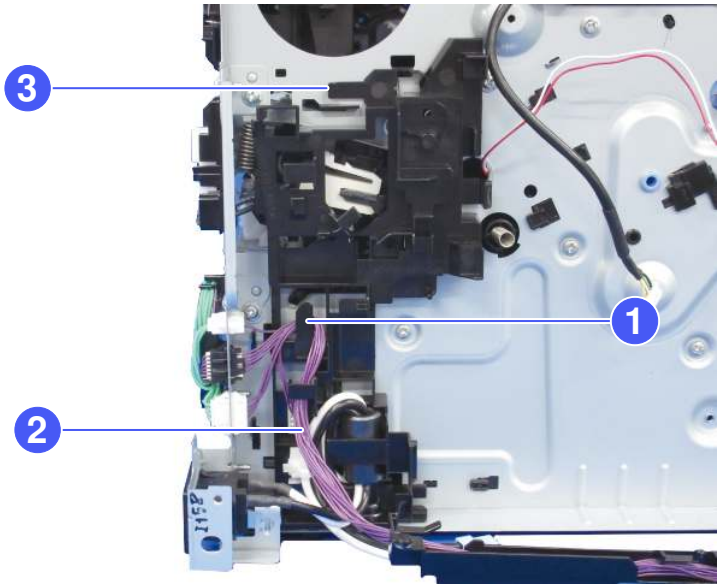

3. Disconnect one connector (callout 1).

**Figure 4-1389 Disconnect one connector**



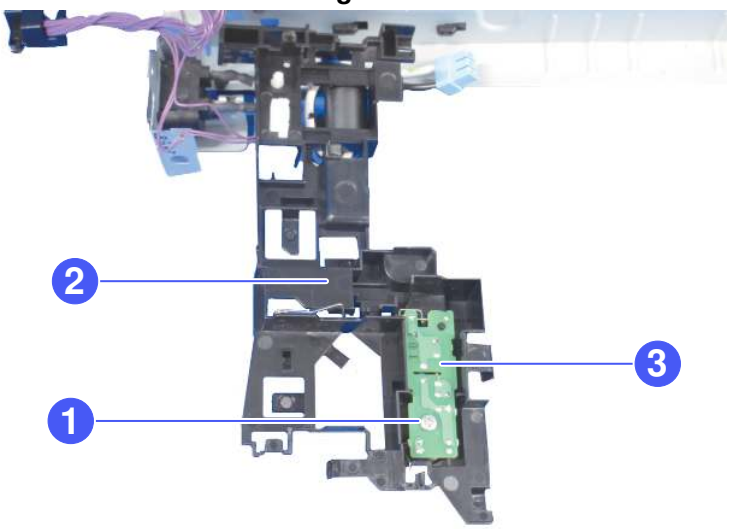
4. Remove the cable (callout 2) from the cable guide (callout 1). Release the claw at one location (callout 3), then slide the cable guide (callout 1) upward to remove it.

**Figure 4-1390 Release cable guide**




5. Remove one screw (callout 1) and then remove the fixing bias PCA (callout 3) from the cable guide (callout 2).

**Figure 4-1391 Remove the fixing bias 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.

## Removal and replacement: Fixing bias PCA assembly 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the fixing bias PCA.

Mean time to repair: 25 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-82 Part information**

| Part number | Part description |
|---|---|
| **RM3-8838-000CN** | Fixing bias PCB assembly |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

Send a print job to the printer.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1392 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1393 Remove the cover**



## 2. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-1394 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-1395 Locate cable cover**

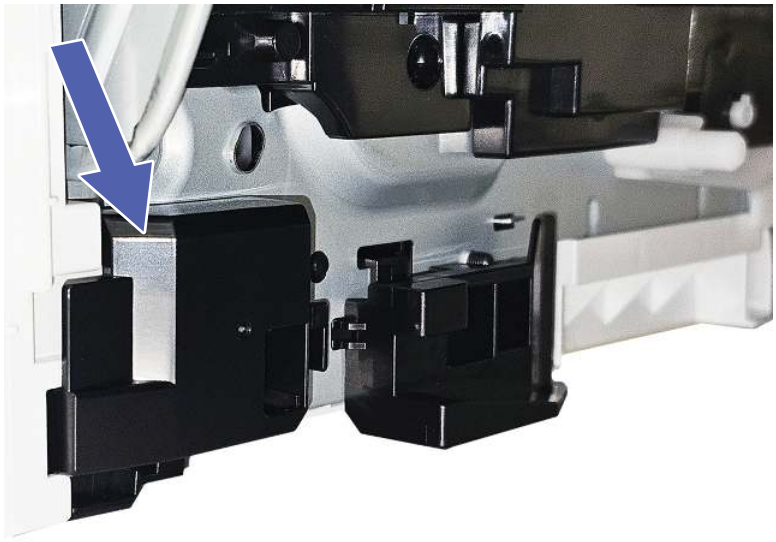
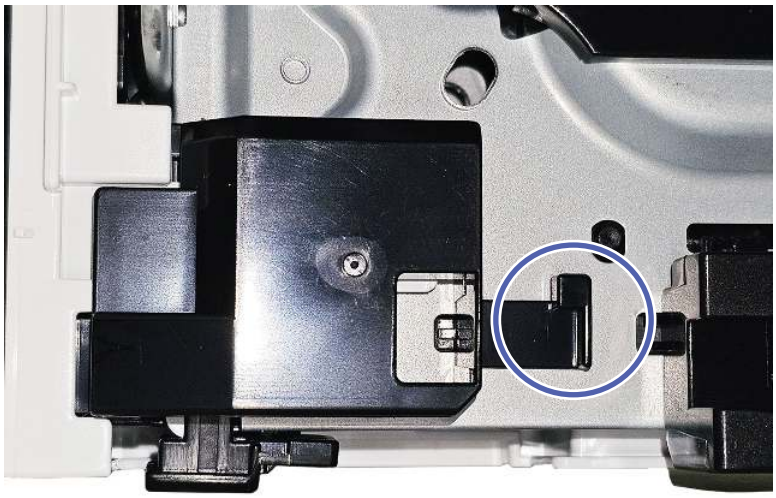
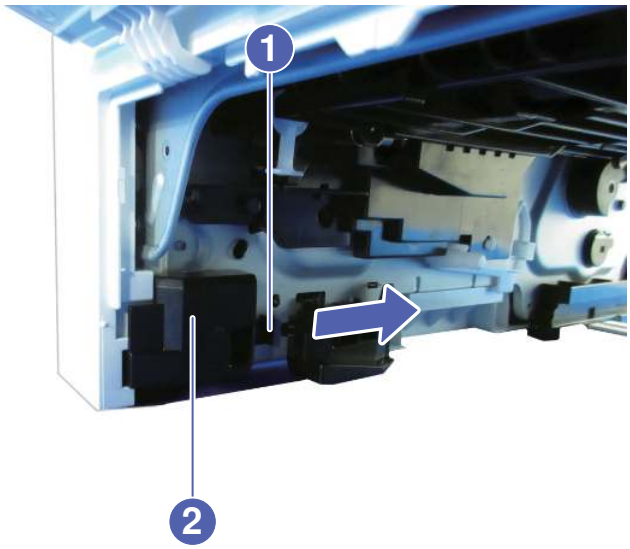


**Figure 4-1396 Cover locking tab**



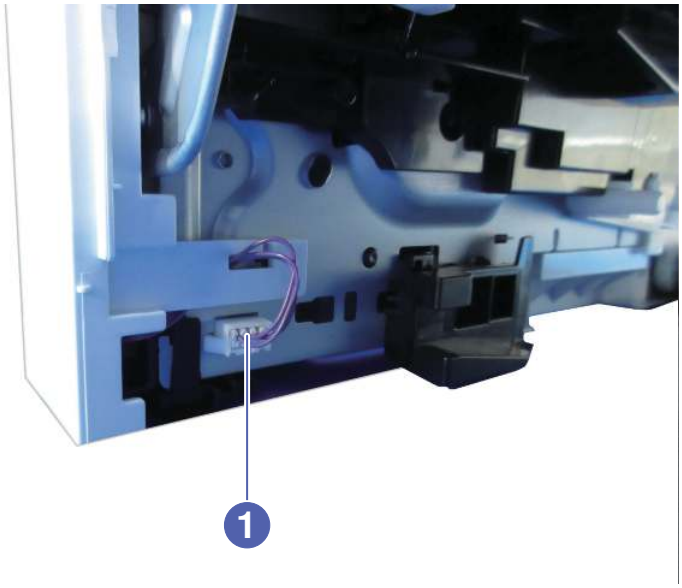
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1397 Remove the cover**



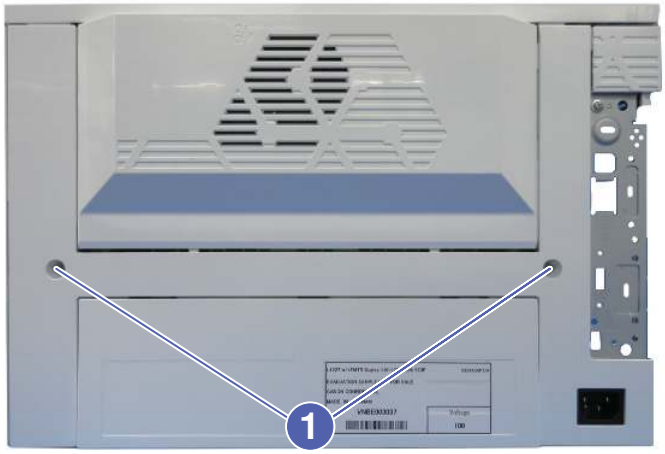

5. Pull off one connector (callout 1).

**Figure 4-1398 Disconnect cable**



6. On the back panel, remove two screws (callout 1).

**Figure 4-1399 Remove two screws**




7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1400 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1401 Unhook one tab**




9. Open the rear door.

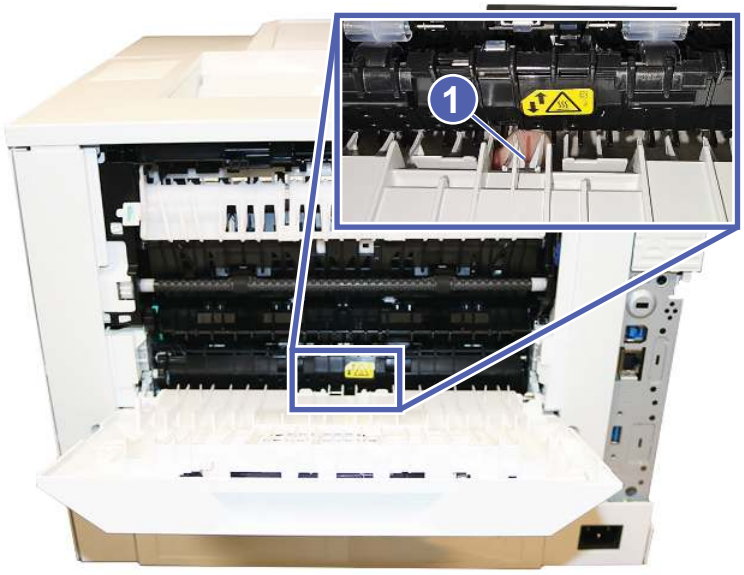
**Figure 4-1402 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-1403 Remove the rear door assembly**




**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

### 3. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1404 Link arm location**

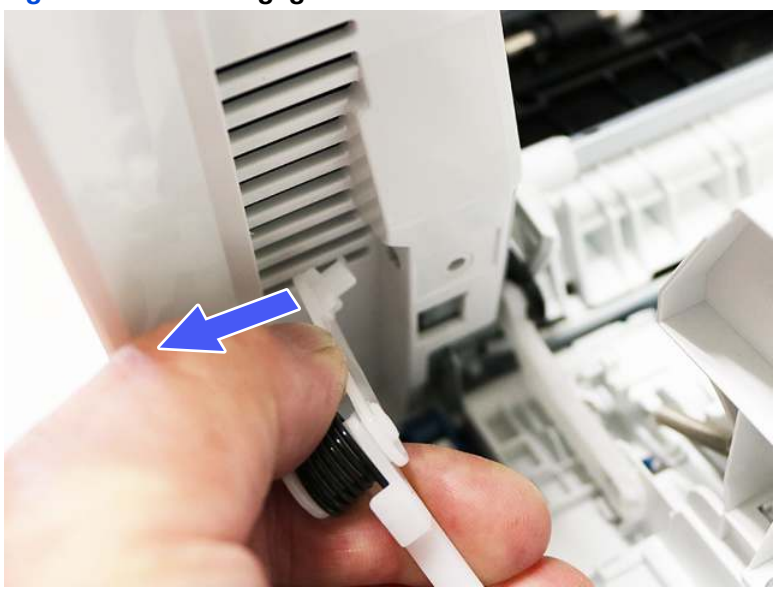



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1405 Disengage the link arm**



### 4. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1406 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1407 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1408 Unhook one tab**

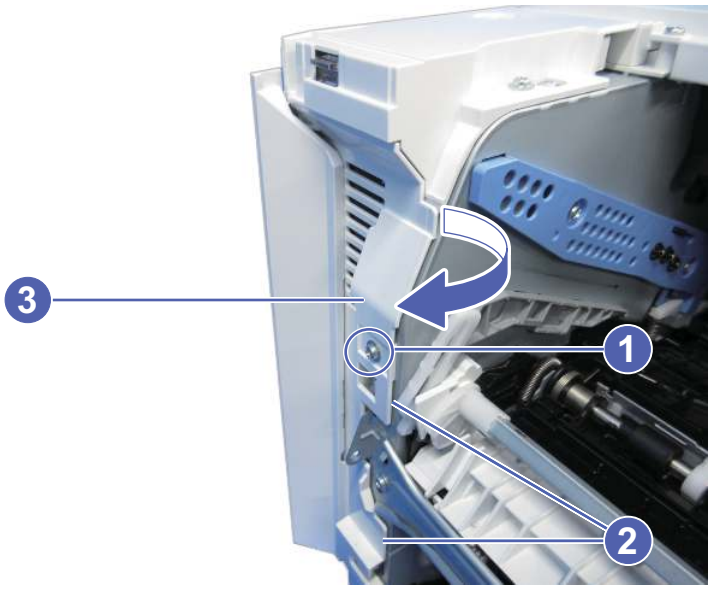



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1409 Remove one screw**



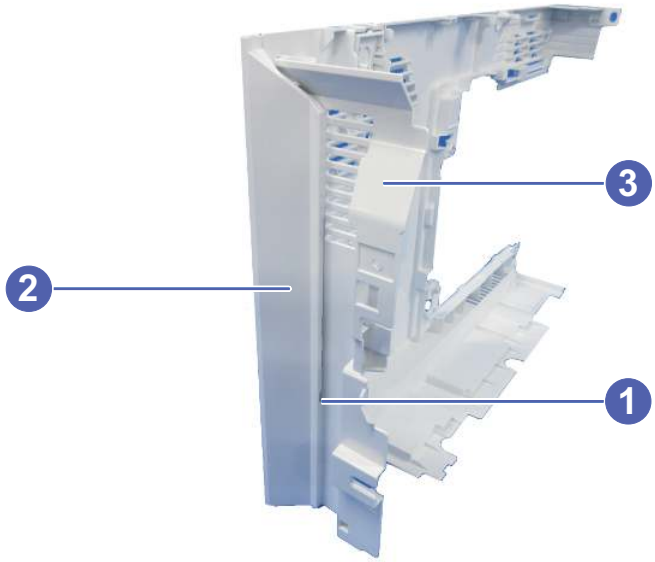

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

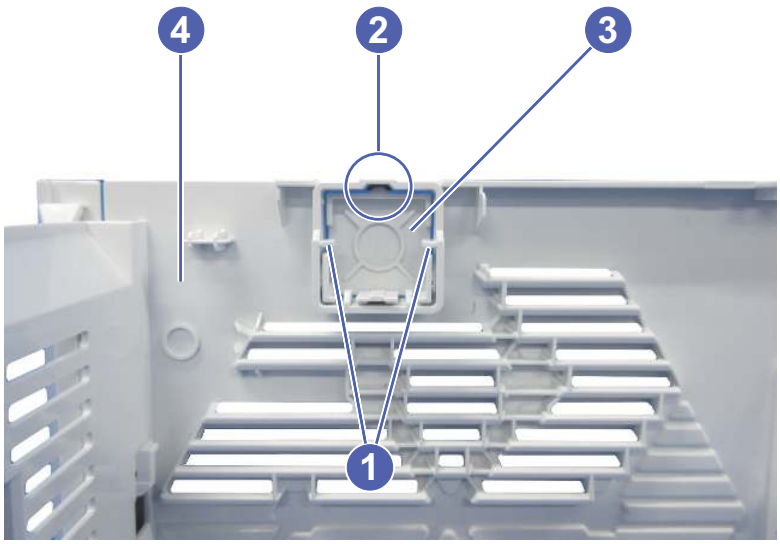
**Figure 4-1410 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1411 Remove door button**

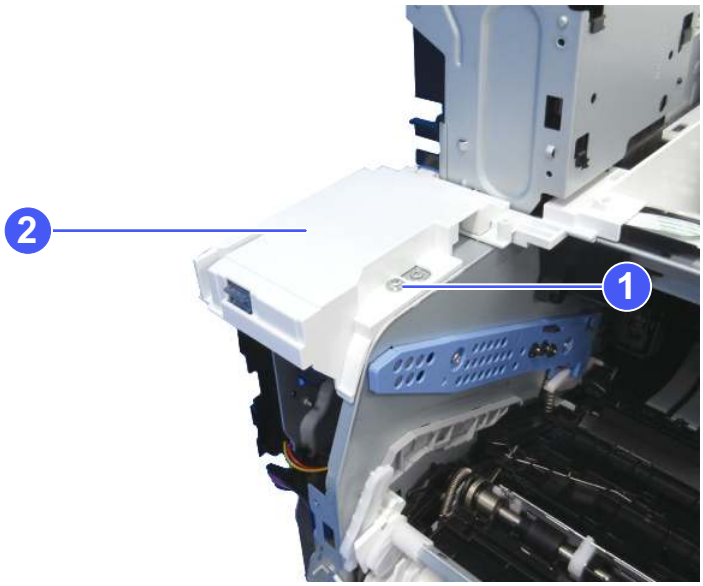



## 5. Remove the upper inner left cover

Follow these steps to remove the upper left inner cover.

- Remove one screw (callout 1), and then lift the front of the upper inner left cover and remove it (callout 2).

**Figure 4-1412 Remove the upper inner left cover**




## 6. Remove the DC controller assembly and holding plate

Follow these steps to remove the DC controller assembly.

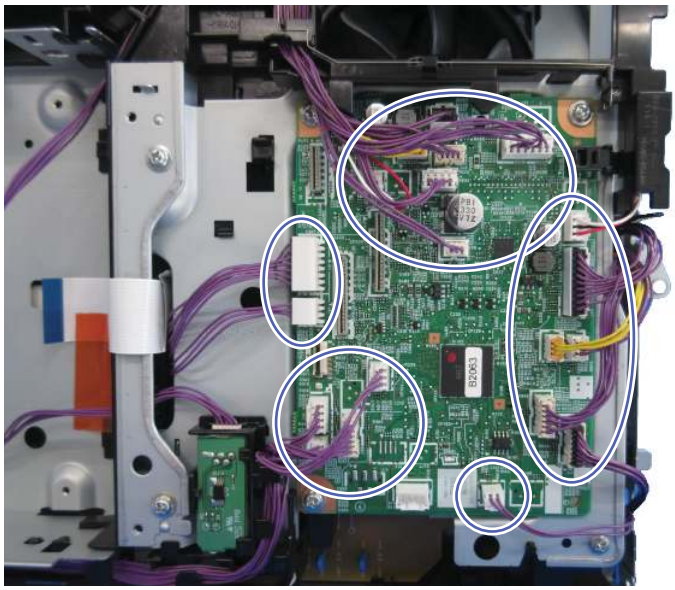
1. Disconnect four FFCs (callout 1).

**Figure 4-1413 Disconnect the FFC cables**



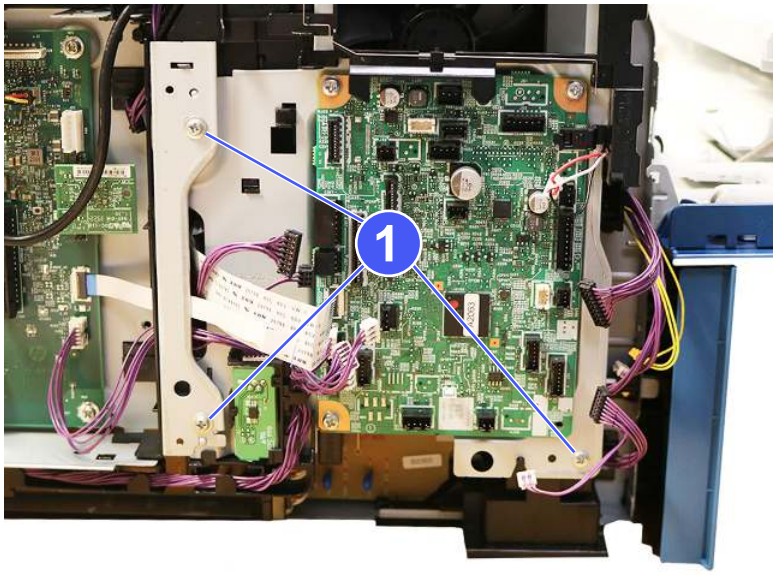
2. Disconnect all connectors on the DC controller assembly.

**Figure 4-1414 Disconnect all connectors**



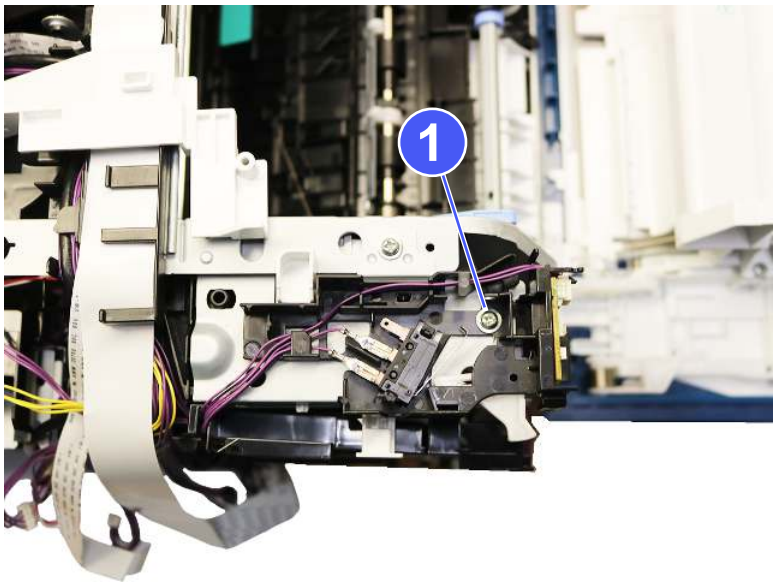
3. Remove three screws (callout 1) for the DCC holding plate.

**Figure 4-1415 Remove three screws**



4. Remove one screw on the power switch and interlock assembly.

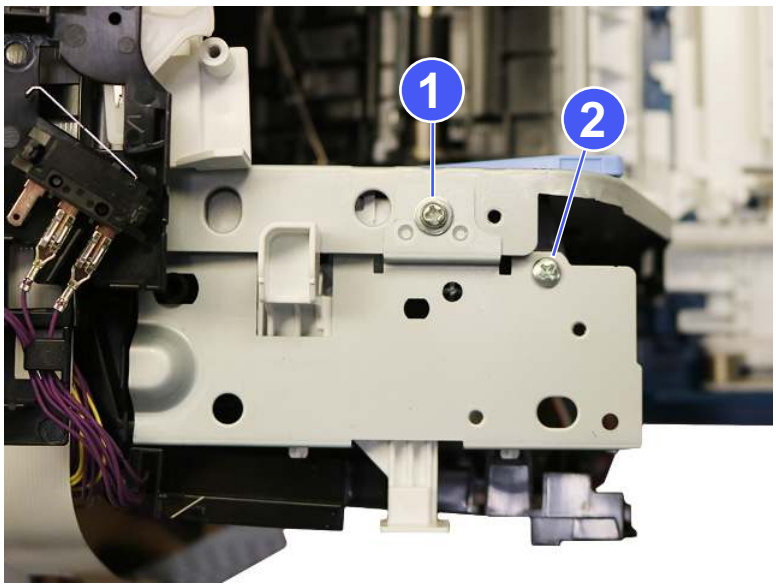
**Figure 4-1416 Remove one screw**




5. Remove one screw (callout 1) and one plastic screw (callout 2) from the top of the holding plate.

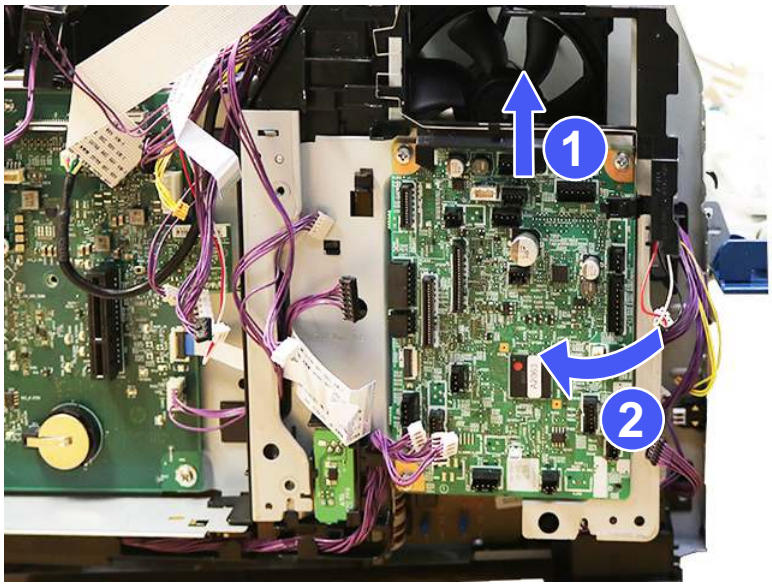
**TIP:** Swing the power switch/interlock assembly up out of the way for easier access to the screws.

**Figure 4-1417 Remove the screws**



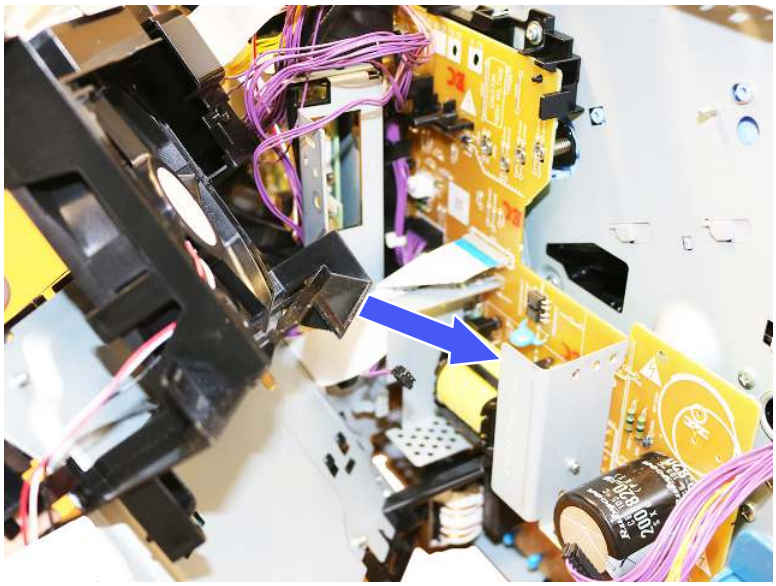
6. Lift up on the DCC holding plate (callout 1) and rotate the assembly out from printer (callout 2).

**Figure 4-1418 Remove holding plate assembly**




**NOTE:** Make sure the back of the fan housing clears that metal plate on the printer.

**Figure 4-1419 Clear fan housing**

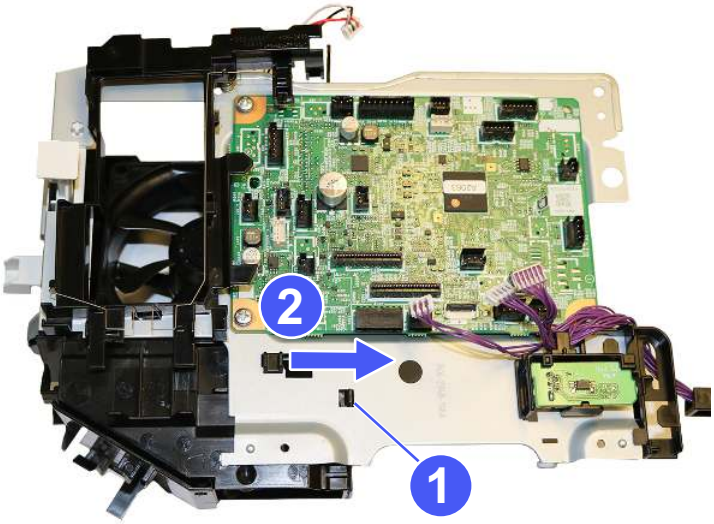


## 7. Remove power supply fan

Follow these steps to remove power supply fan.

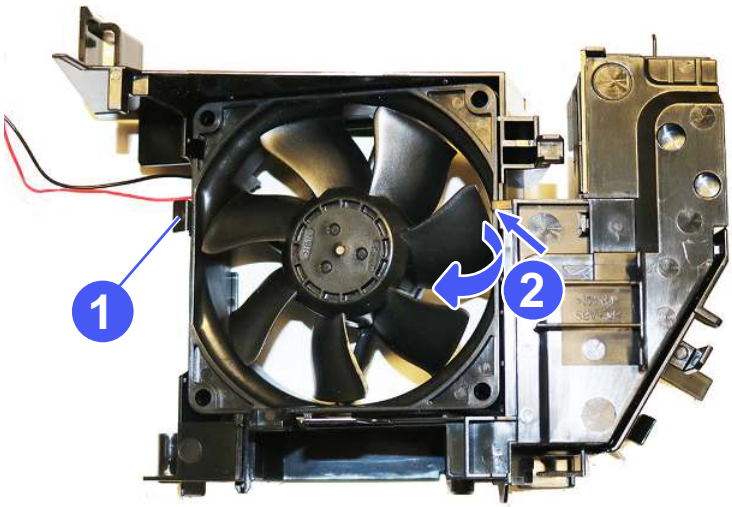
1. Remove the fan holder from the DCC Holding plate

**Figure 4-1420 Remove fan housing from holding plate assembly**




2. Release tab (callout 1) and then rotate the fan of the housing to clear left tab (callout 2).

**Figure 4-1421 Remove the fan**




## 8. Remove the fixing bias PCA assembly.

Follow these steps to remove the fixing bias PCA.

1. Open the cassette rear cover.

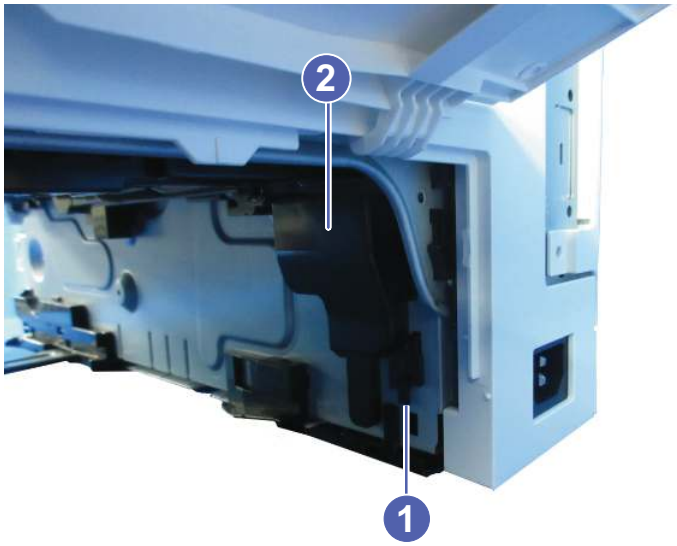
**Figure 4-1422 Open cassette rear cover**



2. Unhook one tab (callout 1). Then slide the cable cover (callout 2) downward to remove it.

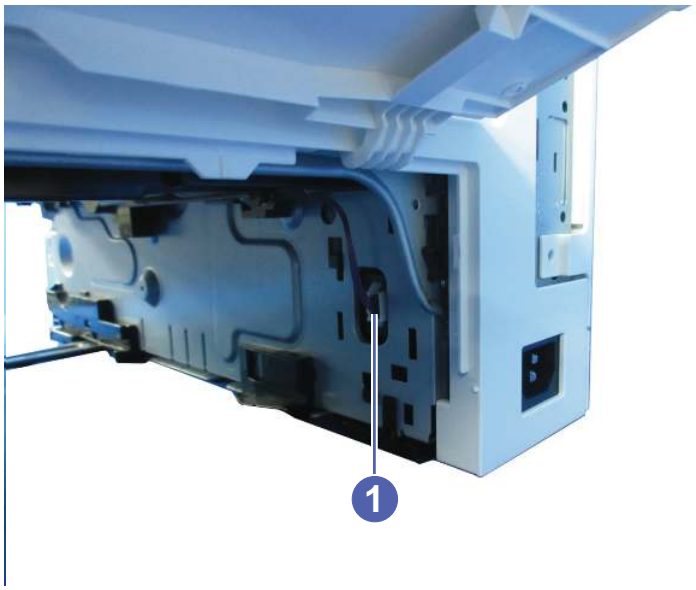
**NOTE:** Access the cable cover from the rear left of the printer under the duct cover.

**Figure 4-1423 Access cable cover**



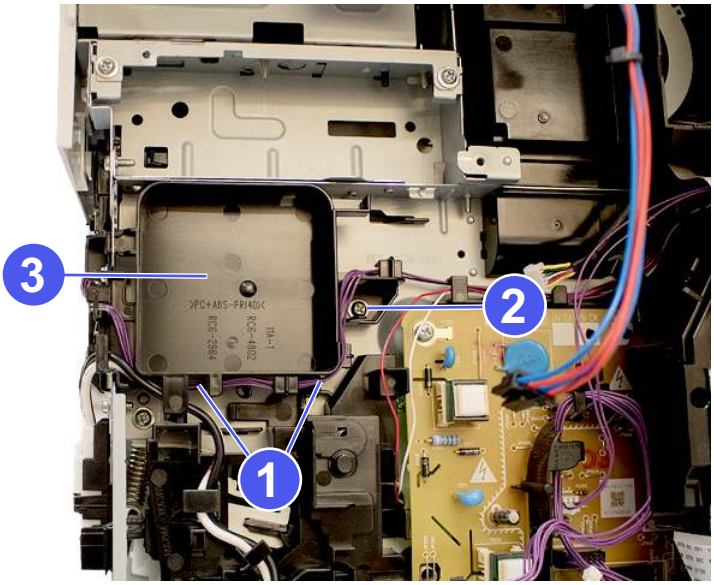
3. Disconnect one connector (callout 1).

**Figure 4-1424 Disconnect one connector**



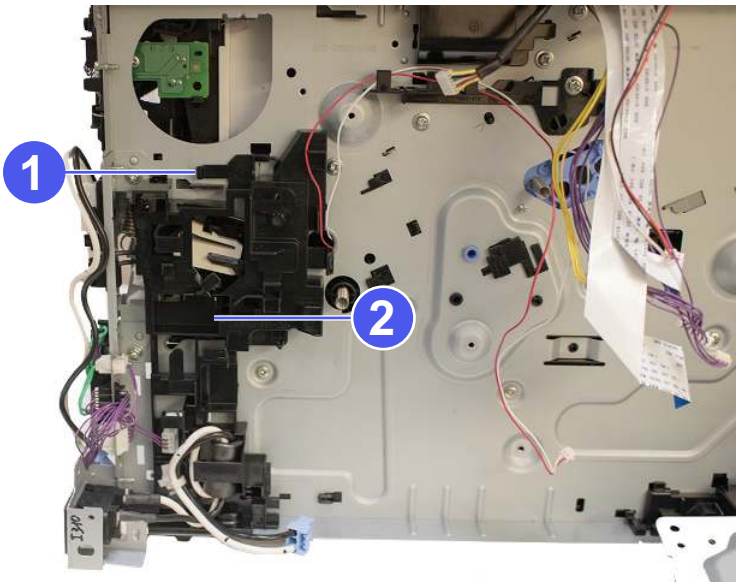

4. Remove the cable (callout 1) from the cable guide. Remove 1 screw (callout 2) and then remove the cover.

**Figure 4-1425 Remove the cable**



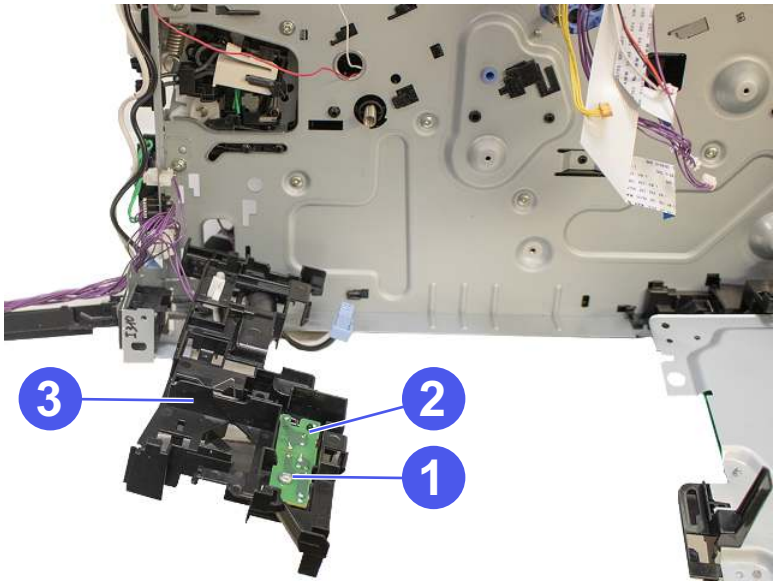
5. Release one tab (callout 1) then slide the cable guide (callout 2) upward to remove it.

**Figure 4-1426 Remove the cable guide**




6. Remove one screw (callout 1), then remove the fixing bias PCB (callout 2) from the cable guide (callout 3).

**Figure 4-1427 Remove the fixing bias 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: Feed roller

This document provides the procedures to remove and replacement of the feed roller.

Mean time to repair: 15 minutes

Service level: Moderate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-83 Part information**

| Part number | Part description |
|---|---|
| **RL3-0387-000CN** | Feed roller |

## Required tools

- Needle nose pliers
- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the front door assembly

Follow these steps to remove the front door assembly (Cartridge access door).

1. Disconnect the link part (callout 2) from the right side of the tray. (callout 1).

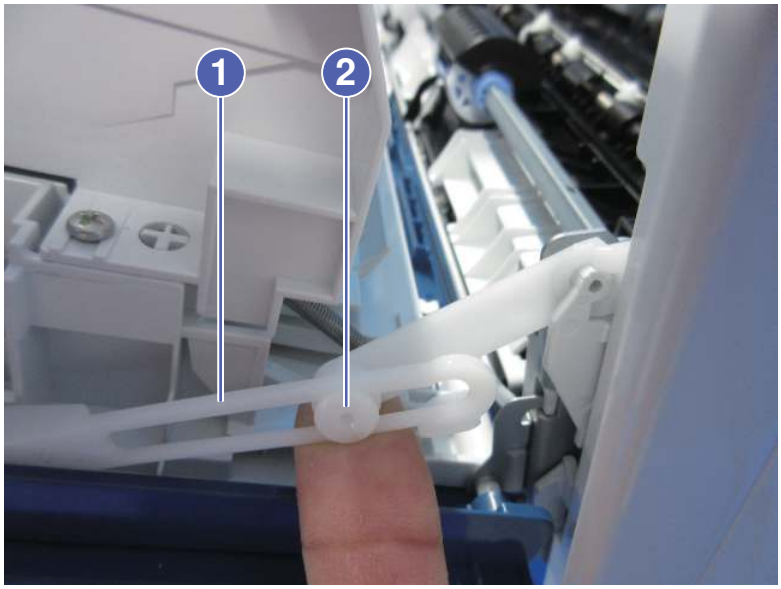
   Partially close the cover to allow access to remove link arm.

**NOTE:** Do not twist the link arm. Only use enough force to release engagement tab.

**Figure 4-1428 Link arm location**



**Figure 4-1429 Disconnect link arm**



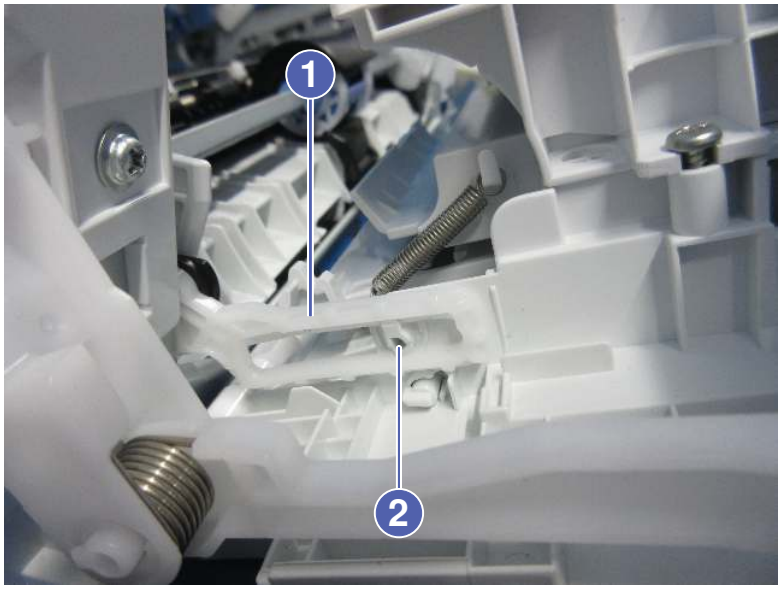

2. Locate the link part on the left side of the door.

**Figure 4-1430 Link arm location**



3. Partially close the door to position link arm tab (callout 2) in center of link arm (callout 1). Gently remove the lower part of the link arm from tab.

**Figure 4-1431 Disconnect link arm**




4. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1432 Link arm location**

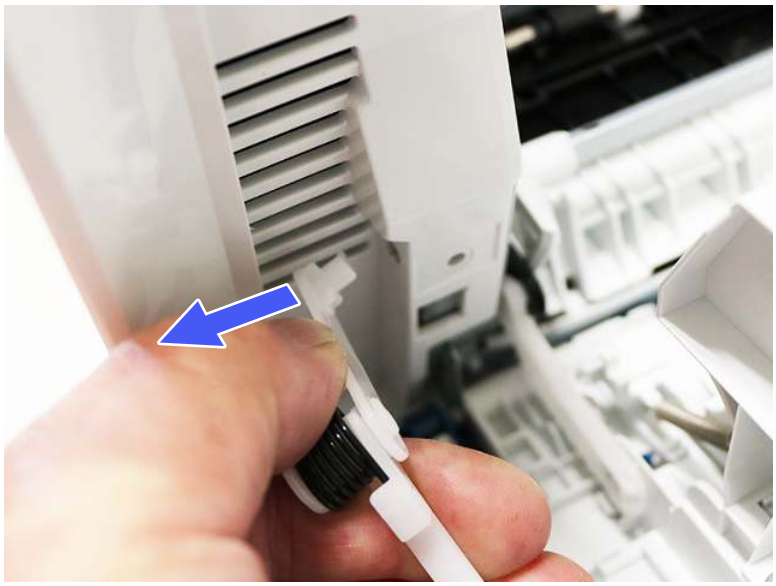



**NOTE:** The link arm tab on the arm must be aligned with the cutout.



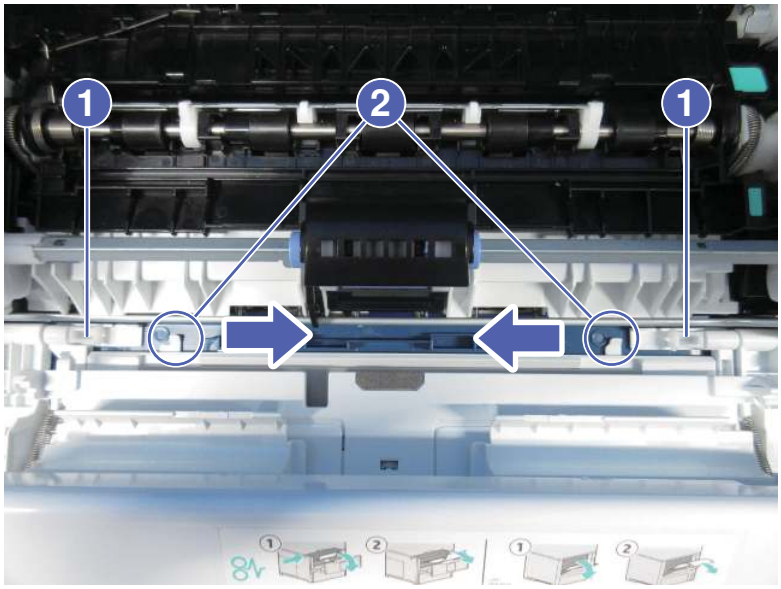
5. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**Figure 4-1433 Disengage the link arm**



6. Slide the right/left stoppers (callout 1) halfway to the positions shown by the arrows to release the door from the printer.

**Figure 4-1434 Release the stoppers**



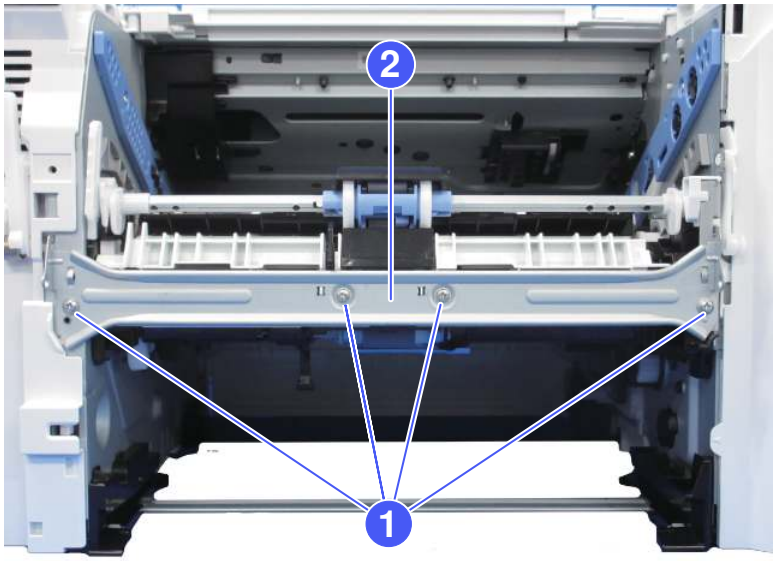

7. Remove the cartridge access door from the printer.

## 2. Remove the MP tray 1 paper presence PCA assembly

Follow these steps to remove the tray 1 paper presence PCA.

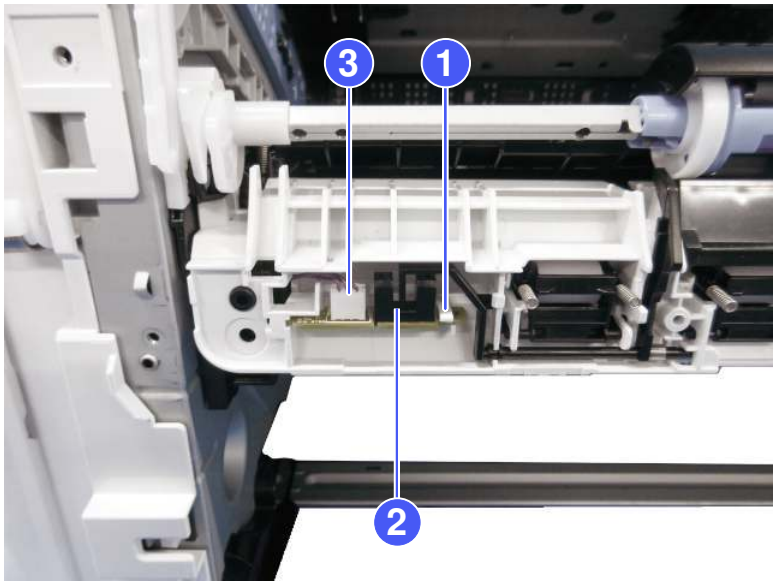
1. Remove four screws (callout 1) and then remove the plate (callout 2).

**Figure 4-1435 Remove the plate**



2. Release the tab (callout 1) and remove MP tray paper presence sensor PCA (callout 2). Disconnect the connector (callout 3) from MP tray paper presence sensor PCA.

**Figure 4-1436 Remove the PCA assembly**

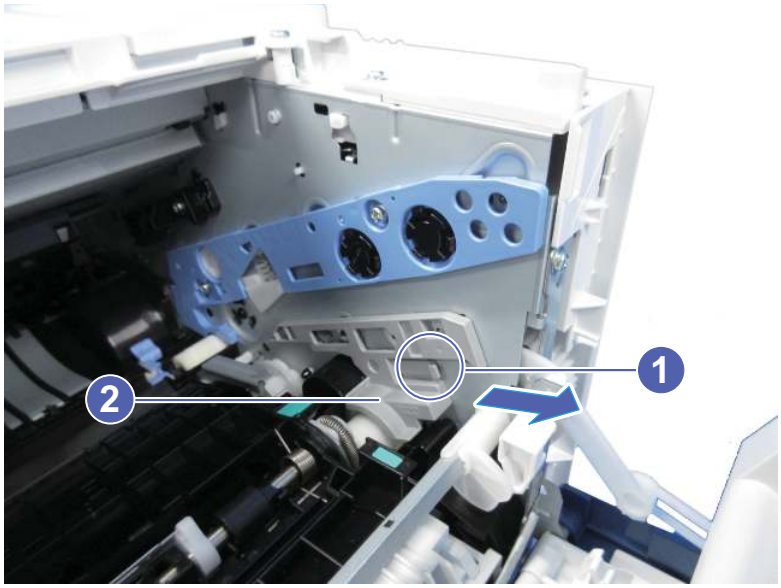



### 3. Remove the registration assembly

Follow these steps to remove the registration assembly.

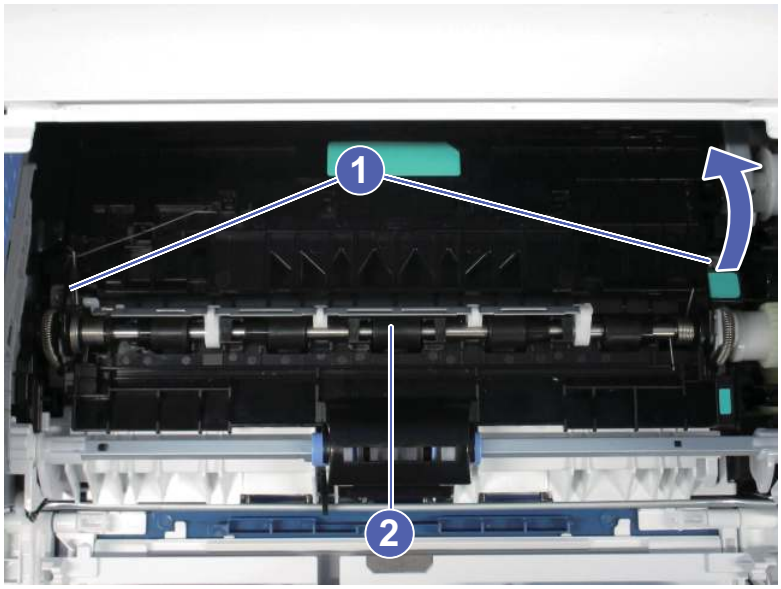
1. Open the toner access door.
2. Unhook the tab (callout 1) and slide the gear cover (callout 2) in the direction shown by the arrow to remove it.

**Figure 4-1437 Remove gear cover**



3. Lift the jam panel using the green tab on the right. Remove two screws (callout 1) and remove the registration assembly (callout 2).

**Figure 4-1438 Remove registration assembly**




## 4. Remove the paper feed guide

Follow these steps when removing the paper feed guide.

- Remove 1 screw (callout 1) and then remove the feed guide.

**Figure 4-1439 Remove feed guide**

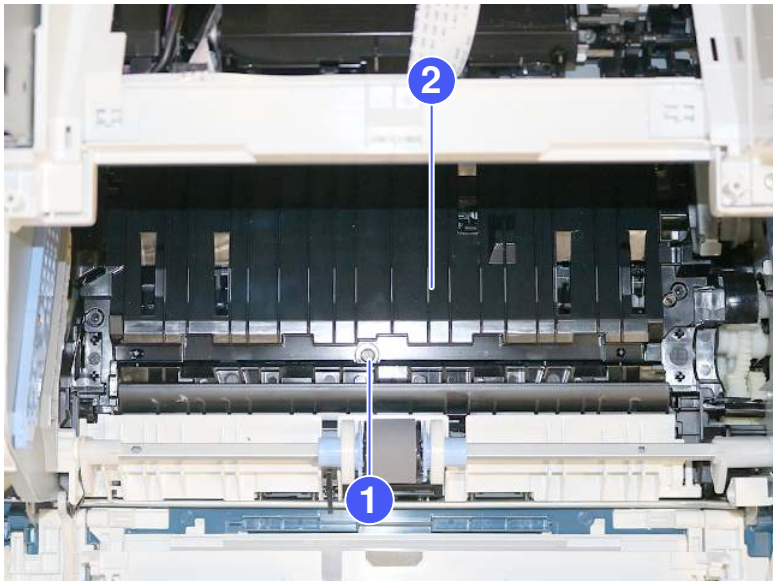



**Figure 4-1440 Lift up feed guide**

**NOTE:** If needed use a small flat blade screwdriver to gently lift the feed guide to remove it.

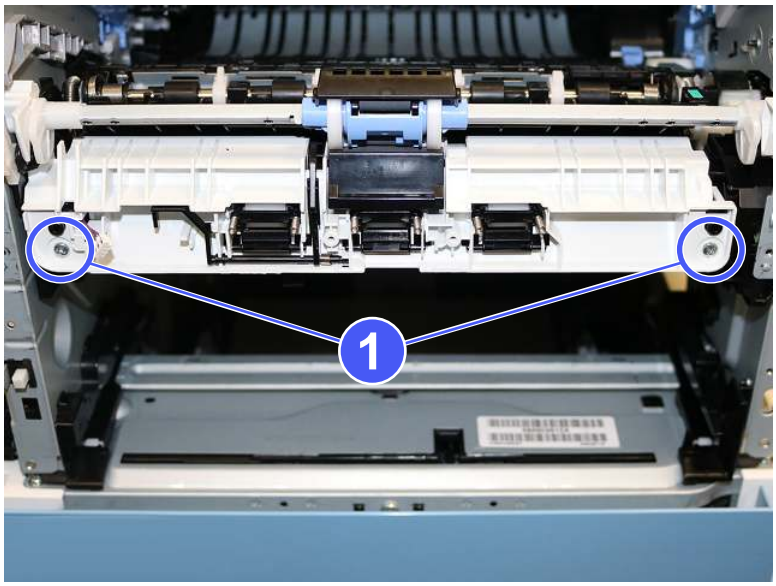


### 5. Remove the multipurpose roller frame

Follow these steps to remove the roller frame.

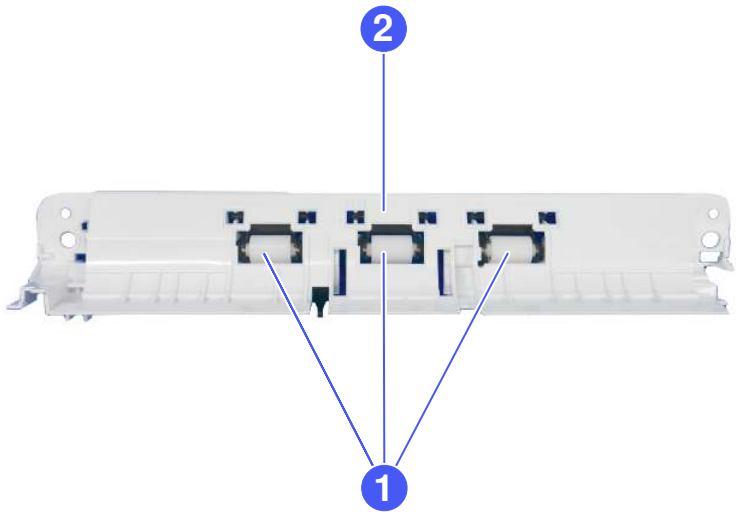
- Remove 2 screws (callout 1) and then remove the multipurpose roller frame.

**Figure 4-1441 Remove paper feed guide**




**NOTE:** When removing the paper feed guide, place the guide (callout 1) with the paper feed guide face up. Otherwise the idle rollers (callout 2) might fall off.

Figure 4-1442 **Place feed guide with face up**

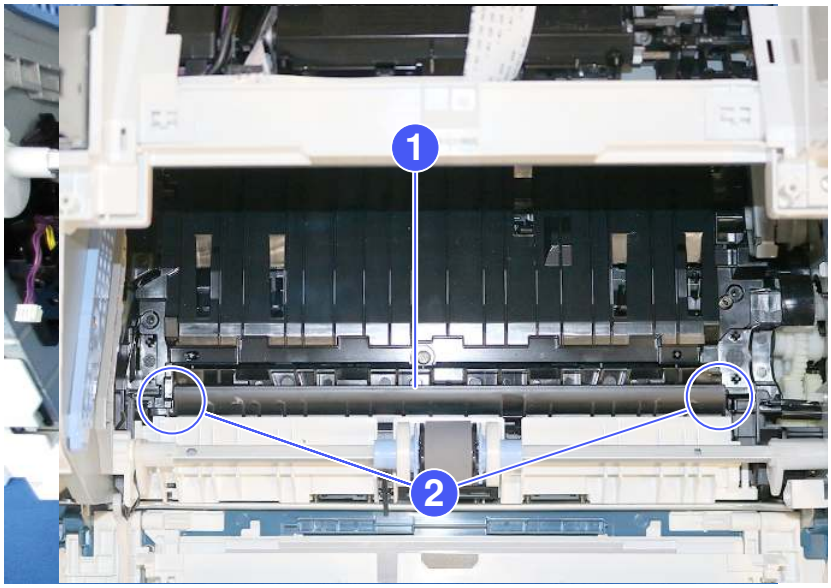



## 6. Remove the feed roller

Follow these steps to remove the feed roller.

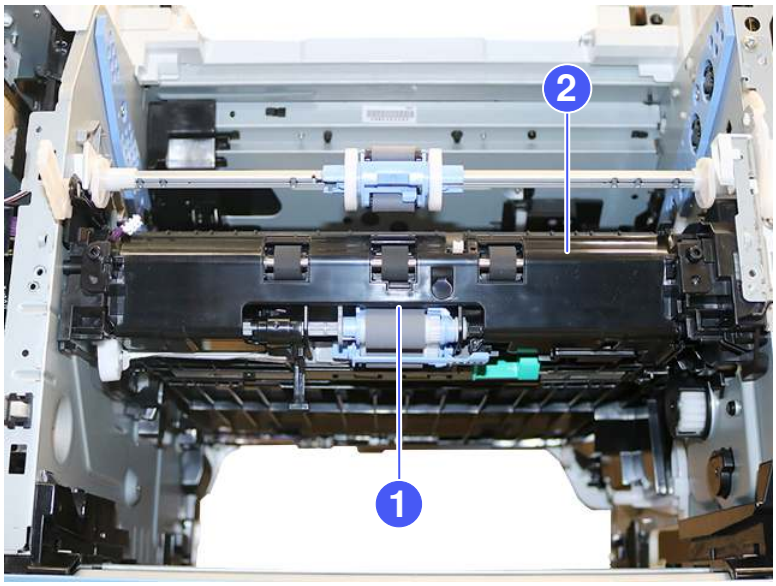
1. Flex the guide (callout 1) to remove the right and left bosses (callout 2) one by one and remove the guide.

Figure 4-1443 **Remove the guide**



2. Release the tab (callout 1) to remove the inner guide (callout 2).

**Figure 4-1444 Remove the inner guide**




3. Release one claw (callout 1) and slide the bearing (callout 2) to the left to remove it. Remove the shaft (callout 4) of the feed roller from the bearing (callout 3), then slide the feed roller (callout 5) to the left to remove it.

**TIP:** When pulling out the feed roller (callout 5), it might catch on the sensor flag (callout 6). Move the sensor flag by hand to remove the feed roller.

**Figure 4-1445 Remove the feed roller**

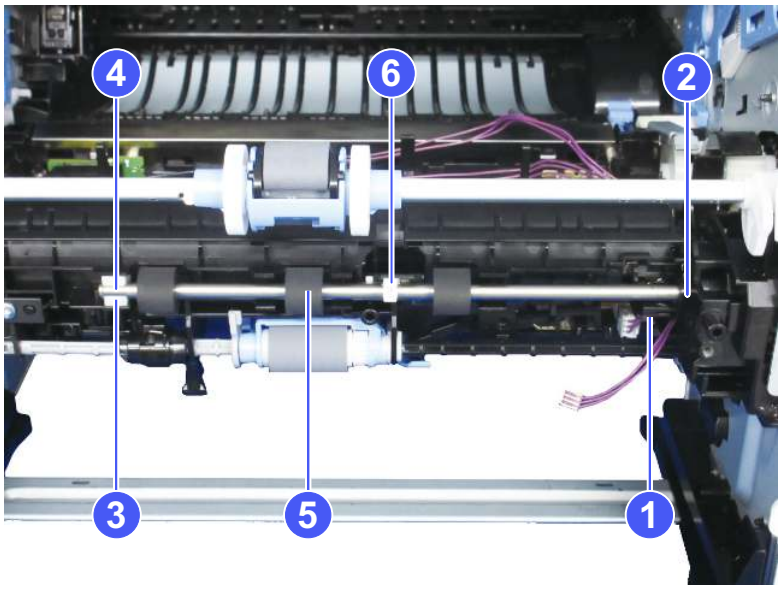
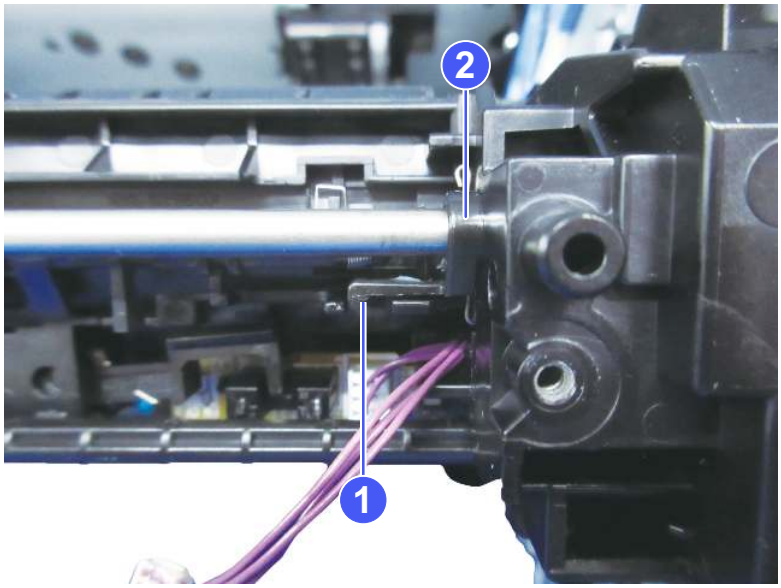
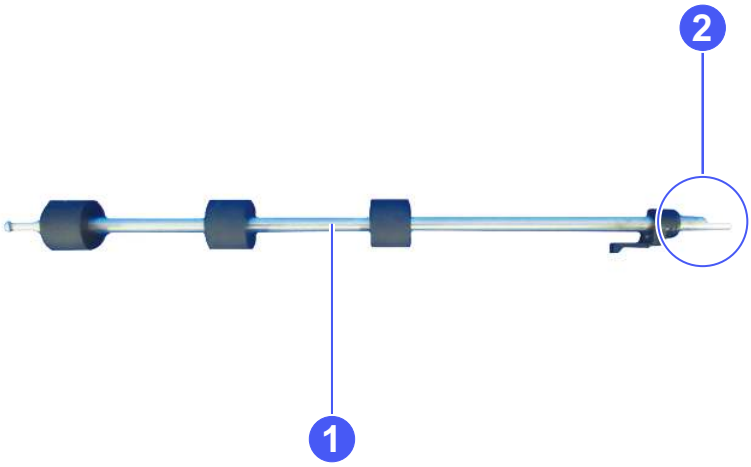
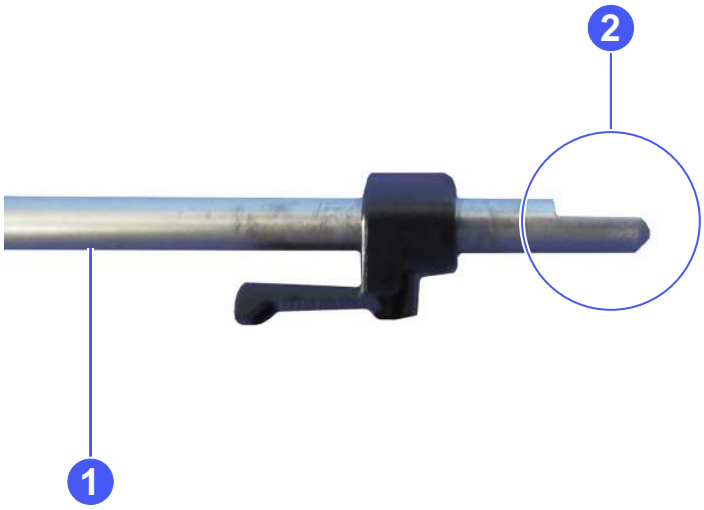


**Figure 4-1446 Roller bearing**




**TIP:** The shaft end (callout 2) of the feed roller (callout 1) has a D-cut shape. Align the position properly before inserting during 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: Duplex feed roller

This document provides the procedures to remove and replace the duplex feed roller.

Mean time to repair: 6 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-84 Part information**

| Part number | Part description |
|---|---|
| RL3-0376-000CN | Roller, Duplexing paper feed |

## Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

### Remove the duplexing guide assembly

Follow these steps to remove the duplexing guide assembly.

1. Remove tray 2.

2. Open the cassette rear cover.

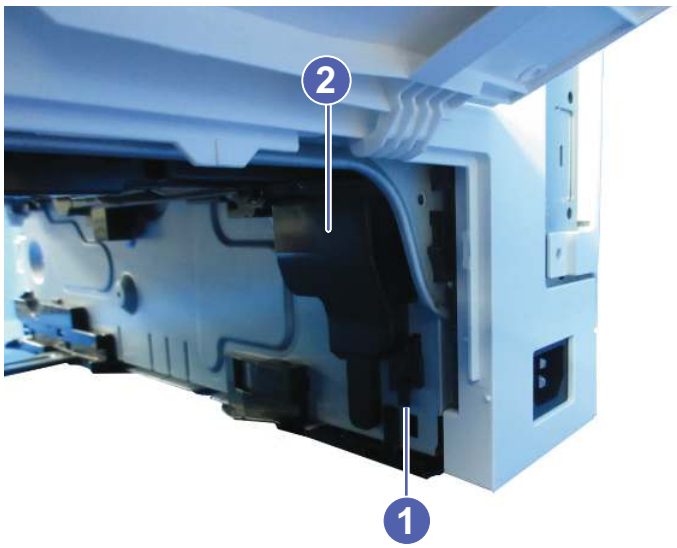
**Figure 4-1447 Open cassette rear cover**



3. Unhook one tab (callout 1). Then slide the cable cover (callout 2) downward to remove it.

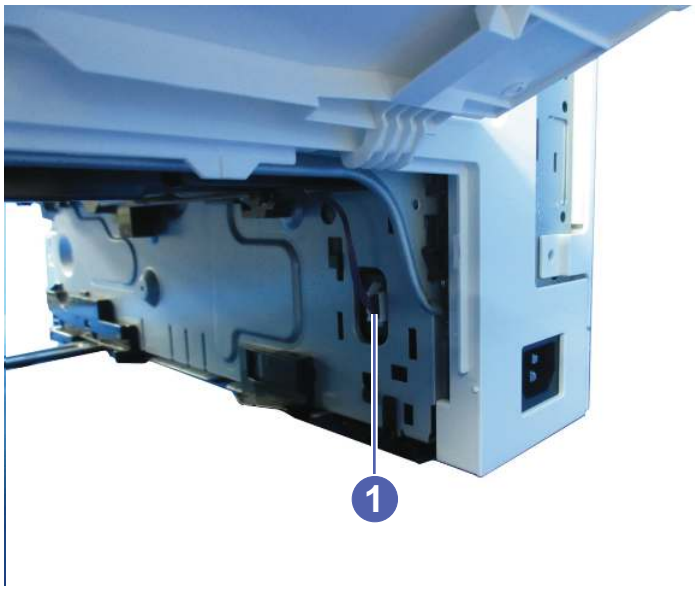
**NOTE:** Access the cable cover from the rear left of the printer under the duct cover.

**Figure 4-1448 Access cable cover**



4. Disconnect one connector (callout 1).

**Figure 4-1449 Disconnect one connector**




5. Remove two springs (callout 1). Remove the securing clip (callout 2).

**Figure 4-1450 Springs and clip location**

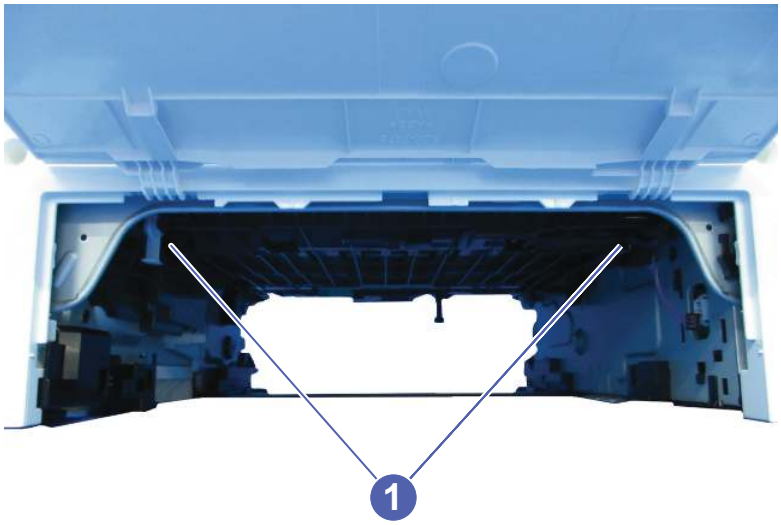


**Figure 4-1451 Remove spring**

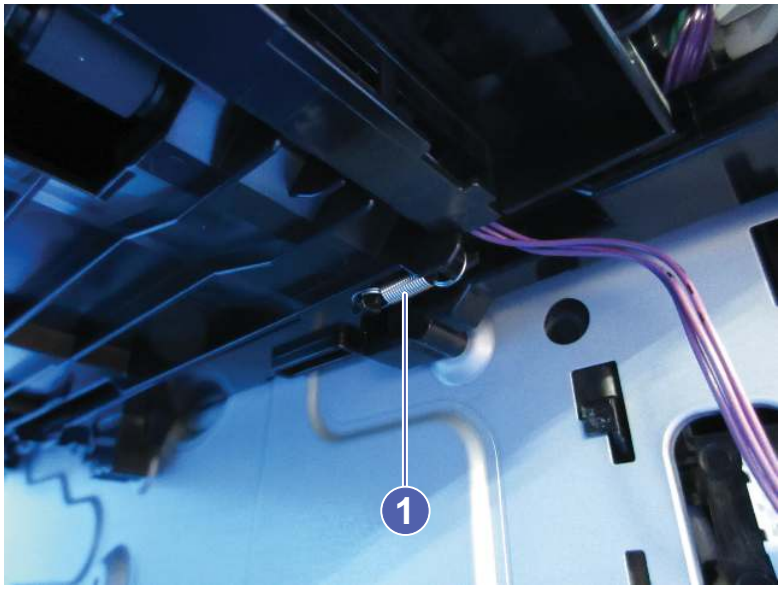
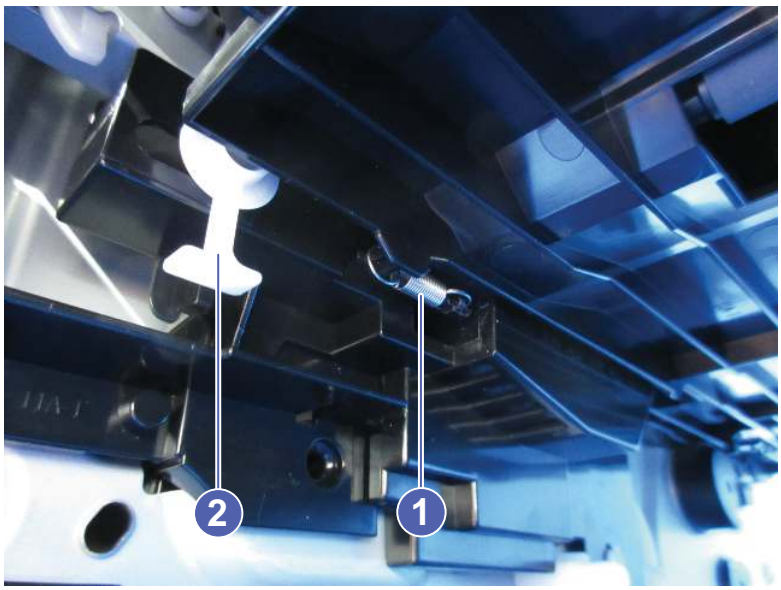
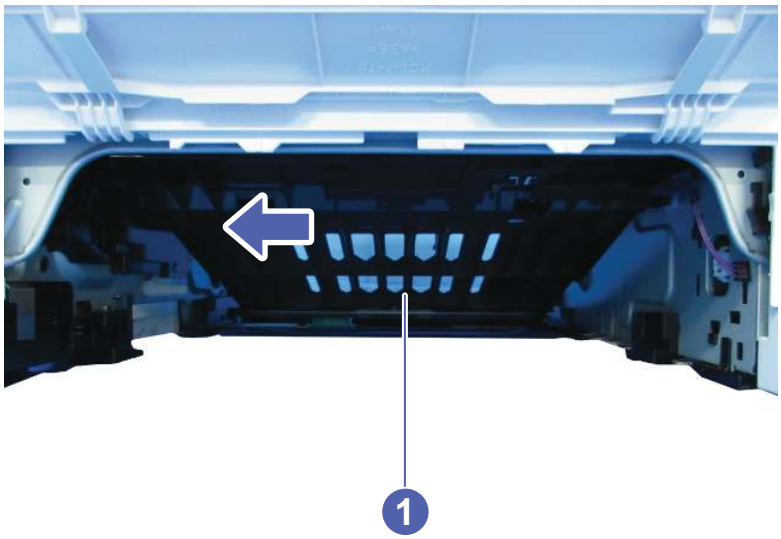



**Figure 4-1452 Remove spring and clip**



6. Slide the duplexing guide assembly (callout 1) in the direction of the arrow to remove it.

**Figure 4-1453 Slide assembly to remove**

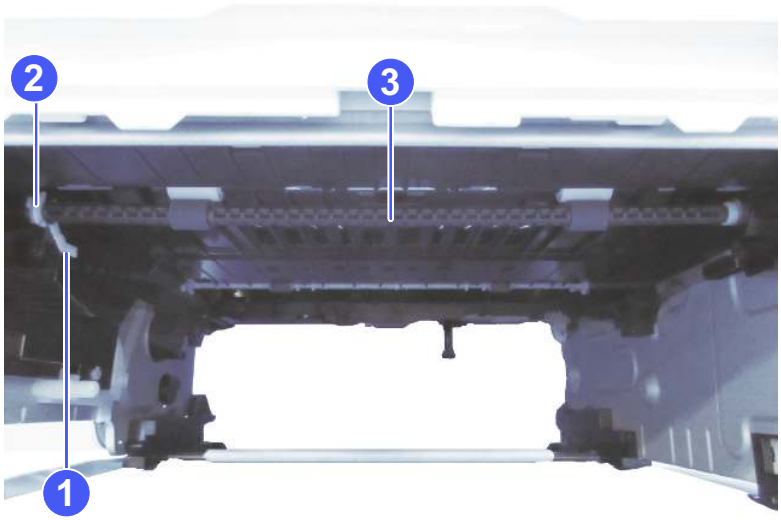


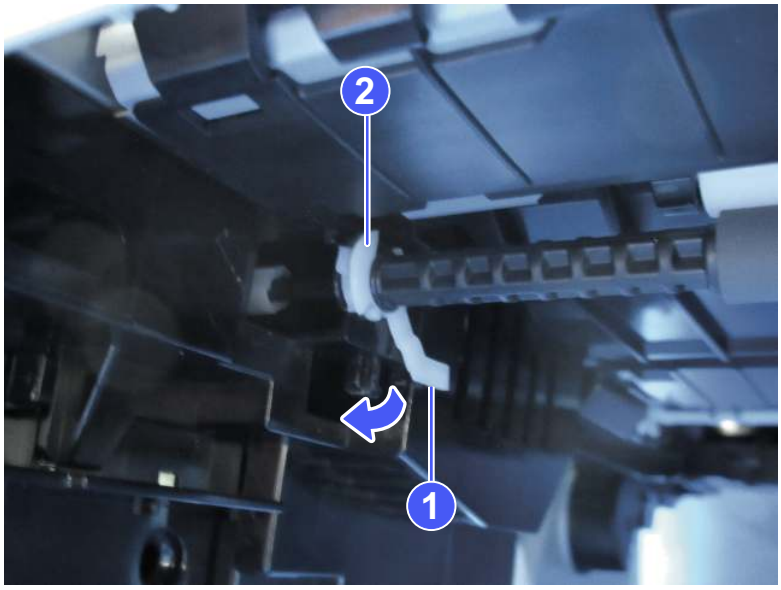

## Remove the duplex feed roller

Follow these steps to remove the duplex feed roller.

- Release one claw (callout 1), then rotate the bearing (callout 2) in the direction of the arrow to remove it. Slide the duplexing feed roller (callout 3) to the left to detach the right-side shaft, then slide it to the right to remove it.

**Figure 4-1454 Remove the roller**






### Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




**CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Installing the duplex guide assembly

Follow these steps to install the duplex guide assembly.

1. When the duplexing guide assembly is installed, one of the springs (callout 1) should be first assembled to the printer, and then the other spring is mounted to the printer.

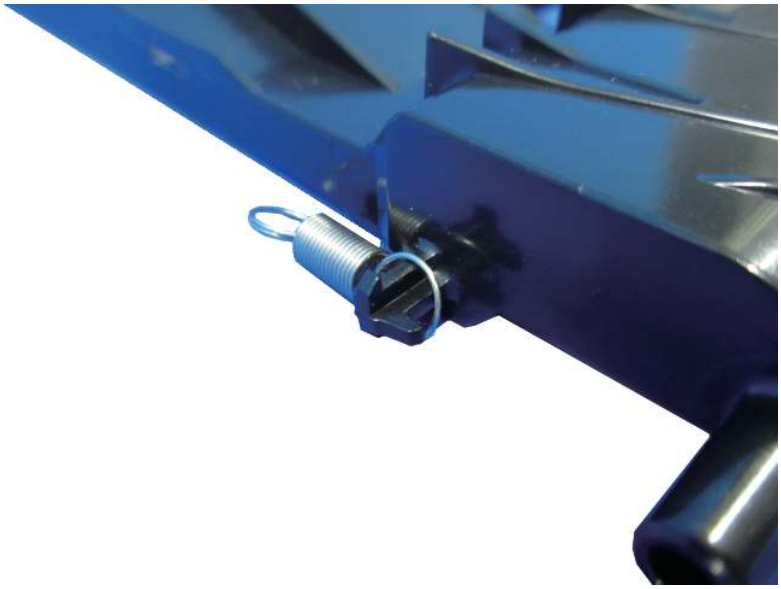
**Figure 4-1455 Springs (callout 1) before installing the duplexing guide assembly to the printer**




**Figure 4-1456 Spring location**



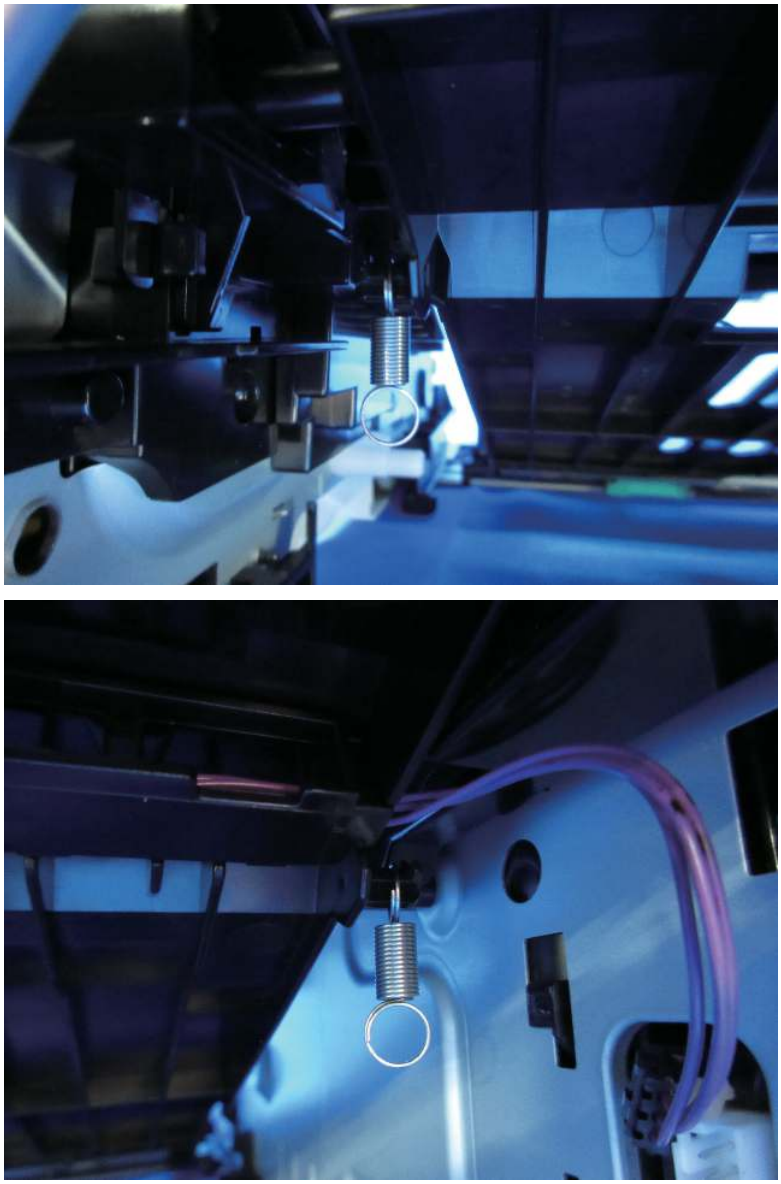
**Figure 4-1457 Spring location**



2. Locating the spring for the duplex guide assembly when installing.



**Figure 4-1458 Installing the springs**



## Removal and replacement: Re-pick up roller

This document provides the procedures to remove and replace the paper re-pick up roller.

Mean time to repair: 5 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-85 Part information**

| Part number | Part description |
|---|---|
| **RL3-0377-000CN** | Roller, paper re-pick up |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## Remove the duplexing guide assembly

Follow these steps to remove the duplexing guide assembly.

1. Remove tray 2.

2. Open the cassette rear cover.

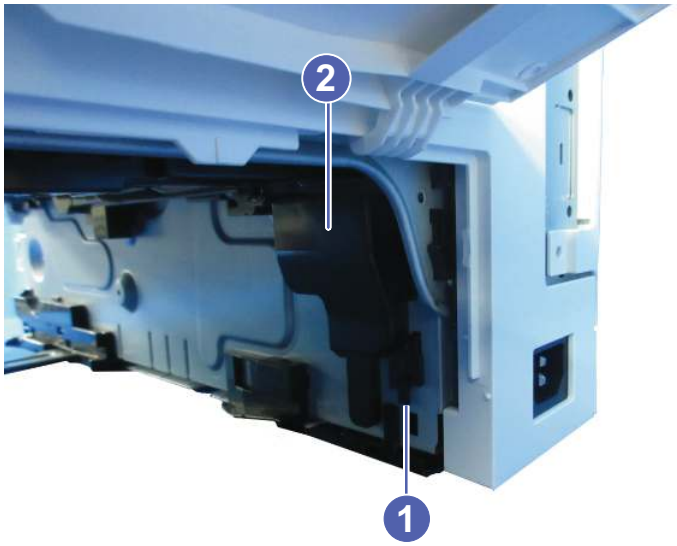
**Figure 4-1459 Open cassette rear cover**



3. Unhook one tab (callout 1). Then slide the cable cover (callout 2) downward to remove it.

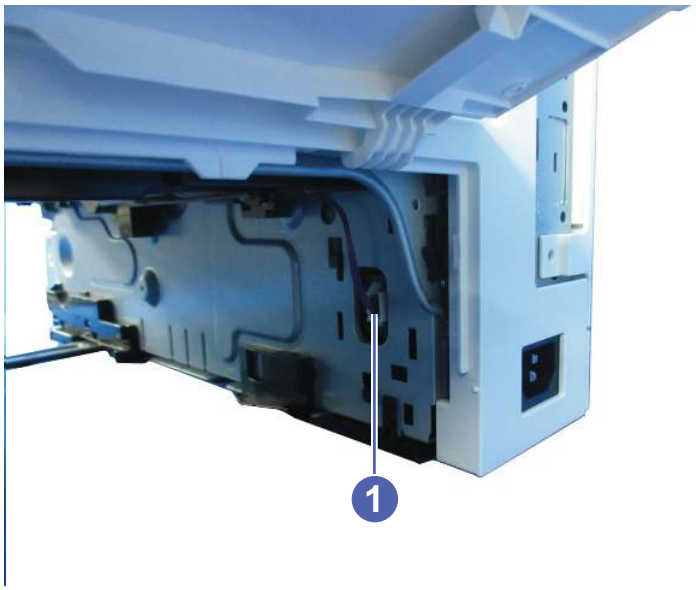
**NOTE:** Access the cable cover from the rear left of the printer under the duct cover.

**Figure 4-1460 Access cable cover**



4. Disconnect one connector (callout 1).

**Figure 4-1461 Disconnect one connector**




5. Remove two springs (callout 1). Remove the securing clip (callout 2).

**Figure 4-1462 Springs and clip location**

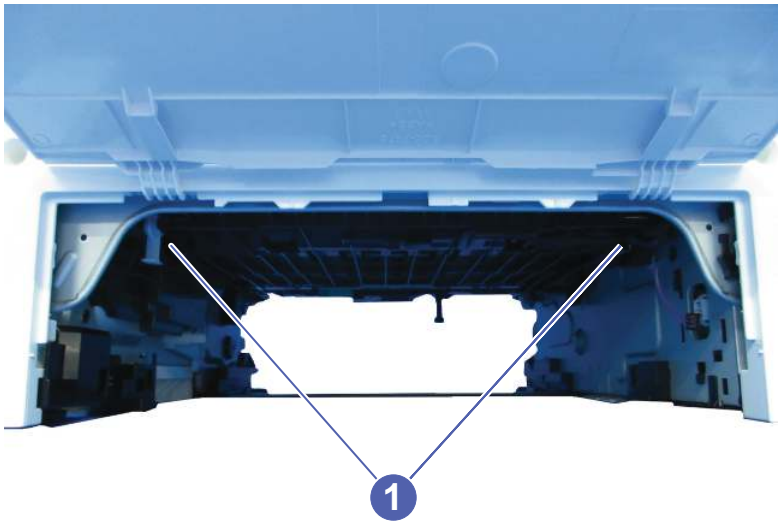


**Figure 4-1463 Remove spring**

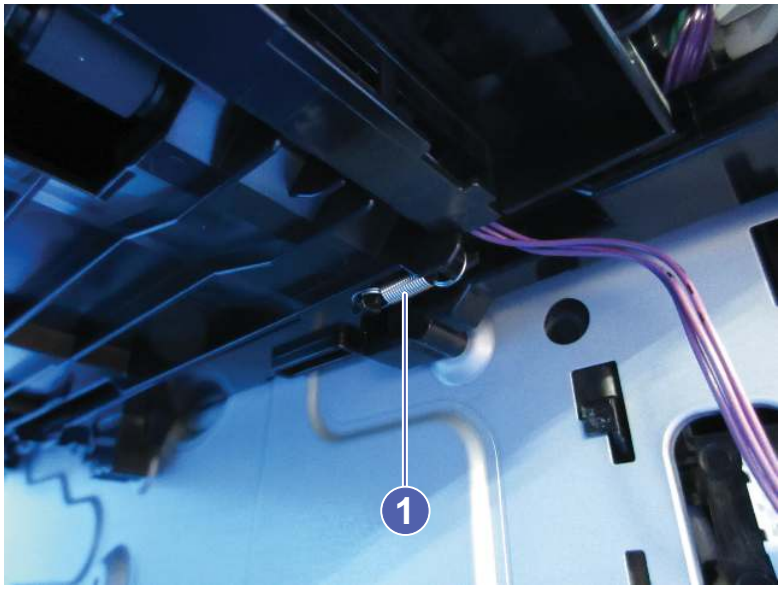
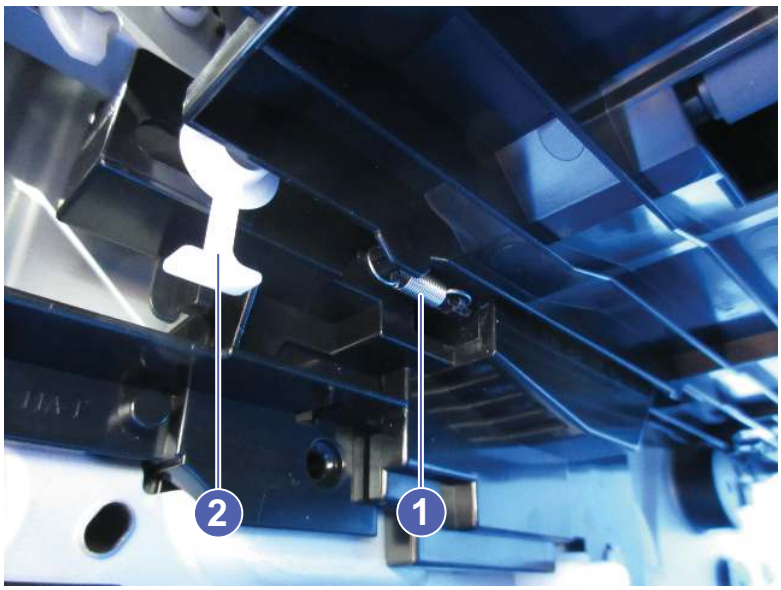
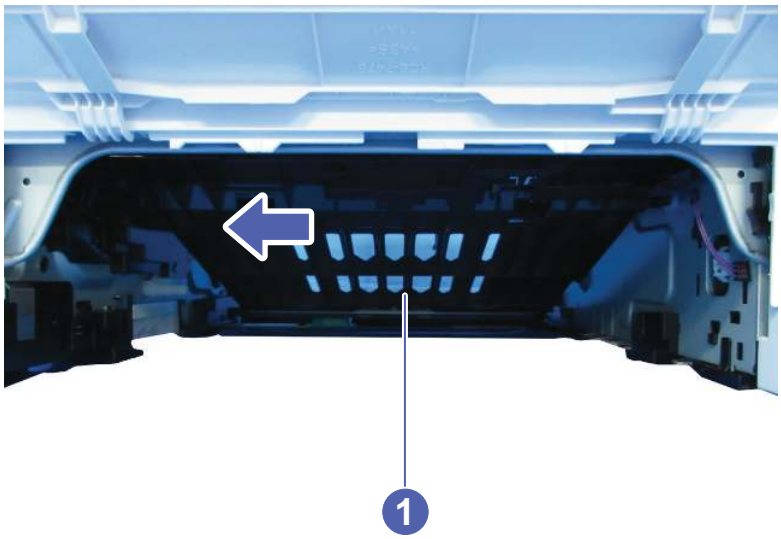



**Figure 4-1464 Remove spring and clip**



6. Slide the duplexing guide assembly (callout 1) in the direction of the arrow to remove it.

**Figure 4-1465 Slide assembly to remove**

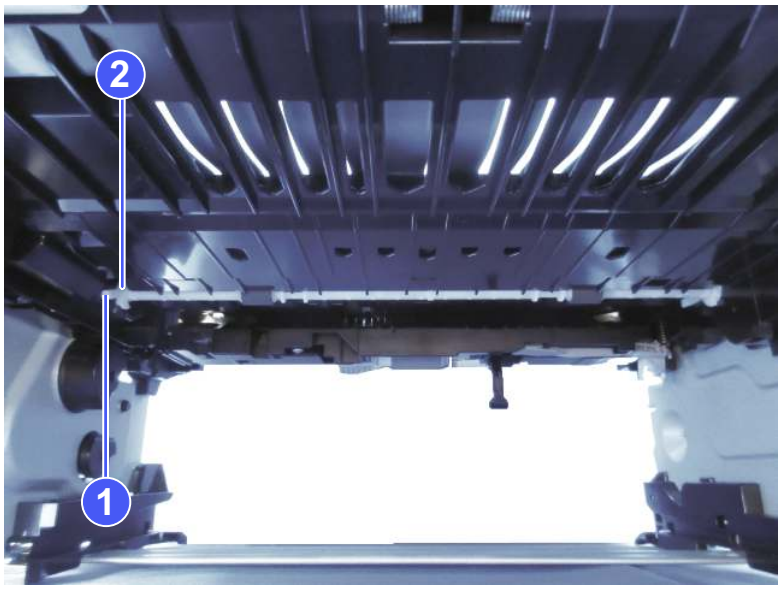


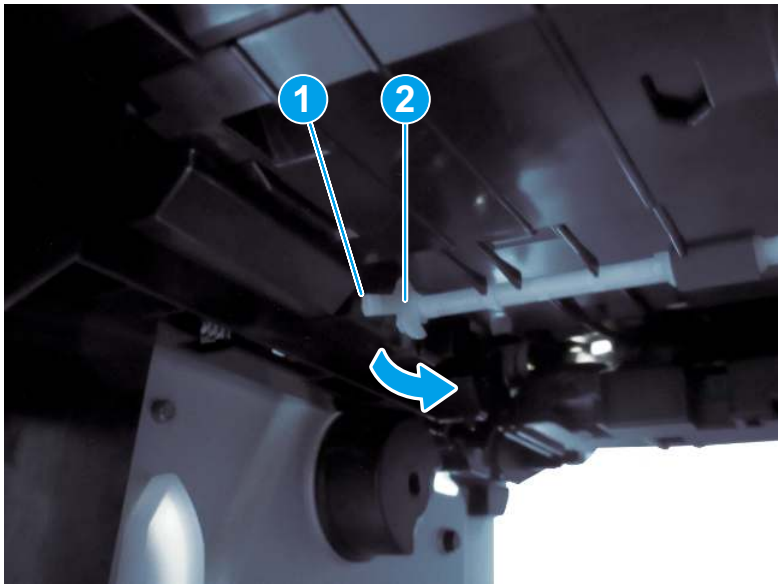

## Remove the paper re-pick up roller

Follow these steps to remove the re-pick up roller.

1. Release the left-side claw (callout 1), then rotate the left-side bearing (callout 2) in the direction of the arrow to remove it.

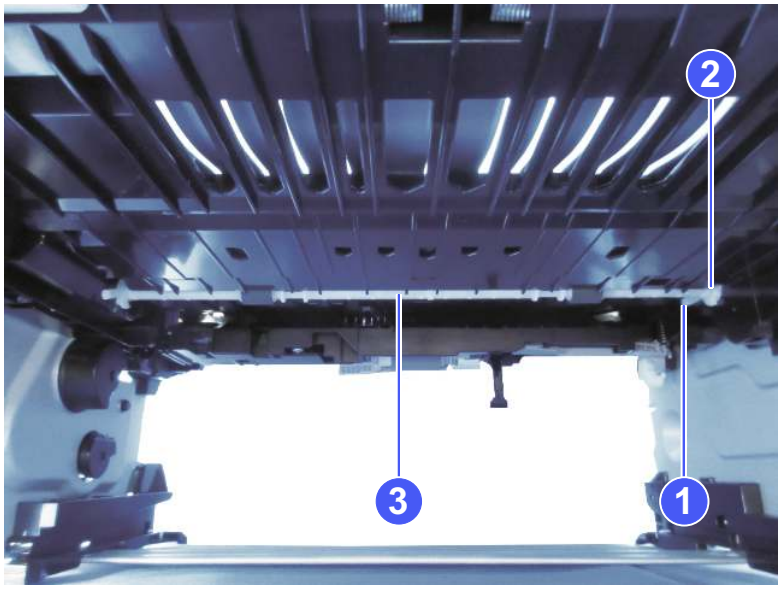
**Figure 4-1466 Remove the bearing**

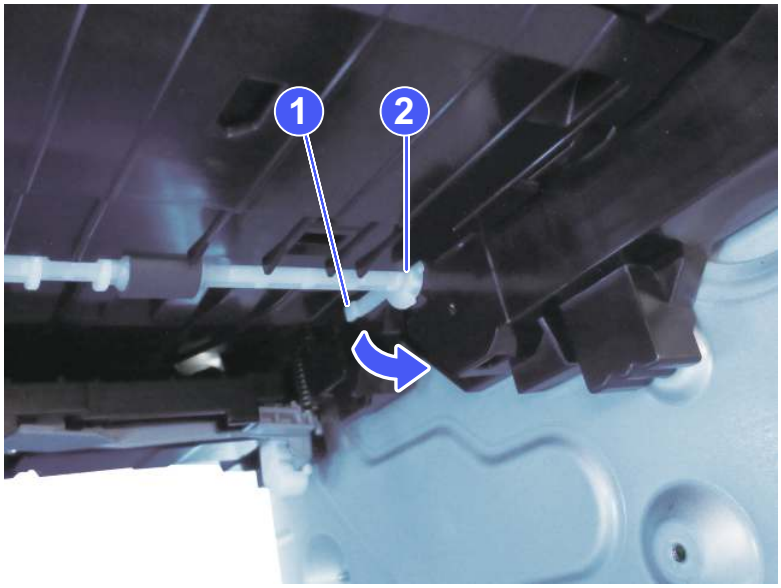





2. Release the right-side claw (callout 1). Rotate the right-side bearing (callout 2) in the direction of the arrow to remove it. Slide the re-pick up roller (callout 3) to the left to detach the right-side shaft, then slide it to the right to remove it.

**Figure 4-1467 Remove the roller**

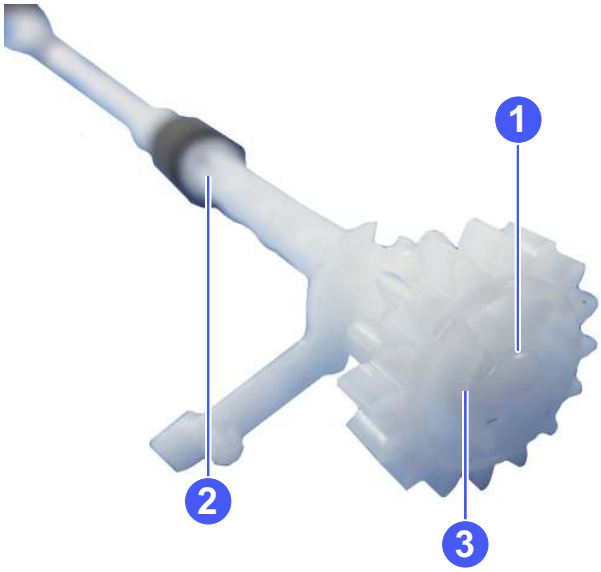





3. Release one claw (callout 1) and remove the gear (callout 3) from the re-pick up roller (callout 2).

**Figure 4-1468 Remove the gear**






## Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




**CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Installing the duplex guide assembly

Follow these steps to install the duplex guide assembly.

1. When the duplexing guide assembly is installed, one of the springs (callout 1) should be first assembled to the printer, and then the other spring is mounted to the printer.

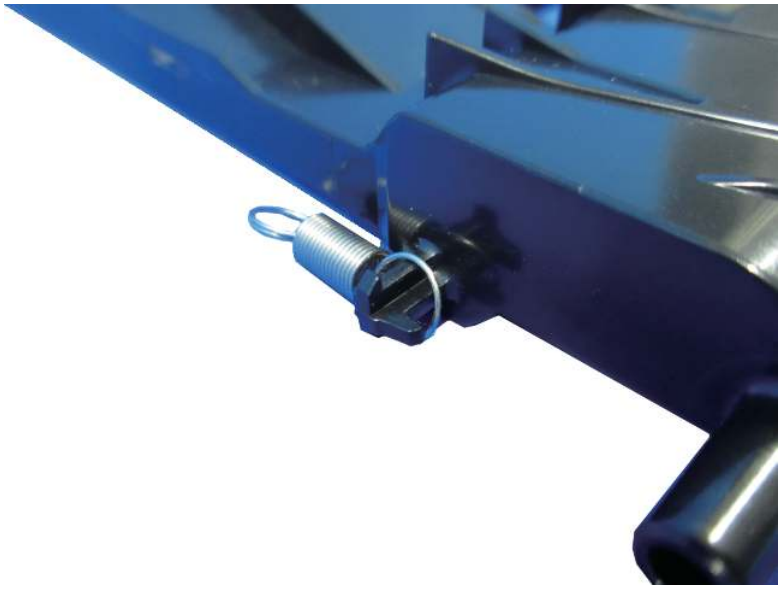
**Figure 4-1469 Springs (callout 1) before installing the duplexing guide assembly to the printer**




**Figure 4-1470 Spring location**



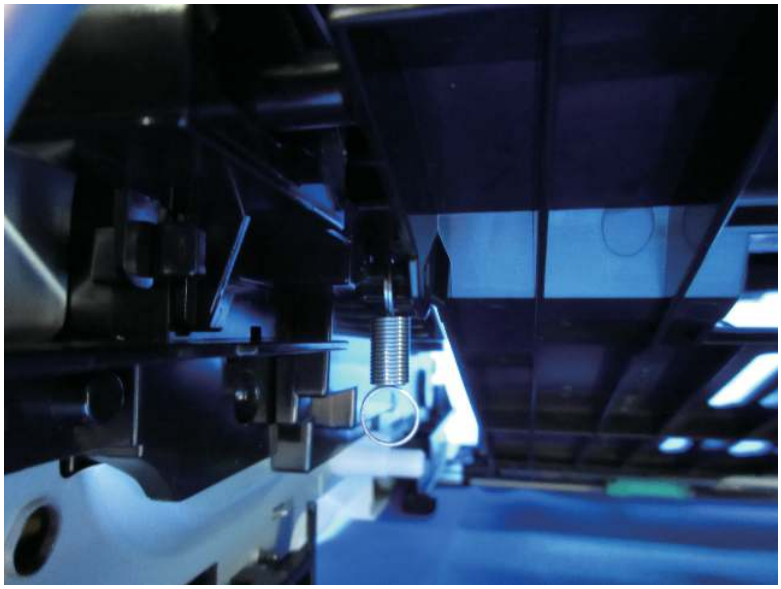
**Figure 4-1471 Spring location**

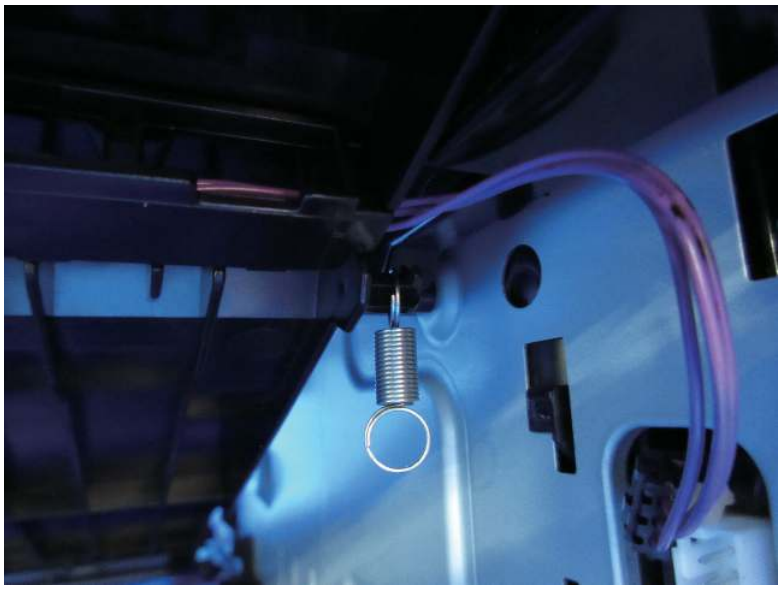


2. Locating the spring for the duplex guide assembly when installing.



**Figure 4-1472 Installing the springs**





## Removal and replacement: Control panel 5501, X50352

This document provides the procedures to remove and replace the control panel.

View a video of how to remove and replace the control panel.

