



LaserJet Pro M402, M403 LaserJet Pro M426, M427

Repair Manual



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M426dw
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www.hp.com/support/ljM402
www.hp.com/support/ljM403
www.hp.com/support/ljM426MFP
www.hp.com/support/ljM427MFP
For printer theory and troubleshooting information, see the Troubleshooting Manual.



LaserJet Pro M402, M403 and LaserJet Pro M426, M427

Repair Manual

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Edition 1, 9/2015

Conventions used in this guide


 **TIP:** Helpful hints or shortcuts.

Reinstallation tip: Reinstallation helpful hints, shortcuts, or considerations.

 **NOTE:** Information that explains a concept or how to complete a task.

 **IMPORTANT:** Information that help the user to avoid potential printer error conditions.

 **CAUTION:** Procedures that the user must follow to avoid losing data or damaging the printer.

 **WARNING!** Procedures that the user must follow to avoid personal injury, catastrophic loss of data, or extensive damage to the printer.

For additional service and support information

HP service personnel, go to the Service Access Work Bench (SAW) at <http://h41302.www4.hp.com/km/saw/home.do>.

Channel partners, go to HP Channel Services Network (CNS) at <https://h30125.www3.hp.com/hpcsn>.

At these locations, find information on the following topics:

- Install and configure
- Printer specifications
- Up-to-date control panel message (CPMD) troubleshooting
- Solutions for printer issues and emerging issues
- Remove and replace part instructions and videos
- Service advisories
- Warranty and regulatory information

To access HP PartSurfer information from any mobile device, go to <http://partsurfermobile.hp.com/> or scan the Quick Response (QR) code below.



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1 Removal and replacement

- [For additional service and support](#)
- [Removal and replacement strategy](#)
- [Service approach](#)
- [Removal and replacement procedures](#)

For additional service and support

HP service personnel, go to the Service Access Work Bench (SAW) at <http://h41302.www4.hp.com/km/saw/home.do>.

Channel partners, go to HP Channel Services Network (CSN) at <https://h30125.www3.hp.com/hpcsn>.

At these locations, find information on the following topics:

- Install and configure
- Printer specifications
- Up-to-date control panel message (CPMD) troubleshooting
- Solutions for printer issues and emerging issues
- Remove and replace part instructions and videos
- Service advisories
- Warranty and regulatory information

To access HP PartSurfer information from any mobile device, go to <http://partsurfermobile.hp.com/> or scan the Quick Response (QR) code below.



Removal and replacement strategy

Introduction

The printer uses a field repair strategy. Defective parts are diagnosed and replaced at the Field Replaceable Unit (FRU) assembly level. Repair normally begins by using the printer internal diagnostics and the following two-step process:

1. Isolate the problem to the major system (for example, the network, server, or printer).
2. Identify the cause of failures according to the printer troubleshooting service manual and follow the disassembly procedures to replace the defective parts or the consumable parts.

After locating a faulty part, the printer can usually be repaired at the assembly level by replacing FRUs. Some mechanical assemblies might need to be repaired at the subassembly level. HP does not support replacement of components on the printed circuit assemblies.

The user replaces toner cartridges as they are depleted. Additional instructions about other user-replaceable parts are provided in this section.

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


Swapping toner cartridges between products might cause a misrepresentation of supply life values and is not recommended.

Considerations during removal and replacement

This chapter describes the removal and replacement of FRUs only.

Replacing FRUs is generally the reverse of removal. Notes are included to provide directions for difficult or critical replacement procedures.


HP does not support repairing individual subassemblies or troubleshooting to the printed-circuit assembly (PCA) component level.

 **WARNING!** Never operate or service the printer with the protective cover removed from the laser scanner assembly. The reflected beam, although invisible, can cause damage to the eyes.

The sheet-metal parts can have sharp edges. Be careful when handling sheet-metal parts.


Before attempting to remove or replace parts, turn the printer off and remove the power cable. Never operate the printer with the parts removed from the printer.

Turn the printer off, wait 5 seconds, and then remove the power cord before attempting to service the printer. *If this warning is not followed, severe injury can result as well as damage to the printer.* The power must be on for certain functional checks during troubleshooting. However, the power cord must be disconnected during parts removal. AC voltage is still present inside the printer when the power switch is in the off position. The power cord must be *disconnected* before servicing the printer.

 **CAUTION:** Incorrectly routed or loose wire harnesses might interfere with other internal components or assemblies and be damaged, pinched, or frayed. Make sure that wire harnesses are correctly routed and retained when installing assemblies.

Do not bend or fold the flat flexible cables (FFCs) during removal or installation. Do not straighten pre-folds in the FFCs.


Do not expose the toner cartridge, or cartridges, to strong light even for a short time.

 **IMPORTANT:** When an assembly is removed that includes a rating plate or tag (or a printer code label), make sure to transfer the plate or tag (or code label) to the replacement assembly.

Do not replace the formatter and DC controller simultaneously during a single printer servicing. Doing so might cause the printer to become unstable or inoperable.

During removal, replacement, or transportation of the printer, remove the cassettes.

Incorrectly routed or loose wire harnesses can interfere with other internal components and can become damaged or broken.


 **NOTE:** During assembly removal and replacement, or if the printer is moved, remove the toner cartridge.

Toner is a non-poisonous substance composed of plastic and a small number of colored components. If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove. Toner easily breaks down vinyl materials, so avoid letting toner contact vinyl.



Reassembling procedures are generally the reverse of removal unless otherwise specified. Occasionally, notes and tips are included to provide directions for difficult or critical replacement procedures.

Note the length, diameter, color, type, and location of each screw. Be sure to return each screw to its original location during reassembly.

To install a self-tapping screw, first turn it counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not overtighten. If a self-tapping screw hole becomes stripped, repair the screw-hole or replace the affected assembly.

 **TIP:** Some figures might show assemblies removed or installed that have not yet been removed or installed at that specific step. However, the procedures are correct for this printer and the target assembly. Always thoroughly read the instructions that accompany each figure.

Electrostatic discharge

 **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground *before* touching an ESD-sensitive assembly.

Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

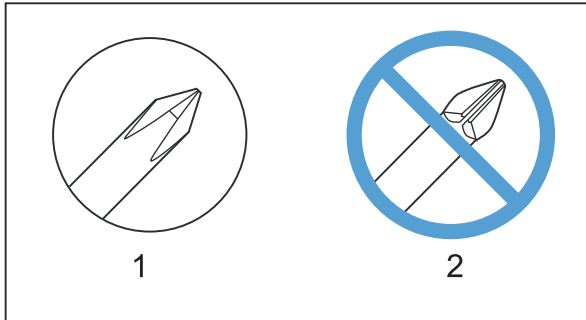
Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- Small, flat-blade screwdriver
- Socket screwdriver 5.5 mm (.216 in) shaft length

- Needle-nose pliers
- ESD strap (if one is available)
- Penlight

⚠ CAUTION: Always use a Phillips screwdriver (callout 1). Do not use a Pozidriv screwdriver (callout 2) or any motorized screwdriver. These can damage screws or screw threads.

Figure 1-1 Screwdrivers



Fasteners used in this printer

⚠ WARNING! Make sure that assemblies are replaced with the correct screw type. Using the incorrect screw (for example, substituting a long screw for the correct shorter screw) can cause damage to the printer or interfere with printer operation. Do not intermix screws that are removed from one assembly with the screws that are removed from another assembly.

📝 NOTE: To install a self-tapping screw, first turn it counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not overtighten. If a self-tapping screw hole becomes stripped, repair the screw hole or replace the affected assembly.

Always take note of the length, diameter, color, type, and location of each removed screw. Make sure that screws are installed in the original location they were removed from during reinstallation.

For a complete list of screw types and part numbers, see the Parts chapter.

Service approach

Before performing service

- Remove all paper from the product.
- Turn off the power using the power switch.
- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridge.
- Remove the Tray 2 cassette.

After performing service

1. Reinstall the toner cartridge or toner cartridges.
2. Reinstall the trays.
3. Return all paper to the trays.
4. Plug in the power cable and turn on the printer.
5. Perform print-quality tests by printing from a host computer.

Post-service test

Perform the following test to verify that the repair or replacement was successful.

Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the product.
4. Verify that the expected startup sounds occur.
5. Print a configuration page, and then verify that the expected printing sounds occur.
6. Print a demo page, and then verify that the print quality is as expected.
7. Send a print job from the host computer, and then verify that the output meets expectations.
8. Clean the outside of the product with a damp cloth.

Removal and replacement procedures

Customer self-repair (CSR) A parts and assemblies

The CSR level indicates the expected difficulty the customer will experience when removing and replacing an assembly. The CSR A assemblies in this section are easy for the customer to remove and replace.

- [RL2-0656-000CN multipurpose tray roller](#)
- [RM2-5392-000CN 250-sheet paper input tray](#)
- [RM2-5413-000CN optional Tray 3](#)
- [RM2-5452-000CN Tray 2 paper pickup roller assembly](#)
- [RM2-5741-000CN optional Tray 3 paper pickup roller assembly](#)
- [RM2-5397-000CN Tray 2 separation roller assembly](#)
- [RM2-5745-000CN optional Tray 3 separation roller assembly](#)

RL2-0656-000CN multipurpose tray roller

- [Introduction](#)
- [Step 1: Remove the roller](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the roller](#)


Introduction

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

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.

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 part number	
-------------------------------------	--

RL2-0655-000CN	Roller, MP tray (Tray 1)
----------------	--------------------------

Required tools

- No special tools are required to remove this part.

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

The M427/M426 printer is shown in this procedure. However, the instructions are valid for the M403/M402 printers.

1. Press the door-release button, and then open the toner-cartridge door.

Figure 1-2 Open the toner-cartridge door



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


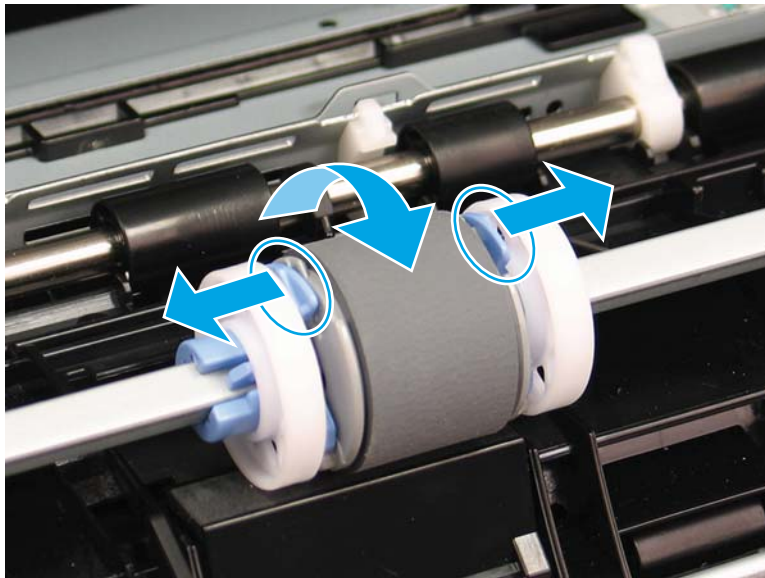
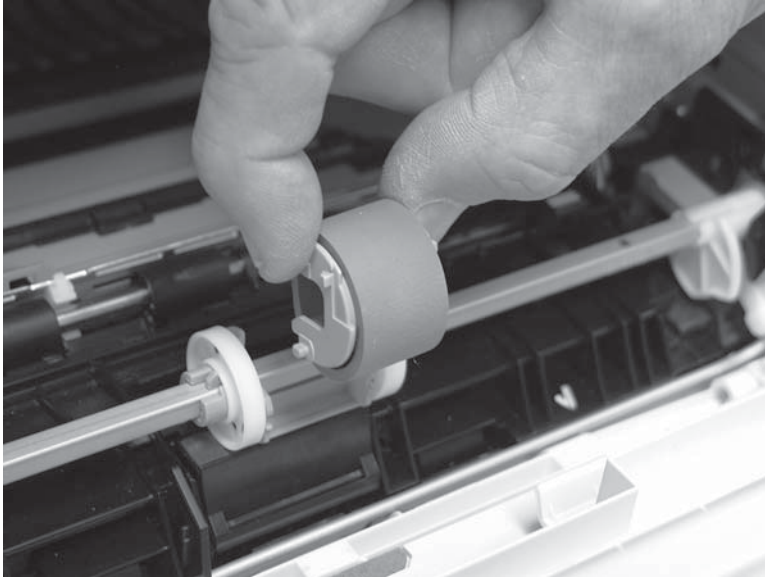
 **TIP:** Pushing down on the top of the roller might make it easier to release the tabs.

Figure 1-3 Release two tabs



3. Remove the roller.

Figure 1-4 Remove the roller



Step 2: Unpack the replacement assembly

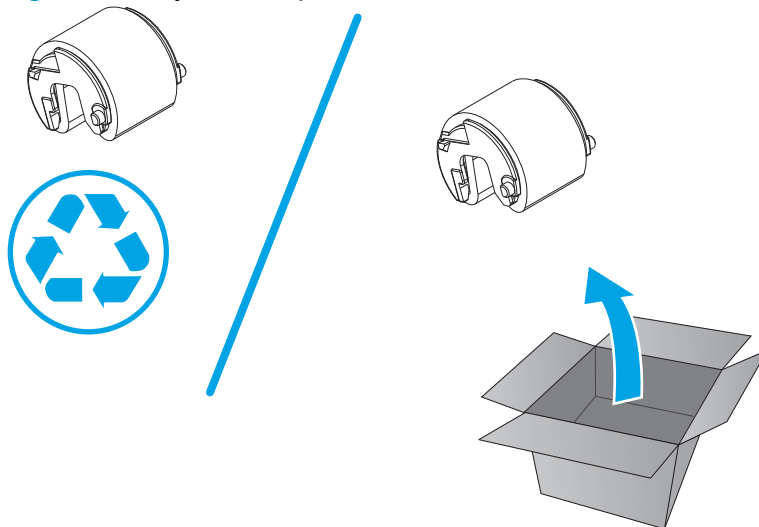
Unpack the replacement part from the packaging.

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

CAUTION: Do not touch the gray spongy portion of the replacement roller. Skin oils on the roller can cause paper handling problems.

NOTE: HP recommends responsible disposal of the defective part.

Figure 1-5 Recycle and unpack



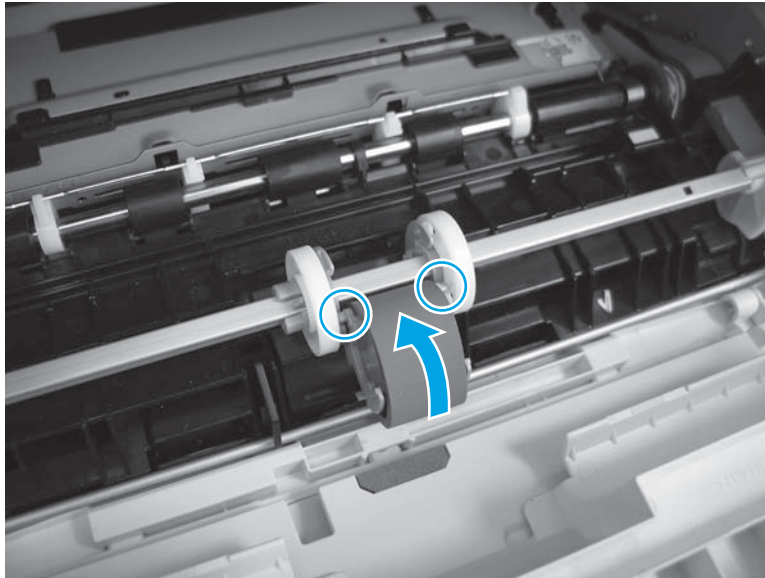
Step 3: Install the roller

CAUTION: Do not touch the gray spongy portion of the replacement roller. Skin oils on the roller can cause paper handling problems.

The M427/M426 printer is shown in this procedure. However, the instructions are valid for the M403/M402 printers.

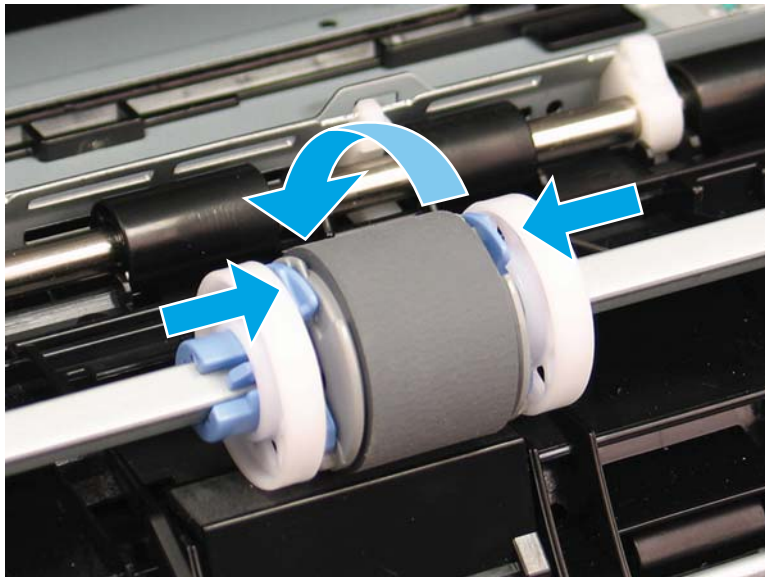
1. Position the replacement pickup roller with the pins in the provided slots on the holder, and then rotate the top of the roller up and toward the printer.

Figure 1-6 Install the roller



2. Continue to rotate the top of the roller toward the printer (callout 1), until two tabs (callout 2) snap into place.

Figure 1-7 Engage two tabs



3. Close the toner-cartridge door.

Figure 1-8 Close the toner-cartridge door



RM2-5392-000CN 250-sheet paper input tray

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace Tray 2.

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.

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

Tray 2 part number	
RM2-5392-000CN	Cassette (Tray 2) assembly

Required tools

- No special tools are required to remove this part.

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 configuration page (from Tray 2) to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-9 Remove the tray



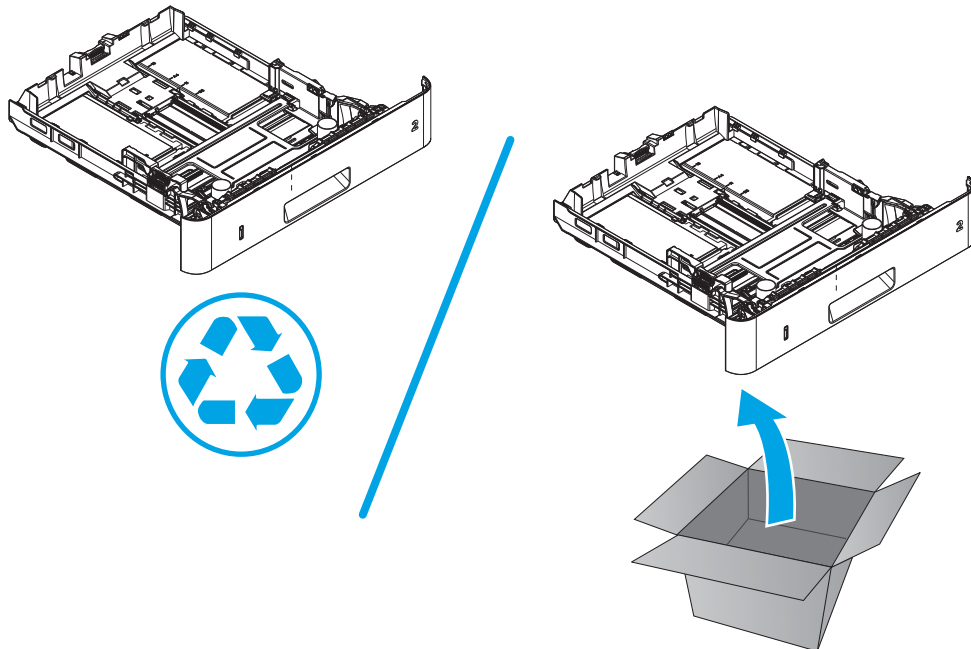
Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-10 Recycle and unpack



Step 3: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-11 Install the tray



RM2-5413-000CN optional Tray 3

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install optional Tray 3](#)


Introduction

This document provides the procedures to remove and replace the optional Tray 3.

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.

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

Tray 3 part number	
RM2-5413-000CN	550-sheet paper feeder cassette (optional Tray 3)

Required tools

- No special tools are required to remove this part.

After performing service

Turn the printer power on

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

Post service test

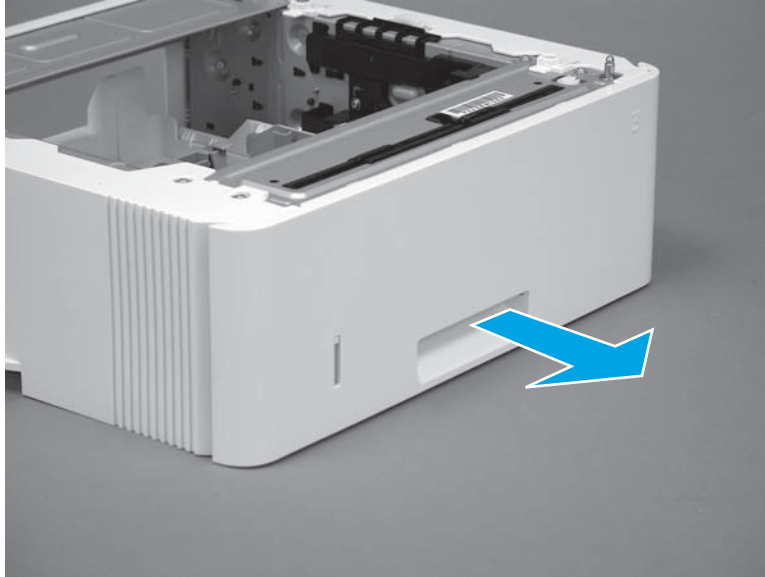
Make sure that the printer initializes to a **Ready** state.

Print a page from Tray 3 to make sure that the paper feeder is functioning correctly.

Step 1: Remove optional Tray 3

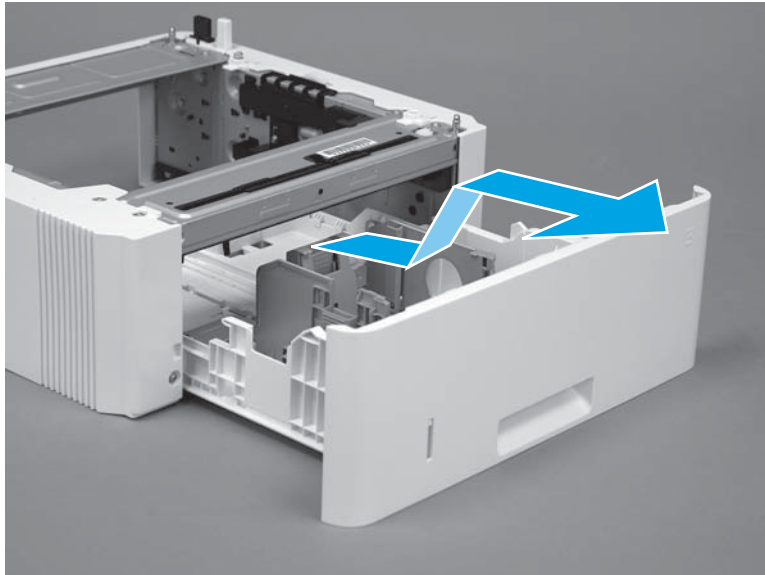
1. Pull the tray straight out of the printer until it stops.

Figure 1-12 Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

Figure 1-13 Release and remove the tray



Step 2: Unpack the replacement assembly

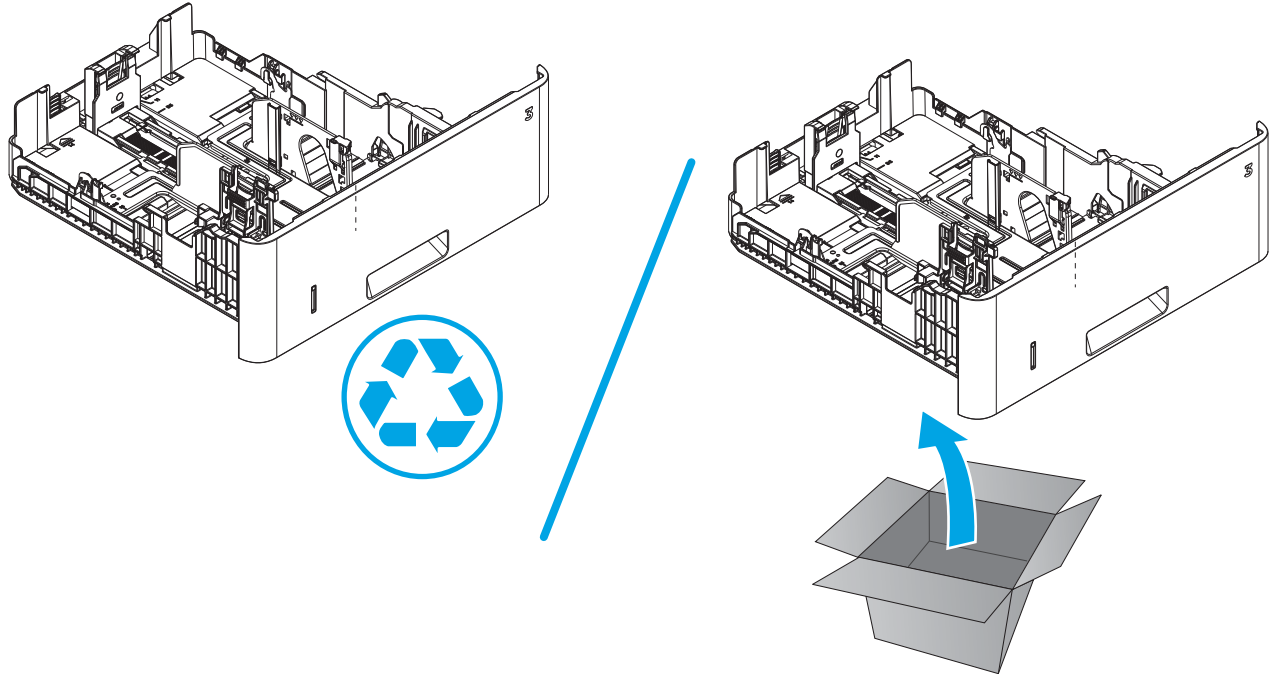
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

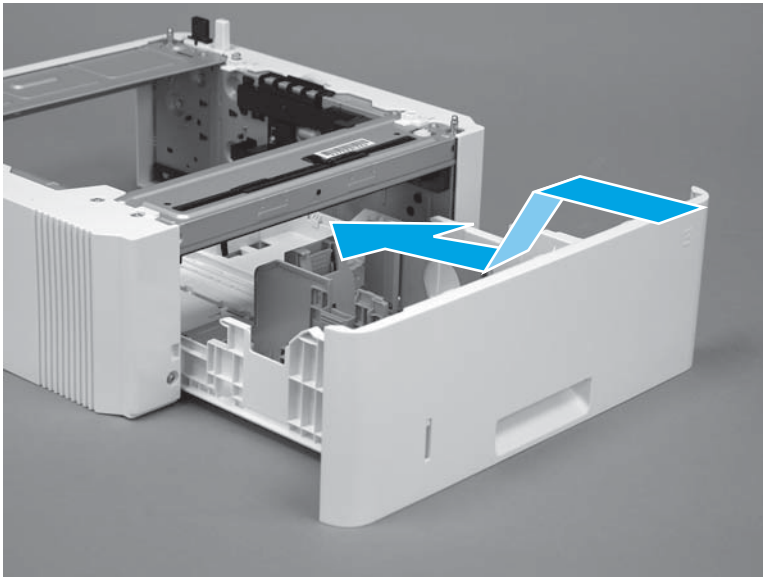
Figure 1-14 Recycle and unpack



Step 3: Install optional Tray 3

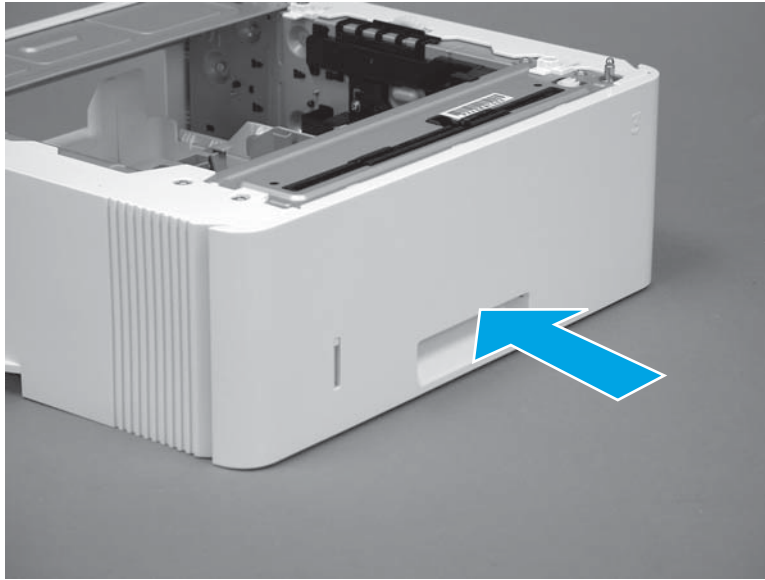
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

Figure 1-15 Install the tray



2. Push the tray straight into the accessory to close it.

Figure 1-16 Close the tray



RM2-5452-000CN Tray 2 paper pickup roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the pickup roller assembly \(Tray 2\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the pickup roller assembly \(Tray 2\)](#)
- [Step 5: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the paper pickup roller assembly (Tray 2).

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.

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

Paper pickup roller assembly (Tray 2) part number	
RM2-5452-000CN	Paper pickup roller assembly (Tray 2)

Required tools

- No special tools are required to remove this part.

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 2 to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-17 Remove the tray



Step 2: Remove the pickup roller assembly (Tray 2)

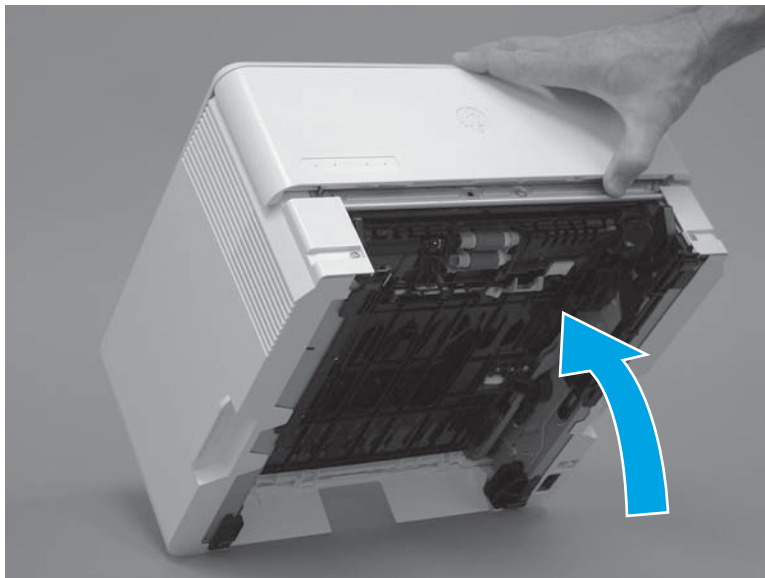
CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

NOTE: The M403/M402 printer is shown in this procedure. However, the procedure is valid for the M427/M426 printers.

1. Carefully rotate the printer backward.

CAUTION: To avoid damage to the rear cassette cover, keep it in the closed position.

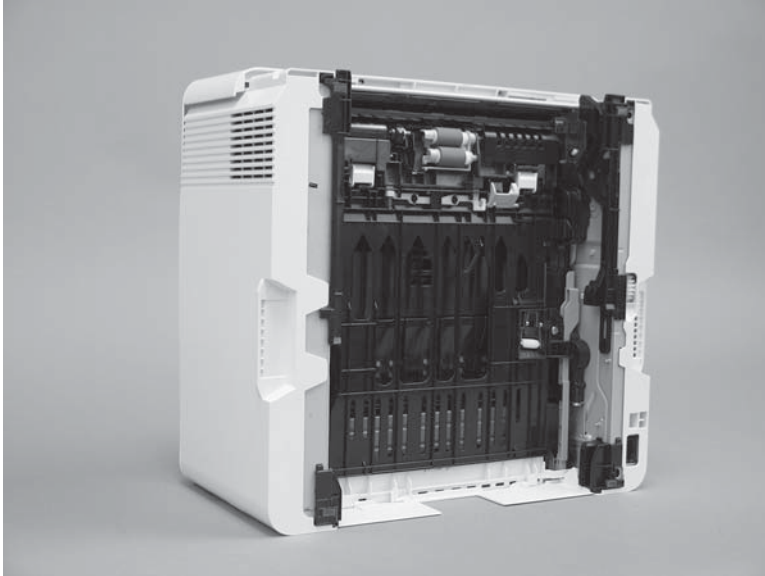
Figure 1-18 Tilt the printer backward



2. Continue rotate the printer backward until it rests on the rear cover, bottom-side face forward.

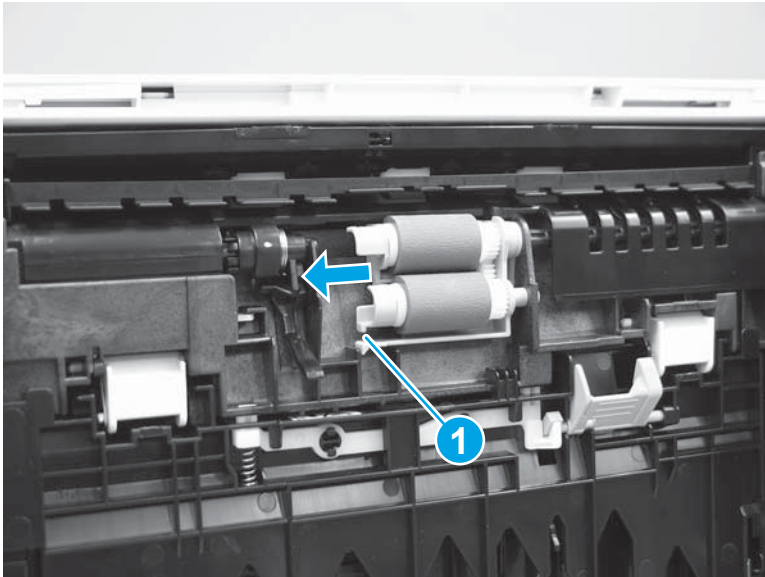
⚠ CAUTION: M427/M426: The integrated scanner assembly (ISA) is not captive, and can unexpectedly open when the printer is tilted back.

Figure 1-19 Place the printer bottom-side face forward



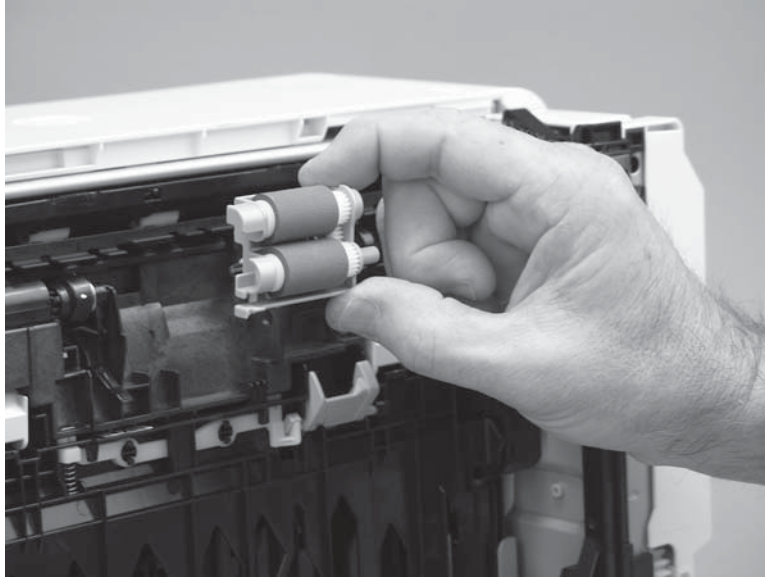
3. Release one tab (callout 1), and then slide the roller holder toward the left side of the printer to release it.

Figure 1-20 Release one tab



4. Remove the roller holder.

Figure 1-21 Remove the roller holder



Step 3: Unpack the replacement assembly

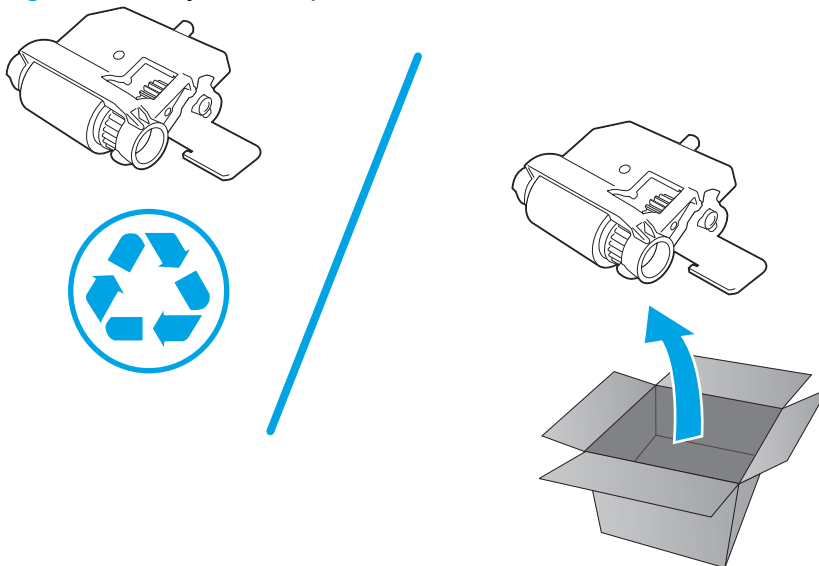
Unpack the replacement part from the packaging.

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

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

NOTE: HP recommends responsible disposal of the defective part.

Figure 1-22 Recycle and unpack



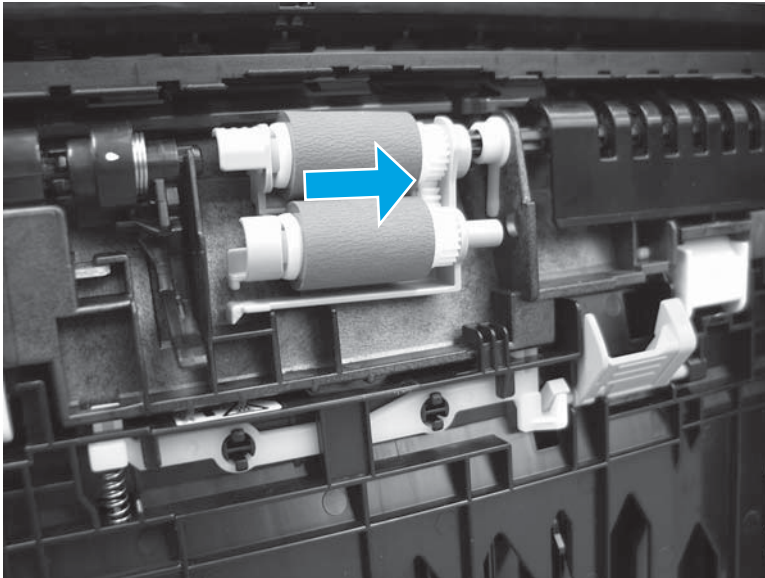
Step 4: Install the pickup roller assembly (Tray 2)

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

NOTE: The M403/M402 printer is shown in this procedure. However, the procedure is valid for the M427/M426 printers.

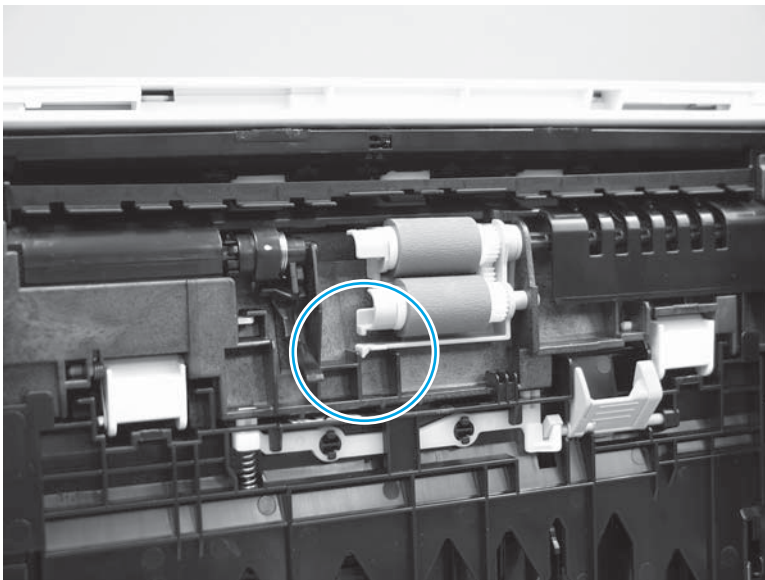
1. Position the roller holder assembly in the printer as shown, and then slide it toward the right side of the printer.

Figure 1-23 Install the roller holder



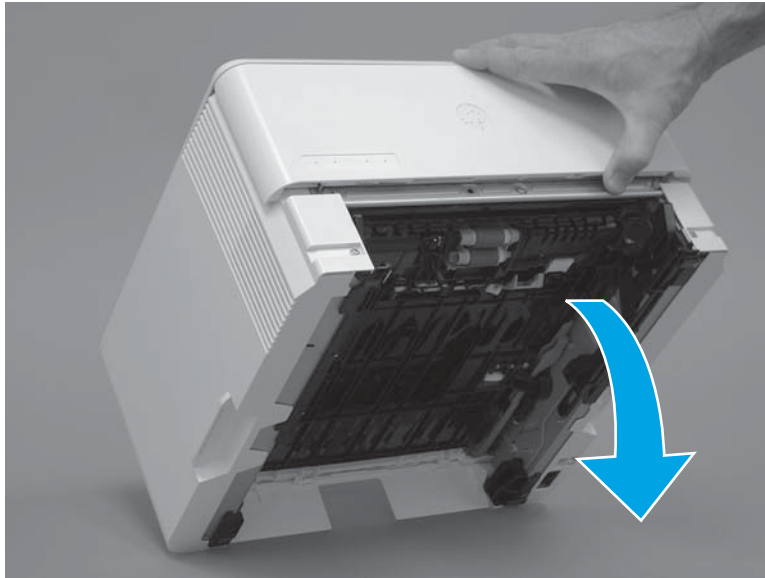
2. Make sure that the tab snaps into place.

Figure 1-24 Check the tab



- Carefully rotate the printer forward.

Figure 1-25 Rotate the printer forward



- Continue rotate the printer forward until it rests in the operational position.

Figure 1-26 Place the printer in the operational position



Step 5: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-27 Install the tray



RM2-5741-000CN optional Tray 3 paper pickup roller assembly

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Remove the paper pickup roller assembly \(optional Tray 3\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the paper pickup roller assembly \(optional Tray 3\)](#)
- [Step 5: Install optional Tray 3](#)


Introduction

This document provides the procedures to remove and replace the paper pickup roller assembly (Tray 3).

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.

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

Paper pickup roller assembly (Tray 3) part number	
RM2-5741-000N	Paper pickup roller assembly (Tray 3)

Required tools

- No special tools are required to remove this part.

After performing service

Turn the printer power on

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

Post service test

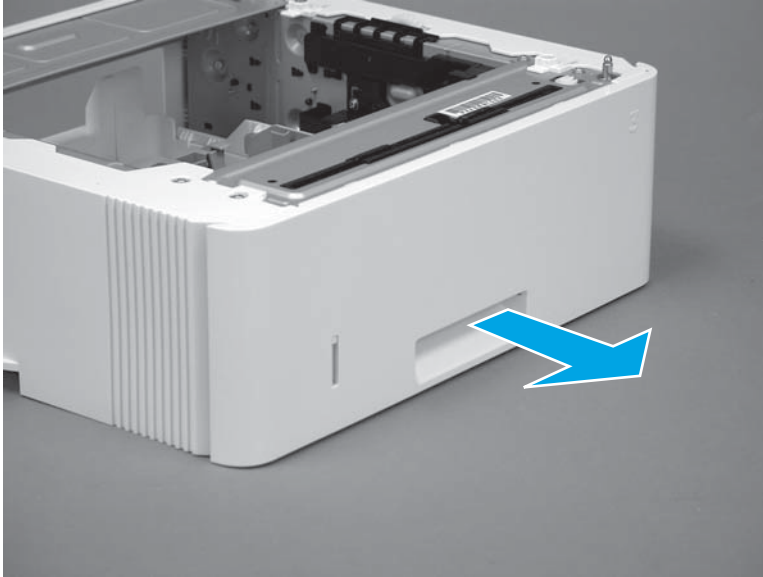
Make sure that the printer initializes to a **Ready** state.

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

Step 1: Remove optional Tray 3

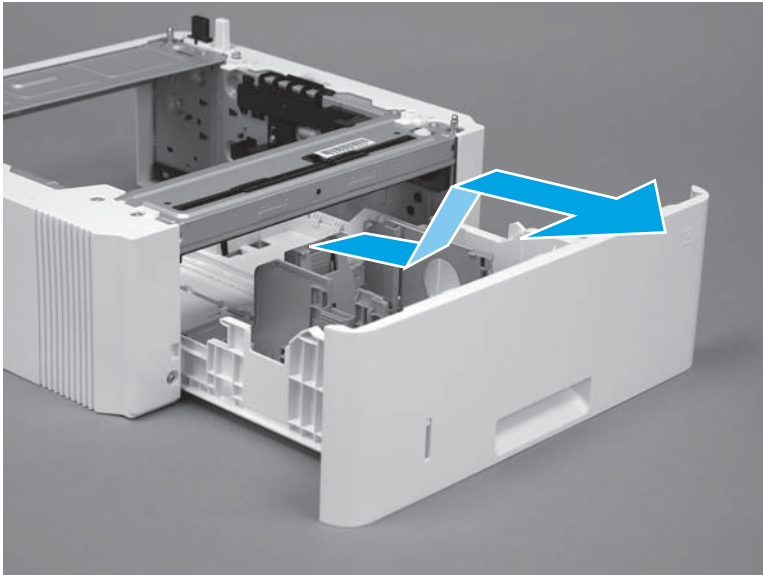
1. Pull the tray straight out of the printer until it stops.

Figure 1-28 Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

Figure 1-29 Release and remove the tray

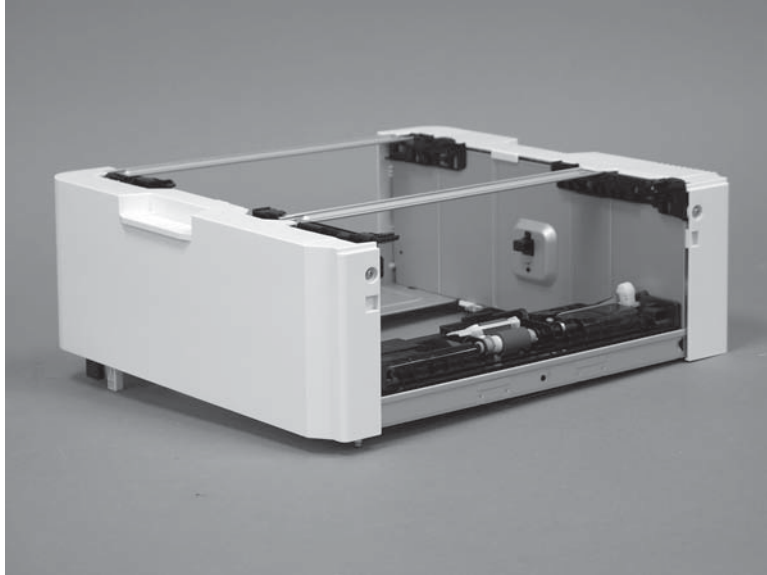


Step 2: Remove the paper pickup roller assembly (optional Tray 3)

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

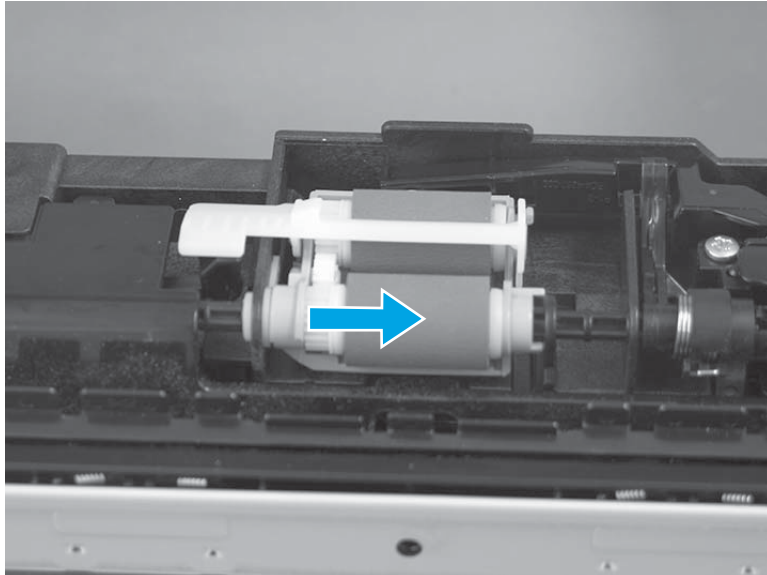
1. Carefully turn the accessory over to expose the roller assembly.

Figure 1-30 Turn the accessory over



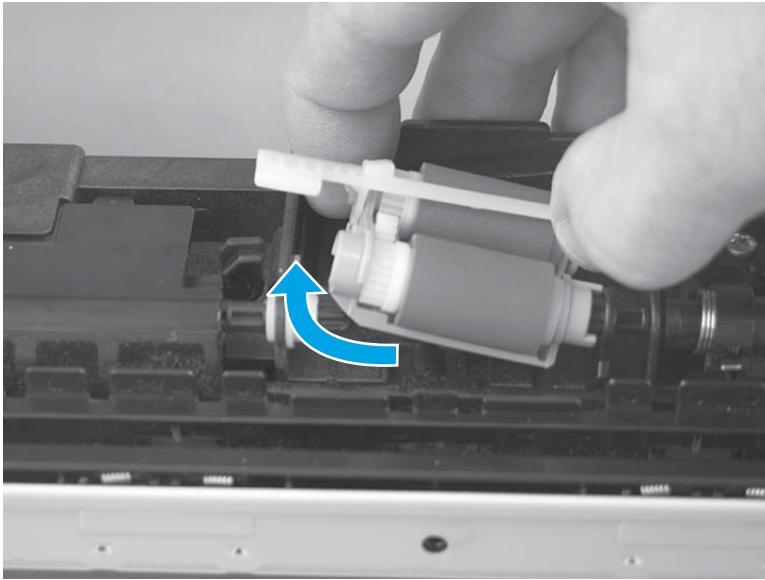
2. Slide the roller holder to the right to compress the spring-loaded shaft and release the assembly.

Figure 1-31 Release the assembly



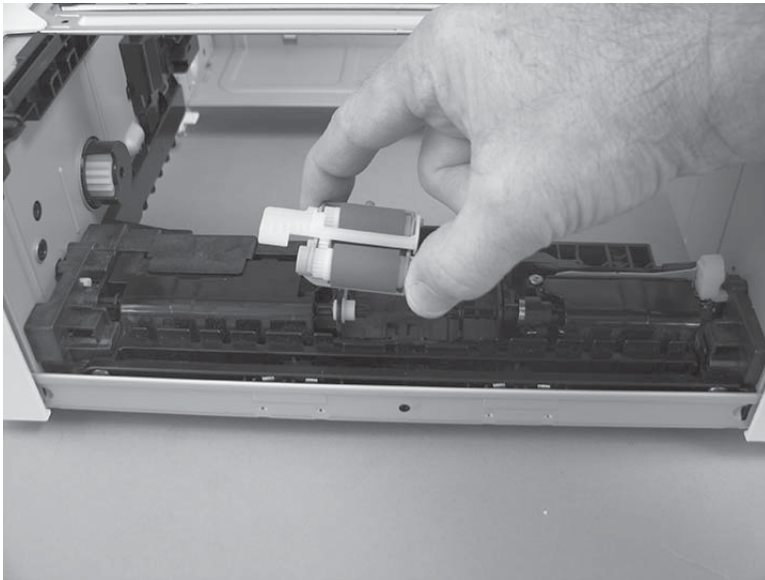
3. Rotate the end of the assembly up and away from the accessory.

Figure 1-32 Rotate the assembly up



4. Remove the roller assembly.

Figure 1-33 Remove the assembly



Step 3: Unpack the replacement assembly

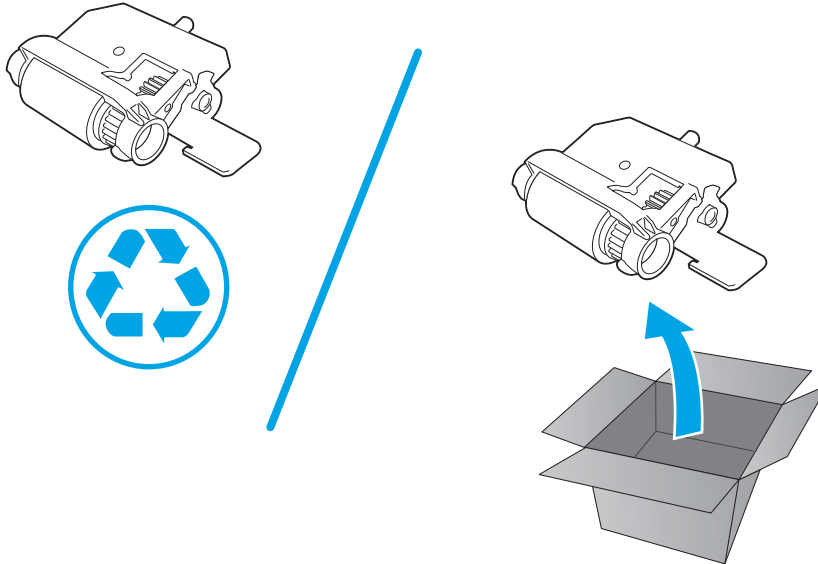
Unpack the replacement part from the packaging.

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

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

NOTE: HP recommends responsible disposal of the defective part.

Figure 1-34 Recycle and unpack



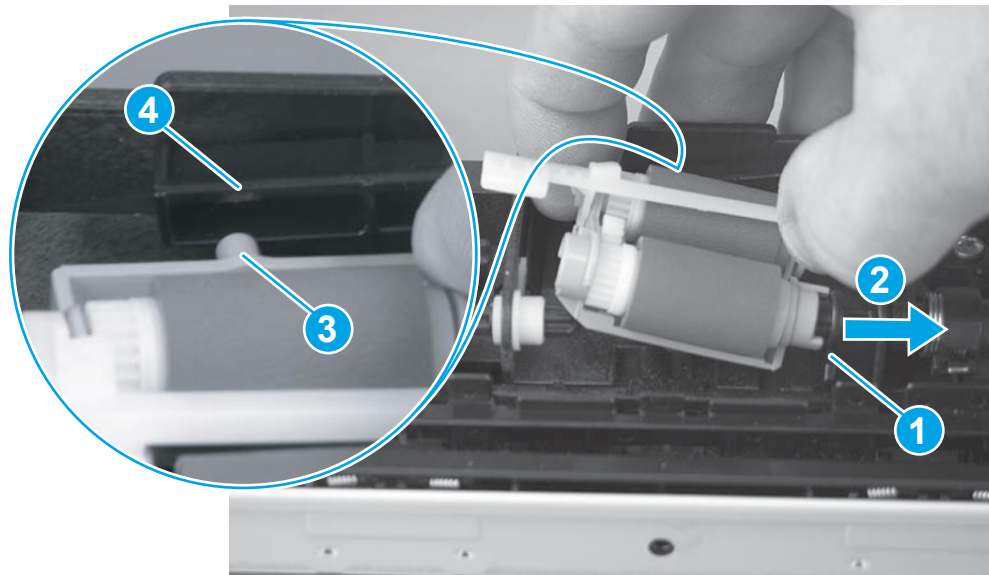
Step 4: Install the paper pickup roller assembly (optional Tray 3)

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

1. Install the right end of the assembly on the spring-loaded shaft (callout 1), and then slide it to the right to compress the shaft (callout 2).

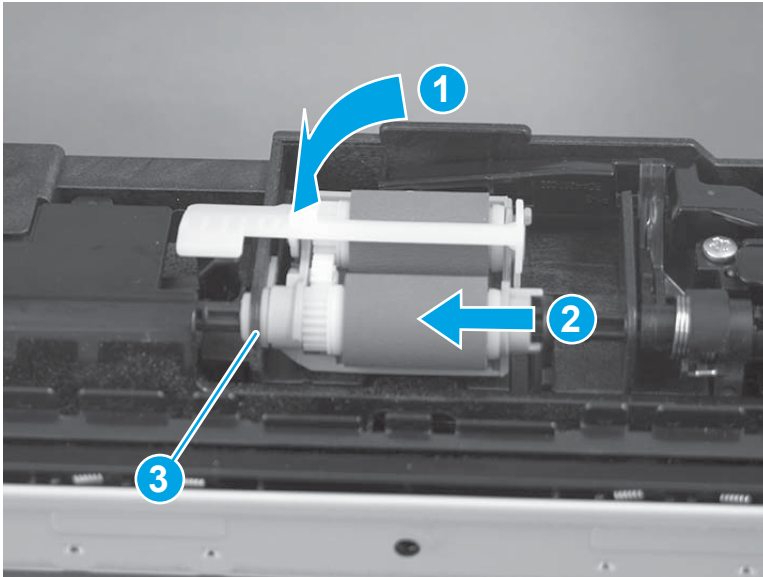
IMPORTANT: Make sure that the pin on the back of the holder (callout 3) is inserted in the slot (callout 4) in the lever arm. If the pin is not correctly installed, the accessory will not pick paper.

Figure 1-35 Install the roller assembly



2. Rotate the left end of the assembly down and into place (callout 1), and then slide the assembly to the left (callout 2) to engage the drive end of the assembly with the drive shaft (callout 3).

Figure 1-36 Release the assembly



3. Push down and then release the tray-roller actuator (callout 1) and observe the roller assembly. It should move up and down (callout 2) in response to the actuator.


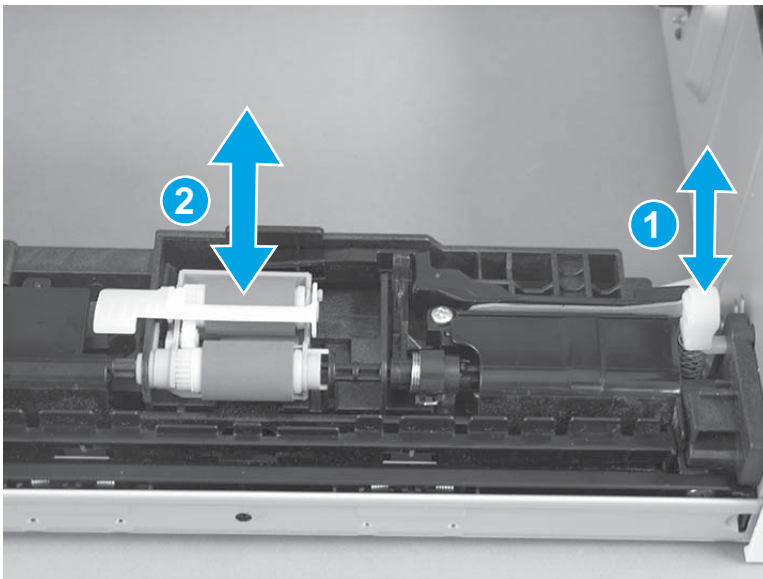
 **NOTE:** If it does not, remove the roller assembly and reinstall it making sure that the pin on the back of the assembly is in the lever arm. See [Figure 1-35 Install the roller assembly on page 31](#).

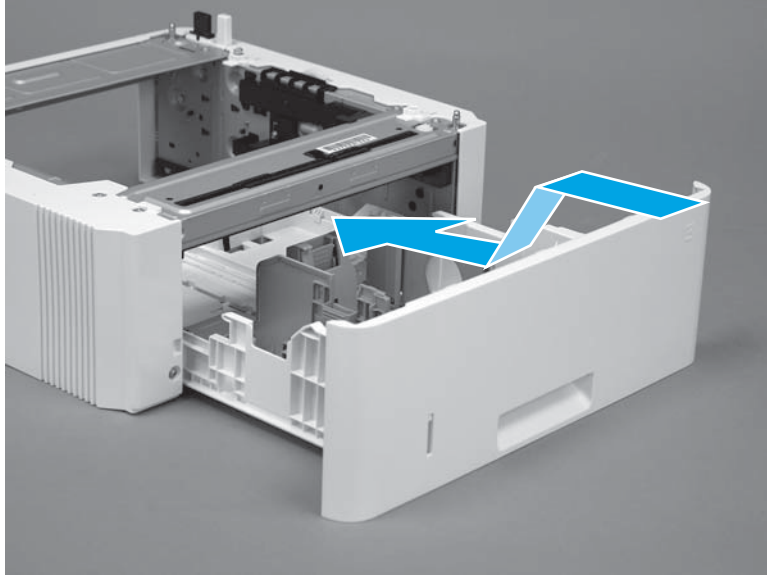
Figure 1-37 Check the installation



Step 5: Install optional Tray 3

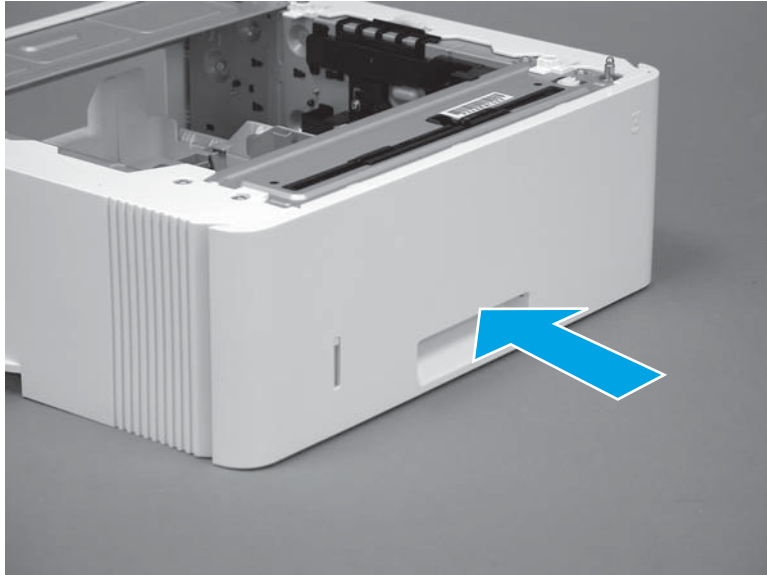
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

Figure 1-38 Install the tray



2. Push the tray straight into the accessory to close it.

Figure 1-39 Close the tray



RM2-5397-000CN Tray 2 separation roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the separation pad roller assembly \(Tray 2\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the separation pad roller assembly \(Tray 2\)](#)
- [Step 5: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the separation roller assembly (Tray 2).

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.

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

Separation roller assembly (Tray 2) part number	
---	--

RM2-5397-000CN	Separation roller assembly (Tray 2)
----------------	-------------------------------------

Required tools

- No special tools are required to install this kit.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

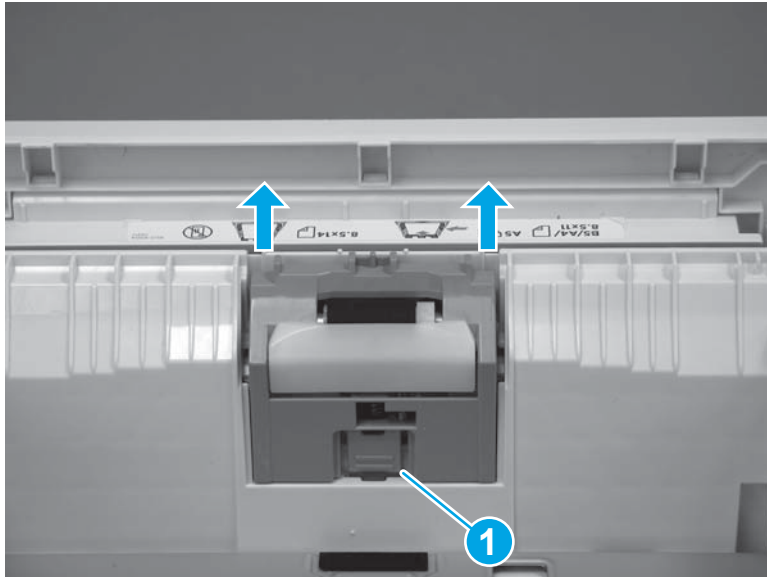
Figure 1-40 Remove the tray



Step 2: Remove the separation pad roller assembly (Tray 2)

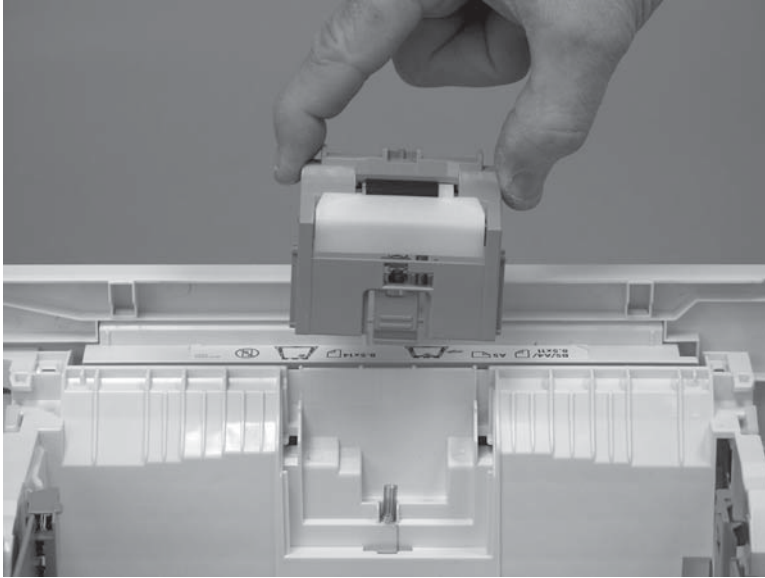
1. Press the locking lever (callout 1), and then pull the separation roller assembly straight up to release it.

Figure 1-41 Release the assembly



2. Remove the assembly.

Figure 1-42 Remove the assembly



Step 3: Unpack the replacement assembly

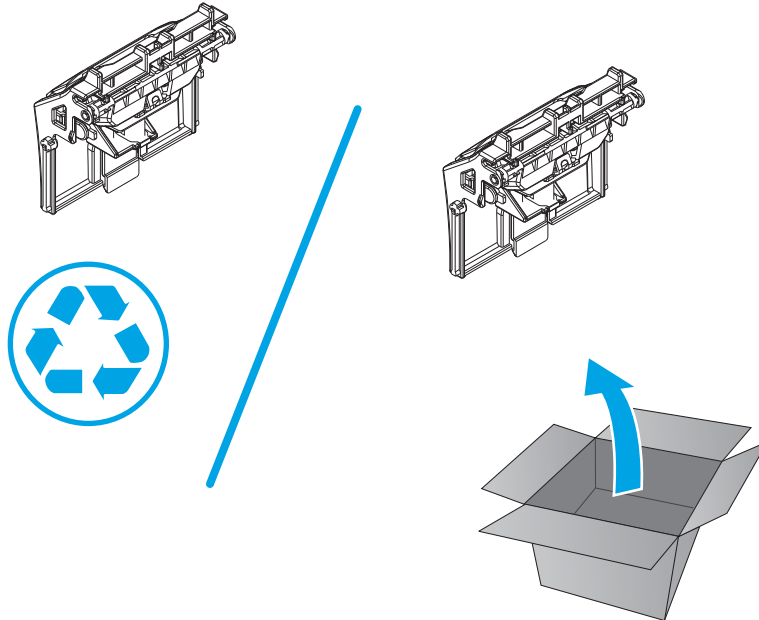
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

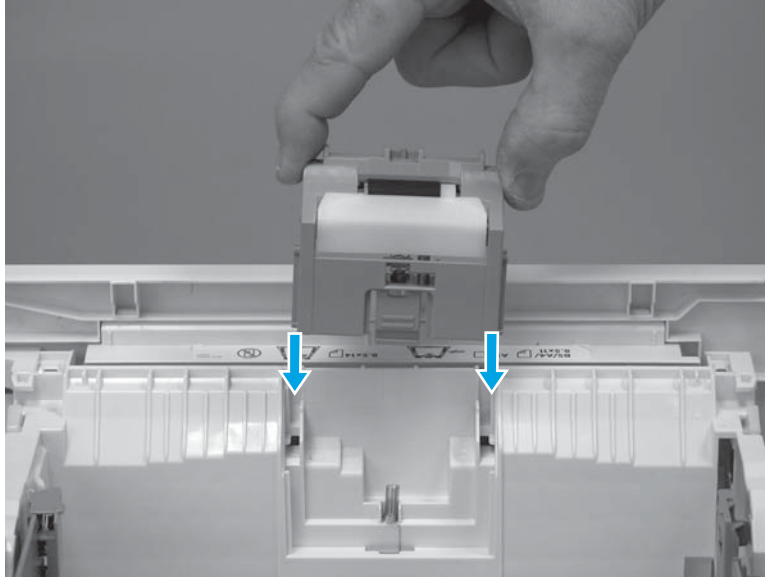
Figure 1-43 Recycle and unpack



Step 4: Install the separation pad roller assembly (Tray 2)

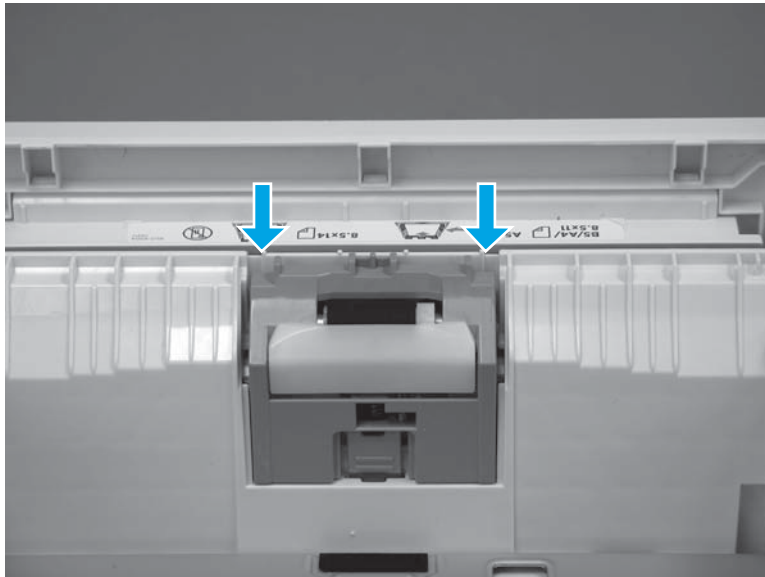
1. Install the assembly in the slots in the cassette.

Figure 1-44 Install the assembly



2. Push the separation roller assembly straight down until it snaps into place.

Figure 1-45 Release the assembly



Step 5: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-46 Install the tray



RM2-5745-000CN optional Tray 3 separation roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 3](#)
- [Step 2: Remove the separation roller assembly \(optional Tray 3\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the separation roller assembly \(optional Tray 3\)](#)
- [Step 5: Install Tray 3](#)


Introduction

This document provides the procedures to remove and replace the separation roller assembly (500-sheet feeder).

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.

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

Separation roller assembly (550-sheet feeder) part number	
RM2-5745-000CN	Separation roller assembly (550-sheet feeder)

Required tools

- No special tools are required to install this kit.

After performing service

Turn the printer power on

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

Post service test

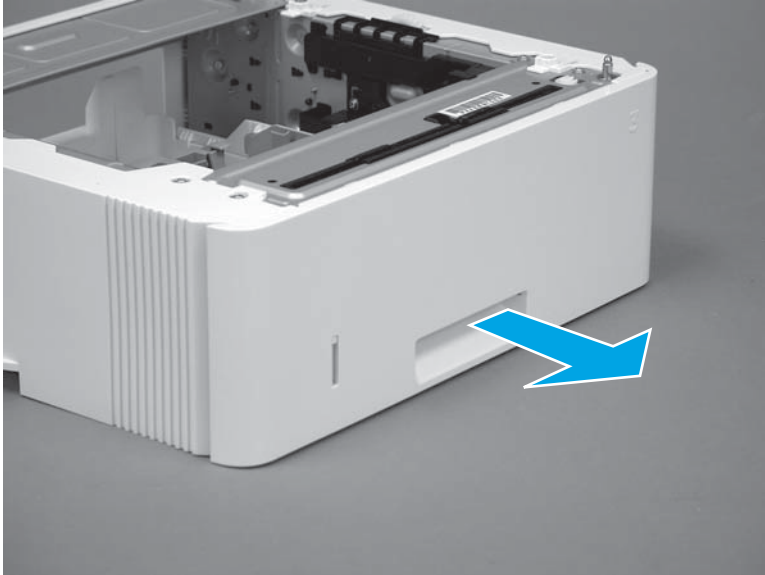
Make sure that the printer initializes to a **Ready** state.

Print a page from the accessory to make sure that the accessory is functioning correctly.

Step 1: Remove Tray 3

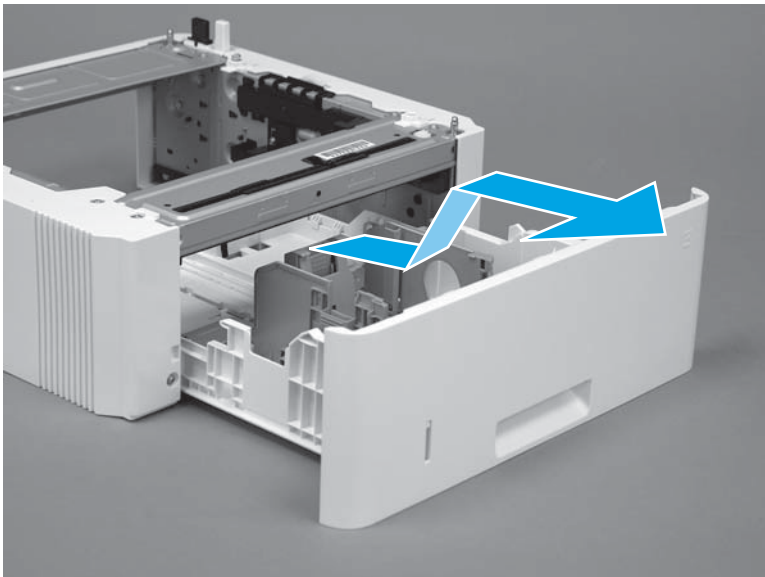
1. Pull the tray straight out of the printer until it stops.

Figure 1-47 Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

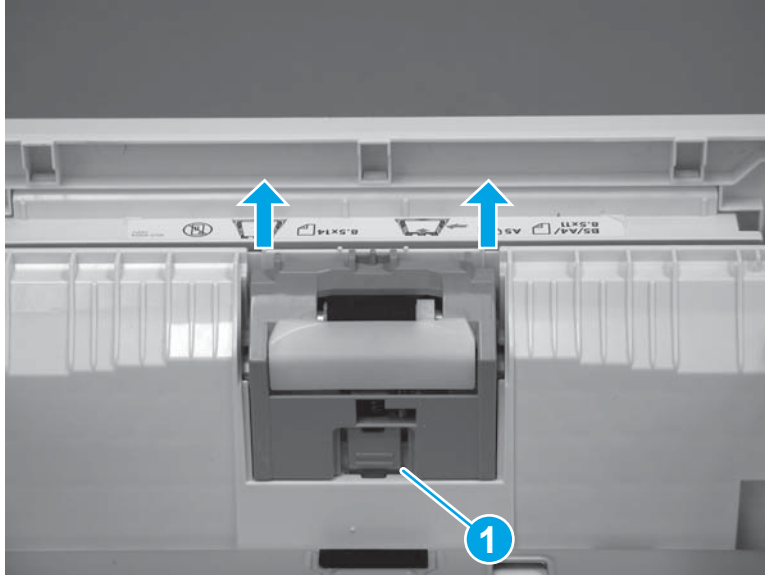
Figure 1-48 Release and remove the tray



Step 2: Remove the separation roller assembly (optional Tray 3)

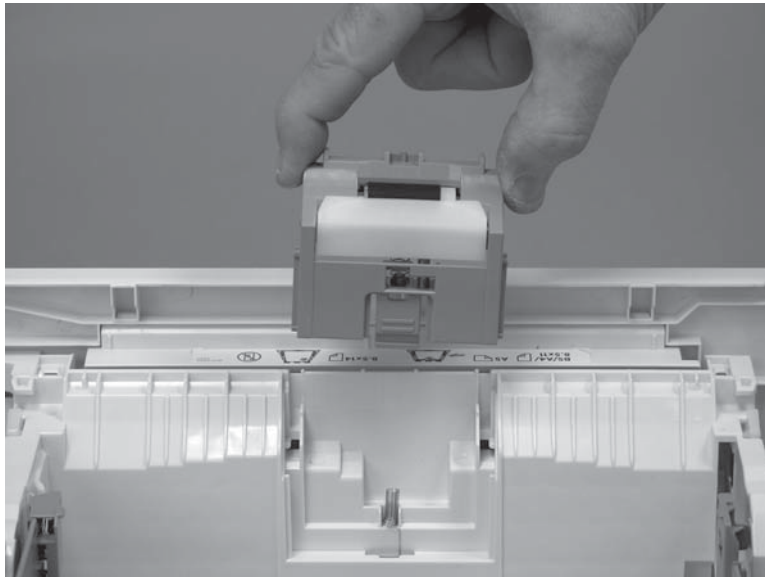
1. Press the locking lever (callout 1), and then pull the separation roller assembly straight up to release it.

Figure 1-49 Release the assembly



2. Remove the assembly.

Figure 1-50 Remove the assembly



Step 3: Unpack the replacement assembly

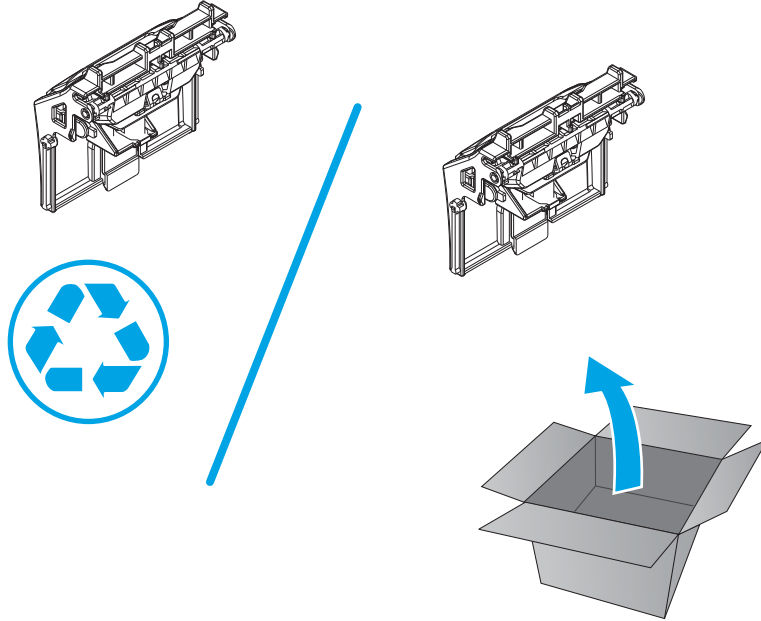
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

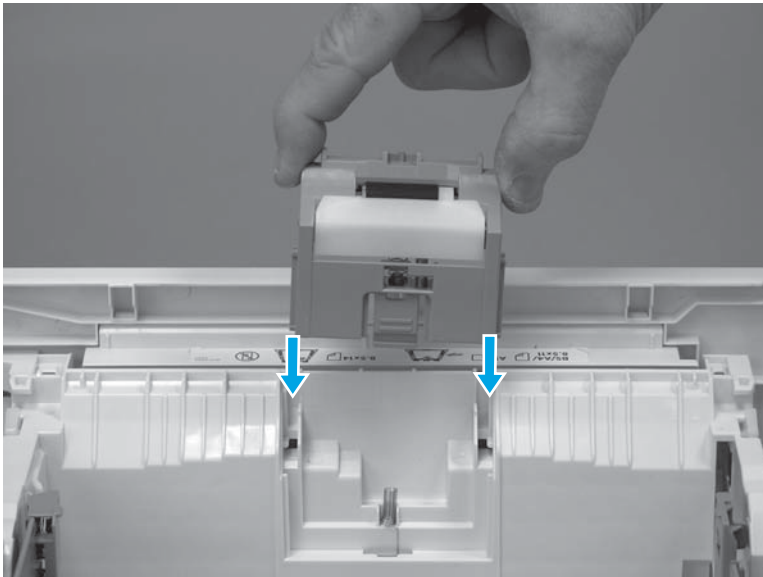
Figure 1-51 Recycle and unpack



Step 4: Install the separation roller assembly (optional Tray 3)

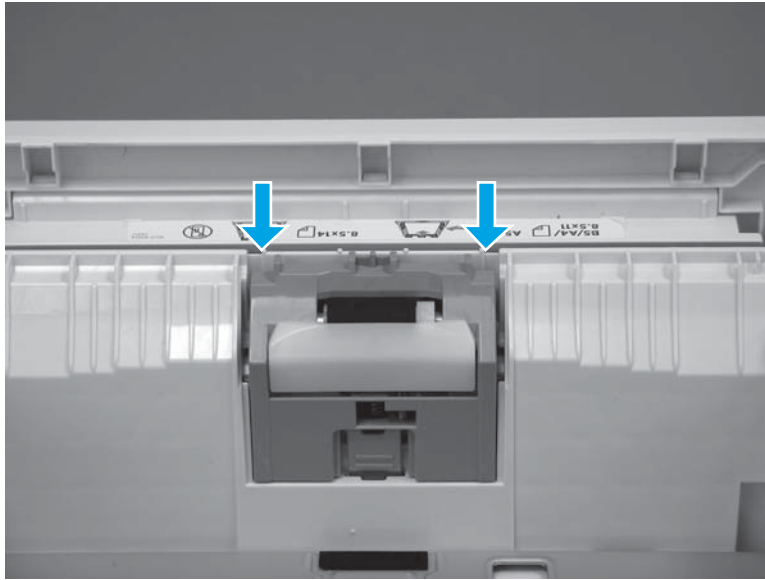
1. Install the assembly in the slots in the cassette.

Figure 1-52 Install the assembly



2. Push the separation roller assembly straight down until it snaps into place.

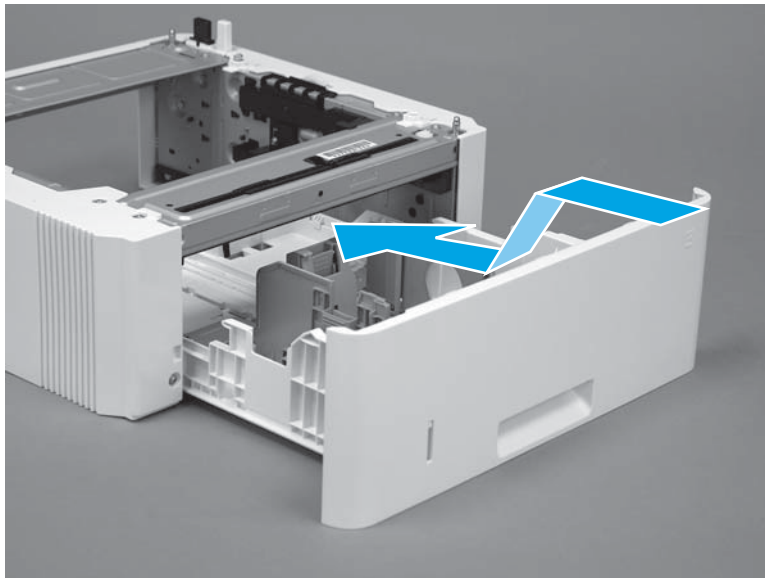
Figure 1-53 Release the assembly



Step 5: Install Tray 3

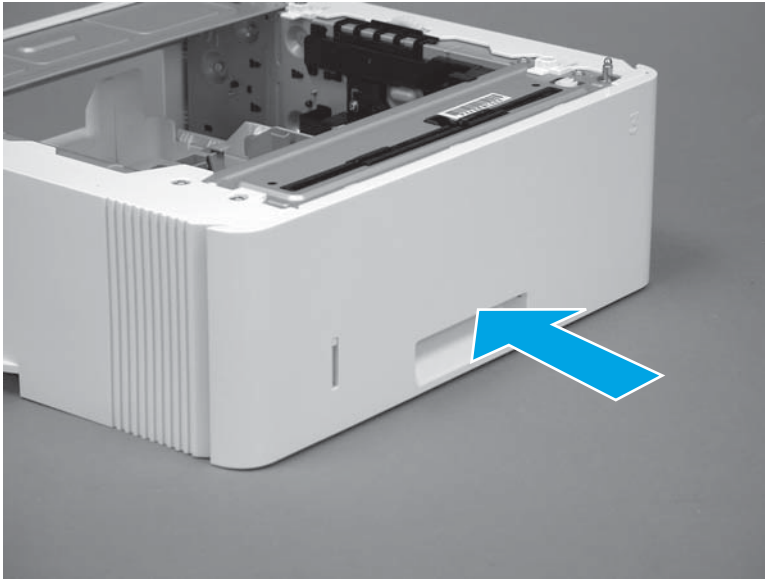
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

Figure 1-54 Install the tray



2. Push the tray straight into the accessory to close it.

Figure 1-55 Close the tray



Removal and replacement: External panels, covers, and doors

- [Removal and replacement: Damper sheets](#)
- [Removal and replacement: Rear USB cover](#)
- [Removal and replacement: Support shaft](#)
- [Removal and replacement: Cartridge door assembly](#)
- [Removal and replacement: Pressure-release link](#)
- [Removal and replacement: Left cover](#)
- [Removal and replacement: Right cover](#)
- [Removal and replacement: Rear door assembly](#)
- [Removal and replacement: Cassette rear cover](#)
- [Removal and replacement: Top cover \(M427/M426\)](#)
- [Removal and replacement: Cable guide \(M427/M426\)](#)
- [Removal and replacement: Top cover \(M403/M402\)](#)
- [Removal and replacement: 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Removal and replacement: Paper delivery tray \(output bin\)](#)
- [Removal and replacement: Integrated scanner assembly \(M427/M426\)](#)
- [Removal and replacement: ISA lift assembly and slider pin \(M427/M426\)](#)

Removal and replacement: Damper sheets

- [Introduction](#)
- [Step 1: Remove the damper sheets](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the damper sheets](#)


Introduction

This document provides the procedures to remove and replace the damper sheets.

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 cord before attempting to service the printer.

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

Damper sheets part number	
RC2-6075-000CN	Sheets, damper (2)

Required tools

- No special tools are needed to remove or install this assembly.

After performing service

Turn the printer power on

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

Post service test

No post service test are available for this assembly.

Step 1: Remove the damper sheets

- ▲ Remove the damper sheets from the rear cover.


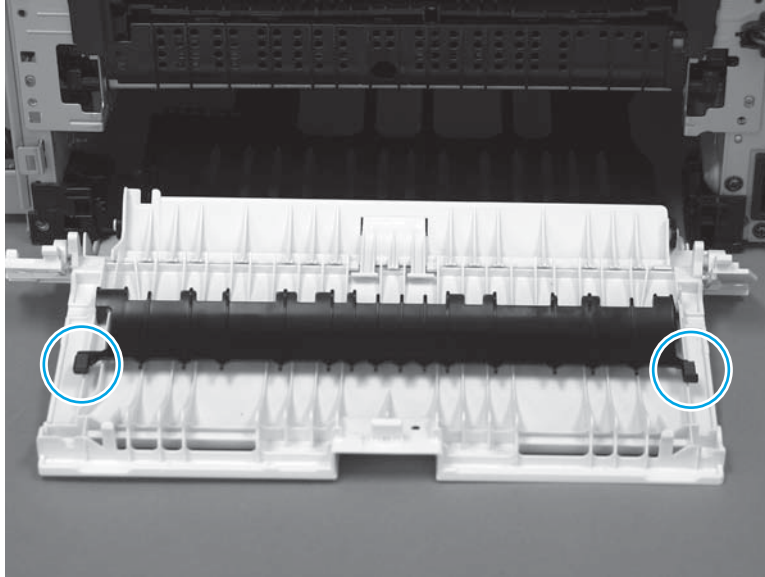
 **Reinstallation tip:** Make sure that all of the residual adhesive is removed from the rear cover damper sheet area. Residual adhesive can cause the replacement sheets to not adhere properly to the door.

Figure 1-56 Remove the damper sheets



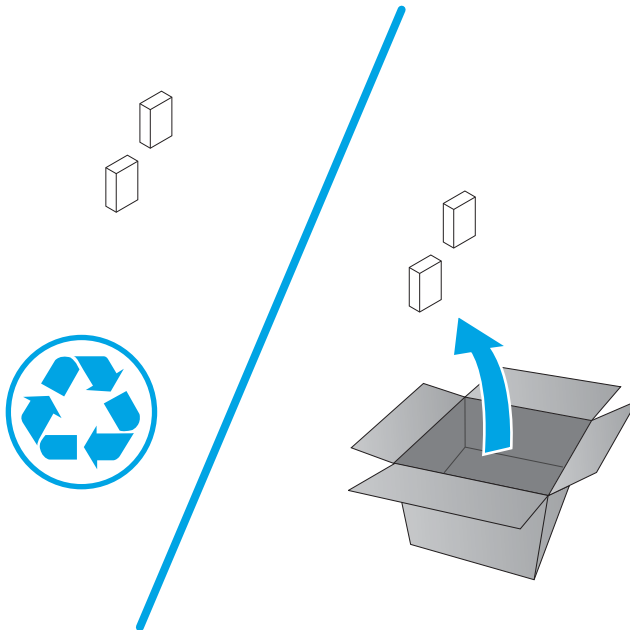
Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

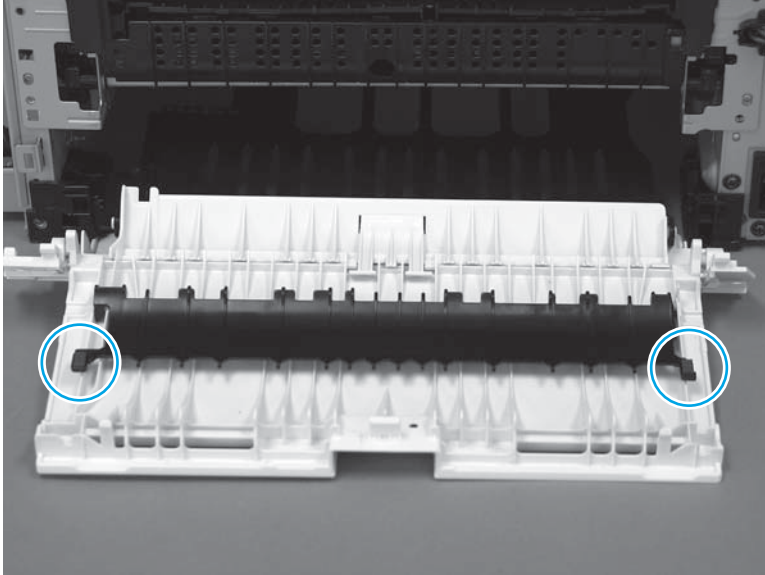
Figure 1-57 Recycle and unpack



Step 3: Install the damper sheets

- ▲ Remove the protective backing to expose the adhesive side of the damper sheets, and then install them on the rear cover.

Figure 1-58 Install the damper sheets



Removal and replacement: Rear USB cover

- [Introduction](#)
- [Step 1: Remove the rear USB cover](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the rear USB cover](#)


Introduction

This document provides the procedures to remove and replace the rear USB cover.

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.

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

Rear USB cover part number	
RC4-3298-000CN	Rear USB cover, small (M402/M403)
RC4-3299-000CN	Rear USB cover, small (M426/M427)

Required tools

- No special tools are needed to remove or install this assembly.

After performing service

Turn the printer power on

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

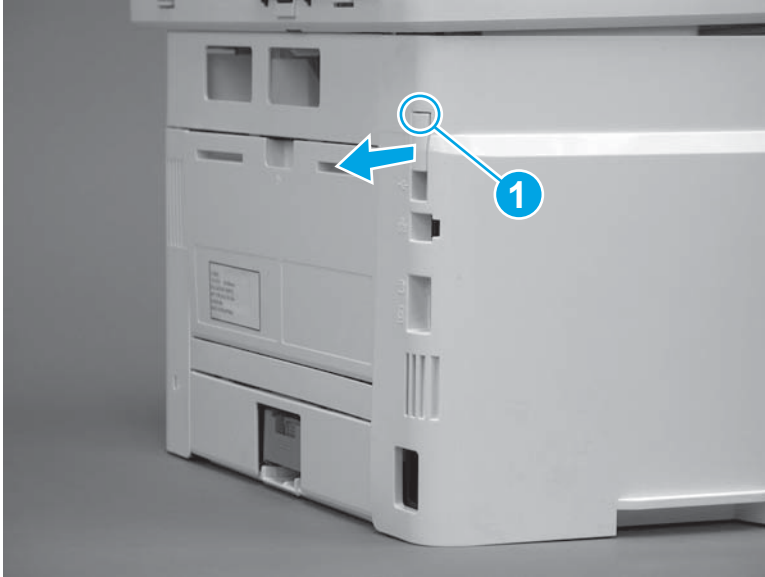
Post service test

No post service test are available for this assembly.

Step 1: Remove the rear USB cover

1. Use a finger to release two tabs (callout 1), and then pull the cover straight off of the printer.

Figure 1-59 Pull the cover straight off



2. Remove the cover.



NOTE: For network models, also remove the network port cover (not shown; RC4-2907-000CN).

Figure 1-60 Remove the cover



Step 2: Unpack the replacement assembly

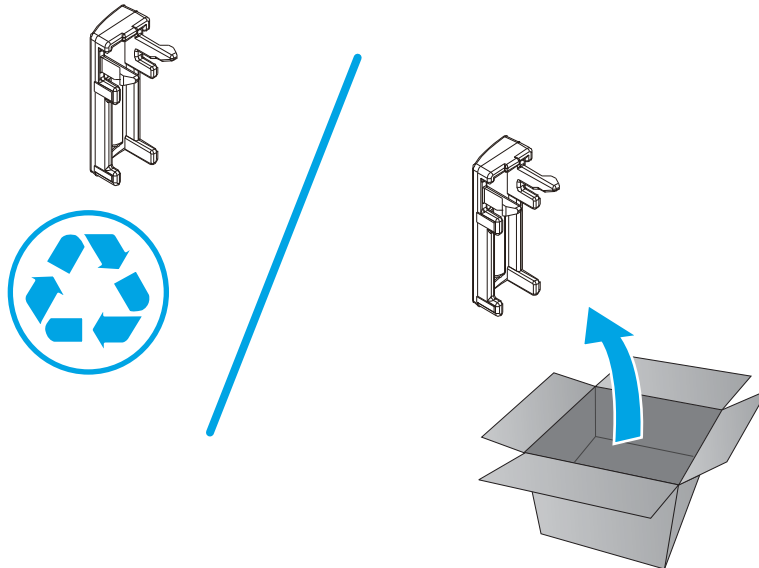
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

Figure 1-61 Recycle and unpack



Step 3: Install the rear USB cover

1. Align the tabs on the cover with the slots in the left cover.

Figure 1-62 Align the tabs on the cover



2. Push the cover straight on to the printer to install it.

 **NOTE:** For network models, also install the network port cover (not shown; RC4-2907-000CN).

Figure 1-63 Install the cover



Removal and replacement: Support shaft

- [Introduction](#)
- [Step 1: Remove the support shaft](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the support shaft](#)


Introduction

This document provides the procedures to remove and replace the toner-cartridge door support shaft.

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 cord before attempting to service the printer.

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

Support shaft part number	
RC4-3002-000CN	Shaft, support

Required tools

- Optional: Small flat-blade screwdriver.

After performing service

Turn the printer power on

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

Post service test

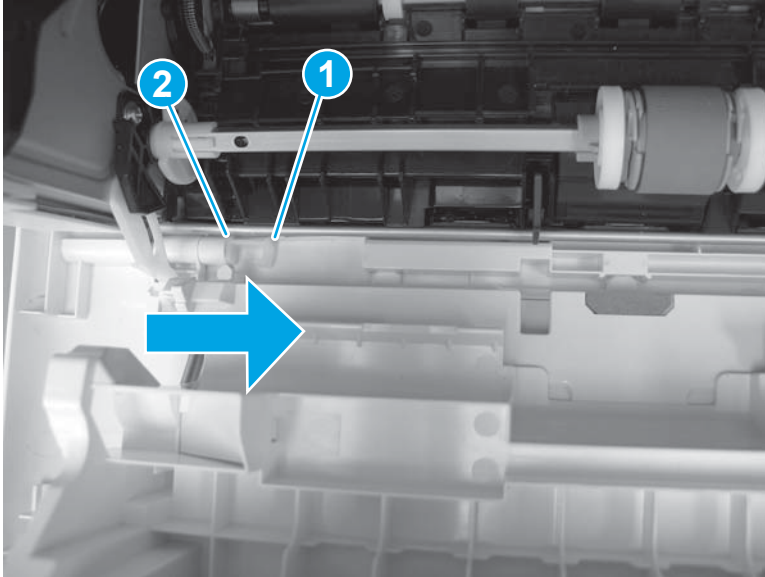
Make sure that toner toner-cartridge door correctly opens and closes.

Step 1: Remove the support shaft

1. Release the support shaft (callout 1), and then slide it toward the center of the door (callout 2).

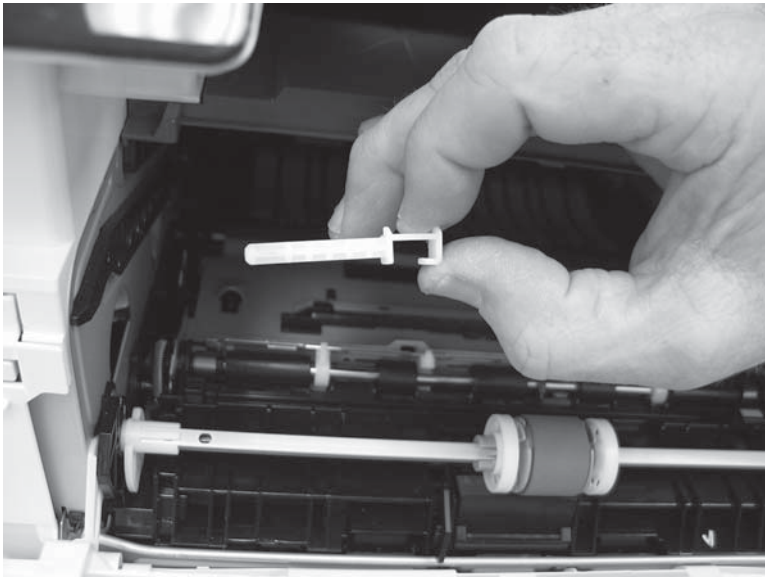
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-64 Release the support shaft



2. Remove the support shaft.

Figure 1-65 Remove the support shaft



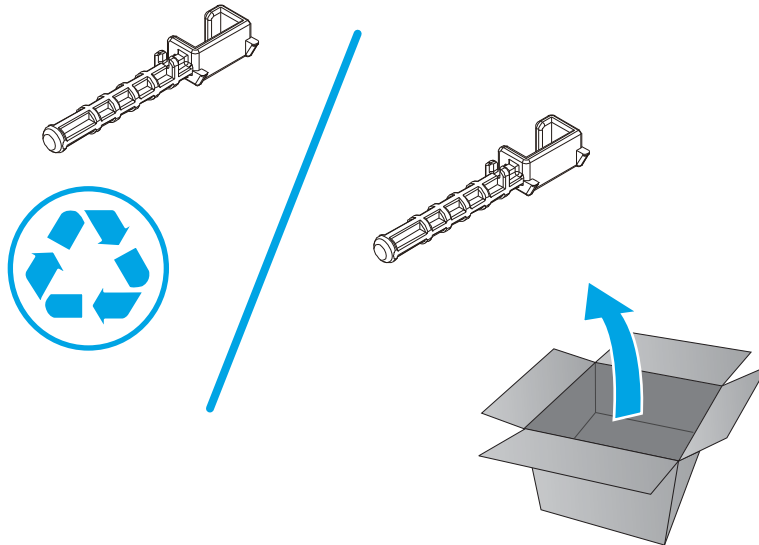
Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

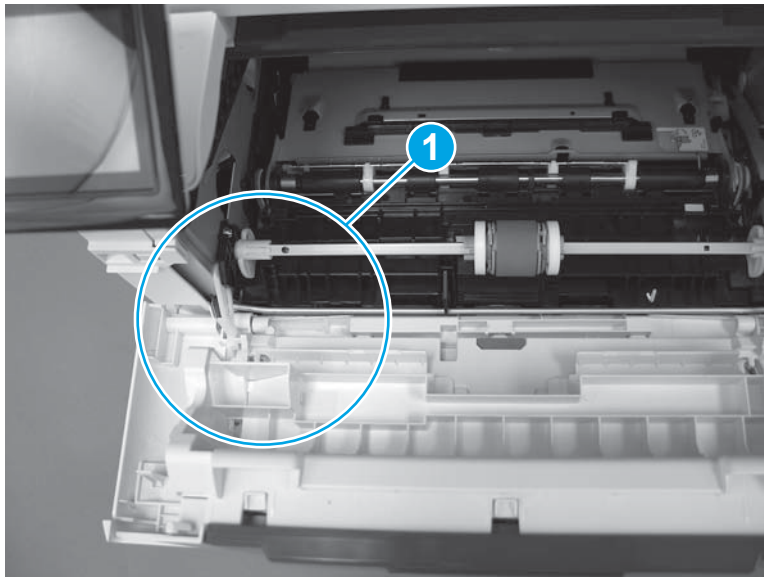
Figure 1-66 Recycle and unpack



Step 3: Install the support shaft

1. Position the support shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-67 Align the hinge



2. Push the shaft towards the left side of the printer to install it (callout 1).


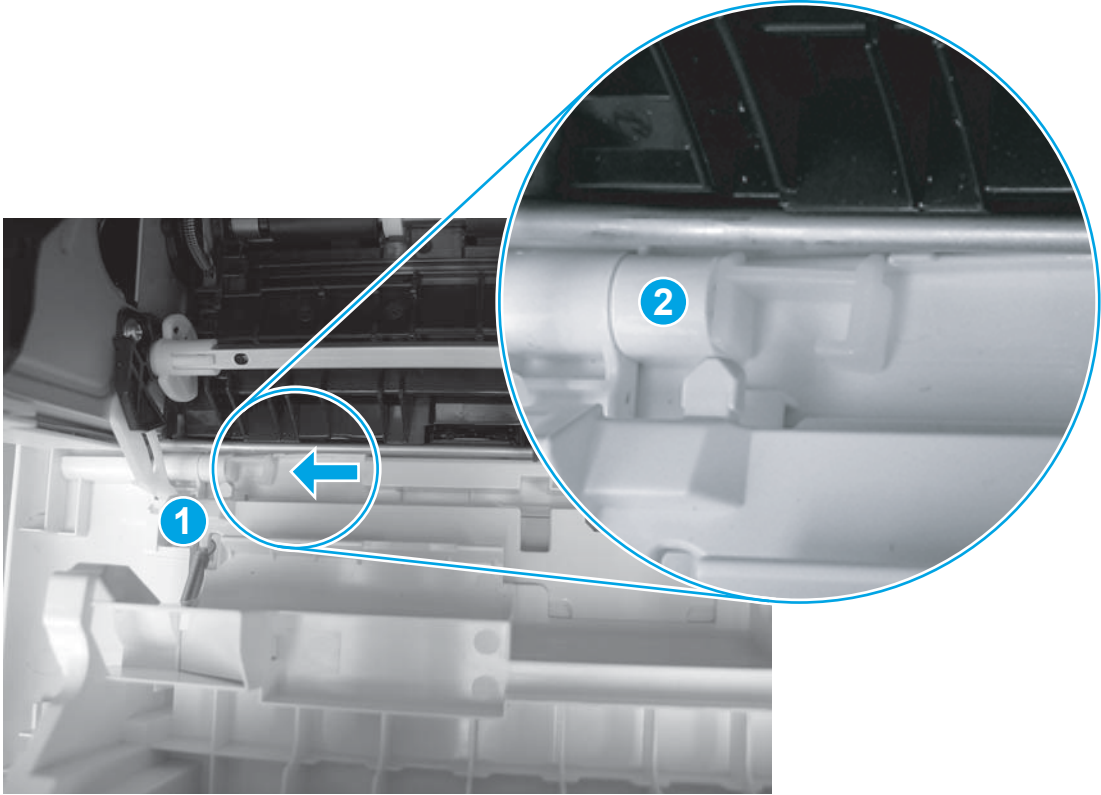
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-68 Install the support shaft



Removal and replacement: Cartridge door assembly

- [Introduction](#)
- [Step 1: Remove the cartridge door assembly](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install the cartridge door assembly](#)


Introduction

This document provides the procedures to remove and replace the cartridge door assembly.

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.

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

Cartridge door assembly part number	
RM2-5390-000CN	Cartridge door assembly (M403/M402 models)
RM2-5436-000CN	Cartridge door assembly (M403/M402 NFC models)
RM2-5408-000CN	Cartridge door assembly (M427/M426 models)
RM2-5435-000CN	Cartridge door assembly (M427/M426 NFC models)

Required tools

- Small flat-blade screwdriver.

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 cartridge door assembly correctly opens and closes.

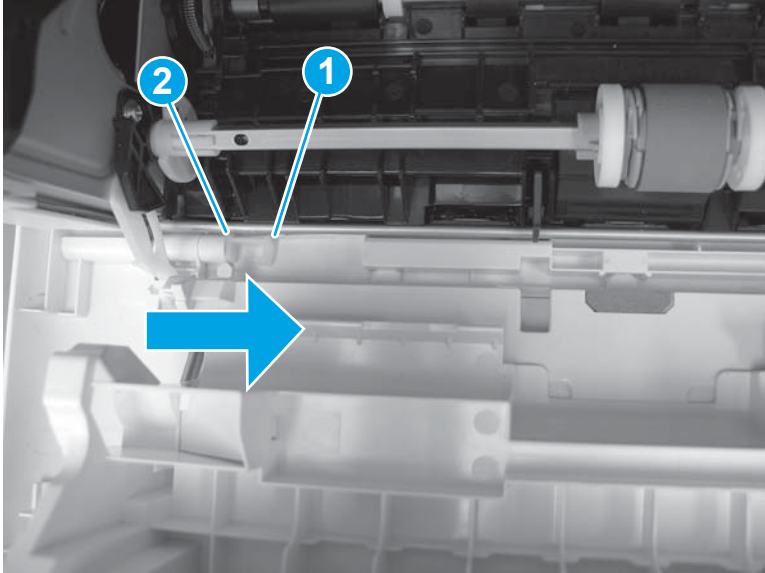
Step 1: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

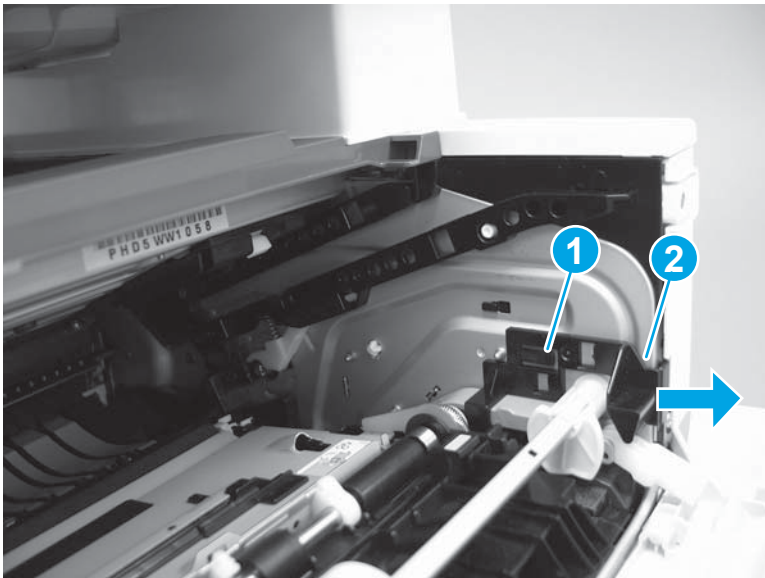
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-69 Release the support shaft



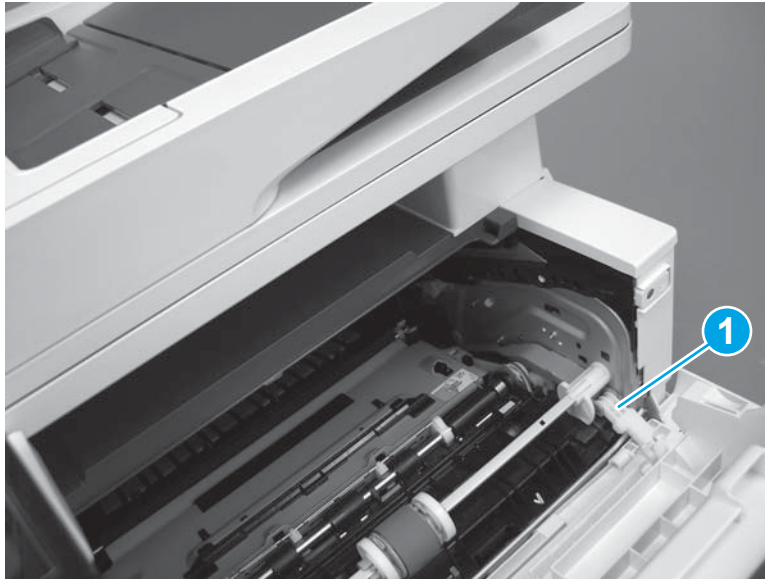
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-70 Remove the guide



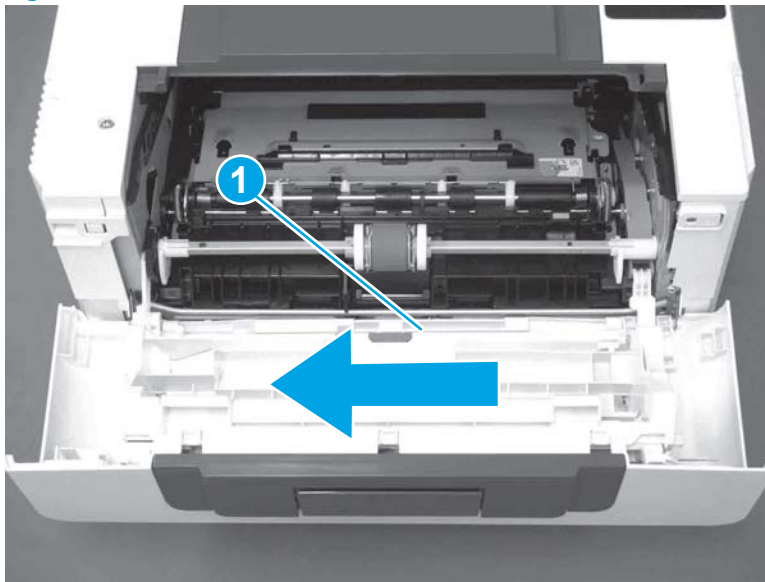
3. Remove the link arm (callout 1).

Figure 1-71 Remove the link arm



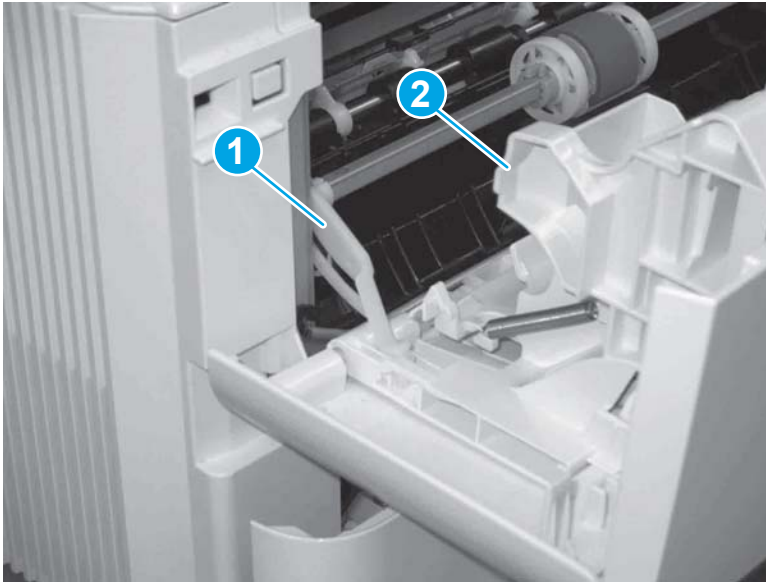
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-72 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

Figure 1-73 Release the left-side retainer arm



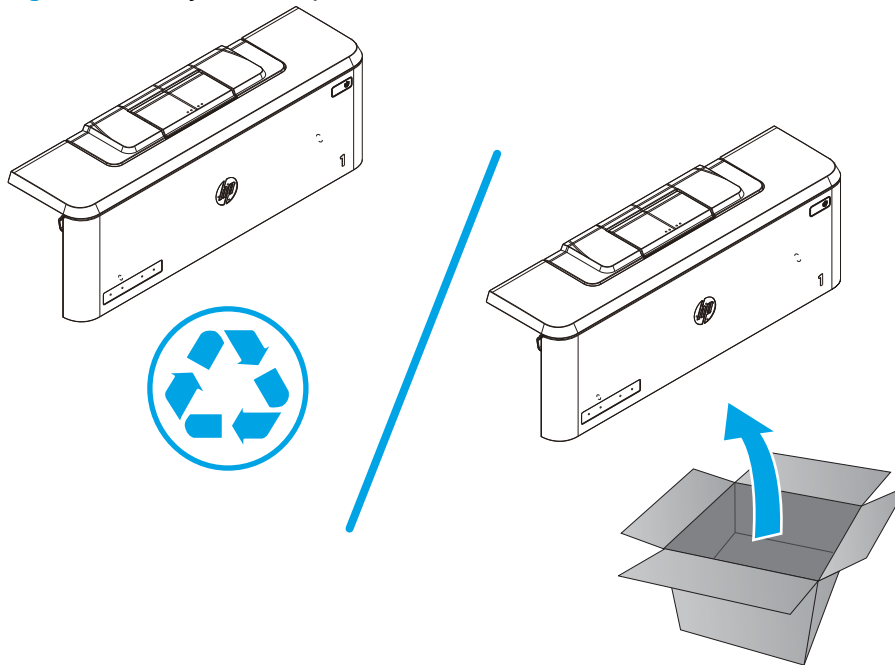
Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.


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

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

Figure 1-74 Recycle and unpack

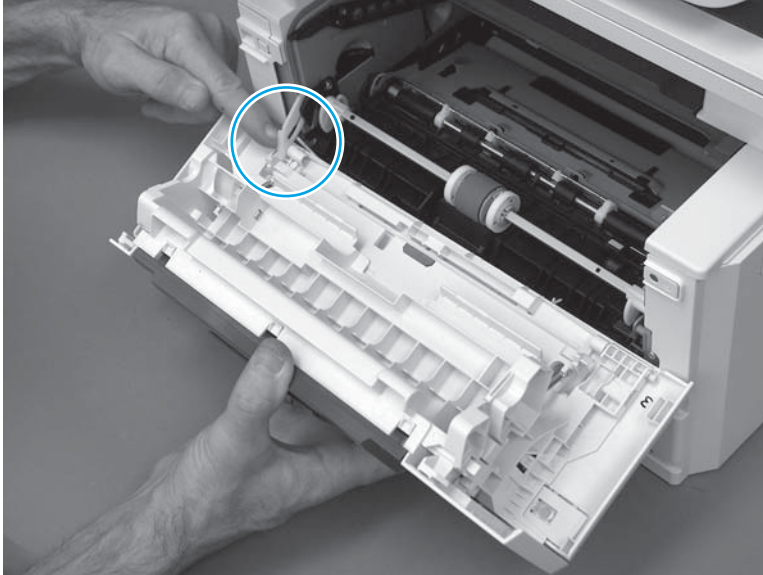


Step 3: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

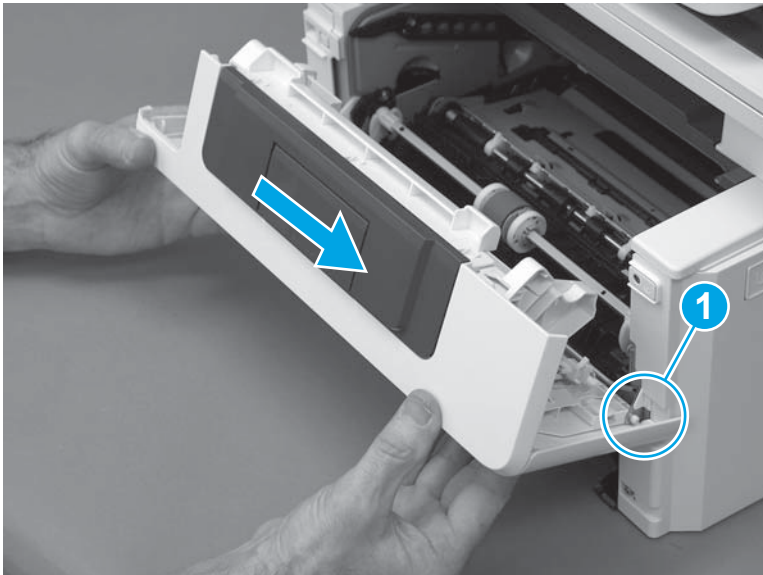
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-75 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

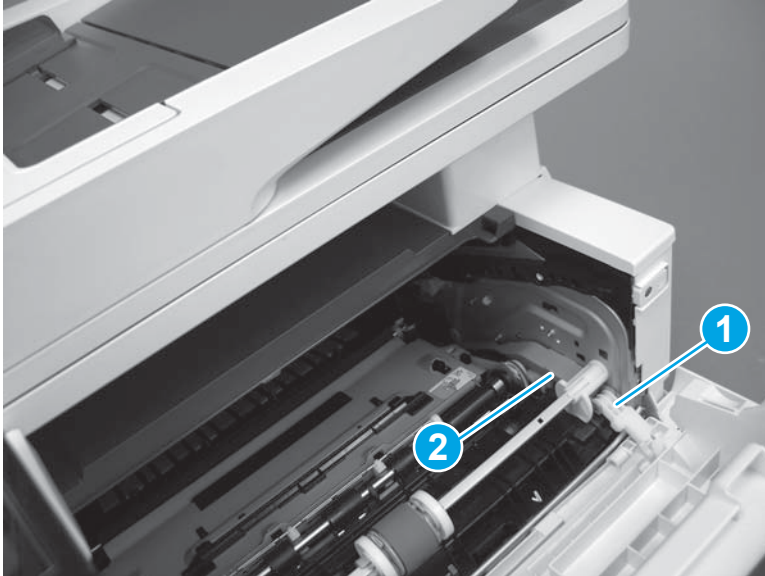
Figure 1-76 Install the door



3. Install the link (callout 1).

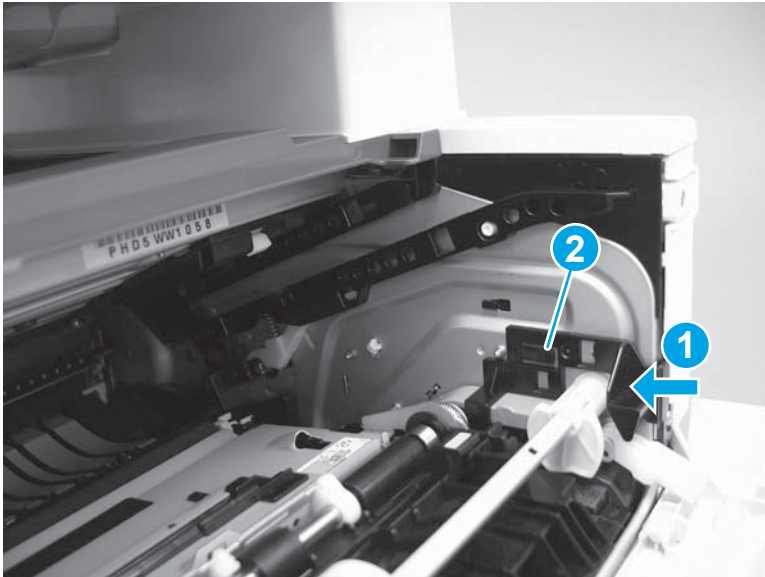
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-77 Install the pressure-release link



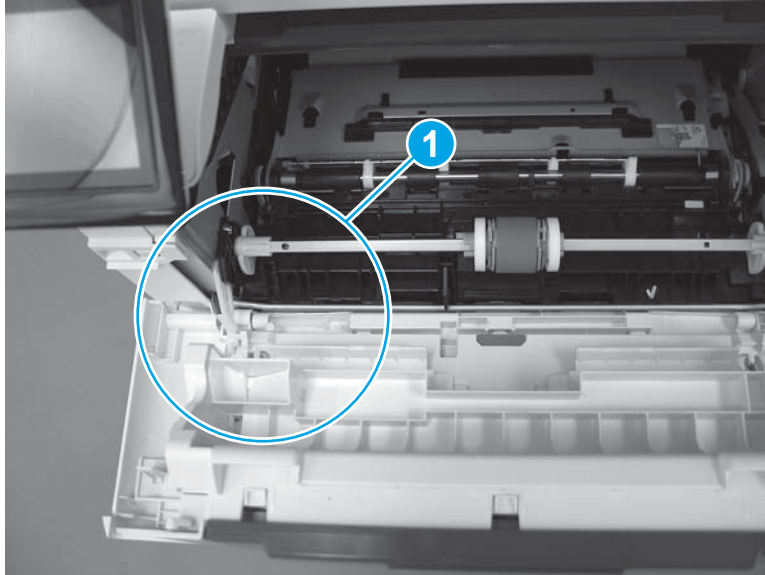
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-78 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-79 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


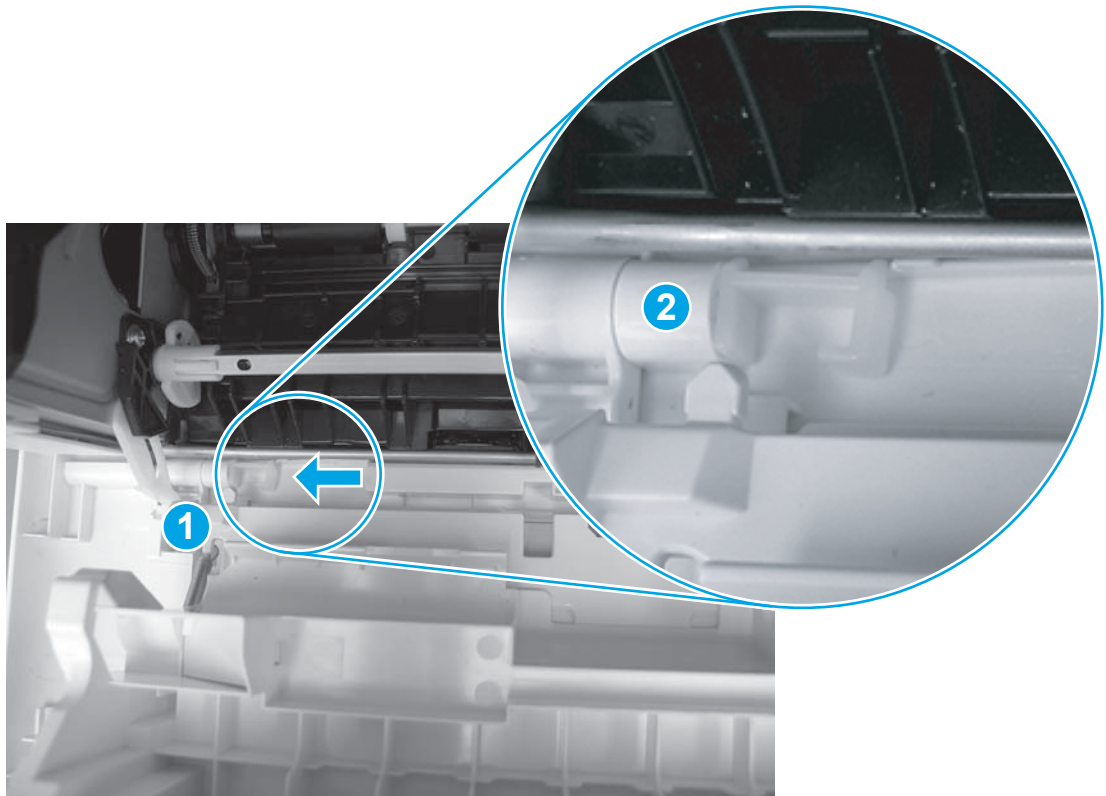
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-80 Install the support shaft



Removal and replacement: Pressure-release link

- [Introduction](#)
- [Step 1: Remove the cartridge door assembly](#)
- [Step 2: Remove the pressure-release link](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the pressure-release link](#)
- [Step 5: Install the cartridge door assembly](#)


Introduction

This document provides the procedures to remove and replace the pressure-release link arm.

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.

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

Pressure-release link part number	
RC4-4479-000CN	Link, pressure-release link

Required tools

- Small flat-blade screwdriver.

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 toner-cartridge door correctly opens and closes.

Step 1: Remove the cartridge door assembly

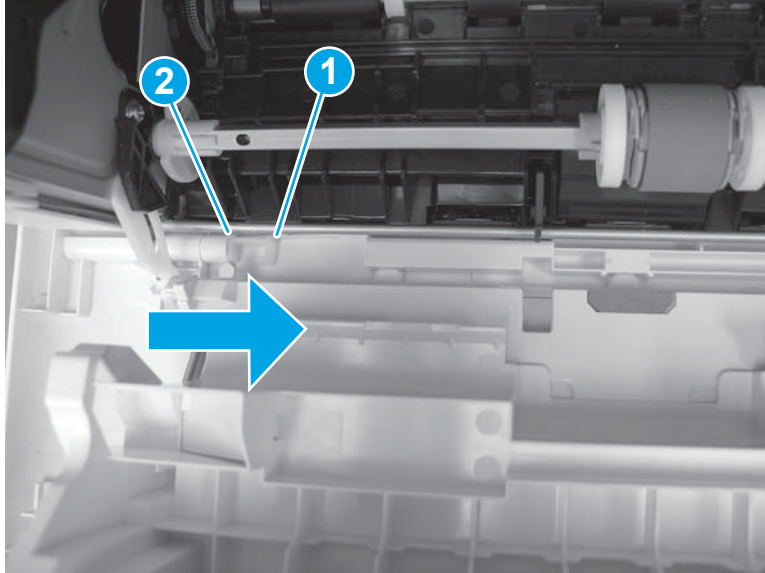


NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

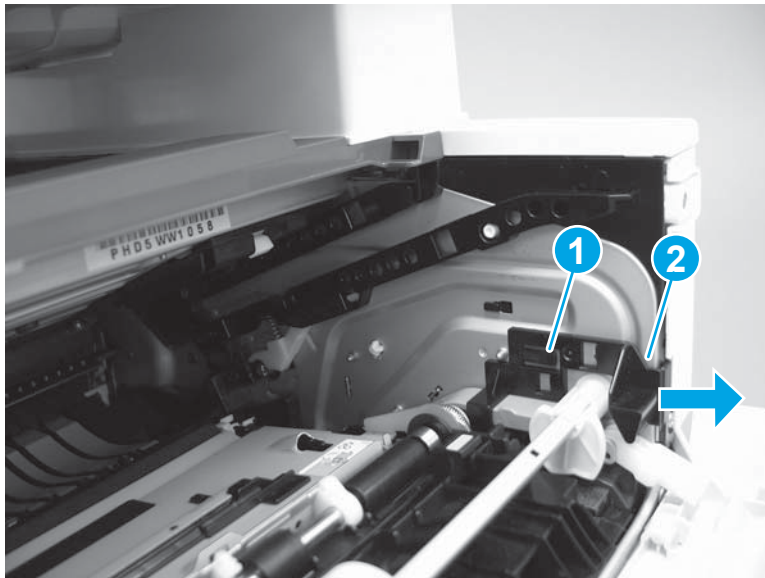
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-81 Release the support shaft



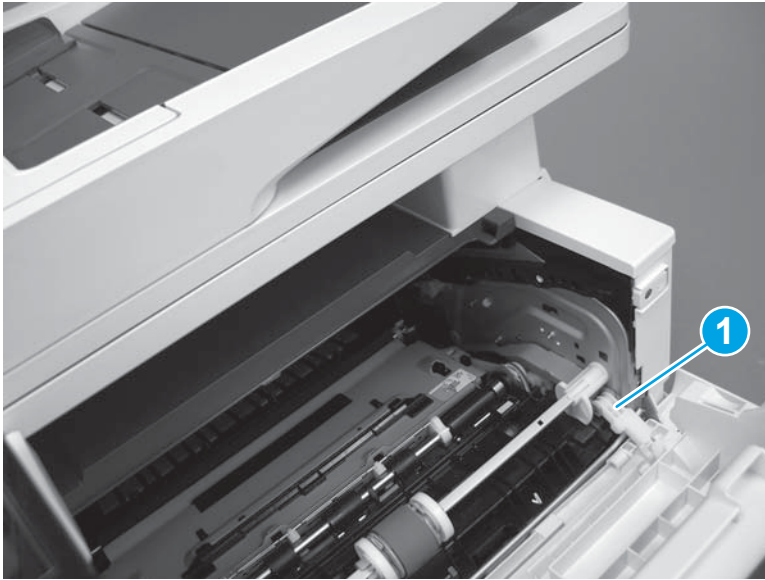
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-82 Remove the guide



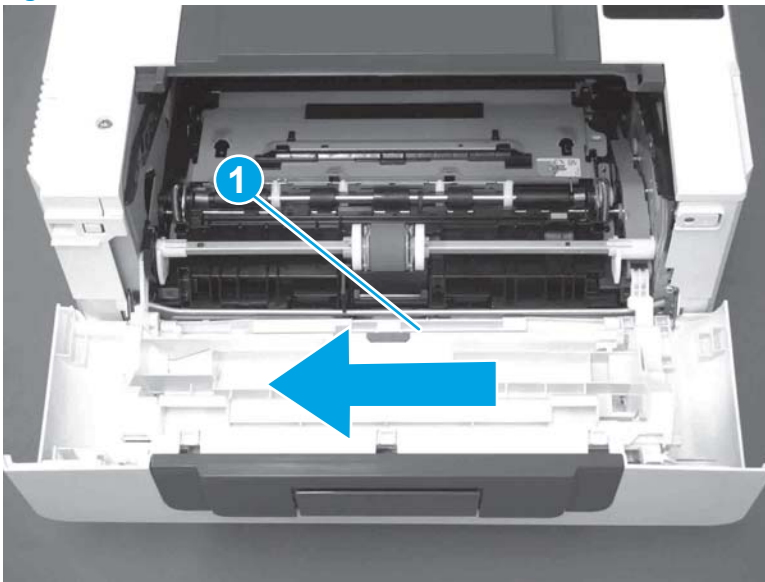
3. Remove the link arm (callout 1).

Figure 1-83 Remove the link arm



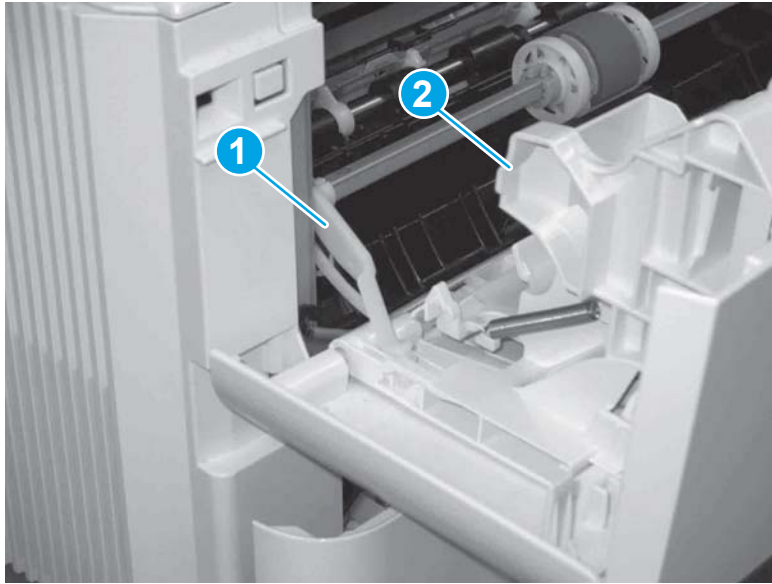
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-84 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

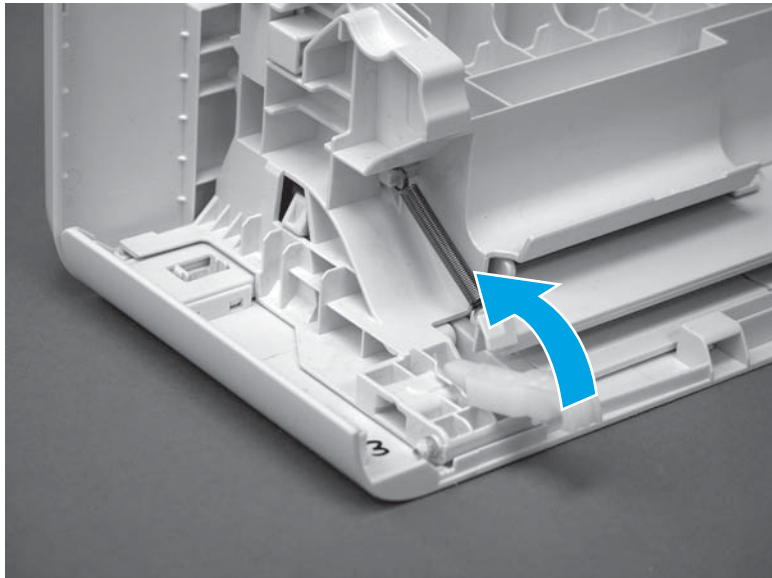
Figure 1-85 Release the left-side retainer arm



Step 2: Remove the pressure-release link

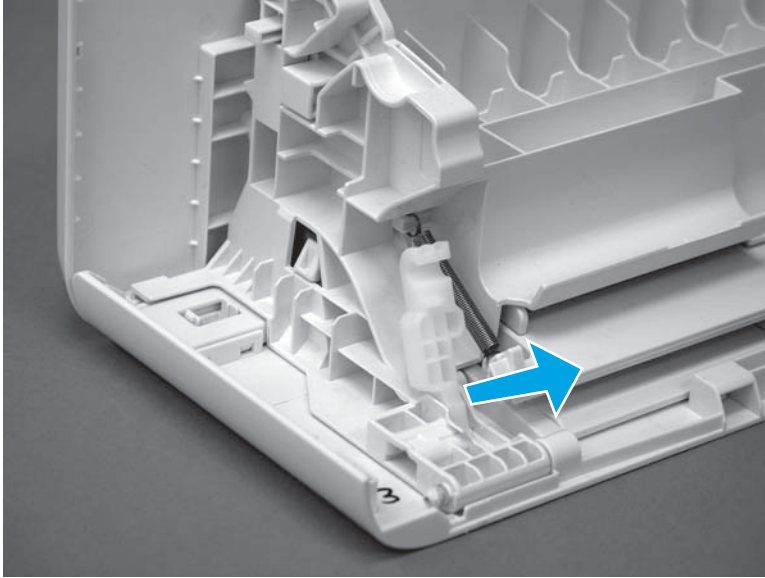
1. Rotate the pressure-release link until the keyed portion of the pin aligns with the slot in the holder.

Figure 1-86 Release the pressure-release link



2. Remove the pressure-release link.

Figure 1-87 Remove the pressure-release link



Step 3: Unpack the replacement assembly

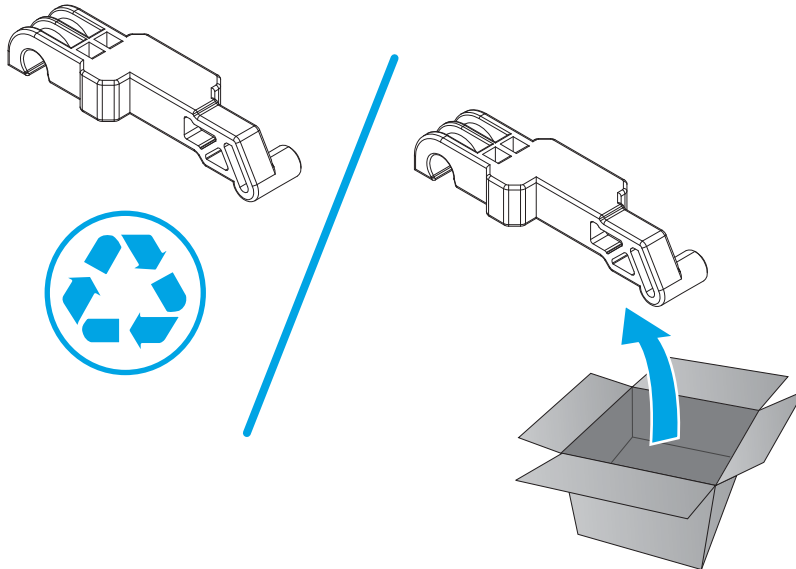
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

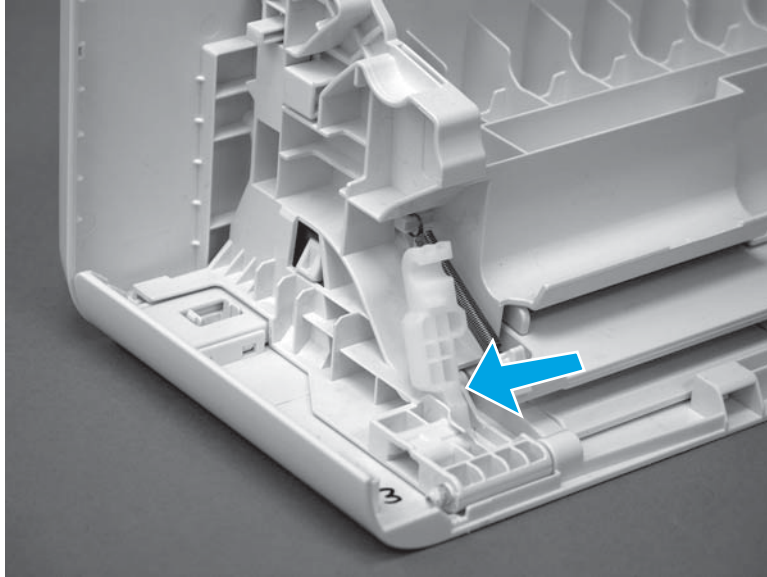
Figure 1-88 Recycle and unpack



Step 4: Install the pressure-release link

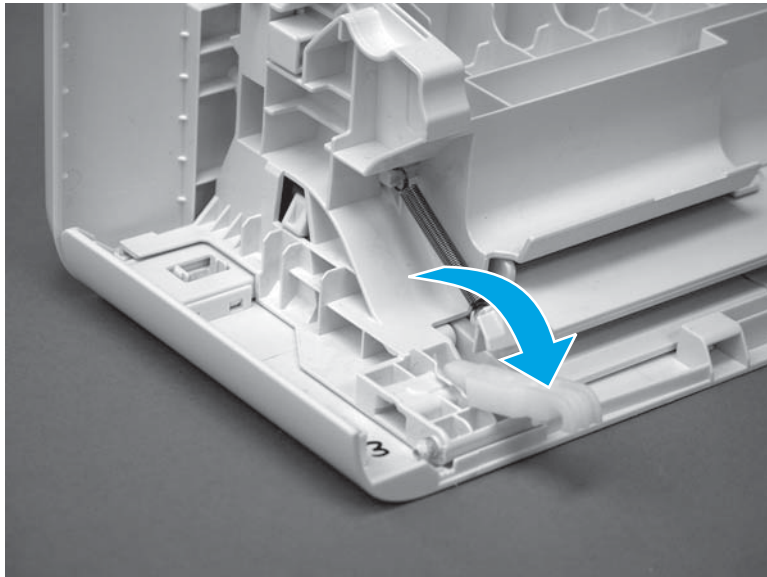
1. Align the keyed portion of the pin with the slot in the holder, and then install the link.

Figure 1-89 Align the keyed portion of the pin




2. Rotate the pressure-release link to engage it with the door.

Figure 1-90 Install the pressure-release link

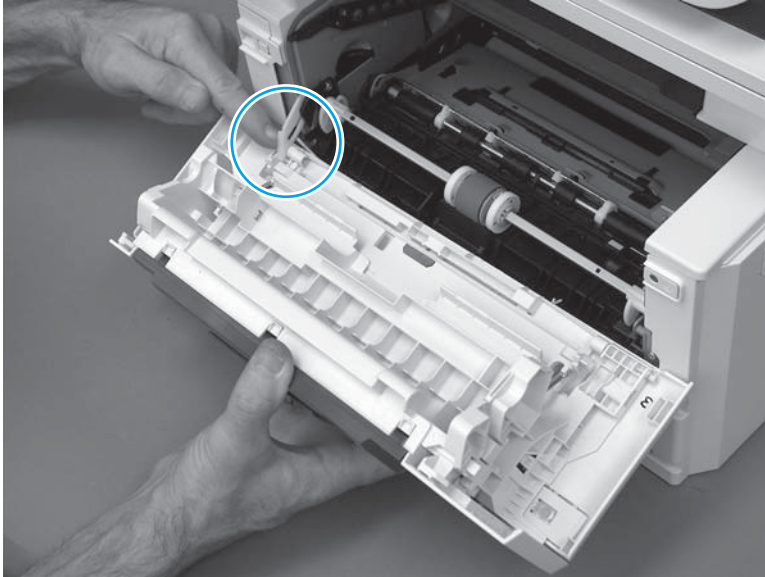


Step 5: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

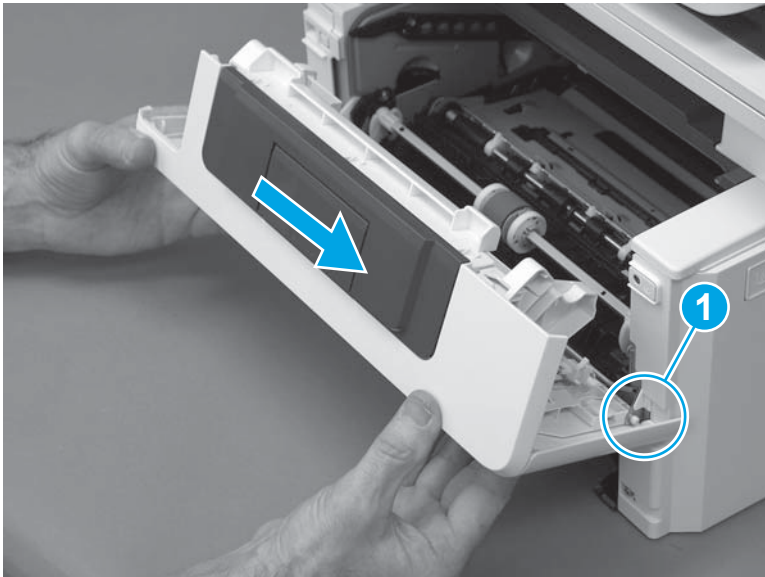
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-91 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

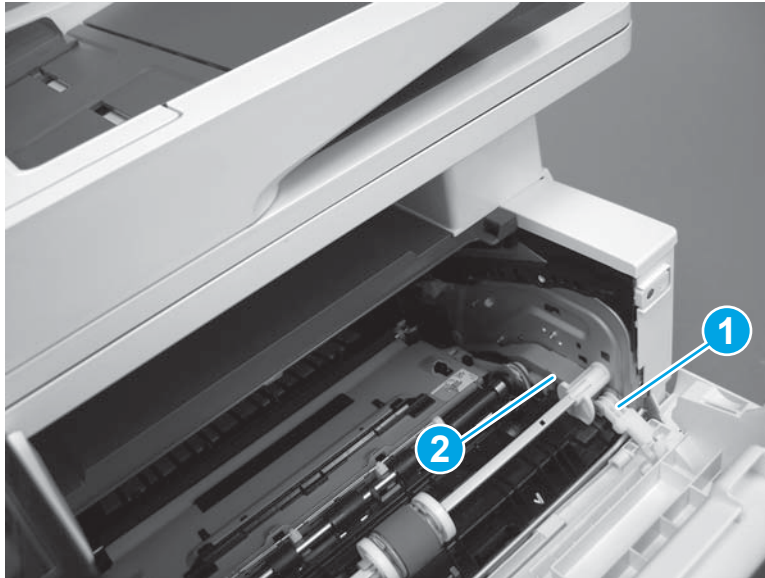
Figure 1-92 Install the door



3. Install the link (callout 1).

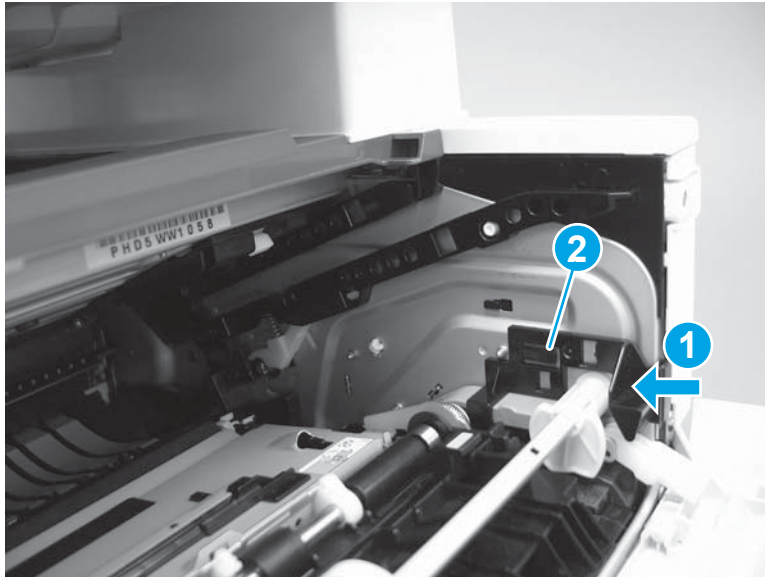
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-93 Install the pressure-release link



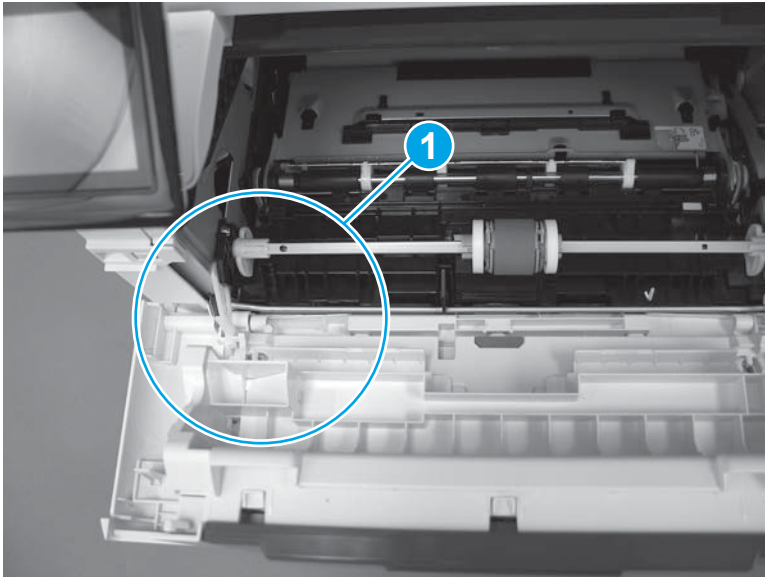
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-94 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-95 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


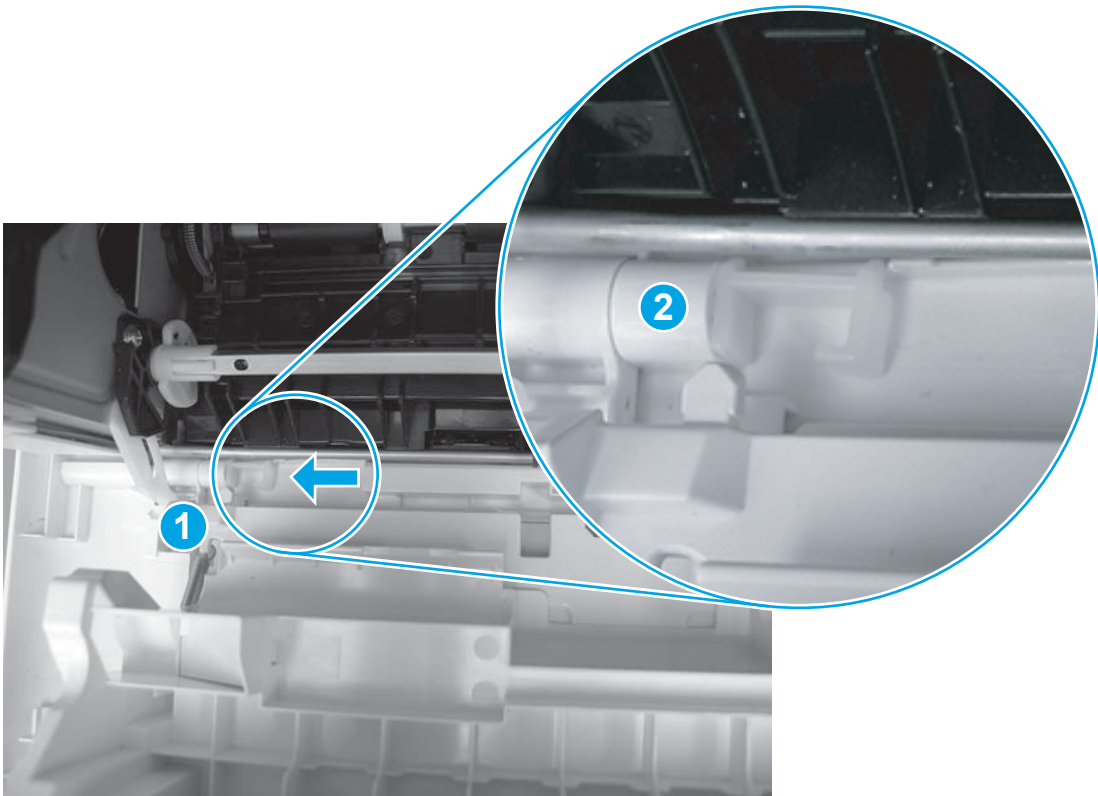
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-96 Install the support shaft



Removal and replacement: Left cover

- [Introduction](#)
- [Step 1: Remove the rear USB cover](#)
- [Step 2: Remove the rear network cover \(M402d and M403d\)](#)
- [Step 3: Remove Tray 2](#)
- [Step 4: Remove the cartridge door assembly](#)
- [Step 5: Remove the left cover](#)
- [Step 6: Unpack the replacement assembly](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)
- [Step 10: Install the rear network cover \(M402d and M403d\)](#)
- [Step 11: Install the rear USB cover](#)


Introduction

This document provides the procedures to remove and replace the left cover.

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.

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

Left cover part number	
RL2-0673-000CN	Left cover (M403/M402 models)
RL2-0674-000CN	Left cover (M427/M426 models)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

After performing service

Turn the printer power on

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

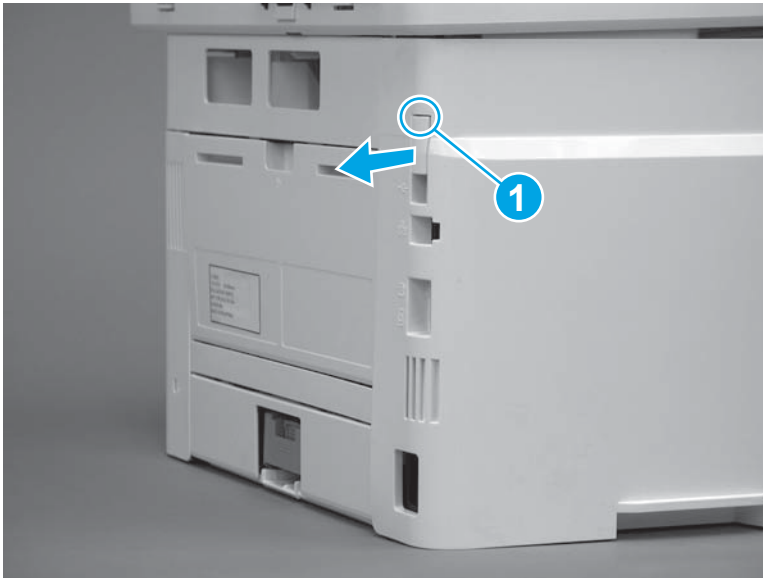
Post service test

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

Step 1: Remove the rear USB cover

1. Use a finger to release two tabs (callout 1), and then pull the cover straight off of the printer.

Figure 1-97 Pull the cover straight off



2. Remove the cover.

 **NOTE:** For network models, also remove the network port cover (not shown; RC4-2907-000CN).

Figure 1-98 Remove the cover

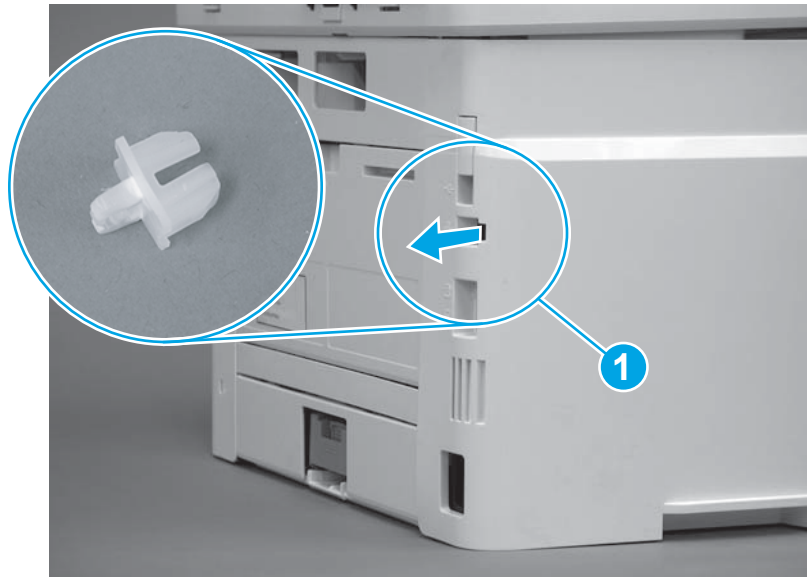


Step 2: Remove the rear network cover (M402d and M403d)

M402d and M403d only.

- ▲ Grasp the network cover (callout 1) and pull the cover straight off of the printer.

Figure 1-99 Pull the cover straight off



Step 3: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-100 Remove the tray



Step 4: Remove the cartridge door assembly



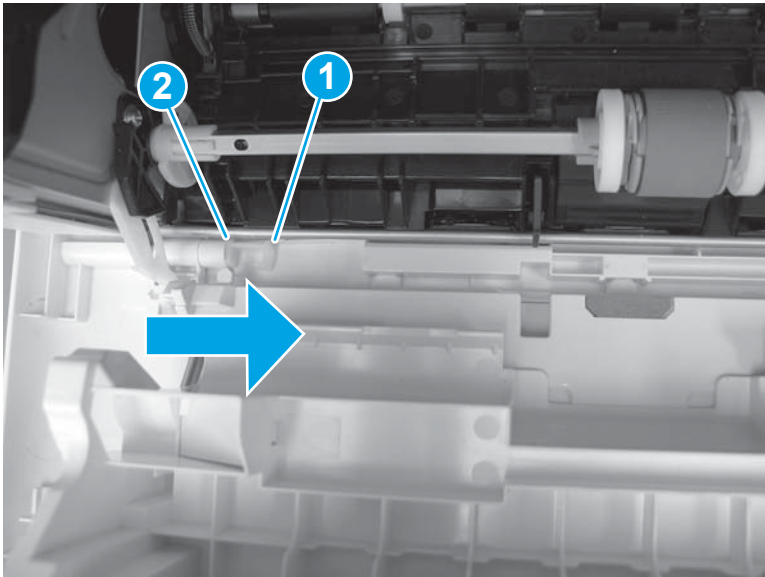
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



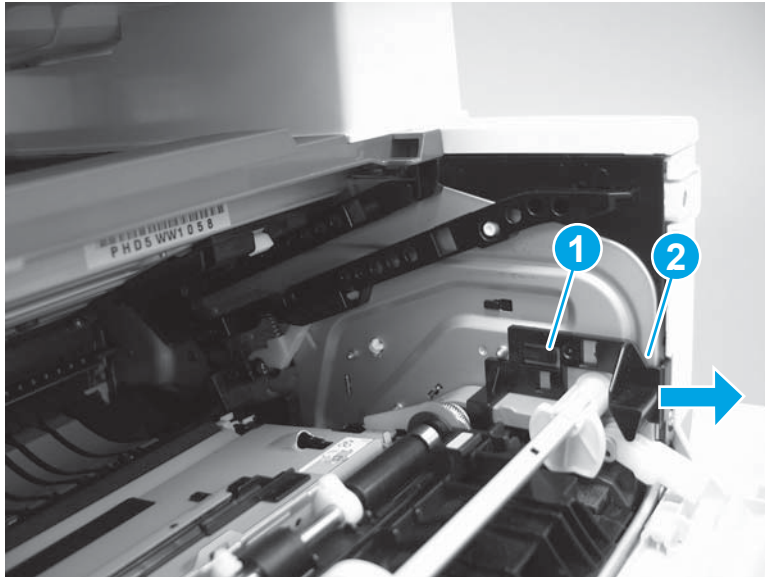
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-101 Release the support shaft



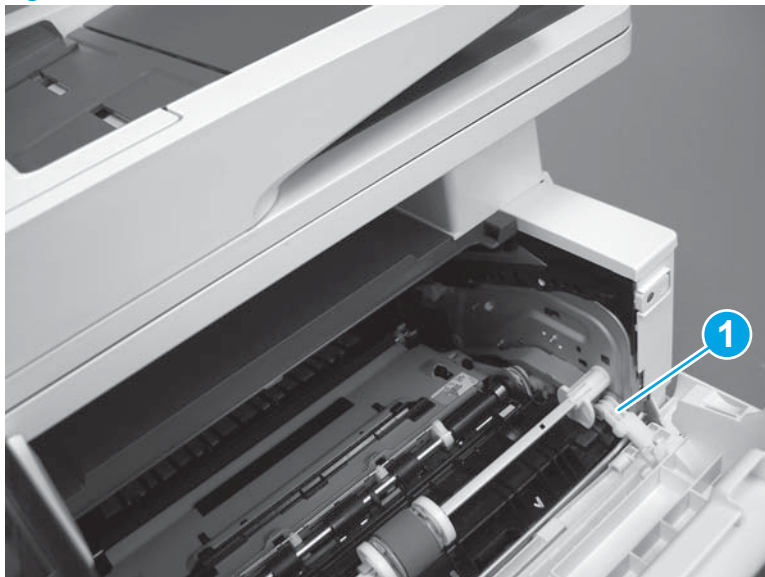
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-102 Remove the guide



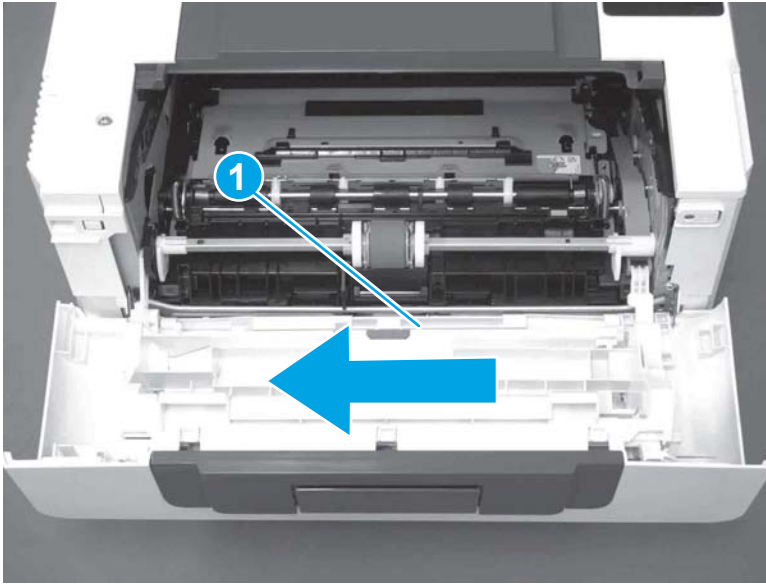
3. Remove the link arm (callout 1).

Figure 1-103 Remove the link arm



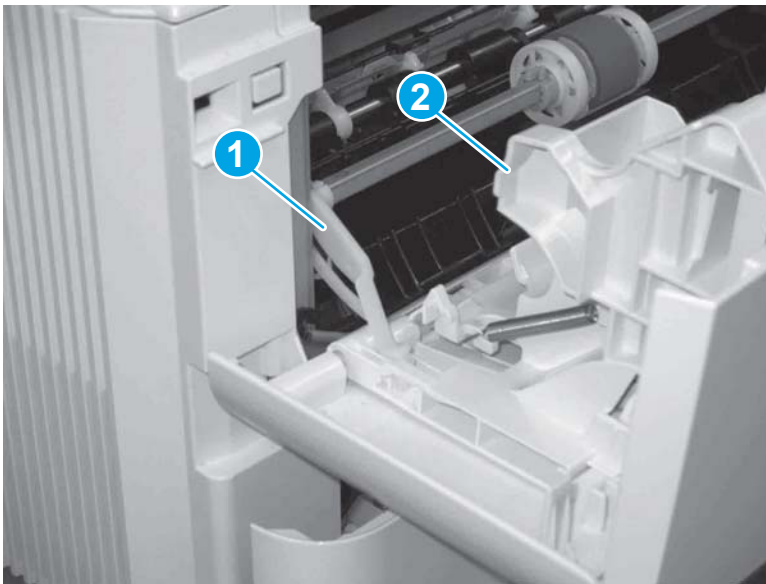
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-104 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

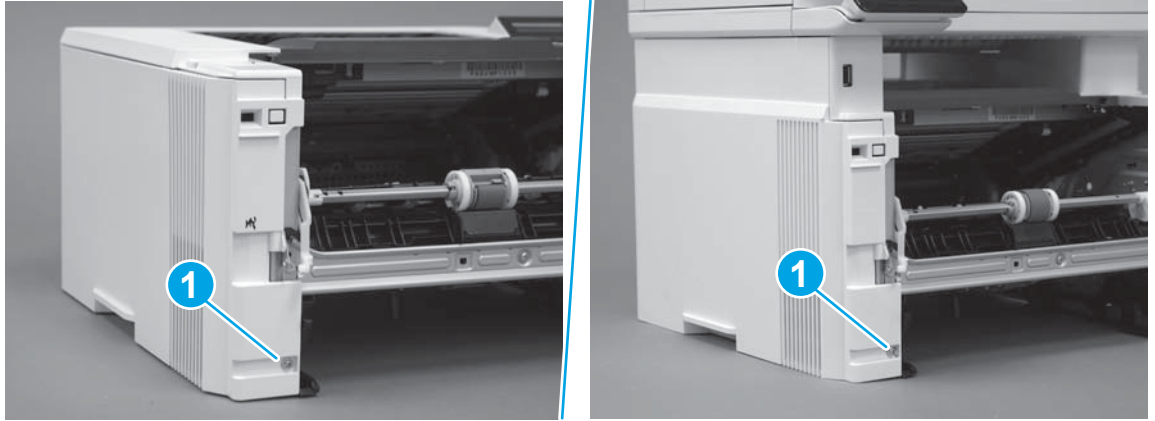
Figure 1-105 Release the left-side retainer arm



Step 5: Remove the left cover

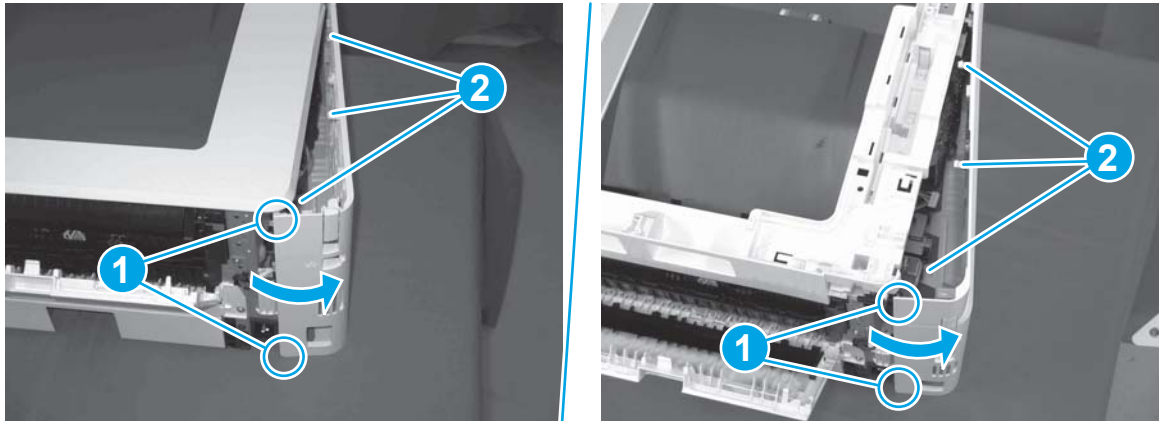
1. Remove one screw (callout 1).

Figure 1-106 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-107 Release two bosses and three tabs

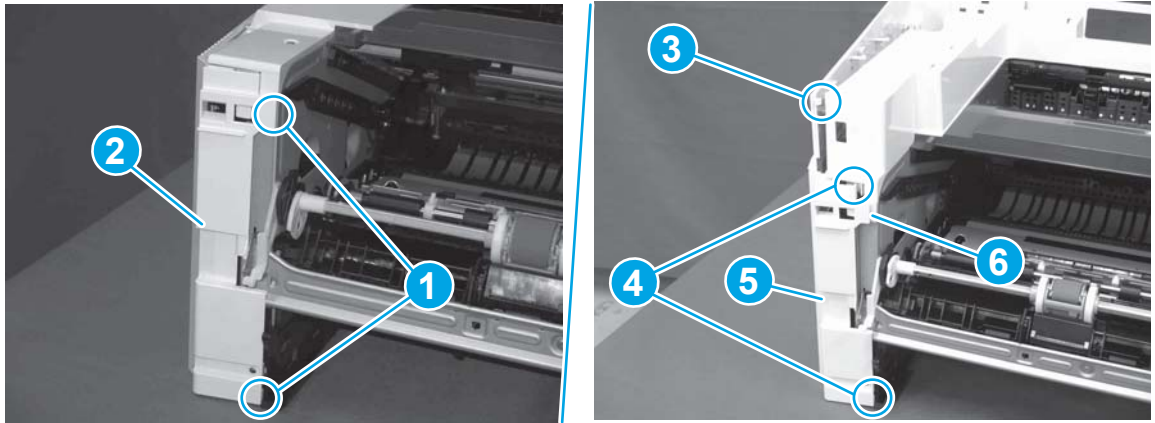


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-108 Remove the cover



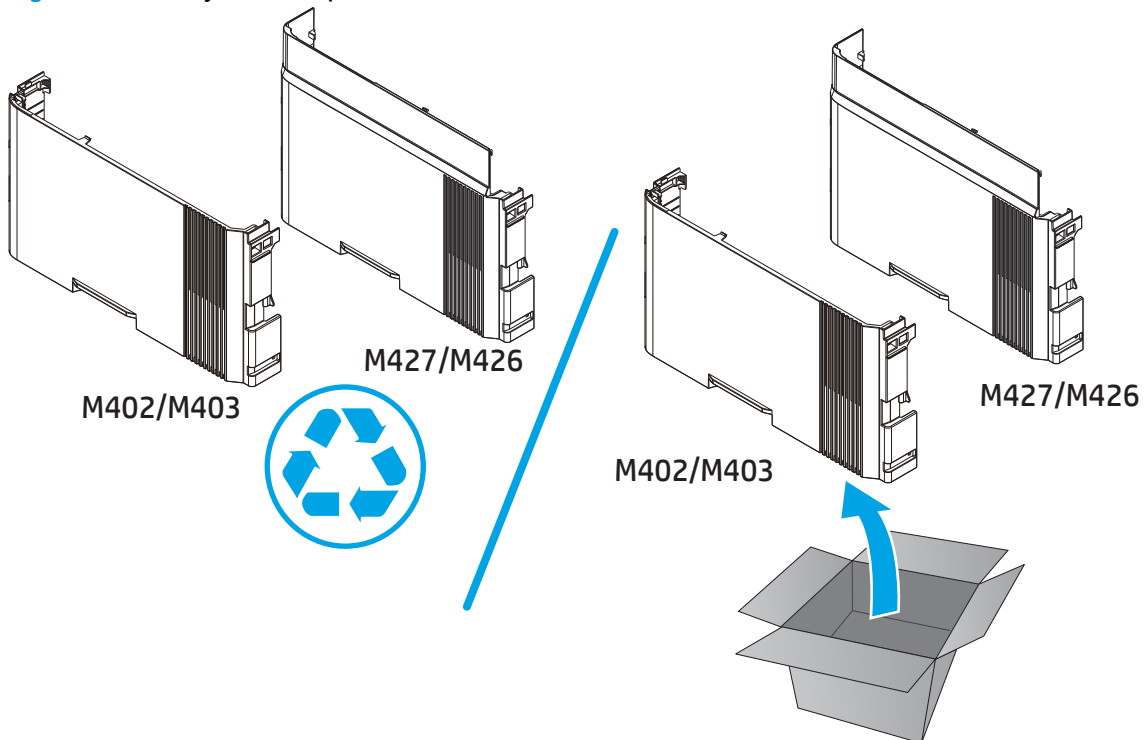
Step 6: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-109 Recycle and unpack

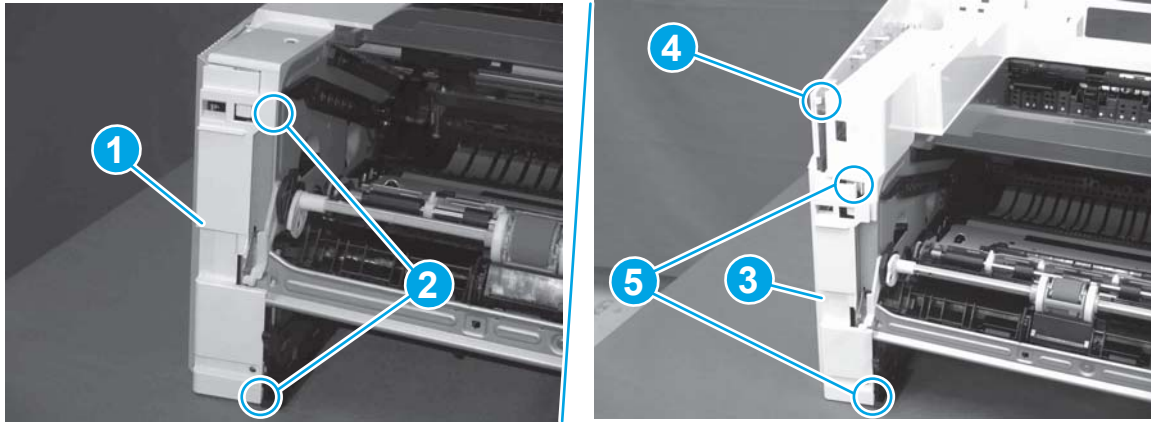


Step 7: Install the left cover

1. At the front of the printer, do one of the following:

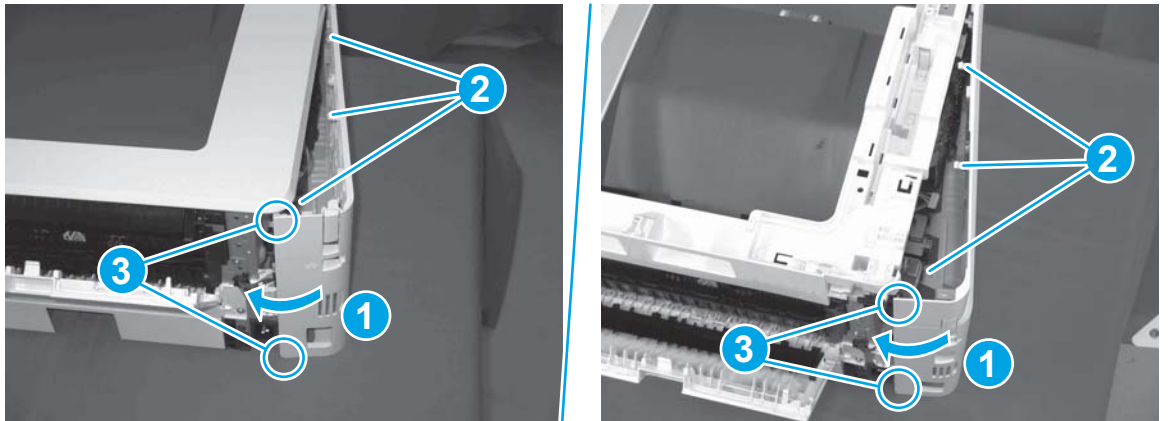
- **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
- **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-110 Install the cover



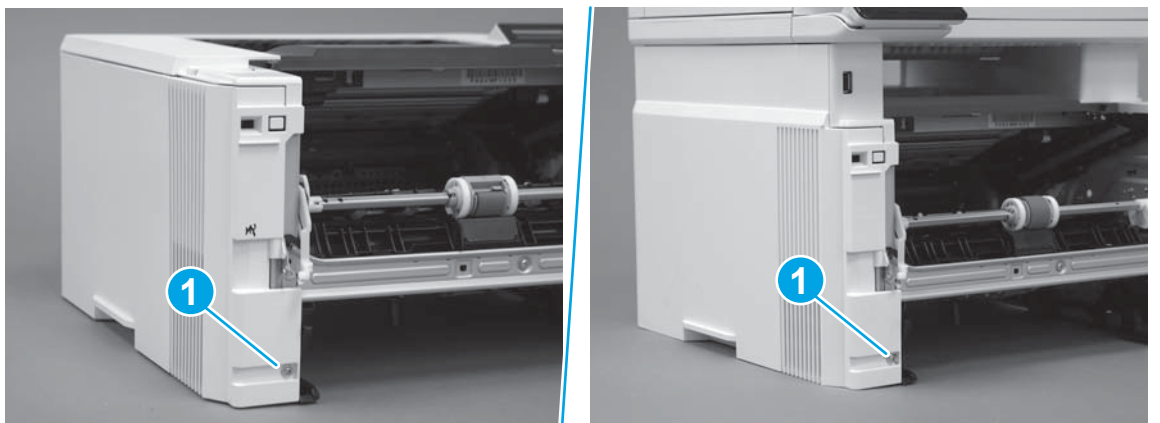
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-111 Engage three tabs and two bosses




3. Install one screw (callout 1).

Figure 1-112 Install one screw

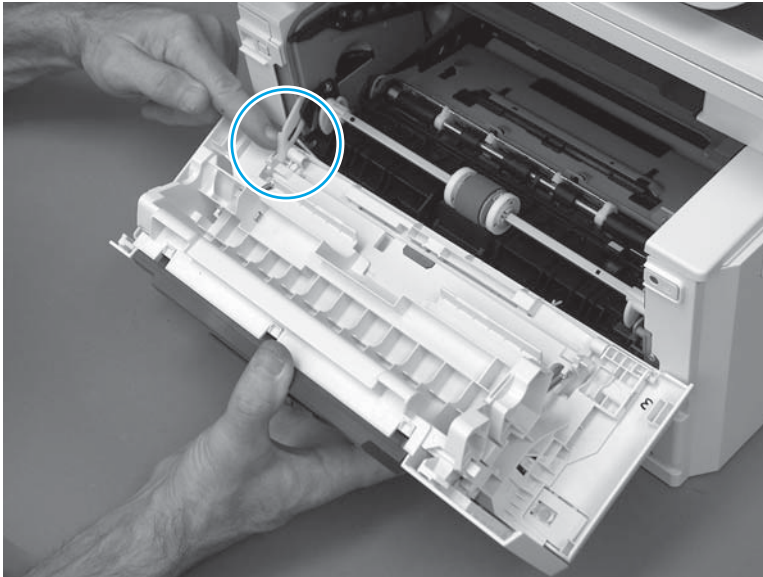


Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

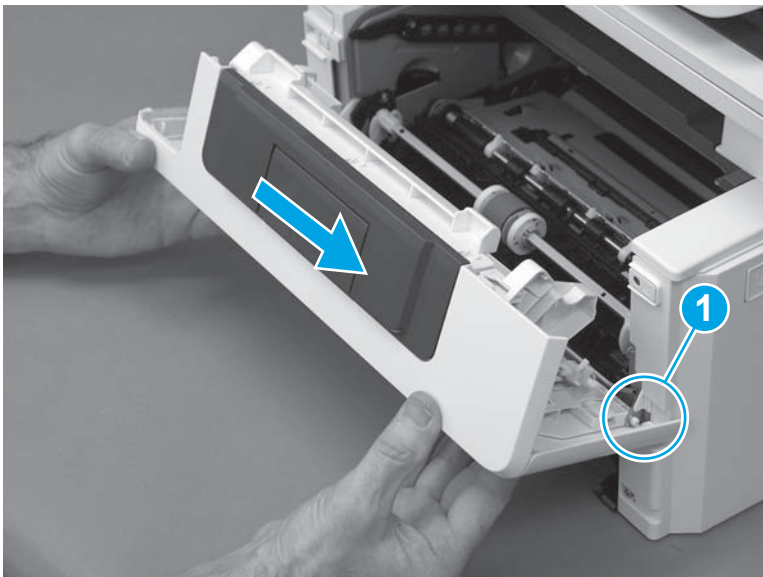
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-113 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

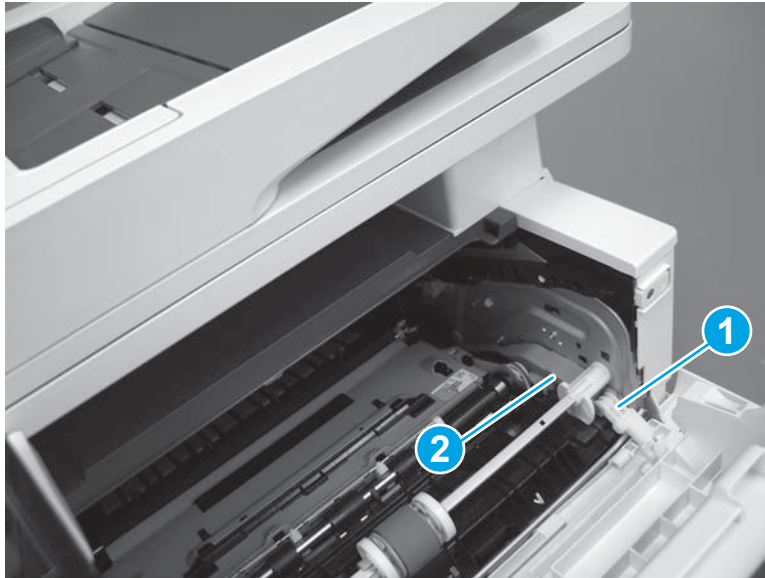
Figure 1-114 Install the door



3. Install the link (callout 1).

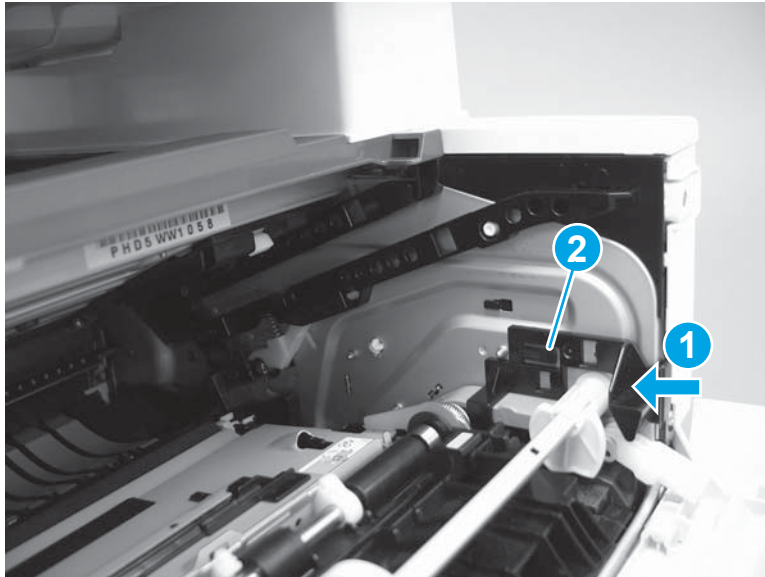
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-115 Install the pressure-release link



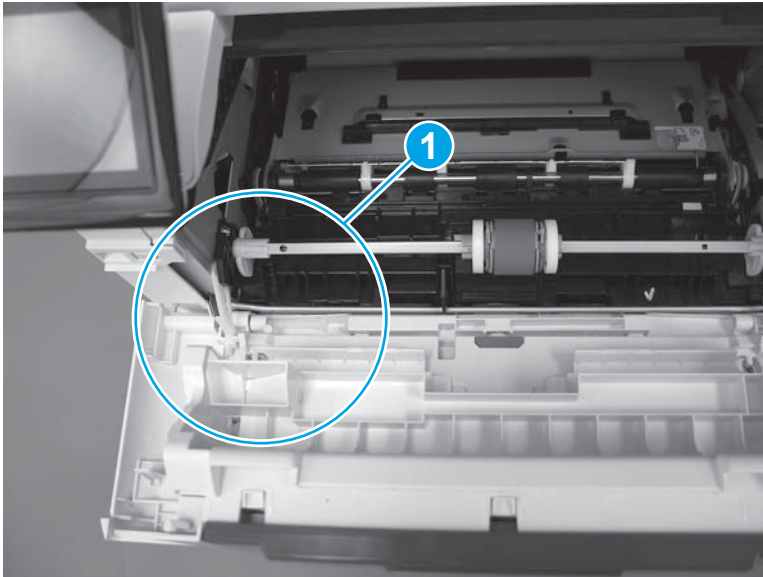
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-116 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-117 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


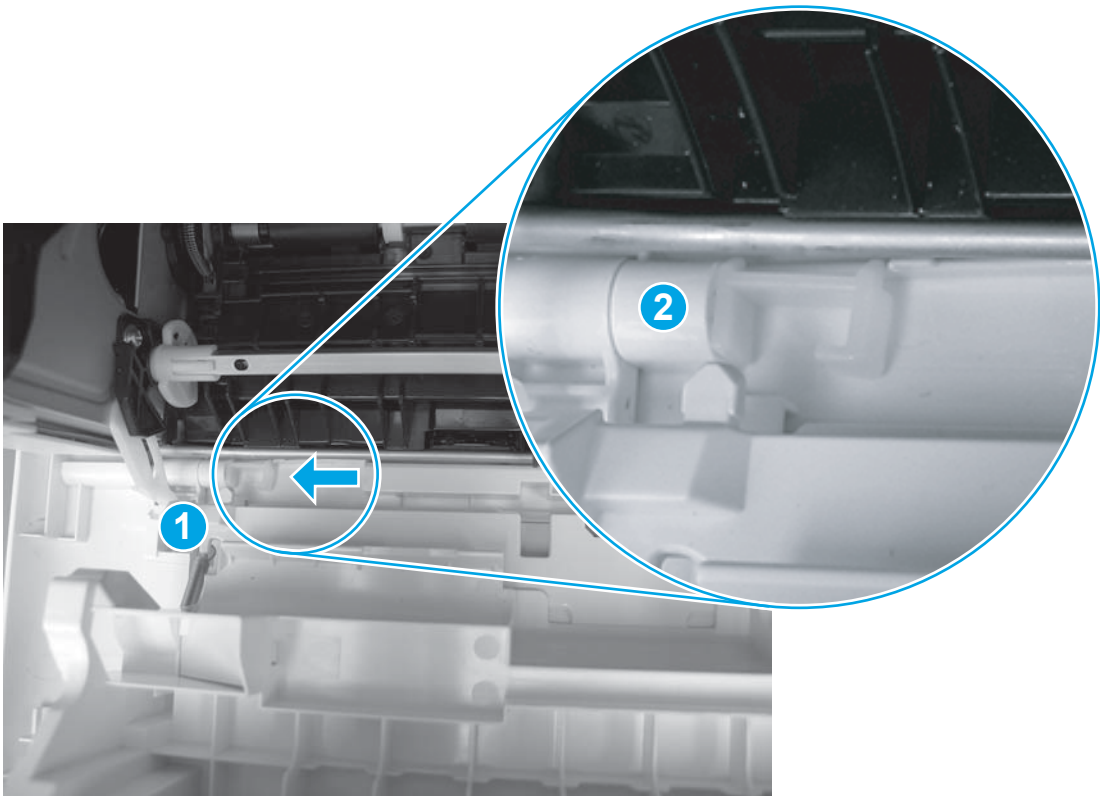
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-118 Install the support shaft



Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-119 Install the tray

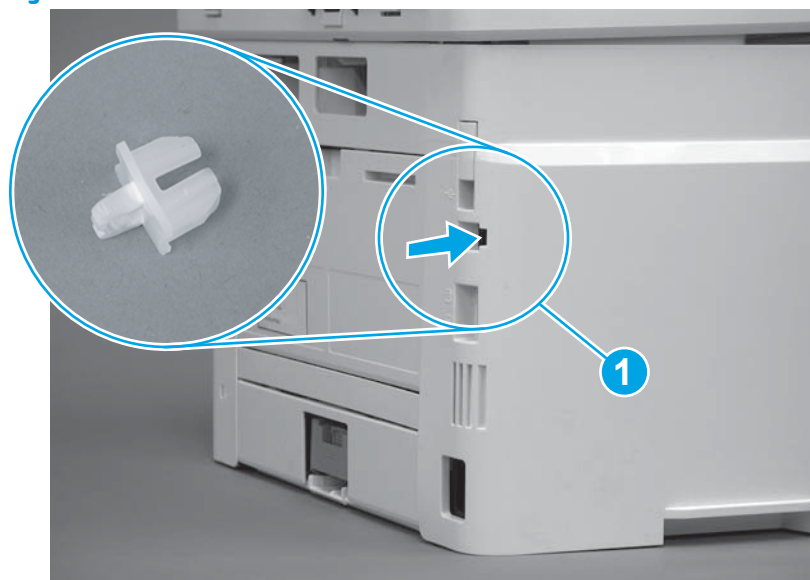


Step 10: Install the rear network cover (M402d and M403d)

M402d and M403d only.

- ▲ Push the cover straight on to the printer to install it.

Figure 1-120 Install the cover



Step 11: Install the rear USB cover

1. Align the tabs on the cover with the slots in the left cover.

Figure 1-121 Align the tabs on the cover

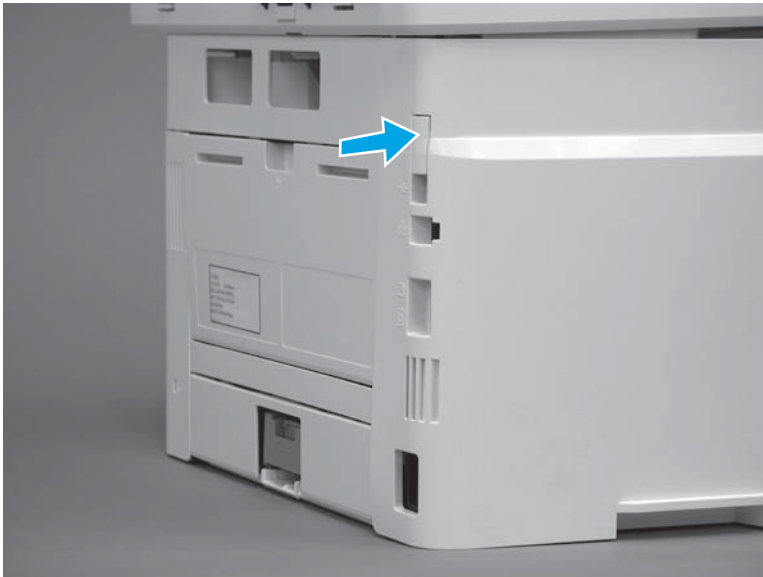


2. Push the cover straight on to the printer to install it.



NOTE: For network models, also install the network port cover (not shown; RC4-2907-000CN).

Figure 1-122 Install the cover



Removal and replacement: Right cover

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the right cover](#)
- [Step 4: Unpack the replacement assembly](#)
- [Step 5: Install the right cover](#)
- [Step 6: Install the cartridge door assembly](#)
- [Step 7: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the right cover.

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.

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

Right cover part number	
RM2-5434-000CN	Right cover

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-123 Remove the tray



Step 2: Remove the cartridge door assembly



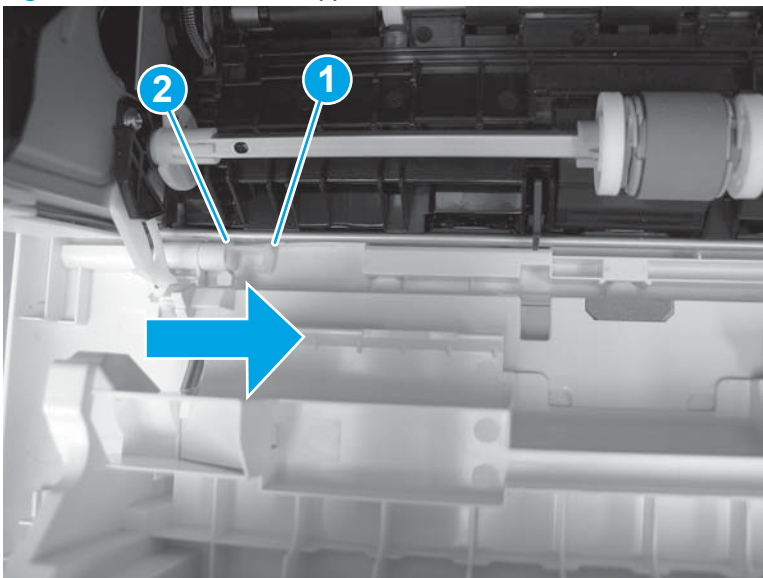
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



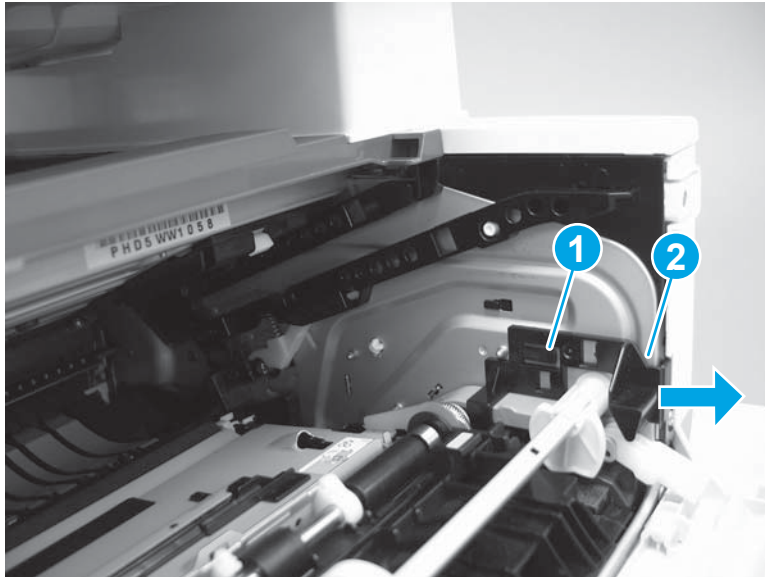
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-124 Release the support shaft



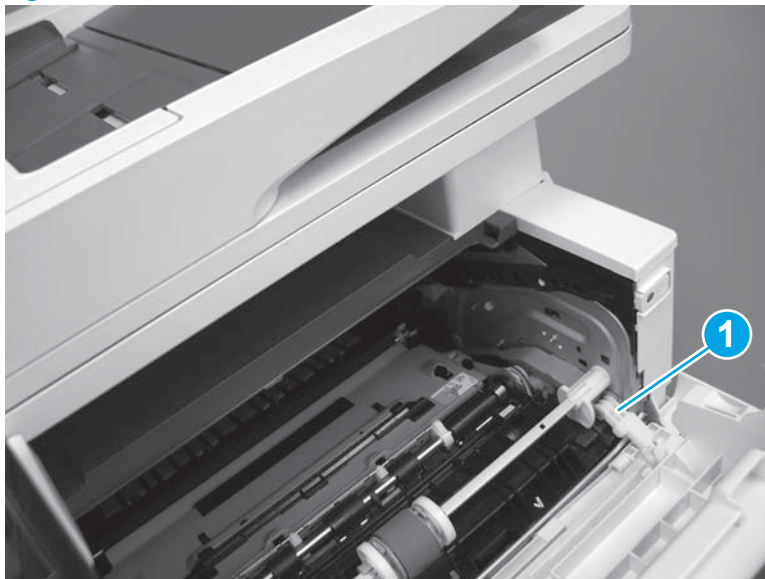
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-125 Remove the guide



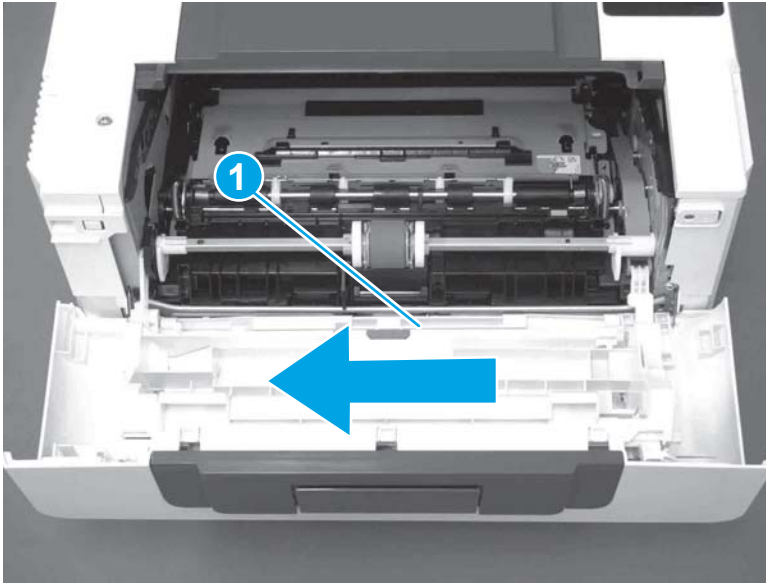
3. Remove the link arm (callout 1).

Figure 1-126 Remove the link arm



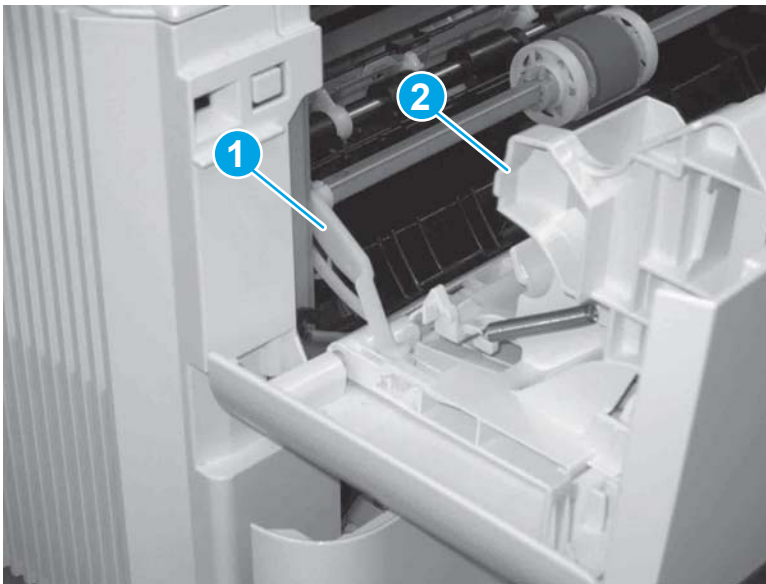
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-127 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

Figure 1-128 Release the left-side retainer arm



Step 3: Remove the right cover

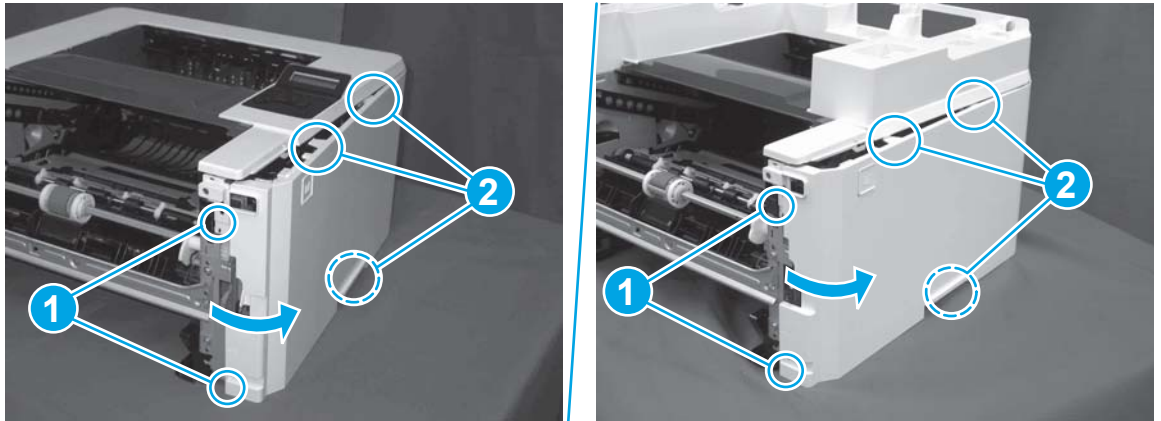
1. Remove one screw (callout 1).

Figure 1-129 Remove one screw



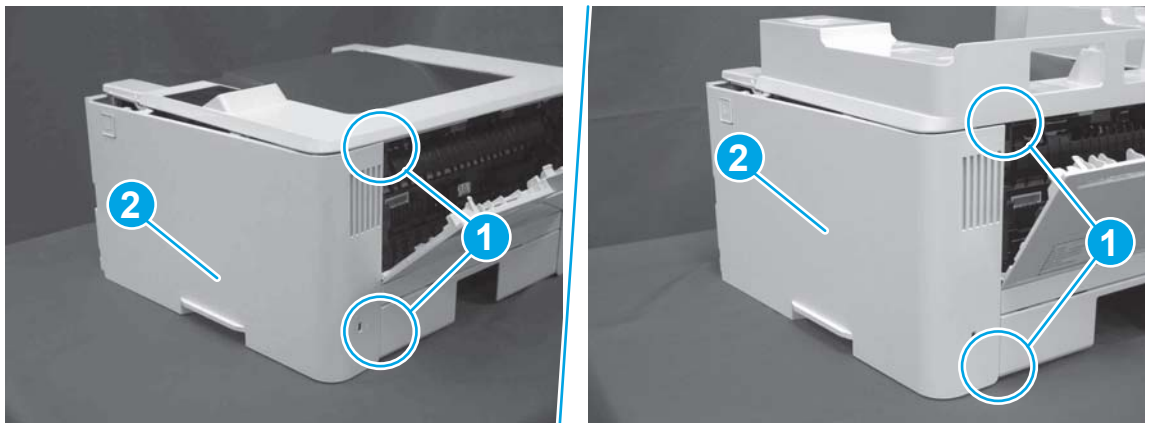
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-130 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-131 Remove the cover



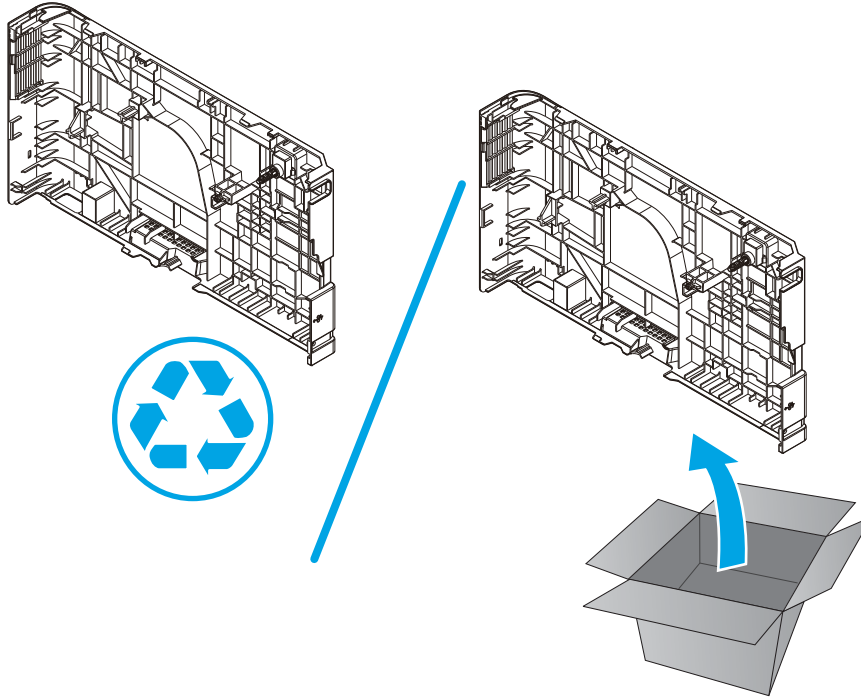
Step 4: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

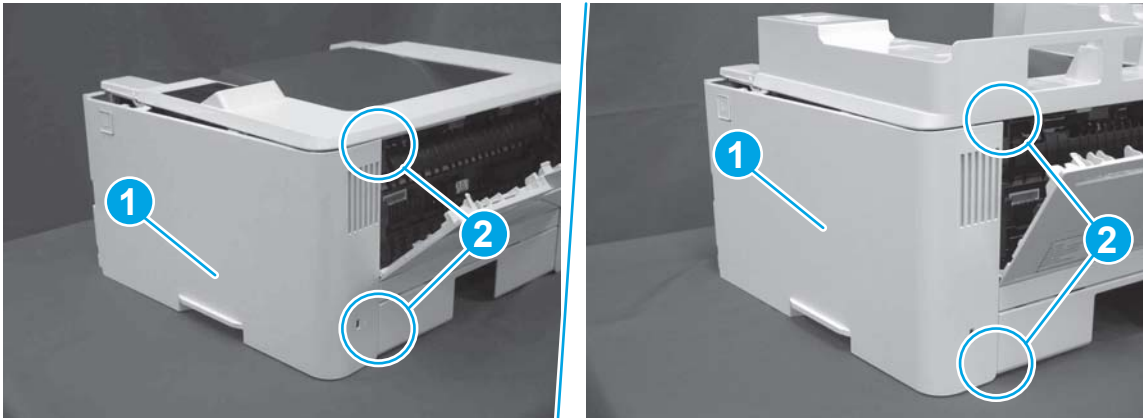
Figure 1-132 Recycle and unpack



Step 5: Install the right cover

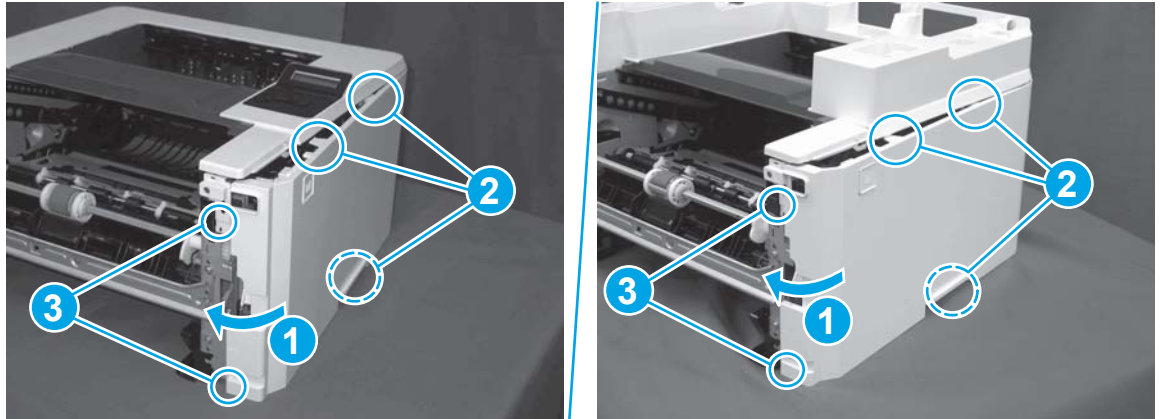
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-133 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-134 Engage two bosses and one tab

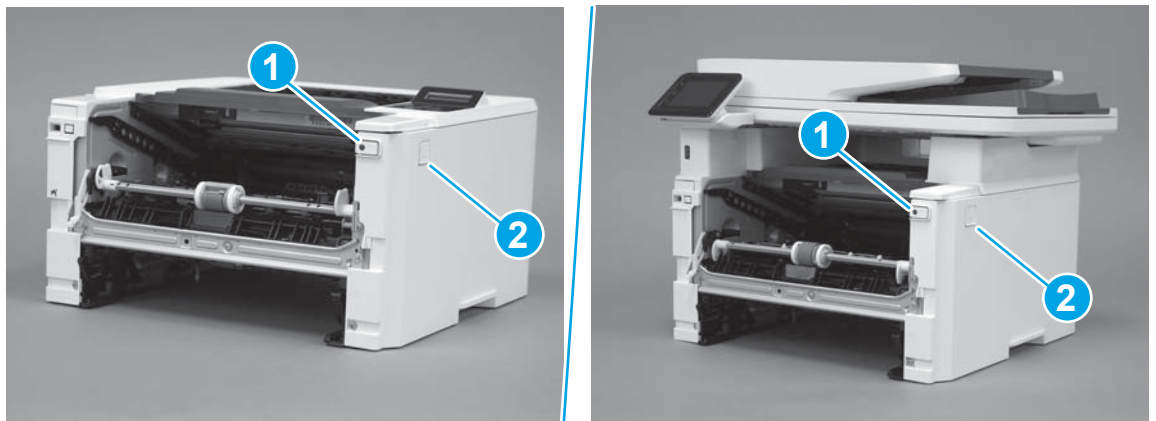


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-135 Check the power switch and cartridge door assembly button




4. Install one screw (callout 1).

Figure 1-136 Install one screw

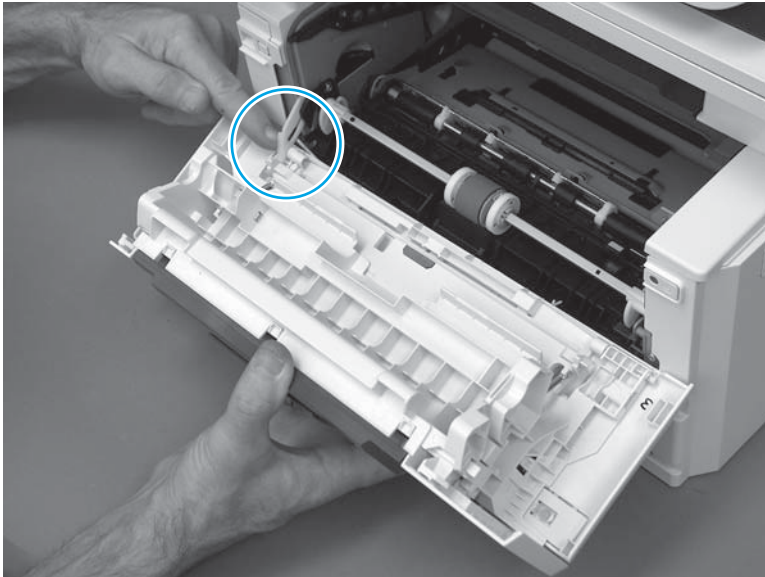


Step 6: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

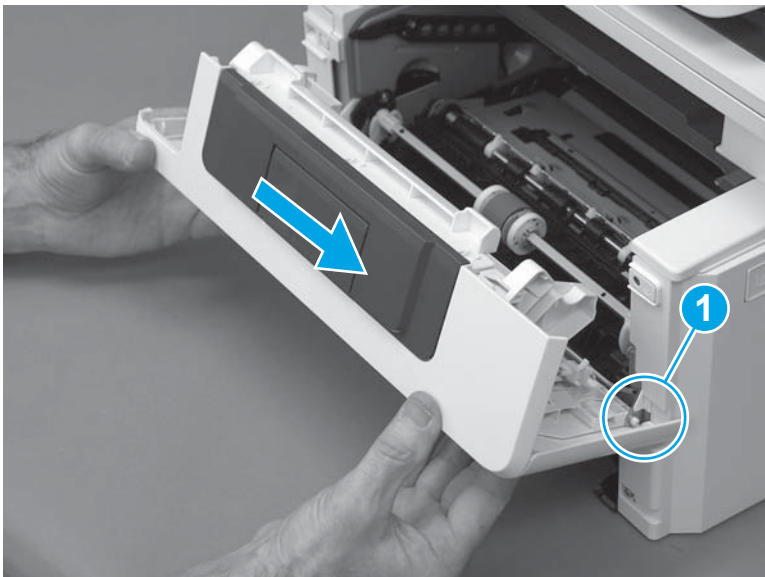
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-137 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

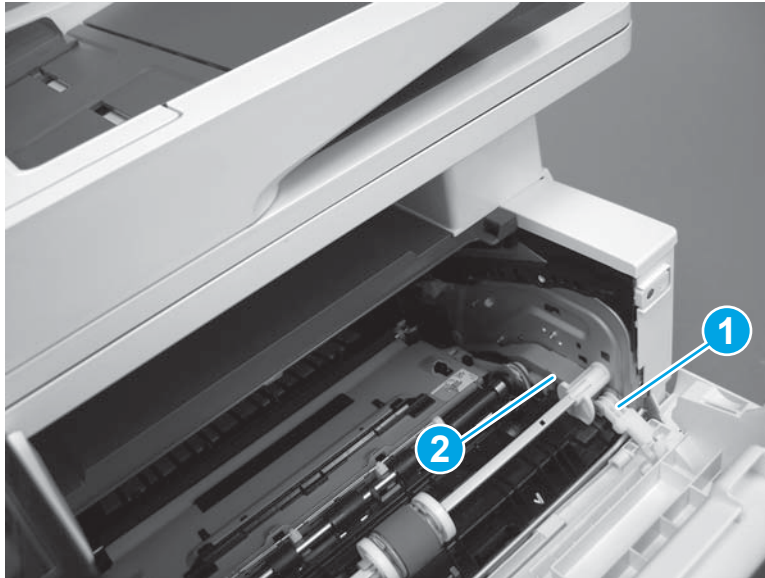
Figure 1-138 Install the door



3. Install the link (callout 1).

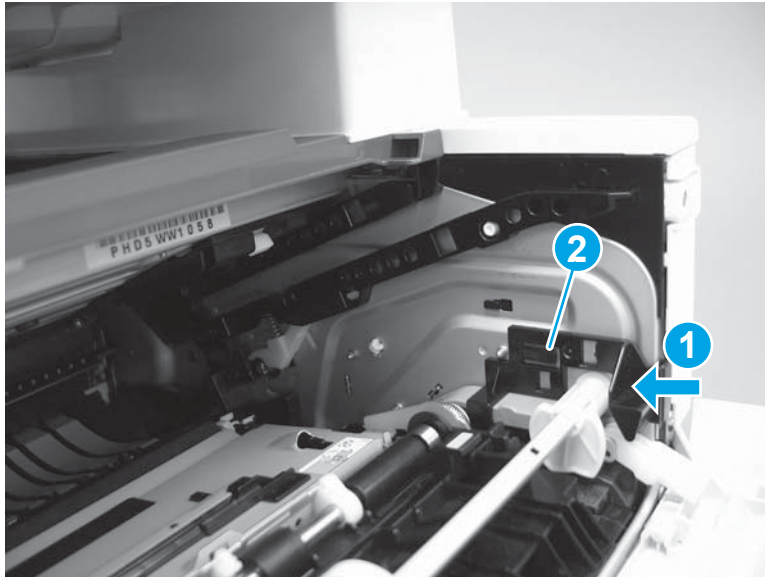
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-139 Install the pressure-release link



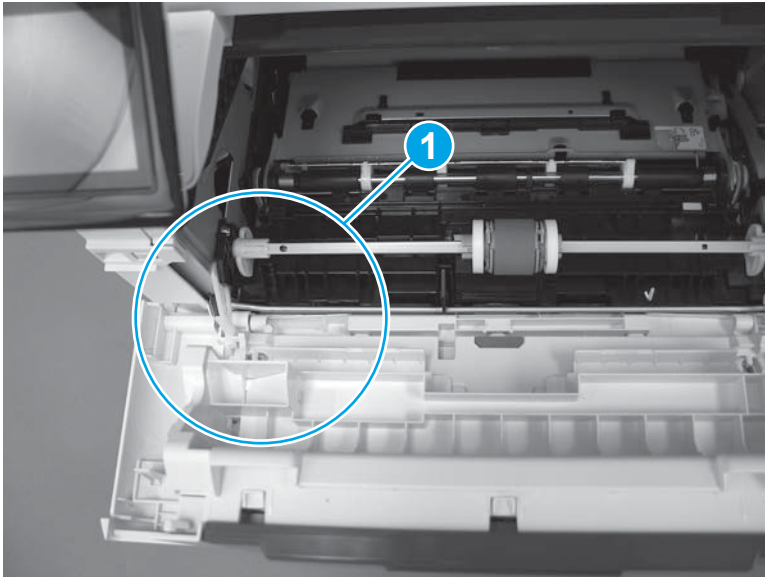
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-140 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-141 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


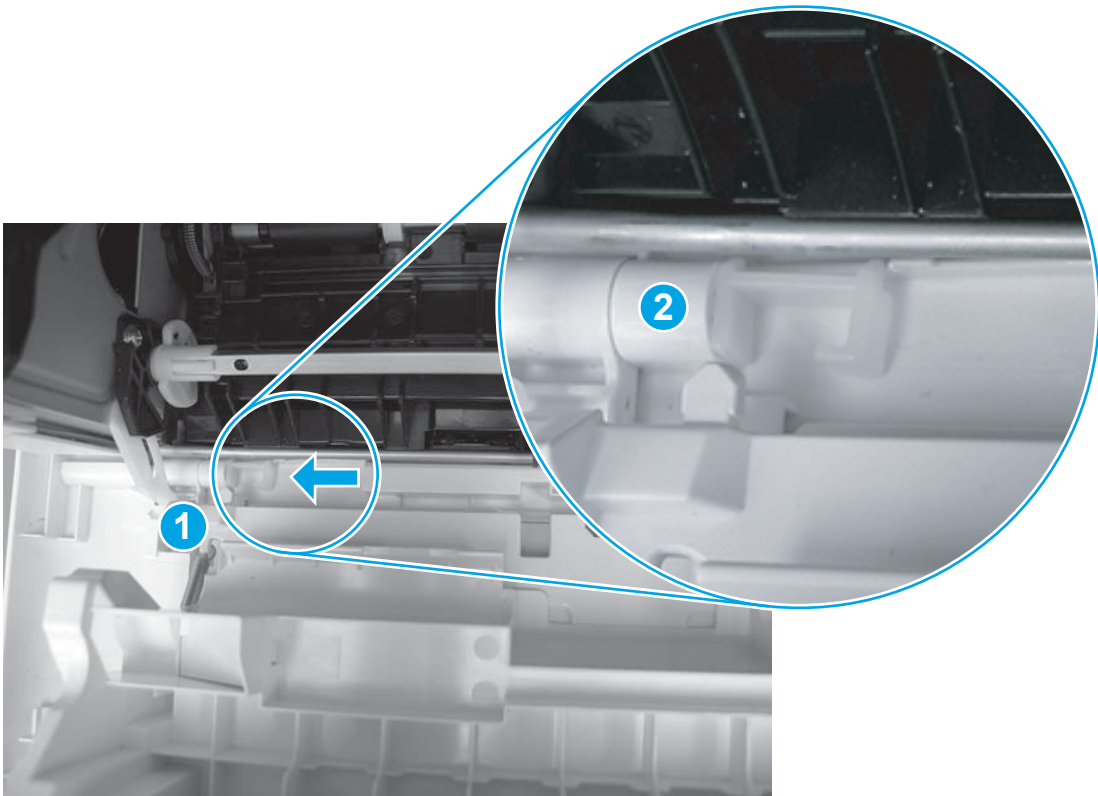
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-142 Install the support shaft



Step 7: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-143 Install the tray



Removal and replacement: Rear door assembly



NOTE: Only duplex models have a duplex tray assembly installed.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Unpack the replacement assembly](#)
- [Step 7: Install the rear door assembly](#)
- [Step 8: Install the right cover](#)
- [Step 9: Install the left cover](#)
- [Step 10: Install the cartridge door assembly](#)
- [Step 11: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the rear door assembly.

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.

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

Rear door assembly part number	
RM2-5430-000CN	Rear door assembly (simplex)
RM2-5405-000CN	Rear door assembly (duplex)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-144 Remove the tray



Step 2: Remove the cartridge door assembly



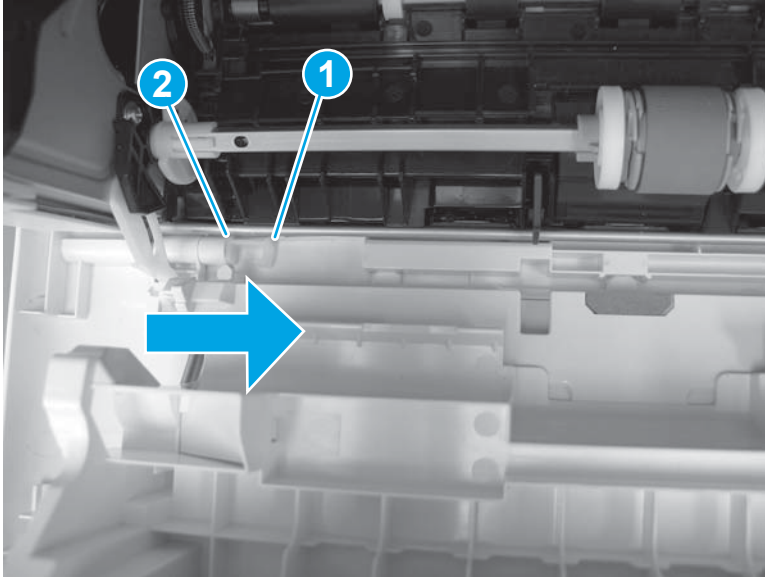
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



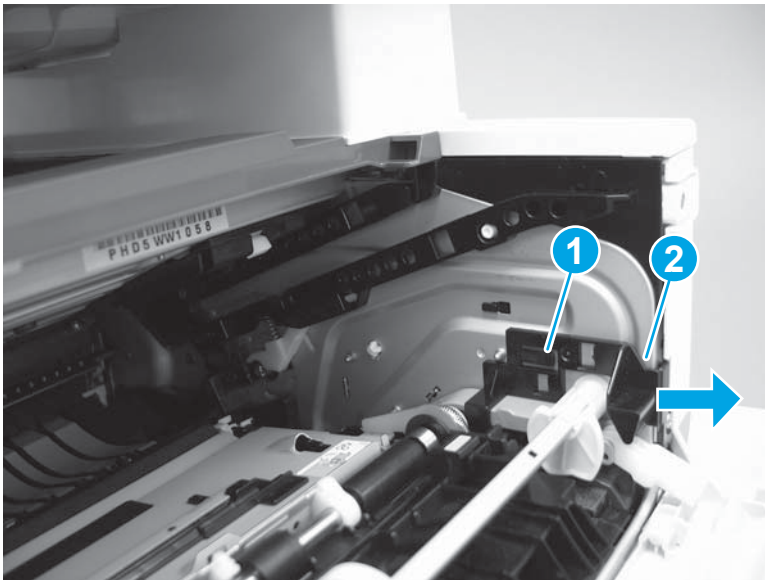
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-145 Release the support shaft



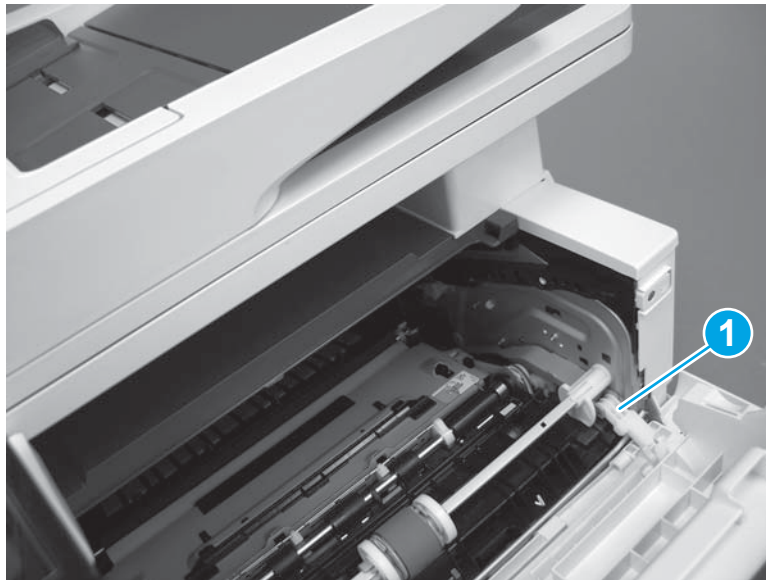
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-146 Remove the guide



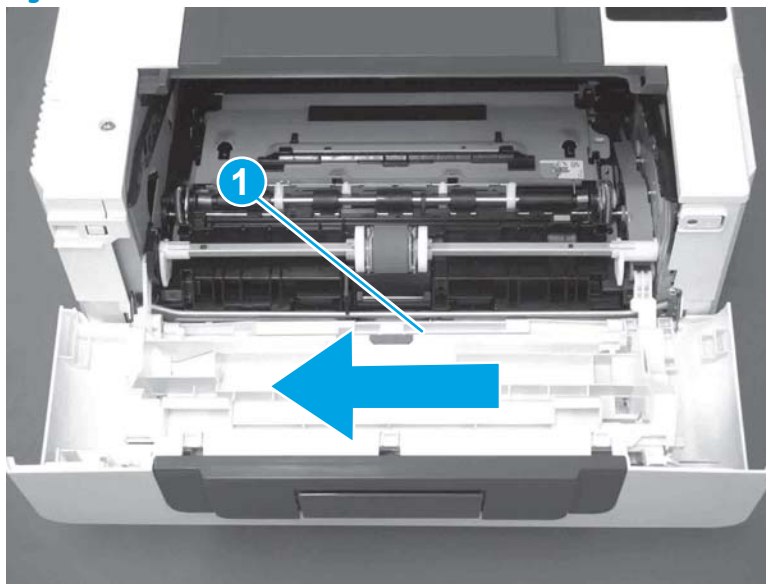
3. Remove the link arm (callout 1).

Figure 1-147 Remove the link arm



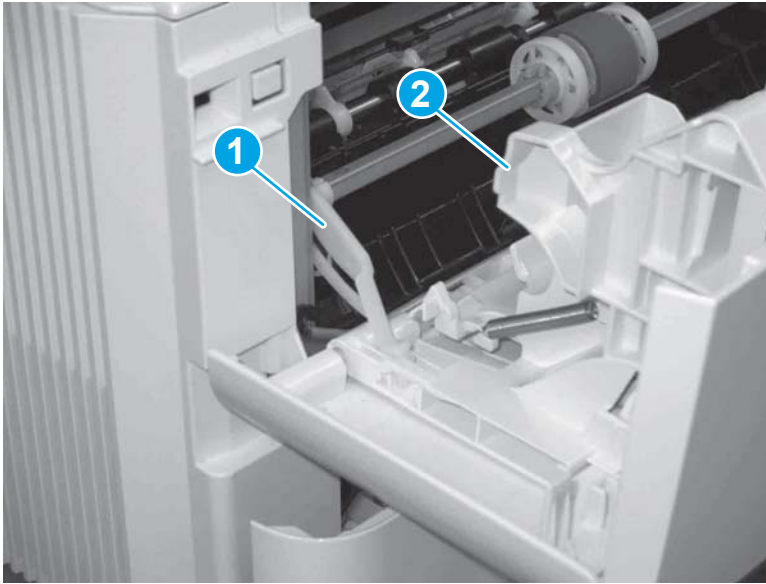
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-148 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

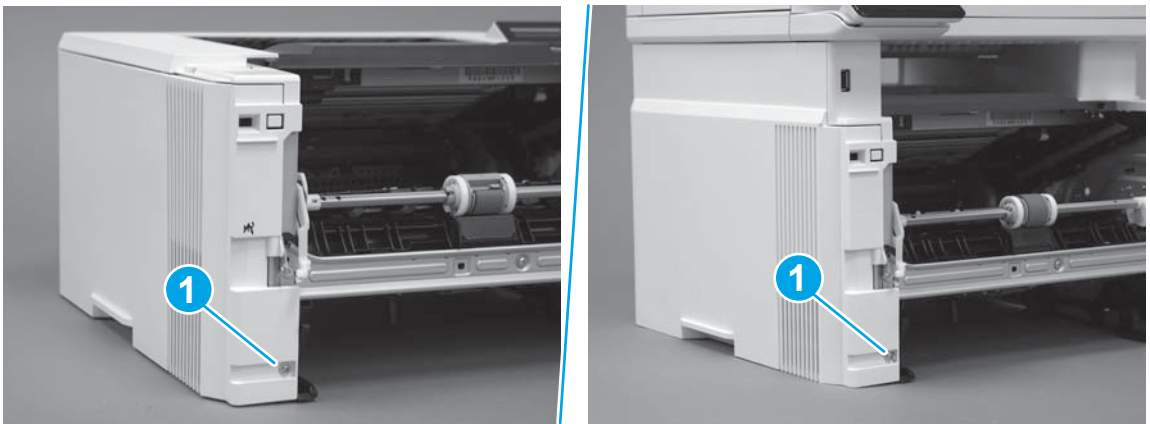
Figure 1-149 Release the left-side retainer arm



Step 3: Remove the left cover

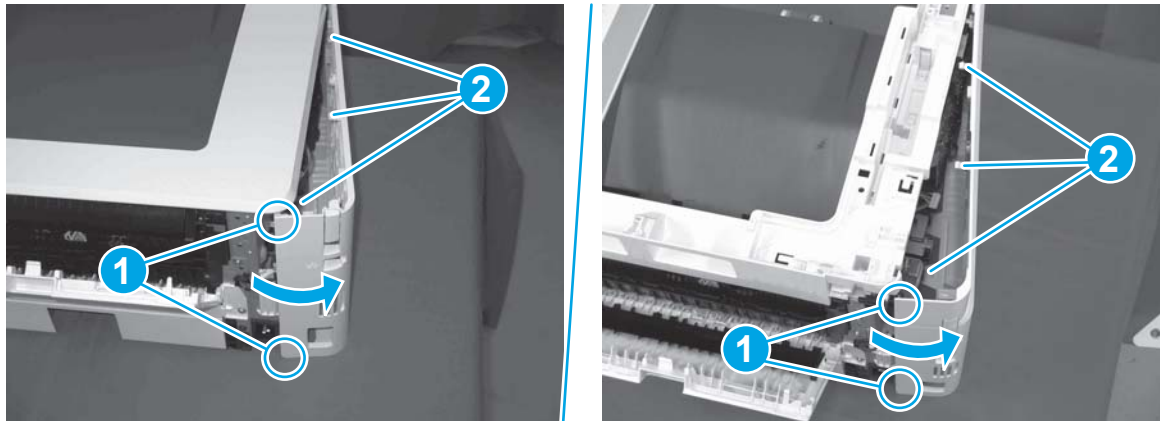
1. Remove one screw (callout 1).

Figure 1-150 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

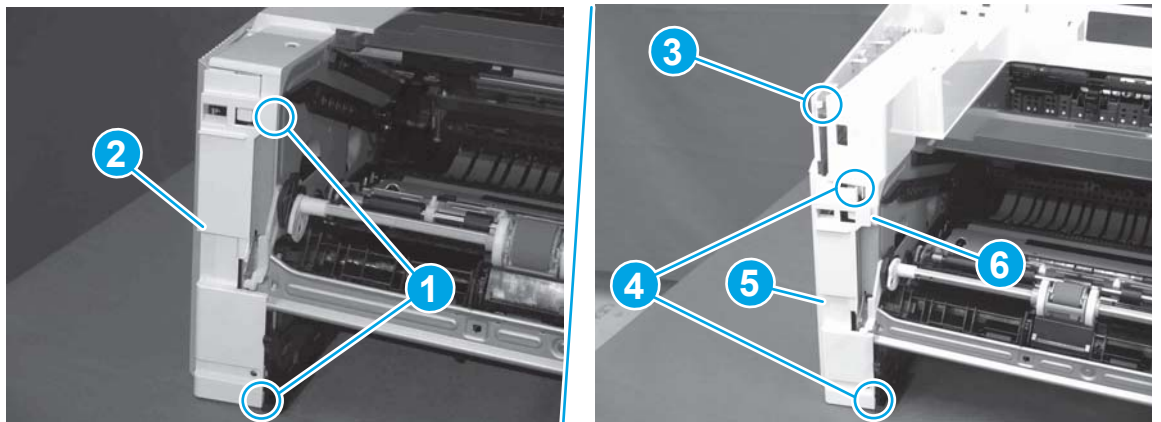
Figure 1-151 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-152 Remove the cover



Step 4: Remove the right cover

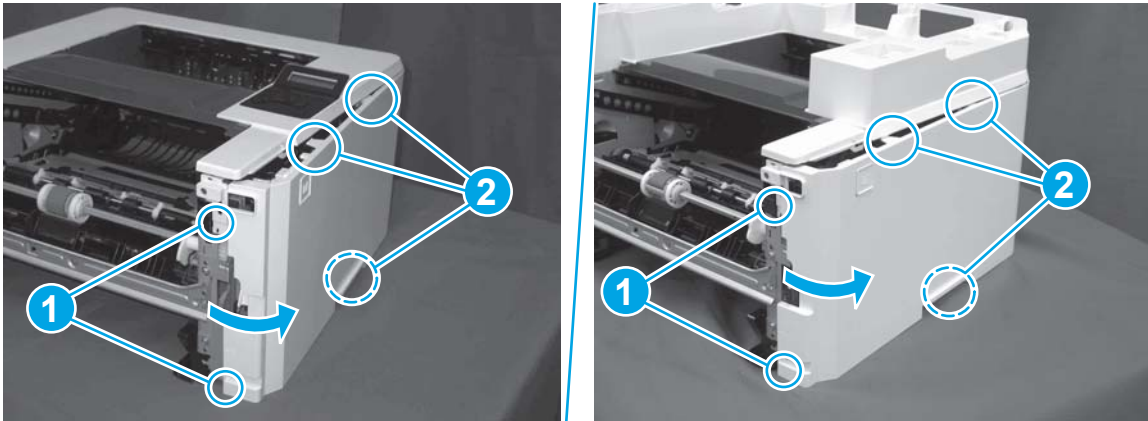
1. Remove one screw (callout 1).

Figure 1-153 Remove one screw



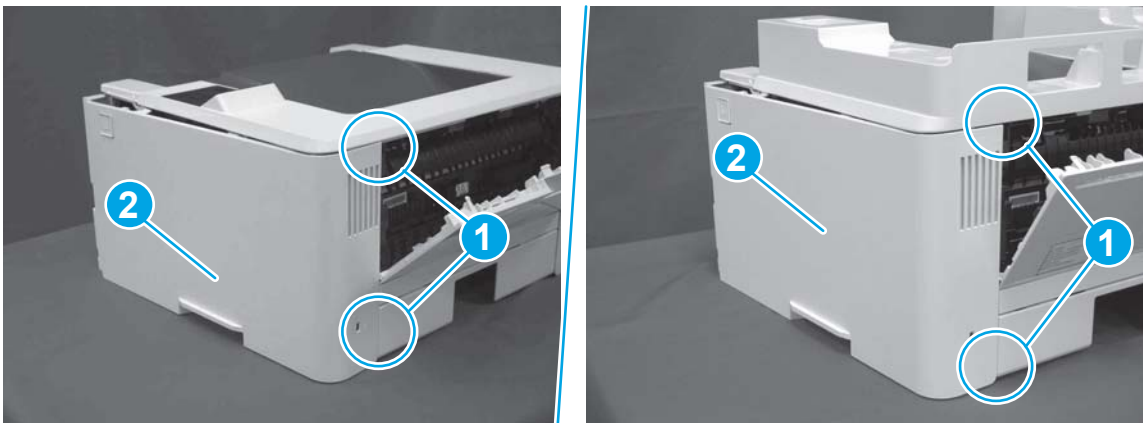
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-154 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

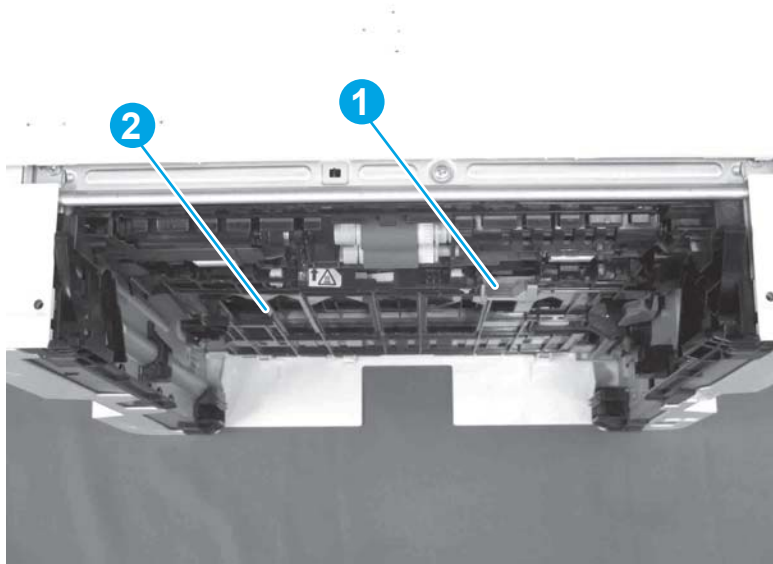
Figure 1-155 Remove the cover



Step 5: Remove the rear door assembly

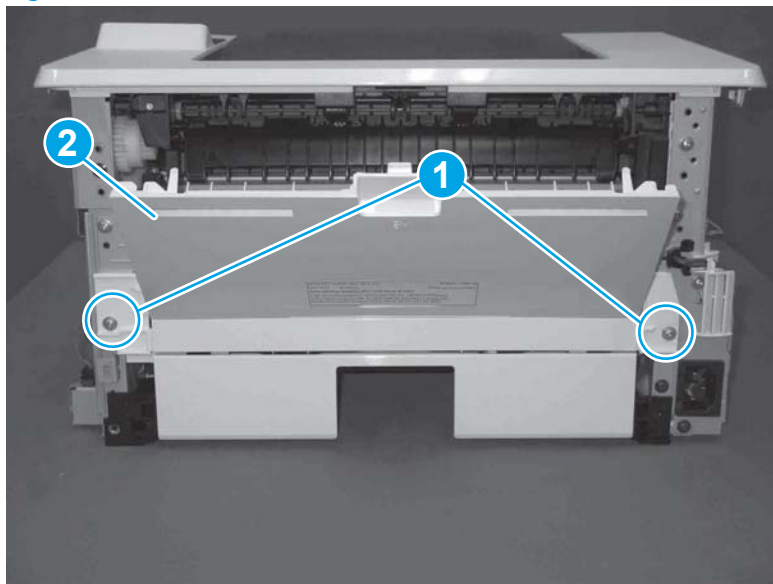
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

Figure 1-156 Duplex models, lower the duplex feed assembly



2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

Figure 1-157 Remove two screws



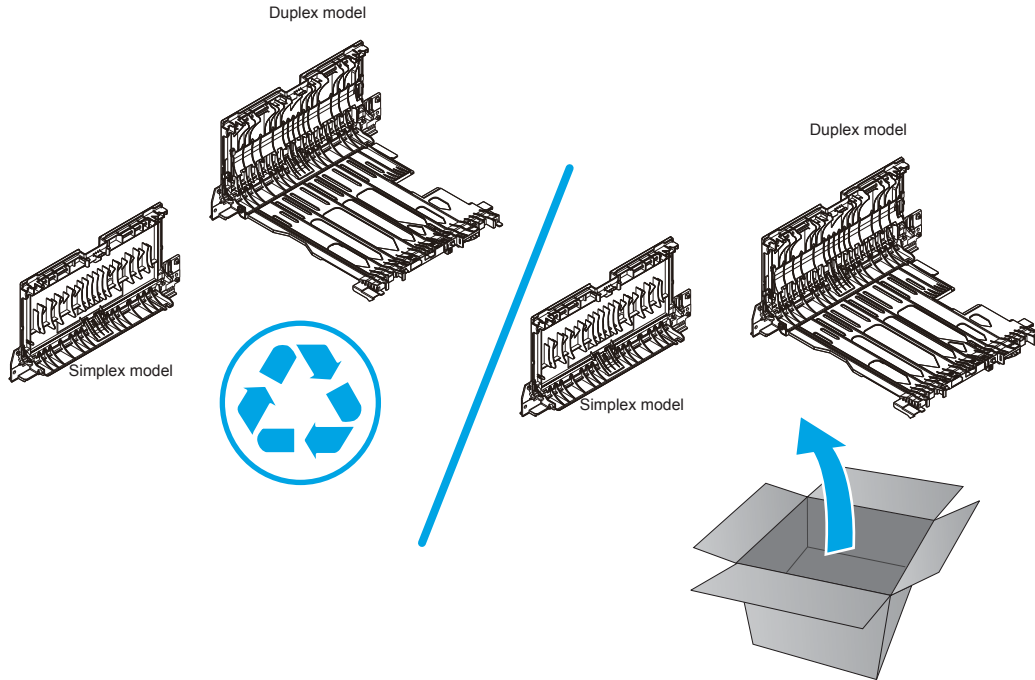
Step 6: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-158 Recycle and unpack



Step 7: Install the rear door assembly

1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.


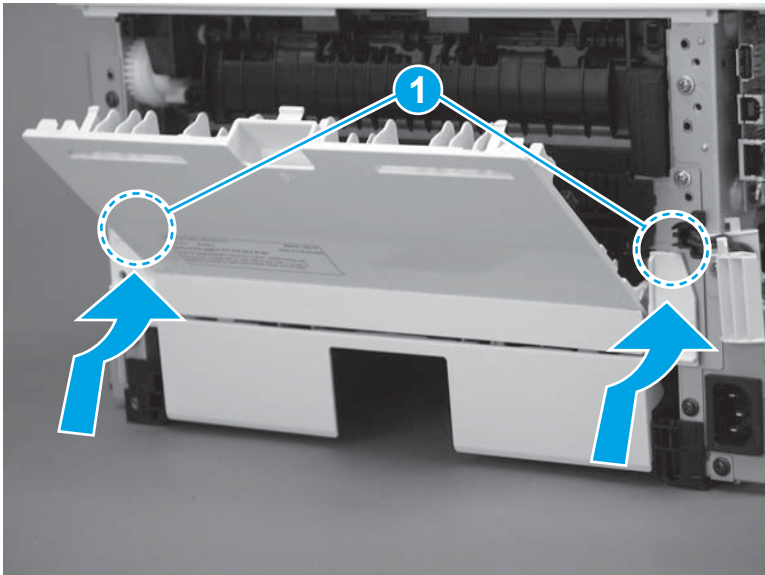
 **NOTE:** Duplex models only: Slide the duplex tray into the Tray 2 cavity.

Figure 1-159 Install the rear cover



2. Install two screws.


 **NOTE: Duplex models only:** Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

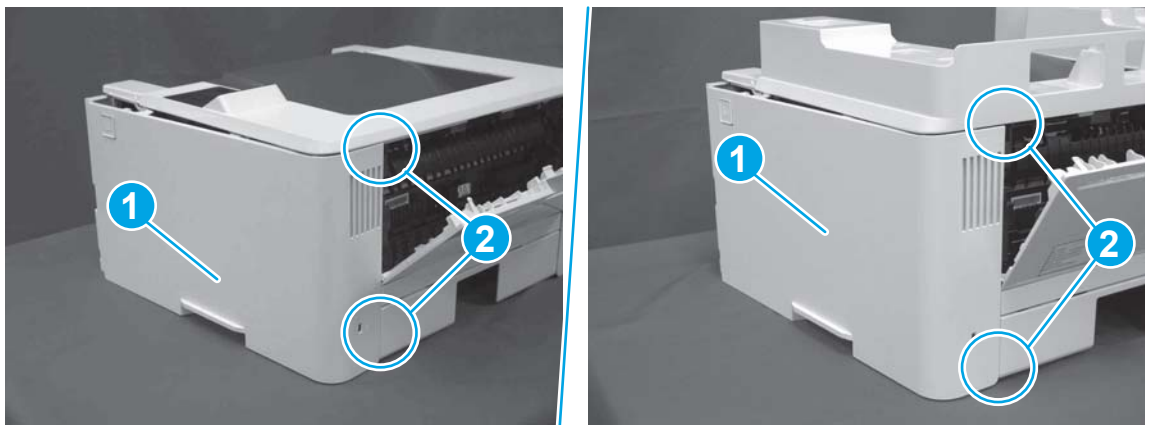
Figure 1-160 Install two screws



Step 8: Install the right cover

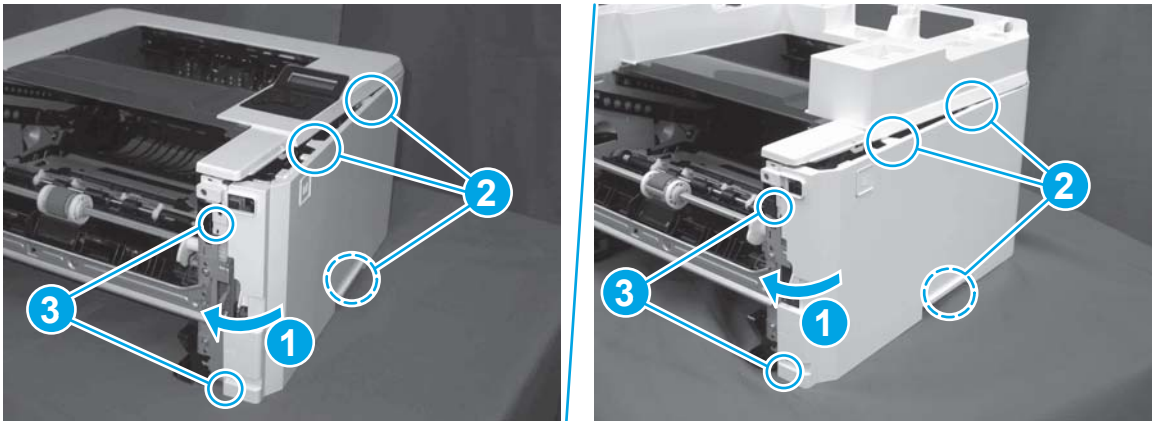
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-161 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-162 Engage two bosses and one tab

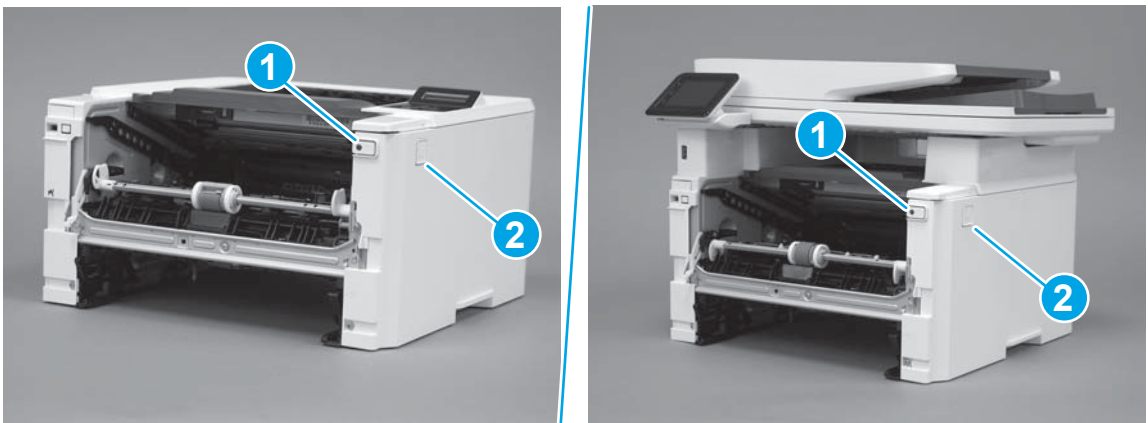


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-163 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

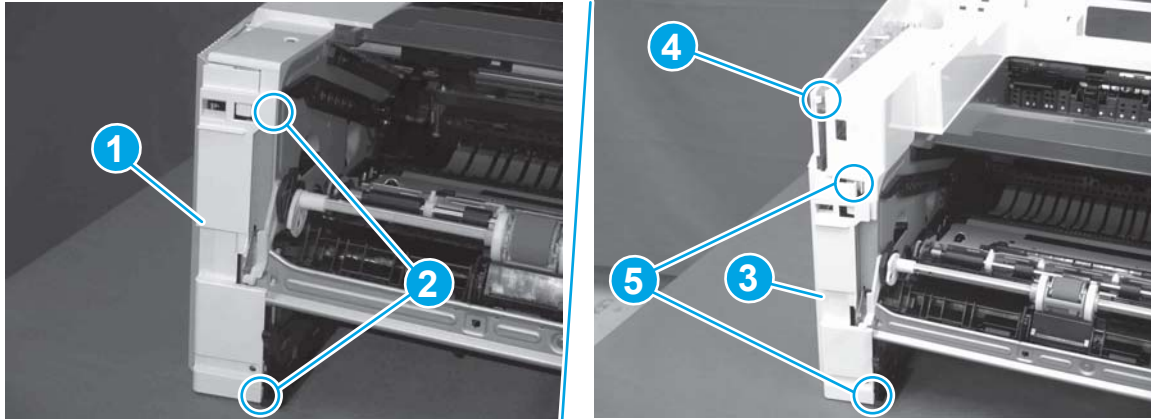
Figure 1-164 Install one screw



Step 9: Install the left cover

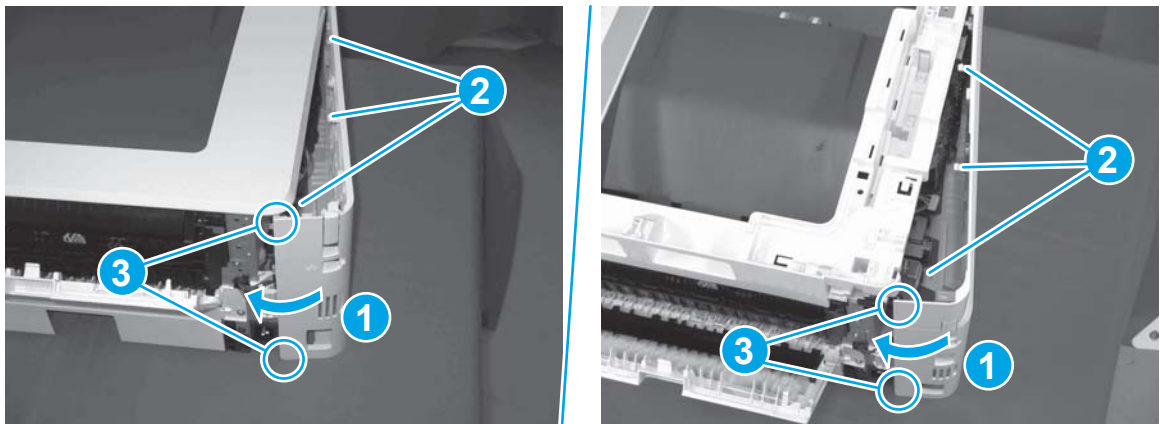
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-165 Install the cover



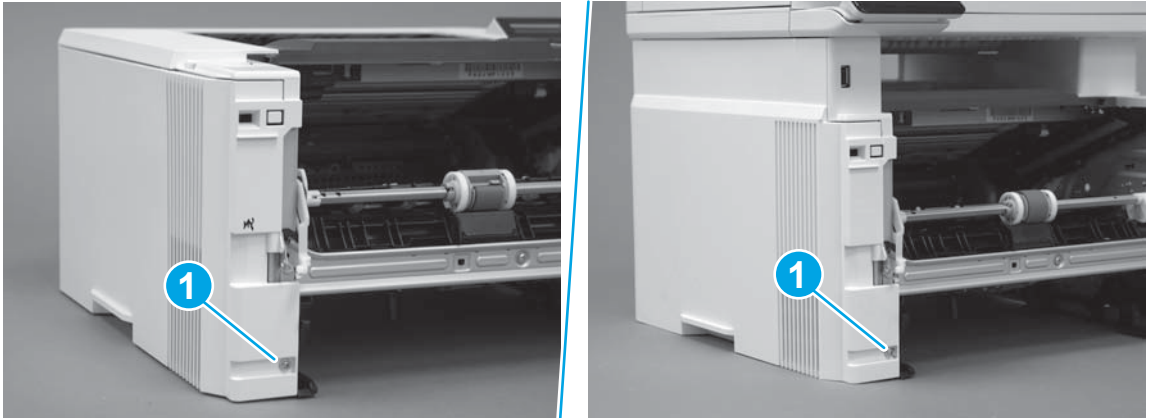
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-166 Engage three tabs and two bosses




3. Install one screw (callout 1).

Figure 1-167 Install one screw

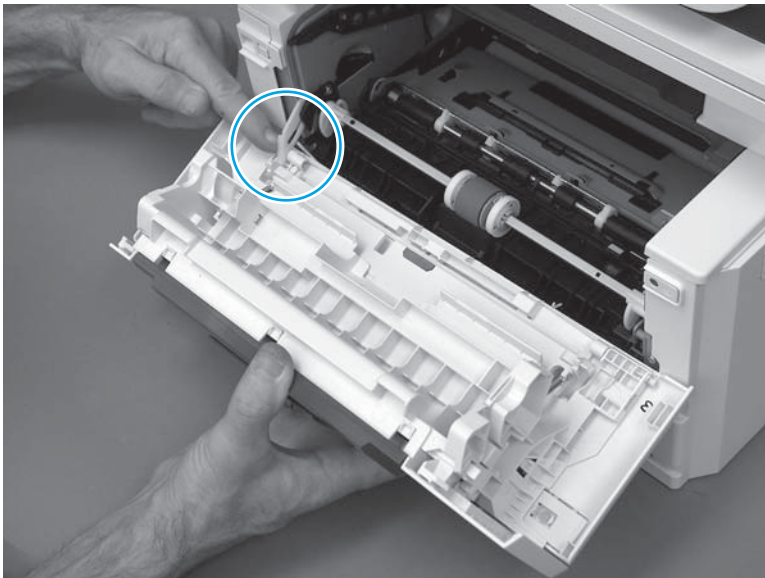


Step 10: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

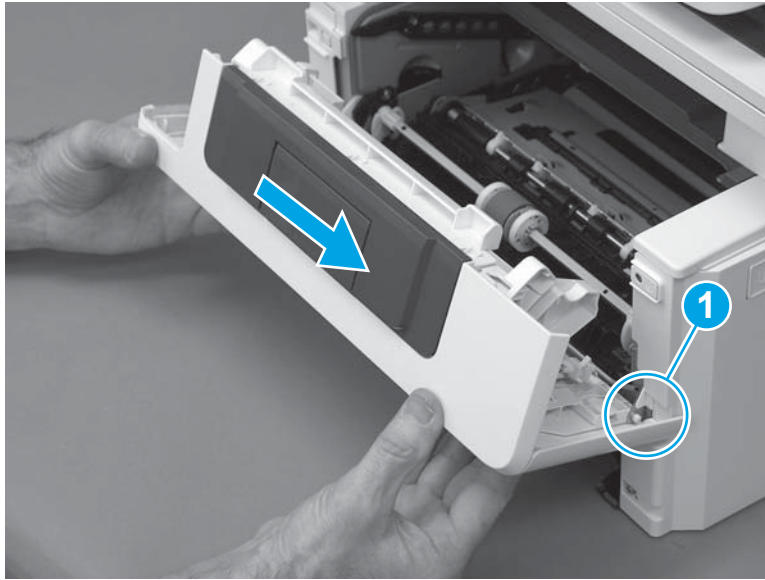
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-168 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

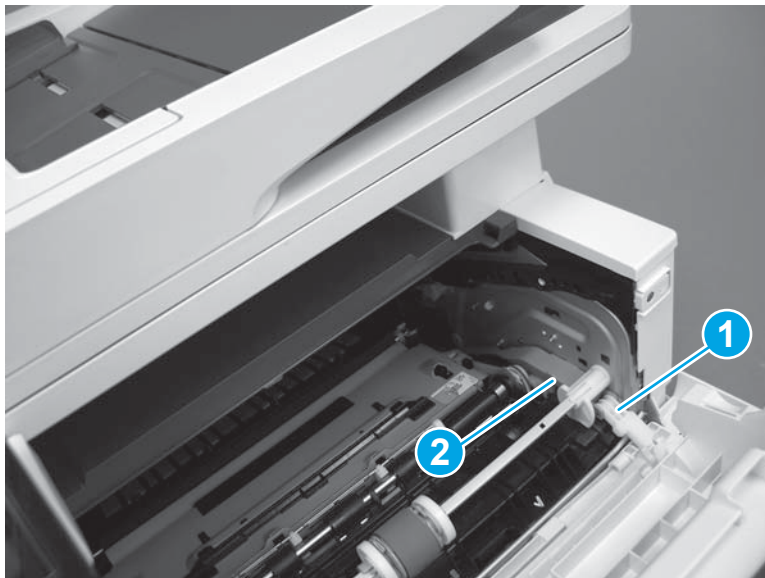
Figure 1-169 Install the door



3. Install the link (callout 1).

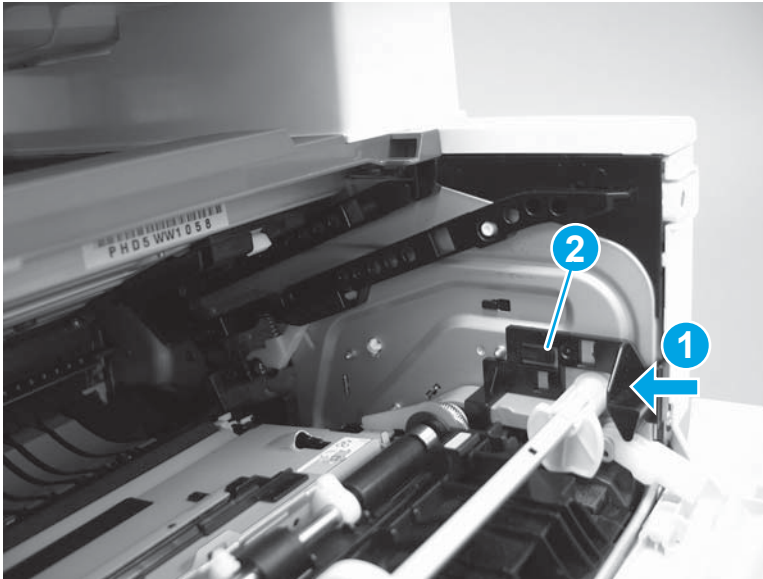
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-170 Install the pressure-release link



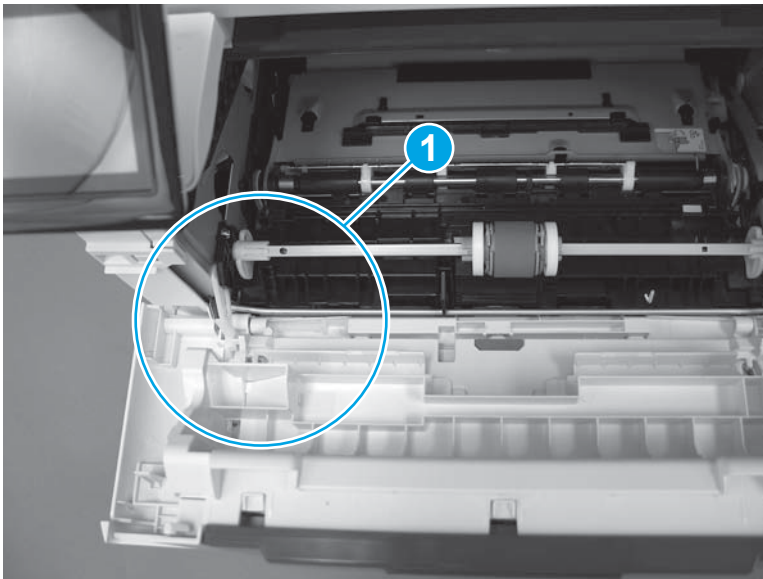
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-171 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-172 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


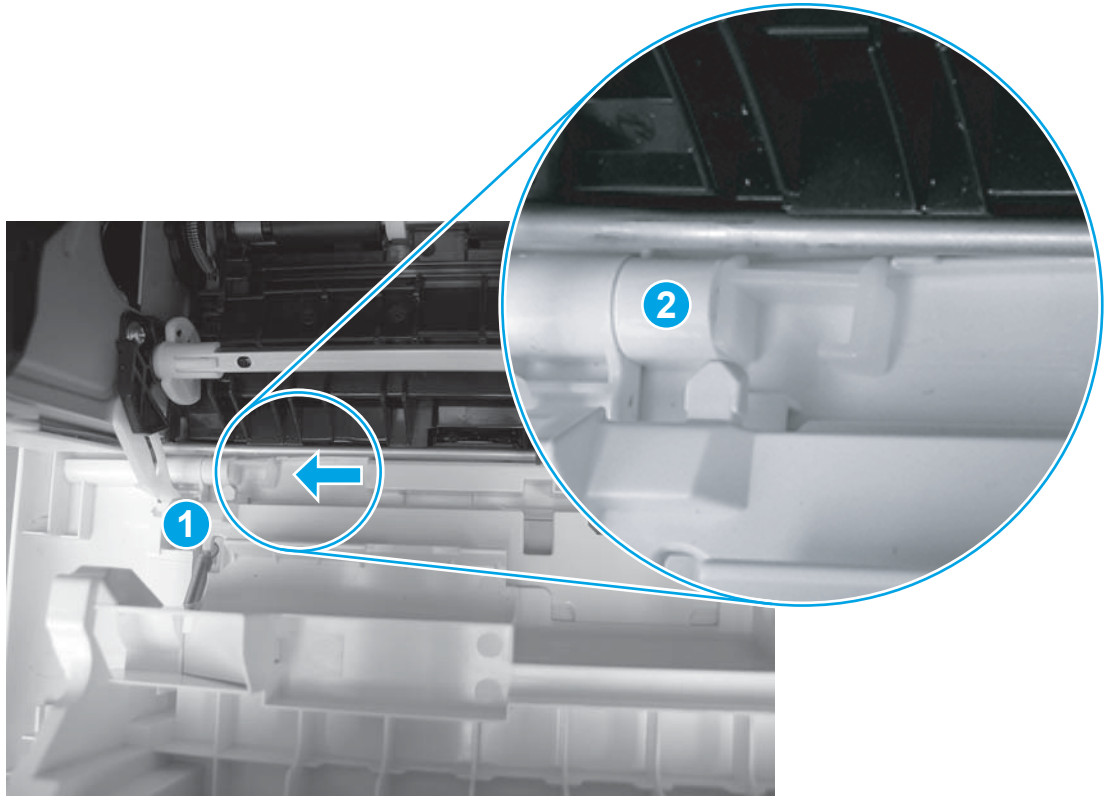
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-173 Install the support shaft



Step 11: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-174 Install the tray



Removal and replacement: Cassette rear cover

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Remove the cassette rear cover](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the cassette rear door assembly](#)
- [Step 9: Install the rear door assembly](#)
- [Step 10: Install the right cover](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the cassette rear cover.

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.

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

Cassette rear cover part number

RC4-3082-000CNCassette rear cover

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-175 Remove the tray



Step 2: Remove the cartridge door assembly



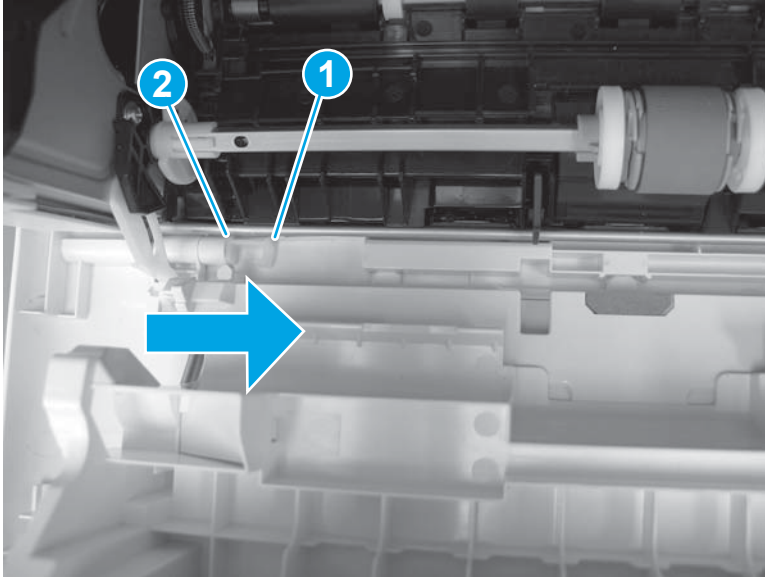
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



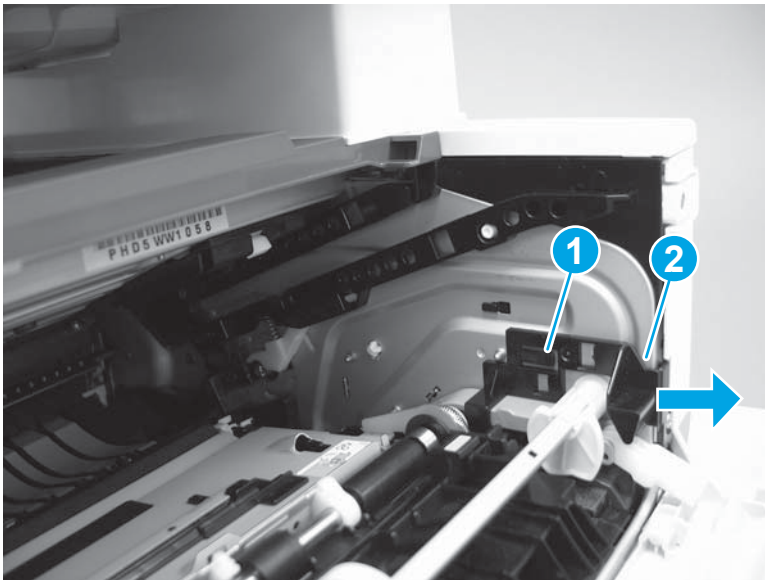
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-176 Release the support shaft



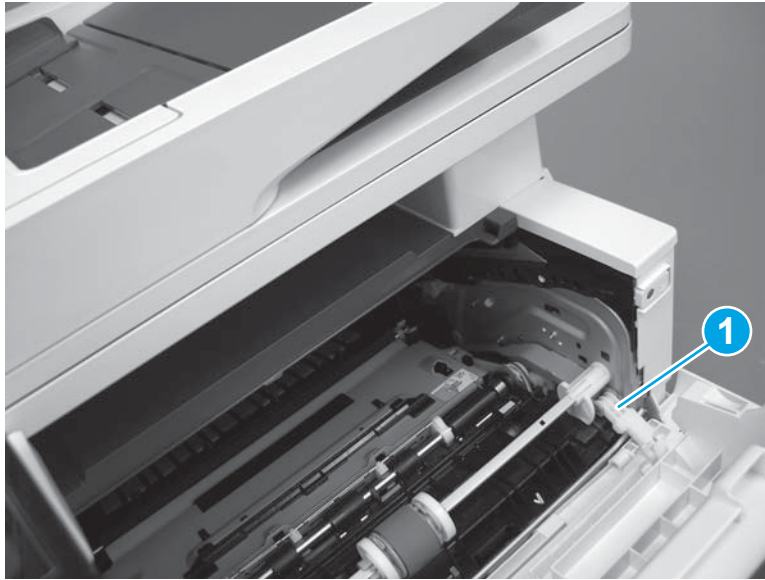
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-177 Remove the guide



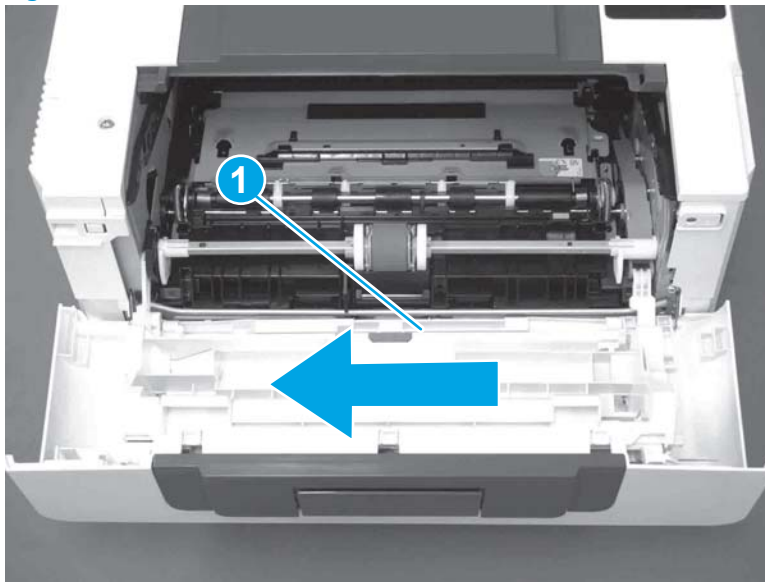
3. Remove the link arm (callout 1).

Figure 1-178 Remove the link arm



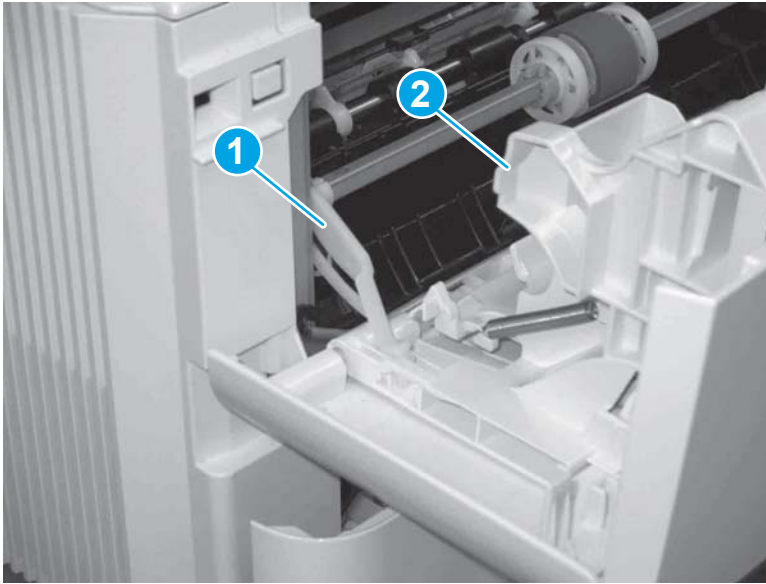
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-179 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

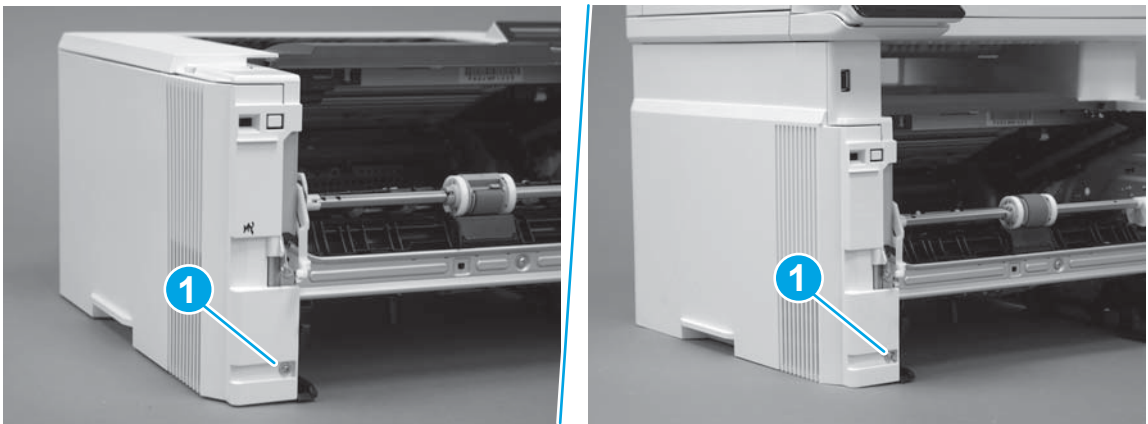
Figure 1-180 Release the left-side retainer arm



Step 3: Remove the left cover

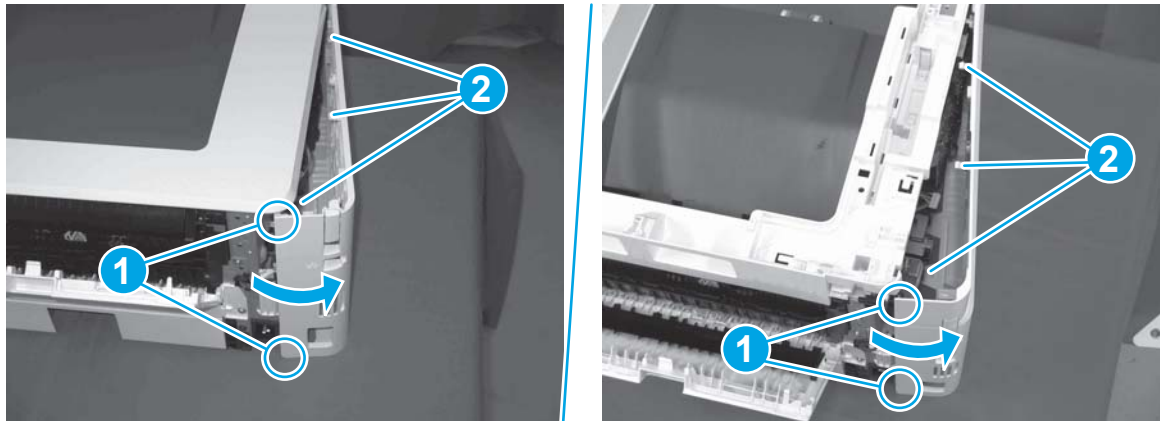
1. Remove one screw (callout 1).

Figure 1-181 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-182 Release two bosses and three tabs

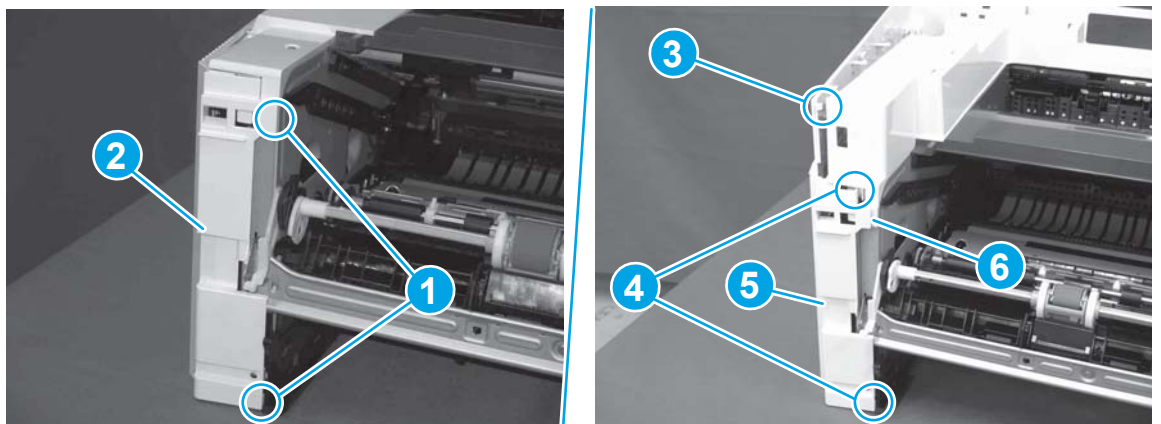


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-183 Remove the cover



Step 4: Remove the right cover

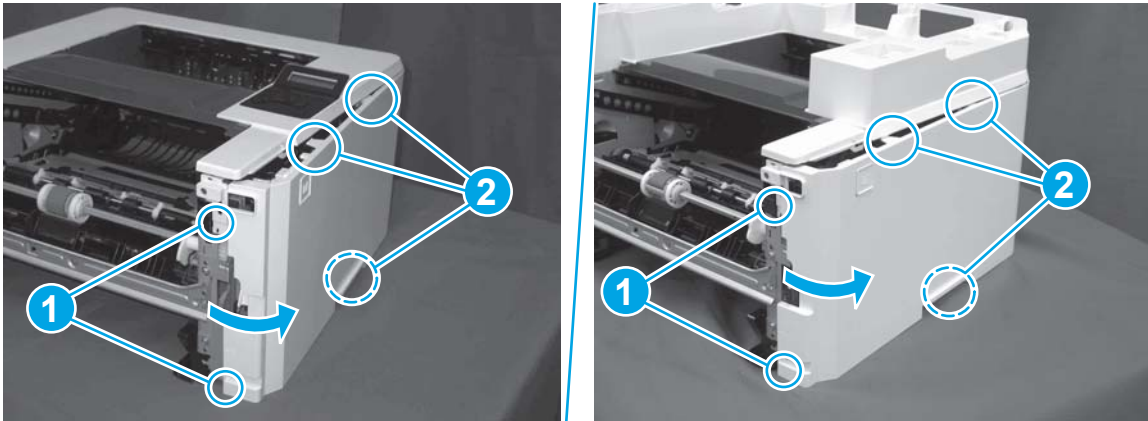
1. Remove one screw (callout 1).

Figure 1-184 Remove one screw



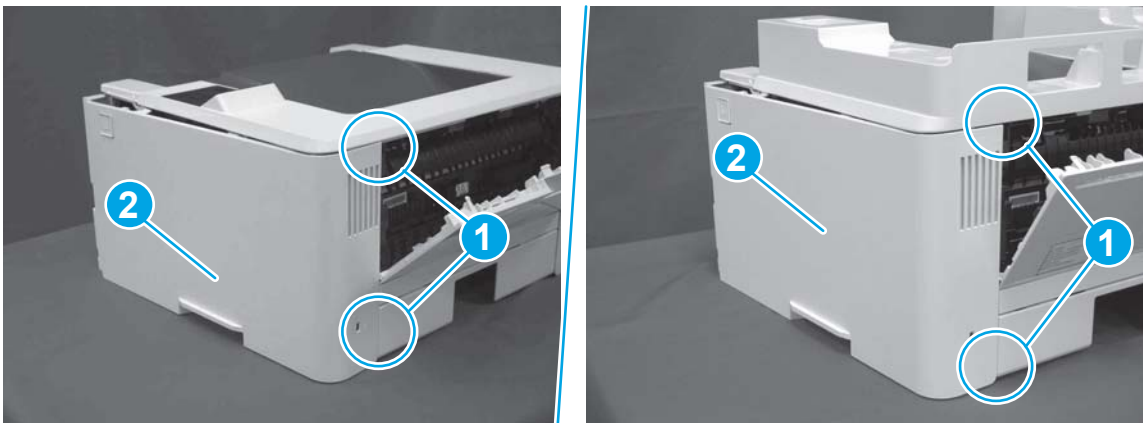
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-185 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

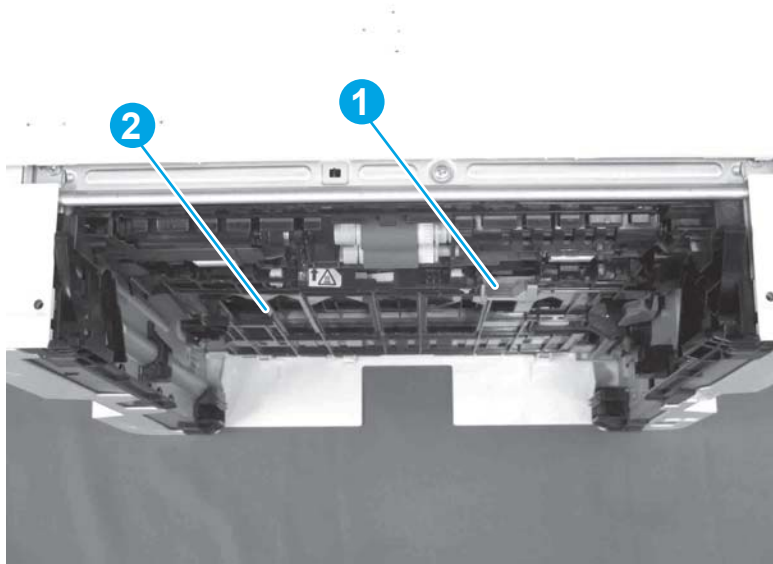
Figure 1-186 Remove the cover



Step 5: Remove the rear door assembly

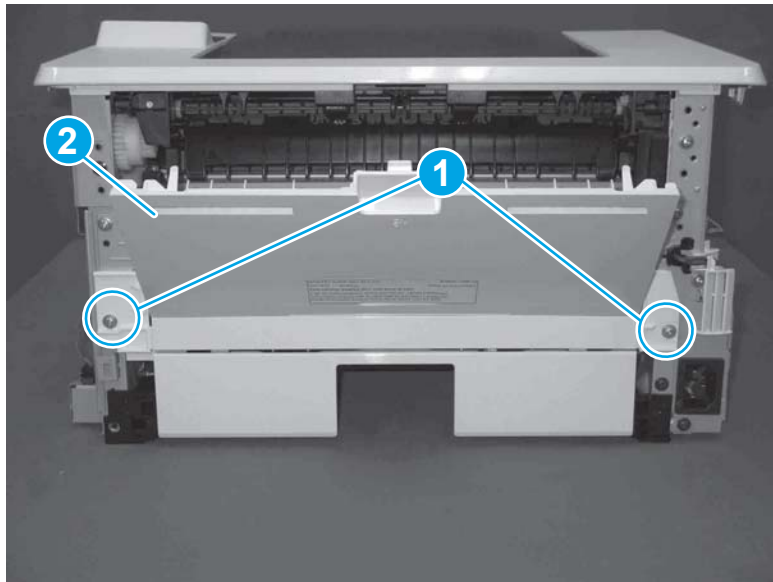
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

Figure 1-187 Duplex models, lower the duplex feed assembly



2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

Figure 1-188 Remove two screws

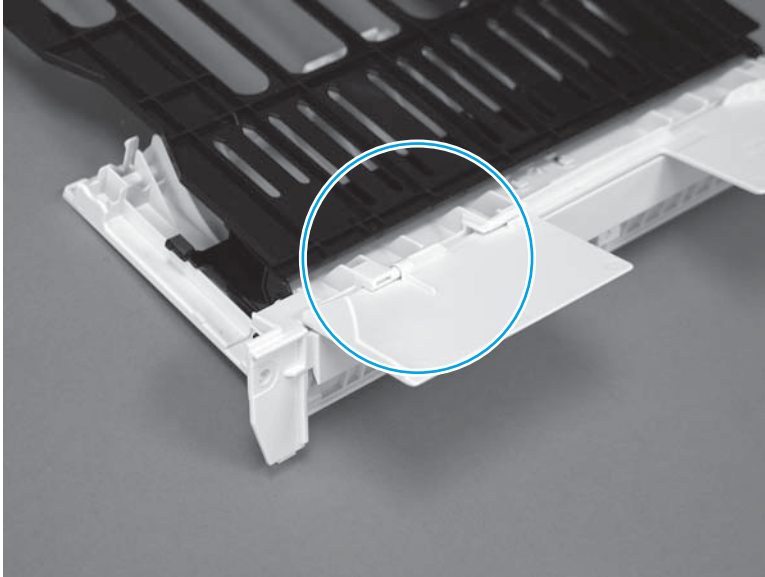


Step 6: Remove the cassette rear cover

The figures in this procedure show a duplex rear cover assembly. However, the procedure is valid for a simple rear cover.

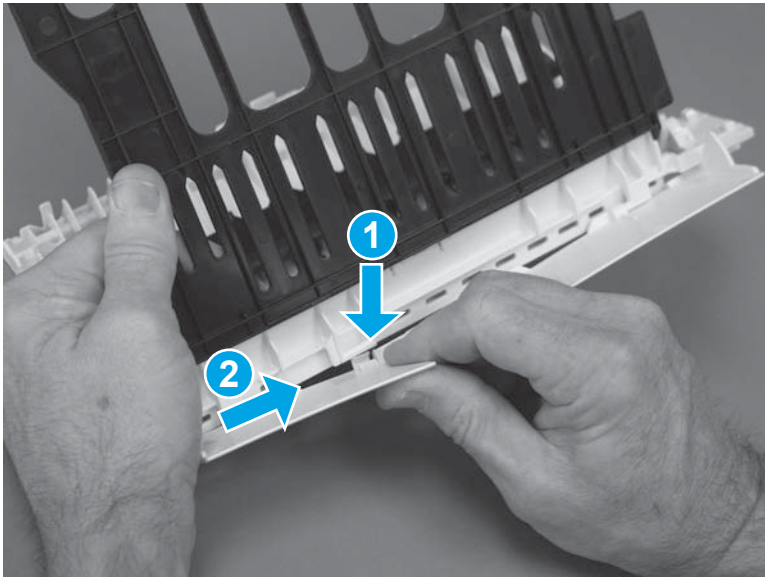
1. Locate the left-side hinge retainer (callout 1).

Figure 1-189 Locate the hinge retainer



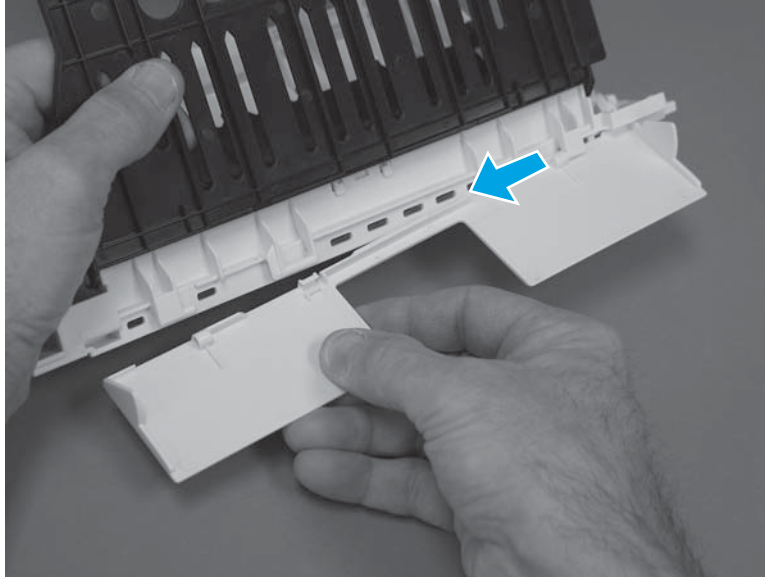
2. Carefully flex the cover to release the retainer (callout 1), and the left-side hinge pin (callout 2).

Figure 1-190 Release the retainer and the hinge pin



3. Remove the cover.

Figure 1-191 Remove the cover



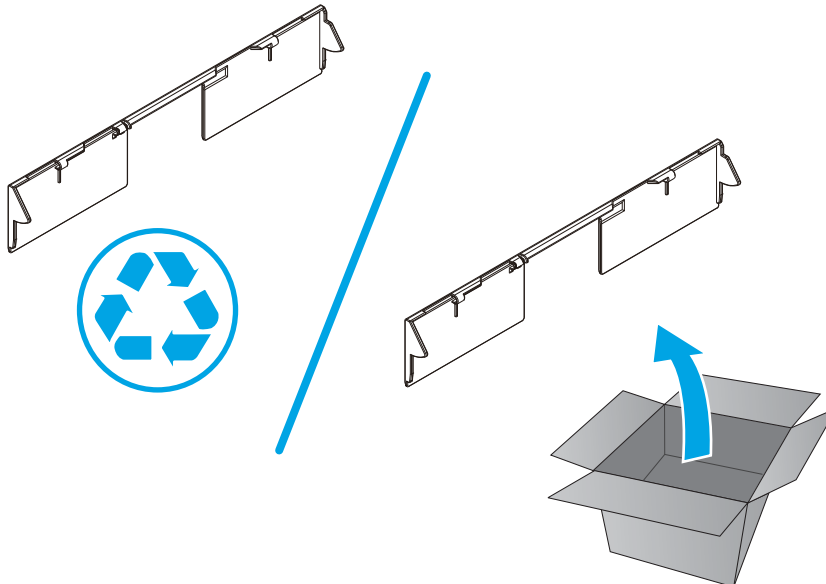
Step 7: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-192 Recycle and unpack

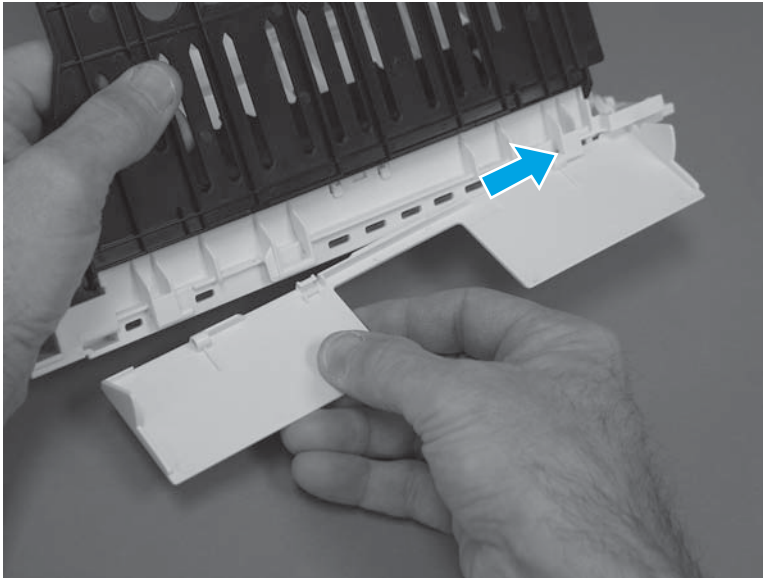


Step 8: Install the cassette rear door assembly

The figures in this procedure show a duplex rear cover assembly. However, the procedure is valid for a simple rear cover.

1. Position the cover on the rear door with the right-side hinge holder on the cover engaged with the right-side hinge pin on the door.

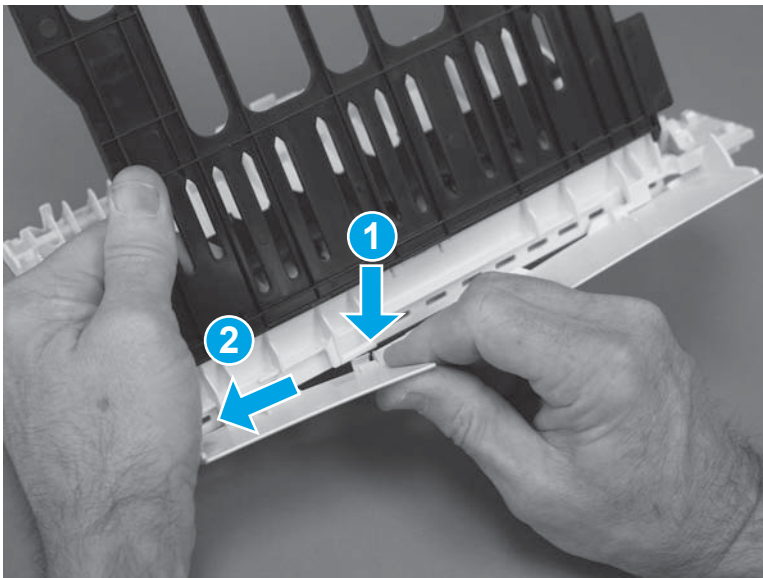
Figure 1-193 Engage the right-side hinge and pin



2. Carefully flex the cover to engage the left-side hinge pin and holder (callout 1), and the retainer (callout 2).

 **NOTE:** When the cover is correctly installed, it moves freely on the hinge pins.

Figure 1-194 Engage the left-side hinge and retainer



Step 9: Install the rear door assembly

1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.


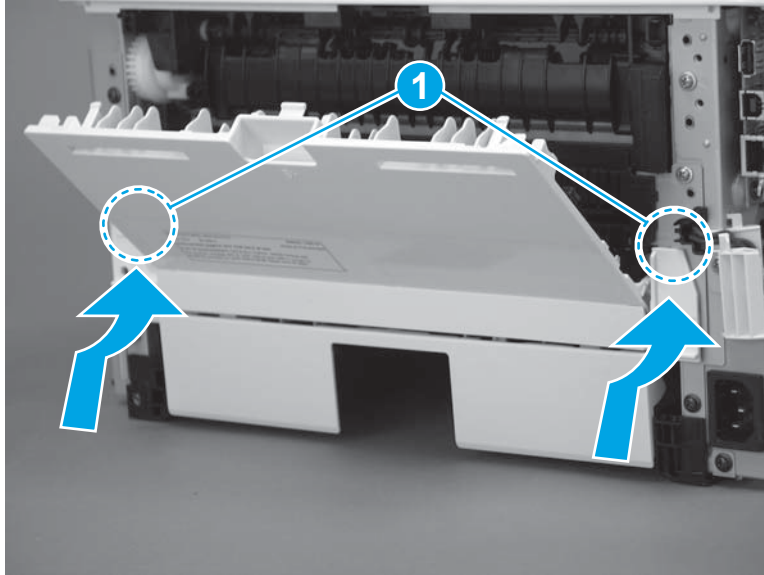
 **NOTE: Duplex models only:** Slide the duplex tray into the Tray 2 cavity.

Figure 1-195 Install the rear cover



2. Install two screws.

 **NOTE: Duplex models only:** Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

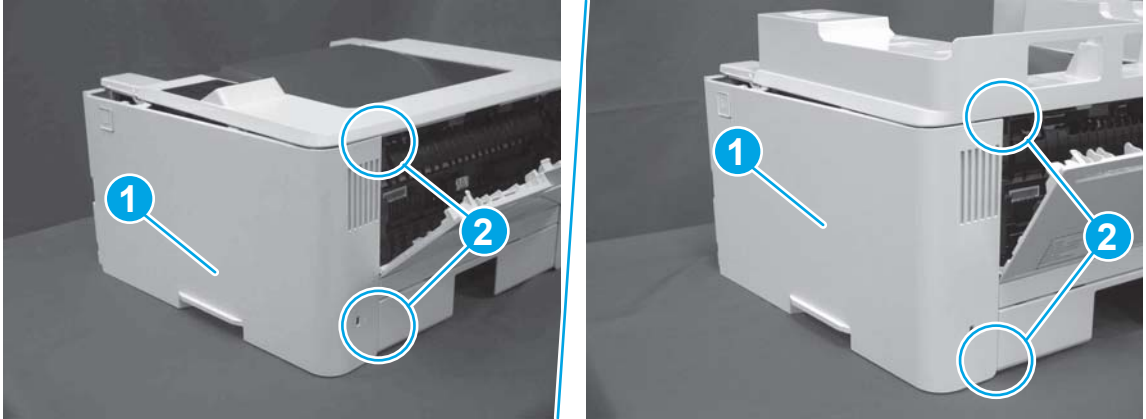
Figure 1-196 Install two screws



Step 10: Install the right cover

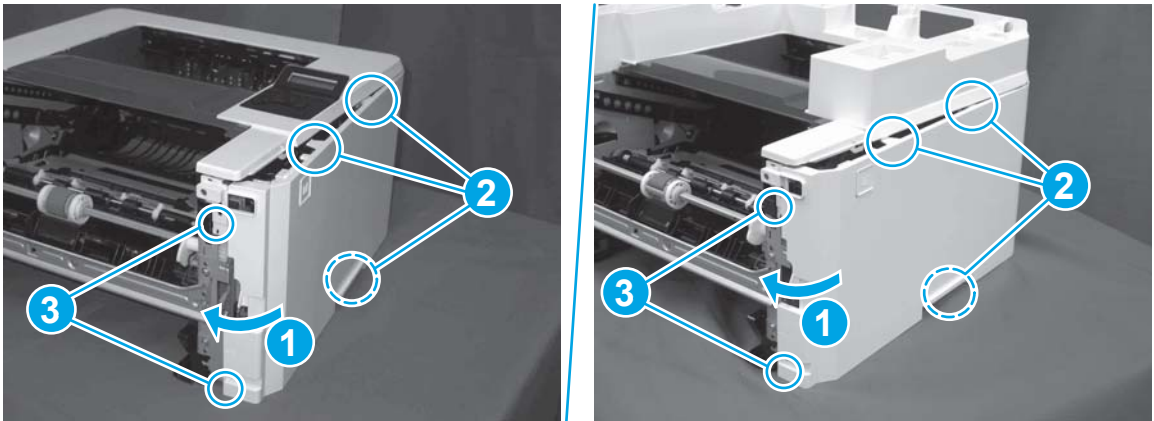
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-197 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-198 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


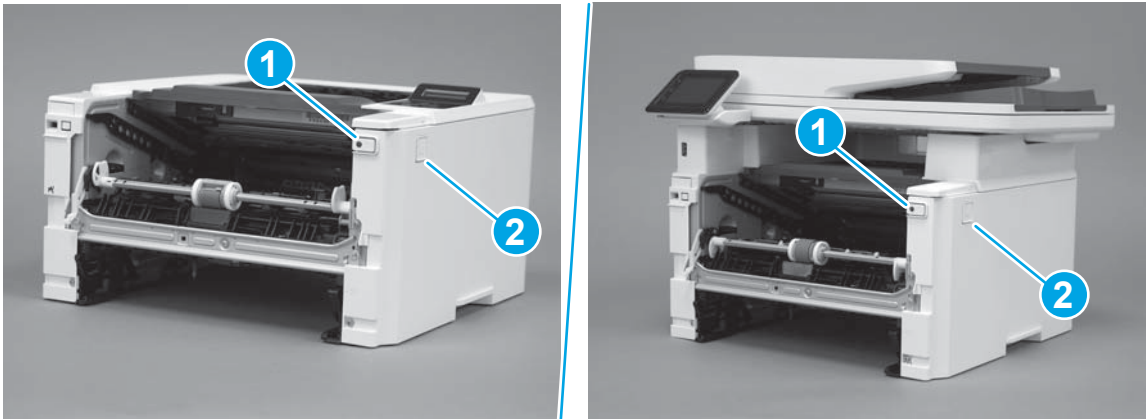
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-199 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

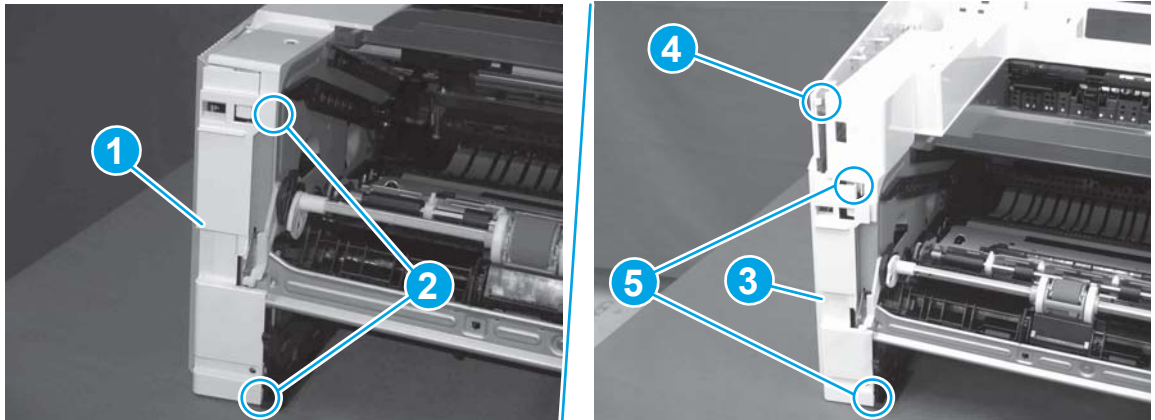
Figure 1-200 Install one screw



Step 11: Install the left cover

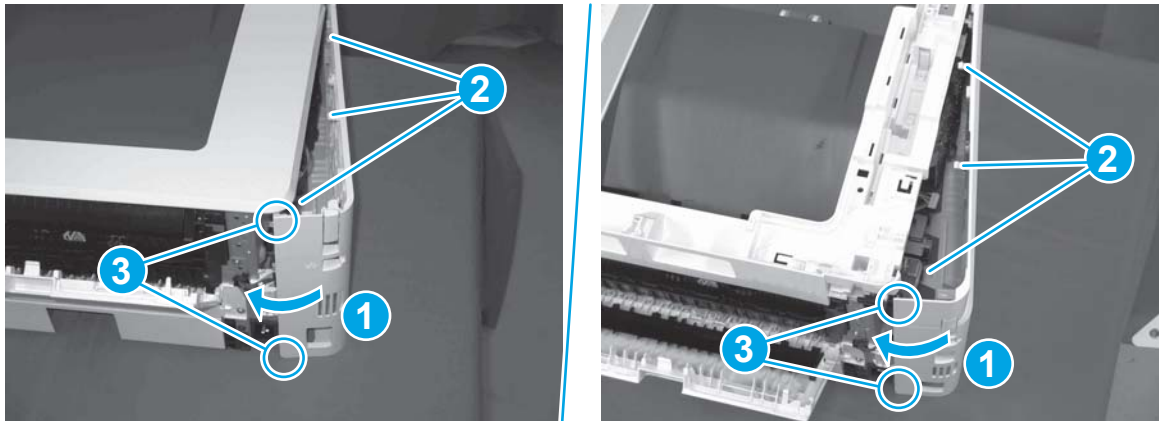
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-201 Install the cover



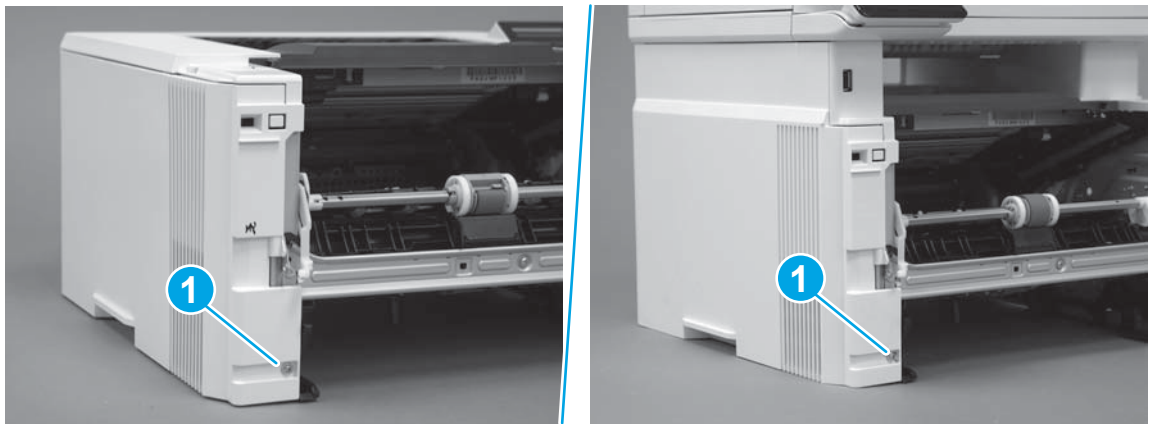
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-202 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-203 Install one screw

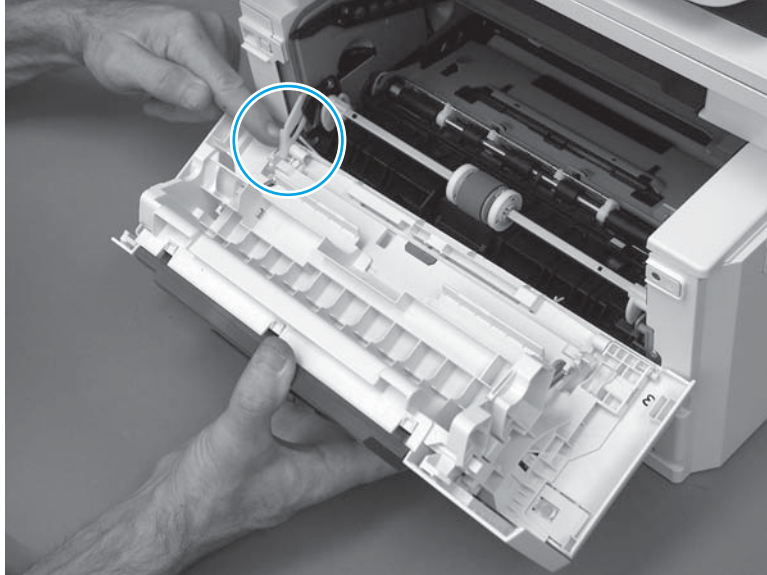


Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

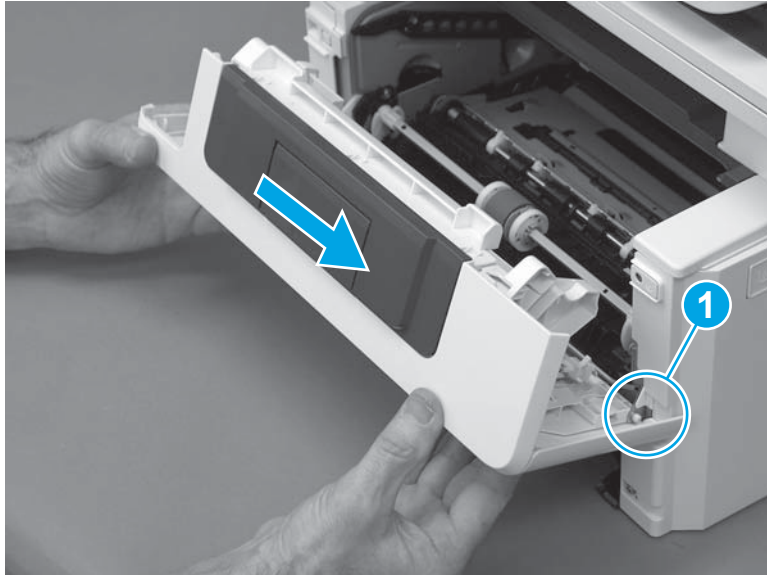
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-204 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

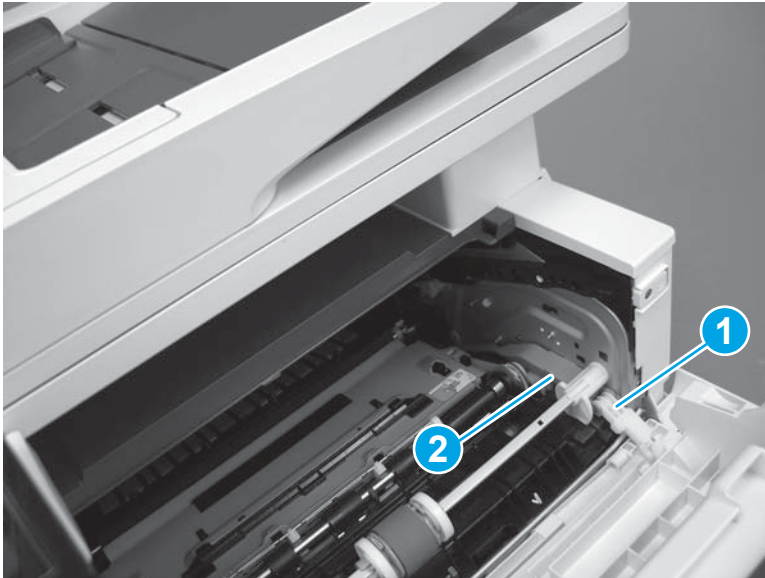
Figure 1-205 Install the door



3. Install the link (callout 1).

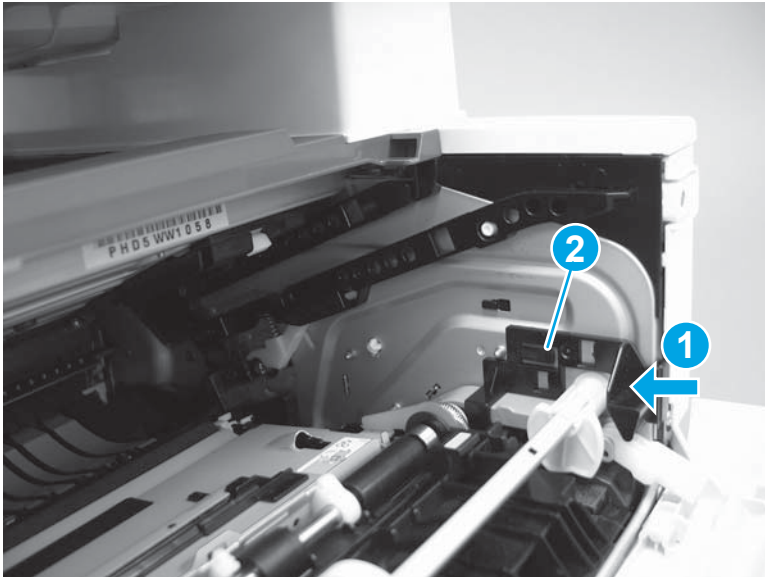
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-206 Install the pressure-release link



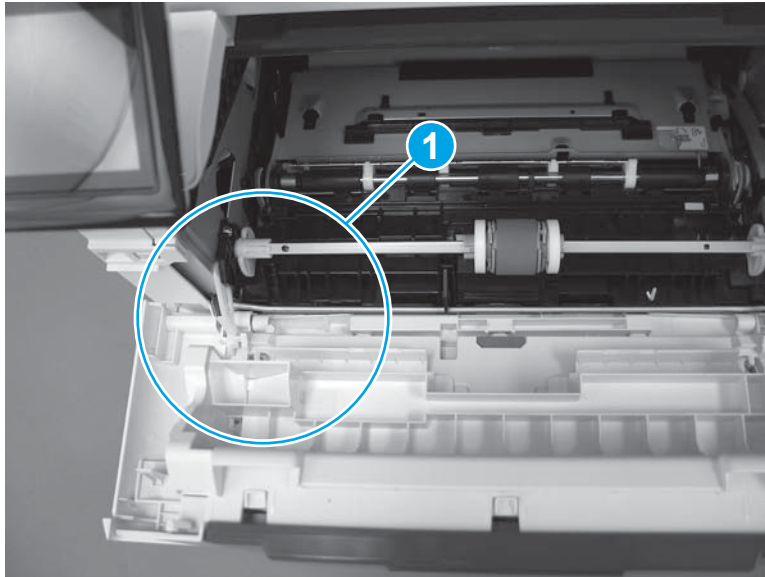
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-207 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-208 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


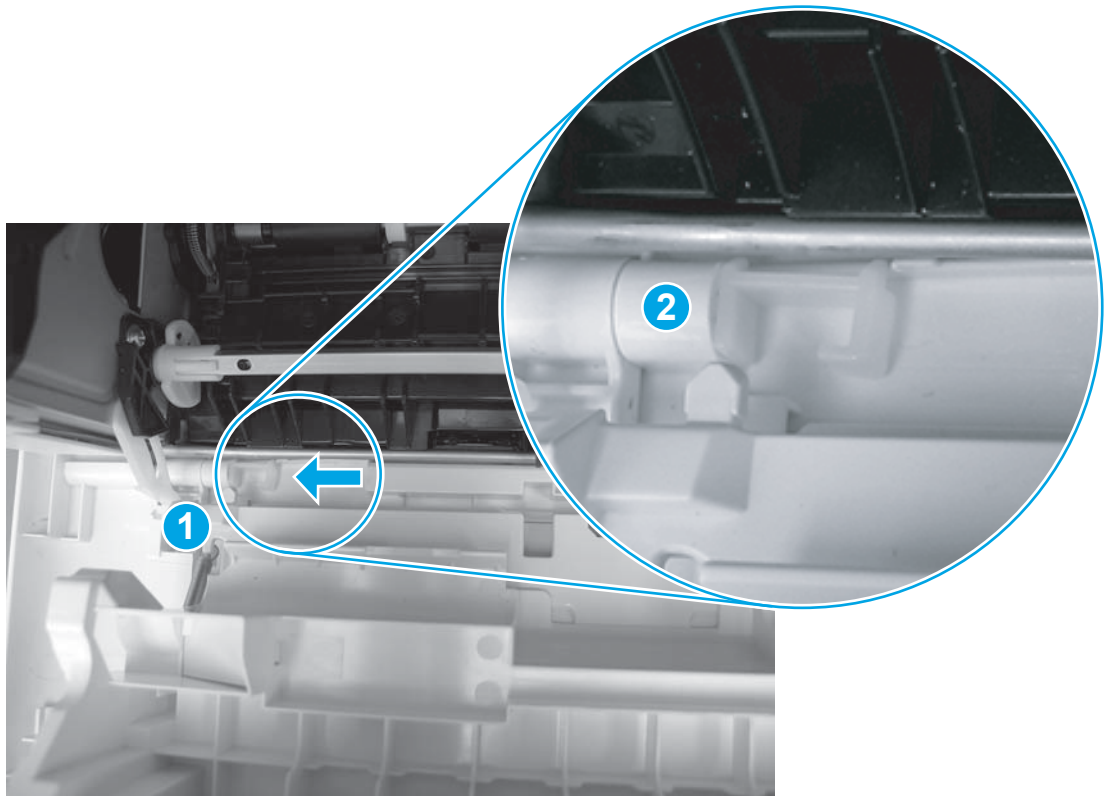
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-209 Install the support shaft



Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-210 Install the tray



Removal and replacement: Top cover (M427/M426)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M426\)](#)
- [Step 6: Remove the control panel \(M427/M426\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Unpack the replacement assembly](#)
- [Step 9: Remove the cable guide \(M427/M426\)](#)
- [Step 10: Install the cable guide \(M427/M426\)](#)
- [Step 11: Install the top cover \(M427/M426\)](#)
- [Step 12: Install the control panel \(M427/M426\)](#)
- [Step 13: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 14: Install the right cover](#)
- [Step 15: Install the left cover](#)
- [Step 16: Install the cartridge door assembly](#)
- [Step 17: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the top cover (M427/M426).

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.

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

Top cover (M427/M426) part number	
RC4-3207-000CN	Top cover (M427/M426)

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screw driver

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-211 Remove the tray



Step 2: Remove the cartridge door assembly



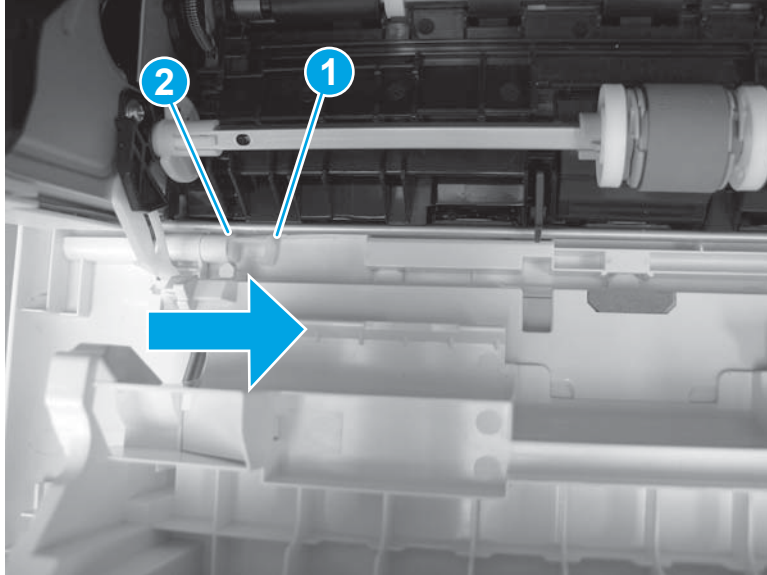
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



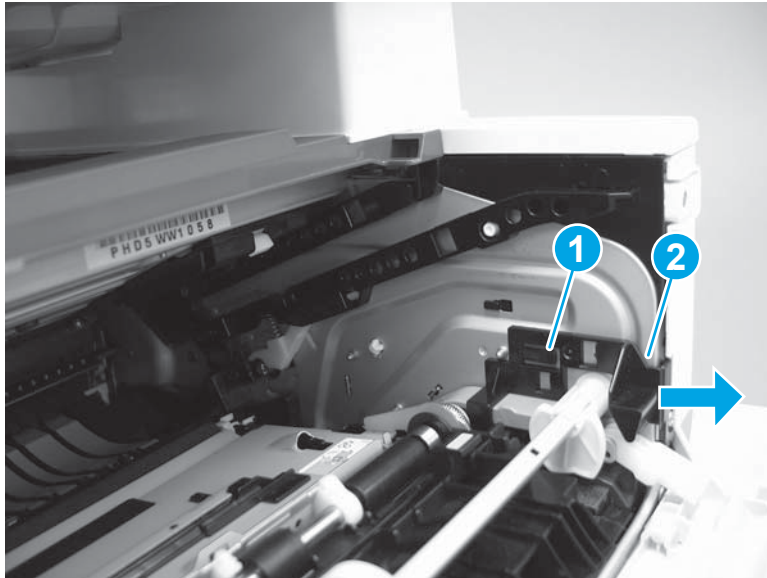
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-212 Release the support shaft



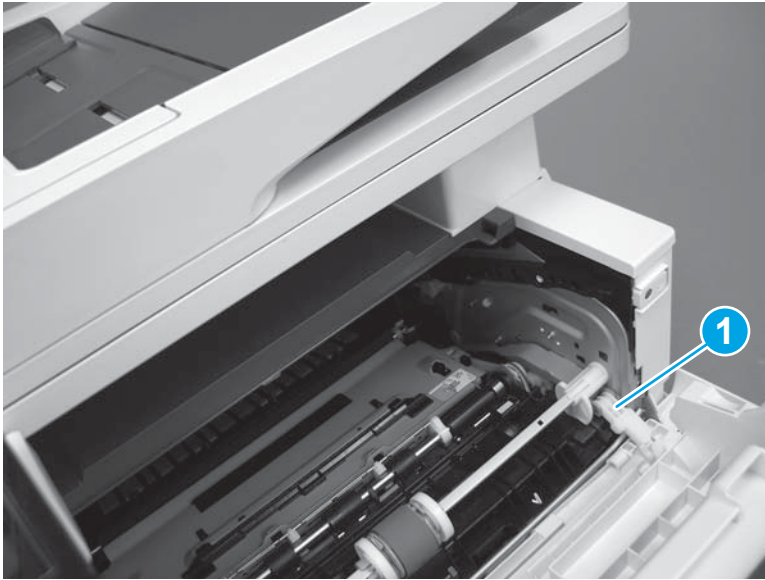
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-213 Remove the guide



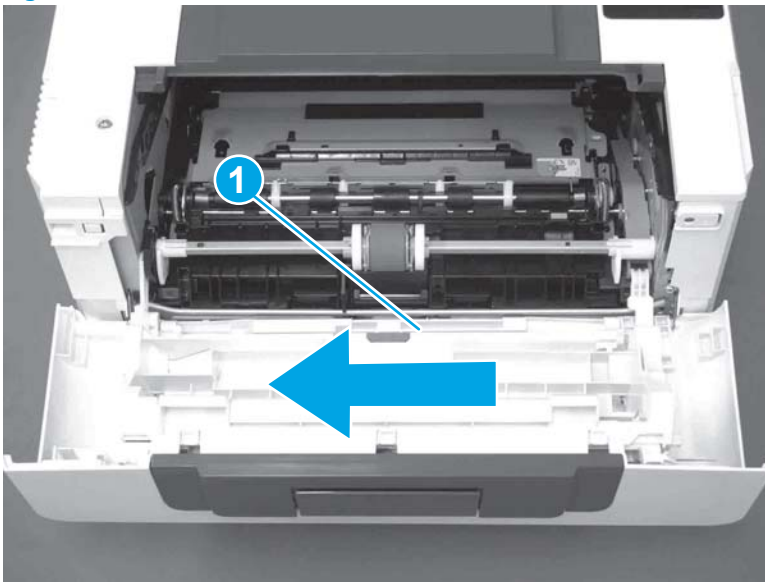
3. Remove the link arm (callout 1).

Figure 1-214 Remove the link arm



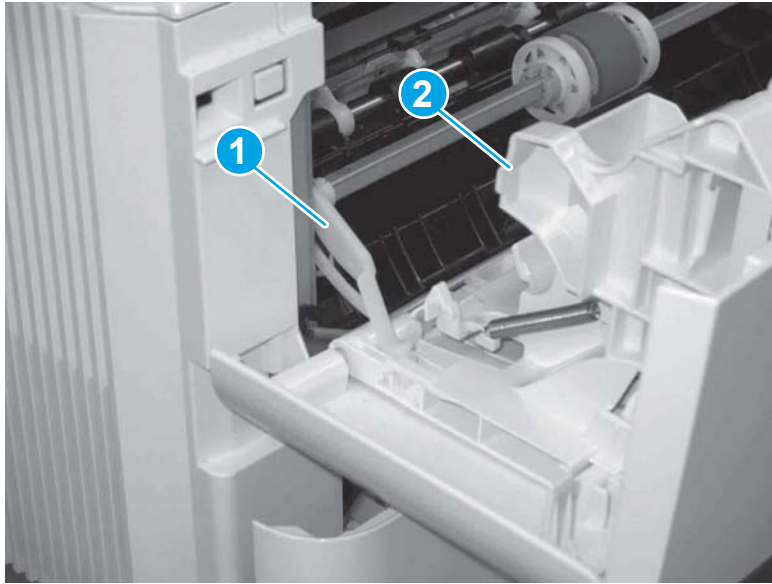
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-215 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

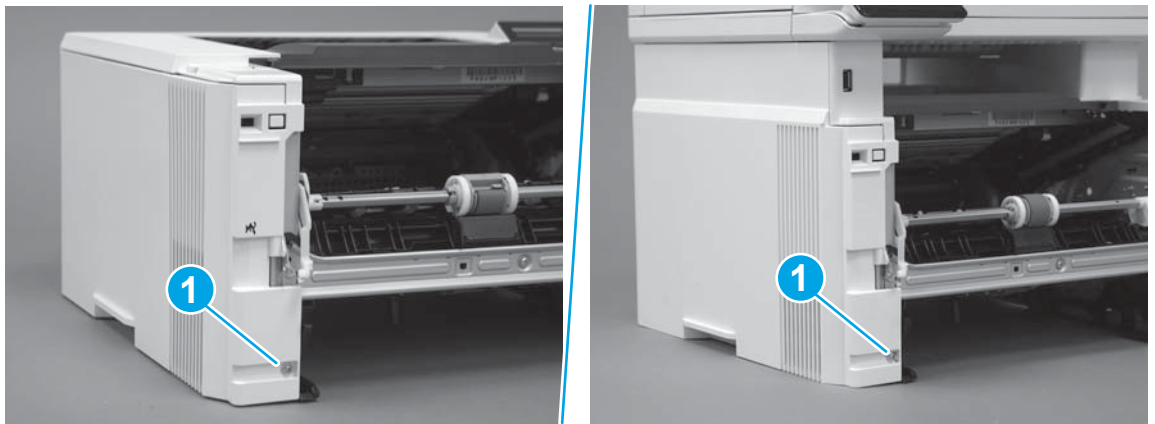
Figure 1-216 Release the left-side retainer arm



Step 3: Remove the left cover

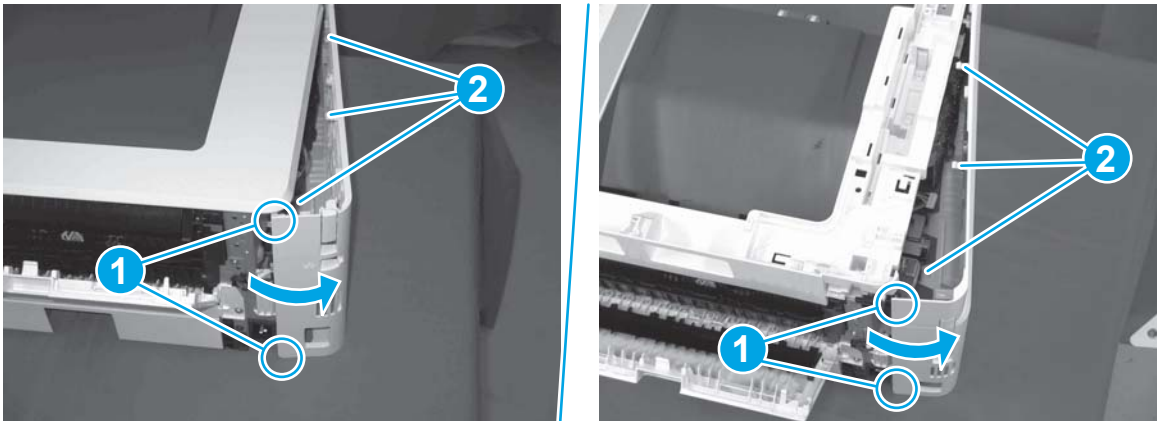
1. Remove one screw (callout 1).

Figure 1-217 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

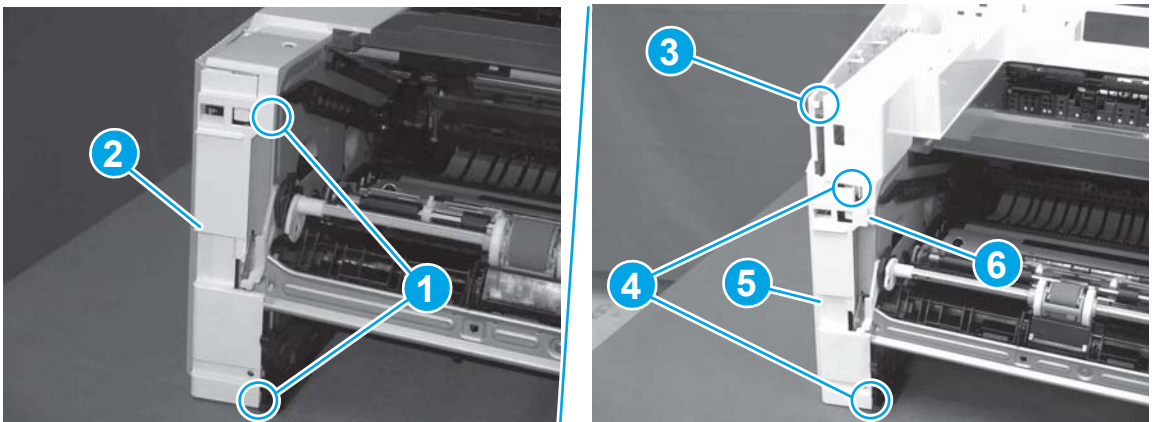
Figure 1-218 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

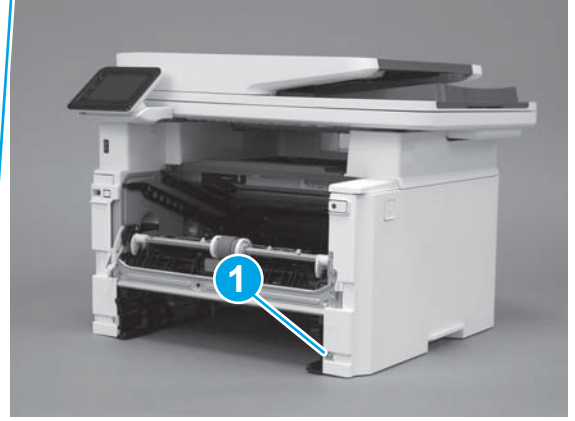
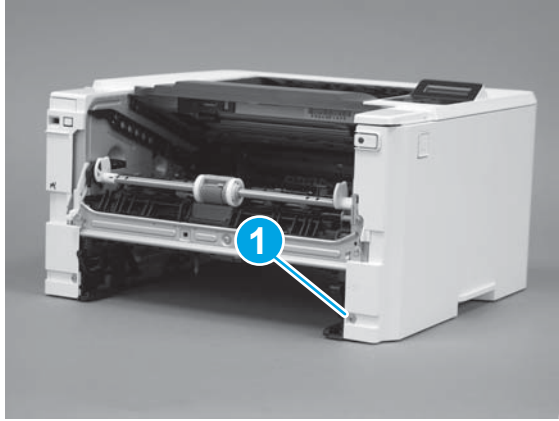
Figure 1-219 Remove the cover



Step 4: Remove the right cover

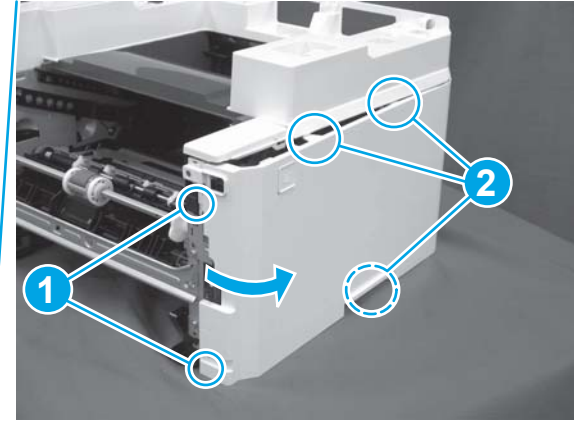
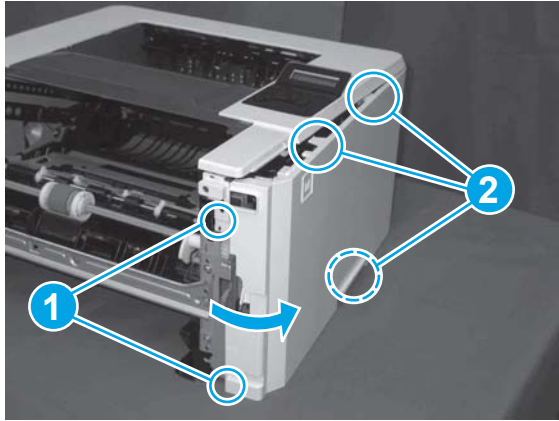
1. Remove one screw (callout 1).

