

# Removal and replacement procedures

## Rollers

### Pick roller

**CAUTION:** Do not touch the spongy roller surface unless you are going to replace the pick roller. Human skin oils that contact the pick roller can cause paper pickup problems.


1. Use the following procedures to rotate the pick roller into the position required to remove it.

#### LCD control panel (HP LaserJet Pro 200 color M251n Printer)


- Open the Secondary Service menu by pressing and releasing the Left arrow (◀) and then quickly pressing the **Cancel** button.
- Use the arrow buttons to select **Pick roller**, and then press the **OK** button.
- Press the **OK** button again to confirm that you want the pick roller to rotate.
- Remove the power cord, without turning off the power using the power switch, and then remove the interface cable.

**NOTE:** If the power to the product is turned off using the power switch, the pick roller will rotate to the parked position.

#### Touchscreen control panel (HP LaserJet Pro 200 color M251nw Printer)


- Touch the Setup  button.
- Touch the middle of the screen along the left edge (callout 1), and then immediately touch the lower-right corner (callout 2) of the screen.



- When the Home screen appears, touch the Setup  button again.
- Touch the **2ndary Service** button.
- Touch the arrow buttons (at the right or left side of the touchscreen) until the **Pick Roller** button appears.
- Touch the **Pick Roller** button.

- Touch the **OK** button to confirm that you want the pick roller to rotate.
- Remove the power cord, without turning off the power using the power switch, and then remove the interface cable.


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 **NOTE:** If the power to the product is turned off using the power switch, the pick roller will rotate to the parked position.

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2. Remove the cassette assembly, and then carefully place the product front-side up.

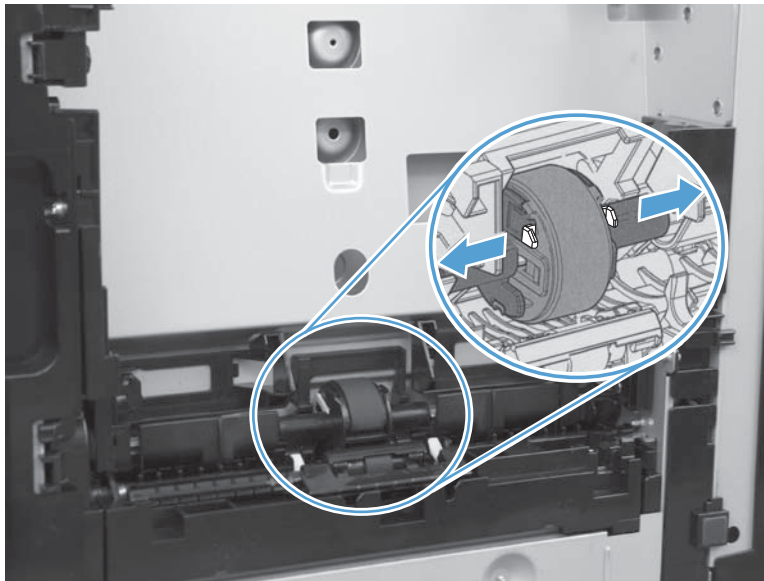
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 **NOTE:** Debris can scratch or damage the back of the product. Before you place the product front-side up, remove any debris from the work surface. If possible, set the product on a clean, dry cloth to prevent scratching and damage.

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3. Release the two black plastic locking tabs and remove the pick roller.

**Figure 1-3** Remove the pickup roller



## Separation roller

**⚠ CAUTION:** Do not touch the spongy roller surface unless you are going to replace the roller. Human skin oils that contact the roller can cause paper pickup problems.

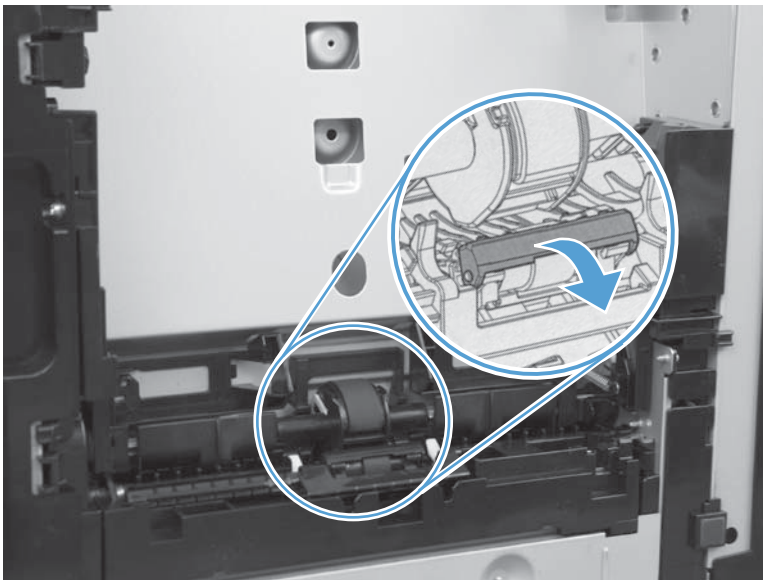
1. Remove cassette (if installed), and then carefully place the product front-side up.

**📝 NOTE:** Debris can scratch or damage the back of the product. Before you place the product front-side up, remove any debris from the work surface. If possible, set the product on a clean, dry cloth to prevent scratching and damage.

2. Carefully release the roller cover and rotate it down and away from the roller.

**💡 Reinstallation tip** Make sure that this cover snaps into place over the roller when the roller and holder are reinstalled.

**Figure 1-4** Remove the separation roller (1 of 2)



3. Use a small flat blade screwdriver to gently pry up on the roller and holder assembly (callout 1) to remove the roller and holder assembly.

**Figure 1-5** Remove the separation roller (2 of 2)