Mean time to repair: 3 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-86 Part information**

| Part number | Part description |
|---|---|
| **RM2-5720-000CN** | Control Panel 2.7" SFP |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

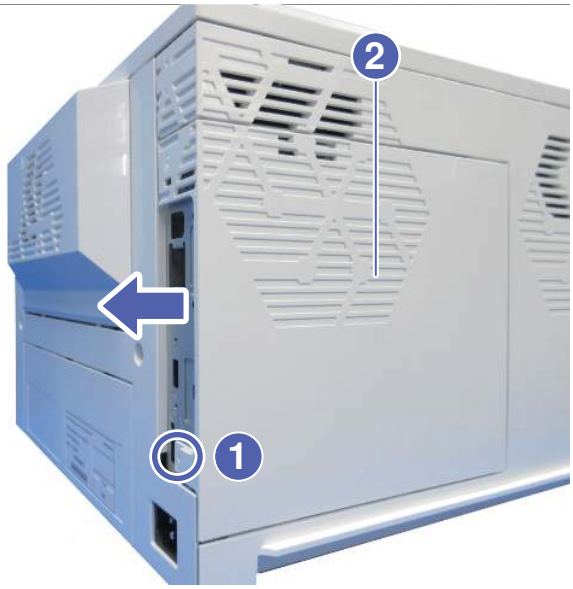
No post service test is available for this assembly.

## 1. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1473 Remove the formatter cover**




## 2. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.
2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-1474 SFP Remove front right cover**

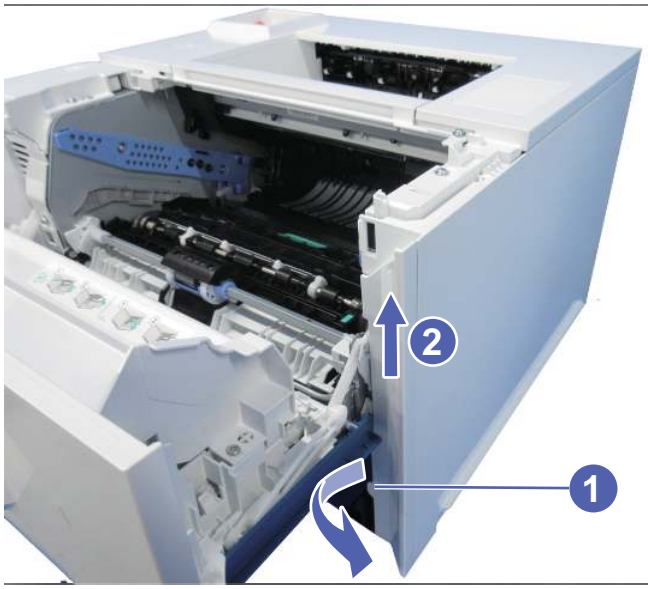
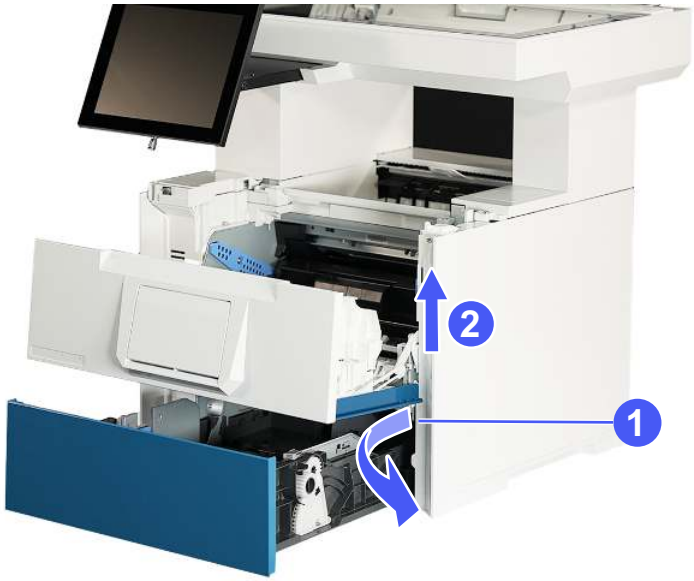


Figure 4-1475 MFP Remove front right cover




### 3. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Then unhook the tab (callout 2) of the right cover to remove the right cover (callout 3) by sliding it in the direction of the arrow.

Figure 4-1476 Remove one screw

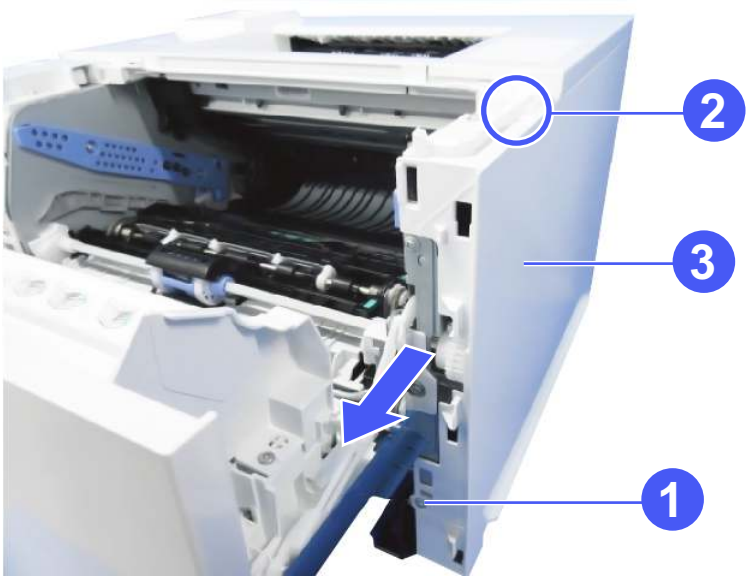
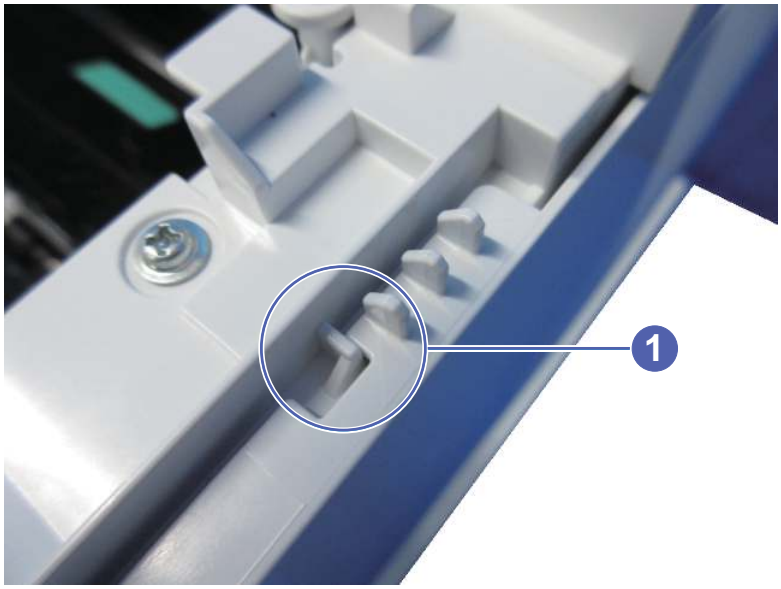


**Figure 4-1477 Tab close up.**




### 4. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1478 Link arm location**

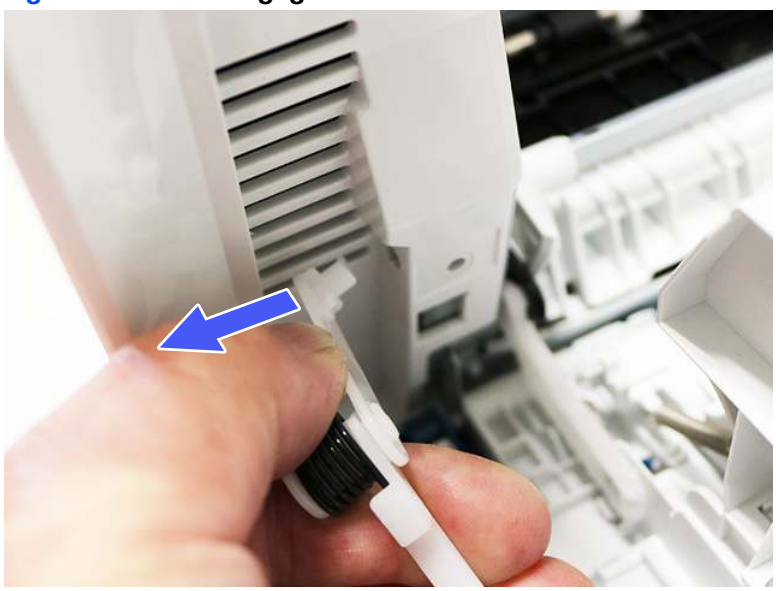



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1479 Disengage the link arm**



## 5. Remove the left cover and front left cover

Follow these steps to remove the left covers.

1. Remove two screws (callout 1).

**Figure 4-1480 Remove screws**




2. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1481 Remove one screw**




3. Unhook one tab (callout 1).

**NOTE:** Use a small flat tip screwdriver to gently pry up to unhook tab.

**Figure 4-1482 Unhook one tab**

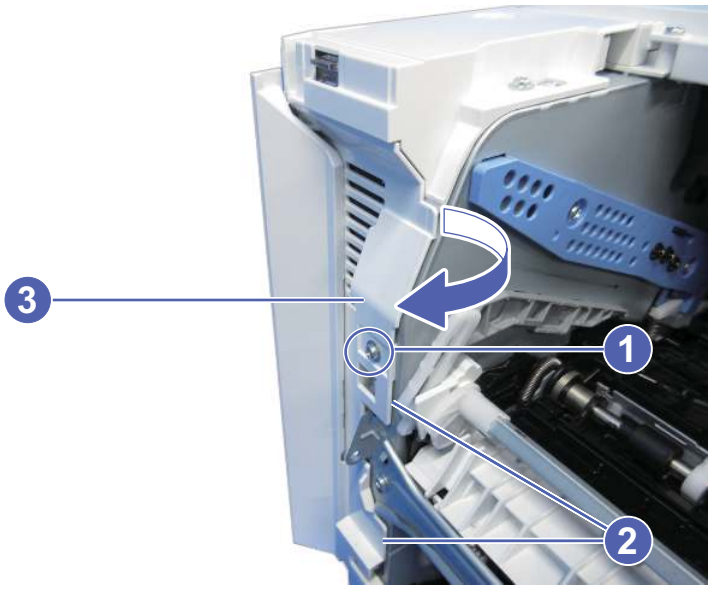



4. Remove one screw (Callout 1) from the front of the printer under the Cartridge access door.

**NOTE:** Requires short phillips screwdriver to do this.

5. Unhook two bosses (callout 2) and open the left cover (callout 3) to the direction shown by the arrow and remove.

**Figure 4-1483 Remove one screw**



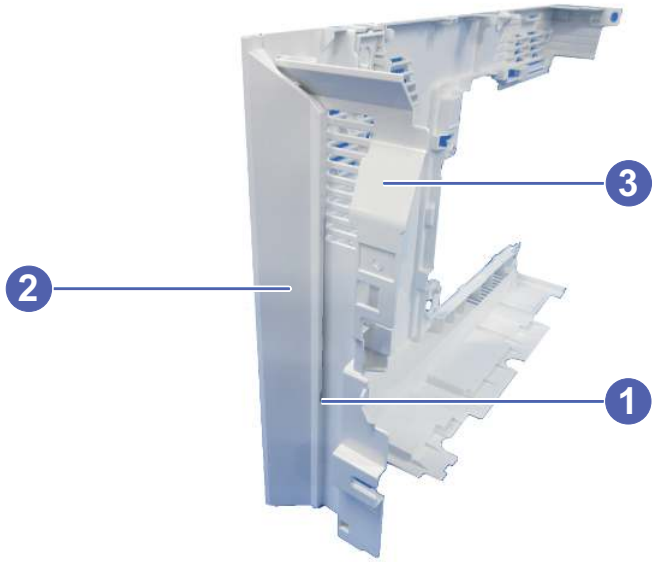

6. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you'll need to move the front left cover to the new left cover.

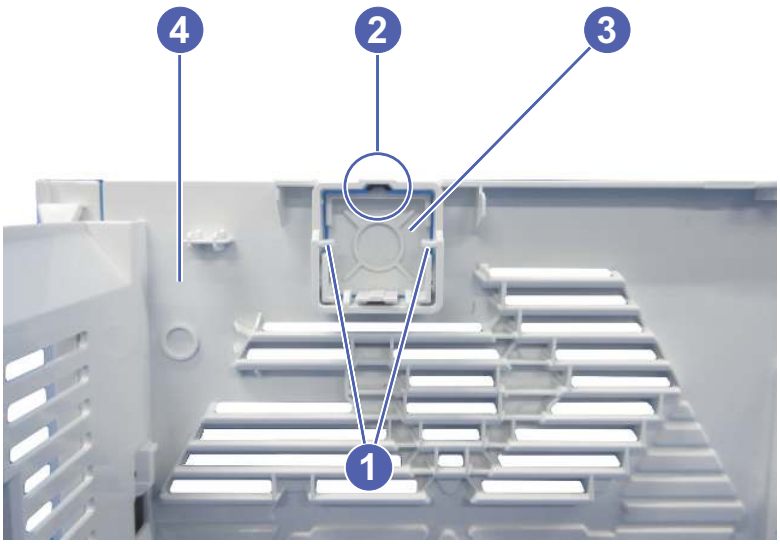
**Figure 4-1484 Separate covers**




b. Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one you must remove the door button and put it on the new Left cover. The door button is removed toward the outside of the panel.

**Figure 4-1485 Remove door button**




## 6. Remove the rear door assembly

Follow these steps to remove the rear door assembly.

1. Remove tray 2 from the printer.
2. Open the cassette rear cover.

**Figure 4-1486 Open cassette rear cover**



3. While holding the cassette cover open, locate the connector cover (left side) and release one tab to remove the connector cover.

**Figure 4-1487 Locate cable cover**

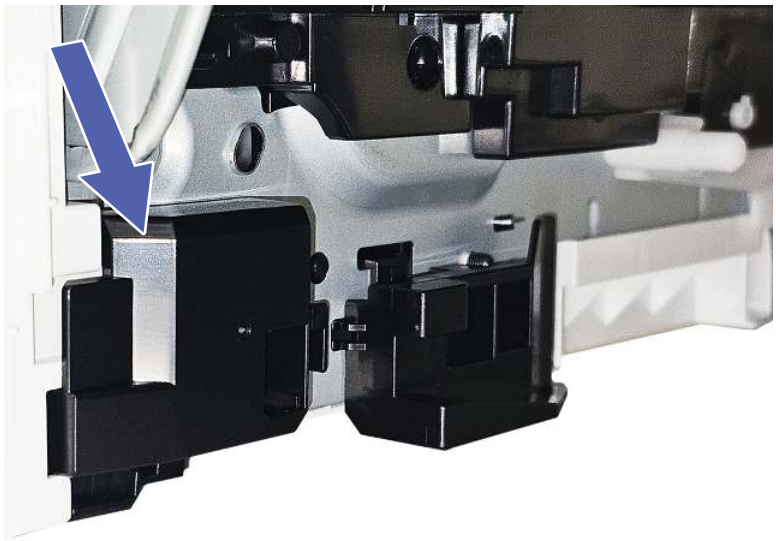
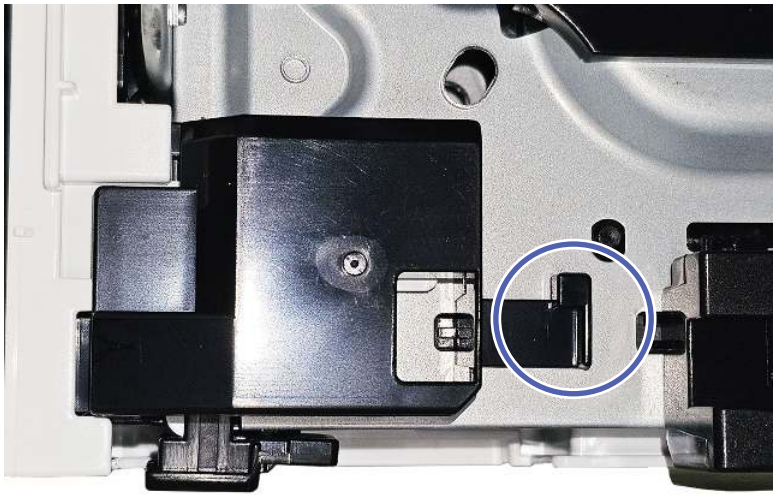
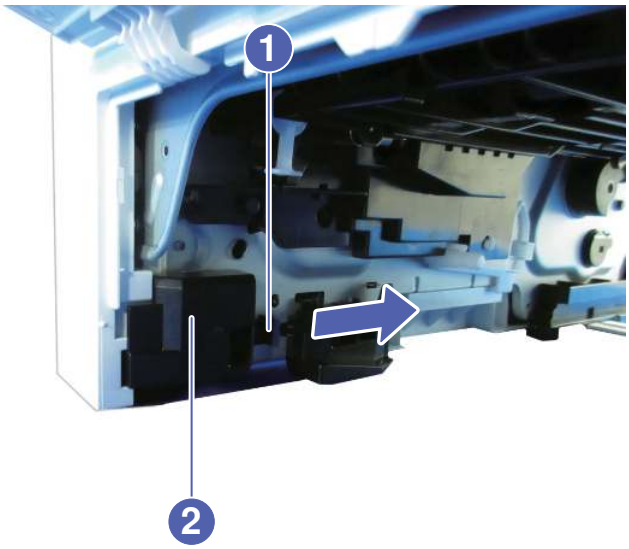


**Figure 4-1488 Cover locking tab**



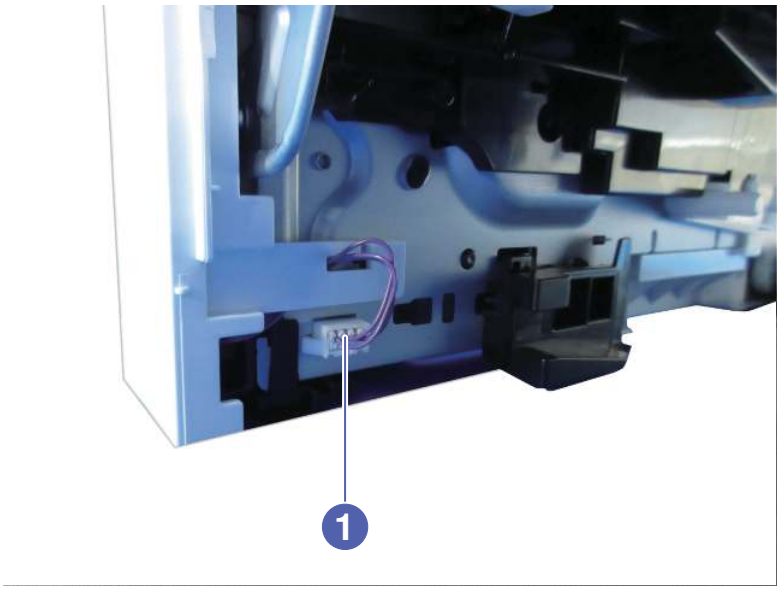
4. Remove the connector cover (callout 2) by sliding it in the direction of the arrow.

**Figure 4-1489 Remove the cover**



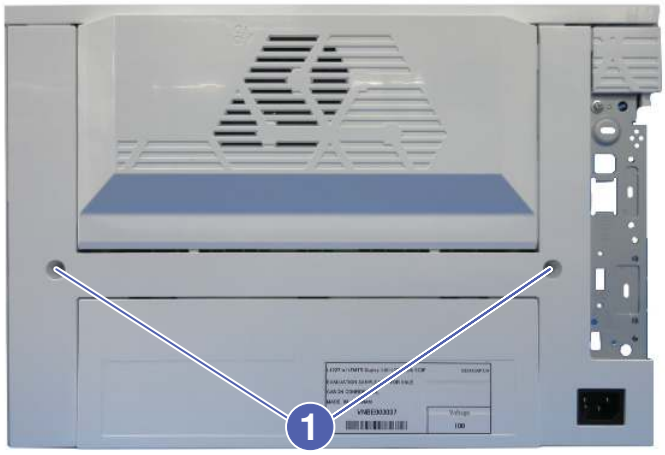
5. Pull off one connector (callout 1).

**Figure 4-1490 Disconnect cable**




6. On the back panel, remove two screws (callout 1).

**Figure 4-1491 Remove two screws**



7. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1492 Remove one screw**




8. Unhook one tab (callout 1).

**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1493 Unhook one tab**



9. Open the rear door.

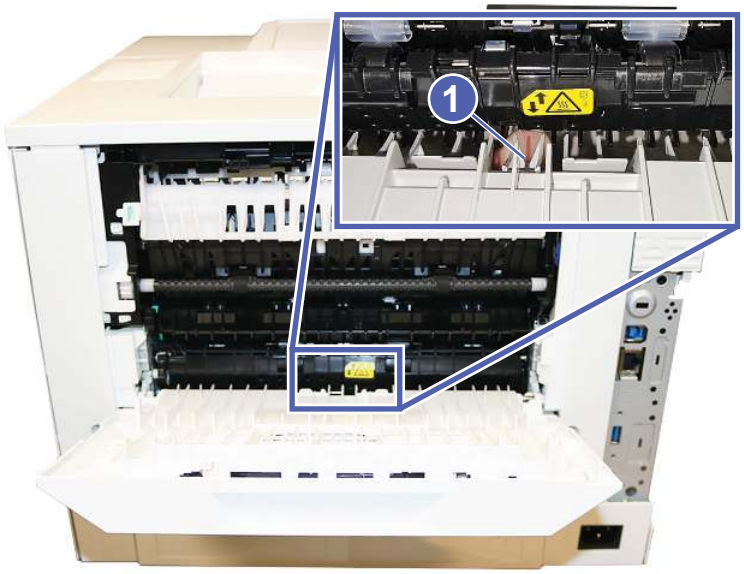
**Figure 4-1494 Open the rear door**



10. Unhook one tab (callout 1) lift up on back cover and remove the rear door.

**TIP:** Callout 1 is difficult to locate. Access the tab by placing your hand inside the rear cassette door opening and pressing up on the tab area.

**Figure 4-1495 Remove the rear door assembly**



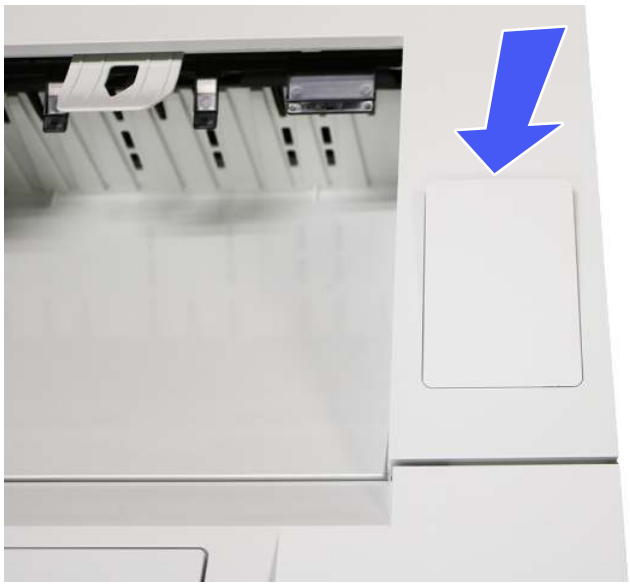

**TIP:** When reassembling the back cover, position the door at an angle and align the top two tabs to go under the top cover.

## 7. Remove the HIP cover

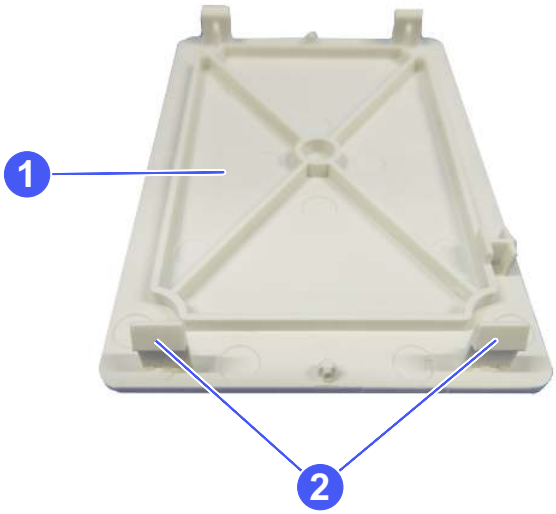
Follow these steps to remove the HIP cover.

- Using a small flat blade screwdriver, gently pry the edge of the cover up to release the two tabs and remove the cover.

**Figure 4-1496 Remove HIP cover**



**NOTE:** The positions of the two tabs (callout 2) of the HIP cover (callout 1) are as shown in the figure below.




### 8. Remove the output bin

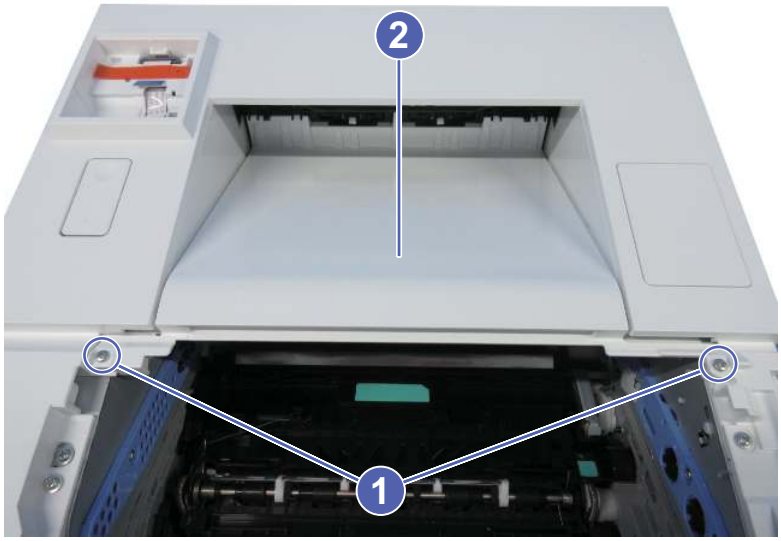
Follow these steps to remove the output bin.

1. Open the toner cartridge access door.
2. Remove two screws (callout 1) and remove the output bin (callout 2).

**TIP:** Remove two screws. For the MFP, you need a short shank cross tip. It must be able to fit under the ADF.

(Single function printer shown below only.)

**Figure 4-1497 Remove two screws then output bin**



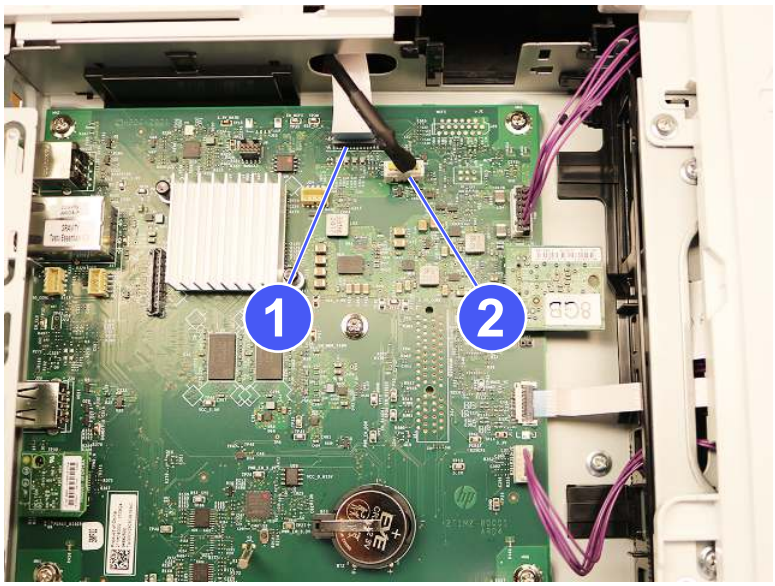

**NOTE:** Depending on the printer model, the top cover will look different but the output bin removes the same on all models.

## 9. Remove the top cover

Follow these steps to remove the top cover.

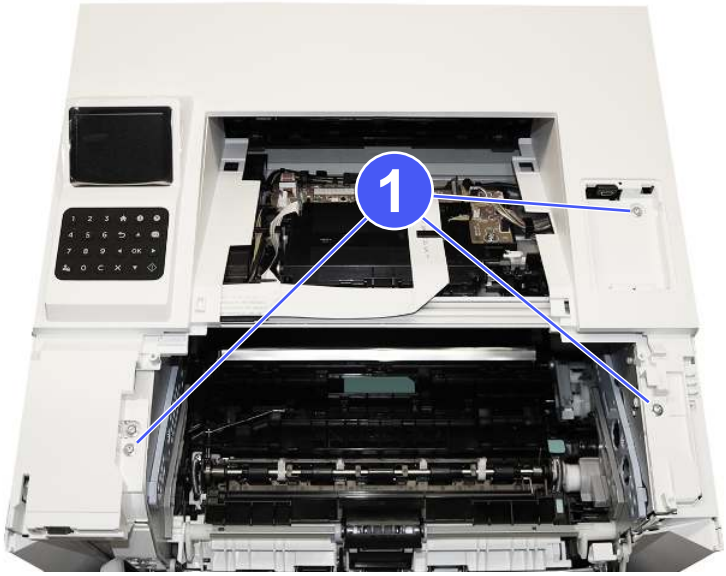
1. Disconnect one FFC (callout 1) and one cable (callout 2) from the formatter PCA.

**Figure 4-1498 Disconnect the cables**



2. Remove three screws (callout 1).

**Figure 4-1499 Remove the screws**



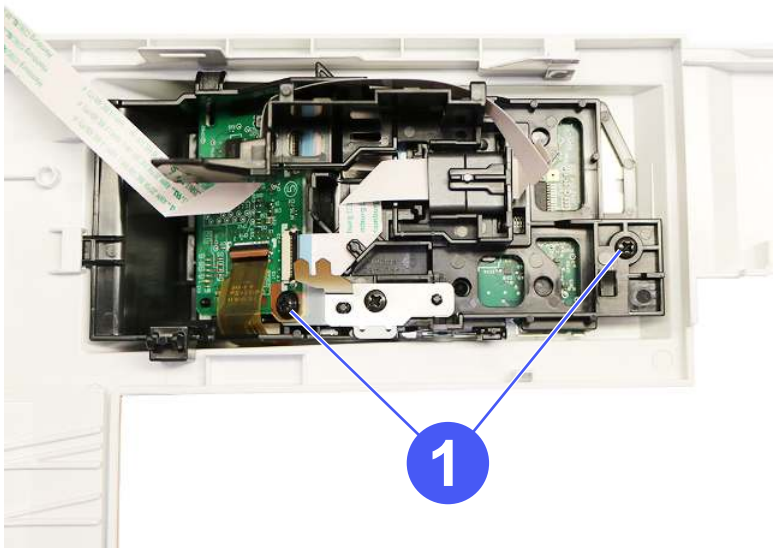

3. Remove the top cover assembly by lifting up the front and then releasing the back (callout 3).

## 10. Remove the control panel assembly

Removing the control panel assembly.

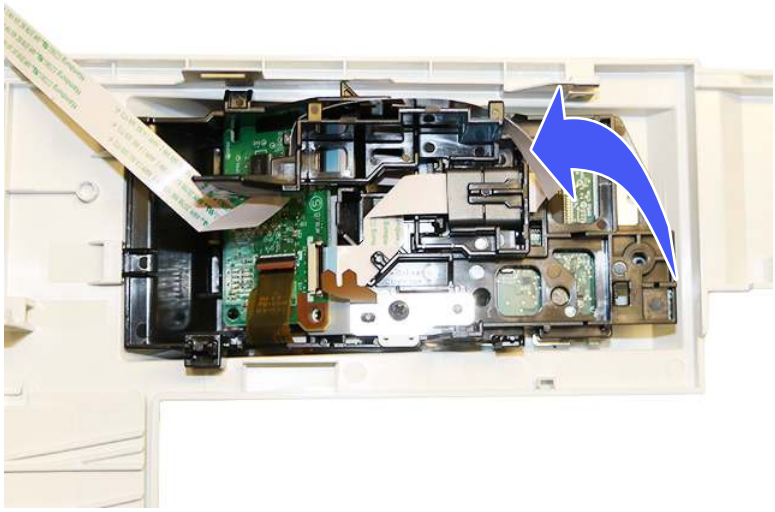
1. Remove the 2 screws

**Figure 4-1500 Remove the screws**



2. Lift up the control panel in the direction of the arrow and remove it from the top cover.

**Figure 4-1501 Remove the control panel**



## 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: Control panel 5502, 50452

This document provides the procedures to remove and replace the control panel.

View a video of how to remove and replace the control panel.

Mean time to repair: 3 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-87 Part information**

| Part number | Part description |
|---|---|
| 2T1M1-67002 | Control Panel 4.3" touch |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

**Turn the printer power on**

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

No post service test is available for this assembly.

### 1. Remove the control panel (SFP)

Follow these steps to remove the control panel.

1. To remove the control panel PCA cover by using a small flat blade screwdriver to pry up the rear side.

**Figure 4-1502 Remove the cover**



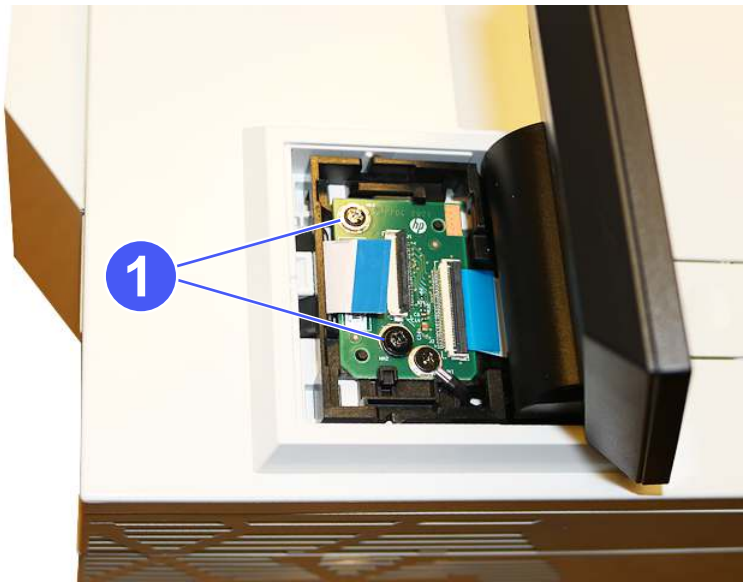
2. Disconnect the FFC.

**Figure 4-1503 Disconnect the FFC**



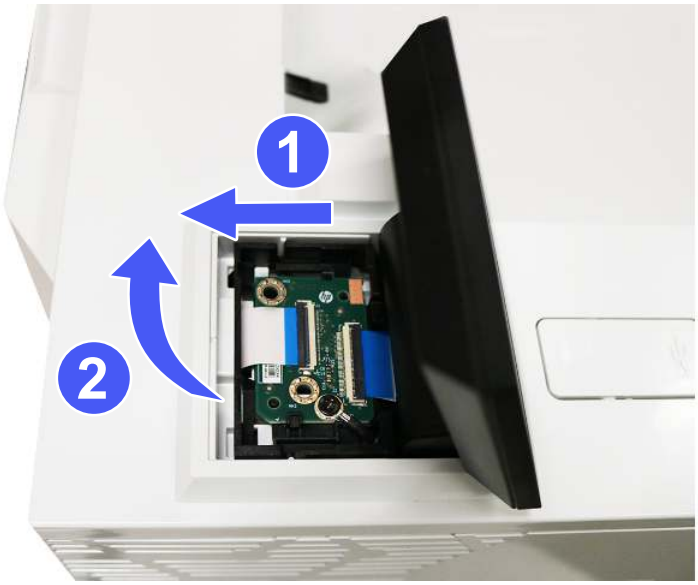
3. Remove two screws (callout 1).

**Figure 4-1504 Remove the screws**




4. Slide the control panel assembly back (callout 1) then rotate it up and out from the printer (callout 2).

**Figure 4-1505 Remove 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: Control panel MFP 5601, X52952

This document provides the procedures to remove and replace the control panel.

View a video of how to remove and replace the control panel.

Mean time to repair: 5 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-88 Part information**

| Part number | Part description |
|---|---|
| **2T1M3-67003** | Control Panel 4.3" touch MFP |

### Required tools

- #2 Phillips 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

No post service test is available for this assembly.

## 1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. On the formatter cover, remove 1 screw.

**Figure 4-1506 Remove the screw**

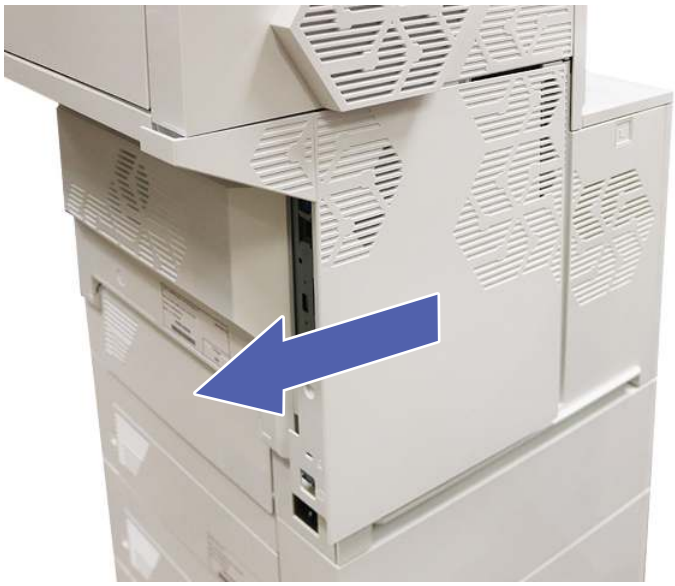


2. Slide the cover to the rear to remove it.

**Figure 4-1507 Remove the cover**



**Figure 4-1508 zs, zsfw models**



## 2. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

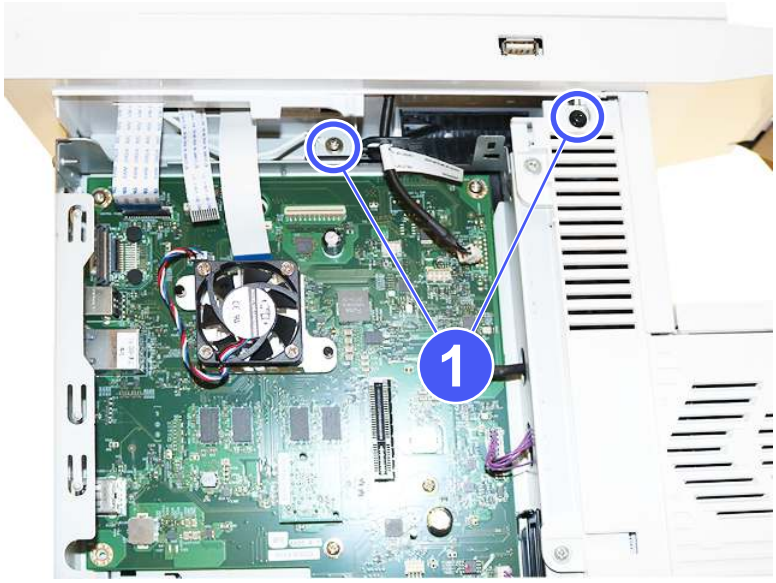
1. Remove four FFCs (callout 1) and one cable connector (callout 2) from the formatter PCA.

**Figure 4-1509 Remove connectors**




2. Remove two grounding screws (callout 1) from the left side of the printer.

**Figure 4-1510 Remove two screws**



3. Remove the two screws (callout 1) on the back cover from the scanner assembly.

**Figure 4-1511 Remove two screws**




4. Lift the scan unit up to remove it from the printer.

**Figure 4-1512 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

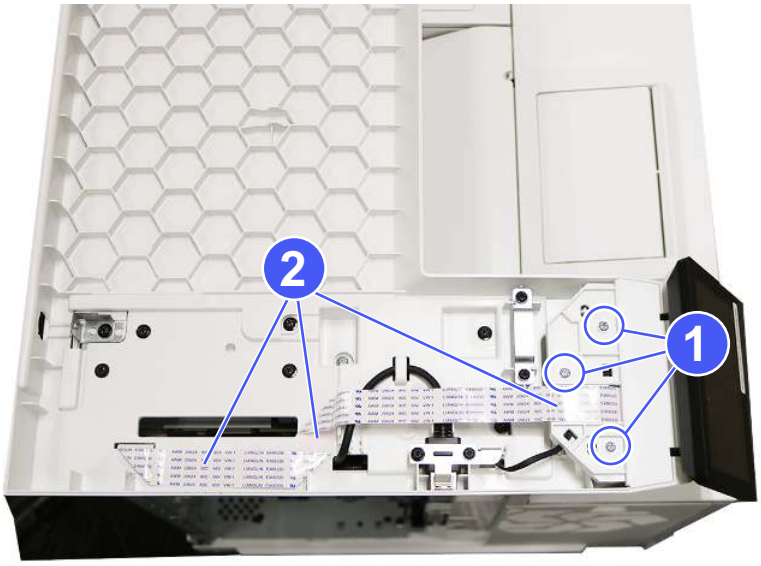
## 3. Remove the control panel assembly

Removing the control panel assembly.

1. Remove the three screws (callout 1).

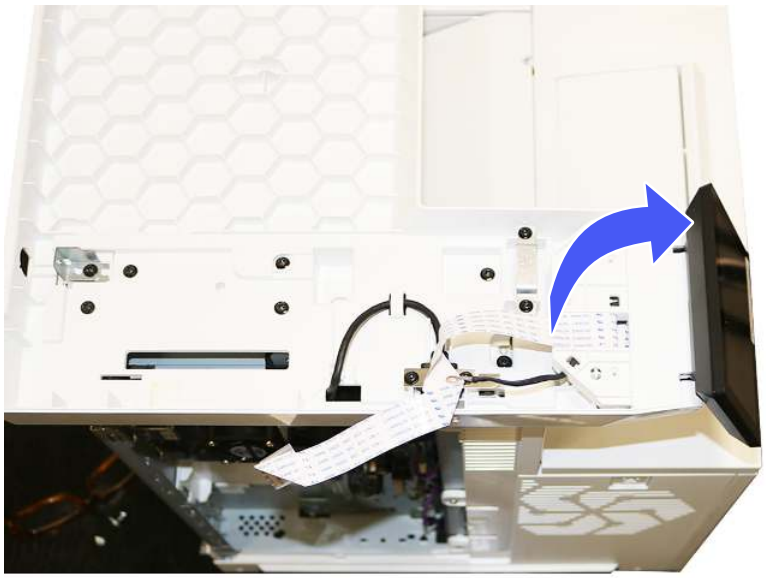
   Carefully lift and remove the FFC from the double-sided tape (callout 2).

**Figure 4-1513 Remove the screws and FFC**




2. Lift up the control panel in the direction of the arrow to remove it.

**Figure 4-1514 Remove the control panel**



## 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: Convenience stapler 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the convenience stapler accessory.

View a video on how to remove and replace the convenience stapler.

Mean time to repair: 5 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-89 Part information**

| Part number | Part description |
|---|---|
| **2T1M3-60103** | Convenience stapler |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

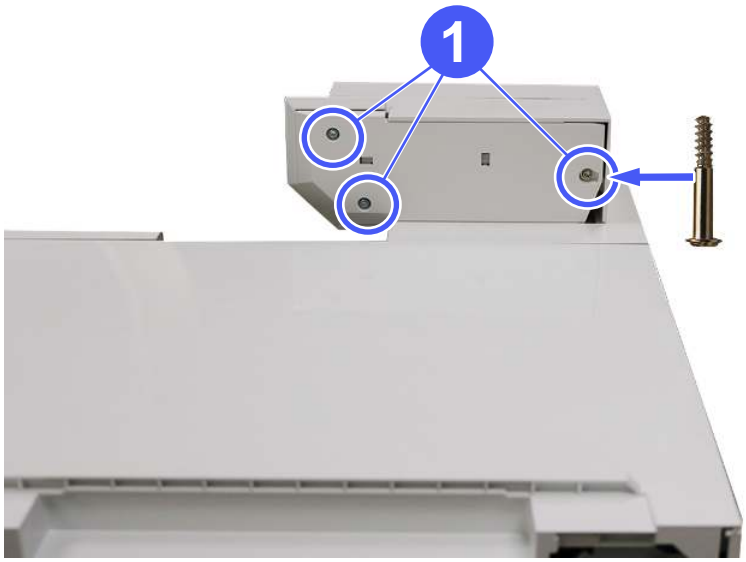
No post service test is available for this assembly.

## Remove the tray right inner cover

Follow these steps to remove the tray right inner cover.

1. Remove three T10 torx screws (callout 1).

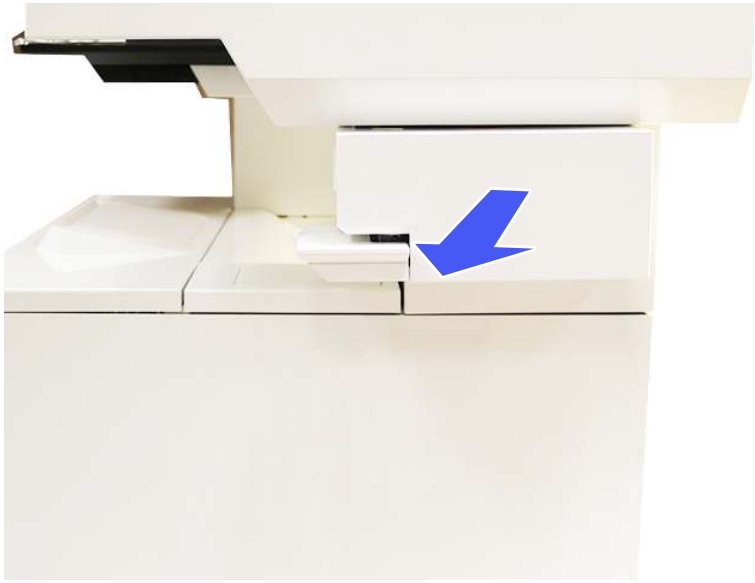
**Figure 4-1515 Remove torx screws**




**NOTE:** When installing the convenient stapler cover, the long screw goes where the image indicates.

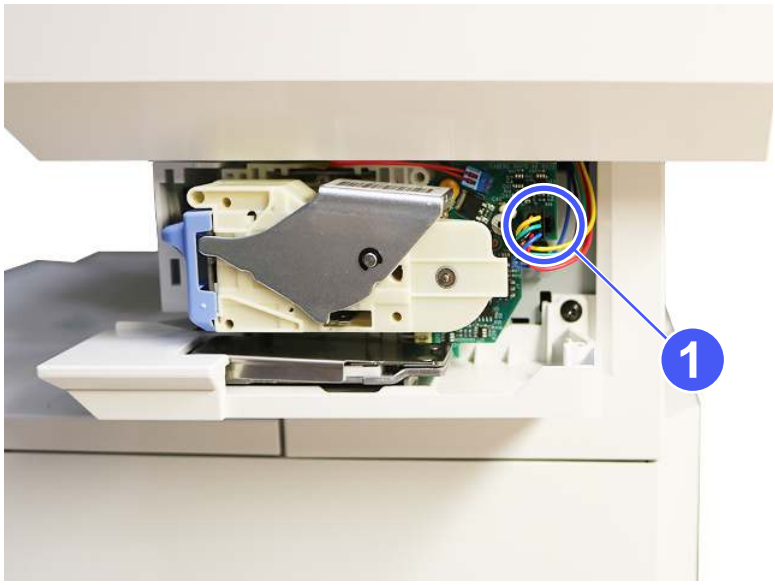
2. Remove the stapler cover by pulling it straight out from the printer.

**Figure 4-1516 Remove stapler cover**



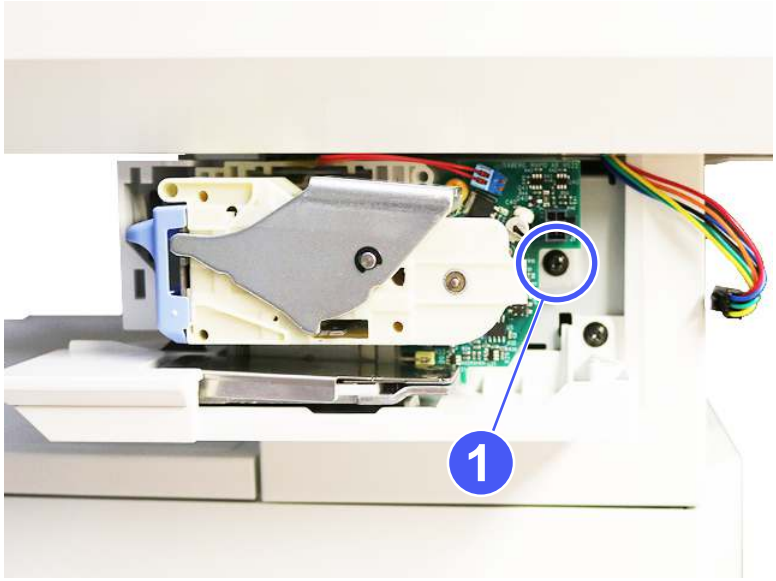
3. Disconnect the stapler cable (callout 1) from the assembly.

**Figure 4-1517 Disconnect cable**



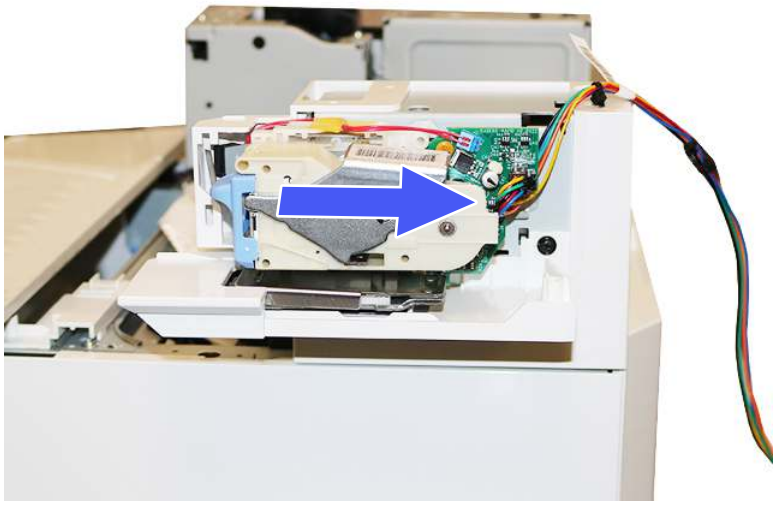
4. Remove one screw (callout 1) from staple assembly.

**Figure 4-1518 Remove one screw**




5. Remove the stapler assembly by sliding it in the direction of the arrow and then pulling it out from the printer.

**Figure 4-1519 Remove the stapler 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: SSD

This document provides the procedures to remove and replace the SSD.

View a video of how to remove and replace the SSD.

Mean time to repair: 1 minute

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-90 Part information**

| Part number | Part description |
|---|---|
| **766R7A** | SSD 512 GB SED/TAA M.2 NVMe, Universal Kit - |

Table 4-90 **Part information (continued)**

| Part number | Part description |
|---|---|
| **4K3V6AV** | SSD 256GB Kit SED/TAA M.2 NVMe, Universal Kit |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1520 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1521 Remove the cover**



## 2. Remove the SSD

Follow these steps to remove the SSD.

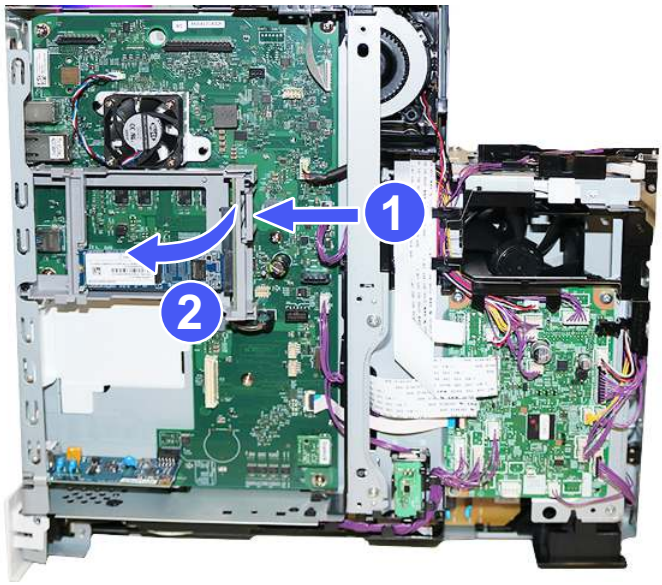
1. Remove the two securing pins from the back of the formatter.

**Figure 4-1522 Remove the pins**



2. Push the releasing lever (callout 1) and remove the SSD standoff from printer (callout 2).

**Figure 4-1523 Remove the SSD**




### 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: Fax card

This document provides the procedures to remove and replace the fax card.

View a video of how to remove and replace the fax card.

Mean time to repair: 1 minute

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-91 Part information**

| Part number | Part description |
|---|---|
| 4SV08-67002 | FAX card |

### Required tools

- #2 Phillips 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

Send a print job to the printer requiring stapling and collation to verify that the stapler/stacker correctly functions.

#### 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1524 Remove one screw**



2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1525 Remove the cover**

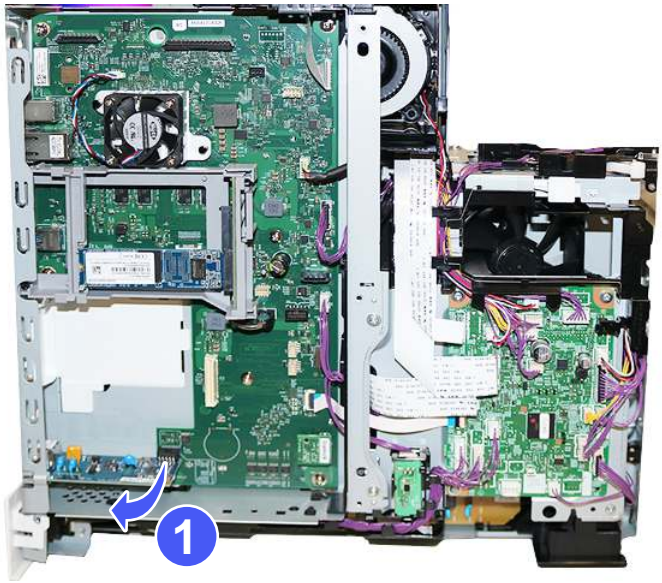


## 2. Remove the fax card

Follow these steps to remove the fax card.

- Remove the fax card by pulling up on right side then removing it from formatter.

**Figure 4-1526 Remove the fax card**




### 3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




**CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: Convenience stapler 5601, 5602, X52952, X53052

This document provides the procedures to remove and replace the convenience stapler accessory.

View a video on how to remove and replace the convenience stapler.

Mean time to repair: 5 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-92 Part information**

| Part number | Part description |
|---|---|
| 2T1M3-60103 | Convenience stapler |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

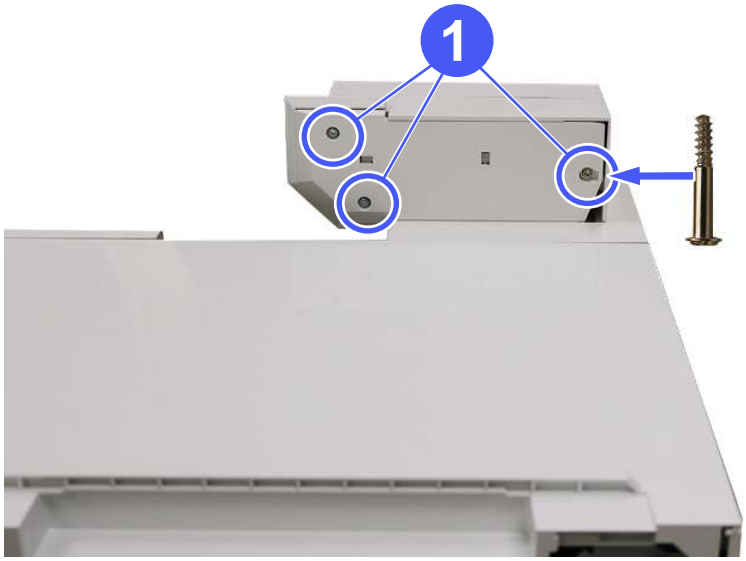
No post service test is available for this assembly.

### Remove the tray right inner cover

Follow these steps to remove the tray right inner cover.

1. Remove three T10 torx screws (callout 1).

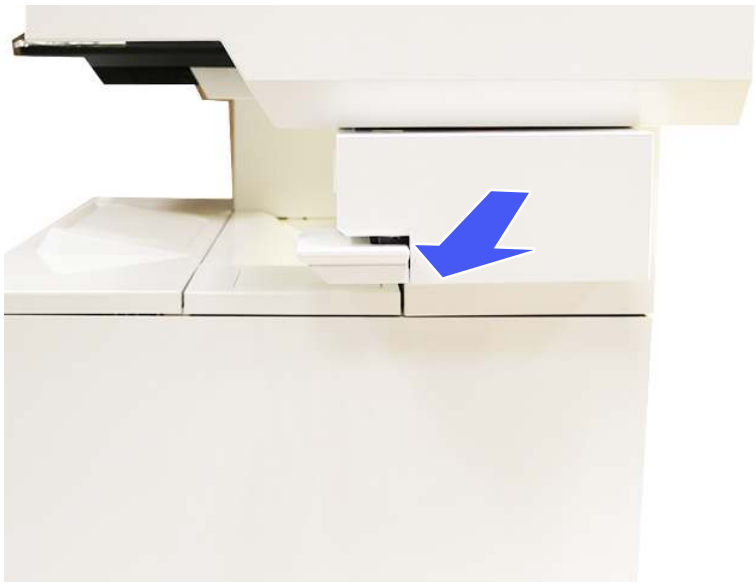
**Figure 4-1527 Remove torx screws**




**NOTE:** When installing the convenient stapler cover, the long screw goes where the image indicates.

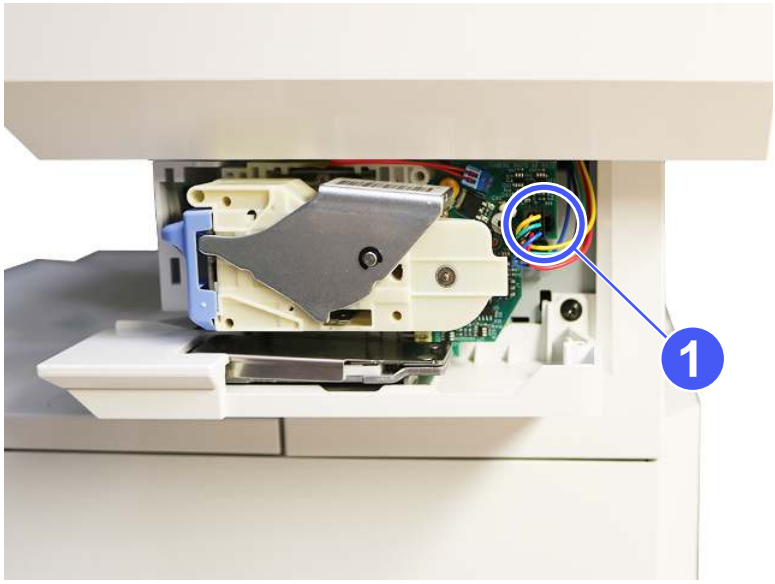
2. Remove the stapler cover by pulling it straight out from the printer.

**Figure 4-1528 Remove stapler cover**



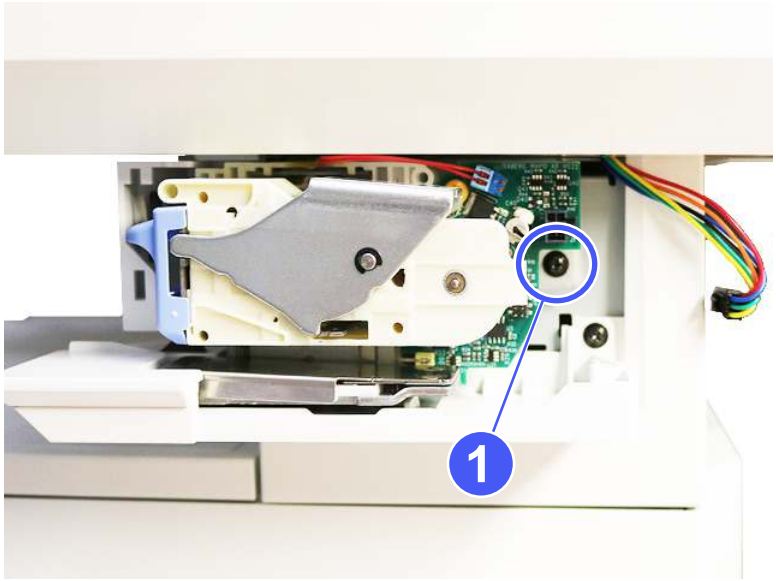
3. Disconnect the stapler cable (callout 1) from the assembly.

**Figure 4-1529 Disconnect cable**



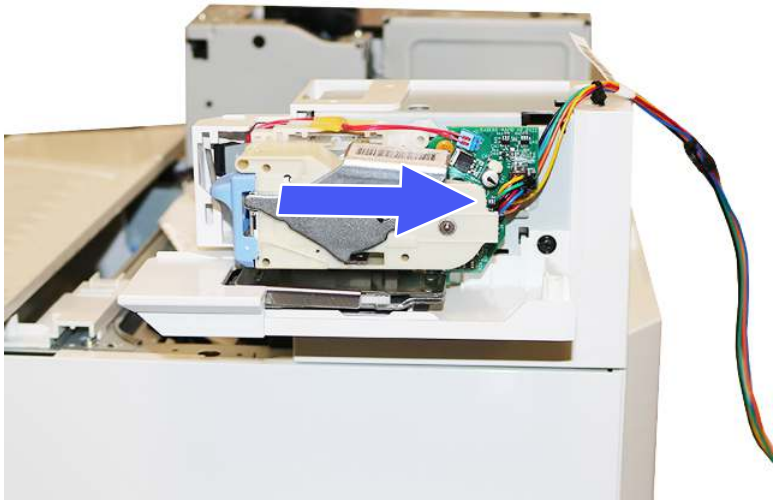

4. Remove one screw (callout 1) from staple assembly.

**Figure 4-1530 Remove one screw**



5. Remove the stapler assembly by sliding it in the direction of the arrow and then pulling it out from the printer.

**Figure 4-1531 Remove the stapler 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.

# Automatic document feeder

Learn how to remove and replace document feeder and scanner parts.

## Removal and replacement: ADF top cover

Learn about document feeder 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 4-93 Part information**

| Part number | Part description |
|---|---|
| 4RA80-67006 | ADF top cover assembly (includes rollers) |

### Required tools

- Small flat-blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

Print any pages necessary to make sure the printer is functioning correctly.

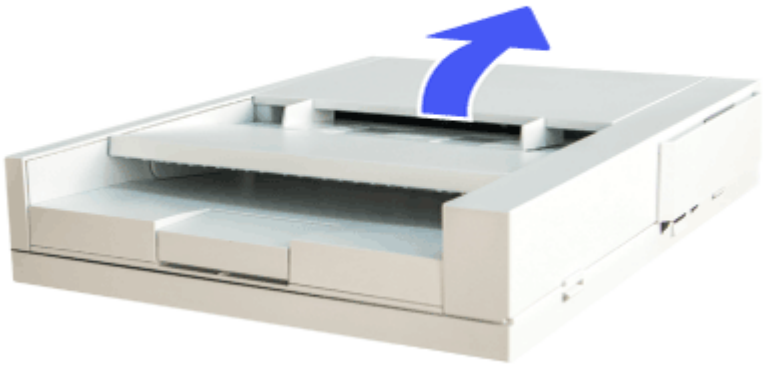
## 1. Remove the document feeder top cover

Follow the procedure below to remove and replace the document feeder top cover.

**NOTE:** The document feeder top cover includes the rollers.

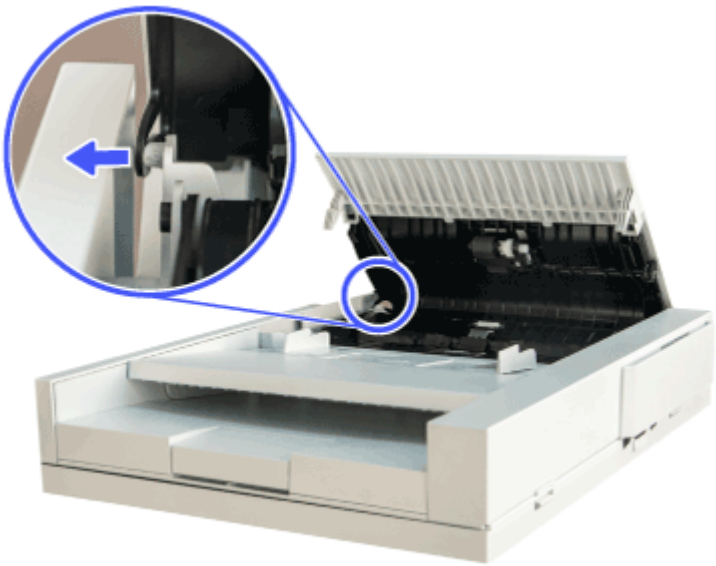
1. Open the document feeder top cover.

**Figure 4-1532 Open the cover**



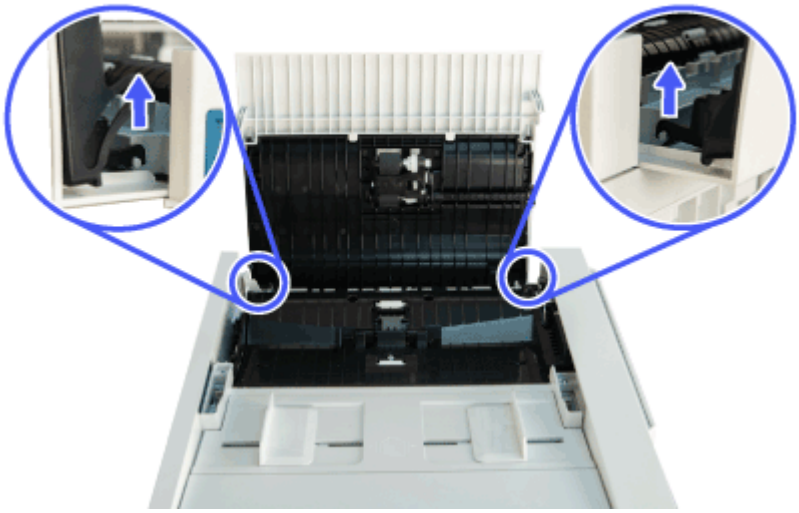
2. Release the cover retainer clip.

**Figure 4-1533 Release the clip**



3. Pull straight up on each hinge clip to release them.

**Figure 4-1534 Release the hinge clips**



4. Remove the document feeder cover.

**Figure 4-1535 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: Automatic document feeder (ADF) (MFP 5602, X53052)

This document provides the procedures to remove and replace the ADF.

Mean time to repair: 3 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-94 Part information**

| Part number | Part description |
|---|---|
| **C0M44-67002** | ADF WUR (5xxx Series Non-Workflow) |

Table 4-94 **Part information (continued)**

| Part number | Part description |
|---|---|
| **C0M44-67003** | ADF WUR (5xxx Series Workflow) |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

Place a document on the scanner glass and scan it. Verify the document scanned correctly.

## Remove the automatic document feeder

Follow these steps to remove the automatic document feeder.

1. Remove two screws on the back cover from the scanner assembly.

   Figure 4-1536 **Remove 2 screws**

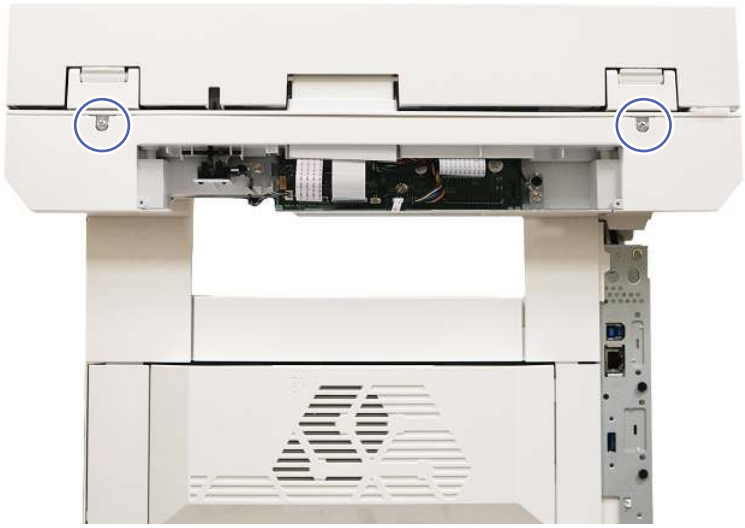


**IMPORTANT:** After removing the cover, reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

2. Remove two screws (callout 1).

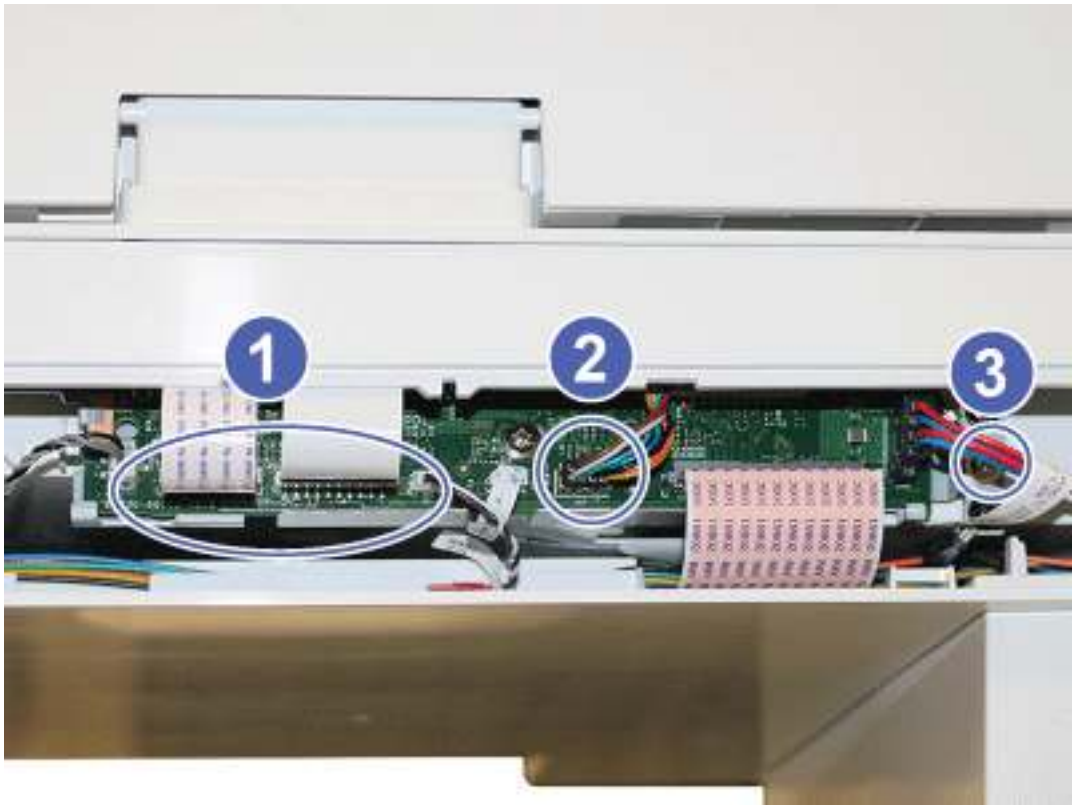
**TIP:** These are self-tapping screws for plastic. When reinstalling, rotate the screw counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not over-tighten. This will prevent stripping the threads inside the screw hole.

**Figure 4-1537 Remove two screws**



3. Disconnect one flat cable (callout 1), remove one ground screw (callout 3) to release the grounding cable, and then disconnect the indicated connectors (callout 2) on the scanner control board.

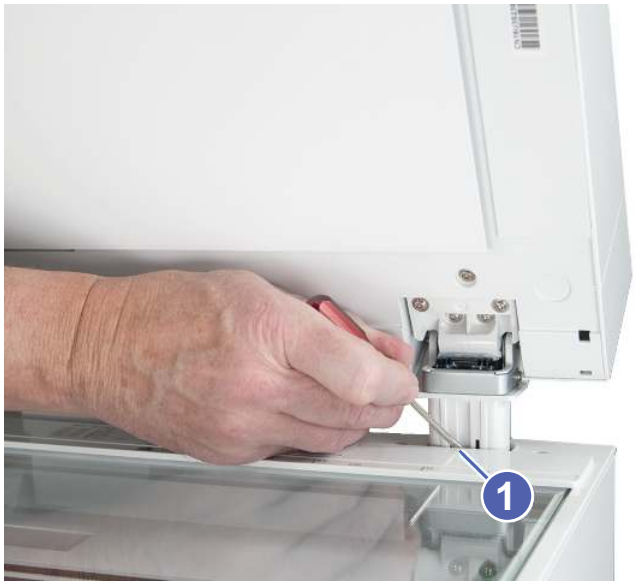
**Figure 4-1538 Disconnect the flat cable, ground cable, and connectors**




4. Tilt the document feeder back until it stops, and then lift it off of the scanner until it stops.

5. Support the document feeder, and then use a small flat-blade screwdriver to release two tabs on the document feeder hinges.

**Figure 4-1539 Release two tabs**



6. Lift the document feeder up to remove it.

**NOTE:** While removing the document feeder, carefully pass the cables through the cable channel in the scanner bed.

### Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




**CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: Scanner control board (SCB) (MFP 5602, X53052)

This document provides the procedures to remove and replace the SCB.

Mean time to repair: 5 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-95 Part information**

| Part number | Part description |
|---|---|
| **6QN30-67001** | PCA, Scan interconnect board |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

Place a document on the scanner glass and scan it. Verify the document scanned correctly.

## Remove the scanner control board (SCB)

Follow these steps to remove the scanner control board (SCB).

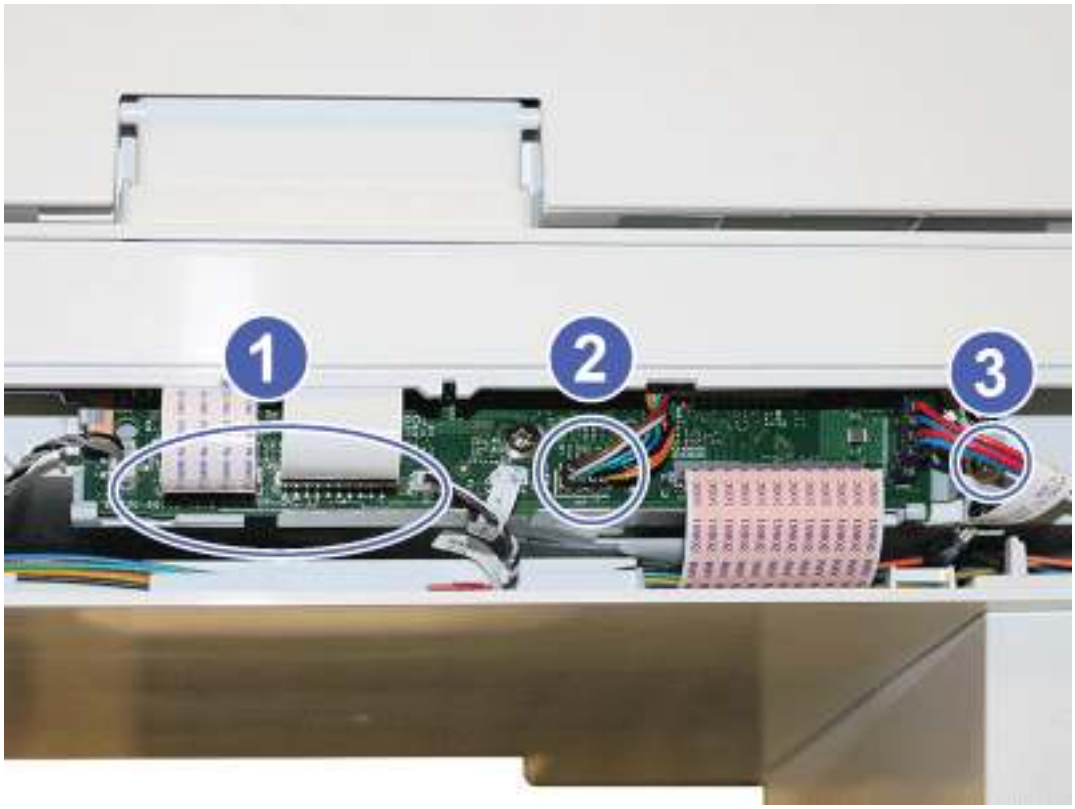
1. Remove two screws on the back cover from the scanner assembly.

**Figure 4-1540 Remove 2 screws**



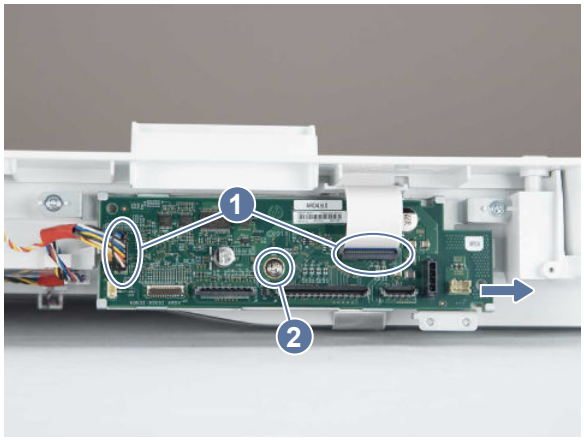
2. Disconnect one flat cable (callout 1), remove one ground screw (callout 3) to release the grounding cable, and then disconnect the indicated connectors (callout 2) on the scanner control board.

**Figure 4-1541 Disconnect the flat cable, ground cable, and connectors**



3. On the SCB, disconnect two connectors (callout 1), and then remove one screw (callout 2). Slide the SCB to the right, and then remove it from the integrated scanner assembly.

**Figure 4-1542 Disconnect connectors**




# Removal and replacement: ISA (MFP 5602, X53052)

This document provides the procedures to remove and replace the image scanner assembly.

Mean time to repair: 3 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing a service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-96 Part information**

| Part number | Part description |
|---|---|
| **6QN29-67043** | ISA 500MFP Ent |
| **6QN31-67001** | ISA 500MFP WF |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing a service

**Turn the printer power on.**

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

Place a document on the scanner glass and scan it. Verify the document scanned correctly.

## 1. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

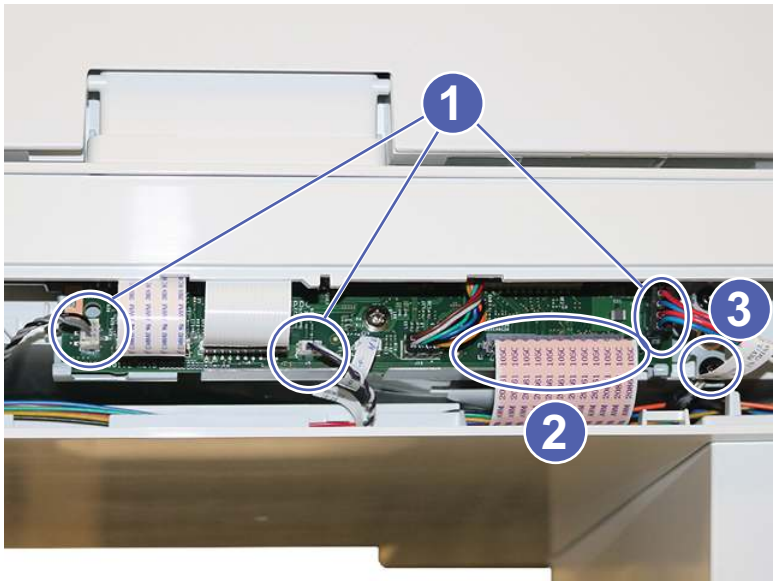
**Figure 4-1543 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

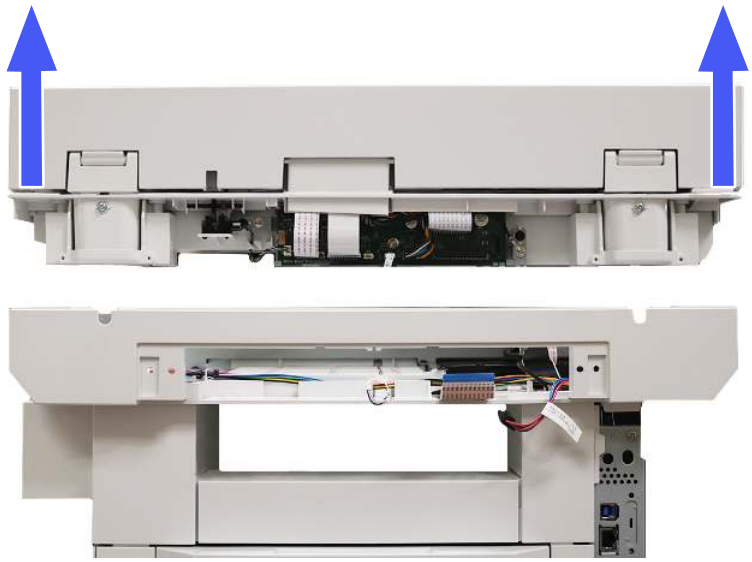
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1544 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-1545 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift 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.

# Removal and replacement: ISA (MFP 5601, X52952)

This document provides the procedures to remove and replace the image scanner assembly.

Mean time to repair: 3 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-97 Part information**

| Part number | Part description |
|---|---|
| **2T1M3-67004** | ISA Essentials |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

Place a document on the scanner glass and scan it. Verify the document scanned correctly.

## 1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. On the formatter cover, remove 1 screw.

**Figure 4-1546 Remove the screw**

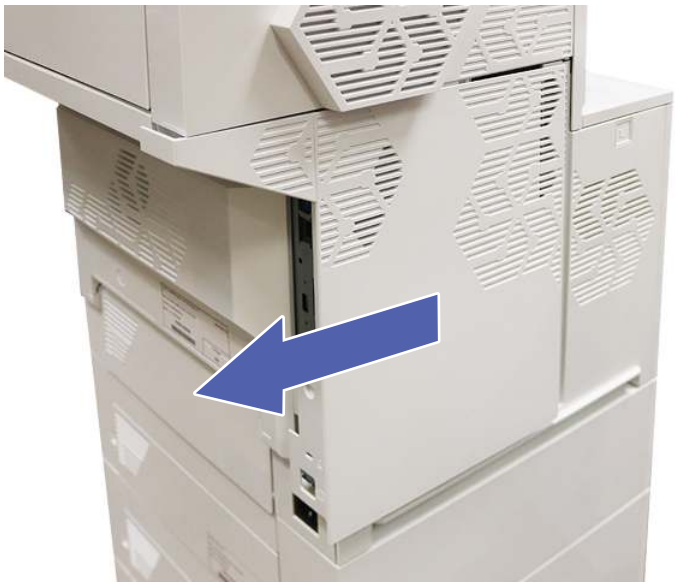


2. Slide the cover to the rear to remove it.

**Figure 4-1547 Remove the cover**



**Figure 4-1548 zs, zsfw models**

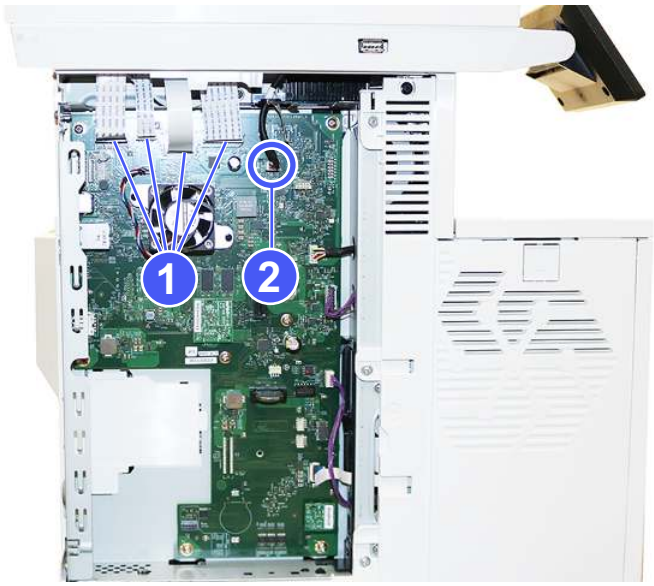


## 2. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

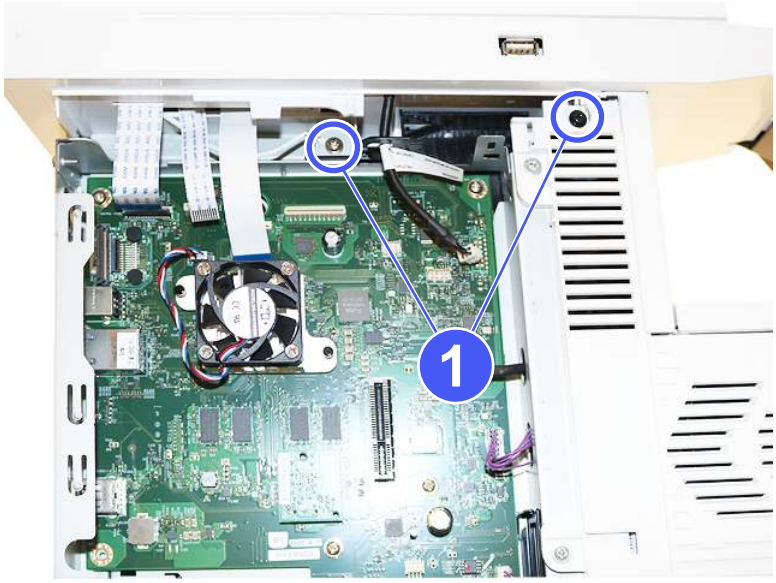
1. Remove four FFCs (callout 1) and one cable connector (callout 2) from the formatter PCA.

**Figure 4-1549 Remove connectors**




2. Remove two grounding screws (callout 1) from the left side of the printer.

**Figure 4-1550 Remove two screws**



3. Remove the two screws (callout 1) on the back cover from the scanner assembly.

**Figure 4-1551 Remove two screws**




4. Lift the scan unit up to remove it from the printer.

**Figure 4-1552 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift 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: Par tub (MFP 5602, X53052)

This document provides the procedures to remove and replace the PAR.

Mean time to repair: 15 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-98 Part information**

| Part number | Part description |
|---|---|
| **2T1M7-60101** | PAR Kit |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

Place a document on the scanner glass and scan it. Verify the document scanned correctly.

## 1. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

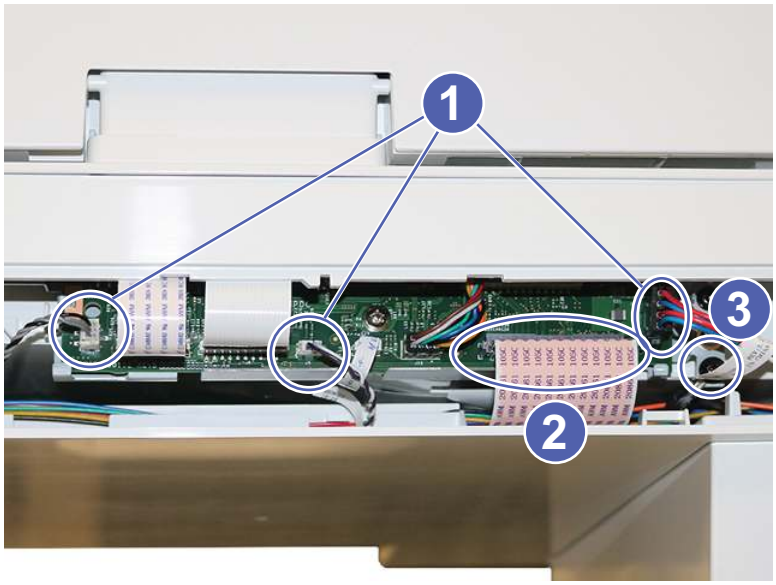
**Figure 4-1553 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

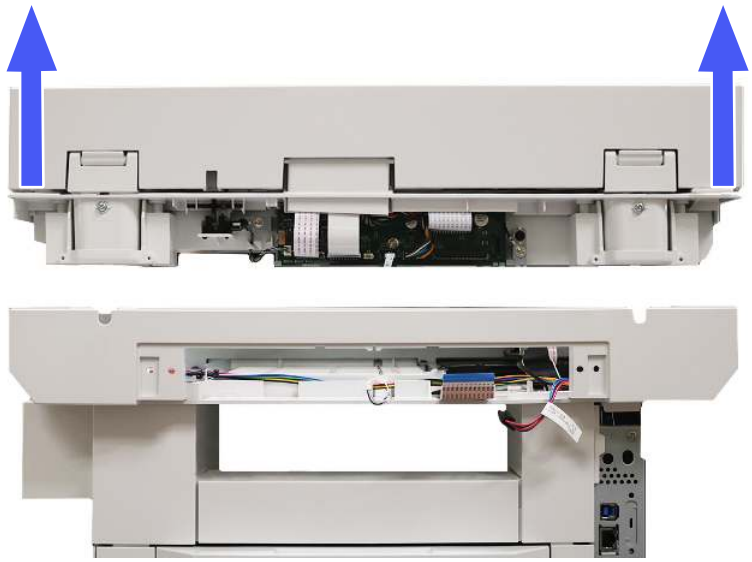
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1554 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-1555 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## 2. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1556 Remove one screw**



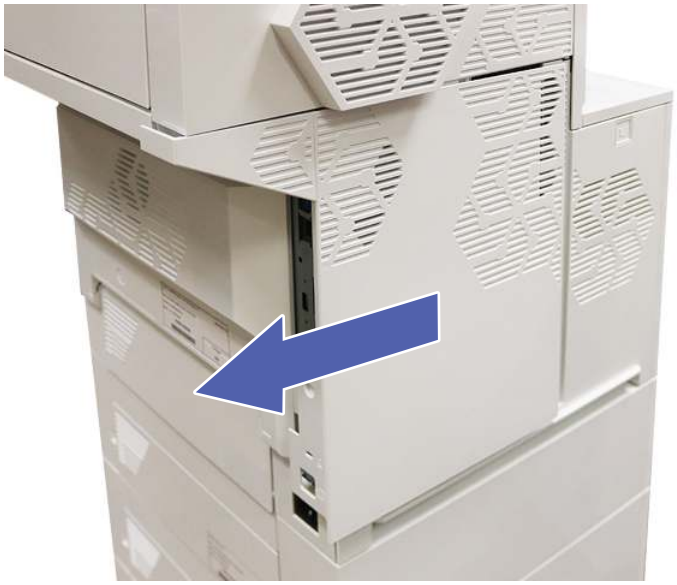
2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1557 Remove the cover**



**NOTE:** With 3 bin stapler/stacker

**Figure 4-1558 Remove the cover**

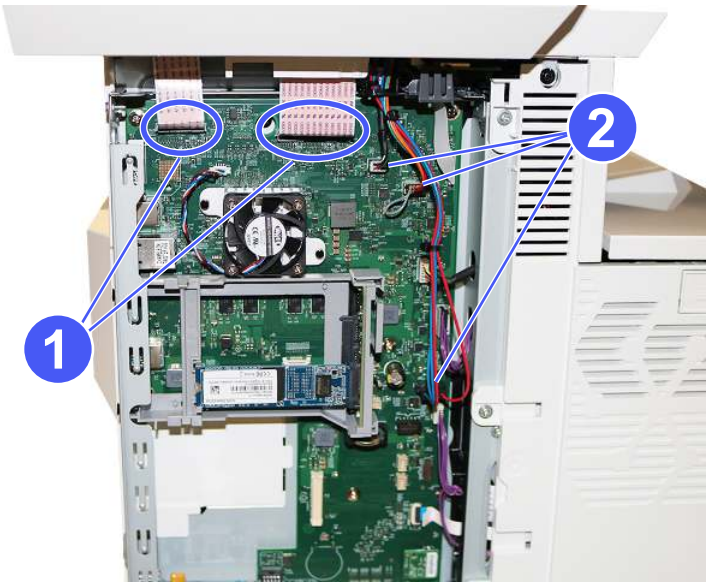


## 3. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

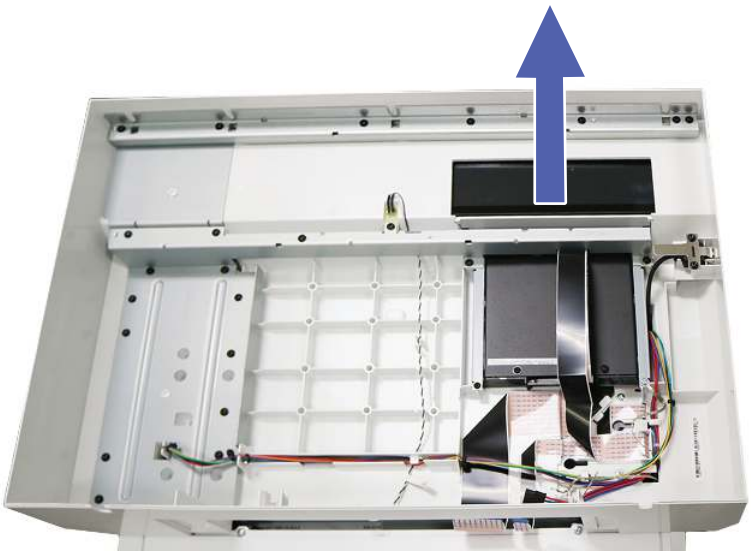
1. Disconnect two FFCs (callout 1) and three connectors (callout 2) from the formatter.

**Figure 4-1559 Disconnect cables**



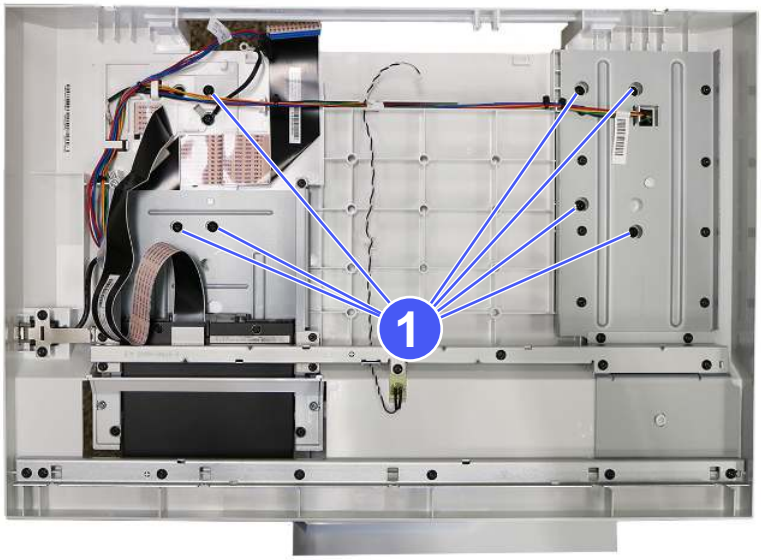
2. Slide the control panel in the direction of the arrow.

**Figure 4-1560 Slide control panel**



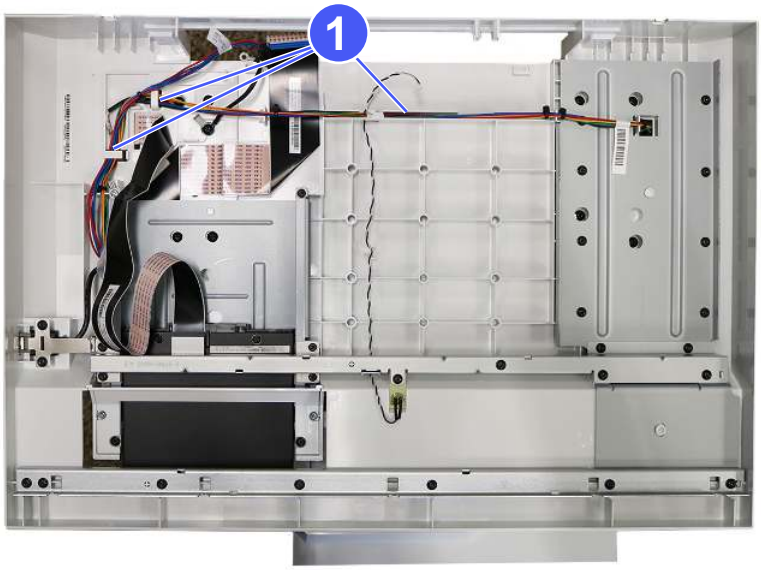
3. Remove seven screws.

**Figure 4-1561 Remove 7 screws**



4. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1562 Remove cable from guide**




5. Lift the scanner par with all cables off of the printer.

   If the convenient stapler is installed, the cable will need to be threaded through the par tub down to the stapler.

## 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: Par tub (MFP 5601, X52952)

This document provides the procedures to remove and replace the PAR.

Mean time to repair: 15 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-99 Part information**

| Part number | Part description |
|---|---|
| **2T1M3-60111** | PAR Kit, Essentials |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

### Post service test

Place a document on the scanner glass and scan it. Verify the document scanned correctly.

## 1. Remove the formatter cover

Follow these steps to remove the formatter cover.

1. On the formatter cover, remove 1 screw.

**Figure 4-1563 Remove the screw**

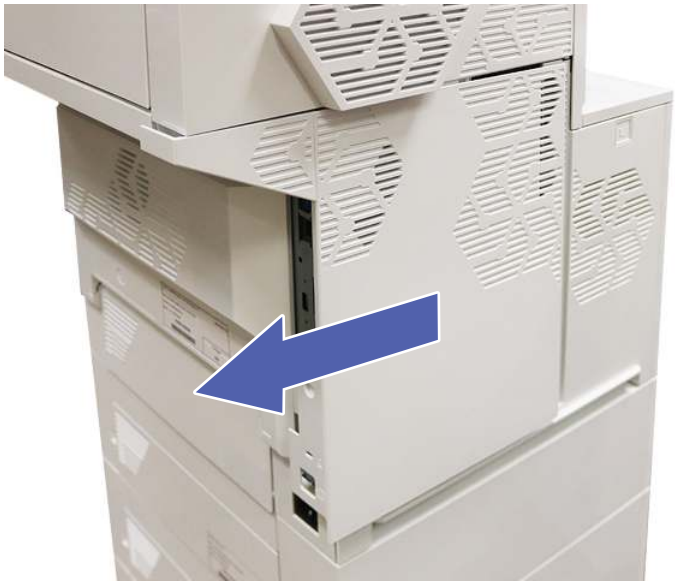


2. Slide the cover to the rear to remove it.

**Figure 4-1564 Remove the cover**



**Figure 4-1565 zs, zsfw models**



## 2. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

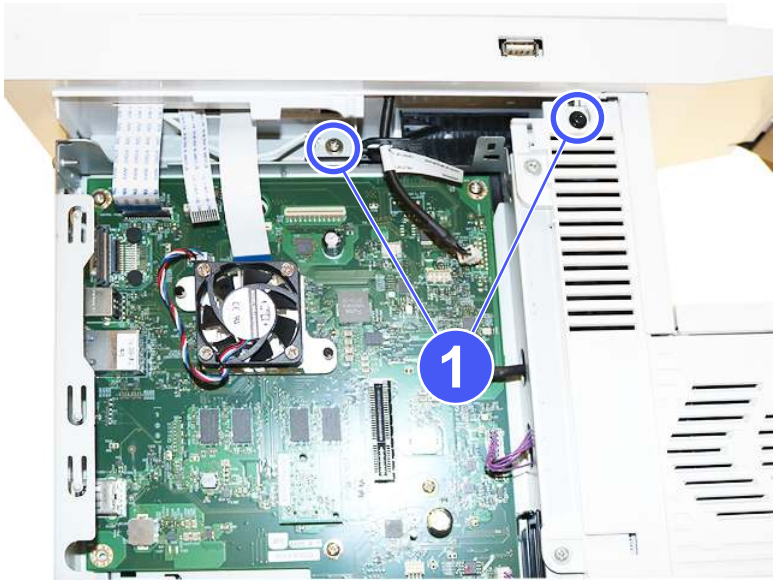
1. Remove four FFCs (callout 1) and one cable connector (callout 2) from the formatter PCA.

**Figure 4-1566 Remove connectors**



2. Remove two grounding screws (callout 1) from the left side of the printer.

**Figure 4-1567 Remove two screws**




3. Remove the two screws (callout 1) on the back cover from the scanner assembly.

**Figure 4-1568 Remove two screws**



4. Lift the scan unit up to remove it from the printer.

**Figure 4-1569 Remove the scanner assembly**



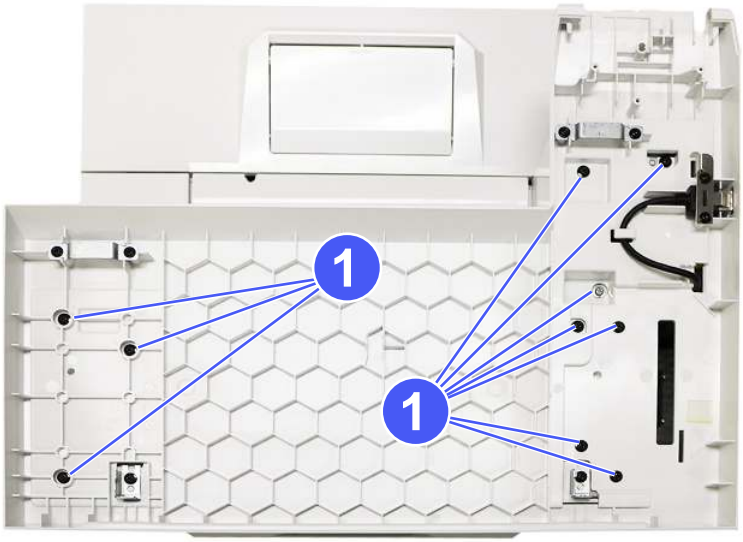
**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## 3. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

1. Remove ten screws.

**Figure 4-1570 Remove ten screws**




2. Lift the scanner par off of the printer.

## 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: Input accessories

Learn how to remove and replace the input accessories.

## Removal and replacement: 550-sheet paper deck

Learn how to remove and replace the 550-sheet paper deck parts and assemblies.

### Removal and replacement: 1x550-sheet paper deck front right cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck right lower cover.

Mean time to repair: 1 minute

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-100 Part information**

| Part number | Part description |
|---|---|
| RC6-3518-000CN | Cover, Front right |

## Required tools

- No special tools are needed 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

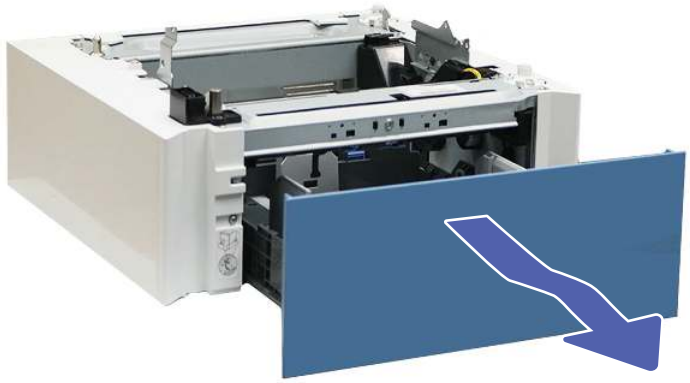
No post service test is available for this assembly.

## 1. Remove front right cover

Follow these steps to remove front right cover.

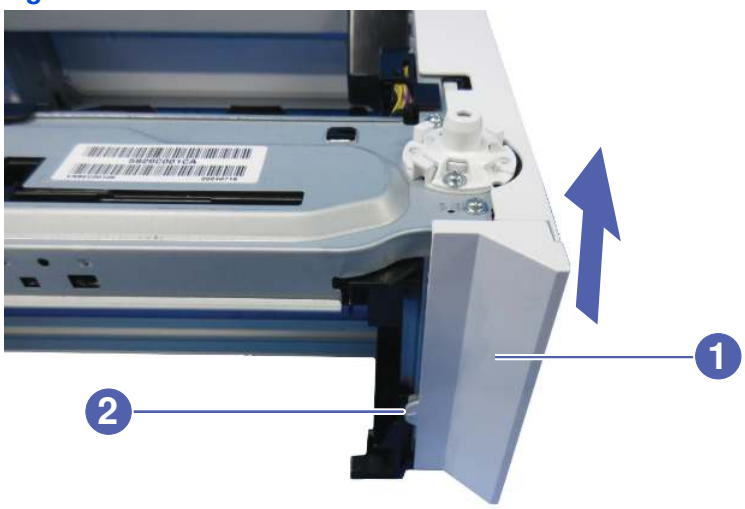
1. Remove the cassette tray.

**Figure 4-1571 Remove tray**



2. Pull the tab (callout 2) of the front right cover (callout 1) in the direction of the arrow, and then slide the front right cover upward to remove it.

**Figure 4-1572 Remove 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: 1x550-sheet paper deck right cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck right door assembly.

Mean time to repair: 2 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-101 Part information**

| Part number | Part description |
|---|---|
| **RM3-0954-000CN** | Cover, Right |

### Required tools

- No special tools are needed 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

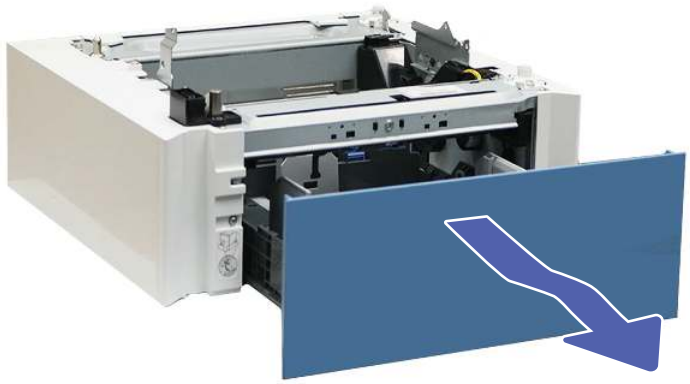
No post service test is available for this assembly.

## 1. Remove front right cover

Follow these steps to remove front right cover.

