

Replace the pickup roller

Normal use with good media causes wear. The use of poor media might require more frequent replacement of the pickup roller.

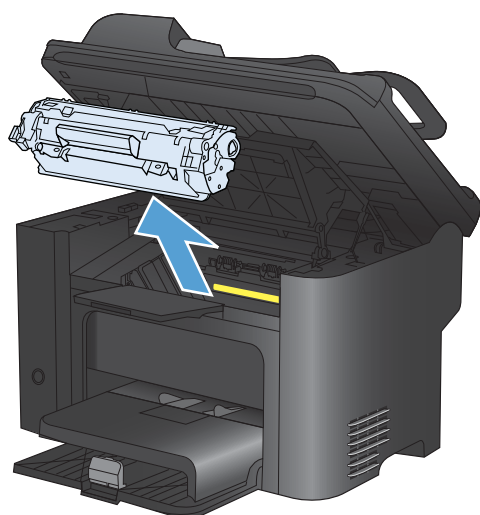
If the product regularly mispicks (no media feeds through), you might need to change or clean the pickup roller.

⚠ **WARNING!** Before changing the pickup roller, use the power switch to turn the product off, unplug the power cord, and wait for the product to cool.

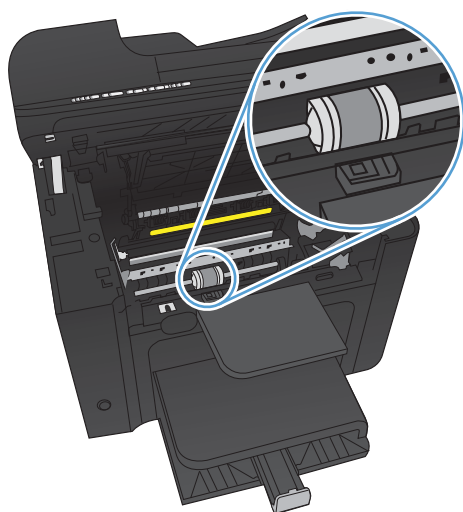
⚠ **CAUTION:** Failure to complete this procedure might damage the product.

1. Open the print-cartridge door, and remove the print cartridge.

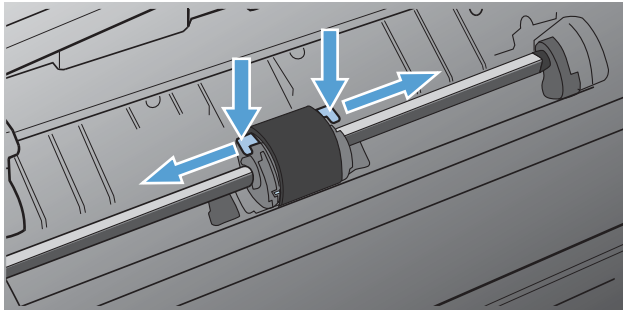
⚠ **CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light. Cover the print cartridge with a sheet of paper.



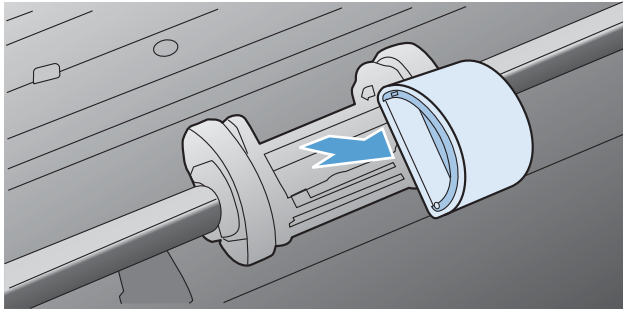
2. Find the pickup roller.



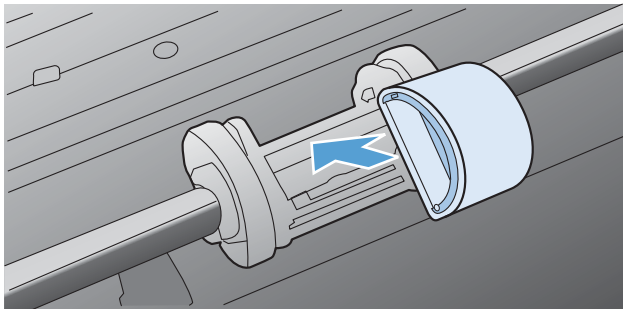
3. Release the small, white tabs on each side of the pickup roller, and rotate the pickup roller toward the front.



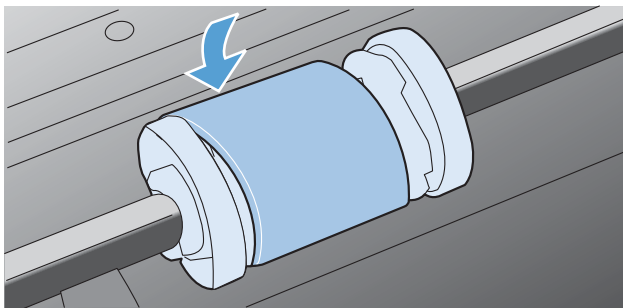
4. Gently pull the pickup roller up and out.