Figure 1-220 Remove one screw



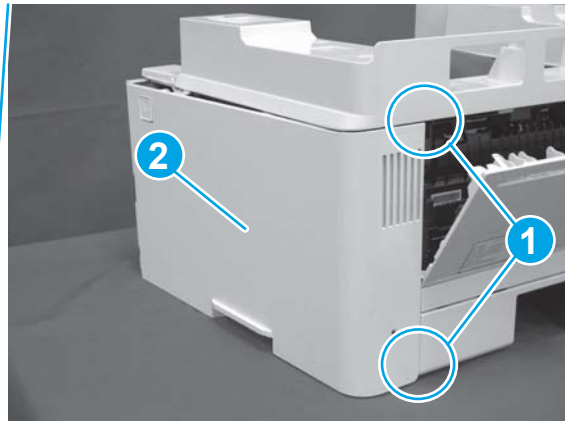
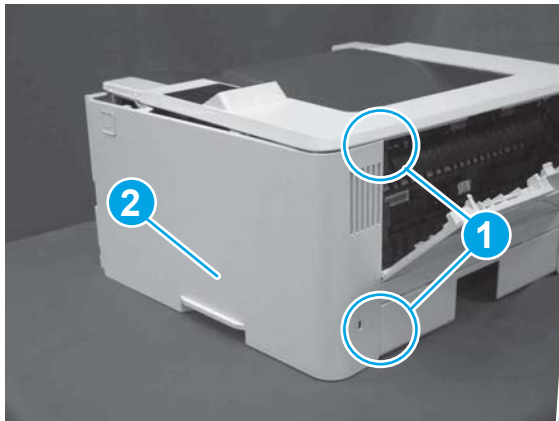
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-221 Release two bosses and three tabs




3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-222 Remove the cover

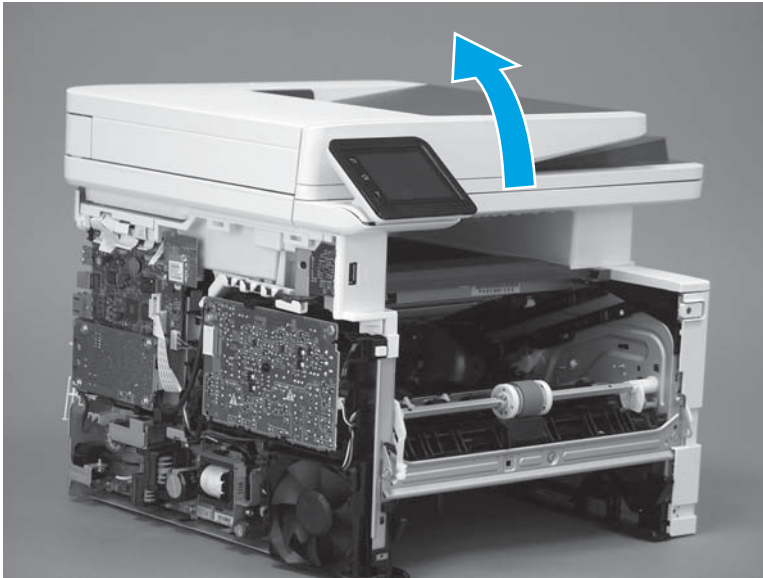


Step 5: Remove the integrated scanner assembly (M427/M426)

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

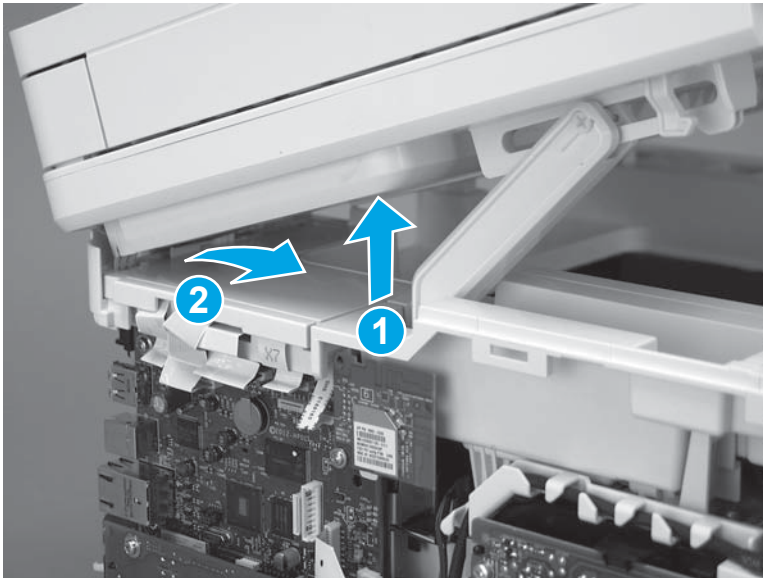
1. Raise the ISA.

Figure 1-223 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

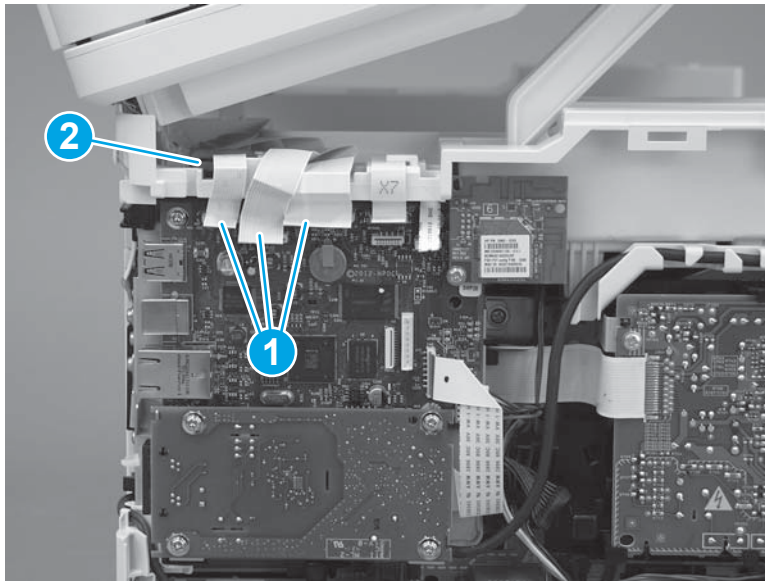
Figure 1-224 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

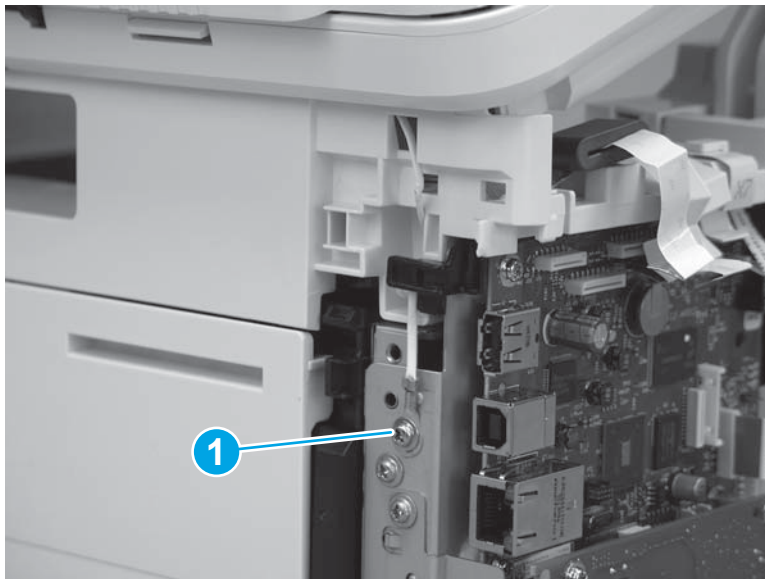
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-225 Disconnect three FFCs



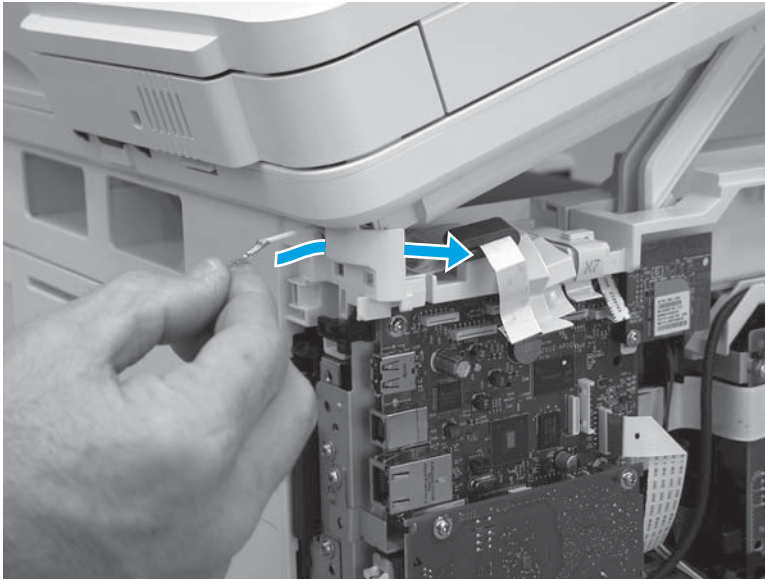
4. Remove one screw (callout 1).

Figure 1-226 Remove one screw



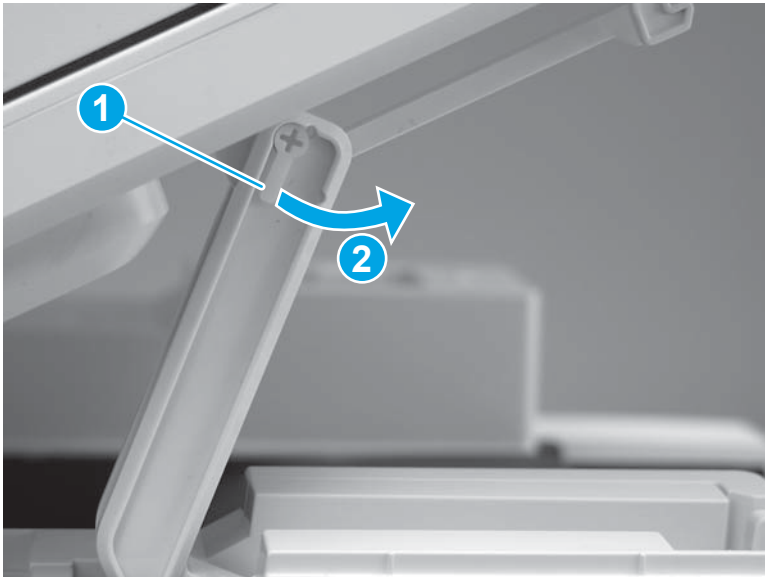
5. Pass the ground wire through the opening in the top cover.

Figure 1-227 Pass the wire through the opening



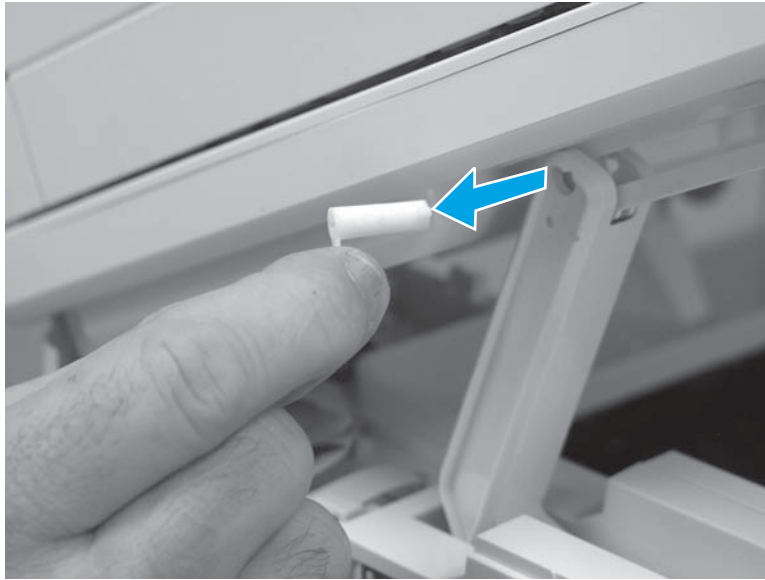
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-228 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-229 Remove the slider pin



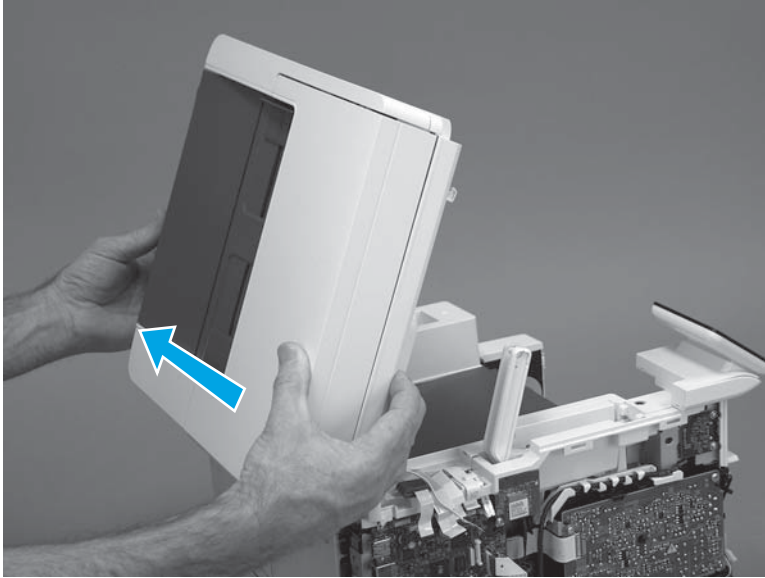
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-230 Rotate the ISA towards the rear of the printer



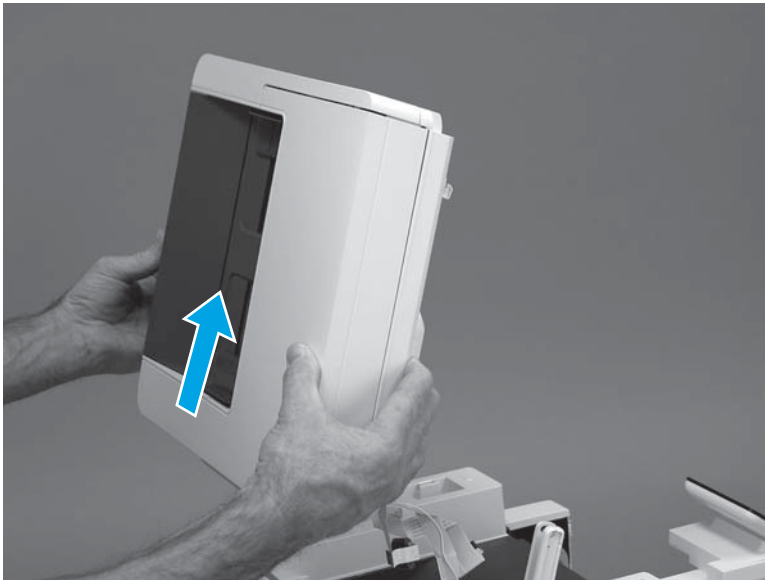
9. Slide the ISA as shown to release it.

Figure 1-231 Release the ISA



10. Remove the ISA.

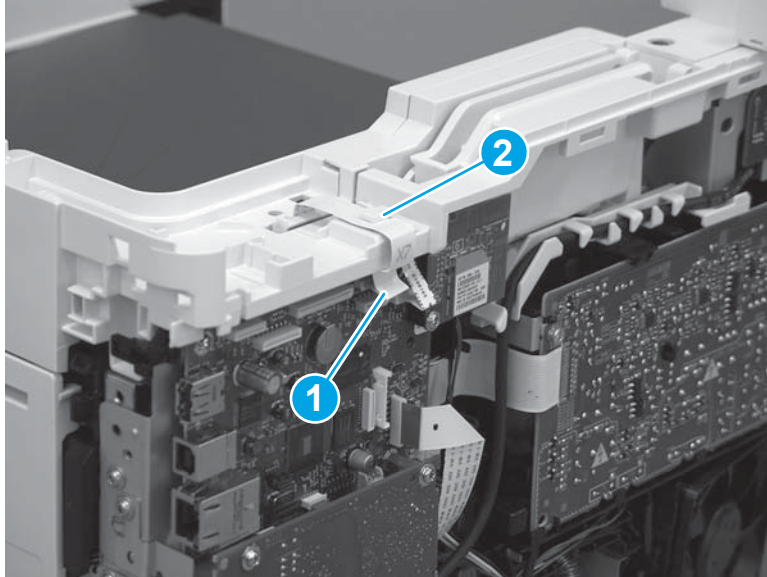
Figure 1-232 Remove the ISA



Step 6: Remove the control panel (M427/M426)

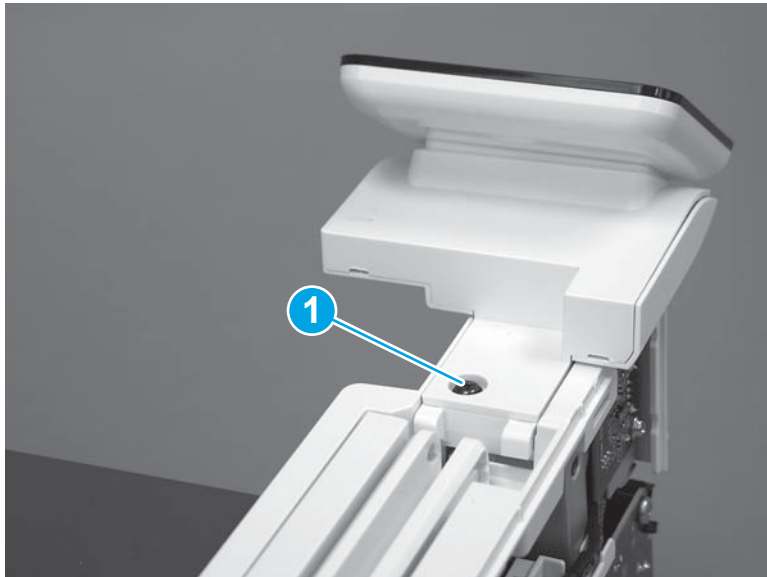
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-233 Disconnect one connector



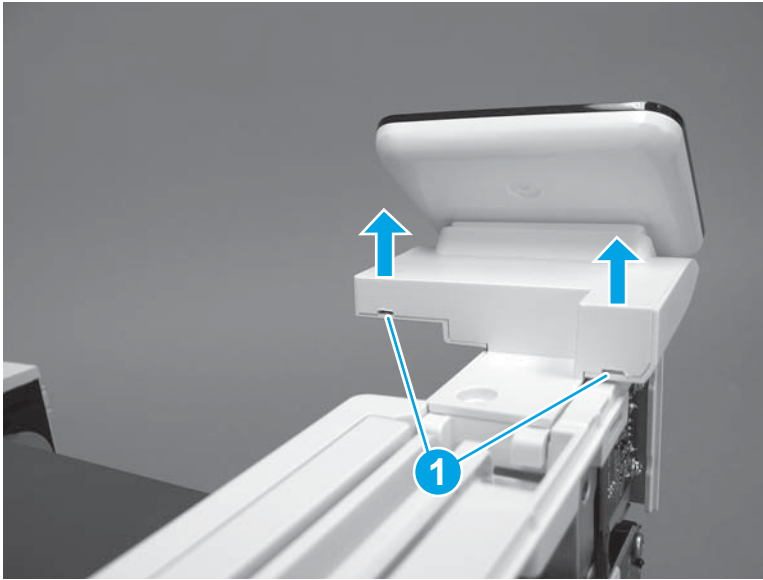
2. Remove one screw (callout 1).

Figure 1-234 Remove one screw



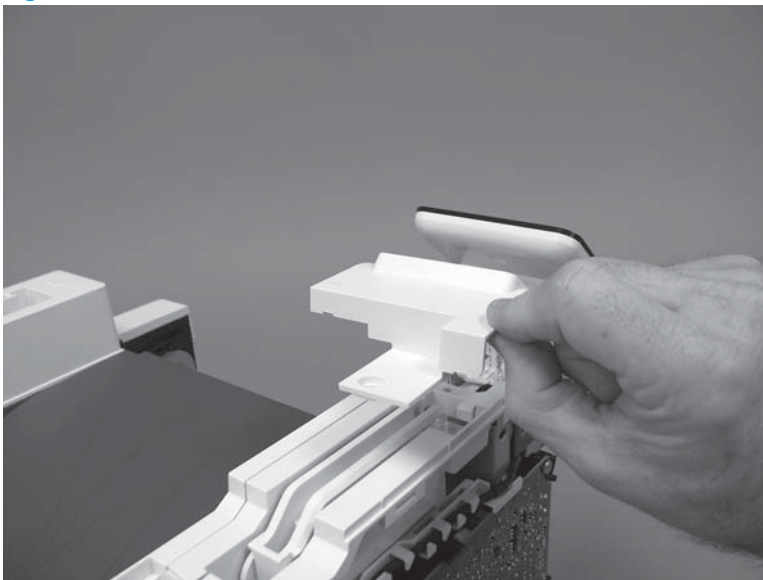
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-235 Release two tabs



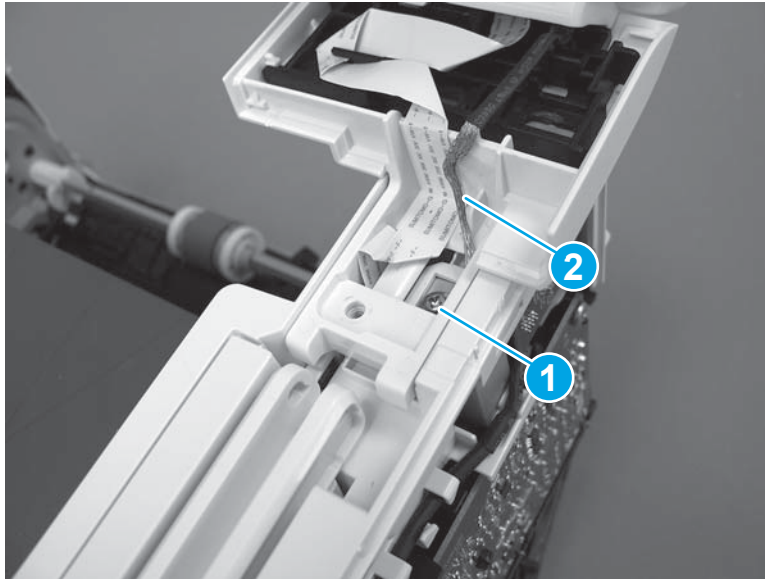
4. Remove the control-panel cable cover.

Figure 1-236 Remove the cover



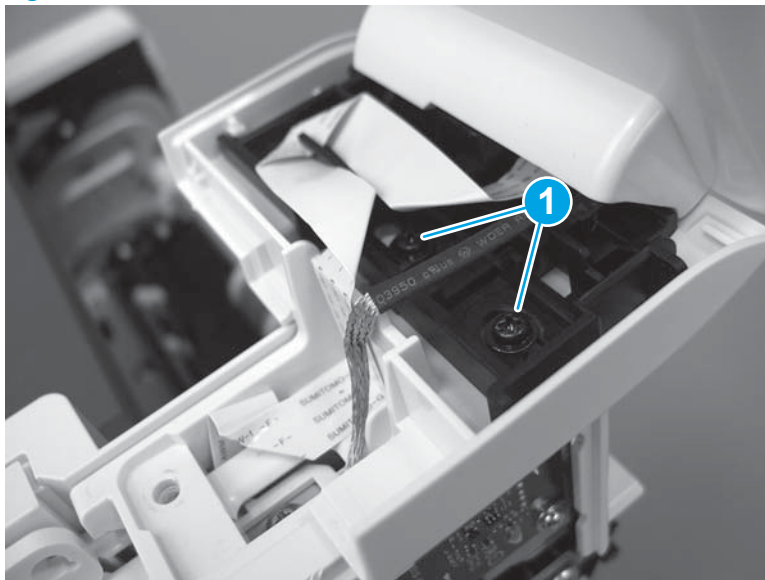
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-237 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

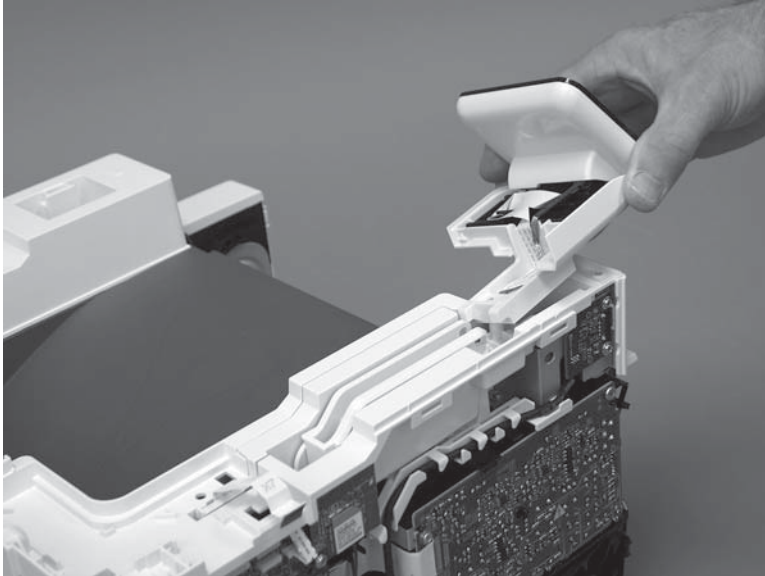
Figure 1-238 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

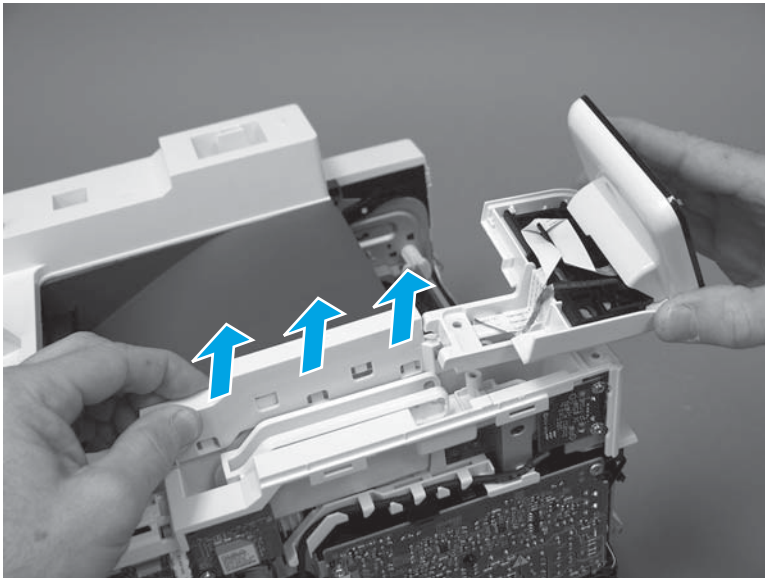
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-239 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

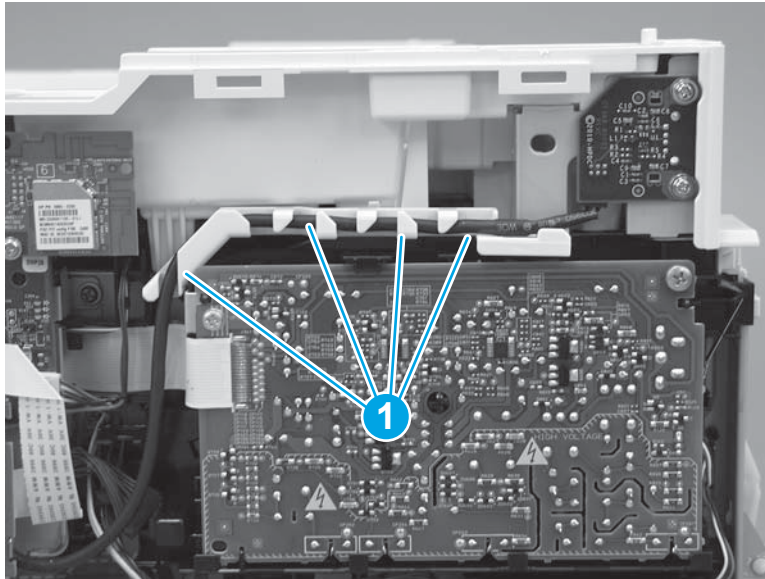
Figure 1-240 Remove the control-panel assembly



Step 7: Remove the top cover (M427/M426)

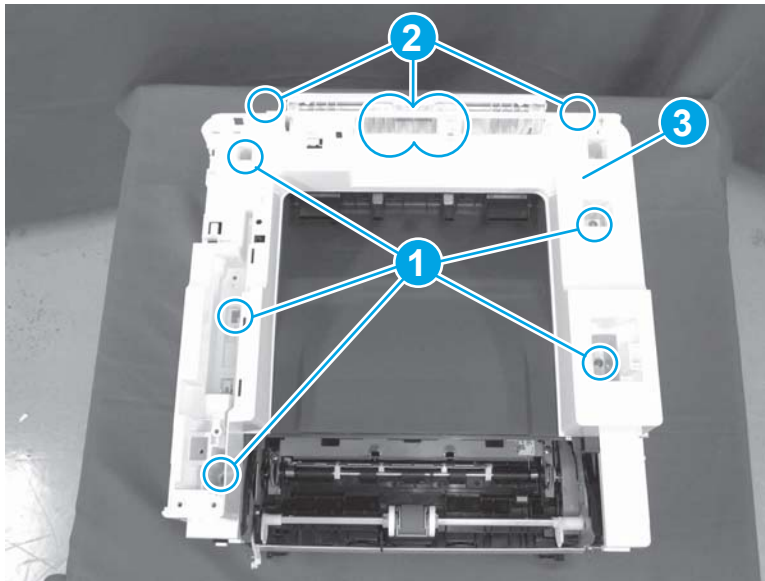
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-241 Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-242 Remove the cover



Step 8: Unpack the replacement assembly

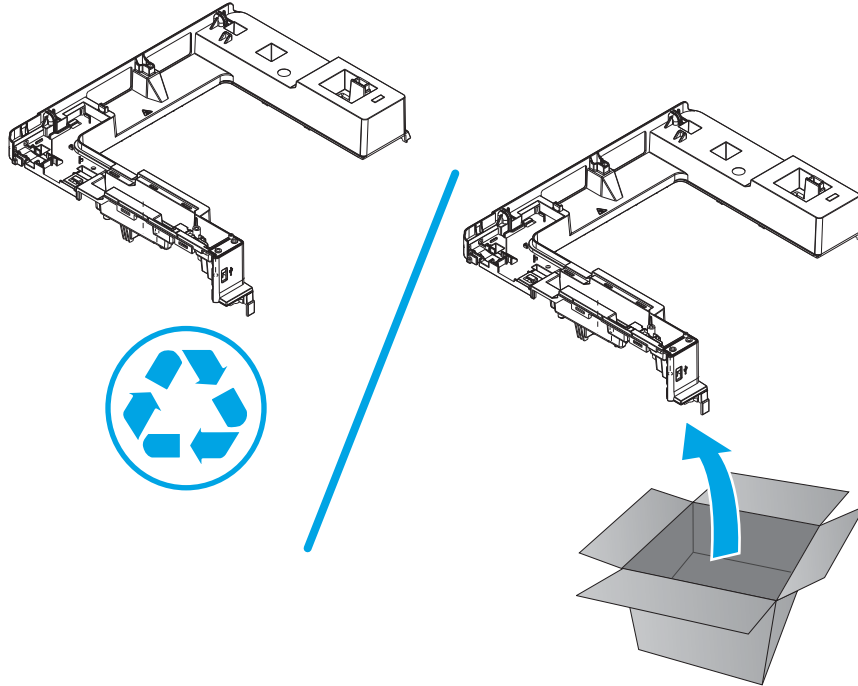
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

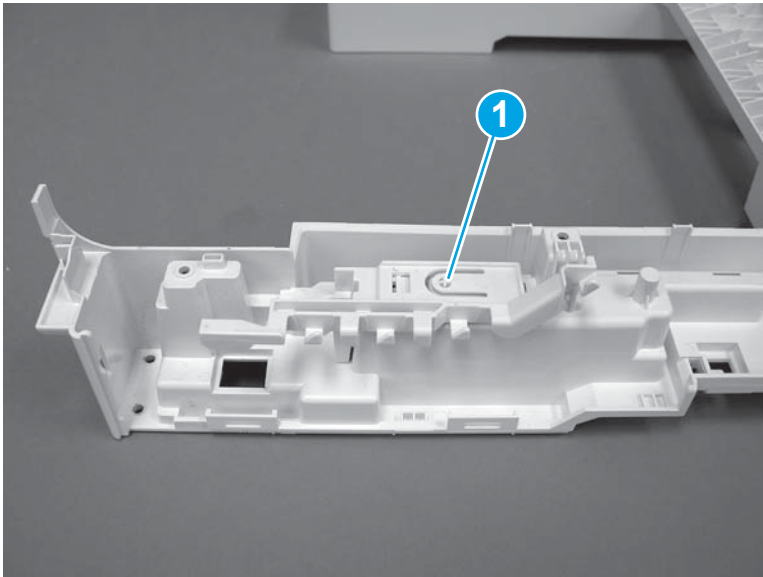
Figure 1-243 Recycle and unpack



Step 9: Remove the cable guide (M427/M426)

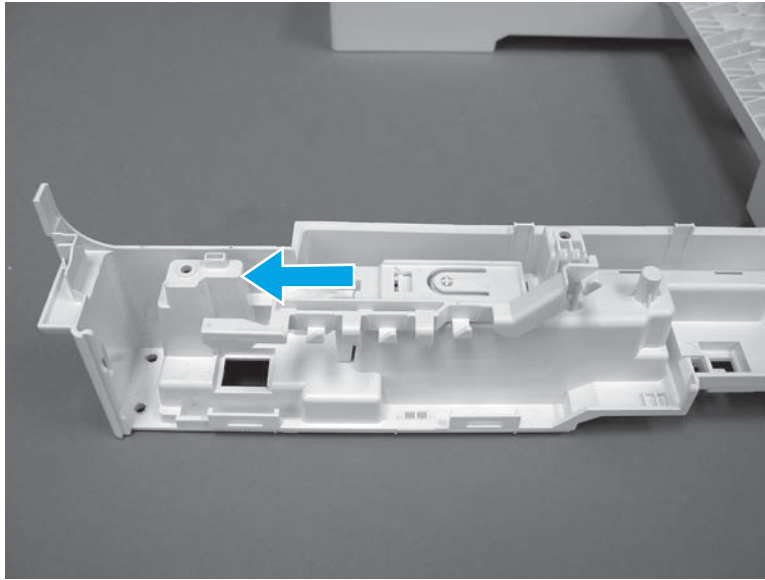
1. Turn the top cover over, and then release one tab (callout 1).

Figure 1-244 Release one tab



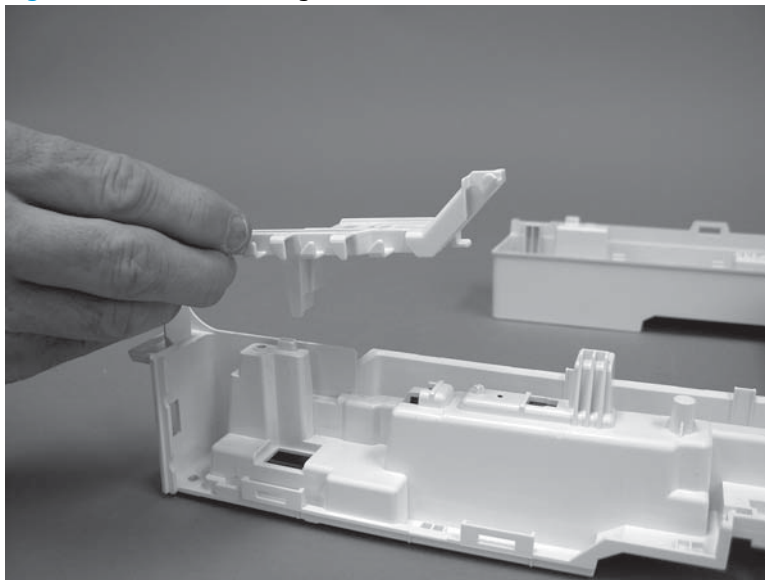
2. Slide the guide as shown to release it.

Figure 1-245 Release the guide



3. Remove the guide.

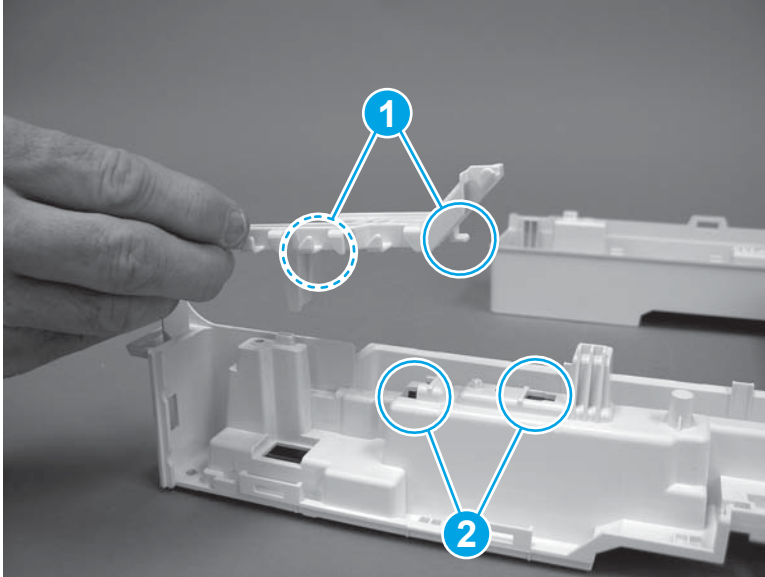
Figure 1-246 Remove the guide



Step 10: Install the cable guide (M427/M426)

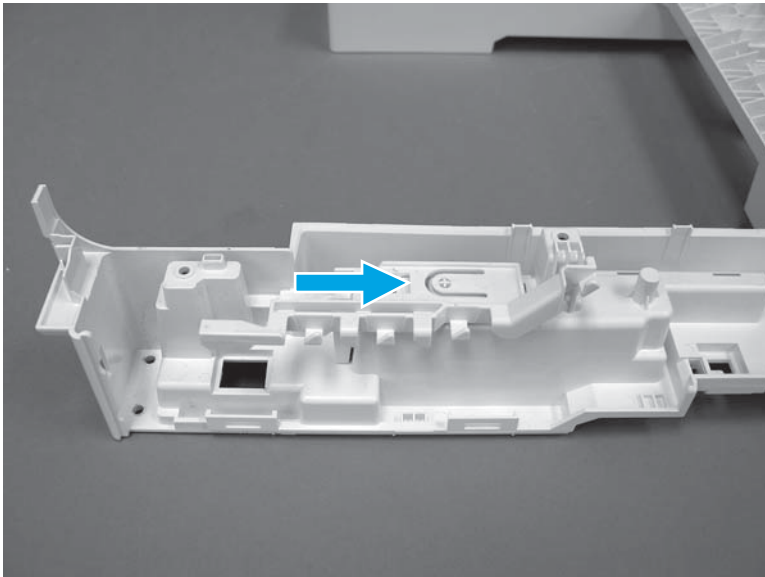
1. Position the guide on the printer with the two tabs (callout 1) in the slots (callout 2) in the chassis.

Figure 1-247 Position the guide on the printer



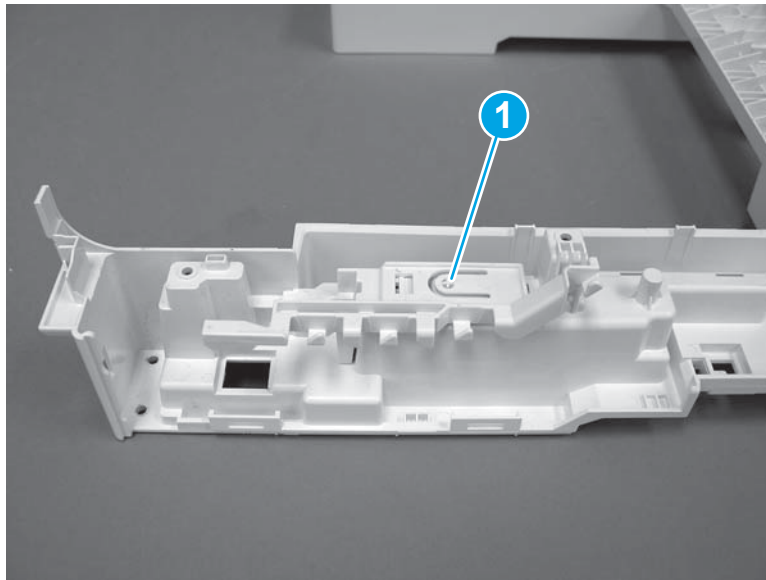
2. Slide the guide as shown (callout 1) to install it.

Figure 1-248 Install the guide



3. Make sure that the tab (callout 1) snaps into place.

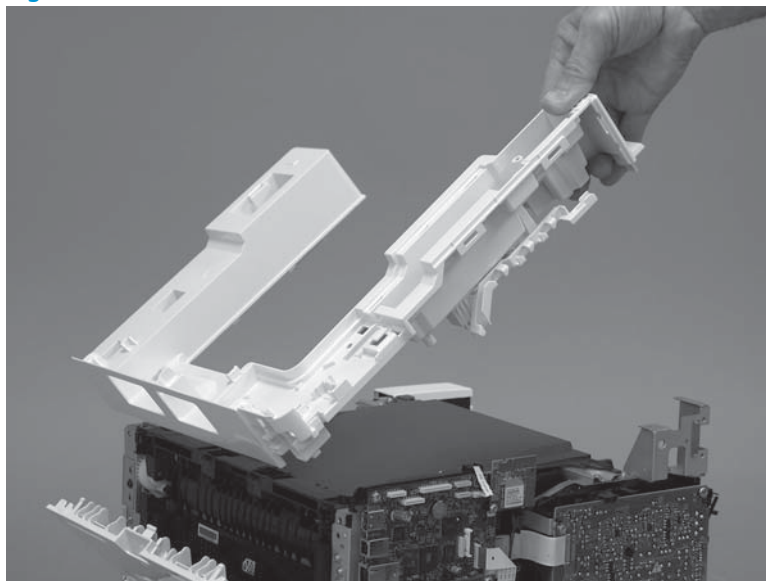
Figure 1-249 Check the guide



Step 11: Install the top cover (M427/M426)

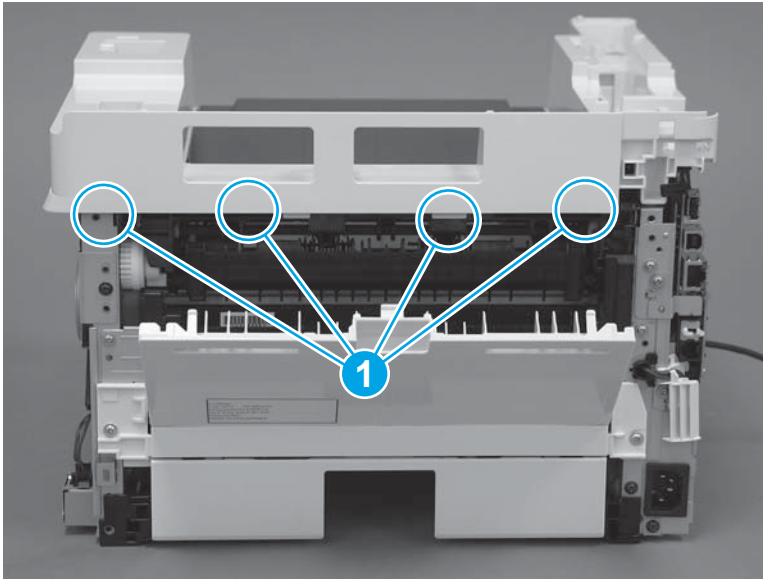
1. Position the rear edge of the top cover on the printer.

Figure 1-250 Install the cover



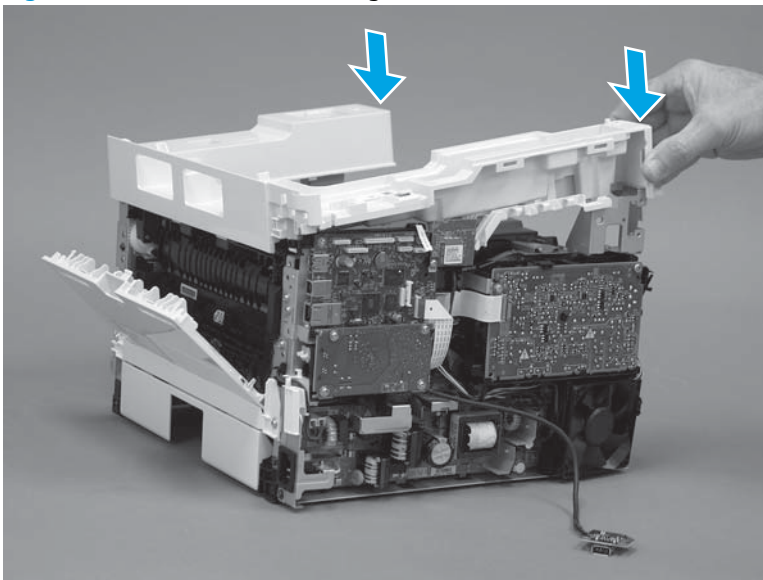
2. Engage four bosses (callout 1).

Figure 1-251 Engage four bosses



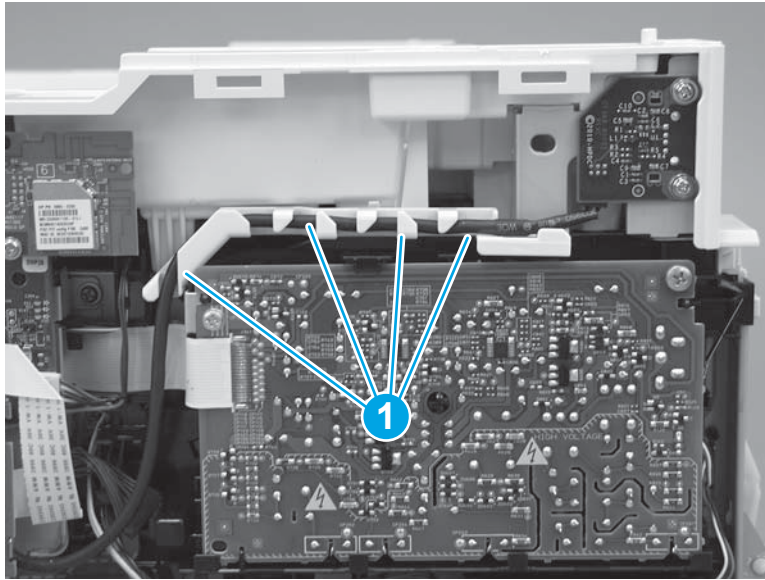
3. Rotate the front edge of the cover down.

Figure 1-252 Rotate the front edge of the cover down



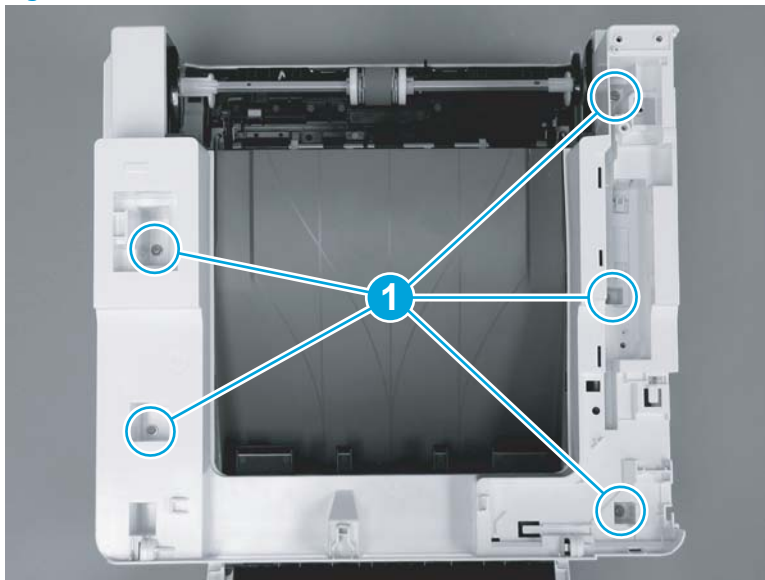
4. Install the USB cable (callout 1) in the guide.

Figure 1-253 Install the USB PCA



5. Install five screws (callout 1).

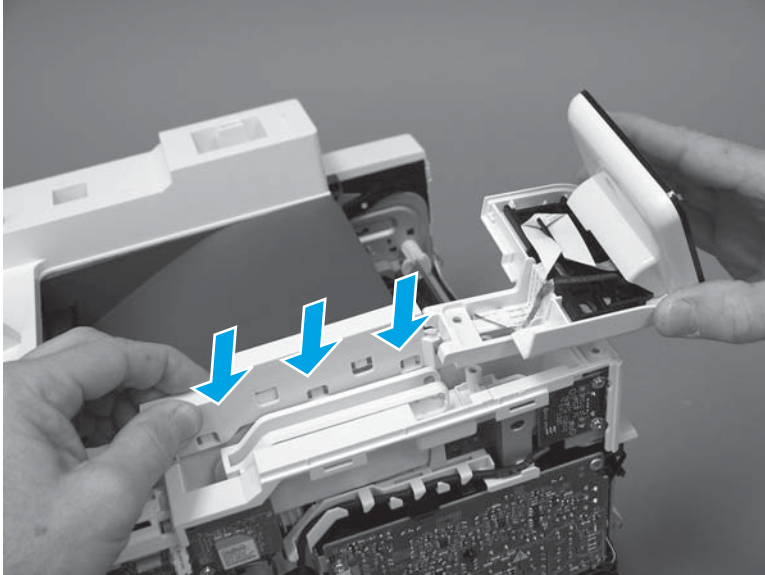
Figure 1-254 Install five screws



Step 12: Install the control panel (M427/M426)

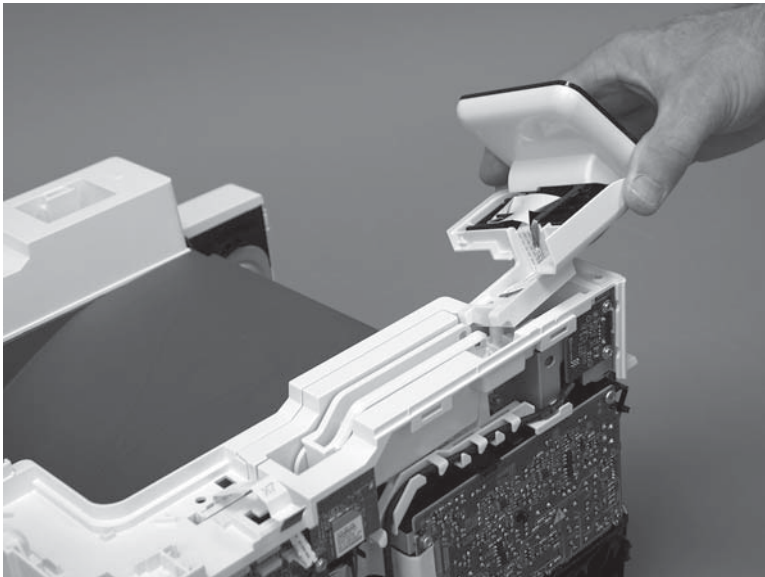
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-255 Install the control-panel FFC cover



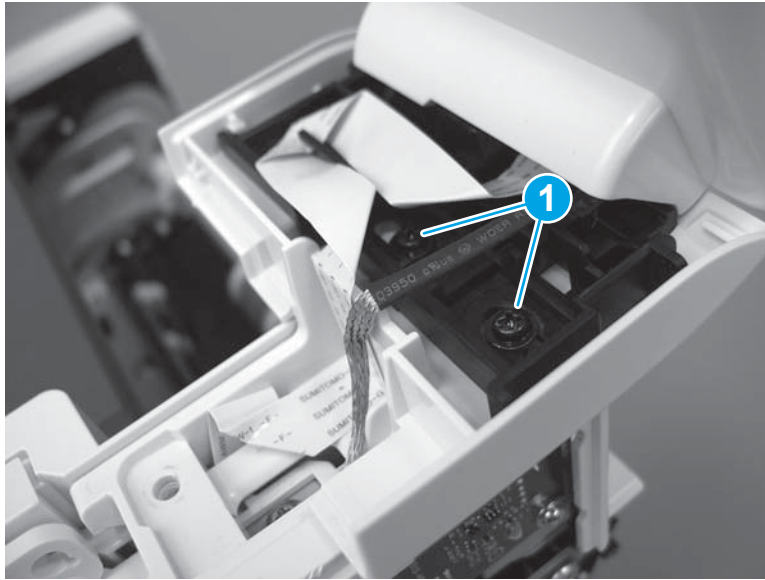
2. Install the control-panel assembly on the top cover.

Figure 1-256 Install the control-panel assembly



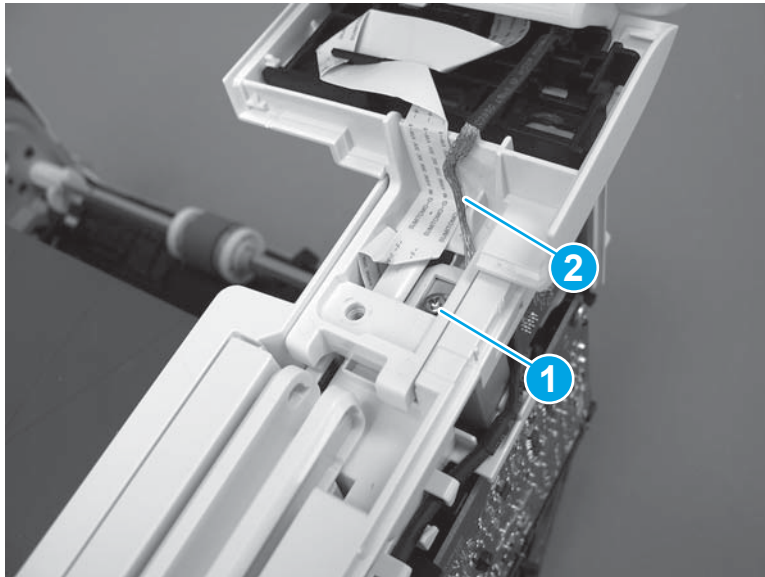
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-257 Install two screws



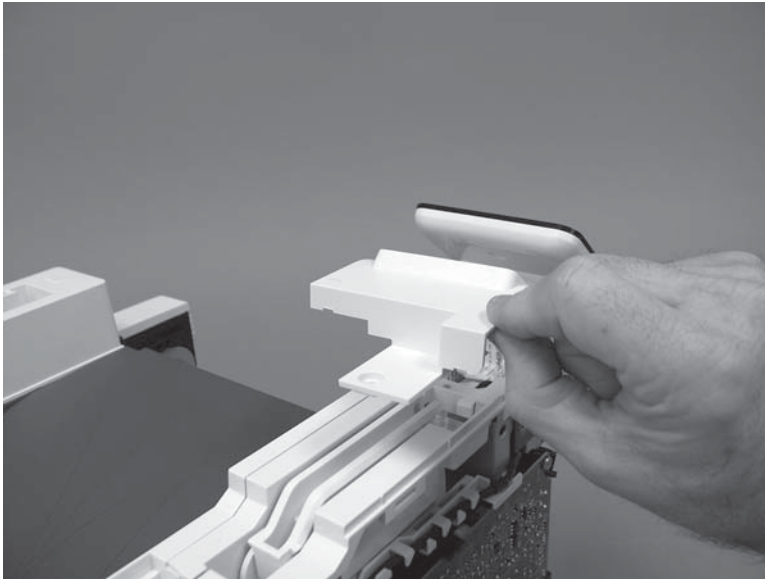
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-258 Remove one screw



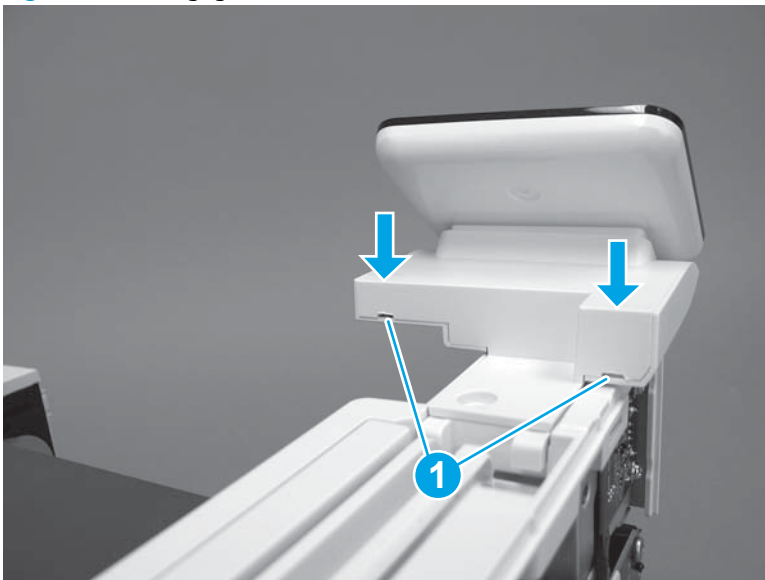
5. Install the control-panel cable cover.

Figure 1-259 Install the cover



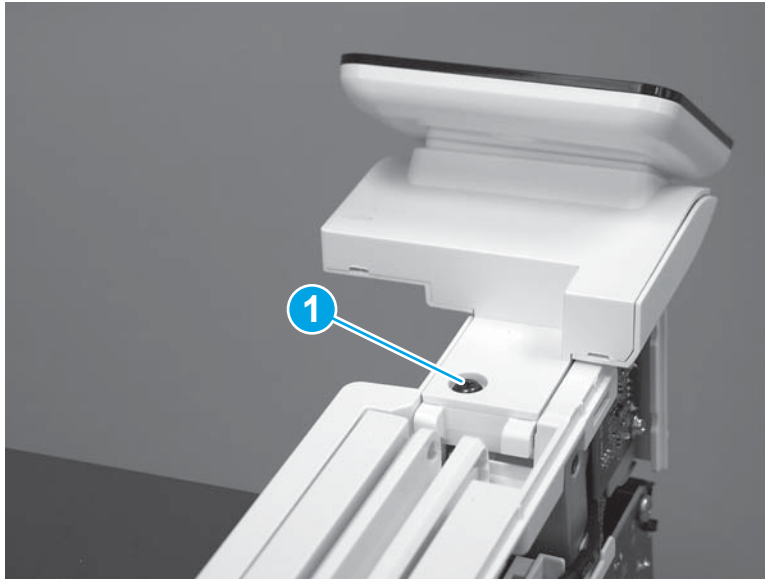
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-260 Engage two tabs



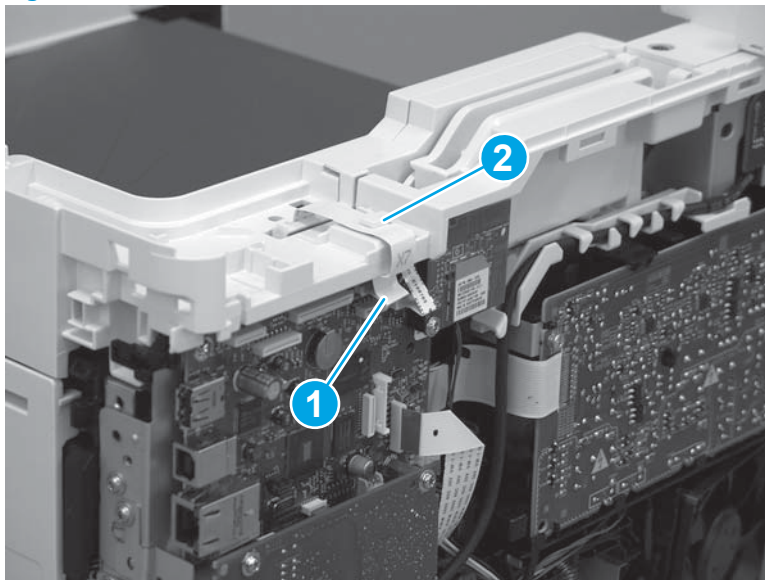
7. Install one screw (callout 1).

Figure 1-261 Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-262 Connect one connector

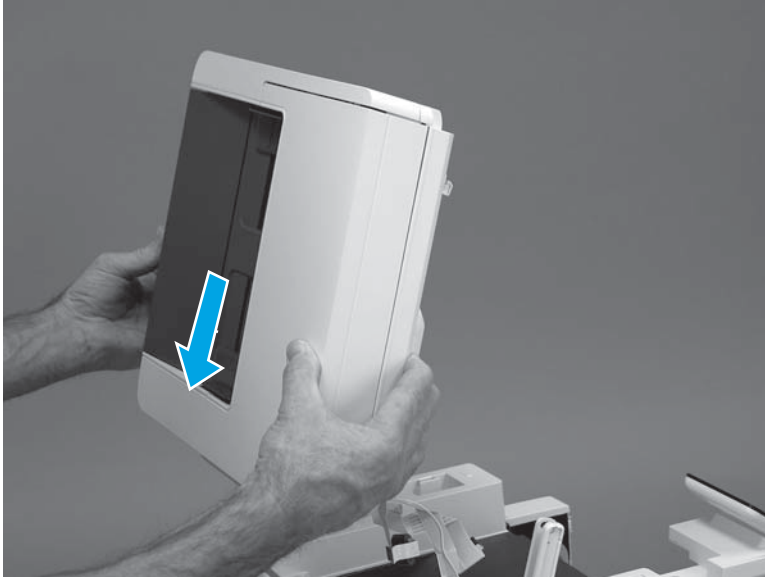


Step 13: Install the integrated scanner assembly (M427/M246)

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

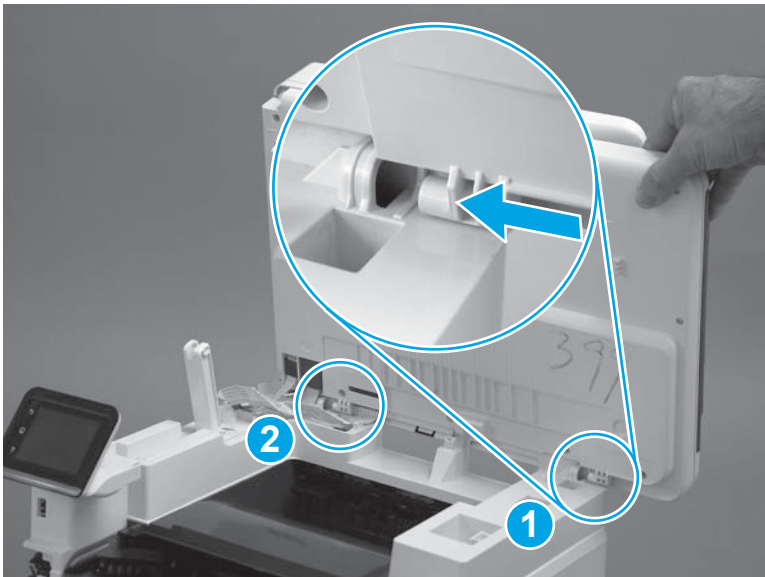
1. Position the ISA on the printer.

Figure 1-263 Position the ISA on the printer



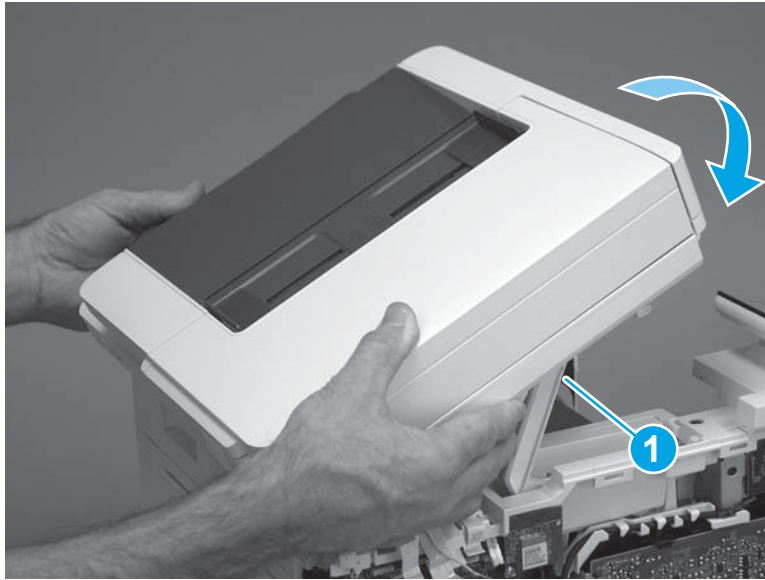
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-264 Engage the hinge pins with the holders



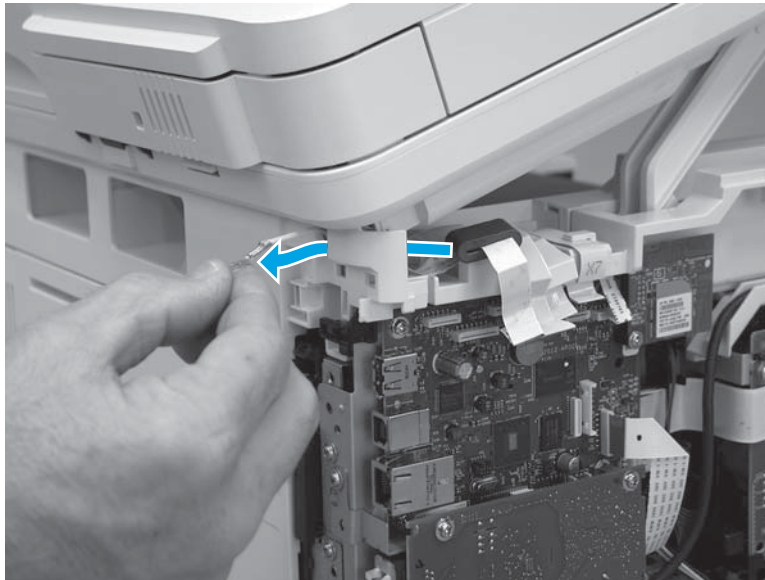
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-265 Rotate the ISA towards the front of the printer



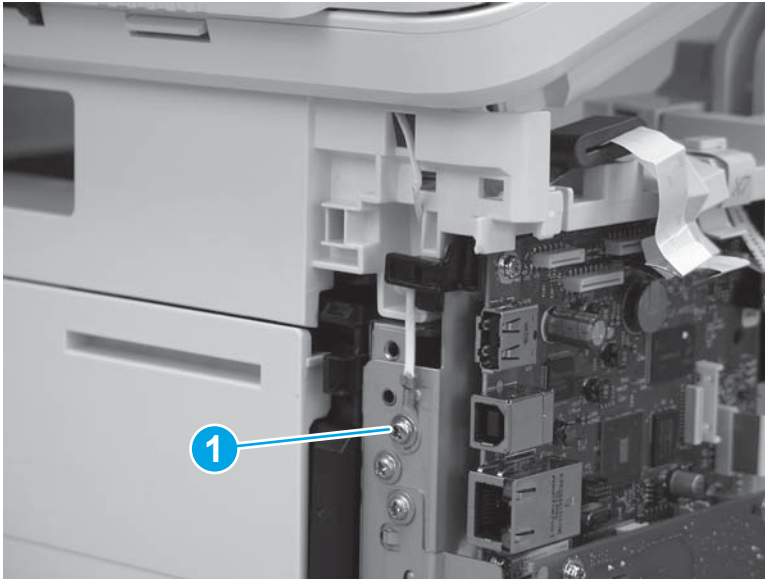
4. Pass the ground wire through the opening in the top cover.

Figure 1-266 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-267 Install one screw



6. Install the ISA lift assembly slider pin.


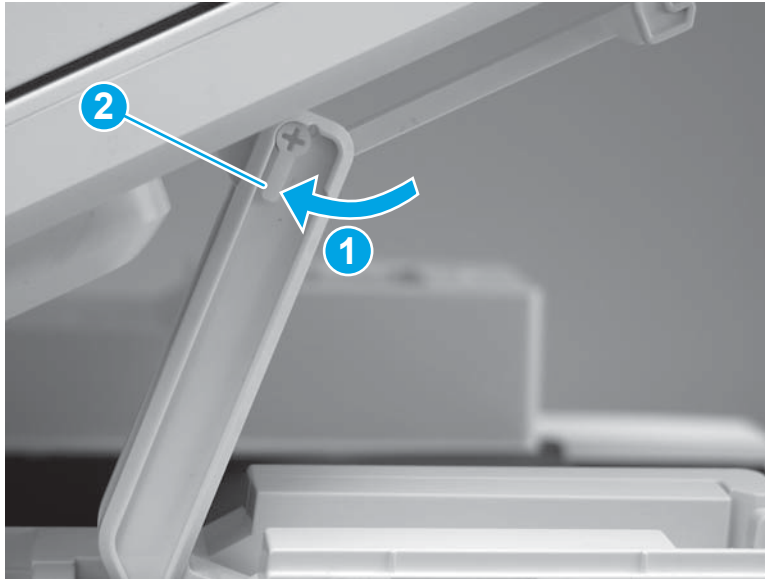
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-268 Install the slider pin



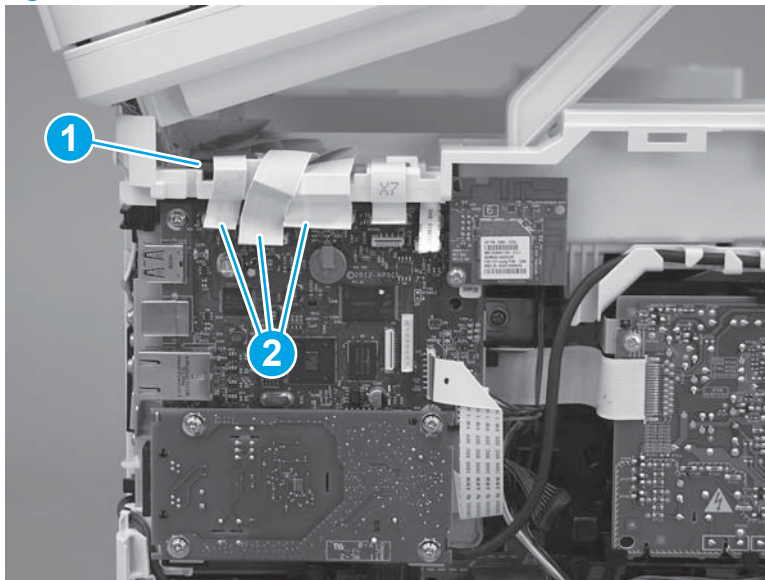
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-269 Secure the slider pin



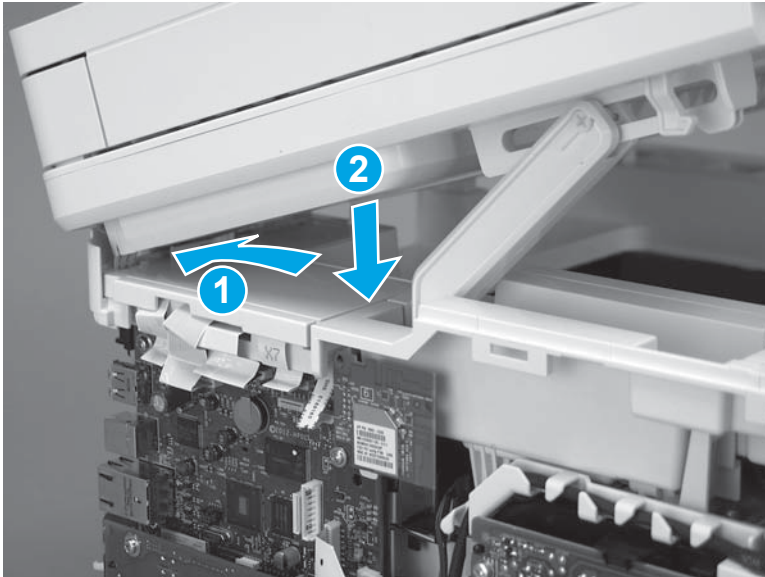
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-270 Connect three FFCs



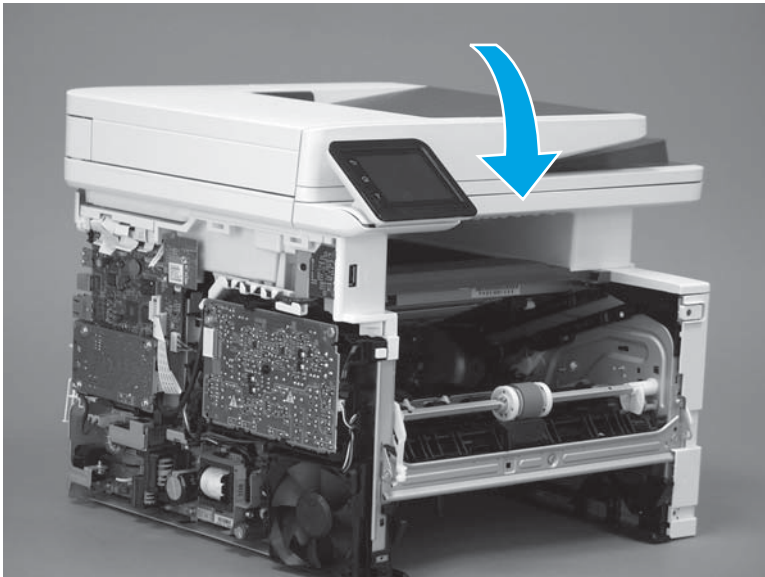
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-271 Install the ISA FFC cover



10. Lower the ISA.

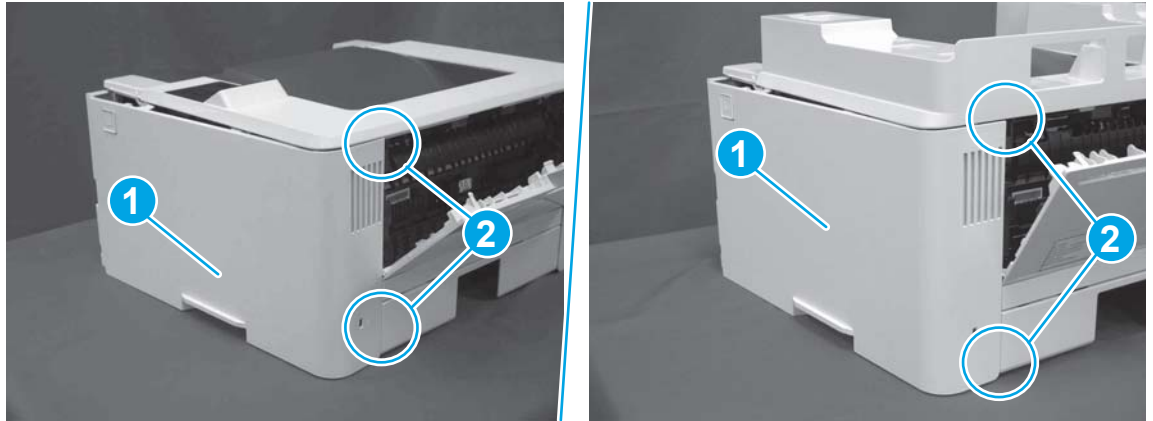
Figure 1-272 Lower the ISA



Step 14: Install the right cover

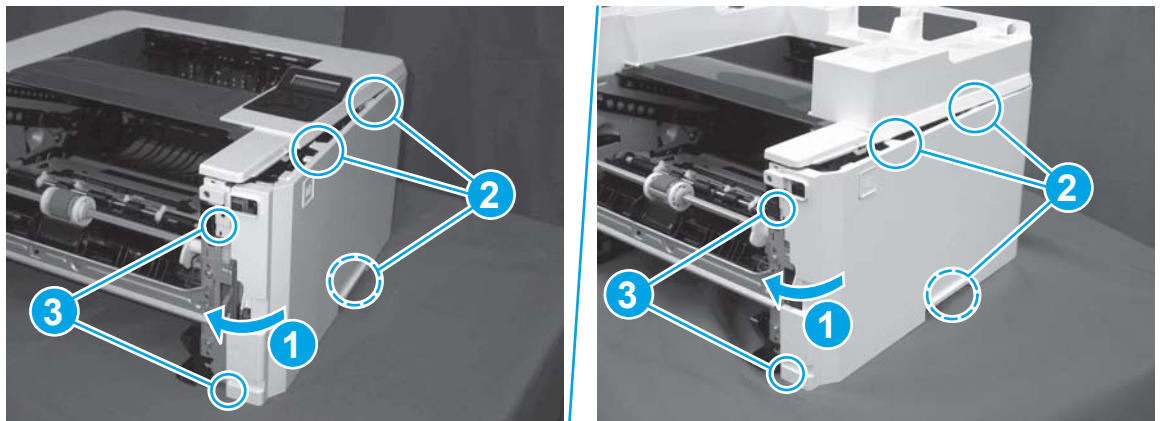
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-273 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-274 Engage two bosses and one tab

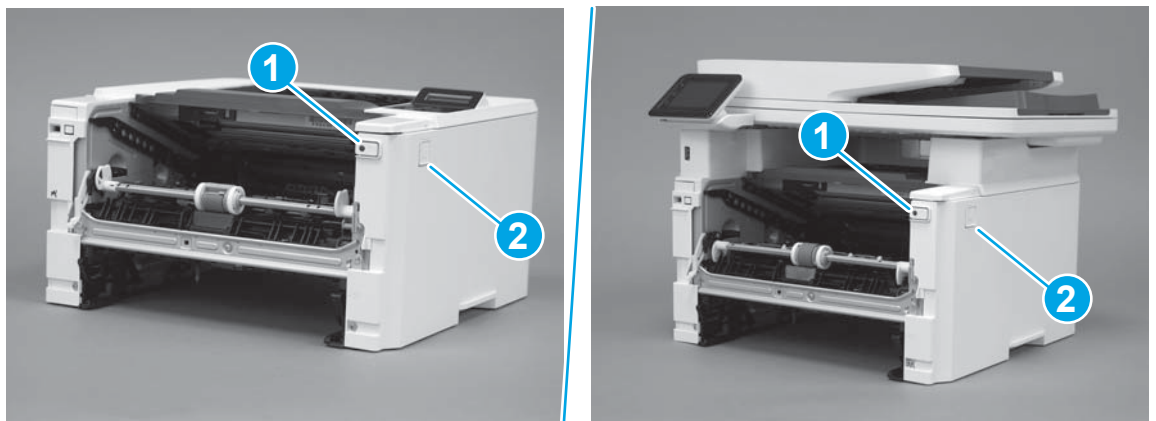


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-275 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

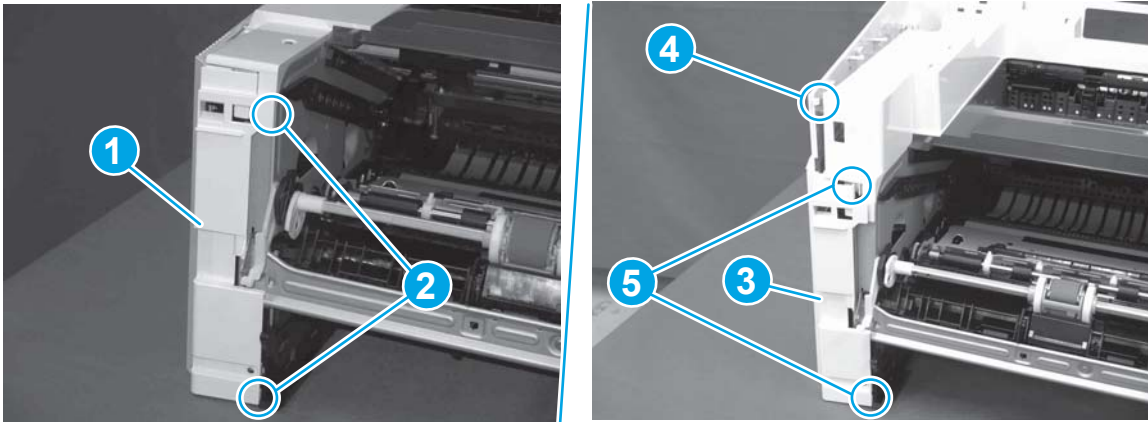
Figure 1-276 Install one screw



Step 15: Install the left cover

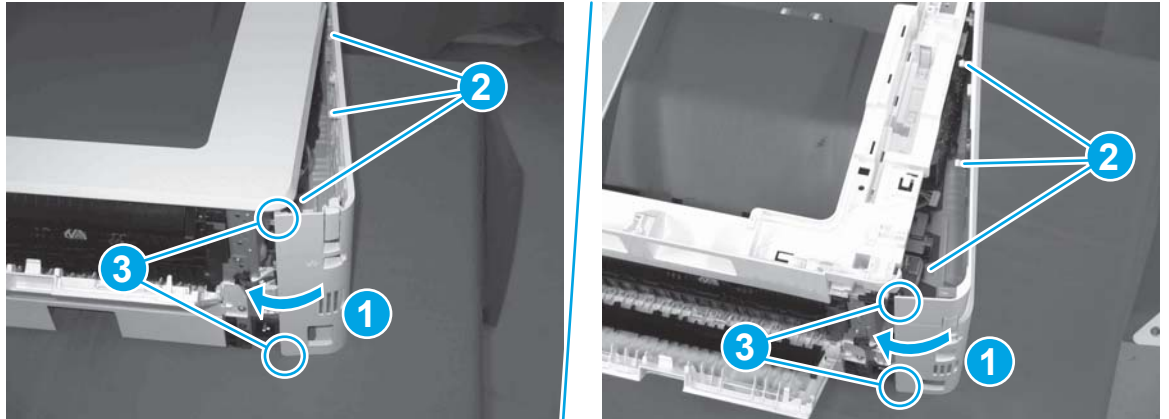
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-277 Install the cover



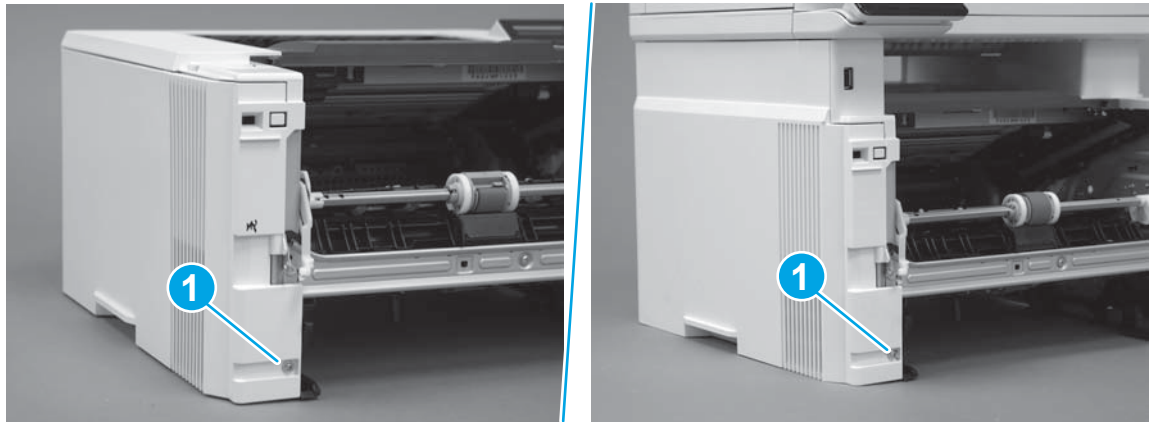
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-278 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-279 Install one screw

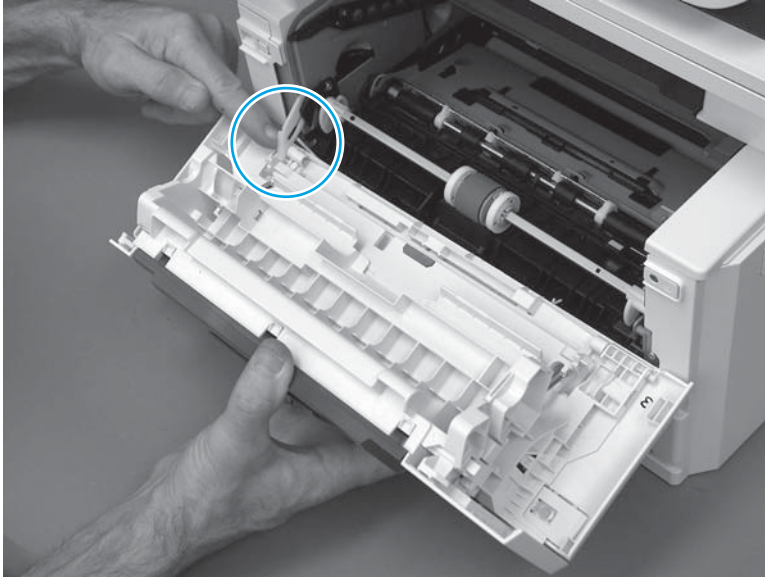


Step 16: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

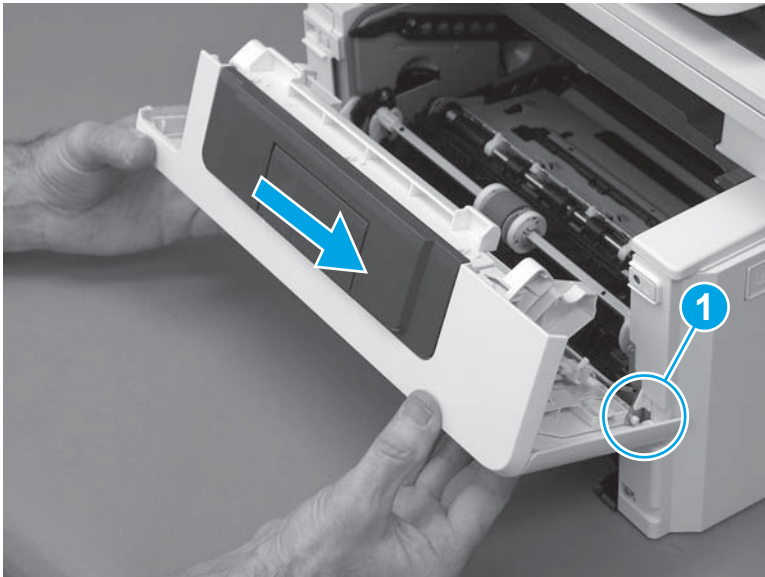
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-280 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

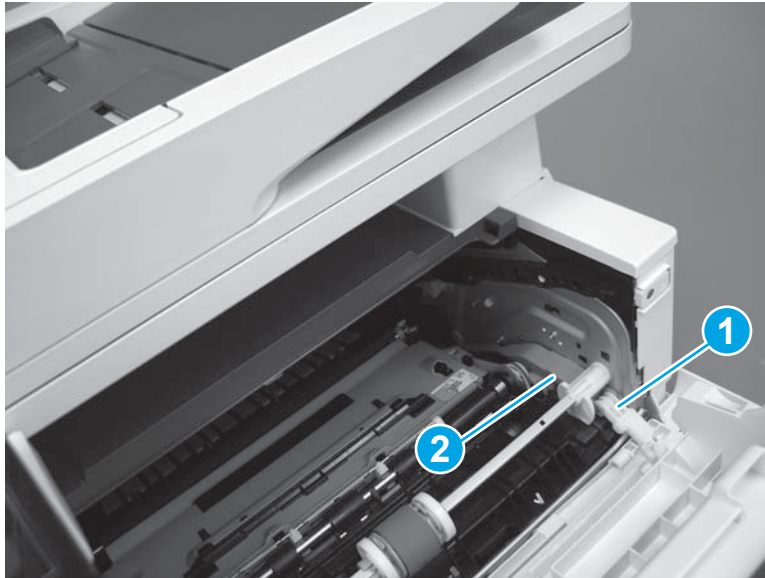
Figure 1-281 Install the door



3. Install the link (callout 1).

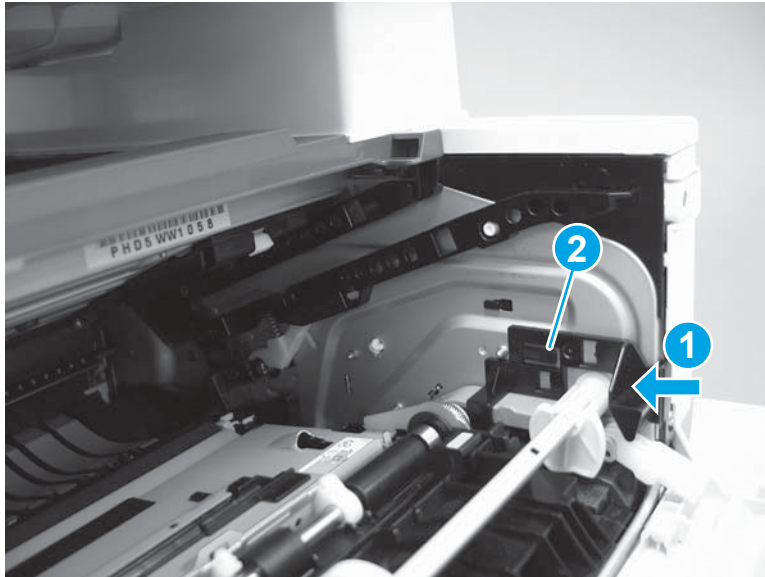
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-282 Install the pressure-release link



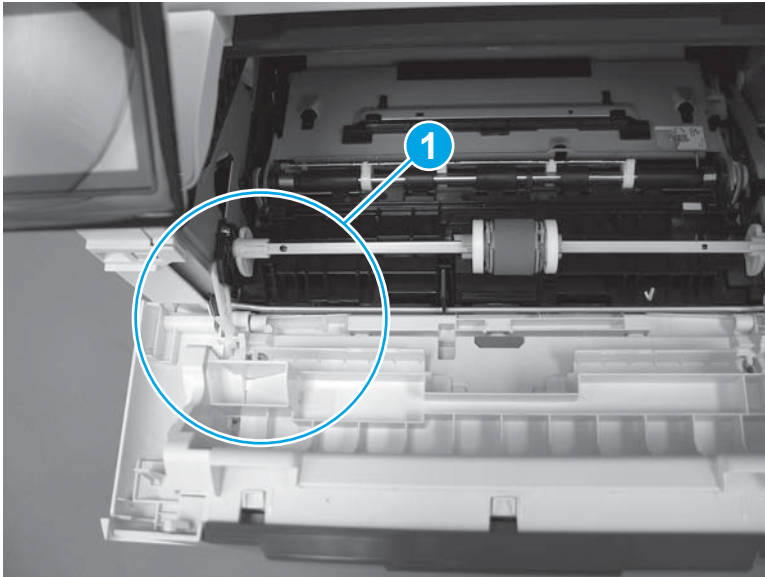
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-283 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-284 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


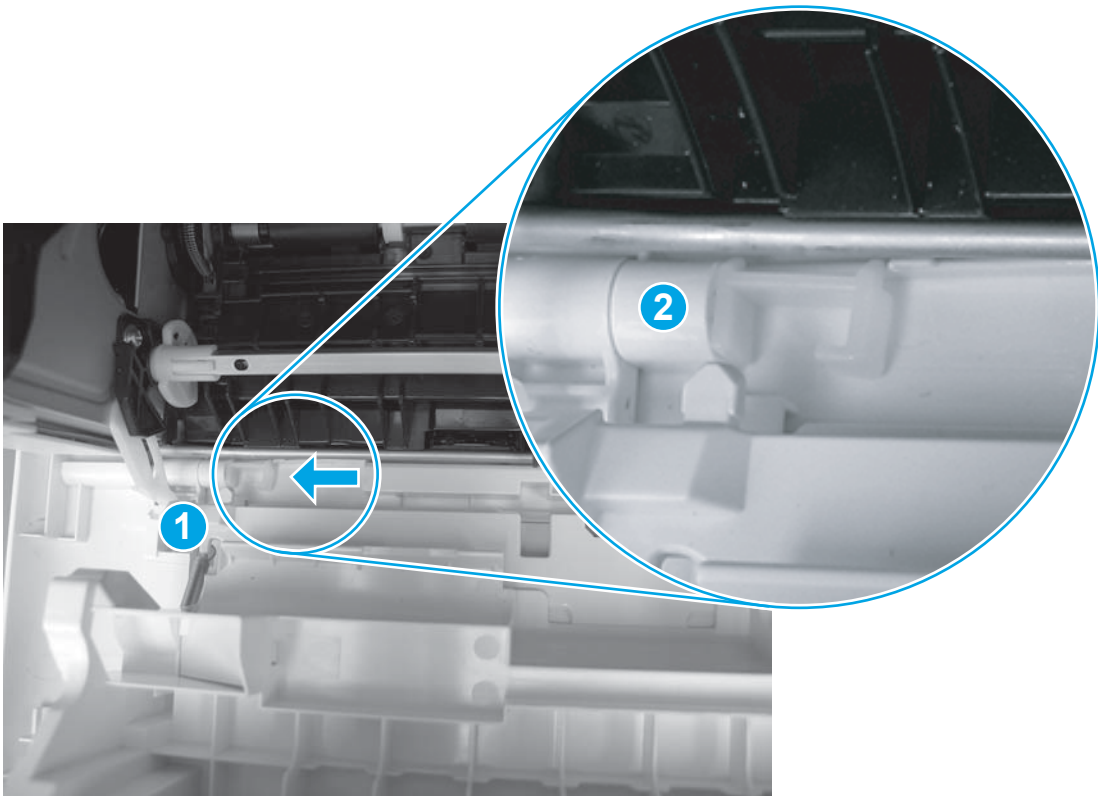
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-285 Install the support shaft



Step 17: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-286 Install the tray



Removal and replacement: Cable guide (M427/M426)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the control panel \(M427/M426\)](#)
- [Step 6: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the cable guide \(M427/M426\)](#)
- [Step 9: Unpack the replacement assembly](#)
- [Step 10: Install the cable guide \(M427/M426\)](#)
- [Step 11: install the top cover \(M427/M426\)](#)
- [Step 12: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 13: Install the control panel \(M427/M426\)](#)
- [Step 14: Install the right cover](#)
- [Step 15: Install the left cover](#)
- [Step 16: Install the cartridge door assembly](#)
- [Step 17: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the cable guide (M427/M426).

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.

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

Cable guide (M427/M426) part number**RC4-3217-000CN**Cable guide (M427/M426)

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screw driver

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-287 Remove the tray



Step 2: Remove the cartridge door assembly



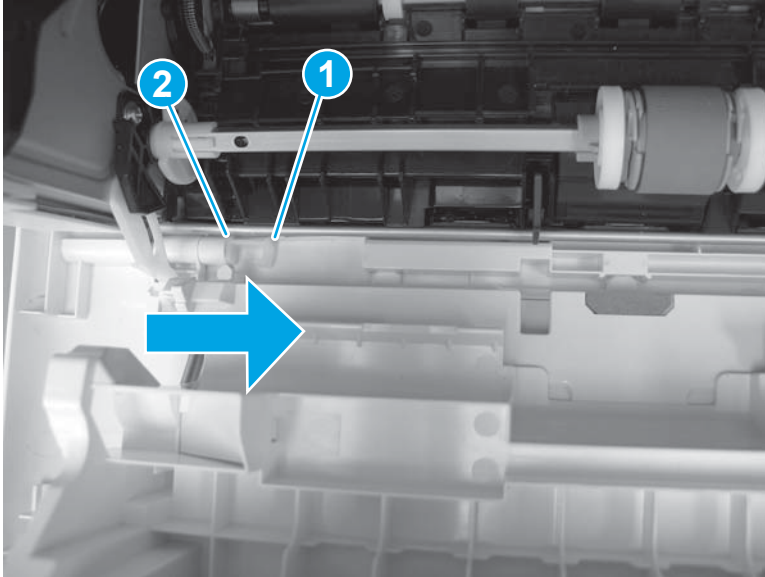
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



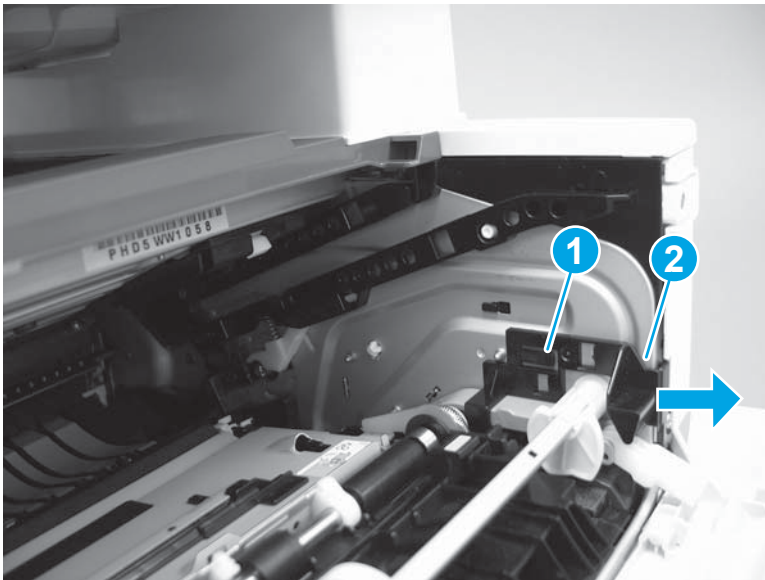
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-288 Release the support shaft



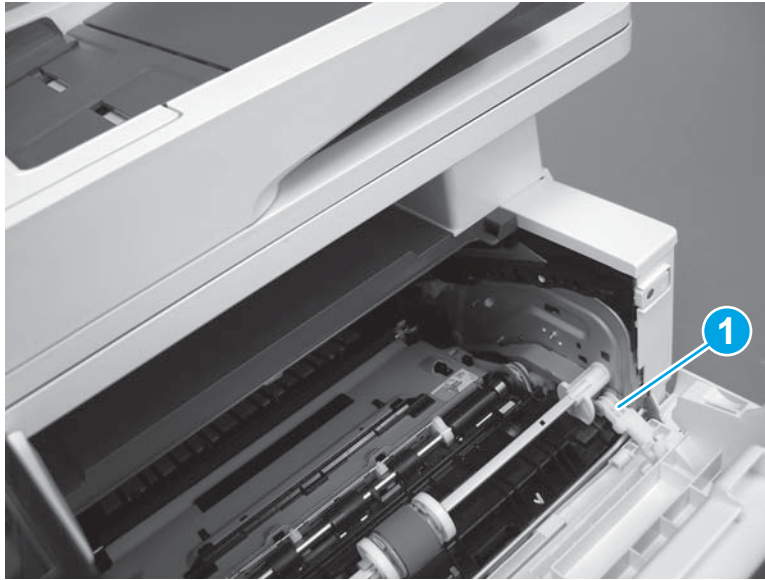
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-289 Remove the guide



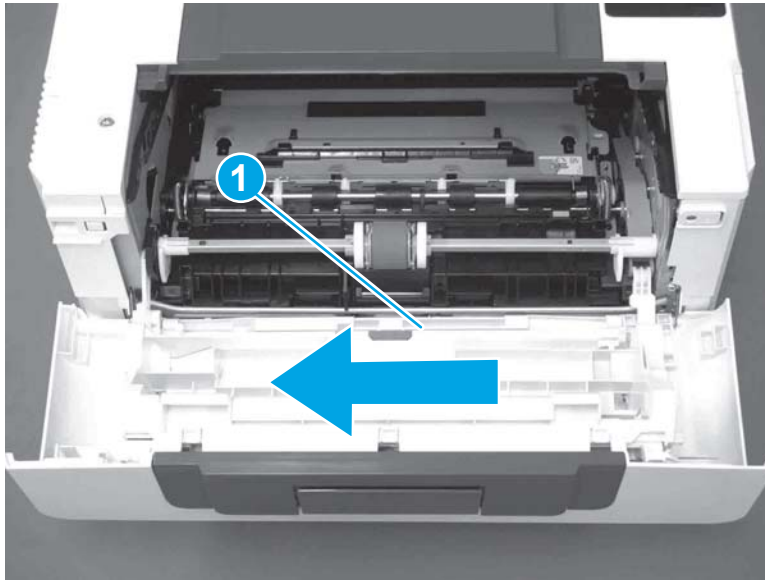
3. Remove the link arm (callout 1).

Figure 1-290 Remove the link arm



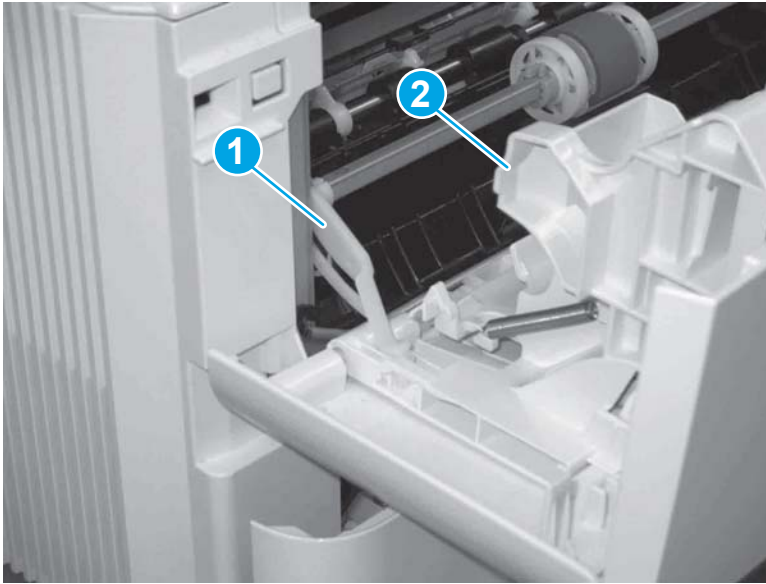
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-291 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

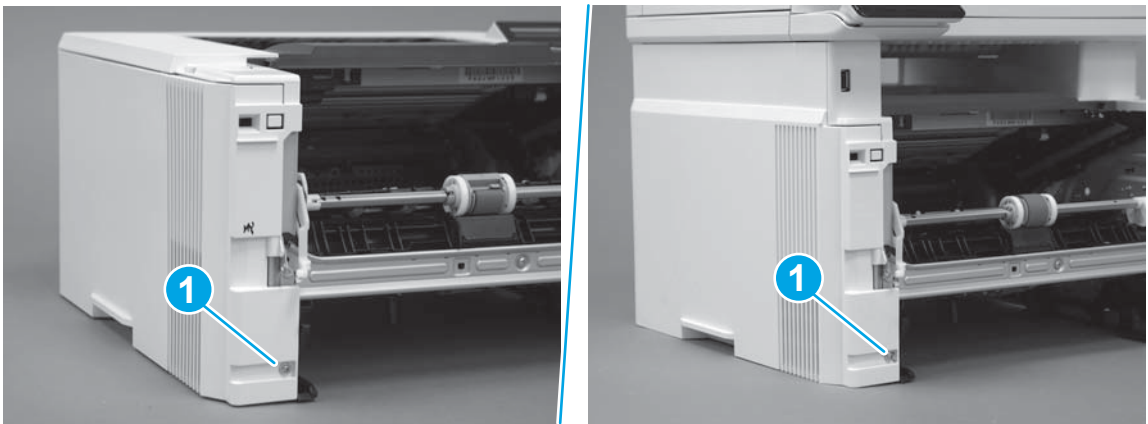
Figure 1-292 Release the left-side retainer arm



Step 3: Remove the left cover

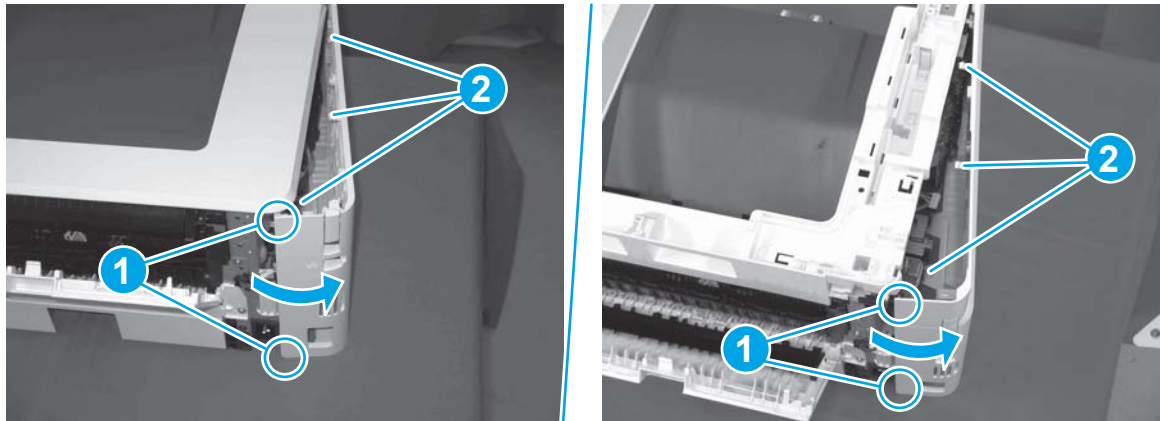
1. Remove one screw (callout 1).

Figure 1-293 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

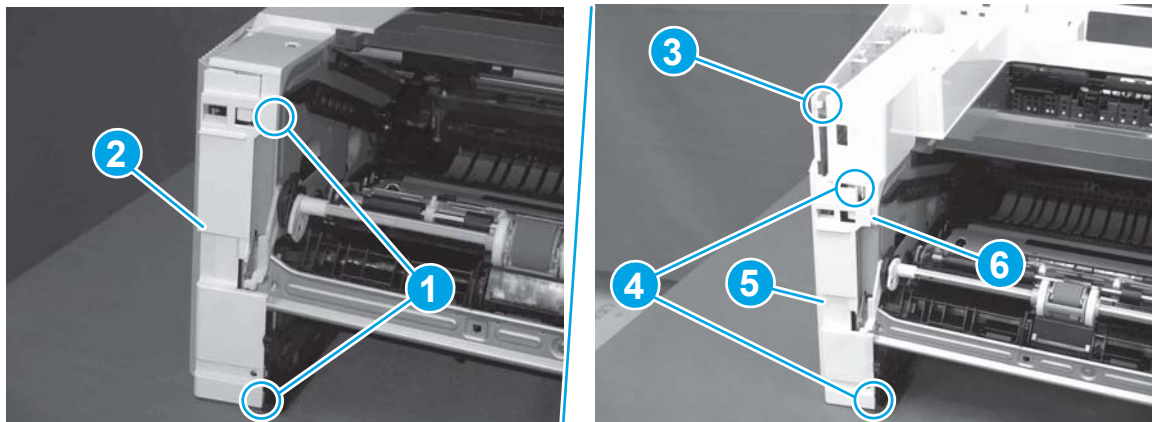
Figure 1-294 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-295 Remove the cover



Step 4: Remove the right cover

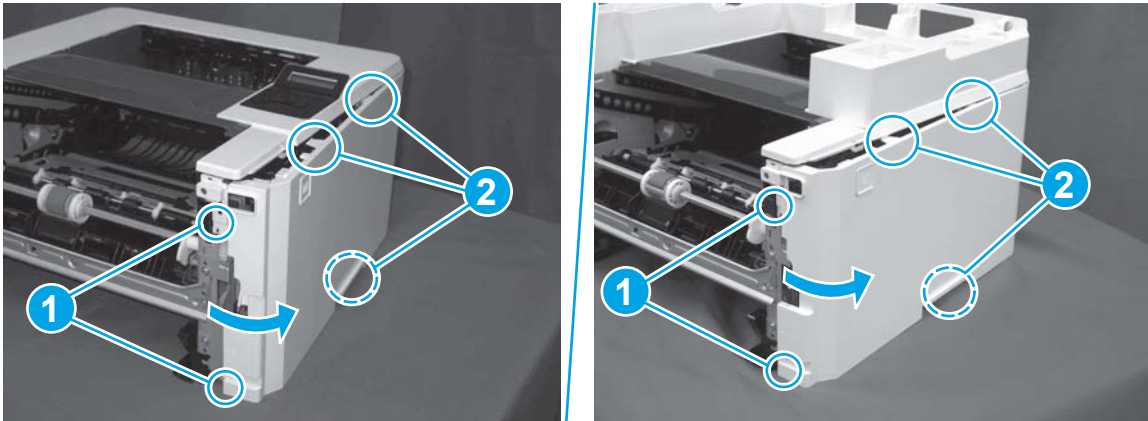
1. Remove one screw (callout 1).

Figure 1-296 Remove one screw



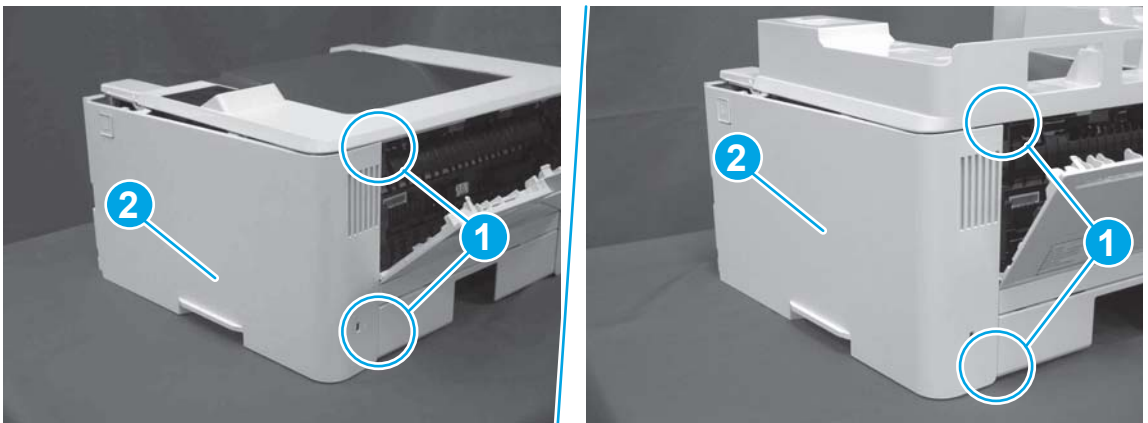
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-297 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

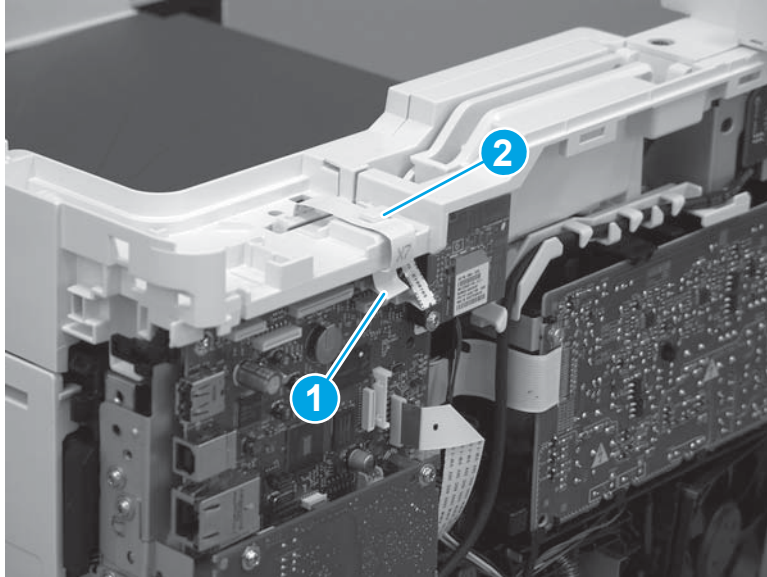
Figure 1-298 Remove the cover



Step 5: Remove the control panel (M427/M426)

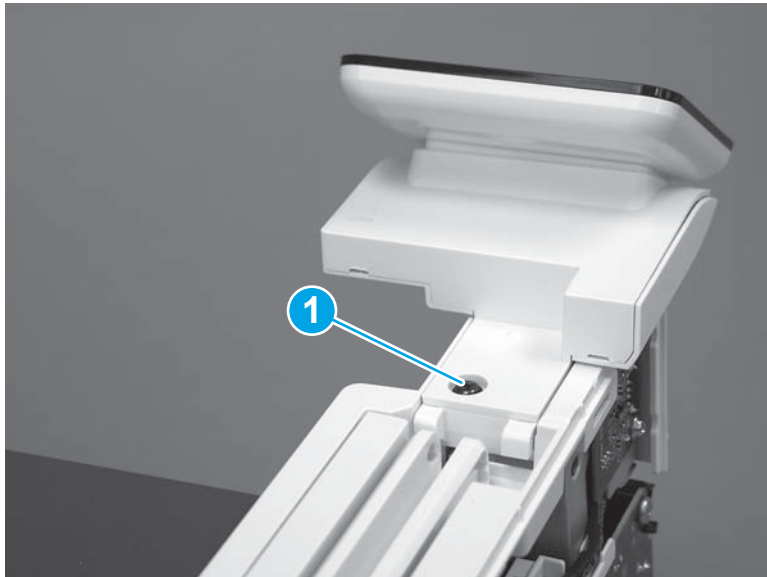
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-299 Disconnect one connector



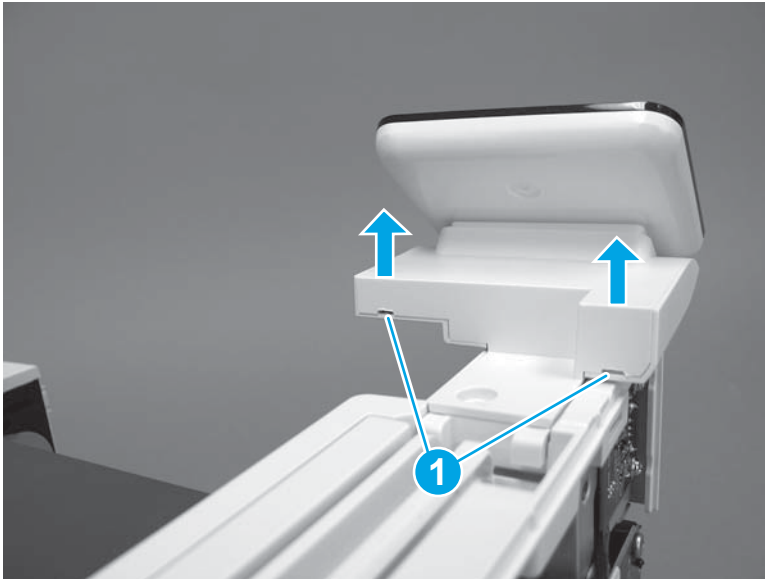
2. Remove one screw (callout 1).

Figure 1-300 Remove one screw



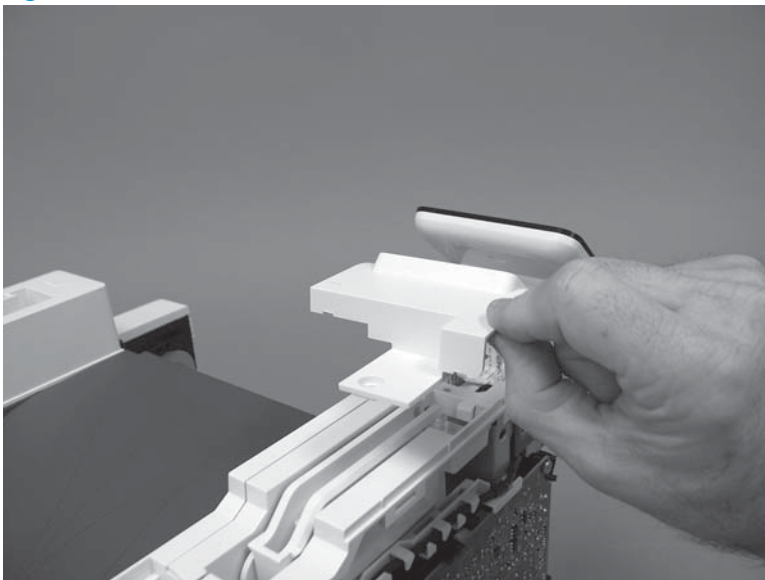
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-301 Release two tabs



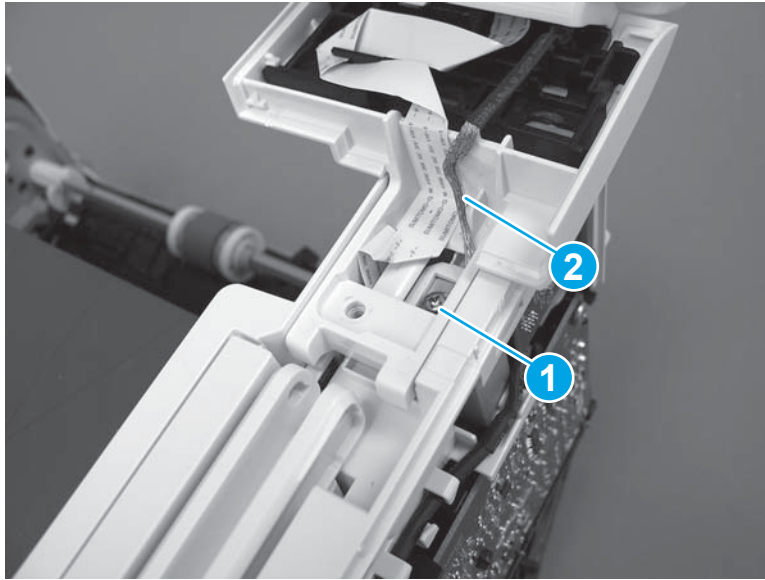
4. Remove the control-panel cable cover.

Figure 1-302 Remove the cover



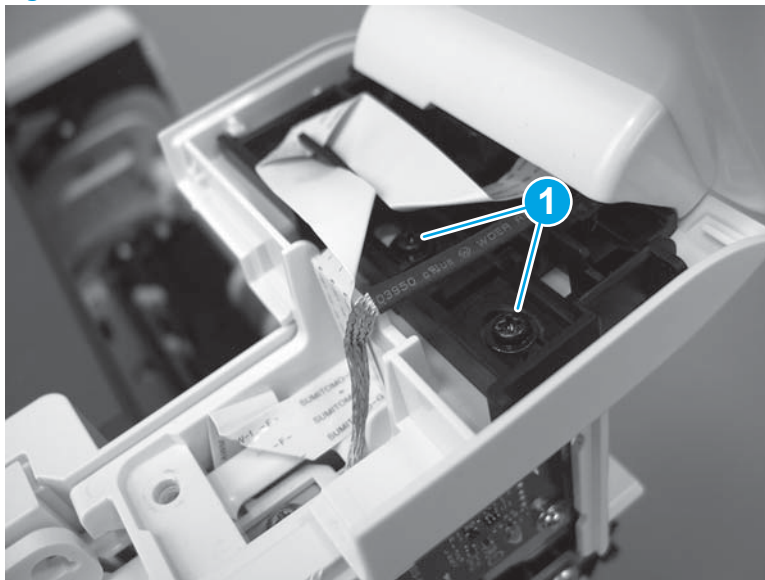
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-303 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

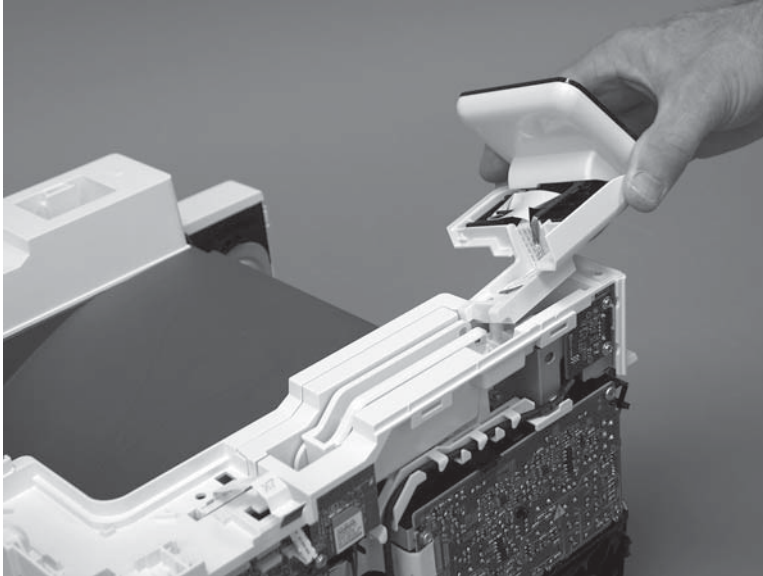
Figure 1-304 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

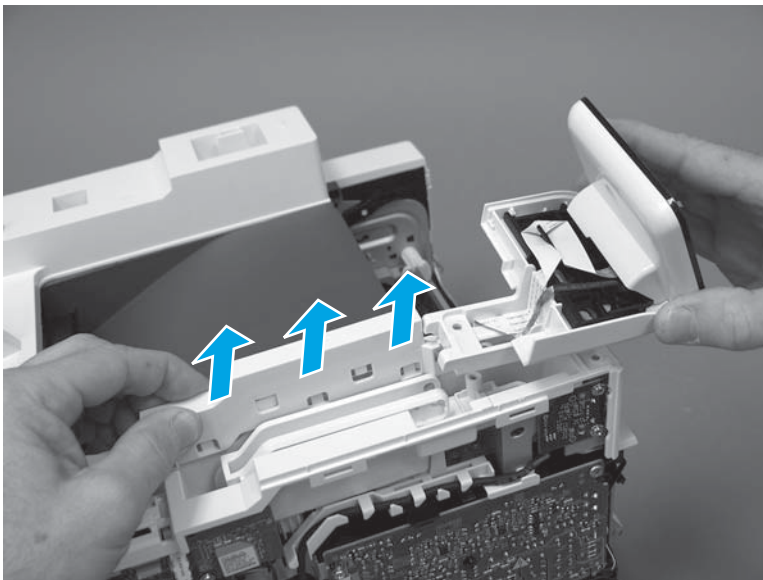
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-305 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-306 Remove the control-panel assembly

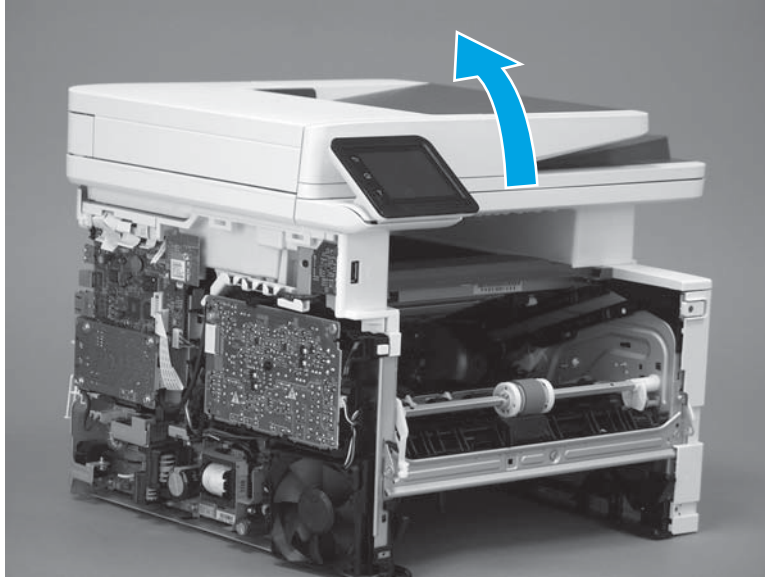


Step 6: Remove the integrated scanner assembly (M427/M246)

📄 NOTE: M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

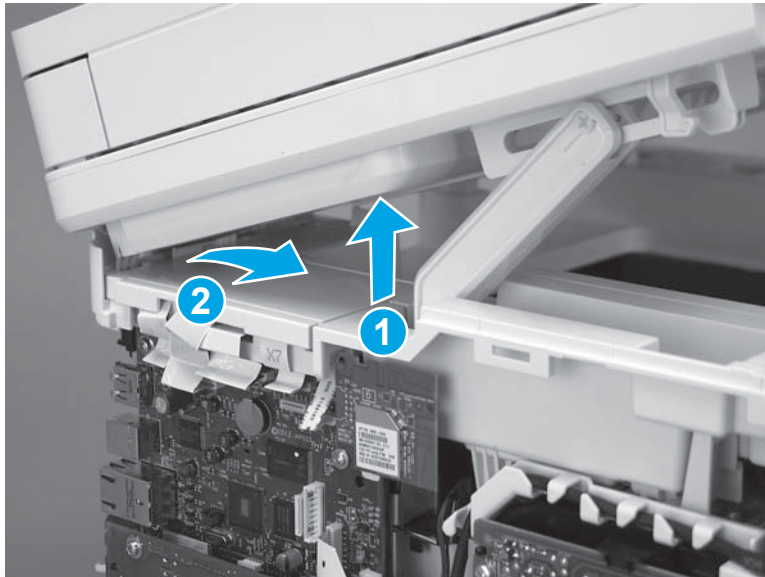
1. Raise the ISA.

Figure 1-307 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

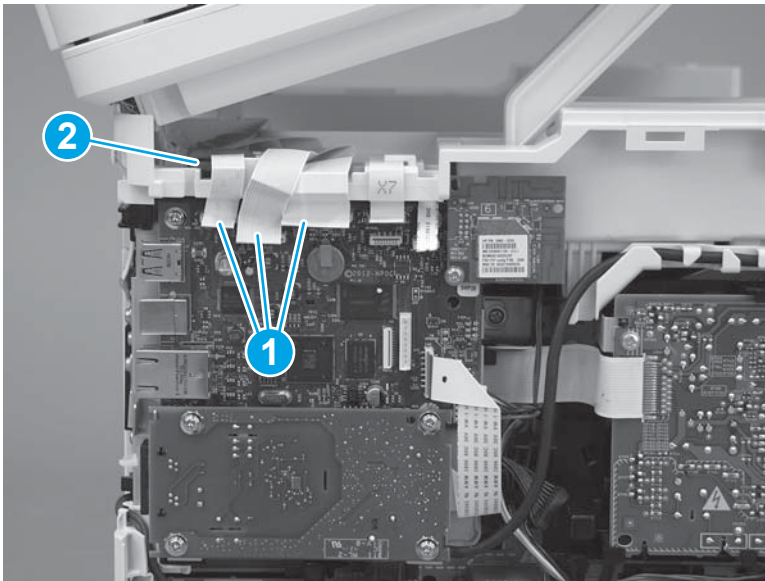
Figure 1-308 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

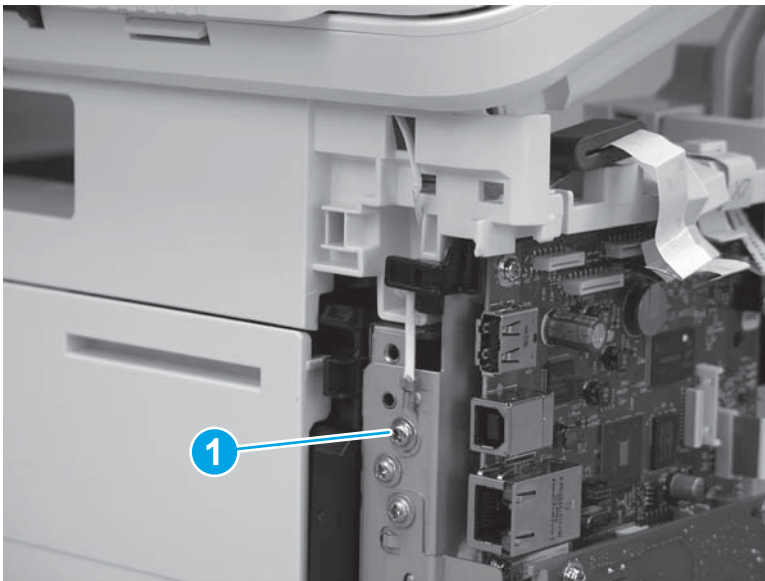
⚠ CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-309 Disconnect three FFCs



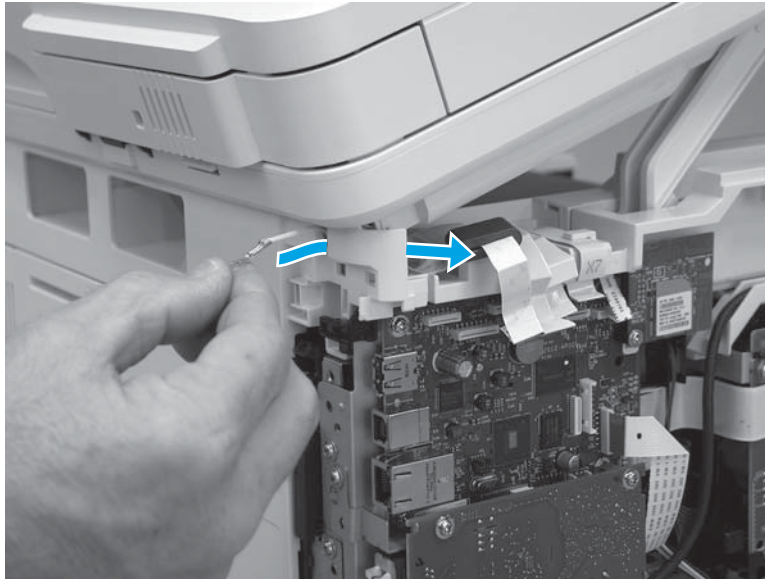
4. Remove one screw (callout 1).

Figure 1-310 Remove one screw



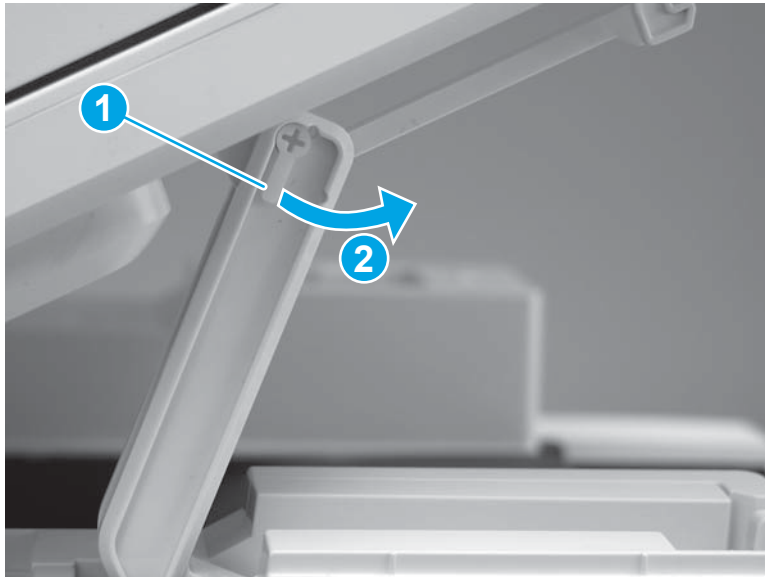
5. Pass the ground wire through the opening in the top cover.

Figure 1-311 Pass the wire through the opening



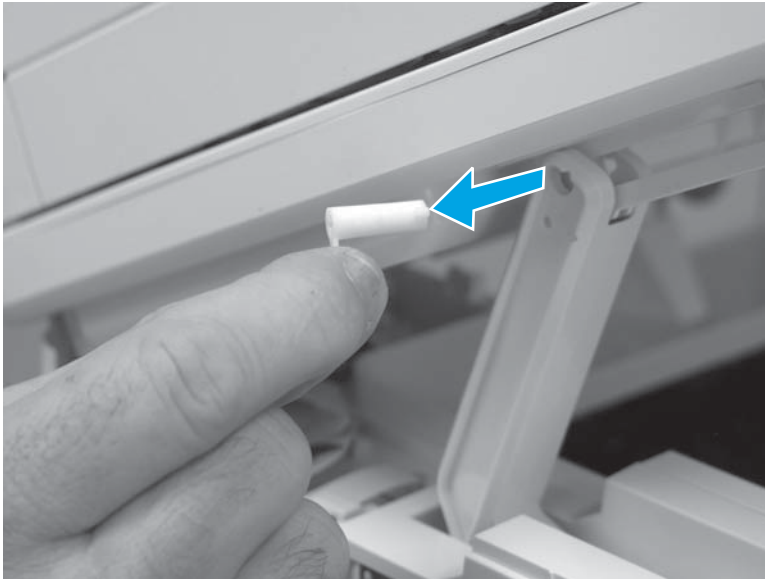
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-312 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-313 Remove the slider pin



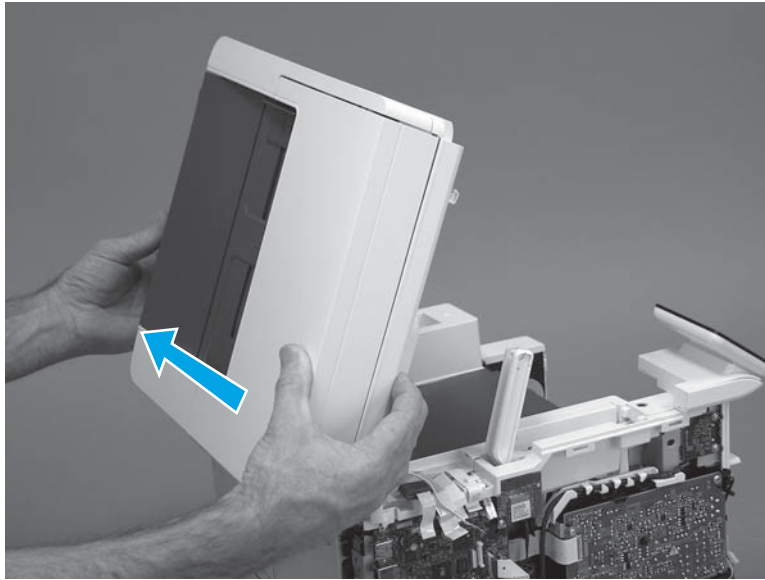
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-314 Rotate the ISA towards the rear of the printer



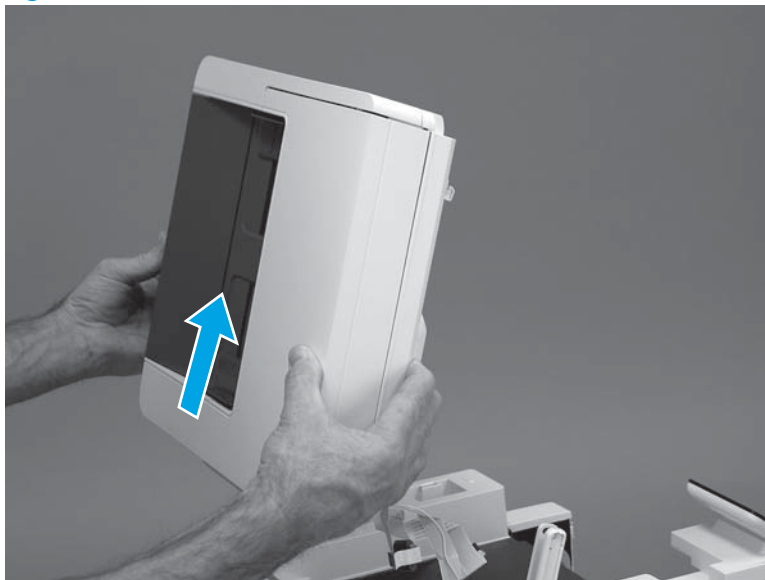
9. Slide the ISA as shown to release it.

Figure 1-315 Release the ISA



10. Remove the ISA.

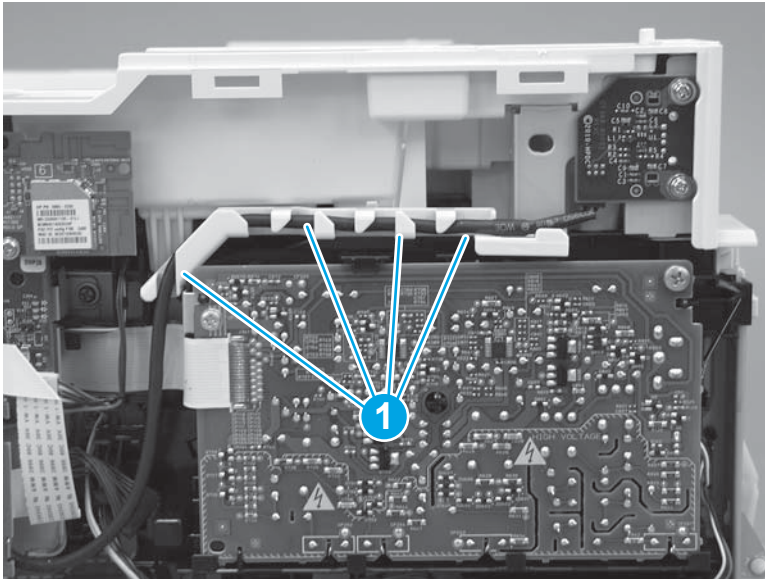
Figure 1-316 Remove the ISA



Step 7: Remove the top cover (M427/M426)

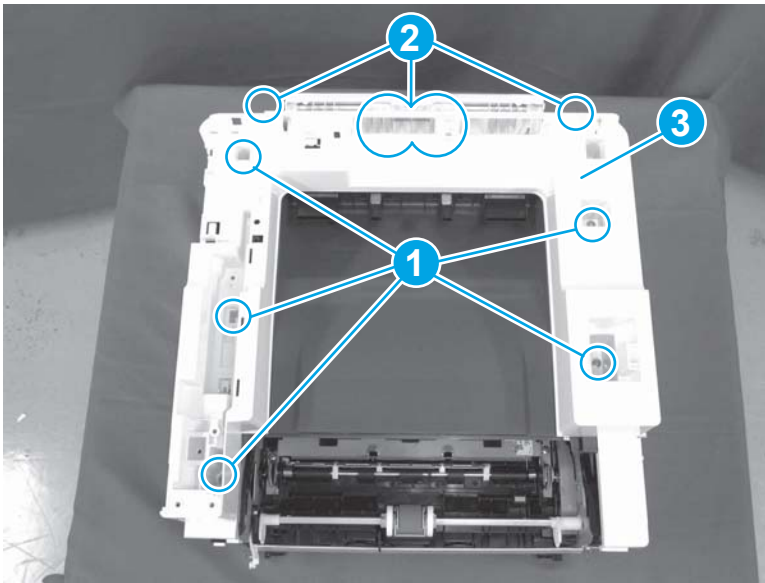
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-317 Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

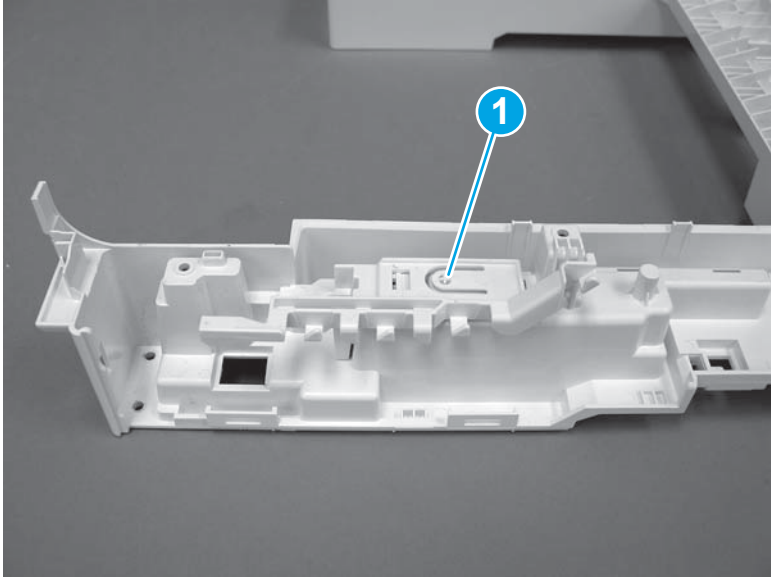
Figure 1-318 Remove the cover



Step 8: Remove the cable guide (M427/M426)

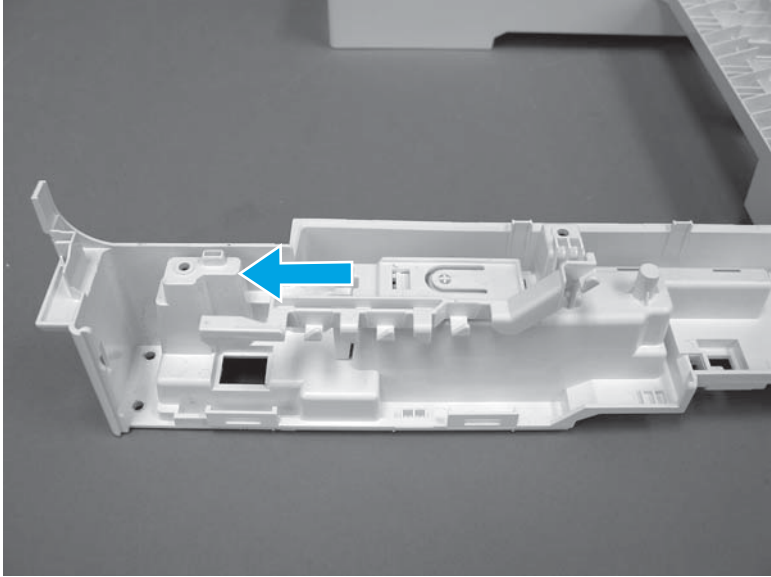
1. Turn the top cover over, and then release one tab (callout 1).

Figure 1-319 Release one tab



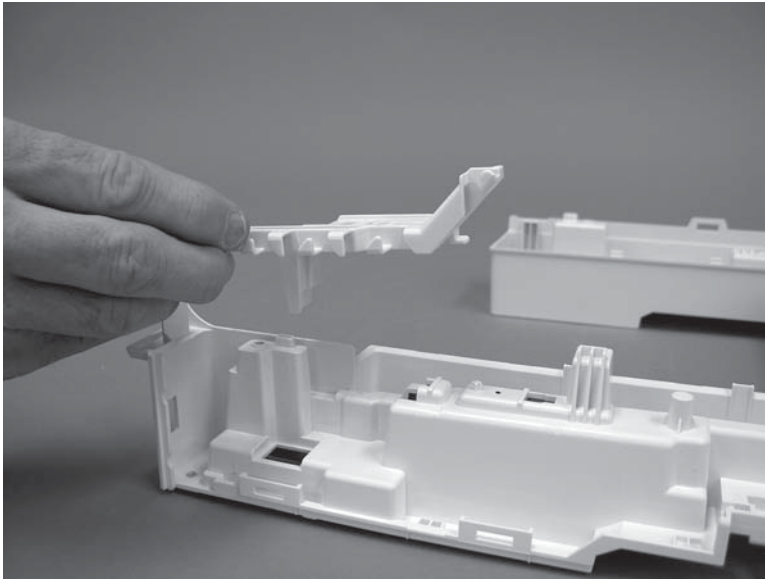
- 2. Slide the guide as shown to release it.

Figure 1-320 Release the guide



3. Remove the guide.

Figure 1-321 Remove the guide



Step 9: Unpack the replacement assembly

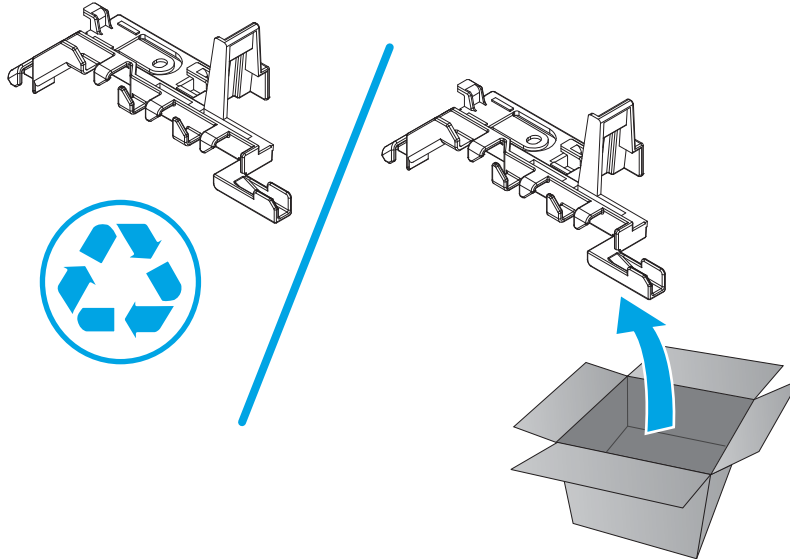
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

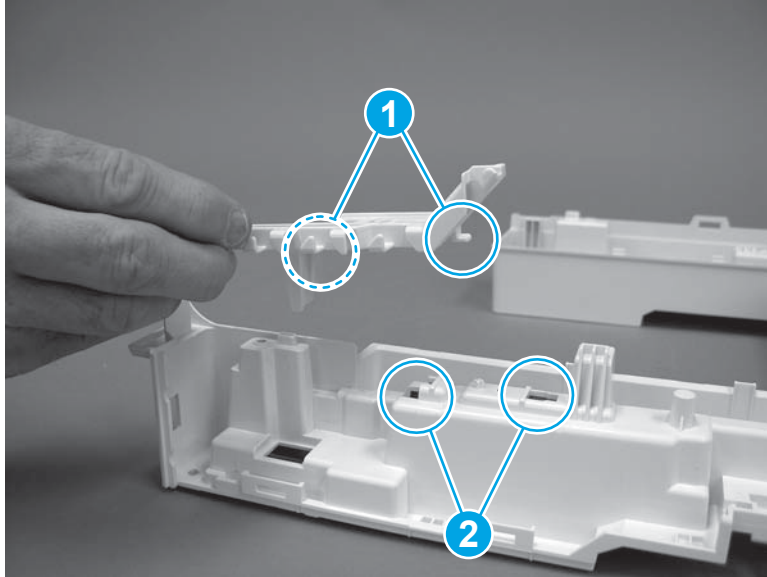
Figure 1-322 Recycle and unpack



Step 10: Install the cable guide (M427/M426)

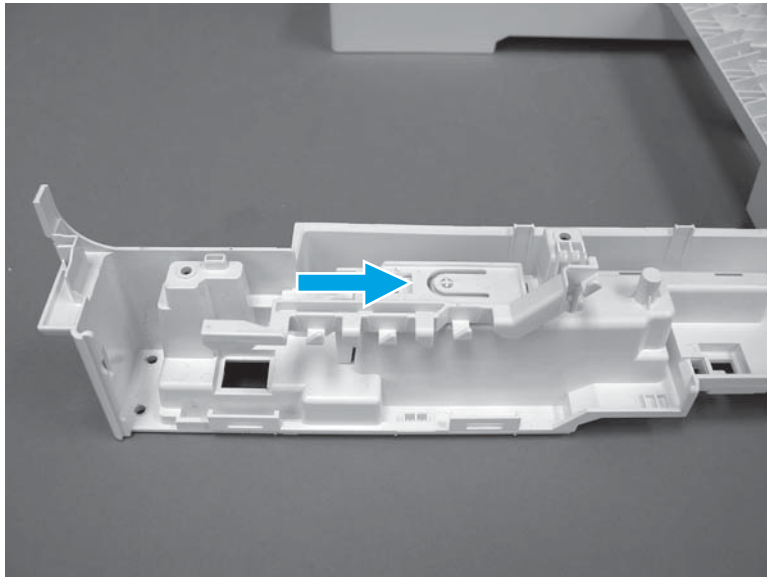
1. Position the guide on the printer with the two tabs (callout 1) in the slots (callout 2) in the chassis.

Figure 1-323 Position the guide on the printer



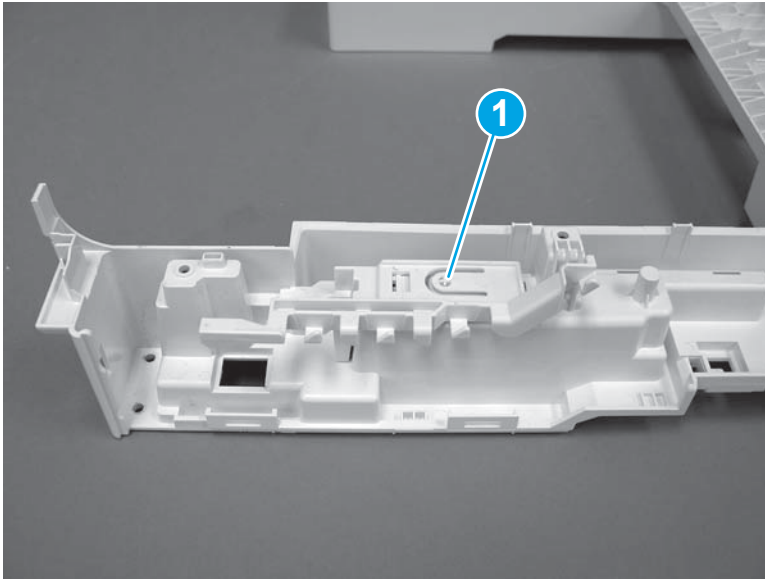
2. Slide the guide as shown (callout 1) to install it.

Figure 1-324 Install the guide



3. Make sure that the tab (callout 1) snaps into place.

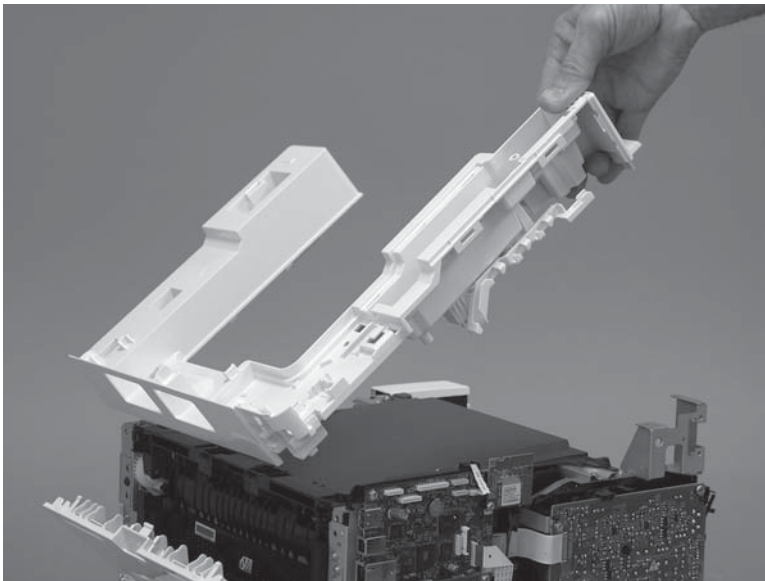
Figure 1-325 Check the guide



Step 11: install the top cover (M427/M426)

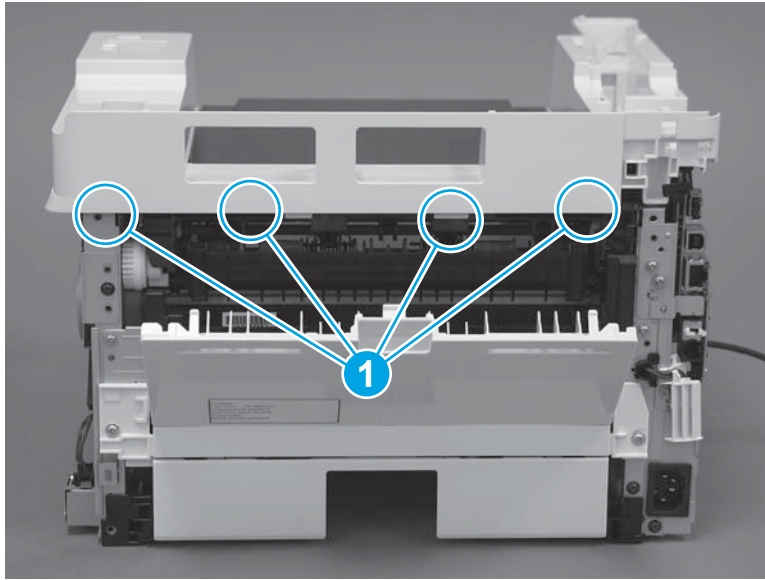
1. Position the rear edge of the top cover on the printer.

Figure 1-326 Install the cover



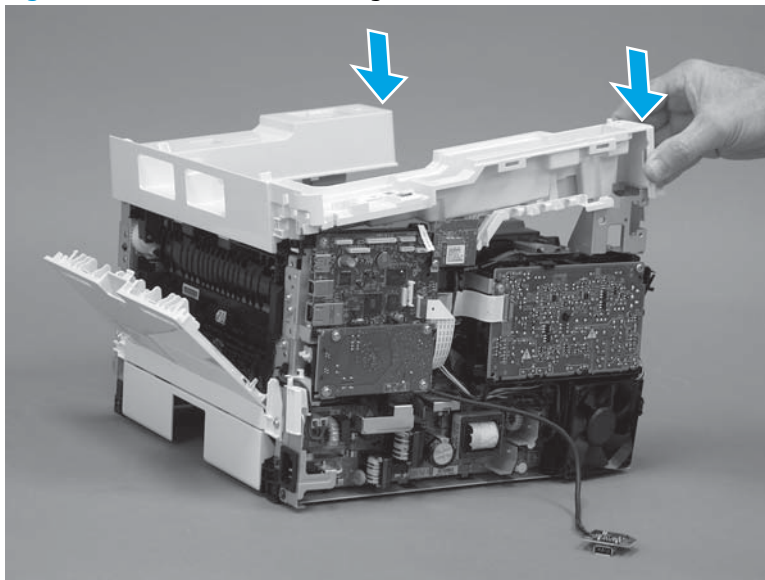
2. Engage four bosses (callout 1).

Figure 1-327 Engage four bosses



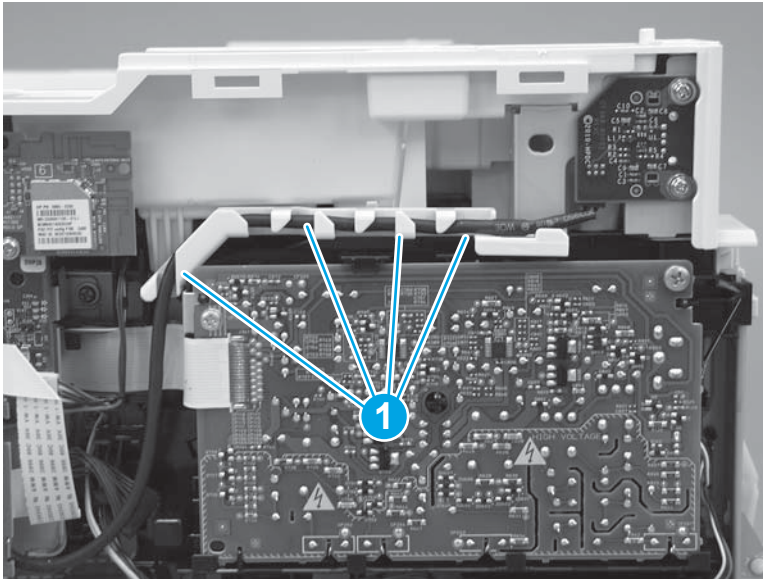
3. Rotate the front edge of the cover down.

Figure 1-328 Rotate the front edge of the cover down



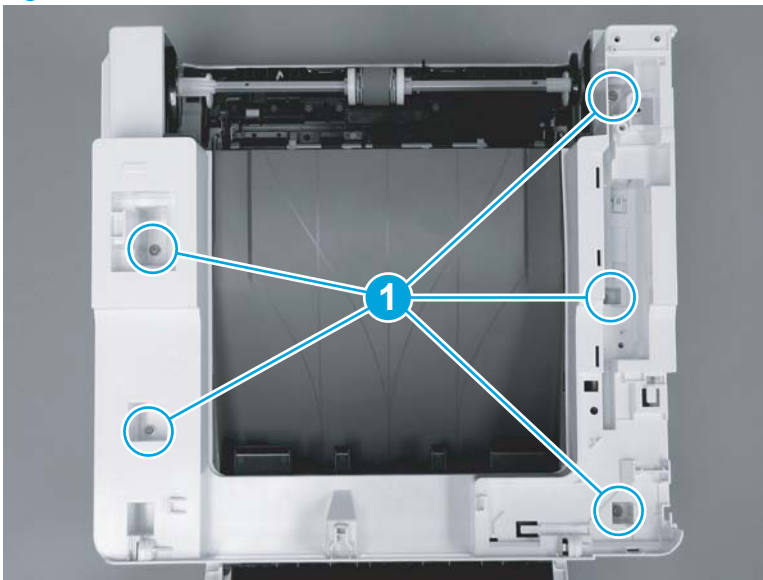
4. Install the USB cable (callout 1) in the guide.

Figure 1-329 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-330 Install five screws

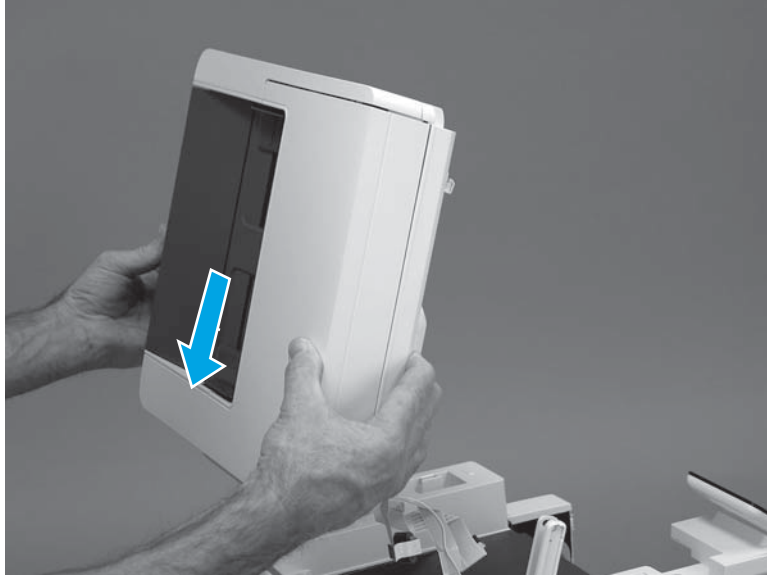


Step 12: Install the integrated scanner assembly (M427/M246)

 **NOTE:** M427/M246 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

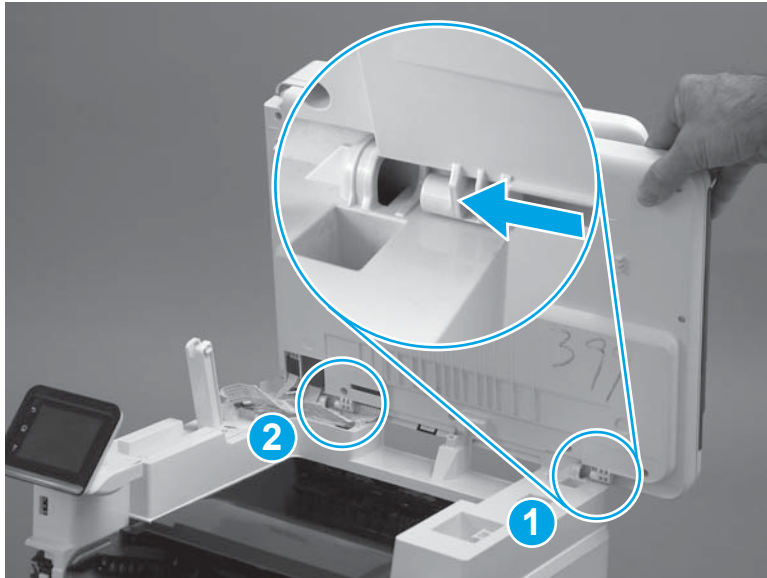
1. Position the ISA on the printer.

Figure 1-331 Position the ISA on the printer



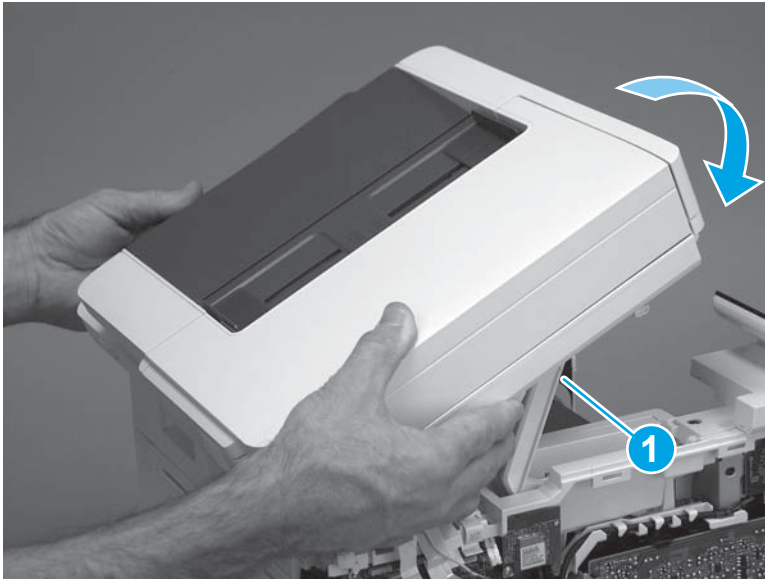
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-332 Engage the hinge pins with the holders



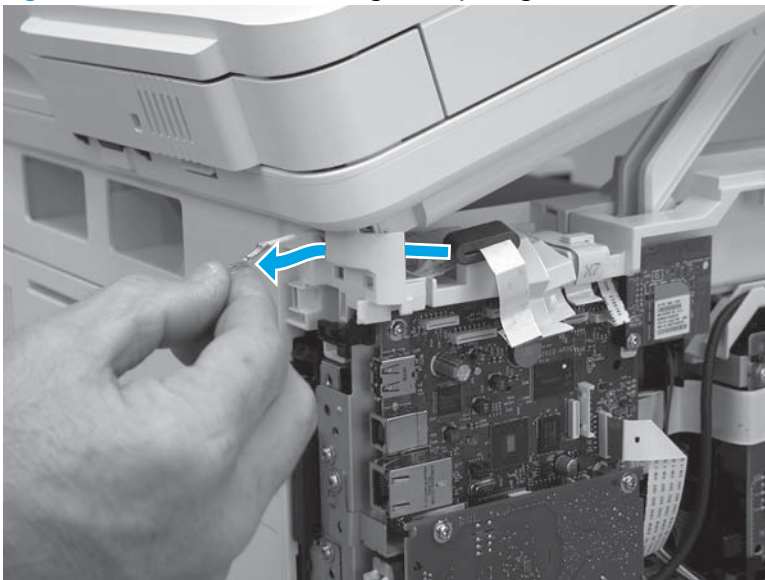
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-333 Rotate the ISA towards the front of the printer



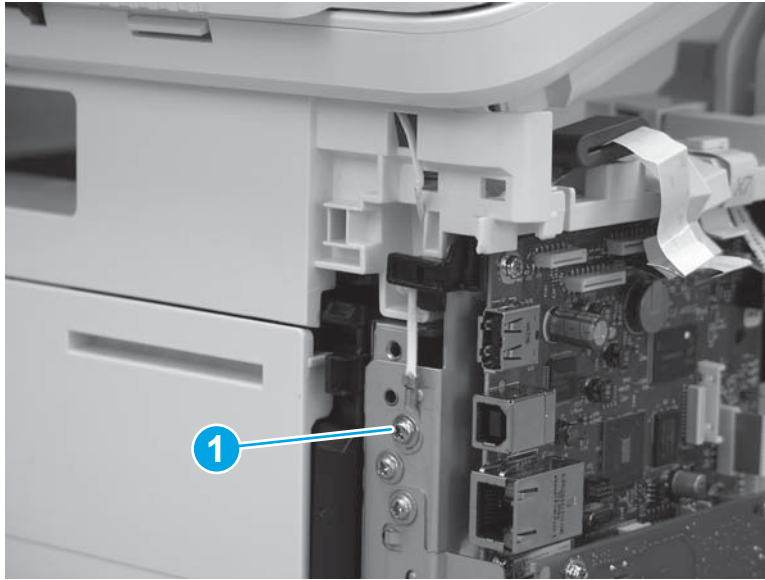
4. Pass the ground wire through the opening in the top cover.

Figure 1-334 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-335 Install one screw



6. Install the ISA lift assembly slider pin.


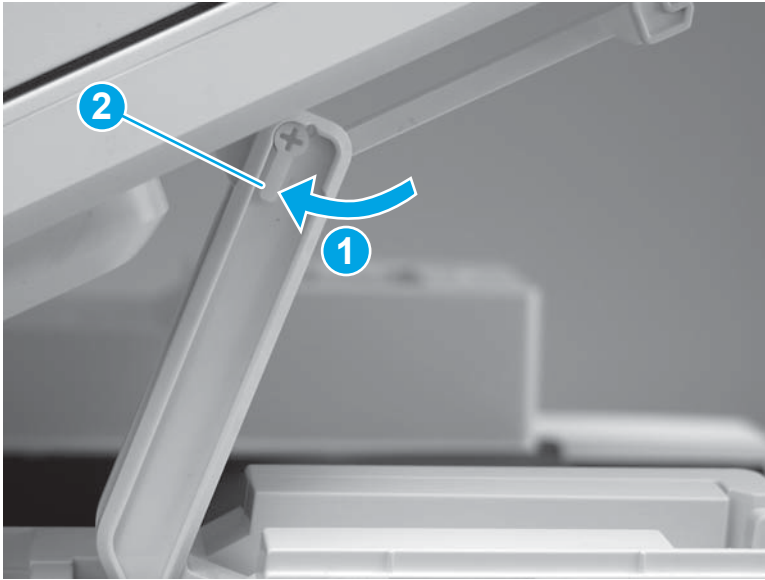
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-336 Install the slider pin



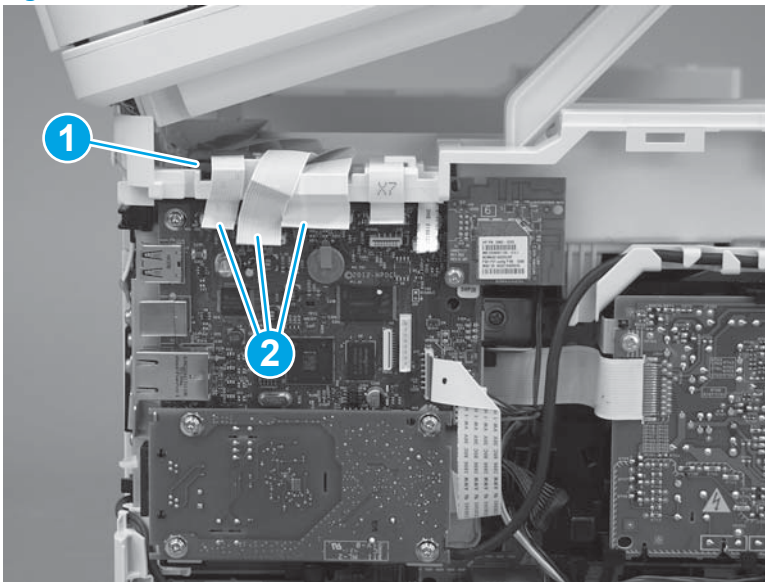
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-337 Secure the slider pin



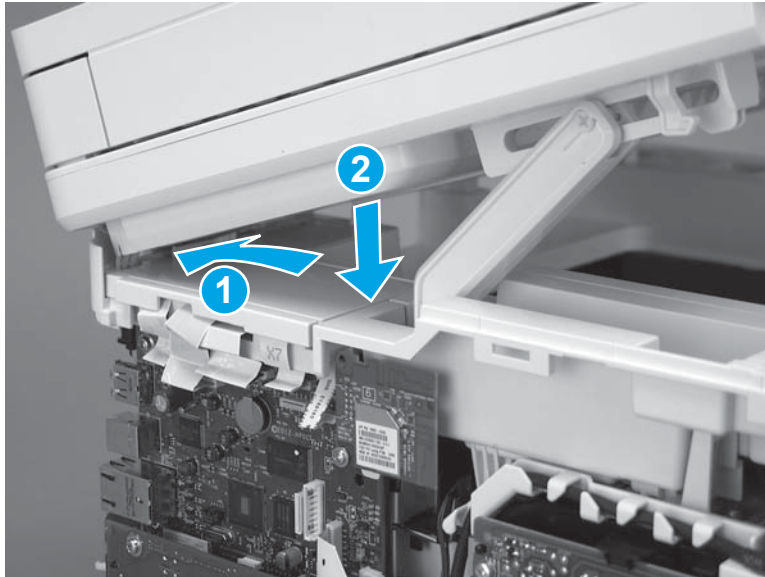
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-338 Connect three FFCs



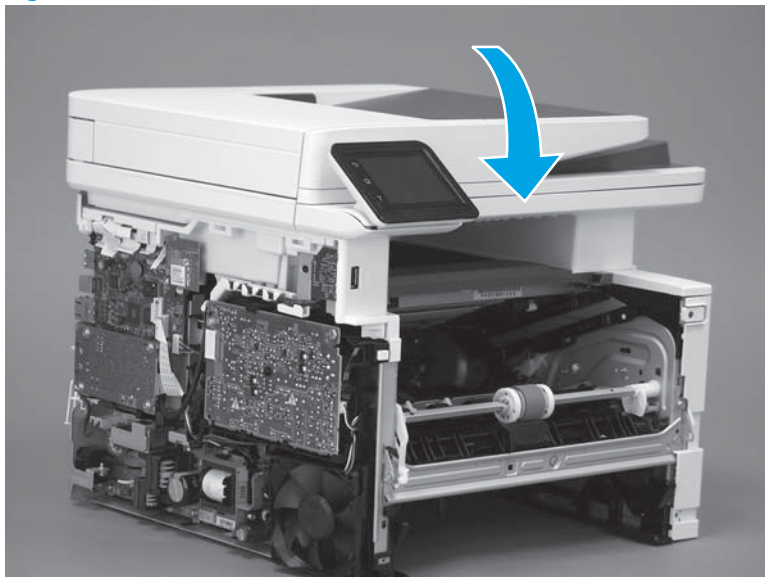
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-339 Install the ISA FFC cover



10. Lower the ISA.

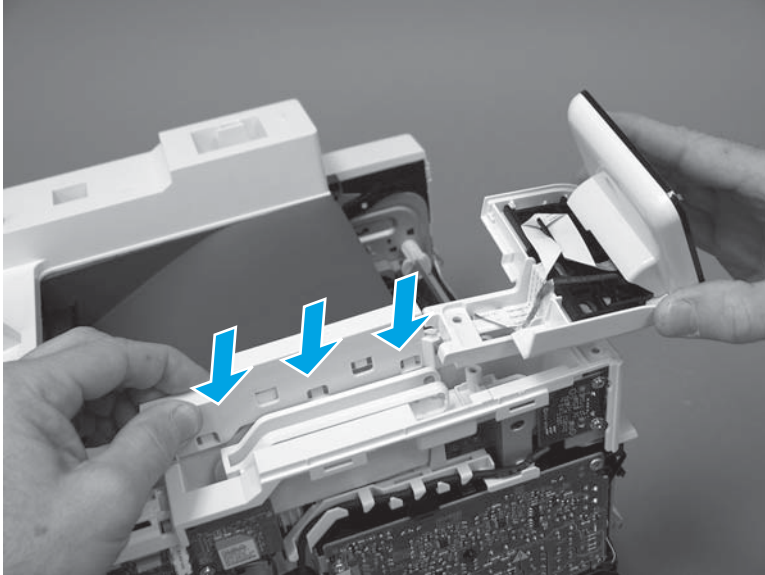
Figure 1-340 Lower the ISA



Step 13: Install the control panel (M427/M426)

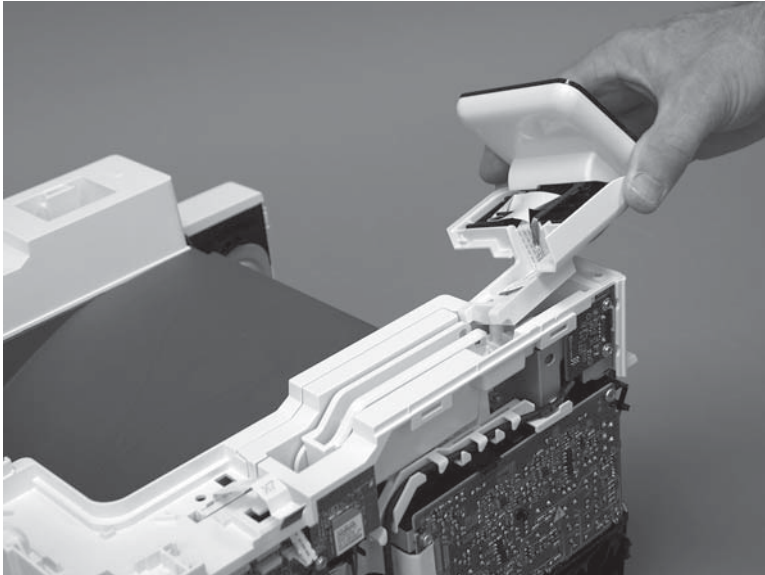
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-341 Install the control-panel FFC cover



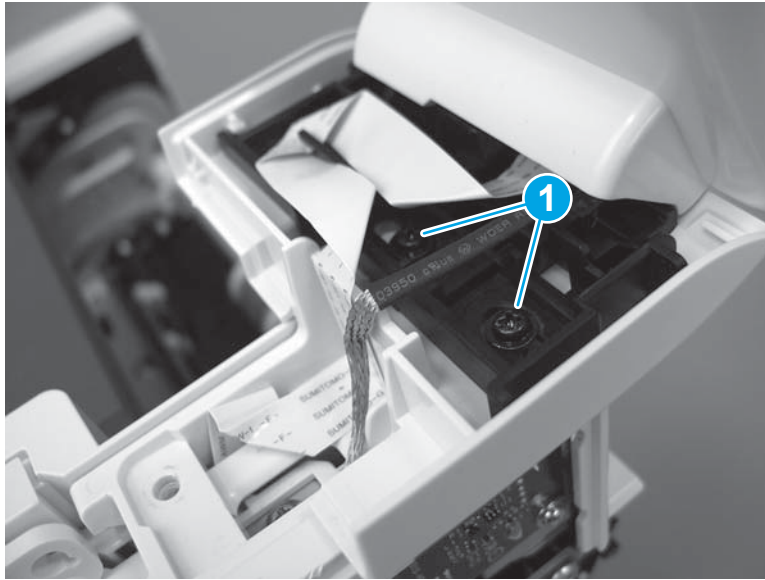
2. Install the control-panel assembly on the top cover.

Figure 1-342 Install the control-panel assembly



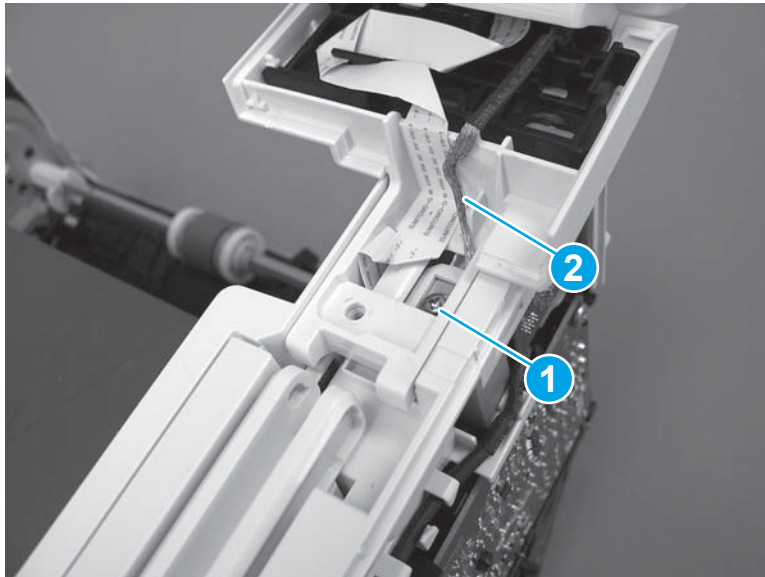
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-343 Install two screws



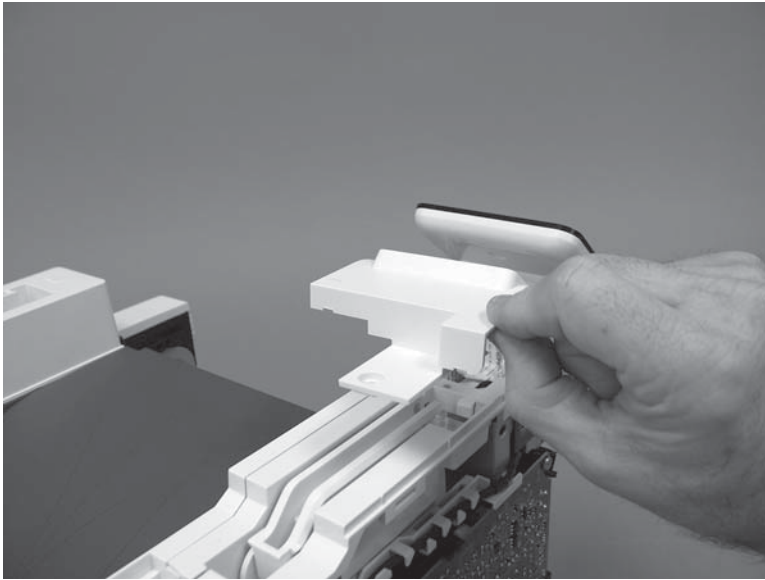
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-344 Remove one screw



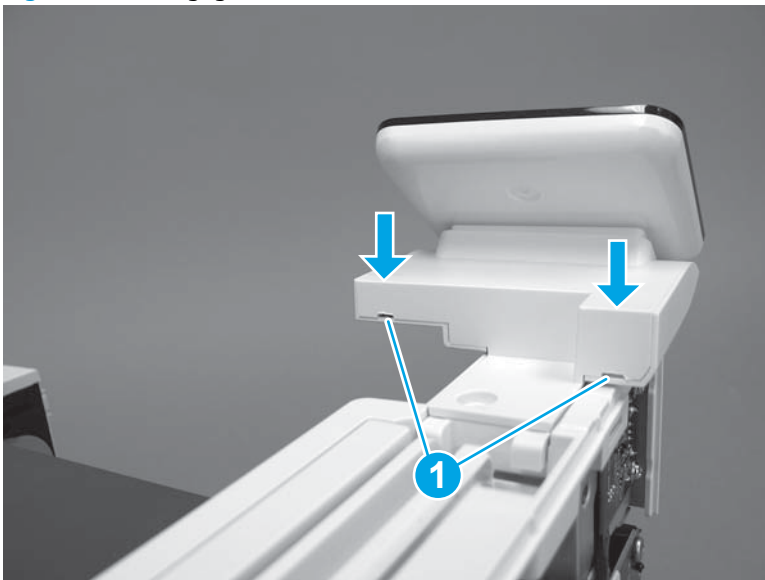
5. Install the control-panel cable cover.

Figure 1-345 Install the cover



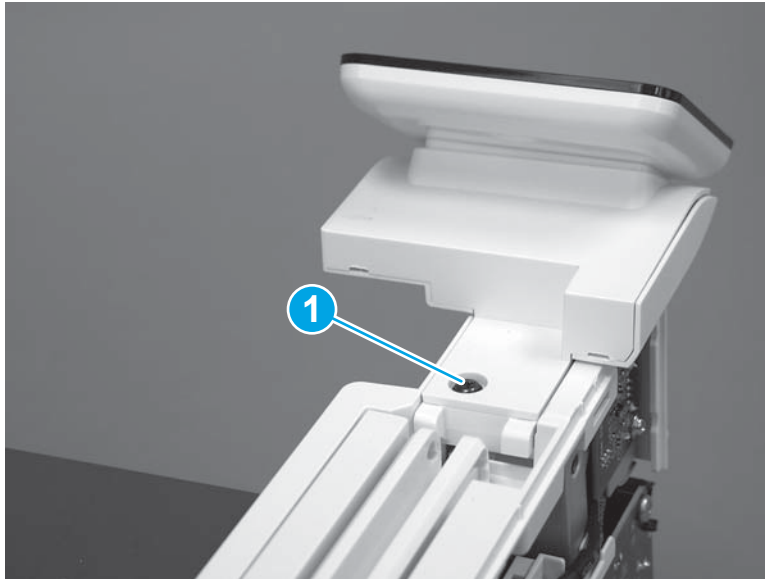
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-346 Engage two tabs



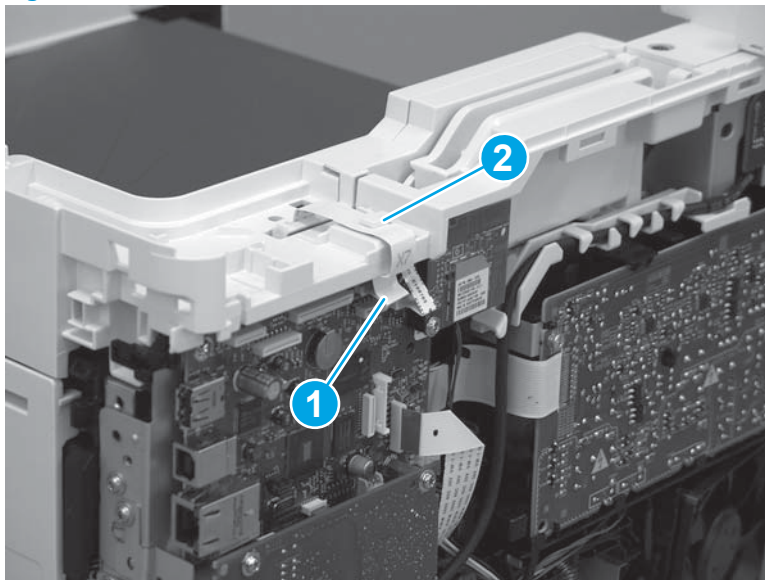
7. Install one screw (callout 1).

Figure 1-347 Install one screw



8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

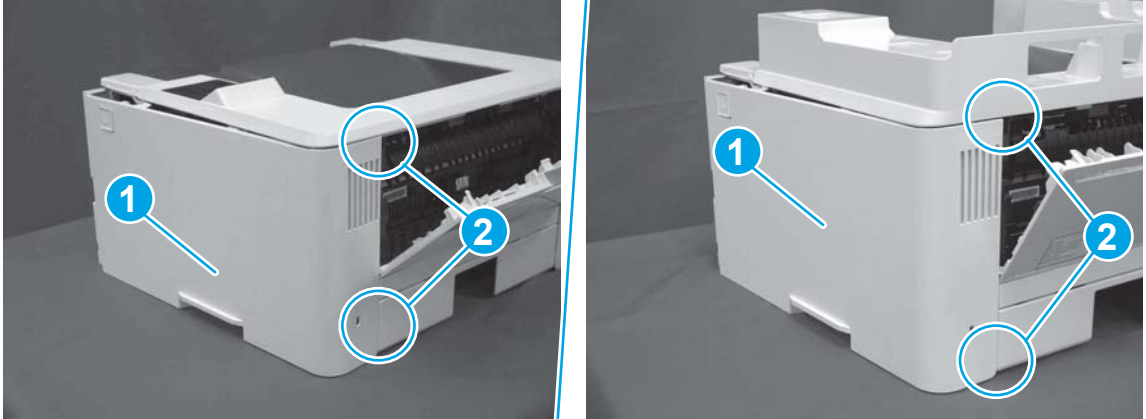
Figure 1-348 Connect one connector



Step 14: Install the right cover

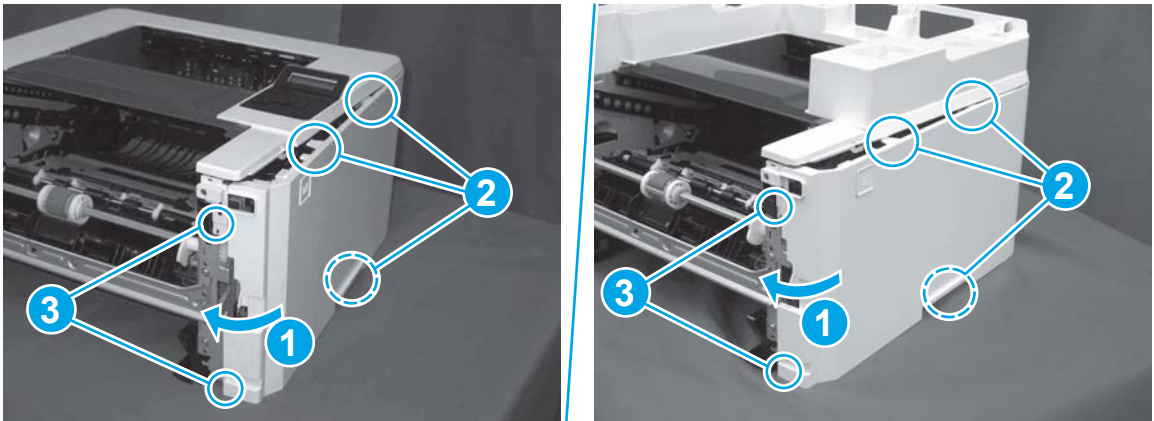
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-349 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-350 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


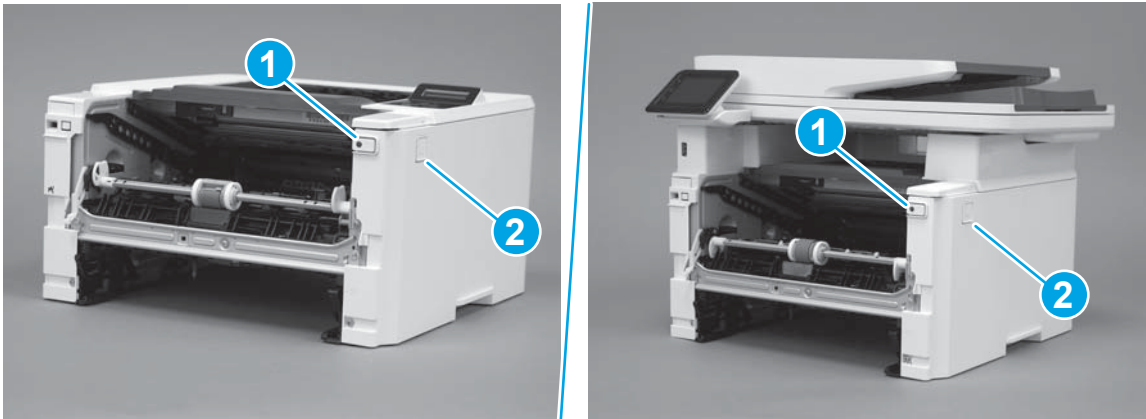
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-351 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

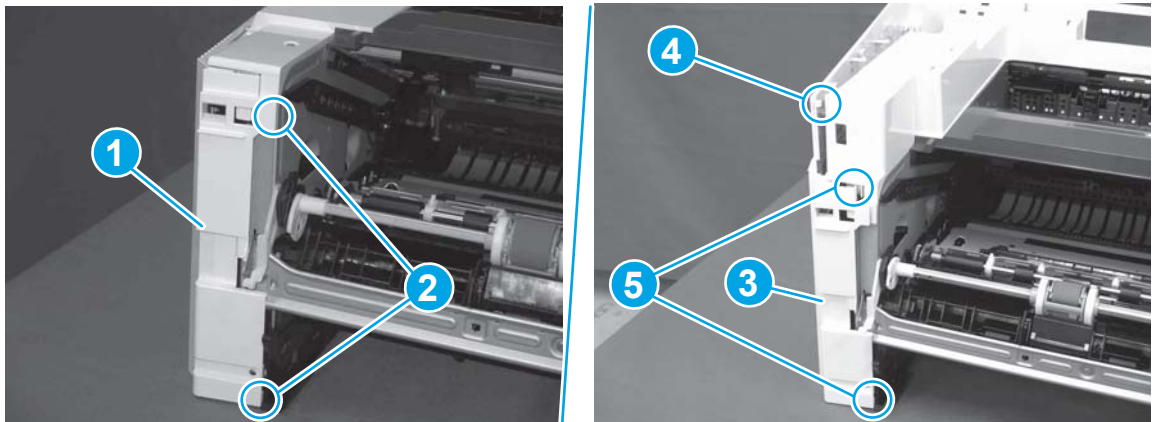
Figure 1-352 Install one screw



Step 15: Install the left cover

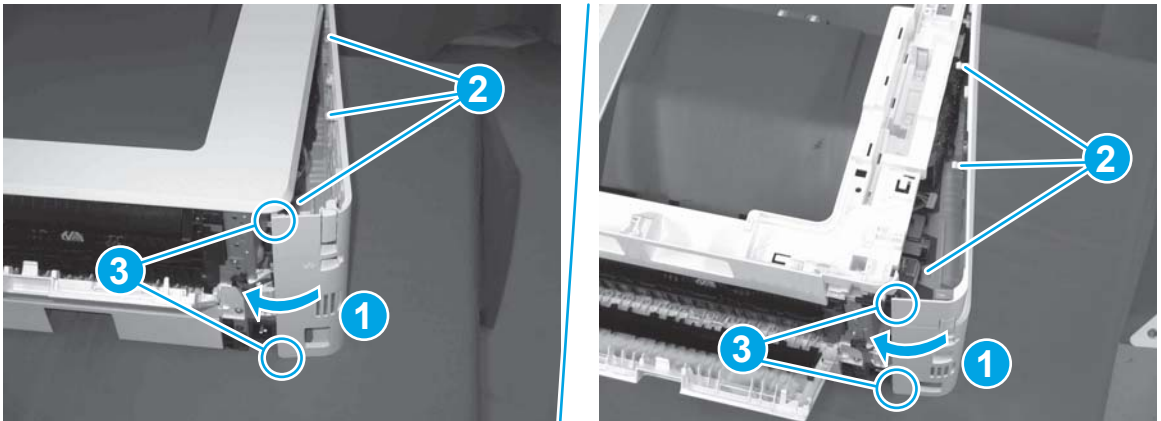
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-353 Install the cover



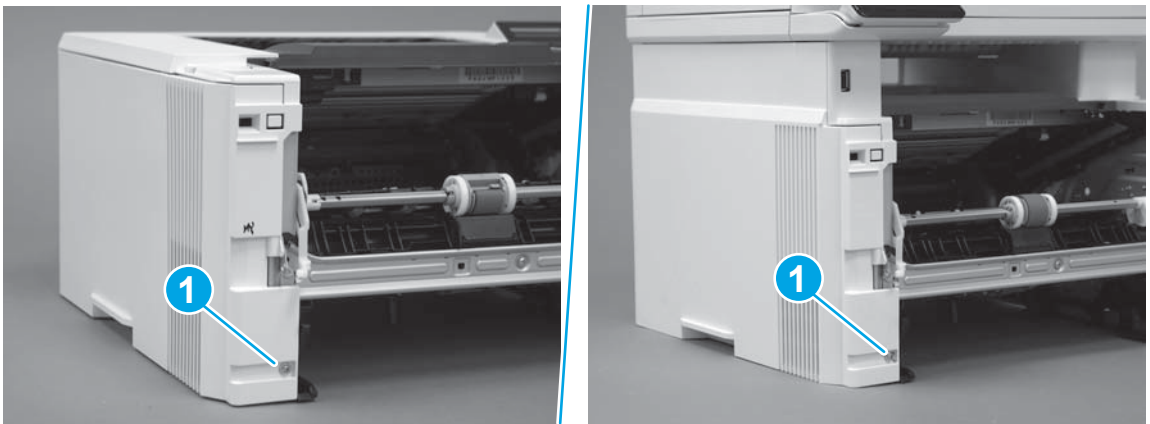
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-354 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-355 Install one screw

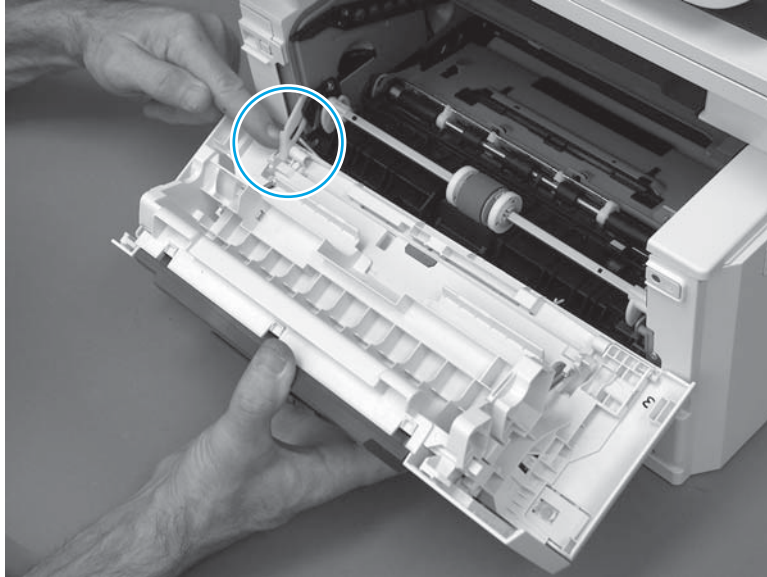


Step 16: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

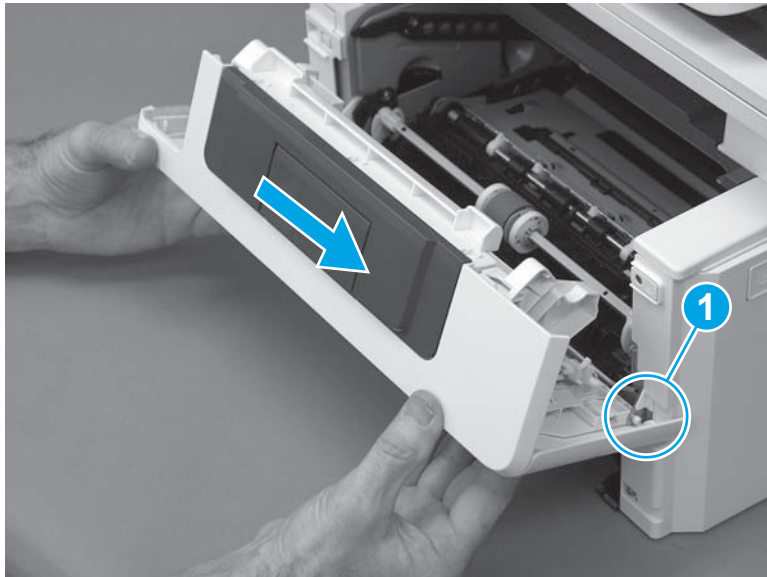
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-356 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

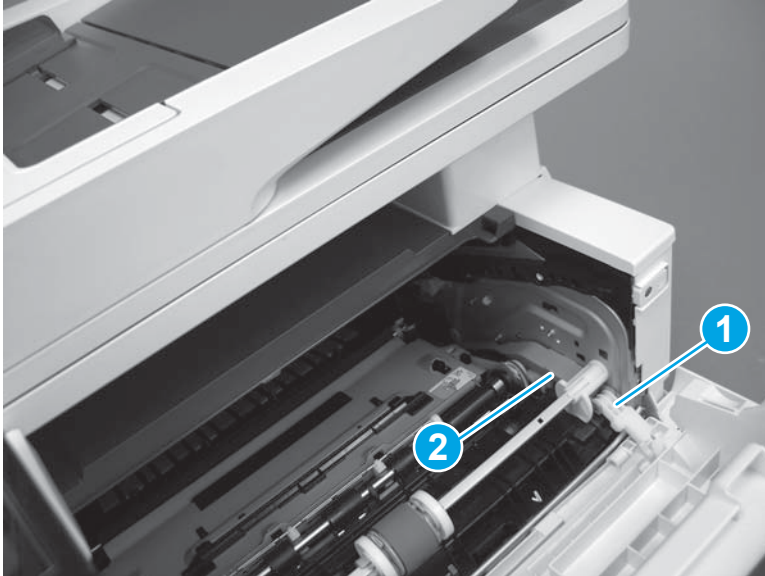
Figure 1-357 Install the door



3. Install the link (callout 1).

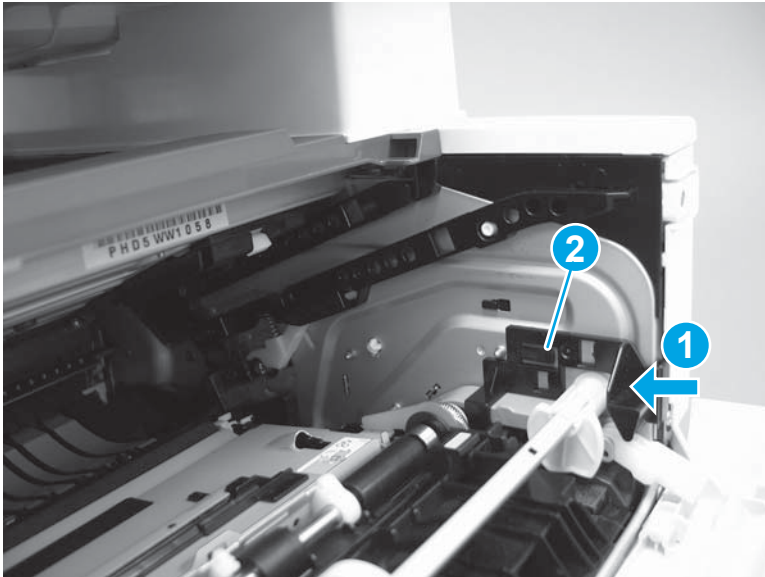
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-358 Install the pressure-release link



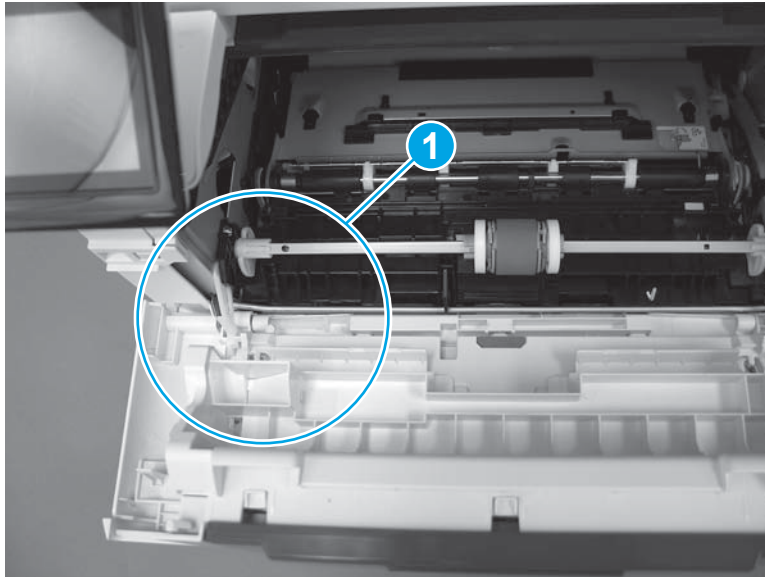
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-359 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-360 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


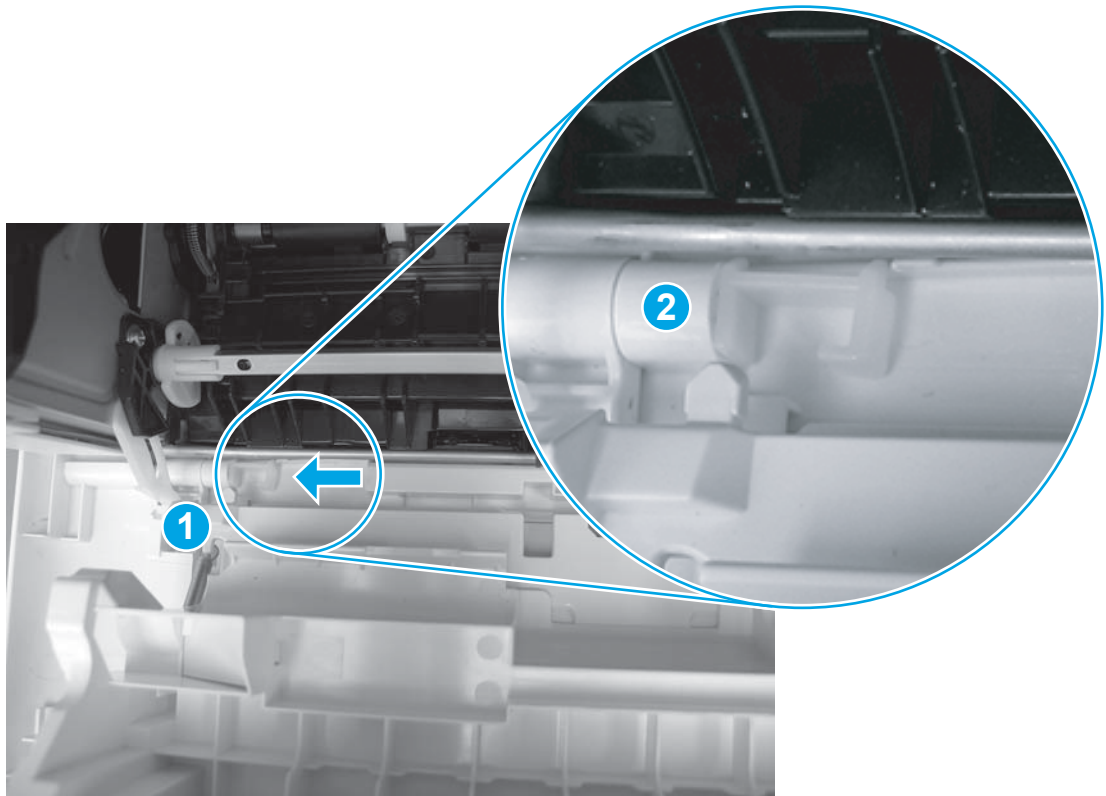
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-361 Install the support shaft



Step 17: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-362 Install the tray



Removal and replacement: Top cover (M403/M402)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the top cover \(M403/M402\)](#)
- [Step 6: Remove the 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Step 9: Install the top cover \(M403/M402\)](#)
- [Step 10: Install the right cover](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the top cover (M403/M402).

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.

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

Top cover (M403/M402) part number	
RC4-2956-000CN	Top cover (M403/M402)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-363 Remove the tray



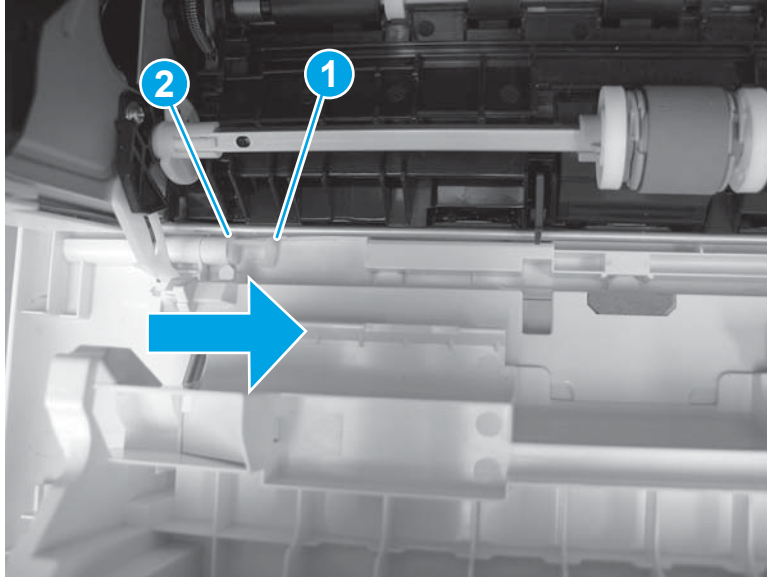
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

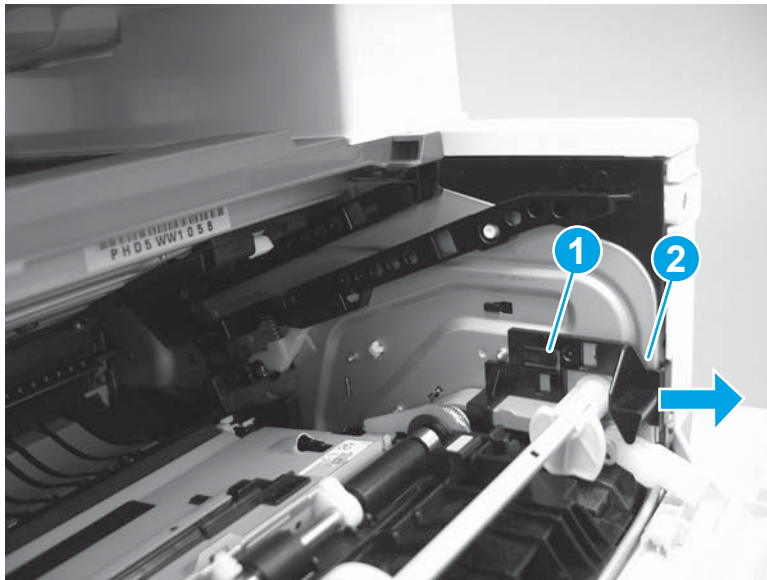
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-364 Release the support shaft



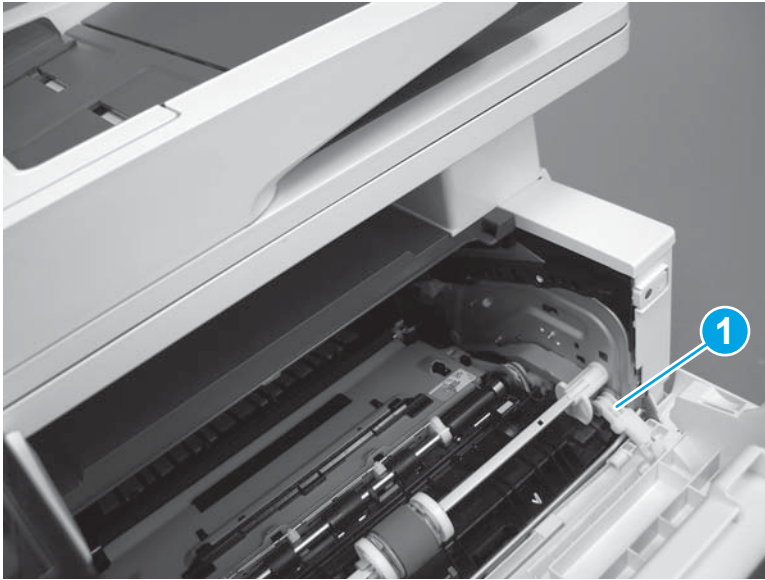
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-365 Remove the guide



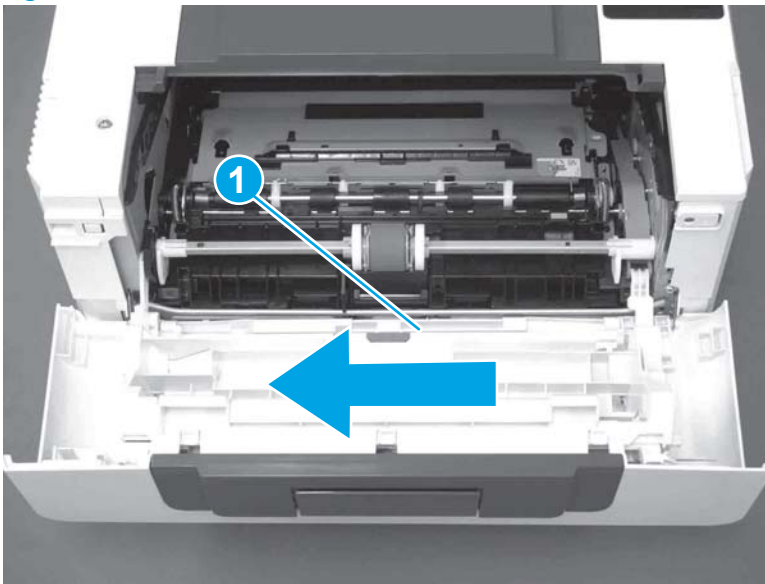
3. Remove the link arm (callout 1).

Figure 1-366 Remove the link arm



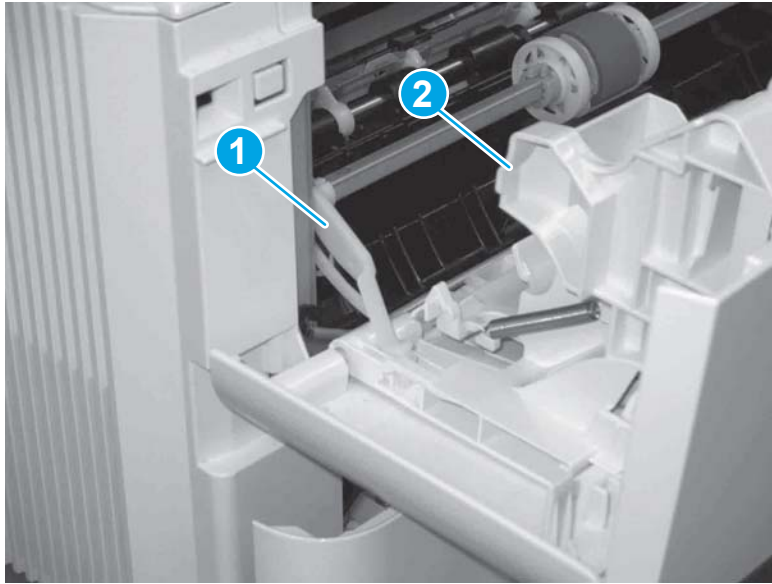
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-367 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

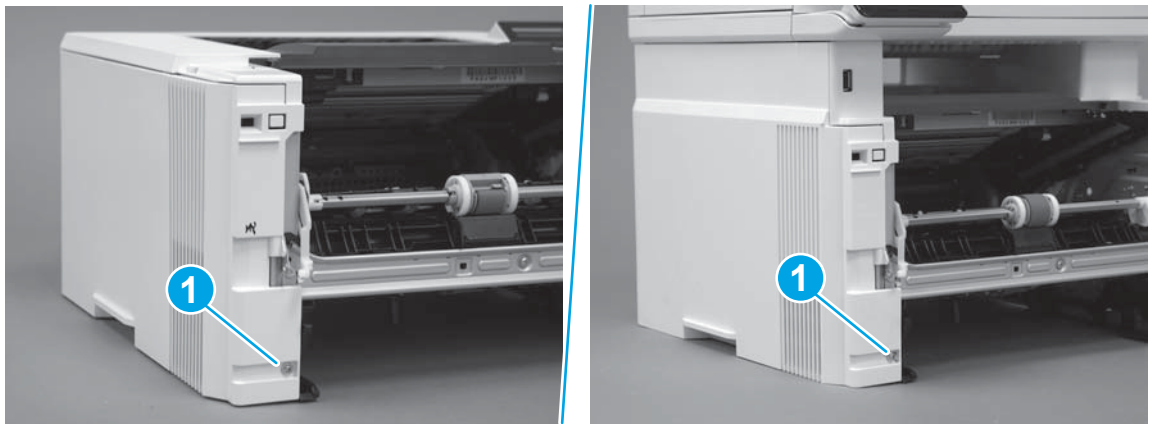
Figure 1-368 Release the left-side retainer arm



Step 3: Remove the left cover

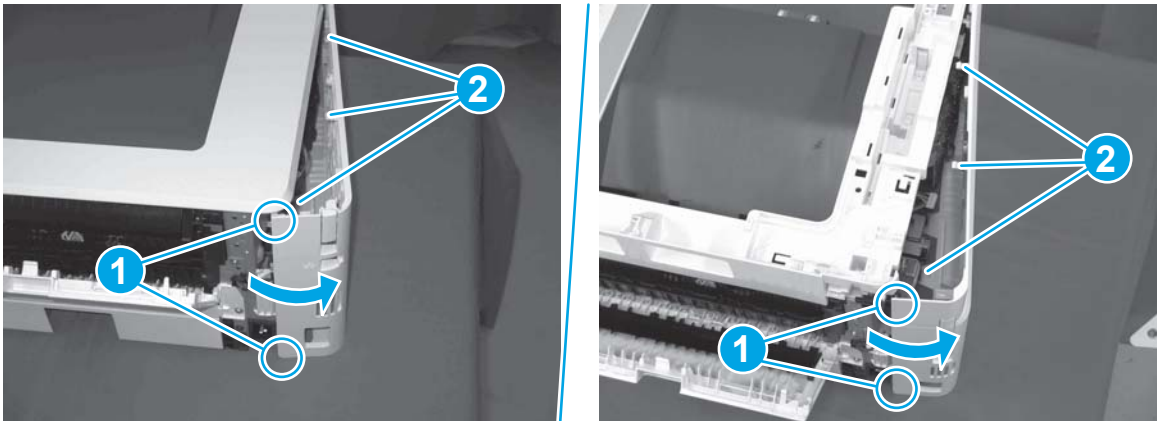
1. Remove one screw (callout 1).

Figure 1-369 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

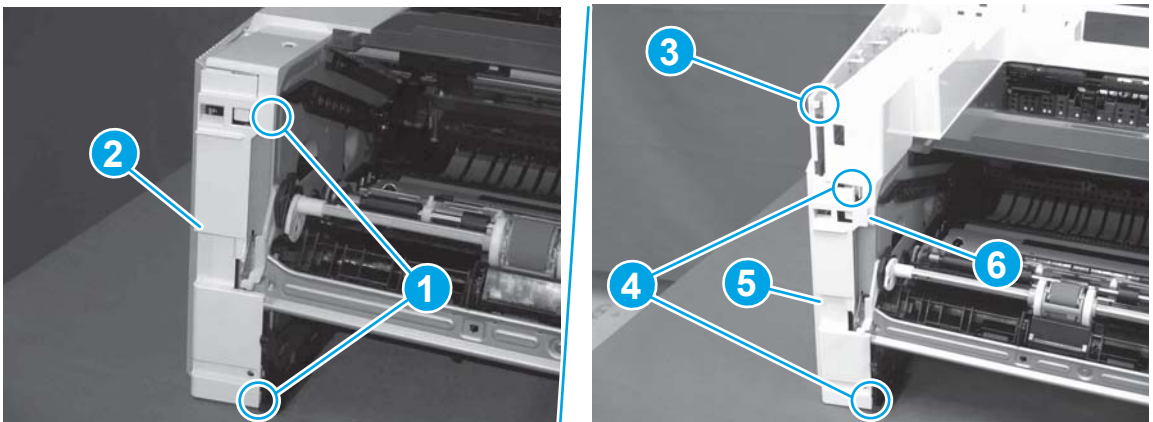
Figure 1-370 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

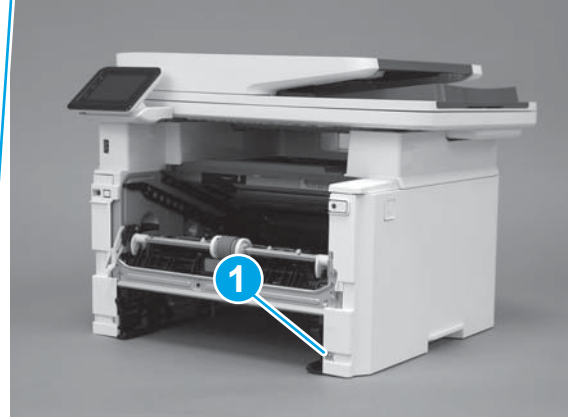
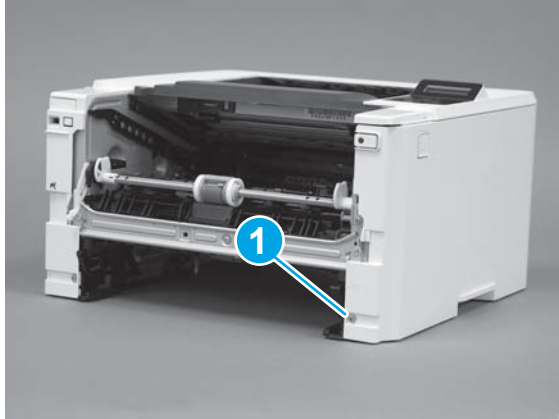
Figure 1-371 Remove the cover



Step 4: Remove the right cover

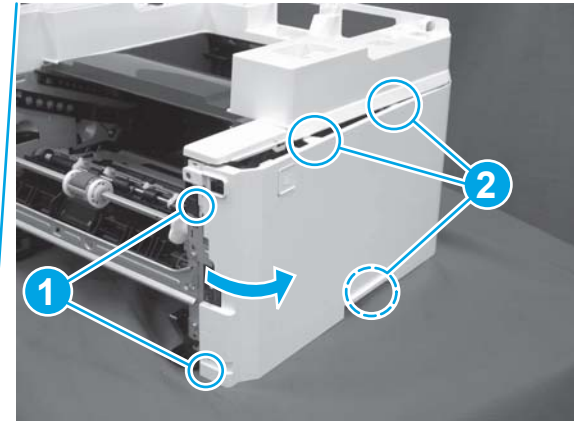
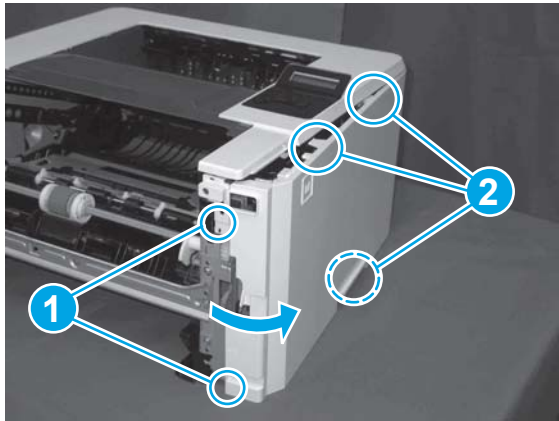
1. Remove one screw (callout 1).

Figure 1-372 Remove one screw



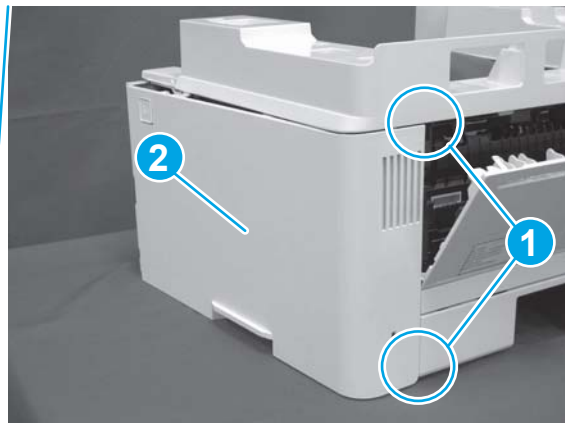
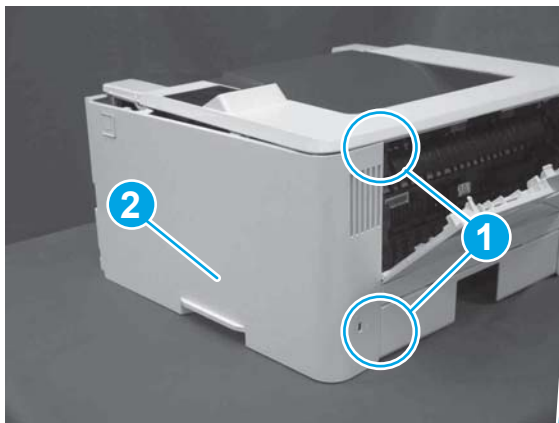
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-373 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-374 Remove the cover



Step 5: Remove the top cover (M403/M402)

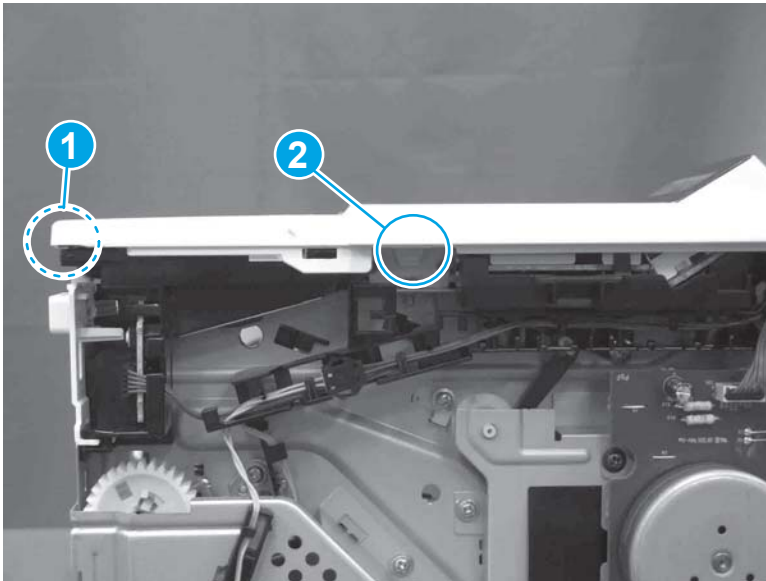
1. Remove one screw (callout 1).

Figure 1-375 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-376 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


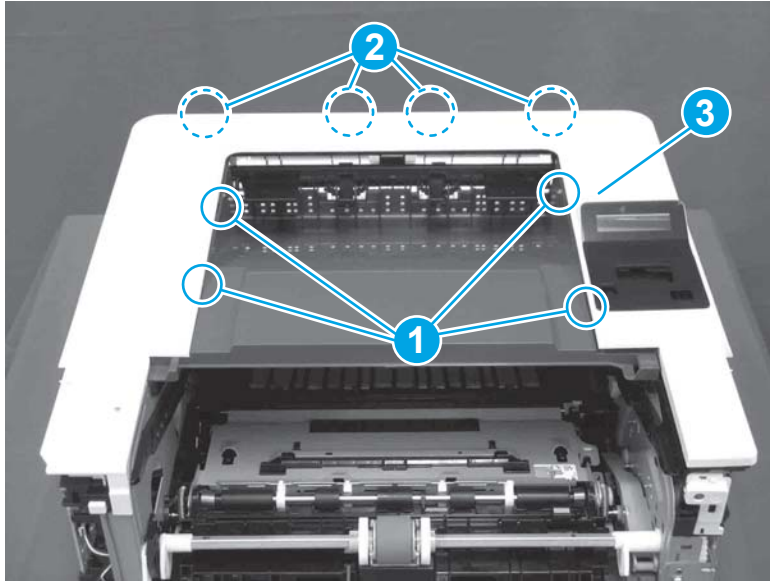
 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

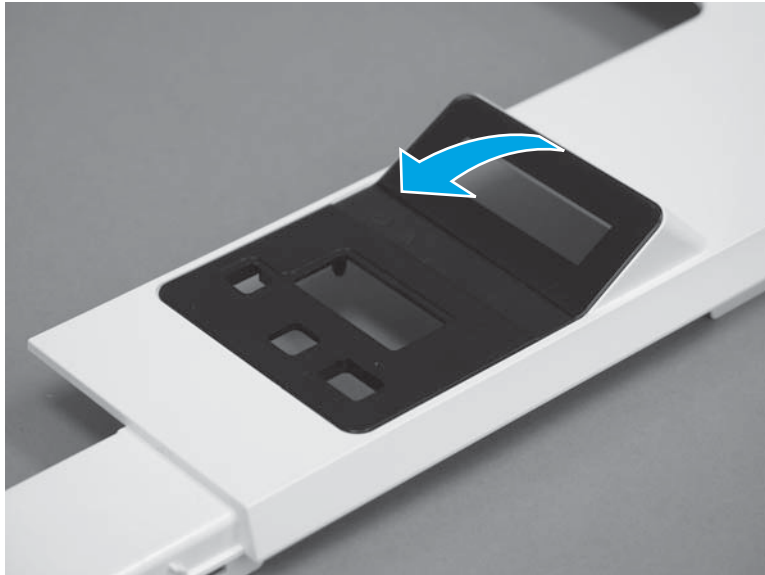
Figure 1-377 Remove the cover



Step 6: Remove the 2-line LCD operator and indication covers (M403/M402)

1. Rotate the top edge of the operator cover away from the printer to release it.

Figure 1-378 Rotate the top edge of the operator cover



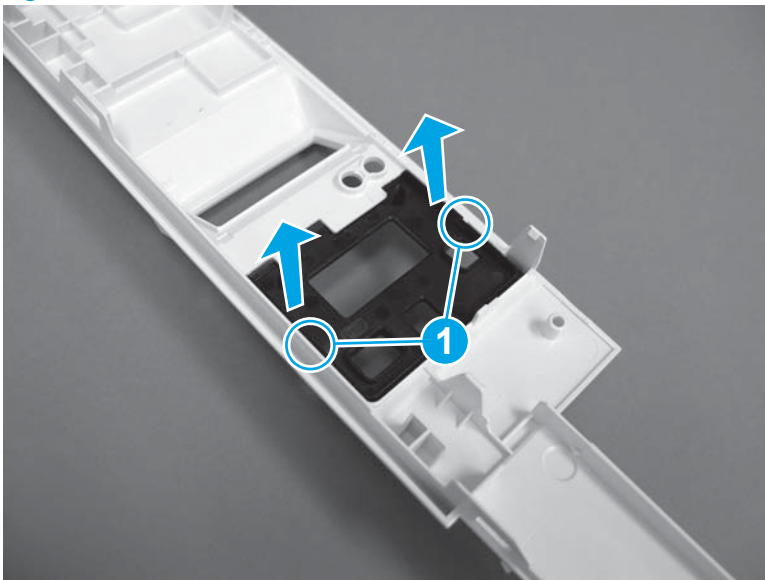
2. Remove the operator cover.

Figure 1-379 Remove the cover



3. Turn the top cover over, release two tabs (callout 1), and then remove the indication cover.

Figure 1-380 Remove the cover



Step 7: Unpack the replacement assembly

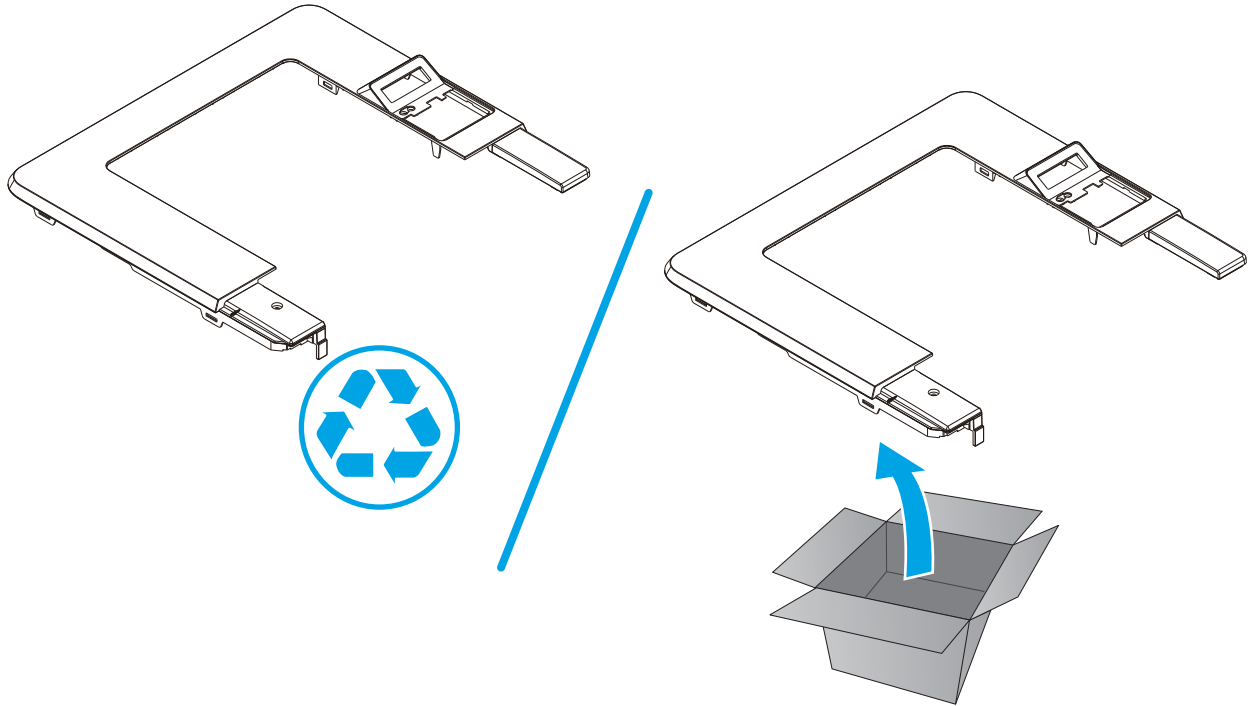
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

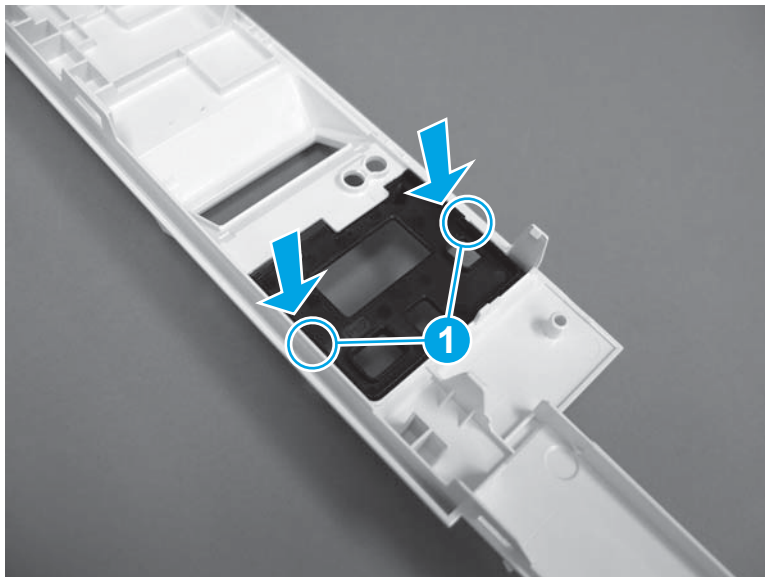
Figure 1-381 Recycle and unpack



Step 8: Install the 2-line LCD operator and indication covers (M403/M402)

1. Position the indication cover on the top cover, and then make sure that the two tabs (callout 1) snap into place.

Figure 1-382 Install the cover



2. Turn the top cover over, and then position the bottom edge of the operator cover with the tab (callout 1) under the indication cover (callout 2).

Figure 1-383 Position the operator cover on the printer



3. Rotate the top edge of the cover towards from the printer to install it.


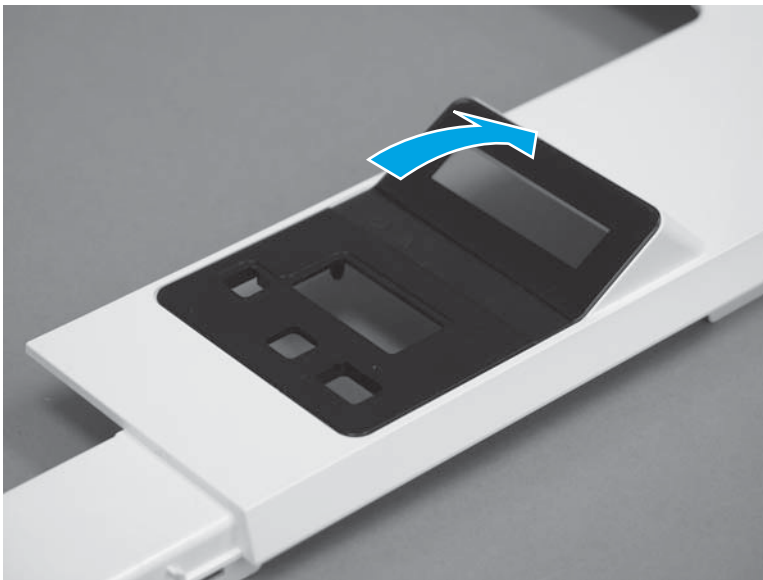
 **Reinstallation tip:** Use two-sided tape to secure the upper edge of the operator cover to the top cover.

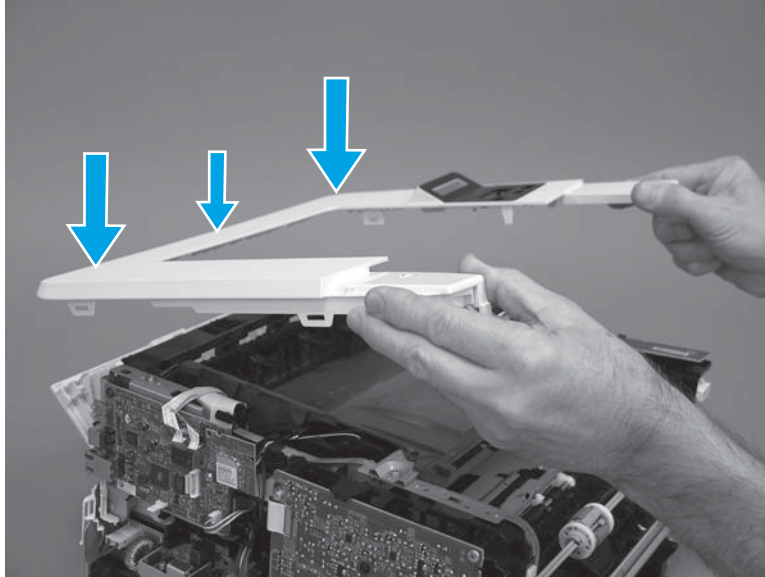
Figure 1-384 Install the cover



Step 9: Install the top cover (M403/M402)

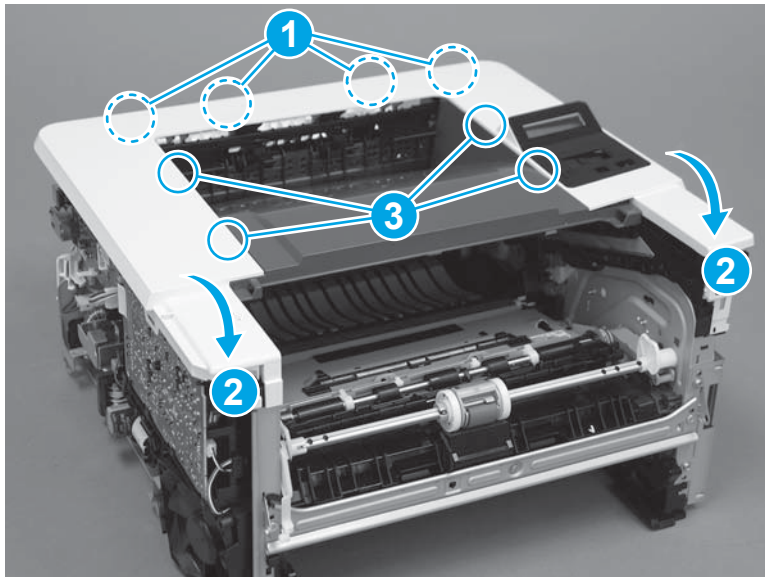
1. Position the rear edge of the cover on the printer.

Figure 1-385 Install the cover



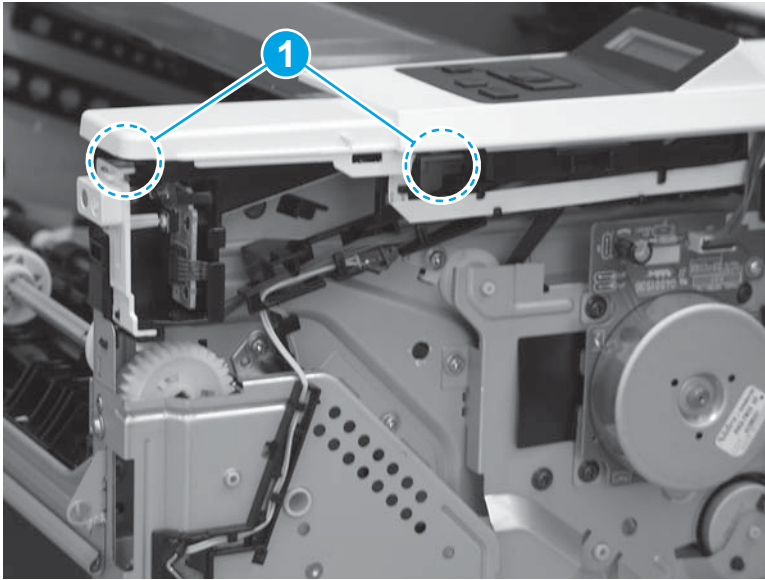
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-386 Engage four bosses and tabs



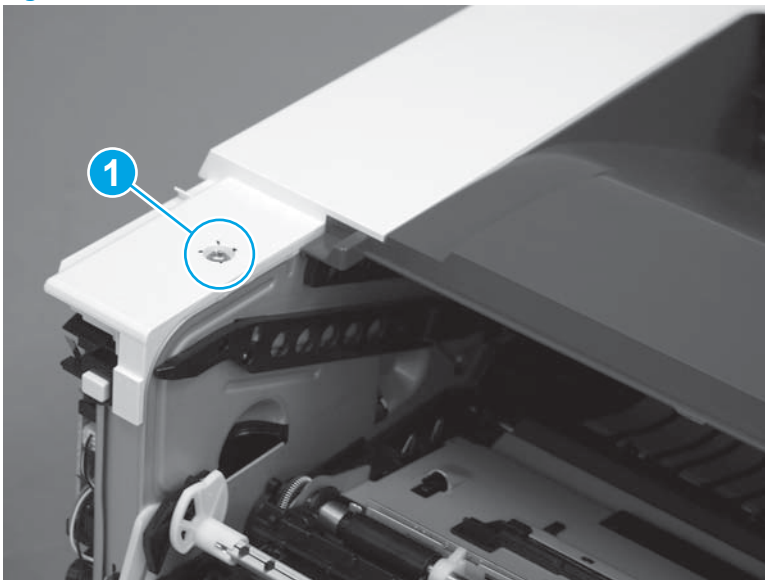
3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-387 Engage one boss and one tab



4. Install one screw (callout 1).

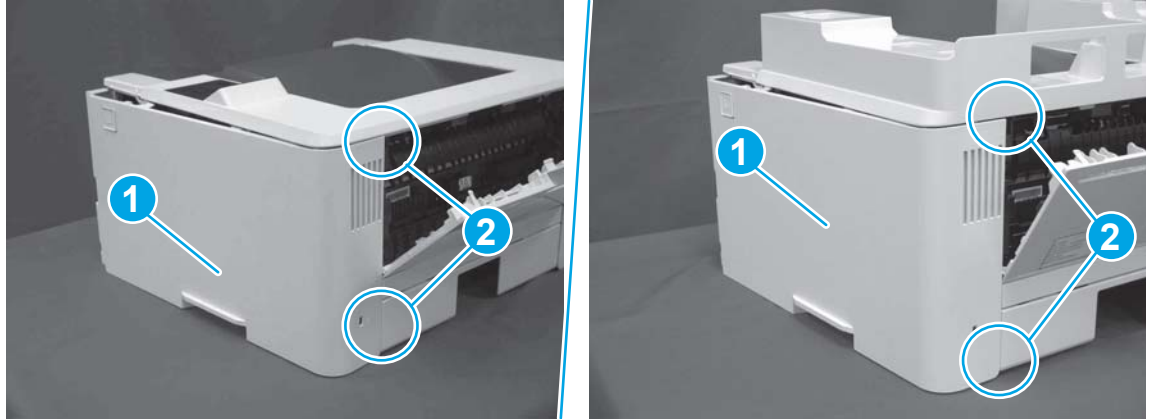
Figure 1-388 Install one screw



Step 10: Install the right cover

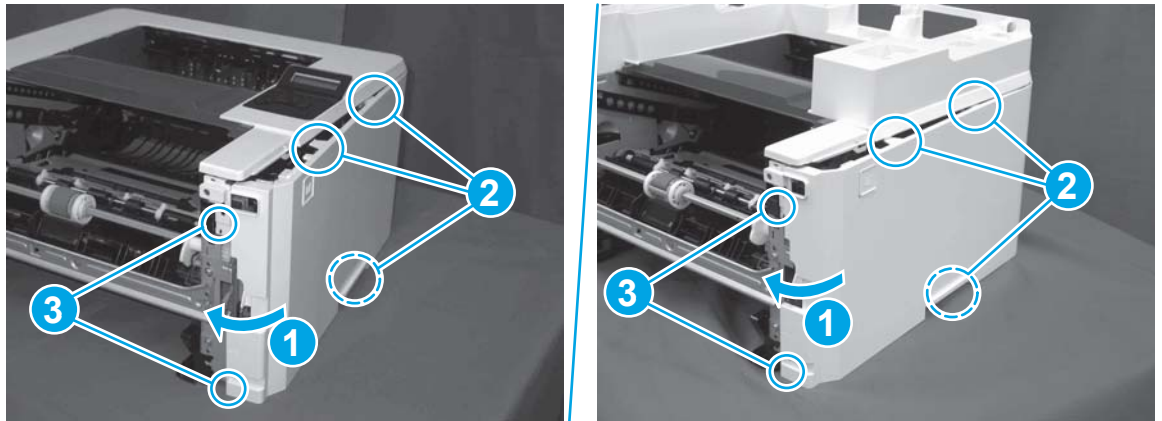
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-389 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-390 Engage two bosses and one tab

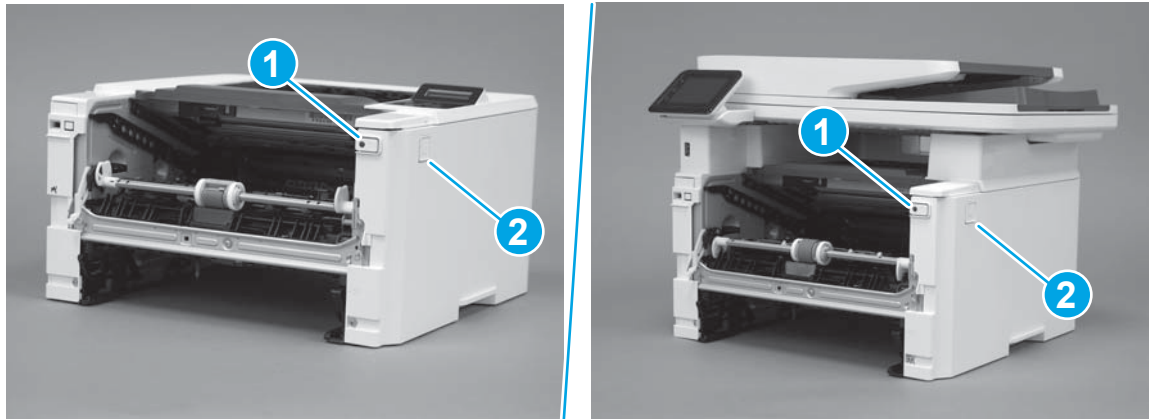


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-391 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

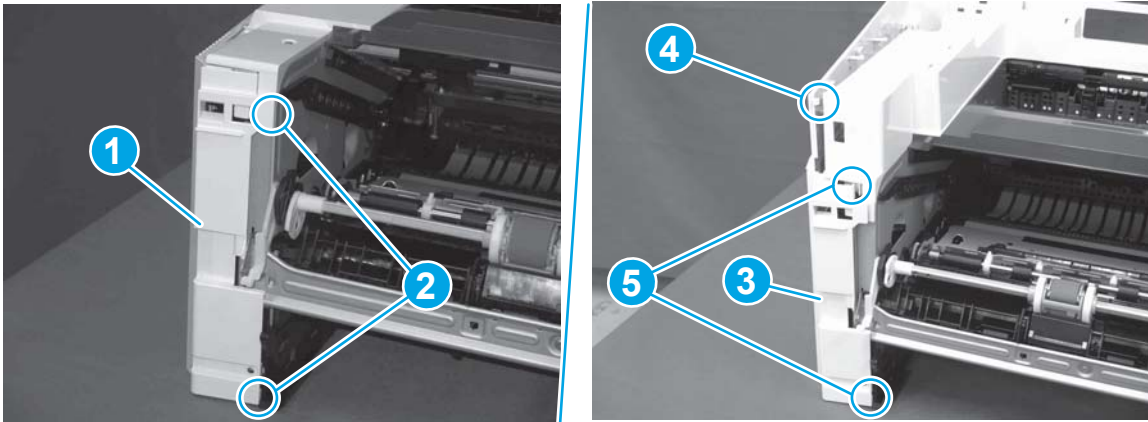
Figure 1-392 Install one screw



Step 11: Install the left cover

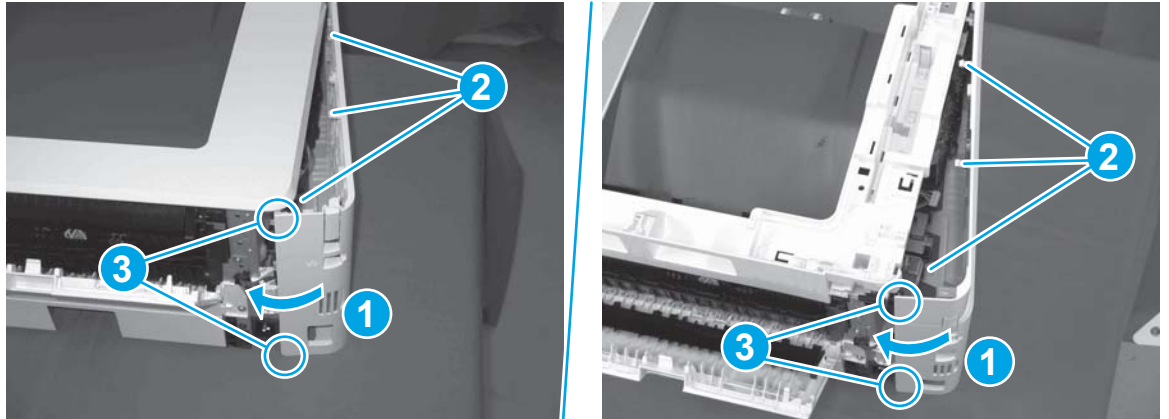
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-393 Install the cover



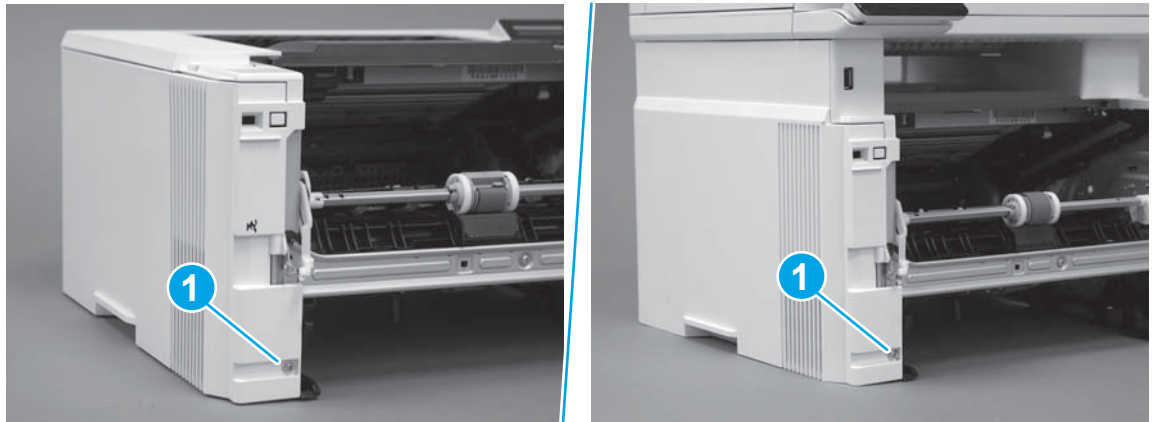
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-394 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-395 Install one screw

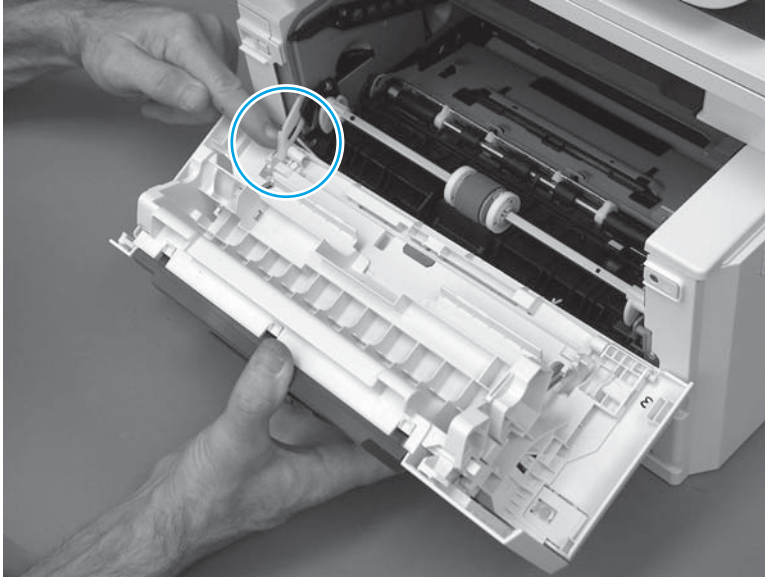


Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

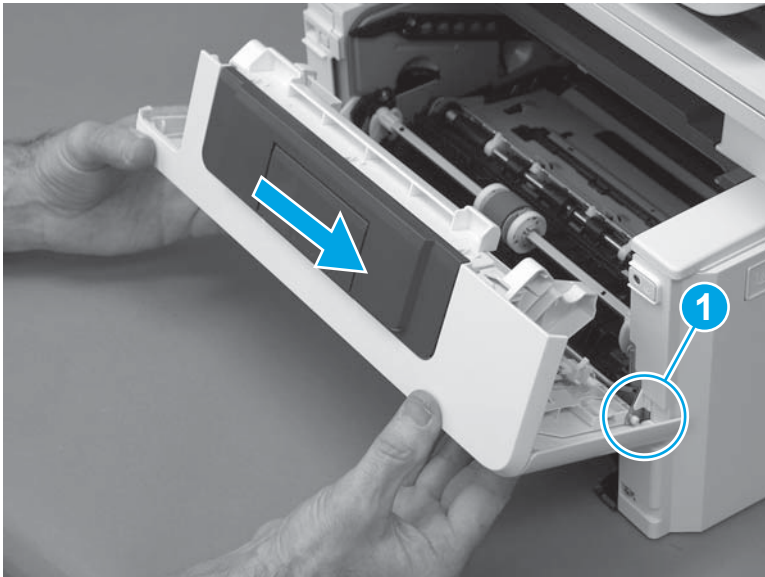
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-396 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

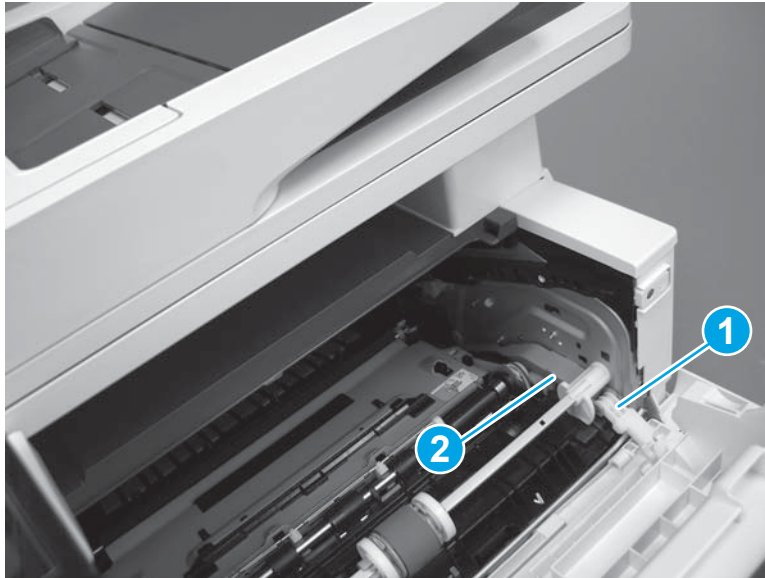
Figure 1-397 Install the door



3. Install the link (callout 1).

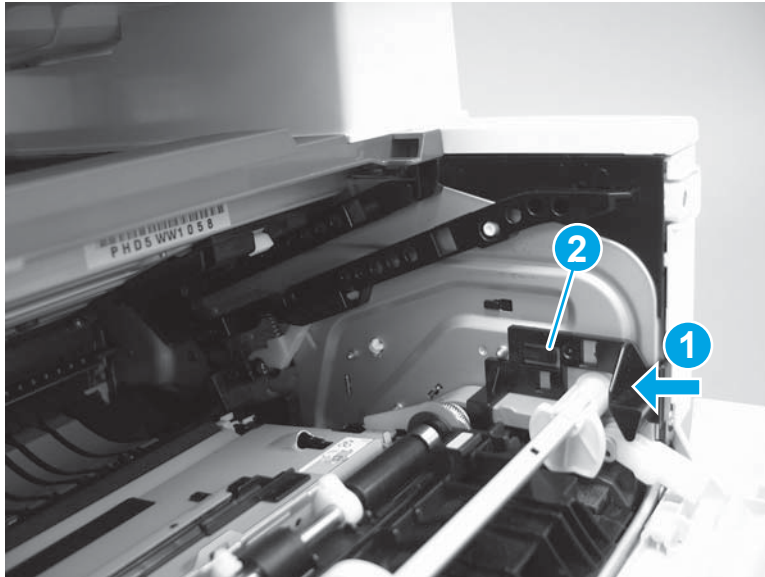
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-398 Install the pressure-release link



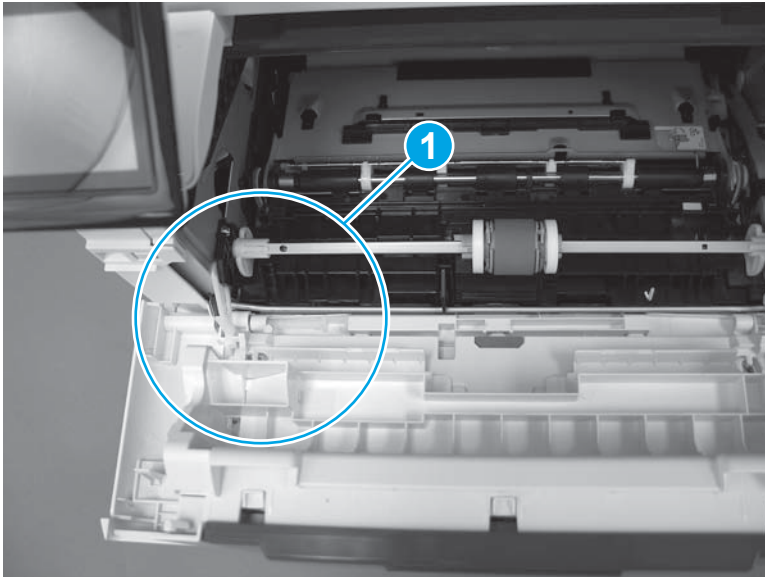
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-399 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-400 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


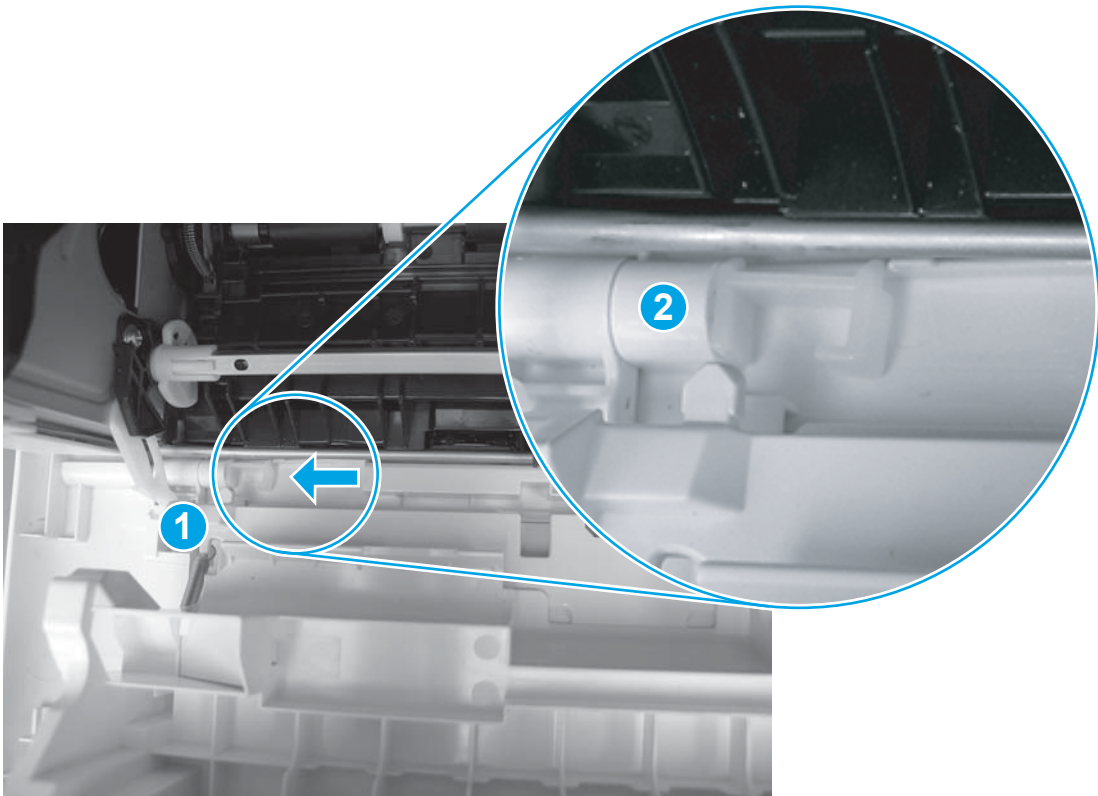
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-401 Install the support shaft



Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-402 Install the tray



Removal and replacement: 2-line LCD operator and indication covers (M403/M402)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the top cover \(M403/M402\)](#)
- [Step 6: Remove the 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the 2-line LCD operator and indication covers \(M403/M402\)](#)
- [Step 9: Install the top cover \(M403/M402\)](#)
- [Step 10: Install the right cover](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the 2-line LCD operator and indication covers.

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.

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

2-line LCD operator and indication covers (M403/M402) part number	
RC4-3312-000CN	2-line LCD operator cover (M403/M402; non-wireless models)
RC4-3322-000CN	2-line LCD operator cover (M402dw; wireless model)
RL2-0675-000CN	2-line LCD indication cover (M403/M402)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-403 Remove the tray



Step 2: Remove the cartridge door assembly



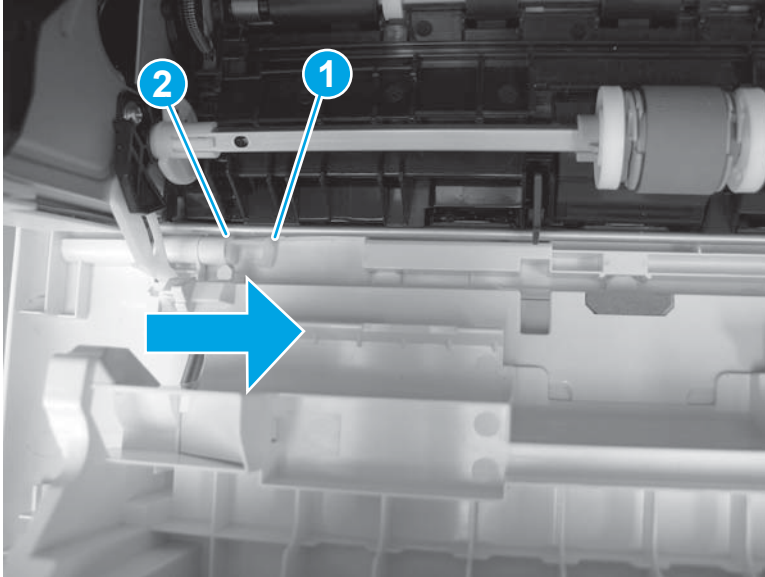
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



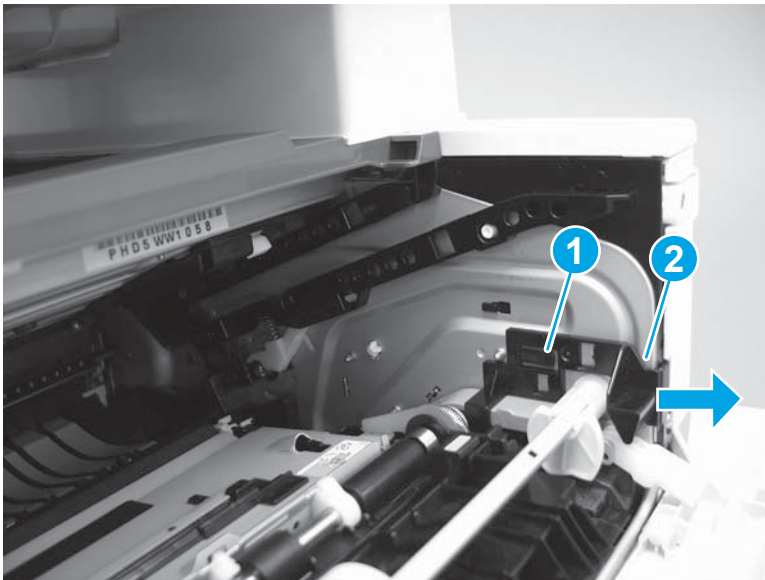
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-404 Release the support shaft



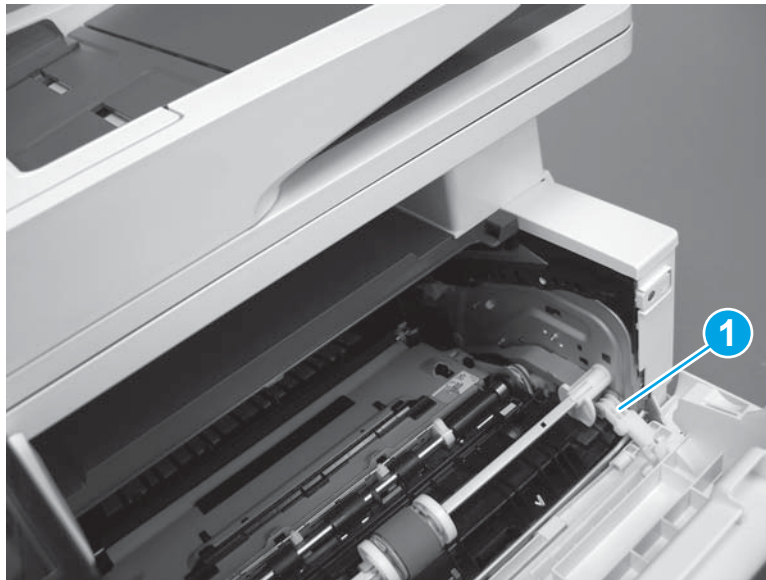
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-405 Remove the guide



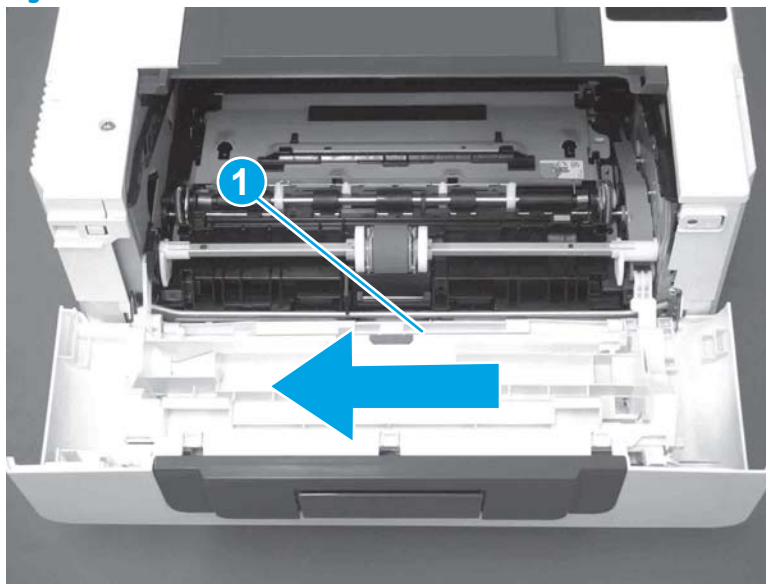
3. Remove the link arm (callout 1).

Figure 1-406 Remove the link arm



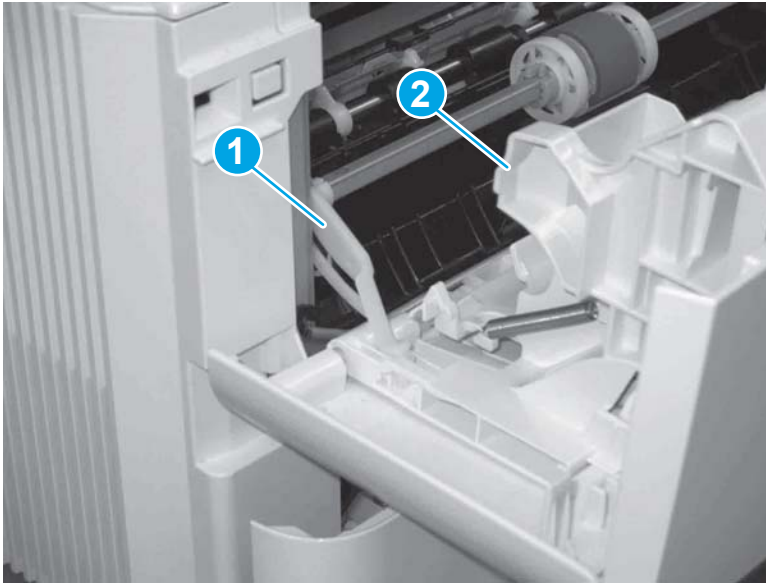
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-407 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

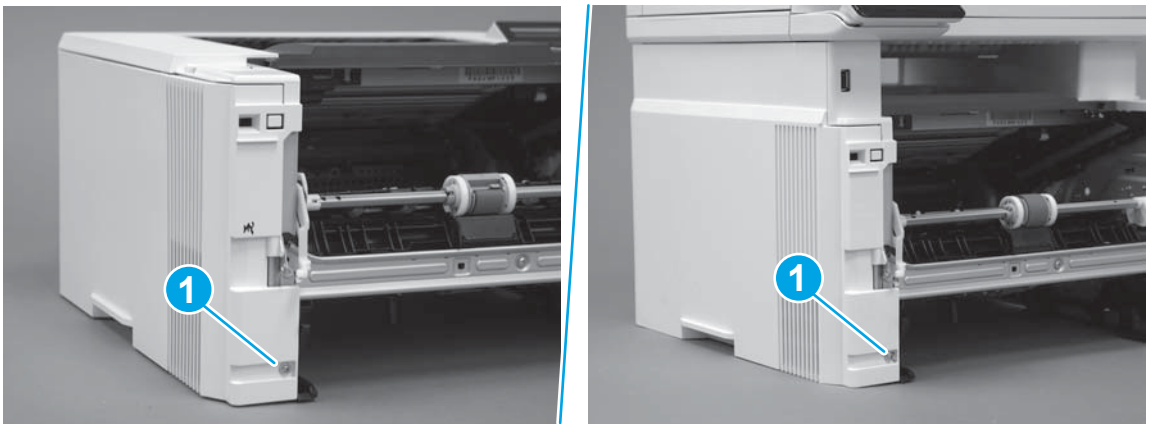
Figure 1-408 Release the left-side retainer arm



Step 3: Remove the left cover

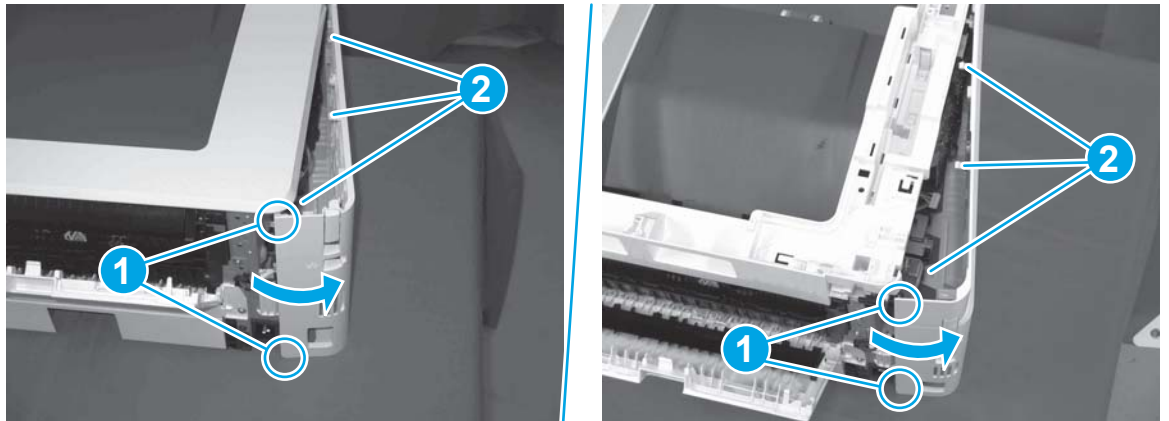
1. Remove one screw (callout 1).

Figure 1-409 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

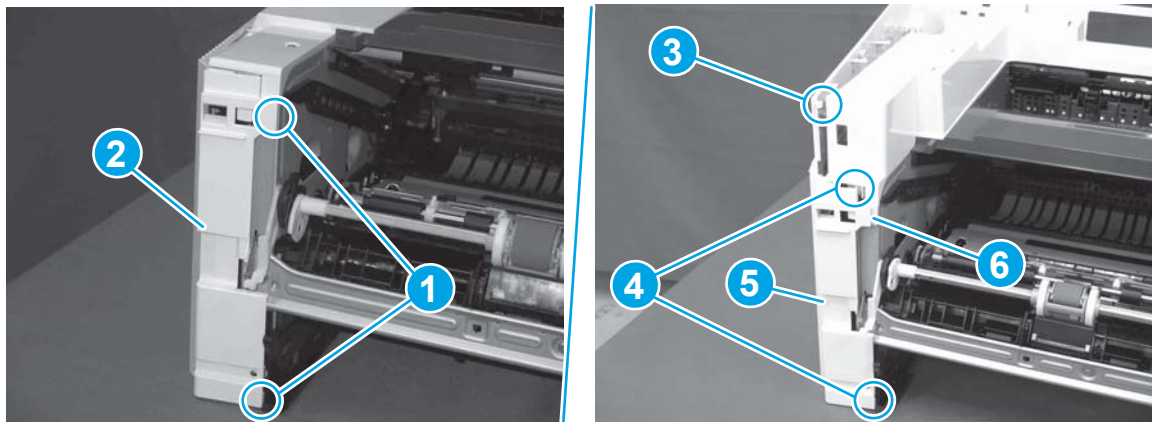
Figure 1-410 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

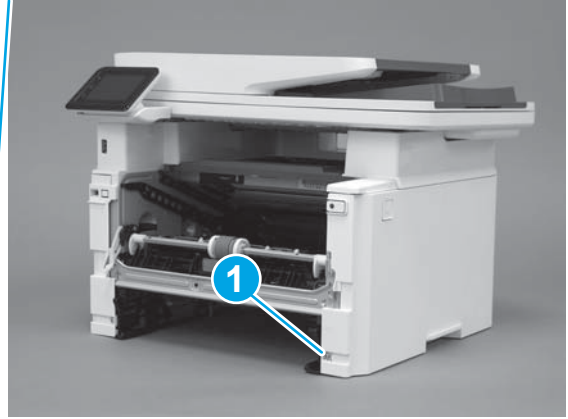
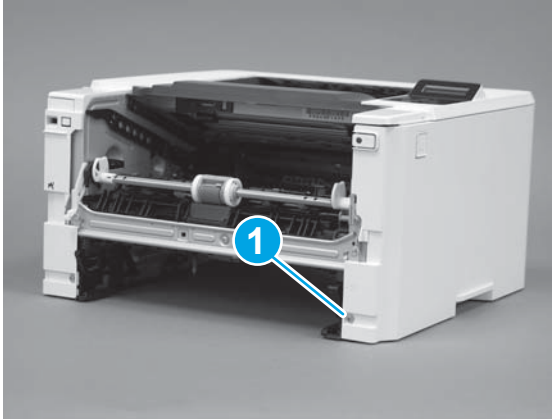
Figure 1-411 Remove the cover



Step 4: Remove the right cover

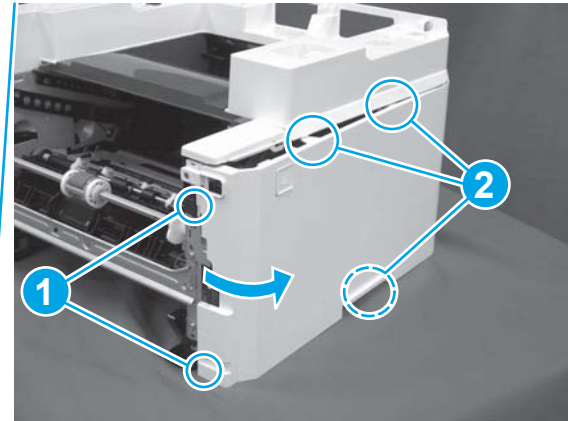
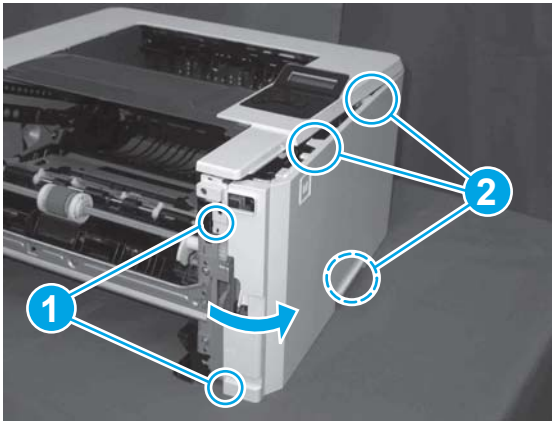
1. Remove one screw (callout 1).

Figure 1-412 Remove one screw



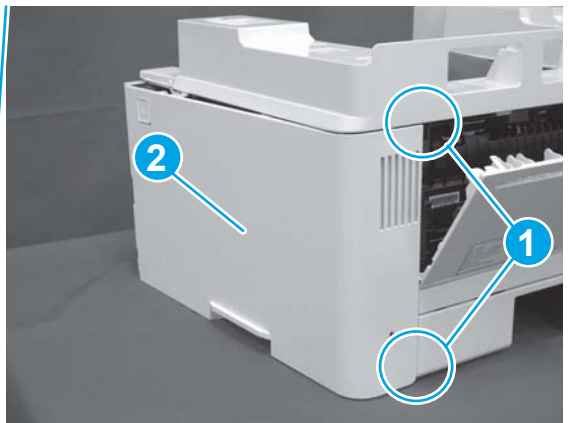
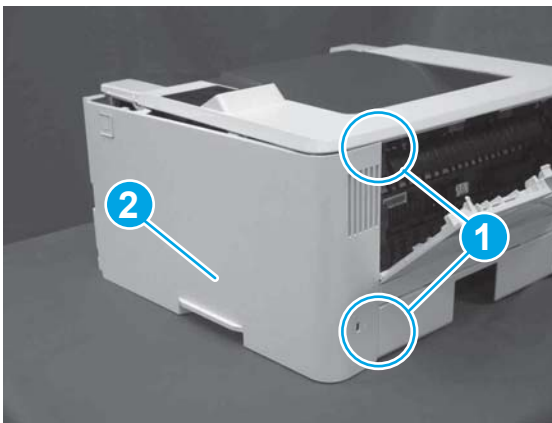
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-413 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-414 Remove the cover



Step 5: Remove the top cover (M403/M402)

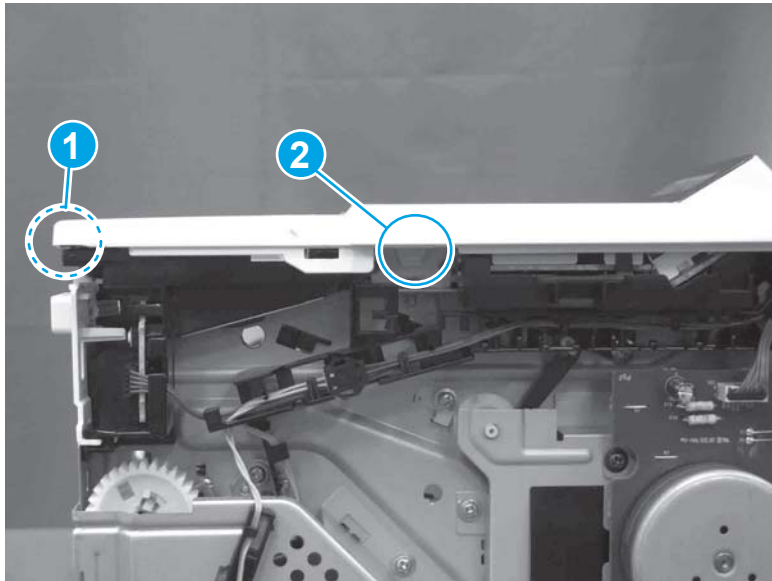
1. Remove one screw (callout 1).

Figure 1-415 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-416 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


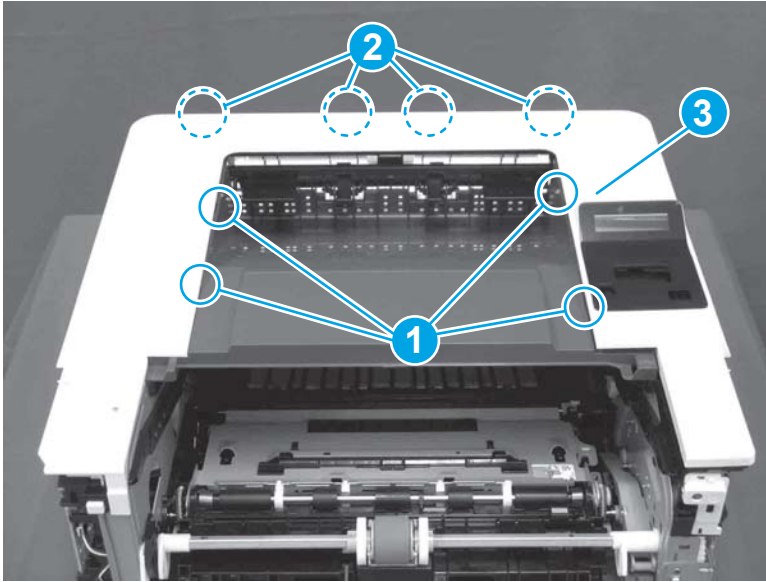
 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

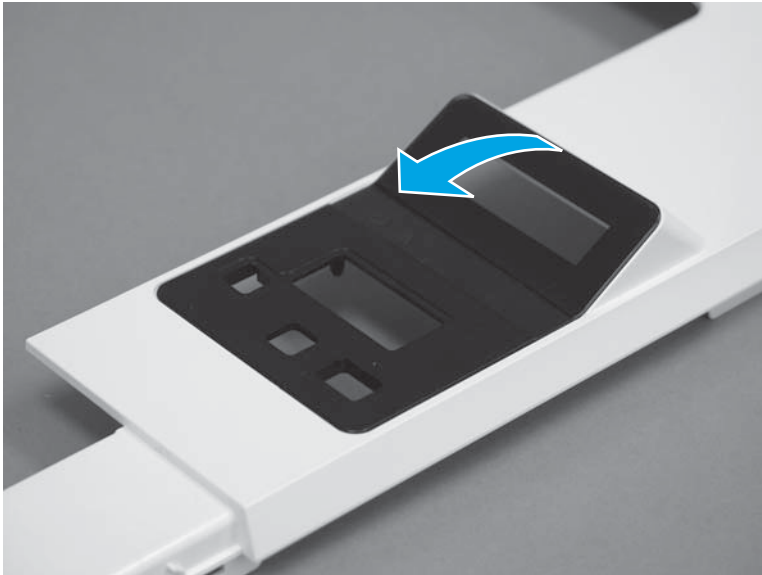
Figure 1-417 Remove the cover



Step 6: Remove the 2-line LCD operator and indication covers (M403/M402)

1. Rotate the top edge of the operator cover away from the printer to release it.

Figure 1-418 Rotate the top edge of the operator cover



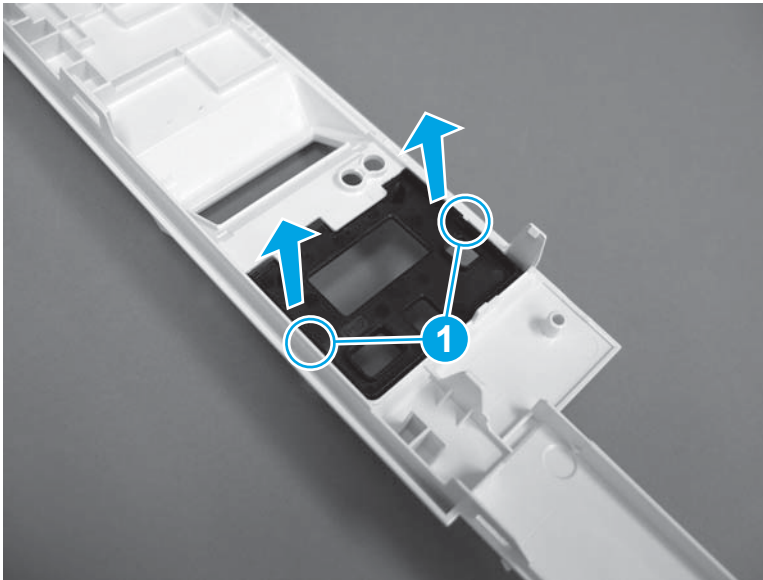
2. Remove the operator cover.

Figure 1-419 Remove the cover



3. Turn the top cover over, release two tabs (callout 1), and then remove the indication cover.

Figure 1-420 Remove the cover



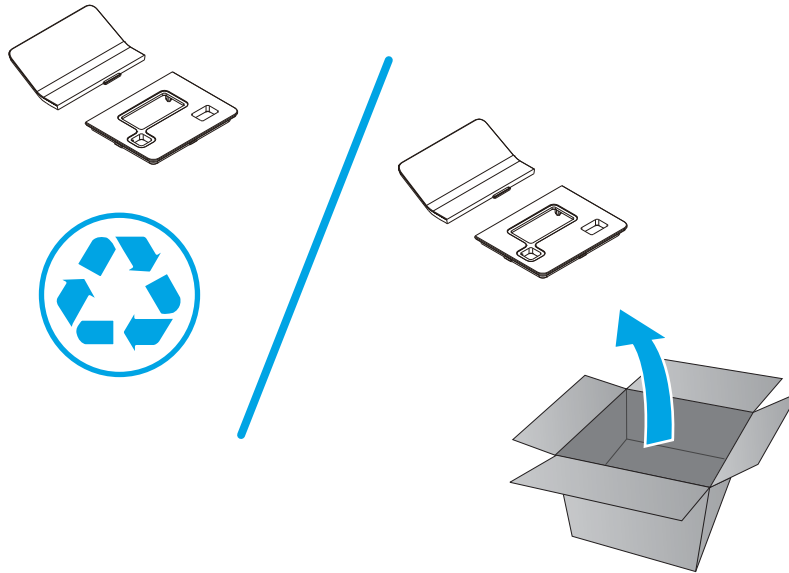
Step 7: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

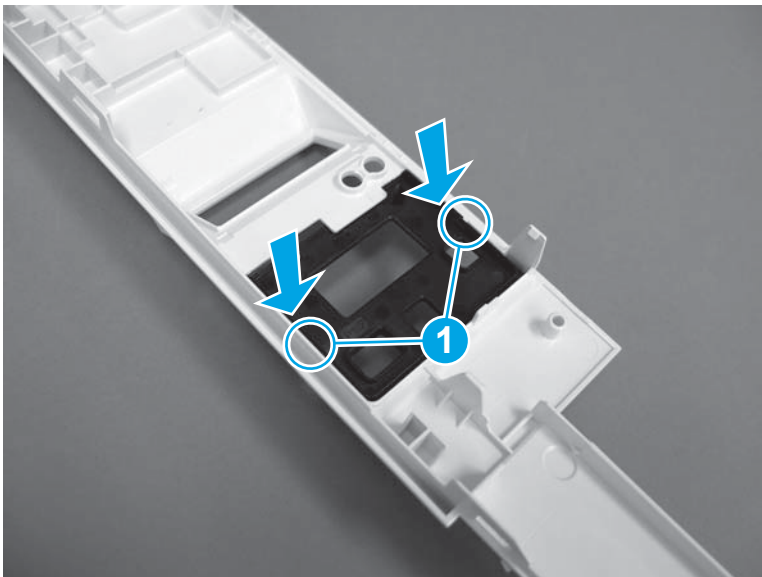
Figure 1-421 Recycle and unpack



Step 8: Install the 2-line LCD operator and indication covers (M403/M402)

1. Position the indication cover on the top cover, and then make sure that the two tabs (callout 1) snap into place.

Figure 1-422 Install the cover



2. Turn the top cover over, and then position the bottom edge of the operator cover with the tab (callout 1) under the indication cover (callout 2).

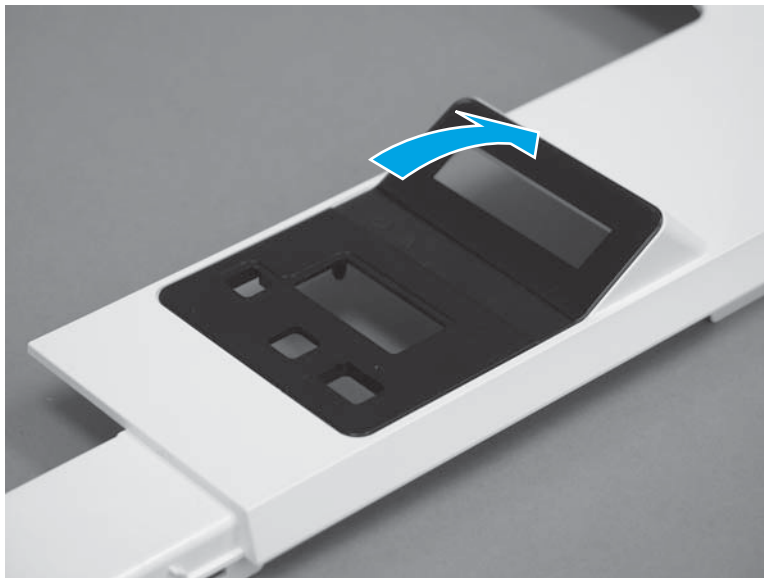
Figure 1-423 Position the operator cover on the printer



3. Rotate the top edge of the cover towards from the printer to install it.

 **Reinstallation tip:** Use two-sided tape to secure the upper edge of the operator cover to the top cover.

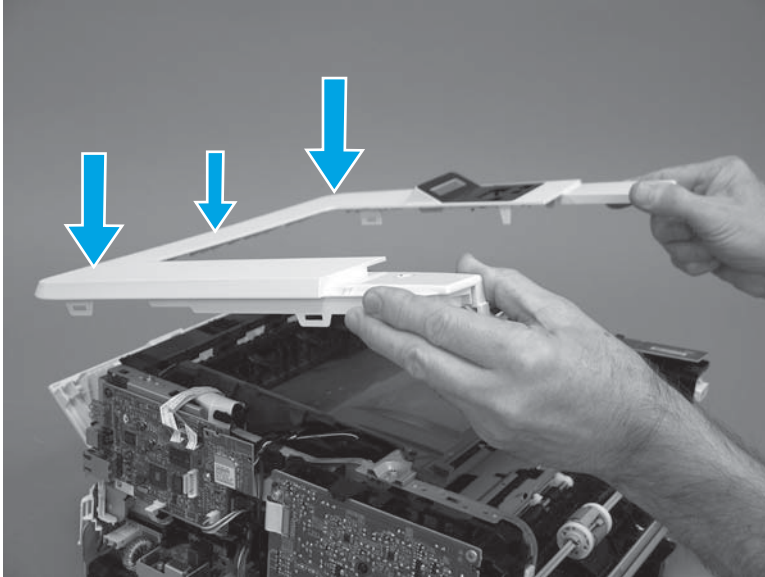
Figure 1-424 Install the cover



Step 9: Install the top cover (M403/M402)

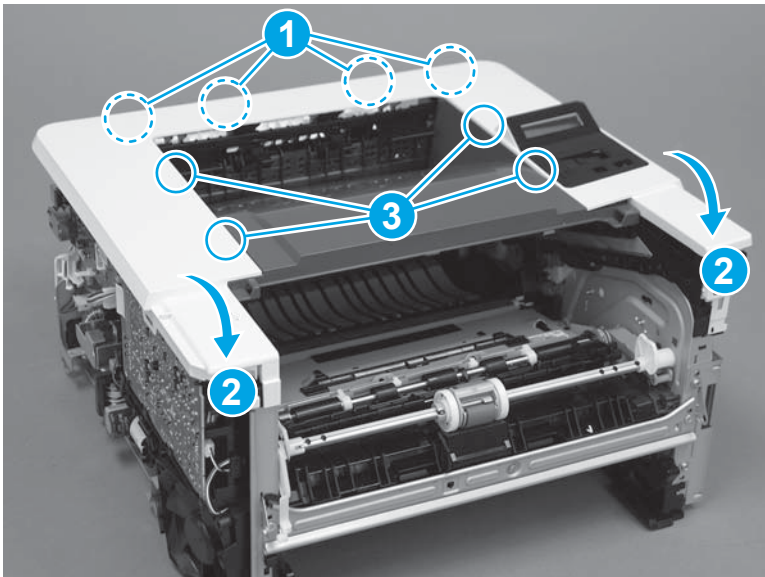
1. Position the rear edge of the cover on the printer.

Figure 1-425 Install the cover



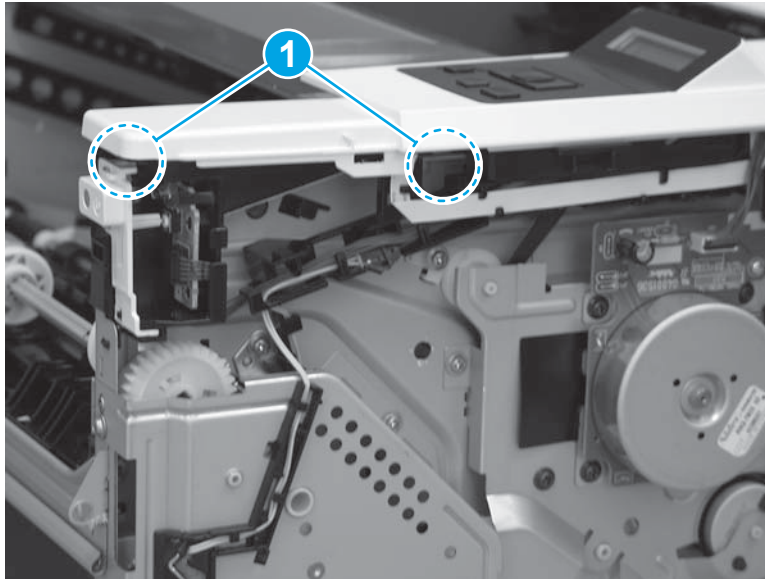
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-426 Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-427 Engage one boss and one tab



4. Install one screw (callout 1).

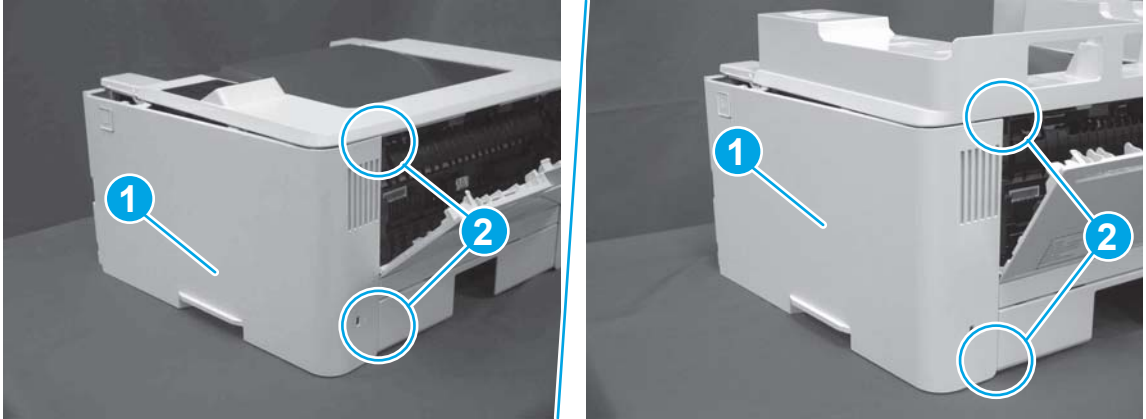
Figure 1-428 Install one screw



Step 10: Install the right cover

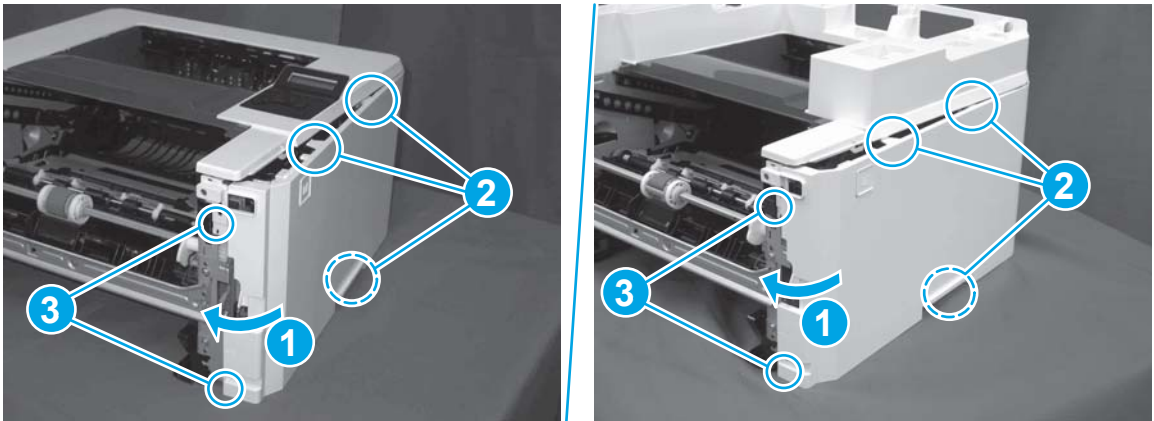
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-429 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-430 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


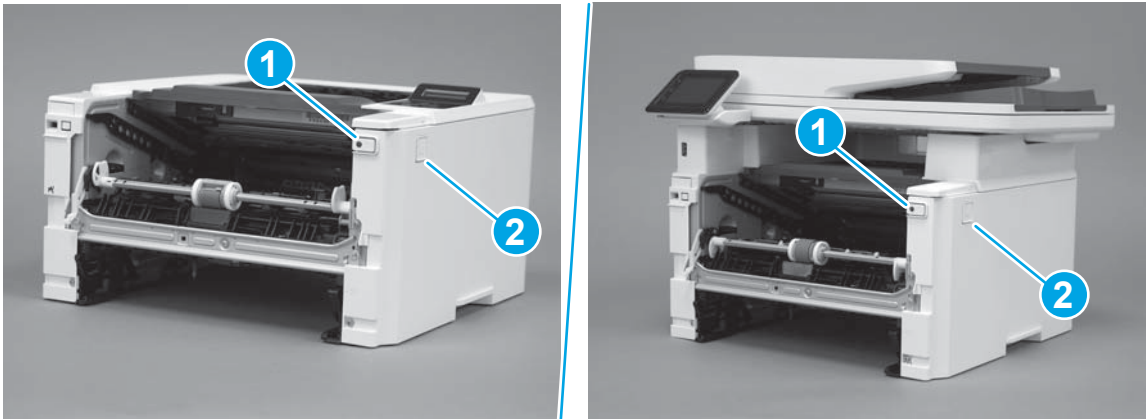
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-431 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

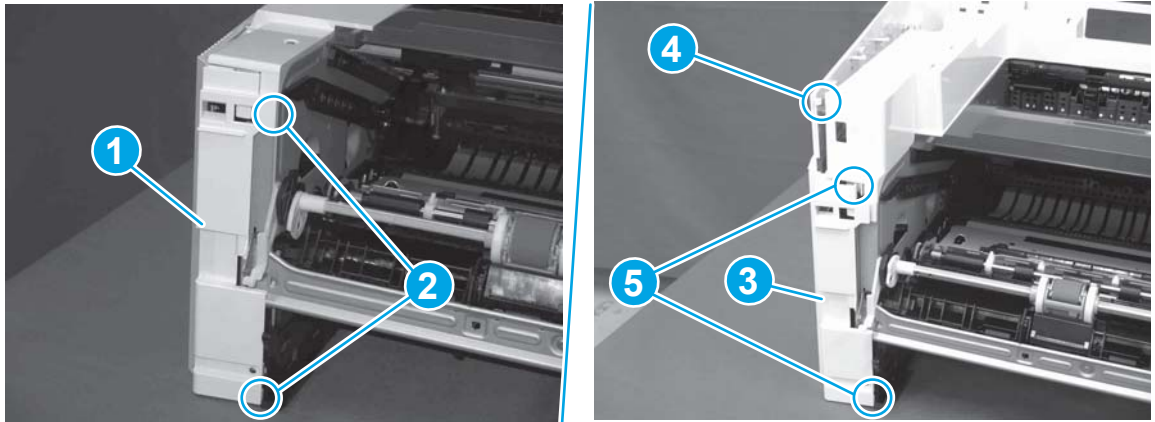
Figure 1-432 Install one screw



Step 11: Install the left cover

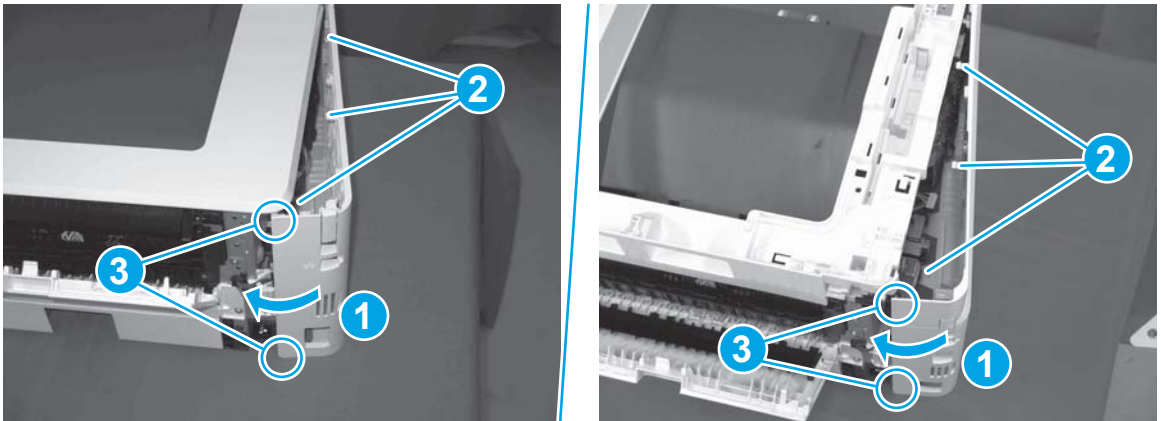
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-433 Install the cover



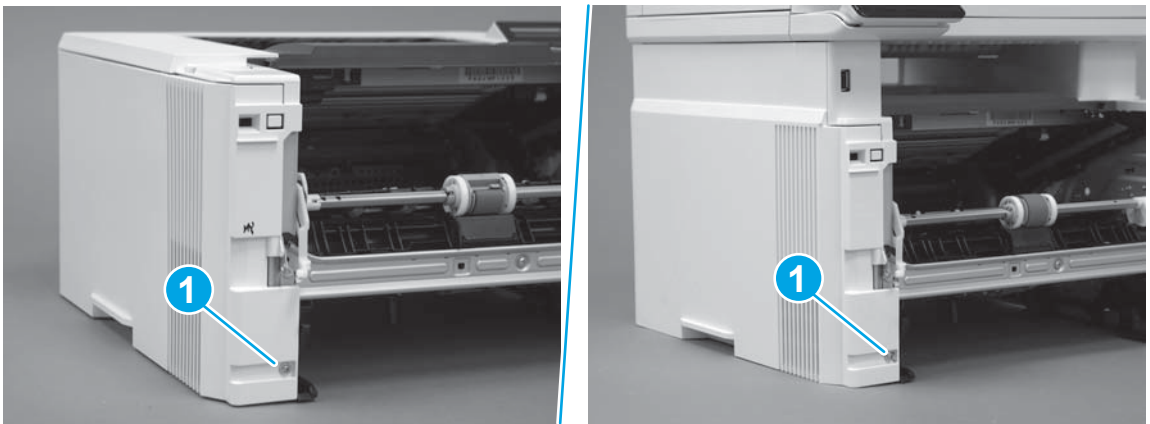
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-434 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-435 Install one screw

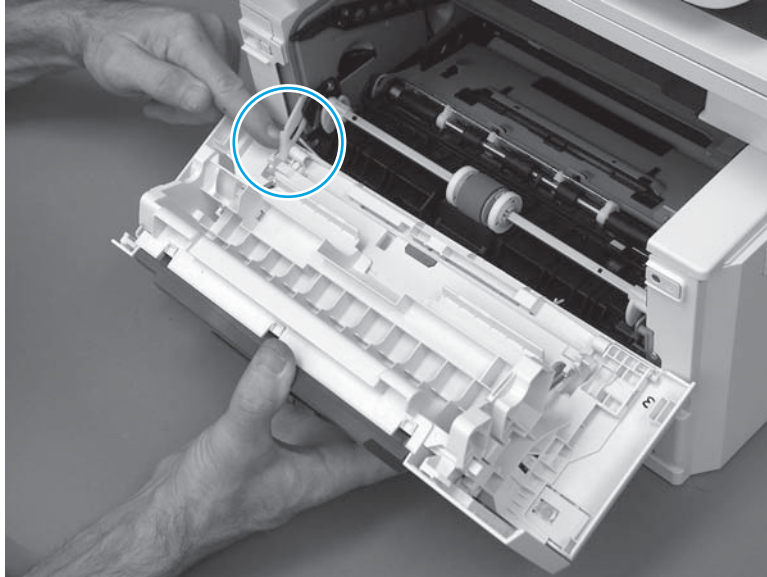


Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

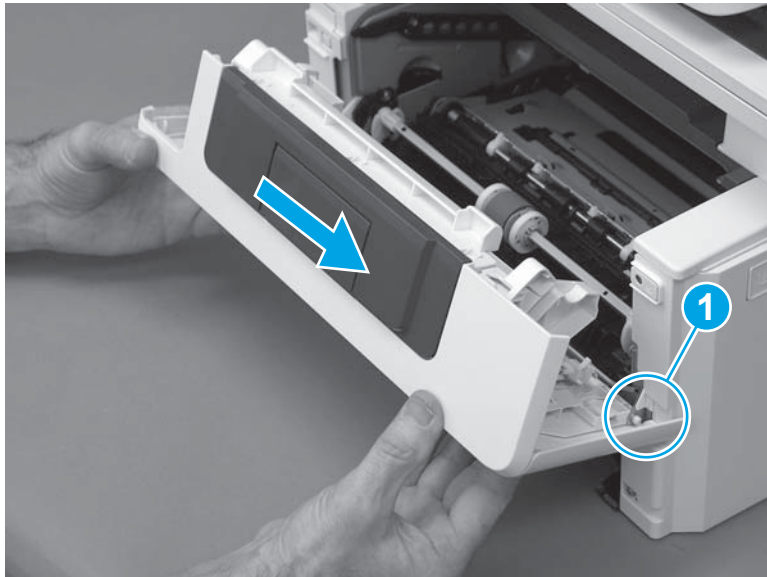
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-436 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

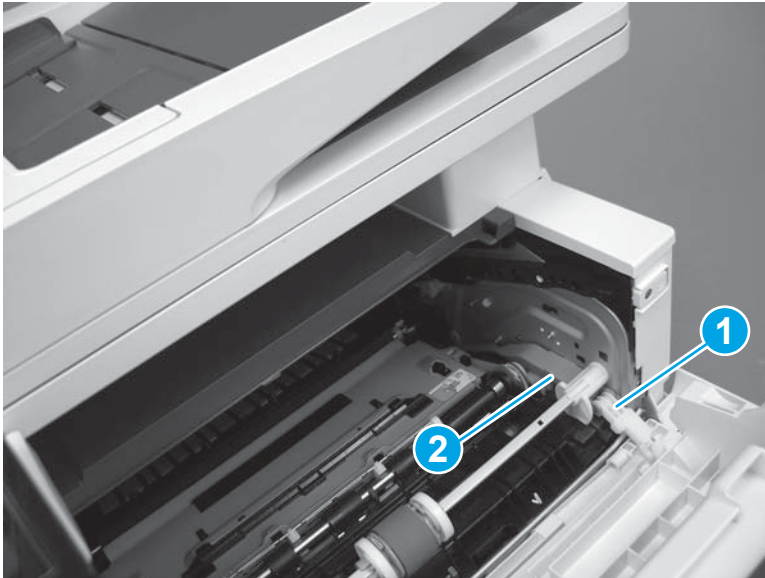
Figure 1-437 Install the door



3. Install the link (callout 1).

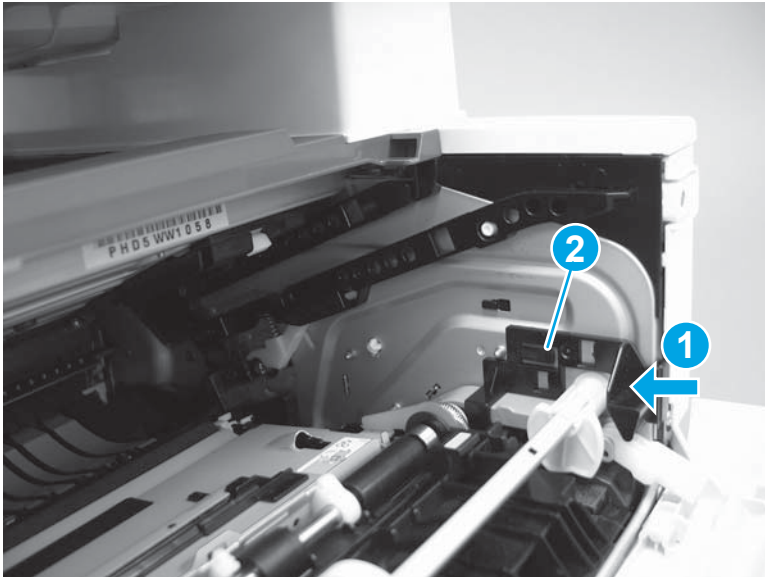
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-438 Install the pressure-release link



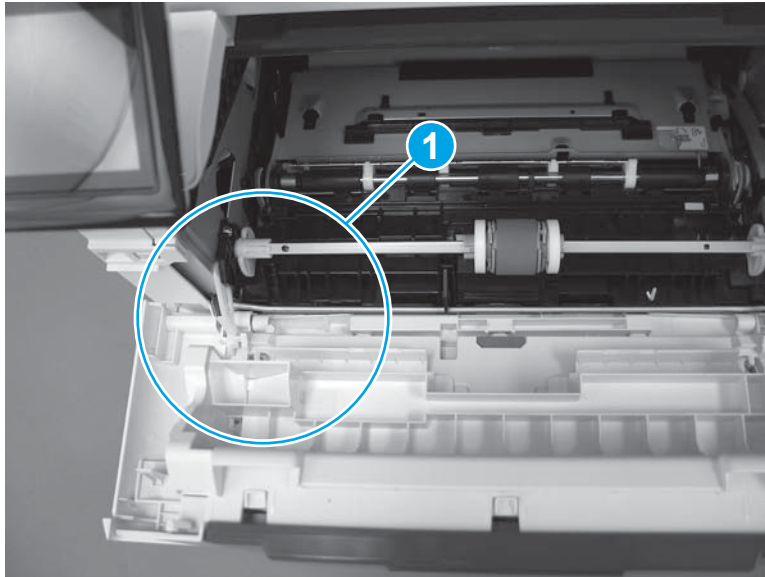
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-439 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-440 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


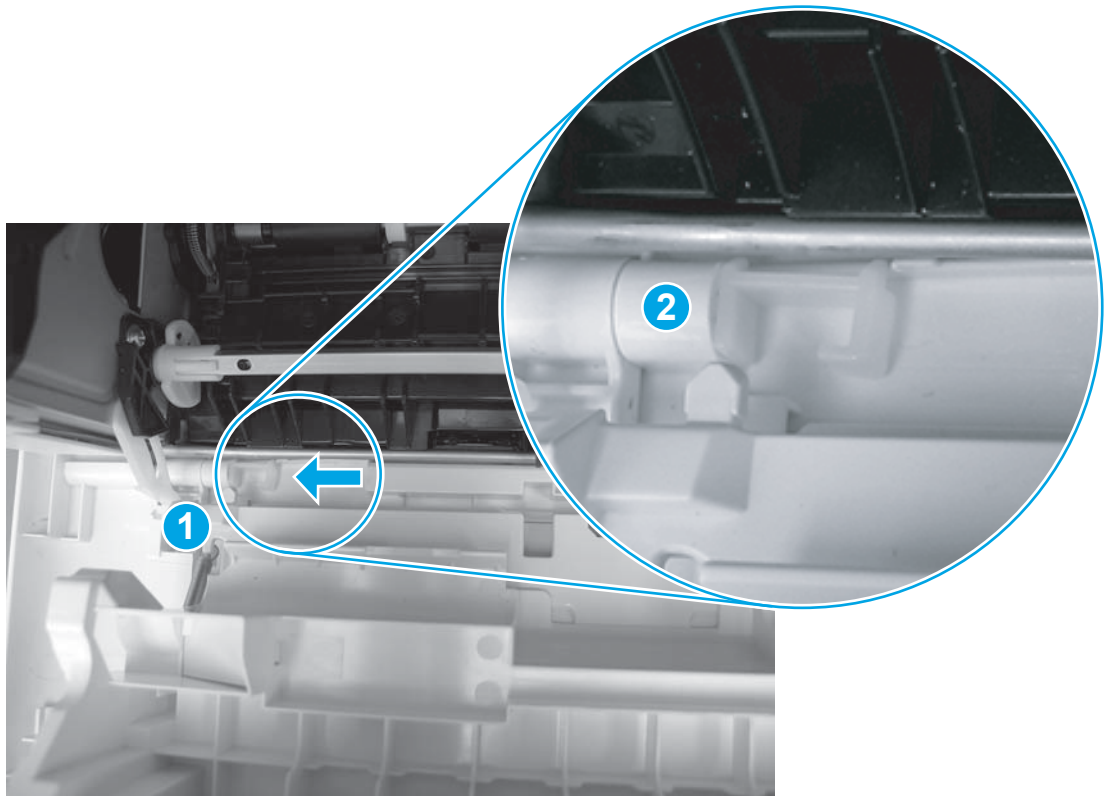
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-441 Install the support shaft



Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-442 Install the tray



Removal and replacement: Paper delivery tray (output bin)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Unpack the replacement assembly](#)
- [Step 11: Install the paper delivery tray \(output bin\)](#)
- [Step 12: Install the top cover \(M403/M402\)](#)
- [Step 13: Install the top cover \(M427/M426\)](#)
- [Step 14: Install the control panel \(M427/M246\)](#)
- [Step 15: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 16: Install the right cover](#)
- [Step 17: Install the left cover](#)
- [Step 18: Install the cartridge door assembly](#)
- [Step 19: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the paper delivery tray (output bin).

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.

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

Paper delivery tray (output bin) part number

RC4-3231-000CNPaper delivery tray (output bin)

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screwdriver (M427/M426 required; M403/M402 optional)

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-443 Remove the tray

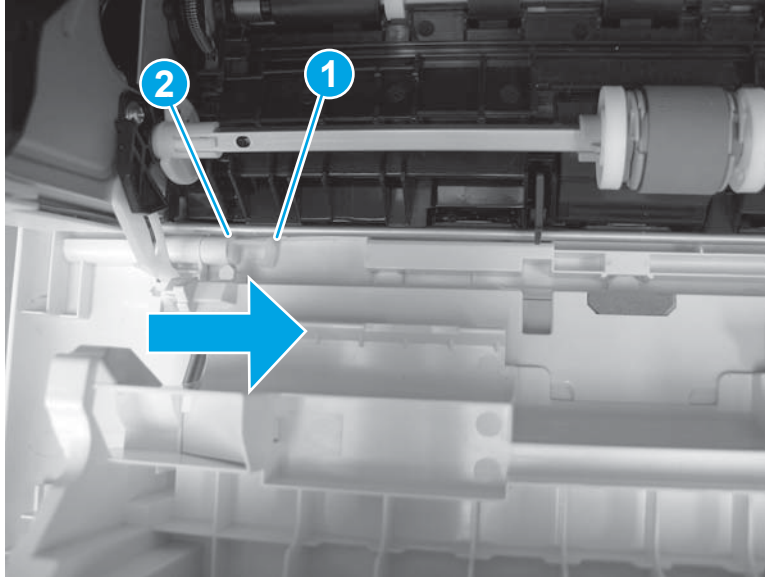
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

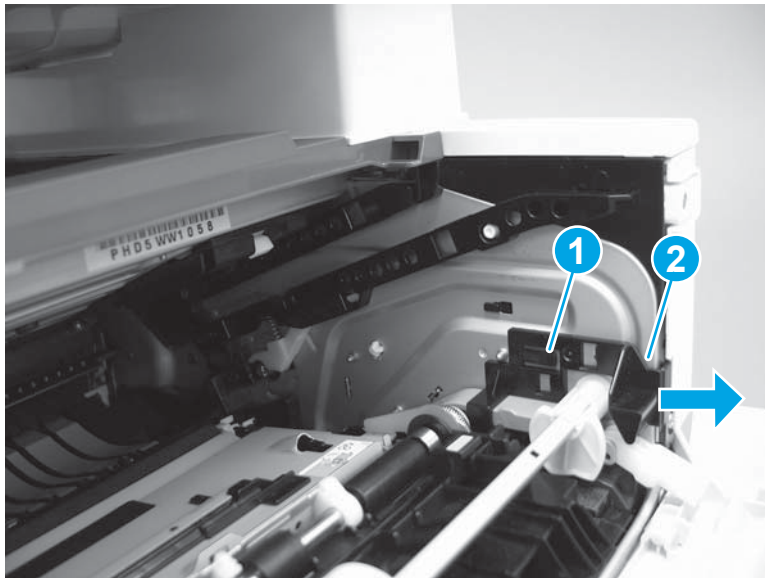
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-444 Release the support shaft



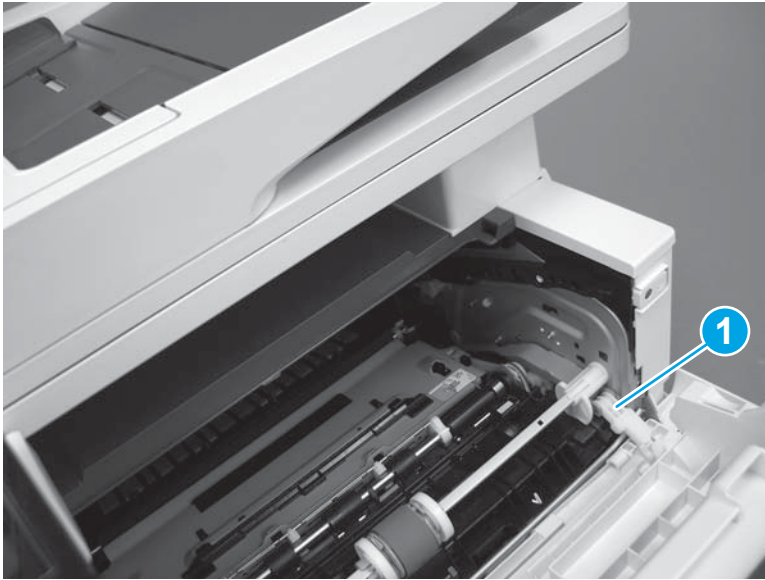
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-445 Remove the guide



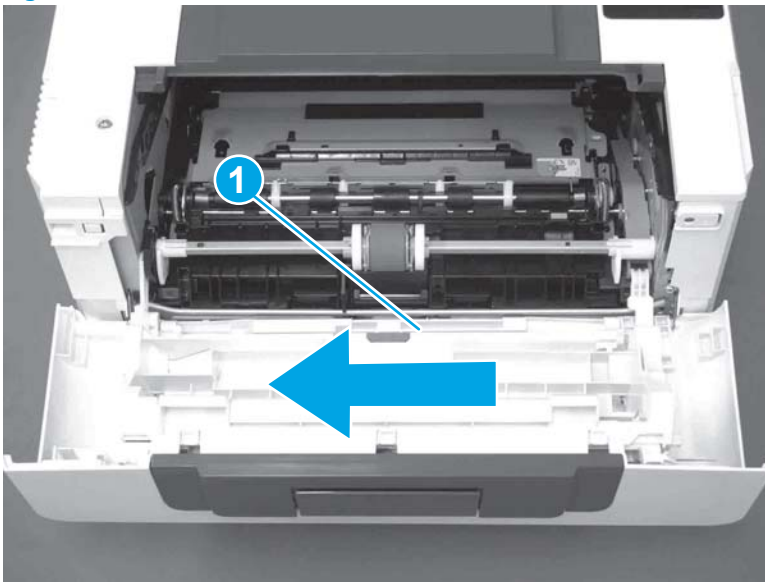
3. Remove the link arm (callout 1).

Figure 1-446 Remove the link arm



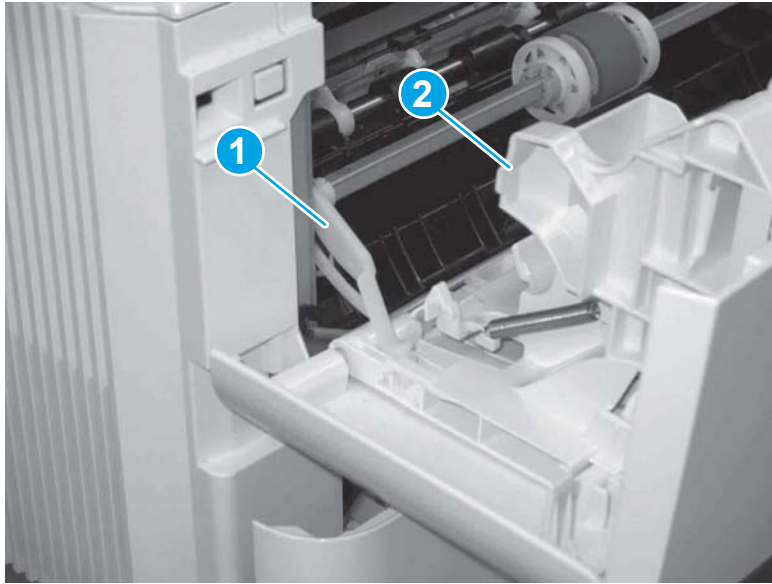
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-447 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

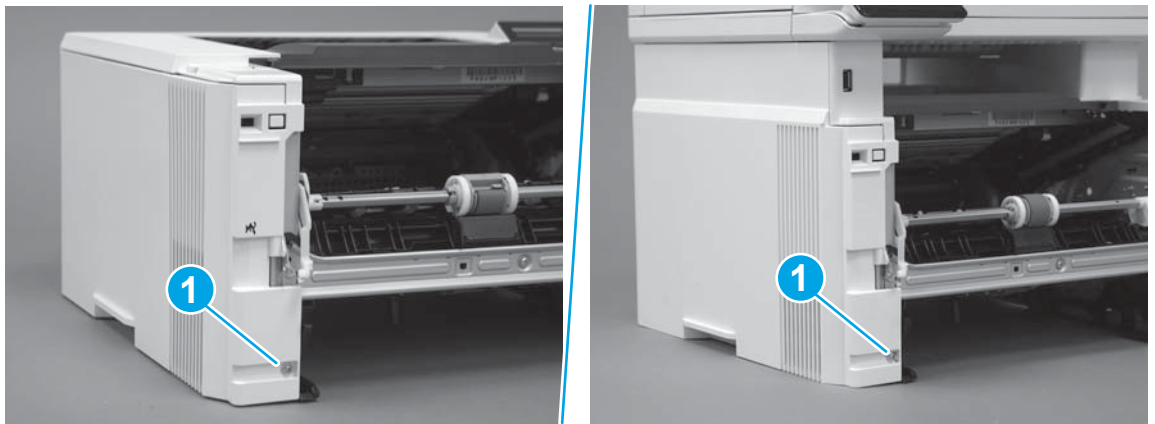
Figure 1-448 Release the left-side retainer arm



Step 3: Remove the left cover

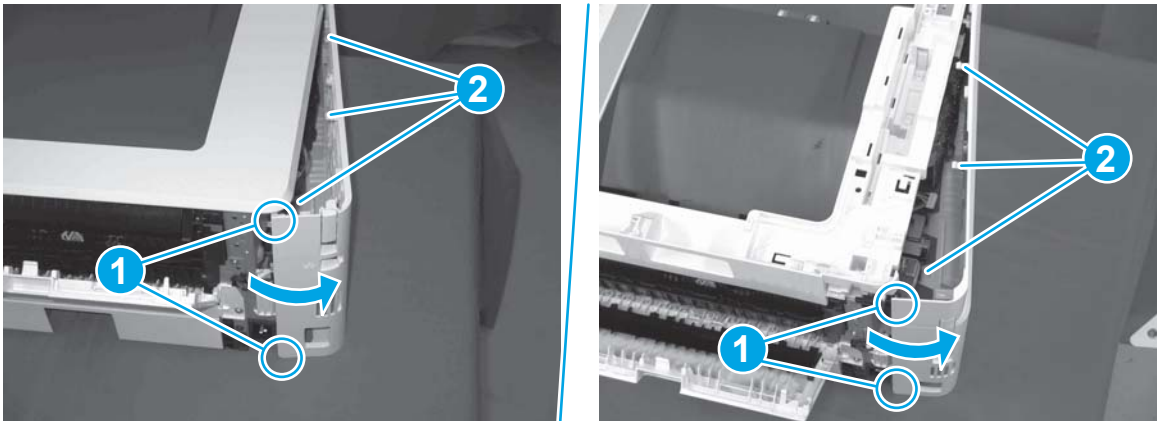
1. Remove one screw (callout 1).

Figure 1-449 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

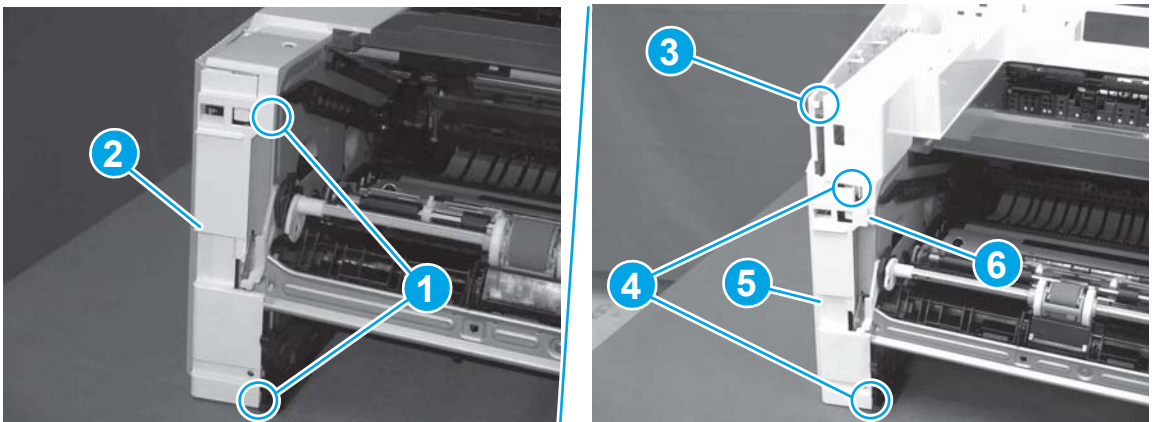
Figure 1-450 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-451 Remove the cover



Step 4: Remove the right cover

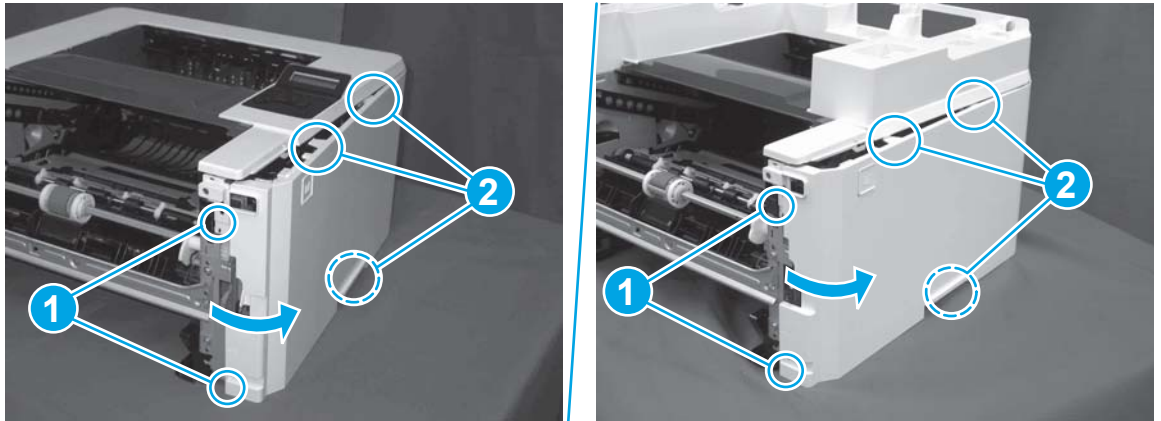
1. Remove one screw (callout 1).

Figure 1-452 Remove one screw



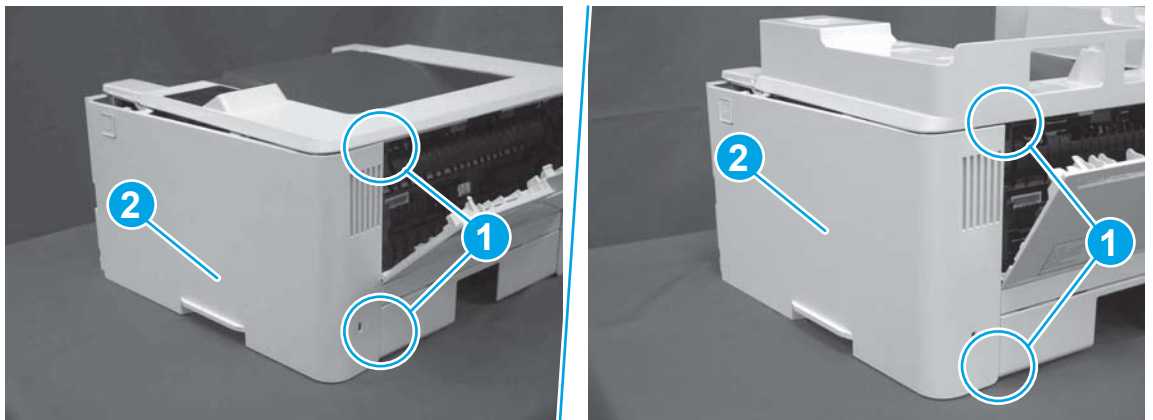
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-453 Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-454 Remove the cover



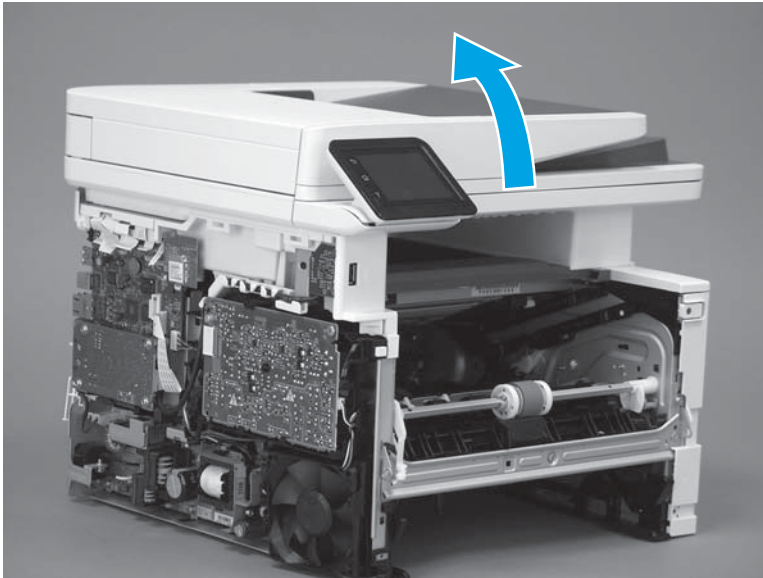
Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 269.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

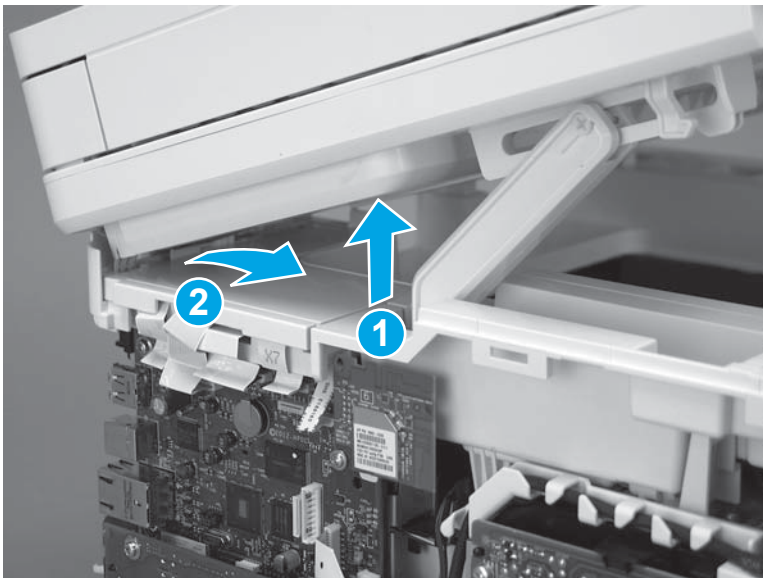
1. Raise the ISA.

