

Customer self-repair (CSR) B parts and assemblies

Customer Self-Repair (CSR) parts are available for many HP LaserJet printers to reduce repair time. 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), printer number, or printer name.


- Parts listed as **A**: Easy
- Parts listed as **B**: Difficult and/or requires tools



NOTE: For a complete list of CSRs, see the customer self-repair kits table in the printer repair manual (parts chapter).

- [Removal and replacement: Multipurpose tray \(Tray 1\) pickup roller and separation pad](#)
- [Removal and replacement: Tray 2-x roller kit](#)
- [Removal and replacement: Control panel \(M501\)](#)

Removal and replacement: Multipurpose tray (Tray 1) pickup roller and separation pad

 **NOTE:** The figures in this section show the M506. However, the procedure is correct for the M501 and M527 printers.

- [Introduction](#)
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Introduction


This document provides the procedures to remove and replace the Multipurpose (MP) tray (Tray 1) roller, pickup and separation pad.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

 **TIP:** The figures in this procedure show the toner cartridge removed. While not necessary, it might be easier to replace the rollers and separation pad with the toner cartridge removed.

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

MP tray (Tray 1) roller, pickup and separation pad part number	
F2A68-67914	Tray 1 pickup roller, separation pad, and spring kit with instruction guide

Required tools

- No special tools are required to remove these parts.

After performing service

Turn the printer power on

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

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from Tray 1 to make sure that the printer is functioning correctly.

Step 1: Remove the roller

1. Open the toner-cartridge door.

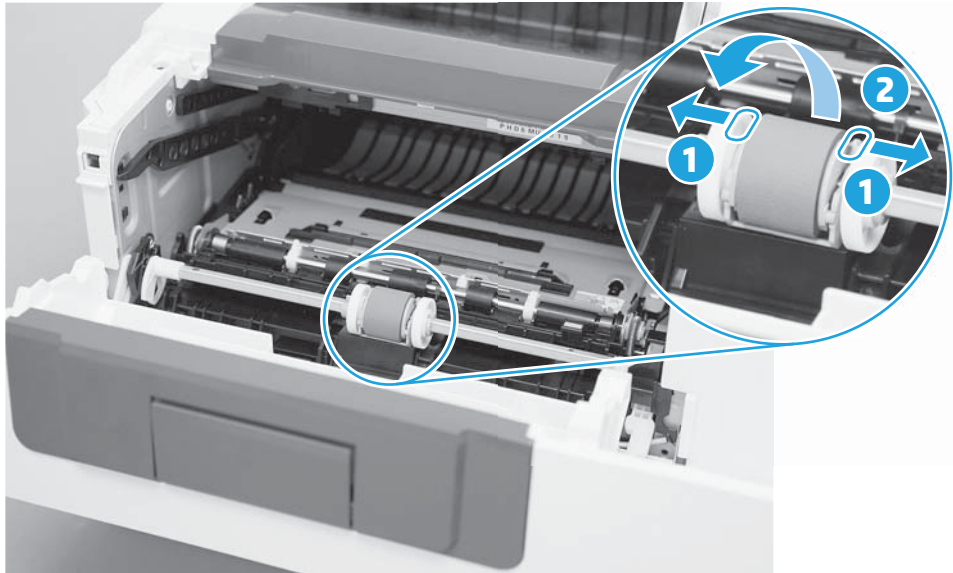
Figure 1-118 Open the toner-cartridge door



2. Release two tabs between the roller collar and roller (callout 1), and then rotate the top of the roller out and away from the printer (callout 2).

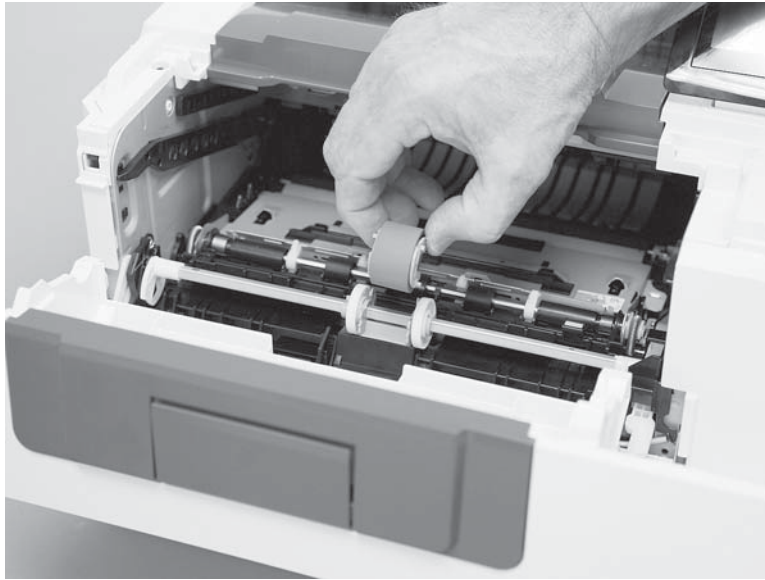
 **TIP:** Pushing down on the top of the roller might make it easier to release the tabs.

