

Paper-pickup roller

The roller must be rotated into the service position to remove it.

△ **CAUTION:** Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper-pickup problems.

1. Turn the product on, and wait for it to reach the **Ready** state. Perform the following steps to rotate the roller to the service position.

📝 **NOTE:** If you have removed Tray 2 to service the product, reinstall the tray before turning the product on.

💡 **TIP:** The following steps rotate the engine paper-pickup roller *and* the Tray 1 paper-pickup roller into the service position.

- a. Open the **2ndry Service** menu by pressing the **Left Arrow** ◀ button and the **Cancel** button simultaneously.
- b. Use the arrow buttons to select **Pick roller**, and then press **OK**.
Press **OK** again to confirm that you want the roller to rotate.
- c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cord, and then place the power switch in the off position.

△ **CAUTION:** It is important to place the power switch in the off position *after* unplugging the power cord so that the product power does not come on immediately when the power cord is plugged in again.

- d. Remove Tray 2.
- e. Perform the remaining steps in this procedure to remove the roller. After replacing the roller, plug the power cord into the product, and then use the power switch to turn the product on.

- Carefully raise the front of the product.

⚠ **WARNING!** Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.

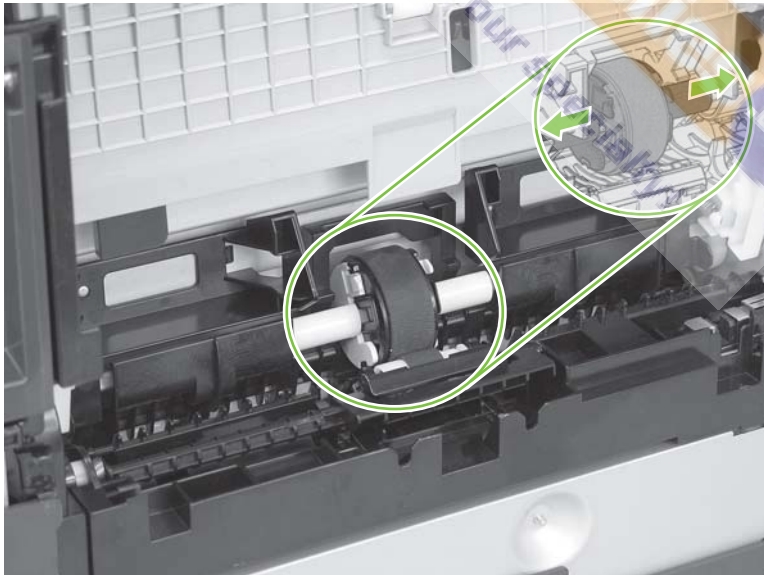
⚠ **CAUTION:** Do not lift the product by grasping the front door and Tray 2 cavity.

Figure 6-4 Remove the pickup roller (1 of 2)



- Release the two white plastic locking tabs and remove the pickup roller.

Figure 6-5 Remove the pickup roller (2 of 2)



Separation roller

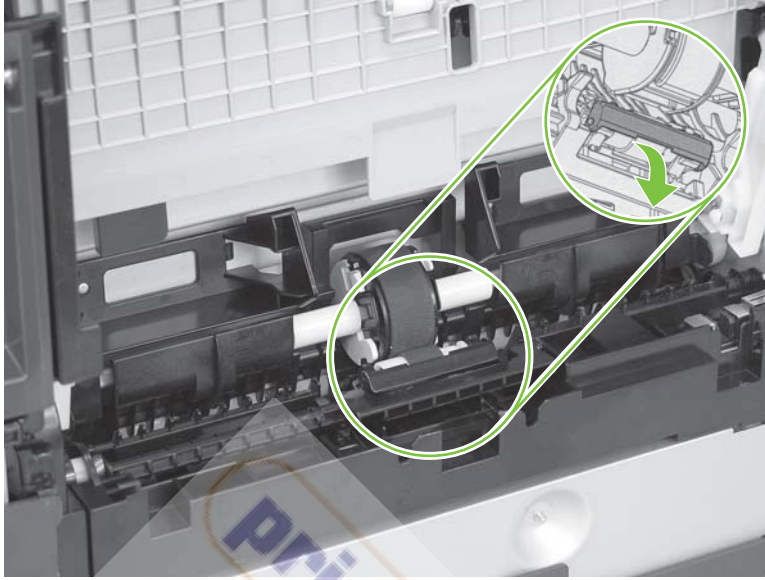
- △ **CAUTION:** Avoid touching the spongy roller surface unless you are going to replace the roller. Skin oils on the roller can cause paper-pickup problems.
1. Remove the paper pickup roller. See [Paper-pickup roller on page 85](#).
 2. Remove Tray 2 (if installed), and then carefully raise the front of the product.
- △ **WARNING!** Do not place the product face-up resting on the rear cover and rear door. Excess toner might enter the laser/scanner assembly and contaminate the mirrors, causing print-quality problems. The laser/scanner is not a FRU. If the laser/scanner mirrors are contaminated, the entire product must be replaced.
- △ **CAUTION:** Do not lift the product by grasping the front door and Tray 2 cavity.

Figure 6-6 Remove the separation roller (1 of 3)



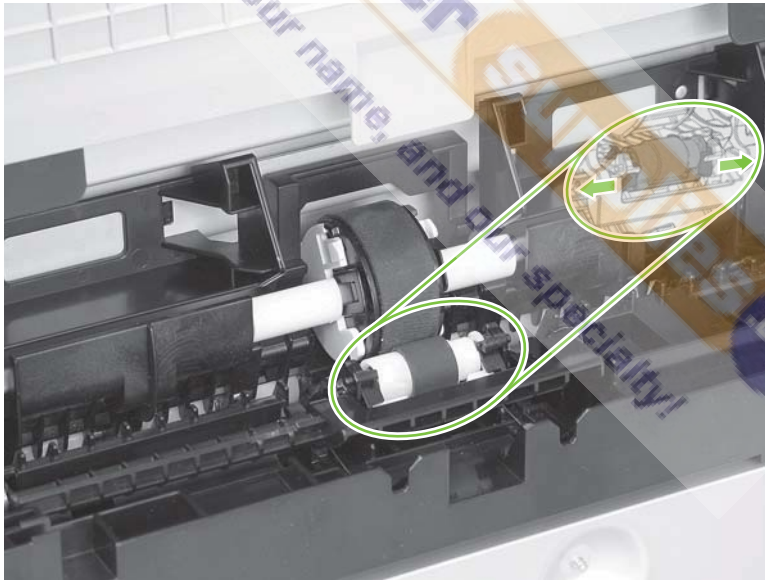
3. Release the two roller-cover locking pins, and then remove the cover.

Figure 6-7 Remove the separation roller (2 of 3)



4. Release the roller holder to release the roller-locking pins. Remove the separation roller.

Figure 6-8 Remove the separation roller (3 of 3)



Reinstall the separation roller

1. Install the replacement separation roller.
2. Reinstall the separation roller cover on the locking pins, and then rotate it toward the roller until you hear it snap into place.

Figure 6-9 Reinstall the separation roller