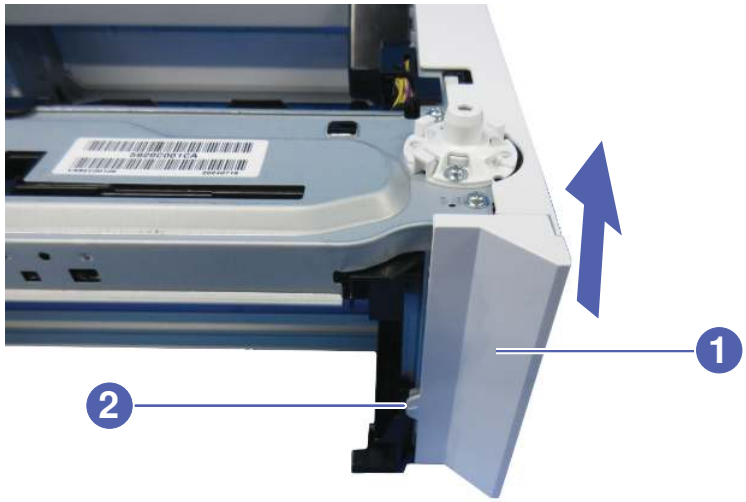
1. Remove the cassette tray.

**Figure 4-1573 Remove tray**



2. Pull the tab (callout 2) of the front right cover (callout 1) in the direction of the arrow, and then slide the front right cover upward to remove it.

**Figure 4-1574 Remove cover**




## 2. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Release four tabs (callout 2) and remove the right cover (callout 3).

**Figure 4-1575 Remove right cover**

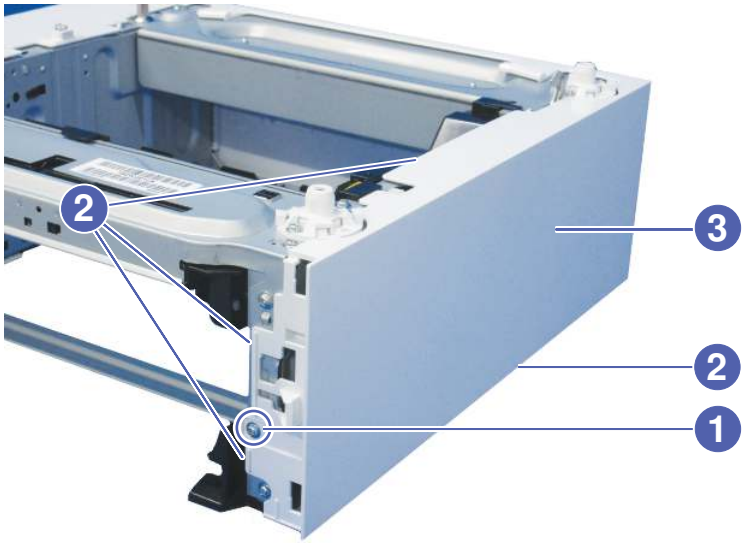
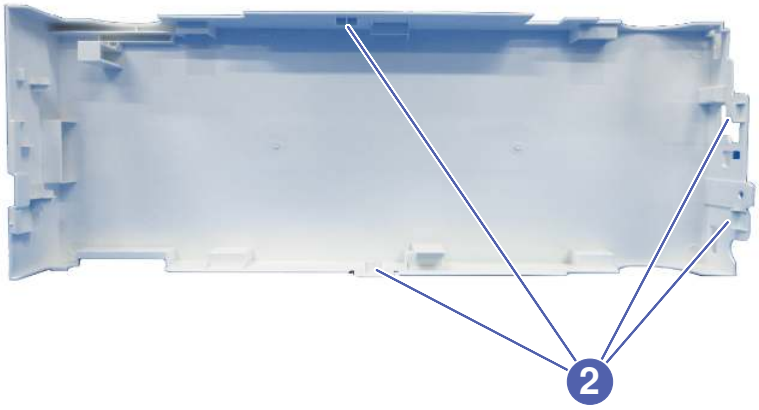


**Figure 4-1576 Tab locations**




### 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: 1x550-sheet paper deck rear cover/cassette rear cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck rear cover.

Mean time to repair: 4 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-102 Part information**

| Part number | Part description |
|---|---|
| RC6-3521-000CN | Cover, Rear |

### Required tools

- No special tools are needed 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

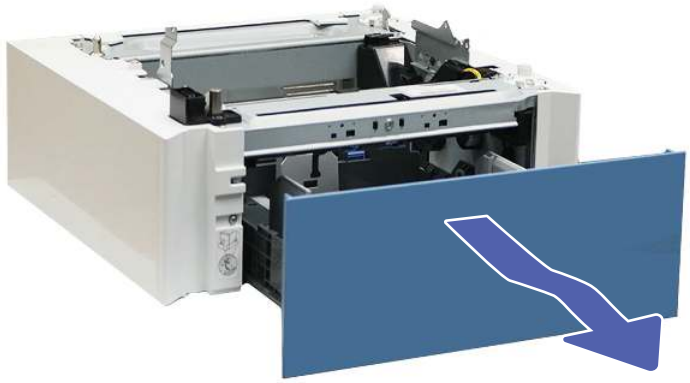
No post service test is available for this assembly.

#### 1. Remove front right cover

Follow these steps to remove front right cover.

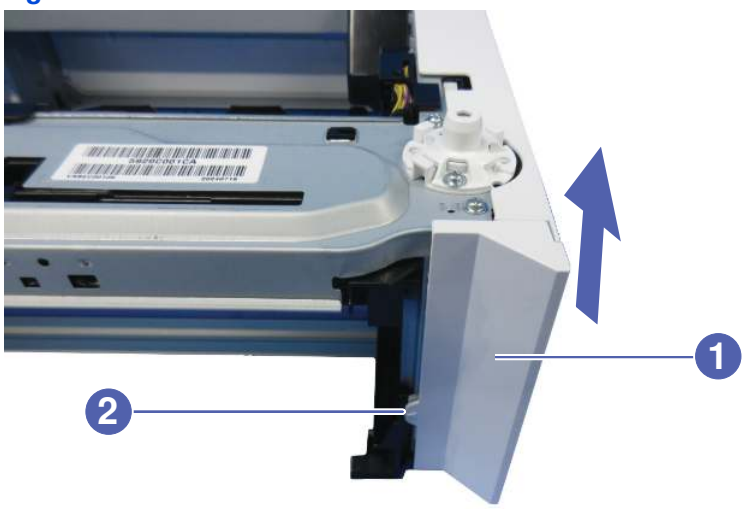
1. Remove the cassette tray.

**Figure 4-1577 Remove tray**



2. Pull the tab (callout 2) of the front right cover (callout 1) in the direction of the arrow, and then slide the front right cover upward to remove it.

**Figure 4-1578 Remove cover**




## 2. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Release four tabs (callout 2) and remove the right cover (callout 3).

**Figure 4-1579 Remove right cover**

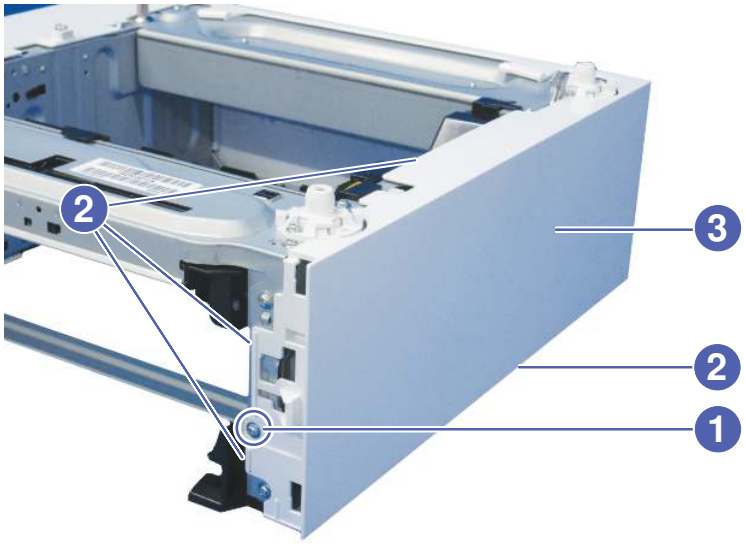
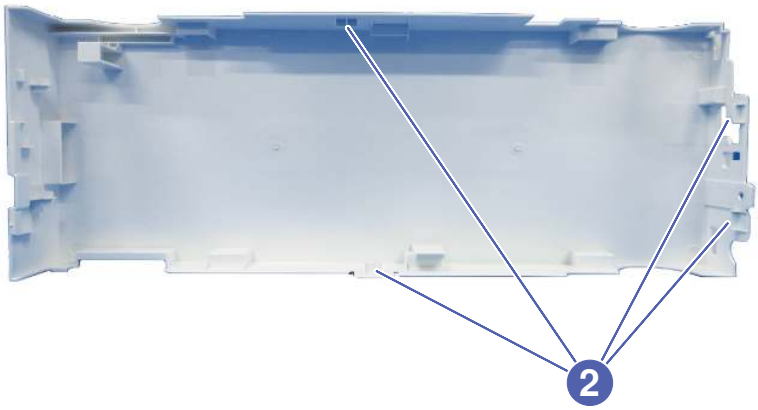



**Figure 4-1580 Tab locations**



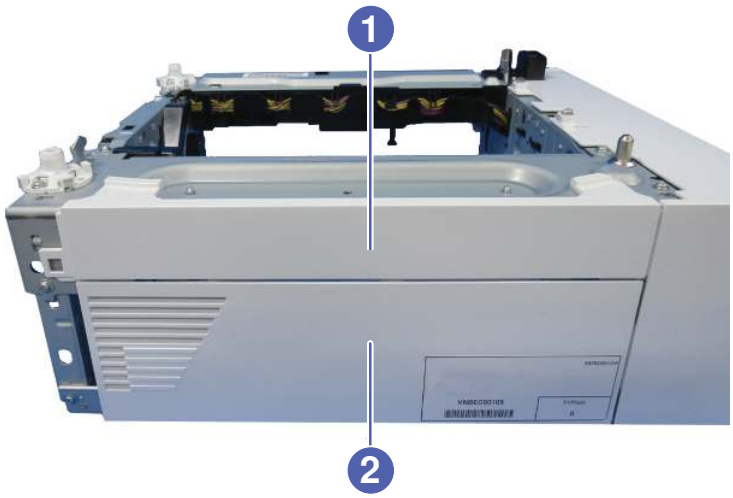

## 3. Remove the rear cover

Follow these steps to remove the rear cover.

The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

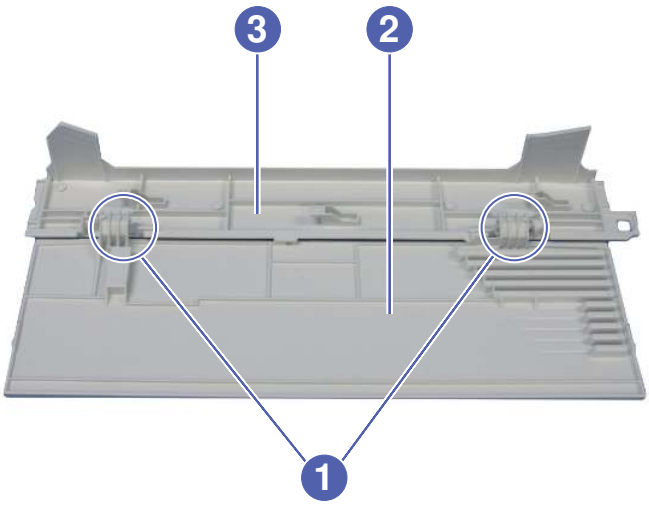
1. Slide the rear cover (callout 1) and cassette rear cover (callout 2) to the left to remove them together.

**Figure 4-1581 Remove rear cover**




2. Remove the left and right bosses (callout 1) and separate the rear cover (callout 2) from the cassette rear cover (callout 3).

**Figure 4-1582 Remove rear 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: 1x550-sheet paper deck left cover/front left cover

This document provides the procedures to remove and replace the 1x550-sheet paper deck left cover.

Mean time to repair: 3 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-103 Part information**

| Part number | Part description |
|---|---|
| **RM3-0953-000CN** | Cover, Left |
| **RC6-3520-000CN** | Cover, Front left |

## Required tools

- No special tools are needed 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

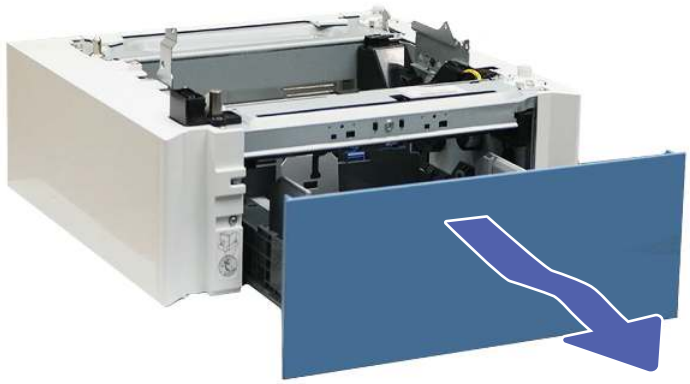
No post service test is available for this assembly.

## 1. Remove the left cover/front left cover

Follow these steps to remove the left cover.

1. Remove the cassette tray.

**Figure 4-1583 Remove tray**



2. Remove one screw (callout 1). Release four tabs (callout 2) and remove the left cover (callout 3) and front left cover (callout 4) together.

**Figure 4-1584 Remove left cover**

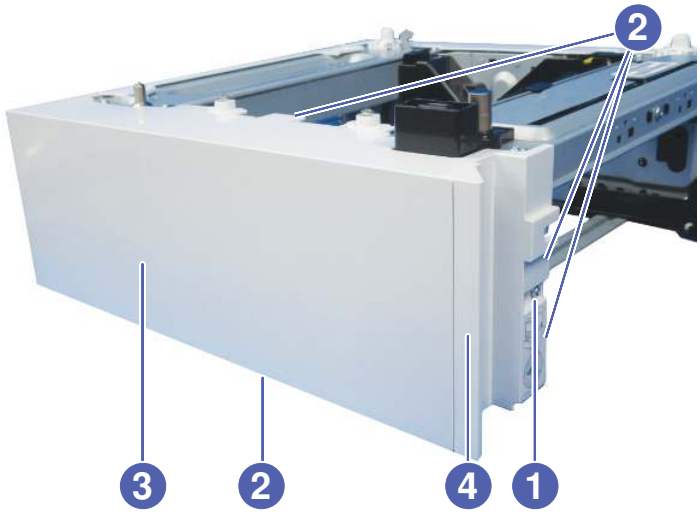
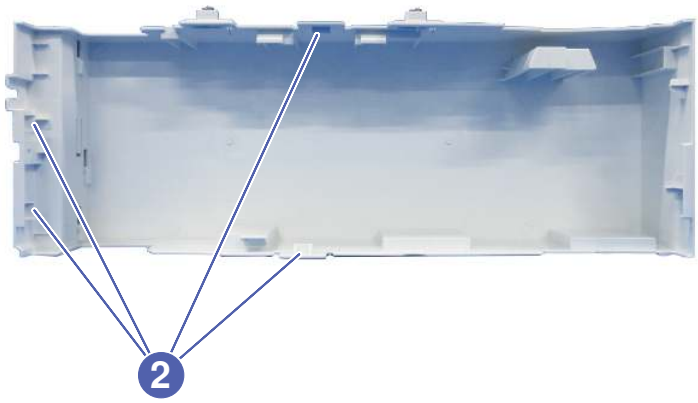
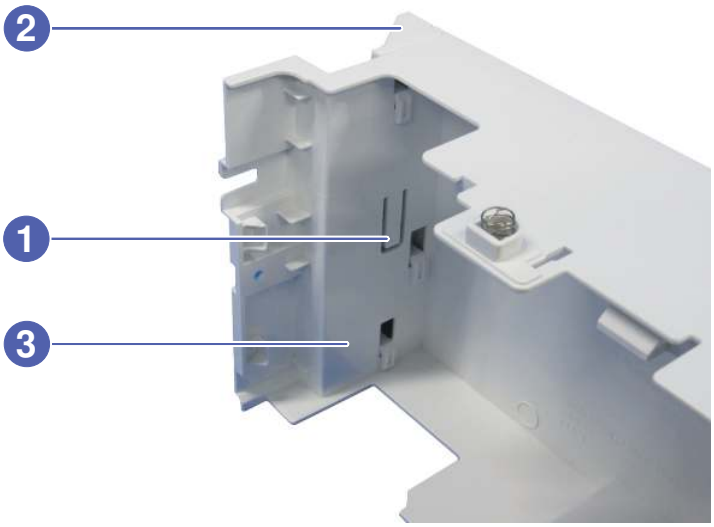



**Figure 4-1585 Remove left cover**



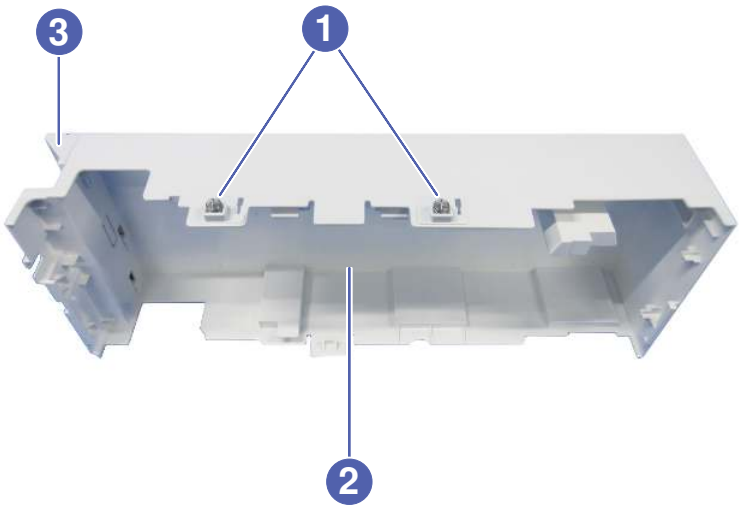
3. Unhook one tab (callout 1) and slide the front left cover (callout 2) upward to remove it from the left cover (callout 3).

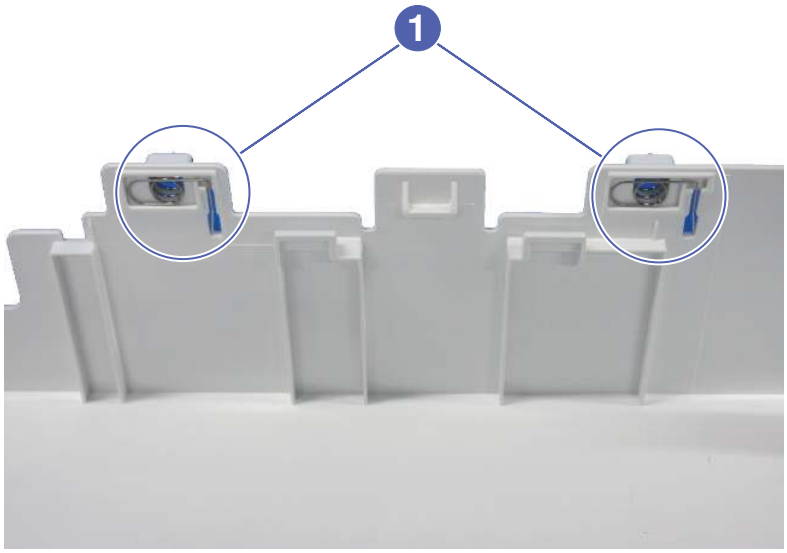
**Figure 4-1586 Remove front left cover**




**NOTE:** Note for the assembling process: Install the left cover (callout 2) and the front left cover (callout 3) after verifying that the two grounding springs (callout 1) are in the correct position.

**Figure 4-1587 Left cover install**






## 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: 1x550-sheet paper deck main drive assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette drive assembly.

Mean time to repair: 10 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-104 Part information**

| Part number | Part description |
|---|---|
| RM3-0945-000CN | Main drive assembly |

### Required tools

- No special tools are needed 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

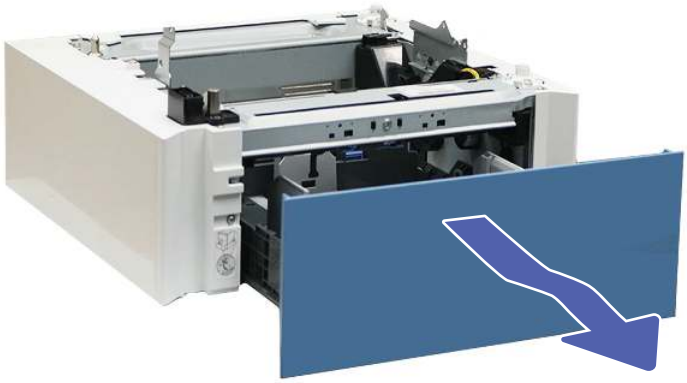
No post service test is available for this assembly.

### 1. Remove front right cover

Follow these steps to remove front right cover.

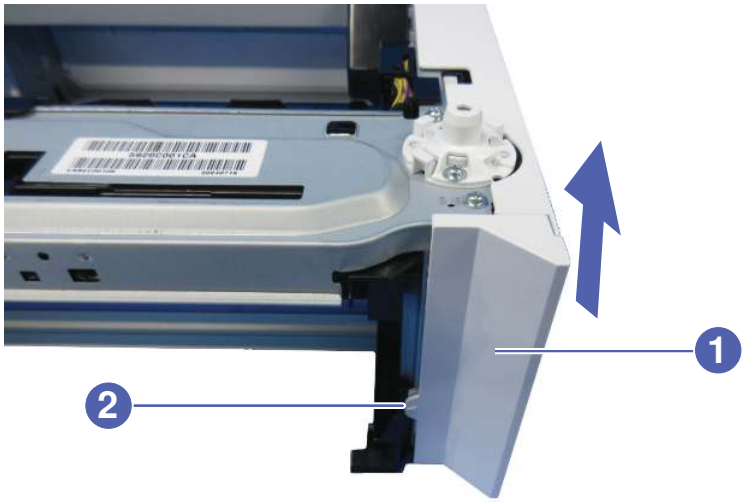
1. Remove the cassette tray.

**Figure 4-1588 Remove tray**



2. Pull the tab (callout 2) of the front right cover (callout 1) in the direction of the arrow, and then slide the front right cover upward to remove it.

**Figure 4-1589 Remove cover**




## 2. Remove the right cover

Follow these steps to remove the right cover.

- Remove one screw (callout 1). Release four tabs (callout 2) and remove the right cover (callout 3).

**Figure 4-1590 Remove right cover**

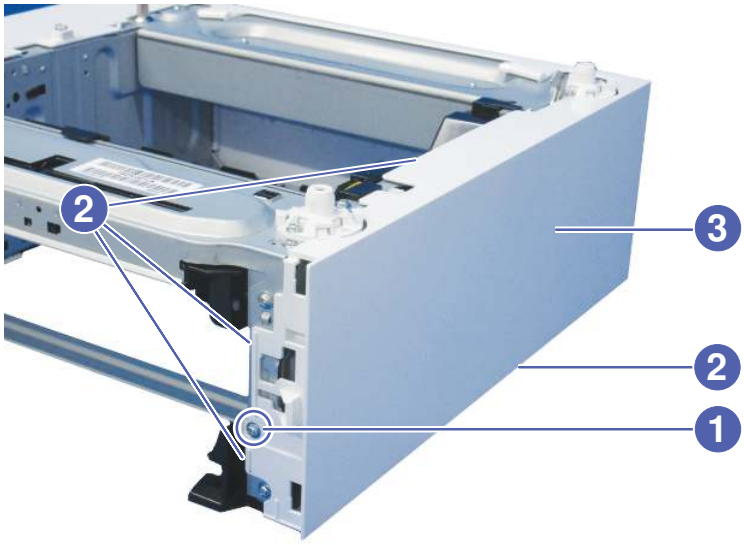
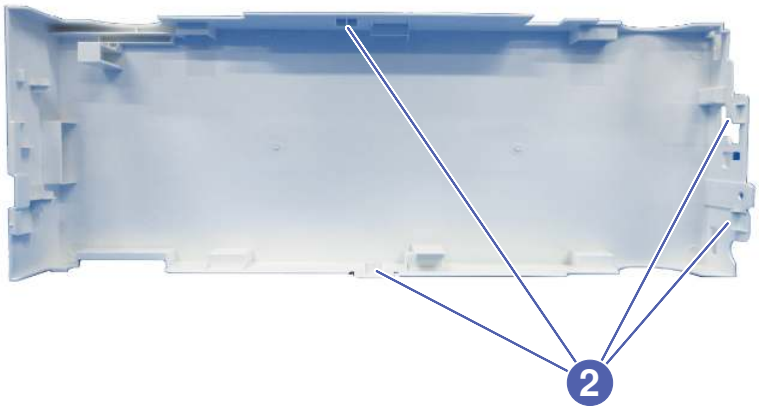



**Figure 4-1591 Tab locations**

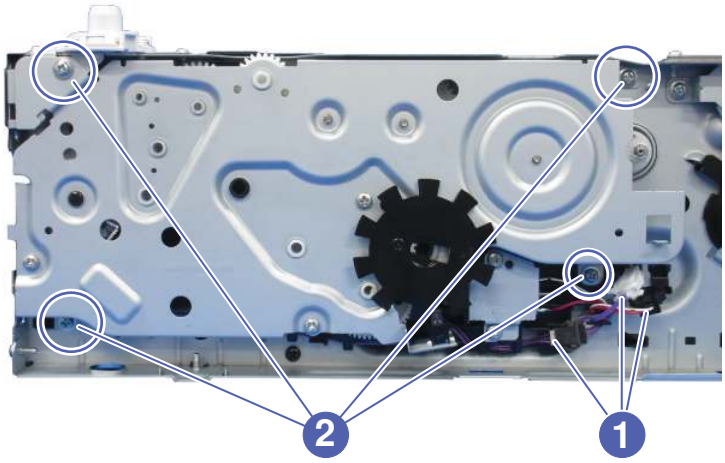



### 3. Remove the cassette drive assembly

Follow these steps to remove the cassette drive assembly.

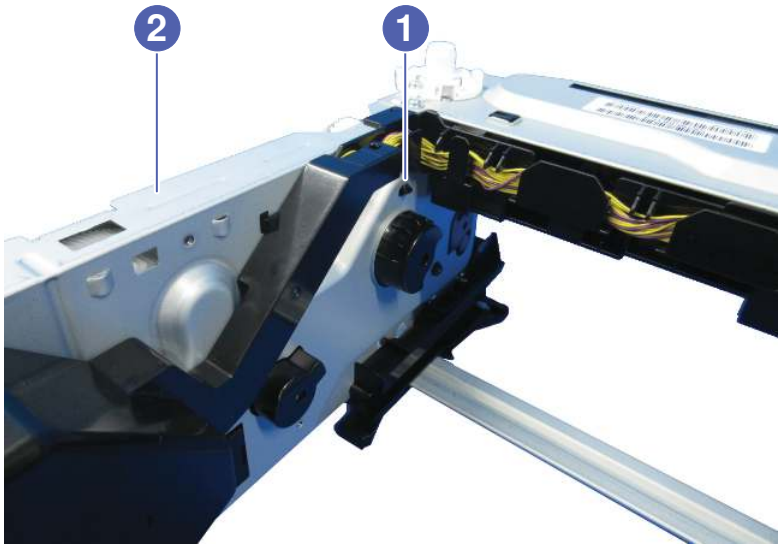
1. Disconnect three connectors (callout 1) and remove four screws (callout 2).

**Figure 4-1592 Remove screws and cables**

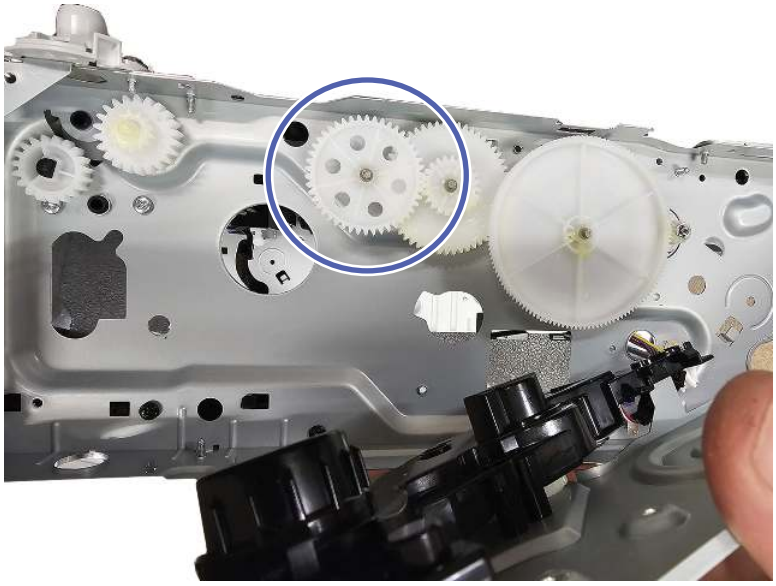



2. Unhook one tab (callout 1) and remove the OPF main drive assembly (callout 2).

**Figure 4-1593 Unhook tab**




**NOTE:** Gears on the side of the chassis might fall out during removal. Ensure that they are reinstalled correctly.





### 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: 1x550-sheet paper deck controller PCA assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck controller PCA.

Mean time to repair: 8 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-105 Part information**

| Part number | Part description |
|---|---|
| **RM3-8600-000CN** | OPF Controller PCB assembly |

## Required tools

- No special tools are needed 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

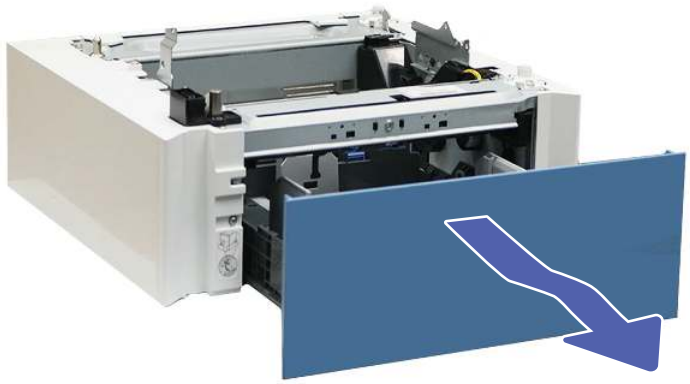
No post service test is available for this assembly.

## 1. Remove the left cover/front left cover

Follow these steps to remove the left cover.

1. Remove the cassette tray.

**Figure 4-1594 Remove tray**



2. Remove one screw (callout 1). Release four tabs (callout 2) and remove the left cover (callout 3) and front left cover (callout 4) together.

**Figure 4-1595 Remove left cover**

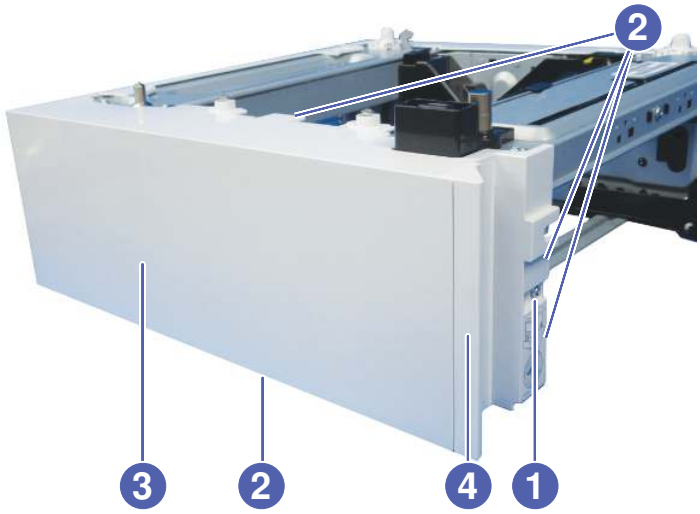
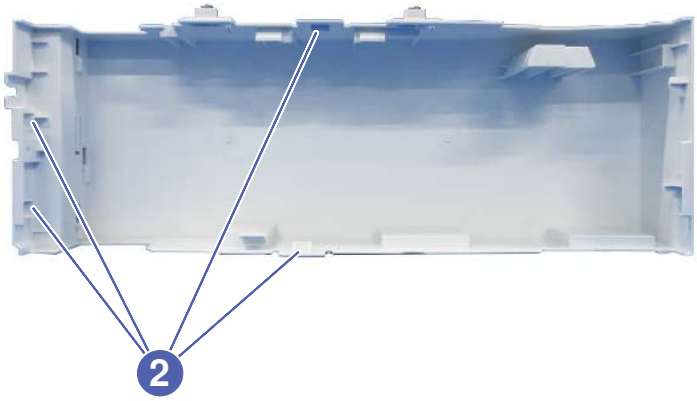
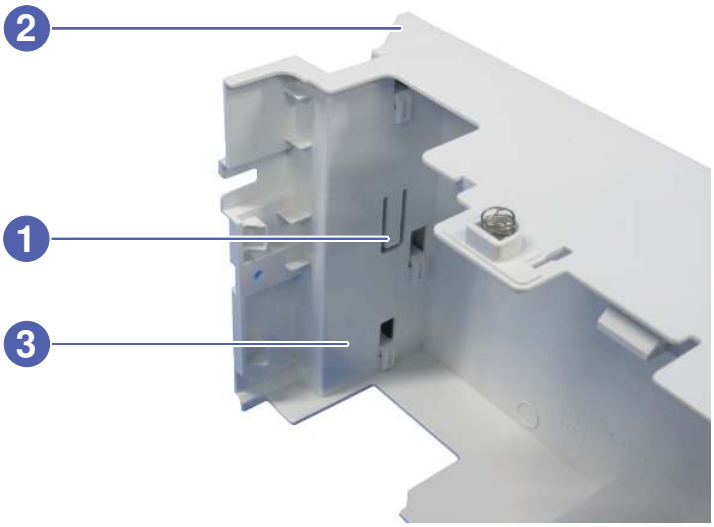



**Figure 4-1596 Remove left cover**



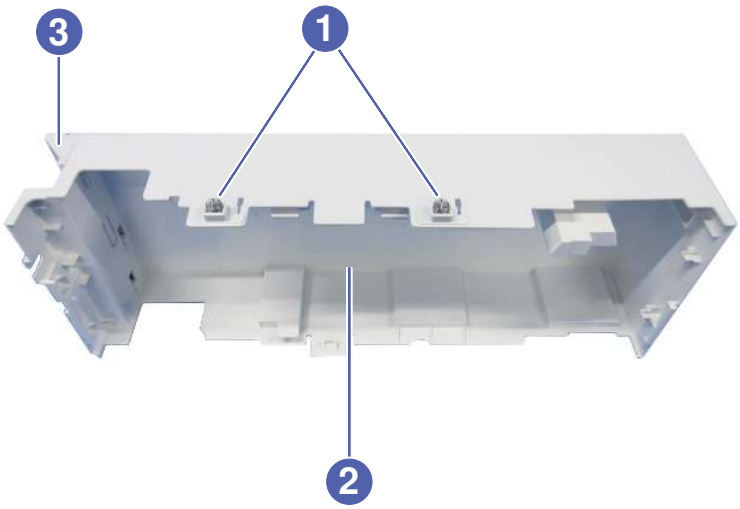
3. Unhook one tab (callout 1) and slide the front left cover (callout 2) upward to remove it from the left cover (callout 3).

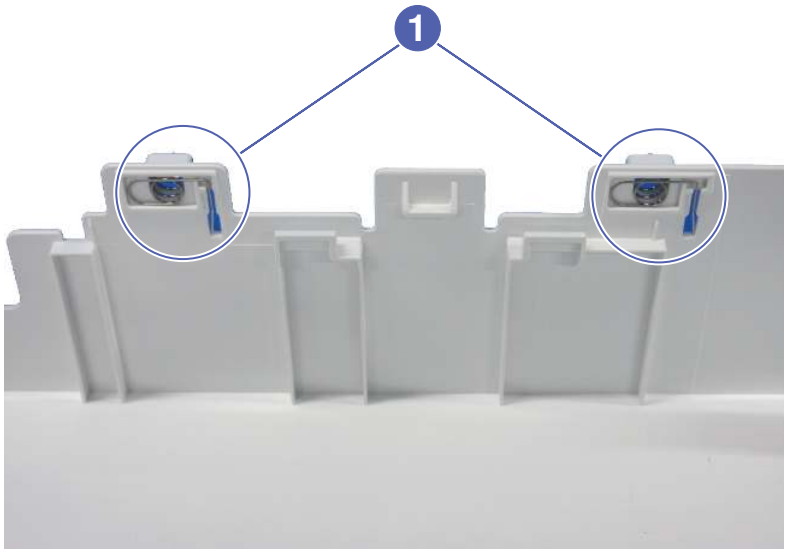
**Figure 4-1597 Remove front left cover**




**NOTE:** Note for the assembling process: Install the left cover (callout 2) and the front left cover (callout 3) after verifying that the two grounding springs (callout 1) are in the correct position.

**Figure 4-1598 Left cover install**



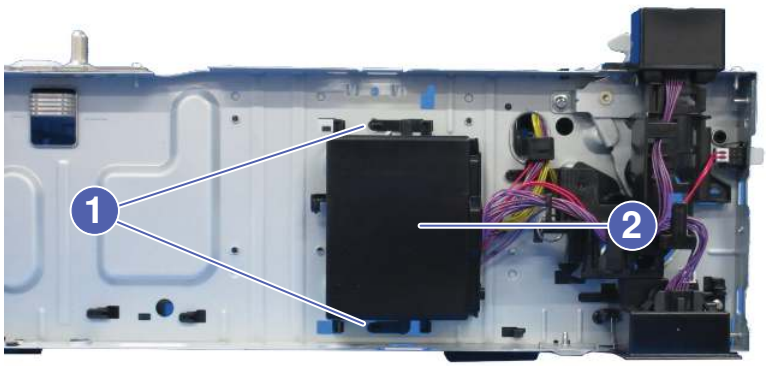



## 2. Remove the paper deck controller PCA

Follow these steps to remove the paper deck controller PCA.

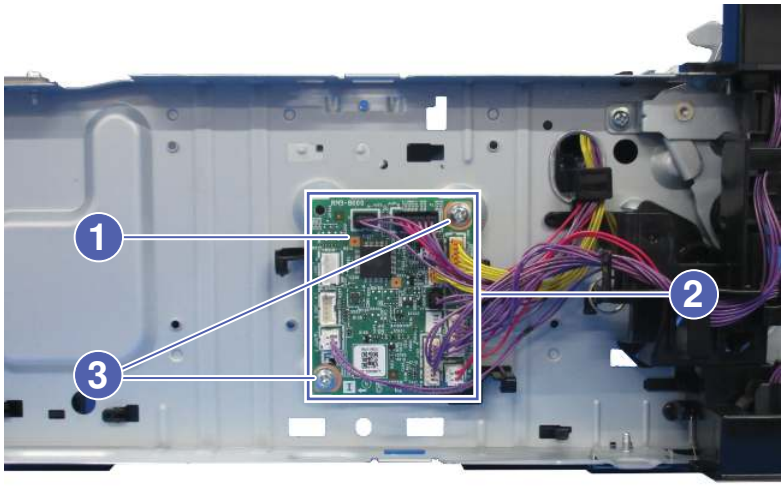
1. Unhook two tabs (callout 1) and slide the holder (callout 2) to the left to remove it.

**Figure 4-1599 Unhook tabs**




2. Do the following:
   - Disconnect 10 connectors (callout 2) on the OPF controller PCB assembly (callout 1).
   - Remove two screws (callout 3).
   - Remove the OPF controller PCB assembly (callout 1).

**Figure 4-1600 Remove controller 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: 1x550-sheet paper deck cassette pickup motor assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck cassette pickup motor assembly.

Mean time to repair: 7 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-106 Part information**

| Part number | Part description |
|---|---|
| RM3-0948-000CN | Pick-up motor assembly |

### Required tools

- No special tools are needed 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

No post service test is available for this assembly.

### 1. Remove the cassette pickup motor assembly

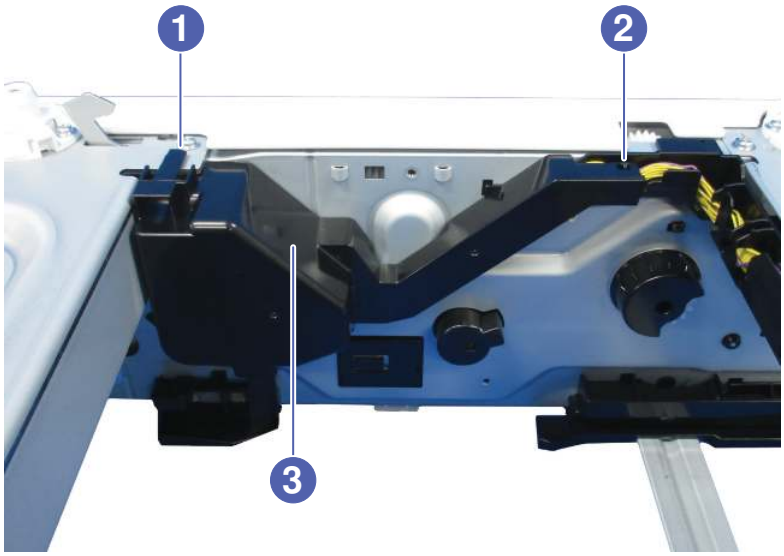
Follow these steps to remove the cassette pickup motor assembly.

1. Remove the 1x550 paper feeder from the printer.

2. Remove the cassette tray.

3. Unhook one tab (callout 1) and remove one positioning boss (callout 2) and slide the motor cover (callout 3) upward to remove it.

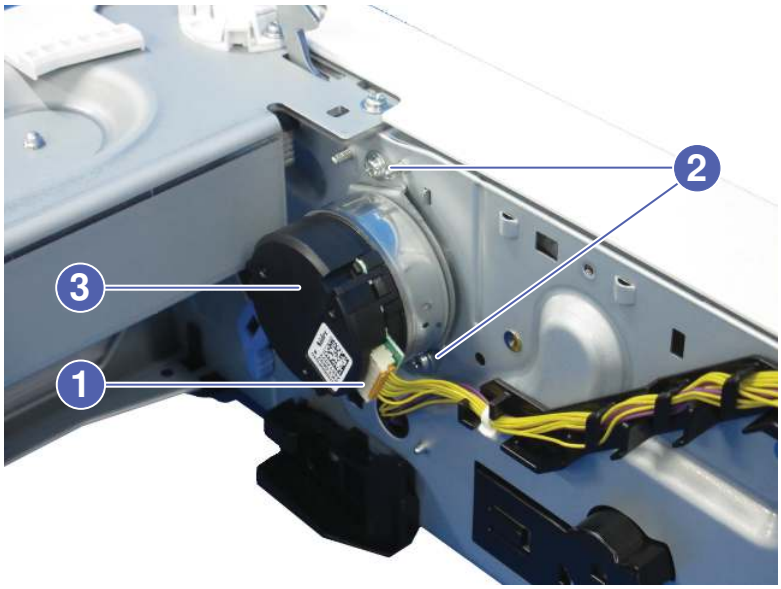
**Figure 4-1601 Remove cover**




4. Do the following:

- Disconnect one connector (callout 1).
- Remove two screws (callout 2).
- Remove the OPF pick-up motor assembly (callout 3).

**Figure 4-1602 Remove motor**



### 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: 1x550-sheet paper deck pickup roller assembly

This document provides the procedures to remove and replace the 1x550-sheet paper deck PD pickup roller assembly.

Mean time to repair: 1 minute

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-107 Part information**

| Part number | Part description |
|---|---|
| RM3-1712-000CN | Paper pick-up roller assembly |

## Required tools

- No special tools are needed 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

No post service test is available for this assembly.

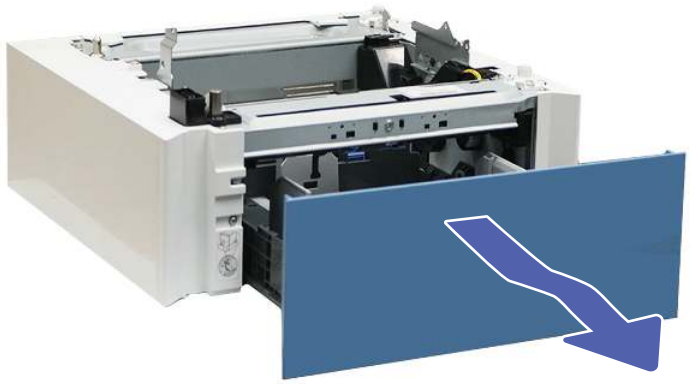
## Remove the tray 2 pickup roller assembly

Follow these steps to remove the tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.

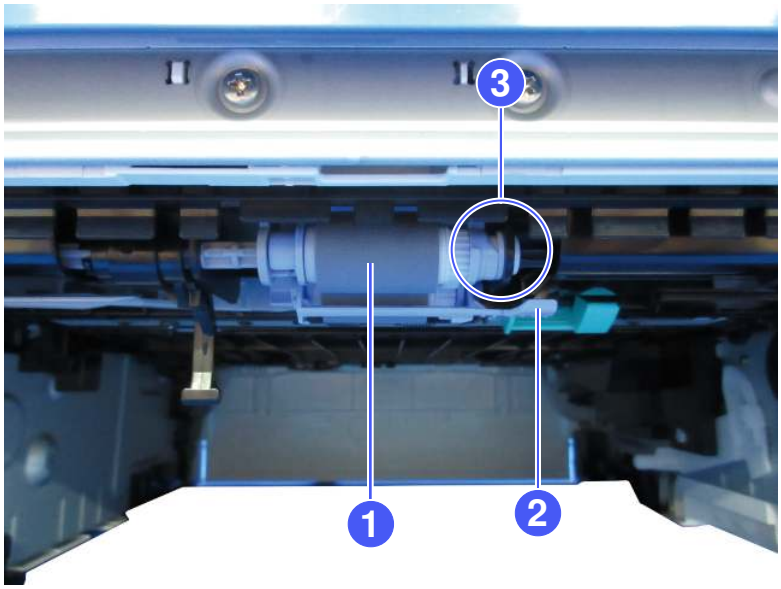
**CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

**Figure 4-1603 Remove tray**



2. The tab (callout 2) of the tray 2 pickup roller assembly (callout 1) is pushed leftward to remove the bearing (callout 3) on the right side from and downward.

**Figure 4-1604 Remove roller 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: 1x550-sheet paper deck separation roller assembly

Learn how to remove and replace the tray 2 roller kit.

View a video of how to remove and replace the tray 2 separation and pickup rollers.

Mean time to repair: 1 minute

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-108 Part information**

| Part number | Part description |
|---|---|
| **RM3-1081-000CN** | Separation roller assembly |

### Required tools

- No special tools are needed 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

No post service test is available for this assembly.

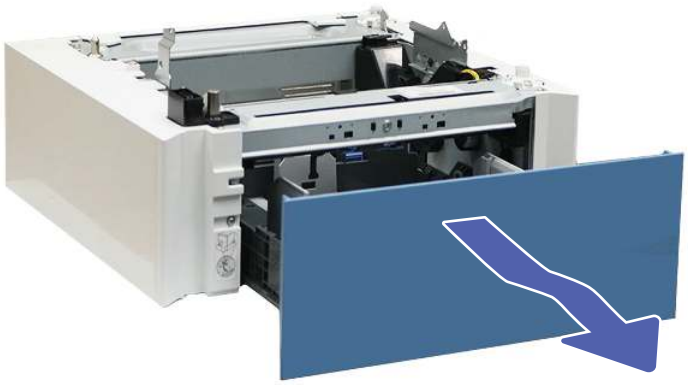
### 1. Remove the tray 2 pickup roller assembly

Follow these steps to remove the tray 2 separation and pickup rollers.

1. Open the paper tray for which the rollers will be replaced.

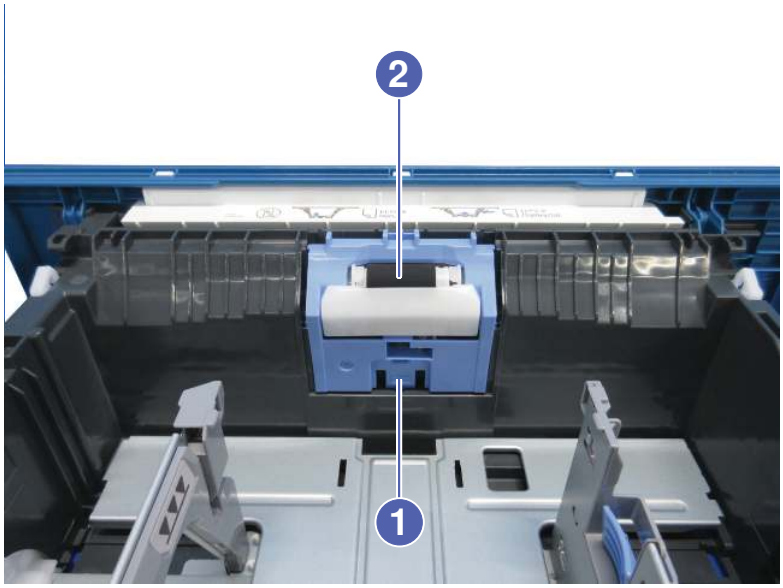
**CAUTION:** Do not extend more than one paper tray at a time. Do not use the paper tray as a step. Keep hands out of the paper trays when closing. All trays must be closed when moving the printer.

**Figure 4-1605 Remove tray**



2. While pushing the tab (callout 1), hold up the tray 2 separation roller assembly (callout 2) to remove it.

**Figure 4-1606 Push tab and remove roller 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.

# Removal and replacement: 3x550-sheet paper deck

Learn how to remove and replace the 3x550-sheet paper deck parts and assemblies.

## Performing service on the 3 x 550 sheet feeder

Learn about servicing the 3 x 550 sheet feeder.

Each individual tray on the 3 x 550 sheet feeder is identical to the 1 x550 sheet feeder.

When performing service on any of the trays on the 3 x550 sheet feeder, remove the tray being serviced from the printer and follow the procedures for the 1 x 550 Sheet feeder.

Each tray has thumb screws to secure it. The thumb screws must be removed to disassemble the trays.

# Removal and replacement: 3-bin staple stacker multi-bin mailbox

Learn how to remove and replace the 3-bin staple stacker multi-bin mailbox parts and assemblies.

## Removal and replacement: 3-Bin stapler/stacker output bin 1 assembly

This document provides the procedures to remove and replace the 3-bin stapler/stacker output bin 1 assembly.

Mean time to repair: 3 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-109 Part information**

| Part number | Part description |
|---|---|
| RM3-2217-000CN | Tray assembly |

## Required tools

- No special tools are needed 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

No post service test is available for this assembly.

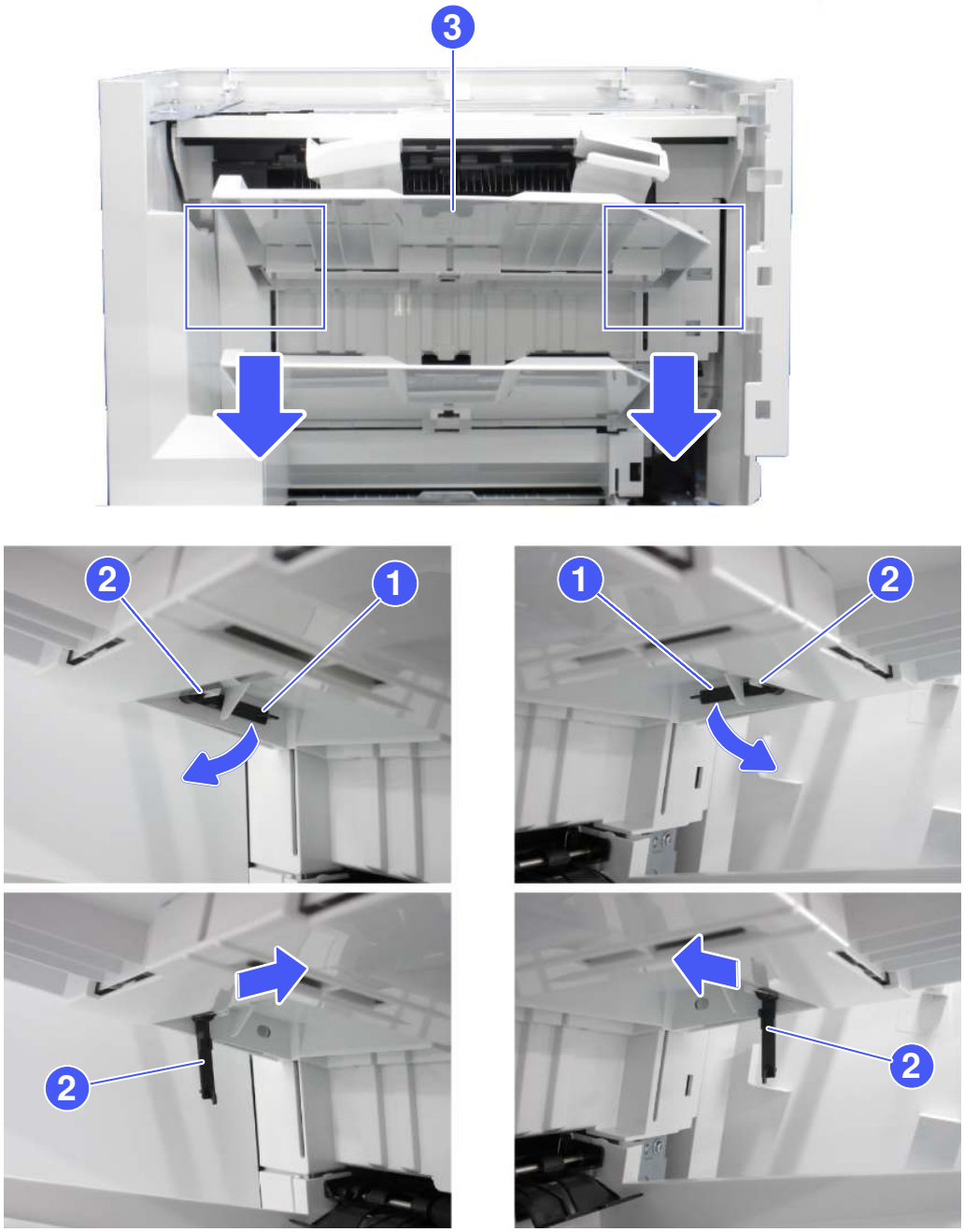
## 1. Remove the output bin 1 assembly

Follow these steps to remove the output bin 1 assembly.

1. Release one boss (callout 1).

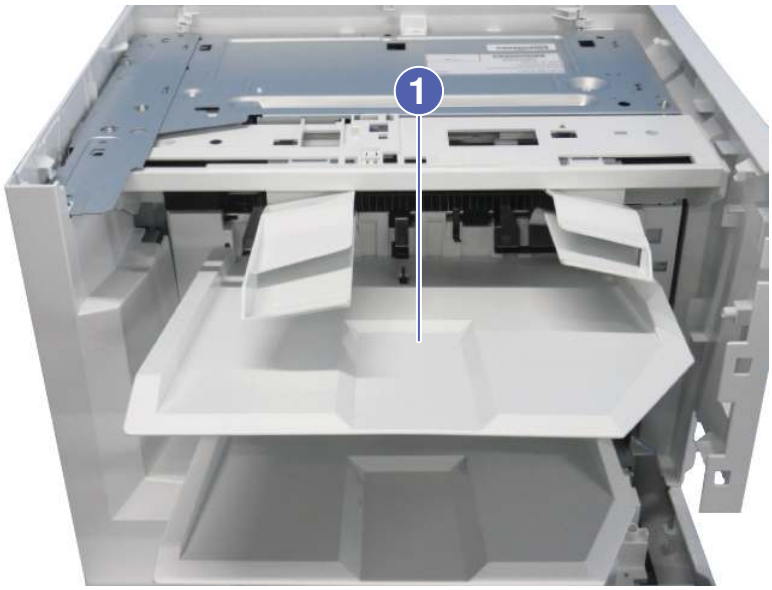
2. Rotate the pin (callout 2) in the direction of the arrow to remove.

**Figure 4-1607 Rotate pins**



3. Remove the output bin 1 assembly (callout 1).

**Figure 4-1608 Remove the bin**




## 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: 3-Bin stapler/stacker left cover

This document provides the procedures to remove and replace the 3-bin stapler/stacker right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-110 Part information**

| Part number | Part description |
|---|---|
| RC6-3479-000CN | Cover, Left |

### Required tools

- #2 Phillips 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

No post service test is available for this assembly.

#### 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1609 Remove one screw**



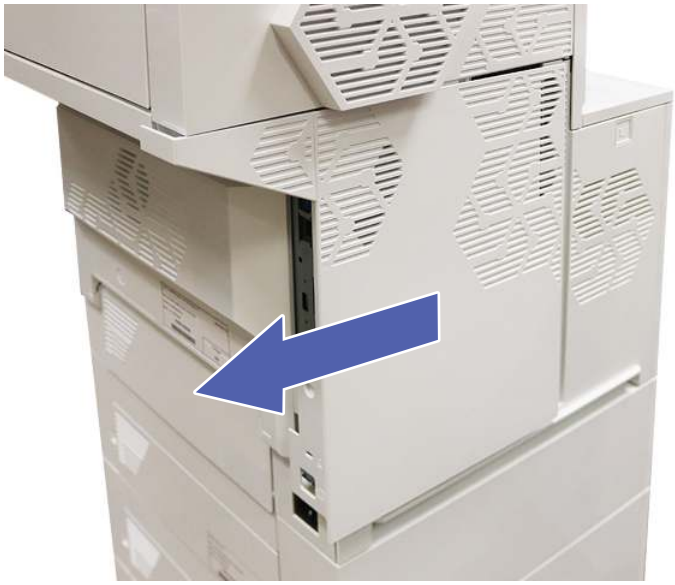
2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1610 Remove the cover**



**NOTE:** With 3 bin stapler/stacker

**Figure 4-1611 Remove the cover**

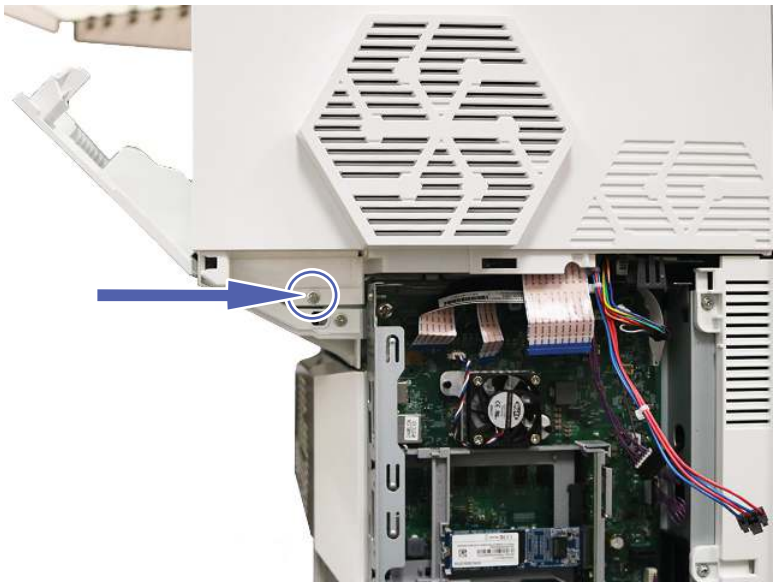


## 2. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

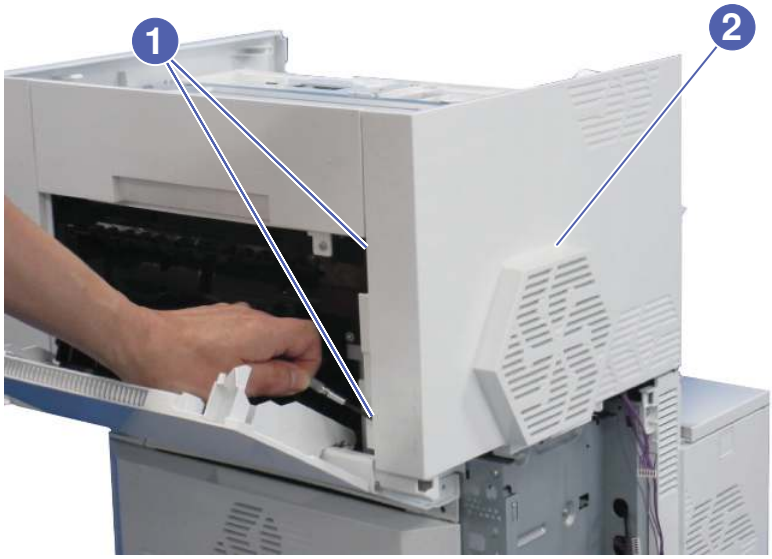
1. Remove one screw.

**Figure 4-1612 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1613 Remove left cover**




### 3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




**CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: 3-Bin stapler/stacker left front cover

This document provides the procedures to remove and replace the 3-bin stapler/stacker right lower cover.

Mean time to repair: 10 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-111 Part information**

| Part number | Part description |
|---|---|
| RC6-3478-000CN | Cover, Front left |

### Required tools

- #2 Phillips 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

No post service test is available for this assembly.

#### 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1614 Remove one screw**



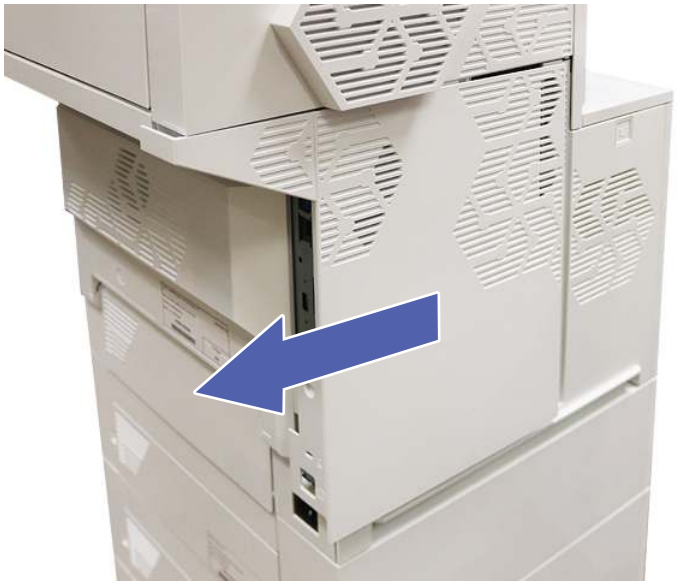
2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1615 Remove the cover**



**NOTE:** With 3 bin stapler/stacker

**Figure 4-1616 Remove the cover**



## 2. Disengage the front door (Cartridge door) left arm

Follow these steps when disengaging the cartridge door left arm.

1. Locate the link arm on the left side of the door. Partially close door (callout 1) while pulling the link arm up (callout 2).

**Figure 4-1617 Link arm location**

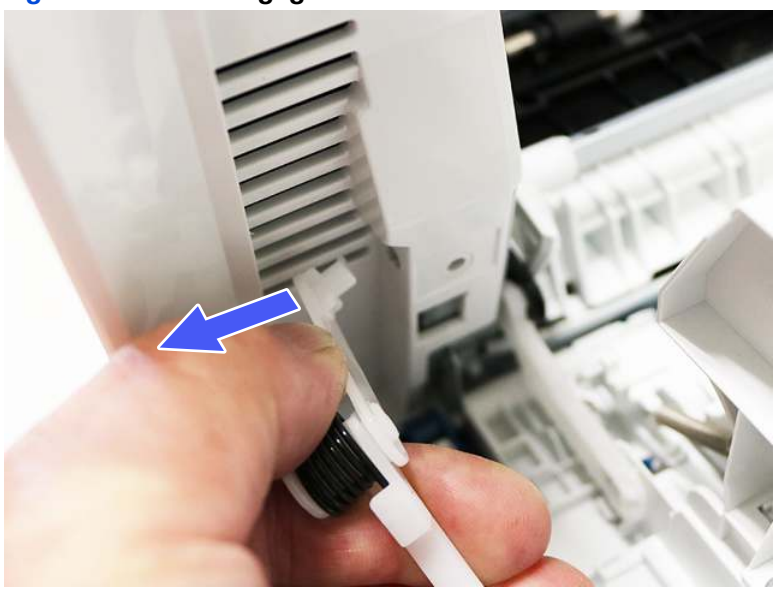



2. Disengage the link arm from the cover by pulling it in the direction of the arrow.

**NOTE:** The link arm tab on the arm must be aligned with the cutout.



**Figure 4-1618 Disengage the link arm**



### 3. Remove the left cover

Follow these steps to remove the left cover.

1. Remove one screw (callout 1) from the lower left side of the printer.

**Figure 4-1619 Remove one screw**




2. Unhook one tab (callout 1).

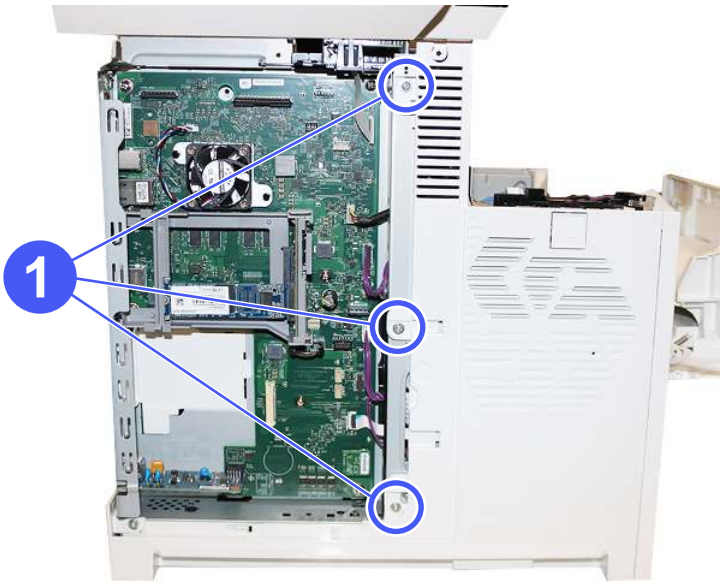
**NOTE:** Use a small flat-tip screwdriver to gently pry up to unhook the tab.

**Figure 4-1620 Unhook one tab**



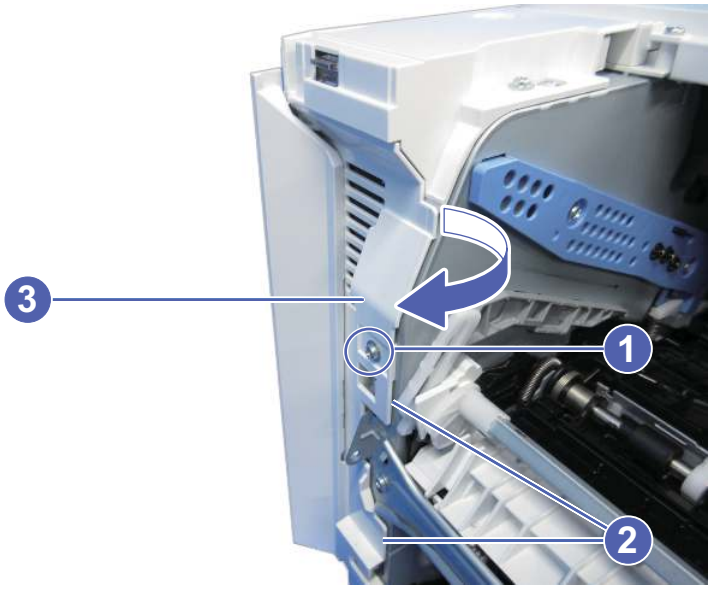
3. Remove three screws (callout 1).

**Figure 4-1621 Remove three screws**




4. Remove one screw (callout 1) then unhook the two tabs (callout 2) and open the left cover (callout 3) in the direction of the arrow to remove it.

**Figure 4-1622 Remove one screw**



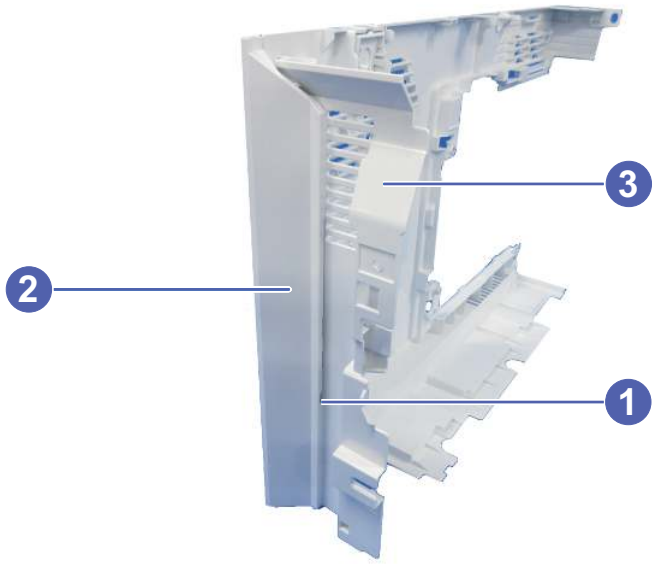

5. The following steps are only required when a replacement for the left cover is needed.

**NOTE:** When removing the left cover to access other printer internal parts, these steps are not required.

a. Unhook one tab (callout 1) and slide the front left cover (callout 2) downward to remove it from the left cover (callout 3).

**TIP:** If replacing the left cover, you will need to move the front left cover to the new left cover.

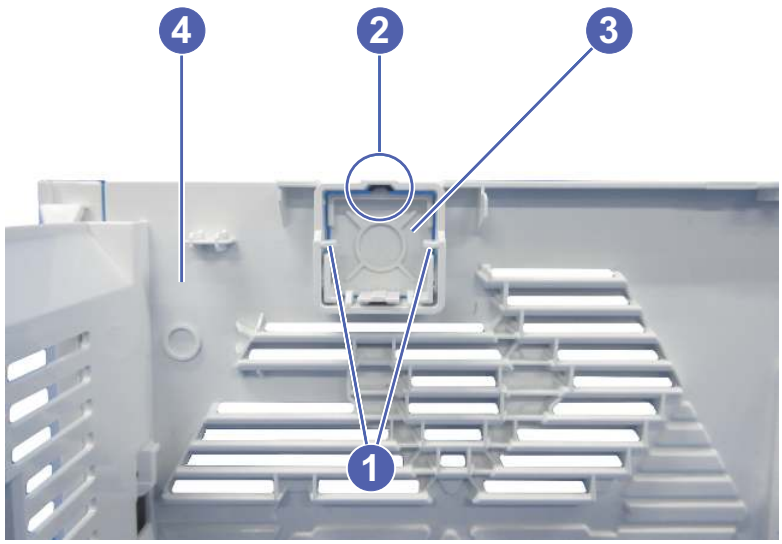
**Figure 4-1623 Separate covers**




**b.** Unhook two tabs (callout 1) and one catch (callout 2) to remove the door button (callout 3) from the left cover (callout 4).

**TIP:** If replacing the left cover with a new one, you must remove the door button and put it on the new left cover. The door button is removed toward the outside of the panel.

**Figure 4-1624 Remove door button**

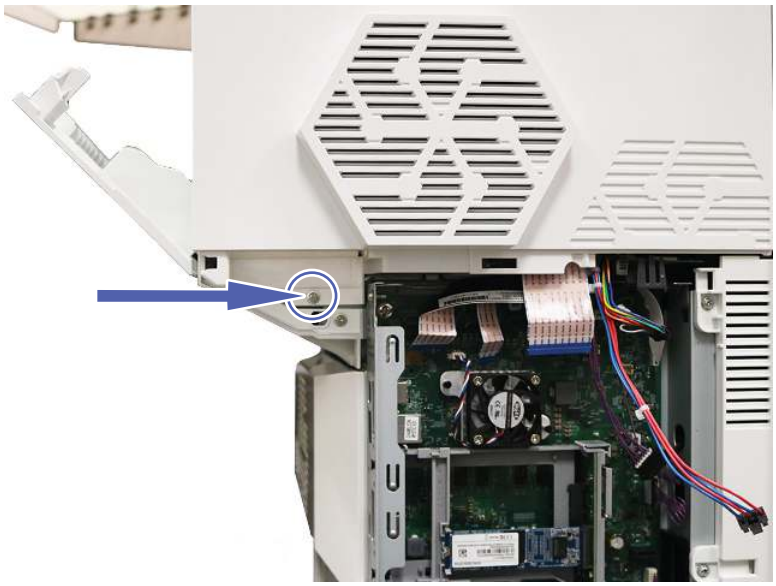



### 4. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

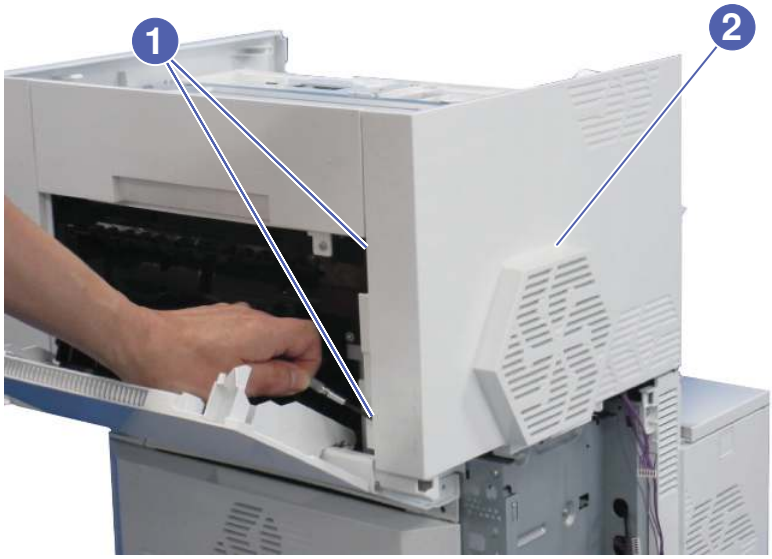
1. Remove one screw.

**Figure 4-1625 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1626 Remove left cover**




## 5. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

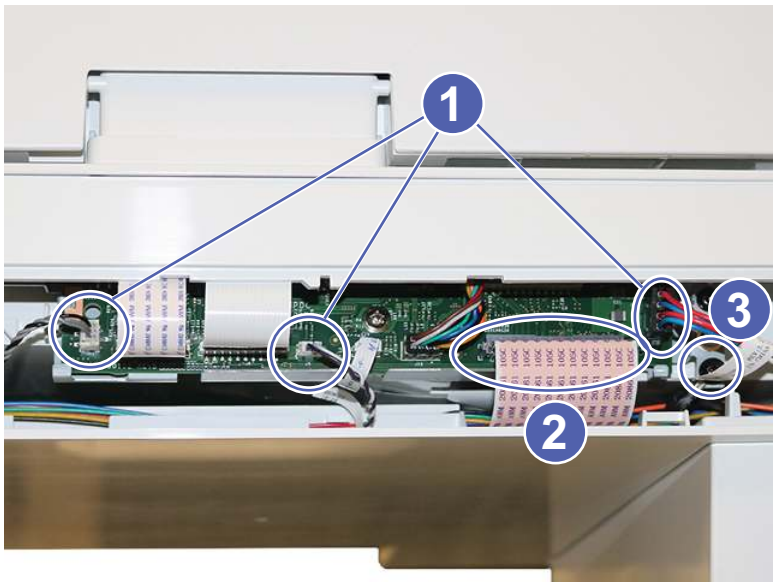
**Figure 4-1627 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

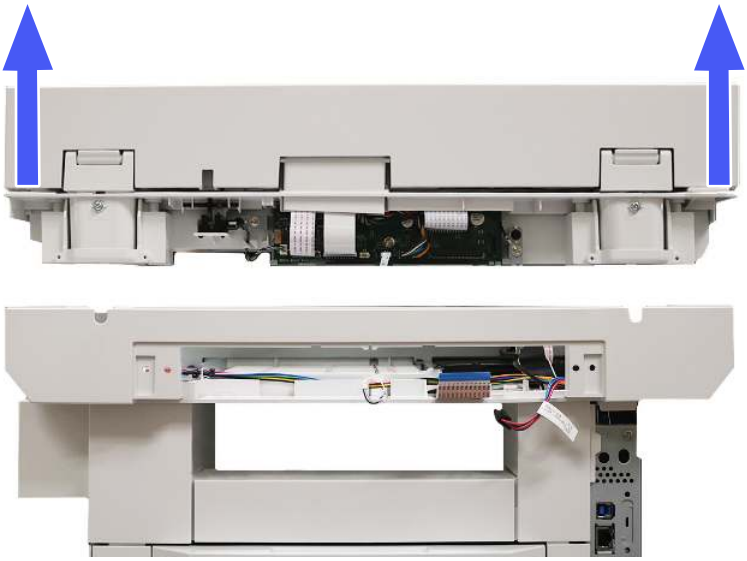
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1628 Disconnect SCB connectors**



3. Pull the scan unit up to remove it from the printer.

**Figure 4-1629 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## 6. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

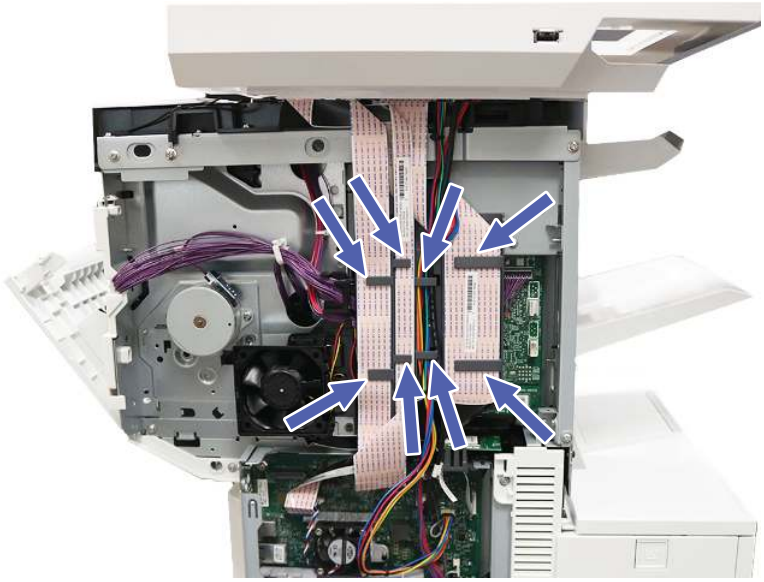
1. Disconnect three FFCs and three connectors from the formatter.

**Figure 4-1630 Disconnect cables**



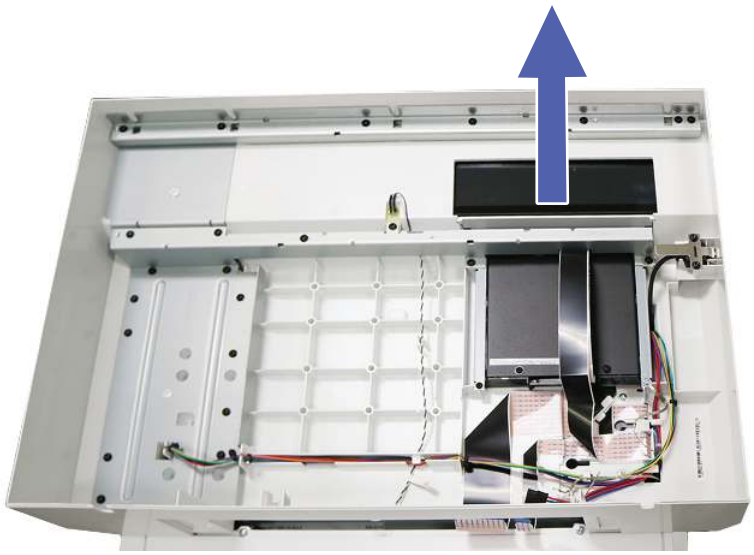
2. Release FFCs and the cables from the cable stays.

**Figure 4-1631 Release cables**



3. Slide the control panel in the direction of the arrow.

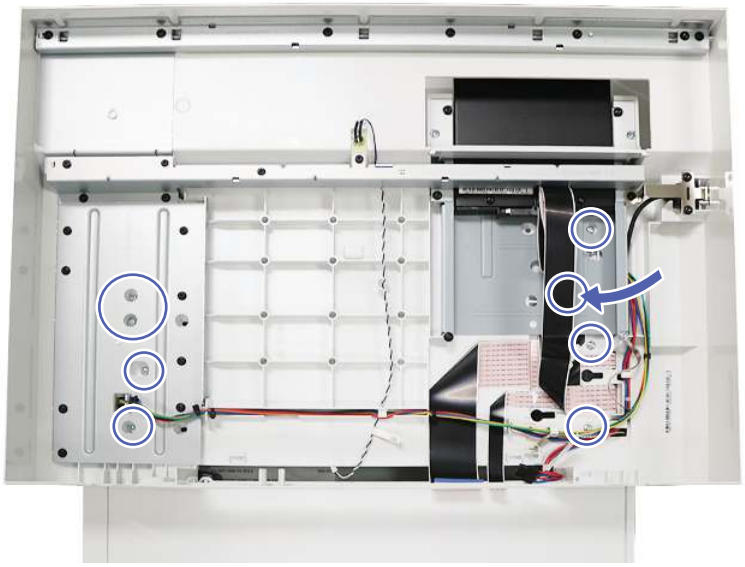
**Figure 4-1632 Slide control panel**



4. Remove eight screws.

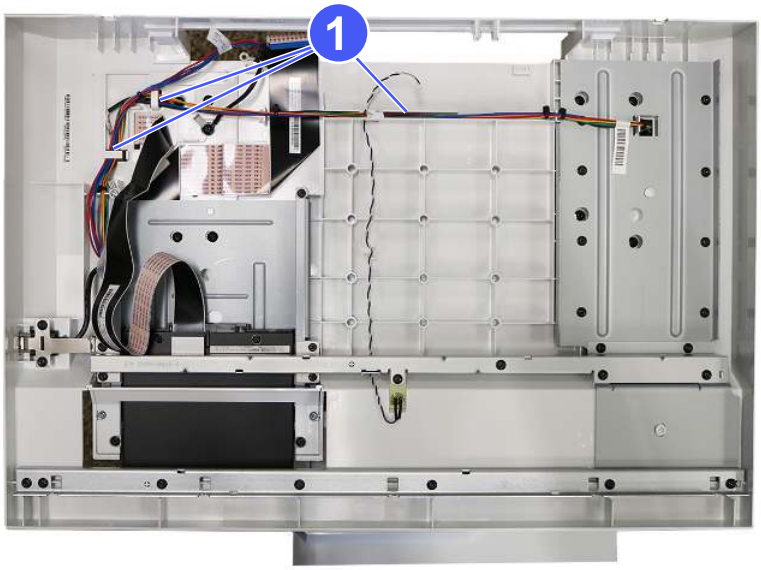
**NOTE:** One screw is located under the FFC (Arrow indicator).

**Figure 4-1633 Remove 8 screws**



5. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1634 Remove cable from guide**



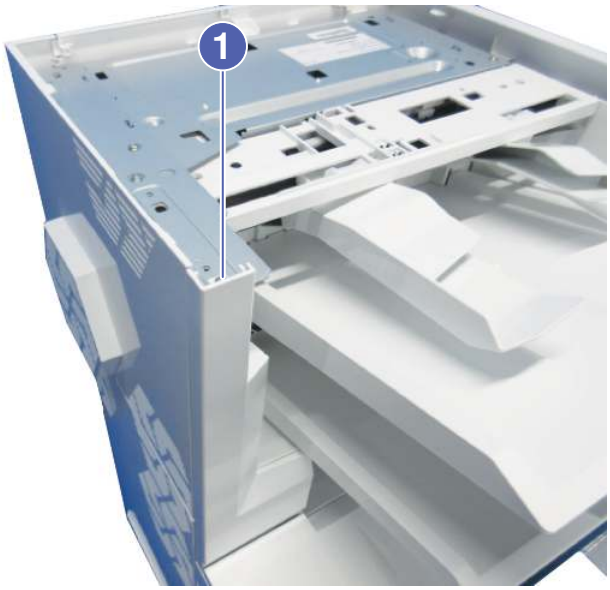

6. Lift the scanner par with all cables off of the printer.

## 7. Remove the left front cover

Follow these steps to remove the left front cover.

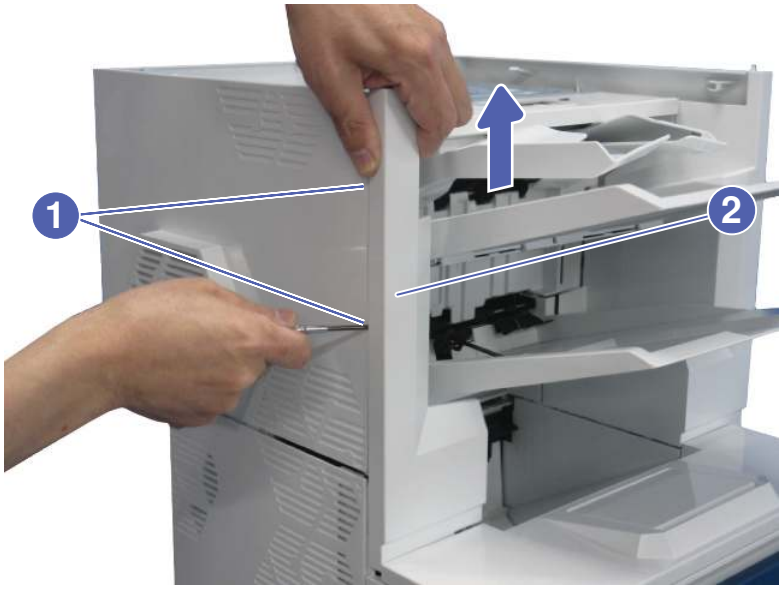
1. Remove one screw (callout 1).

**Figure 4-1635 Remove screw**




2. Release two tabs (callout 1) then slide the left front cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1636 Release tabs and remove cover**




## 8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: 3-Bin stapler/stacker left inner cover

This document provides the procedures to remove and replace the 3-bin stapler/stacker right lower cover.

Mean time to repair: 12 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-112 Part information**

| Part number | Part description |
|---|---|
| RC6-3488-000CN | Cover, Inner left |

## Required tools

- #2 Phillips 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

No post service test is available for this assembly.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1637 Remove one screw**



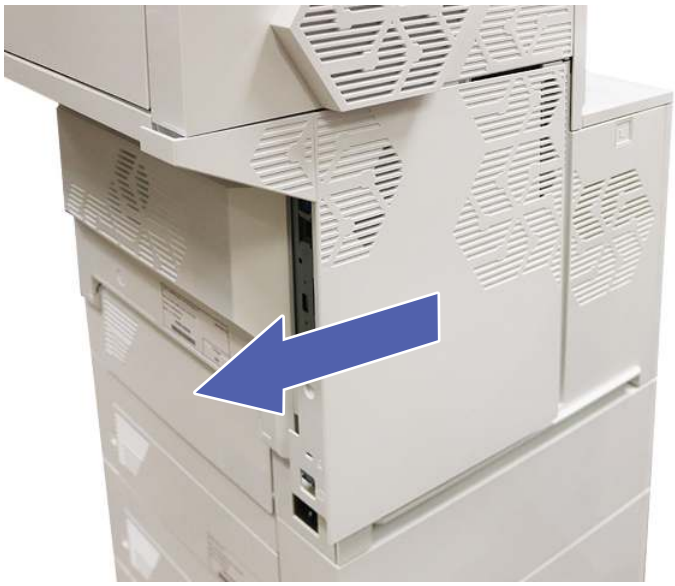
2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1638 Remove the cover**



**NOTE:** With 3 bin stapler/stacker

**Figure 4-1639 Remove the cover**

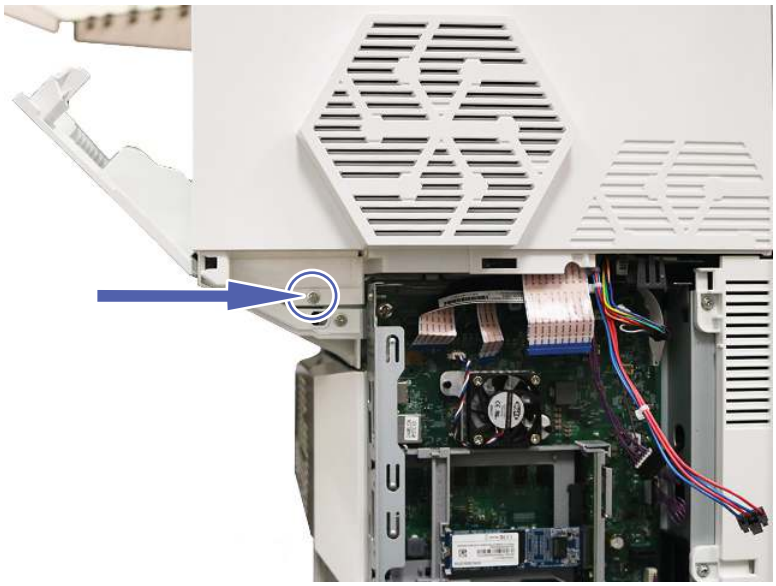


## 2. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

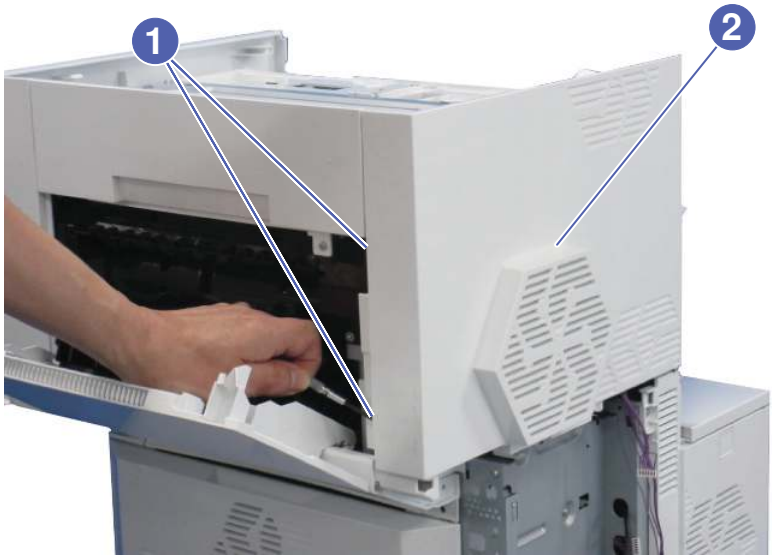
1. Remove one screw.

**Figure 4-1640 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1641 Remove left cover**




### 3. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

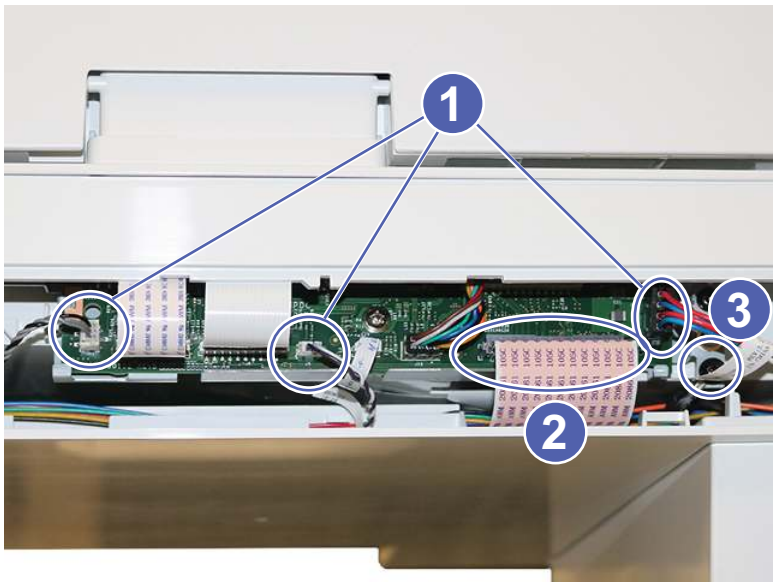
**Figure 4-1642 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

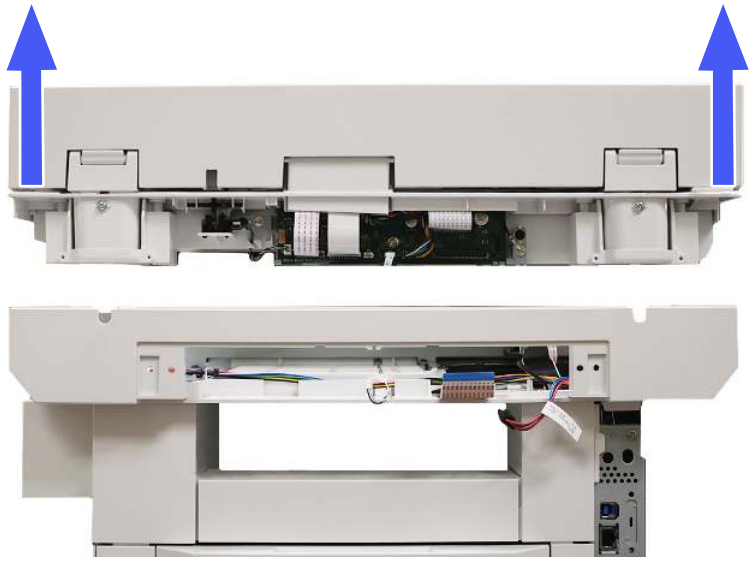
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1643 Disconnect SCB connectors**



3. Pull the scan unit up to remove it from the printer.

**Figure 4-1644 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

### 4. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

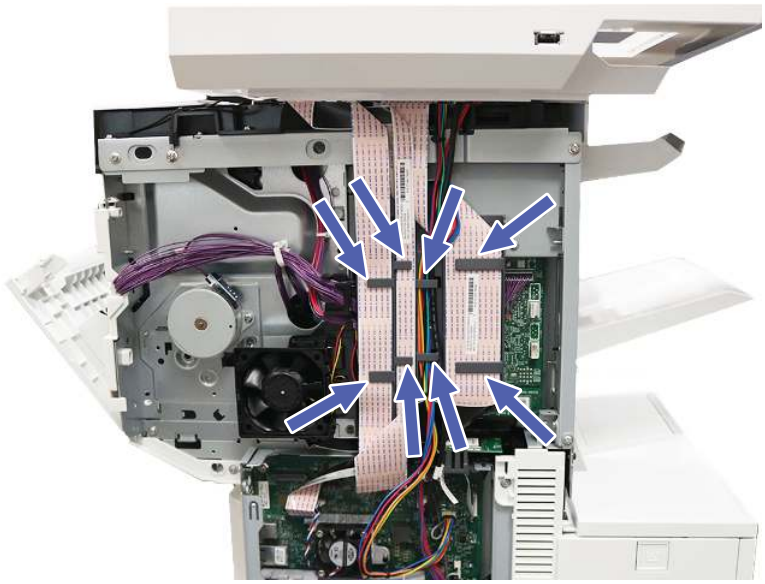
1. Disconnect three FFCs and three connectors from the formatter.

**Figure 4-1645 Disconnect cables**



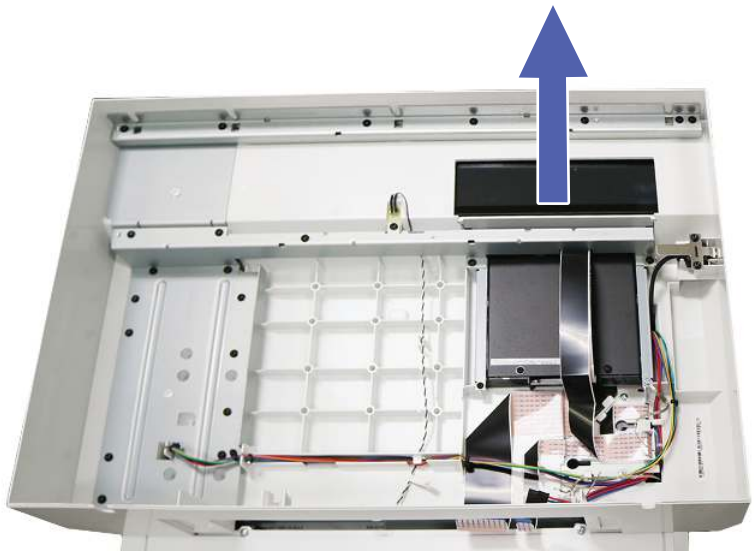
2. Release FFCs and the cables from the cable stays.

**Figure 4-1646 Release cables**



3. Slide the control panel in the direction of the arrow.

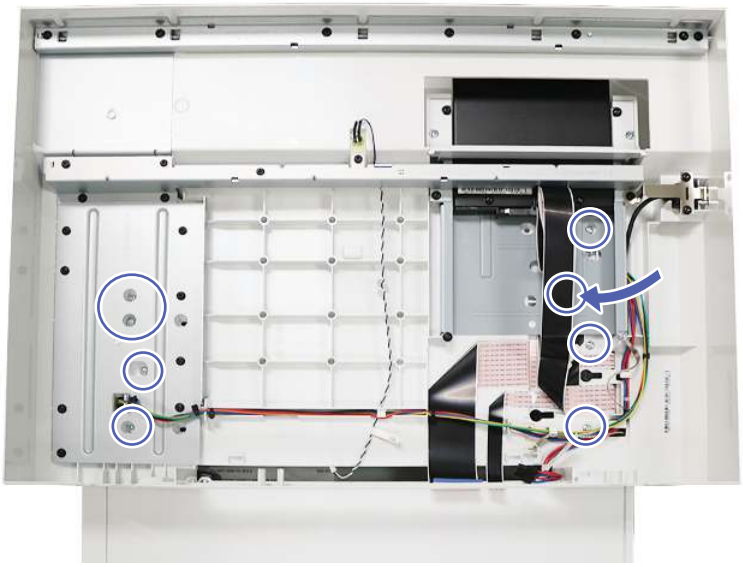
**Figure 4-1647 Slide control panel**



4. Remove eight screws.

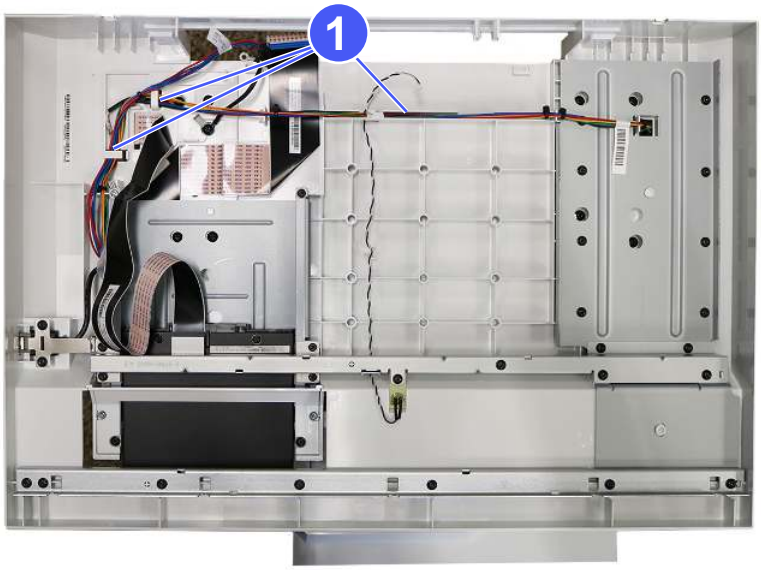
**NOTE:** One screw is located under the FFC (Arrow indicator).

**Figure 4-1648 Remove 8 screws**



5. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1649 Remove cable from guide**



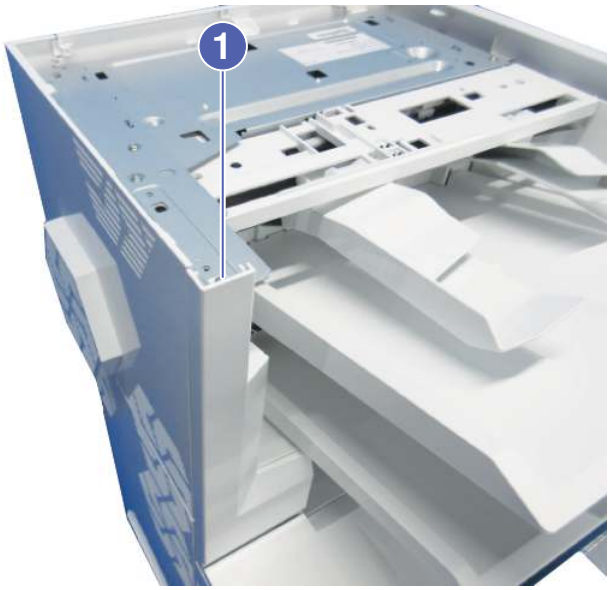

6. Lift the scanner par with all cables off of the printer.

## 5. Remove the left front cover

Follow these steps to remove the left front cover.

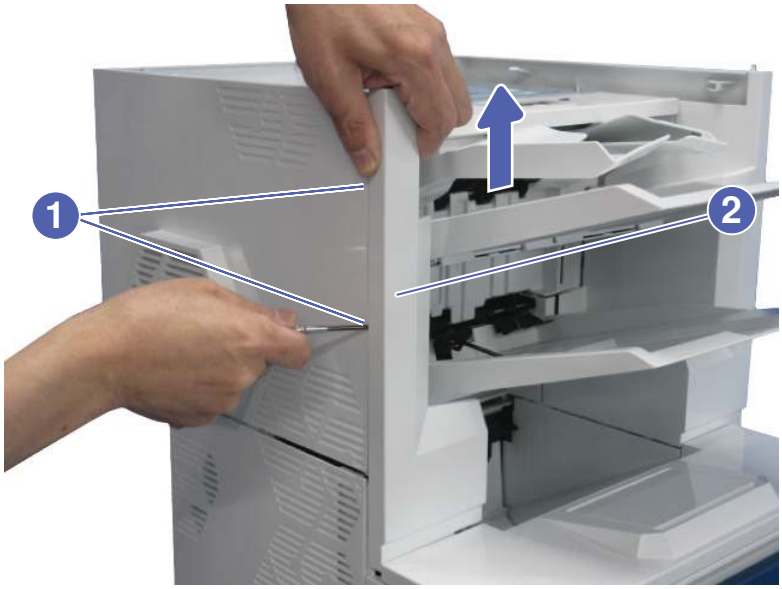
1. Remove one screw (callout 1).

**Figure 4-1650 Remove screw**




2. Release two tabs (callout 1) then slide the left front cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1651 Release tabs and remove cover**

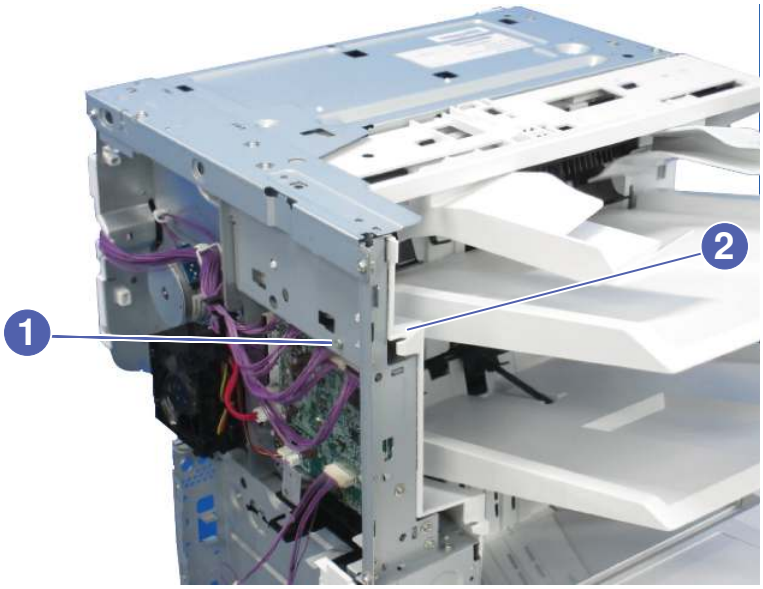



## 6. Remove the left inner cover

Follow these steps to remove the left inner cover.

- Remove one screw (callout 1), then remove the left inner cover (callout 2).

**Figure 4-1652 Remove inner cover**




### 7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




**CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: 3-Bin stapler/stacker rear upper cover

This document provides the procedures to remove and replace the 3-bin stapler/stacker rear upper cover.

Mean time to repair: 5 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-113 Part information**

| Part number | Part description |
|---|---|
| RC6-3481-000CN | Cover, Rear upper |

### Required tools

- #2 Phillips 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

No post service test is available for this assembly.