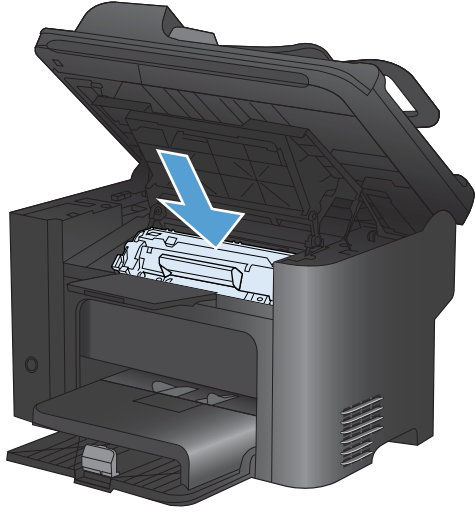
5. Position the new pickup roller in the slot. The circular and rectangular slots on each side prevents you from installing the roller incorrectly.



6. Rotate the top of the new pickup roller away from you until both sides snap into place.



7. Insert the print cartridge in the product and close the print-cartridge door.



Replace the separation pad

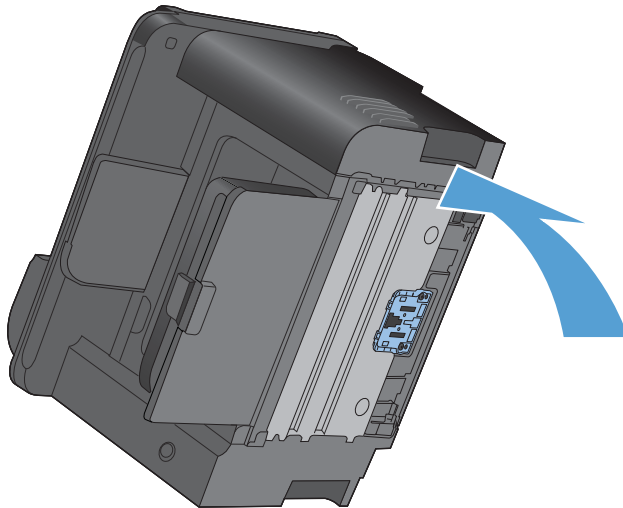
Normal use with good media causes wear. The use of poor media might require more frequent replacement of the separation pad.

If the product regularly pulls multiple sheets of media at a time, you might need to change the separation pad.

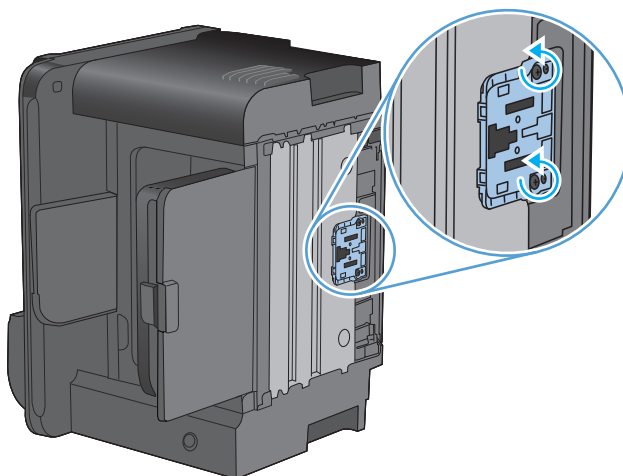
⚠ **WARNING!** Before changing the separation pad, use the power switch to turn the product off, unplug the power cord, and then wait for the product to cool.

📝 **NOTE:** Before you change the separation pad, clean the pickup roller.

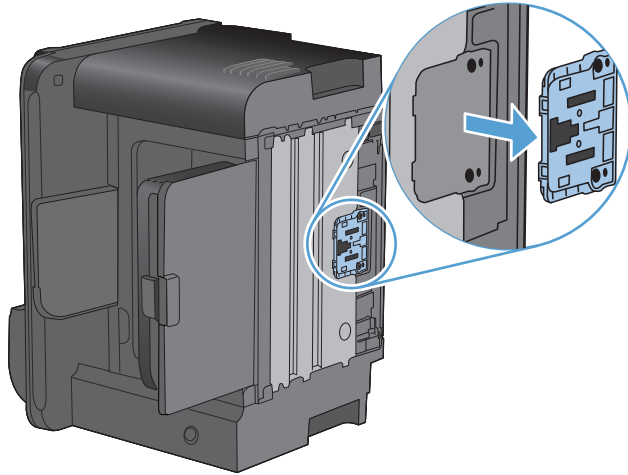
1. Remove the paper and close the main-input tray. Set the product on its side.



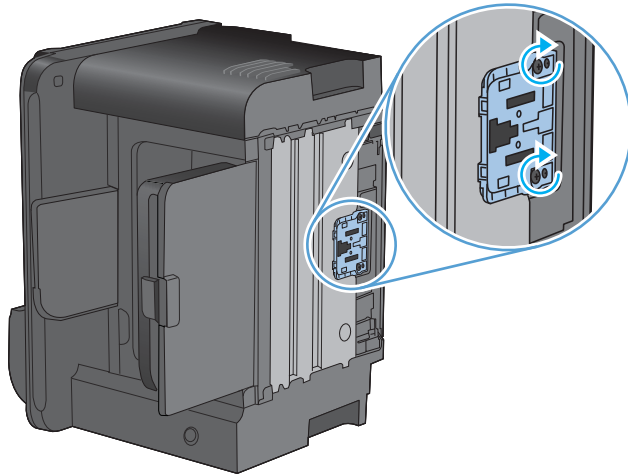
2. At the bottom of the product, unscrew the two screws holding the separation pad in place.



3. Remove the separation pad.



4. Insert the new separation pad, and screw it into place.



5. Plug the product into the wall outlet, and turn on the product.