Figure 1-455 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

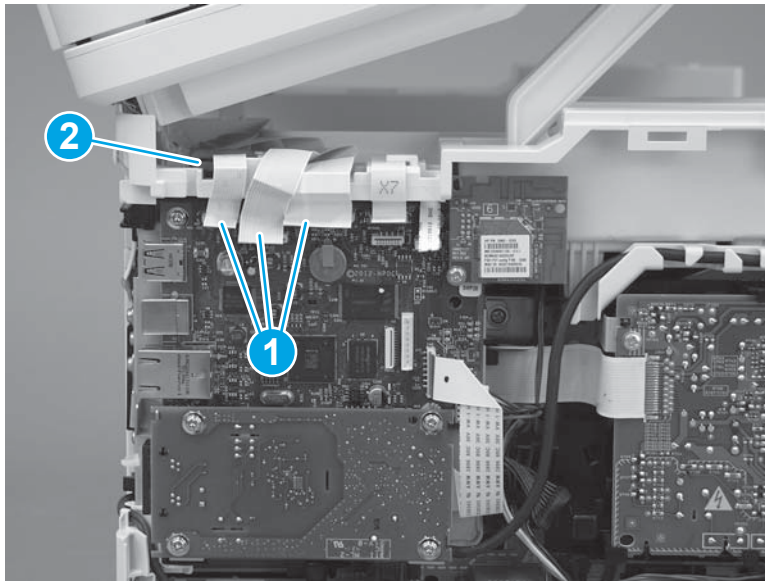
Figure 1-456 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

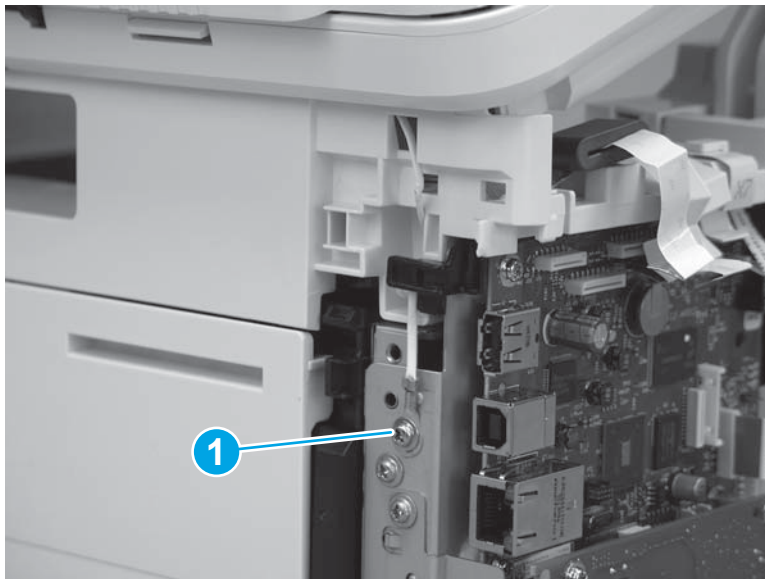
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-457 Disconnect three FFCs



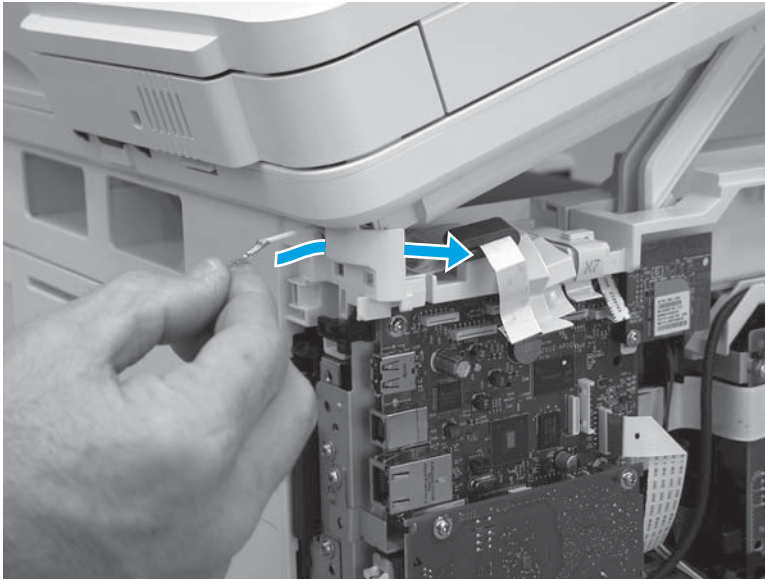
4. Remove one screw (callout 1).

Figure 1-458 Remove one screw



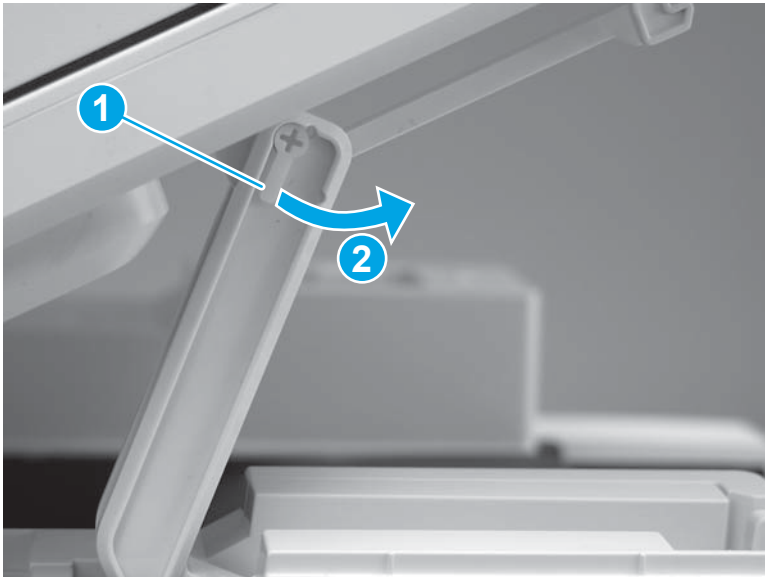
5. Pass the ground wire through the opening in the top cover.

Figure 1-459 Pass the wire through the opening



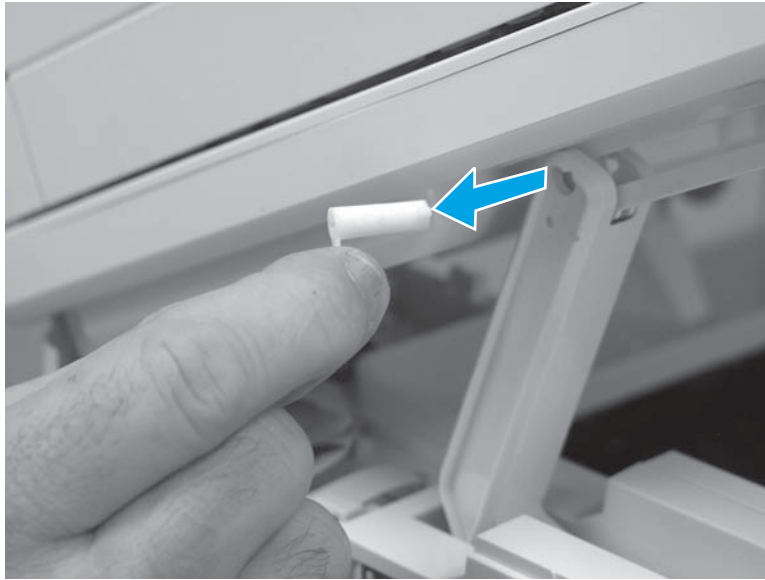
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-460 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-461 Remove the slider pin



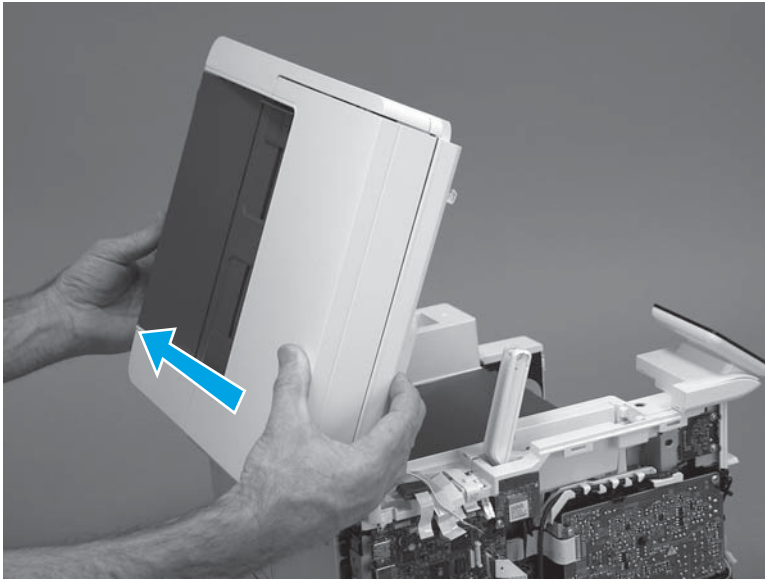
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-462 Rotate the ISA towards the rear of the printer



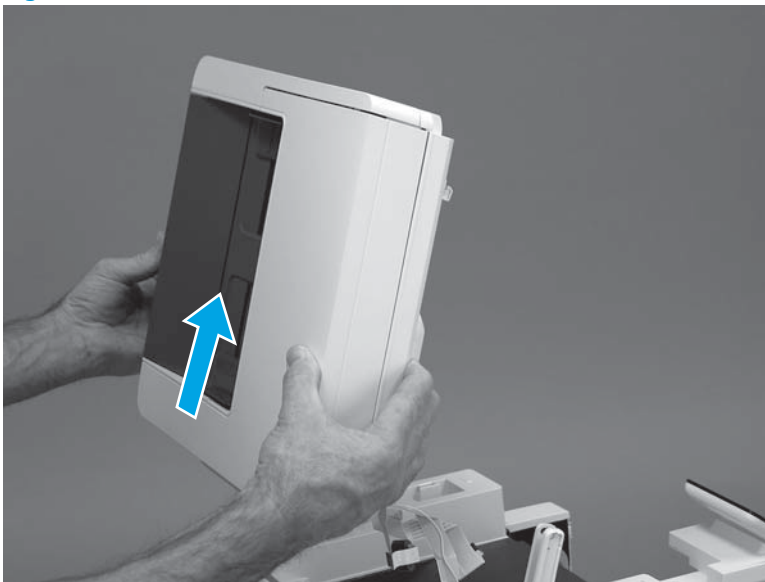
- Slide the ISA as shown to release it.

Figure 1-463 Release the ISA



- Remove the ISA.

Figure 1-464 Remove the ISA



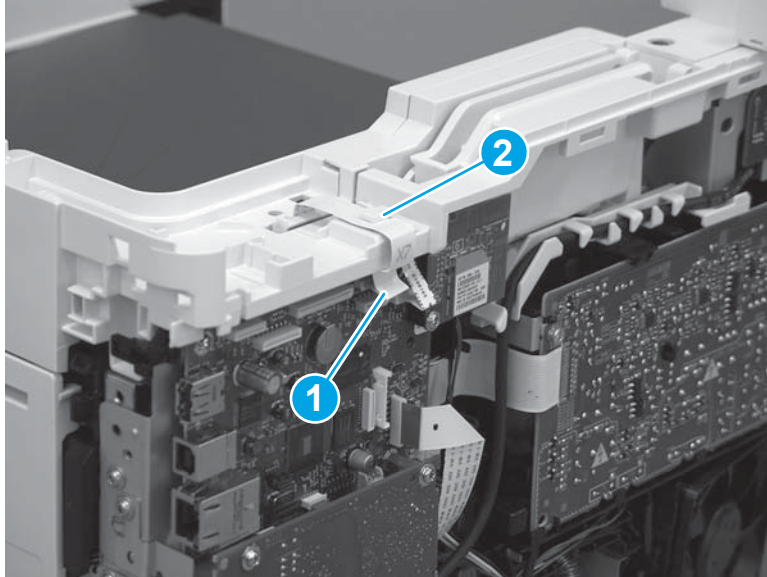
Step 6: Remove the control panel (M427/M246)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 269](#).

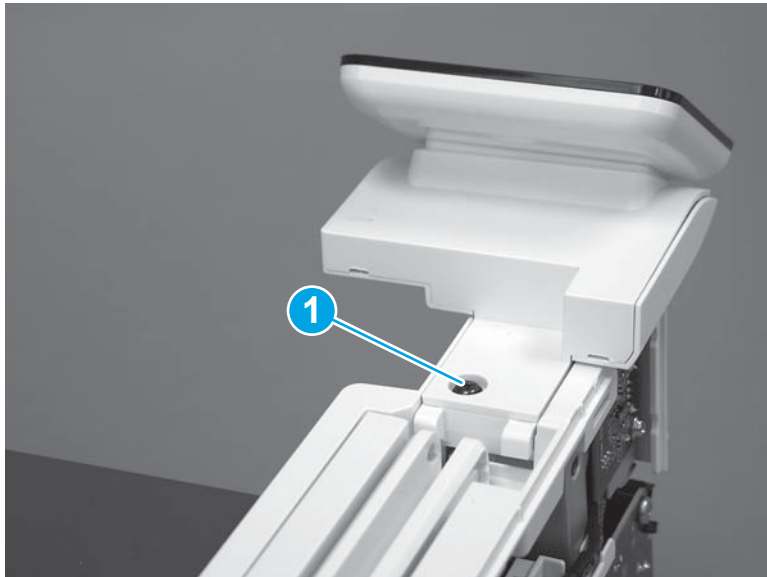
- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-465 Disconnect one connector



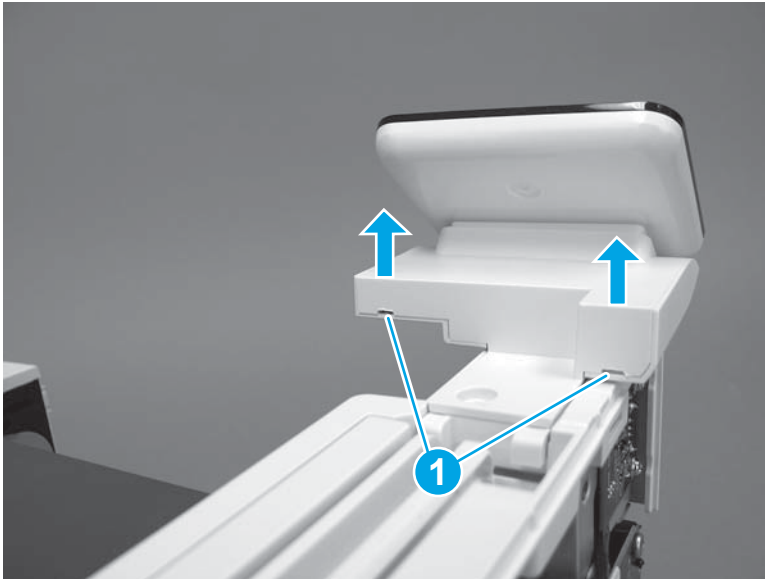
2. Remove one screw (callout 1).

Figure 1-466 Remove one screw



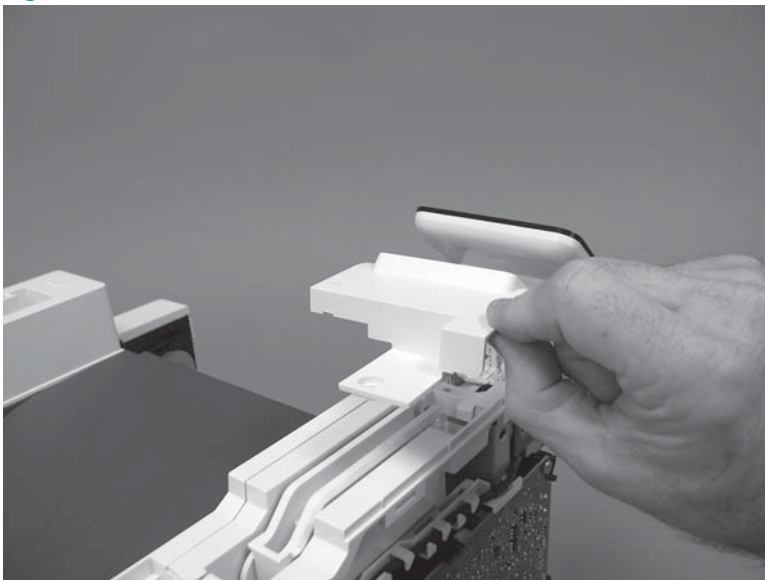
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-467 Release two tabs



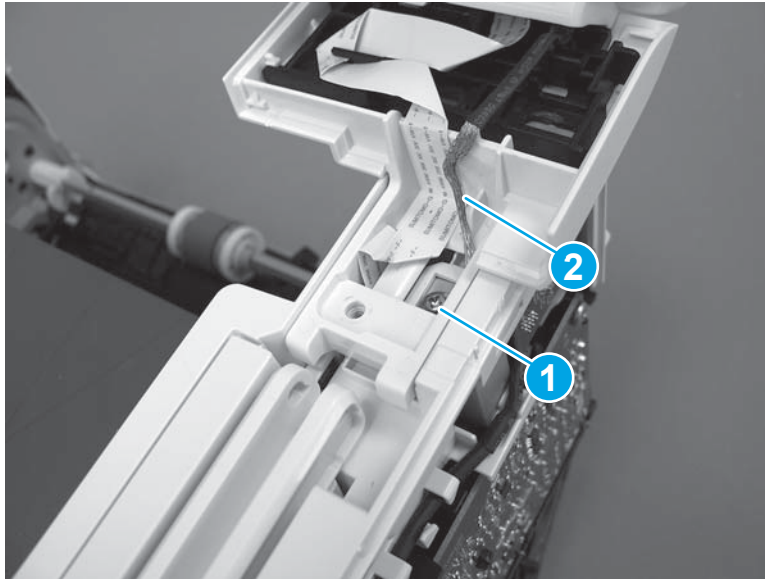
4. Remove the control-panel cable cover.

Figure 1-468 Remove the cover



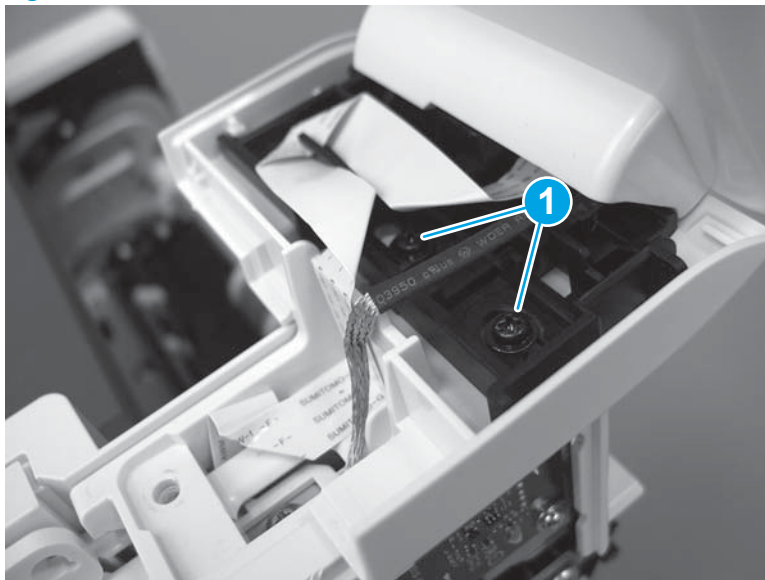
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-469 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

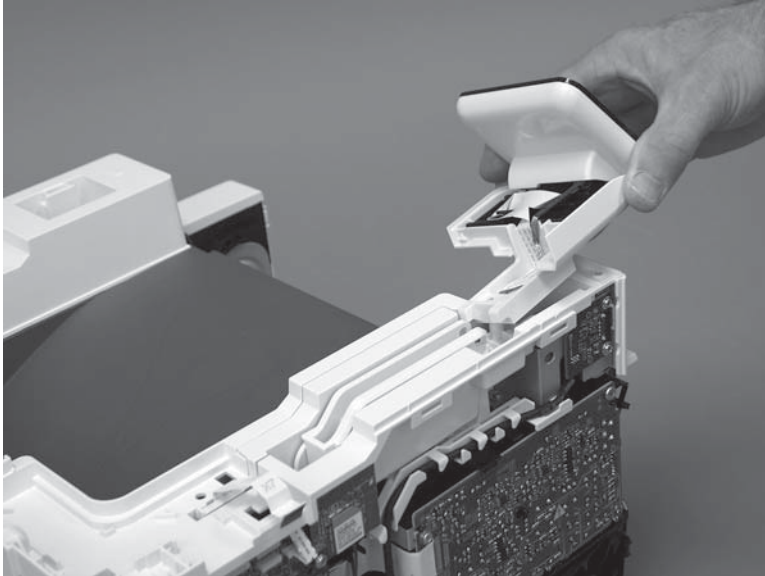
Figure 1-470 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

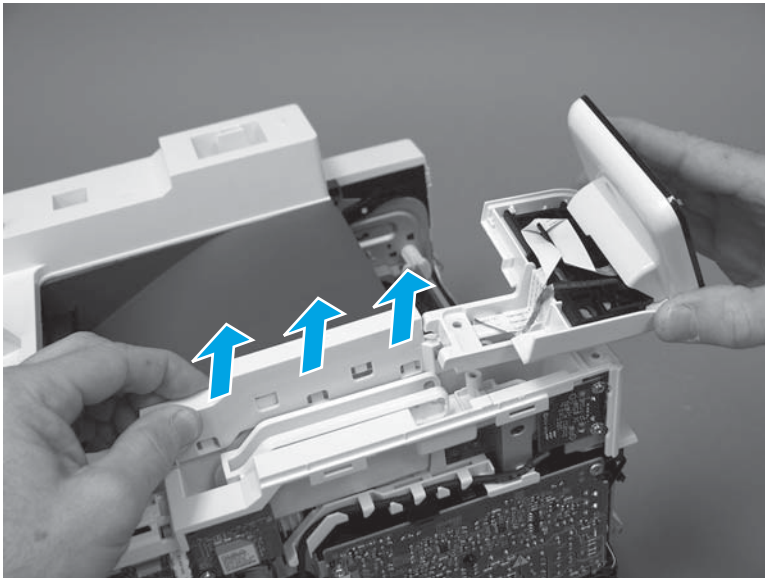
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-471 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-472 Remove the control-panel assembly

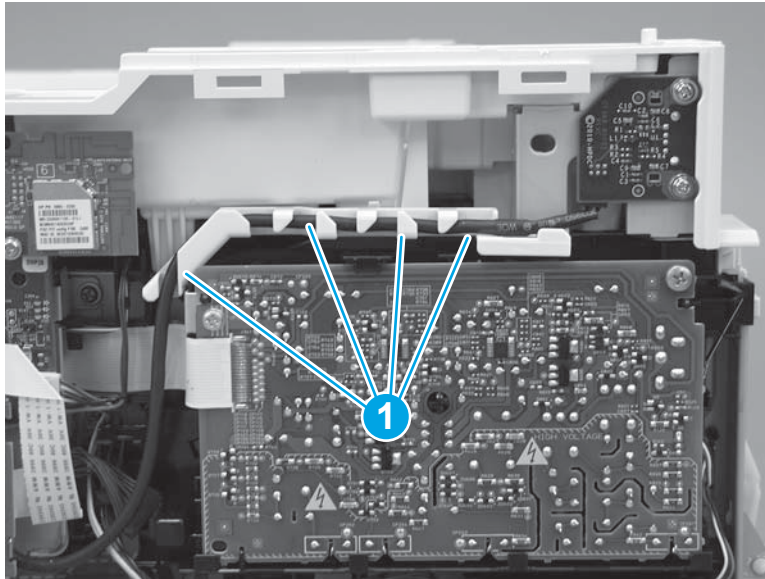


Step 7: Remove the top cover (M427/M426)

📝 NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 269](#).

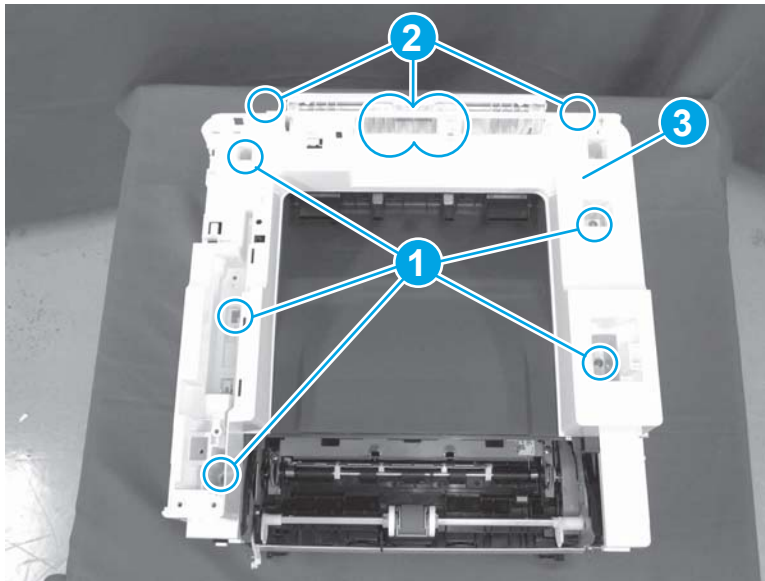
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-473 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-474 Remove the cover



Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 271.](#)

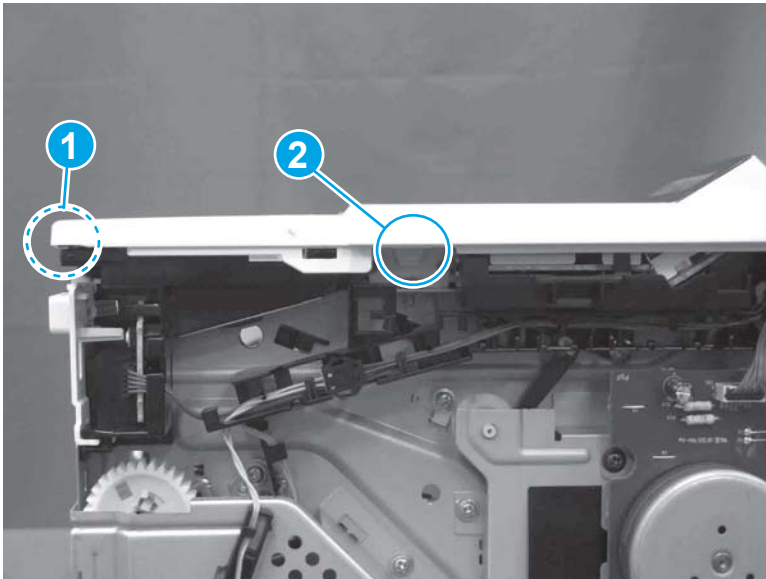
1. Remove one screw (callout 1).

Figure 1-475 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-476 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


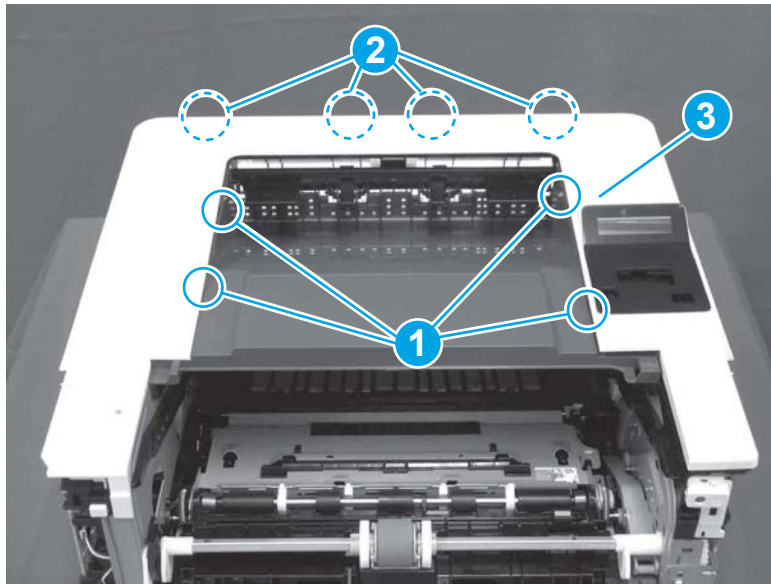

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-477 Remove the cover

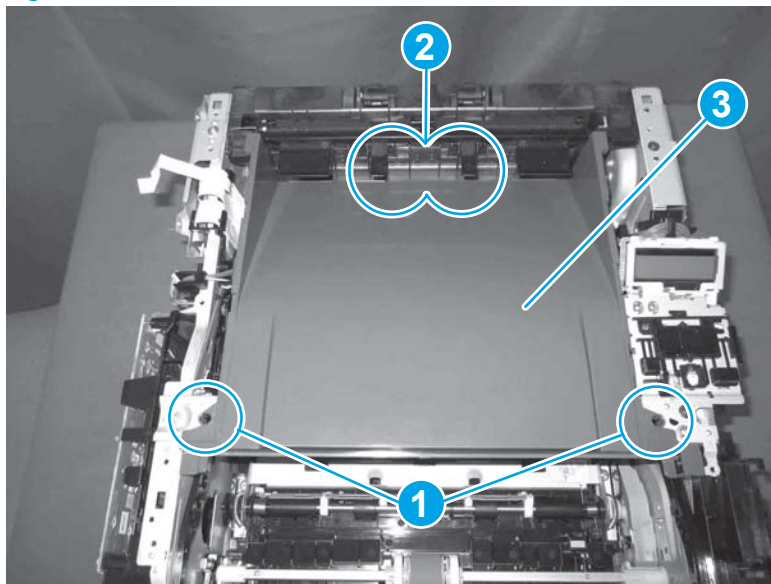


Step 9: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

Figure 1-478 Release two tabs



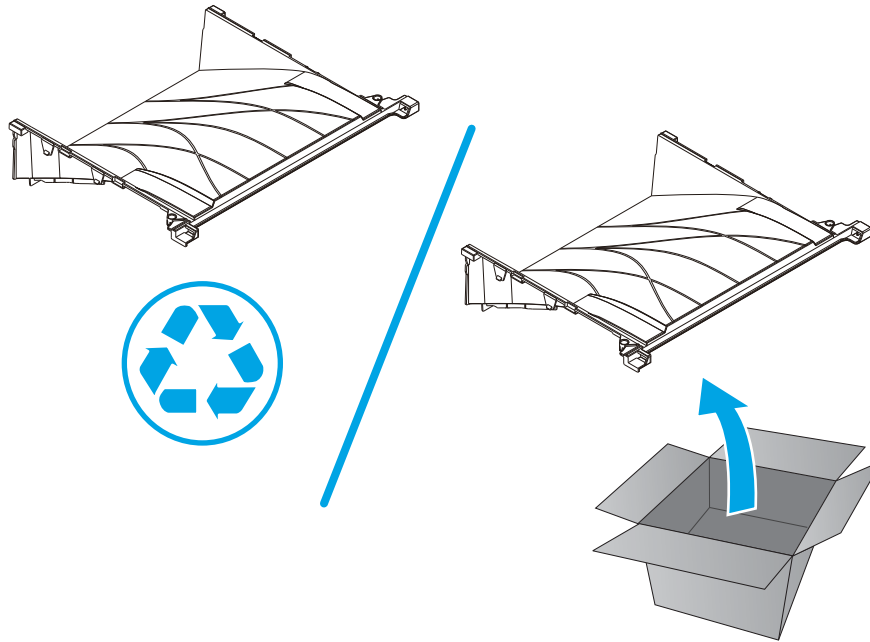
Step 10: Unpack the replacement assembly

Unpack the replacement part from the packaging.


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

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

Figure 1-479 Recycle and unpack

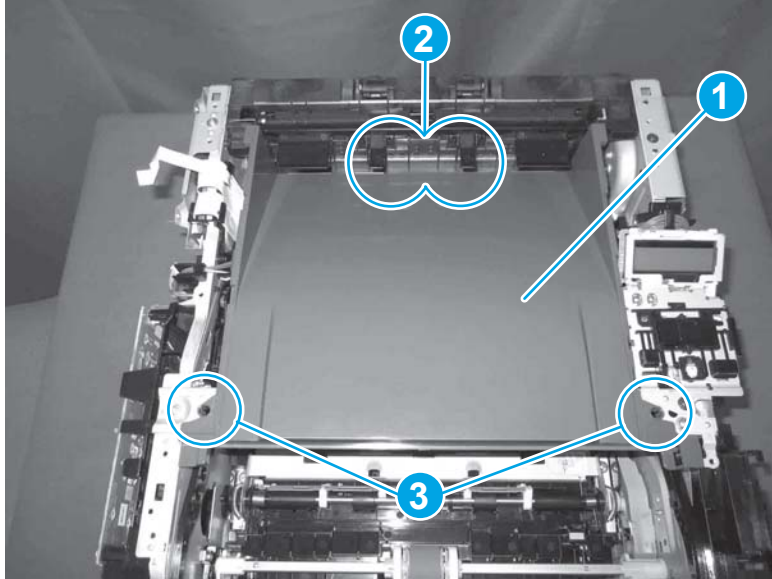


Step 11: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-480 Engage two tabs

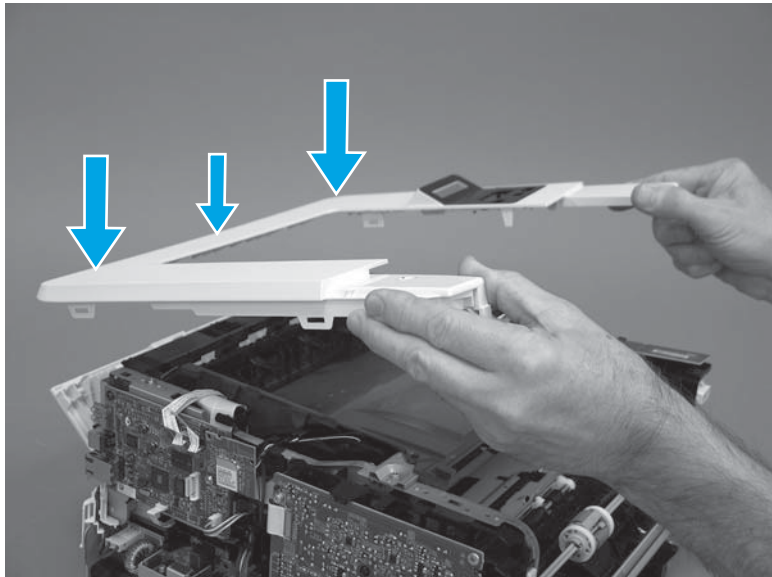


Step 12: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 13: Install the top cover \(M427/M426\) on page 275](#).

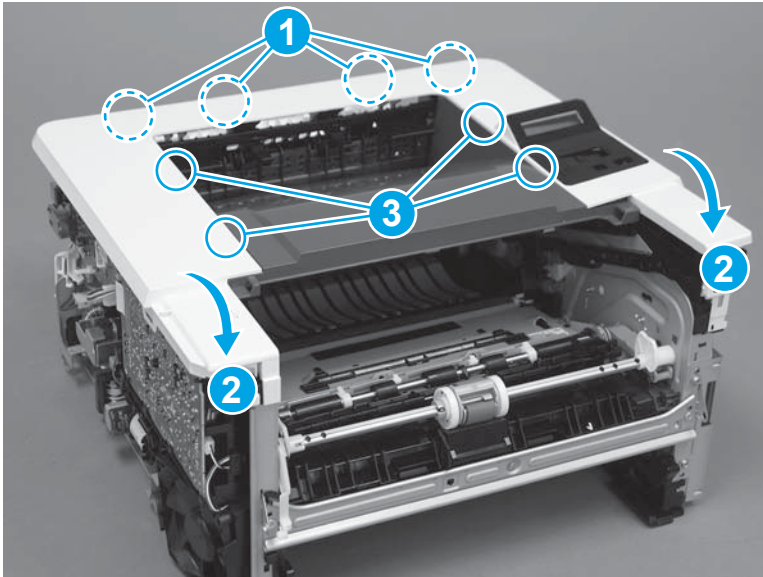
1. Position the rear edge of the cover on the printer.

Figure 1-481 Install the cover



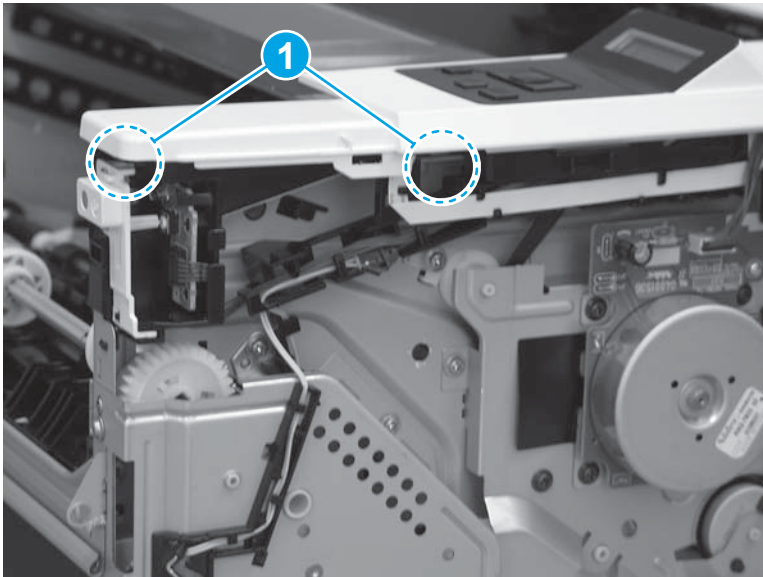
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-482 Engage four bosses and tabs



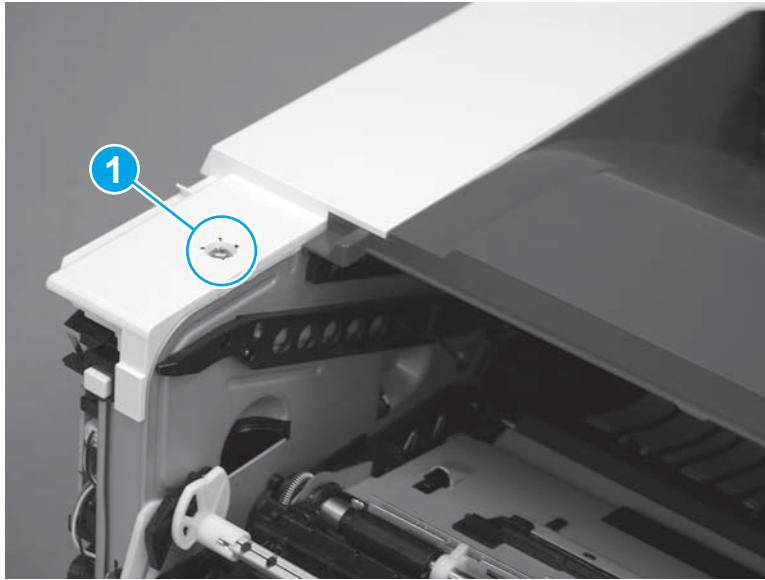
3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-483 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-484 Install one screw

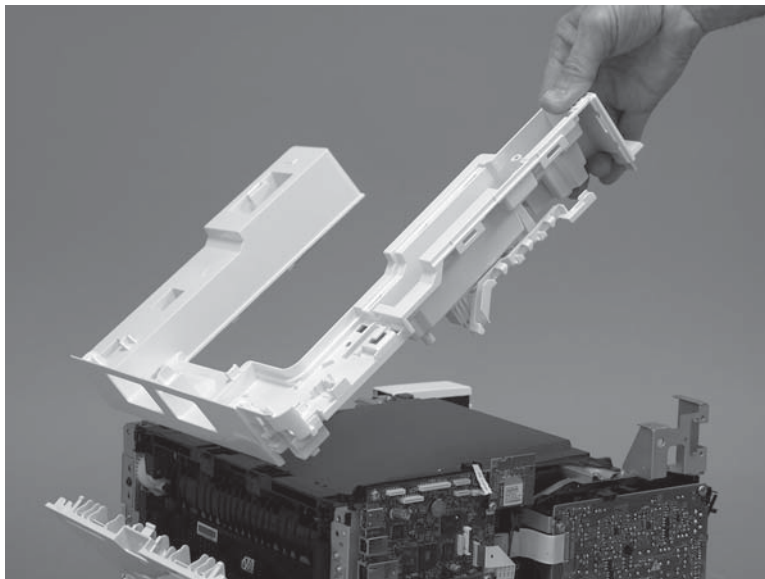


Step 13: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 16: Install the right cover on page 286](#).

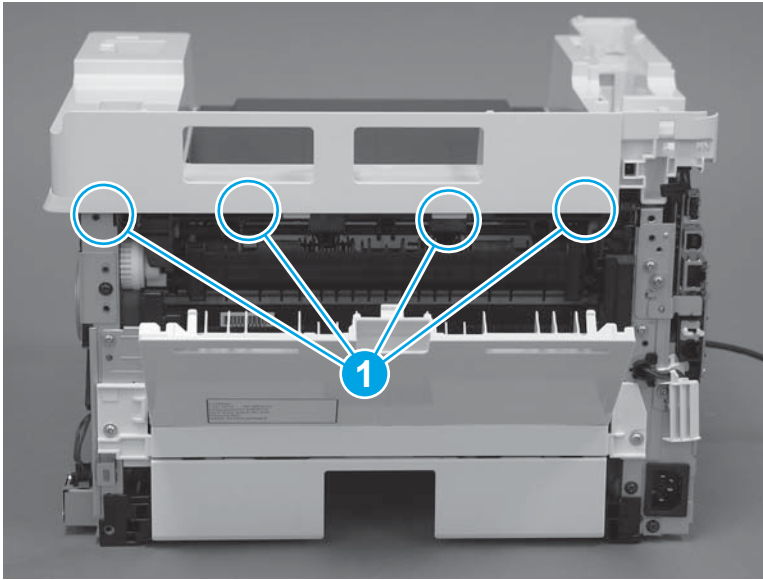
1. Position the rear edge of the top cover on the printer.

Figure 1-485 Install the cover



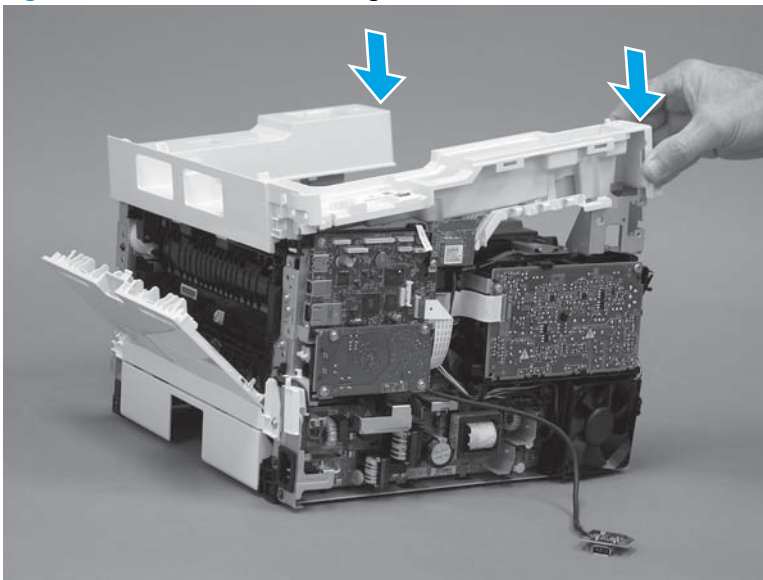
2. Engage four bosses (callout 1).

Figure 1-486 Engage four bosses



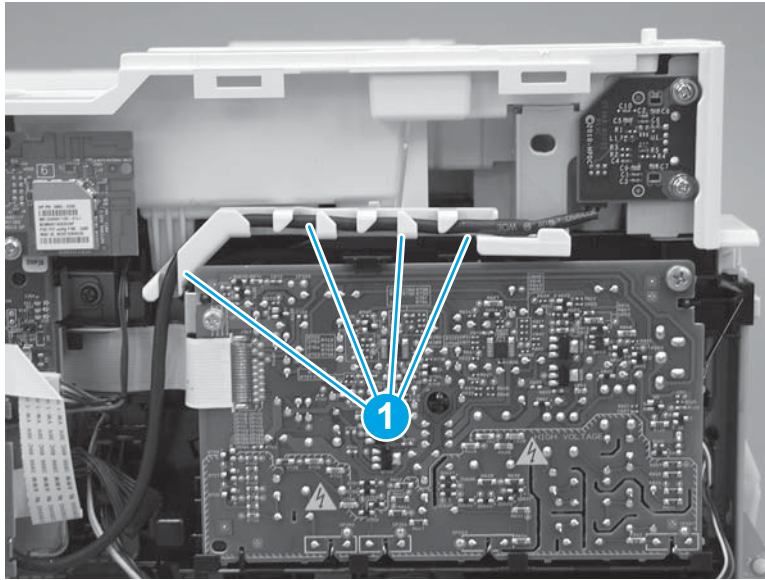
3. Rotate the front edge of the cover down.

Figure 1-487 Rotate the front edge of the cover down



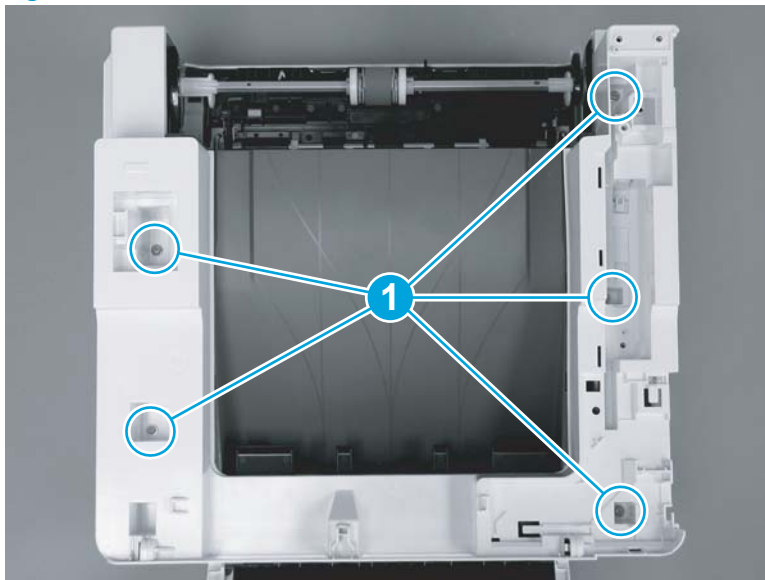
4. Install the USB cable (callout 1) in the guide.

Figure 1-488 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-489 Install five screws

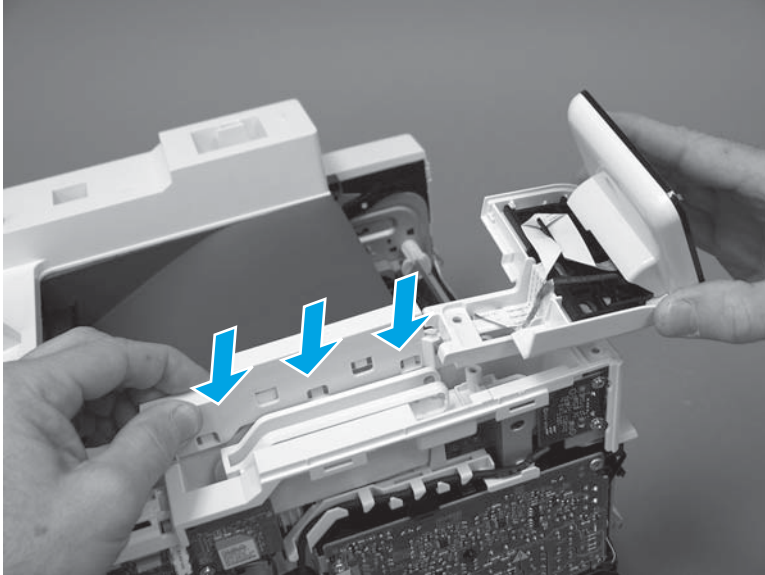


Step 14: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 16: Install the right cover on page 286](#).

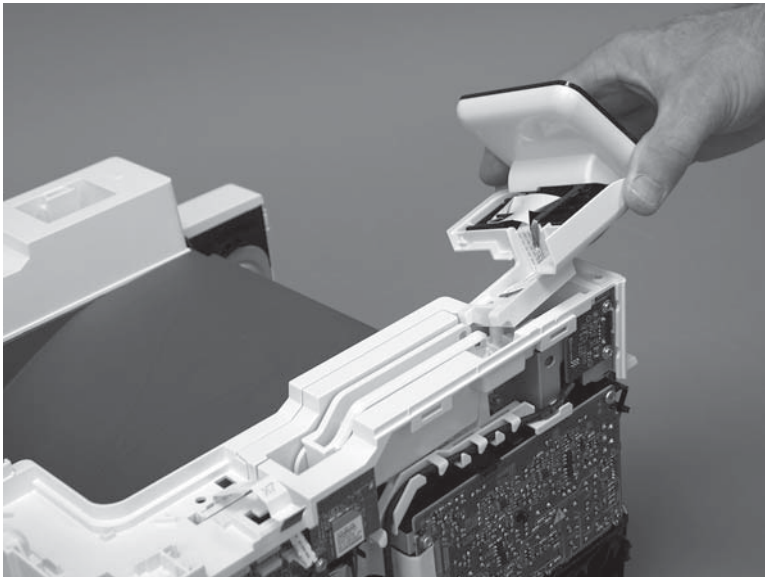
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-490 Install the control-panel FFC cover



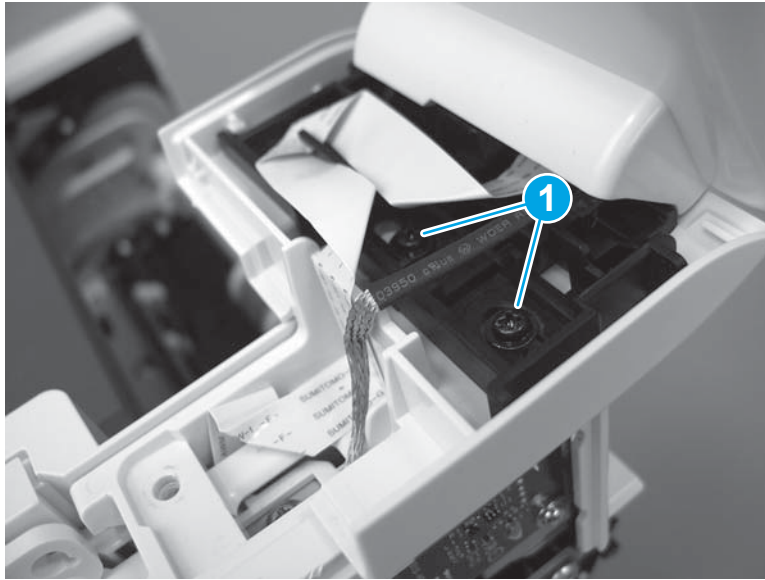
2. Install the control-panel assembly on the top cover.

Figure 1-491 Install the control-panel assembly



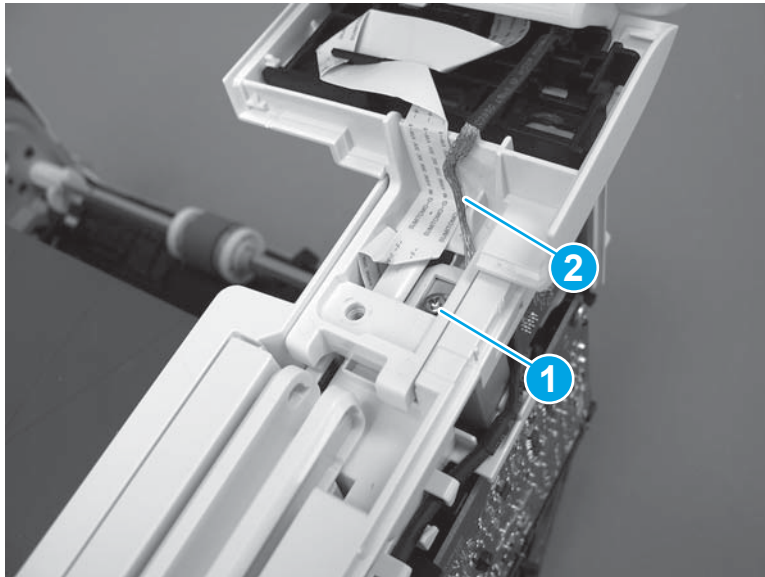
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-492 Install two screws



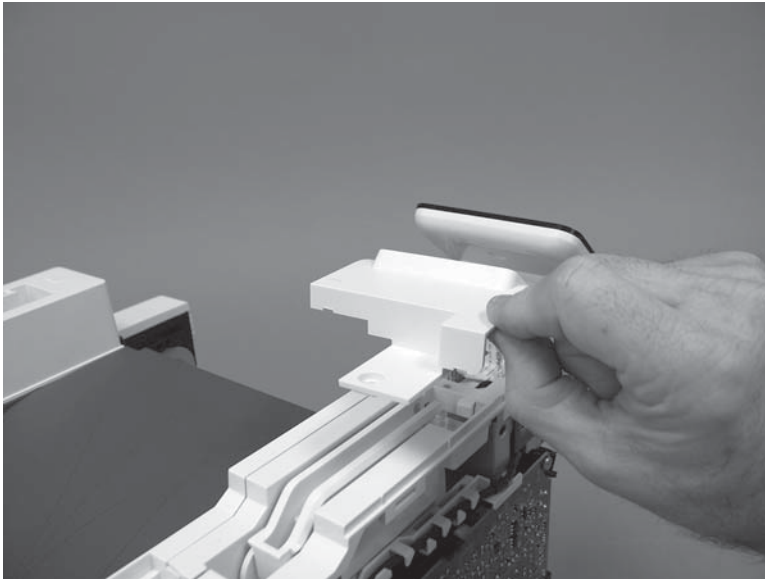
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-493 Remove one screw



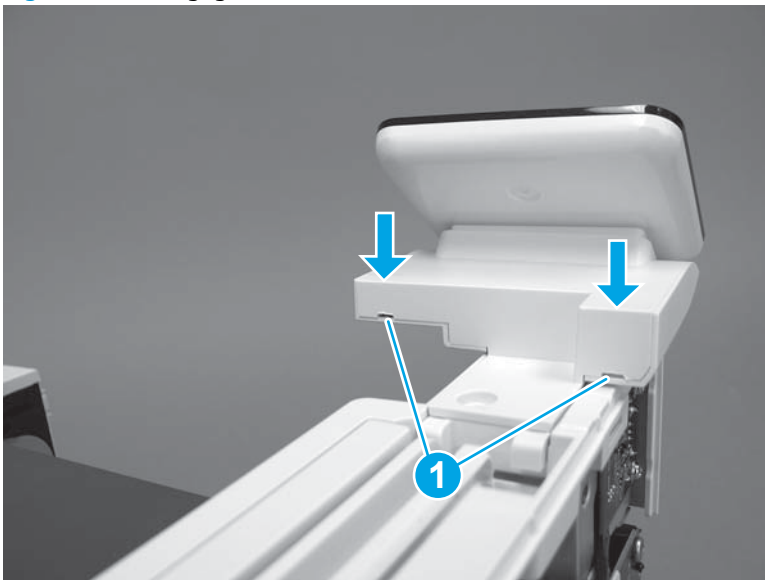
5. Install the control-panel cable cover.

Figure 1-494 Install the cover



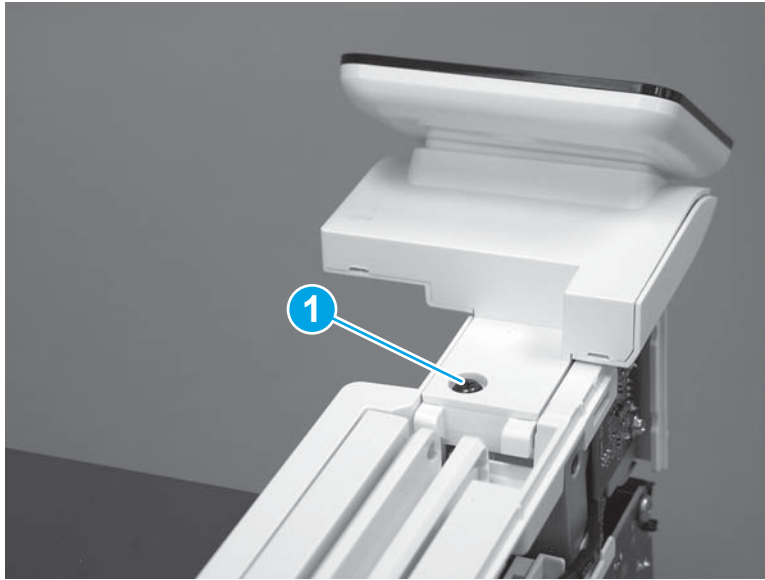
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-495 Engage two tabs



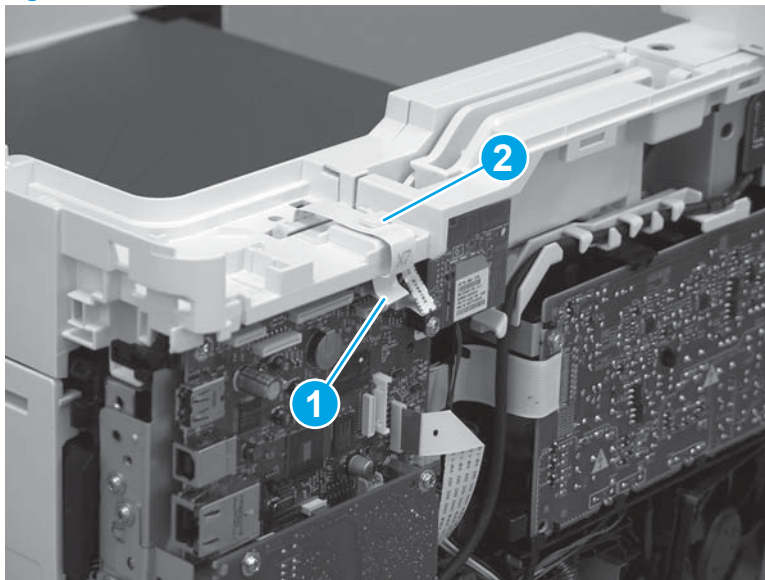
7. Install one screw (callout 1).

Figure 1-496 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-497 Connect one connector



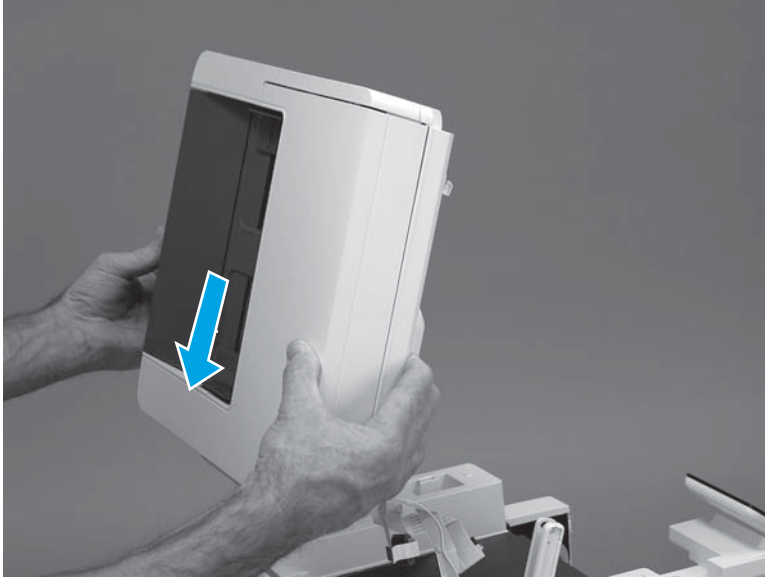
Step 15: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 16: Install the right cover on page 286](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

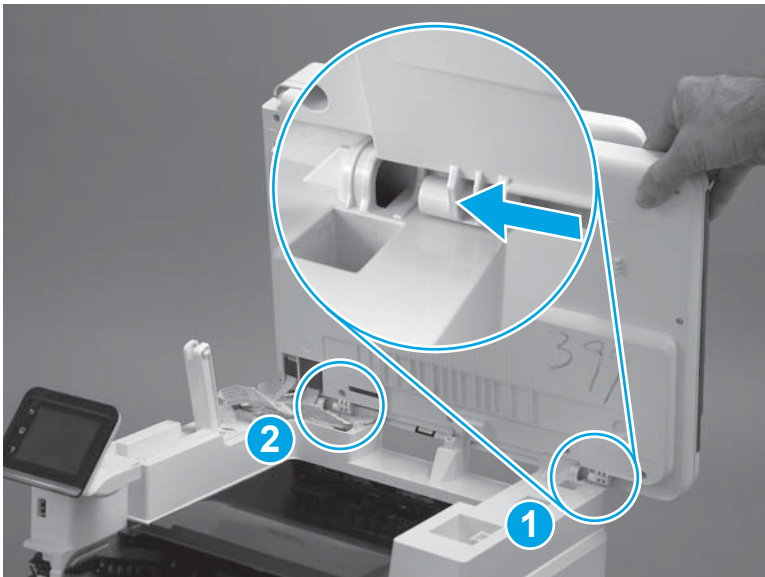
1. Position the ISA on the printer.

Figure 1-498 Position the ISA on the printer



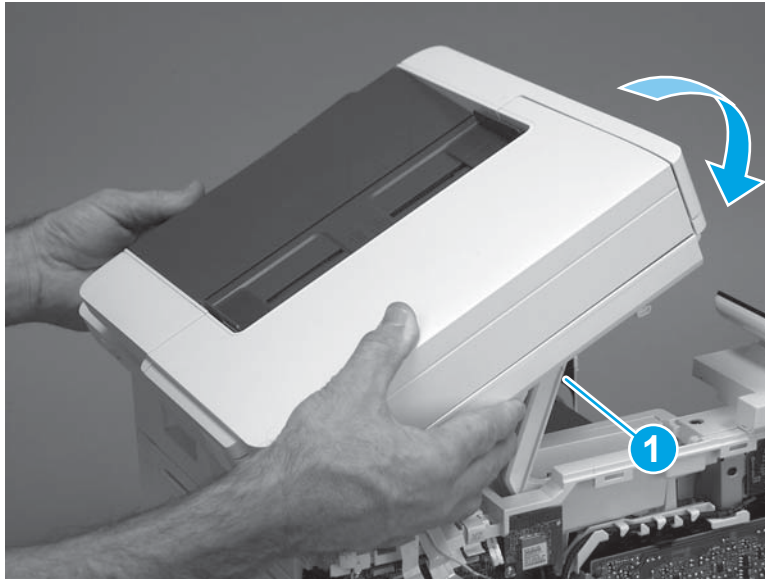
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-499 Engage the hinge pins with the holders



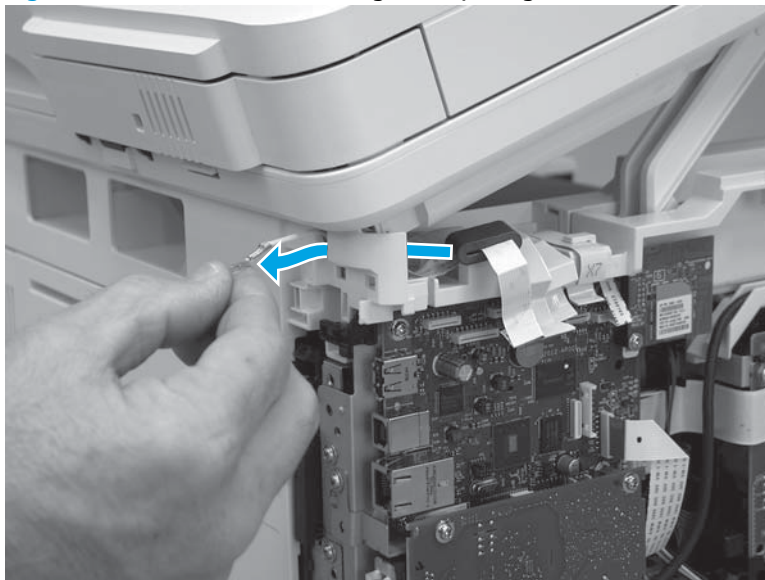
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-500 Rotate the ISA towards the front of the printer



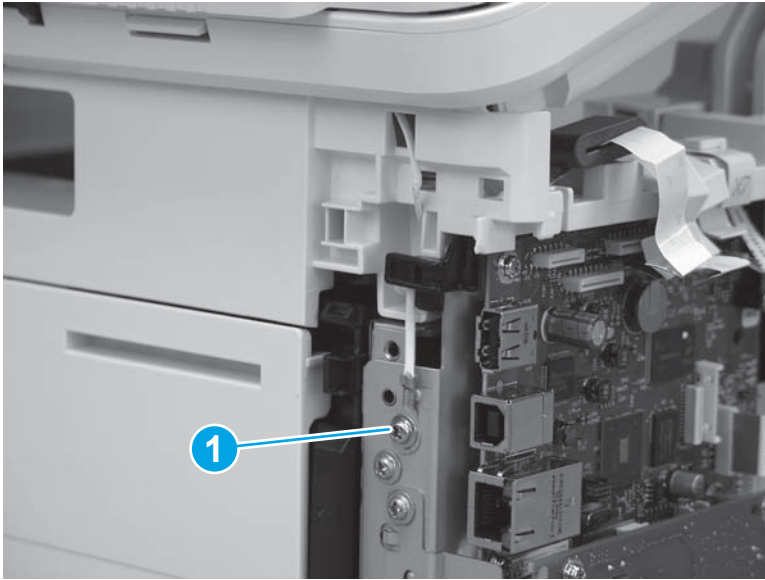
4. Pass the ground wire through the opening in the top cover.

Figure 1-501 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-502 Install one screw



6. Install the ISA lift assembly slider pin.

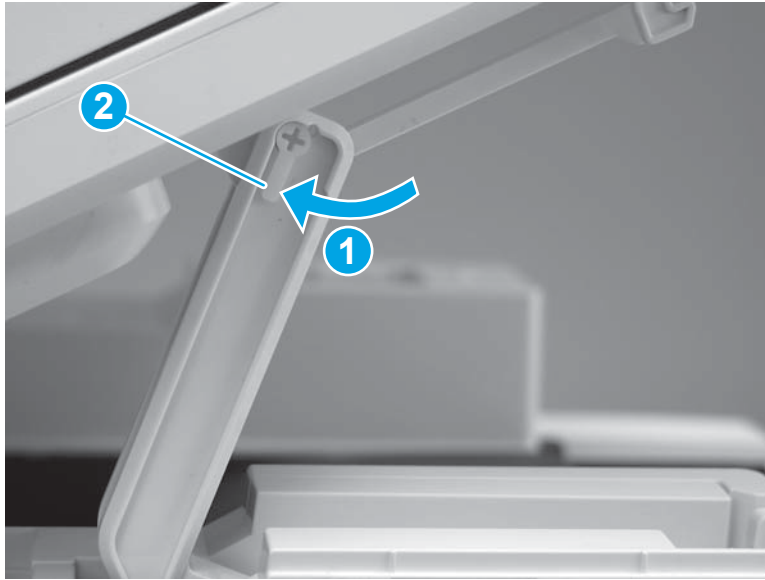
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-503 Install the slider pin



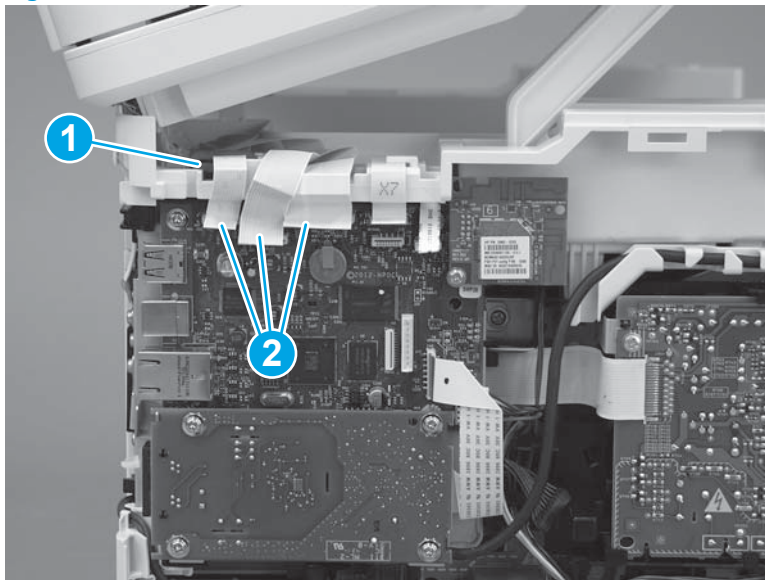
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-504 Secure the slider pin



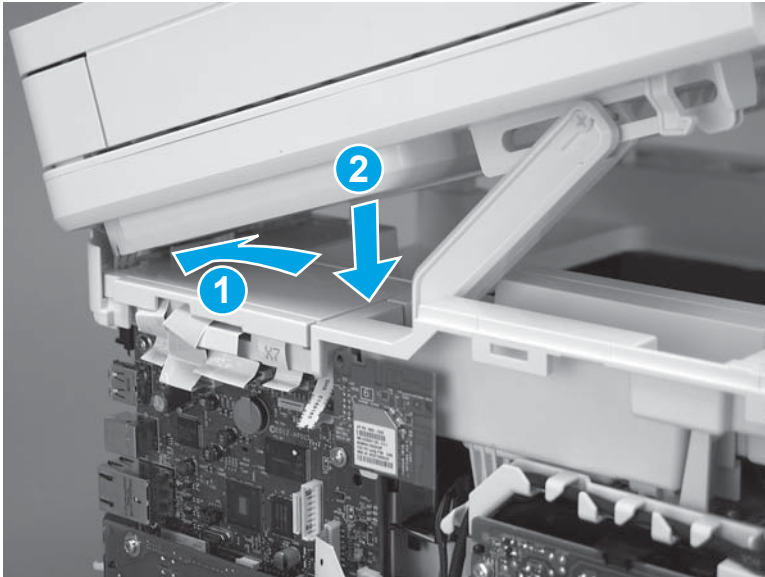
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-505 Connect three FFCs



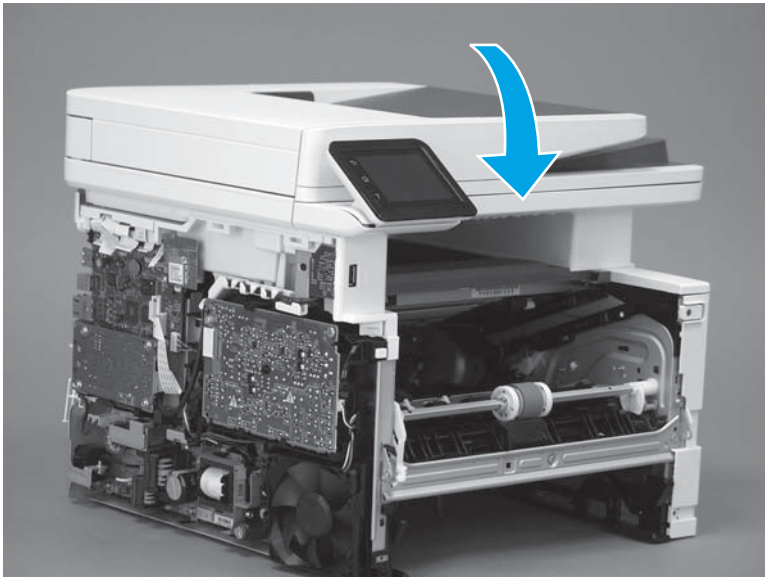
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-506 Install the ISA FFC cover



10. Lower the ISA.

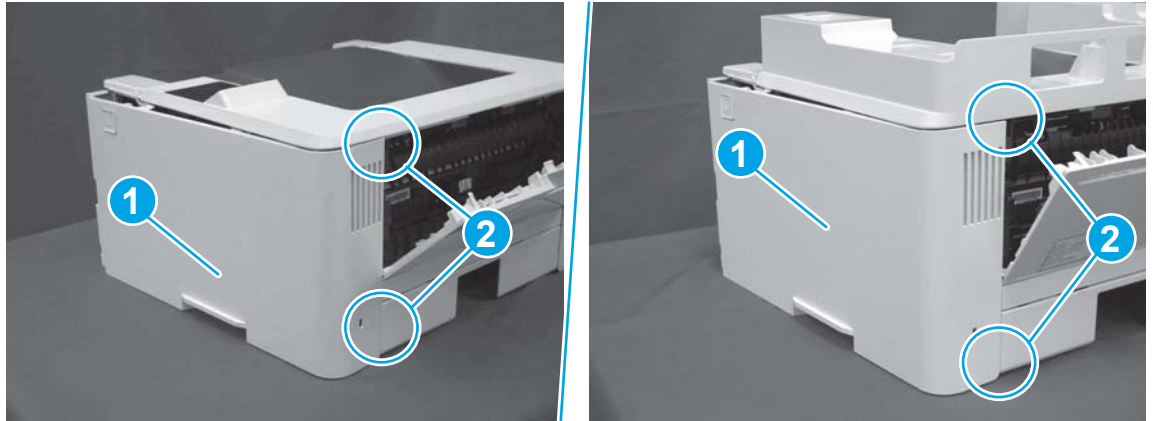
Figure 1-507 Lower the ISA



Step 16: Install the right cover

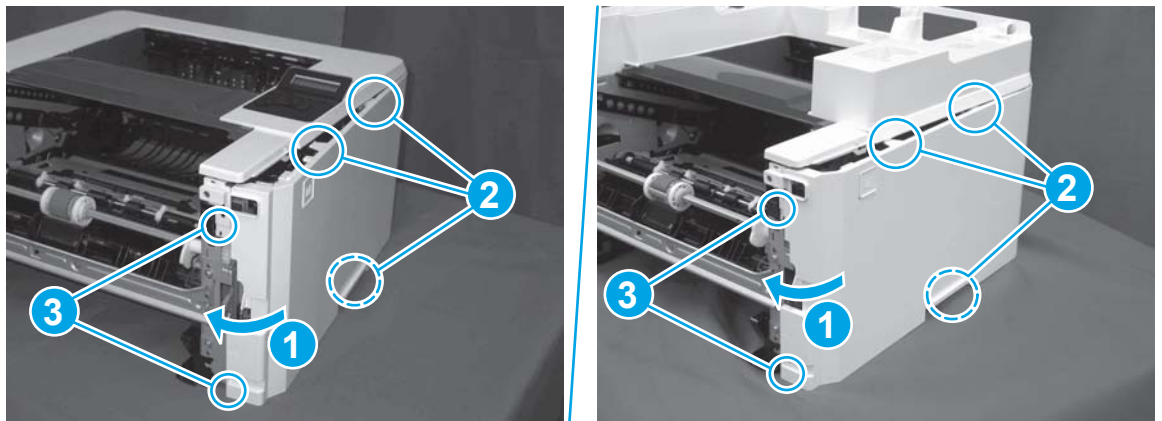
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-508 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

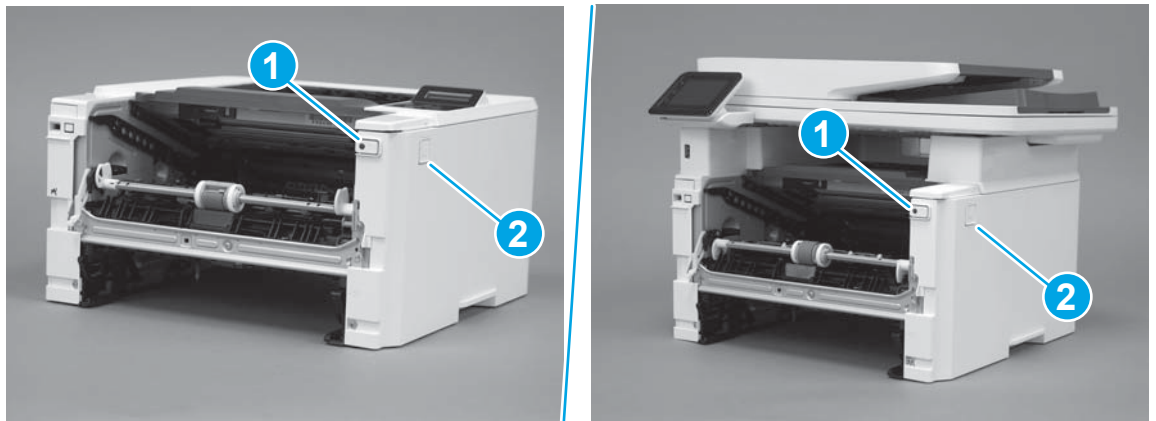
Figure 1-509 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-510 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

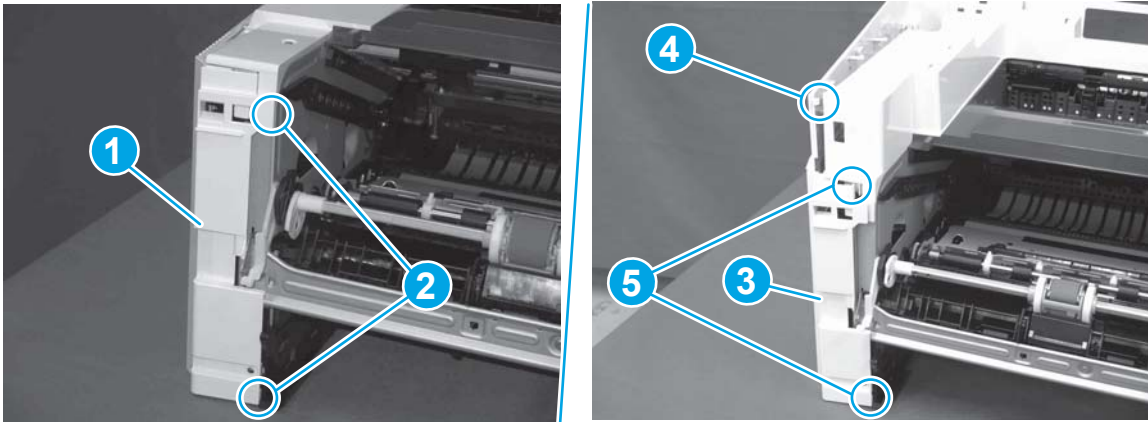
Figure 1-511 Install one screw



Step 17: Install the left cover

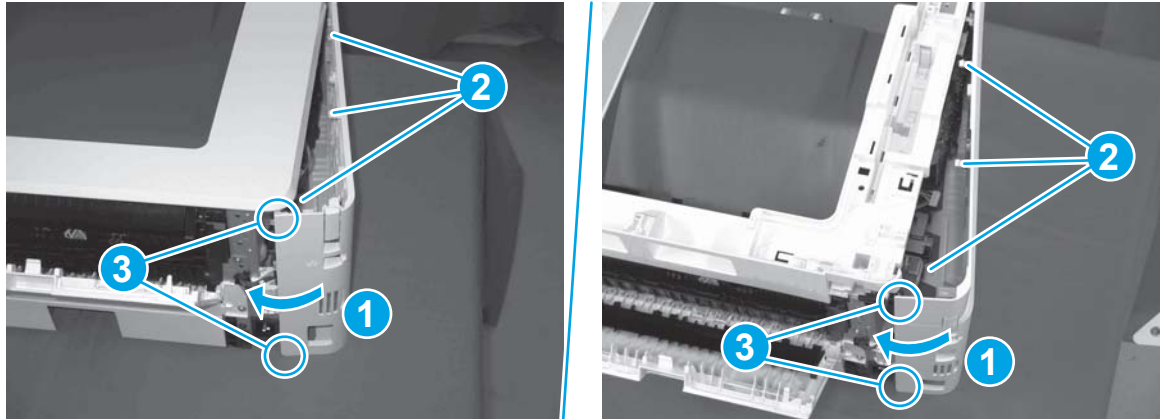
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-512 Install the cover



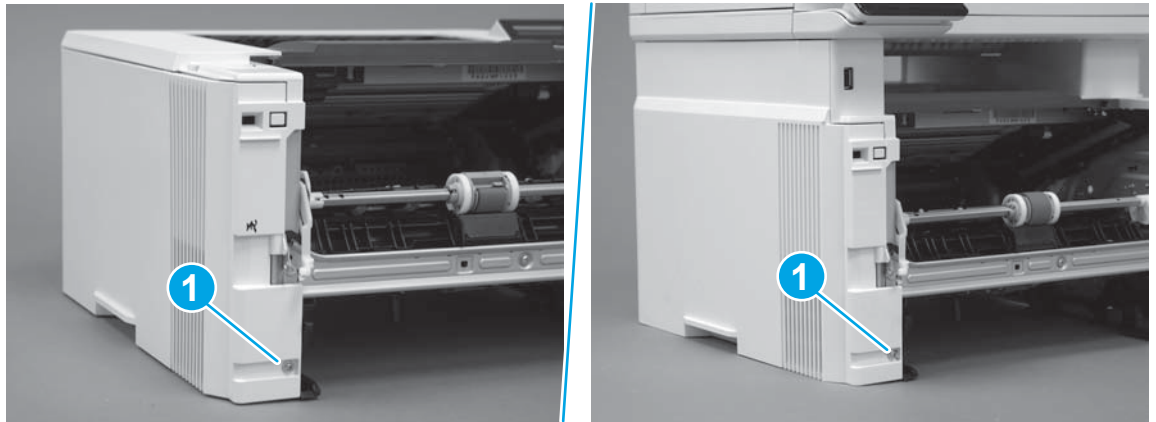
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-513 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-514 Install one screw

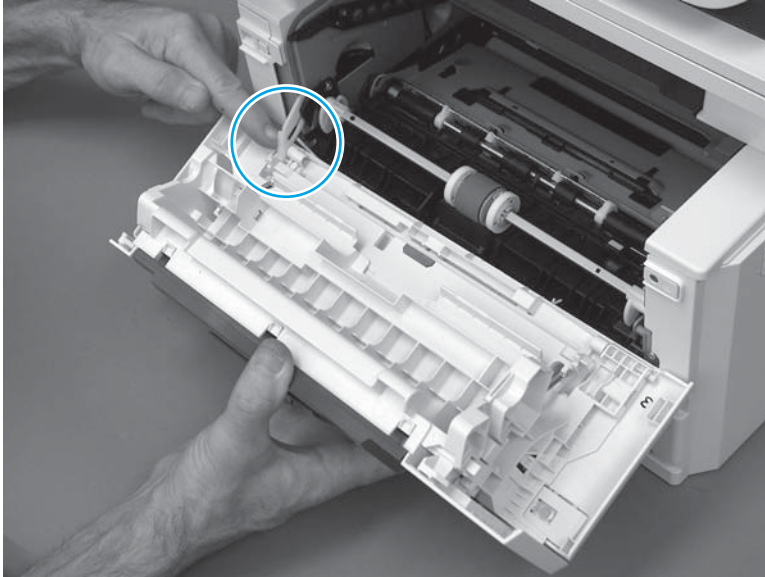


Step 18: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

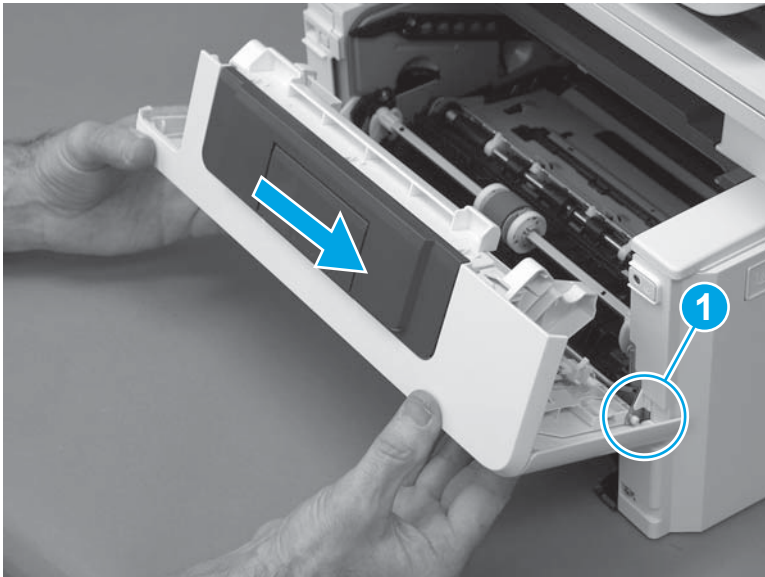
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-515 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

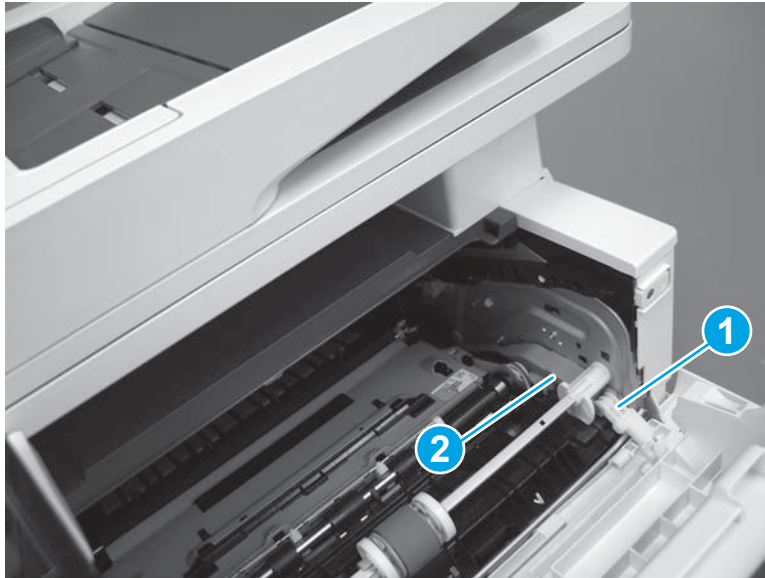
Figure 1-516 Install the door



3. Install the link (callout 1).

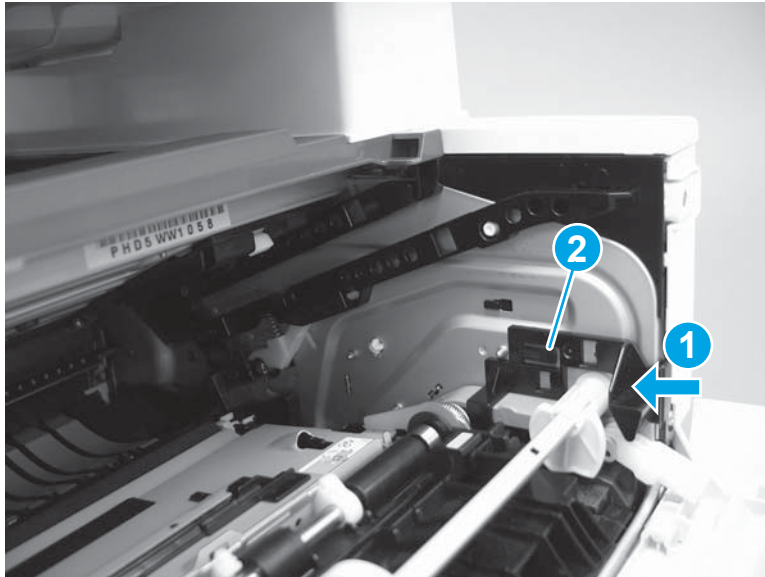
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-517 Install the pressure-release link



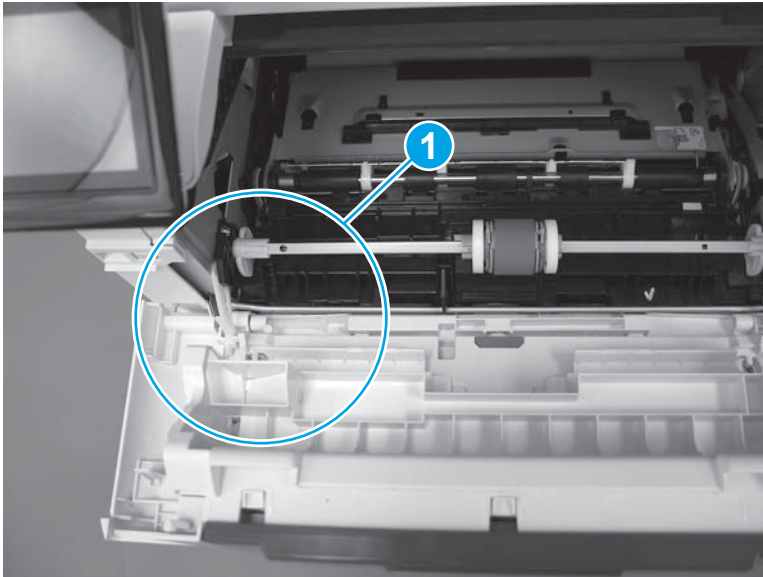
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-518 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-519 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


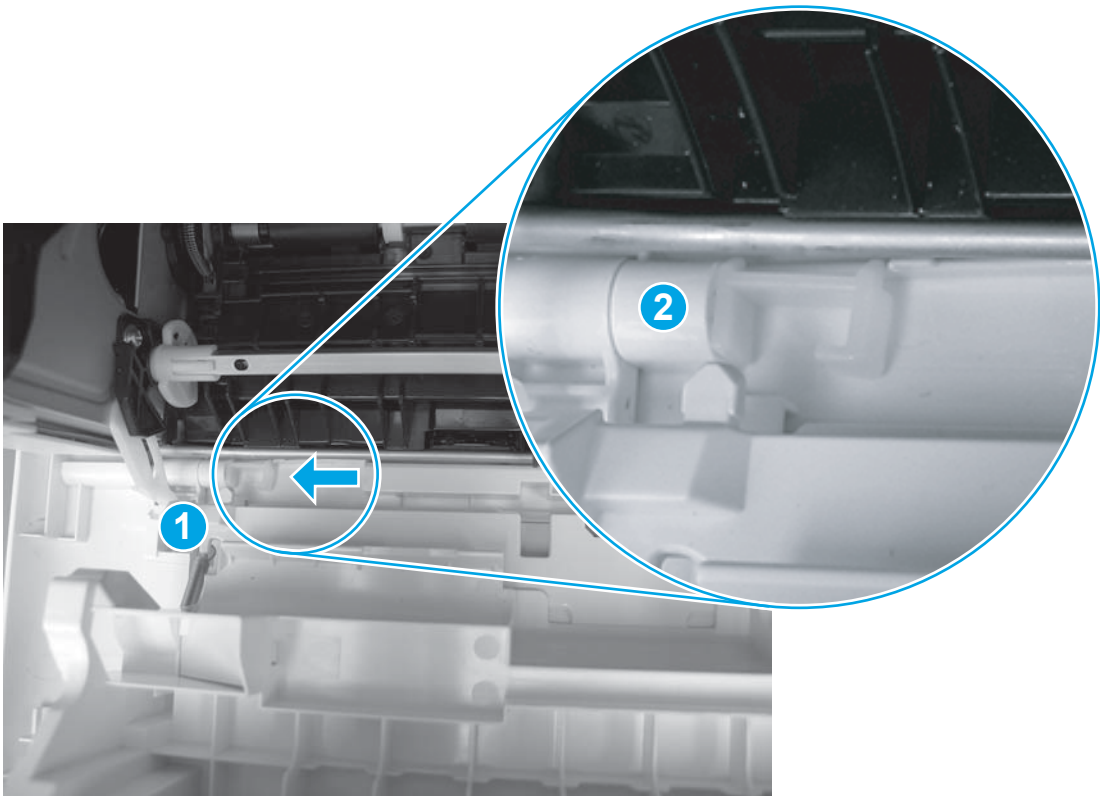
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-520 Install the support shaft



Step 19: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-521 Install the tray



Removal and replacement: Integrated scanner assembly (M427/M426)



NOTE: M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the ISA \(M427/M426\)](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the ISA \(M427/M426\)](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the ISA.

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.

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

ISA part number ¹	
C5F98-60110	ADF/scanner assembly, duplex ADF
C5F98-60109	ADF/scanner assembly, simplex ADF

¹ The ISA includes the SSA and the ADF.

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page, and then make a copy using the document feeder to make sure that it is properly functioning.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-522 Remove the tray



Step 2: Remove the cartridge door assembly



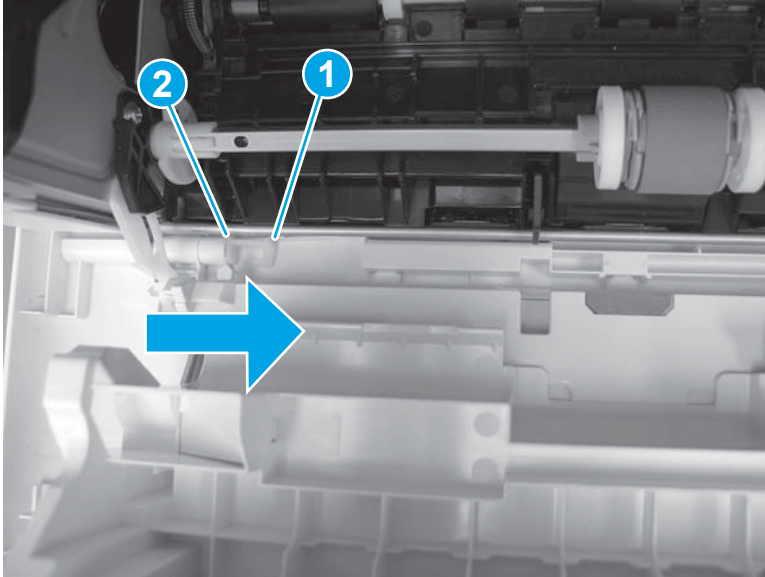
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



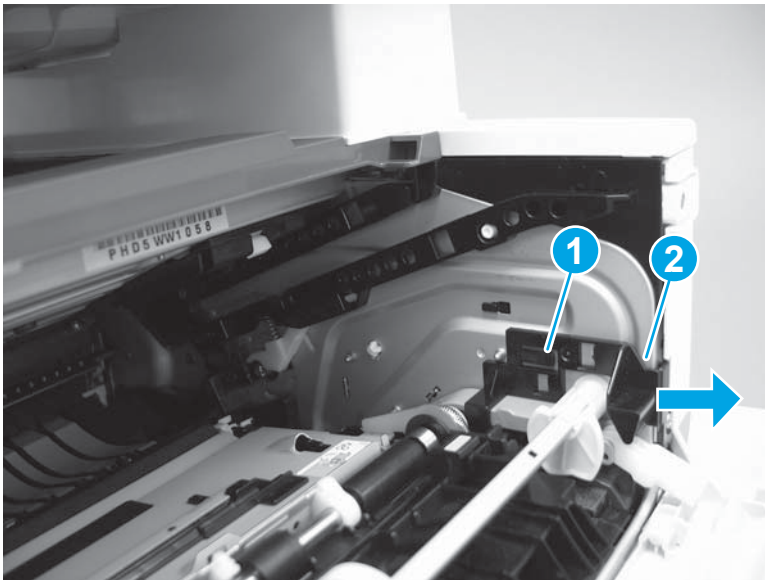
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-523 Release the support shaft



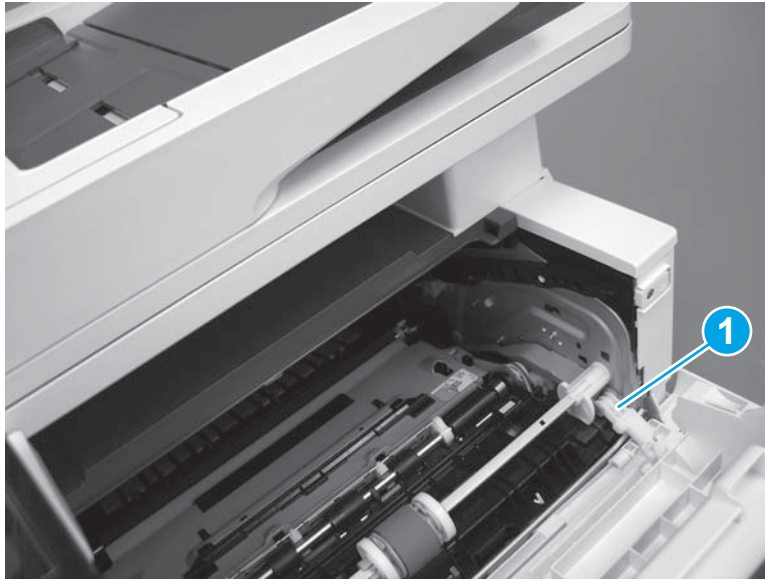
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-524 Remove the guide



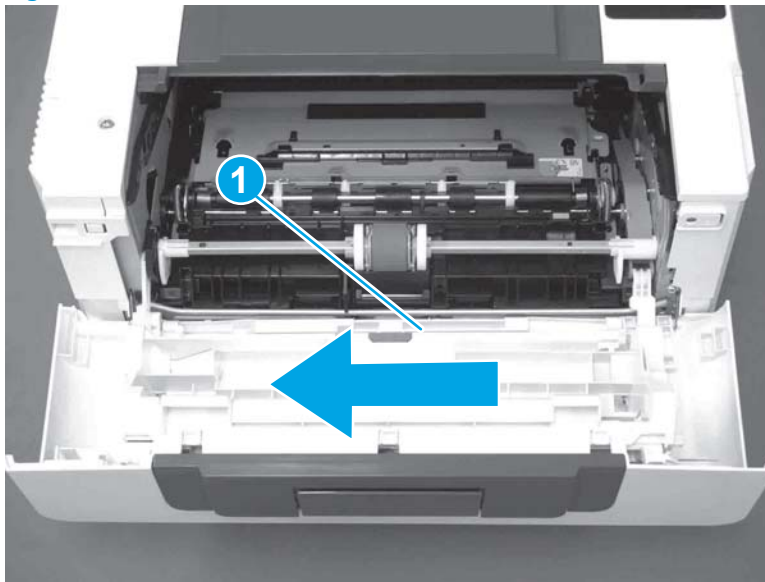
3. Remove the link arm (callout 1).

Figure 1-525 Remove the link arm



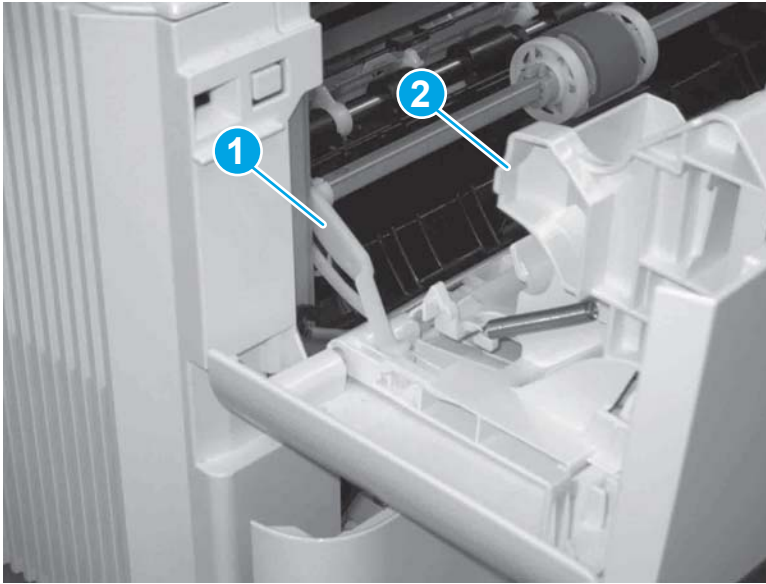
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-526 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

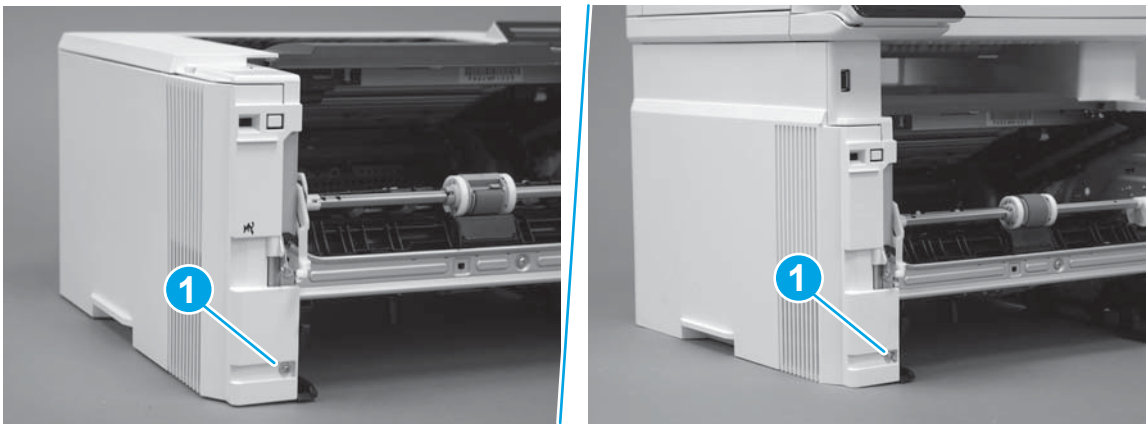
Figure 1-527 Release the left-side retainer arm



Step 3: Remove the left cover

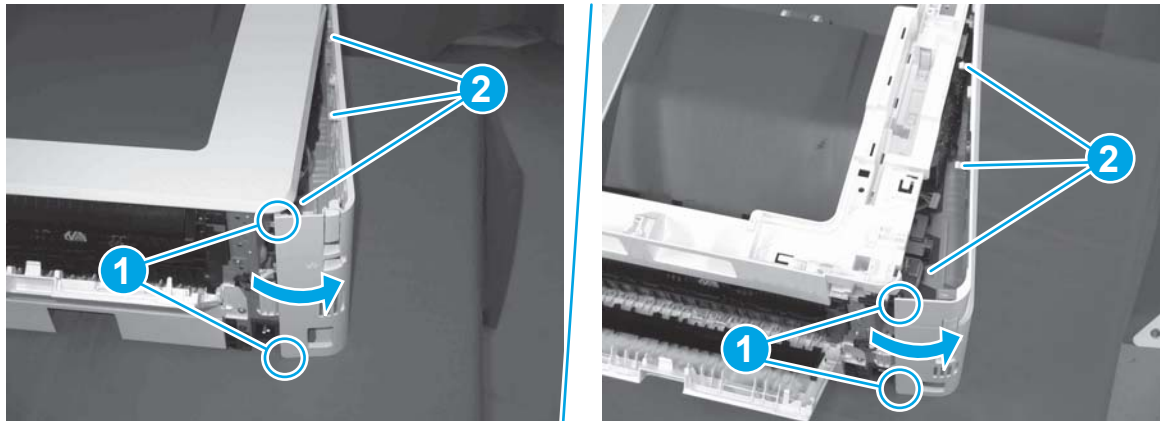
1. Remove one screw (callout 1).

Figure 1-528 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

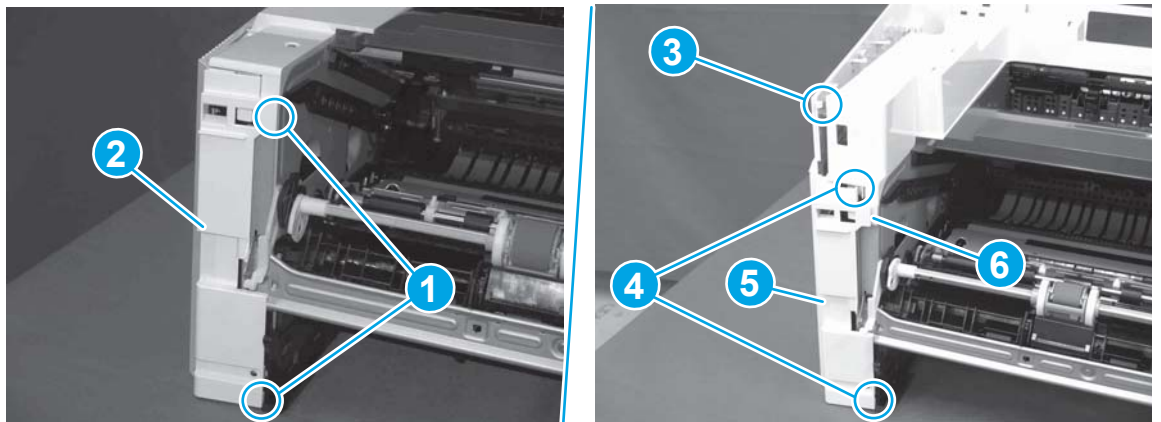
Figure 1-529 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-530 Remove the cover

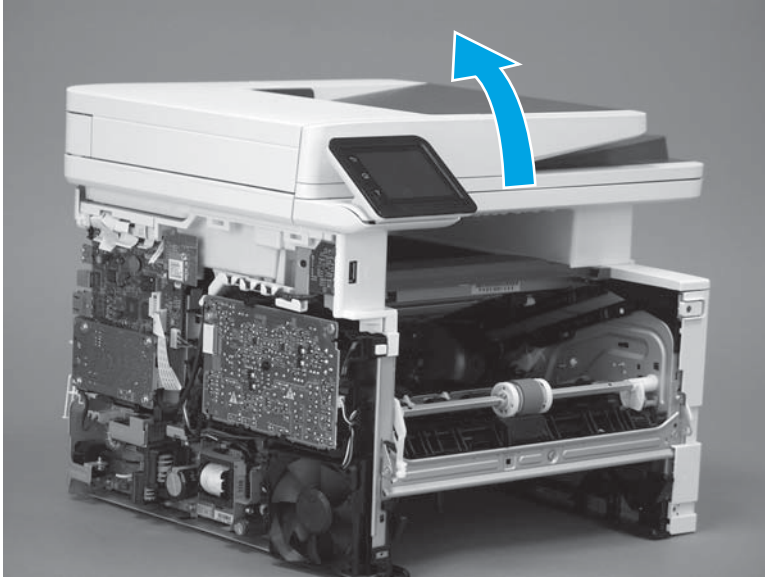


Step 4: Remove the ISA (M427/M426)

NOTE: M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

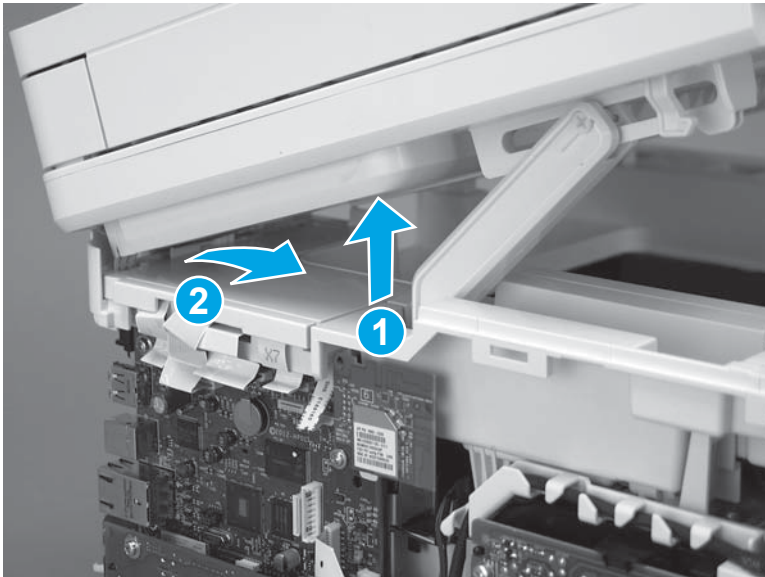
1. Raise the ISA.

Figure 1-531 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

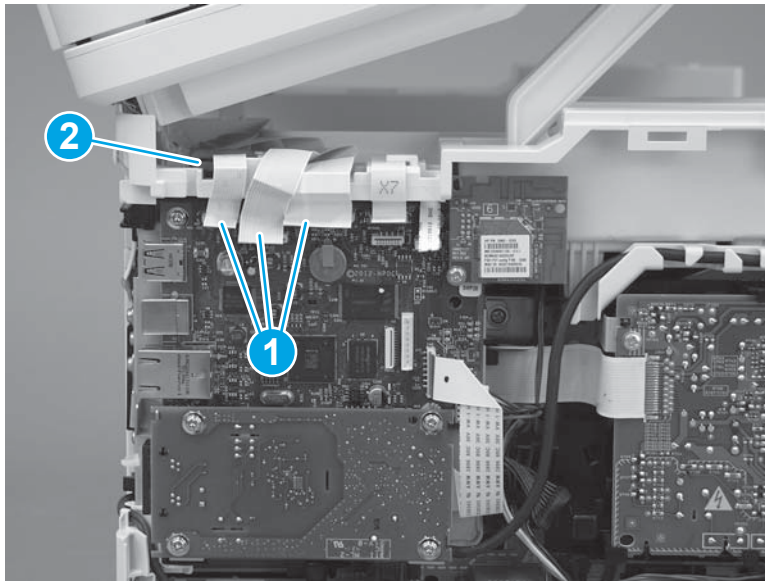
Figure 1-532 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

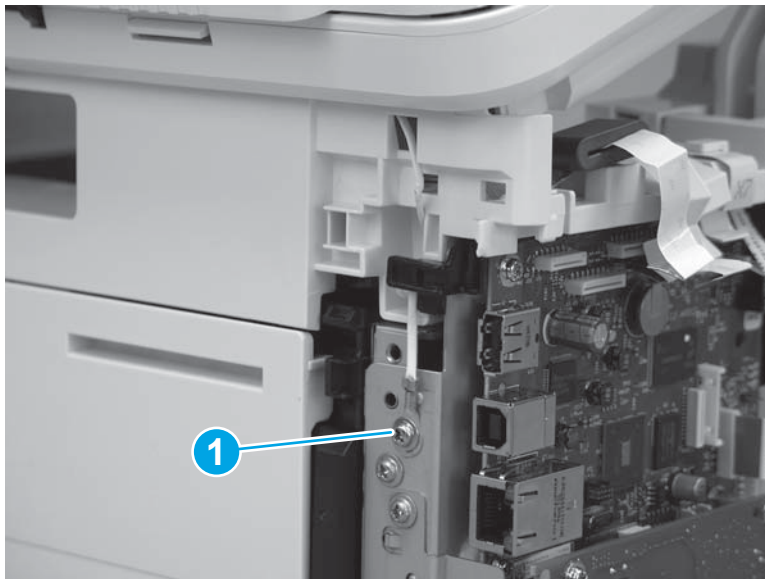
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-533 Disconnect three FFCs



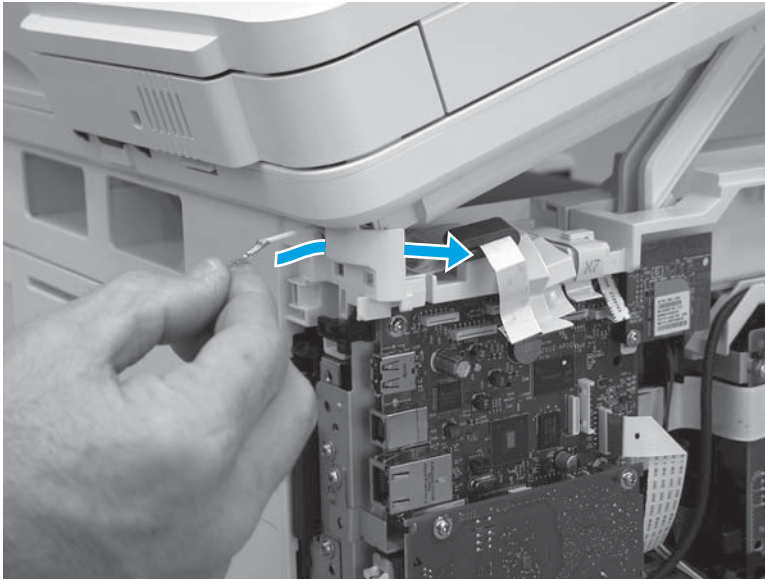
4. Remove one screw (callout 1).

Figure 1-534 Remove one screw



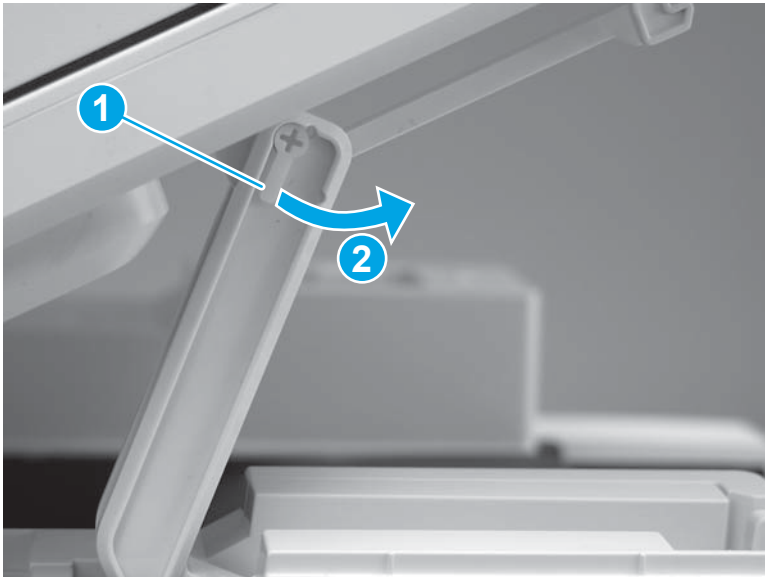
5. Pass the ground wire through the opening in the top cover.

Figure 1-535 Pass the wire through the opening



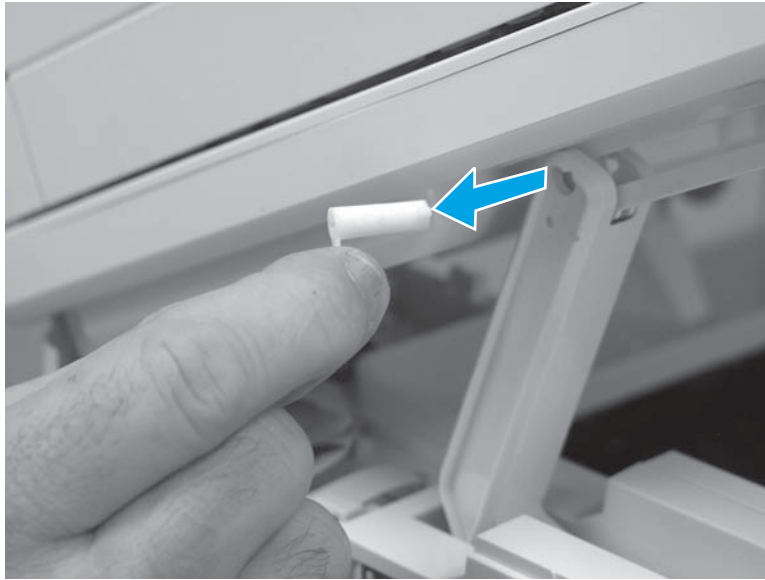
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-536 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-537 Remove the slider pin



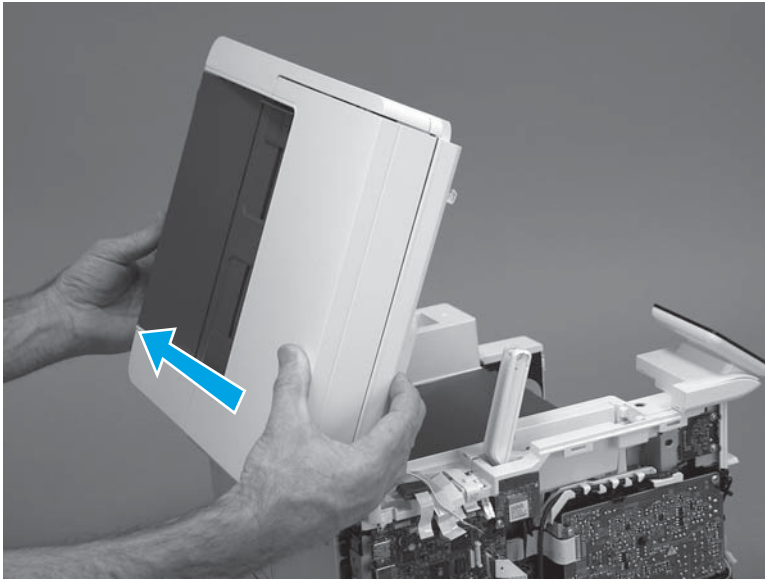
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-538 Rotate the ISA towards the rear of the printer



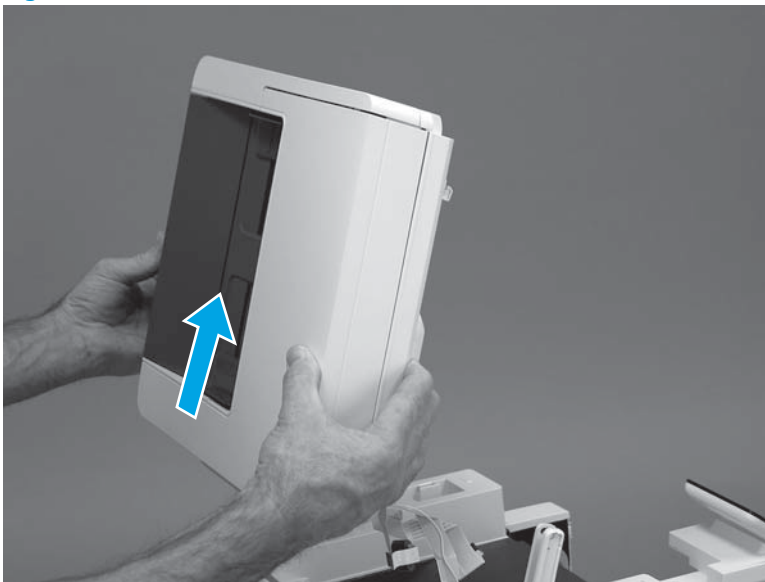
9. Slide the ISA as shown to release it.

Figure 1-539 Release the ISA



10. Remove the ISA.

Figure 1-540 Remove the ISA



Step 5: Unpack the replacement assembly

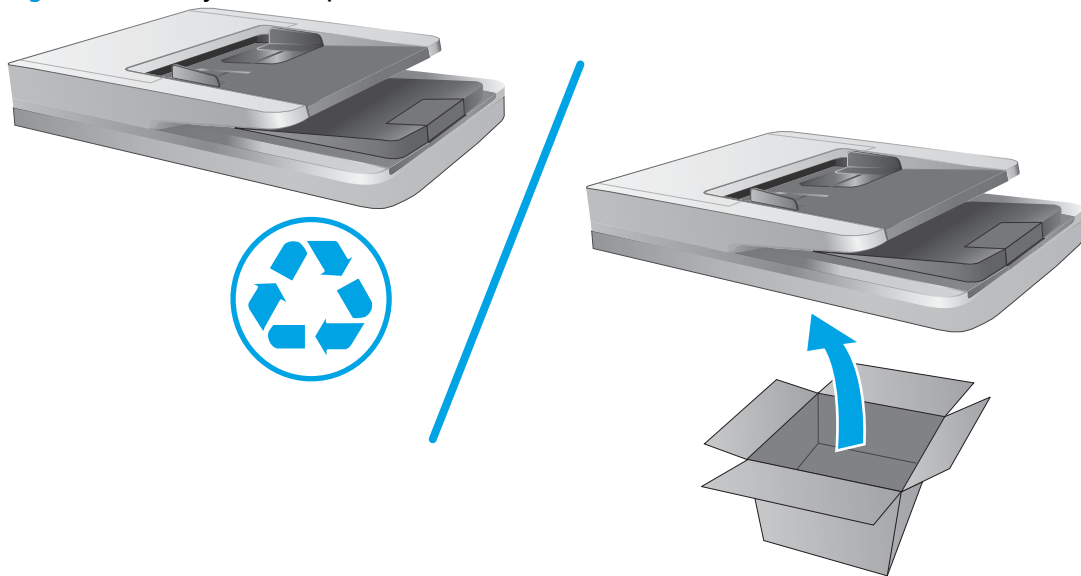
Unpack the replacement part from the packaging.

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




NOTE: HP recommends responsible disposal of the defective part.

Figure 1-541 Recycle and unpack

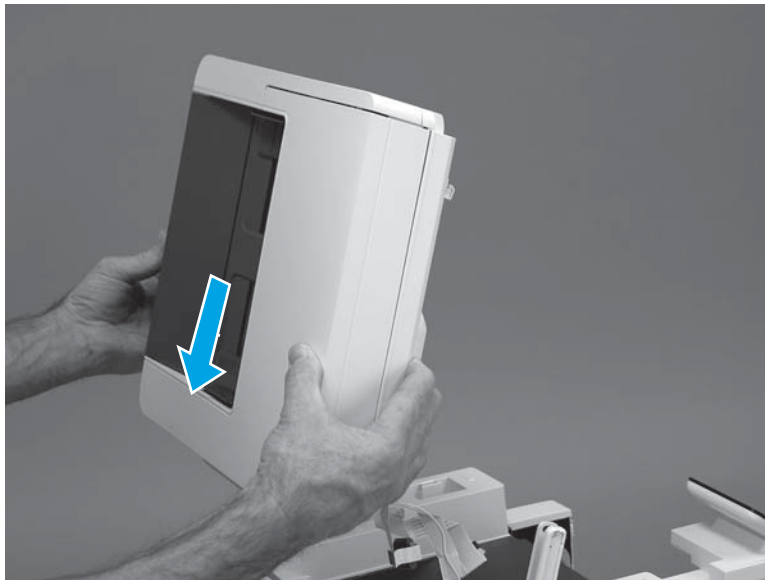


Step 6: Install the ISA (M427/M426)

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

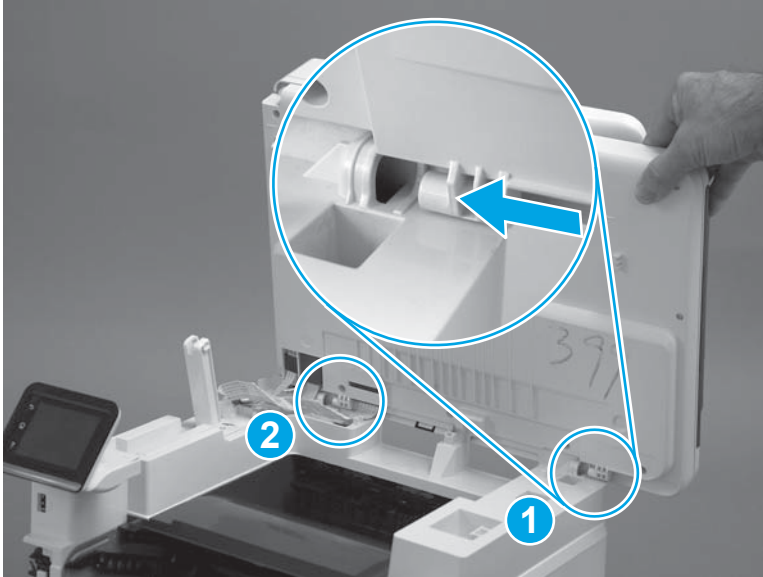
1. Position the ISA on the printer.

Figure 1-542 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-543 Engage the hinge pins with the holders



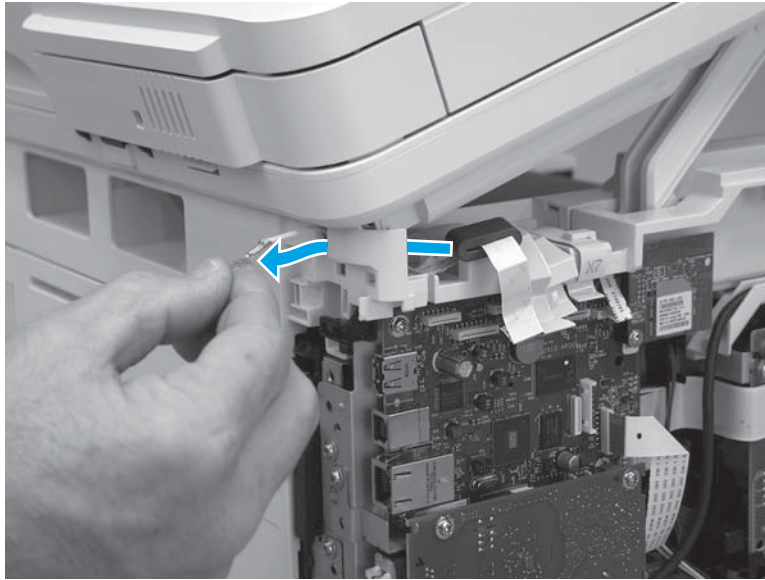
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-544 Rotate the ISA towards the front of the printer



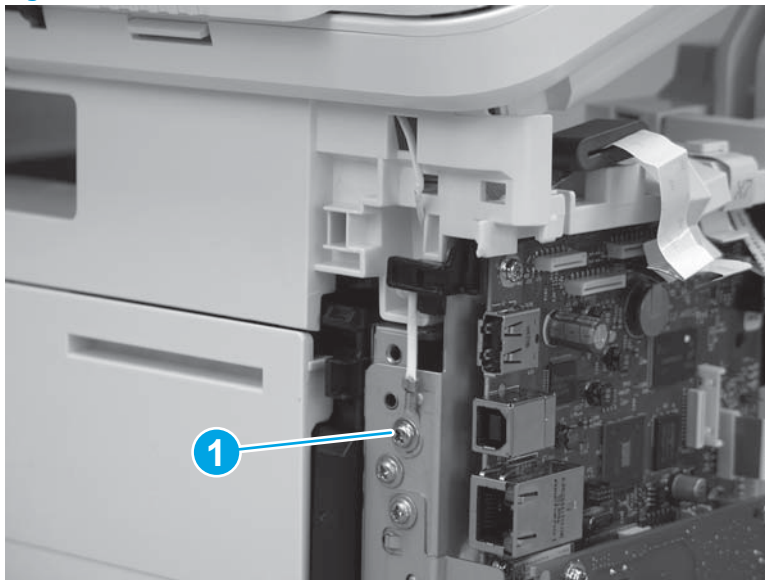
4. Pass the ground wire through the opening in the top cover.

Figure 1-545 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-546 Install one screw



6. Install the ISA lift assembly slider pin.


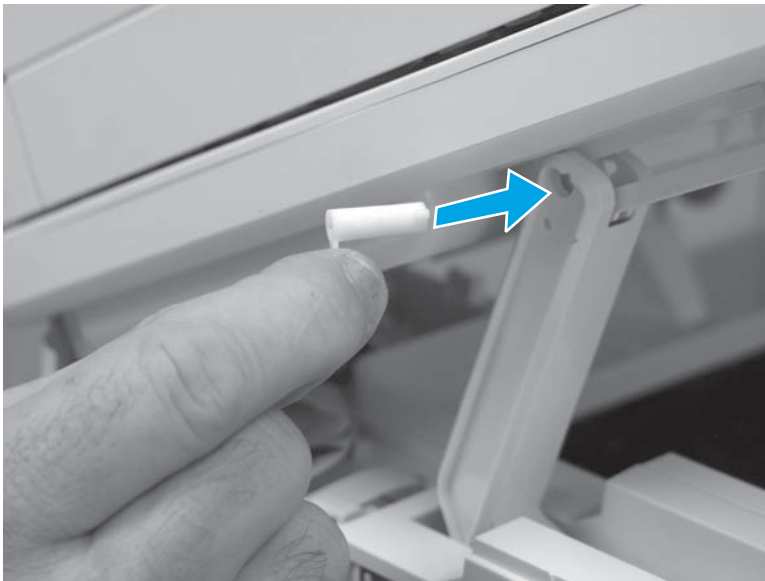
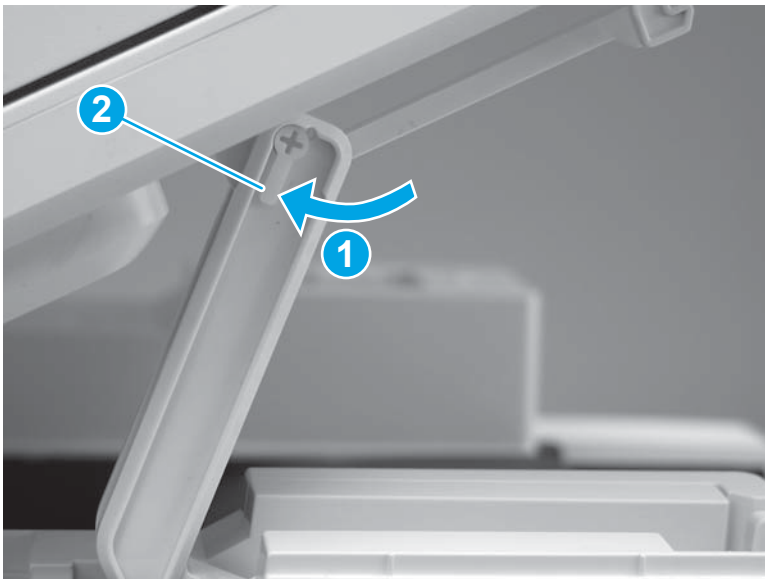
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-547 Install the slider pin



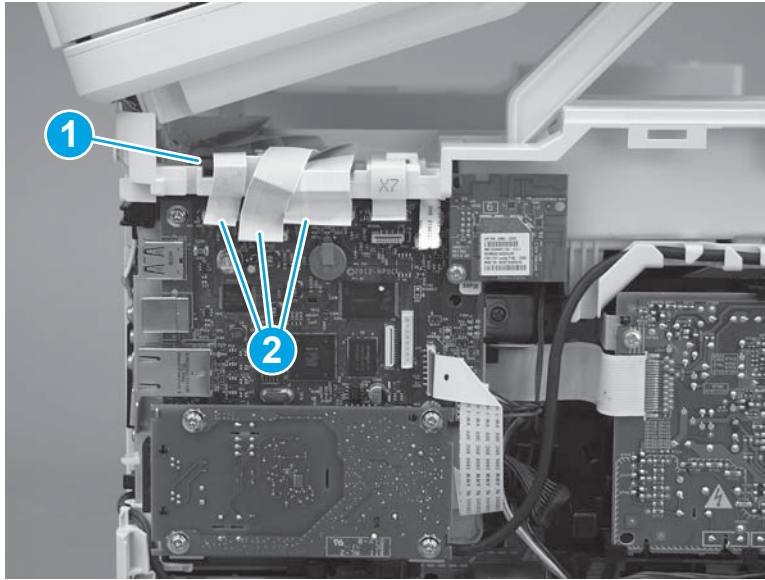
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-548 Secure the slider pin



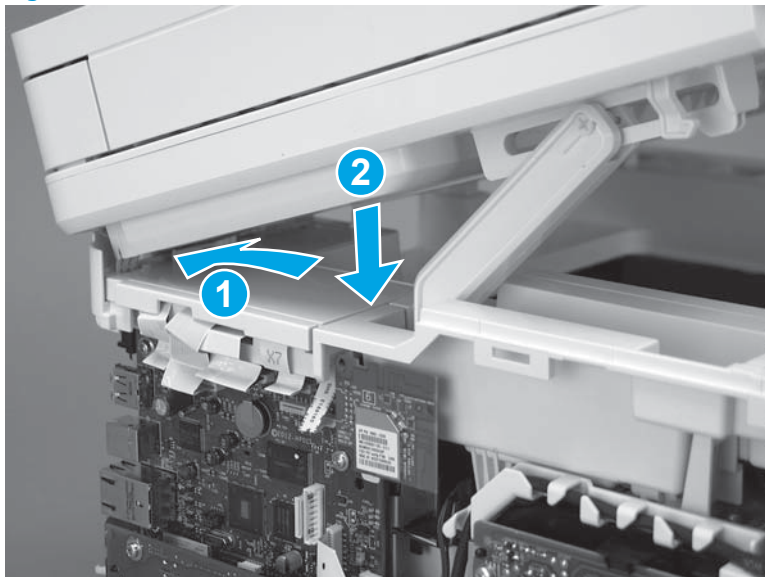
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-549 Connect three FFCs



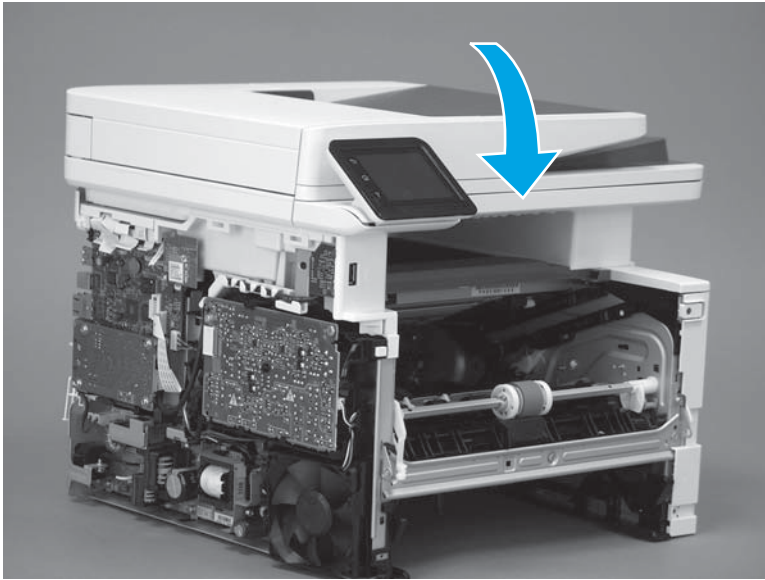
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

Figure 1-550 Install the ISA FFC cover



10. Lower the ISA.

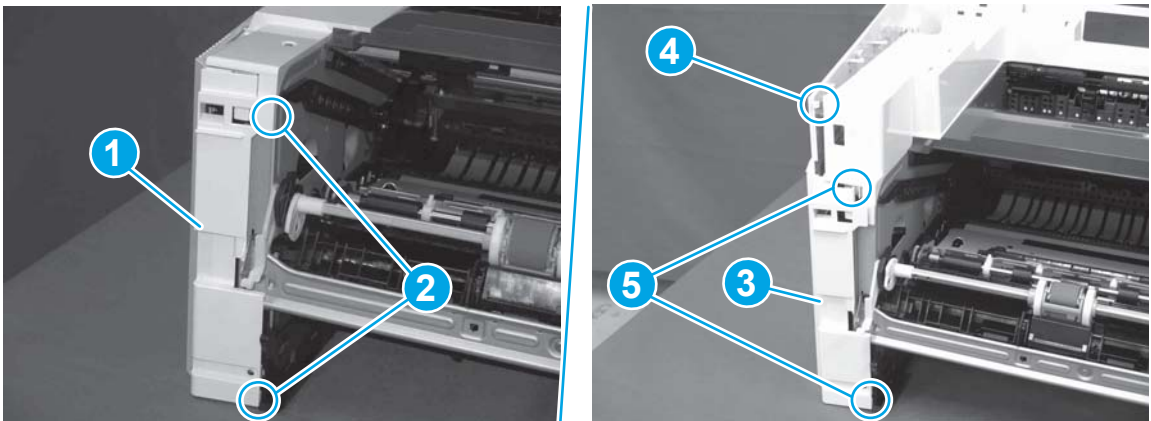
Figure 1-551 Lower the ISA



Step 7: Install the left cover

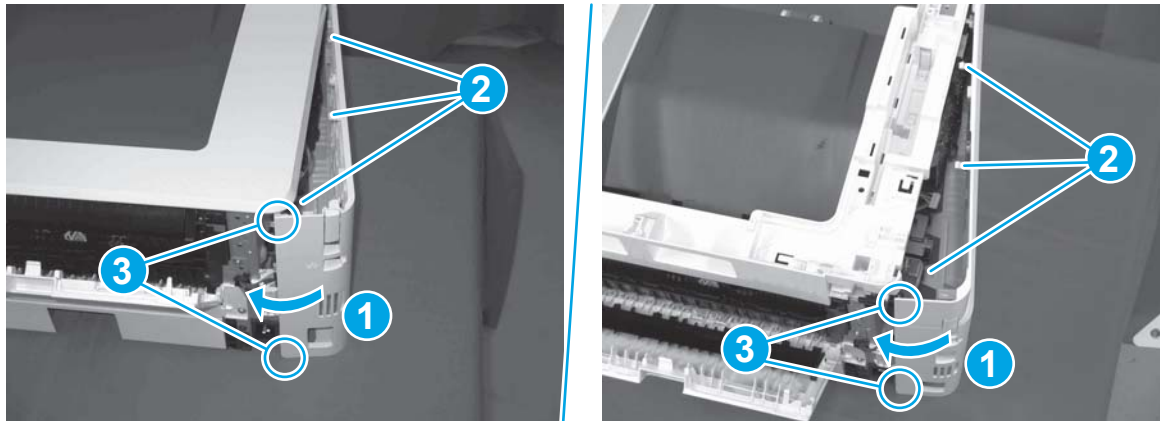
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-552 Install the cover



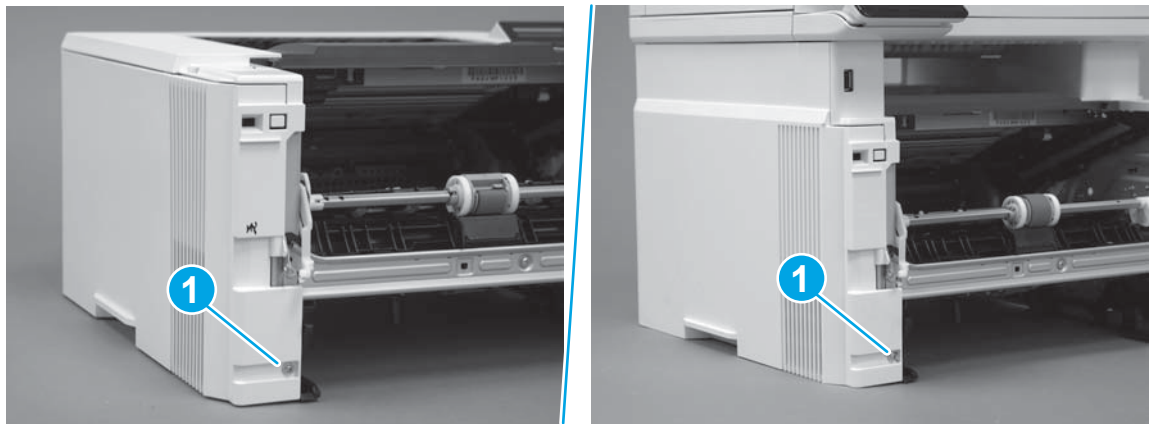
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-553 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-554 Install one screw

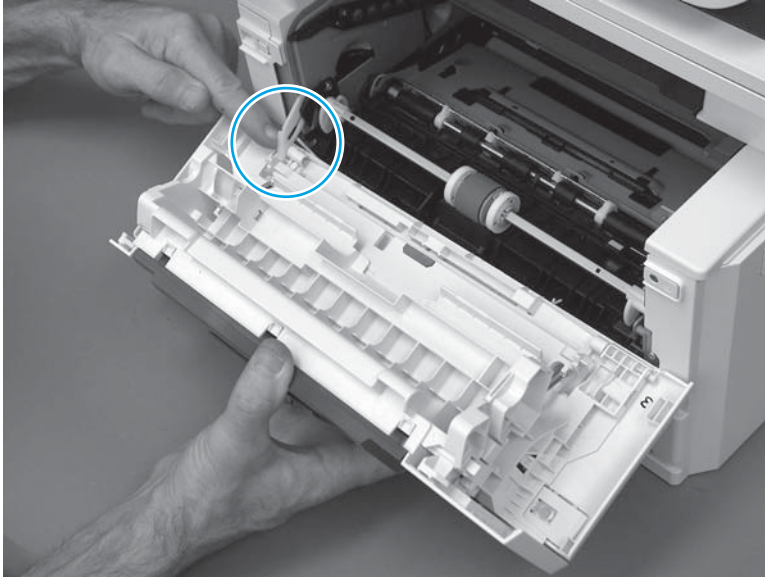


Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

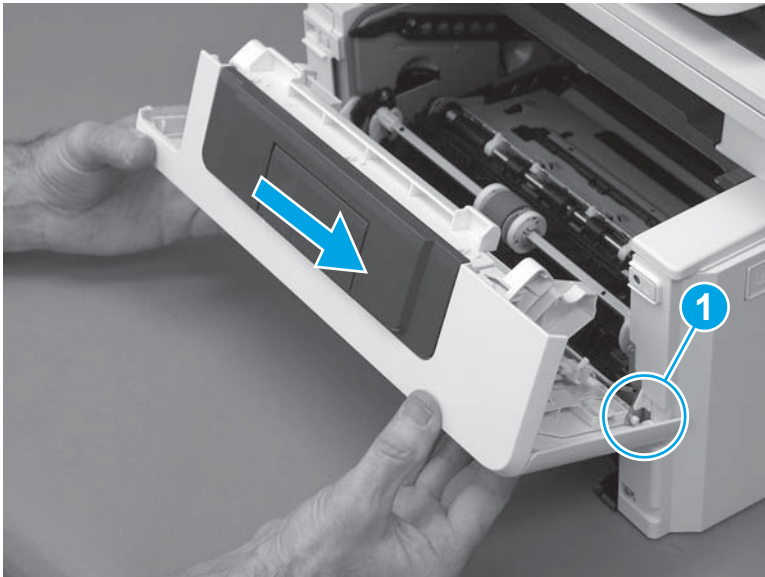
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-555 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

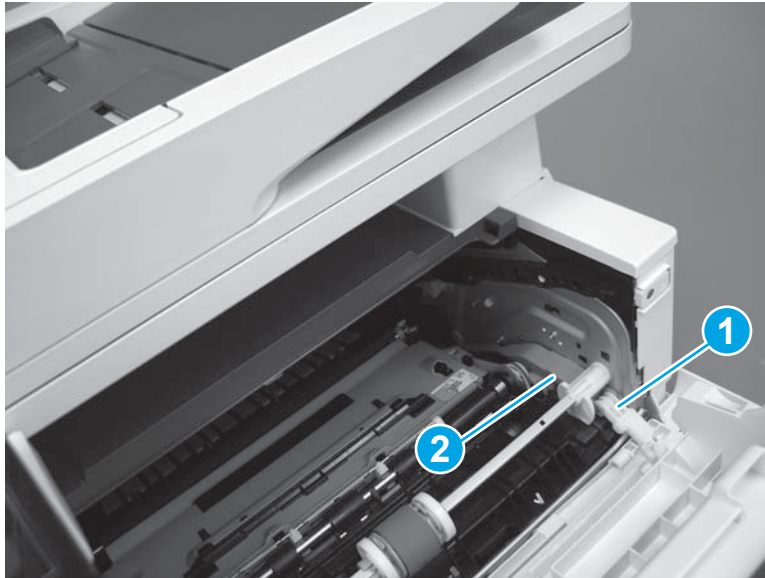
Figure 1-556 Install the door



3. Install the link (callout 1).

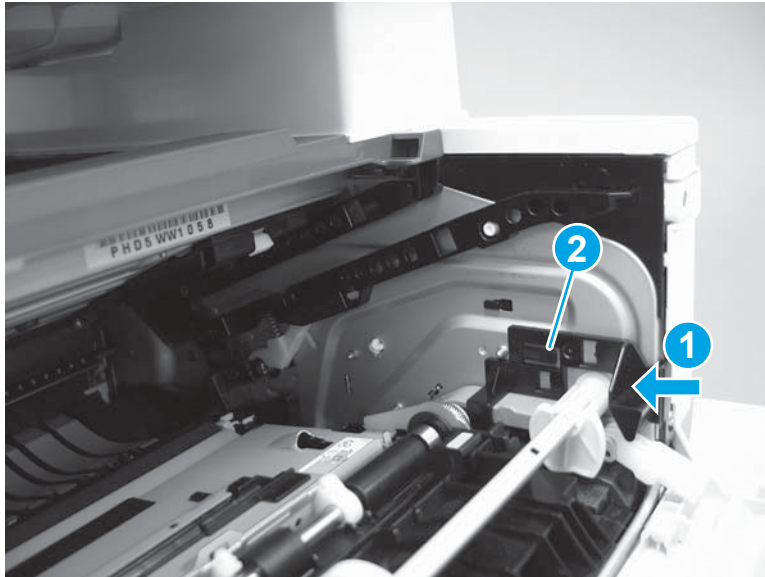
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-557 Install the pressure-release link



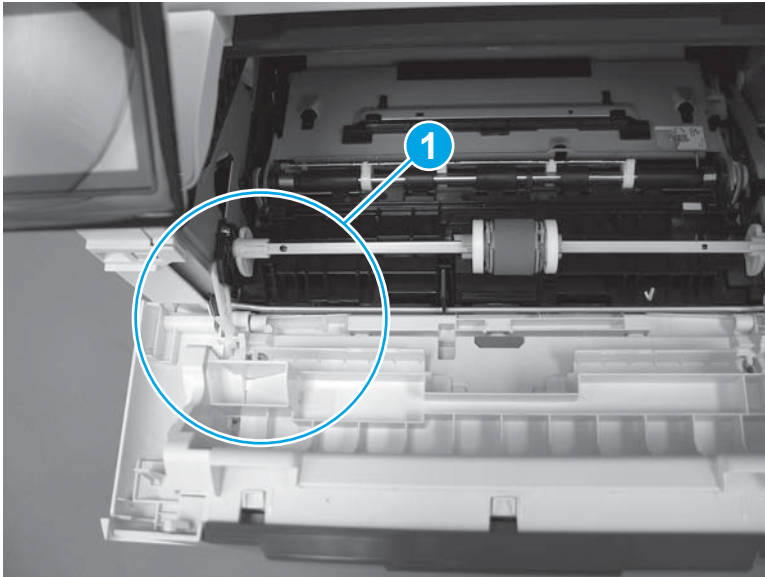
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-558 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-559 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


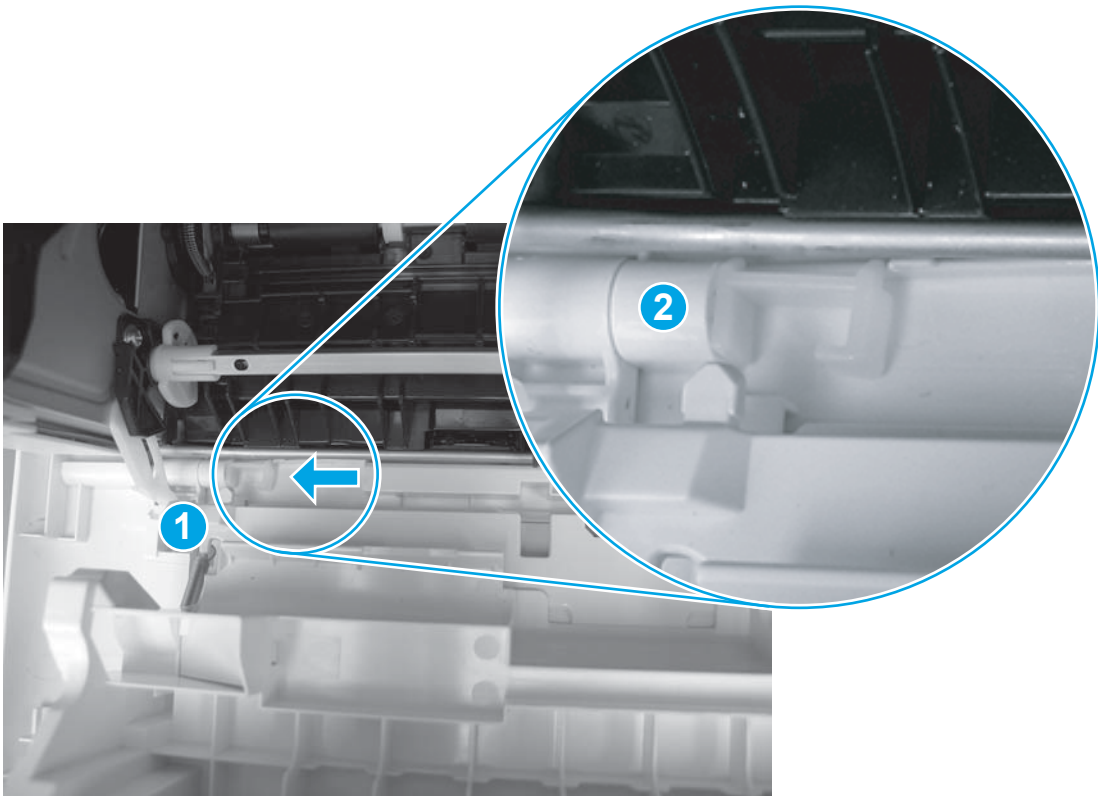
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-560 Install the support shaft




Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-561 Install the tray



Removal and replacement: ISA lift assembly and slider pin (M427/M426)

 **NOTE:** M427/M426 models only.

- [Introduction](#)
- [Step 1: Remove the slider pin \(M427/M426\)](#)
- [Step 2: Remove the ISA lift assembly \(M427/M426\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the ISA lift assembly \(M427/M426\)](#)
- [Step 5: Install the slider pin \(M427/M426\)](#)


Introduction

This document provides the procedures to remove and replace the integrated scanner assembly (ISA) support arm.

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.

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

ISA lift assembly and slider pin

83Q10-60128	ISA lift assembly
83Q10-40041	Slider pin, ISA lift assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip.

After performing service

Turn the printer power on

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

Post service test

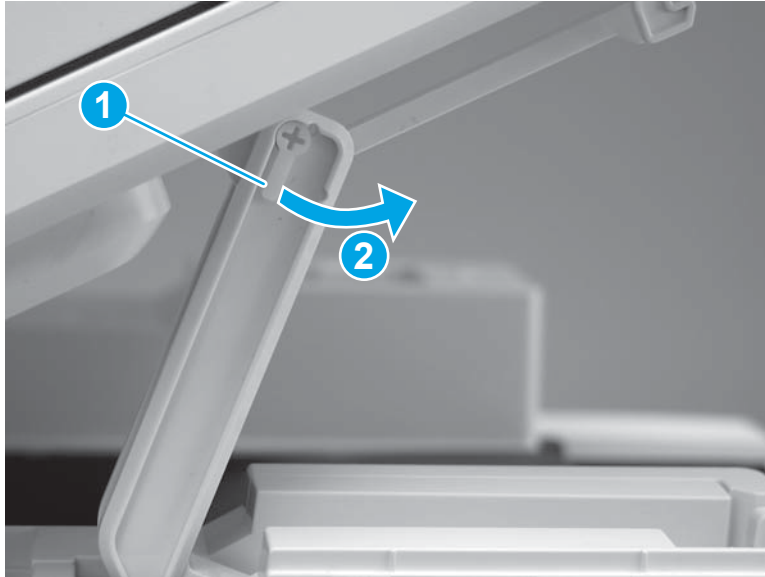
Make sure that the printer initializes to a **Ready** state.

Print a configuration page, and then make a copy using the document feeder to make sure that it is properly functioning.

Step 1: Remove the slider pin (M427/M426)

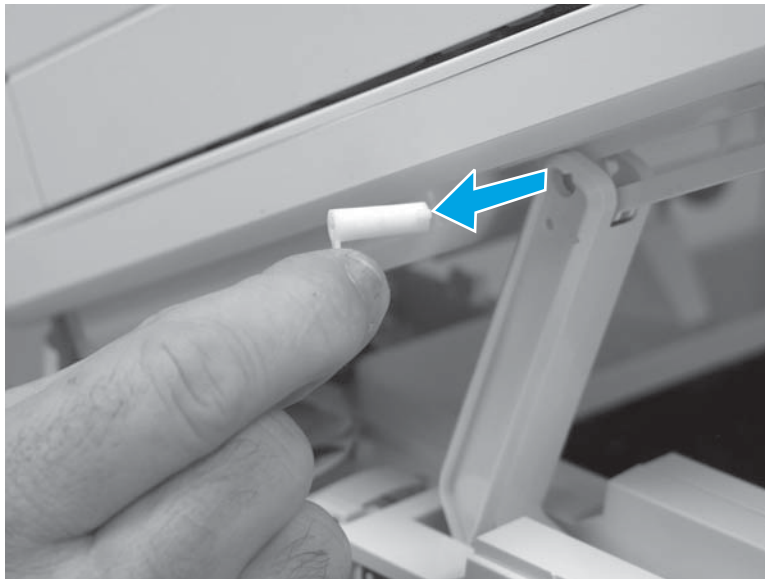
1. Open the ISA, release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-562 Release one tab and rotate the slider pin



2. Remove the slider pin.

Figure 1-563 Remove the slider pin

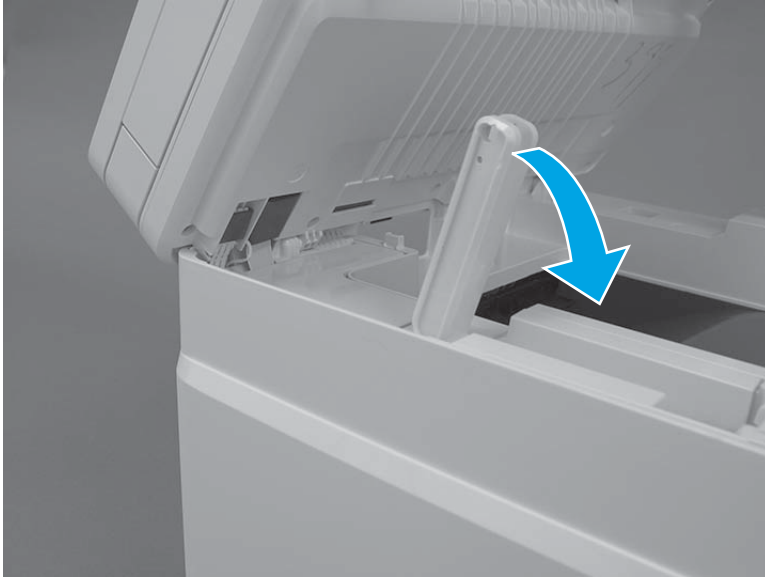


Step 2: Remove the ISA lift assembly (M427/M426)

1. Move the ISA out of the way, and then lower the support arm to the closed position.

CAUTION: The ISA hinges are not captive in the top cover mounting bosses. Do not allow the ISA to slip off of the top cover.

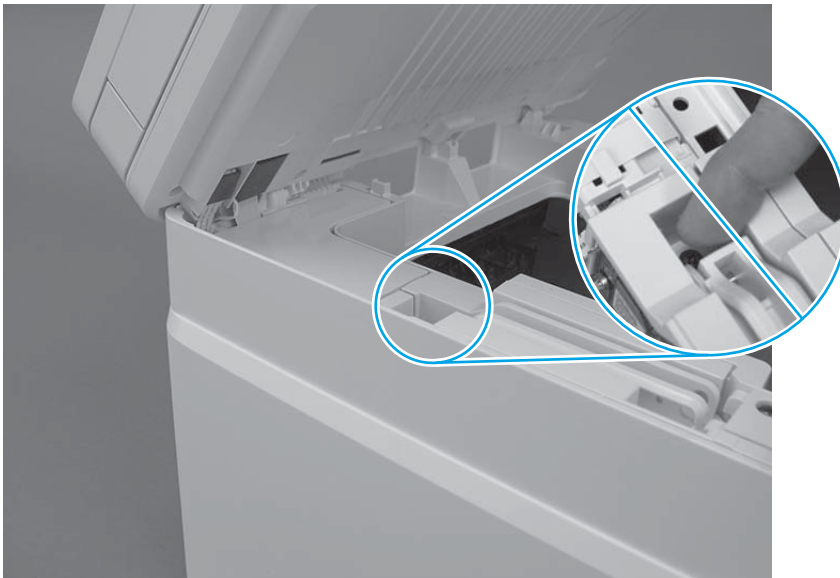
Figure 1-564 Lower the support arm



2. Before proceeding take note of the following.

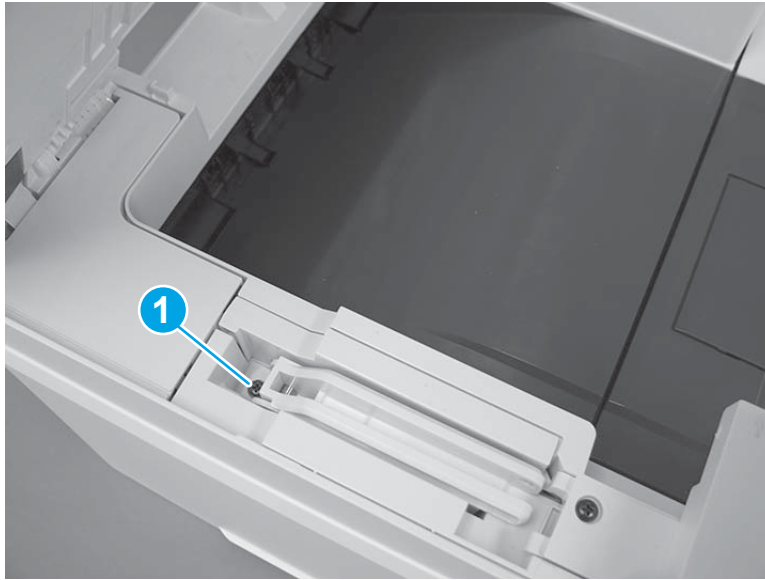
⚠ CAUTION: The support arm is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw well when the support arm is in the closed position.

Figure 1-565 Before proceeding take note



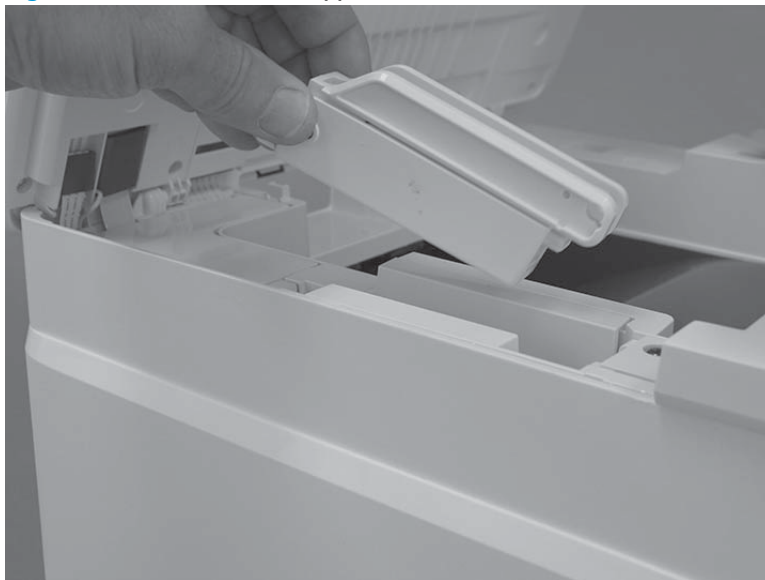
3. Remove one screw (callout 1).

Figure 1-566 Remove one screw



4. Remove the support arm.

Figure 1-567 Remove the support arm



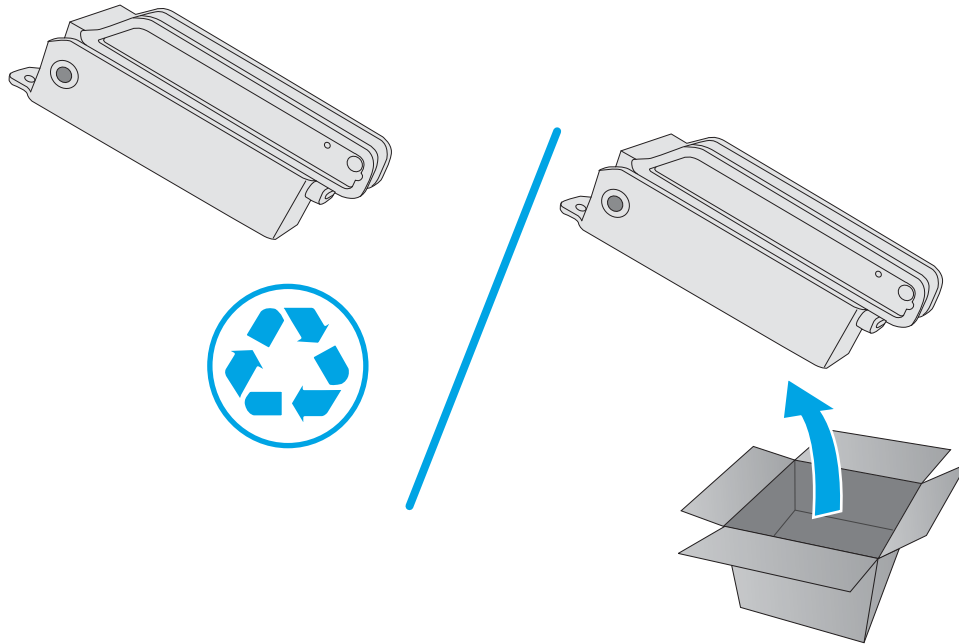
Step 3: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-568 Recycle and unpack



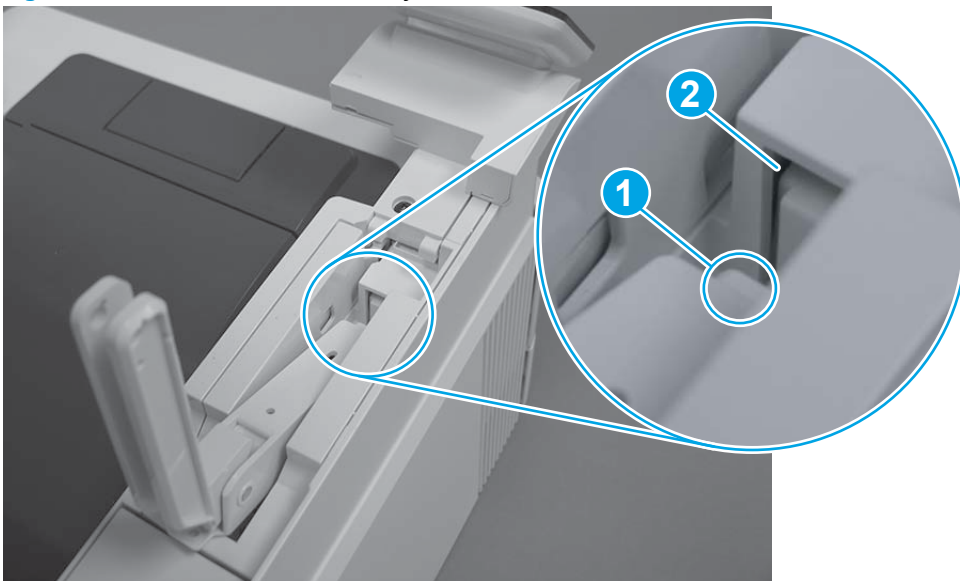
Step 4: Install the ISA lift assembly (M427/M426)

1. Support the ISA, align the tab (callout 1) on the lift assembly with the slot in the top cover (callout 2), and then install the lift assembly.

CAUTION: The ISA hinges are not captive in the top cover mounting bosses. Do not allow the ISA to slip off of the top cover.

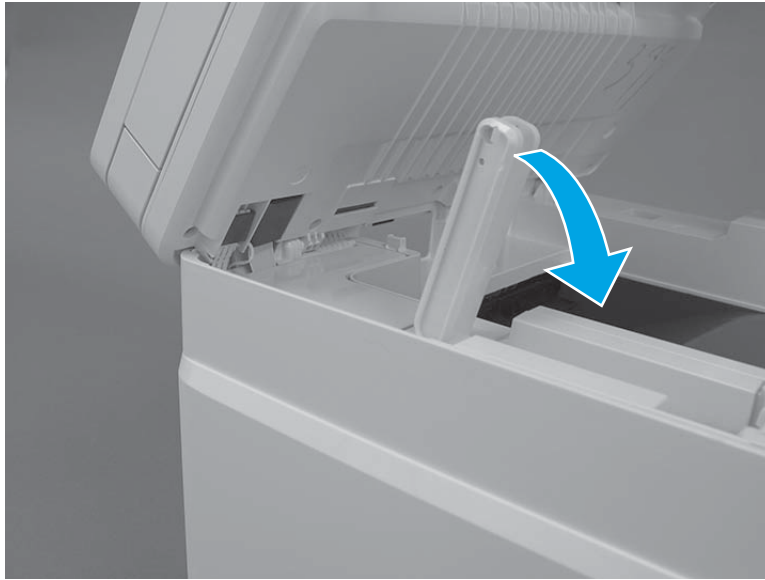
NOTE: If the replacement lift assembly is in the closed position, place it in the open position.

Figure 1-569 Install the lift assembly



2. Lower the lift assembly to the closed position.

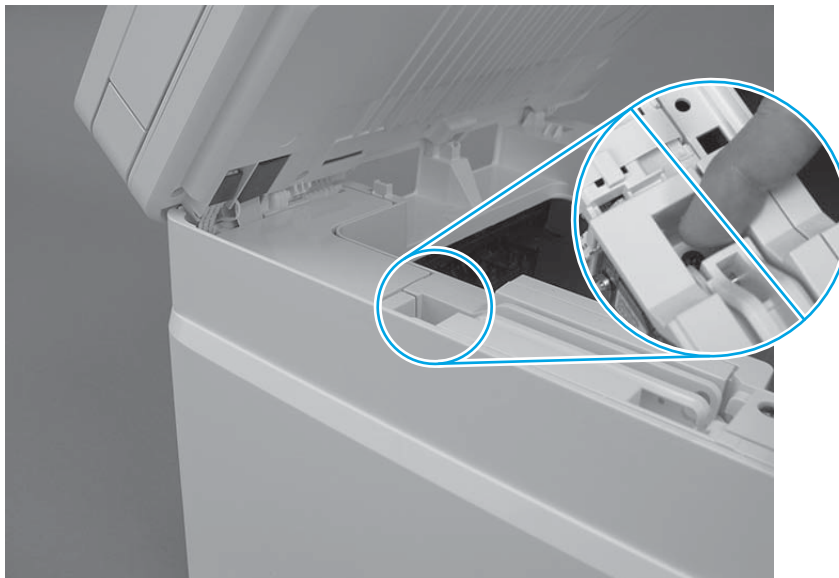
Figure 1-570 Lower the lift assembly



3. Before proceeding take note of the following.

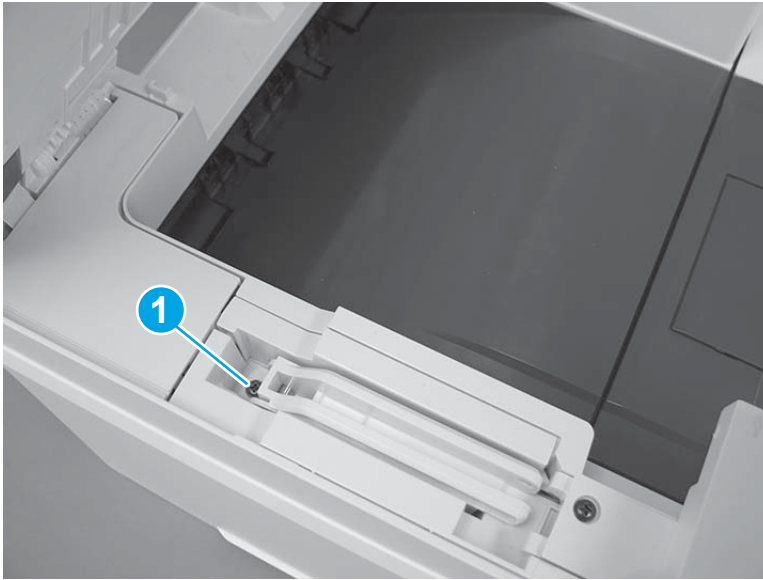
⚠ CAUTION: The lift assembly is spring loaded and can unexpectedly spring into the open position. To avoid injury, do not place a finger in the screw well when the lift assembly is in the closed position.

Figure 1-571 Before proceeding take note



4. Install one screw (callout 1).

Figure 1-572 Install one screw



Step 5: Install the slider pin (M427/M426)

1. Raise the ISA lift assembly to the open position, engage the ISA with the lift assembly, and then install the slider pin.


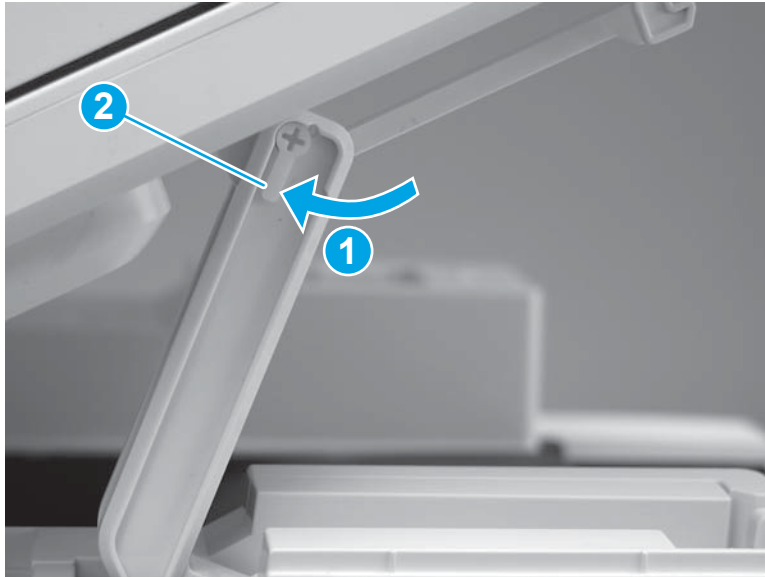
 **Reinstallation tip:** Align the keyed portion of the slider pin with the slot and hole in the lift assembly.

Figure 1-573 Install the slider pin



2. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place. Close the ISA.

Figure 1-574 Secure the slider pin



Removal and replacement: Internal parts and assemblies

- [Removal and replacement: Fuser](#)
- [Removal and replacement: Registration assembly](#)
- [Removal and replacement: Main motor \(M1\)](#)
- [Removal and replacement: Power switch printed circuit assembly](#)
- [Removal and replacement: Fax PCA \(M427/M426\)](#)
- [Removal and replacement: Walkup USB PCA \(M427/M426\)](#)
- [Removal and replacement: Wireless PCA](#)
- [Removal and replacement: Formatter PCA](#)
- [Removal and replacement: Fan \(FM1\)](#)
- [Removal and replacement: Fan holder \(FM1\)](#)
- [Removal and replacement: Laser scanner assembly](#)
- [Removal and replacement: Sheet-metal formatter bracket and formatter PCA](#)
- [Removal and replacement: NFC FFC](#)
- [Removal and replacement: Control panel FFC, \(M403/M402\)](#)
- [Removal and replacement: Formatter FFC](#)
- [Removal and replacement: DC controller](#)
- [Removal and replacement: Tag-cable assembly \(toner-cartridge memory\)](#)
- [Removal and replacement: Connecting PCA](#)
- [Removal and replacement: Laser scanner FFC](#)
- [Removal and replacement: High-voltage power supply](#)
- [Removal and replacement: Low-voltage power supply](#)
- [Removal and replacement: NFC cover \(M427/M426\)](#)
- [Removal and replacement: NFC PCA](#)
- [Removal and replacement: Control-panel assembly \(M403/M402\)](#)
- [Removal and replacement: Control panel \(M427/M426\) and control panel sub assemblies](#)

Removal and replacement: Fuser

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Remove the fuser](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the fuser](#)
- [Step 9: Install the rear door assembly](#)
- [Step 10: Install the right cover](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the fuser.


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.

Make sure the correct voltage fuser is installed in the printer.

 **CAUTION:** The fuser is hot. Wait at least 30 minutes after turning the printer off before removing the fuser.

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

Fuser part number	
RM2-5399-000CN	Fuser (110V/127V)
RM2-5425-000CN	Fuser (220V/240V)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-575 Remove the tray



Step 2: Remove the cartridge door assembly



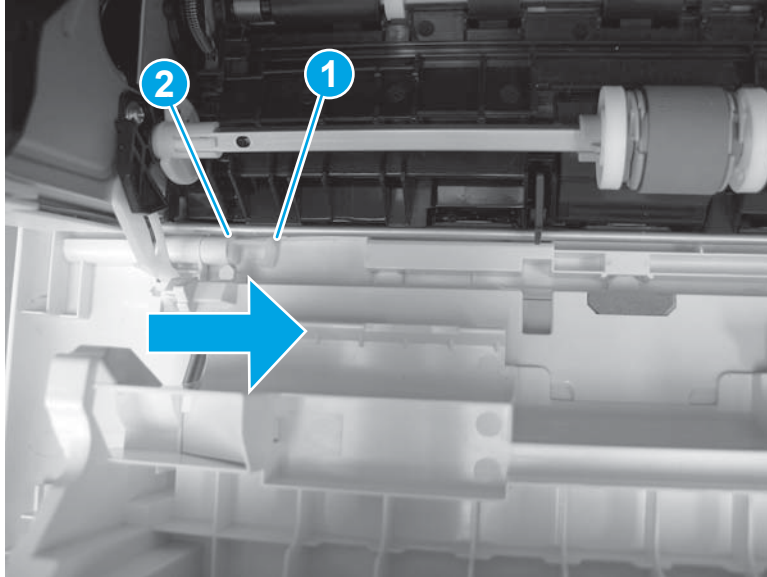
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



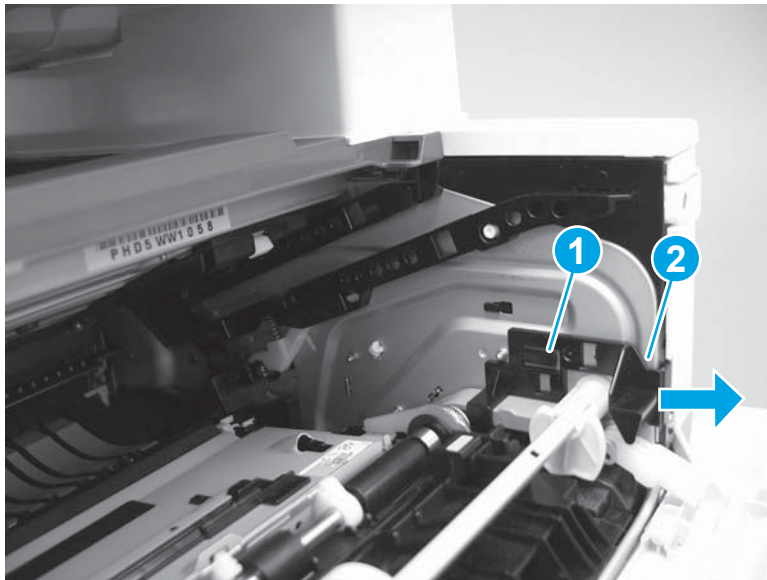
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-576 Release the support shaft



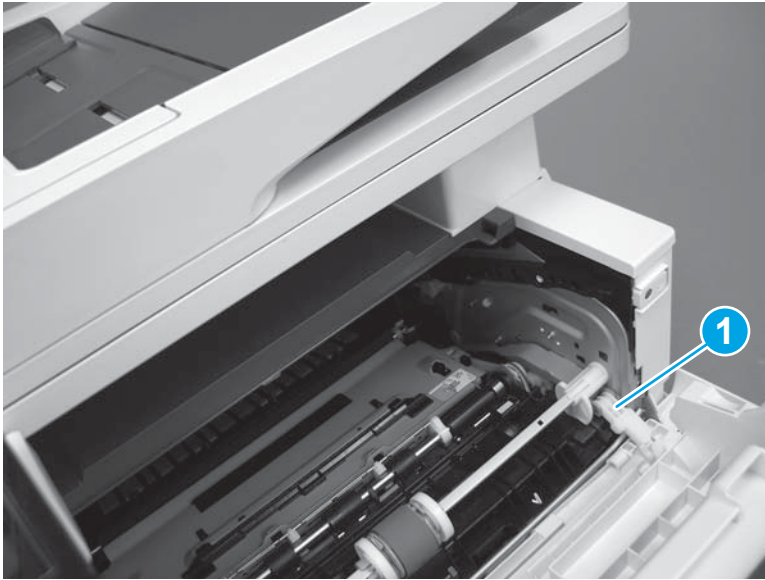
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-577 Remove the guide



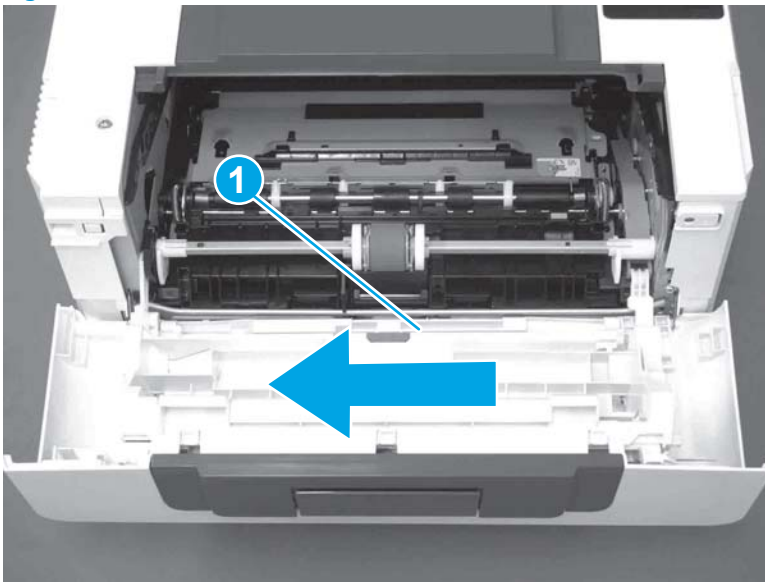
3. Remove the link arm (callout 1).

Figure 1-578 Remove the link arm



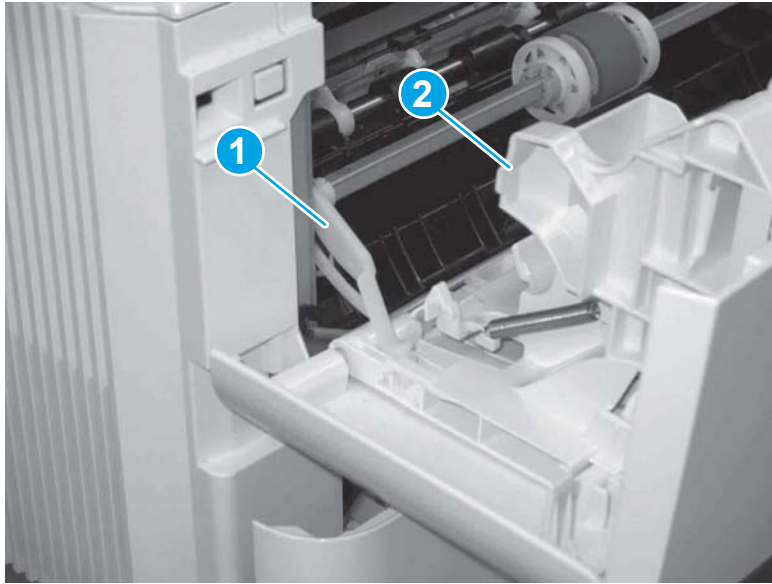
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-579 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

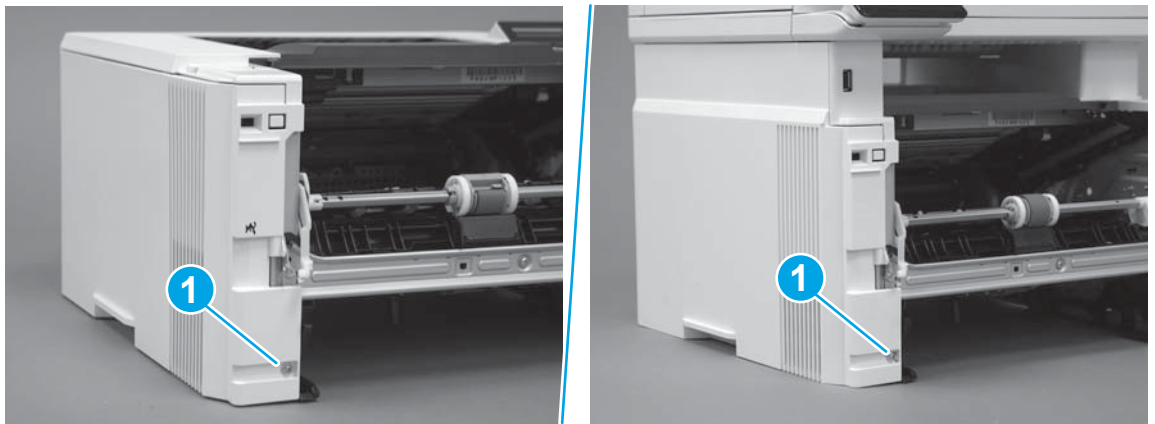
Figure 1-580 Release the left-side retainer arm



Step 3: Remove the left cover

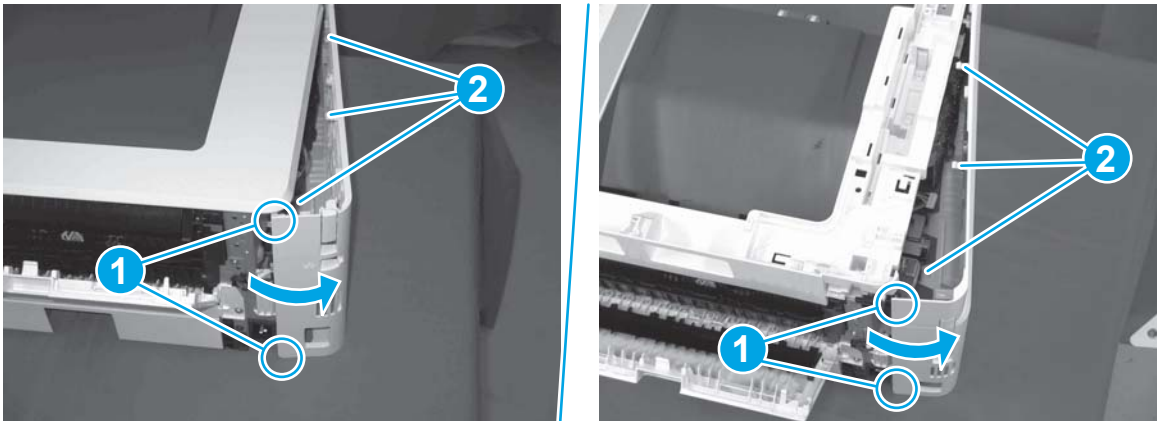
1. Remove one screw (callout 1).

Figure 1-581 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

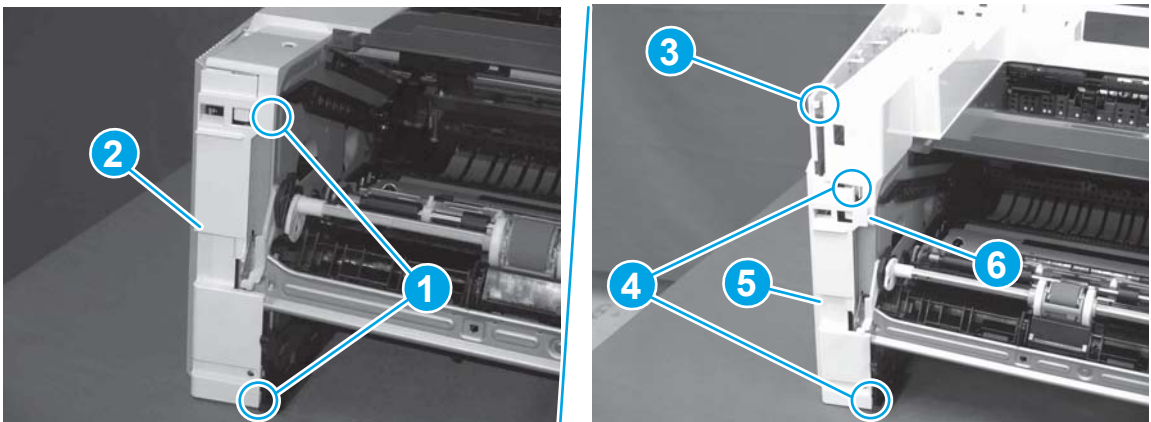
Figure 1-582 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

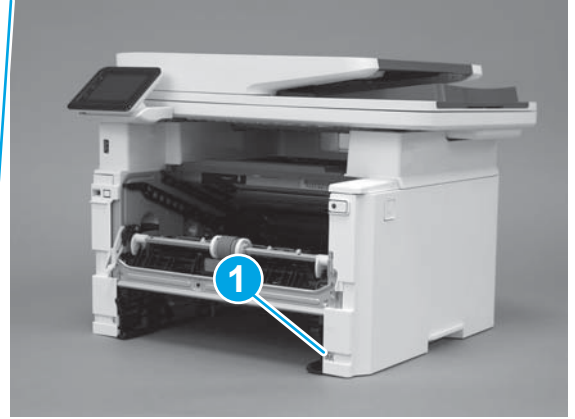
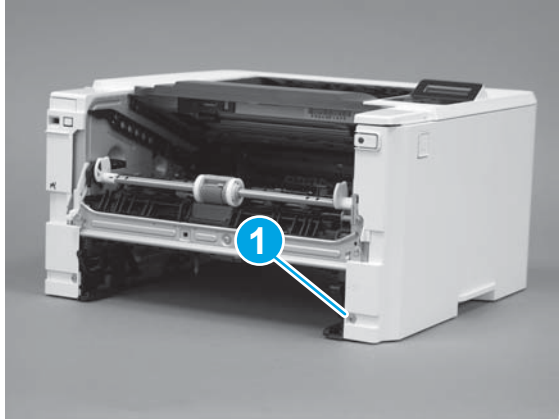
Figure 1-583 Remove the cover



Step 4: Remove the right cover

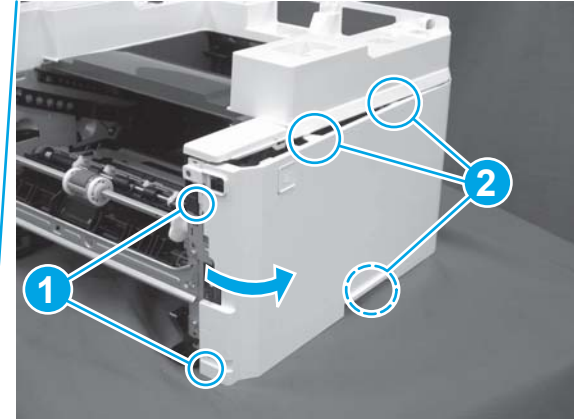
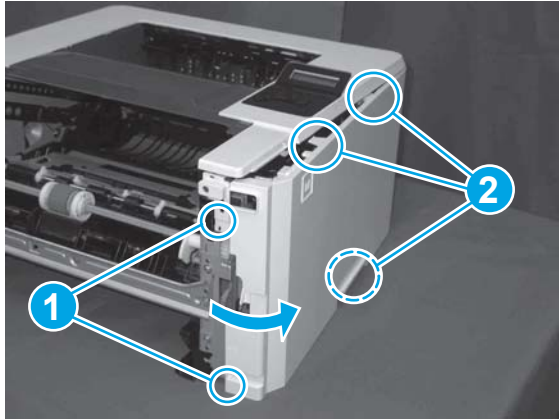
1. Remove one screw (callout 1).

Figure 1-584 Remove one screw



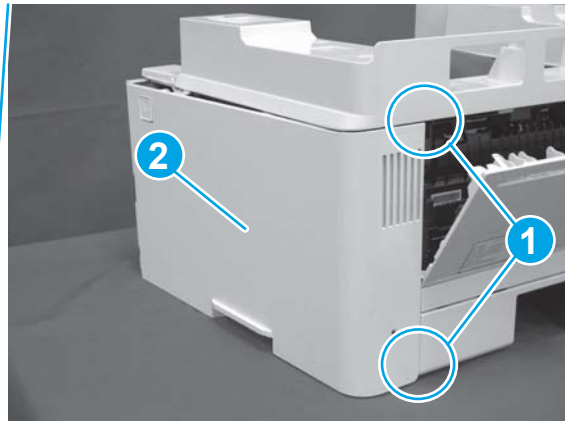
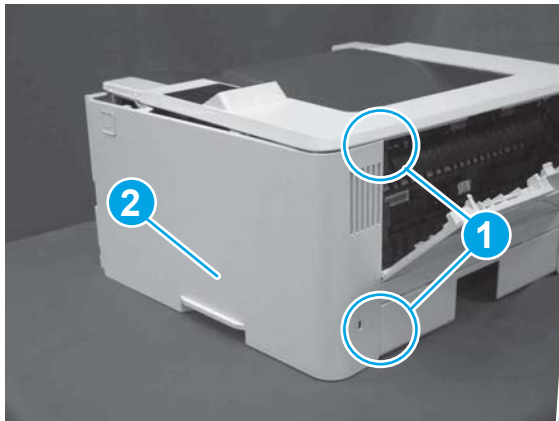
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-585 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

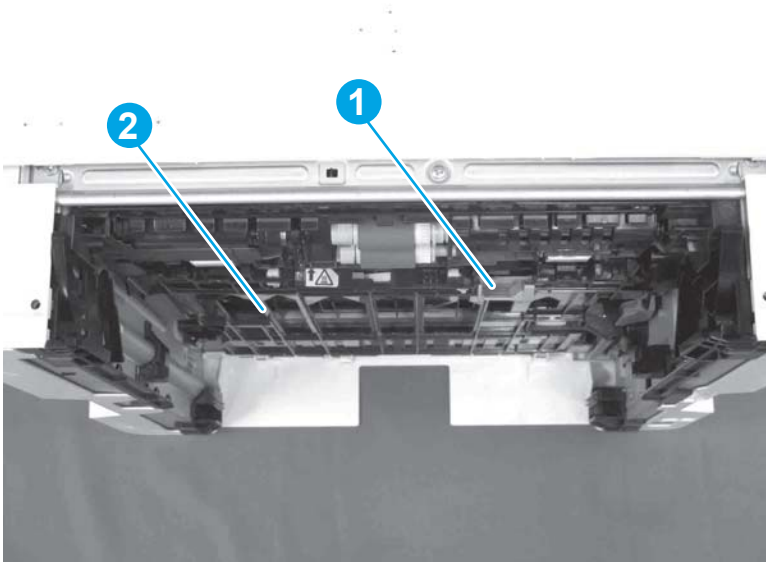
Figure 1-586 Remove the cover



Step 5: Remove the rear door assembly

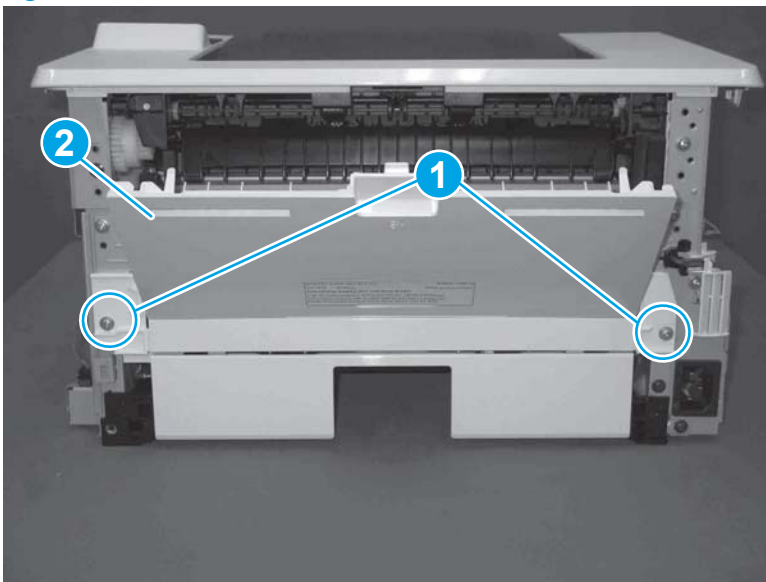
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

Figure 1-587 Duplex models, lower the duplex feed assembly



2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

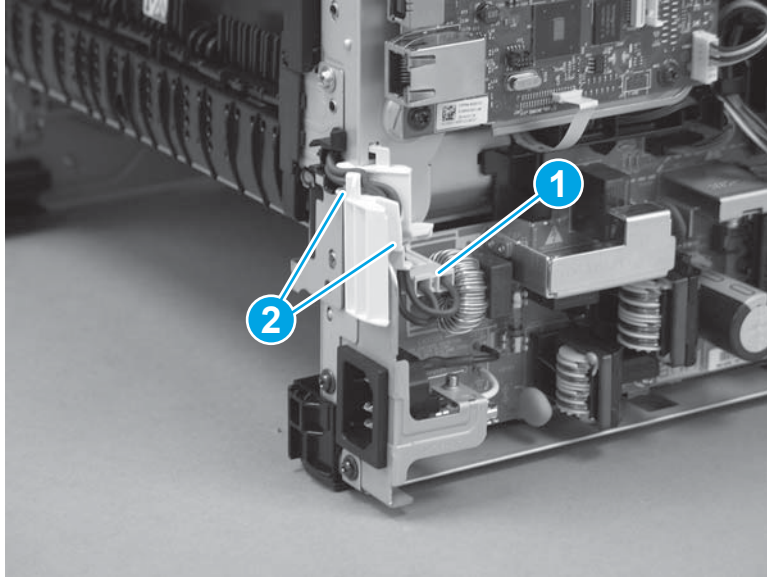
Figure 1-588 Remove two screws



Step 6: Remove the fuser

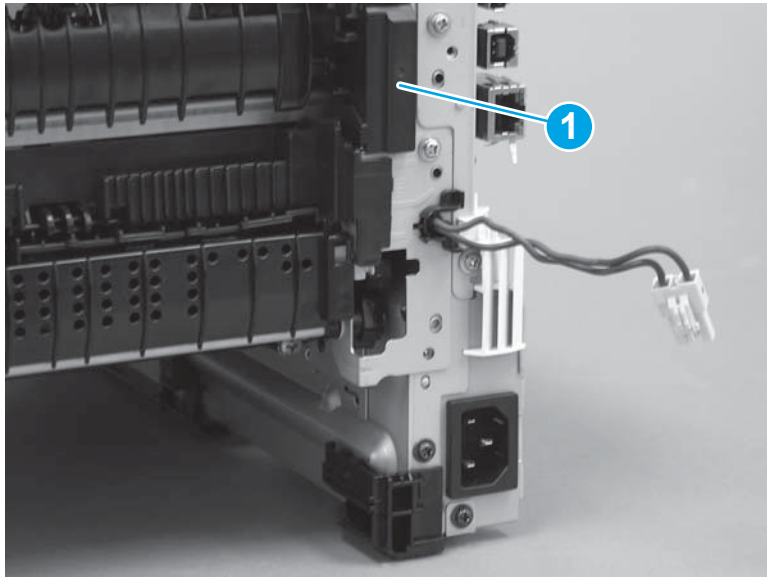
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-589 Disconnect one connector



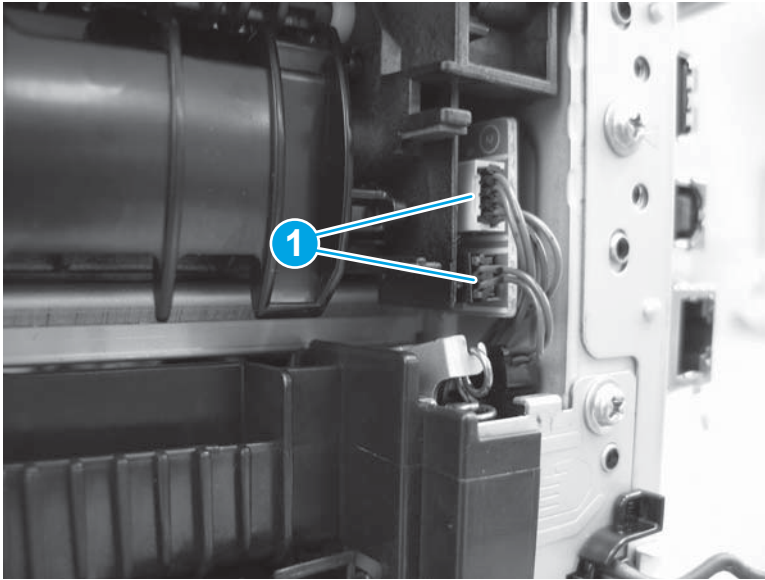
2. Pull the upper connector cover (callout 1) straight off of the printer to remove it.

Figure 1-590 Remove the cover



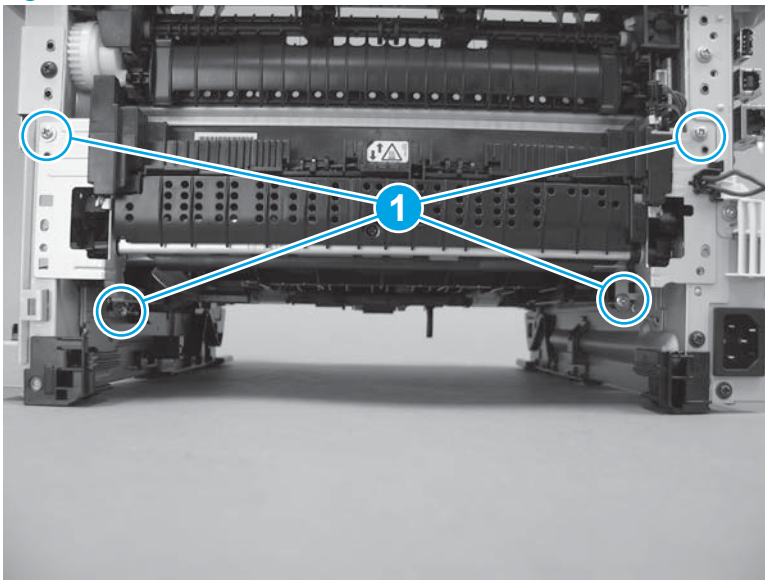
3. Disconnect two connectors (callout 1).

Figure 1-591 Disconnect two connectors



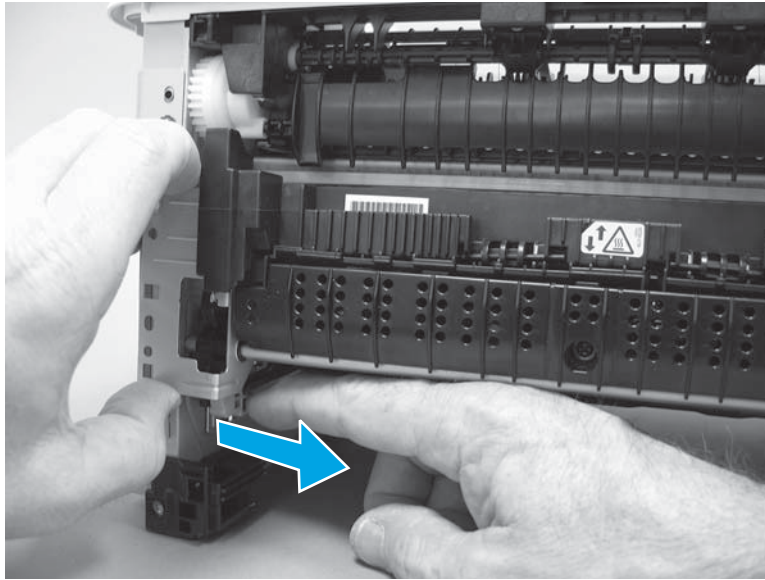
4. Remove four screws (callout 1).

Figure 1-592 Remove four screws



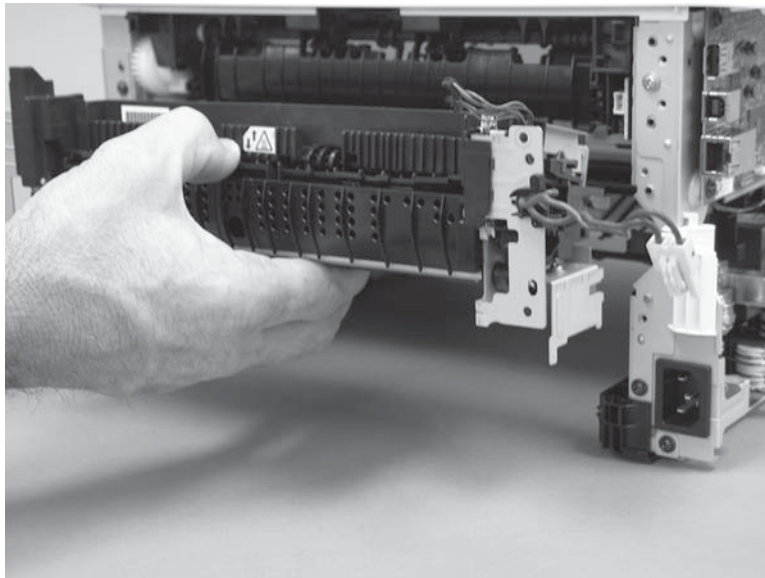
5. Pull the pressure-release link arm as shown to release it from the fuser.

Figure 1-593 Release the pressure-release arm



6. Slide the fuser straight out of the printer.

Figure 1-594 Remove the fuser



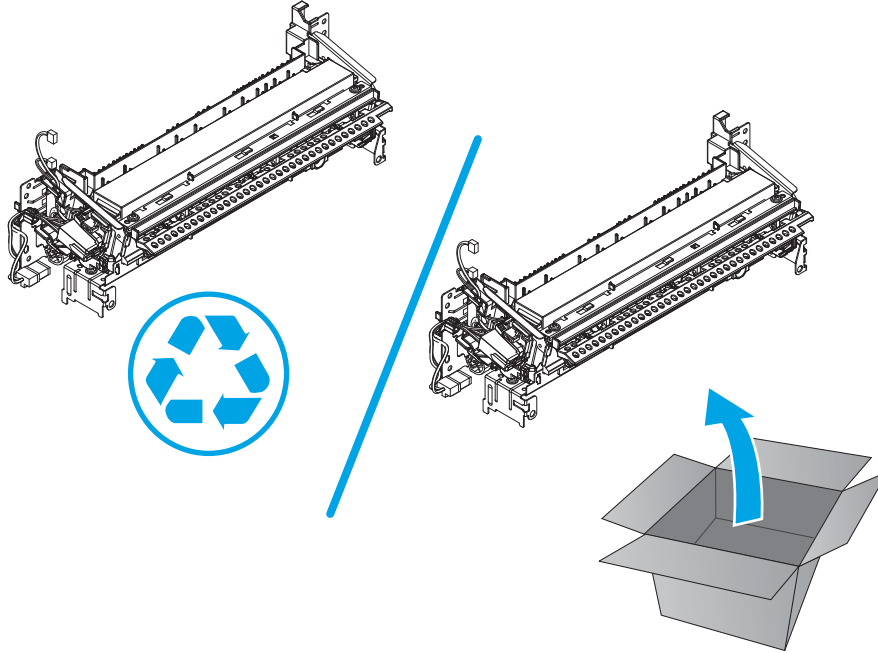
Step 7: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

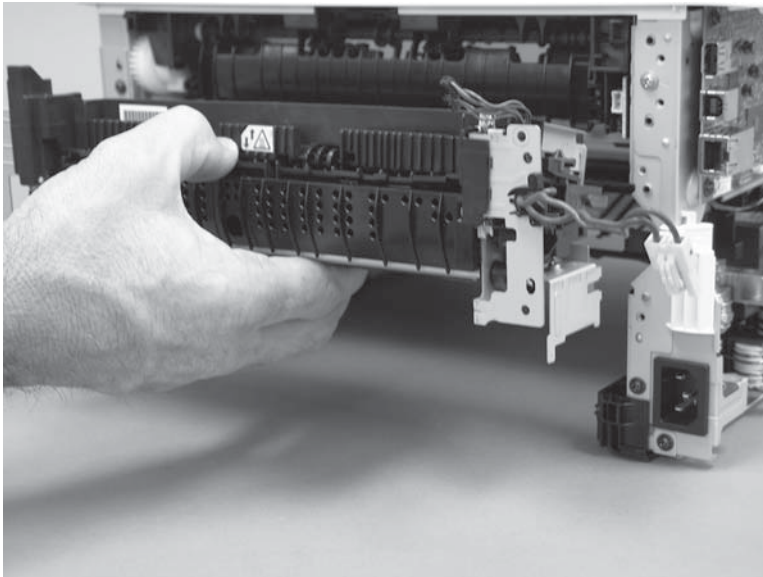
Figure 1-595 Recycle and unpack



Step 8: Install the fuser

1. Slide the fuser straight into the printer.

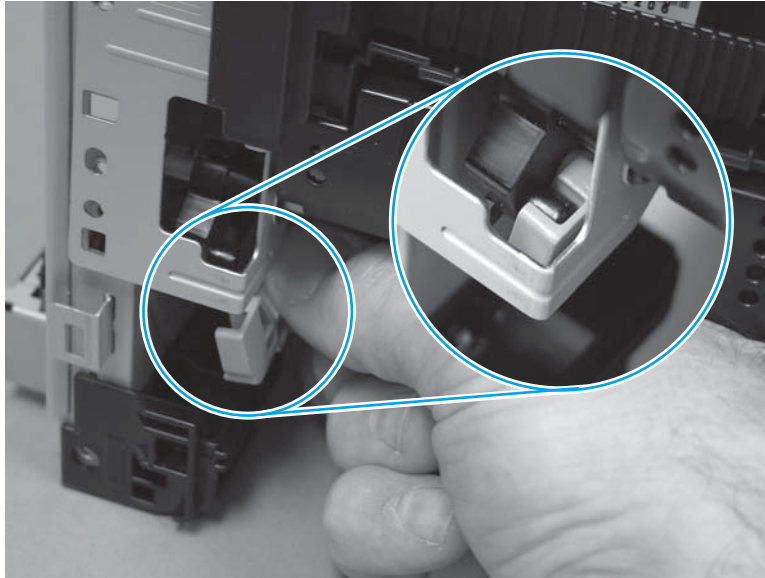
Figure 1-596 Install the fuser



2. Connect the pressure-release link arm to the fuser.

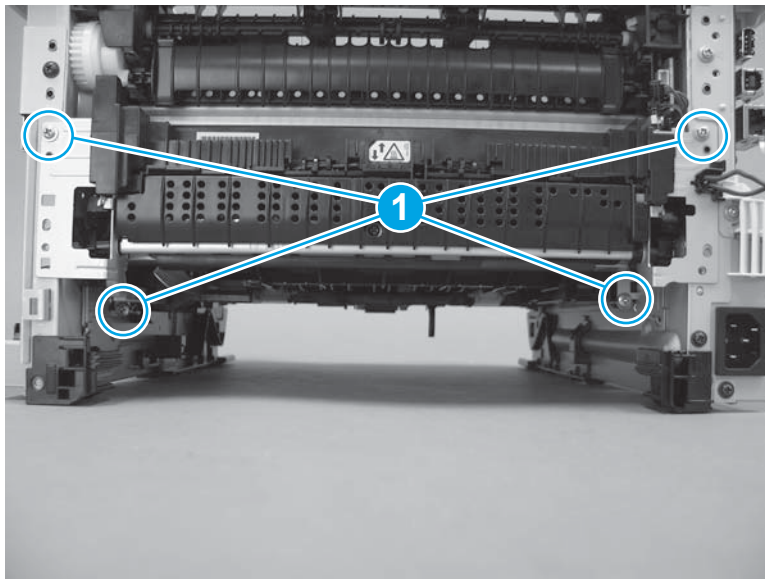
 **IMPORTANT:** Make sure that the pressure-release arm is correctly connected to the fuser.

Figure 1-597 Connect the pressure-release arm



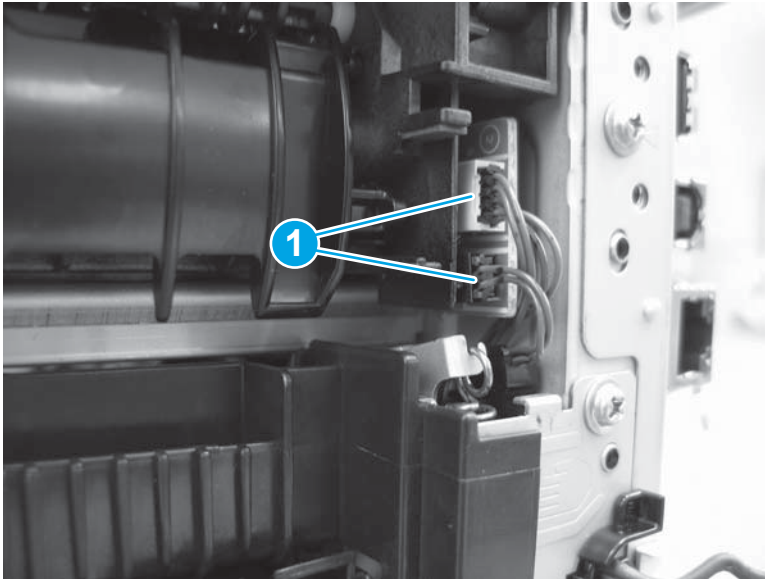
3. Install four screws (callout 1).

Figure 1-598 Install four screws



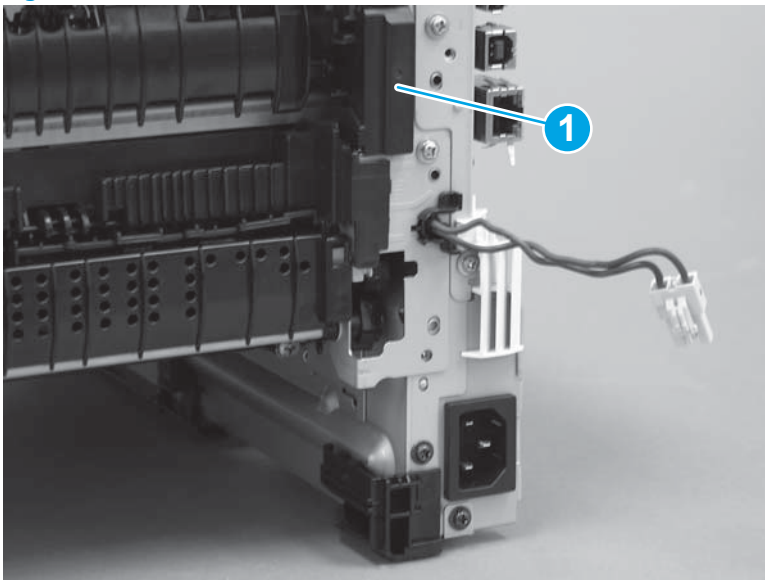
4. Connect two connectors (callout 1).

Figure 1-599 Connect two connectors



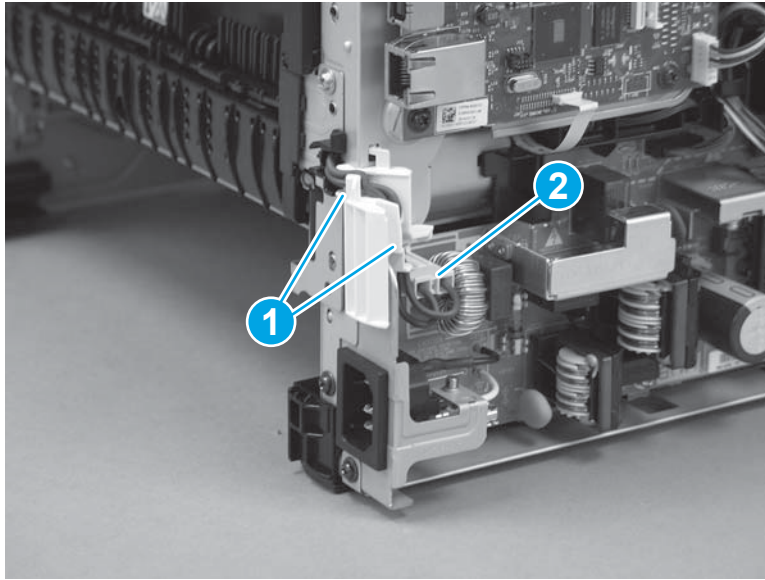
5. Push the upper connector cover (callout 1) straight onto of the printer to install it.

Figure 1-600 Install the cover



6. Install the wire harness in the guide (callout 1), and then connect one connector (callout 2).

Figure 1-601 Connect one connector



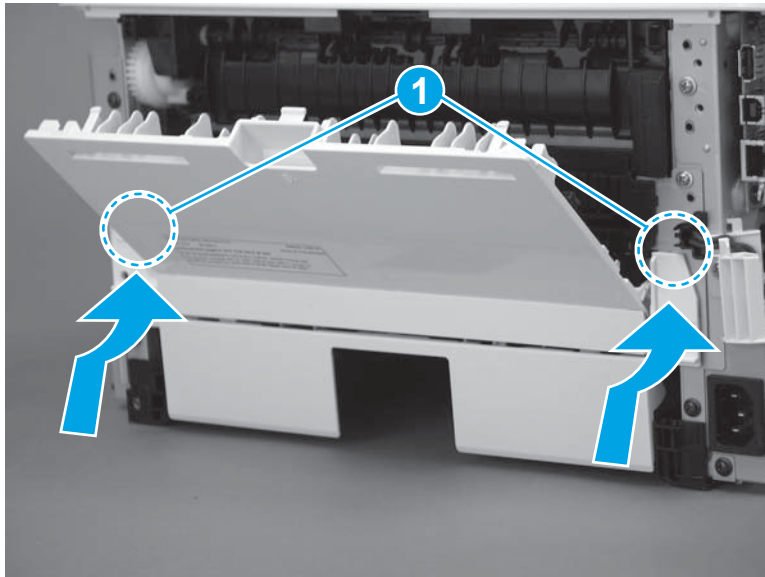
Step 9: Install the rear door assembly

1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.



NOTE: Duplex models only: Slide the duplex tray into the Tray 2 cavity.

Figure 1-602 Install the rear cover



2. Install two screws.


 **NOTE: Duplex models only:** Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

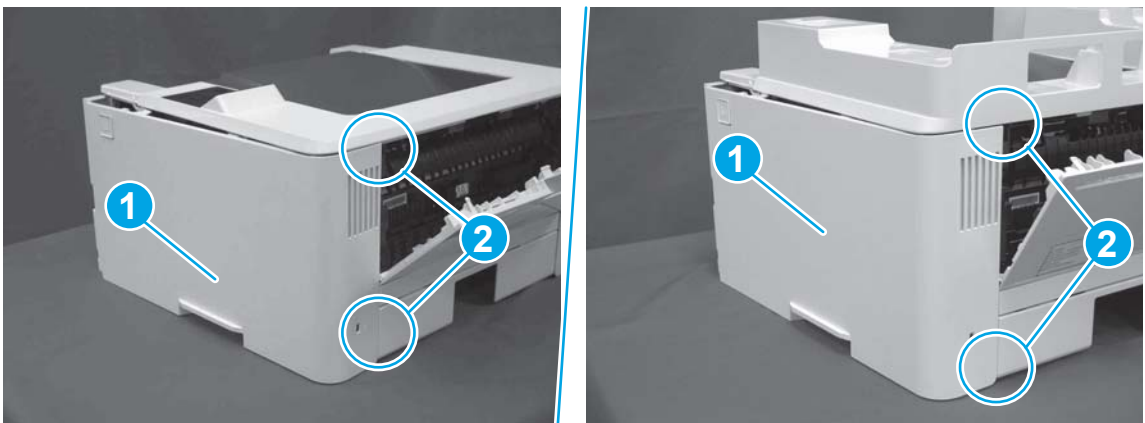
Figure 1-603 Install two screws



Step 10: Install the right cover

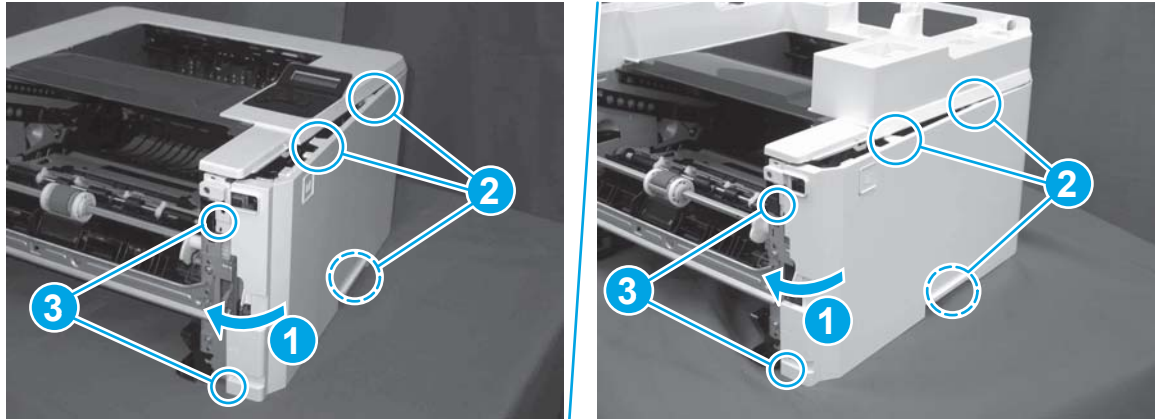
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-604 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-605 Engage two bosses and one tab

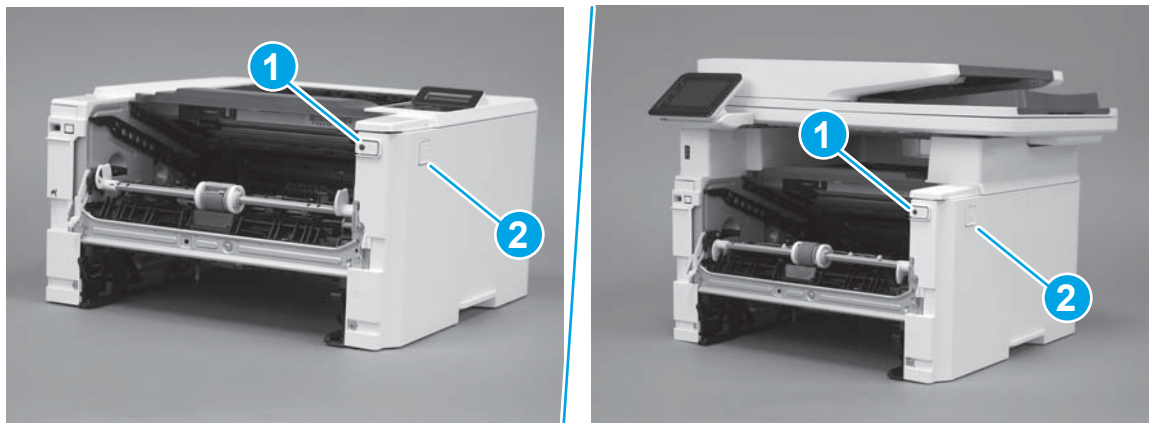


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-606 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

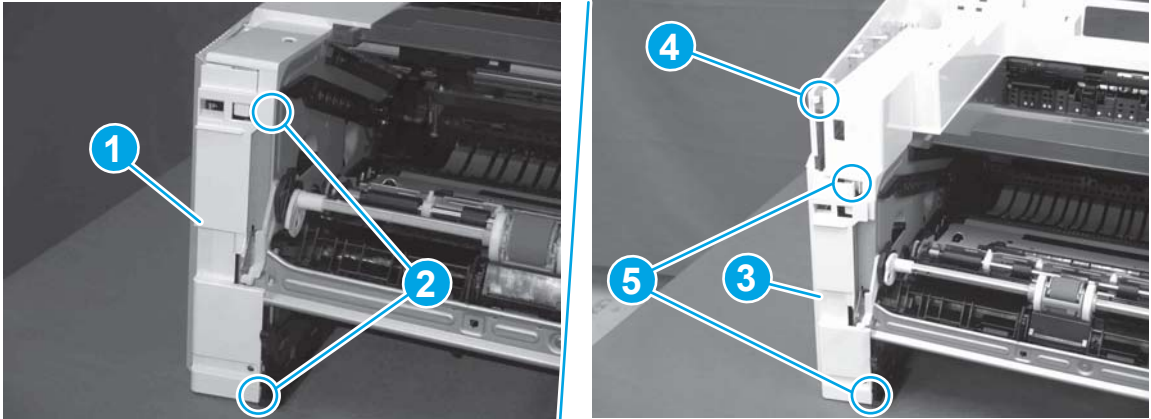
Figure 1-607 Install one screw



Step 11: Install the left cover

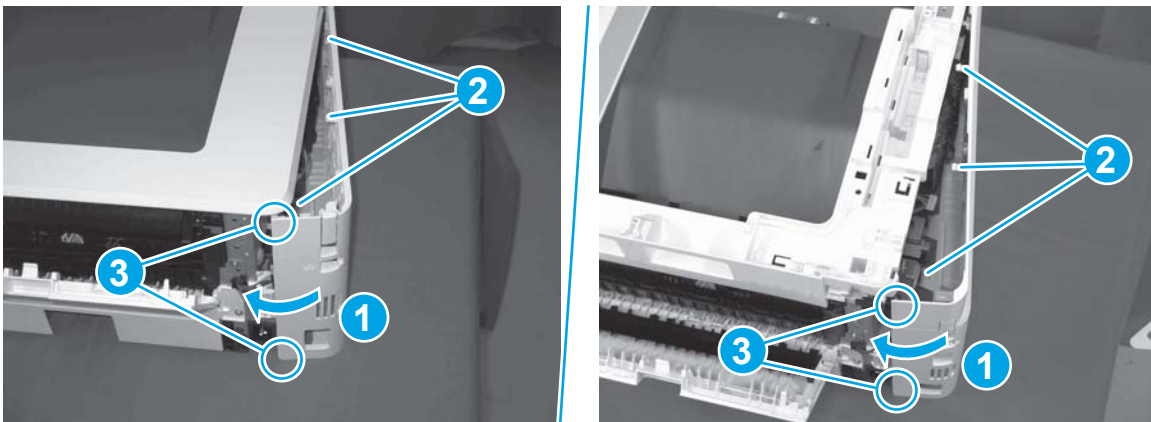
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-608 Install the cover



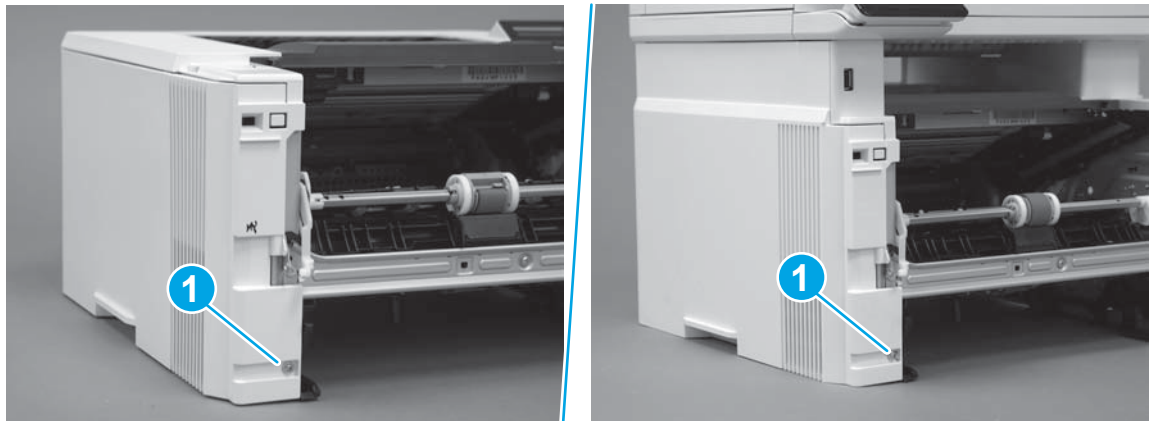
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-609 Engage three tabs and two bosses




3. Install one screw (callout 1).

Figure 1-610 Install one screw

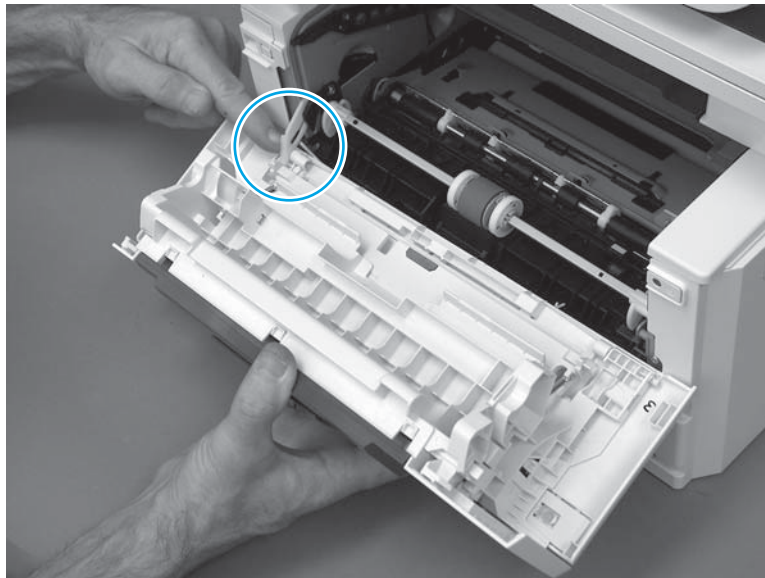


Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

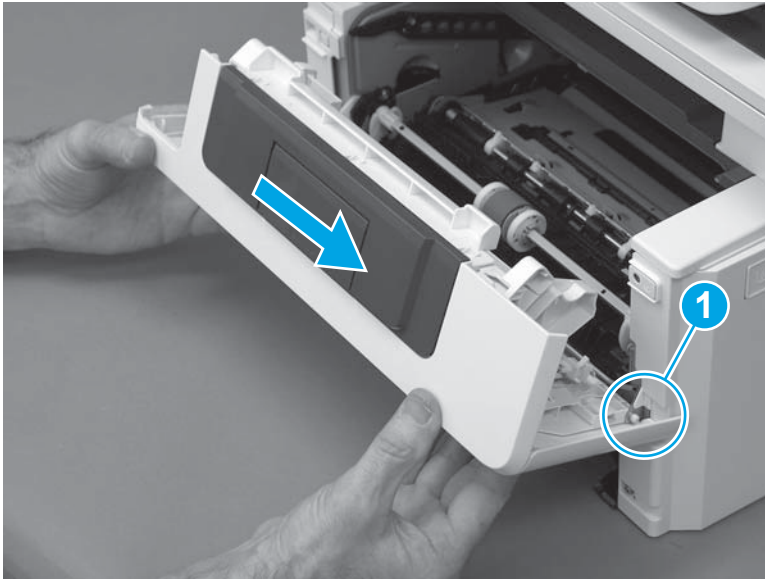
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-611 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

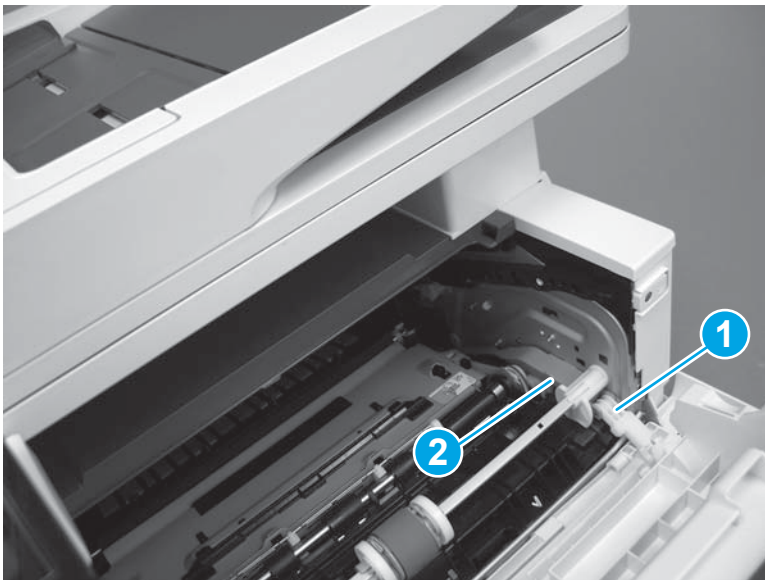
Figure 1-612 Install the door



3. Install the link (callout 1).

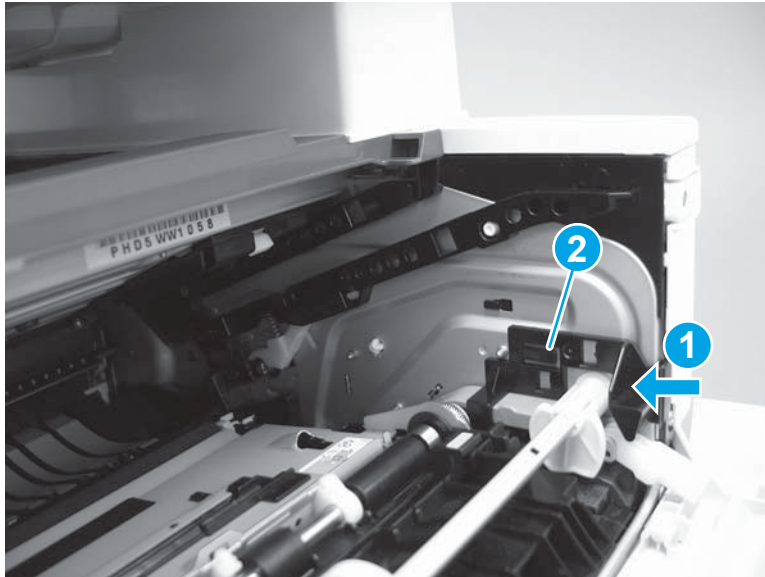
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-613 Install the pressure-release link



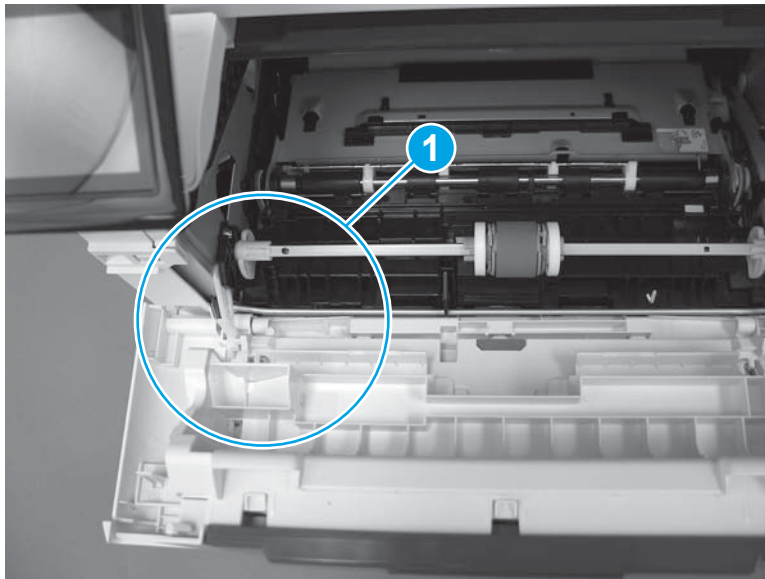
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-614 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-615 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


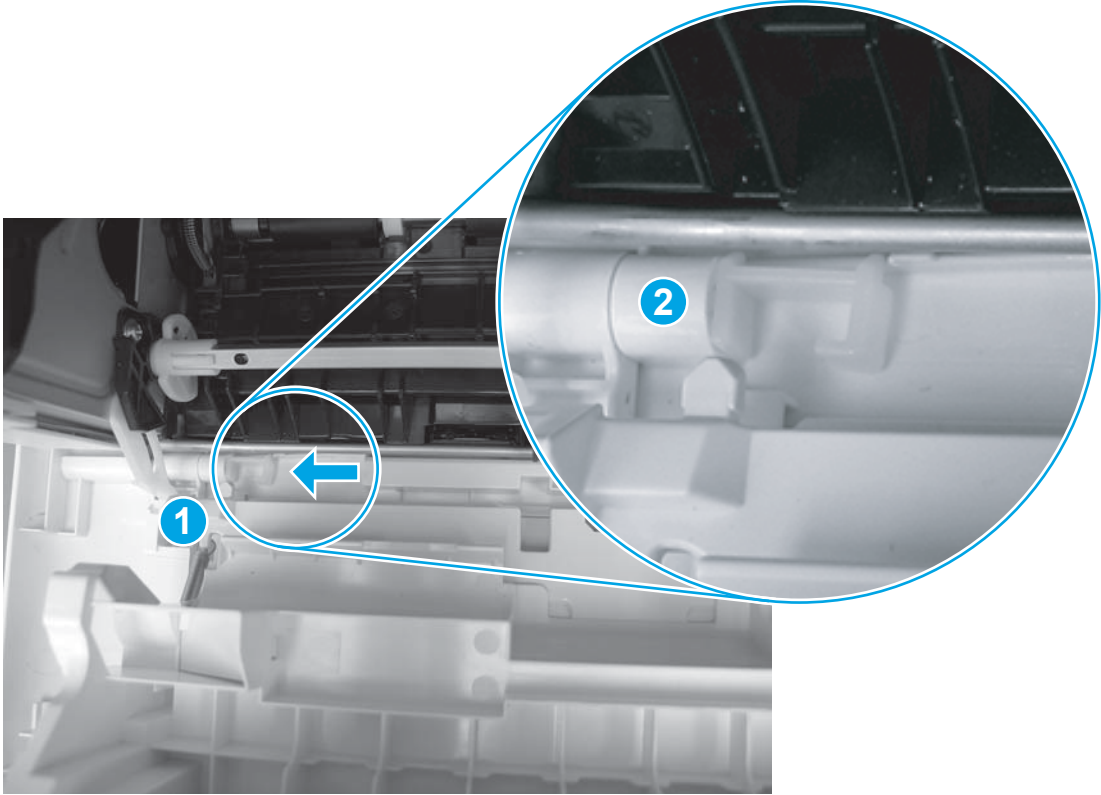
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-616 Install the support shaft



Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-617 Install the tray



Removal and replacement: Registration assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 7: Remove the control panel \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M427/M426\)](#)
- [Step 9: Remove the top cover \(M403/M402\)](#)
- [Step 10: Remove the paper delivery tray \(output bin\)](#)
- [Step 11: Remove the fuser](#)
- [Step 12: Remove the registration assembly](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the registration assembly](#)
- [Step 15: Install the fuser](#)
- [Step 16: Install the paper delivery tray \(output bin\)](#)
- [Step 17: Install the top cover \(M403/M402\)](#)
- [Step 18: Install the top cover \(M427/M426\)](#)
- [Step 19: Install the control panel \(M427/M246\)](#)
- [Step 20: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 21: Install the rear door assembly](#)
- [Step 22: Install the right cover](#)
- [Step 23: Install the left cover](#)
- [Step 24: Install the cartridge door assembly](#)
- [Step 25: Install Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the registration assembly.


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.

Make sure the correct voltage fuser is installed in the printer.

 **CAUTION:** The fuser is hot. Wait at least 30 minutes after turning the printer off before removing the fuser.

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

Registration assembly part number	
-----------------------------------	--

RM2-5671-000CN	Registration assembly
----------------	-----------------------

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-618 Remove the tray



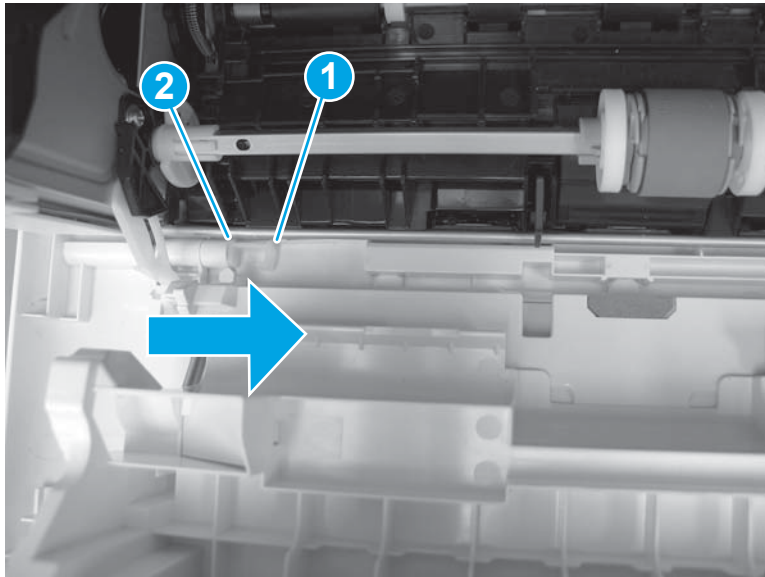
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

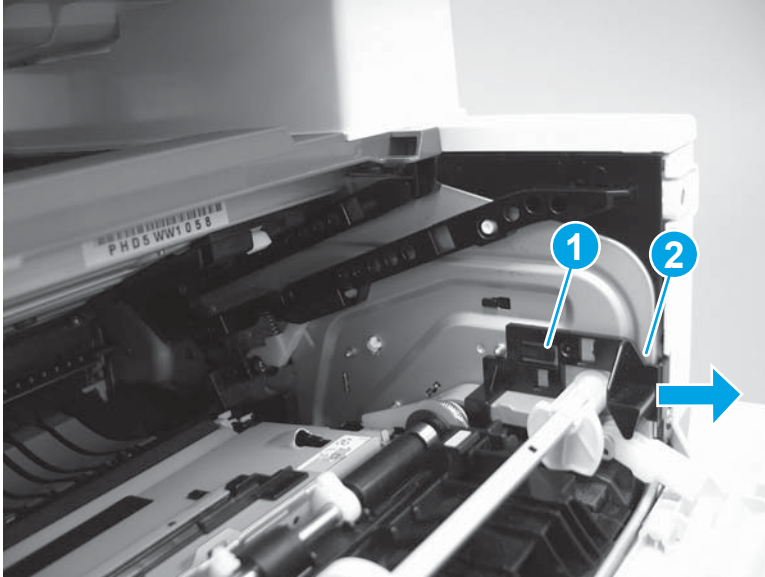
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-619 Release the support shaft



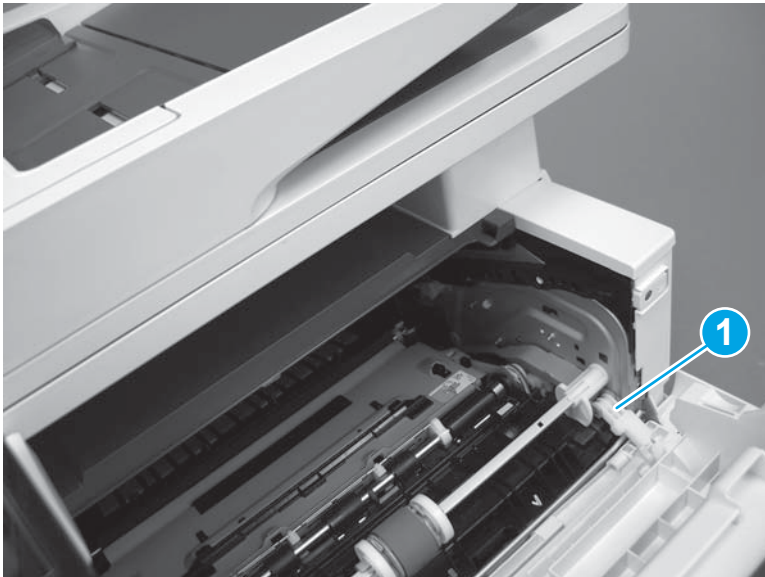
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-620 Remove the guide



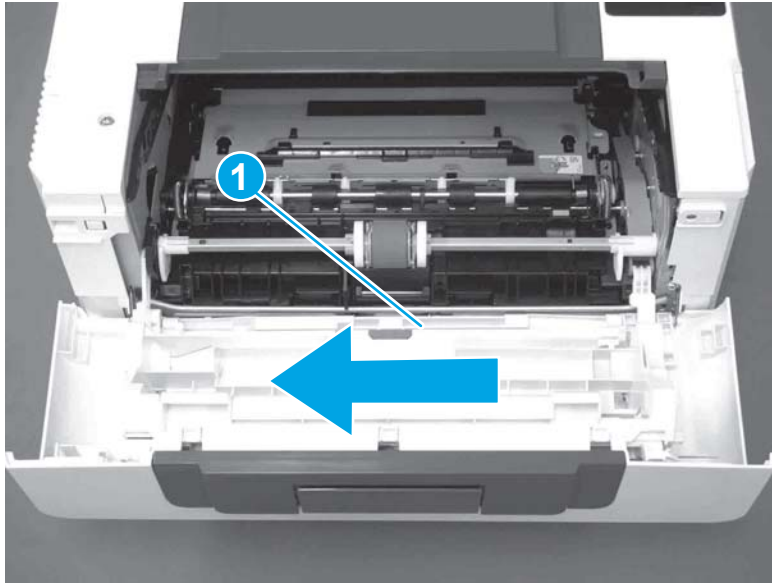
3. Remove the link arm (callout 1).

Figure 1-621 Remove the link arm



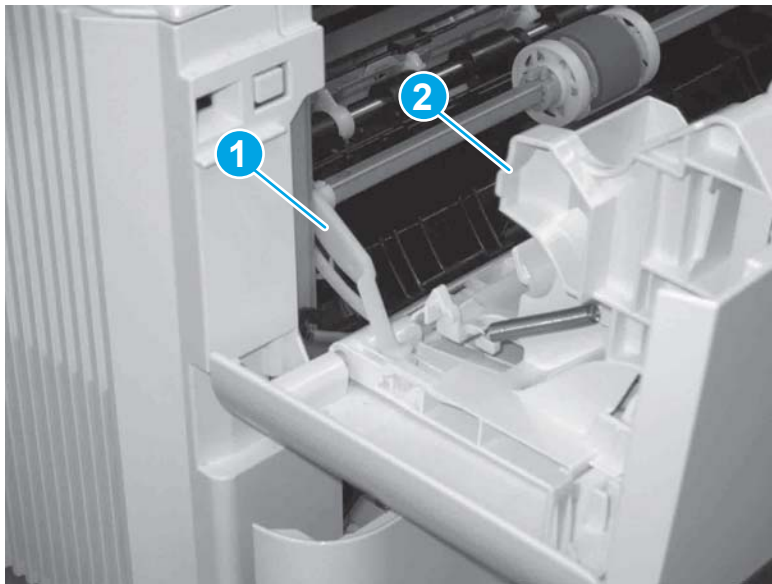
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-622 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

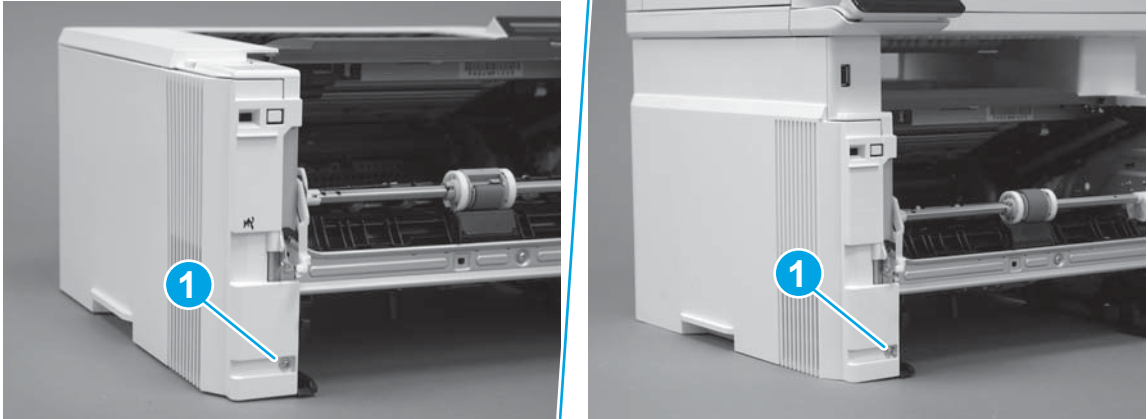
Figure 1-623 Release the left-side retainer arm



Step 3: Remove the left cover

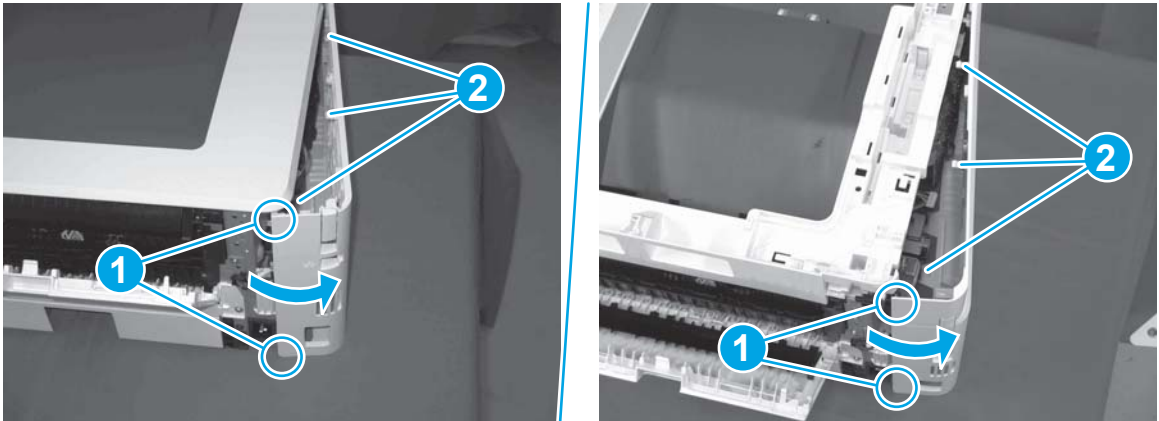
1. Remove one screw (callout 1).

Figure 1-624 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

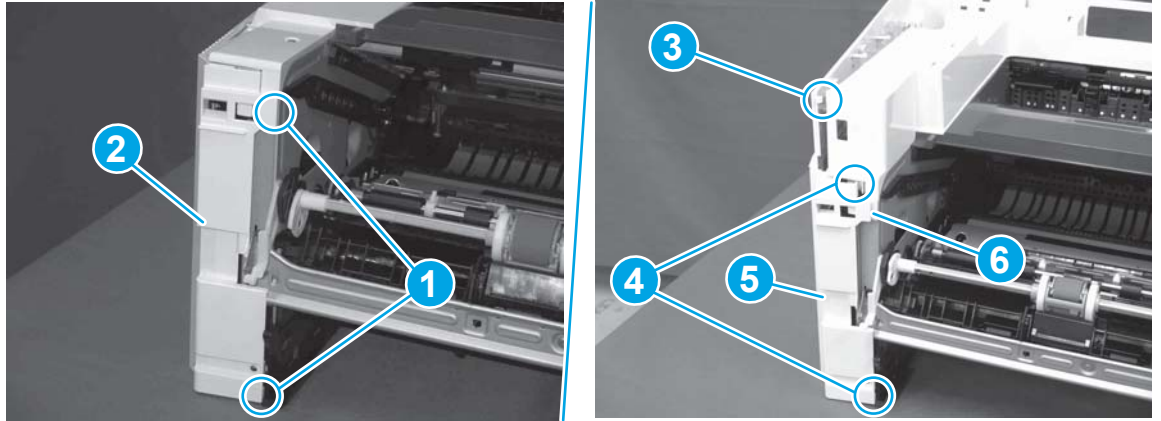
Figure 1-625 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-626 Remove the cover



Step 4: Remove the right cover

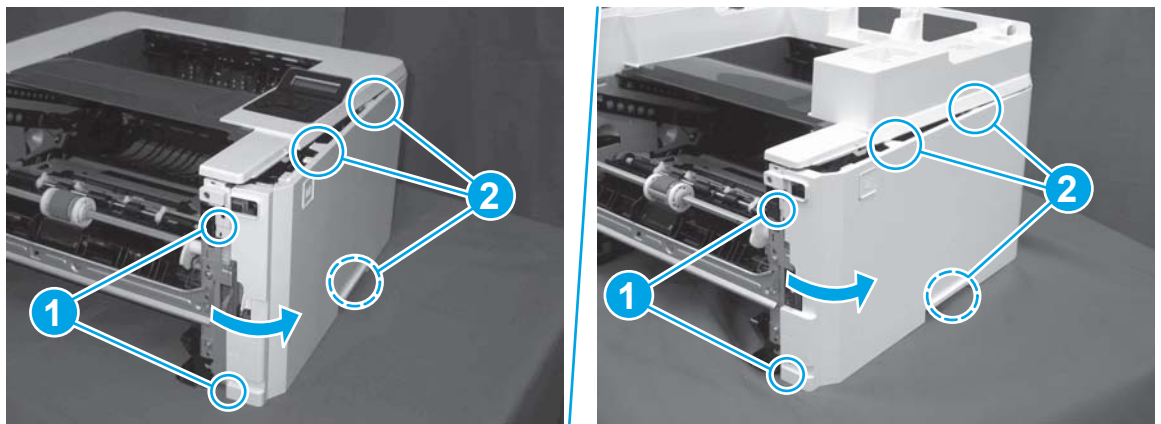
1. Remove one screw (callout 1).

Figure 1-627 Remove one screw



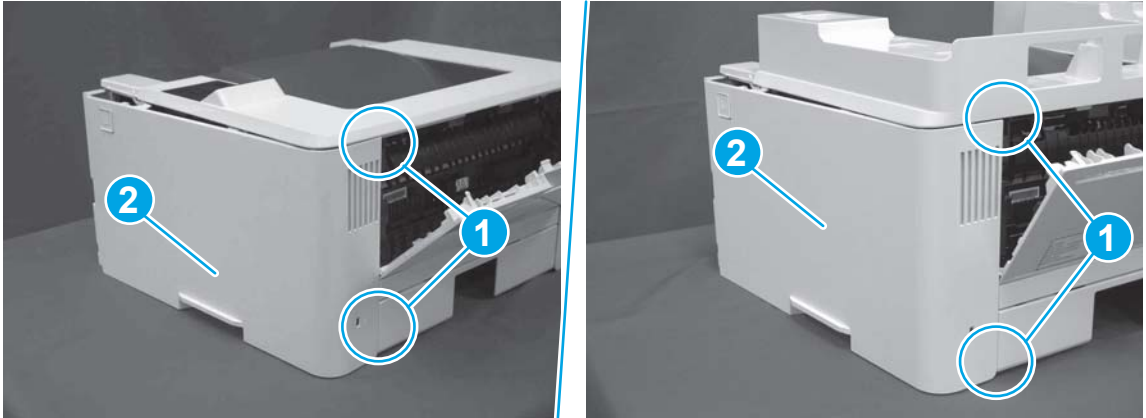
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-628 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

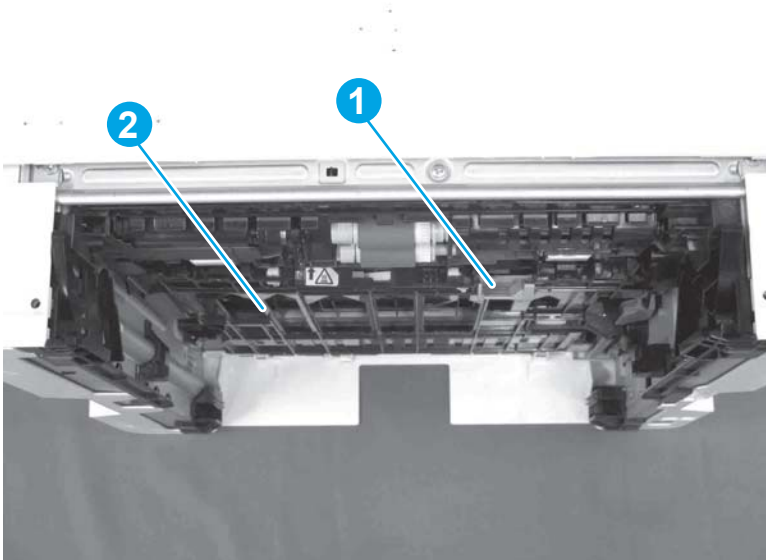
Figure 1-629 Remove the cover



Step 5: Remove the rear door assembly

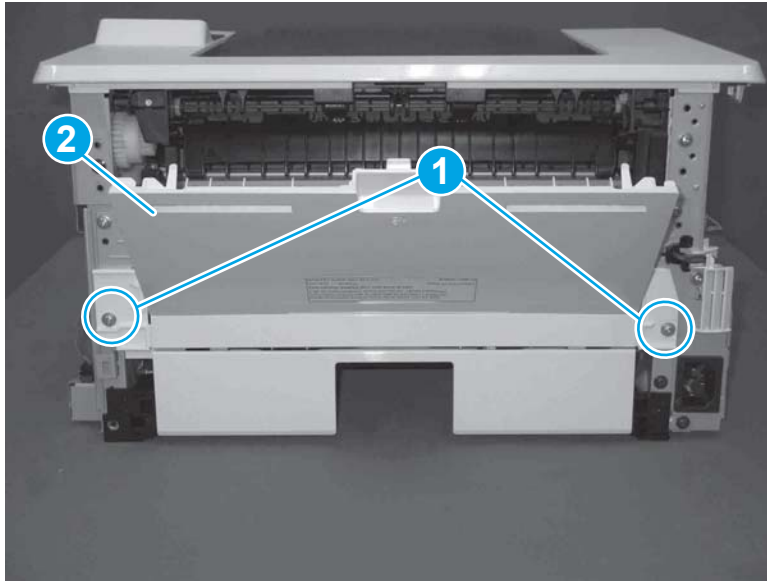
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

Figure 1-630 Duplex models, lower the duplex feed assembly





2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

Figure 1-631 Remove two screws



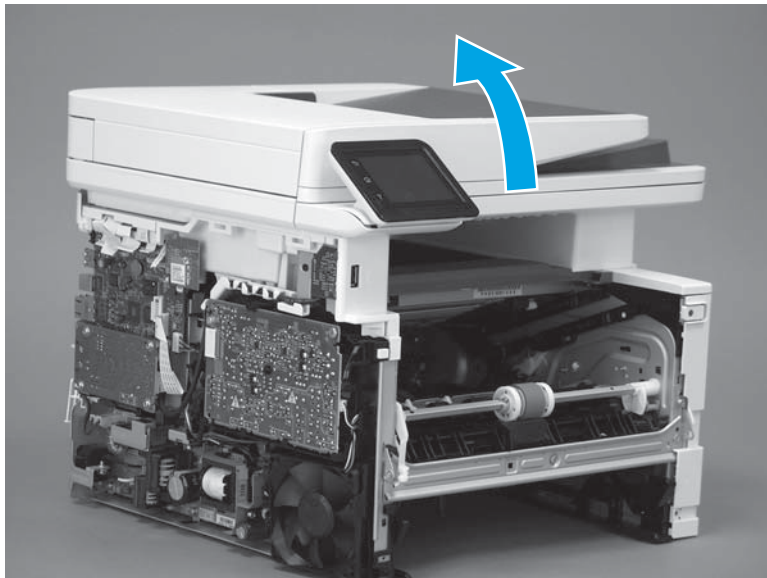
Step 6: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 365](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

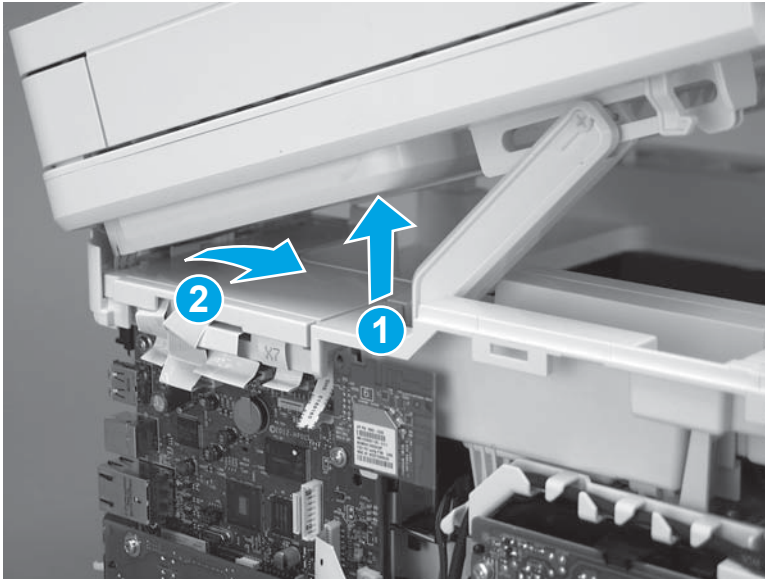
1. Raise the ISA.

Figure 1-632 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

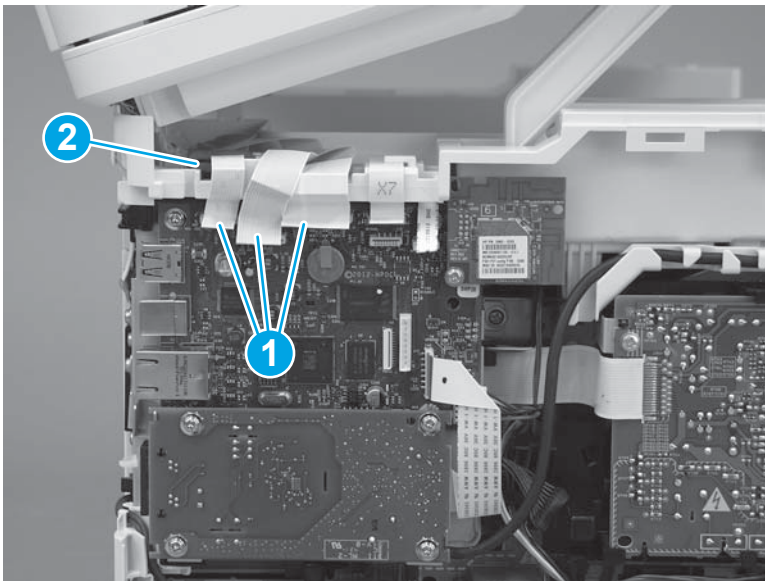
Figure 1-633 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

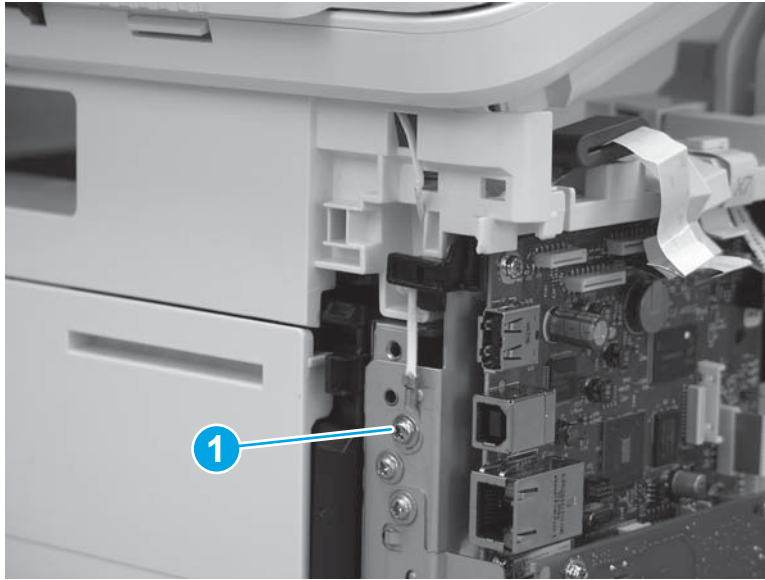
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-634 Disconnect three FFCs



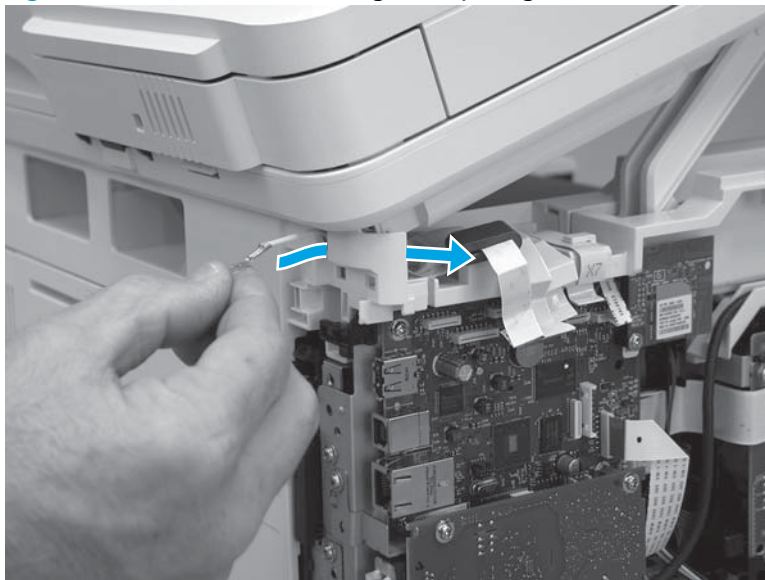
4. Remove one screw (callout 1).

Figure 1-635 Remove one screw



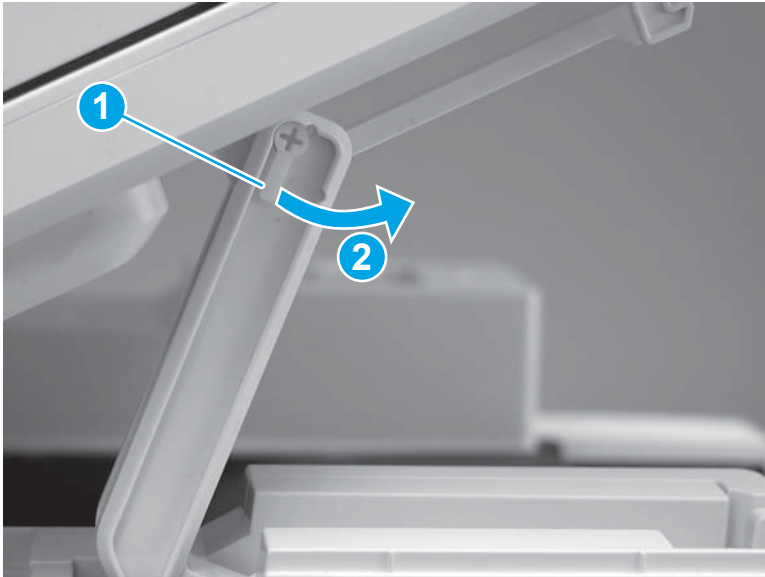
5. Pass the ground wire through the opening in the top cover.

Figure 1-636 Pass the wire through the opening



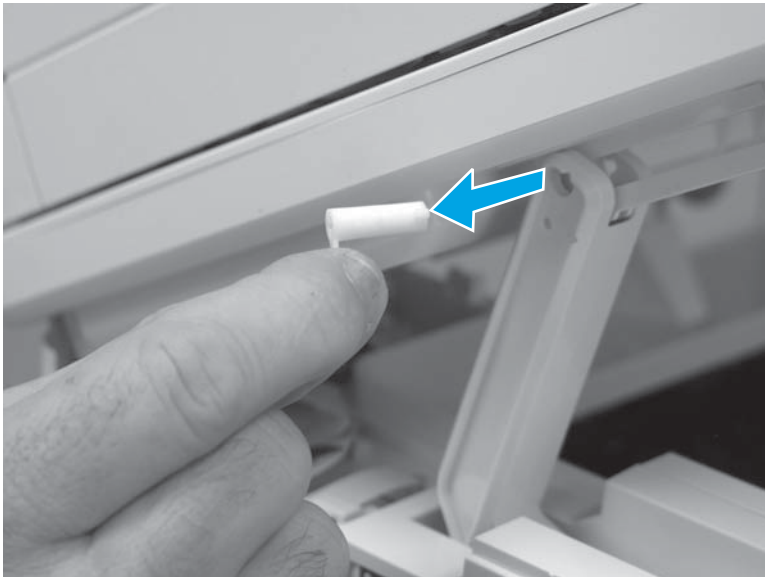
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-637 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-638 Remove the slider pin



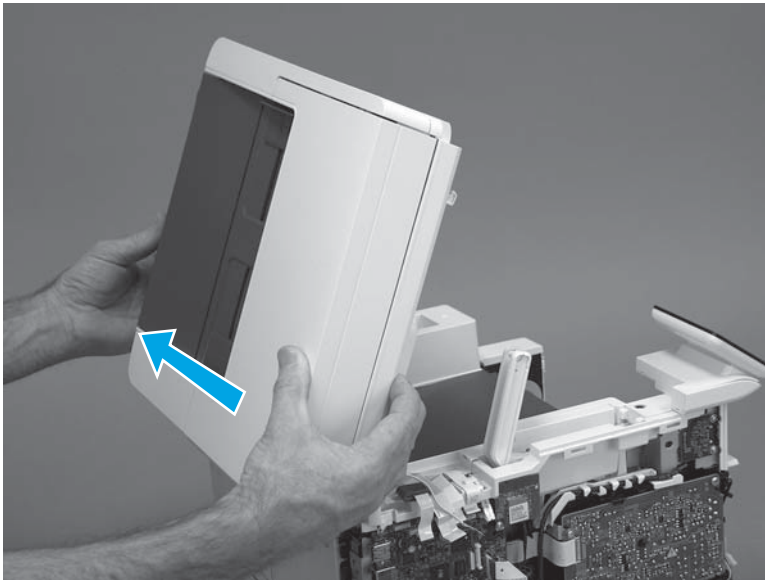
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-639 Rotate the ISA towards the rear of the printer



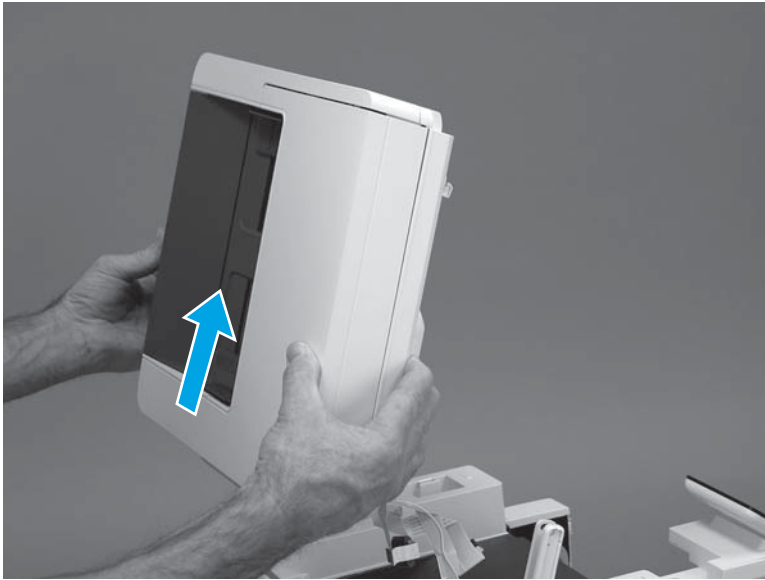
9. Slide the ISA as shown to release it.

Figure 1-640 Release the ISA



10. Remove the ISA.

Figure 1-641 Remove the ISA



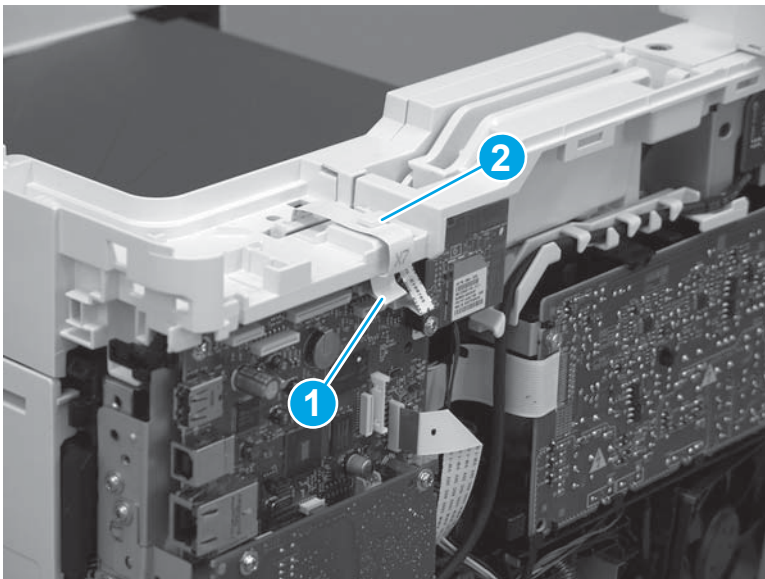
Step 7: Remove the control panel (M427/M426)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\)](#) on page 365.

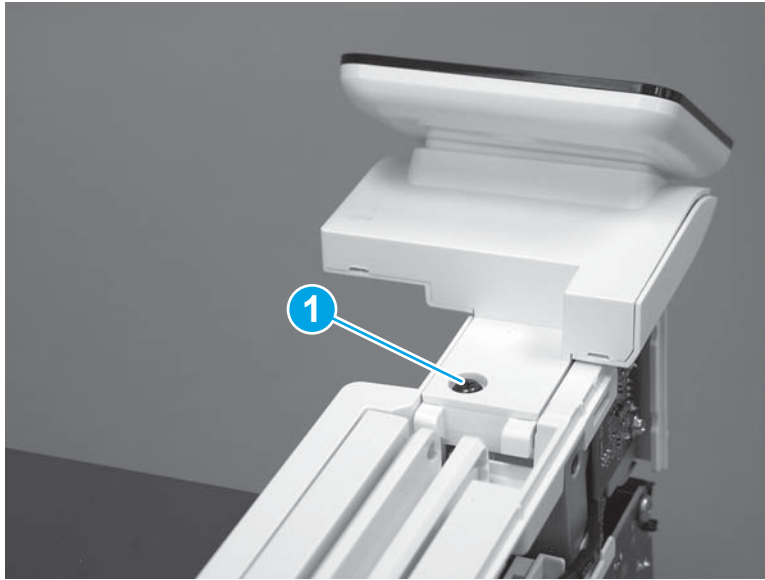
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-642 Disconnect one connector



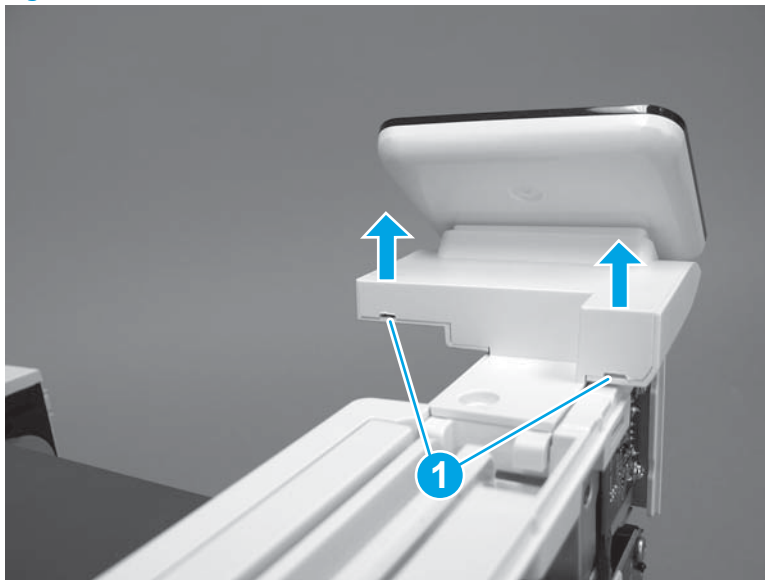
2. Remove one screw (callout 1).

Figure 1-643 Remove one screw



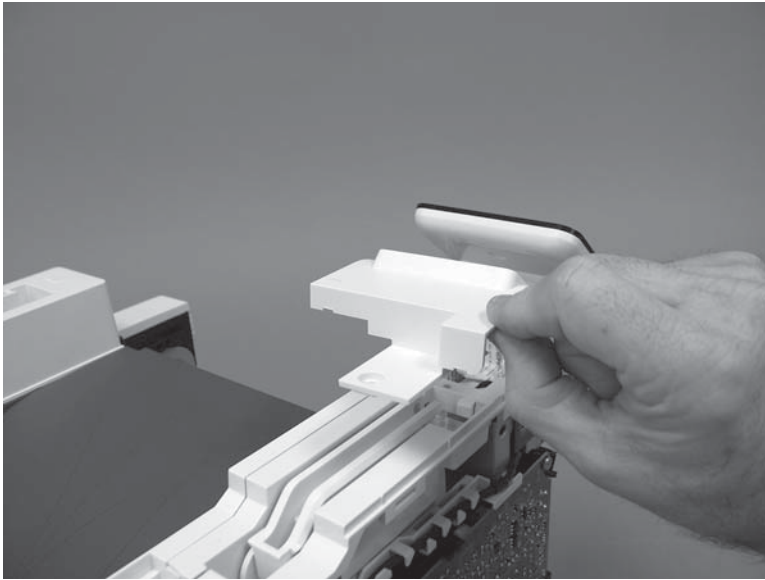
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-644 Release two tabs



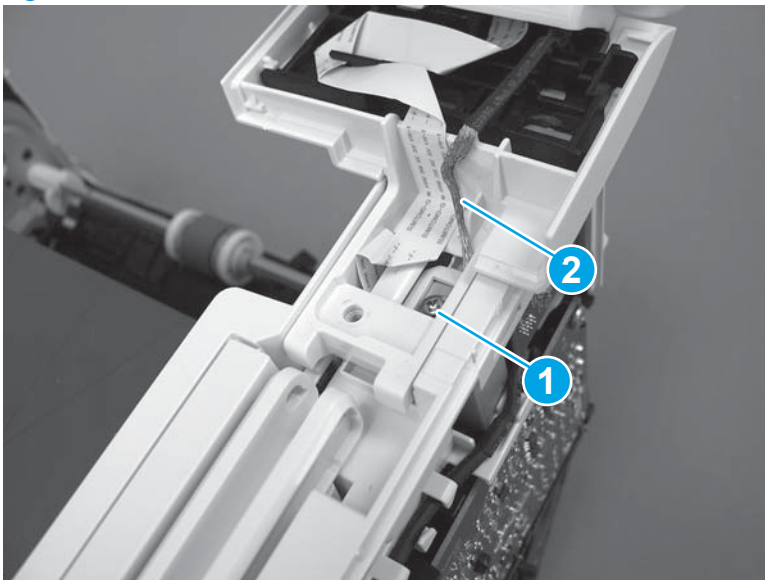
4. Remove the control-panel cable cover.

Figure 1-645 Remove the cover



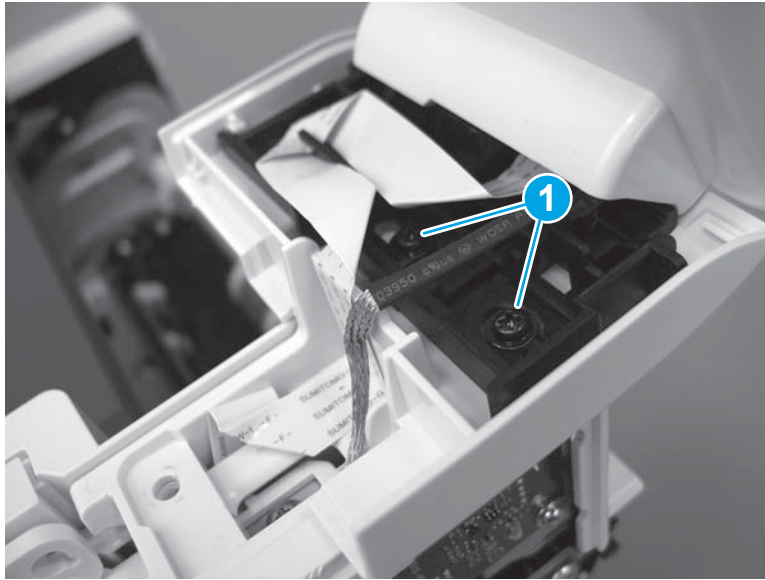
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-646 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

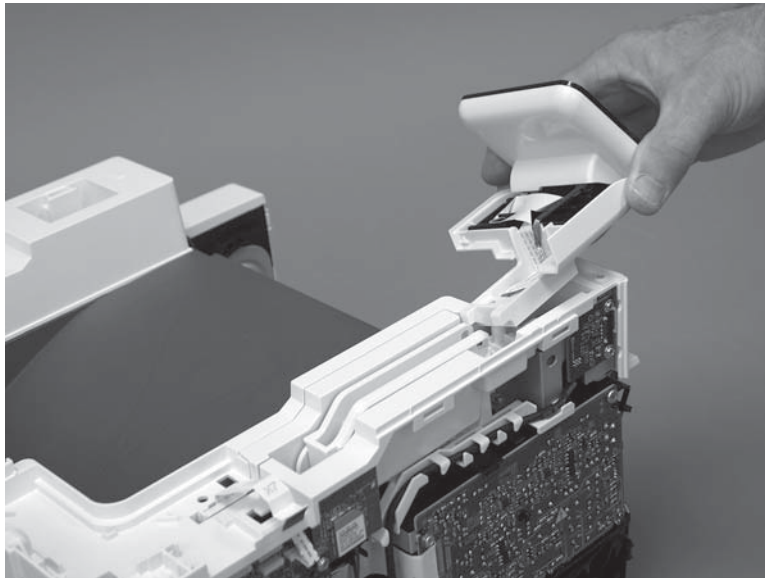
Figure 1-647 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

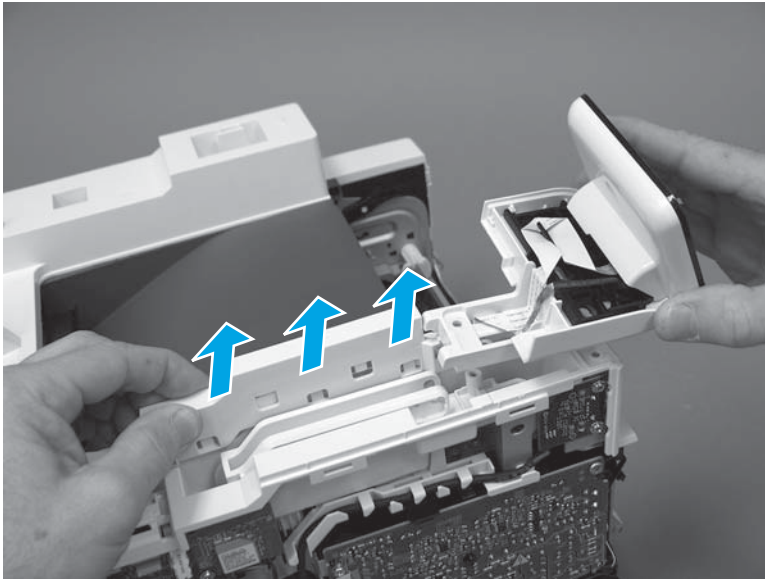
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-648 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-649 Remove the control-panel assembly



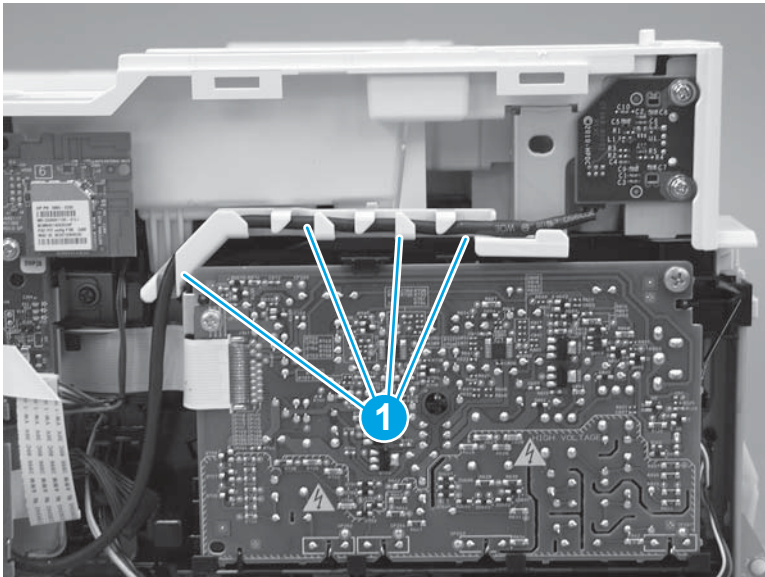
Step 8: Remove the top cover (M427/M426)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 365](#).

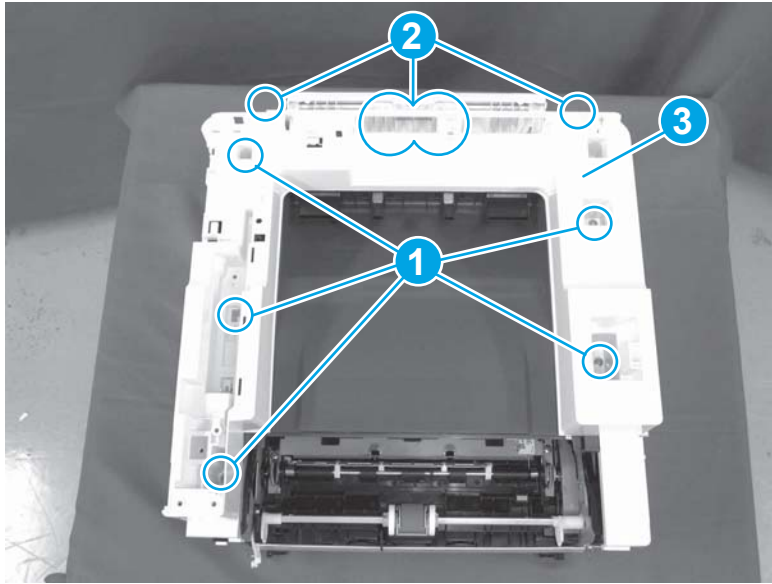
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-650 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-651 Remove the cover



Step 9: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 10: Remove the paper delivery tray \(output bin\) on page 366](#).

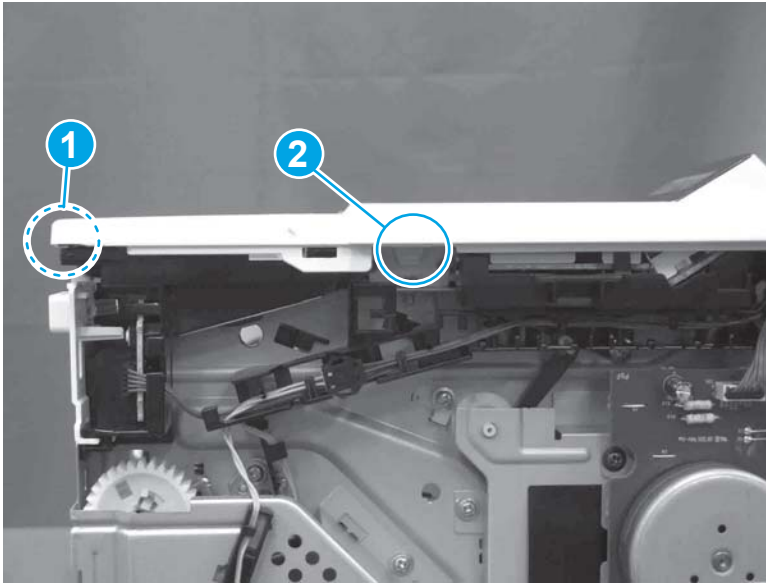
1. Remove one screw (callout 1).

Figure 1-652 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-653 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


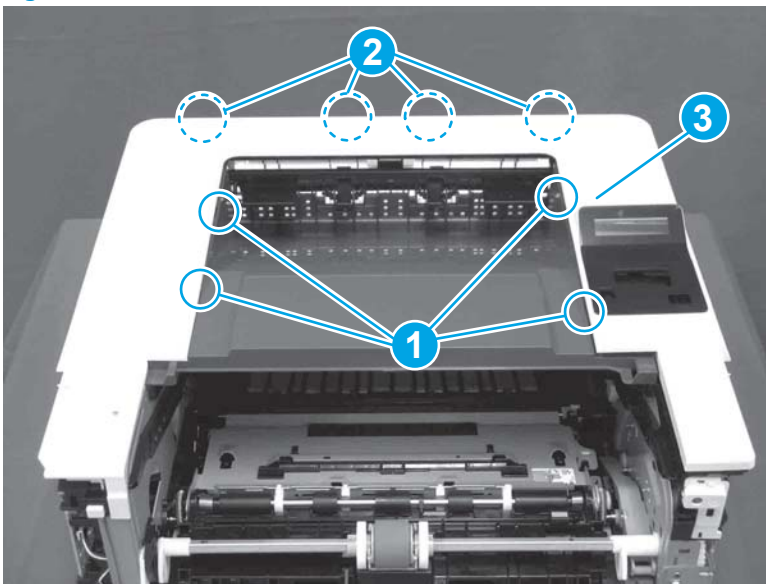

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-654 Remove the cover

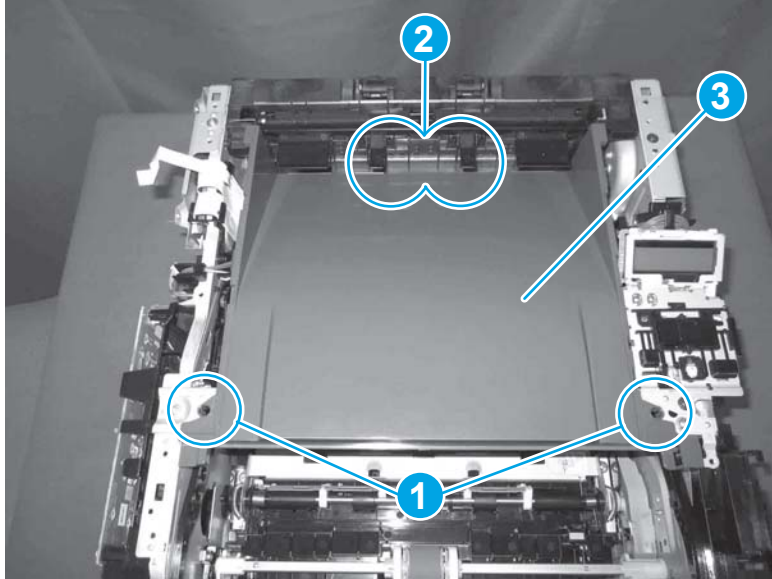


Step 10: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

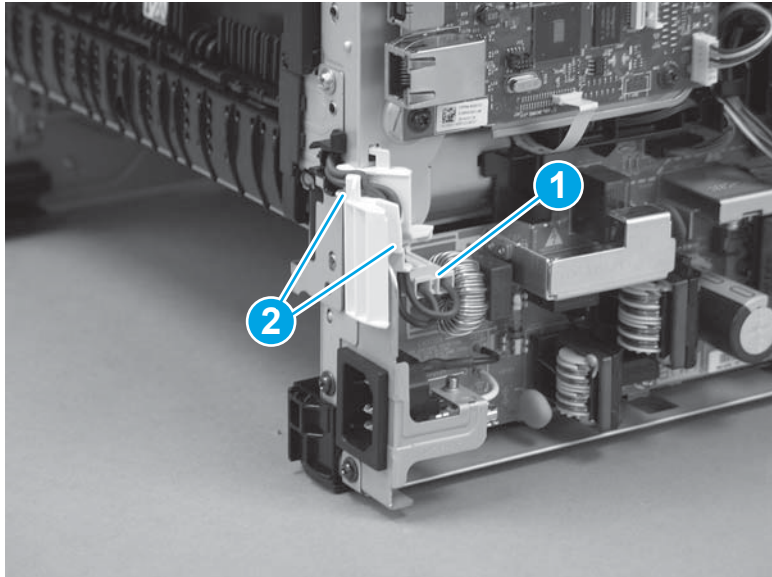
Figure 1-655 Release two tabs



Step 11: Remove the fuser

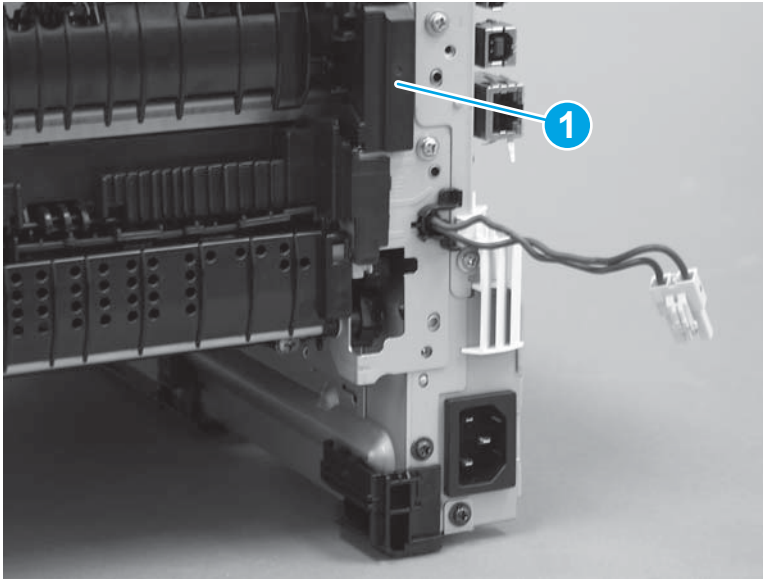
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-656 Disconnect one connector



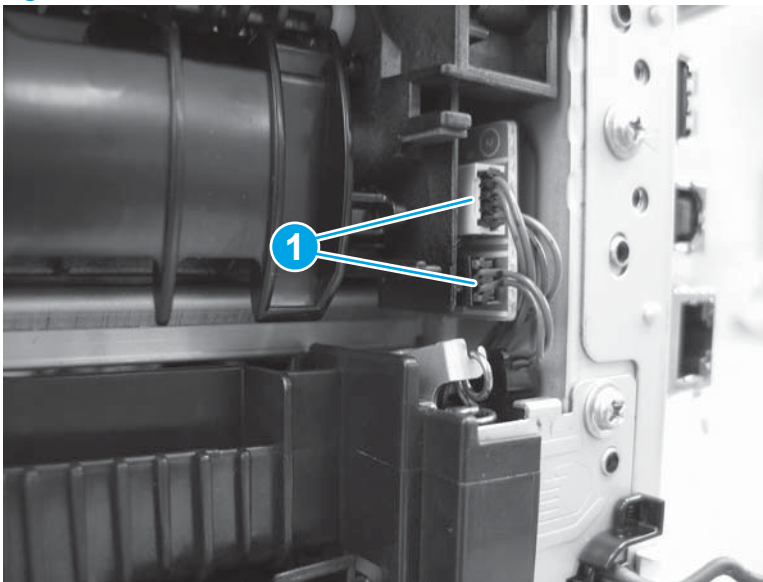
2. Pull the upper connector cover (callout 1) straight off of the printer to remove it.

Figure 1-657 Remove the cover



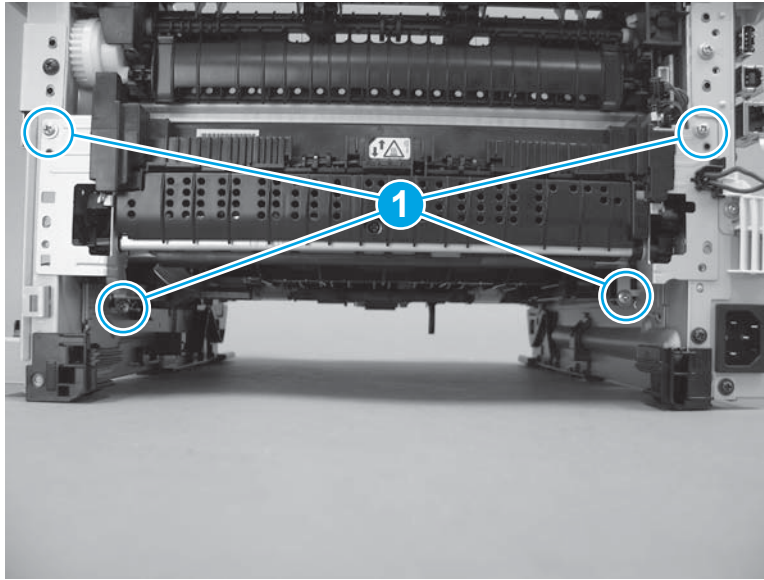
3. Disconnect two connectors (callout 1).

Figure 1-658 Disconnect two connectors



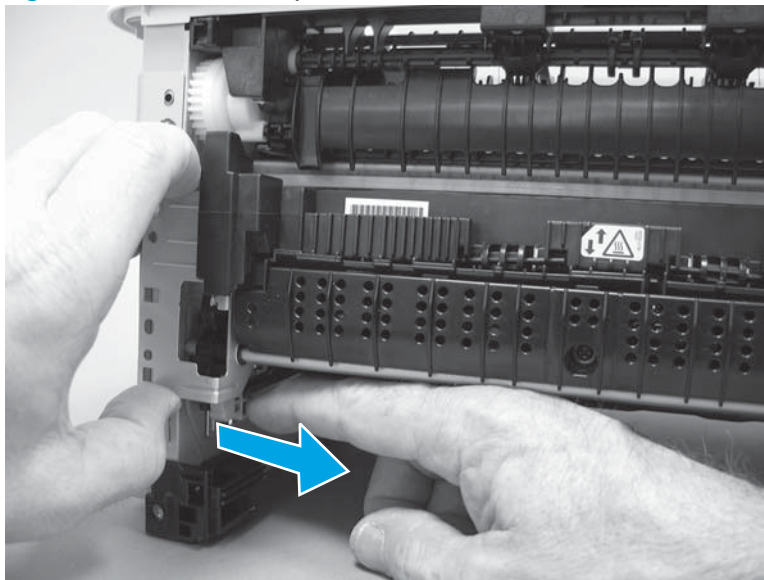
4. Remove four screws (callout 1).

Figure 1-659 Remove four screws



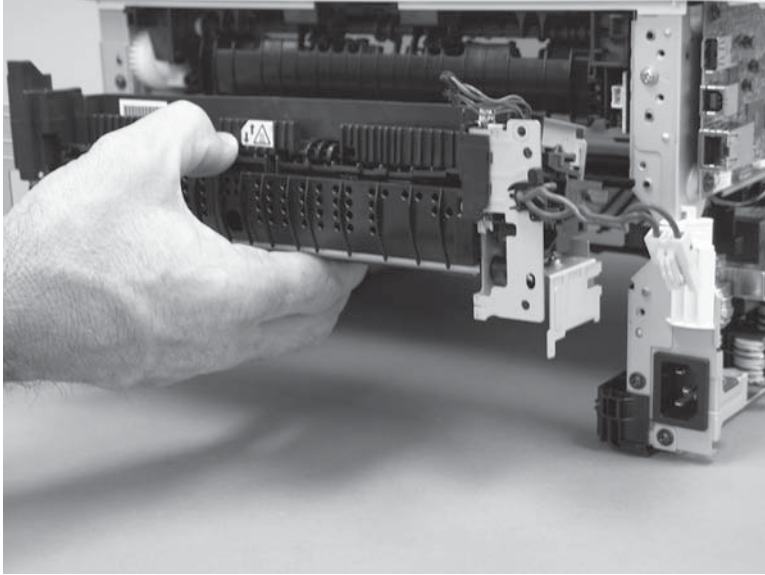
5. Pull the pressure-release link arm as shown to release it from the fuser.

Figure 1-660 Release the pressure-release arm



6. Slide the fuser straight out of the printer.

Figure 1-661 Remove the fuser

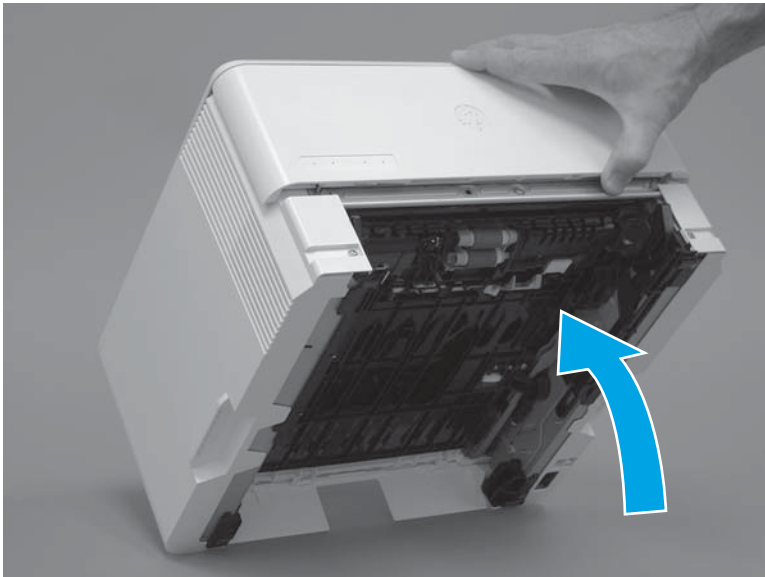


Step 12: Remove the registration assembly

1. Carefully rotate the printer backward until it rests on the rear side, bottom-side face forward.

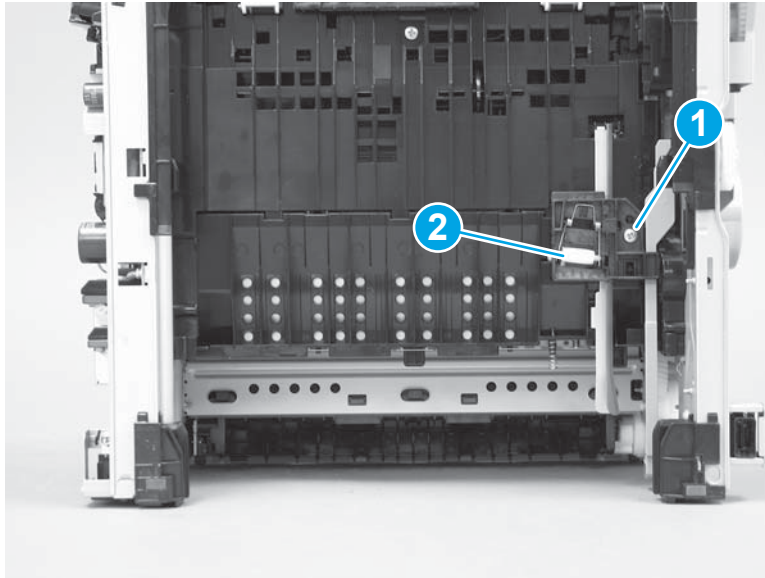
CAUTION: The integrated scanner assembly (ISA) on the M427/M426 is not captive and can suddenly open when the printer is tilted backward. Support the ISA when handling the M427/M426 printer.

Figure 1-662 Place the printer bottom-side face forward



2. Remove one screw (callout 1), and then remove the guide (callout 2).

Figure 1-663 Remove one screw and the guide

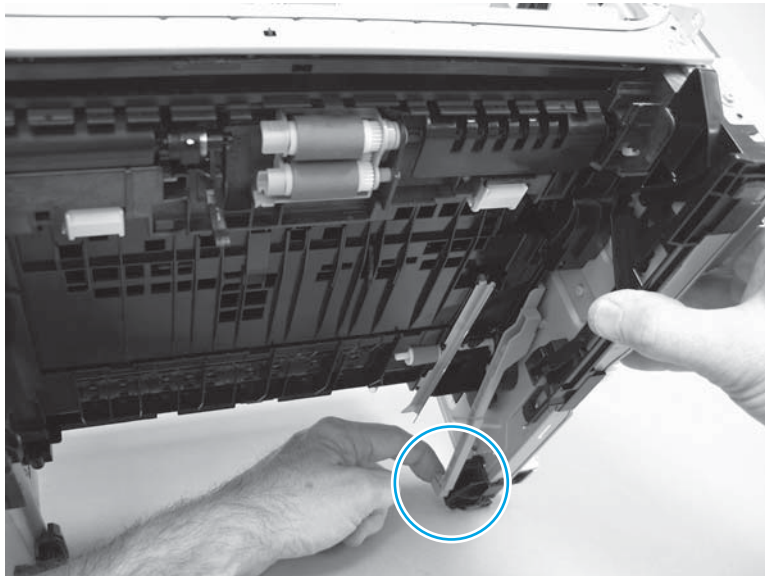


3. Move the end of pressure-release link arm out of the way.



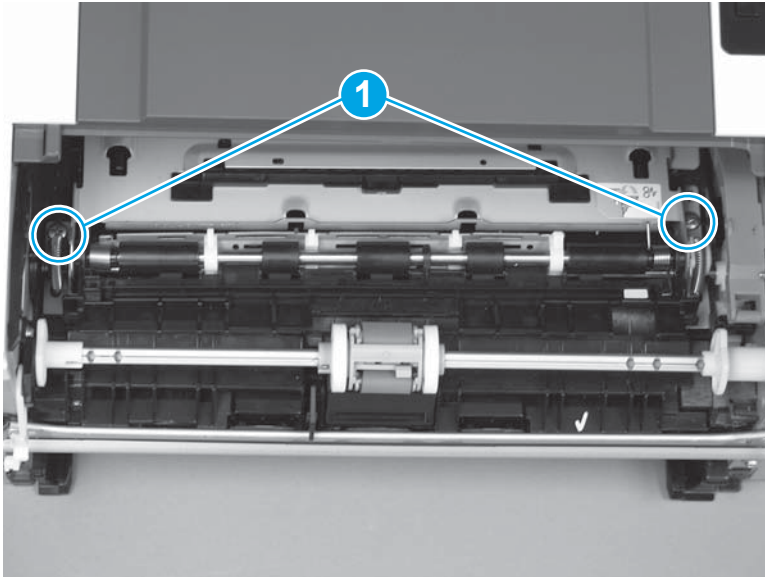
NOTE: Doing this makes the other end of the pressure-release arm easier to move out of the way of the later in this procedure.

Figure 1-664 Move the link arm out of the way



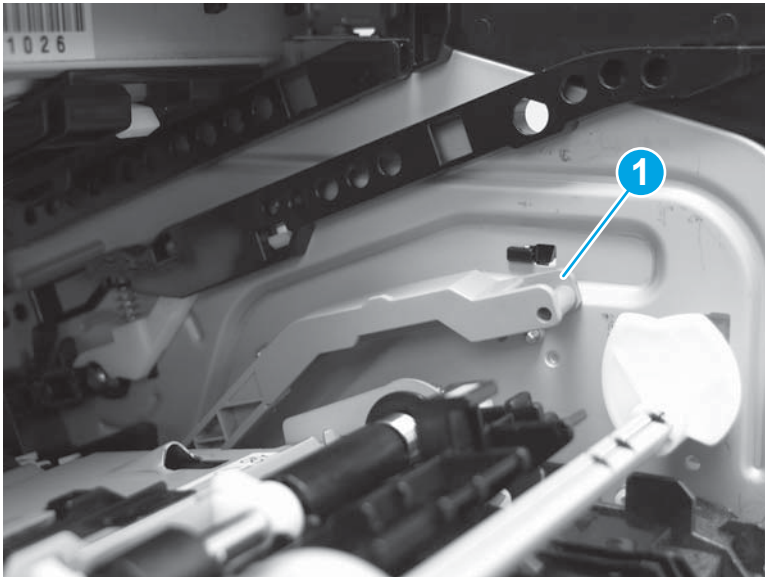
4. Place the printer with the bottom side down, look inside the toner-cartridge cavity, and then remove two screws (callout 1).

Figure 1-665 Remove two screws



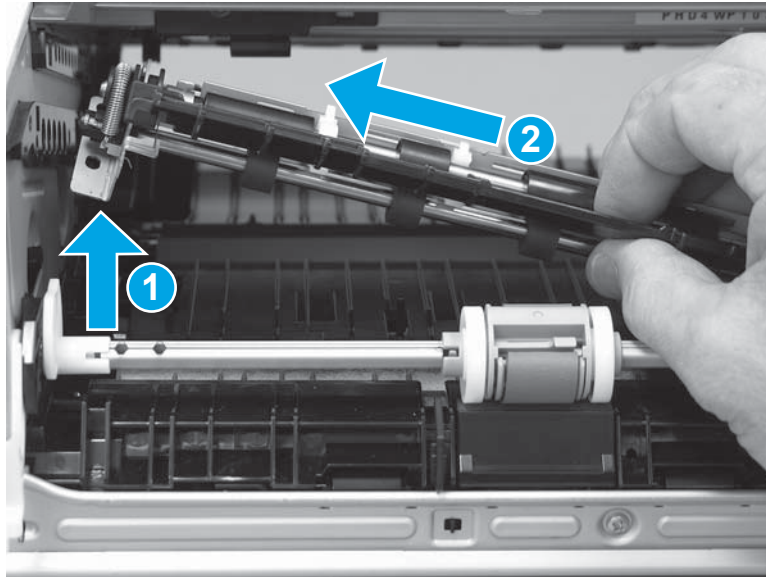
5. Move the end of pressure-release link arm (callout 1) out of the way.

Figure 1-666 Move the pressure-release arm out of the way



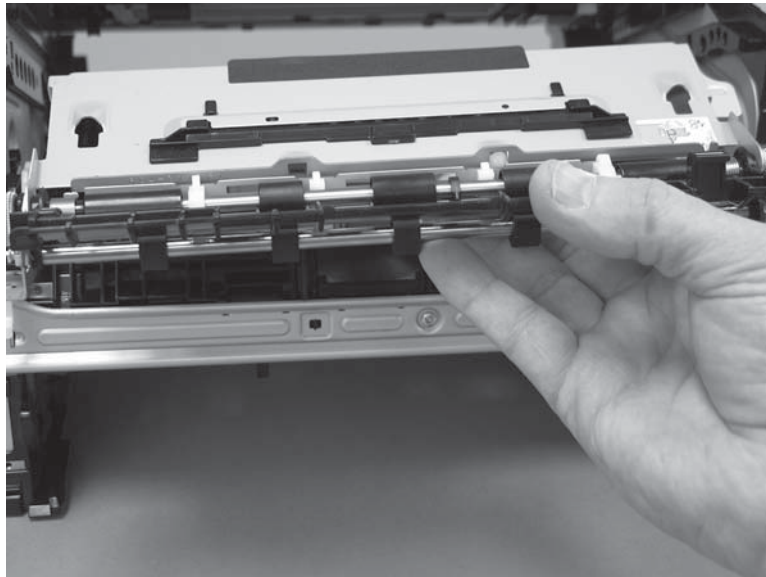
6. Rotate the left end of the registration up and out of the printer (callout 1), and then slide it to the left to release the gear end of the assembly (callout 2).

Figure 1-667 Release the assembly



7. Remove the assembly.

Figure 1-668 Remove the assembly



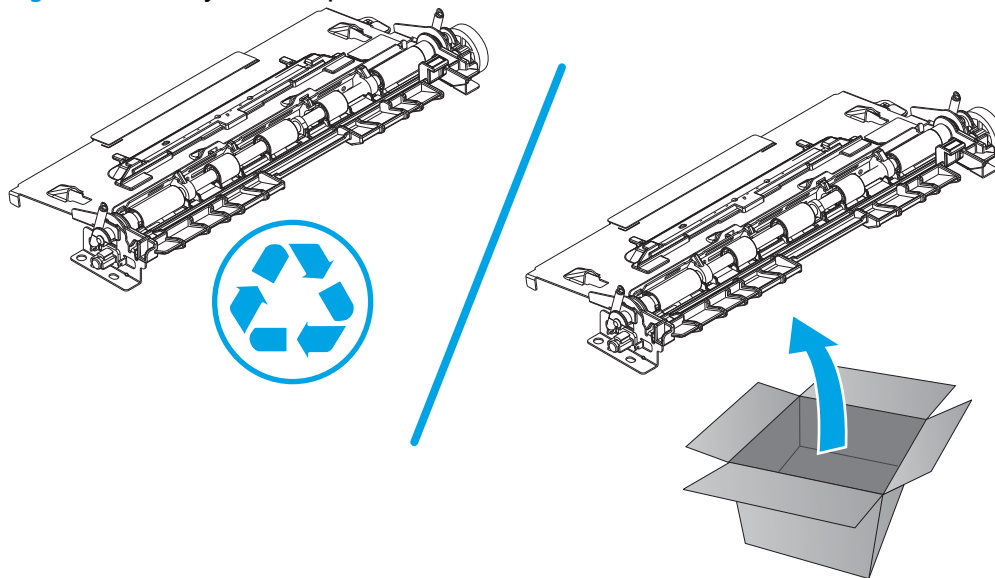
Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

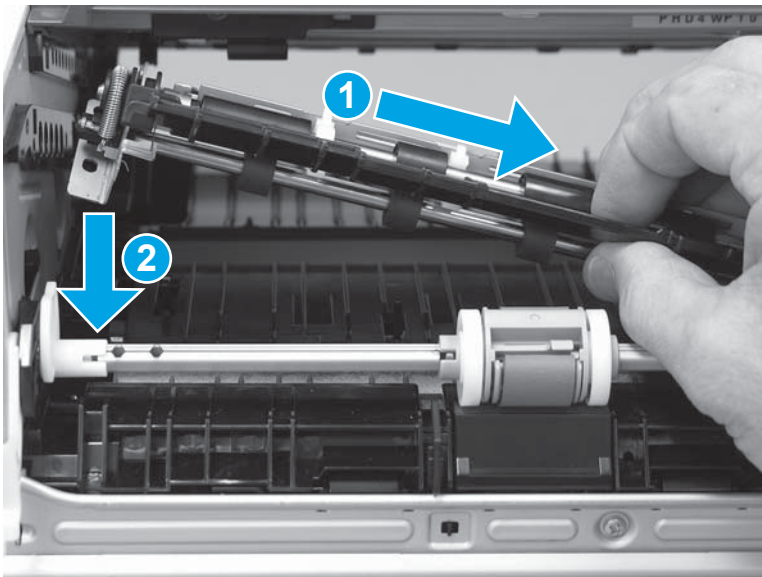
Figure 1-669 Recycle and unpack



Step 14: Install the registration assembly

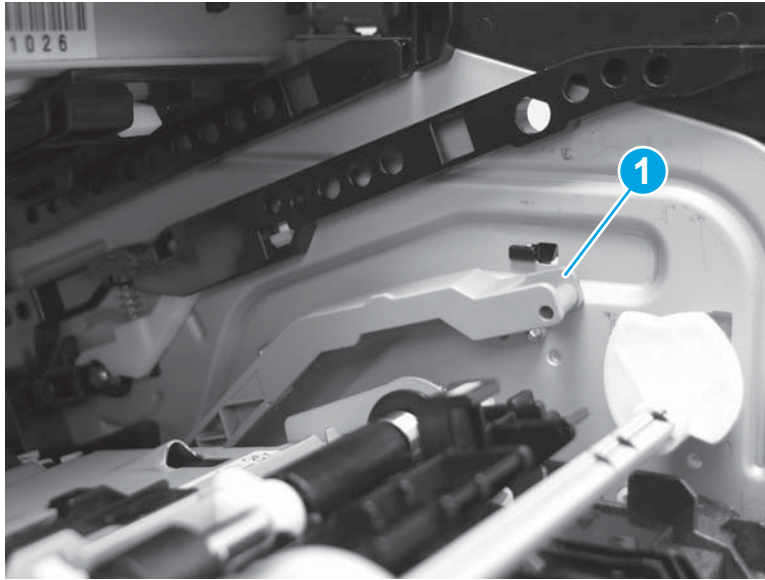
1. Position the gear end of the assembly in the printer (callout 1), and then rotate the left end of the registration down and into of the printer (callout 2).

Figure 1-670 Install the assembly



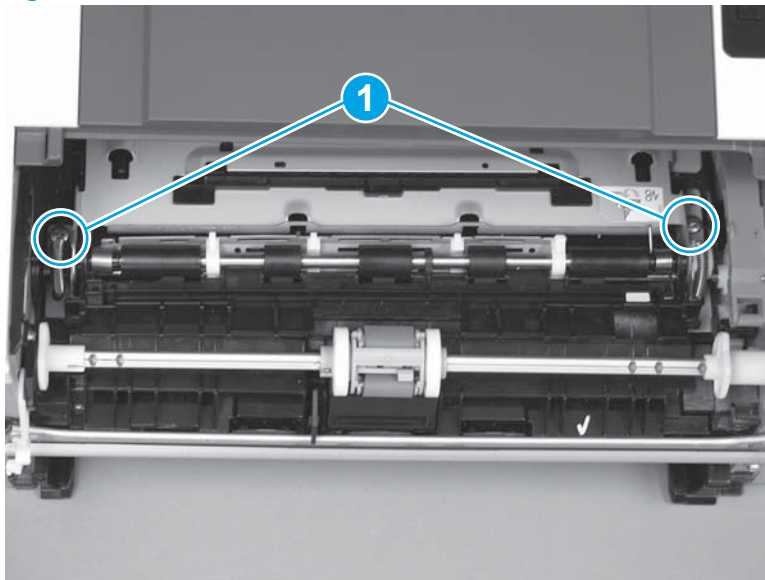
2. Install the end of pressure-release link arm (callout 1).

Figure 1-671 Install the pressure-release arm



3. Install two screws (callout 1).

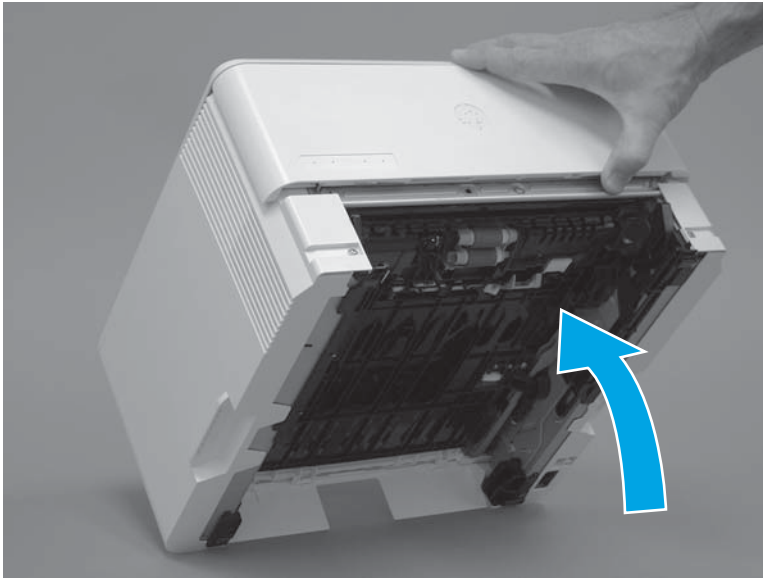
Figure 1-672 Install two screws



- Carefully rotate the printer backward until it rests on the rear side, bottom-side face forward.

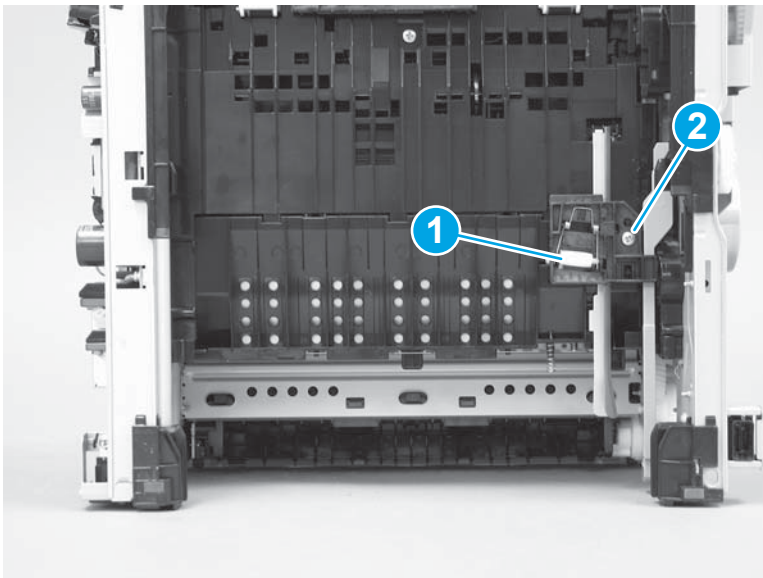
CAUTION: The integrated scanner assembly (ISA) on the M427/M426 is not captive and can suddenly open when the printer is tilted backward. Support the ISA when handling the M427/M426 printer.

Figure 1-673 Place the printer bottom-side face forward



- Install the guide (callout 1), and then install one screw (callout 2).

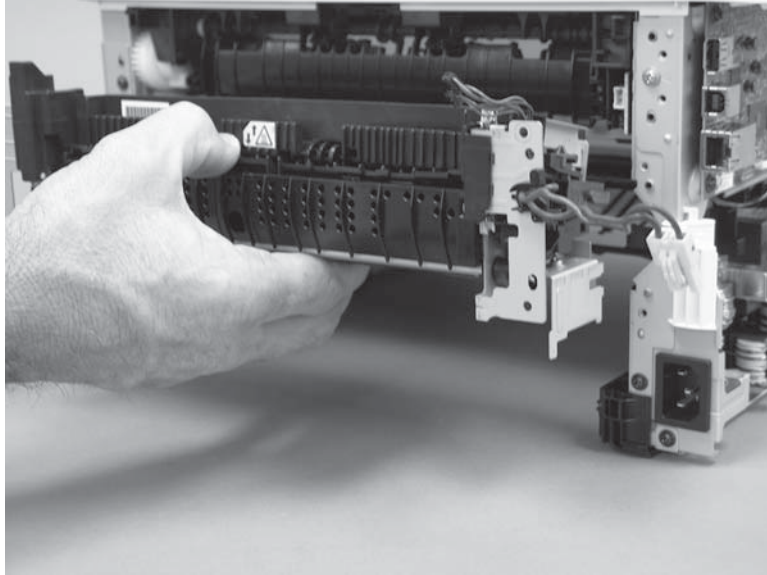
Figure 1-674 Install the guide



Step 15: Install the fuser

- Slide the fuser straight into the printer.

Figure 1-675 Install the fuser

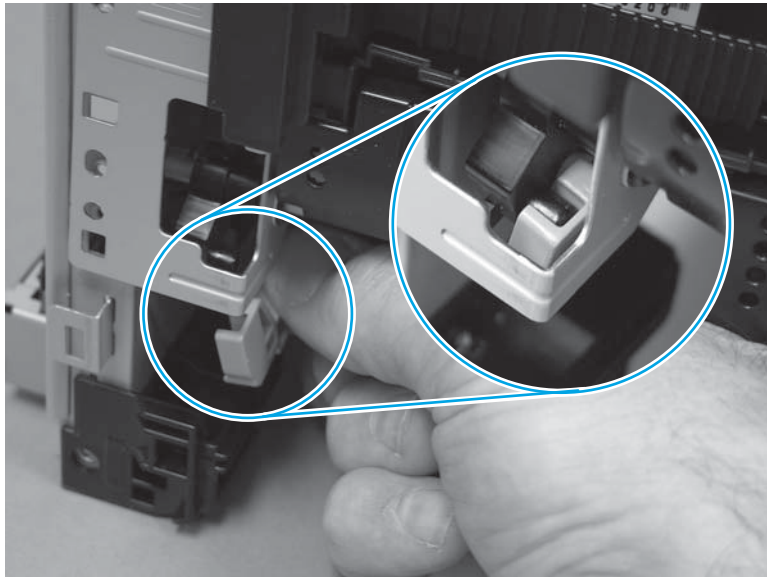


2. Connect the pressure-release link arm to the fuser.



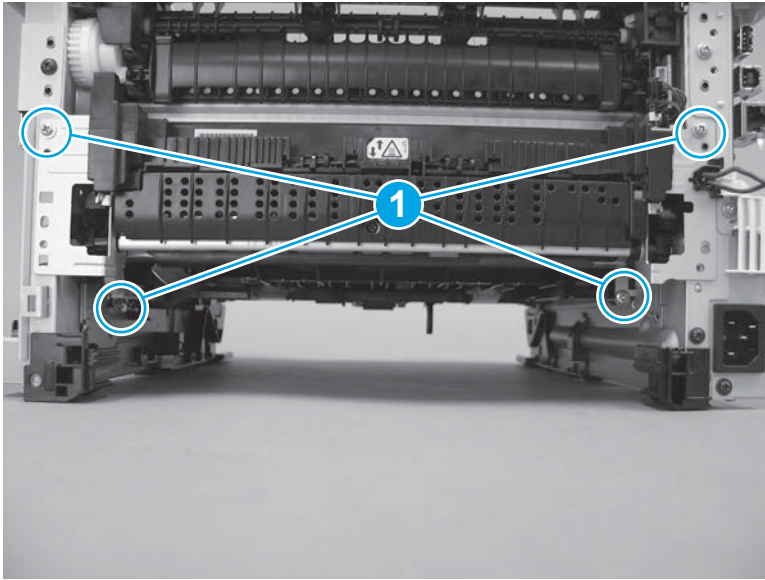
IMPORTANT: Make sure that the pressure-release arm is correctly connected to the fuser.

Figure 1-676 Connect the pressure-release arm



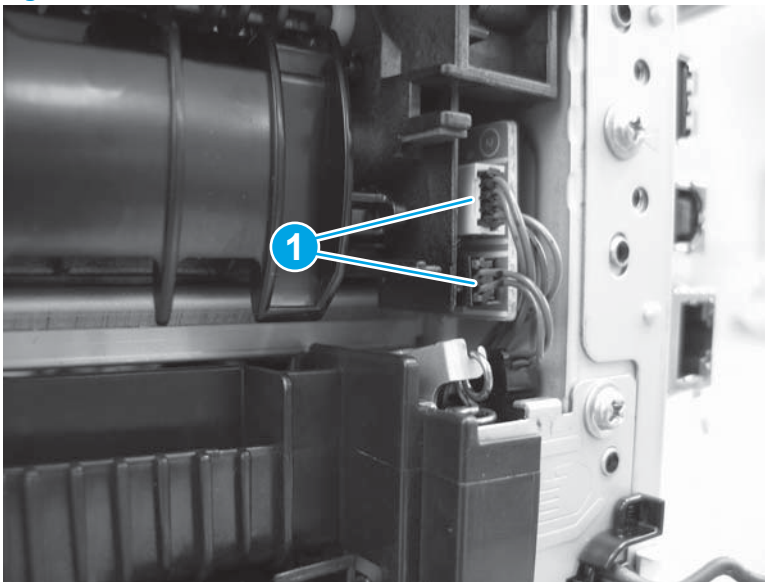
3. Install four screws (callout 1).

Figure 1-677 Install four screws



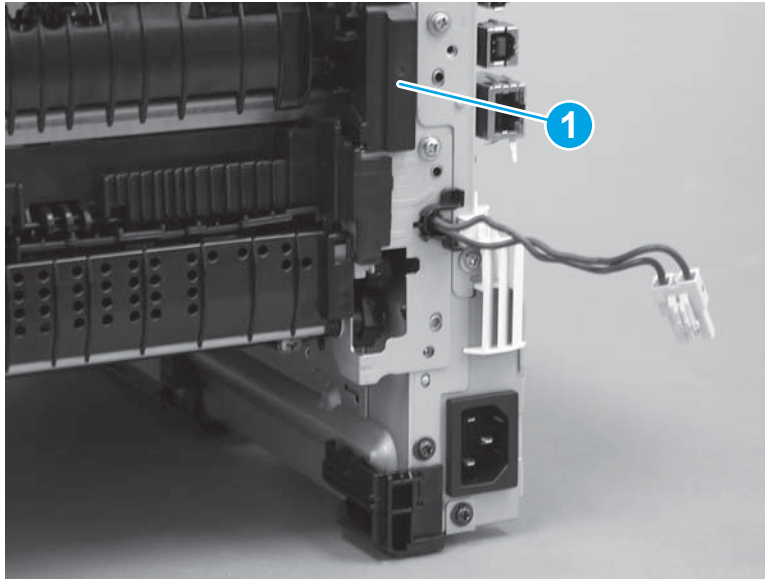
4. Connect two connectors (callout 1).

Figure 1-678 Connect two connectors



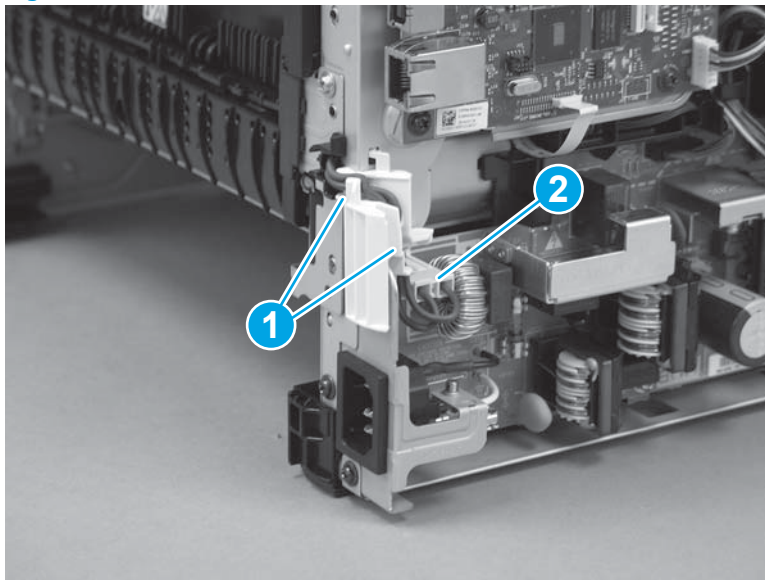
5. Push the upper connector cover (callout 1) straight onto of the printer to install it.

Figure 1-679 Install the cover




6. Install the wire harness in the guide (callout 1), and then connect one connector (callout 2).

Figure 1-680 Connect one connector

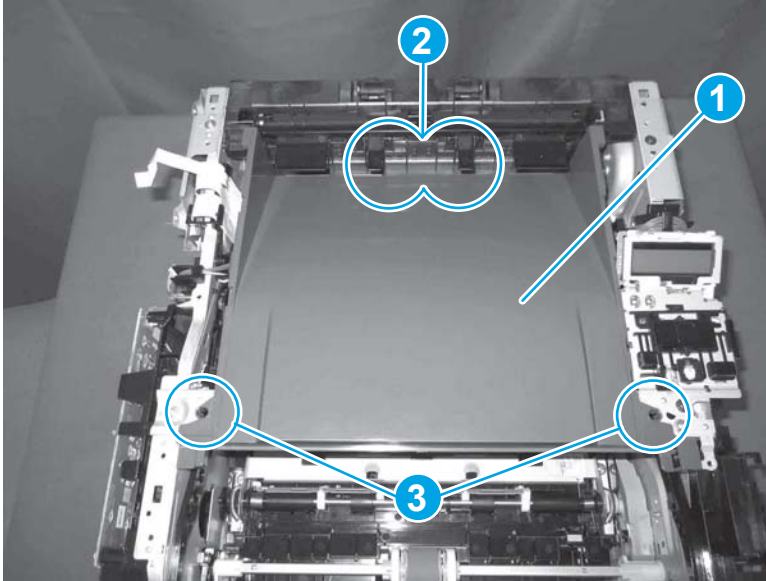


Step 16: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-681 Engage two tabs

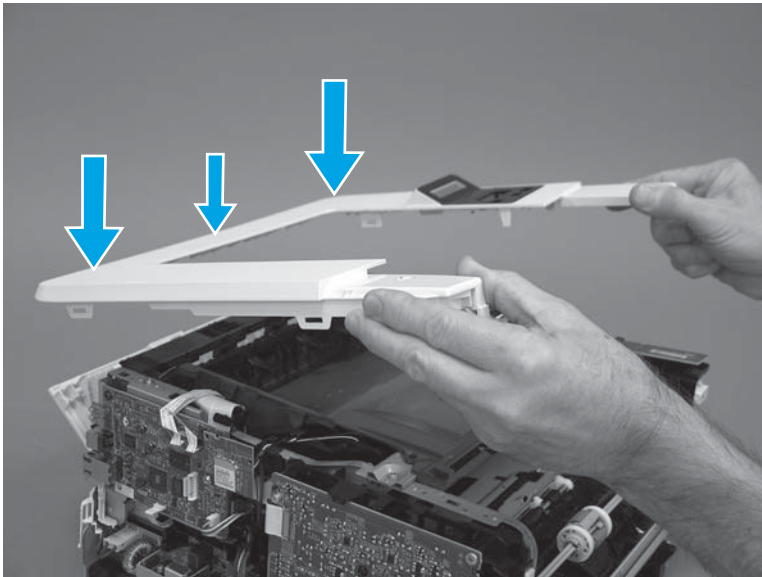


Step 17: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 18: Install the top cover \(M427/M426\) on page 382](#).

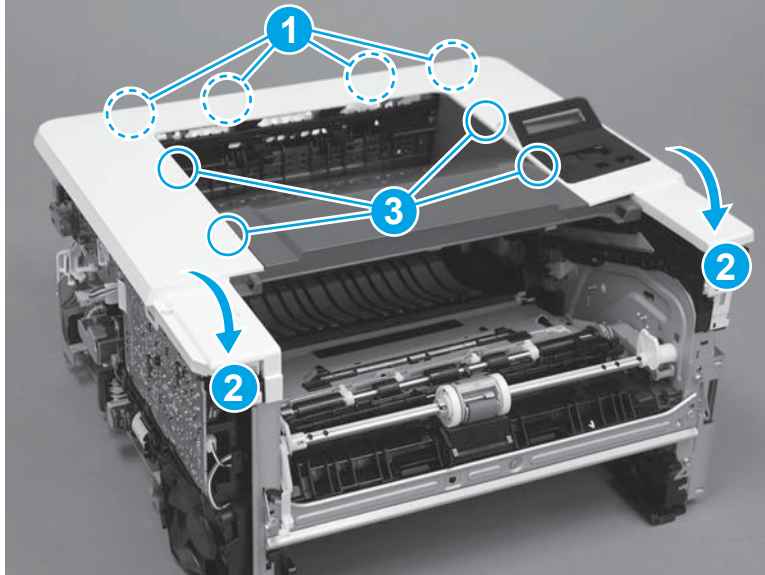
1. Position the rear edge of the cover on the printer.

