

# Pickup rollers

Instructions about other user-replaceable parts are provided in this section.

The product tracks the amount of use on the customer-replaceable supplies by keeping a page count. The product prompts the user to replace certain items when a supply is depleted or a specific number of pages have been printed.

**⚠ CAUTION:** Do not touch the roller surface unless you are replacing the roller. Skin oils on the roller can cause paper pickup problems.

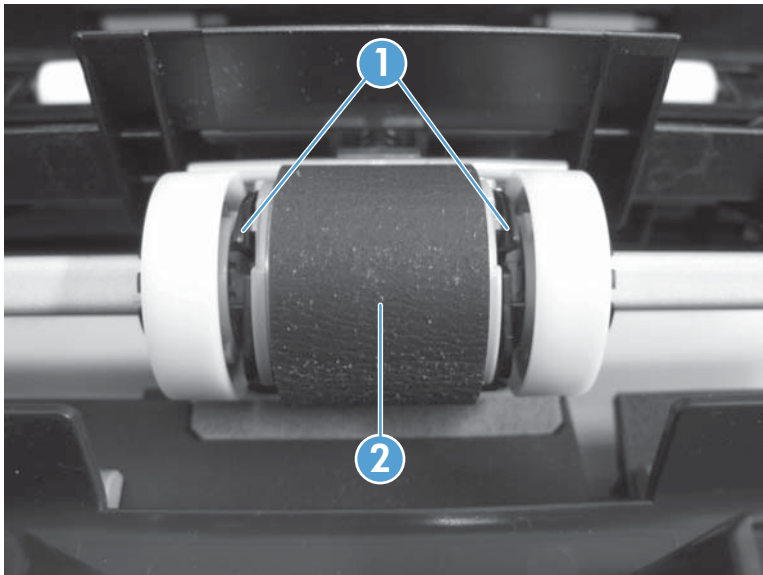
**📝 NOTE:** Replace all of the rollers at the same time.

- [Tray 1 \(multipurpose tray\) pickup roller](#)
- [Tray 2 and Tray 3 pickup rollers](#)
- [Tray 4, Tray 5, and Tray 6 pickup and feed rollers](#)
- [High capacity input feeder \(HCI\) pickup, feed, and separation rollers](#)
- [Document feeder pickup and feed roller assembly](#)

## Tray 1 (multipurpose tray) pickup roller

1. Open the toner cartridge door.
2. Release tabs (callout 1), rotate the top of the roller away from the product, and then remove the pickup roller (callout 2).

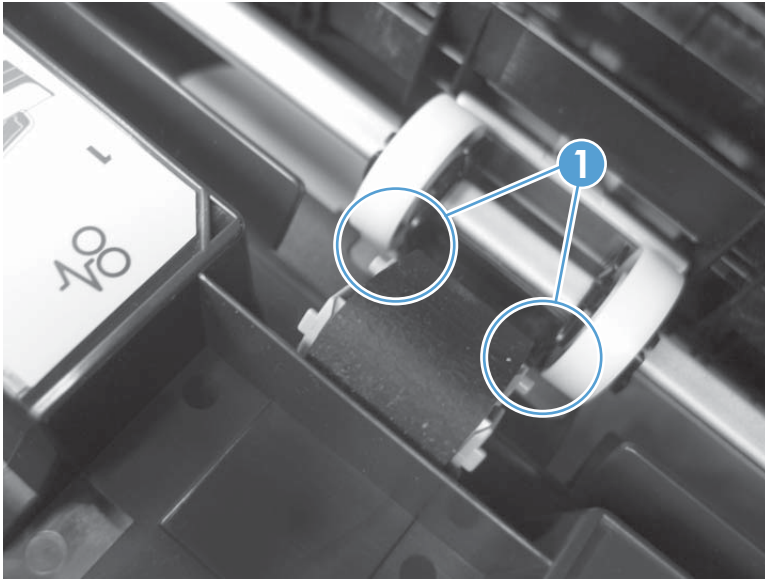
**Figure 1-2** Remove the Tray 1 (multipurpose tray) pickup roller