#### 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1653 Remove one screw**



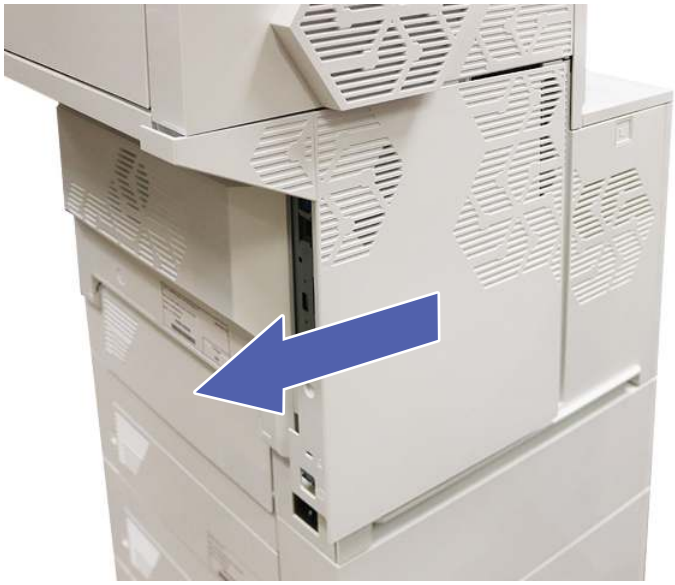
2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1654 Remove the cover**



**NOTE:** With 3 bin stapler/stacker

**Figure 4-1655 Remove the cover**

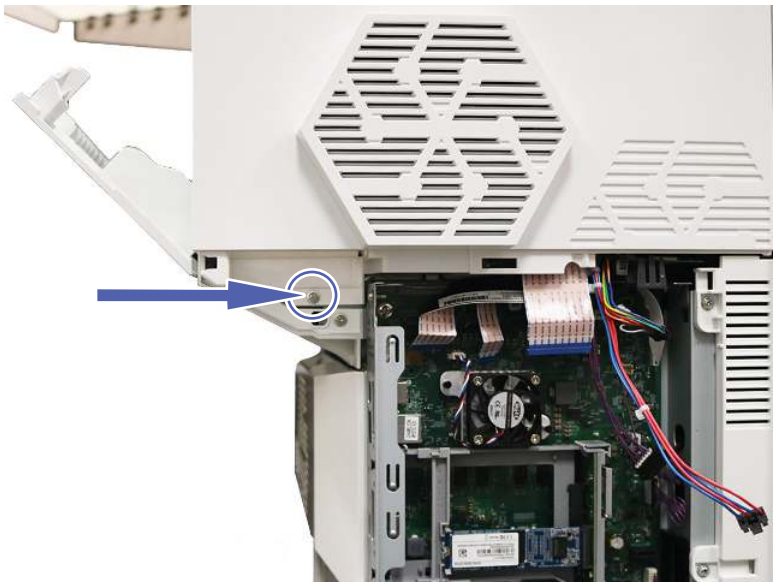


## 2. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

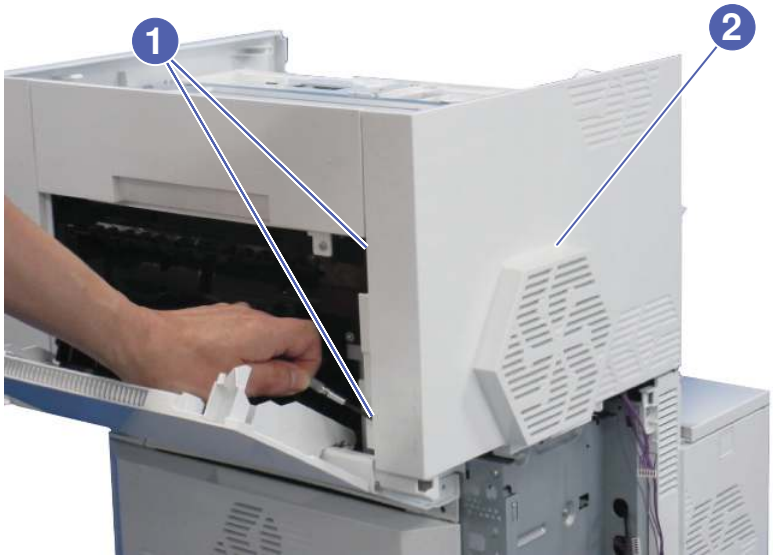
1. Remove one screw.

**Figure 4-1656 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1657 Remove left cover**




### 3. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

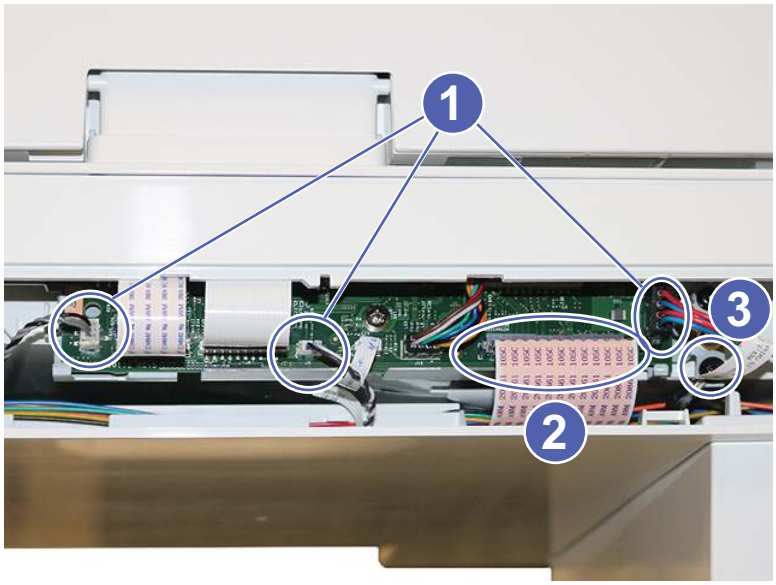
**Figure 4-1658 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

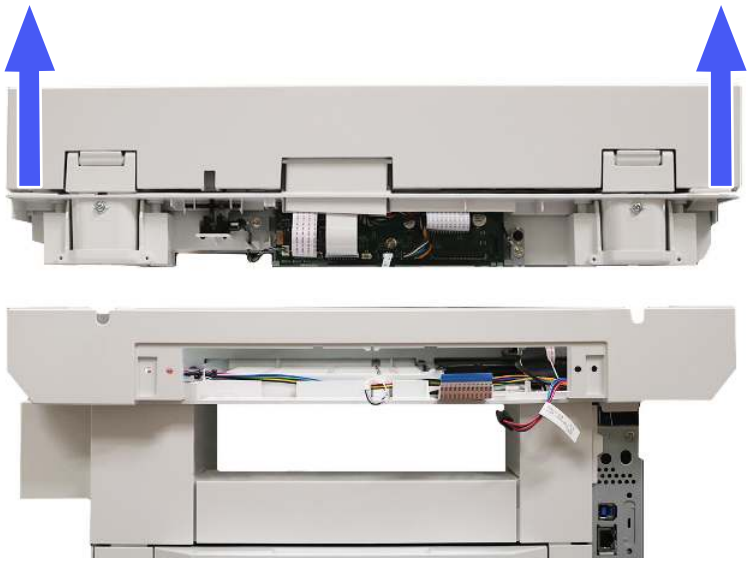
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1659 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-1660 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## 4. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

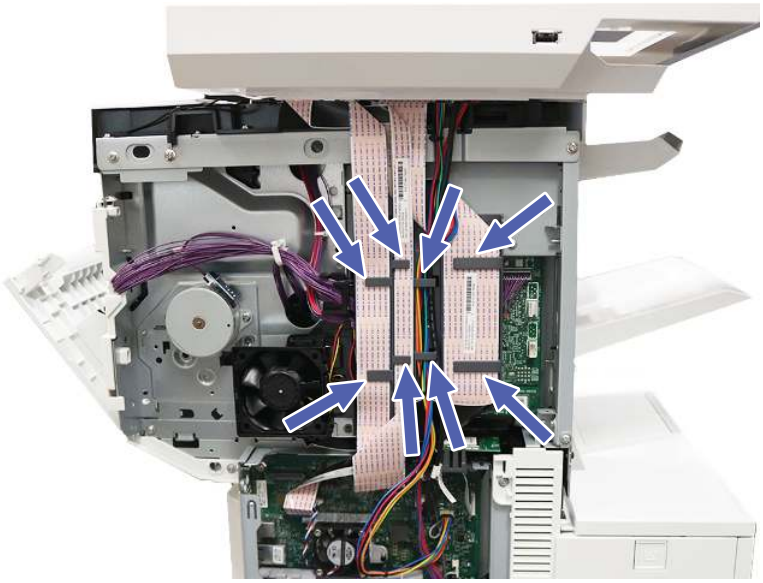
1. Disconnect three FFCs and three connectors from the formatter.

**Figure 4-1661 Disconnect cables**



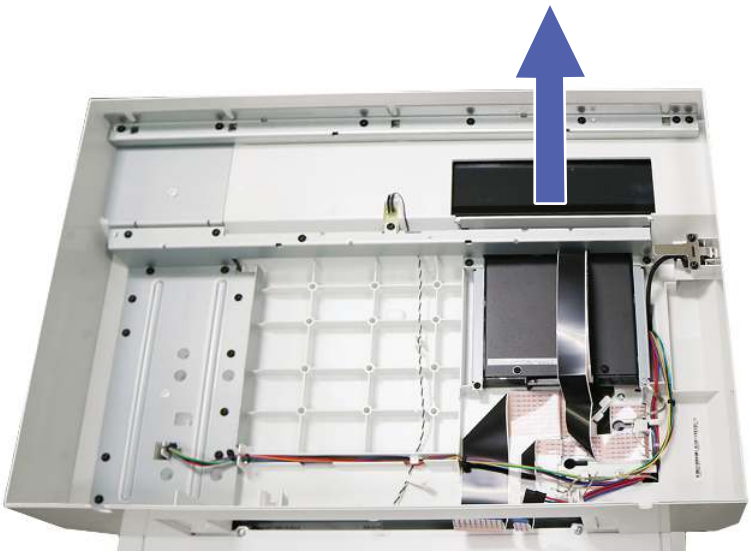
2. Release FFCs and the cables from the cable stays.

**Figure 4-1662 Release cables**



3. Slide the control panel in the direction of the arrow.

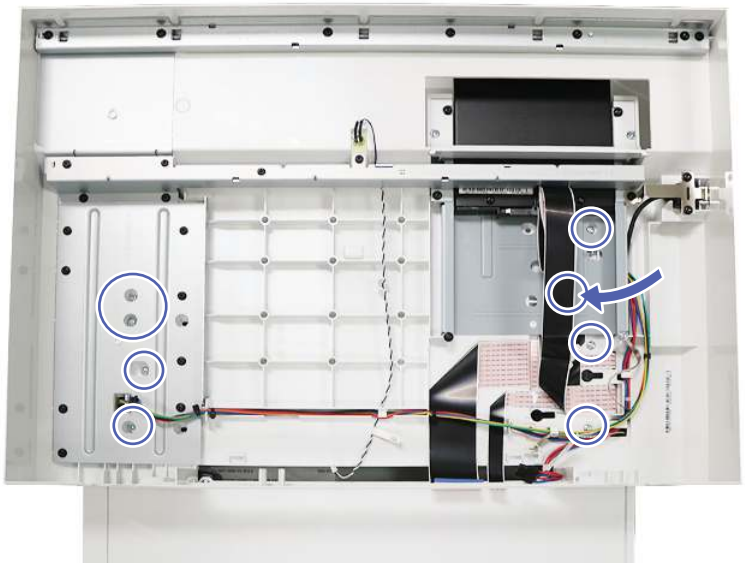
**Figure 4-1663 Slide control panel**



4. Remove eight screws.

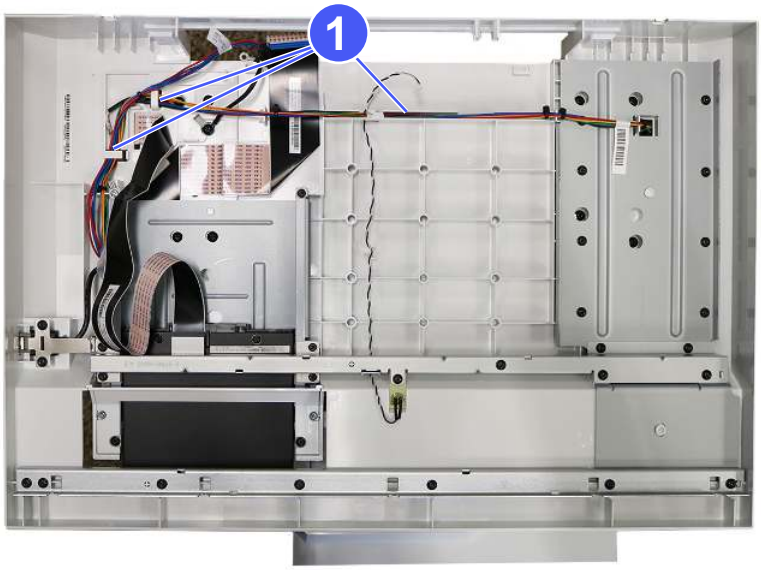
**NOTE:** One screw is located under the FFC (Arrow indicator).

**Figure 4-1664 Remove 8 screws**



5. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1665 Remove cable from guide**



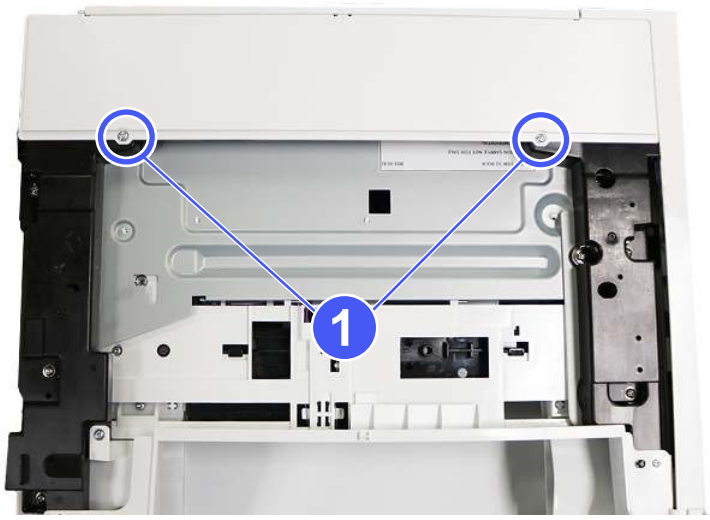

6. Lift the scanner par with all cables off of the printer.

## 5. Remove the stapler/stacker rear top cover

Follow these steps to remove the rear top cover.

- Remove two screws (callout 1), then remove the rear top cover.

**Figure 4-1666 Remove rear top cover**



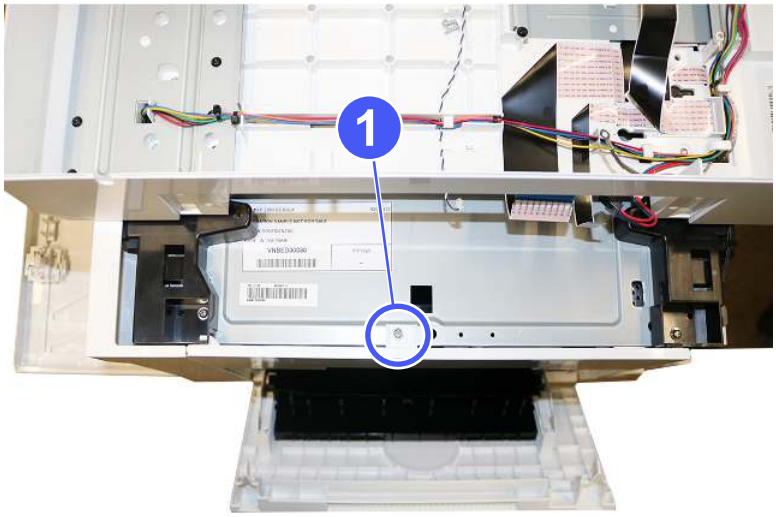

## 6. Remove the staple rear upper cover

Follow these steps to remove the staple rear upper cover.

1. Open the jam access door.

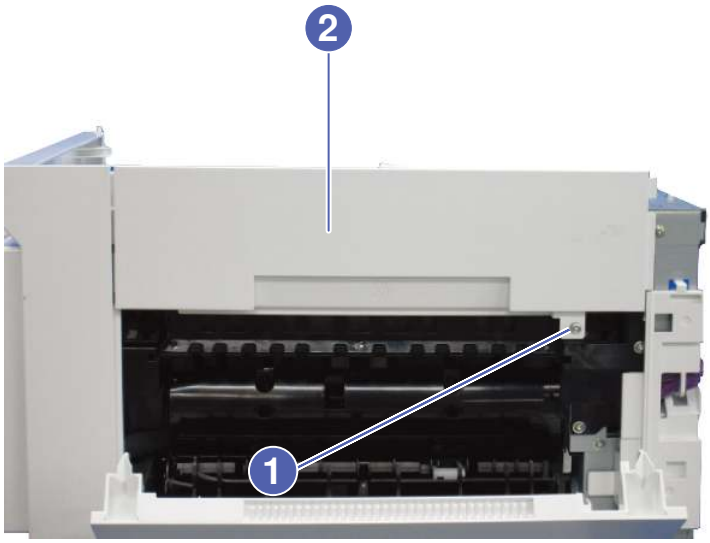
2. Remove one screw (callout 1).

**Figure 4-1667 Remove one screw**




3. Remove one screw (callout 1), then remove the rear upper cover (callout 2).

**Figure 4-1668 Rear upper cover**




## 7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: 3-Bin stapler/stacker stapler cover and staple door

This document provides the procedures to remove and replace the 3-bin stapler/stacker stapler cover and door assembly.

View a video on how to remove and replace the 3-bin stapler/stacker door assembly.

Mean time to repair: 20 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-114 Part information**

| Part number | Part description |
|---|---|
| RM3-2367-000CN | Cover, Stapler |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

No post service test is available for this assembly.

## 1. Remove the formatter cover (MFP)

Follow these steps to remove the formatter cover.

1. Remove one screw from the formatter cover (callout 1).

**Figure 4-1669 Remove one screw**



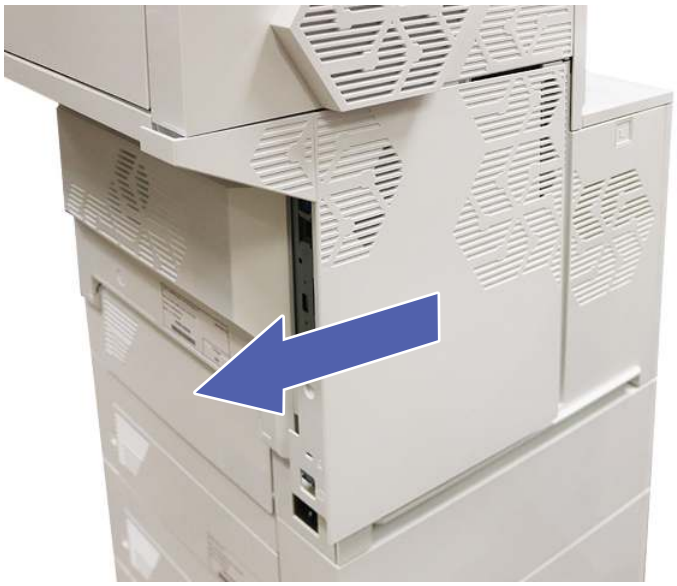
2. Slide the formatter cover in the direction indicated by the arrow and remove it.

**Figure 4-1670 Remove the cover**



**NOTE:** With 3 bin stapler/stacker

**Figure 4-1671 Remove the cover**

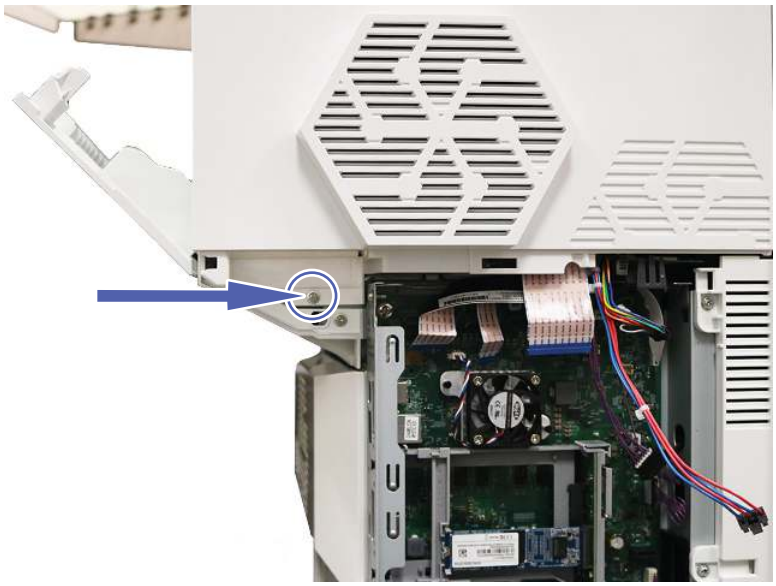


### 2. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

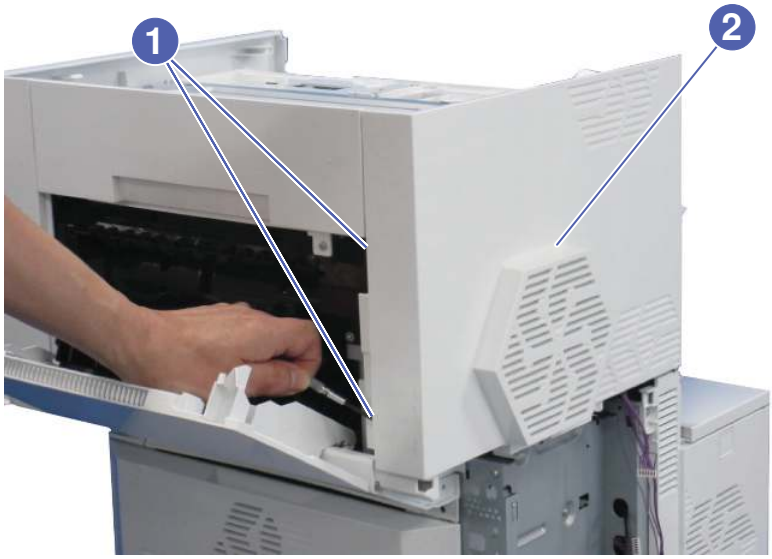
1. Remove one screw.

**Figure 4-1672 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1673 Remove left cover**



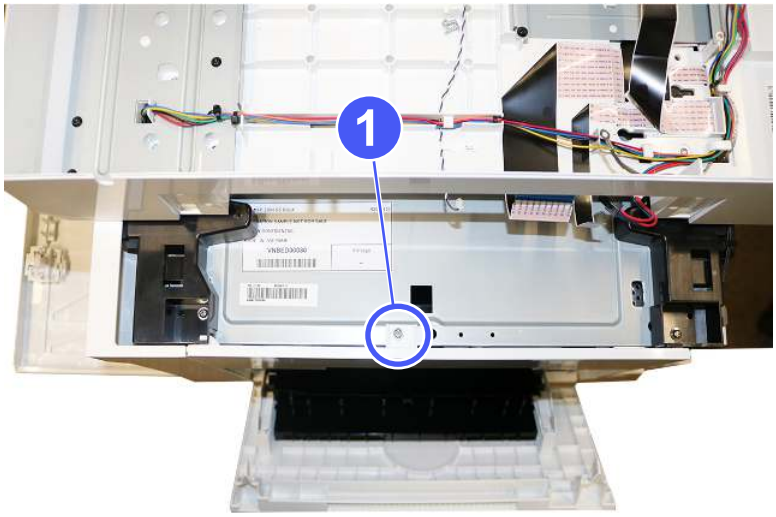

### 3. Remove the staple rear upper cover

Follow these steps to remove the staple rear upper cover.

1. Open the jam access door.

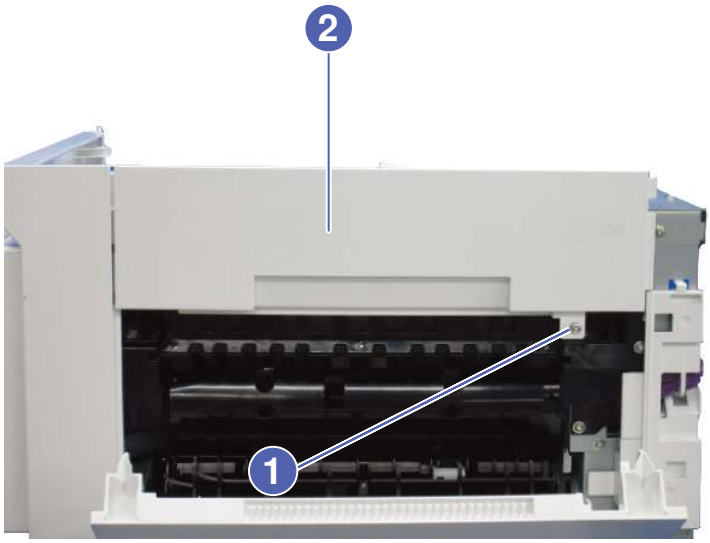
2. Remove one screw (callout 1).

**Figure 4-1674 Remove one screw**




3. Remove one screw (callout 1), then remove the rear upper cover (callout 2).

**Figure 4-1675 Rear upper cover**




### 4. Remove the stapler cover/staple door

Follow these steps to remove the stapler cover/staple door.

1. Remove the HIP cover.

**Figure 4-1676 Remove the HIP cover**



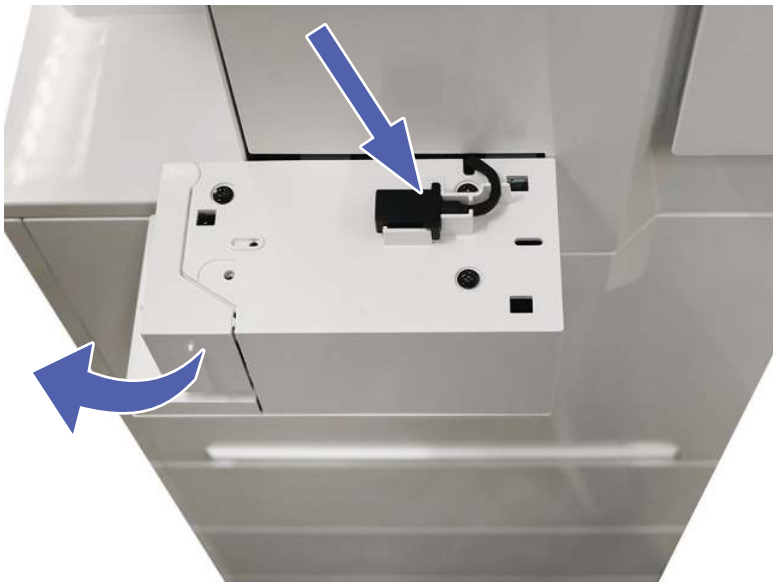
2. Remove one screw (callout) and then remove the HIP tub.

**Figure 4-1677 Remove the HIP tub**



3. Open the stapler cartridge door and move the HIP cable from the cover.

**Figure 4-1678 Open door and move cable**



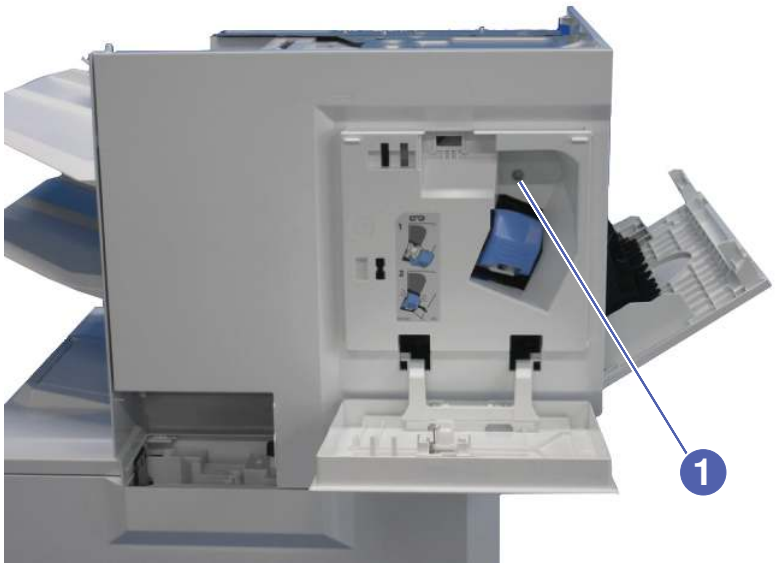
4. Remove the three screws and then remove the convenient stapler cover.

**Figure 4-1679 Remove stapler cover**



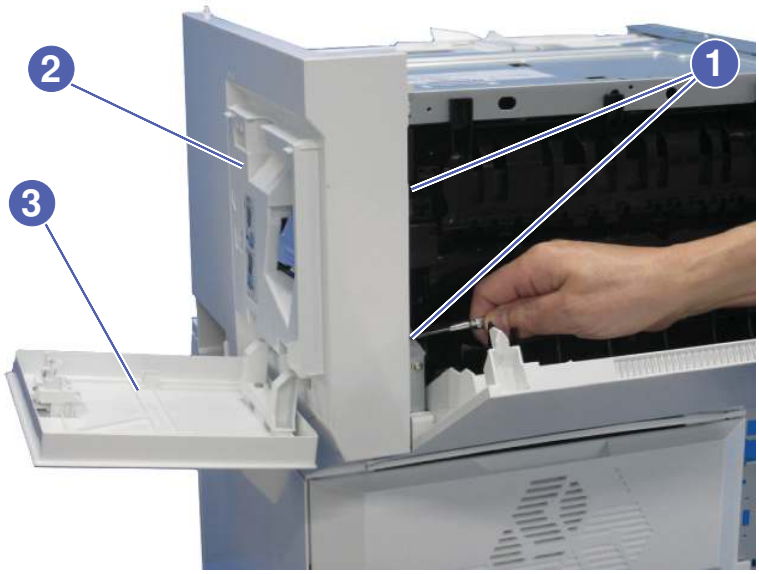
5. Remove one screw (callout 1).

**Figure 4-1680 Remove screw**



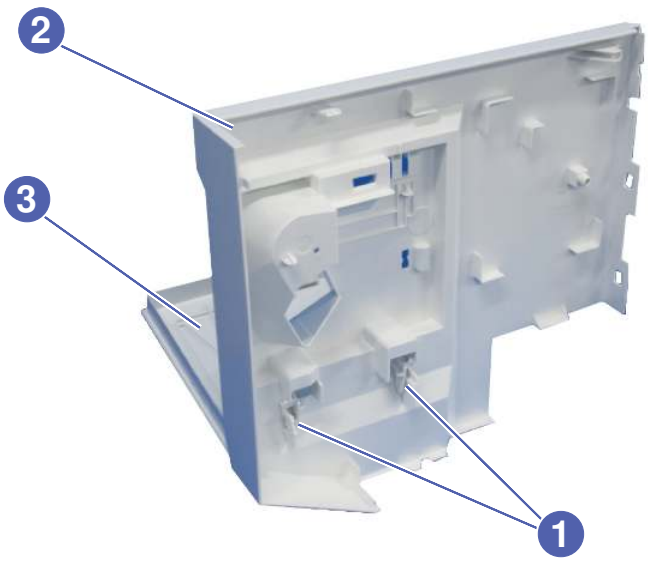

6. Release two tabs (callout 1), then remove the staple cover (callout 2) and the staple door (callout 3) together.

**Figure 4-1681 Remove cover**



7. Remove two shafts (callout 1), then remove the staple door (callout 3) from the staple cover (callout 2).

**Figure 4-1682 Remove staple door from 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: 3-Bin stapler/stacker rear lower cover

This document provides the procedures to remove and replace the 3-bin stapler/stacker rear lower cover.

View a video on how to remove and replace the rear corner cover.

Mean time to repair: 10 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-115 Part information**

| Part number | Part description |
|---|---|
| RC6-3483-000CN | Cover, Rear lower |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

**Turn the printer power on**

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

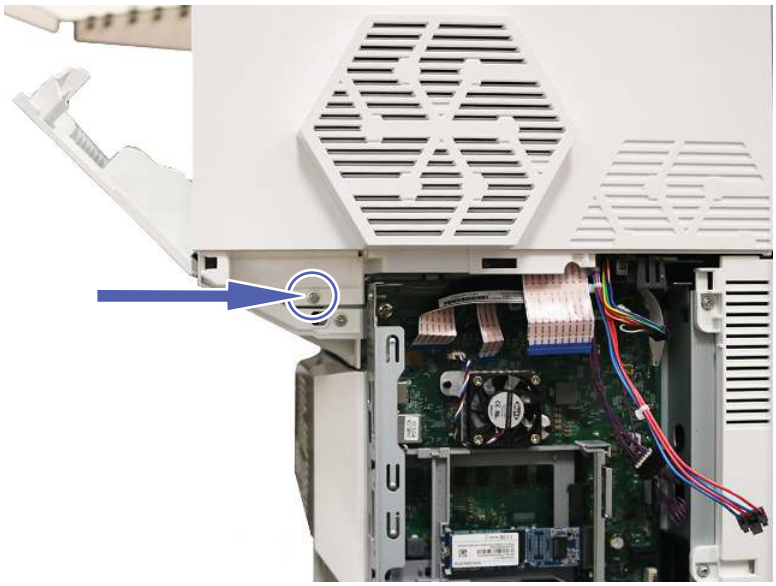
No post service test is available for this assembly.

### 1. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

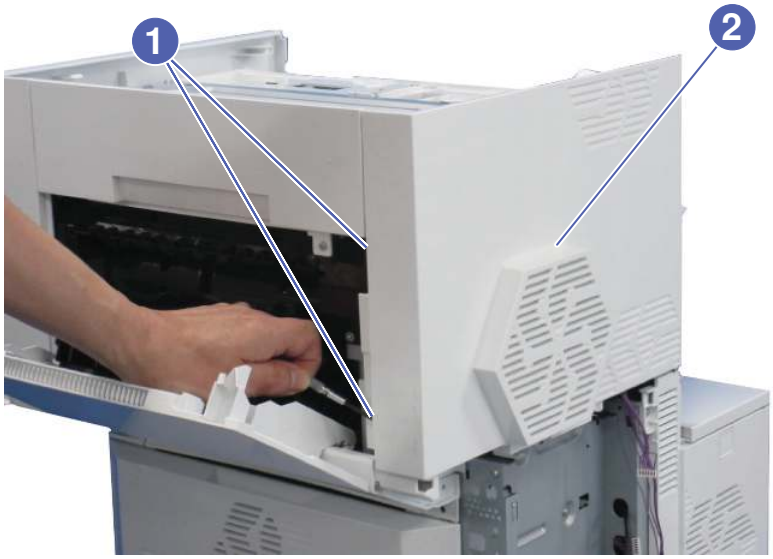
1. Remove one screw.

**Figure 4-1683 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1684 Remove left cover**



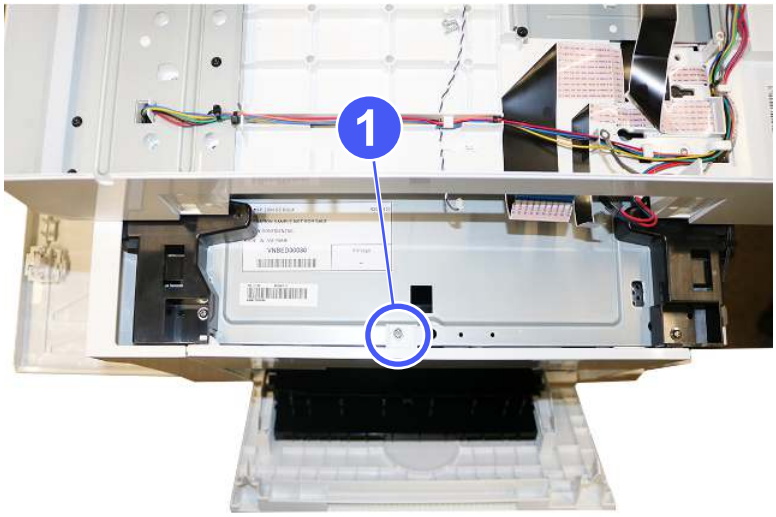

## 2. Remove the staple rear upper cover

Follow these steps to remove the staple rear upper cover.

1. Open the jam access door.

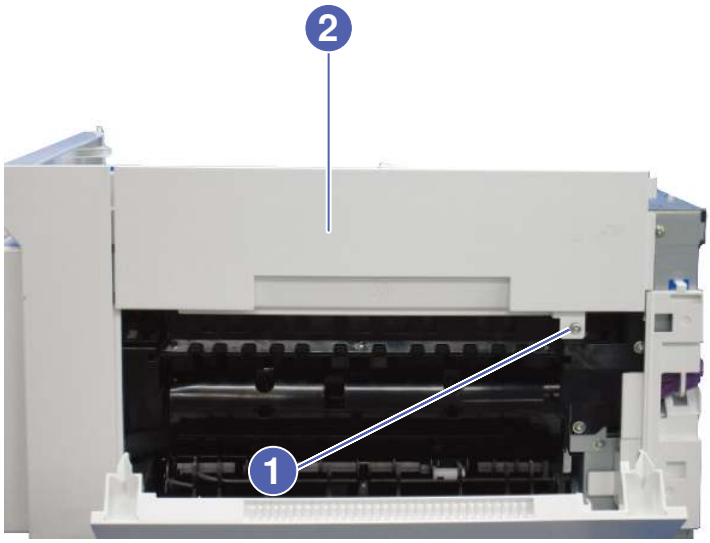
2. Remove one screw (callout 1).

**Figure 4-1685 Remove one screw**




3. Remove one screw (callout 1), then remove the rear upper cover (callout 2).

**Figure 4-1686 Rear upper cover**




## 3. Remove the stapler cover/staple door

Follow these steps to remove the stapler cover/staple door.

1. Remove the HIP cover.

**Figure 4-1687 Remove the HIP cover**



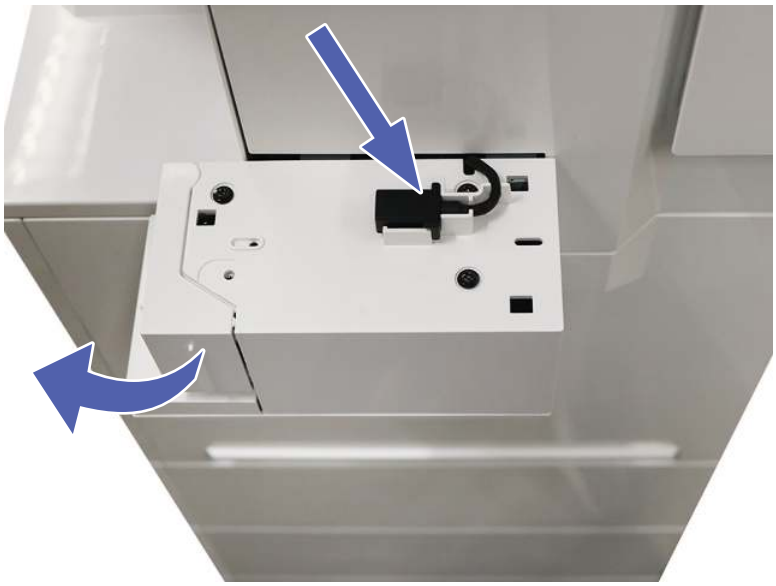
2. Remove one screw (callout) and then remove the HIP tub.

**Figure 4-1688 Remove the HIP tub**



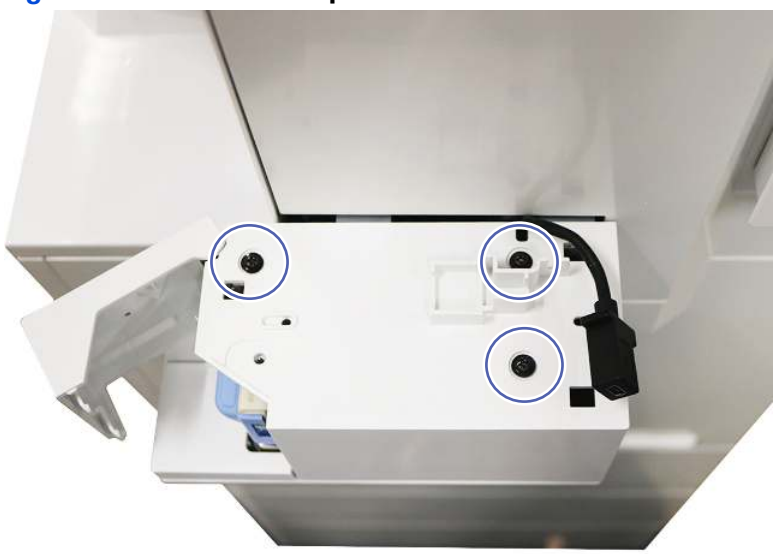
3. Open the stapler cartridge door and move the HIP cable from the cover.

**Figure 4-1689 Open door and move cable**



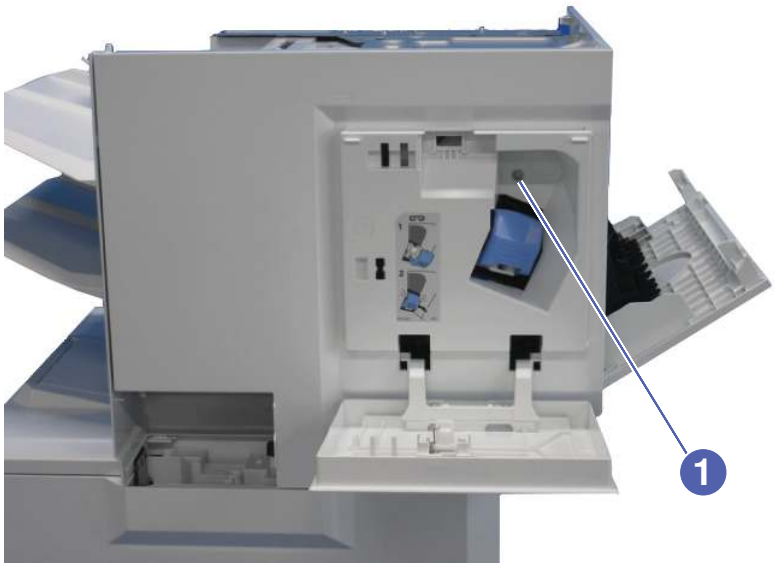
4. Remove the three screws and then remove the convenient stapler cover.

**Figure 4-1690 Remove stapler cover**



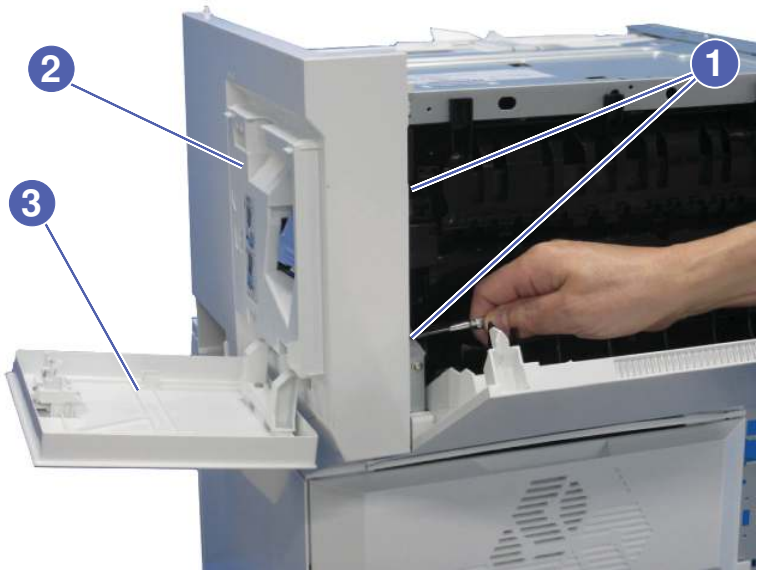
5. Remove one screw (callout 1).

**Figure 4-1691 Remove screw**



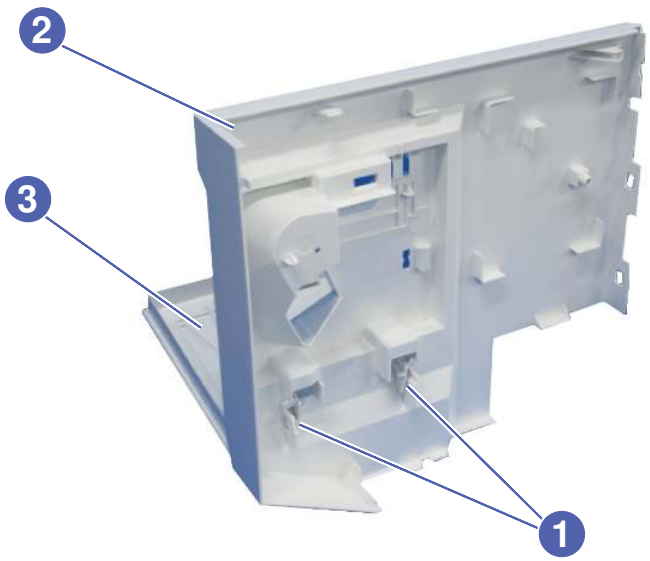

6. Release two tabs (callout 1), then remove the staple cover (callout 2) and the staple door (callout 3) together.

**Figure 4-1692 Remove cover**



7. Remove two shafts (callout 1), then remove the staple door (callout 3) from the staple cover (callout 2).

**Figure 4-1693 Remove staple door from cover**

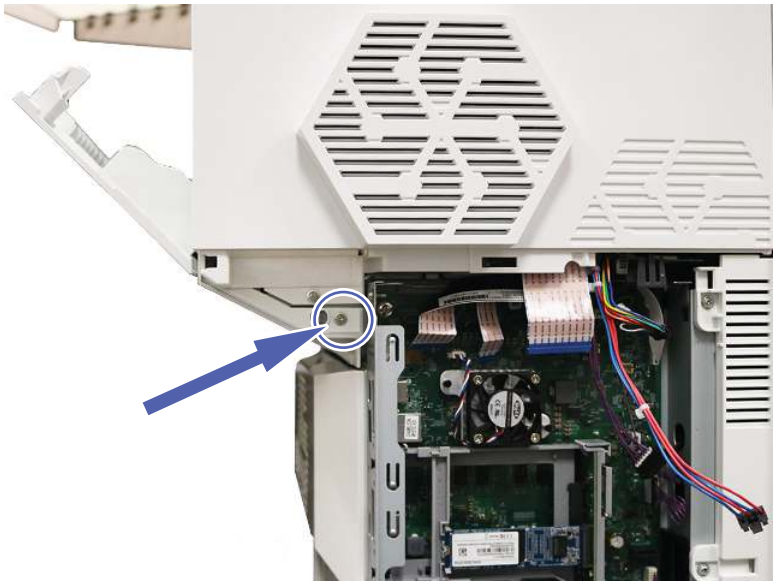



## 4. Remove the rear lower cover

Follow these steps to remove the rear lower cover.

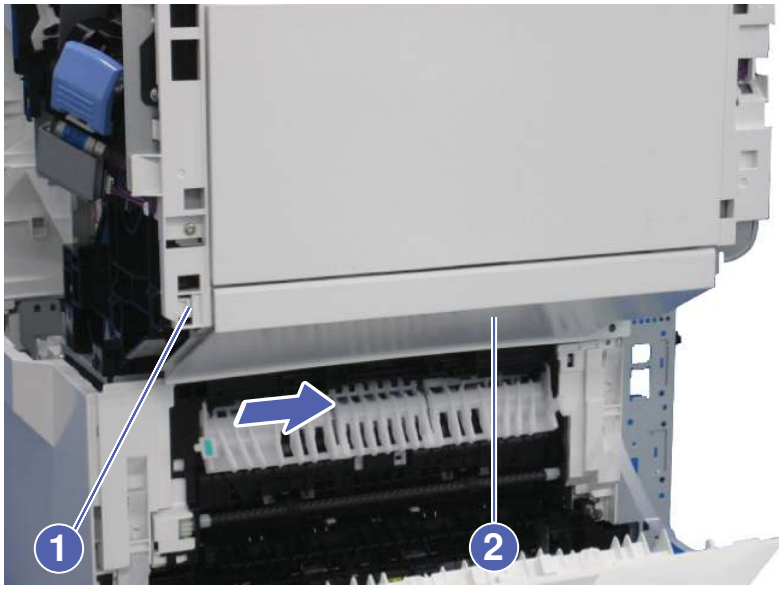
1. Remove one screw.

**Figure 4-1694 Remove the screw**



2. Release the tab (callout 1) and slide the rear lower cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1695 Remove lower 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: 3-Bin stapler/stacker rear door assembly

This document provides the procedures to remove and replace the 3-bin stapler/stacker staple rear door.

View how to remove and replace the rear door.

Mean time to repair: 10 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-116 Part information**

| Part number | Part description |
|---|---|
| RM3-0963-000CN | Rear door assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

**Turn the printer power on**

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

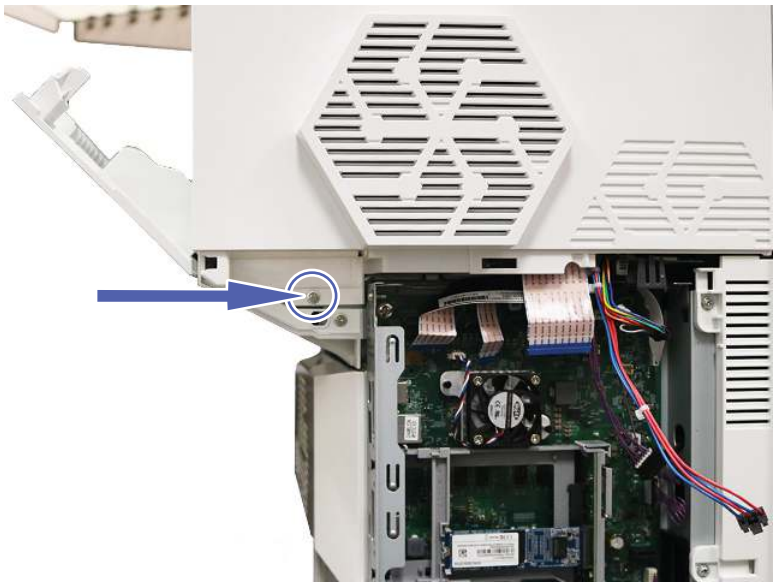
No post service test is available for this assembly.

### 1. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

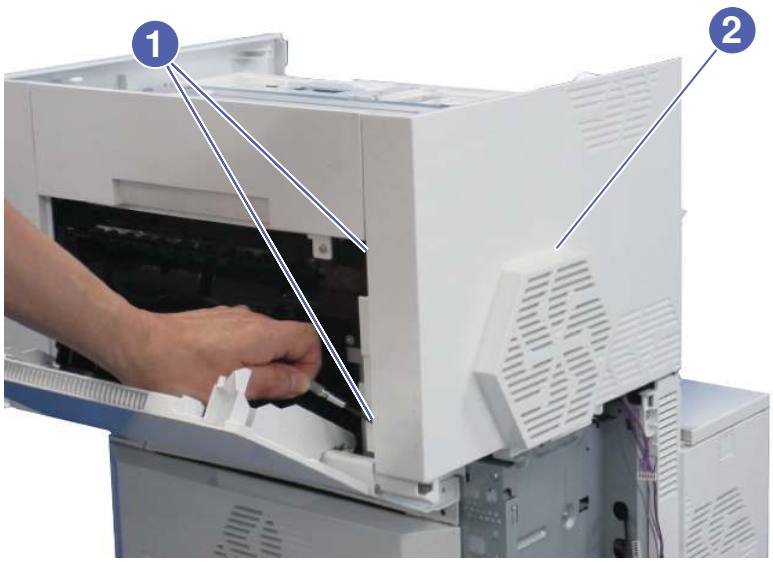
1. Remove one screw.

**Figure 4-1696 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1697 Remove left cover**



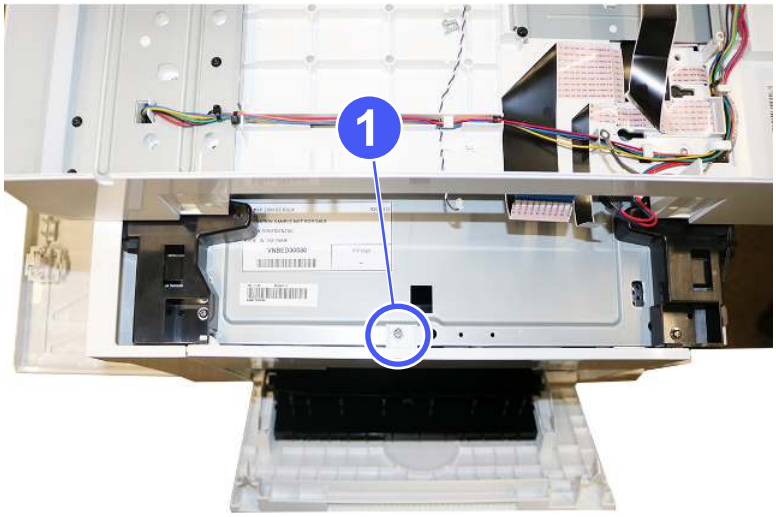

## 2. Remove the staple rear upper cover

Follow these steps to remove the staple rear upper cover.

1. Open the jam access door.

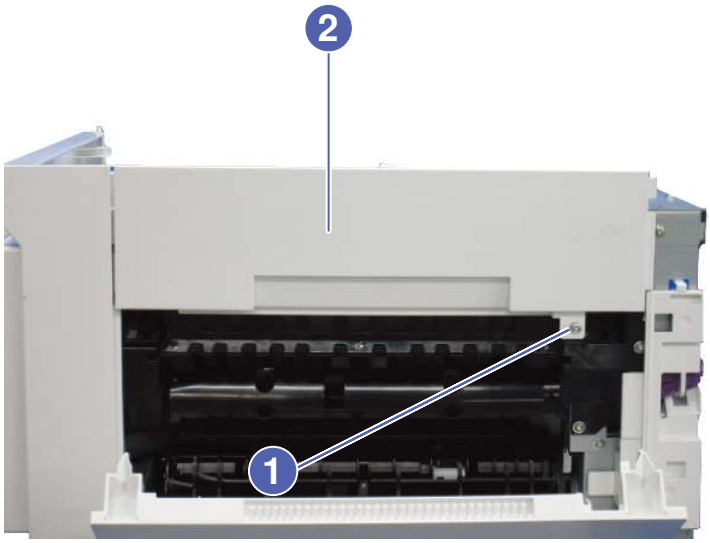
2. Remove one screw (callout 1).

**Figure 4-1698 Remove one screw**




3. Remove one screw (callout 1), then remove the rear upper cover (callout 2).

**Figure 4-1699 Rear upper cover**




## 3. Remove the stapler cover/staple door

Follow these steps to remove the stapler cover/staple door.

1. Remove the HIP cover.

**Figure 4-1700 Remove the HIP cover**



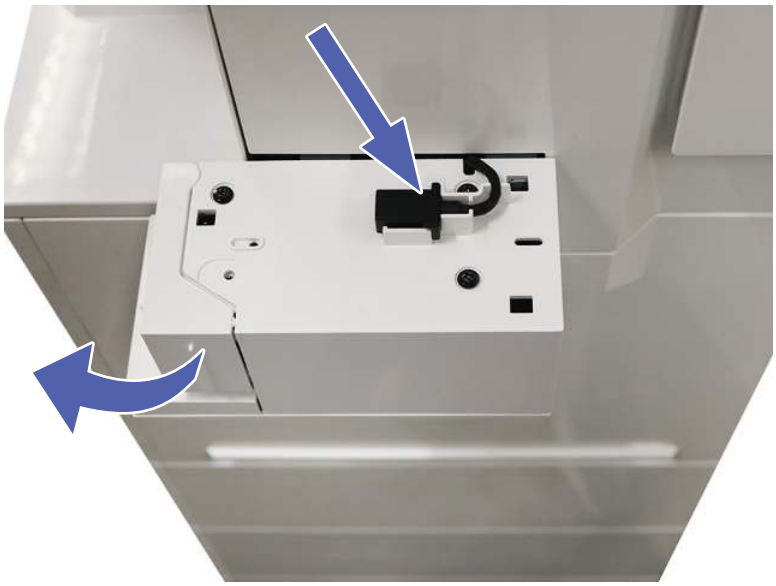
2. Remove one screw (callout) and then remove the HIP tub.

**Figure 4-1701 Remove the HIP tub**



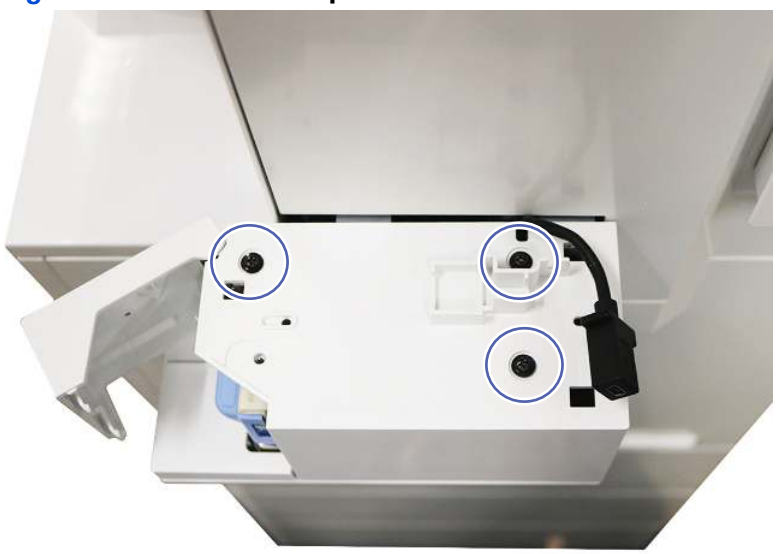
3. Open the stapler cartridge door and move the HIP cable from the cover.

**Figure 4-1702 Open door and move cable**



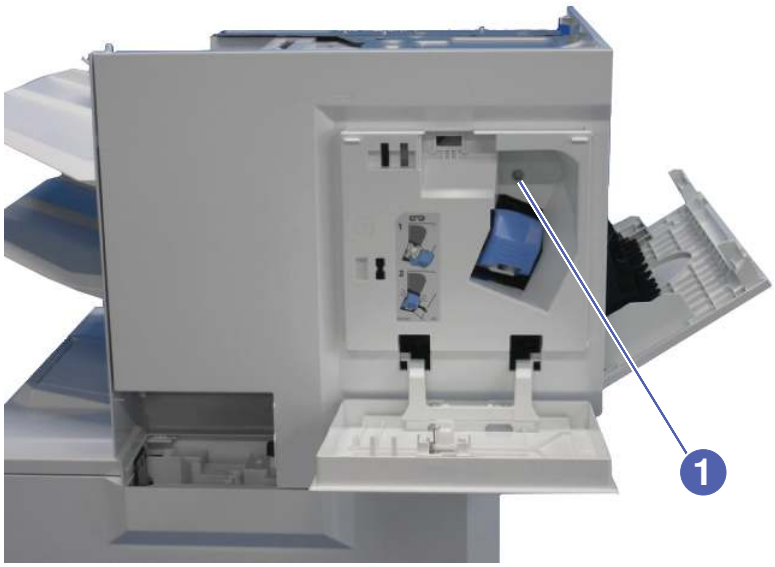
4. Remove the three screws and then remove the convenient stapler cover.

**Figure 4-1703 Remove stapler cover**



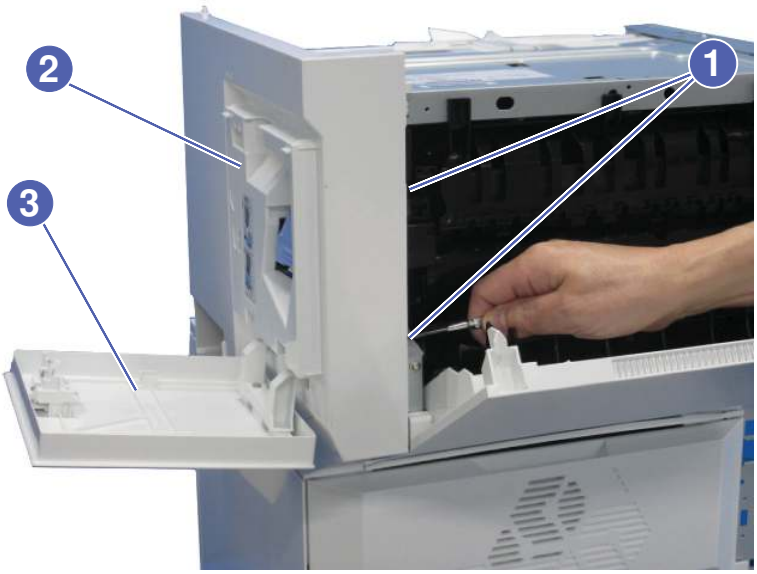
5. Remove one screw (callout 1).

**Figure 4-1704 Remove screw**



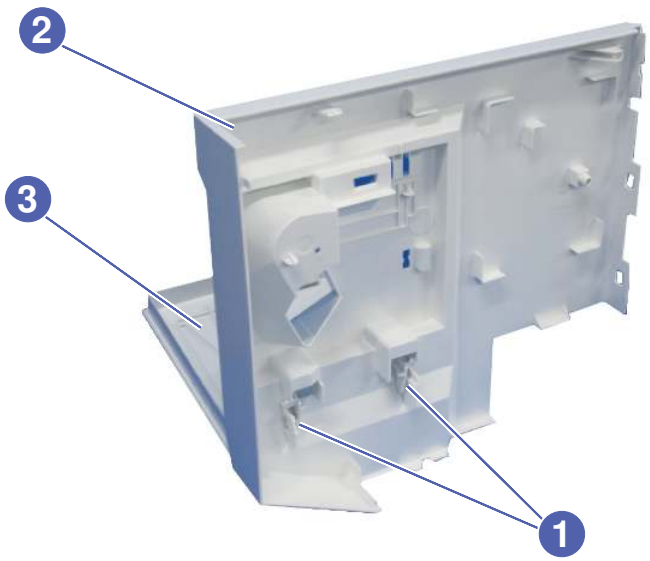

6. Release two tabs (callout 1), then remove the staple cover (callout 2) and the staple door (callout 3) together.

**Figure 4-1705 Remove cover**



7. Remove two shafts (callout 1), then remove the staple door (callout 3) from the staple cover (callout 2).

**Figure 4-1706 Remove staple door from cover**

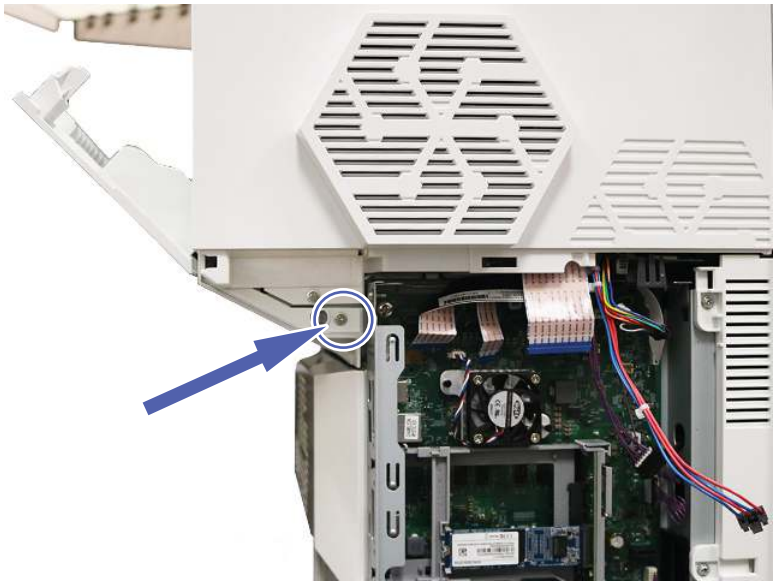



## 4. Remove the rear lower cover

Follow these steps to remove the rear lower cover.

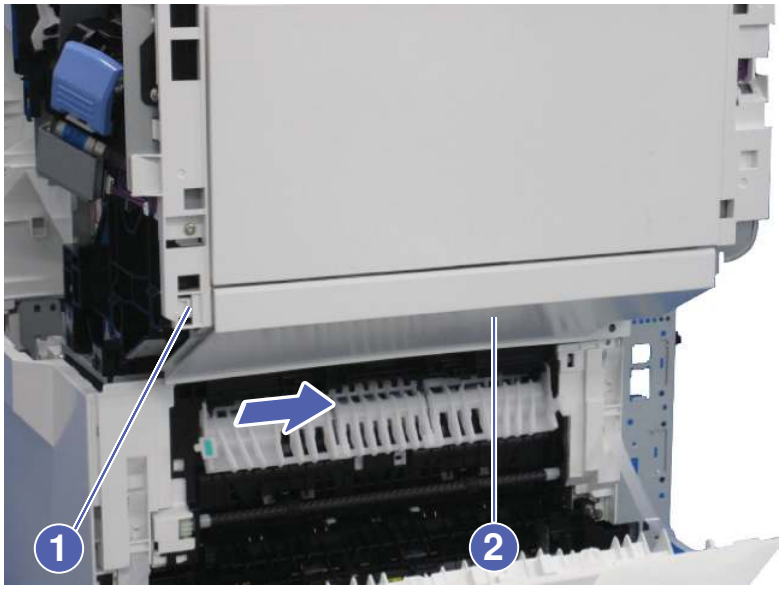
1. Remove one screw.

**Figure 4-1707 Remove the screw**



2. Release the tab (callout 1) and slide the rear lower cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1708 Remove lower cover**

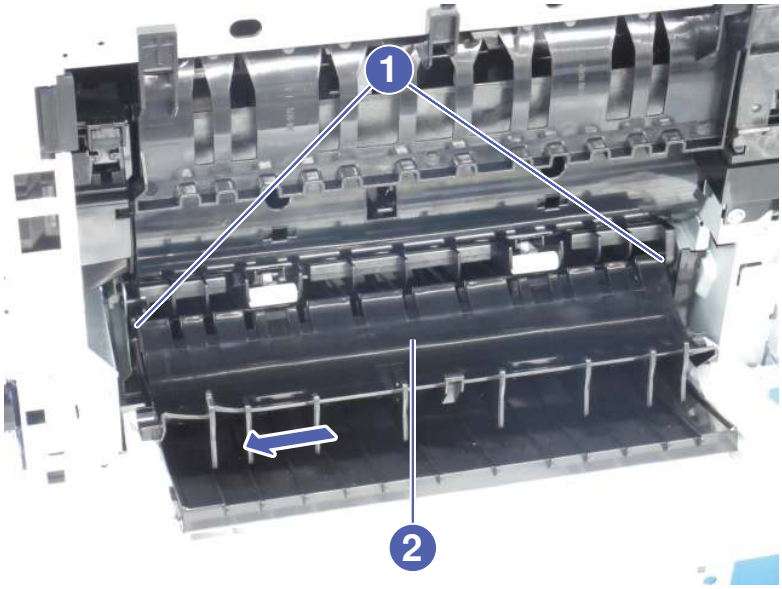



## 5. Remove the rear lower cover

Follow these steps to remove the rear lower cover.

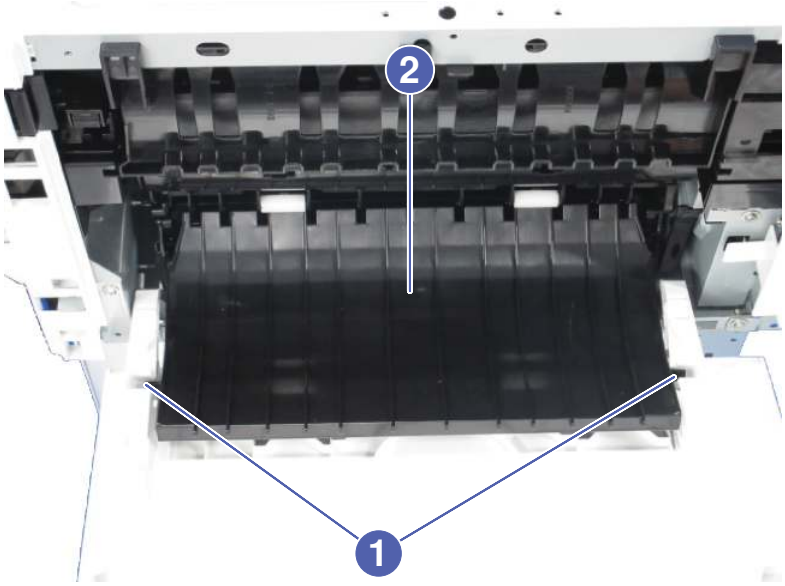
1. Remove two shafts (callout 1), then remove the feed guide (callout 2).

**Figure 4-1709 Remove feed guide**



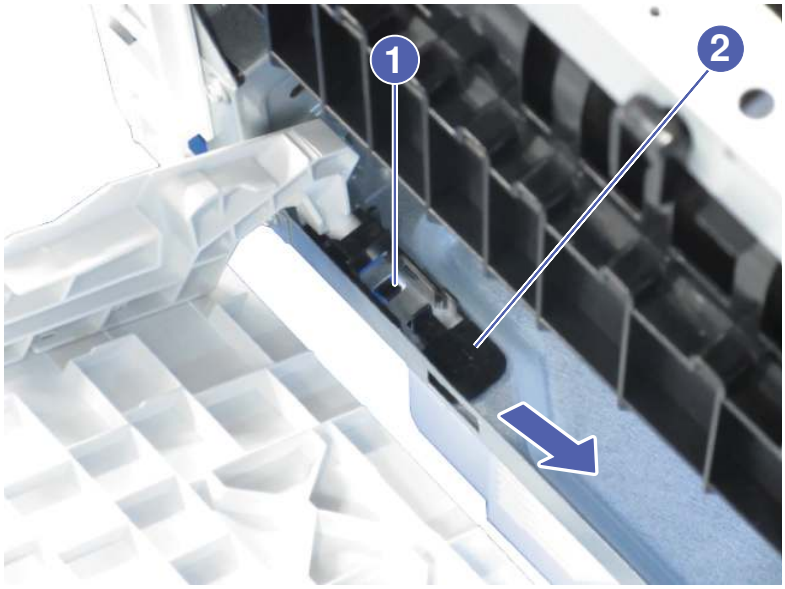
2. Remove two shafts (callout 1), then open the feed guide (callout 2).

**Figure 4-1710 Open feed guide**



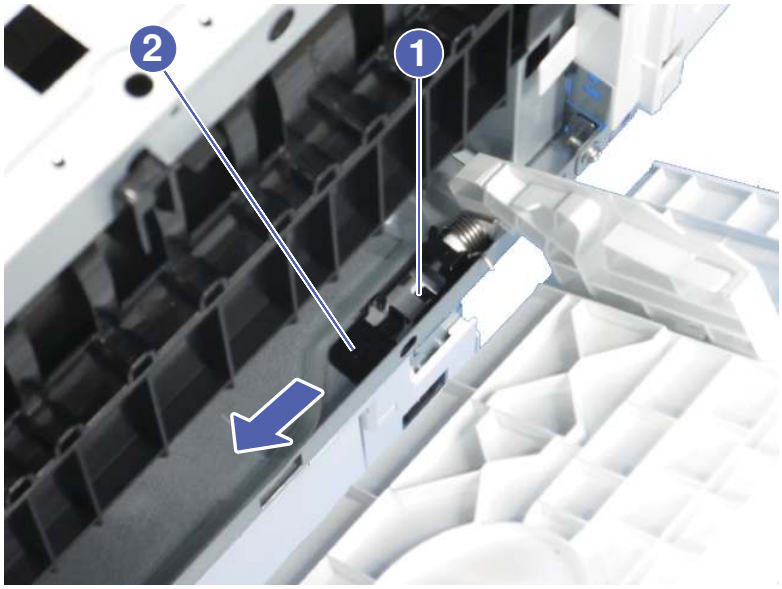

3. Release one tab (callout 1), then slide the bushing (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1711 Slide bushing**



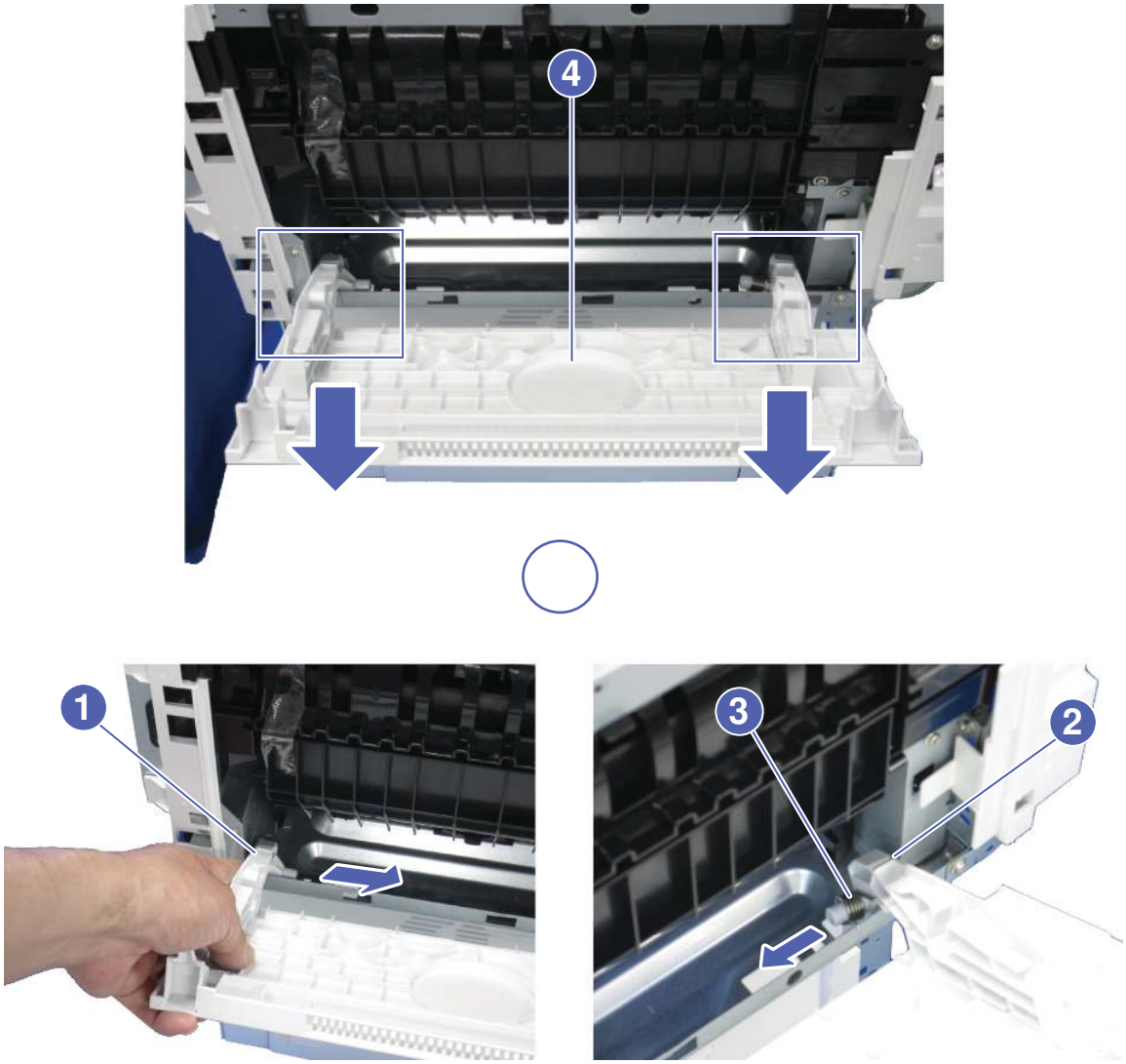
4. Release one tab (callout 1). Slide the bushing (callout 2) in the direction that arrow indicates, and remove it.

**Figure 4-1712 Slide bushing**




5. Do the following:
   - Slide the left shaft (callout 1) in the direction of the arrow to remove it.
   - Slide the right shaft (callout 2) and spring (callout 3) in the direction of the arrow to remove them.
   - Remove the rear door assembly (callout 3).

**Figure 4-1713 Remove rear door 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: 3-Bin stapler/stacker staple assembly

This document provides the procedures to remove and replace the 3-bin stapler/stacker staple assembly.

Mean time to repair: 20 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-117 Part information**

| Part number | Part description |
|---|---|
| **RK2-8148-000CN** | Stapler |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

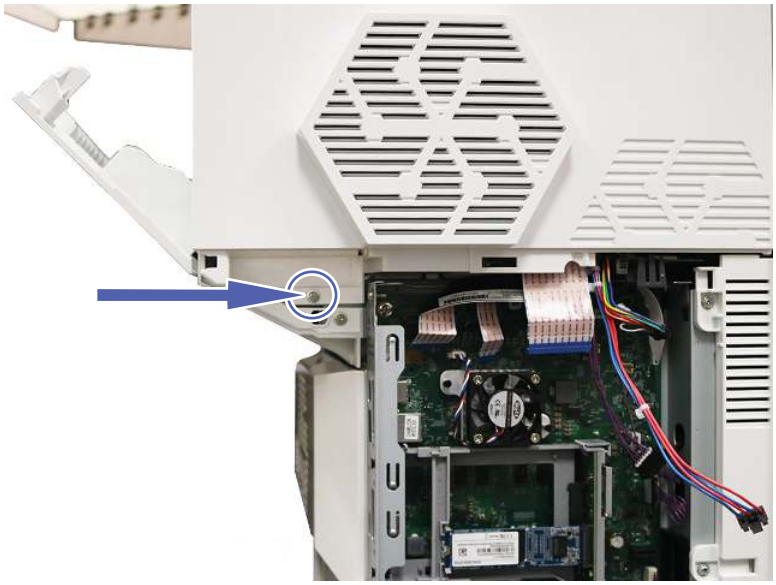
No post service test is available for this assembly.

## 1. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

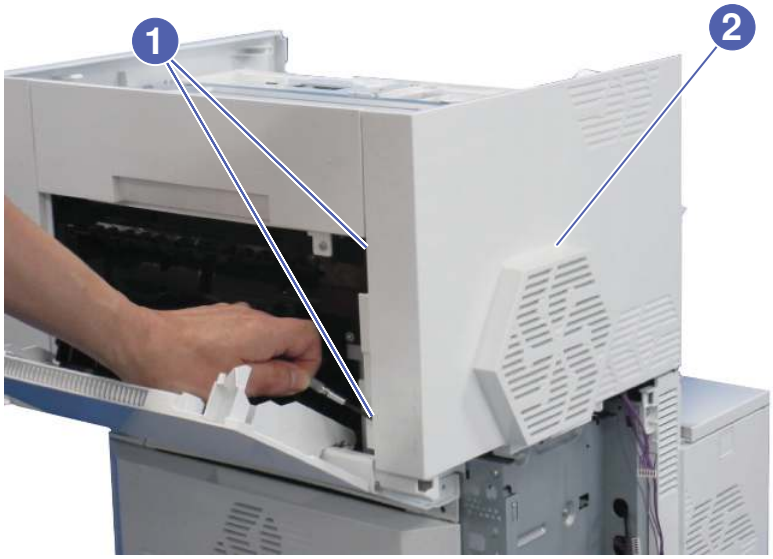
1. Remove one screw.

**Figure 4-1714 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1715 Remove left cover**

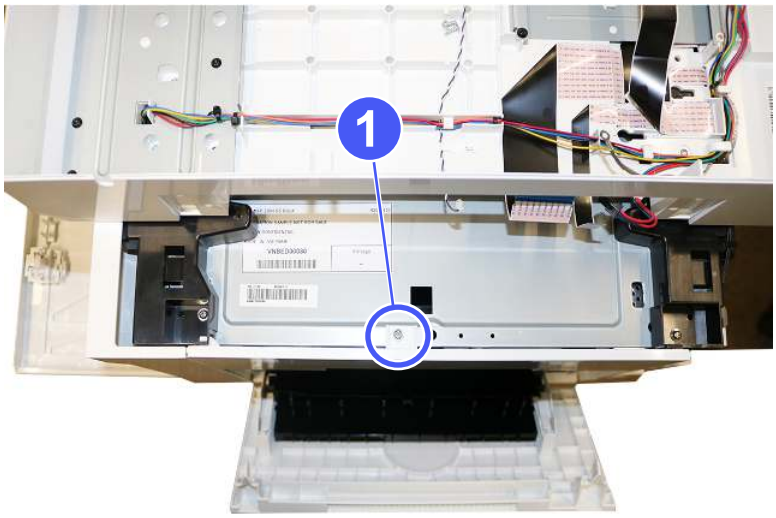



## 2. Remove the staple rear upper cover

Follow these steps to remove the staple rear upper cover.

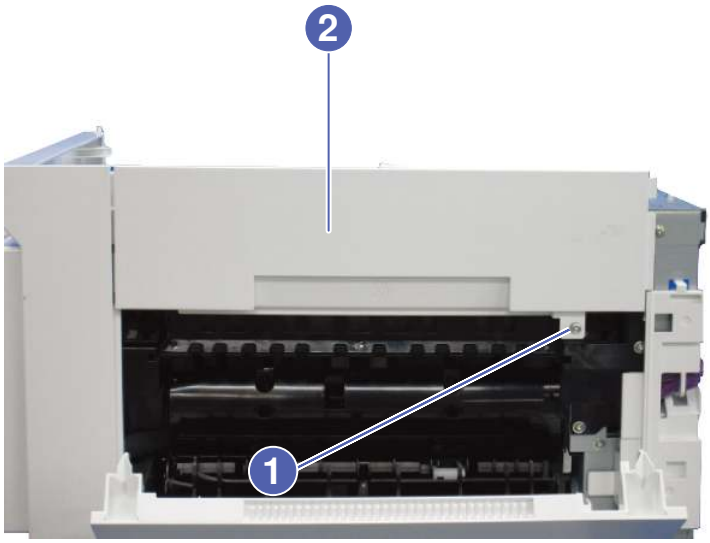
1. Open the jam access door.
2. Remove one screw (callout 1).

**Figure 4-1716 Remove one screw**



3. Remove one screw (callout 1), then remove the rear upper cover (callout 2).

**Figure 4-1717 Rear upper cover**




## 3. Remove the stapler cover/staple door

Follow these steps to remove the stapler cover/staple door.

1. Remove the HIP cover.

**Figure 4-1718 Remove the HIP cover**



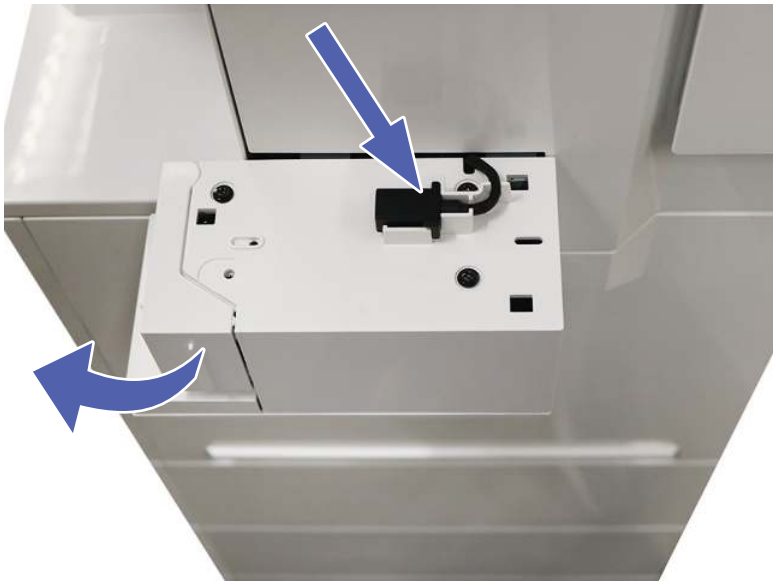
2. Remove one screw (callout) and then remove the HIP tub.

**Figure 4-1719 Remove the HIP tub**



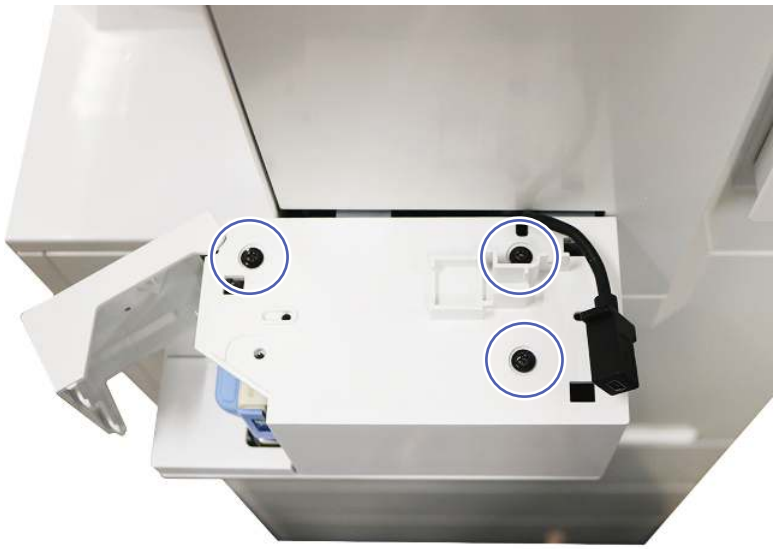
3. Open the stapler cartridge door and move the HIP cable from the cover.

**Figure 4-1720 Open door and move cable**



4. Remove the three screws and then remove the convenient stapler cover.

**Figure 4-1721 Remove stapler cover**



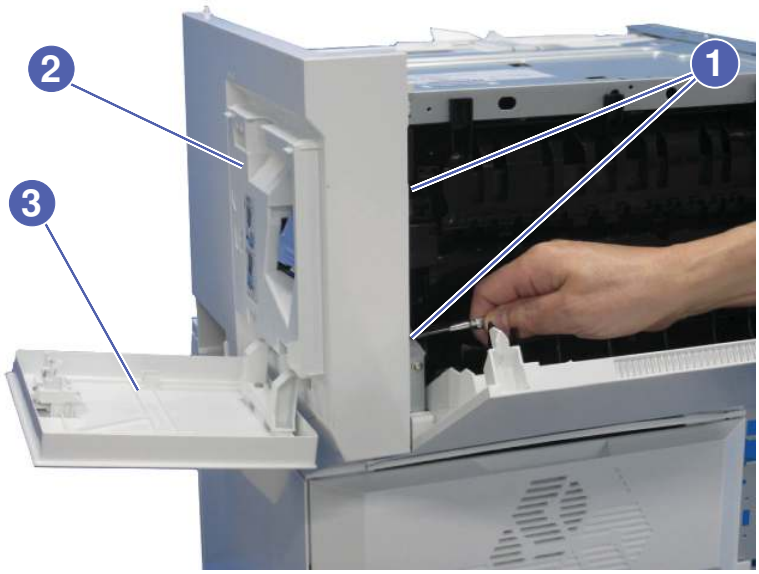
5. Remove one screw (callout 1).

**Figure 4-1722 Remove screw**



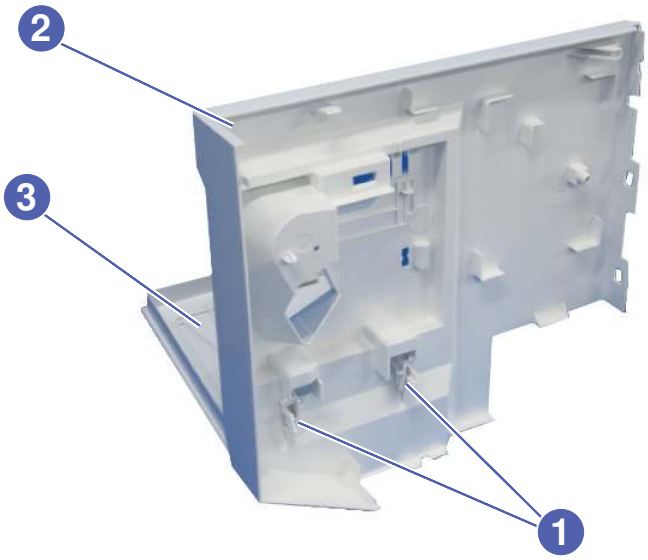
6. Release two tabs (callout 1), then remove the staple cover (callout 2) and the staple door (callout 3) together.

**Figure 4-1723 Remove cover**




7. Remove two shafts (callout 1), then remove the staple door (callout 3) from the staple cover (callout 2).

**Figure 4-1724 Remove staple door from cover**

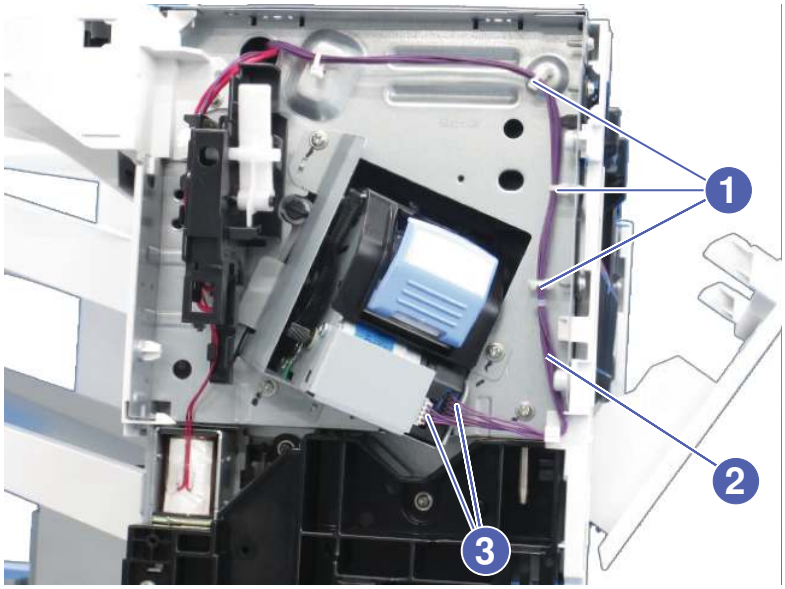



### 4. Remove the stapler assembly

Follow these steps to remove the stapler assembly.

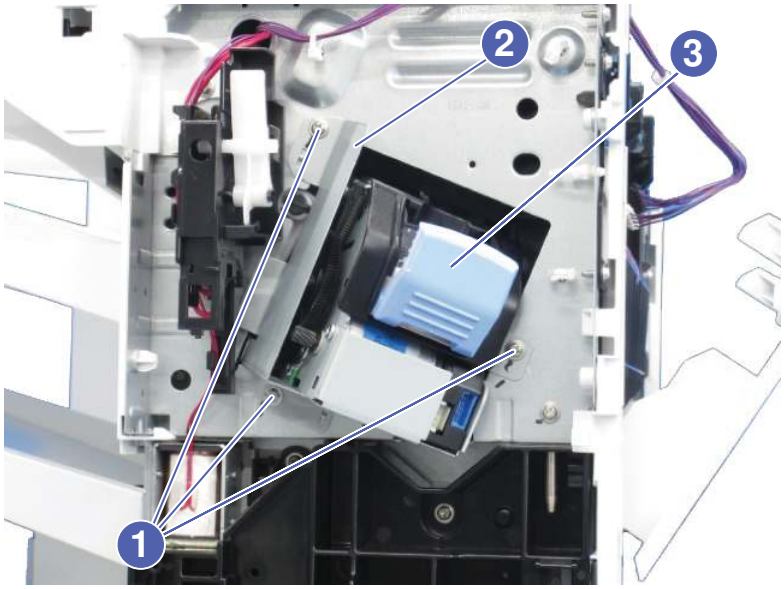
1. Release the cable (callout 2) from the cable clamp (callout 1) and disconnect two connectors (callout 3).

**Figure 4-1725 Release cables and disconnect connections**



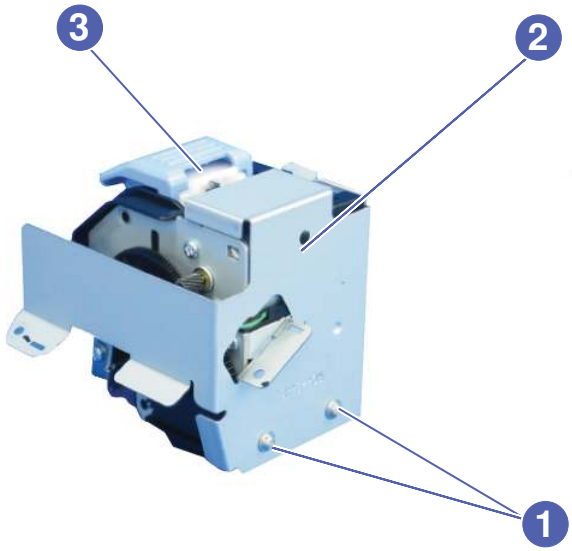

2. Remove three screws (callout 1), then remove the stapler assembly (callout 3) and the plate (callout 2) together.

**Figure 4-1726 Remove stapler assembly**



3. Remove two screws (callout 1), then remove the plate (callout 3) from the stapler assembly (callout 2).

**Figure 4-1727 Remove plate from stapler 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: 3-Bin stapler/stacker jogger assembly

This document provides the procedures to remove and replace the 3-bin stapler/stacker jogger assembly.

Mean time to repair: 20 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-118 Part information**

| Part number | Part description |
|---|---|
| RM3-2223-000CN | Jog assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

No post service test is available for this assembly.

### 1. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

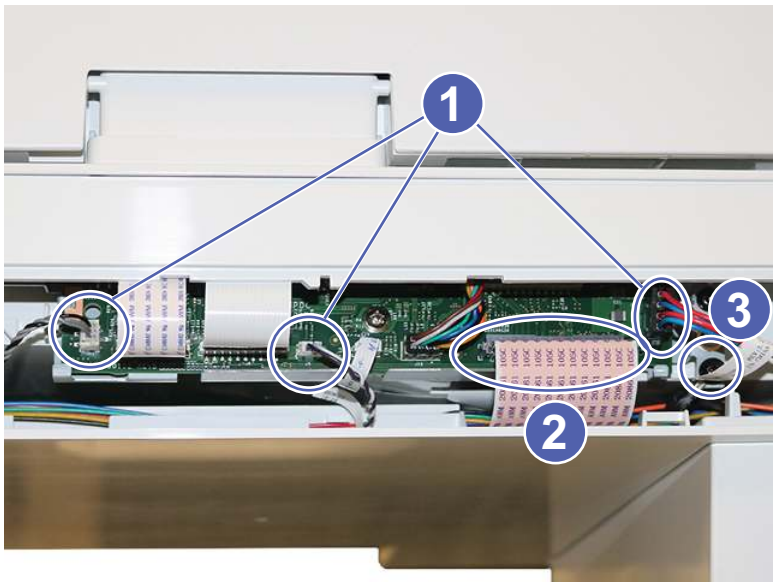
**Figure 4-1728 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

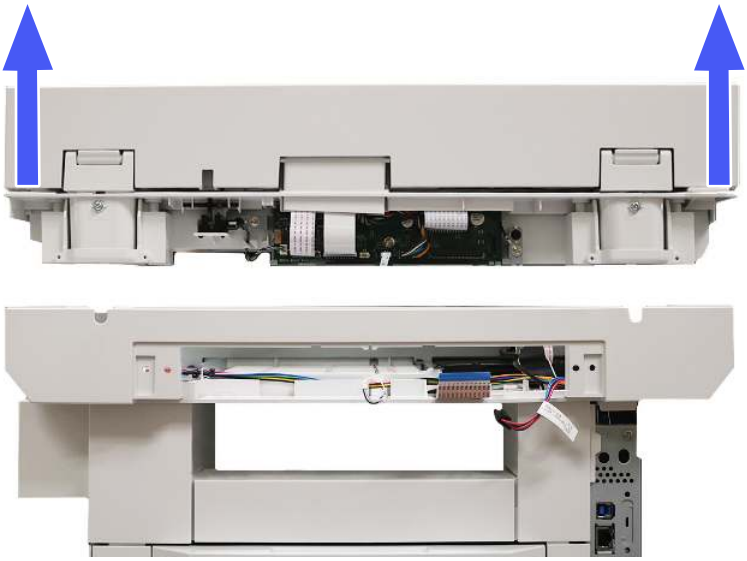
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1729 Disconnect SCB connectors**



3. Pull the scan unit up to remove it from the printer.

**Figure 4-1730 Remove the scanner assembly**



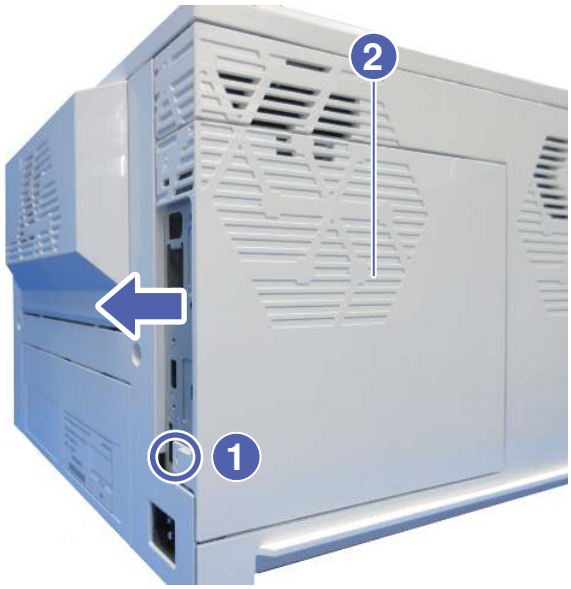
**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## 2. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1731 Remove the formatter cover**

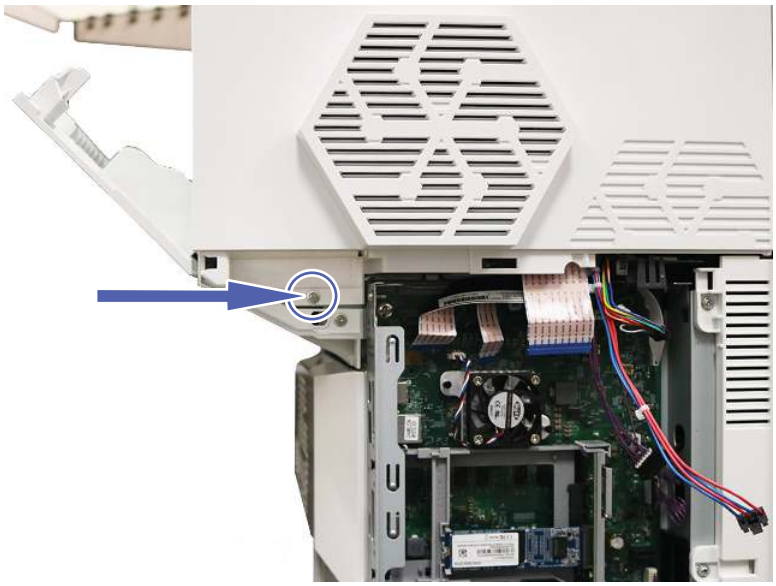


### 3. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

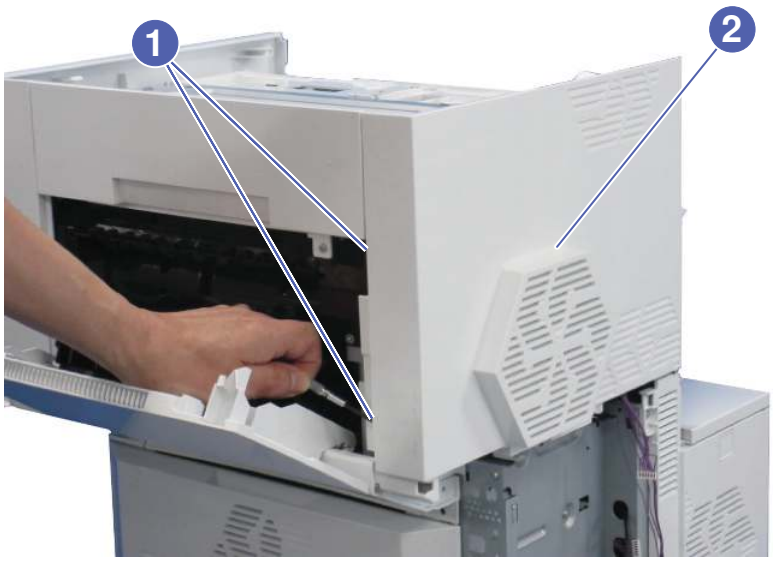
1. Remove one screw.

**Figure 4-1732 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1733 Remove left cover**




### 4. Remove the front right cover

Follow these steps to remove the front right cover.

1. Open the toner cartridge door and tray 2.

2. Unhook one tab (callout 1) by rotating it in the direction of the arrow, and slide upward to remove the front right cover (callout 2).

**Figure 4-1734 SFP Remove front right cover**

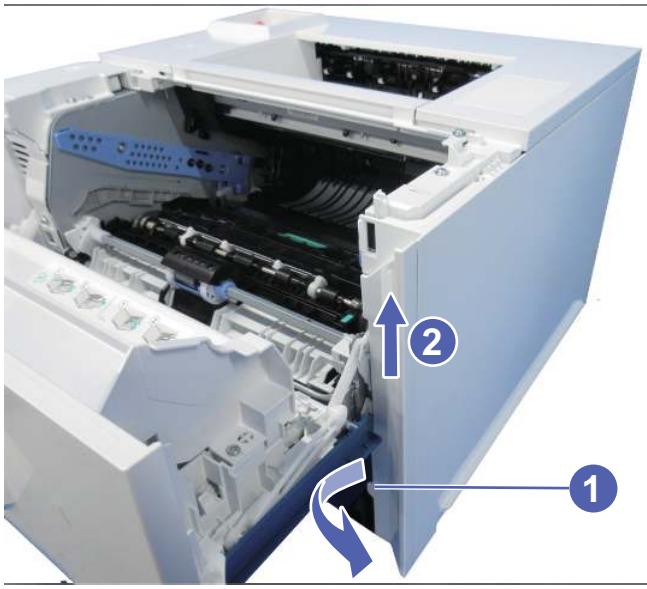
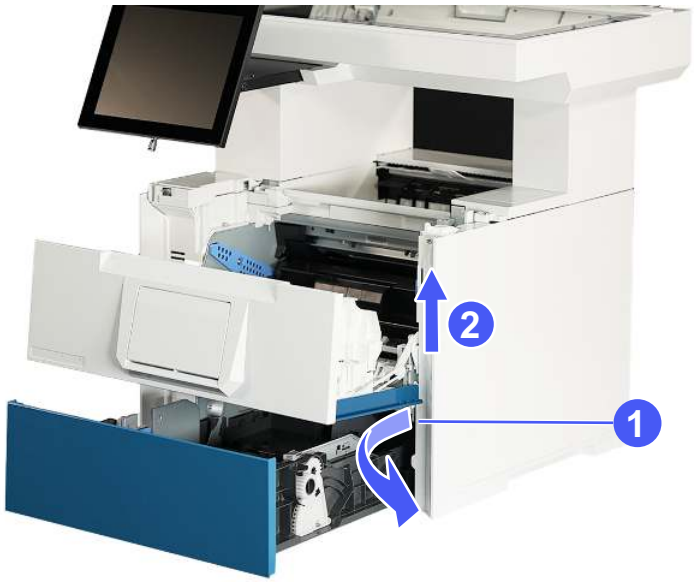



**Figure 4-1735 MFP Remove front right cover**

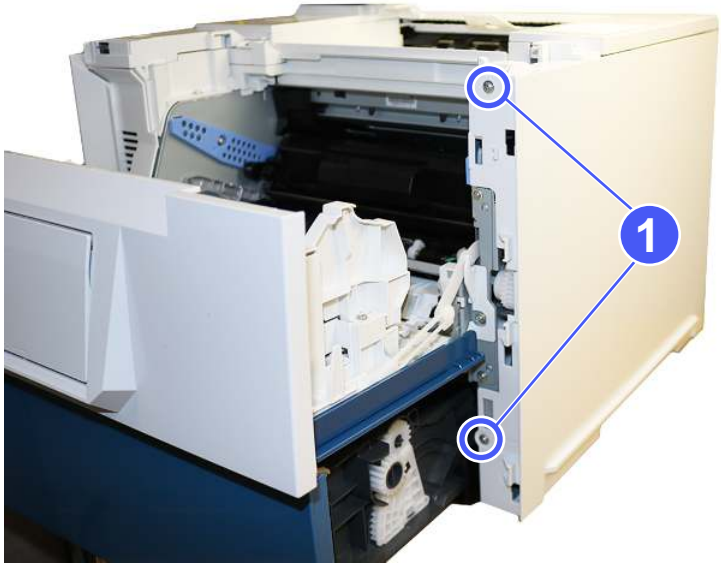



## 5. Remove the right cover

Follow these steps to remove the right cover.

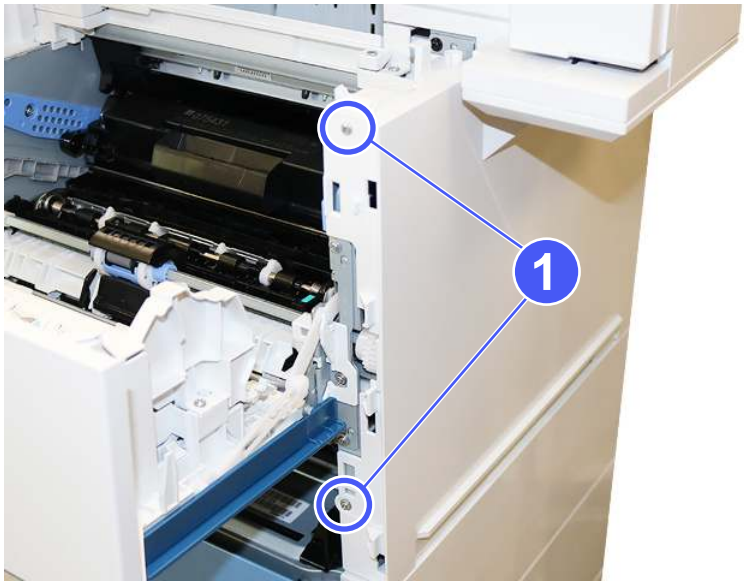
1. Remove two screws (callout 1).