Figure 1-682 Install the cover



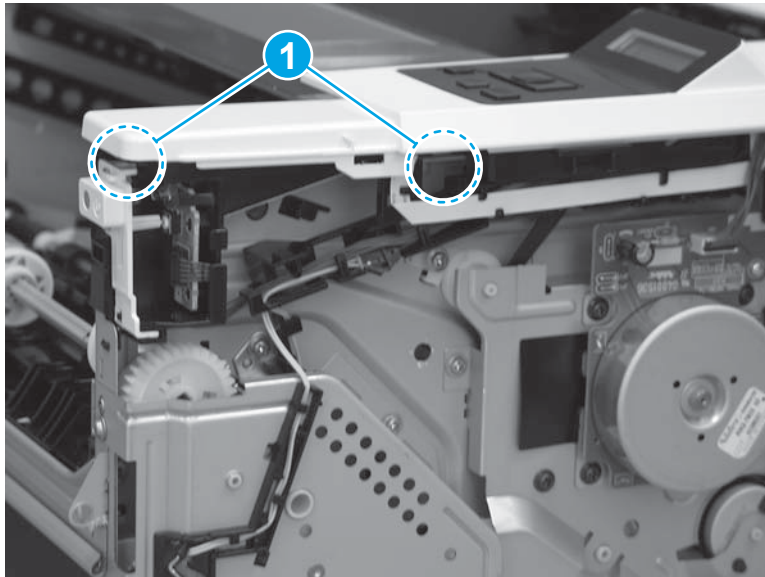
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-683 Engage four bosses and tabs



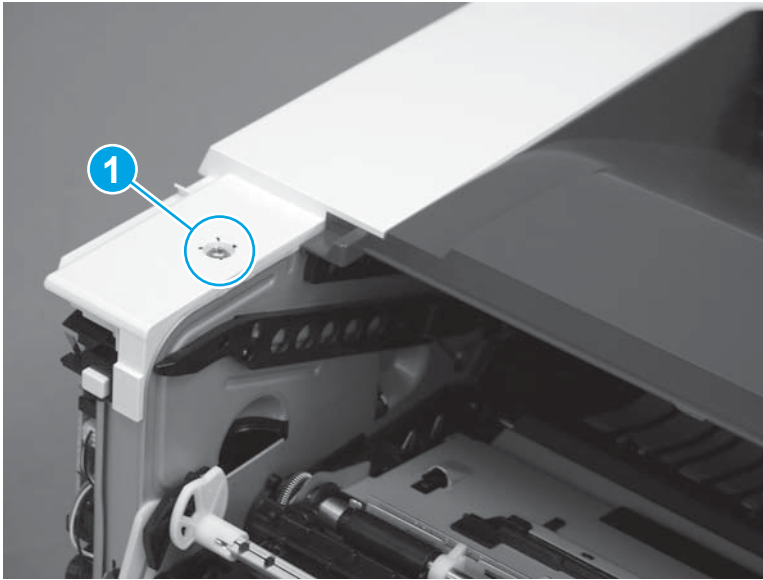
- At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-684 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-685 Install one screw

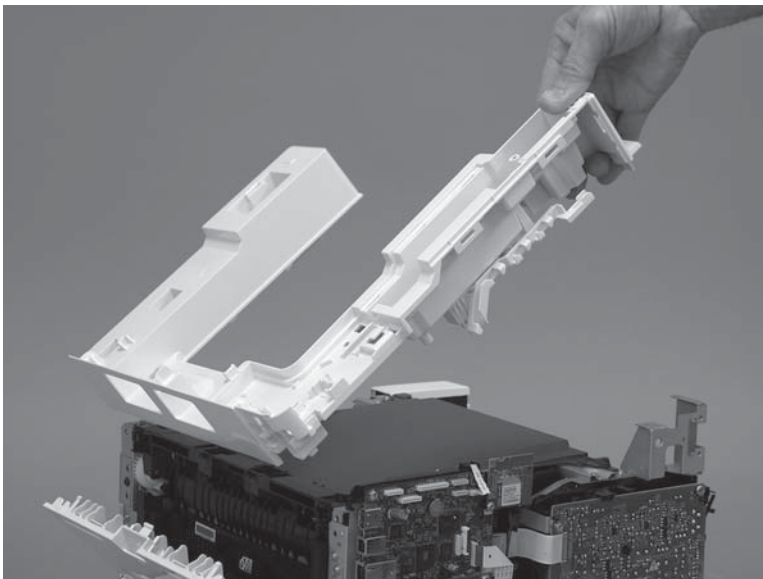


Step 18: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 393](#).

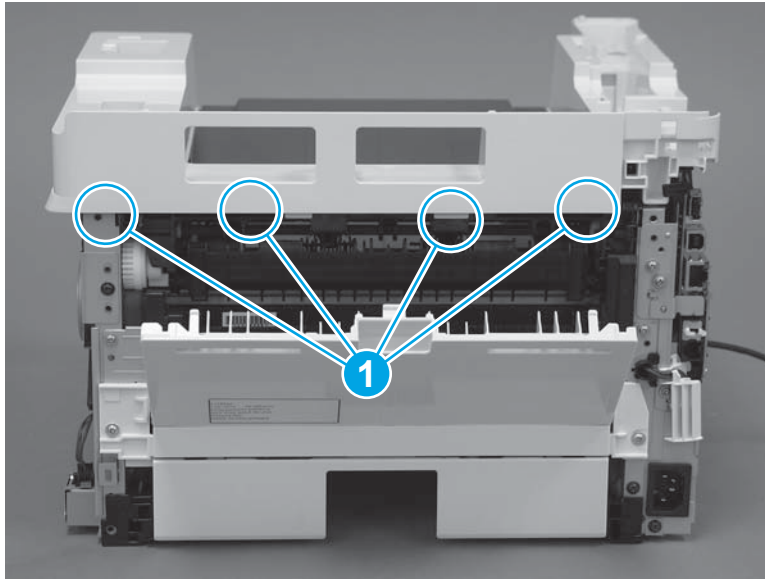
1. Position the rear edge of the top cover on the printer.

Figure 1-686 Install the cover



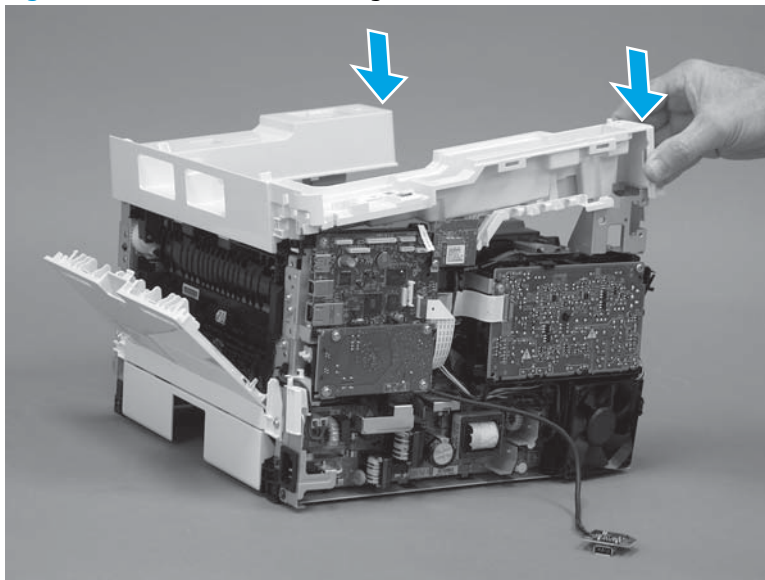
2. Engage four bosses (callout 1).

Figure 1-687 Engage four bosses



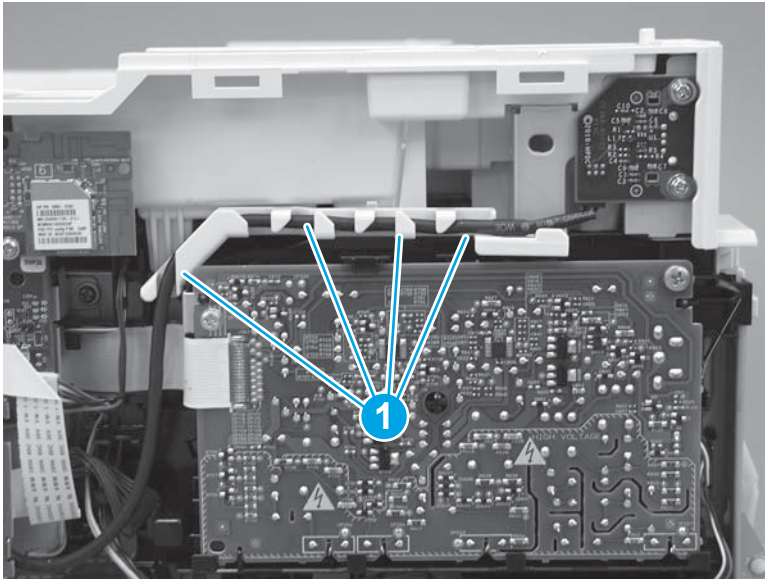
3. Rotate the front edge of the cover down.

Figure 1-688 Rotate the front edge of the cover down



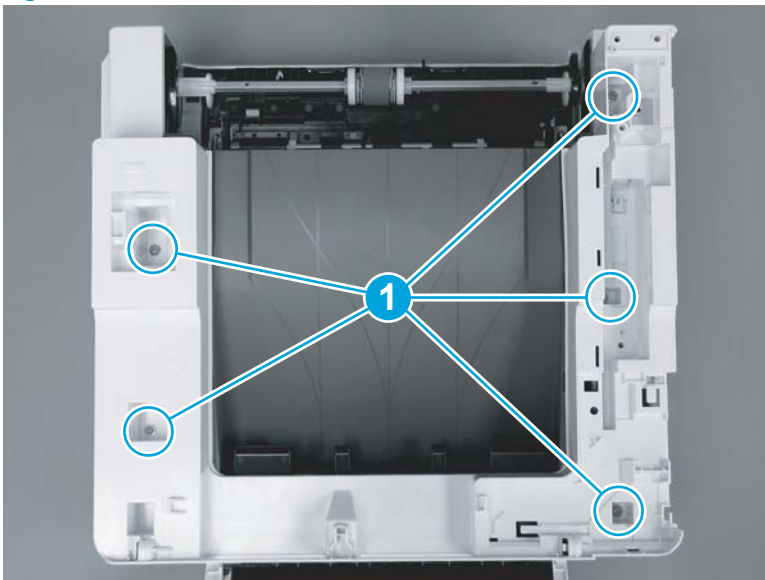
4. Install the USB cable (callout 1) in the guide.

Figure 1-689 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-690 Install five screws

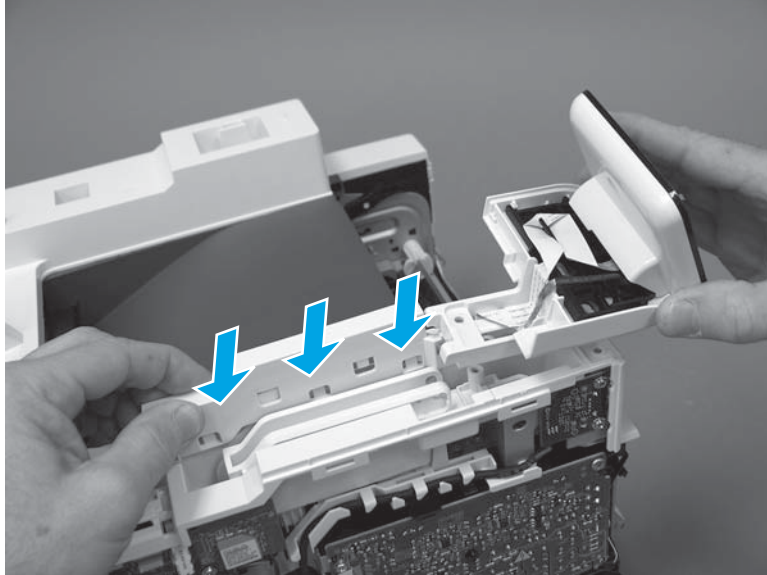


Step 19: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 393](#).

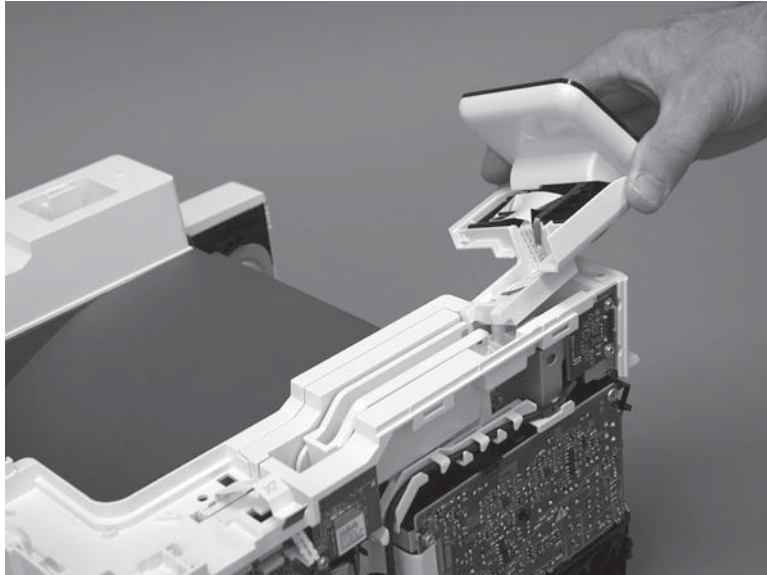
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-691 Install the control-panel FFC cover



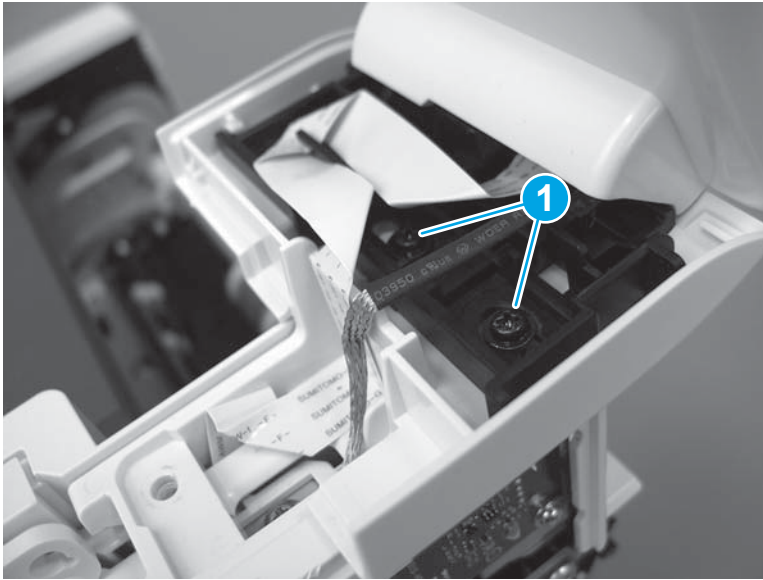
2. Install the control-panel assembly on the top cover.

Figure 1-692 Install the control-panel assembly



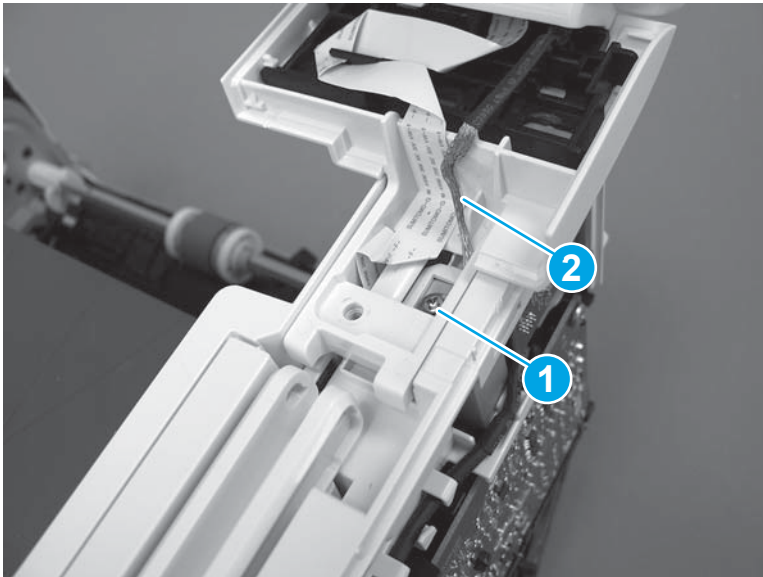
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-693 Install two screws



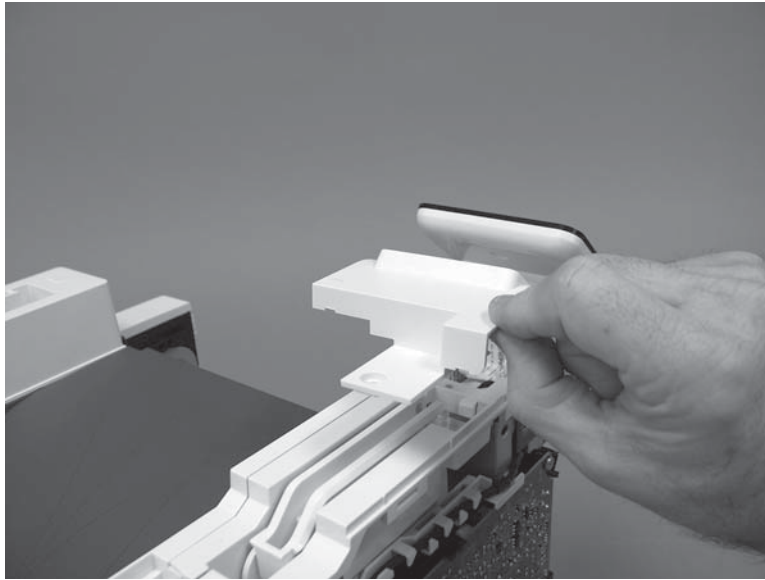
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-694 Remove one screw



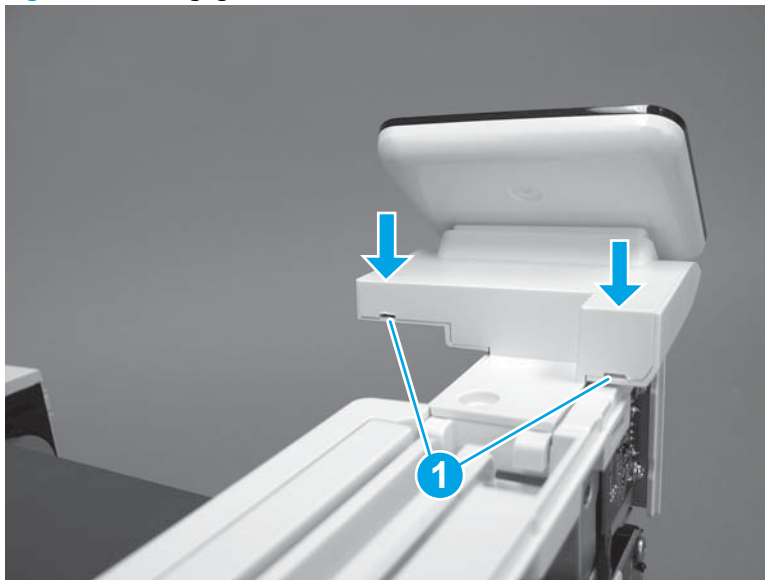
5. Install the control-panel cable cover.

Figure 1-695 Install the cover



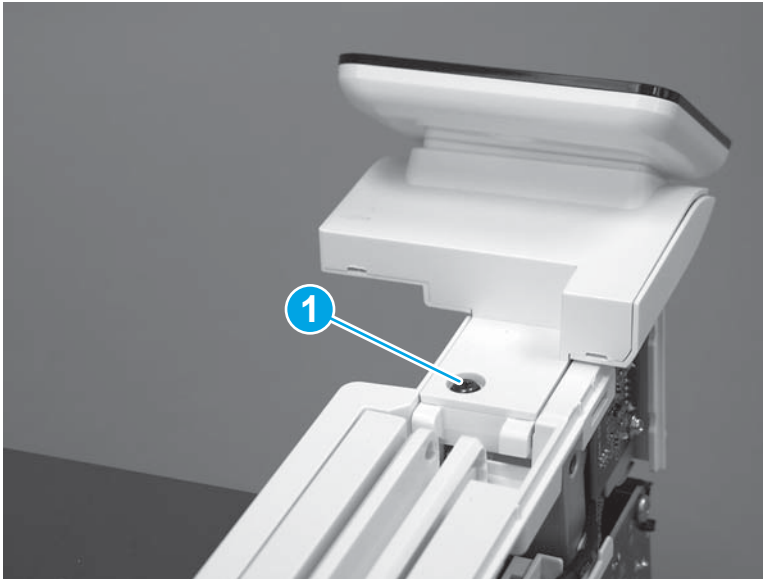
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-696 Engage two tabs



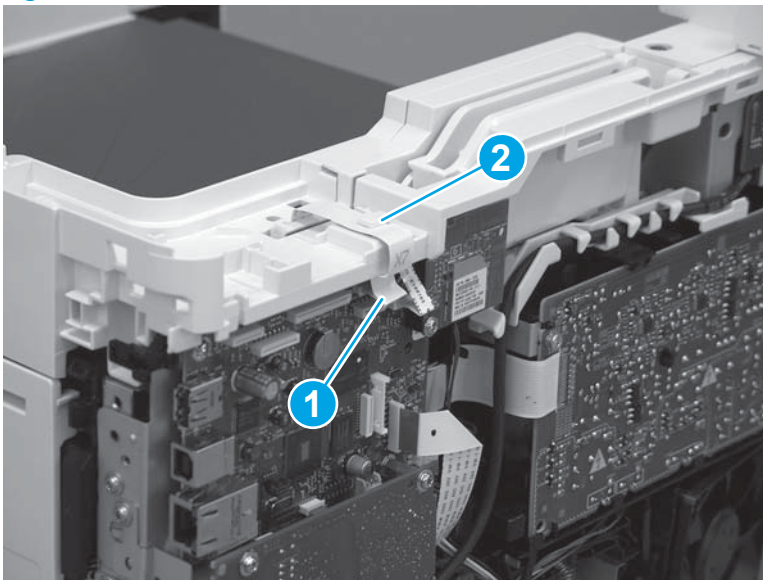
7. Install one screw (callout 1).

Figure 1-697 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-698 Connect one connector



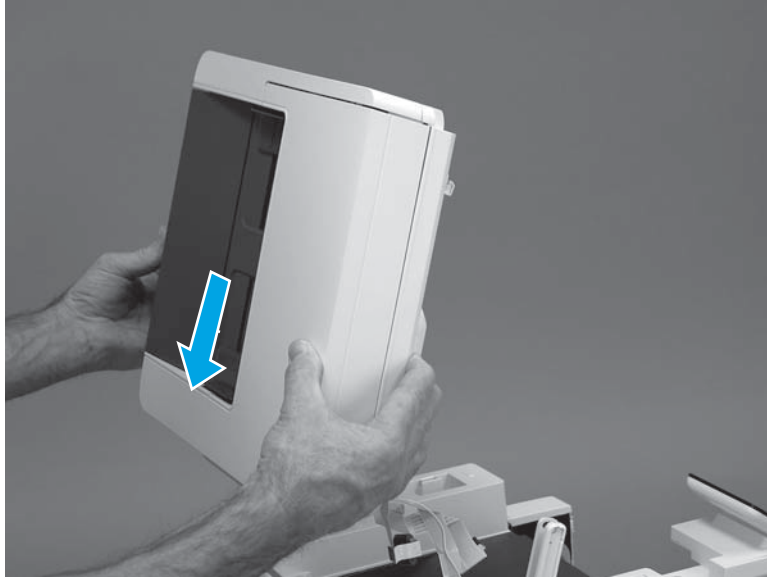
Step 20: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 393](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

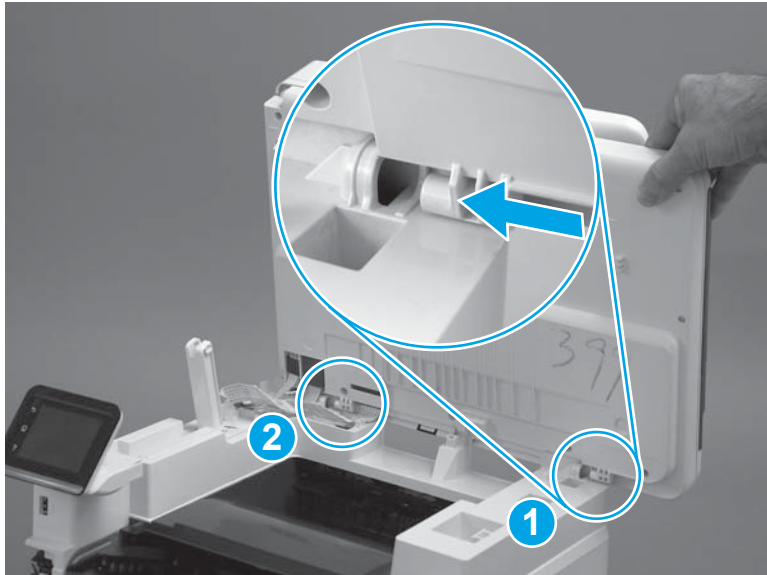
1. Position the ISA on the printer.

Figure 1-699 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-700 Engage the hinge pins with the holders



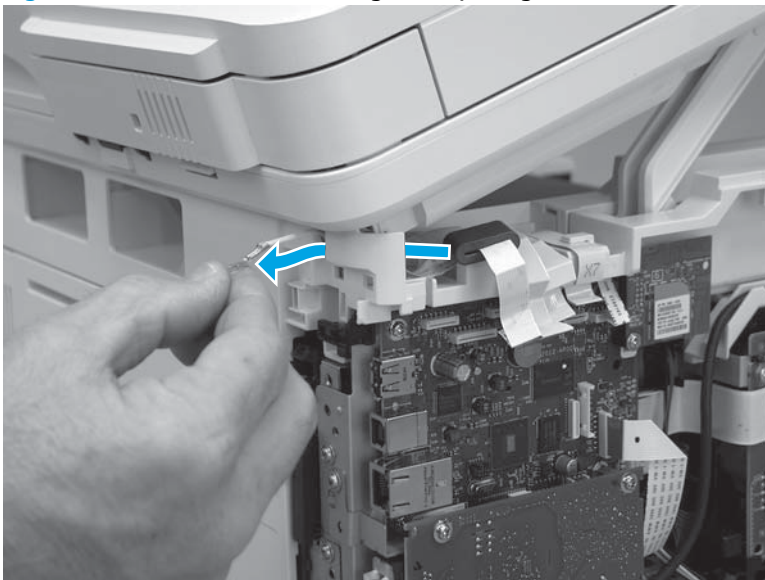
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-701 Rotate the ISA towards the front of the printer



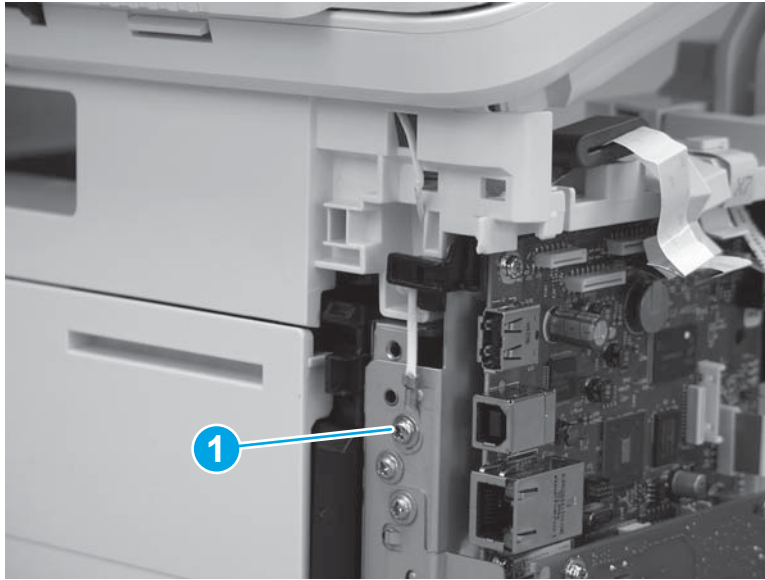
4. Pass the ground wire through the opening in the top cover.

Figure 1-702 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-703 Install one screw



6. Install the ISA lift assembly slider pin.


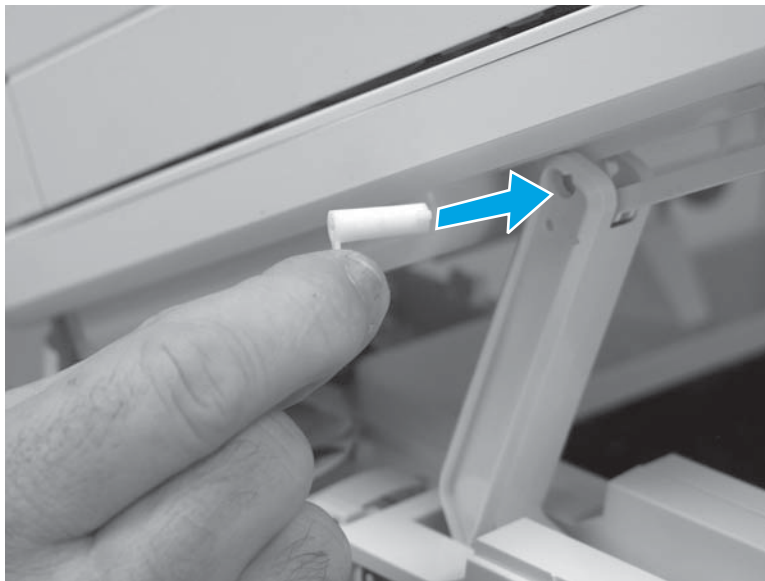
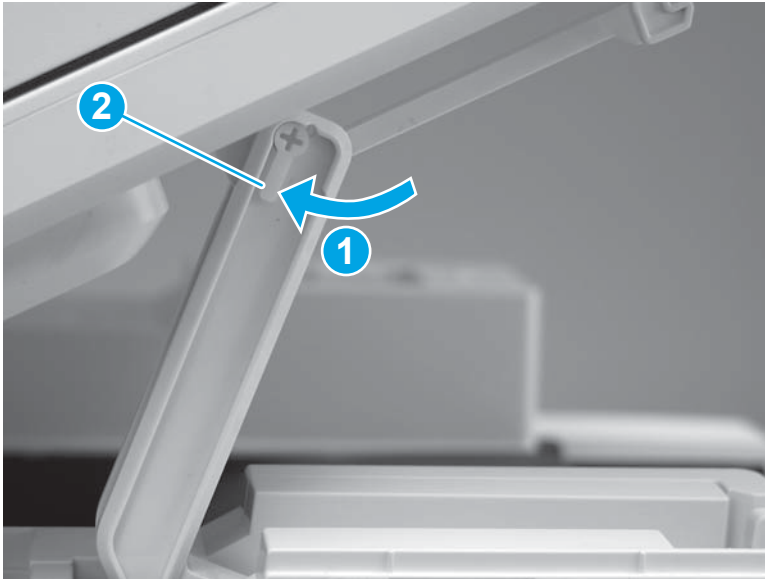
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-704 Install the slider pin



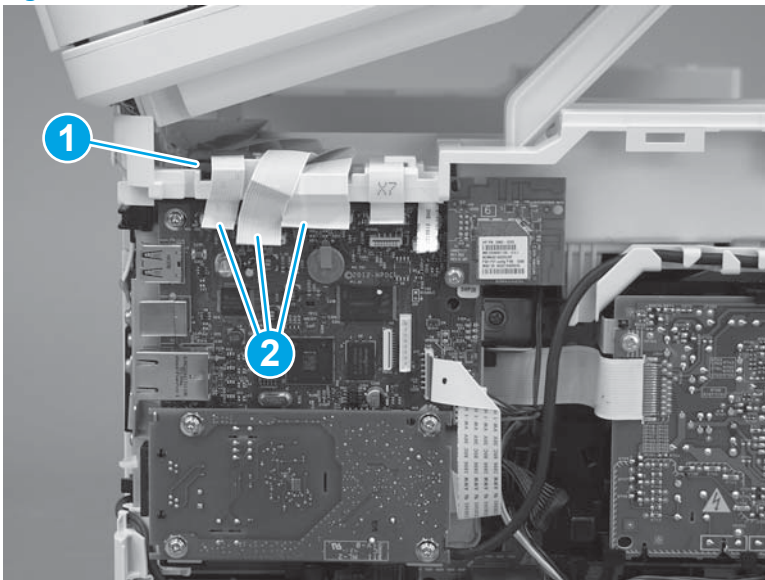
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-705 Secure the slider pin



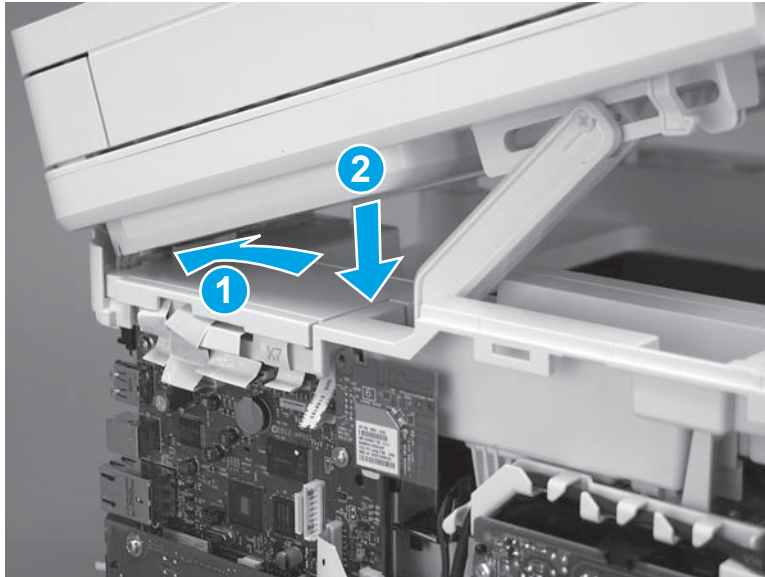
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-706 Connect three FFCs



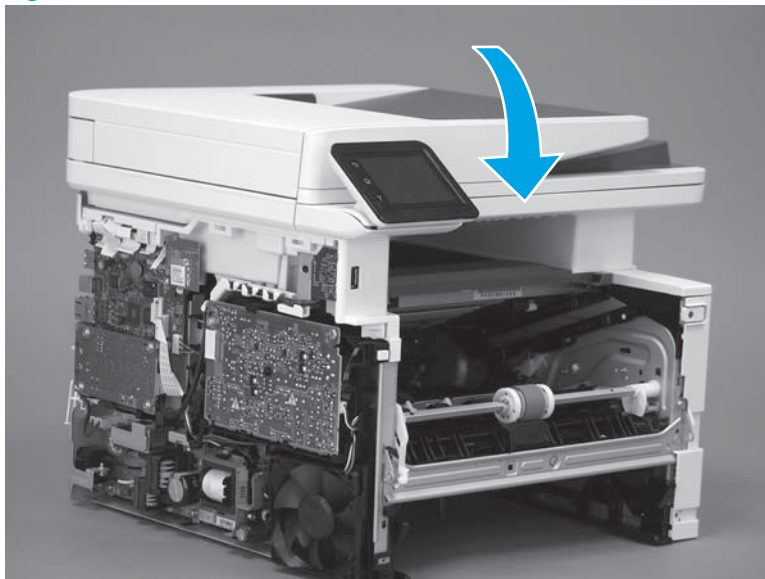
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-707 Install the ISA FFC cover



10. Lower the ISA.

Figure 1-708 Lower the ISA



Step 21: Install the rear door assembly

1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.


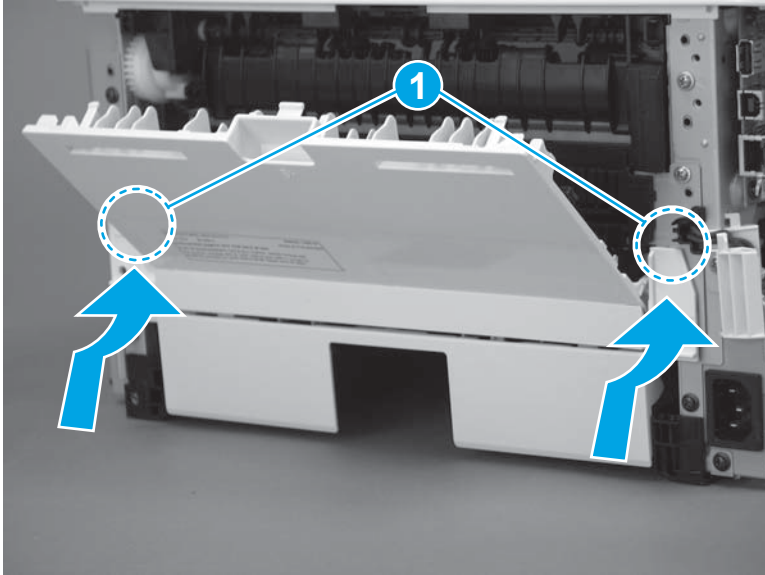
 **NOTE:** **Duplex models only:** Slide the duplex tray into the Tray 2 cavity.

Figure 1-709 Install the rear cover



2. Install two screws.



NOTE: Duplex models only: Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

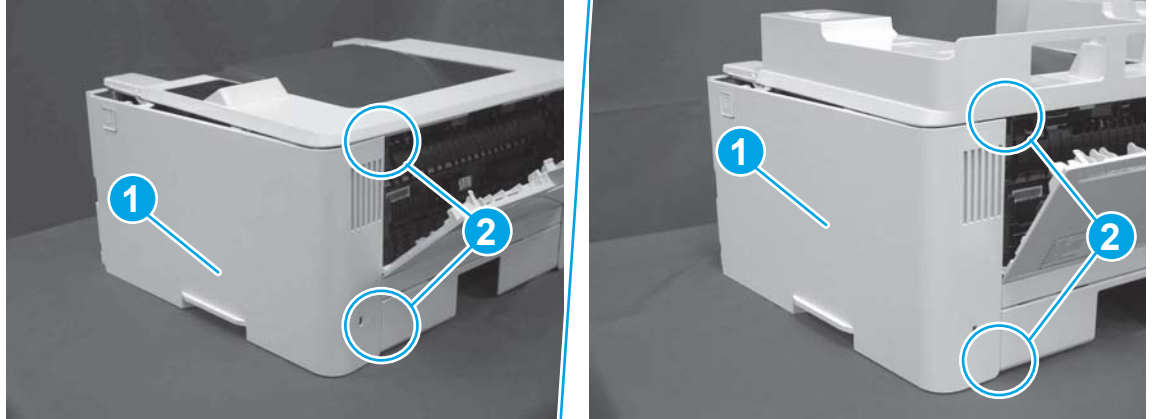
Figure 1-710 Install two screws



Step 22: Install the right cover

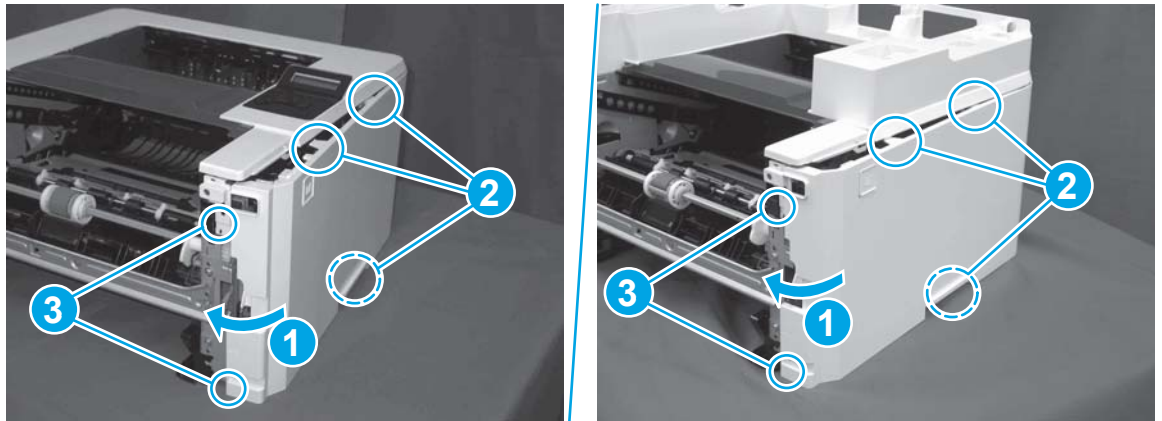
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-711 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-712 Engage two bosses and one tab

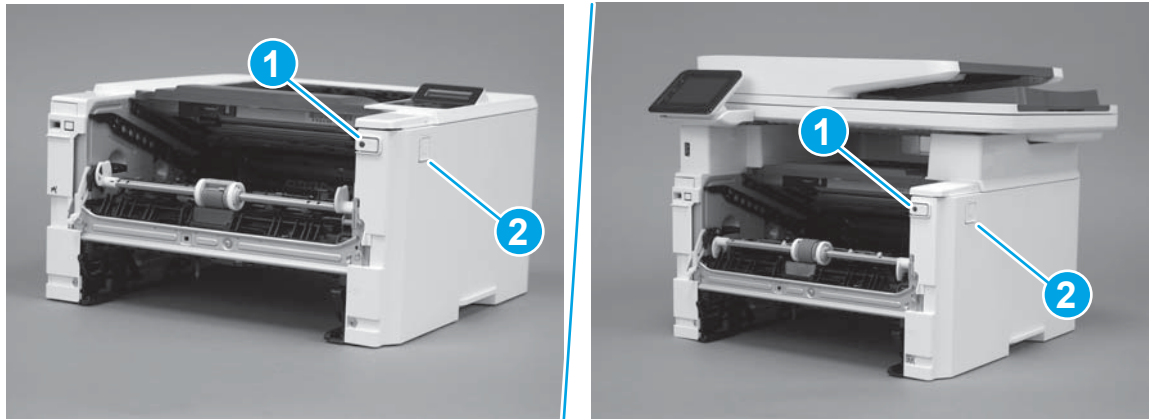


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-713 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

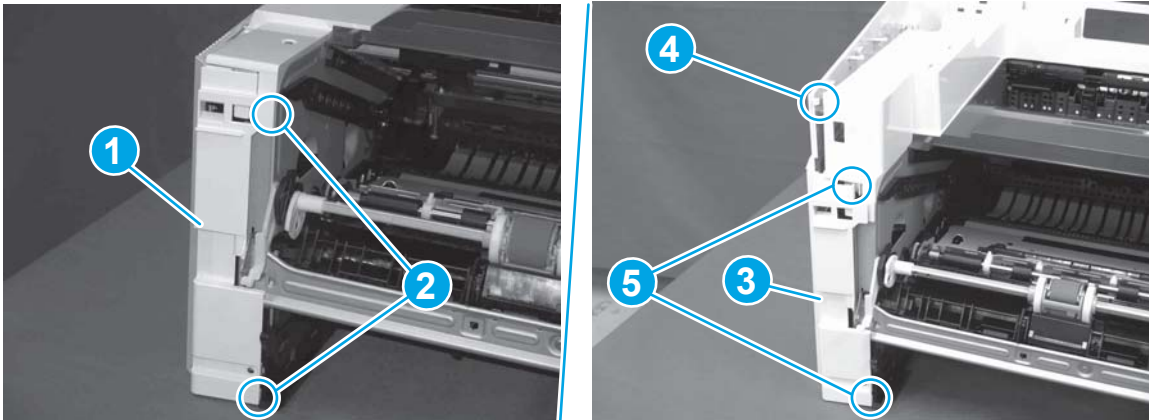
Figure 1-714 Install one screw



Step 23: Install the left cover

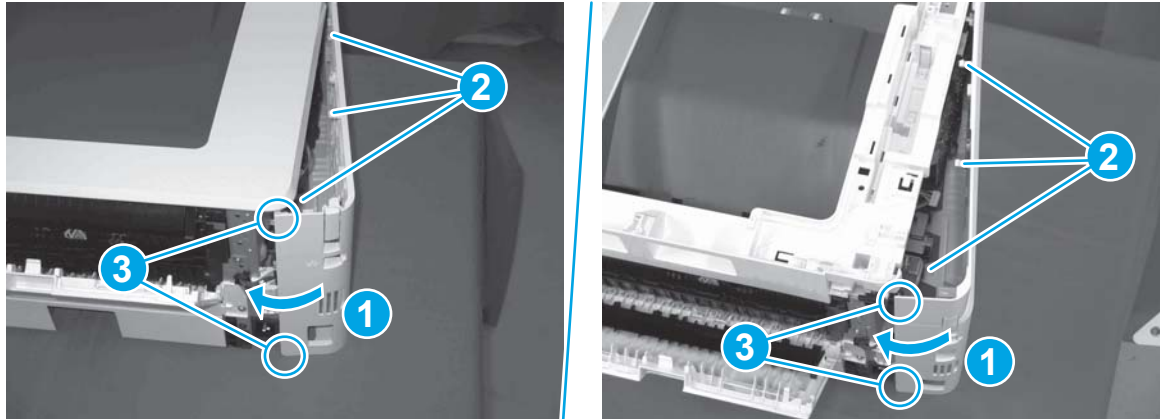
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-715 Install the cover



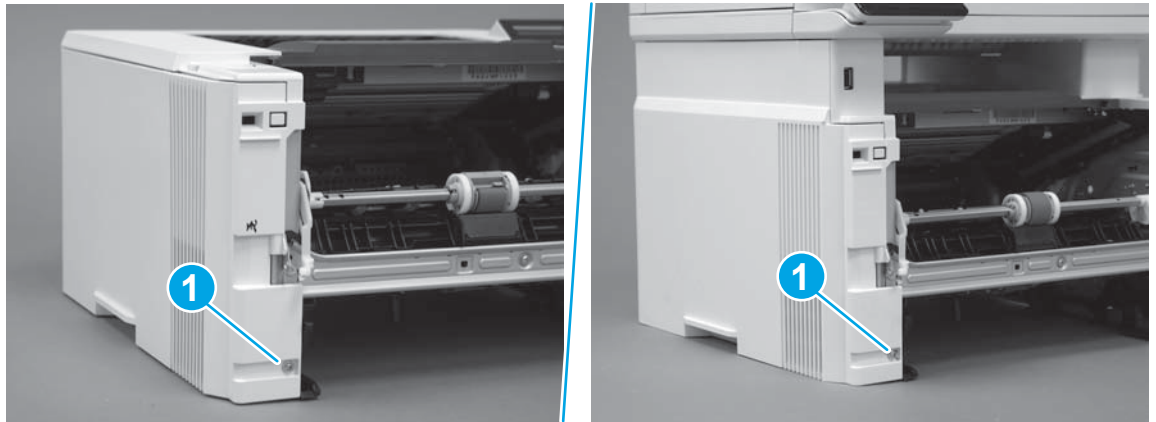
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-716 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-717 Install one screw

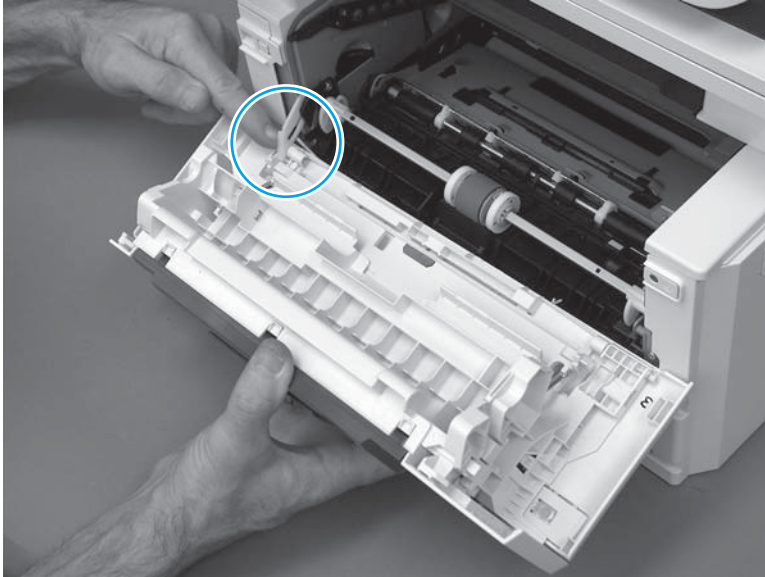


Step 24: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

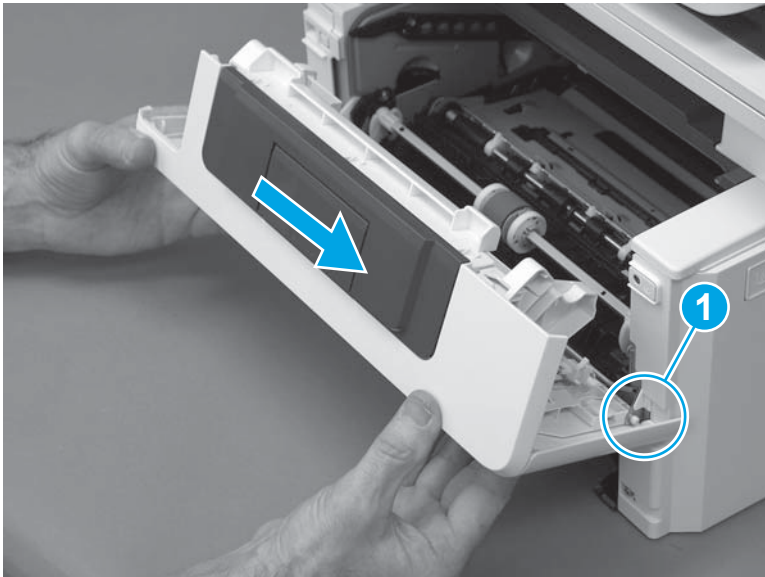
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-718 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

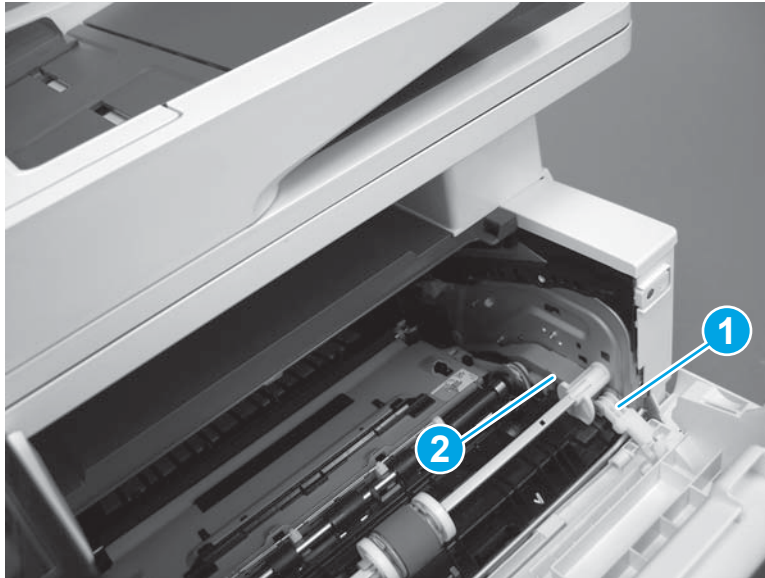
Figure 1-719 Install the door



3. Install the link (callout 1).

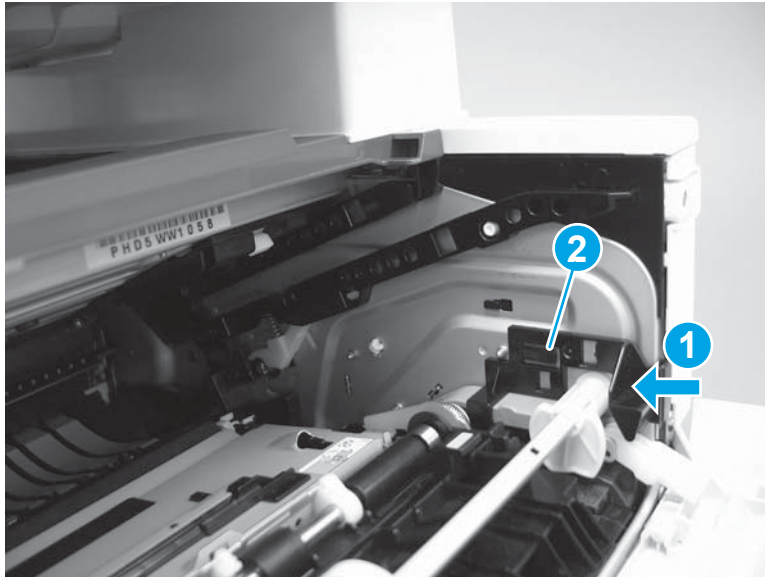
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-720 Install the pressure-release link



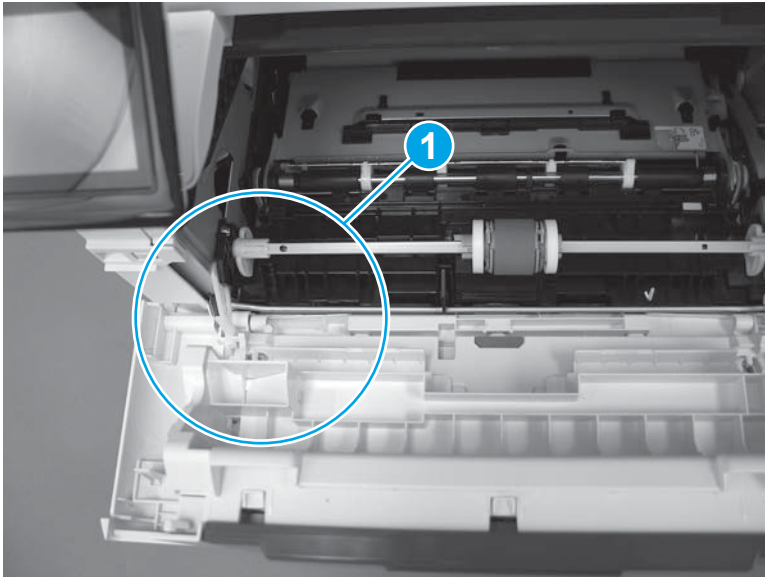
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-721 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-722 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


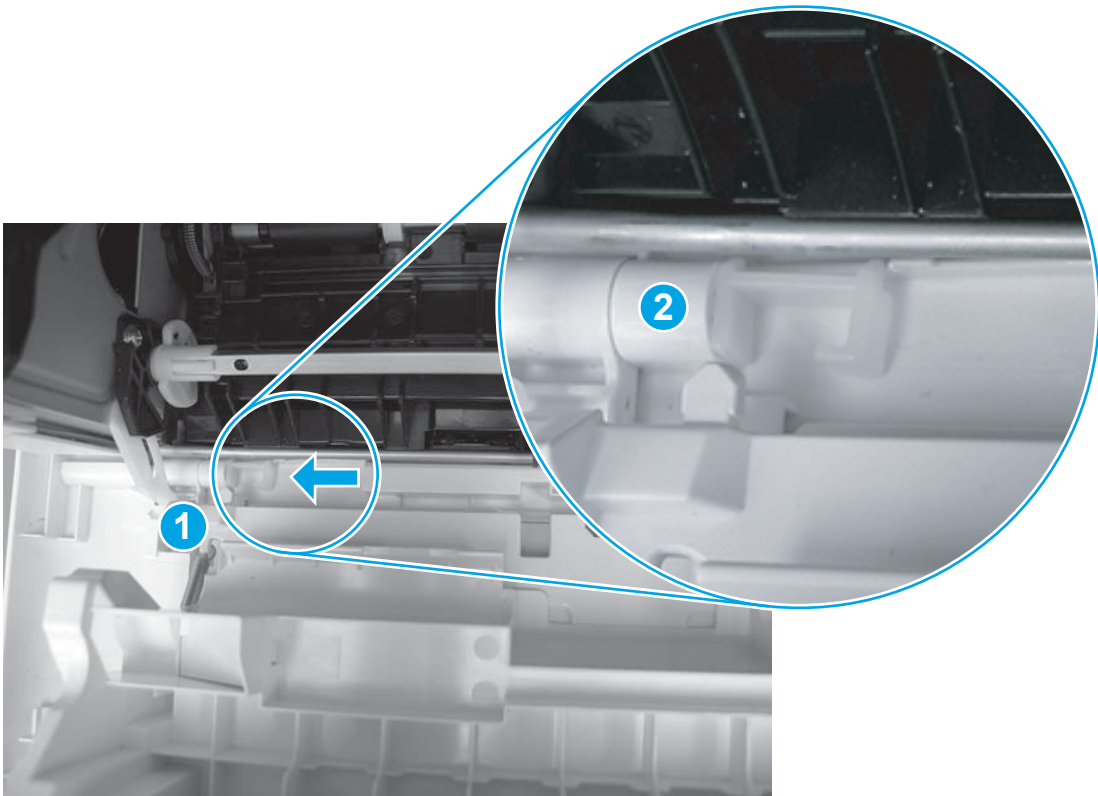
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-723 Install the support shaft



Step 25: Install Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-724 Install the tray



Removal and replacement: Main motor (M1)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the right cover](#)
- [Step 4: Remove the main motor \(M1\)](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the main motor \(M1\)](#)
- [Step 7: Install the right cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the main motor (M1).

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.

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

Main motor (M1) part number	
RM2-8684-000CN	Main motor (M1)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-725 Remove the tray



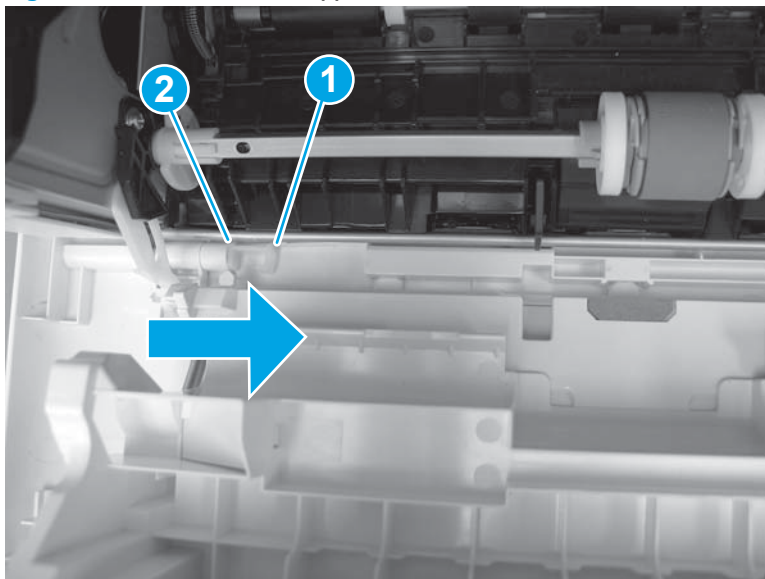
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

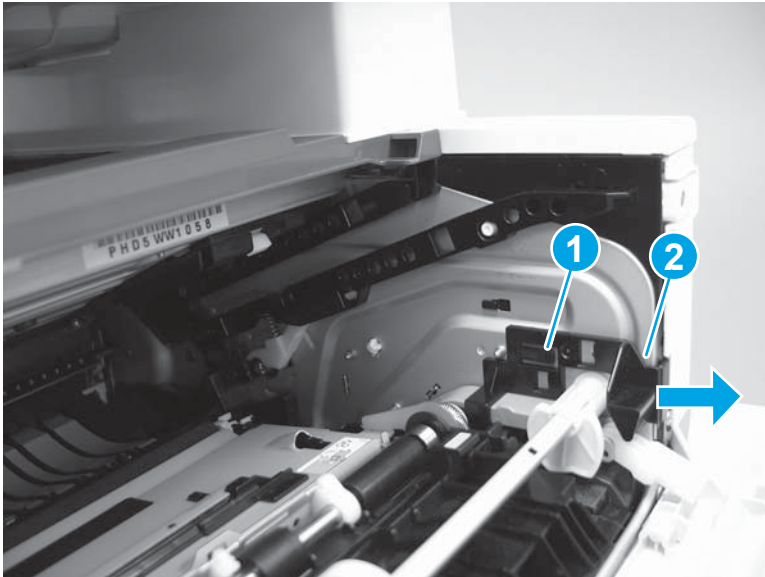
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-726 Release the support shaft



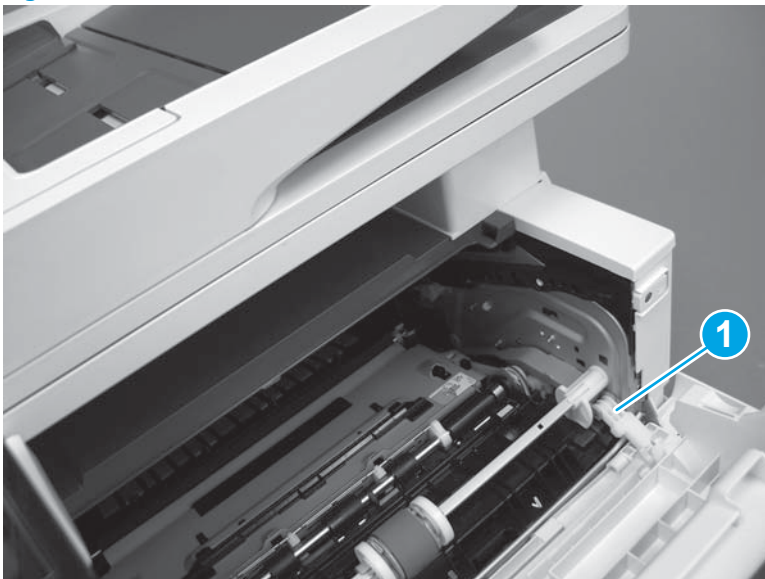
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-727 Remove the guide



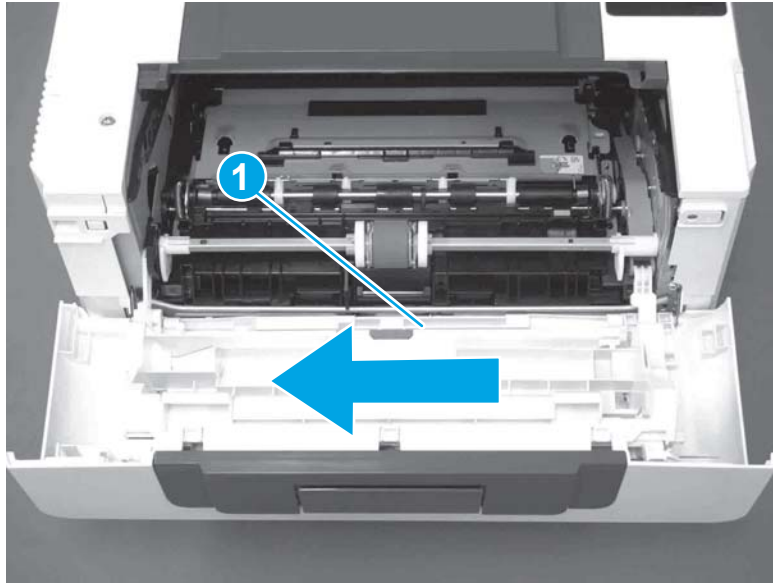
3. Remove the link arm (callout 1).

Figure 1-728 Remove the link arm



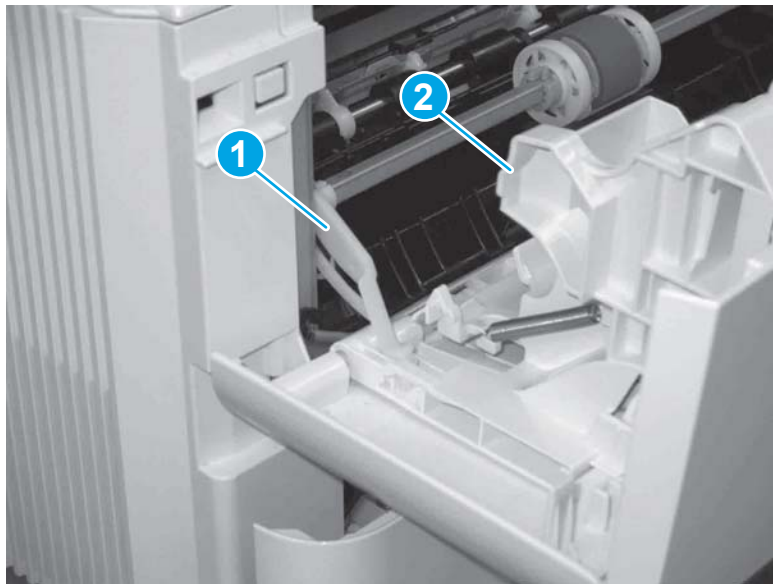
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-729 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

Figure 1-730 Release the left-side retainer arm



Step 3: Remove the right cover

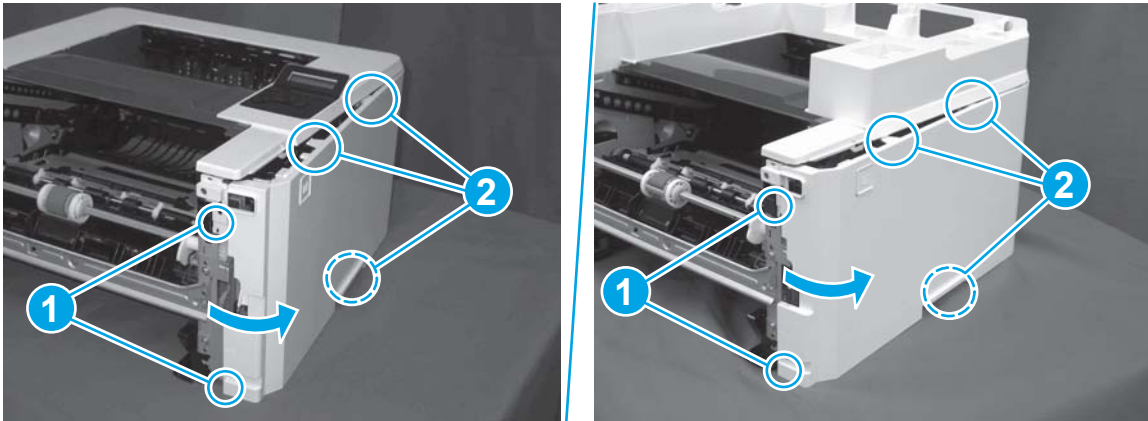
1. Remove one screw (callout 1).

Figure 1-731 Remove one screw



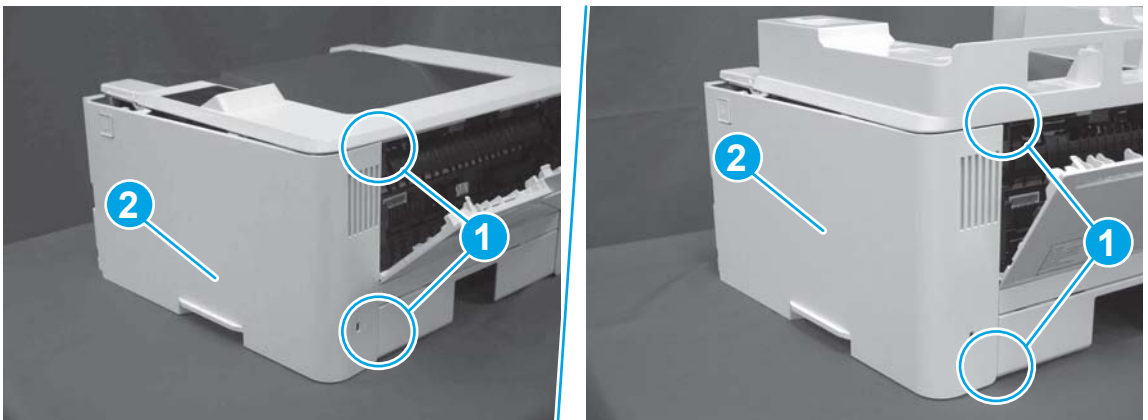
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-732 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

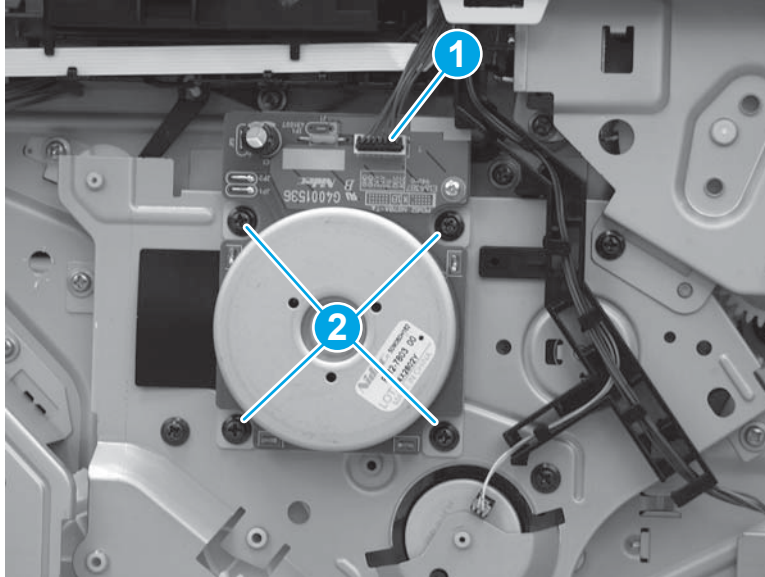
Figure 1-733 Remove the cover



Step 4: Remove the main motor (M1)

- ▲ Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the main motor (M1).

Figure 1-734 Remove the motor



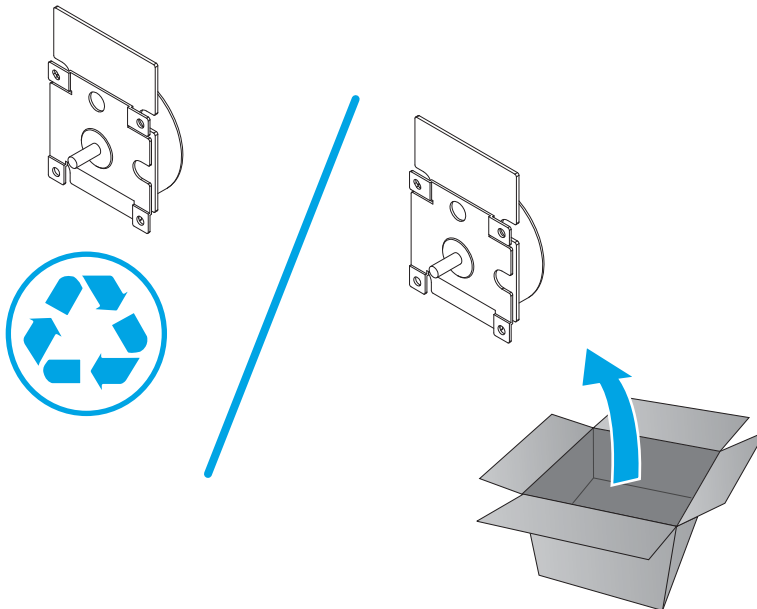
Step 5: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-735 Recycle and unpack

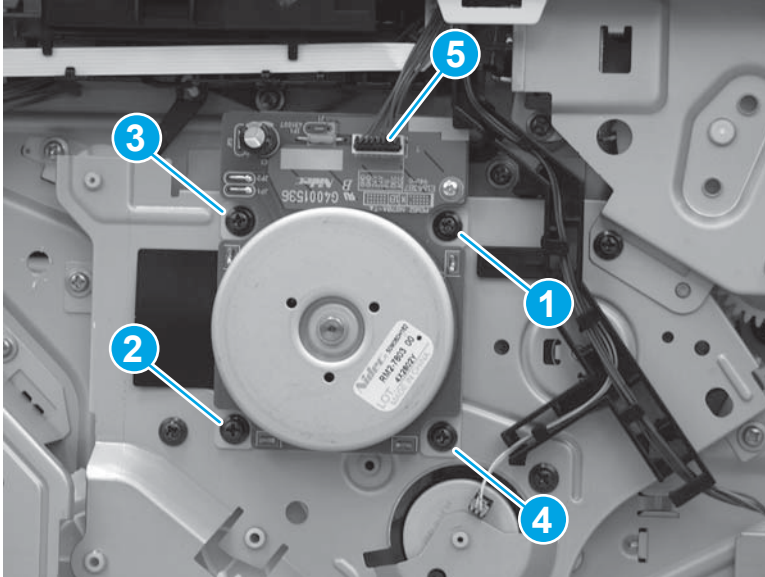


Step 6: Install the main motor (M1)

- ▲ Position the motor on the chassis, install four screws in the order shown below (callout 1 to callout 4), and then connect one connector (callout 5).

 **CAUTION:** Make sure that the screws are installed in the order shown below.

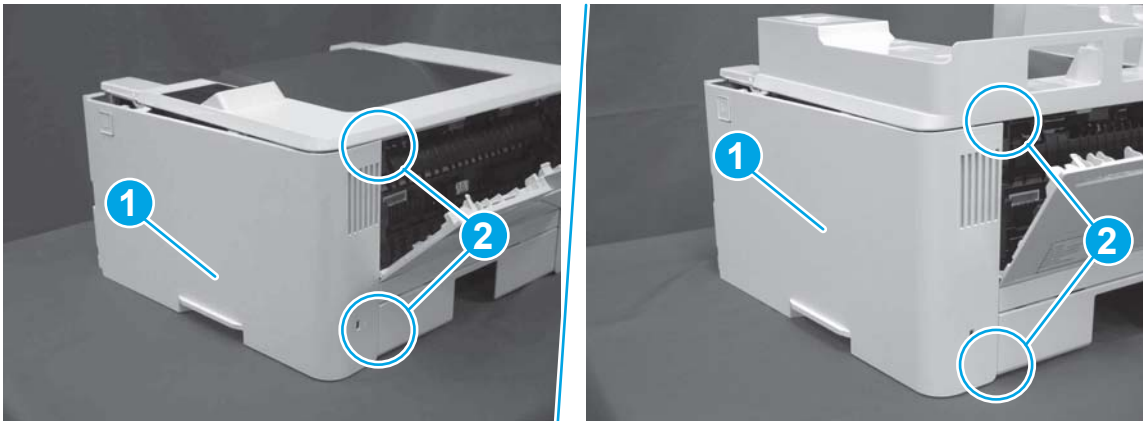
Figure 1-736 Install the motor



Step 7: Install the right cover

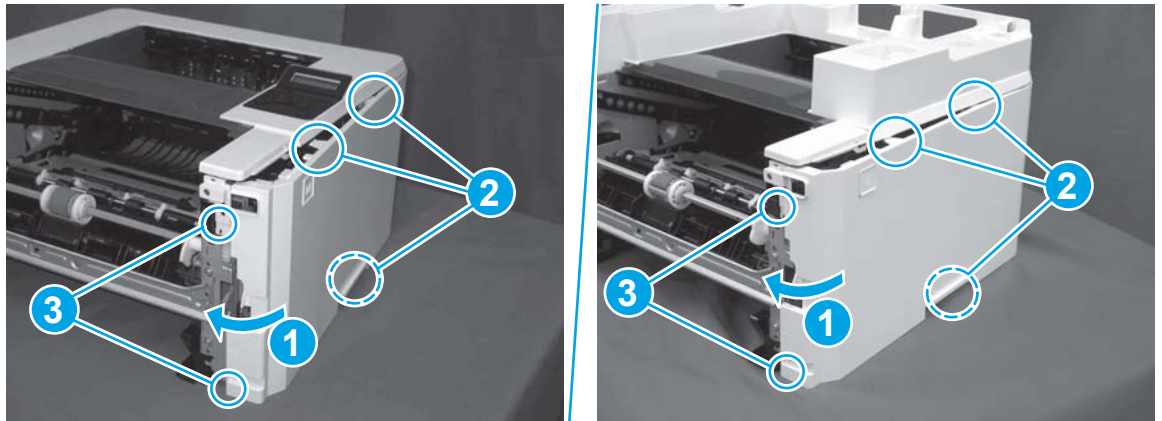
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-737 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-738 Engage two bosses and one tab

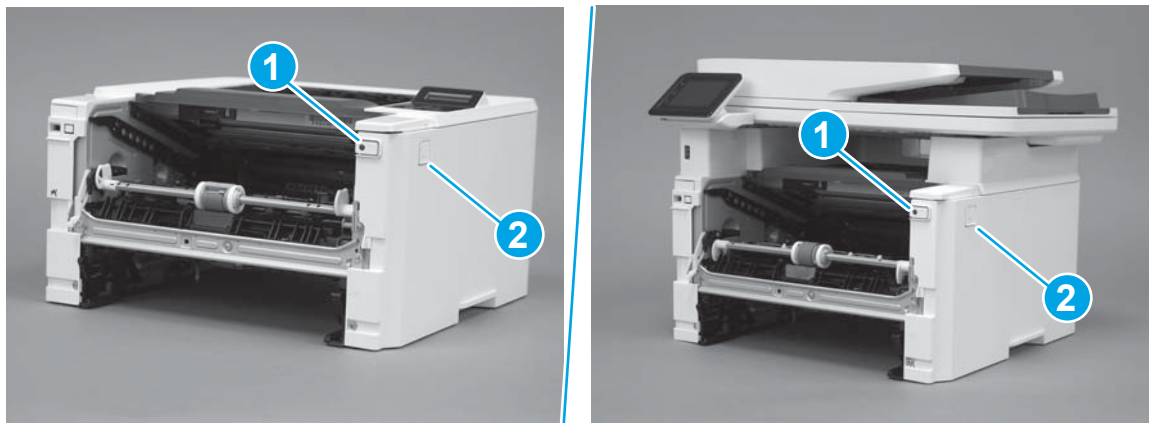


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-739 Check the power switch and cartridge door assembly button




4. Install one screw (callout 1).

Figure 1-740 Install one screw

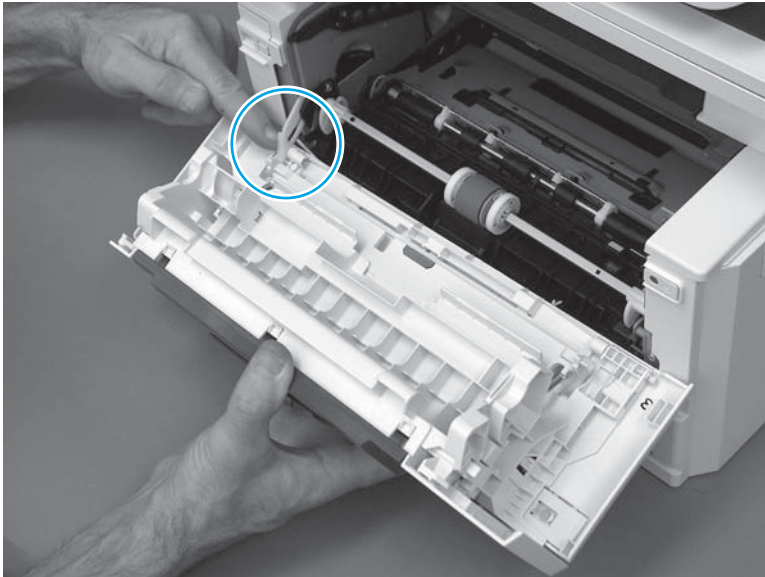


Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

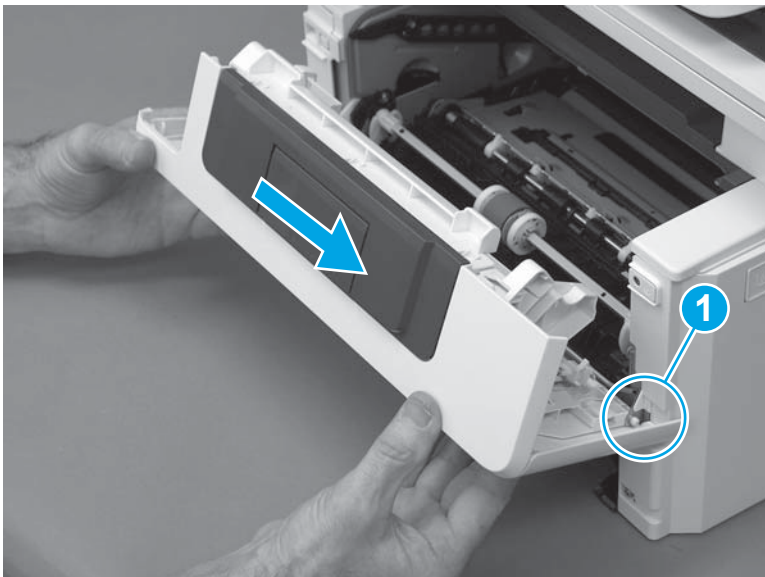
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-741 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

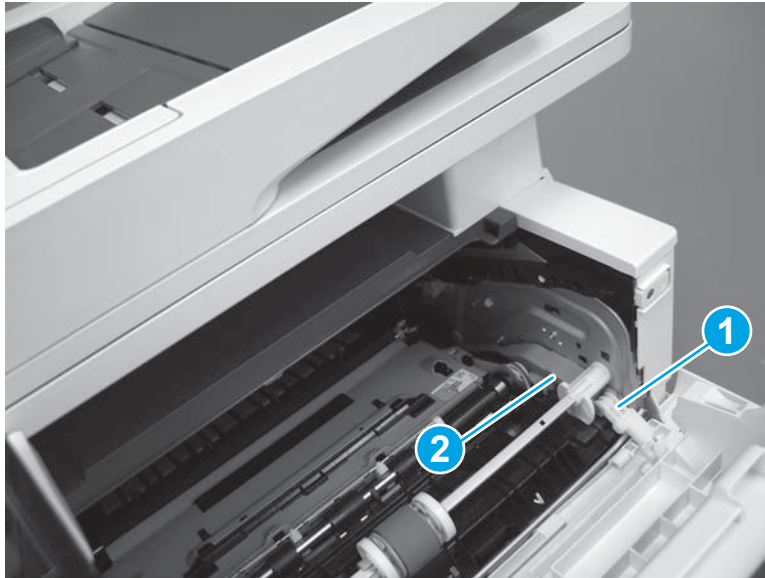
Figure 1-742 Install the door



3. Install the link (callout 1).

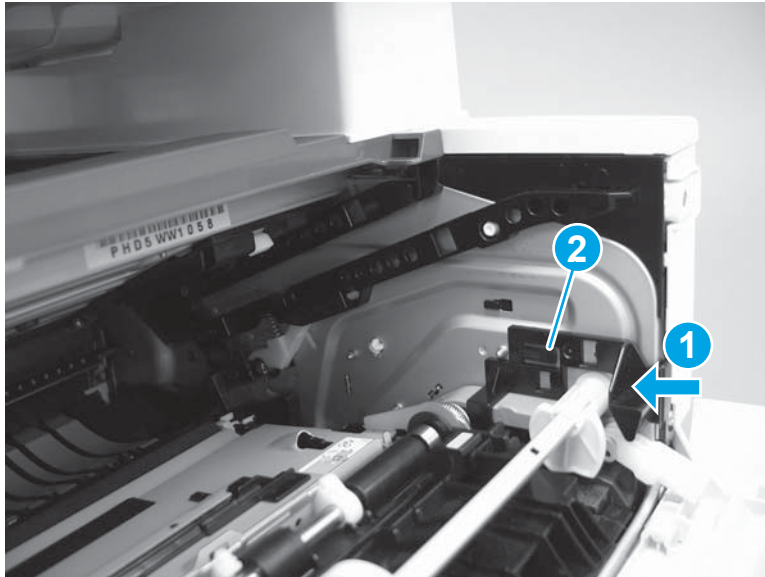
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-743 Install the pressure-release link



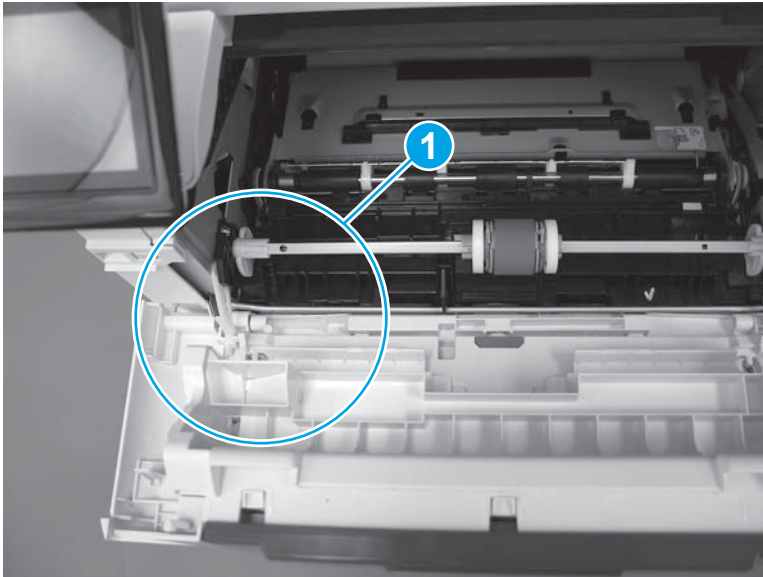
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-744 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-745 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


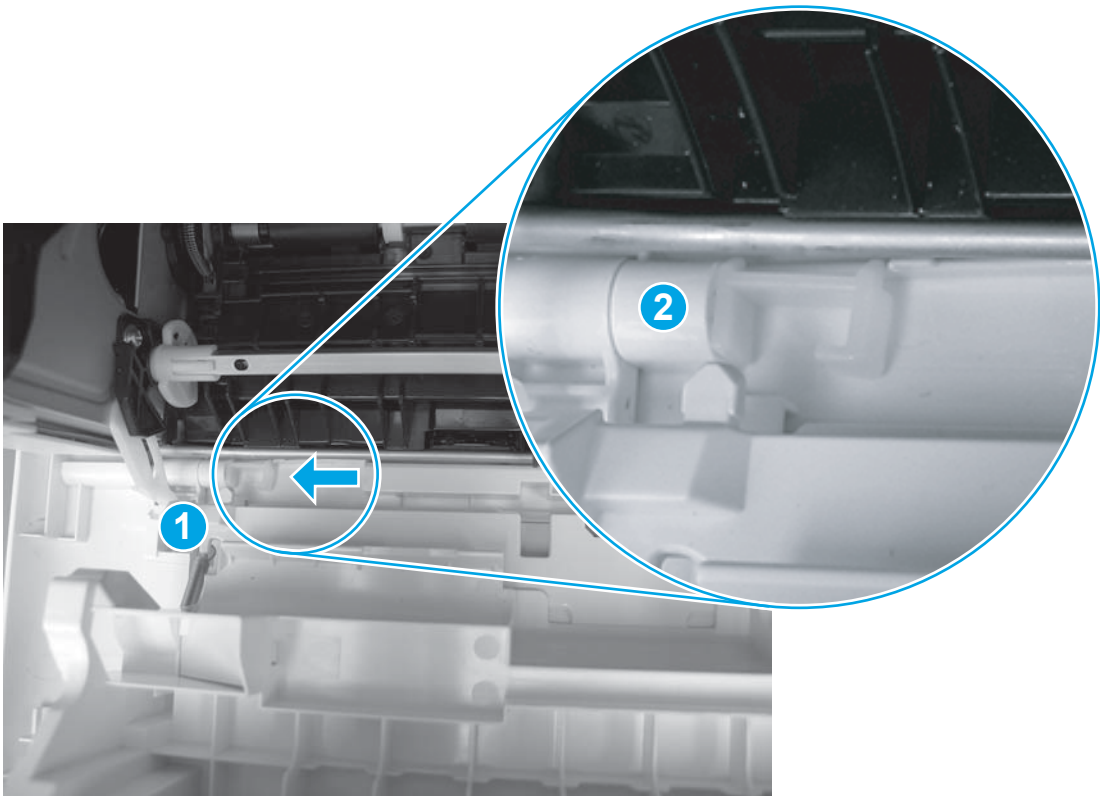
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-746 Install the support shaft



Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-747 Install the tray



Removal and replacement: Power switch printed circuit assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the right cover](#)
- [Step 4: Remove the power switch PCA](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the power switch PCA](#)
- [Step 7: Install the right cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the power switch printed circuit assembly (PCA).

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.

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

Power switch PCA part number	
RM2-8506-000CN	Power switch PCA

Required tools

- #2 Phillips screwdriver with a magnetic tip.

After performing service

Turn the printer power on

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

Post service test

Use the power switch to turn the printer on, and then off.


Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-748 Remove the tray



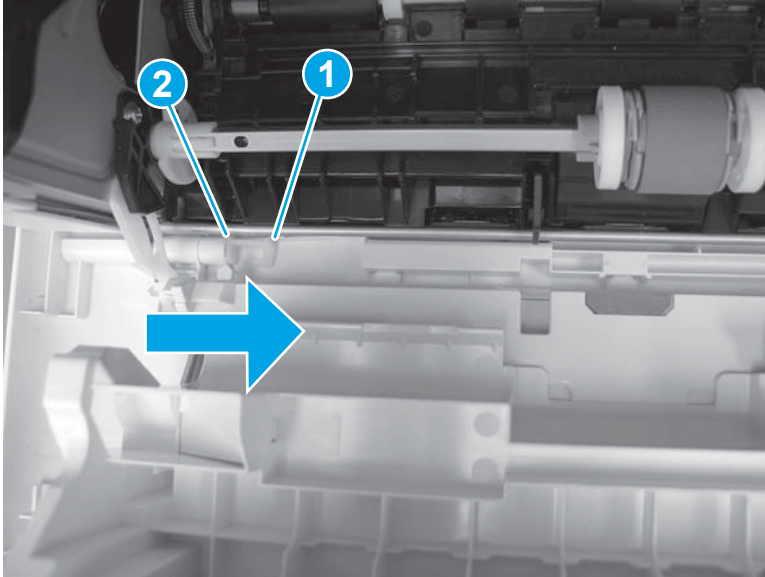
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

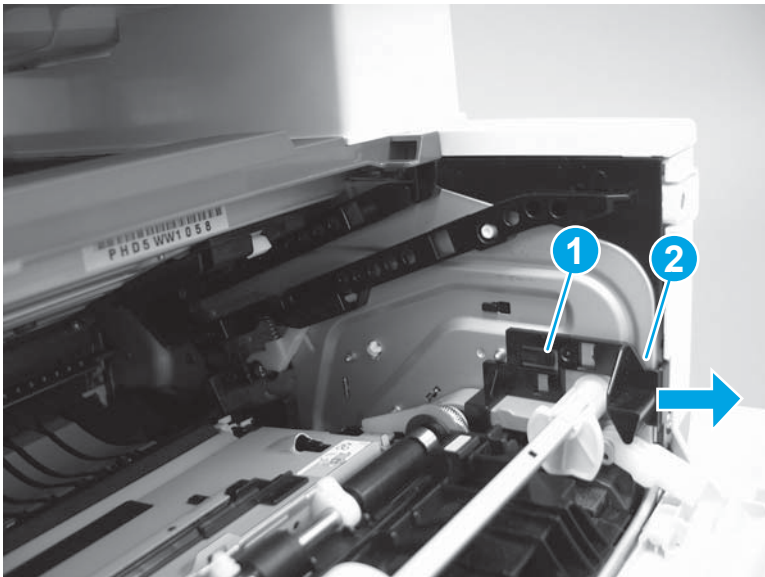
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-749 Release the support shaft



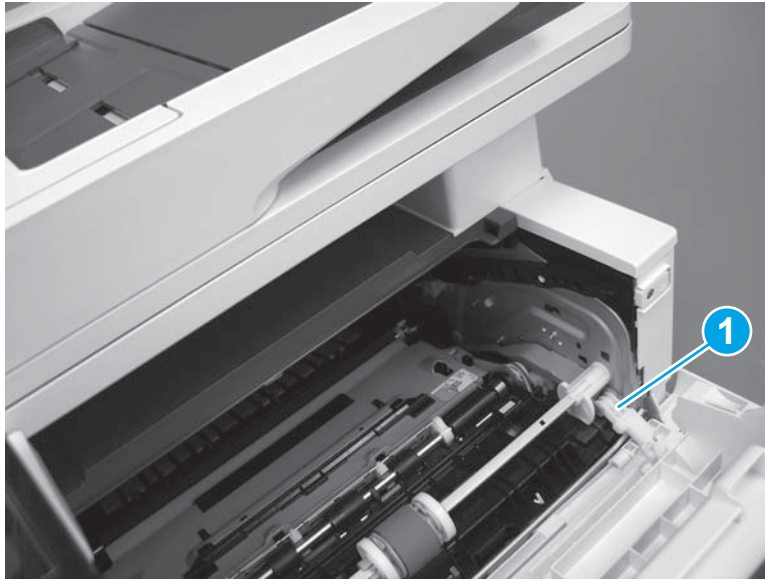
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-750 Remove the guide



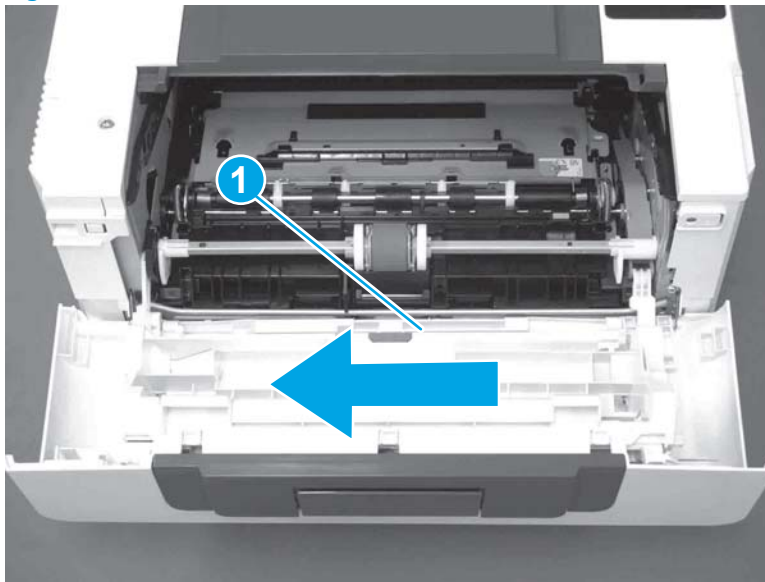
3. Remove the link arm (callout 1).

Figure 1-751 Remove the link arm



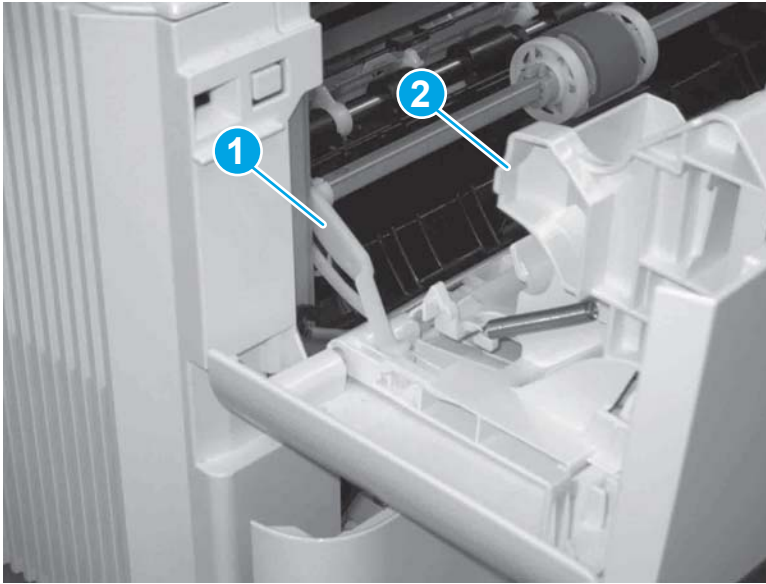
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-752 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

Figure 1-753 Release the left-side retainer arm



Step 3: Remove the right cover

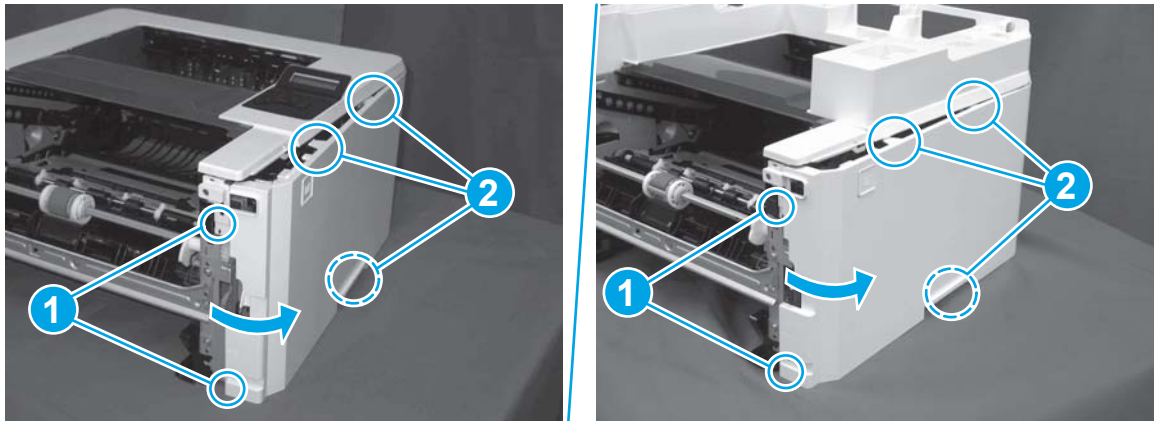
1. Remove one screw (callout 1).

Figure 1-754 Remove one screw



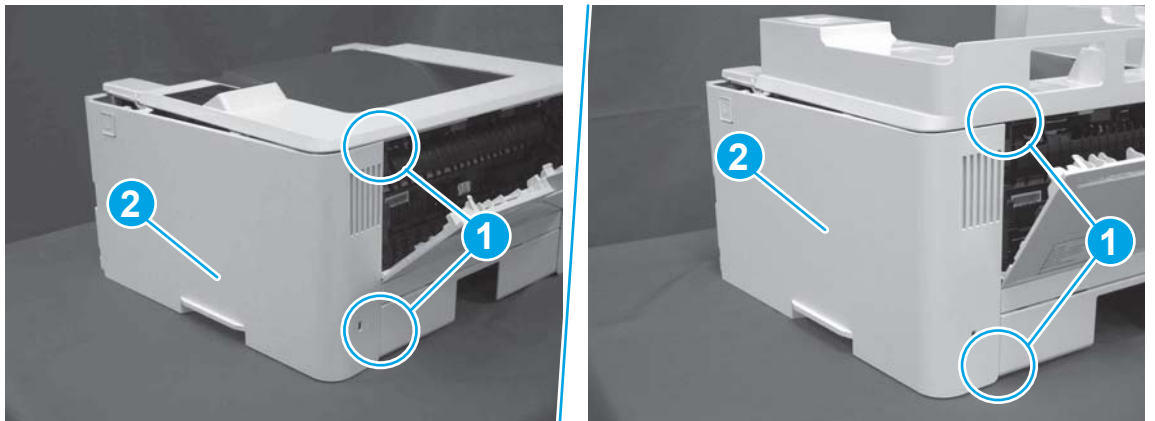
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-755 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

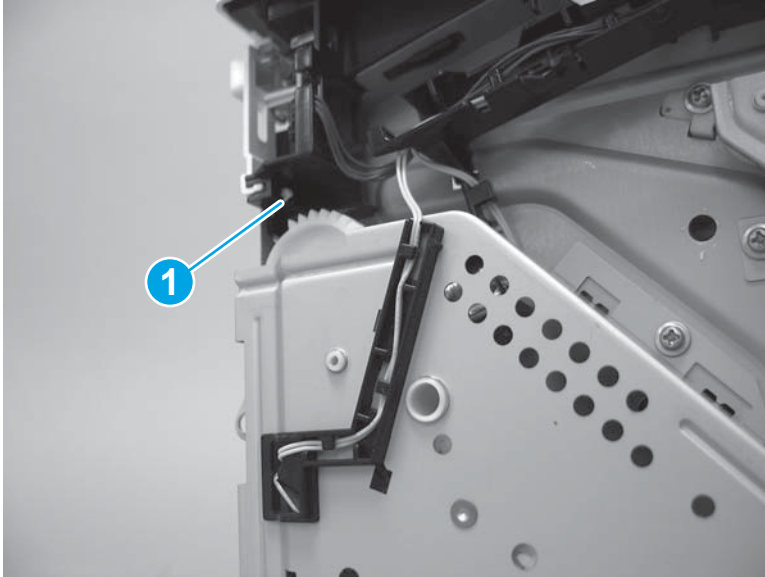
Figure 1-756 Remove the cover



Step 4: Remove the power switch PCA

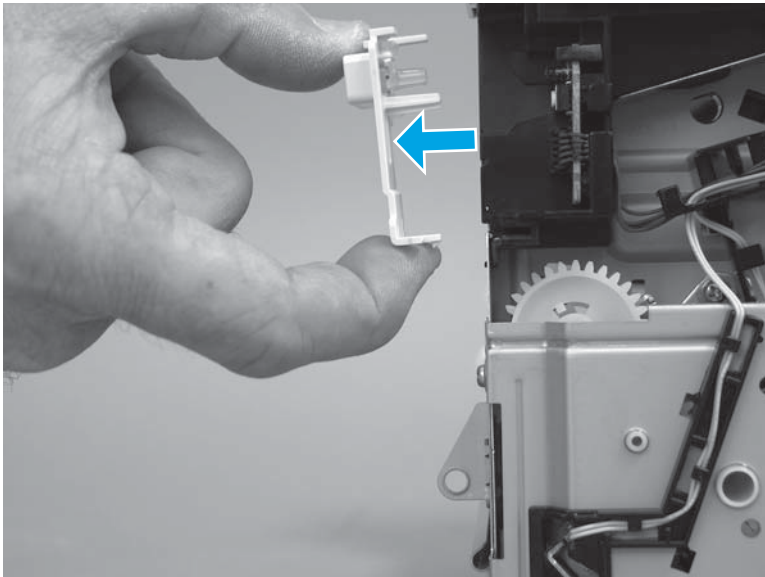
1. Release one tab (callout 1).

Figure 1-757 Release one tab



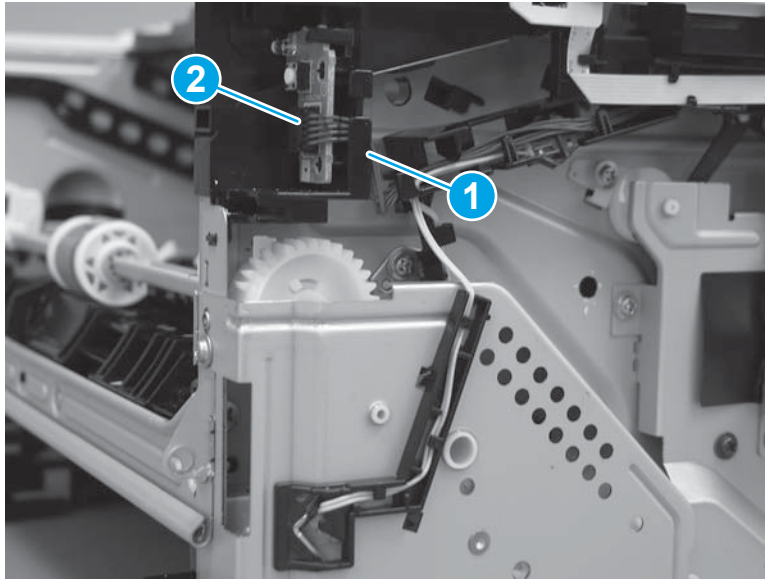
2. Remove the switch lever.

Figure 1-758 Remove the switch lever



3. Release the wire harness from the guide (callout 1), and then disconnect one connector (callout 2).

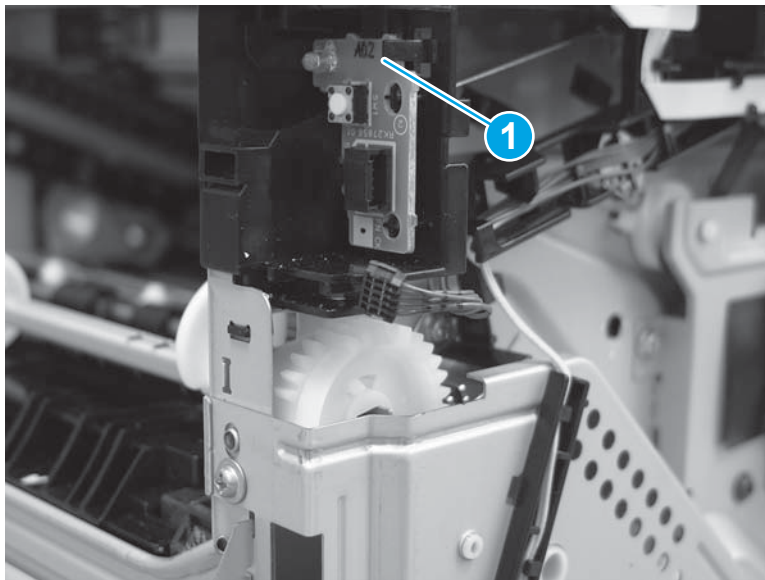
Figure 1-759 Disconnect one connector



4. Release one tab (callout 1), and then remove the power switch PCA.

⚠ CAUTION: Do not damage the tab (callout 1) when releasing it. The tab must snap over the PCA when it is reinstalled.

Figure 1-760 Release one tab and remove the PCA



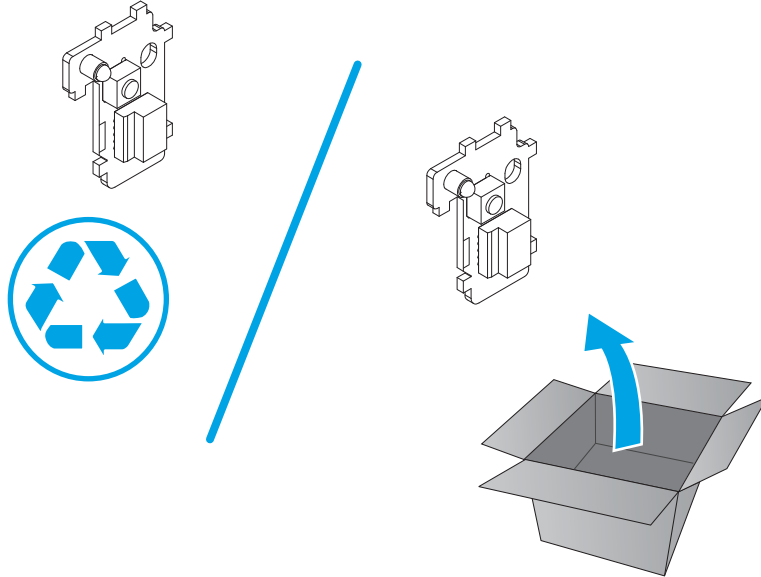
Step 5: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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


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

Figure 1-761 Recycle and unpack



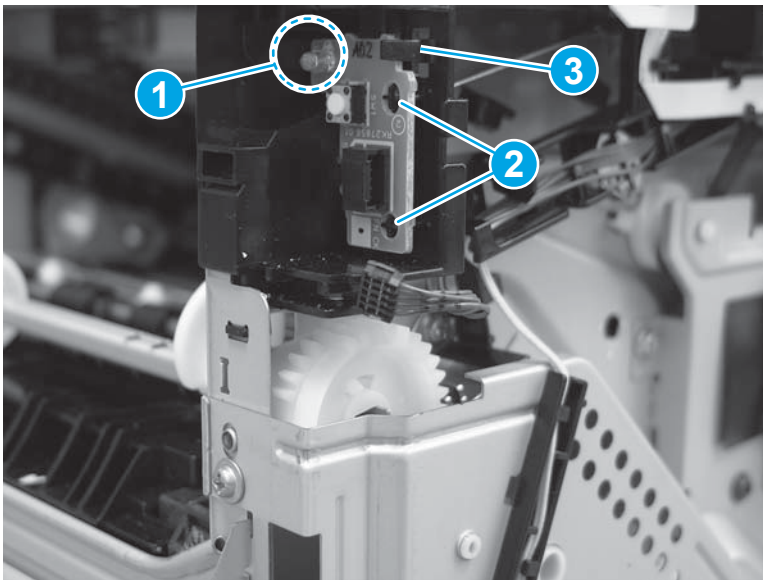
Step 6: Install the power switch PCA

1. Position the PCA in the holder. The PCA must be securely installed in the holder.

 **IMPORTANT:** Make sure of the following:

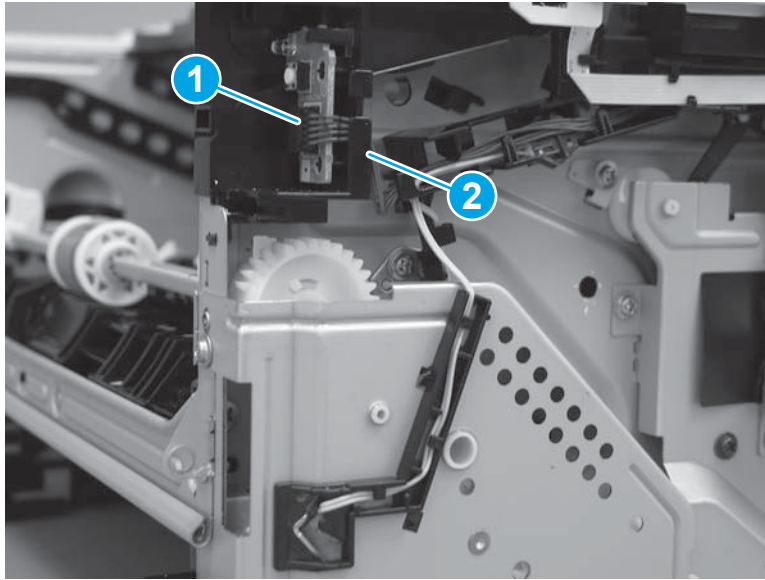
- The inside edge of the PCA is positioned behind the holder (callout 1).
- The two alignment pins are installed in the holes in the PCA (callout 2).
- The tab on the holder snaps in place over the edge of the PCA (callout 3).

Figure 1-762 Install the PCA



2. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

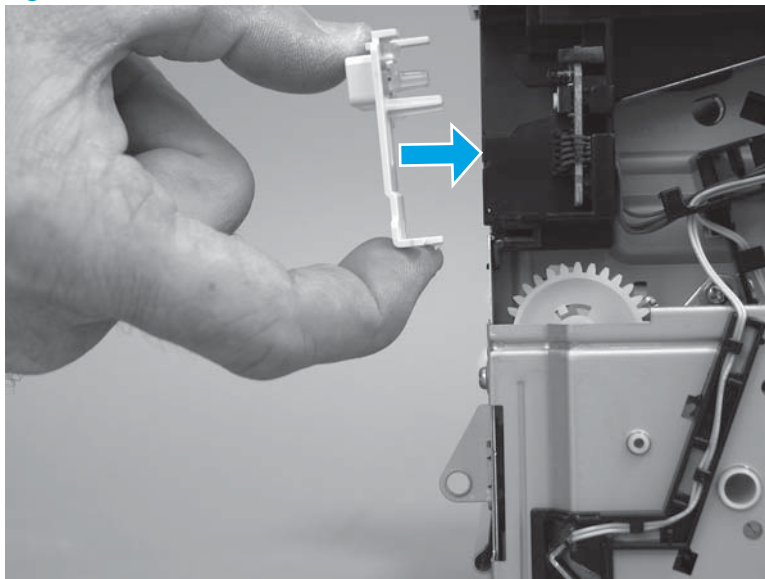
Figure 1-763 Connect one connector and install the wire harness in the guide



3. Install the switch lever.

Make sure that the switch lever freely moves in and out when pushed, and that it makes proper contact with the monetary switch on the power switch PCA.

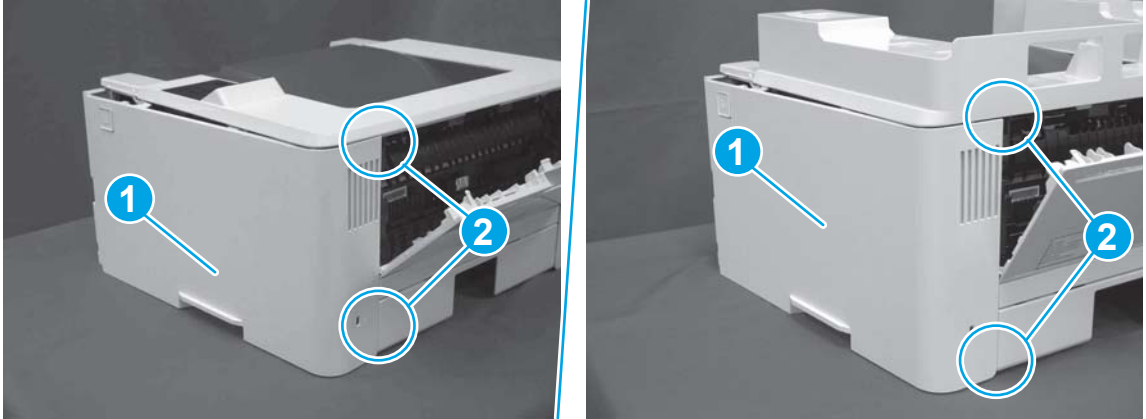
Figure 1-764 Install the switch lever



Step 7: Install the right cover

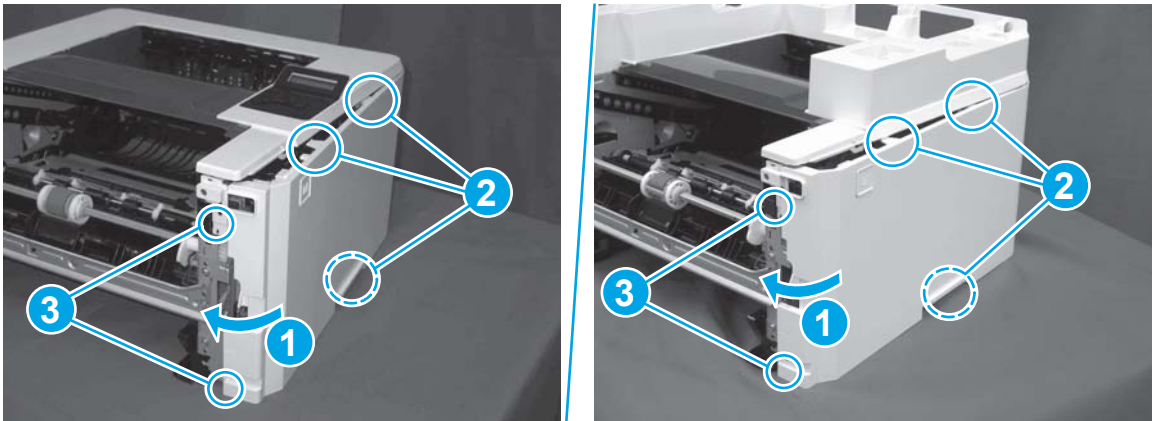
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-765 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-766 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


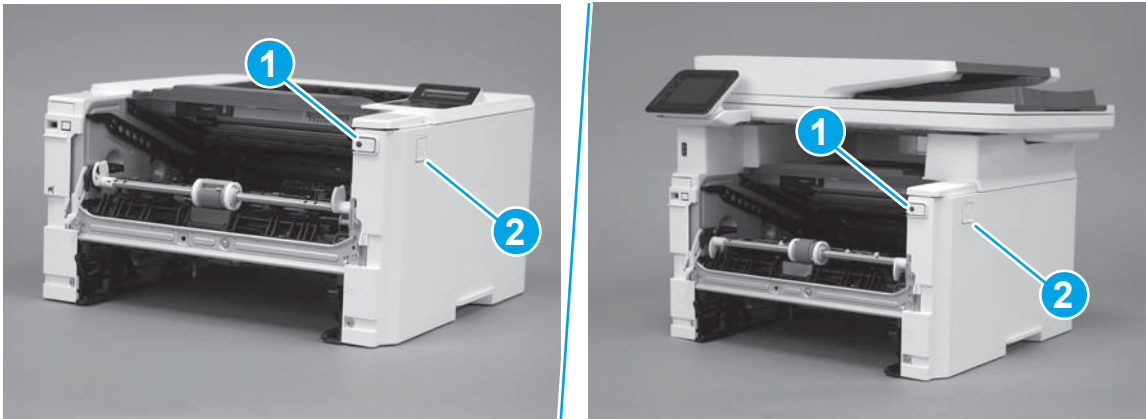
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-767 Check the power switch and cartridge door assembly button




4. Install one screw (callout 1).

Figure 1-768 Install one screw

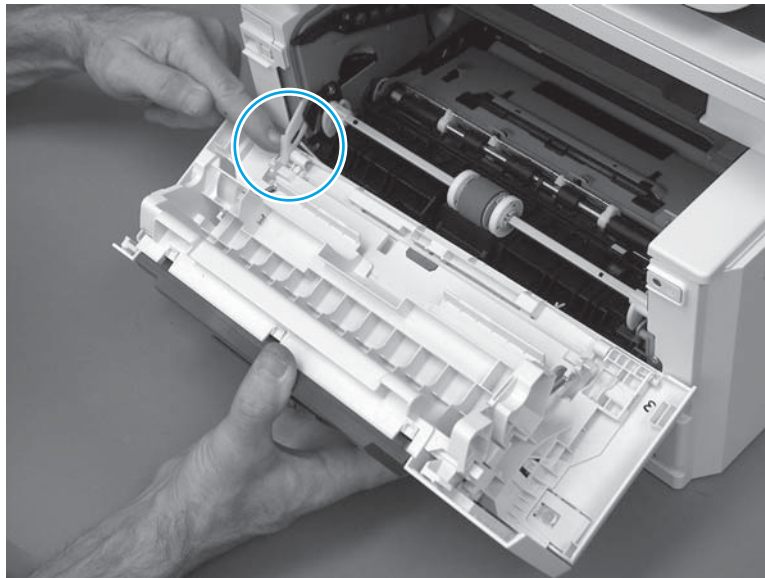


Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

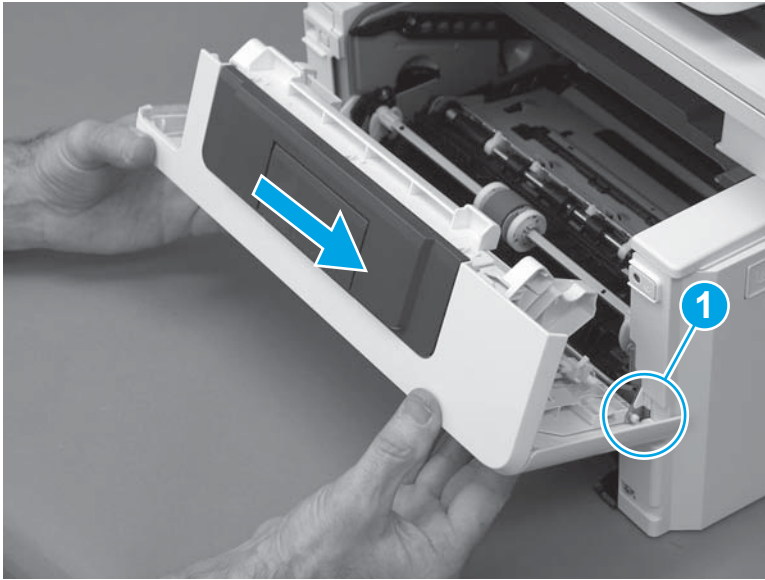
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-769 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

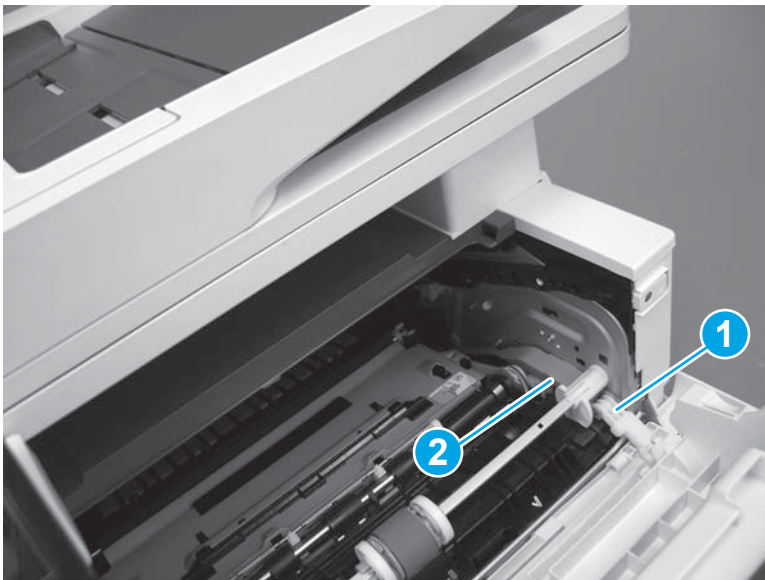
Figure 1-770 Install the door



3. Install the link (callout 1).

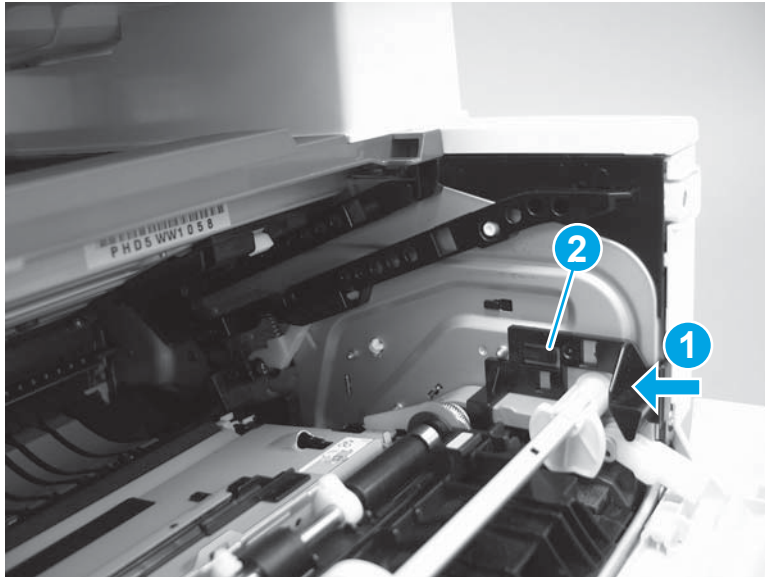
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-771 Install the pressure-release link



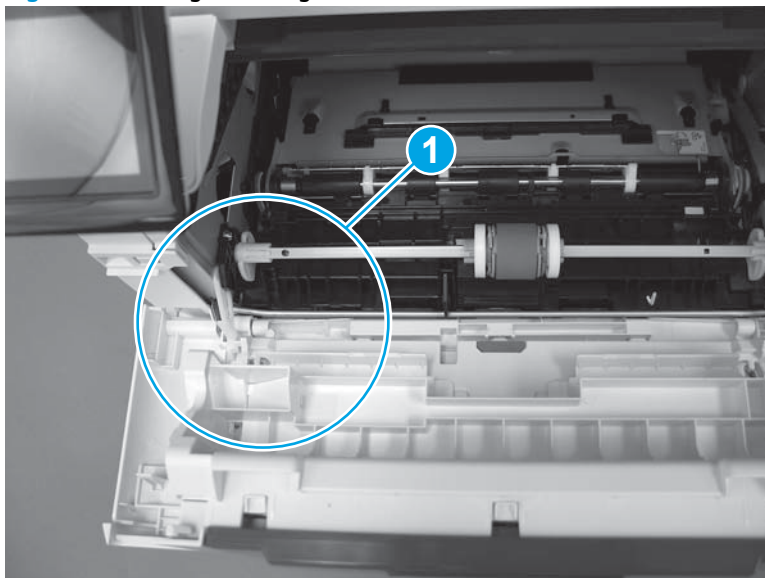
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-772 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-773 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


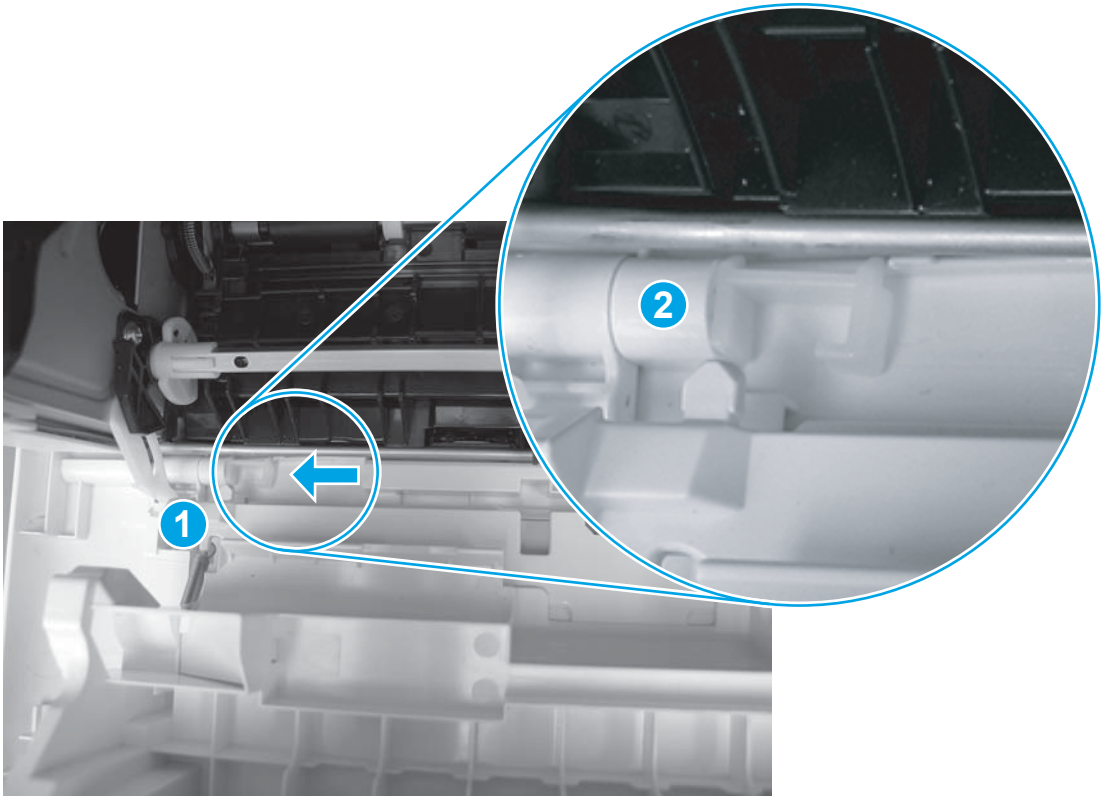
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-774 Install the support shaft



Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-775 Install the tray



Removal and replacement: Fax PCA (M427/M426)



NOTE: Fax models only.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fax PCA \(M427/M426\)](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the fax PCA \(M427/M426\)](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the fax printed circuit assembly (PCA).

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.

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

Fax PCA part number	
CF206-60001	Fax PCA ¹ US/AP
CF207-60001	Fax PCA ¹ Euro
CF208-60001	Fax PCA ¹ Brazil

¹ M427/M426 fax models only.

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- Small flat-blade screw driver

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.

If possible, send a fax to the printer.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-776 Remove the tray



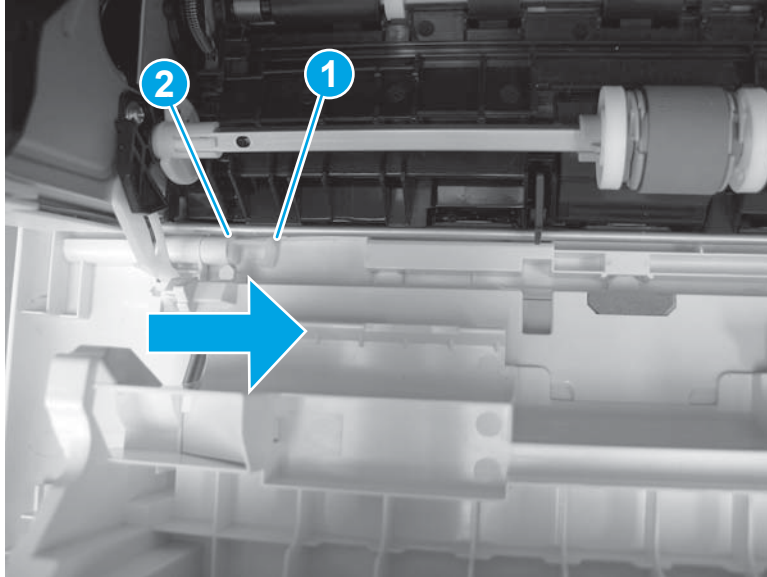
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

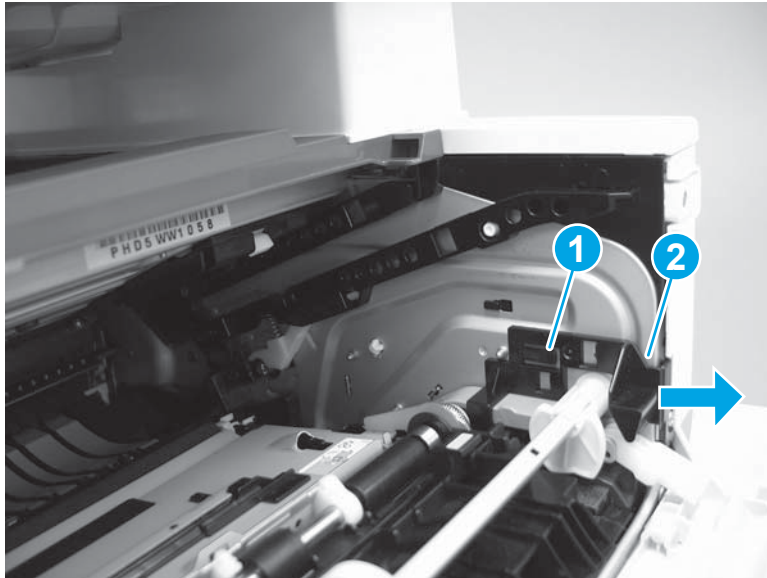
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-777 Release the support shaft



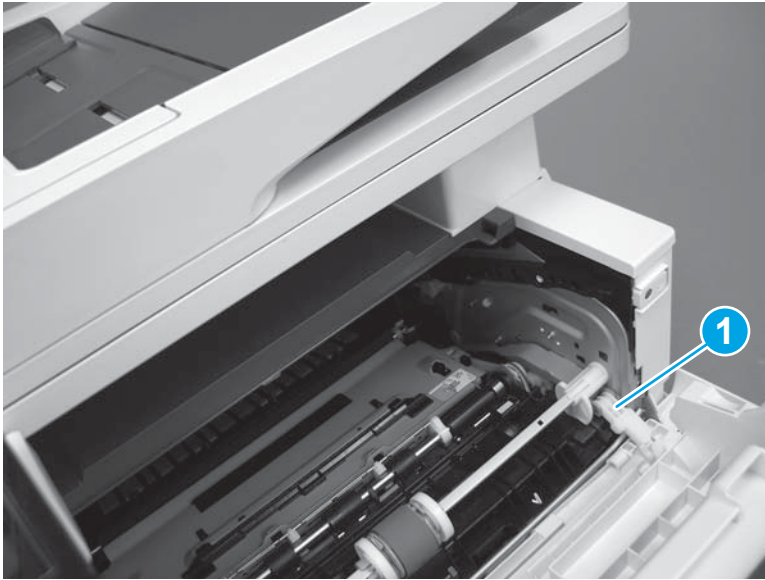
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-778 Remove the guide



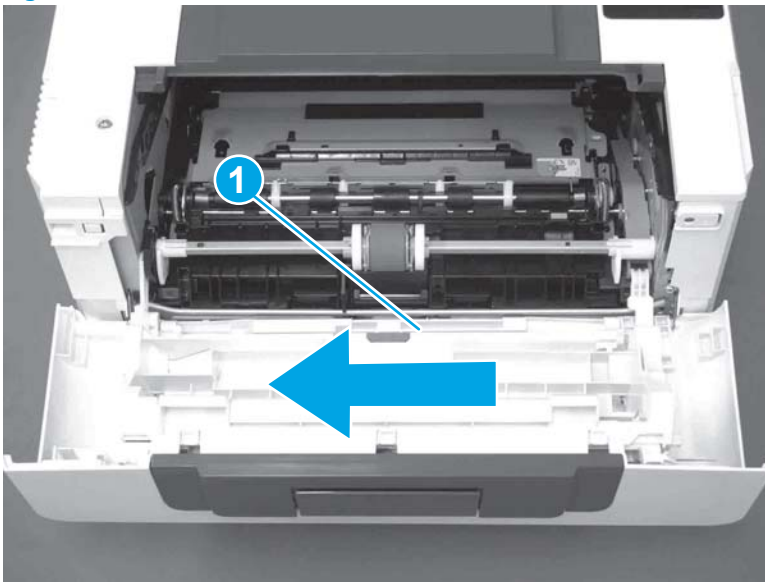
3. Remove the link arm (callout 1).

Figure 1-779 Remove the link arm



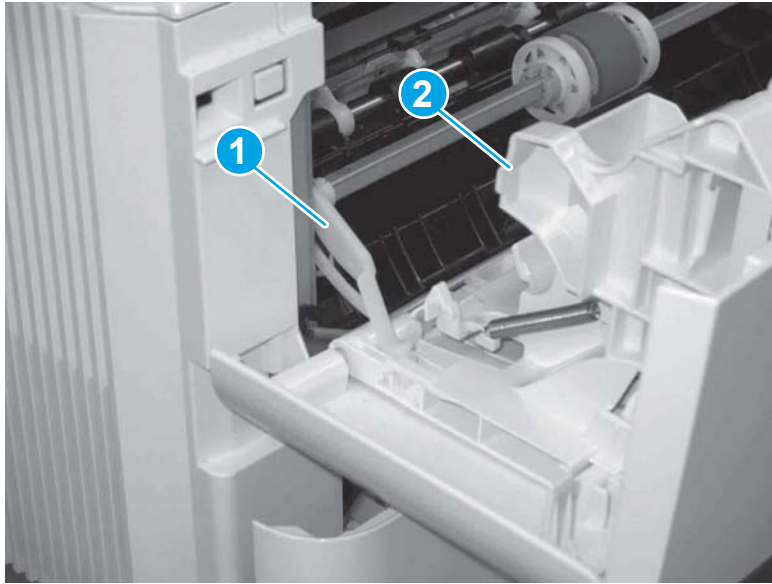
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-780 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

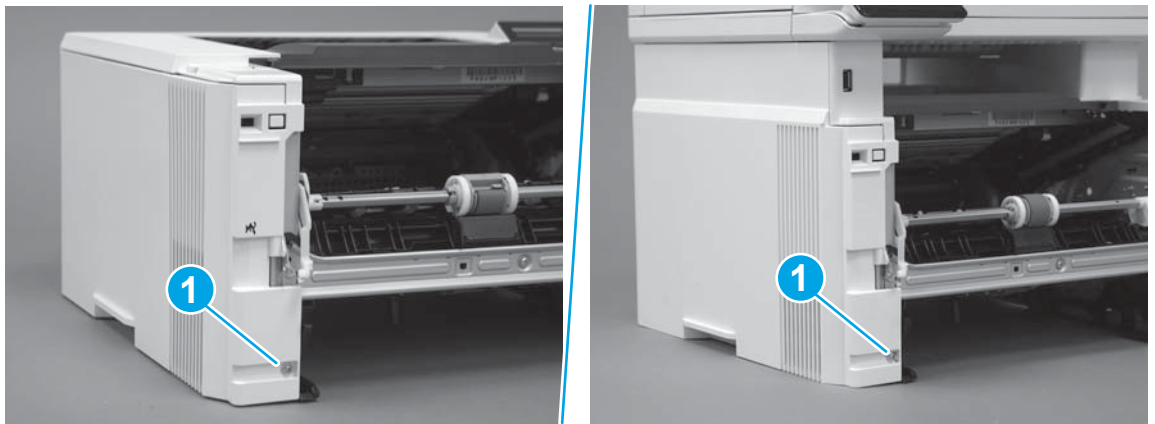
Figure 1-781 Release the left-side retainer arm



Step 3: Remove the left cover

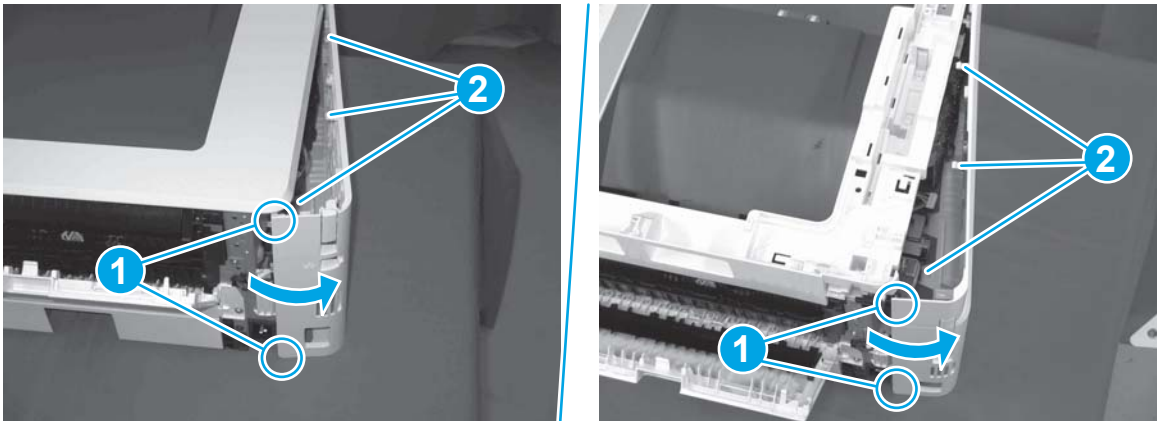
1. Remove one screw (callout 1).

Figure 1-782 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

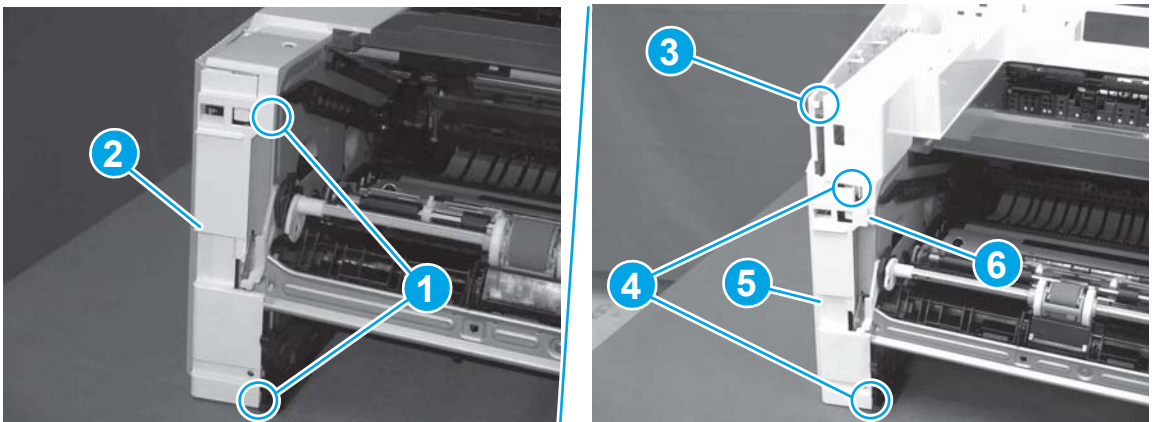
Figure 1-783 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

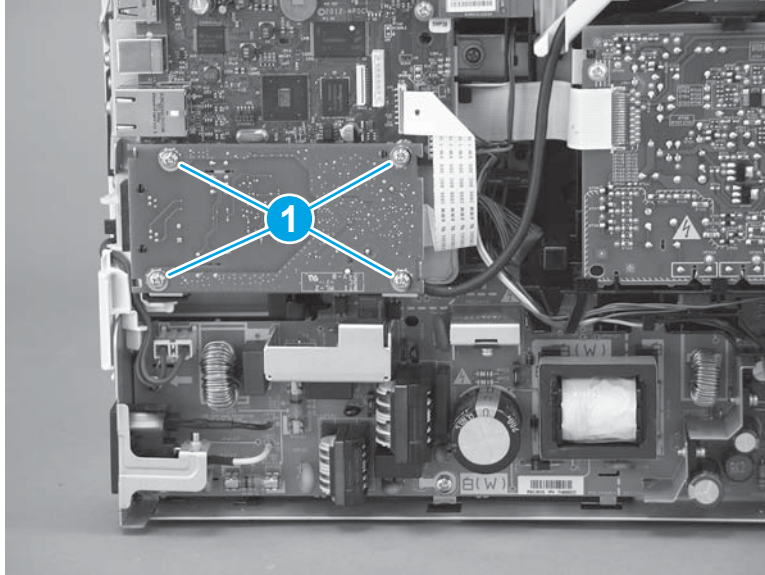
Figure 1-784 Remove the cover



Step 4: Remove the fax PCA (M427/M426)

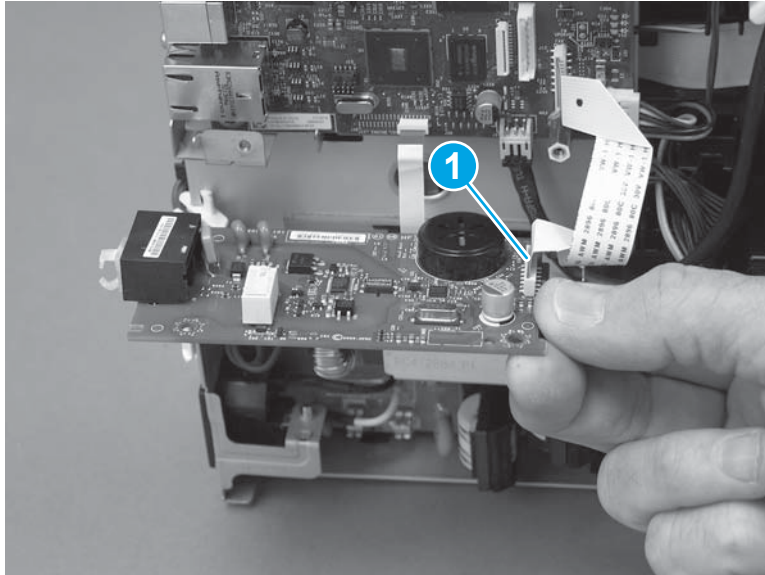
1. Remove four screws (callout 1).

Figure 1-785 Remove four screws



2. Disconnect one FFC (callout 1), and then remove the fax PCA.

Figure 1-786 Disconnect one connector and remove the PCA



Step 5: Unpack the replacement assembly

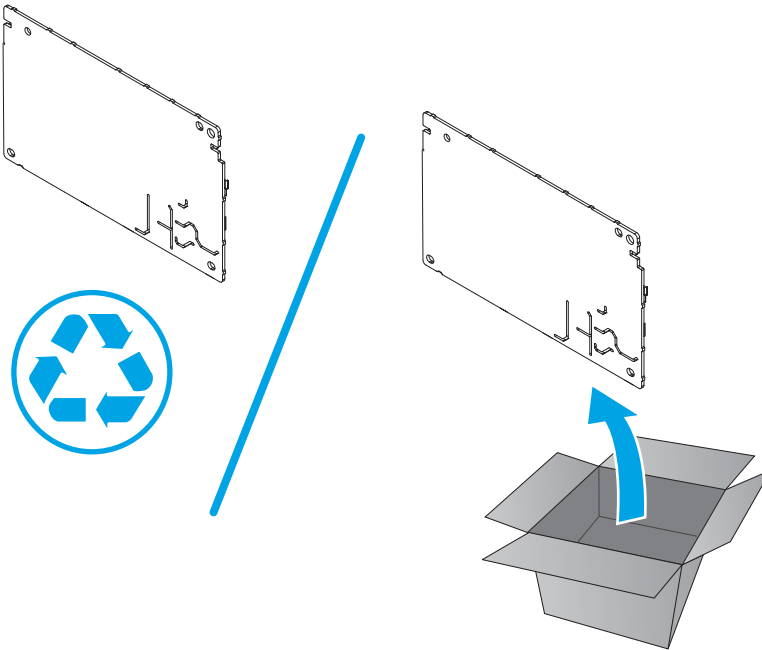
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

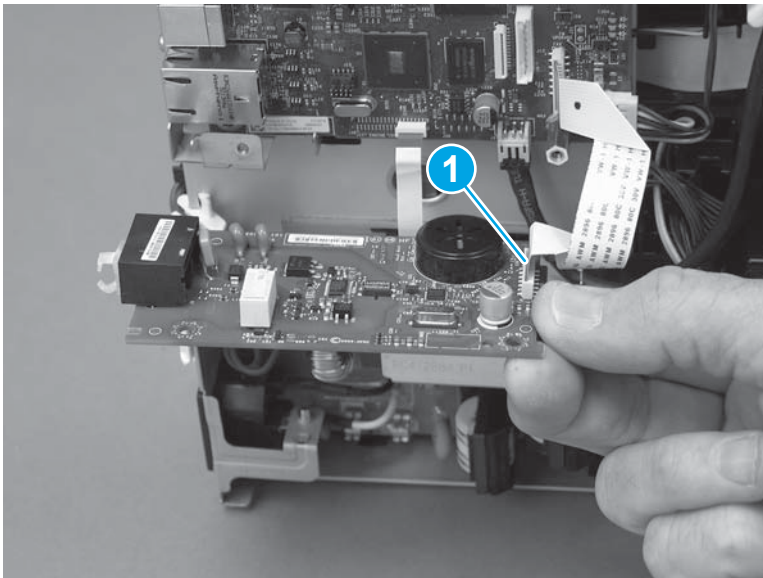
Figure 1-787 Recycle and unpack



Step 6: Install the fax PCA (M427/M426)

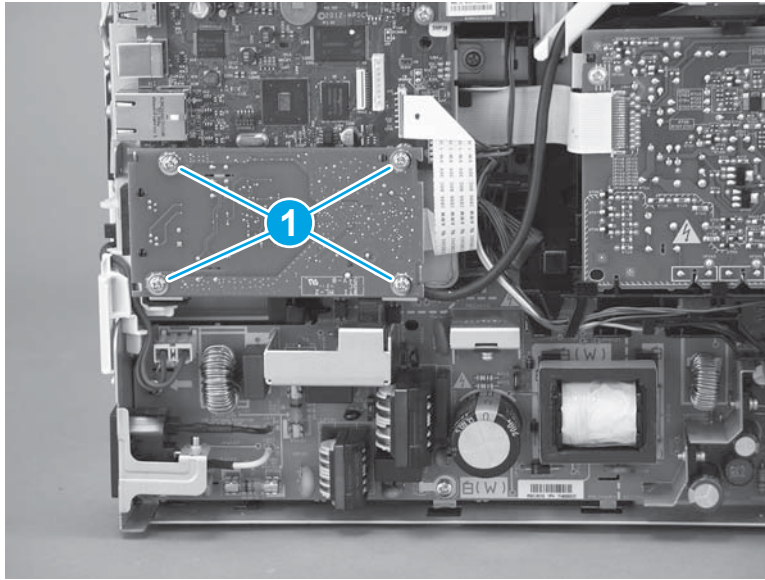
1. Connect one FFC cable (callout 1), and then position the fax PCA on the printer.

Figure 1-788 Connect one connector and install the PCA



2. Install four screws (callout 1).

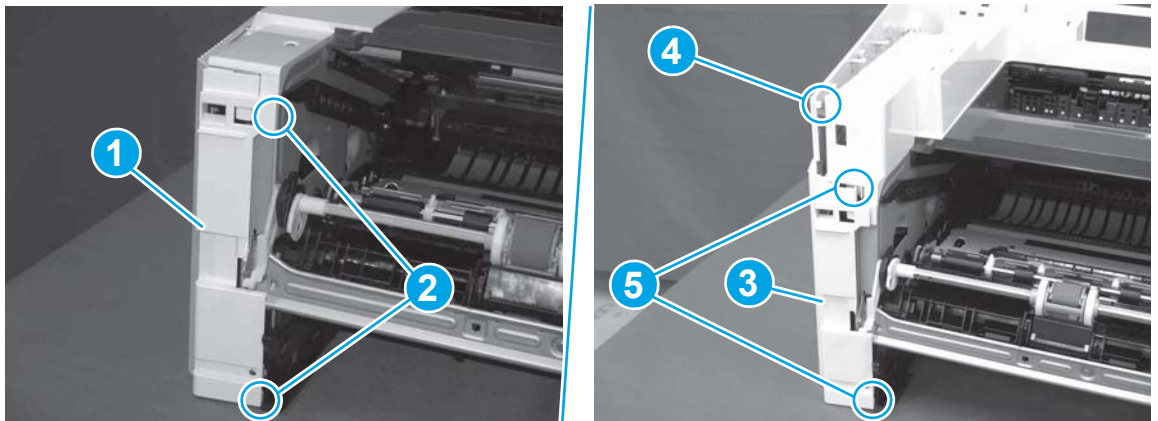
Figure 1-789 Install four screws



Step 7: Install the left cover

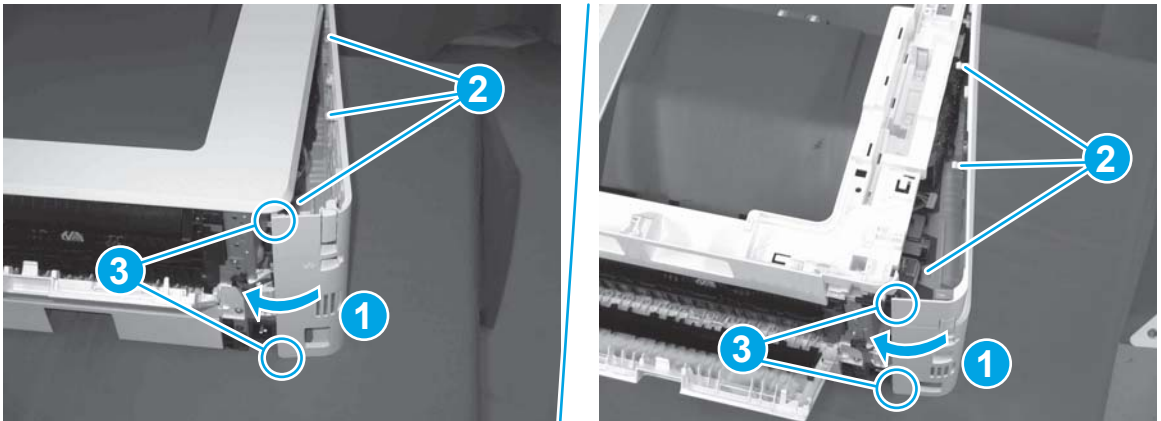
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-790 Install the cover



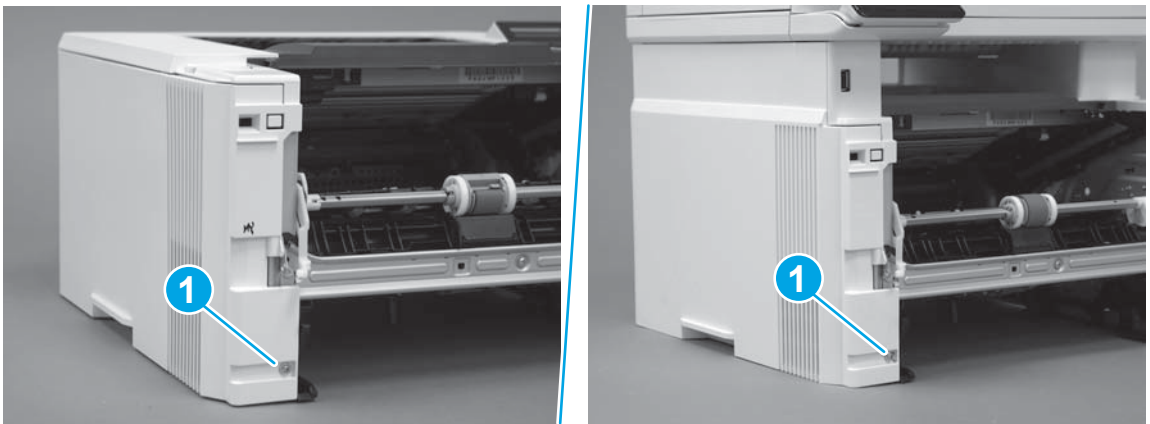
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-791 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-792 Install one screw

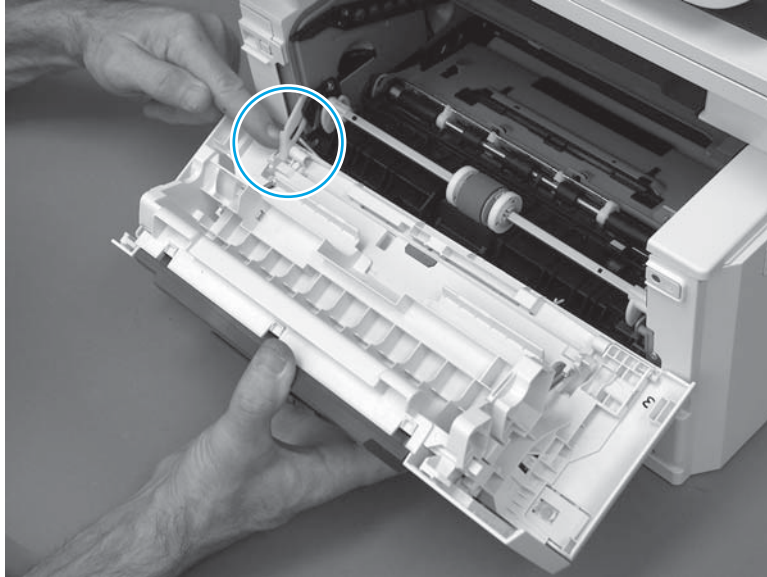


Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

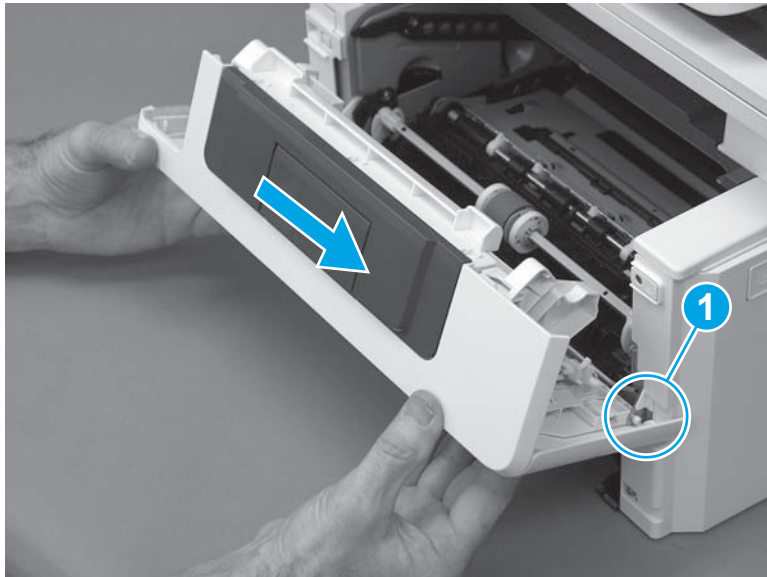
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-793 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

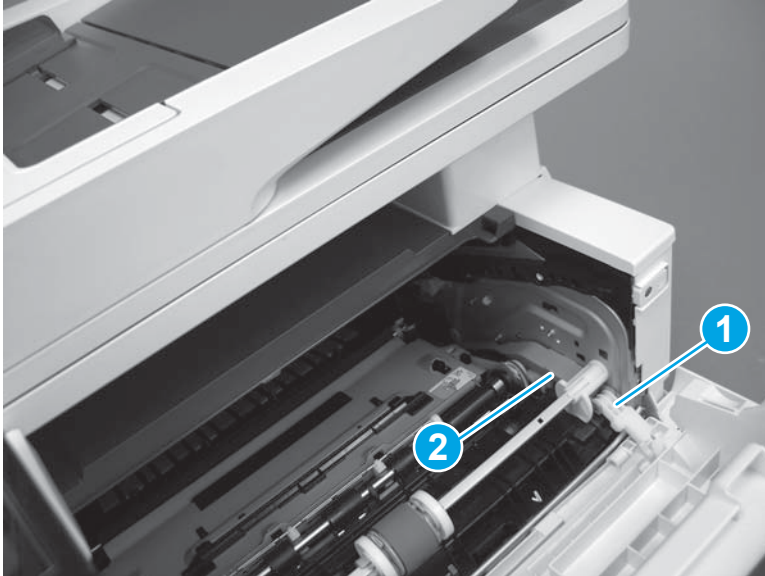
Figure 1-794 Install the door



3. Install the link (callout 1).

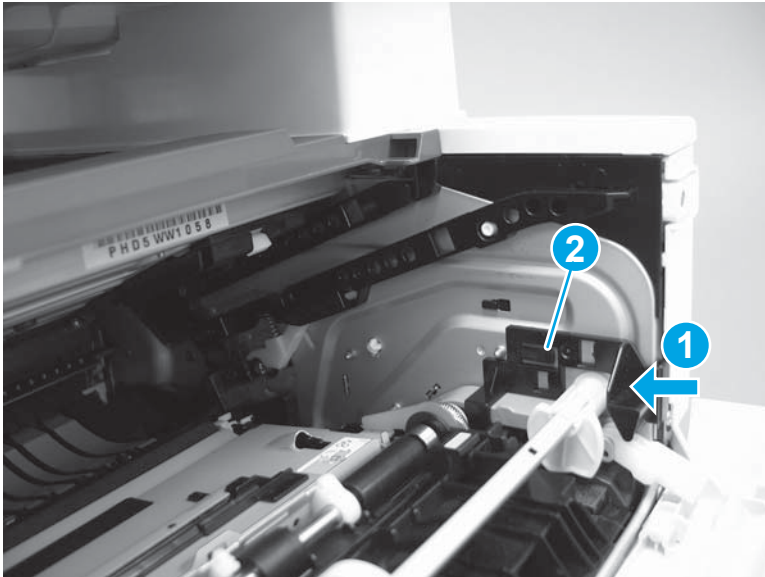
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-795 Install the pressure-release link



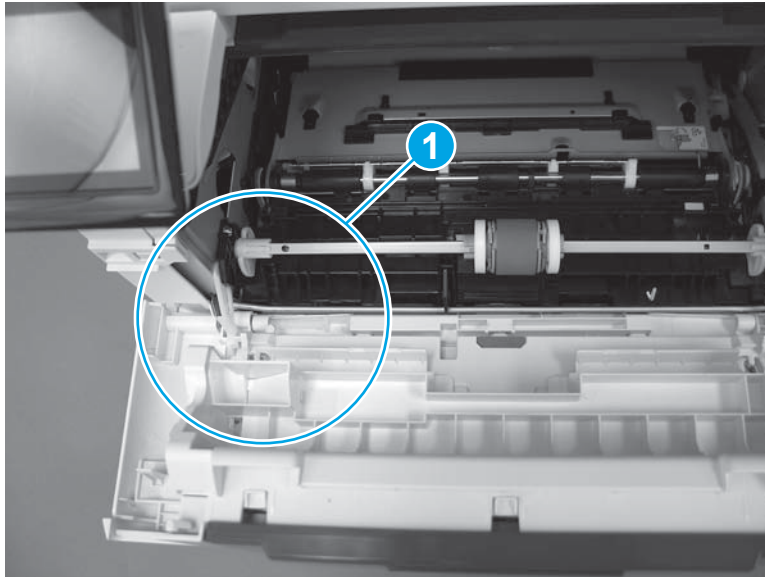
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-796 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-797 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


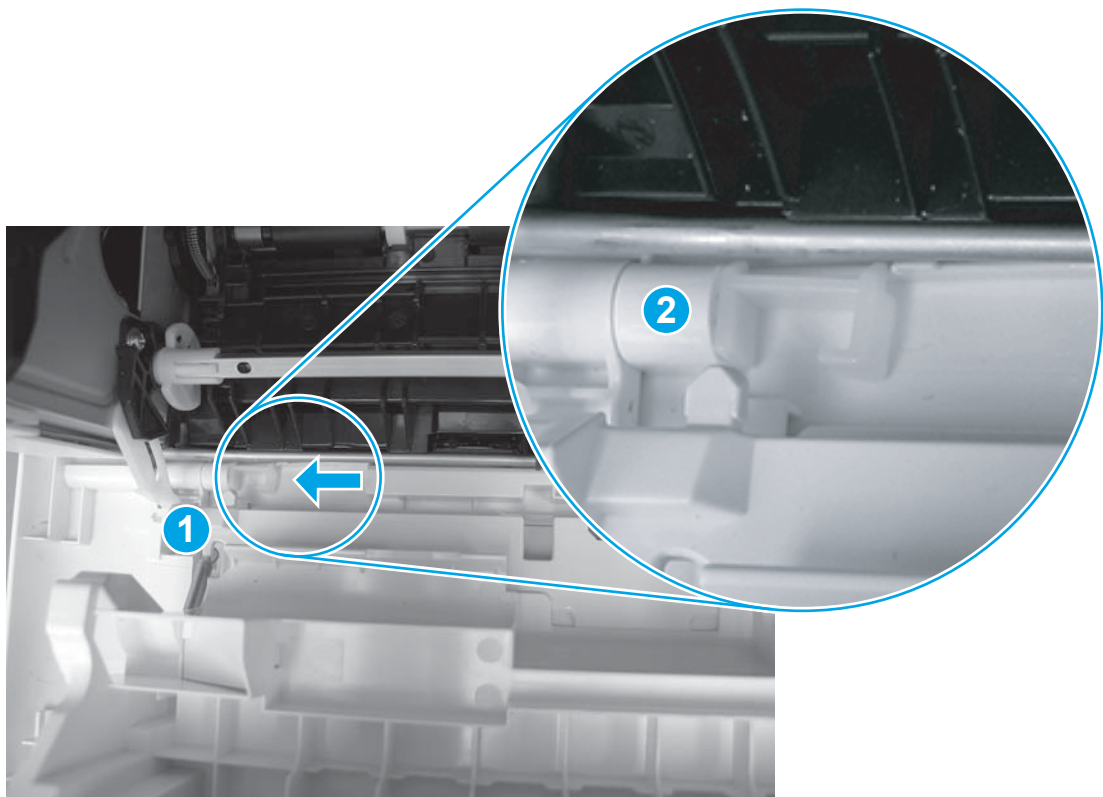
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-798 Install the support shaft



Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-799 Install the tray



Removal and replacement: Walkup USB PCA (M427/M426)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fax PCA](#)
- [Step 5: Remove the walkup USB PCA \(M427/M426\)](#)
- [Step 6: Unpack the replacement assembly](#)
- [Step 7: Install the walkup USB PCA \(M427/M426\)](#)
- [Step 8: Install the fax PCA](#)
- [Step 9: Install the left cover](#)
- [Step 10: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the walkup USB PCA.

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.

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

Walkup USB PCA part number	
CF368-60001	Walkup USB PCA ¹

¹ M427/M426 only.

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 job from the walkup USB PCA.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-800 Remove the tray



Step 2: Remove the cartridge door assembly



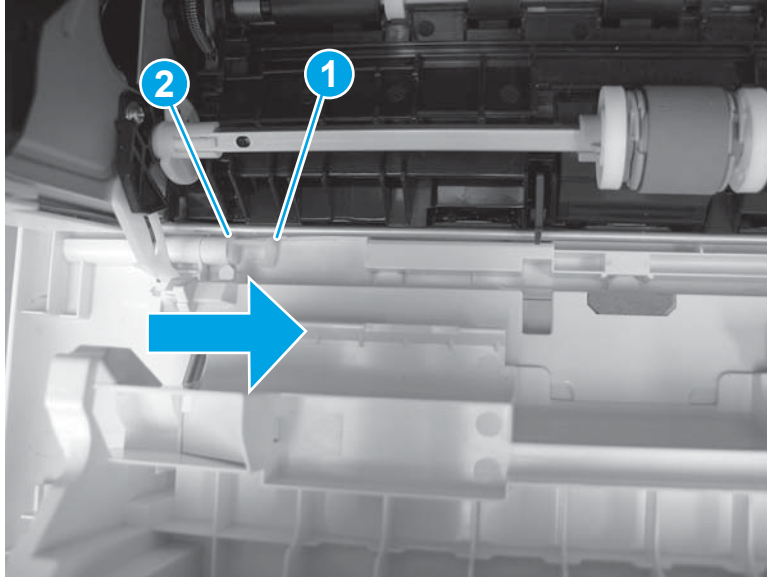
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



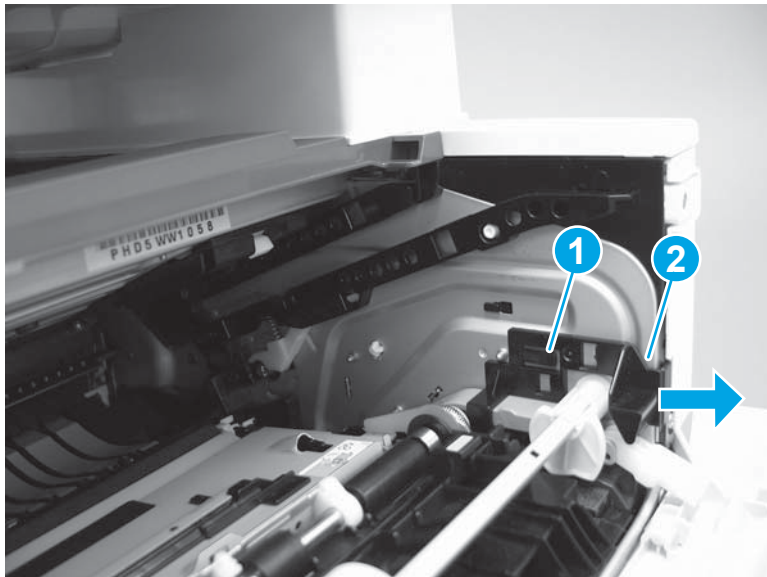
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-801 Release the support shaft



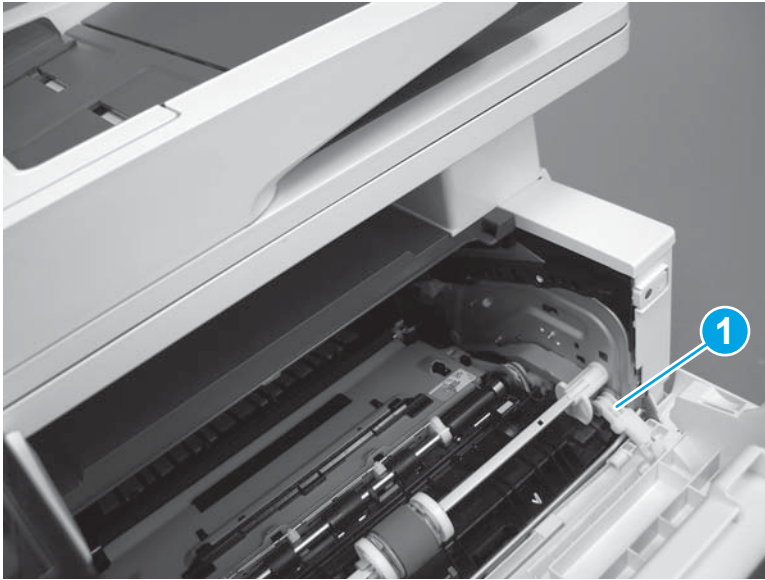
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-802 Remove the guide



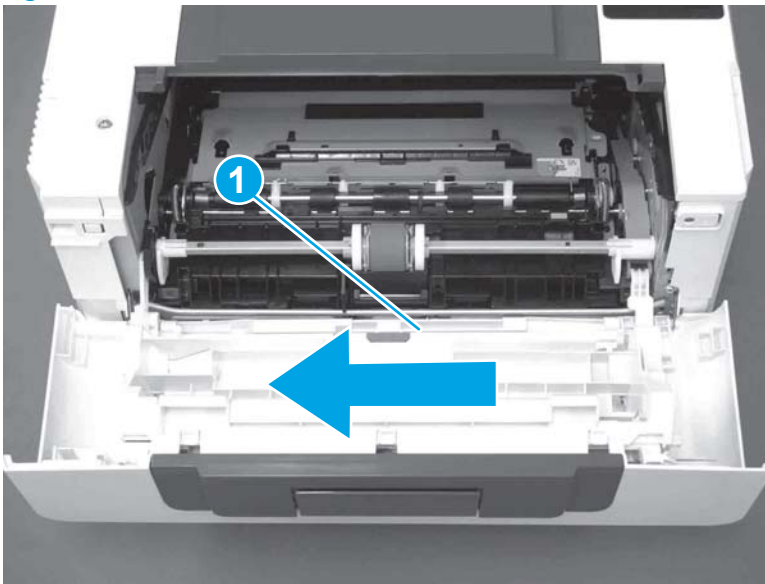
3. Remove the link arm (callout 1).

Figure 1-803 Remove the link arm



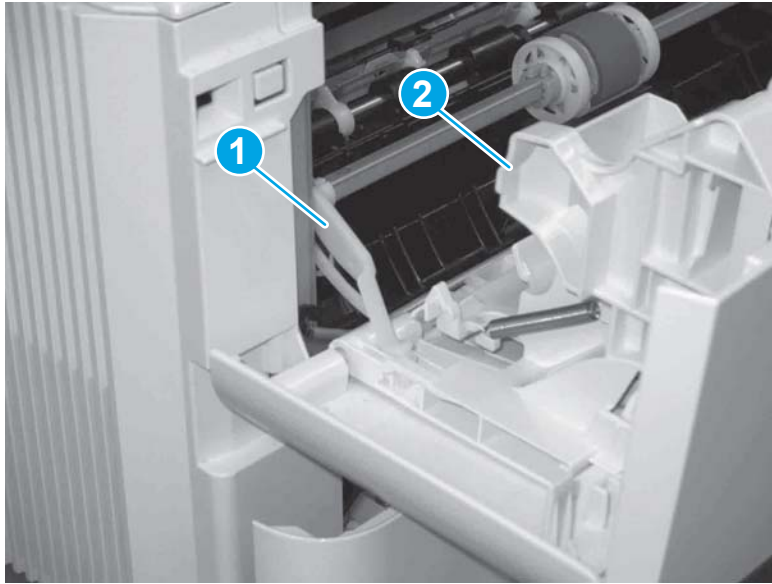
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-804 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

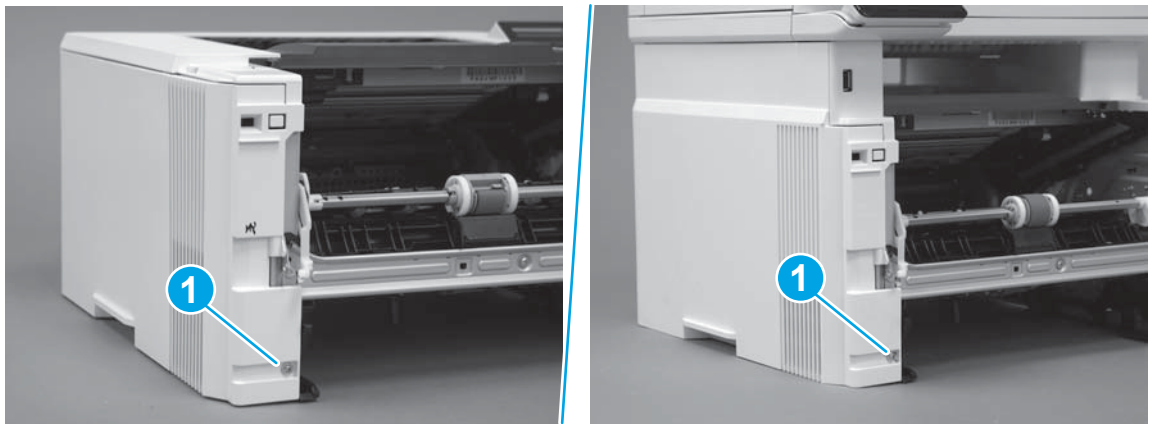
Figure 1-805 Release the left-side retainer arm



Step 3: Remove the left cover

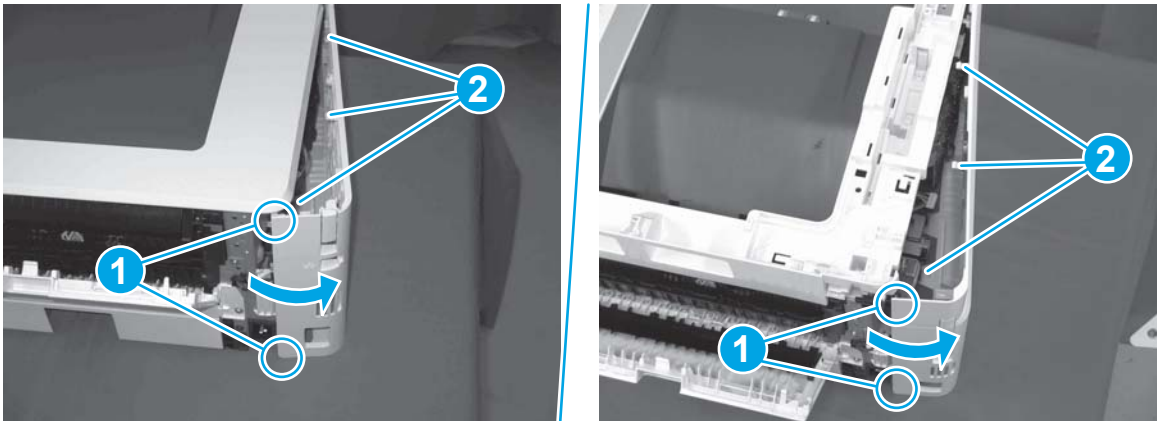
1. Remove one screw (callout 1).

Figure 1-806 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

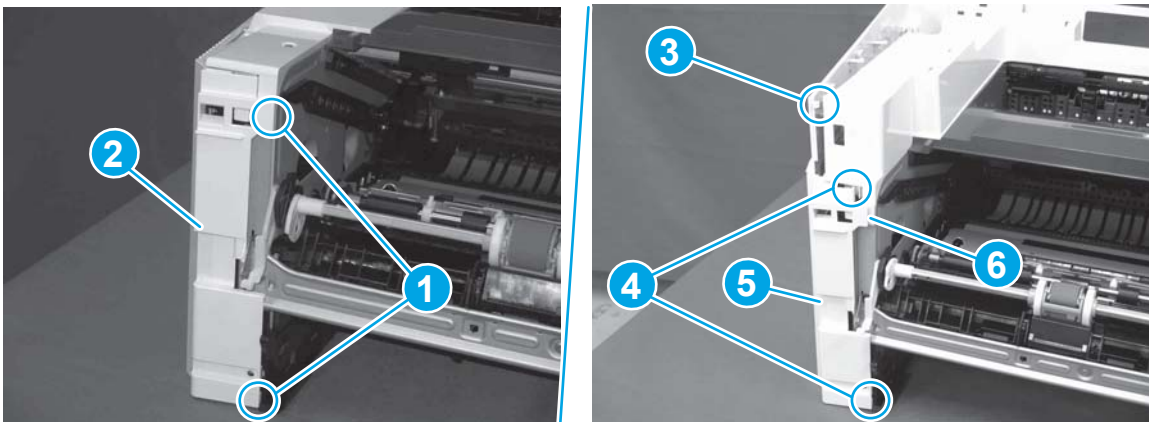
Figure 1-807 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-808 Remove the cover

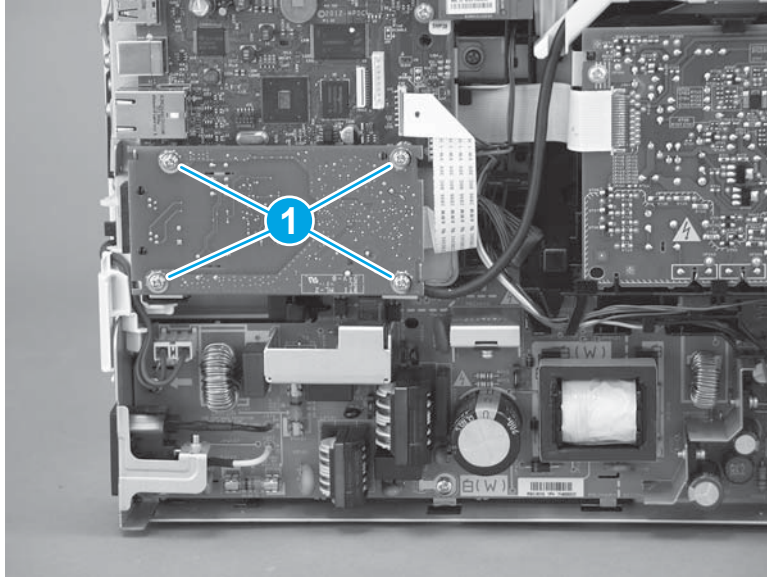


Step 4: Remove the fax PCA

NOTE: Fax models only. For all other models, skip this step and go to [Step 5: Remove the walkup USB PCA \(M427/M426\)](#) on page 449.

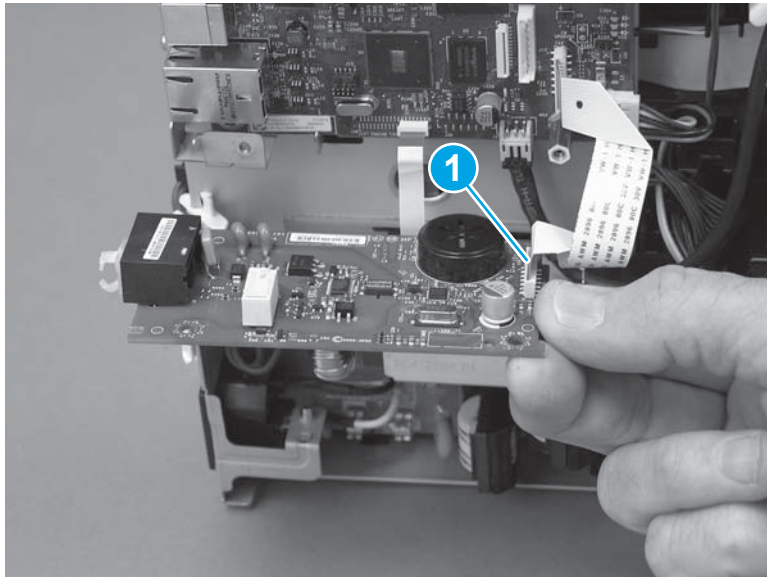
1. Remove four screws (callout 1).

Figure 1-809 Remove four screws



2. Disconnect one FFC (callout 1), and then remove the fax PCA.

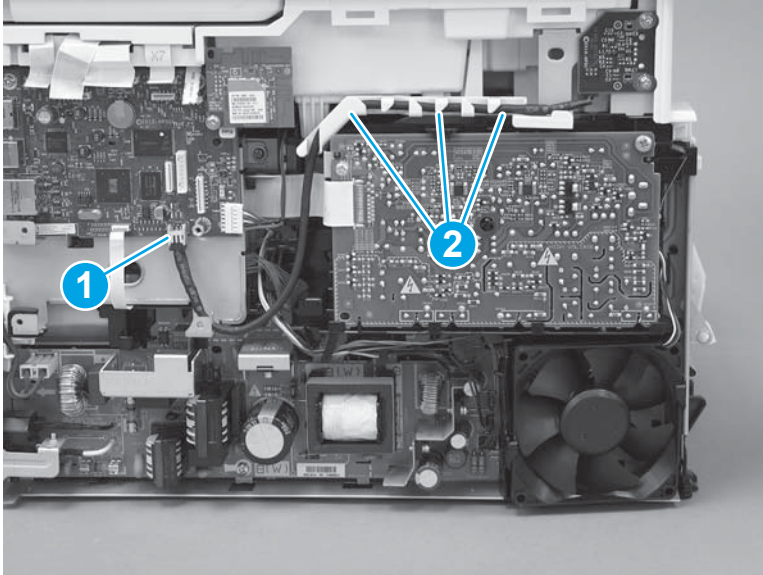
Figure 1-810 Disconnect one connector and remove the PCA



Step 5: Remove the walkup USB PCA (M427/M426)

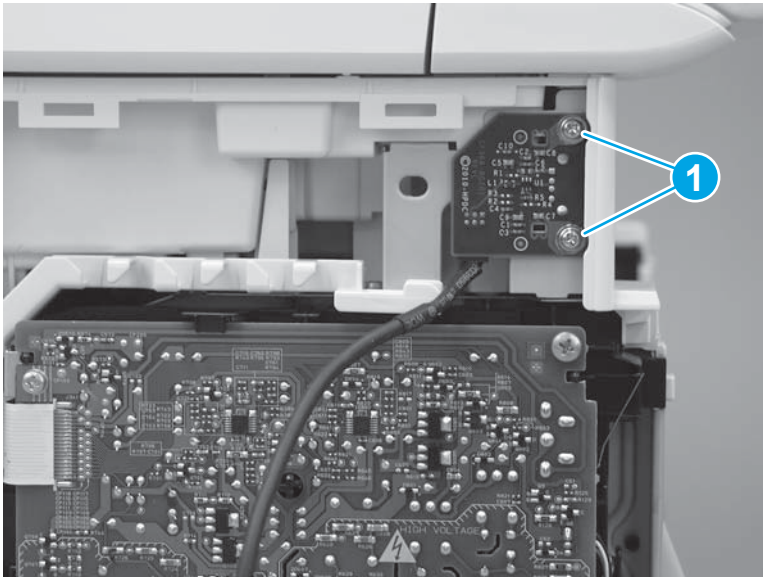
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-811 Disconnect one connector



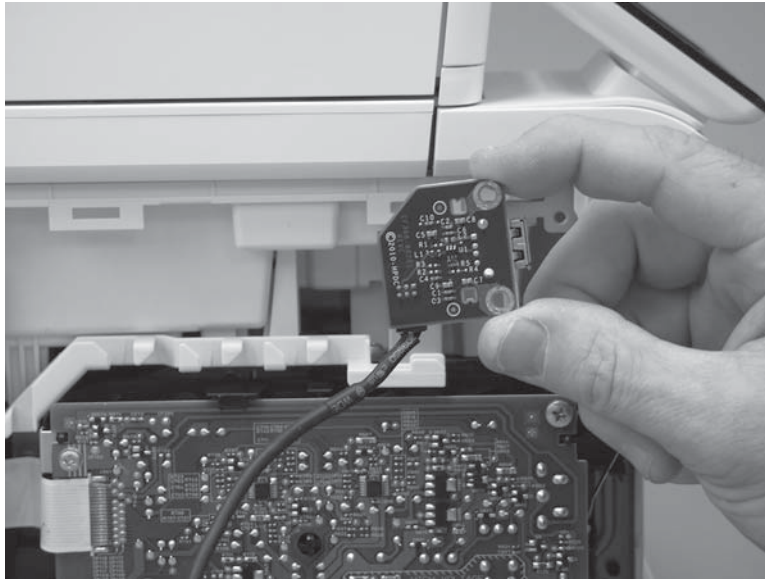
2. Remove two screws (callout 1).

Figure 1-812 Remove two screws



3. Remove the wakeup USB PCA.

Figure 1-813 Remove the wakeup USB PCA



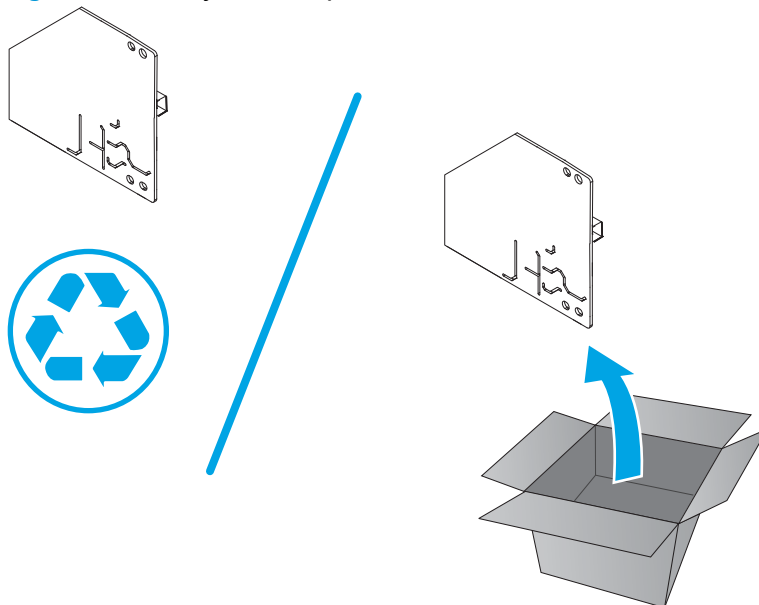
Step 6: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

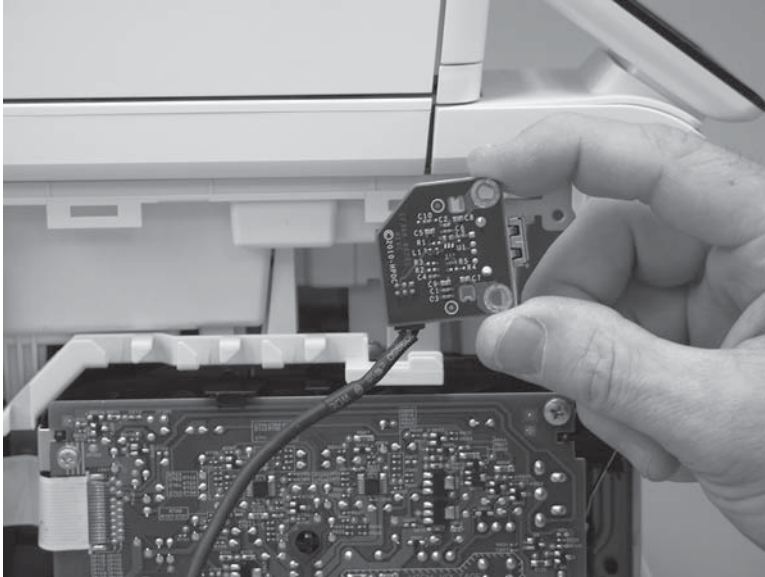
Figure 1-814 Recycle and unpack



Step 7: Install the wakeup USB PCA (M427/M426)

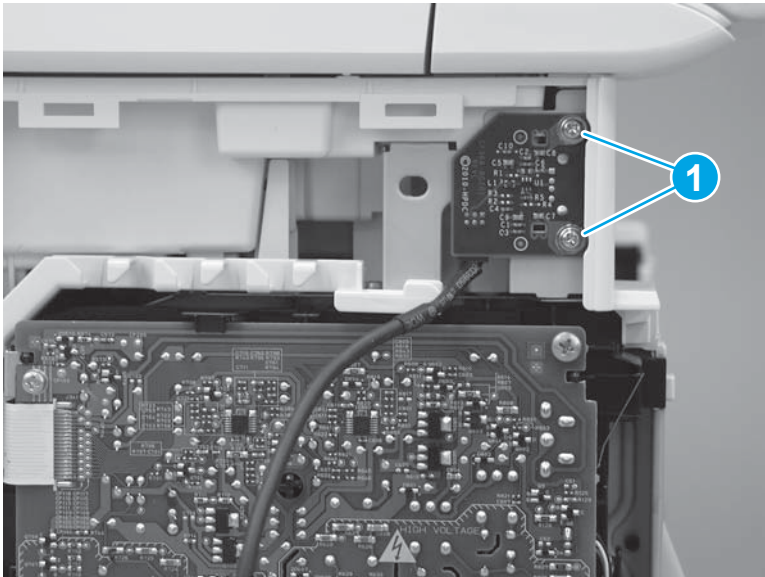
1. Position the wakeup USB PCA on the printer.

Figure 1-815 Install the walkup USB PCA



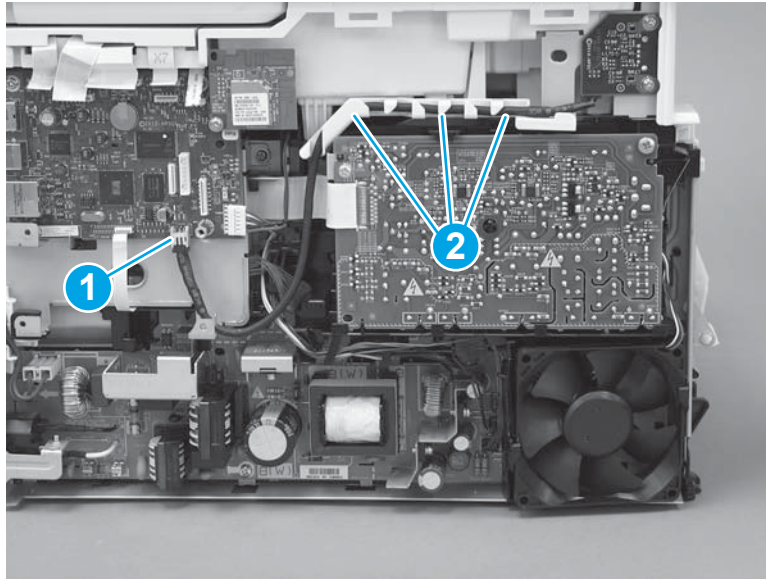
2. Install two screws (callout 1).

Figure 1-816 Install two screws




3. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

Figure 1-817 Connect one connector

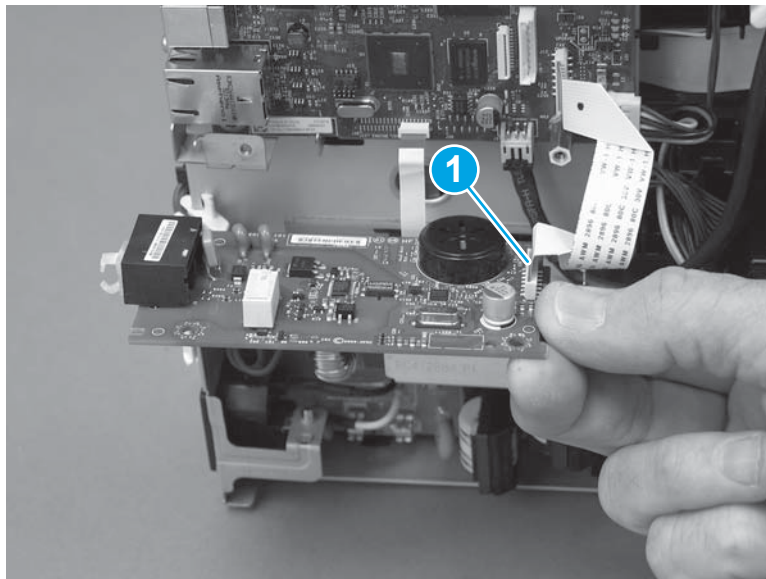


Step 8: Install the fax PCA

 **NOTE:** Fax models only. For all other models, skip this step and go to [Step 9: Install the left cover on page 454](#).

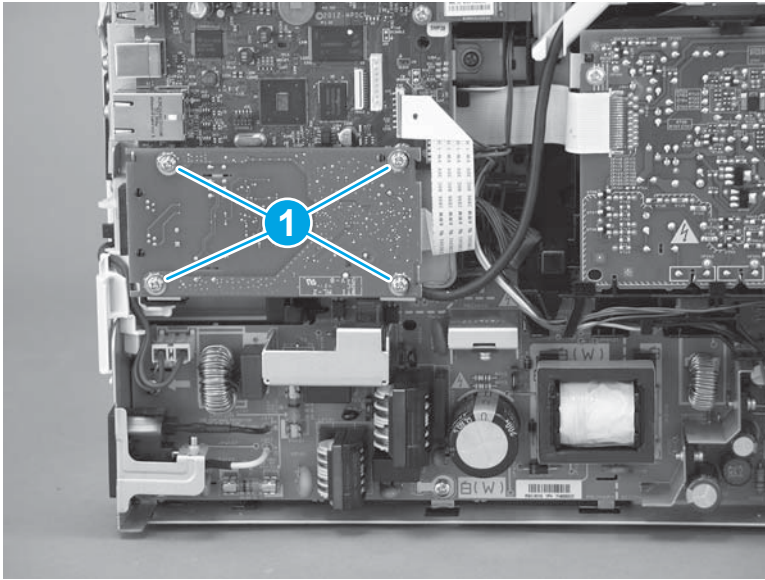
1. Connect one FFC cable (callout 1), and then position the fax PCA on the printer.

Figure 1-818 Connect one connector and install the PCA



2. Install four screws (callout 1).

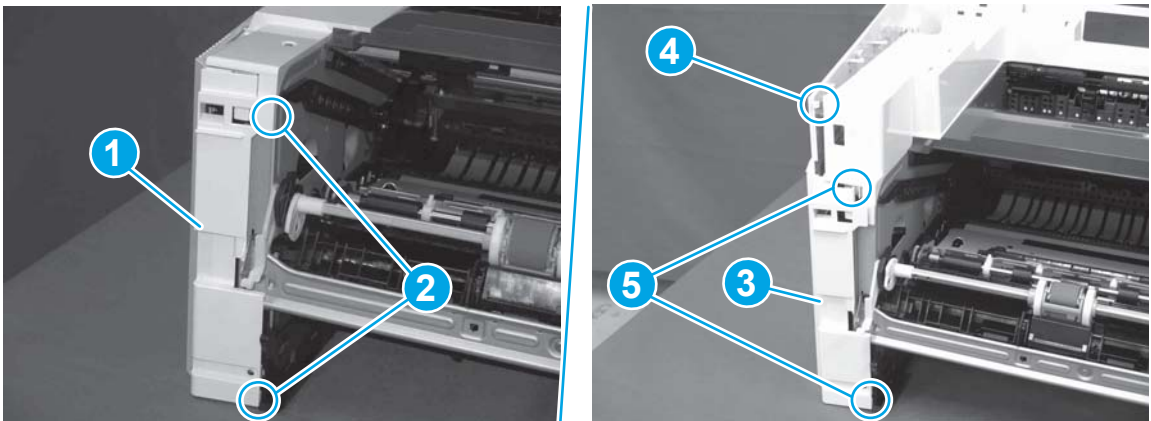
Figure 1-819 Install four screws



Step 9: Install the left cover

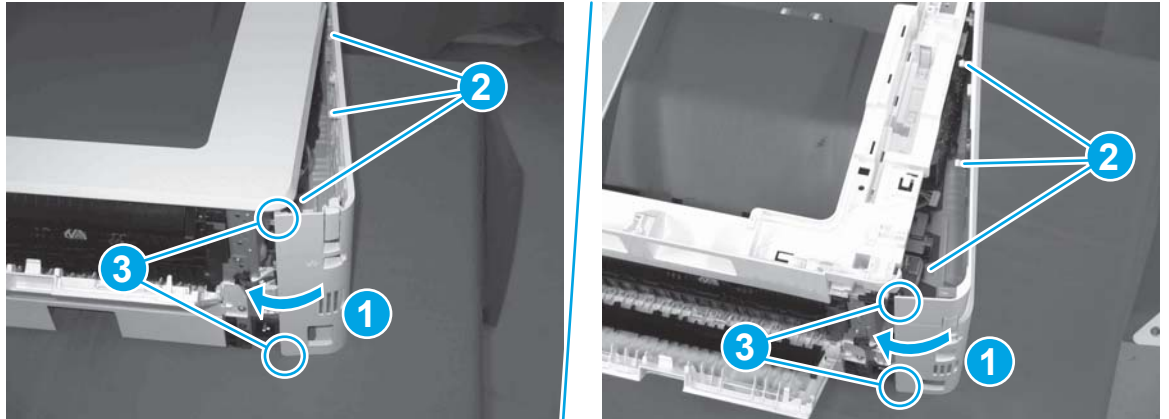
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-820 Install the cover



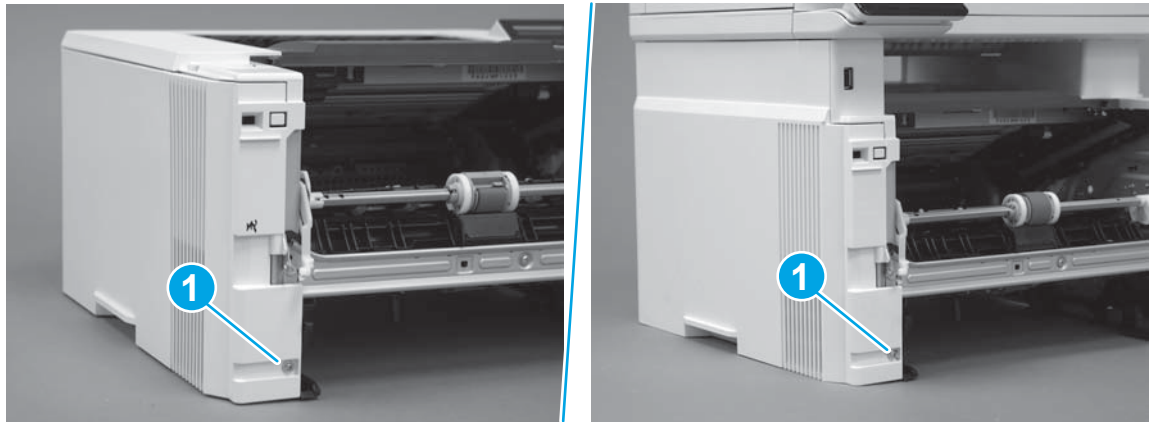
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-821 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-822 Install one screw

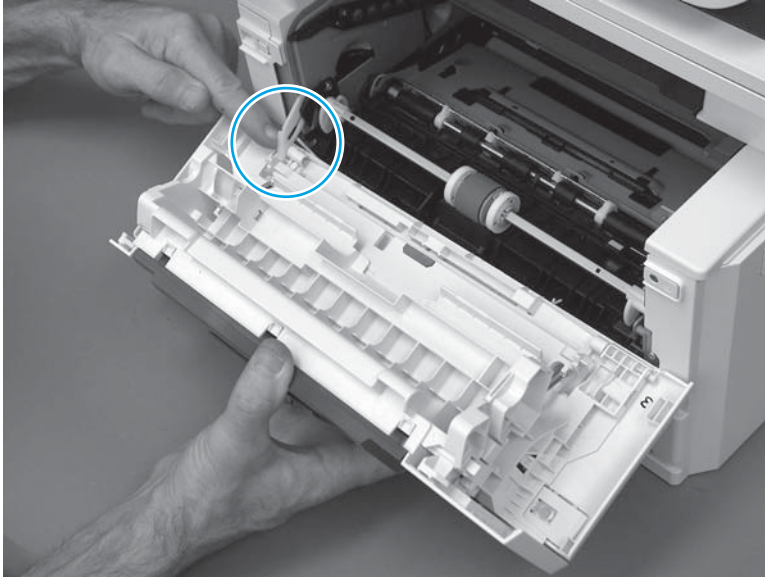


Step 10: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

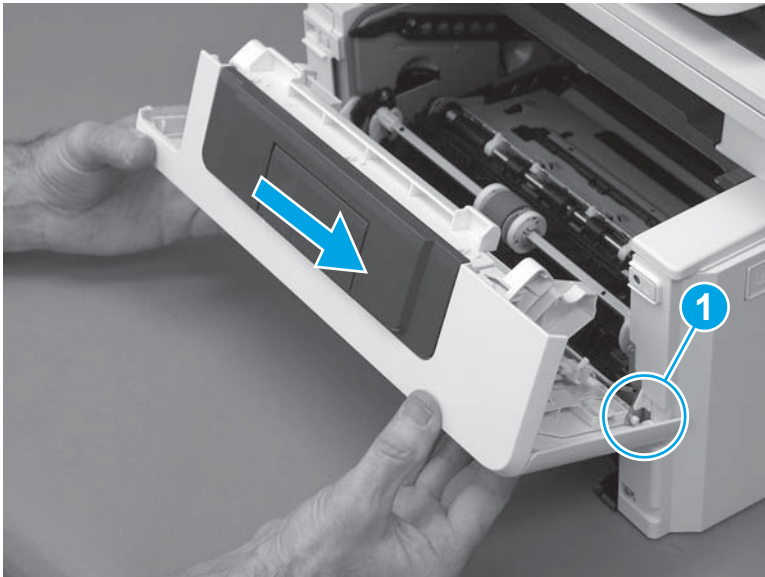
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-823 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

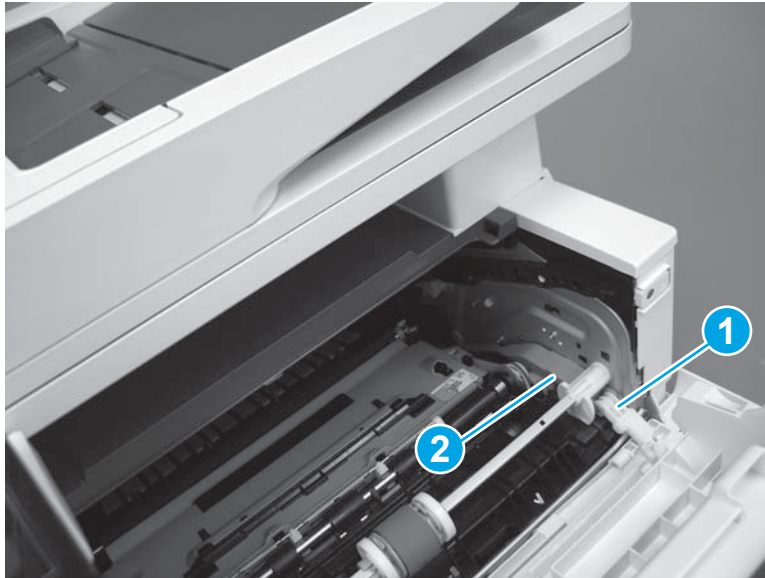
Figure 1-824 Install the door



3. Install the link (callout 1).

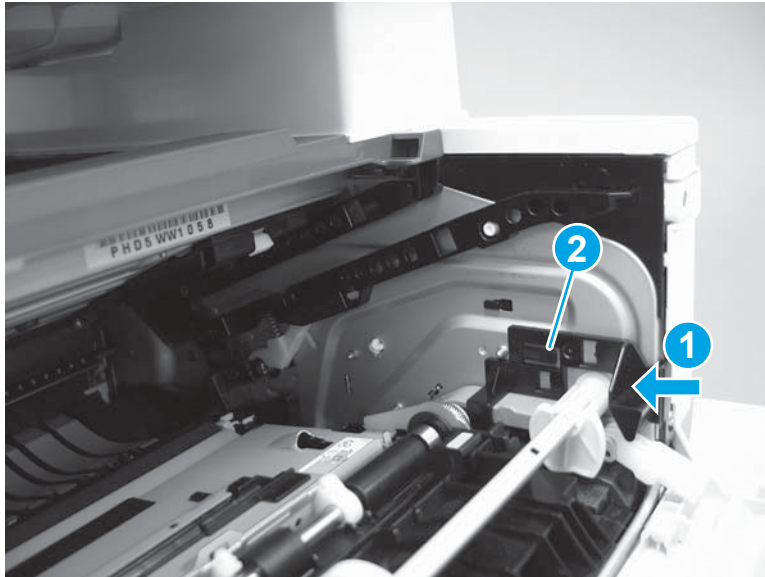
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-825 Install the pressure-release link



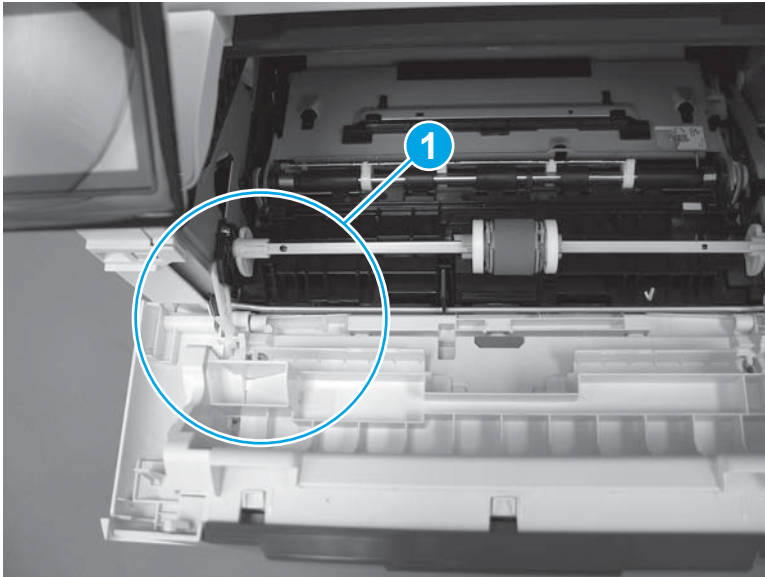
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-826 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-827 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


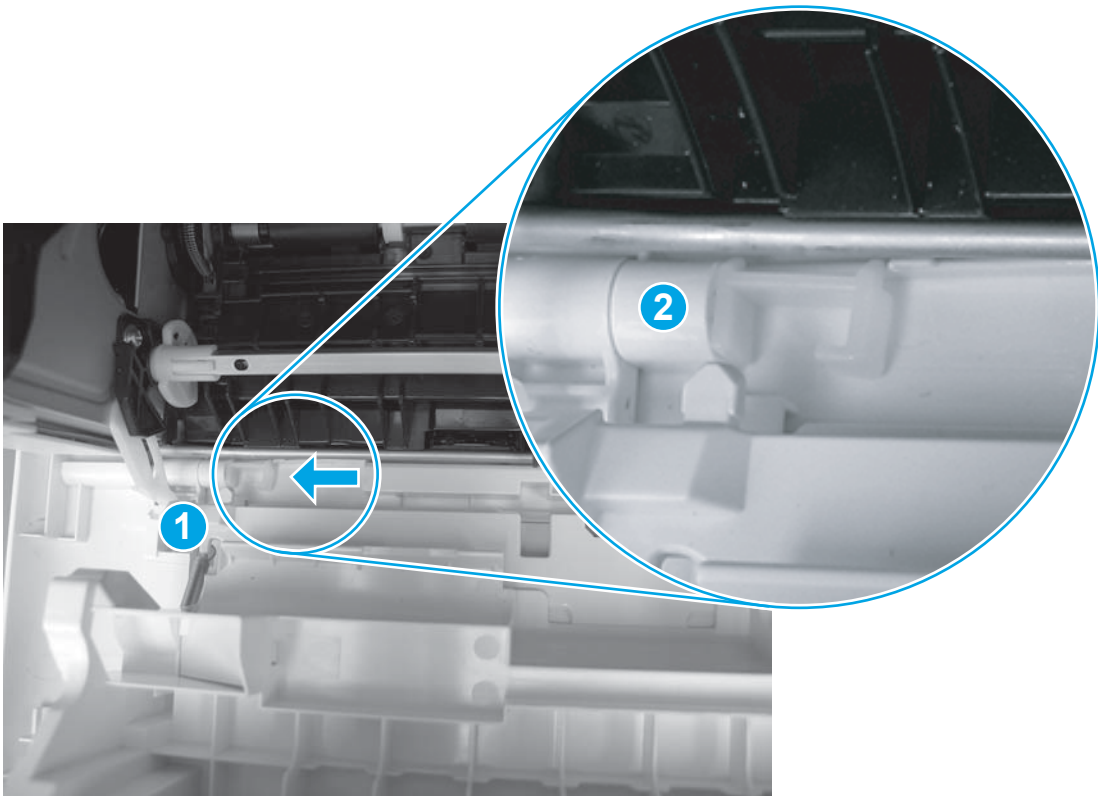
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-828 Install the support shaft



Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-829 Install the tray



Removal and replacement: Wireless PCA



NOTE: Wireless models only.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
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Introduction

This document provides the procedures to remove and replace the wireless printed circuit assembly (PCA).

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.

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

Wireless PCA part number	
0960-3293	Wireless module ¹

¹ M427/M426 and M403/M402 wireless models only.

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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.

If possible, send a wireless print job to the printer.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-830 Remove the tray



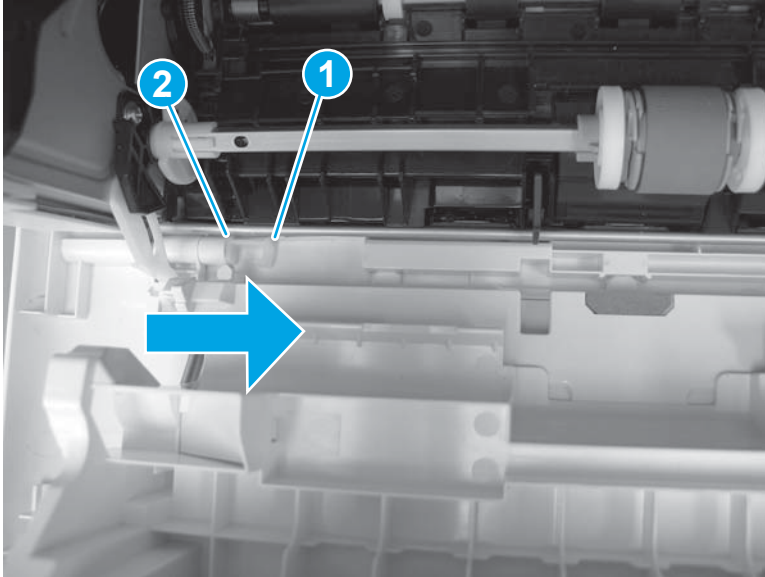
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

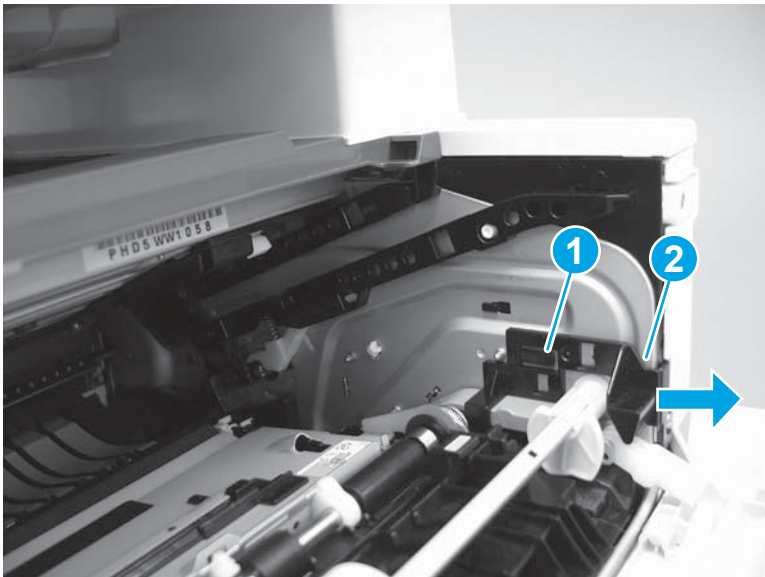
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-831 Release the support shaft



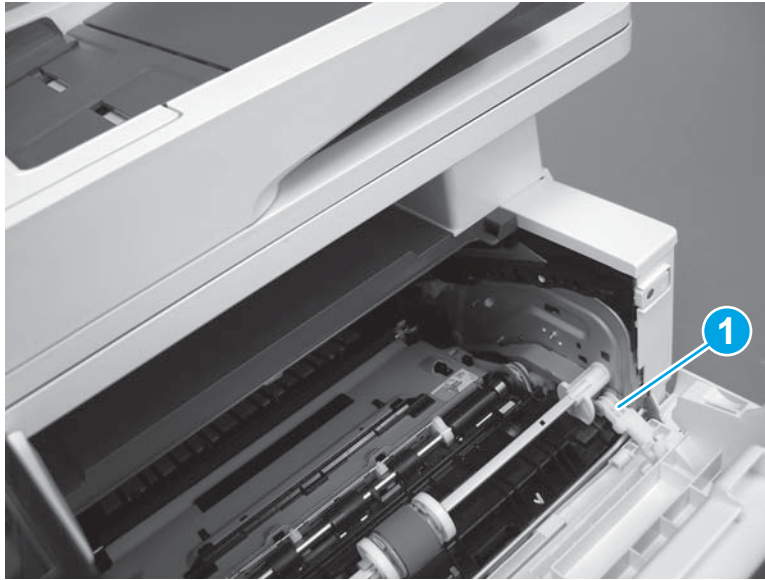
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-832 Remove the guide



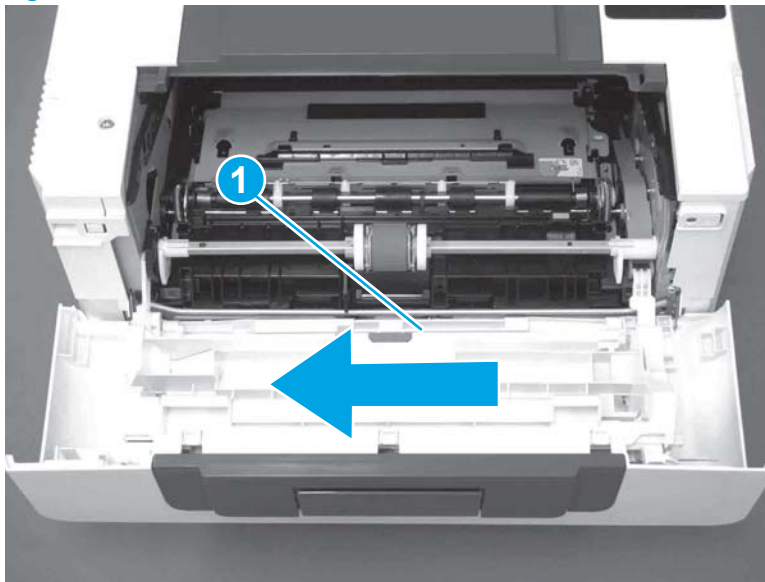
3. Remove the link arm (callout 1).

Figure 1-833 Remove the link arm



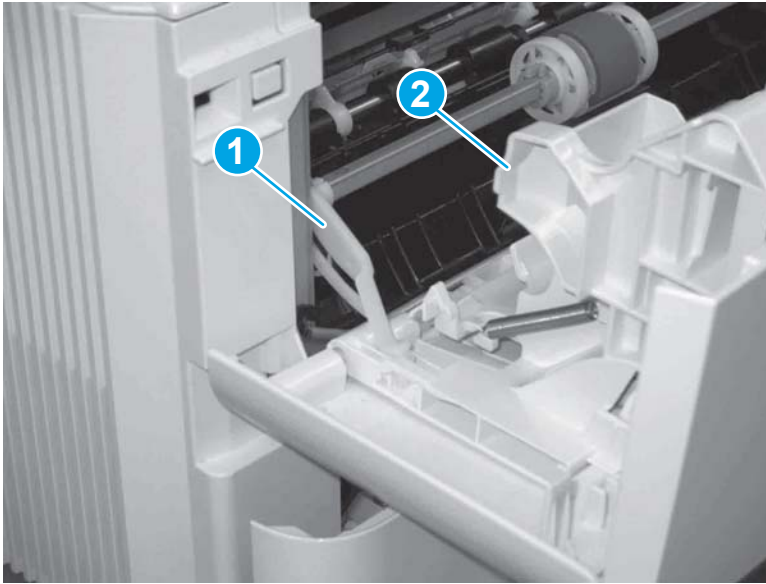
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-834 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

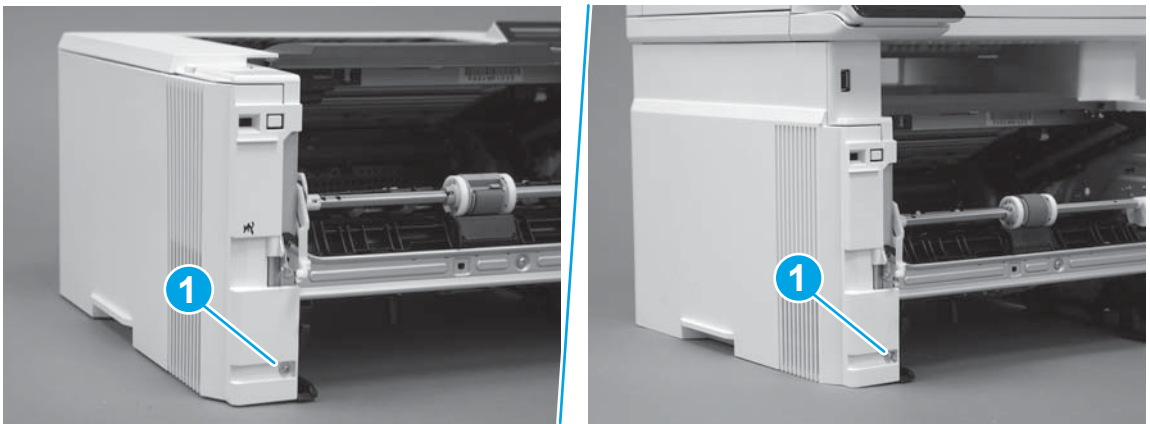
Figure 1-835 Release the left-side retainer arm



Step 3: Remove the left cover

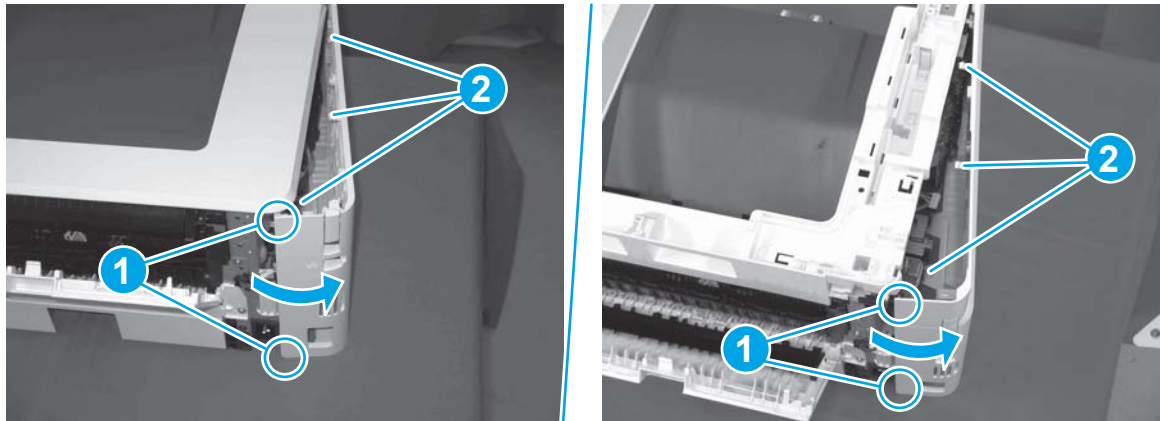
1. Remove one screw (callout 1).

Figure 1-836 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

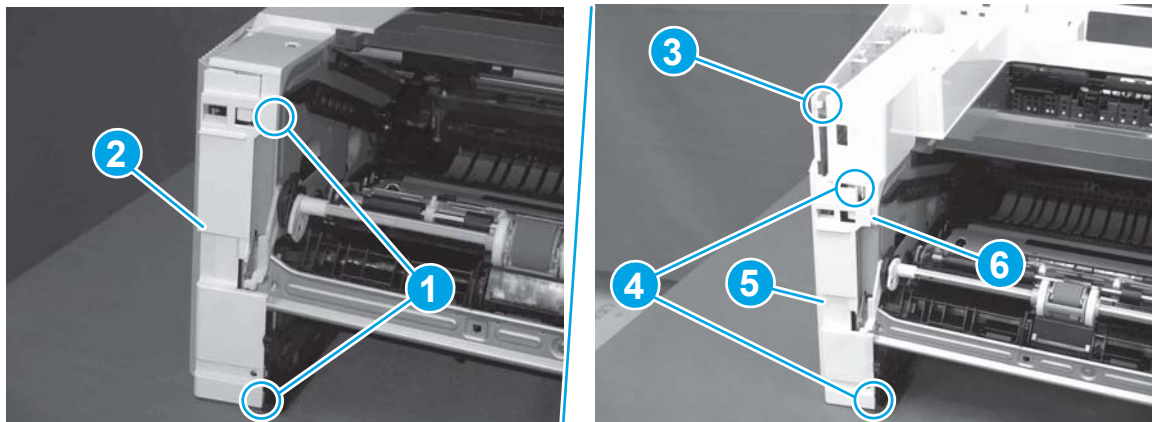
Figure 1-837 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

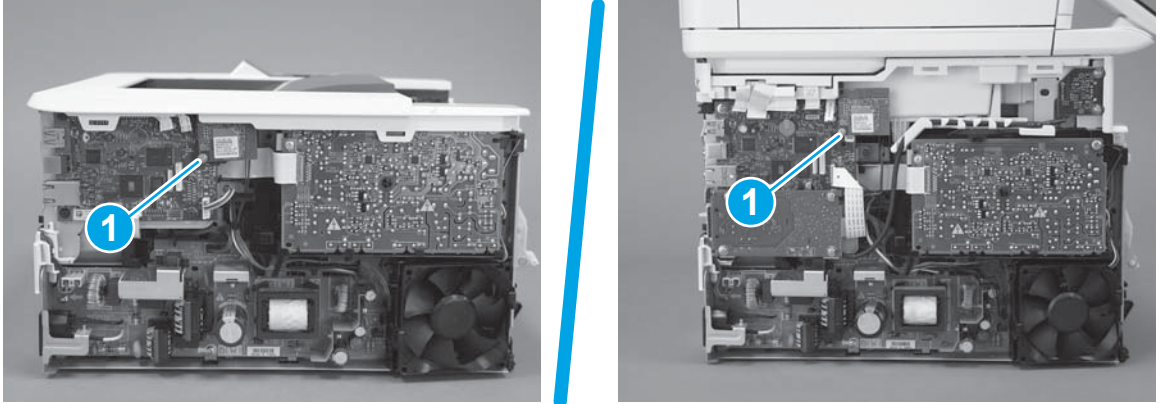
Figure 1-838 Remove the cover



Step 4: Remove the wireless PCA

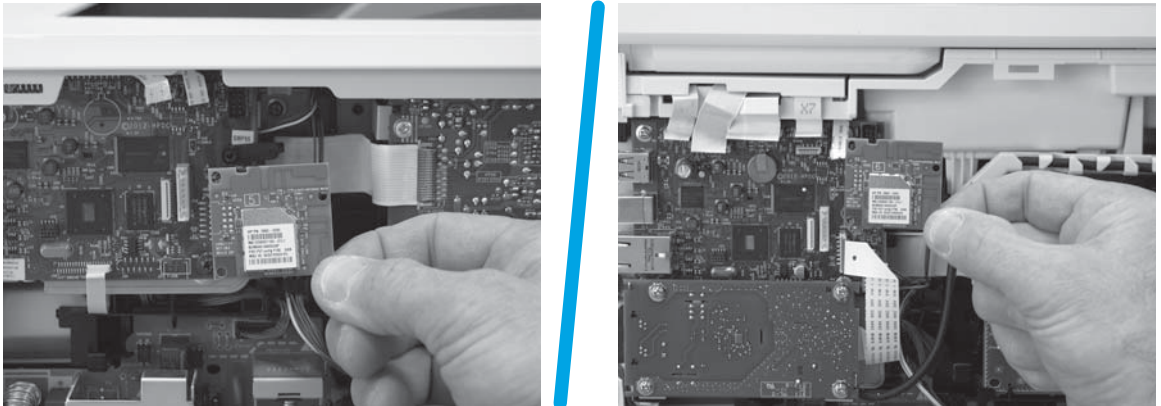
1. Remove one screw (callout 1).

Figure 1-839 Remove one screw



2. Carefully pull the wireless PCA straight off of the formatter PCA to remove it.

Figure 1-840 Remove the wireless PCA



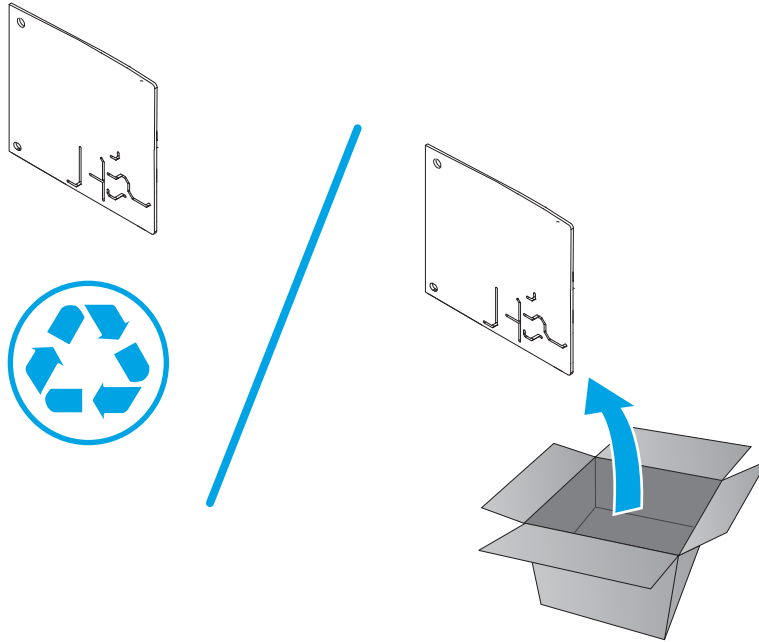
Step 5: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

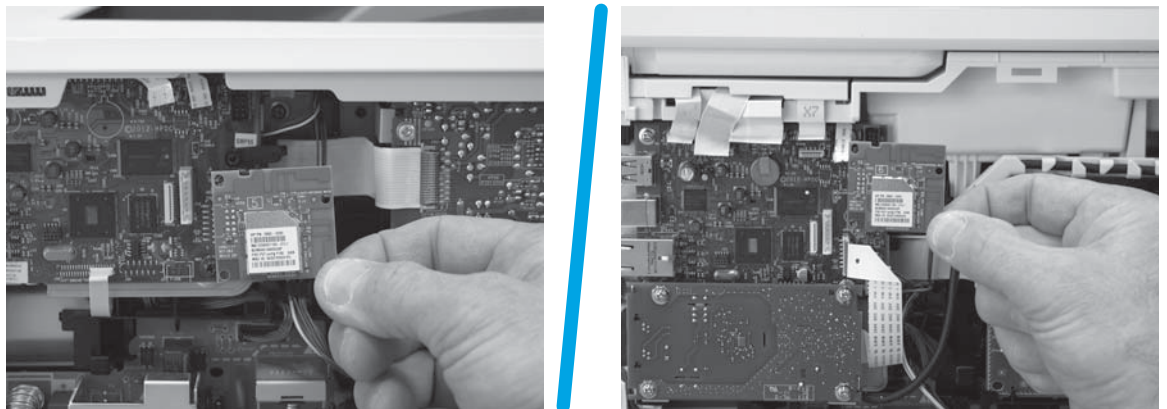
Figure 1-841 Recycle and unpack



Step 6: Install the wireless PCA

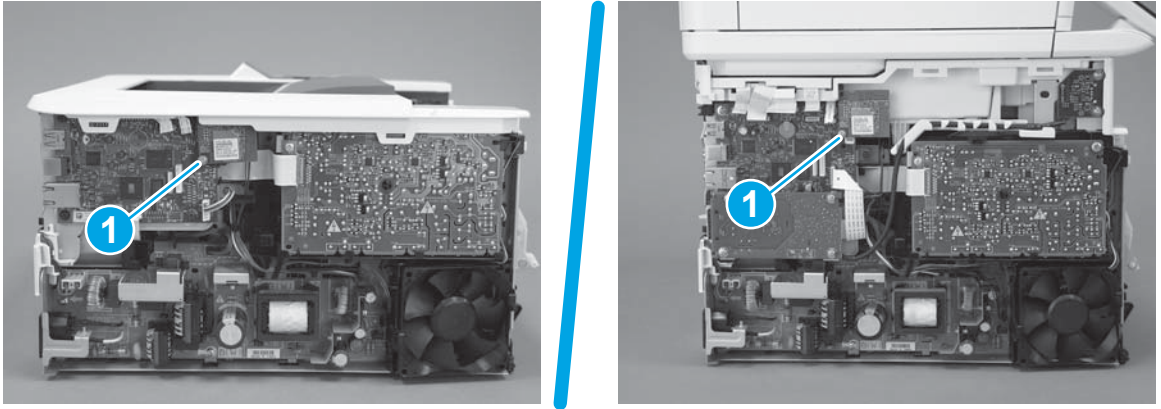
1. Carefully push the wireless PCA straight onto the formatter PCA to install it.

Figure 1-842 Install the PCA



2. Install one screw (callout 1).

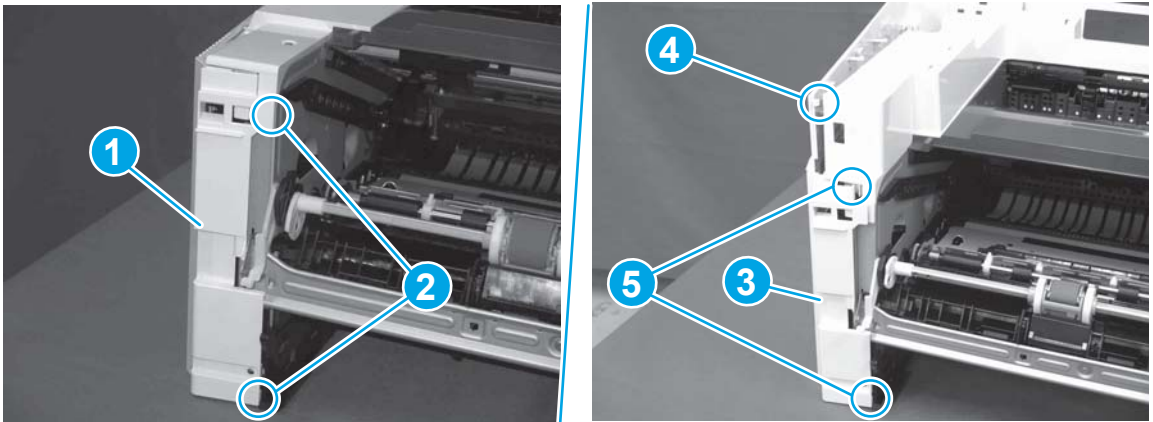
Figure 1-843 Install one screw



Step 7: Install the left cover

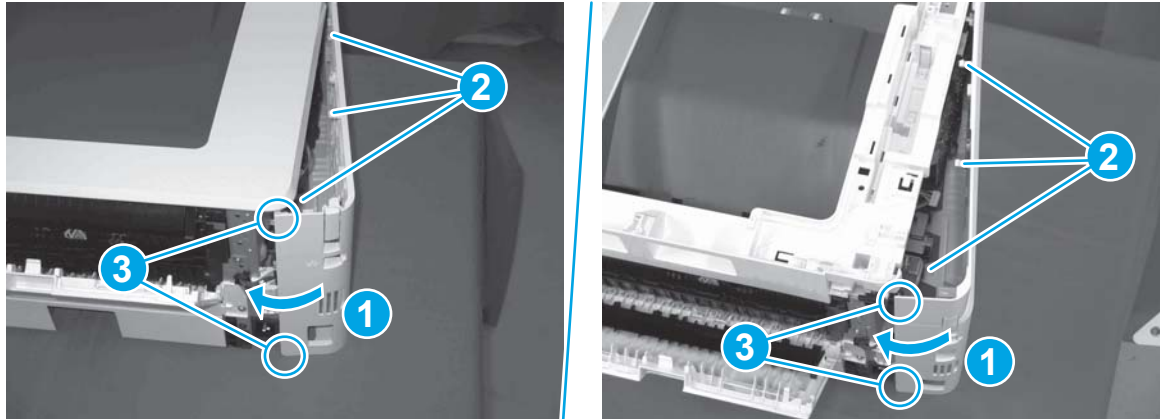
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-844 Install the cover



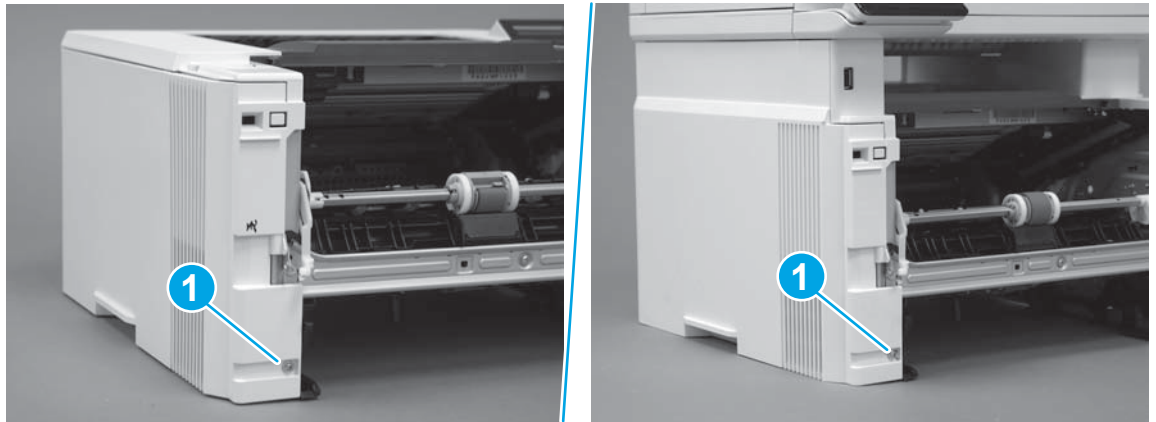
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-845 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-846 Install one screw

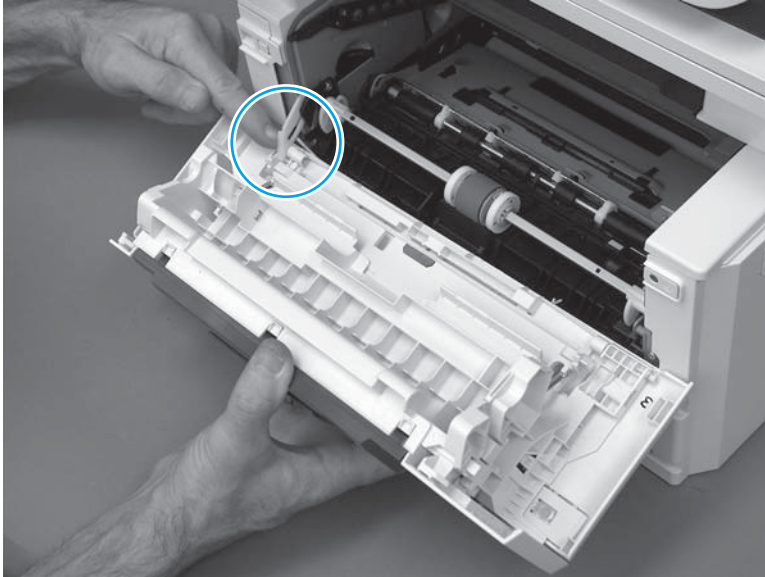


Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

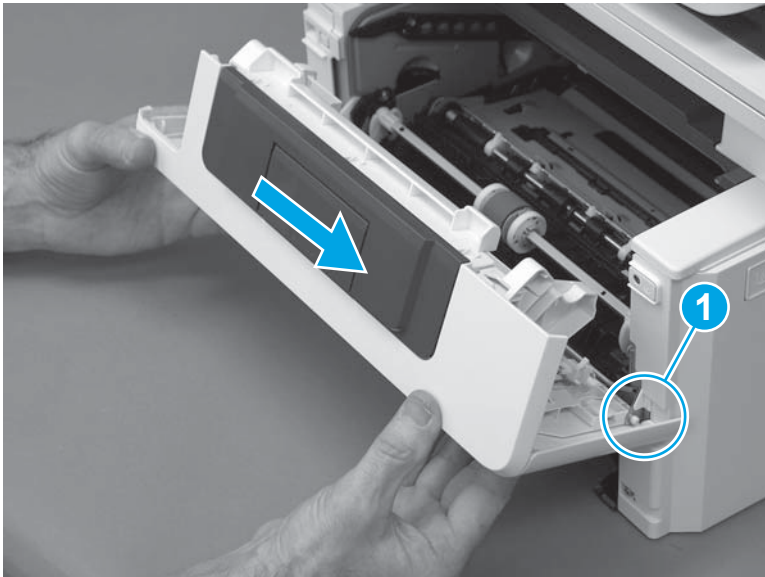
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-847 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

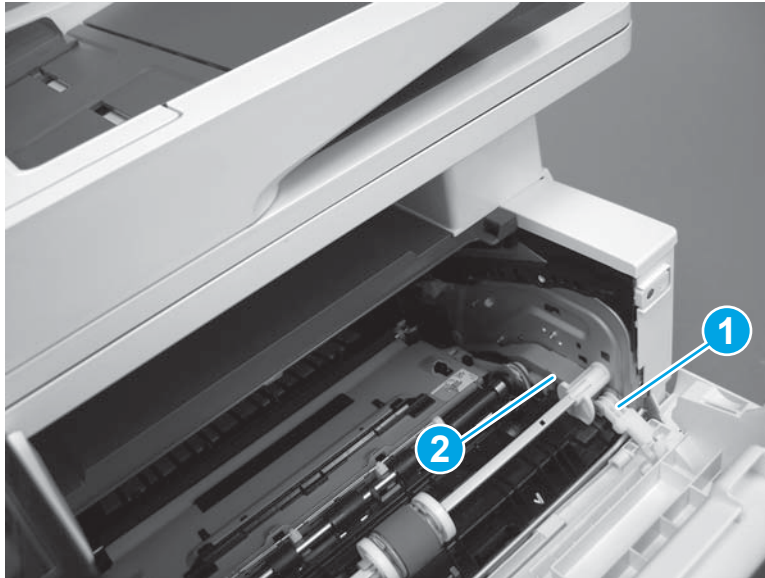
Figure 1-848 Install the door



3. Install the link (callout 1).

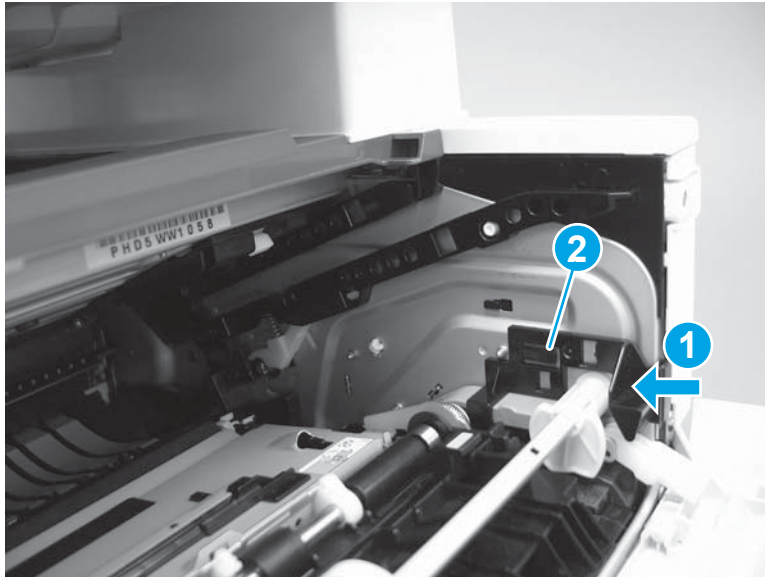
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-849 Install the pressure-release link



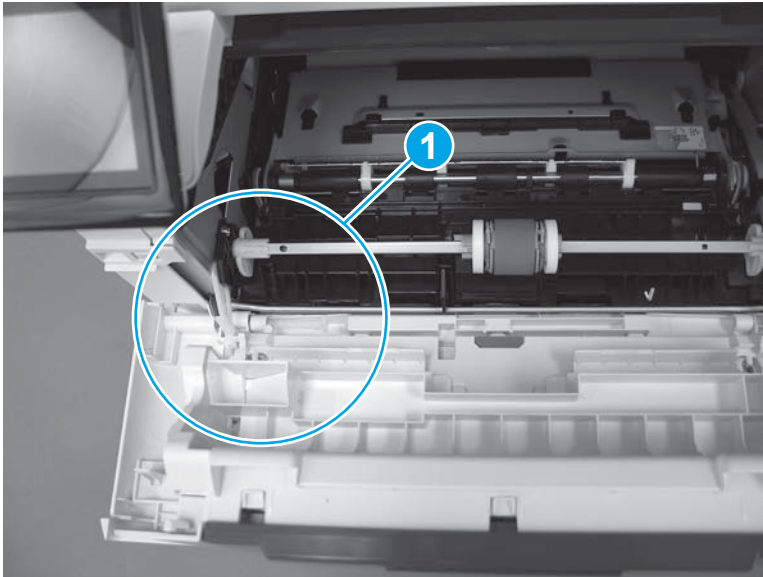
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-850 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-851 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


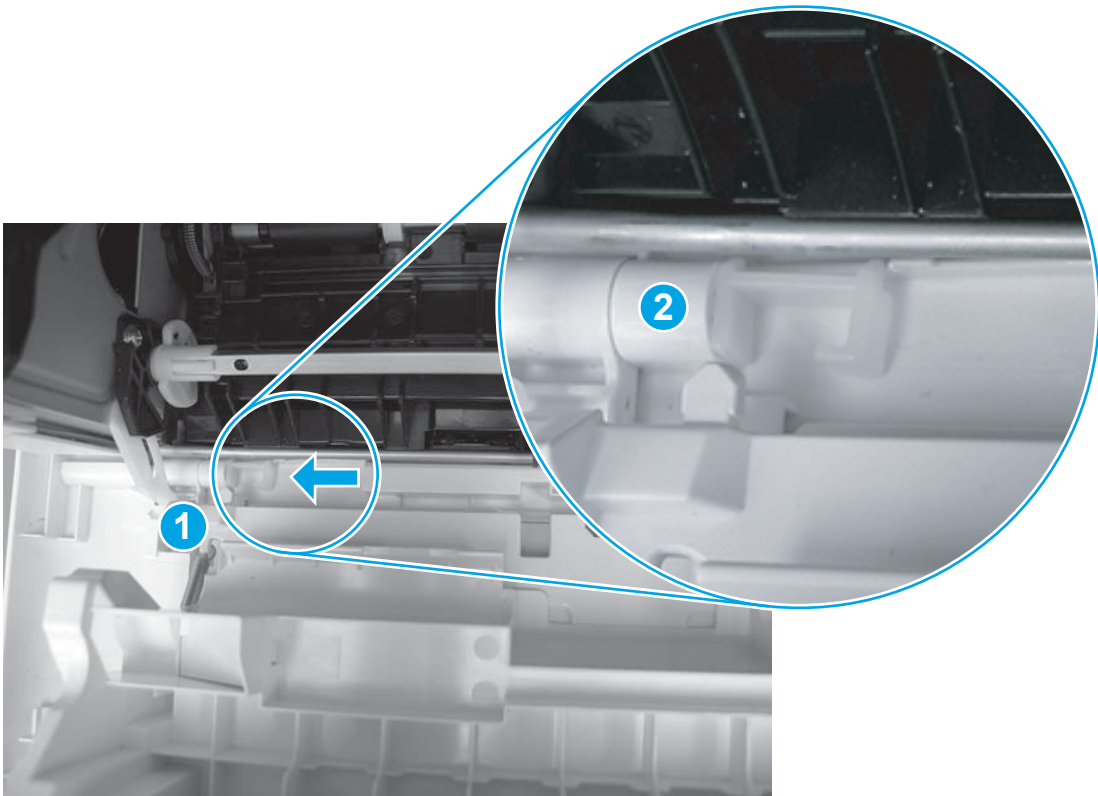
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-852 Install the support shaft



Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-853 Install the tray



Removal and replacement: Formatter PCA

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fax PCA](#)
- [Step 5: Remove the wireless PCA](#)
- [Step 6: Remove the formatter PCA](#)
- [Step 7: Unpack the replacement assembly](#)
- [Step 8: Install the formatter PCA](#)
- [Step 9: Install the wireless PCA](#)
- [Step 10: Install the fax PCA](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the formatter PCA.

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.



IMPORTANT: Always replace the thermal transfer pad (5851-6550) when the formatter is replaced.

Formatter PCA part numbers

C5F99-60001	Formatter PCA (M426dw; M427dw)
C5F98-60001	Formatter PCA (M426fdn; M426fdw; M427fdn; M427fdw)
C5F92-60001	Formatter PCA (M402d; M403d)
C5F93-60001	Formatter PCA (M402n; M402dn; M403n; M403dn)
C5F94-60001	Formatter PCA (M402dw; M403dw)

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket screwdriver.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-854 Remove the tray



Step 2: Remove the cartridge door assembly



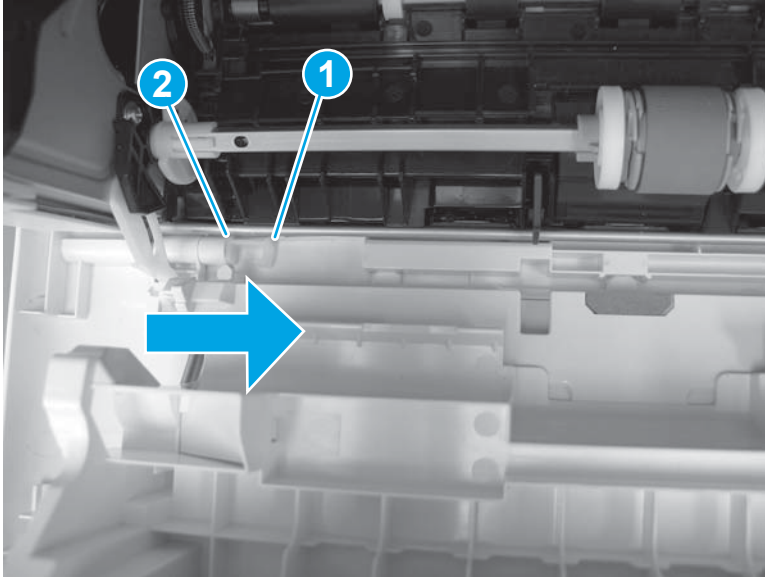
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



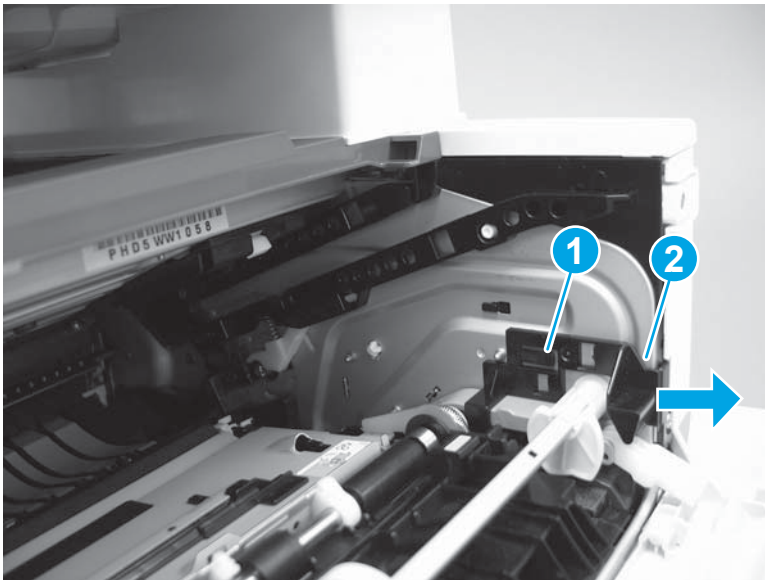
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-855 Release the support shaft



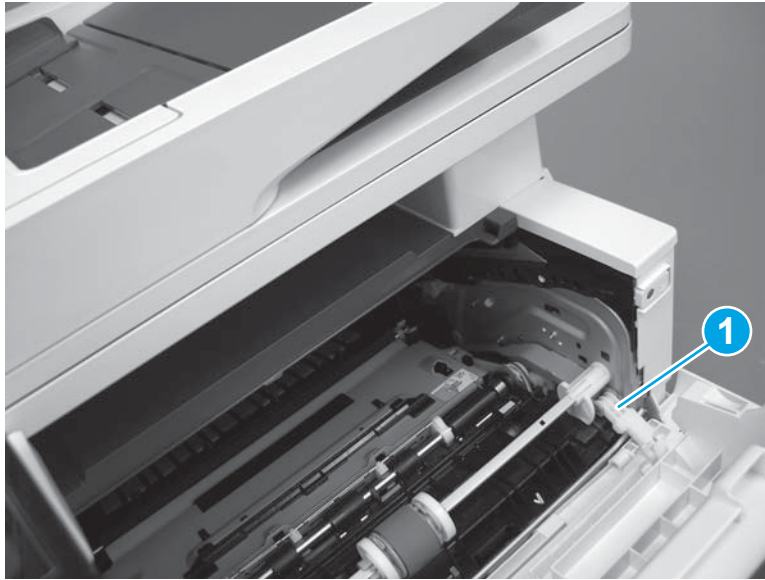
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-856 Remove the guide



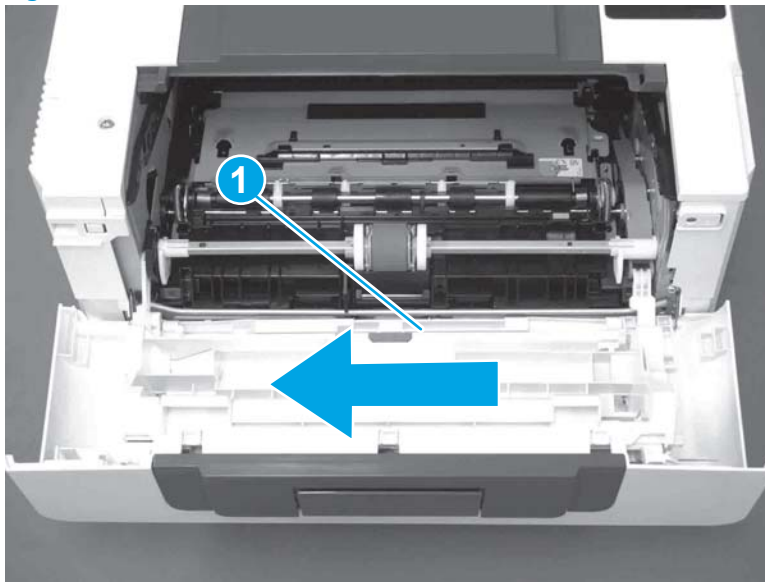
3. Remove the link arm (callout 1).

Figure 1-857 Remove the link arm



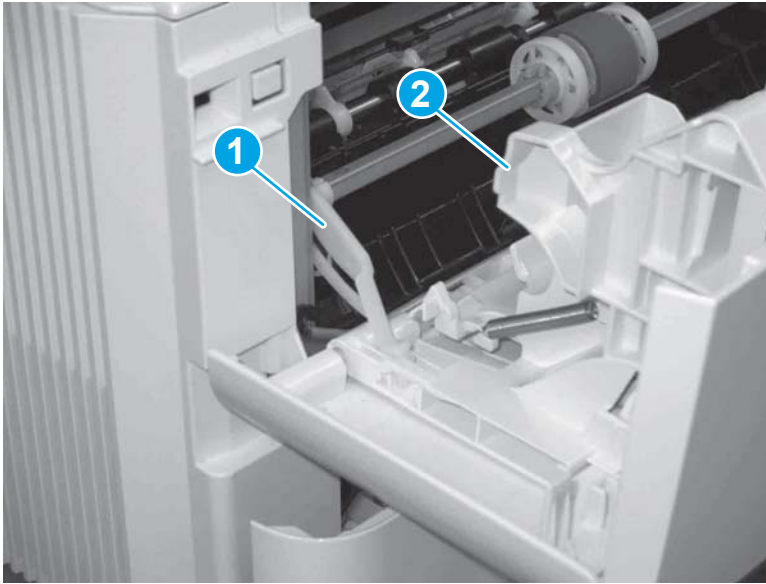
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-858 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

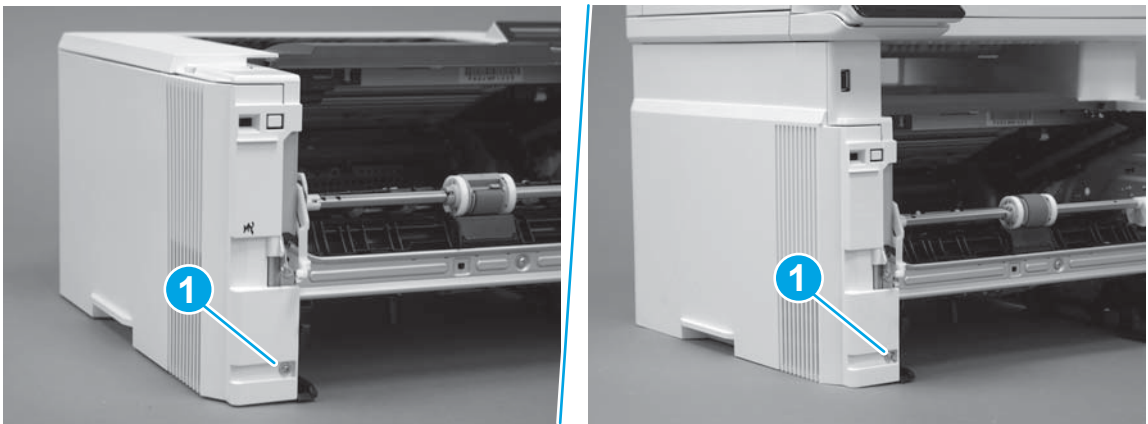
Figure 1-859 Release the left-side retainer arm



Step 3: Remove the left cover

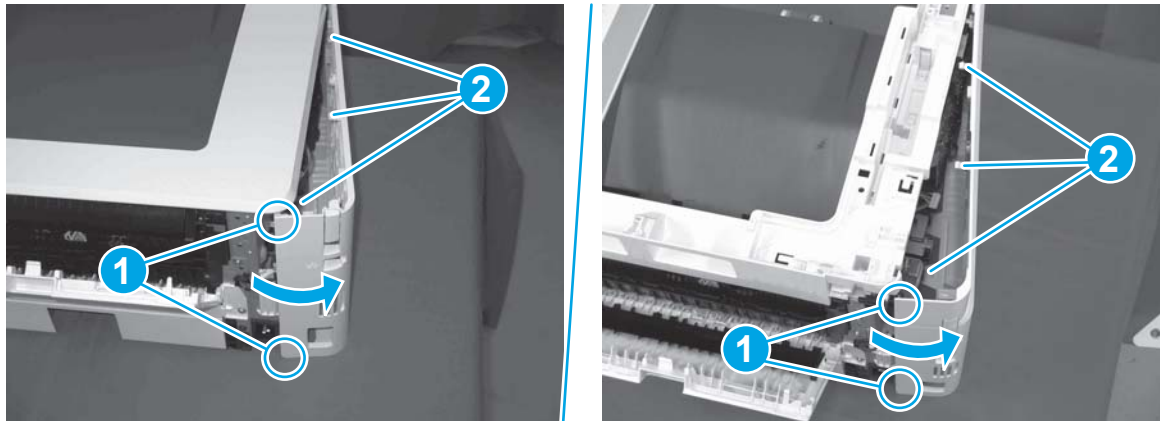
1. Remove one screw (callout 1).

Figure 1-860 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-861 Release two bosses and three tabs

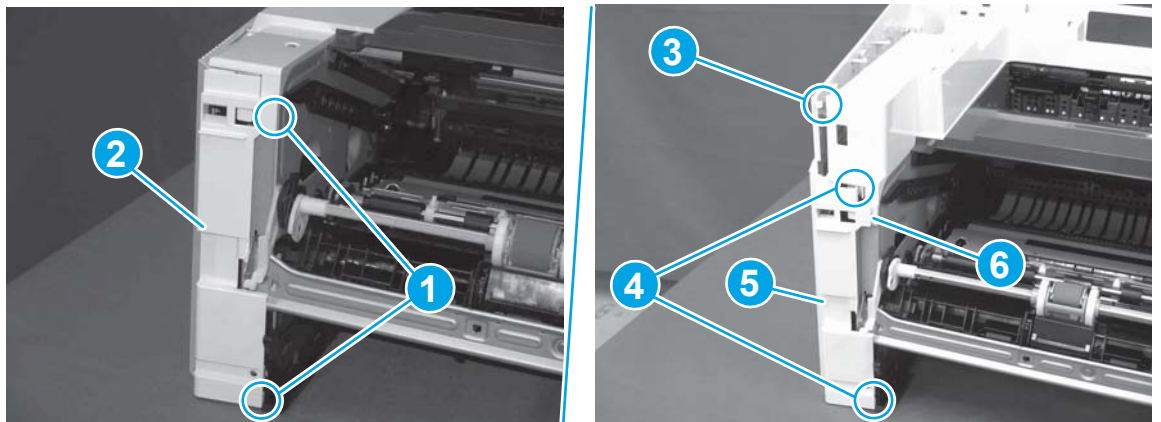


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-862 Remove the cover

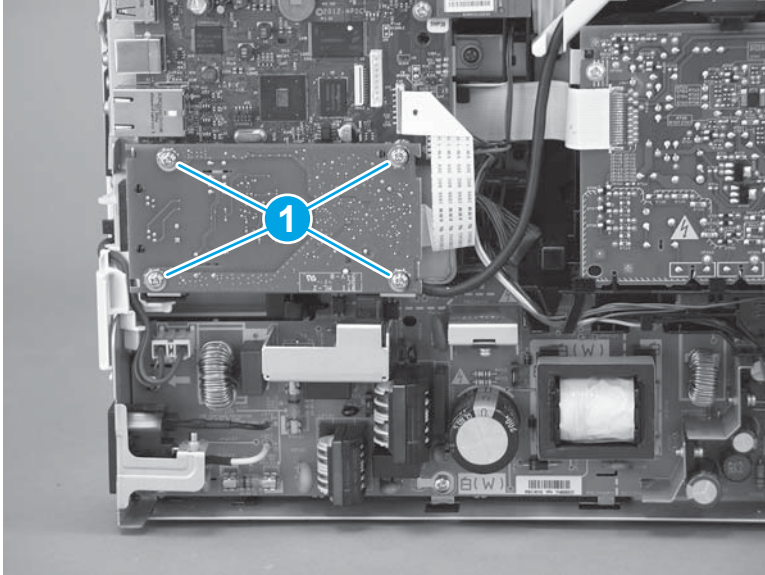


Step 4: Remove the fax PCA

NOTE: Fax models only. For all other models, skip this step and go to [Step 5: Remove the wireless PCA on page 480](#).

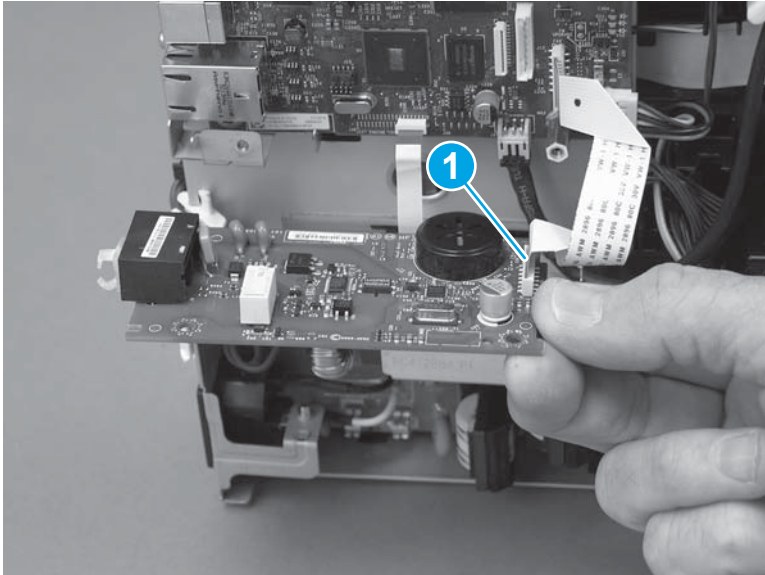
1. Remove four screws (callout 1).

Figure 1-863 Remove four screws




2. Disconnect one FFC (callout 1), and then remove the fax PCA.

Figure 1-864 Disconnect one connector and remove the PCA

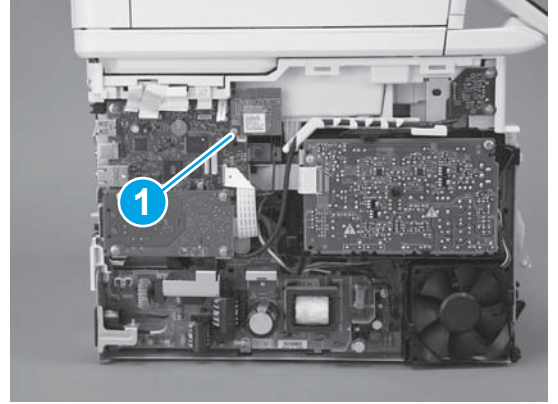
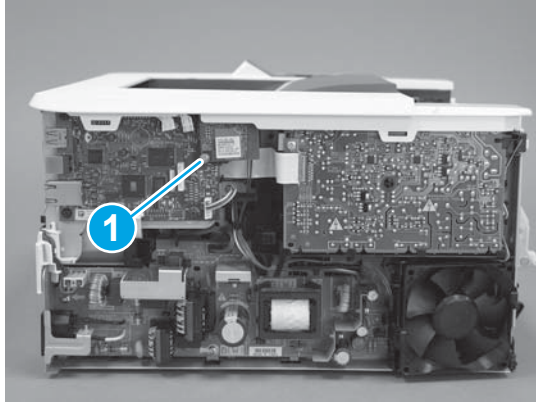


Step 5: Remove the wireless PCA

 **NOTE:** Wireless models only. For all other models, skip this step and go to [Step 6: Remove the formatter PCA on page 481](#).

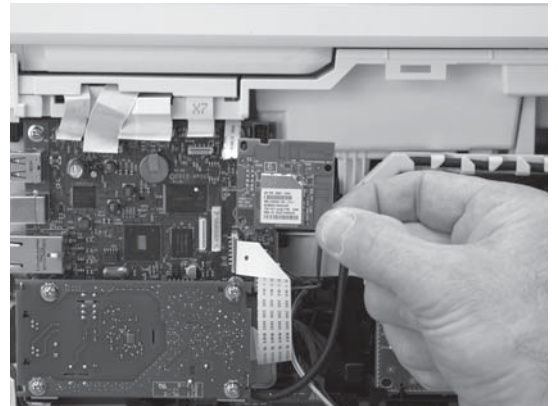
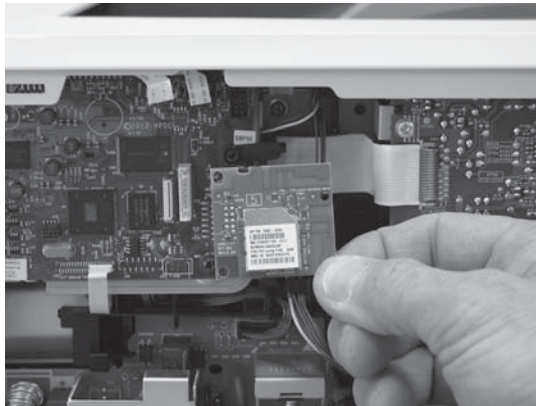
1. Remove one screw (callout 1).

Figure 1-865 Remove one screw



2. Carefully pull the wireless PCA straight off of the formatter PCA to remove it.

Figure 1-866 Remove the wireless PCA



Step 6: Remove the formatter PCA

1. Disconnect all of the connectors and FFCs.

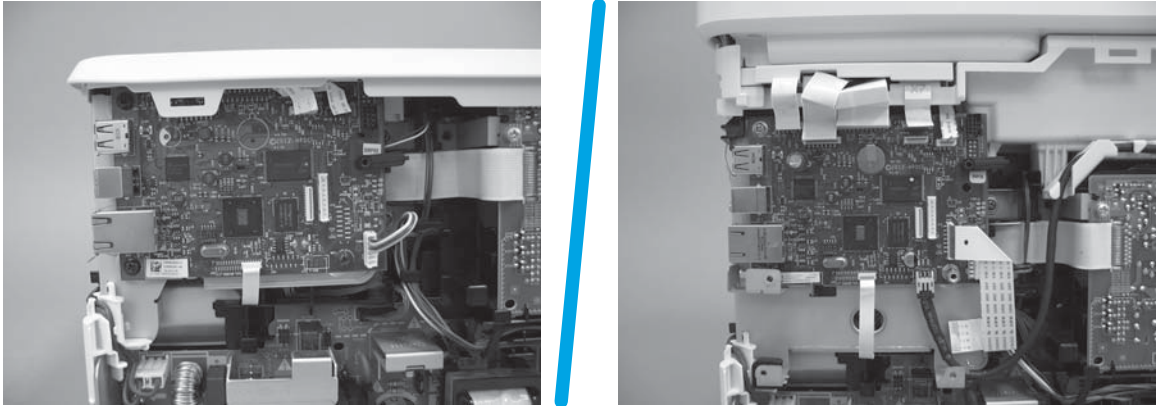
Depending on the M427/M426 model, the following connector locations are empty.

- J6; all models
- J7; all models
- J30; non-wireless models
- J12; non-fax models
- J15; all models
- J17; non-NFC models
- J28; all models

Depending on the M403/M402 model, the following connector locations are empty.

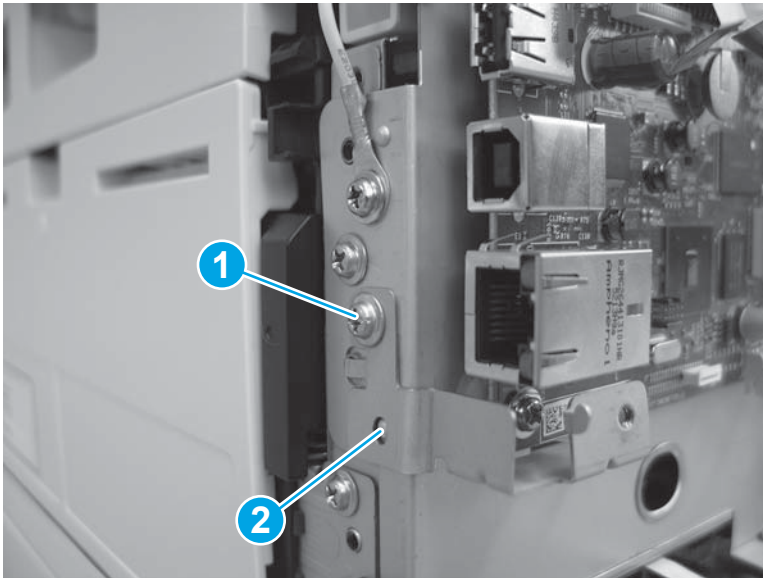
- J6; all models
- J7; all models
- J8; non-wireless models
- J15; all models
- J17; non-NFC models

Figure 1-867 Disconnect all of the connectors and FFCs




- 2. M427/M426 fax models only:** Remove one screw (callout 1), and then remove the fax PCA support bracket (callout 2).

Figure 1-868 Remove the fax PCA support bracket



- 3. Do one of the following:**

- **M426/M427:** Remove three screws (callout 1), remove one standoff (callout 2), and then remove the formatter PCA.

 **NOTE:** Use a 5.5 mm (0.22 inch) socket screwdriver to remove the standoff (callout 2).

- **M403/M402:** Remove four screws (callout 1), and then remove the formatter PCA.


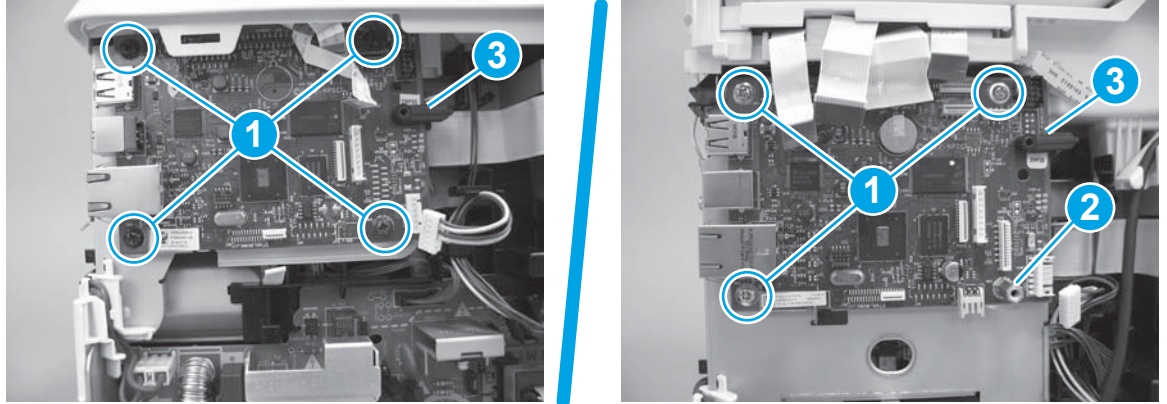
 **Reinstallation tip:** If a replacement formatter will be installed and the printer is a wireless model, make sure that the wireless PCA mounting holder (B3Q10-40054; callout 3) is transferred to the replacement formatter.

Figure 1-869 Remove the formatter PCA



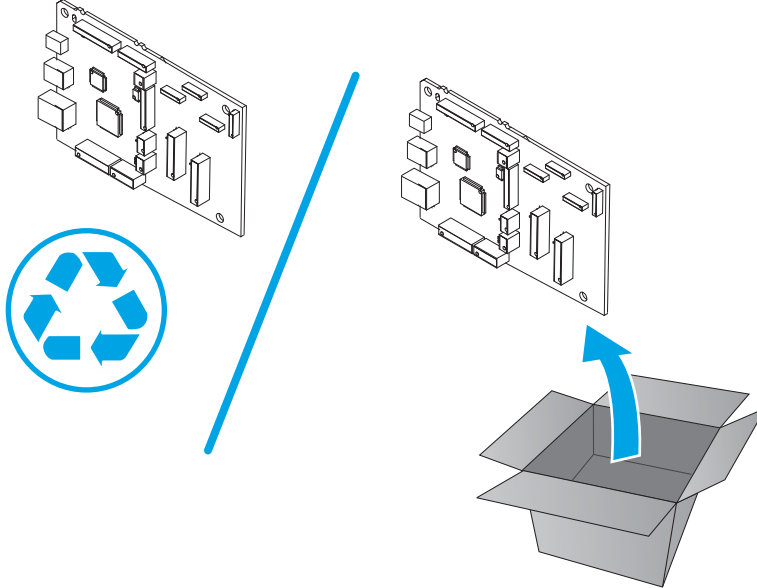
Step 7: Unpack the replacement assembly

Unpack the replacement part from the packaging.


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

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

Figure 1-870 Recycle and unpack



Step 8: Install the formatter PCA

 **NOTE:** If the formatter PCA thermal pad on the back side of the PCA is broken or damaged, replace the pad (5851-6550).

1. Adhere the pad to the sheet-metal bracket (a positioning line is embossed in the bracket).

Do one of the following:

- **M426/M427:** Position the formatter PCA on the printer, install three screws (callout 1), and then install one standoff (callout 2).
- **M403/M402:** Position the formatter PCA on the printer, and then install four screws (callout 1).


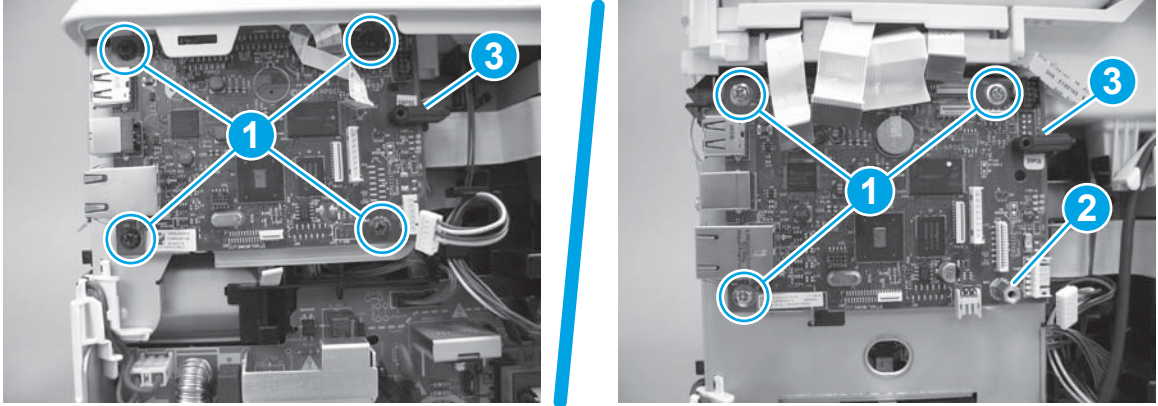
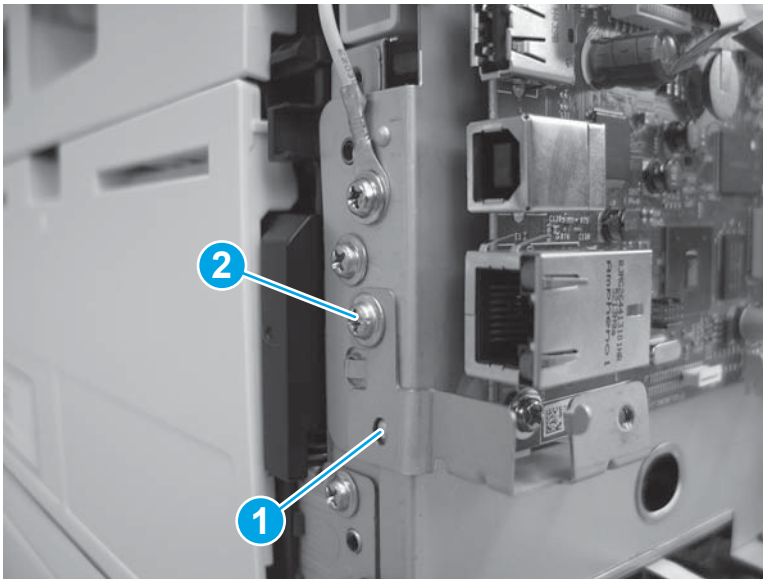
 **Reinstallation tip:** If a replacement formatter PCA will be installed and the printer is a wireless model, make sure that the wireless PCA mounting holder (callout 3) is transferred to the replacement formatter PCA.

Figure 1-871 Install the formatter PCA



2. **M427/M426 fax models only:** Position the fax PCA support bracket (callout 1) on the printer, and then install one screw (callout 2).

Figure 1-872 Remove the fax PCA support bracket



3. Connect all of the connectors and FFCs.

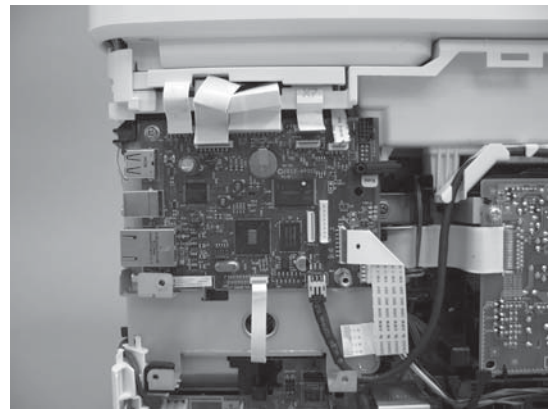
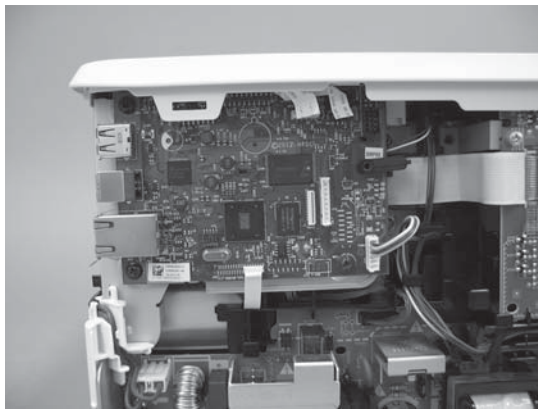
Depending on the M427/M426 model, the following connector locations are empty.

- J6; all models
- J7; all models
- J30; non-wireless models
- J12; non-fax models
- J15; all models
- J17; non-NFC models
- J28; all models


Depending on the M403/M402 model, the following connector locations are empty.

- J6; all models
- J7; all models
- J8; non-wireless models
- J15; all models
- J17; non-NFC models

Figure 1-873 Connect all of the connectors and FFCs

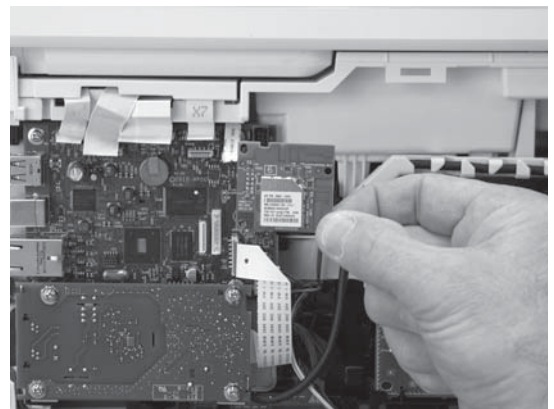
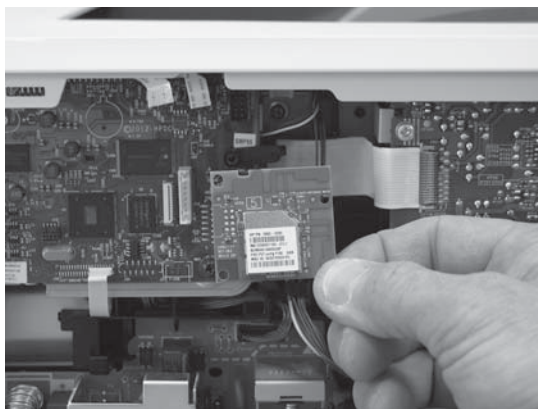


Step 9: Install the wireless PCA

 **NOTE:** Wireless models only. For all other models, skip this step and go to [Step 10: Install the fax PCA on page 486](#).

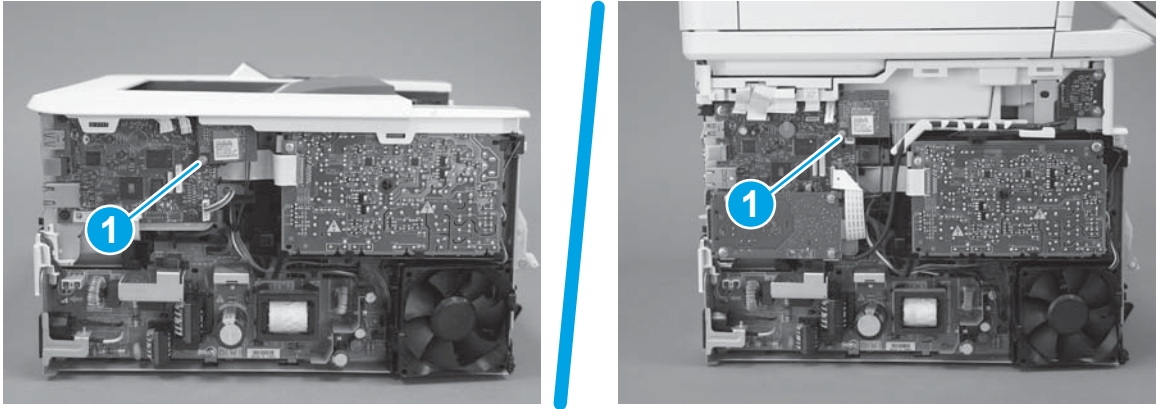
1. Carefully push the wireless PCA straight onto the formatter PCA to install it.

Figure 1-874 Install the PCA



2. Install one screw (callout 1).

Figure 1-875 Install one screw



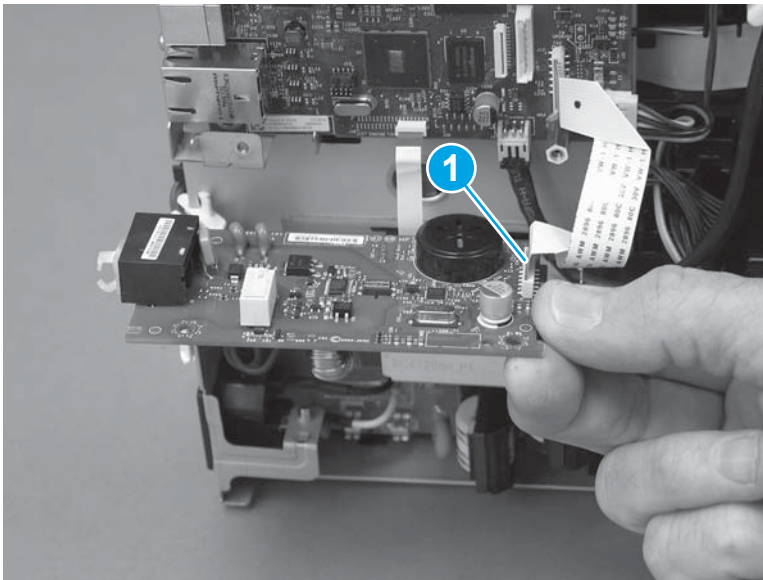
Step 10: Install the fax PCA



NOTE: Fax models only. For all other models, skip this step and go to [Step 11: Install the left cover on page 487](#).

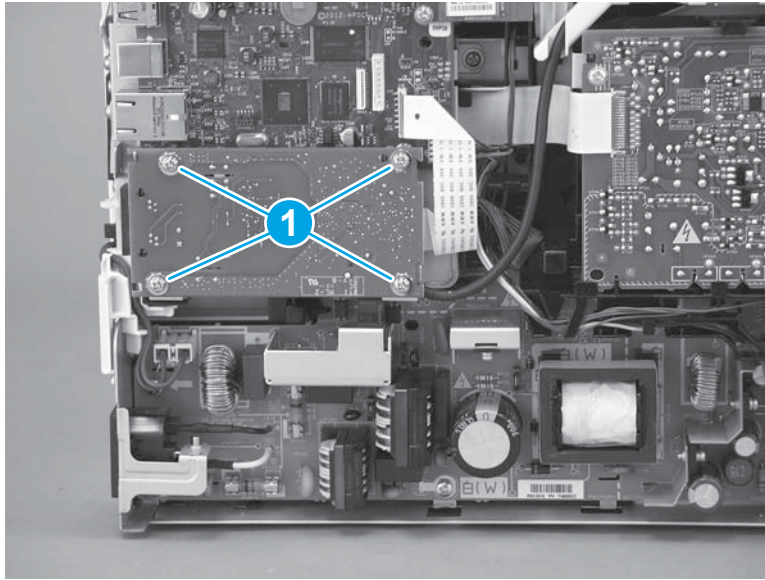
1. Connect one FFC cable (callout 1), and then position the fax PCA on the printer.

Figure 1-876 Connect one connector and install the PCA



2. Install four screws (callout 1).

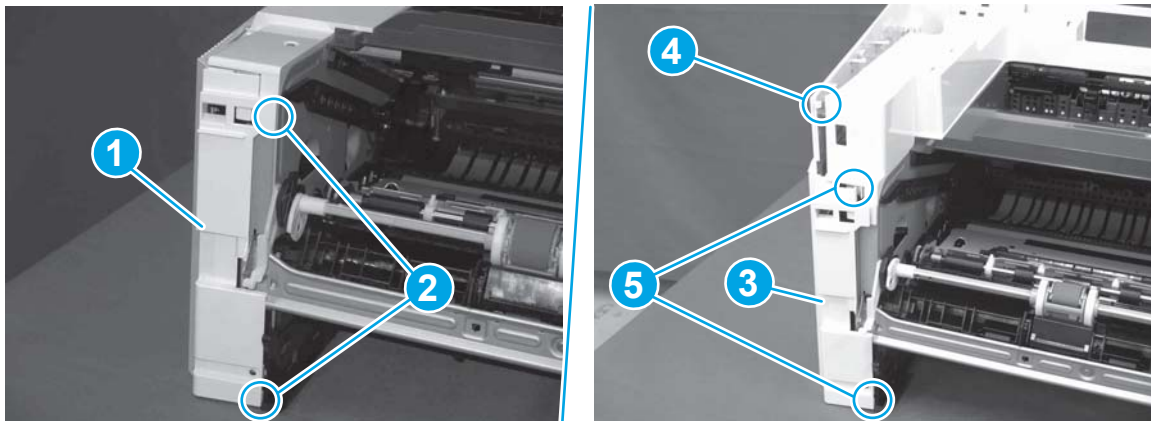
Figure 1-877 Install four screws



Step 11: Install the left cover

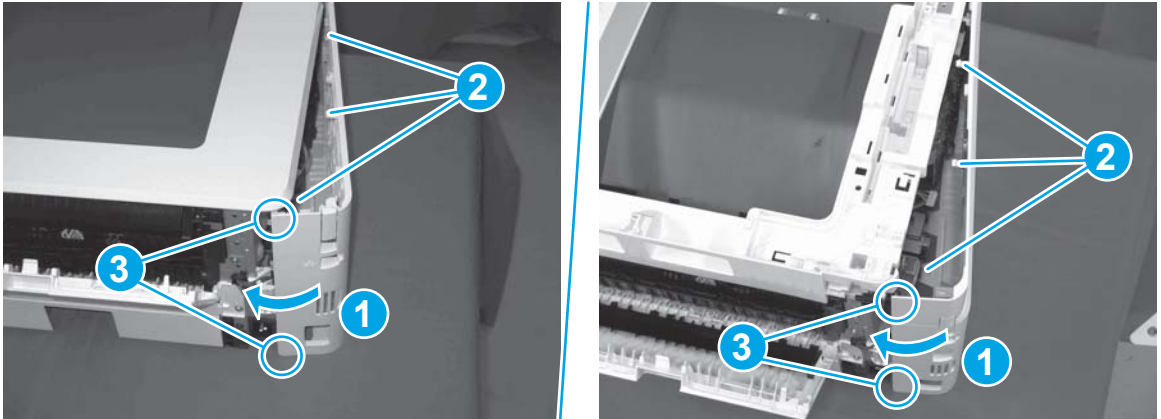
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-878 Install the cover



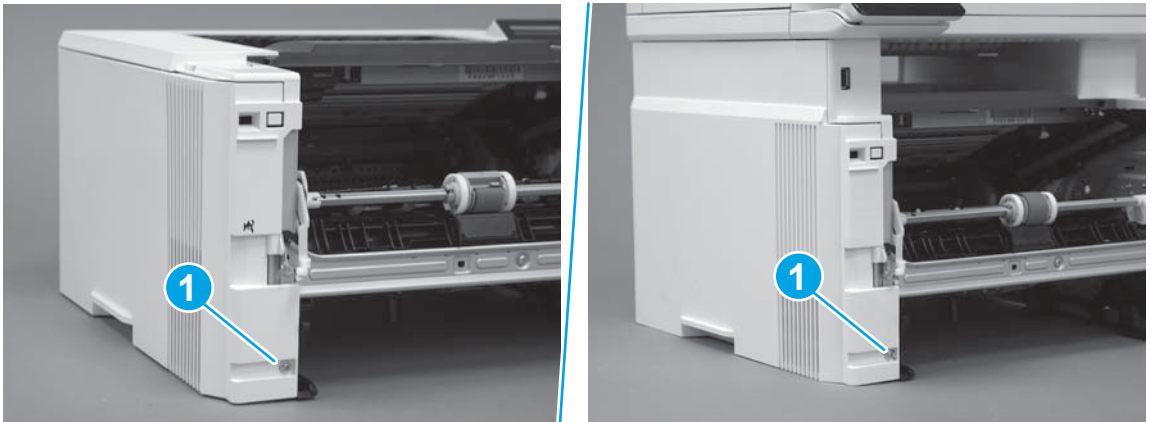
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-879 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-880 Install one screw

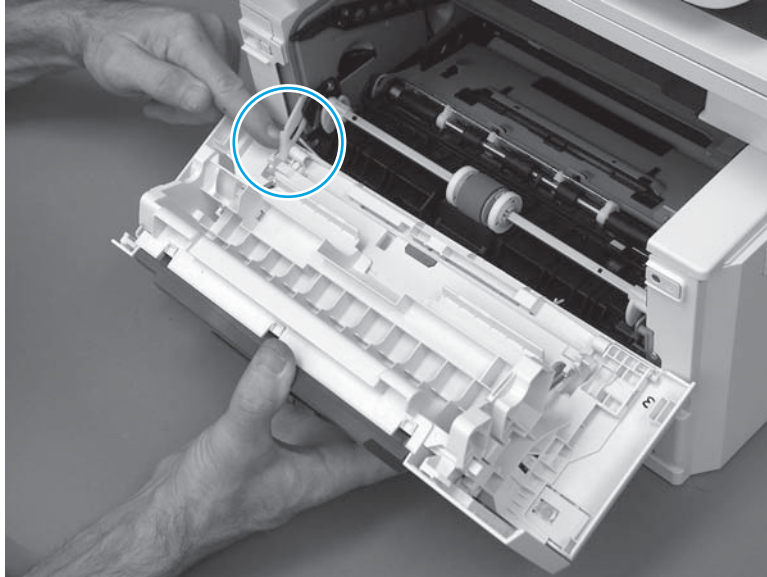


Step 12: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

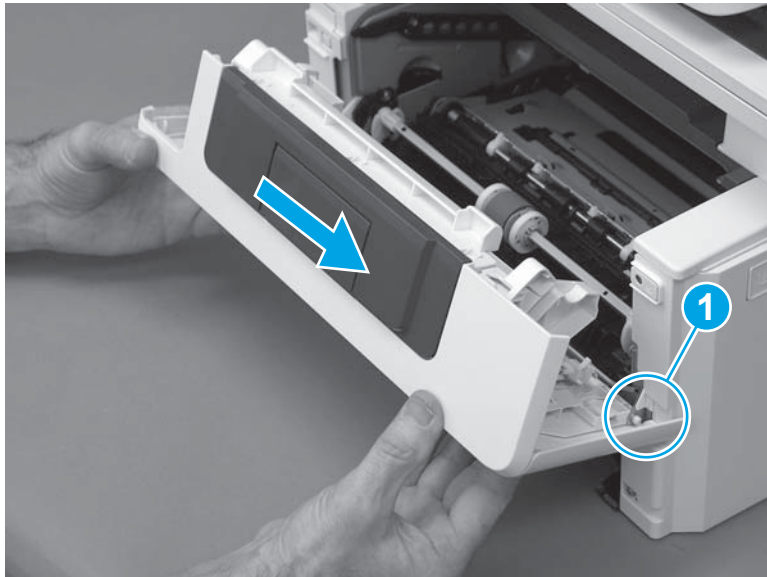
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-881 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

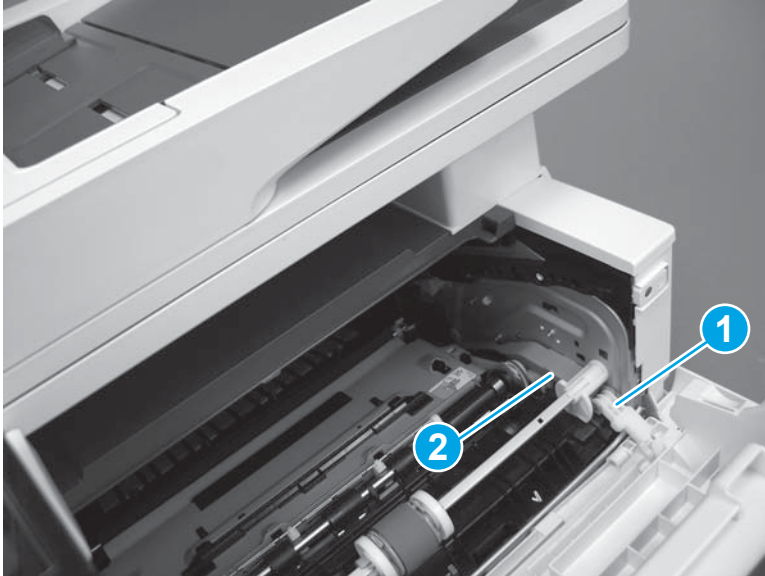
Figure 1-882 Install the door



3. Install the link (callout 1).

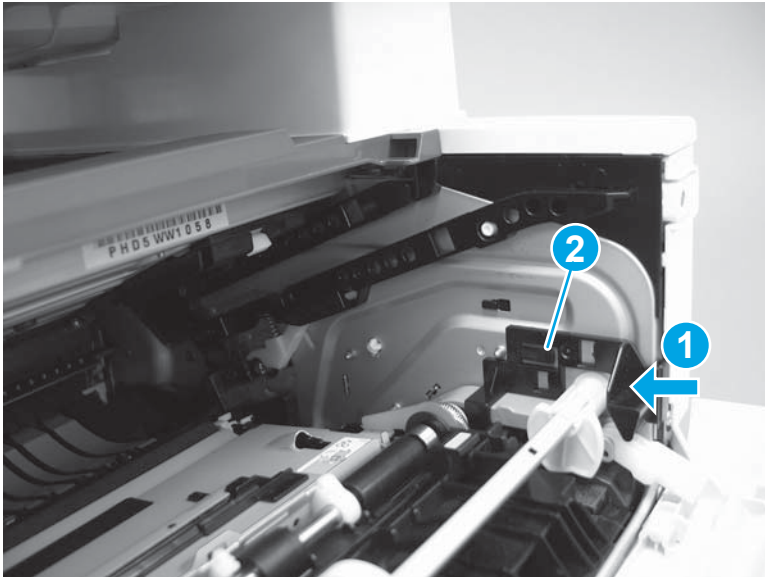
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-883 Install the pressure-release link



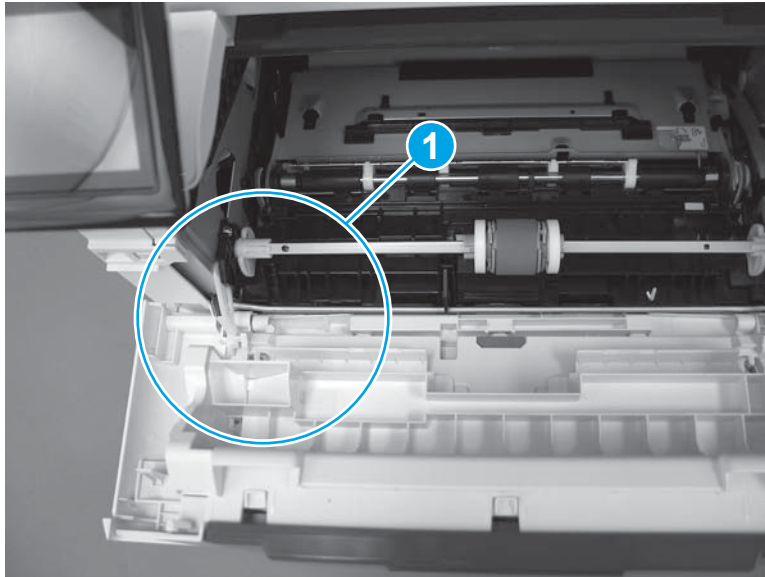
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-884 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-885 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


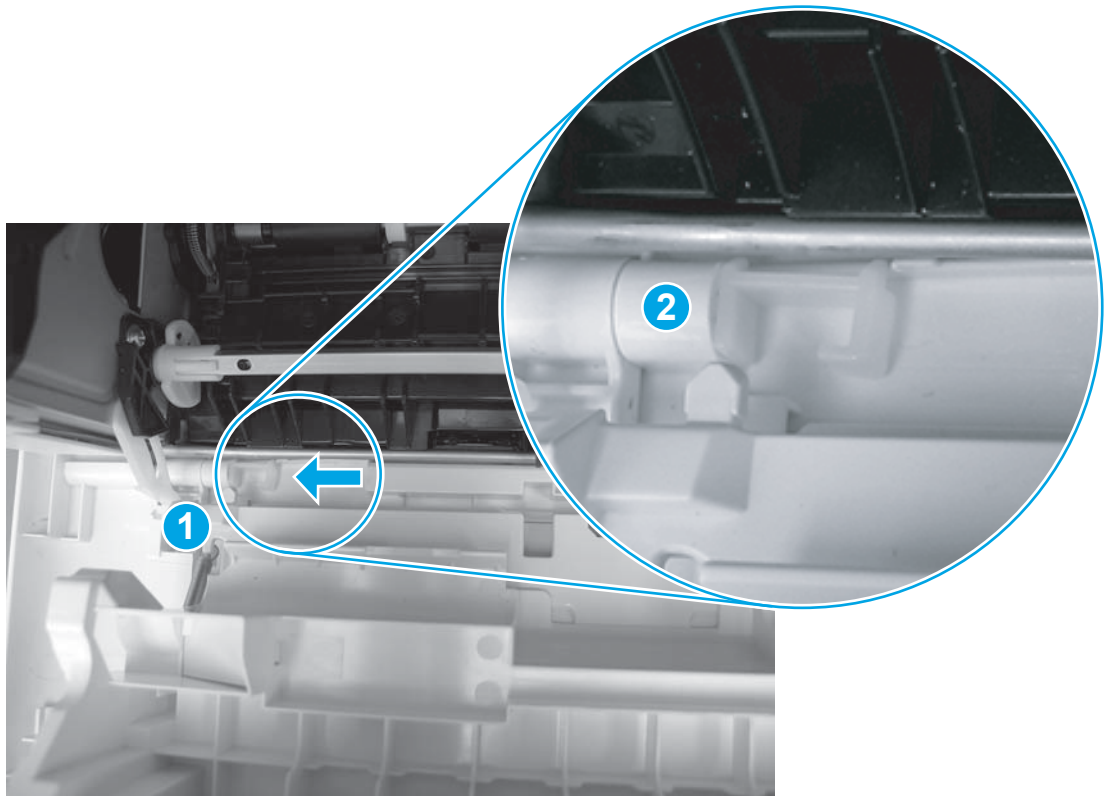
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-886 Install the support shaft



Step 13: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-887 Install the tray



Removal and replacement: Fan (FM1)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fan \(FM1\)](#)
- [Step 5: Unpack the replacement assembly](#)
- [Step 6: Install the fan \(FM1\)](#)
- [Step 7: Install the left cover](#)
- [Step 8: Install the cartridge door assembly](#)
- [Step 9: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the fan (FM1).

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.

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

Fan (FM1) part number	
RK2-8068-000CN	Fan (FM1)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

After performing service

Turn the printer power on

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

Post service test

Listen for the fan to rotate when the printer power is turned on.


Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-888 Remove the tray



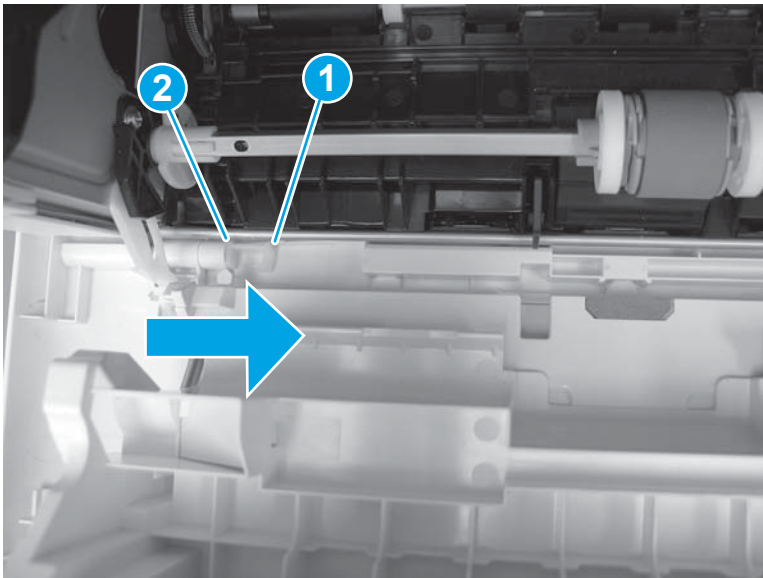
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

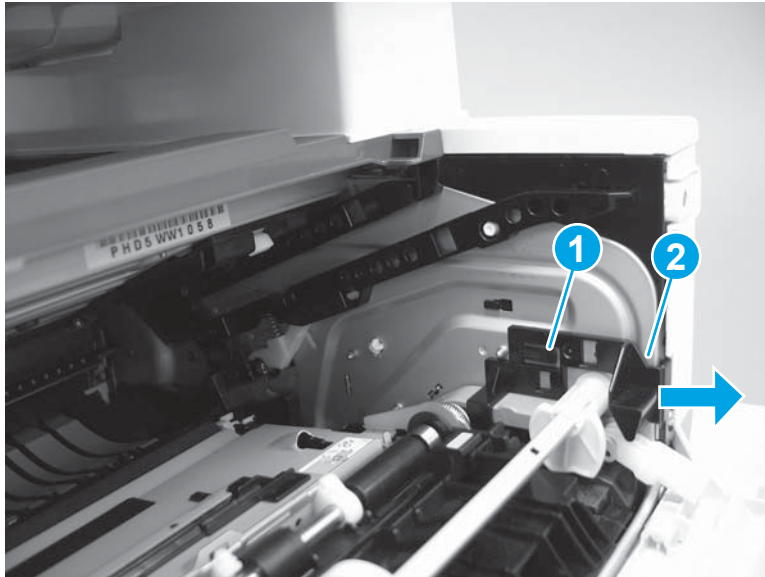
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-889 Release the support shaft



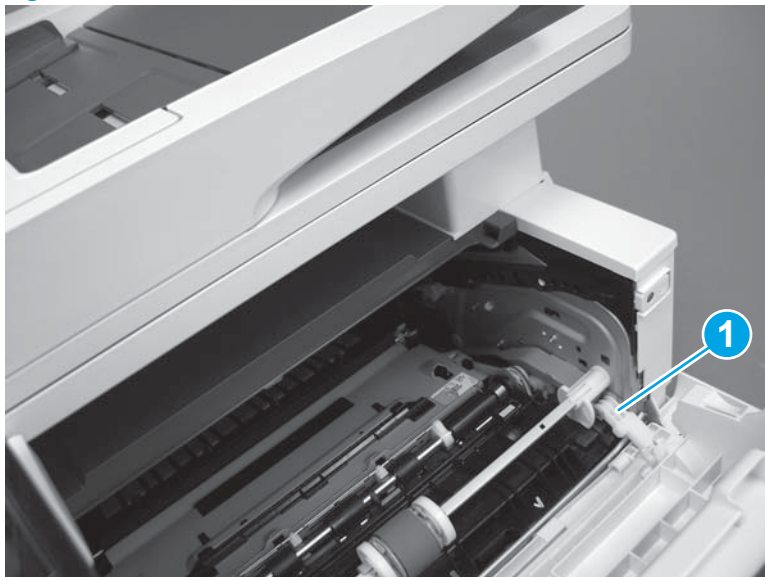
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-890 Remove the guide



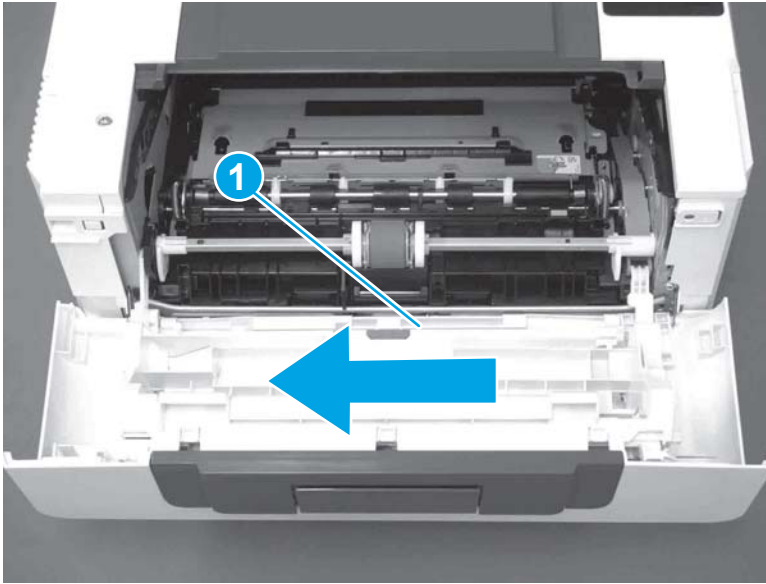
3. Remove the link arm (callout 1).

Figure 1-891 Remove the link arm



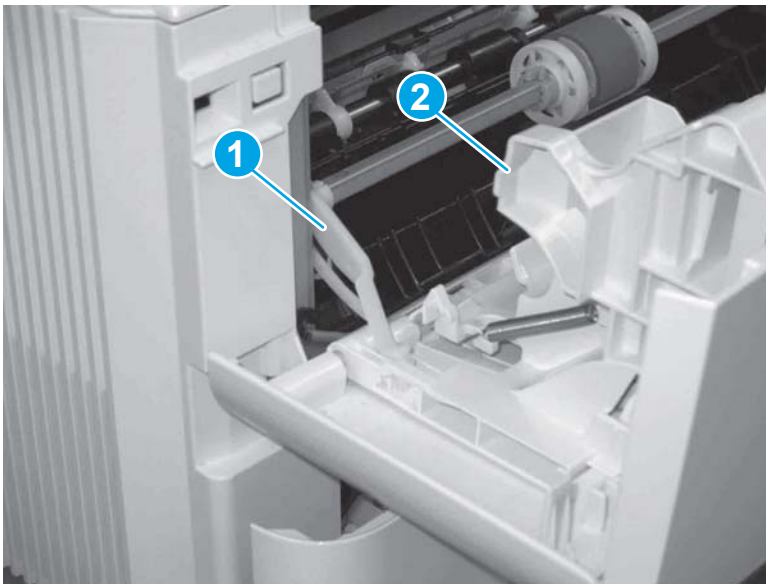
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-892 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

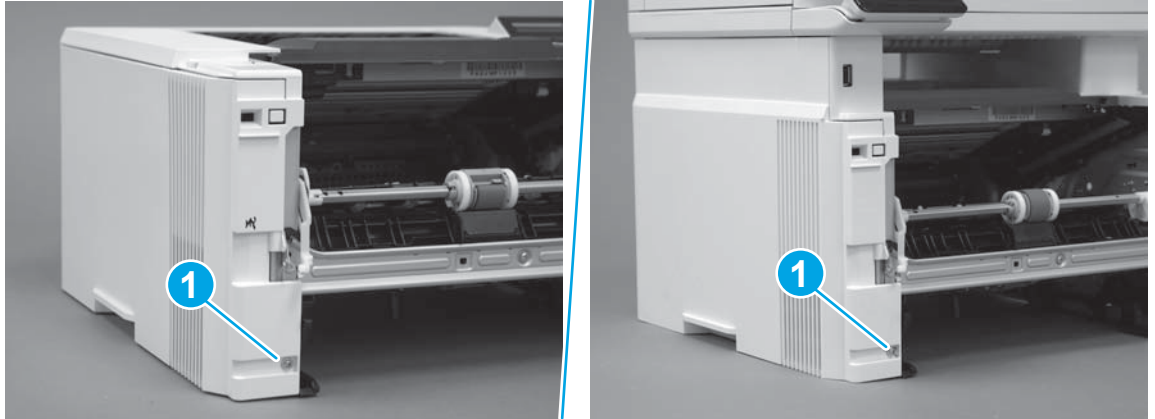
Figure 1-893 Release the left-side retainer arm



Step 3: Remove the left cover

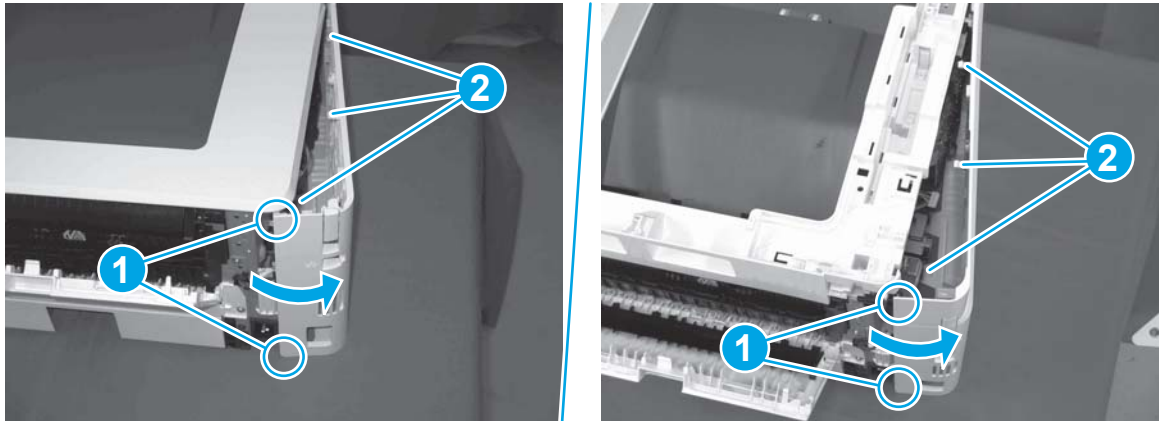
1. Remove one screw (callout 1).

Figure 1-894 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-895 Release two bosses and three tabs

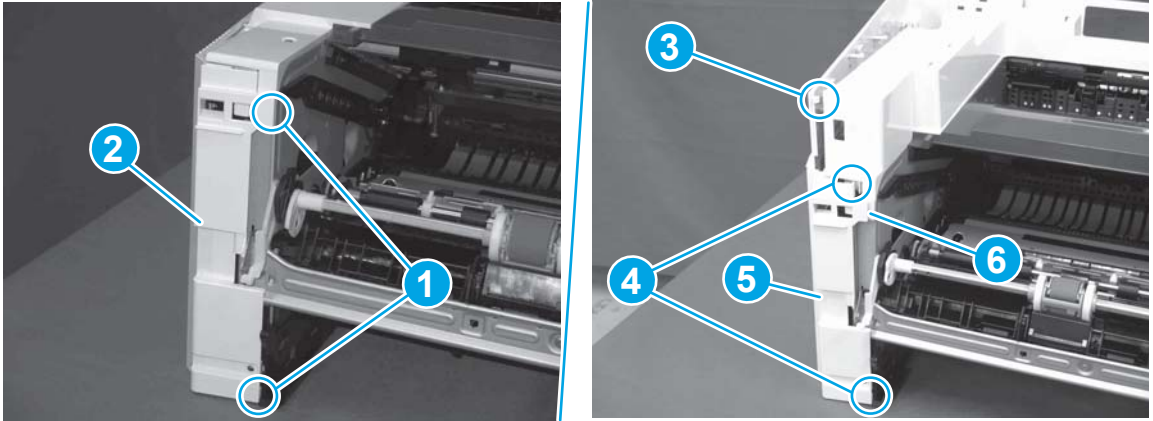


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

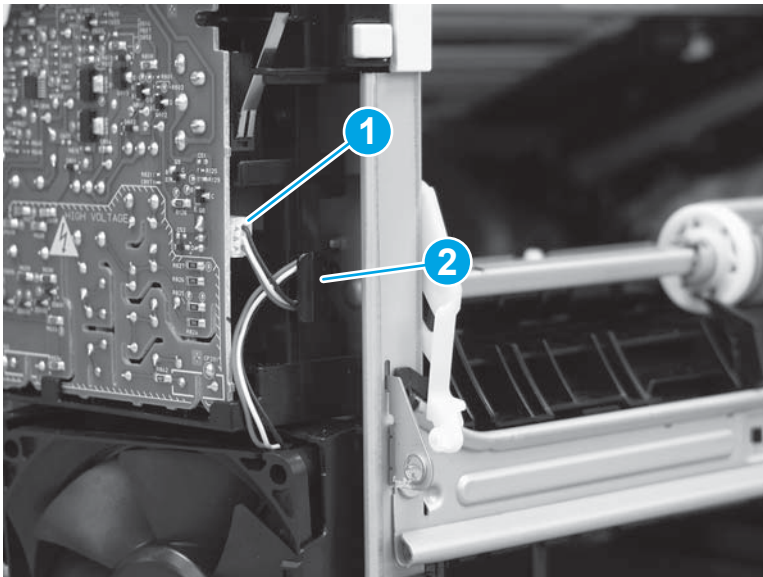
Figure 1-896 Remove the cover



Step 4: Remove the fan (FM1)

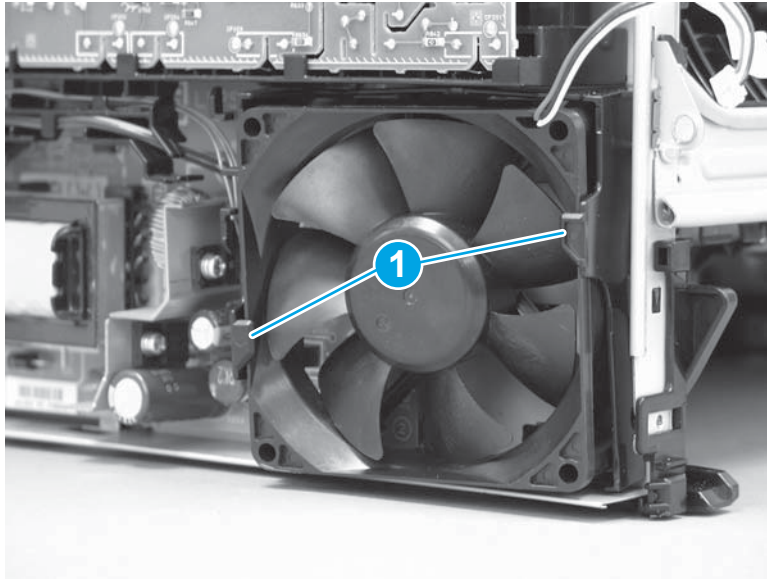
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).

Figure 1-897 Disconnect one connector



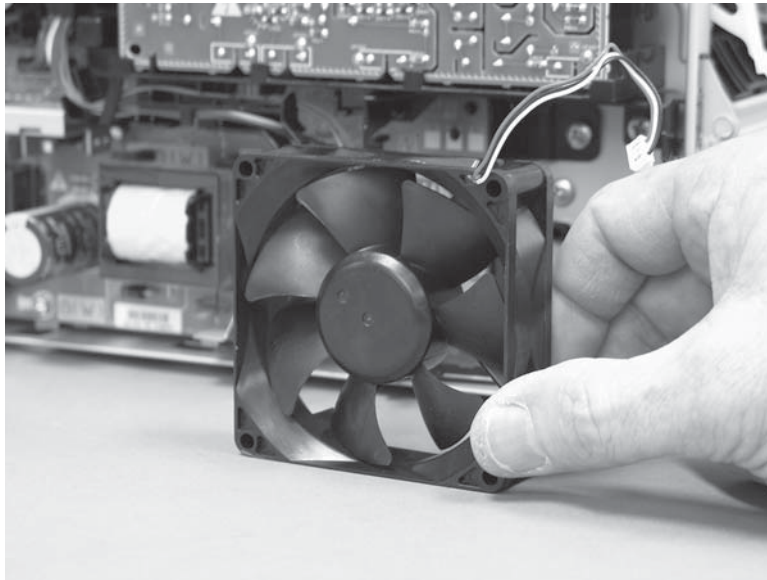
2. Release two tabs (callout 1).

Figure 1-898 Release two tabs



3. Remove the fan.

Figure 1-899 Remove the fan



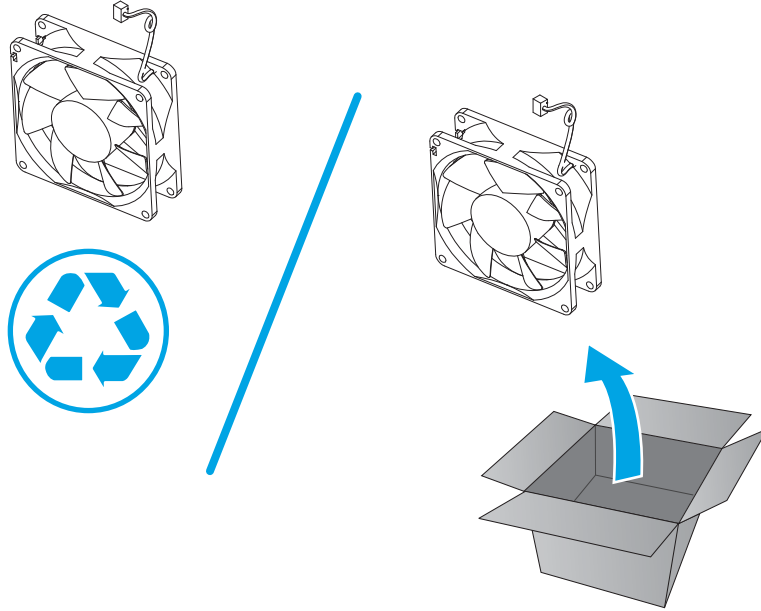
Step 5: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-900 Recycle and unpack

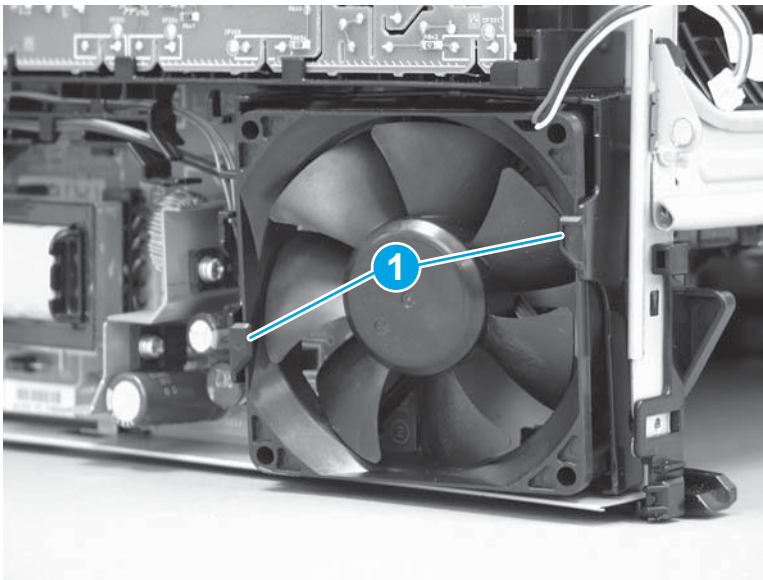


Step 6: Install the fan (FM1)

1. Position the fan in the holder. Make sure that the two tabs (callout 1) snap into place on the fan.

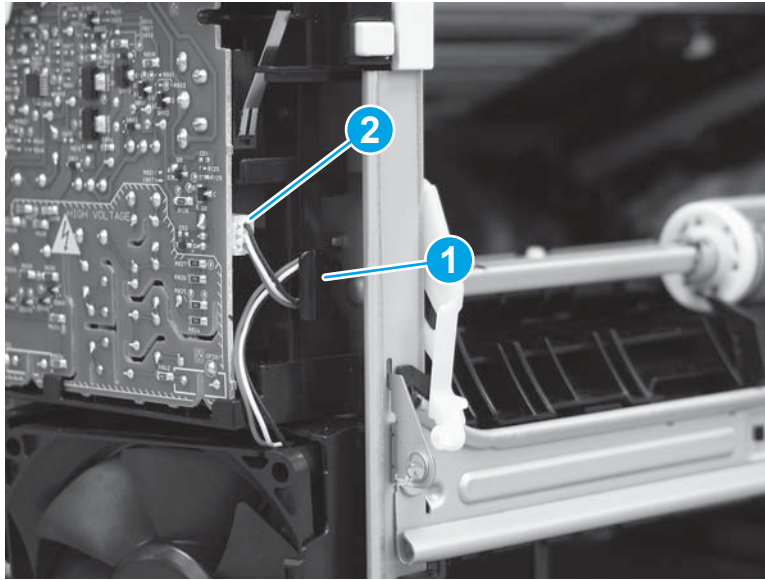
⚠ CAUTION: The fan must be correctly installed so that air is drawn into the printer. Make sure that the two arrows embossed on the right-side of the fan body—which indicate air flow direction—face upward and into the printer.

Figure 1-901 Install the fan



2. Install the wire harness on the retainer (callout 2), and then connect one connector (callout 2).

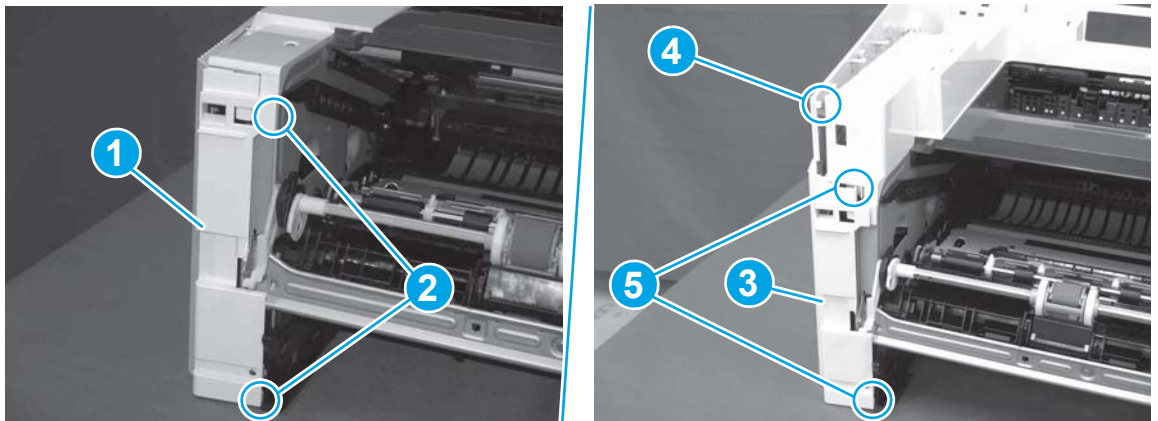
Figure 1-902 Connect one connector



Step 7: Install the left cover

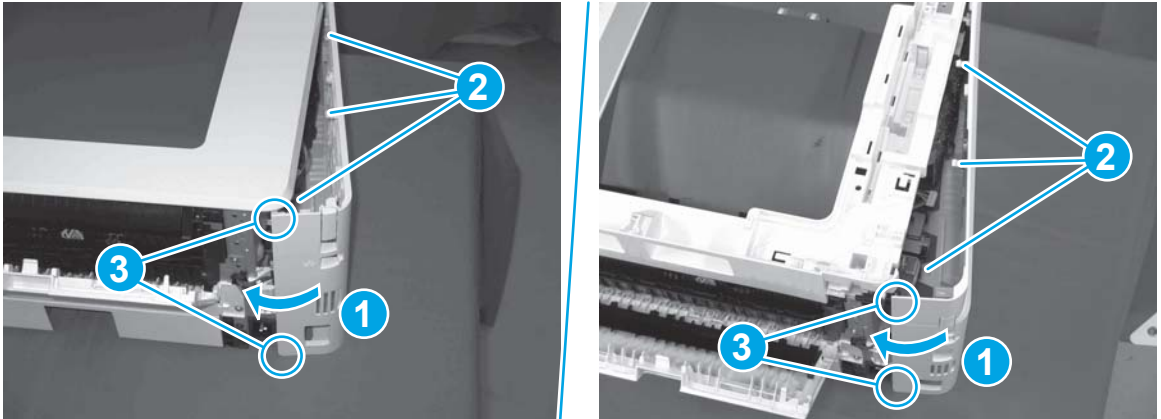
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-903 Install the cover



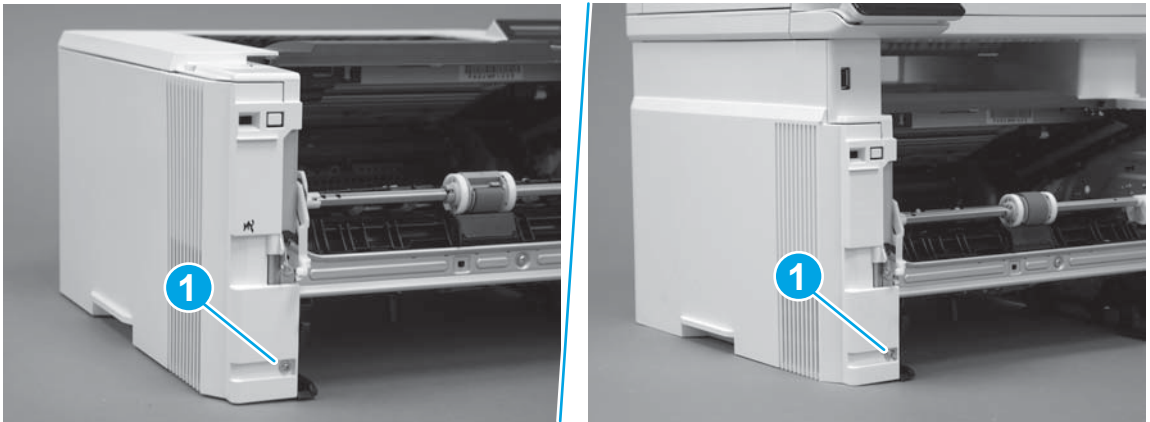
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-904 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-905 Install one screw

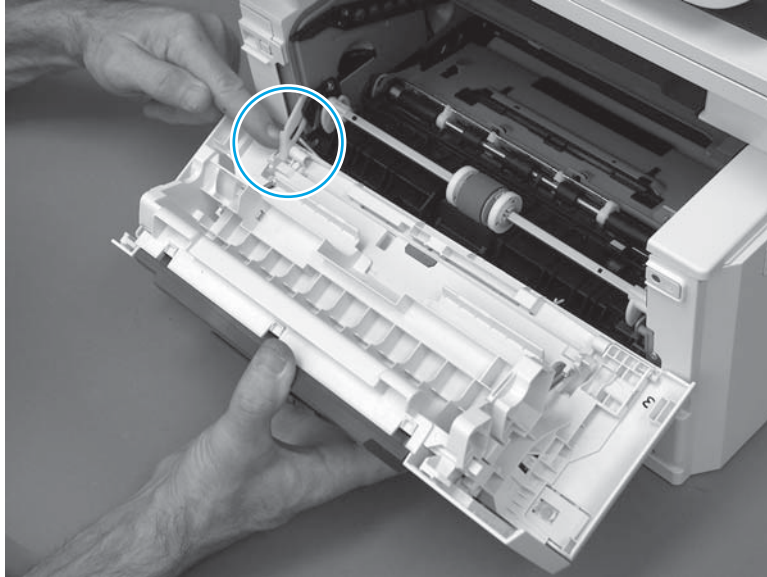


Step 8: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

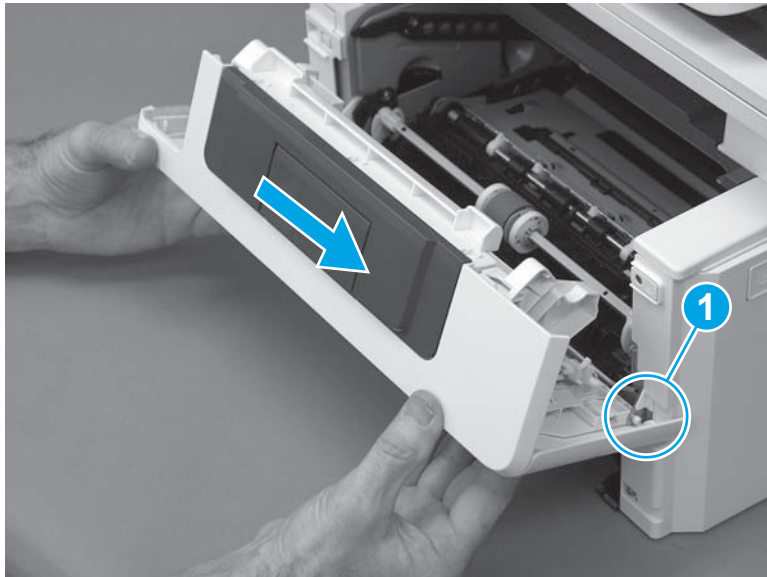
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-906 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

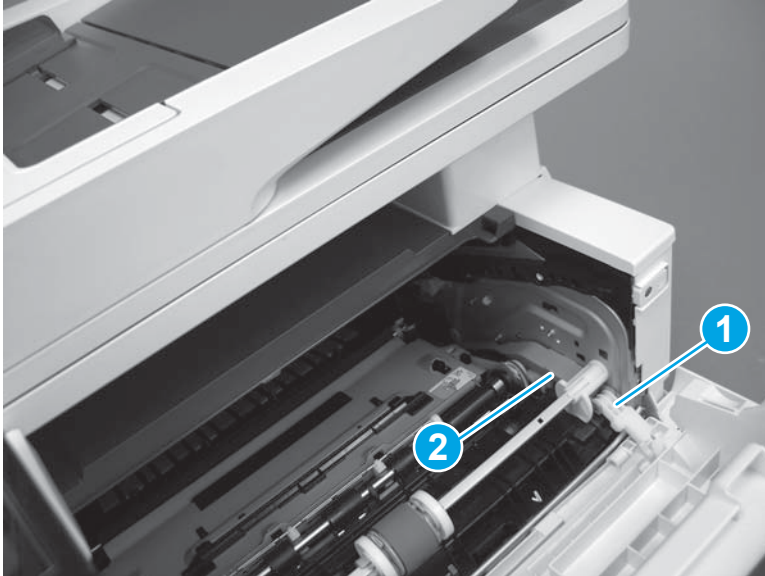
Figure 1-907 Install the door



3. Install the link (callout 1).

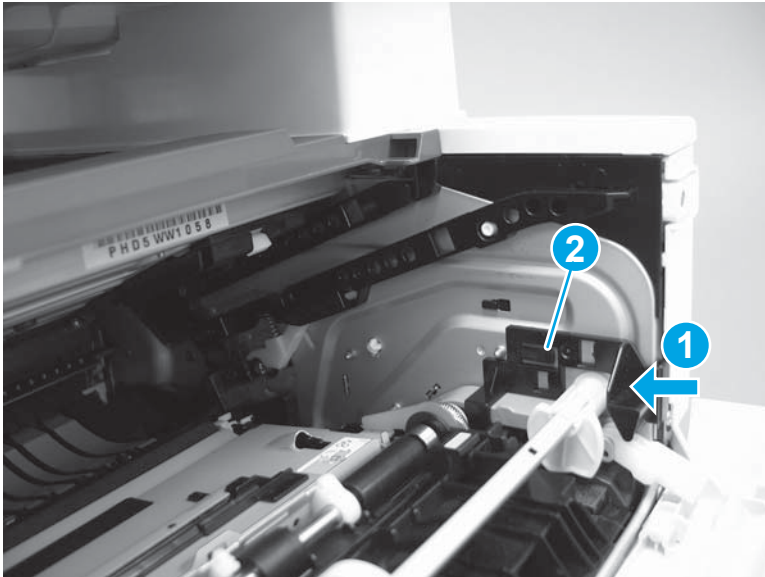
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-908 Install the pressure-release link



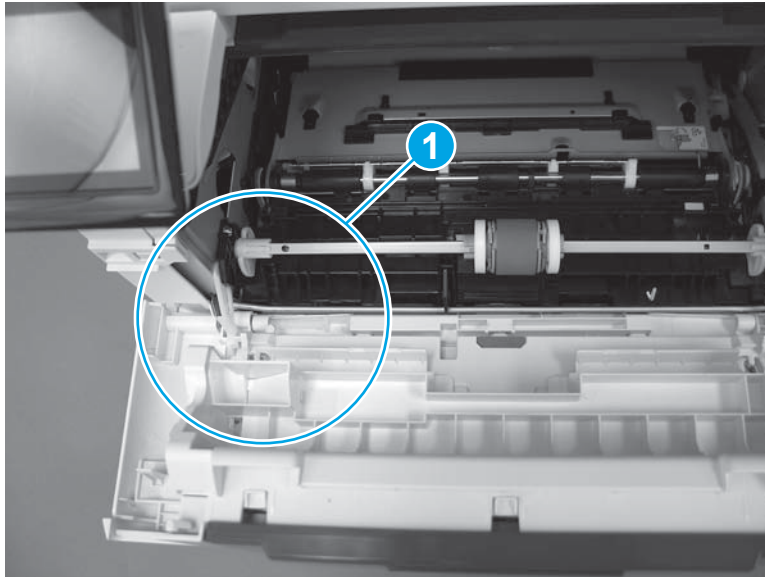
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-909 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-910 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


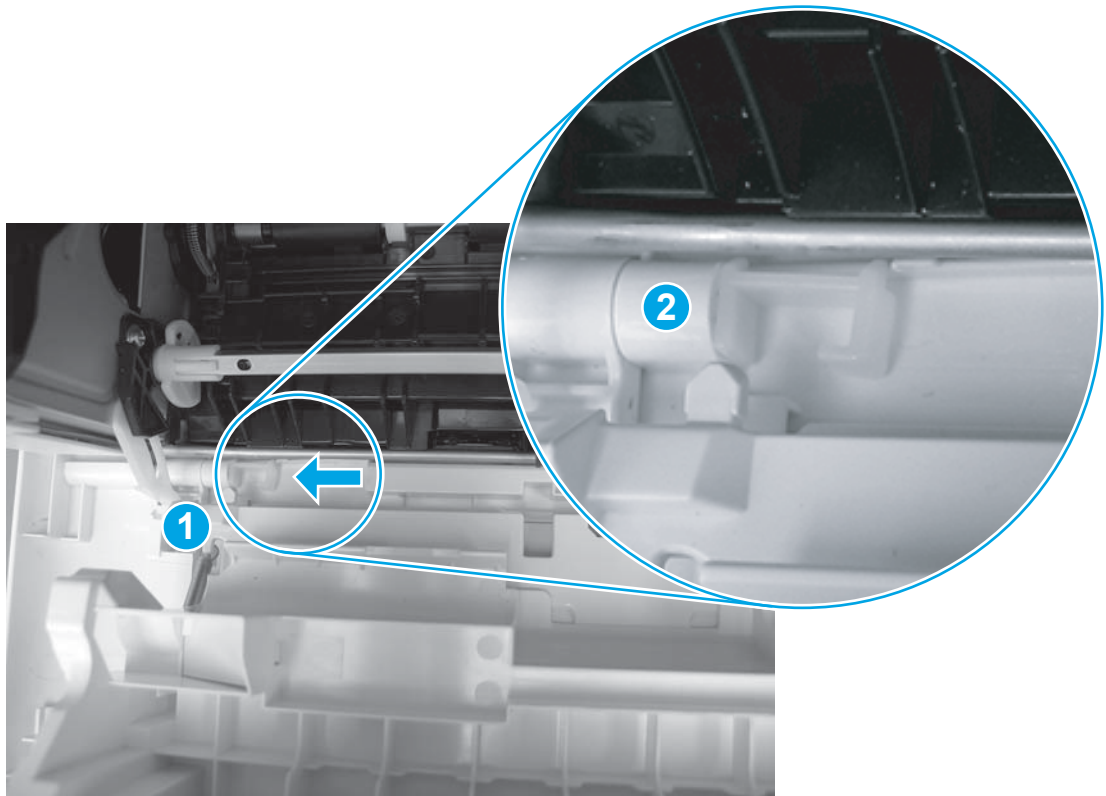
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-911 Install the support shaft



Step 9: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-912 Install the tray



Removal and replacement: Fan holder (FM1)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the fan \(FM1\)](#)
- [Step 5: Remove the fan holder \(FM1\)](#)
- [Step 6: Unpack the replacement assembly](#)
- [Step 7: Install the fan holder \(FM1\)](#)
- [Step 8: Install the fan \(FM1\)](#)
- [Step 9: Install the left cover](#)
- [Step 10: Install the cartridge door assembly](#)
- [Step 11: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the fan holder (FM1).