## Reinstall the Tray 1 (multipurpose tray) pickup roller

1. Align the pins (callout 1) on the roller body with the slots in the holder.

**Figure 1-3** Reinstall the Tray 1 (multipurpose tray) pickup roller (1 of 2)



2. Rotate the roller into the holder. Make sure that the tabs on the roller body snap into the holder.

**Figure 1-4** Reinstall the Tray 1 (multipurpose tray) pickup roller (2 of 2)



## Tray 2 and Tray 3 pickup rollers

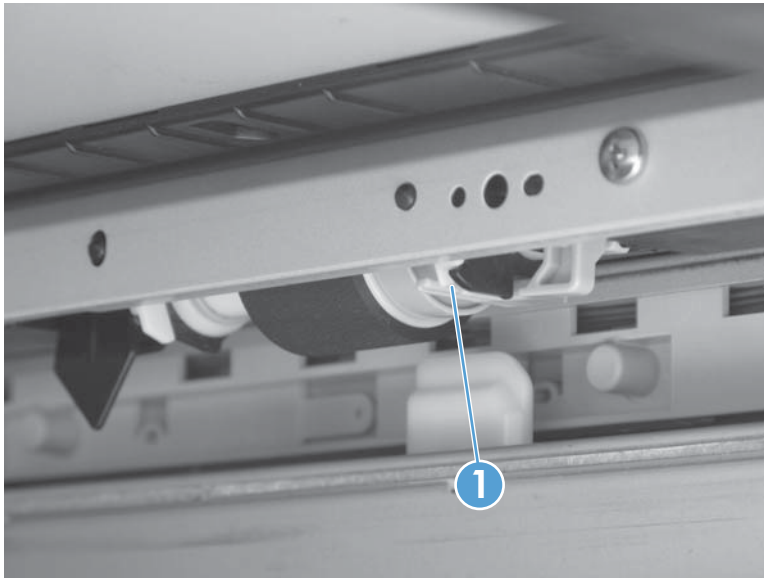
**CAUTION:** Do not touch the roller surface unless you are replacing the roller. Skin oils on the roller can cause paper pickup problems.

**NOTE:** The same removal procedures apply to the Tray 2 pickup roller and Tray 3 pickup roller.

**TIP:** When removing the roller assembly, take note of the position and orientation of the roller shaft so that the assembly can be correctly reinstalled.

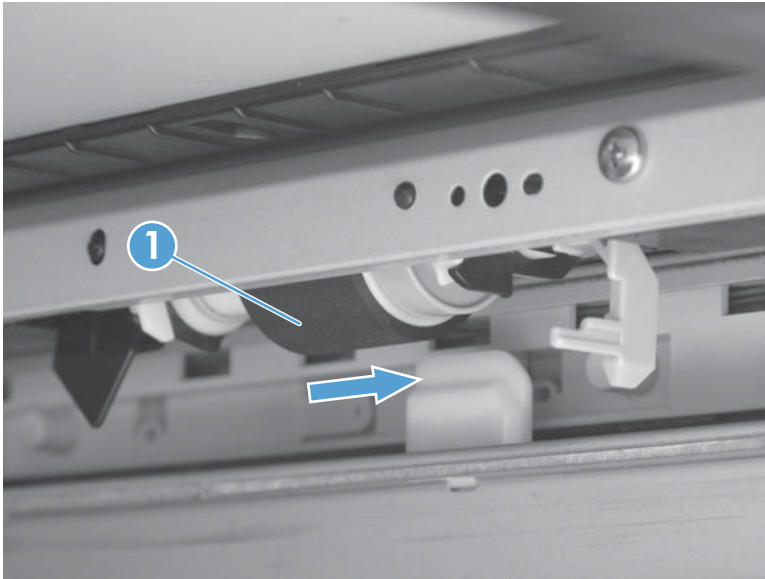
1. Remove the trays.
2. From the front of the product, on the right side of the tray cavity, rotate the stopper (callout 1) down.

**Figure 1-5** Remove the Tray 2 and Tray 3 pickup rollers (1 of 2)



3. Push the pickup roller (callout 1) in the direction indicated to remove it.

**Figure 1-6** Remove the Tray 2 and Tray 3 pickup rollers (2 of 2)



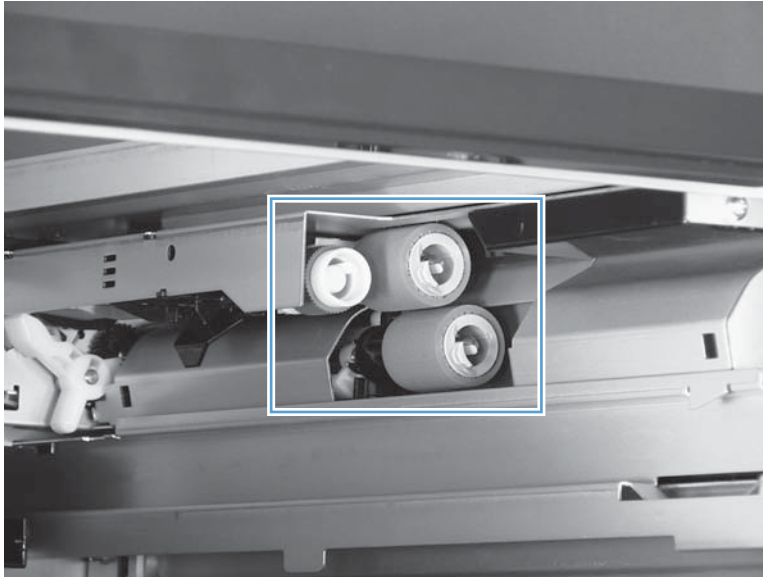
## Tray 4, Tray 5, and Tray 6 pickup and feed rollers

**CAUTION:** Do not touch the roller surface unless you are replacing the roller. Skin oils on the roller can cause paper pickup problems.