Figure 1-119 Release two tabs



3. Remove the roller.

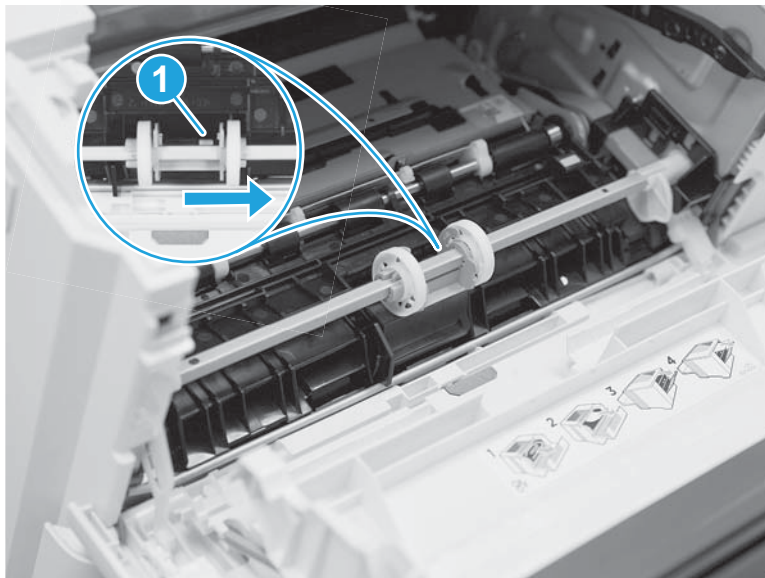
Figure 1-120 Remove the roller



Step 2: Remove the separation pad assembly

1. Locate the tab on the back-side of the roller holder (callout 1), push down on the tab, and then move the roller holder to the right to release it.

Figure 1-121 Release one tab



2. Open the registration-jam access plate (callout 1), depress the separation pad holder (callout 2), and then to slide the roller holder all the way to the right (callout 3).


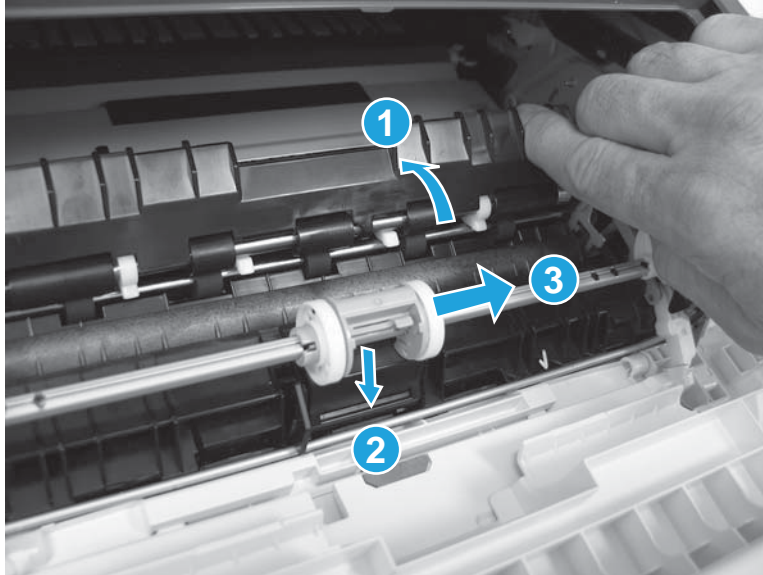
 **TIP:** After moving the roller out of the way, release the registration-jam access plate. The roller holds the plate out of the way.