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.

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

Fan holder (FM1) part number	
RC4-2891-000CN	Fan holder (FM1)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

After performing service

Turn the printer power on

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

Post service test

Listen for the fan to rotate when the printer power is turned on.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-913 Remove the tray



Step 2: Remove the cartridge door assembly



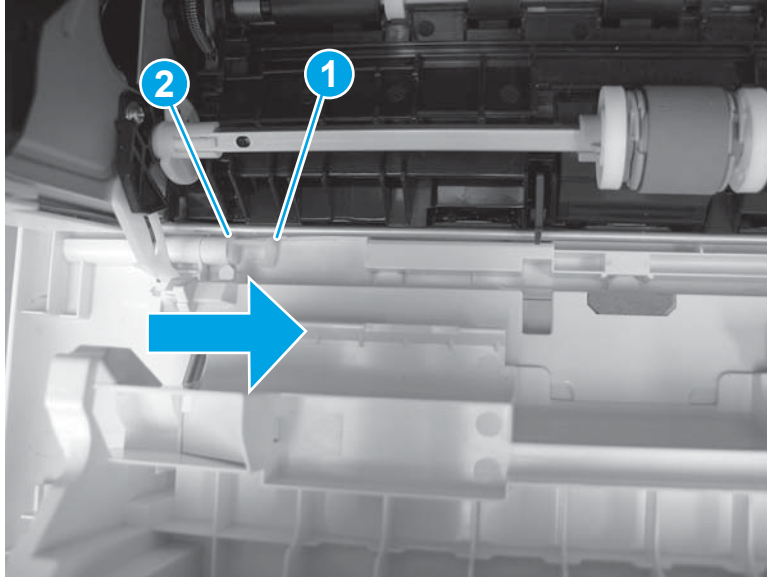
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



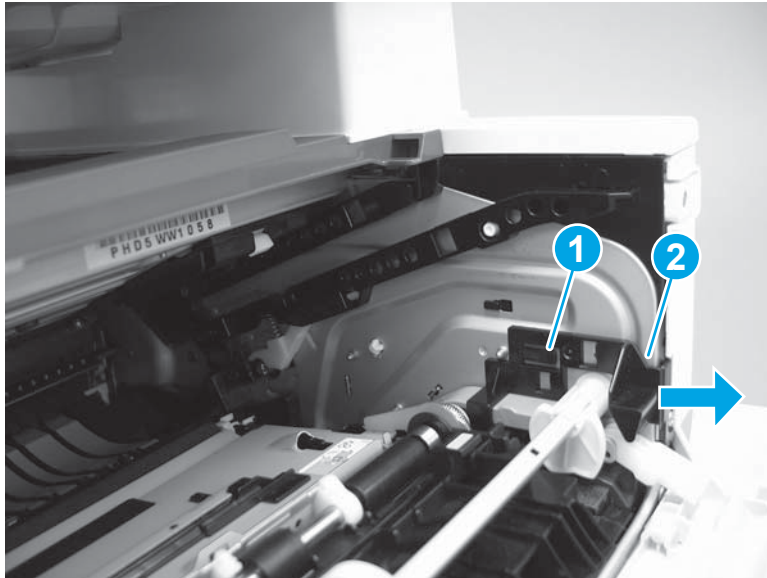
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-914 Release the support shaft



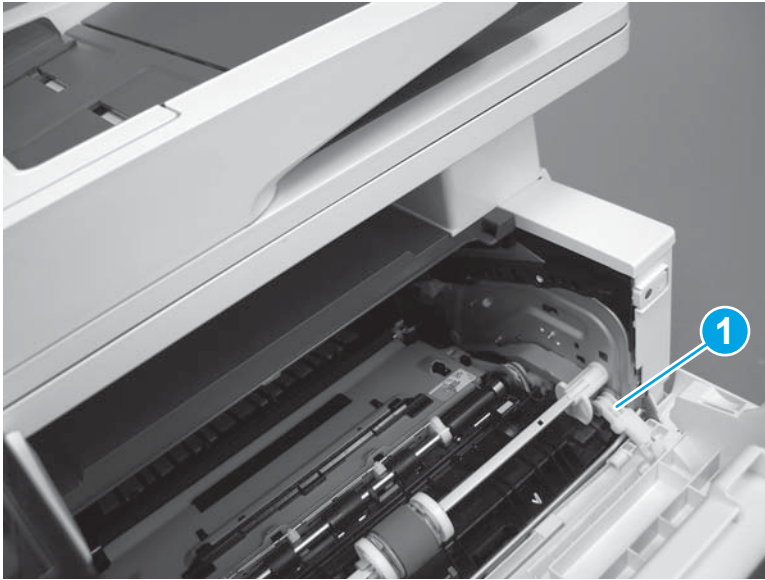
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-915 Remove the guide



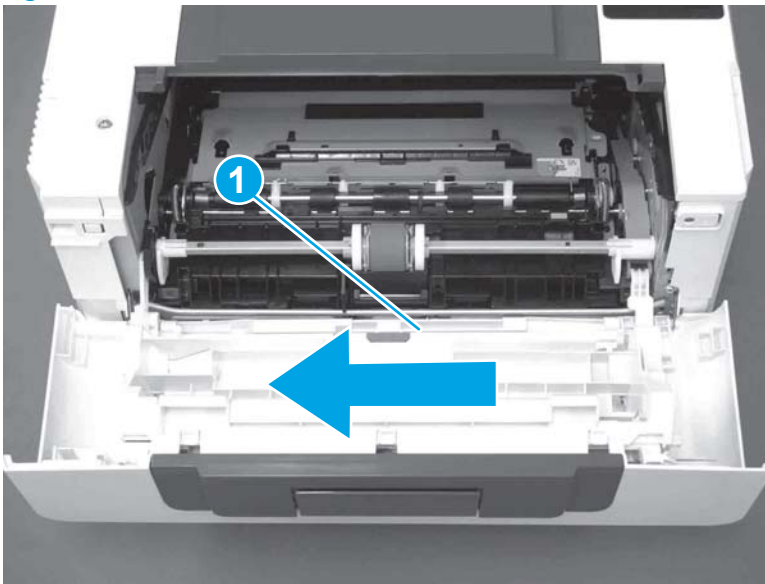
3. Remove the link arm (callout 1).

Figure 1-916 Remove the link arm



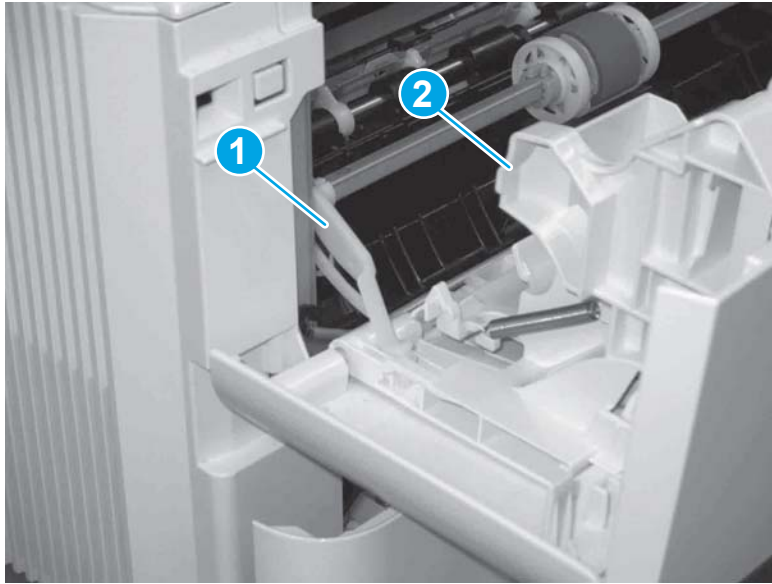
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-917 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

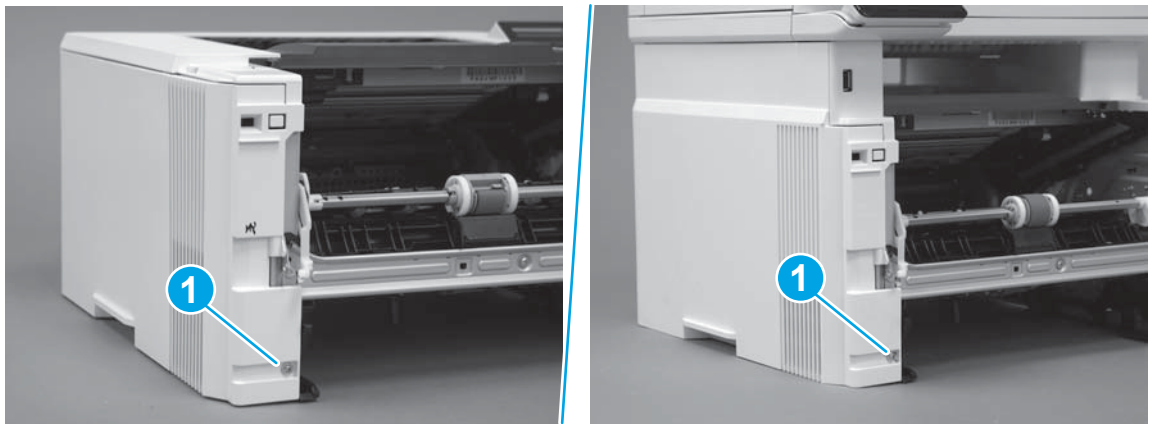
Figure 1-918 Release the left-side retainer arm



Step 3: Remove the left cover

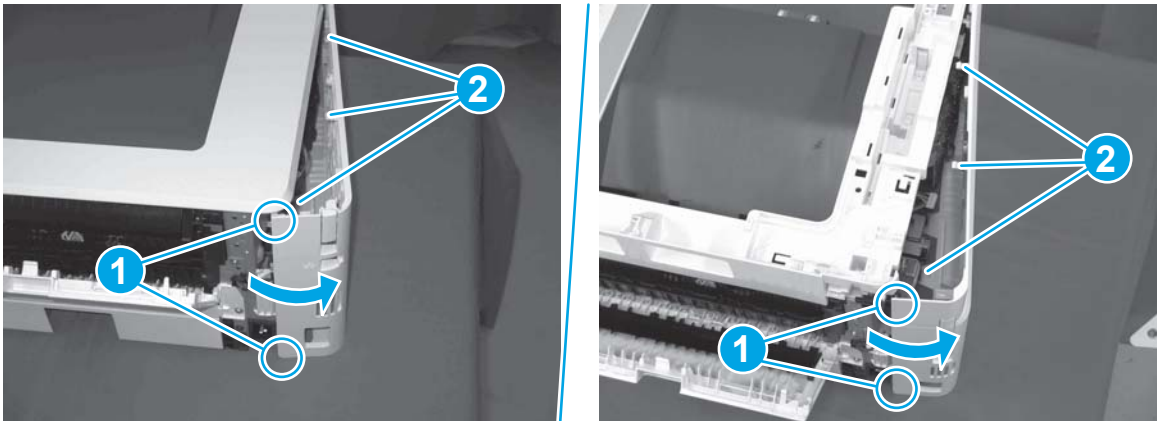
1. Remove one screw (callout 1).

Figure 1-919 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

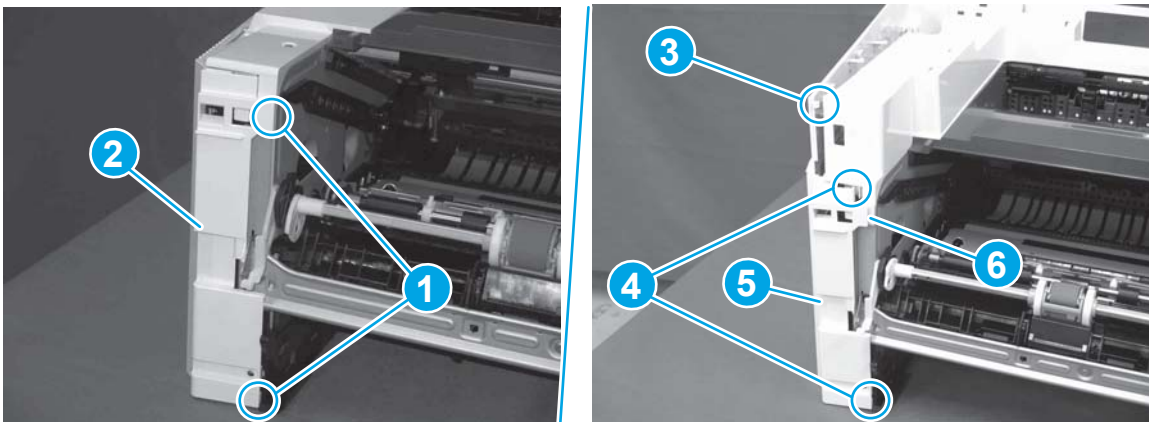
Figure 1-920 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

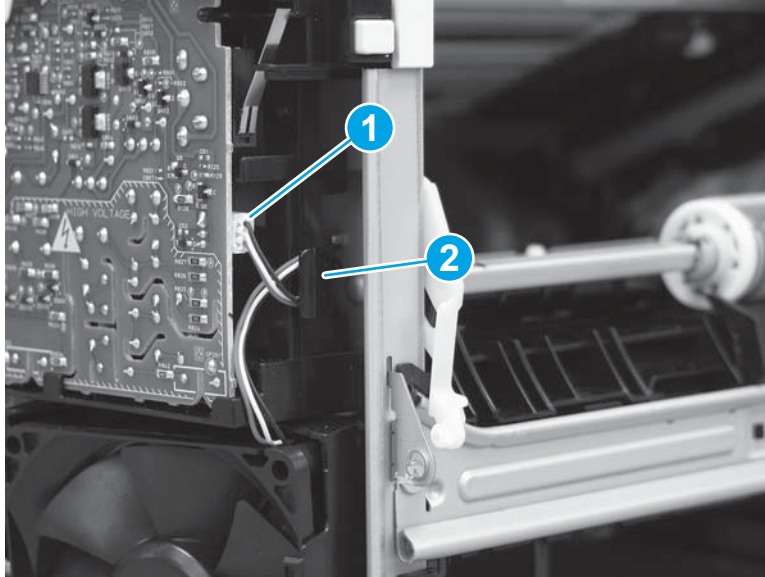
Figure 1-921 Remove the cover



Step 4: Remove the fan (FM1)

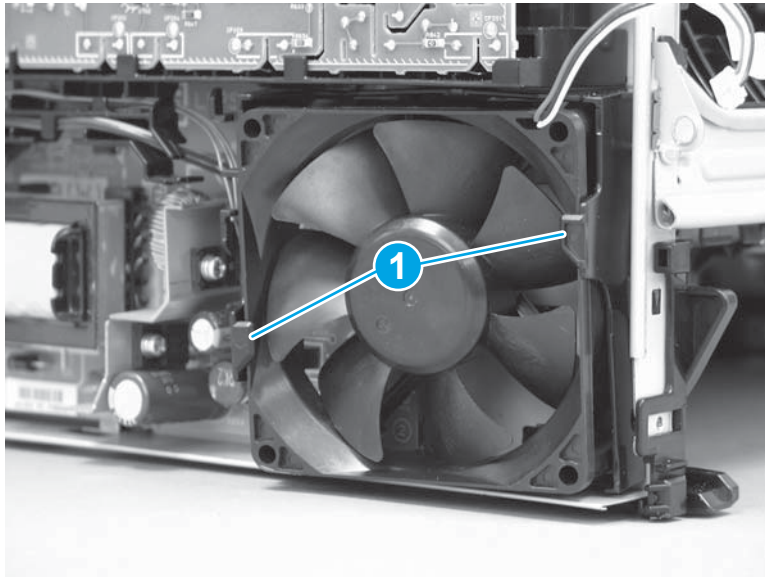
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).

Figure 1-922 Disconnect one connector



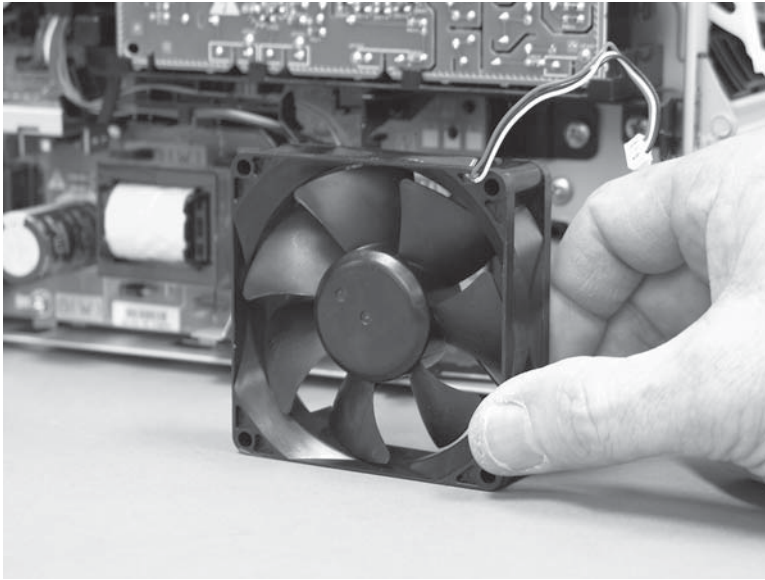
2. Release two tabs (callout 1).

Figure 1-923 Release two tabs



3. Remove the fan.

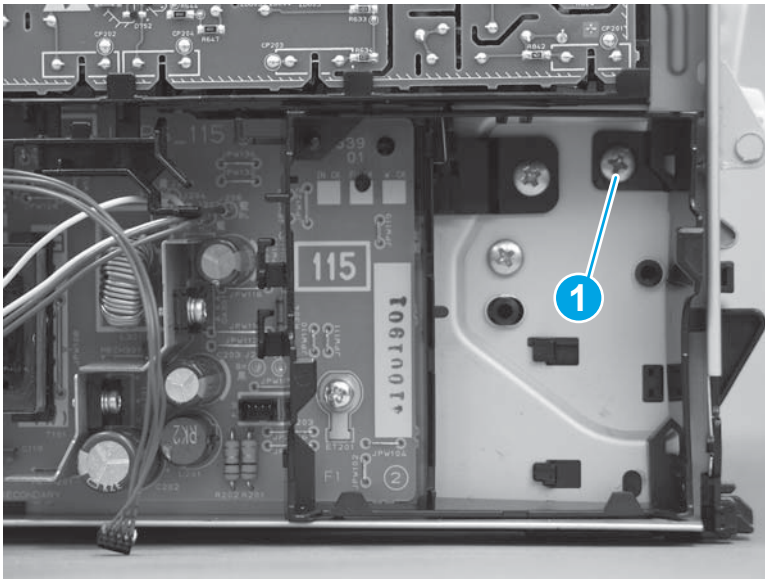
Figure 1-924 Remove the fan



Step 5: Remove the fan holder (FM1)

1. Remove one screw (callout 1).

Figure 1-925 Remove one screw



2. Release one tab at the top-left side of the fan holder (callout 1), and then rotate the top-left side corner of the holder away from the printer.


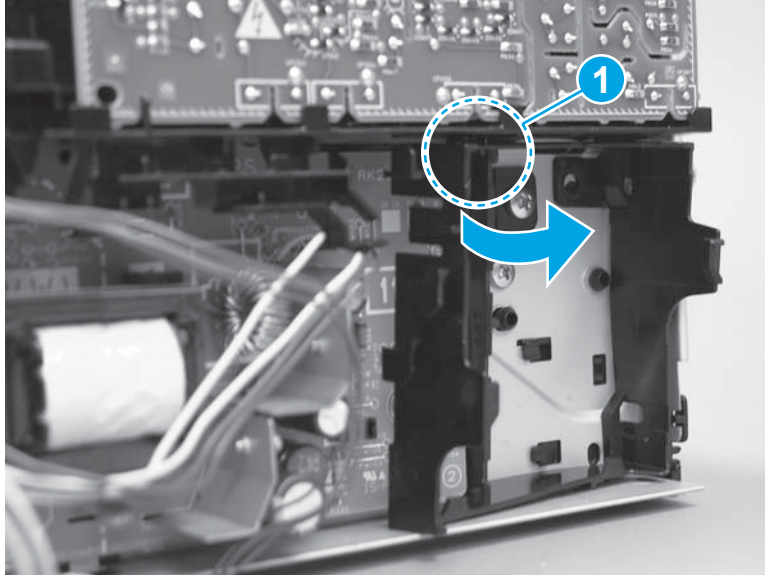
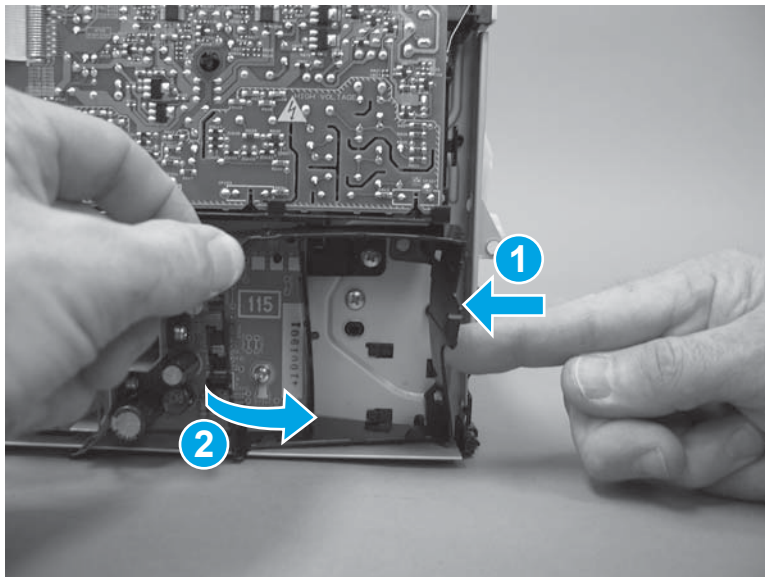
 **Reinstallation tip:** Use a flat-blade screwdriver to slightly flex the top of the holder down to make it easier to disengage this tab.

Figure 1-926 Release one tab



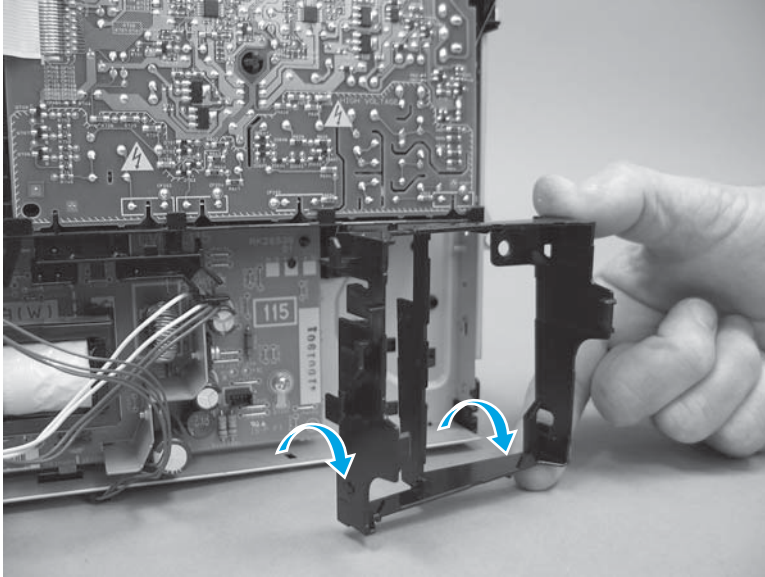
3. Slightly flex the right side of the holder to release one tab (callout 1), and then rotate the top of the holder away from the printer (callout 2).

Figure 1-927 Release one tab



4. Lift the holder up to release two alignment tabs on the bottom of the holder, and then remove the holder.

Figure 1-928 Remove the holder



Step 6: Unpack the replacement assembly

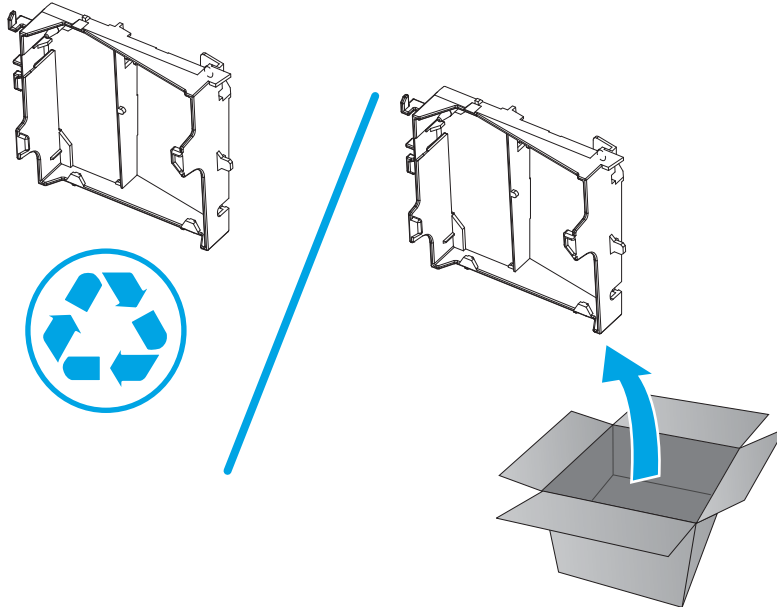
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

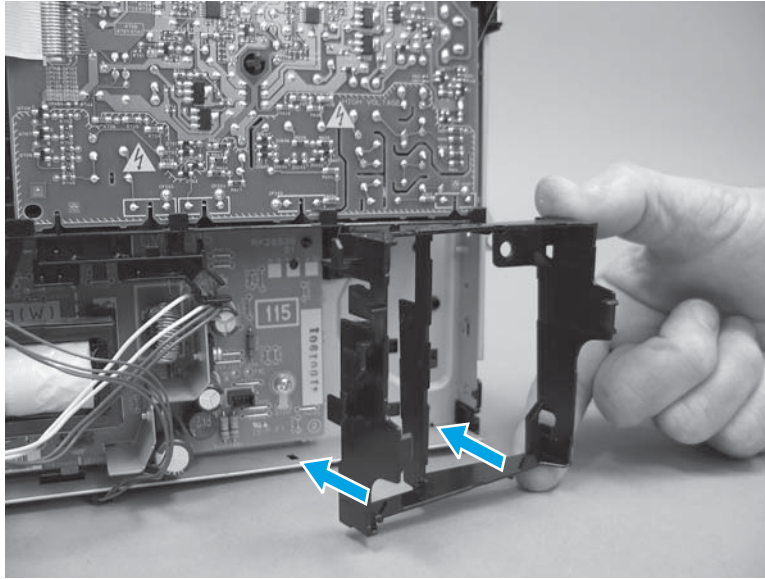
Figure 1-929 Recycle and unpack



Step 7: Install the fan holder (FM1)

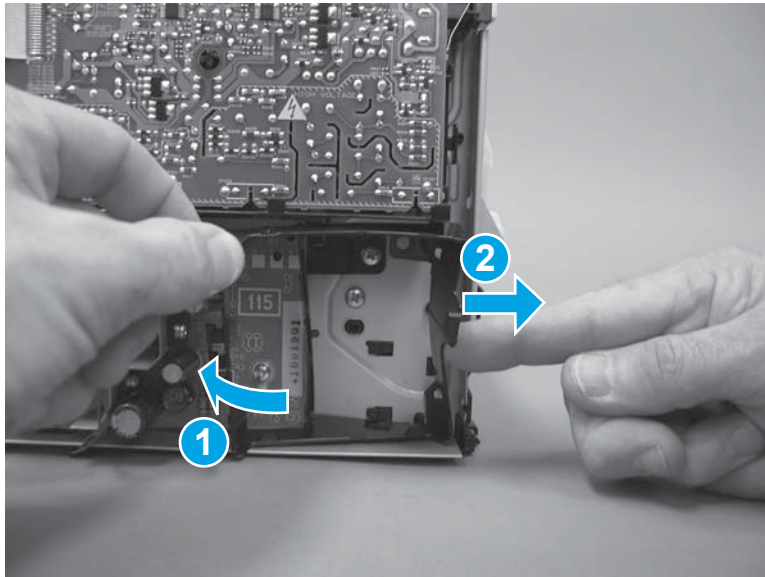
1. Position the bottom edge of the holder on the chassis—engage the two alignment tabs on the bottom of the holder with the slots in the chassis.

Figure 1-930 Install the holder



2. Rotate the top of the holder toward the printer (callout 1), and then engage one tab on the right side of the holder (callout 2).

Figure 1-931 Engage one tab



3. Rotate the top-left side corner of the holder toward the printer, and then engage one tab on the holder (callout 1).


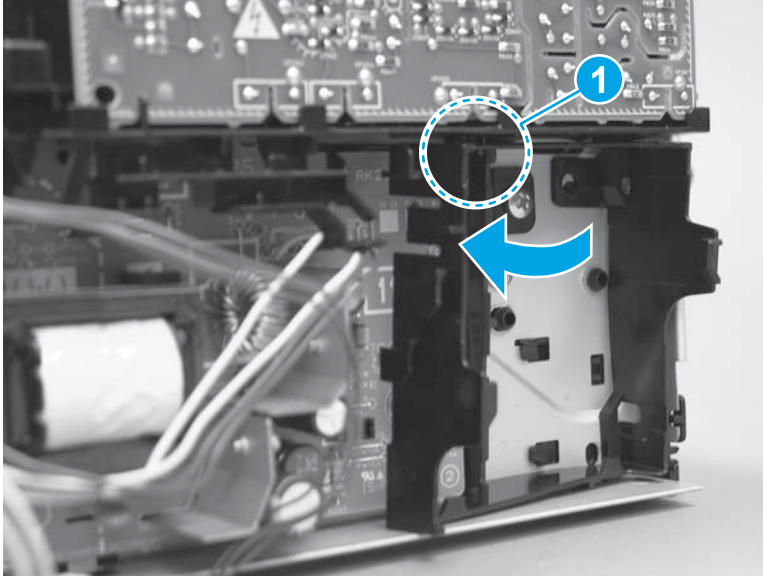
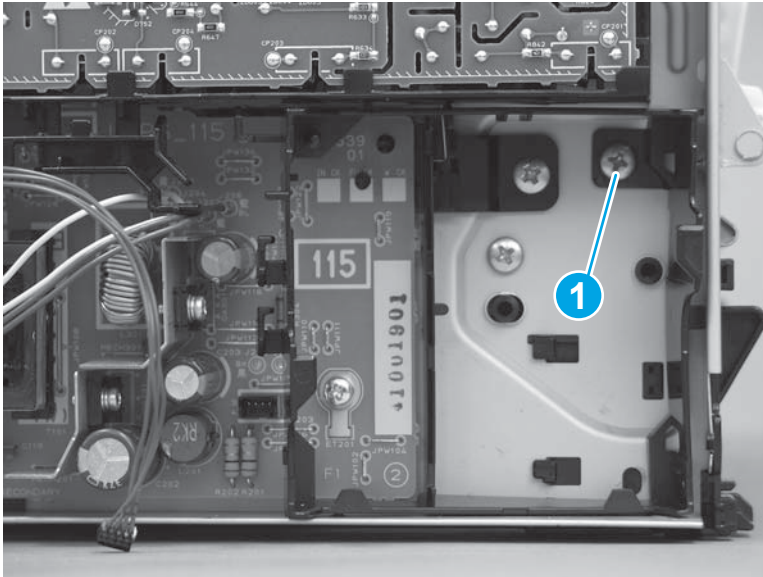
 **Reinstallation tip:** Use a flat-blade screwdriver to slightly flex the top of the holder down to make it easier to engage this tab.

Figure 1-932 Engage one tab



4. Install one screw (callout 1).

Figure 1-933 Install one screw



Step 8: Install the fan (FM1)

1. Position the fan in the holder. Make sure that the two tabs (callout 1) snap into place on the fan.


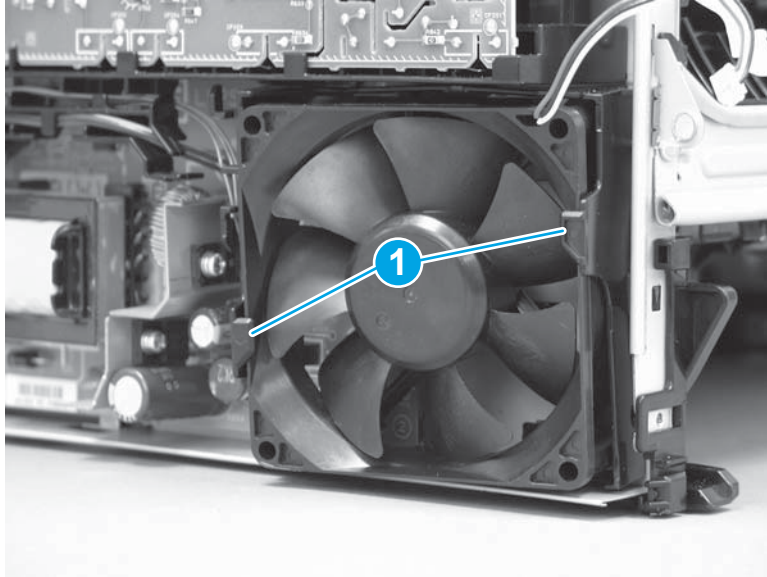
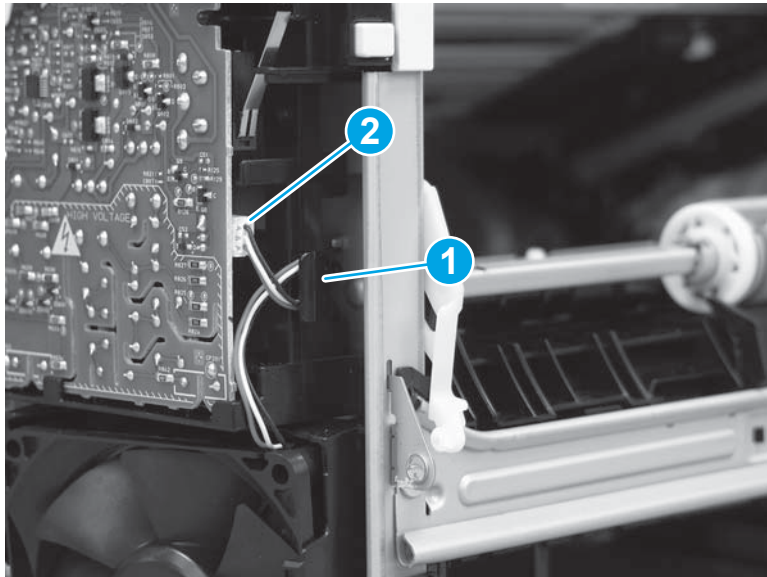
 **CAUTION:** The fan must be correctly installed so that air is drawn into the printer. Make sure that the two arrows embossed on the right-side of the fan body—which indicate air flow direction—face upward and into the printer.

Figure 1-934 Install the fan



2. Install the wire harness on the retainer (callout 2), and then connect one connector (callout 2).

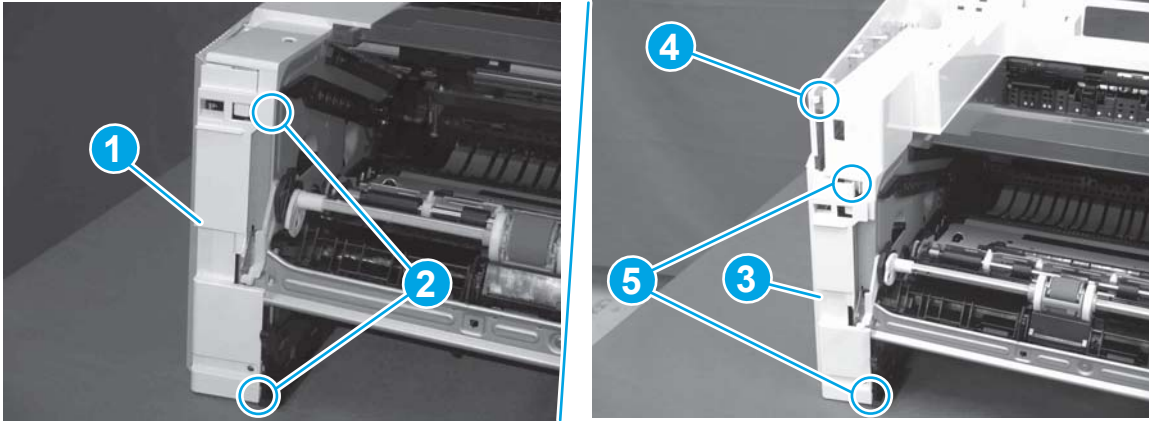
Figure 1-935 Connect one connector



Step 9: Install the left cover

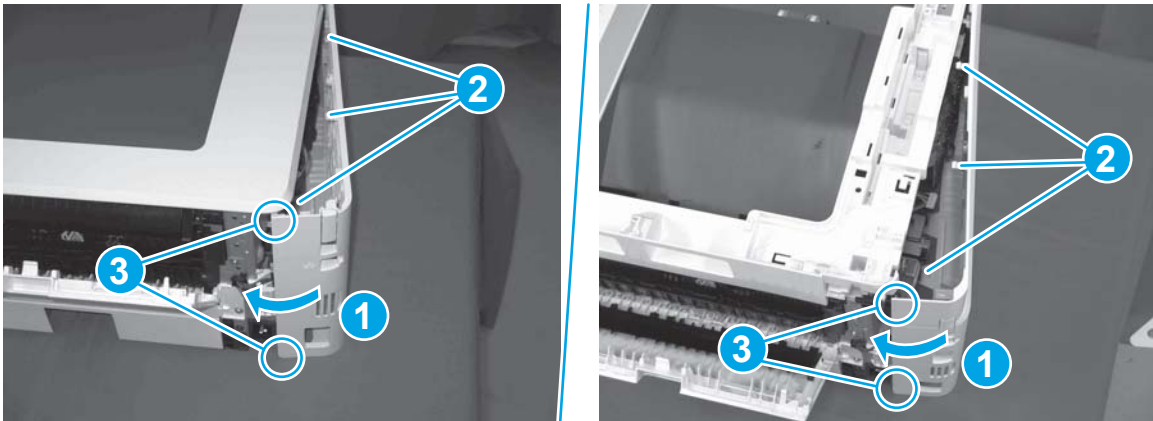
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-936 Install the cover



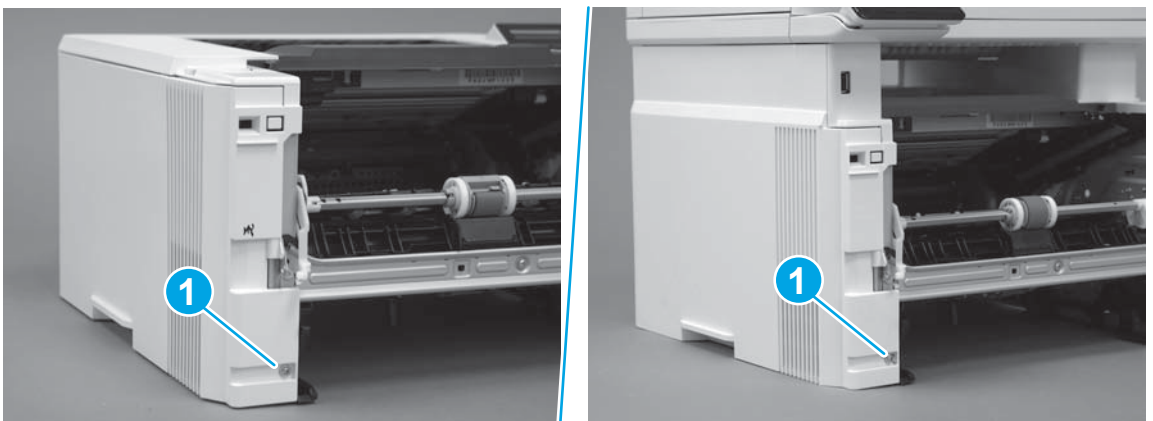
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-937 Engage three tabs and two bosses




3. Install one screw (callout 1).

Figure 1-938 Install one screw

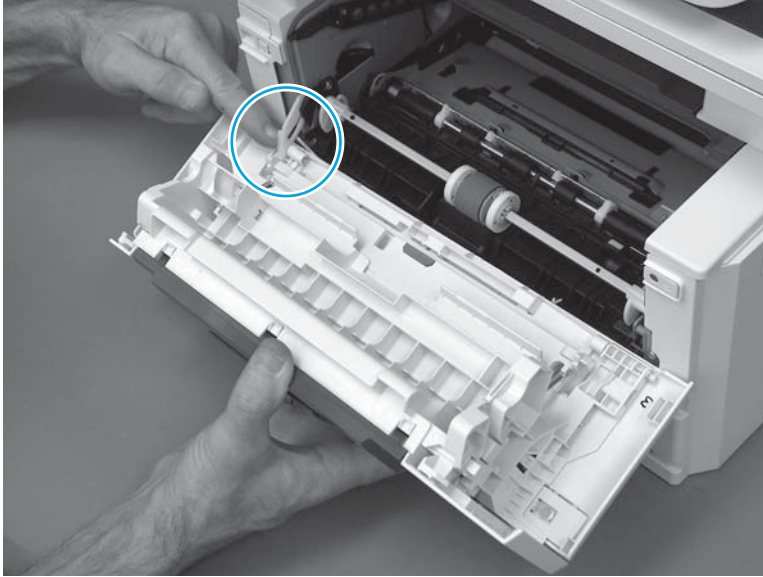


Step 10: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

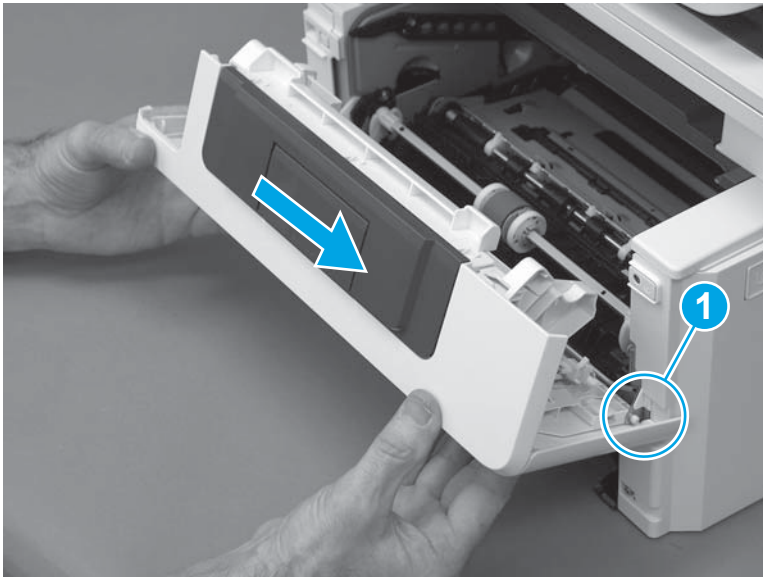
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-939 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

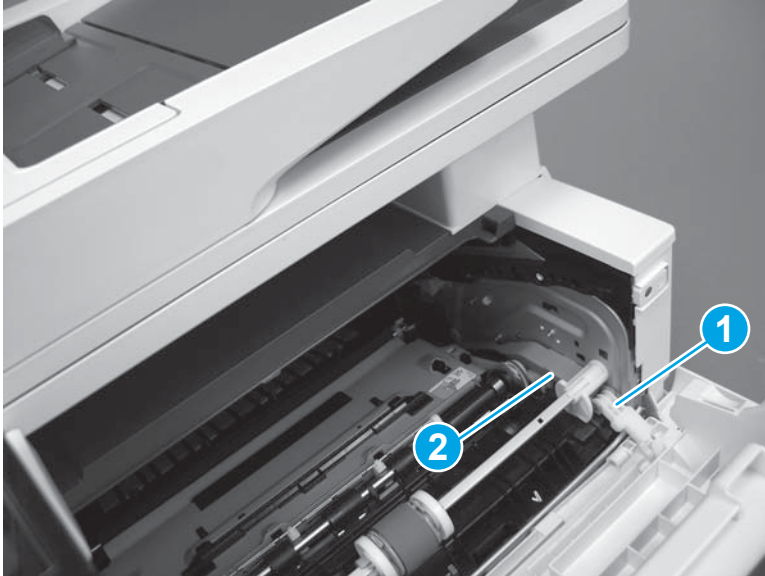
Figure 1-940 Install the door



3. Install the link (callout 1).

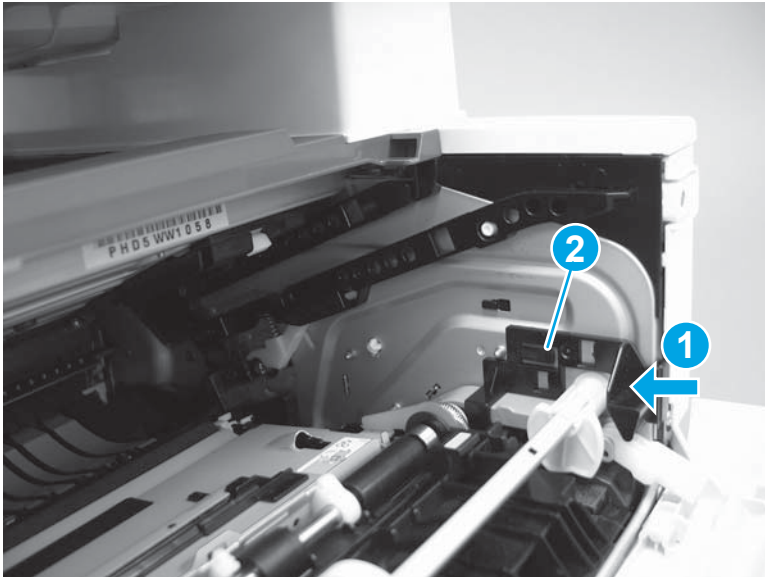
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-941 Install the pressure-release link



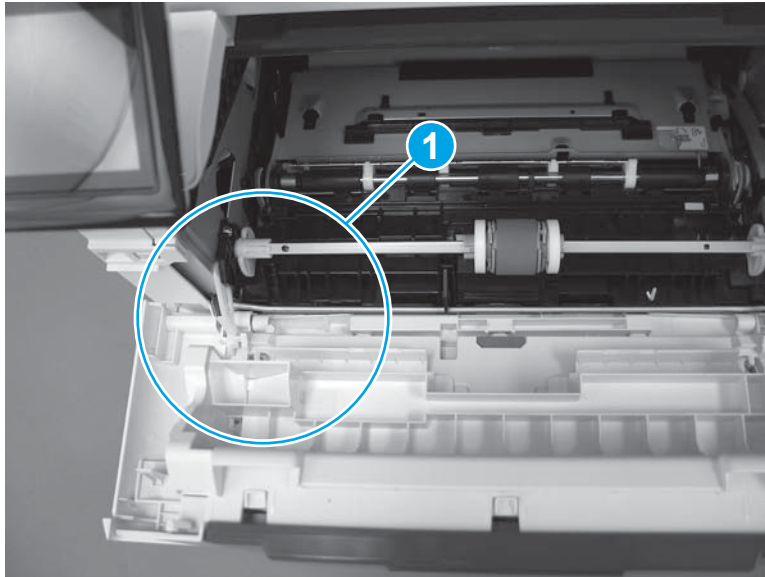
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-942 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-943 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


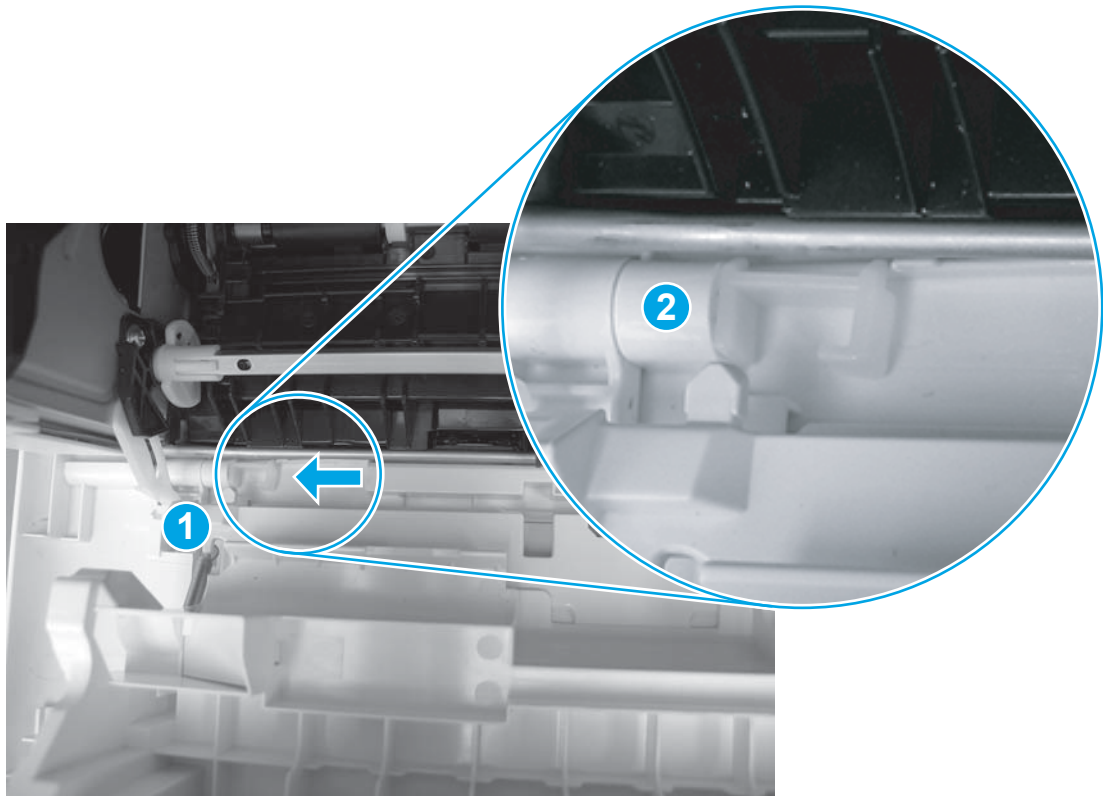
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-944 Install the support shaft



Step 11: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-945 Install the tray



Removal and replacement: Laser scanner assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the laser scanner assembly](#)
- [Step 11: Unpack the replacement assembly](#)
- [Step 12: Install the laser scanner assembly](#)
- [Step 13: Install the paper delivery tray \(output bin\)](#)
- [Step 14: Install the top cover \(M403/M402\)](#)
- [Step 15: Install the top cover \(M427/M426\)](#)
- [Step 16: Install the control panel \(M427/M246\)](#)
- [Step 17: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 18: Install the right cover](#)
- [Step 19: Install the left cover](#)
- [Step 20: Install the cartridge door assembly](#)
- [Step 21: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the laser scanner assembly.

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.

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

Laser scanner assembly part number

RM2-5528-000CN

Laser scanner assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-946 Remove the tray**Step 2: Remove the cartridge door assembly**

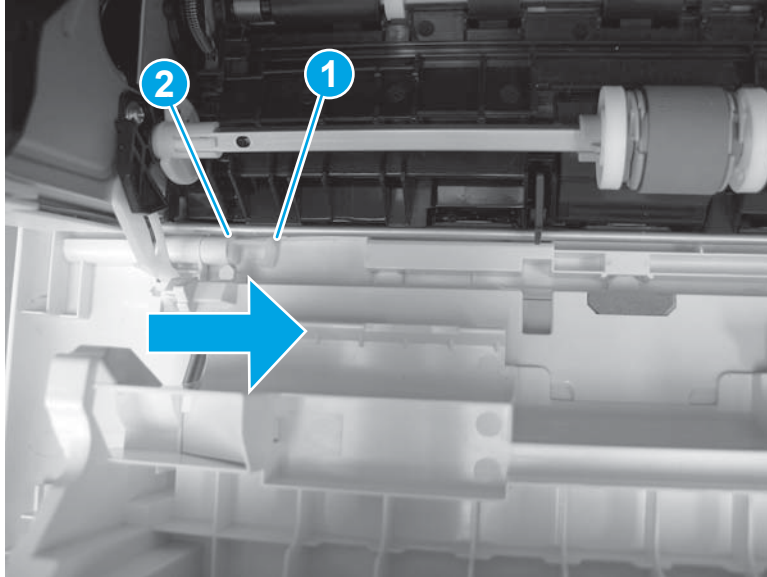
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



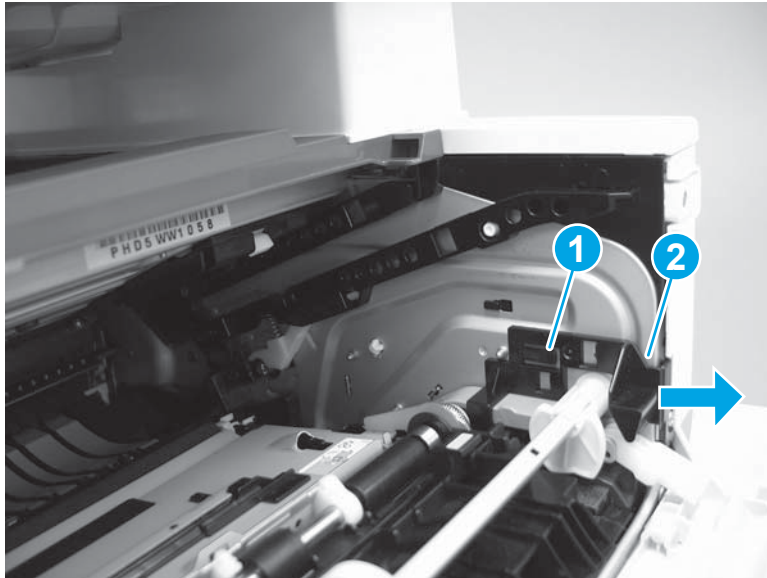
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-947 Release the support shaft



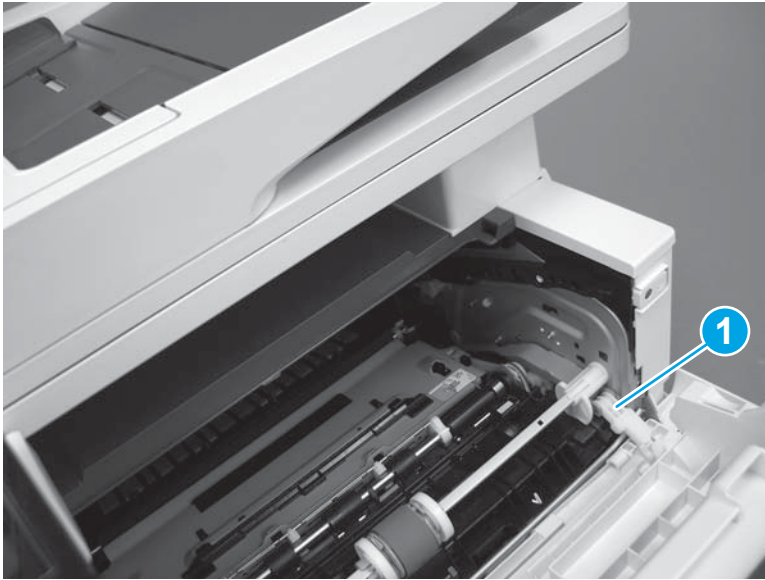
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-948 Remove the guide



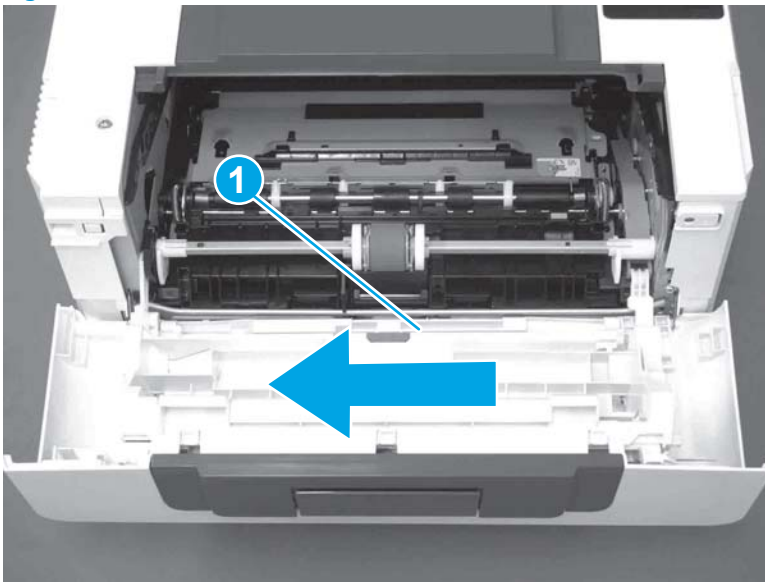
3. Remove the link arm (callout 1).

Figure 1-949 Remove the link arm



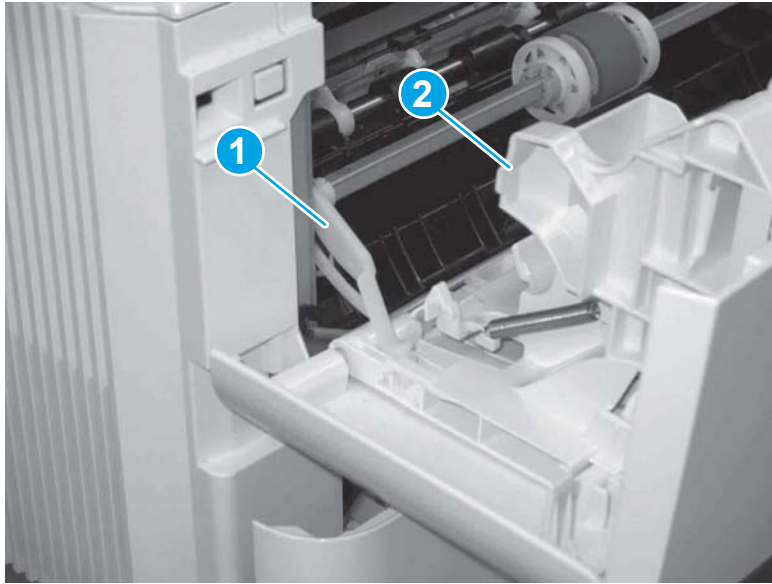
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-950 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

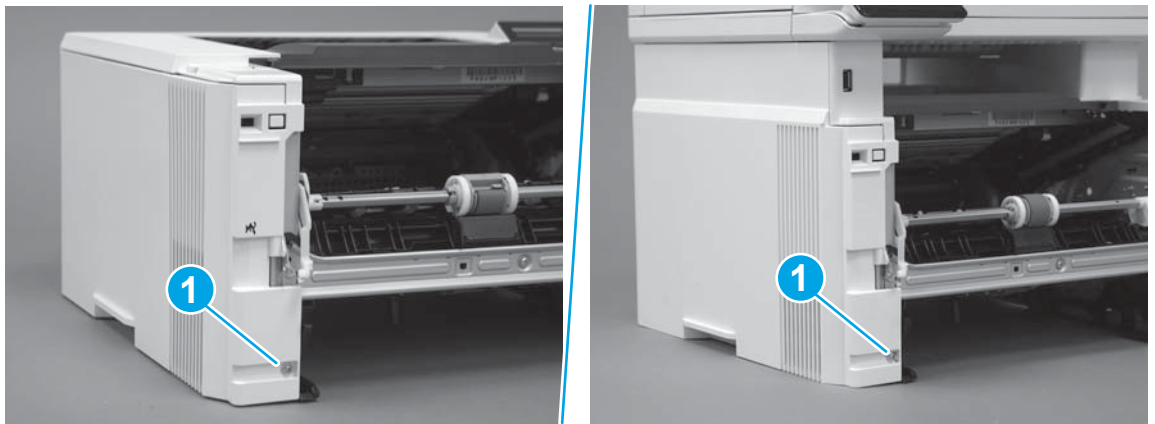
Figure 1-951 Release the left-side retainer arm



Step 3: Remove the left cover

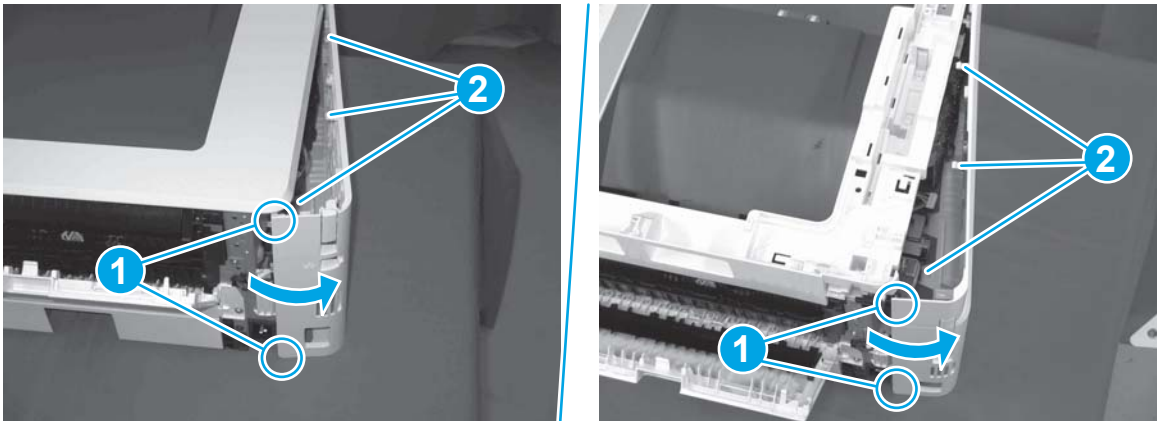
1. Remove one screw (callout 1).

Figure 1-952 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

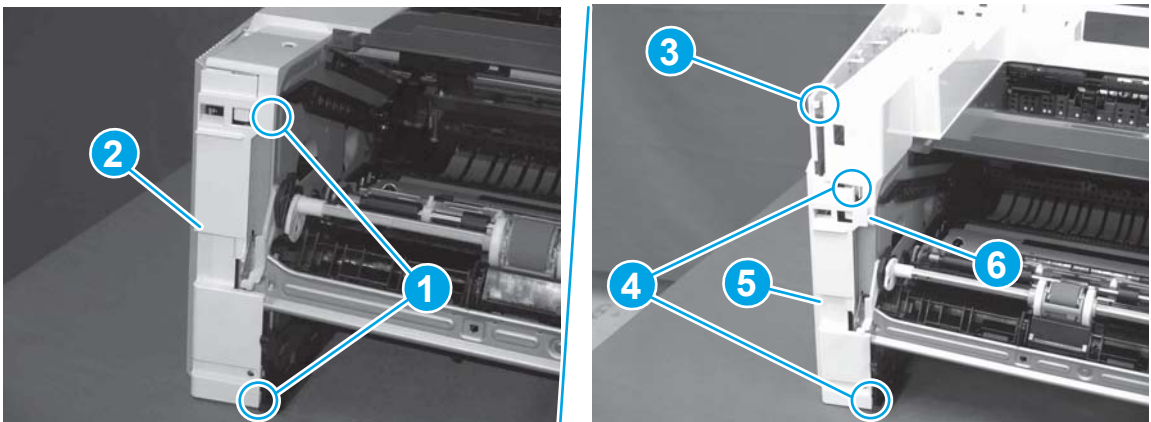
Figure 1-953 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-954 Remove the cover



Step 4: Remove the right cover

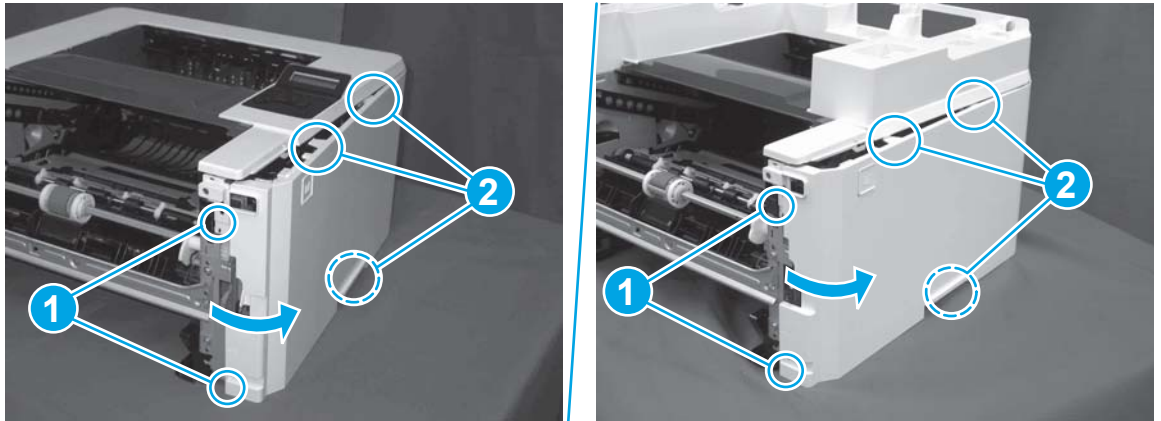
1. Remove one screw (callout 1).

Figure 1-955 Remove one screw



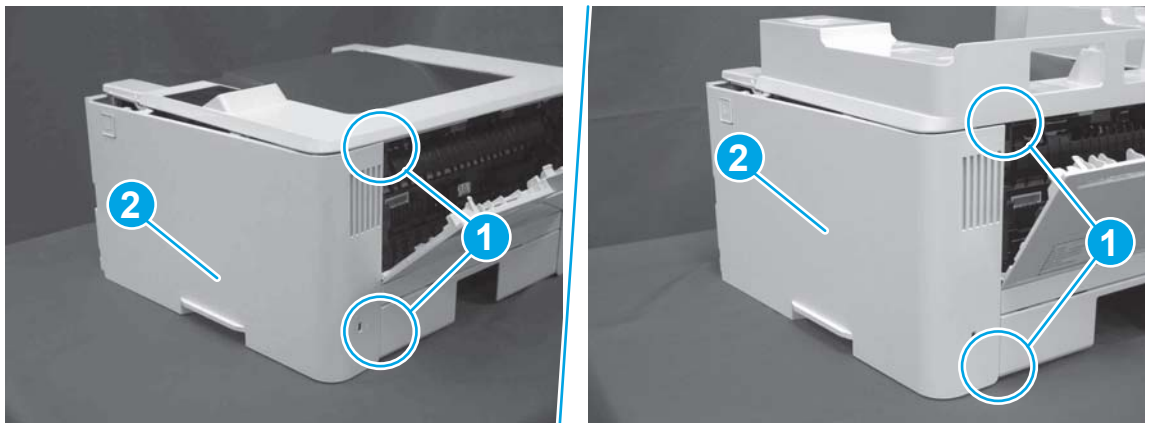
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-956 Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-957 Remove the cover



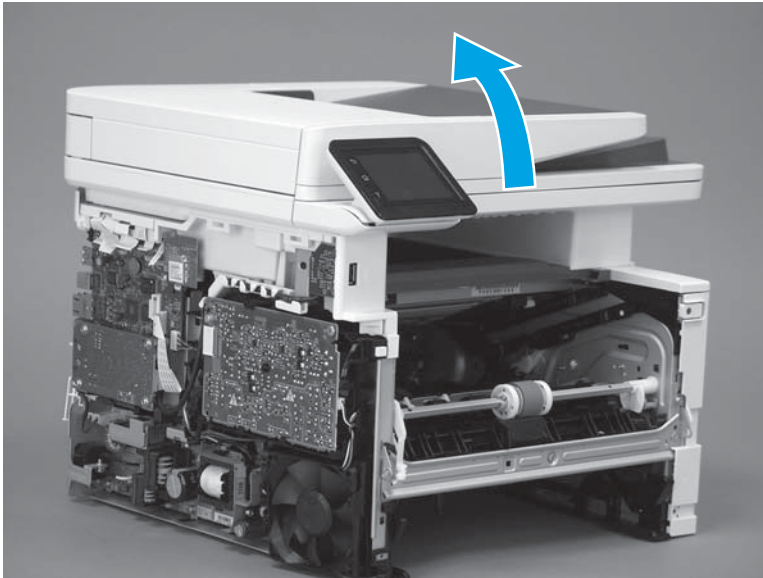
Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 541.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

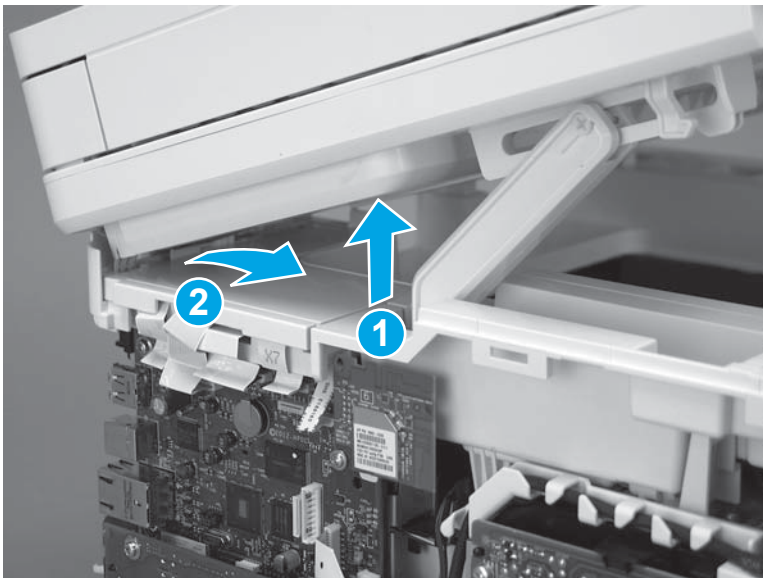
1. Raise the ISA.

Figure 1-958 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

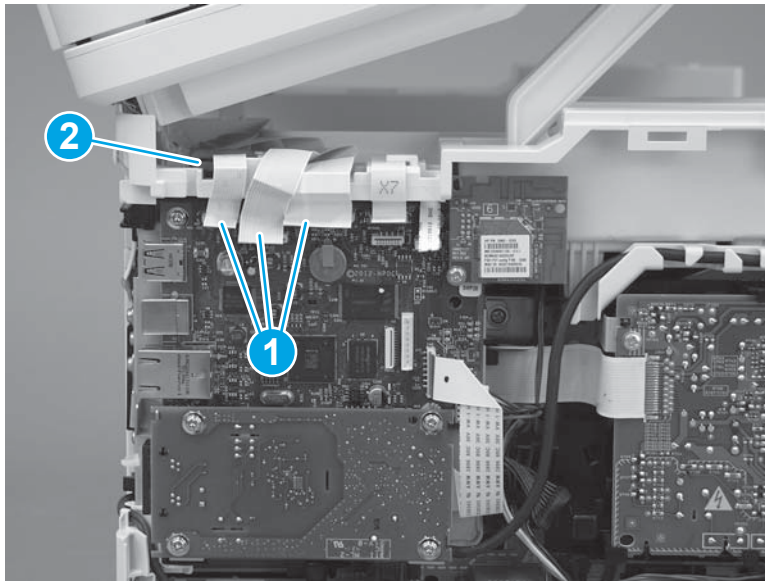
Figure 1-959 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

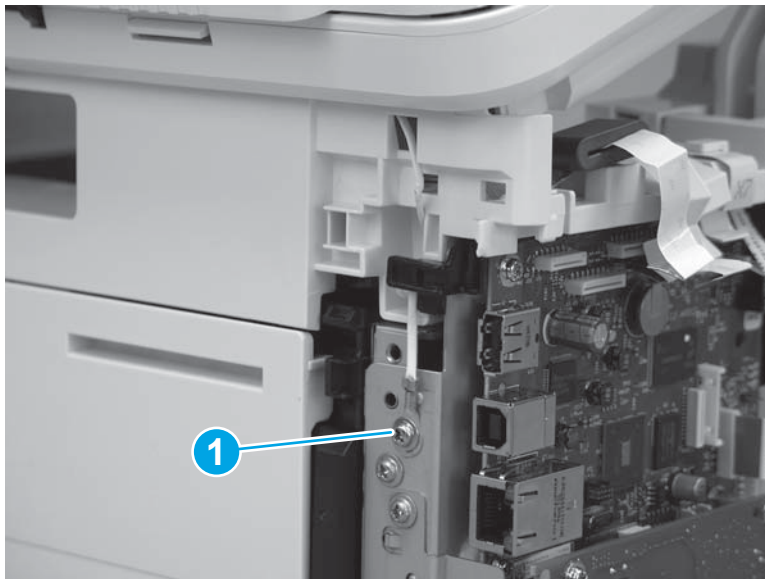
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-960 Disconnect three FFCs



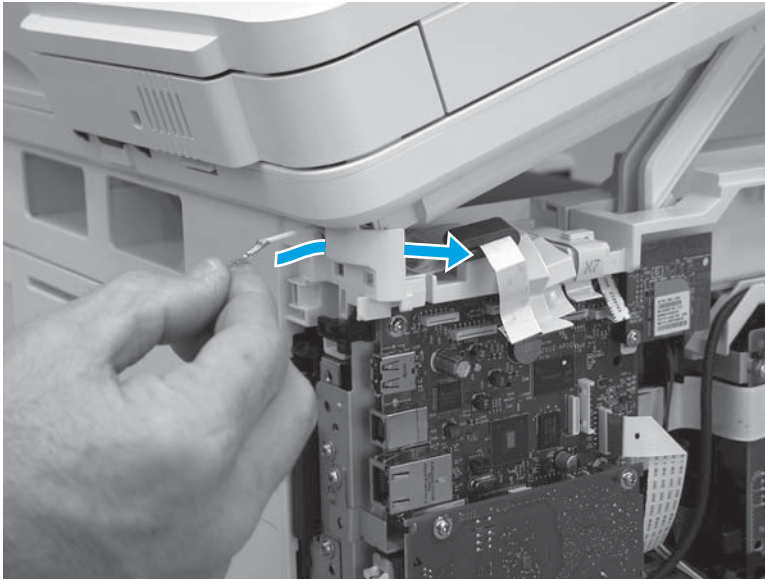
4. Remove one screw (callout 1).

Figure 1-961 Remove one screw



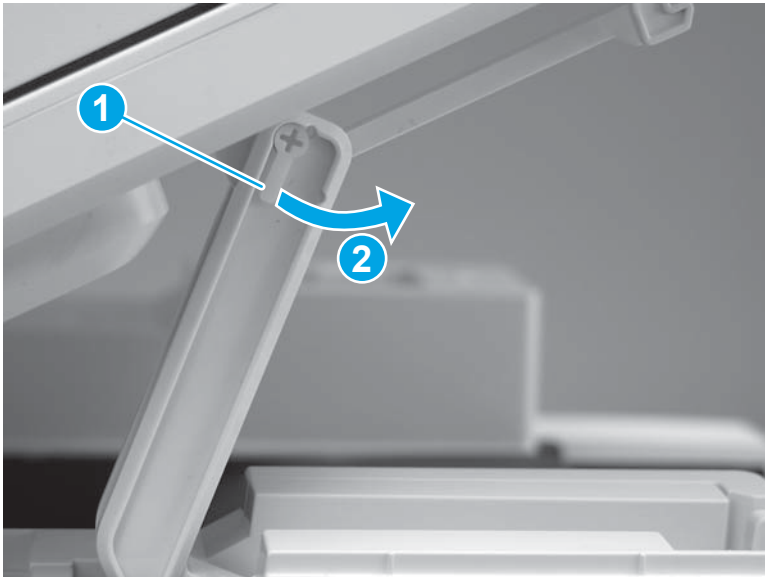
5. Pass the ground wire through the opening in the top cover.

Figure 1-962 Pass the wire through the opening



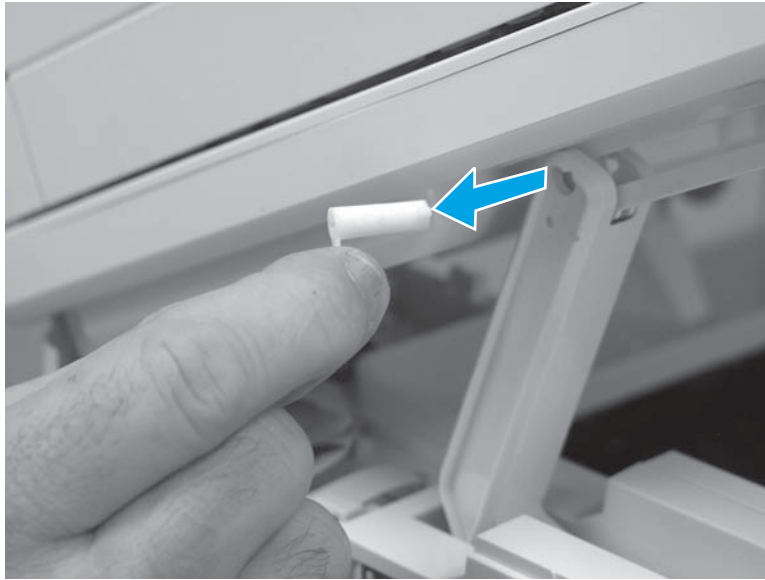
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-963 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-964 Remove the slider pin



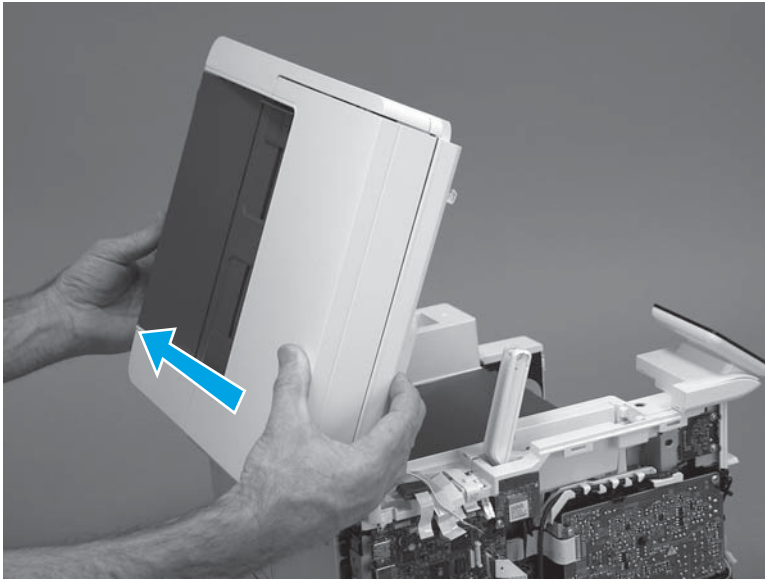
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-965 Rotate the ISA towards the rear of the printer



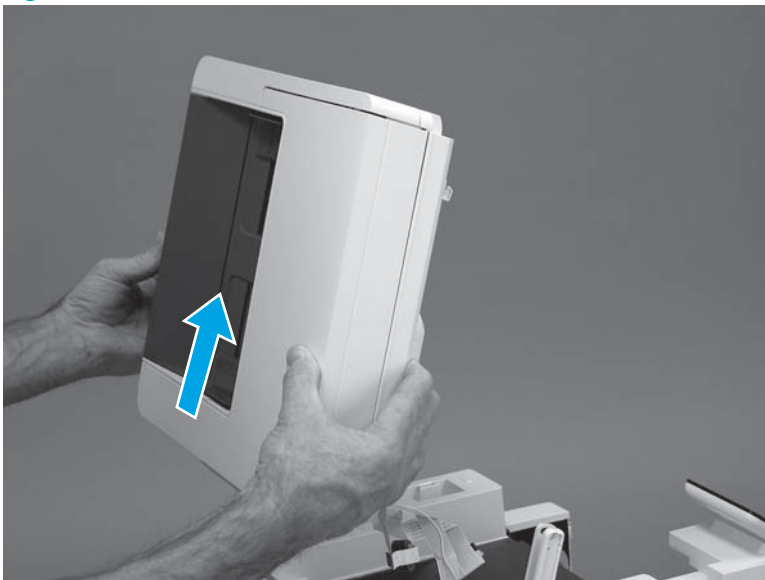
- Slide the ISA as shown to release it.

Figure 1-966 Release the ISA



- Remove the ISA.

Figure 1-967 Remove the ISA



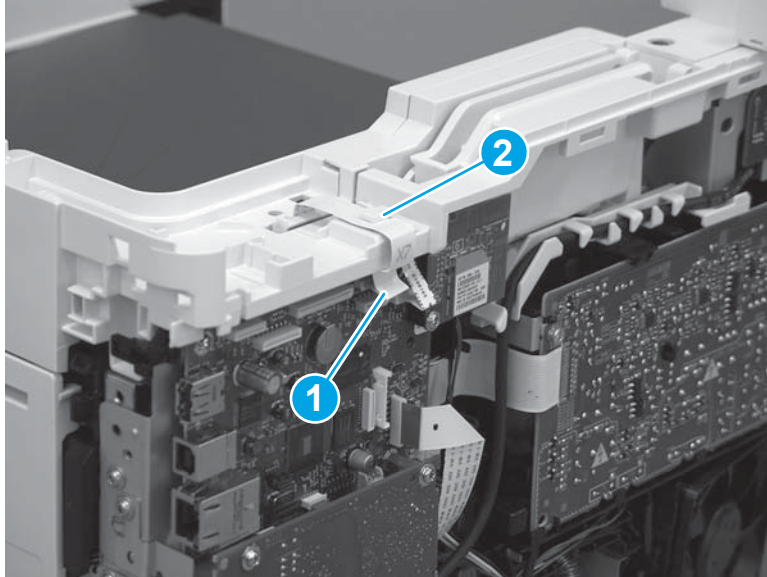
Step 6: Remove the control panel (M427/M246)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 541](#).

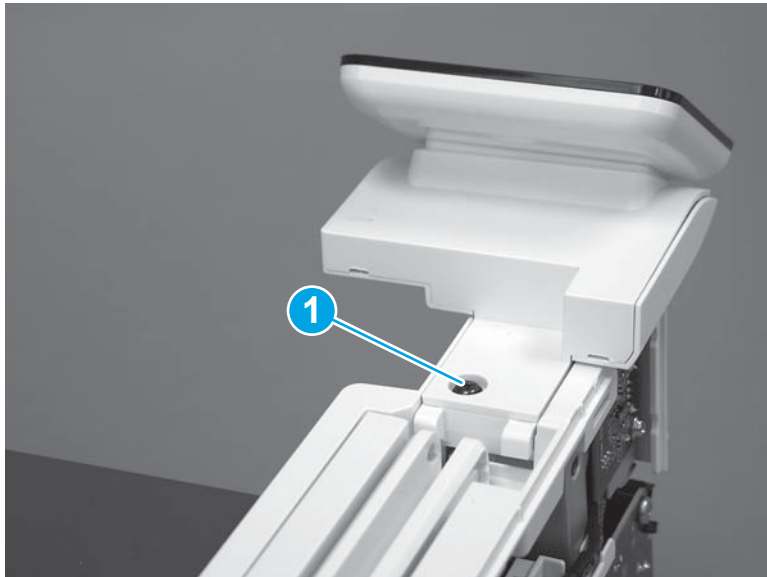
- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-968 Disconnect one connector



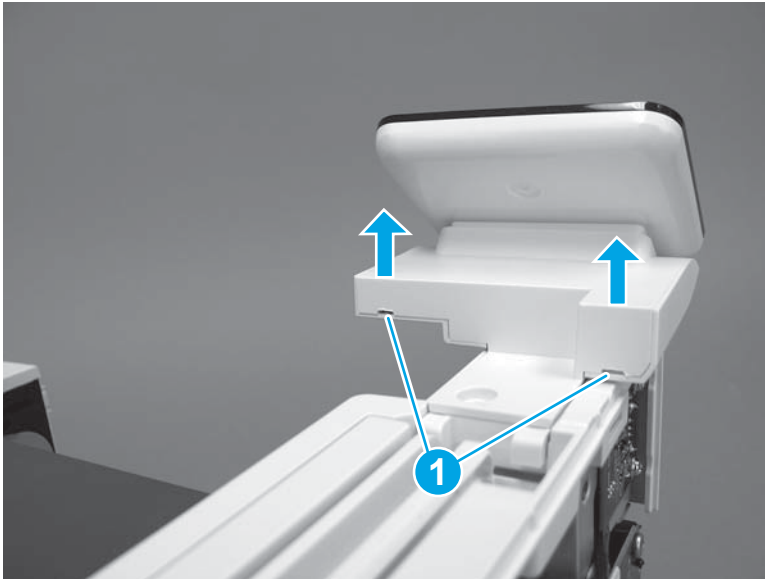
2. Remove one screw (callout 1).

Figure 1-969 Remove one screw



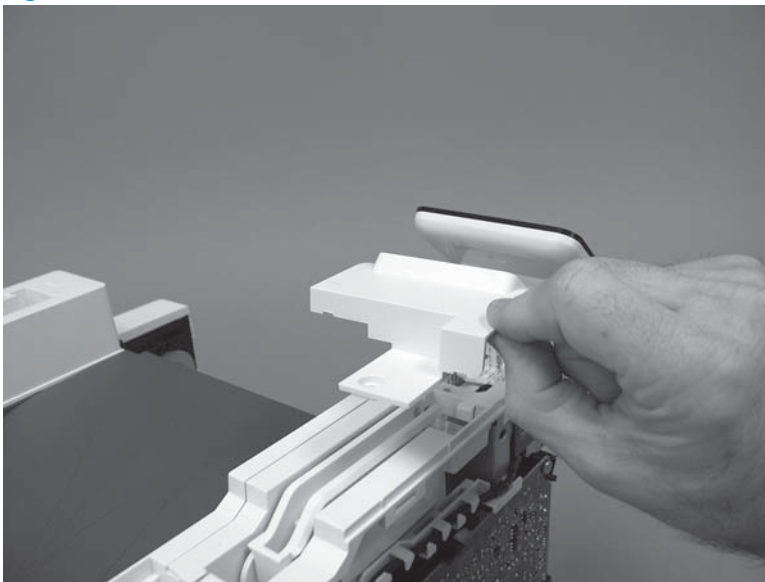
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-970 Release two tabs



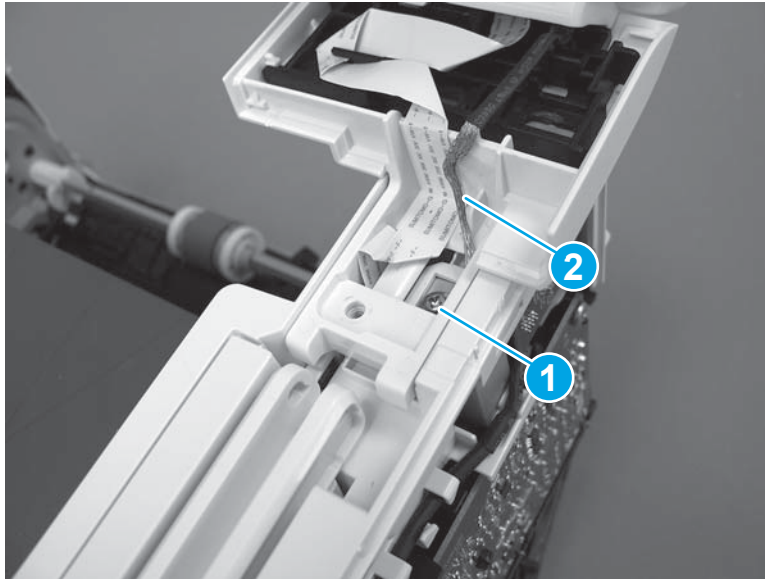
4. Remove the control-panel cable cover.

Figure 1-971 Remove the cover



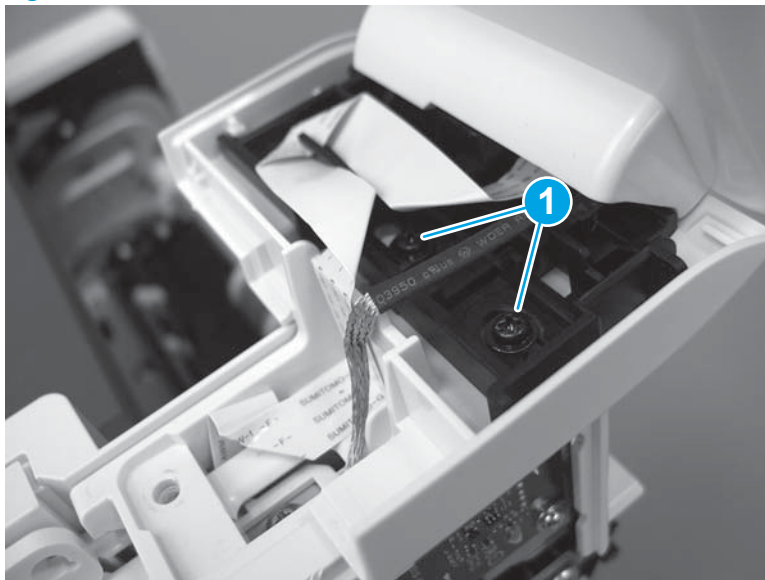
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-972 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

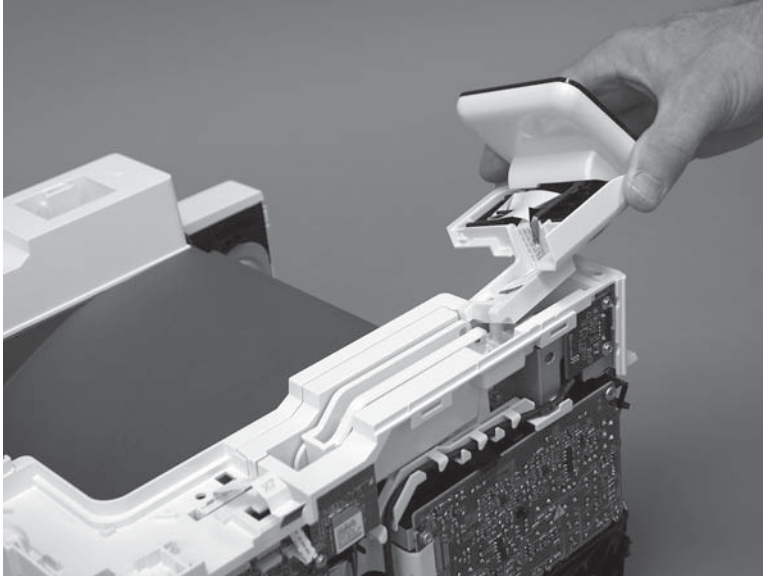
Figure 1-973 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

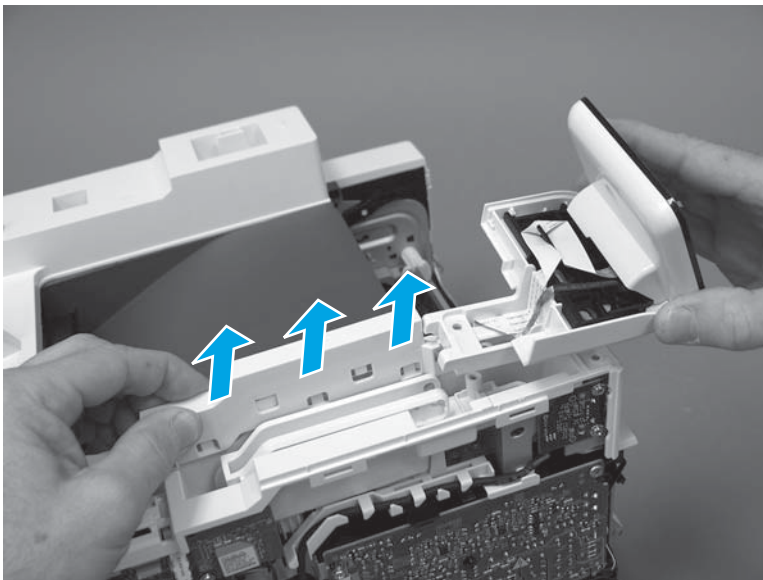
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-974 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-975 Remove the control-panel assembly

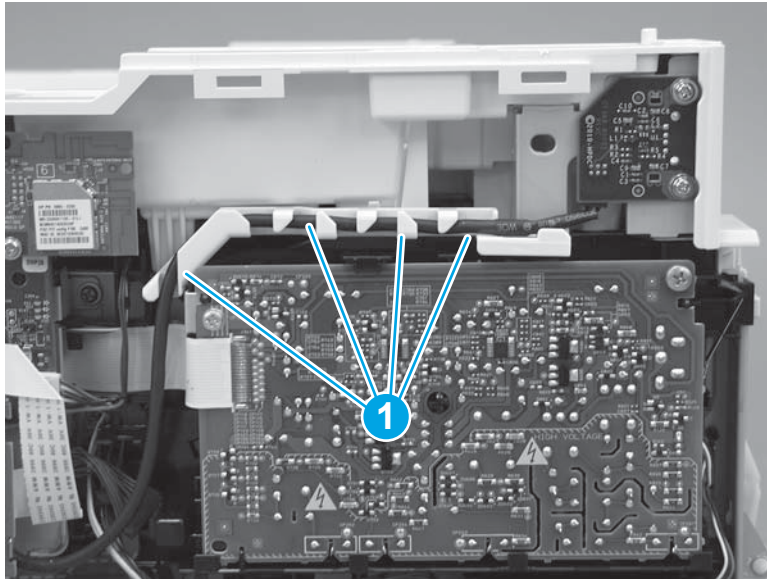


Step 7: Remove the top cover (M427/M426)

📝 NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 541](#).

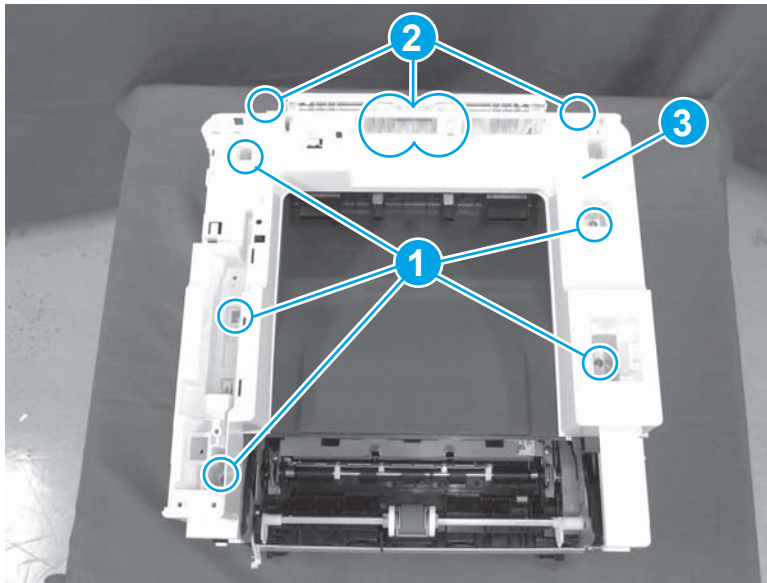
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-976 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-977 Remove the cover



Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 543.](#)

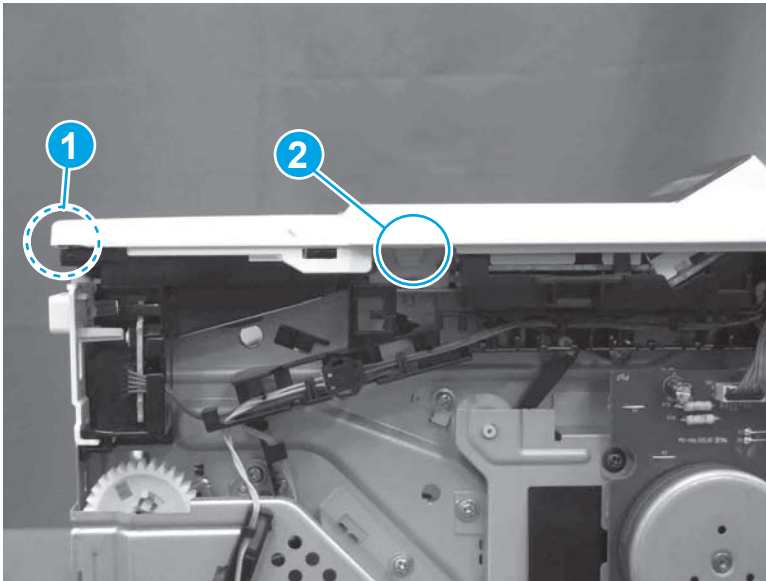
1. Remove one screw (callout 1).

Figure 1-978 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-979 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


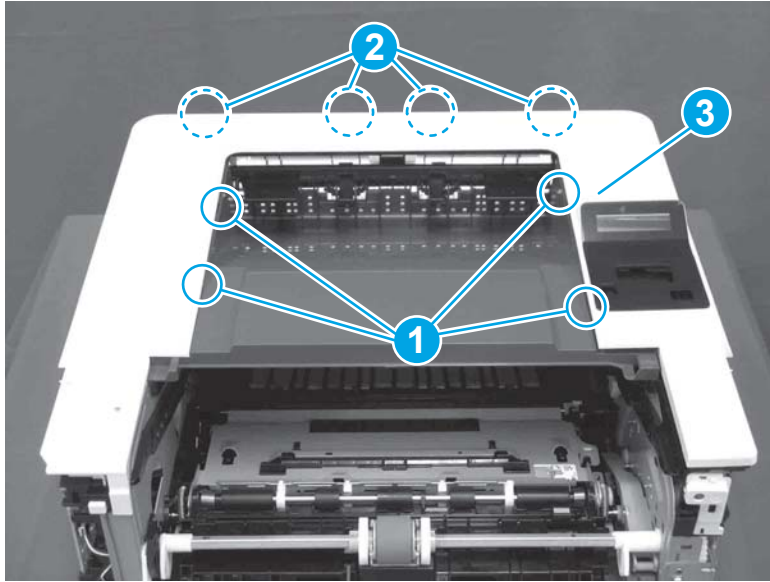

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-980 Remove the cover

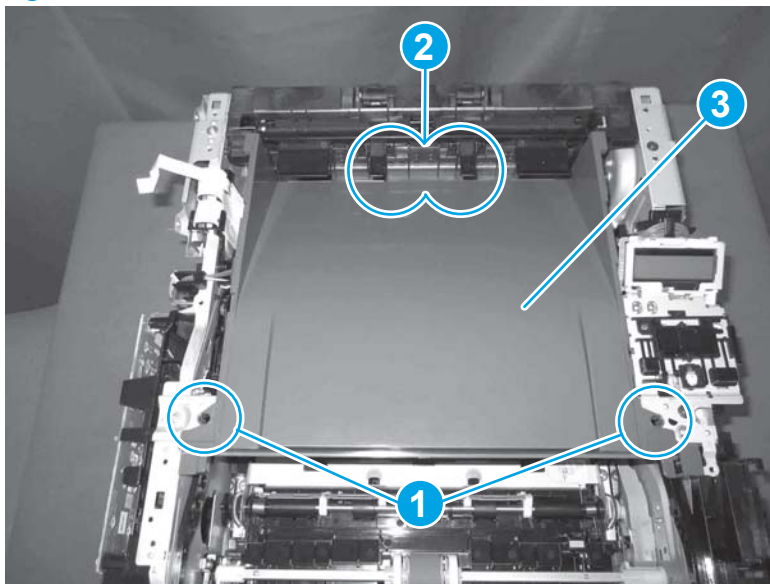


Step 9: Remove the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

Figure 1-981 Release two tabs



Step 10: Remove the laser scanner assembly

 **NOTE:** The M403/M402 product is shown in this procedure. However, the procedure is valid for the M427/M426 laser scanner assembly.

1. Disconnect one flat-flexible cable (FFC) (callout 1), and one connector (callout 2).


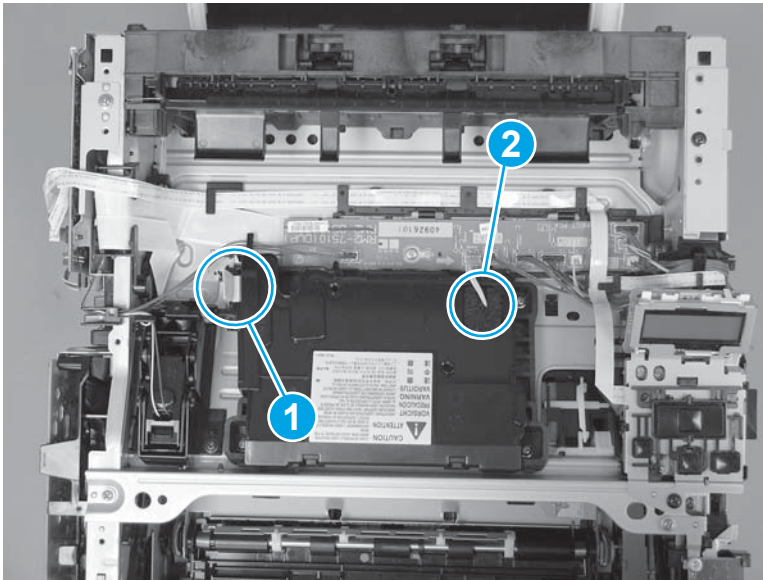
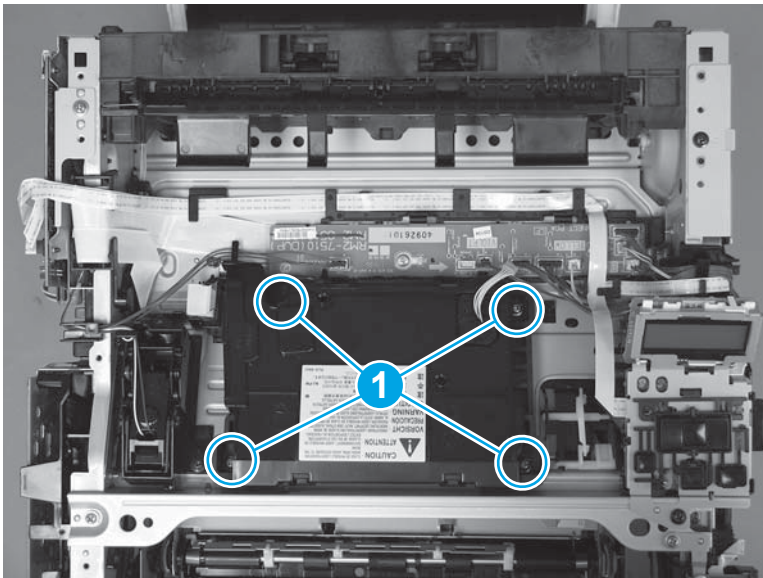
 **Reinstallation tip:** Transfer the antistatic foam pad (callout 2) from the discarded laser/scanner assembly to the replacement assembly.

Figure 1-982 Disconnect one FFC and one connector



2. Remove four screws (callout 1), and then remove the laser scanner assembly.

Figure 1-983 Remove the laser scanner

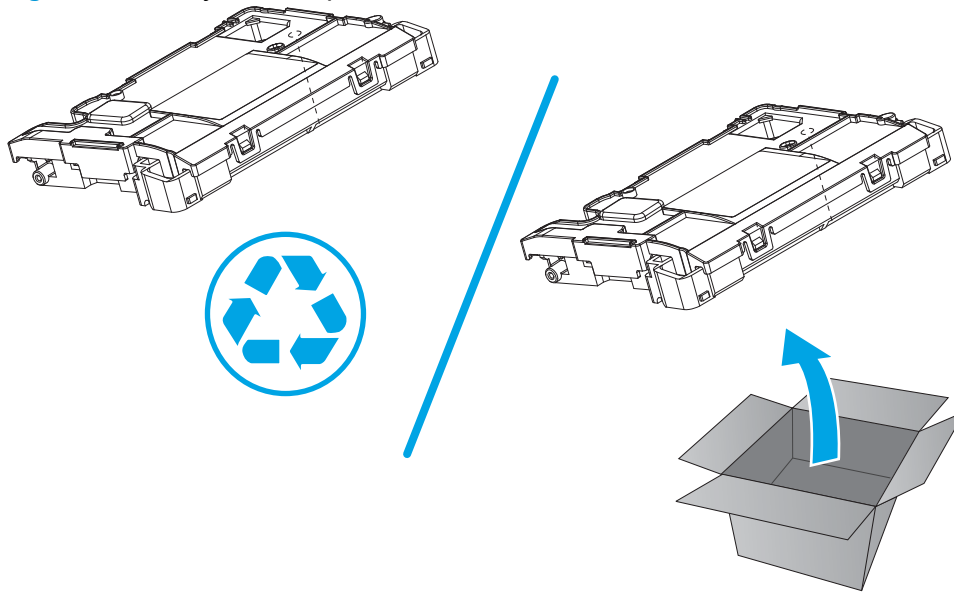


Step 11: Unpack the replacement assembly


Unpack the replacement part from the packaging.

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

Figure 1-984 Recycle and unpack



Step 12: Install the laser scanner assembly

 **NOTE:** The M403/M402 product is shown in this procedure. However, the procedure is valid for the M427/M426 laser scanner assembly.

1. Position the laser scanner assembly in the printer, connect one FFC (callout 1) and one connector (callout 2).


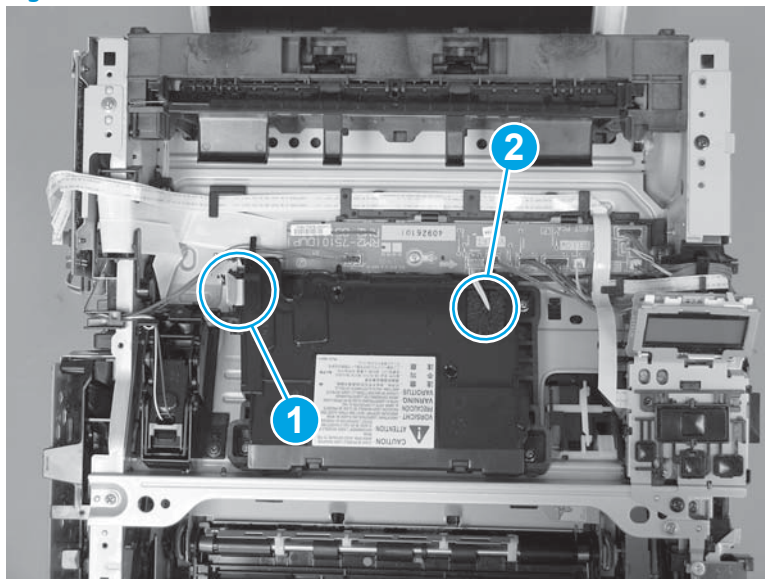
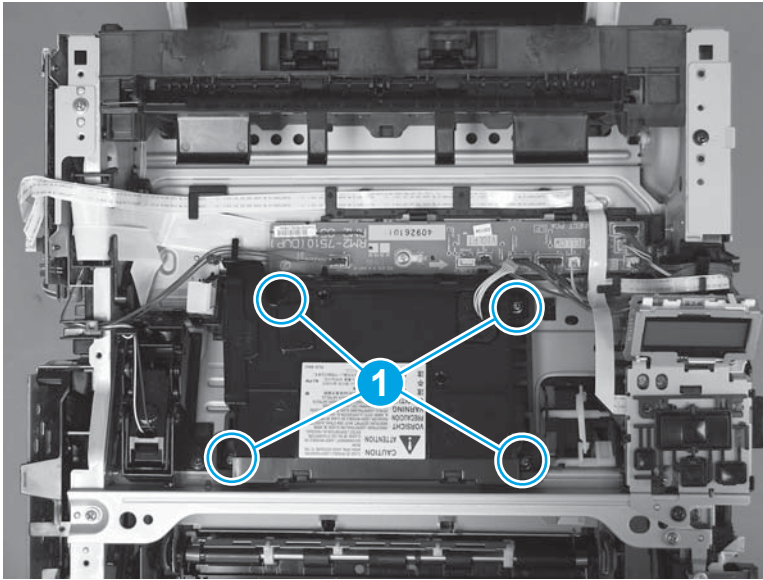
 **Reinstallation tip:** Transfer the antistatic foam pad (callout 2) from the discarded laser scanner assembly to the replacement assembly.

Figure 1-985 Connect one FFC and one connector



2. Install four screws (callout 1).

Figure 1-986 Install the laser scanner



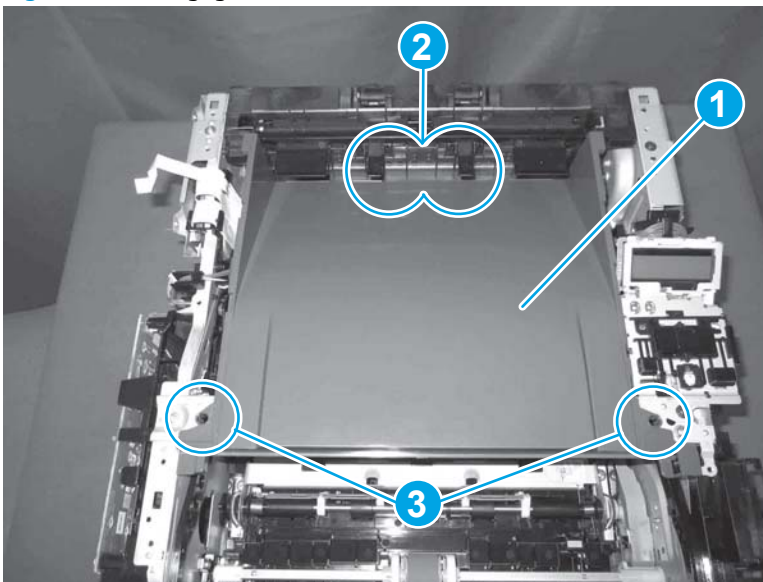
Step 13: Install the paper delivery tray (output bin)



NOTE: This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-987 Engage two tabs



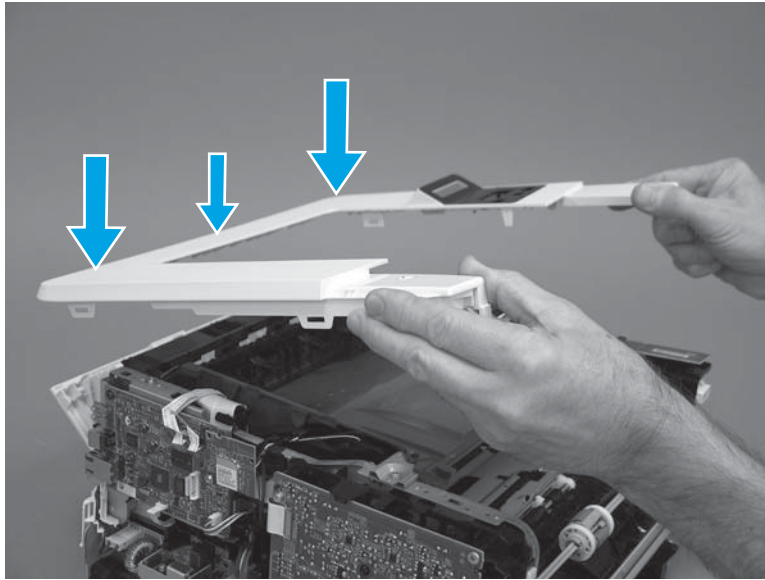
Step 14: Install the top cover (M403/M402)



NOTE: The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 15: Install the top cover \(M427/M426\) on page 548](#).

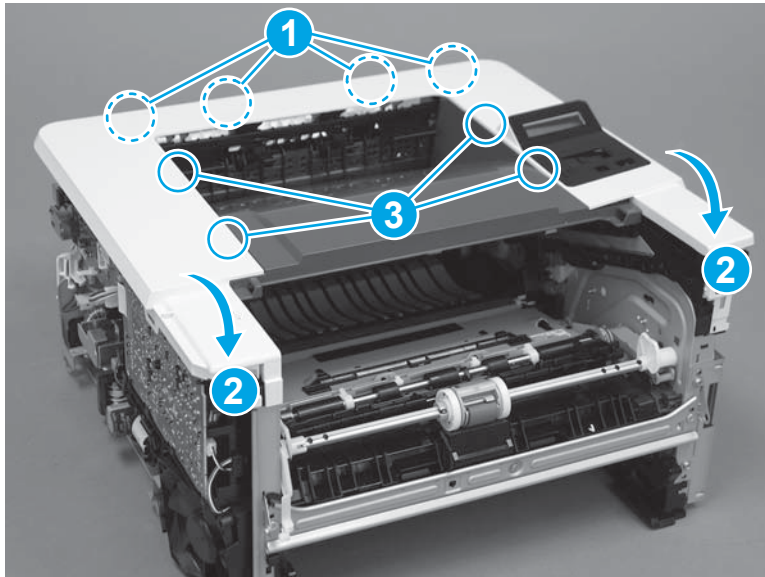
1. Position the rear edge of the cover on the printer.

Figure 1-988 Install the cover



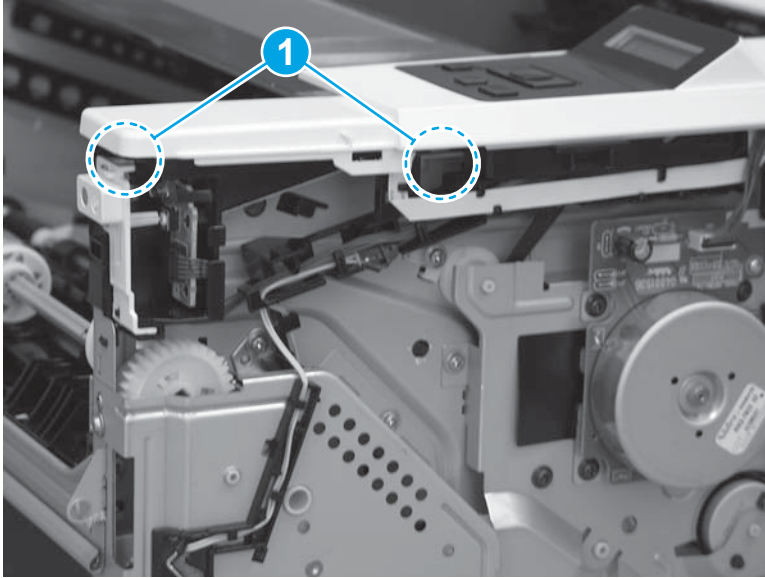
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-989 Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-990 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-991 Install one screw

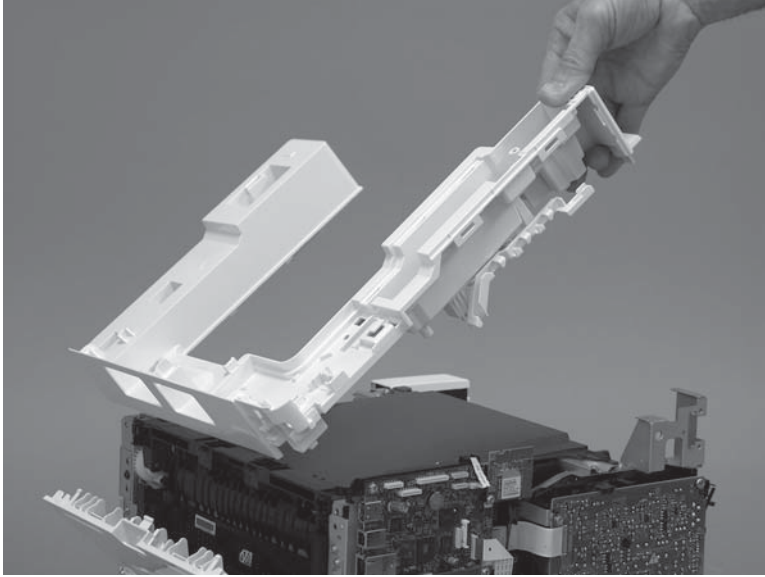


Step 15: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 560](#).

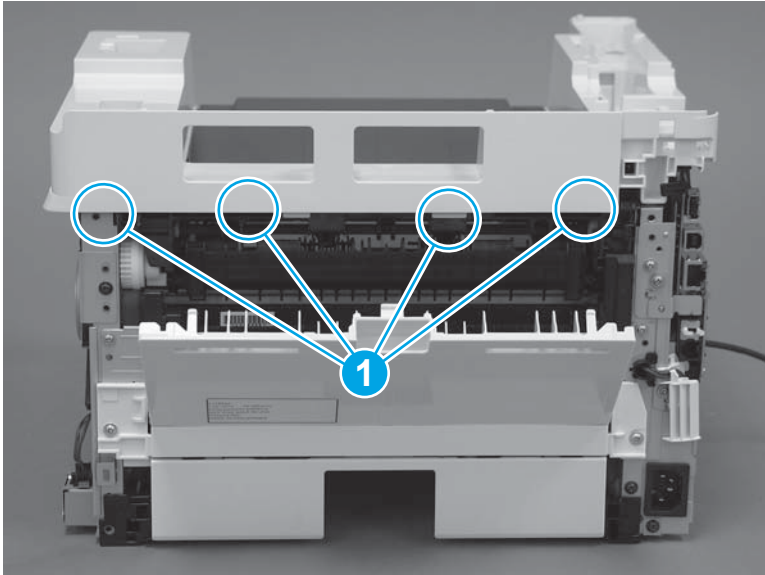
1. Position the rear edge of the top cover on the printer.

Figure 1-992 Install the cover



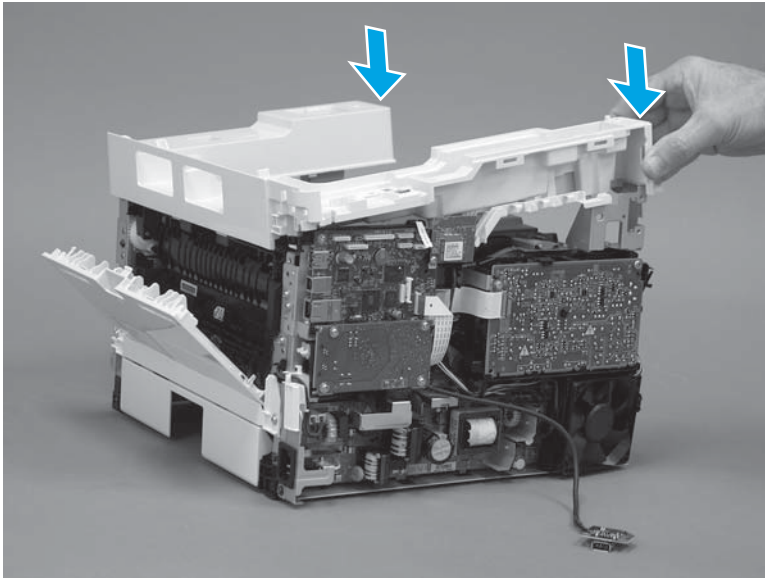
2. Engage four bosses (callout 1).

Figure 1-993 Engage four bosses



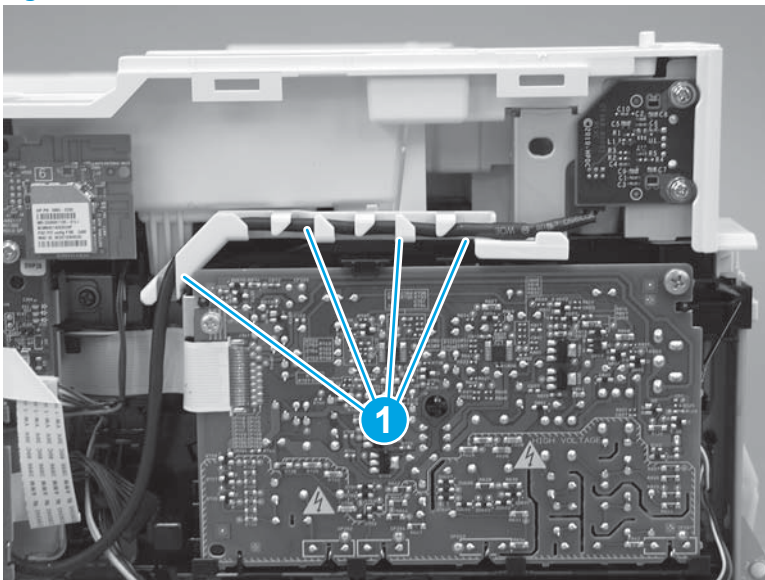
3. Rotate the front edge of the cover down.

Figure 1-994 Rotate the front edge of the cover down



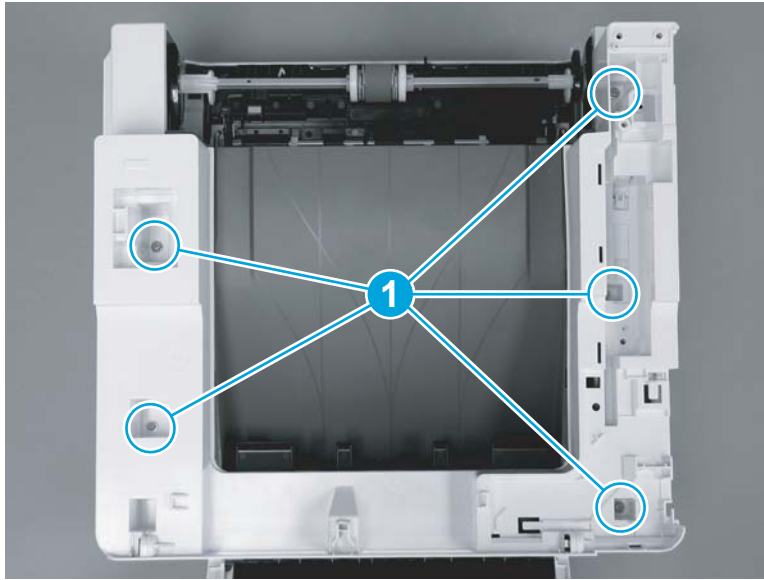
4. Install the USB cable (callout 1) in the guide.

Figure 1-995 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-996 Install five screws

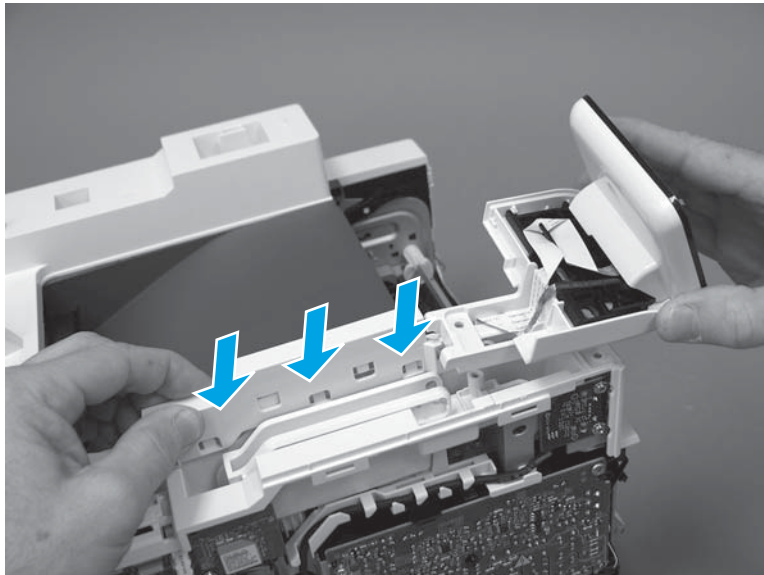


Step 16: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 560](#).

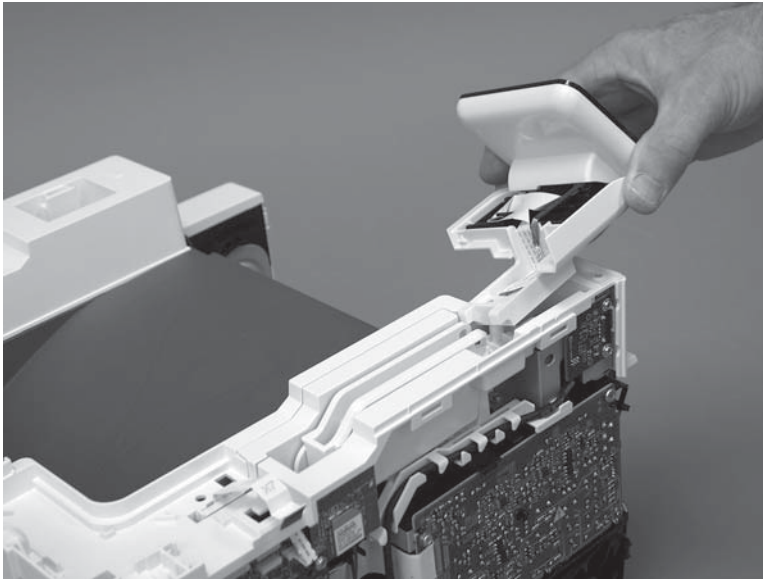
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-997 Install the control-panel FFC cover



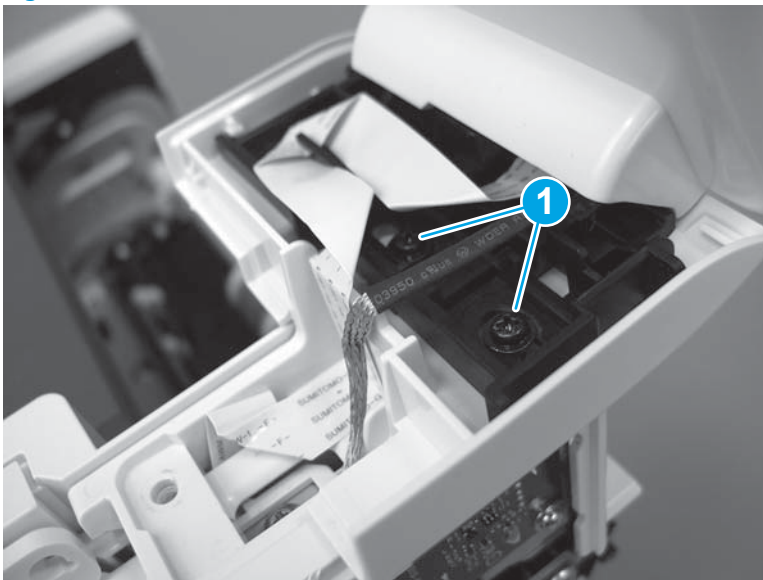
2. Install the control-panel assembly on the top cover.

Figure 1-998 Install the control-panel assembly



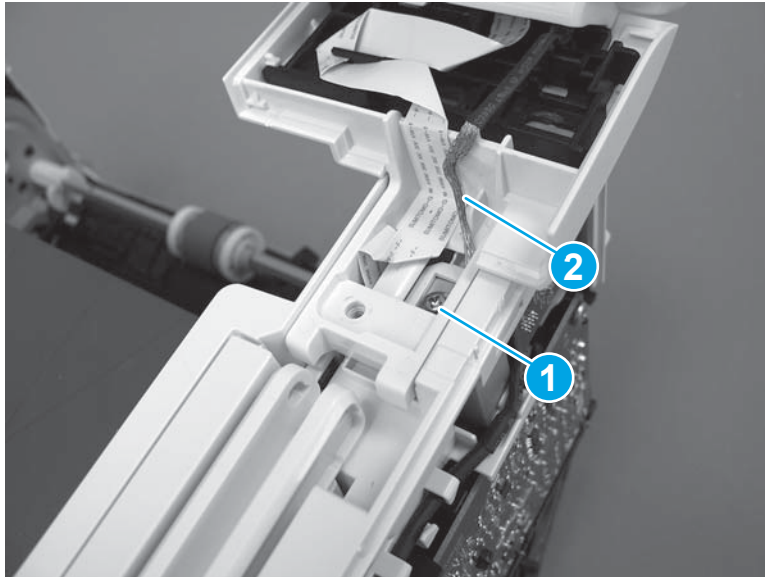
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-999 Install two screws



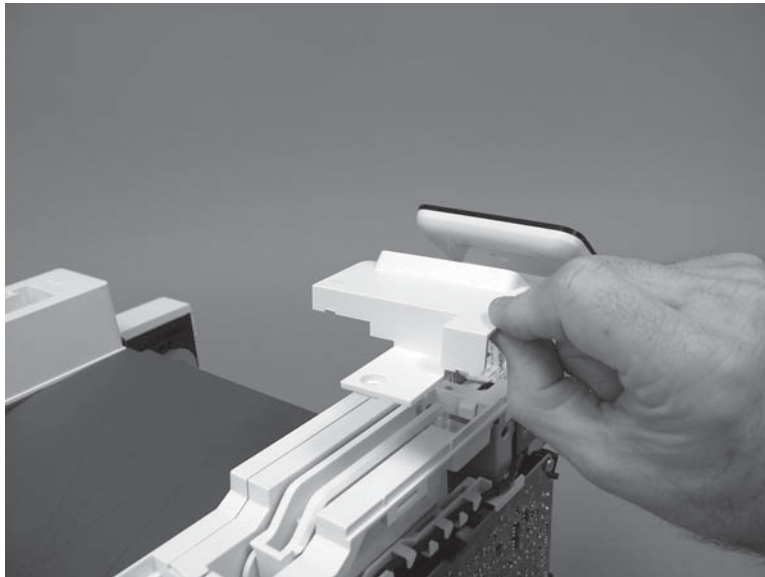
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1000 Remove one screw



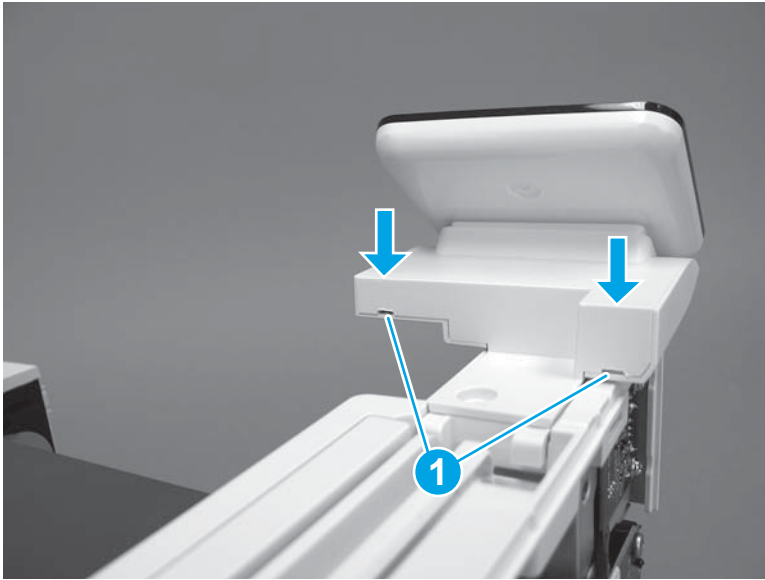
5. Install the control-panel cable cover.

Figure 1-1001 Install the cover



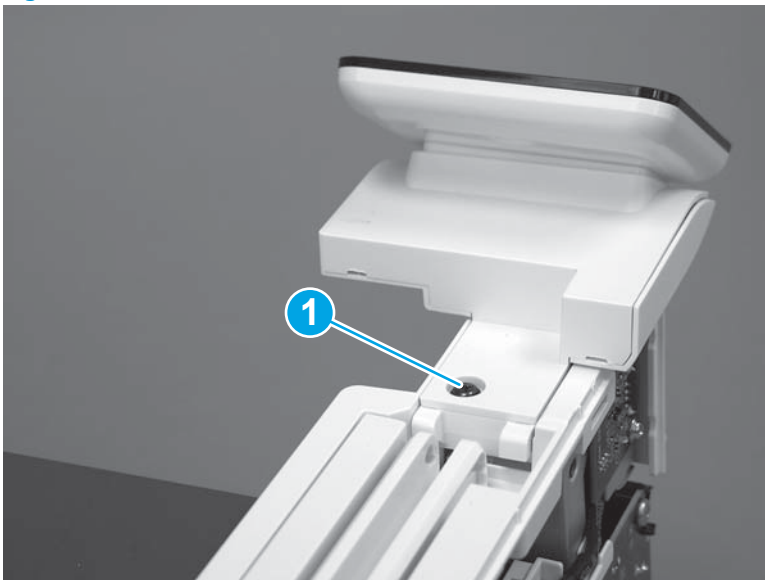
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1002 Engage two tabs



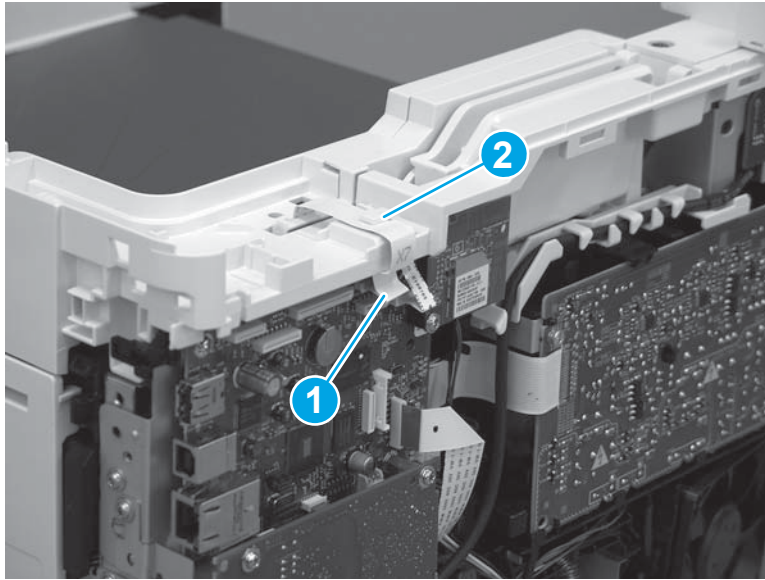
7. Install one screw (callout 1).

Figure 1-1003 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 2; J114).

Figure 1-1004 Connect one connector



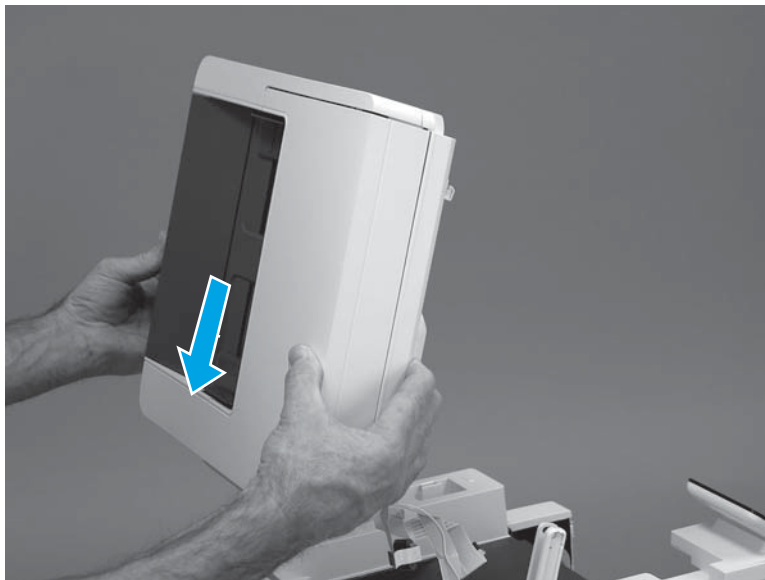
Step 17: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 560](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

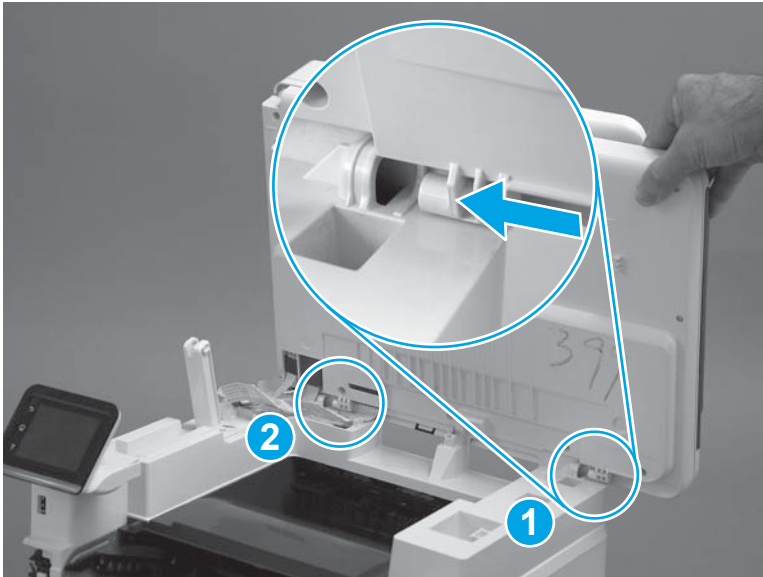
1. Position the ISA on the printer.

Figure 1-1005 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1006 Engage the hinge pins with the holders



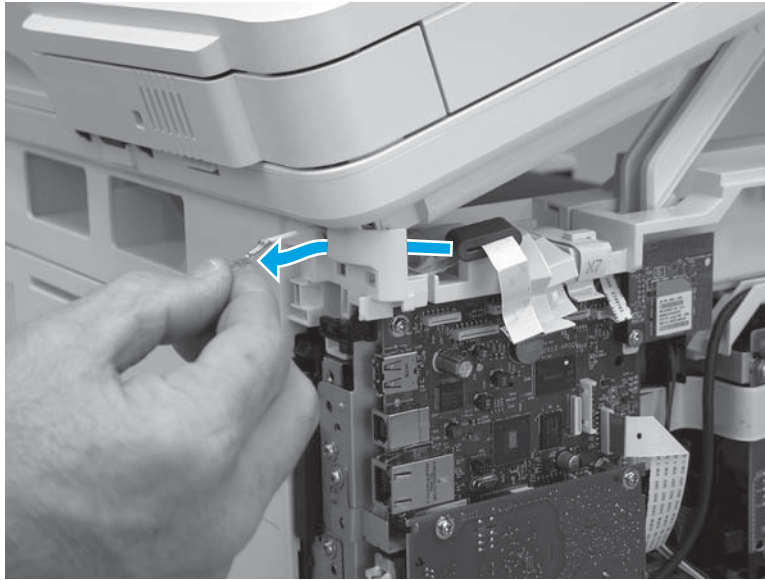
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1007 Rotate the ISA towards the front of the printer



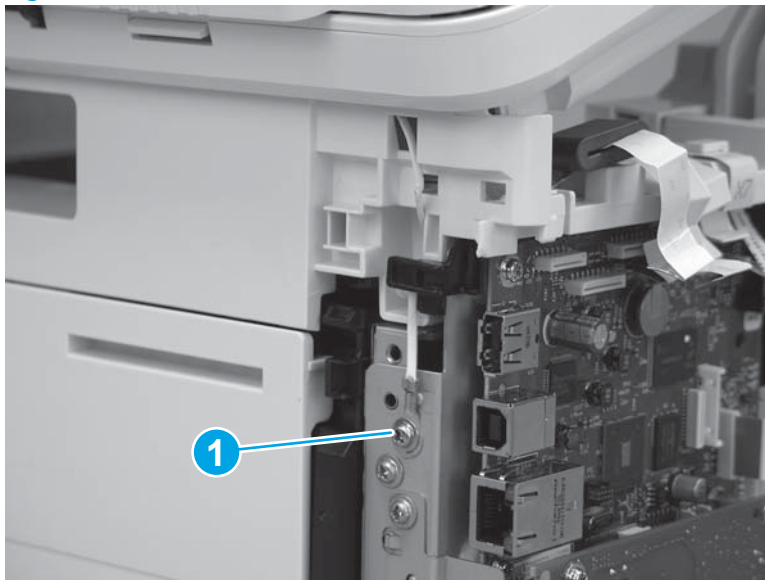
4. Pass the ground wire through the opening in the top cover.

Figure 1-1008 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1009 Install one screw



6. Install the ISA lift assembly slider pin.


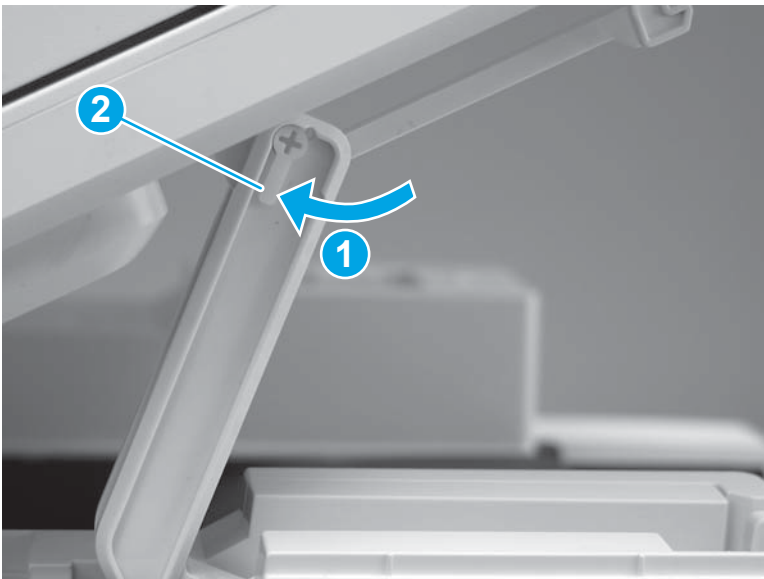
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1010 Install the slider pin



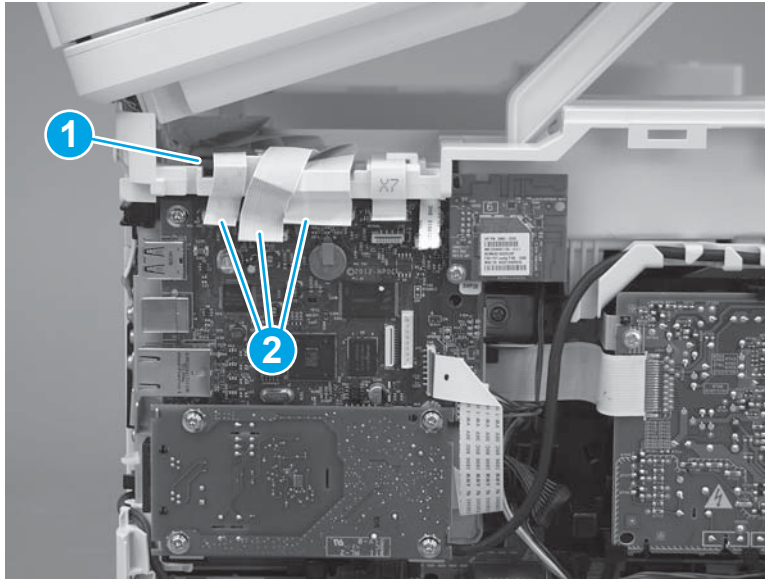
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1011 Secure the slider pin



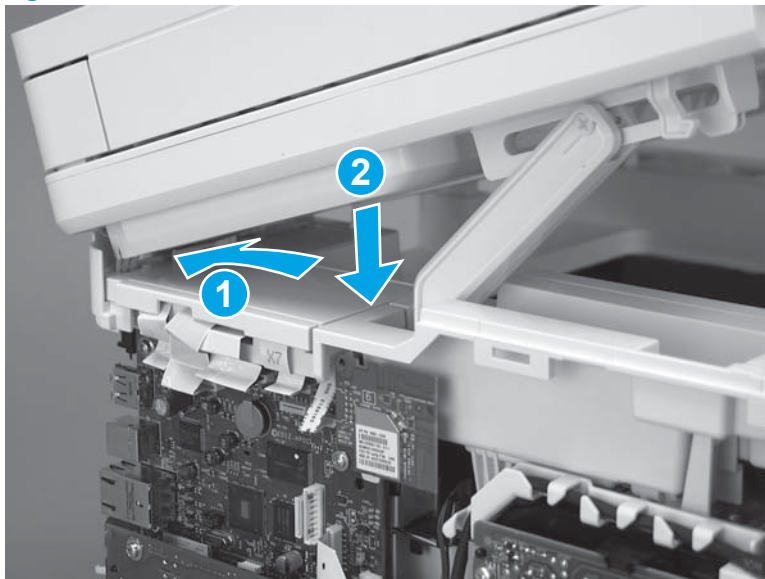
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1012 Connect three FFCs



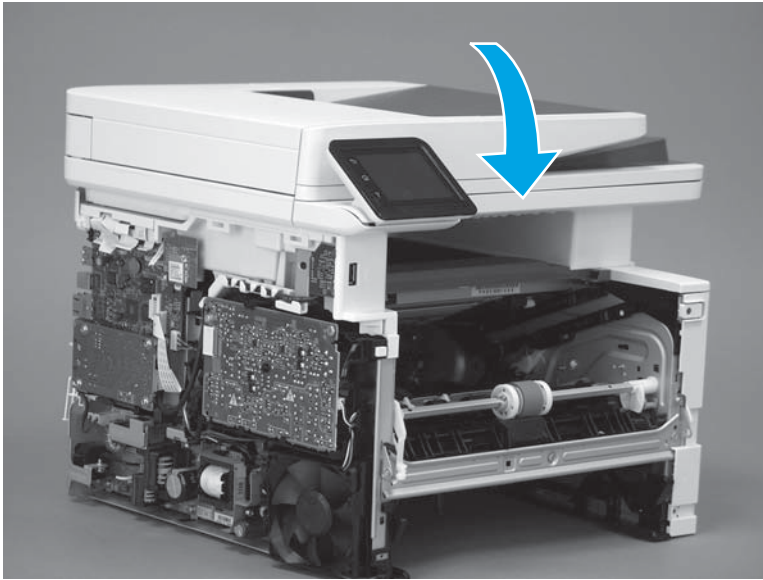
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

Figure 1-1013 Install the ISA FFC cover



10. Lower the ISA.

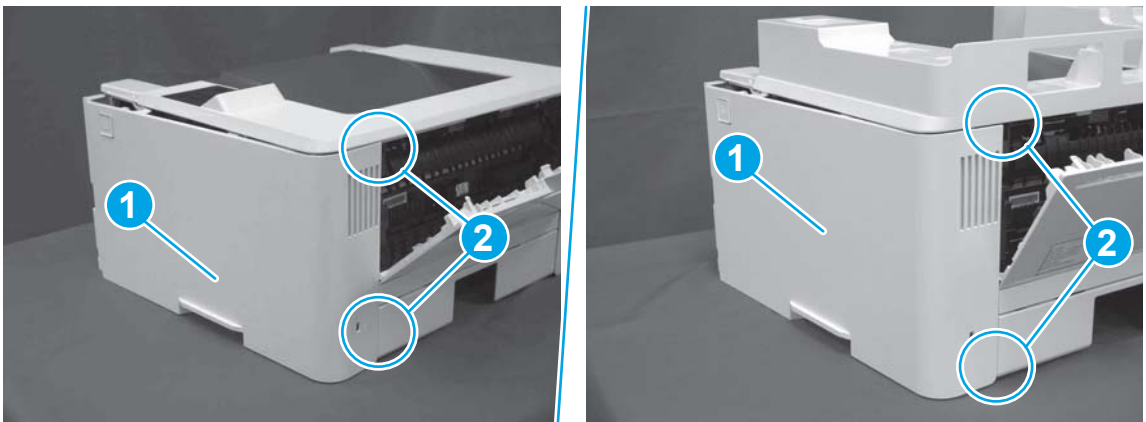
Figure 1-1014 Lower the ISA



Step 18: Install the right cover

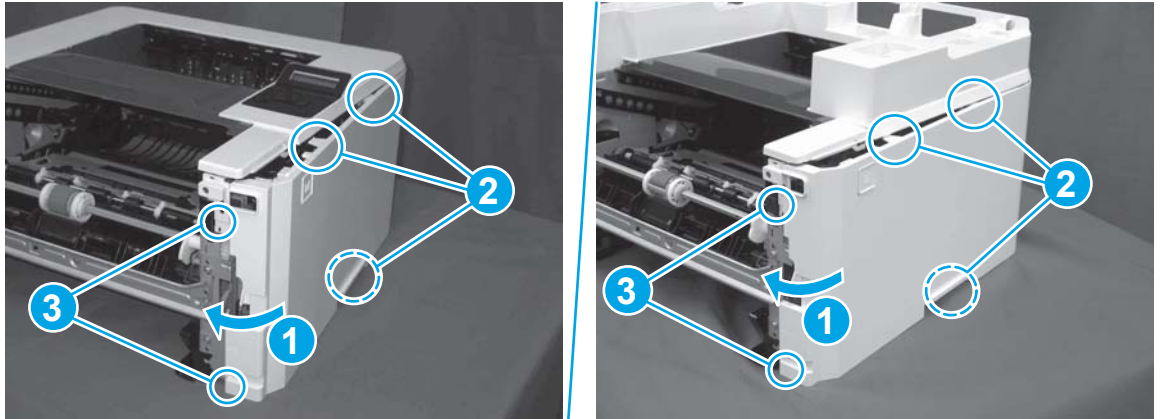
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1015 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

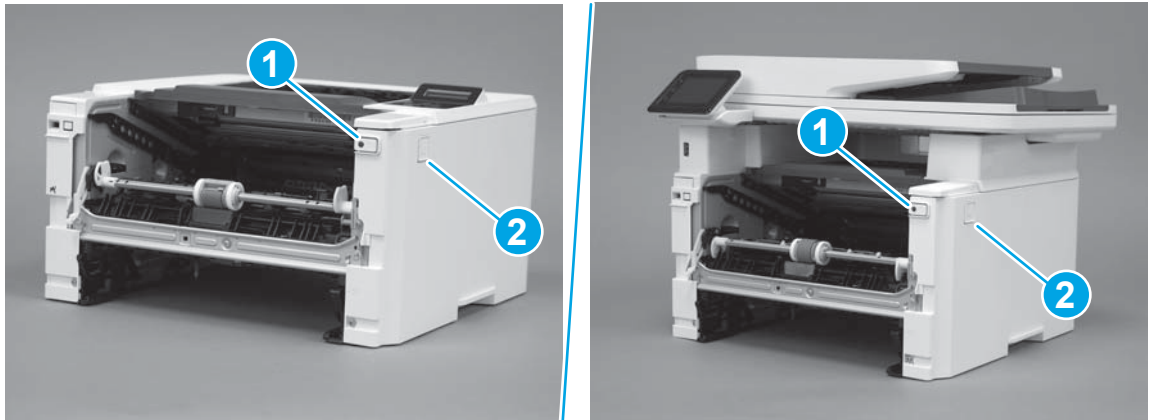
Figure 1-1016 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.

 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1017 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

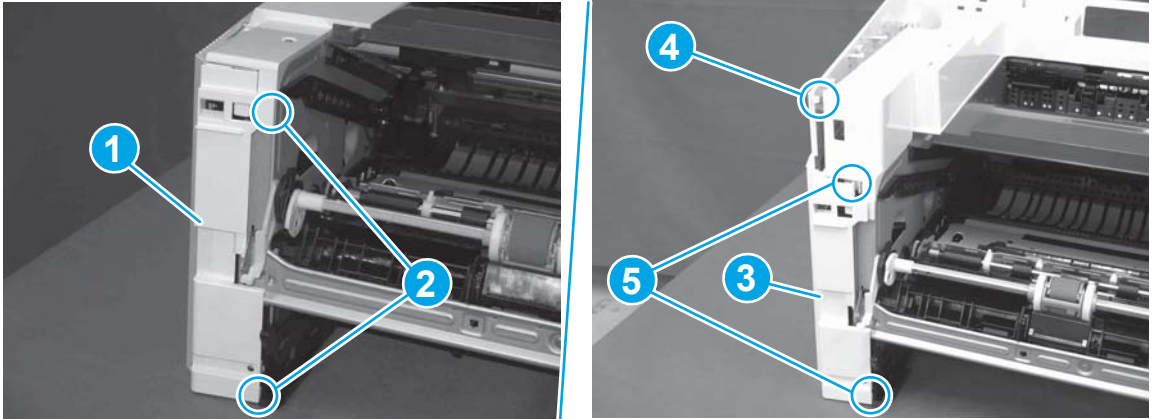
Figure 1-1018 Install one screw



Step 19: Install the left cover

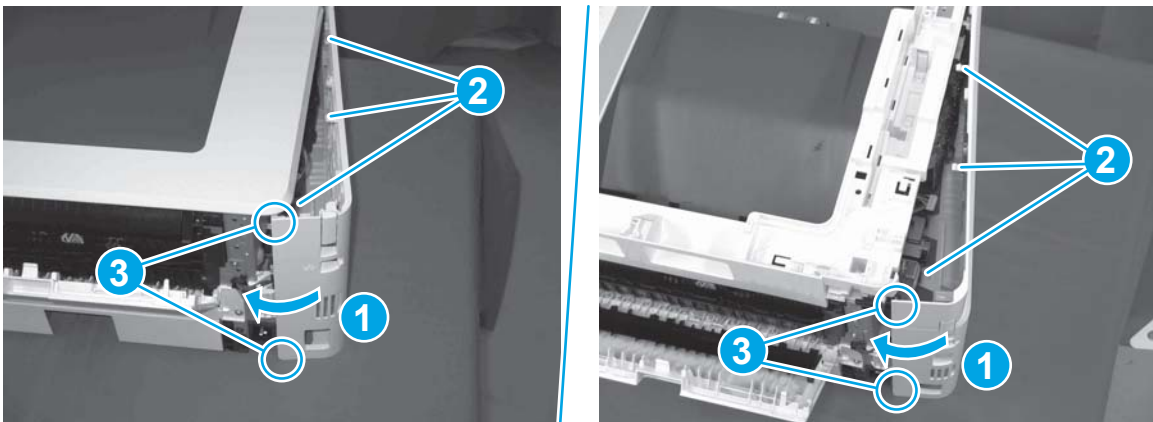
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1019 Install the cover



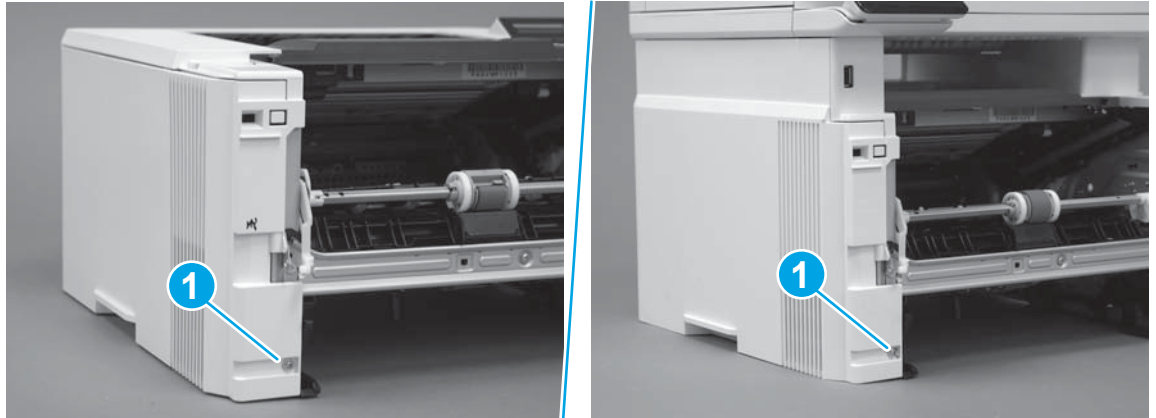
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1020 Engage three tabs and two bosses




3. Install one screw (callout 1).

Figure 1-1021 Install one screw

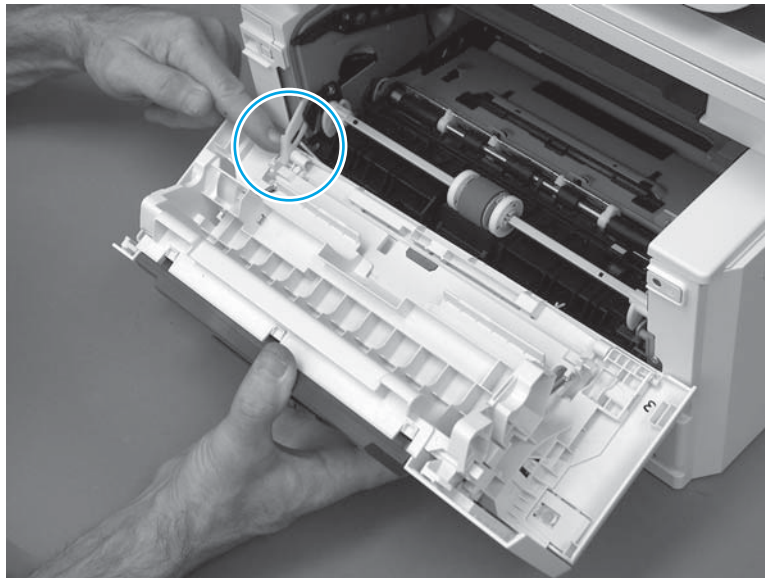


Step 20: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

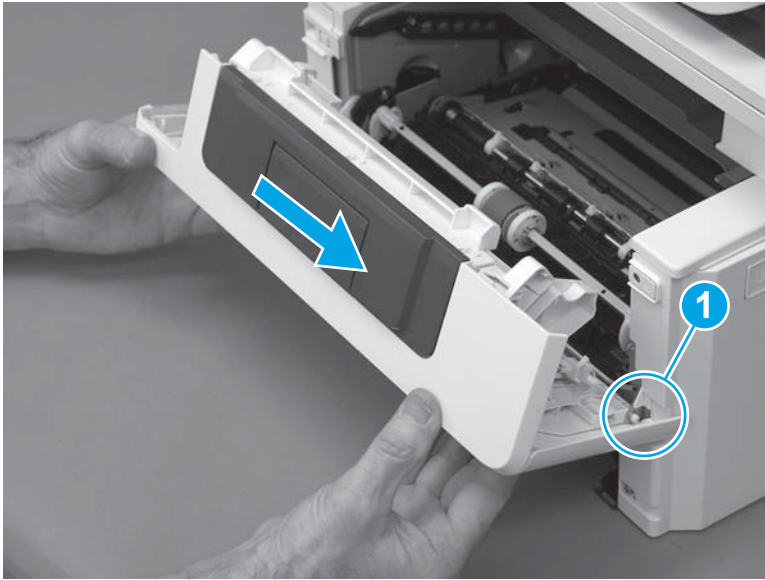
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1022 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

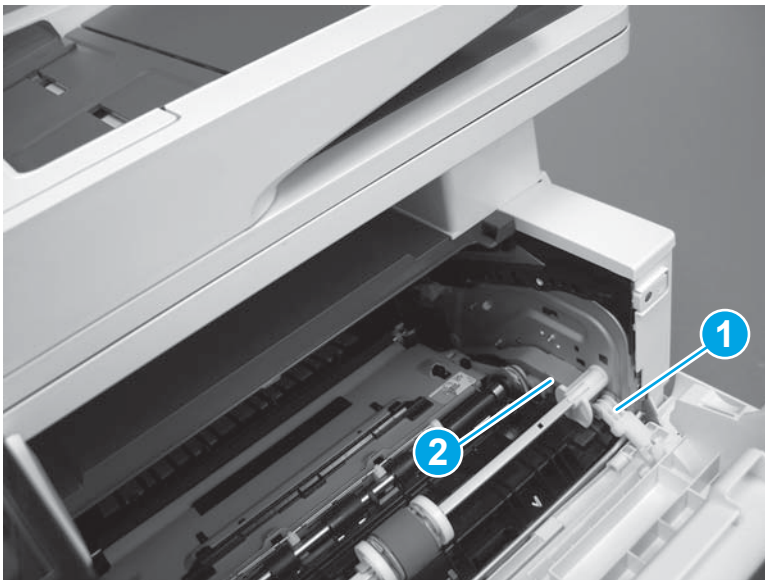
Figure 1-1023 Install the door



3. Install the link (callout 1).

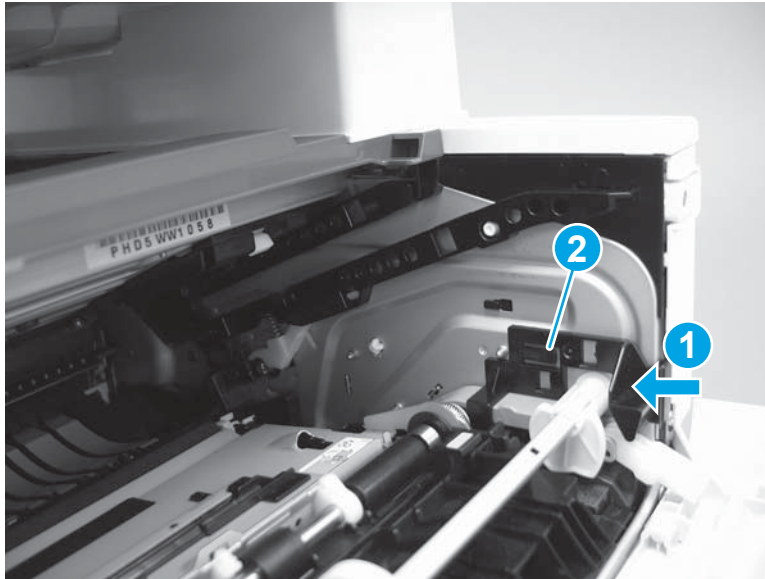
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1024 Install the pressure-release link



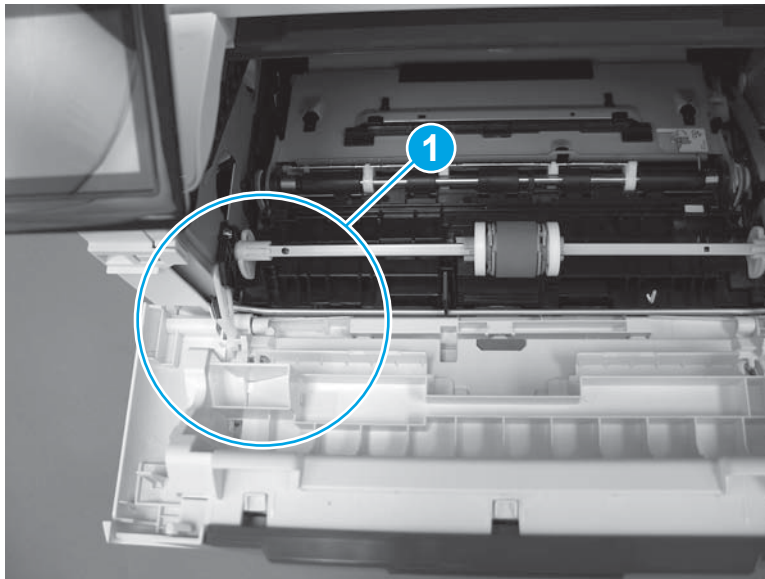
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1025 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1026 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


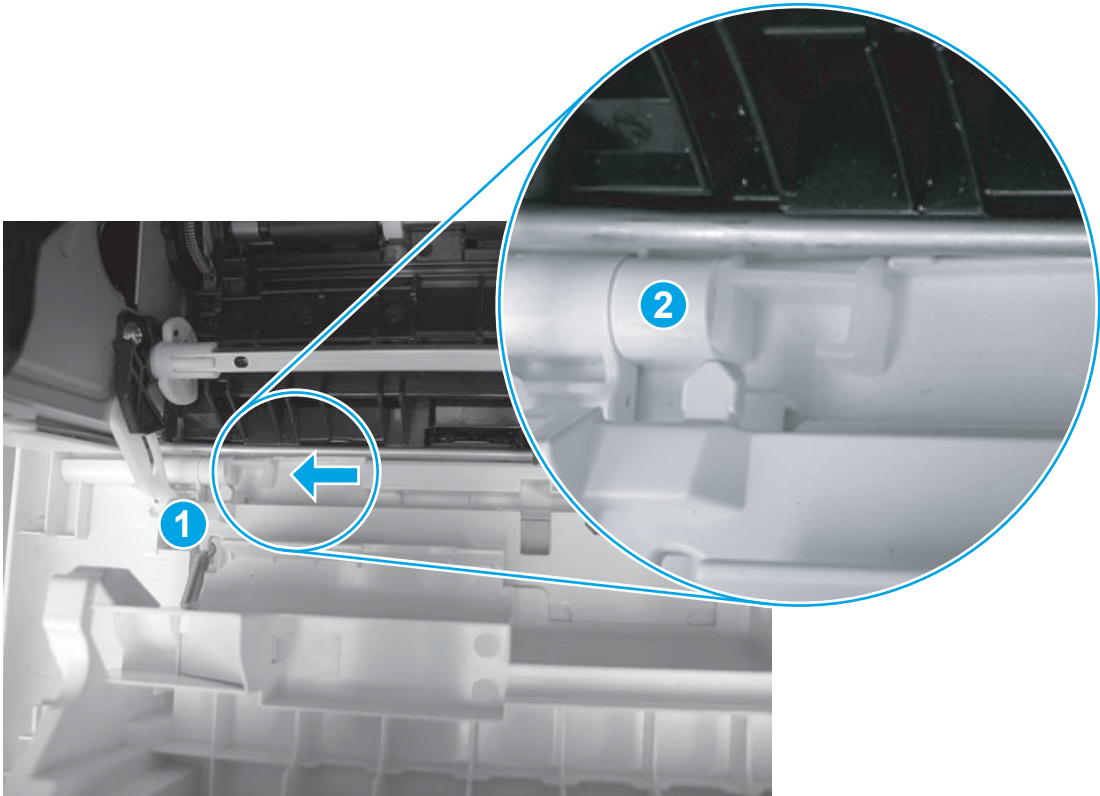
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1027 Install the support shaft



Step 21: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1028 Install the tray



Removal and replacement: Sheet-metal formatter bracket and formatter PCA

- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 10: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Install the top cover \(M403/M402\)](#)
- [Step 12: Install the top cover \(M427/M426\)](#)
- [Step 13: Install the control panel \(M427/M246\)](#)
- [Step 14: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 15: Install the right cover](#)
- [Step 16: Install the left cover](#)
- [Step 17: Install the cartridge door assembly](#)
- [Step 18: Install Tray 2](#)

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1029 Remove the tray



Step 2: Remove the cartridge door assembly



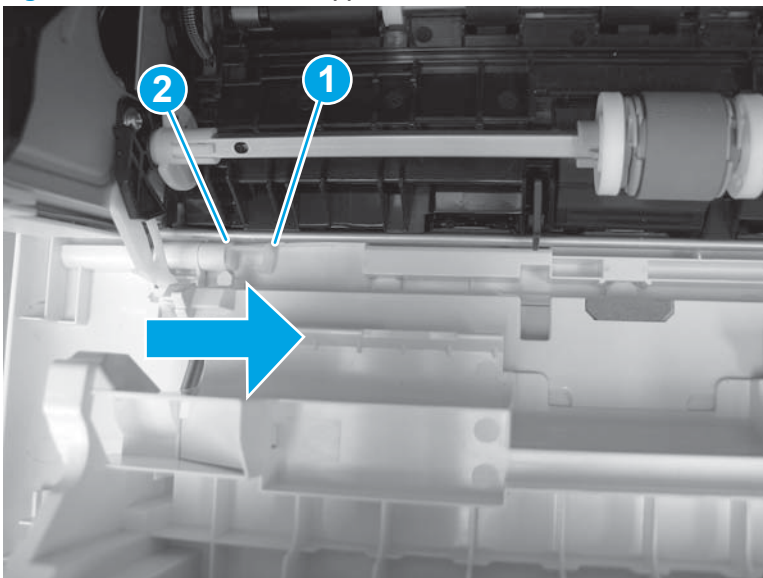
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



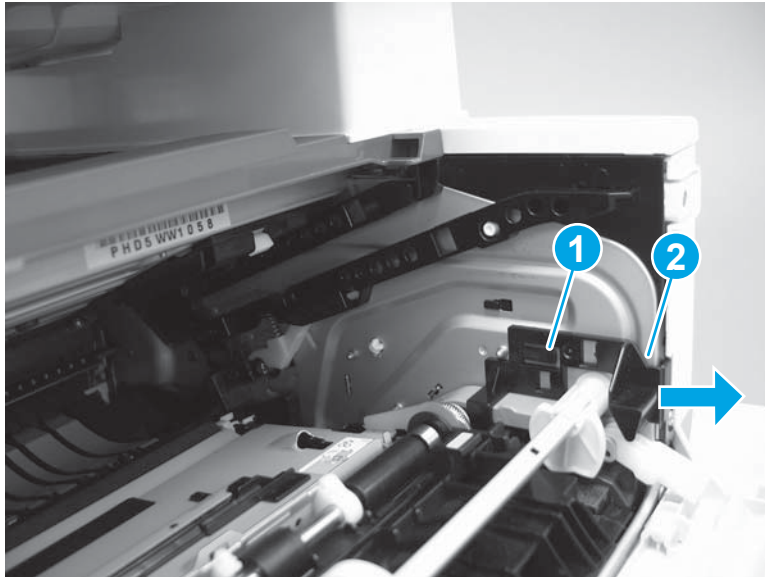
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1030 Release the support shaft



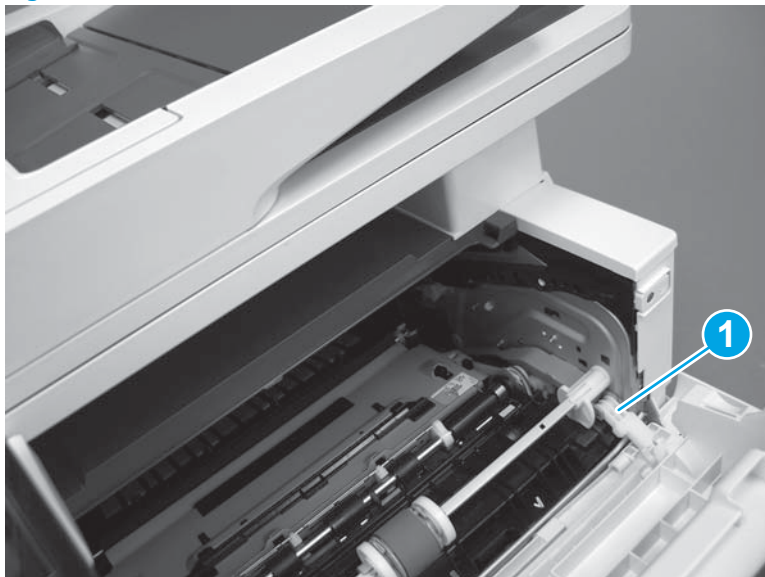
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1031 Remove the guide



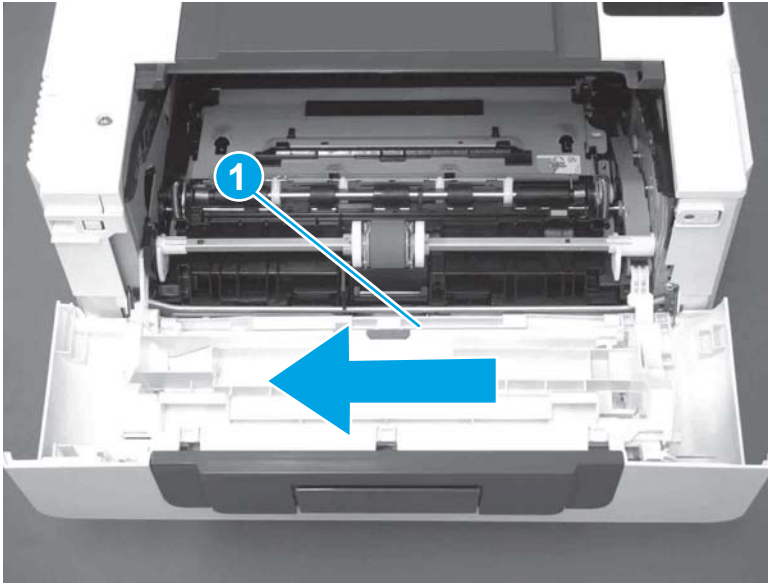
3. Remove the link arm (callout 1).

Figure 1-1032 Remove the link arm



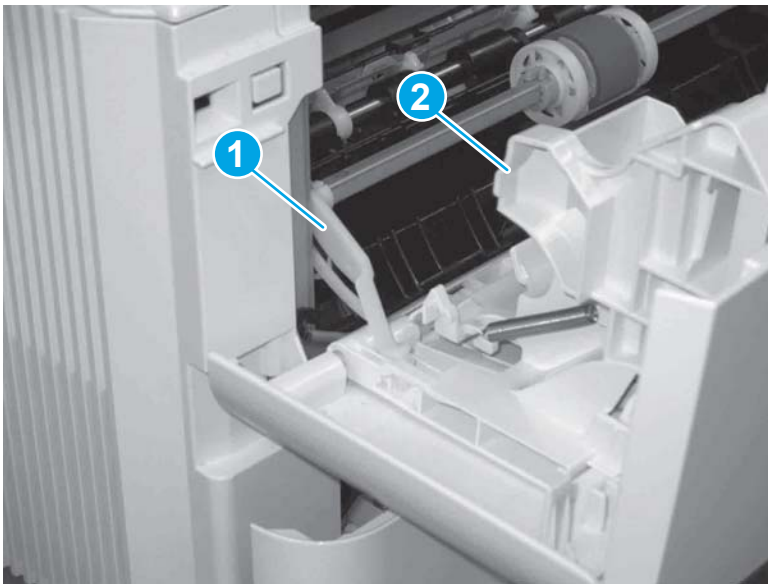
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1033 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

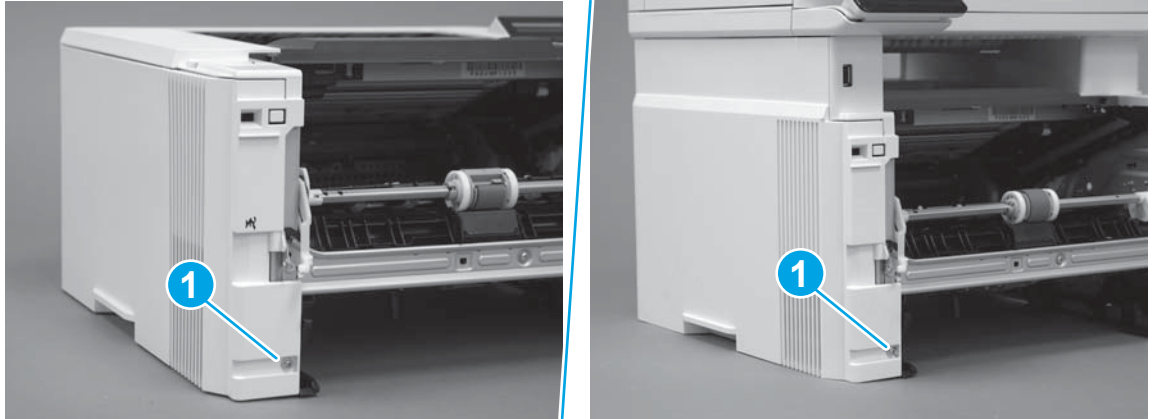
Figure 1-1034 Release the left-side retainer arm



Step 3: Remove the left cover

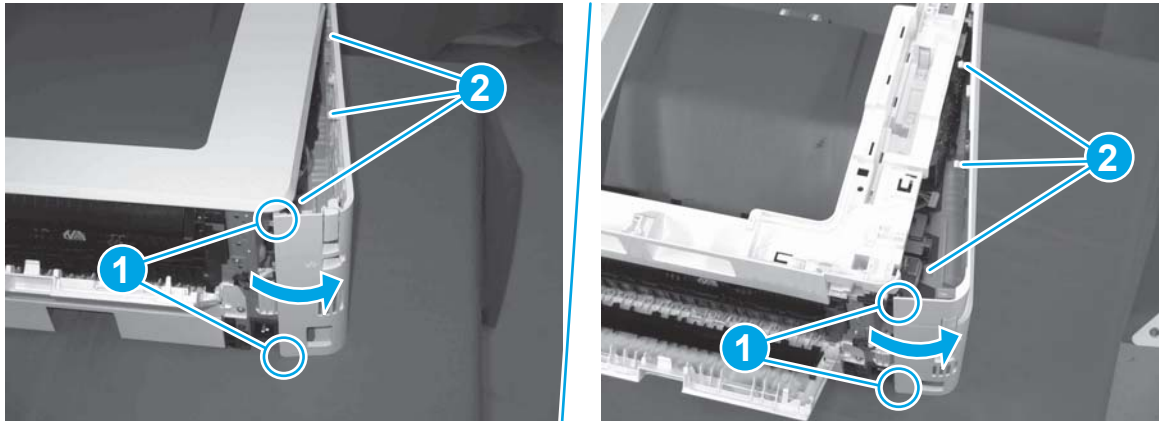
1. Remove one screw (callout 1).

Figure 1-1035 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1036 Release two bosses and three tabs

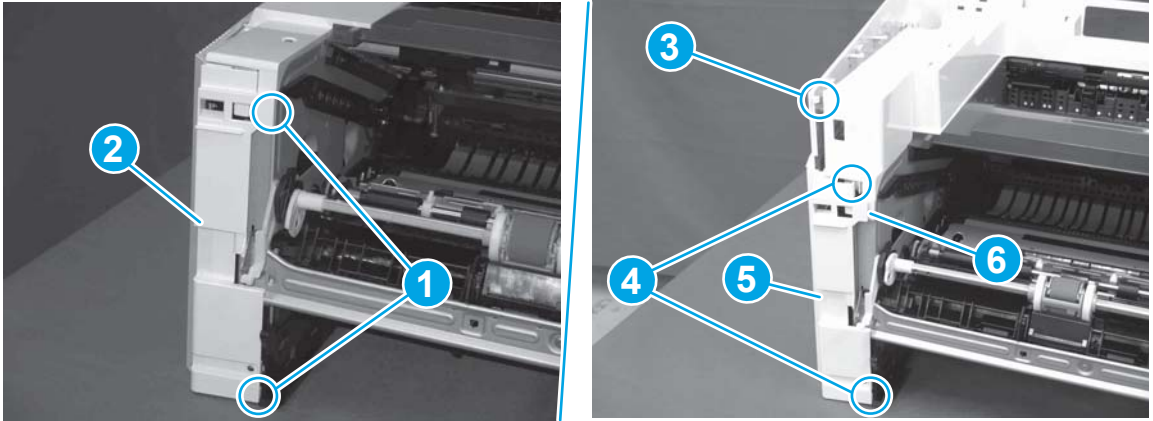


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1037 Remove the cover



Step 4: Remove the right cover

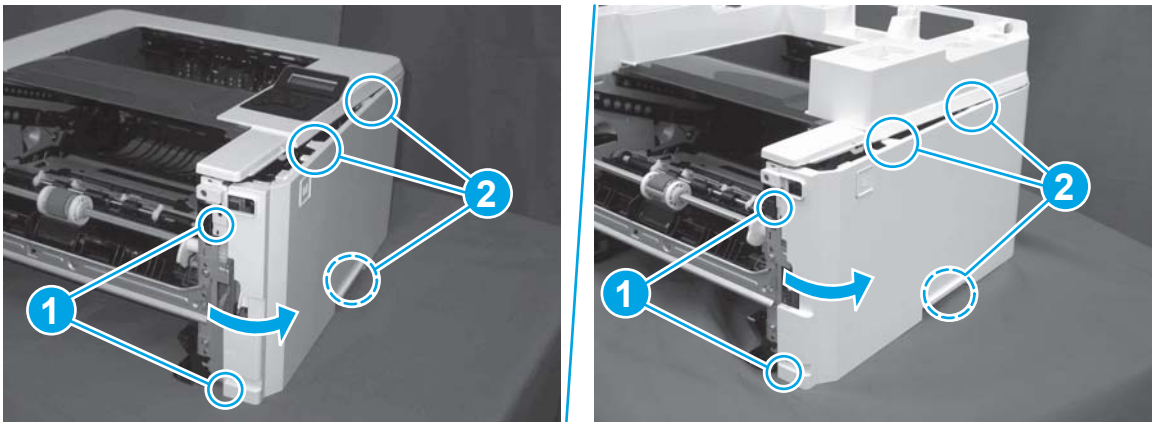
1. Remove one screw (callout 1).

Figure 1-1038 Remove one screw



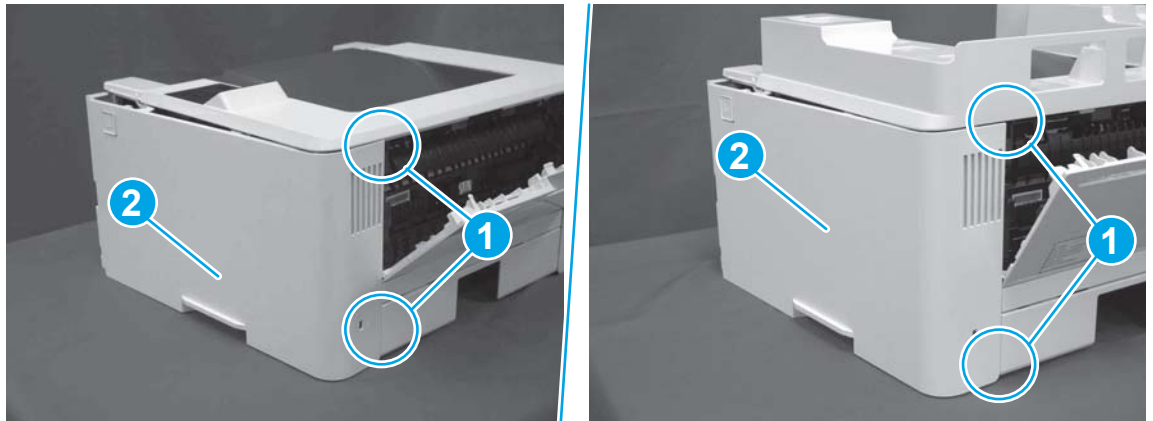
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1039 Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-1040 Remove the cover



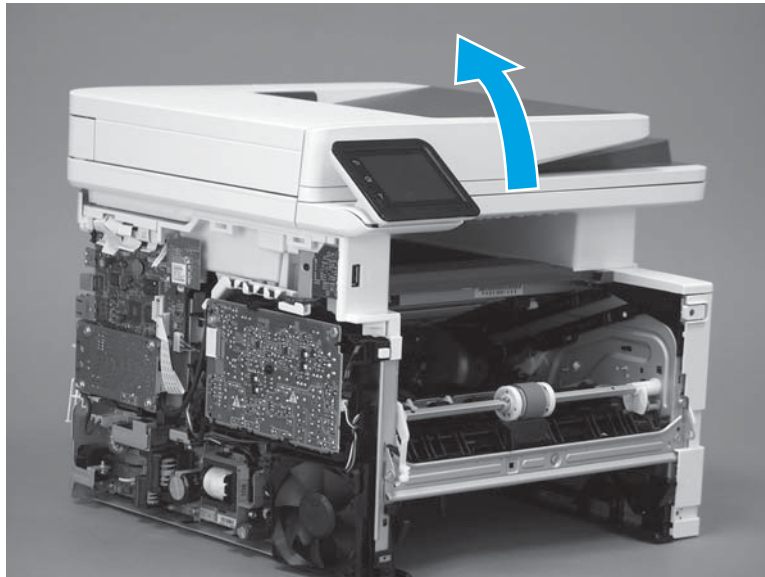
Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 583](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

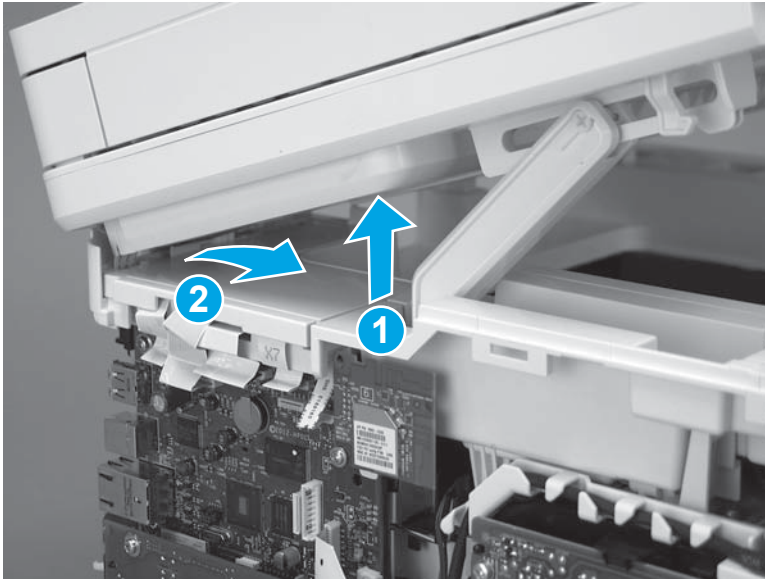
1. Raise the ISA.

Figure 1-1041 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

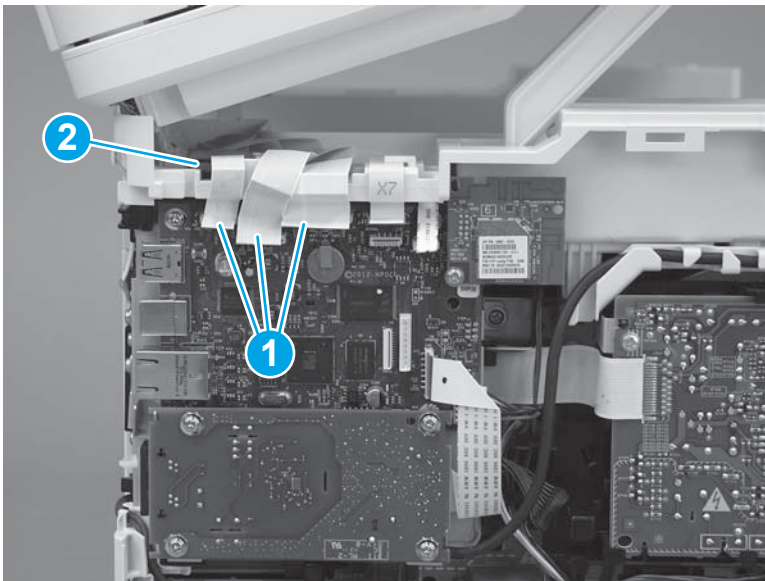
Figure 1-1042 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

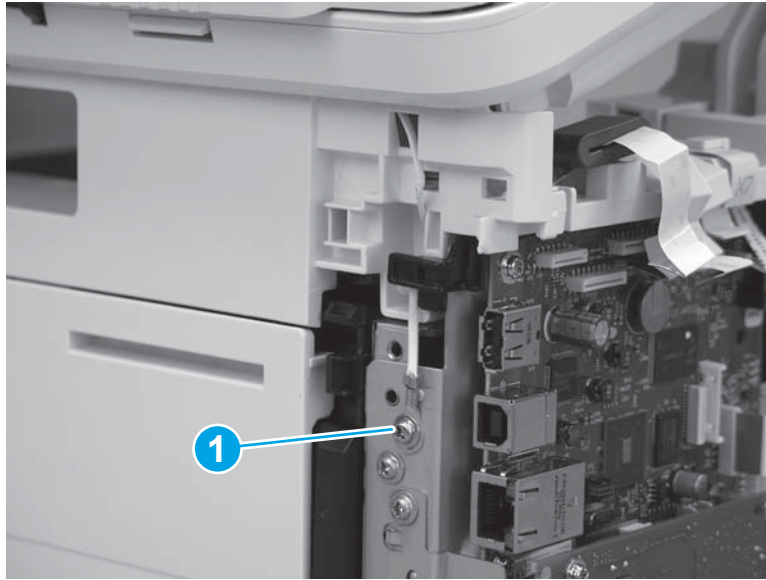
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1043 Disconnect three FFCs



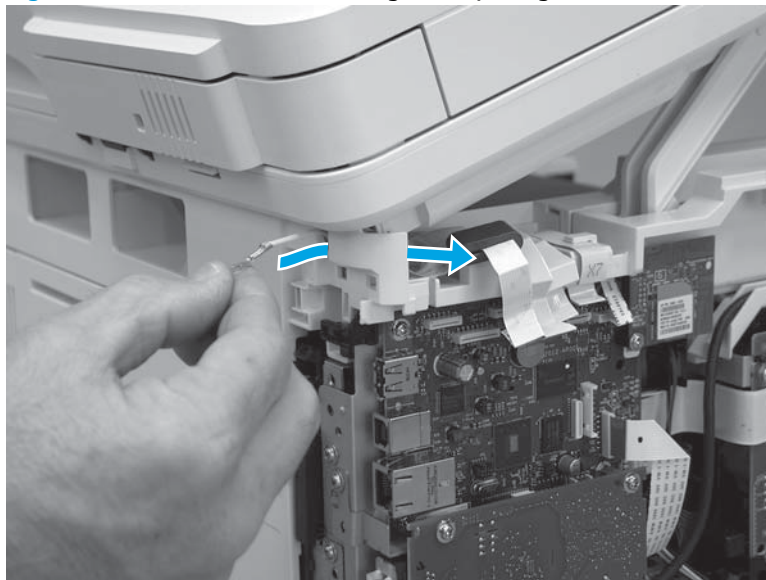
4. Remove one screw (callout 1).

Figure 1-1044 Remove one screw



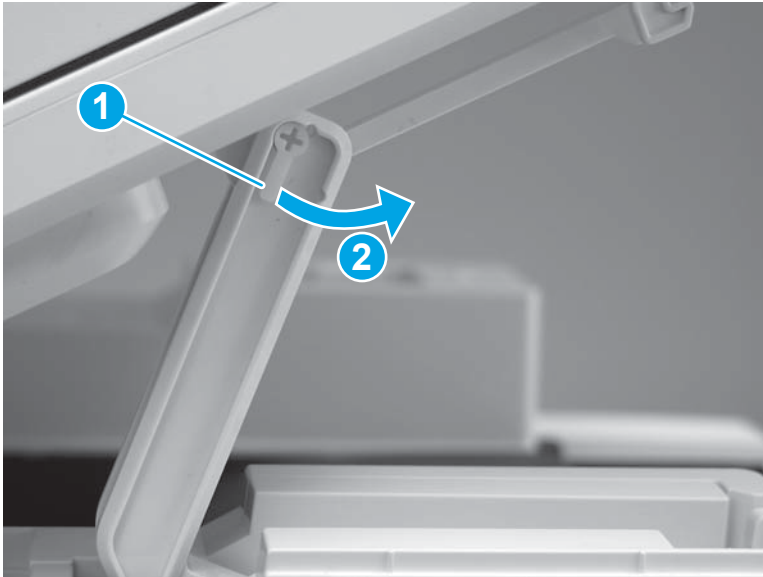
5. Pass the ground wire through the opening in the top cover.

Figure 1-1045 Pass the wire through the opening



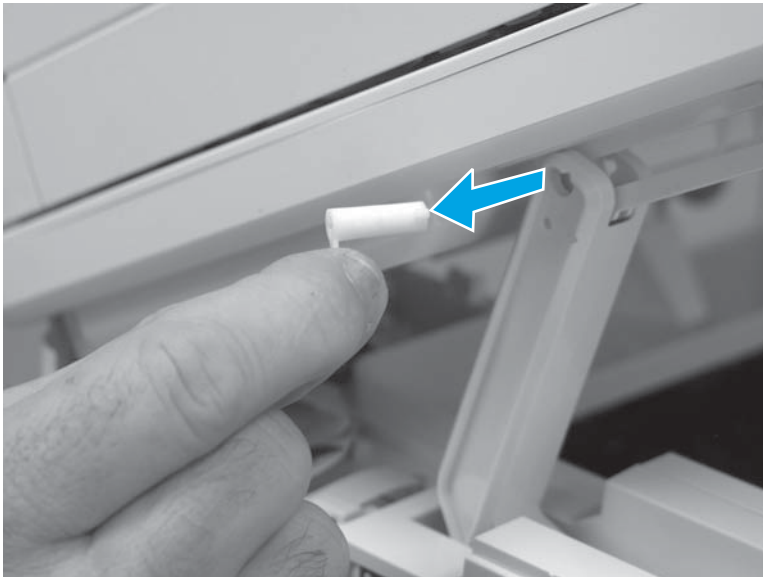
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1046 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1047 Remove the slider pin



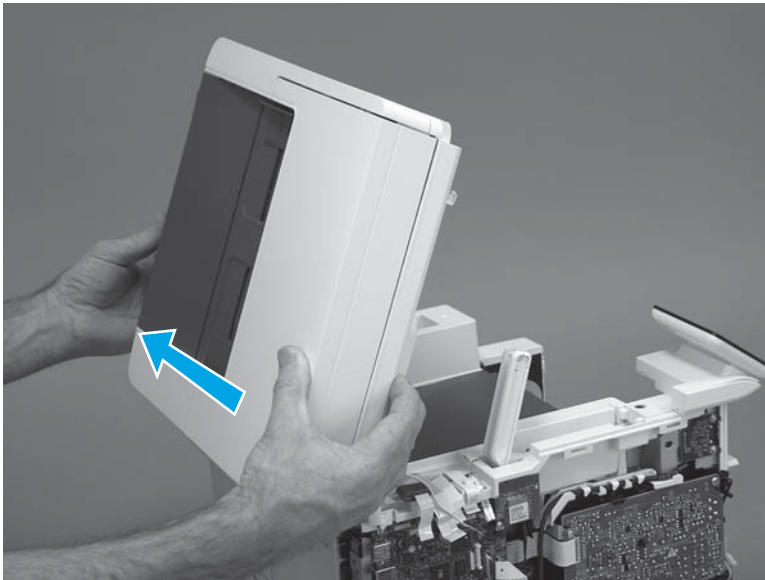
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1048 Rotate the ISA towards the rear of the printer



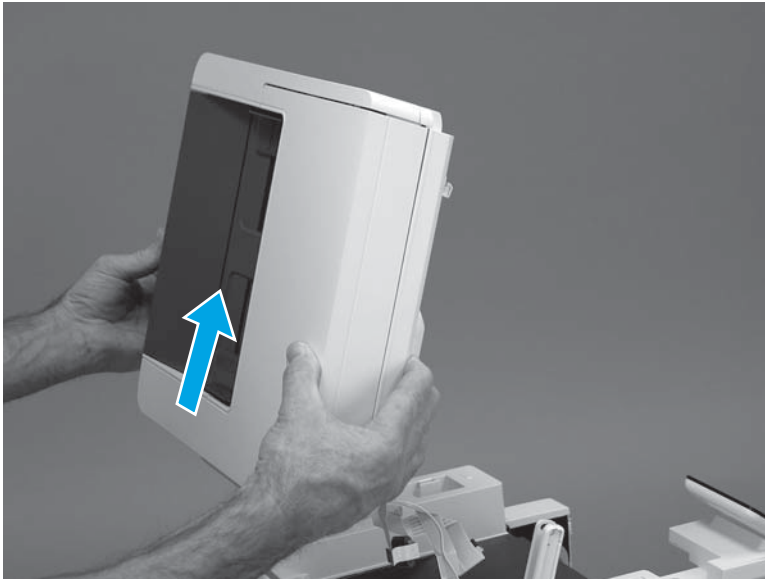
9. Slide the ISA as shown to release it.

Figure 1-1049 Release the ISA



10. Remove the ISA.

Figure 1-1050 Remove the ISA



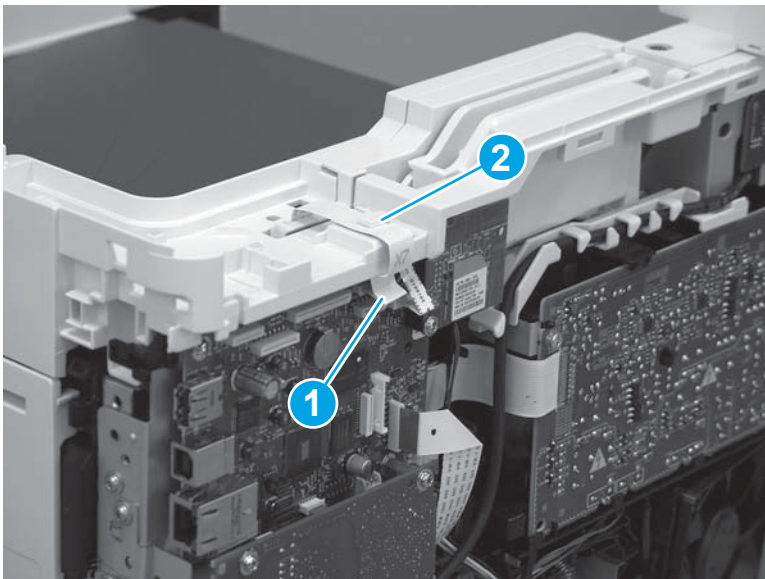
Step 6: Remove the control panel (M427/M246)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 583](#).

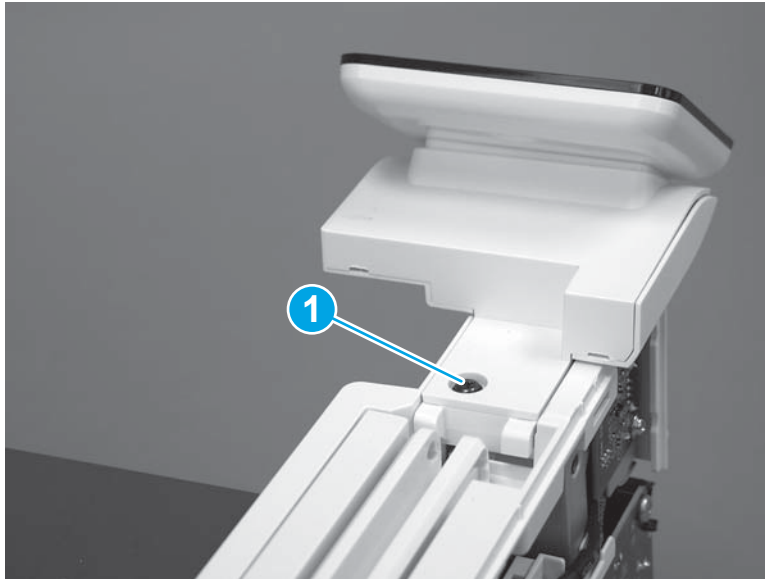
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1051 Disconnect one connector



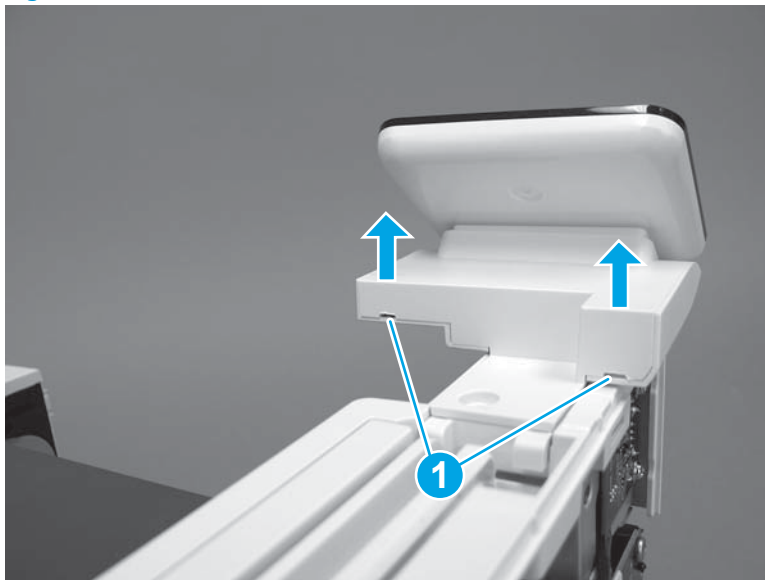
2. Remove one screw (callout 1).

Figure 1-1052 Remove one screw



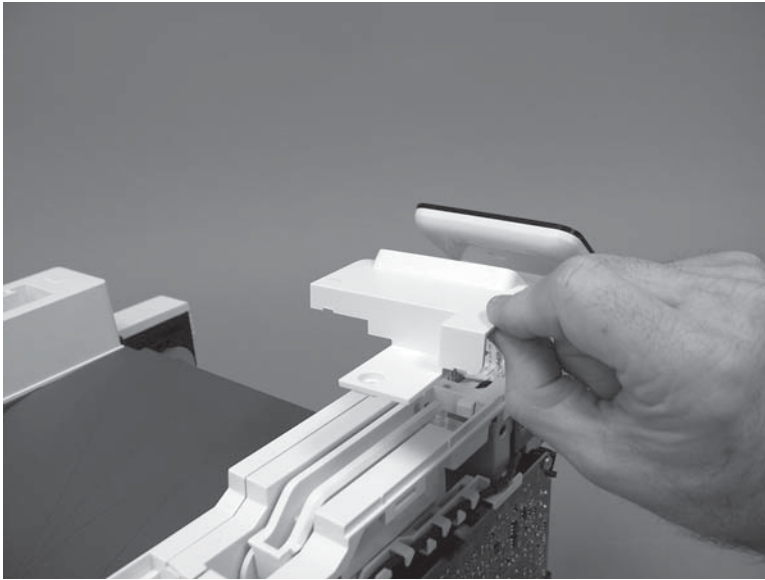
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1053 Release two tabs



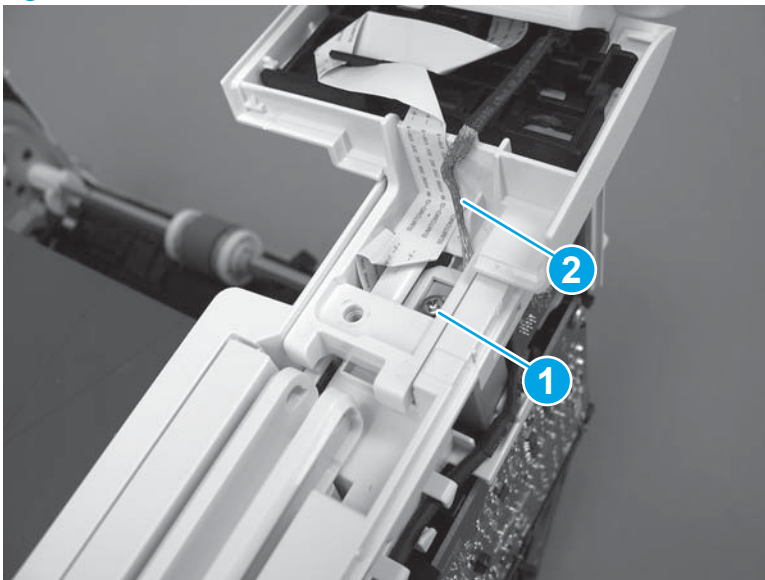
4. Remove the control-panel cable cover.

Figure 1-1054 Remove the cover



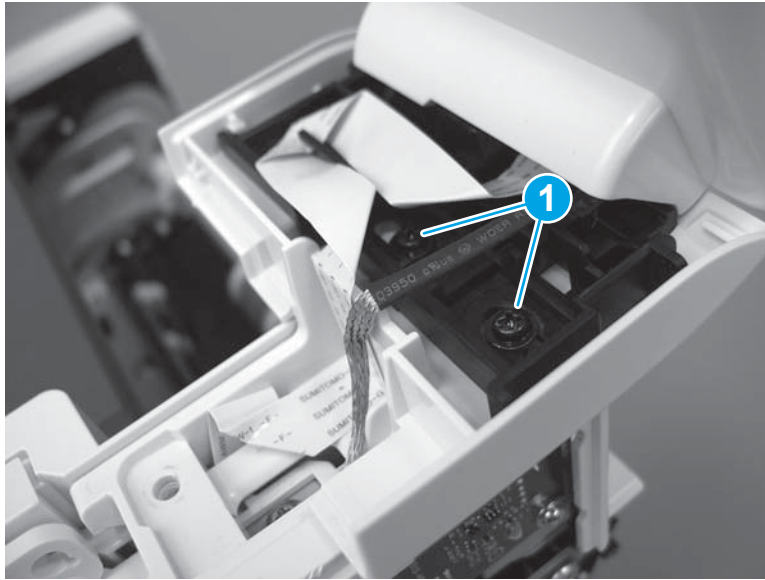
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1055 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

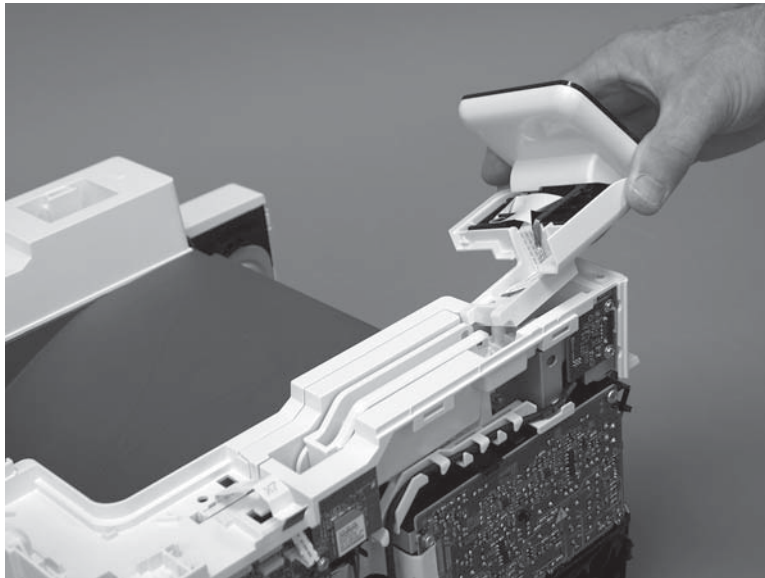
Figure 1-1056 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

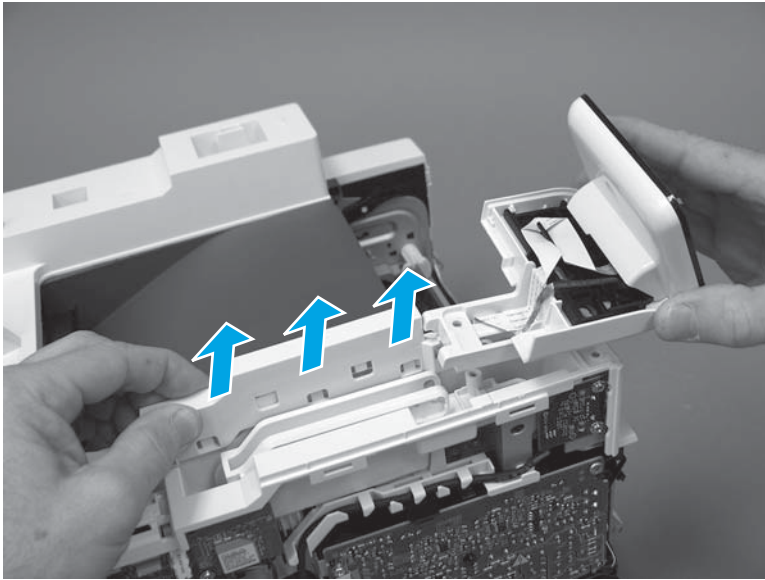
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1057 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1058 Remove the control-panel assembly



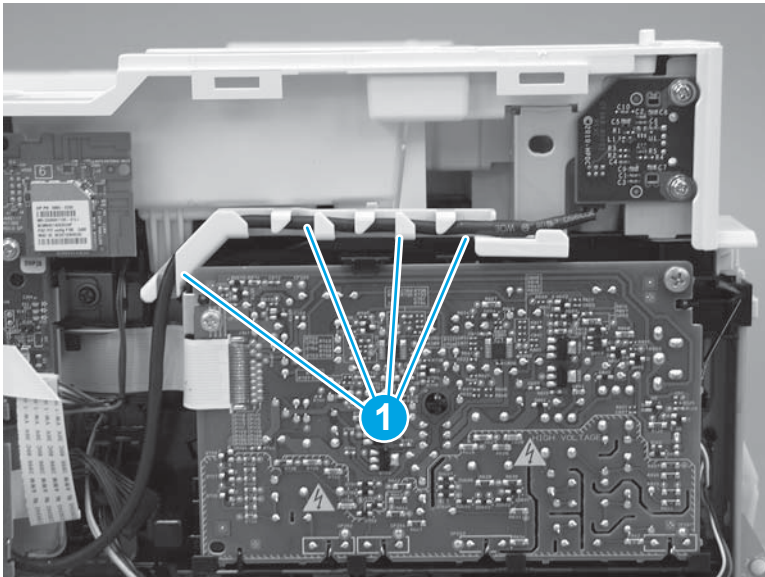
Step 7: Remove the top cover (M427/M426)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 583](#).

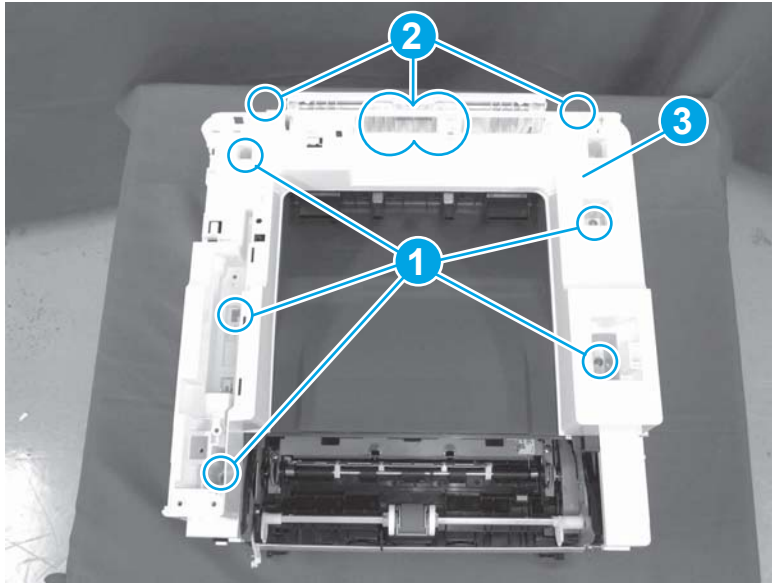
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1059 Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1060 Remove the cover



Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the sheet-metal formatter bracket and formatter PCA on page 584.](#)

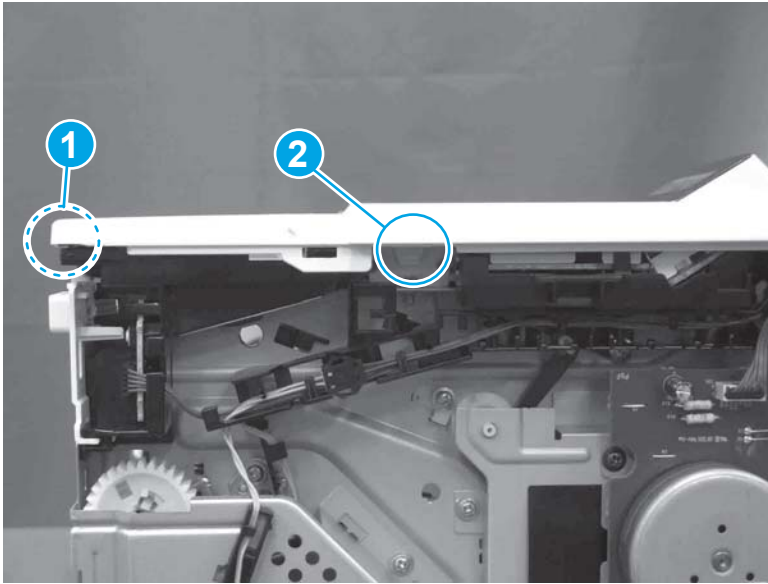
1. Remove one screw (callout 1).

Figure 1-1061 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1062 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


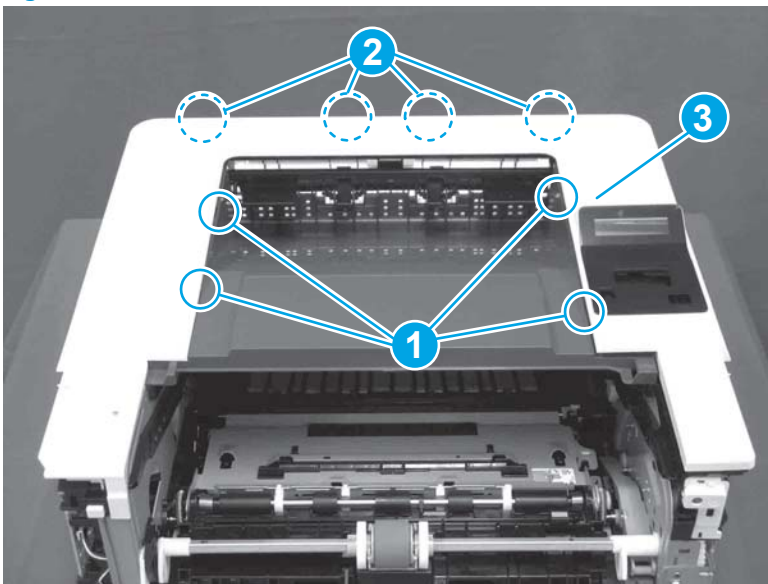

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1063 Remove the cover

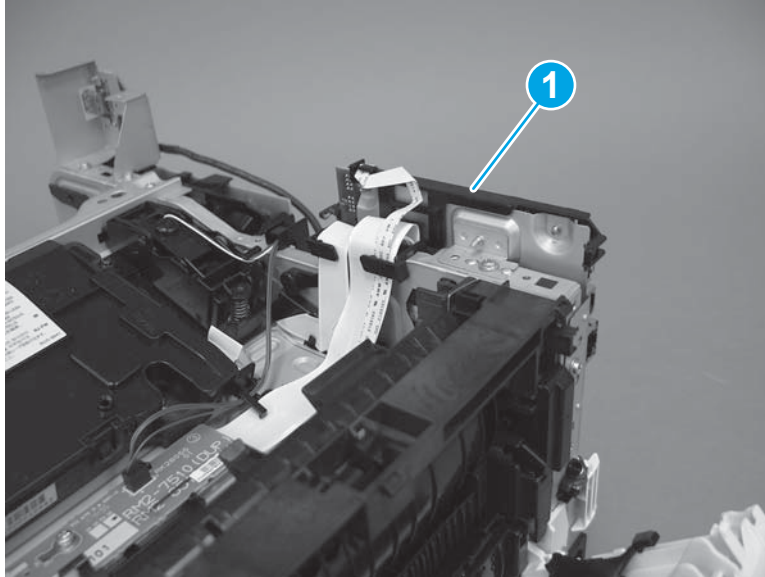


Step 9: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

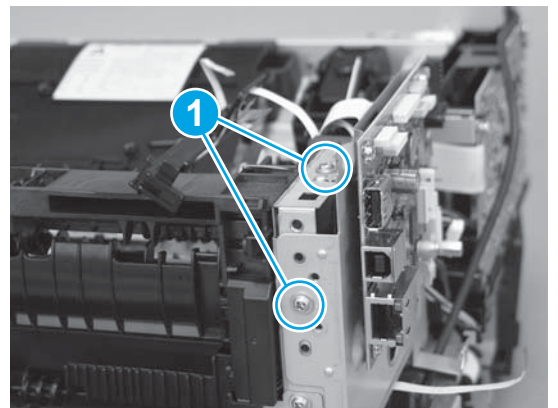
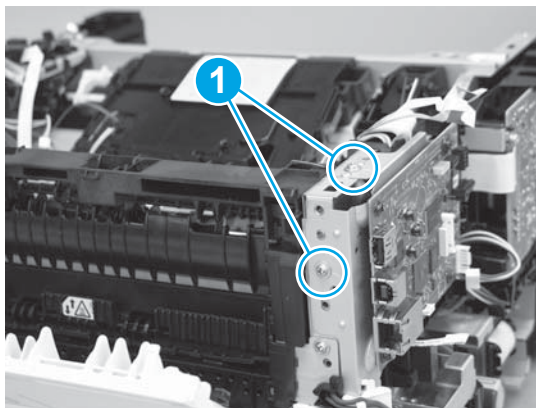
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1064 Remove the guide



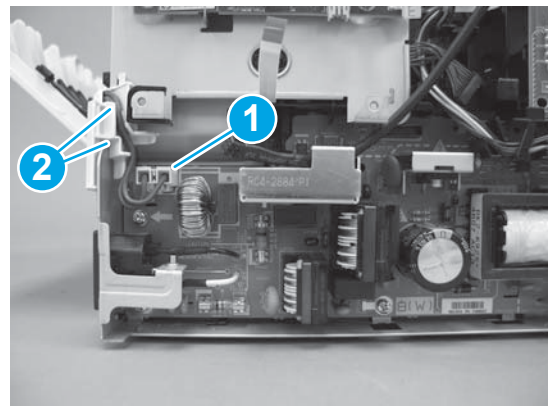
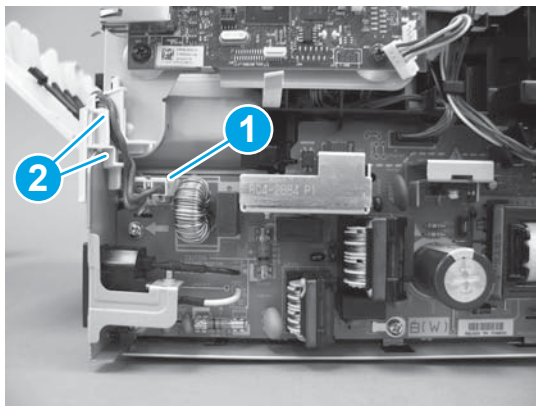
2. Remove two screws (callout 1).

Figure 1-1065 Remove two screws



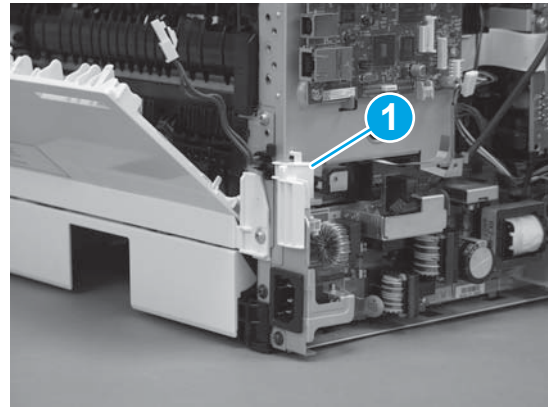
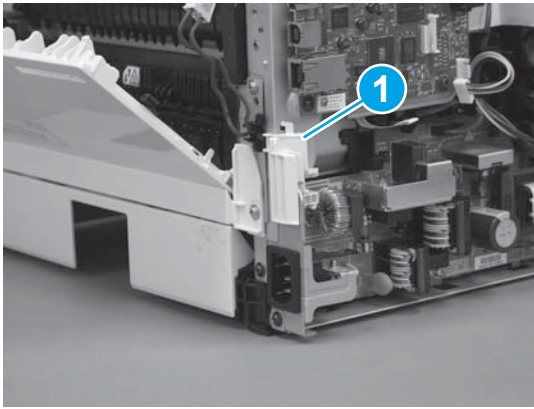
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1066 Disconnect one connector



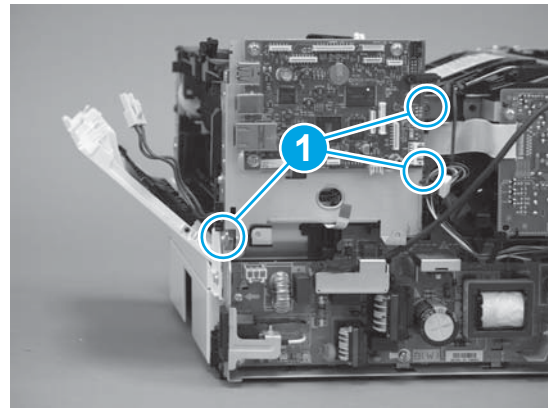
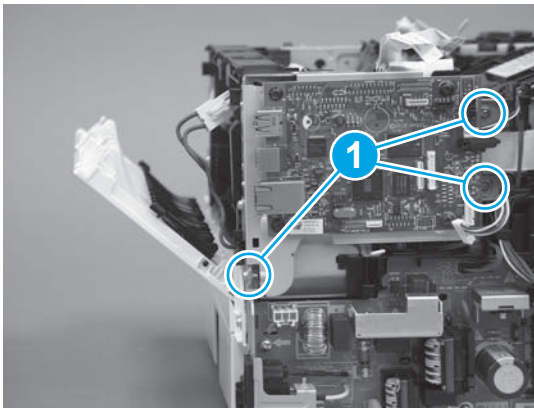
4. Remove the guide (callout 1).

Figure 1-1067 Remove the guide



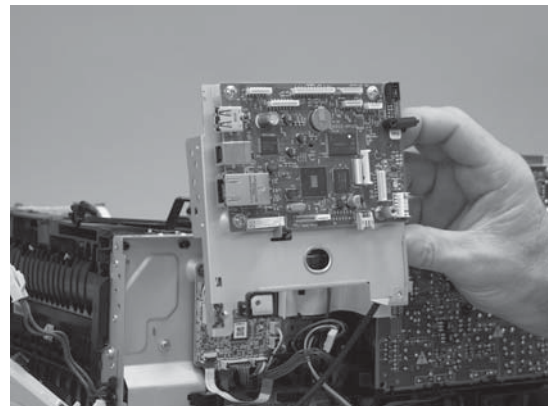
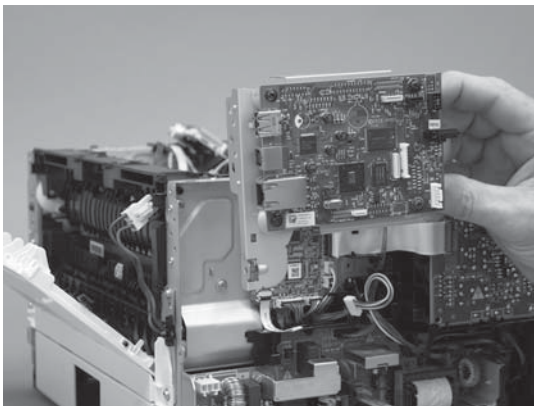
5. Remove three screws (callout 1).

Figure 1-1068 Remove three screws




6. Remove the sheet-metal bracket and formatter PCA.

Figure 1-1069 Remove the bracket

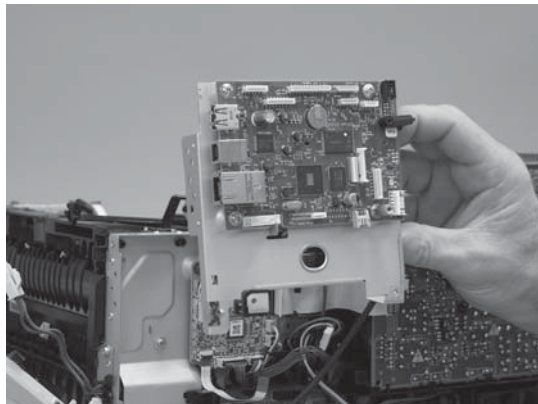
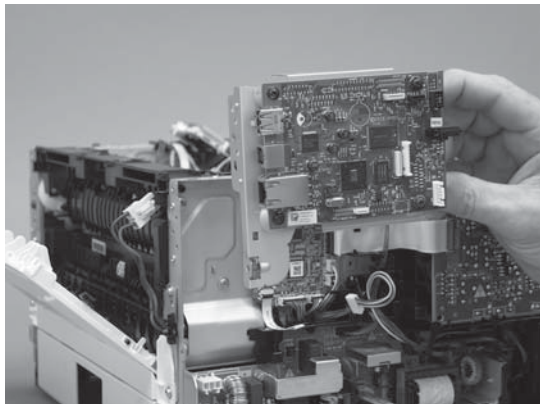


Step 10: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

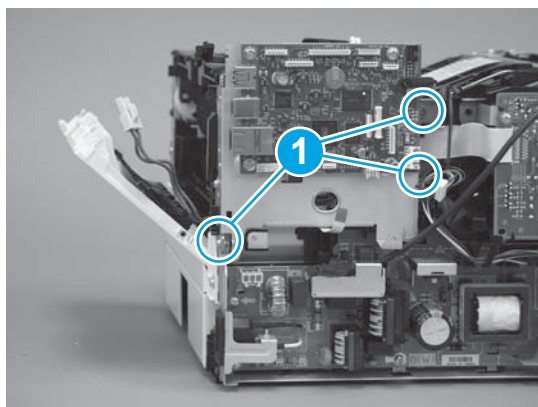
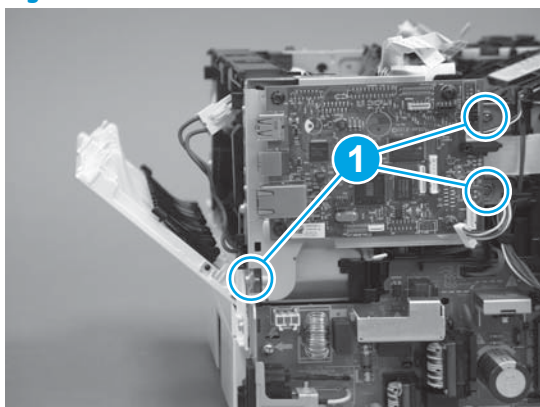
1. Position the sheet-metal bracket and formatter PCA on the printer.

Figure 1-1070 Install the bracket



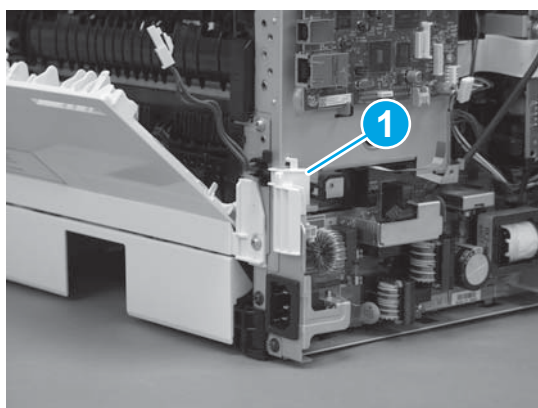
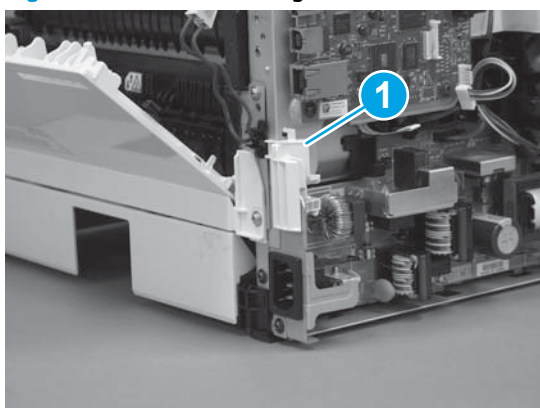
2. Install three screws (callout 1).

Figure 1-1071 Install three screws



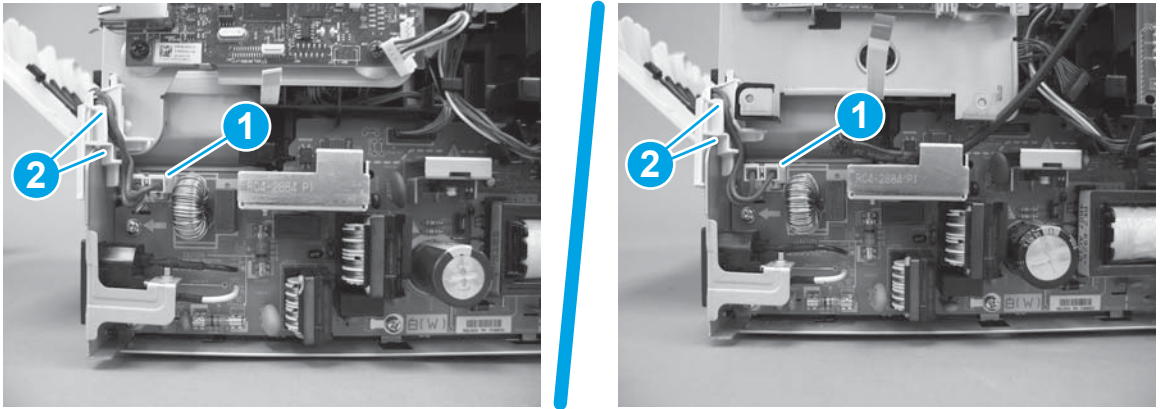
3. Install the guide (callout 1).

Figure 1-1072 Install the guide



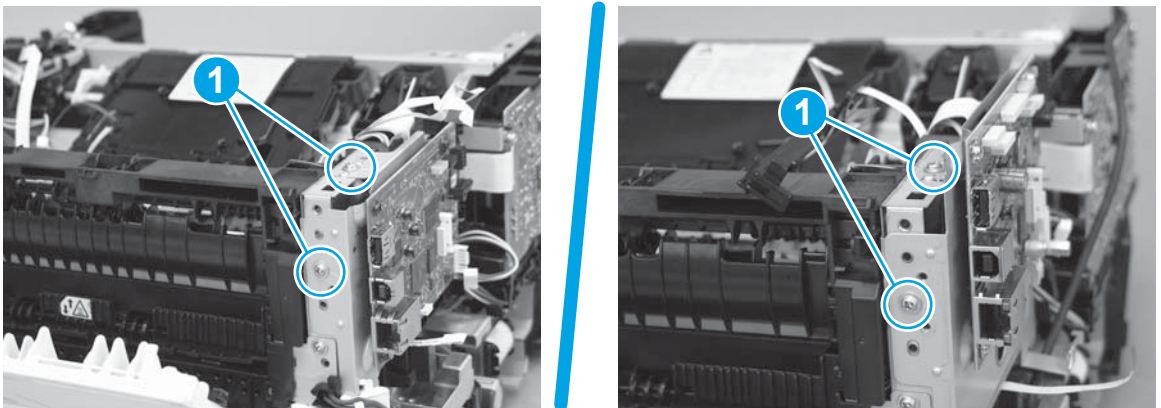
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

Figure 1-1073 Connect one connector



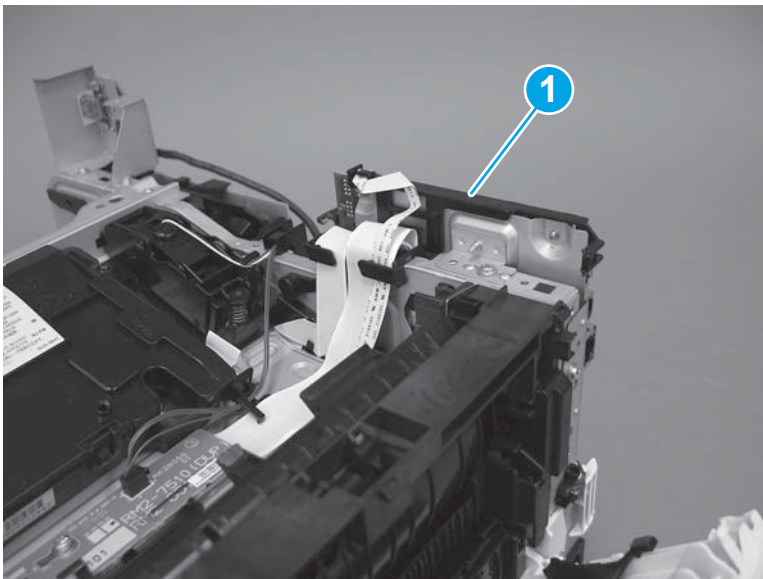
5. Install two screws (callout 1).

Figure 1-1074 Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

Figure 1-1075 Install the guide

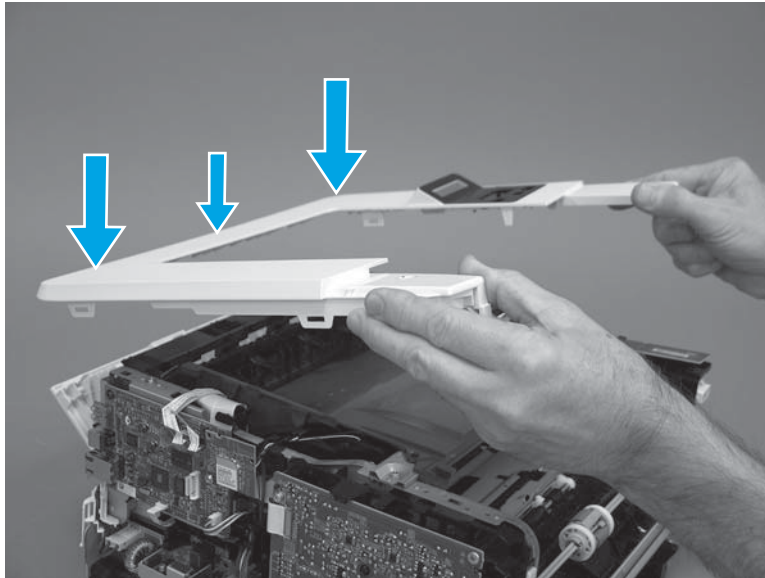


Step 11: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 12: Install the top cover \(M427/M426\) on page 590](#).

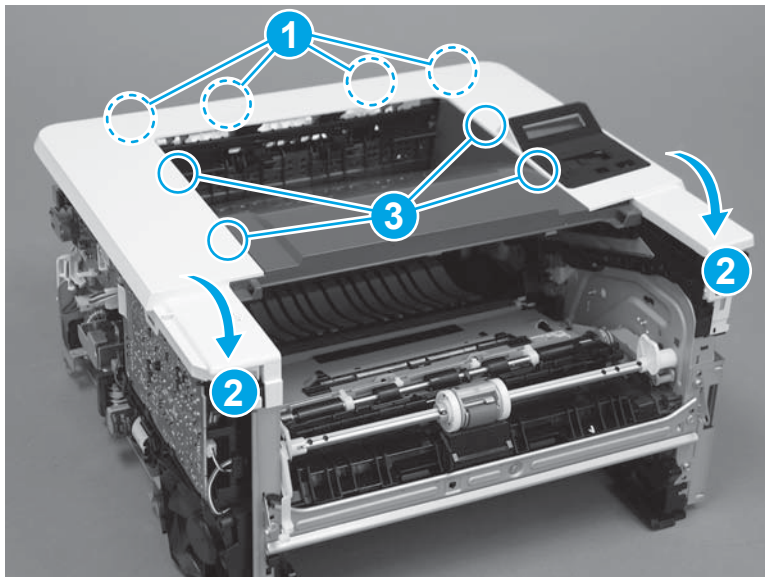
1. Position the rear edge of the cover on the printer.

Figure 1-1076 Install the cover



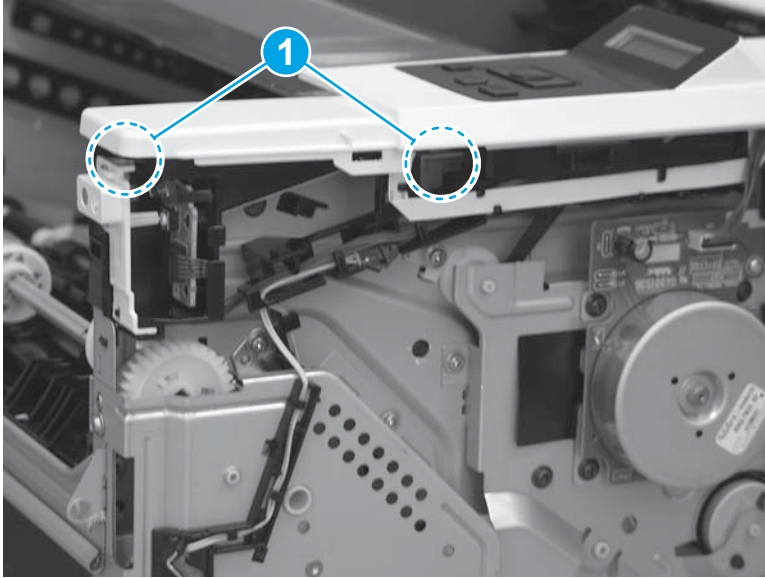
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1077 Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1078 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1079 Install one screw

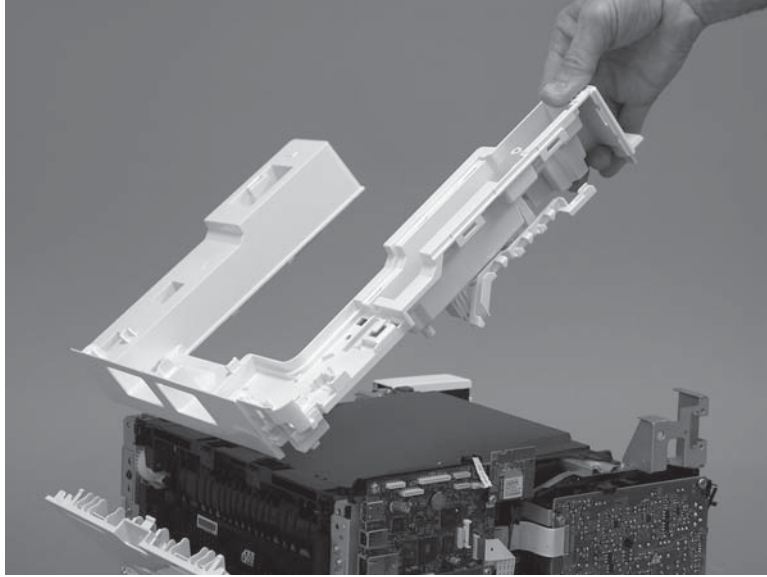


Step 12: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 15: Install the right cover on page 602](#).

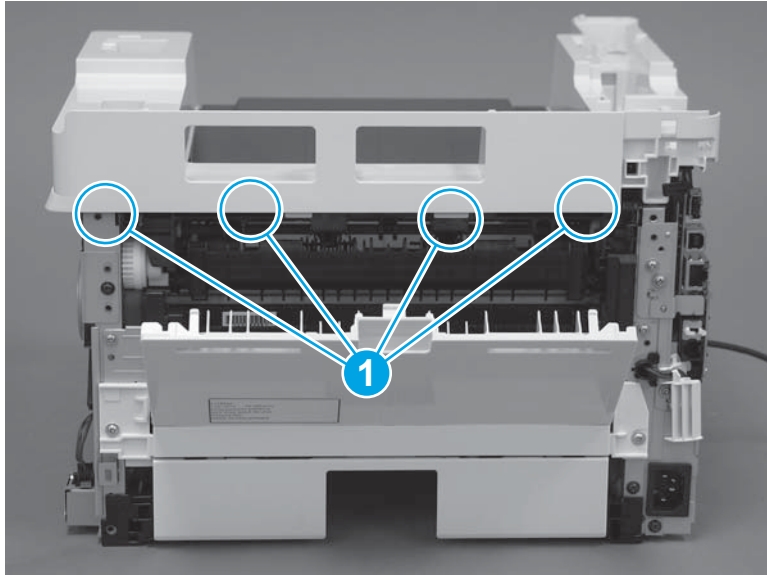
1. Position the rear edge of the top cover on the printer.

Figure 1-1080 Install the cover



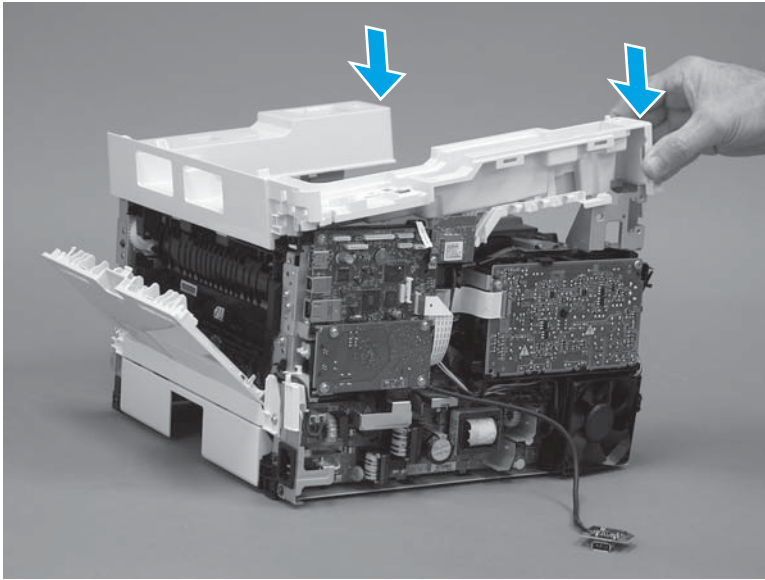
2. Engage four bosses (callout 1).

Figure 1-1081 Engage four bosses



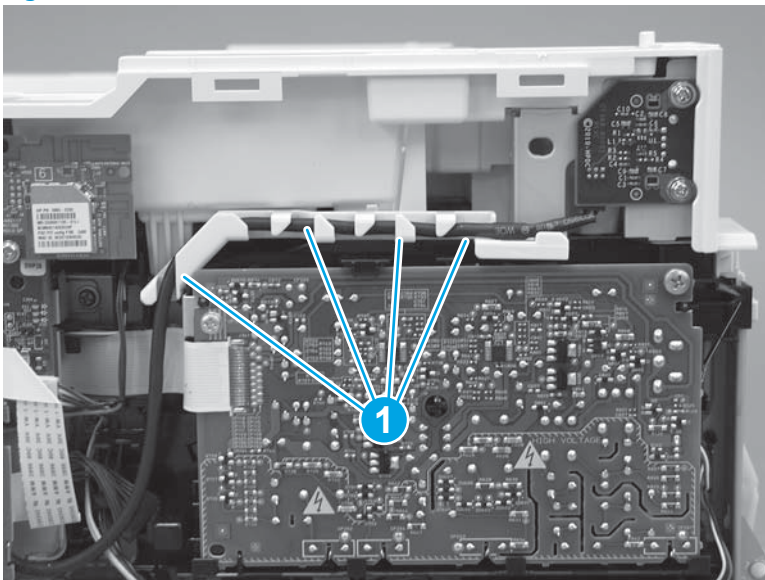
3. Rotate the front edge of the cover down.

Figure 1-1082 Rotate the front edge of the cover down



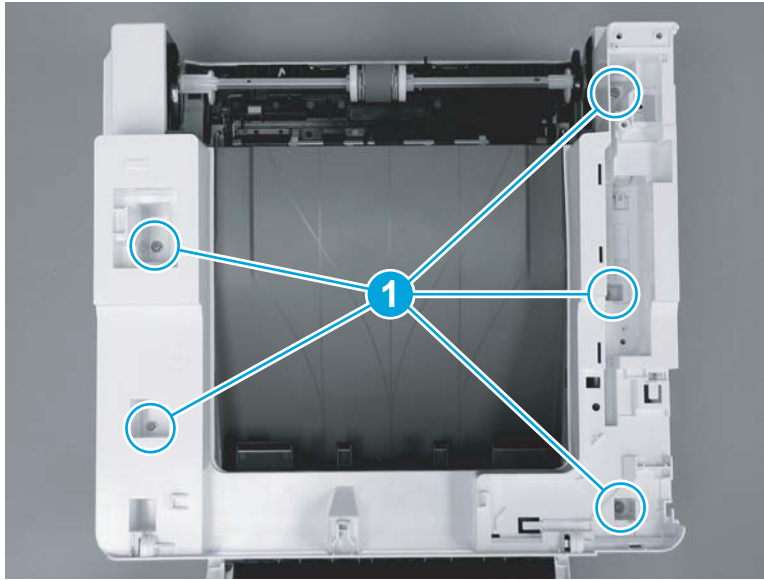
4. Install the USB cable (callout 1) in the guide.

Figure 1-1083 Install the USB PCA



5. Install five screws (callout 1).

Figure 1-1084 Install five screws

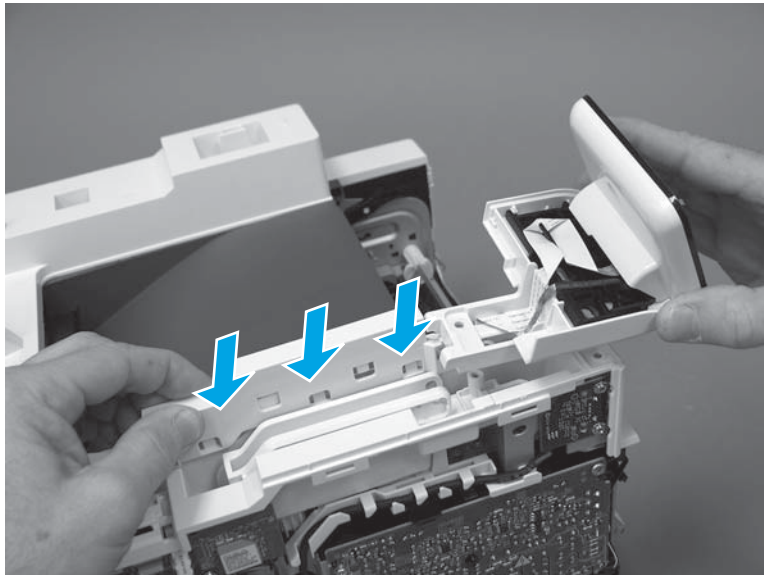


Step 13: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 15: Install the right cover on page 602](#).

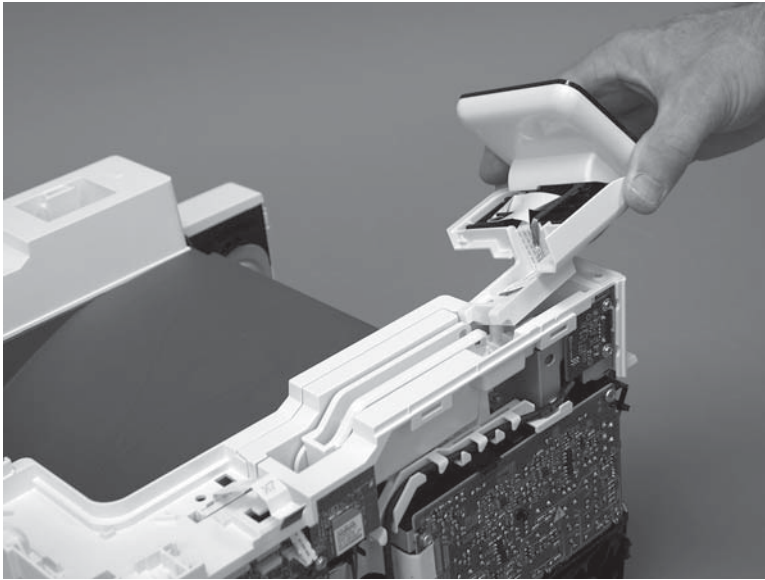
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1085 Install the control-panel FFC cover



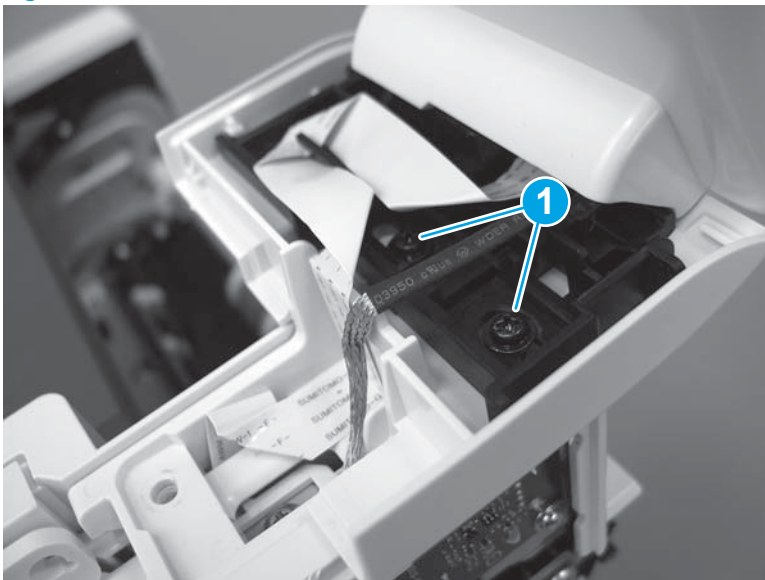
2. Install the control-panel assembly on the top cover.

Figure 1-1086 Install the control-panel assembly



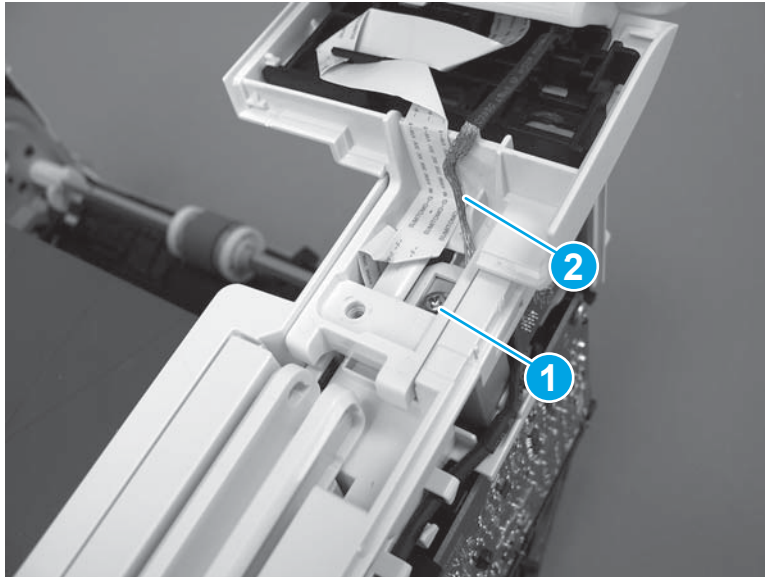
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1087 Install two screws



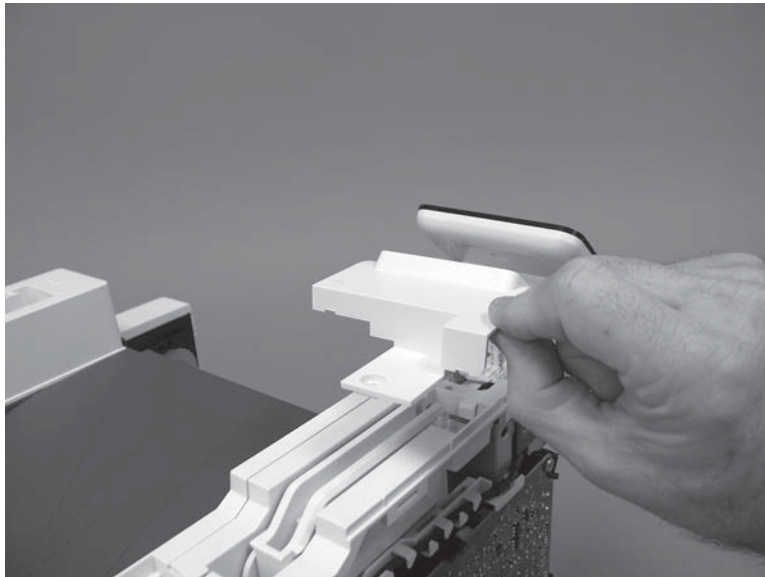
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1088 Remove one screw



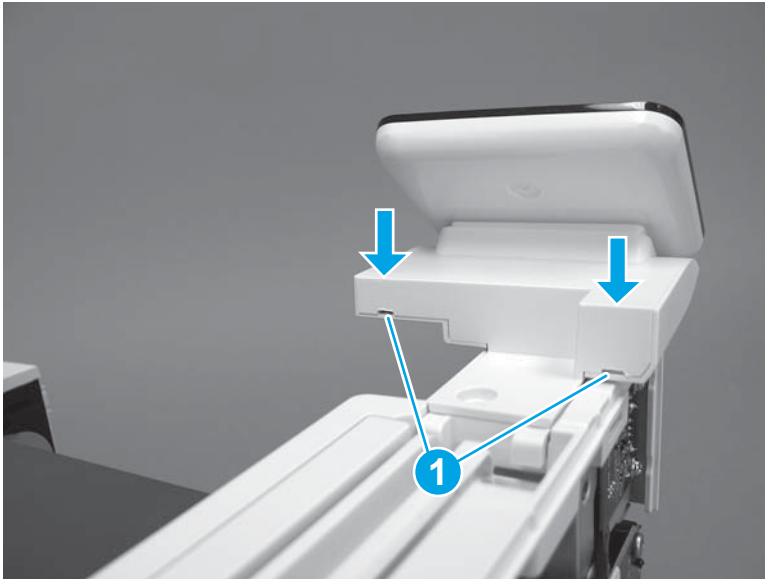
5. Install the control-panel cable cover.

Figure 1-1089 Install the cover



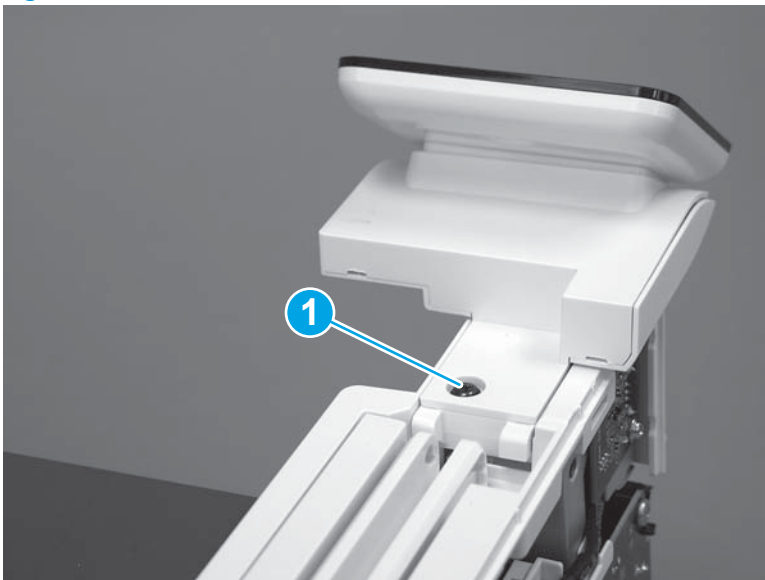
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1090 Engage two tabs



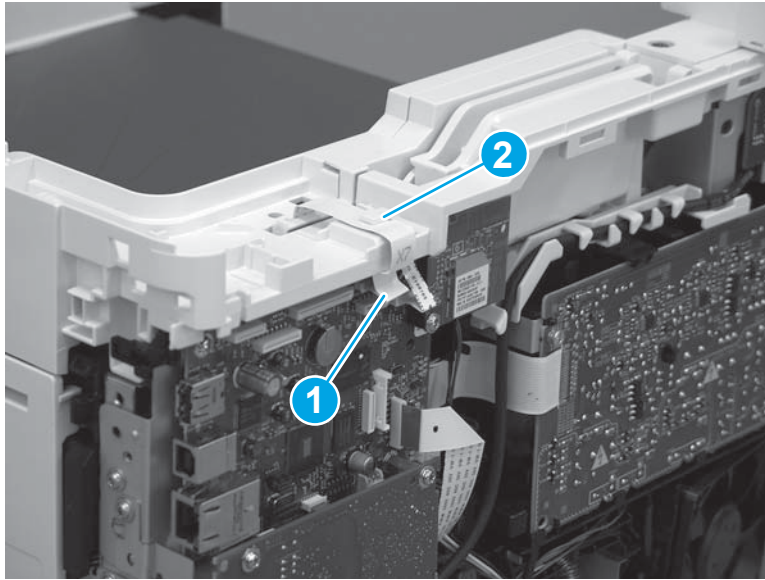
7. Install one screw (callout 1).

Figure 1-1091 Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 2; J114).

Figure 1-1092 Connect one connector



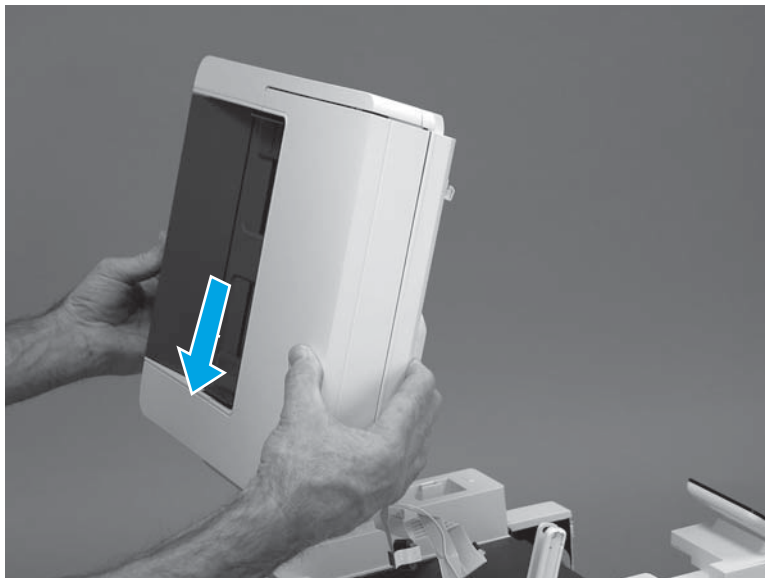
Step 14: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 15: Install the right cover on page 602](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

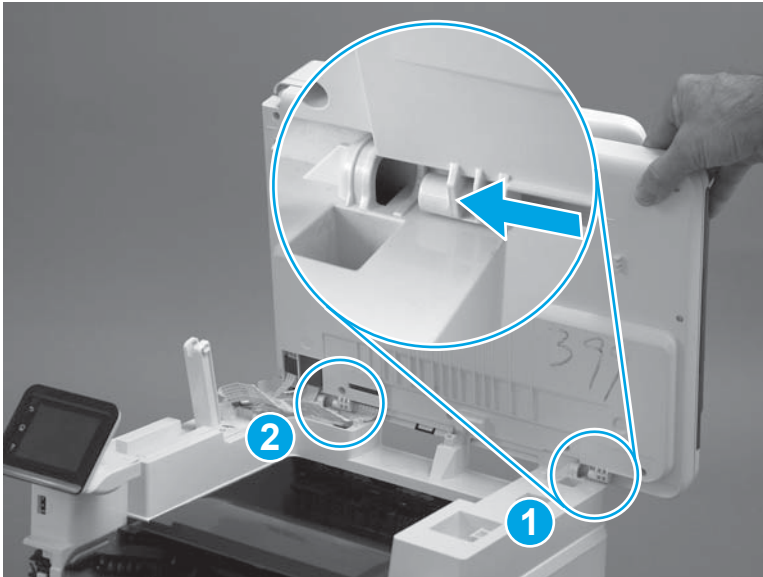
1. Position the ISA on the printer.

Figure 1-1093 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1094 Engage the hinge pins with the holders



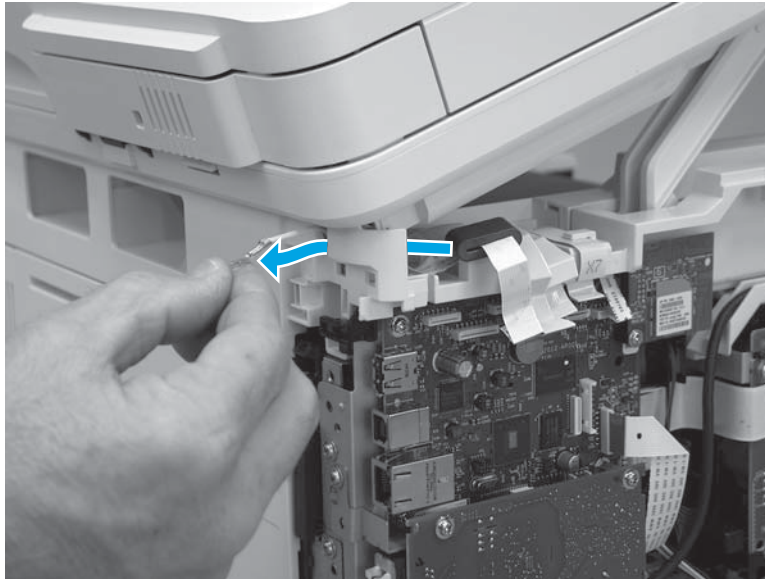
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1095 Rotate the ISA towards the front of the printer



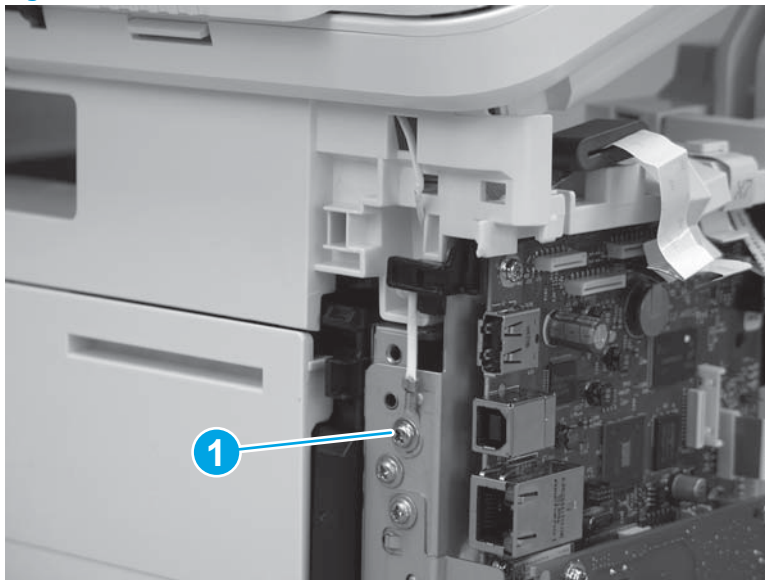
4. Pass the ground wire through the opening in the top cover.

Figure 1-1096 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1097 Install one screw



6. Install the ISA lift assembly slider pin.


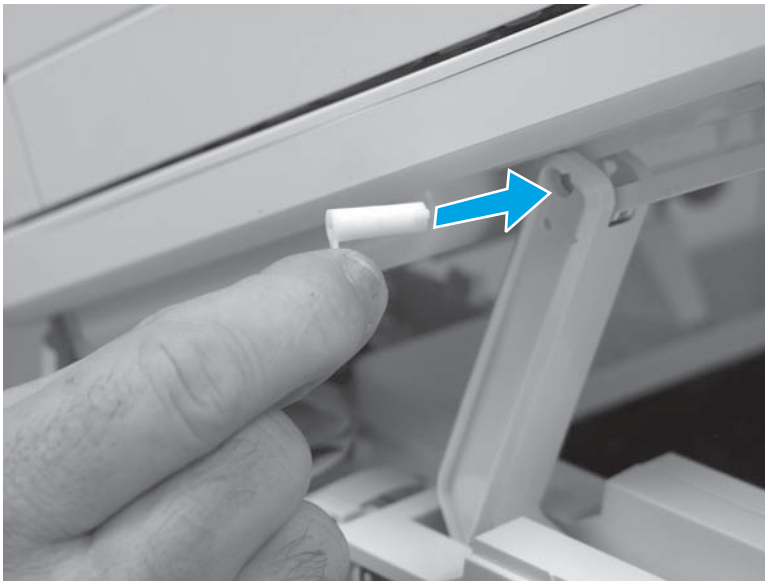
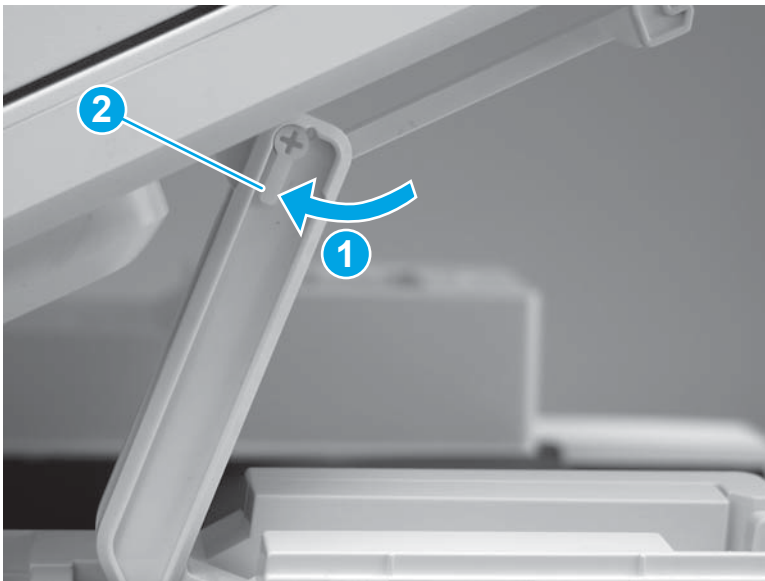
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1098 Install the slider pin



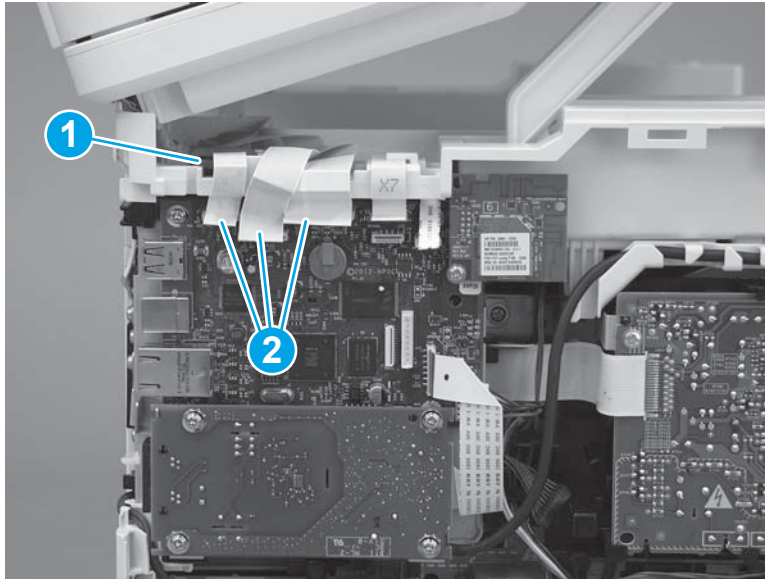
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1099 Secure the slider pin



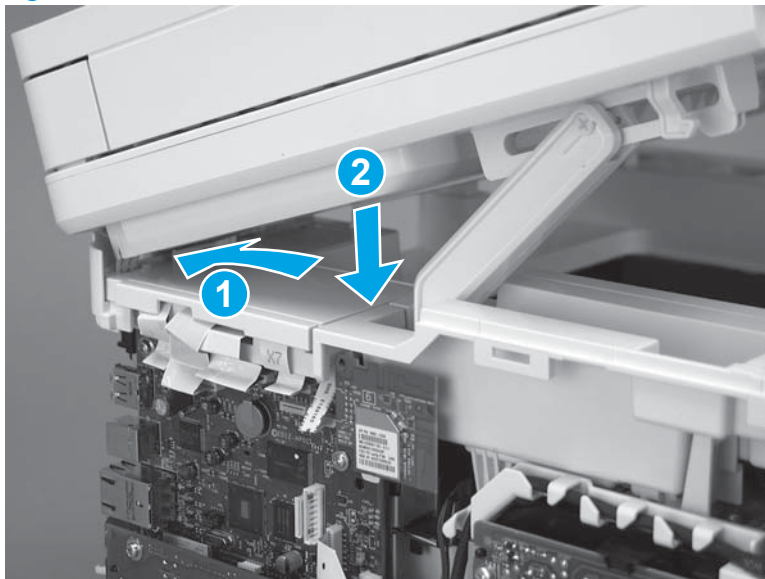
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1100 Connect three FFCs



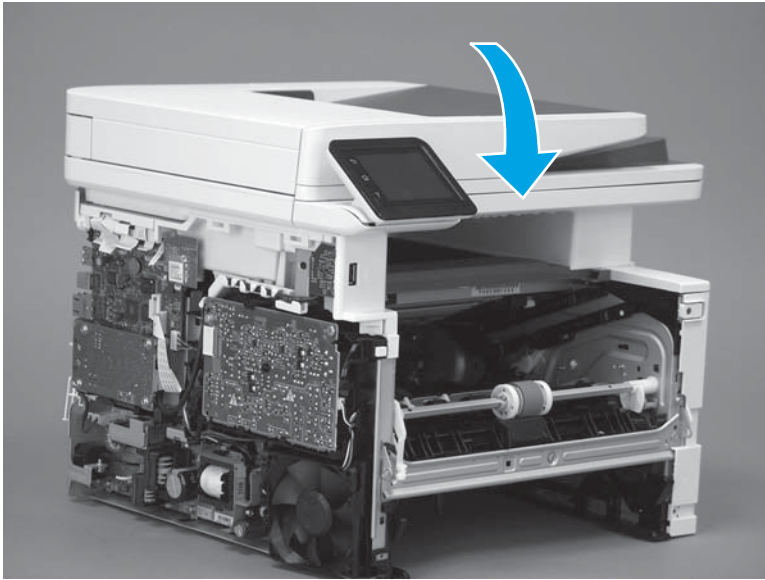
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

Figure 1-1101 Install the ISA FFC cover



10. Lower the ISA.

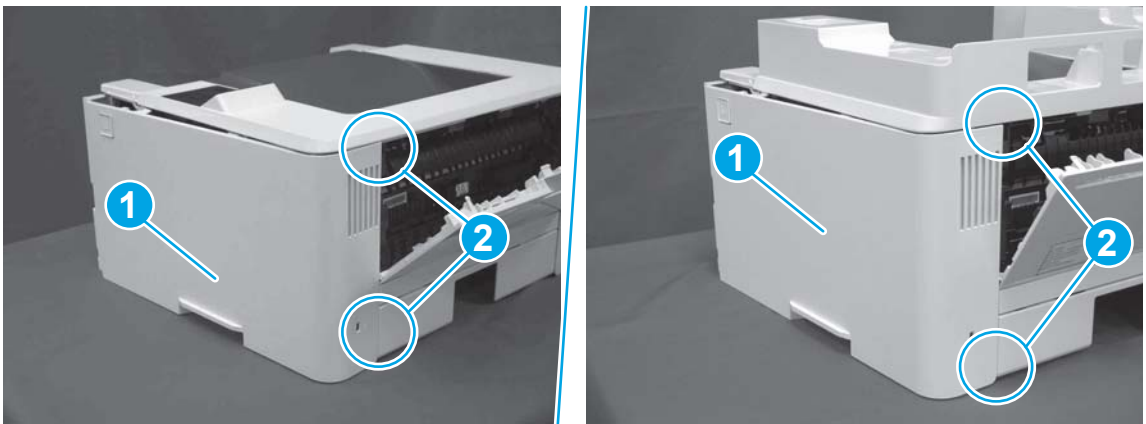
Figure 1-1102 Lower the ISA



Step 15: Install the right cover

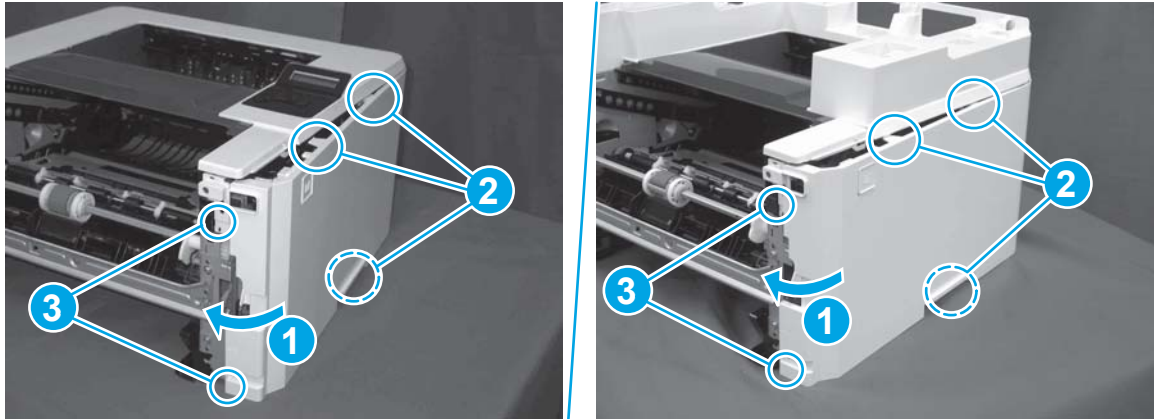
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1103 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1104 Engage two bosses and one tab

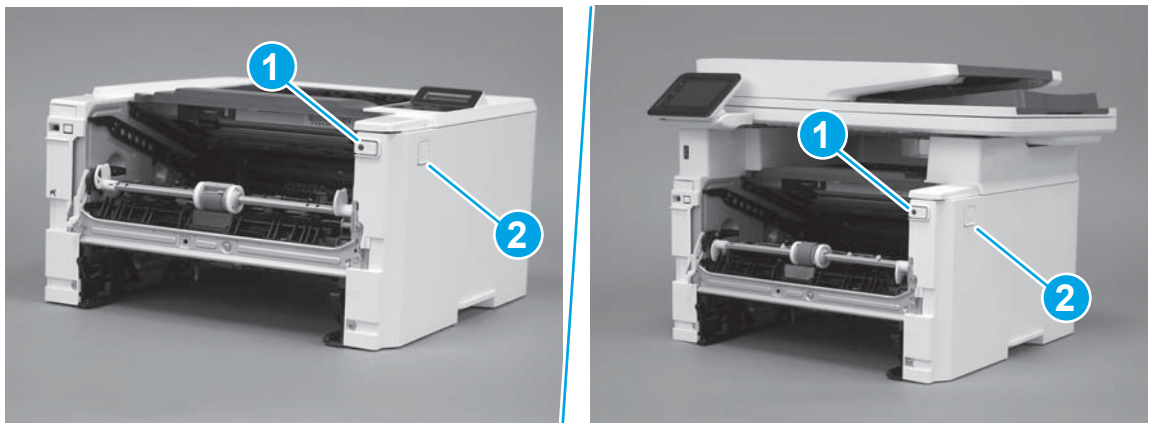


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1105 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

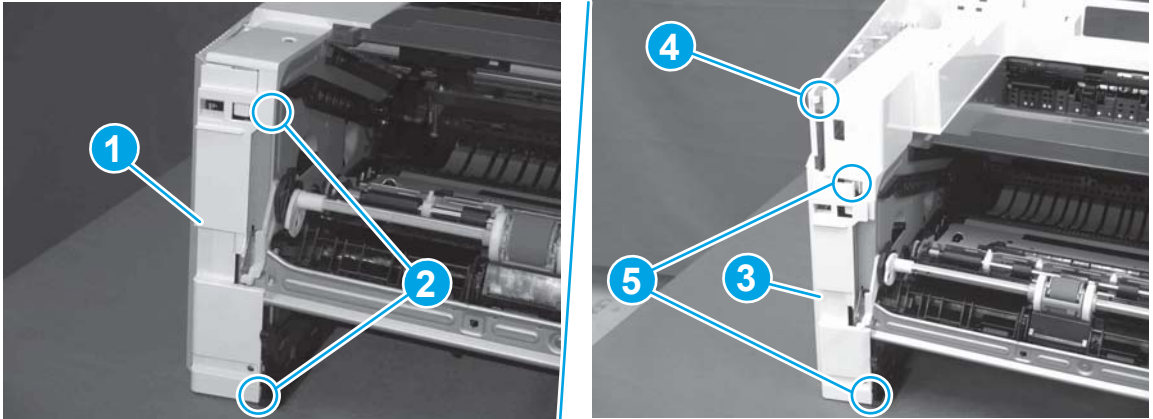
Figure 1-1106 Install one screw



Step 16: Install the left cover

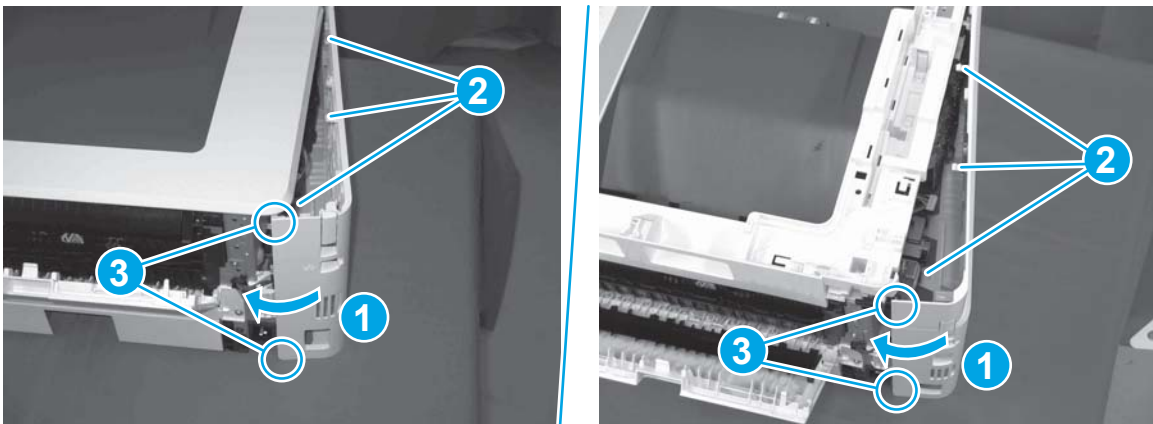
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1107 Install the cover



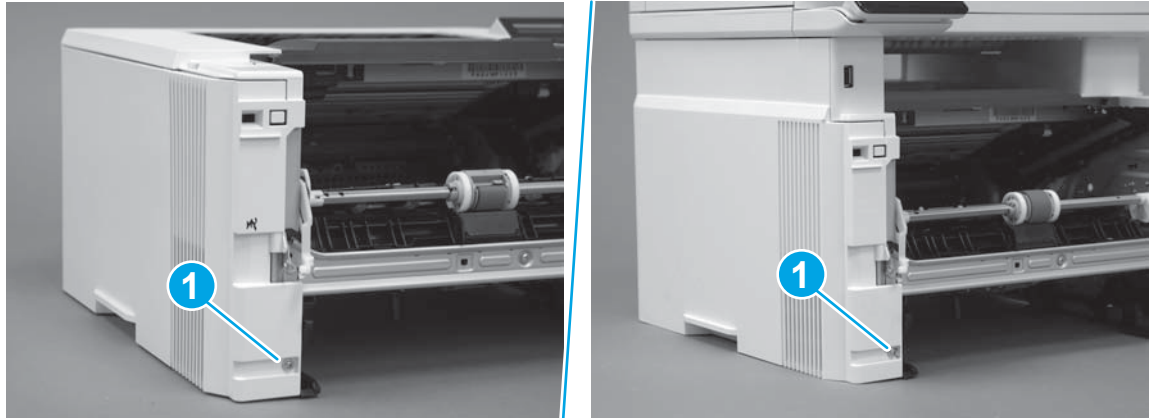
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1108 Engage three tabs and two bosses




3. Install one screw (callout 1).

Figure 1-1109 Install one screw

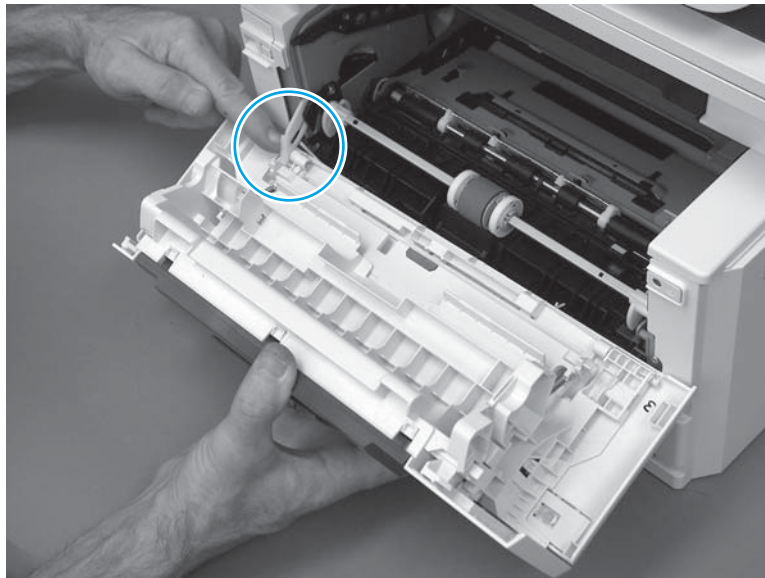


Step 17: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

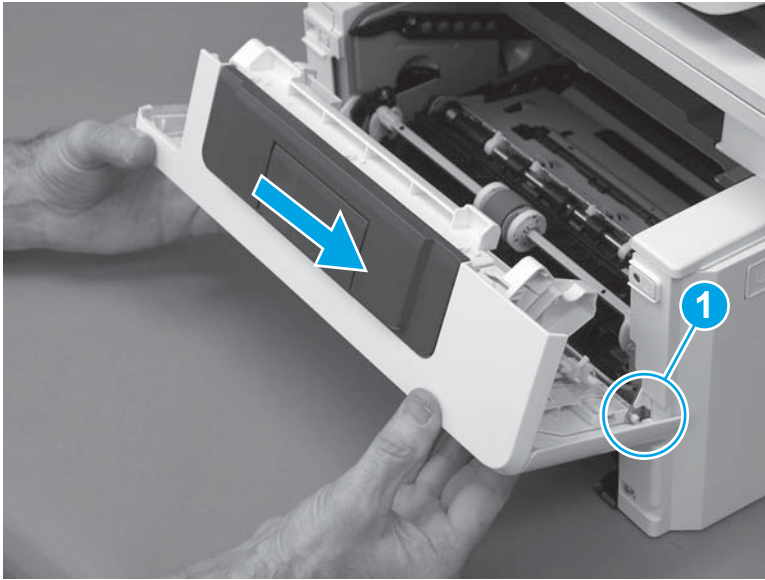
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1110 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

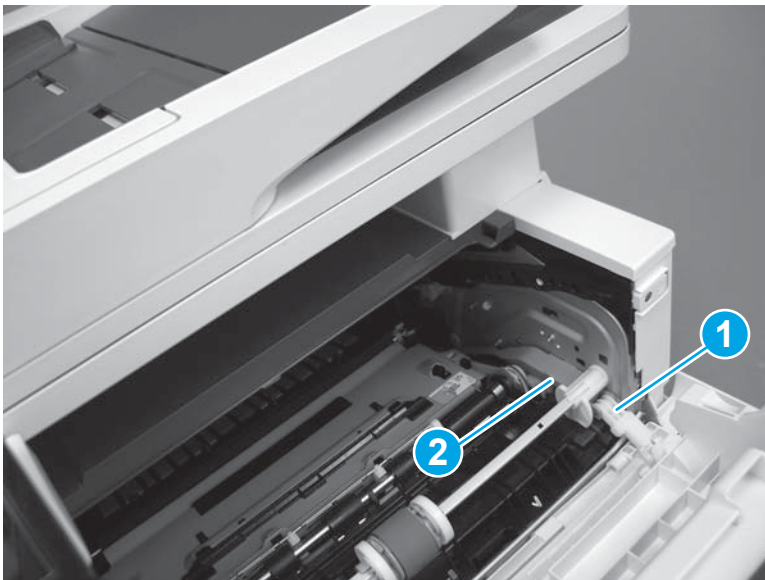
Figure 1-1111 Install the door



3. Install the link (callout 1).

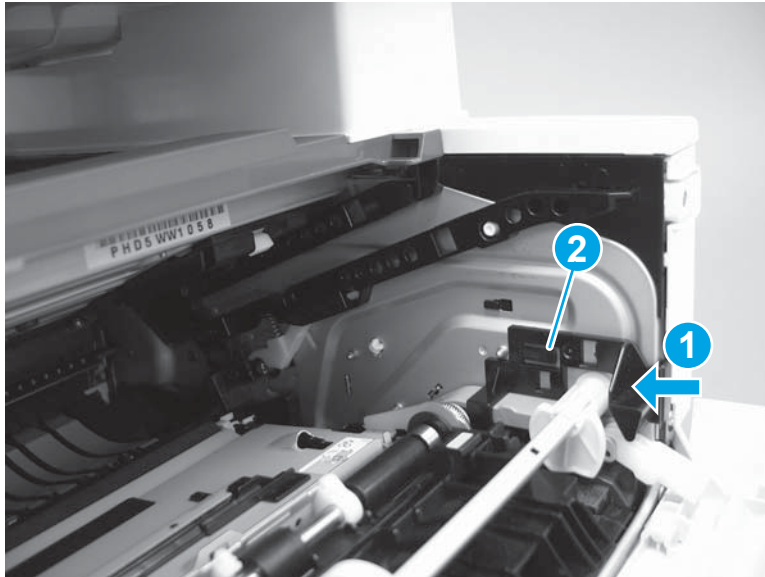
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1112 Install the pressure-release link



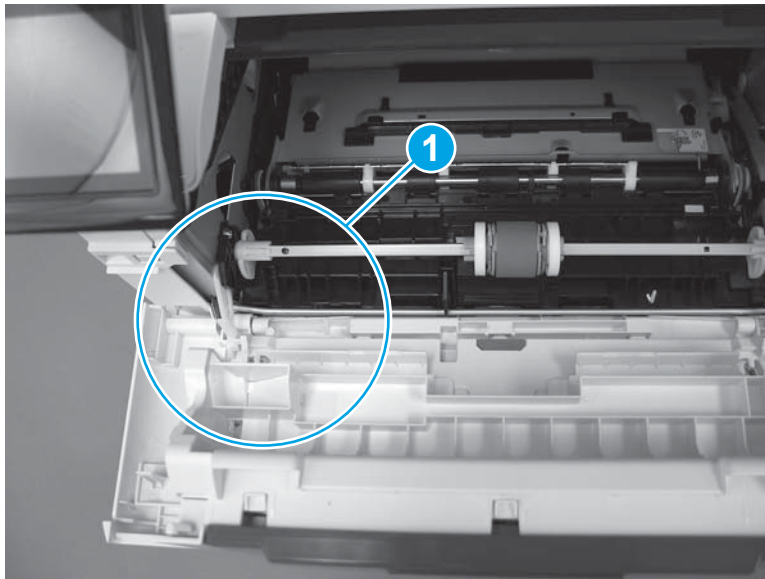
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1113 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1114 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


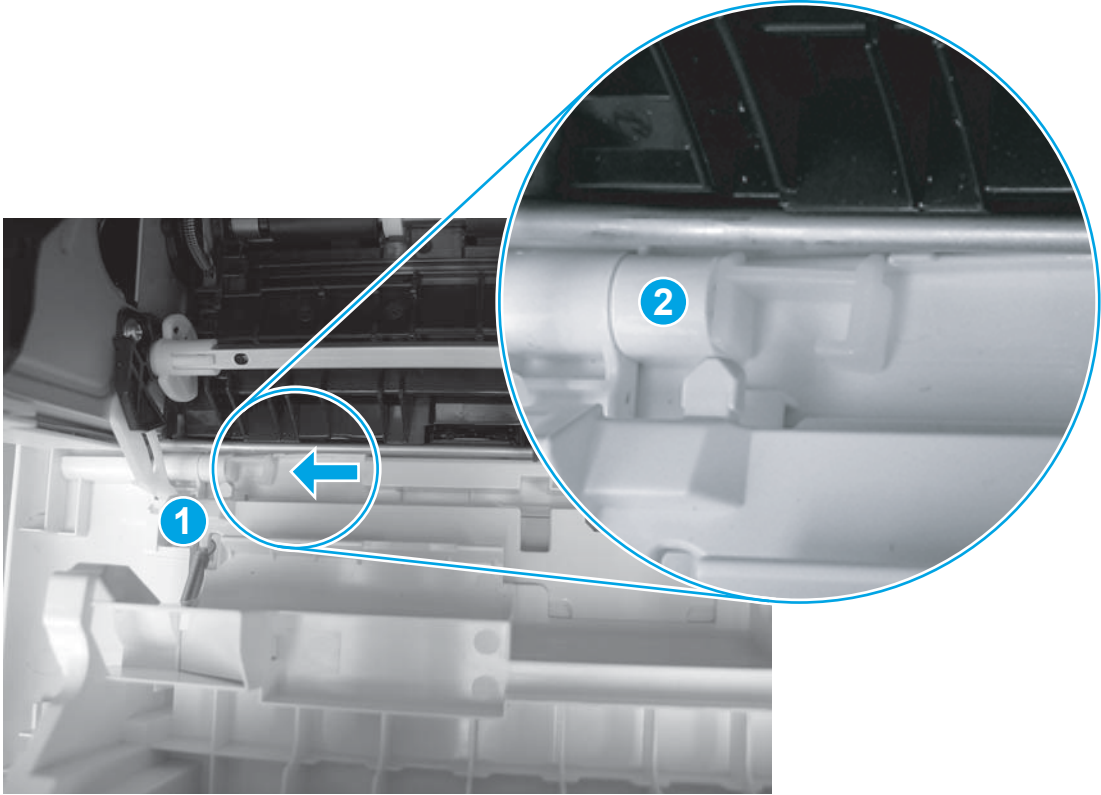
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1115 Install the support shaft



Step 18: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1116 Install the tray



Removal and replacement: NFC FFC

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the NFC PCA cover \(M427/M426\)](#)
- [Step 9: Remove the top cover \(M403/M402\)](#)
- [Step 10: Remove the paper delivery tray \(output bin\)](#)
- [Step 11: Remove the NFC PCA](#)
- [Step 12: Remove the NFC FFC](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the NFC FFC](#)
- [Step 15: Install the NFC PCA](#)
- [Step 16: Install the paper delivery tray \(output bin\)](#)
- [Step 17: Install the top cover \(M403/M402\)](#)
- [Step 18: Install the NFC PCA cover \(M427/M426\)](#)
- [Step 19: Install the top cover \(M427/M426\)](#)
- [Step 20: Install the control panel \(M427/M246\)](#)
- [Step 21: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 22: Install the right cover](#)
- [Step 23: Install the left cover](#)
- [Step 24: Install the cartridge door assembly](#)
- [Step 25: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the near field communication (NFC) flat-flexible cable (FFC; M426fdw/M403dn models only).

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.

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

NFC FFC part number	
RK2-6949-000CN	NFC FFC (M427/M426; wireless models)
RK2-6947-000CN	NFC FFC (M403/M402; wireless models)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1117 Remove the tray



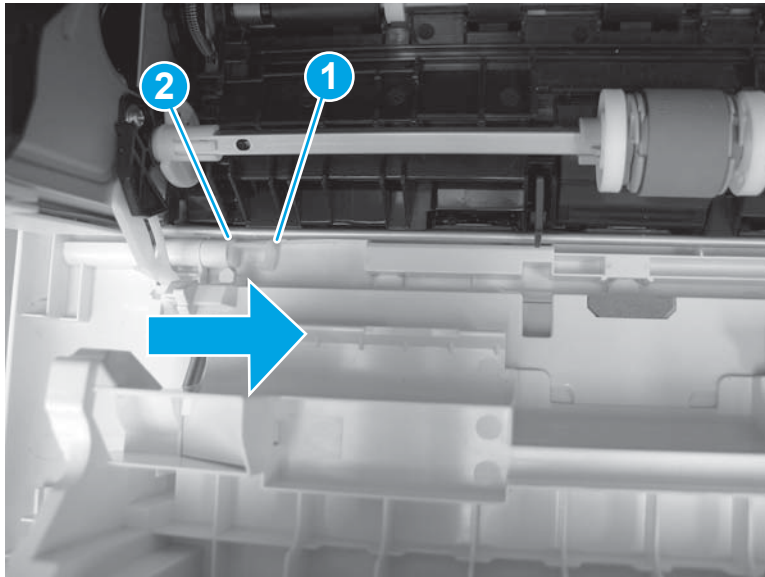
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

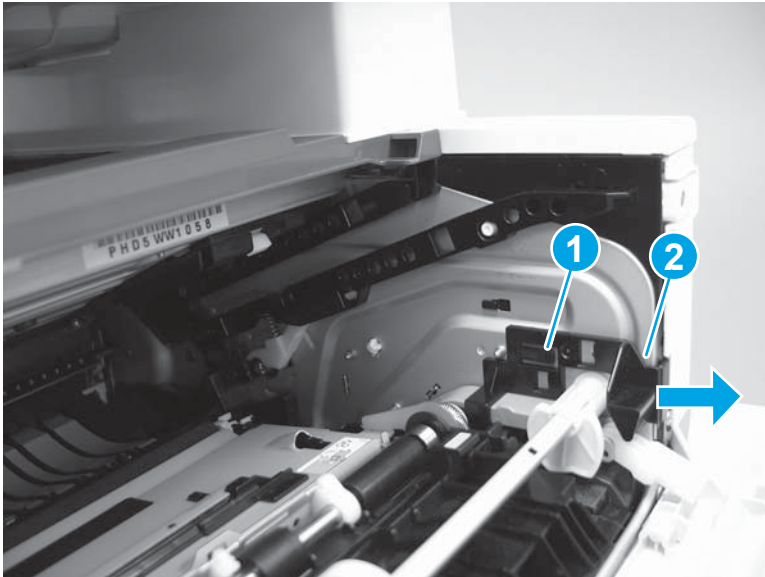
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1118 Release the support shaft



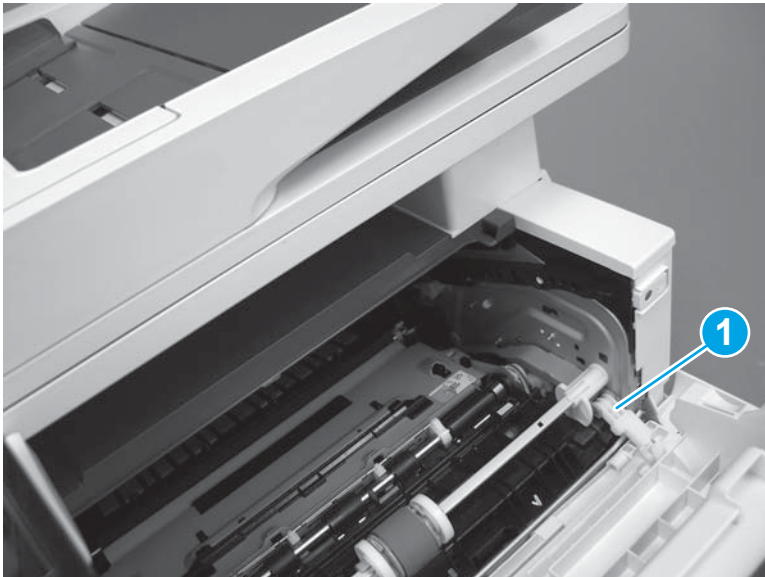
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1119 Remove the guide



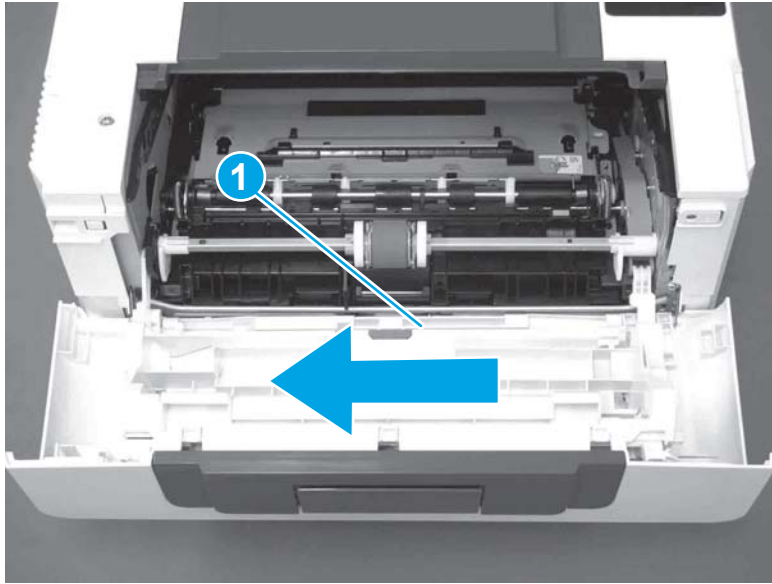
3. Remove the link arm (callout 1).

Figure 1-1120 Remove the link arm



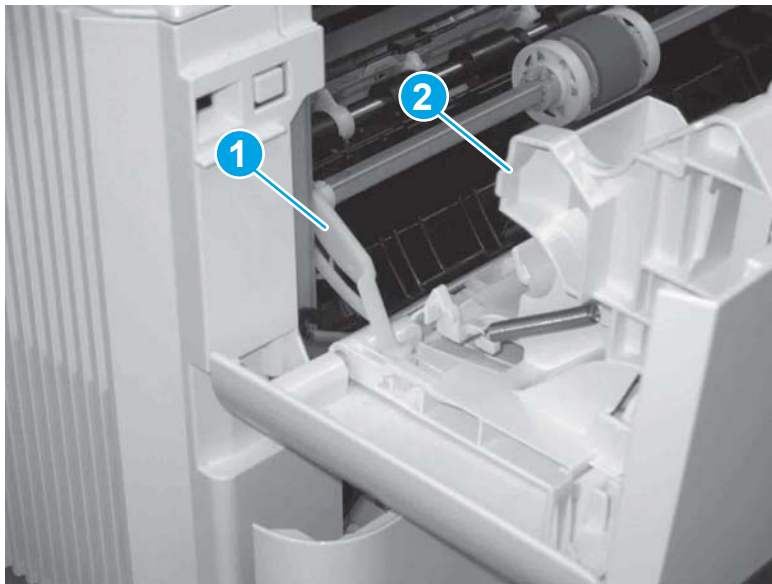
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1121 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

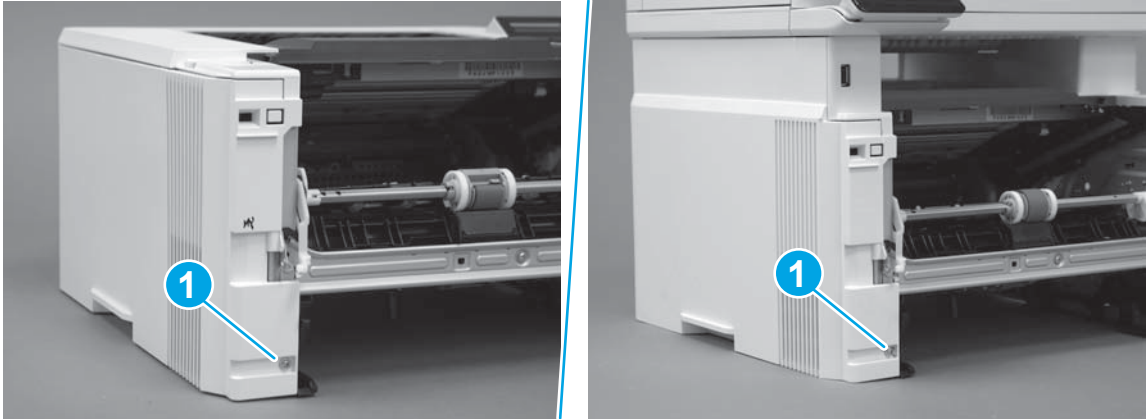
Figure 1-1122 Release the left-side retainer arm



Step 3: Remove the left cover

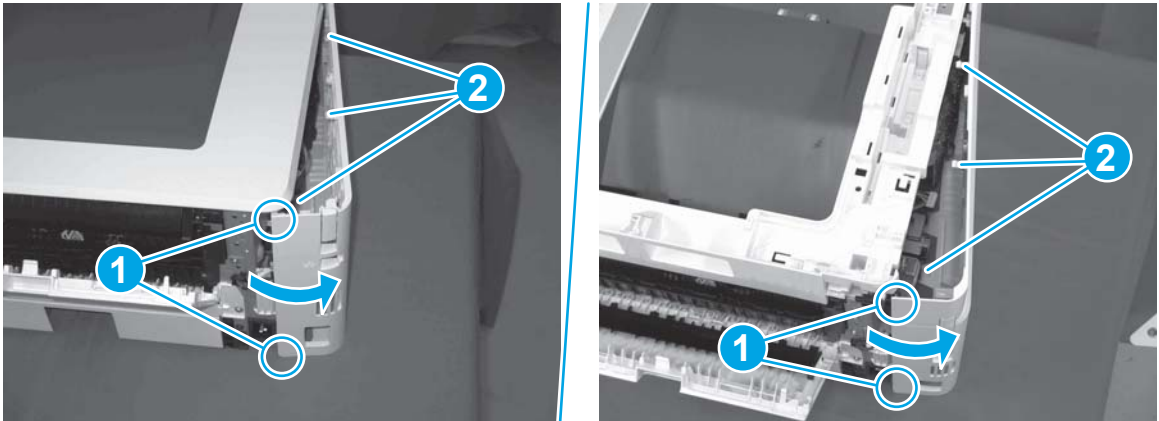
1. Remove one screw (callout 1).

Figure 1-1123 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

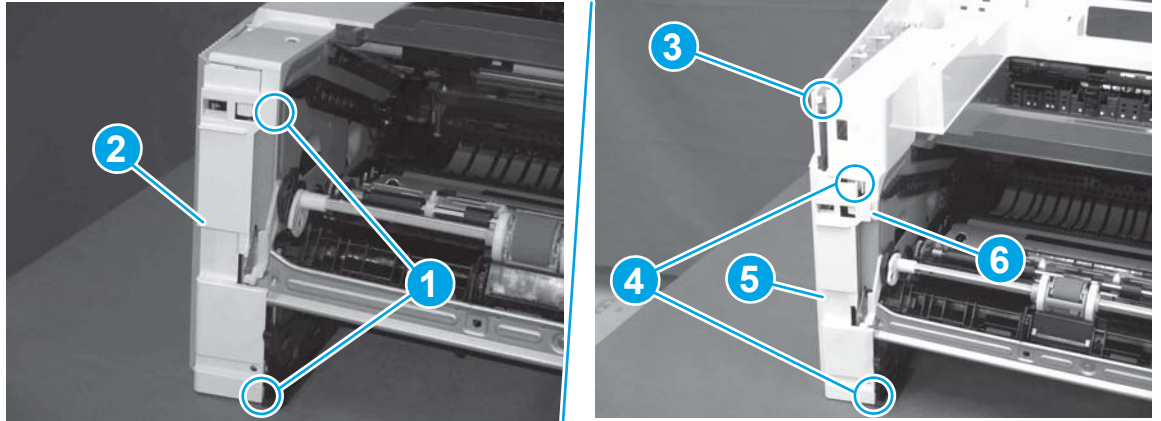
Figure 1-1124 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1125 Remove the cover



Step 4: Remove the right cover

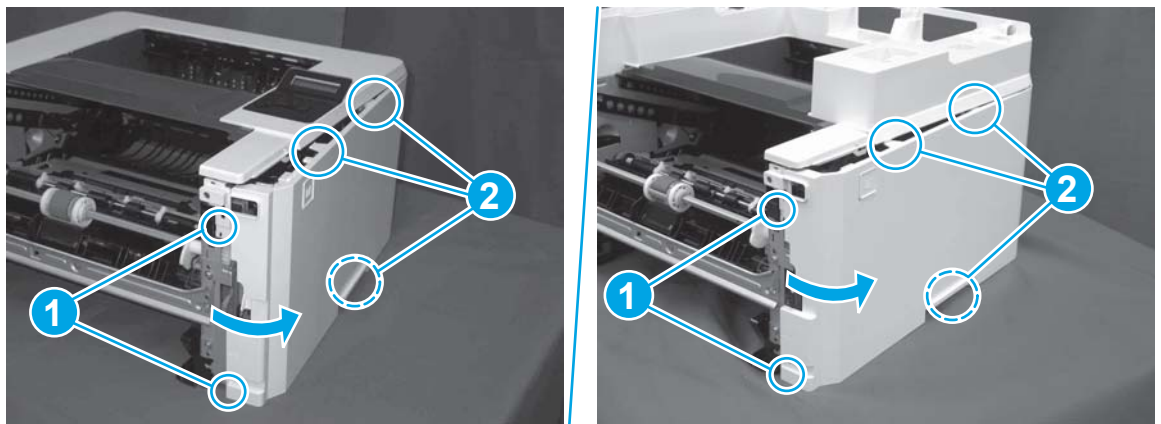
1. Remove one screw (callout 1).

Figure 1-1126 Remove one screw



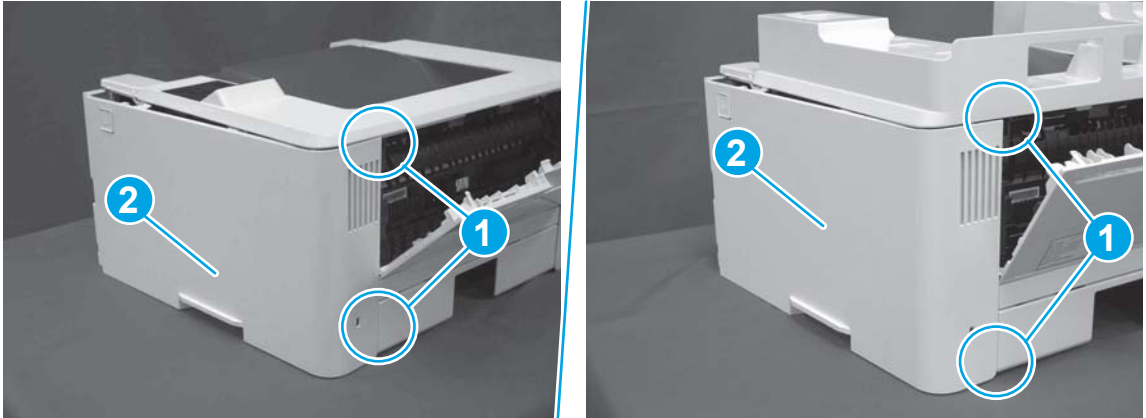
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1127 Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-1128 Remove the cover



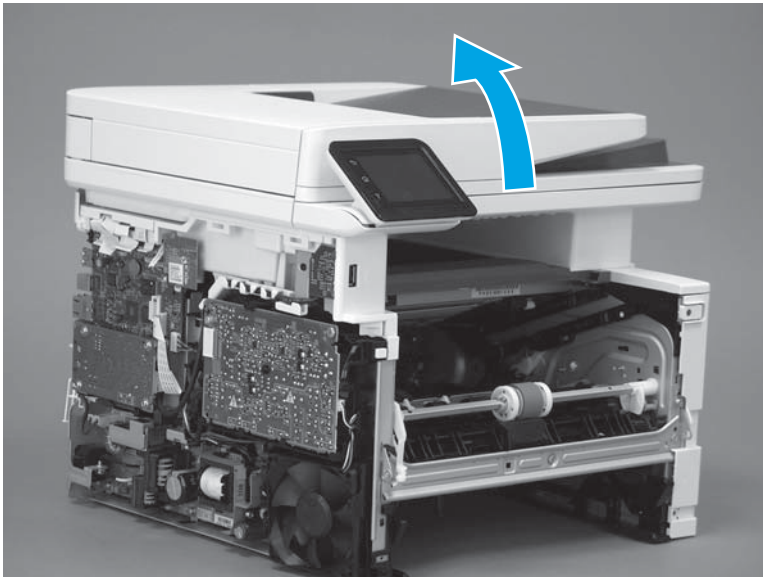
Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\)](#) on page 627.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

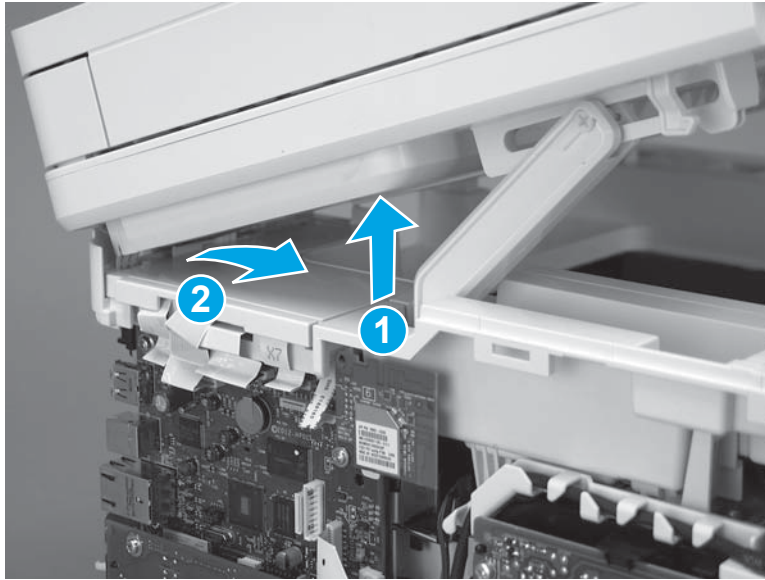
1. Raise the ISA.

Figure 1-1129 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

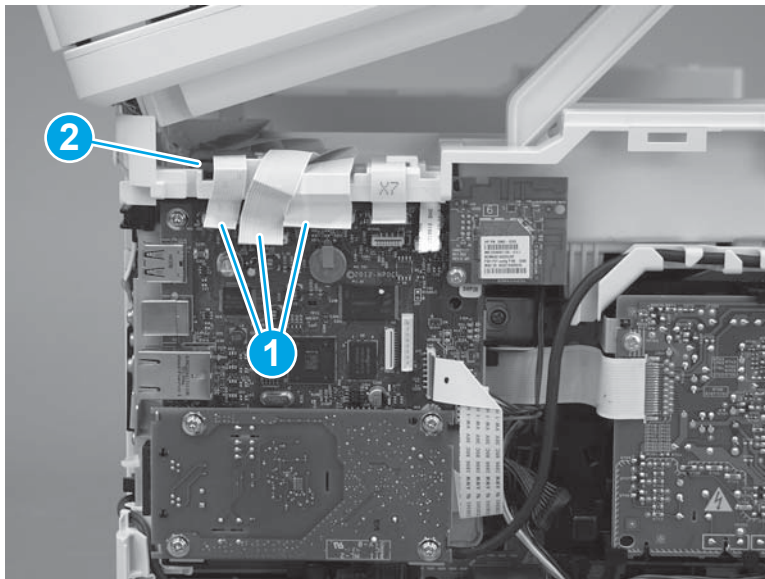
Figure 1-1130 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

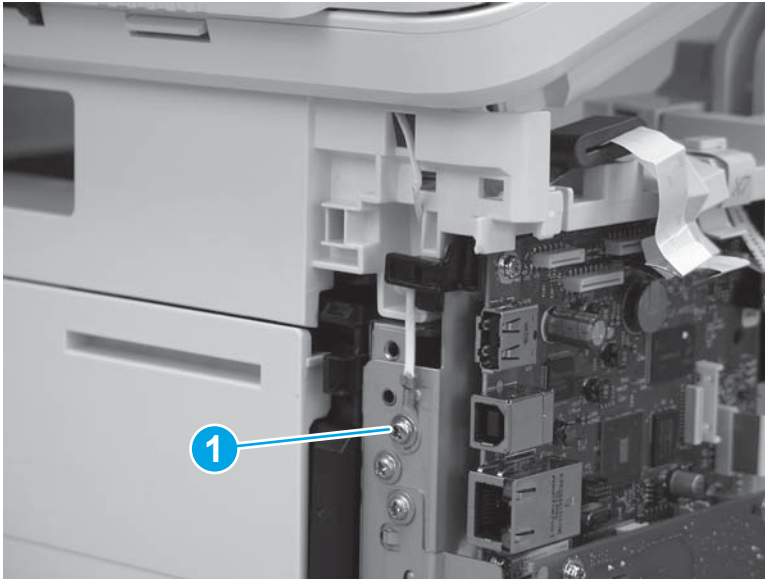
⚠ CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1131 Disconnect three FFCs



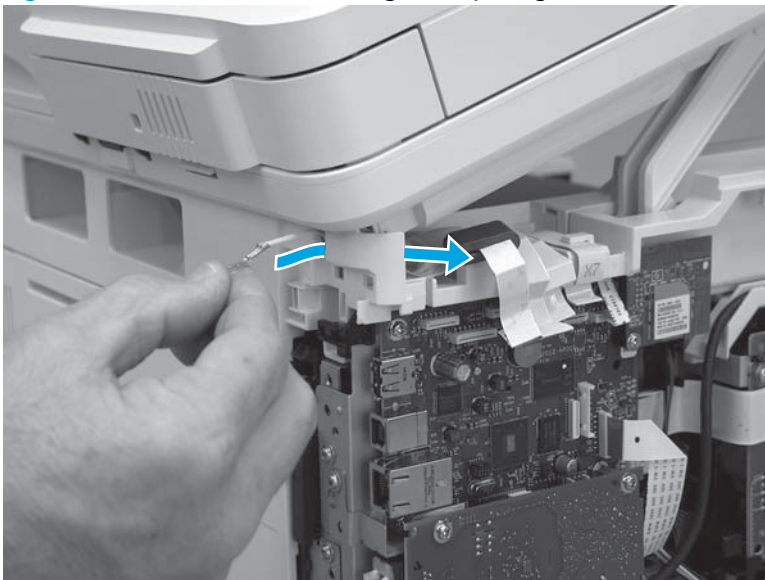
4. Remove one screw (callout 1).

Figure 1-1132 Remove one screw



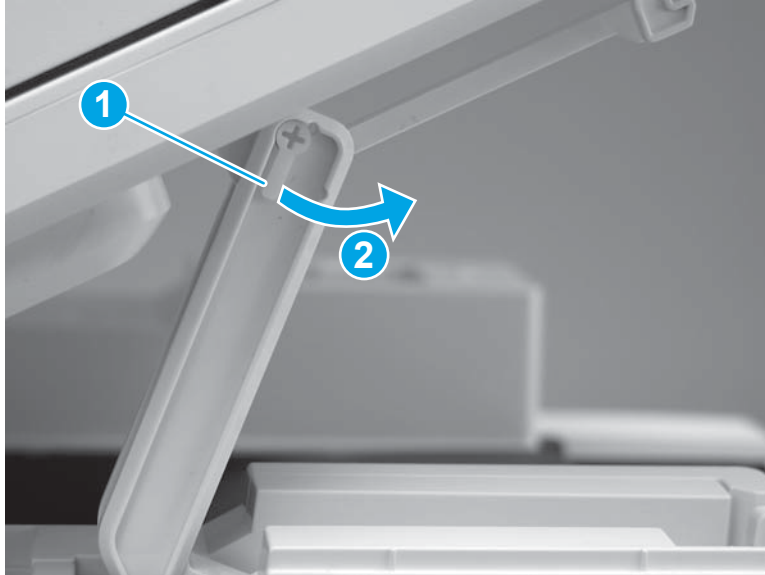
5. Pass the ground wire through the opening in the top cover.

Figure 1-1133 Pass the wire through the opening



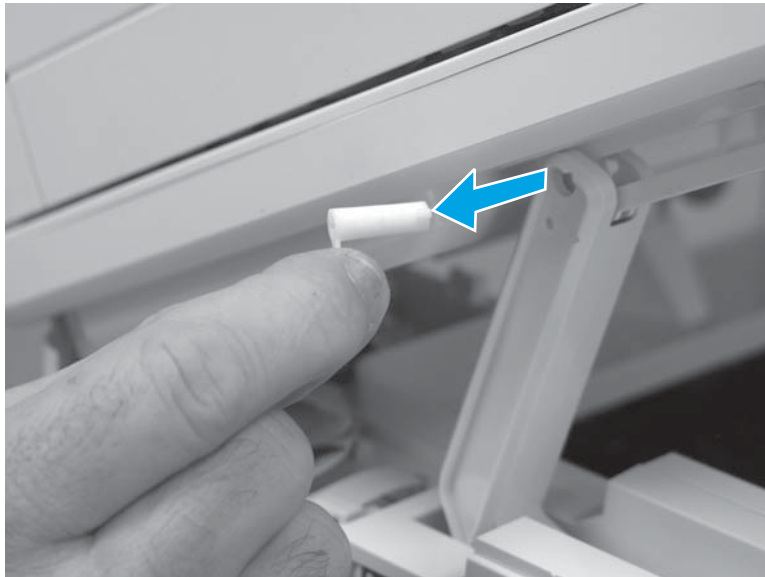
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1134 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1135 Remove the slider pin



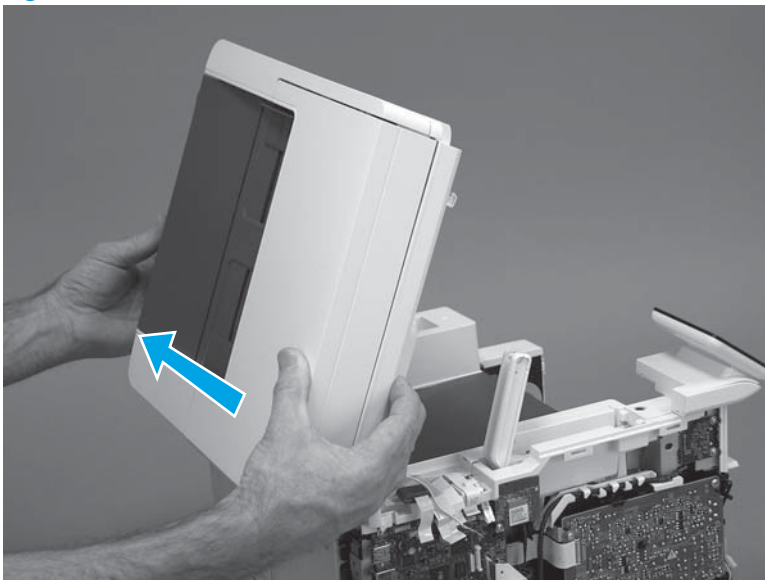
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1136 Rotate the ISA towards the rear of the printer



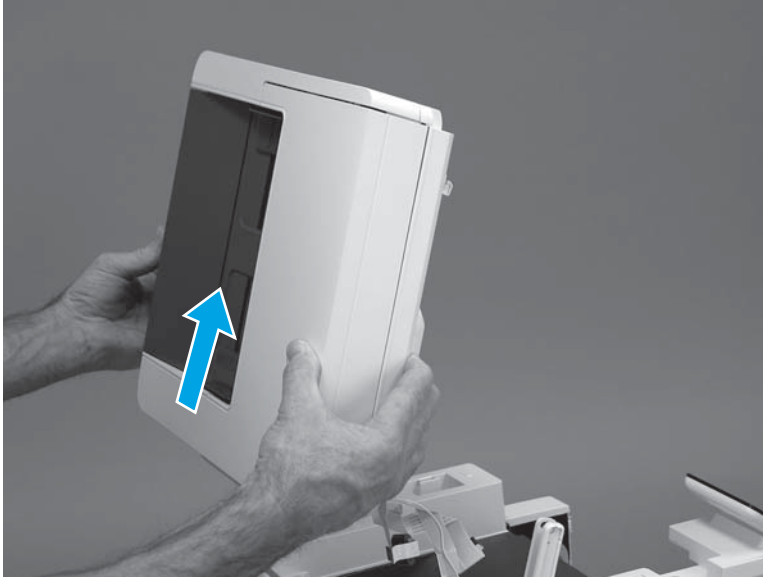
9. Slide the ISA as shown to release it.

Figure 1-1137 Release the ISA




10. Remove the ISA.

Figure 1-1138 Remove the ISA

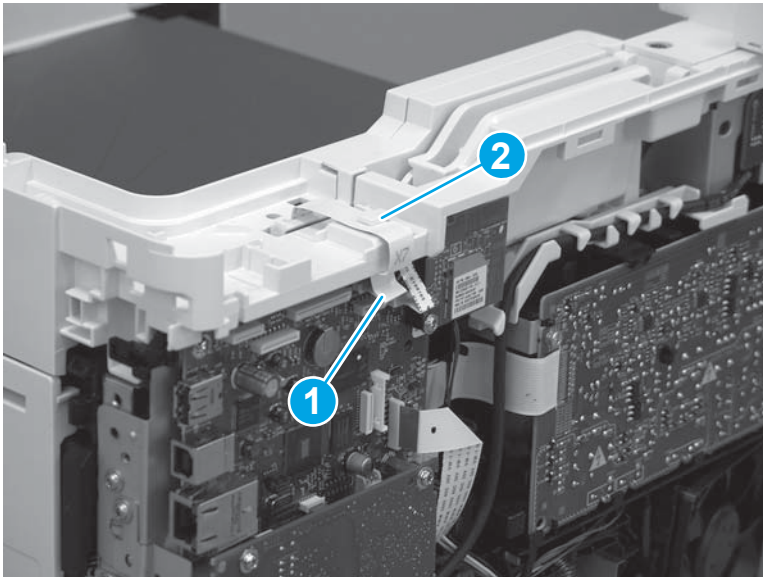


Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\)](#) on page 627.

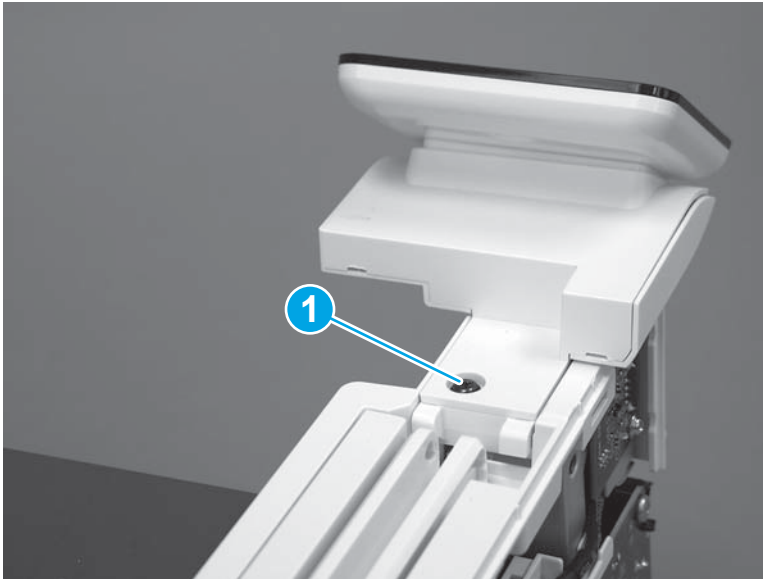
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1139 Disconnect one connector



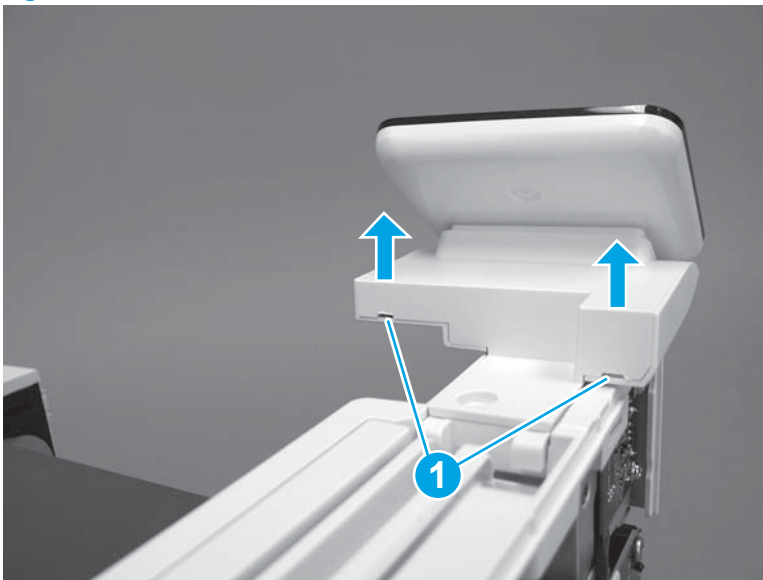
2. Remove one screw (callout 1).