**NOTE:** The same removal procedures apply to the 1x500-sheet tray, the 1x500-sheet tray stand, and the 3x500-sheet tray stand.

1. Remove the tray from the product, and then locate the rollers on the right-hand side of the tray cavity.

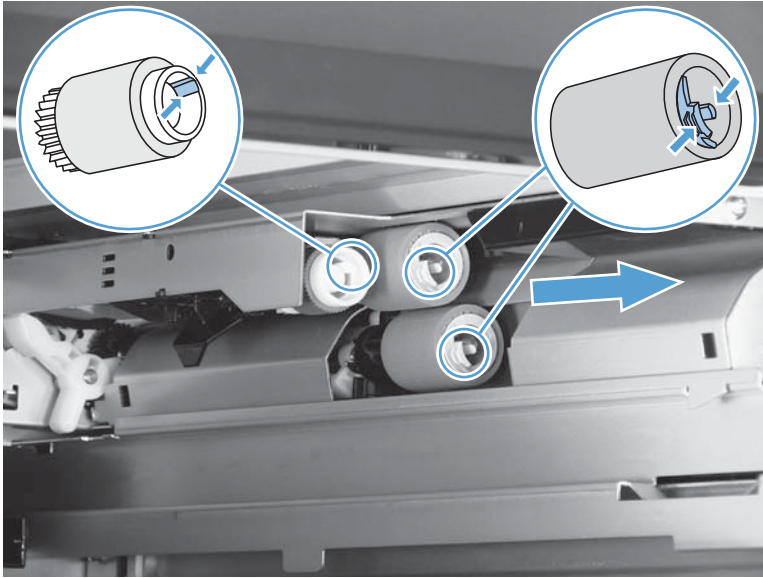
**Figure 1-7** Remove the 1x500 or 3x500 rollers (1 of 2)



2. Release three tabs, and then pull the rollers in the direction indicated.

 **Reinstallation tip** When you reinstall the rollers, make sure that the rollers snap into place.

**Figure 1-8** Remove the 1x500 or 3x500 rollers (2 of 2)

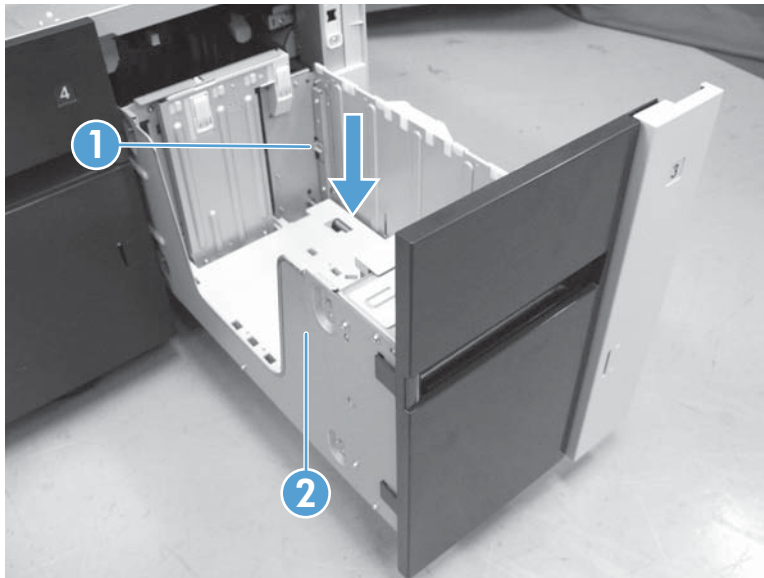


## High capacity input feeder (HCI) pickup, feed, and separation rollers

**⚠ CAUTION:** Do not touch the roller surface unless you are replacing the roller. Skin oils on the roller can cause paper pickup problems.

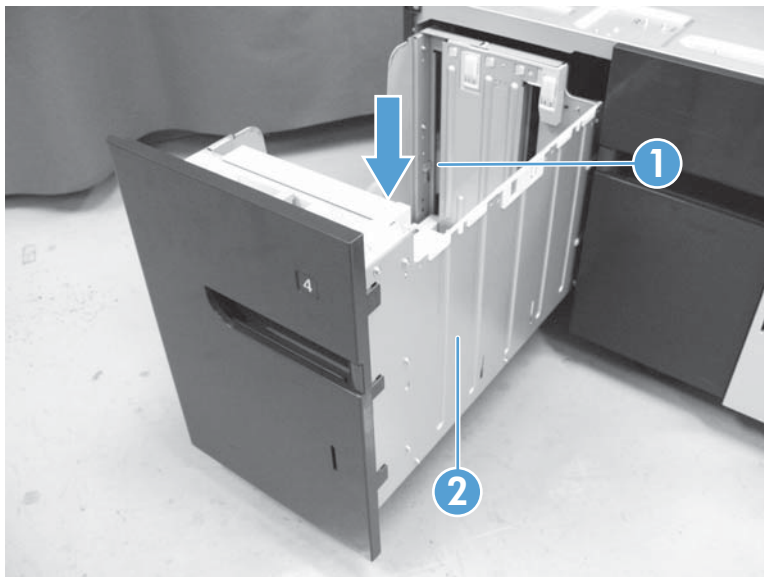
1. Open the high capacity right tray. Lower the tray release lever (callout 1) and then remove the right tray (callout 2).