**Figure 4-1736 Remove two screws**




**NOTE:** MFP has the same two screws. If a convenient staple is attached, the right cover can still be removed.

**Figure 4-1737 Remove two screws**



2. Unhook the catching part of the right cover, and remove the right cover by pulling out away from printer.

**Figure 4-1738 Remove right cover**

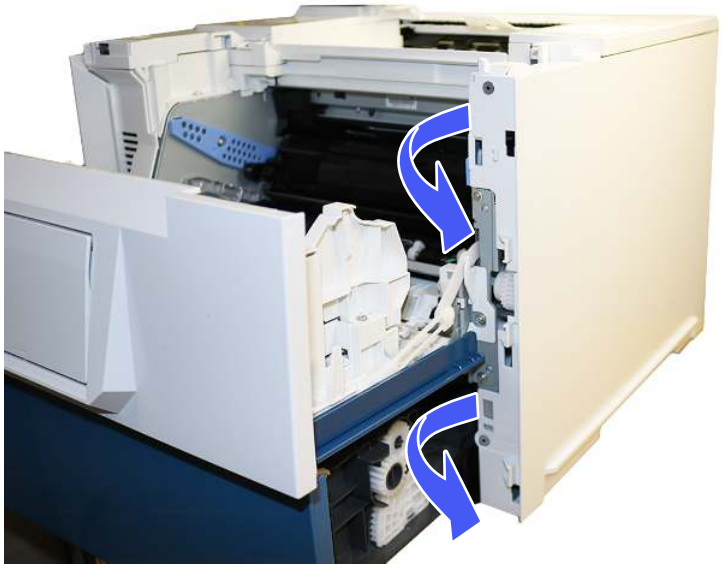


**Figure 4-1739 Remove right cover**



## 6. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

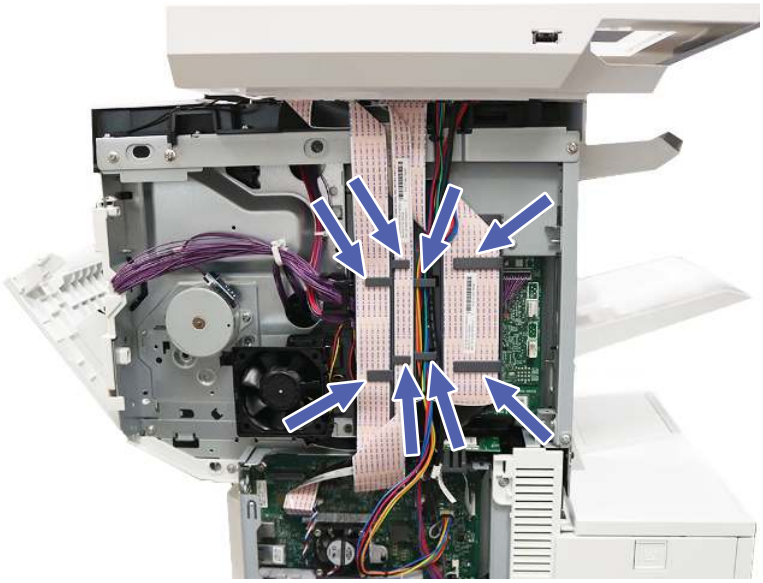
1. Disconnect three FFCs and three connectors from the formatter.

**Figure 4-1740 Disconnect cables**



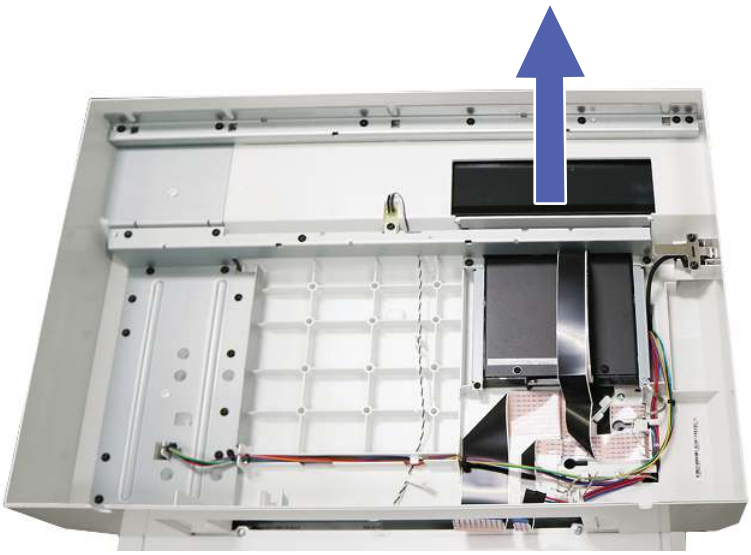
2. Release FFCs and the cables from the cable stays.

**Figure 4-1741 Release cables**



3. Slide the control panel in the direction of the arrow.

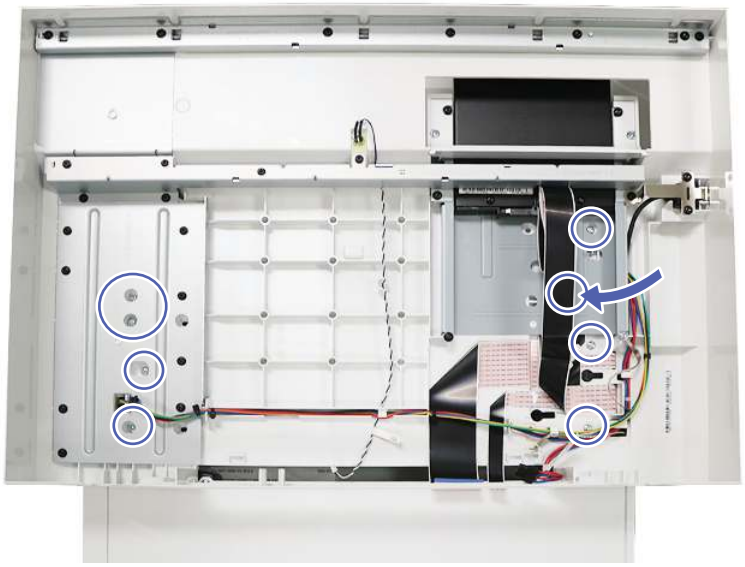
**Figure 4-1742 Slide control panel**



4. Remove eight screws.

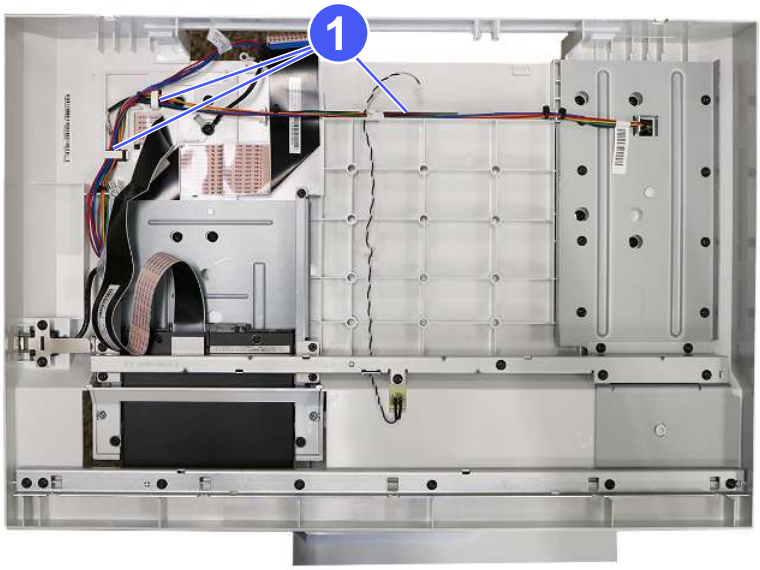
**NOTE:** One screw is located under the FFC (Arrow indicator).

**Figure 4-1743 Remove 8 screws**



5. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1744 Remove cable from guide**




6. Lift the scanner par with all cables off of the printer.

## 7. Remove the stapler cover/staple door

Follow these steps to remove the stapler cover/staple door.

1. Remove the HIP cover.

**Figure 4-1745 Remove the HIP cover**



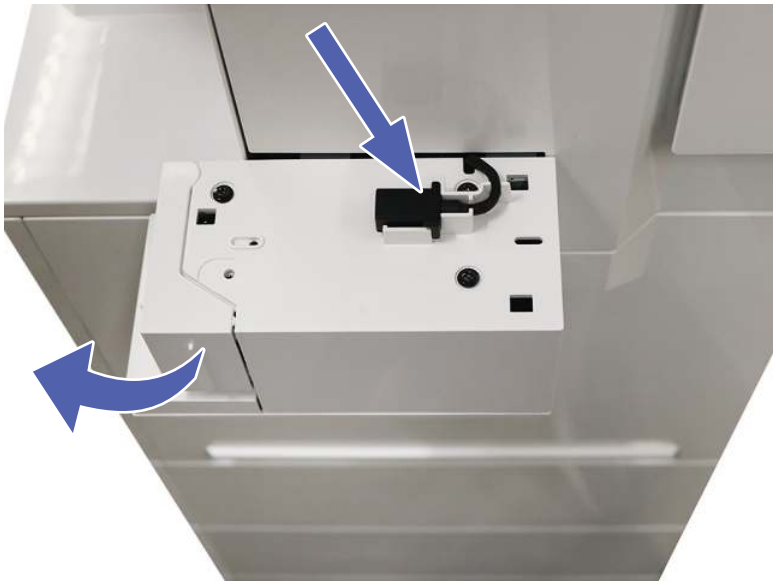
2. Remove one screw (callout) and then remove the HIP tub.

**Figure 4-1746 Remove the HIP tub**



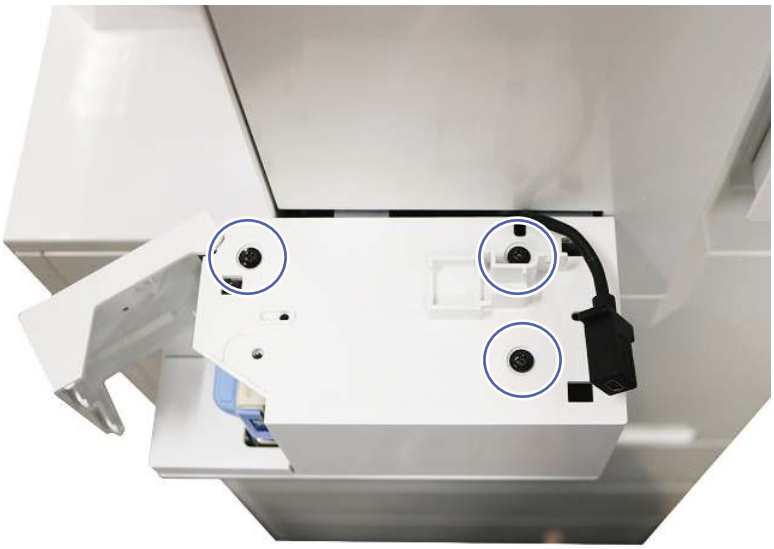
3. Open the stapler cartridge door and move the HIP cable from the cover.

**Figure 4-1747 Open door and move cable**



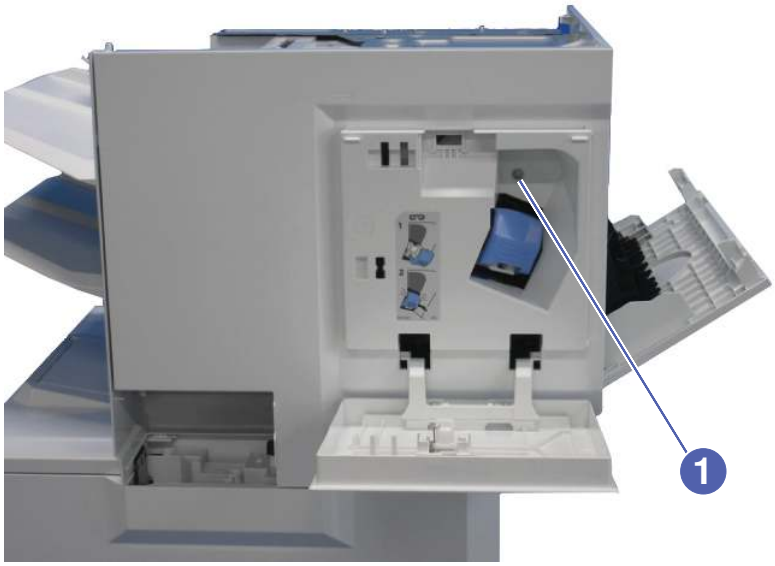
4. Remove the three screws and then remove the convenient stapler cover.

**Figure 4-1748 Remove stapler cover**



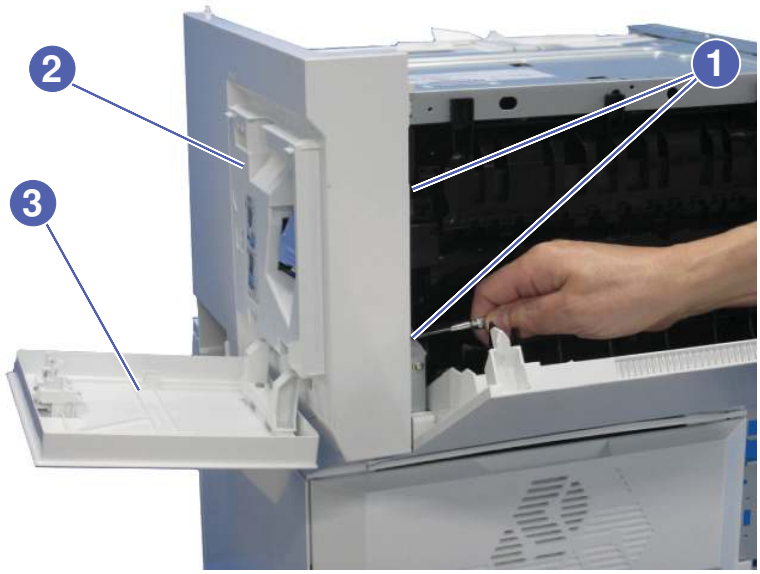
5. Remove one screw (callout 1).

**Figure 4-1749 Remove screw**



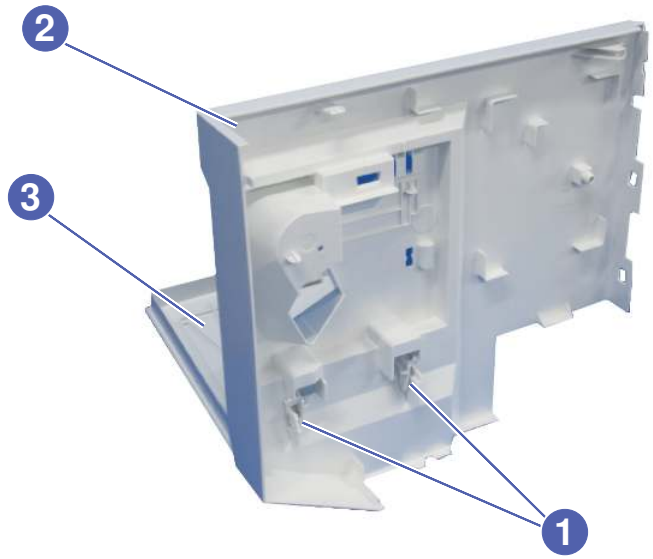
6. Release two tabs (callout 1), then remove the staple cover (callout 2) and the staple door (callout 3) together.

**Figure 4-1750 Remove cover**




7. Remove two shafts (callout 1), then remove the staple door (callout 3) from the staple cover (callout 2).

**Figure 4-1751 Remove staple door from cover**

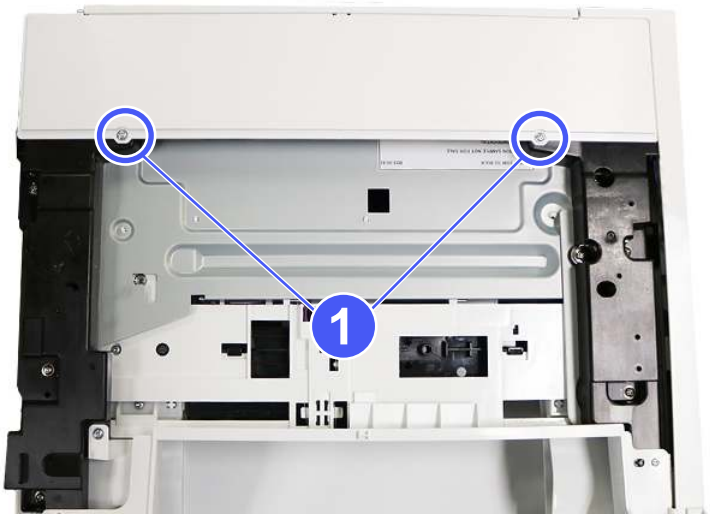



## 8. Remove the stapler/stacker rear top cover

Follow these steps to remove the rear top cover.

- Remove two screws (callout 1), then remove the rear top cover.

**Figure 4-1752 Remove rear top cover**

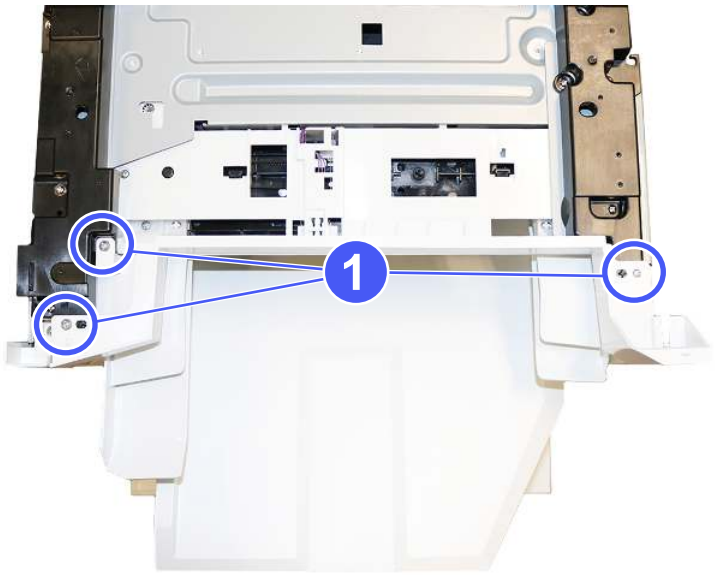



### 9. Remove the stapler/stacker front top cover

Follow these steps to remove the ssbm front top cover.

- Remove three screws (callout 1), then remove the front top cover.

**Figure 4-1753 Remove front top cover**

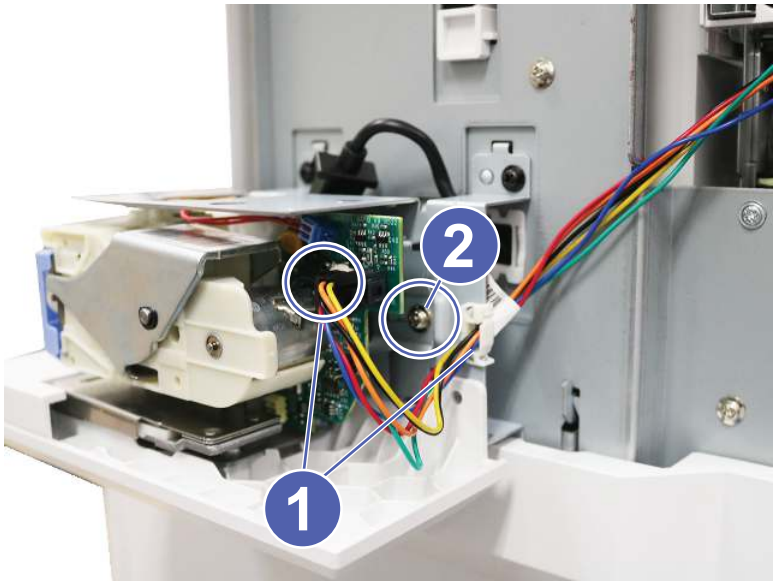



### 10. Remove the stapler/stacker convenient stapler and brackets

Follow these steps to remove the convenient stapler.

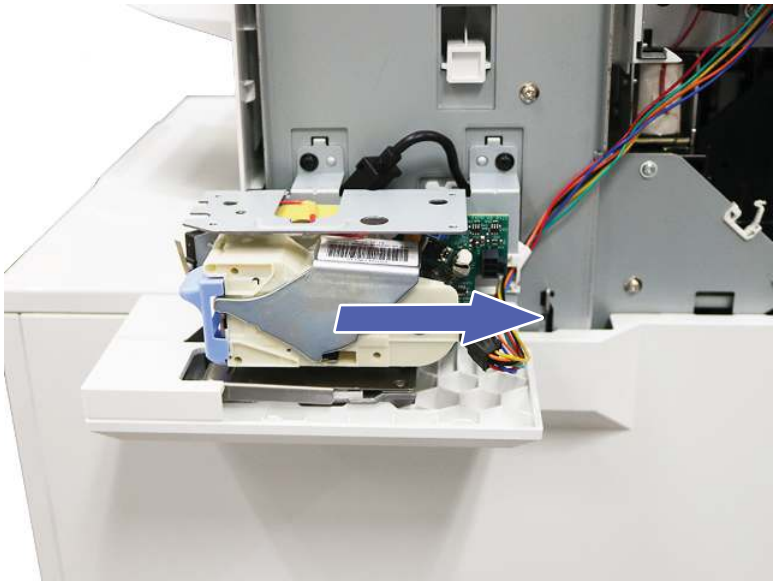
1. Disconnect one connector and release it from the cable stay (callout 1) and remove one screw (callout 2) from staple assembly.

**Figure 4-1754 Remove one screw and connector**



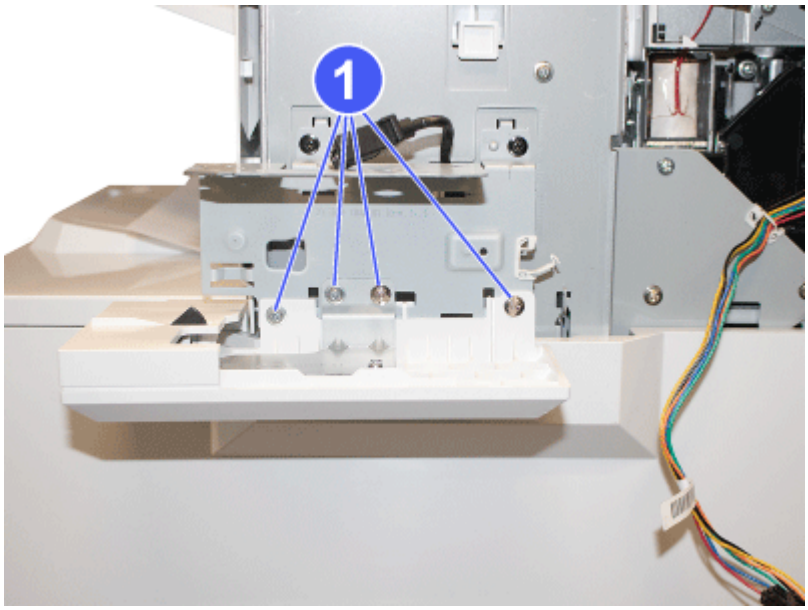

2. Slide the convenient stapler assembly in the direction of the arrow to remove it.

**Figure 4-1755 Remove the convenient stapler**



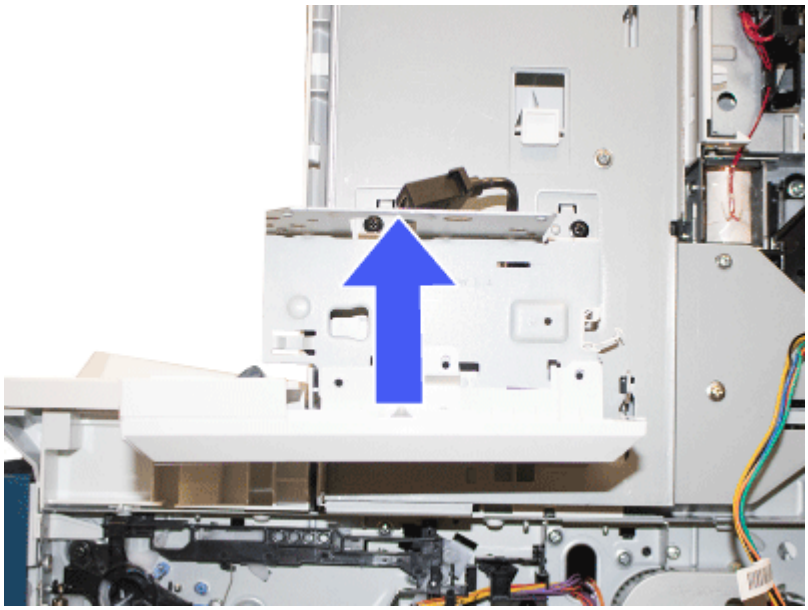
3. Remove four screws (callout 1).

**Figure 4-1756 Remove four screws**



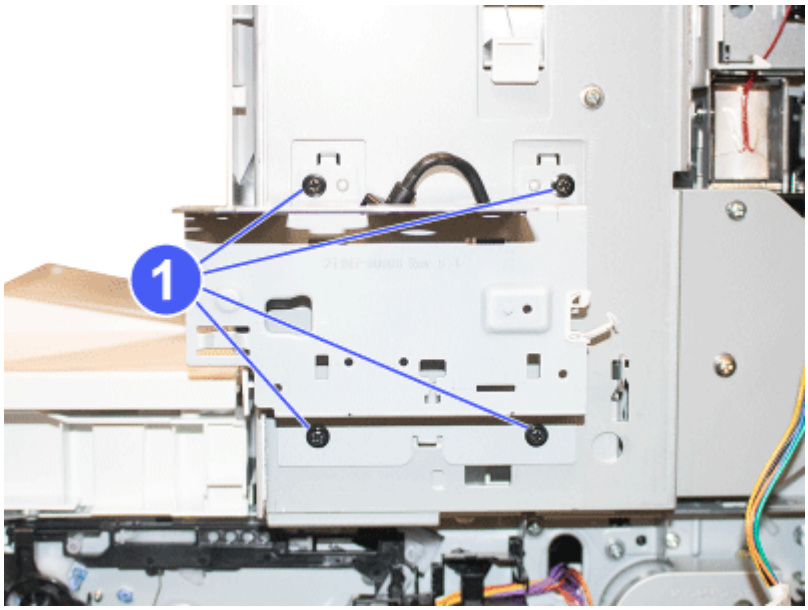

4. Slide the bottom cover plate up and off of the printer to remove it.

**Figure 4-1757 Remove the bottom cover plate**



5. Remove four screws from the mounting bracket and then remove the bracket.

**Figure 4-1758 Remove mounting bracket**

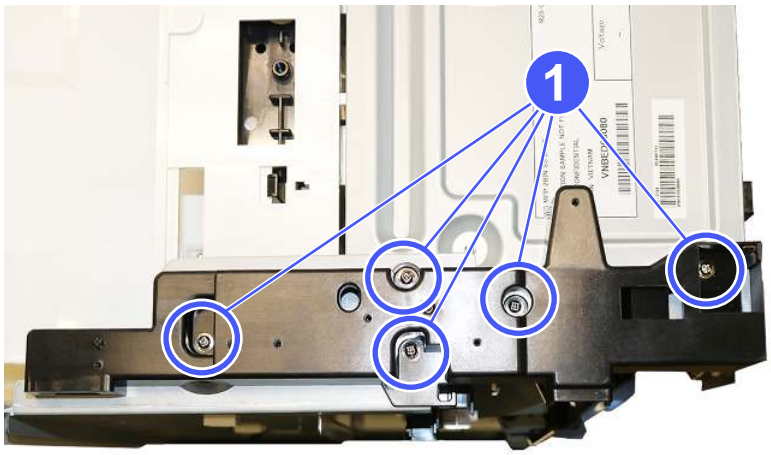



## 11. Remove the 3-bin stapler/stacker right support plate

Follow these steps to remove the stapler/stacker right support plate.

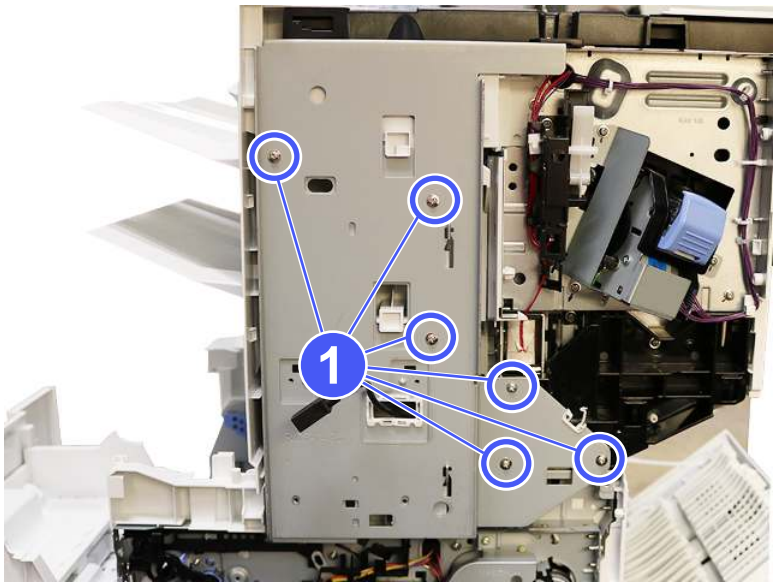
1. Remove 5 screws (callout 1) from the right pillar, then remove the pillar.

**Figure 4-1759 Remove the right pillar**



2. Remove six screws (callout 1), and then remove the right support plate.

**Figure 4-1760 Remove support plate**

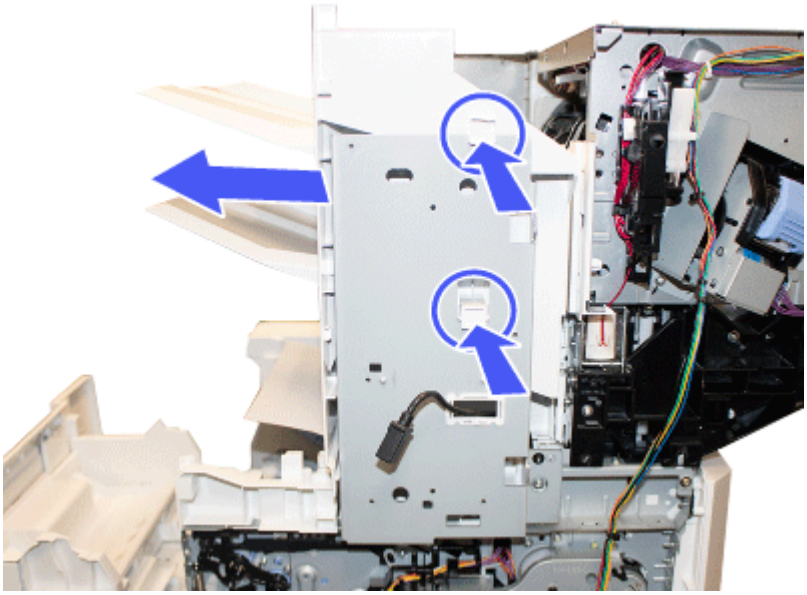



## 12. Remove the right inner cover

Follow these steps to remove the right inner cover.

- Press in the two plastic stays (circle callouts), then remove the right inner cover by pulling it forward then up.

**Figure 4-1761 Remove right inner cover**

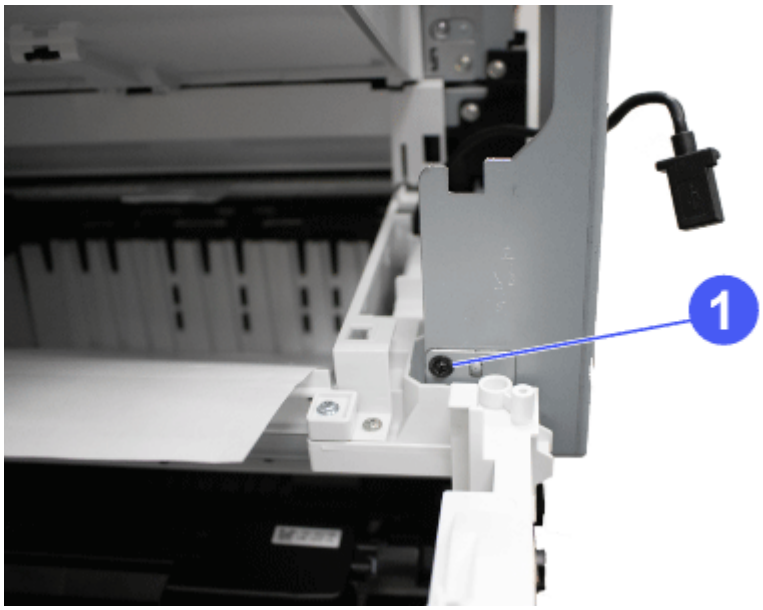


## 13. Remove the right inner metal bracket

Follow these steps to remove the right inner metal bracket.

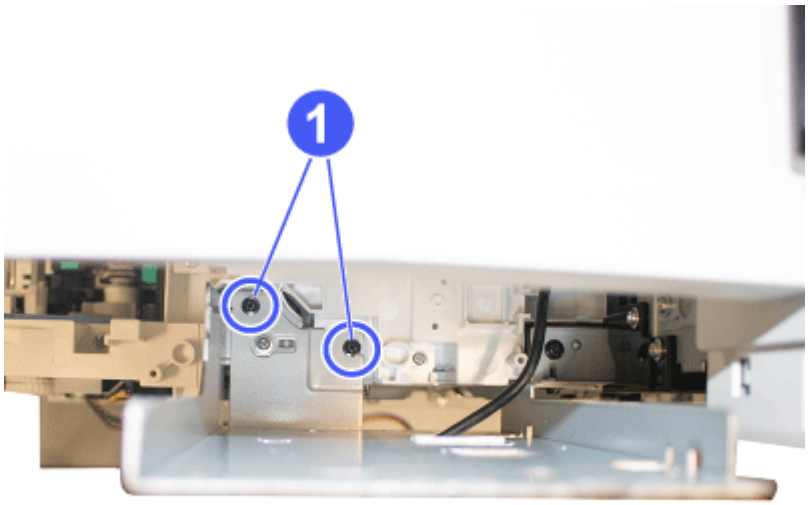
1. Remove one screw (callout 1) from the front side of the bracket.

**Figure 4-1762 Remove one screw**



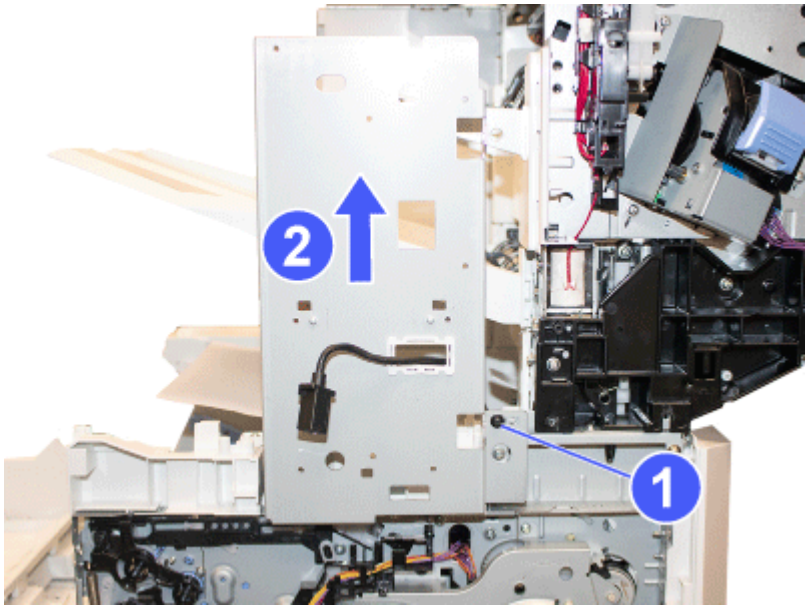

2. Remove two screws (callout 1) from the inside bottom of the bracket.

**Figure 4-1763 Remove two screws**



3. Remove one screw (callout 1) for the front right side of the bracket. Then lift the bracket up to remove it (callout 2).

**Figure 4-1764 Remove the bracket**




## 14. Remove the jogger assembly

Follow these steps to remove the jogger assembly.

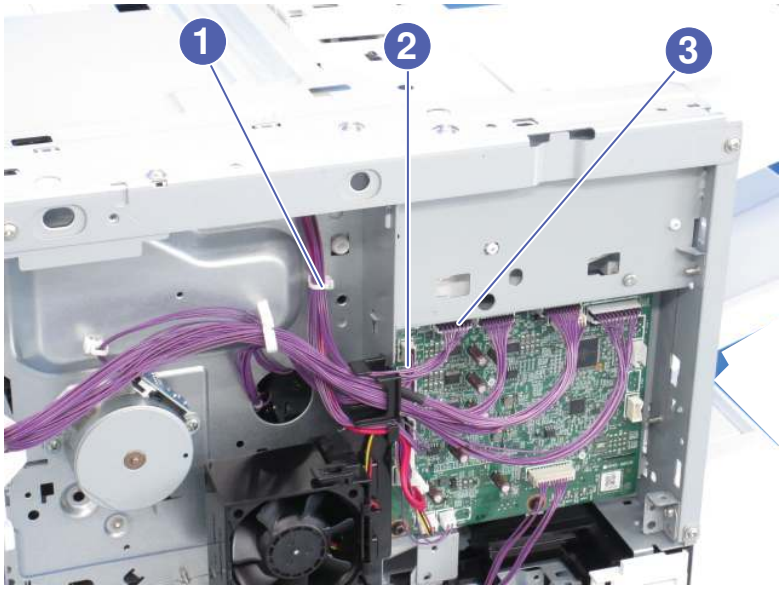
1. Remove one screw (callout 1)and release one tab (callout 2) and then remove the controller PCA cover.

**Figure 4-1765 Remove the cover**



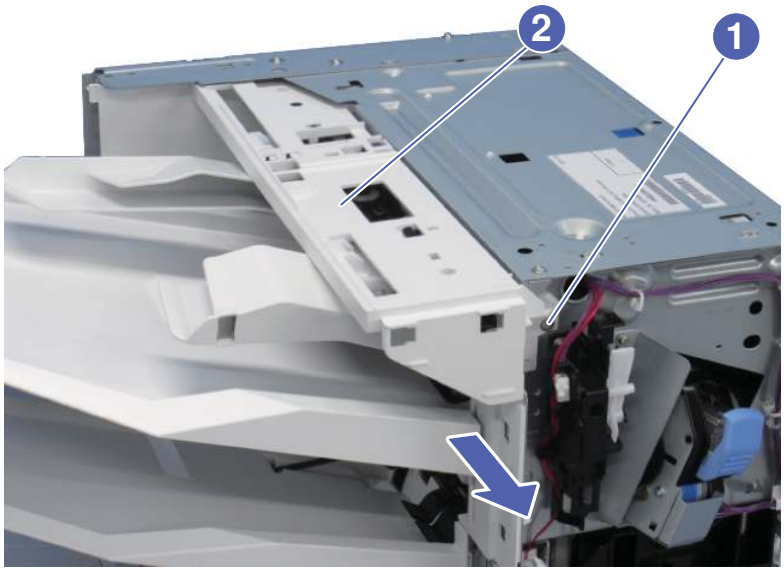
2. Release the cable (callout 2) from the cable clamp (callout 1), and disconnect one connector (callout 3).

**Figure 4-1766 Disconnect and release cables**




3. Remove one screw (callout 1), then slide the jogger assembly (callout 2) in the direction that arrow indicates, and remove it.

**Figure 4-1767 Remove jogger assembly**




## 15. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: 3-Bin stapler/stacker upper feed assembly

This document provides the procedures to remove and replace the 3-bin stapler/stacker upper feed assembly.

Mean time to repair: 20 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-119 Part information**

| Part number | Part description |
|---|---|
| RM3-0962-000CN | Paper feed assembly, Upper |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

No post service test is available for this assembly.

## 1. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

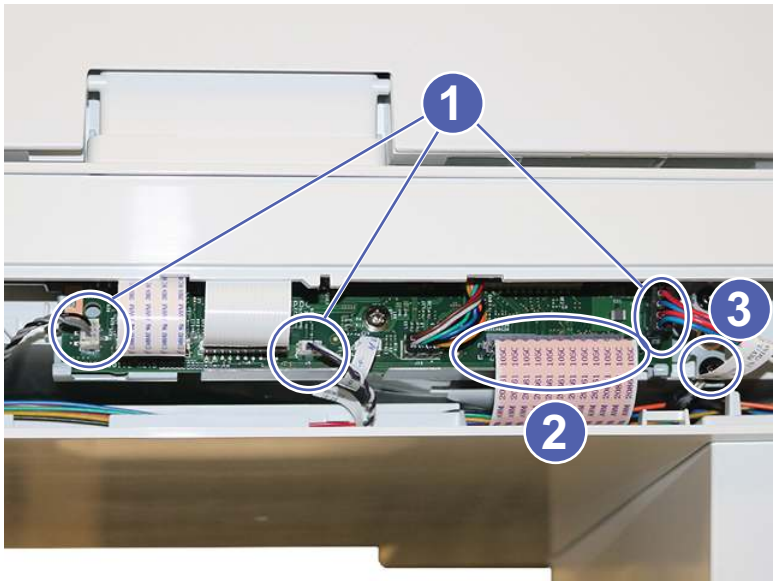
**Figure 4-1768 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

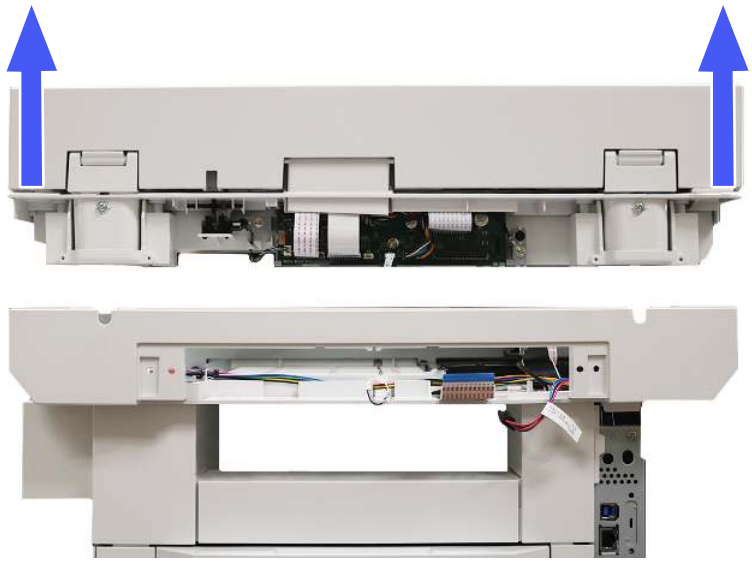
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1769 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-1770 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

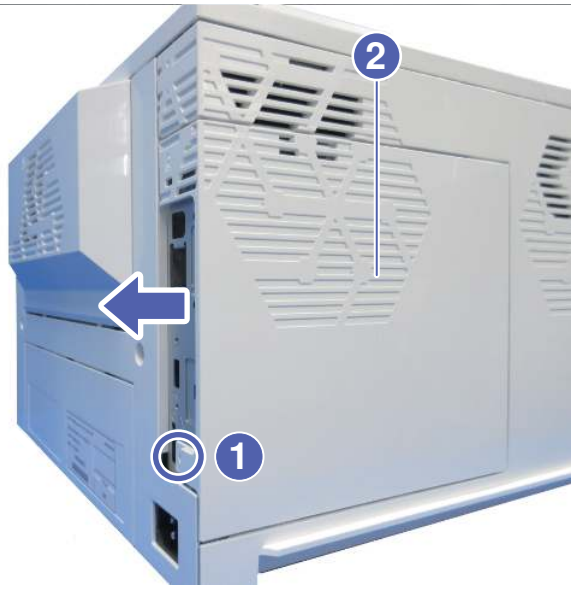
### 2. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).

b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1771 Remove the formatter cover**

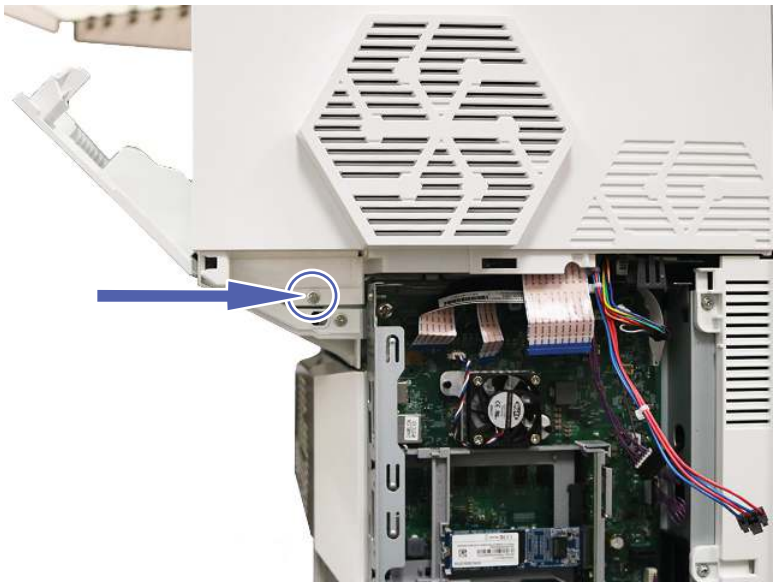



### 3. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

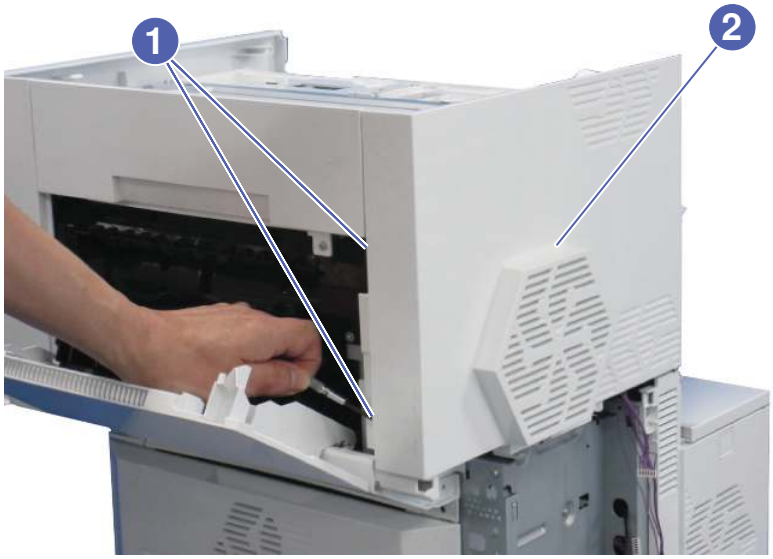
1. Remove one screw.

**Figure 4-1772 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1773 Remove left cover**




## 4. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

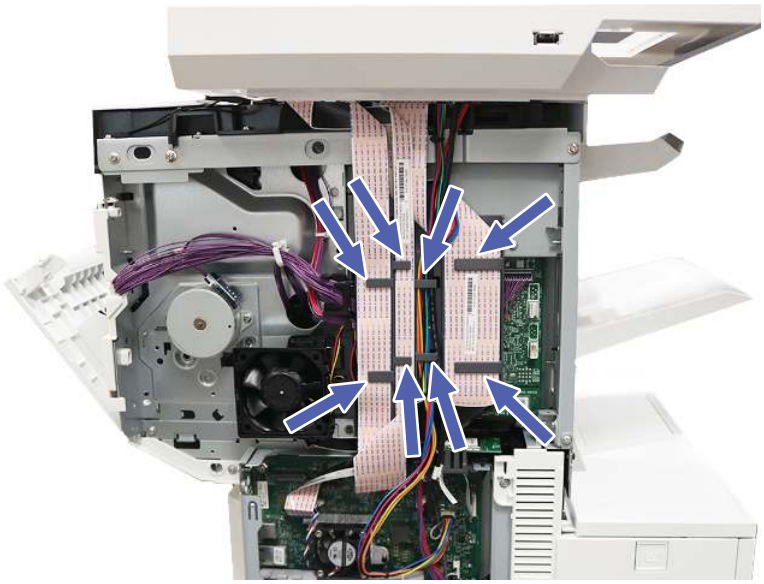
1. Disconnect three FFCs and three connectors from the formatter.

**Figure 4-1774 Disconnect cables**



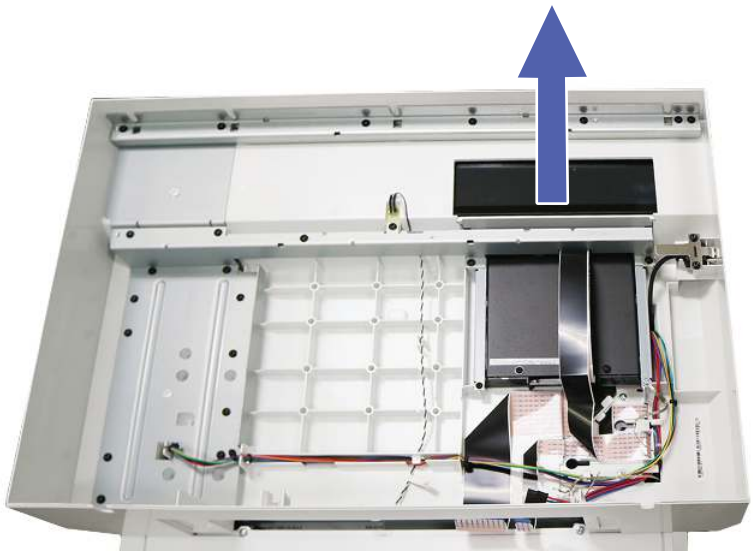
2. Release FFCs and the cables from the cable stays.

**Figure 4-1775 Release cables**



3. Slide the control panel in the direction of the arrow.

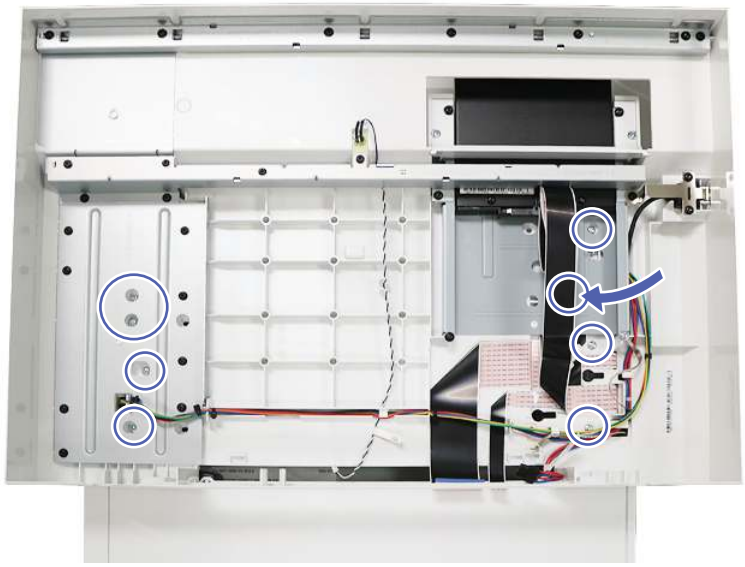
**Figure 4-1776 Slide control panel**



4. Remove eight screws.

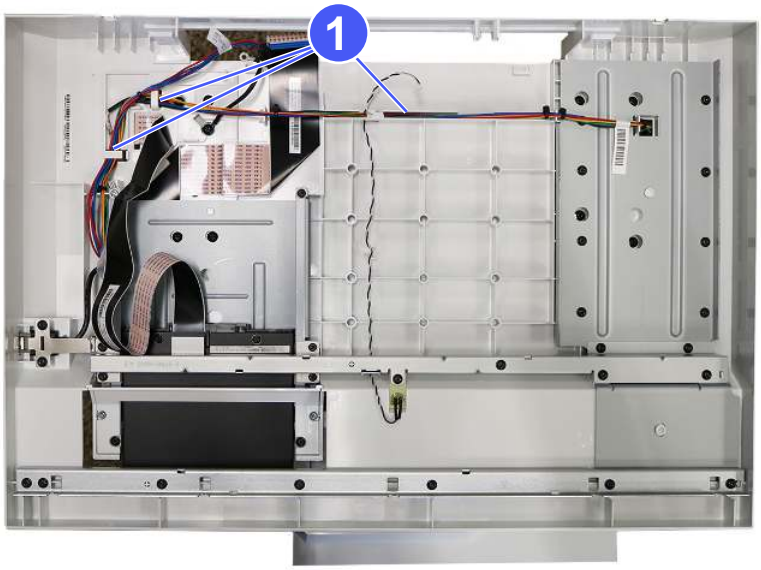
**NOTE:** One screw is located under the FFC (Arrow indicator).

**Figure 4-1777 Remove 8 screws**



5. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1778 Remove cable from guide**



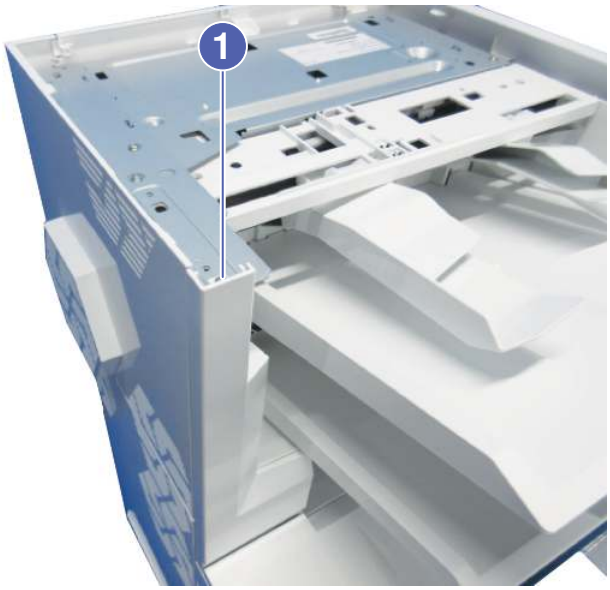

6. Lift the scanner par with all cables off of the printer.

## 5. Remove the left front cover

Follow these steps to remove the left front cover.

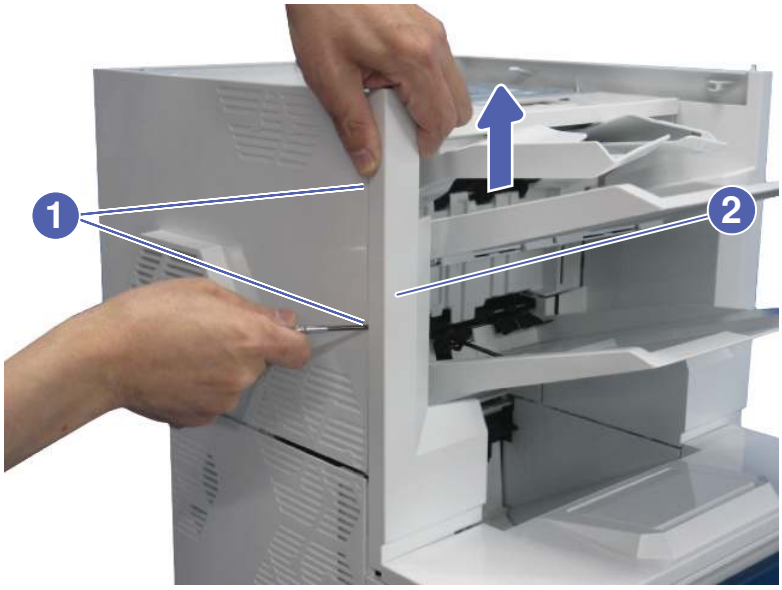
1. Remove one screw (callout 1).

**Figure 4-1779 Remove screw**




2. Release two tabs (callout 1) then slide the left front cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1780 Release tabs and remove cover**

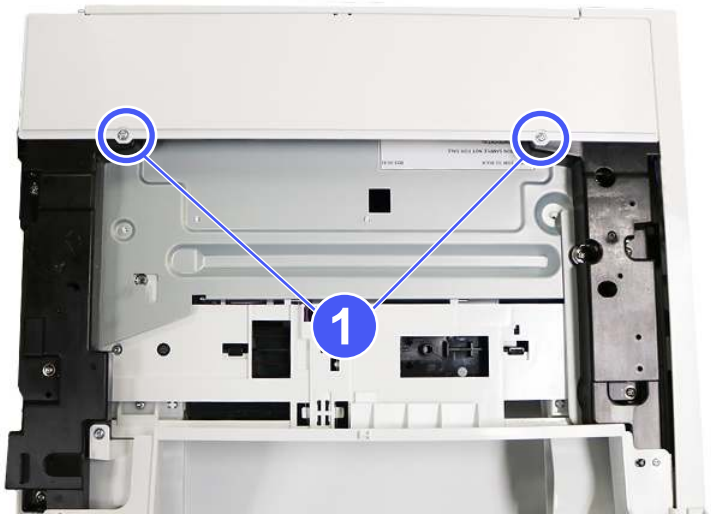



## 6. Remove the stapler/stacker rear top cover

Follow these steps to remove the rear top cover.

- Remove two screws (callout 1), then remove the rear top cover.

**Figure 4-1781 Remove rear top cover**

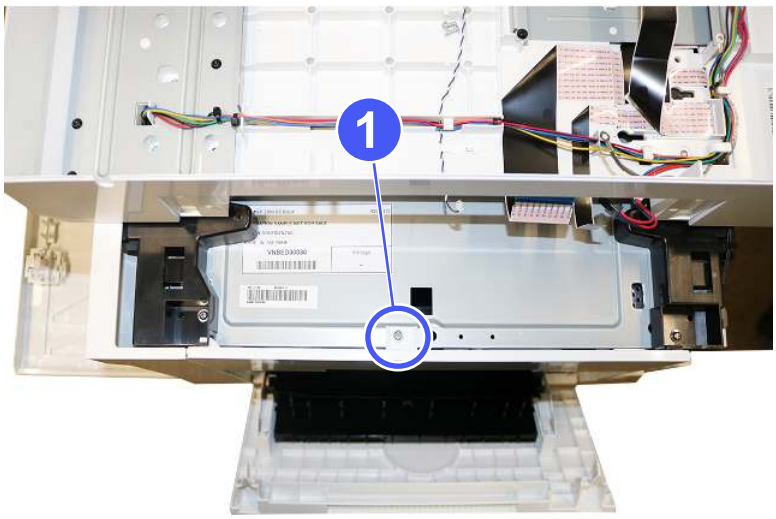



## 7. Remove the staple rear upper cover

Follow these steps to remove the staple rear upper cover.

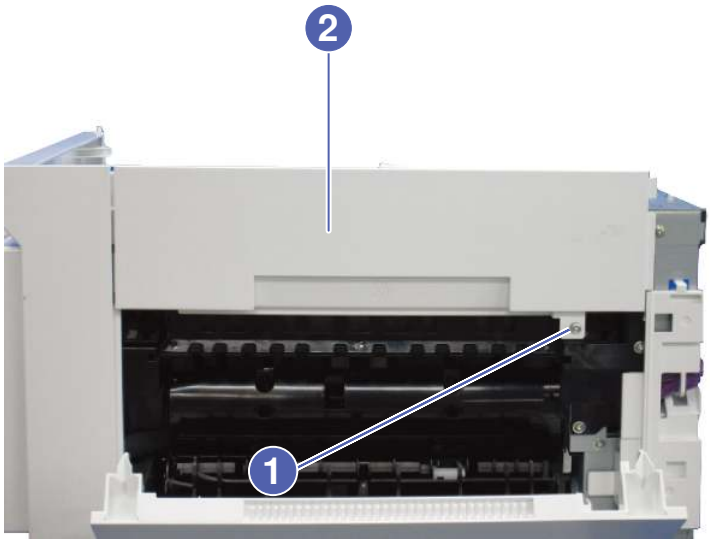
1. Open the jam access door.
2. Remove one screw (callout 1).

**Figure 4-1782 Remove one screw**



3. Remove one screw (callout 1), then remove the rear upper cover (callout 2).

**Figure 4-1783 Rear upper cover**




## 8. Remove the stapler cover/staple door

Follow these steps to remove the stapler cover/staple door.

1. Remove the HIP cover.

**Figure 4-1784 Remove the HIP cover**



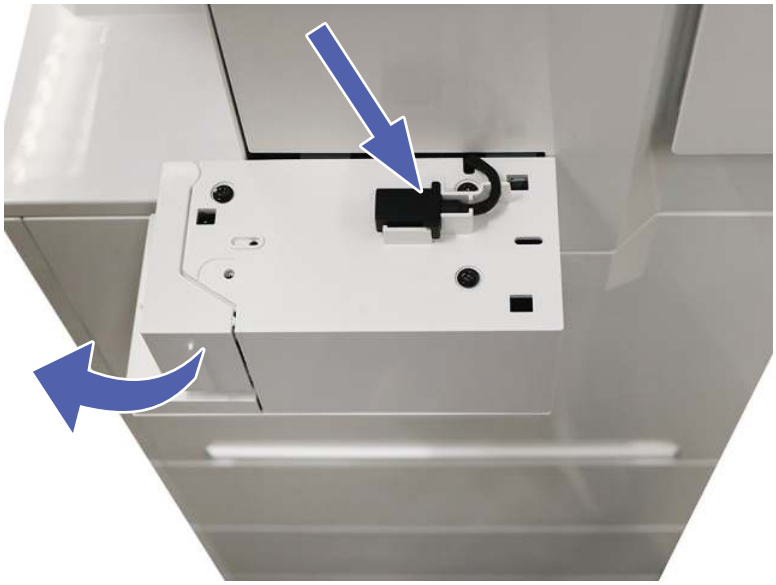
2. Remove one screw (callout) and then remove the HIP tub.

**Figure 4-1785 Remove the HIP tub**



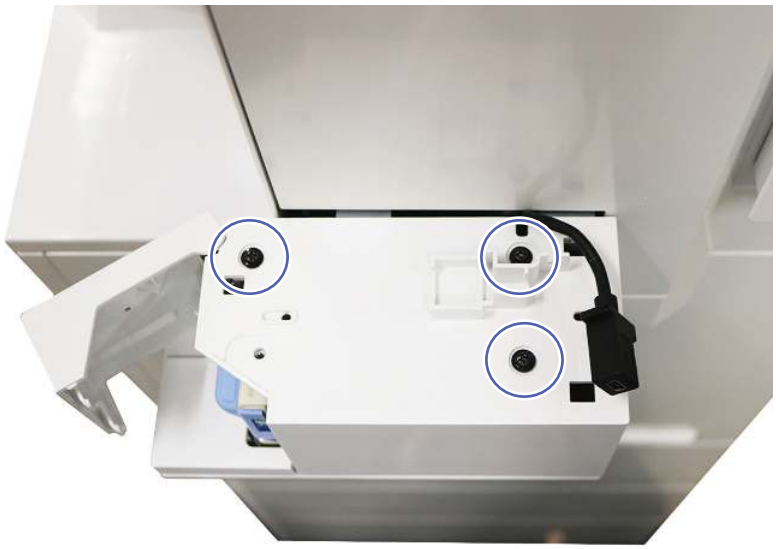
3. Open the stapler cartridge door and move the HIP cable from the cover.

**Figure 4-1786 Open door and move cable**



4. Remove the three screws and then remove the convenient stapler cover.

**Figure 4-1787 Remove stapler cover**



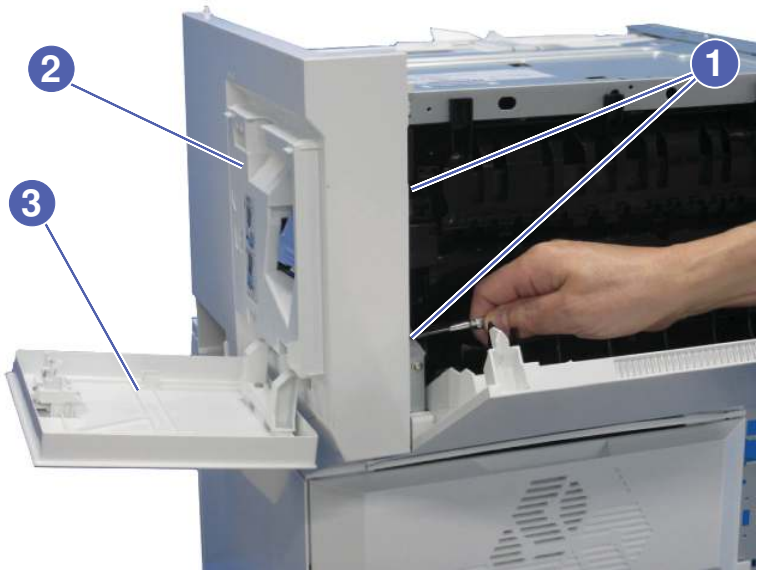
5. Remove one screw (callout 1).

**Figure 4-1788 Remove screw**



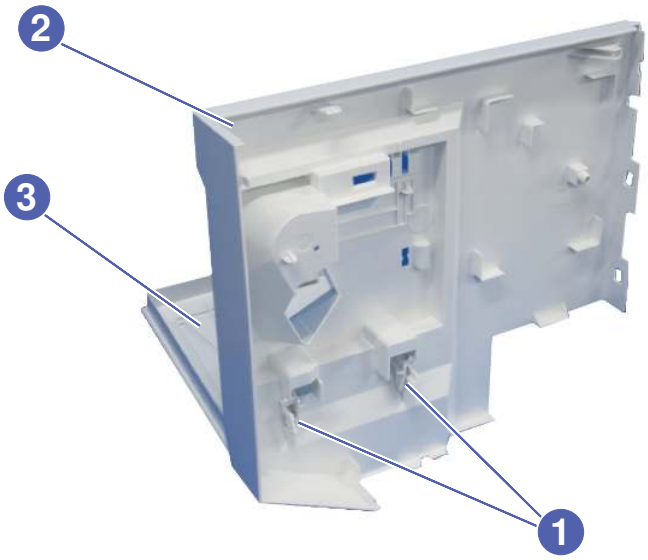
6. Release two tabs (callout 1), then remove the staple cover (callout 2) and the staple door (callout 3) together.

**Figure 4-1789 Remove cover**




7. Remove two shafts (callout 1), then remove the staple door (callout 3) from the staple cover (callout 2).

**Figure 4-1790 Remove staple door from cover**

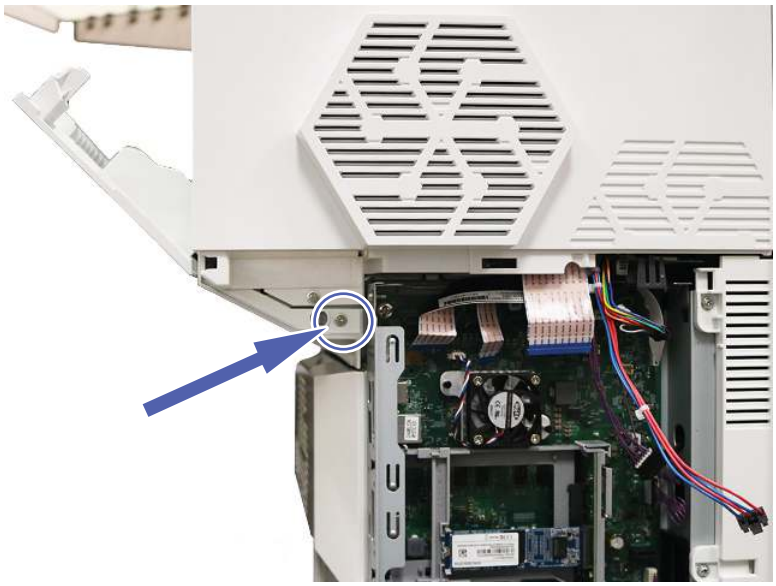



## 9. Remove the rear lower cover

Follow these steps to remove the rear lower cover.

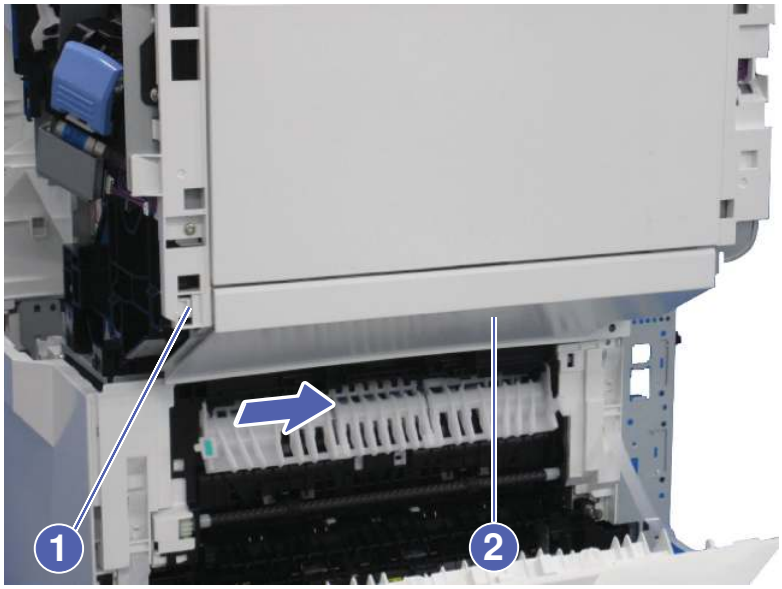
1. Remove one screw.

**Figure 4-1791 Remove the screw**



2. Release the tab (callout 1) and slide the rear lower cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1792 Remove lower cover**

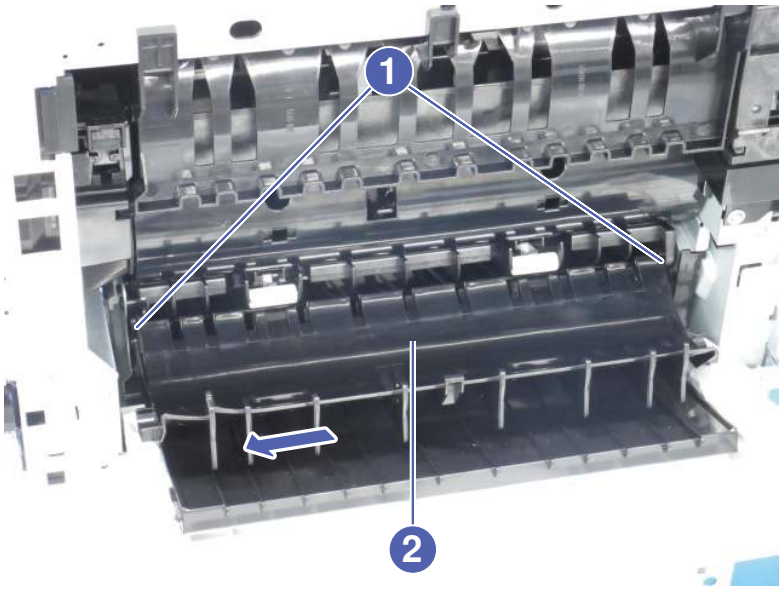



## 10. Remove the rear lower cover

Follow these steps to remove the rear lower cover.

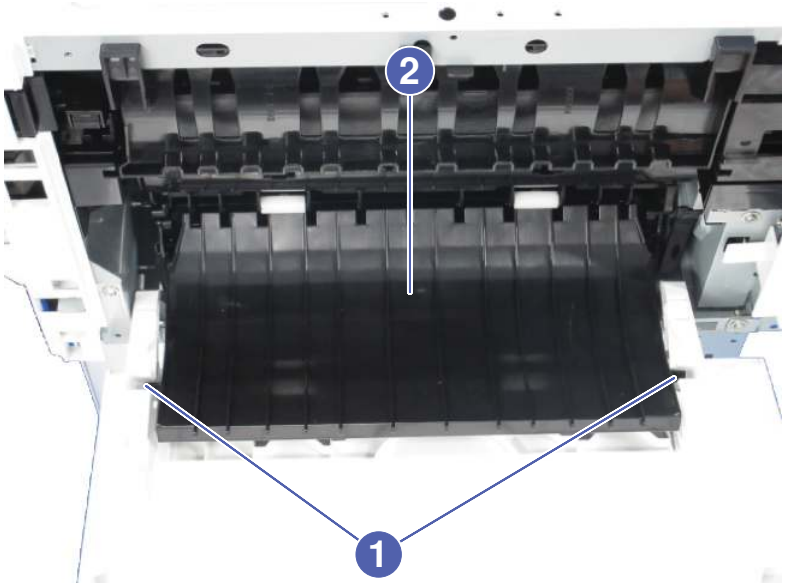
1. Remove two shafts (callout 1), then remove the feed guide (callout 2).

**Figure 4-1793 Remove feed guide**



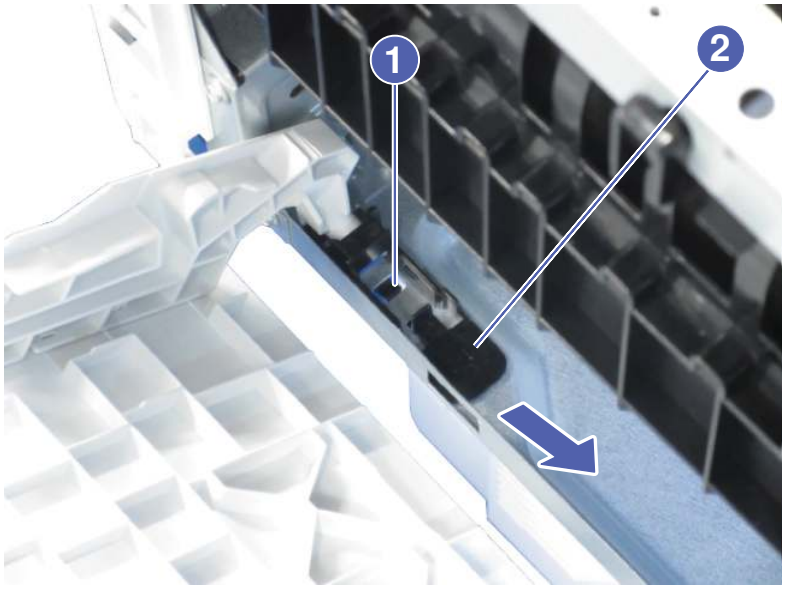

2. Remove two shafts (callout 1), then open the feed guide (callout 2).

**Figure 4-1794 Open feed guide**



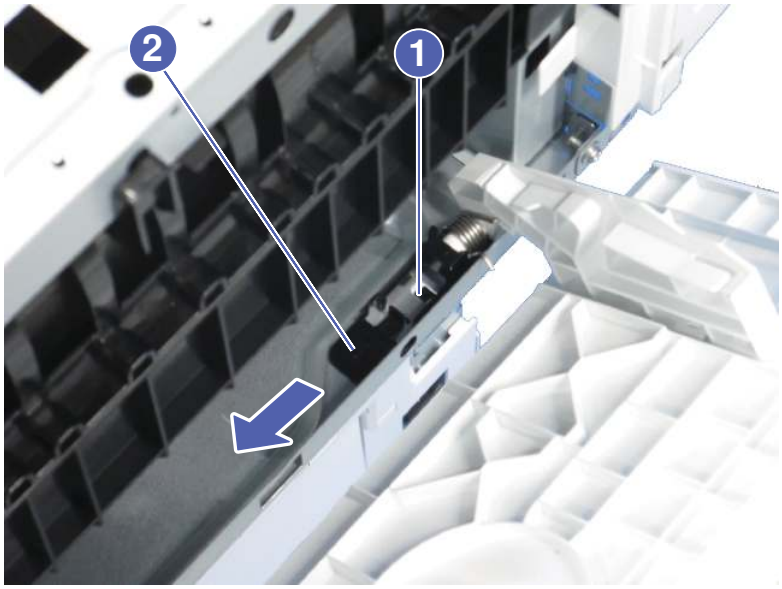
3. Release one tab (callout 1), then slide the bushing (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1795 Slide bushing**




4. Release one tab (callout 1). Slide the bushing (callout 2) in the direction that arrow indicates, and remove it.

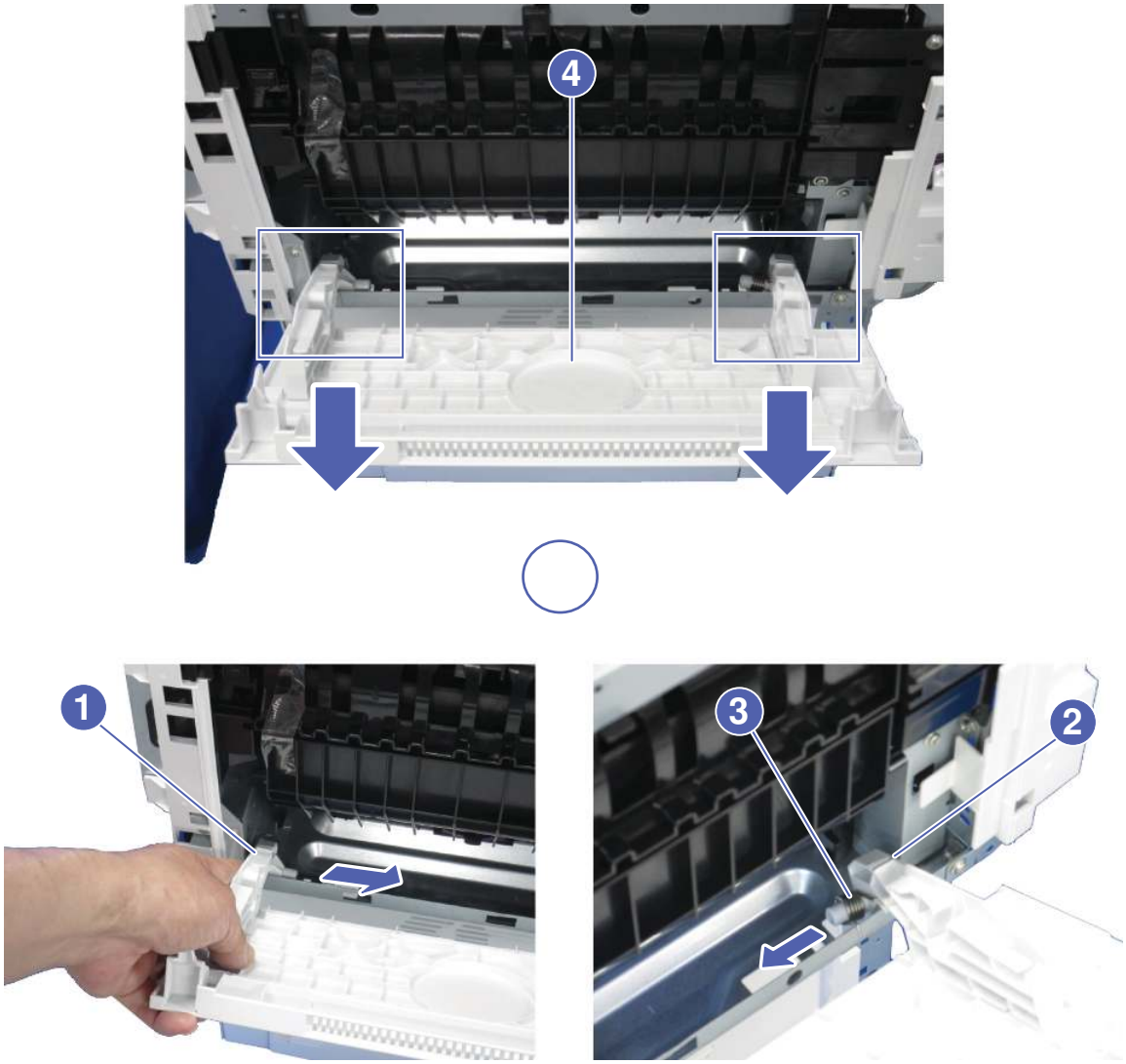
**Figure 4-1796 Slide bushing**




5. Do the following:

- Slide the left shaft (callout 1) in the direction of the arrow to remove it.
- Slide the right shaft (callout 2) and spring (callout 3) in the direction of the arrow to remove them.
- Remove the rear door assembly (callout 3).

**Figure 4-1797 Remove rear door assembly**

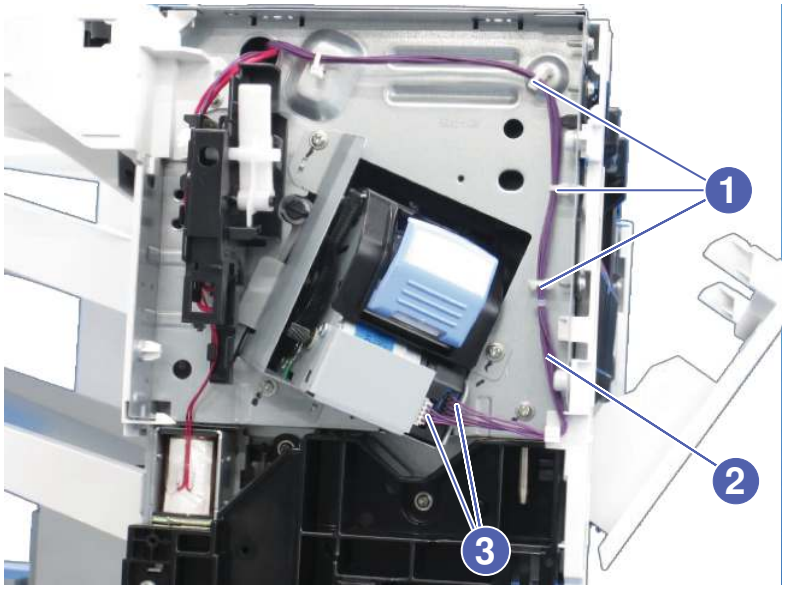



## 11. Remove the stapler assembly

Follow these steps to remove the stapler assembly.

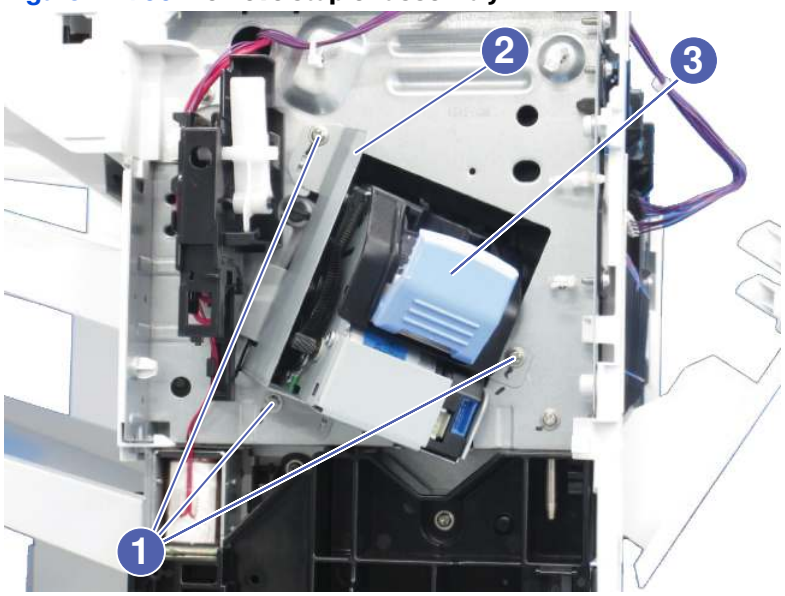
1. Release the cable (callout 2) from the cable clamp (callout 1) and disconnect two connectors (callout 3).

**Figure 4-1798 Release cables and disconnect connections**



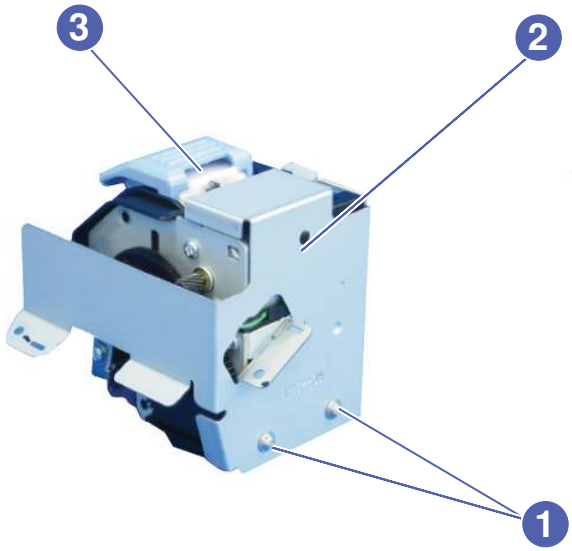

2. Remove three screws (callout 1), then remove the stapler assembly (callout 3) and the plate (callout 2) together.

**Figure 4-1799 Remove stapler assembly**



3. Remove two screws (callout 1), then remove the plate (callout 3) from the stapler assembly (callout 2).

**Figure 4-1800 Remove plate from stapler assembly**

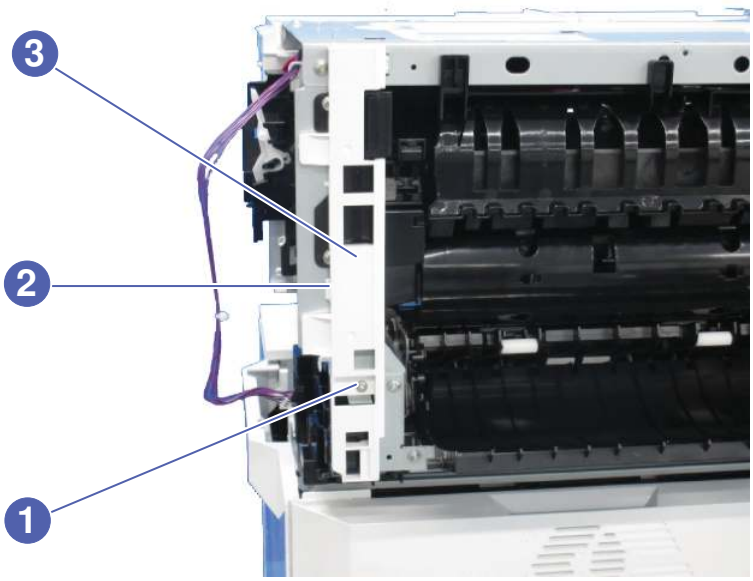



## 12. Remove the stapler/stacker upper feed cover

Follow these steps to remove the upper feed cover.

1. Remove one screw (callout 1).
2. Release one tab (callout 2).
3. Remove the inner cover (callout 3).

**Figure 4-1801 Remove inner cover**



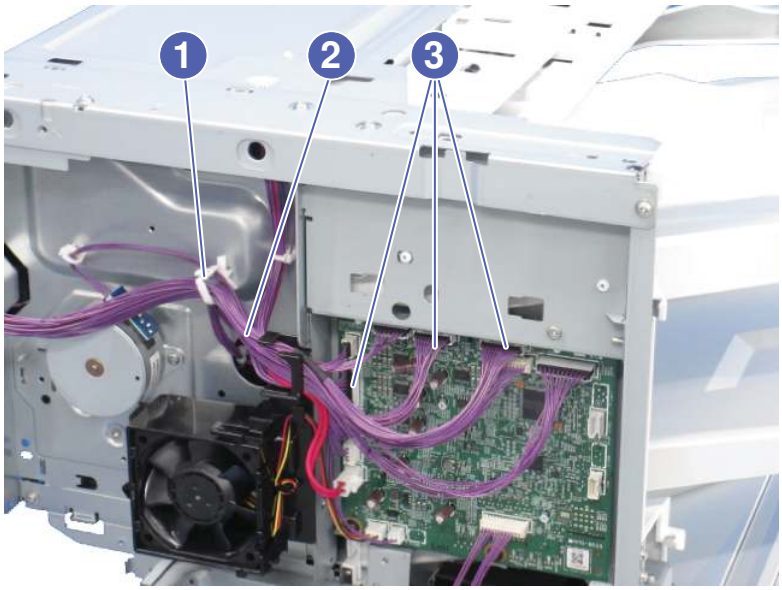
4. Remove one screw (callout 1)and release one tab (callout 2) and then remove the controller PCA cover.

**Figure 4-1802 Remove the cover**



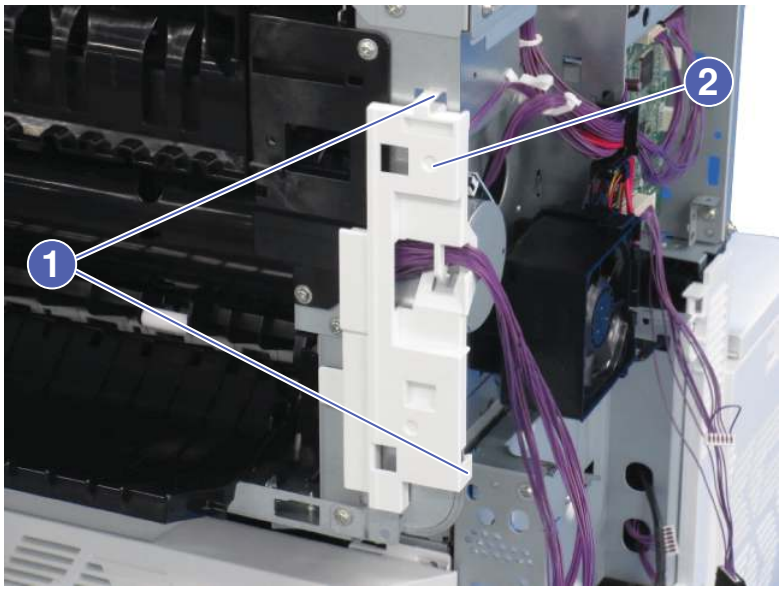

5. Release the cable (callout 2) from cable clamps (callout 1) and disconnect three connectors (callout 3).

**Figure 4-1803 Disconnect and release cables**



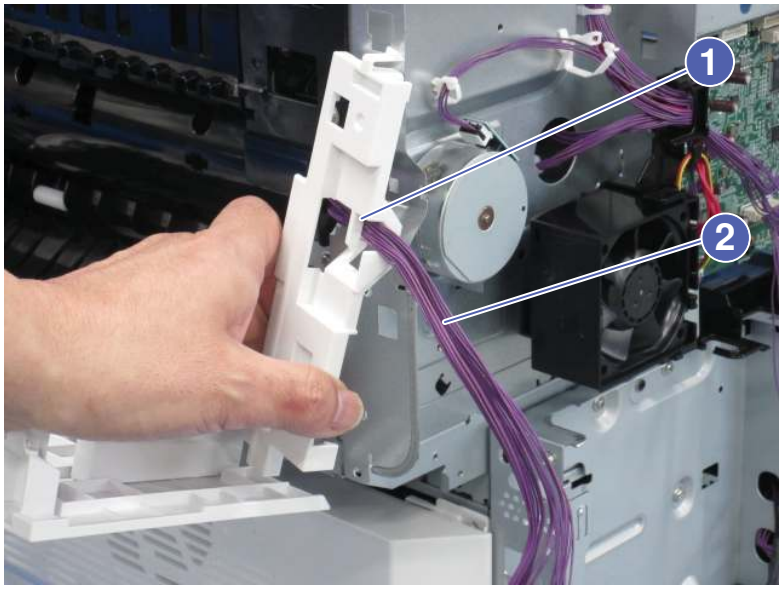
6. Release two tabs (callout 1) the remove the guide (callout 2).

**Figure 4-1804 Release guide**



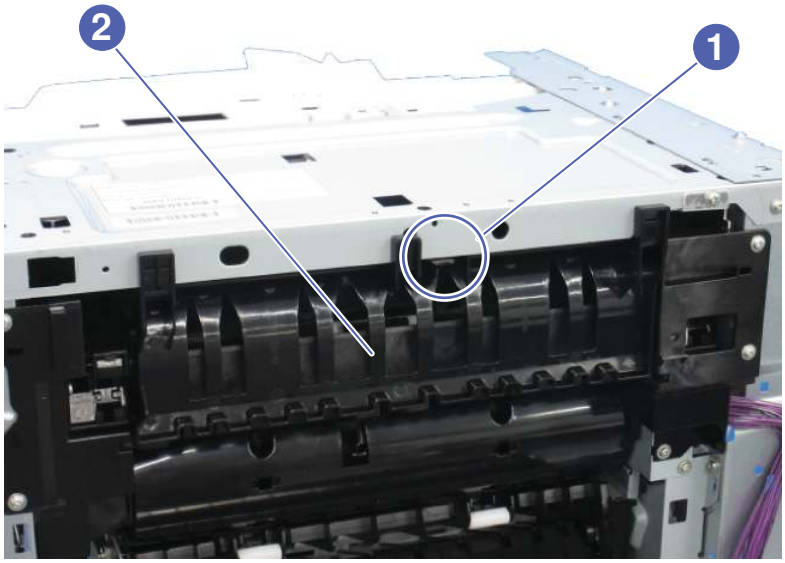

7. Remove cable (callout 2) from guide (callout 1).

**Figure 4-1805 Remove cable guide**



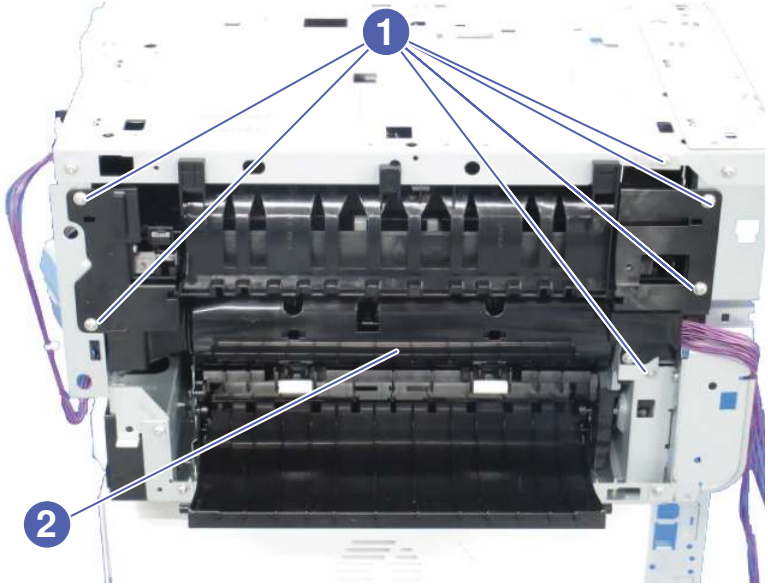
8. Release one tab (callout 1) then remove the guide (callout 2).

**Figure 4-1806 Remove guide**




9. Remove six screws (callout 1)then remove the upper feed assembly (callout 2).

**Figure 4-1807 Remove upper feed assembly**




## 13. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: 3-Bin stapler/stacker fan

This document provides the procedures to remove and replace the 3-bin stapler/stacker fan.

Mean time to repair: 20 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-120 Part information**

| Part number | Part description |
|---|---|
| **RK2-7951-000CN** | Fan |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

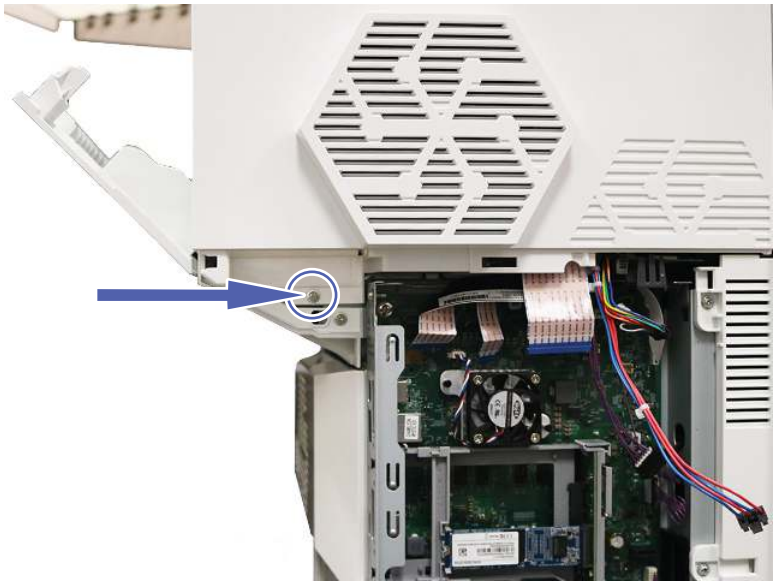
No post service test is available for this assembly.

## 1. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

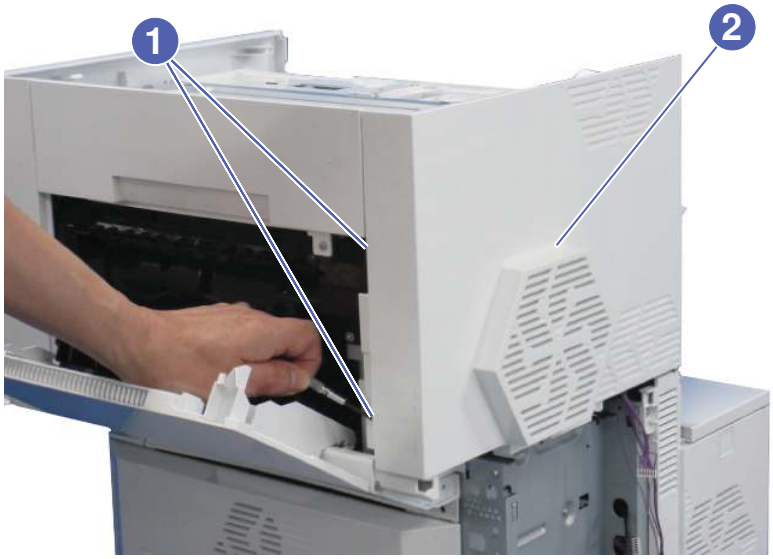
1. Remove one screw.

**Figure 4-1808 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1809 Remove left cover**




## 2. Remove the MBM fan

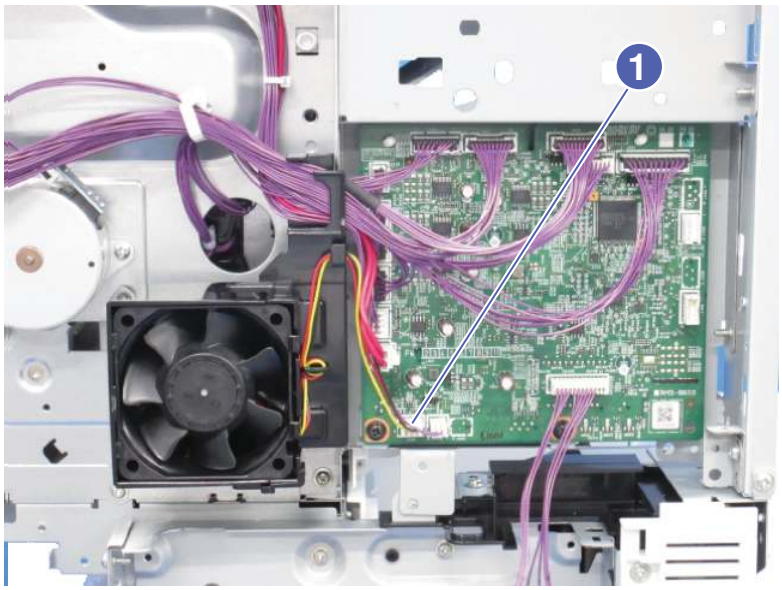
Follow these steps to remove the MBM fan.

1. Remove one screw (callout 1) and release one tab (callout 2) and then remove the controller PCA cover.

**Figure 4-1810 Remove the cover**

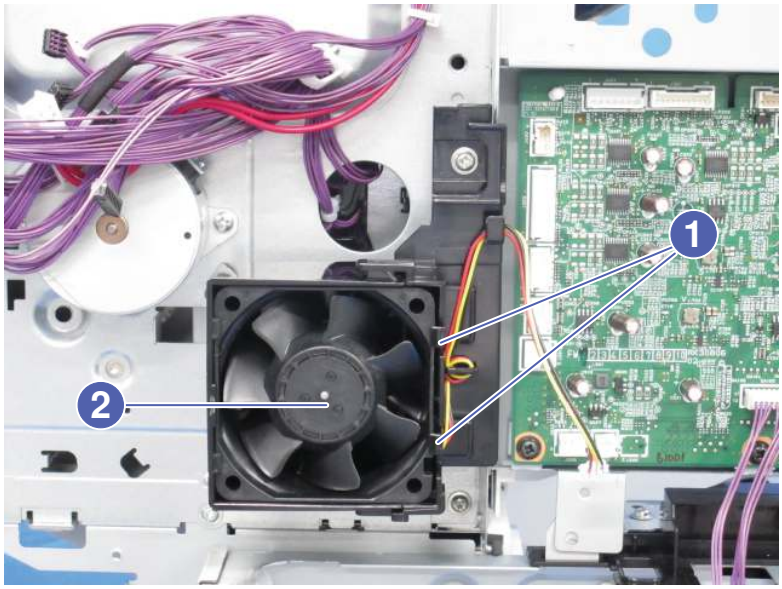


2. Disconnect one connector (callout 1) on the SS controller PCA.




3. Remove the fan (callout 2) from its holder by releasing two tabs (callout 1).

**Figure 4-1811 Remove fan**




## 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: 3-Bin stapler/stacker wall assembly

This document provides the procedures to remove and replace the 3-bin stapler/stacker stacking wall assembly.

Mean time to repair: 10 minutes

Service level: Intermediate

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-121 Part information**

| Part number | Part description |
|---|---|
| RM3-2222-000CN | Stacking wall assembly |

## Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

## After performing service

### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

## Post service test

No post service test is available for this assembly.

## 1. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

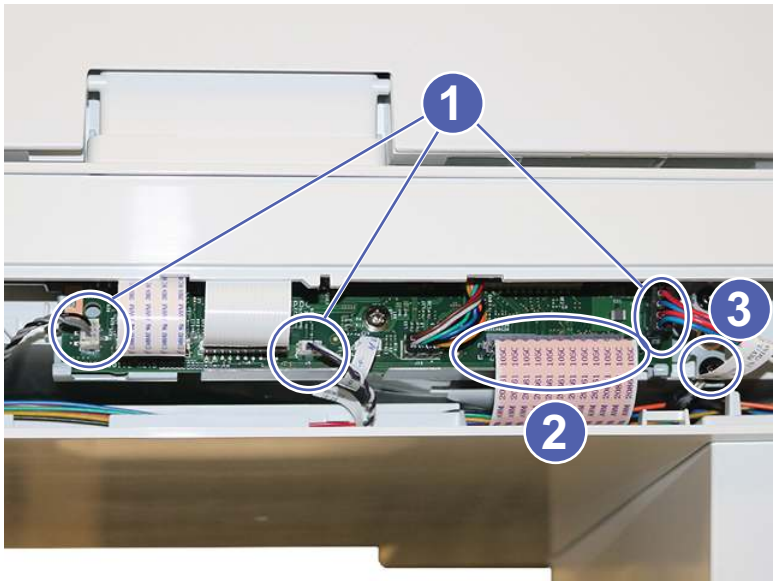
**Figure 4-1812 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

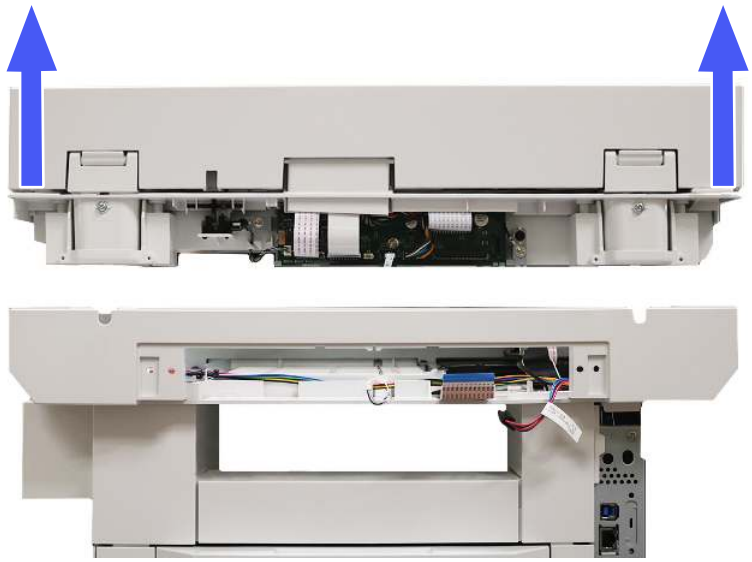
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1813 Disconnect SCB connectors**




3. Pull the scan unit up to remove it from the printer.

**Figure 4-1814 Remove the scanner assembly**



**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

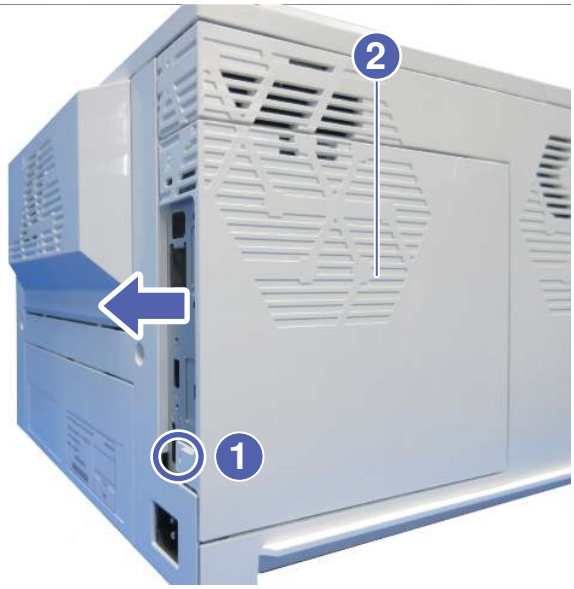
### 2. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).

b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1815 Remove the formatter cover**

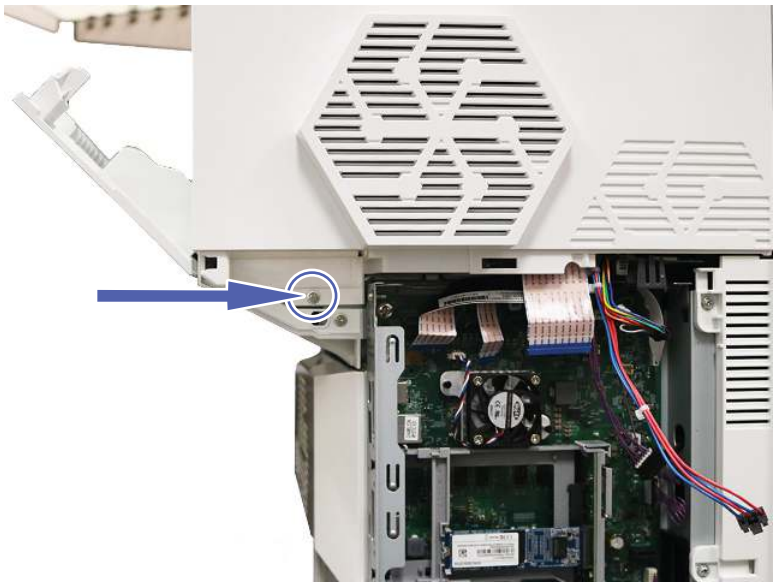



### 3. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

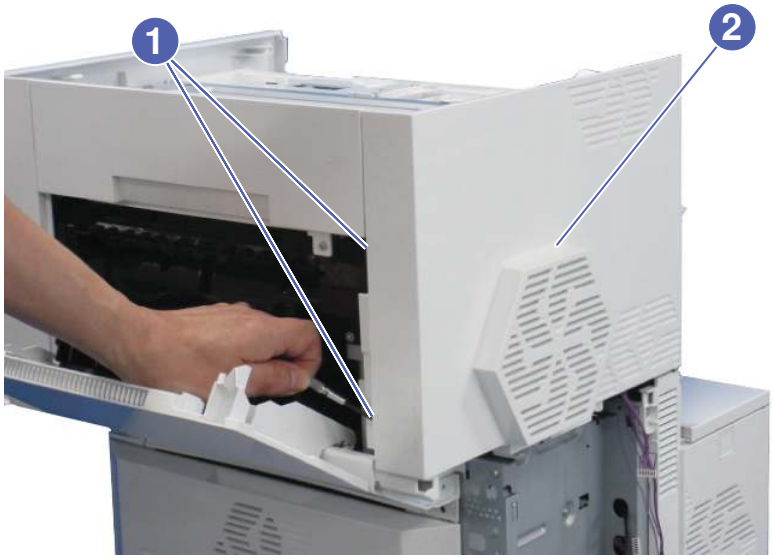
1. Remove one screw.