Figure 1-122 Move the roller carriage out of the way



3. Remove the separation pad assembly.


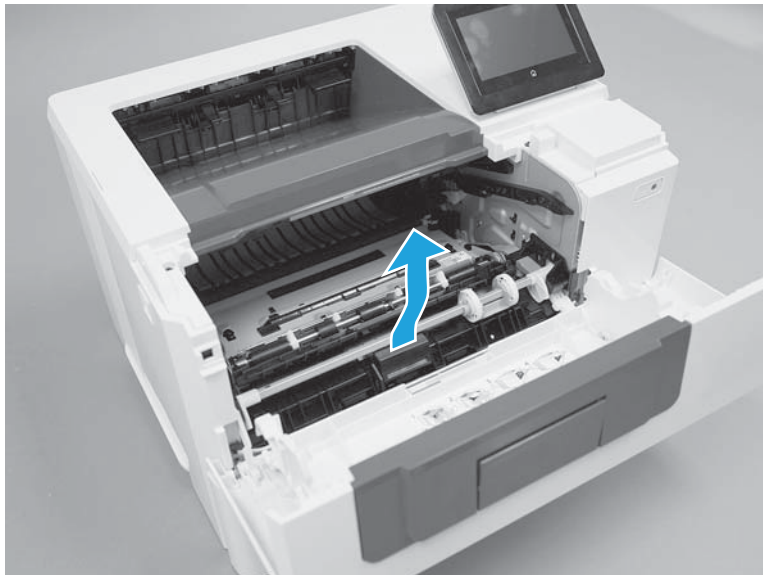
 **NOTE:** The spring under the assembly is not captive and can be easily lost.

Figure 1-123 Remove the separation pad assembly



4. Remove the spring (callout 1) from the separation pad assembly (callout 2).

 **NOTE:** Retain this spring. It must be installed on the replacement separation pad.


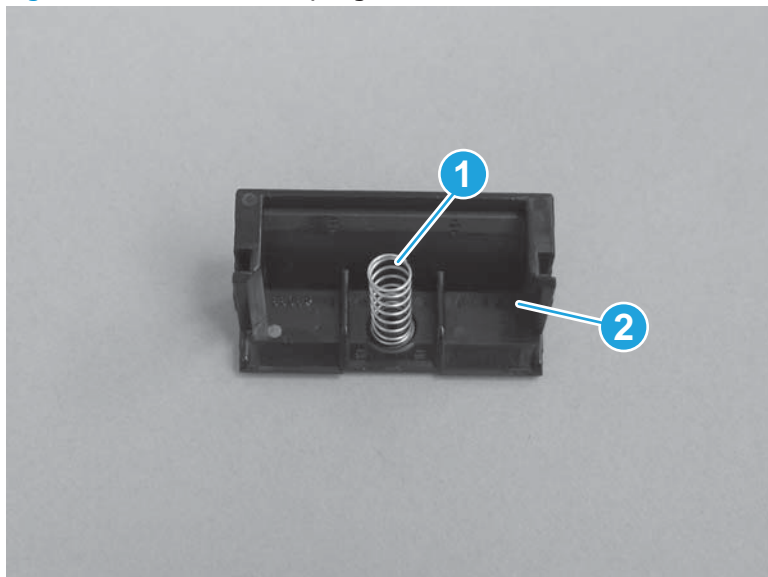
 **TIP:** If the spring is damaged or lost, a replacement spring is included in the kit.


Figure 1-124 Remove the spring



Step 3: Unpack the replacement roller and pad

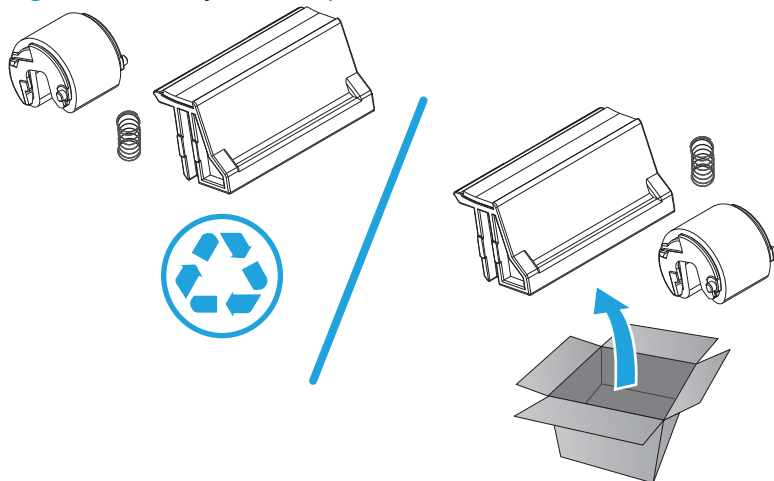
Unpack the replacement part from the packaging.