Figure 1-1140 Remove one screw



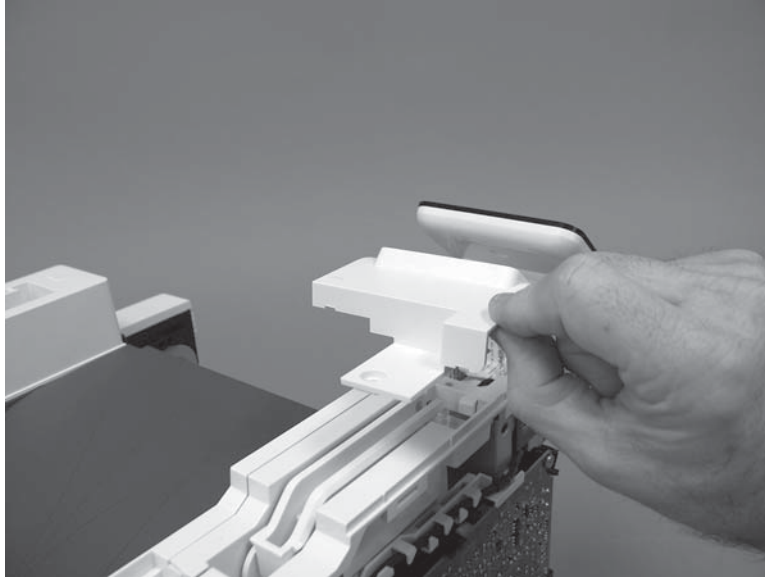
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1141 Release two tabs



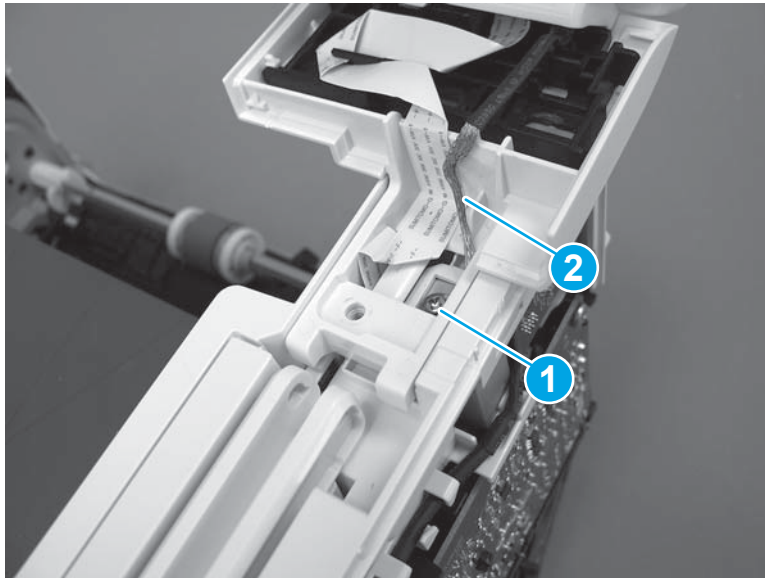
4. Remove the control-panel cable cover.

Figure 1-1142 Remove the cover



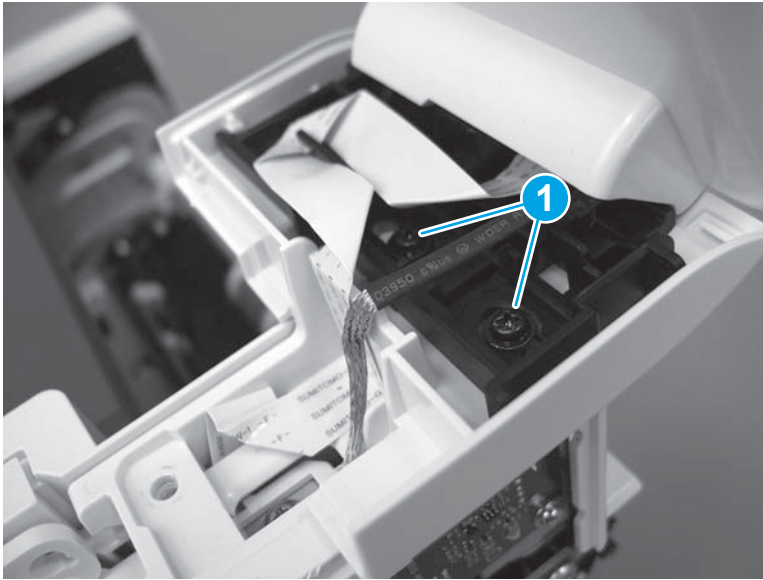
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1143 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

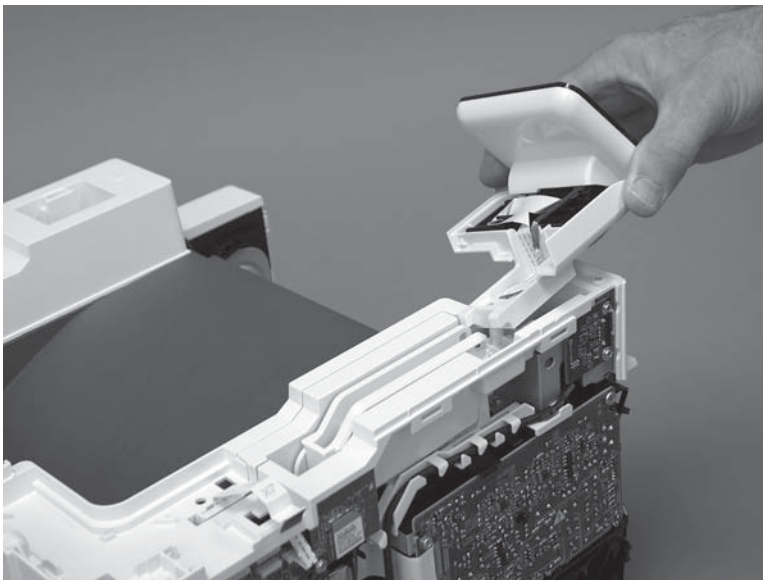
Figure 1-1144 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

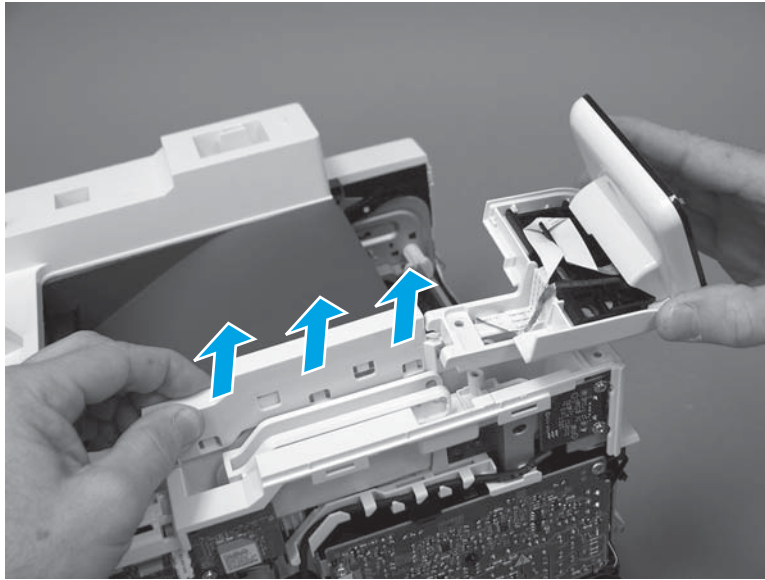
CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1145 Lift up the control-panel assembly




8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1146 Remove the control-panel assembly

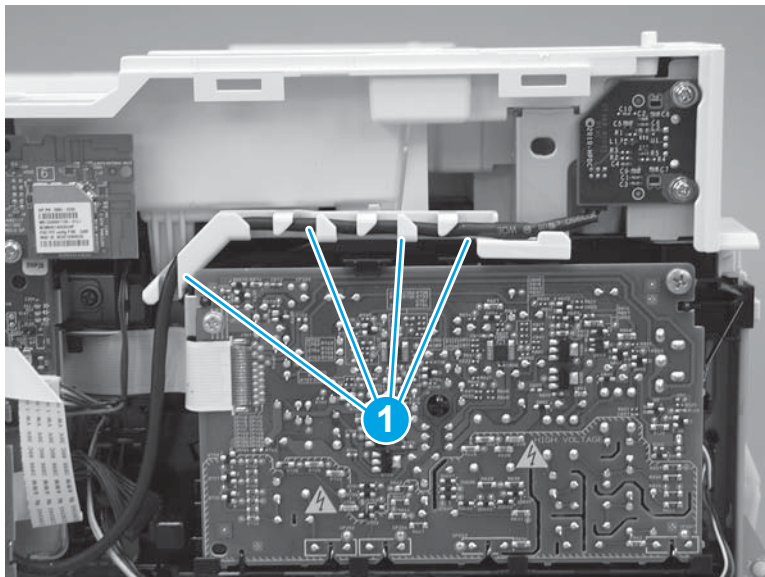


Step 7: Remove the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\)](#) on page 627.

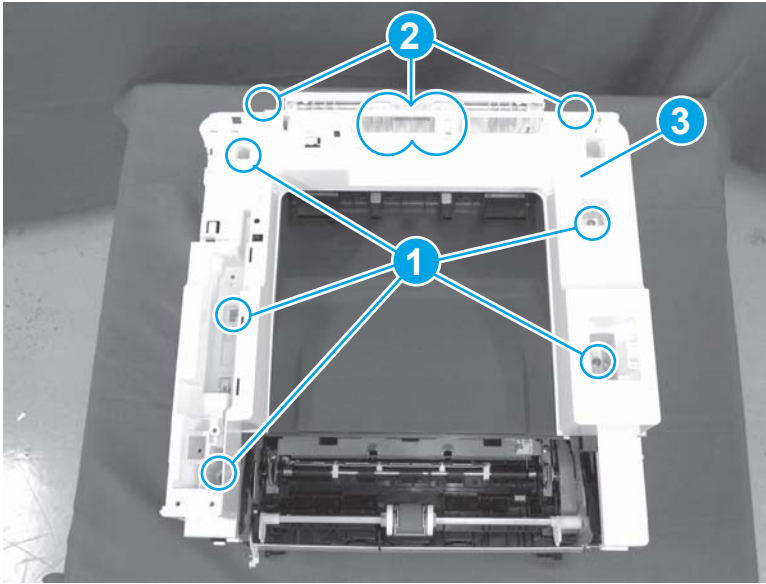
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1147 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1148 Remove the cover



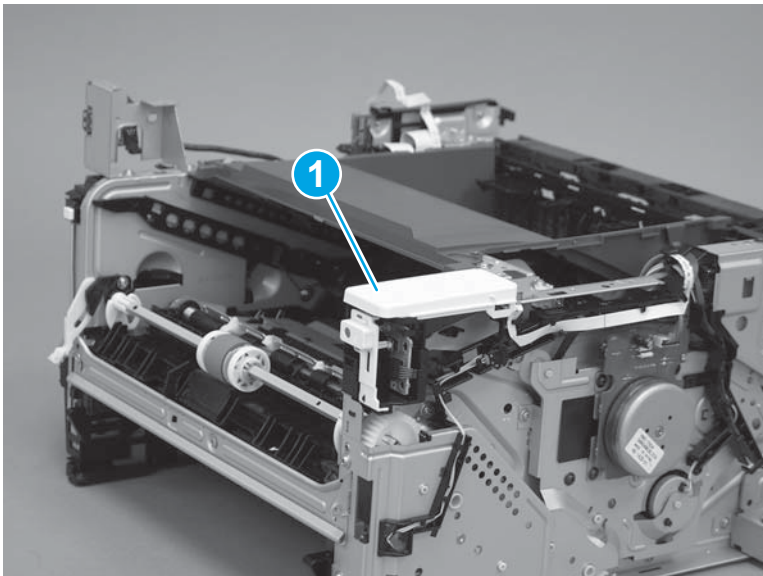
Step 8: Remove the NFC PCA cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 627](#).


- ▲ Carefully pull up on the NFC cover (callout 1) to remove it.

 **CAUTION:** Do not damage the NFC PCA when removing the cover.

Figure 1-1149 Remove the cover



Step 9: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 10: Remove the paper delivery tray \(output bin\) on page 628](#).

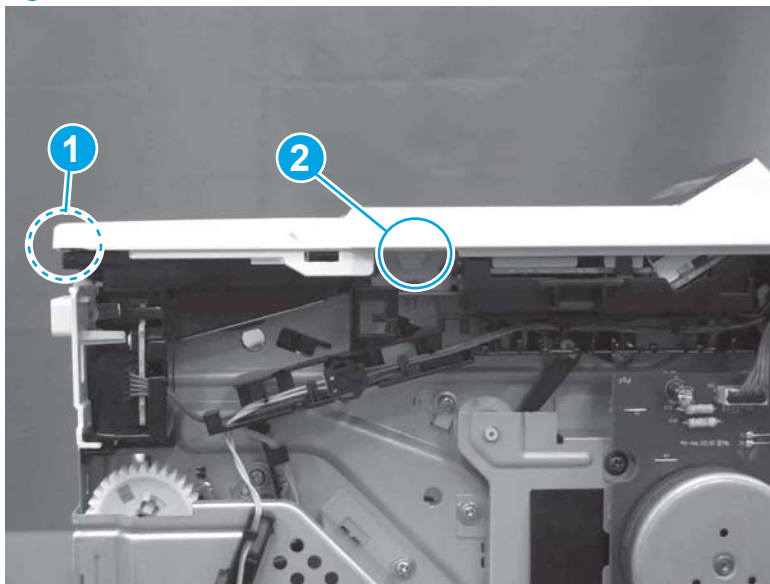
1. Remove one screw (callout 1).

Figure 1-1150 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1151 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


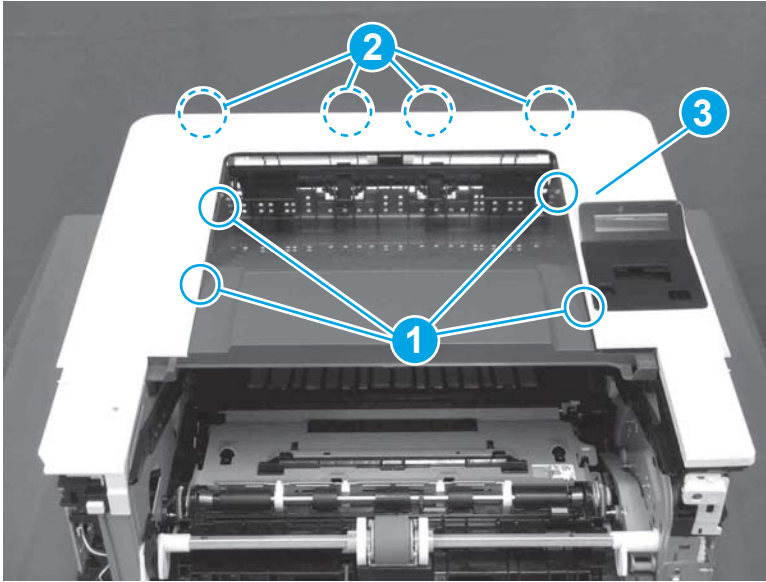

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1152 Remove the cover

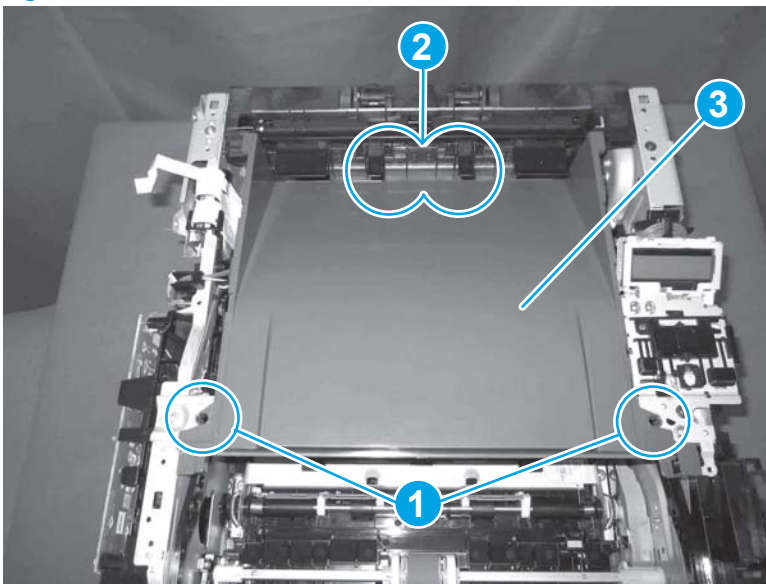


Step 10: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

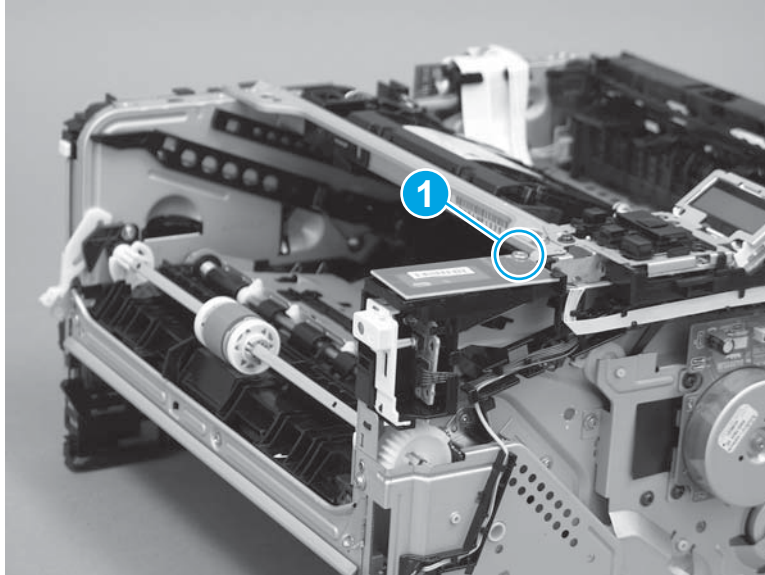
Figure 1-1153 Release two tabs



Step 11: Remove the NFC PCA

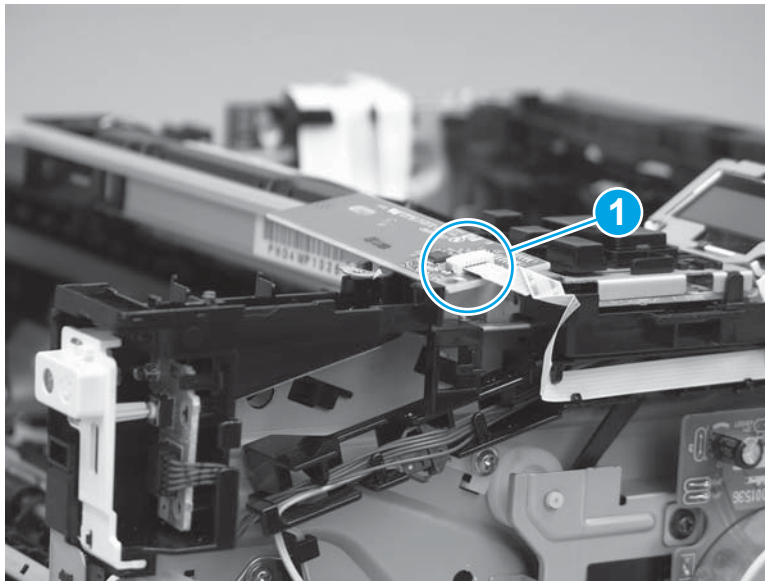
1. Remove one screw (callout 1).

Figure 1-1154 Remove one screw




2. Turn the NFC PCA over to access the bottom side, disconnect one FFC (callout 1), and then remove the NFC PCA.

Figure 1-1155 Remove the NFC PCA

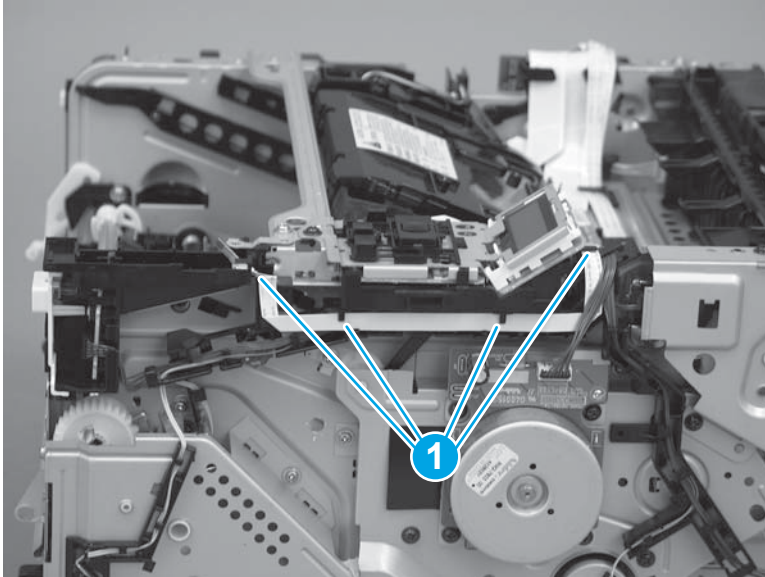


Step 12: Remove the NFC FFC

 **NOTE:** The M403/M402 product is shown in this procedure. However, the procedure is valid for the M427/M426 connecting PCA.

1. Release the FFC from the guide (callout 1).

Figure 1-1156 Release the FFC from the guide

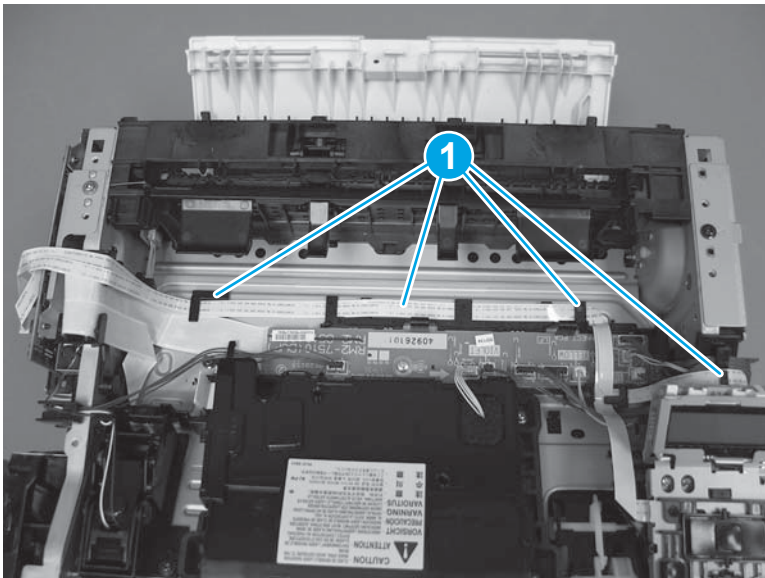


2. Release the FFC from the guide (callout 1).



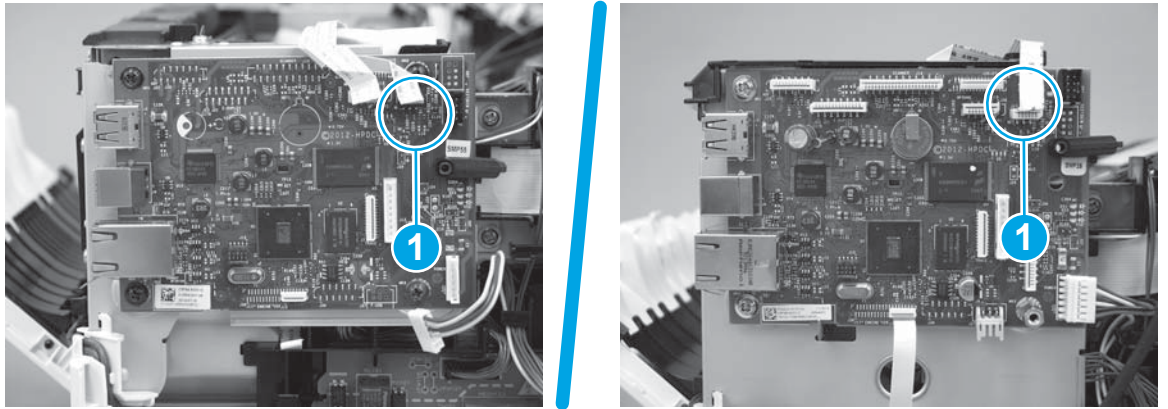
NOTE: M403/M402 only: The control-panel FFC might need to be moved out of the way to gain access to the NFC FFC.

Figure 1-1157 Release the FFC from the guide



3. Disconnect one FFC (callout 1), and then remove the FFC.

Figure 1-1158 Disconnect and remove the FFC



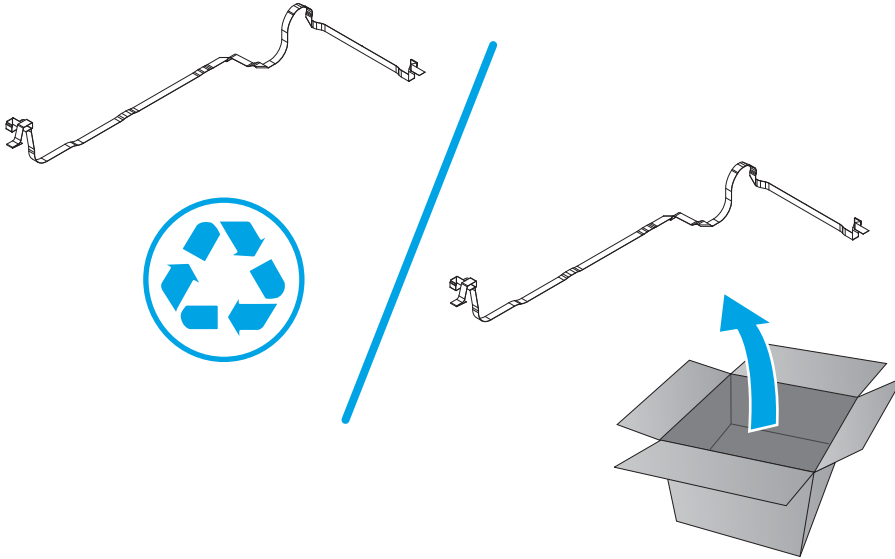
Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.


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

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

Figure 1-1159 Recycle and unpack

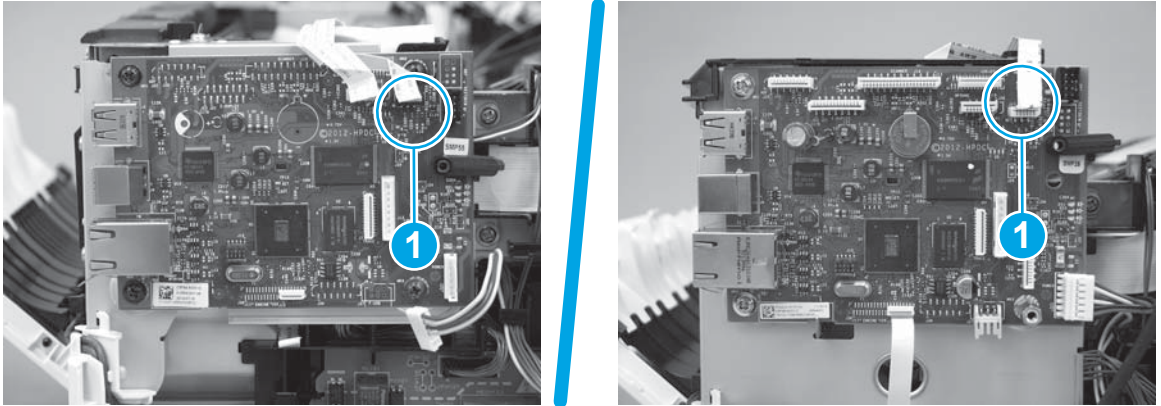


Step 14: Install the NFC FFC

 **NOTE:** The M403/M402 product is shown in this procedure. However, the procedure is valid for the M427/M426 connecting PCA.

1. Connect one FFC (callout 1) to the formatter PCA.

Figure 1-1160 Connect the FFC

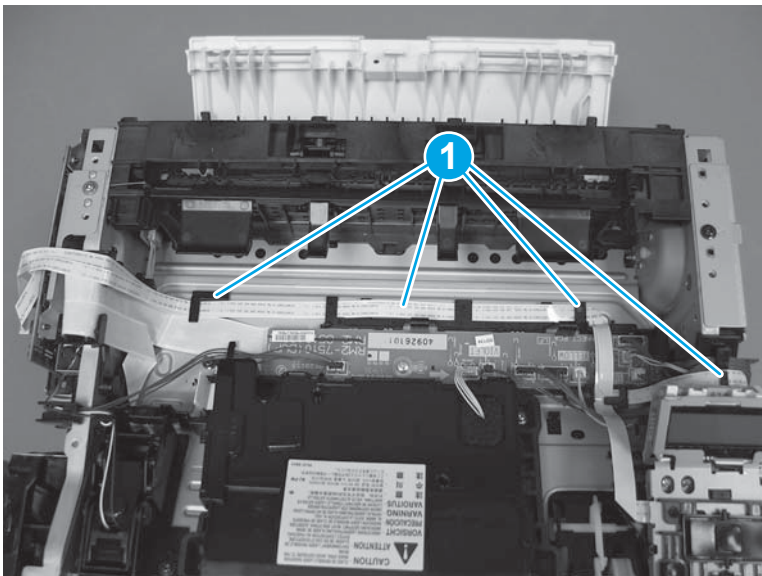


2. Install the NFC FFC in the guide (callout 1).



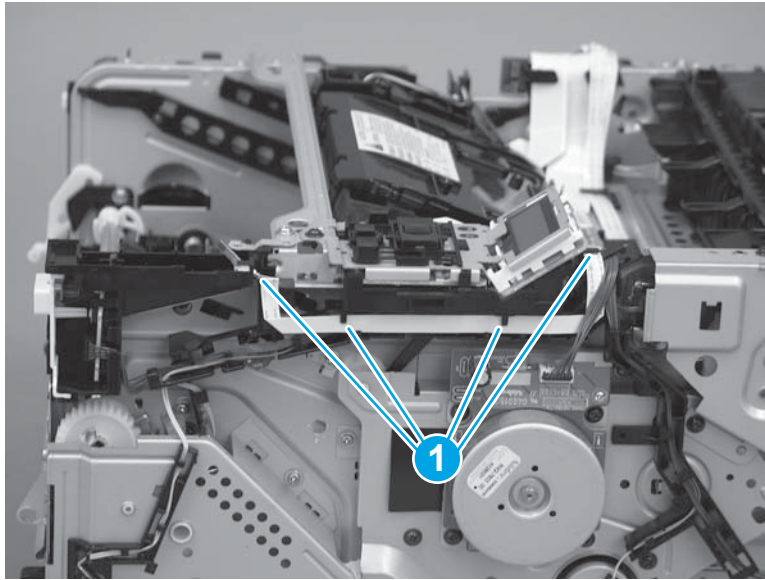
NOTE: M403/M402 only: The control-panel FFC might need to be moved out of the way to gain access to the guide.

Figure 1-1161 Install the FFC in the guide



3. Install the FFC in the guide (callout 1).

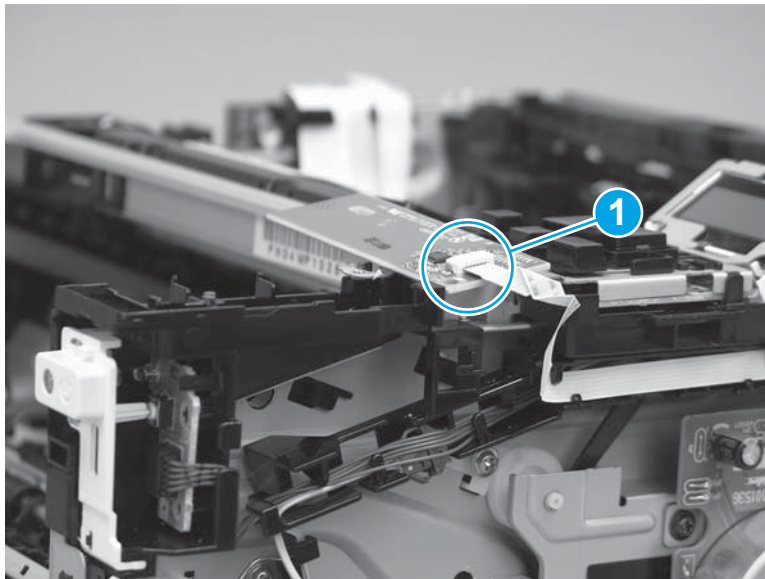
Figure 1-1162 Install the FFC in the guide



Step 15: Install the NFC PCA

1. Connect one FFC (callout 1).

Figure 1-1163 Connect one FFC

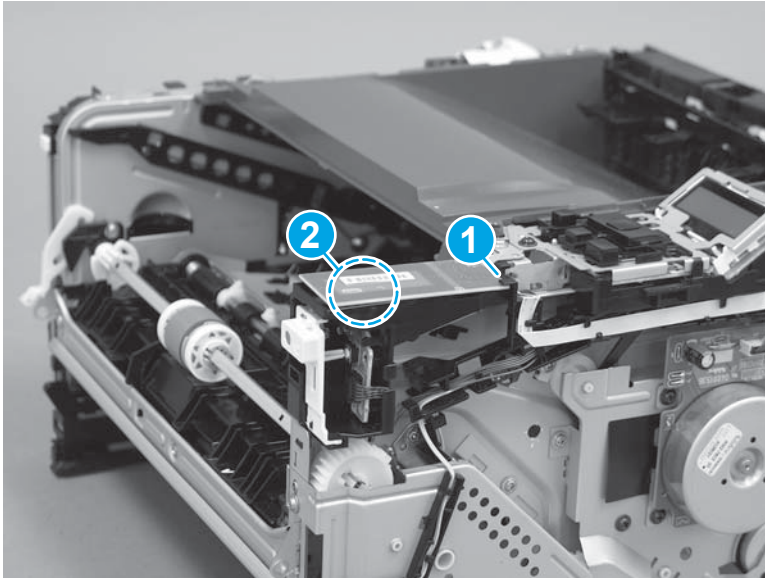


2. Position the NFC PCA on the holder.

⚠ CAUTION: Make sure that the NFC PCA is correctly positioned on the holder. One corner (callout 1) is under a tab on the holder, and the alignment pins on the holder fit in the hole and slot in the PCA (callout 2).

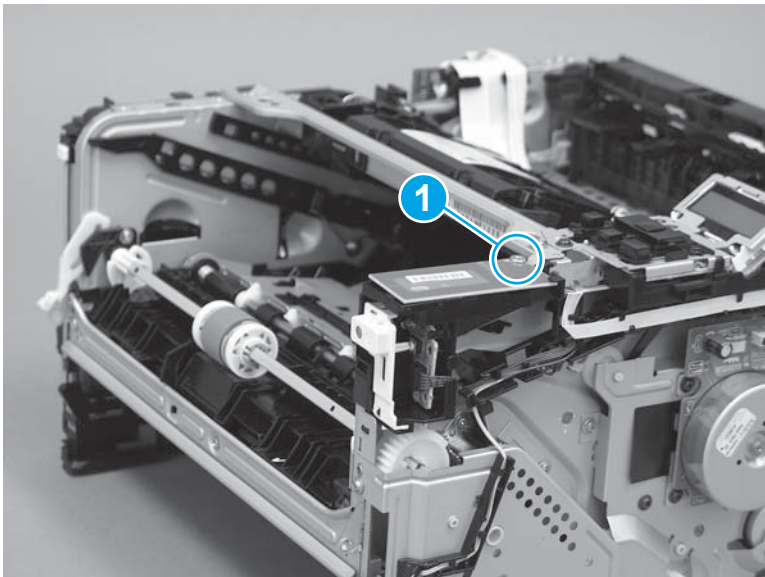
To avoid damage to the PCA, it must be installed flat on the holder **before** installing the mounting screw.

Figure 1-1164 Install the NFC PCA




3. Install one screw (callout 1).

Figure 1-1165 Install one screw

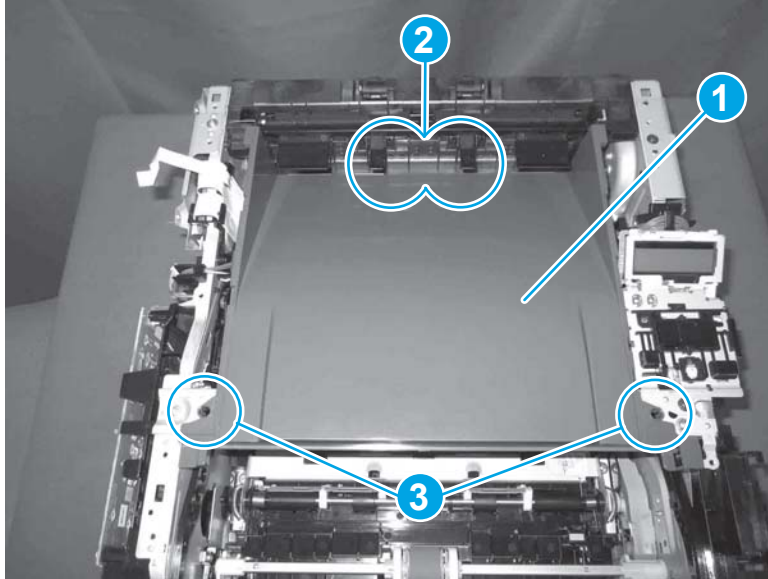


Step 16: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1166 Engage two tabs

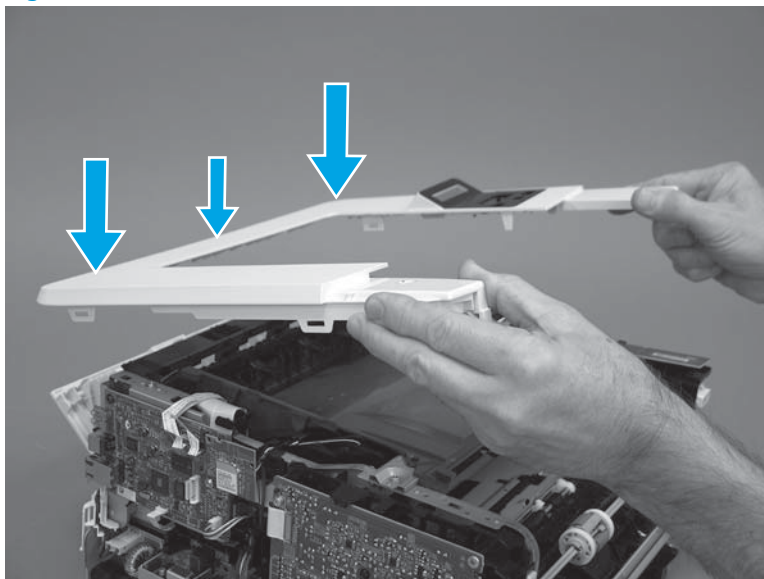


Step 17: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 18: Install the NFC PCA cover \(M427/M426\) on page 637](#).

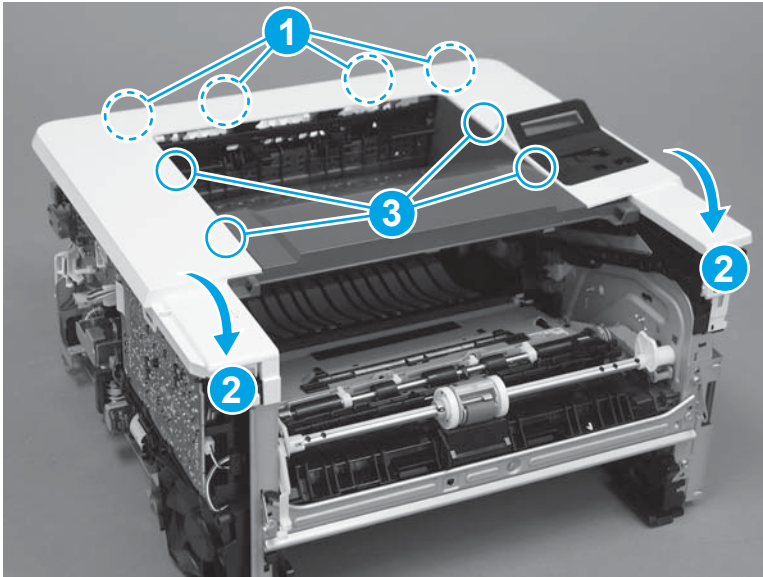
1. Position the rear edge of the cover on the printer.

Figure 1-1167 Install the cover



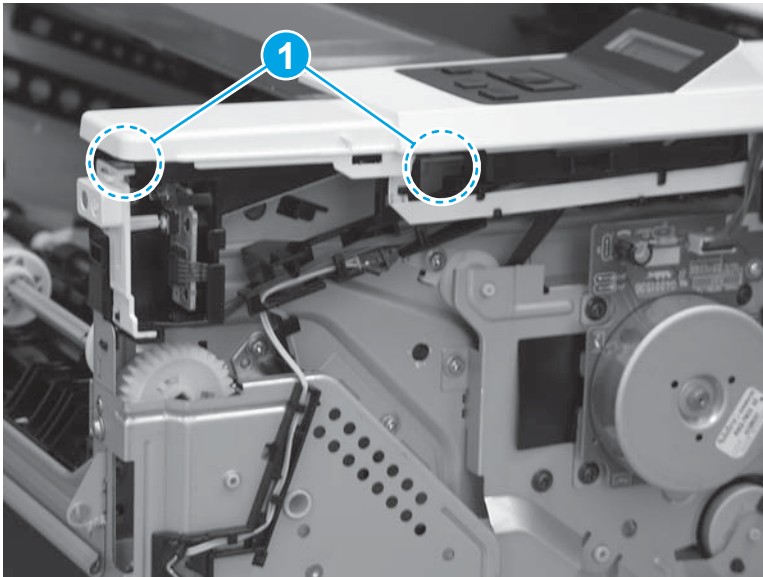
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1168 Engage four bosses and tabs



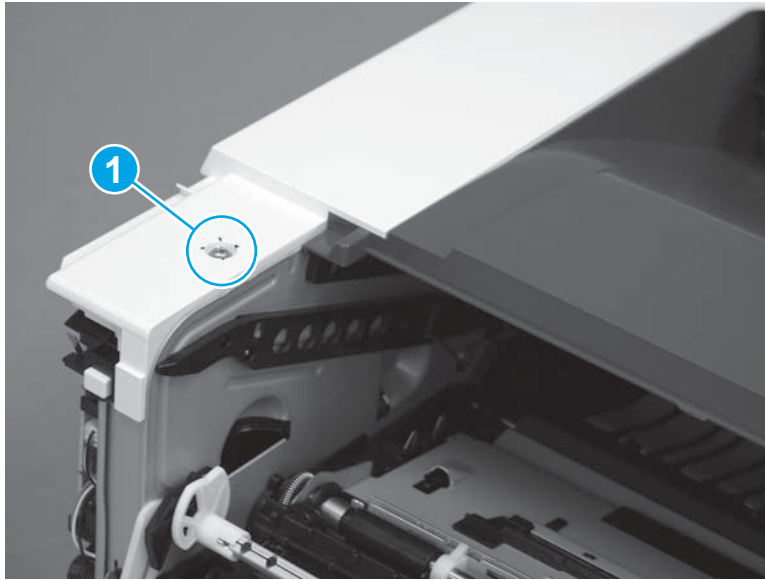
3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1169 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1170 Install one screw



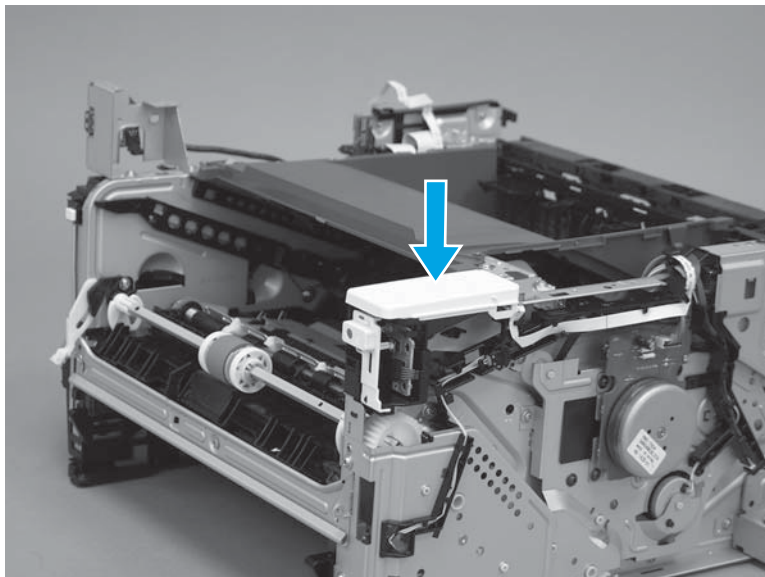
Step 18: Install the NFC PCA cover (M427/M426)

 **NOTE:** The step is for the (M427/M426) printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 649](#).


- ▲ Carefully install the NFC cover on the printer.

 **CAUTION:** Do not damage the NFC PCA when installing the cover.

Figure 1-1171 Remove the cover

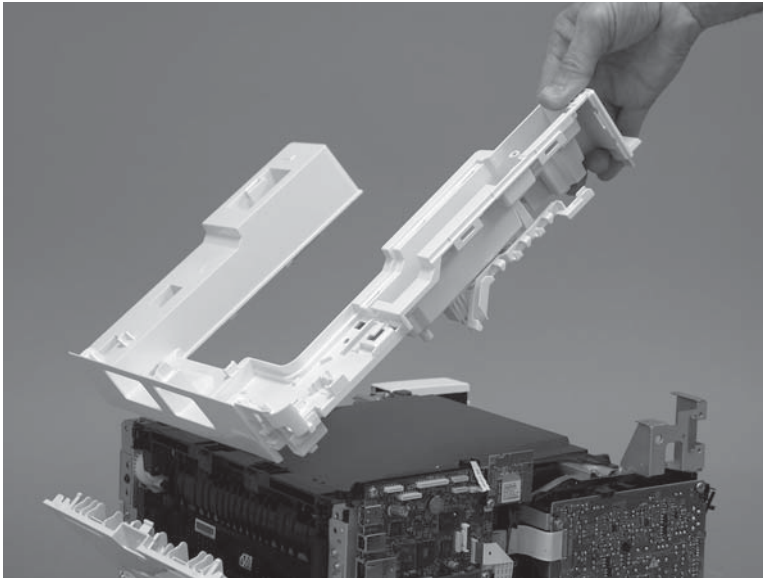


Step 19: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 649](#).

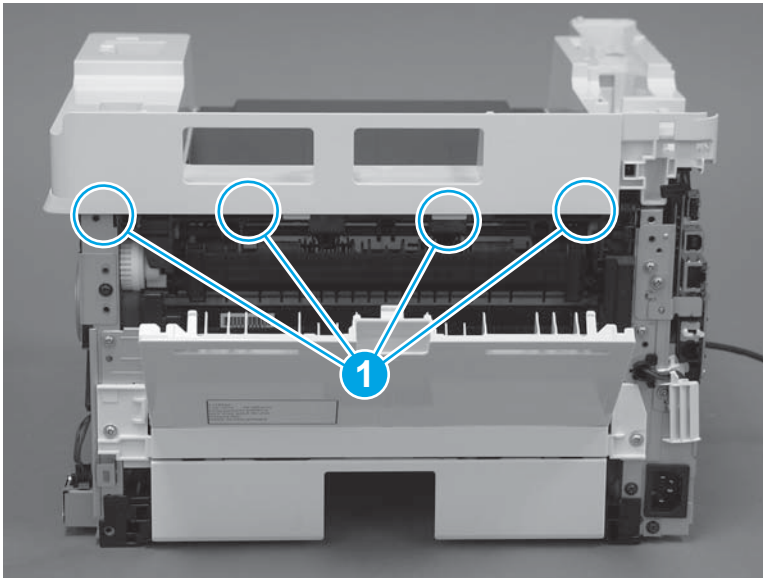
1. Position the rear edge of the top cover on the printer.

Figure 1-1172 Install the cover



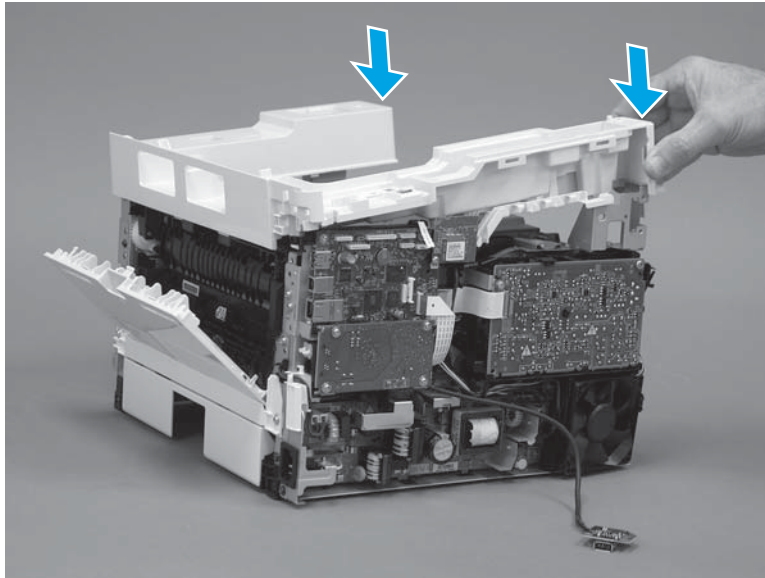
2. Engage four bosses (callout 1).

Figure 1-1173 Engage four bosses



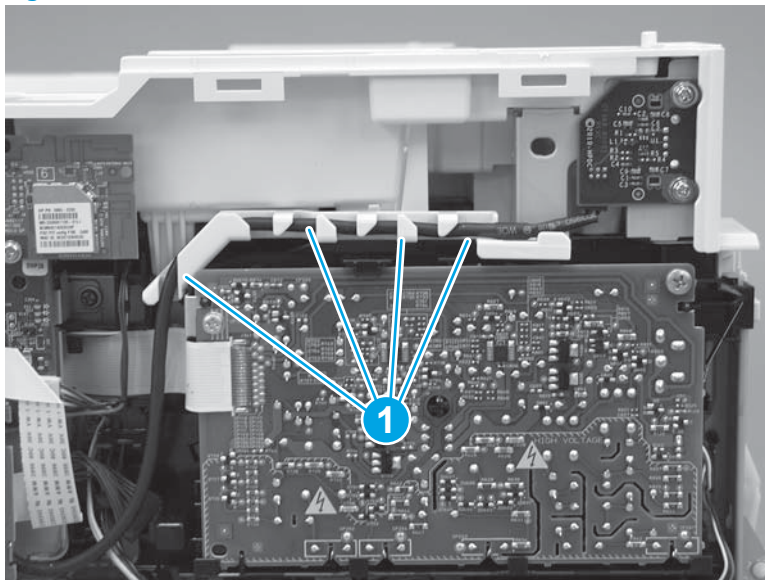
3. Rotate the front edge of the cover down.

Figure 1-1174 Rotate the front edge of the cover down



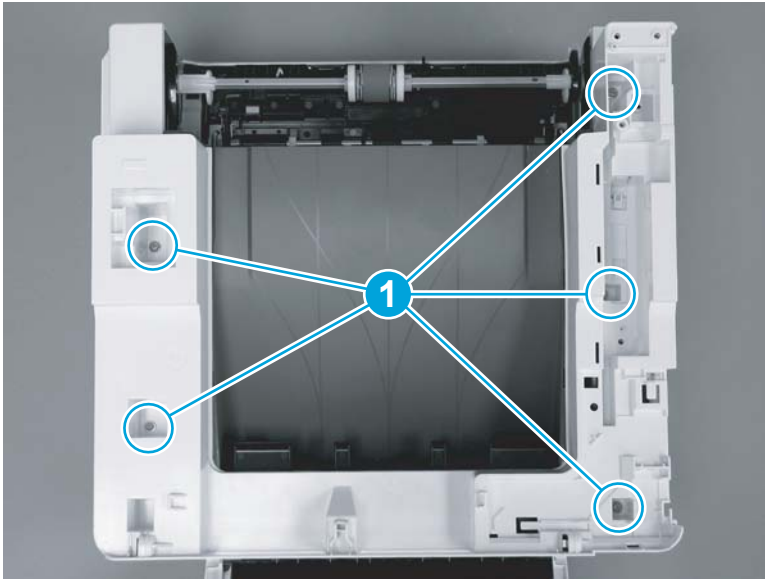
4. Install the USB cable (callout 1) in the guide.

Figure 1-1175 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-1176 Install five screws

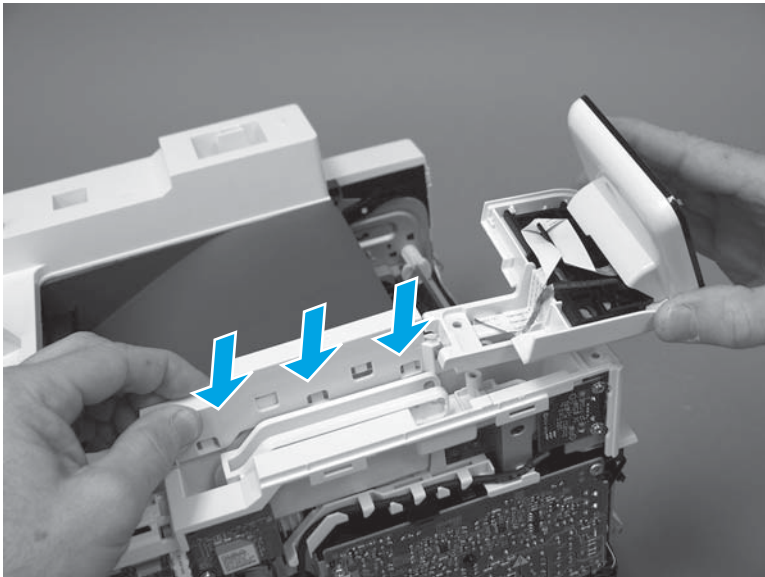


Step 20: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 649](#).

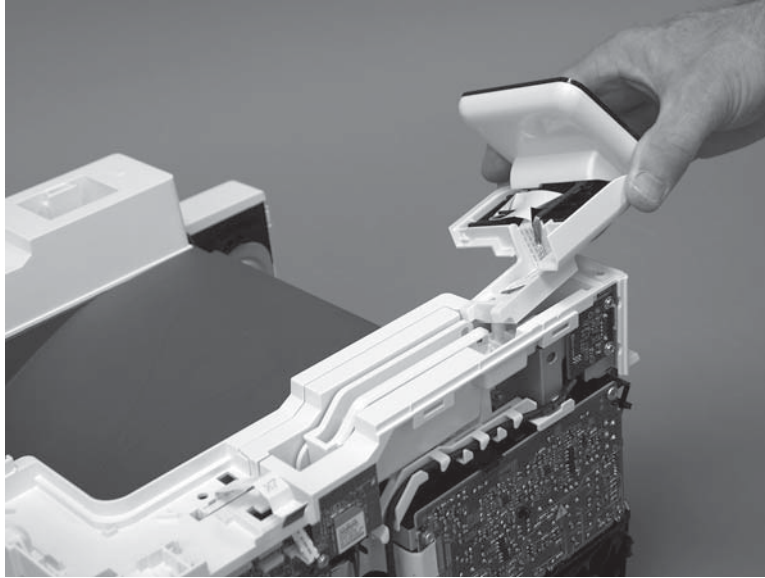
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1177 Install the control-panel FFC cover



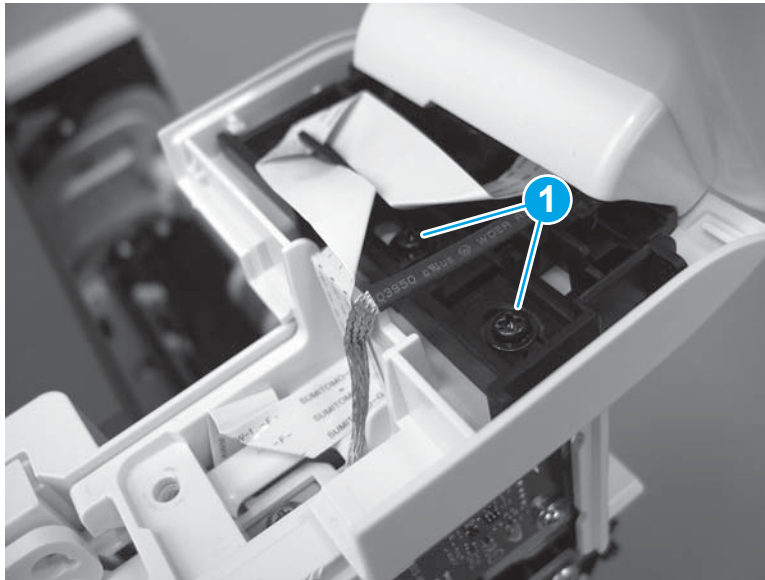
2. Install the control-panel assembly on the top cover.

Figure 1-1178 Install the control-panel assembly



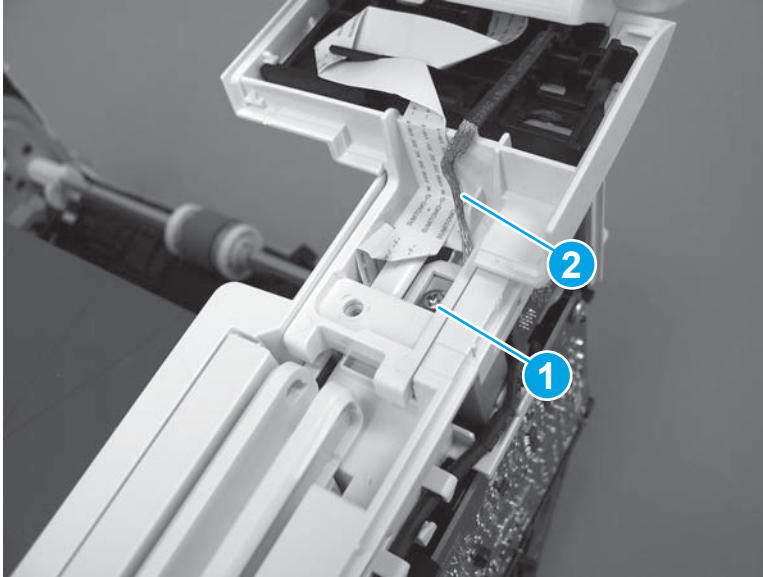
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1179 Install two screws



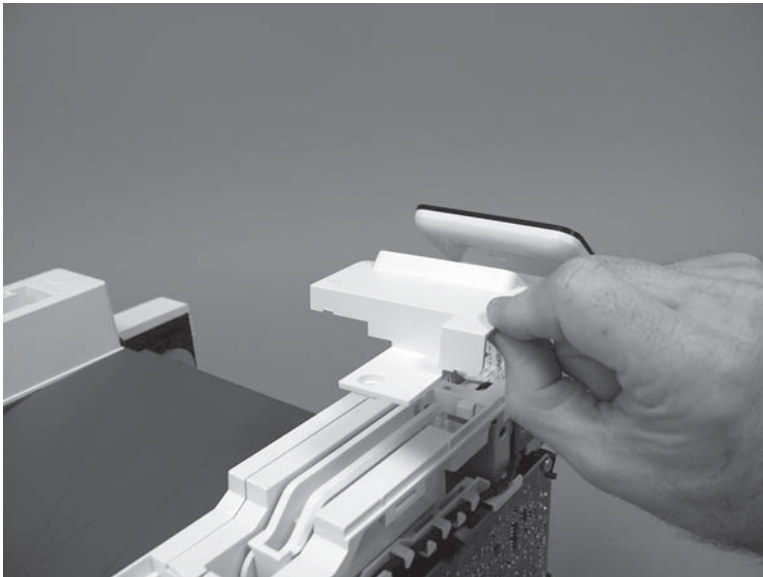
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1180 Remove one screw



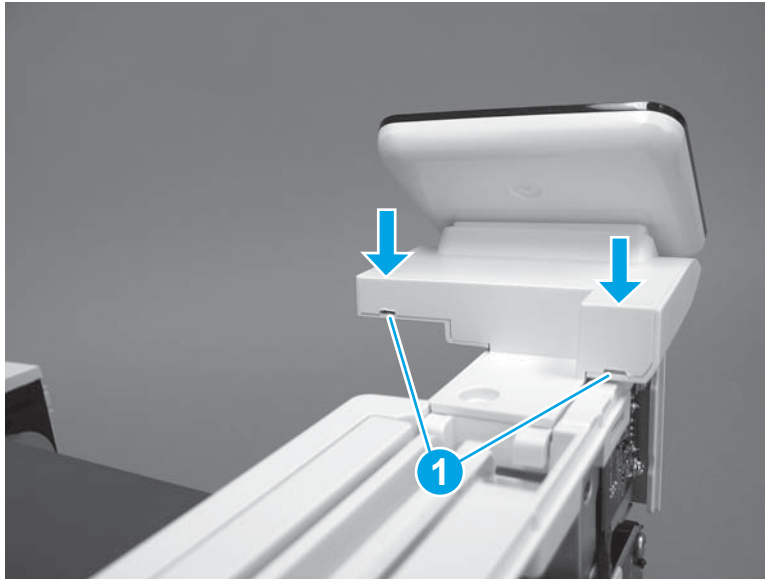
5. Install the control-panel cable cover.

Figure 1-1181 Install the cover



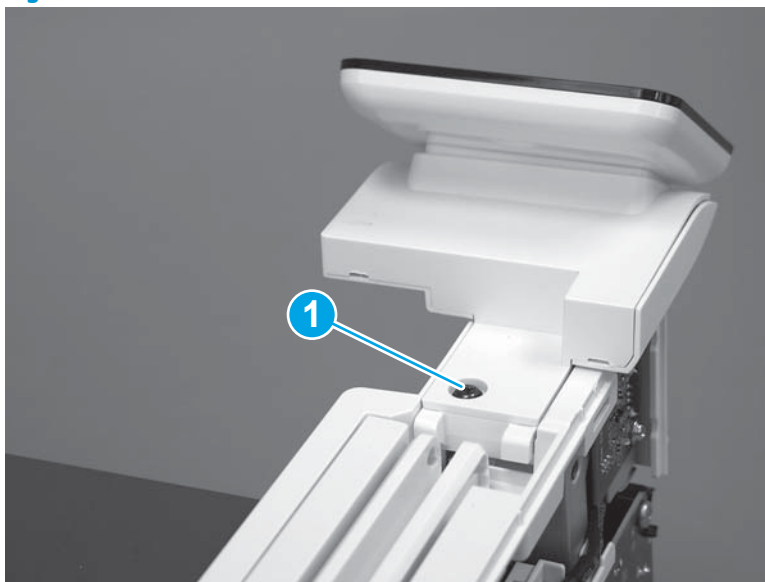
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1182 Engage two tabs



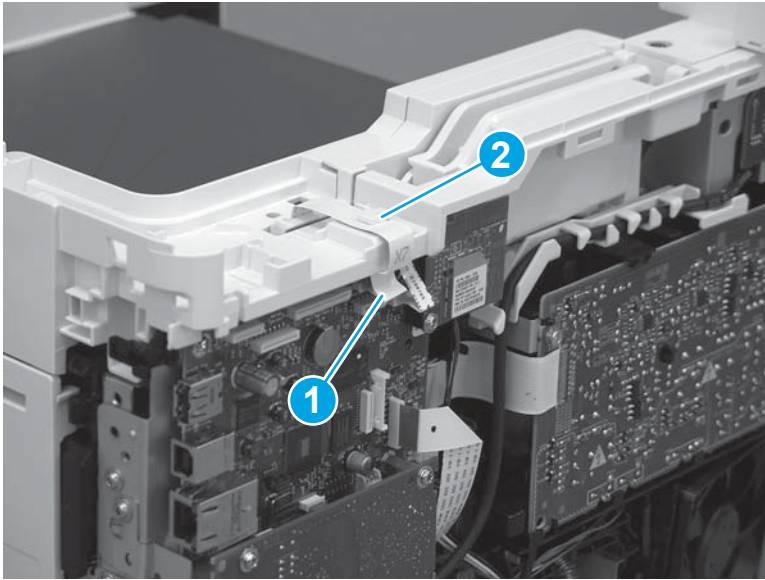
7. Install one screw (callout 1).

Figure 1-1183 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-1184 Connect one connector



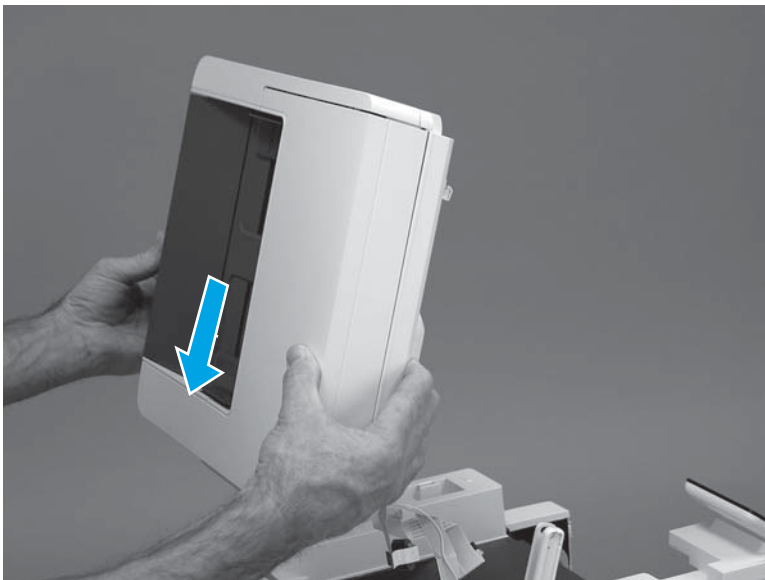
Step 21: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 649](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

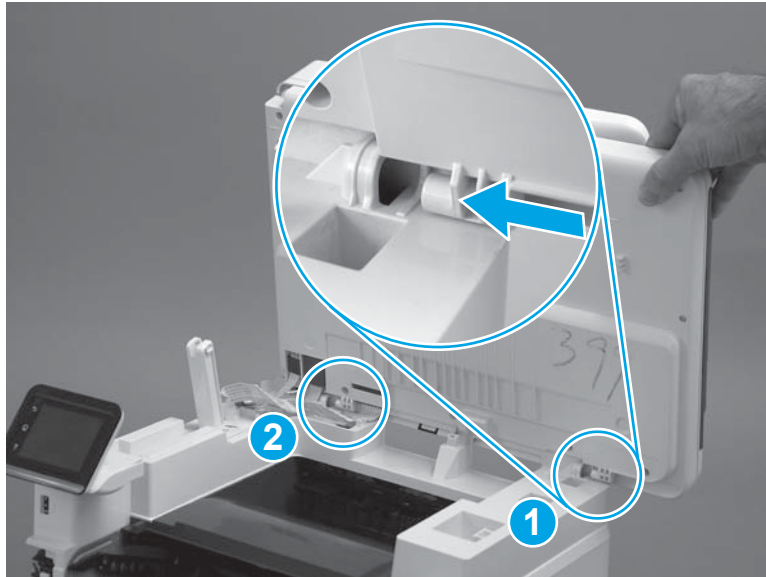
1. Position the ISA on the printer.

Figure 1-1185 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1186 Engage the hinge pins with the holders



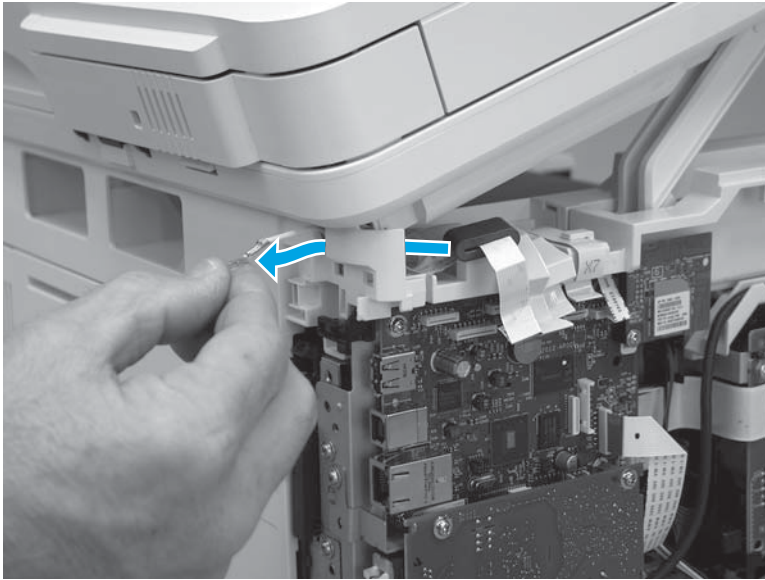
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1187 Rotate the ISA towards the front of the printer



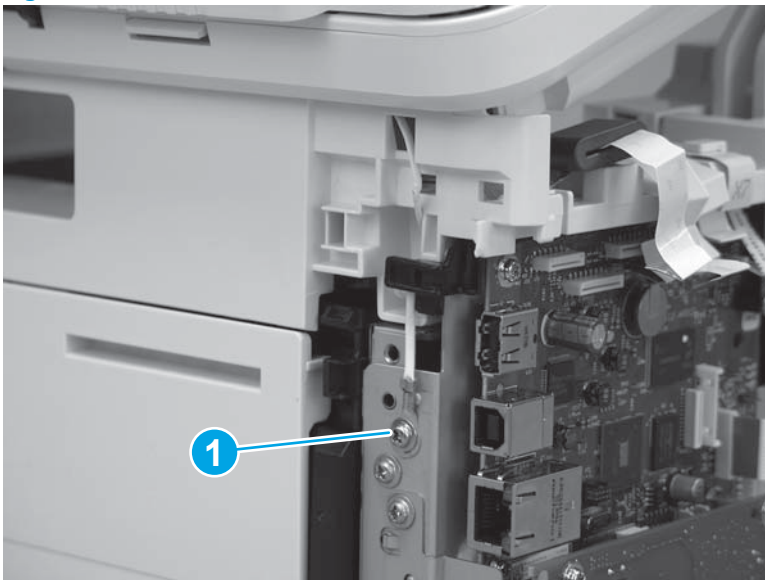
4. Pass the ground wire through the opening in the top cover.

Figure 1-1188 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1189 Install one screw



6. Install the ISA lift assembly slider pin.


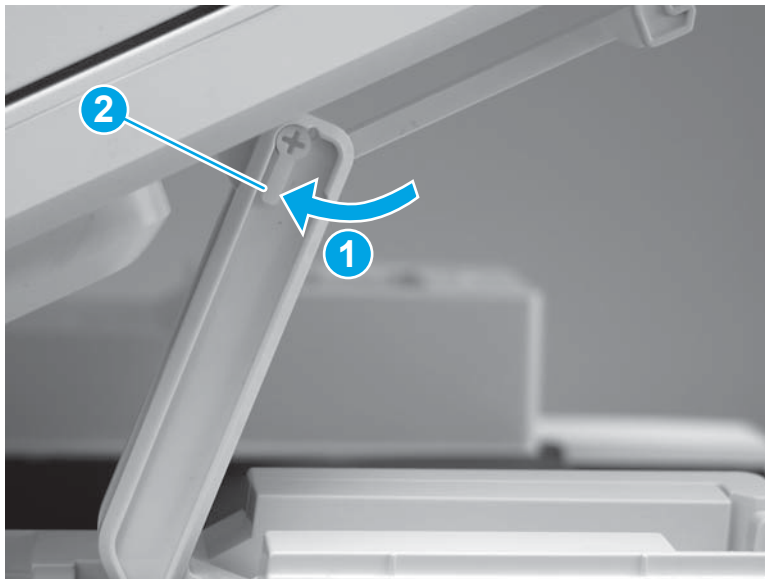
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1190 Install the slider pin



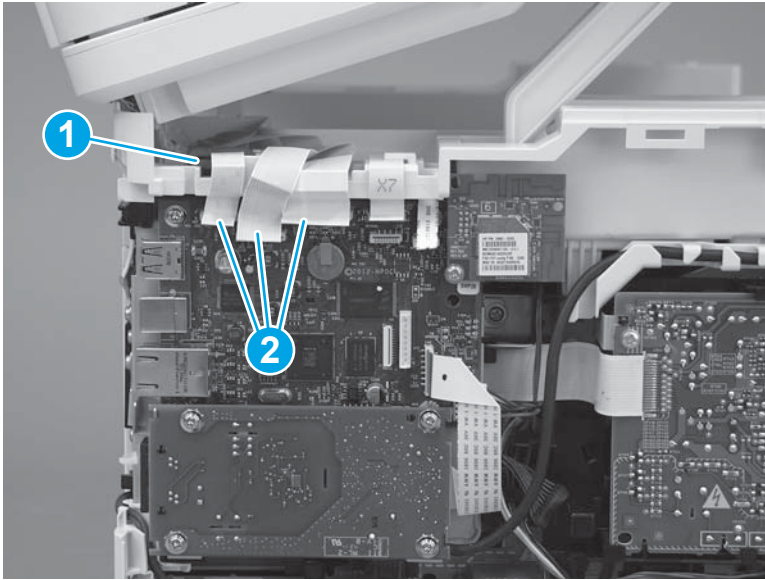
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1191 Secure the slider pin



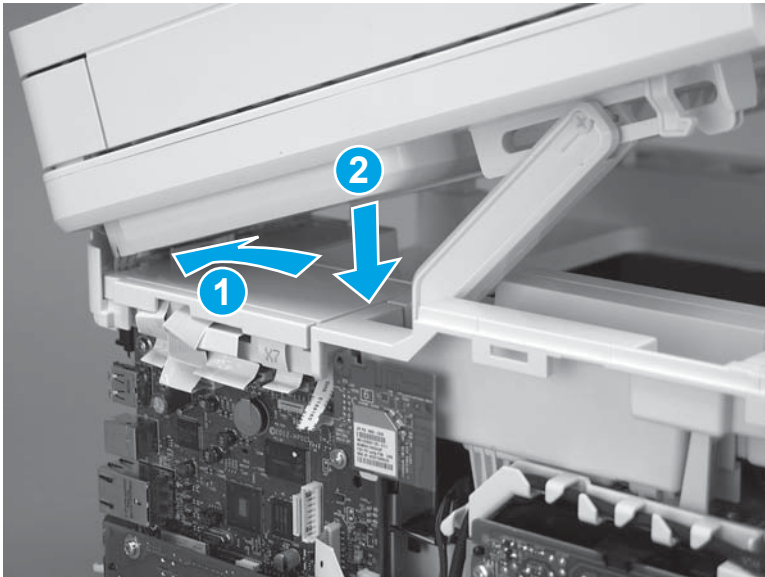
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1192 Connect three FFCs



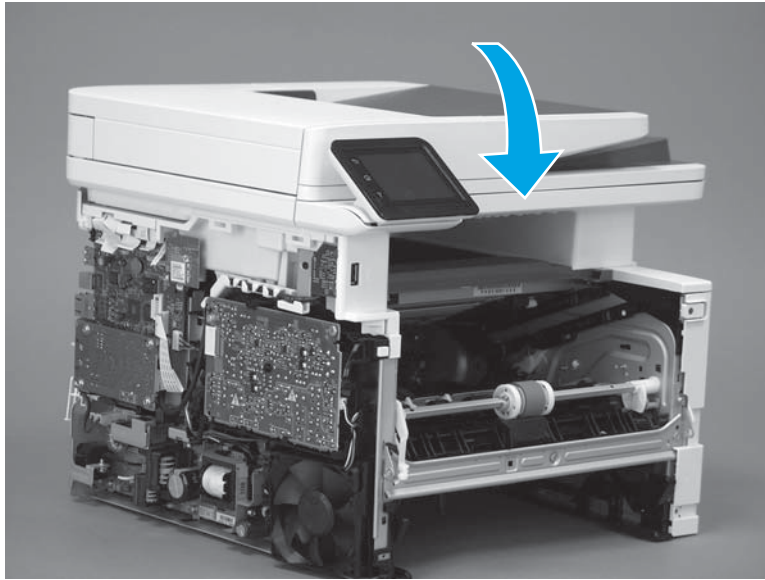
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

Figure 1-1193 Install the ISA FFC cover



10. Lower the ISA.

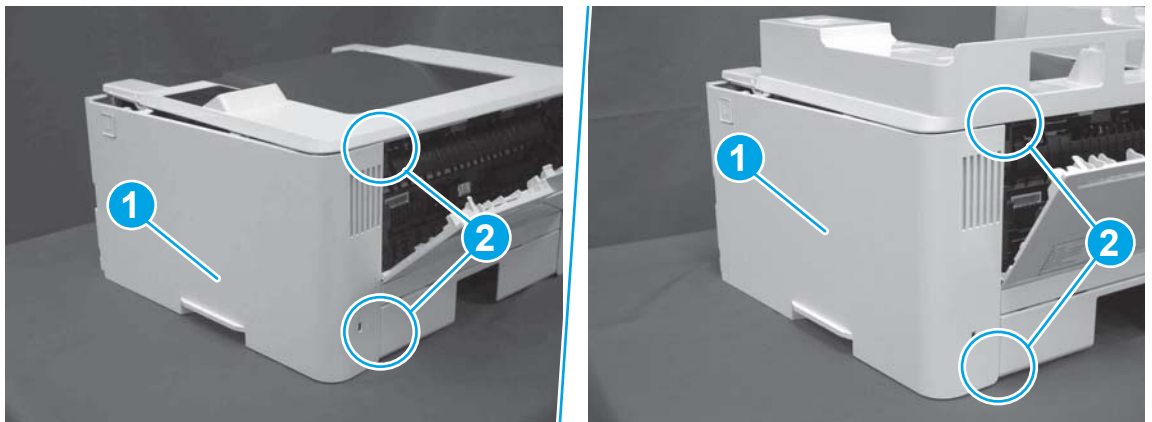
Figure 1-1194 Lower the ISA



Step 22: Install the right cover

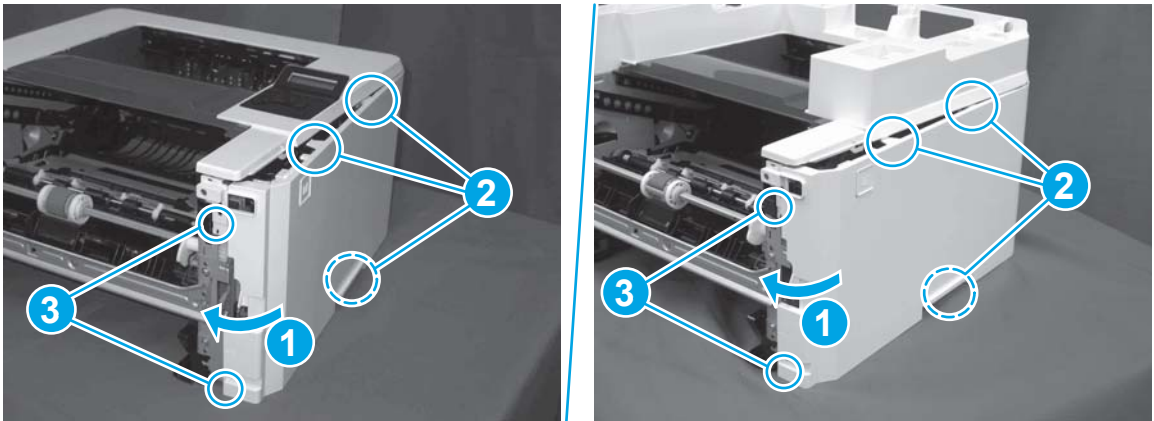
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1195 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1196 Engage two bosses and one tab

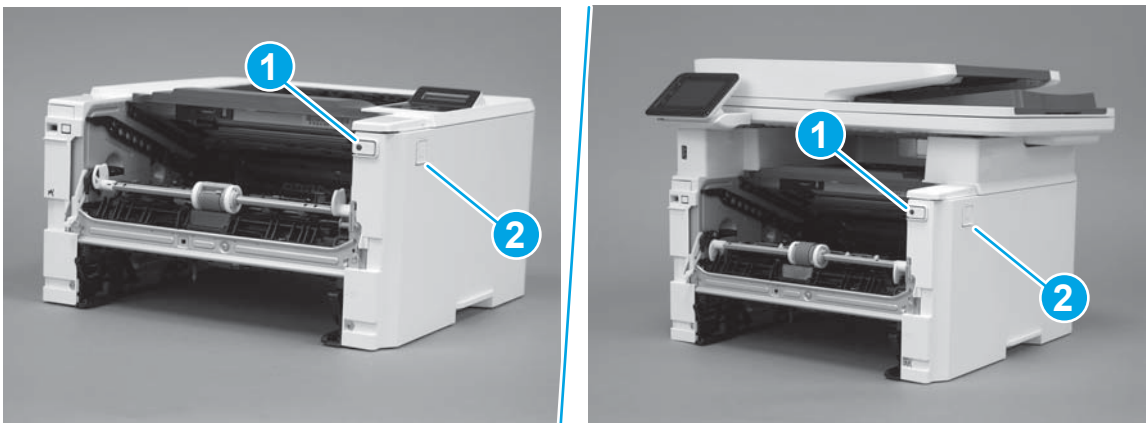


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1197 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

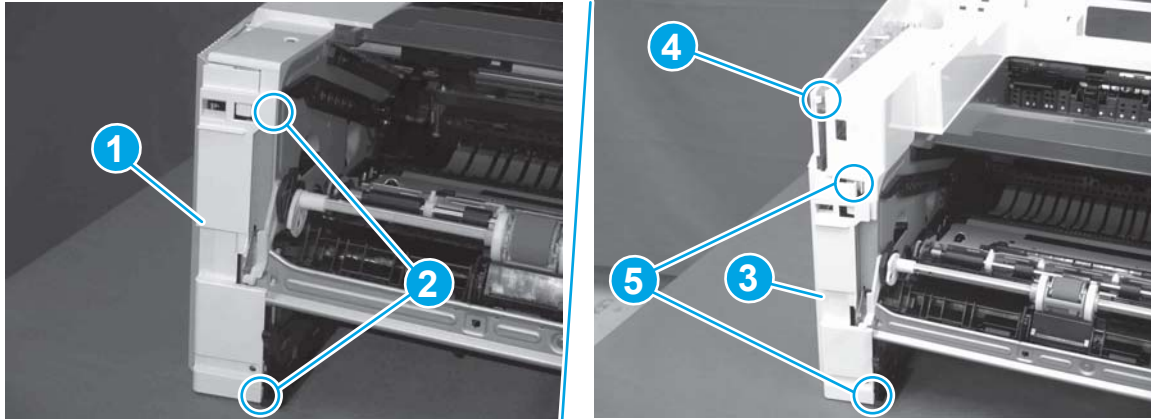
Figure 1-1198 Install one screw



Step 23: Install the left cover

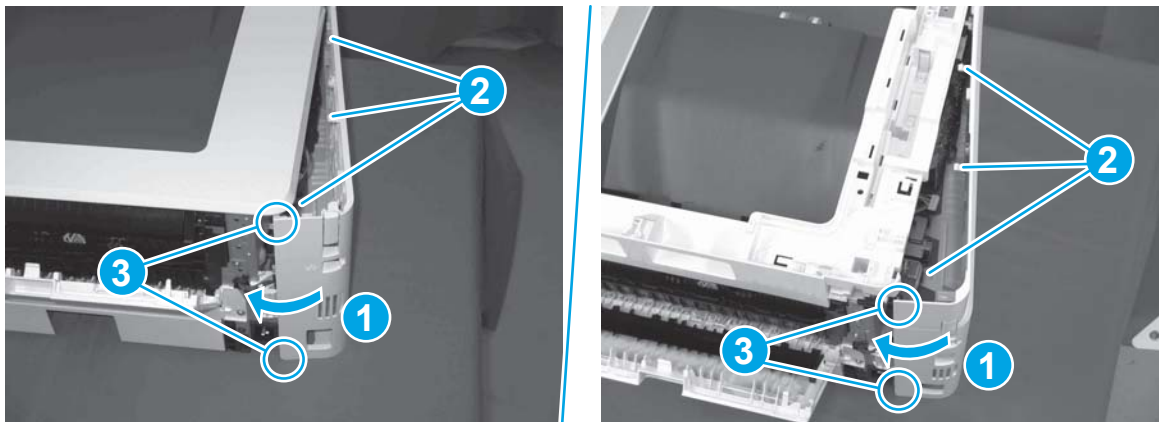
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1199 Install the cover



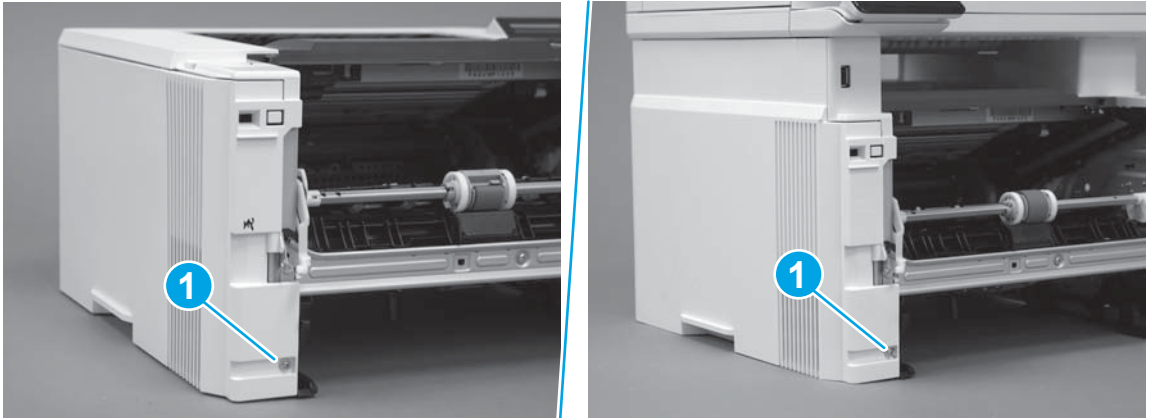
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1200 Engage three tabs and two bosses




3. Install one screw (callout 1).

Figure 1-1201 Install one screw

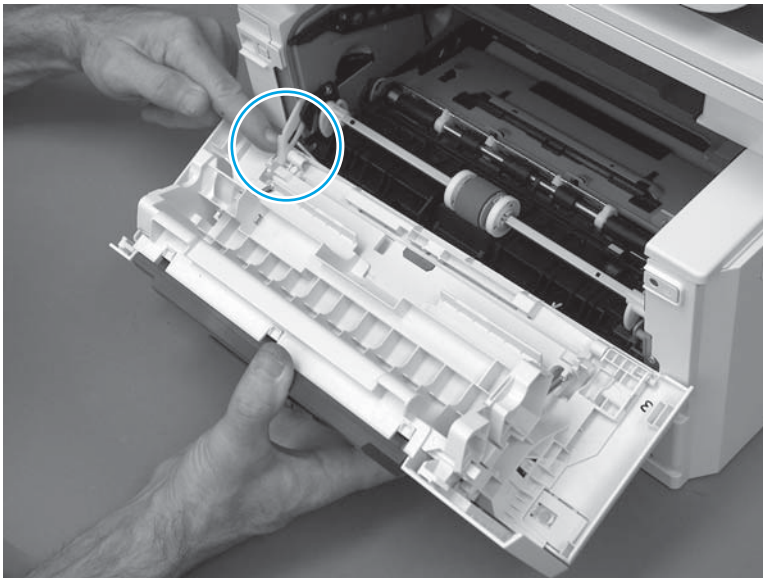


Step 24: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

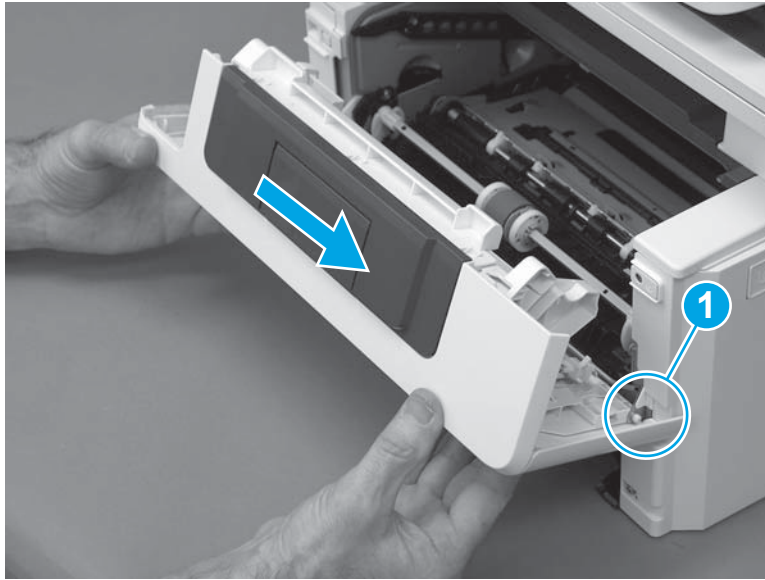
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1202 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

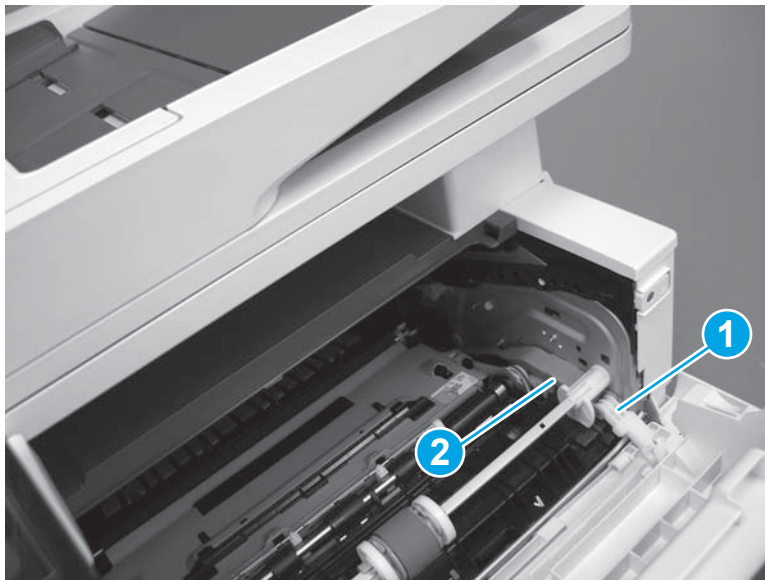
Figure 1-1203 Install the door



3. Install the link (callout 1).

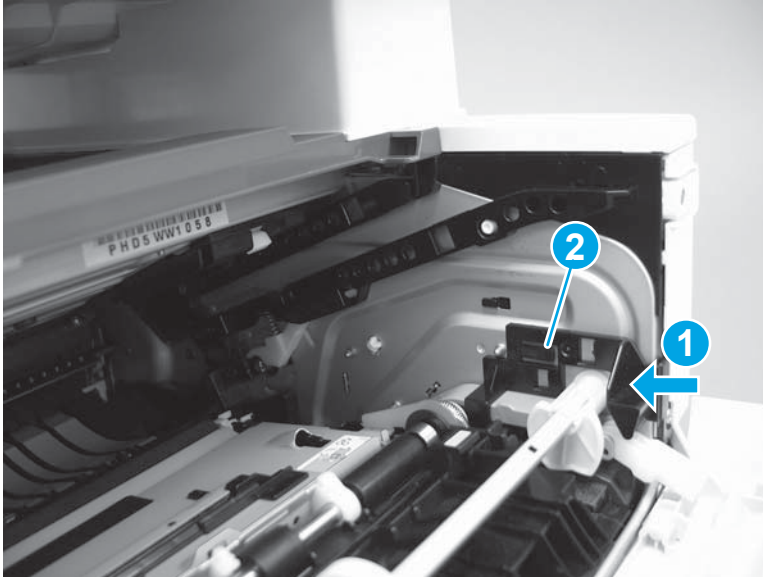
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1204 Install the pressure-release link



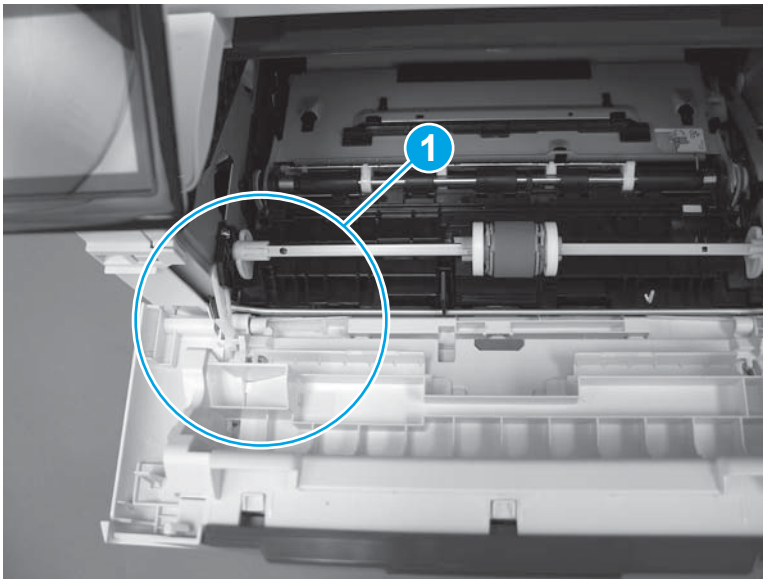
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1205 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1206 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


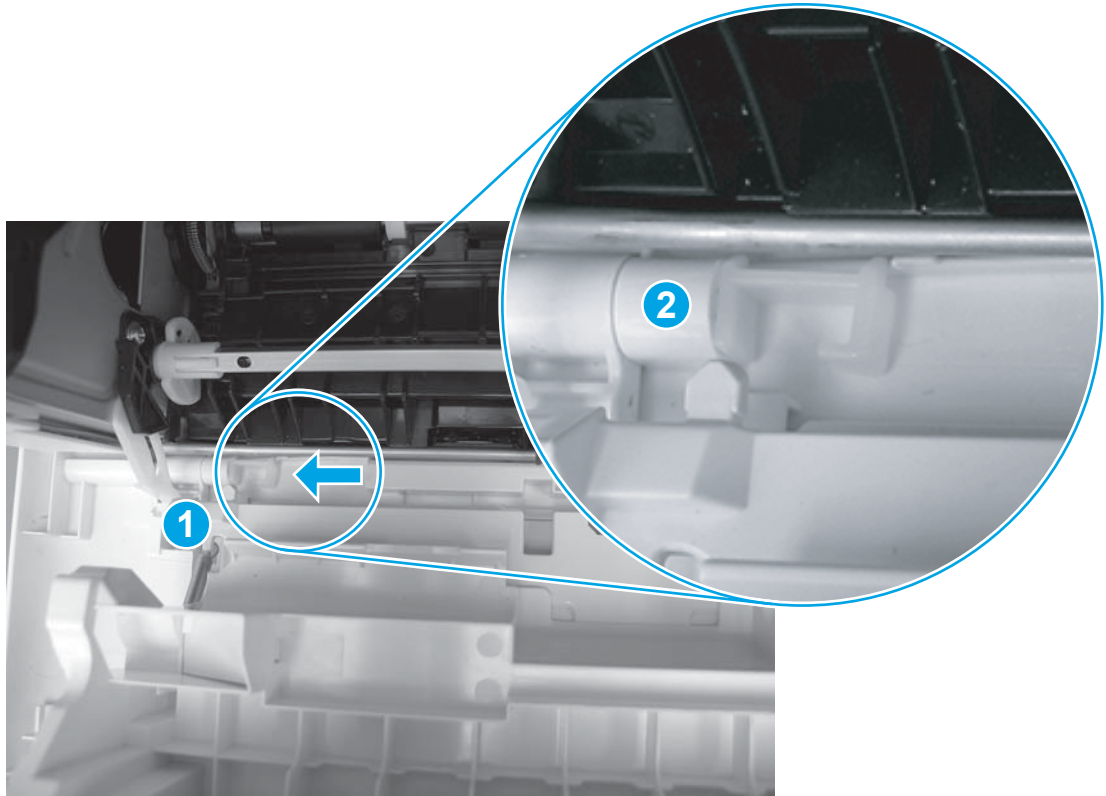
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1207 Install the support shaft



Step 25: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1208 Install the tray



Removal and replacement: Control panel FFC, (M403/M402)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the top cover \(M403/M402\)](#)
- [Step 6: Remove the paper delivery tray \(output bin\)](#)
- [Step 7: Remove the control panel FFC](#)
- [Step 8: Unpack the replacement assembly](#)
- [Step 9: Install the control panel FFC](#)
- [Step 10: Install the paper delivery tray \(output bin\)](#)
- [Step 11: Install the top cover \(M403/M402\)](#)
- [Step 12: Install the right cover](#)
- [Step 13: Install the left cover](#)
- [Step 14: Install the cartridge door assembly](#)
- [Step 15: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the control panel FFC (M403/M402 only).

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.

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

Control panel FFC (M403/M402) part number

RK2-6943-000CNControl panel FFC (M403/M402)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1209 Remove the tray



Step 2: Remove the cartridge door assembly



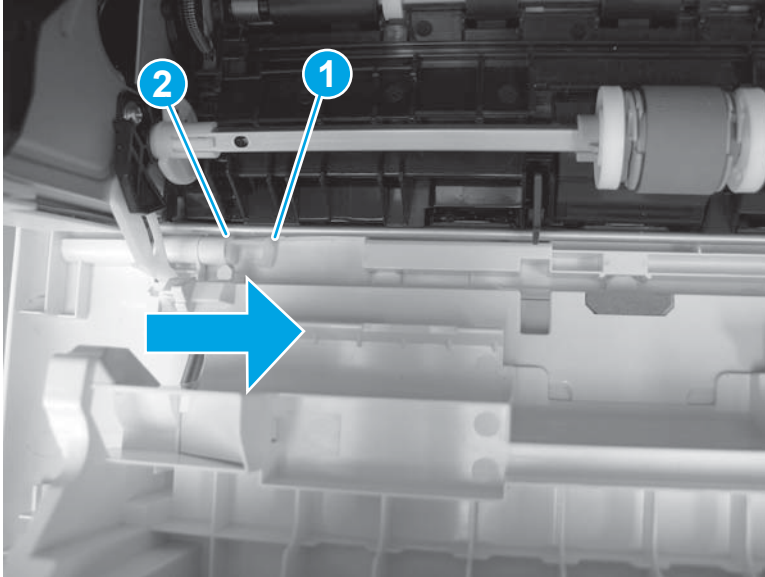
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



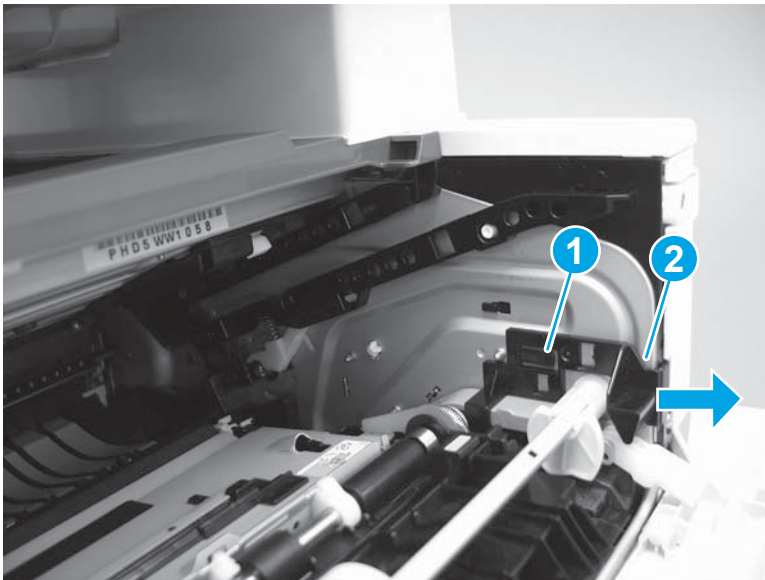
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1210 Release the support shaft



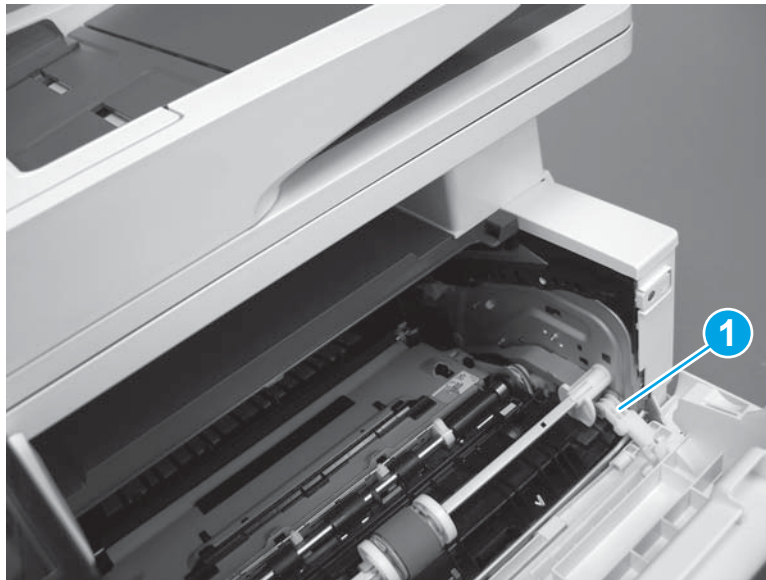
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1211 Remove the guide



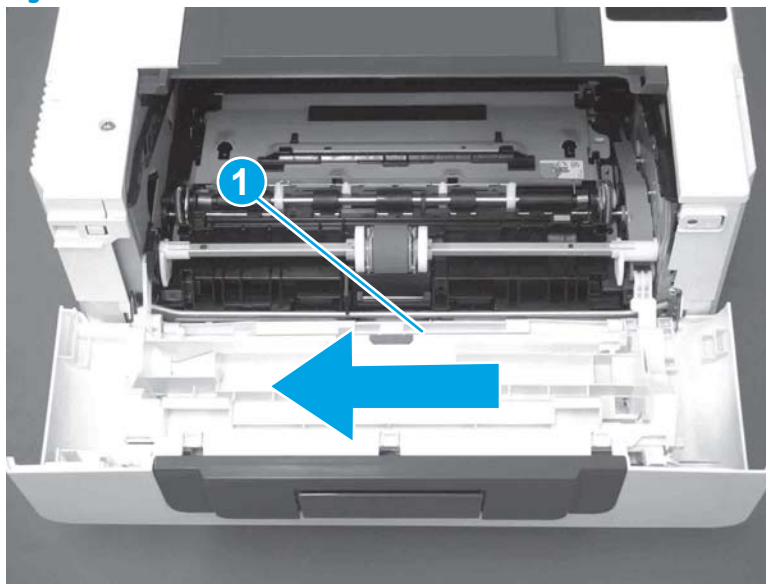
3. Remove the link arm (callout 1).

Figure 1-1212 Remove the link arm



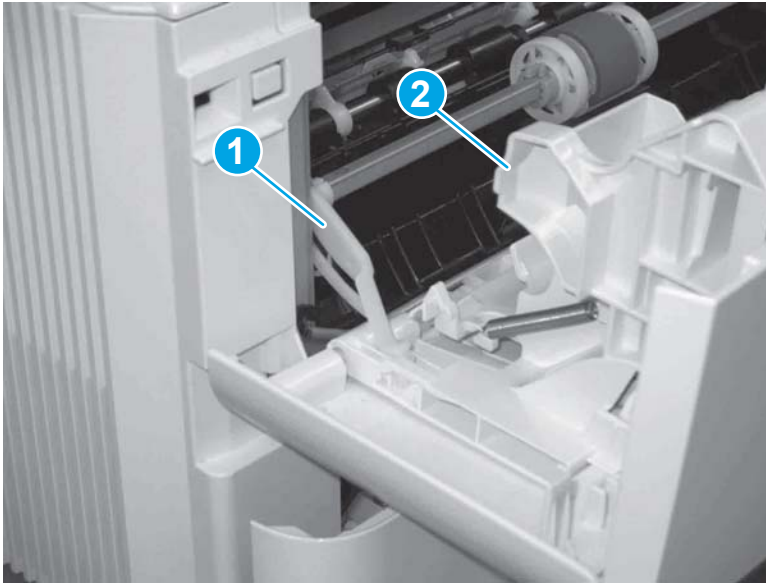
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1213 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

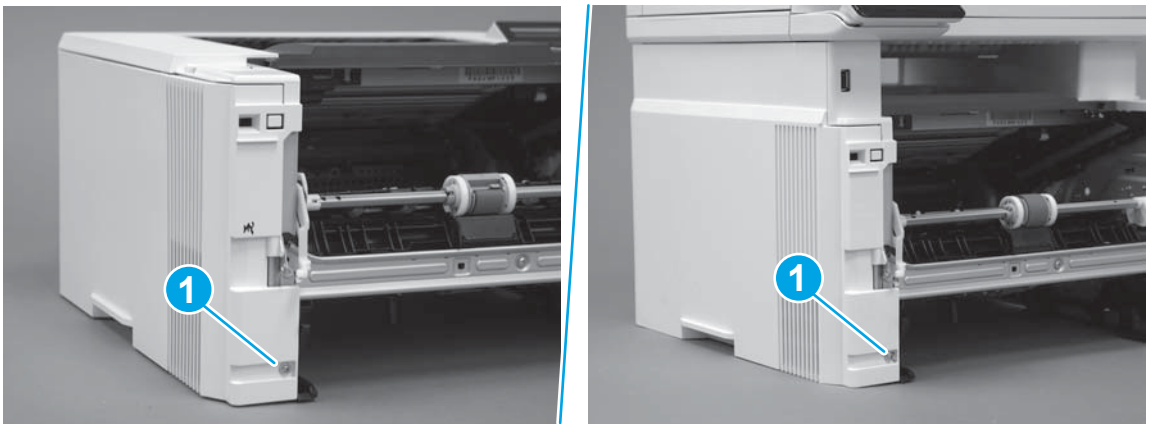
Figure 1-1214 Release the left-side retainer arm



Step 3: Remove the left cover

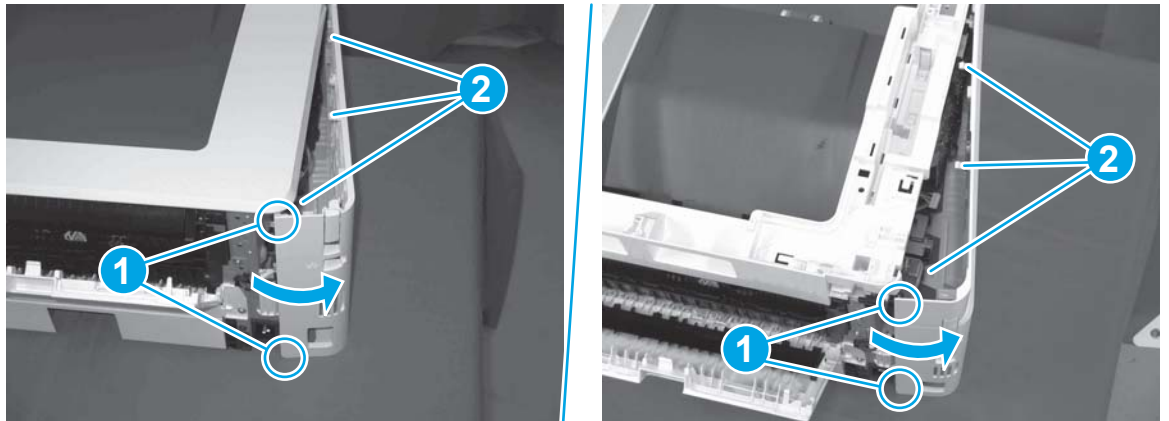
1. Remove one screw (callout 1).

Figure 1-1215 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1216 Release two bosses and three tabs

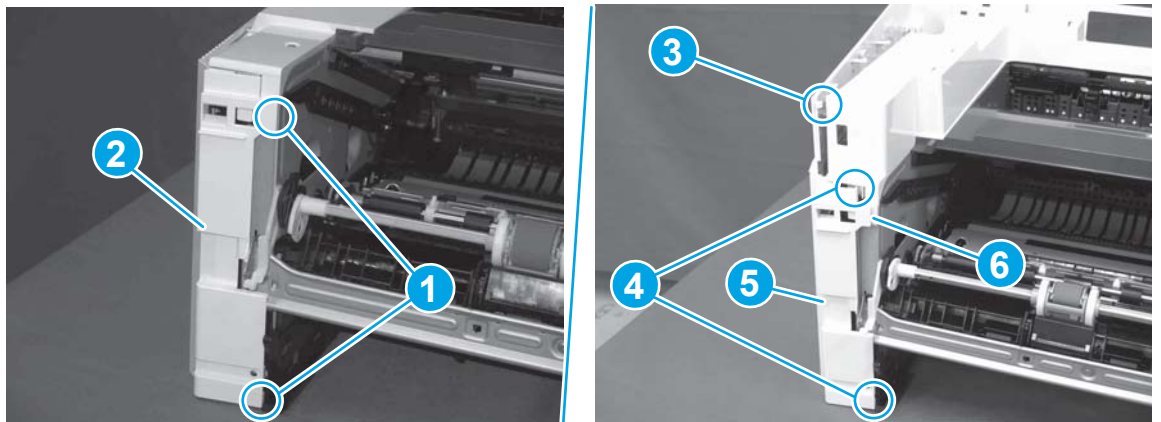


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

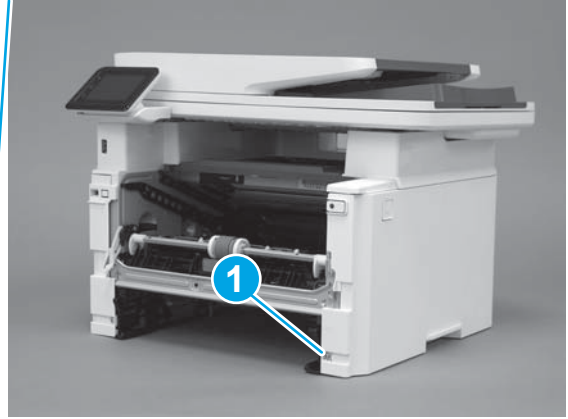
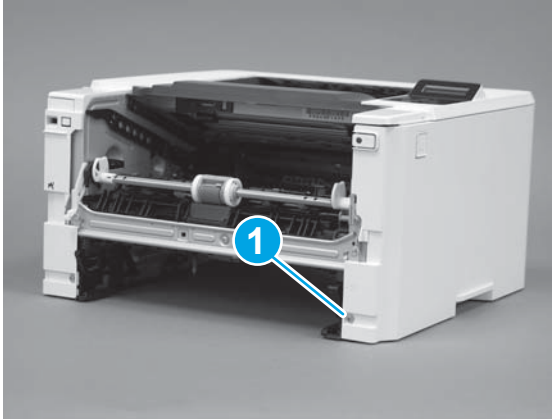
Figure 1-1217 Remove the cover



Step 4: Remove the right cover

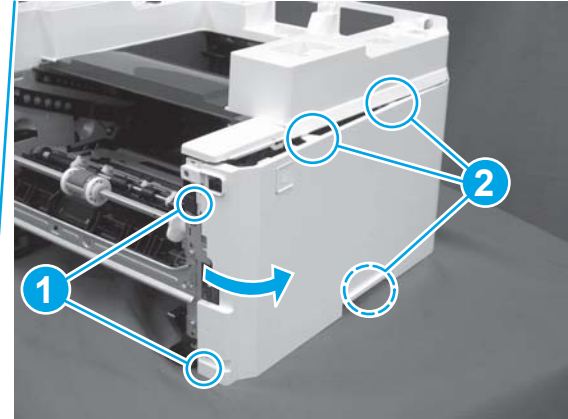
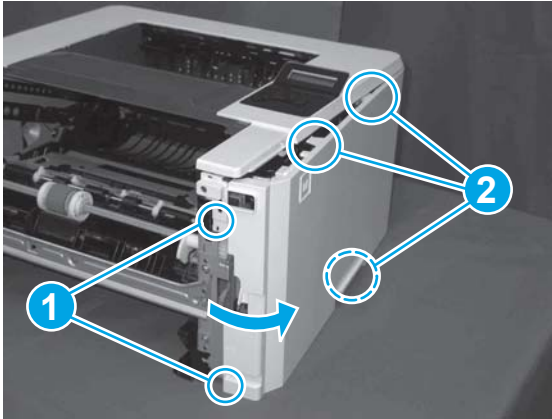
1. Remove one screw (callout 1).

Figure 1-1218 Remove one screw



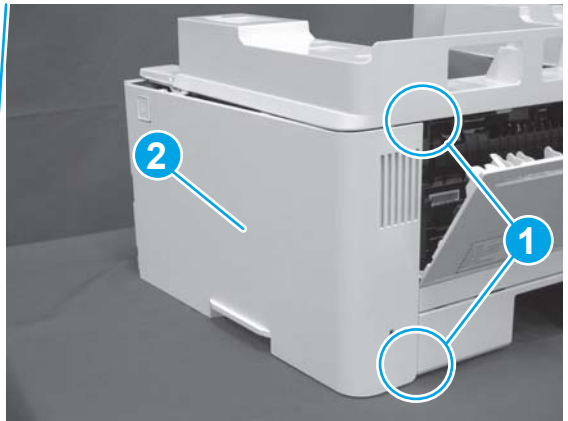
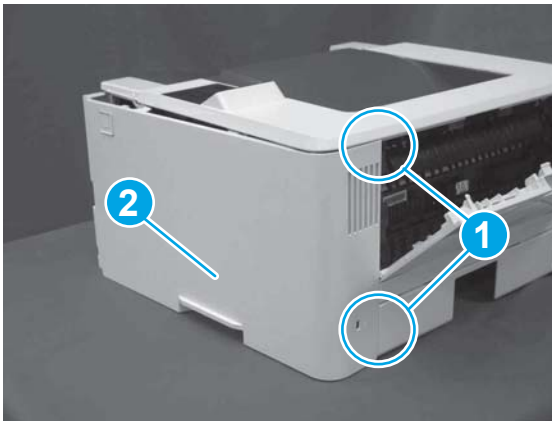
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1219 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-1220 Remove the cover



Step 5: Remove the top cover (M403/M402)

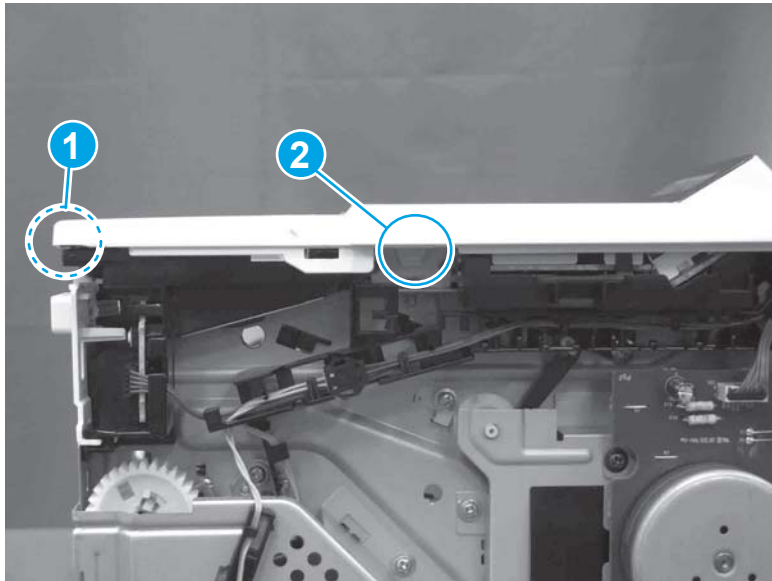
1. Remove one screw (callout 1).

Figure 1-1221 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1222 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


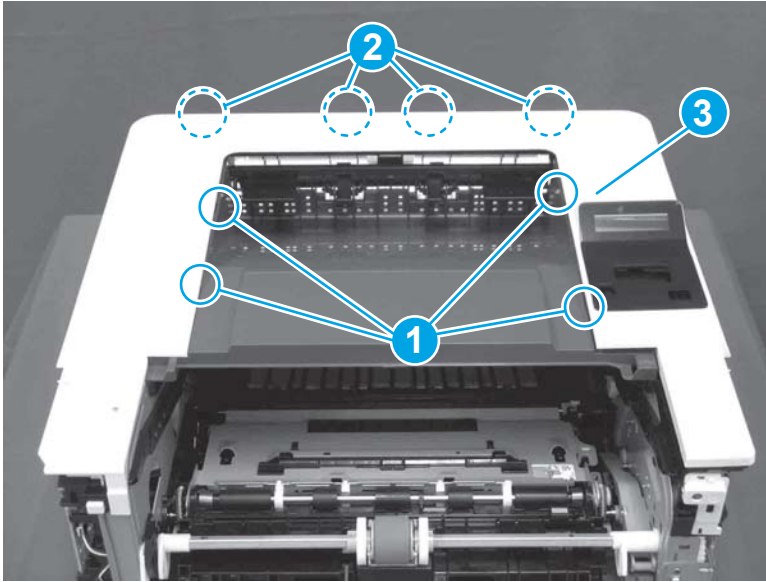

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1223 Remove the cover

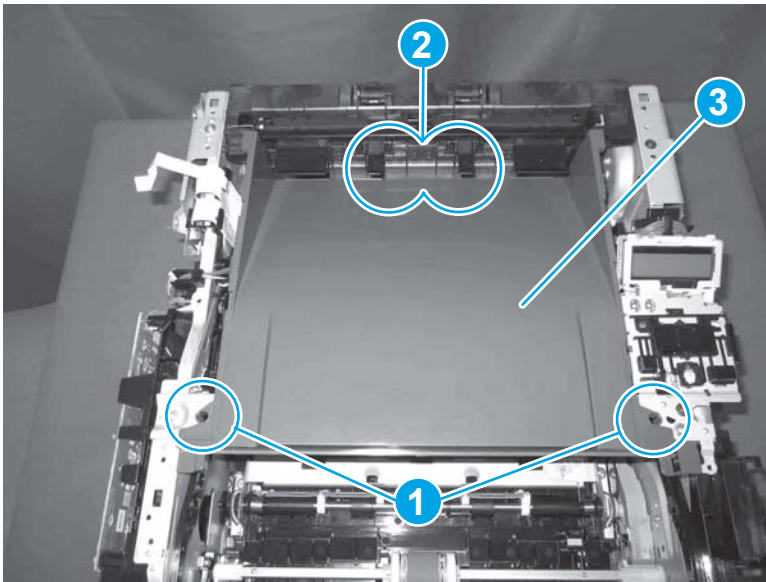


Step 6: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

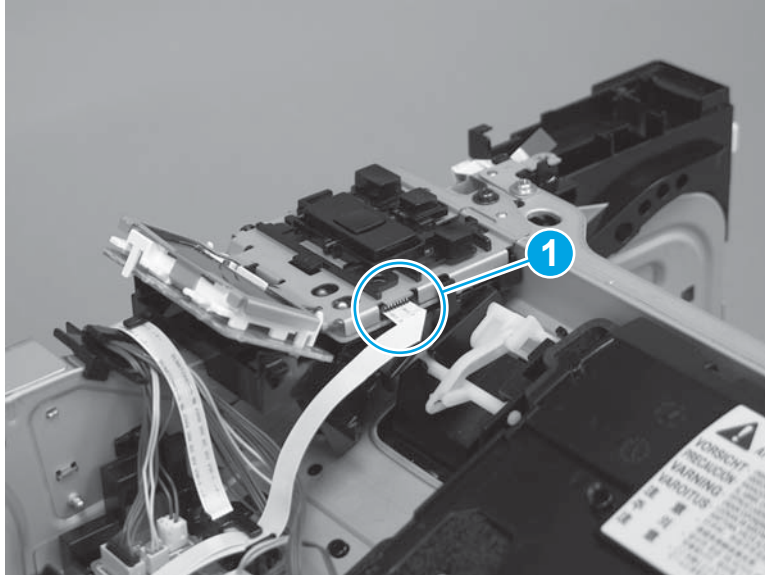
Figure 1-1224 Release two tabs



Step 7: Remove the control panel FFC

1. Disconnect the FFC from the control panel (callout 1).

Figure 1-1225 Disconnect the FFC



2. Release the FFC from the guide (callout 1).


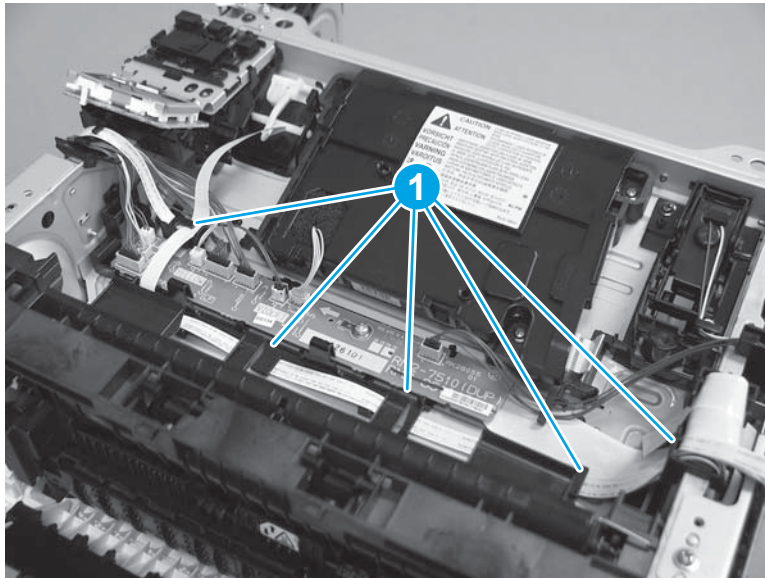
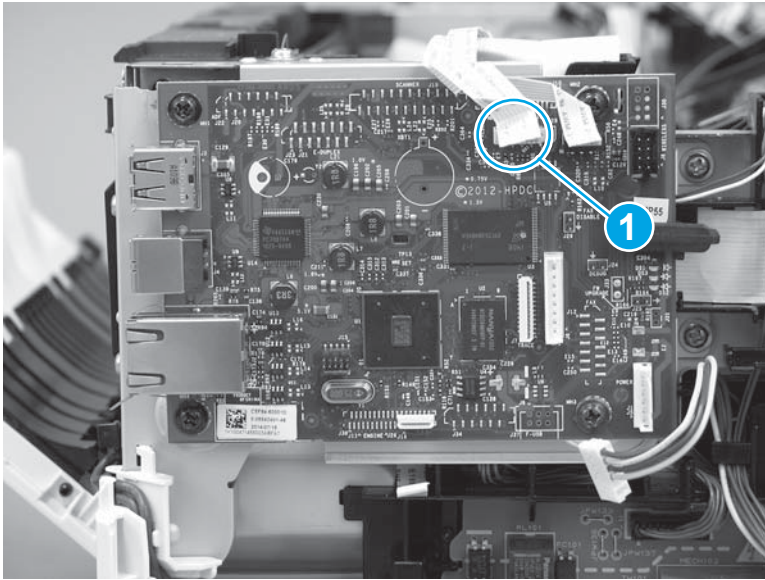
 **NOTE:** The near field communication (NFC) FFC might need to be moved out of the way to gain access to the control panel FFC.

Figure 1-1226 Release the FFC from the guide



3. Disconnect one FFC (callout 1), and then remove the FFC.

Figure 1-1227 Disconnect and remove the FFC



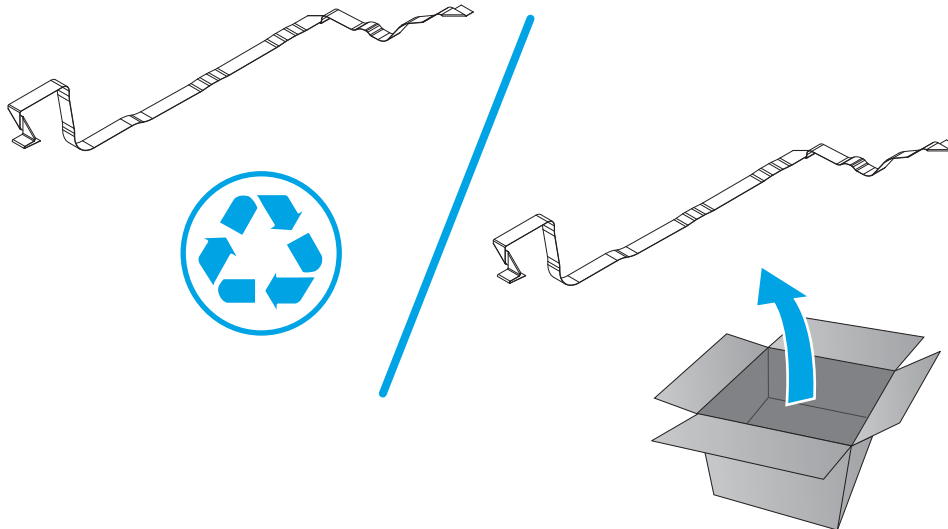
Step 8: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

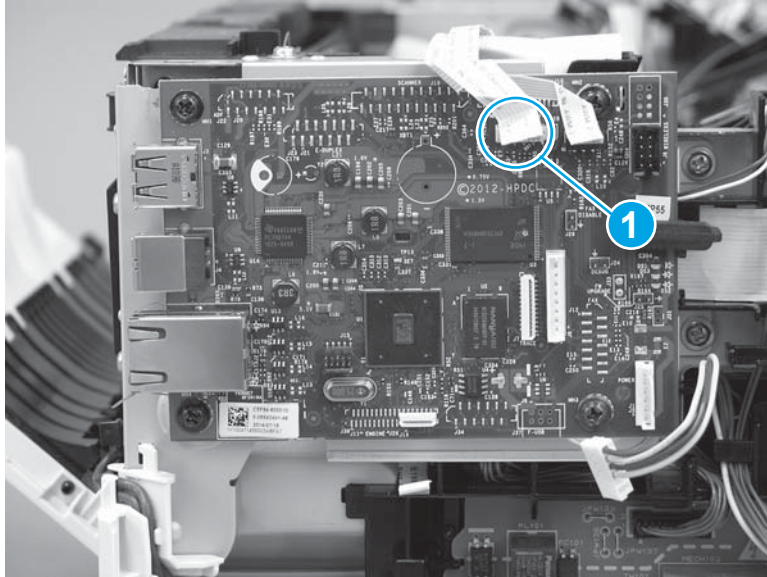
Figure 1-1228 Recycle and unpack



Step 9: Install the control panel FFC

1. Connect the FFC (callout 1) to the formatter PCA.

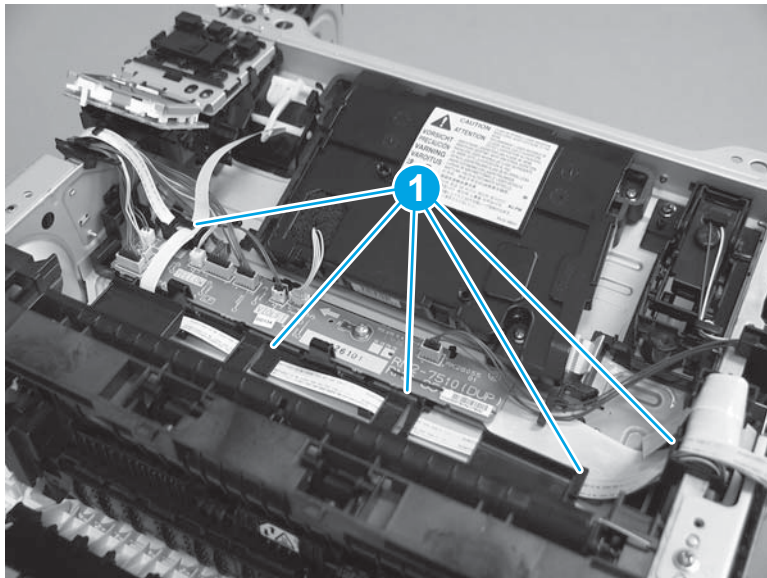
Figure 1-1229 Connect the FFC



2. Install the FFC in the guide (callout 1).

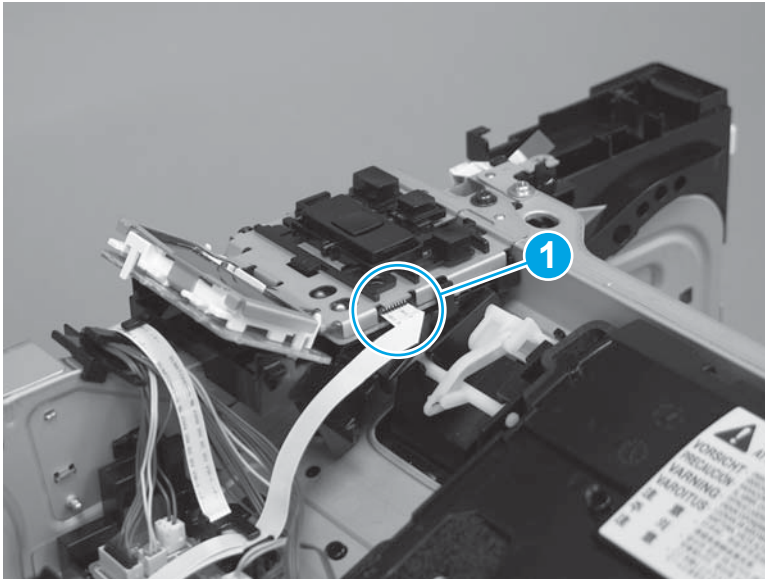
 **NOTE:** The near field communication (NFC) FFC might need to be moved out of the way to gain access to the control panel FFC.

Figure 1-1230 Install the FFC in the guide



3. Connect the FFC to the control panel (callout 1).

Figure 1-1231 Connect the FFC



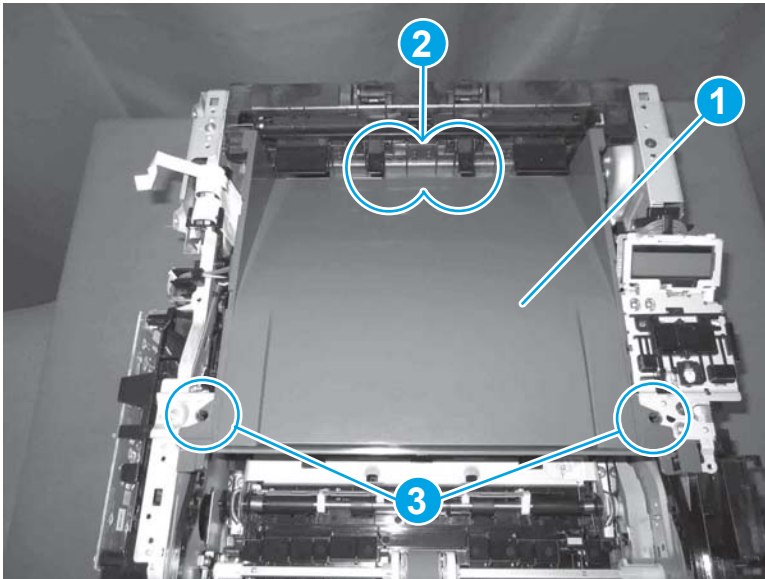
Step 10: Install the paper delivery tray (output bin)



NOTE: This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

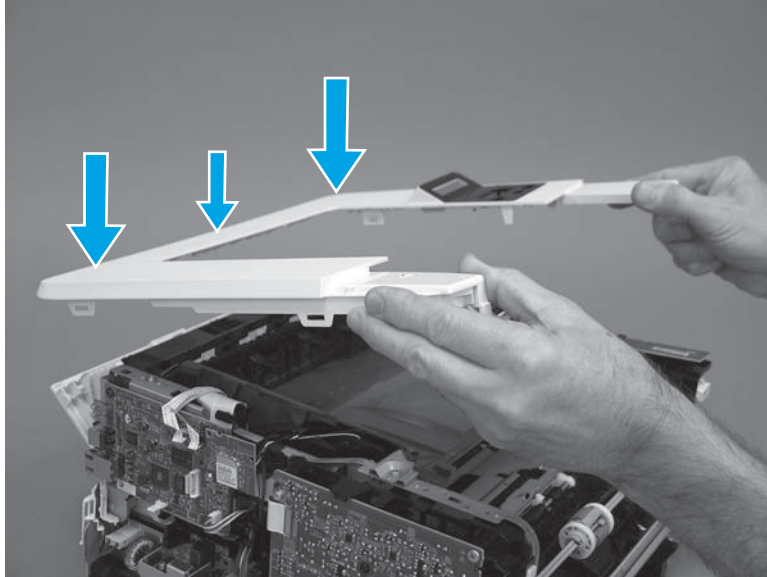
Figure 1-1232 Engage two tabs



Step 11: Install the top cover (M403/M402)

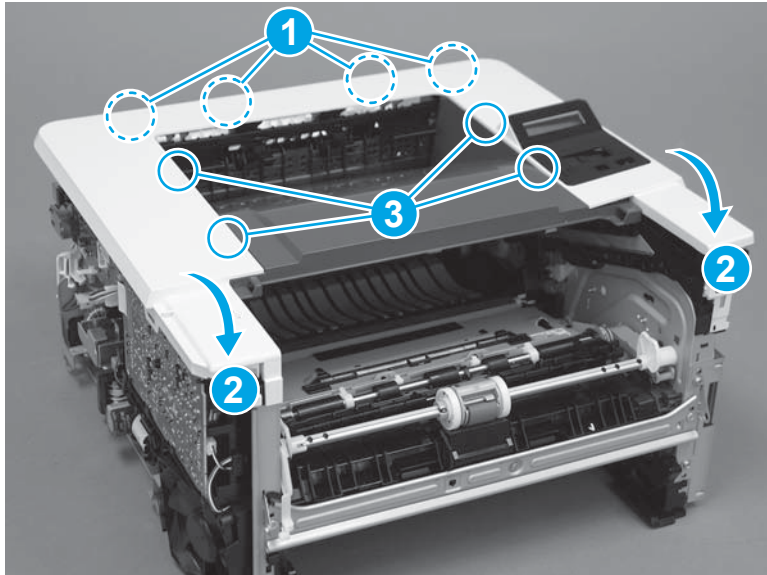
1. Position the rear edge of the cover on the printer.

Figure 1-1233 Install the cover



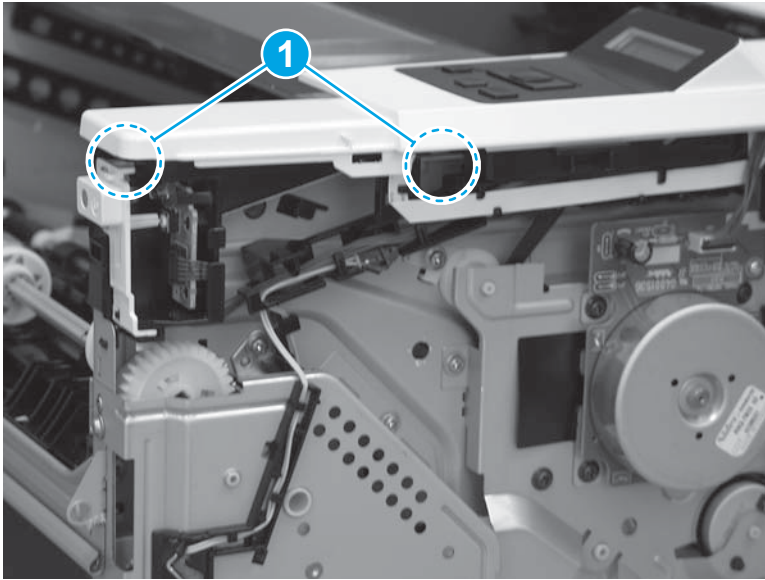
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1234 Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1235 Engage one boss and one tab



4. Install one screw (callout 1).

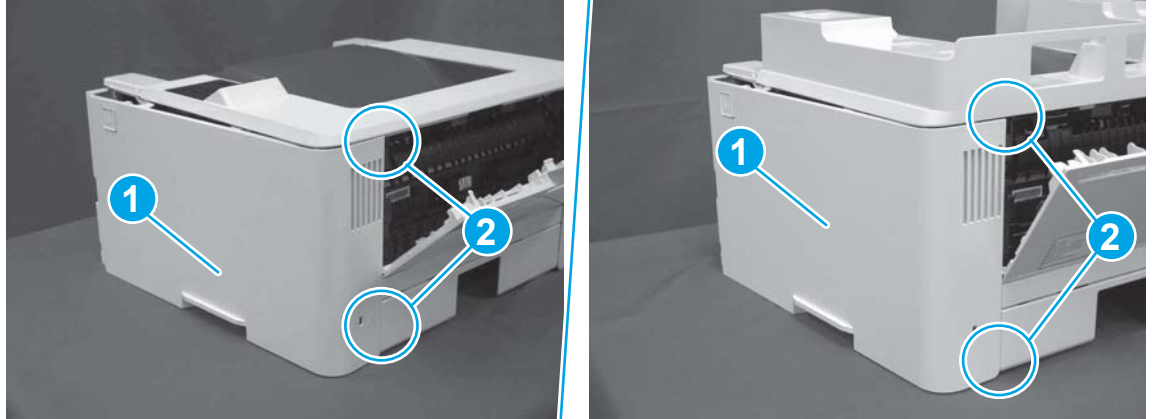
Figure 1-1236 Install one screw



Step 12: Install the right cover

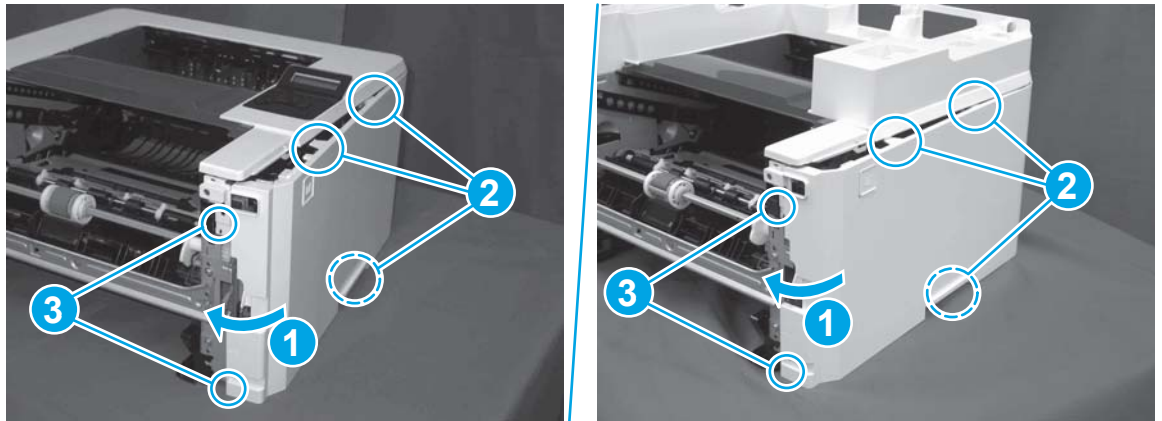
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1237 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1238 Engage two bosses and one tab

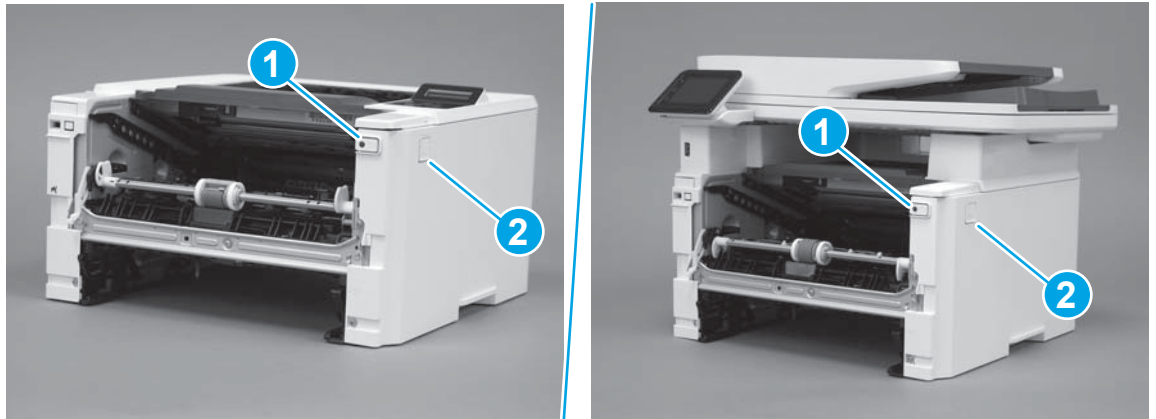


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1239 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

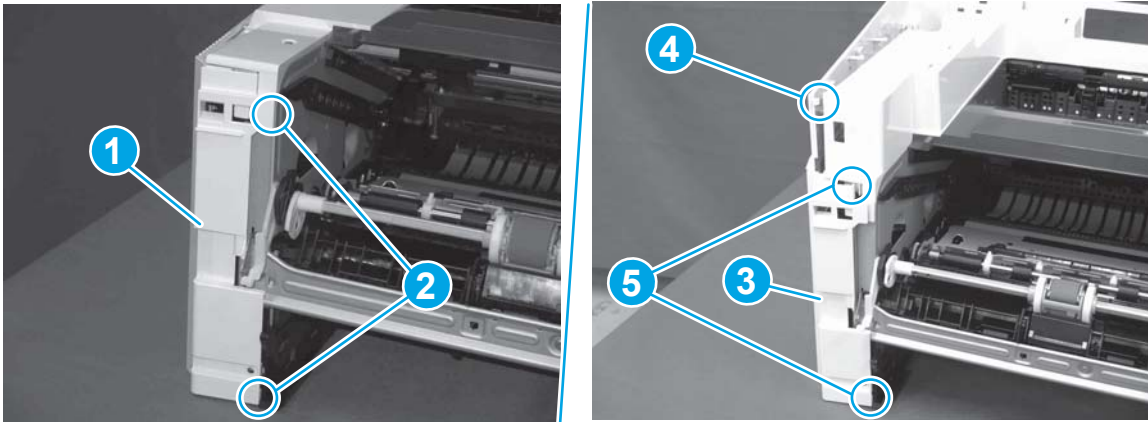
Figure 1-1240 Install one screw



Step 13: Install the left cover

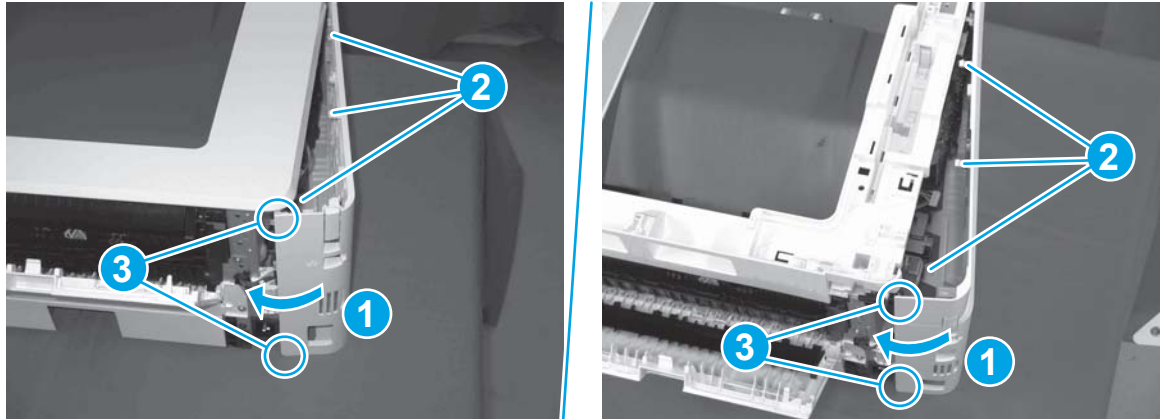
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1241 Install the cover



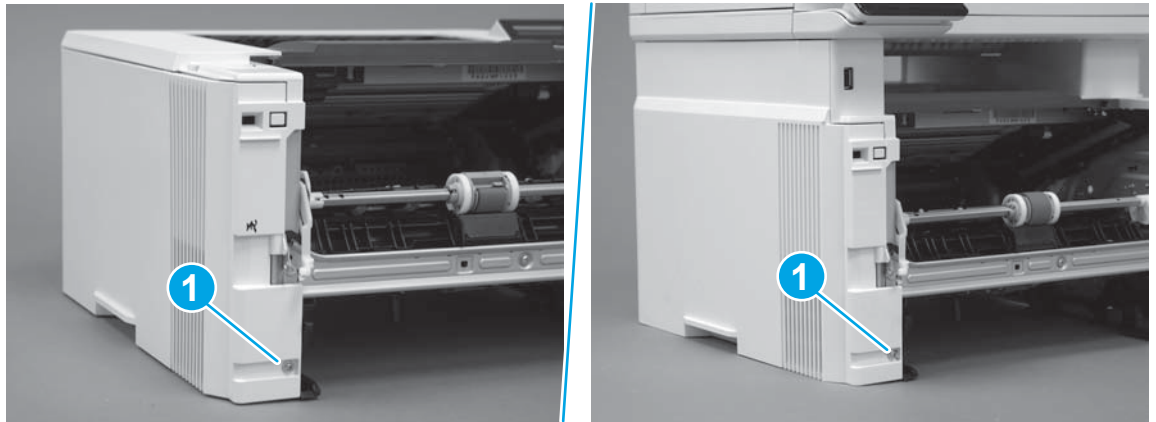
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1242 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-1243 Install one screw

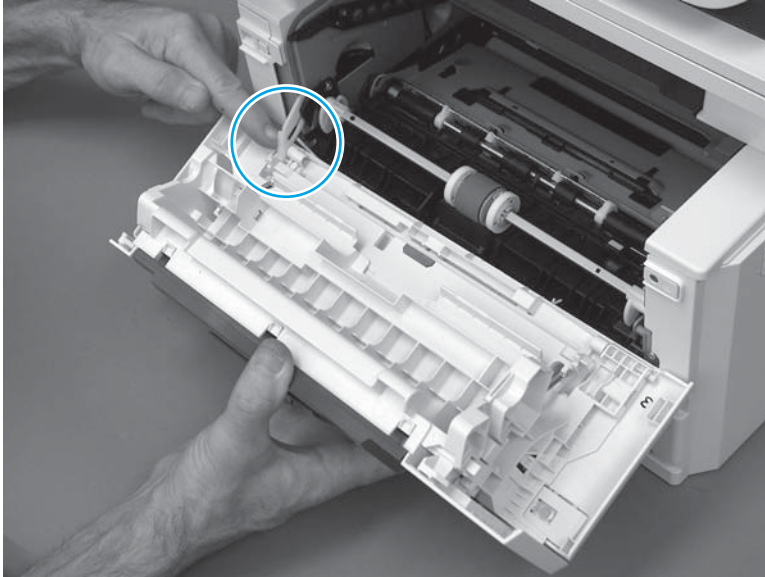


Step 14: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

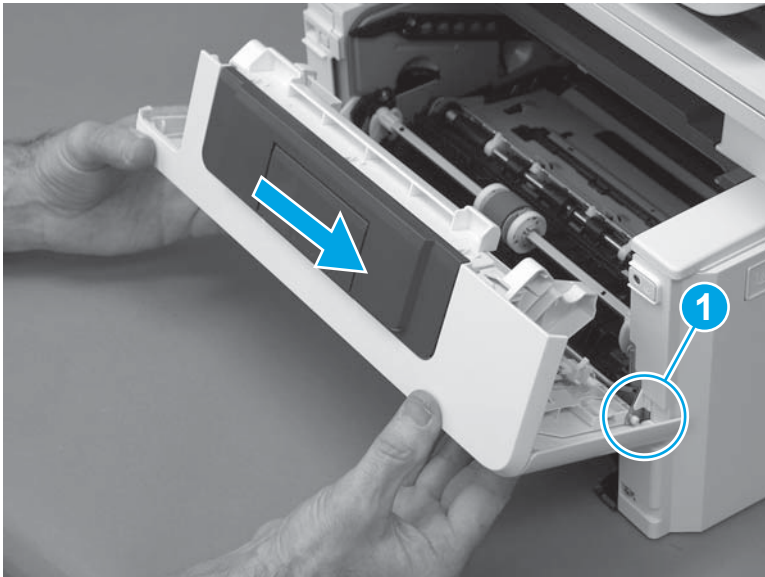
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1244 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

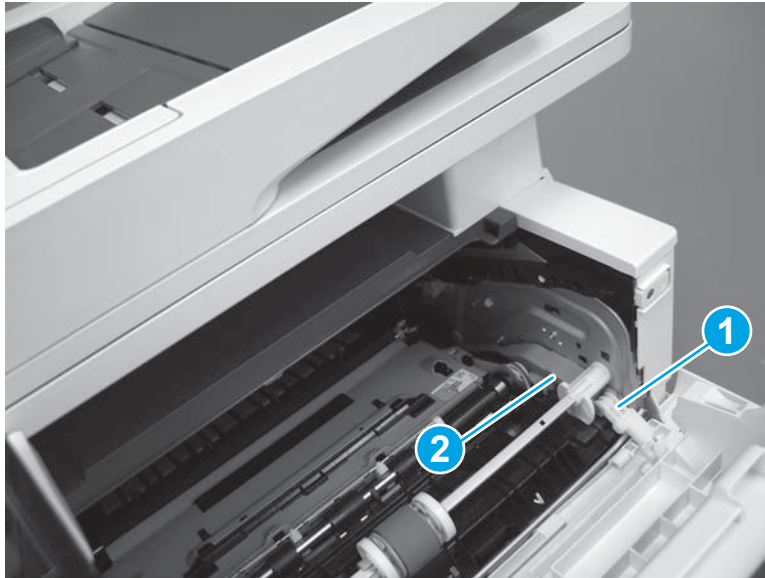
Figure 1-1245 Install the door



3. Install the link (callout 1).

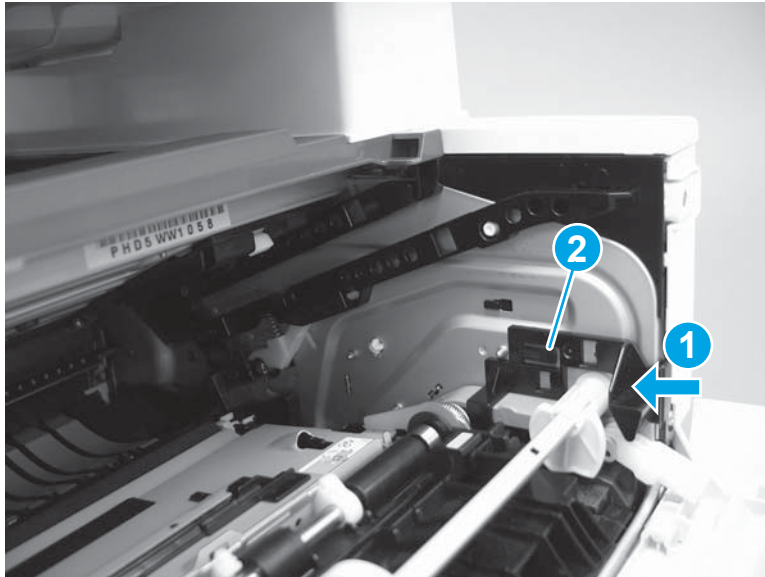
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1246 Install the pressure-release link



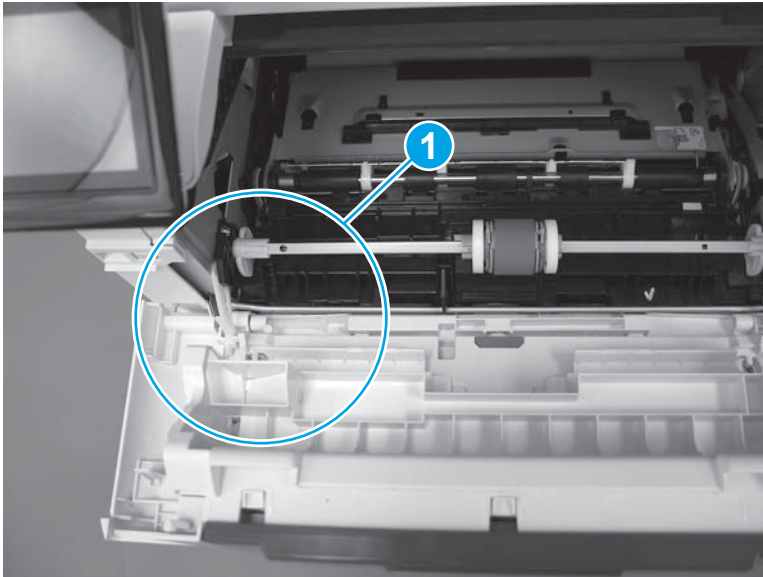
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1247 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1248 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


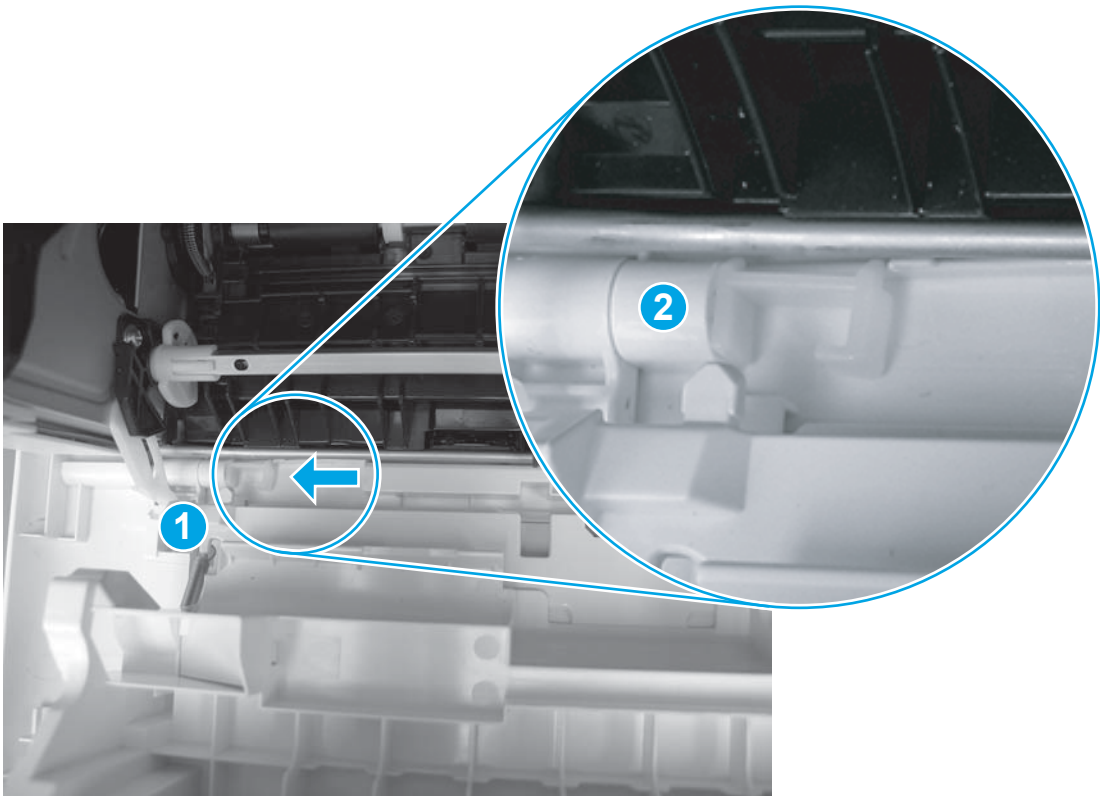
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1249 Install the support shaft



Step 15: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1250 Install the tray



Removal and replacement: Formatter FFC

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 10: Remove the formatter FFC](#)
- [Step 11: Unpack the replacement assembly](#)
- [Step 12: Install the formatter FFC](#)
- [Step 13: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 14: Install the top cover \(M403/M402\)](#)
- [Step 15: Install the top cover \(M427/M426\)](#)
- [Step 16: Install the control panel \(M427/M246\)](#)
- [Step 17: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 18: Install the right cover](#)
- [Step 19: Install the left cover](#)
- [Step 20: Install the cartridge door assembly](#)
- [Step 21: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the formatter flat-flexible cable (FFC).

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.

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

Formatter FFC part number	
RK2-6931-000CN	Formatter FFC (M427M426)
RK2-6920-000CN	Formatter FFC(M403/M402)

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket screwdriver.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1251 Remove the tray



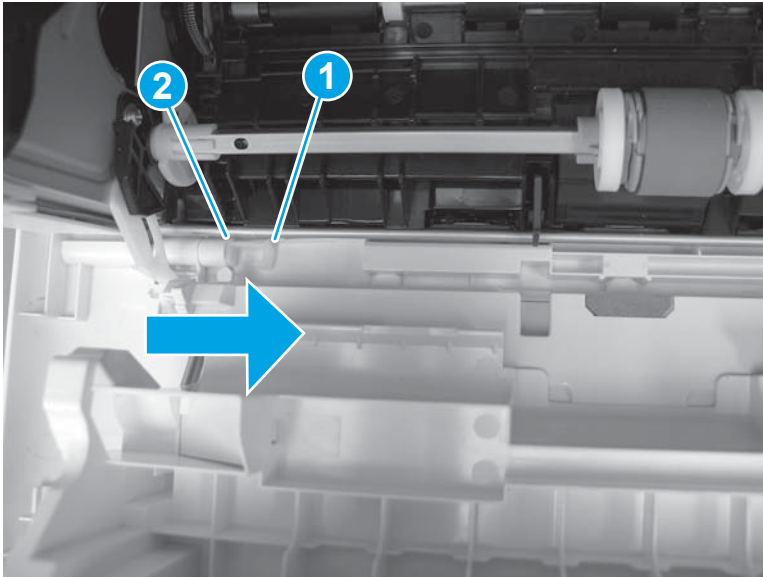
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

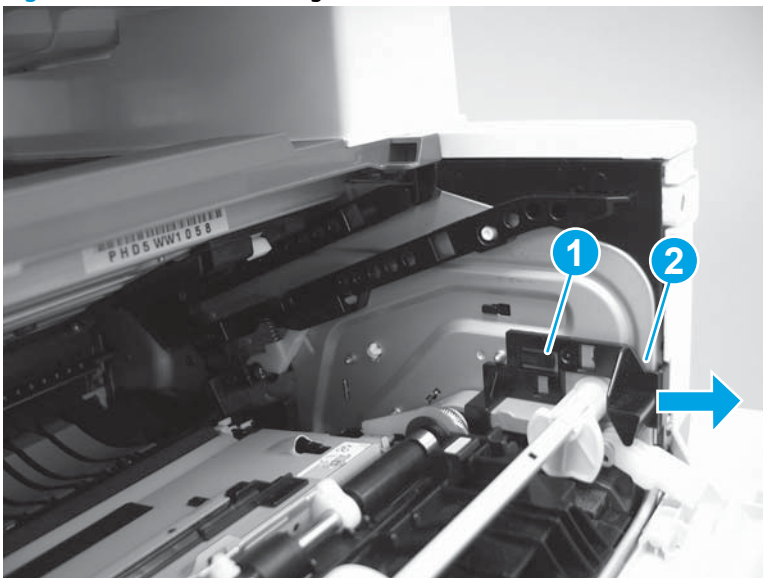
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1252 Release the support shaft



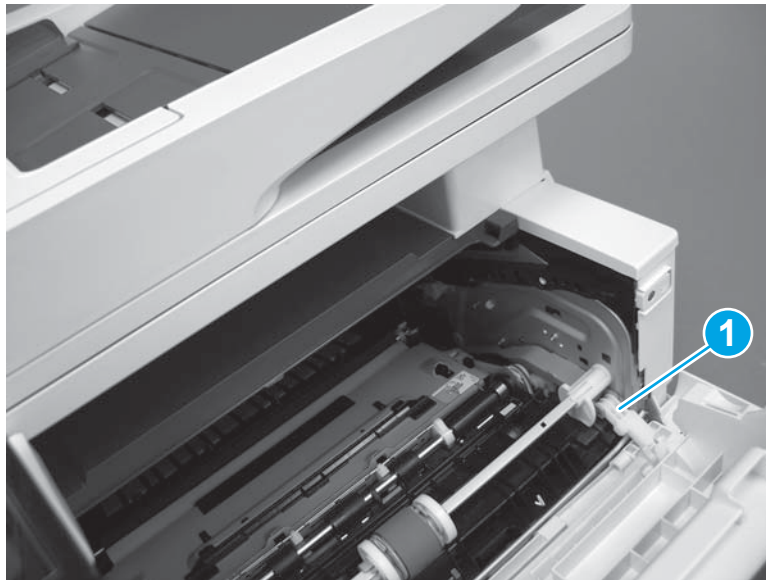
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1253 Remove the guide



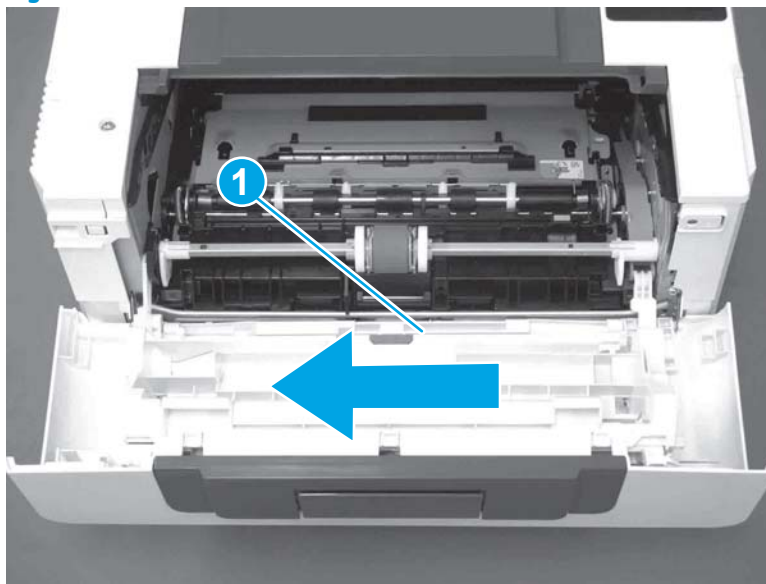
3. Remove the link arm (callout 1).

Figure 1-1254 Remove the link arm



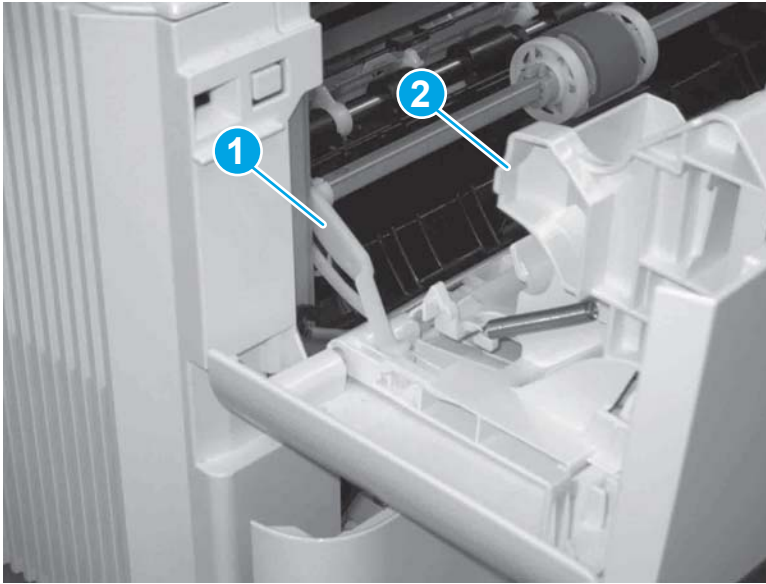
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1255 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

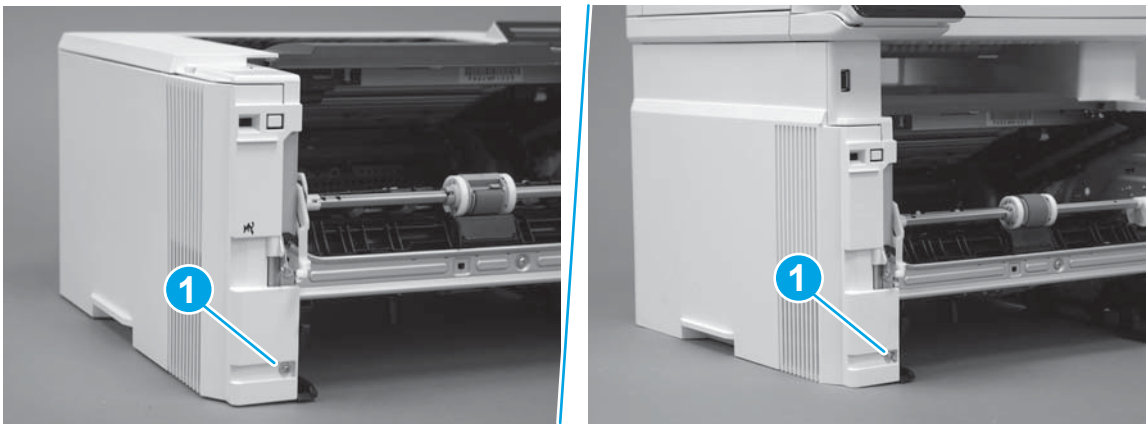
Figure 1-1256 Release the left-side retainer arm



Step 3: Remove the left cover

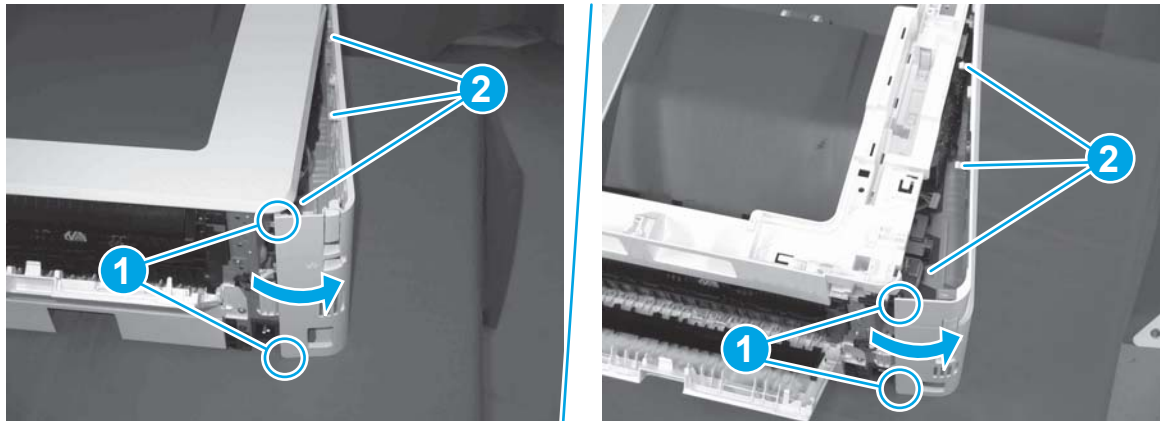
1. Remove one screw (callout 1).

Figure 1-1257 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1258 Release two bosses and three tabs

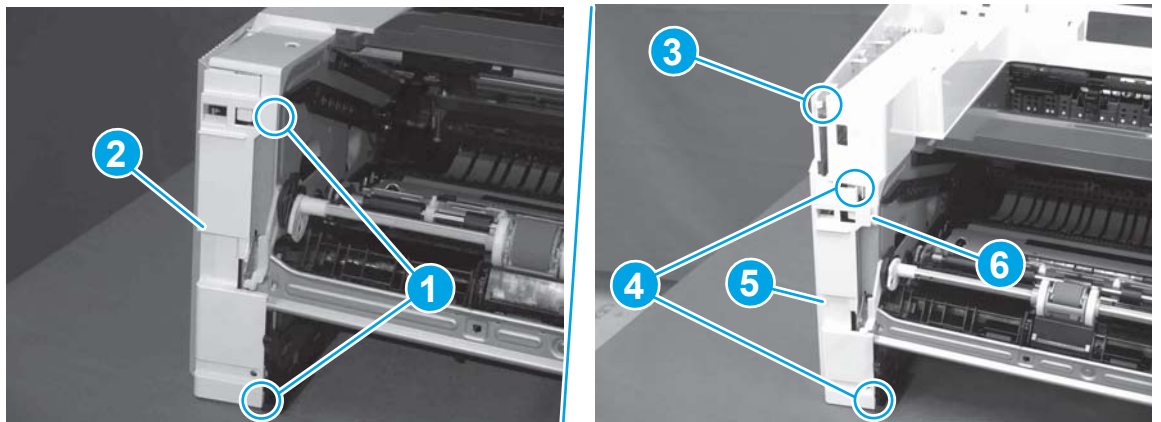


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1259 Remove the cover



Step 4: Remove the right cover

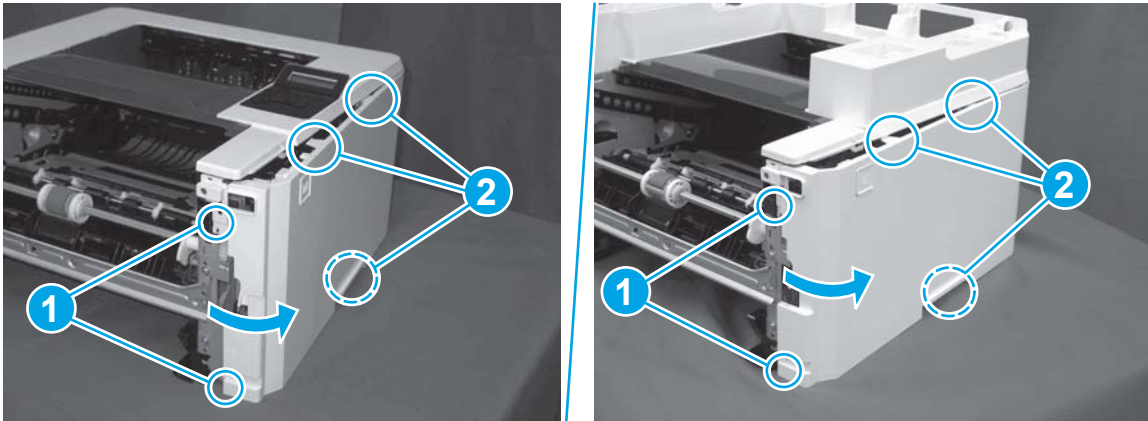
1. Remove one screw (callout 1).

Figure 1-1260 Remove one screw



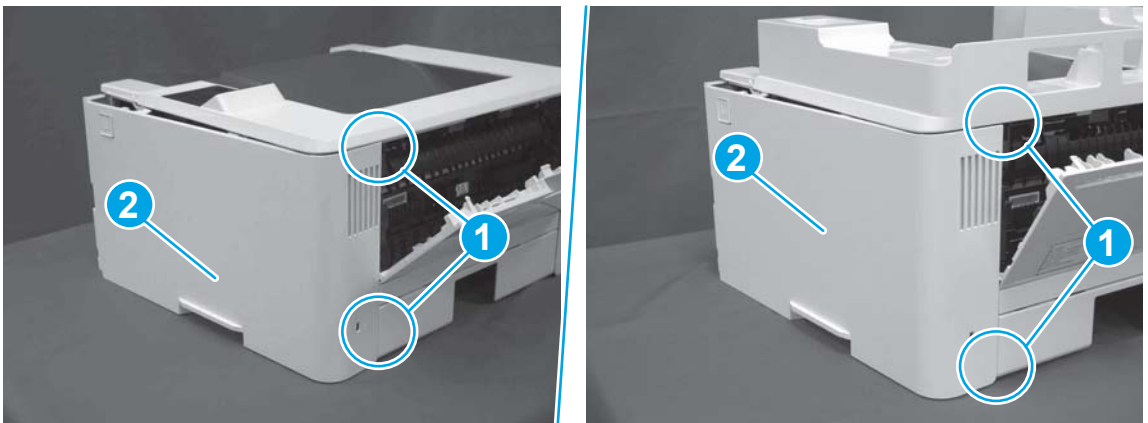
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1261 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).


Figure 1-1262 Remove the cover



Step 5: Remove the integrated scanner assembly (M427/M246)

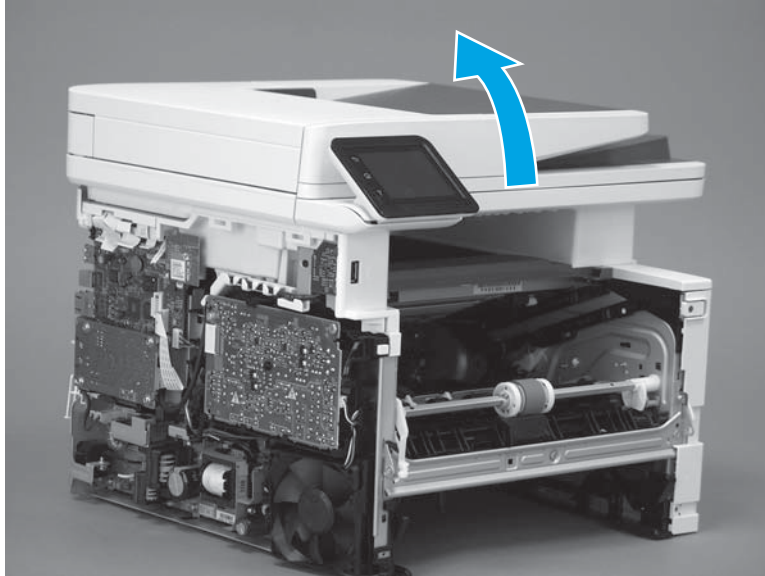


NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 694.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

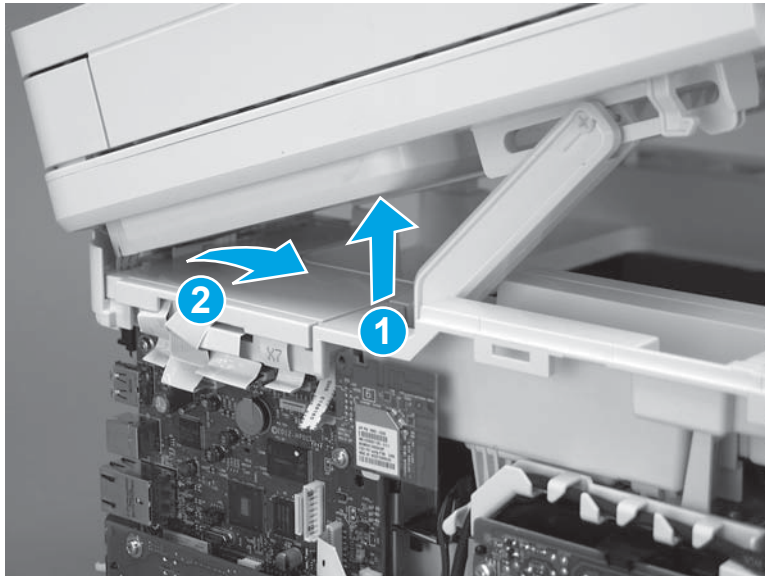
1. Raise the ISA.

Figure 1-1263 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

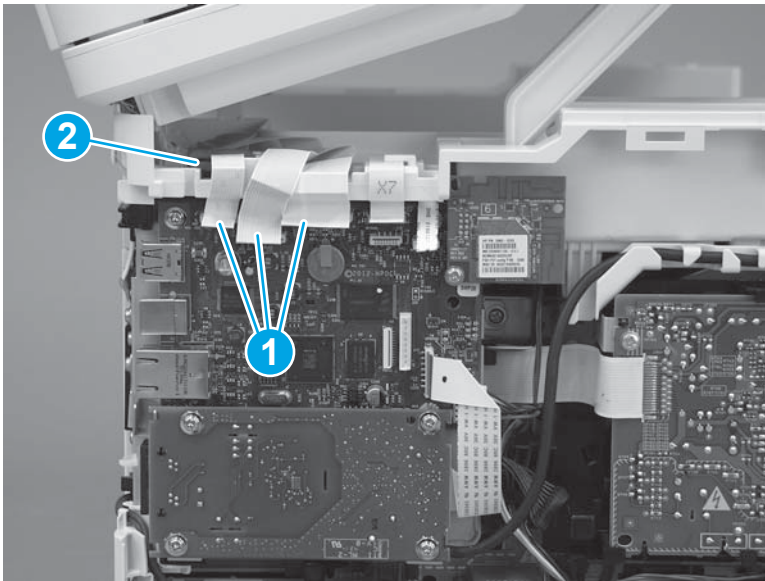
Figure 1-1264 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

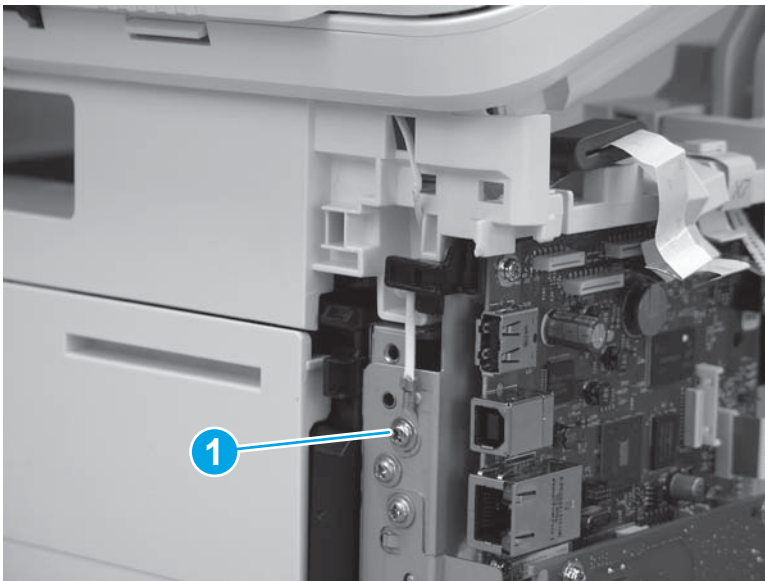
⚠ CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1265 Disconnect three FFCs



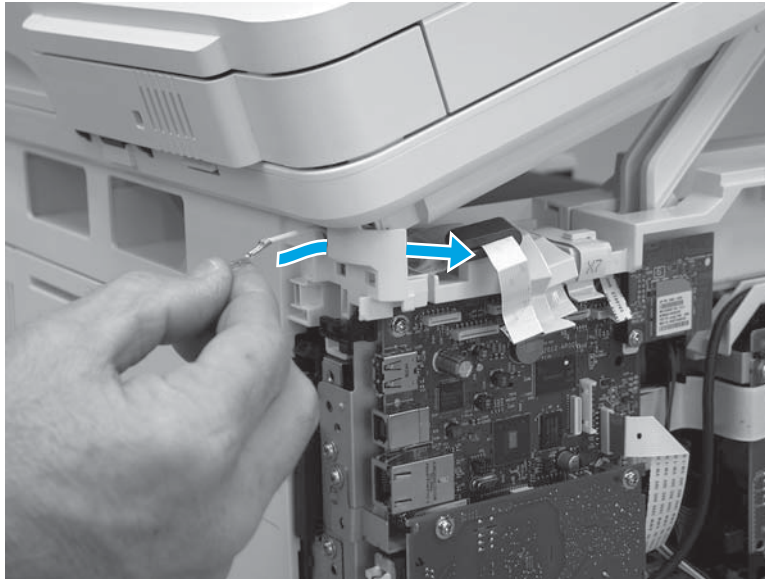
4. Remove one screw (callout 1).

Figure 1-1266 Remove one screw



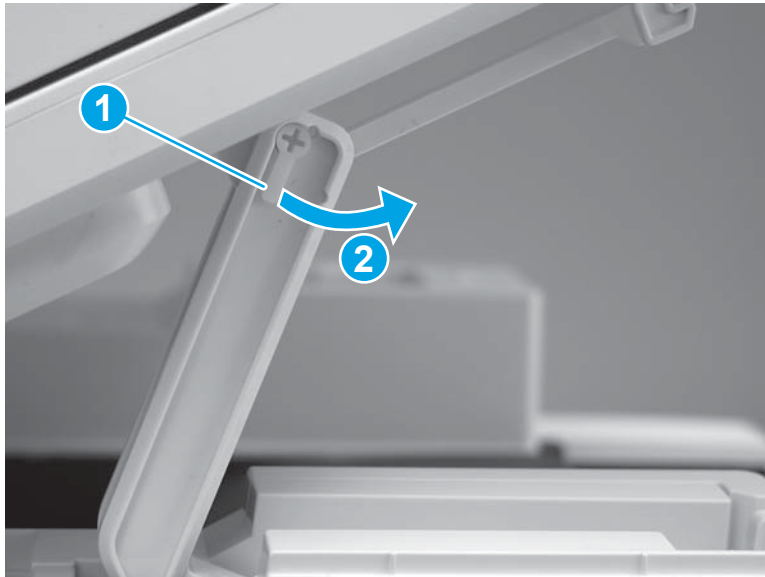
5. Pass the ground wire through the opening in the top cover.

Figure 1-1267 Pass the wire through the opening



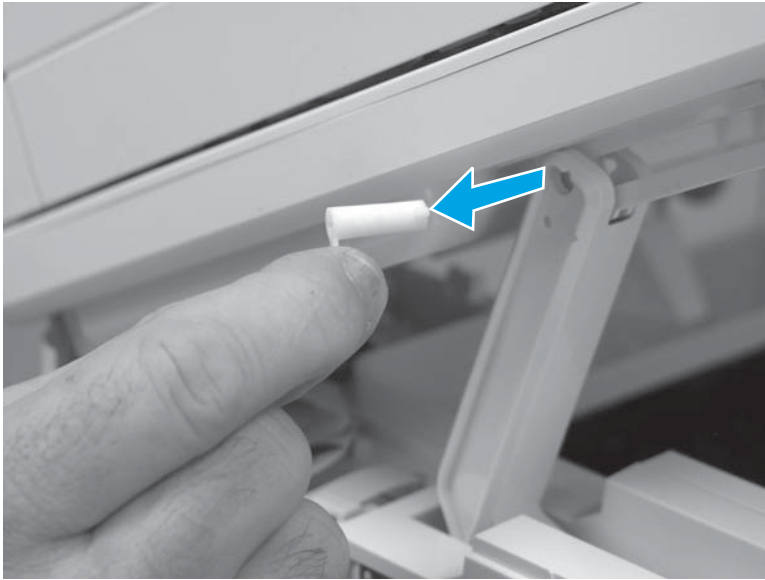
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1268 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1269 Remove the slider pin



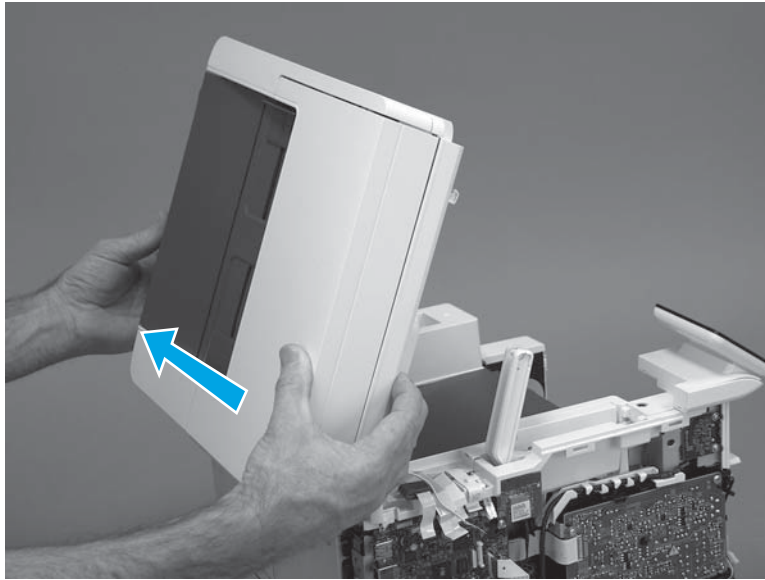
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1270 Rotate the ISA towards the rear of the printer



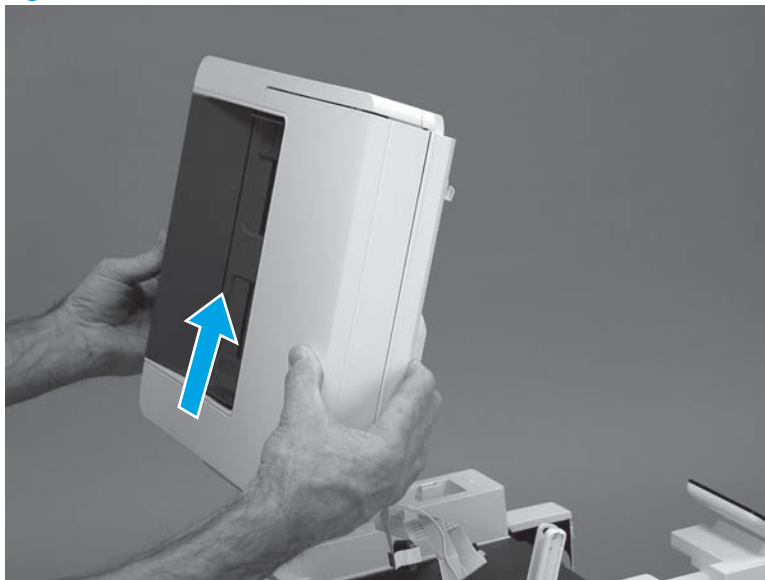
- Slide the ISA as shown to release it.

Figure 1-1271 Release the ISA




- Remove the ISA.

Figure 1-1272 Remove the ISA

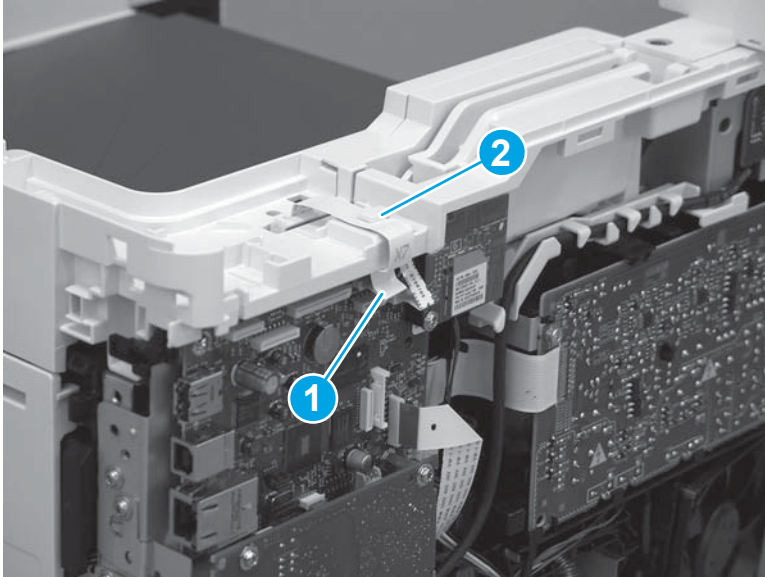


Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 694](#).

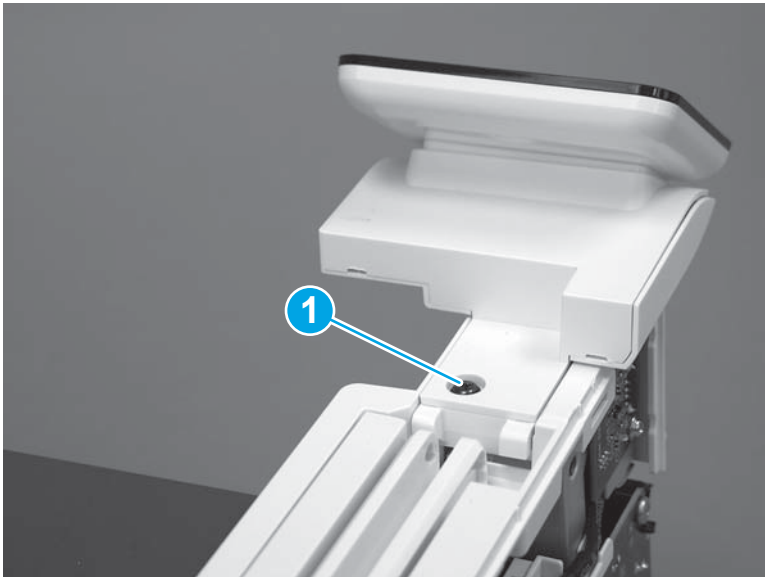
- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1273 Disconnect one connector



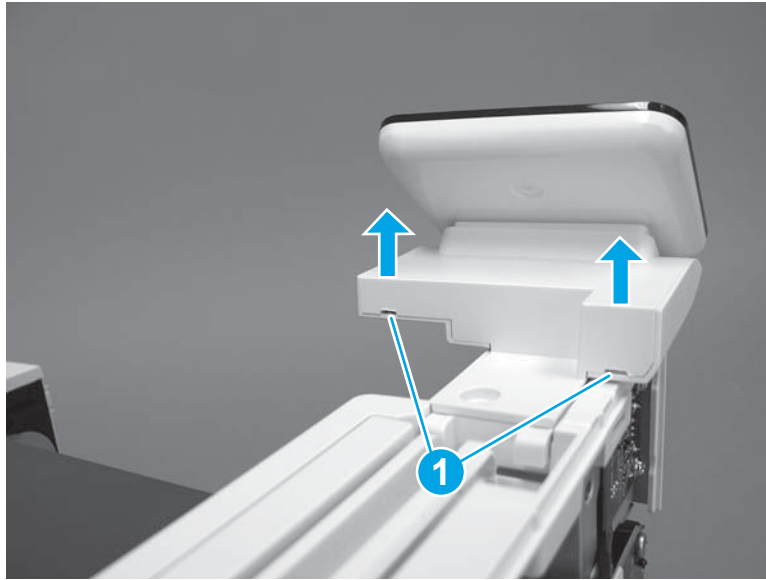
2. Remove one screw (callout 1).

Figure 1-1274 Remove one screw



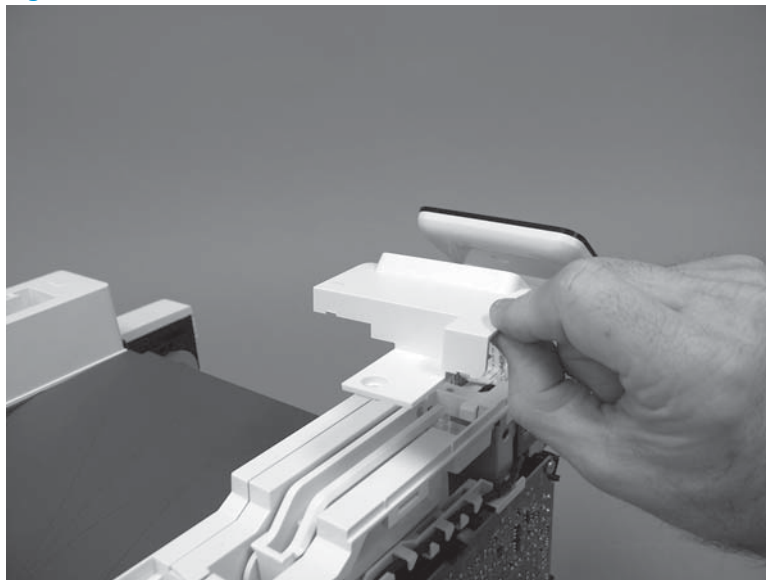
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1275 Release two tabs



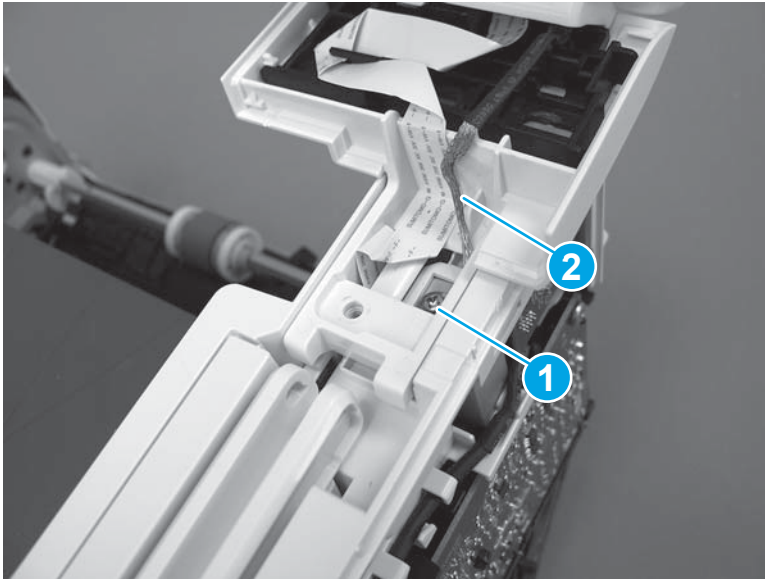
4. Remove the control-panel cable cover.

Figure 1-1276 Remove the cover



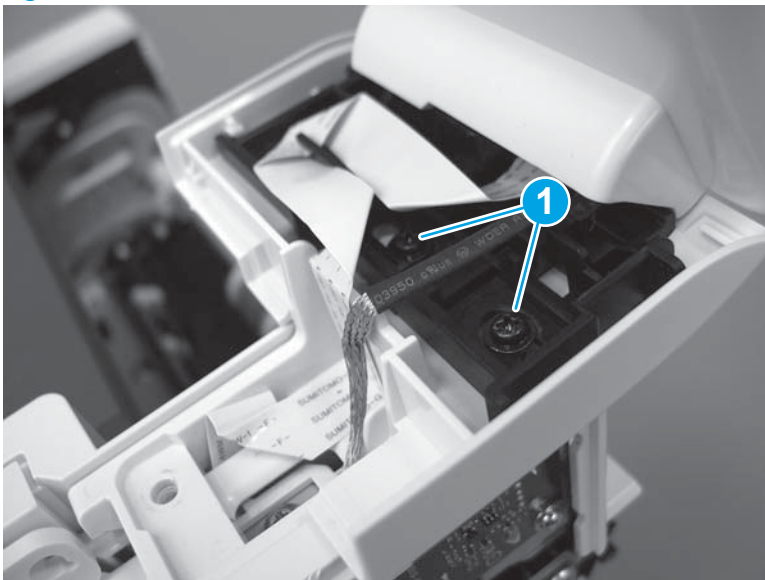
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1277 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

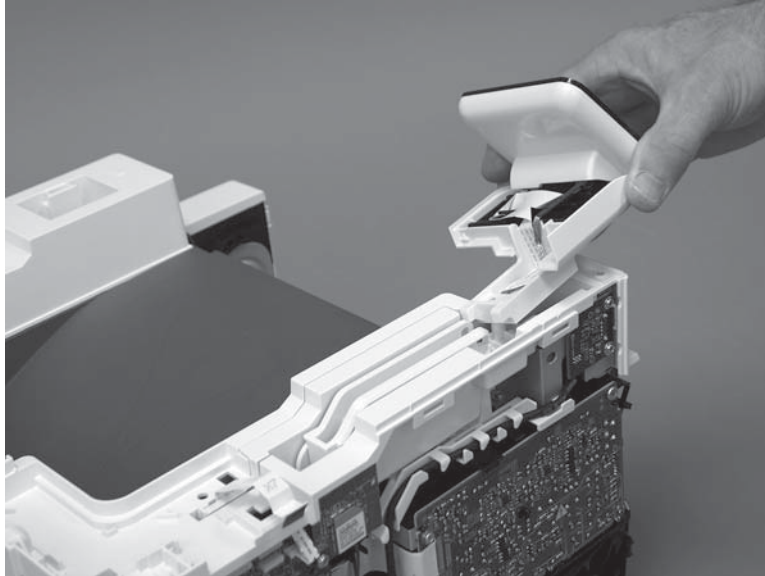
Figure 1-1278 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

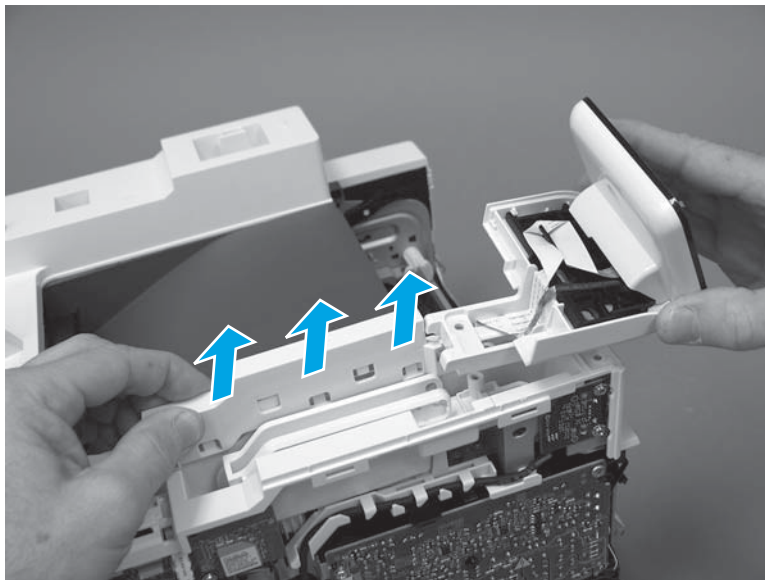
CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1279 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1280 Remove the control-panel assembly

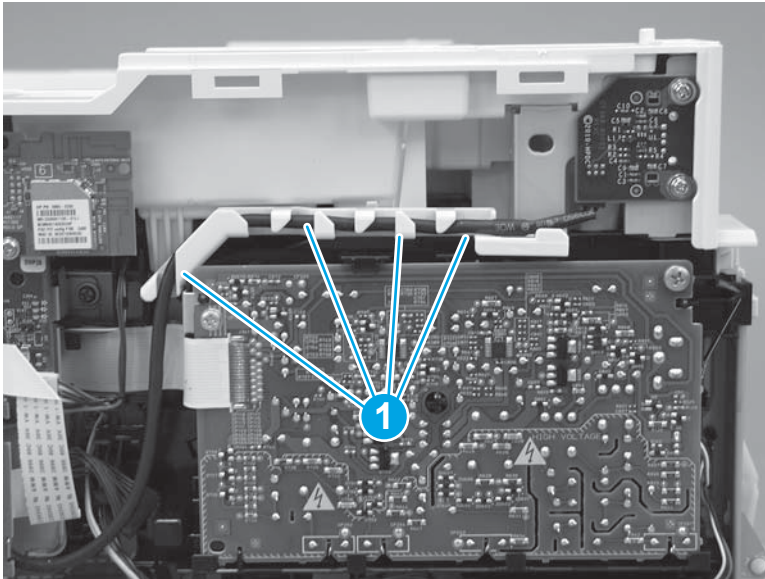


Step 7: Remove the top cover (M427/M426)

NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 694](#).

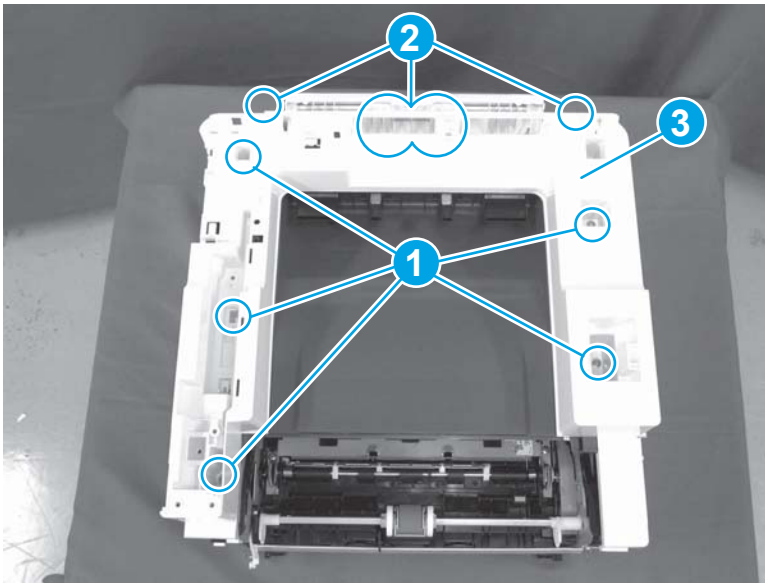
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1281 Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1282 Remove the cover



Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the sheet-metal formatter bracket and formatter PCA on page 696.](#)

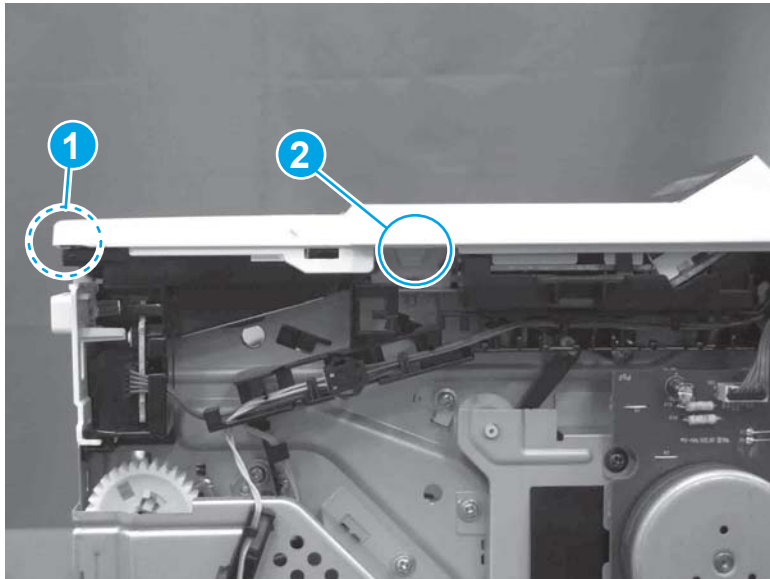
1. Remove one screw (callout 1).

Figure 1-1283 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1284 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


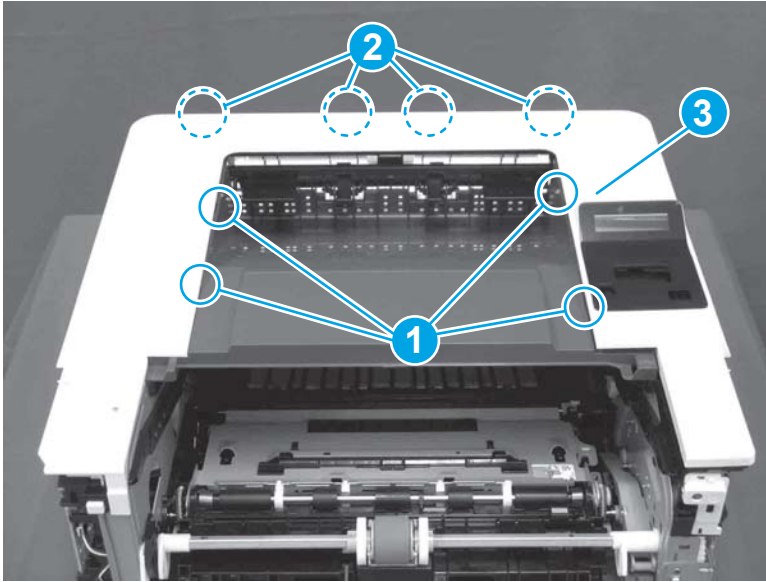
 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1285 Remove the cover

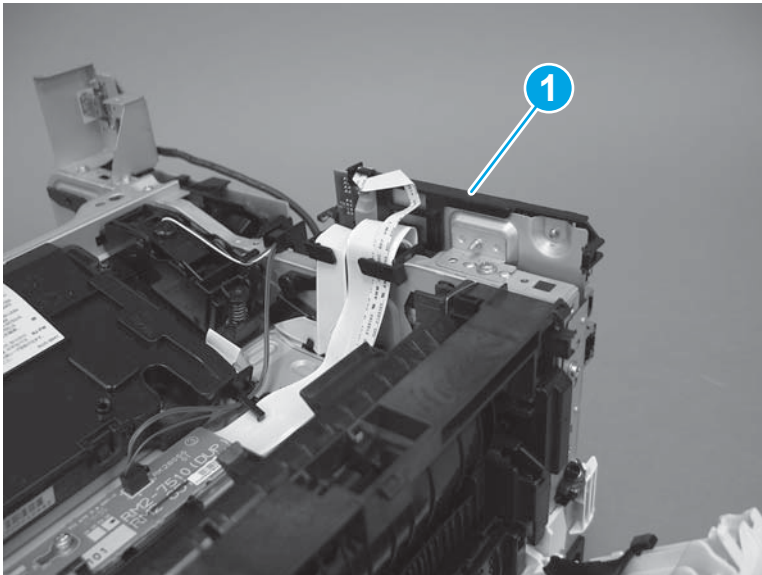


Step 9: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

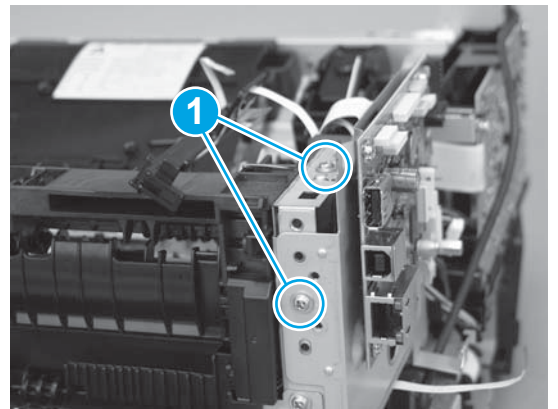
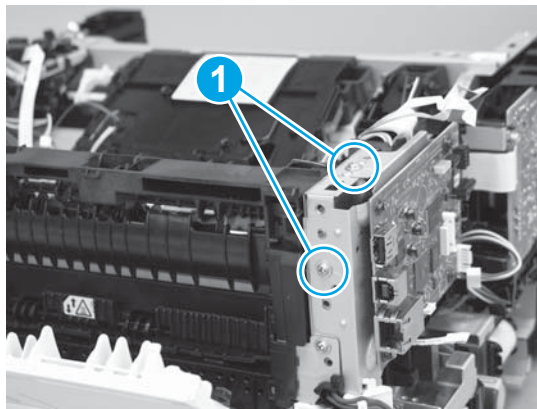
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1286 Remove the guide



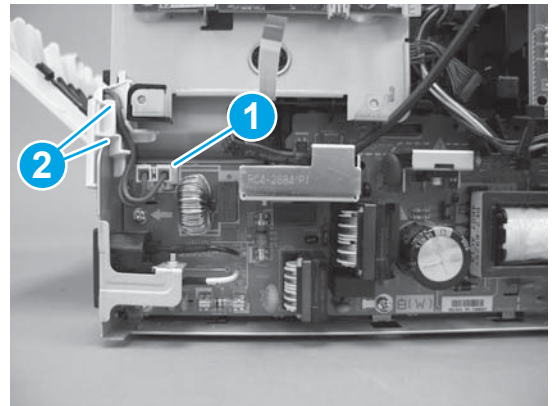
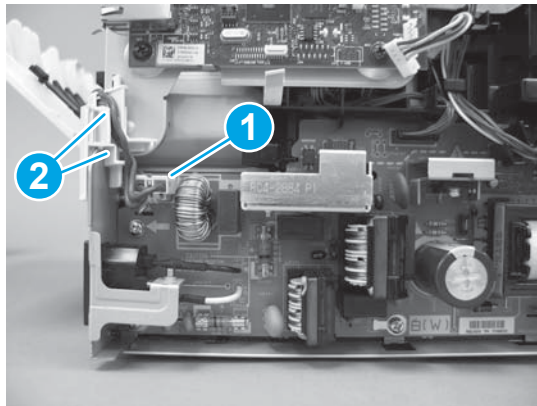
2. Remove two screws (callout 1).

Figure 1-1287 Remove two screws



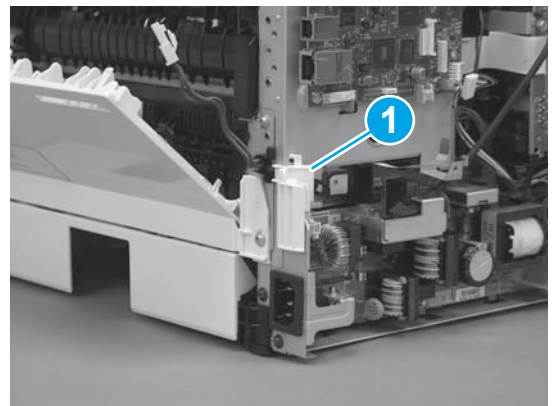
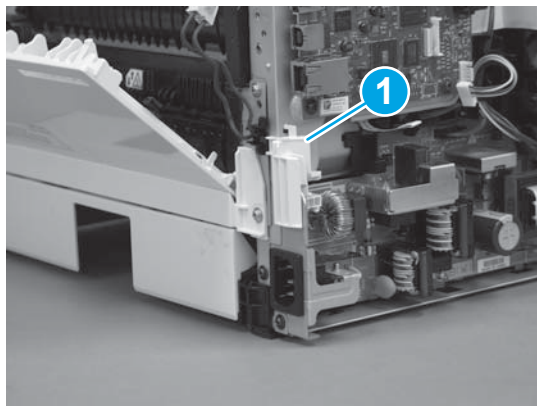
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1288 Disconnect one connector



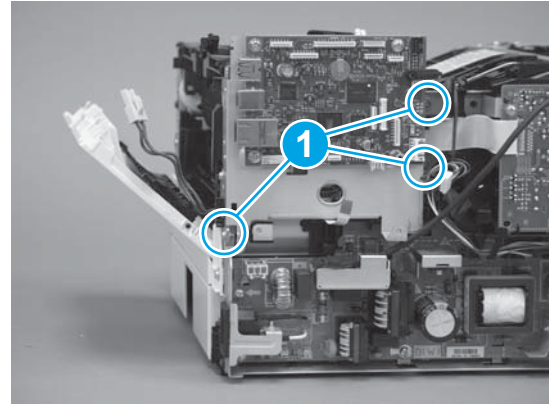
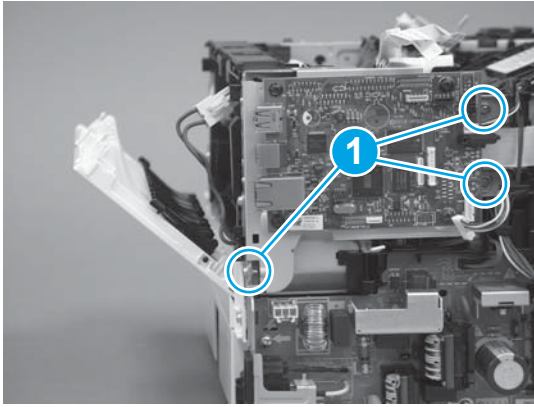
4. Remove the guide (callout 1).

Figure 1-1289 Remove the guide



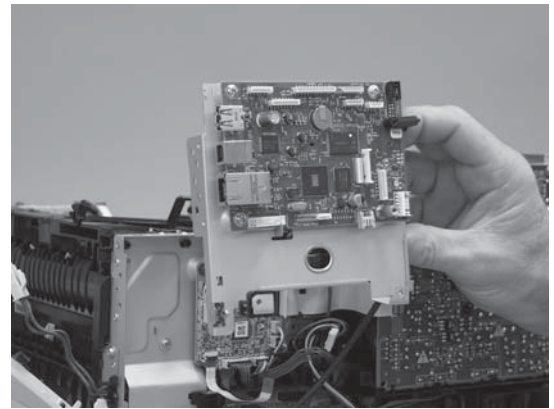
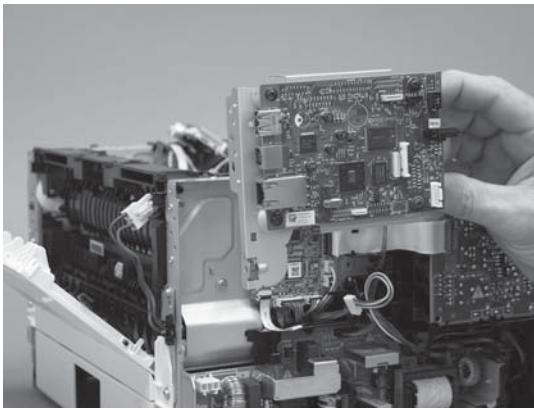
5. Remove three screws (callout 1).

Figure 1-1290 Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

Figure 1-1291 Remove the bracket

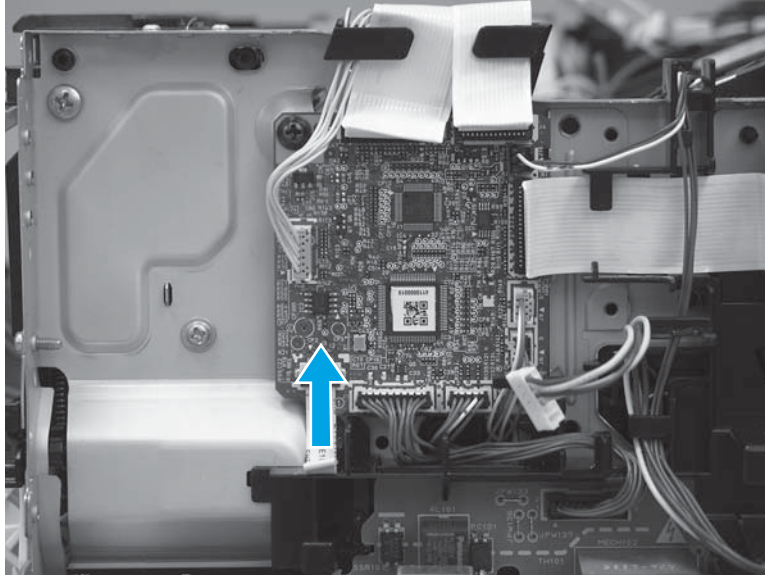


Step 10: Remove the formatter FFC

1. Carefully pull up on the FFC (callout 1) to release it from the guide—the FFC is attached to the guide with two-sided tape.

CAUTION: The FFC is still attached to the DC controller. Do not attempt to completely remove the FFC.

Figure 1-1292 Release the FFC



2. Disconnect the formatter FFC (callout 1).


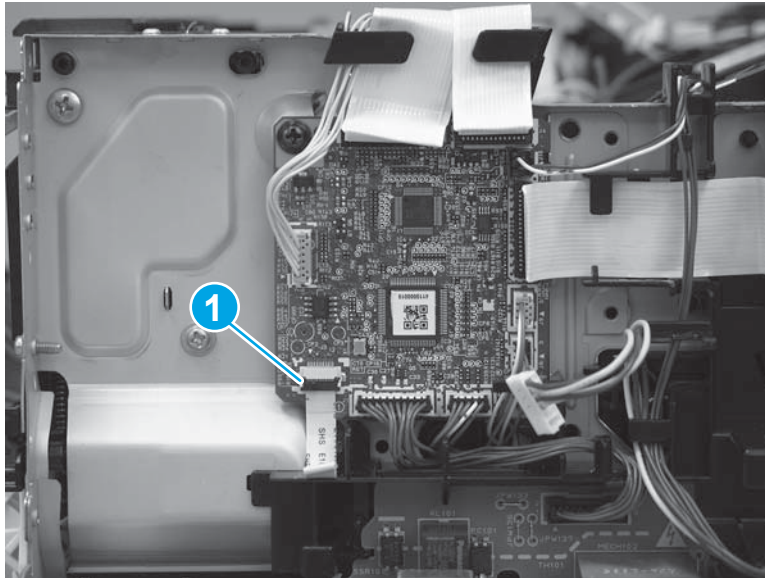
 **IMPORTANT:** The FFC connector (callout 2) is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the FFC. The hinged retainer must be opened to release the FFC.

Figure 1-1293 Disconnect the FFC



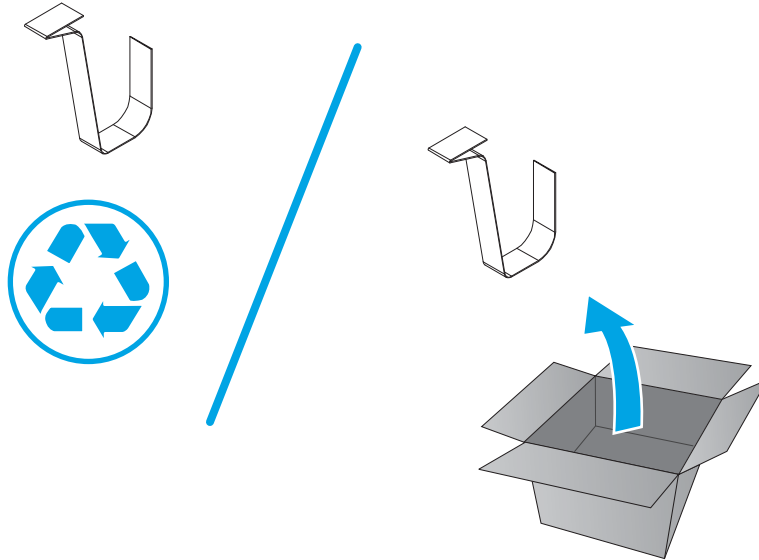
Step 11: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-1294 Recycle and unpack



Step 12: Install the formatter FFC

1. Connect the formatter FFC (callout 1) to the DC controller connector (callout 2).

Make sure that the FFC is fully inserted into the connector body, close the hinged retainer to lock the cable in place, and then slightly tug on the cable to make sure it is securely fastened.

 **IMPORTANT:** The ZIF connector hinged retainer must be in the open position to insert the FFC.


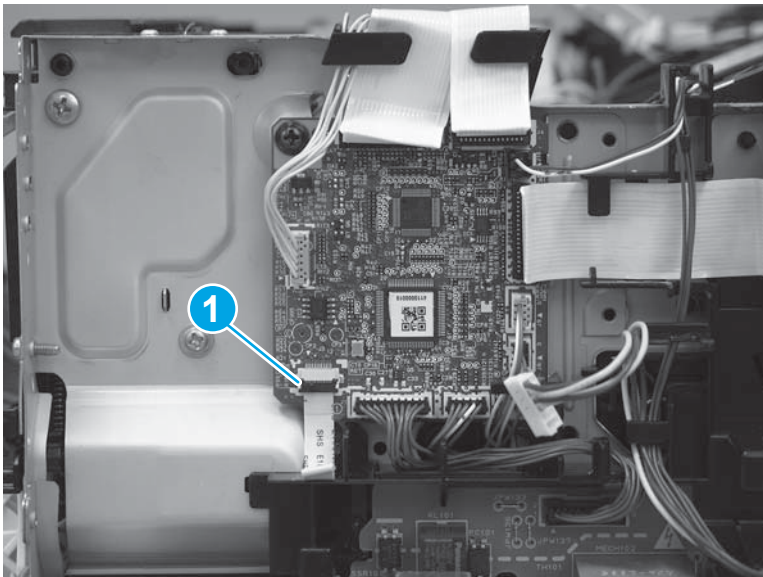
 **Reinstallation tip:** The pre-fold end of the FFC will connect to the formatter PCA.

Figure 1-1295 Connect one the FFC



- Carefully push on the FFC (callout 1) to adhere it to the guide.


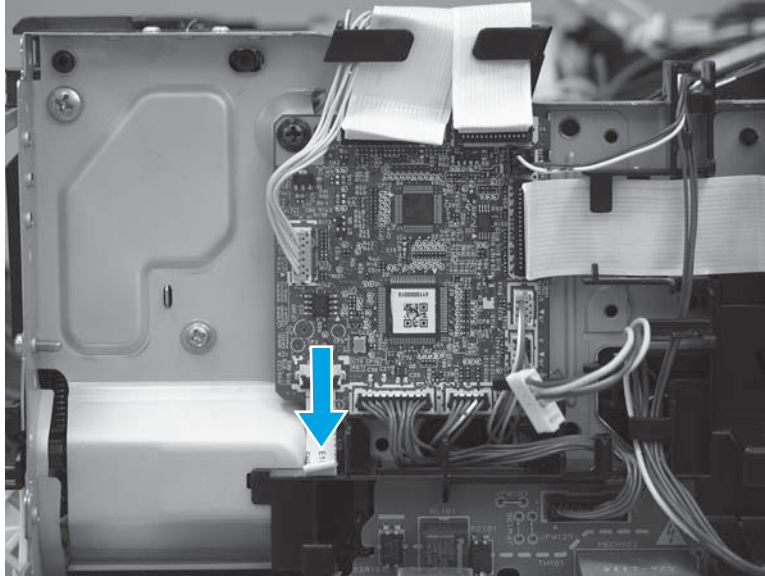

 **Reinstallation tip:** Use the discarded FFC as a guide to apply a small section of two-sided tape to the replacement FFC.

Figure 1-1296 Adhere the FFC to the guide

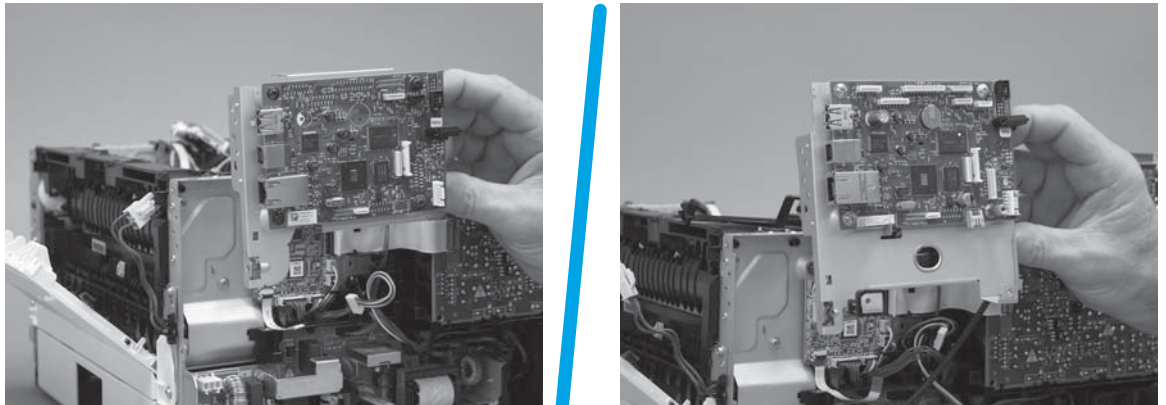


Step 13: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

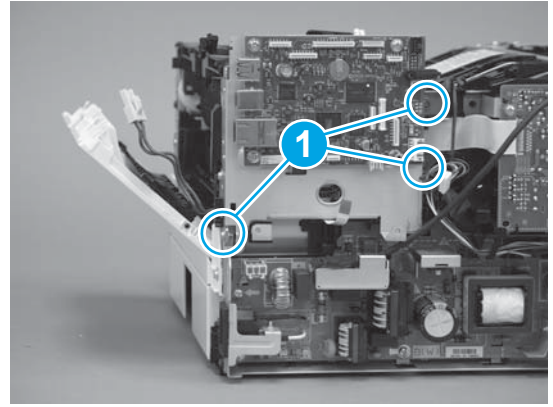
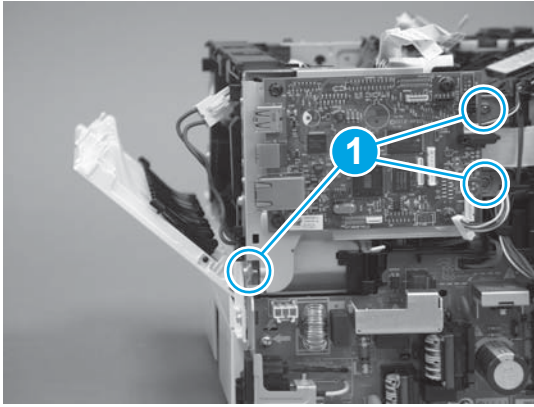
- Position the sheet-metal bracket and formatter PCA on the printer.

Figure 1-1297 Install the bracket



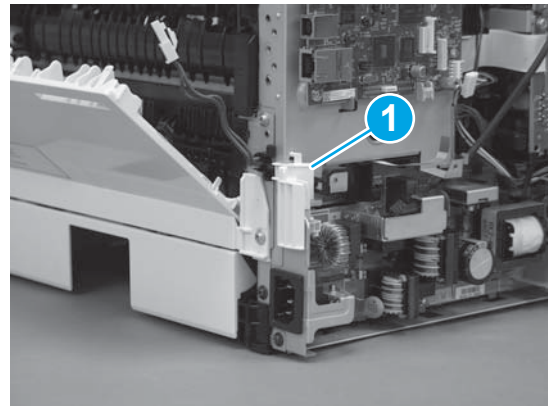
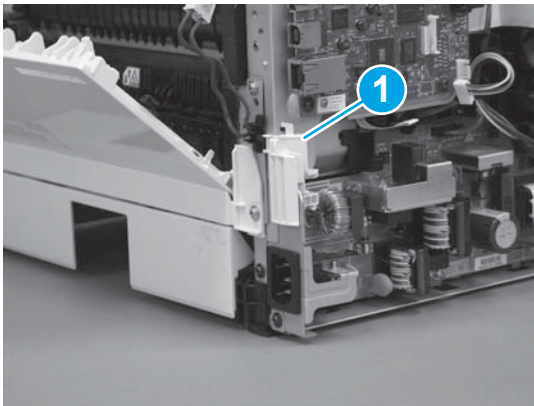
2. Install three screws (callout 1).

Figure 1-1298 Install three screws



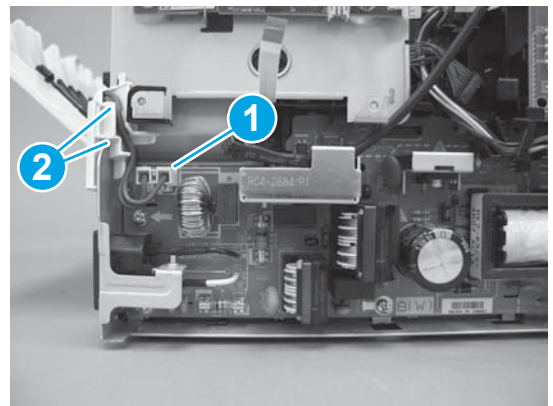
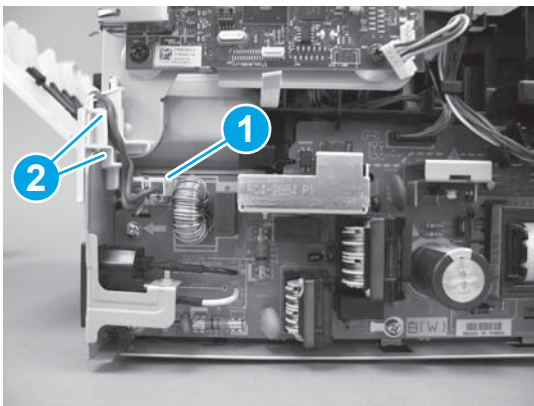
3. Install the guide (callout 1).

Figure 1-1299 Install the guide



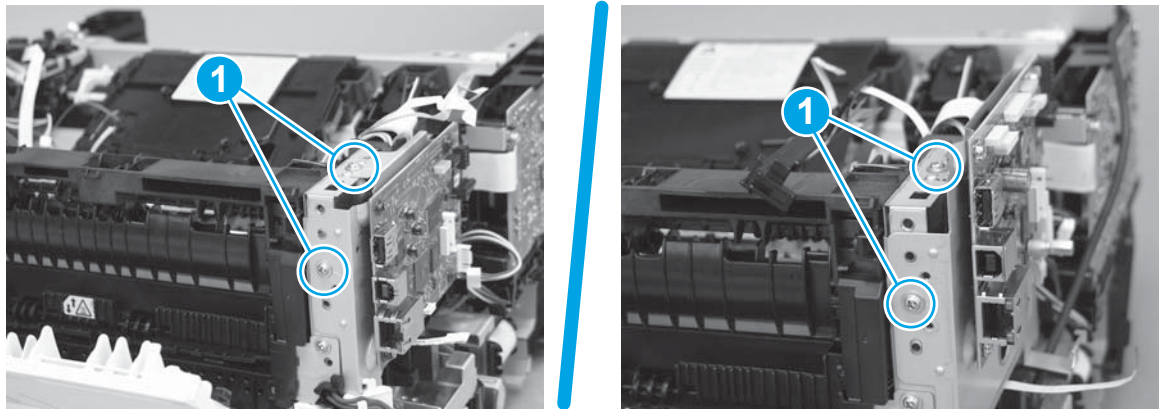
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

Figure 1-1300 Connect one connector



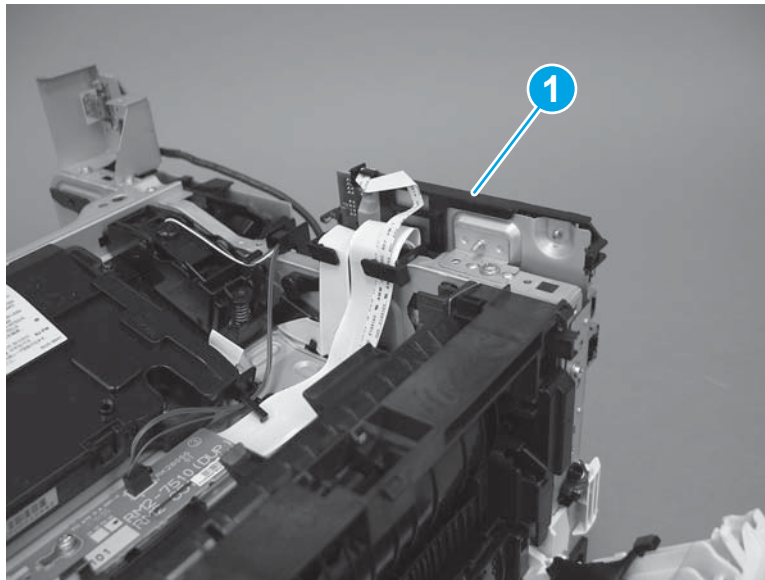
5. Install two screws (callout 1).

Figure 1-1301 Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

Figure 1-1302 Install the guide

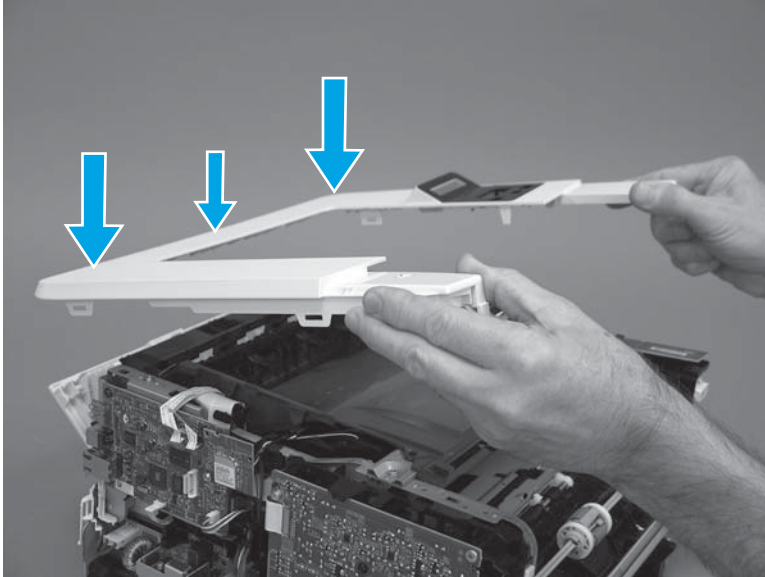


Step 14: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 15: Install the top cover \(M427/M426\) on page 705](#).

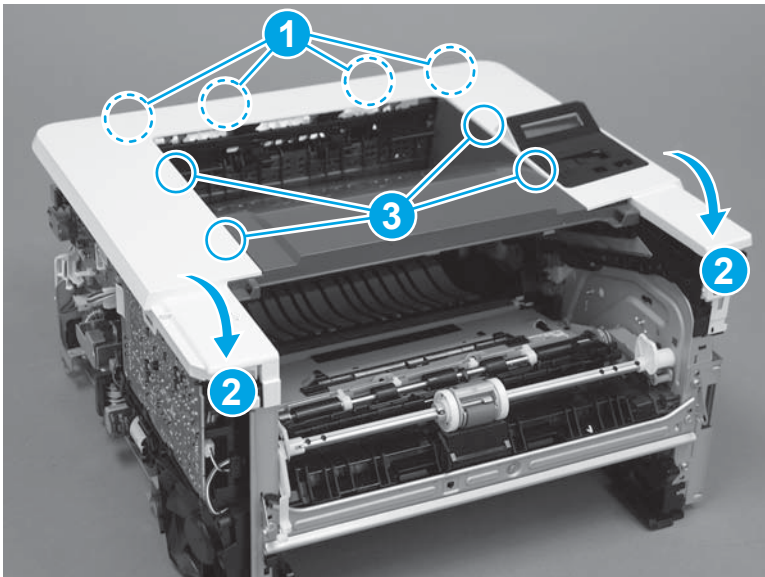
1. Position the rear edge of the cover on the printer.

Figure 1-1303 Install the cover



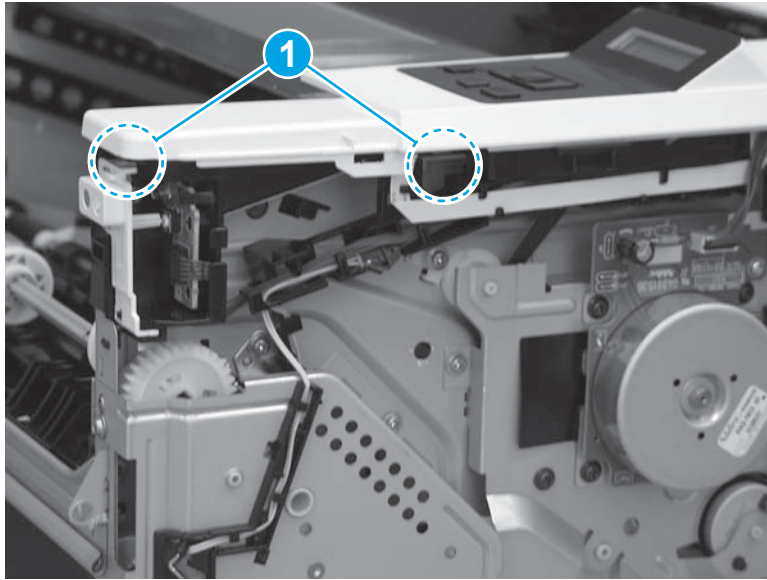
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1304 Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1305 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1306 Install one screw

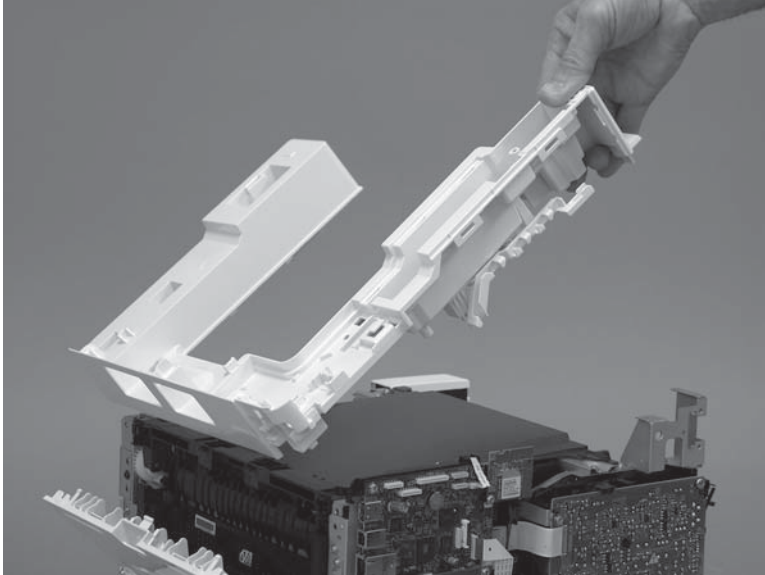


Step 15: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 717](#).

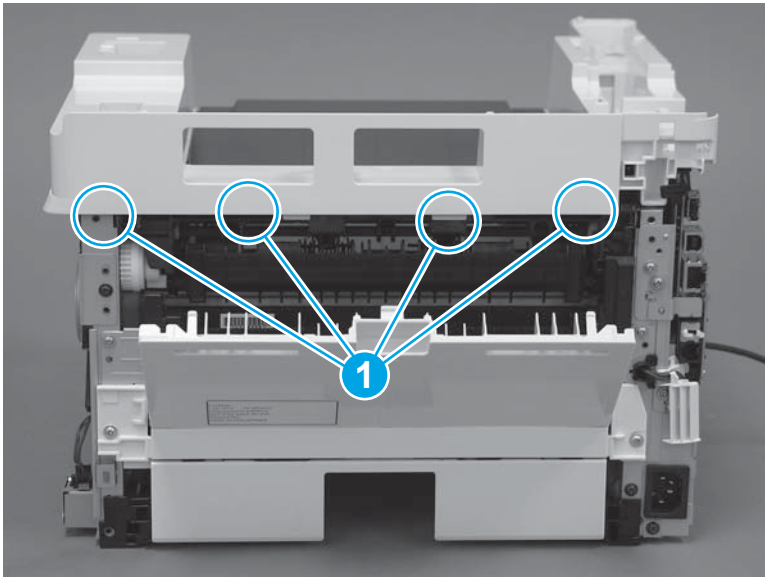
1. Position the rear edge of the top cover on the printer.

Figure 1-1307 Install the cover



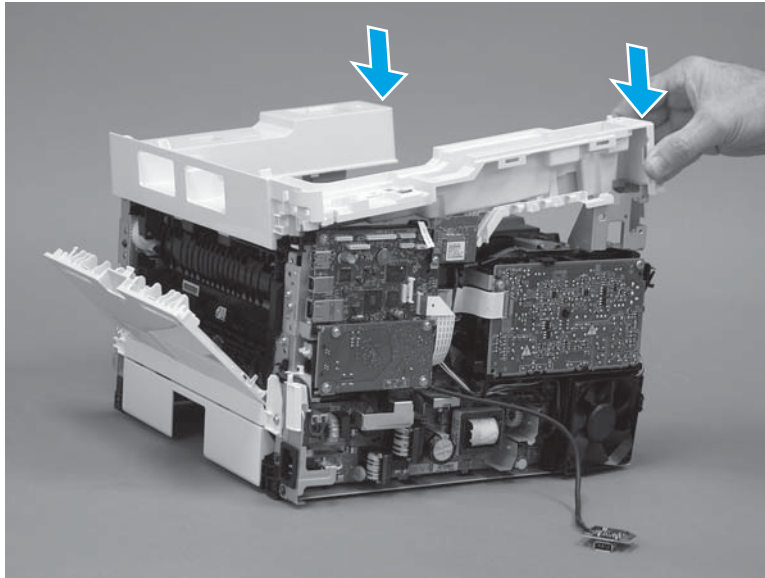
2. Engage four bosses (callout 1).

Figure 1-1308 Engage four bosses



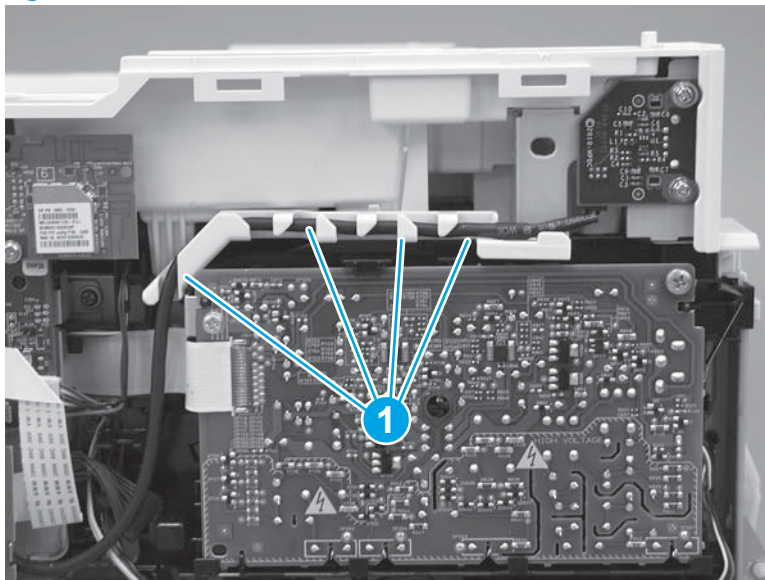
3. Rotate the front edge of the cover down.

Figure 1-1309 Rotate the front edge of the cover down



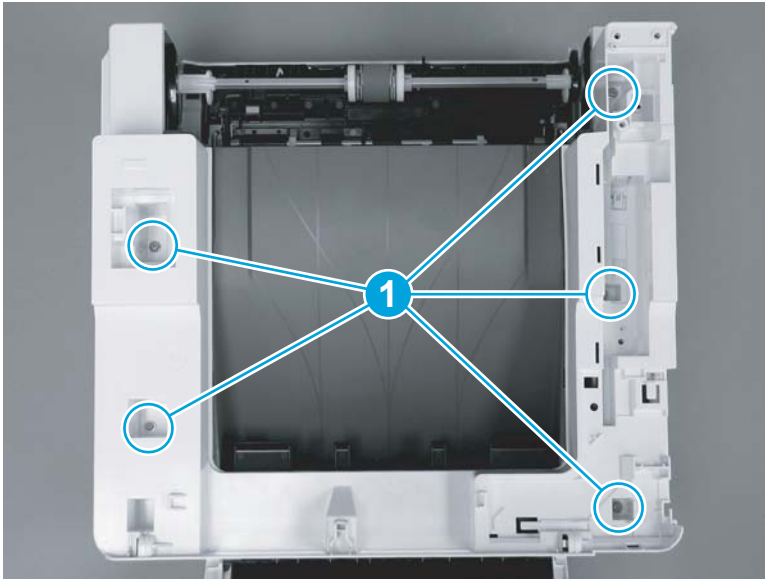
4. Install the USB cable (callout 1) in the guide.

Figure 1-1310 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-1311 Install five screws

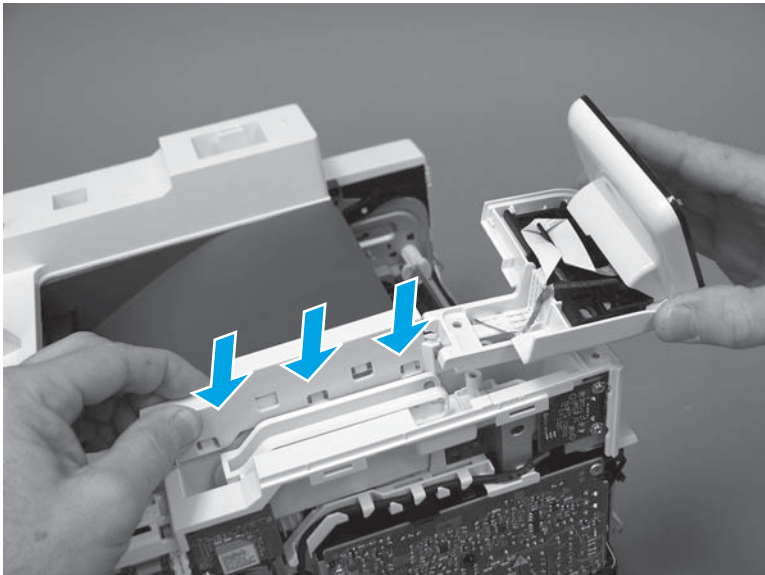


Step 16: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 717](#).

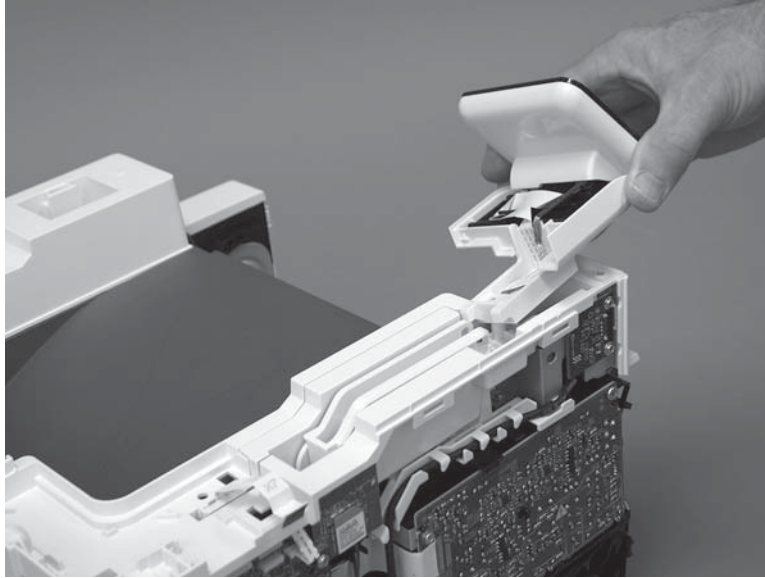
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1312 Install the control-panel FFC cover



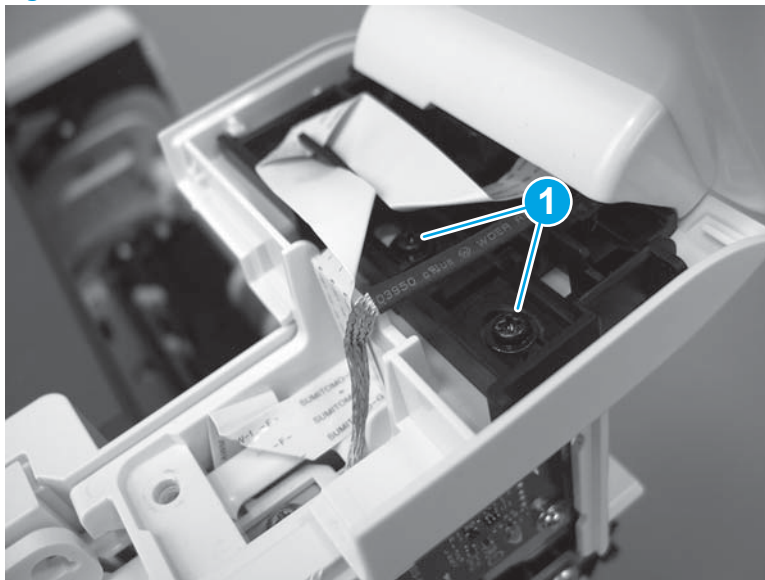
2. Install the control-panel assembly on the top cover.

Figure 1-1313 Install the control-panel assembly



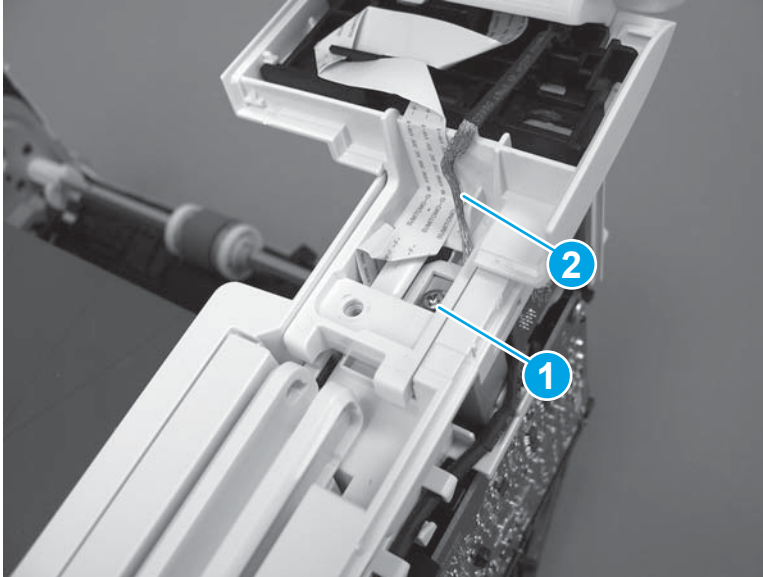
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1314 Install two screws



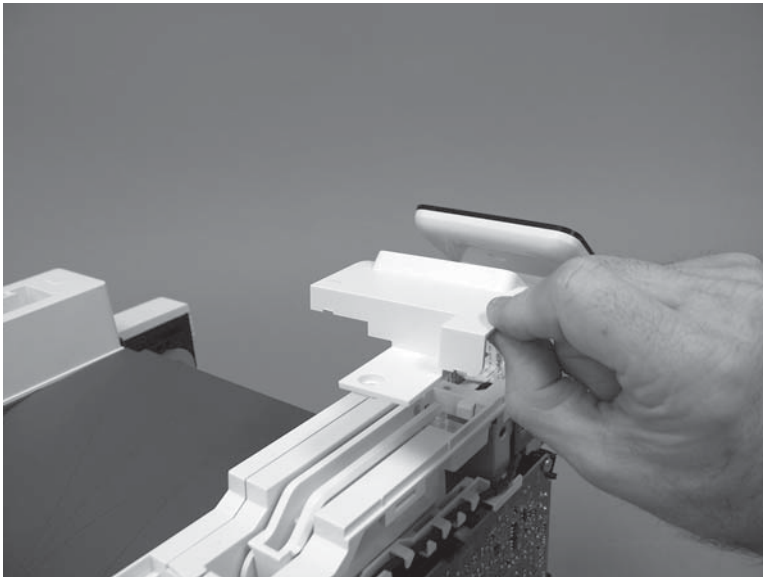
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1315 Remove one screw



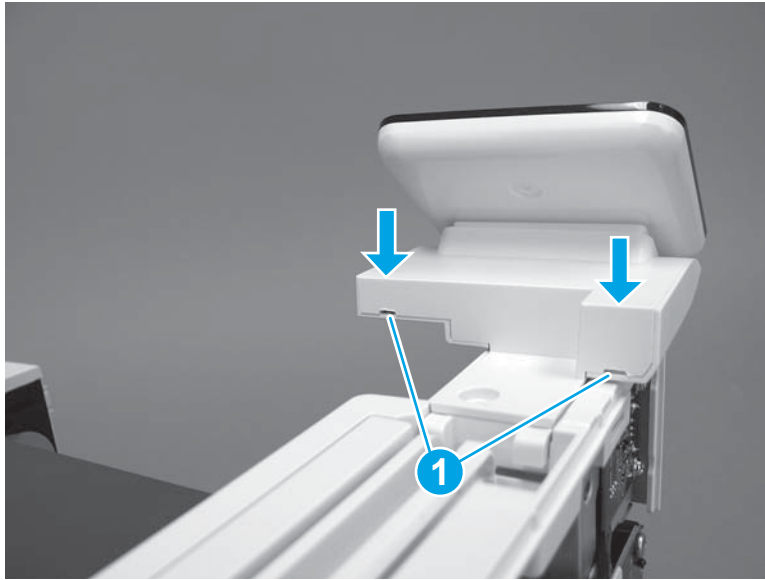
5. Install the control-panel cable cover.

Figure 1-1316 Install the cover



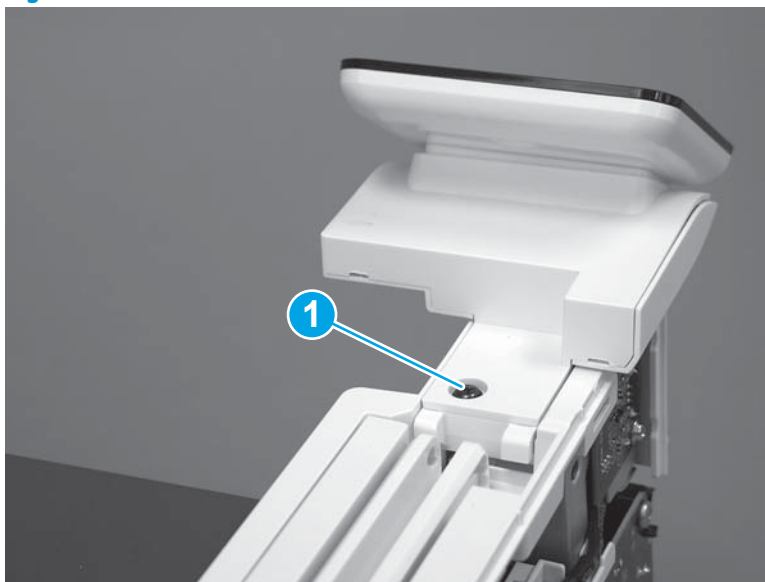
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1317 Engage two tabs



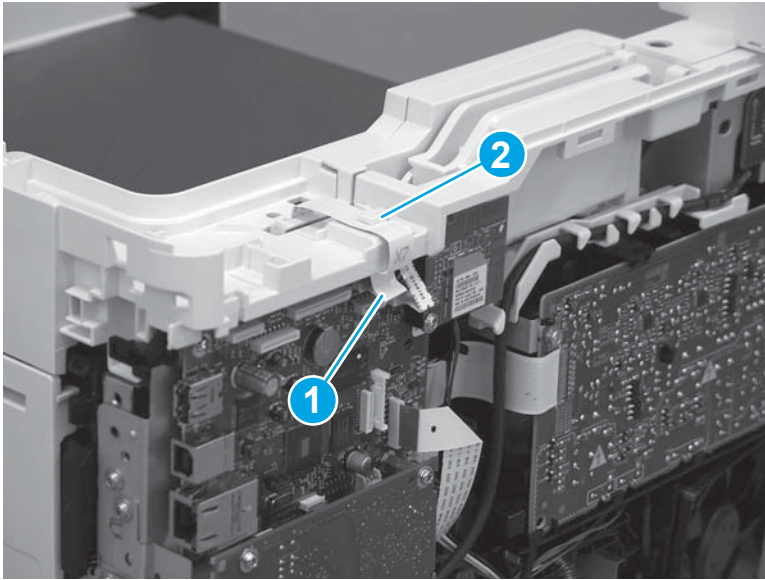
7. Install one screw (callout 1).

Figure 1-1318 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-1319 Connect one connector



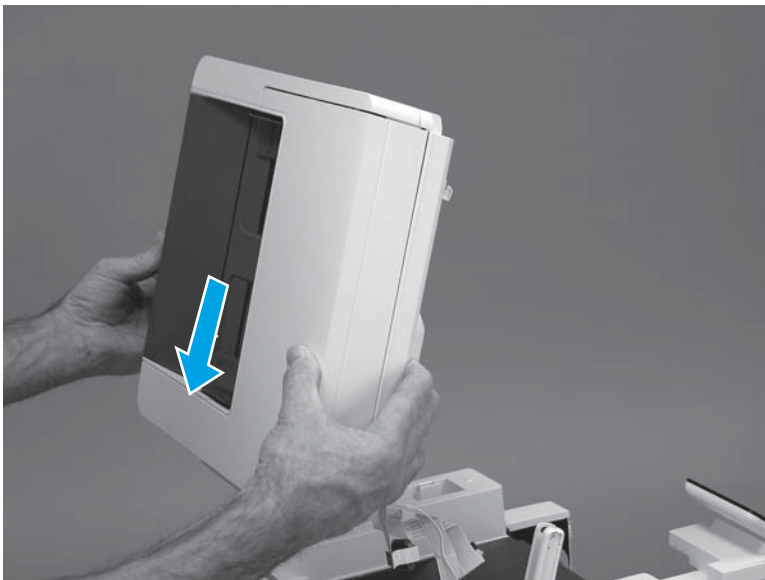
Step 17: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 717](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

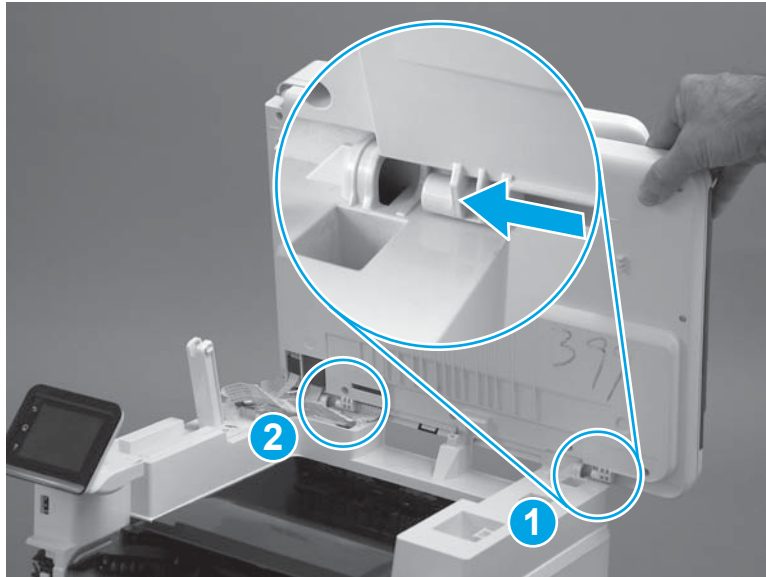
1. Position the ISA on the printer.

Figure 1-1320 Position the ISA on the printer



- Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1321 Engage the hinge pins with the holders



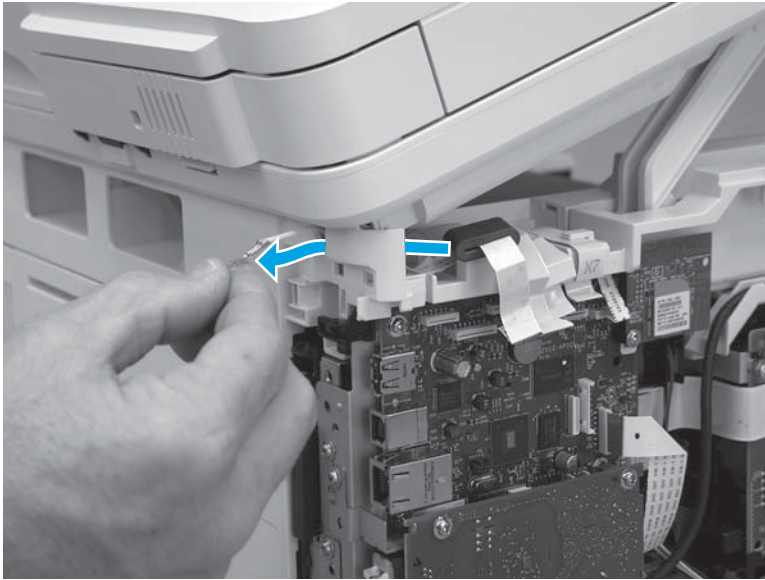
- Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1322 Rotate the ISA towards the front of the printer



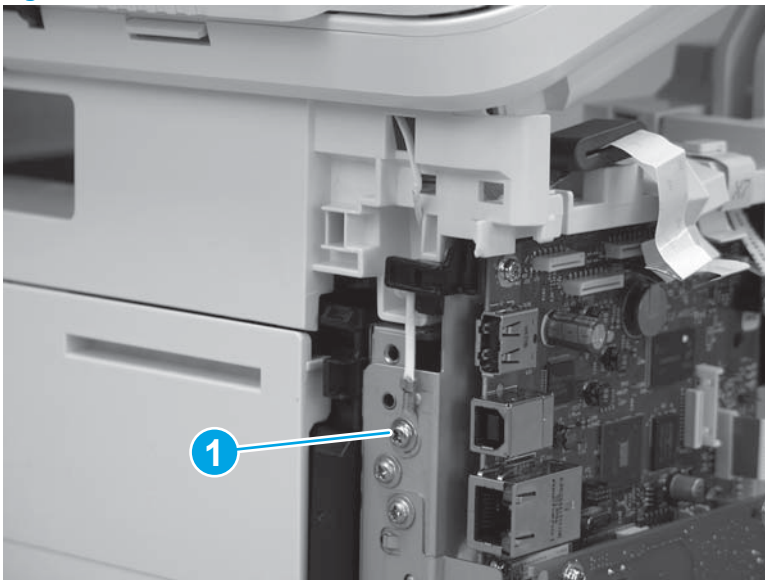
4. Pass the ground wire through the opening in the top cover.

Figure 1-1323 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1324 Install one screw



6. Install the ISA lift assembly slider pin.


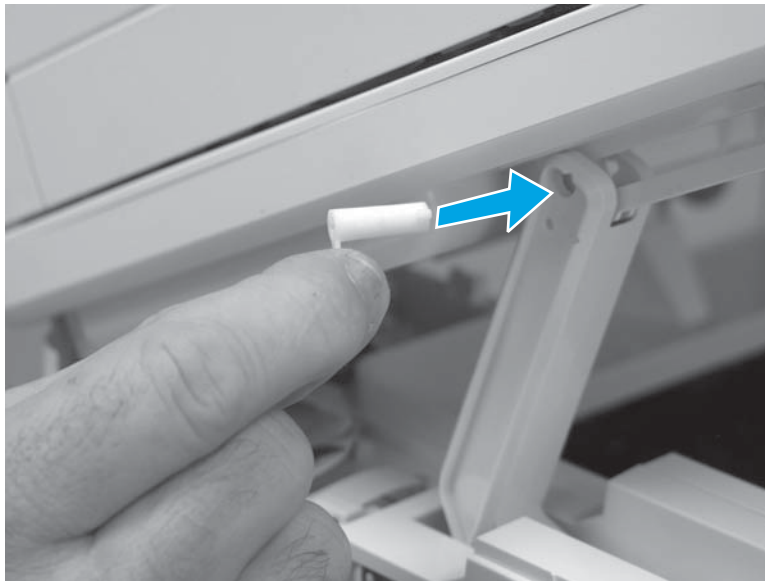
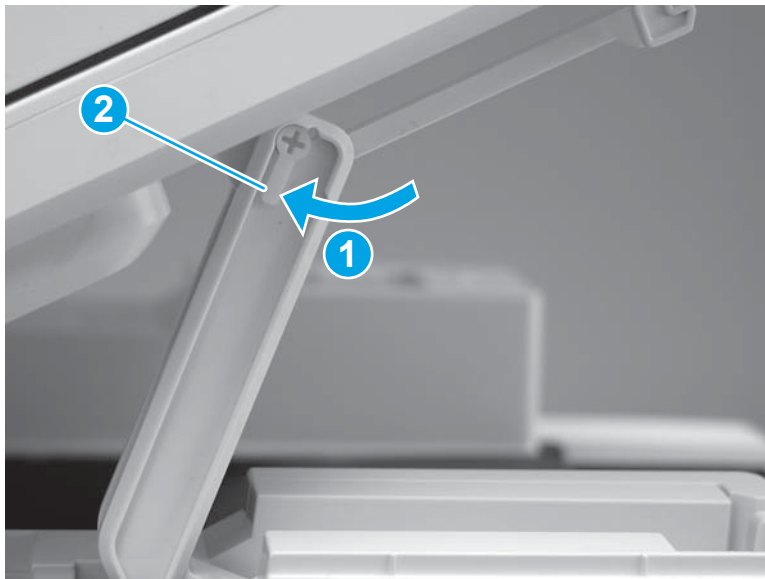
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1325 Install the slider pin



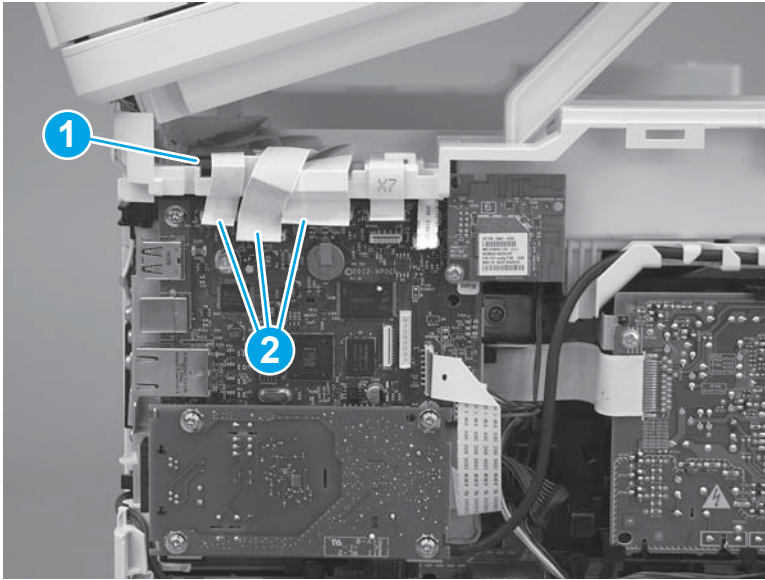
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1326 Secure the slider pin



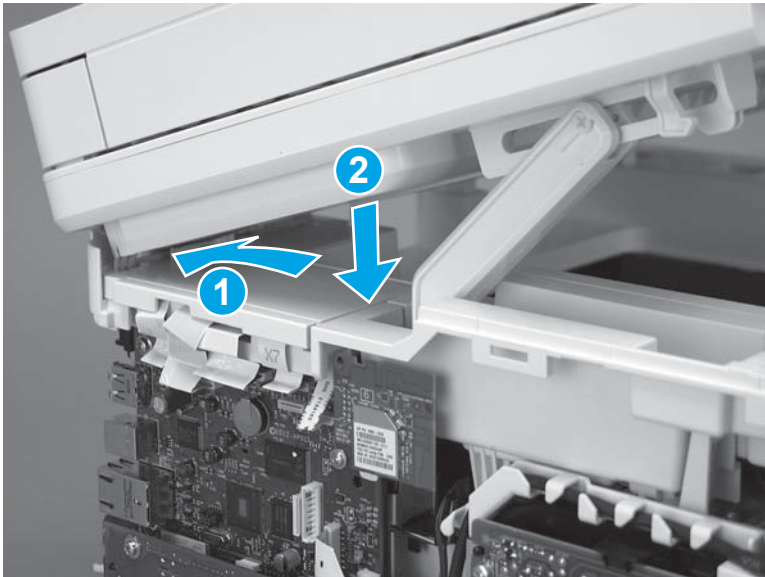
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1327 Connect three FFCs



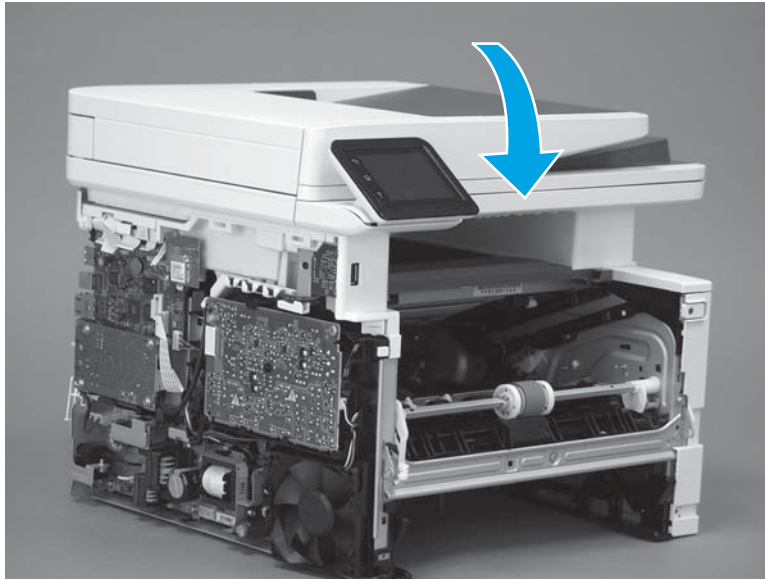
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

Figure 1-1328 Install the ISA FFC cover



10. Lower the ISA.

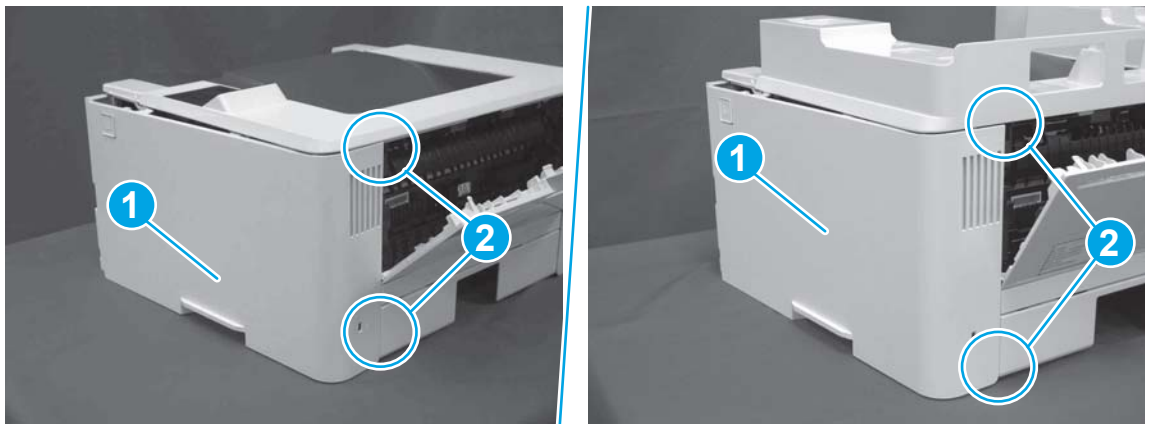
Figure 1-1329 Lower the ISA



Step 18: Install the right cover

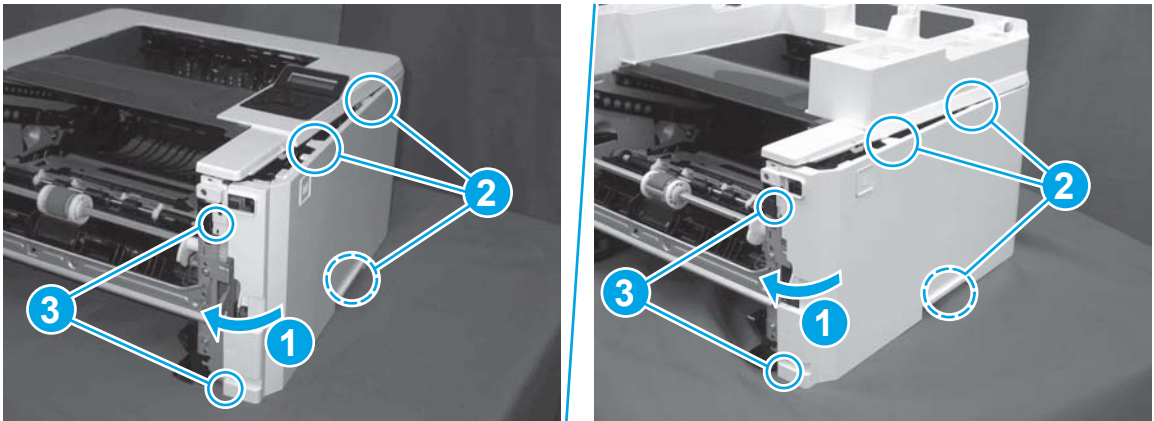
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1330 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1331 Engage two bosses and one tab

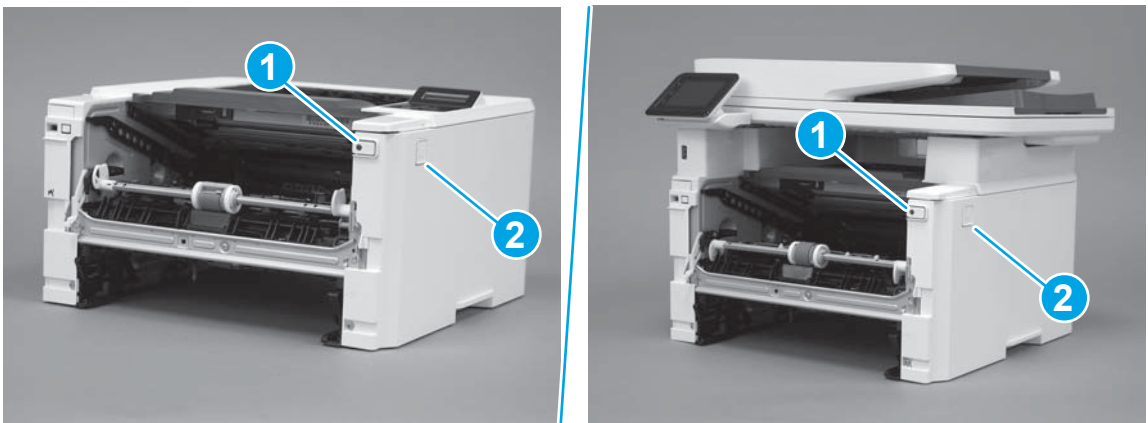


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1332 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

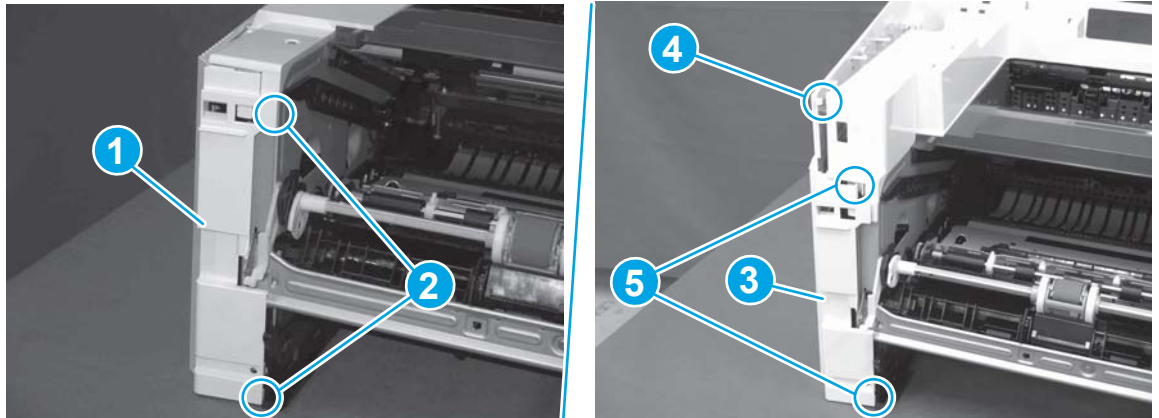
Figure 1-1333 Install one screw



Step 19: Install the left cover

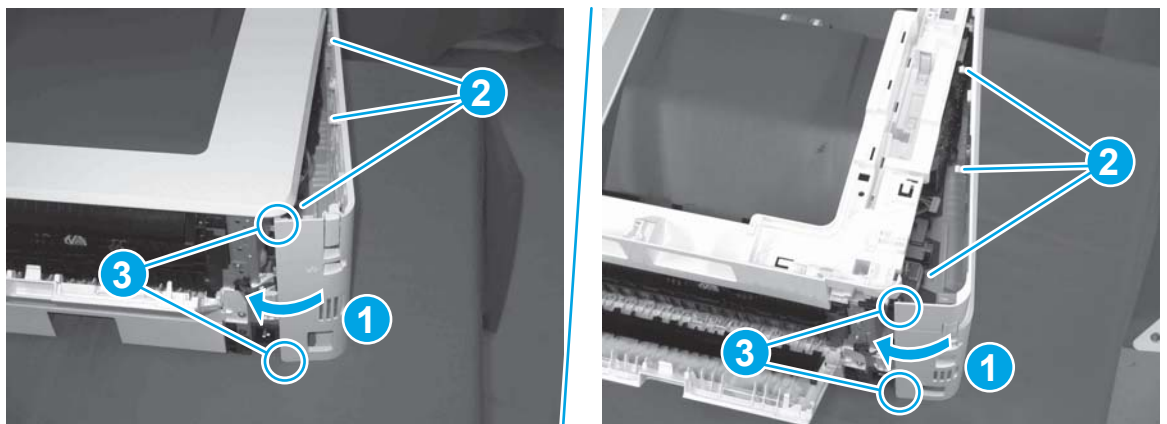
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1334 Install the cover



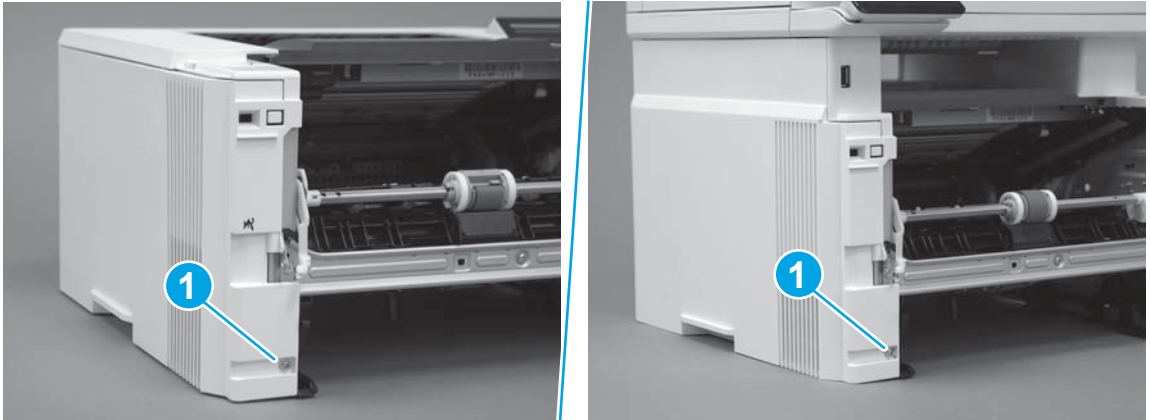
2. Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1335 Engage three tabs and two bosses




3. Install one screw (callout 1).

Figure 1-1336 Install one screw

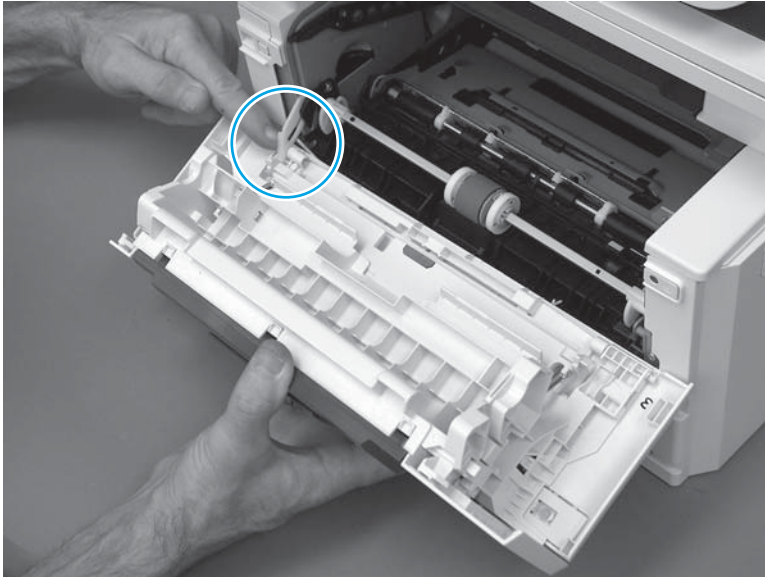


Step 20: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

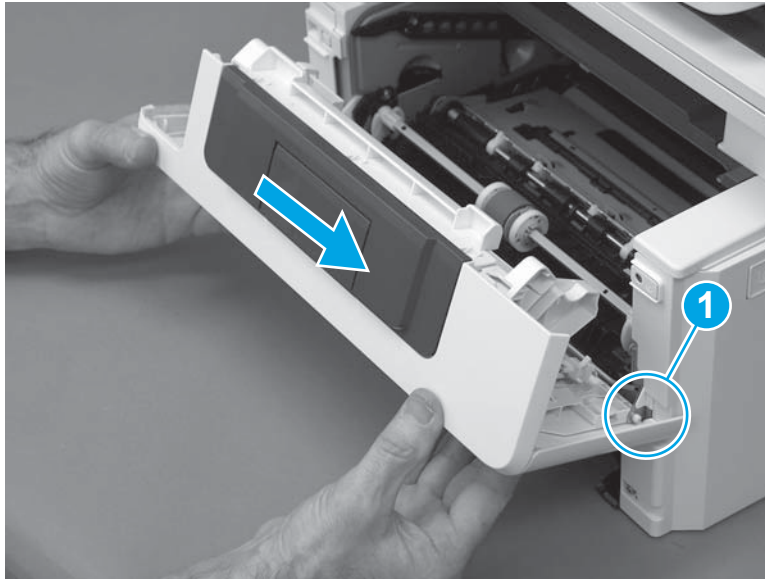
1. Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1337 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

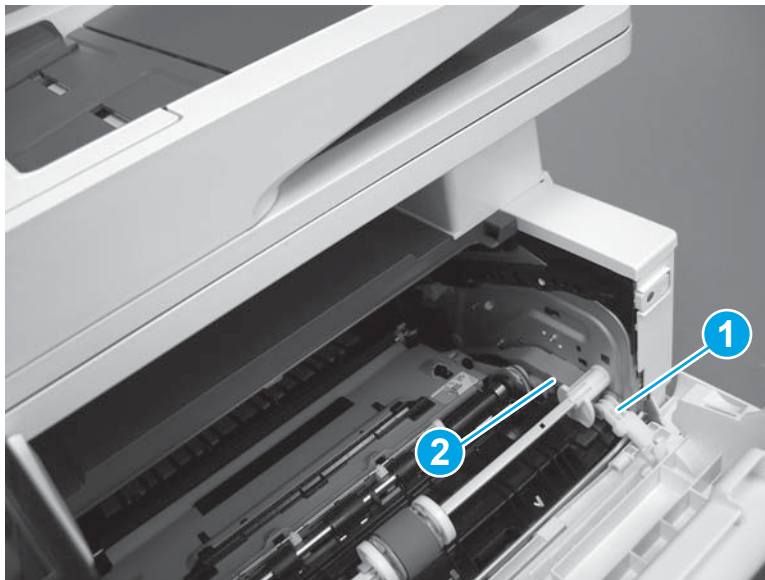
Figure 1-1338 Install the door



3. Install the link (callout 1).

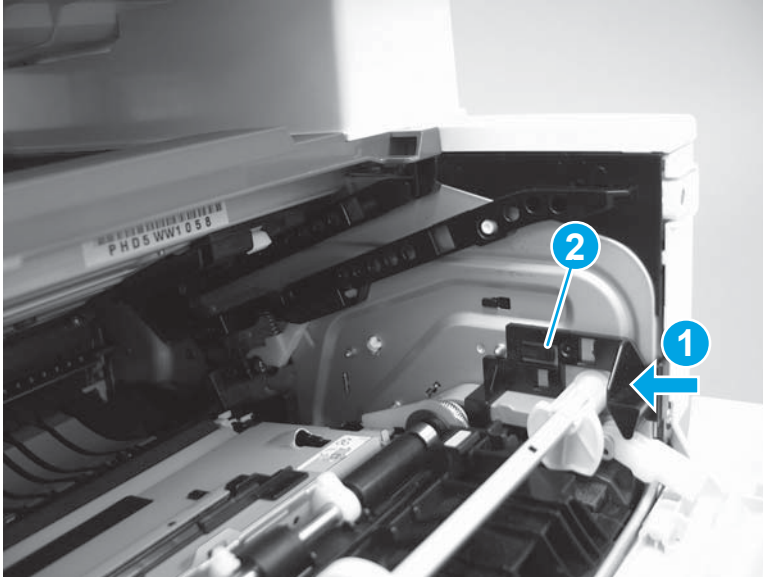
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1339 Install the pressure-release link



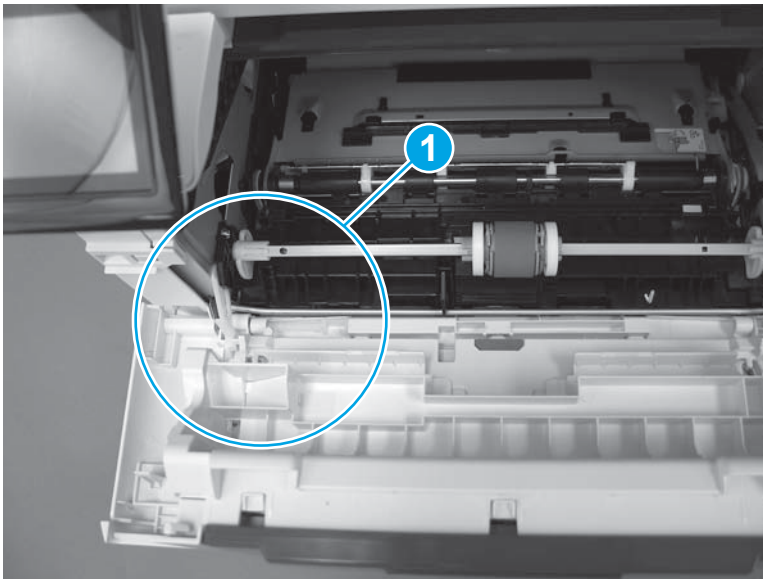
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1340 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1341 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


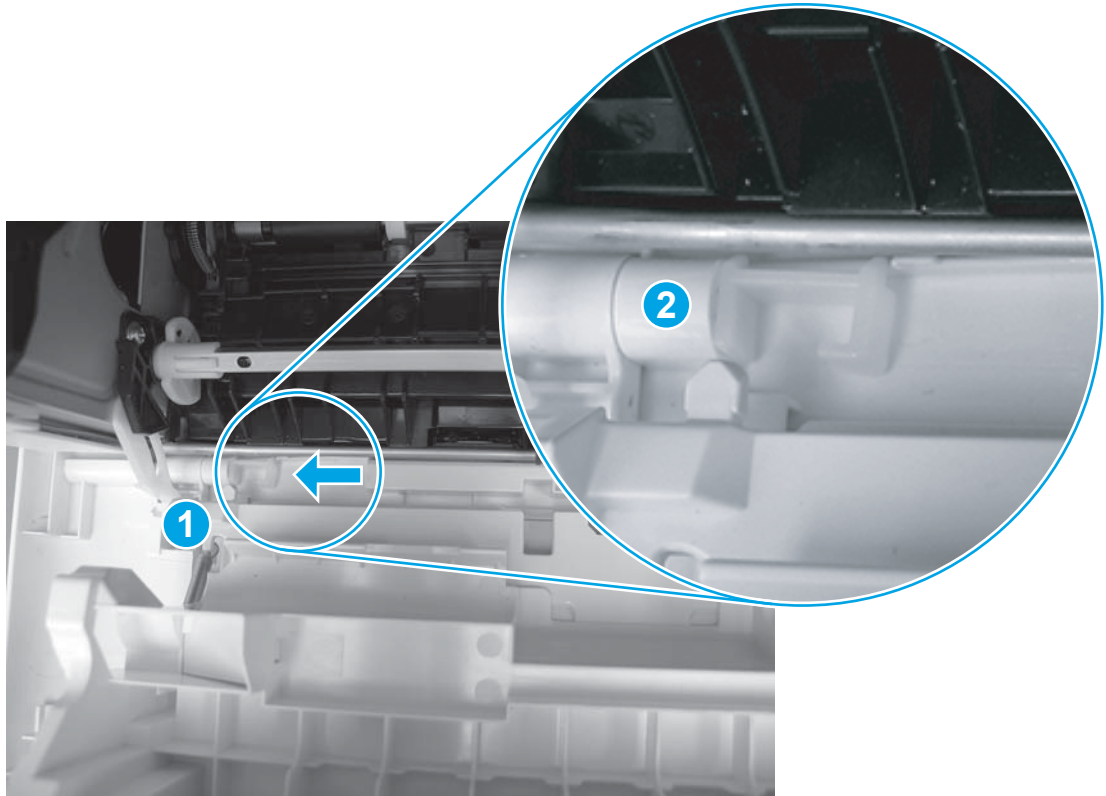
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1342 Install the support shaft



Step 21: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1343 Install the tray



Removal and replacement: DC controller

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the rear door assembly](#)
- [Step 6: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 7: Remove the control panel \(M427/M246\)](#)
- [Step 8: Remove the top cover \(M427/M426\)](#)
- [Step 9: Remove the top cover \(M403/M402\)](#)
- [Step 10: Remove the paper delivery tray \(output bin\)](#)
- [Step 11: Remove the sheet-metal formatter bracket and formatter](#)
- [Step 12: Remove the DC controller](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the DC controller](#)
- [Step 15: Install the sheet-metal formatter bracket and formatter](#)
- [Step 16: Install the paper delivery tray \(output bin\)](#)
- [Step 17: Install the top cover \(M403/M402\)](#)
- [Step 18: Install the top cover \(M427/M426\)](#)
- [Step 19: Install the control panel \(M427/M246\)](#)
- [Step 20: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 21: Install the rear door assembly](#)
- [Step 22: Install the right cover](#)
- [Step 23: Install the left cover](#)
- [Step 24: Install the cartridge door assembly](#)
- [Step 25: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the DC controller.

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.

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

DC controller part number	
RM2-8680-000CN	DC controller

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1344 Remove the tray



Step 2: Remove the cartridge door assembly



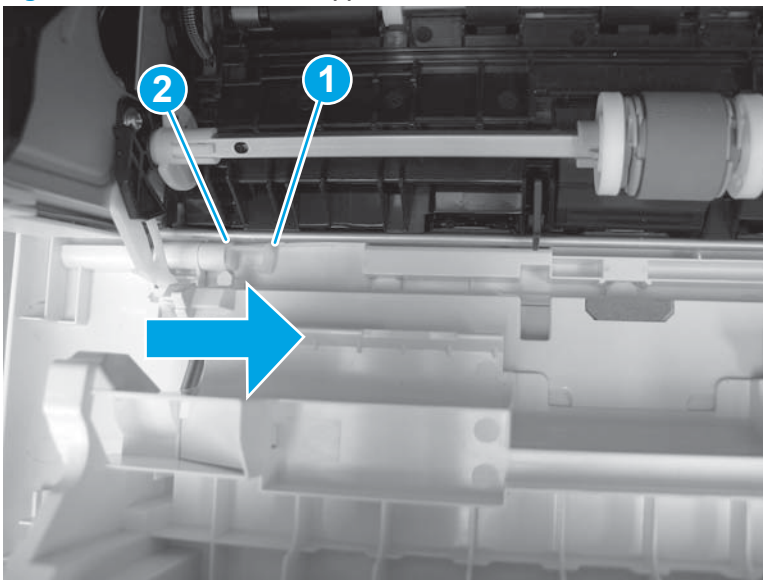
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



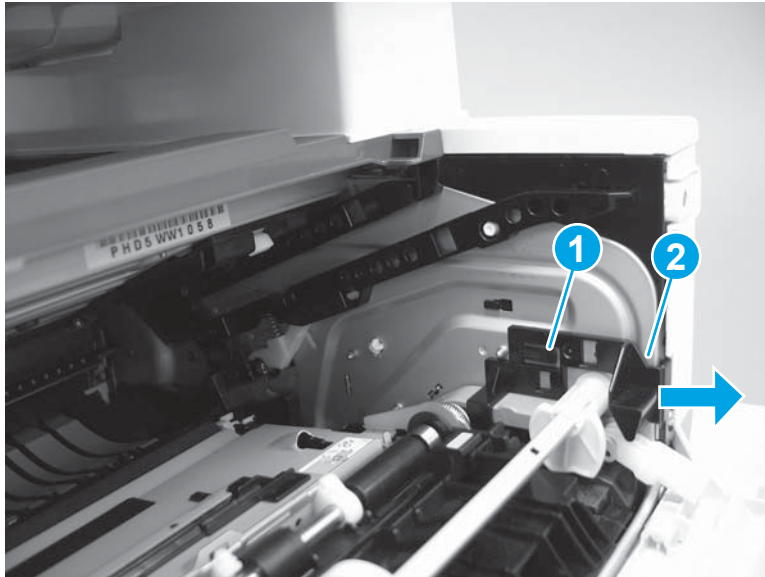
TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1345 Release the support shaft



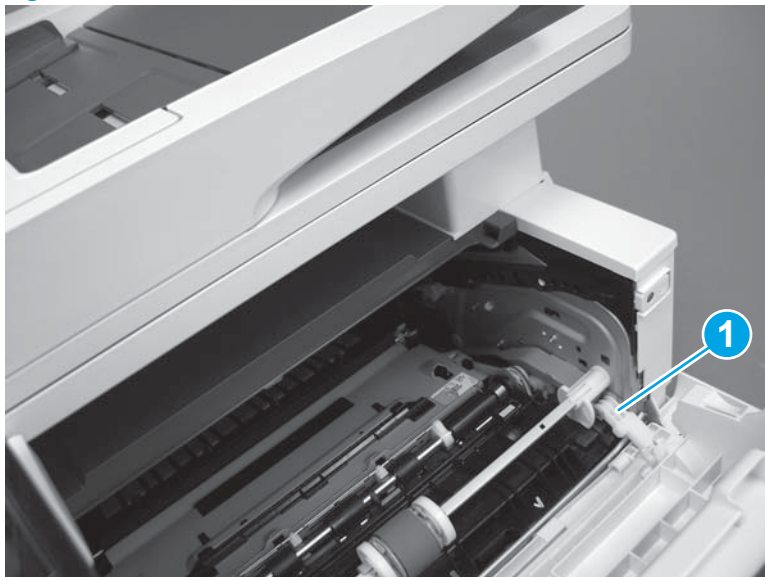
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1346 Remove the guide



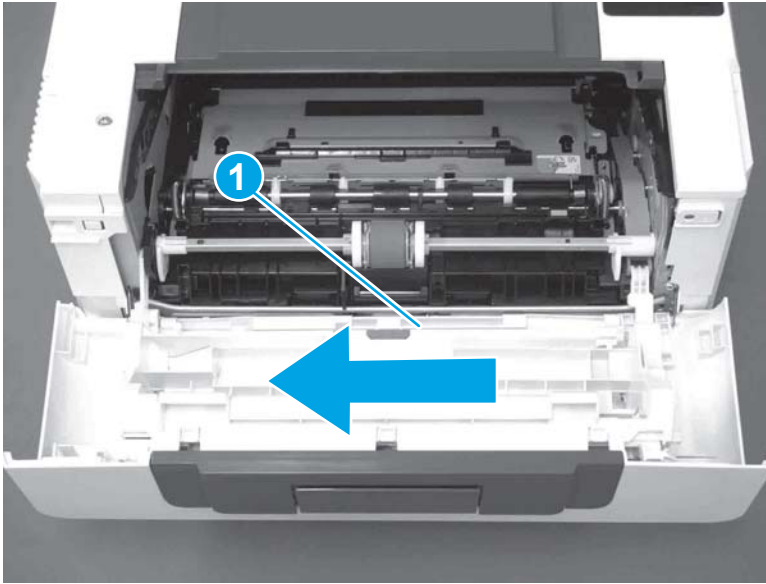
3. Remove the link arm (callout 1).

Figure 1-1347 Remove the link arm



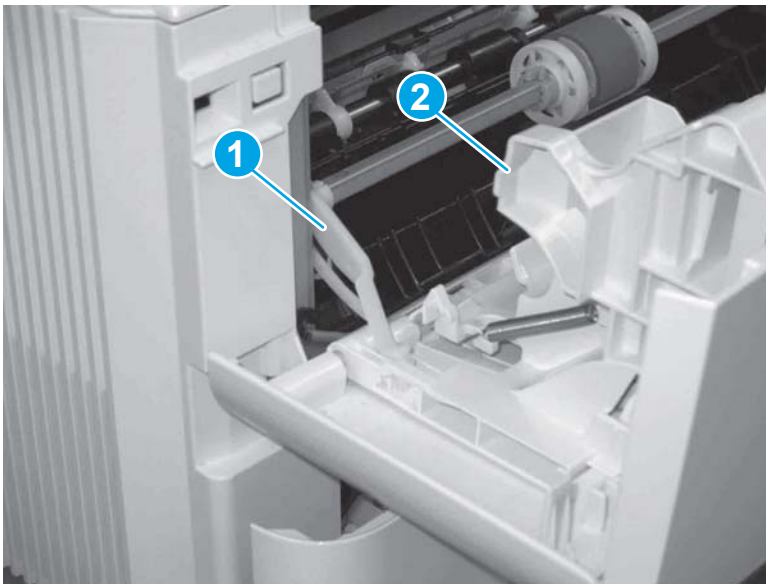
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1348 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

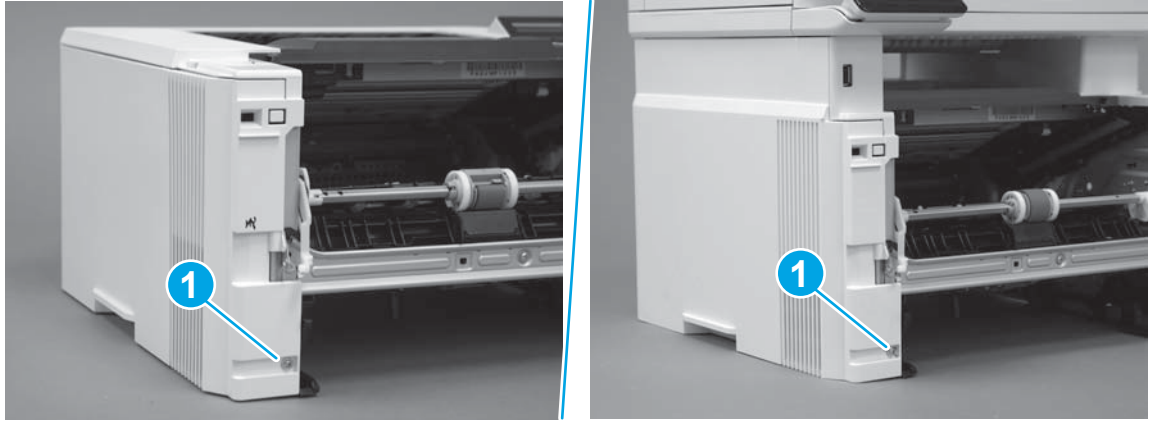
Figure 1-1349 Release the left-side retainer arm



Step 3: Remove the left cover

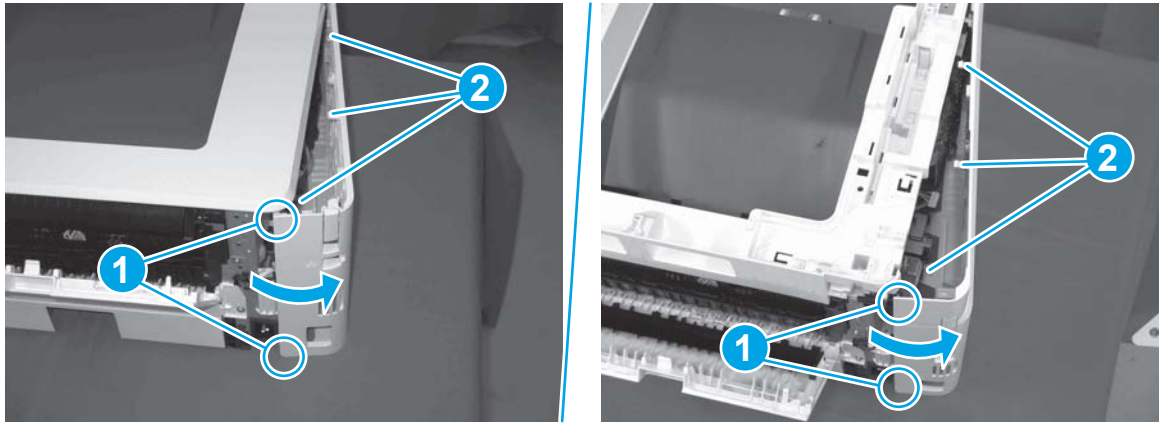
1. Remove one screw (callout 1).

Figure 1-1350 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1351 Release two bosses and three tabs

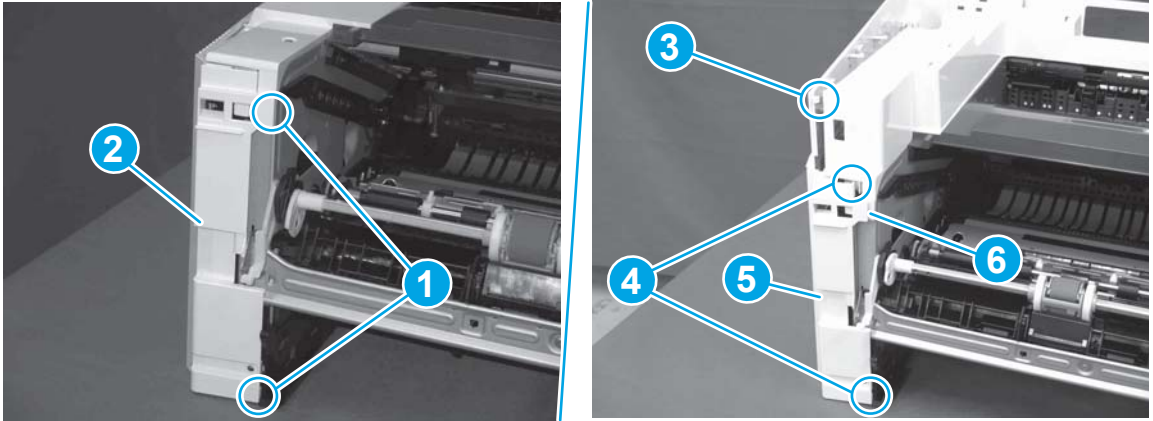


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1352 Remove the cover



Step 4: Remove the right cover

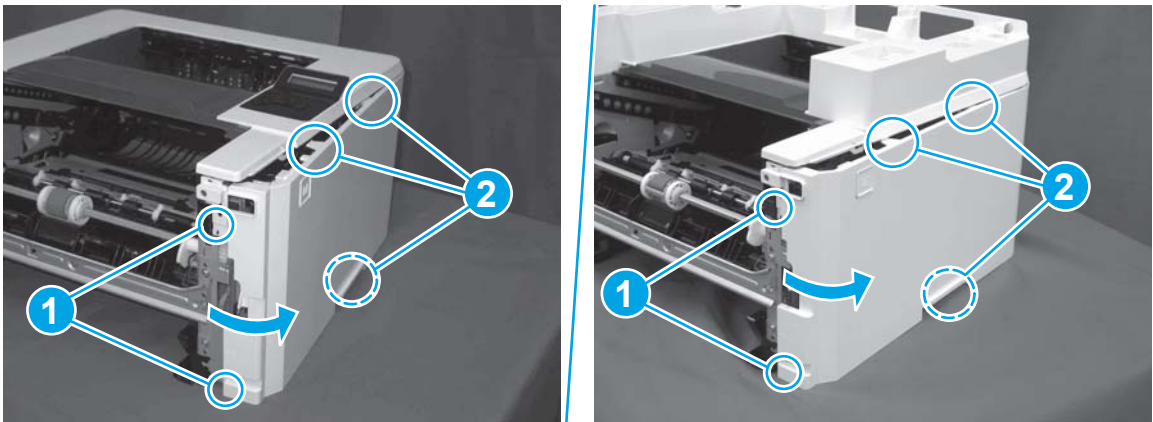
1. Remove one screw (callout 1).

Figure 1-1353 Remove one screw



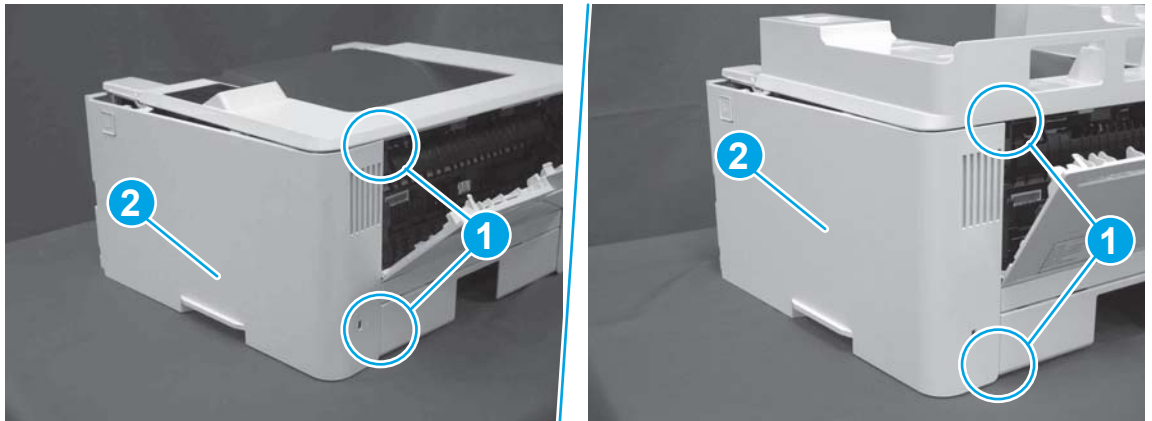
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1354 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

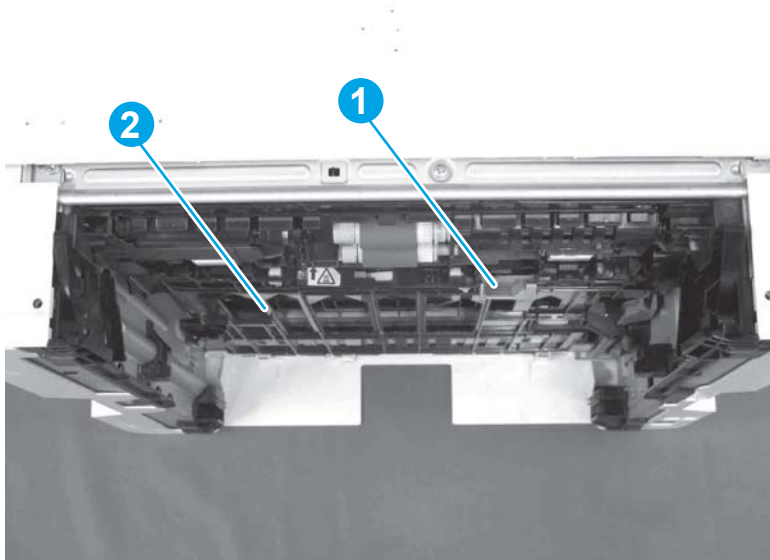
Figure 1-1355 Remove the cover



Step 5: Remove the rear door assembly

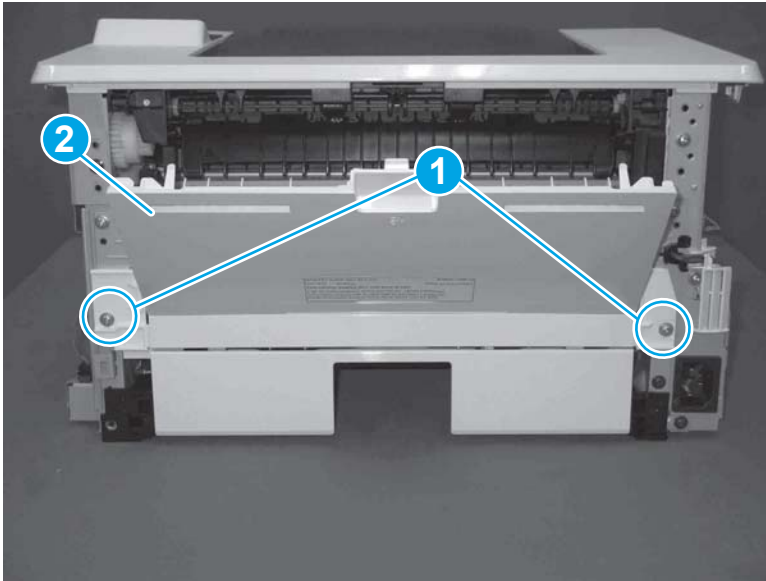
1. **Duplex models only:** Inside the Tray 2 cavity, press the green jam access lever (callout 1), and then lower the duplex feed assembly (callout 2).

Figure 1-1356 Duplex models, lower the duplex feed assembly





2. At the rear of the printer, remove two screws (callout 1), and then remove the rear door assembly (callout 2).

Figure 1-1357 Remove two screws



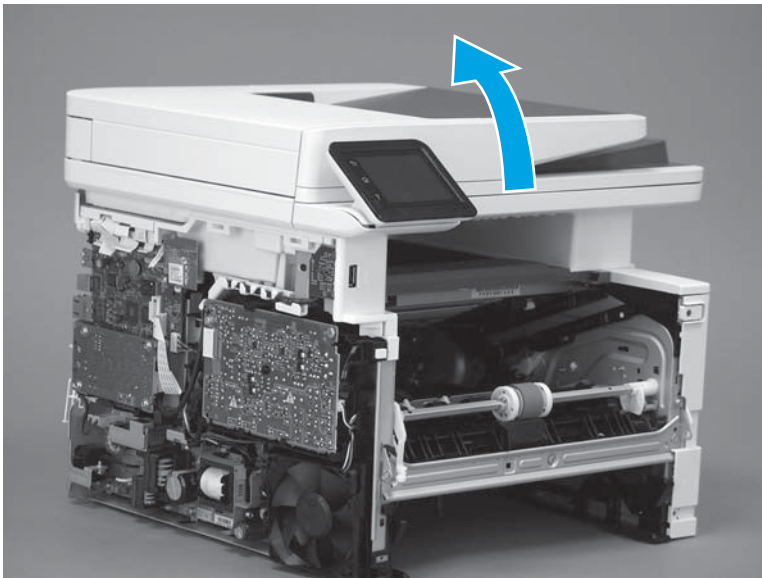
Step 6: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 742](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

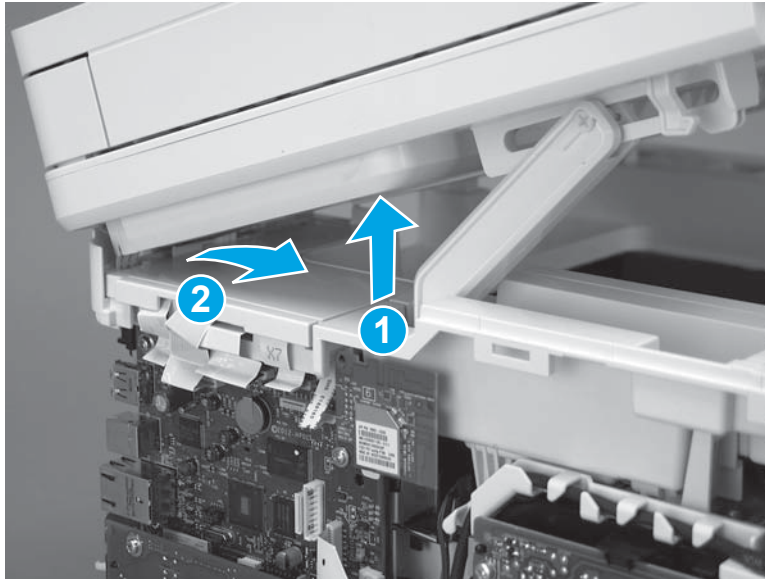
1. Raise the ISA.

Figure 1-1358 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

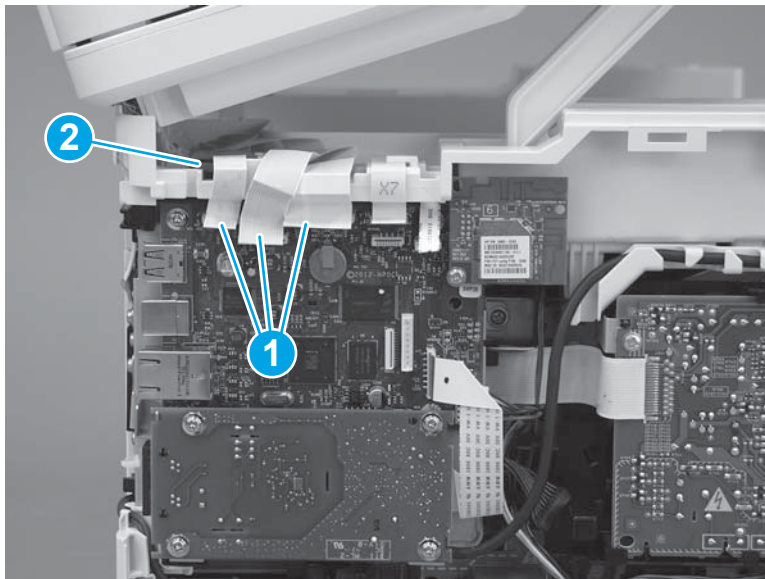
Figure 1-1359 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

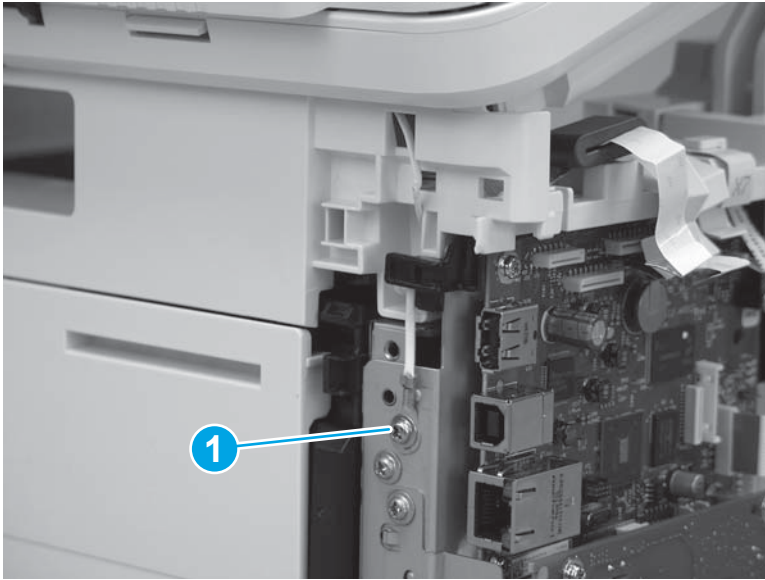
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1360 Disconnect three FFCs



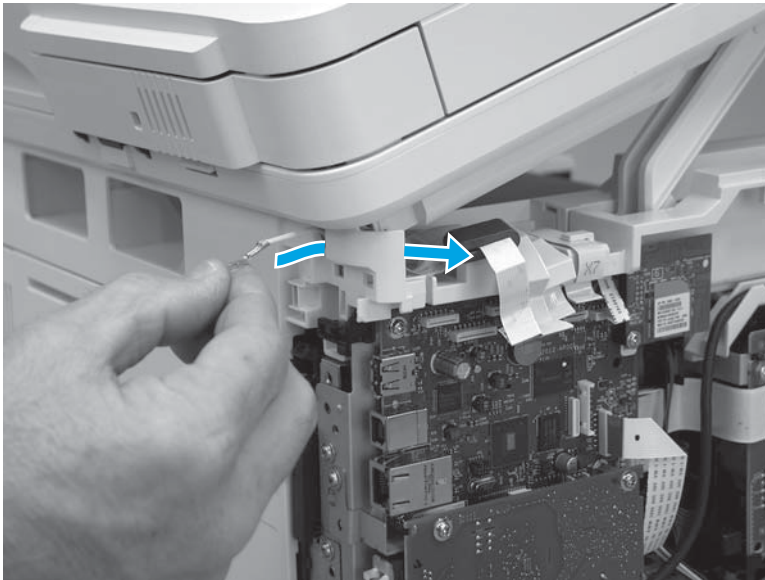
4. Remove one screw (callout 1).

Figure 1-1361 Remove one screw



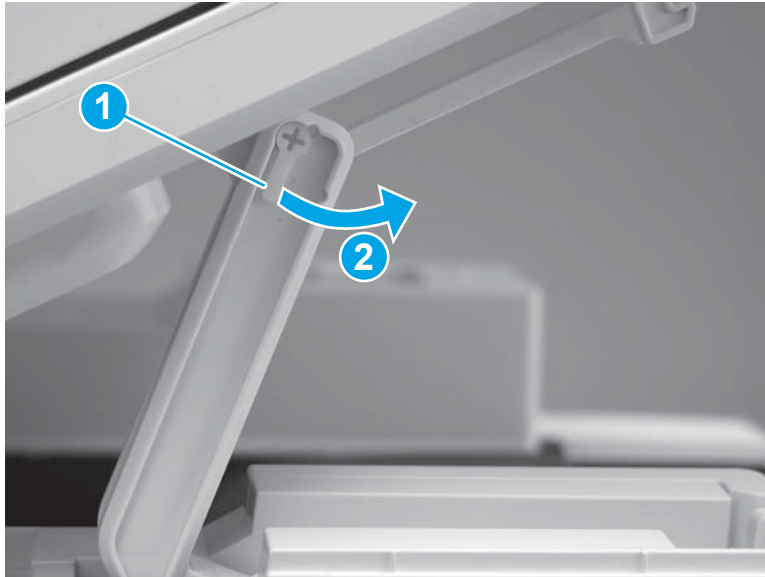
5. Pass the ground wire through the opening in the top cover.

Figure 1-1362 Pass the wire through the opening



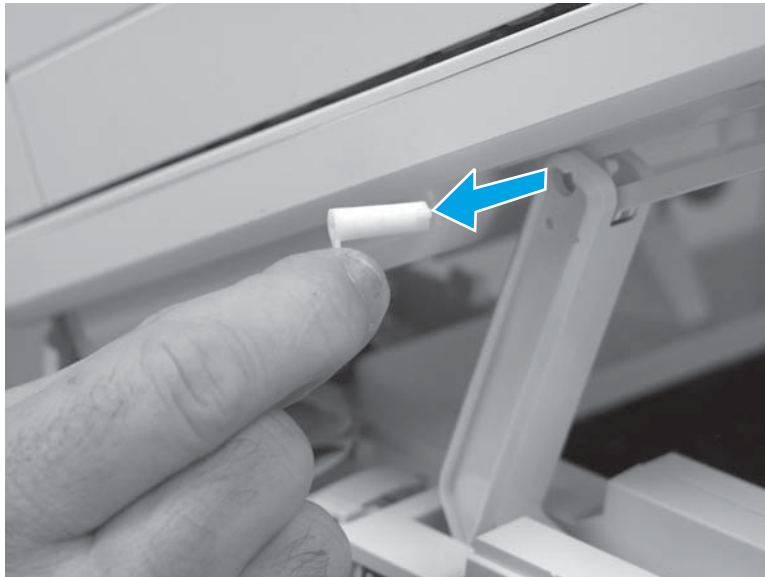
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1363 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1364 Remove the slider pin



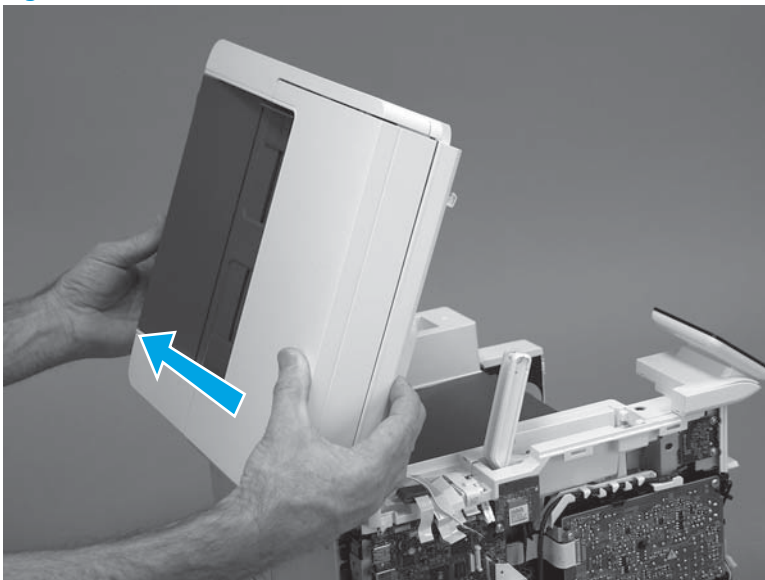
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1365 Rotate the ISA towards the rear of the printer



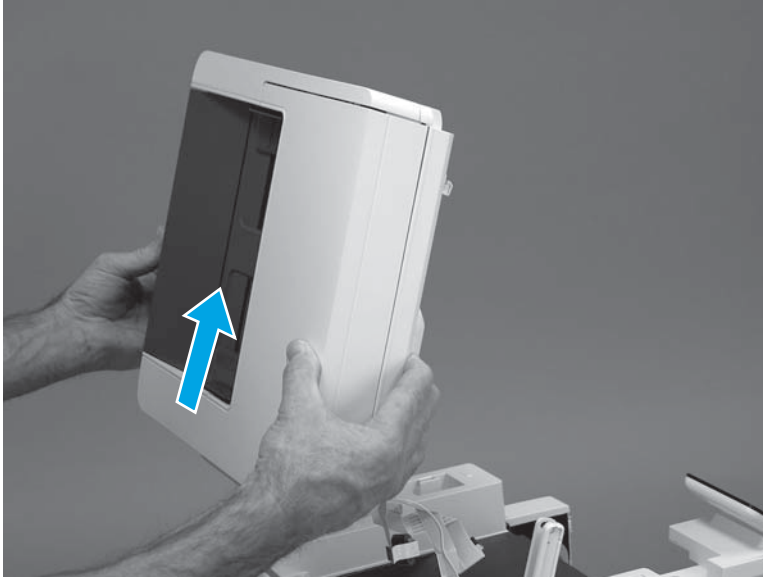
9. Slide the ISA as shown to release it.

Figure 1-1366 Release the ISA




10. Remove the ISA.

Figure 1-1367 Remove the ISA

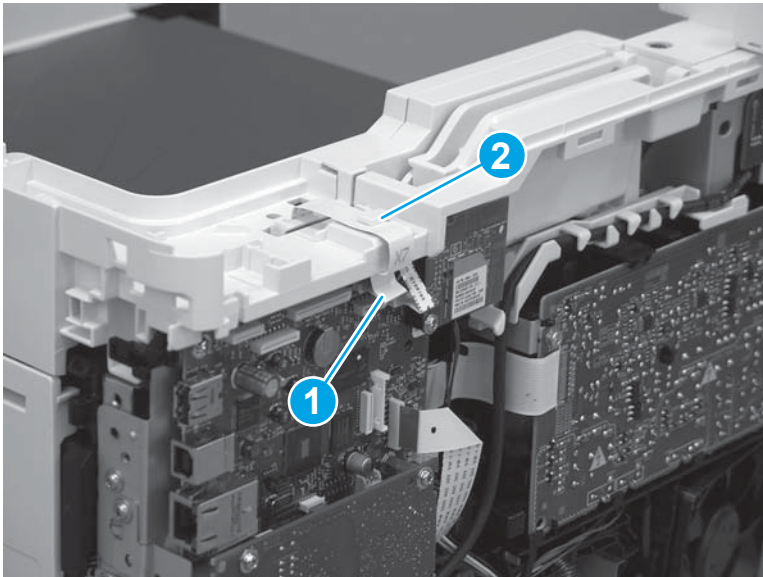


Step 7: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 742](#).

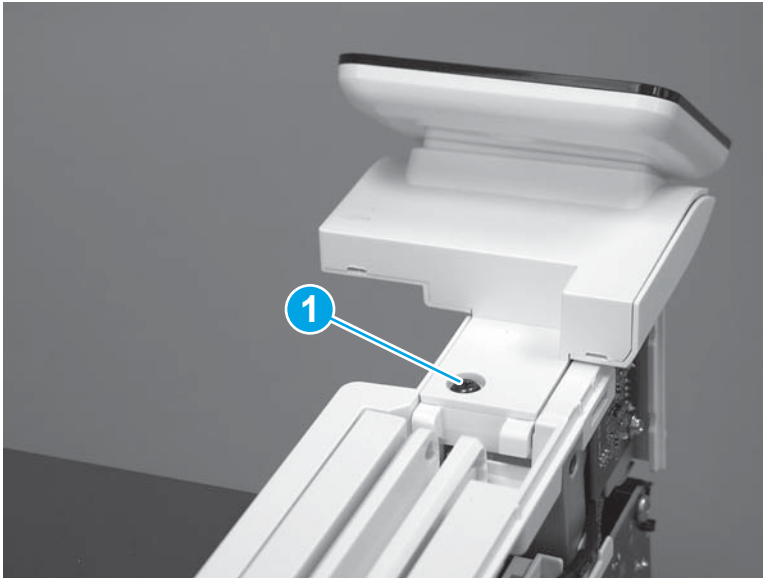
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1368 Disconnect one connector



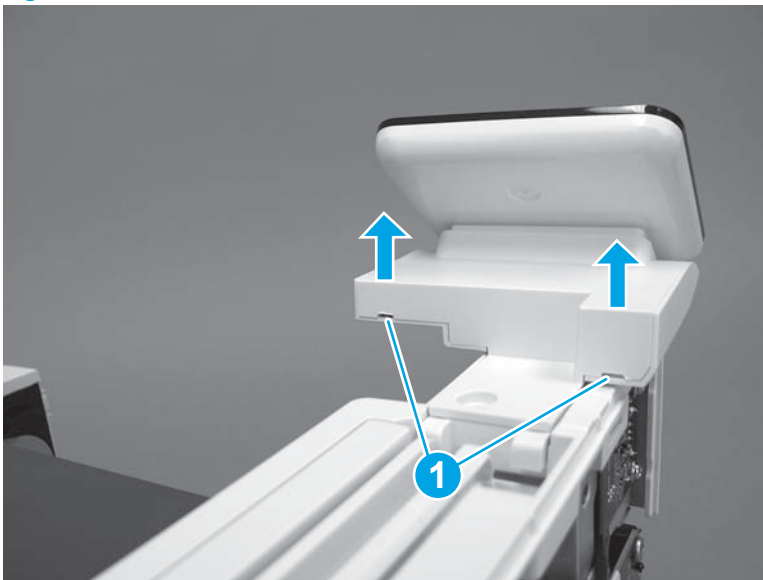
2. Remove one screw (callout 1).

Figure 1-1369 Remove one screw



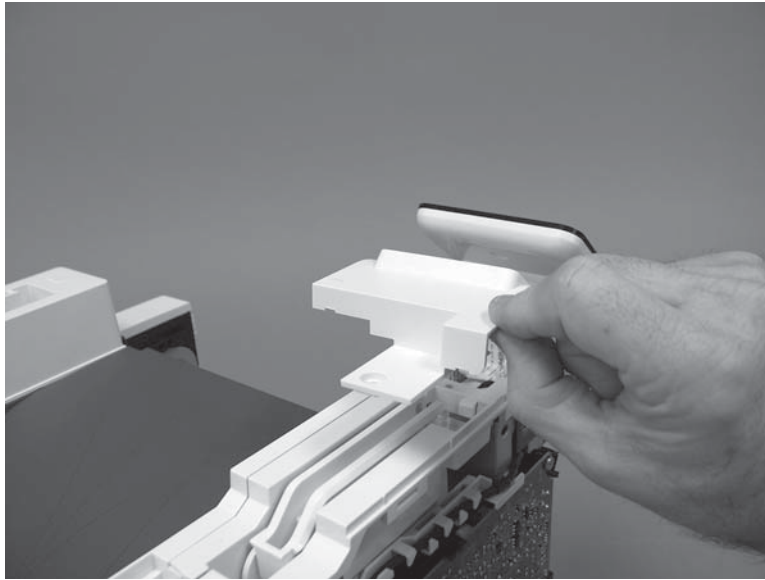
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1370 Release two tabs



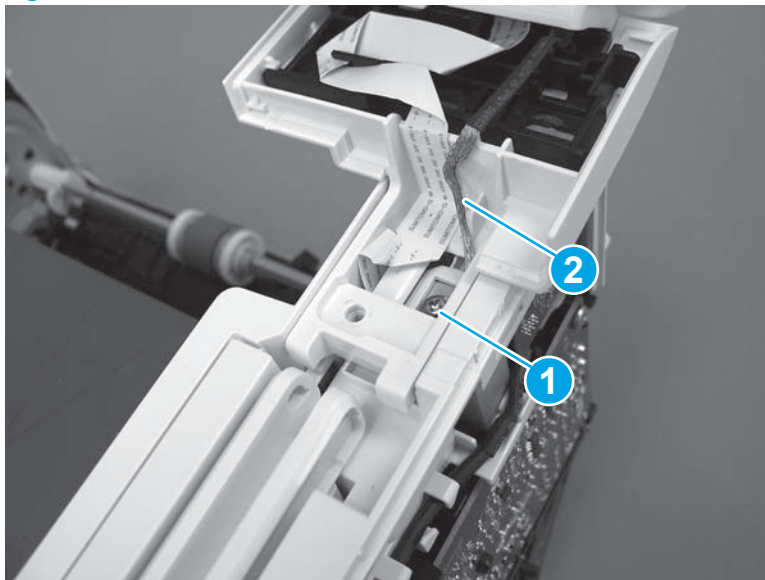
4. Remove the control-panel cable cover.