**Figure 4-1816 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1817 Remove left cover**




## 4. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

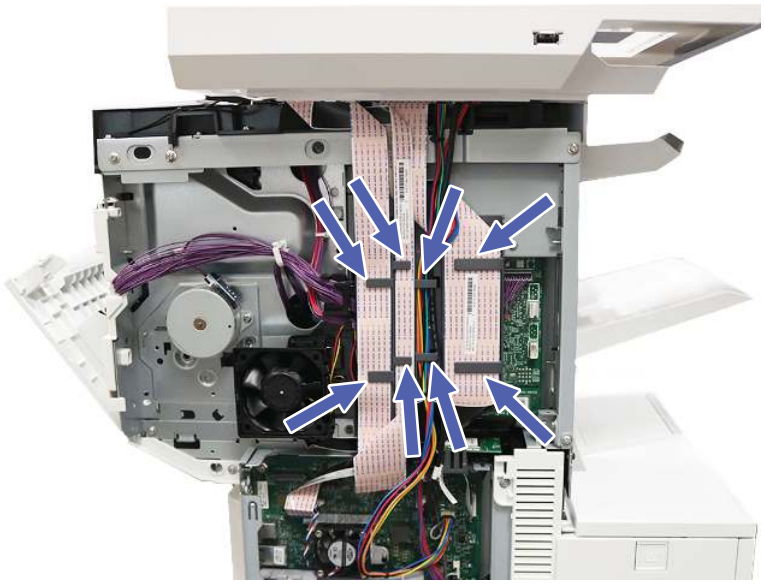
1. Disconnect three FFCs and three connectors from the formatter.

**Figure 4-1818 Disconnect cables**



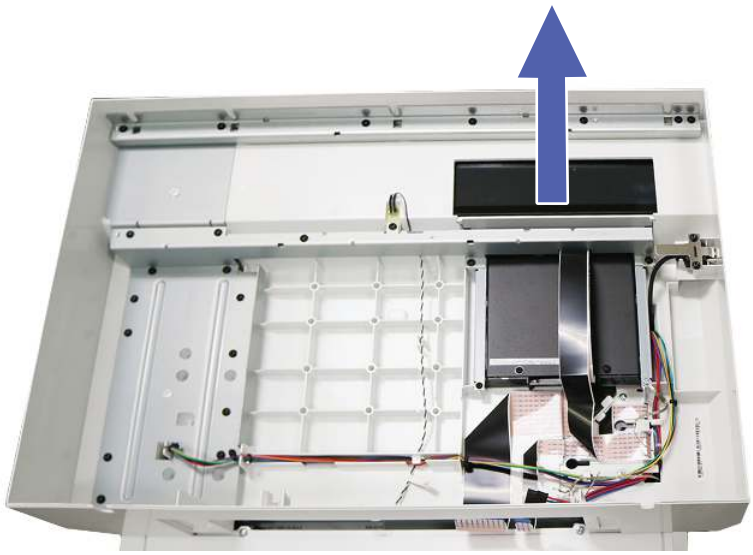
2. Release FFCs and the cables from the cable stays.

**Figure 4-1819 Release cables**



3. Slide the control panel in the direction of the arrow.

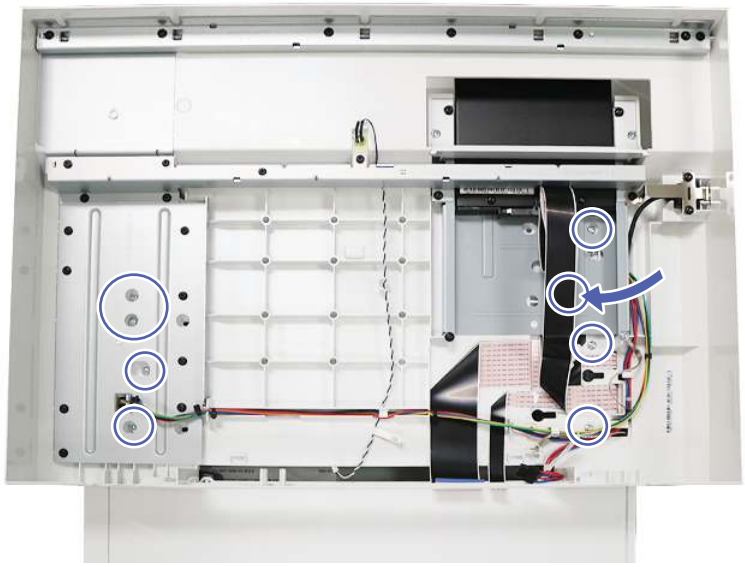
**Figure 4-1820 Slide control panel**



4. Remove eight screws.

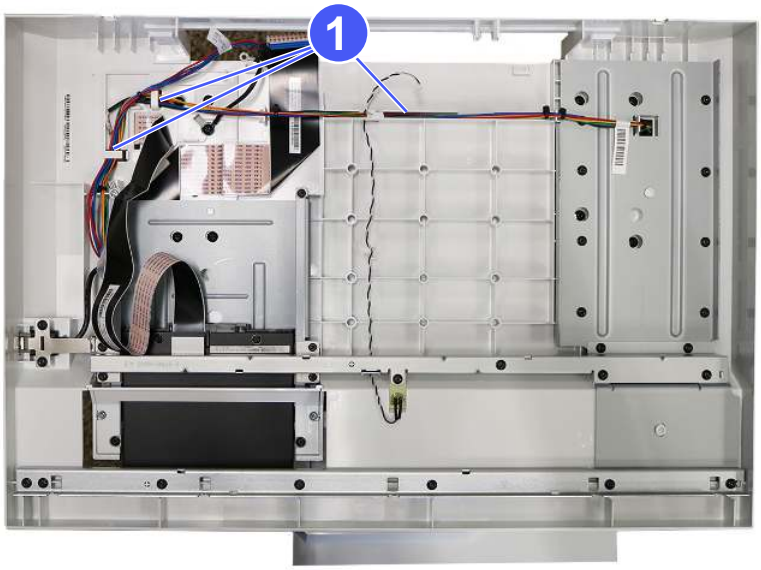
**NOTE:** One screw is located under the FFC (Arrow indicator).

**Figure 4-1821 Remove 8 screws**



5. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1822 Remove cable from guide**



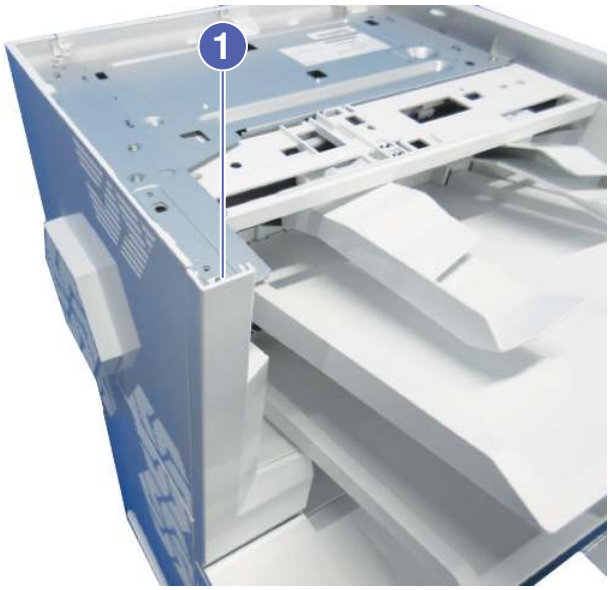

6. Lift the scanner par with all cables off of the printer.

## 5. Remove the left front cover

Follow these steps to remove the left front cover.

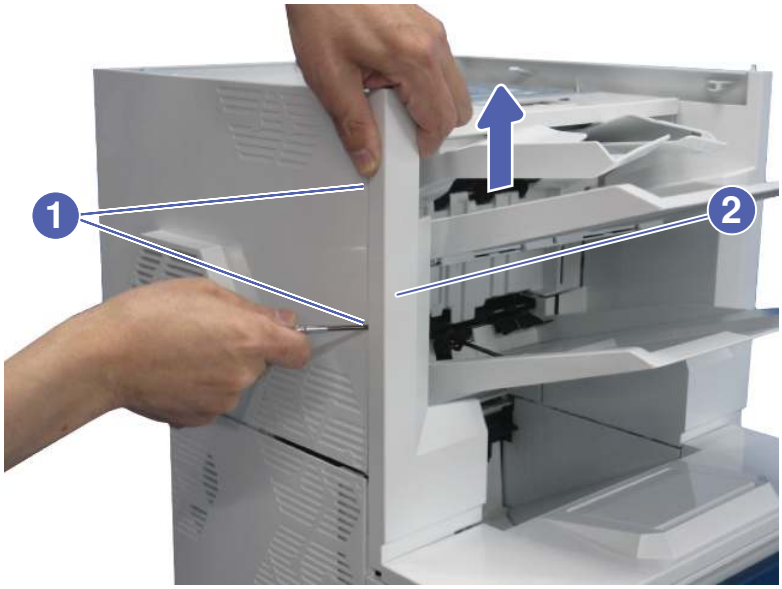
1. Remove one screw (callout 1).

**Figure 4-1823 Remove screw**




2. Release two tabs (callout 1) then slide the left front cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1824 Release tabs and remove cover**




## 6. Remove the stapler cover/staple door

Follow these steps to remove the stapler cover/staple door.

1. Remove the HIP cover.

**Figure 4-1825 Remove the HIP cover**



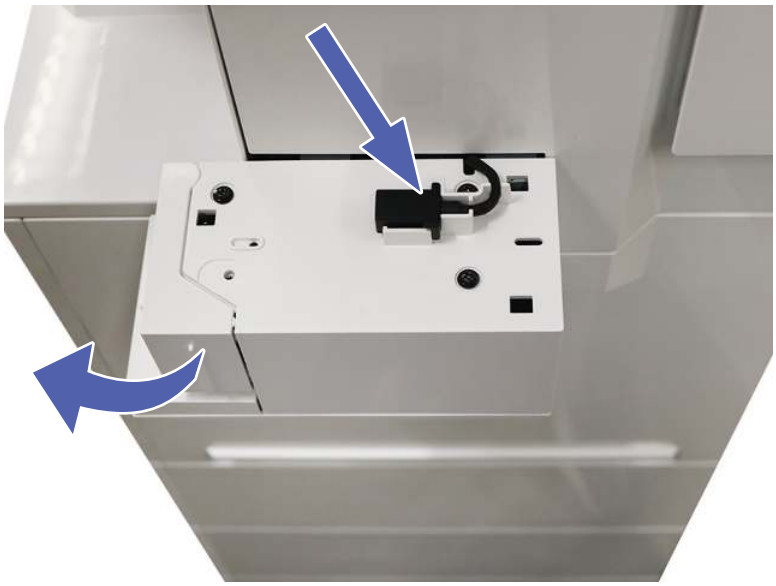
2. Remove one screw (callout) and then remove the HIP tub.

**Figure 4-1826 Remove the HIP tub**



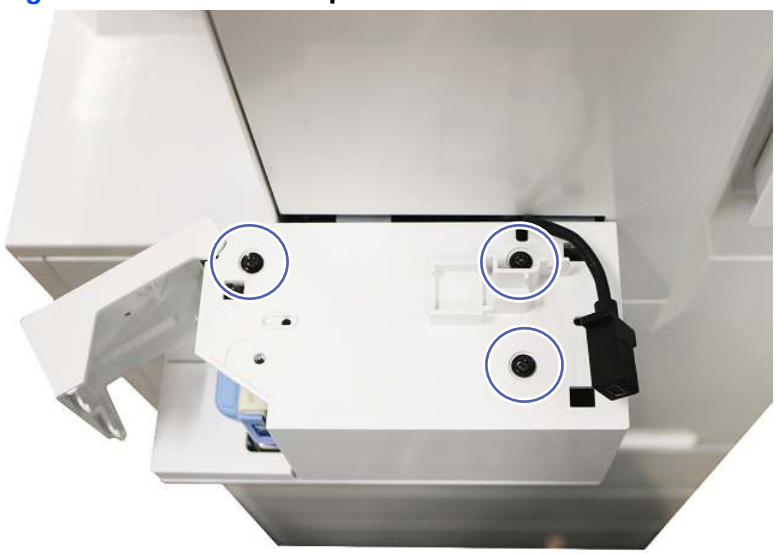
3. Open the stapler cartridge door and move the HIP cable from the cover.

**Figure 4-1827 Open door and move cable**



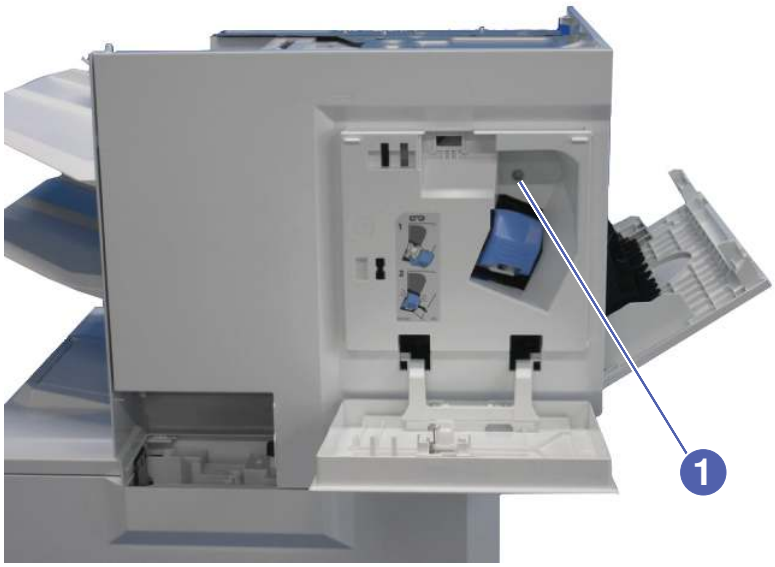
4. Remove the three screws and then remove the convenient stapler cover.

**Figure 4-1828 Remove stapler cover**



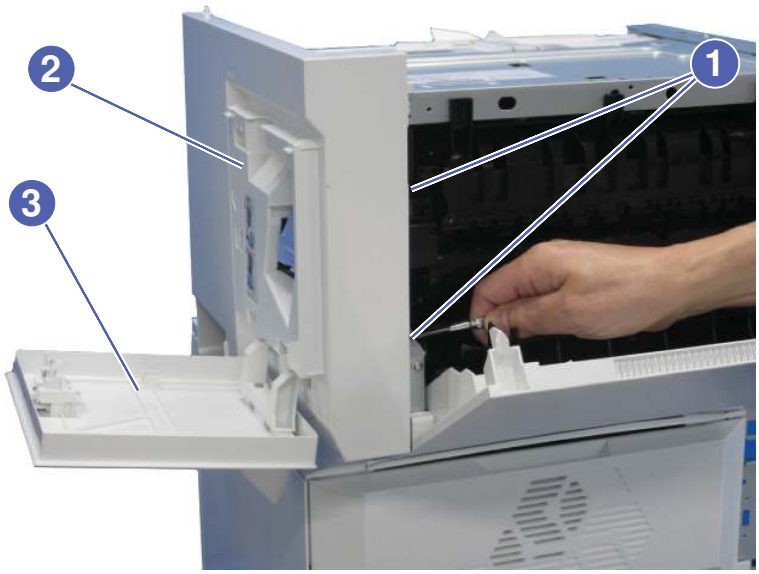
5. Remove one screw (callout 1).

**Figure 4-1829 Remove screw**



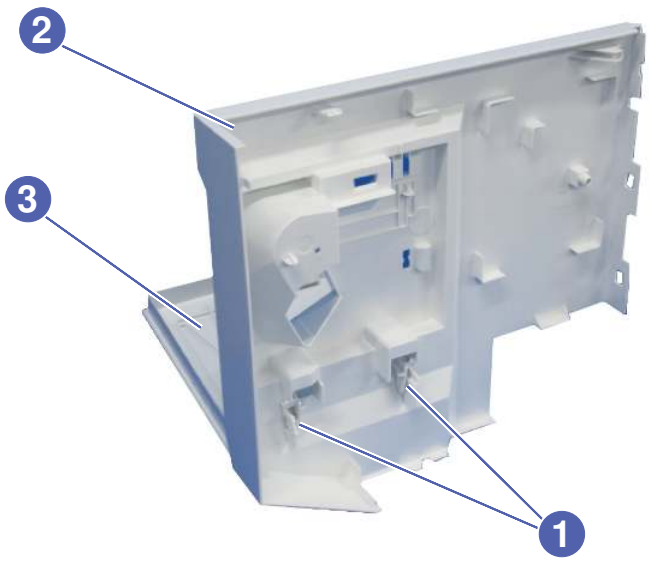

6. Release two tabs (callout 1), then remove the staple cover (callout 2) and the staple door (callout 3) together.

**Figure 4-1830 Remove cover**



7. Remove two shafts (callout 1), then remove the staple door (callout 3) from the staple cover (callout 2).

**Figure 4-1831 Remove staple door from cover**



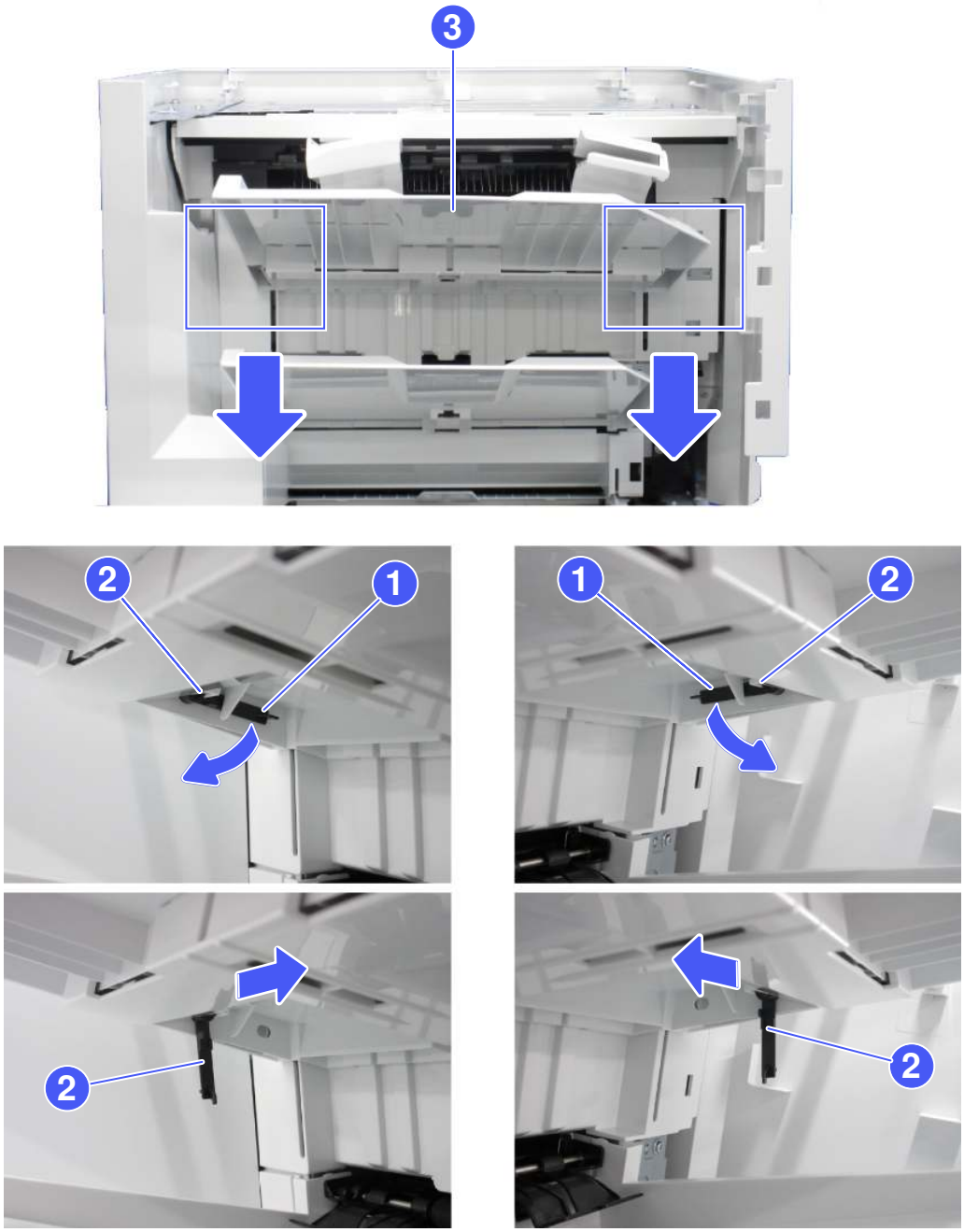

## 7. Remove the output bin 1 assembly

Follow these steps to remove the output bin 1 assembly.

1. Release one boss (callout 1).

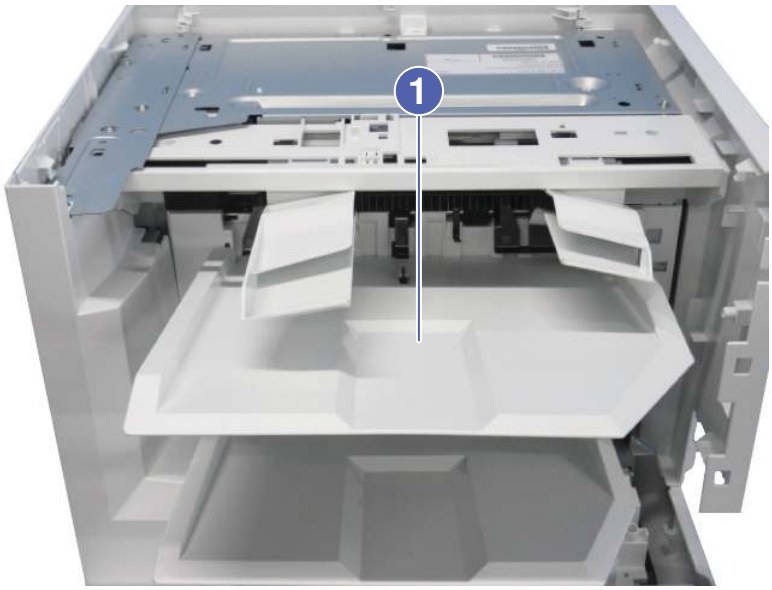
2. Rotate the pin (callout 2) in the direction of the arrow to remove.

**Figure 4-1832 Rotate pins**



3. Remove the output bin 1 assembly (callout 1).

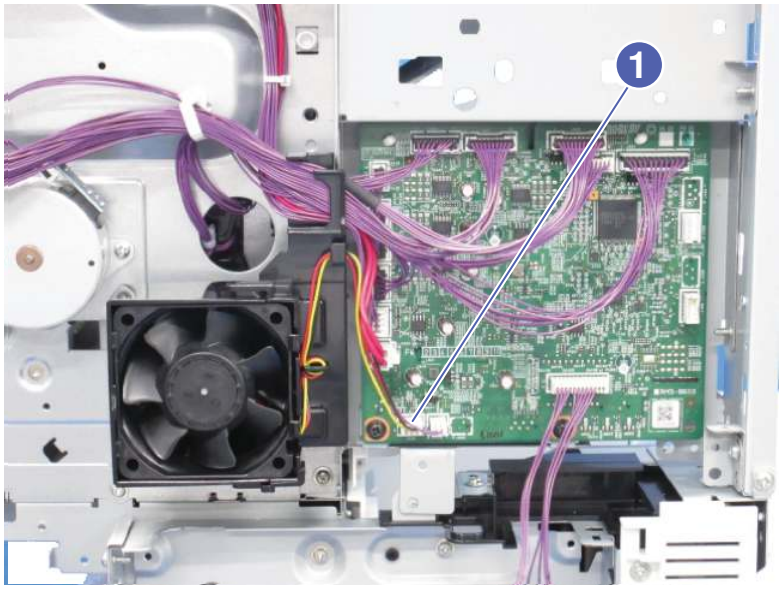
**Figure 4-1833 Remove the bin**




## 8. Remove the MBM fan and housing bracket

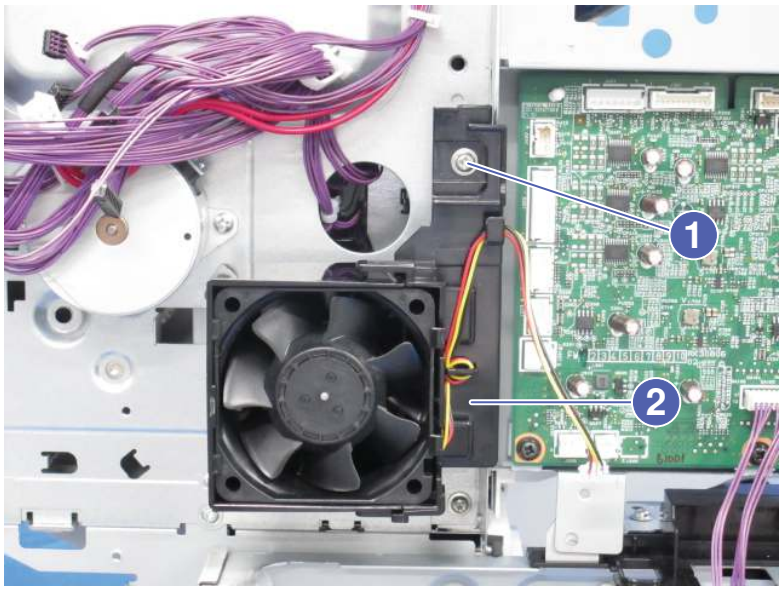
Follow these steps to remove the MBM fan and bracket.

1. Disconnect one connector (callout 1) on the SS controller PCA.



2. Remove the fan holder (callout 3) together with the fan (callout 2).

**Figure 4-1834 Remove fan**

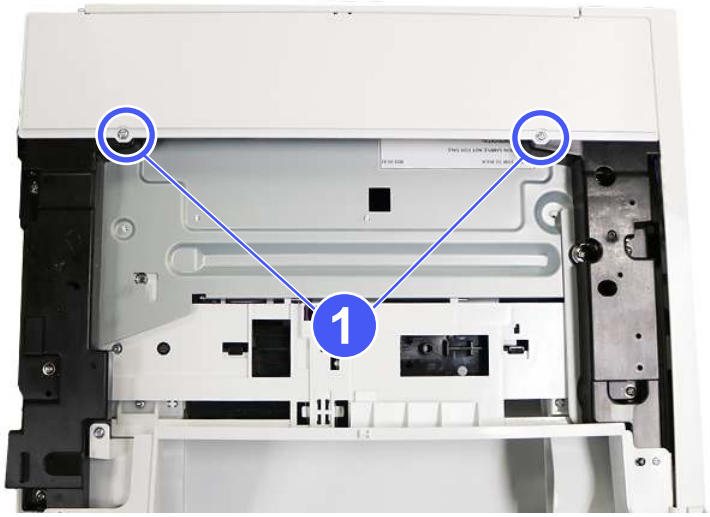



## 9. Remove the stapler/stacker rear top cover

Follow these steps to remove the rear top cover.

- Remove two screws (callout 1), then remove the rear top cover.

**Figure 4-1835 Remove rear top cover**

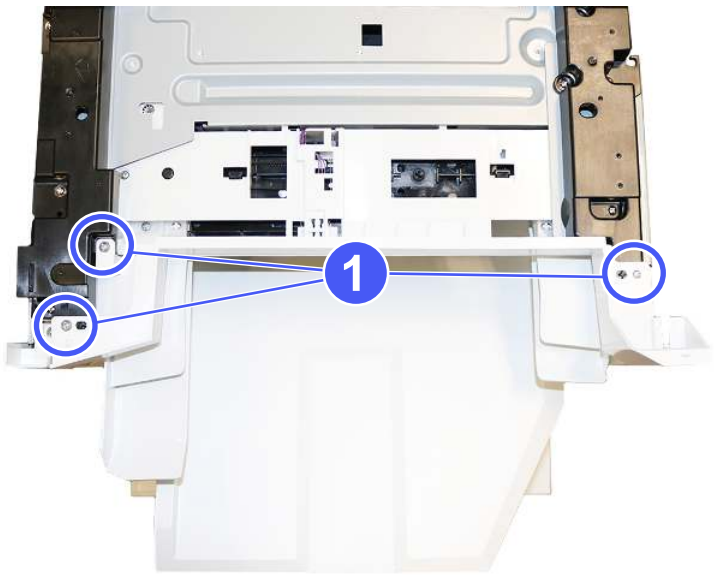



## 10. Remove the stapler/stacker front top cover

Follow these steps to remove the ssbm front top cover.

- Remove three screws (callout 1), then remove the front top cover.

**Figure 4-1836 Remove front top cover**

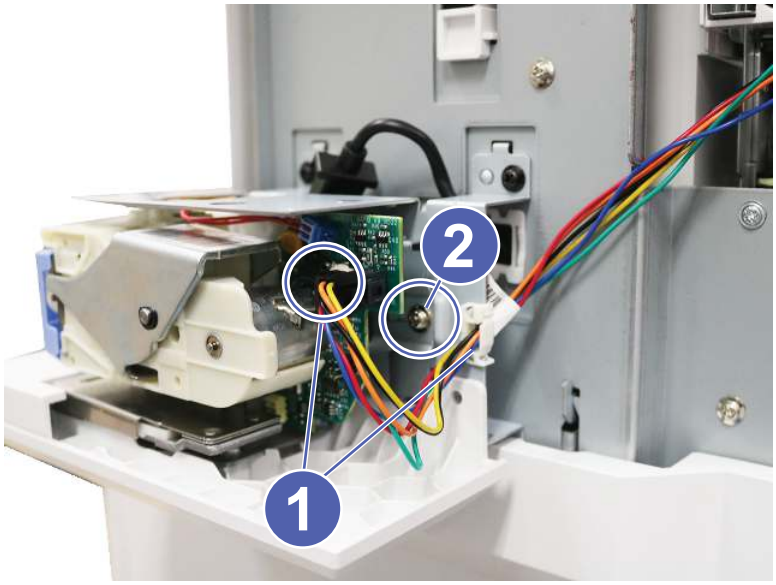



## 11. Remove the stapler/stacker convenient stapler and brackets

Follow these steps to remove the convenient stapler.

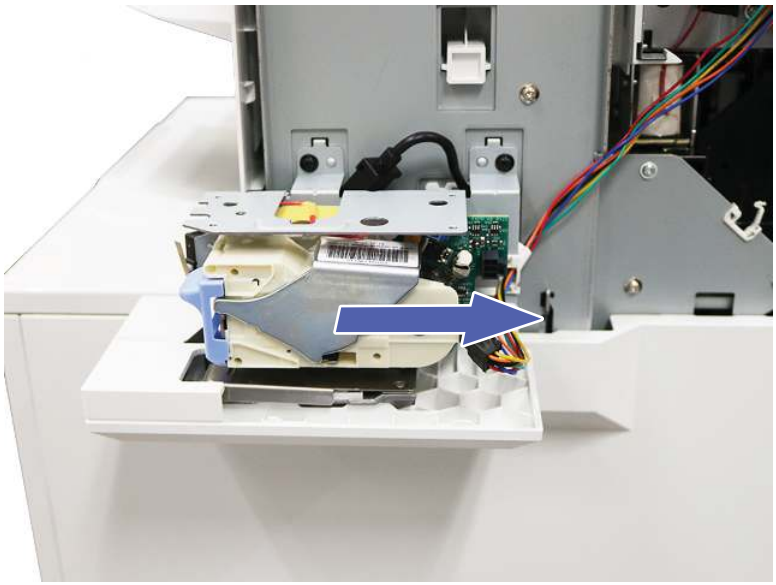
1. Disconnect one connector and release it from the cable stay (callout 1) and remove one screw (callout 2) from staple assembly.

**Figure 4-1837 Remove one screw and connector**



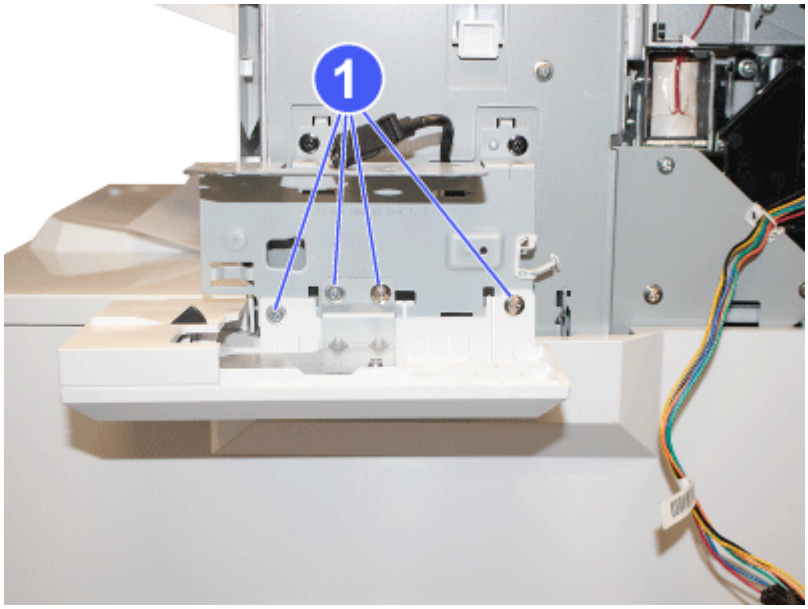
2. Slide the convenient stapler assembly in the direction of the arrow to remove it.

**Figure 4-1838 Remove the convenient stapler**



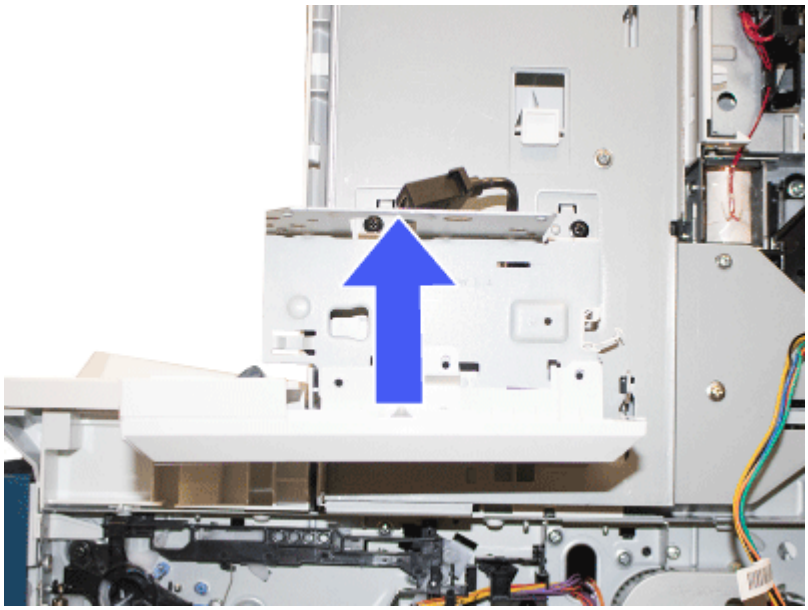
3. Remove four screws (callout 1).

**Figure 4-1839 Remove four screws**



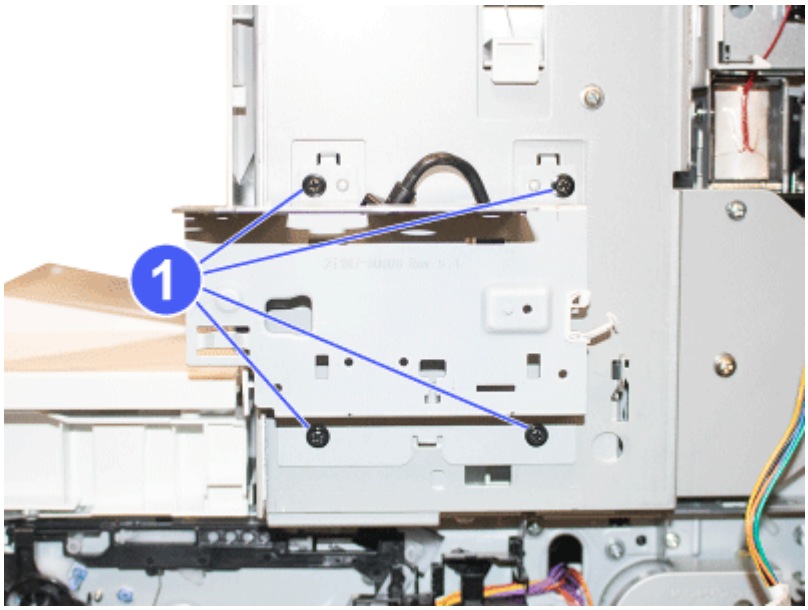
4. Slide the bottom cover plate up and off of the printer to remove it.

**Figure 4-1840 Remove the bottom cover plate**



5. Remove four screws from the mounting bracket and then remove the bracket.

**Figure 4-1841 Remove mounting bracket**

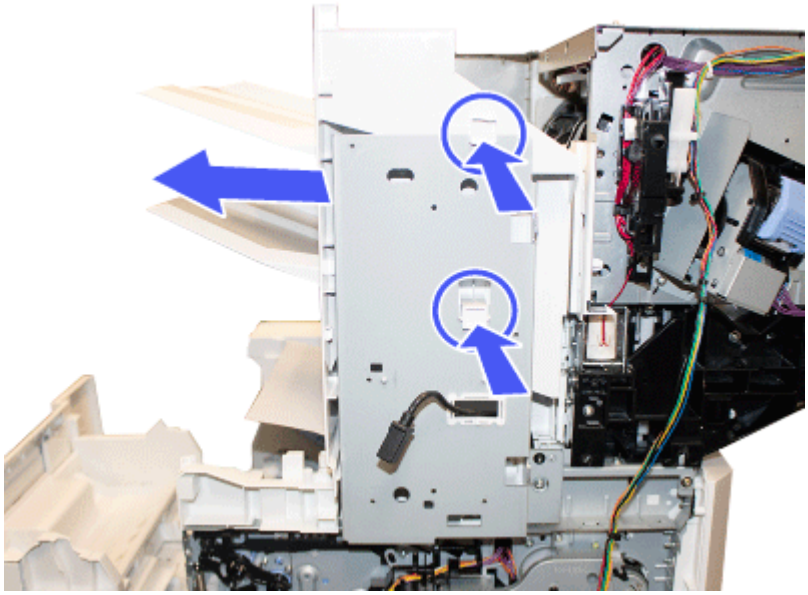



## 12. Remove the right inner cover

Follow these steps to remove the right inner cover.

- Press in the two plastic stays (circle callouts), then remove the right inner cover by pulling it forward then up.

**Figure 4-1842 Remove right inner cover**

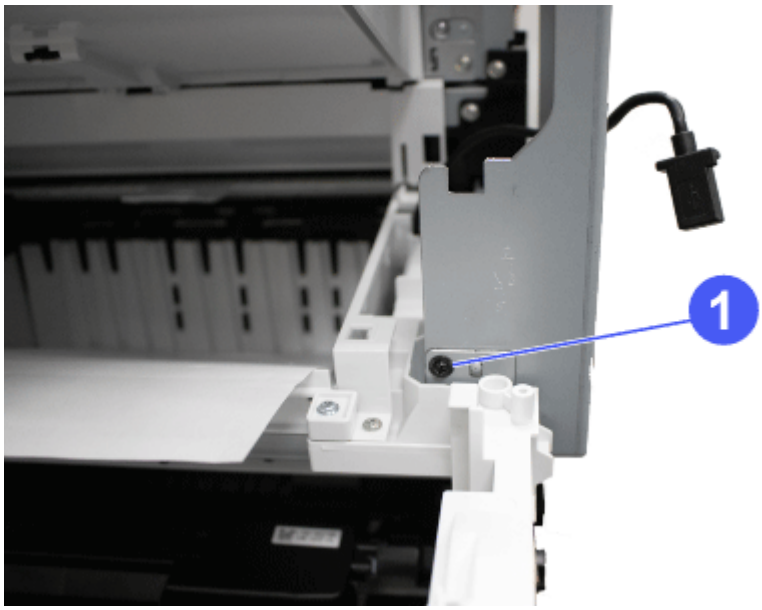


## 13. Remove the right inner metal bracket

Follow these steps to remove the right inner metal bracket.

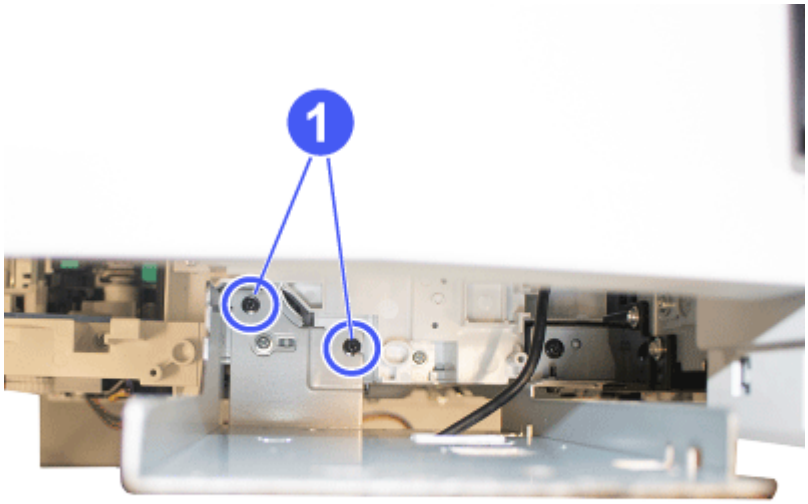
1. Remove one screw (callout 1) from the front side of the bracket.

**Figure 4-1843 Remove one screw**



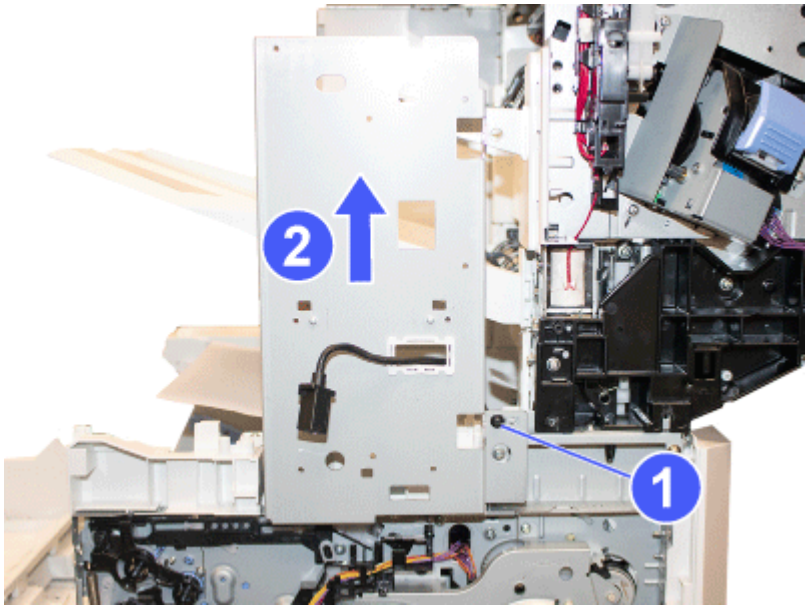
2. Remove two screws (callout 1) from the inside bottom of the bracket.

**Figure 4-1844 Remove two screws**




3. Remove one screw (callout 1) for the front right side of the bracket. Then lift the bracket up to remove it (callout 2).

**Figure 4-1845 Remove the bracket**

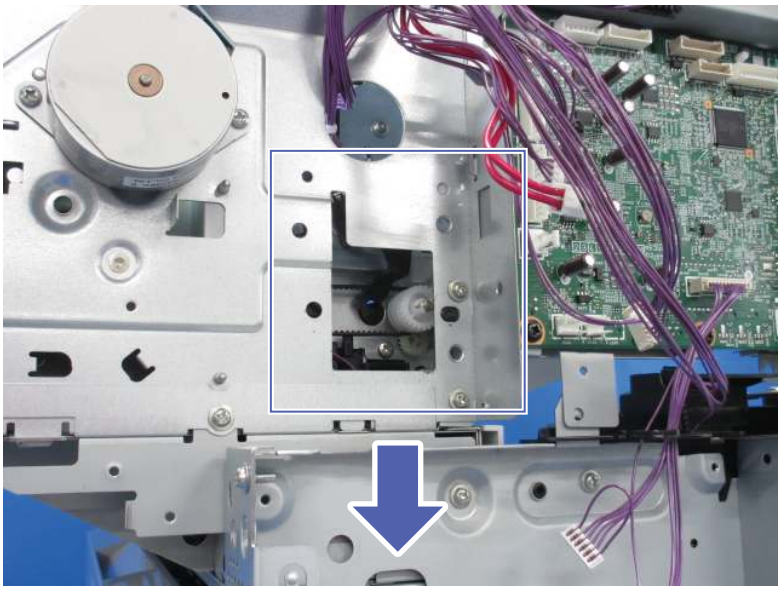


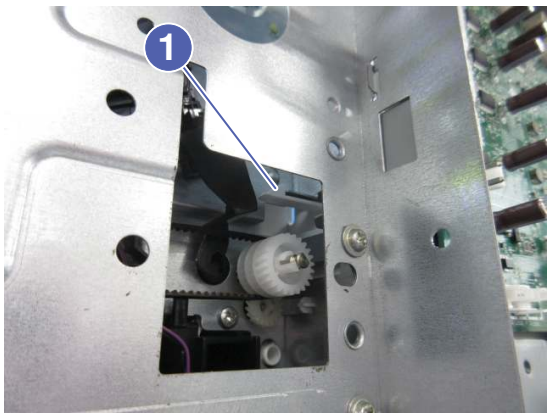

## 14. Remove the stacking wall assembly

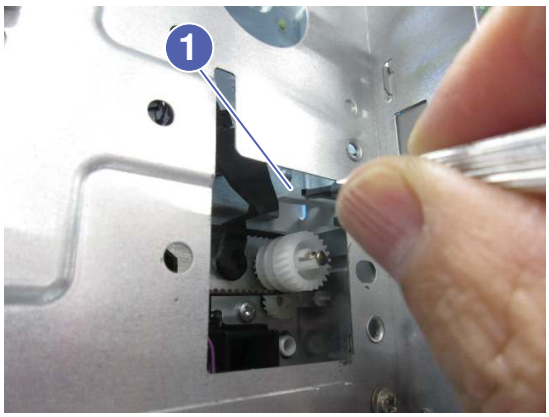
Follow these steps to remove the stacking wall assembly.

1. Release one tab (callout 1).

**Figure 4-1846 Release tab**



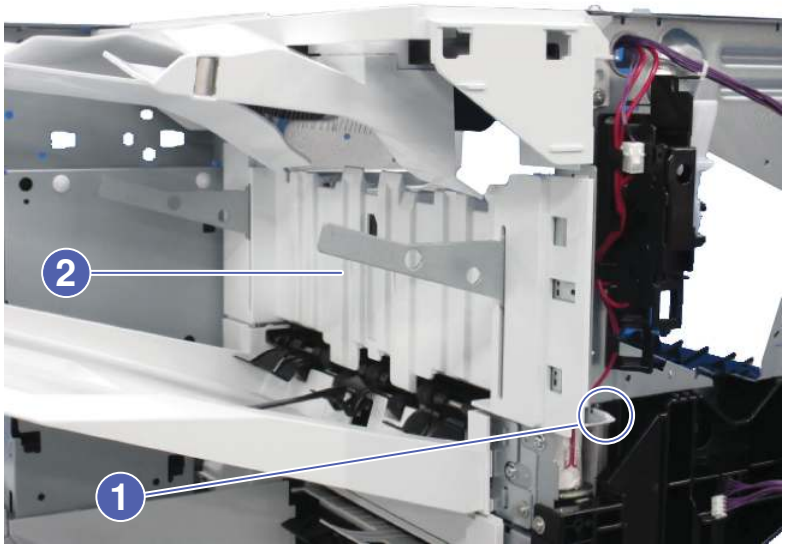



**NOTE:** The tab on the left and right on the stacking wall are identical and both need to be pushed down to release and remove the stacking wall.

2. Release one tab (callout 1), then remove the stacking wall assembly (callout 2).

**Figure 4-1847 Remove stacking wall assembly**




## 15. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




**CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: 3-Bin stapler/stacker lower feed assembly

This document provides the procedures to remove and replace the 3-bin stapler/stacker lower feed assembly.

Mean time to repair: 20 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-122 Part number**

| Part number | Part description |
|---|---|
| RM3-0959-000CN | Paper feed assembly, Lower |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

No post service test is available for this assembly.

### 1. Remove the image scanner assembly

Follow these steps to remove the image scanner assembly.

1. Remove the back cover from the scanner assembly.

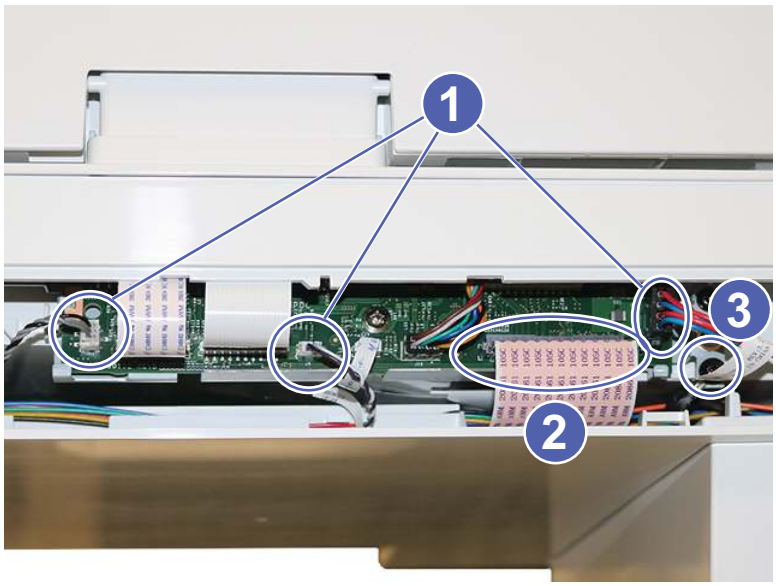
**Figure 4-1848 Remove 2 screws**



**IMPORTANT:** After removing the cover reinstall the 2 screws. This will ensure that the scanner flatbed will not lift up when removing the document feeder.

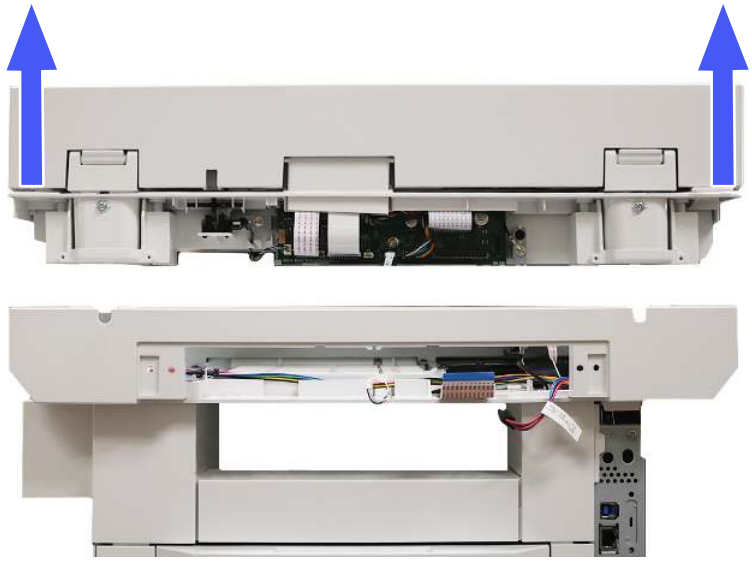
2. On the SCB, disconnect the three cables (callout 1) one FFC (callout 2) and one grounding screw (callout3).

**Figure 4-1849 Disconnect SCB connectors**



3. Pull the scan unit up to remove it from the printer.

**Figure 4-1850 Remove the scanner assembly**



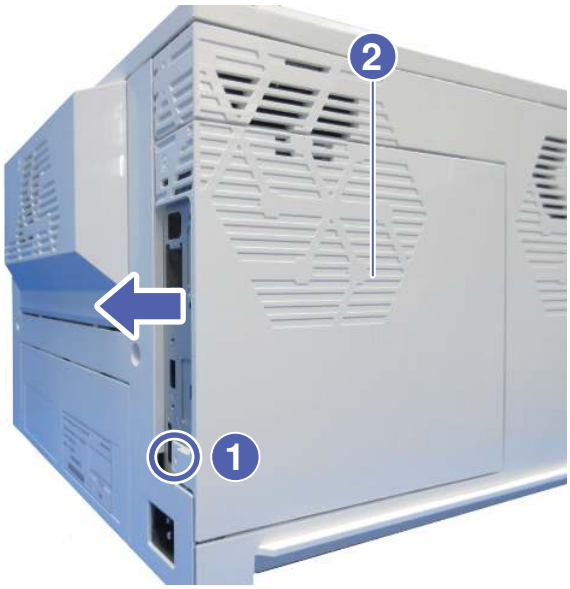
**NOTE:** Carefully ensure that the cables do not catch on the cable guides as you lift the assembly.

## 2. Remove the formatter cover (SFP)

Follow these steps to remove the formatter cover.

- To remove the formatter cover, do the following:
  a. On the formatter cover, remove 1 screw (callout 1).
  b. Slide the formatter cover in the direction indicated by the arrow (callout 2) and remove it.

**Figure 4-1851 Remove the formatter cover**

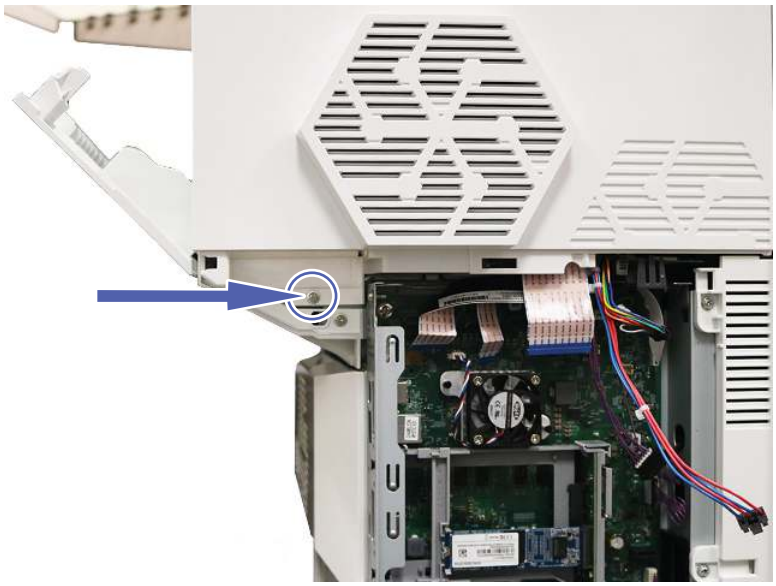


### 3. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

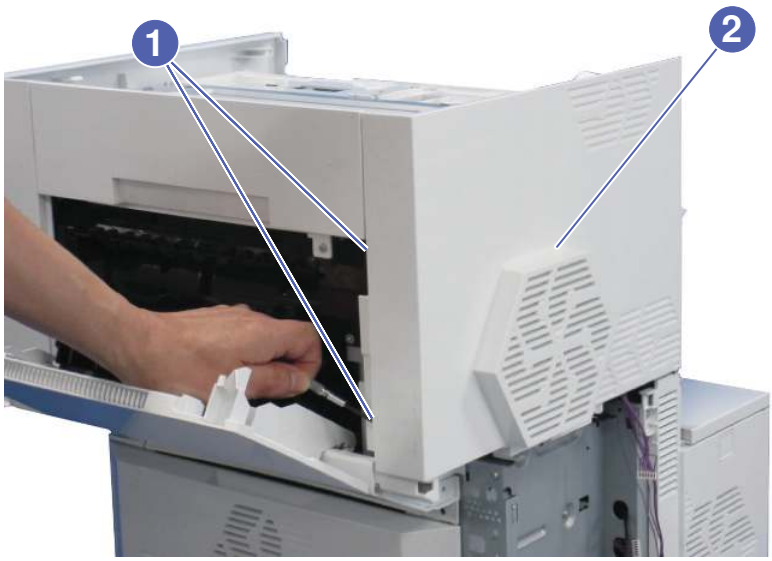
1. Remove one screw.

**Figure 4-1852 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1853 Remove left cover**




### 4. Remove the image scanner assembly par tub

Follow these steps to remove the par tub.

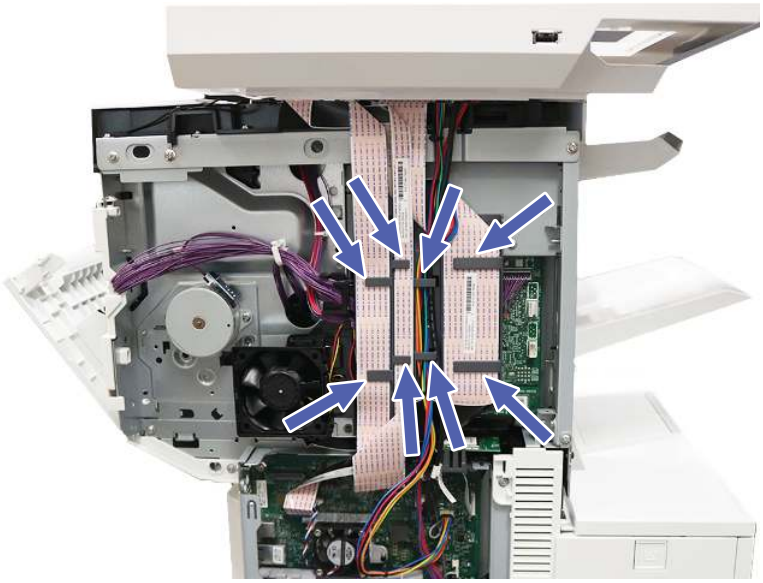
1. Disconnect three FFCs and three connectors from the formatter.

**Figure 4-1854 Disconnect cables**



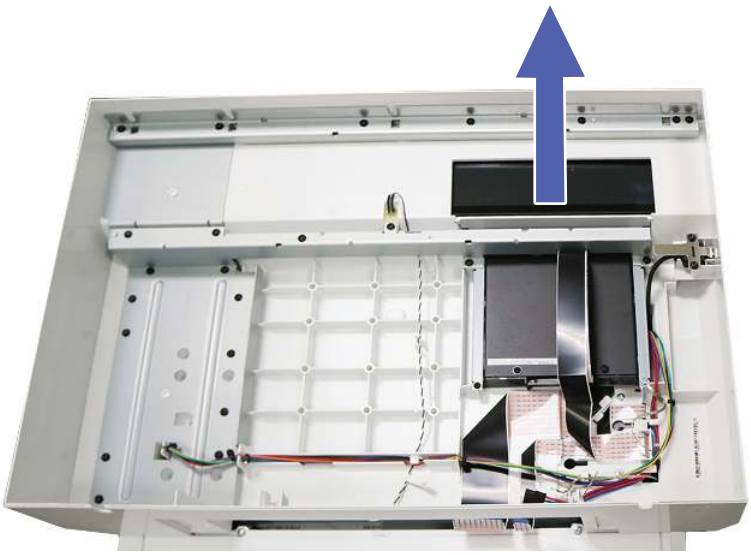
2. Release FFCs and the cables from the cable stays.

**Figure 4-1855 Release cables**



3. Slide the control panel in the direction of the arrow.

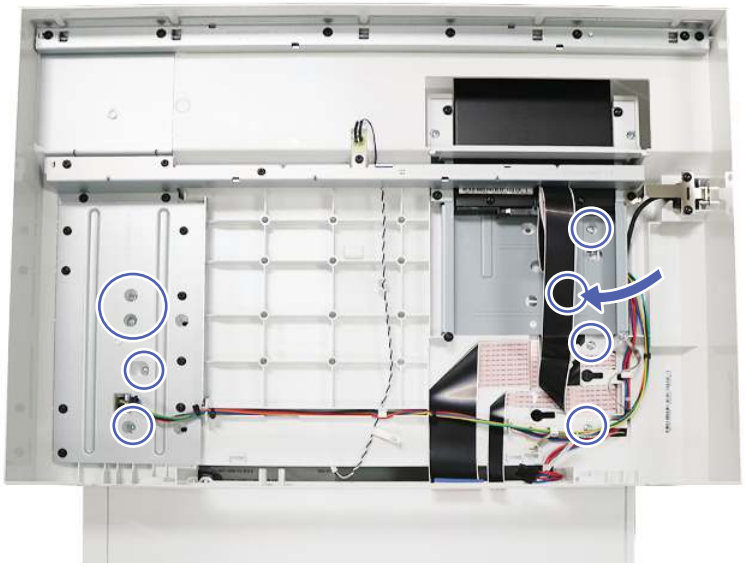
**Figure 4-1856 Slide control panel**



4. Remove eight screws.

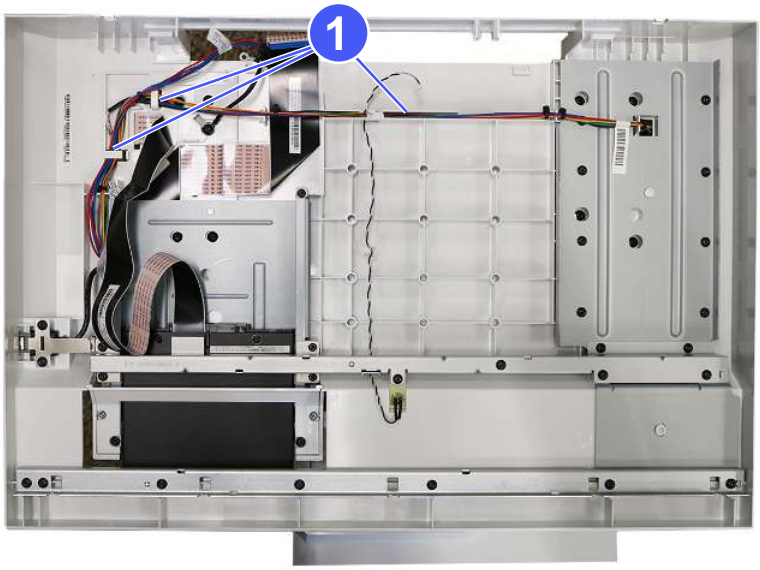
**NOTE:** One screw is located under the FFC (Arrow indicator).

**Figure 4-1857 Remove 8 screws**



5. If a convenient stapler is installed, release the stapler cable from its guide and pull it through the formatter side of the par.

**Figure 4-1858 Remove cable from guide**



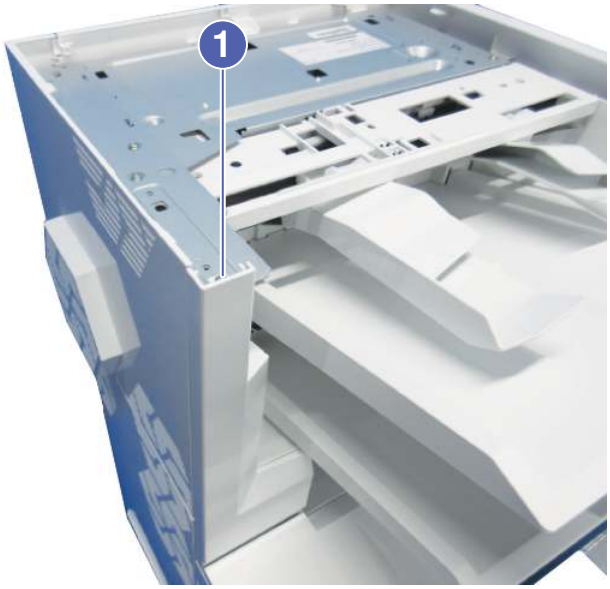

6. Lift the scanner par with all cables off of the printer.

## 5. Remove the left front cover

Follow these steps to remove the left front cover.

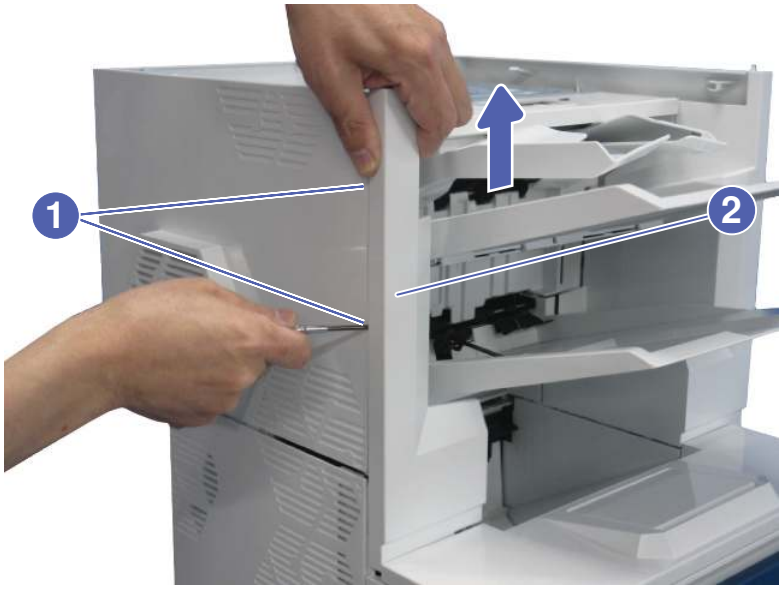
1. Remove one screw (callout 1).

**Figure 4-1859 Remove screw**



2. Release two tabs (callout 1) then slide the left front cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1860 Release tabs and remove cover**

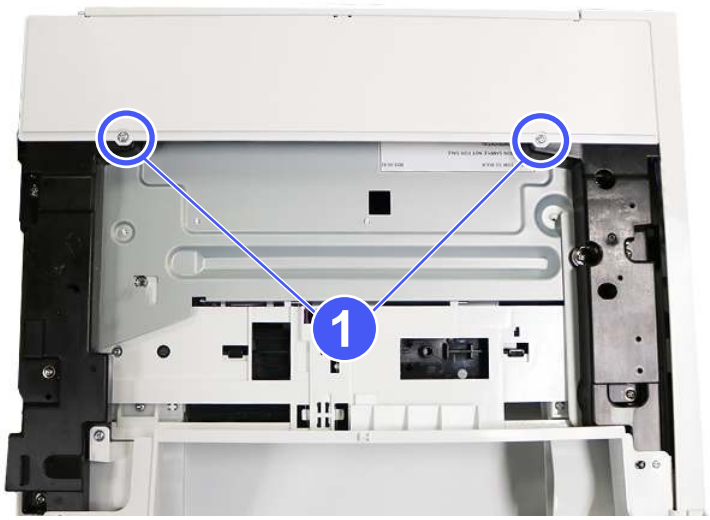



## 6. Remove the stapler/stacker rear top cover

Follow these steps to remove the rear top cover.

- Remove two screws (callout 1), then remove the rear top cover.

**Figure 4-1861 Remove rear top cover**



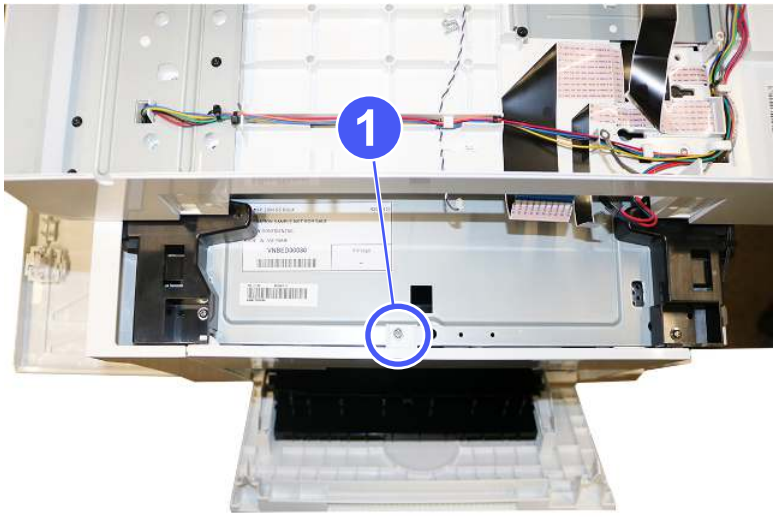

## 7. Remove the staple rear upper cover

Follow these steps to remove the staple rear upper cover.

1. Open the jam access door.

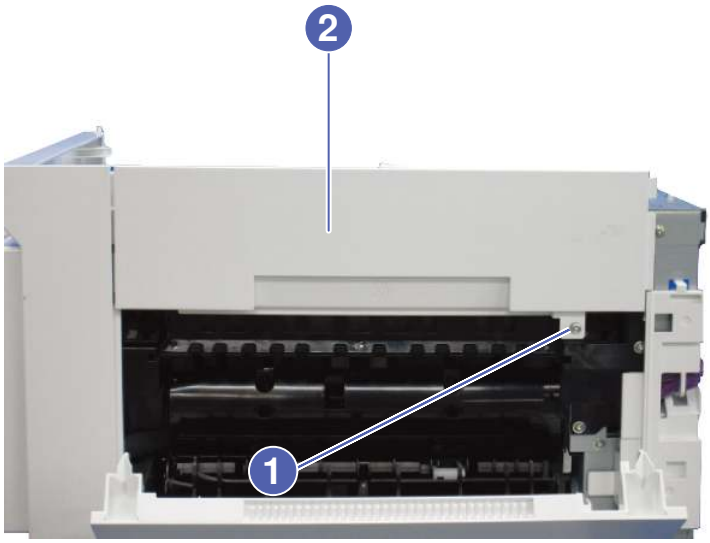
2. Remove one screw (callout 1).

**Figure 4-1862 Remove one screw**




3. Remove one screw (callout 1), then remove the rear upper cover (callout 2).

**Figure 4-1863 Rear upper cover**




## 8. Remove the stapler cover/staple door

Follow these steps to remove the stapler cover/staple door.

1. Remove the HIP cover.

**Figure 4-1864 Remove the HIP cover**



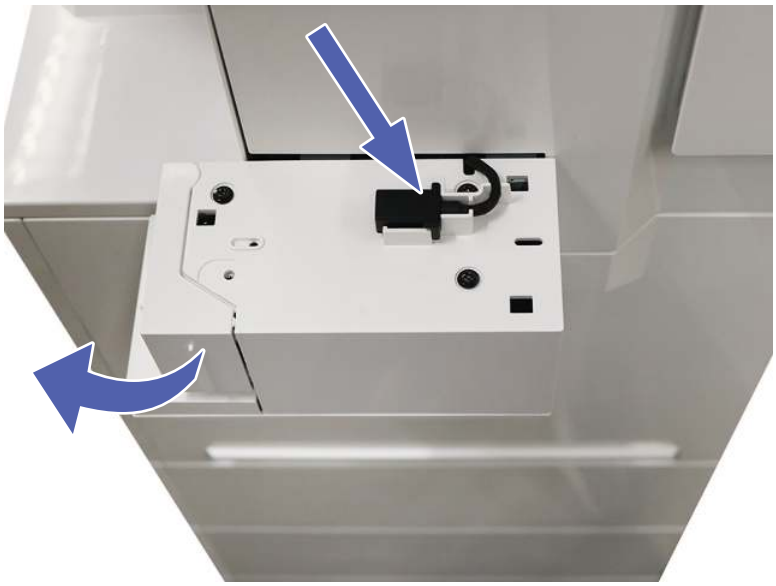
2. Remove one screw (callout) and then remove the HIP tub.

**Figure 4-1865 Remove the HIP tub**



3. Open the stapler cartridge door and move the HIP cable from the cover.

**Figure 4-1866 Open door and move cable**



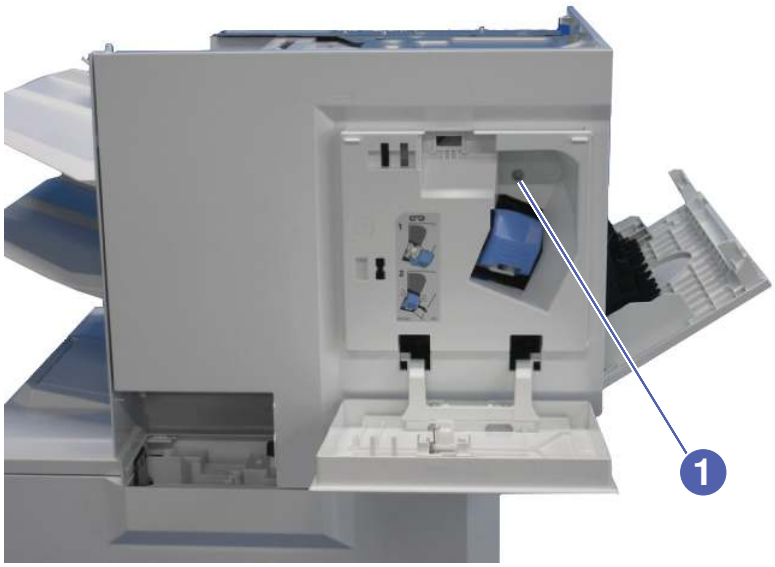
4. Remove the three screws and then remove the convenient stapler cover.

**Figure 4-1867 Remove stapler cover**



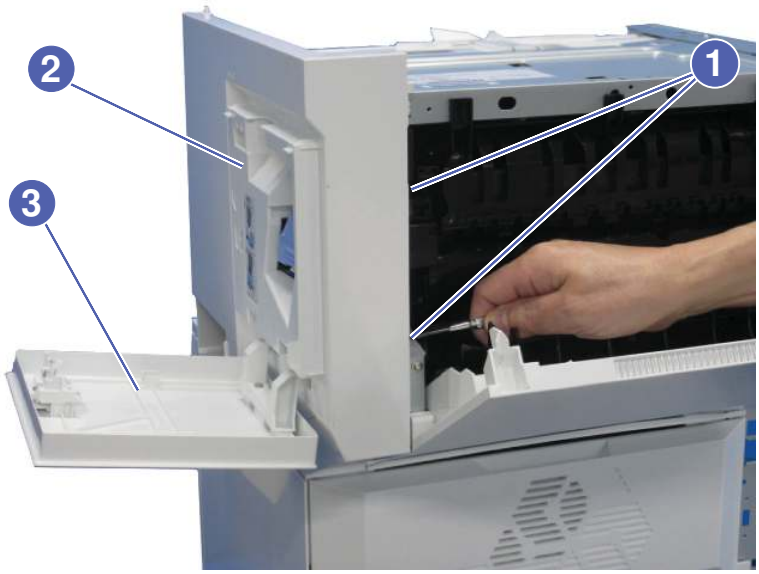
5. Remove one screw (callout 1).

**Figure 4-1868 Remove screw**



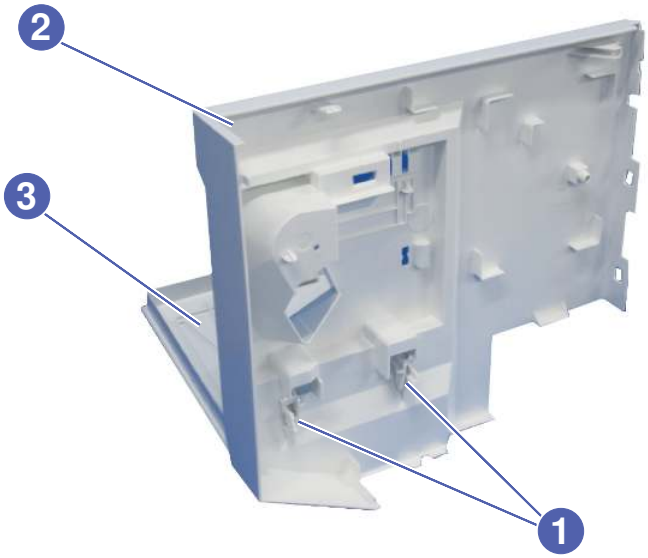

6. Release two tabs (callout 1), then remove the staple cover (callout 2) and the staple door (callout 3) together.

**Figure 4-1869 Remove cover**



7. Remove two shafts (callout 1), then remove the staple door (callout 3) from the staple cover (callout 2).

**Figure 4-1870 Remove staple door from cover**

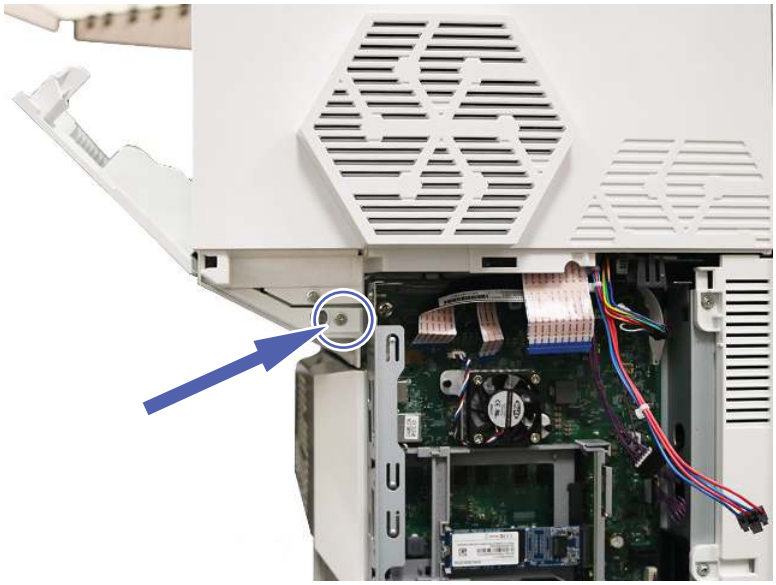



## 9. Remove the rear lower cover

Follow these steps to remove the rear lower cover.

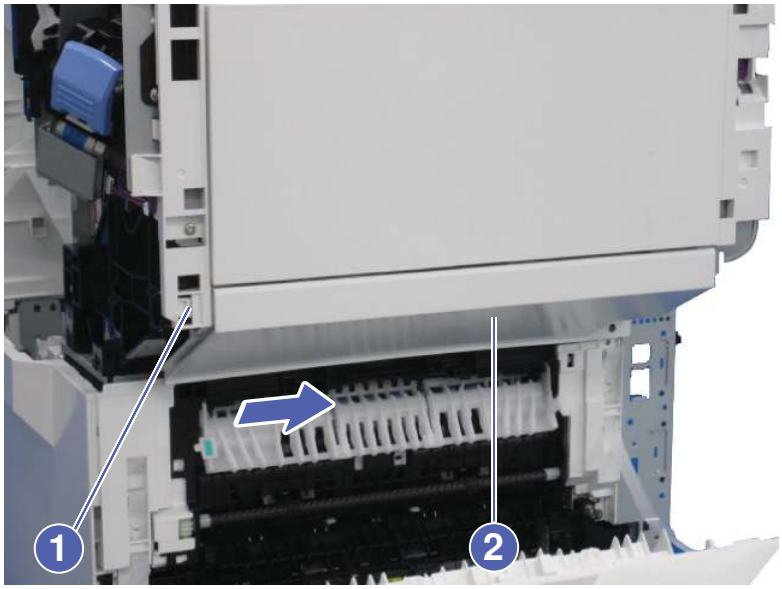
1. Remove one screw.

**Figure 4-1871 Remove the screw**



2. Release the tab (callout 1) and slide the rear lower cover (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1872 Remove lower cover**

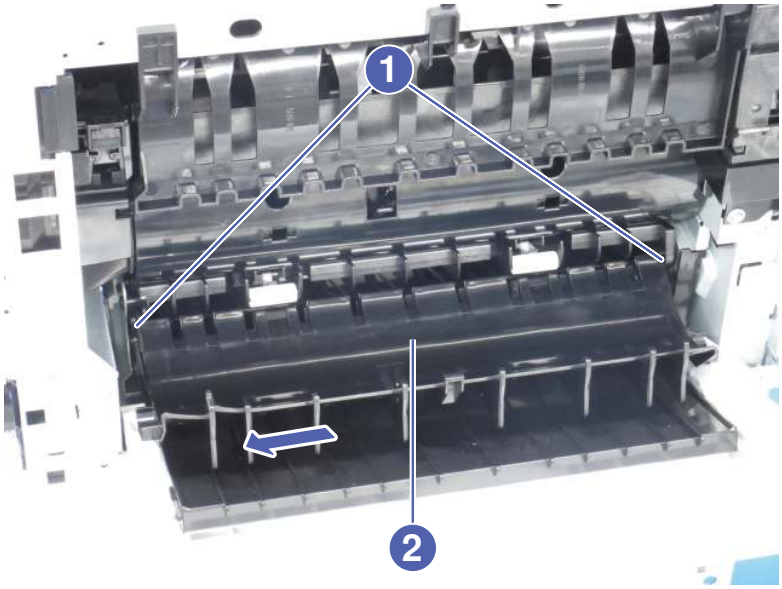



## 10. Remove the rear lower cover

Follow these steps to remove the rear lower cover.

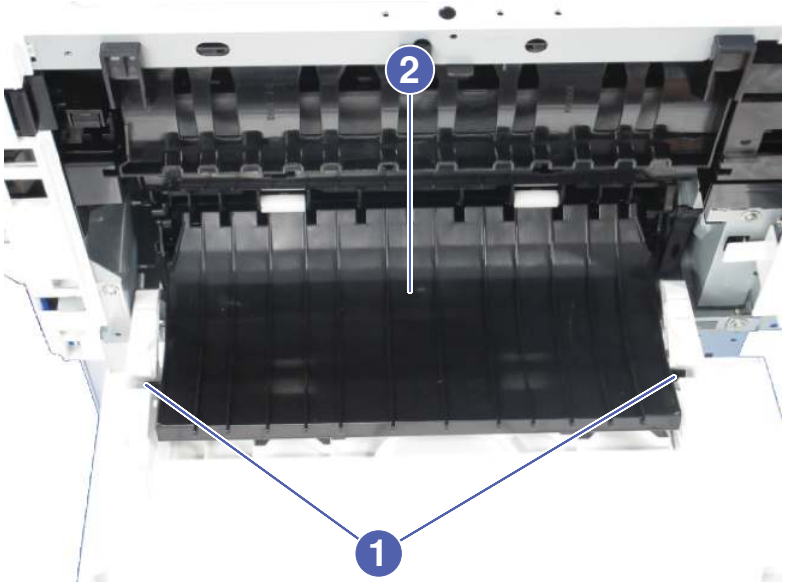
1. Remove two shafts (callout 1), then remove the feed guide (callout 2).

**Figure 4-1873 Remove feed guide**



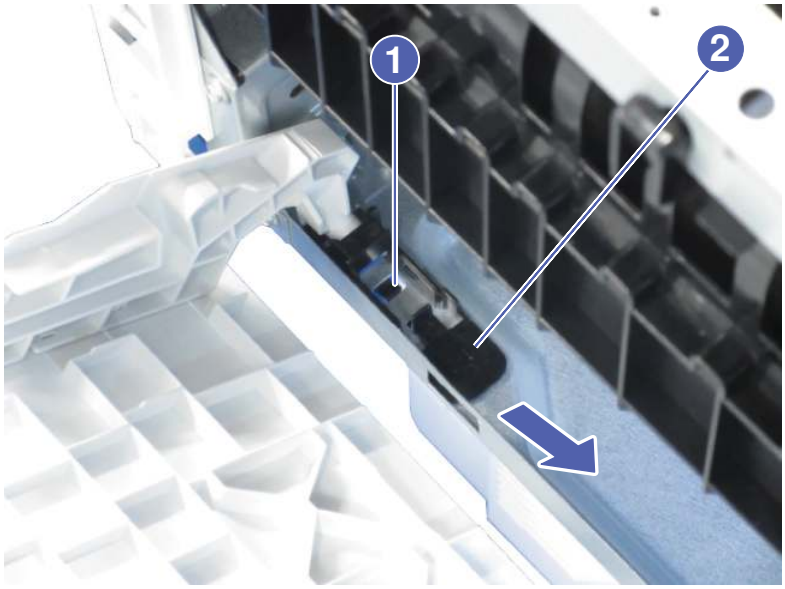
2. Remove two shafts (callout 1), then open the feed guide (callout 2).

**Figure 4-1874 Open feed guide**



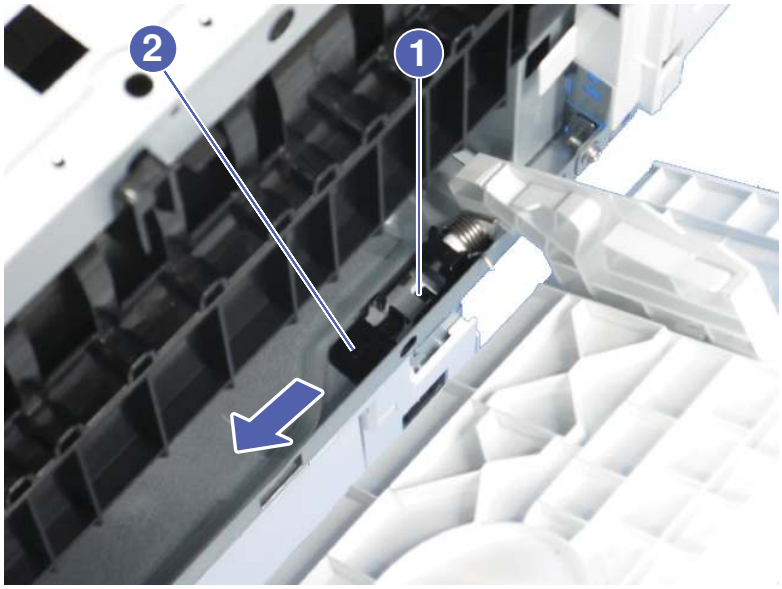

3. Release one tab (callout 1), then slide the bushing (callout 2) in the direction that arrow indicates and remove it.

**Figure 4-1875 Slide bushing**



4. Release one tab (callout 1). Slide the bushing (callout 2) in the direction that arrow indicates, and remove it.

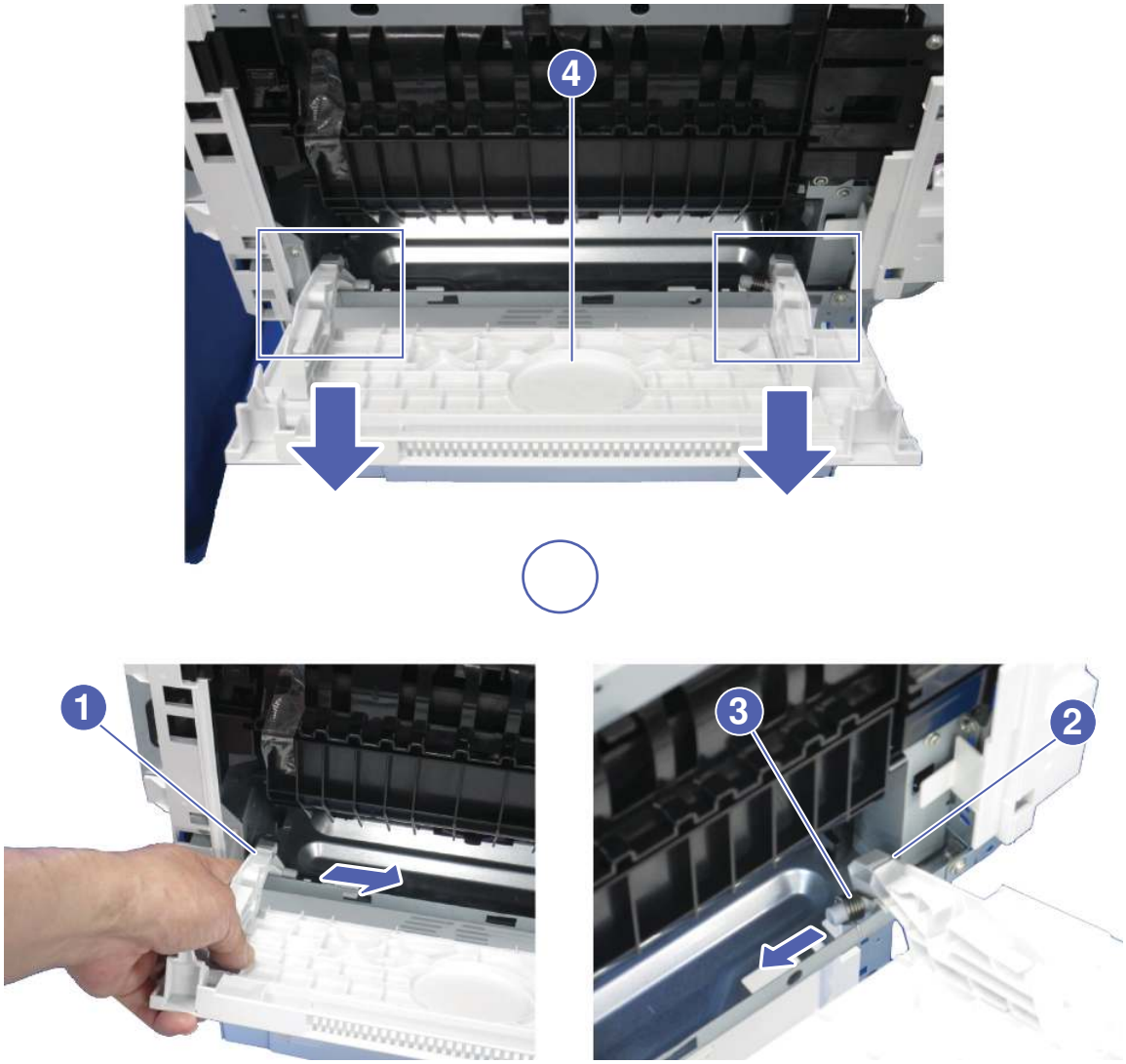
**Figure 4-1876 Slide bushing**




5. Do the following:

- Slide the left shaft (callout 1) in the direction of the arrow to remove it.
- Slide the right shaft (callout 2) and spring (callout 3) in the direction of the arrow to remove them.
- Remove the rear door assembly (callout 3).

**Figure 4-1877 Remove rear door assembly**

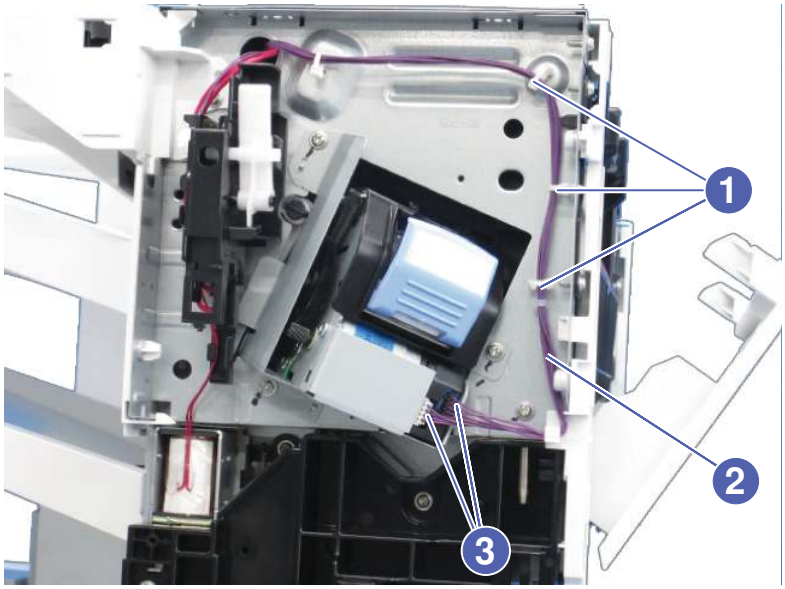



### 11. Remove the stapler assembly

Follow these steps to remove the stapler assembly.

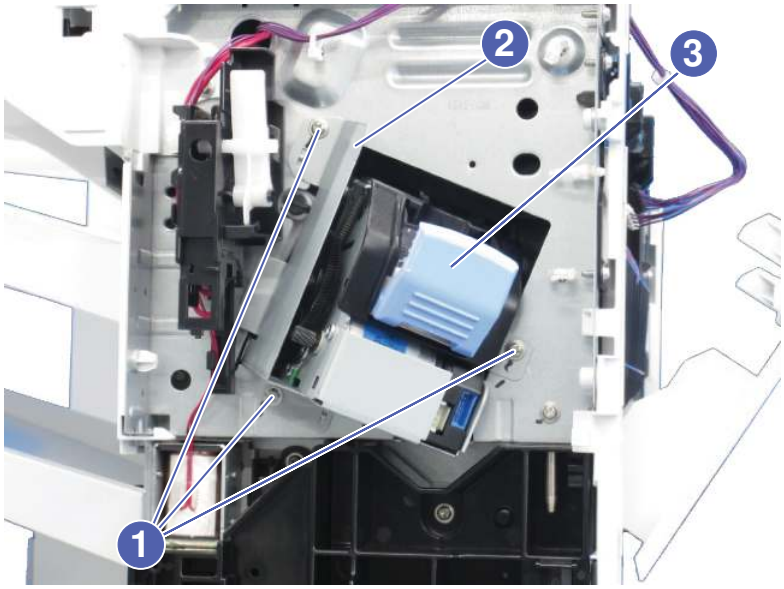
1. Release the cable (callout 2) from the cable clamp (callout 1) and disconnect two connectors (callout 3).

**Figure 4-1878 Release cables and disconnect connections**



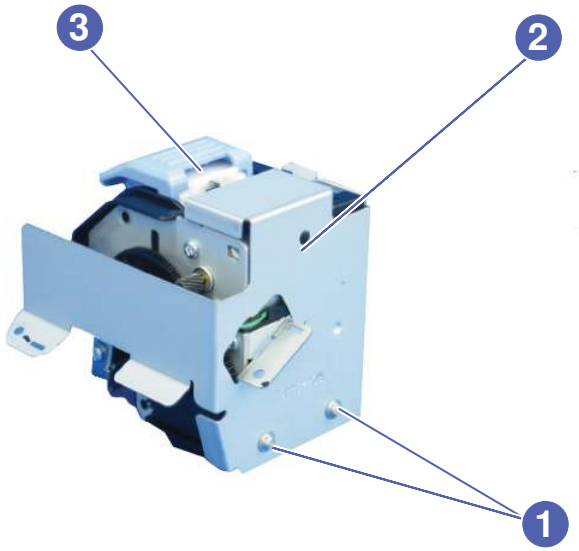

2. Remove three screws (callout 1), then remove the stapler assembly (callout 3) and the plate (callout 2) together.

**Figure 4-1879 Remove stapler assembly**



3. Remove two screws (callout 1), then remove the plate (callout 3) from the stapler assembly (callout 2).

**Figure 4-1880 Remove plate from stapler assembly**

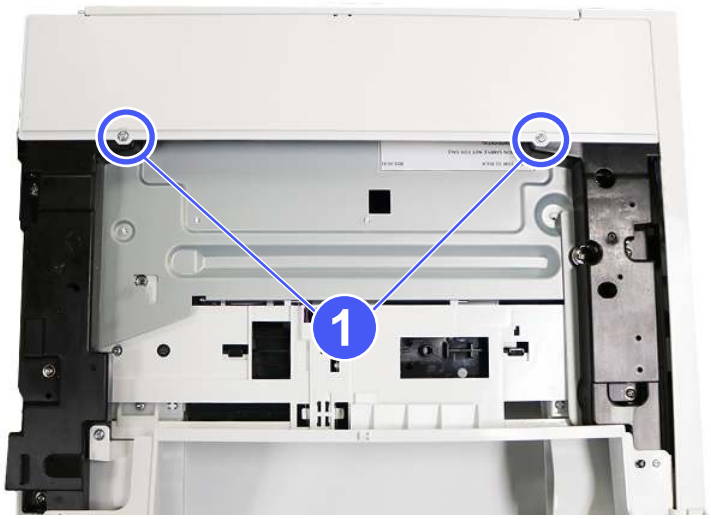



## 12. Remove the stapler/stacker rear top cover

Follow these steps to remove the rear top cover.

- Remove two screws (callout 1), then remove the rear top cover.

**Figure 4-1881 Remove rear top cover**

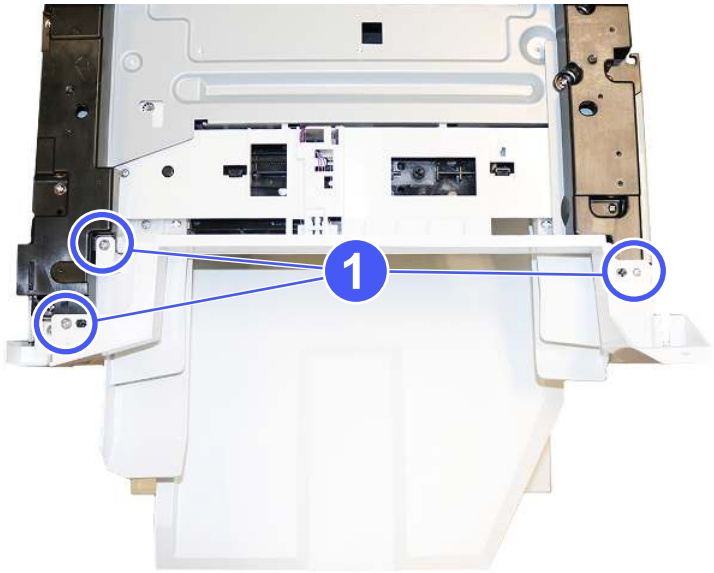



## 13. Remove the stapler/stacker front top cover

Follow these steps to remove the ssbm front top cover.

- Remove three screws (callout 1), then remove the front top cover.

**Figure 4-1882 Remove front top cover**

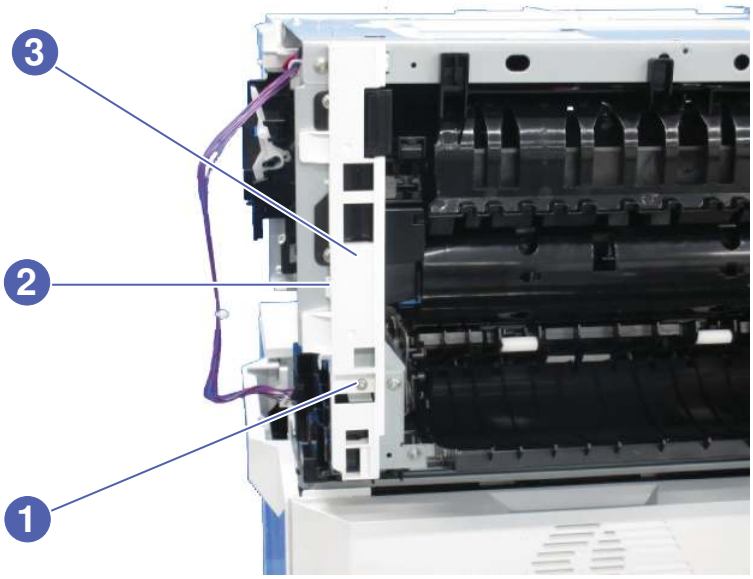



## 14. Remove the stapler/stacker upper feed cover

Follow these steps to remove the upper feed cover.

1. Remove one screw (callout 1).
2. Release one tab (callout 2).
3. Remove the inner cover (callout 3).

**Figure 4-1883 Remove inner cover**



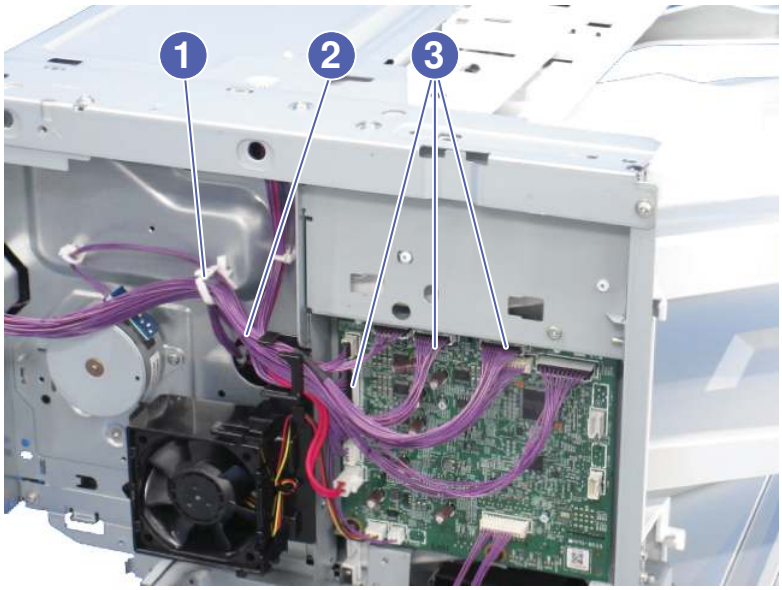
4. Remove one screw (callout 1)and release one tab (callout 2) and then remove the controller PCA cover.

**Figure 4-1884 Remove the cover**



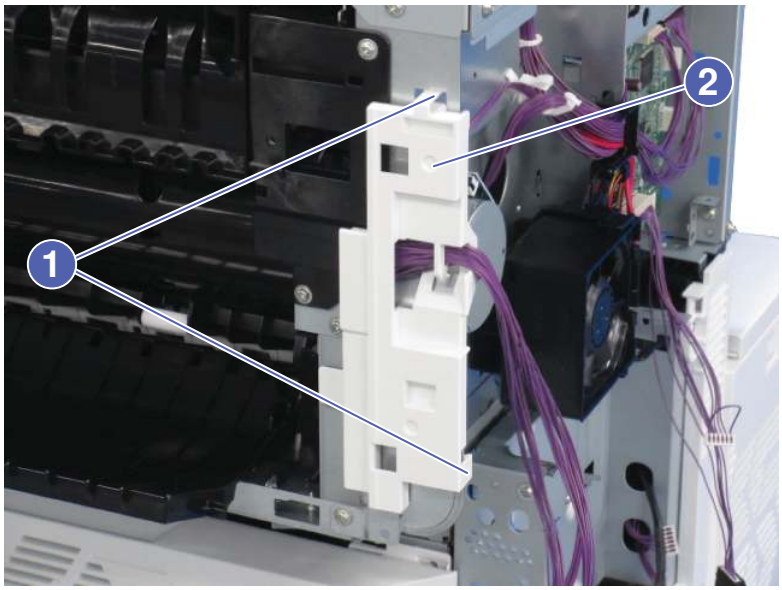

5. Release the cable (callout 2) from cable clamps (callout 1) and disconnect three connectors (callout 3).

**Figure 4-1885 Disconnect and release cables**



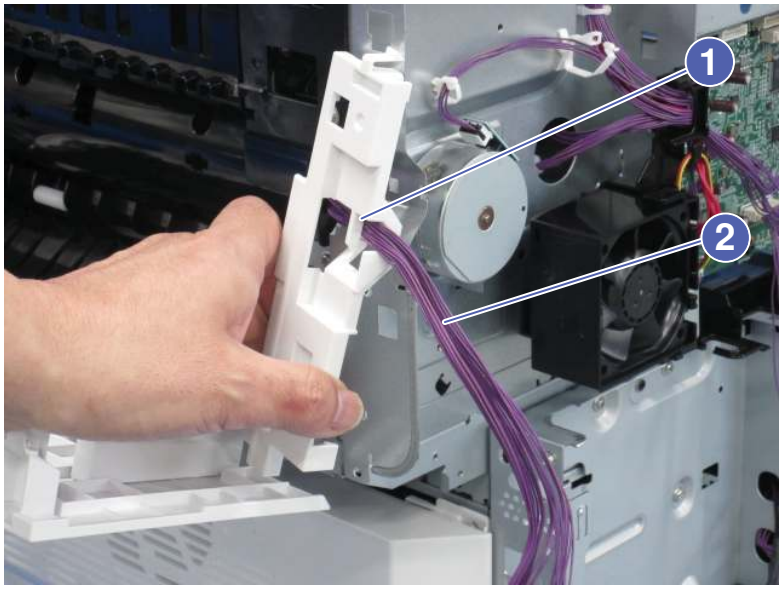
6. Release two tabs (callout 1) the remove the guide (callout 2).