**Figure 1-9** Remove the high capacity input feeder pickup, feed, and separation rollers (1 of 4)



2. Open the high capacity left tray. Lower the tray release lever (callout 1) and then remove the left tray (callout 2).

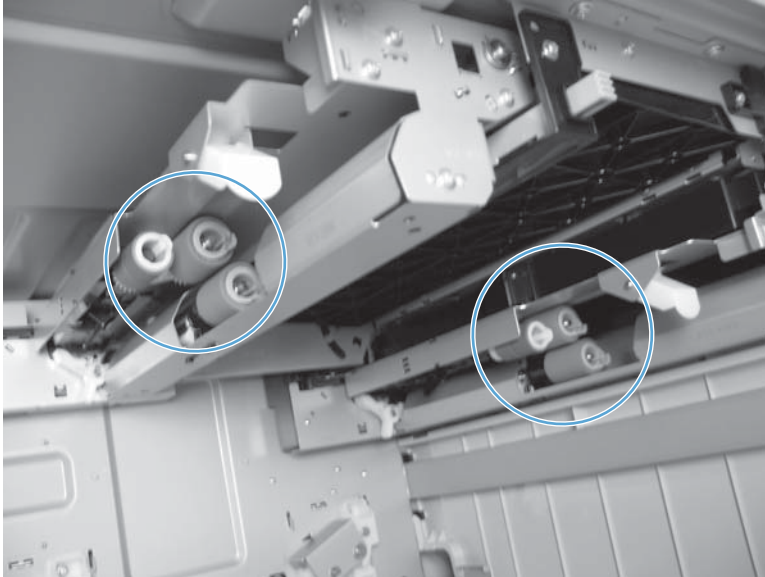
**Figure 1-10** Remove the high capacity input feeder pickup, feed, and separation rollers (2 of 4)





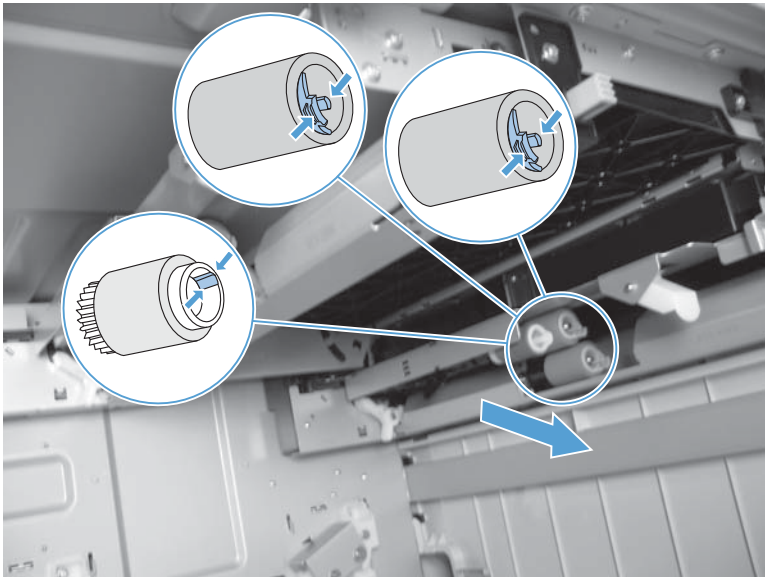
3. Look up into the tray cavity and locate the rollers.