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

 **CAUTION:** Do not touch the gray spongy portion of the replacement roller or the black rubber portion of the pad assembly. Skin oils on the roller can cause paper handling problems.

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

Figure 1-125 Recycle and unpack

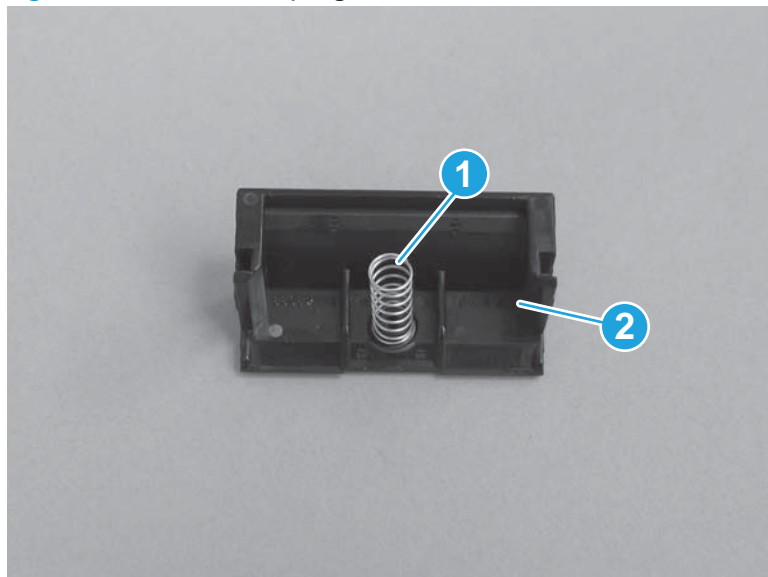


Step 4: Install the separation pad assembly

⚠ CAUTION: Do not touch the black rubber portion of the pad assembly. Skin oils on the pad can cause paper handling problems. HP recommends washing your hands before handling the assembly.

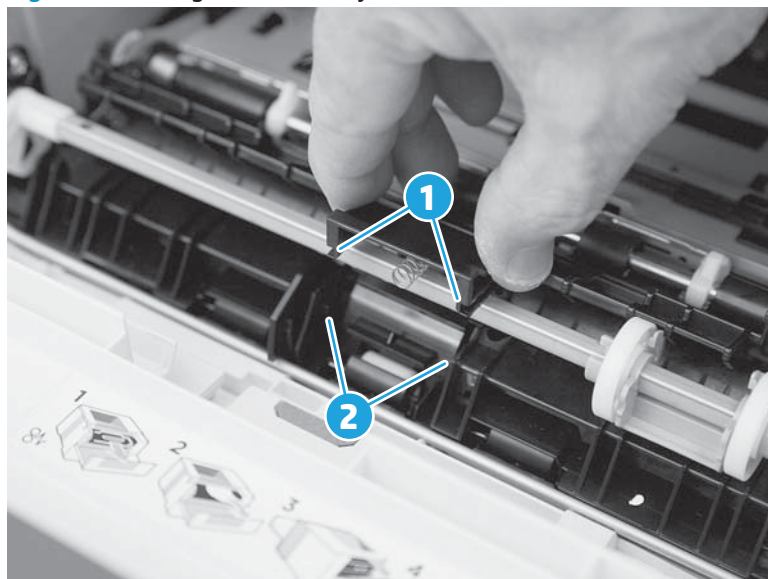
1. Install the spring (callout 1) from the discarded separation pad assembly (or use the one supplied in this kit) on to the replacement assembly (callout 2).

Figure 1-126 Install the spring



2. Align the slots in the assembly (callout 1) with the rails on the holder (callout 2).

Figure 1-127 Align the assembly with the holder



3. Install the pad assembly into the holder.


 **Reinstallation tip:** The separation pad should freely move up and down on the spring when correctly installed. If the pad does not freely move, remove it, check the spring, and then reinstall it.

Figure 1-128 Install the pad assembly



4. Slide the roller carriage back to the center of the shaft (the locking tab snaps into place).

 **NOTE:** Slightly depress the separation pad so that the roller carriage can slide over it.

Figure 1-129 Slide the roller carriage to the left