**Figure 4-1886 Release guide**



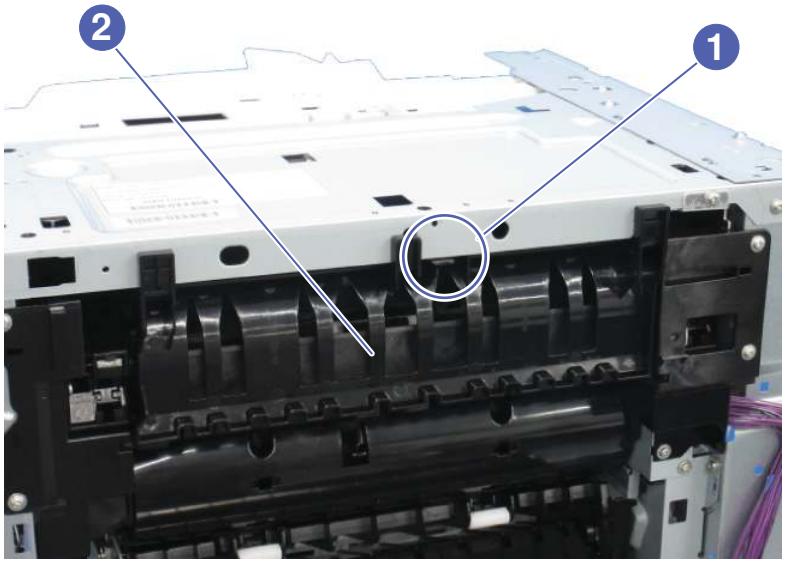

7. Remove cable (callout 2) from guide (callout 1).

**Figure 4-1887 Remove cable guide**



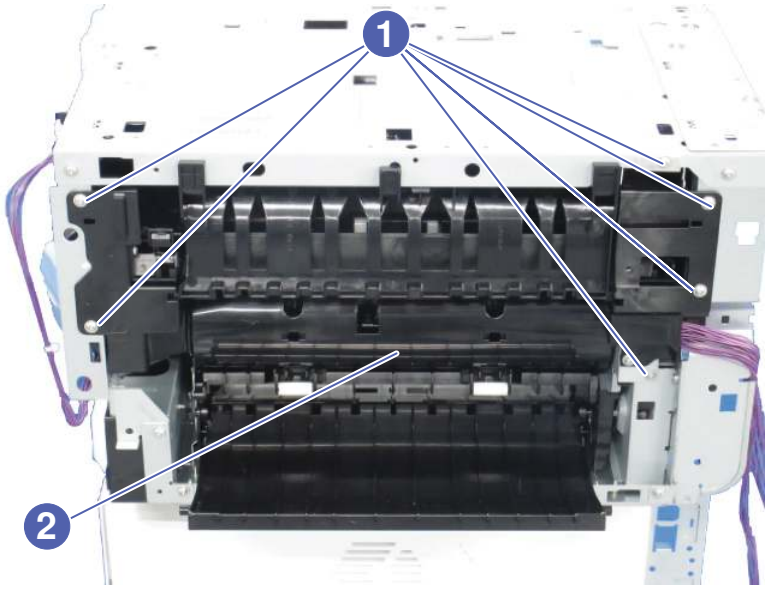
8. Release one tab (callout 1) then remove the guide (callout 2).

**Figure 4-1888 Remove guide**




9. Remove six screws (callout 1)then remove the upper feed assembly (callout 2).

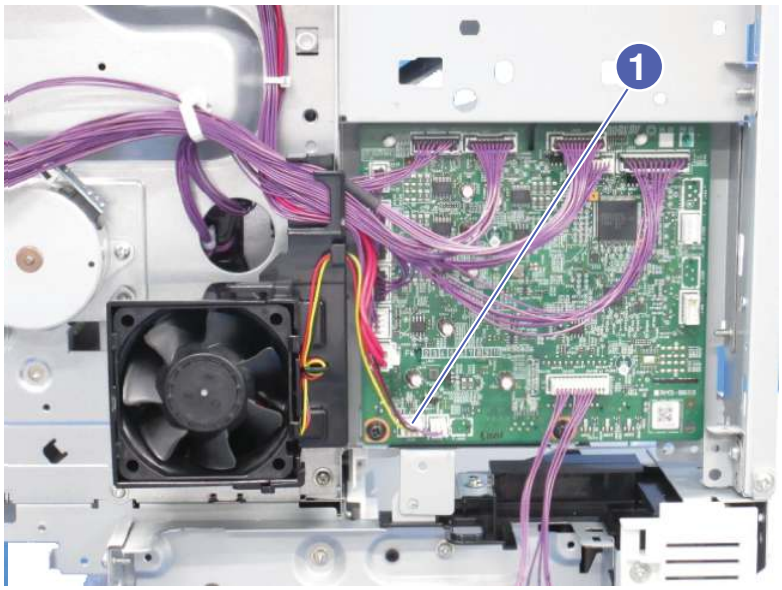
**Figure 4-1889 Remove upper feed assembly**




## 15. Remove the MBM fan and housing bracket

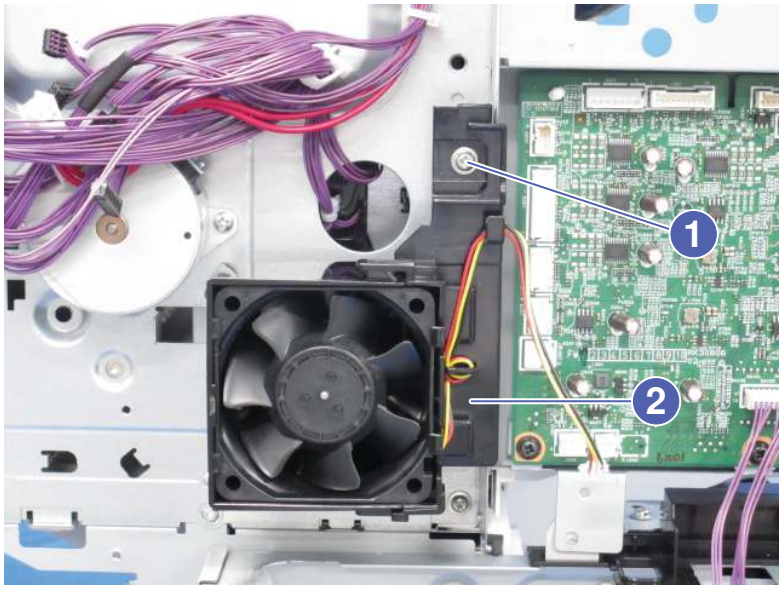
Follow these steps to remove the MBM fan and bracket.

1. Disconnect one connector (callout 1) on the SS controller PCA.




2. Remove the fan holder (callout 3) together with the fan (callout 2).

**Figure 4-1890 Remove fan**

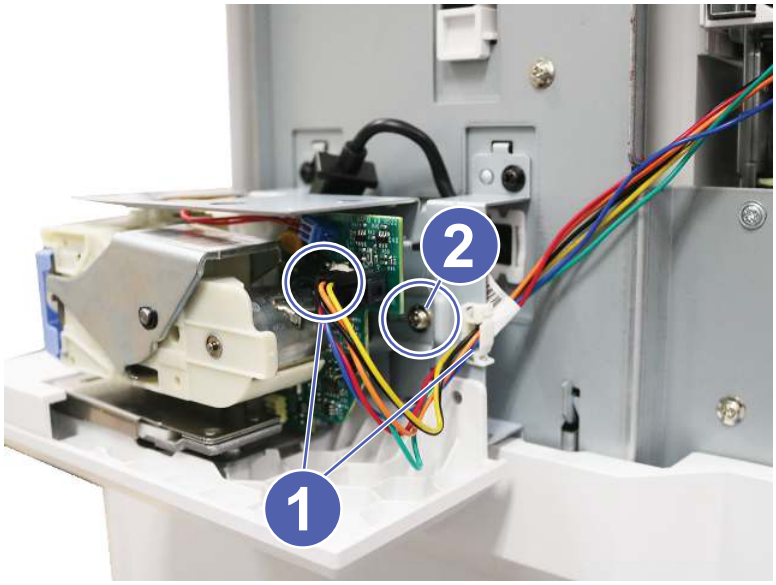



## 16. Remove the stapler/stacker convenient stapler and brackets

Follow these steps to remove the convenient stapler.

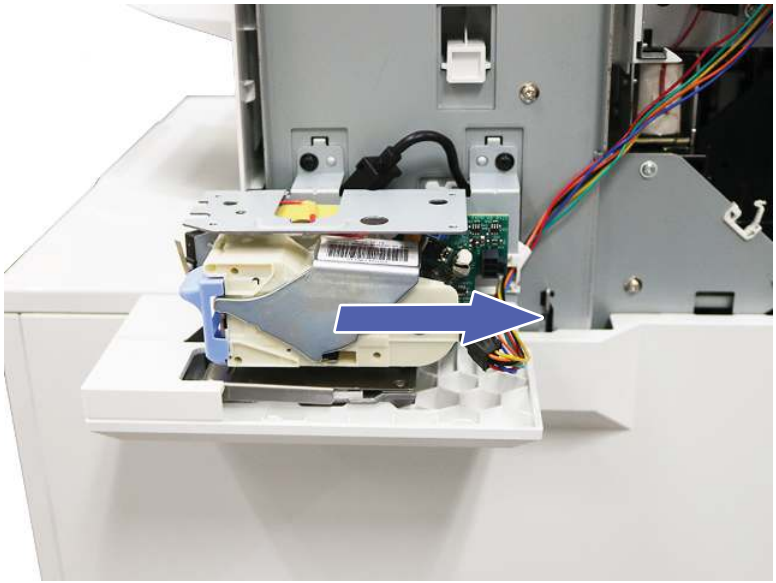
1. Disconnect one connector and release it from the cable stay (callout 1) and remove one screw (callout 2) from staple assembly.

**Figure 4-1891 Remove one screw and connector**



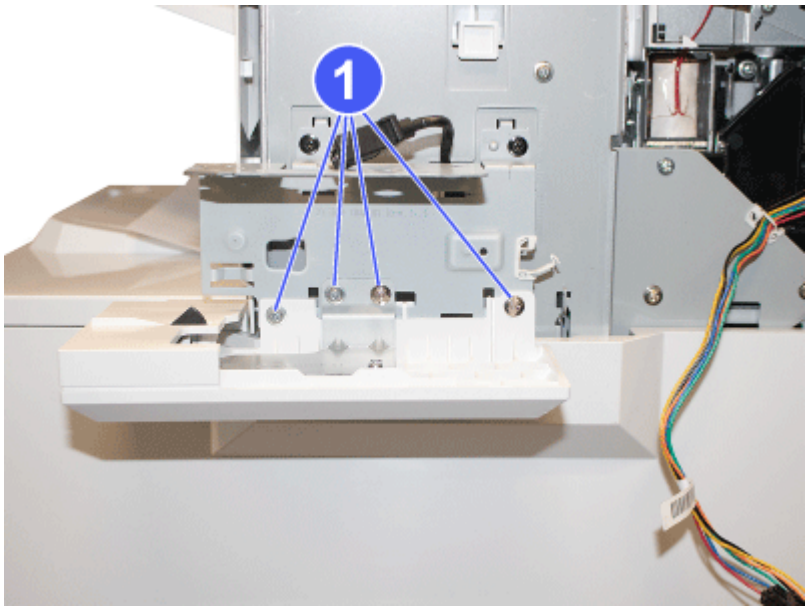

2. Slide the convenient stapler assembly in the direction of the arrow to remove it.

**Figure 4-1892 Remove the convenient stapler**



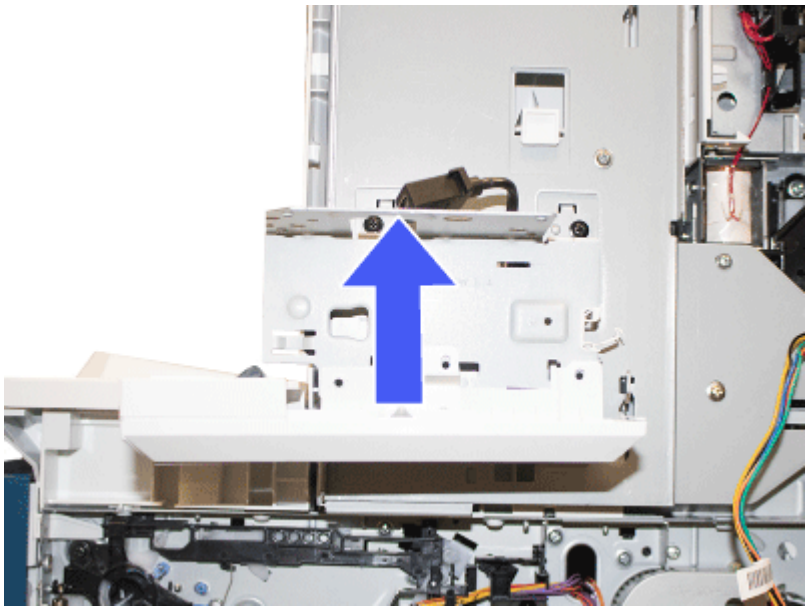
3. Remove four screws (callout 1).

**Figure 4-1893 Remove four screws**



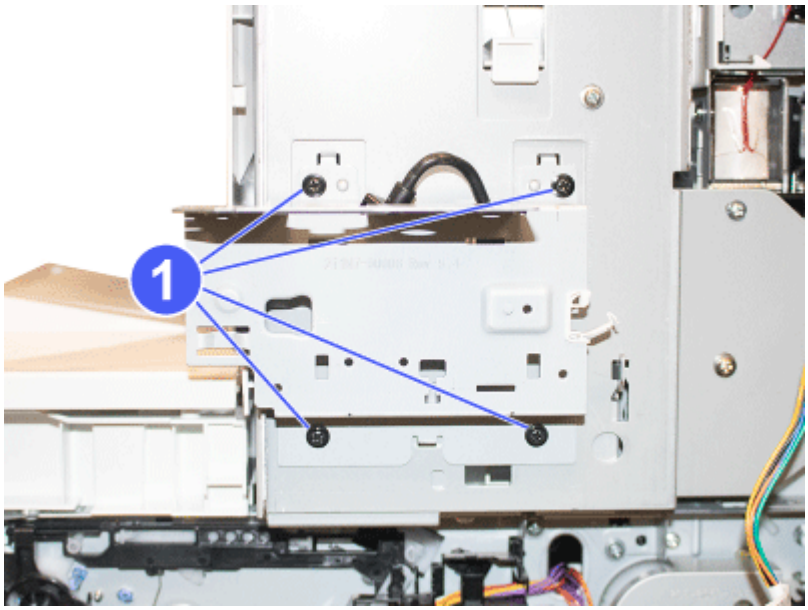

4. Slide the bottom cover plate up and off of the printer to remove it.

**Figure 4-1894 Remove the bottom cover plate**



5. Remove four screws from the mounting bracket and then remove the bracket.

**Figure 4-1895 Remove mounting bracket**

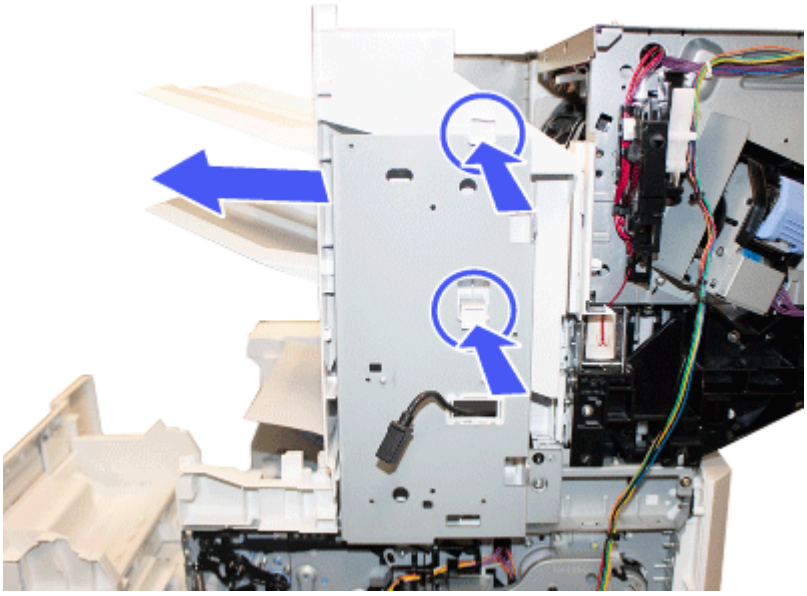



## 17. Remove the right inner cover

Follow these steps to remove the right inner cover.

- Press in the two plastic stays (circle callouts), then remove the right inner cover by pulling it forward then up.

**Figure 4-1896 Remove right inner cover**

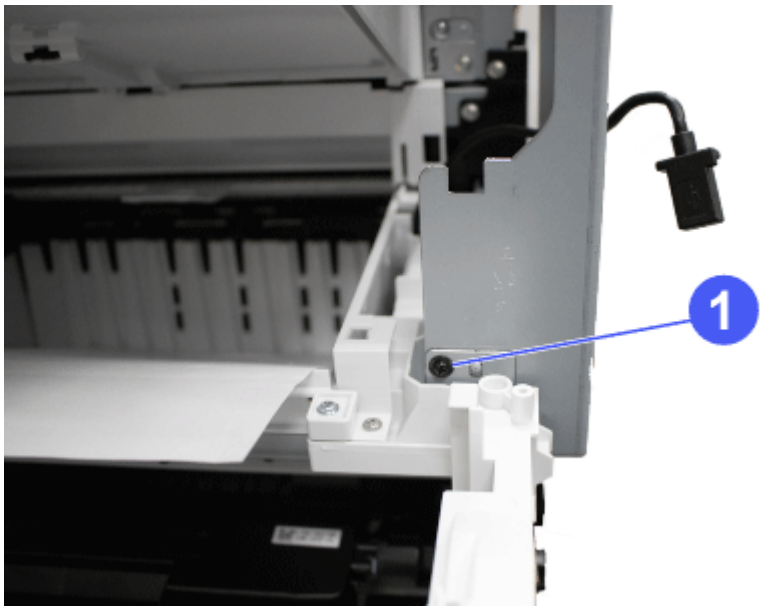


## 18. Remove the right inner metal bracket

Follow these steps to remove the right inner metal bracket.

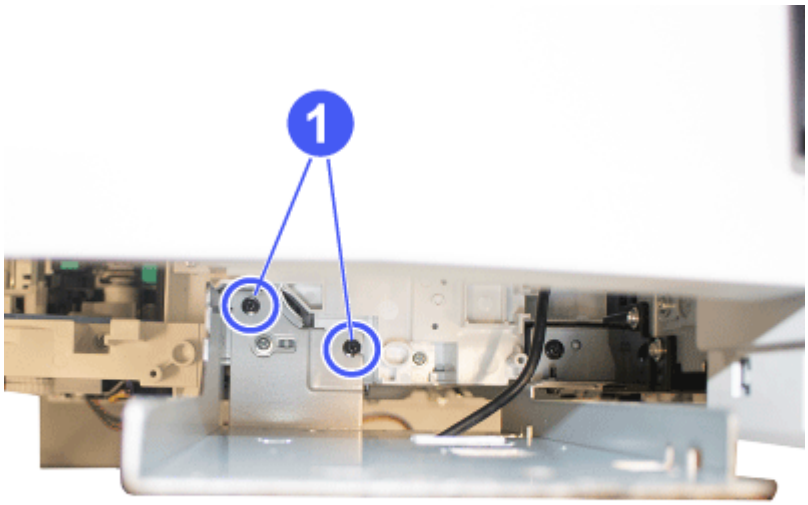
1. Remove one screw (callout 1) from the front side of the bracket.

**Figure 4-1897 Remove one screw**



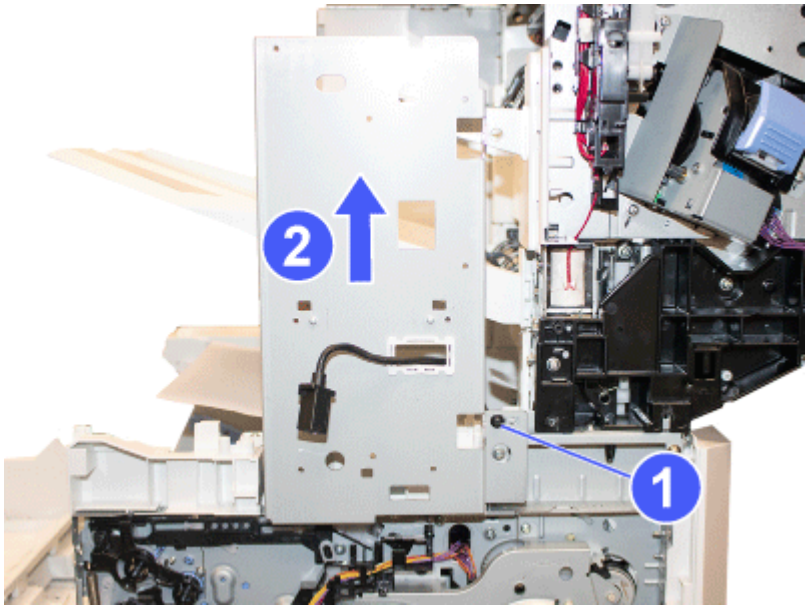

2. Remove two screws (callout 1) from the inside bottom of the bracket.

**Figure 4-1898 Remove two screws**



3. Remove one screw (callout 1) for the front right side of the bracket. Then lift the bracket up to remove it (callout 2).

**Figure 4-1899 Remove the bracket**

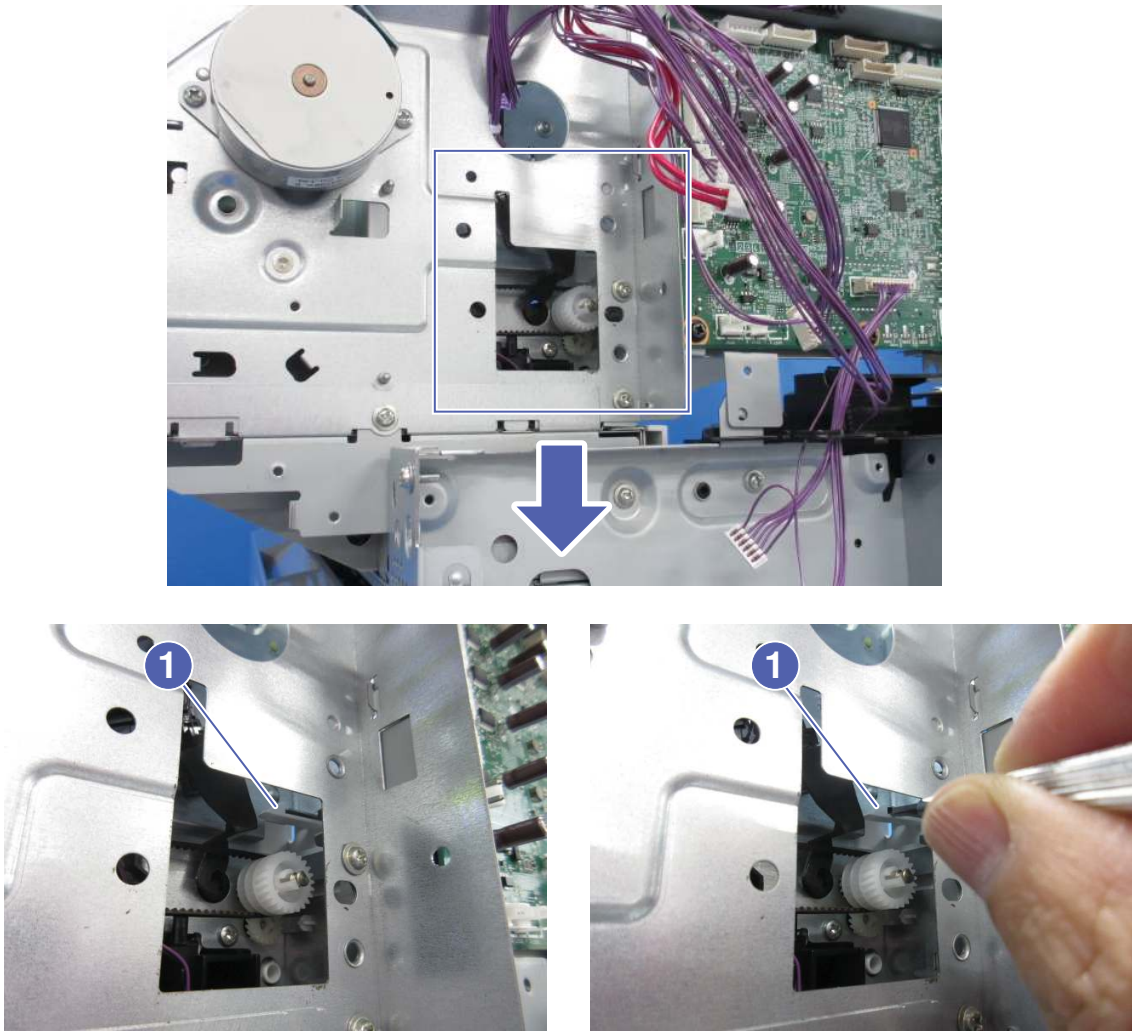



## 19. Remove the stacking wall assembly

Follow these steps to remove the stacking wall assembly.

1. Release one tab (callout 1).

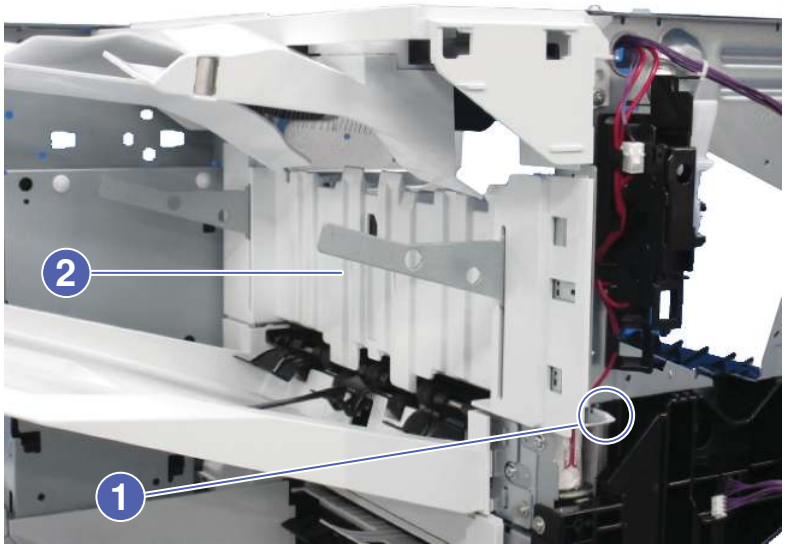
**Figure 4-1900 Release tab**




**NOTE:** The tab on the left and right on the stacking wall are identical and both need to be pushed down to release and remove the stacking wall.

2. Release one tab (callout 1), then remove the stacking wall assembly (callout 2).

**Figure 4-1901 Remove stacking wall assembly**

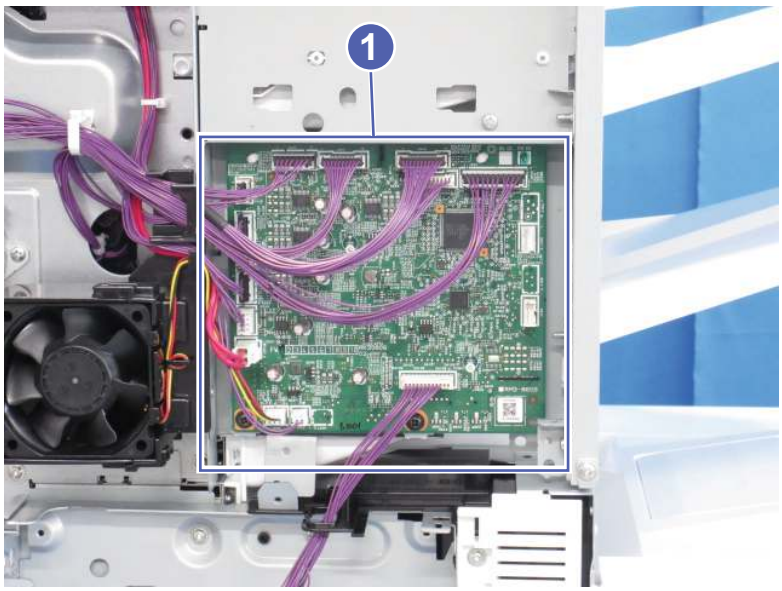



## 20. Remove the lower feed assembly

Follow these steps to remove the lower feed assembly.

1. Disconnect all the connectors (callout 1) on the SS controller PCA.

**Figure 4-1902 Disconnect all**



2. Remove one screw (callout 1), then pull out the cable (callout 2).

**Figure 4-1903 Remove screw**

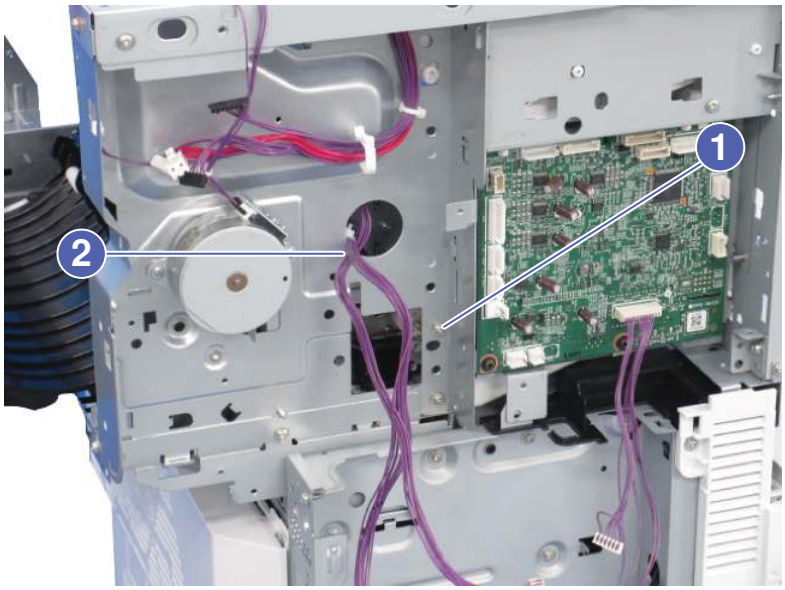
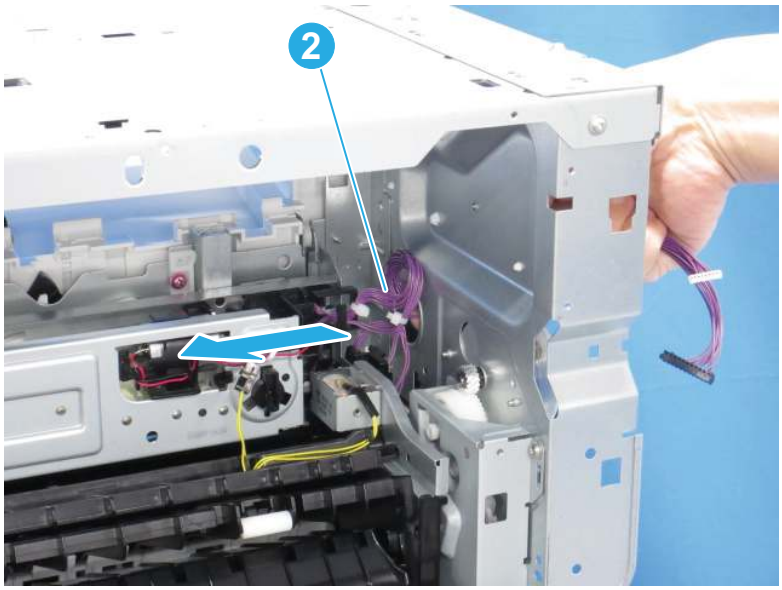
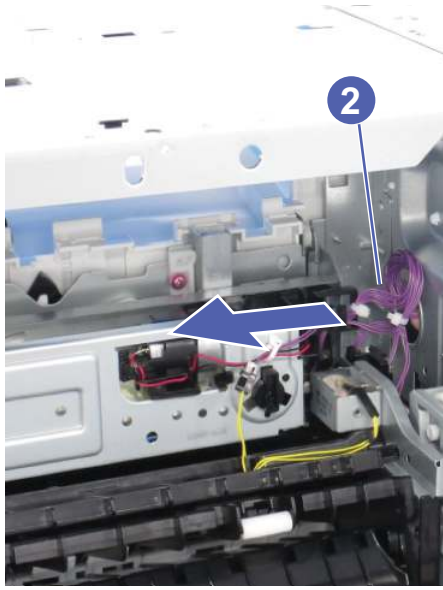



**Figure 4-1904 Remove cable assembly**

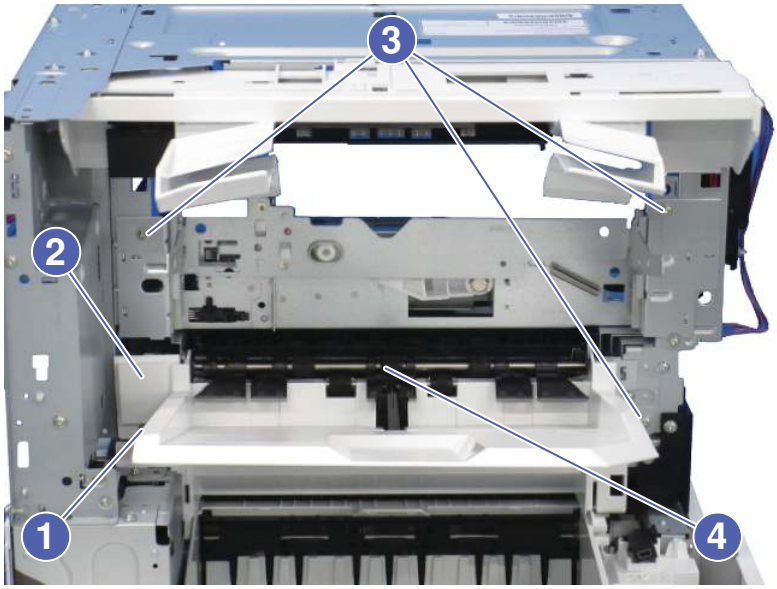



3. Perform the following:

- Remove one screw (callout 1).
- Remove the cover (callout 2).
- Remove three screws (callout 3).
- Remove the lower feed assembly (callout 4).

**Figure 4-1905 Remove lower feed assembly**




### 21. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

**NOTE:** HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.




**CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

**NOTE:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

**NOTE:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Removal and replacement: 3-Bin stapler/stacker feed motor

This document provides the procedures to remove and replace the 3-bin stapler/stacker feed motor.

Mean time to repair: 5 minutes

Service level: Basic

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-123 Part information**

| Part number | Part description |
|---|---|
| RK2-8149-000CN | Motor, stepping DC |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

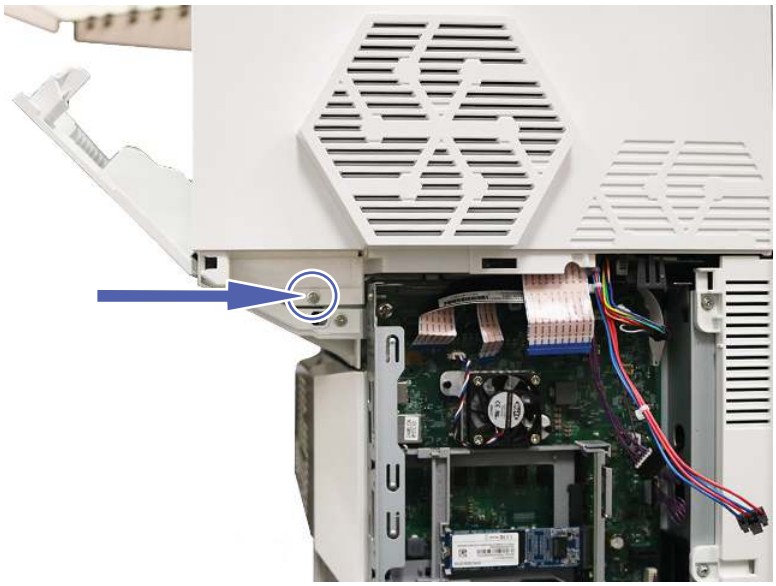
No post service test is available for this assembly.

### 1. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

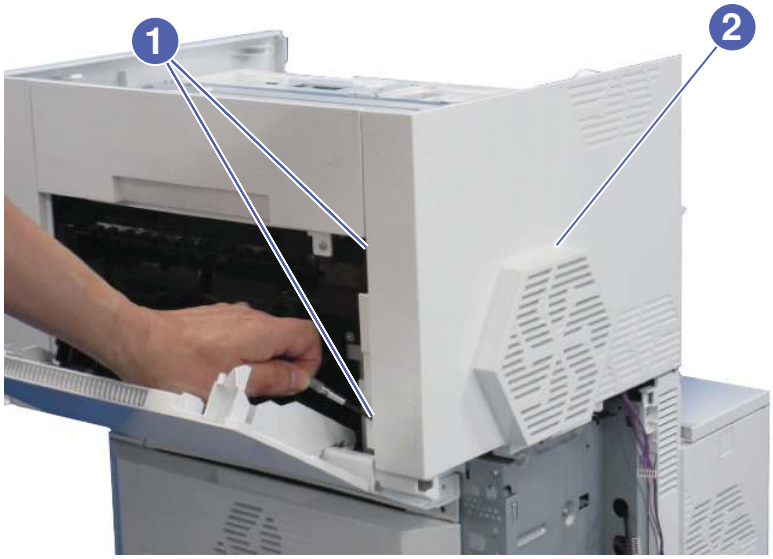
1. Remove one screw.

**Figure 4-1906 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1907 Remove left cover**

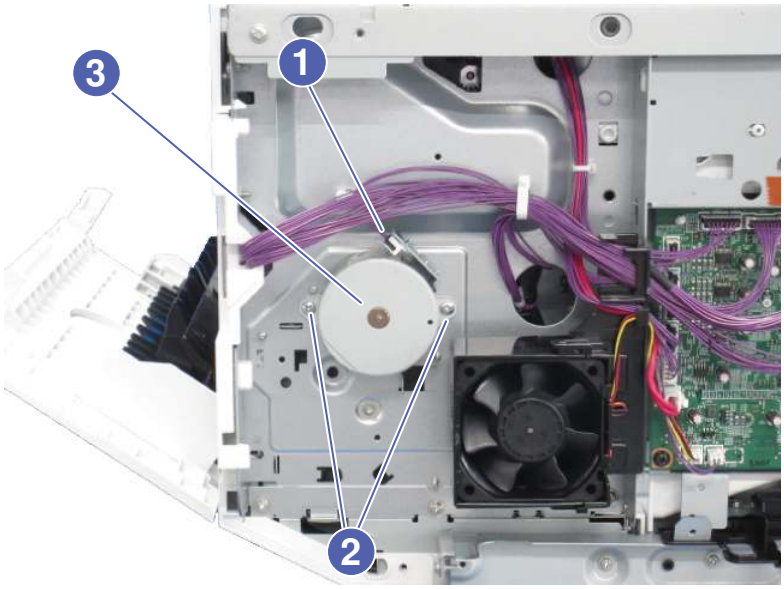



## 2. Remove the feed motor

Follow these steps to remove the feed motor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Remove two screws (callout 2).
  - Remove the SS feed motor (callout 3).

**Figure 4-1908 Remove feed 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: 3-Bin stapler/stacker controller PCA assembly

This document provides the procedures to remove and replace the 3-bin stapler/stacker controller PCA.

Mean time to repair: 20 minutes

Service level: Advanced

**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Disconnect the power cable.

**WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

**Table 4-124 Part information**

| Part number | Part description |
|---|---|
| RM3-8609-000CN | Stapler Stacker Controller PCB assembly |

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screwdriver

### After performing service

#### Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

### Post service test

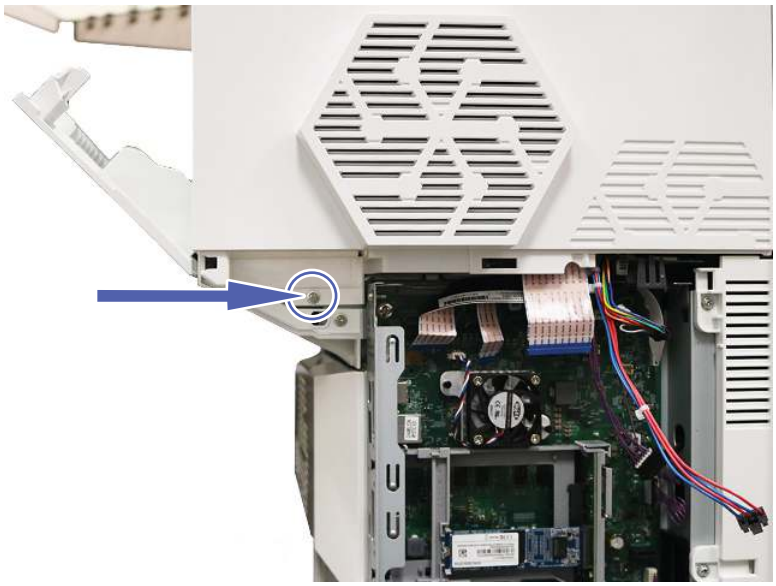
No post service test is available for this assembly.

#### 1. Remove the 3-bin stapler/stacker left cover

Follow these steps to remove the left cover.

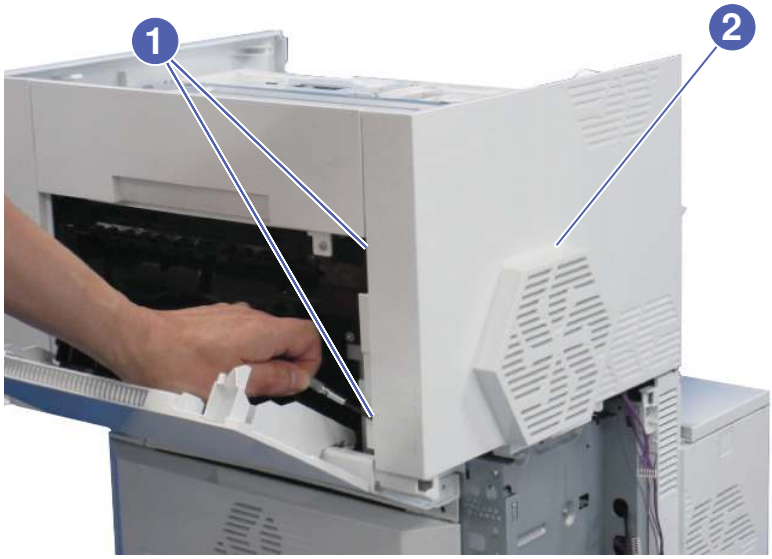
1. Remove one screw.

**Figure 4-1909 Remove screw**



2. Release two tabs (callout 1) then remove the left cover (callout 2).

**Figure 4-1910 Remove left cover**




## 2. Remove the controller PCA

Follow these steps to remove the SSMBM controller PCA.

1. Remove one screw (callout 1)and release one tab (callout 2) and then remove the controller PCA cover.

**Figure 4-1911 Remove the cover**




2. Disconnect all the connectors on the SS controller PCA.

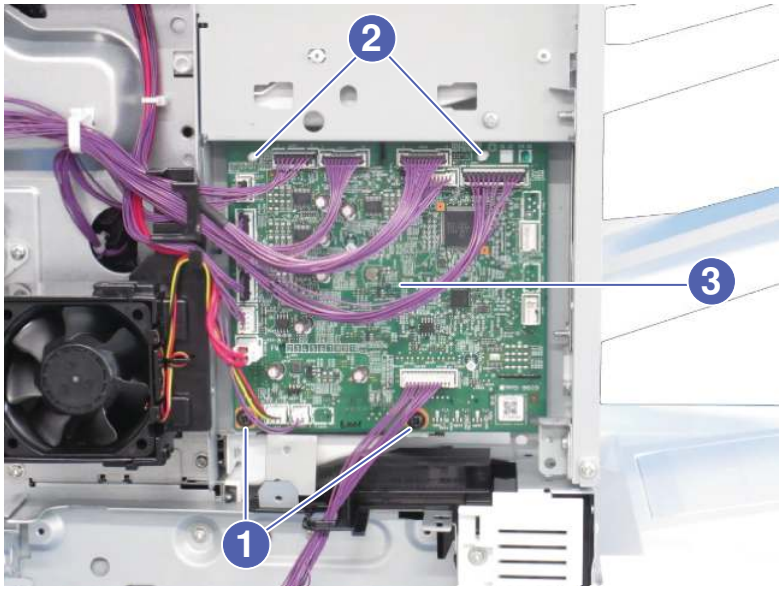
**Figure 4-1912 Remove connectors**




3. Perform the following:

- Remove two screws (callout 1).
- Release two tabs (callout 2).
- Remove the SS controller PCA (callout 3).

**Figure 4-1913 Remove controller 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.

# 5 Parts and diagrams

Printer parts information including exploded assembly diagrams and part number lists.

## How to use parts lists and diagrams

Learn how to use the parts lists and diagrams.

The figures in this chapter show the major sub-assemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. The table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

**NOTE:** Be sure to order the correct part. When looking for part numbers for electrical parts, pay careful attention to the voltage that is listed in the part description. Doing so will make sure that the selected part number is for the correct printer model.

**NOTE:** The abbreviation "PCA" stands for "printed circuit-board assembly." Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

## Document feeder and scanner

Learn about the integrated scanner assembly (ISA) parts and assemblies.

**NOTE:** This section is for MFP printers only.

### Automatic document feeder/Integrated scanner assembly (MFP)

Parts diagram and part list for the automatic document feeder/ integrated scanner assembly.

**Figure 5-1 Automatic document feeder (ADF)/Integrated scanner assembly (MFP)**

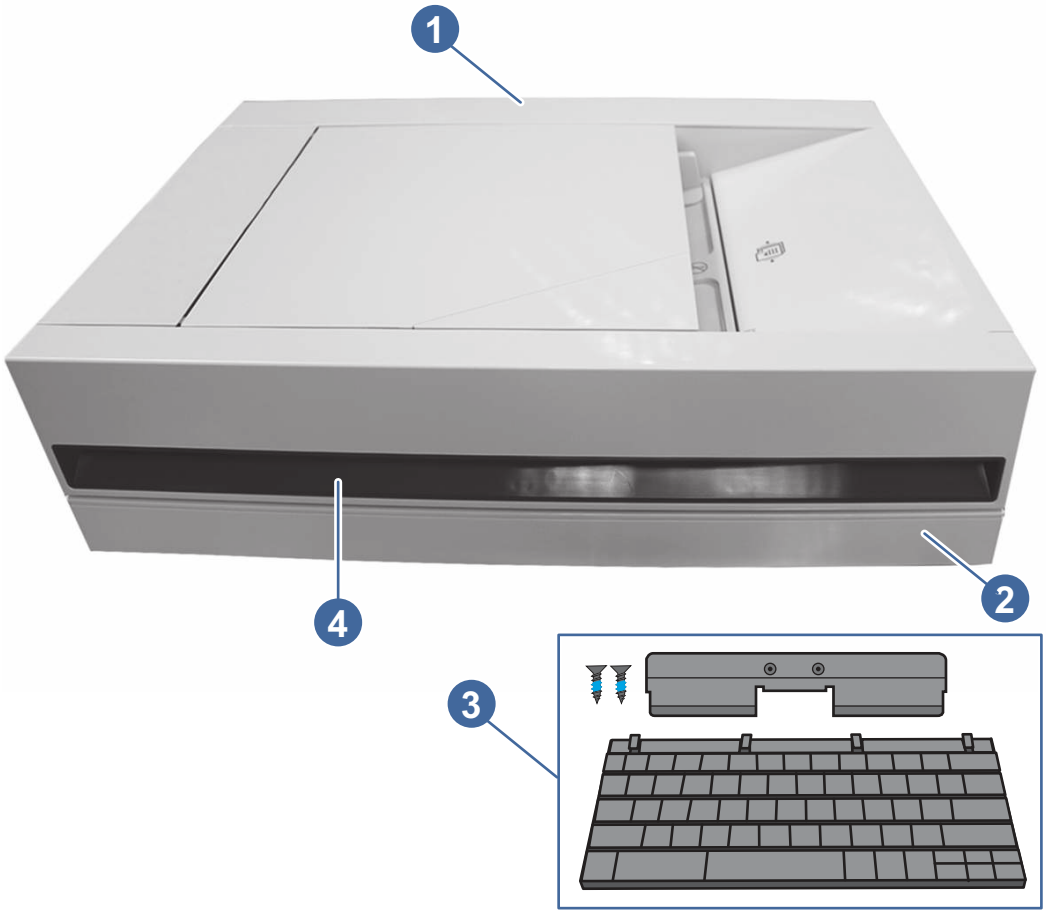



**Table 5-1 Automatic document feeder (ADF)/Integrated scanner assembly (MFP)**

| Ref No | Part number | Description | Qty | Removal/replacement |
|---|---|---|---|---|
| 1 | 4RA80-67006 | ADF top cover assembly (includes rollers)Assembly-ADF Cover w/ Pic assembly | 1 | See Removal and replacement: ADF top cover. |
| | 6QN31-67001 | ISA 500MFP WF | 1 | See Removal and replacement: ISA 5602, 53052. |
| | 2T1M3-67004 | ISA Essentials | 1 | See Removal and replacement: ISA 5601, 52952 |
| 3 | 6QN35-60158 | Keyboard Assembly- Standard US | 1 | Not applicable |
| Not shown | 5851-8842 | ADF hinge kit (6xxx Series) | 1 | Not applicable |

# Base printer

Learn about the printer engine parts and assemblies including covers, internal parts, and product exchange units.

## Parts and diagrams: External covers, doors, and panels (5501, 5502, X50352, X50452)

Parts diagram and parts list for the SFP printer covers.

**Figure 5-2 External covers, doors, and panels (5501, 5502, X50352, X50452)**

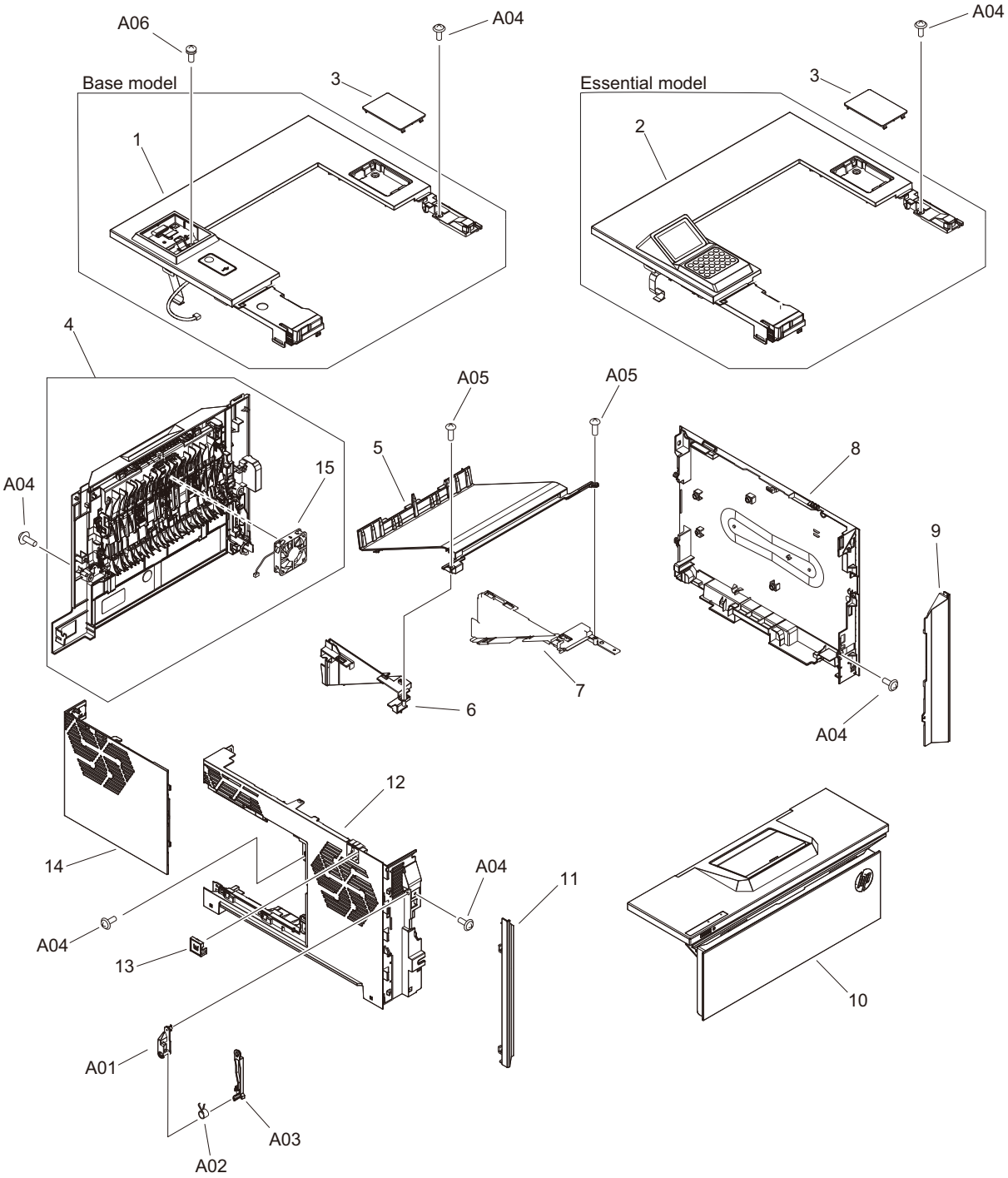



**Table 5-2 External covers, doors, and panels (5501, 5502, X50352, X50452)**

| Ref No | Part number | Description | Qty (AR*) | Removal/replacement |
|---|---|---|---|---|
| 1 | RM2-4936-000CN | Top cover assembly (Base model) | 1 | See Removal and replacement: Top cover assembly. |

**Table 5-2 External covers, doors, and panels (5501, 5502, X50352, X50452) (continued)**

| Ref No | Part number | Description | Qty (AR*) | Removal/replacement |
|---|---|---|---|---|
| 2 | RM3-2293-000CN | Top cover assembly (Essential model) | 1 | See Removal and replacement: Top cover assembly. |
| 3 | RC4-4142-000CN | Cover, HIP | 1 | See Removal and replacement: HIP cover. |
| 4 | RM2-4941-000CN | Rear door assembly | 1 | See Removal and replacement: Rear door assembly. |
| 5 | RC6-3026-000CN | Tray, Paper delivery | 1 | Not applicable |
| 6 | RC6-3027-000CN | Tray, Paper delivery, left | 1 | See Removal and replacement: Tray left inner cover |
| 7 | RC6-3028-000CN | Tray, Paper delivery, right | 1 | See Removal and replacement: Cover, Upper inner, right. |
| 8 | RC6-3038-000CN | Cover, Right | 1 | See Removal and replacement: Right cover. |
| 9 | RC6-3039-000CN | Cover, Front right | 1 | See Removal and replacement: Front Right cover . |
| 10 | RM2-4938-000CN | Front door assembly(Except China model) | 1 | See Removal and replacement: Cartridge access door (Front door assembly). |
| 10 | RM3-1083-000CN | Front door assembly (China model) | 1 | See Removal and replacement: Cartridge access door (Front door assembly). |
| 11 | RC6-3041-000CN | Cover, Front left | 1 | See Removal and replacement: Left cover and front left cover. |
| 12 | RC6-3040-000CN | Cover, Left (110V-127V) | 1 | See Removal and replacement: Left cover and front left cover. |
| 12 | RM3-2425-000CN | Left cover assembly 220V (220V-240V) | 1 | See Removal and replacement: Left cover assembly. |
| 13 | RC6-3055-000CN | Button, Cartridge Door | 1 | Not applicable |
| 14 | RM3-1708-000CN | Formatter cover assembly | 1 | See Removal and replacement: Formatter cover. |
| 15 | RK2-8948-000CN | Fan | 1 | See Removal and replacement: Rear door fan. |
| A01 | RC6-3225-000CN | Stopper, Door, Left front | 1 | Not applicable |
| A02 | RC6-4916-000CN | Spring, TORSION | 1 | Not applicable |
| A03 | RC6-4913-000CN | Stopper, Cartridge Door | 1 | Not applicable |

**Table 5-2 External covers, doors, and panels (5501, 5502, X50352, X50452) (continued)**

| Ref No | Part number | Description | Qty (AR*) | Removal/replacement |
|---|---|---|---|---|
| A04 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |
| A05 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |
| A06 | XA9-1420-000 | Screw, W/Washer, M3X8 | AR | Not applicable |

* As required

# Parts and diagrams: External covers, doors, and panels (5601, 5602, X52952, X53052)

Parts diagram and parts list for the MFP printer covers, doors and panels.

**Figure 5-3 Covers (5601, 5602, X52952, X53052)**

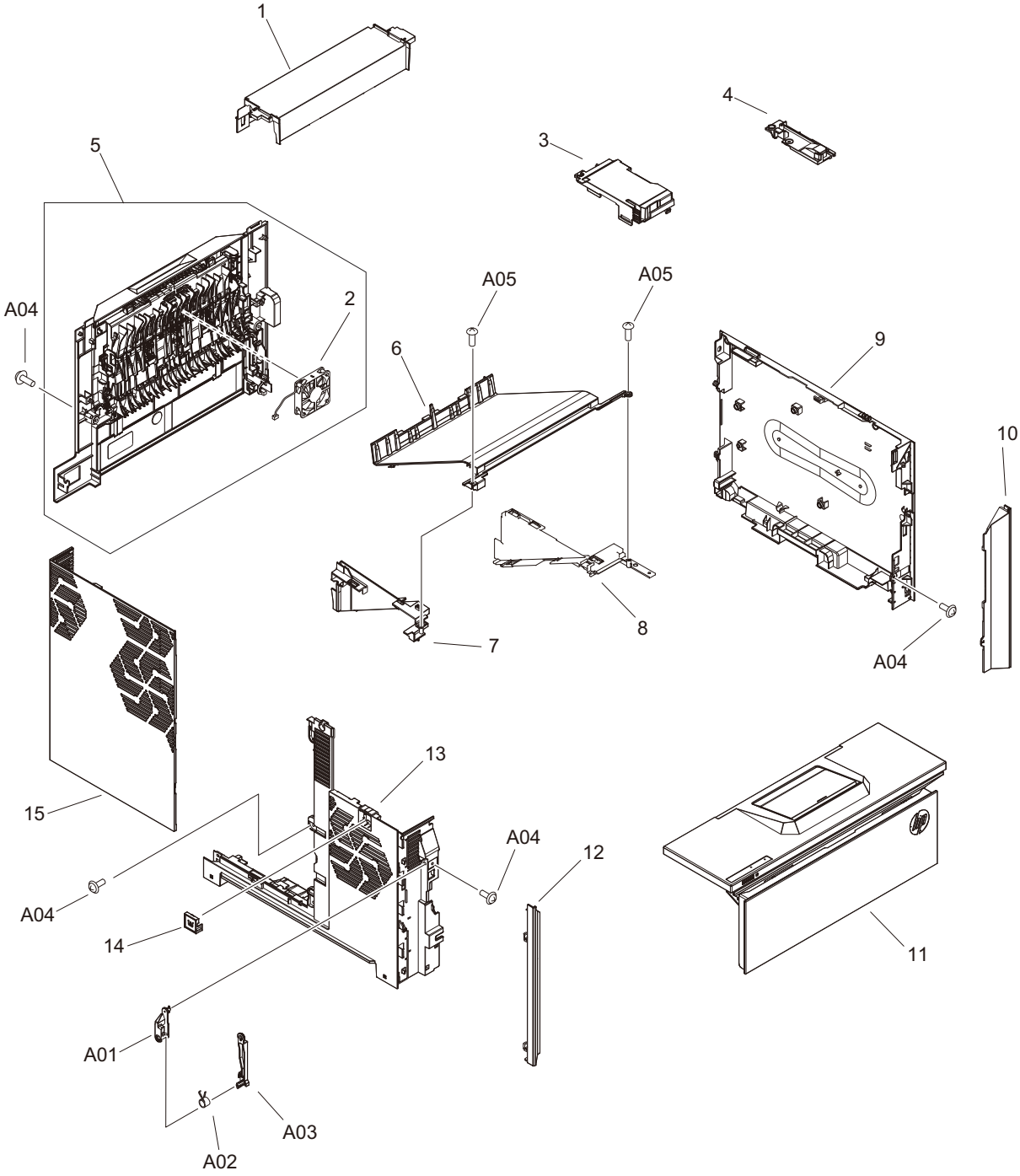


**Table 5-3 External covers, doors, and panels (5601, 5602, X52952, X53052)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| 1 | RC6-3202-000CN | Cover, Rear upper | 1 | See Removal and replacement: Rear top cover. |
| 2 | RK2-8948-000CN | Fan | 1 | See Removal and replacement: Rear door fan. |
| 3 | RC6-3059-000CN | Cover, Upper inner, left | 1 | See Removal and replacement: Cover, Upper Inner Left. |
| 4 | RC6-3060-000CN | Cover, Upper inner, right | 1 | See Removal and replacement: Cover, Upper inner, right. |
| 5 | RM2-4941-000CN | Rear door assembly | 1 | See Removal and replacement: Rear door assembly. |
| 6 | RC6-3026-000CN | Tray, Paper delivery | 1 | Not applicable |
| 7 | RC6-3027-000CN | Tray, Paper delivery, left | 1 | See Removal and replacement: Tray left inner cover. |
| 8 | RC6-3028-000CN | Tray, Paper delivery, right | 1 | See Removal and replacement: Cover, Upper inner, right. |
| 9 | RC6-3038-000CN | Cover, Right | 1 | See Removal and replacement: Right cover. |
| 10 | RC6-3039-000CN | Cover, Front right | 1 | See Removal and replacement: Front Right cover. |
| 11 | RM2-4938-000CN | Front door assembly | 1 | See Removal and replacement: Cartridge access door (Front door assembly). |
| 12 | RC6-3041-000CN | Cover, Front left | 1 | See Removal and replacement: Left cover and front left cover. |
| 13 | RC6-3063-000CN | Cover, Left (110V-127V) | 1 | See Removal and replacement: Left cover assembly. |
| 13 | RM3-2426-000CN | Left cover assembly 220V (220V-240V) | 1 | See Removal and replacement: Left cover assembly. |
| 14 | RC6-3055-000CN | Button, Cartridge Door | 1 | Not applicable |
| 15 | RM3-1709-000CN | Formatter cover assembly | 1 | See Removal and replacement: Formatter cover. |
| A01 | RC6-3225-000CN | Stopper, Door, Left front | 1 | Not applicable |
| A02 | RC6-4916-000CN | Spring, TORSION | 1 | Not applicable. |
| A03 | RC6-4913-000CN | Stopper, Cartridge Door | 1 | Not applicable |
| A04 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |

**Table 5-3 External covers, doors, and panels (5601, 5602, X52952, X53052) (continued)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| A05 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |

* As required

# Parts and diagrams: Internal assemblies (1 of 8)

Parts diagram and parts list for the internal printer assemblies.

**Figure 5-4 Internal assemblies (1 of 8)**

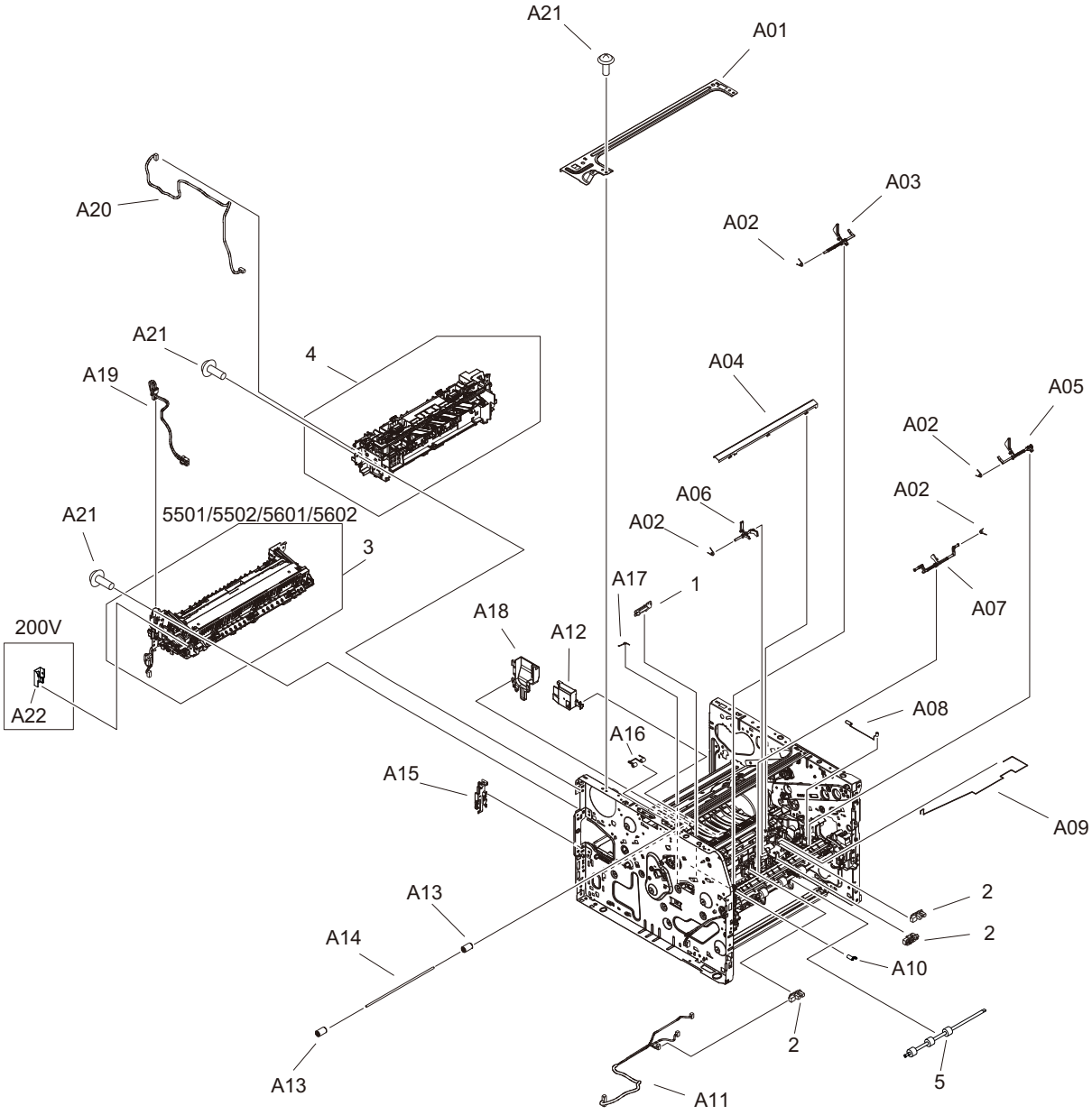



**Table 5-4 Internal assemblies (1 of 8)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| 1 | RM3-8837-000CN | Pre-transfer guide PCB assembly | 1 | See Removal and replacement: Pre transfer guide PCA assembly |

**Table 5-4 Internal assemblies (1 of 8) (continued)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| 2 | RM3-8870-000CN | Paper sensor PCB assembly | 3 | See Removal and replacement: Paper width sensor PCA |
| 3 | RM2-4928-000CN | Fixing assembly 110V (110V-127V) | 1 | See Removal and replacement: Fuser. |
| 3 | RM2-4929-000CN | Fixing assembly 220V (220V-240V) | 1 | See Removal and replacement: Fuser. |
| 4 | RM3-1033-000CN | Paper delivery assembly | 1 | See Removal and replacement: Paper delivery |
| 5 | RL3-0387-000CN | Roller, Paper Feed | | Not applicable |
| A01 | RC6-2926-000CN | Crossmember, Rear Upper | 1 | Not applicable |
| A02 | RC6-2882-000CN | Spring, TORSION | 4 | Not applicable |
| A03 | RC6-2885-000CN | Flag, Sensor | 1 | Not applicable |
| A04 | RC6-2874-000CN | Guide, Pre-transfer | 1 | Not applicable |
| A05 | RC6-2886-000CN | Flag, Sensor | 1 | Not applicable |
| A06 | RC6-2881-000CN | Flag, Sensor | 1 | Not applicable |
| A07 | RC6-2887-000CN | Link, Sensor flag | 1 | Not applicable |
| A08 | RC6-2892-000CN | Spring, Compression | 1 | Not applicable |
| A09 | RC6-2895-000CN | Rod, Shield | 1 | Not applicable |
| A10 | RC6-2893-000CN | Spring, Compression | 1 | Not applicable |
| A11 | RM3-8938-000CN | Cable assembly | 1 | Not applicable |
| A12 | RC6-7491-000CN | Cover, Connector | 1 | Not applicable |
| A13 | RC6-2824-000CN | Roller, Duplexing | 2 | Not applicable |
| A14 | RC6-2825-000CN | Shaft, roller | 1 | Not applicable |
| A15 | RC6-3216-000CN | Guide, cable | 1 | Not applicable |
| A16 | RC6-2830-000CN | Spring, TORSION | 1 | Not applicable |
| A17 | RC6-3200-000CN | Spring, TORSION | 1 | Not applicable |
| A18 | RC6-2948-000CN | Cover, cable | 1 | Not applicable |
| A19 | RM3-8930-000CN | Cable assembly | 1 | Not applicable |
| A20 | RM3-8923-000CN | Cable assembly | 1 | Not applicable |
| A21 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |
| A22 | RC6-7533-000CN | Cover, Connector | 1 | Not applicable |

* As required

## Parts and diagrams: Internal assemblies (2 of 8)

Parts diagram and parts list for the internal printer assemblies.

**Figure 5-5 Internal assemblies (2 of 8)**

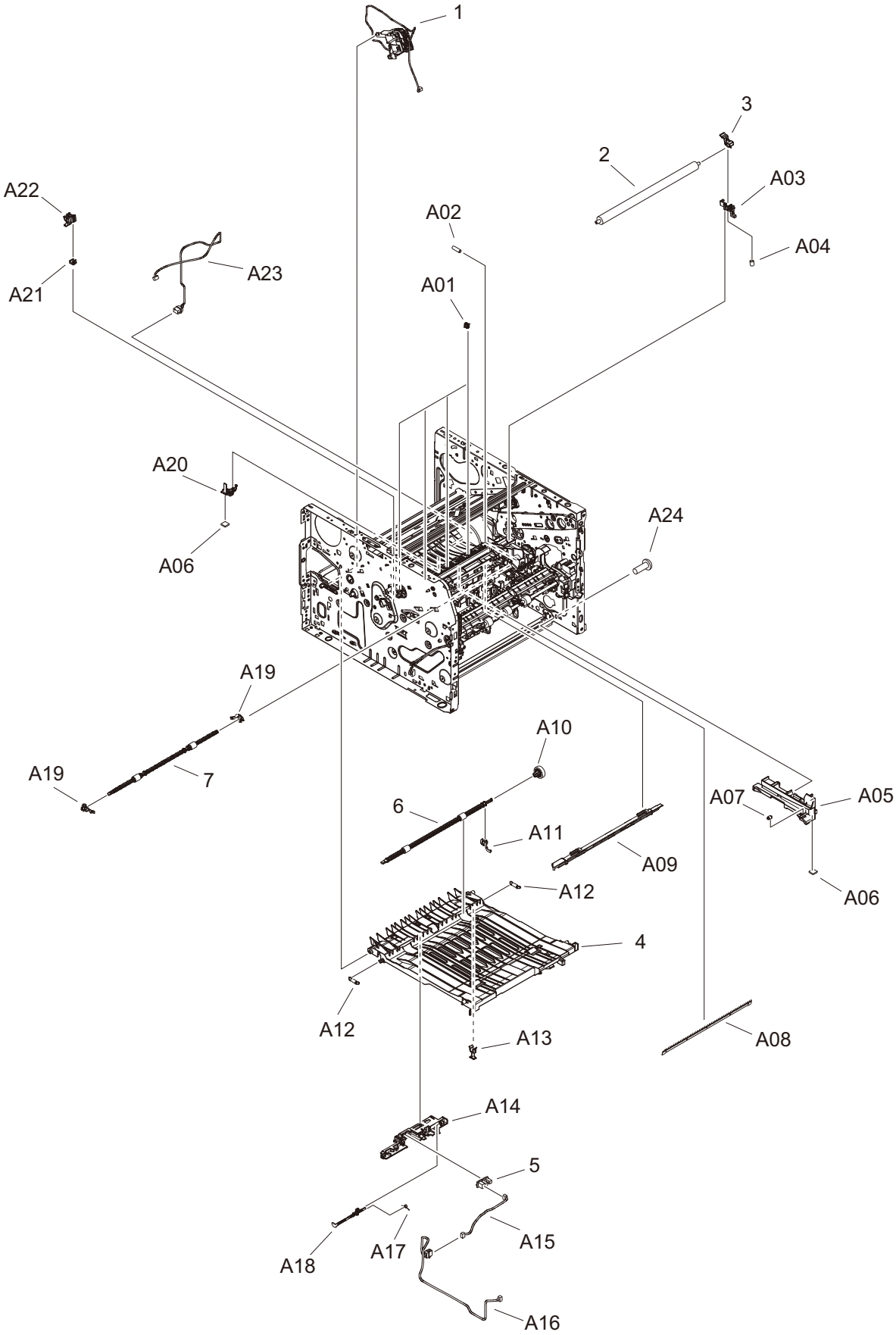


**Table 5-5 Internal assemblies (2 of 8)**

| Ref No | Part number | Description | Qty | Removal/replacement |
|---|---|---|---|---|
| 1 | RM3-1075-000CN | Tag assembly | 1 | See Removal and replacement: Tag assembly 5501, 5502, X50352, X50452 |
| 2 | RM3-1711-000CN | Roller, Transfer | 1 | See Removal and replacement: Transfer roller assembly . |
| 3 | RC6-2867-000CN | Bushing | 1 | Not applicable |
| 4 | RM2-4924-000CN | Duplexing guide assembly | 1 | See Removal and replacement: Duplexing guide assembly. |
| 5 | RM3-8787-000CN | Power switch PCB assembly | 1 | See Removal and replacement: Power switch PCA assembly . |
| 6 | RL3-0376-000CN | Roller, Duplexing paper feed | 1 | See Removal and replacement: Duplex feed roller. |
| 7 | RL3-0377-000CN | Roller, paper re-pick up | 1 | See Tray 2 pick-up /Removal and replacement: Trays 2-x pickup roller assembly. |
| A01 | RC6-7536-000CN | Roller, Transfer | 1 | Not applicable |
| A02 | RU2-2864-000 | Spring, Compression | 1 | Not applicable |
| A03 | RC6-2868-000 | Holder, Bushing, Right | 1 | Not applicable |
| A04 | RC6-2872-000 | Spring, Compression | 1 | Not applicable |
| A05 | RC6-2985-000 | Rail, Guide, Right-front | 1 | Not applicable |
| A06 | RC5-5093-000 | Foot, Rubber, Front | 2 | Not applicable |
| A07 | RC4-4080-000 | Roller, Cassette | 1 | Not applicable. |
| A08 | RC6-2875-000 | Eliminator, Static charge | 1 | Not applicable. |
| A09 | RC6-2877-000 | Rod, Transfer Estrangement | 1 | Not applicable. |
| A10 | RU3-0072-000 | Gear, 18T | 1 | Not applicable |
| A11 | RC6-2832-000 | Bushing | 2 | Not applicable |
| A12 | RU2-2876-000 | Spring, Tension | 2 | Not applicable |
| A13 | RC6-2833-000 | Clip, Duplexing guide | 1 | Not applicable |
| A14 | RC6-2834-000 | Holder, Duplexing feed sensor | 1 | Not applicable |
| A15 | RM3-8922-000 | Cable assembly | 1 | Not applicable |
| A16 | RM3-8926-000 | Cable assembly | 1 | Not applicable |
| A17 | RC6-2836-000 | Spring, TORSION | 1 | Not applicable |
| A18 | RC6-2835-000 | Flag, Duplexing feed sensor | 1 | Not applicable |

**Table 5-5 Internal assemblies (2 of 8) (continued)**

| Ref No | Part number | Description | Qty | Removal/replacement |
|---|---|---|---|---|
| A19 | RC6-2829-000 | Bushing | 2 | Not applicable |
| A20 | RC6-3256-000 | Foot, Installation | 1 | Not applicable |
| A21 | RC6-2869-000 | Bushing | 1 | Not applicable |
| A22 | RC6-2870-000 | Holder, Bushing, Left | 1 | Not applicable |
| A23 | RM3-9608-000 | Cable Assembly | 1 | Not applicable |
| A24 | XB4-7300-809 | Screw, TP, BH3X8, S | AR | Not applicable |

## Parts and diagrams: Internal assemblies (3 of 8)

Parts diagram and parts list for the internal printer assemblies.

**Figure 5-6 Internal assemblies (3 of 8)**

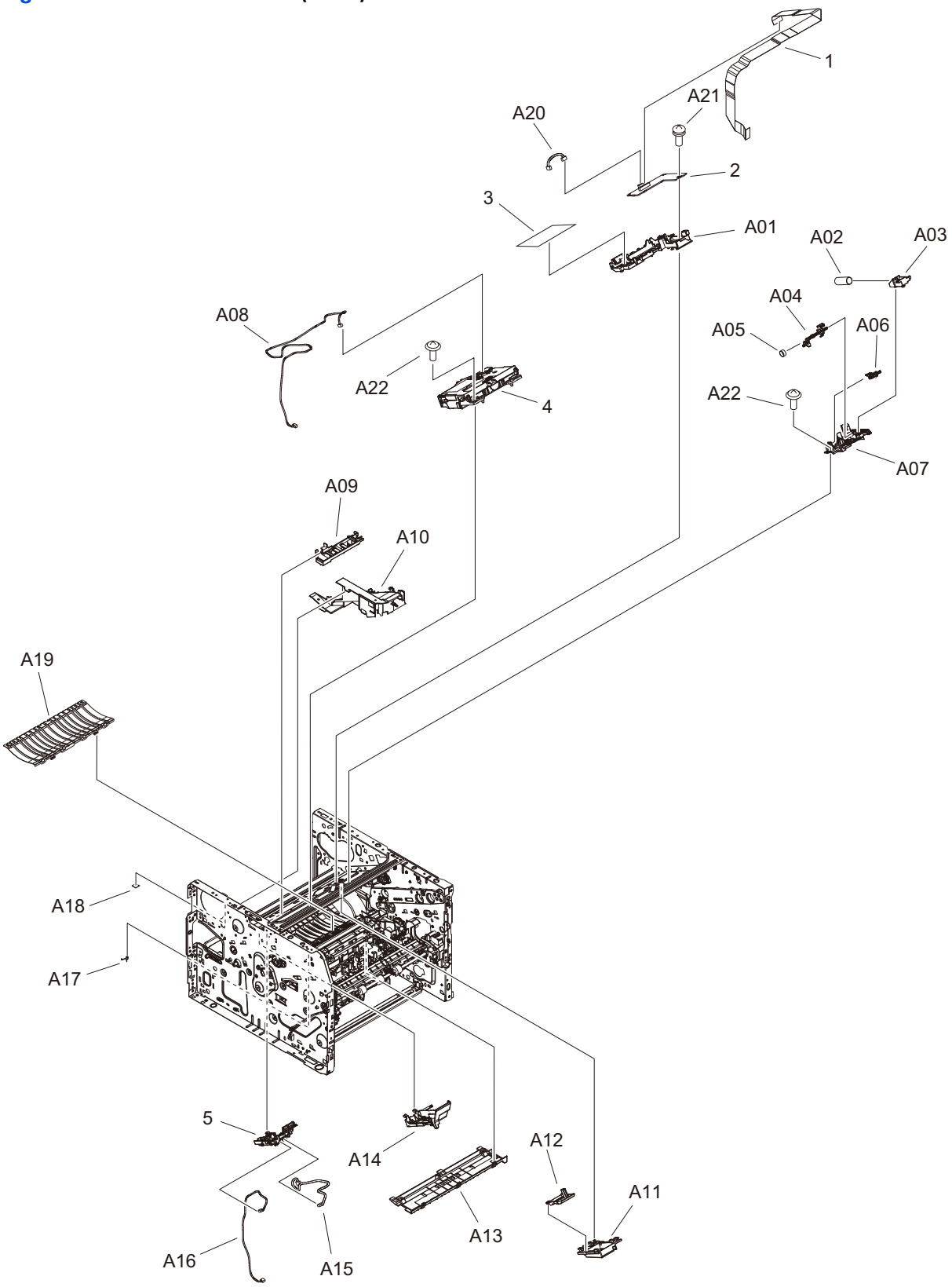


**Table 5-6 Internal assemblies (3 of 8)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| 1 | RK3-2160-000CN | Cable, Flat | 2 | Not applicable |
| 2 | RM3-8835-000CN | Relay PCB assembly | 1 | Not applicable |
| 3 | RM3-8871-000CN | Transfer high voltage PCB assembly | 1 | See Removal and replacement: Transfer High-voltage PCA assembly. |
| 4 | RM3-1705-000CN | Laser scanner assembly | 1 | See Removal and replacement: Laser scanner assembly. |
| 5 | RM3-1707-000CN | PCB Holder assembly | | See Removal and replacement: Residual detection PCB holder assembly |
| A01 | RC6-2941-000CN | Holder, Connecting PCB | 1 | Not applicable |
| A02 | RU2-2863-000CN | Spring, Compression | 1 | Not applicable |
| A03 | RC6-3109-000CN | Slider, Laser shutter | 1 | Not applicable |
| A04 | RC6-3240-000CN | Shaft, transmission | 1 | Not applicable |
| A05 | RC6-3108-000CN | Spring, TORSION | 1 | Not applicable |
| A06 | RC6-3129-000CN | Link, Laser shutter | 1 | Not applicable |
| A07 | RC6-3110-000CN | Holder, Laser shutter | 1 | Not applicable |
| A08 | RM3-8939-000CN | Cable assembly | 1 | Not applicable |
| A09 | RC6-3251-000CN | Guide, cable | 1 | Not applicable |
| A10 | RC6-2960-000CN | Duct, Cartridge fan (SFP) | 1 | Not applicable |
| A11 | RC6-3127-000CN | Guide, Cartridge rib | 1 | Not applicable |
| A12 | RC6-3128-000CN | Link, Cartridge rib | 1 | Not applicable |
| A13 | RC6-2897-000CN | Cover, Core frame, Lower | 1 | Not applicable |
| A14 | RC6-5184-000CN | Cover, Remnant detect PCB | 1 | Not applicable |
| A15 | RM3-9585-000CN | Cable assembly | 1 | Not applicable |
| A16 | RM3-8955-000CN | Cable assembly | 1 | Not applicable |
| A17 | RC6-2879-000CN | Spring, TORSION | 1 | Not applicable |
| A18 | RC4-3239-000CN | Sheet, Static discharge | 1 | Not applicable |
| A19 | RC6-2876-000CN | Plate, Paper feed | 1 | Not applicable |
| A20 | RM3-9584-000CN | Cable assembly | 1 | Not applicable |
| A21 | XA9-1420-000CN | Screw, W/Washer, M3X8 | AR | Not applicable |
| A22 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |

* As required

# Parts and diagrams: Internal assemblies, Right side -1 (4 of 8)

Parts diagram and parts list for the internal printer assemblies.

**Figure 5-7 Internal assemblies - Right side :1 (4 of 8)**

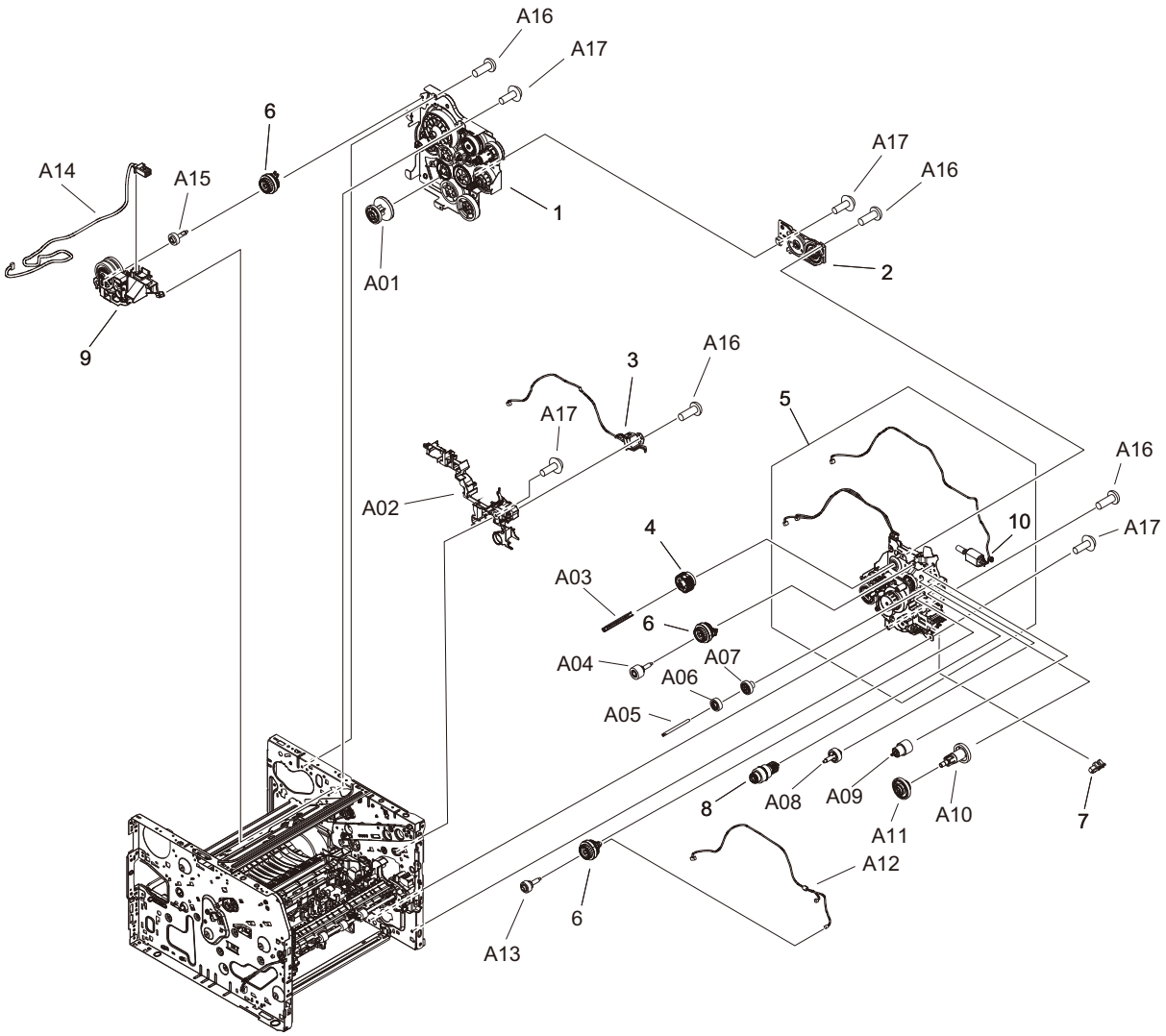


**Table 5-7 Internal assemblies - Right side:1 (4 of 8)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| 1 | RM3-1074-000CN | Main drive assembly | 1 | See Removal and replacement: Main drive assembly. |
| 2 | RM3-1073-000CN | Developer bypass drive assembly | 1 | See Removal and replacement: DV bypass drive assembly. |
| 3 | RK3-2646-000CN | Solenoid | 1 | Not available |
| 4 | RM3-1072-000CN | Gear assembly | 1 | Not available |
| 5 | RM2-4945-000CN | Paper pick-up drive assembly | 1 | See Removal and replacement: Paper pick-up drive assembly. |
| 6 | RM2-9456-000CN | MP Paper feed clutch assembly | 3 | Not available |
| 7 | RM3-8870-000CN | Paper sensor PCB assembly | 1 | See Removal and replacement: Paper width sensor PCA. |
| 8 | RM2-4911-000CN | One-way Gear assembly | 1 | Not available |
| 9 | RM3-1710-000CN | Reverse drive assembly | 1 | See Removal and replacement: Reverse drive assembly 5502, X50452 |
| 10 | RM3-2415-000CN | Lifter motor assembly | 1 | See Removal and replacement: Lifter motor. |
| A01 | RU3-0070-000CN | Gear, 29T/37T | 1 | Not applicable |
| A02 | RC6-2851-000CN | Guide, Main Drive Cable | 1 | Not applicable |
| A03 | RC6-3113-000CN | Shaft, CAM | 1 | Not applicable |
| A04 | RU3-0093-000CN | Gear, 18T | 1 | Not applicable |
| A05 | RC6-3210-000CN | Shaft Gear | 1 | Not applicable |
| A06 | RU3-0096-000CN | Gear, 18T | 1 | Not applicable |
| A07 | RU3-0094-000CN | Gear, 20T | 1 | Not applicable |
| A08 | RU3-0068-000CN | Gear, 20T | 1 | Not applicable |
| A09 | RU3-0069-000CN | Gear, 17T | 1 | Not applicable |
| A10 | RU3-0128-000CN | Gear, 30T | 1 | Not applicable |
| A11 | RU3-0097-000CN | Gear, 34T | 1 | Not applicable |
| A12 | RM3-8941-000CN | Cable assembly | 1 | Not applicable |
| A13 | RU3-0095-000CN | Gear, 16T | 1 | Not applicable |
| A14 | RM3-2158-000CN | Cable assembly (For SFP models) | 1 | Not applicable |
| A15 | RU3-0062-000CN | Gear, 17T | 1 | Not applicable |
| A16 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |

**Table 5-7 Internal assemblies - Right side:1 (4 of 8) (continued)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| A17 | XA9-1835-000CN | Screw, D, M3X6 | AR | Not applicable |

* As required

## Parts and diagrams: Internal assemblies, Right side - 2 (5 of 8)

Parts diagram and parts list for the internal printer assemblies.

**Figure 5-8 Internal assemblies, Right side: 2 (5 of 8)**

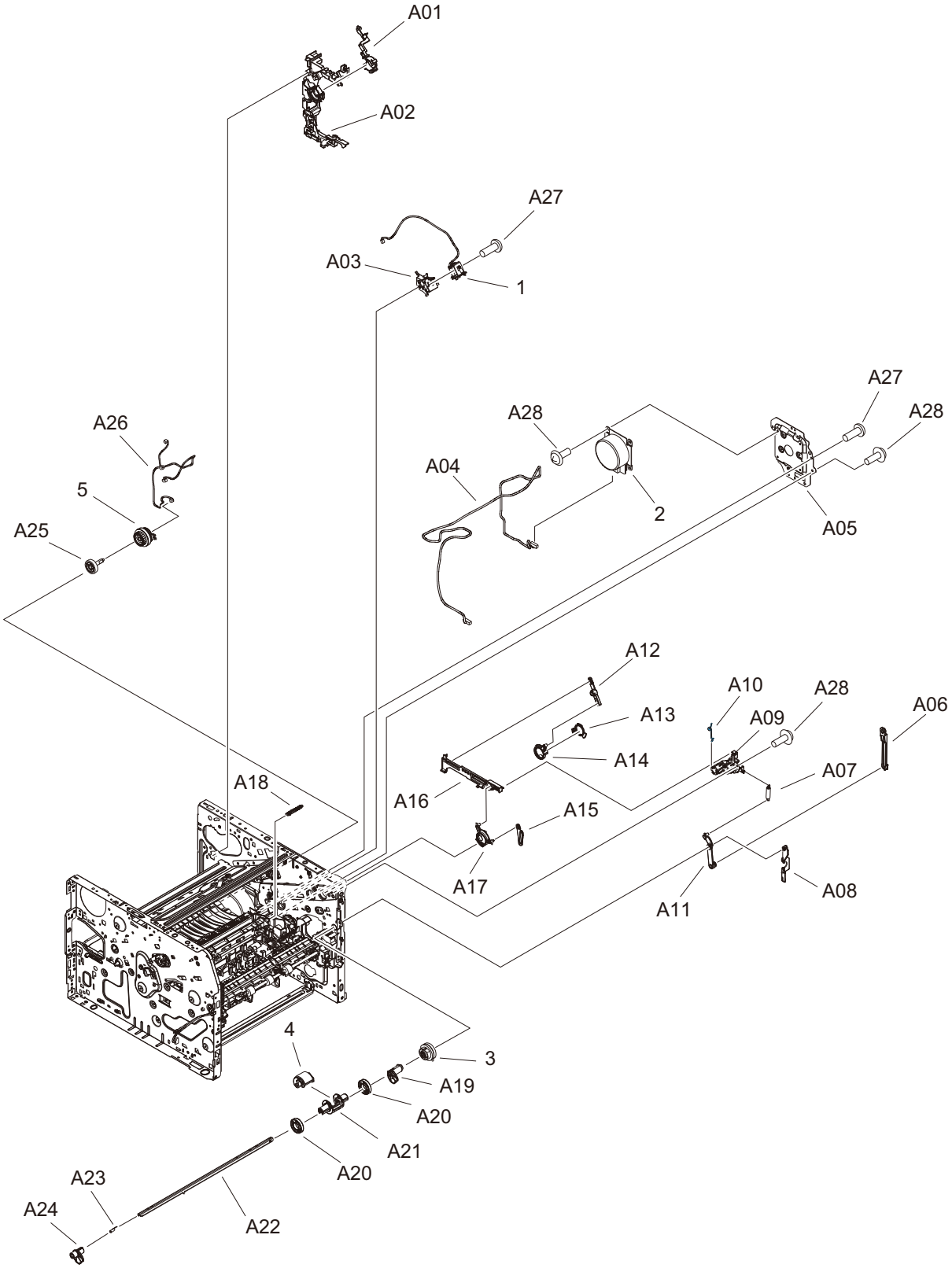


**Table 5-8 Internal assemblies, Right side: 2 (5 of 8)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| 1 | RM2-7361-000CN | Solenoid | 1 | Not applicable |
| 2 | RM3-8848-000CN | Main Motor assembly | 1 | See Removal and replacement: Main Motor assembly. |
| 3 | RM3-1071-000CN | Gear assembly | 1 | Not available |
| 4 | RL3-0389-000CN | Roller, Pick-up | 1 | See Removal and replacement: Trays 2-x pickup roller assembly. |
| 5 | RM2-9456-000CN | MP Paper feed clutch assembly | 1 | Not available |
| A01 | RC6-3214-000CN | Lever, Estrangement | 1 | Not applicable |
| A02 | RC6-2850-000CN | Guide, Main drive cable | 1 | Not applicable |
| A03 | RC6-2847-000CN | Pillar, Main drive | 1 | Not applicable |
| A04 | RM3-8935-000CN | Cable assembly | 1 | Not applicable |
| A05 | RC6-2860-000CN | Plate, Motor | 1 | Not applicable |
| A06 | RC6-3199-000CN | Stopper, Door | 1 | Not applicable |
| A07 | RU2-2883-000CN | Spring, Tension | 1 | Not applicable |
| A08 | RC6-3197-000CN | Support, Door stopper | 1 | Not applicable |
| A09 | RC6-3195-000CN | Cover drive | 1 | Not applicable |
| A10 | RC6-7507-000CN | Spring, TORSION | 1 | Not applicable |
| A11 | RC6-3198-000CN | Stopper, Door, Right-Front | 1 | Not applicable |
| A12 | RC6-3185-000CN | Link, Rod | 1 | Not applicable |
| A13 | RC6-2855-000CN | Shifter, CAM | 1 | Not applicable |
| A14 | RC6-2854-000CN | CAM, Dev | 1 | Not applicable |
| A15 | RC6-3194-000CN | Link, CPL | 1 | Not applicable |
| A16 | RC6-2852-000CN | Rod, CPL | 1 | Not applicable |
| A17 | RC6-3186-000CN | CAM, Drive | 1 | Not applicable |
| A18 | RC6-3274-000CN | Shaft, Transmission | 1 | Not applicable |
| A19 | RC6-3022-000CN | CAM, Multi-purpose, Right | 1 | Not applicable |
| A20 | RC4-3034-000CN | Roller, MP Side | 2 | Not applicable |
| A21 | RC6-3014-000CN | Base, Multi-Purpose Pick | 1 | Not applicable |
| A22 | RC6-3013-000CN | Shaft, Transmission | 1 | Not applicable |
| A23 | RC4-3039-000CN | Spring, Compression | 1 | Not applicable |
| A24 | RC6-3015-000CN | Cam, Multi-purpose, Left | 1 | Not applicable |
| A25 | RU3-0071-000CN | Gear, 21T | 1 | Not applicable |
| A26 | RM3-8940-000CN | Cable assembly | 1 | Not applicable |

**Table 5-8 Internal assemblies, Right side: 2 (5 of 8) (continued)**

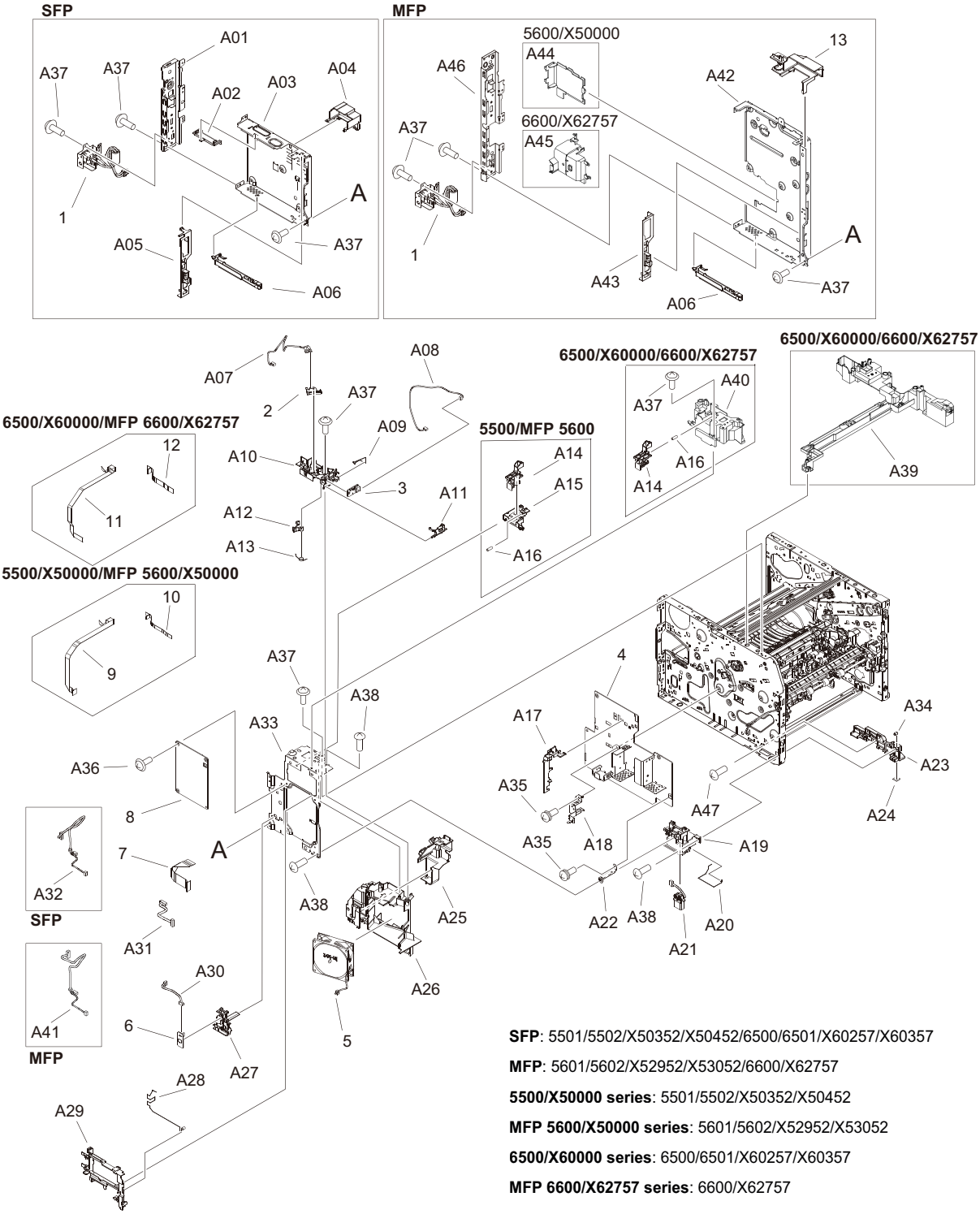
| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| A27 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |
| A28 | XA9-1835-000CN | Screw, D, M3X6 | AR | Not applicable |

* As required

# Parts and diagrams: Internal assemblies, Left side -1 (6 of 8)

Parts diagram and parts list for the internal printer assemblies.