**Figure 1-11** Remove the high capacity input feeder pickup, feed, and separation rollers (3 of 4)



4. Release three tabs, and then pull the rollers in the direction of the arrow. Repeat this step for remaining rollers.

**Figure 1-12** Remove the high capacity input feeder pickup, feed, and separation rollers (4 of 4)





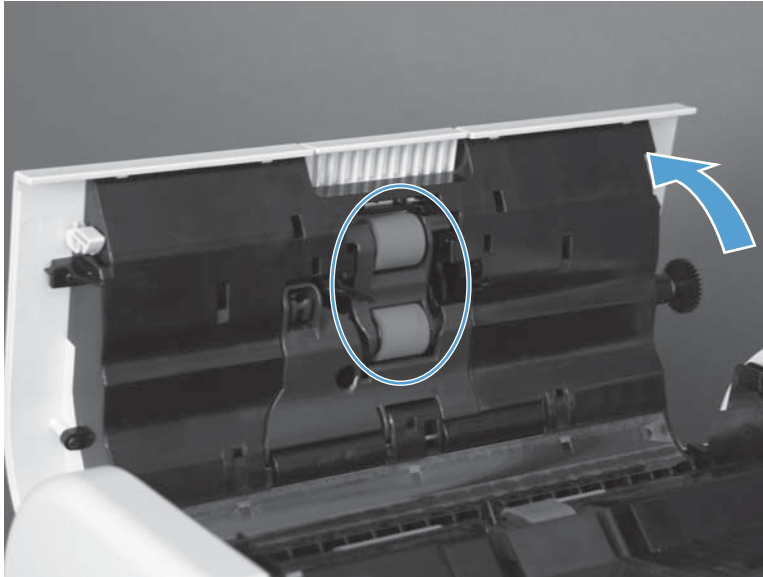
## Document feeder pickup and feed roller assembly

**CAUTION:** Do not touch the roller surface unless you are replacing the roller. Skin oils on the roller can cause paper pickup problems.

**NOTE:** Always replace the document feeder separation pad and pickup and feed roller assembly at the same time.

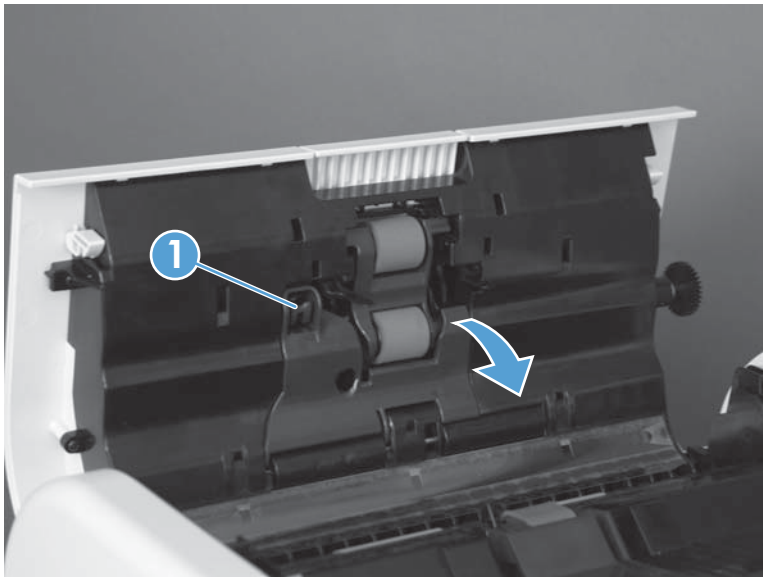
1. Open the document feeder cover and locate the document feeder pickup and feed roller assembly.

**Figure 1-13** Remove the document feeder pickup and feed roller assembly (1 of 3)



2. Release one tab (callout 1) to open the assembly cover.

**Figure 1-14** Remove the document feeder pickup and feed roller assembly (2 of 3)



3. Push the roller assembly toward the front of the product, and then pull the assembly away from the document feeder.

**Figure 1-15** Remove the document feeder pickup and feed roller assembly (3 of 3)



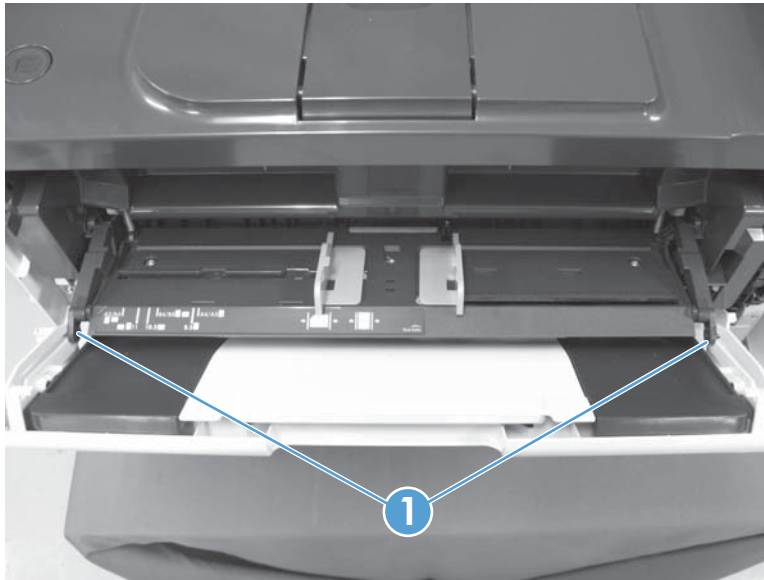
# Separation pads and rollers

## Tray 1 separation pad assembly

**⚠ CAUTION:** Do not touch the pad surface unless you are replacing the assembly. Skin oils on the pad can cause paper pickup problems.