Figure 1-1371 Remove the cover



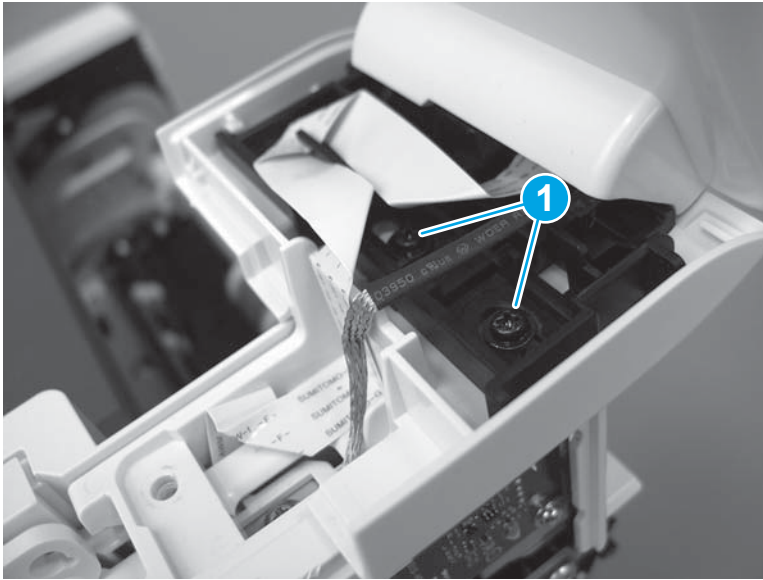
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1372 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

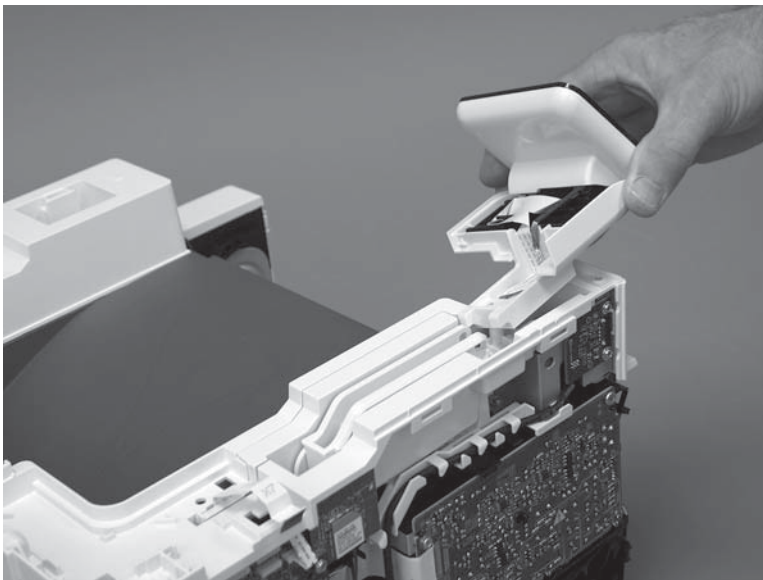
Figure 1-1373 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

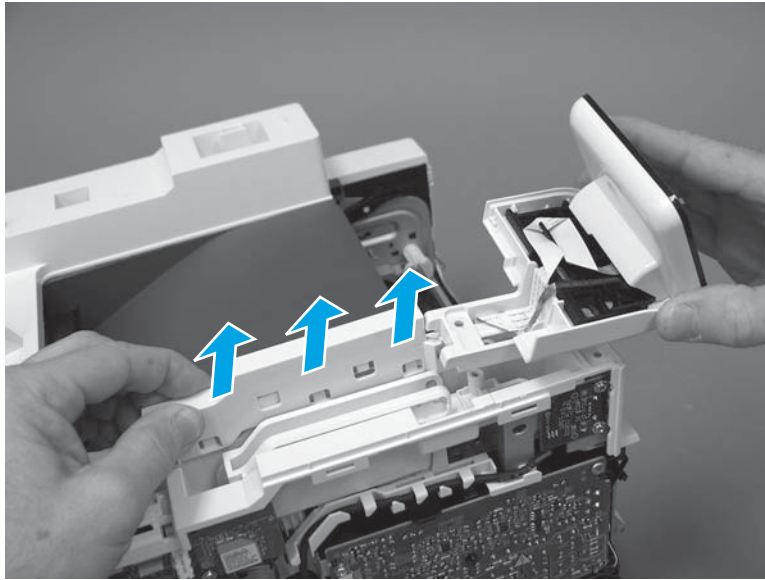
CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1374 Lift up the control-panel assembly




8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1375 Remove the control-panel assembly

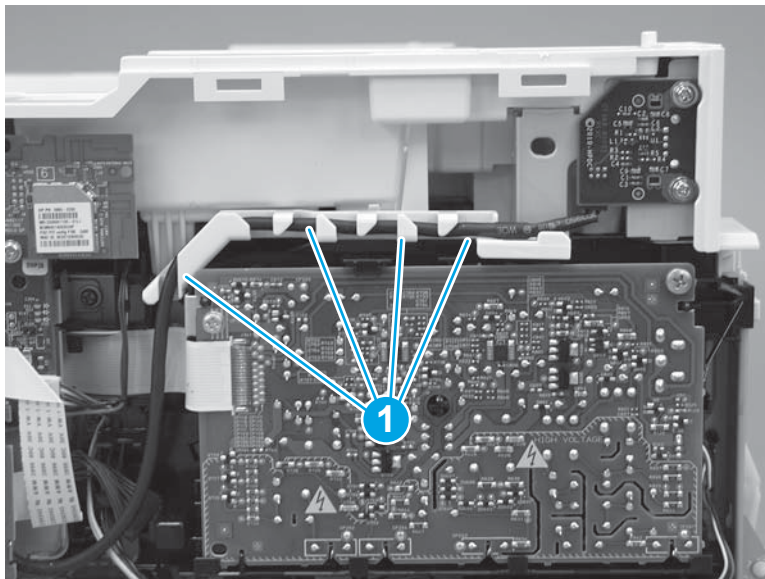


Step 8: Remove the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 742](#).

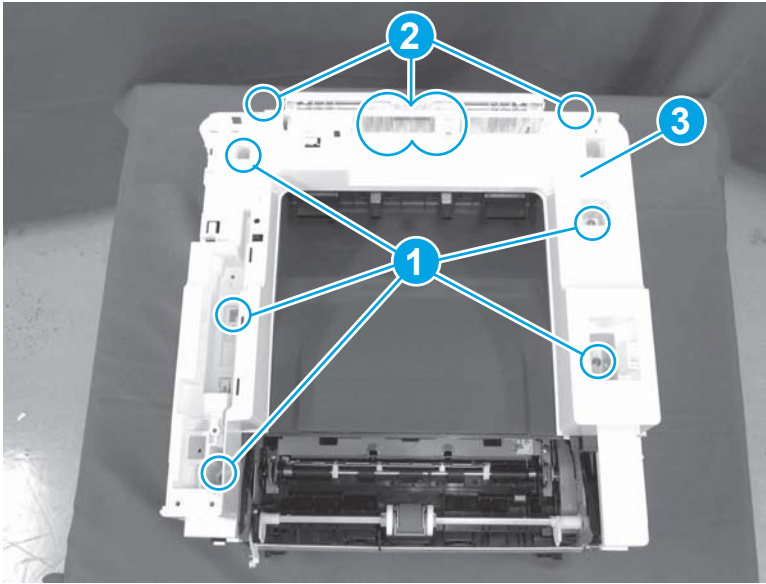
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1376 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1377 Remove the cover



Step 9: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 10: Remove the paper delivery tray \(output bin\) on page 743.](#)

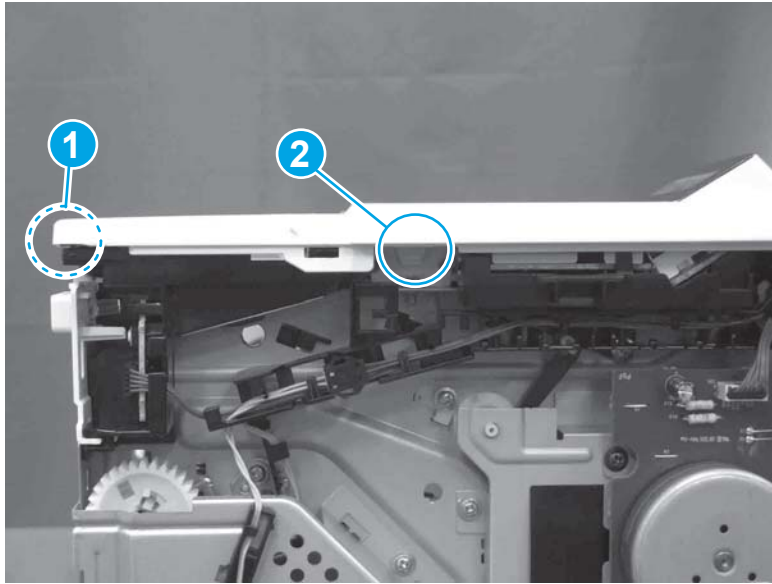
1. Remove one screw (callout 1).

Figure 1-1378 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1379 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


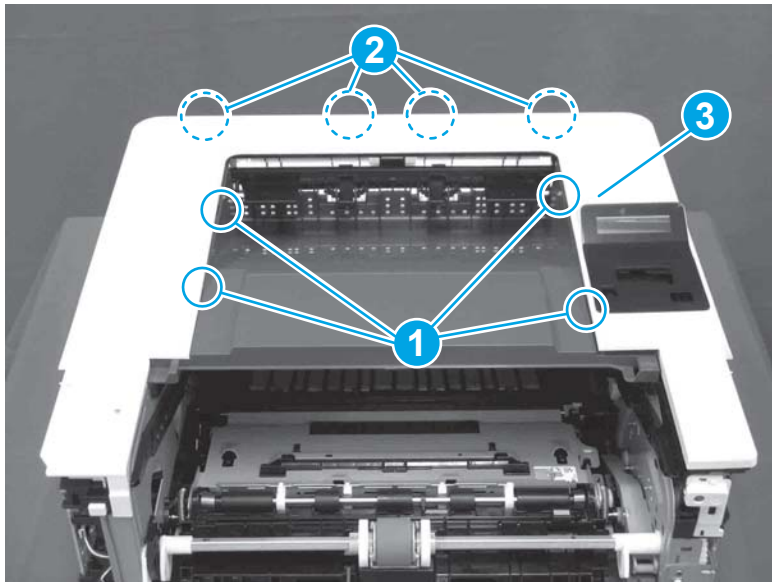

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1380 Remove the cover

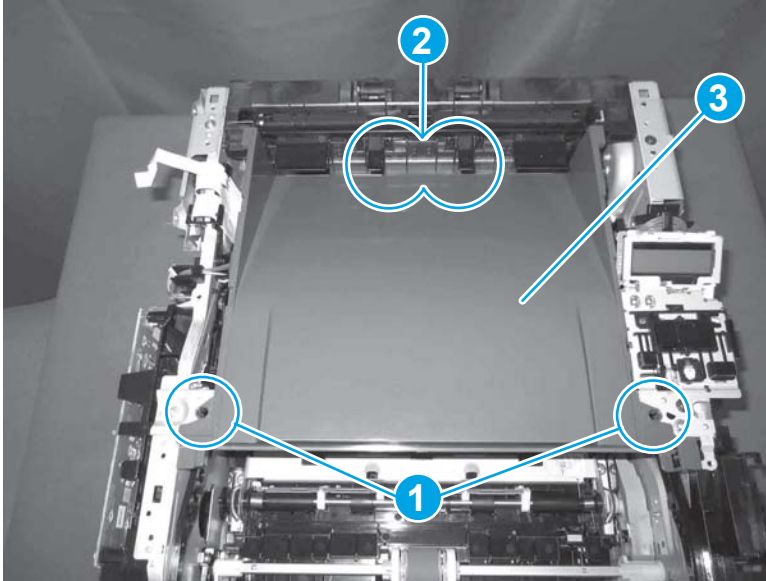


Step 10: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

Figure 1-1381 Release two tabs

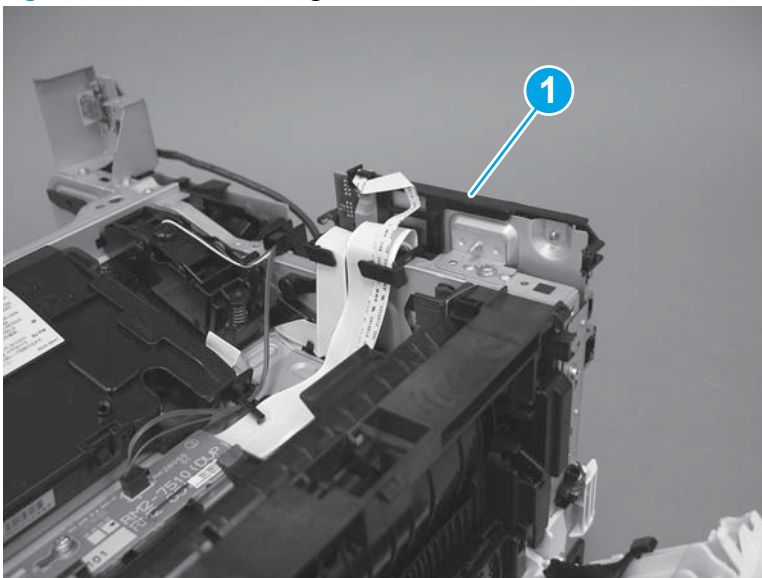


Step 11: Remove the sheet-metal formatter bracket and formatter

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

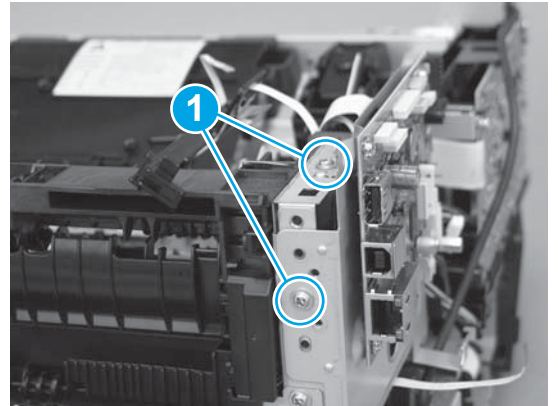
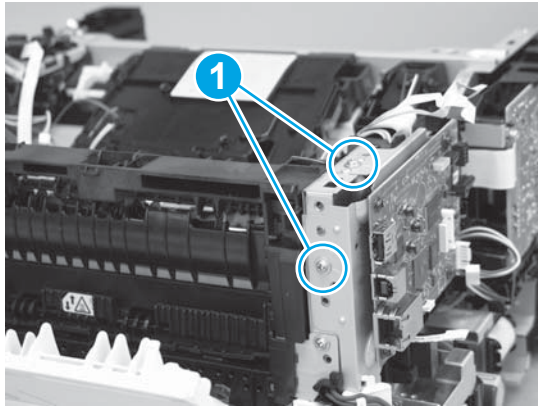
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1382 Remove the guide



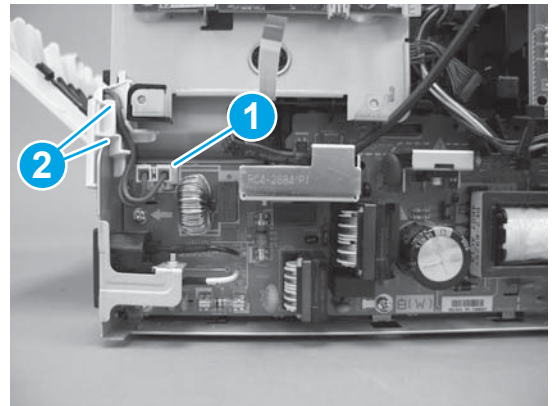
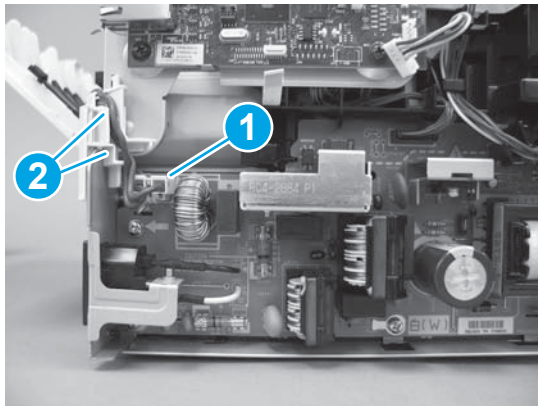
2. Remove two screws (callout 1).

Figure 1-1383 Remove two screws



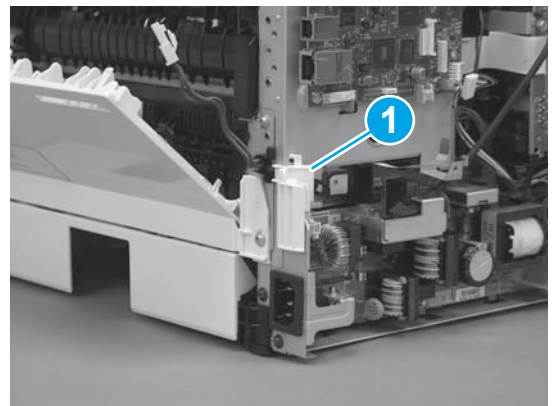
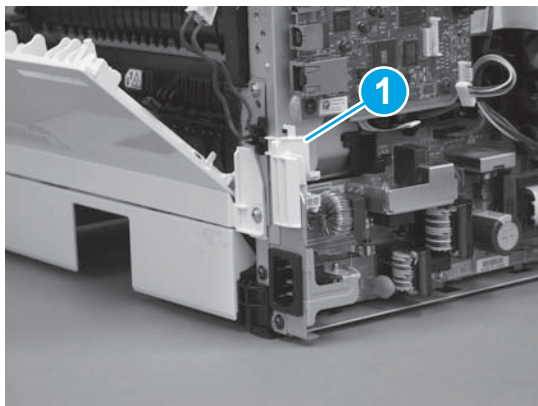
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1384 Disconnect one connector



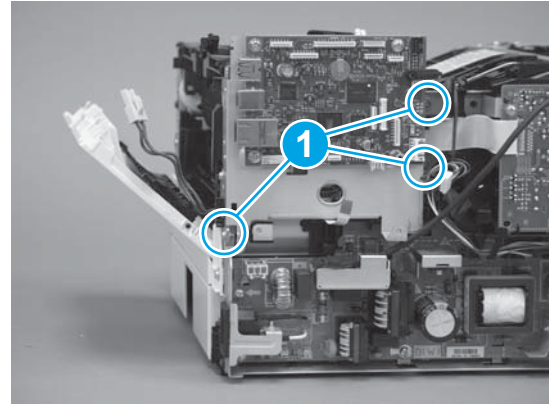
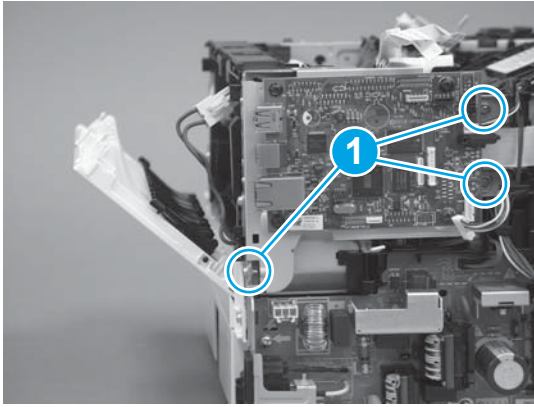
4. Remove the guide (callout 1).

Figure 1-1385 Remove the guide



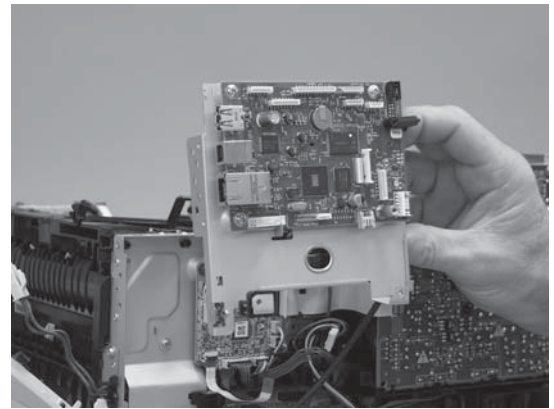
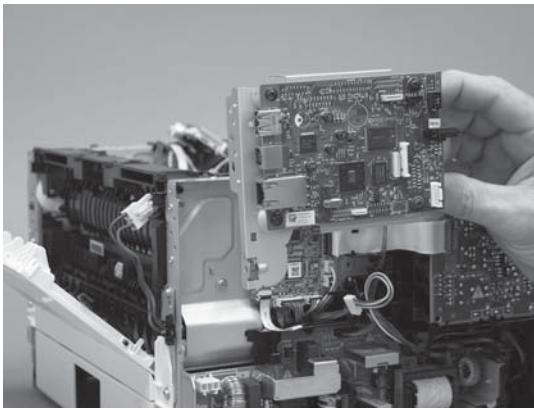
5. Remove three screws (callout 1).

Figure 1-1386 Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

Figure 1-1387 Remove the bracket



Step 12: Remove the DC controller

1. Disconnect three FFCs (callout 1), and six connectors (callout 2).


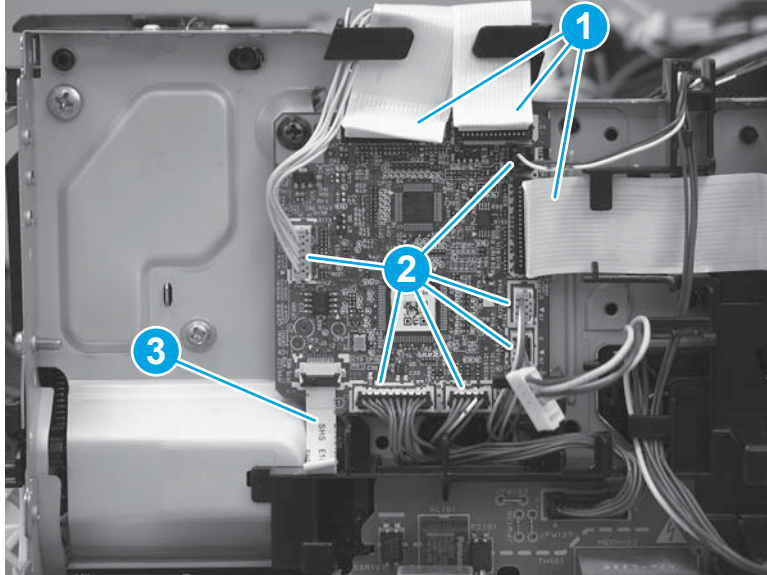
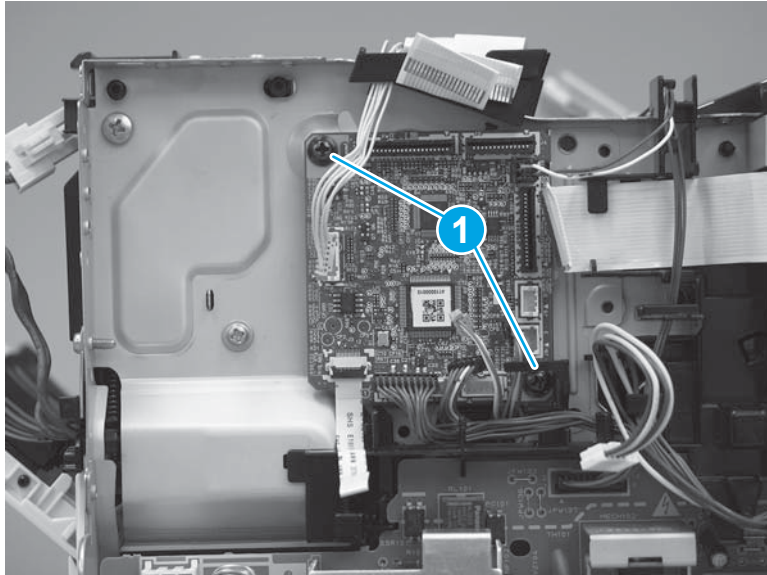
 **IMPORTANT:** One FFC (callout 3) is fastened to the guide with two sided tape. This FFC will be removed later in the procedure.

Figure 1-1388 Disconnect three FFCs and six connectors



2. Remove two screws (callout 1).

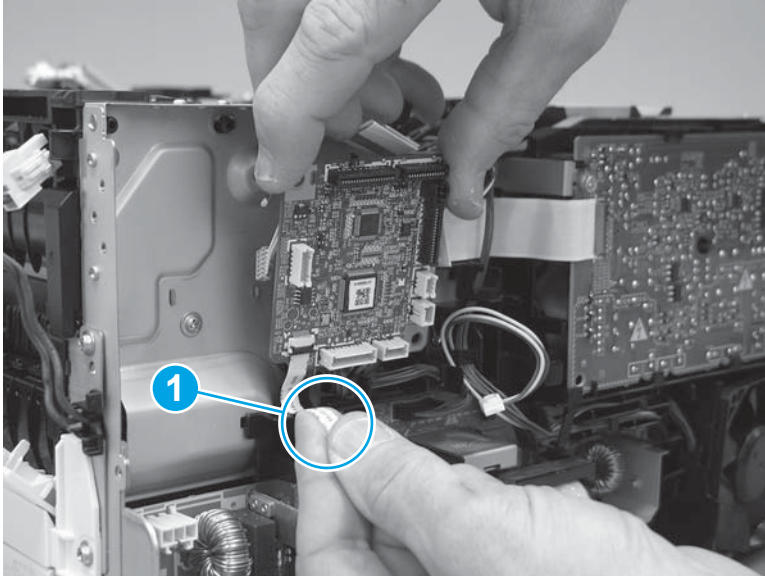
Figure 1-1389 Remove two screws



3. Separate the DC controller from the printer.

CAUTION: Carefully pull up on the FFC (callout 1) to release it from the guide, and then remove the DC controller.

Figure 1-1390 Remove the DC controller

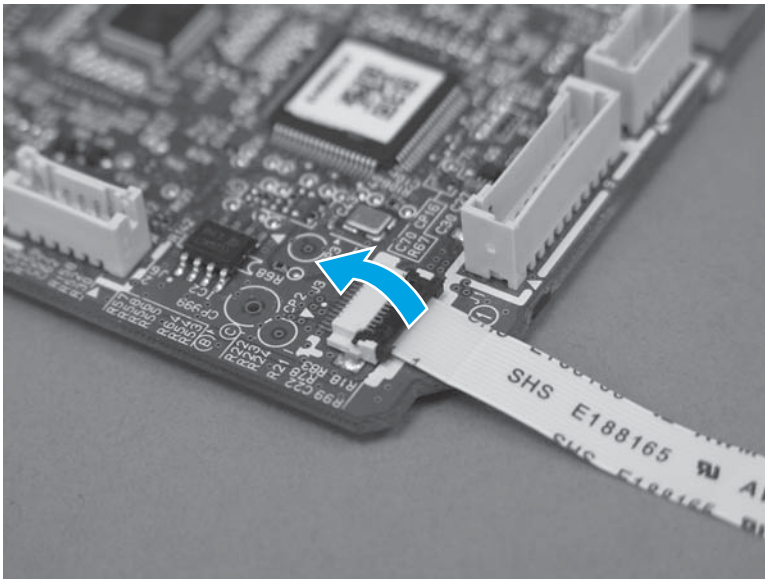


4. Disconnect one the FFC.

IMPORTANT: The FFC connector is a Zero Insertion Force (ZIF) connector that uses a hinged retainer to secure the FFC. The hinged retainer must be opened to release the FFC.

Do not discard this FFC. It must be installed on the replacement DC controller

Figure 1-1391 Disconnect one the FFC

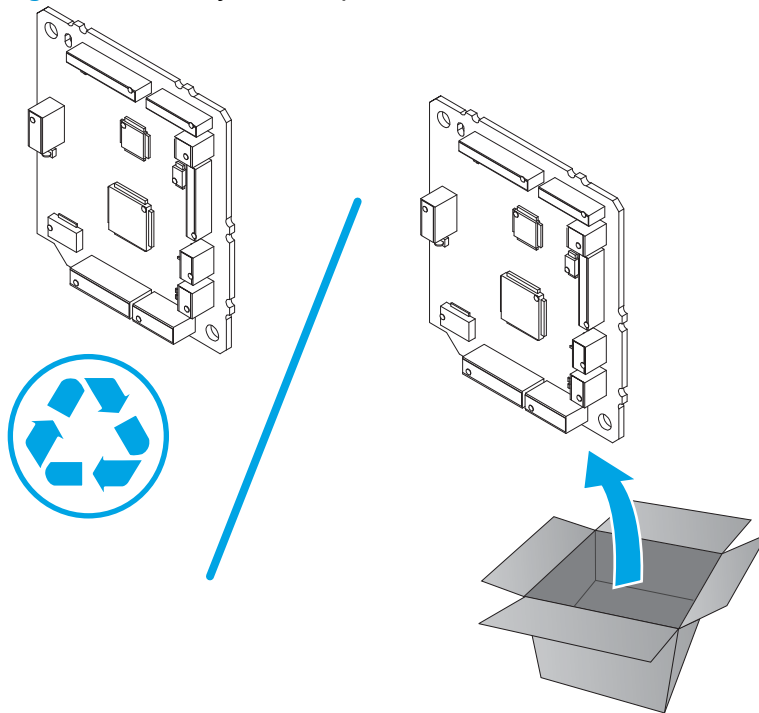


Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

Figure 1-1392 Recycle and unpack



Step 14: Install the DC controller

1. Connect the formatter FFC to the replacement DC controller connector.

Make sure that the FFC is fully inserted into the connector body, close the hinged retainer to lock the cable in place, and then slightly tug on the cable to make sure it is securely fastened.


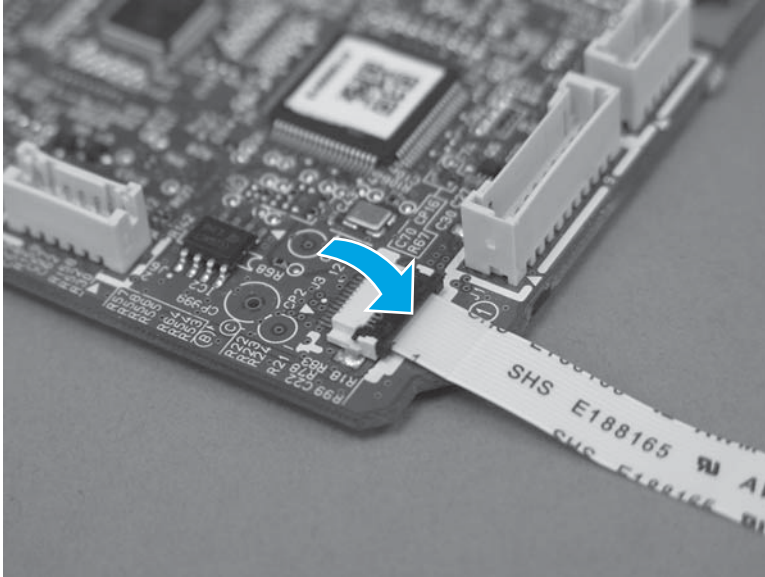
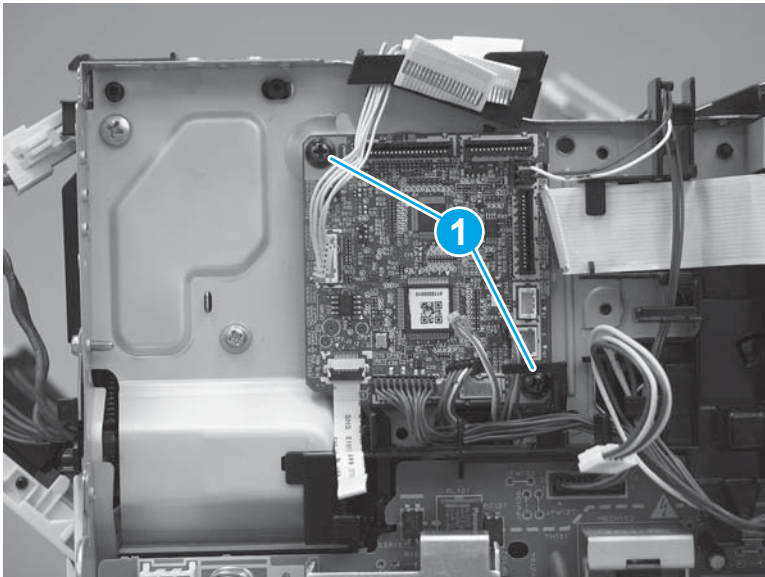
 **IMPORTANT:** The ZIF connector hinged retainer must be in the open position to insert the FFC.

Figure 1-1393 Connect one the FFC



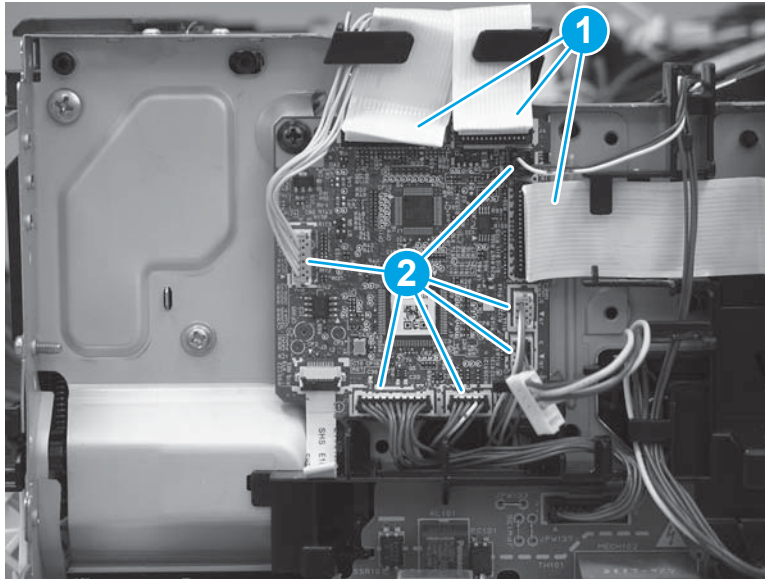
2. Position the DC controller on the printer, and then install two screws (callout 1).

Figure 1-1394 Install the DC controller



3. Connect three FFCs (callout 1), and six connectors (callout 2).

Figure 1-1395 Connect three FFCs and six connectors



4. Carefully push on the FFC (callout 1) to adhere it to the guide.


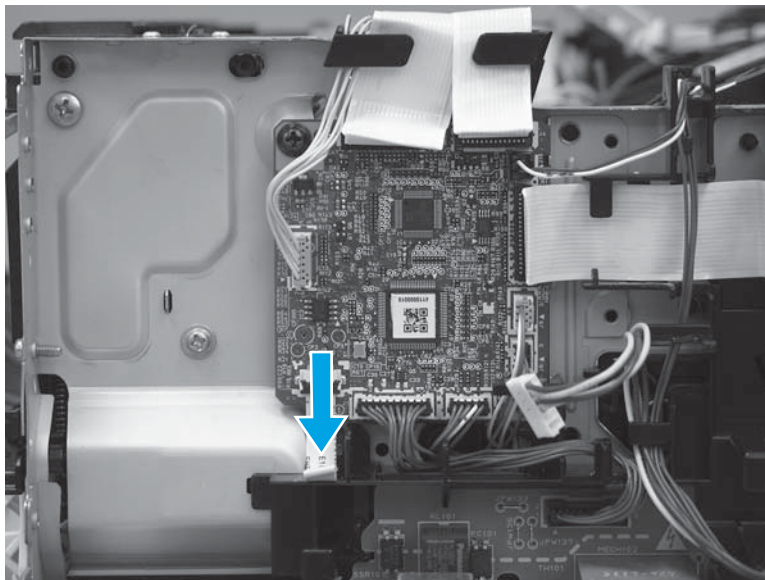
 **Reinstallation tip:** The two sided tape on the back side of FFC might need to be replaced if it will not adhere to the guide.

Figure 1-1396 Adhere the FFC to the guide

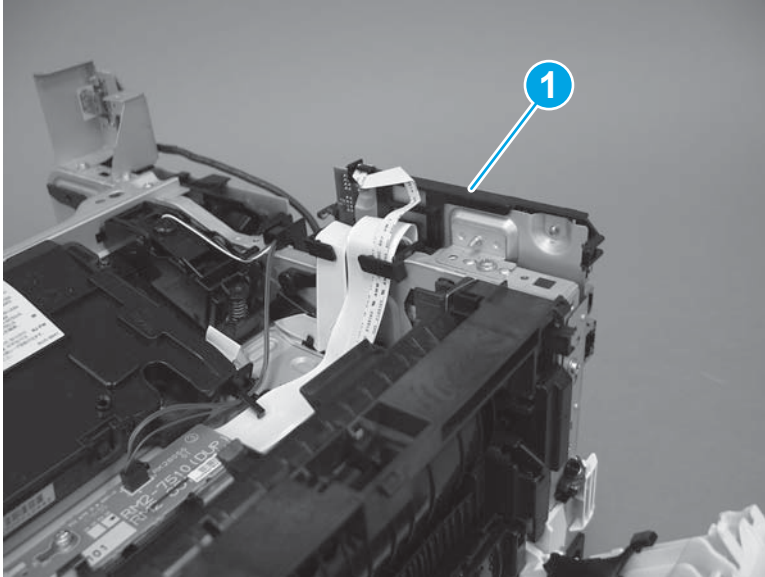


Step 15: Install the sheet-metal formatter bracket and formatter

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

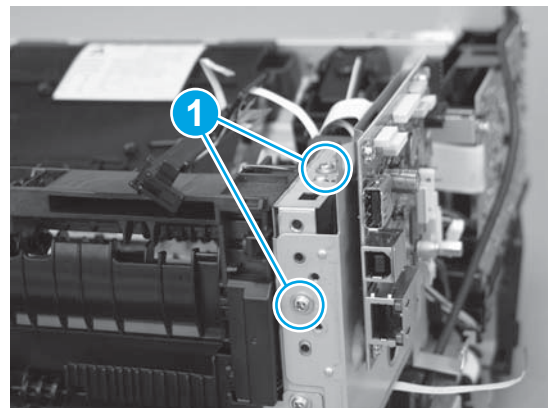
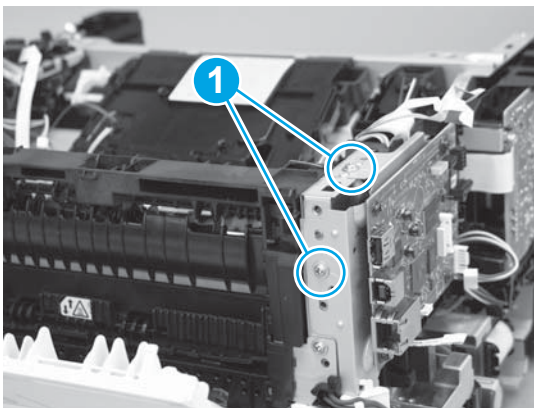
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1397 Remove the guide



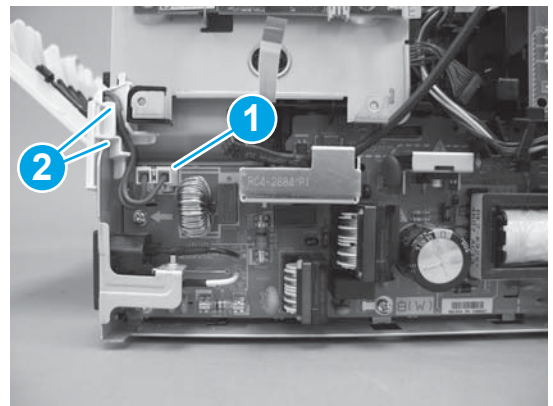
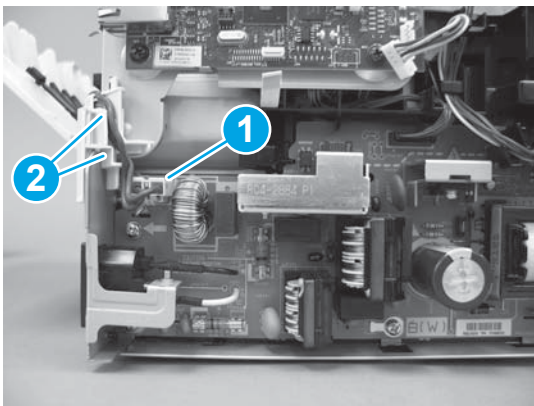
2. Remove two screws (callout 1).

Figure 1-1398 Remove two screws



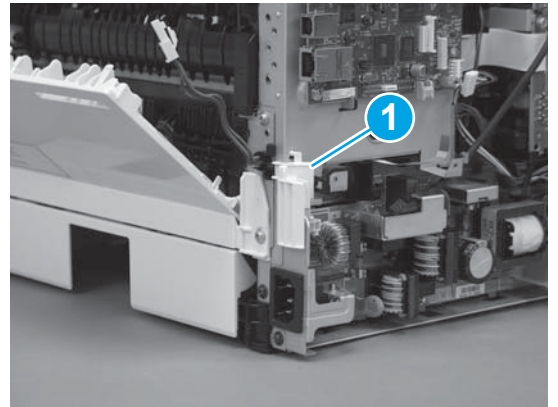
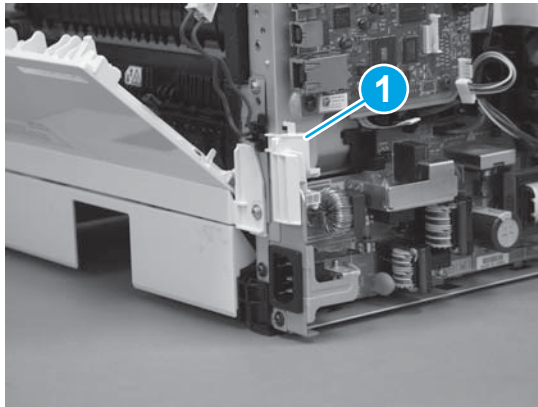
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1399 Disconnect one connector



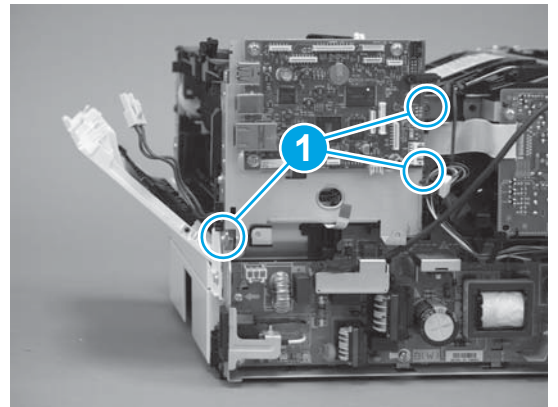
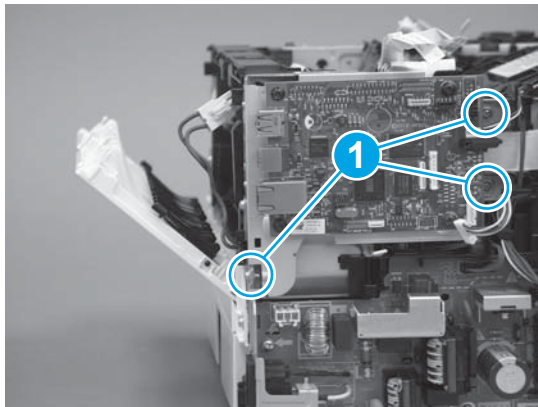
4. Remove the guide (callout 1).

Figure 1-1400 Remove the guide



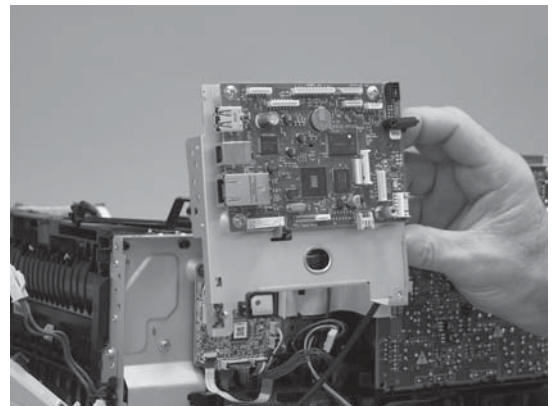
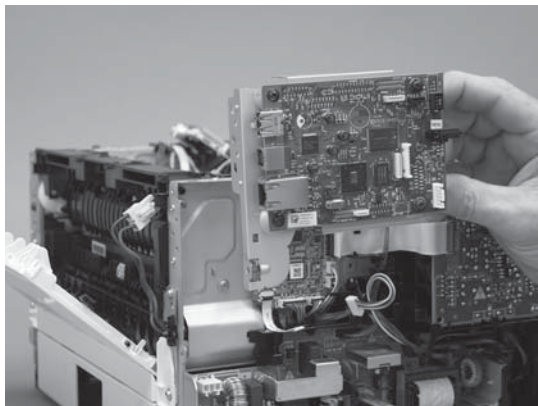
5. Remove three screws (callout 1).

Figure 1-1401 Remove three screws




6. Remove the sheet-metal bracket and formatter PCA.

Figure 1-1402 Remove the bracket

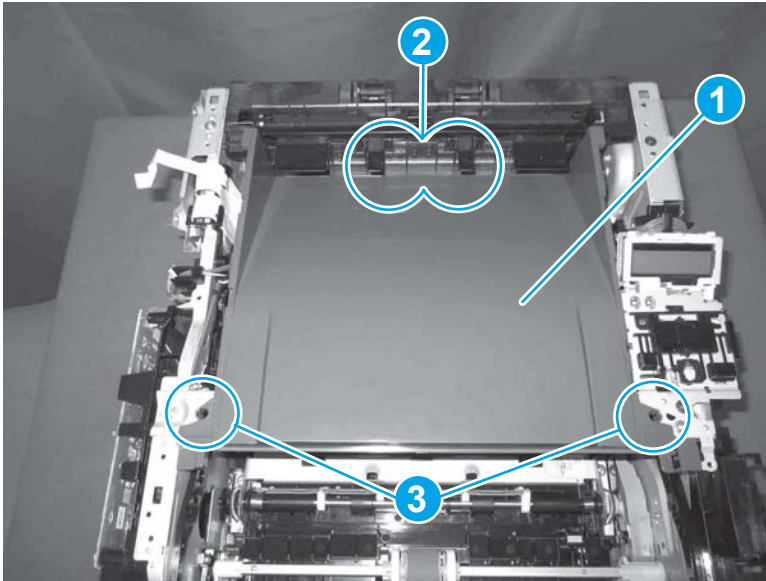


Step 16: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1403 Engage two tabs

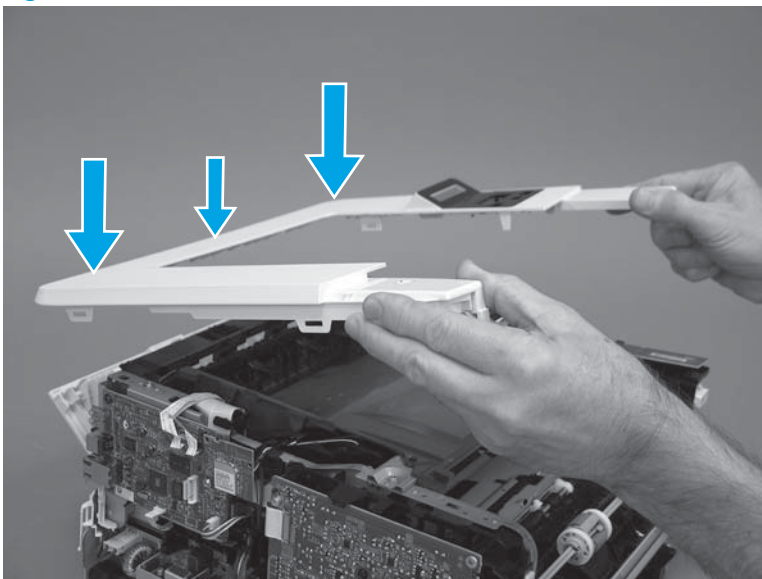


Step 17: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 18: Install the top cover \(M427/M426\) on page 756](#).

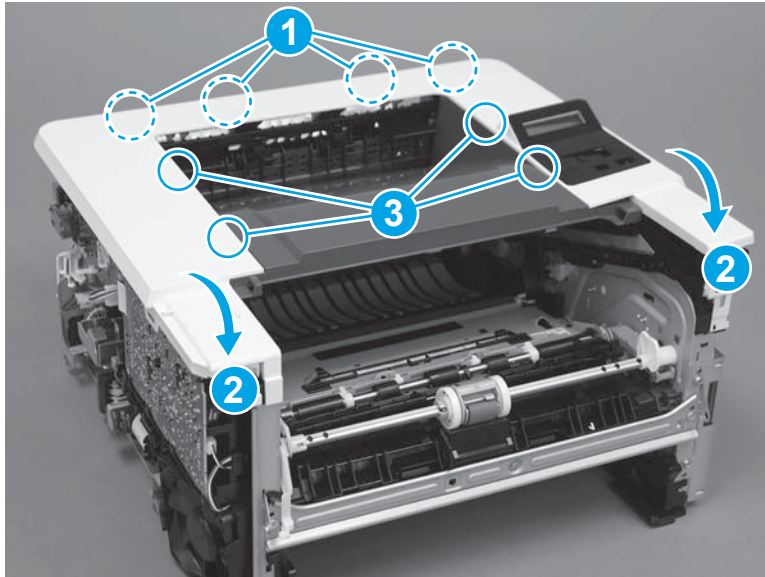
1. Position the rear edge of the cover on the printer.

Figure 1-1404 Install the cover



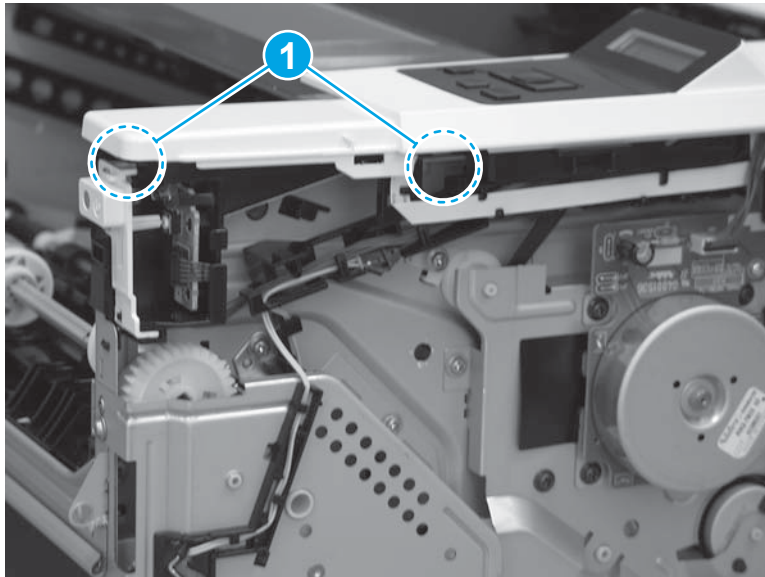
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1405 Engage four bosses and tabs



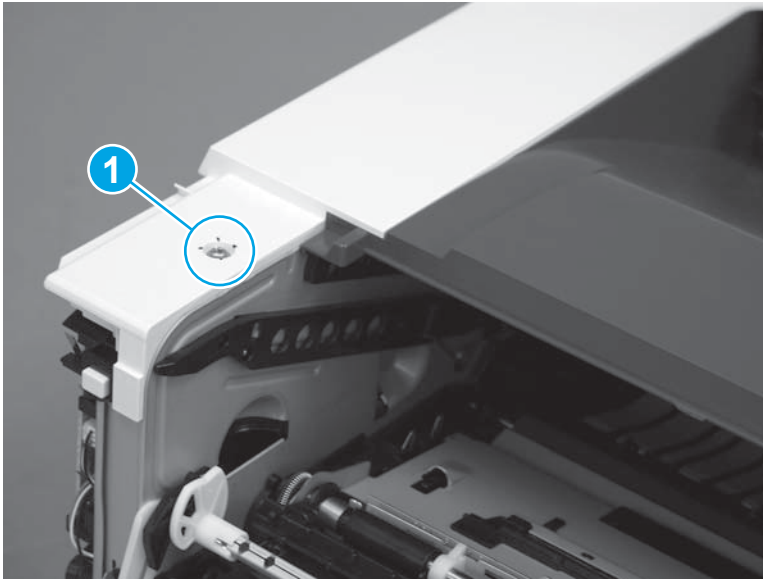
- At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1406 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1407 Install one screw

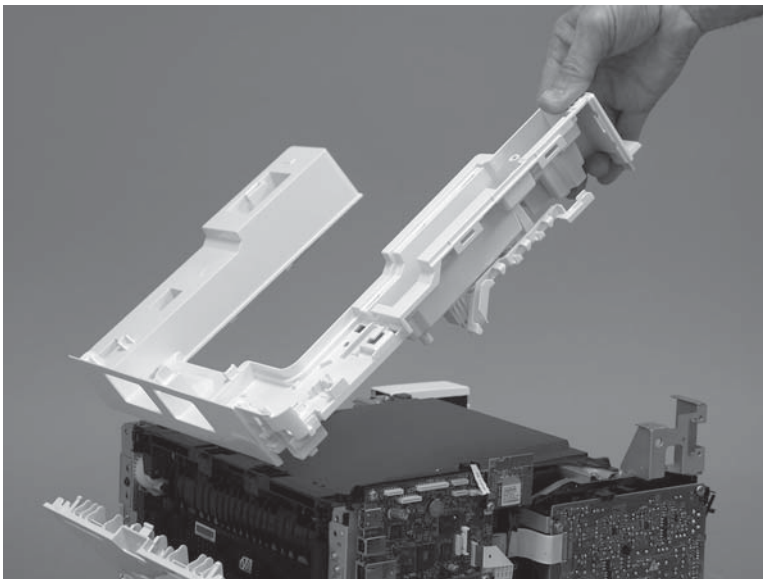


Step 18: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 767](#).

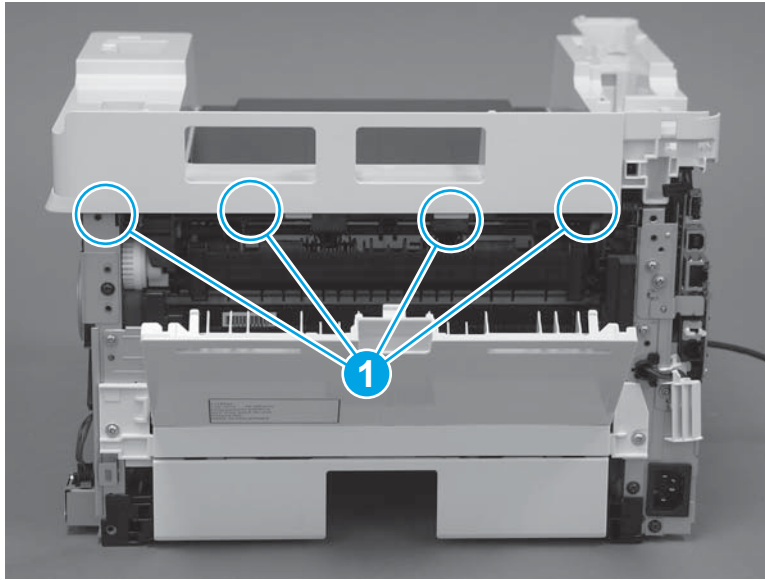
1. Position the rear edge of the top cover on the printer.

Figure 1-1408 Install the cover



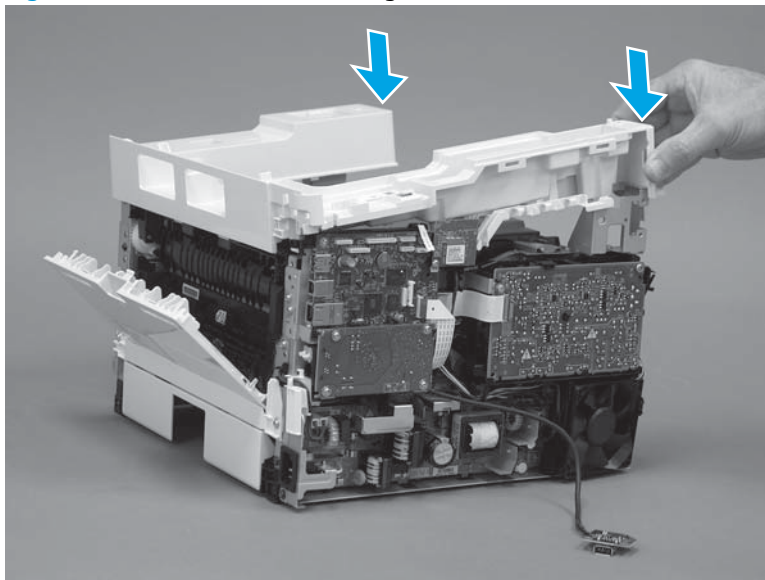
2. Engage four bosses (callout 1).

Figure 1-1409 Engage four bosses



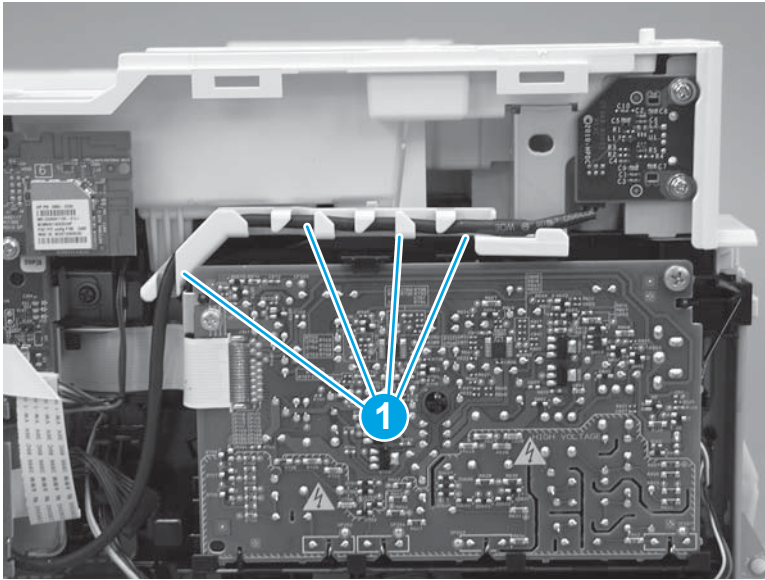
3. Rotate the front edge of the cover down.

Figure 1-1410 Rotate the front edge of the cover down



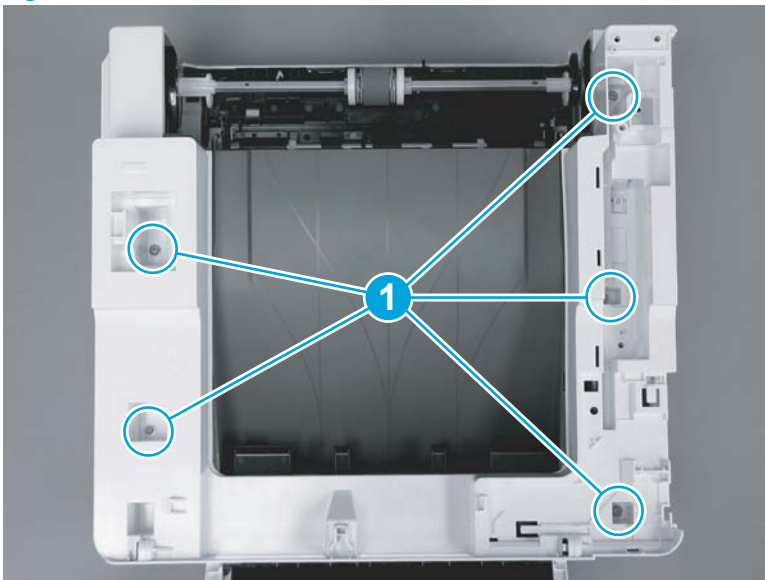
4. Install the USB cable (callout 1) in the guide.

Figure 1-1411 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-1412 Install five screws

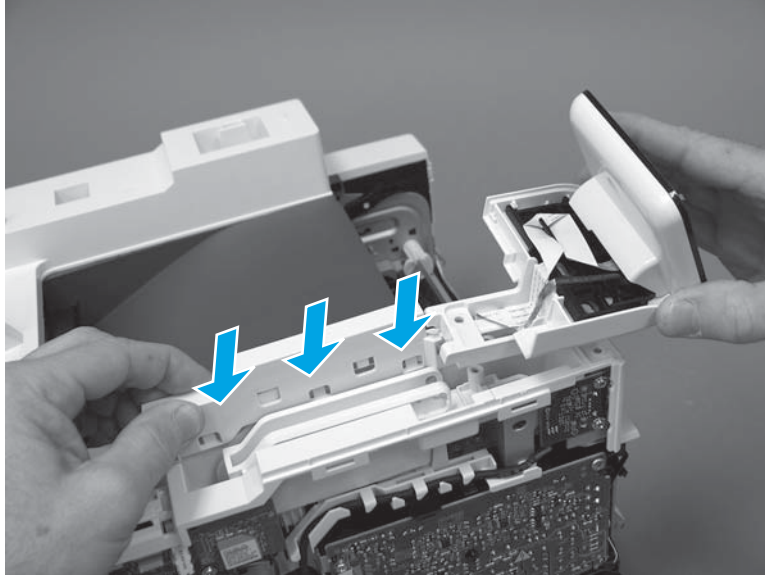


Step 19: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 767](#).

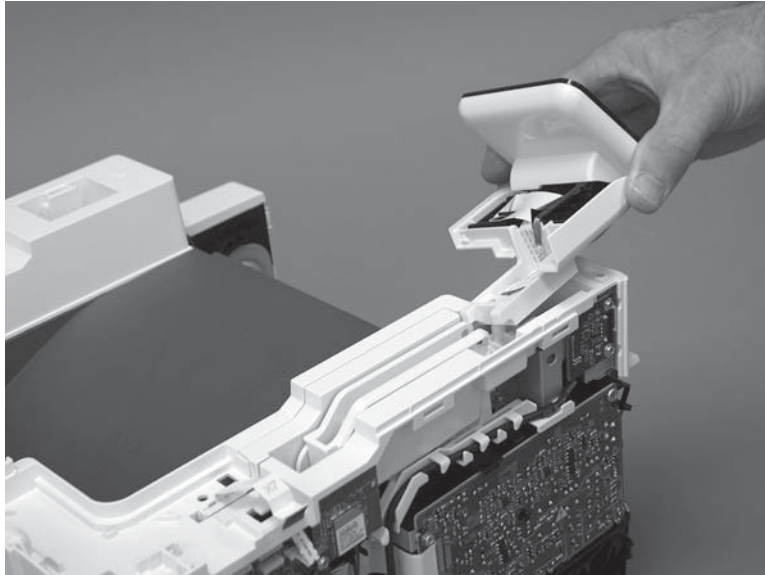
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1413 Install the control-panel FFC cover



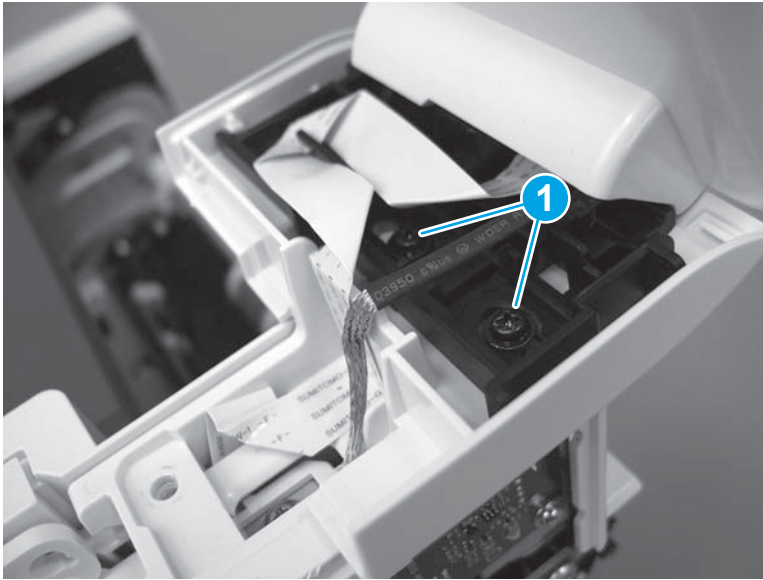
2. Install the control-panel assembly on the top cover.

Figure 1-1414 Install the control-panel assembly



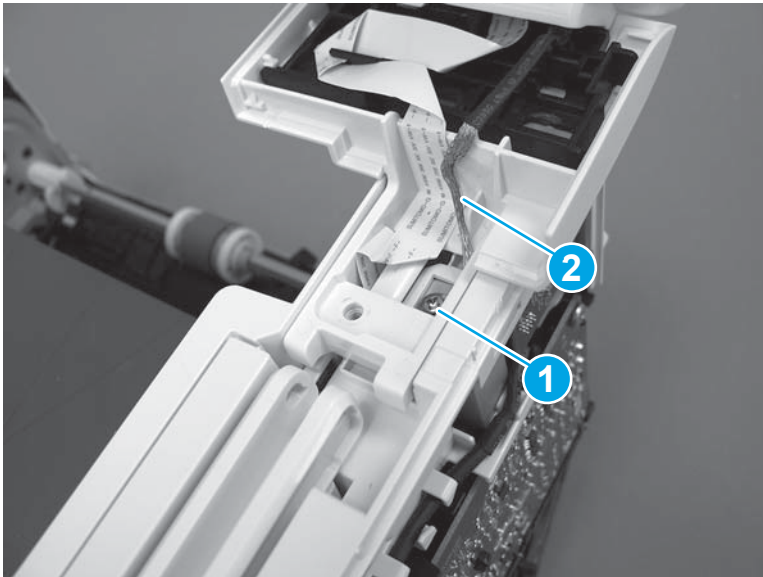
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1415 Install two screws



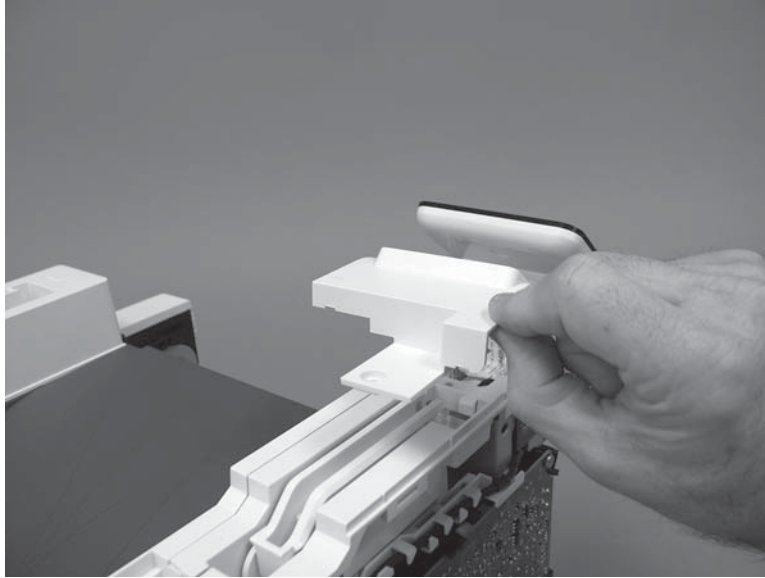
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1416 Remove one screw



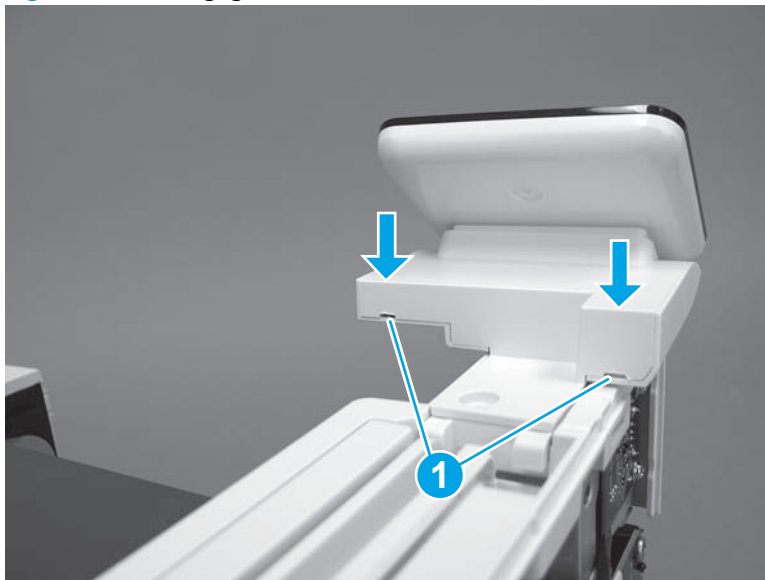
5. Install the control-panel cable cover.

Figure 1-1417 Install the cover



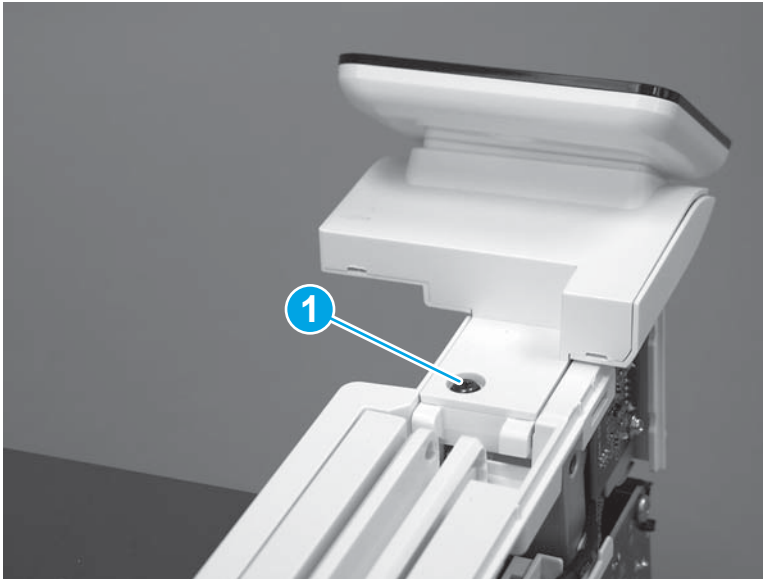
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1418 Engage two tabs



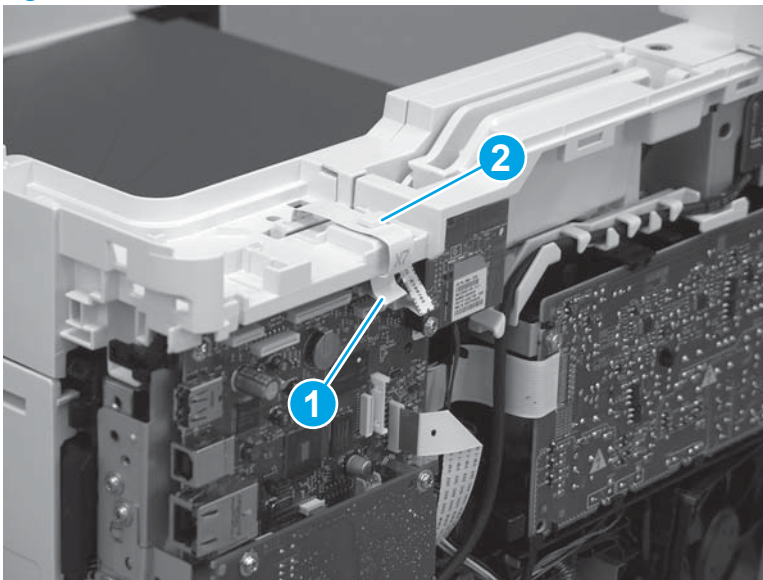
7. Install one screw (callout 1).

Figure 1-1419 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-1420 Connect one connector



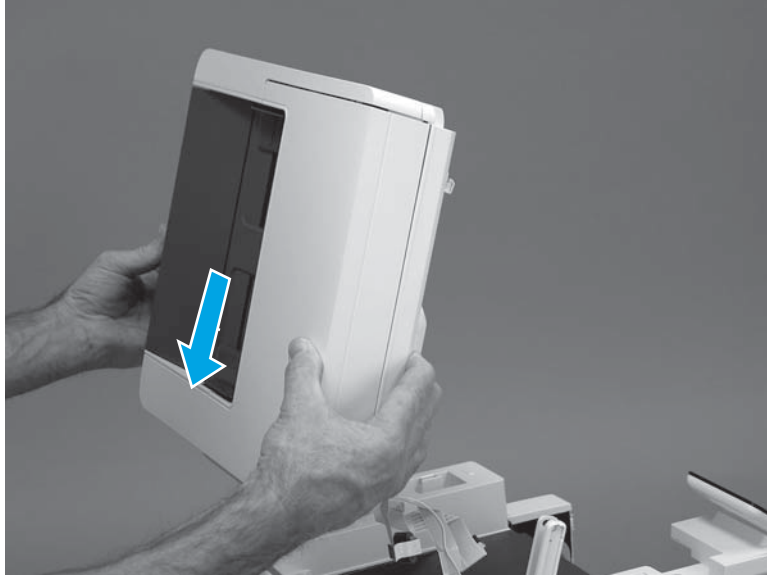
Step 20: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 21: Install the rear door assembly on page 767](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

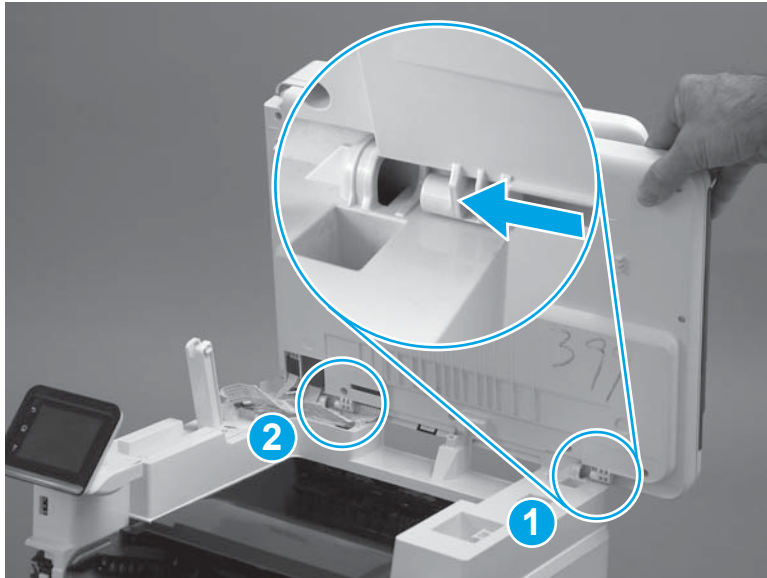
1. Position the ISA on the printer.

Figure 1-1421 Position the ISA on the printer



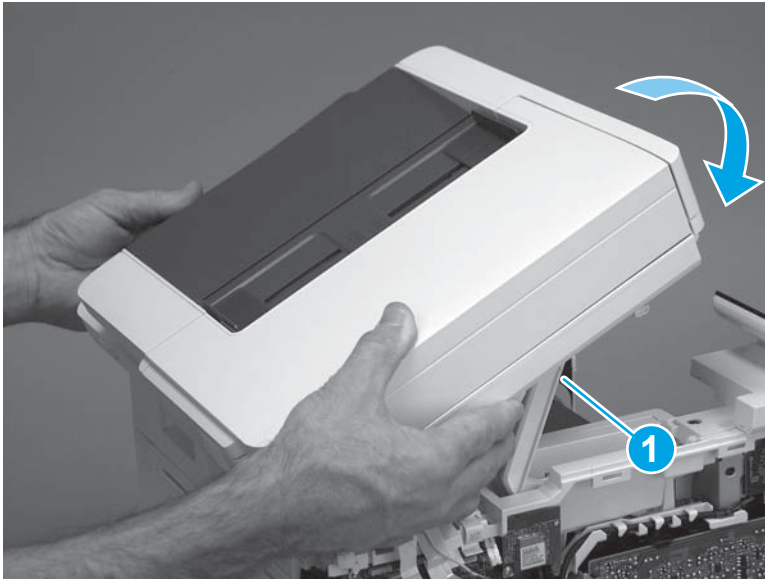
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1422 Engage the hinge pins with the holders



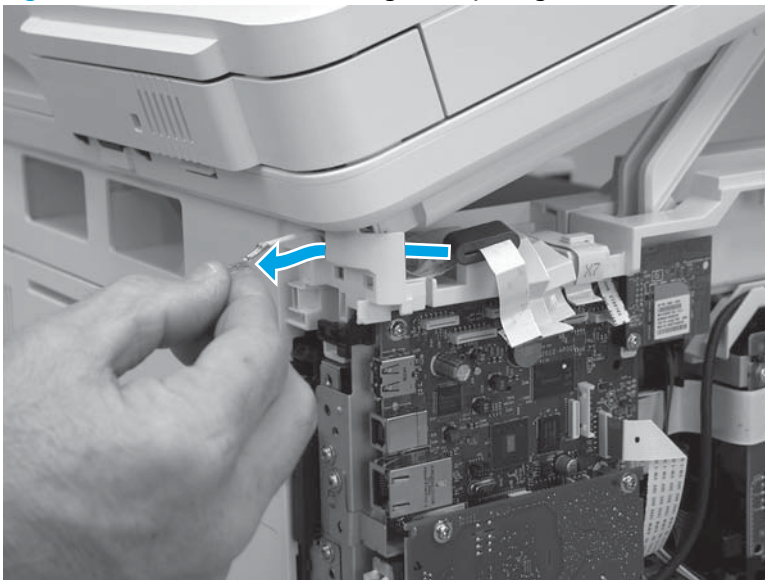
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1423 Rotate the ISA towards the front of the printer



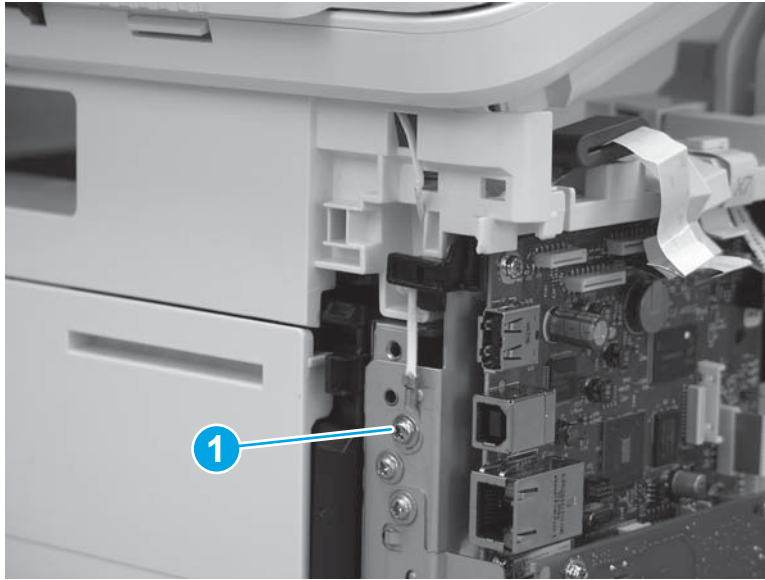
4. Pass the ground wire through the opening in the top cover.

Figure 1-1424 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1425 Install one screw



6. Install the ISA lift assembly slider pin.


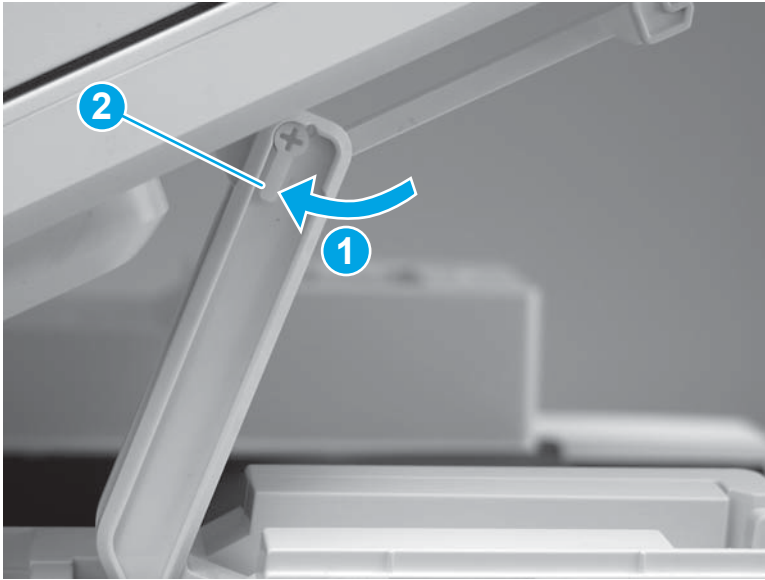
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1426 Install the slider pin



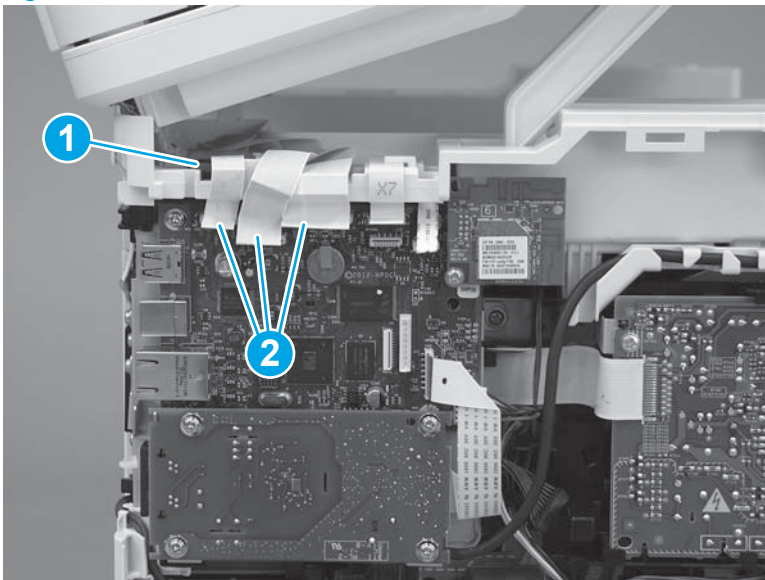
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1427 Secure the slider pin



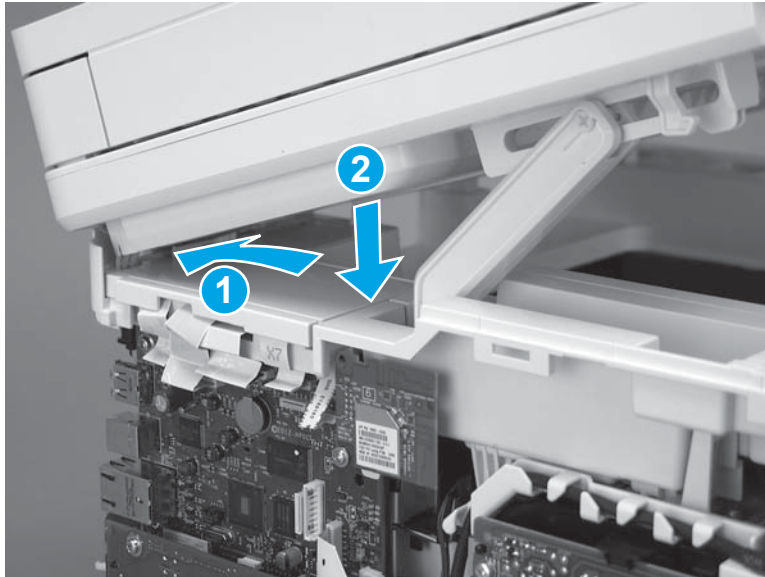
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1428 Connect three FFCs



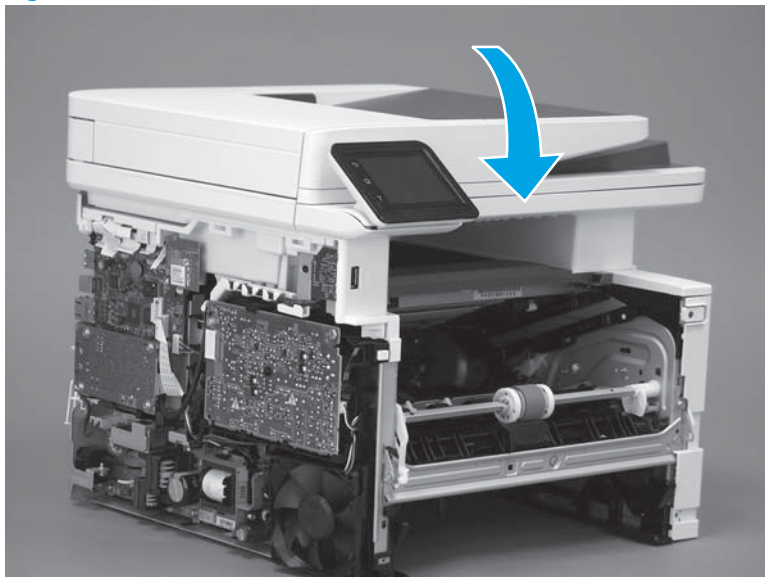
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-1429 Install the ISA FFC cover



10. Lower the ISA.

Figure 1-1430 Lower the ISA



Step 21: Install the rear door assembly

1. At the rear of the printer, position the assembly so that the two tabs (callout 1) are installed in the slots (callout 2) in the chassis.


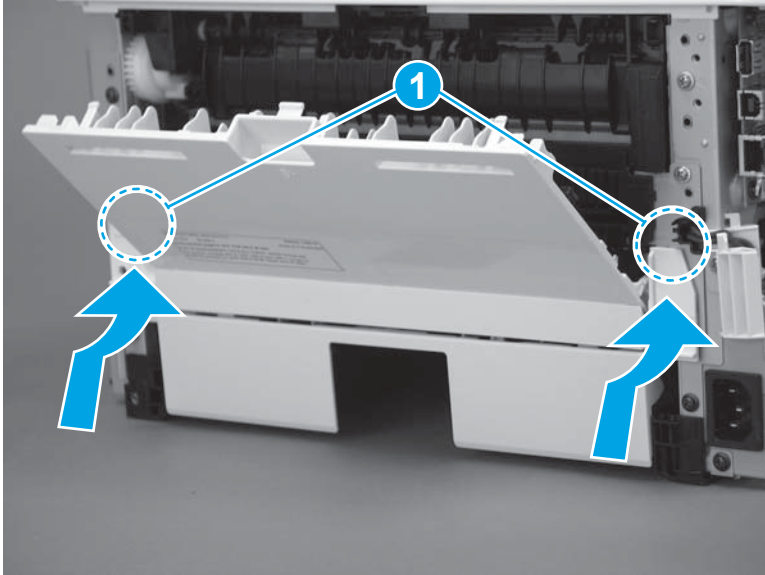
 **NOTE:** Duplex models only: Slide the duplex tray into the Tray 2 cavity.

Figure 1-1431 Install the rear cover



2. Install two screws.



NOTE: Duplex models only: Reach in from the front of the Tray 2 cavity and raise the feed assembly to the up and locked position so that the rear cover will fit flat against the chassis.

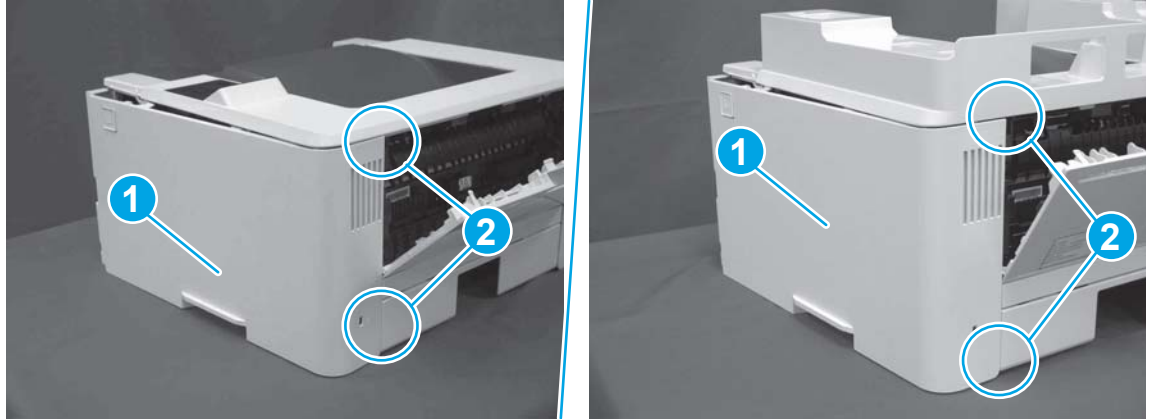
Figure 1-1432 Install two screws



Step 22: Install the right cover

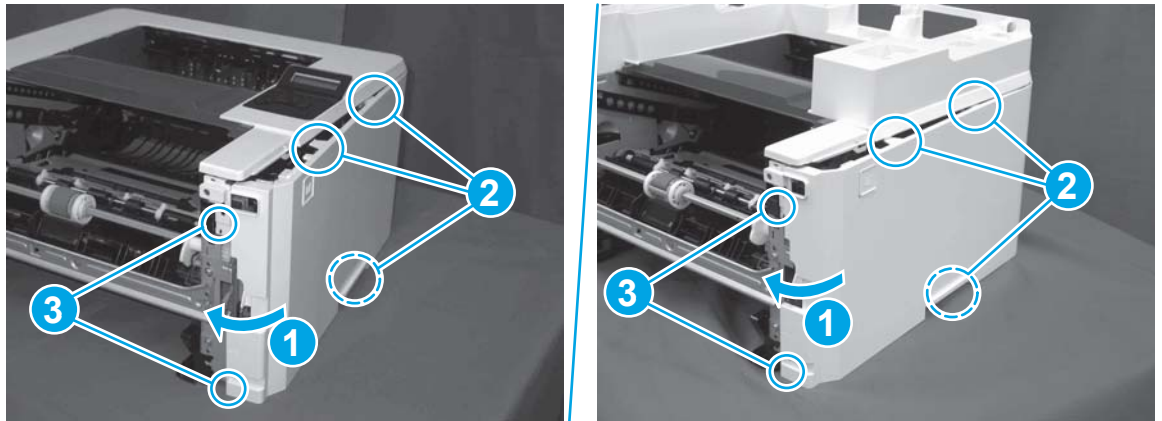
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1433 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1434 Engage two bosses and one tab

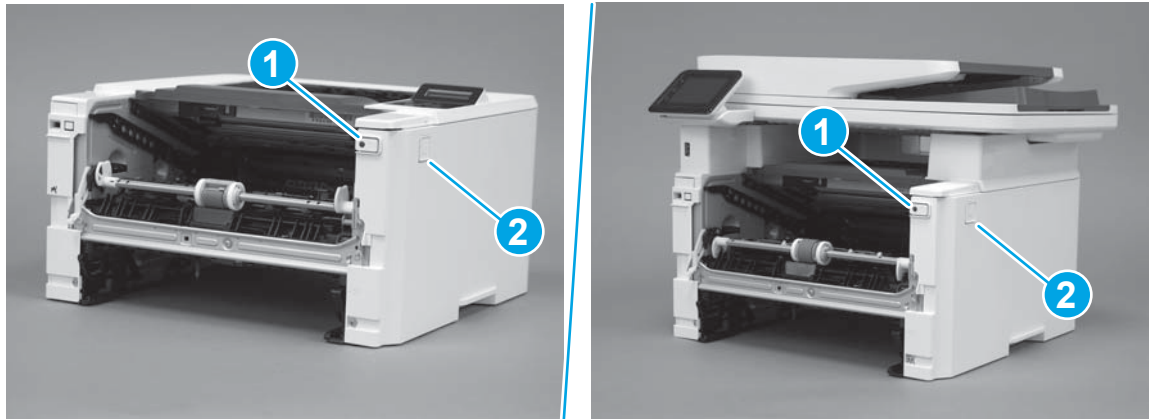


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1435 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

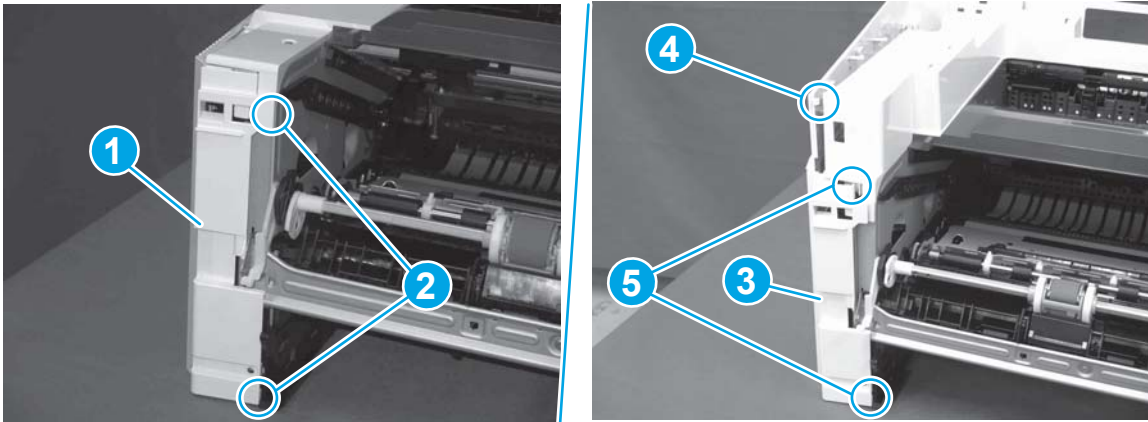
Figure 1-1436 Install one screw



Step 23: Install the left cover

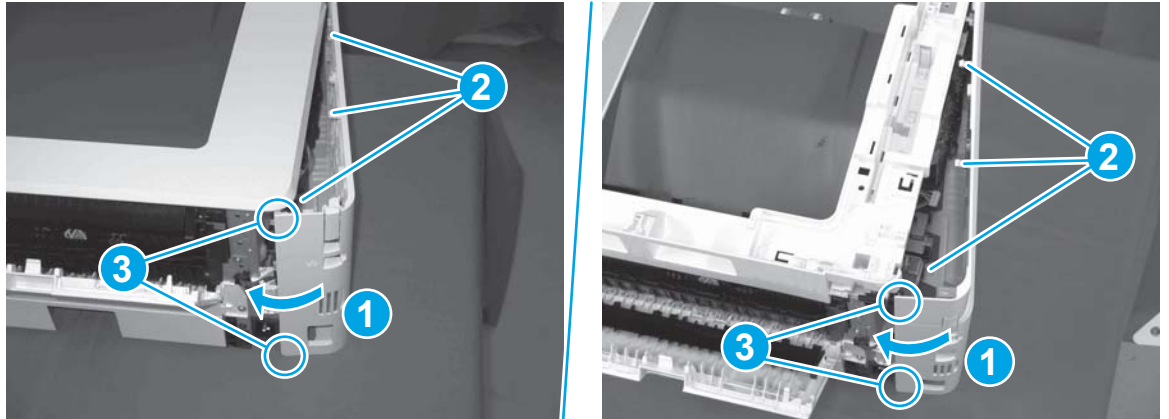
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1437 Install the cover



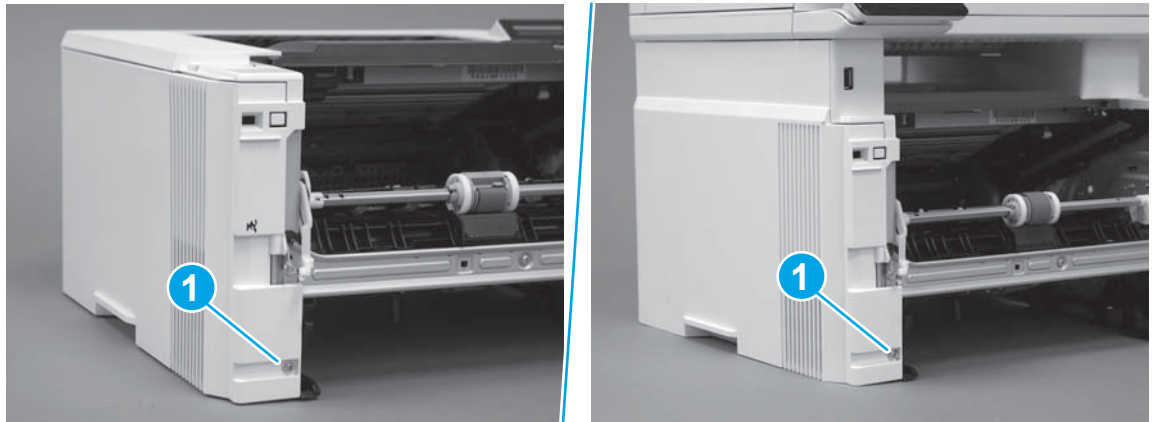
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1438 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-1439 Install one screw

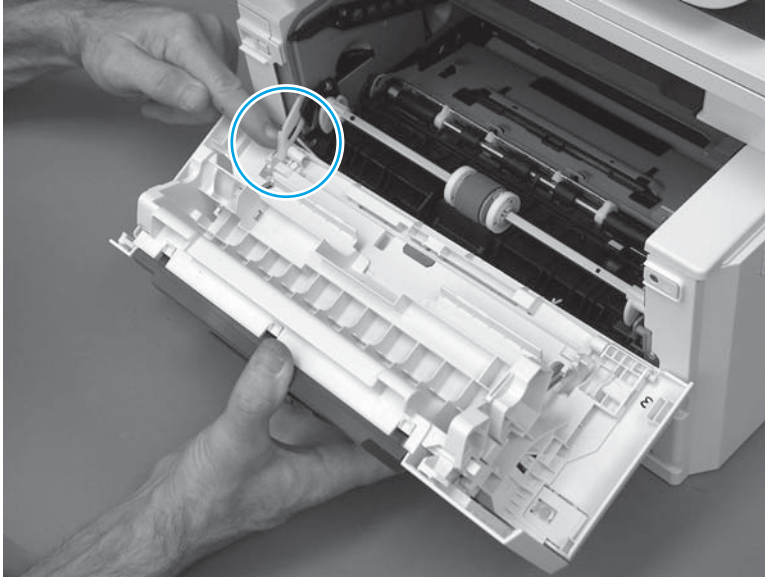


Step 24: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

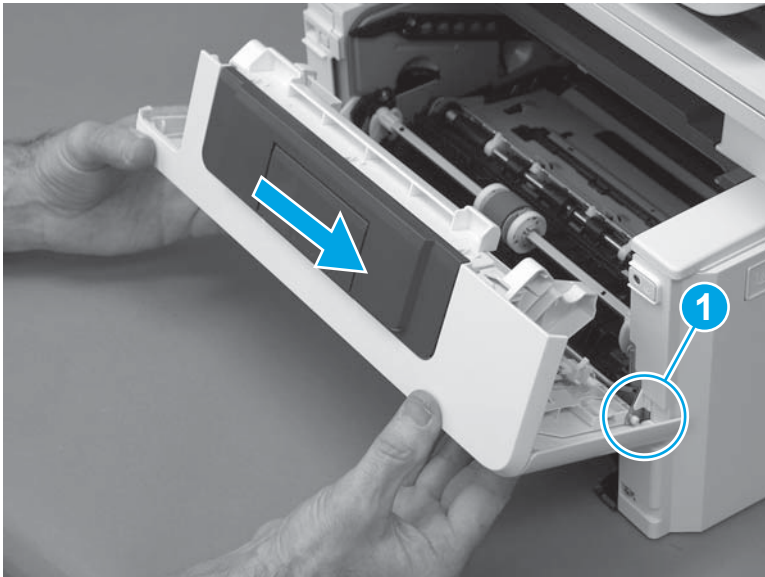
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1440 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

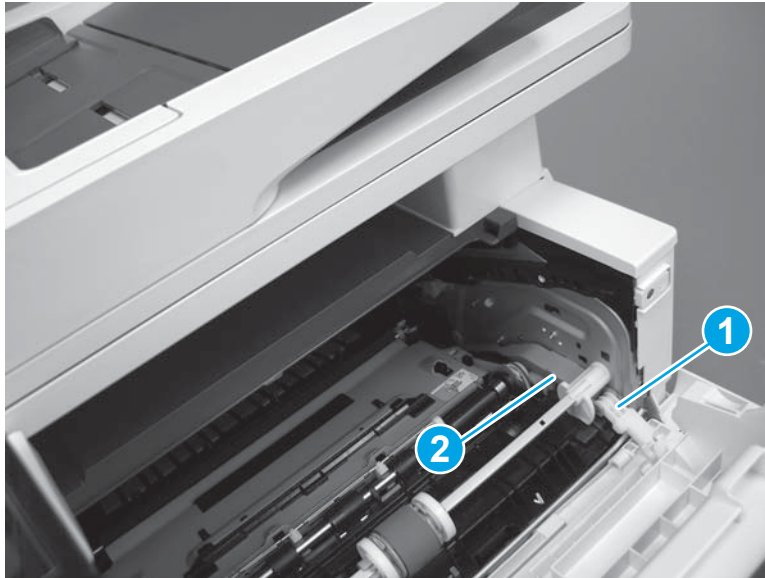
Figure 1-1441 Install the door



3. Install the link (callout 1).

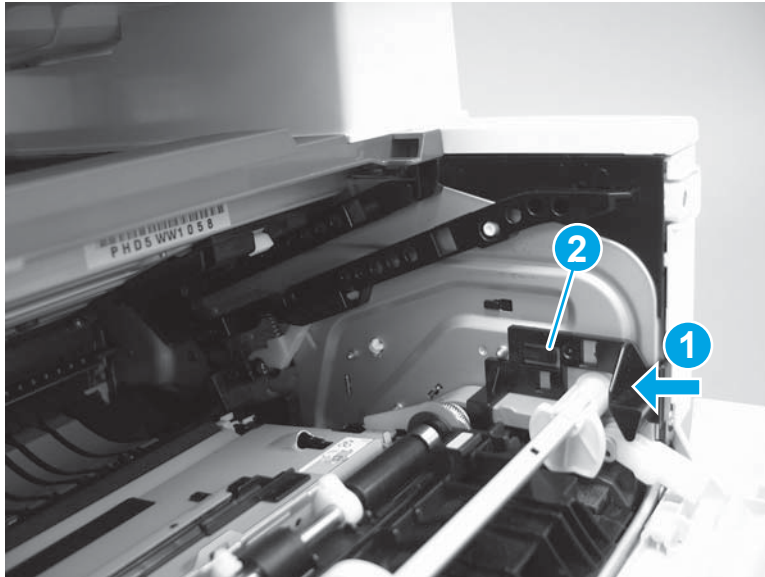
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1442 Install the pressure-release link



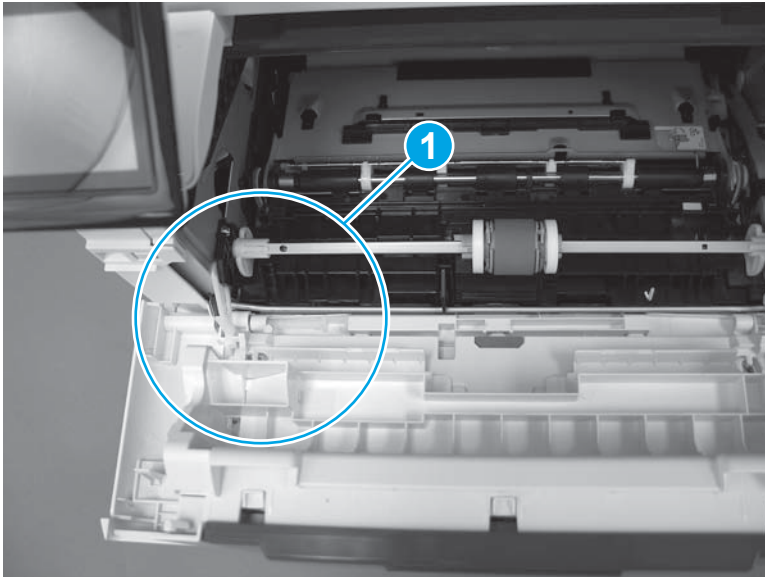
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1443 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1444 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


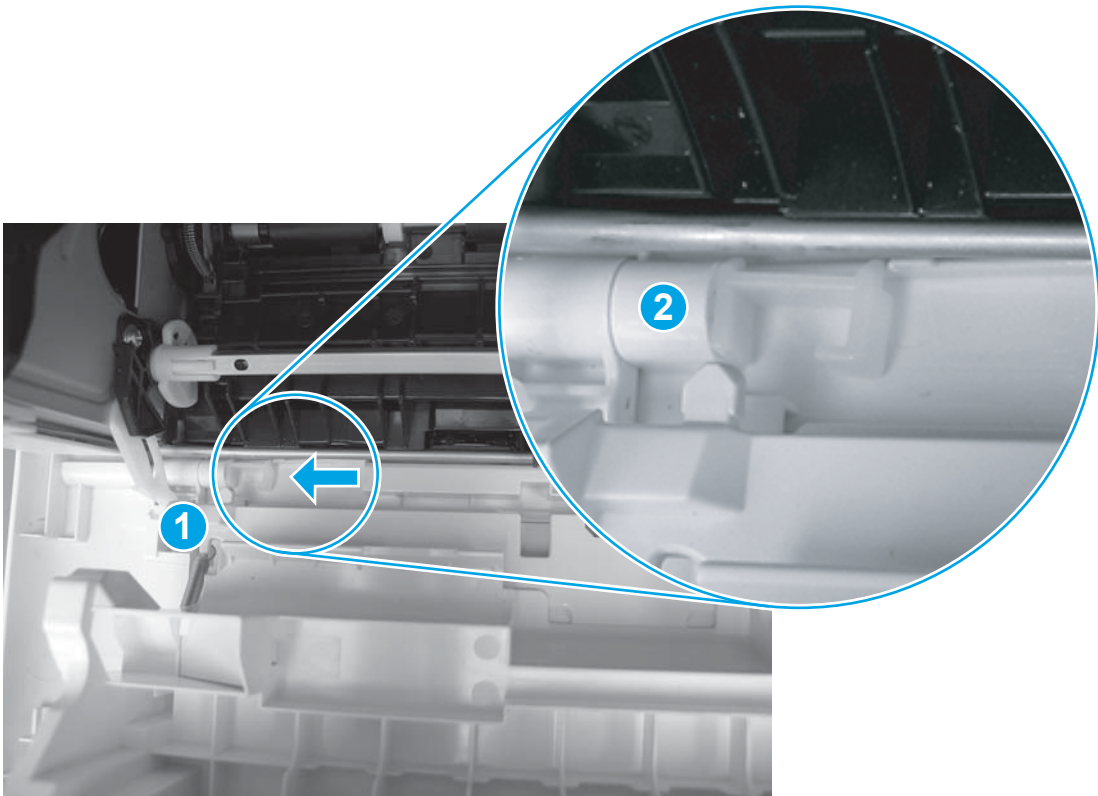
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1445 Install the support shaft



Step 25: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1446 Install the tray



Removal and replacement: Tag-cable assembly (toner-cartridge memory)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Remove the tag-cable assembly \(toner-cartridge memory\)](#)
- [Step 12: Unpack the replacement assembly](#)
- [Step 13: Install the tag-cable assembly \(toner-cartridge memory\)](#)
- [Step 14: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 15: Install the paper delivery tray \(output bin\)](#)
- [Step 16: Install the top cover \(M403/M402\)](#)
- [Step 17: Install the top cover \(M427/M426\)](#)
- [Step 18: Install the control panel \(M427/M246\)](#)
- [Step 19: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 20: Install the right cover](#)
- [Step 21: Install the left cover](#)
- [Step 22: Install the cartridge door assembly](#)
- [Step 23: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the tag-cable assembly (toner-cartridge memory).

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.

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

Tag-cable assembly (toner-cartridge memory) part number	
RM2-5426-000CN	Tag-cable assembly (toner-cartridge memory)

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket screwdriver.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1447 Remove the tray



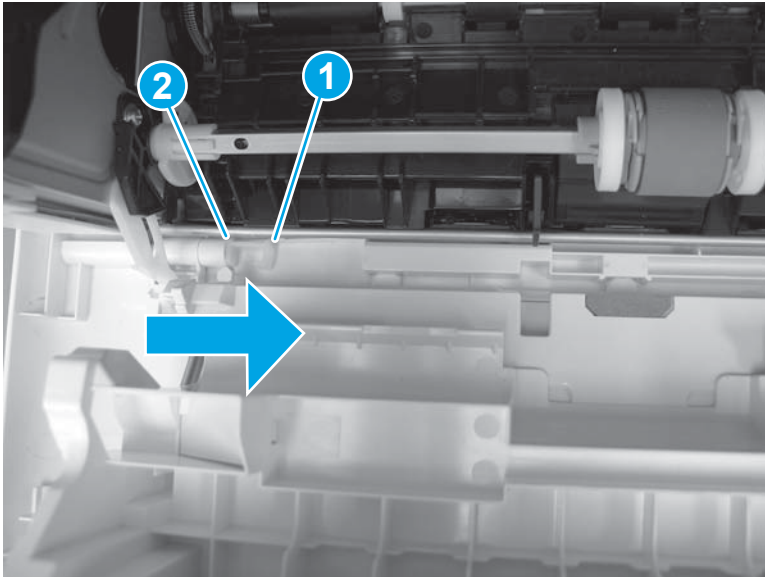
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1448 Release the support shaft



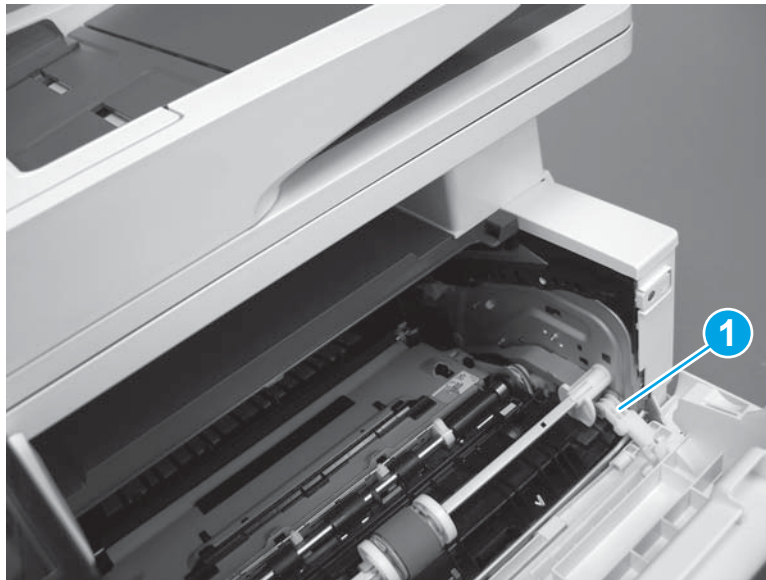
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1449 Remove the guide



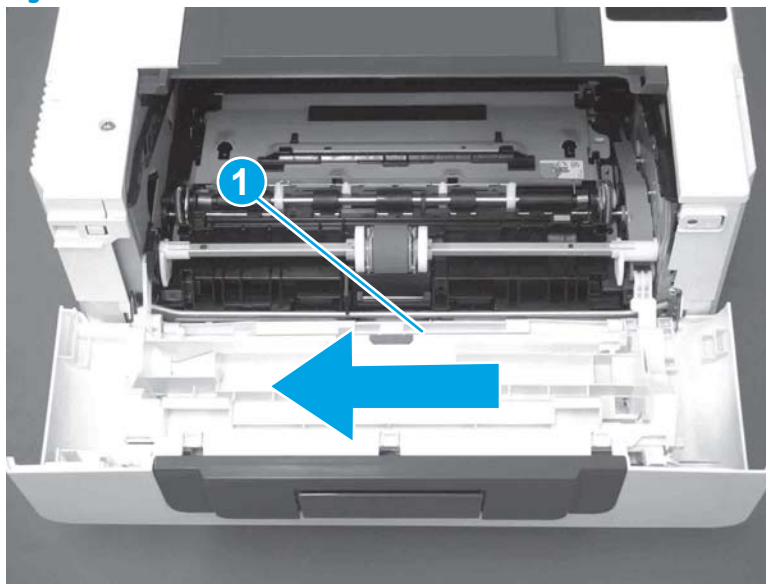
3. Remove the link arm (callout 1).

Figure 1-1450 Remove the link arm



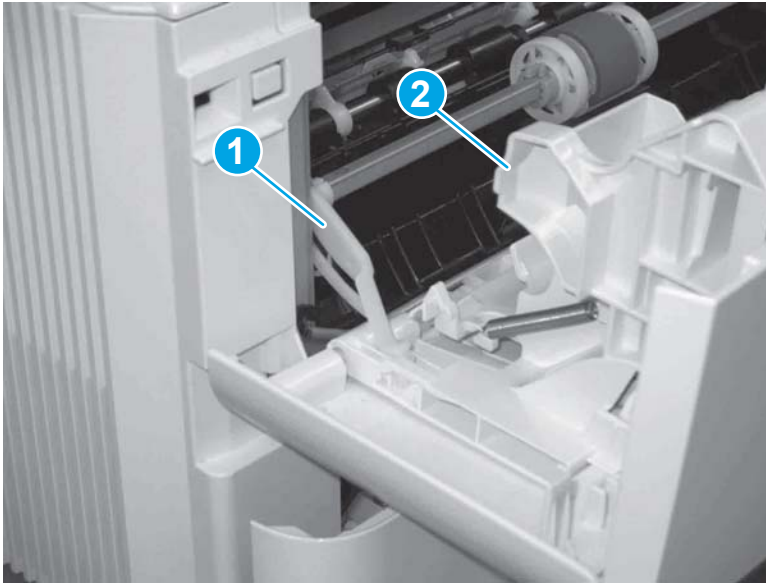
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1451 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

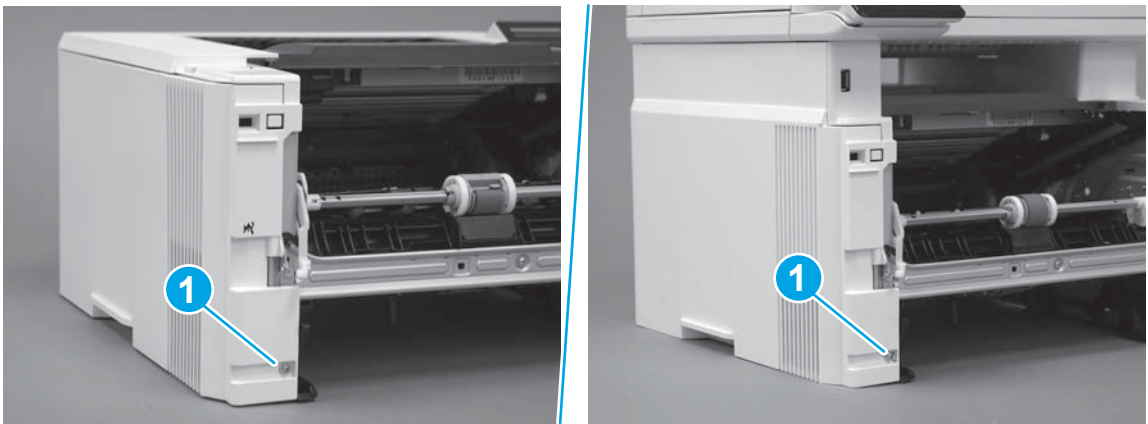
Figure 1-1452 Release the left-side retainer arm



Step 3: Remove the left cover

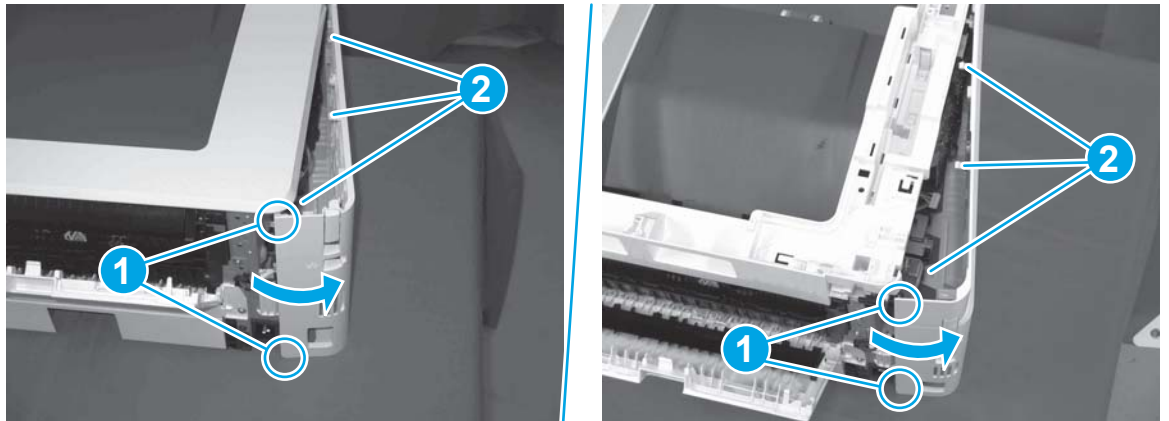
1. Remove one screw (callout 1).

Figure 1-1453 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1454 Release two bosses and three tabs

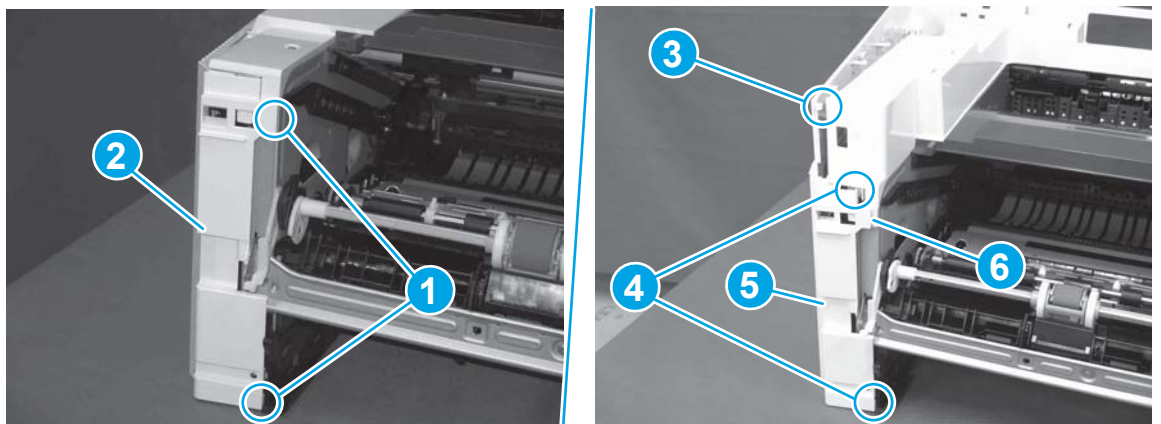


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1455 Remove the cover



Step 4: Remove the right cover

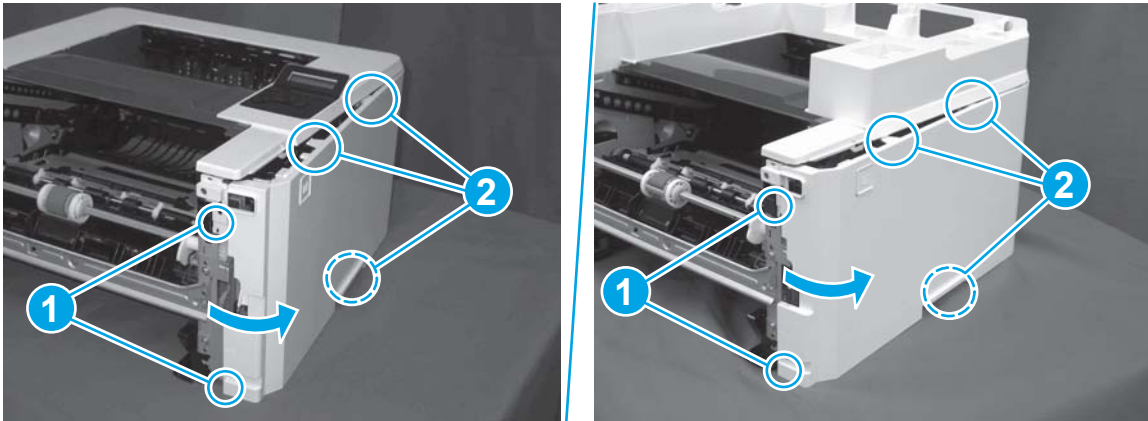
1. Remove one screw (callout 1).

Figure 1-1456 Remove one screw



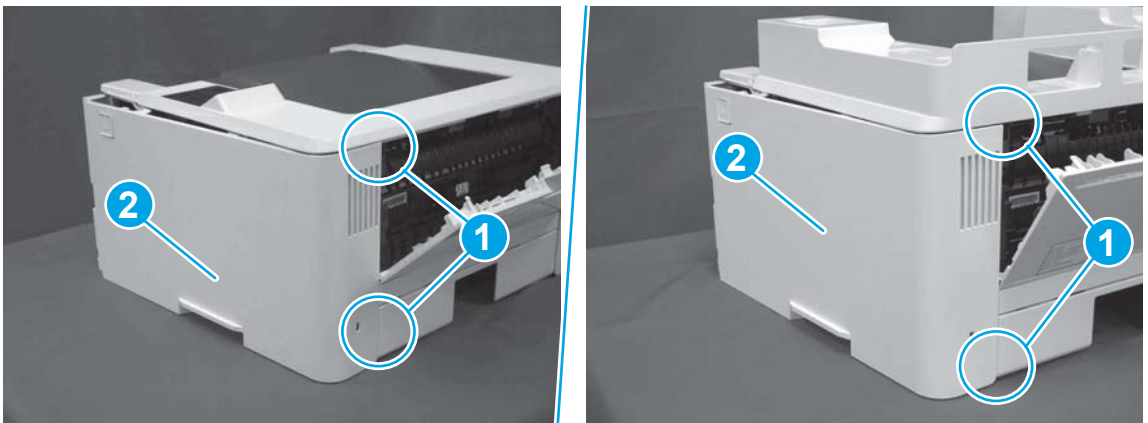
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1457 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).


Figure 1-1458 Remove the cover



Step 5: Remove the integrated scanner assembly (M427/M246)

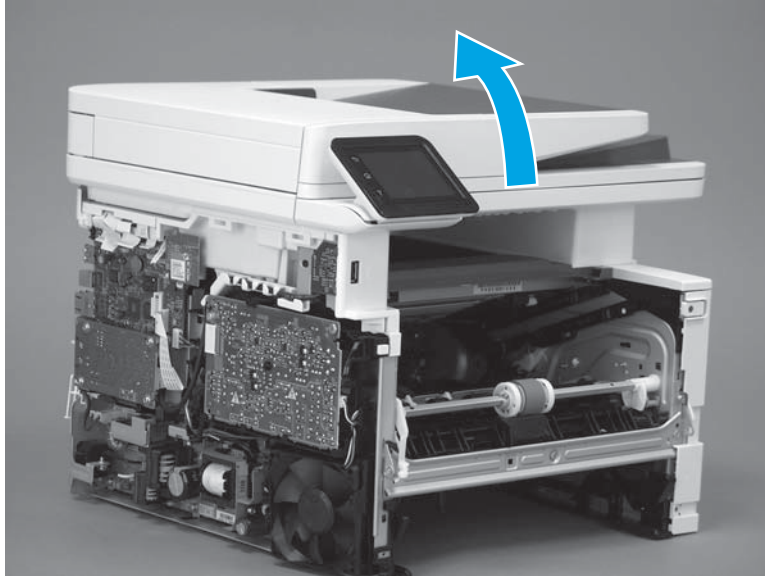


NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 792.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

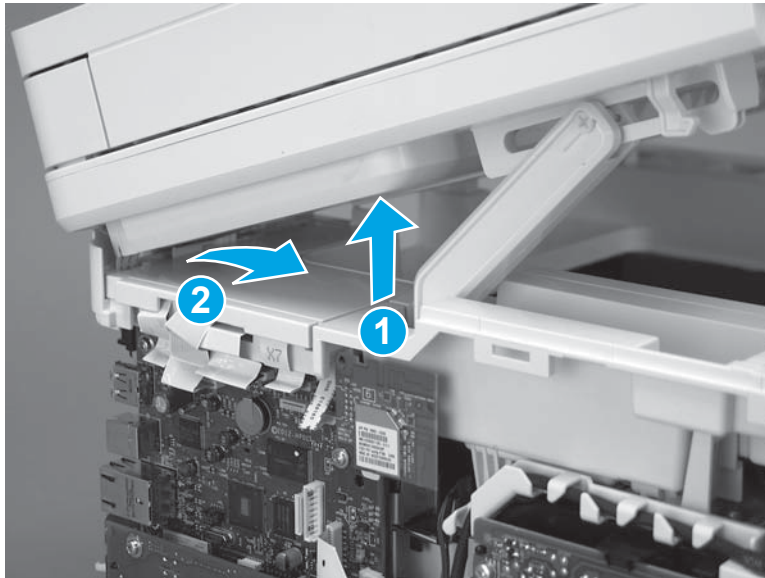
1. Raise the ISA.

Figure 1-1459 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

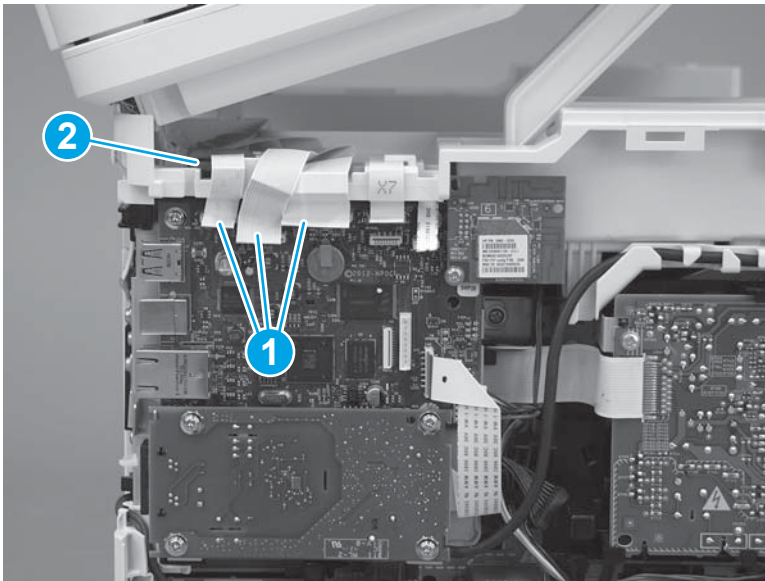
Figure 1-1460 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

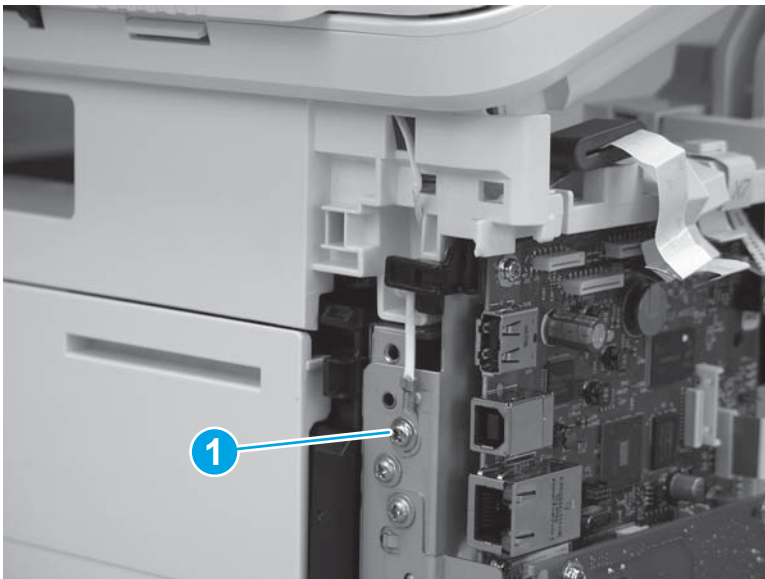
⚠ CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1461 Disconnect three FFCs



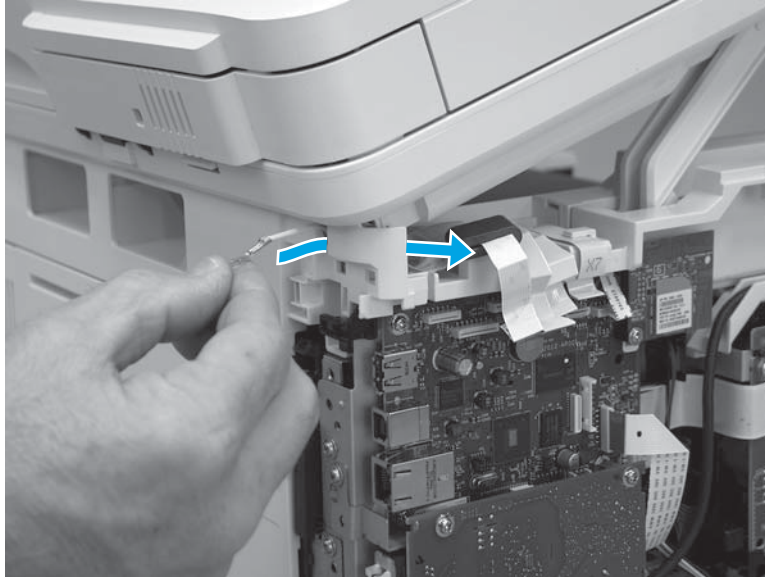
4. Remove one screw (callout 1).

Figure 1-1462 Remove one screw



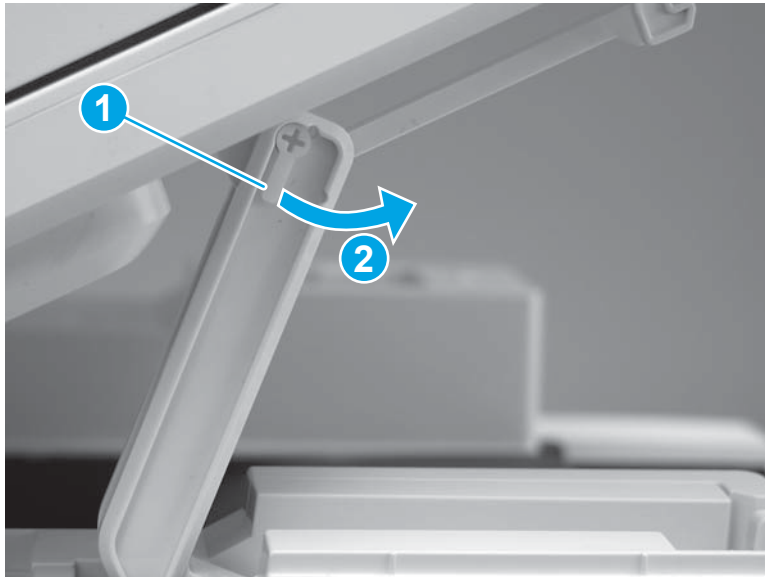
5. Pass the ground wire through the opening in the top cover.

Figure 1-1463 Pass the wire through the opening



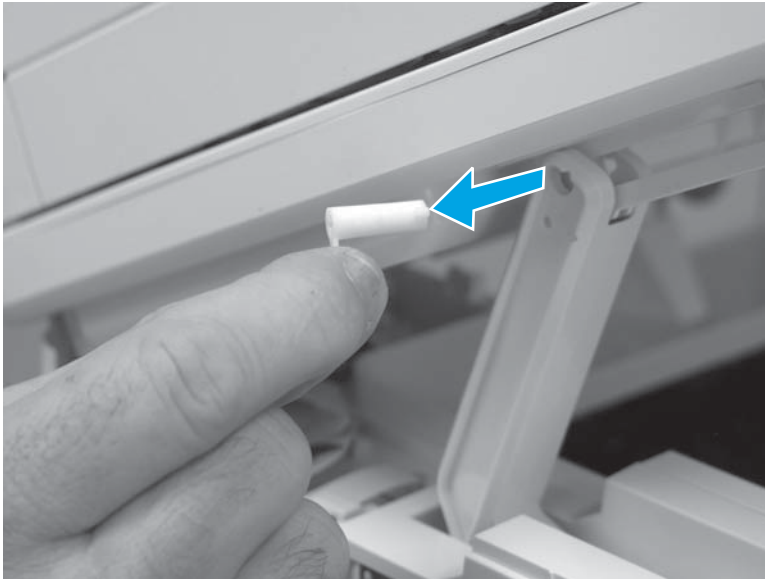
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1464 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1465 Remove the slider pin



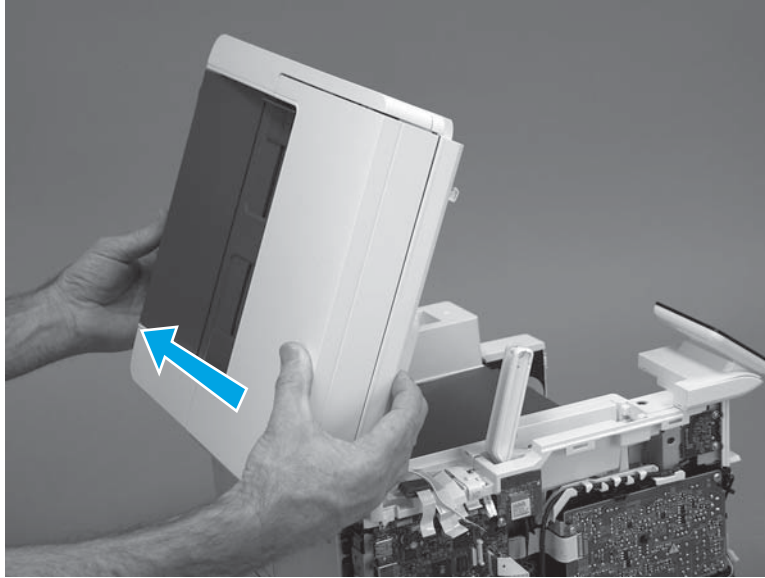
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1466 Rotate the ISA towards the rear of the printer



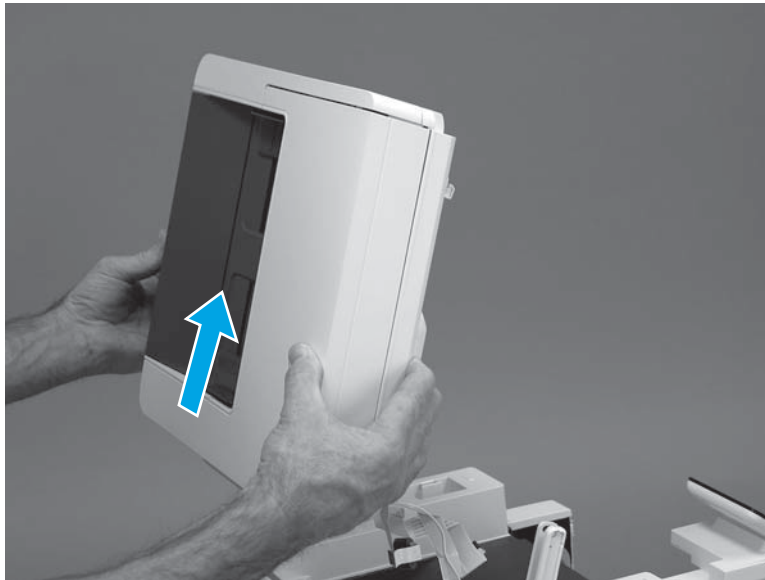
- Slide the ISA as shown to release it.

Figure 1-1467 Release the ISA




- Remove the ISA.

Figure 1-1468 Remove the ISA

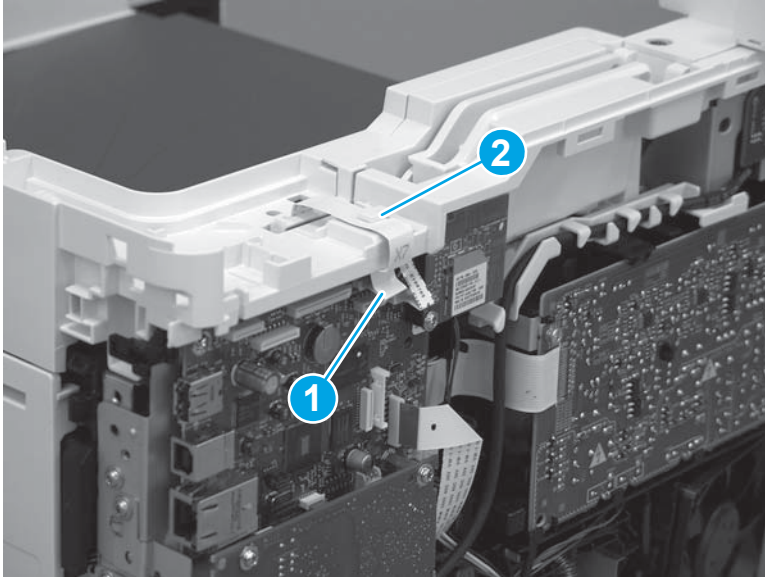


Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 792](#).

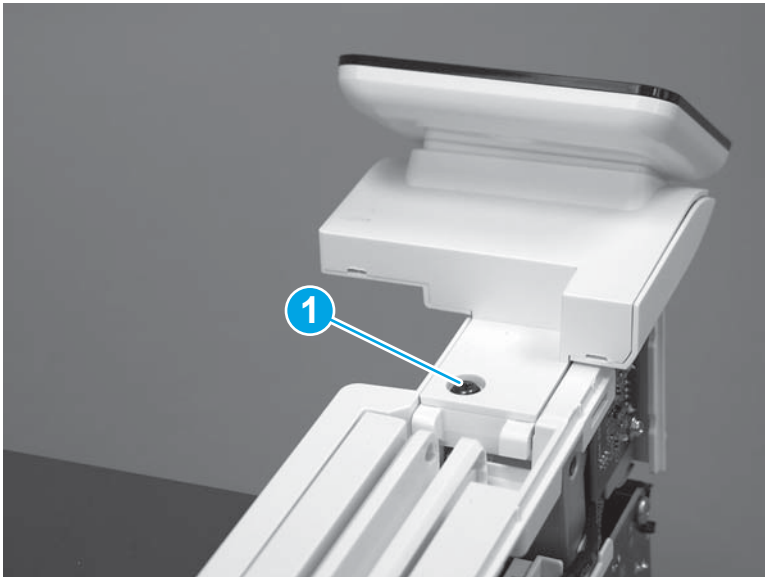
- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1469 Disconnect one connector



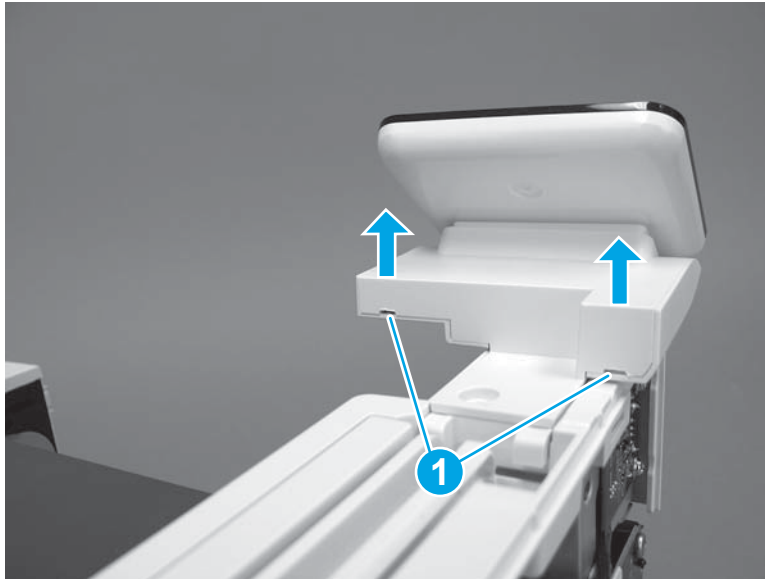
2. Remove one screw (callout 1).

Figure 1-1470 Remove one screw



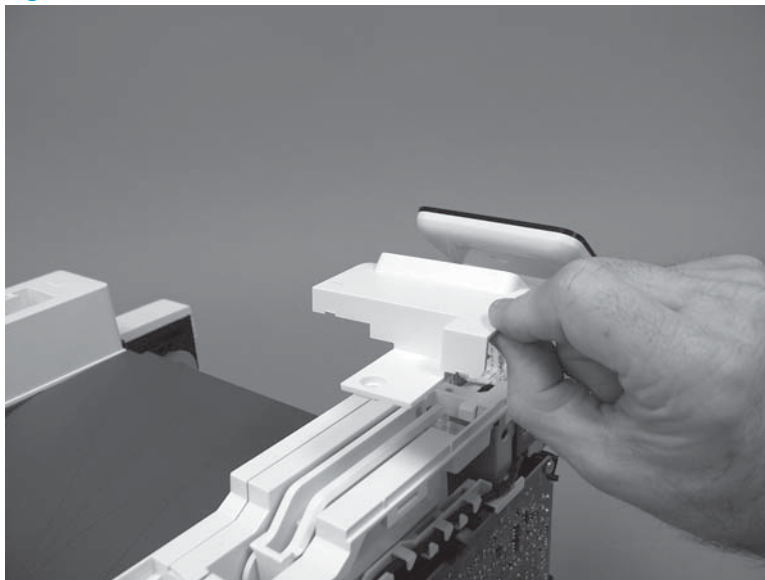
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1471 Release two tabs



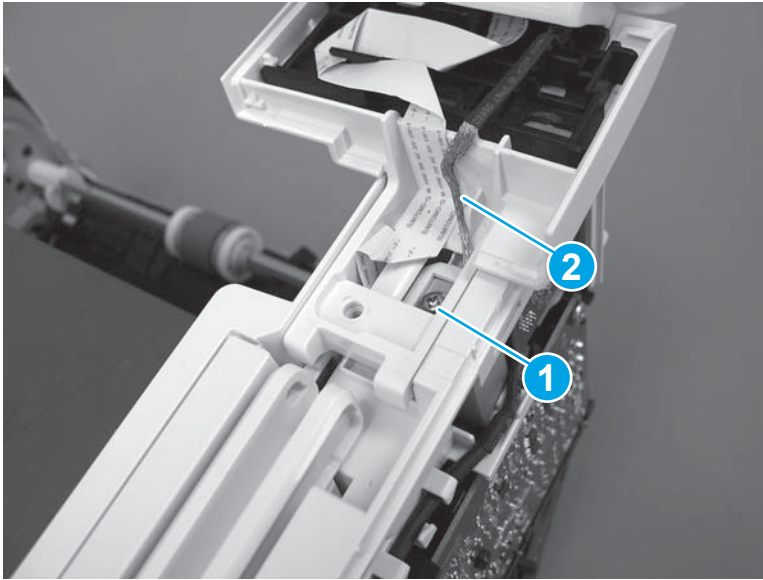
4. Remove the control-panel cable cover.

Figure 1-1472 Remove the cover



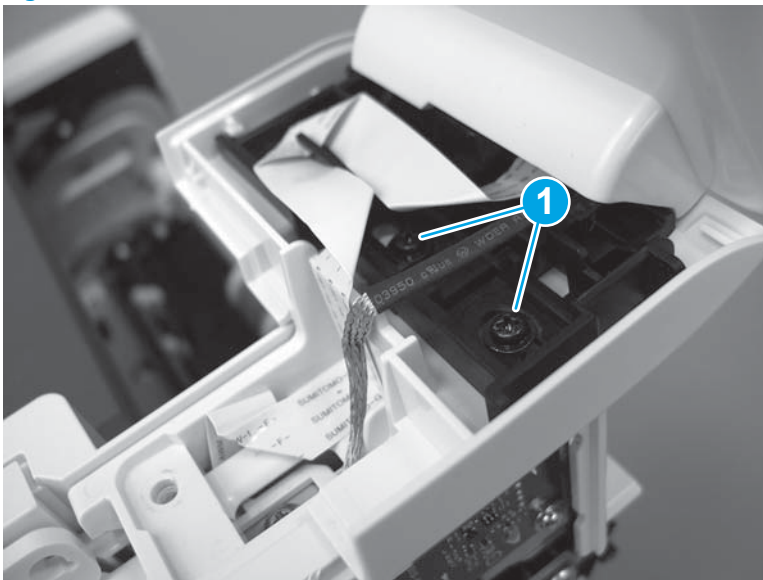
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1473 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

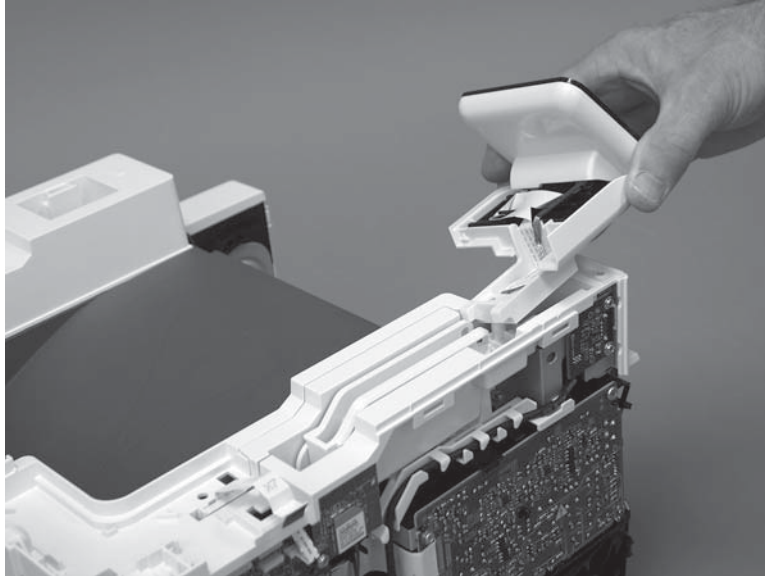
Figure 1-1474 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

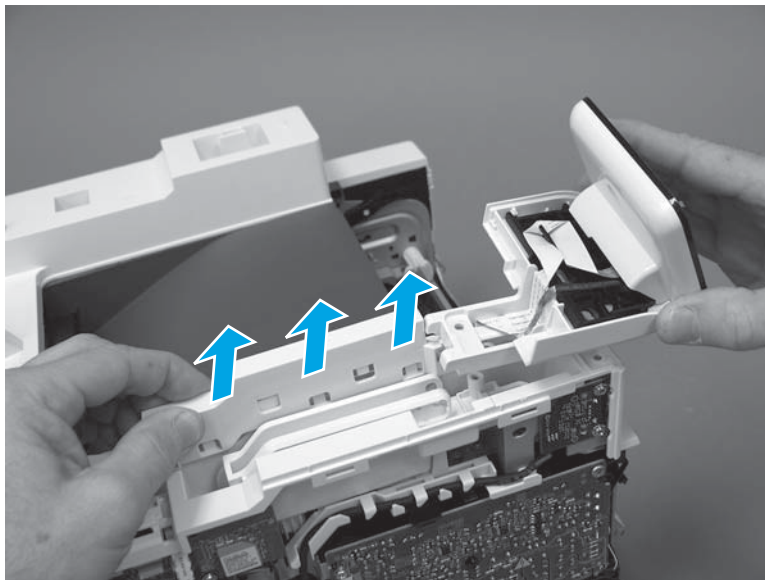
CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1475 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1476 Remove the control-panel assembly

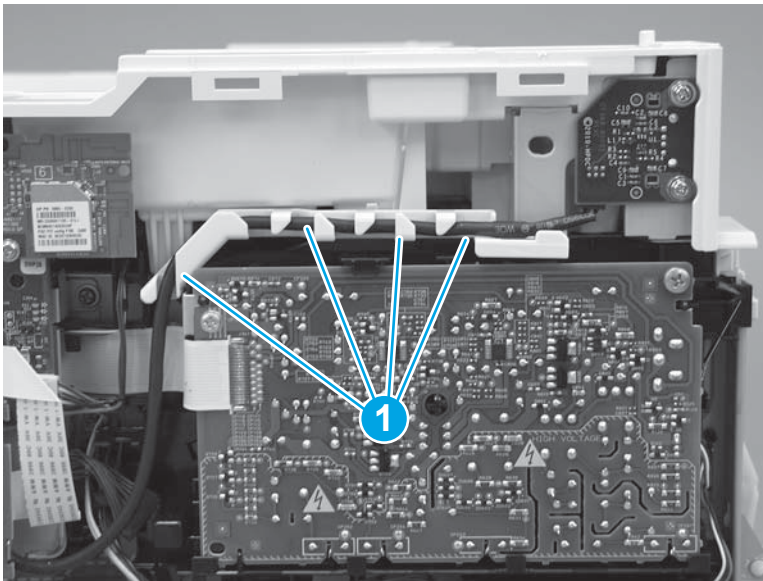


Step 7: Remove the top cover (M427/M426)

NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 792](#).

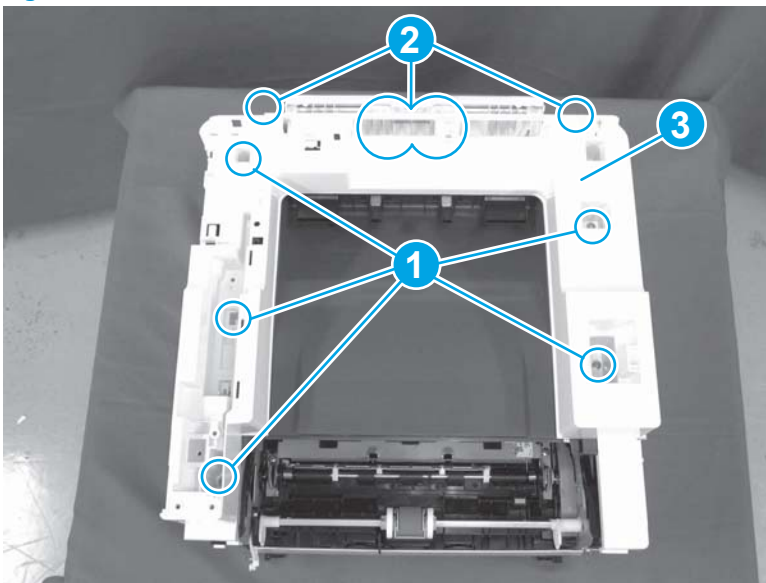
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1477 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1478 Remove the cover



Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 794.](#)

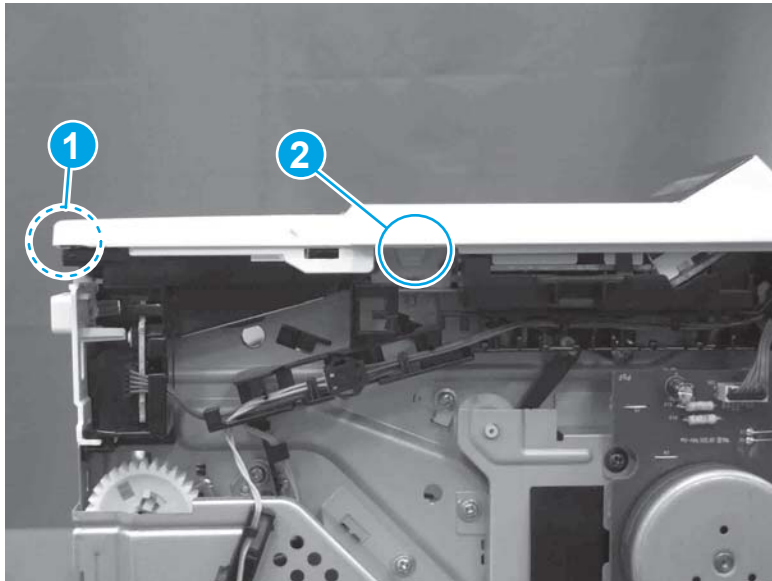
1. Remove one screw (callout 1).

Figure 1-1479 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1480 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


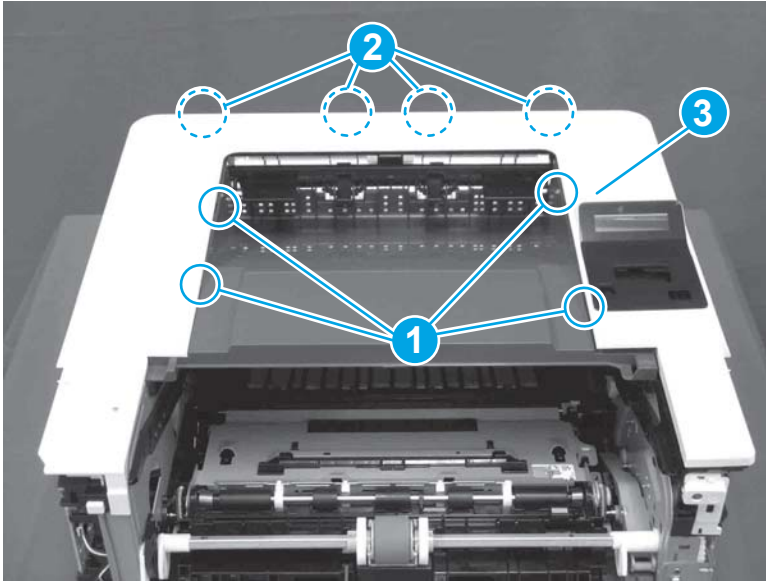

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1481 Remove the cover

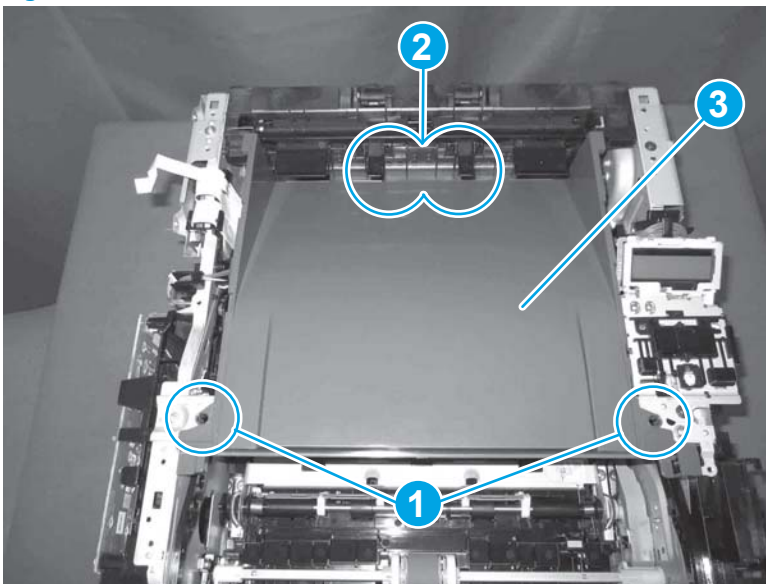


Step 9: Remove the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

Figure 1-1482 Release two tabs

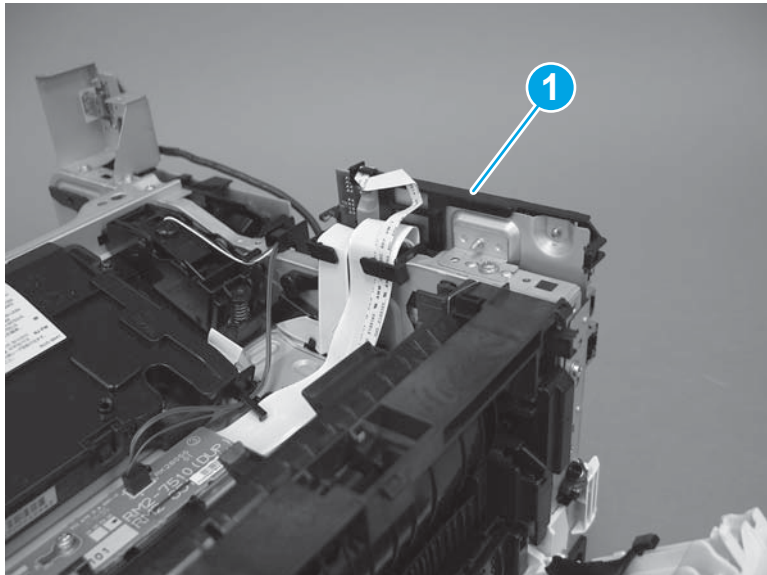


Step 10: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

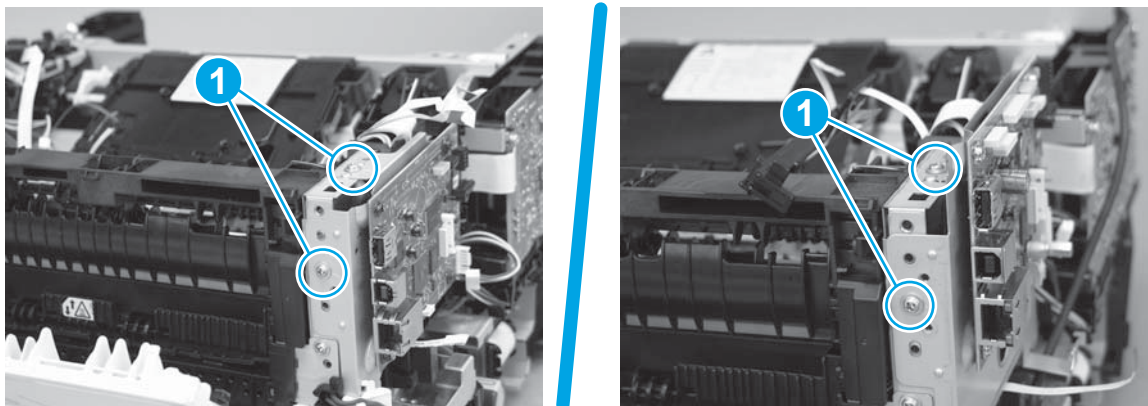
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1483 Remove the guide



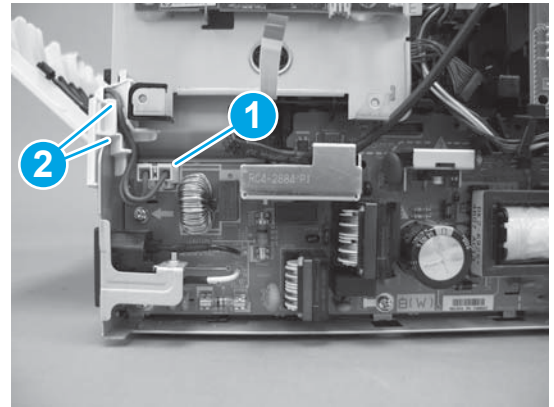
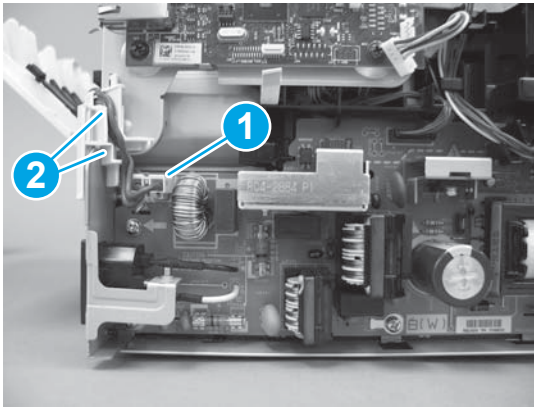
2. Remove two screws (callout 1).

Figure 1-1484 Remove two screws



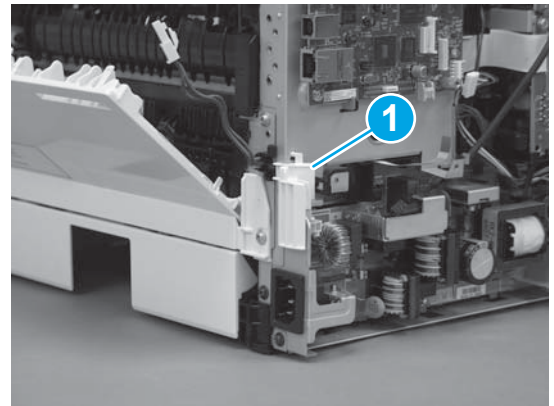
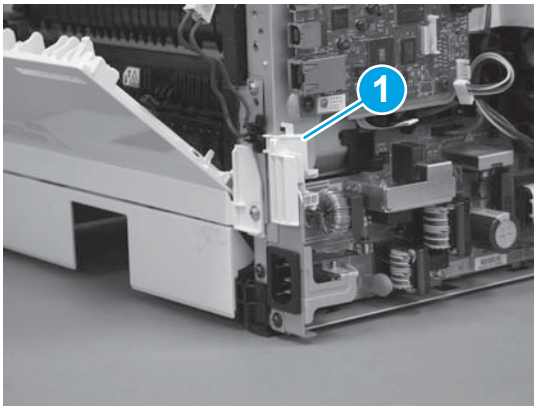
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1485 Disconnect one connector



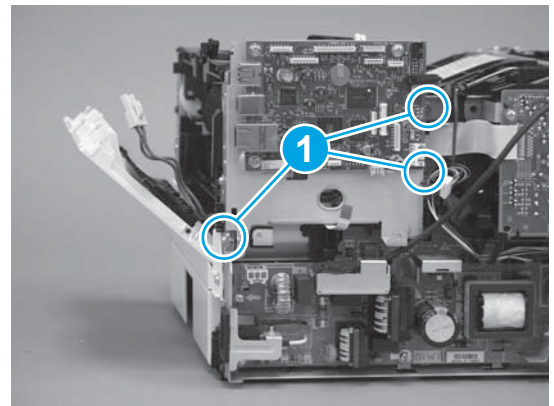
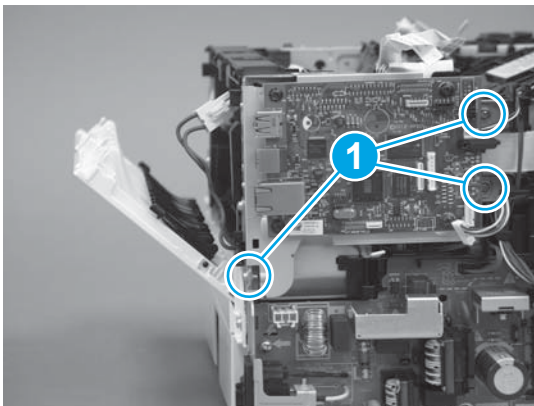
4. Remove the guide (callout 1).

Figure 1-1486 Remove the guide



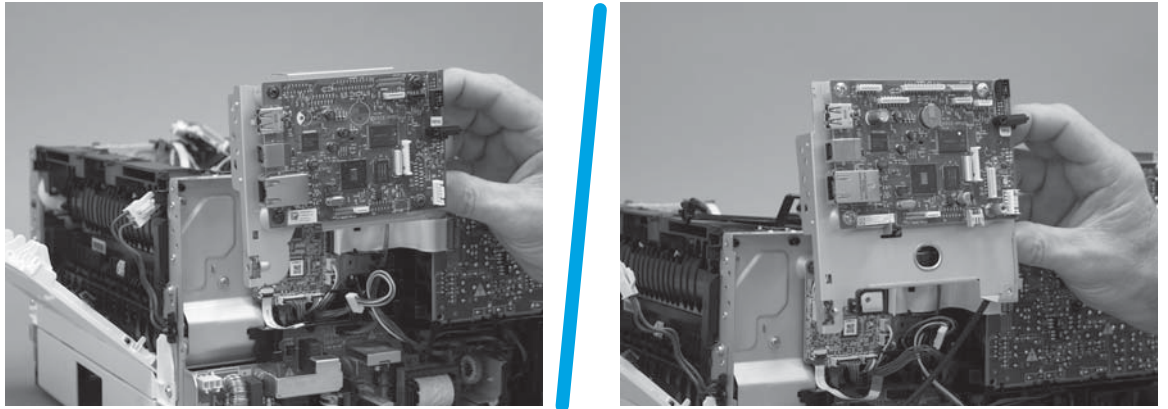
5. Remove three screws (callout 1).

Figure 1-1487 Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

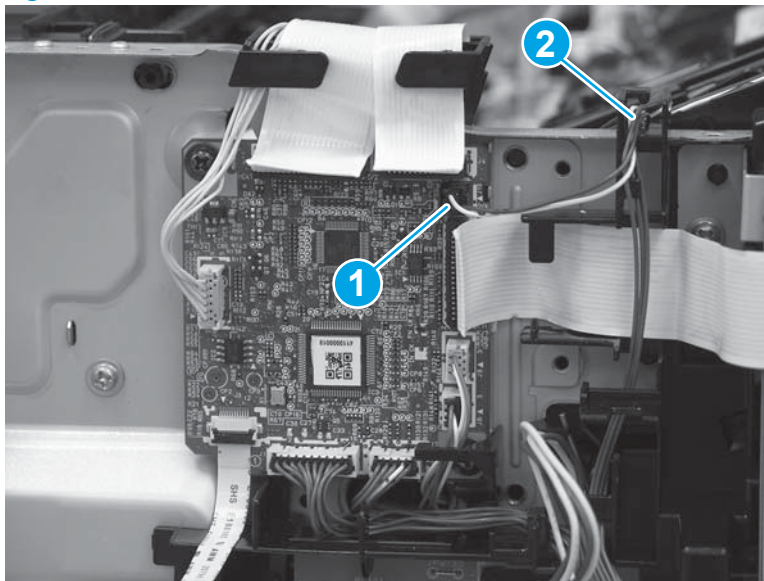
Figure 1-1488 Remove the bracket



Step 11: Remove the tag-cable assembly (toner-cartridge memory)

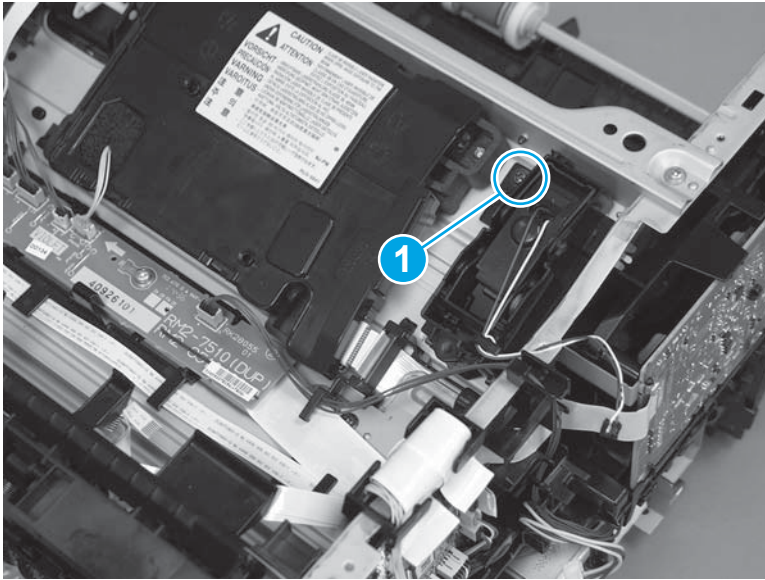
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1489 Disconnect one connector



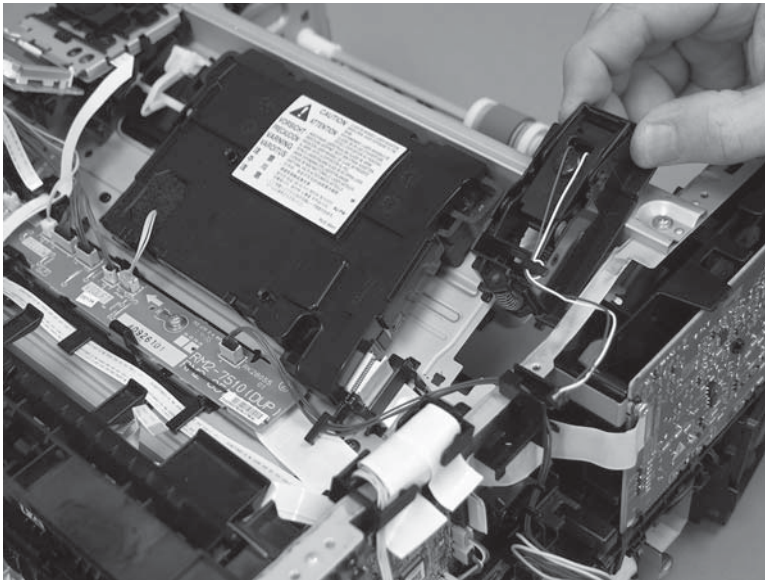
2. Remove one screw (callout 1).

Figure 1-1490 Remove one screw



3. Remove the tag-cable assembly.

Figure 1-1491 Remove the tag-cable assembly



Step 12: Unpack the replacement assembly

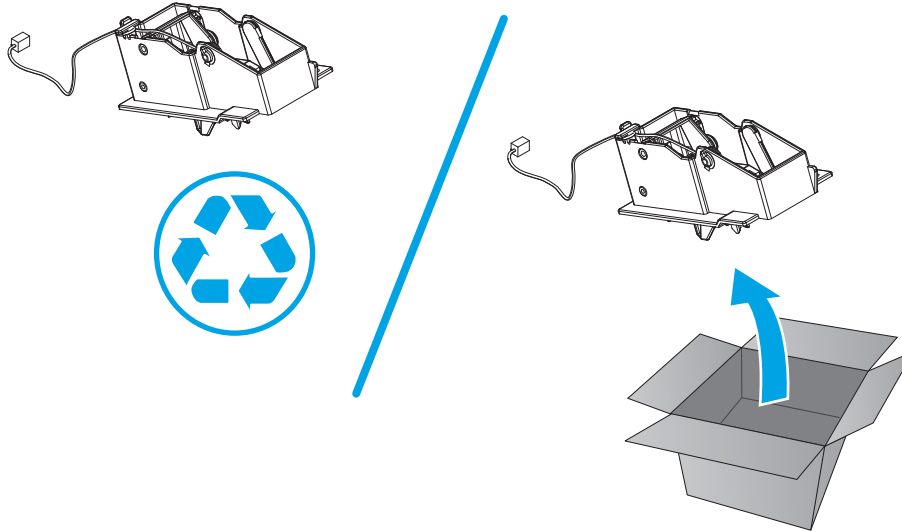
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

Figure 1-1492 Recycle and unpack



Step 13: Install the tag-cable assembly (toner-cartridge memory)

1. Position the assembly on the printer.


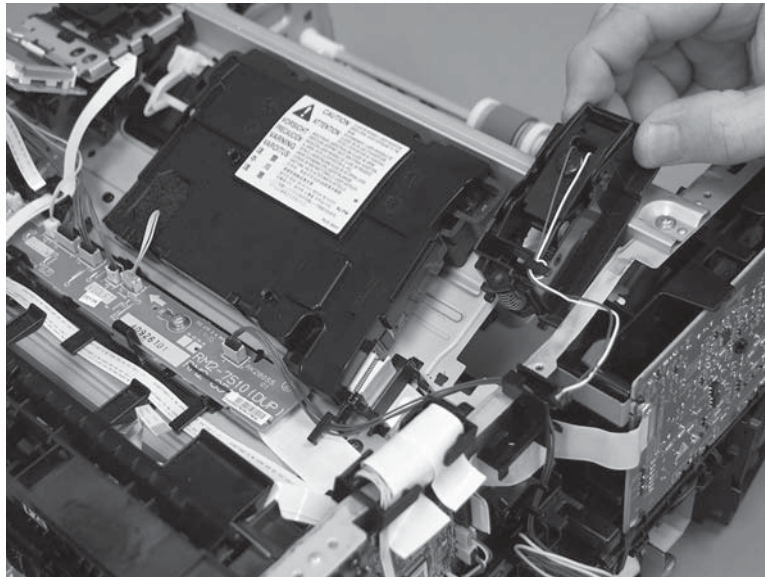
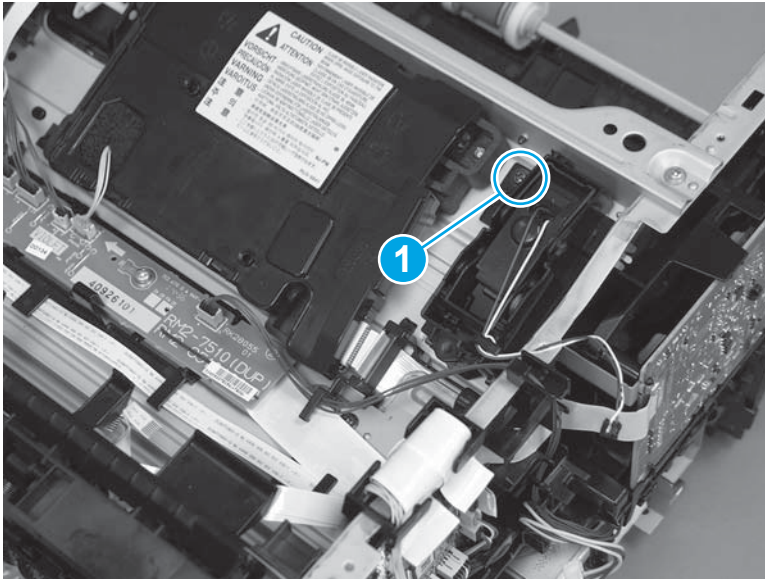
 **IMPORTANT:** Make sure that the assembly is flat against the chassis. If the assembly is not correctly installed, it might not make proper contact with the toner cartridge.

Figure 1-1493 Install the assembly



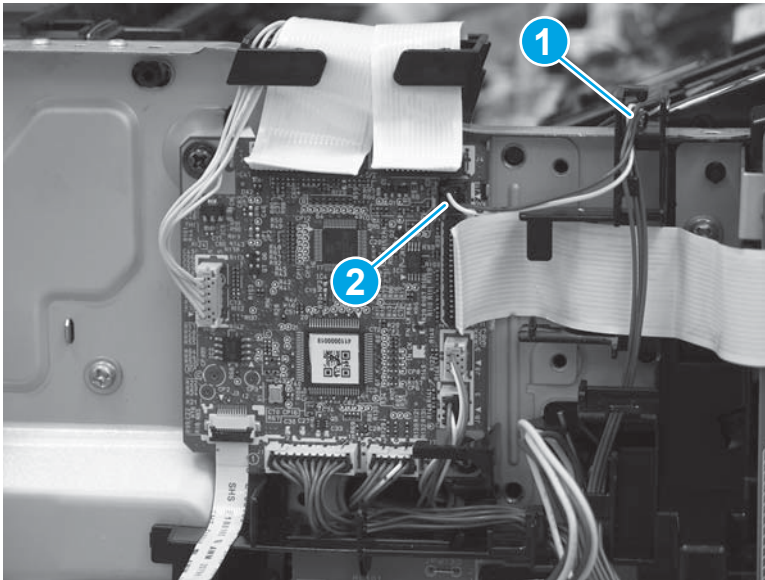
2. Install one screw (callout 1).

Figure 1-1494 Install one screw



3. Install the wire harness in the guide (callout 1), and then connect one connector (callout 2).

Figure 1-1495 Connect one connector

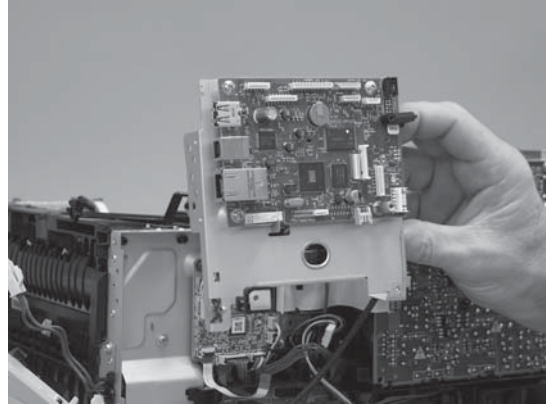
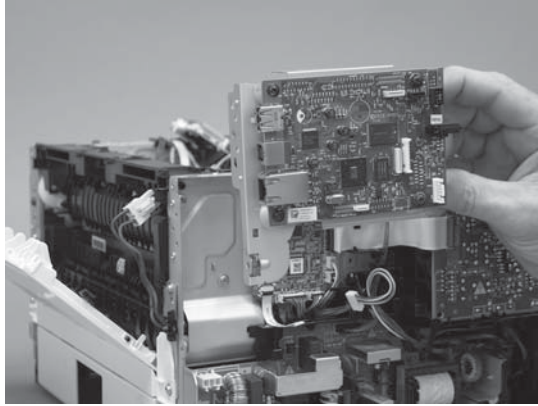


Step 14: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

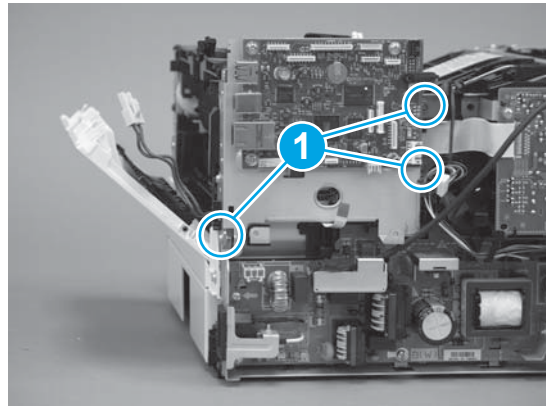
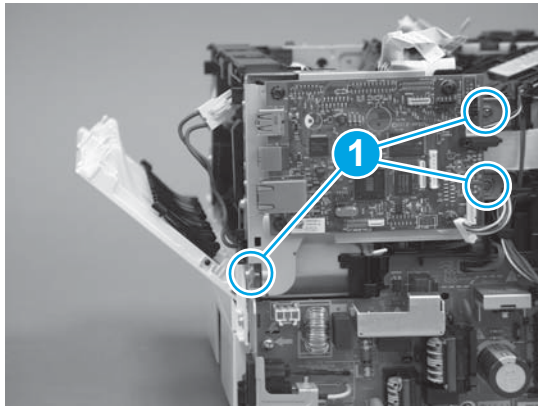
1. Position the sheet-metal bracket and formatter PCA on the printer.

Figure 1-1496 Install the bracket



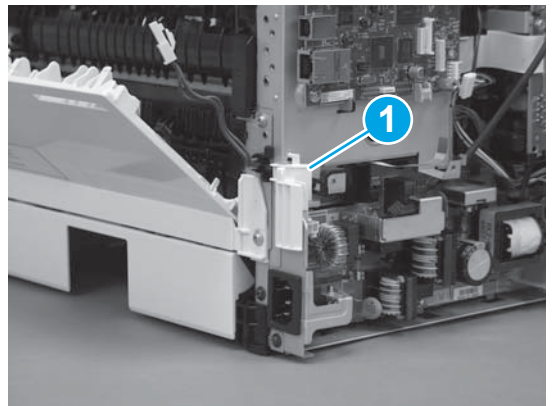
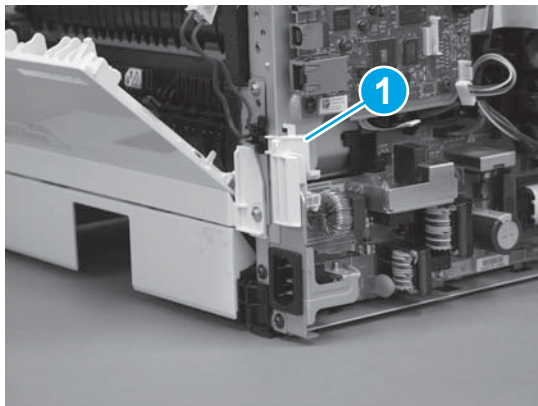
2. Install three screws (callout 1).

Figure 1-1497 Install three screws



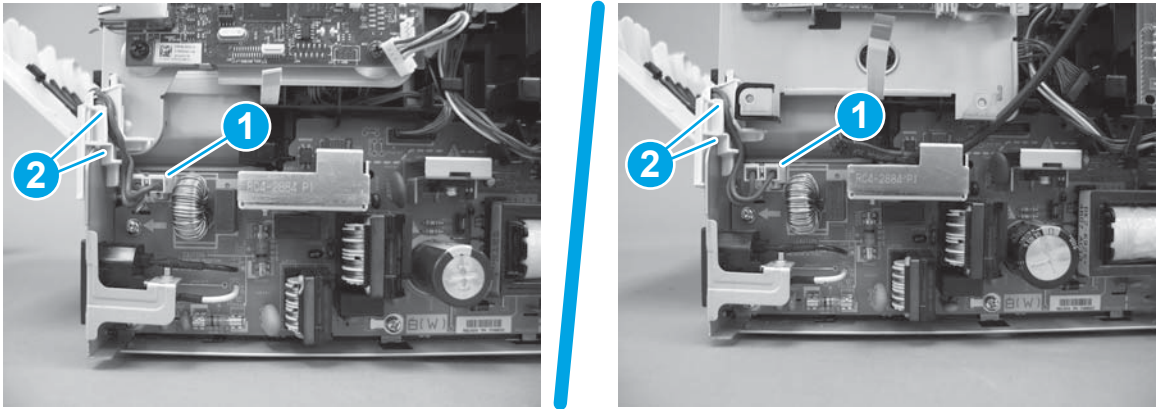
3. Install the guide (callout 1).

Figure 1-1498 Install the guide



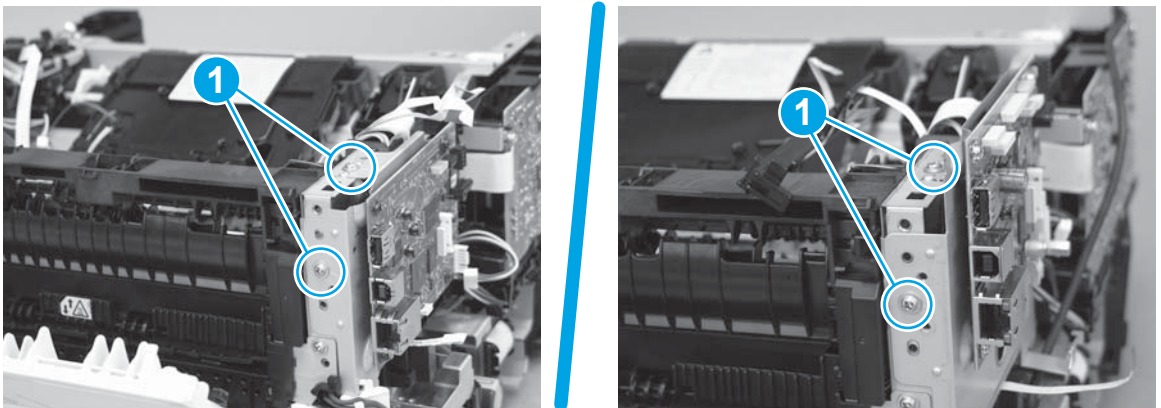
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

Figure 1-1499 Connect one connector



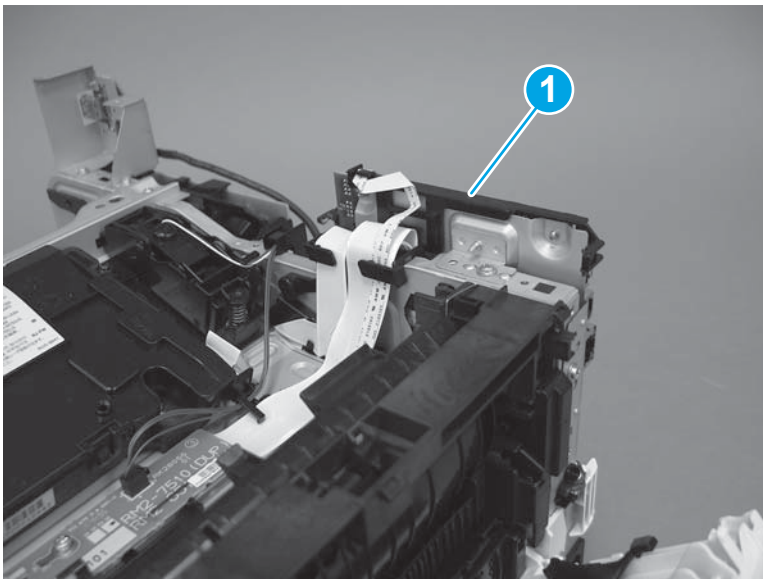
5. Install two screws (callout 1).

Figure 1-1500 Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

Figure 1-1501 Install the guide

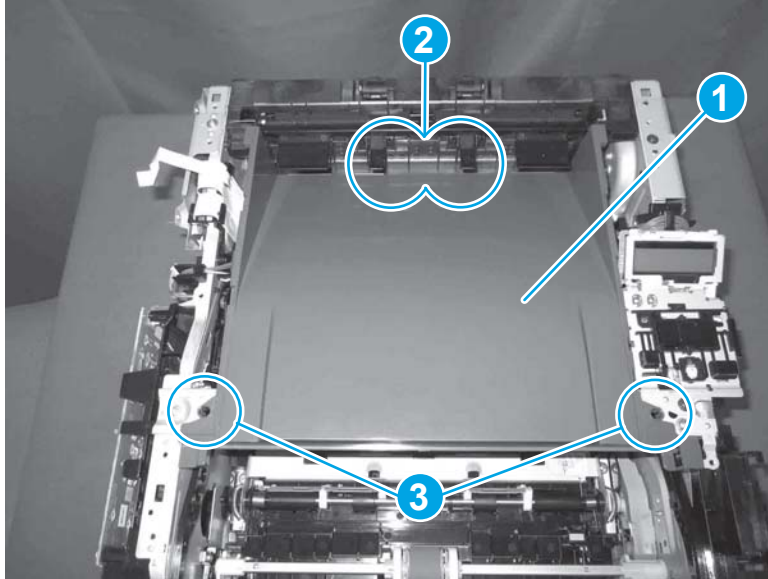


Step 15: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1502 Engage two tabs

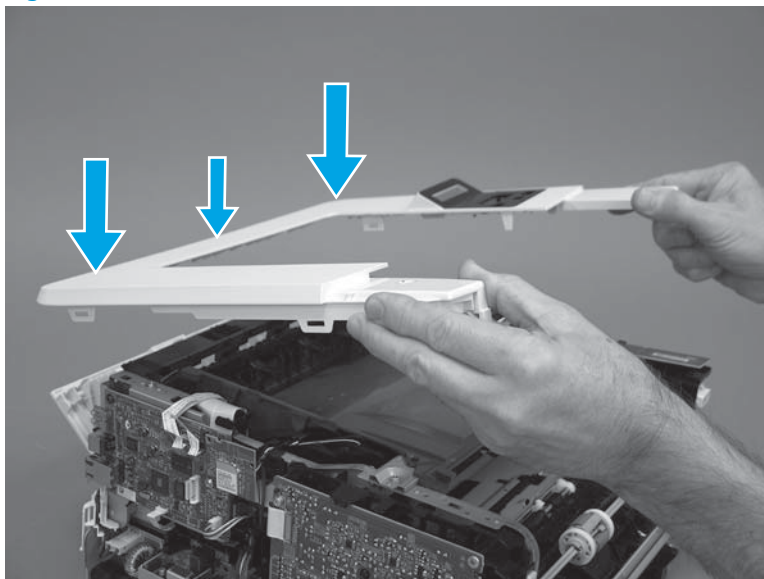


Step 16: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 17: Install the top cover \(M427/M426\) on page 805](#).

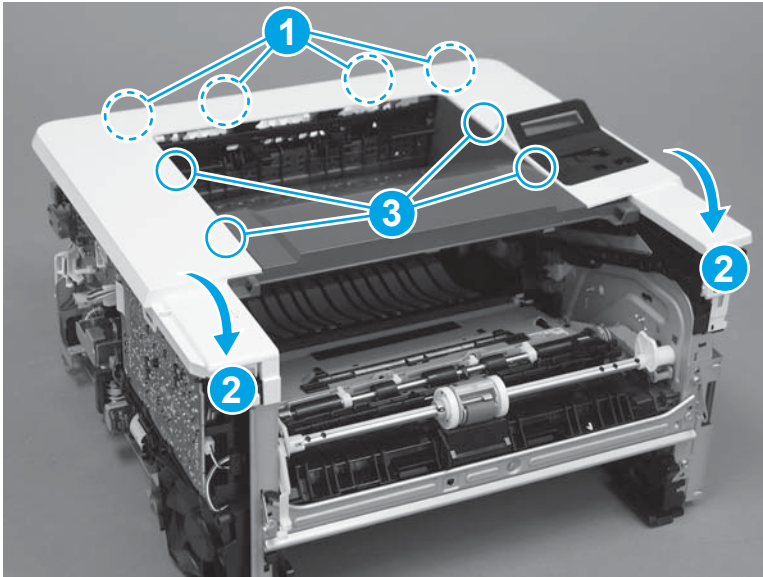
1. Position the rear edge of the cover on the printer.

Figure 1-1503 Install the cover



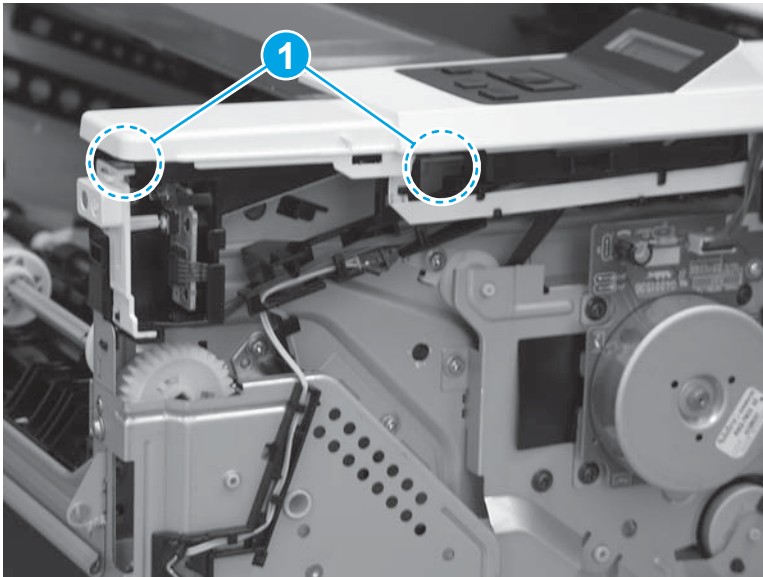
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1504 Engage four bosses and tabs



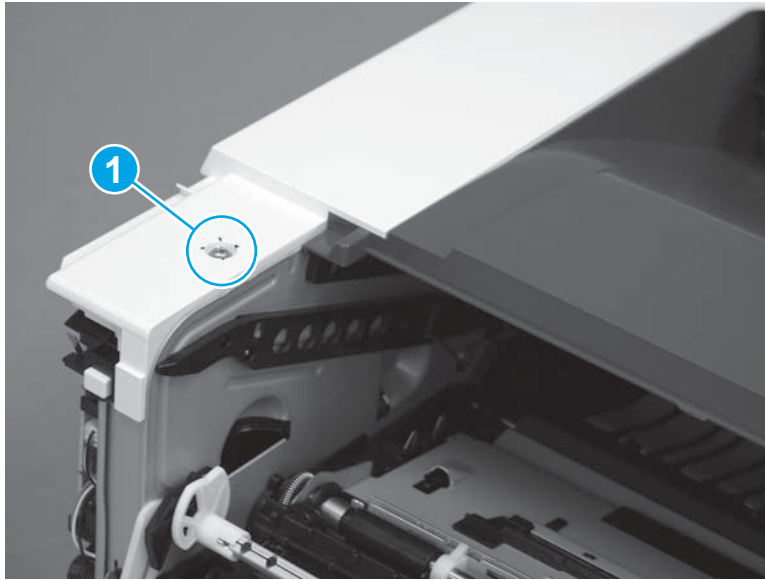
- At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1505 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1506 Install one screw

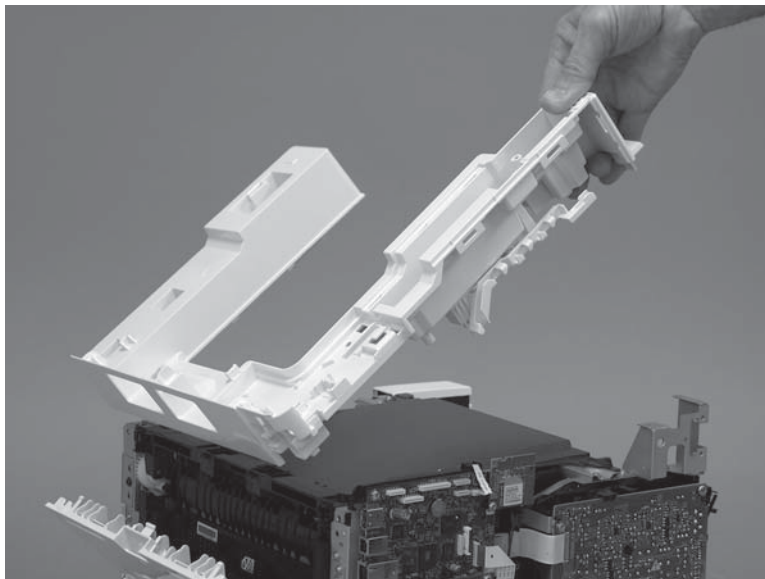


Step 17: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 816](#).

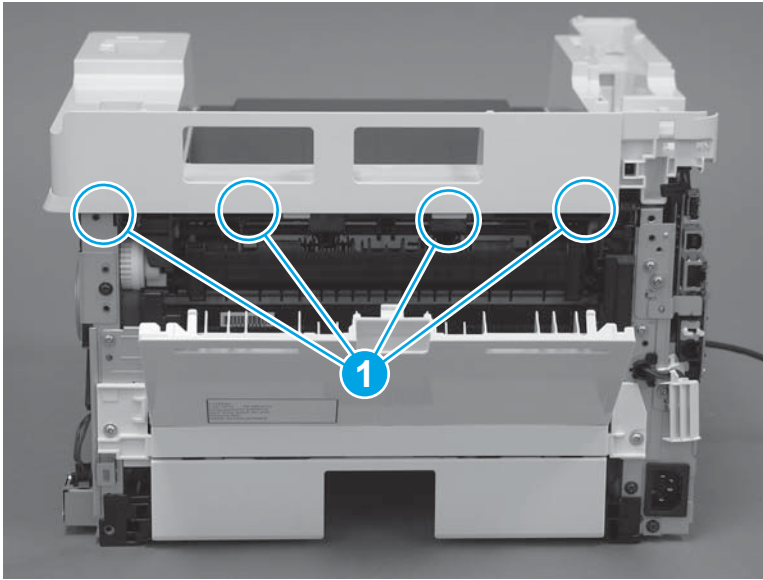
1. Position the rear edge of the top cover on the printer.

Figure 1-1507 Install the cover



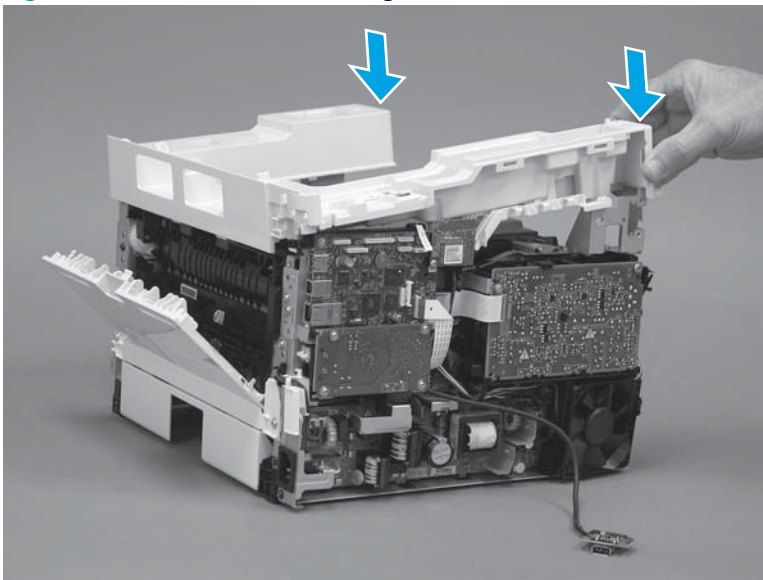
2. Engage four bosses (callout 1).

Figure 1-1508 Engage four bosses



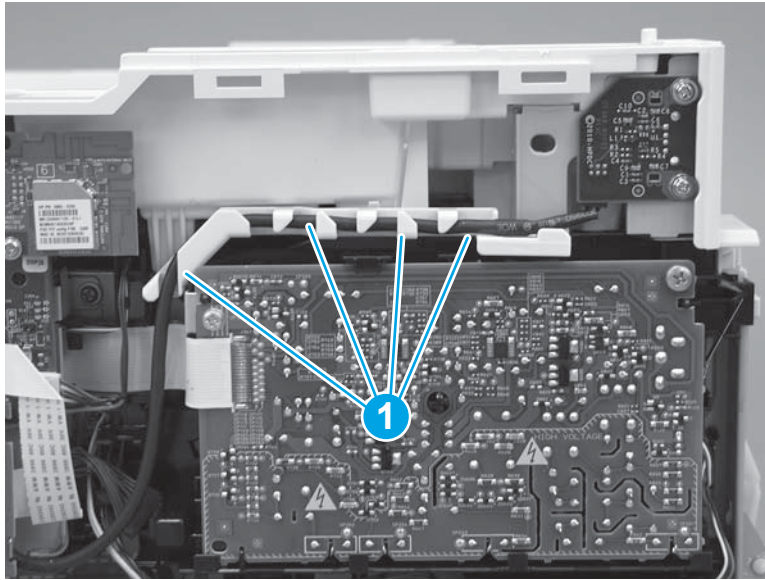
3. Rotate the front edge of the cover down.

Figure 1-1509 Rotate the front edge of the cover down



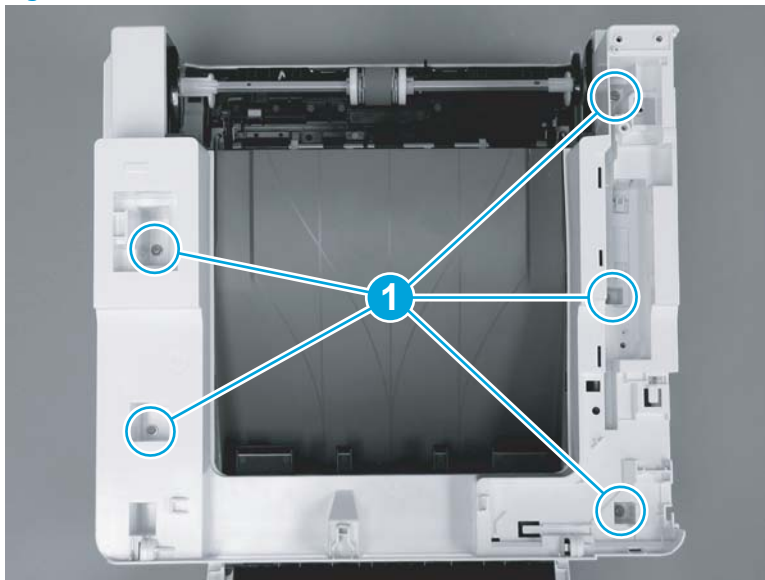
4. Install the USB cable (callout 1) in the guide.

Figure 1-1510 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-1511 Install five screws

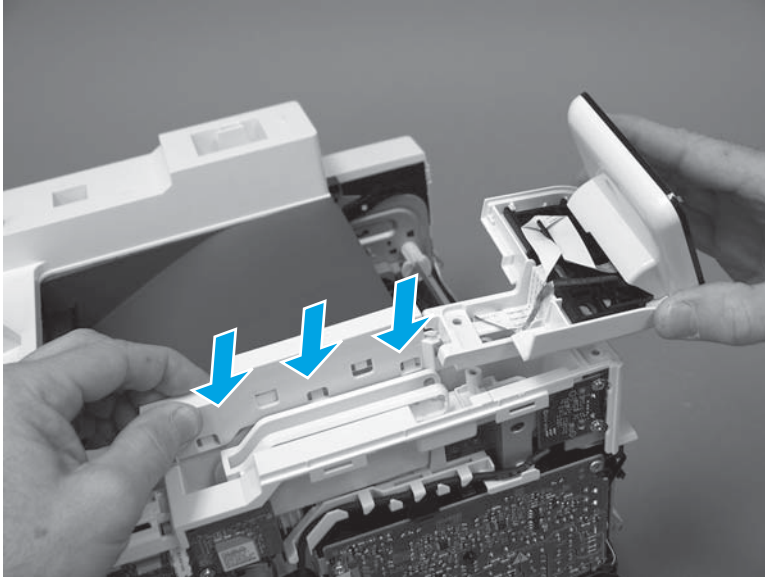


Step 18: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 816](#).

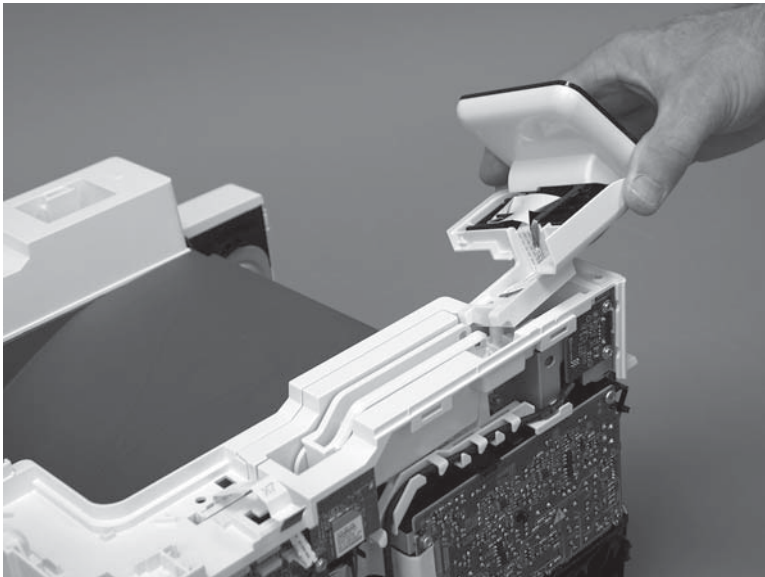
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1512 Install the control-panel FFC cover



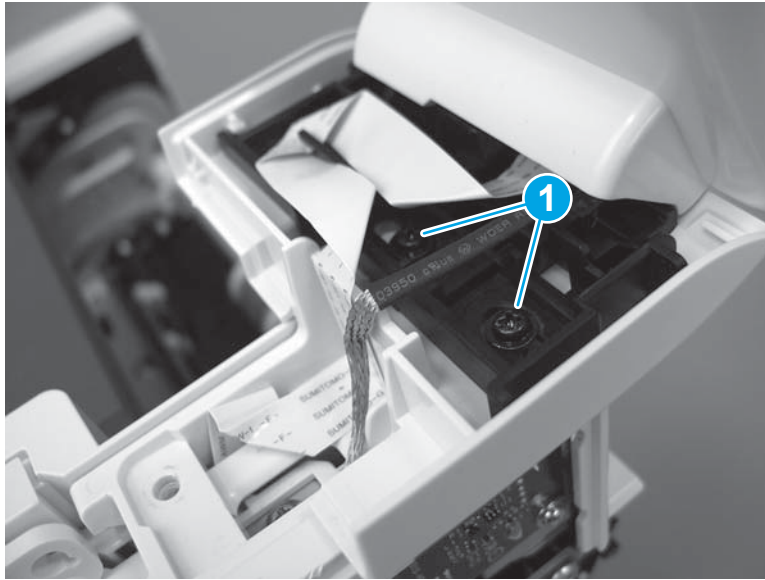
2. Install the control-panel assembly on the top cover.

Figure 1-1513 Install the control-panel assembly



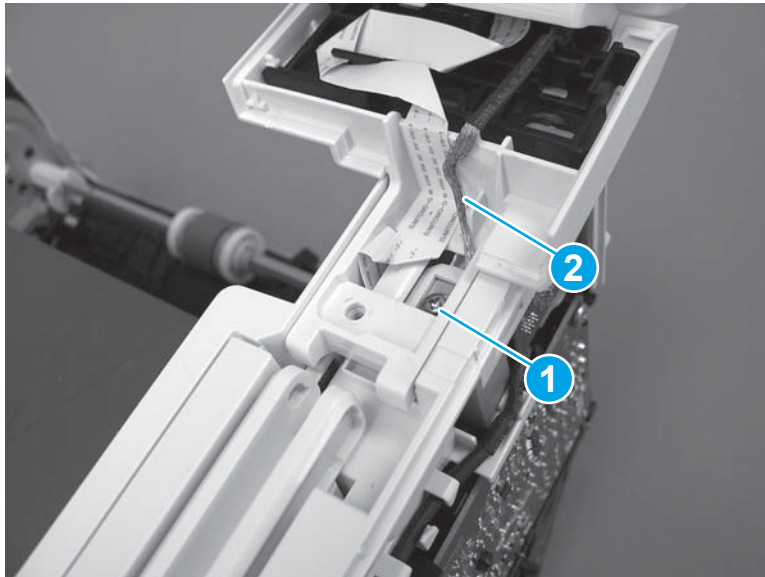
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1514 Install two screws



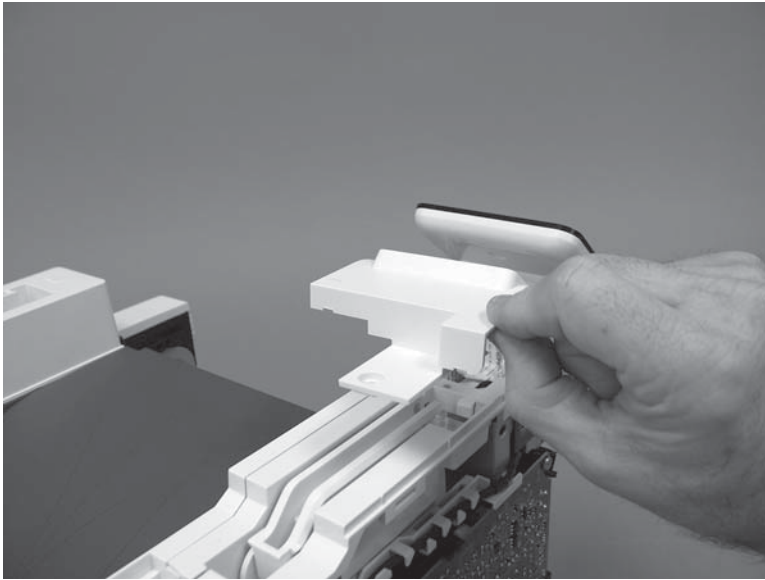
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1515 Remove one screw



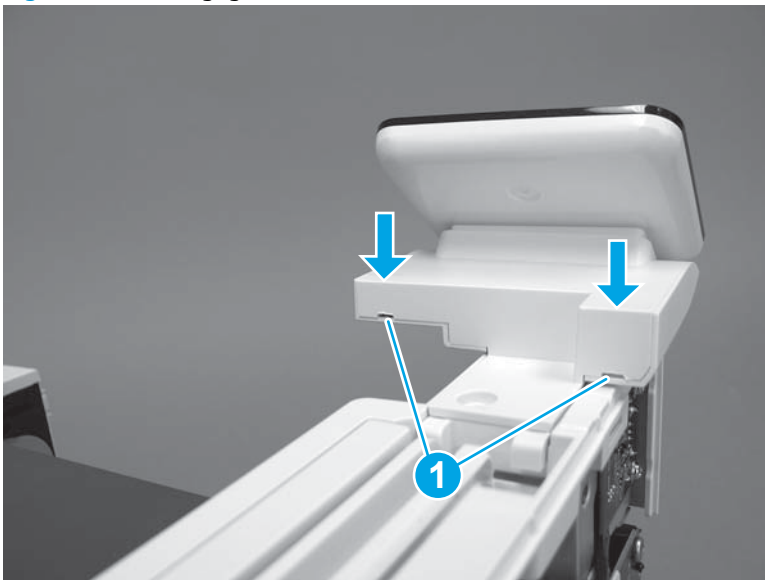
5. Install the control-panel cable cover.

Figure 1-1516 Install the cover



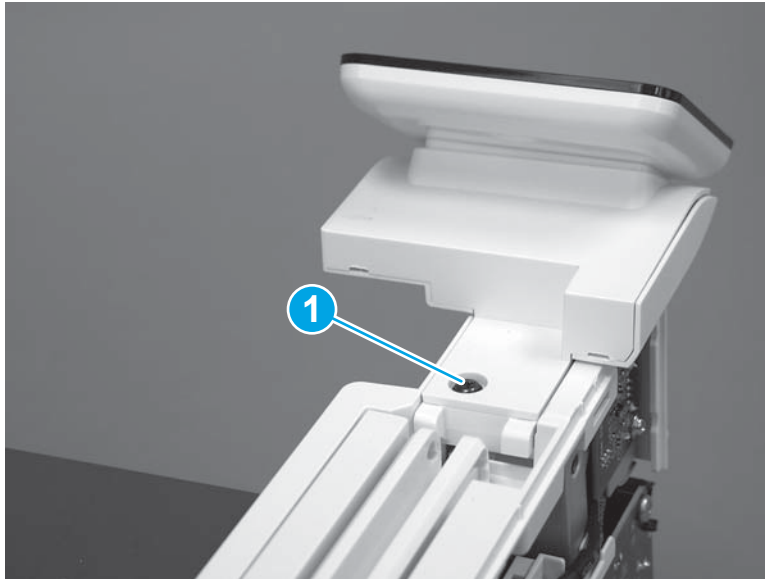
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1517 Engage two tabs



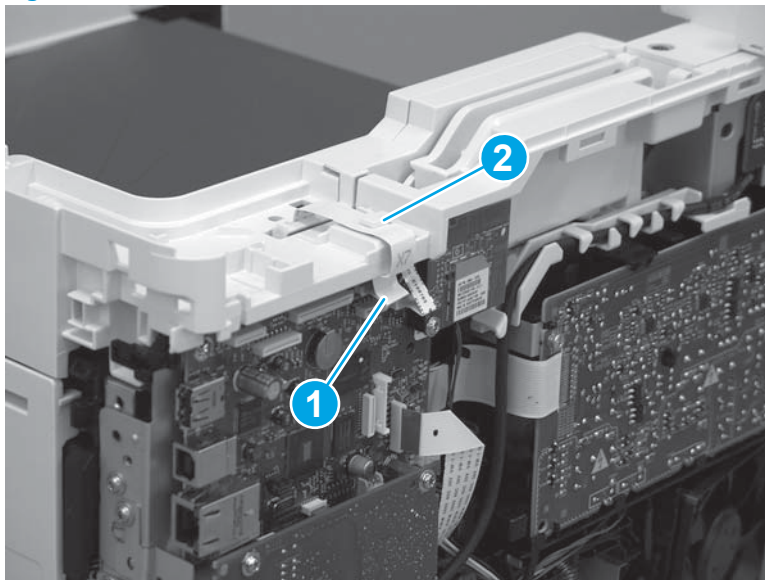
7. Install one screw (callout 1).

Figure 1-1518 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-1519 Connect one connector



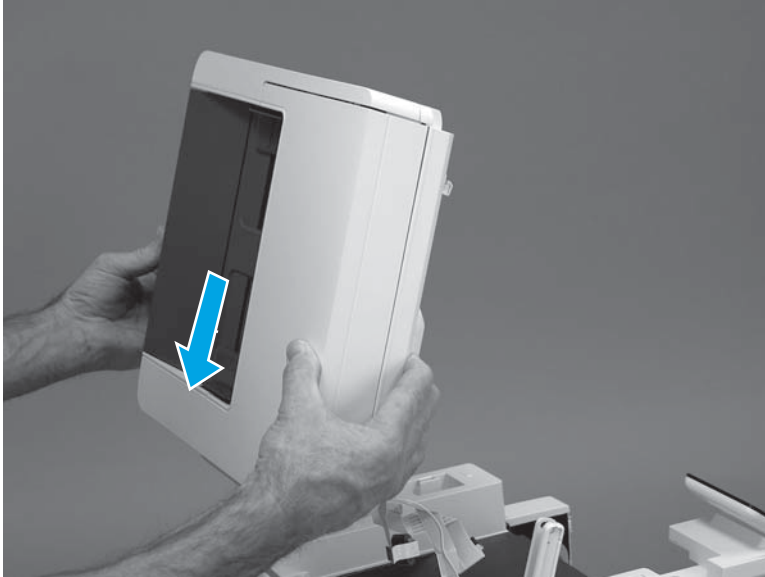
Step 19: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 816](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

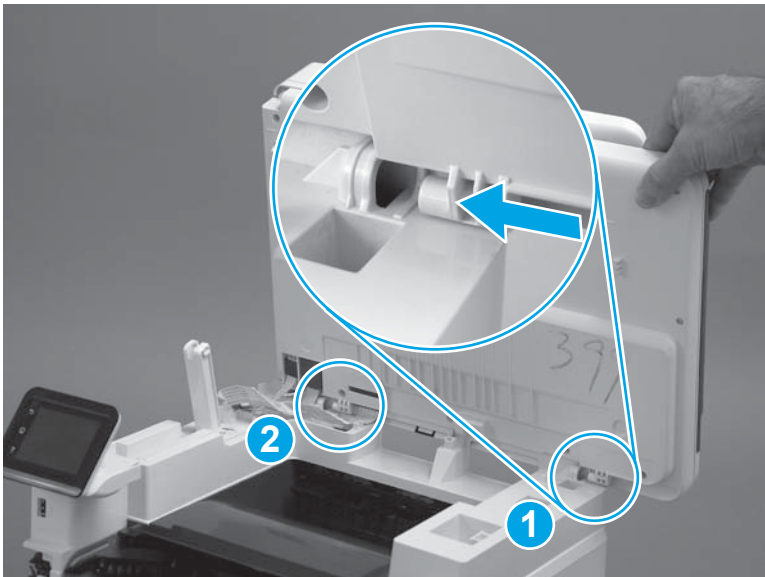
1. Position the ISA on the printer.

Figure 1-1520 Position the ISA on the printer



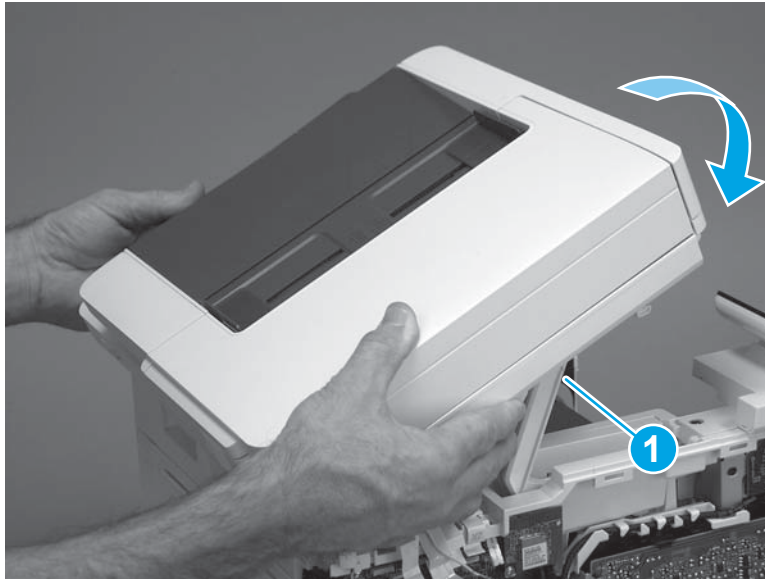
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1521 Engage the hinge pins with the holders



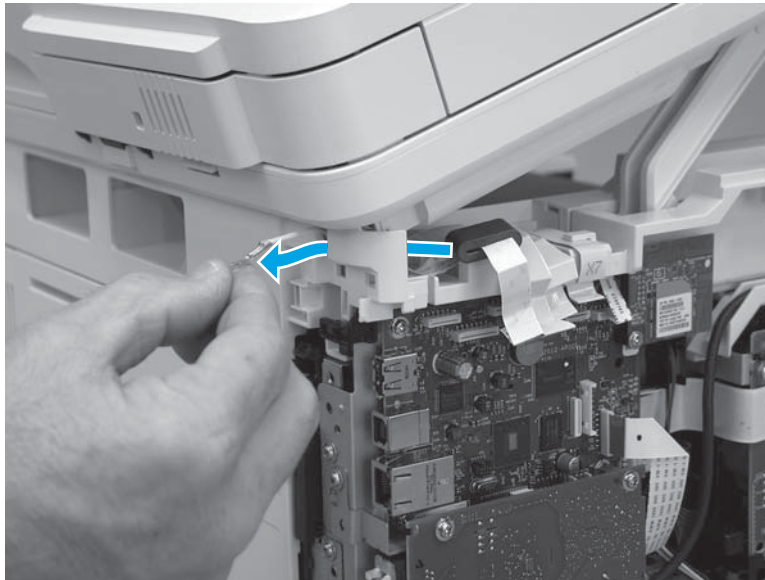
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1522 Rotate the ISA towards the front of the printer



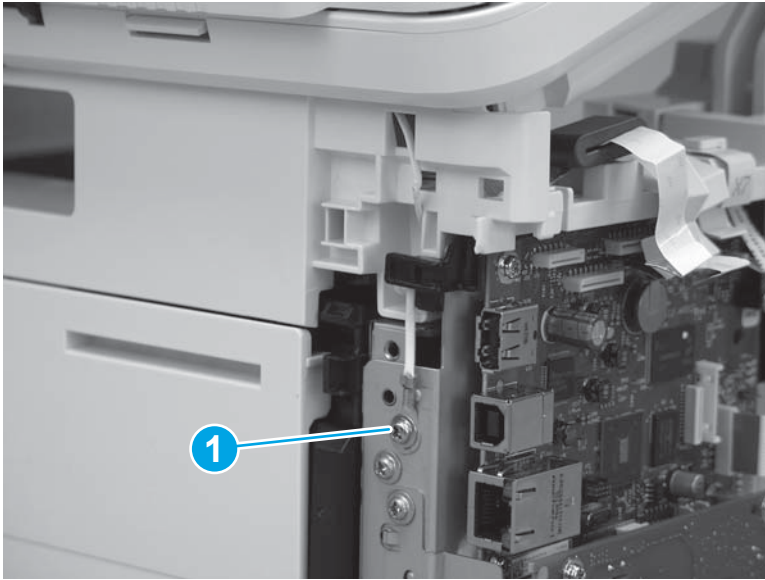
4. Pass the ground wire through the opening in the top cover.

Figure 1-1523 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1524 Install one screw



6. Install the ISA lift assembly slider pin.


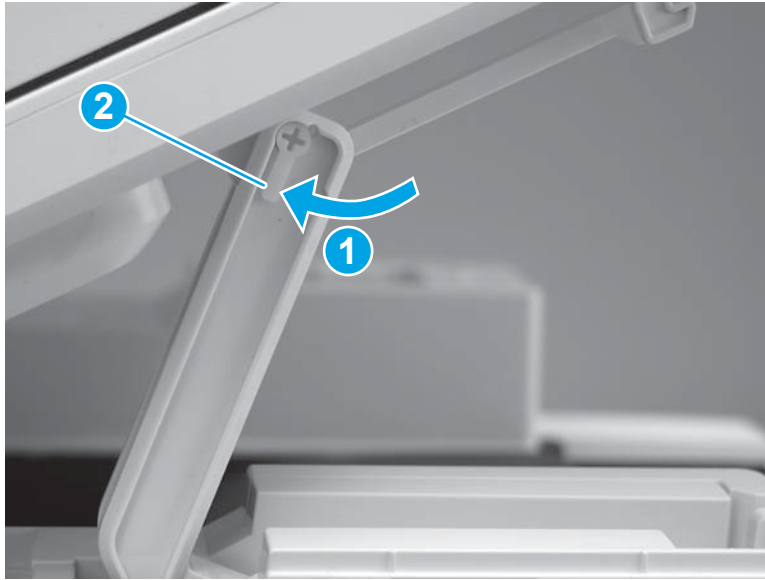
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1525 Install the slider pin



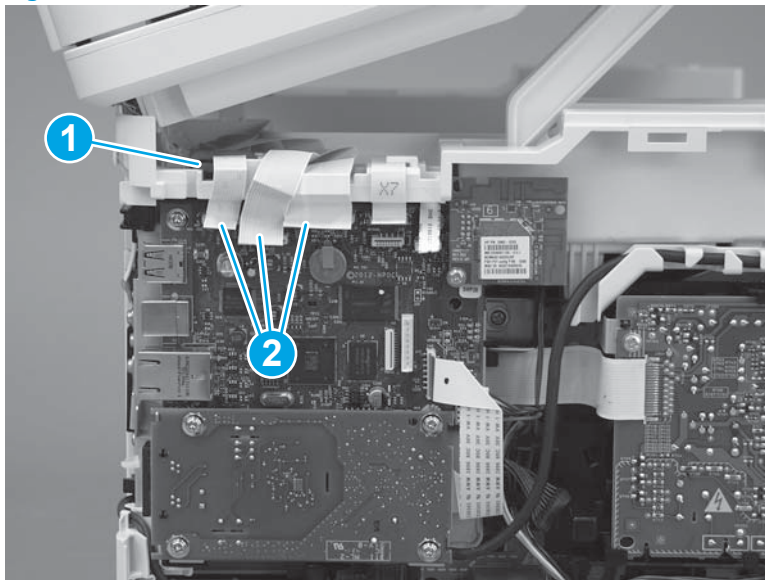
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1526 Secure the slider pin



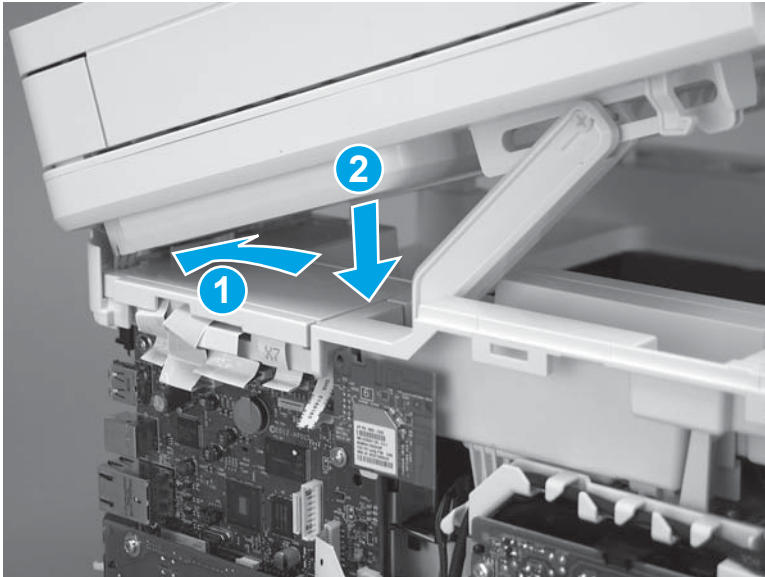
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1527 Connect three FFCs



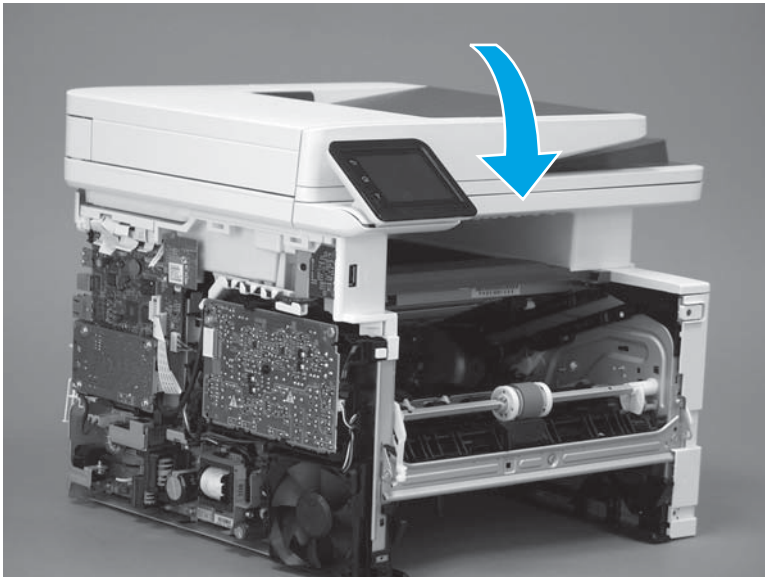
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-1528 Install the ISA FFC cover



10. Lower the ISA.

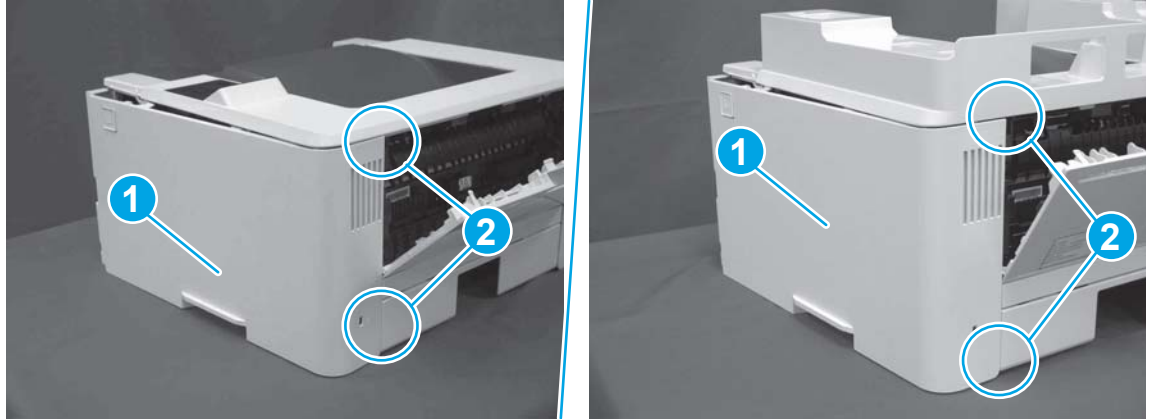
Figure 1-1529 Lower the ISA



Step 20: Install the right cover

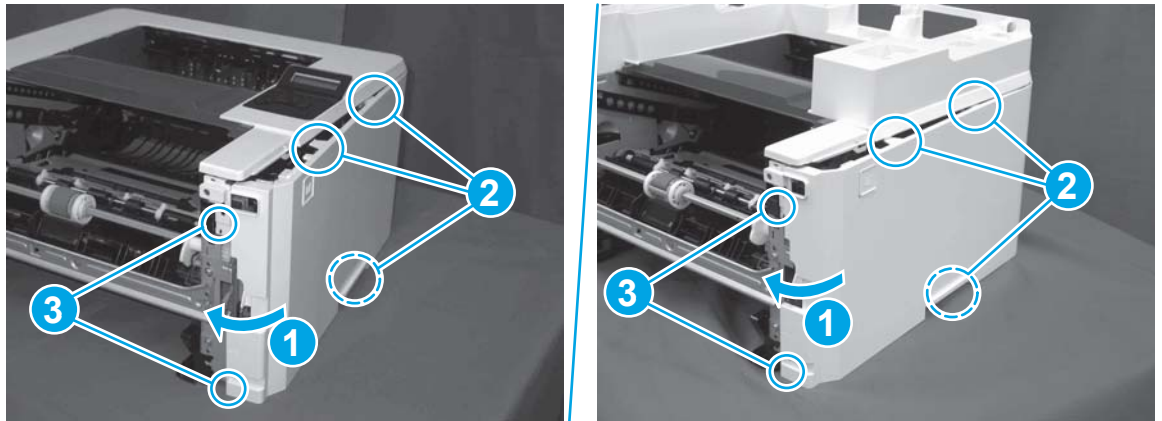
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1530 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1531 Engage two bosses and one tab

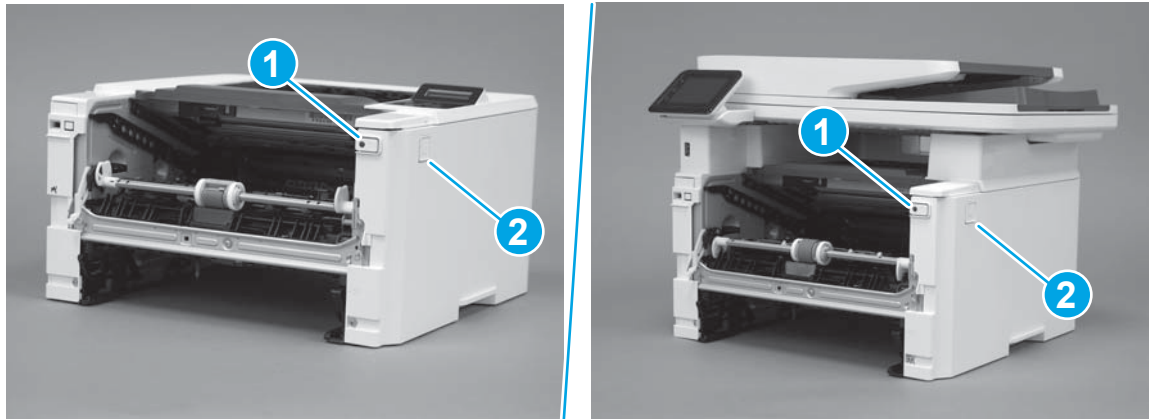


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1532 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

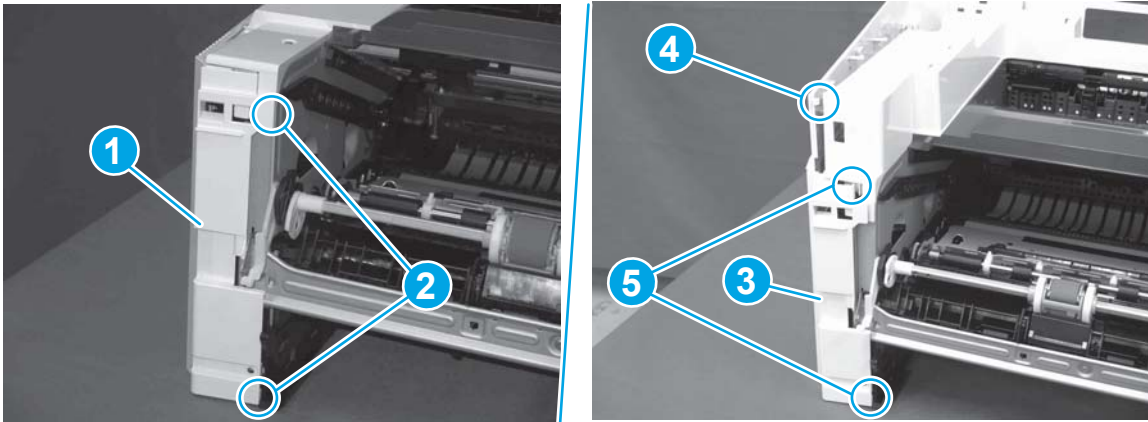
Figure 1-1533 Install one screw



Step 21: Install the left cover

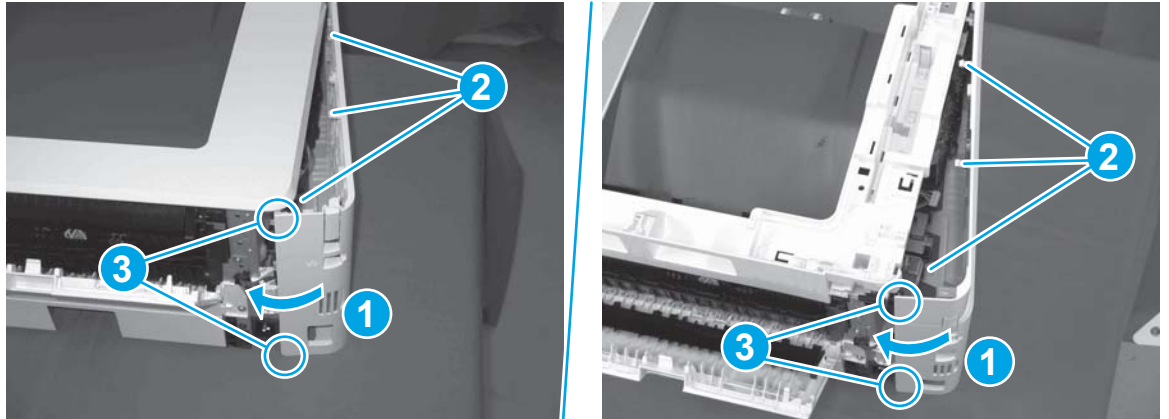
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1534 Install the cover



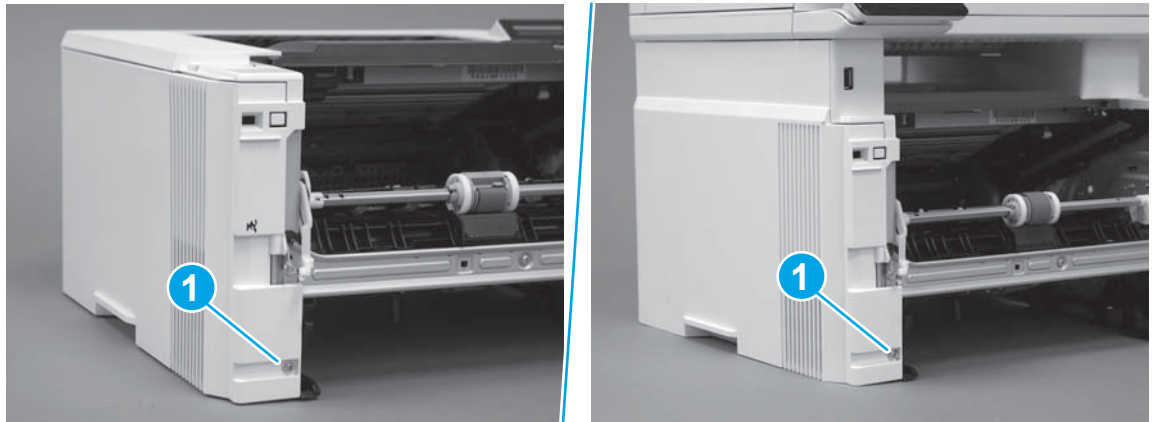
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1535 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-1536 Install one screw

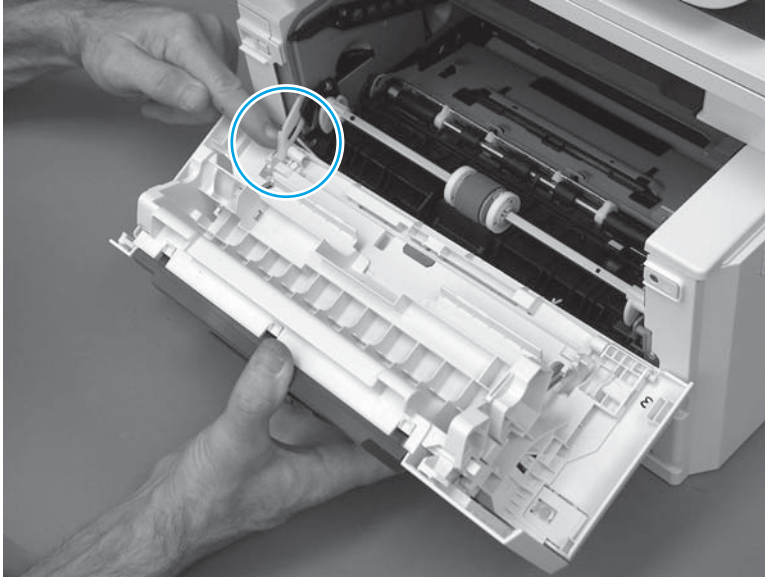


Step 22: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

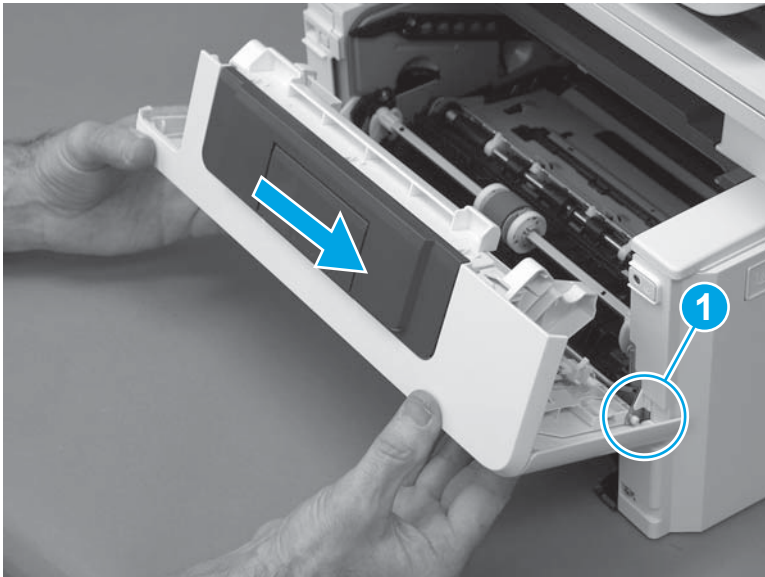
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1537 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

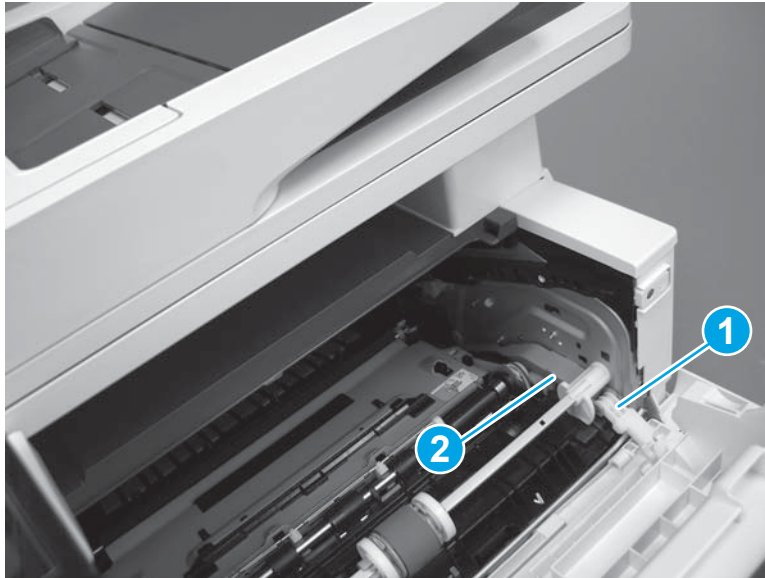
Figure 1-1538 Install the door



3. Install the link (callout 1).

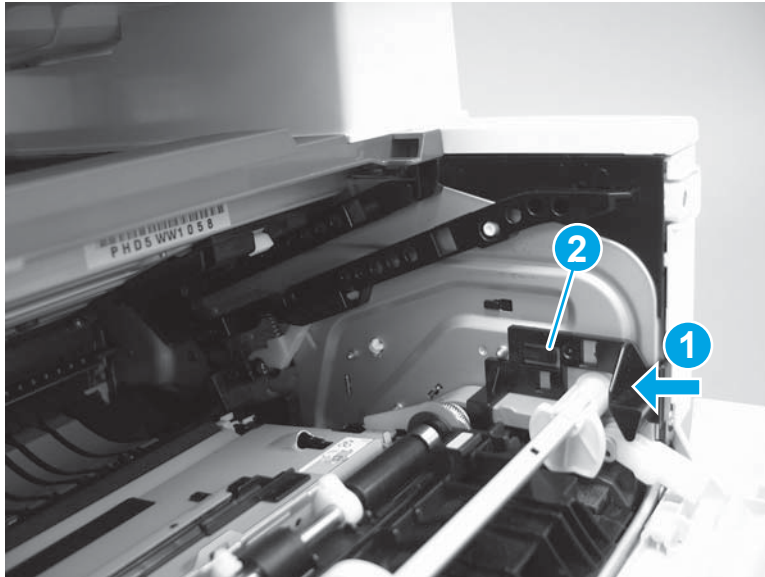
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1539 Install the pressure-release link



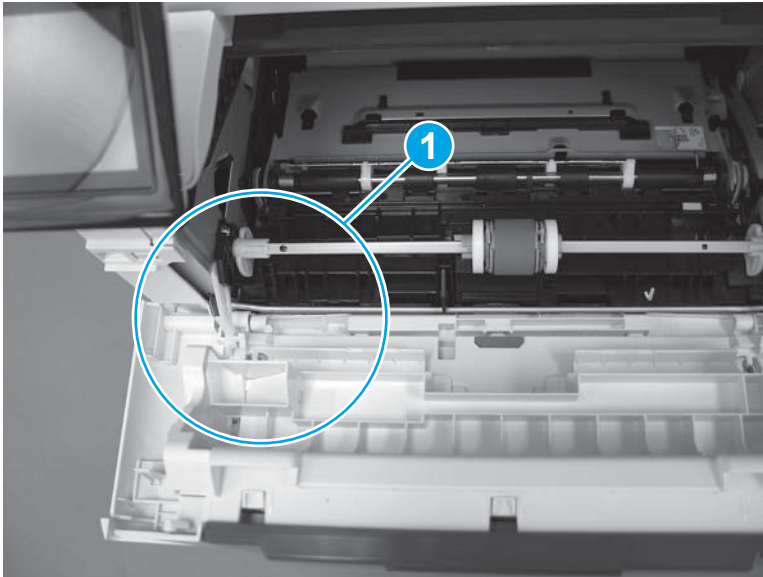
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1540 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1541 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


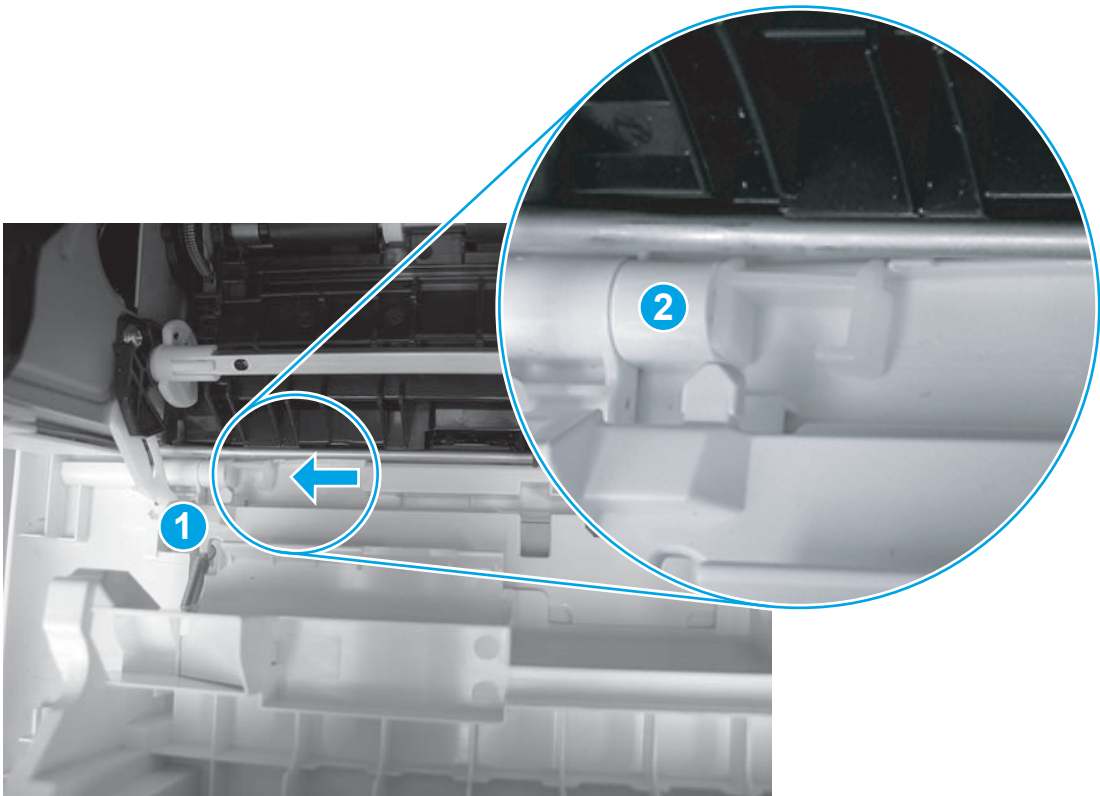
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1542 Install the support shaft



Step 23: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1543 Install the tray



Removal and replacement: Connecting PCA

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Remove the connecting PCA](#)
- [Step 12: Unpack the replacement assembly](#)
- [Step 13: Install the connecting PCA](#)
- [Step 14: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 15: Install the paper delivery tray \(output bin\)](#)
- [Step 16: Install the top cover \(M403/M402\)](#)
- [Step 17: Install the top cover \(M427/M426\)](#)
- [Step 18: Install the control panel \(M427/M246\)](#)
- [Step 19: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 20: Install the right cover](#)
- [Step 21: Install the left cover](#)
- [Step 22: Install the cartridge door assembly](#)
- [Step 23: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the connecting printed circuit assembly (PCA).

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.

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

Connecting printed circuit assembly (PCA) part number	
RM2-7510-000CN	Connecting PCA (duplex models ¹)
RM2-8510-000CN	Connecting PCA (simplex models)

¹ All M426/M427 printers are duplex models and use the RM2-7510-000CN connecting PCA.

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket screwdriver.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1544 Remove the tray



Step 2: Remove the cartridge door assembly



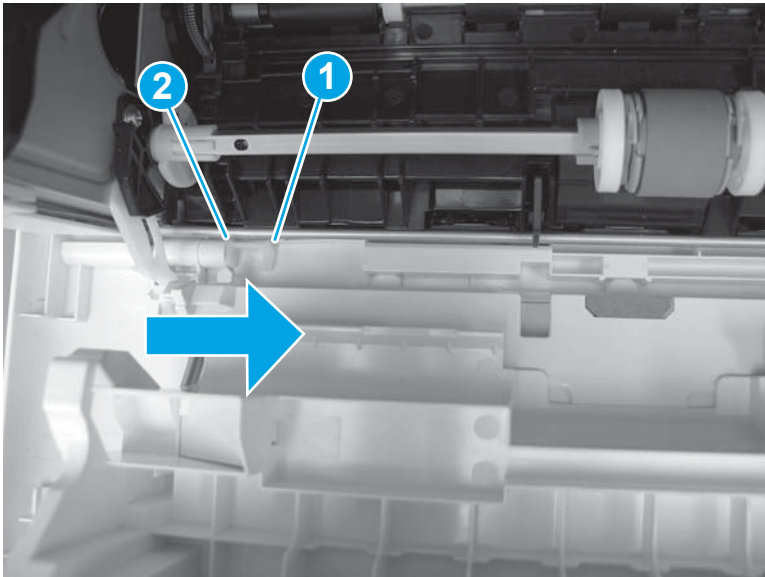
NOTE: If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.



TIP: It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1545 Release the support shaft



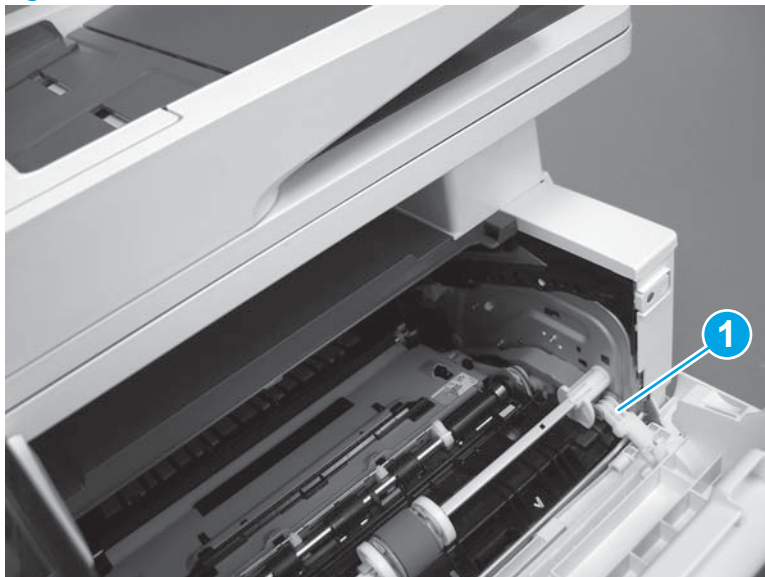
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1546 Remove the guide



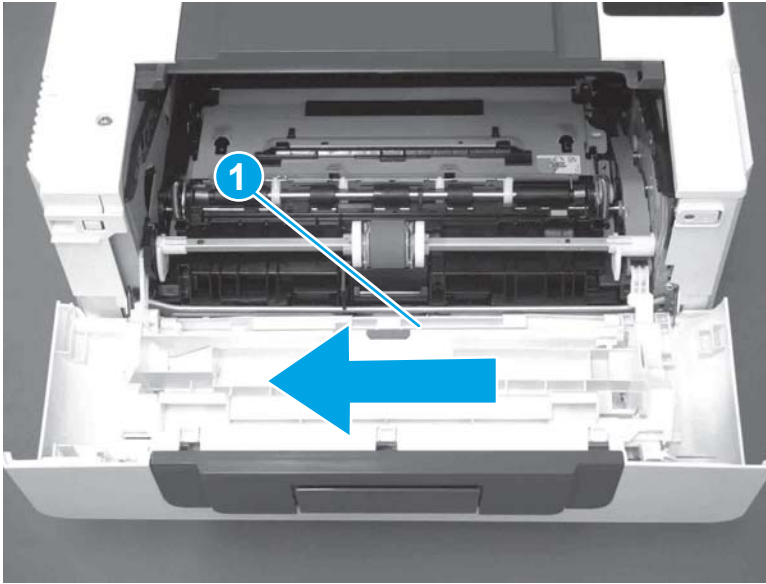
3. Remove the link arm (callout 1).

Figure 1-1547 Remove the link arm



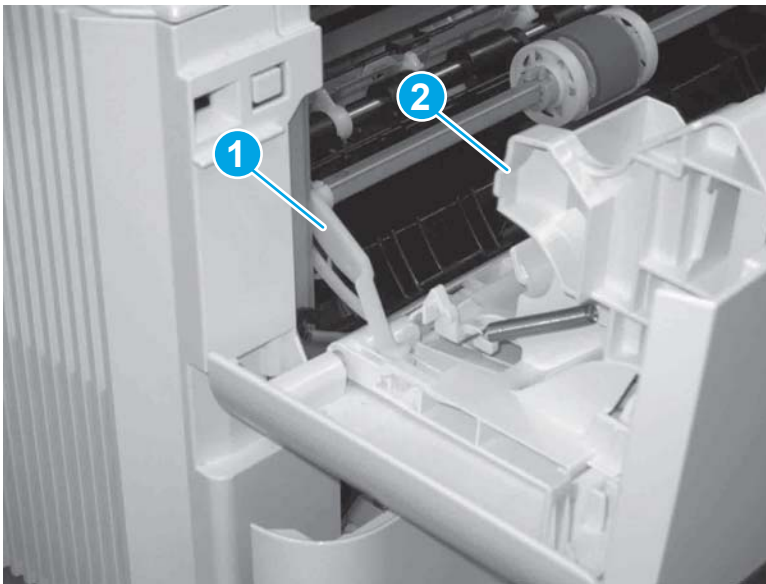
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1548 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

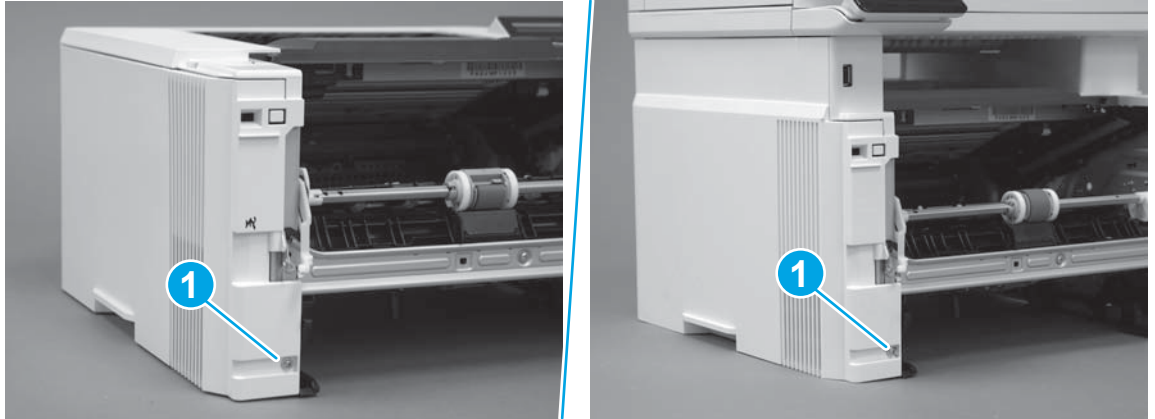
Figure 1-1549 Release the left-side retainer arm



Step 3: Remove the left cover

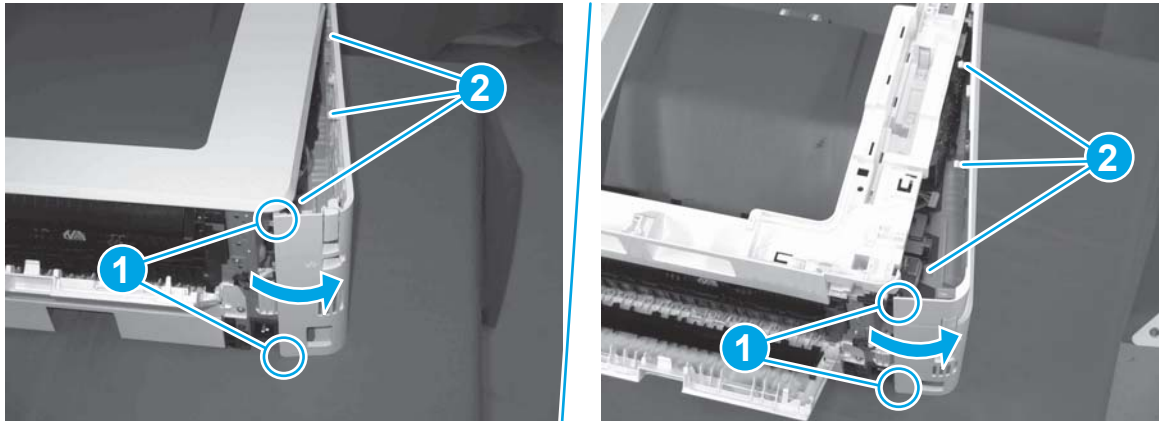
1. Remove one screw (callout 1).

Figure 1-1550 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1551 Release two bosses and three tabs

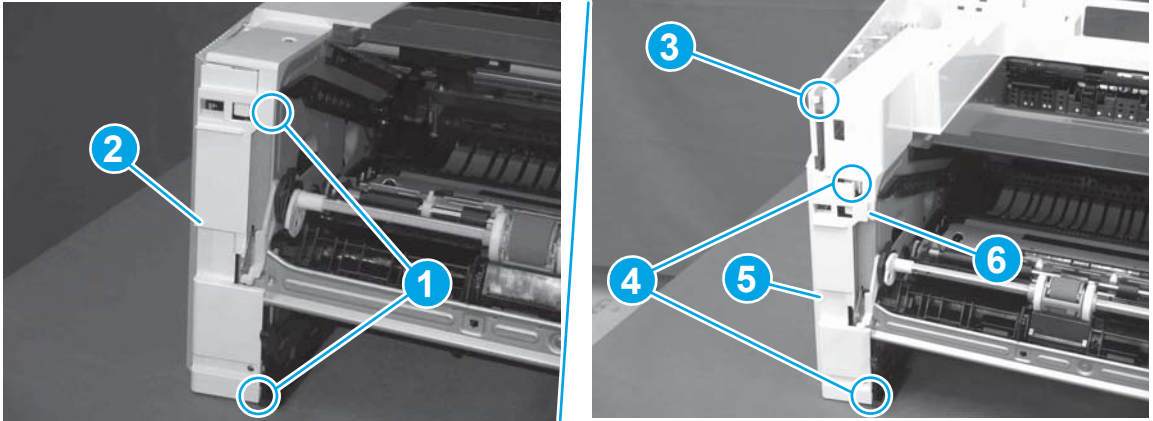


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1552 Remove the cover



Step 4: Remove the right cover

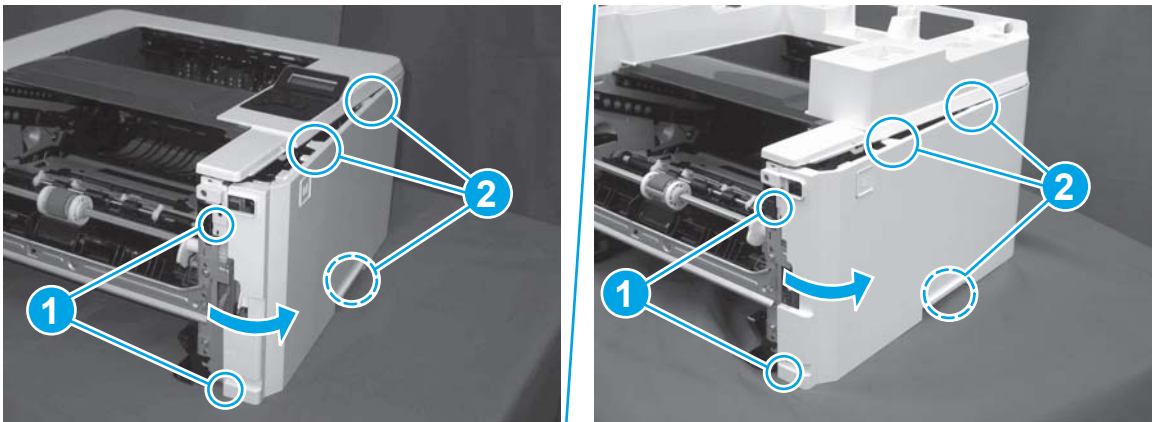
1. Remove one screw (callout 1).

Figure 1-1553 Remove one screw



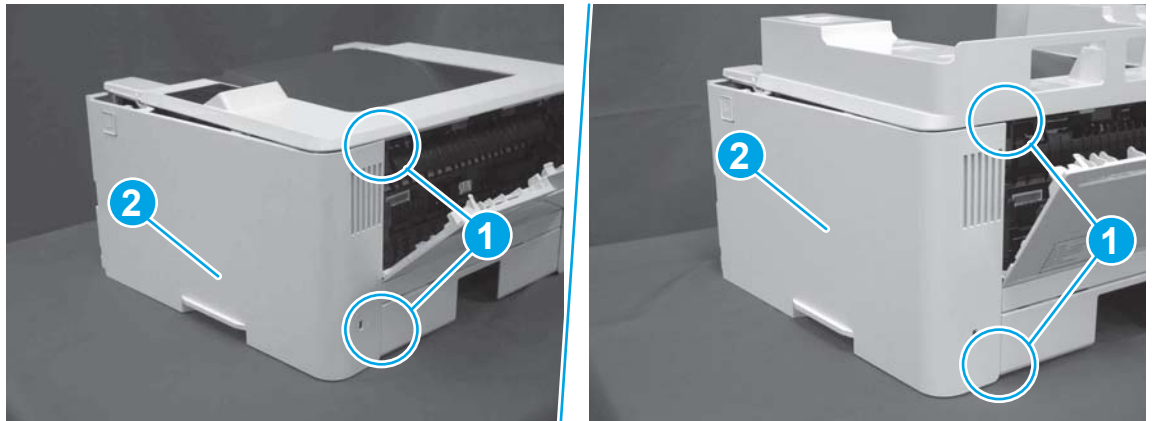
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1554 Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-1555 Remove the cover



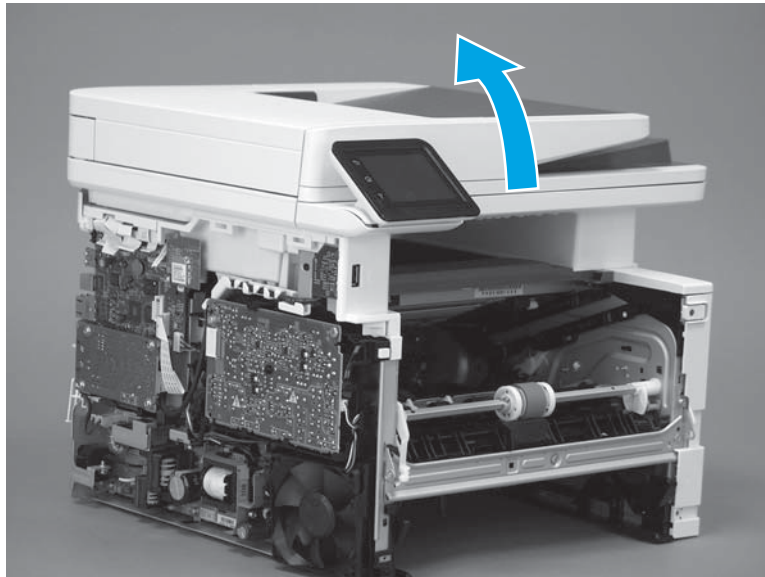
Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 841.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

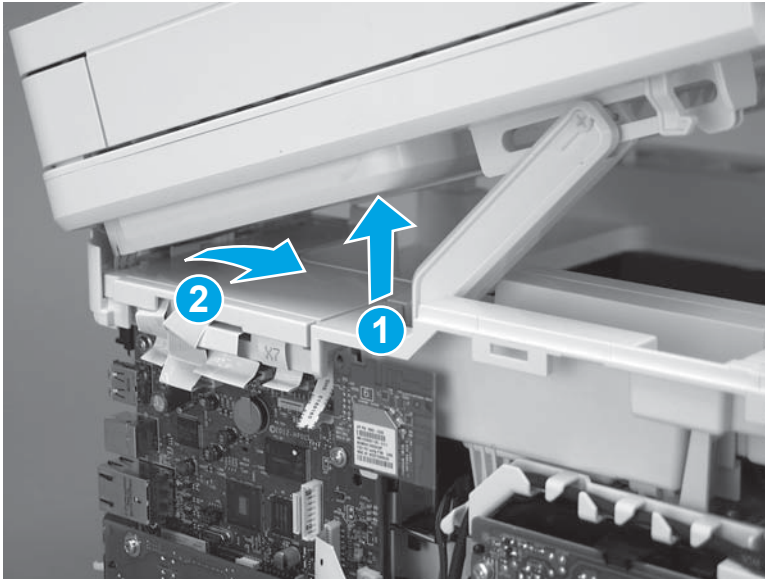
1. Raise the ISA.

Figure 1-1556 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

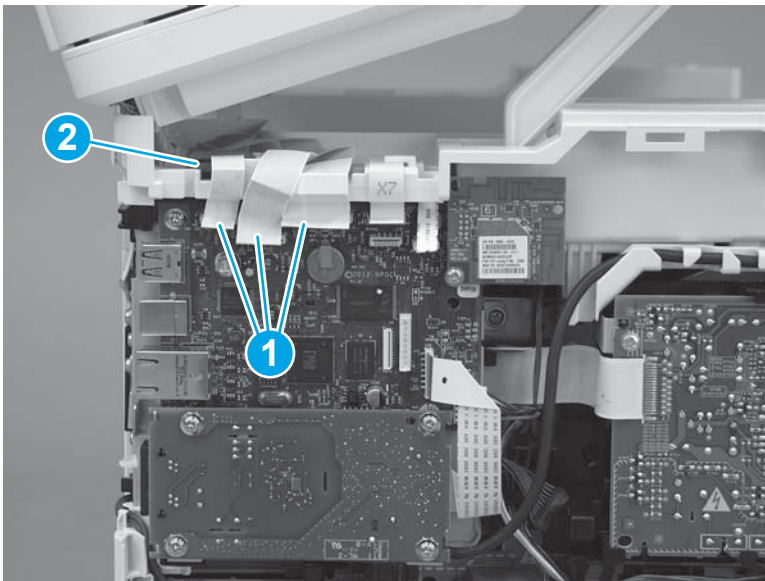
Figure 1-1557 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

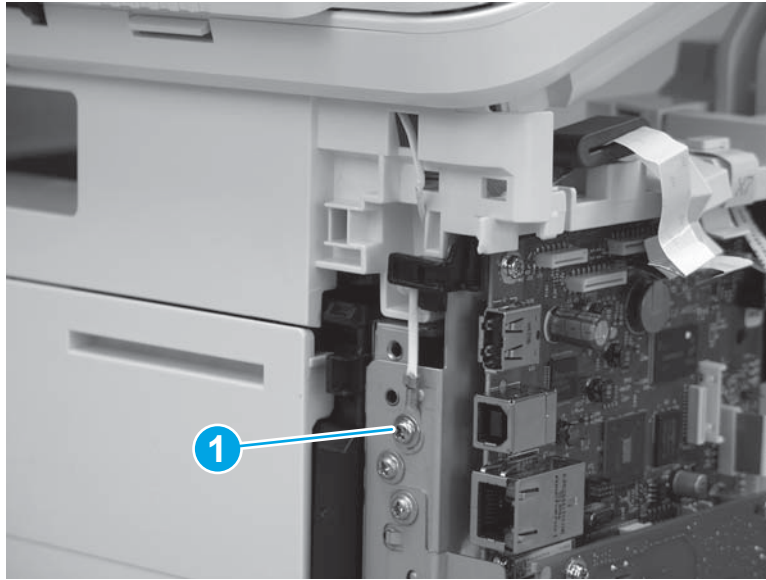
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1558 Disconnect three FFCs



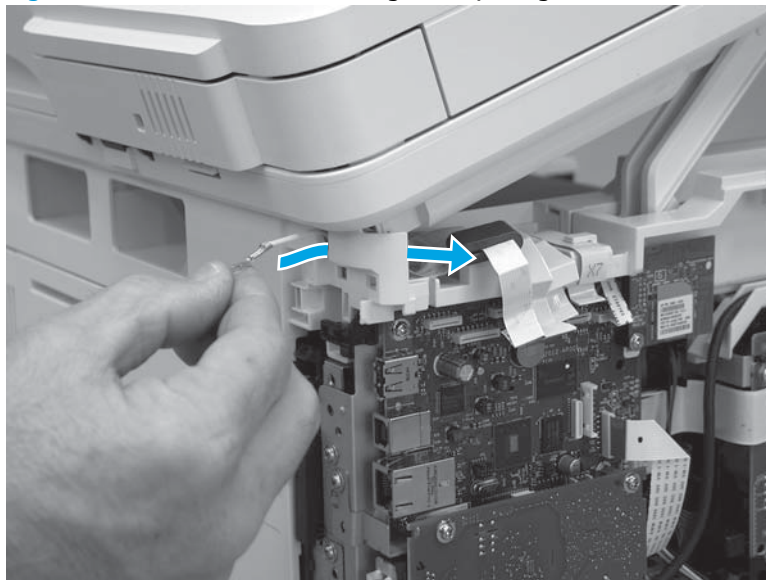
4. Remove one screw (callout 1).

Figure 1-1559 Remove one screw



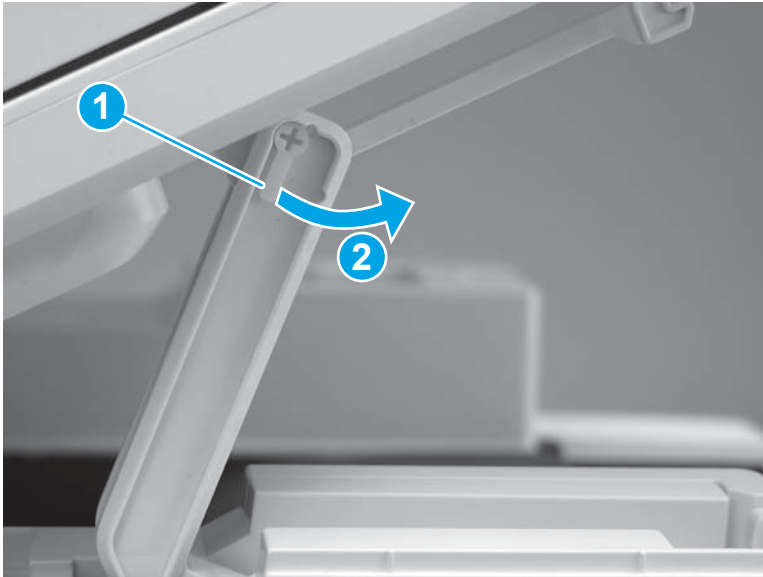
5. Pass the ground wire through the opening in the top cover.

Figure 1-1560 Pass the wire through the opening



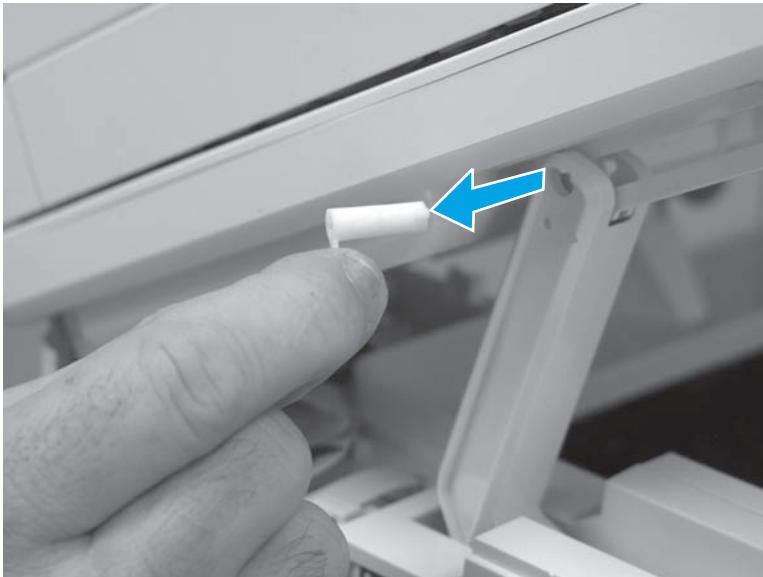
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1561 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1562 Remove the slider pin



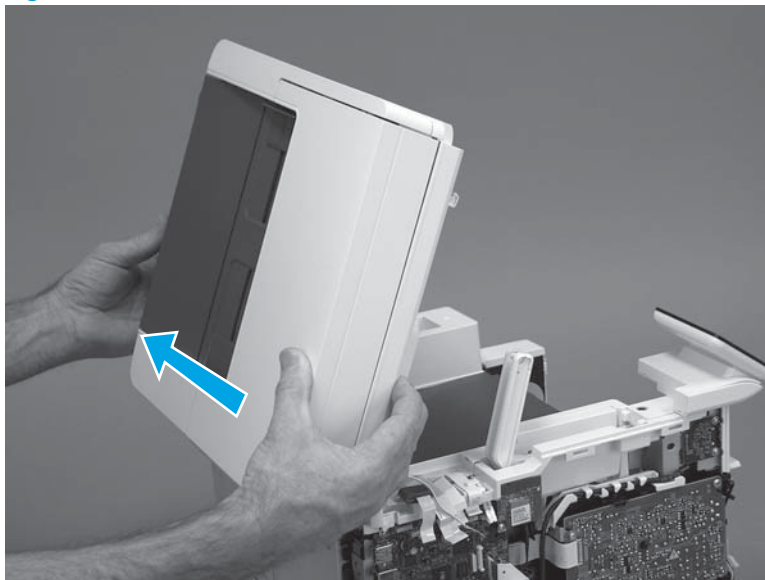
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1563 Rotate the ISA towards the rear of the printer



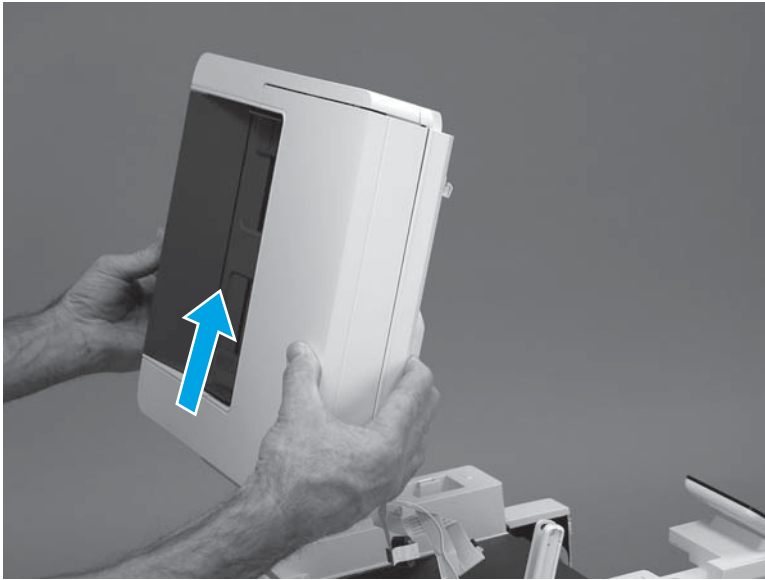
9. Slide the ISA as shown to release it.

Figure 1-1564 Release the ISA



10. Remove the ISA.

Figure 1-1565 Remove the ISA



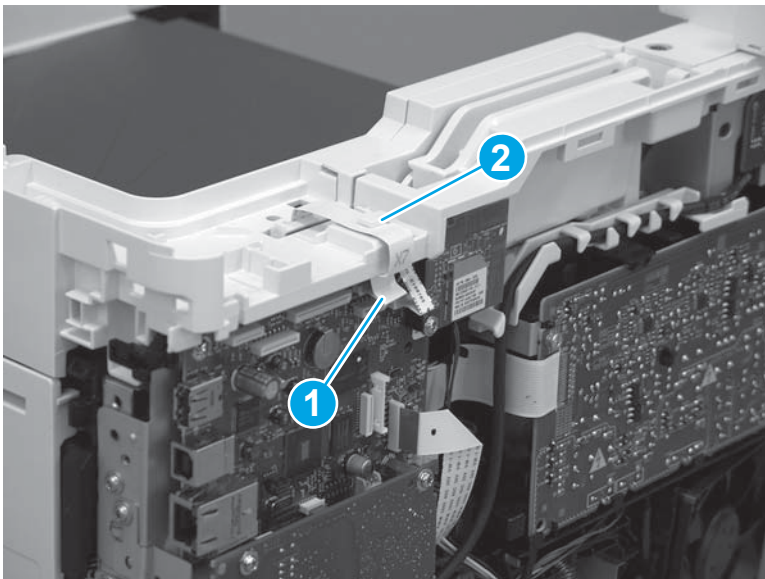
Step 6: Remove the control panel (M427/M246)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 841.

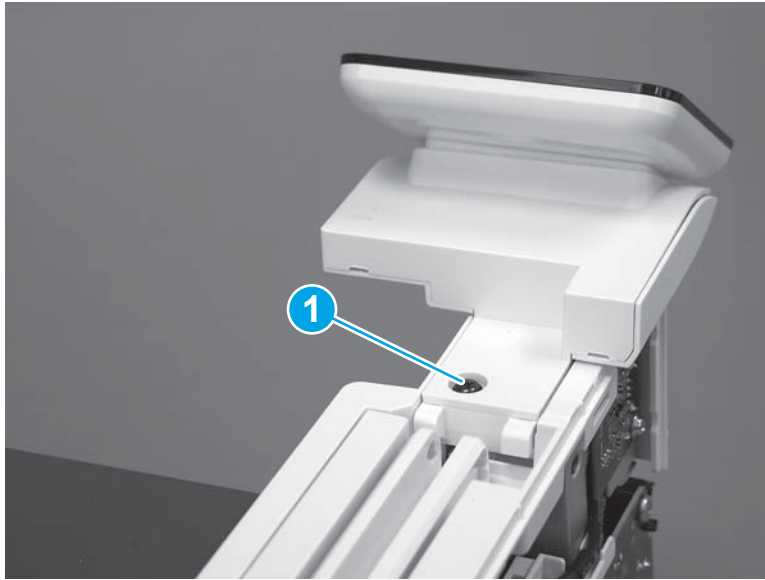
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1566 Disconnect one connector



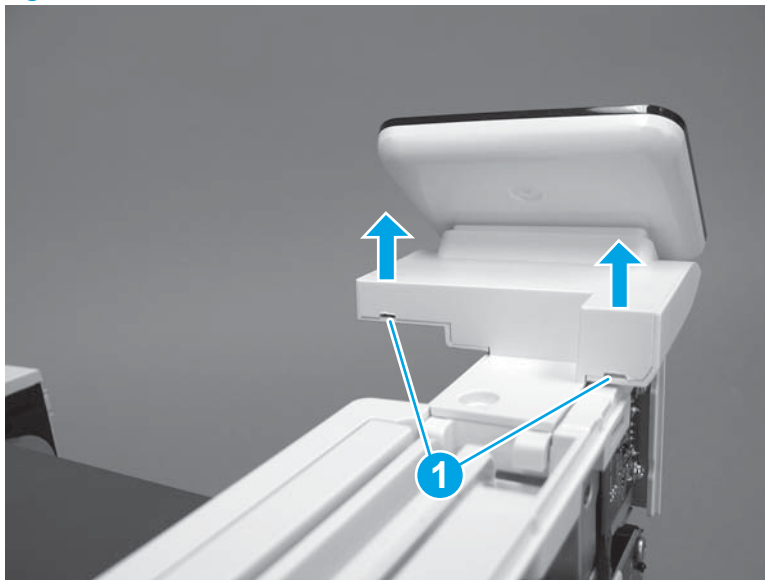
2. Remove one screw (callout 1).

Figure 1-1567 Remove one screw



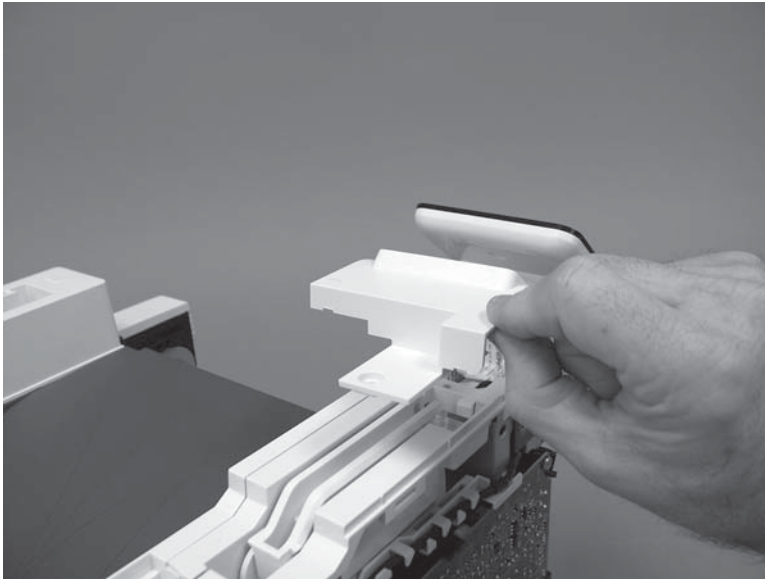
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1568 Release two tabs



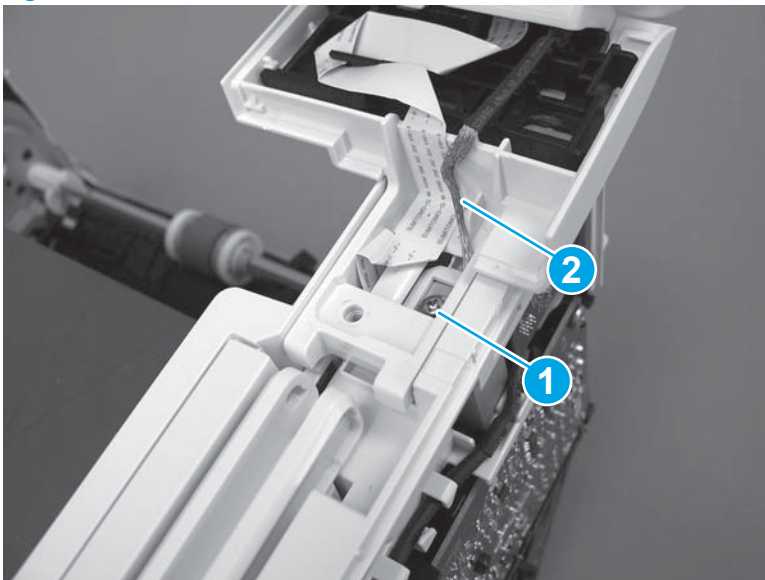
4. Remove the control-panel cable cover.

Figure 1-1569 Remove the cover



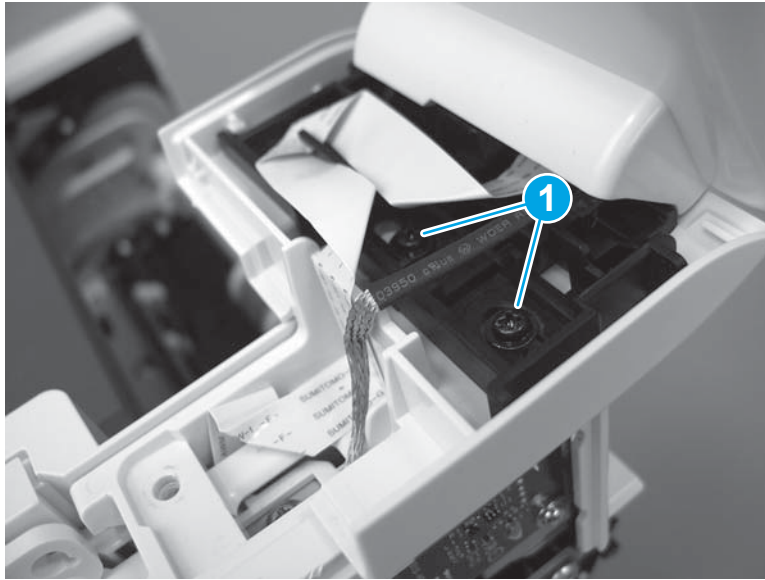
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1570 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

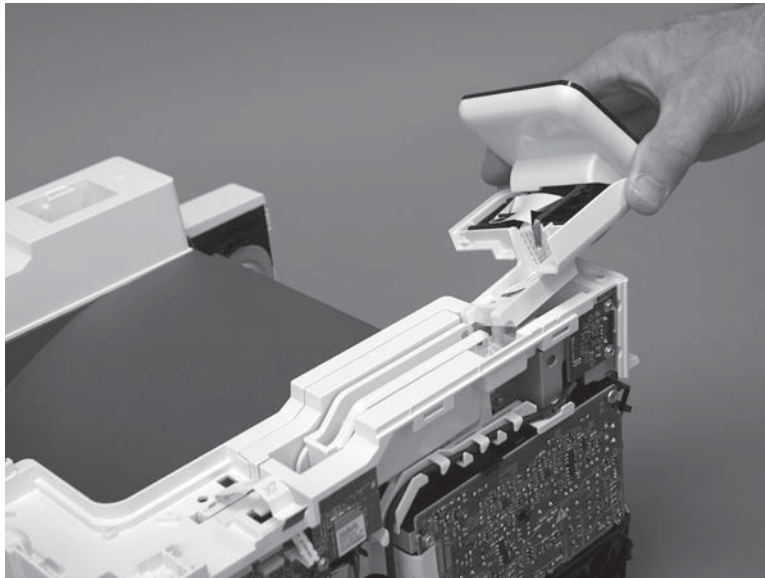
Figure 1-1571 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

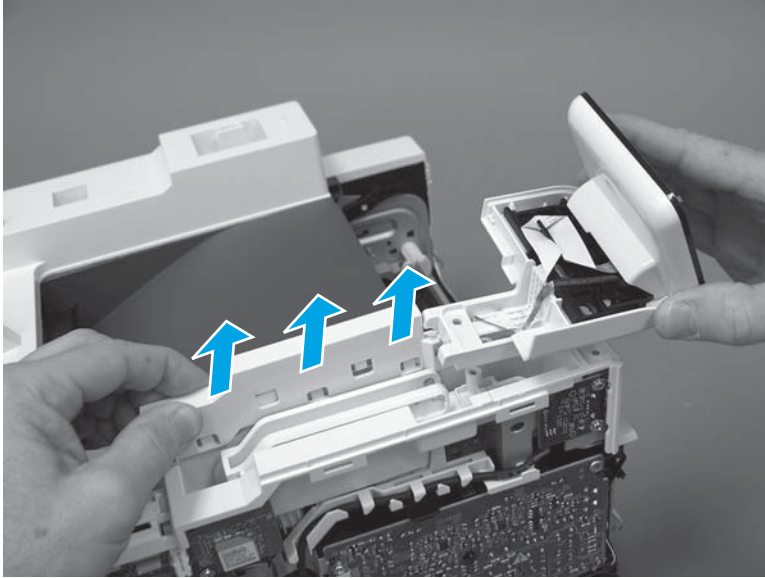
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1572 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1573 Remove the control-panel assembly



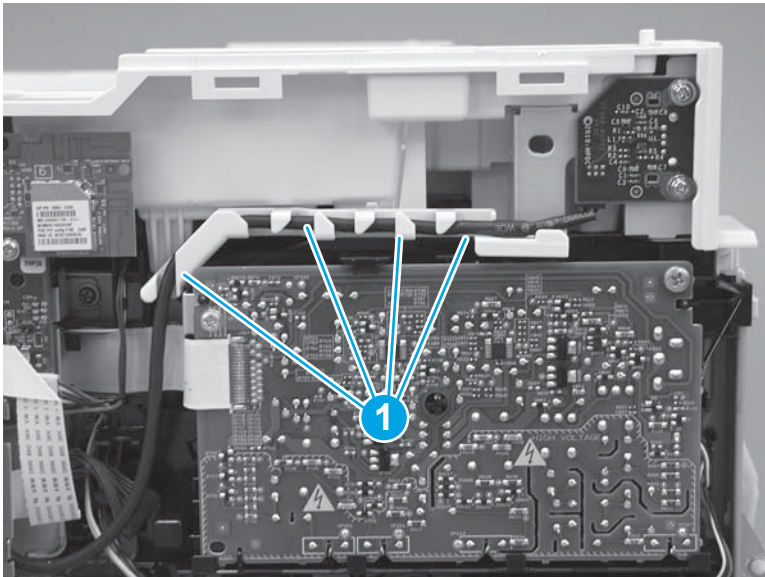
Step 7: Remove the top cover (M427/M426)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 841.

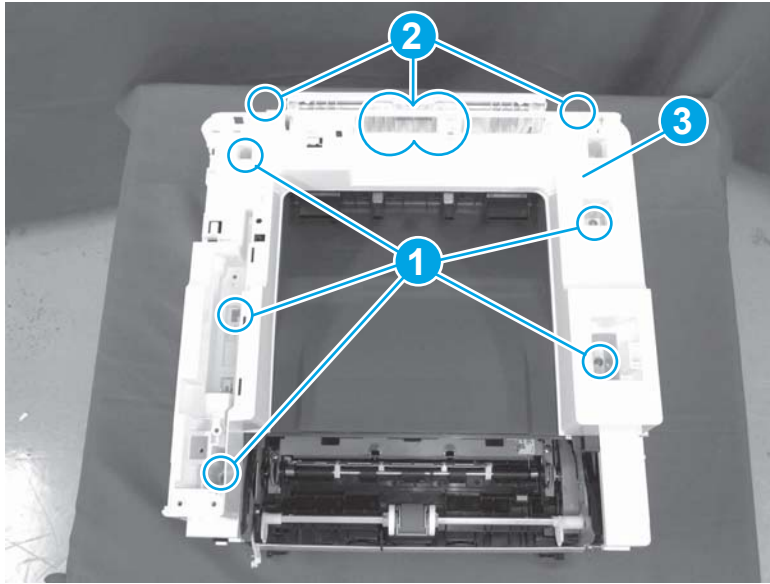
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1574 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1575 Remove the cover



Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 842.](#)

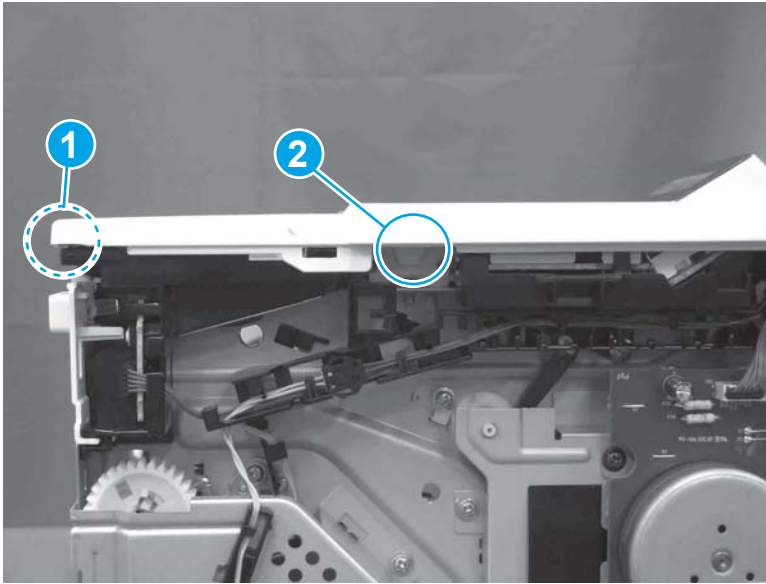
1. Remove one screw (callout 1).

Figure 1-1576 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1577 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


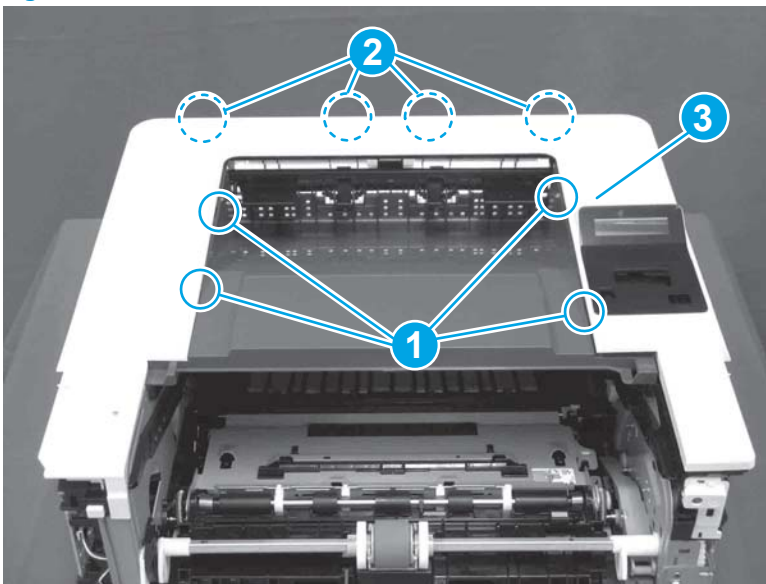

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1578 Remove the cover

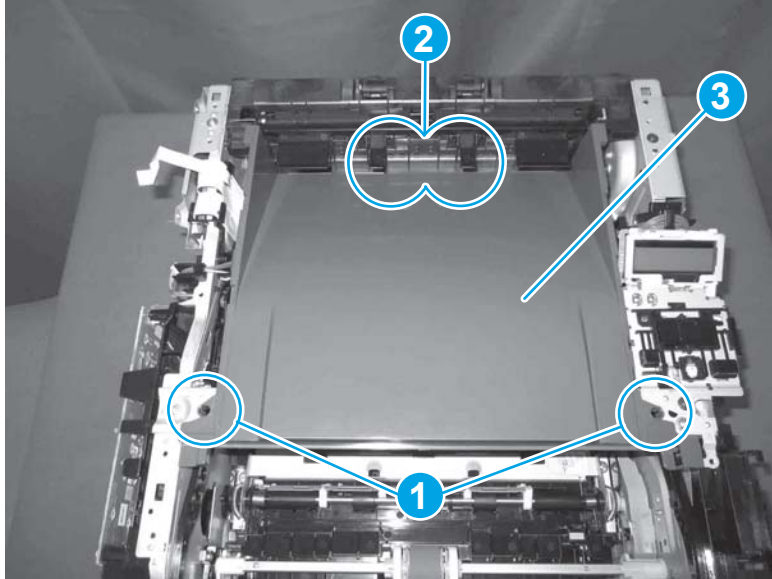


Step 9: Remove the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

Figure 1-1579 Release two tabs

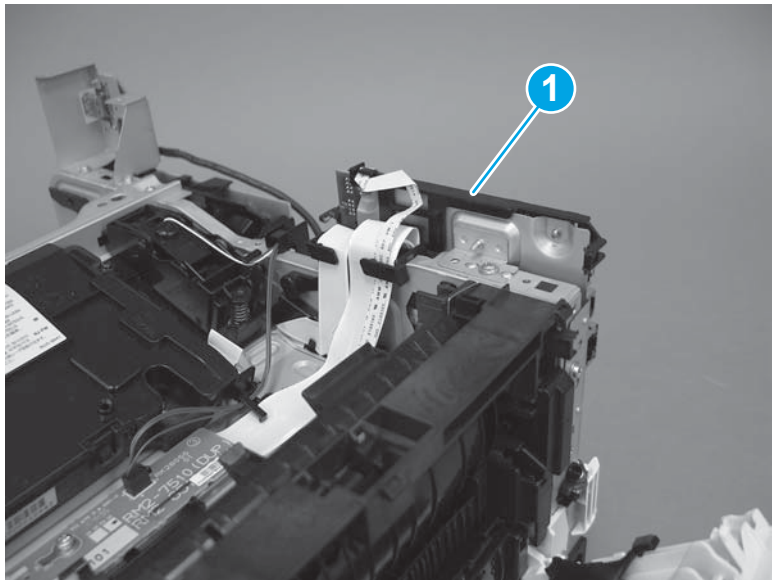


Step 10: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

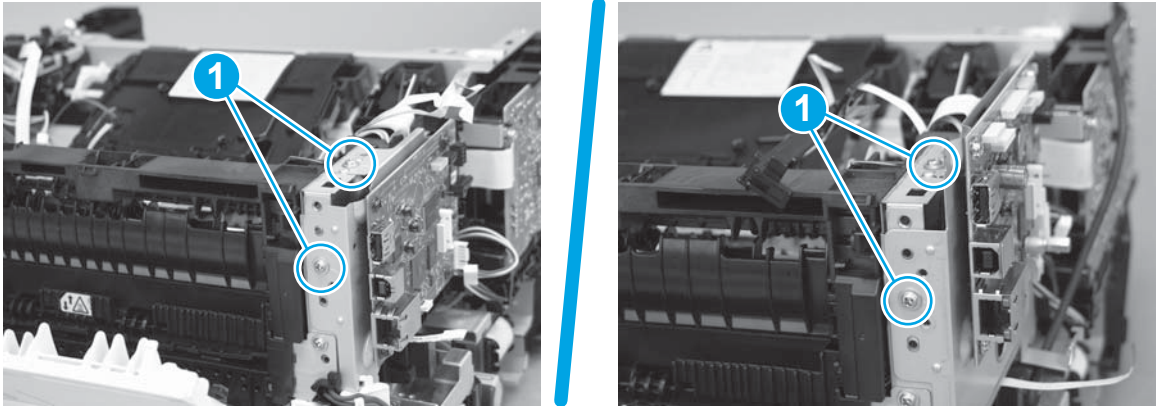
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1580 Remove the guide



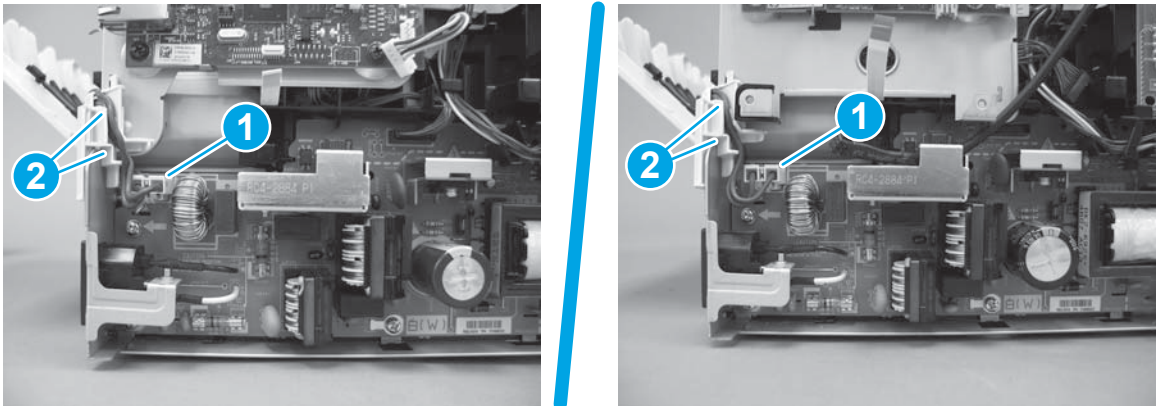
2. Remove two screws (callout 1).

Figure 1-1581 Remove two screws



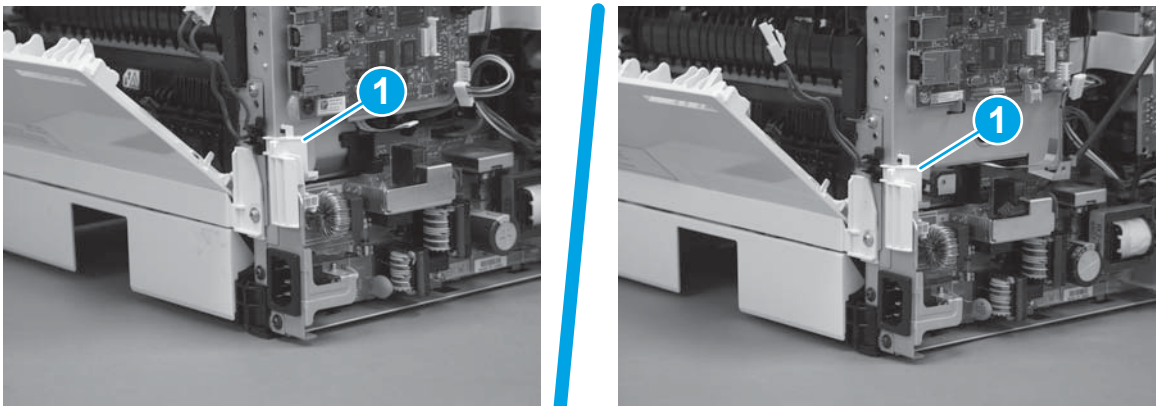
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1582 Disconnect one connector



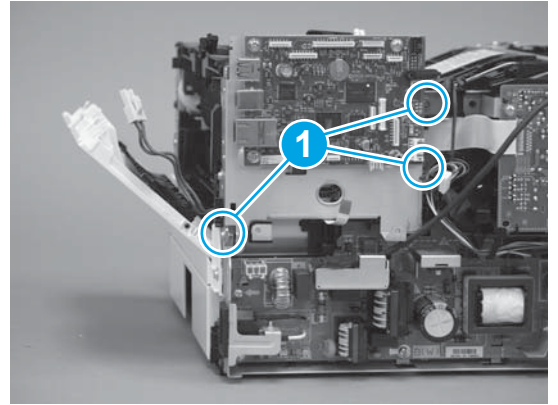
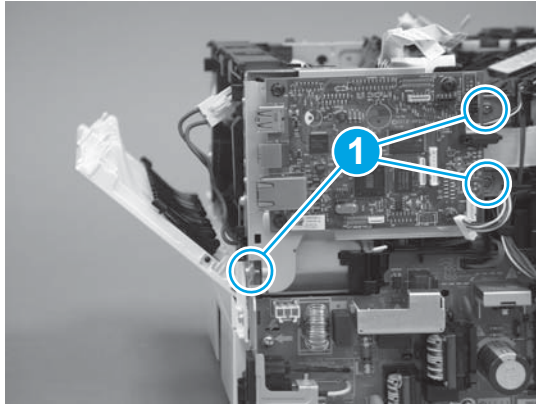
4. Remove the guide (callout 1).

Figure 1-1583 Remove the guide



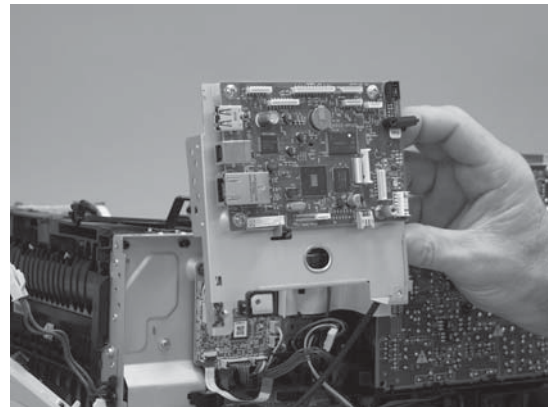
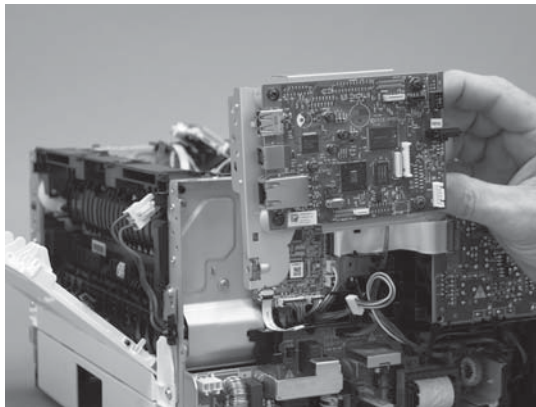
5. Remove three screws (callout 1).

Figure 1-1584 Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

Figure 1-1585 Remove the bracket

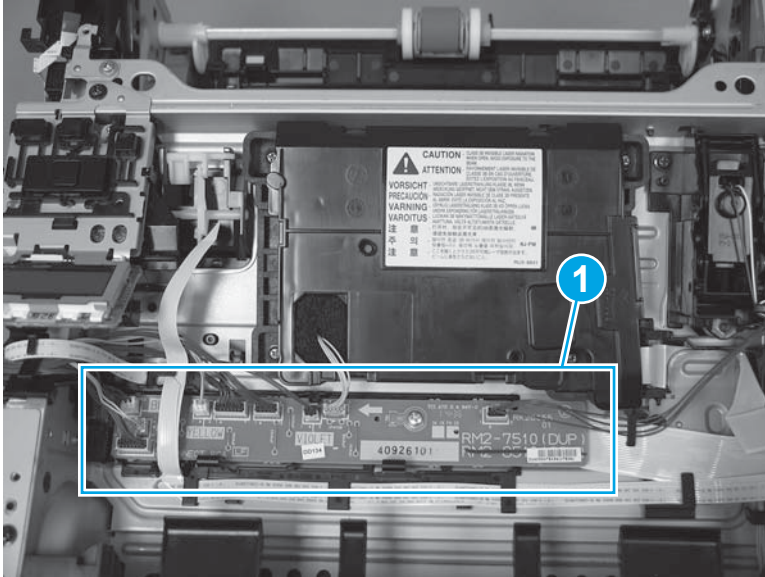


Step 11: Remove the connecting PCA

1. Disconnect nine connectors (callout 1).

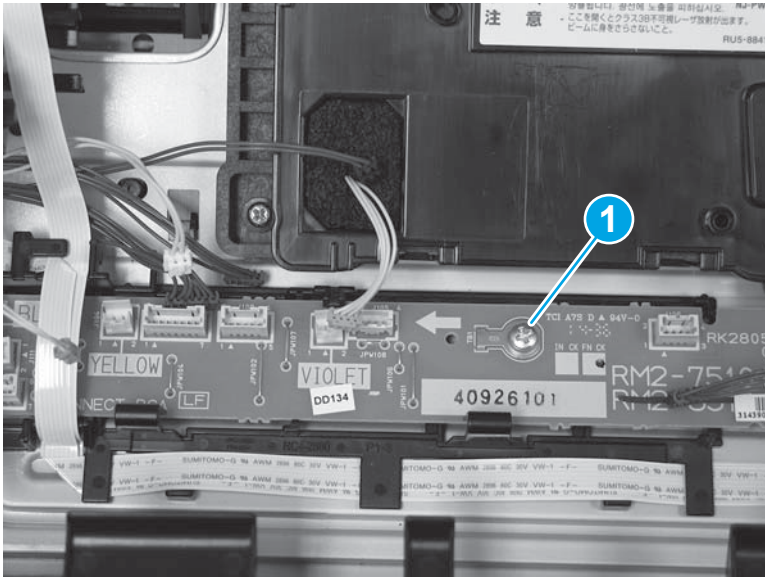
 **TIP:** Some of these connectors might be easier to disconnect if the wire harnesses are removed from the guides.

Figure 1-1586 Disconnect nine connectors



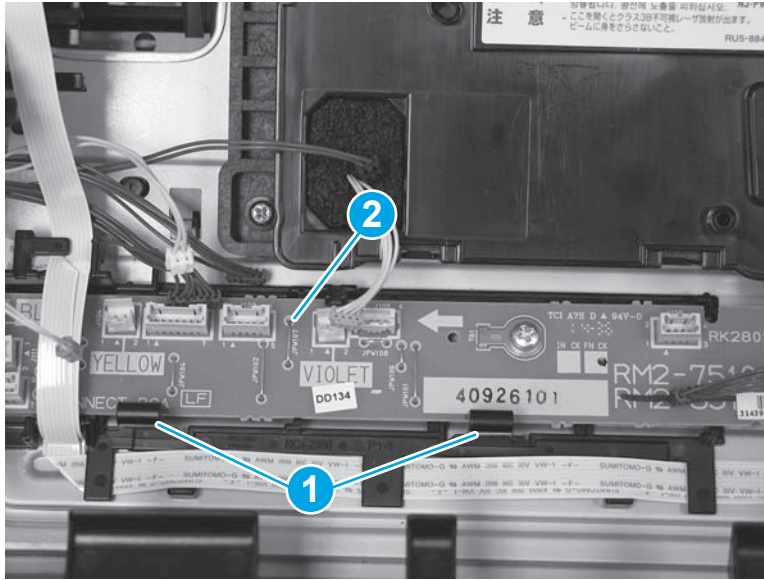
2. Remove one screw (callout 1).

Figure 1-1587 Remove one screw



3. Release two holders (callout 1), and then remove the connecting PCA (callout 2).

Figure 1-1588 Remove the connecting PCA



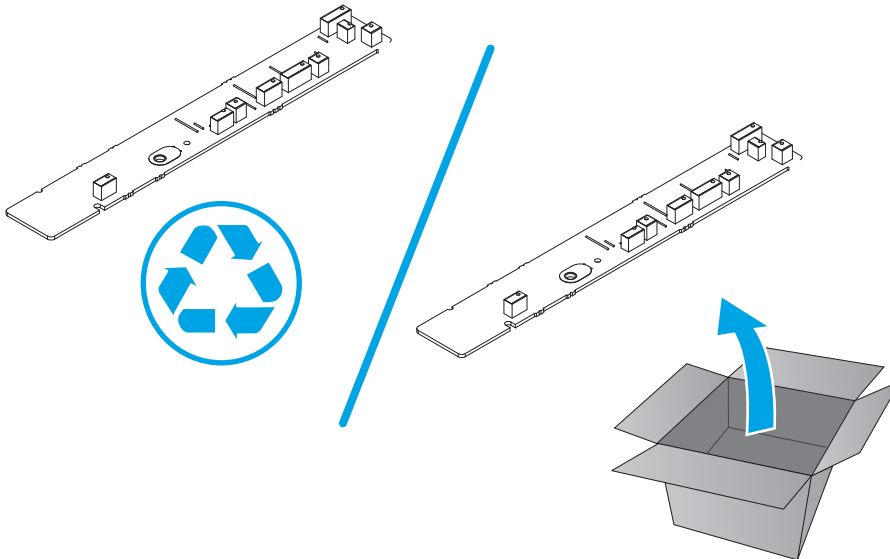
Step 12: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

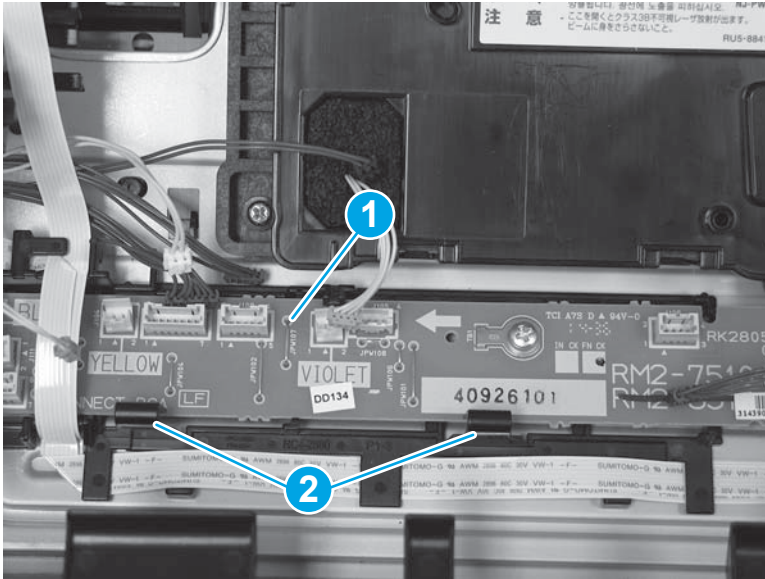
Figure 1-1589 Recycle and unpack



Step 13: Install the connecting PCA

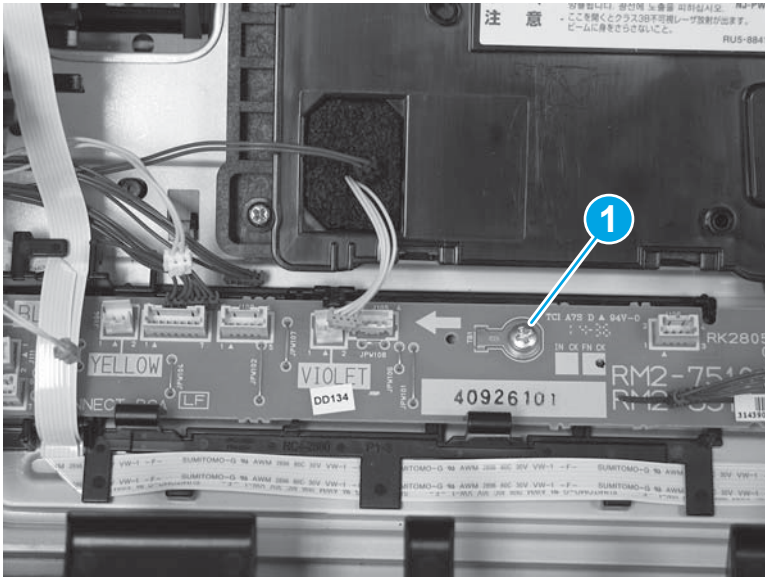
1. Position the connecting PCA (callout 1) under the two holders (callout 2).

Figure 1-1590 Install the connecting PCA



2. Install one screw (callout 1).

Figure 1-1591 Install one screw



3. Connect nine connectors (callout 1).


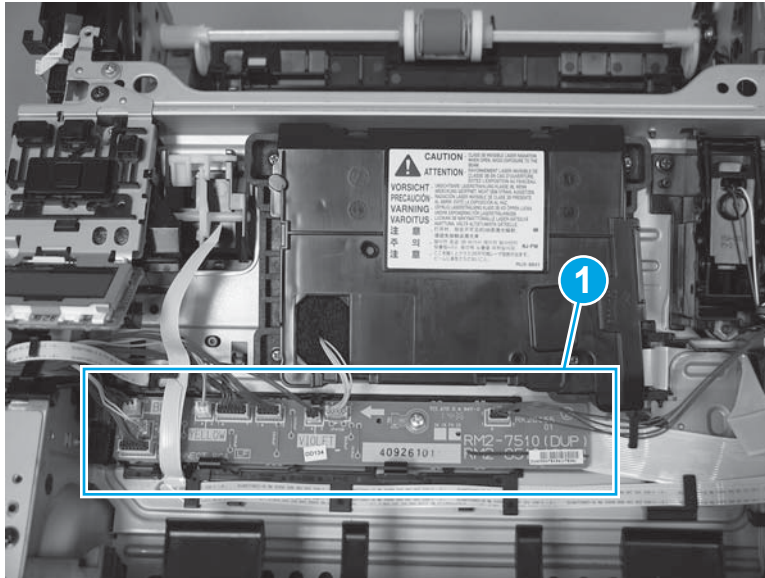

 **Reinstallation tip:** If any of the connectors were removed from the guides, make sure that they are reinstalled now.

Figure 1-1592 Connect nine connectors

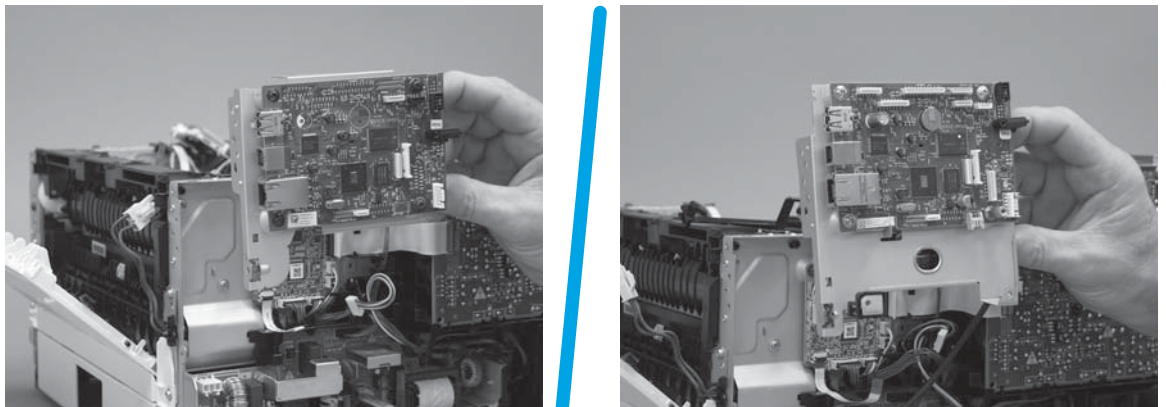


Step 14: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

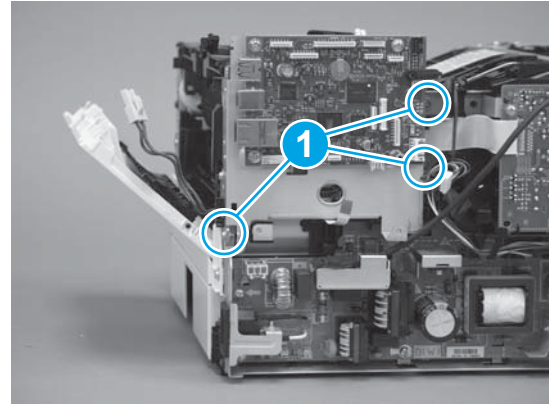
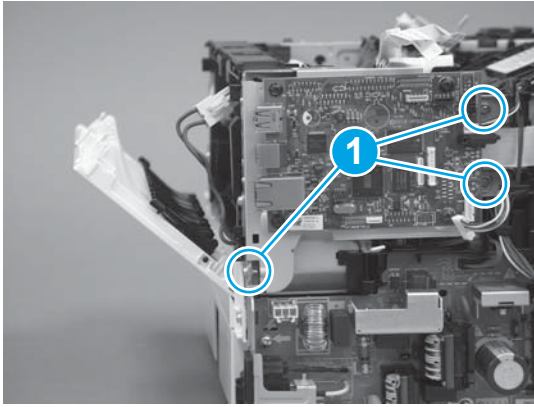
1. Position the sheet-metal bracket and formatter PCA on the printer.

Figure 1-1593 Install the bracket



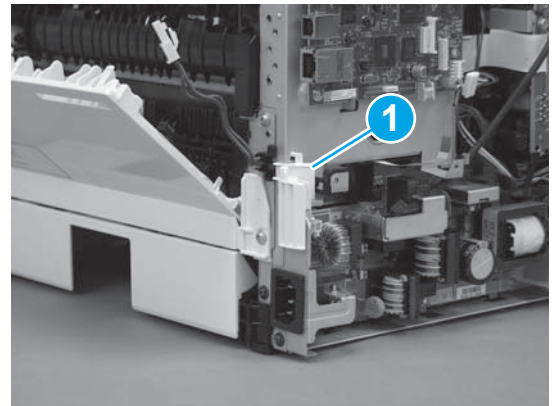
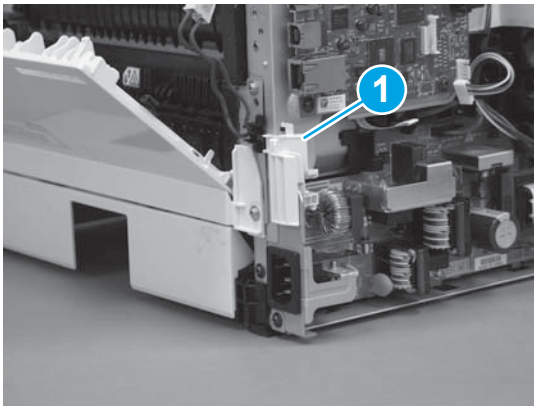
2. Install three screws (callout 1).

Figure 1-1594 Install three screws



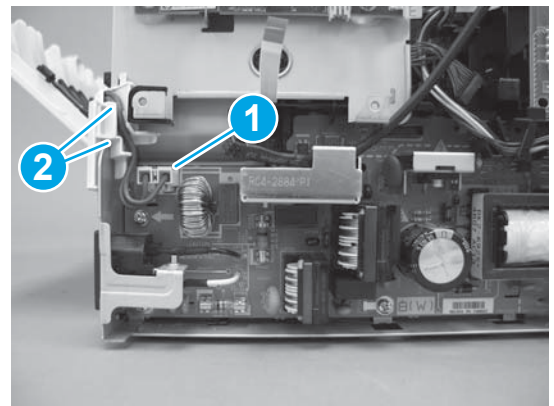
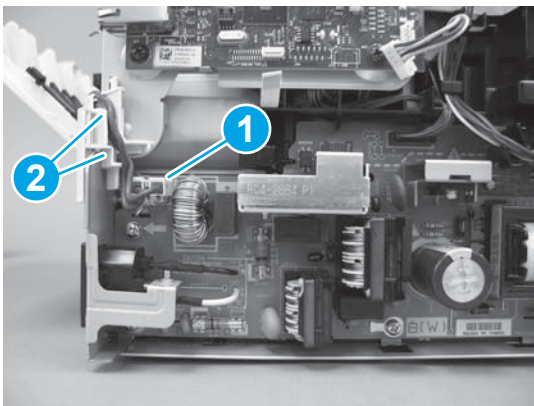
3. Install the guide (callout 1).

Figure 1-1595 Install the guide



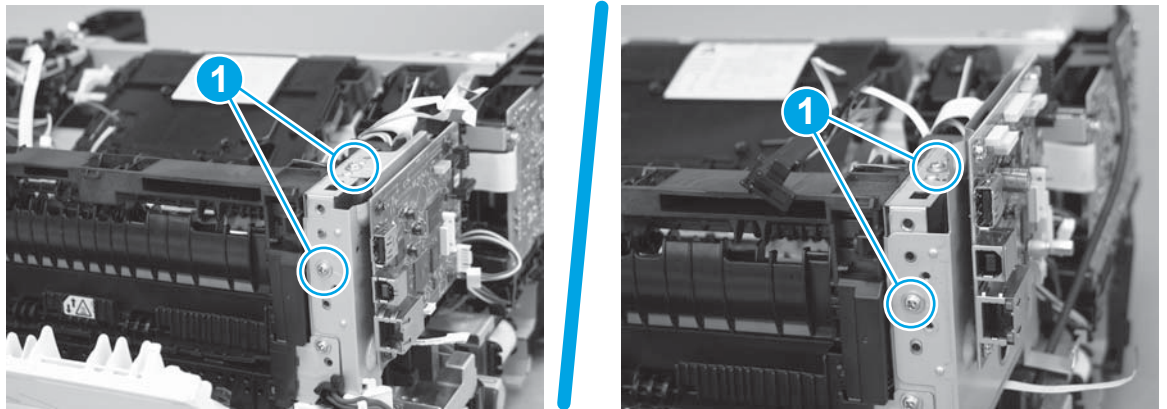
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

Figure 1-1596 Connect one connector



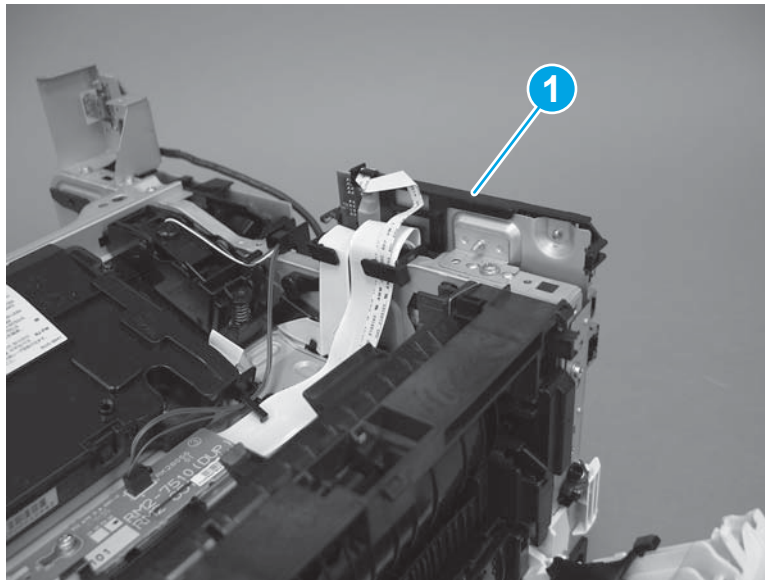
5. Install two screws (callout 1).

Figure 1-1597 Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

Figure 1-1598 Install the guide

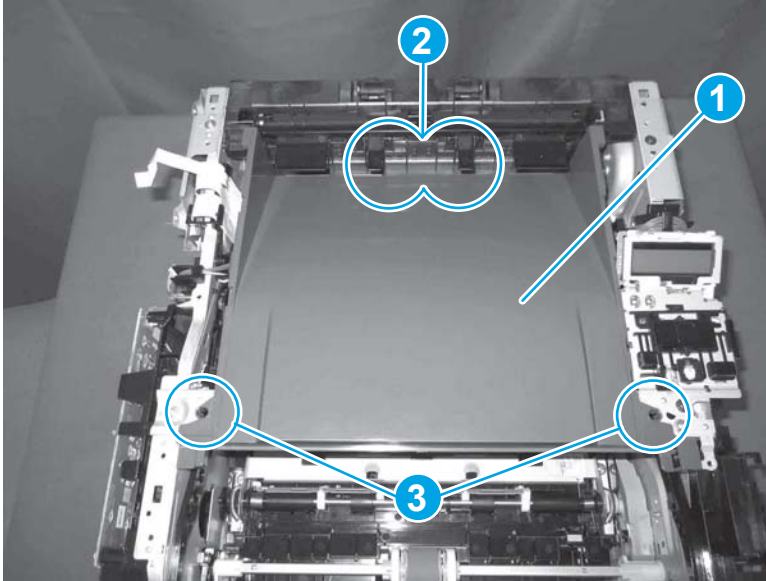


Step 15: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1599 Engage two tabs

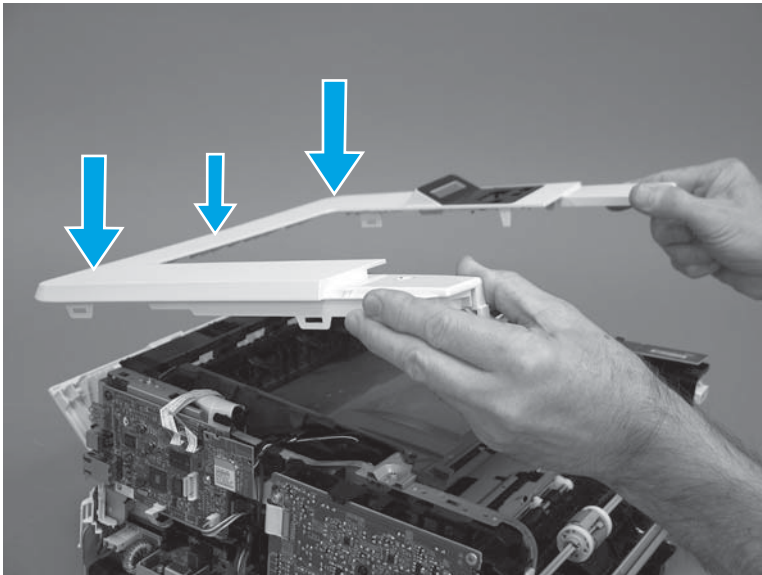


Step 16: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 17: Install the top cover \(M427/M426\) on page 854](#).

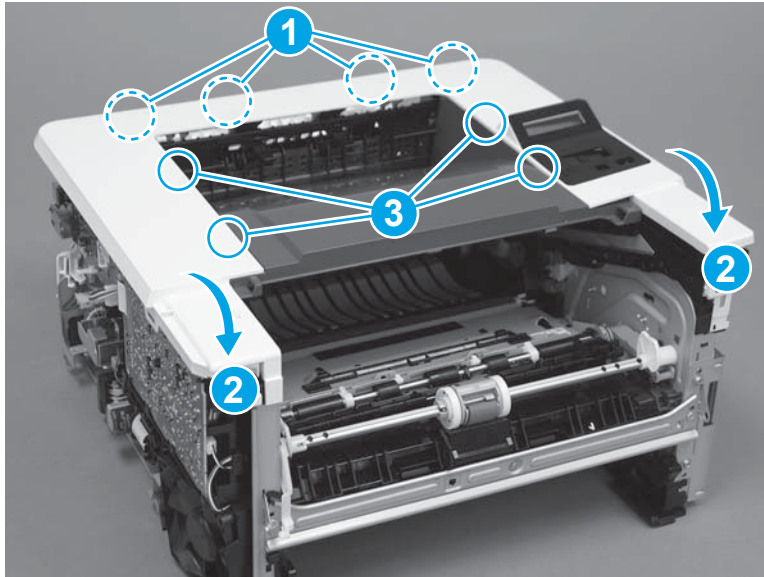
1. Position the rear edge of the cover on the printer.

Figure 1-1600 Install the cover



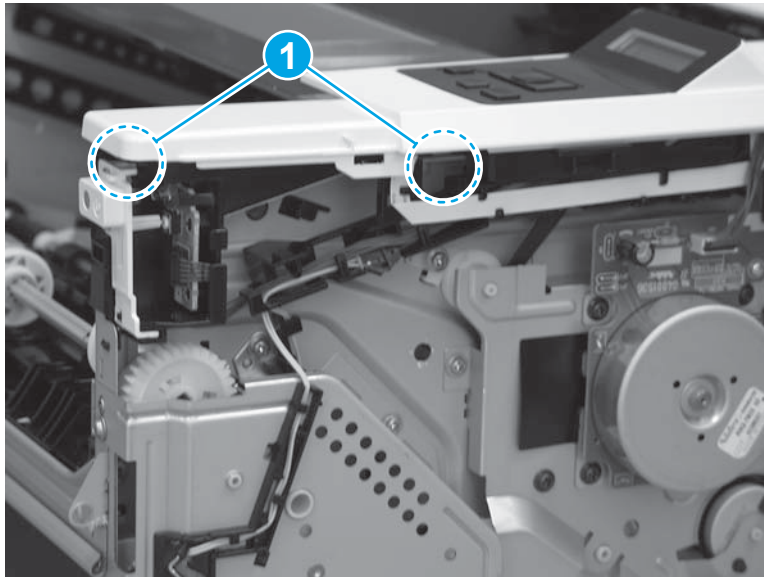
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1601 Engage four bosses and tabs



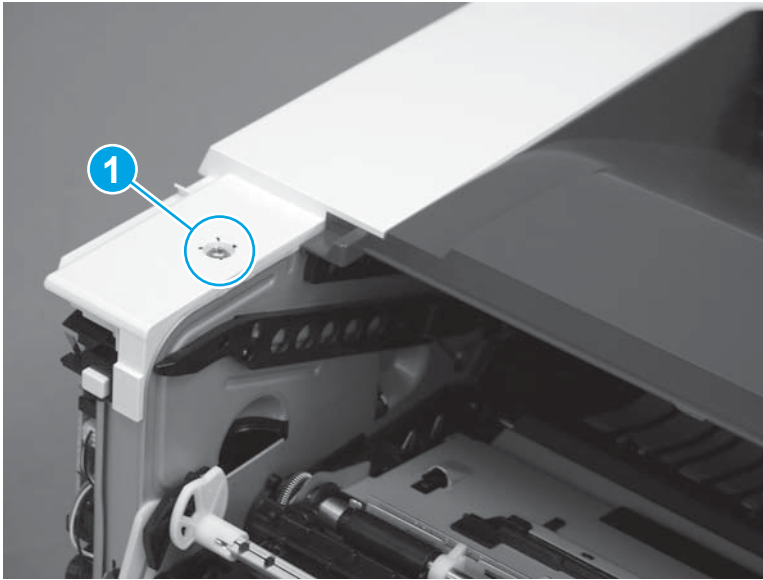
- At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1602 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1603 Install one screw

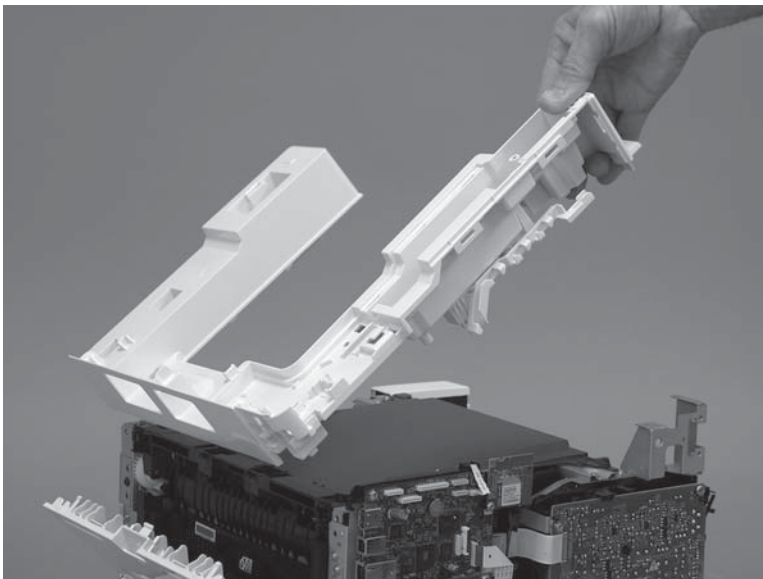


Step 17: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 865](#).