**Figure 5-9 Internal assemblies, Left side:1 (6 of 8)**




**SFP**: 5501/5502/X50352/X50452/6500/6501/X60257/X60357

**MFP**: 5601/5602/X52952/X53052/6600/X62757

**5500/X50000 series**: 5501/5502/X50352/X50452

**MFP 5600/X50000 series**: 5601/5602/X52952/X53052

**6500/X60000 series**: 6500/6501/X60257/X60357

**MFP 6600/X62757 series**: 6600/X62757

**Table 5-9 Internal assemblies, Left side:1 (6 of 8)**

| Ref No | Part number | Description | Qty (AR*) | Removal/replacement |
|---|---|---|---|---|
| 1 | RM3-8987-000CN | Inlet cable assembly | 1 | See Removal and replacement: Inlet cable assembly |
| 2 | RK2-0535-000CN | Microswitch | 1 | Not applicable |
| 3 | RM3-8787-000CN | Power switch PCB assembly | 1 | See Removal and replacement: Power switch PCA assembly |
| 4 | RM3-8810-000CN | Engine power supply assembly 110V (For MFP models) | 1 | See Removal and replacement: Engine power supply 5501, 5502, X50352, X50452. |
| 4 | RM3-8812-000CN | Engine power supply assembly 110V (For SFP models) | 1 | See Removal and replacement: Engine power supply 5501, 5502, X50352, X50452. |
| 4 | RM3-8814-000CN | Engine power supply assembly 220V (For MFP models) | 1 | See Removal and replacement: Engine power supply (5601, 5602, X52952, X53052). |
| 4 | RM3-8816-000CN | Engine power supply assembly 220V (For SFP models) | 1 | See Removal and replacement: Engine power supply 5501, 5502, X50352, X50452. |
| 5 | RK3-1996-000CN | Fan | 1 | See Removal and replacement: Power supply fan |
| 6 | RM3-8830-000CN | Memory PCB assembly | 1 | See Removal and replacement: Memory PCA assembly (5501, 5502, X50352, X50452). |
| 7 | RK3-2165-000CN | Cable, Flat | 1 | Not applicable |
| 8 | RM3-8841-000CN | DC Controller PCB assembly(For SFP models) | 1 | See Removal and replacement: DC controller assembly (5501, 5502, X50352, X50452) . |
| 8 | RM3-8845-000CN | DC Controller PCB assembly(For MFP models) | 1 | See Removal and replacement: DC controller assembly (5601, 5602, X52952, X53052). |
| 9 | RK3-2161-000CN | Cable, Flat | 1 | Not applicable |
| 10 | RK3-2163-000CN | Cable, Flat | 1 | Not applicable |
| 13 | RC6-3263-000CN | Cover, WI-FI | 1 | Not applicable |
| A01 | RC6-3181-000CN | Plate, Formatter, Rear (For SFP models) | 1 | Not applicable |
| A02 | RC6-2970-000CN | Duct, Formatter Inside (For SFP models) | 1 | Not applicable |
| A03 | RC6-2939-000CN | Case, Formatter (For SFP models) | 1 | Not applicable |
| A04 | RC6-2969-000CN | Rail, Wi-Fi (For SFP models) | 1 | Not applicable |

**Table 5-9 Internal assemblies, Left side:1 (6 of 8) (continued)**

| Ref No | Part number | Description | Qty (AR*) | Removal/replacement |
|---|---|---|---|---|
| A05 | RC6-2953-000CN | Cover, Cable (For SFP models) | 1 | Not applicable |
| A06 | RC6-3207-000CN | Holder, Cable | 1 | Not applicable |
| A07 | RM3-8933-000 | Cable Assembly | 1 | Not applicable |
| A08 | RM3-8946-000CN | Cable Assembly | 1 | Not applicable |
| A09 | RC6-2944-000CN | Spring, Grounding | 1 | Not applicable |
| A10 | RC6-2942-000CN | Holder, Power Switch | 1 | Not applicable |
| A11 | RC6-2943-000CN | Lever, Power Switch | 1 | Not applicable |
| A12 | RC6-2945-000CN | Lever, Interlock Switch | 1 | Not applicable |
| A13 | RC6-2946-000CN | Spring, TORSION | 1 | Not applicable |
| A14 | RC6-3053-000CN | Link, Button | 1 | Not applicable |
| A15 | RC6-3054-000CN | Holder, Link | 1 | Not applicable |
| A16 | RC6-3056-000CN | Spring, Compression | 1 | Not applicable |
| A17 | RC6-2967-000CN | Duct, Electrical component | 1 | Not applicable |
| A18 | RC6-2955-000CN | Plate, Support, Engine power | 1 | Not applicable |
| A19 | RC6-3354-000CN | Holder, Drawer | 1 | Not applicable |
| A20 | RC6-2975-000CN | Rod, Drawer | 1 | Not applicable |
| A21 | RM3-8949-000CN | Cable assembly | 1 | Not applicable |
| A22 | RC6-3257-000CN | Plate, Crossmember | 1 | Not applicable |
| A23 | RC6-2987-000CN | Rail, Guide, Left front | 1 | Not applicable |
| A24 | RC5-5093-000CN | Foot, Rubber, Front | 1 | Not applicable |
| A25 | RC6-2957-000CN | Duct, Formatter | 1 | Not applicable |
| A26 | RC6-2956-000CN | Cover, Power Fan | 1 | Not applicable |
| A27 | RC6-3250-000CN | Holder, Cable | 1 | Not applicable |
| A28 | RC6-3206-000CN | Spring, Compression | 1 | Not applicable |
| A29 | RC6-2958-000CN | Duct, Air Intake | 1 | Not applicable |
| A30 | RM3-8960-000CN | Cable assembly | 1 | Not applicable |
| A31 | RM3-8971-000CN | Cable assembly | 1 | Not applicable |
| A32 | RM3-8977-000CN | Cable assembly (For SFP models) | 1 | Not applicable |
| A33 | RC6-2940-000CN | Plate, Support, DC Controller | 1 | Not applicable |
| A34 | RC4-4080-000CN | Roller, Cassette | 1 | Not applicable |
| A35 | XA9-1420-000CN | Screw, W/Washer, M3X8 | AR | Not applicable |
| A36 | XA9-1670-000CN | Screw, D, M3X6 | AR | Not applicable |
| A37 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |

**Table 5-9 Internal assemblies, Left side:1 (6 of 8) (continued)**

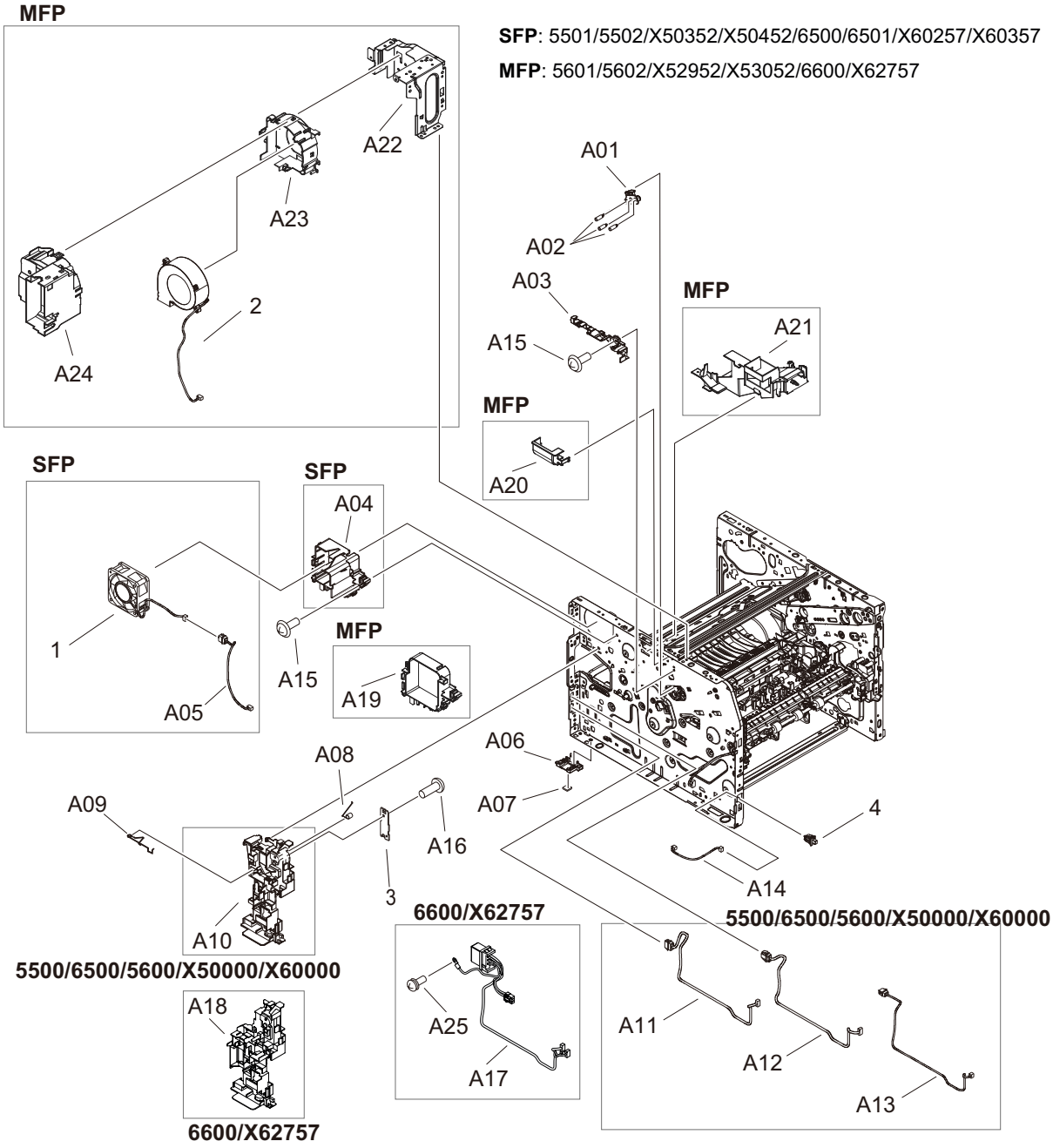
| Ref No | Part number | Description | Qty (AR*) | Removal/replacement |
|---|---|---|---|---|
| A38 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |
| A41 | RM3-8932-000CN | Cable assembly | 1 | Not applicable |
| A42 | RC6-2962-000CN | Case, Formatter | 1 | Not applicable |
| A43 | RC6-2963-000CN | Cover, cable | 1 | Not applicable |
| A44 | RC6-3314-000CN | Cover, Fixing Drawer | 1 | Not applicable |
| A46 | RC6-3182-000CN | Plate, Formatter, Rear | 1 | Not applicable |
| A47 | XB4-7300-809CN | Screw, TP, BH3X8, S | AR | Not applicable |

* As required

# Parts and diagrams: Internal assemblies, Left side: 2 (7 of 8)

Parts diagram and parts list for the internal printer assemblies.

**Figure 5-10 Internal assemblies, Left side:2 (7 of 8)**




**NOTE:** Reference numbers (Ref No) not included in the table are not available for this product.

**Table 5-10 Internal assemblies, Left side:2 (7 of 8)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| 1 | RK3-2475-000CN | Fan (For SFP models) | 1 | See Removal and replacement: Cartridge fan 5502, X50452. |
| 2 | RK3-2016-000CN | Fan (For MFP models) | 1 | See Removal and replacement: Cartridge fan |
| 3 | RM3-8838-000CN | Fixing bias PCB assembly | 1 | See Removal and replacement: Fixing bias PCA assembly |
| 4 | WC2-5806-000CN | Button switch | 1 | Not applicable |
| A01 | RC6-4926-000CN | Cover, High voltage contact | 1 | Not applicable |
| A02 | RU2-2852-000CN | Spring, Compression | 1 | Not applicable |
| A03 | RC6-2954-000CN | Holder, Engine power supply | 1 | Not applicable |
| A04 | RC6-2959-000CN | Holder, Cartridge fan (For SFP models) | 1 | Not applicable |
| A05 | RM3-8945-000CN | Cable assembly (For SFP models) | 1 | Not applicable |
| A06 | RC6-3347-000CN | Foot, Installation | 1 | Not applicable |
| A07 | RC5-5093-000CN | Foot, Rubber, Front | 1 | Not applicable |
| A08 | RC6-2951-000CN | Spring, Compression | 1 | Not applicable |
| A09 | RC6-3333-000CN | Spring, TORSION | 1 | Not applicable |
| A10 | RC6-2947-000CN | Holder, Cable | 1 | Not applicable |
| A11 | RM3-8927-000CN | Cable assembly | 1 | Not applicable |
| A12 | RM3-8925-000CN | Cable assembly | 1 | Not applicable |
| A13 | RM3-8961-000CN | Cable assembly | 1 | Not applicable |
| A14 | RM3-8948-000CN | Cable assembly (For SFP models) | 1 | Not applicable |
| A15 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |
| A16 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |
| A19 | RC6-2964-000CN | Cover, Fan Block (For MFP models) | 1 | Not applicable |
| A20 | RC6-2971-000CN | Duct, Fan (For MFP models) | 1 | Not applicable |
| A21 | RC6-2965-000CN | Duct, Fan (For MFP models) | 1 | Not applicable |
| A22 | RC6-2932-000CN | Stay, Left Front (For MFP models) | 1 | Not applicable |
| A23 | RC6-2966-000CN | Holder, Fan (For MFP models) | 1 | Not applicable |
| A24 | RC6-2968-000CN | Duct, Fan (For MFP models) | 1 | Not applicable |

* As required

# Parts and diagrams: Internal assemblies, Front side (8 of 8)

Parts diagram and parts list for the internal printer assemblies.

**Figure 5-11 Internal assemblies, Front side (8 of 8)**

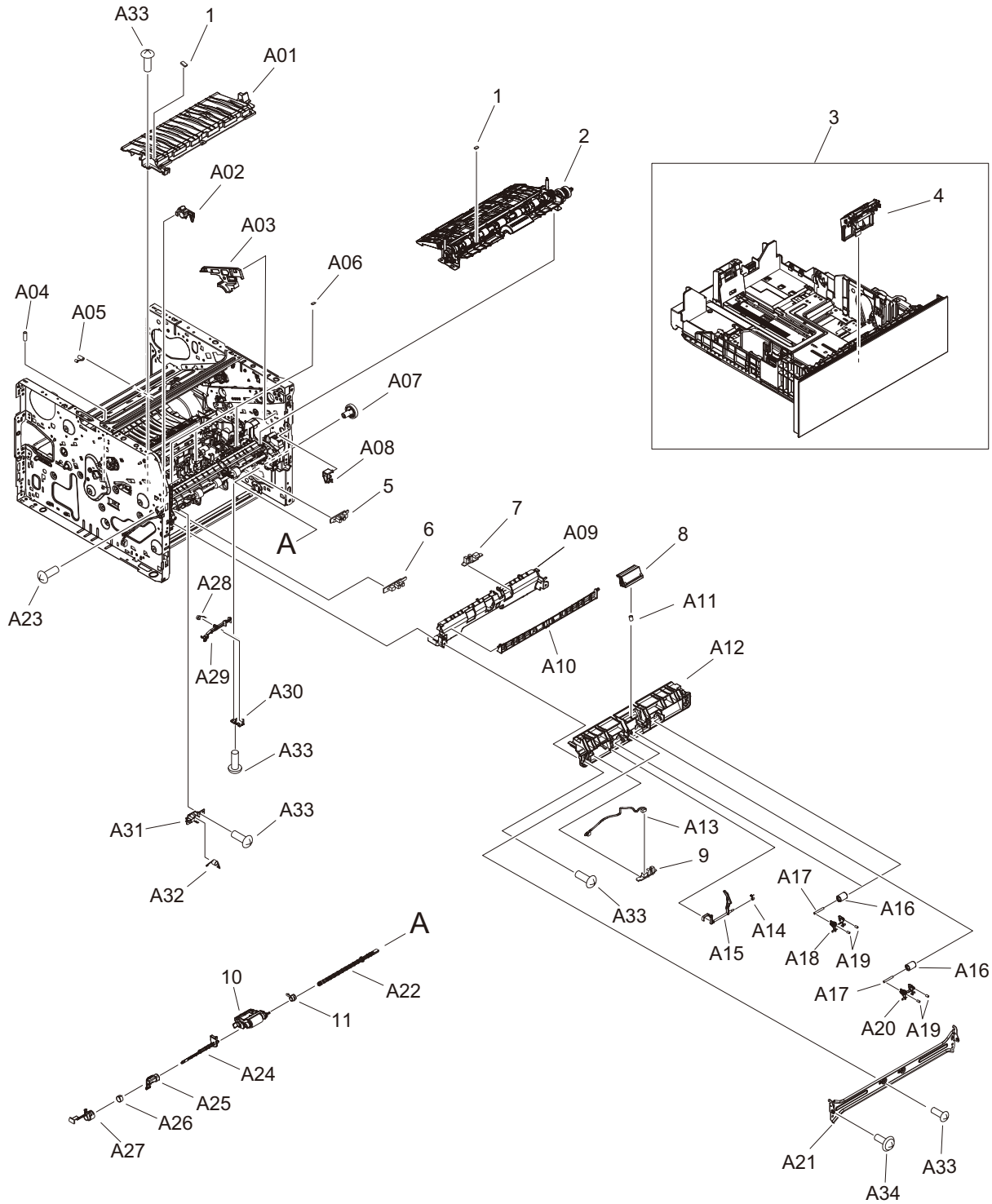


**Table 5-11 Internal assemblies, Front side (8 of 8)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| 1 | RC2-6075-000CN | Sheet, Damper | 1 | Not applicable |
| 2 | RM2-4949-000CN | Registration assembly | 1 | See Removal and replacement: Registration assembly. |
| 3 | RM2-4923-000CN | Cassette assembly (Except China model) | 1 | Not applicable |
| 3 | RM3-1082-000CN | Cassette assembly (China model) | 1 | Not applicable |
| 4 | RM3-1081-000CN | Separation roller assembly | 1 | See Removal and replacement: Tray 1 separation pad. |
| 5 | RM3-8602-000CN | Paper sensor PCB assembly | 1 | See Removal and replacement: Cassette paper presence sensor PCA. |
| 6 | RM3-8603-000CN | Paper sensor PCB assembly | 1 | See Removal and replacement: Cassette paper surface sensor PCA. |
| 7 | RM3-8798-000CN | Paper sensor PCB assembly | 1 | See Removal and replacement: Pre-registration sensor PCA. |
| 8 | RL2-0657-000CN | Pad, Multi-Purpose separation | 1 | See Removal and replacement: Tray 1 separation pad.<br><br>For cleaning procedure, see Clean the Tray 1 (MP tray) pickup roller and separation pad. |
| 9 | RM3-8790-000CN | Paper sensor PCB assembly | 1 | Not applicable |
| 10 | RM3-1712-000CN | Tray 1 Kit Paper pick-up roller assembly | 1 | See Removal and replacement: Tray 1 (MP tray) pickup roller. |
| 11 | RC4-4341-000CN | Bushing | 1 | Not applicable |
| A01 | RC6-2896-000CN | Cover, Core frame, Upper | 1 | Not applicable |
| A02 | RC6-3012-000CN | Bushing | 1 | Not applicable |
| A03 | RC6-3105-000CN | Guide, Shutter, Right | 1 | Not applicable |
| A04 | RU2-2861-000CN | Spring, Compression | 1 | Not applicable |
| A05 | RC6-2880-000CN | Spring, Compression | 1 | Not applicable |
| A06 | RC4-3130-000CN | Damper, Sensor | 1 | Not applicable |
| A07 | RU3-0089-000CN | Gear, 23T | 1 | Not applicable |
| A08 | RC6-3288-000CN | Guide, Plate, Lifting | 1 | Not applicable |
| A09 | RC6-3237-000CN | Guide, Intermediate feed | 1 | Not applicable |
| A10 | RC4-3101-000CN | Guide, Paper pick-up | 1 | Not applicable |

**Table 5-11 Internal assemblies, Front side (8 of 8) (continued)**

| Ref No | Part number | Description | Qty AR* | Removal/replacement |
|---|---|---|---|---|
| A11 | RU8-2935-000CN | Spring, Compression | 1 | Not applicable |
| A12 | RC6-3011-000CN | Frame, Multi-purpose | 1 | Not applicable |
| A13 | RM3-8969-000CN | Cable assembly | 1 | Not applicable |
| A14 | RC6-4239-000CN | Spring, TORSION | 1 | Not applicable |
| A15 | RC4-3041-000CN | Flag, Sensor | 1 | Not applicable |
| A16 | RC6-3001-000CN | Roller, Intermediate feed | 3 | Not applicable |
| A17 | RC6-3002-000CN | PIN, Roller | 3 | Not applicable |
| A18 | RC6-2999-000CN | Holder, Roller | 2 | Not applicable |
| A19 | RU2-2881-000CN | Spring, Compression | 6 | Not applicable |
| A20 | RL3-1853-000CN | Holder, Roller | 1 | Not applicable |
| A21 | RC6-2917-000CN | Crossmember, Front | 1 | Not applicable |
| A22 | RC4-3095-000CN | Shaft, Transmission | 1 | Not applicable |
| A23 | XB4-7300-809CN | Screw, TP, BH3X8, S | AR | Not applicable |
| A24 | RC6-3265-000CN | Shaft, Transmission | 1 | Not applicable |
| A25 | RC6-3357-000CN | Flag, Sensor | 1 | Not applicable |
| A26 | RU8-2934-000CN | Spring, TORSION | 1 | Not applicable |
| A27 | RC6-3238-000CN | Holder, Flag | 1 | Not applicable |
| A28 | RU9-2072-000CN | Spring, TORSION | 1 | Not applicable |
| A29 | RC6-2928-000CN | Lever, Detect | 1 | Not applicable |
| A30 | RC4-4375-000CN | Holder, Lever | 1 | Not applicable |
| A31 | RC4-4362-000CN | Guide, Slide shaft | 1 | Not applicable |
| A32 | RU2-2874-000CN | Spring, TORSION | 1 | Not applicable |
| A33 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |
| A34 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |

* As required

# Input devices

Learn about the input devices.

## Parts and diagrams: 550-sheet paper feeder covers

Parts diagram and parts list for the 550-sheet paper feeder.

**Figure 5-12 550-sheet paper feeder covers**

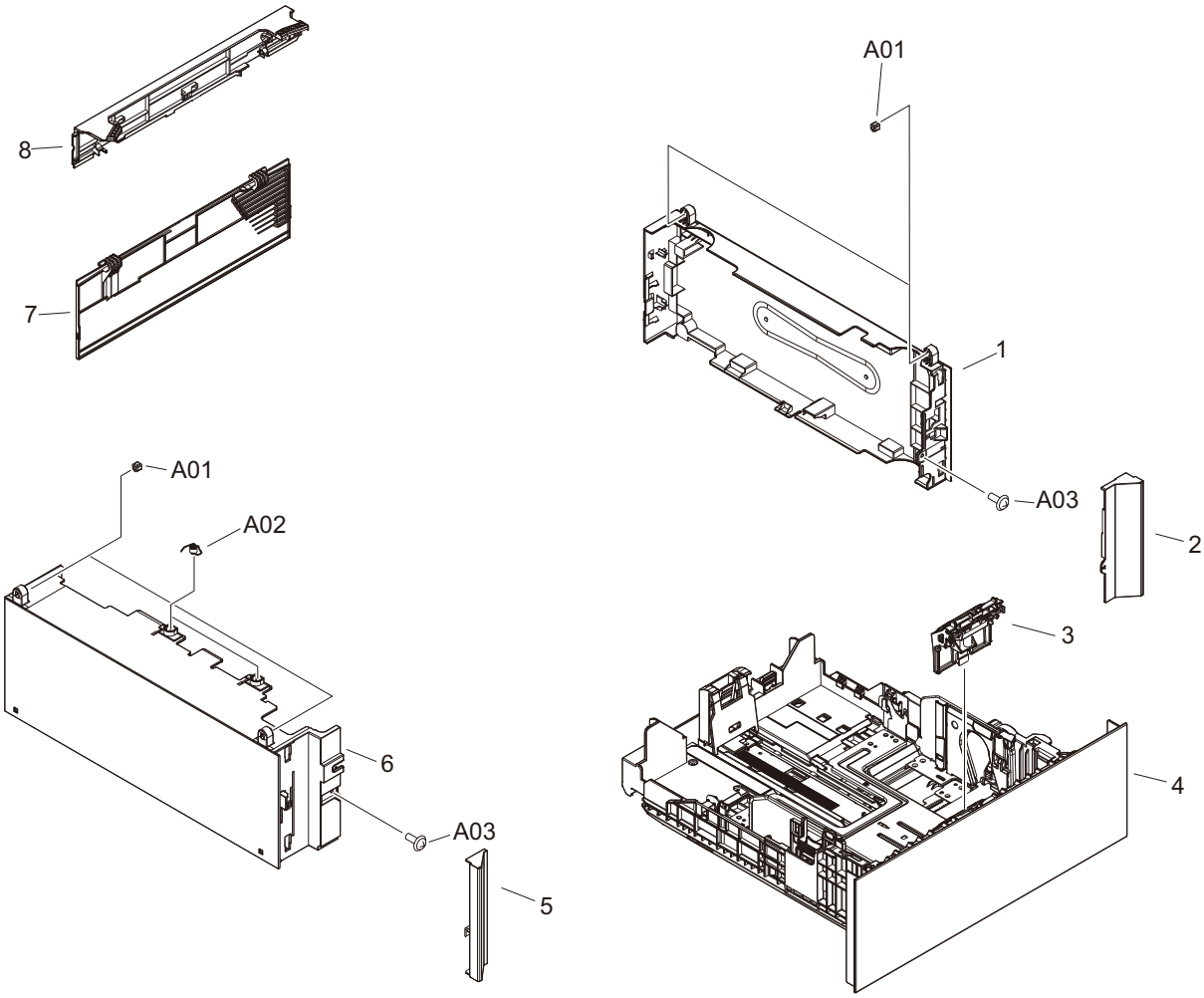



**Table 5-12 550-sheet paper feeder covers**

| Ref No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| 1 | RM3-0954-000CN | Cover, Right | 1 | See Removal and replacement: 1x550-sheet paper deck right cover. |
| 2 | RC6-3518-000CN | Cover, Front right | 1 | See Removal and replacement: 1x550-sheet paper deck front right cover. |

**Table 5-12 550-sheet paper feeder covers (continued)**

| Ref No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| 3 | RM3-1081-000CN | Separation roller assembly | 1 | See Removal and replacement: 1x550-sheet paper deck separation roller assembly. |
| 4 | RM3-0949-000CN | Cassette assembly | 1 | Not applicable |
| 5 | RC6-3520-000CN | Cover, Front left | 1 | See Removal and replacement: 1x550-sheet paper deck left cover/front left cover. |
| 6 | RM3-0953-000CN | Cover, Left | 1 | See Removal and replacement: 1x550-sheet paper deck left cover/front left cover. |
| 7 | RC6-3045-000CN | Cover, Cassette, Rear | 1 | See Removal and replacement: 1x550-sheet paper deck rear cover/ cassette rear cover. |
| 8 | RC6-3521-000CN | Cover, Rear | 1 | See Removal and replacement: 1x550-sheet paper deck rear cover/ cassette rear cover. |
| A01 | RC6-4750-000CN | Nut | 4 | Not applicable |
| A02 | RU2-2942-000CN | Spring, Compression | 2 | Not applicable |
| A03 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |

* As required

# Parts and diagrams: 550-sheet paper feeder main body components

Parts diagram and parts list for the 550-sheet paper feeder.

**Figure 5-13 550-sheet paper feeder main body components**

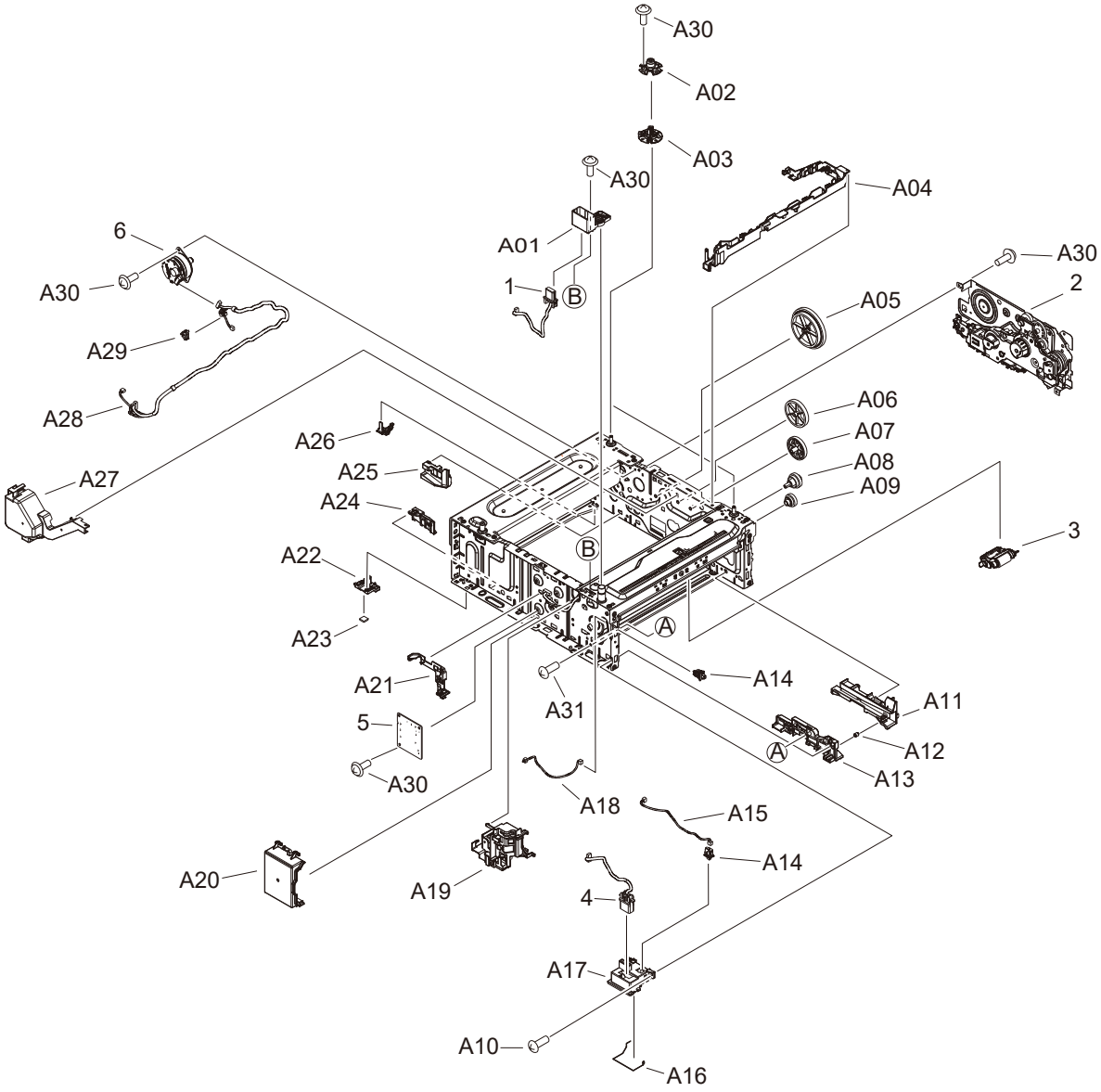



**Table 5-13 550-sheet paper feeder main body components**

| Ref No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| 1 | RM3-8595-000CN | Cable assembly | 1 | Not applicable |
| 2 | RM3-0945-000CN | Main drive assembly | 1 | See Removal and replacement: 1x550-sheet paper deck main drive assembly. |

**Table 5-13 550-sheet paper feeder main body components (continued)**

| Ref No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| 3 | RM3-1712-000CN | Paper pick-up roller assembly | 1 | See Removal and replacement: 1x550-sheet paper deck pickup roller assembly. |
| 4 | RM3-8596-000CN | Cable assembly | 1 | Not applicable |
| 5 | RM3-8600-000CN | OPF Controller PCB assembly | 1 | See Removal and replacement: 1x550-sheet paper deck controller PCA assembly. |
| 6 | RM3-0948-000CN | Pick-up motor assembly | 1 | See Removal and replacement: 1x550-sheet paper deck cassette pickup motor assembly. |
| A01 | RC6-3508-000CN | Holder, Drawer | 1 | Not applicable |
| A02 | RC6-3535-000CN | Cylinder, Upper | 2 | Not applicable |
| A03 | RC6-3536-000CN | Cylinder, Lower | 2 | Not applicable |
| A04 | RC6-3509-000CN | Guide, cable | 1 | Not applicable |
| A05 | RU3-0149-000CN | Gear, 27T/71T | 1 | Not applicable |
| A06 | RU3-0148-000CN | Gear, 55T/23T | 1 | Not applicable |
| A07 | RU3-0150-000CN | Gear, 46T | 1 | Not applicable |
| A08 | RU3-0255-000CN | Gear, 14T/22T | 1 | Not applicable |
| A09 | RU3-0210-000CN | Gear, 19T | 1 | Not applicable |
| A10 | XB4-7300-809CN | Screw, TP, BH3X8, S | AR | Not applicable |
| A11 | RC6-2985-000CN | Rail, Guide, Right front | 1 | Not applicable |
| A12 | RC4-4080-000CN | Roller, Cassette | 2 | Not applicable |
| A13 | RC6-2987-000CN | Rail, Guide, Left front | 1 | Not applicable |
| A14 | WC2-5803-000CN | Switch | 1 | Not applicable |
| A15 | RM3-8598-000CN | Cable assembly | 1 | Not applicable |
| A16 | RC6-2975-000CN | Rod, Drawer | 1 | Not applicable |
| A17 | RC6-3532-000CN | Holder, Drawer | 1 | Not applicable |
| A18 | RM3-8592-000CN | Cable assembly | 1 | Not applicable |
| A19 | RC6-3510-000CN | Guide, cable | 1 | Not applicable |
| A20 | RC6-3530-000CN | Cover, PCB | 1 | Not applicable |
| A21 | RC4-4308-000CN | Holder, PCB | 1 | Not applicable |
| A22 | RC6-3347-000CN | Foot, Left | 1 | Not applicable |
| A23 | RC5-5093-000CN | Foot, Rubber | 4 | Not applicable |
| A24 | RC6-2988-000CN | Rail, Guide, Left rear | 1 | Not applicable |

**Table 5-13 550-sheet paper feeder main body components (continued)**

| Ref No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| A25 | RC6-2986-000CN | Rail, Guide, Right rear | 1 | Not applicable |
| A26 | RC6-3256-000CN | Foot, Right | 1 | Not applicable |
| A27 | RC6-3522-000CN | Cover, Motor | 1 | Not applicable |
| A28 | RM3-8588-000CN | Cable assembly | 1 | Not applicable |
| A29 | VS1-8959-002CN | Connector, Wire to wire, 2P | 1 | Not applicable |
| A30 | A9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |
| A31 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |

* As required

# Parts and diagrams: Envelope feeder

Parts diagram and parts list for the envelope feeder kit.

**Figure 5-14 Envelope feeder kit**

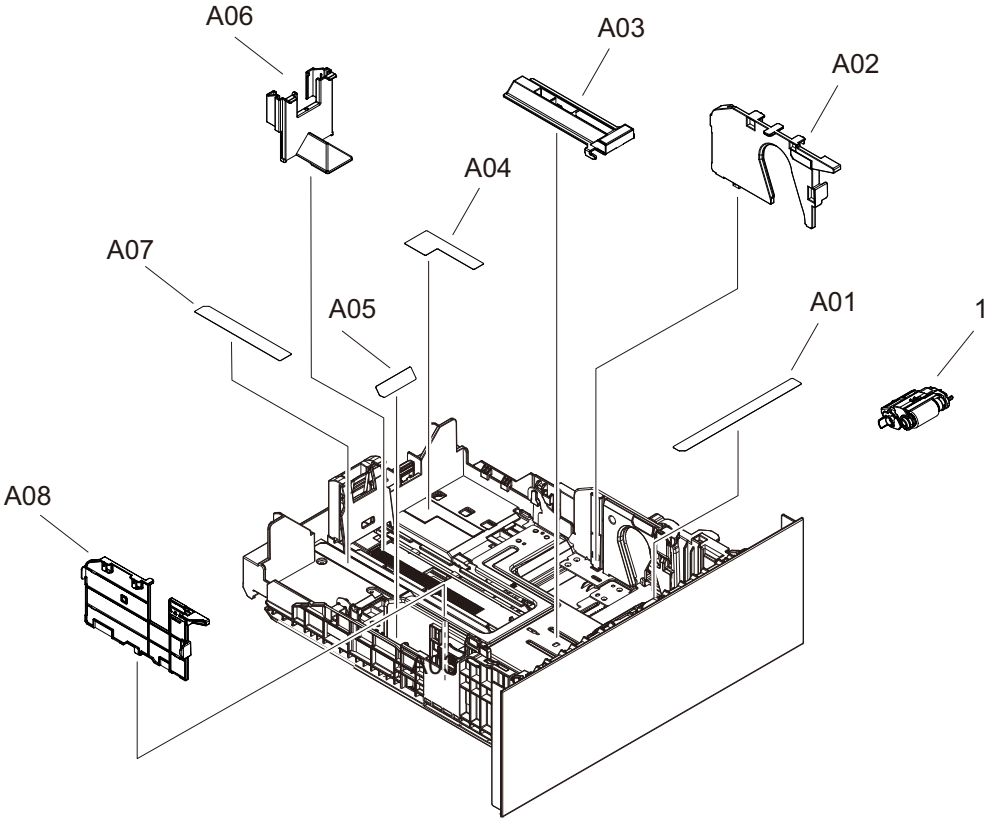



**Table 5-14 Envelope Feeder Kit**

| Ref No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| 1 | RM3-1080-000CN | Pick-up Roller assembly | 1 | See Envelope feeder. |
| A01 | RU9-8511-000 | Label, Operator | 1 | Not applicable |
| A02 | RL3-1081-000 | Plate, Paper side end, Right | 1 | Not applicable |
| A03 | RL3-1082-000 | Guide, Lifting Plate | 1 | Not applicable |
| A04 | RU9-8518-000 | Label, Blank | 1 | Not applicable |
| A05 | RU9-8517-000 | Label, Blank | 1 | Not applicable |
| A06 | RC6-4743-000 | Guide, Back end | 1 | Not applicable |
| A07 | RU9-8516-000 | Label, Blank | 1 | Not applicable |
| A08 | RC6-4740-000 | Plate, Paper side end, Left | 4 | Not applicable |

* As required

# Output devices

Learn about the output devices.

## Parts and diagrams: 3-bin Stapler/Stacker covers (1 of 2, 5601, 5602, X52952, X53052)

Parts diagram and parts list for the MFP printer covers.

**Figure 5-15 3-bin Stapler/Stacker covers ( 1of 2, 5601, 5602, X52952, X53052)**

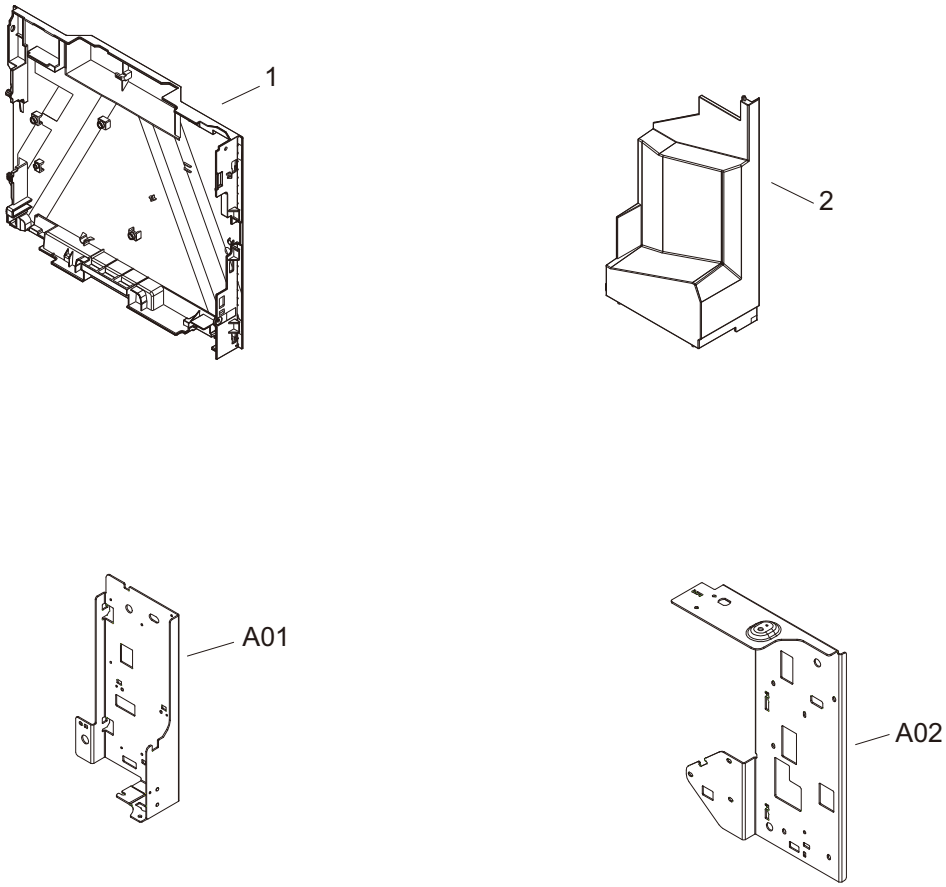



**Table 5-15 3-bin Stapler/Stacker covers (1 of 2, 5601, 5602, X52952, X53052)**

| Key No | Part number | Description | Qty |
|---|---|---|---|
| 1 | RC6-5120-000CN | Cover, Right | 1 |
| 2 | RC6-3493-000CN | Cover, Inner, Right | 1 |
| A01 | RC6-3494-000CN | Plate, Reinforcement, Right | 1 |
| A02 | RC6-3495-000CN | Plate, Reinforcement, Right | 1 |

# Parts and diagrams: 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052)

Parts diagram and parts list for the MFP printer covers.

**Figure 5-16 3-bin Stapler/Stacker External covers, doors, and panels ( 2 of 2, 5601, 5602, X52952, X53052)**

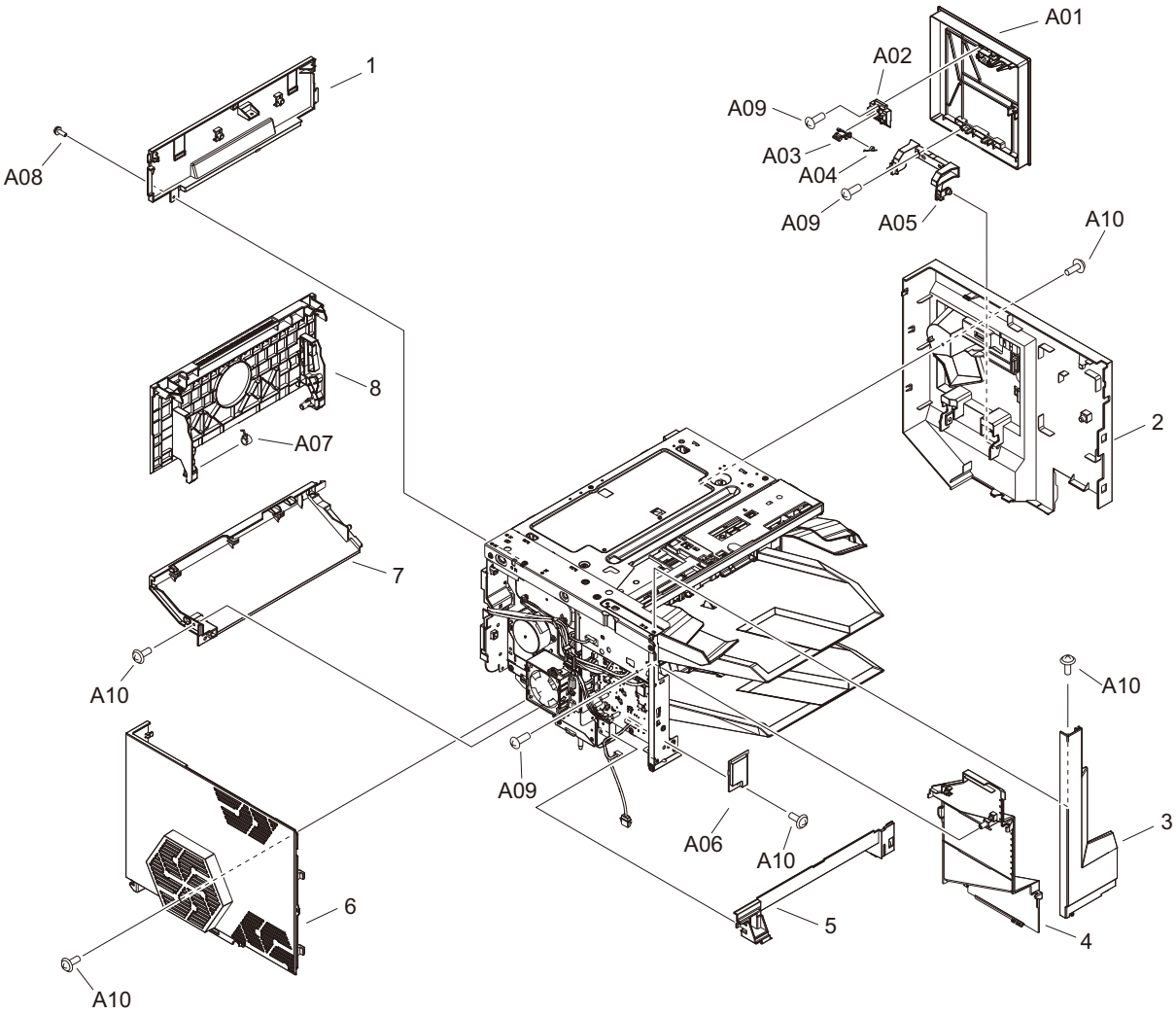



**Table 5-16 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052**

| Key No | Part number | Description | Qty (*) | Removal/Replacement |
|---|---|---|---|---|
| 1 | RC6-3481-000CN | Cover, Rear upper | 1 | See Removal and replacement: 3-Bin stapler/stacker rear upper cover. |
| 2 | RM3-2367-000CN | Cover, Stapler | 1 | See Removal and replacement: 3-Bin stapler/stacker stapler cover and staple door. |
| 3 | RC6-3478-000CN | Cover, Front left | 1 | See Removal and replacement: 3-Bin stapler/stacker left inner cover. |

**Table 5-16 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 (continued)**

| Key No | Part number | Description | Qty (*) | Removal/Replacement |
|---|---|---|---|---|
| 4 | RC6-3488-000CN | Cover, Inner left | 1 | See Removal and replacement: 3-Bin stapler/stacker left inner cover. |
| 5 | RC6-3477-000CN | Cover, IPTU | 1 | Not applicable |
| 6 | RC6-3479-000CN | Cover, Left | 1 | See Removal and replacement: 3-Bin stapler/stacker left cover. |
| 7 | RC6-3483-000CN | Cover, Rear lower | 1 | See Removal and replacement: 3-Bin stapler/stacker rear lower cover. |
| 8 | RM3-0963-000CN | Rear door assembly(Right door assembly) | 1 | See Removal and replacement: 3-Bin stapler/stacker rear door assembly. |
| A01 | RC6-7725-000CN | Door, Staple | 1 | Not applicable |
| A02 | RC6-7734-000CN | Holder, Latch | 1 | Not applicable |
| A03 | RC6-7736-000CN | Latch, Staple door | 1 | Not applicable |
| A04 | RC6-2352-000CN | Spring, TORSION | 1 | Not applicable |
| A05 | RC6-7735-000CN | Support, Staple door | 1 | Not applicable |
| A06 | RC6-2356-000CN | Cover, Left front | 1 | Not applicable |
| A07 | RU9-2731-000CN | Spring, TORSION | 1 | Not applicable |
| A08 | XA9-1451-000CN | Screw, W/Washer,M3X10,ZC3 | AR | Not applicable |
| A09 | XB4-7301-005CN | Screw, BH M3X10 | AR | Not applicable |
| A10 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |
| A10 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |

* As required

# Parts and diagrams: 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052)

Parts diagram and parts list for the MFP printer covers.

**Figure 5-17 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052)**

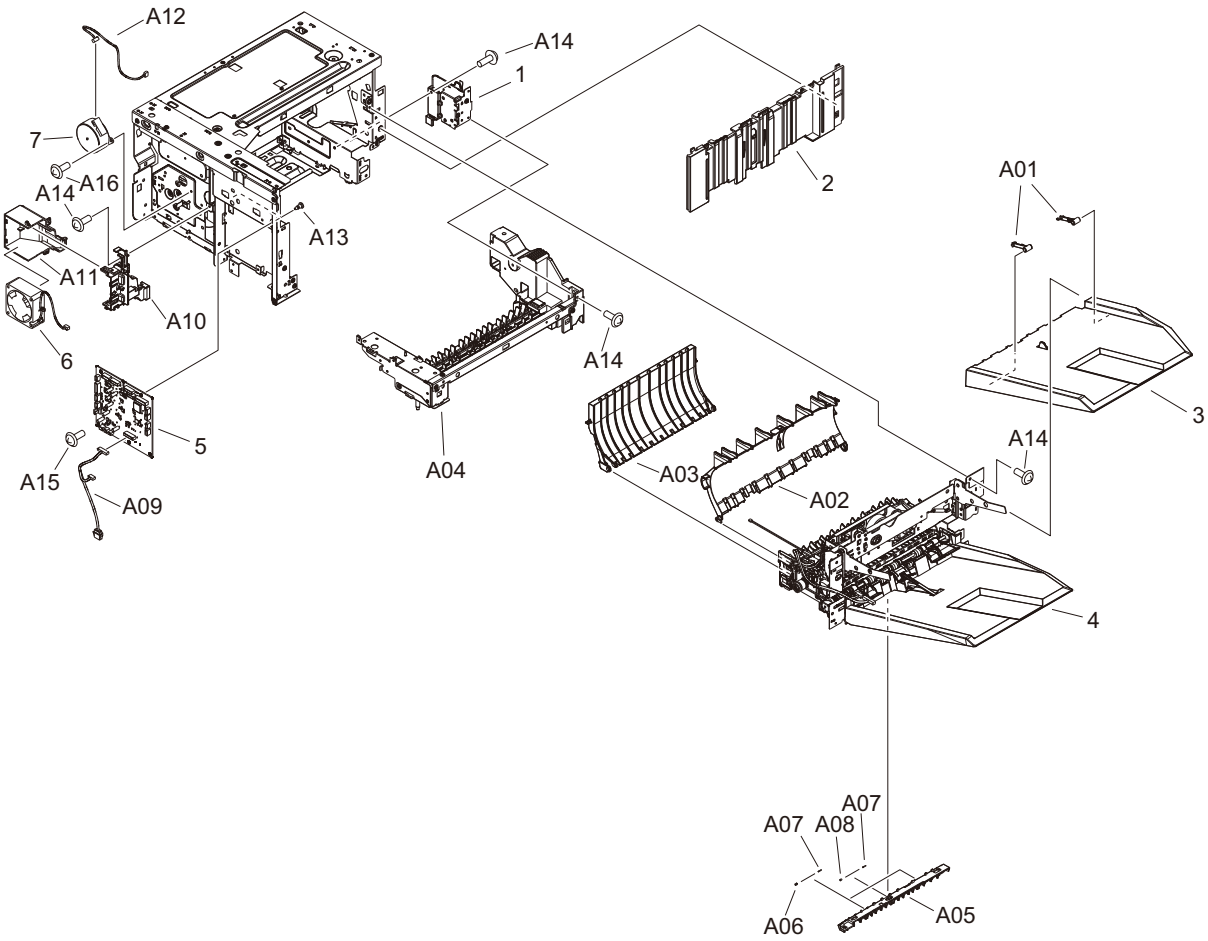


**Table 5-17 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052)**

| Key No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| 1 | RM3-2171-000CN | Solenoid assembly | 1 | Not applicable |
| 2 | RM3-2222-000CN | Stacking wall assembly | 1 | See Removal and replacement: 3-Bin stapler/stacker wall assembly. |
| 3 | RM3-2217-000CN | Tray assembly | 1 | See Removal and replacement: 3-Bin stapler/stacker output bin 1 assembly. |
| 4 | RM3-0959-000CN | Paper feed assembly, Lower | 1 | See Removal and replacement: 3-Bin stapler/stacker lower feed assembly. |
| 5 | RM3-8609-000CN | Stapler Stacker Controller PCB assembly | 1 | See Removal and replacement: 3-Bin stapler/stacker controller PCA assembly. |
| 6 | RK2-7951-000CN | Fan | 1 | See Removal and replacement: 3-Bin stapler/stacker fan. |
| 7 | RK2-8149-000CN | Motor, stepping DC | 1 | See Removal and replacement: 3-Bin stapler/stacker feed motor. |
| A01 | RC6-7694-000CN | PIN, Tray fixed | 2 | Not applicable |
| A02 | RC6-7608-000CN | Guide, Center, Upper | 1 | Not applicable |
| A03 | RC4-9525-000CN | Guide, Outer, Upper | 1 | Not applicable |
| A04 | RM3-0964-000CN | Interface assembly | 1 | Not applicable |
| A05 | RC6-7737-000CN | Guide, Bin entrance | 1 | Not applicable |
| A06 | RC6-7719-000CN | Roller, Paper delivery | 2 | Not applicable |
| A07 | XD9-0239-000CN | PIN, Parallel | 3 | Not applicable |
| A08 | RC5-8973-000CN | Roller, Paper delivery | 1 | Not applicable |
| A09 | RM3-8607-000CN | Cable assembly | 1 | Not applicable |
| A10 | RC6-3490-000CN | Duct, Outer | 1 | Not applicable |
| A11 | RC6-3489-000CN | Duct, Inner | 1 | Not applicable |
| A12 | RM2-8856-000CN | Cable, Paper feed motor | 1 | Not applicable |
| A13 | VT2-0026-006CN | Spacer, Card | 2 | Not applicable |
| A14 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |
| A15 | XA9-1503-000CN | Screw, Tap, M3X6 | AR | Not applicable |
| A16 | XA9-1833-000CN | Screw, D, M3X6 | AR | Not applicable |

* As required

# Parts and diagrams:3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052)

Parts diagram and parts list for the MFP printer covers.

**Figure 5-18 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052)**

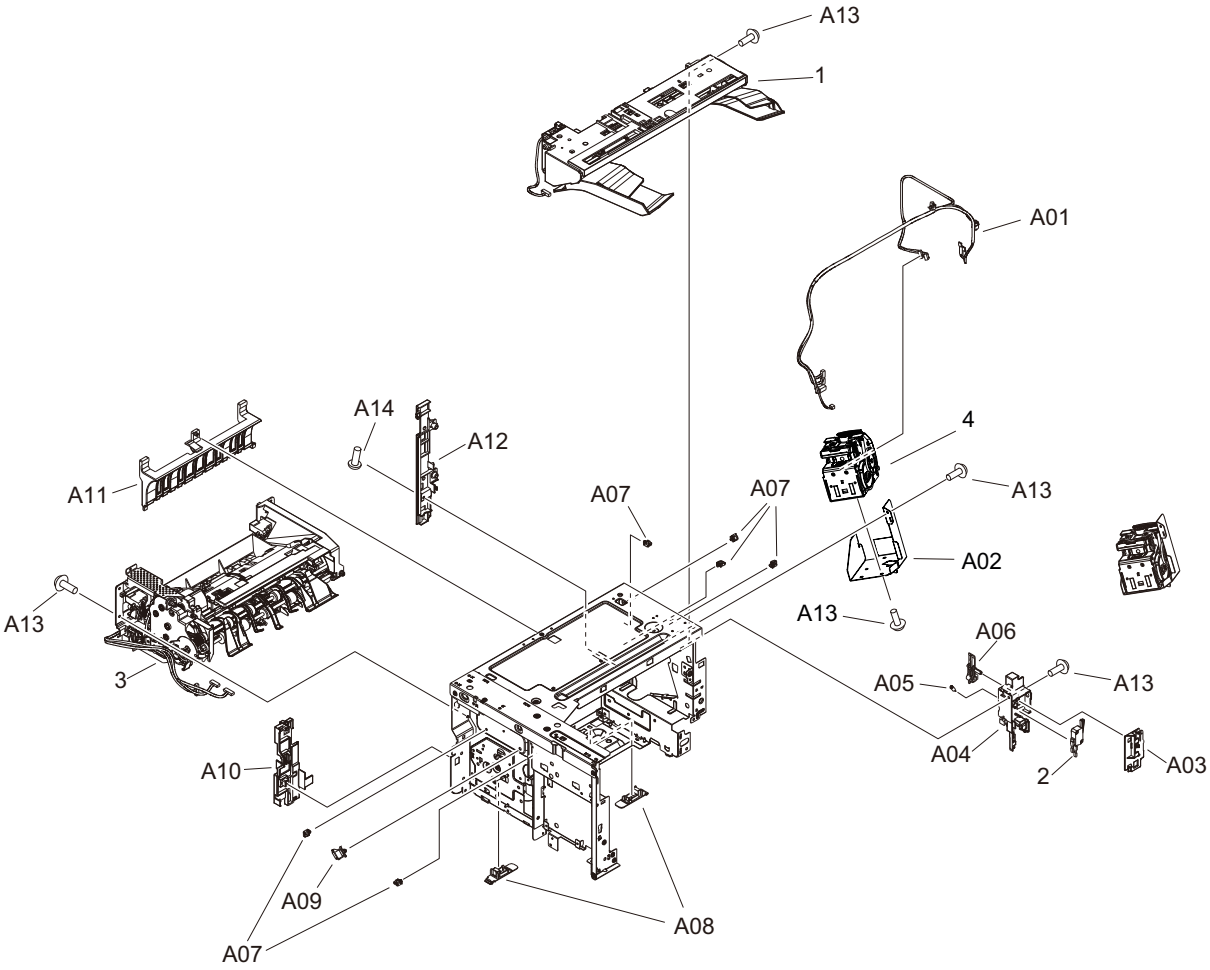



**Table 5-18 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052)**

| Key No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| 1 | RM3-2223-000CN | Jog assembly | 1 | See Removal and replacement: 3-Bin stapler/stacker jogger assembly. |
| 2 | WC4-5171-000CN | Microswitch | 1 | Not applicable |
| 3 | RM3-0962-000CN | Paper feed assembly, Upper | 1 | See Removal and replacement: 3-Bin stapler/stacker upper feed assembly. |
| 4 | RK2-8148-000CN | Stapler | 1 | See Removal and replacement: 3 Bin stapler/stacker staple assembly. |
| A01 | RM3-9202-000CN | Cable assembly | 1 | Not applicable |

**Table 5-18 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) (continued)**

| Key No | Part number | Description | Qty AR* | Removal/Replacement |
|---|---|---|---|---|
| A02 | RC6-7587-000CN | Holder, Staple | 1 | Not applicable |
| A03 | RC6-7733-000CN | Cover, Interlock switch | 1 | Not applicable |
| A04 | RC6-2346-000CN | Holder, Staple door sensor | 1 | Not applicable |
| A05 | RU2-2531-000CN | Spring, Tension | 1 | Not applicable |
| A06 | RC6-7670-000CN | Lever, Sensor | 1 | Not applicable |
| A07 | WT2-6495-000CN | Clamp, Wire | 6 | Not applicable |
| A08 | RC6-7672-000CN | Support, Door, Right | 2 | Not applicable |
| A09 | WT2-6412-000CN | Clamp, Wire | 1 | Not applicable |
| A10 | RC6-3480-000CN | Cover, Corner, Left rear | 1 | Not applicable |
| A11 | RC4-9470-000CN | Guide, Reverse | 1 | Not applicable |
| A12 | RC6-3476-000CN | Cover, Stapler inner | 1 | Not applicable |
| A13 | XA9-1671-000CN | Screw, D, M3X8 | AR | Not applicable |
| A14 | XA9-1671-000CN | Screw, BH M3X10 | AR | Not applicable |

* As required

# Alphabetical parts list

**Table 5-19 Alphabetical parts list**

| Description | Part number | Table and page |
|---|---|---|
| ADF hinge kit (6xxx Series) | 5851-8842 | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| ADF top cover assembly (includes rollers) | 4RA80-67006 | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| Bushing | RC4-4341-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Bushing | RC6-2829-000 | Internal assemblies (2 of 8) on page 1584 |
| Bushing | RC6-2832-000 | Internal assemblies (2 of 8) on page 1584 |
| Bushing | RC6-2867-000CN | Internal assemblies (2 of 8) on page 1584 |
| Bushing | RC6-2869-000 | Internal assemblies (2 of 8) on page 1584 |
| Bushing | RC6-3012-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Button switch | WC2-5806-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Button, Cartridge Door | RC6-3055-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Button, Cartridge Door | RC6-3055-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| CAM, Dev | RC6-2854-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| CAM, Drive | RC6-3186-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Cable Assembly | RM3-9608-000 | Internal assemblies (2 of 8) on page 1584 |
| Cable assembly | RM3-8595-000CN | 550-sheet paper feeder main body components on page 1607 |
| Cable assembly | RM3-8596-000CN | 550-sheet paper feeder main body components on page 1607 |
| Cable assembly | RM3-8922-000 | Internal assemblies (2 of 8) on page 1584 |
| Cable assembly | RM3-8923-000CN | Internal assemblies (1 of 8) on page 1580 |
| Cable assembly | RM3-8926-000 | Internal assemblies (2 of 8) on page 1584 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Cable assembly | RM3-8930-000CN | Internal assemblies (1 of 8) on page 1580 |
| Cable assembly | RM3-8932-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cable assembly | RM3-8935-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Cable assembly | RM3-8938-000CN | Internal assemblies (1 of 8) on page 1580 |
| Cable assembly | RM3-8940-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Cable assembly | RM3-8941-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Cable assembly | RM3-8949-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cable assembly | RM3-8960-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cable assembly | RM3-8961-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Cable assembly | RM3-8969-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Cable assembly | RM3-8971-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cable assembly | RM3-9202-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Cable assembly | RM3-8607-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Cable assembly | RM3-8925-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Cable assembly | RM3-8927-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Cable assembly (For SFP models) | RM3-2158-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Cable assembly (For SFP models) | RM3-8945-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Cable assembly (For SFP models) | RM3-8948-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Cable assembly (For SFP models) | RM3-8977-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cable, Flat | RK3-2160-000CN | Internal assemblies (3 of 8) on page 1588 |
| Cable, Flat | RK3-2163-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Cable, Flat | RK3-2165-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cable, Flat | RK3-2161-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cable, Paper feed motor | RM2-8856-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Case, Formatter | RC6-2962-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Case, Formatter (For SFP models) | RC6-2939-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cassette assembly | RM2-4923-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Cassette assembly | RM3-0949-000CN | 550-sheet paper feeder covers on page 1605 |
| Cassette assembly (China model) | RM3-1082-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Clamp, Wire | WT2-6412-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Clamp, Wire | WT2-6495-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Clip, Duplexing guide | RC6-2833-000 | Internal assemblies (2 of 8) on page 1584 |
| Cover drive | RC6-3195-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Cover, Left | RM3-0953-000CN | 550-sheet paper feeder covers on page 1605 |
| Cover, Cable (For SFP models) | RC6-2953-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cover, Cassette, Rear | RC6-3045-000CN | 550-sheet paper feeder covers on page 1605 |
| Cover, Connector | RC6-7533-000CN | Internal assemblies (1 of 8) on page 1580 |
| Cover, Core frame, Upper | RC6-2896-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Cover, Corner, Left rear | RC6-3480-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Cover, Fixing Drawer | RC6-3314-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Cover, Front left | RC6-3041-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Cover, Front left | RC6-3041-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Cover, Front left | RC6-3478-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Cover, Front left | RC6-3520-000CN | 550-sheet paper feeder covers on page 1605 |
| Cover, Front right | RC6-3039-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Cover, Front right | RC6-3039-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Cover, Front right | RC6-3518-000CN | 550-sheet paper feeder covers on page 1605 |
| Cover, HIP | RC4-4142-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Cover, High voltage contact | RC6-4926-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Cover, IPTU | RC6-3477-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Cover, Inner left | RC6-3488-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Cover, Inner, Right | RC6-3493-000CN | 3-bin Stapler/Stacker covers (1 of 2, 5601, 5602, X52952, X53052) on page 1611 |
| Cover, Interlock switch | RC6-7733-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Cover, Left | RC6-3063-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Cover, Left | RC6-3479-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Cover, Left | RC6-3040-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Cover, Power Fan | RC6-2956-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cover, Rear | RC6-3521-000CN | 550-sheet paper feeder covers on page 1605 |
| Cover, Rear lower | RC6-3483-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Cover, Rear upper | RC6-3202-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Cover, Rear upper | RC6-3481-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Cover, Right | RC6-3038-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Cover, Right | RC6-3038-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Cover, Right | RC6-5120-000CN | 3-bin Stapler/Stacker covers (1 of 2, 5601, 5602, X52952, X53052) on page 1611 |
| Cover, Right | RM3-0954-000CN | 550-sheet paper feeder covers on page 1605 |
| Cover, Stapler | RM3-2367-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Cover, Stapler inner | RC6-3476-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Cover, Upper inner, left | RC6-3059-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Cover, Upper inner, right | RC6-3060-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Cover, WI-FI | RC6-3263-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Cover, cable | RC6-2948-000CN | Internal assemblies (1 of 8) on page 1580 |
| Cover, cable | RC6-2963-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Crossmember, Front | RC6-2917-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Cylinder, Lower | RC6-3536-000CN | 550-sheet paper feeder main body components on page 1607 |
| DC Controller PCB assembly | RM3-8841-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| DC Controller PCB assembly | RM3-8845-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Damper, Sensor | RC4-3130-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Developer bypass drive assembly | RM3-1073-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Door, Staple | RC6-7725-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Duct, Air Intake | RC6-2958-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Duct, Fan (For MFP models) | RC6-2965-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Duct, Fan (For MFP models) | RC6-2968-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Duct, Fan (For MFP models) | RC6-2971-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Duct, Formatter | RC6-2957-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Duct, Formatter Inside (For SFP models) | RC6-2970-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Duct, Inner | RC6-3489-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Duct, Outer | RC6-3490-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Duplexing guide assembly | RM2-4924-000CN | Internal assemblies (2 of 8) on page 1584 |
| Eliminator, Static charge | RC6-2875-000 | Internal assemblies (2 of 8) on page 1584 |
| Engine power supply assembly 110V | RM3-8810-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Engine power supply assembly 110V | RM3-8812-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Engine power supply assembly 220V | RM3-8814-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Engine power supply assembly 220V | RM3-8816-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Fan | RK2-7951-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Fan | RK2-8948-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Fan | RK2-8948-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Fan | RK3-1996-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Fan | RK3-2016-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Fan | RK3-2475-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Fixing assembly 110V | RM2-4928-000CN | Internal assemblies (1 of 8) on page 1580 |
| Fixing assembly 220V | RM2-4929-000CN | Internal assemblies (1 of 8) on page 1580 |
| Fixing bias PCB assembly | RM3-8838-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Flag, Duplexing feed sensor | RC6-2835-000 | Internal assemblies (2 of 8) on page 1584 |
| Flag, Sensor | RC4-3041-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Flag, Sensor | RC6-2881-000CN | Internal assemblies (1 of 8) on page 1580 |
| Flag, Sensor | RC6-2885-000CN | Internal assemblies (1 of 8) on page 1580 |
| Flag, Sensor | RC6-2886-000CN | Internal assemblies (1 of 8) on page 1580 |
| Flag, Sensor | RC6-3357-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Foot, Installation | RC6-3256-000 | Internal assemblies (2 of 8) on page 1584 |
| Foot, Installation | RC6-3347-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Foot, Rubber, Front | RC5-5093-000 | Internal assemblies (2 of 8) on page 1584 |
| Foot, Rubber, Front | RC5-5093-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Foot, Rubber, Front | RC5-5093-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Formatter cover assembly | RM3-1708-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Formatter cover assembly | RM3-1709-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Front door assembly | RM2-4938-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Front door assembly | RM2-4938-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Front door assembly | RM3-1083-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Gear assembly | RM3-1071-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Gear assembly | RM3-1072-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 16T | RU3-0095-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 17T | RU3-0069-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 17T | RU3-0062-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 18T | RU3-0072-000 | Internal assemblies (2 of 8) on page 1584 |
| Gear, 18T | RU3-0093-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 18T | RU3-0096-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 20T | RU3-0068-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 20T | RU3-0094-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 21T | RU3-0071-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Gear, 23T | RU3-0089-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Gear, 27T/71T | RU3-0149-000CN | 550-sheet paper feeder main body components on page 1607 |
| Gear, 29T/37T | RU3-0070-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Gear, 30T | RU3-0128-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Gear, 34T | RU3-0097-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Guide, Back end | RC6-4743-000 | Envelope Feeder Kit on page 1610 |
| Guide, Bin entrance | RC6-7737-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Guide, Cartridge rib | RC6-3127-000CN | Internal assemblies (3 of 8) on page 1588 |
| Guide, Center, Upper | RC6-7608-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Guide, Lifting Plate | RL3-1082-000 | Envelope Feeder Kit on page 1610 |
| Guide, Main drive cable | RC6-2850-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Guide, Outer, Upper | RC4-9525-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Guide, Paper pick-up | RC4-3101-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Guide, Plate, Lifting | RC6-3288-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Guide, Pre-transfer | RC6-2874-000CN | Internal assemblies (1 of 8) on page 1580 |
| Guide, Reverse | RC4-9470-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Guide, Slide shaft | RC4-4362-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Guide, cable | RC6-3216-000CN | Internal assemblies (1 of 8) on page 1580 |
| Guide, cable | RC6-3509-000CN | 550-sheet paper feeder main body components on page 1607 |
| Holder, Bushing, Left | RC6-2870-000 | Internal assemblies (2 of 8) on page 1584 |
| Holder, Bushing, Right | RC6-2868-000 | Internal assemblies (2 of 8) on page 1584 |
| Holder, Cable | RC6-2947-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Holder, Cable | RC6-3250-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Holder, Cartridge fan (For SFP models) | RC6-2959-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Holder, Connecting PCB | RC6-2941-000CN | Internal assemblies (3 of 8) on page 1588 |
| Holder, Drawer | RC6-3354-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Holder, Drawer | RC6-3508-000CN | 550-sheet paper feeder main body components on page 1607 |
| Holder, Duplexing feed sensor | RC6-2834-000 | Internal assemblies (2 of 8) on page 1584 |
| Holder, Engine power supply | RC6-2954-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Holder, Fan (For MFP models) | RC6-2966-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Holder, Flag | RC6-3238-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Holder, Laser shutter | RC6-3110-000CN | Internal assemblies (3 of 8) on page 1588 |
| Holder, Latch | RC6-7734-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Holder, Lever | RC4-4375-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Holder, Power Switch | RC6-2942-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Holder, Roller | RC6-2999-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Holder, Roller | RL3-1853-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| ISA 500MFP WF | 6QN31-67001 | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| ISA Essentials | 2T1M3-67004 | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| Inlet cable assembly | RM3-8987-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Jog assembly | RM3-2223-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Keyboard Assembly- Standard US | 6QN35-60158 | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Label, Blank | RU9-8516-000 | Envelope Feeder Kit on page 1610 |
| Label, Blank | RU9-8517-000 | Envelope Feeder Kit on page 1610 |
| Label, Blank | RU9-8518-000 | Envelope Feeder Kit on page 1610 |
| Label, Operator | RU9-8511-000 | Envelope Feeder Kit on page 1610 |
| Laser scanner assembly | RM3-1705-000CN | Internal assemblies (3 of 8) on page 1588 |
| Latch, Staple door | RC6-7736-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Left cover assembly 220V | RM3-2425-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Left cover assembly 220V | RM3-2426-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Lever, Detect | RC6-2928-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Lever, Interlock Switch | RC6-2945-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Lever, Power Switch | RC6-2943-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Lever, Sensor | RC6-7670-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Lifter motor assembly | RM3-2415-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Link, Button | RC6-3053-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Link, CPL | RC6-3194-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Link, Laser shutter | RC6-3129-000CN | Internal assemblies (3 of 8) on page 1588 |
| Link, Rod | RC6-3185-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Link, Sensor flag | RC6-2887-000CN | Internal assemblies (1 of 8) on page 1580 |
| MP Paper feed clutch assembly | RM2-9456-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| MP Paper feed clutch assembly | RM2-9456-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Main Motor assembly | RM3-8848-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Main drive assembly | RM3-0945-000CN | 550-sheet paper feeder main body components on page 1607 |
| Main drive assembly | RM3-1074-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Memory PCB assembly | RM3-8830-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Microswitch | RK2-0535-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Microswitch | WC4-5171-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Motor, stepping DC | RK2-8149-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| OPF Controller PCB assembly | RM3-8600-000CN | 550-sheet paper feeder main body components on page 1607 |
| One-way Gear assembly | RM2-4911-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| PCB Holder assembly | RM3-1707-000CN | Internal assemblies (3 of 8) on page 1588 |
| PIN, Parallel | XD9-0239-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| PIN, Roller | RC6-3002-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| PIN, Tray fixed | RC6-7694-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Pad, Multi-Purpose separation | RL2-0657-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Paper delivery assembly | RM3-1033-000CN | Internal assemblies (1 of 8) on page 1580 |
| Paper feed assembly, Lower | RM3-0959-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Paper feed assembly, Upper | RM3-0962-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Paper pick-up drive assembly | RM2-4945-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Paper pick-up roller assembly | RM3-1712-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Paper pick-up roller assembly | RM3-1712-000CN | 550-sheet paper feeder main body components on page 1607 |
| Paper sensor PCB assembly | RM3-8602-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Paper sensor PCB assembly | RM3-8603-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Paper sensor PCB assembly | RM3-8790-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Paper sensor PCB assembly | RM3-8798-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Paper sensor PCB assembly | RM3-8870-000CN | Internal assemblies (1 of 8) on page 1580 |
| Paper sensor PCB assembly | RM3-8870-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Pick-up Roller assembly | RM3-1080-000CN | Envelope Feeder Kit on page 1610 |
| Pick-up motor assembly | RM3-0948-000CN | 550-sheet paper feeder main body components on page 1607 |
| Pillar, Main drive | RC6-2847-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Plate, Crossmember | RC6-3257-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Plate, Formatter, Rear | RC6-3182-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Plate, Formatter, Rear (For SFP models) | RC6-3181-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Plate, Motor | RC6-2860-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Plate, Paper side end, Left | RC6-4740-000 | Envelope Feeder Kit on page 1610 |
| Plate, Paper side end, Right | RL3-1081-000 | Envelope Feeder Kit on page 1610 |
| Plate, Reinforcement, Right | RC6-3495-000CN | 3-bin Stapler/Stacker covers (1 of 2, 5601, 5602, X52952, X53052) on page 1611 |
| Plate, Support, DC Controller | RC6-2940-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Power switch PCB assembly | RM3-8787-000CN | Internal assemblies (2 of 8) on page 1584 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Power switch PCB assembly | RM3-8787-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Pre-transfer guide PCB assembly | RM3-8837-000CN | Internal assemblies (1 of 8) on page 1580 |
| Rail, Guide, Left front | RC6-2987-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Rail, Guide, Right-front | RC6-2985-000 | Internal assemblies (2 of 8) on page 1584 |
| Rail, Wi-Fi (For SFP models) | RC6-2969-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Rear door assembly | RM2-4941-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Rear door assembly | RM2-4941-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Rear door assembly | RM3-0963-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Registration assembly | RM2-4949-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Relay PCB assembly | RM3-8835-000CN | Internal assemblies (3 of 8) on page 1588 |
| Reverse drive assembly | RM3-1710-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Rod, CPL | RC6-2852-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Rod, Drawer | RC6-2975-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Rod, Shield | RC6-2895-000CN | Internal assemblies (1 of 8) on page 1580 |
| Rod, Transfer Estrangement | RC6-2877-000 | Internal assemblies (2 of 8) on page 1584 |
| Roller, Cassette | RC4-4080-000 | Internal assemblies (2 of 8) on page 1584 |
| Roller, Duplexing | RC6-2824-000CN | Internal assemblies (1 of 8) on page 1580 |
| Roller, Duplexing paper feed | RL3-0376-000CN | Internal assemblies (2 of 8) on page 1584 |
| Roller, Intermediate feed | RC6-3001-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Roller, Paper Feed | RL3-0387-000CN | Internal assemblies (1 of 8) on page 1580 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Roller, Paper delivery | RC5-8973-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Roller, Paper delivery | RC6-7719-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Roller, Pick-up | RL3-0389-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Roller, Transfer | RC6-7536-000CN | Internal assemblies (2 of 8) on page 1584 |
| Roller, Transfer | RM3-1711-000CN | Internal assemblies (2 of 8) on page 1584 |
| Roller, paper re-pick up | RL3-0377-000CN | Internal assemblies (2 of 8) on page 1584 |
| Screw, D, M3X6 | XA9-1835-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Screw, D, M3X6 | XA9-1835-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Screw, BH M3X10 | XA9-1671-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Screw, BH M3X10 | XB4-7301-005CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Screw, BH M3X10 | XB4-7301-005CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Screw, BH M3X10 | XB4-7301-005CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Screw, BH M3X10 | XB4-7301-005CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Screw, BH M3X10 | XB4-7301-005CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Screw, BH M3X10 | XB4-7301-005CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Screw, D, M3X6 | XA9-1670-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Screw, D, M3X6 | XA9-1833-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Screw, D, M3X8 | XA9-1671-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Screw, D, M3X8 | XA9-1671-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Screw, D, M3X8 | XA9-1671-000CN | Internal assemblies (1 of 8) on page 1580 |
| Screw, D, M3X8 | XA9-1671-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Screw, D, M3X8 | XA9-1671-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Screw, D, M3X8 | XA9-1671-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Screw, D, M3X8 | XA9-1671-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Screw, D, M3X8 | XA9-1671-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Screw, D, M3X8 | XA9-1671-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Screw, D, M3X8 | XA9-1671-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Screw, TP, BH3X8, S | XB4-7300-809 | Internal assemblies (2 of 8) on page 1584 |
| Screw, TP, BH3X8, S | XB4-7300-809CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Screw, TP, BH3X8, S | XB4-7300-809CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Screw, Tap, M3X6 | XA9-1503-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Screw, W/Washer, M3X8 | XA9-1420-000 | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Screw, W/Washer, M3X8 | XA9-1420-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Screw, W/Washer,M3X10,ZC3 | XA9-1451-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Separation roller assembly | RM3-1081-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Separation roller assembly | RM3-1081-000CN | 550-sheet paper feeder covers on page 1605 |
| Shaft Gear | RC6-3210-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Shaft, CAM | RC6-3113-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Shaft, Transmission | RC4-3095-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Shaft, Transmission | RC6-3265-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Shaft, roller | RC6-2825-000CN | Internal assemblies (1 of 8) on page 1580 |
| Shaft, transmission | RC6-3240-000CN | Internal assemblies (3 of 8) on page 1588 |
| Sheet, Damper | RC2-6075-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Shifter, CAM | RC6-2855-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Slider, Laser shutter | RC6-3109-000CN | Internal assemblies (3 of 8) on page 1588 |
| Solenoid | RK3-2646-000CN | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| Solenoid | RM2-7361-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Solenoid assembly | RM3-2171-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Spacer, Card | VT2-0026-006CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Spring, Compression | RC4-3039-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Spring, Compression | RC6-2872-000 | Internal assemblies (2 of 8) on page 1584 |
| Spring, Compression | RC6-2880-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Spring, Compression | RC6-2892-000CN | Internal assemblies (1 of 8) on page 1580 |
| Spring, Compression | RC6-2893-000CN | Internal assemblies (1 of 8) on page 1580 |
| Spring, Compression | RC6-2951-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Spring, Compression | RC6-3056-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Spring, Compression | RC6-3206-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Spring, Compression | RU2-2852-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Spring, Compression | RU2-2861-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Spring, Compression | RU2-2863-000CN | Internal assemblies (3 of 8) on page 1588 |
| Spring, Compression | RU2-2864-000 | Internal assemblies (2 of 8) on page 1584 |
| Spring, Compression | RU2-2881-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Spring, Compression | RU8-2935-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Spring, Grounding | RC6-2944-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Spring, TORSION | RC6-2352-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Spring, TORSION | RC6-2830-000CN | Internal assemblies (1 of 8) on page 1580 |
| Spring, TORSION | RC6-2836-000 | Internal assemblies (2 of 8) on page 1584 |
| Spring, TORSION | RC6-2882-000CN | Internal assemblies (1 of 8) on page 1580 |
| Spring, TORSION | RC6-2946-000CN | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| Spring, TORSION | RC6-3108-000CN | Internal assemblies (3 of 8) on page 1588 |
| Spring, TORSION | RC6-3200-000CN | Internal assemblies (1 of 8) on page 1580 |
| Spring, TORSION | RC6-3333-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Spring, TORSION | RC6-4239-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Spring, TORSION | RC6-4916-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Spring, TORSION | RC6-4916-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Spring, TORSION | RC6-7507-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Spring, TORSION | RU2-2874-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Spring, TORSION | RU8-2934-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Spring, TORSION | RU9-2072-000CN | Internal assemblies, Front side (8 of 8) on page 1603 |
| Spring, TORSION | RU9-2731-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Spring, Tension | RU2-2531-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Spring, Tension | RU2-2876-000 | Internal assemblies (2 of 8) on page 1584 |
| Spring, Tension | RU2-2883-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Stacking wall assembly | RM3-2222-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Stapler | RK2-8148-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| Stapler Stacker Controller PCB assembly | RM3-8609-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Stay, Left Front (For MFP models) | RC6-2932-000CN | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| Stopper, Cartridge Door | RC6-4913-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Stopper, Cartridge Door | RC6-4913-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Stopper, Door | RC6-3199-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Stopper, Door, Left front | RC6-3225-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Stopper, Door, Left front | RC6-3225-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Support, Door stopper | RC6-3197-000CN | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| Support, Door, Right | RC6-7672-000CN | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |

**Table 5-19 Alphabetical parts list (continued)**

| Description | Part number | Table and page |
|---|---|---|
| Support, Staple door | RC6-7735-000CN | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| Tag assembly | RM3-1075-000CN | Internal assemblies (2 of 8) on page 1584 |
| Top cover assembly | RM2-4936-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Top cover assembly | RM3-2293-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Transfer high voltage PCB assembly | RM3-8871-000CN | Internal assemblies (3 of 8) on page 1588 |
| Tray assembly | RM3-2217-000CN | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| Tray, Paper delivery | RC6-3026-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Tray, Paper delivery | RC6-3026-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Tray, Paper delivery, left | RC6-3027-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Tray, Paper delivery, left | RC6-3027-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| Tray, Paper delivery, right | RC6-3028-000CN | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| Tray, Paper delivery, right | RC6-3028-000CN | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |

# Numerical parts list

**Table 5-20 Numerical parts list**

| Part number | Description | Table and page |
|---|---|---|
| 2T1M3-67004 | ISA Essentials | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| 4RA80-67006 | ADF top cover assembly (includes rollers) | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| 5851-8842 | ADF hinge kit (6xxx Series) | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| 6QN31-67001 | ISA 500MFP WF | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| 6QN35-60158 | Keyboard Assembly- Standard US | Automatic document feeder (ADF)/Integrated scanner assembly (MFP) on page 1572 |
| RC2-6075-000CN | Sheet, Damper | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC4-3039-000CN | Spring, Compression | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC4-3041-000CN | Flag, Sensor | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC4-3095-000CN | Shaft, Transmission | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC4-3101-000CN | Guide, Paper pick-up | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC4-3130-000CN | Damper, Sensor | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC4-4080-000 | Roller, Cassette | Internal assemblies (2 of 8) on page 1584 |
| RC4-4142-000CN | Cover, HIP | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC4-4341-000CN | Bushing | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC4-4362-000CN | Guide, Slide shaft | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC4-4375-000CN | Holder, Lever | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC4-9470-000CN | Guide, Reverse | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RC4-9525-000CN | Guide, Outer, Upper | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC5-5093-000 | Foot, Rubber, Front | Internal assemblies (2 of 8) on page 1584 |
| RC5-5093-000CN | Foot, Rubber, Front | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC5-5093-000CN | Foot, Rubber, Front | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC5-8973-000CN | Roller, Paper delivery | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RC6-2352-000CN | Spring, TORSION | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-2824-000CN | Roller, Duplexing | Internal assemblies (1 of 8) on page 1580 |
| RC6-2825-000CN | Shaft, roller | Internal assemblies (1 of 8) on page 1580 |
| RC6-2829-000 | Bushing | Internal assemblies (2 of 8) on page 1584 |
| RC6-2830-000CN | Spring, TORSION | Internal assemblies (1 of 8) on page 1580 |
| RC6-2832-000 | Bushing | Internal assemblies (2 of 8) on page 1584 |
| RC6-2833-000 | Clip, Duplexing guide | Internal assemblies (2 of 8) on page 1584 |
| RC6-2834-000 | Holder, Duplexing feed sensor | Internal assemblies (2 of 8) on page 1584 |
| RC6-2835-000 | Flag, Duplexing feed sensor | Internal assemblies (2 of 8) on page 1584 |
| RC6-2836-000 | Spring, TORSION | Internal assemblies (2 of 8) on page 1584 |
| RC6-2847-000CN | Pillar, Main drive | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-2850-000CN | Guide, Main drive cable | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-2852-000CN | Rod, CPL | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-2854-000CN | CAM, Dev | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-2855-000CN | Shifter, CAM | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-2860-000CN | Plate, Motor | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-2867-000CN | Bushing | Internal assemblies (2 of 8) on page 1584 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC6-2868-000 | Holder, Bushing, Right | Internal assemblies (2 of 8) on page 1584 |
| RC6-2869-000 | Bushing | Internal assemblies (2 of 8) on page 1584 |
| RC6-2870-000 | Holder, Bushing, Left | Internal assemblies (2 of 8) on page 1584 |
| RC6-2872-000 | Spring, Compression | Internal assemblies (2 of 8) on page 1584 |
| RC6-2874-000CN | Guide, Pre-transfer | Internal assemblies (1 of 8) on page 1580 |
| RC6-2875-000 | Eliminator, Static charge | Internal assemblies (2 of 8) on page 1584 |
| RC6-2877-000 | Rod, Transfer Estrangement | Internal assemblies (2 of 8) on page 1584 |
| RC6-2880-000CN | Spring, Compression | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-2881-000CN | Flag, Sensor | Internal assemblies (1 of 8) on page 1580 |
| RC6-2882-000CN | Spring, TORSION | Internal assemblies (1 of 8) on page 1580 |
| RC6-2885-000CN | Flag, Sensor | Internal assemblies (1 of 8) on page 1580 |
| RC6-2886-000CN | Flag, Sensor | Internal assemblies (1 of 8) on page 1580 |
| RC6-2887-000CN | Link, Sensor flag | Internal assemblies (1 of 8) on page 1580 |
| RC6-2892-000CN | Spring, Compression | Internal assemblies (1 of 8) on page 1580 |
| RC6-2893-000CN | Spring, Compression | Internal assemblies (1 of 8) on page 1580 |
| RC6-2895-000CN | Rod, Shield | Internal assemblies (1 of 8) on page 1580 |
| RC6-2896-000CN | Cover, Core frame, Upper | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-2917-000CN | Crossmember, Front | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-2928-000CN | Lever, Detect | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-2932-000CN | Stay, Left Front (For MFP models) | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2939-000CN | Case, Formatter (For SFP models) | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2940-000CN | Plate, Support, DC Controller | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC6-2941-000CN | Holder, Connecting PCB | Internal assemblies (3 of 8) on page 1588 |
| RC6-2942-000CN | Holder, Power Switch | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2943-000CN | Lever, Power Switch | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2944-000CN | Spring, Grounding | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2945-000CN | Lever, Interlock Switch | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2946-000CN | Spring, TORSION | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2947-000CN | Holder, Cable | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2948-000CN | Cover, cable | Internal assemblies (1 of 8) on page 1580 |
| RC6-2951-000CN | Spring, Compression | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2953-000CN | Cover, Cable (For SFP models) | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2954-000CN | Holder, Engine power supply | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2956-000CN | Cover, Power Fan | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2957-000CN | Duct, Formatter | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2958-000CN | Duct, Air Intake | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2959-000CN | Holder, Cartridge fan (For SFP models) | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2962-000CN | Case, Formatter | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2963-000CN | Cover, cable | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2965-000CN | Duct, Fan (For MFP models) | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2966-000CN | Holder, Fan (For MFP models) | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2968-000CN | Duct, Fan (For MFP models) | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2969-000CN | Rail, Wi-Fi (For SFP models) | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2970-000CN | Duct, Formatter Inside (For SFP models) | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC6-2971-000CN | Duct, Fan (For MFP models) | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-2975-000CN | Rod, Drawer | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2985-000 | Rail, Guide, Right-front | Internal assemblies (2 of 8) on page 1584 |
| RC6-2987-000CN | Rail, Guide, Left front | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-2999-000CN | Holder, Roller | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-3001-000CN | Roller, Intermediate feed | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-3002-000CN | PIN, Roller | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-3012-000CN | Bushing | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-3026-000CN | Tray, Paper delivery | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3026-000CN | Tray, Paper delivery | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3027-000CN | Tray, Paper delivery, left | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3027-000CN | Tray, Paper delivery, left | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3028-000CN | Tray, Paper delivery, right | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3028-000CN | Tray, Paper delivery, right | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3038-000CN | Cover, Right | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3038-000CN | Cover, Right | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3039-000CN | Cover, Front right | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3039-000CN | Cover, Front right | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC6-3040-000CN | Cover, Left | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3041-000CN | Cover, Front left | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3041-000CN | Cover, Front left | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3045-000CN | Cover, Cassette, Rear | 550-sheet paper feeder covers on page 1605 |
| RC6-3053-000CN | Link, Button | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3055-000CN | Button, Cartridge Door | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3055-000CN | Button, Cartridge Door | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3056-000CN | Spring, Compression | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3059-000CN | Cover, Upper inner, left | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3060-000CN | Cover, Upper inner, right | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3063-000CN | Cover, Left | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3108-000CN | Spring, TORSION | Internal assemblies (3 of 8) on page 1588 |
| RC6-3109-000CN | Slider, Laser shutter | Internal assemblies (3 of 8) on page 1588 |
| RC6-3110-000CN | Holder, Laser shutter | Internal assemblies (3 of 8) on page 1588 |
| RC6-3113-000CN | Shaft, CAM | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RC6-3127-000CN | Guide, Cartridge rib | Internal assemblies (3 of 8) on page 1588 |
| RC6-3129-000CN | Link, Laser shutter | Internal assemblies (3 of 8) on page 1588 |
| RC6-3181-000CN | Plate, Formatter, Rear (For SFP models) | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3182-000CN | Plate, Formatter, Rear | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC6-3185-000CN | Link, Rod | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-3186-000CN | CAM, Drive | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-3194-000CN | Link, CPL | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-3195-000CN | Cover drive | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-3197-000CN | Support, Door stopper | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-3199-000CN | Stopper, Door | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-3200-000CN | Spring, TORSION | Internal assemblies (1 of 8) on page 1580 |
| RC6-3202-000CN | Cover, Rear upper | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3206-000CN | Spring, Compression | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3210-000CN | Shaft Gear | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RC6-3216-000CN | Guide, cable | Internal assemblies (1 of 8) on page 1580 |
| RC6-3225-000CN | Stopper, Door, Left front | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-3225-000CN | Stopper, Door, Left front | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-3238-000CN | Holder, Flag | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-3240-000CN | Shaft, transmission | Internal assemblies (3 of 8) on page 1588 |
| RC6-3250-000CN | Holder, Cable | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3256-000 | Foot, Installation | Internal assemblies (2 of 8) on page 1584 |
| RC6-3257-000CN | Plate, Crossmember | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3263-000CN | Cover, WI-FI | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3265-000CN | Shaft, Transmission | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-3288-000CN | Guide, Plate, Lifting | Internal assemblies, Front side (8 of 8) on page 1603 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC6-3314-000CN | Cover, Fixing Drawer | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3333-000CN | Spring, TORSION | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-3347-000CN | Foot, Installation | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-3354-000CN | Holder, Drawer | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RC6-3357-000CN | Flag, Sensor | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-3476-000CN | Cover, Stapler inner | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RC6-3477-000CN | Cover, IPTU | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-3478-000CN | Cover, Front left | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-3479-000CN | Cover, Left | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-3480-000CN | Cover, Corner, Left rear | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RC6-3481-000CN | Cover, Rear upper | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-3483-000CN | Cover, Rear lower | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-3488-000CN | Cover, Inner left | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-3489-000CN | Duct, Inner | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RC6-3490-000CN | Duct, Outer | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC6-3493-000CN | Cover, Inner, Right | 3-bin Stapler/Stacker covers (1 of 2, 5601, 5602, X52952, X53052) on page 1611 |
| RC6-3495-000CN | Plate, Reinforcement, Right | 3-bin Stapler/Stacker covers (1 of 2, 5601, 5602, X52952, X53052) on page 1611 |
| RC6-3508-000CN | Holder, Drawer | 550-sheet paper feeder main body components on page 1607 |
| RC6-3509-000CN | Guide, cable | 550-sheet paper feeder main body components on page 1607 |
| RC6-3518-000CN | Cover, Front right | 550-sheet paper feeder covers on page 1605 |
| RC6-3520-000CN | Cover, Front left | 550-sheet paper feeder covers on page 1605 |
| RC6-3521-000CN | Cover, Rear | 550-sheet paper feeder covers on page 1605 |
| RC6-3536-000CN | Cylinder, Lower | 550-sheet paper feeder main body components on page 1607 |
| RC6-4239-000CN | Spring, TORSION | Internal assemblies, Front side (8 of 8) on page 1603 |
| RC6-4740-000 | Plate, Paper side end, Left | Envelope Feeder Kit on page 1610 |
| RC6-4743-000 | Guide, Back end | Envelope Feeder Kit on page 1610 |
| RC6-4913-000CN | Stopper, Cartridge Door | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-4913-000CN | Stopper, Cartridge Door | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-4916-000CN | Spring, TORSION | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RC6-4916-000CN | Spring, TORSION | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RC6-4926-000CN | Cover, High voltage contact | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RC6-5120-000CN | Cover, Right | 3-bin Stapler/Stacker covers (1 of 2, 5601, 5602, X52952, X53052) on page 1611 |
| RC6-7507-000CN | Spring, TORSION | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RC6-7533-000CN | Cover, Connector | Internal assemblies (1 of 8) on page 1580 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RC6-7536-000CN | Roller, Transfer | Internal assemblies (2 of 8) on page 1584 |
| RC6-7608-000CN | Guide, Center, Upper | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RC6-7670-000CN | Lever, Sensor | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RC6-7672-000CN | Support, Door, Right | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RC6-7694-000CN | PIN, Tray fixed | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RC6-7719-000CN | Roller, Paper delivery | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RC6-7725-000CN | Door, Staple | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-7733-000CN | Cover, Interlock switch | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RC6-7734-000CN | Holder, Latch | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-7735-000CN | Support, Staple door | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-7736-000CN | Latch, Staple door | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RC6-7737-000CN | Guide, Bin entrance | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RK2-0535-000CN | Microswitch | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RK2-7951-000CN | Fan | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RK2-8148-000CN | Stapler | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RK2-8149-000CN | Motor, stepping DC | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RK2-8948-000CN | Fan | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RK2-8948-000CN | Fan | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RK3-1996-000CN | Fan | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RK3-2016-000CN | Fan | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RK3-2160-000CN | Cable, Flat | Internal assemblies (3 of 8) on page 1588 |
| RK3-2161-000CN | Cable, Flat | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RK3-2163-000CN | Cable, Flat | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RK3-2165-000CN | Cable, Flat | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RK3-2475-000CN | Fan | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RK3-2646-000CN | Solenoid | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RL2-0657-000CN | Pad, Multi-Purpose separation | Internal assemblies, Front side (8 of 8) on page 1603 |
| RL3-0376-000CN | Roller, Duplexing paper feed | Internal assemblies (2 of 8) on page 1584 |
| RL3-0377-000CN | Roller, paper re-pick up | Internal assemblies (2 of 8) on page 1584 |
| RL3-0387-000CN | Roller, Paper Feed | Internal assemblies (1 of 8) on page 1580 |
| RL3-0389-000CN | Roller, Pick-up | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RL3-1081-000 | Plate, Paper side end, Right | Envelope Feeder Kit on page 1610 |
| RL3-1082-000 | Guide, Lifting Plate | Envelope Feeder Kit on page 1610 |
| RL3-1853-000CN | Holder, Roller | Internal assemblies, Front side (8 of 8) on page 1603 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RM2-4911-000CN | One-way Gear assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM2-4923-000CN | Cassette assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM2-4924-000CN | Duplexing guide assembly | Internal assemblies (2 of 8) on page 1584 |
| RM2-4928-000CN | Fixing assembly 110V | Internal assemblies (1 of 8) on page 1580 |
| RM2-4929-000CN | Fixing assembly 220V | Internal assemblies (1 of 8) on page 1580 |
| RM2-4936-000CN | Top cover assembly | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RM2-4938-000CN | Front door assembly | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RM2-4938-000CN | Front door assembly | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RM2-4941-000CN | Rear door assembly | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RM2-4941-000CN | Rear door assembly | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RM2-4945-000CN | Paper pick-up drive assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM2-4949-000CN | Registration assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM2-7361-000CN | Solenoid | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RM2-8856-000CN | Cable, Paper feed motor | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RM2-9456-000CN | MP Paper feed clutch assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM2-9456-000CN | MP Paper feed clutch assembly | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RM3-0945-000CN | Main drive assembly | 550-sheet paper feeder main body components on page 1607 |
| RM3-0948-000CN | Pick-up motor assembly | 550-sheet paper feeder main body components on page 1607 |
| RM3-0949-000CN | Cassette assembly | 550-sheet paper feeder covers on page 1605 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RM3-0953-000CN | Cover, Left | 550-sheet paper feeder covers on page 1605 |
| RM3-0954-000CN | Cover, Right | 550-sheet paper feeder covers on page 1605 |
| RM3-0959-000CN | Paper feed assembly, Lower | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RM3-0962-000CN | Paper feed assembly, Upper | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RM3-0963-000CN | Rear door assembly | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RM3-1033-000CN | Paper delivery assembly | Internal assemblies (1 of 8) on page 1580 |
| RM3-1071-000CN | Gear assembly | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RM3-1072-000CN | Gear assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM3-1073-000CN | Developer bypass drive assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM3-1074-000CN | Main drive assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM3-1075-000CN | Tag assembly | Internal assemblies (2 of 8) on page 1584 |
| RM3-1080-000CN | Pick-up Roller assembly | Envelope Feeder Kit on page 1610 |
| RM3-1081-000CN | Separation roller assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM3-1081-000CN | Separation roller assembly | 550-sheet paper feeder covers on page 1605 |
| RM3-1082-000CN | Cassette assembly (China model) | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM3-1083-000CN | Front door assembly | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RM3-1705-000CN | Laser scanner assembly | Internal assemblies (3 of 8) on page 1588 |
| RM3-1707-000CN | PCB Holder assembly | Internal assemblies (3 of 8) on page 1588 |
| RM3-1708-000CN | Formatter cover assembly | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RM3-1709-000CN | Formatter cover assembly | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RM3-1710-000CN | Reverse drive assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM3-1711-000CN | Roller, Transfer | Internal assemblies (2 of 8) on page 1584 |
| RM3-1712-000CN | Paper pick-up roller assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM3-1712-000CN | Paper pick-up roller assembly | 550-sheet paper feeder main body components on page 1607 |
| RM3-2158-000CN | Cable assembly (For SFP models) | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM3-2171-000CN | Solenoid assembly | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RM3-2217-000CN | Tray assembly | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RM3-2222-000CN | Stacking wall assembly | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RM3-2223-000CN | Jog assembly | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RM3-2293-000CN | Top cover assembly | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RM3-2367-000CN | Cover, Stapler | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RM3-2415-000CN | Lifter motor assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM3-2425-000CN | Left cover assembly 220V | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| RM3-2426-000CN | Left cover assembly 220V | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| RM3-8595-000CN | Cable assembly | 550-sheet paper feeder main body components on page 1607 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RM3-8596-000CN | Cable assembly | 550-sheet paper feeder main body components on page 1607 |
| RM3-8600-000CN | OPF Controller PCB assembly | 550-sheet paper feeder main body components on page 1607 |
| RM3-8602-000CN | Paper sensor PCB assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM3-8603-000CN | Paper sensor PCB assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM3-8607-000CN | Cable assembly | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RM3-8609-000CN | Stapler Stacker Controller PCB assembly | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| RM3-8787-000CN | Power switch PCB assembly | Internal assemblies (2 of 8) on page 1584 |
| RM3-8787-000CN | Power switch PCB assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8790-000CN | Paper sensor PCB assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM3-8798-000CN | Paper sensor PCB assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM3-8810-000CN | Engine power supply assembly 110V | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8812-000CN | Engine power supply assembly 110V | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8814-000CN | Engine power supply assembly 220V | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8816-000CN | Engine power supply assembly 220V | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8830-000CN | Memory PCB assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8835-000CN | Relay PCB assembly | Internal assemblies (3 of 8) on page 1588 |
| RM3-8837-000CN | Pre-transfer guide PCB assembly | Internal assemblies (1 of 8) on page 1580 |
| RM3-8838-000CN | Fixing bias PCB assembly | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RM3-8841-000CN | DC Controller PCB assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8845-000CN | DC Controller PCB assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RM3-8848-000CN | Main Motor assembly | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RM3-8870-000CN | Paper sensor PCB assembly | Internal assemblies (1 of 8) on page 1580 |
| RM3-8870-000CN | Paper sensor PCB assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM3-8871-000CN | Transfer high voltage PCB assembly | Internal assemblies (3 of 8) on page 1588 |
| RM3-8922-000 | Cable assembly | Internal assemblies (2 of 8) on page 1584 |
| RM3-8923-000CN | Cable assembly | Internal assemblies (1 of 8) on page 1580 |
| RM3-8925-000CN | Cable assembly | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RM3-8926-000 | Cable assembly | Internal assemblies (2 of 8) on page 1584 |
| RM3-8927-000CN | Cable assembly | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RM3-8930-000CN | Cable assembly | Internal assemblies (1 of 8) on page 1580 |
| RM3-8932-000CN | Cable assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8935-000CN | Cable assembly | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RM3-8938-000CN | Cable assembly | Internal assemblies (1 of 8) on page 1580 |
| RM3-8940-000CN | Cable assembly | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RM3-8941-000CN | Cable assembly | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RM3-8945-000CN | Cable assembly (For SFP models) | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RM3-8948-000CN | Cable assembly (For SFP models) | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RM3-8949-000CN | Cable assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8960-000CN | Cable assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8961-000CN | Cable assembly | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RM3-8969-000CN | Cable assembly | Internal assemblies, Front side (8 of 8) on page 1603 |
| RM3-8971-000CN | Cable assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RM3-8977-000CN | Cable assembly (For SFP models) | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-8987-000CN | Inlet cable assembly | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| RM3-9202-000CN | Cable assembly | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RM3-9608-000 | Cable Assembly | Internal assemblies (2 of 8) on page 1584 |
| RU2-2531-000CN | Spring, Tension | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| RU2-2852-000CN | Spring, Compression | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| RU2-2861-000CN | Spring, Compression | Internal assemblies, Front side (8 of 8) on page 1603 |
| RU2-2863-000CN | Spring, Compression | Internal assemblies (3 of 8) on page 1588 |
| RU2-2864-000 | Spring, Compression | Internal assemblies (2 of 8) on page 1584 |
| RU2-2874-000CN | Spring, TORSION | Internal assemblies, Front side (8 of 8) on page 1603 |
| RU2-2876-000 | Spring, Tension | Internal assemblies (2 of 8) on page 1584 |
| RU2-2881-000CN | Spring, Compression | Internal assemblies, Front side (8 of 8) on page 1603 |
| RU2-2883-000CN | Spring, Tension | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RU3-0062-000CN | Gear, 17T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0068-000CN | Gear, 20T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0069-000CN | Gear, 17T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0070-000CN | Gear, 29T/37T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0071-000CN | Gear, 21T | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| RU3-0072-000 | Gear, 18T | Internal assemblies (2 of 8) on page 1584 |
| RU3-0089-000CN | Gear, 23T | Internal assemblies, Front side (8 of 8) on page 1603 |
| RU3-0093-000CN | Gear, 18T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| RU3-0094-000CN | Gear, 20T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0095-000CN | Gear, 16T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0096-000CN | Gear, 18T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0097-000CN | Gear, 34T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0128-000CN | Gear, 30T | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| RU3-0149-000CN | Gear, 27T/71T | 550-sheet paper feeder main body components on page 1607 |
| RU8-2934-000CN | Spring, TORSION | Internal assemblies, Front side (8 of 8) on page 1603 |
| RU8-2935-000CN | Spring, Compression | Internal assemblies, Front side (8 of 8) on page 1603 |
| RU9-2072-000CN | Spring, TORSION | Internal assemblies, Front side (8 of 8) on page 1603 |
| RU9-2731-000CN | Spring, TORSION | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| RU9-8511-000 | Label, Operator | Envelope Feeder Kit on page 1610 |
| RU9-8516-000 | Label, Blank | Envelope Feeder Kit on page 1610 |
| RU9-8517-000 | Label, Blank | Envelope Feeder Kit on page 1610 |
| RU9-8518-000 | Label, Blank | Envelope Feeder Kit on page 1610 |
| VT2-0026-006CN | Spacer, Card | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| WC2-5806-000CN | Button switch | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| WC4-5171-000CN | Microswitch | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| WT2-6412-000CN | Clamp, Wire | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| WT2-6495-000CN | Clamp, Wire | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| XA9-1420-000 | Screw, W/Washer, M3X8 | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| XA9-1420-000CN | Screw, W/Washer, M3X8 | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| XA9-1451-000CN | Screw, W/Washer,M3X10,ZC3 | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| XA9-1503-000CN | Screw, Tap, M3X6 | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| XA9-1670-000CN | Screw, D, M3X6 | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| XA9-1671-000CN | Screw, BH M3X10 | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| XA9-1671-000CN | Screw, D, M3X8 | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| XA9-1671-000CN | Screw, D, M3X8 | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| XA9-1671-000CN | Screw, D, M3X8 | Internal assemblies (1 of 8) on page 1580 |
| XA9-1671-000CN | Screw, D, M3X8 | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| XA9-1671-000CN | Screw, D, M3X8 | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| XA9-1671-000CN | Screw, D, M3X8 | Internal assemblies, Front side (8 of 8) on page 1603 |
| XA9-1671-000CN | Screw, D, M3X8 | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| XA9-1671-000CN | Screw, D, M3X8 | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| XA9-1671-000CN | Screw, D, M3X8 | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |

**Table 5-20 Numerical parts list (continued)**

| Part number | Description | Table and page |
|---|---|---|
| XA9-1671-000CN | Screw, D, M3X8 | 3-bin Stapler/Stacker main body (2 of 2, 5601, 5602, X52952, X53052) on page 1616 |
| XA9-1833-000CN | Screw, D, M3X6 | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |
| XA9-1835-000CN | Screw, D, M3X6 | Internal assemblies - Right side:1 (4 of 8) on page 1590 |
| XA9-1835-000CN | Screw, D, M3X6 | Internal assemblies, Right side: 2 (5 of 8) on page 1594 |
| XB4-7300-809 | Screw, TP, BH3X8, S | Internal assemblies (2 of 8) on page 1584 |
| XB4-7300-809CN | Screw, TP, BH3X8, S | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| XB4-7300-809CN | Screw, TP, BH3X8, S | Internal assemblies, Front side (8 of 8) on page 1603 |
| XB4-7301-005CN | Screw, BH M3X10 | External covers, doors, and panels (5501, 5502, X50352, X50452) on page 1574 |
| XB4-7301-005CN | Screw, BH M3X10 | External covers, doors, and panels (5601, 5602, X52952, X53052) on page 1578 |
| XB4-7301-005CN | Screw, BH M3X10 | Internal assemblies, Left side:1 (6 of 8) on page 1597 |
| XB4-7301-005CN | Screw, BH M3X10 | Internal assemblies, Left side:2 (7 of 8) on page 1601 |
| XB4-7301-005CN | Screw, BH M3X10 | Internal assemblies, Front side (8 of 8) on page 1603 |
| XB4-7301-005CN | Screw, BH M3X10 | 3-bin Stapler/Stacker External covers, doors, and panels (2 of 2, 5601, 5602, X52952, X53052 on page 1612 |
| XD9-0239-000CN | PIN, Parallel | 3-bin Stapler/Stacker main body (1 of 2, 5601, 5602, X52952, X53052) on page 1615 |

# 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.

**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).

**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.

**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.

**LPDC**

Late point differentiation configuration (LPDC) allows the channel partner to configure the speed to the printer depending on the customer's order. LPDC configuration is stored on the Trusted Platform Module (TPM).

**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.

**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.

**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).

**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. Check the printer service manual to determine if the TPM is a replaceable service part.

**TWAIN**

An industry standard for scanners and software. By using a TWAIN compliant scanner with TWAIN-compliant software, a scan can be initiated from the program. TWAIN is an image capture API for Microsoft Windows and Apple Macintosh operating systems.

**URL**

Uniform Resource Locator (URL) is the global address of documents and resources on the internet. The first part of the address indicates what protocol to use. The second part specifies the IP address or the domain name where the resource is located.

**USB**

Universal Serial Bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. Unlike the parallel port, USB is designed to concurrently connect a single computer USB port to multiple peripherals.

**Walk-up USB**

Some printers support direct printing from a USB flash drive (the walk-up USB port is usually near the control panel).

**Watermark**

A watermark is a recognizable image or pattern in paper that appears lighter when viewed by transmitted light. Watermarks were first introduced in Bologna, Italy in 1282. Watermarks have been used by paper makers to identify their product, and also on postage stamps, currency, and other government documents to discourage counterfeiting.

**XPS**

XML Paper Specification (XPS) is a specification for a Page Description Language (PDL) and a new document format developed by Microsoft. This has benefits for portable document and electronic documents. It is an XML-based specification based on a new print path and vector-based, device-independent document format.

**ZIF Connector**

Zero insertion force (ZIF) connectors use a mechanical locking method to secure Flat Flexible Cables (FFCs) to a Printed Circuit Assembly (PCA).

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