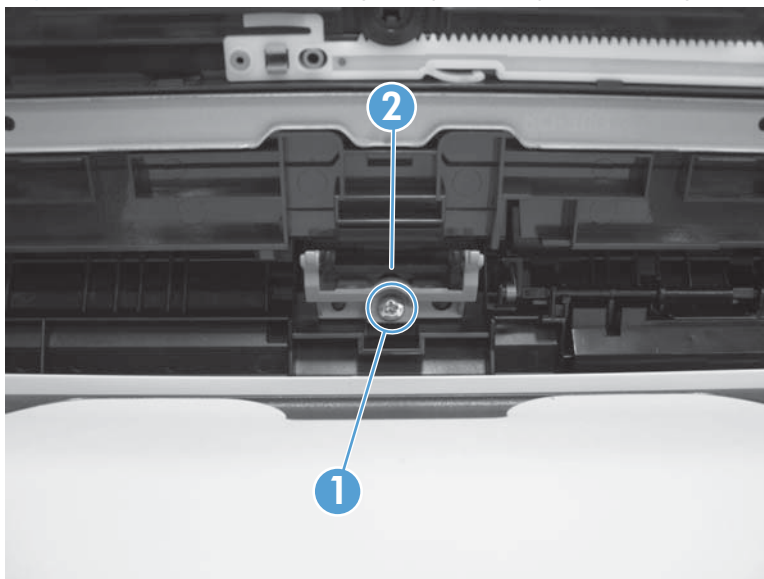
1. Open Tray 1.
2. Release two hinge pins (callout 1) on the Tray 1 cover assembly.

**Figure 1-16** Remove the Tray 1 separation pad assembly (1 of 2)



3. Remove one screw (callout 1), and then remove the separation pad assembly (callout 2).

**Figure 1-17** Remove the Tray 1 separation pad assembly (2 of 2)



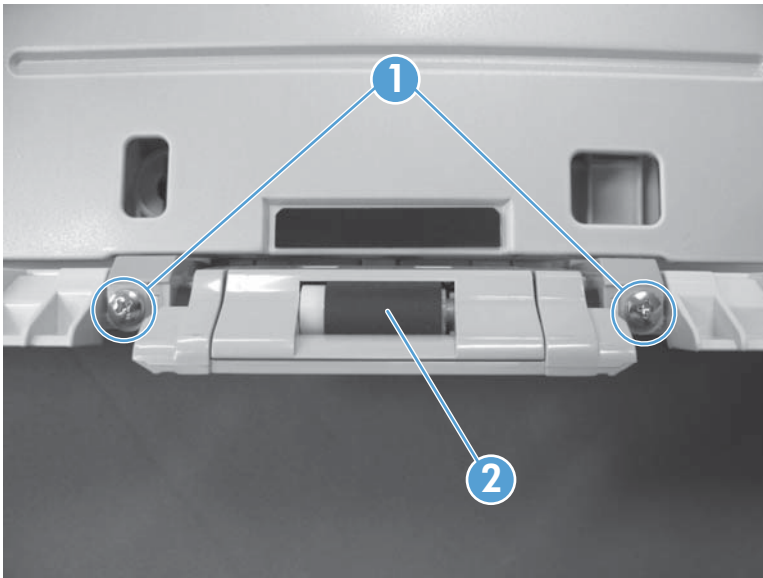
## Tray 2 and Tray 3 separation rollers

**CAUTION:** Do not touch the roller surface unless you are replacing the roller. Skin oils on the roller can cause paper pickup problems.

**NOTE:** The same removal procedures apply to the Tray 2 separation roller and Tray 3 separation roller.

1. Remove the tray.
2. On the right side of the tray, remove two screws (callout 1), and then remove the roller assembly (callout 2).

**Figure 1-18** Remove the Tray 2 and Tray 3 separation rollers



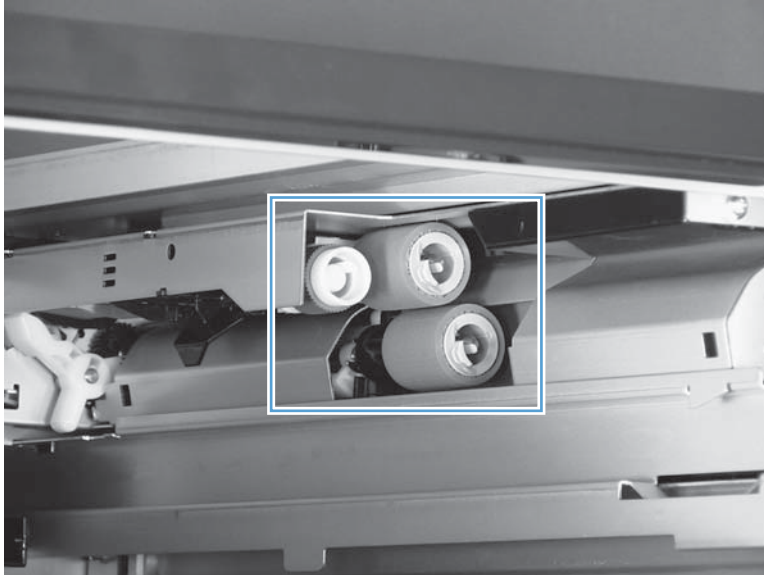
## Tray 4, 5, and 6 separation rollers

**CAUTION:** Do not touch the roller surface unless you are replacing the roller. Skin oils on the roller can cause paper pickup problems.

**TIP:** You do not have to separate the product from the feeder to remove these rollers.

1. Remove the tray from the product, and then locate the rollers on the right-hand side of the tray cavity.

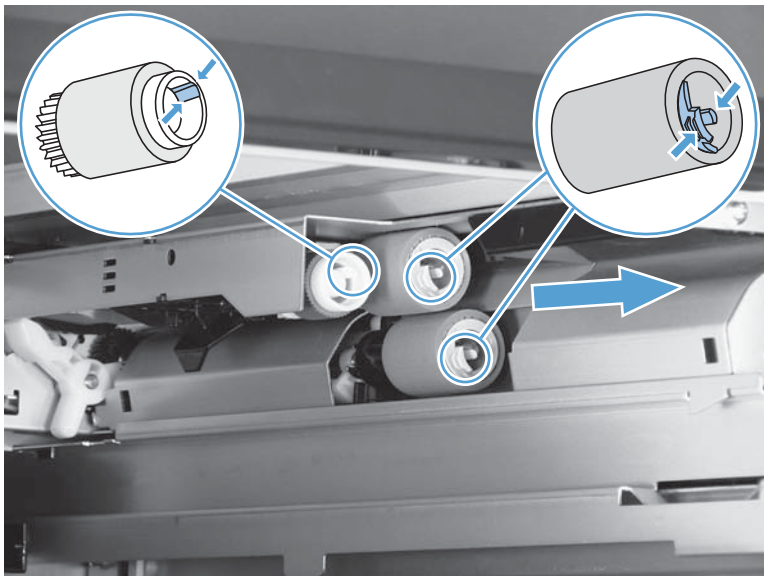
**Figure 1-19** Remove the 1x500 or 3x500 rollers (1 of 2)



2. Release three tabs, and then pull the rollers in the direction indicated.

**Reinstallation tip** When you reinstall the rollers, make sure that the rollers snap into place.

**Figure 1-20** Remove the 1x500 or 3x500 rollers (2 of 2)



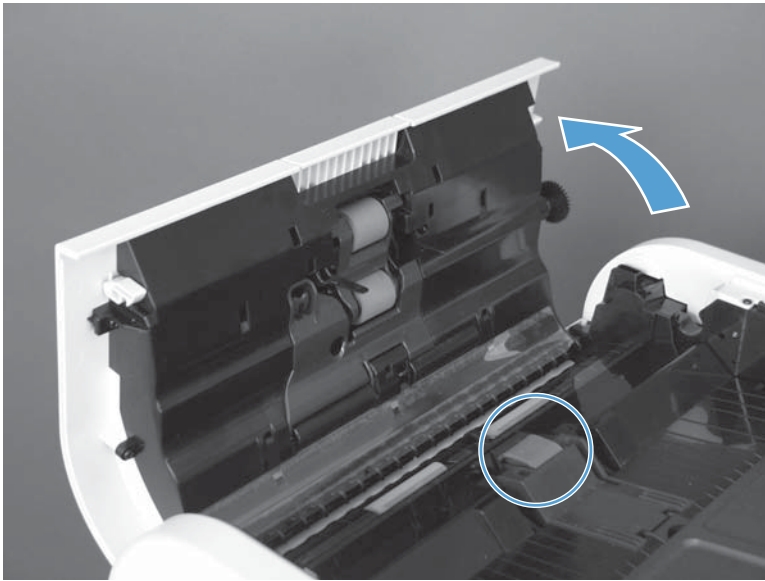
## Document feeder separation pad

**CAUTION:** Do not touch the pad surface unless you are replacing the assembly. Skin oils on the pad can cause paper pickup problems.

**NOTE:** Replace the separation pad and rollers at the same time.

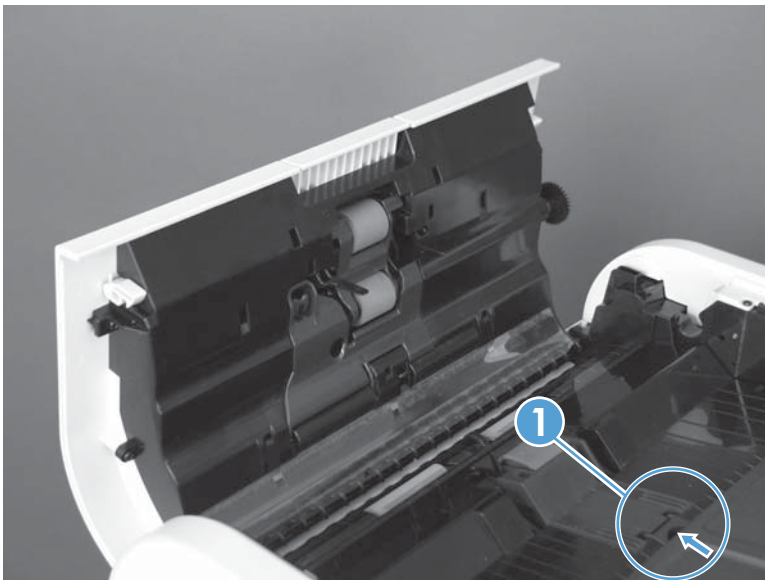
1. Open the document feeder cover and locate the document feeder separation pad.

**Figure 1-21** Remove the document feeder separation pad (1 of 3)



2. Press the tab (callout 1) toward the separation pad.

**Figure 1-22** Remove the document feeder separation pad (2 of 3)

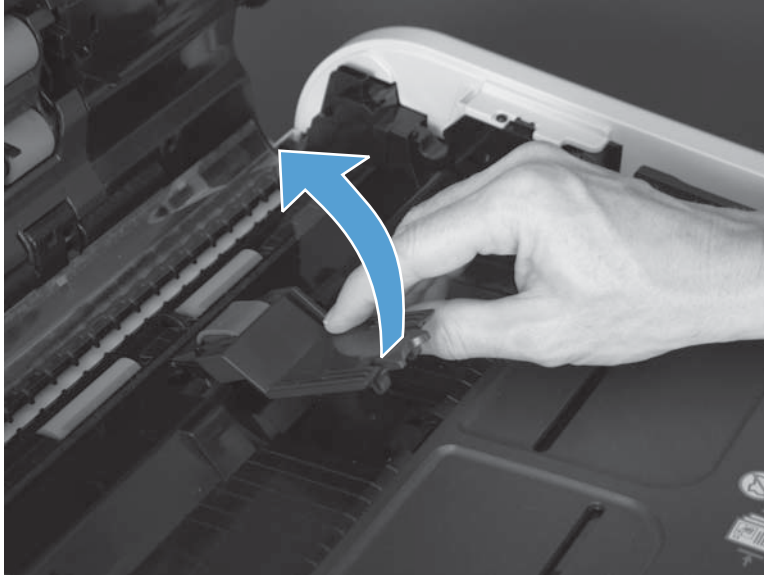




3. Rotate the separation pad assembly up and away from the document feeder, and then remove the assembly.

**⚠ CAUTION:** The spring underneath the separation pad is not captive. Do not lose the spring.

**Figure 1-23** Remove the document feeder separation pad (3 of 3)

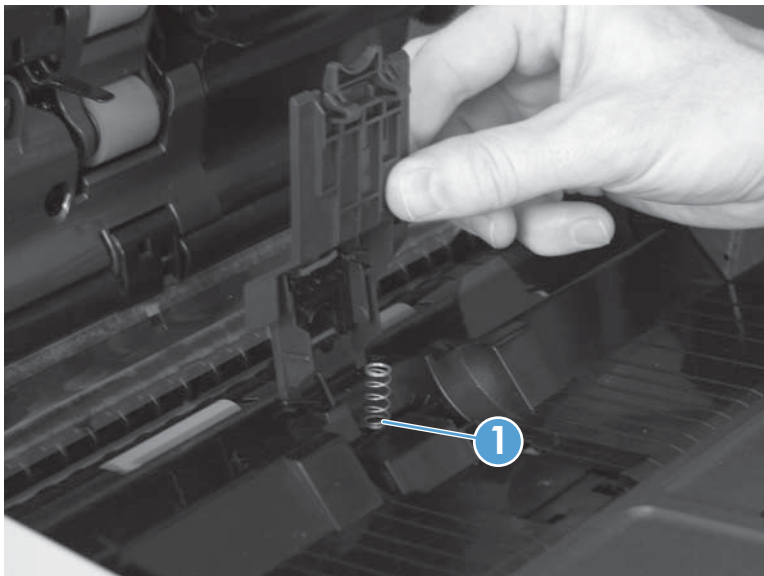


### Reinstall the document feeder separation pad

When the replacement separation pad assembly is installed, verify the following.

1. When the replacement separation pad assembly is installed, make sure that the spring is seated on the spring pedestal (callout 1) under the separation pad.

**Figure 1-24** Reinstall the document feeder separation pad (1 of 2)





2. Position the two tabs (callout 1) on the assembly in the holes provided in the document feeder chassis.

**Figure 1-25** Reinstall the document feeder separation pad (2 of 2)