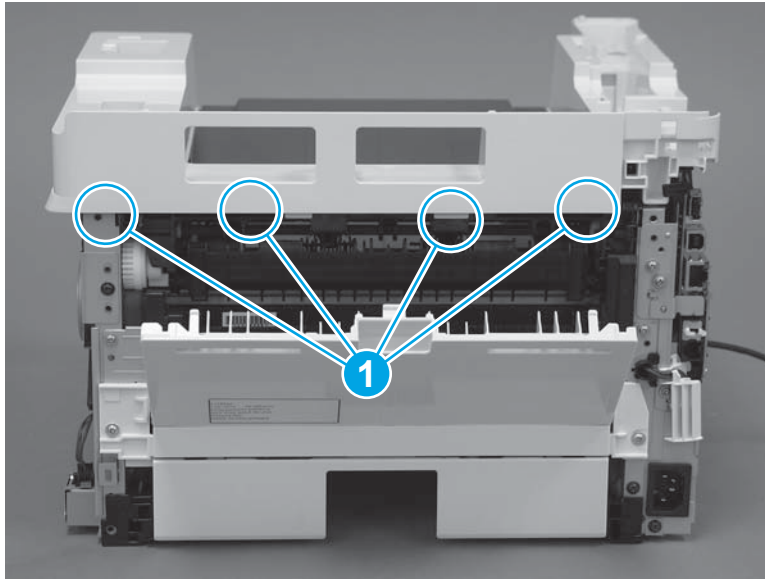
1. Position the rear edge of the top cover on the printer.

Figure 1-1604 Install the cover



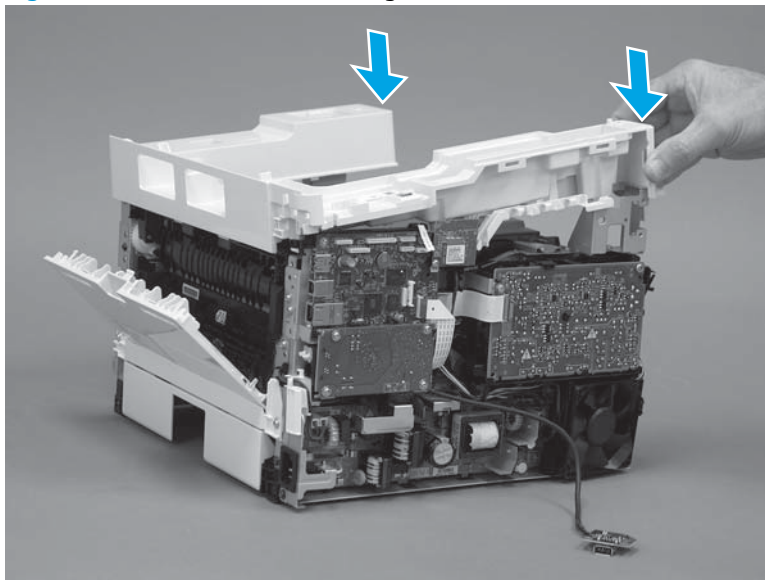
2. Engage four bosses (callout 1).

Figure 1-1605 Engage four bosses



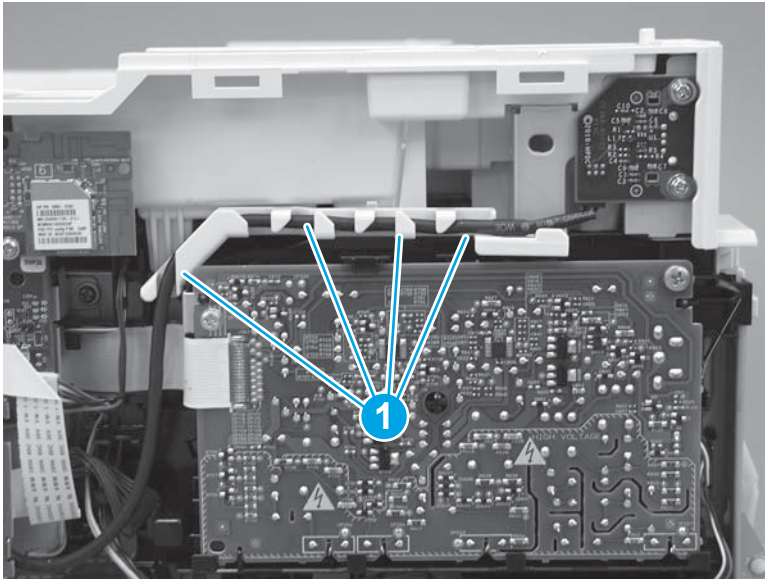
3. Rotate the front edge of the cover down.

Figure 1-1606 Rotate the front edge of the cover down



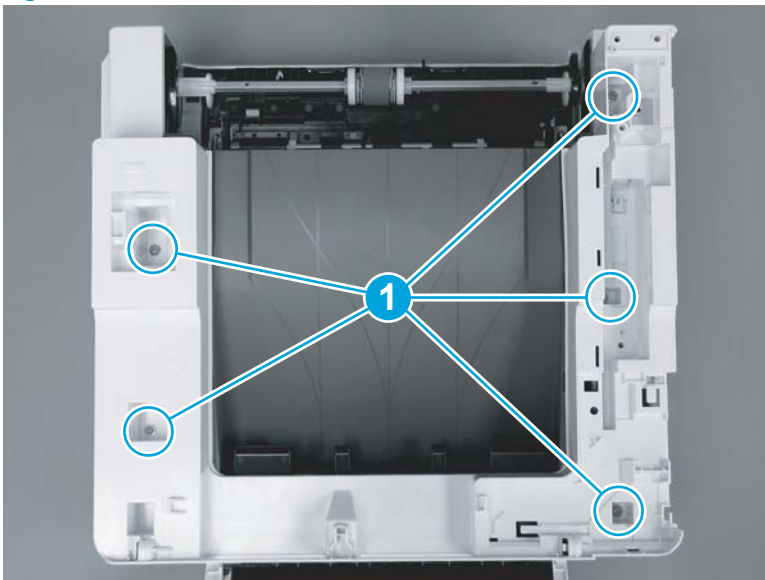
4. Install the USB cable (callout 1) in the guide.

Figure 1-1607 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-1608 Install five screws

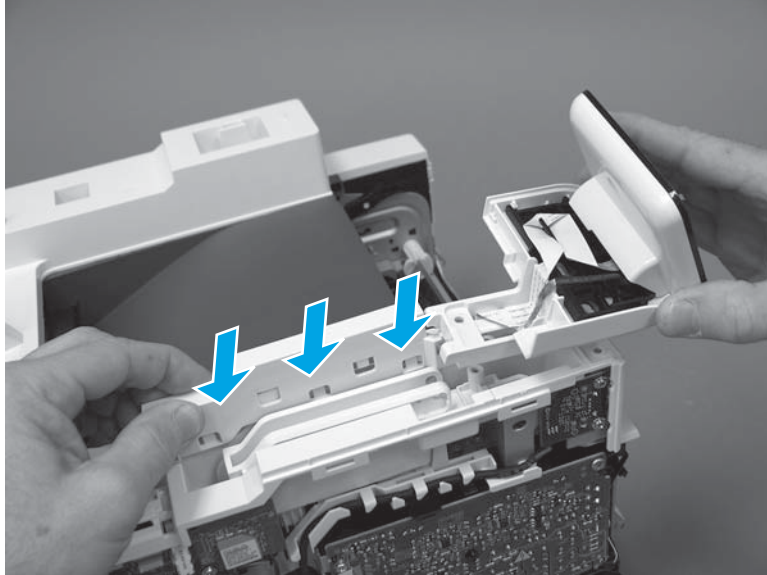


Step 18: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 865](#).

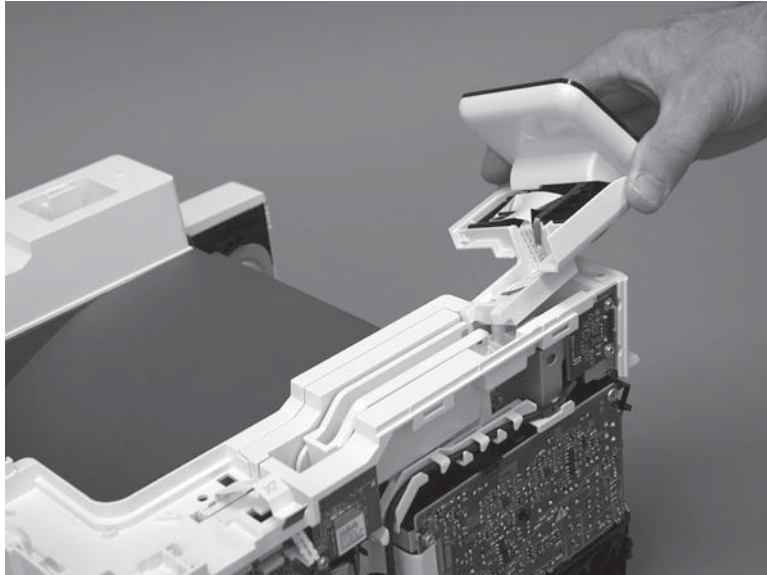
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1609 Install the control-panel FFC cover



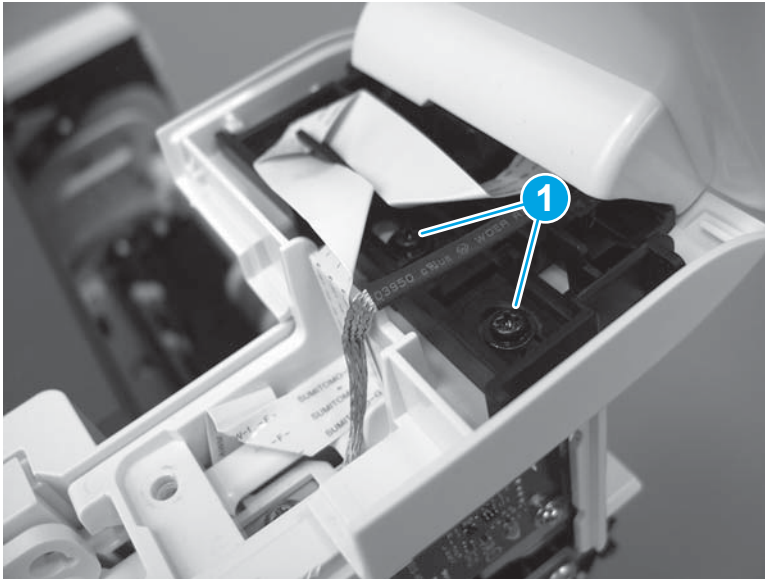
2. Install the control-panel assembly on the top cover.

Figure 1-1610 Install the control-panel assembly



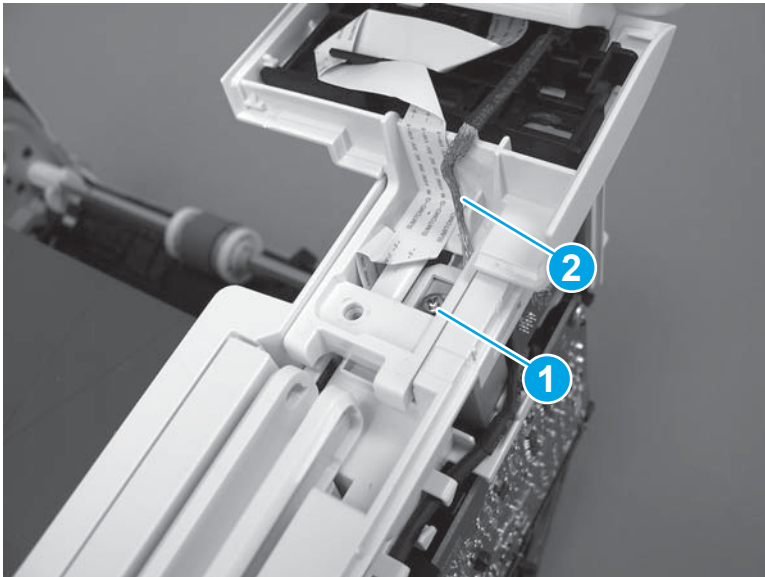
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1611 Install two screws



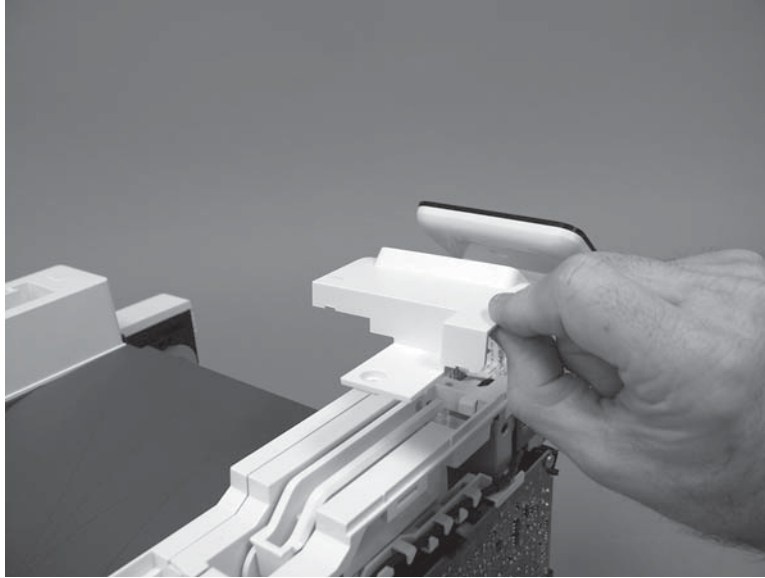
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1612 Remove one screw



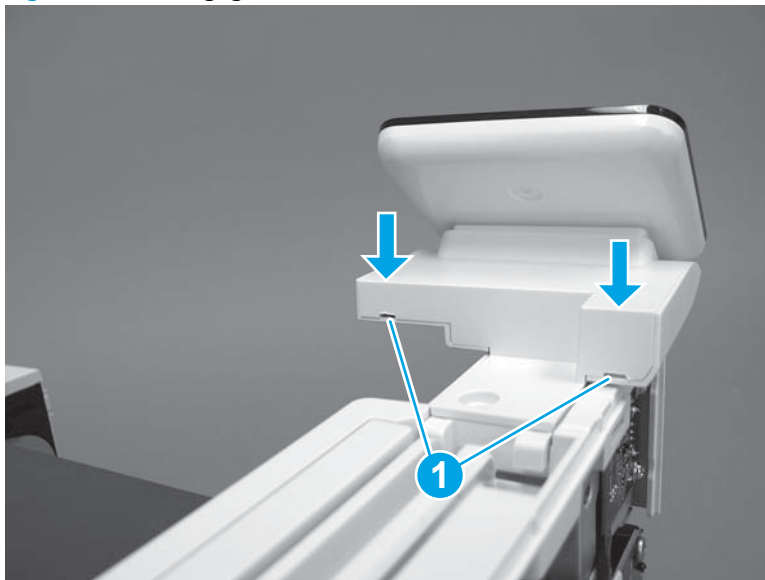
5. Install the control-panel cable cover.

Figure 1-1613 Install the cover



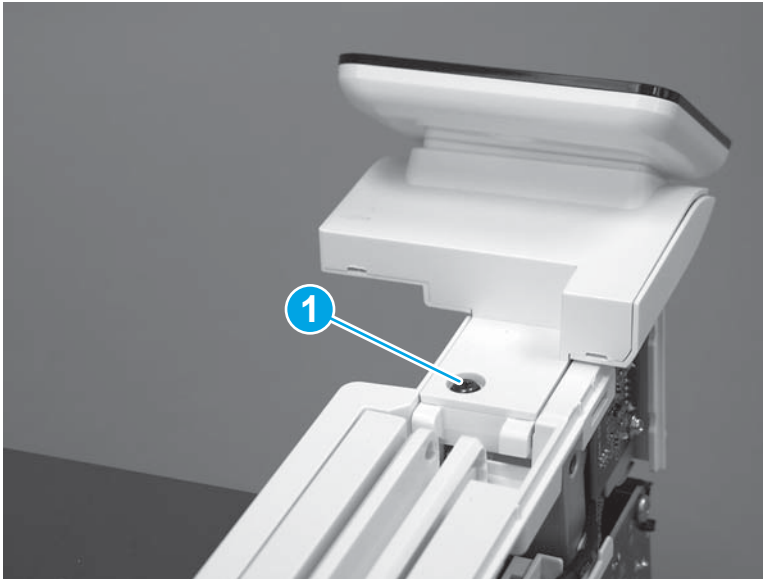
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1614 Engage two tabs



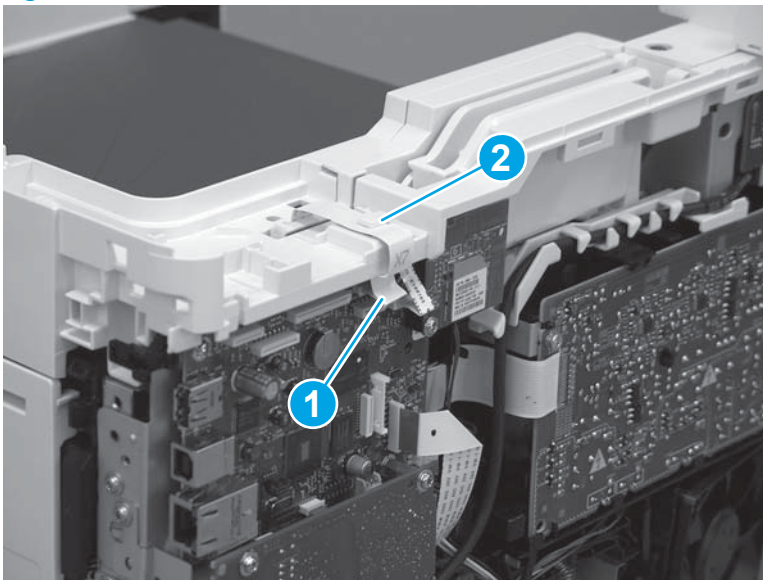
7. Install one screw (callout 1).

Figure 1-1615 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-1616 Connect one connector



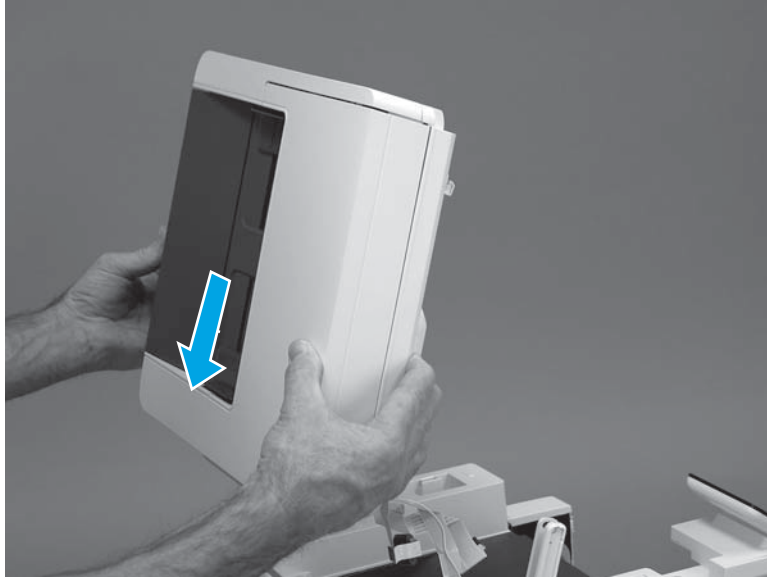
Step 19: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 865](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

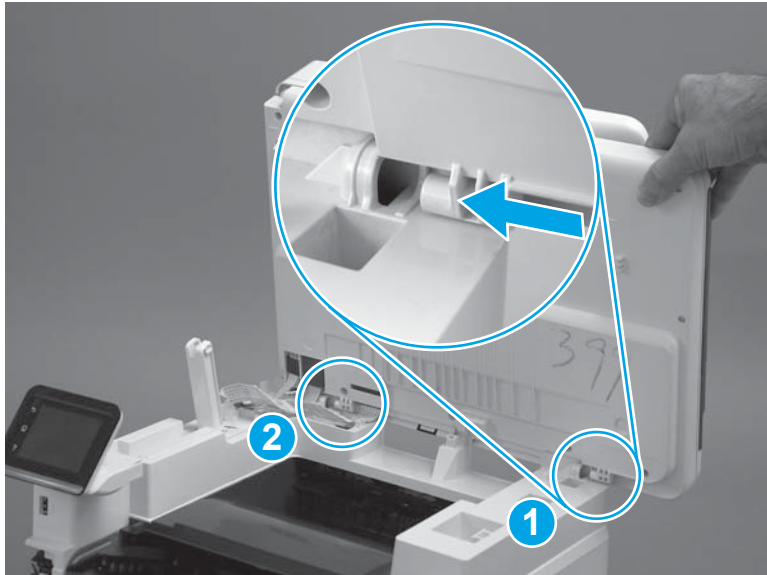
1. Position the ISA on the printer.

Figure 1-1617 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1618 Engage the hinge pins with the holders



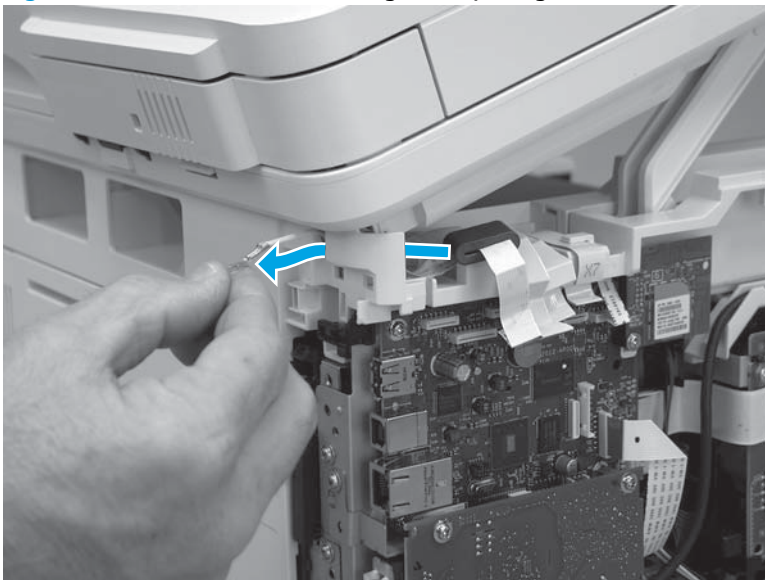
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1619 Rotate the ISA towards the front of the printer



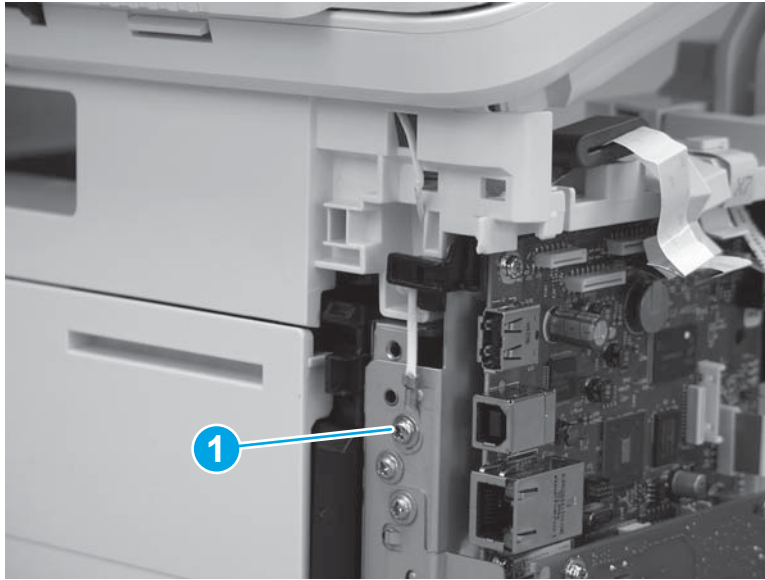
4. Pass the ground wire through the opening in the top cover.

Figure 1-1620 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1621 Install one screw



6. Install the ISA lift assembly slider pin.


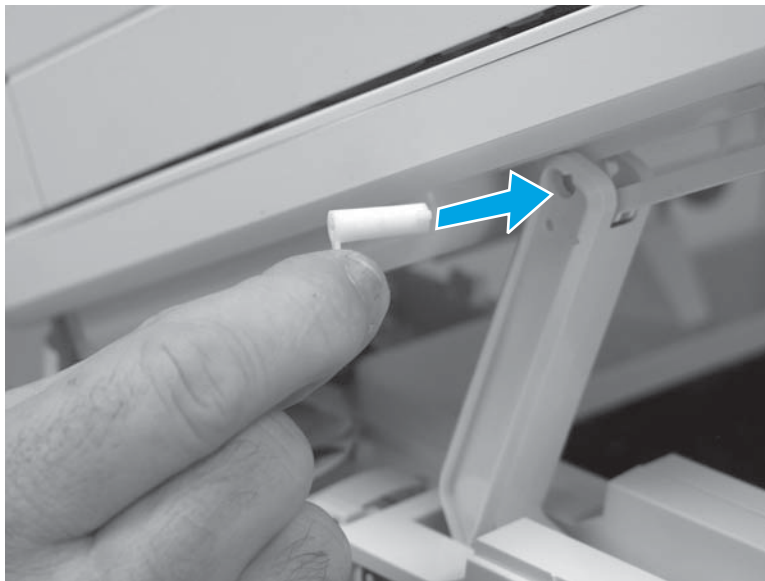
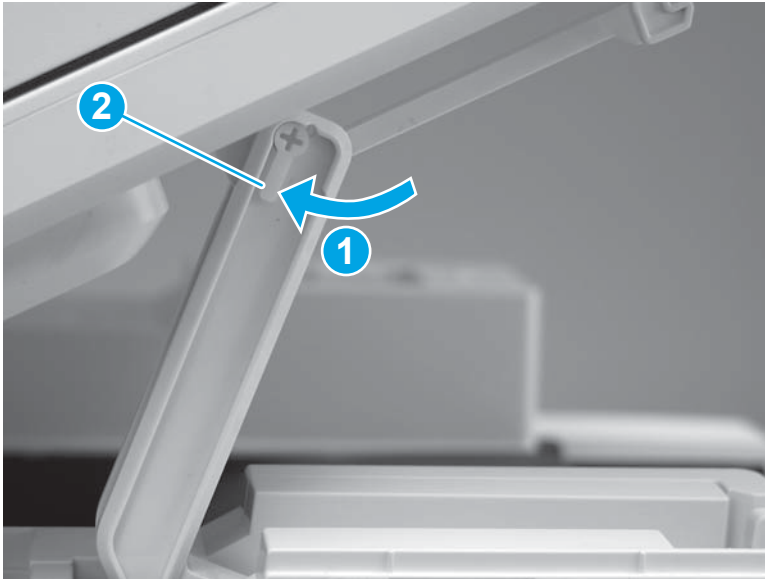
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1622 Install the slider pin



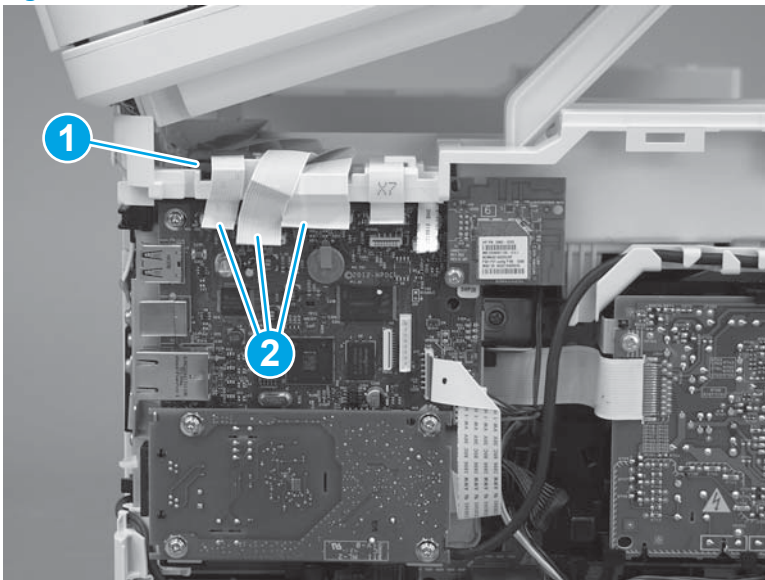
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1623 Secure the slider pin



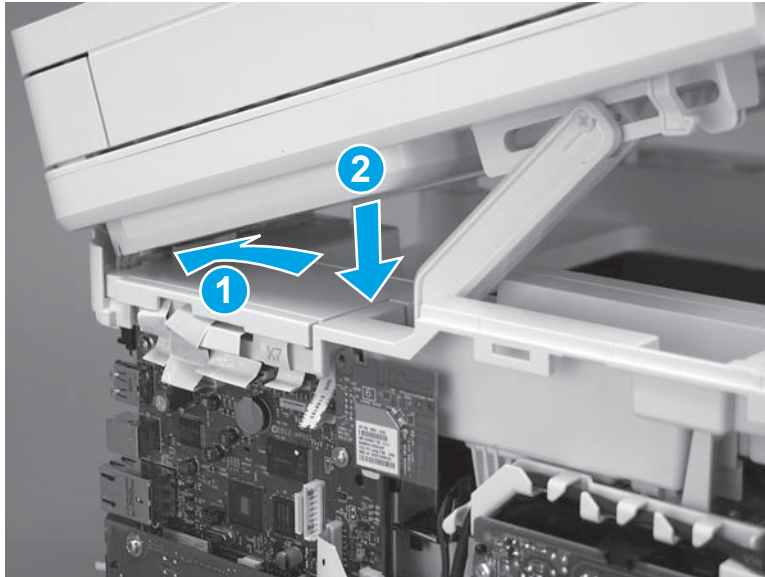
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1624 Connect three FFCs



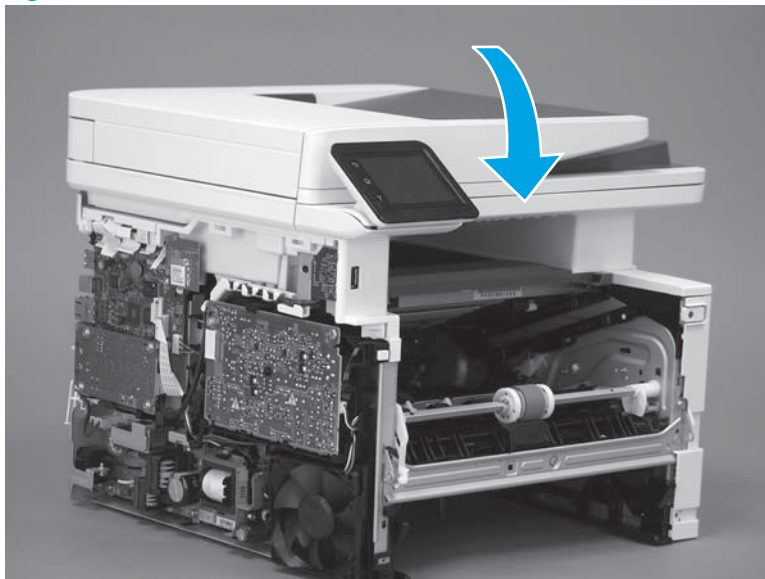
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-1625 Install the ISA FFC cover



10. Lower the ISA.

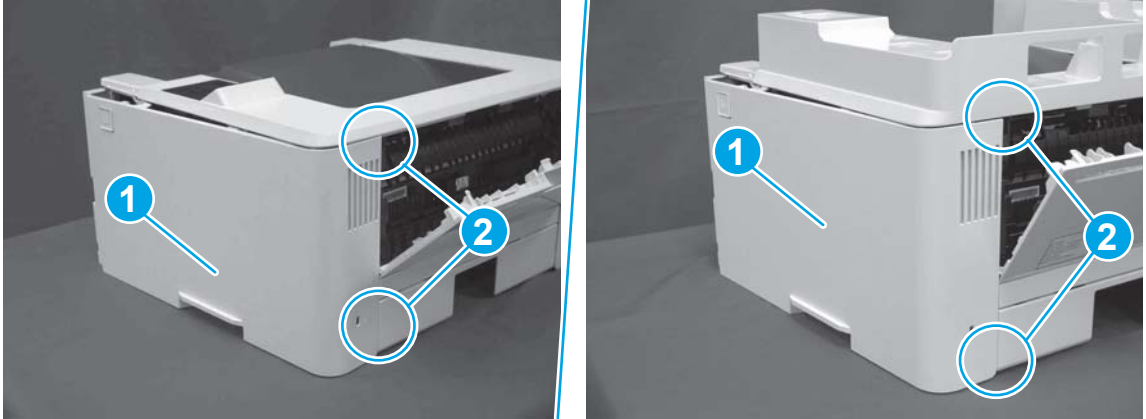
Figure 1-1626 Lower the ISA



Step 20: Install the right cover

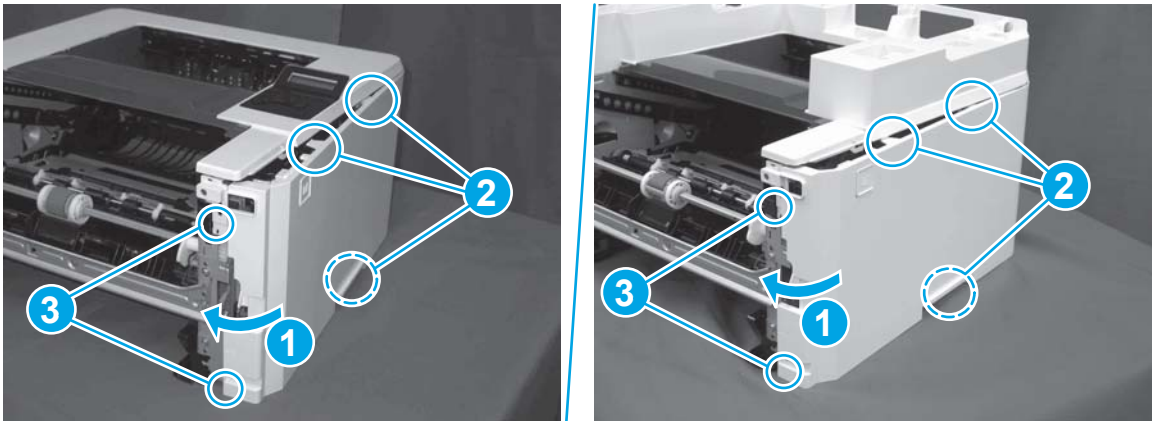
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1627 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1628 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


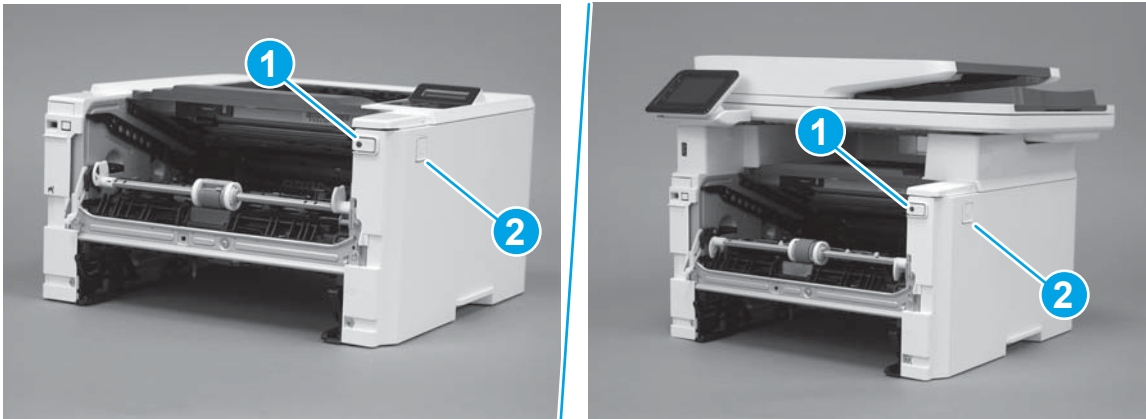
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1629 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

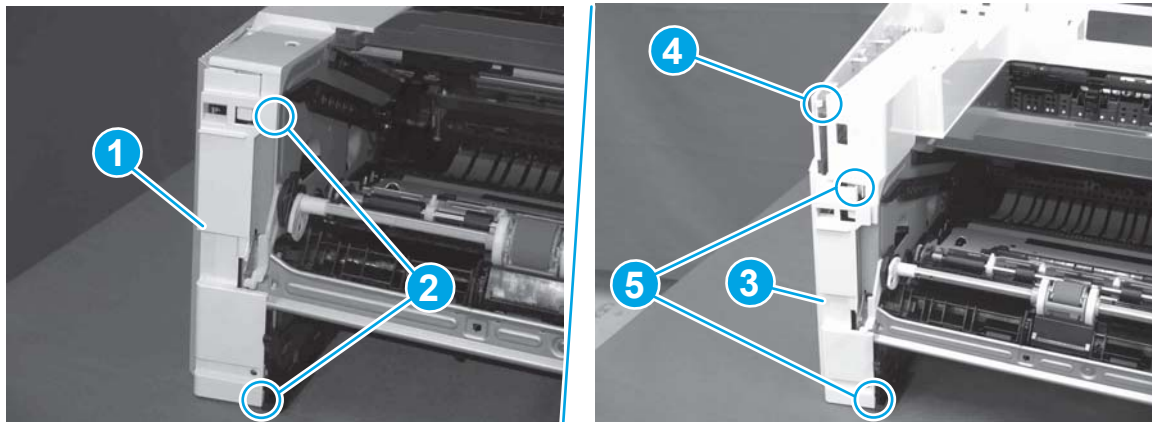
Figure 1-1630 Install one screw



Step 21: Install the left cover

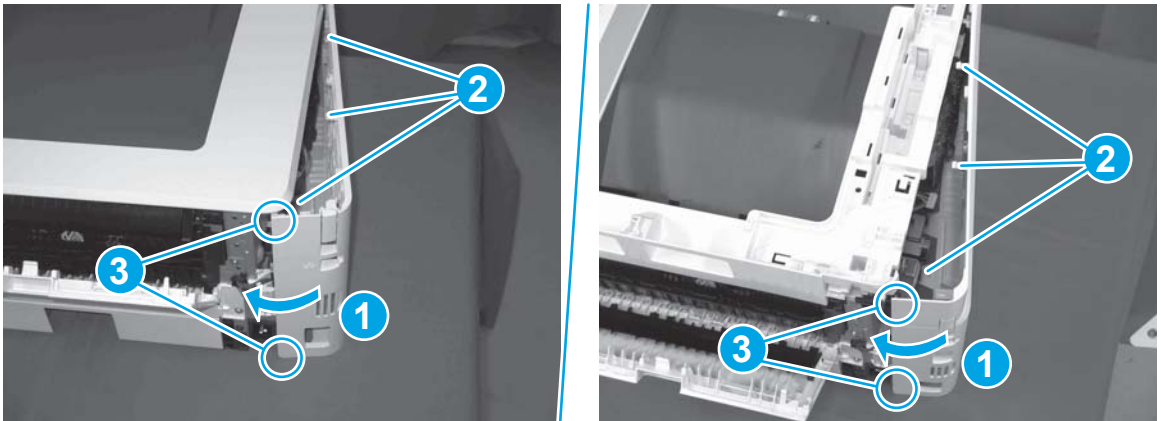
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1631 Install the cover



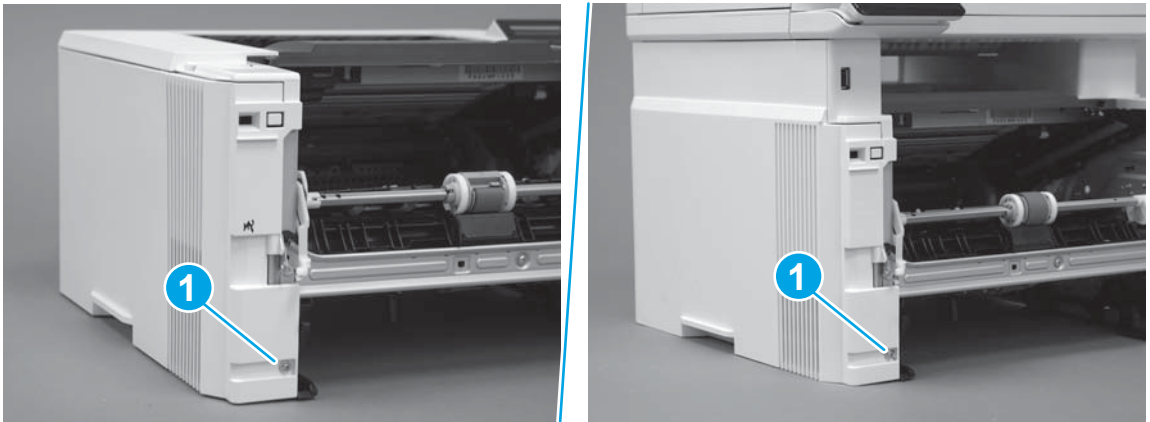
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1632 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-1633 Install one screw

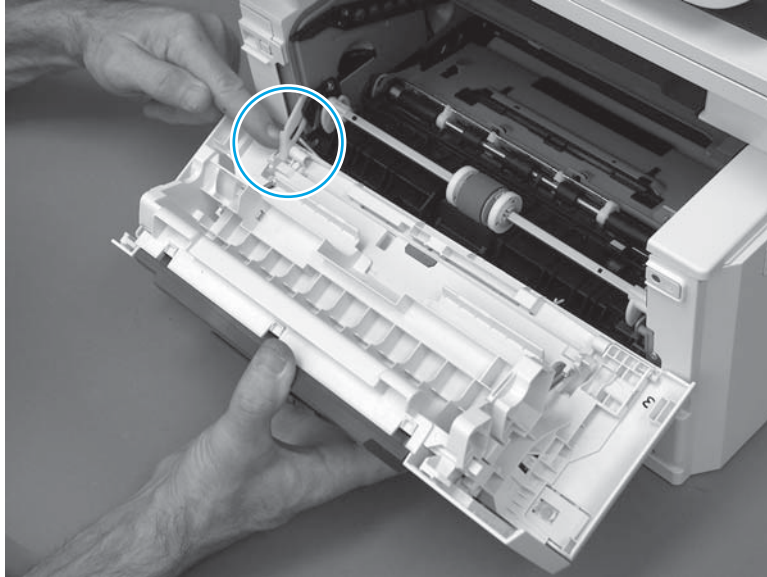


Step 22: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

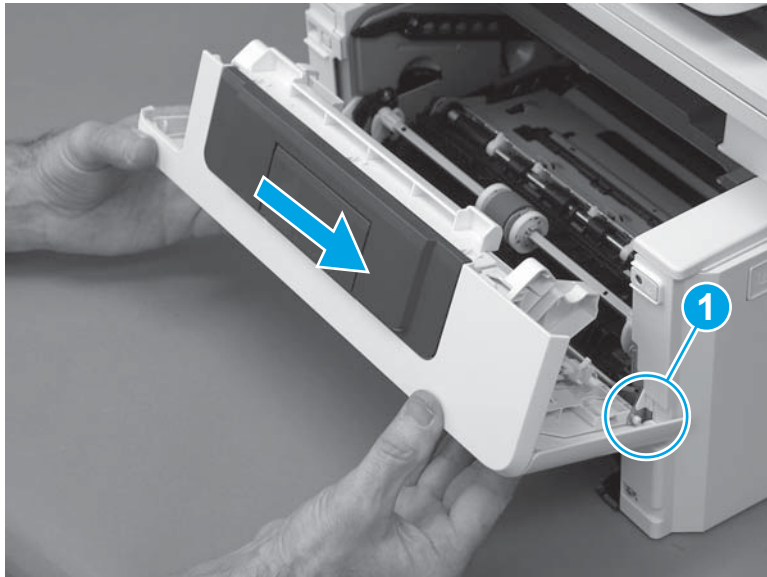
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1634 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

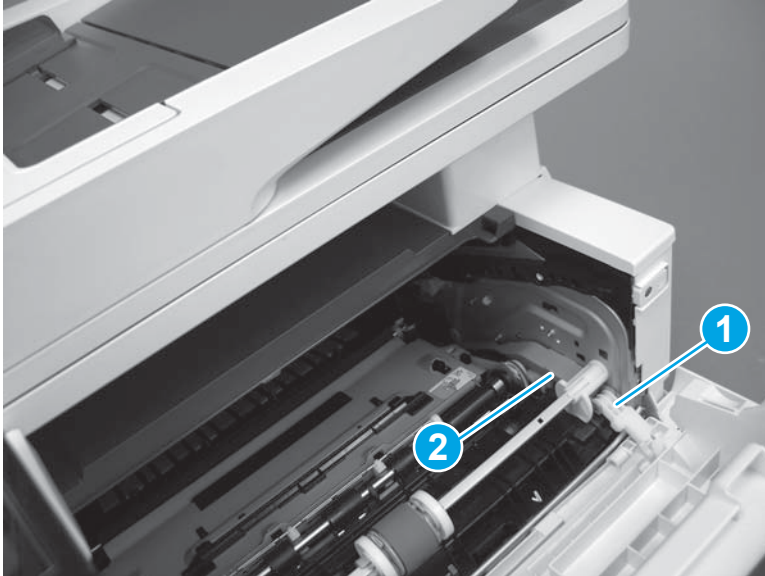
Figure 1-1635 Install the door



3. Install the link (callout 1).

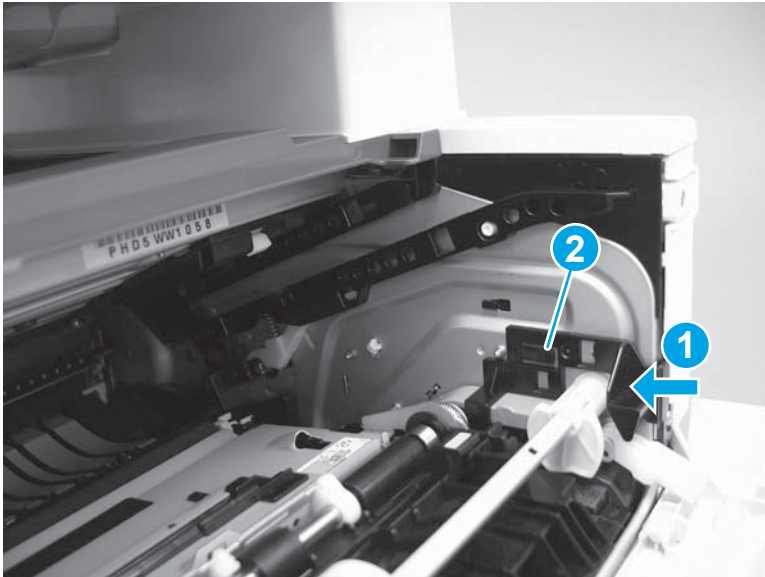
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1636 Install the pressure-release link



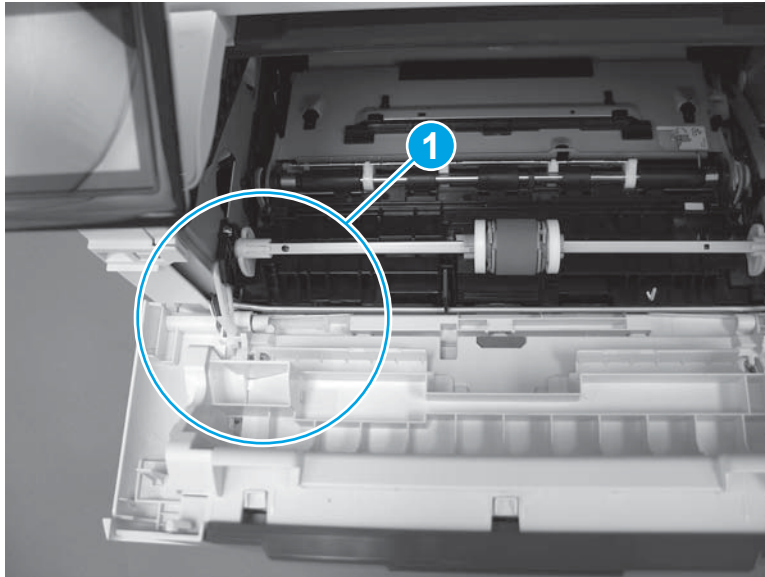
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1637 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1638 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


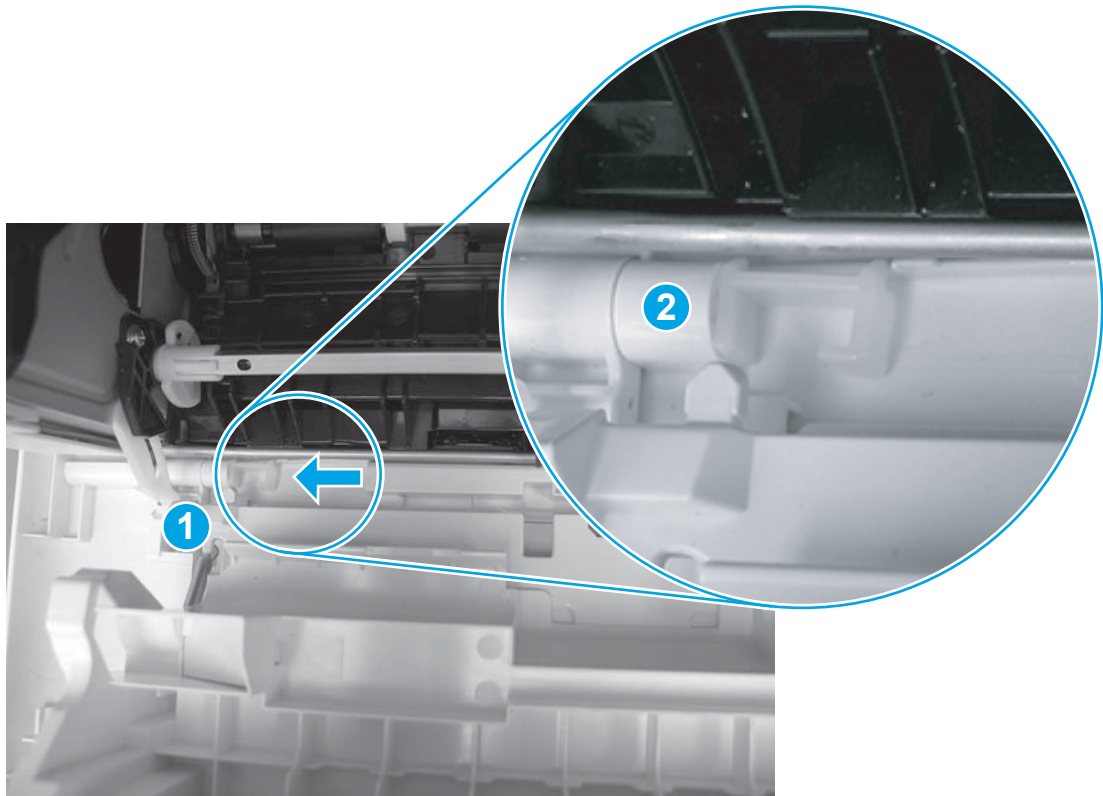
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1639 Install the support shaft



Step 23: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1640 Install the tray



Removal and replacement: Laser scanner FFC

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Remove the tag-cable assembly](#)
- [Step 12: Remove the laser scanner FFC](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the laser scanner FFC](#)
- [Step 15: Install the tag-cable assembly](#)
- [Step 16: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 17: Install the paper delivery tray \(output bin\)](#)
- [Step 18: Install the top cover \(M403/M402\)](#)
- [Step 19: Install the top cover \(M427/M426\)](#)
- [Step 20: Install the control panel \(M427/M246\)](#)
- [Step 21: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 22: Install the right cover](#)
- [Step 23: Install the left cover](#)
- [Step 24: Install the cartridge door assembly](#)
- [Step 25: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the laser scanner flat-flexible cable (FFC).

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.

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

Laser scanner FFC part number	
RK2-6919-000CN	Laser scanner FFC

Required tools

- #2 Phillips screwdriver with a magnetic tip.
- 5.5 mm (0.22 inch) socket screwdriver.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1641 Remove the tray



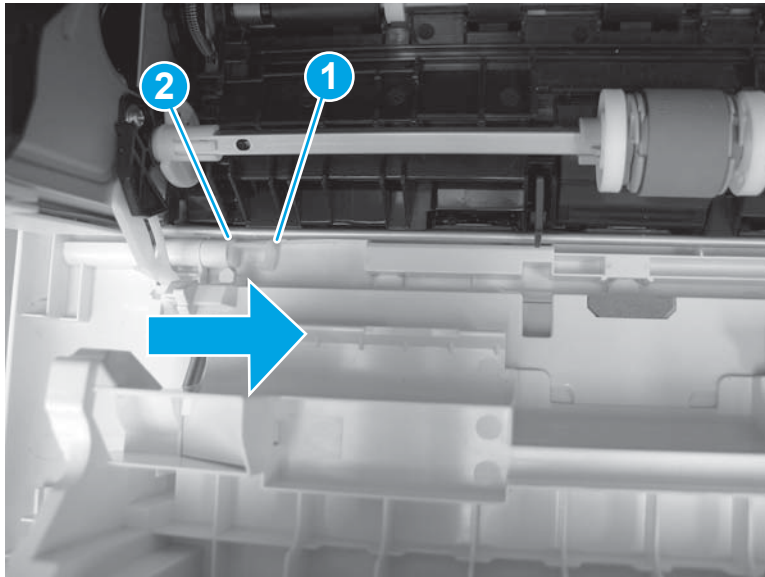
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

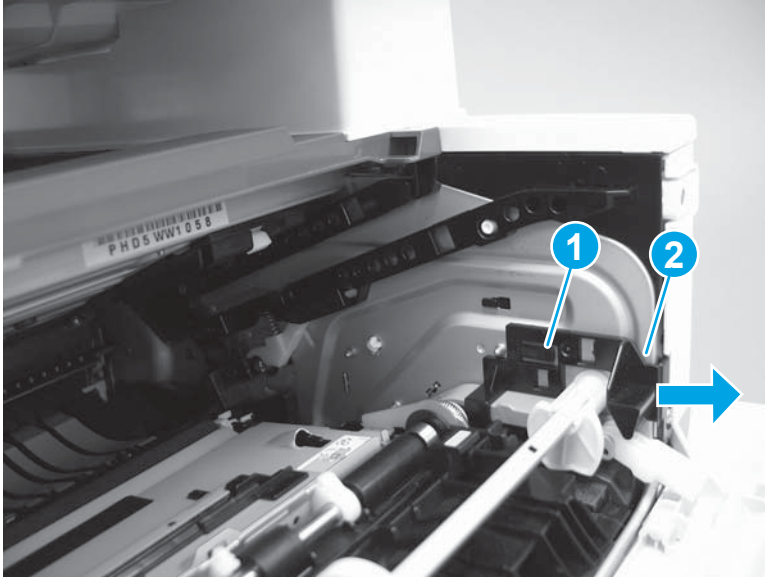
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1642 Release the support shaft



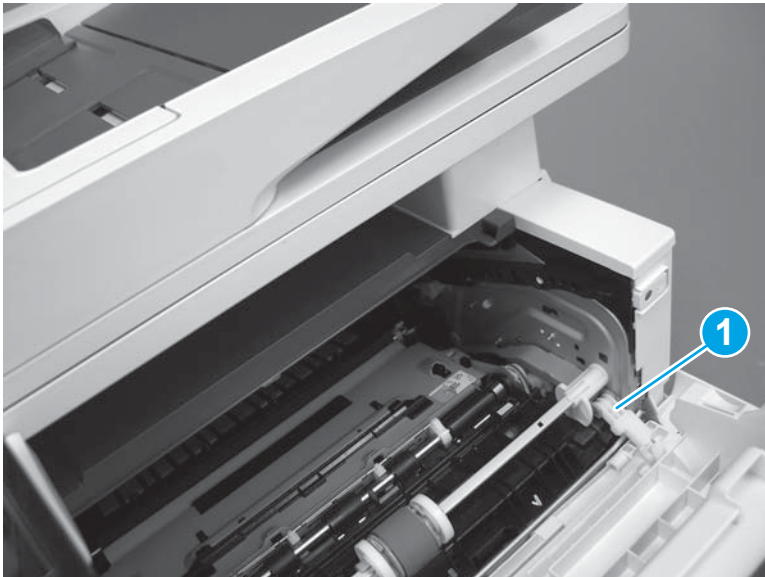
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1643 Remove the guide



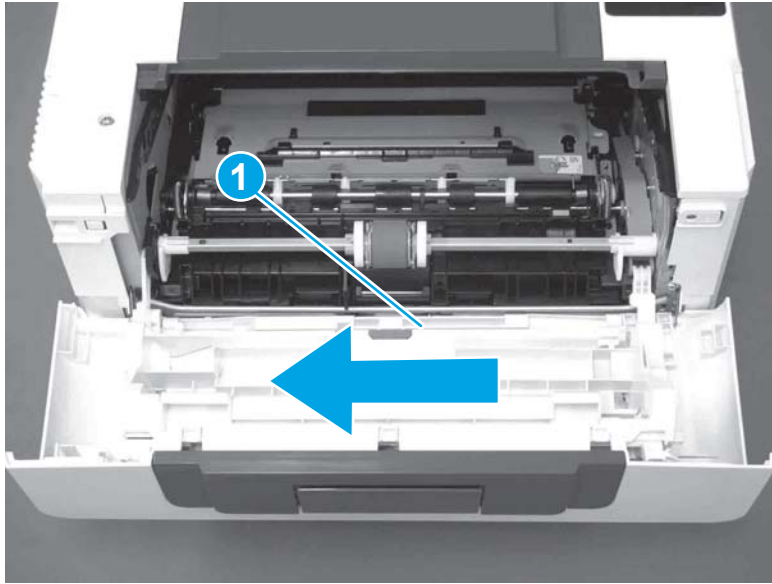
3. Remove the link arm (callout 1).

Figure 1-1644 Remove the link arm



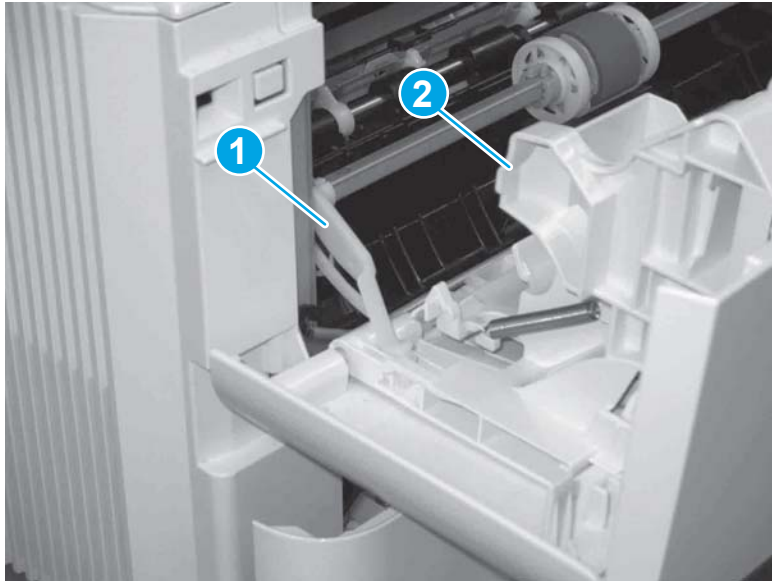
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1645 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

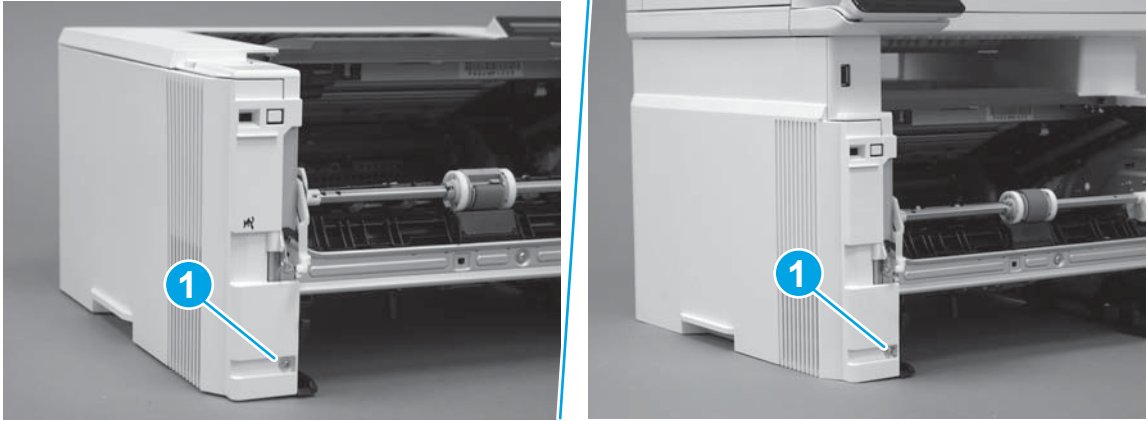
Figure 1-1646 Release the left-side retainer arm



Step 3: Remove the left cover

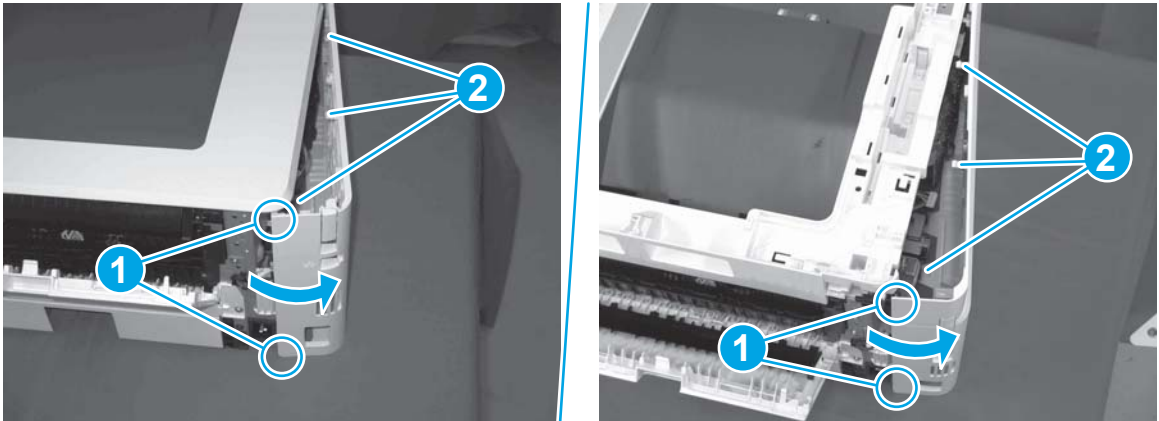
1. Remove one screw (callout 1).

Figure 1-1647 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

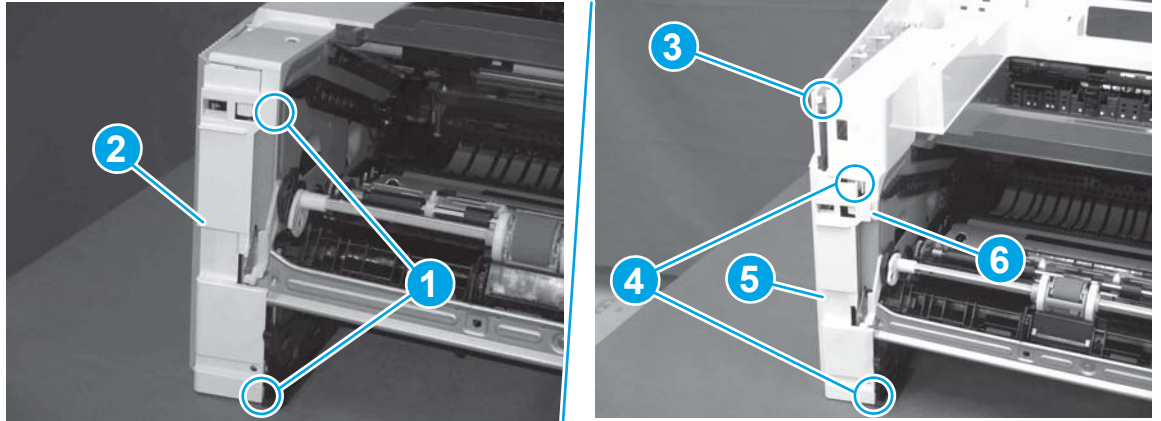
Figure 1-1648 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1649 Remove the cover



Step 4: Remove the right cover

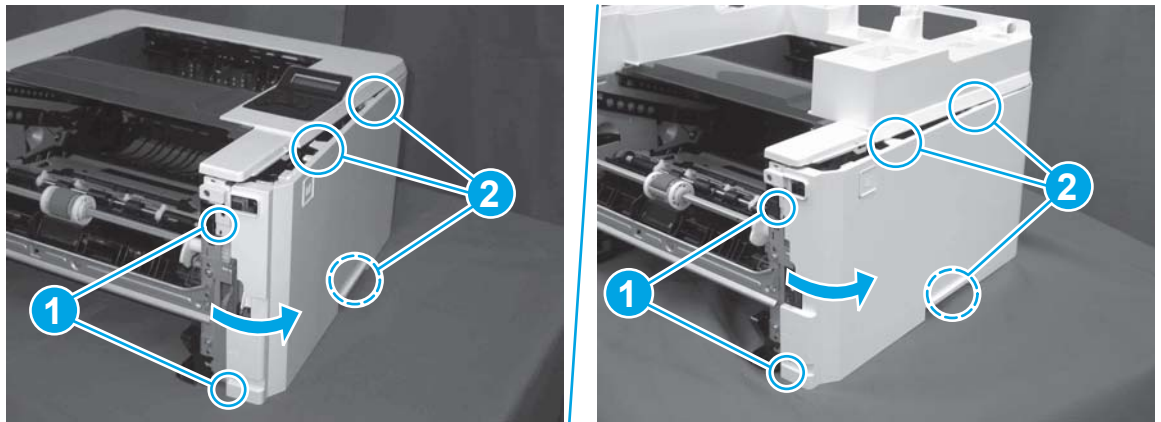
1. Remove one screw (callout 1).

Figure 1-1650 Remove one screw



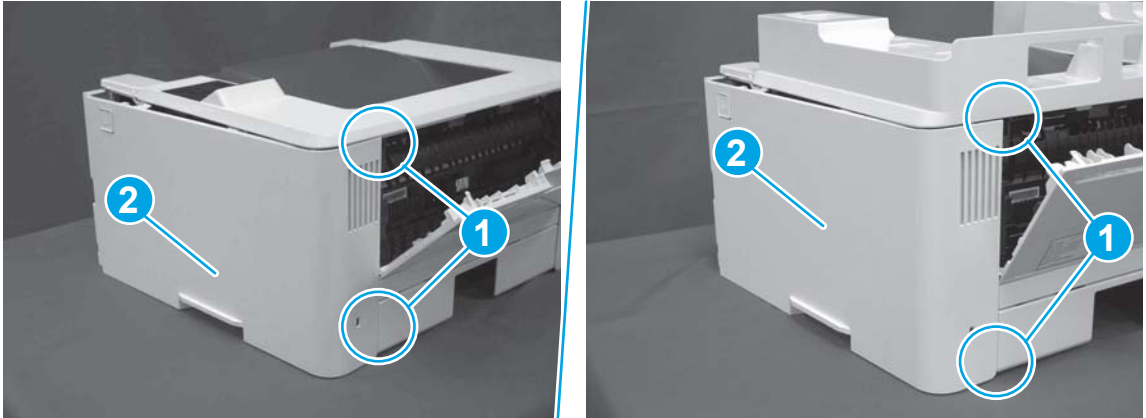
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1651 Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-1652 Remove the cover



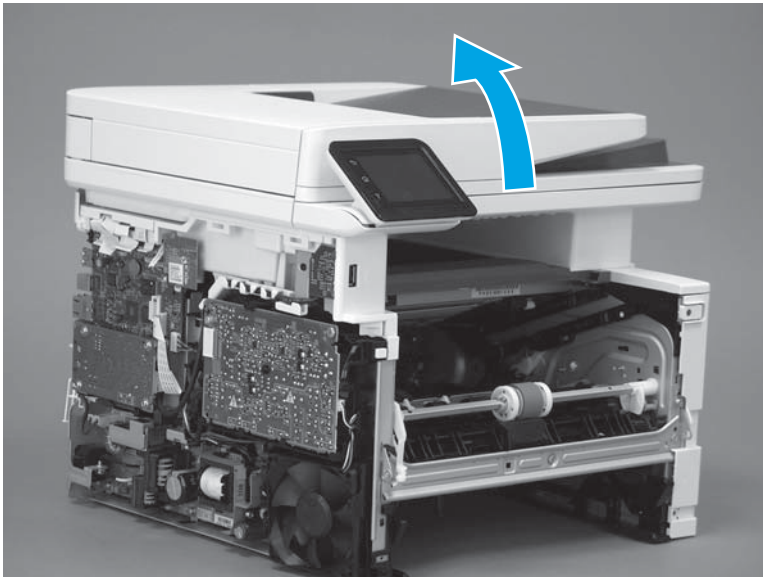
Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 890.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

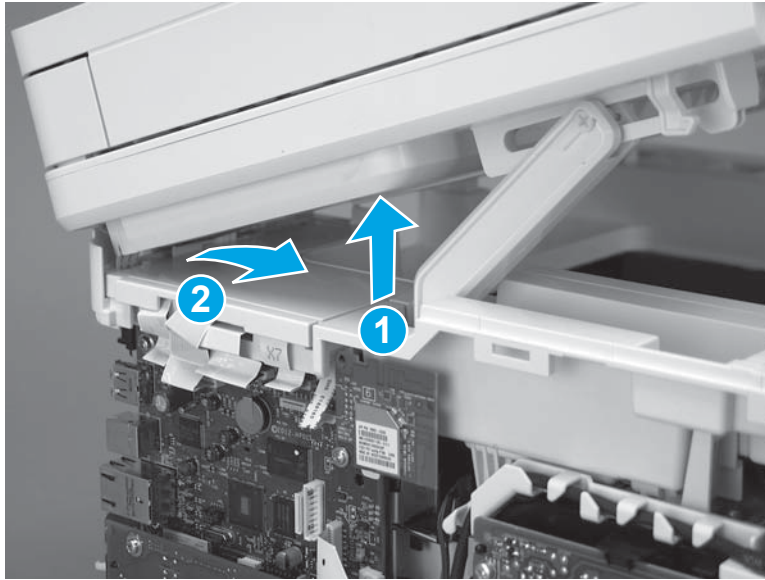
1. Raise the ISA.

Figure 1-1653 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

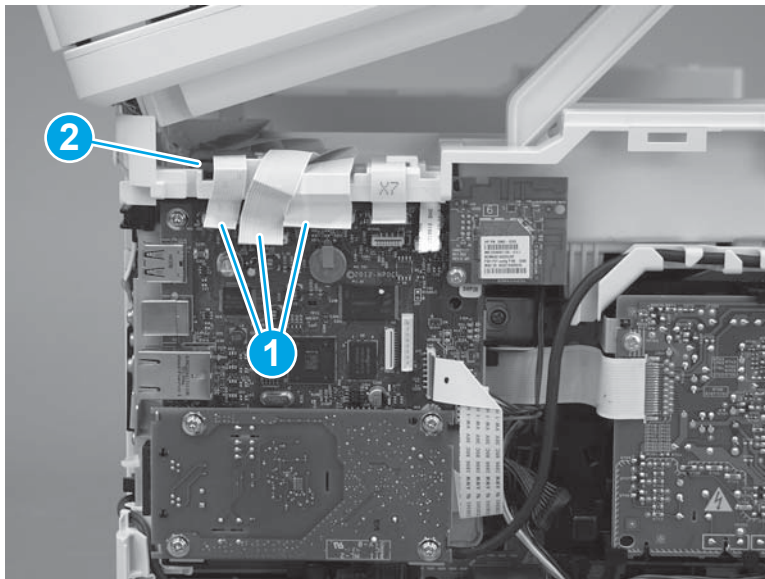
Figure 1-1654 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

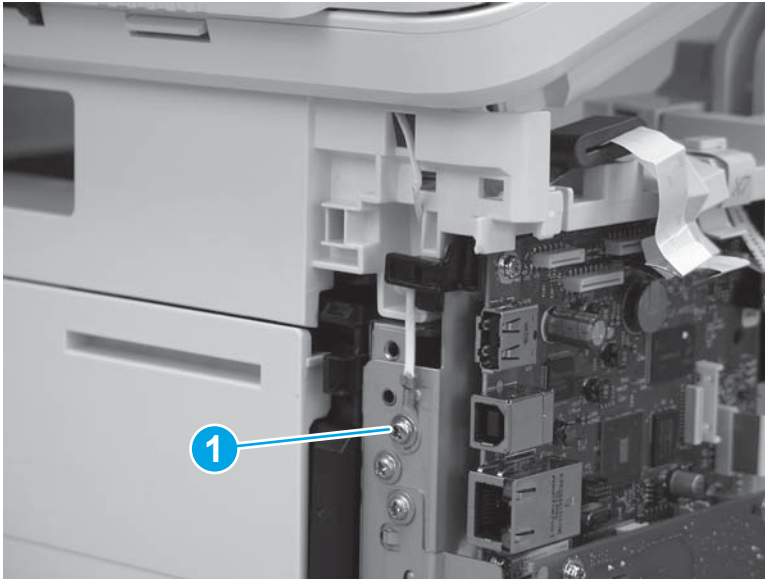
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1655 Disconnect three FFCs



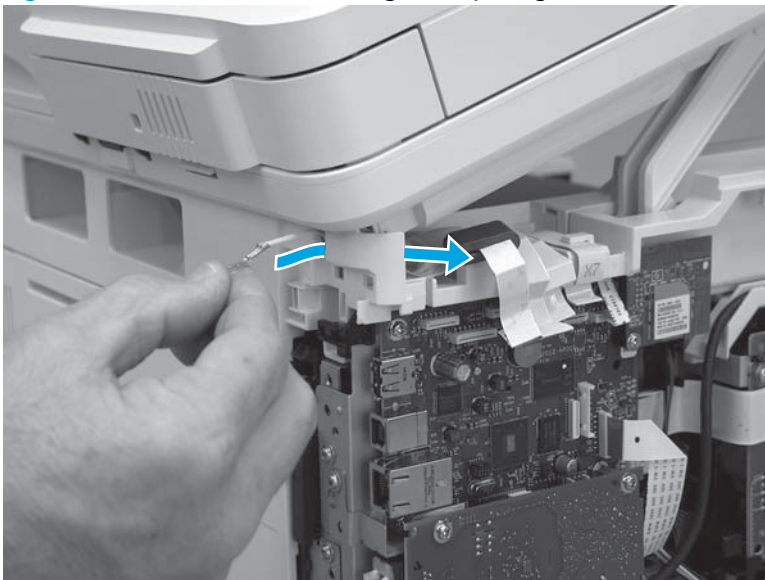
4. Remove one screw (callout 1).

Figure 1-1656 Remove one screw



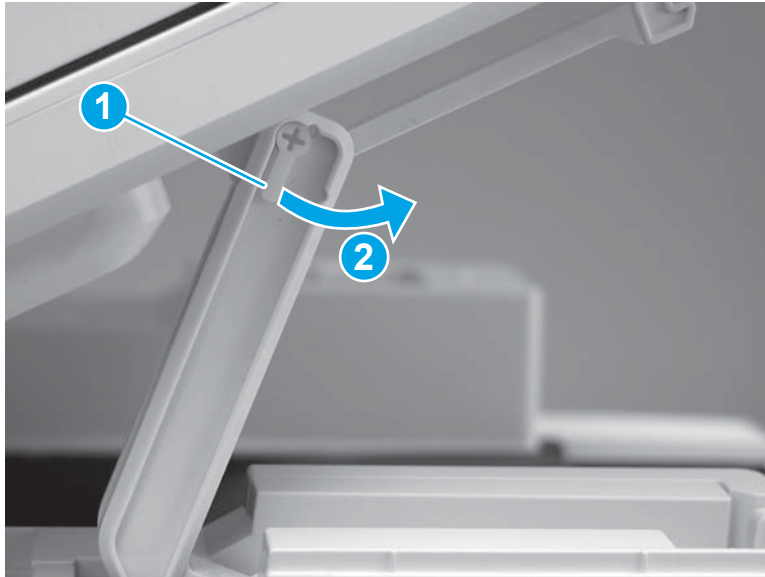
5. Pass the ground wire through the opening in the top cover.

Figure 1-1657 Pass the wire through the opening



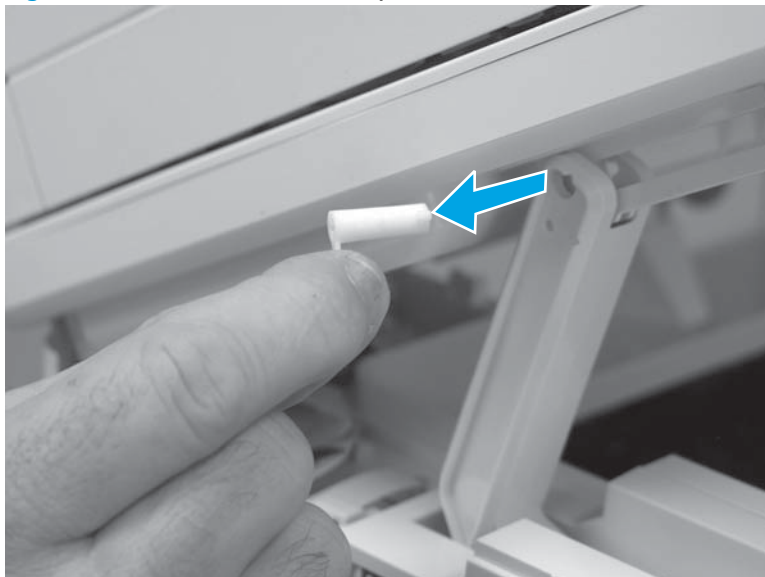
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1658 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1659 Remove the slider pin



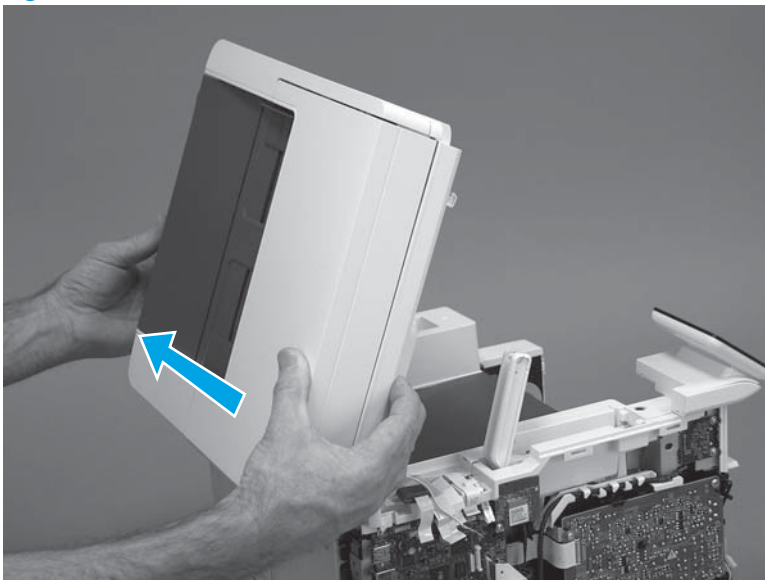
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1660 Rotate the ISA towards the rear of the printer



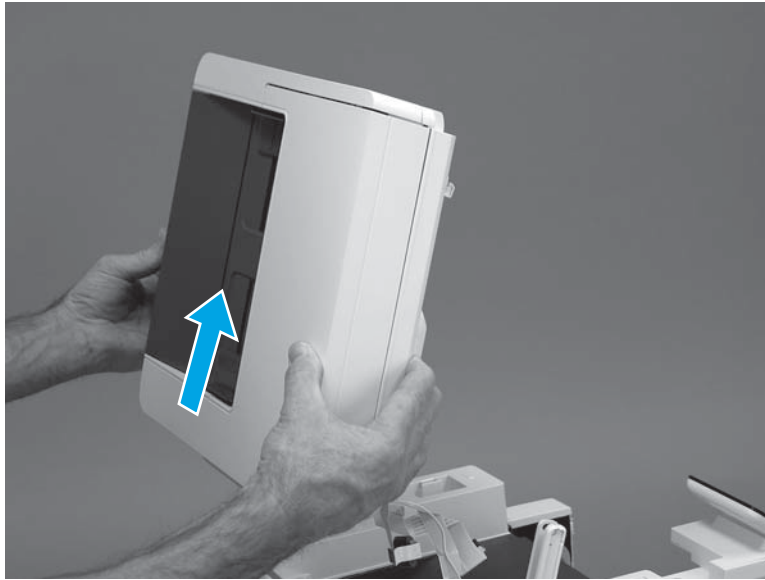
9. Slide the ISA as shown to release it.

Figure 1-1661 Release the ISA




10. Remove the ISA.

Figure 1-1662 Remove the ISA

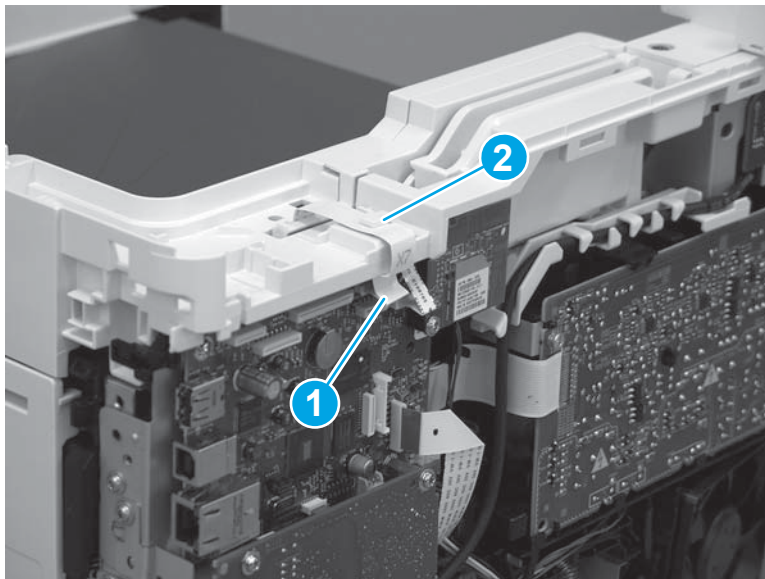


Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 890.

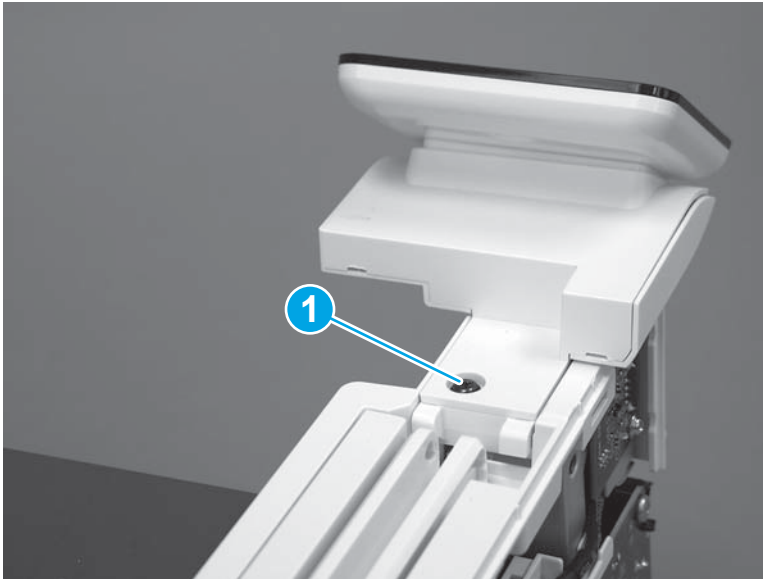
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1663 Disconnect one connector



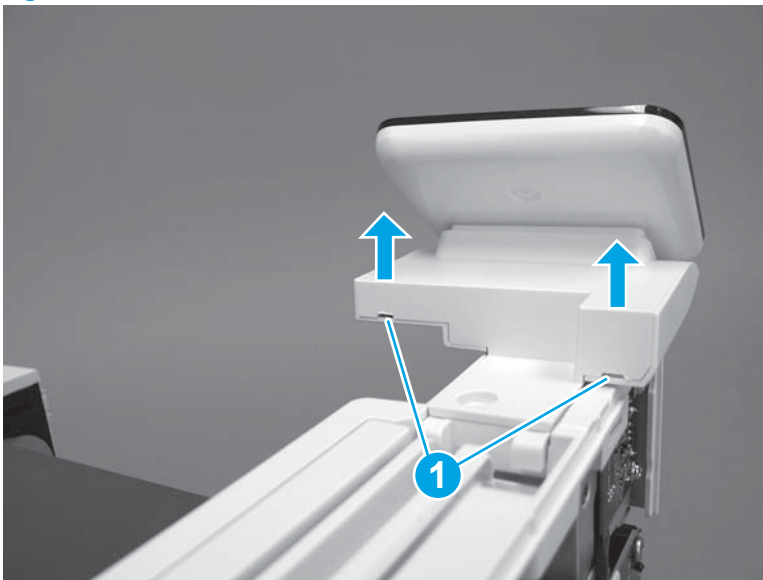
2. Remove one screw (callout 1).

Figure 1-1664 Remove one screw



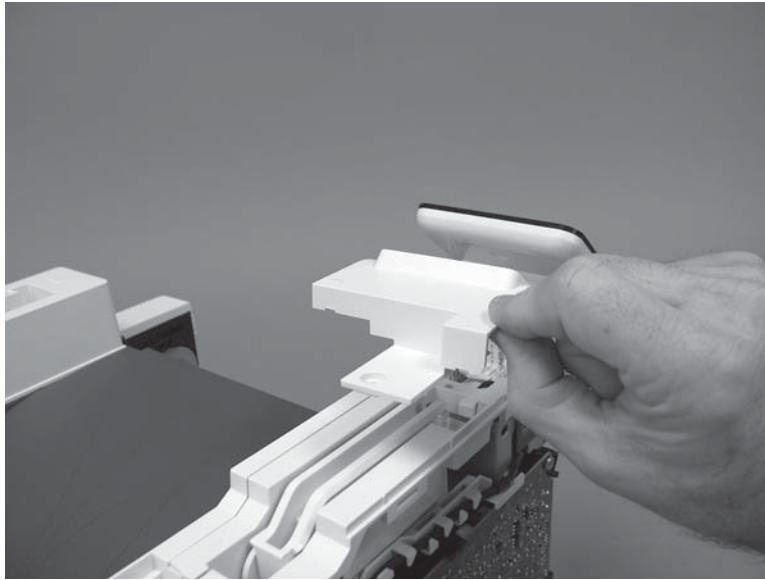
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1665 Release two tabs



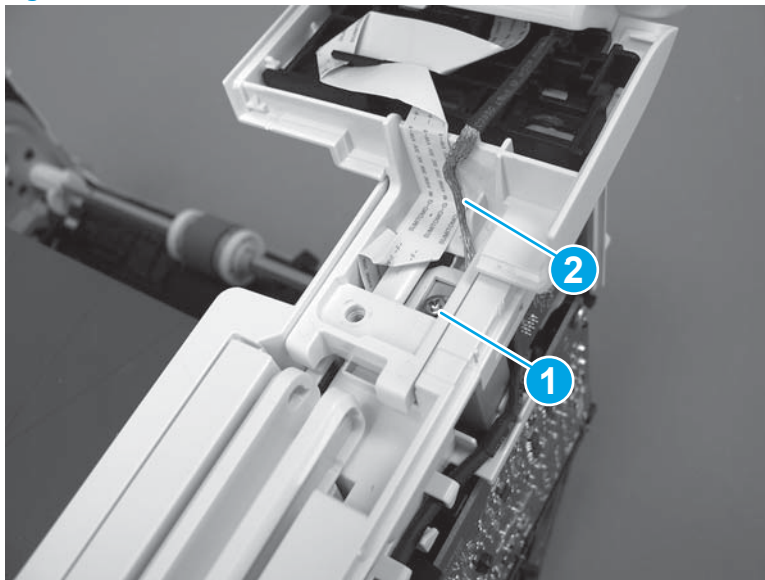
4. Remove the control-panel cable cover.

Figure 1-1666 Remove the cover



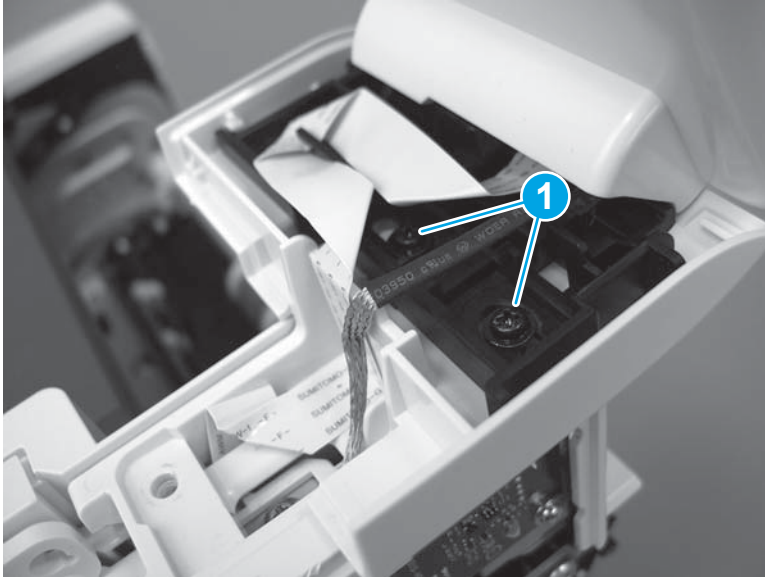
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1667 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

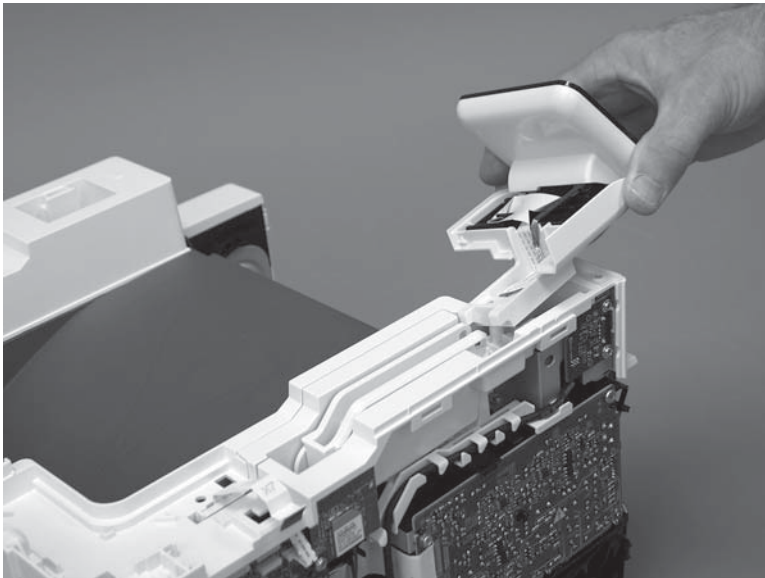
Figure 1-1668 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

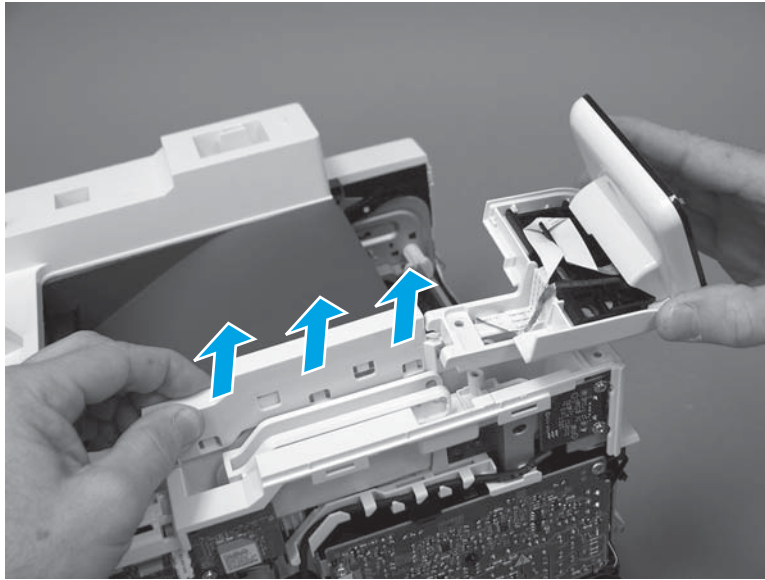
CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1669 Lift up the control-panel assembly




8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1670 Remove the control-panel assembly

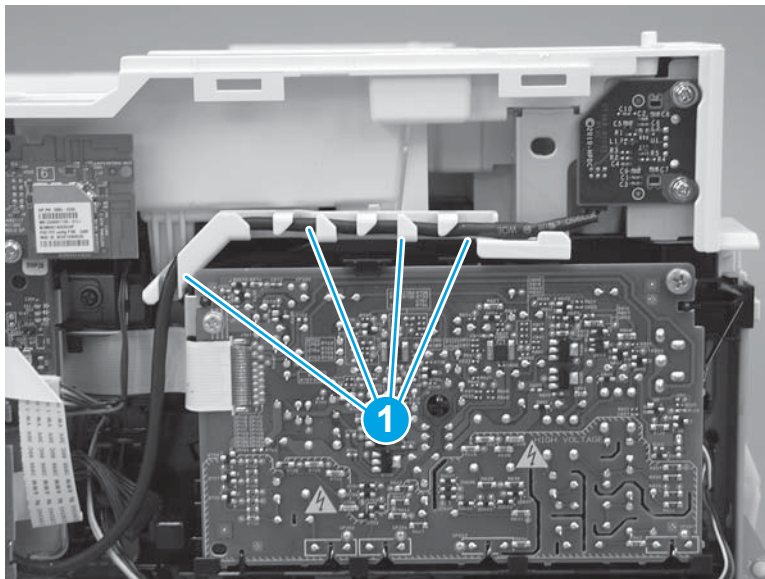


Step 7: Remove the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 890](#).

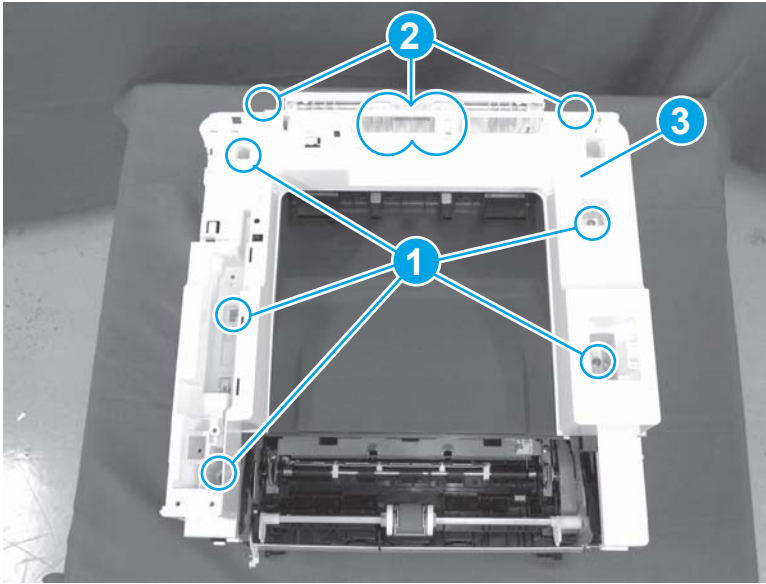
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1671 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1672 Remove the cover



Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 891](#).

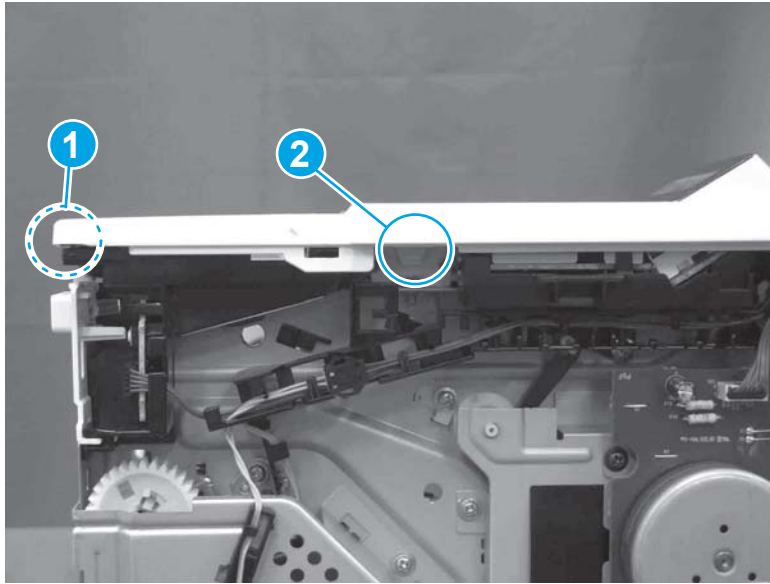
1. Remove one screw (callout 1).

Figure 1-1673 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1674 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


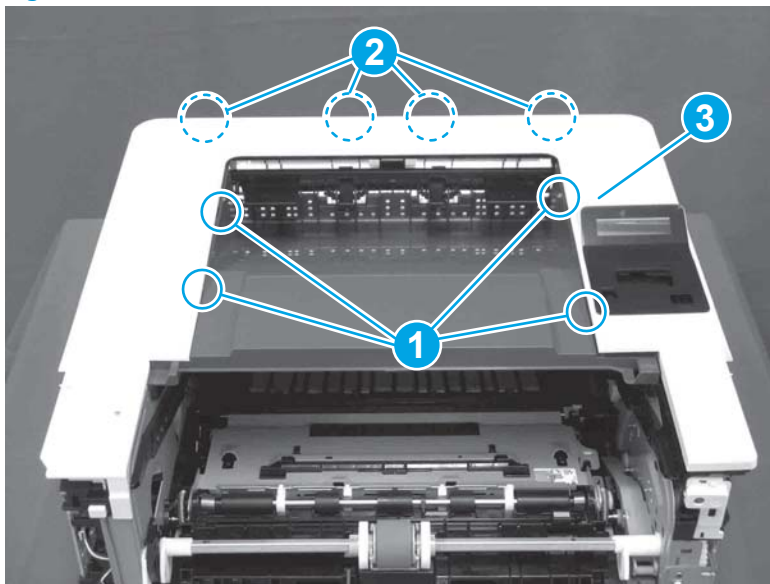

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1675 Remove the cover

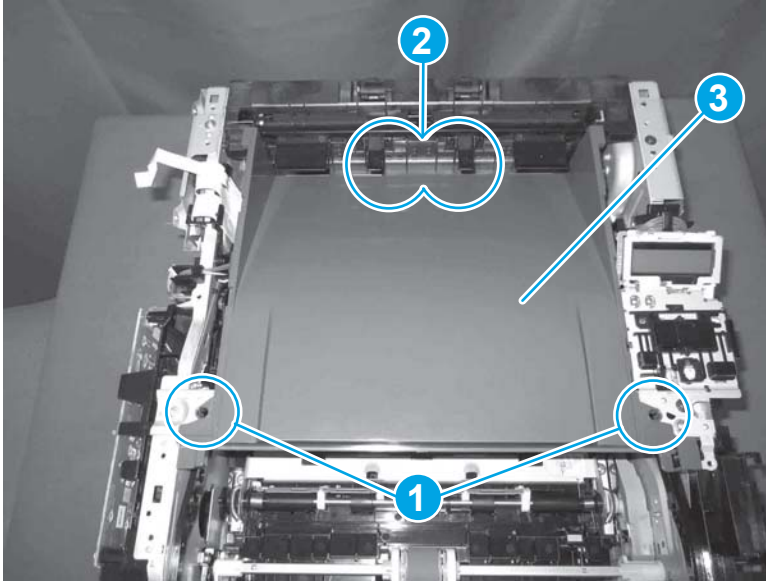


Step 9: Remove the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

Figure 1-1676 Release two tabs

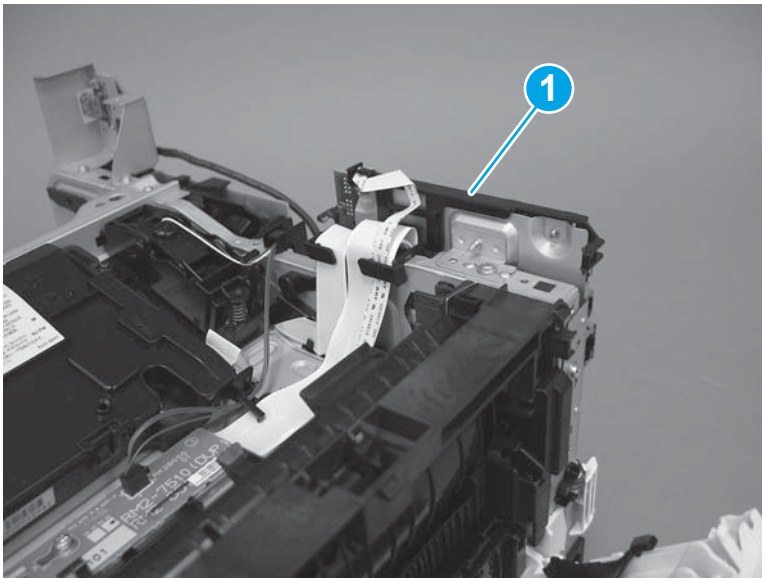


Step 10: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

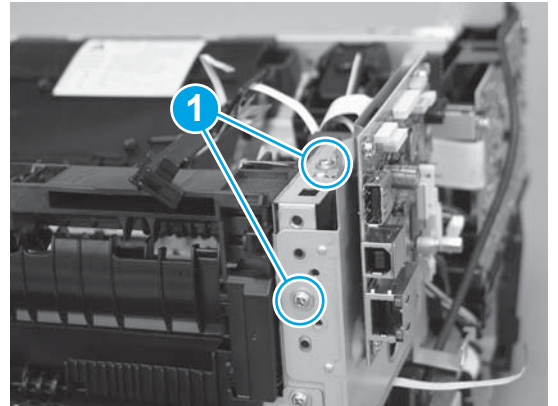
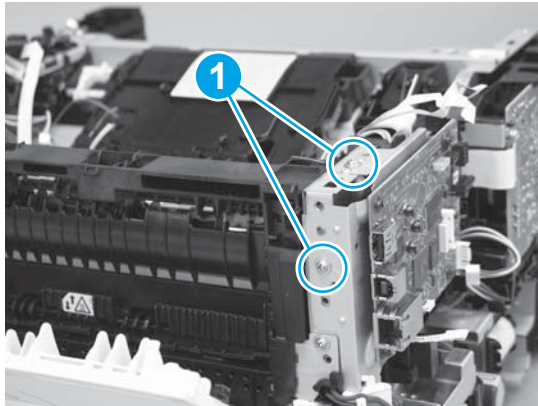
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1677 Remove the guide



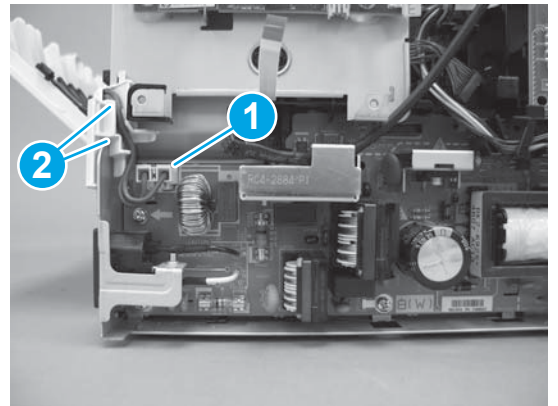
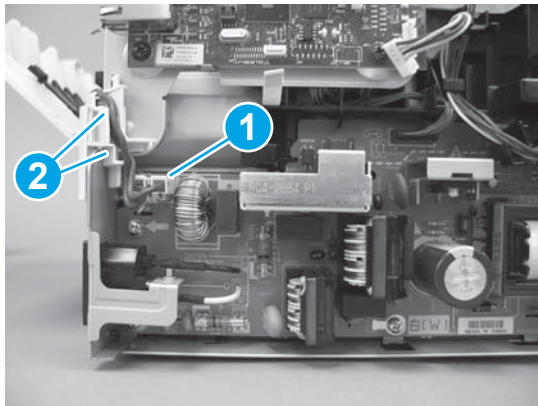
2. Remove two screws (callout 1).

Figure 1-1678 Remove two screws



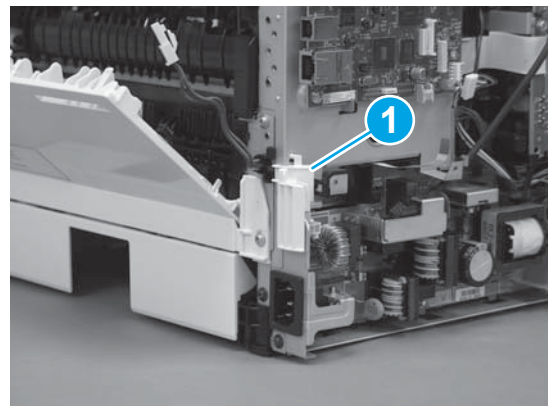
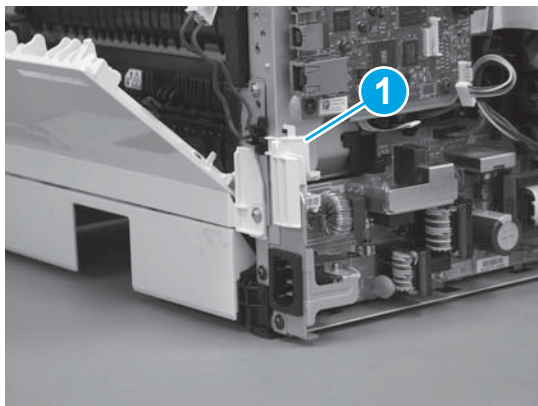
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1679 Disconnect one connector



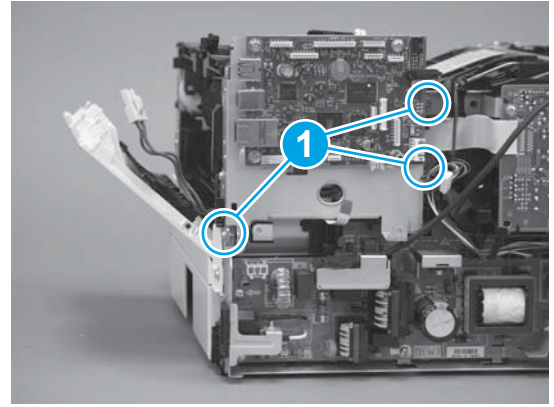
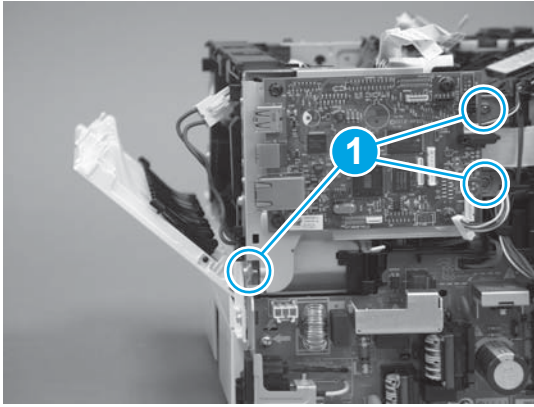
4. Remove the guide (callout 1).

Figure 1-1680 Remove the guide



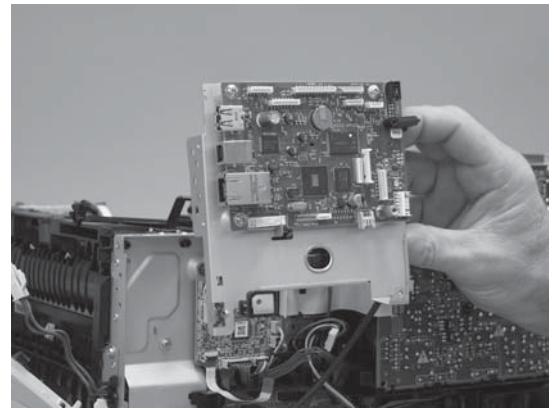
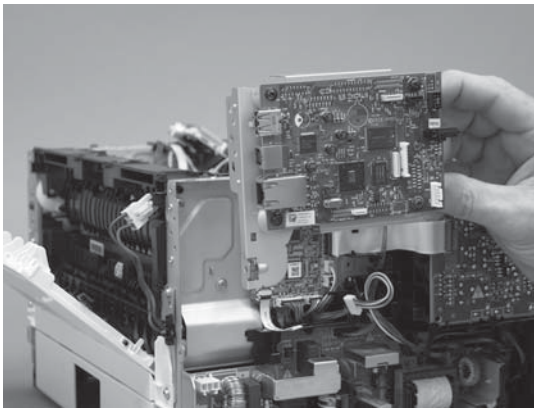
5. Remove three screws (callout 1).

Figure 1-1681 Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

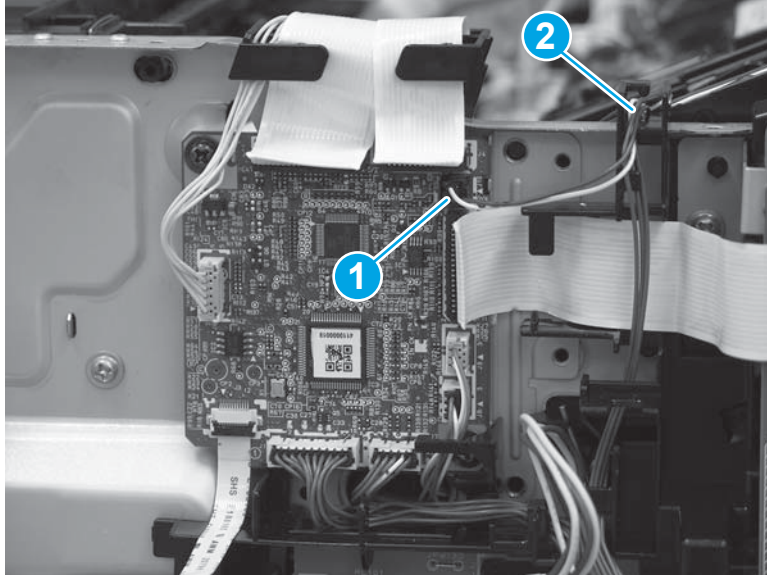
Figure 1-1682 Remove the bracket



Step 11: Remove the tag-cable assembly

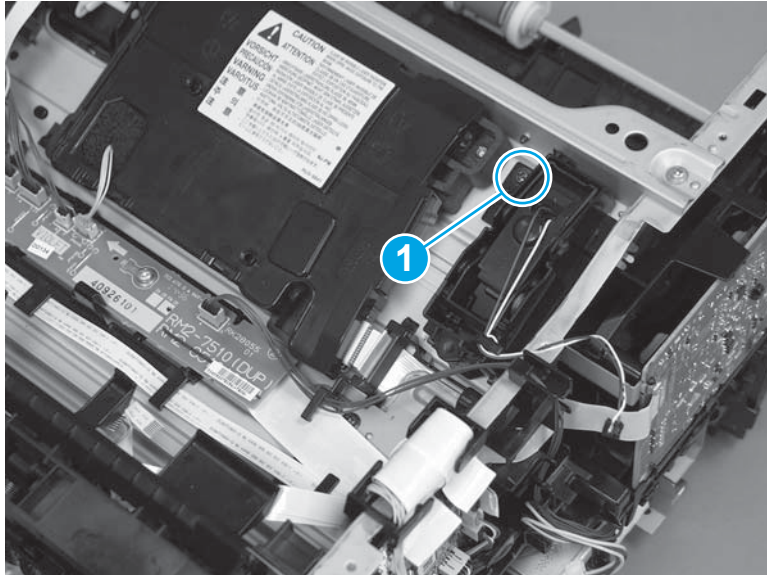
1. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1683 Disconnect one connector



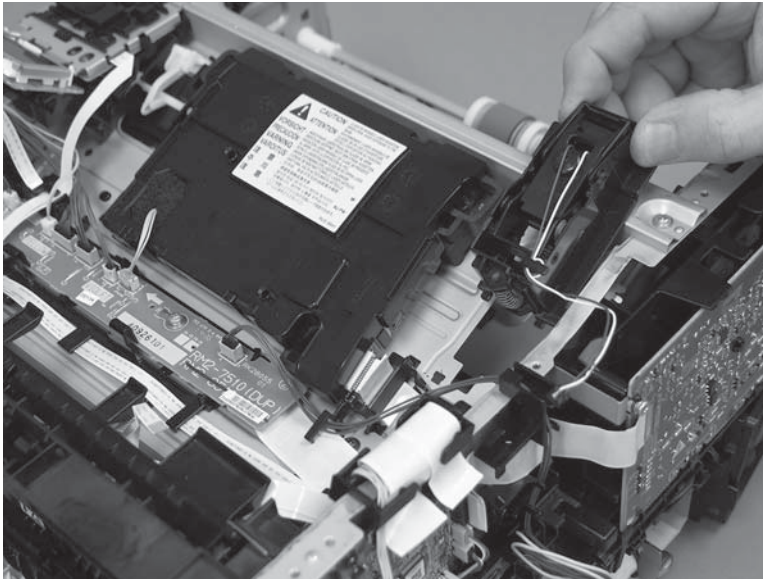
2. Remove one screw (callout 1).

Figure 1-1684 Remove one screw



3. Remove the tag-cable assembly.

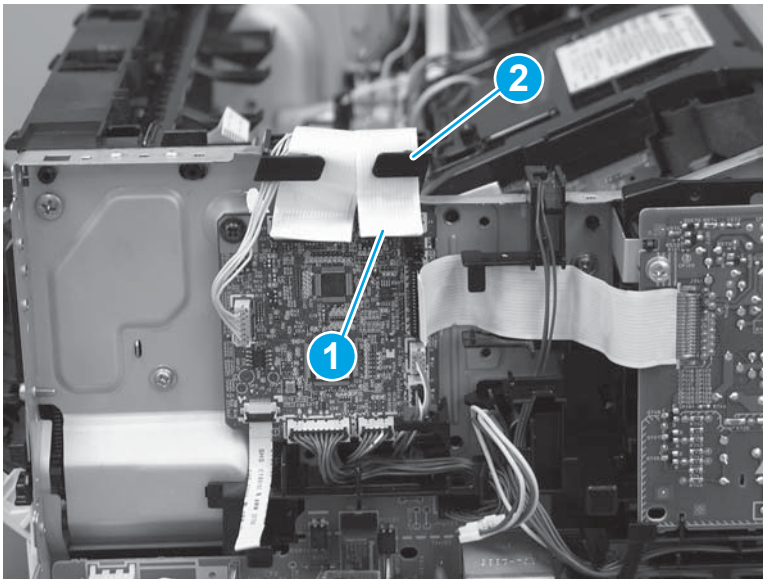
Figure 1-1685 Remove the tag-cable assembly



Step 12: Remove the laser scanner FFC

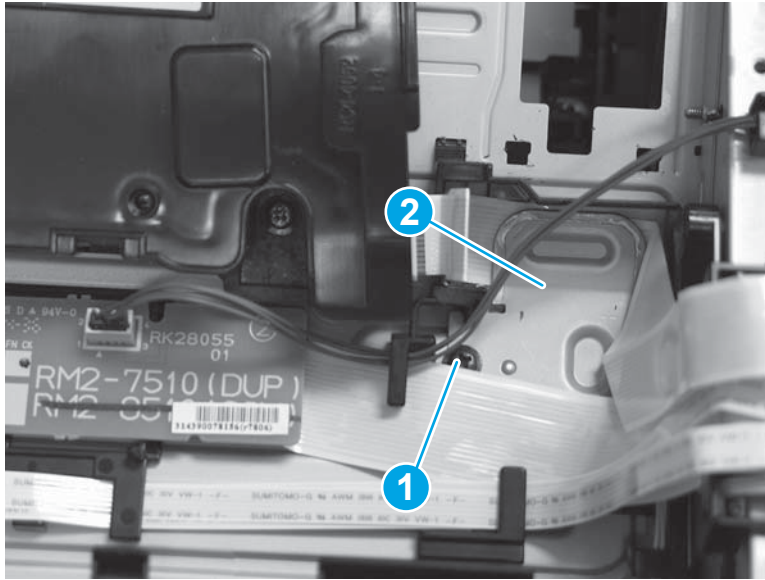
1. Disconnect one FFC (callout 1), and then release it from the guide (callout 2).

Figure 1-1686 Disconnect one FFC



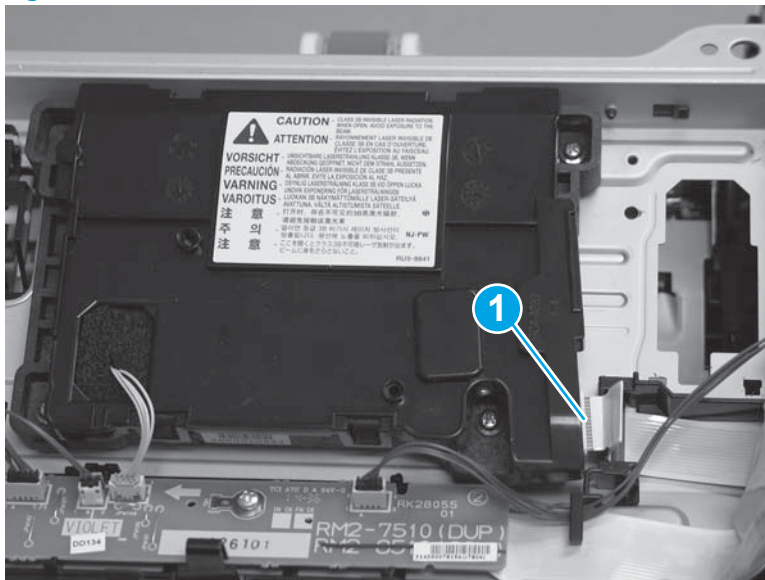
2. Remove one screw (callout 1), and then remove the sheet-metal plate (callout 2).

Figure 1-1687 Remove one screw and the sheet-metal plate



3. Disconnect one FFC (callout 1).

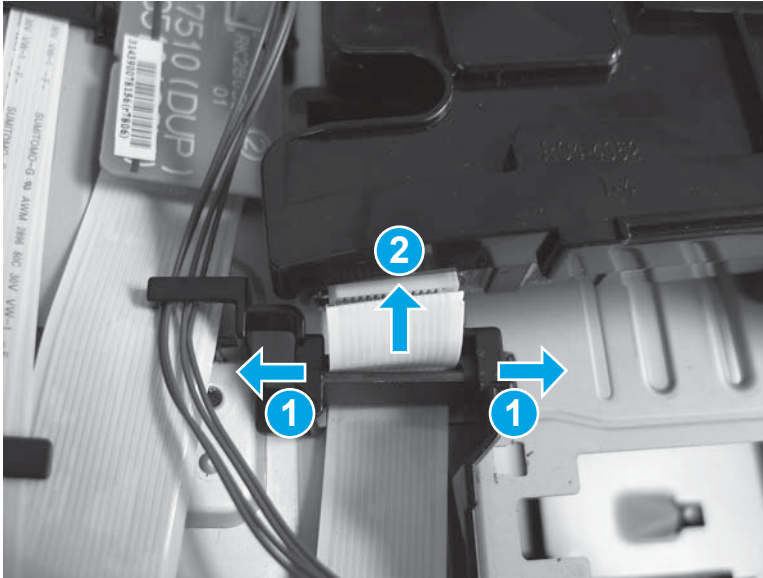
Figure 1-1688 Disconnect one FFC



4. Slightly flex the holder (callout 1), and then release the FFC ferrite (callout 2).

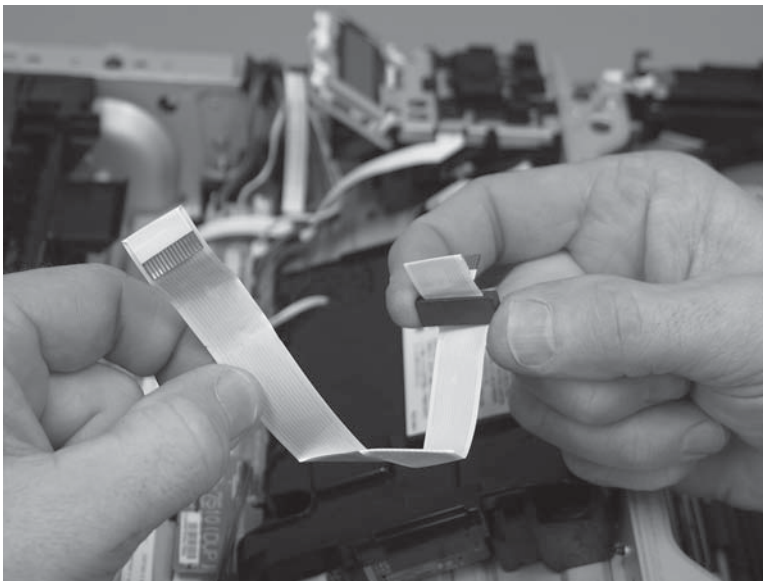
 **Reinstallation tip:** Do not discard the ferrite. It will be installed on the replacement FFC.

Figure 1-1689 Release the ferrite



5. Remove the FFC.

Figure 1-1690 Remove the FFC



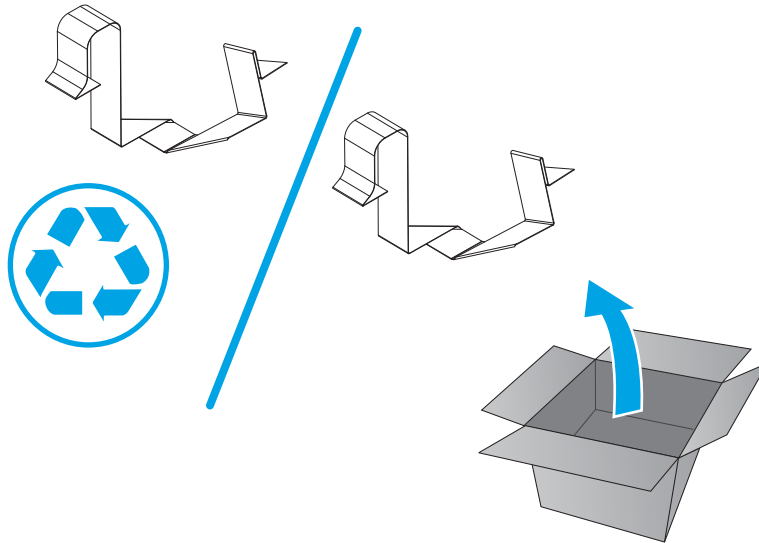
Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

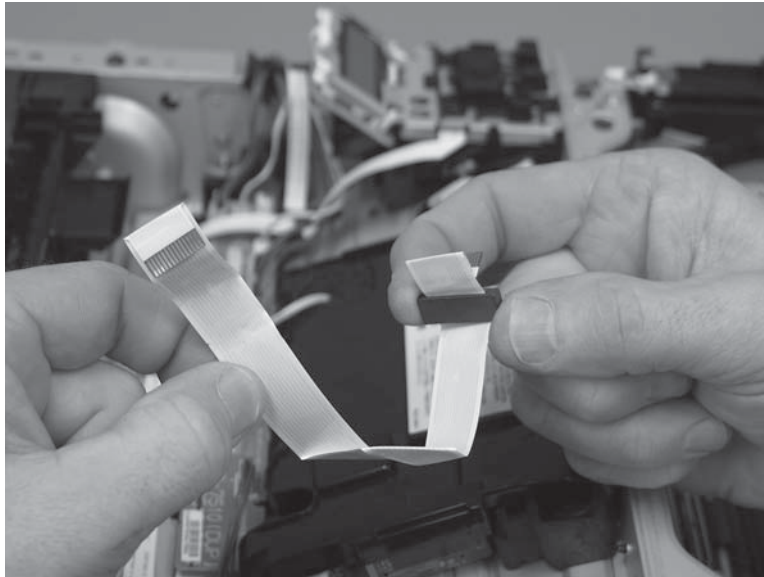
Figure 1-1691 Recycle and unpack



Step 14: Install the laser scanner FFC

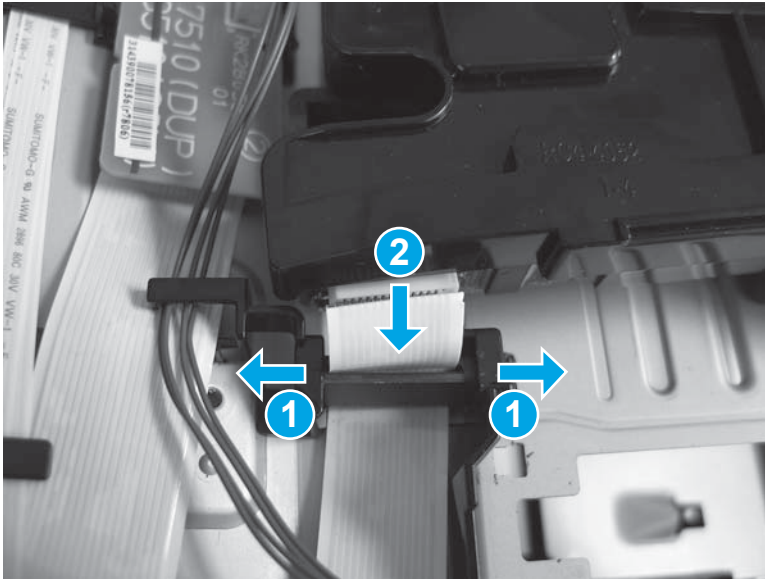
1. Install the ferrite on the replacement FFC.

Figure 1-1692 Install the ferrite



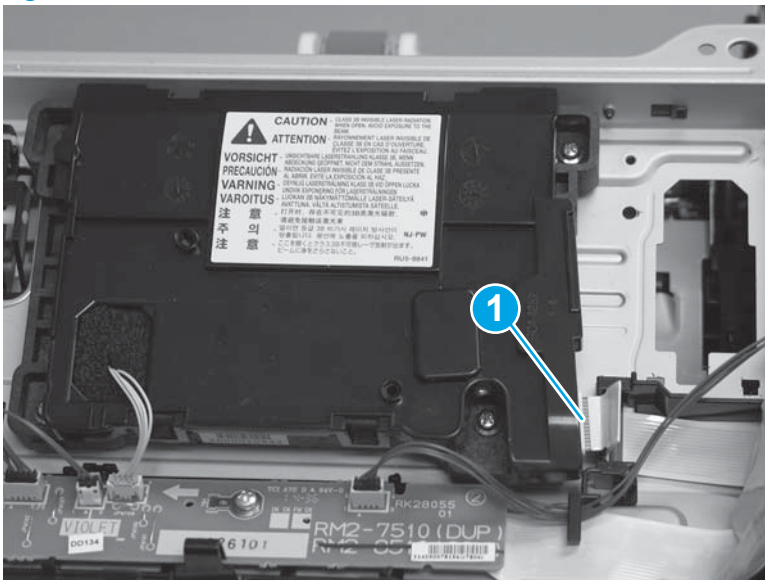
2. Slightly flex the holder (callout 1), and then install the FFC ferrite (callout 2) in the holder.

Figure 1-1693 Install the FFC



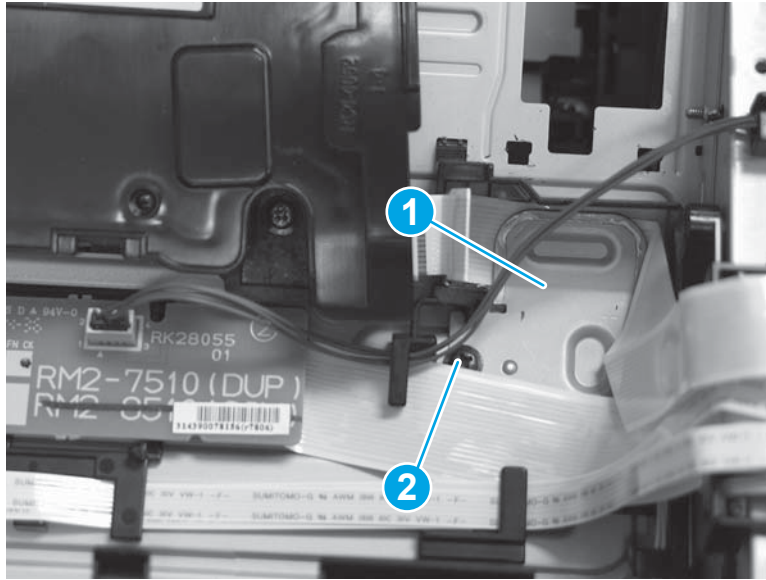
3. Connect one FFC (callout 1).

Figure 1-1694 Connect one FFC



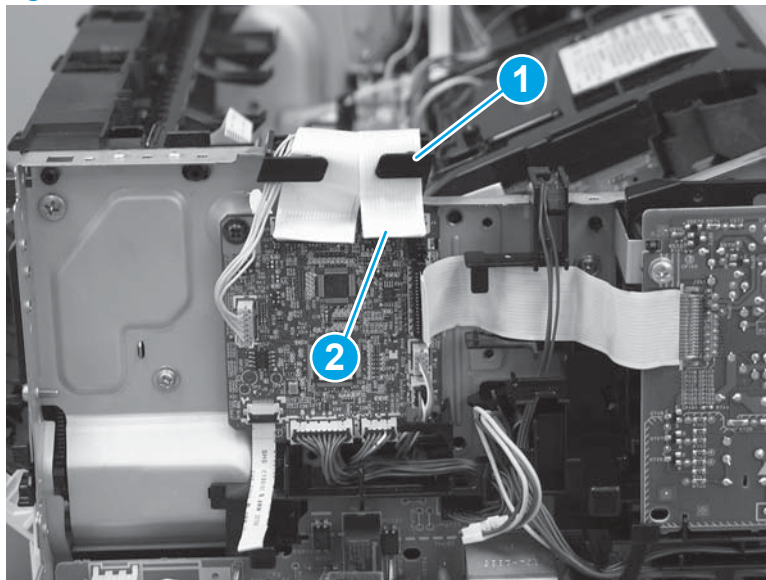
4. Install the sheet-metal plate (callout 1), and then install one screw (callout 2).

Figure 1-1695 Install the sheet-metal plate and install one screw



5. Install the FFC in the guide (callout 1), and then connect the FFC (callout 1) to the DC controller.

Figure 1-1696 Connect one FFC



Step 15: Install the tag-cable assembly

1. Position the assembly on the printer.


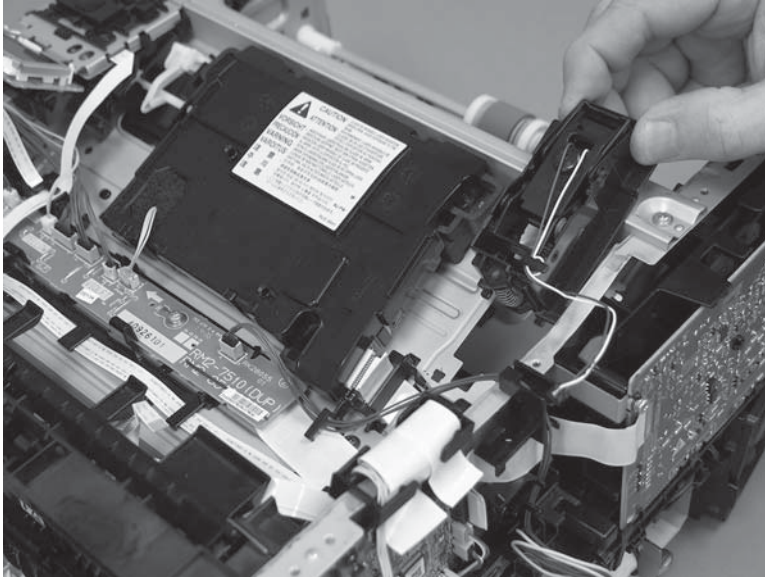
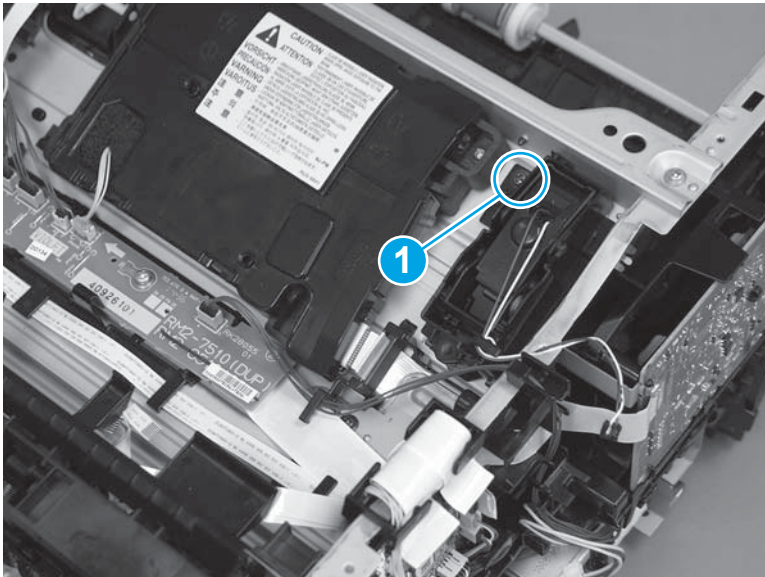
 **IMPORTANT:** Make sure that the assembly is flat against the chassis. If the assembly is not correctly installed, it might not make proper contact with the toner cartridge.

Figure 1-1697 Install the assembly



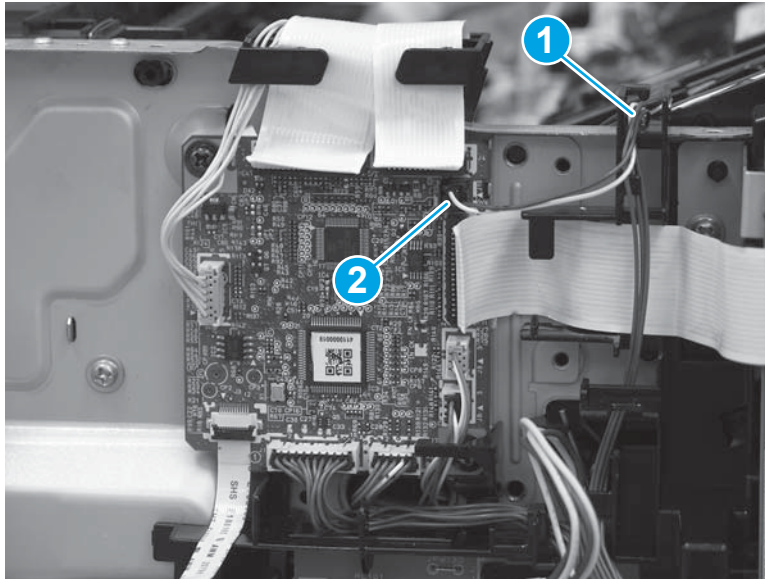
2. Install one screw (callout 1).

Figure 1-1698 Install one screw



3. Install the wire harness in the guide (callout 1), and then connect one connector (callout 2).

Figure 1-1699 Connect one connector

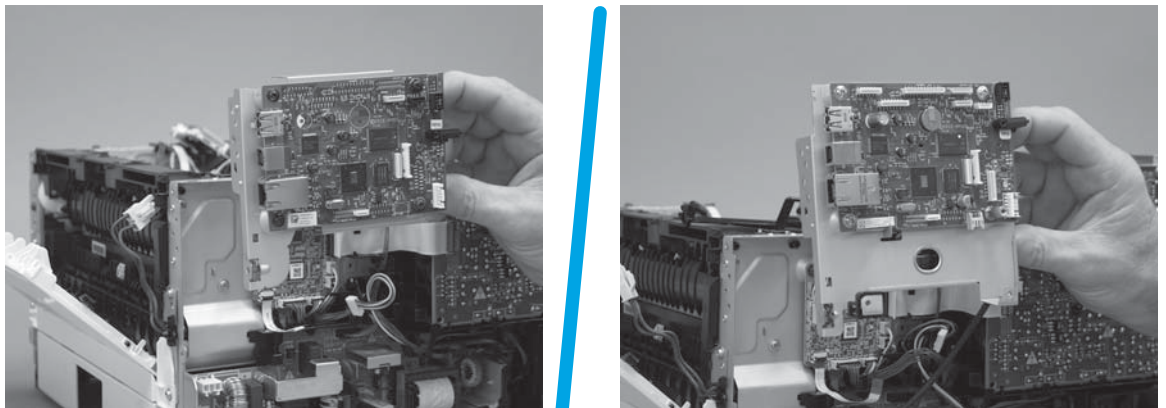


Step 16: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

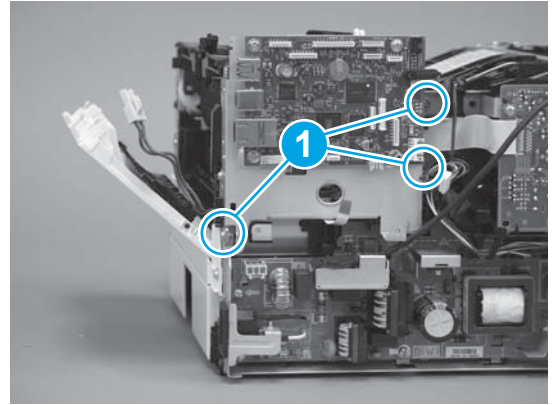
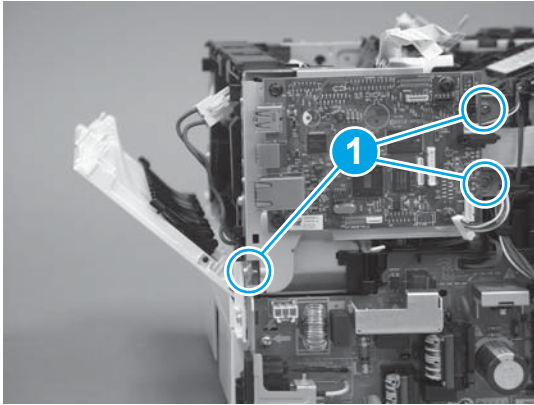
1. Position the sheet-metal bracket and formatter PCA on the printer.

Figure 1-1700 Install the bracket



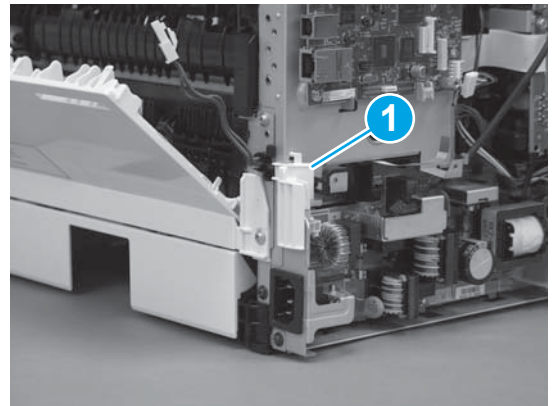
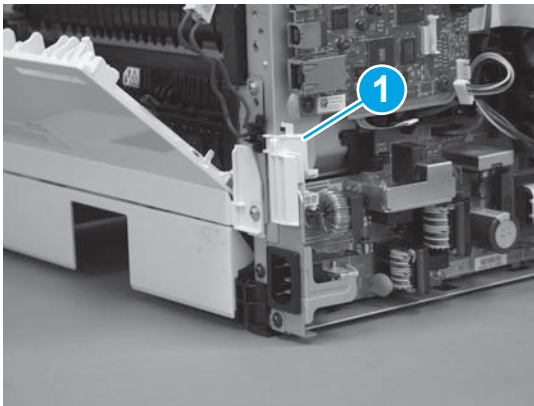
2. Install three screws (callout 1).

Figure 1-1701 Install three screws



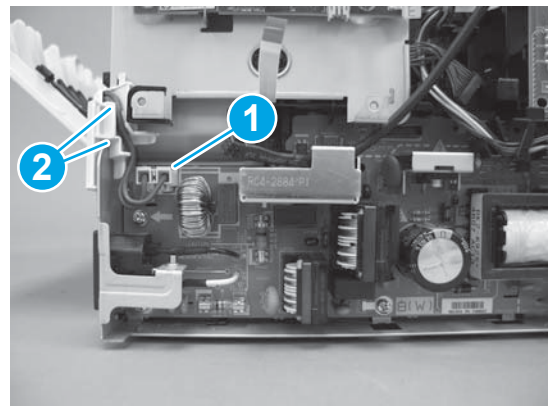
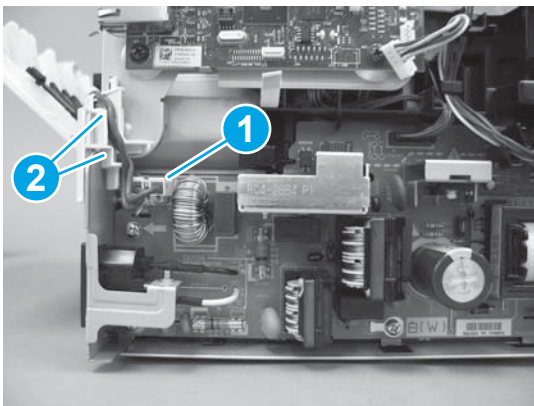
3. Install the guide (callout 1).

Figure 1-1702 Install the guide



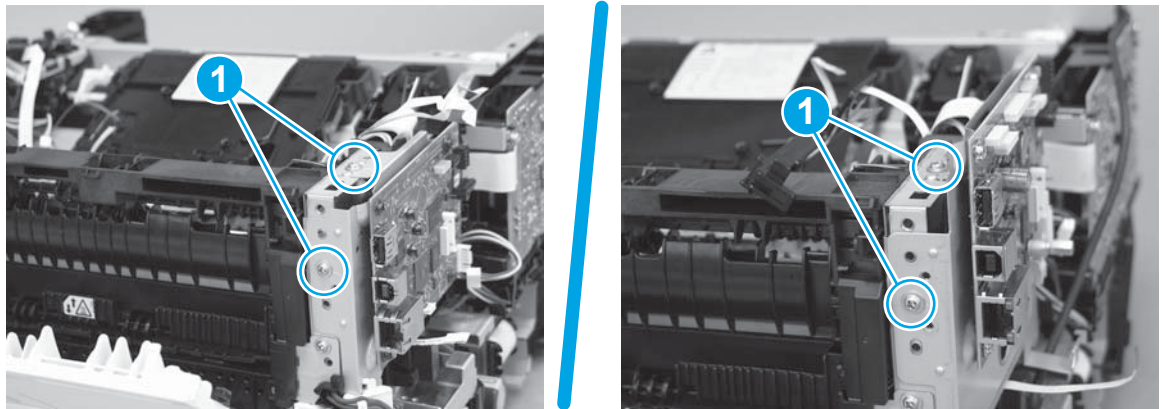
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

Figure 1-1703 Connect one connector



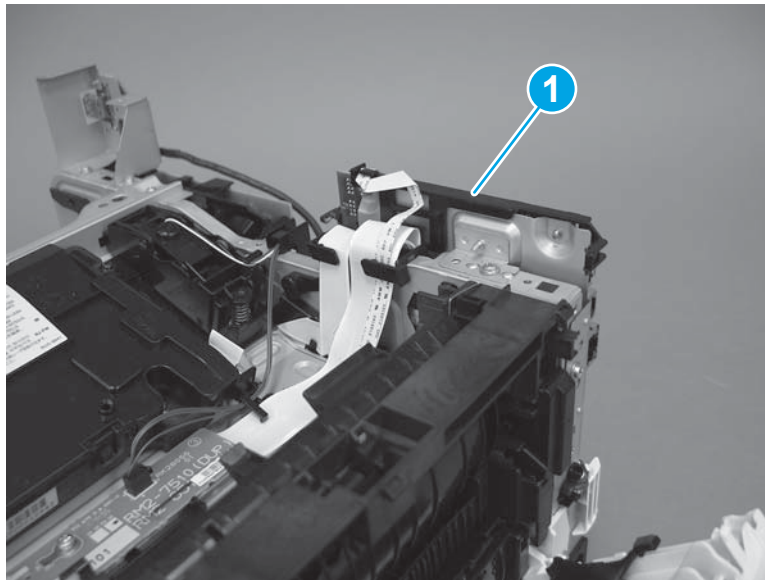
5. Install two screws (callout 1).

Figure 1-1704 Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

Figure 1-1705 Install the guide

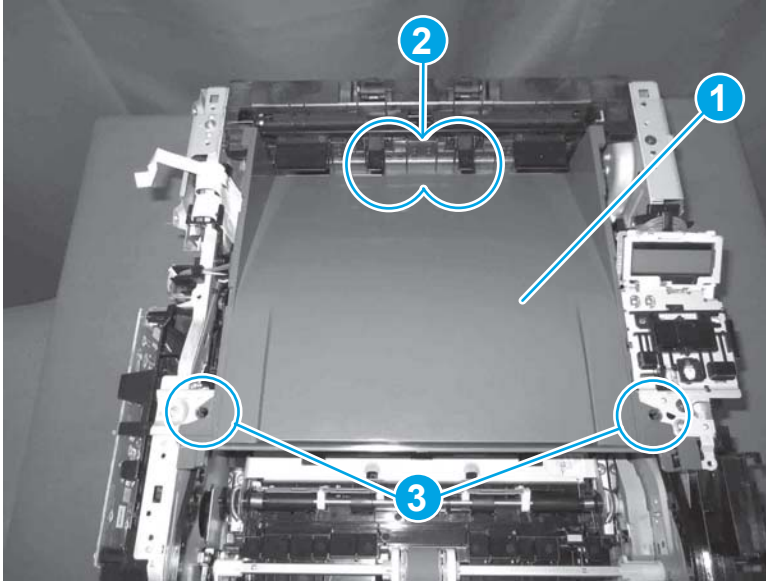


Step 17: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1706 Engage two tabs

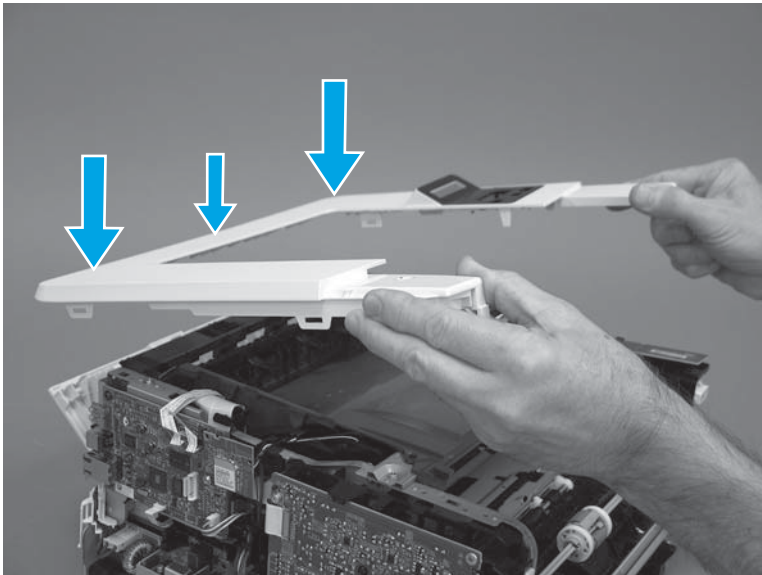


Step 18: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 19: Install the top cover \(M427/M426\) on page 908](#).

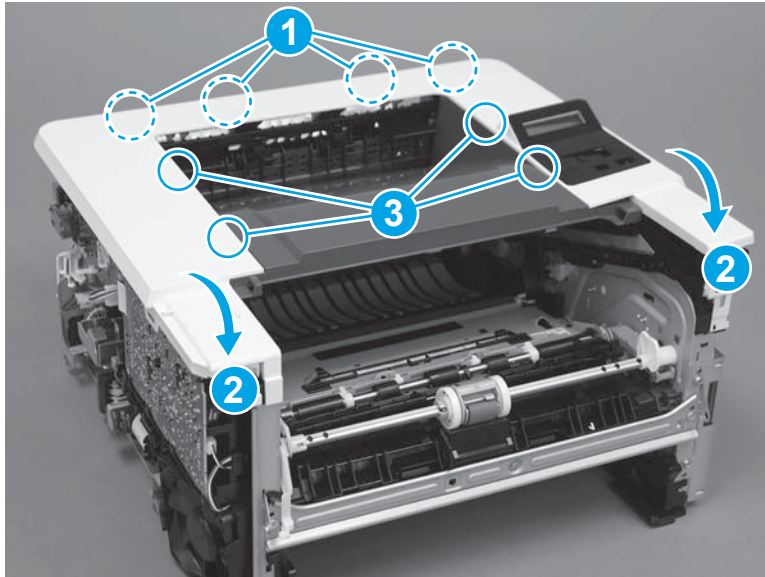
1. Position the rear edge of the cover on the printer.

Figure 1-1707 Install the cover



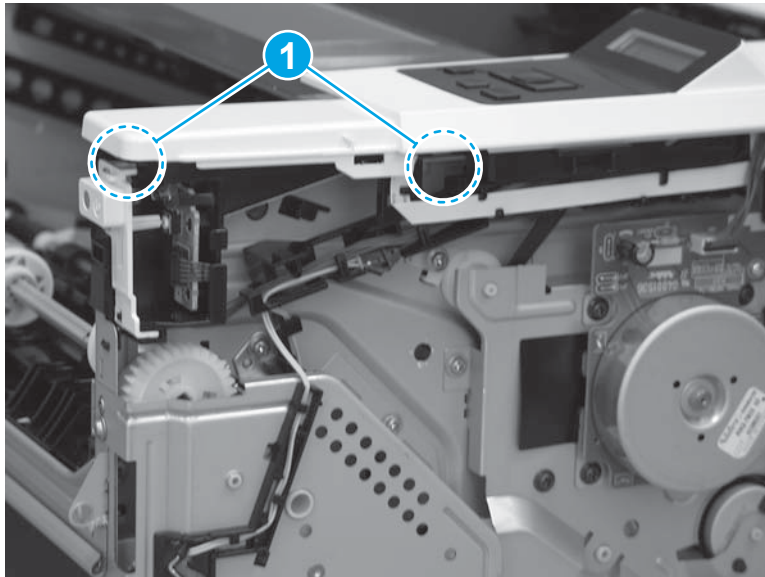
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1708 Engage four bosses and tabs



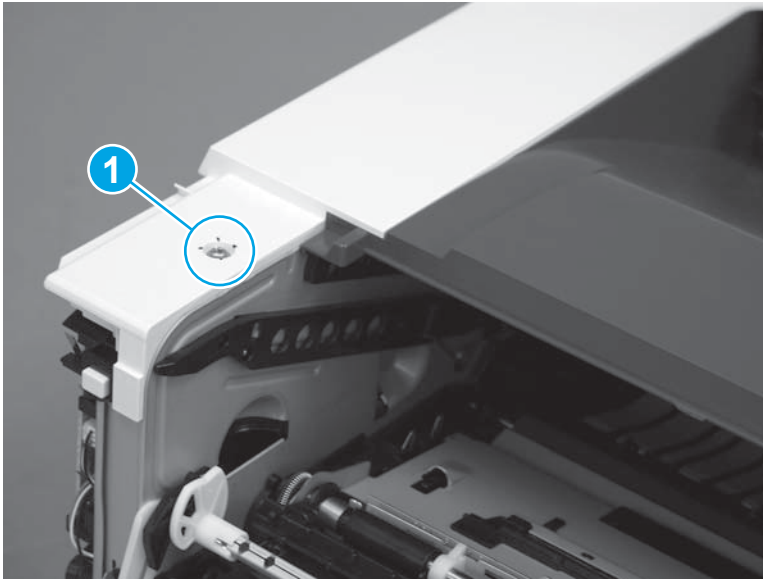
- At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1709 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1710 Install one screw

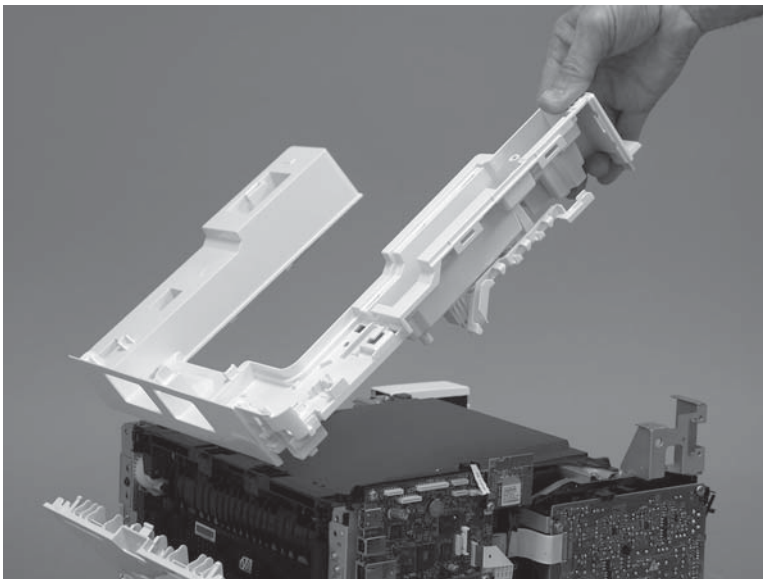


Step 19: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 919](#).

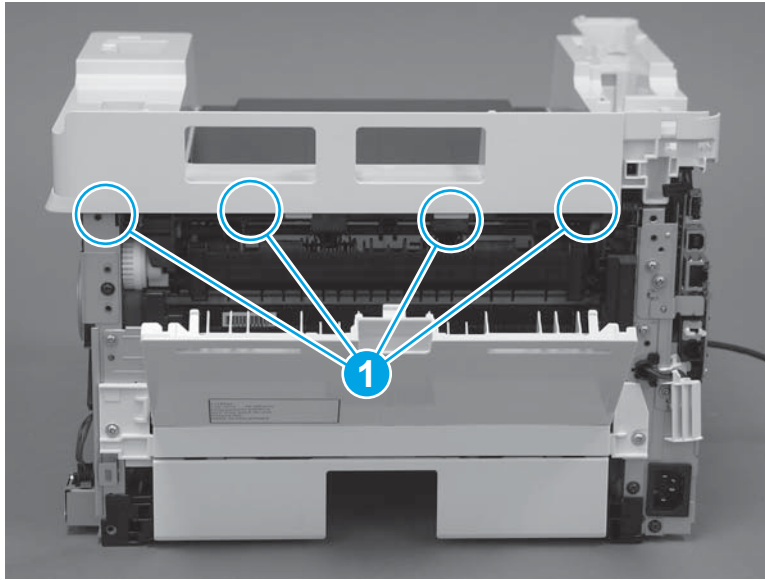
1. Position the rear edge of the top cover on the printer.

Figure 1-1711 Install the cover



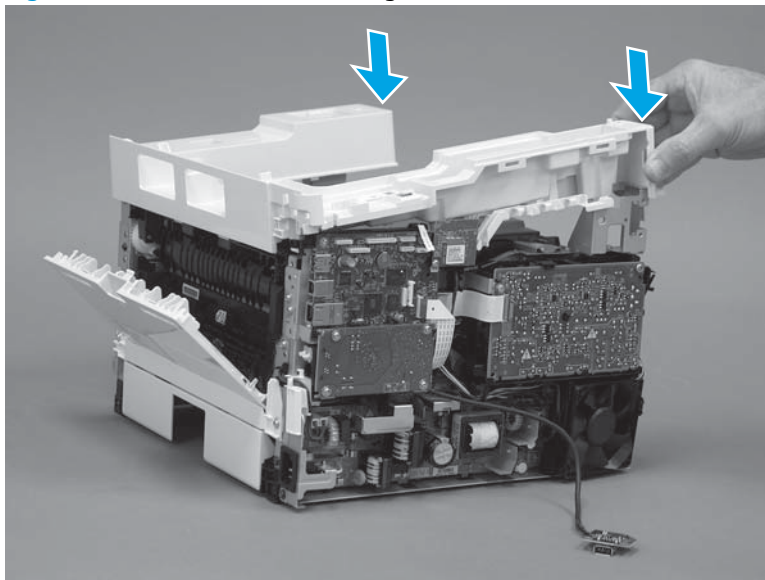
2. Engage four bosses (callout 1).

Figure 1-1712 Engage four bosses



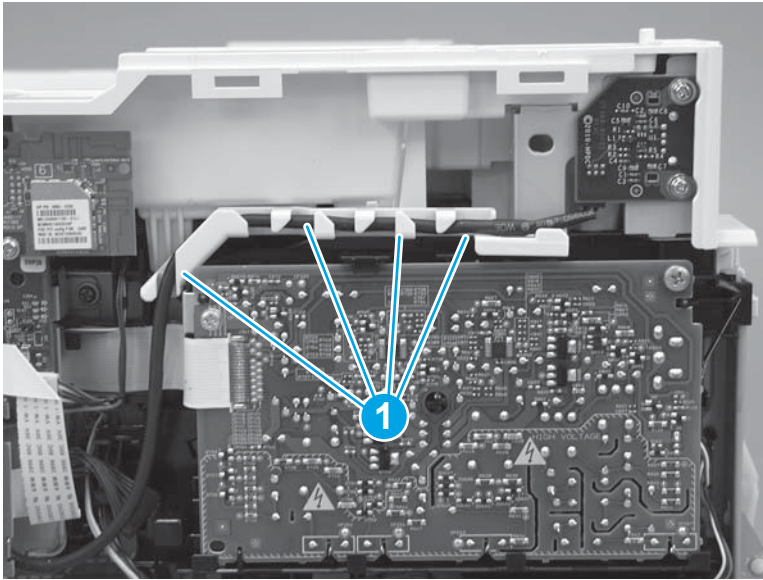
3. Rotate the front edge of the cover down.

Figure 1-1713 Rotate the front edge of the cover down



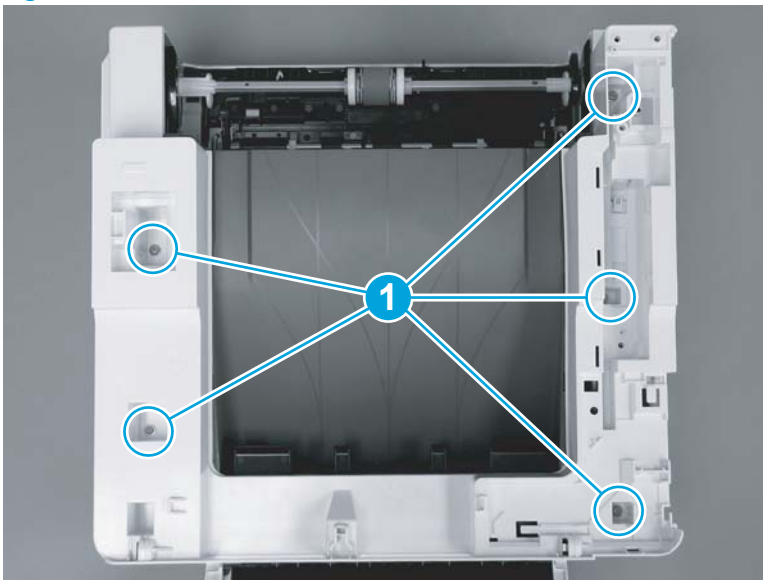
4. Install the USB cable (callout 1) in the guide.

Figure 1-1714 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-1715 Install five screws

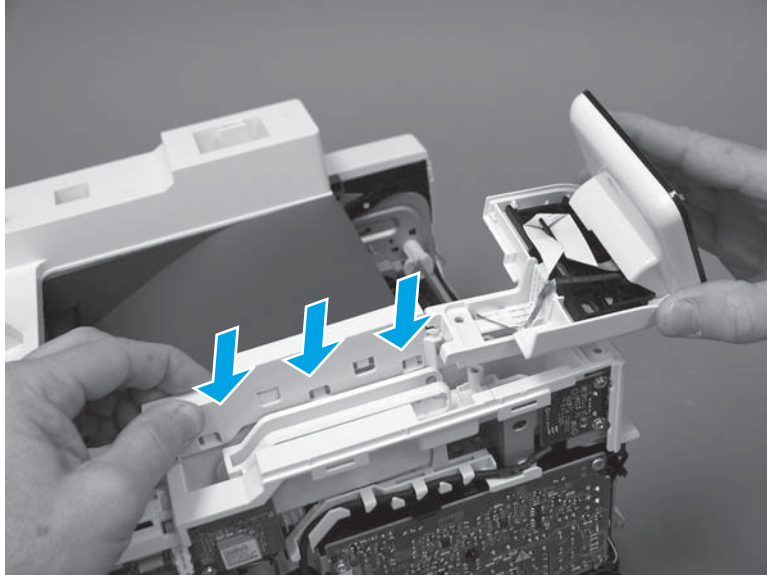


Step 20: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 919](#).

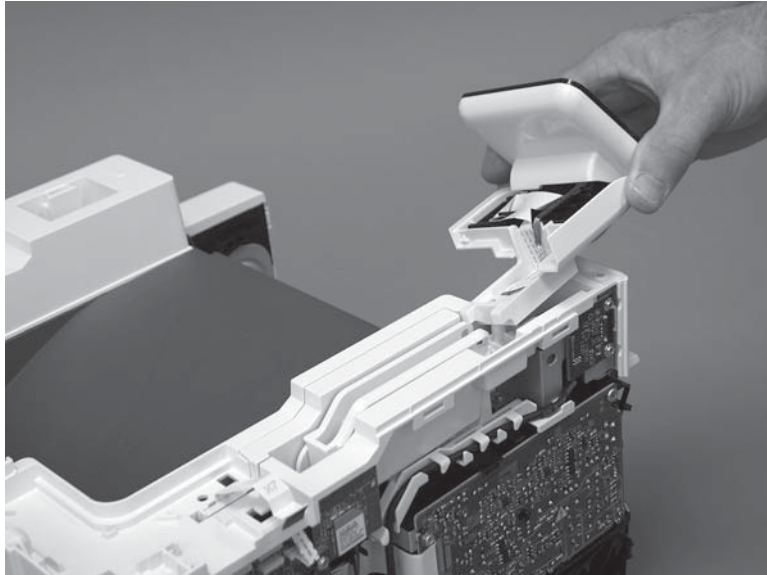
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1716 Install the control-panel FFC cover



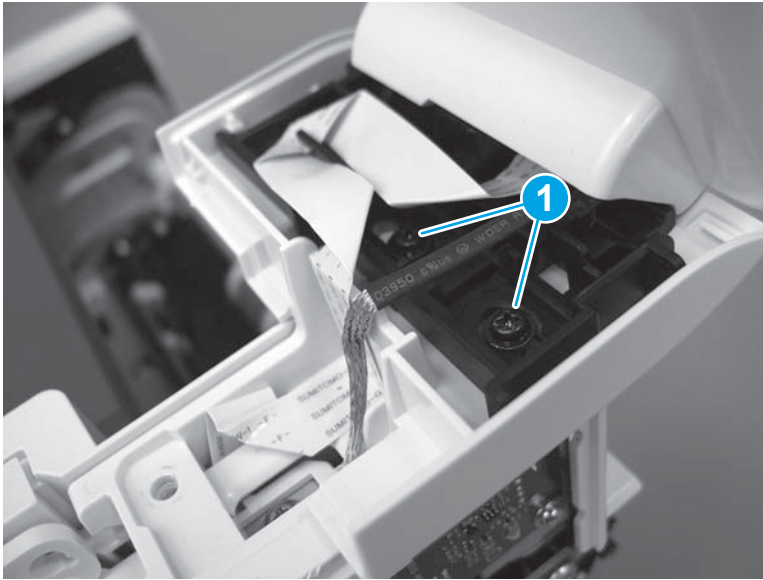
2. Install the control-panel assembly on the top cover.

Figure 1-1717 Install the control-panel assembly



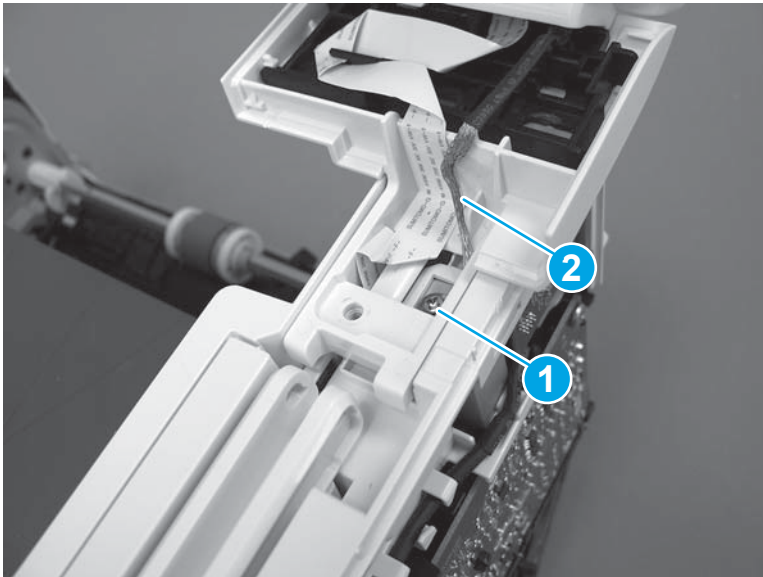
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1718 Install two screws



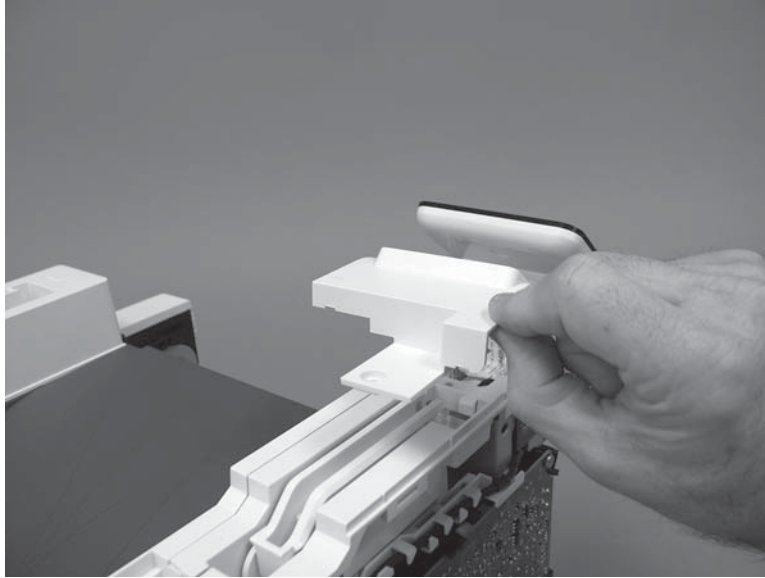
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1719 Remove one screw



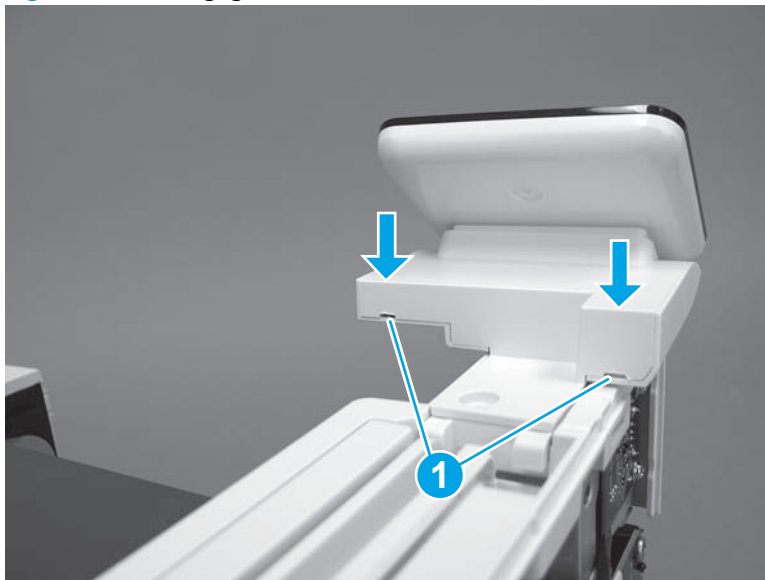
5. Install the control-panel cable cover.

Figure 1-1720 Install the cover



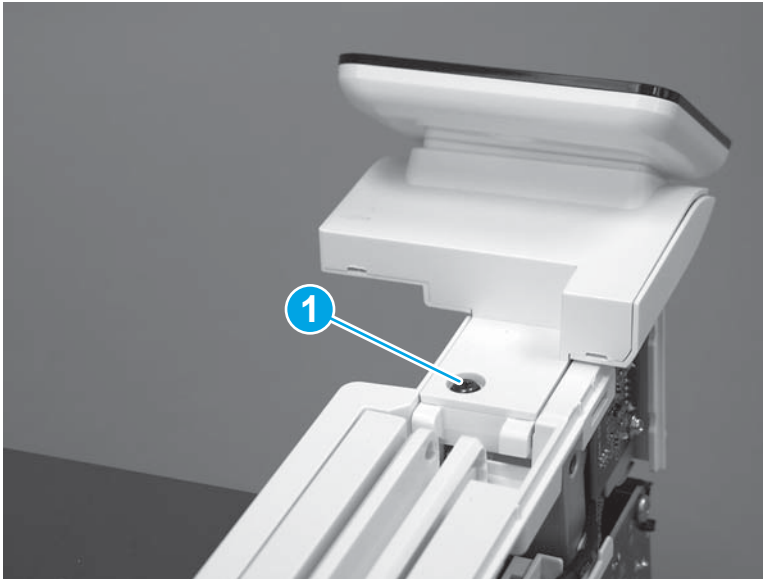
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1721 Engage two tabs



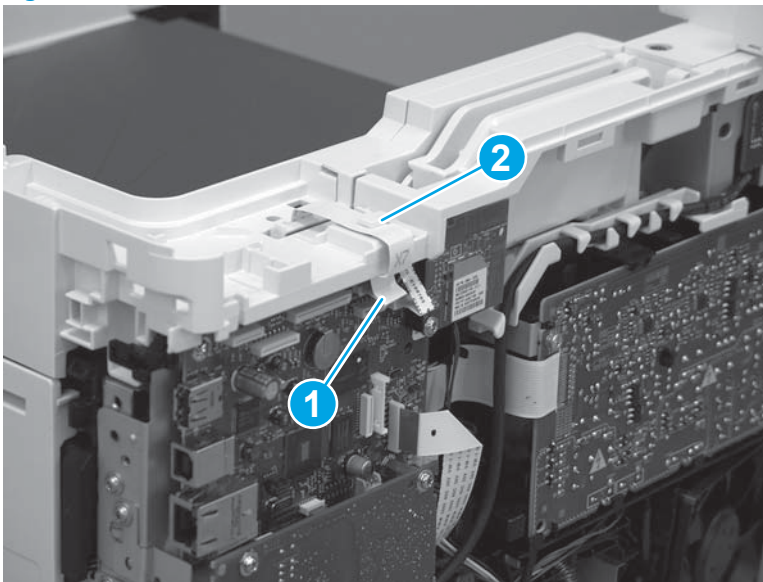
7. Install one screw (callout 1).

Figure 1-1722 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-1723 Connect one connector



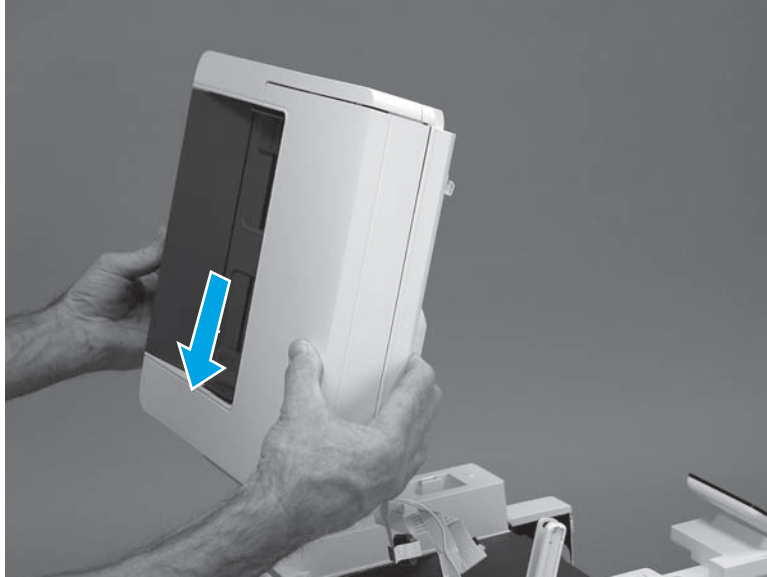
Step 21: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 22: Install the right cover on page 919](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

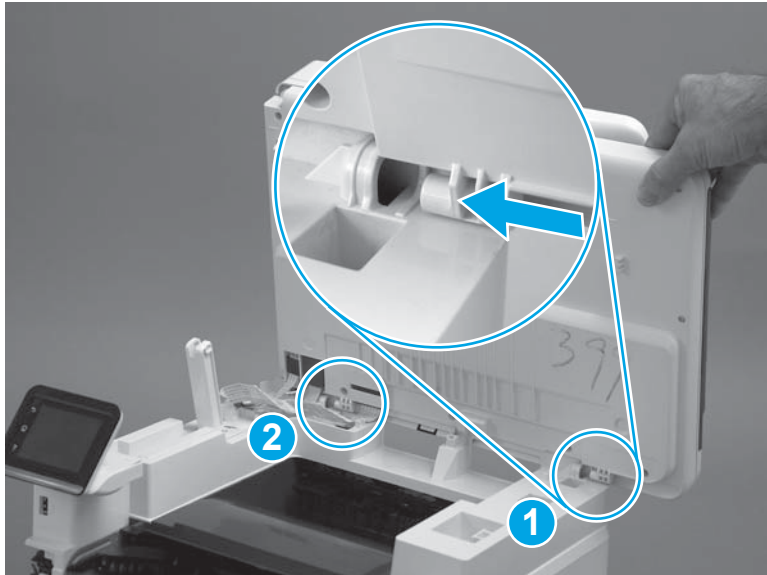
1. Position the ISA on the printer.

Figure 1-1724 Position the ISA on the printer



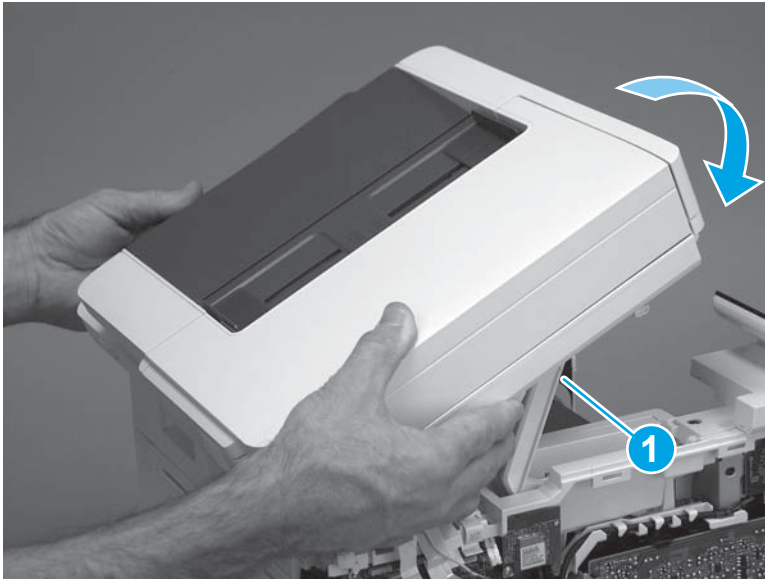
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1725 Engage the hinge pins with the holders



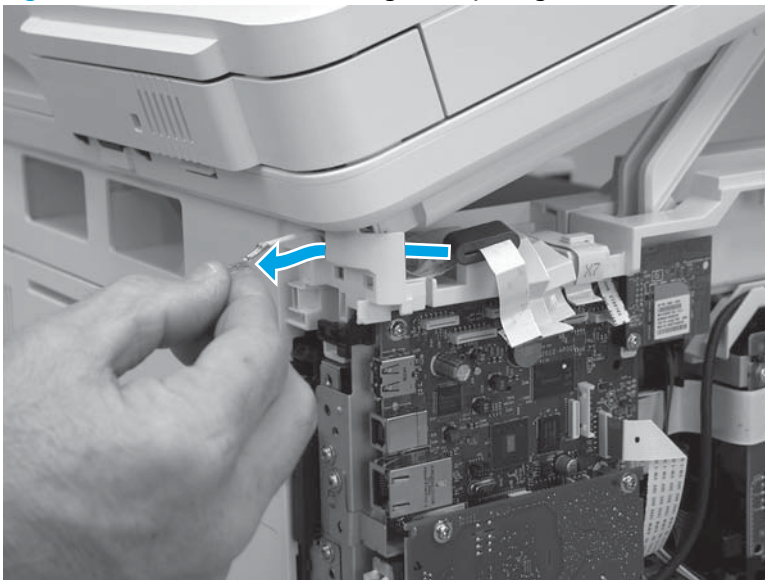
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1726 Rotate the ISA towards the front of the printer



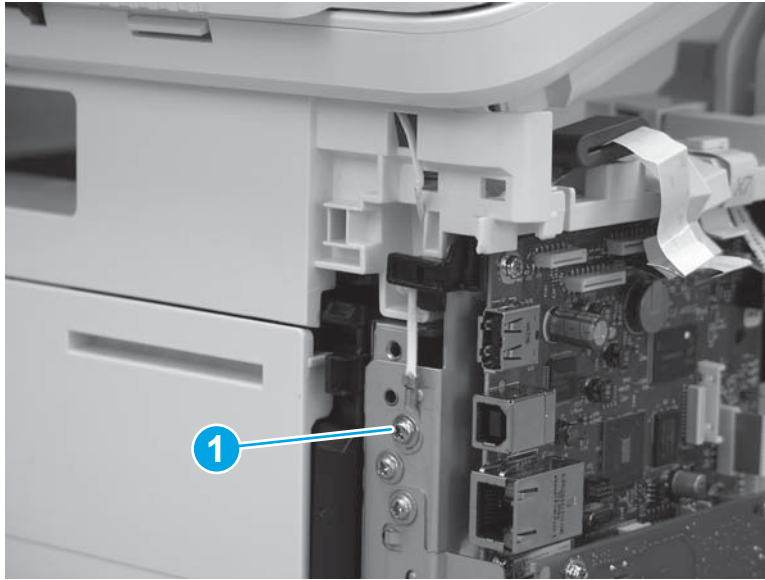
4. Pass the ground wire through the opening in the top cover.

Figure 1-1727 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1728 Install one screw



6. Install the ISA lift assembly slider pin.


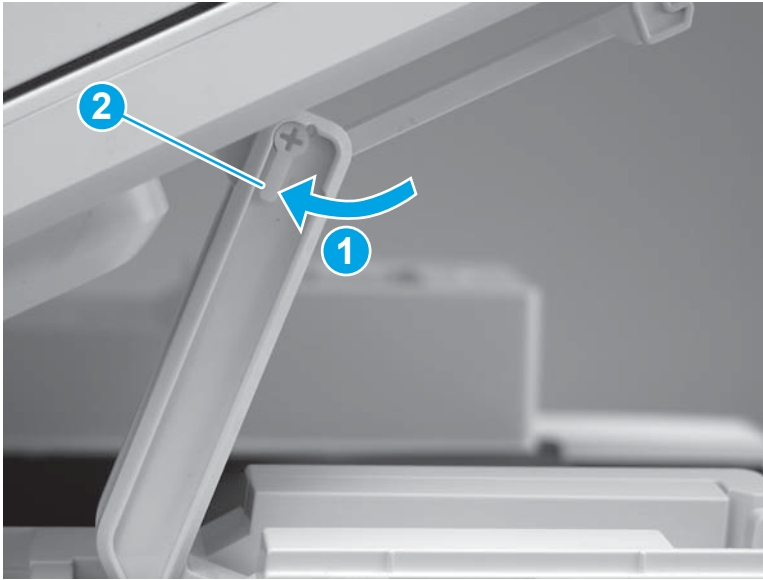
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1729 Install the slider pin



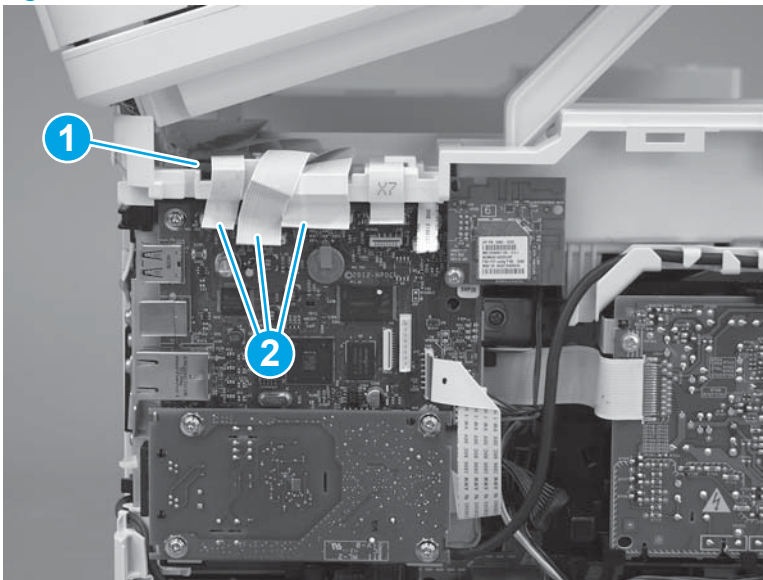
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1730 Secure the slider pin



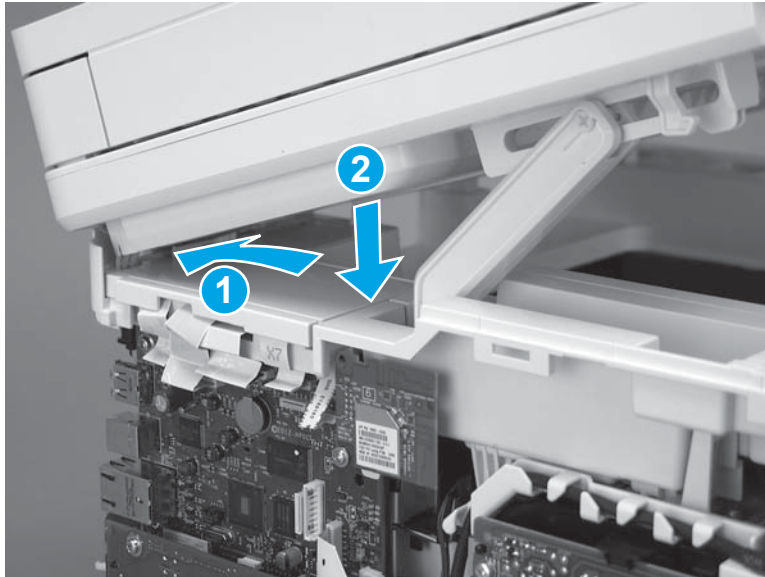
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1731 Connect three FFCs



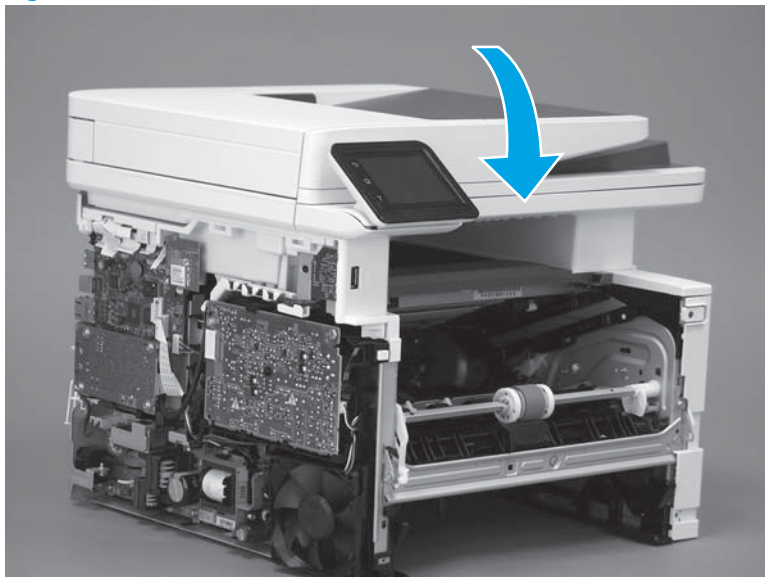
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-1732 Install the ISA FFC cover



10. Lower the ISA.

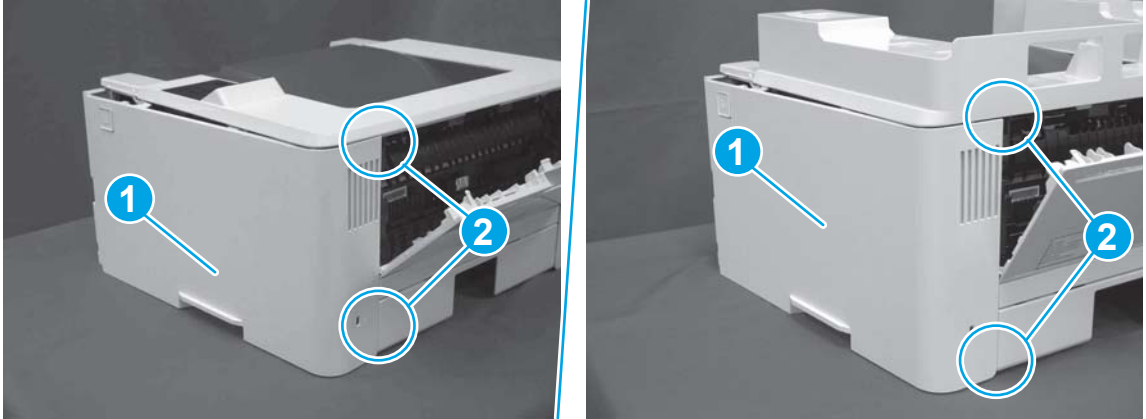
Figure 1-1733 Lower the ISA



Step 22: Install the right cover

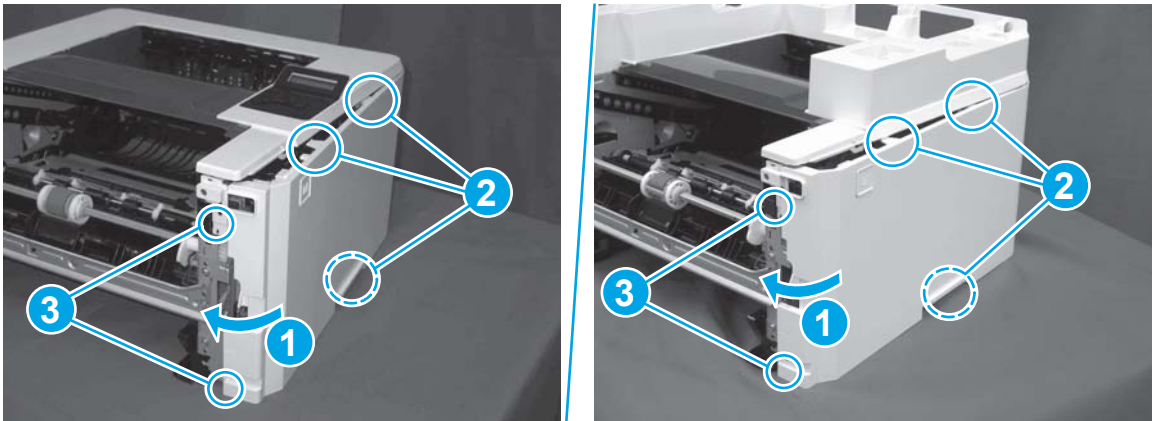
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1734 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1735 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


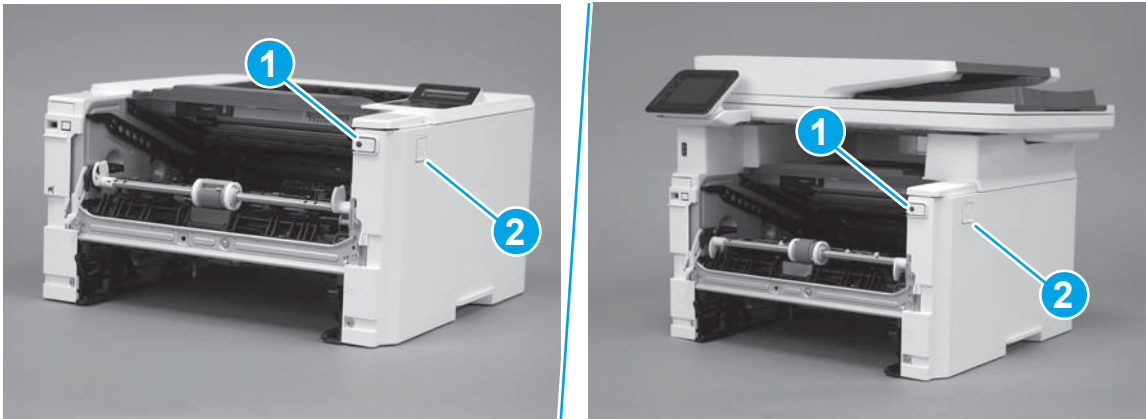
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1736 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

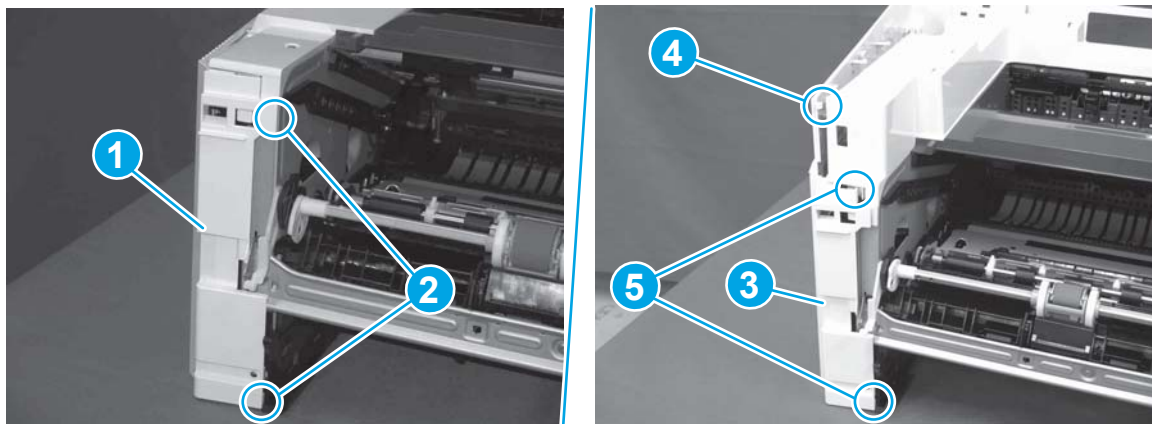
Figure 1-1737 Install one screw



Step 23: Install the left cover

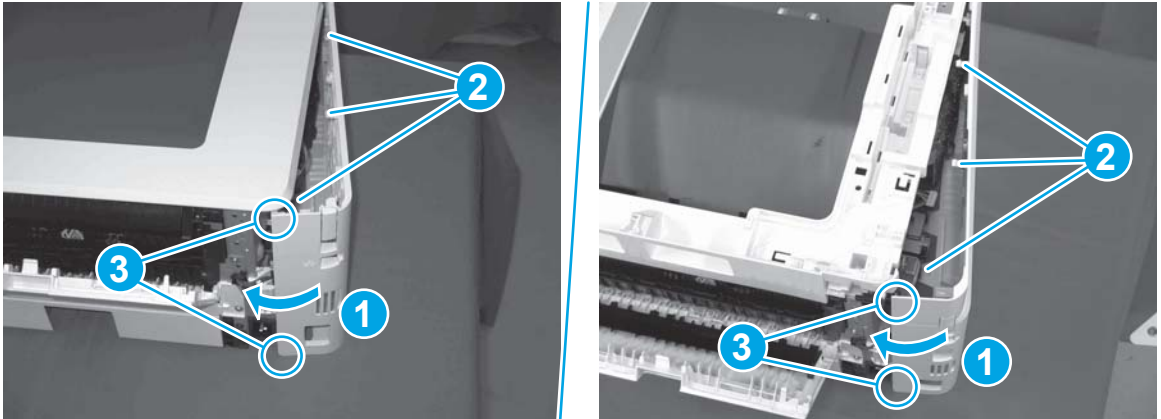
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1738 Install the cover



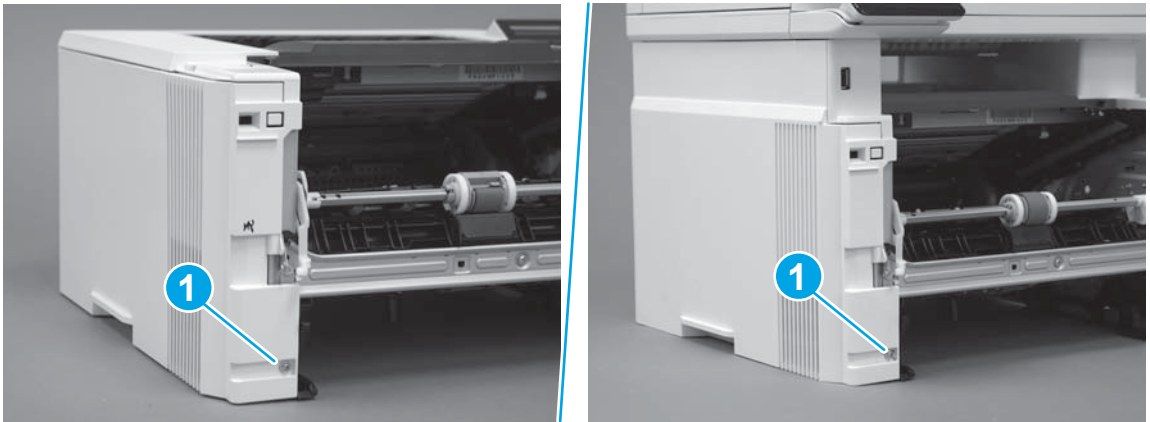
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1739 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-1740 Install one screw

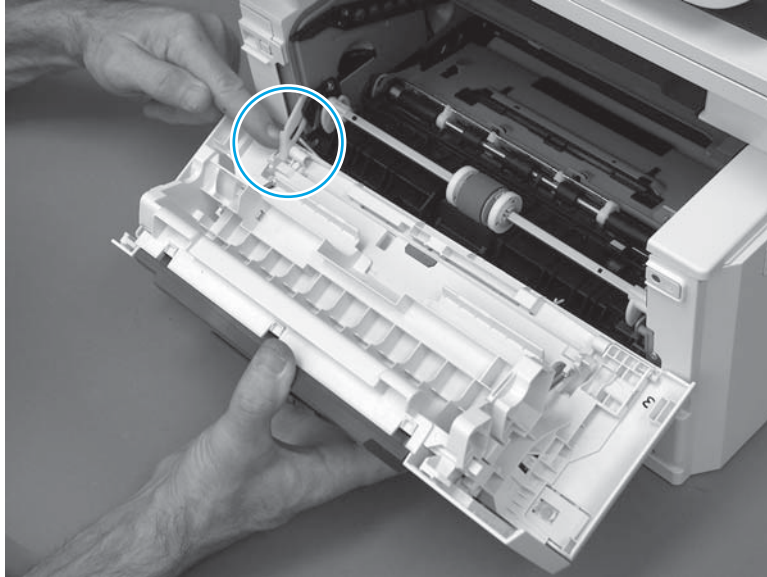


Step 24: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

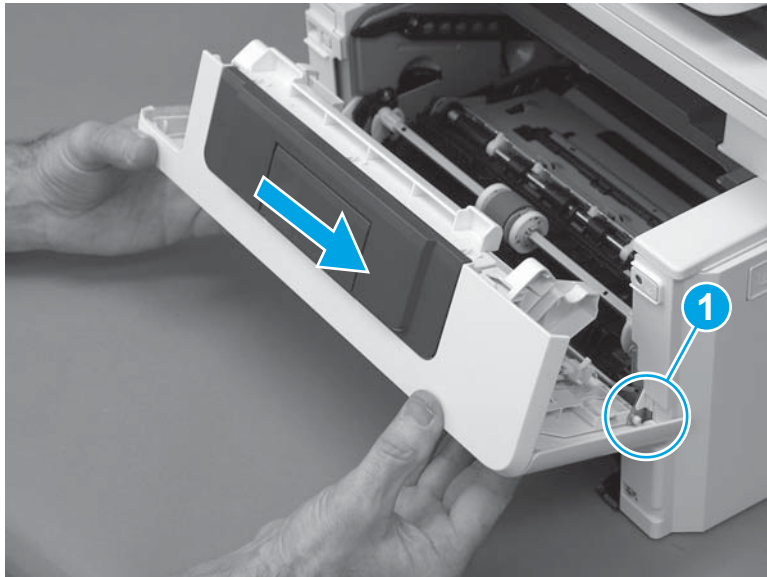
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1741 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

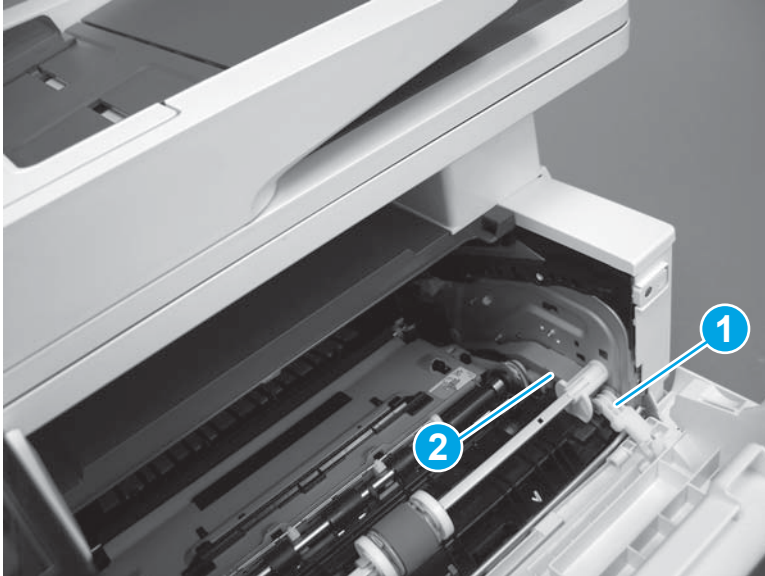
Figure 1-1742 Install the door



3. Install the link (callout 1).

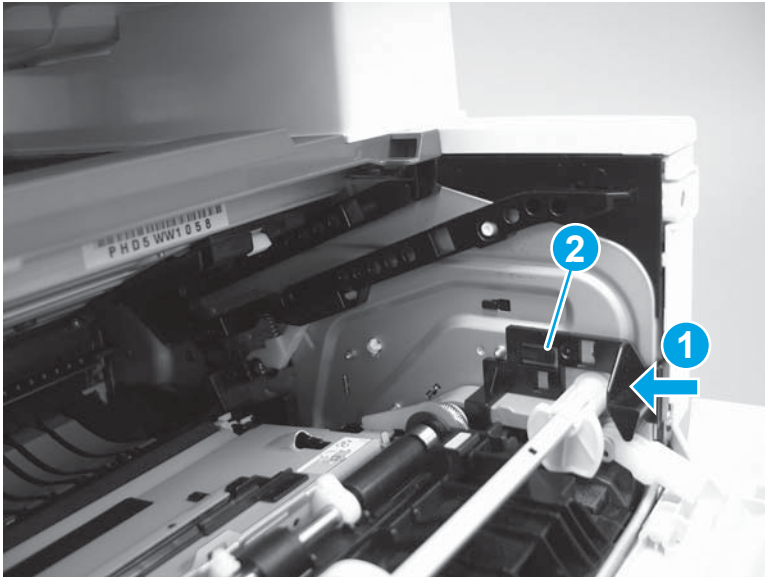
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1743 Install the pressure-release link



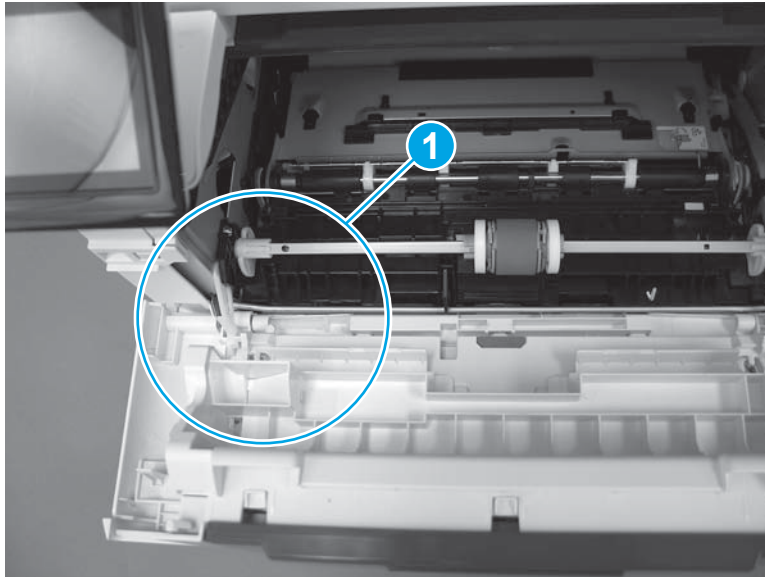
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1744 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1745 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


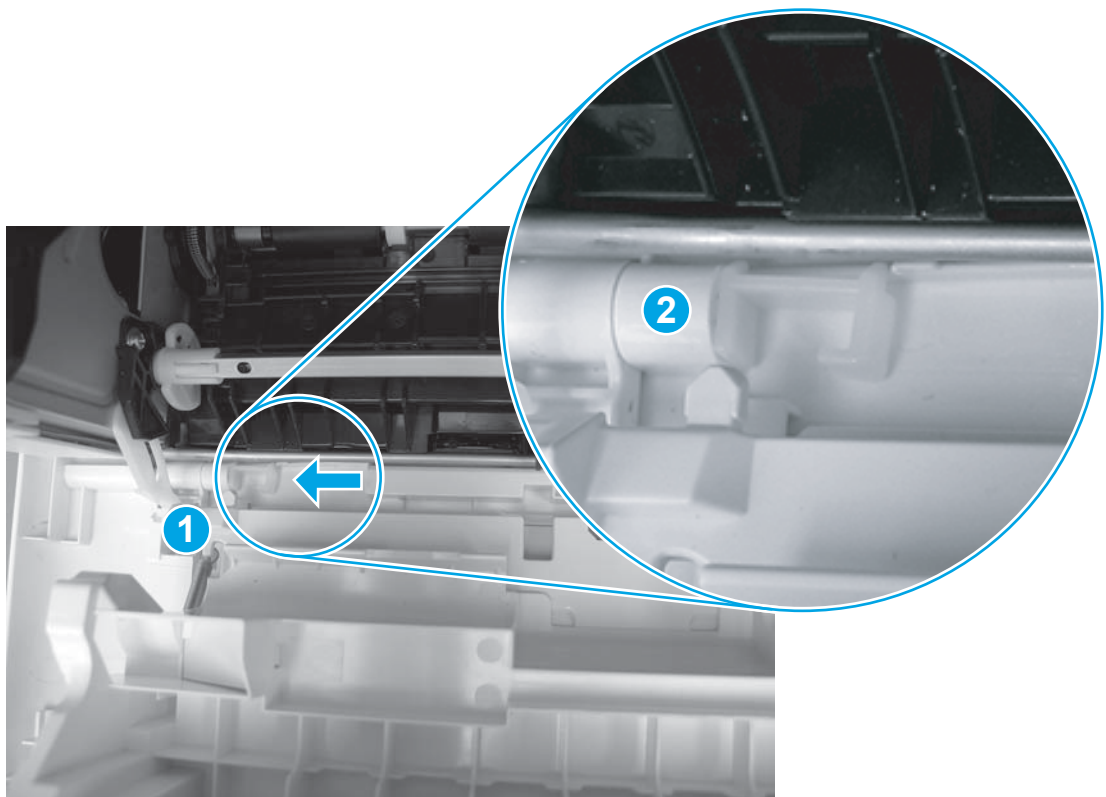
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1746 Install the support shaft



Step 25: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1747 Install the tray



Removal and replacement: High-voltage power supply

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 11: Remove the HVPS](#)
- [Step 12: Unpack the replacement assembly](#)
- [Step 13: Install the HVPS](#)
- [Step 14: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 15: Install the paper delivery tray \(output bin\)](#)
- [Step 16: Install the top cover \(M403/M402\)](#)
- [Step 17: Install the top cover \(M427/M426\)](#)
- [Step 18: Install the control panel \(M427/M246\)](#)
- [Step 19: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 20: Install the right cover](#)
- [Step 21: Install the left cover](#)
- [Step 22: Install the cartridge door assembly](#)
- [Step 23: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the high-voltage power supply (HVPS).

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.

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

High-voltage power supply (HVPS) part number	
RM2-7508-000CN	High-voltage power supply (HVPS)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.


Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1748 Remove the tray



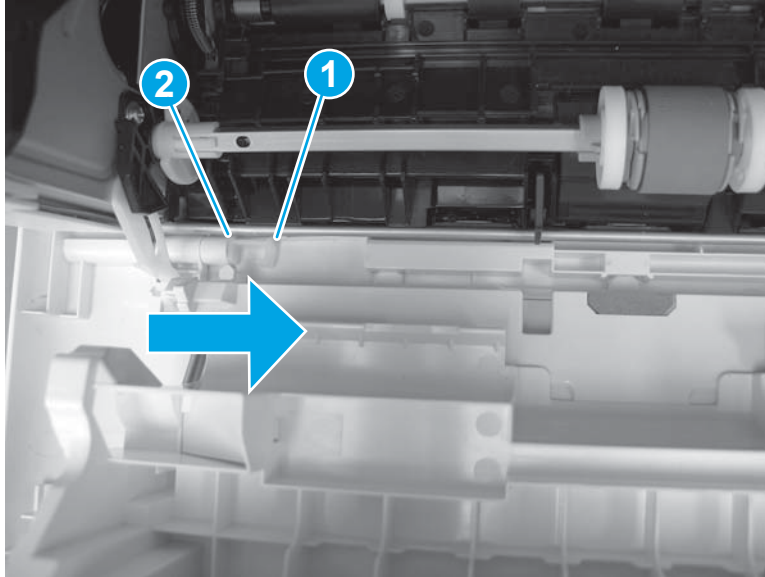
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

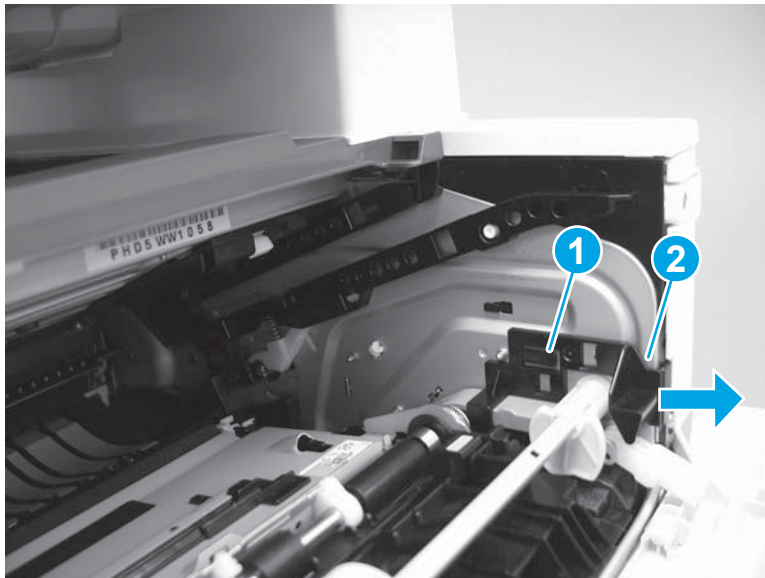
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1749 Release the support shaft



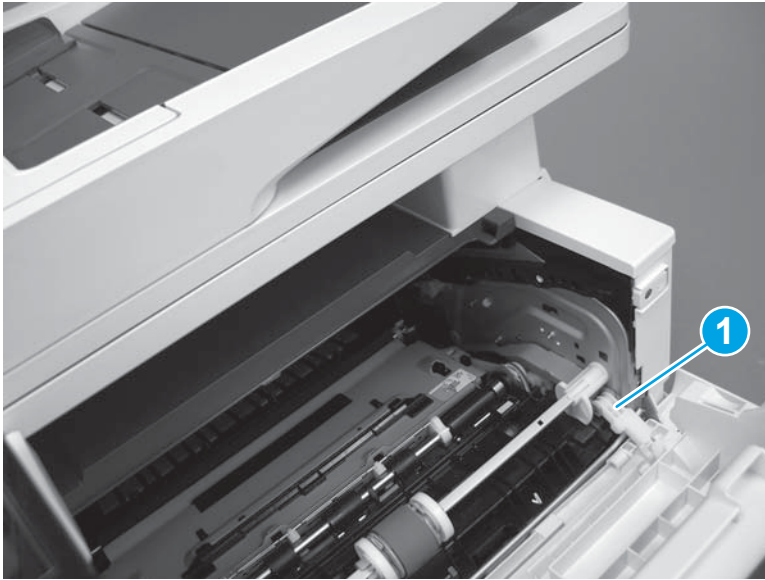
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1750 Remove the guide



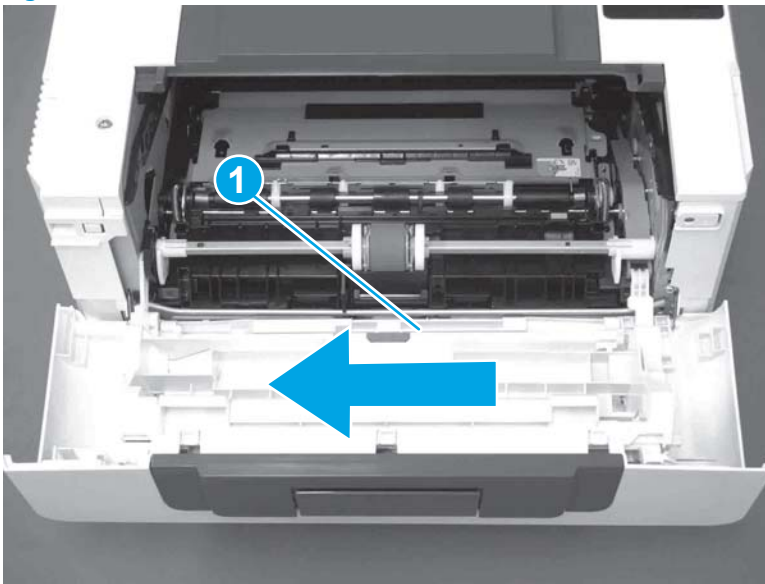
3. Remove the link arm (callout 1).

Figure 1-1751 Remove the link arm



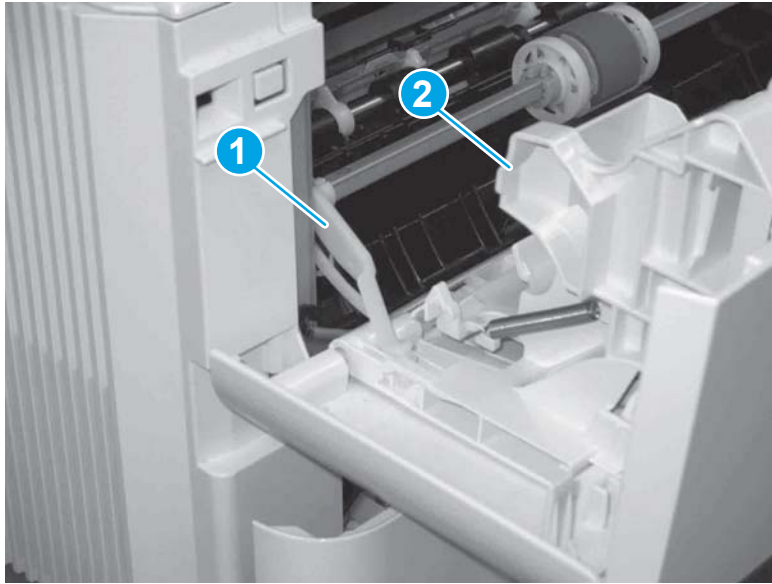
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1752 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

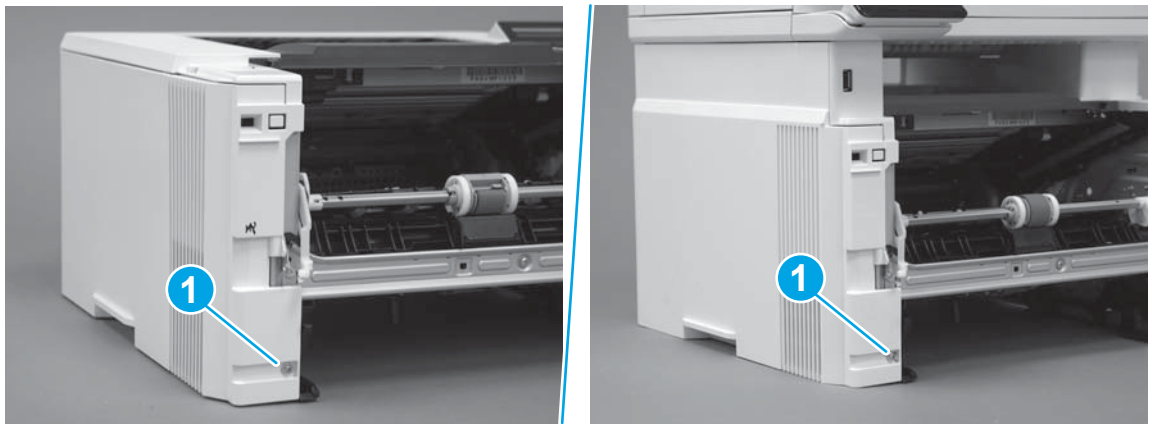
Figure 1-1753 Release the left-side retainer arm



Step 3: Remove the left cover

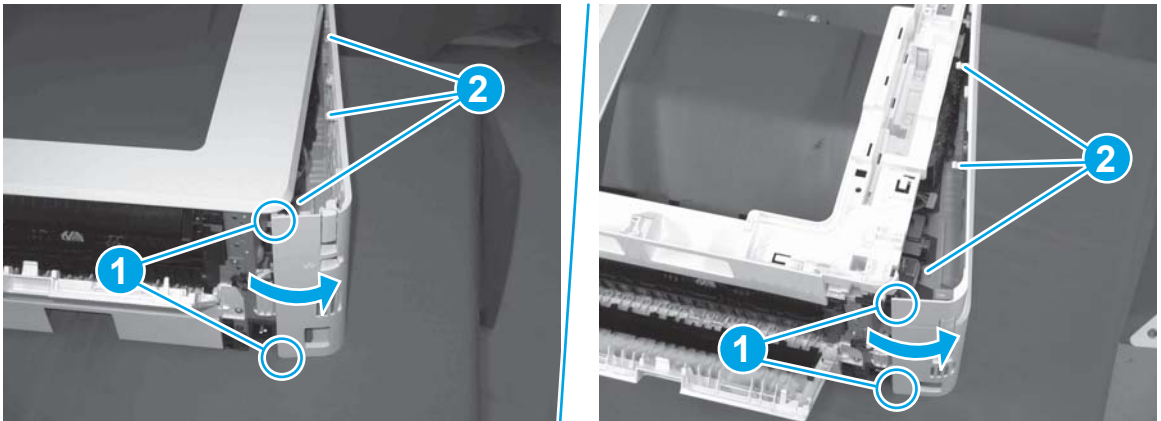
1. Remove one screw (callout 1).

Figure 1-1754 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

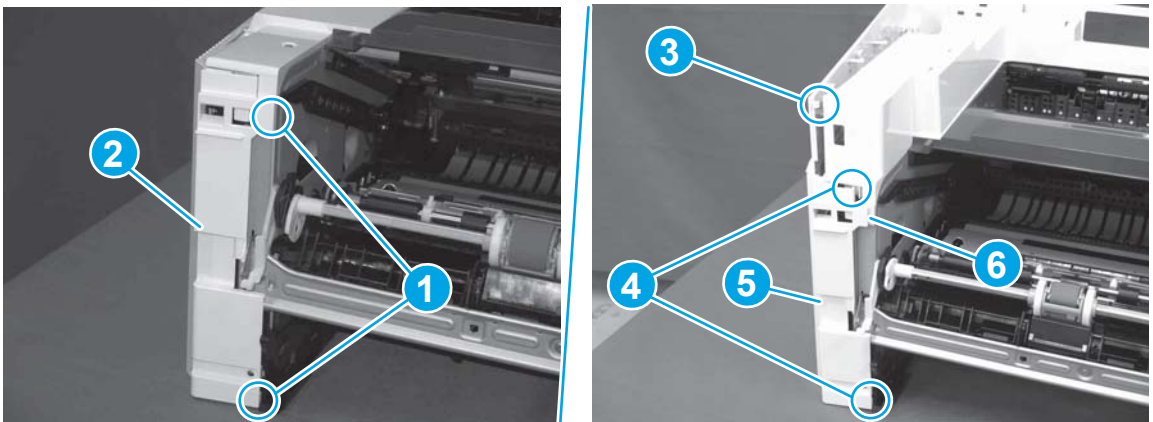
Figure 1-1755 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1756 Remove the cover



Step 4: Remove the right cover

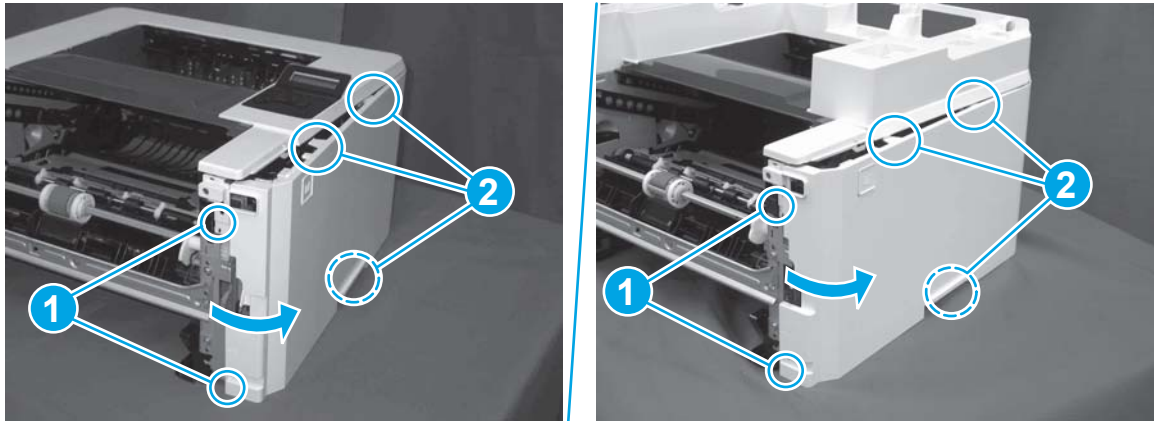
1. Remove one screw (callout 1).

Figure 1-1757 Remove one screw



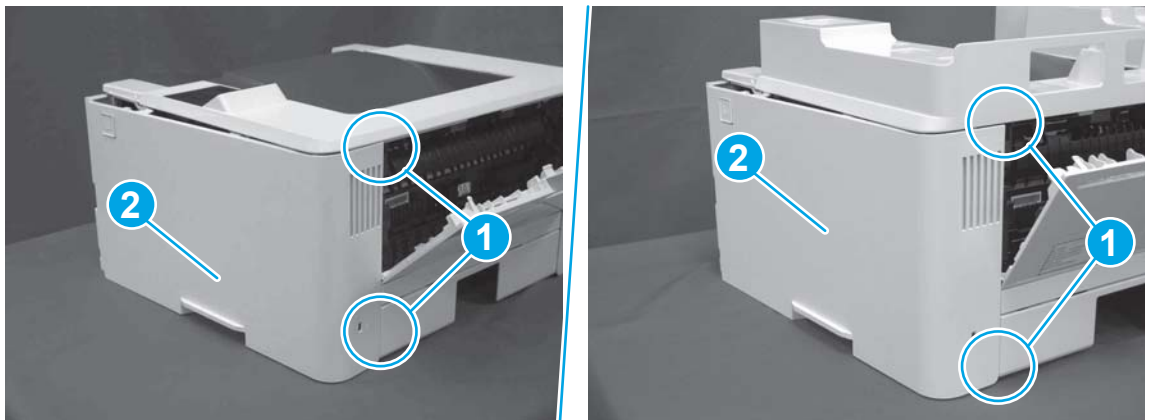
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1758 Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-1759 Remove the cover



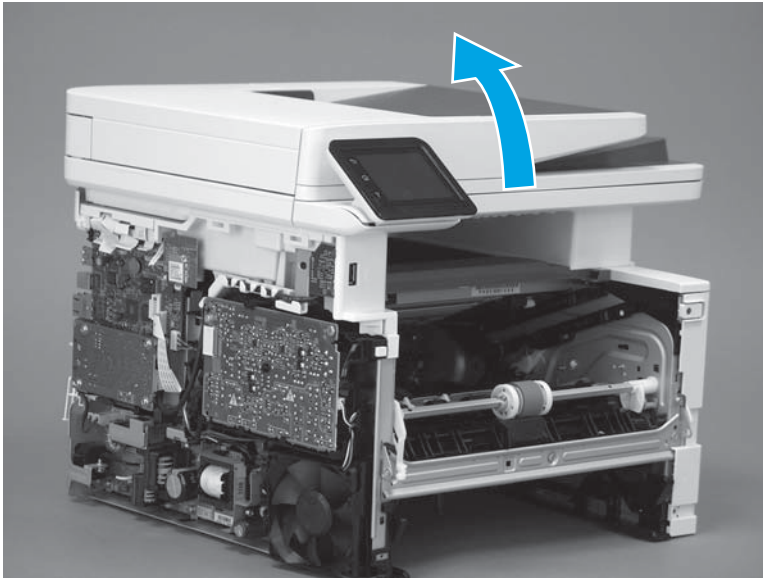
Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 943.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

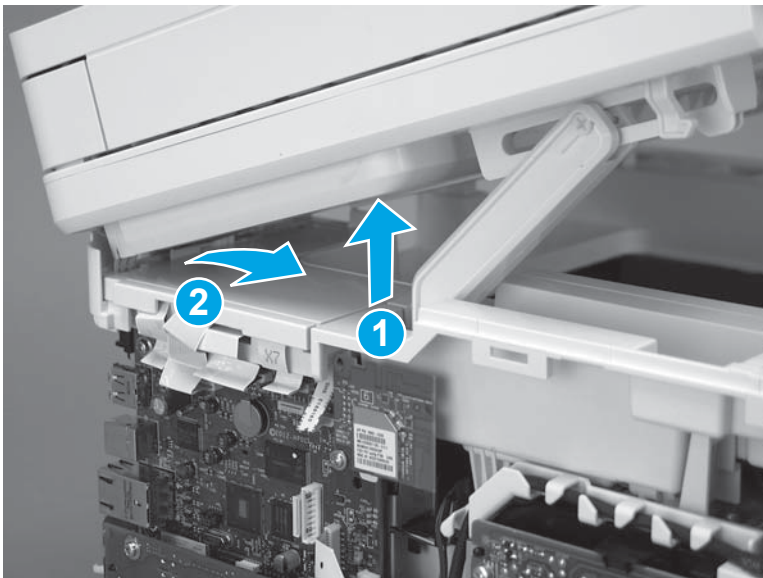
1. Raise the ISA.

Figure 1-1760 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

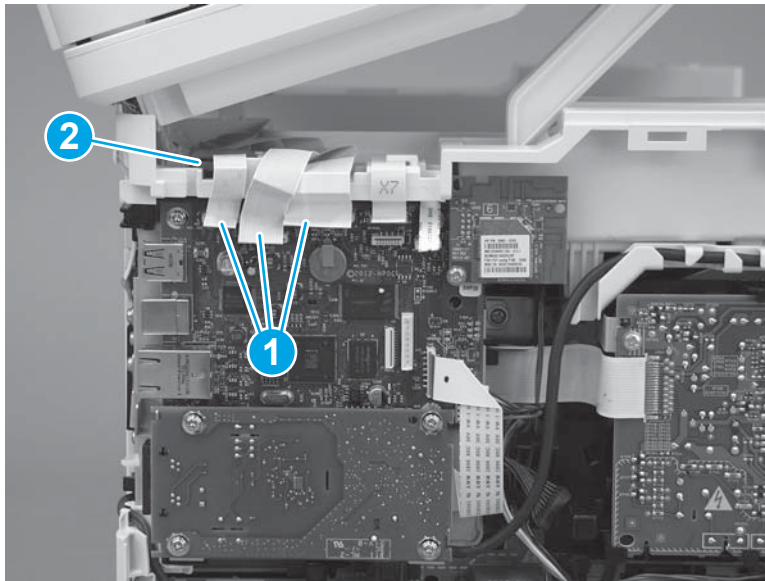
Figure 1-1761 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

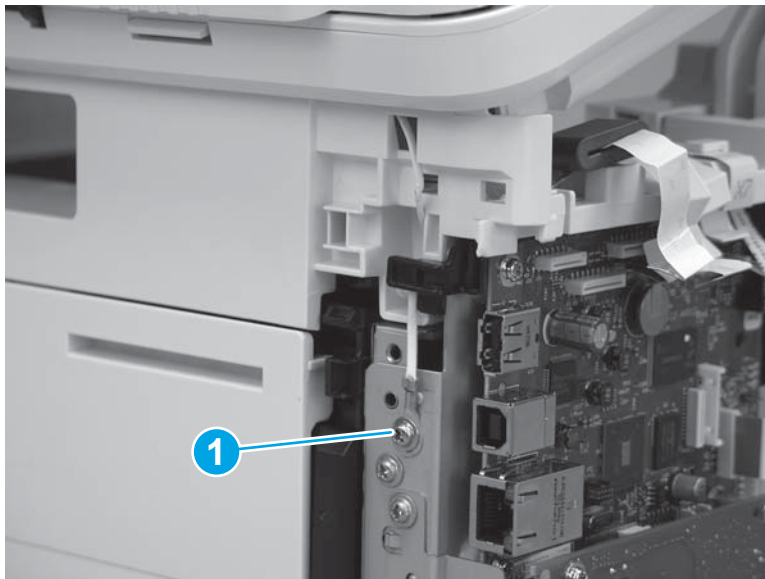
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1762 Disconnect three FFCs



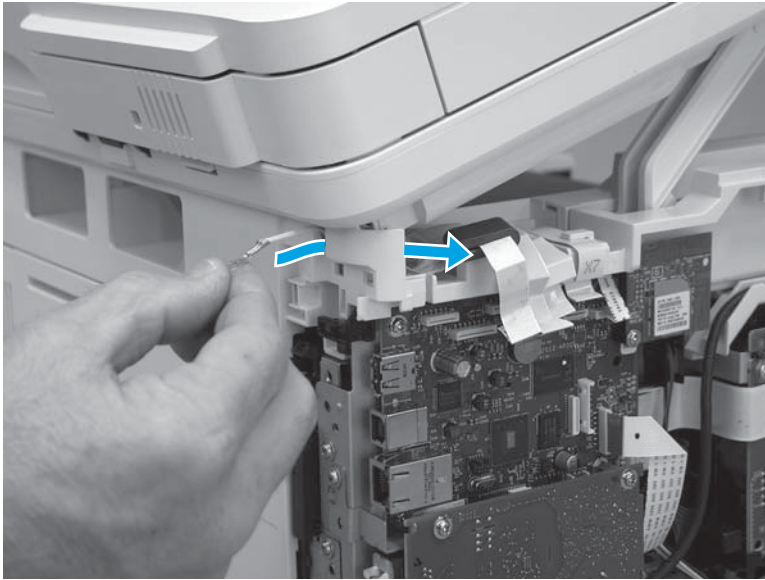
4. Remove one screw (callout 1).

Figure 1-1763 Remove one screw



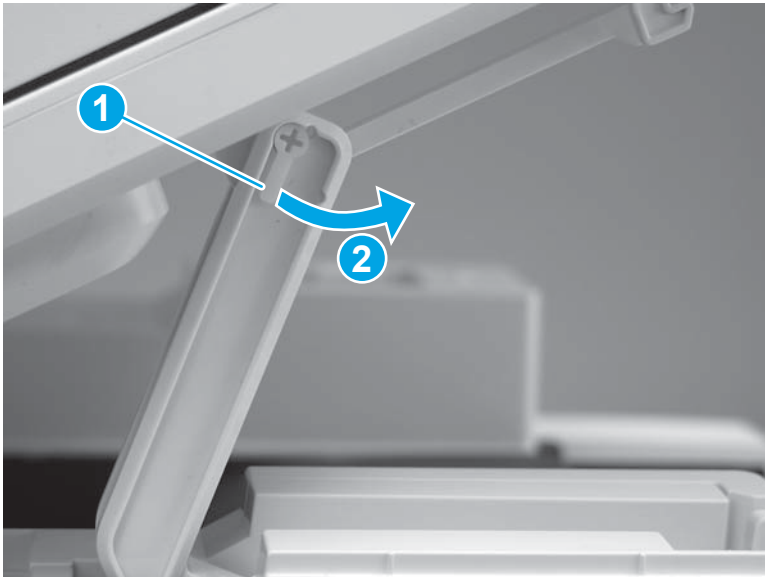
5. Pass the ground wire through the opening in the top cover.

Figure 1-1764 Pass the wire through the opening



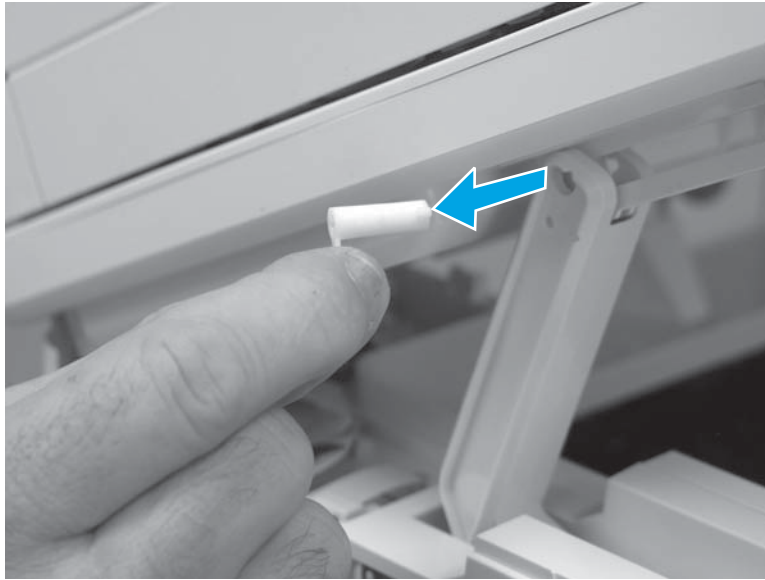
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1765 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1766 Remove the slider pin



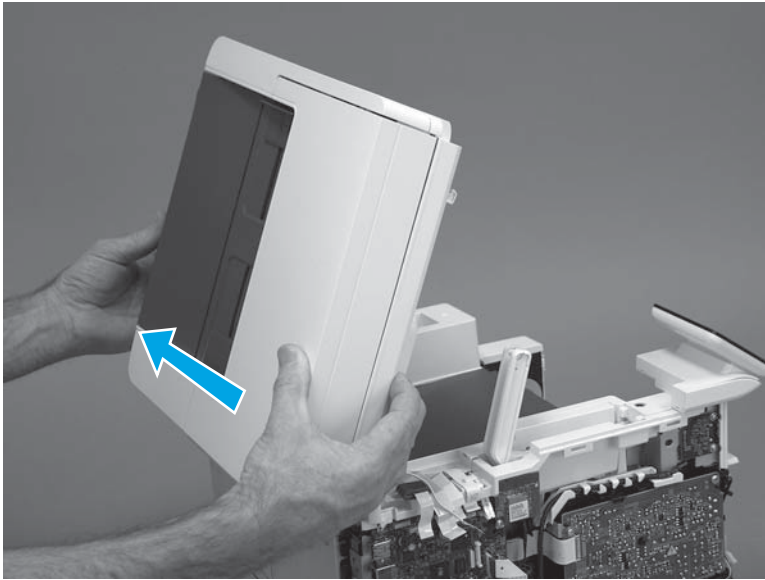
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1767 Rotate the ISA towards the rear of the printer



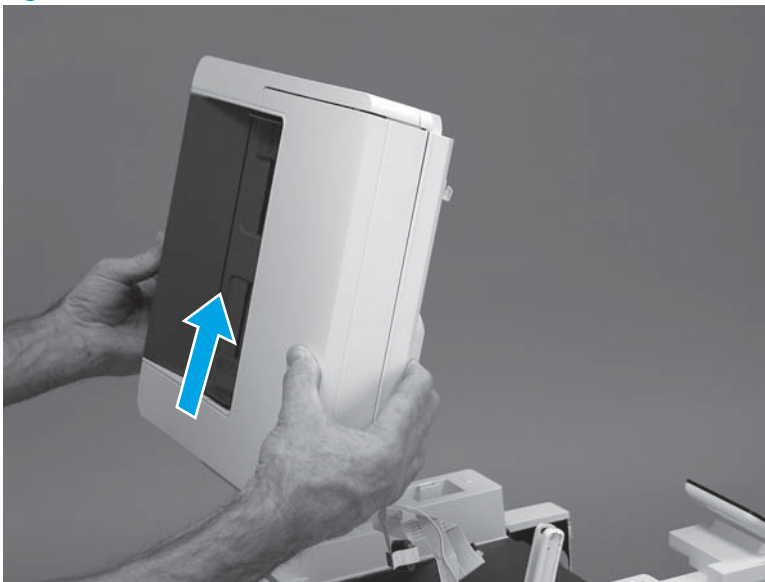
- Slide the ISA as shown to release it.

Figure 1-1768 Release the ISA



- Remove the ISA.

Figure 1-1769 Remove the ISA



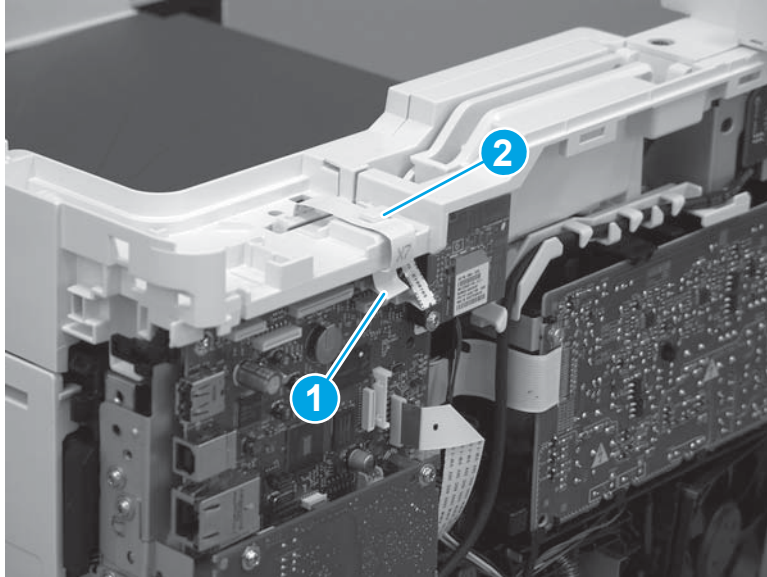
Step 6: Remove the control panel (M427/M246)



NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 943](#).

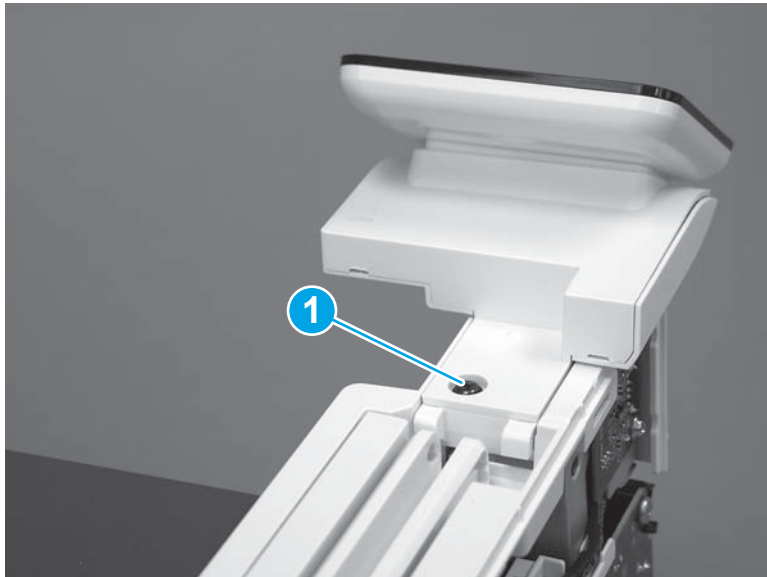
- Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1770 Disconnect one connector



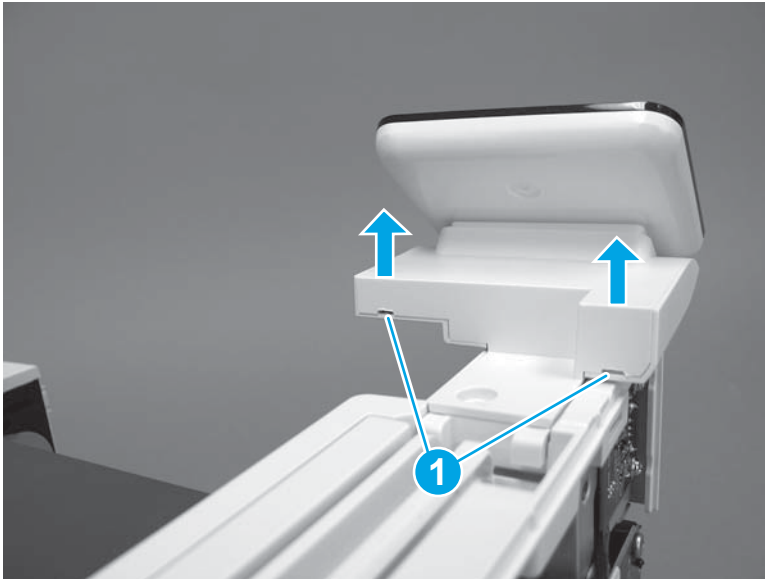
2. Remove one screw (callout 1).

Figure 1-1771 Remove one screw



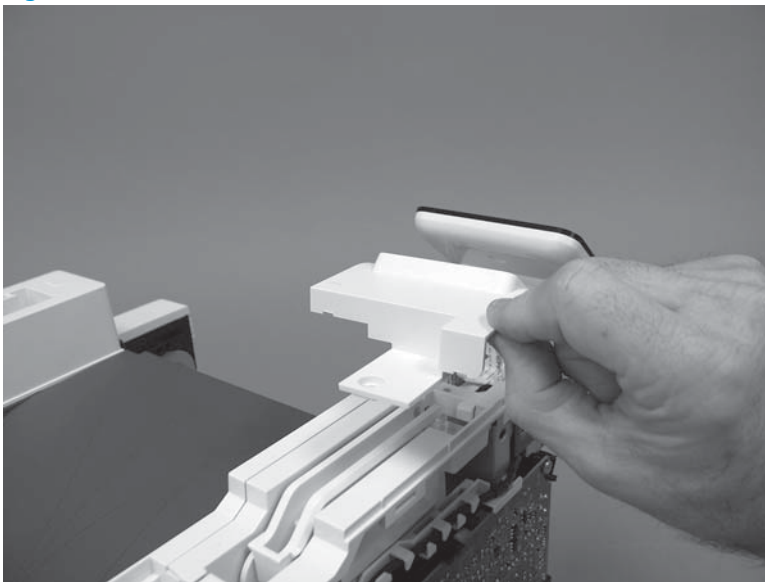
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1772 Release two tabs



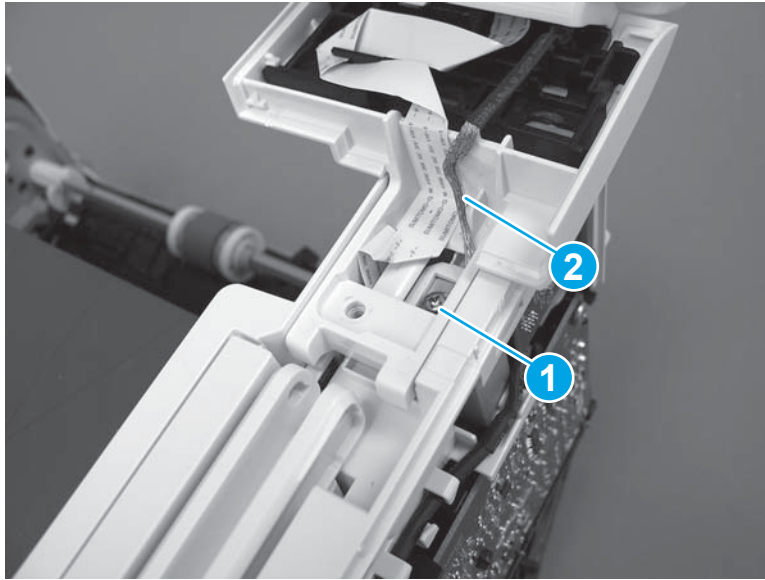
4. Remove the control-panel cable cover.

Figure 1-1773 Remove the cover



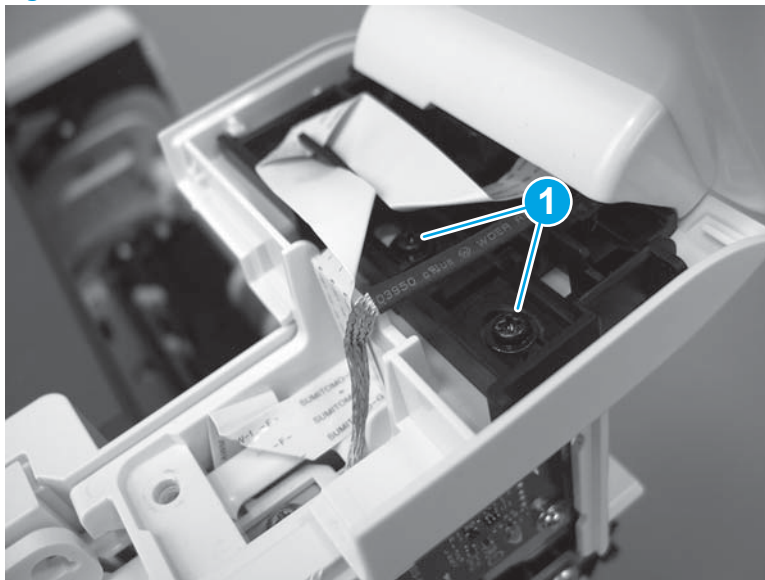
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1774 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

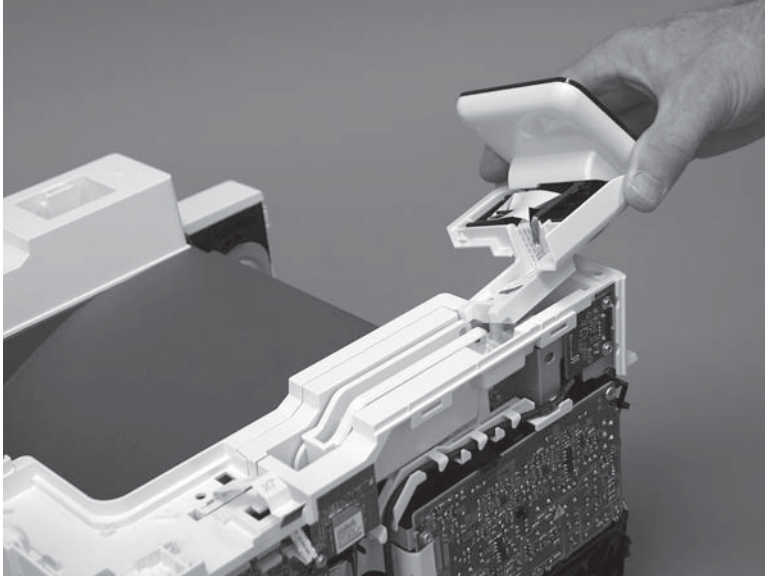
Figure 1-1775 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

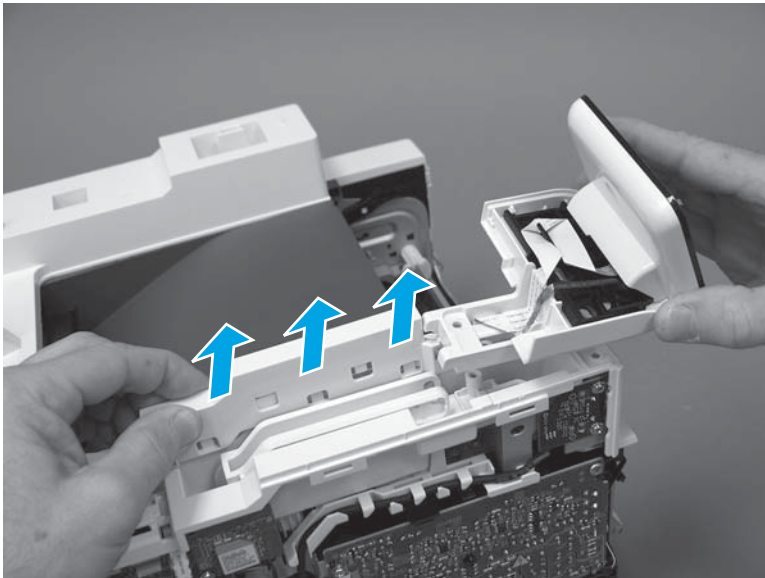
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1776 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1777 Remove the control-panel assembly

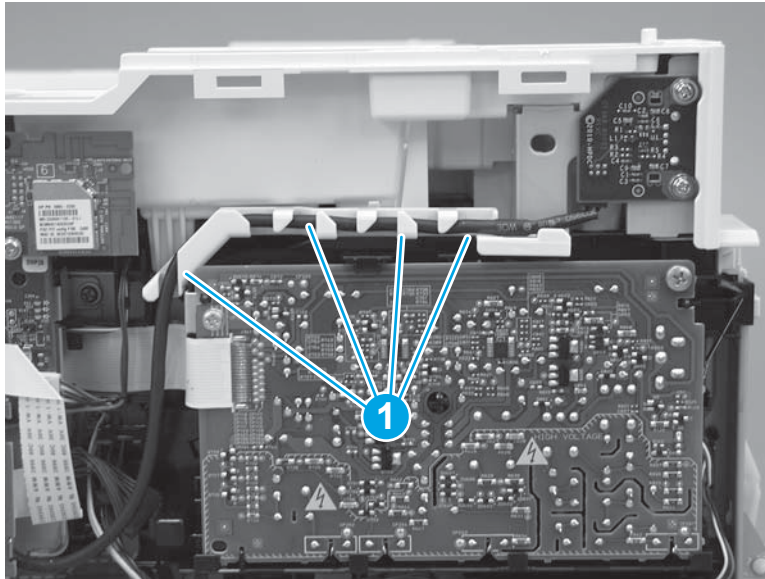


Step 7: Remove the top cover (M427/M426)

📝 NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 943](#).

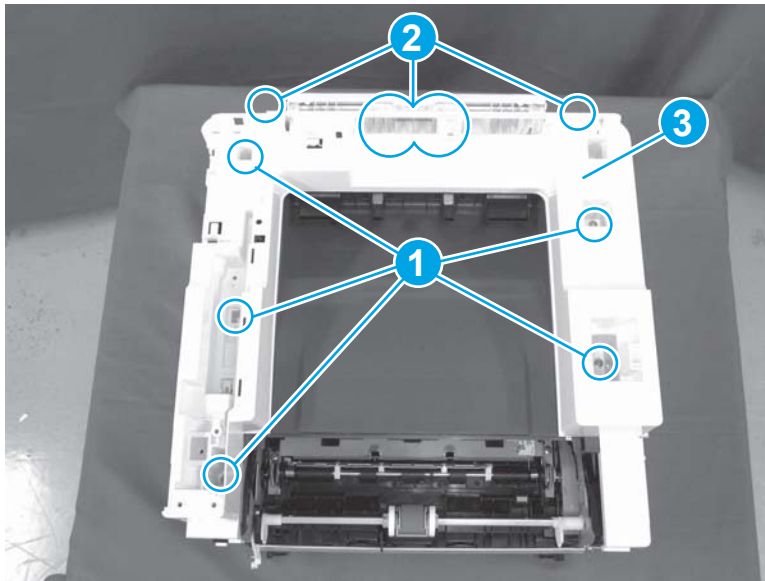
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1778 Remove the USB cable




2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1779 Remove the cover



Step 8: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 945.](#)

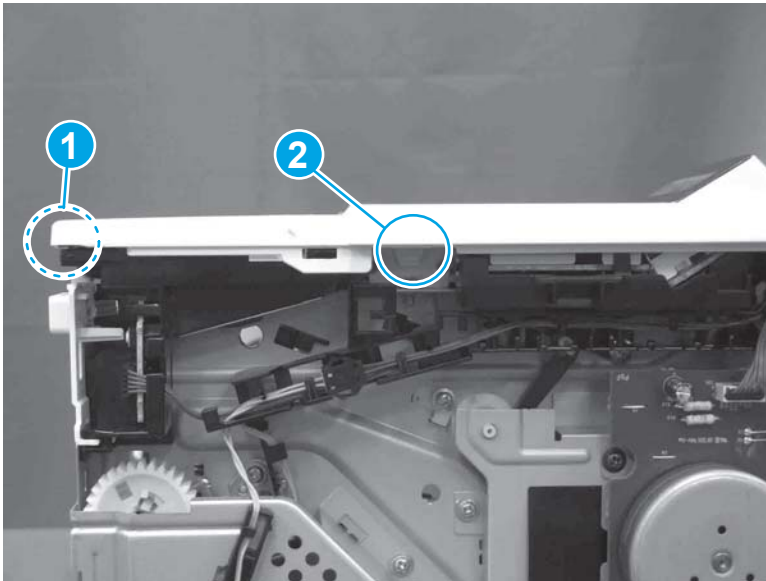
1. Remove one screw (callout 1).

Figure 1-1780 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1781 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


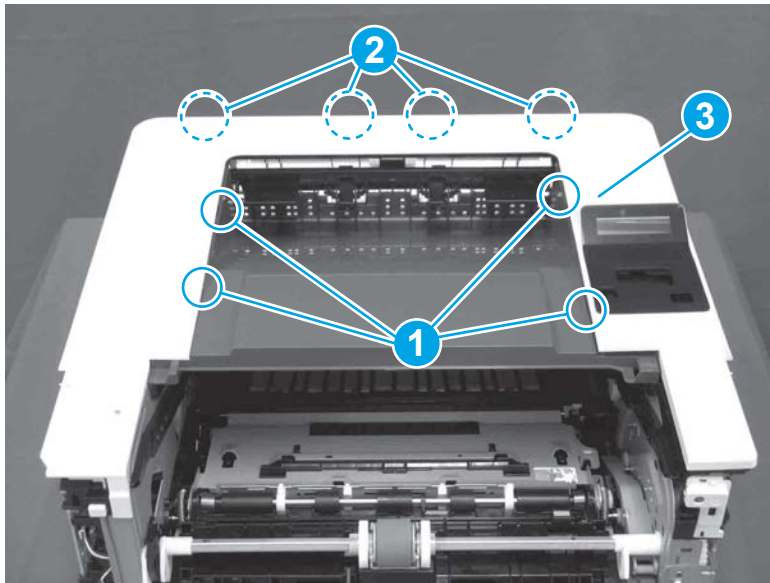

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1782 Remove the cover

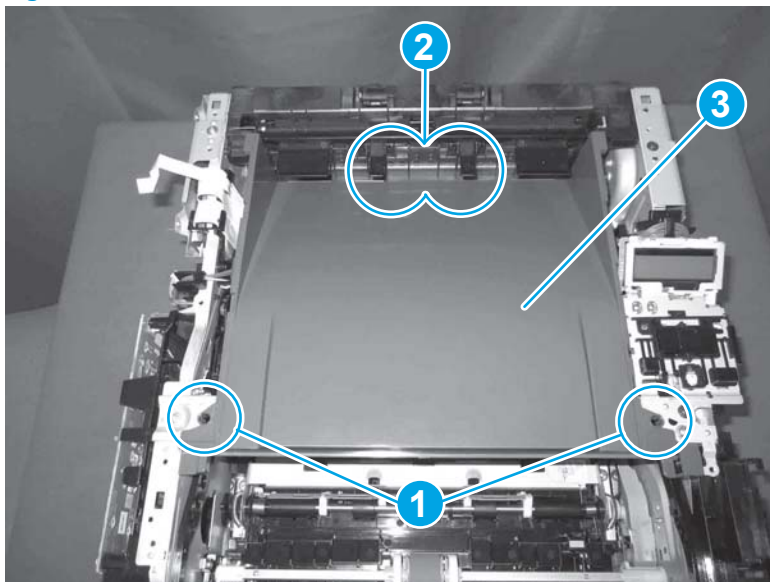


Step 9: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

Figure 1-1783 Release two tabs

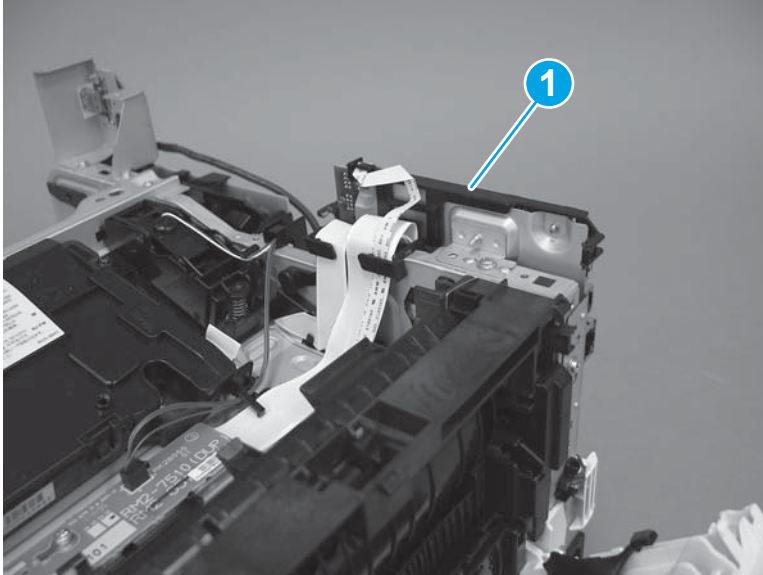


Step 10: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

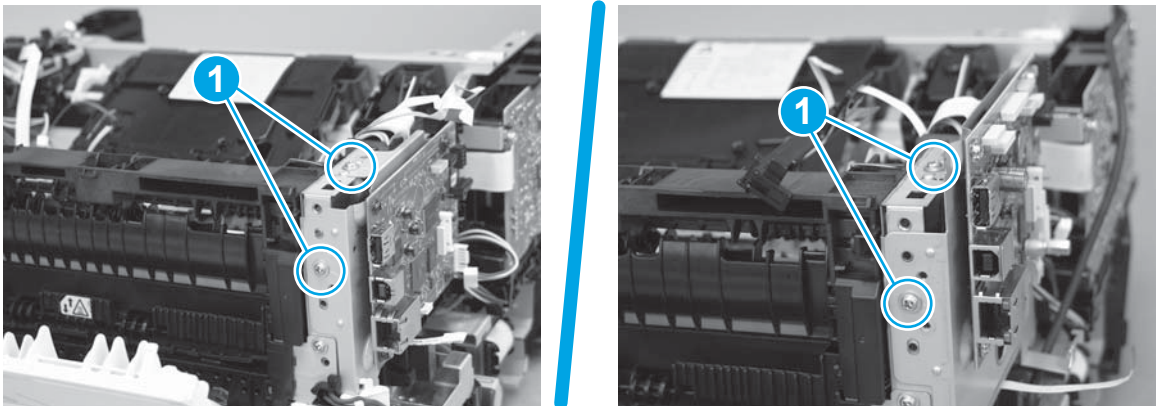
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1784 Remove the guide



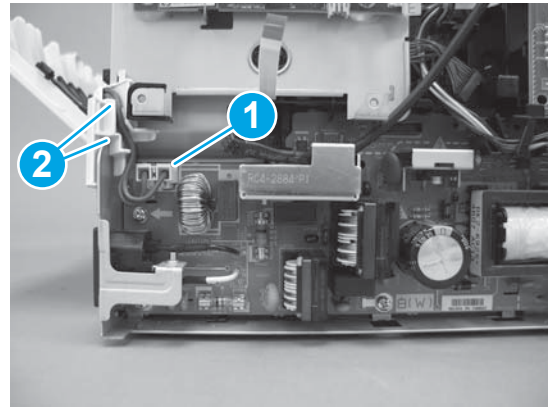
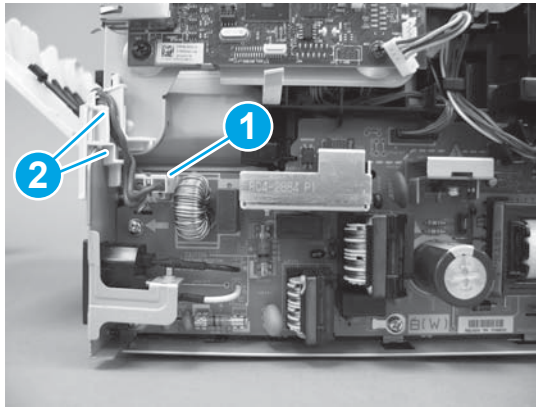
2. Remove two screws (callout 1).

Figure 1-1785 Remove two screws



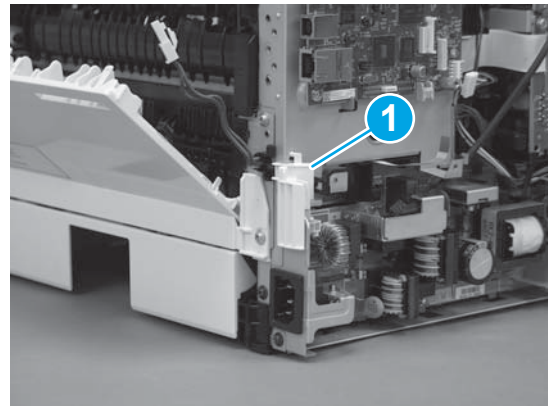
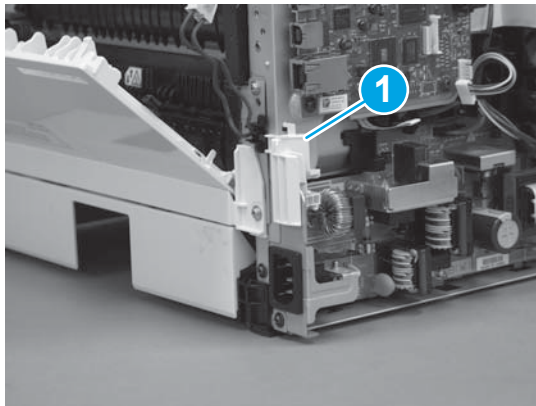
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1786 Disconnect one connector



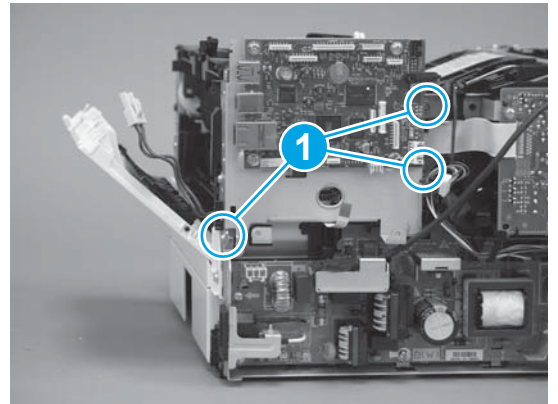
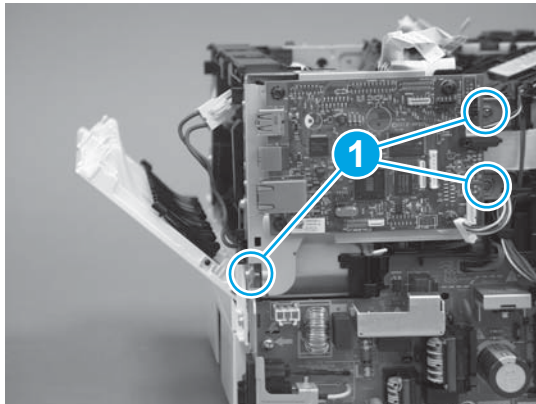
4. Remove the guide (callout 1).

Figure 1-1787 Remove the guide



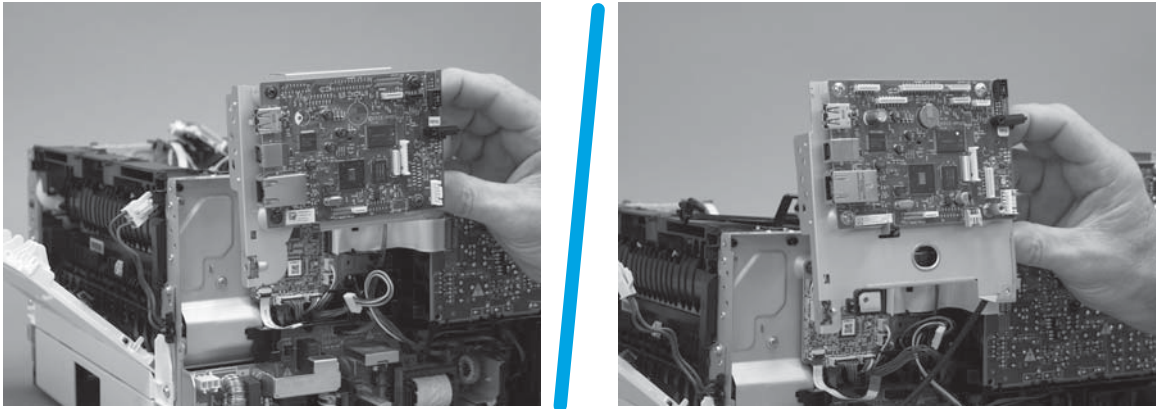
5. Remove three screws (callout 1).

Figure 1-1788 Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

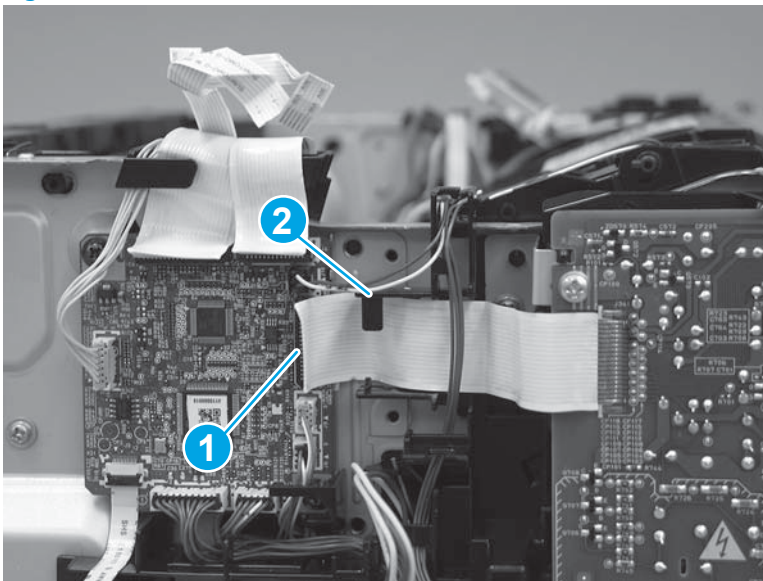
Figure 1-1789 Remove the bracket



Step 11: Remove the HVPS

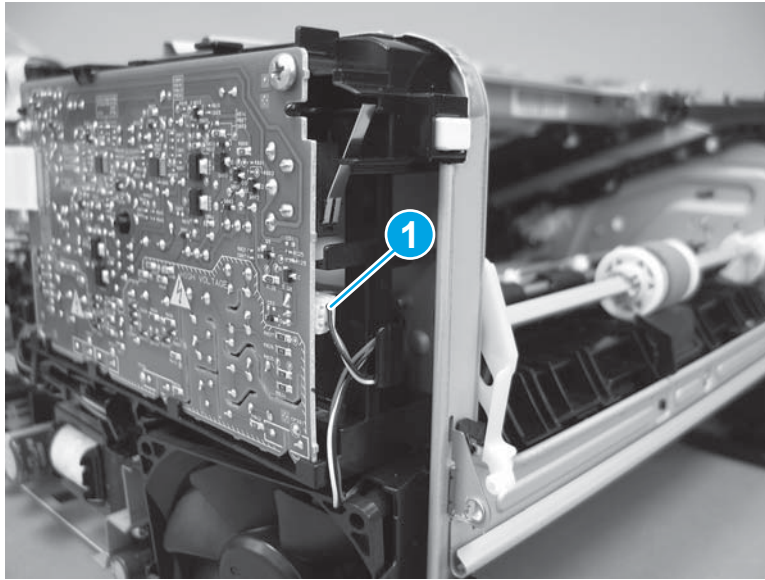
1. Disconnect one FFC (callout 1) on the DC controller, and then release it from the guide (callout 2).

Figure 1-1790 Disconnect one FFC



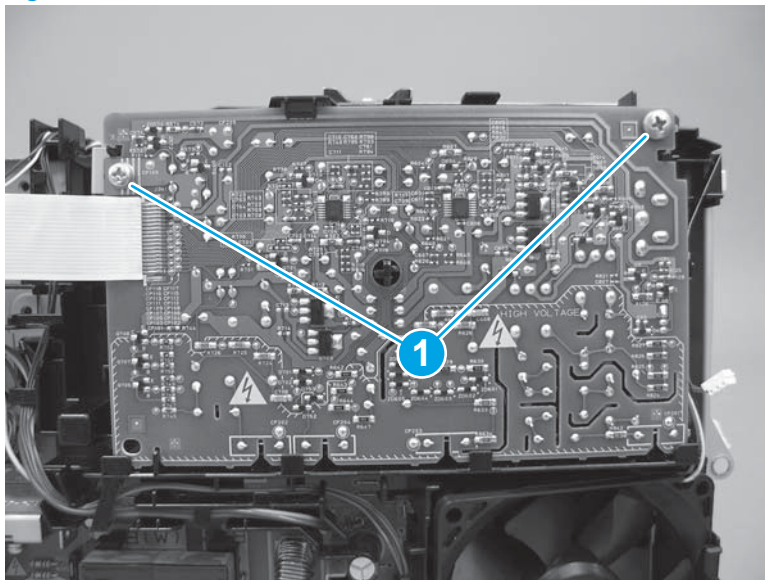
2. Disconnect one connector (callout 1).

Figure 1-1791 Disconnect one connector



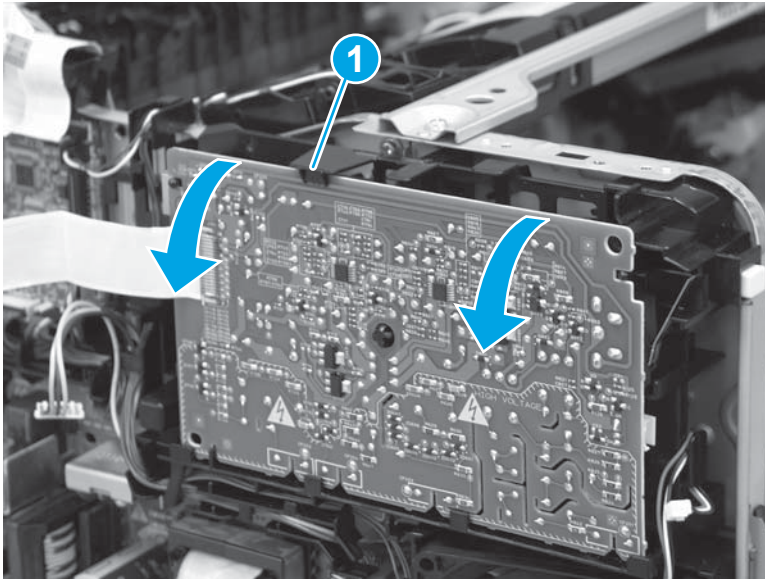
3. Remove two screws (callout 1).

Figure 1-1792 Remove two screws



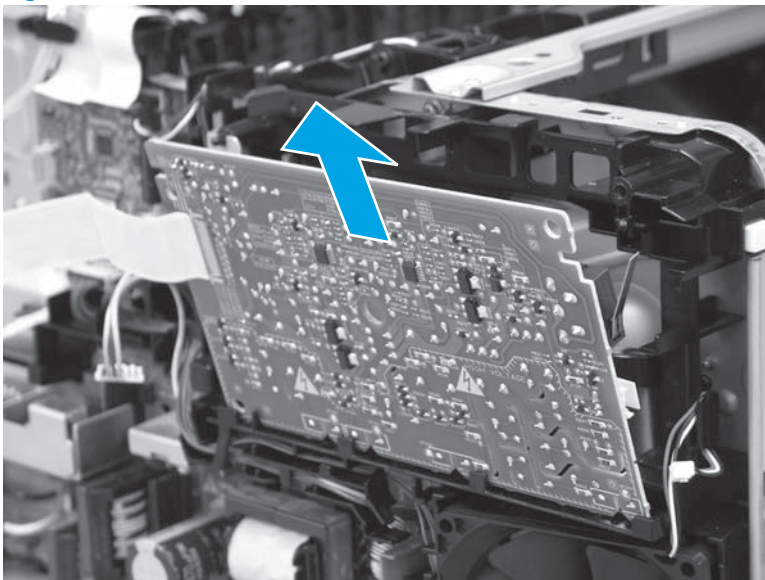
4. Release one tab (callout 1), and then rotate the top of the HVPS away from the printer.

Figure 1-1793 Release one tab



5. Slide the HVPS up and away from the holder to remove it.

Figure 1-1794 Remove the HVPS



Step 12: Unpack the replacement assembly

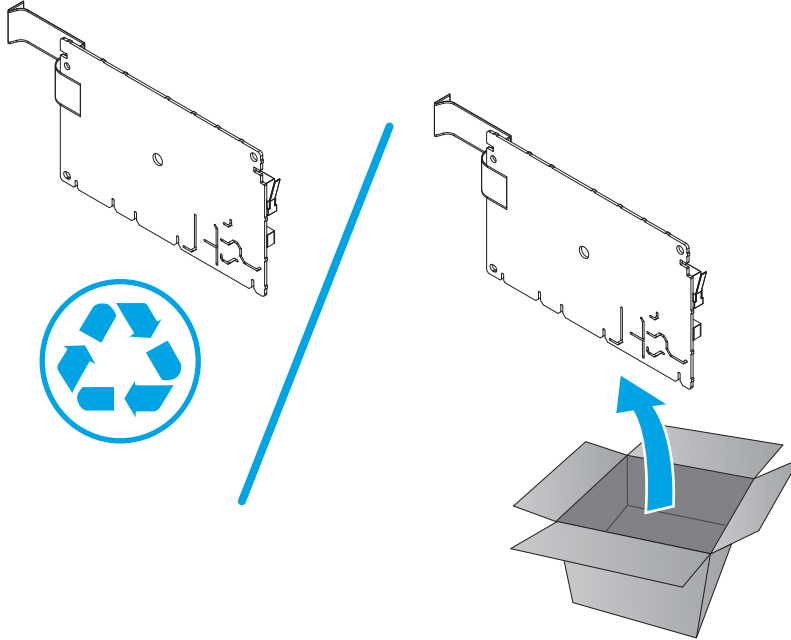
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

Figure 1-1795 Recycle and unpack



Step 13: Install the HVPS

1. Position the HVPS in the holder with the bottom edge behind the taps on the holder (callout 1).


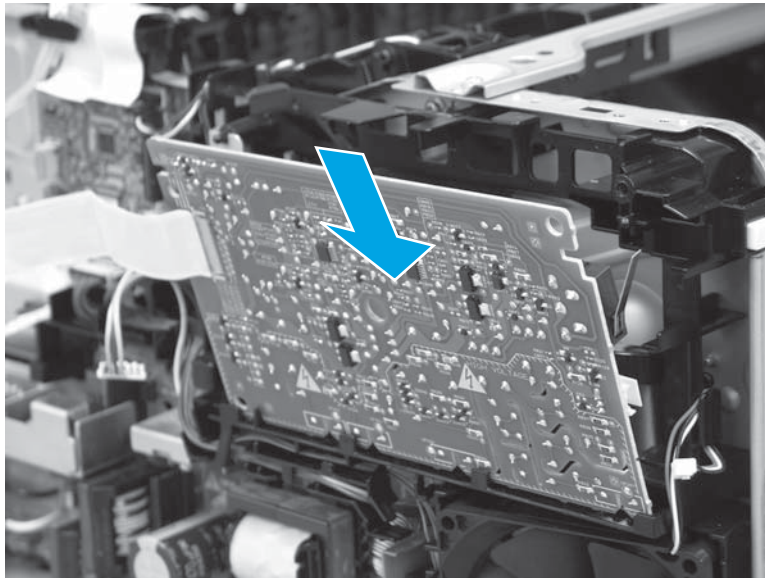
 **NOTE:** If the HVPS is not correctly installed, the high-voltage springs will not touch the HVPS contacts and the printer will not properly function.

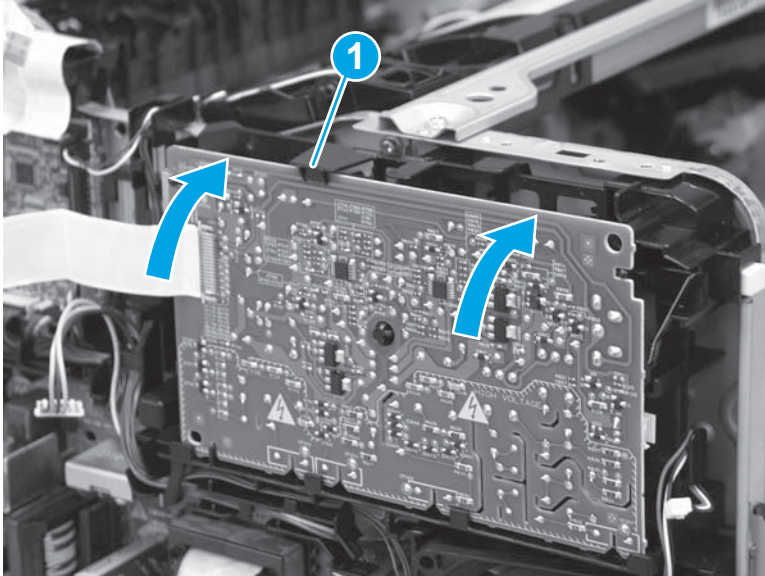
Figure 1-1796 Position the HVPS in the holder



2. Rotate the top of the HVPS toward the printer (callout 1) until the tab (callout 2) snaps into place.

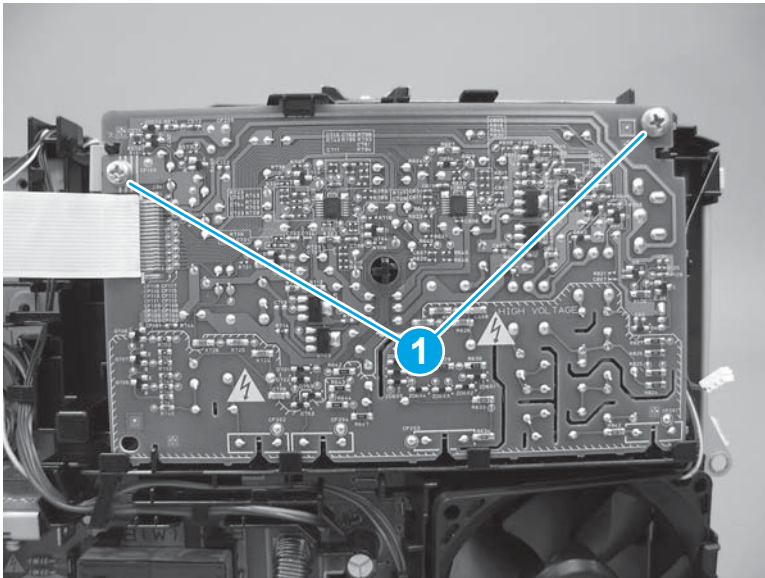
⚠ CAUTION: Do not damage the toner-cartridge detection switch lever (callout 3) when installing the HVPS

Figure 1-1797 Engage one tab



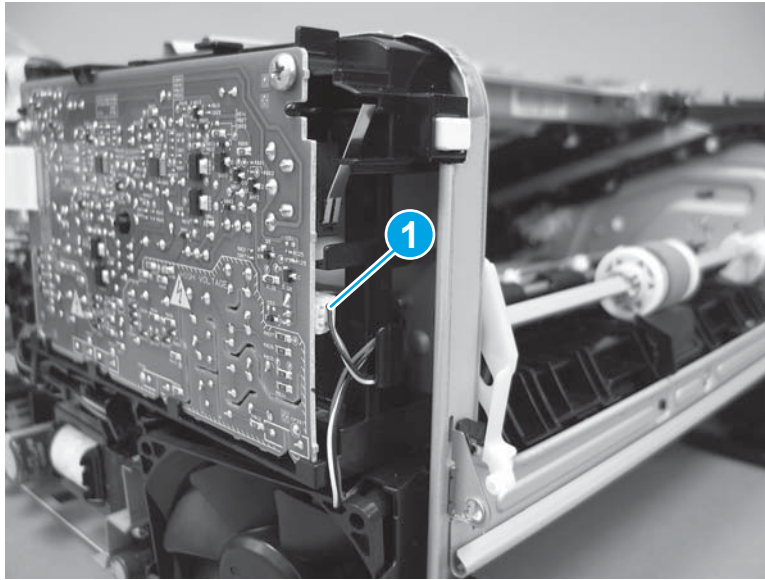
3. Install two screws (callout 1).

Figure 1-1798 Install two screws



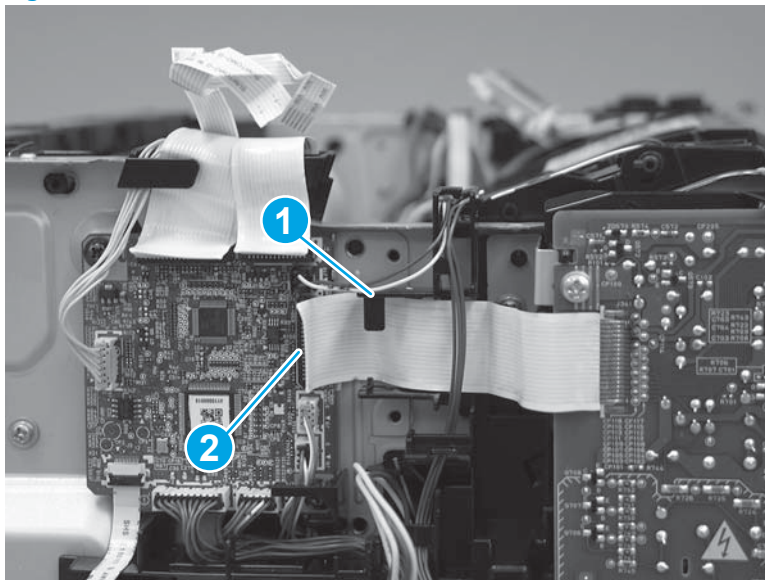
4. Connect one connector (callout 1).

Figure 1-1799 Connect one connector



5. Install the FFC in the guide (callout 1), and then connect the FFC to the DC controller (callout 2).

Figure 1-1800 Connect one FFC

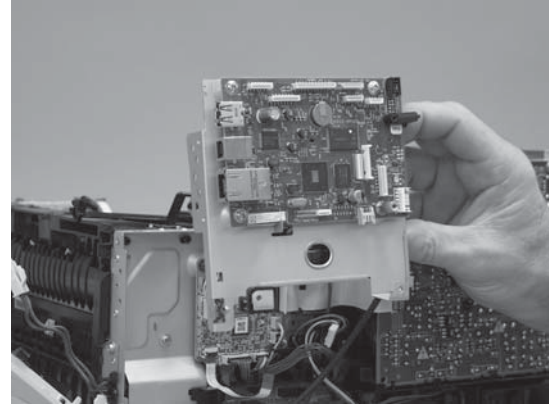
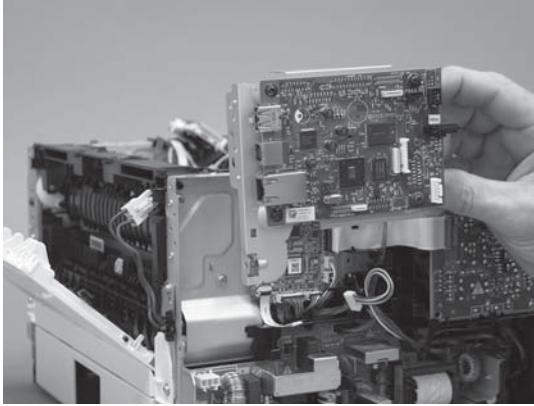


Step 14: Install the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

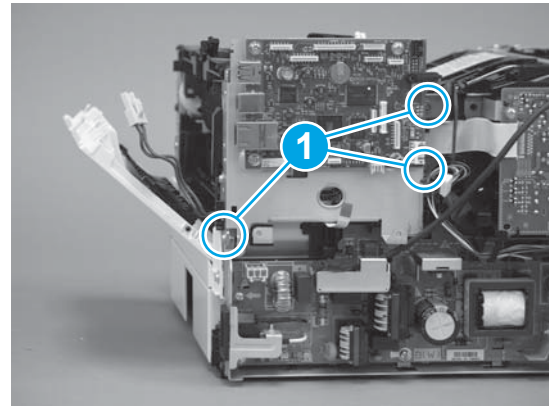
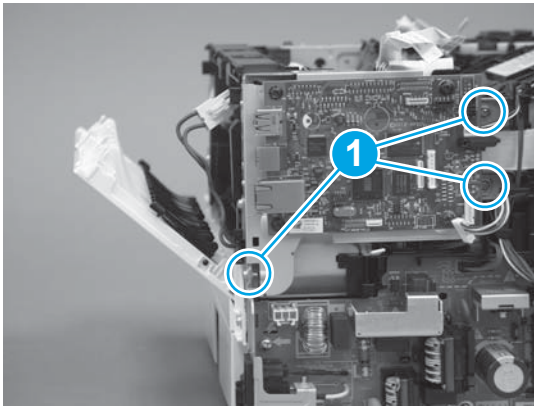
1. Position the sheet-metal bracket and formatter PCA on the printer.

Figure 1-1801 Install the bracket



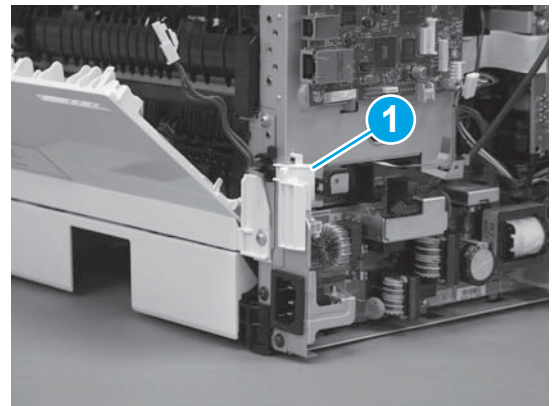
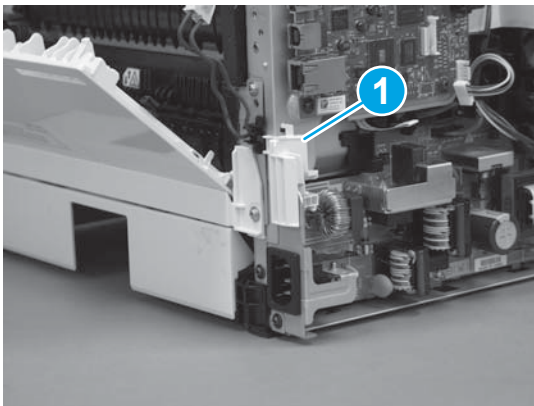
2. Install three screws (callout 1).

Figure 1-1802 Install three screws



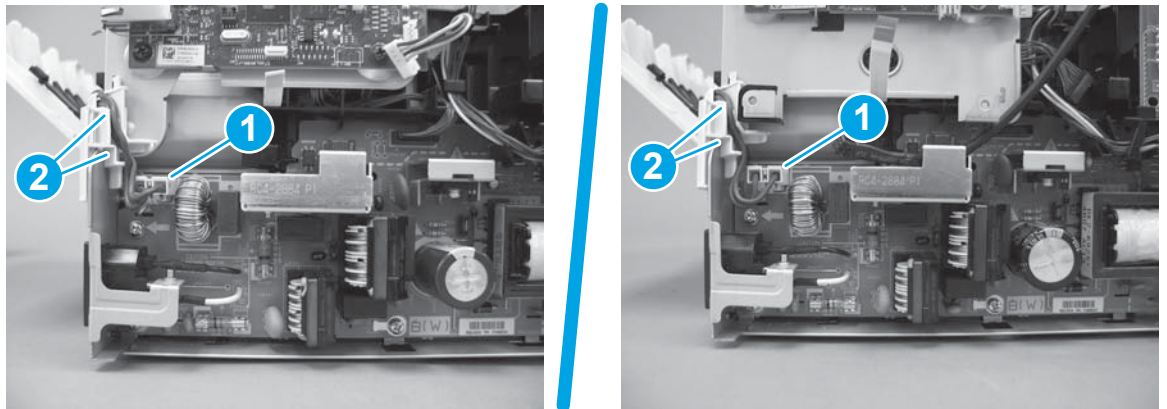
3. Install the guide (callout 1).

Figure 1-1803 Install the guide



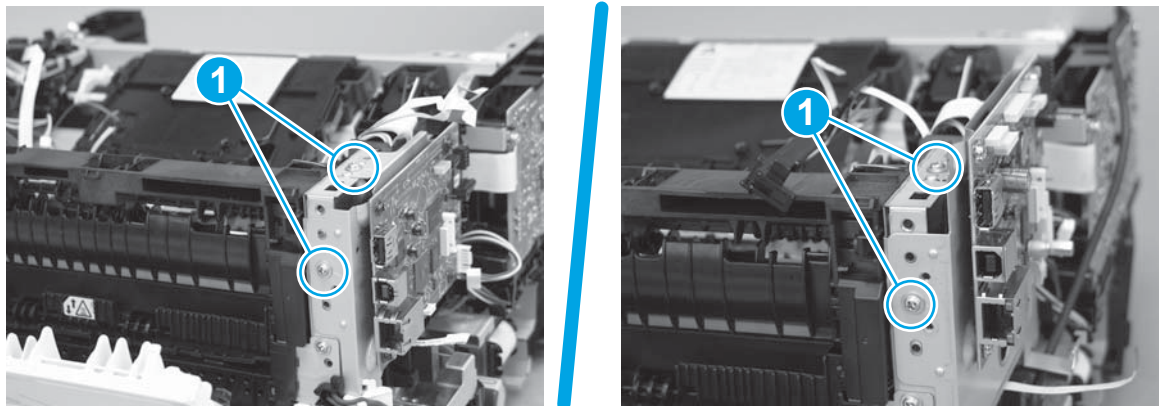
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

Figure 1-1804 Connect one connector



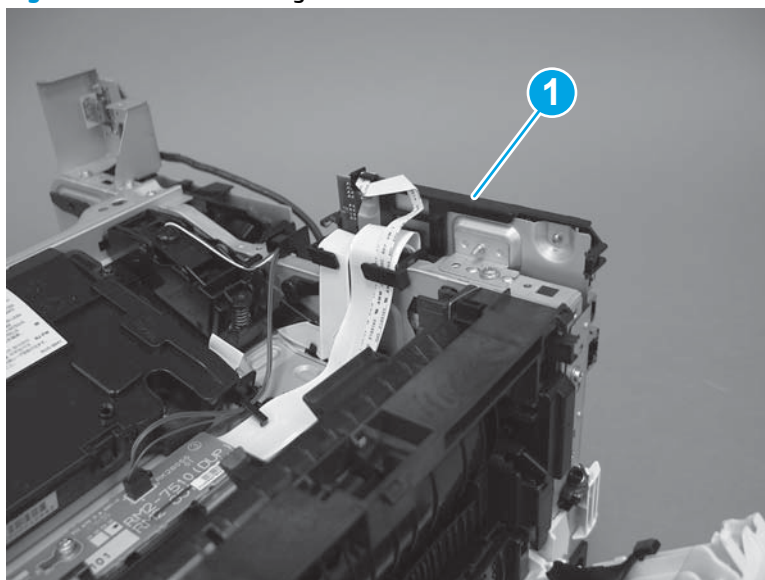
5. Install two screws (callout 1).

Figure 1-1805 Install two screws




6. **M427/M426 only:** Install the guide (callout 1).

Figure 1-1806 Install the guide

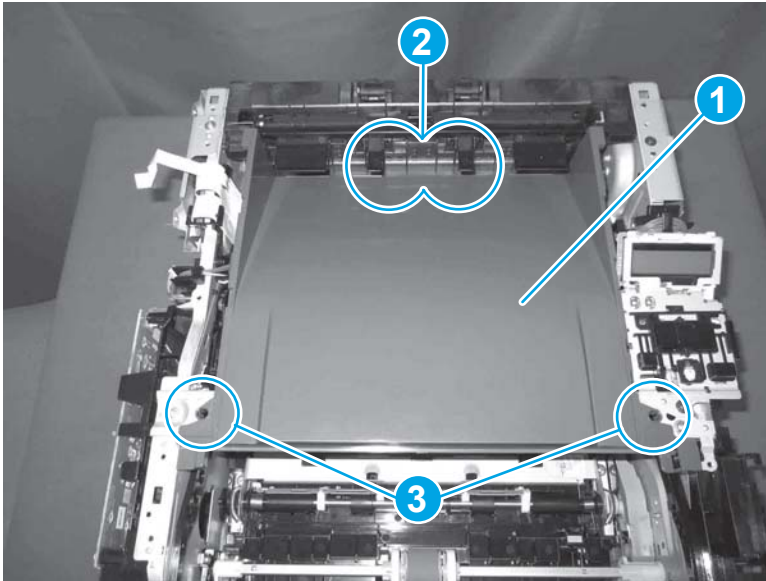


Step 15: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1807 Engage two tabs

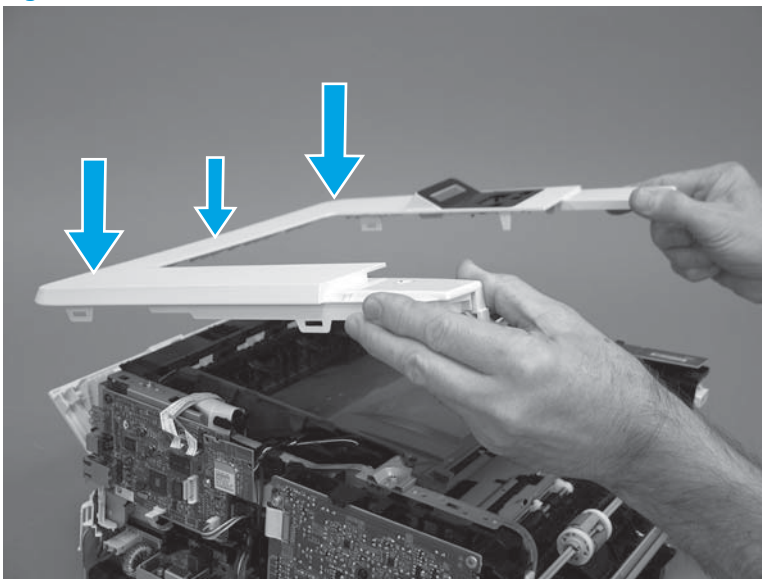


Step 16: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 17: Install the top cover \(M427/M426\) on page 958](#).

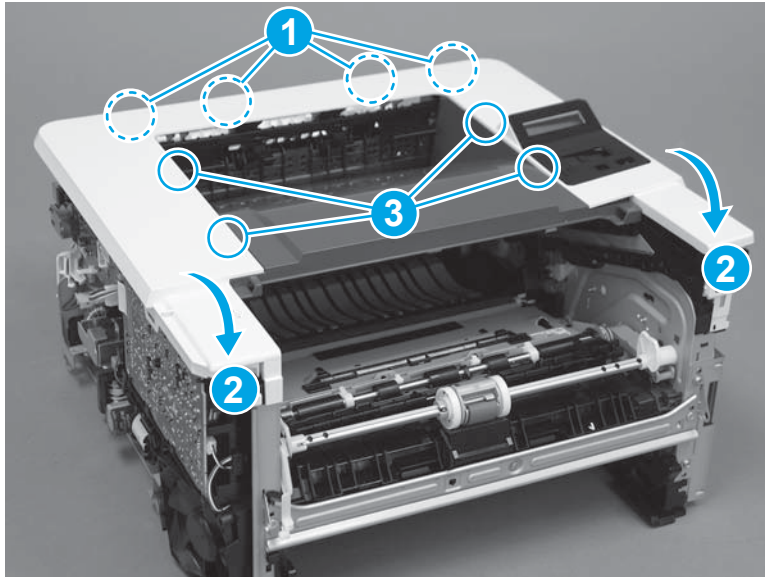
1. Position the rear edge of the cover on the printer.

Figure 1-1808 Install the cover



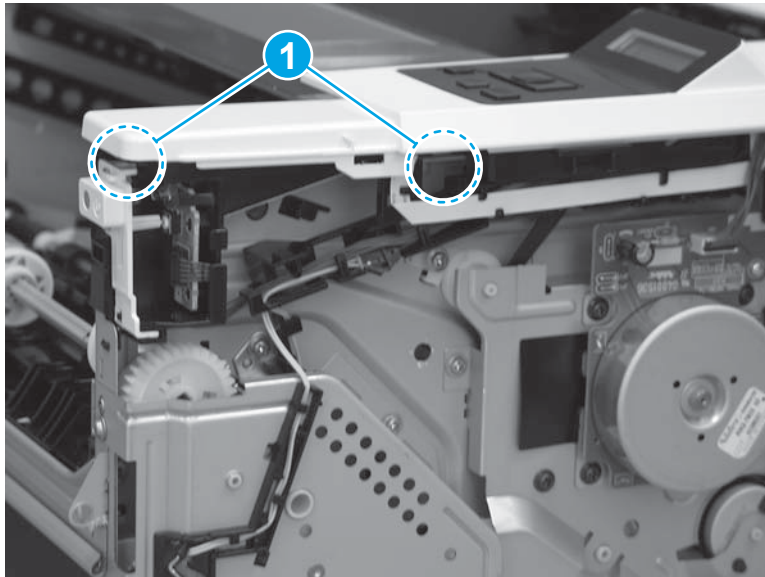
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1809 Engage four bosses and tabs



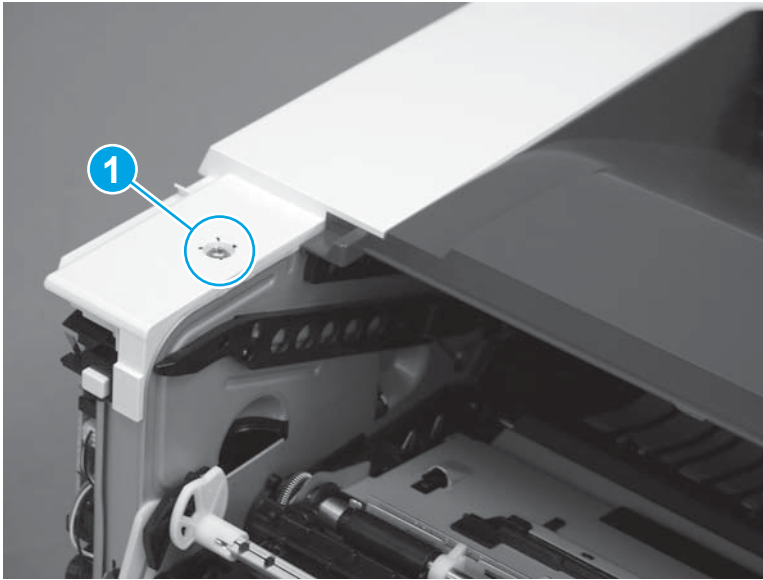
- At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1810 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1811 Install one screw

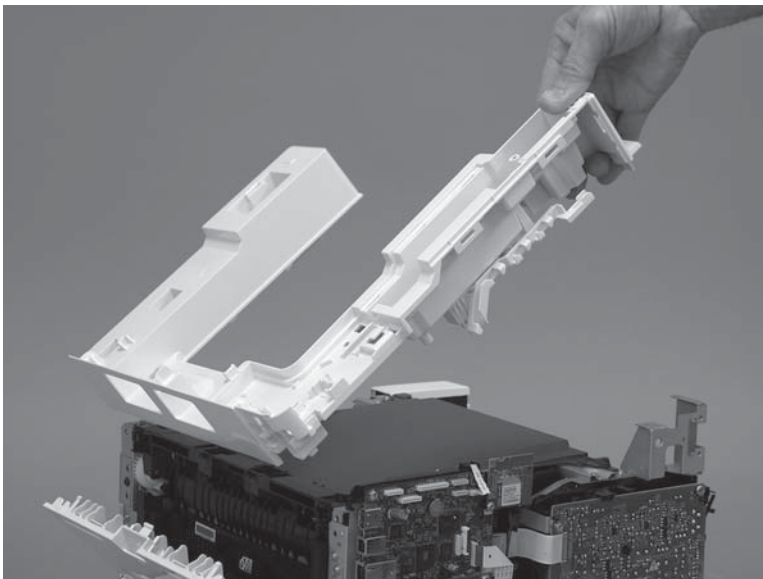


Step 17: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 969](#).

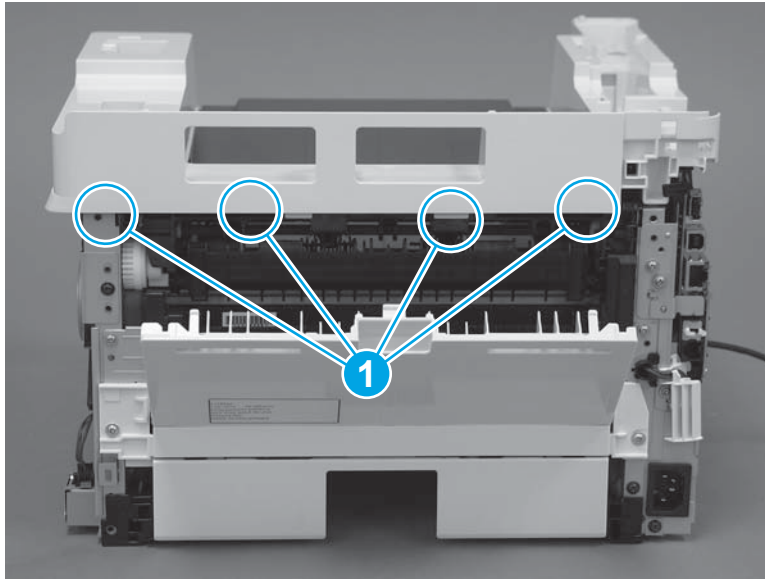
1. Position the rear edge of the top cover on the printer.

Figure 1-1812 Install the cover



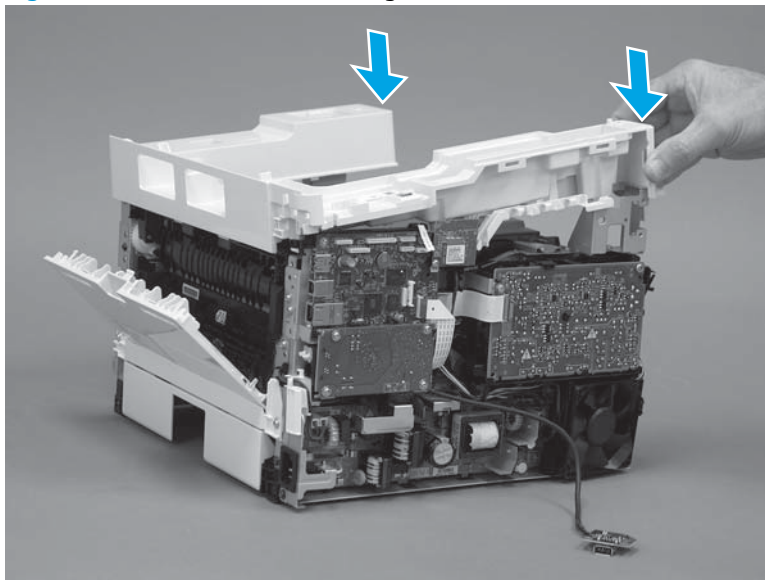
2. Engage four bosses (callout 1).

Figure 1-1813 Engage four bosses



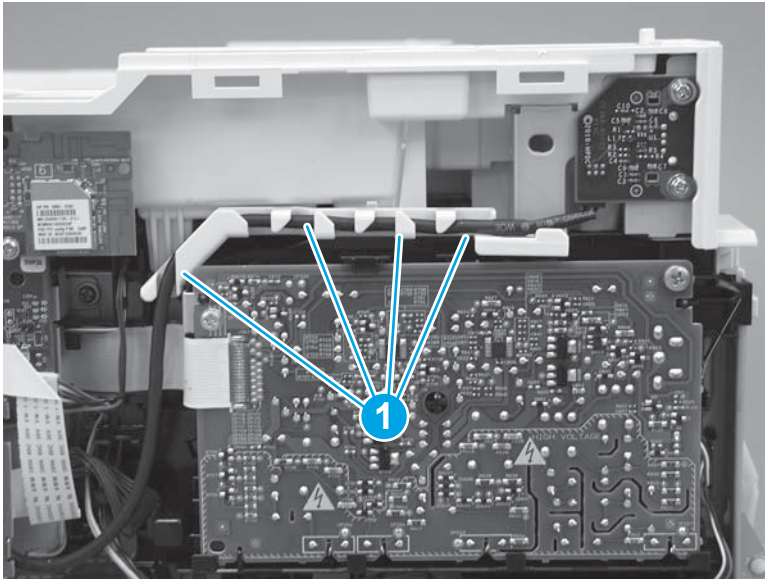
3. Rotate the front edge of the cover down.

Figure 1-1814 Rotate the front edge of the cover down



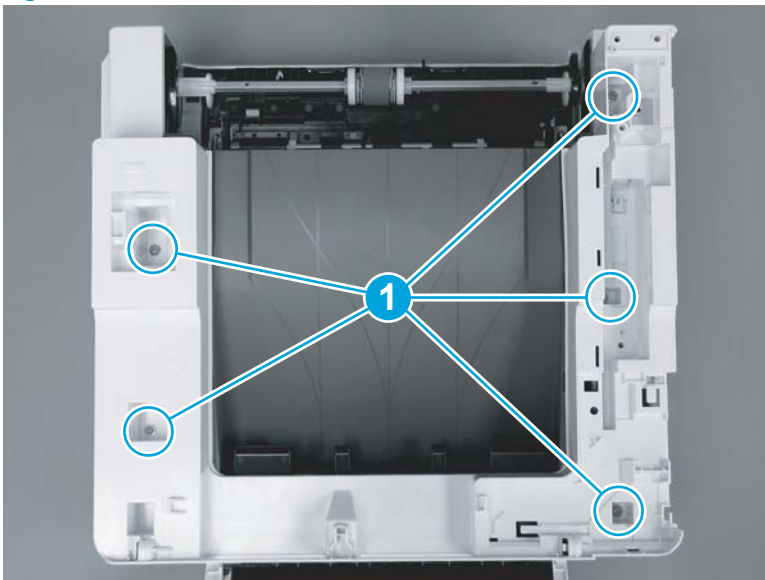
4. Install the USB cable (callout 1) in the guide.

Figure 1-1815 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-1816 Install five screws

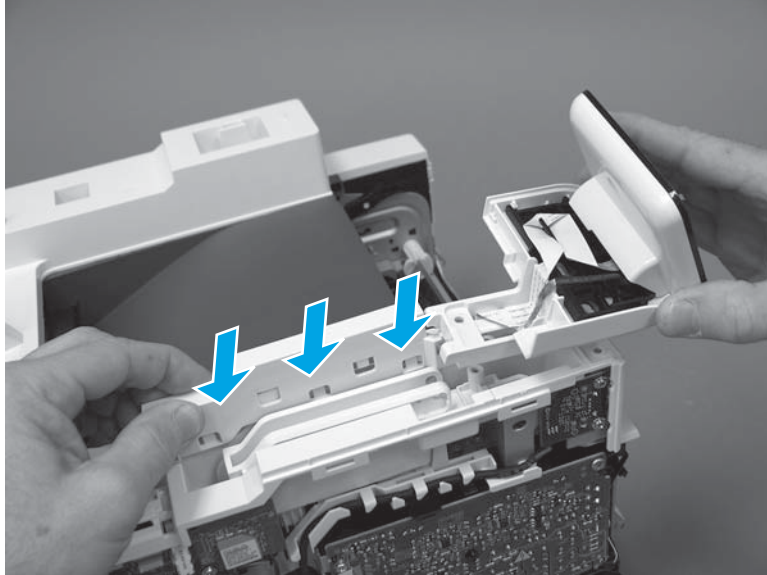


Step 18: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 969](#).

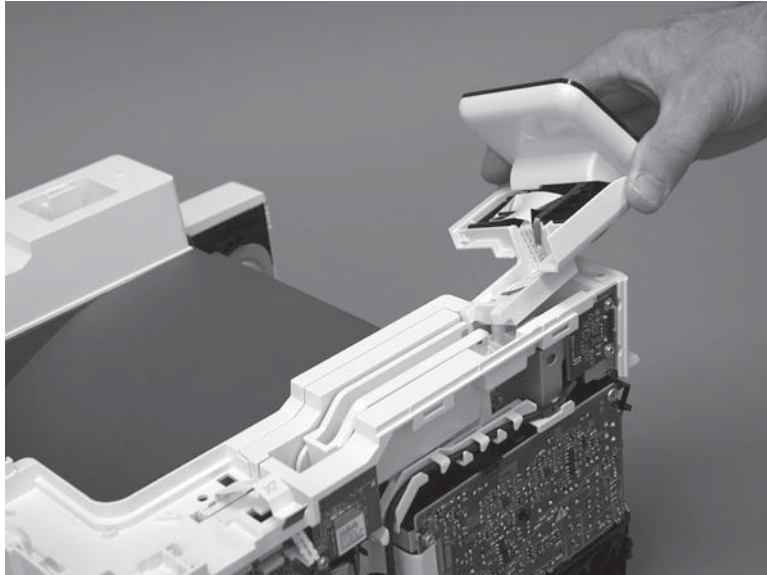
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1817 Install the control-panel FFC cover



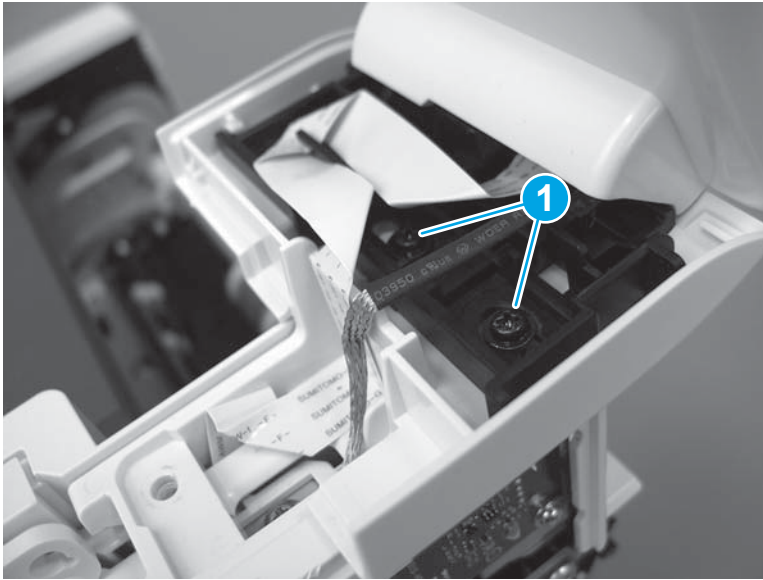
2. Install the control-panel assembly on the top cover.

Figure 1-1818 Install the control-panel assembly



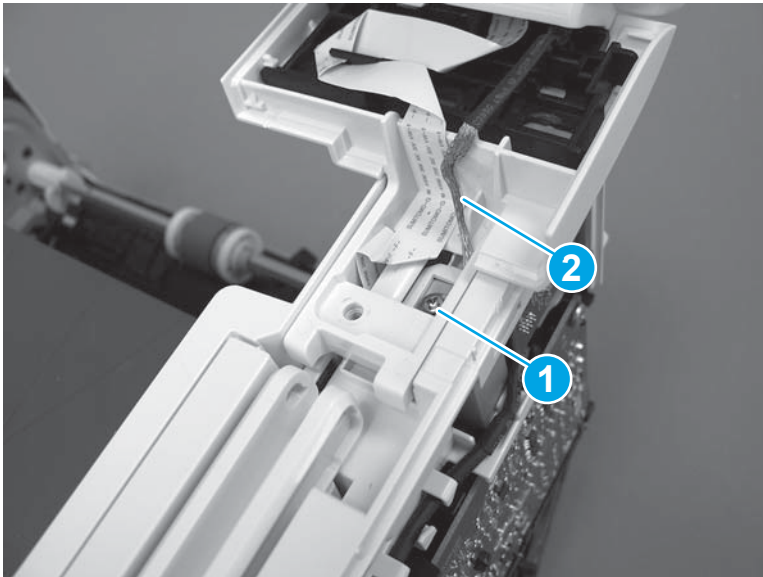
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1819 Install two screws



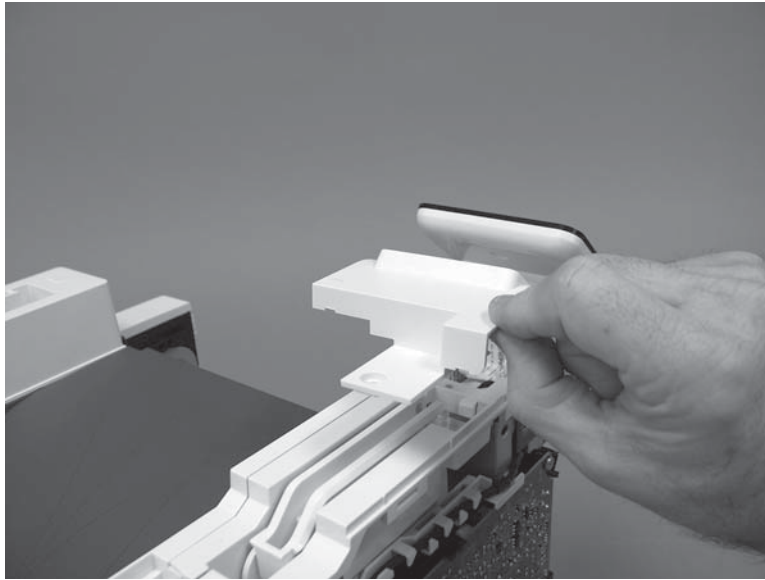
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1820 Remove one screw



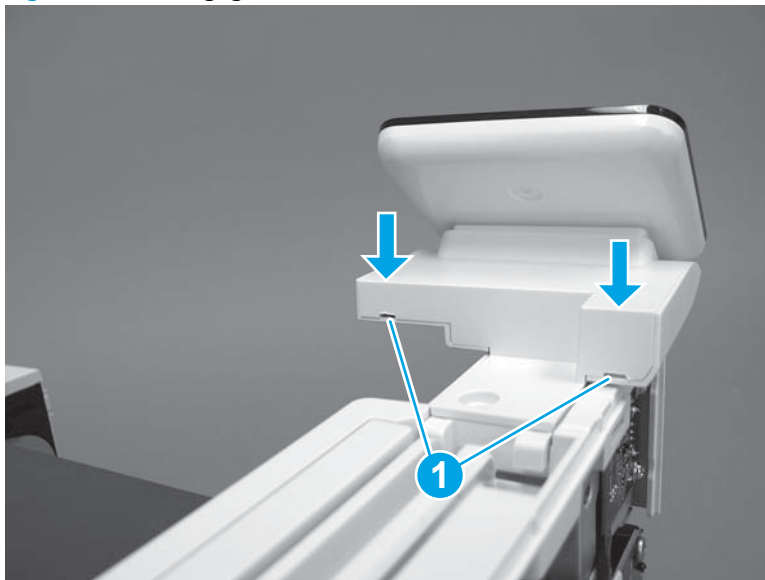
5. Install the control-panel cable cover.

Figure 1-1821 Install the cover



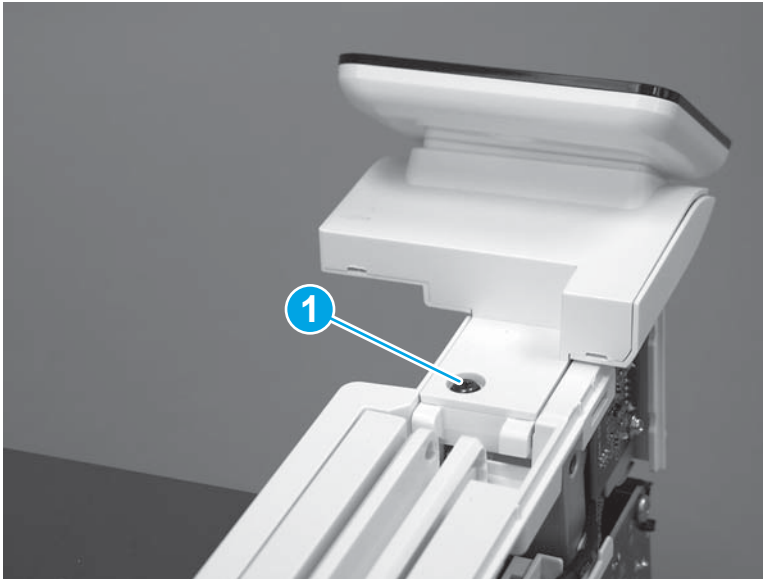
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1822 Engage two tabs



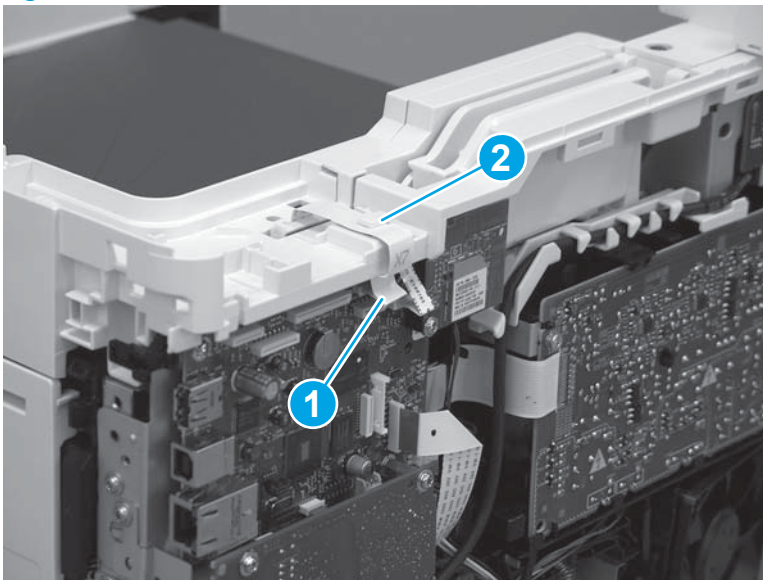
7. Install one screw (callout 1).

Figure 1-1823 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-1824 Connect one connector



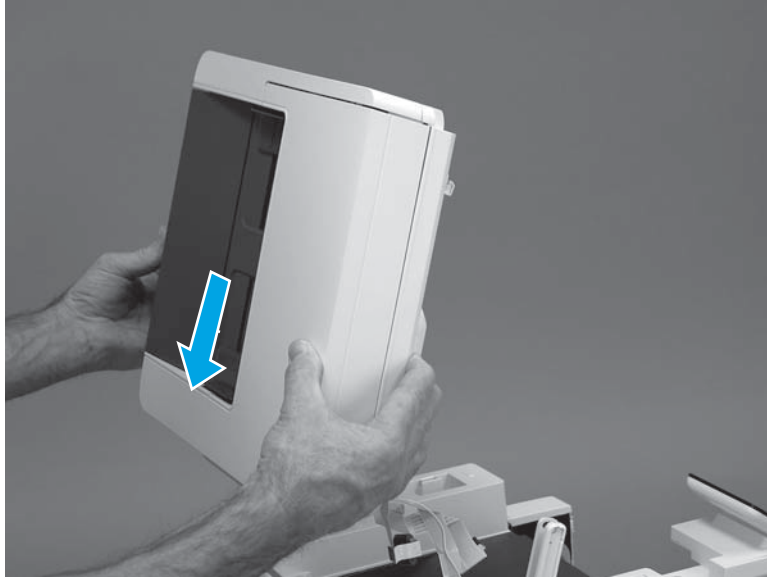
Step 19: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 20: Install the right cover on page 969](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

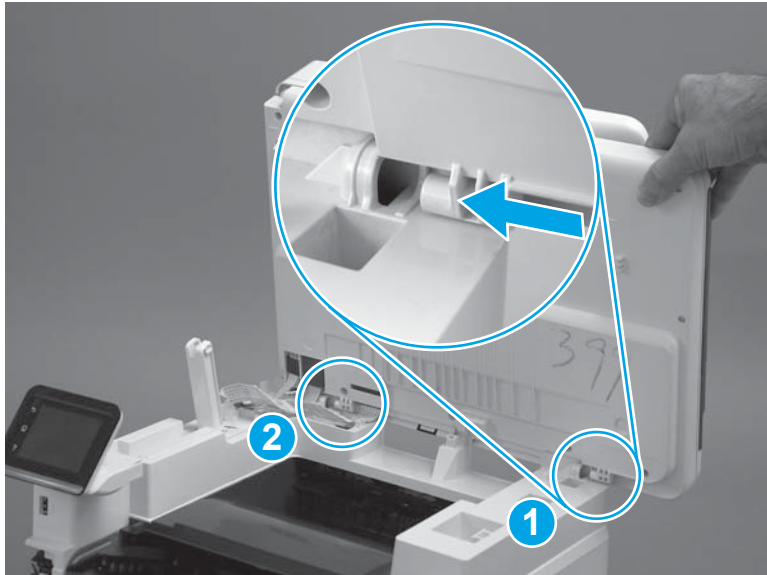
1. Position the ISA on the printer.

Figure 1-1825 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1826 Engage the hinge pins with the holders



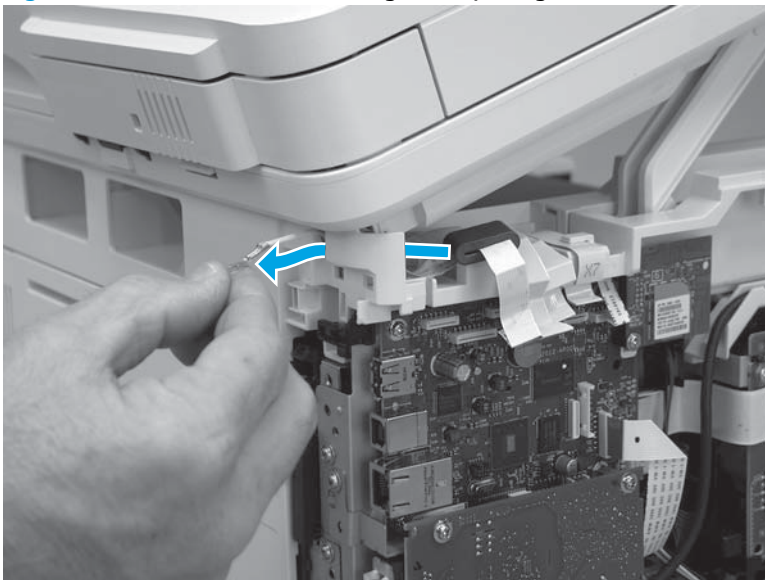
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1827 Rotate the ISA towards the front of the printer



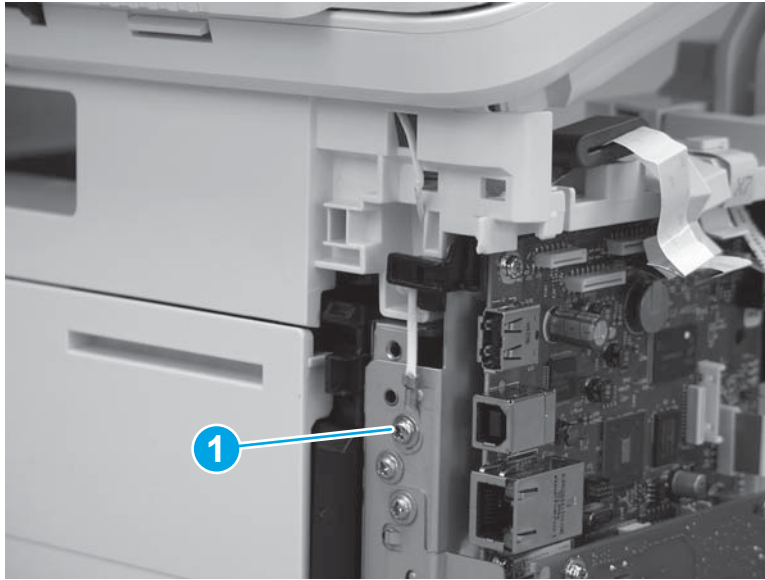
4. Pass the ground wire through the opening in the top cover.

Figure 1-1828 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1829 Install one screw



6. Install the ISA lift assembly slider pin.


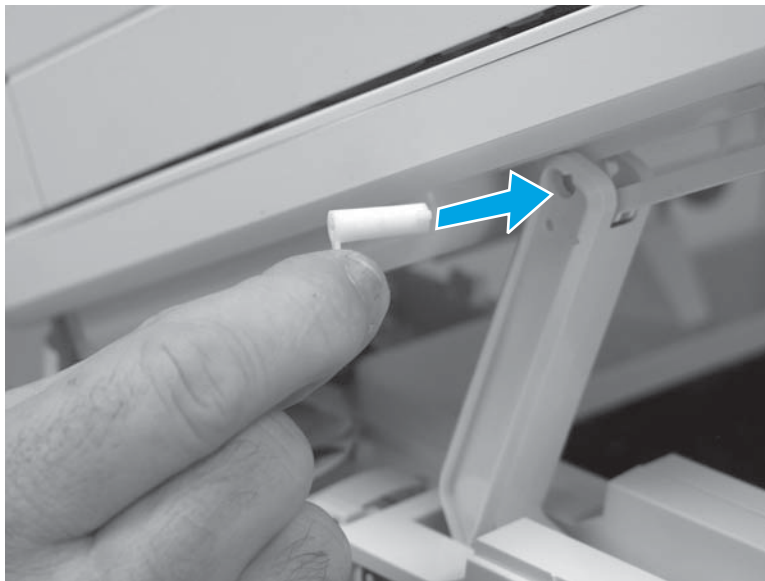
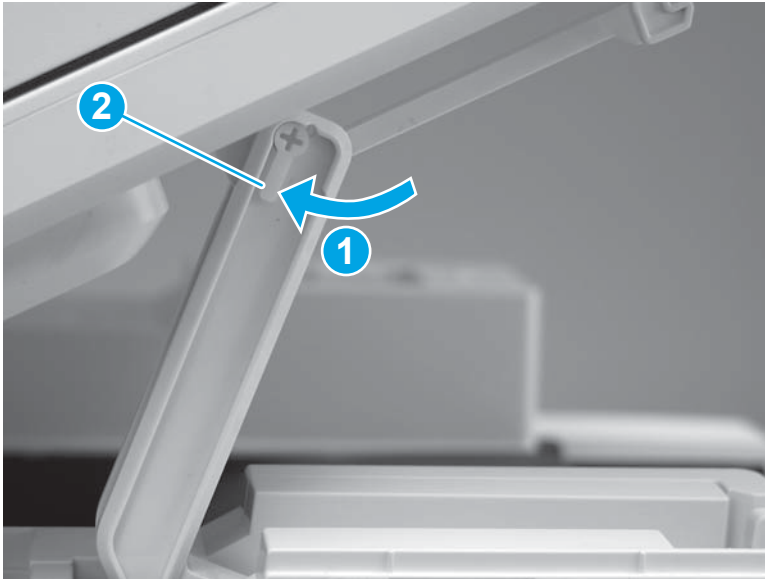
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1830 Install the slider pin



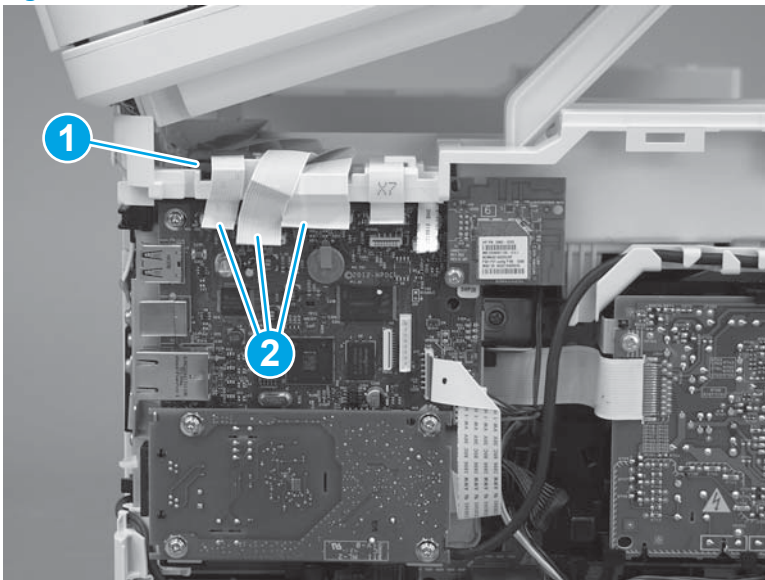
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1831 Secure the slider pin



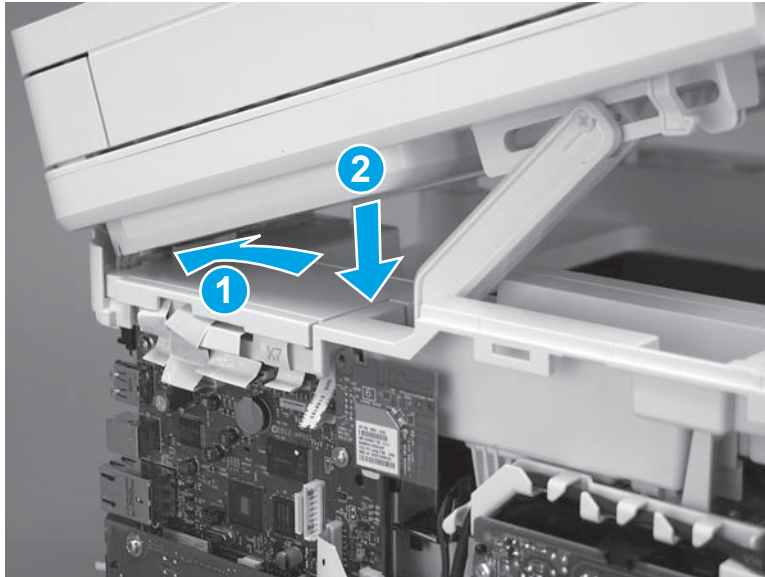
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1832 Connect three FFCs



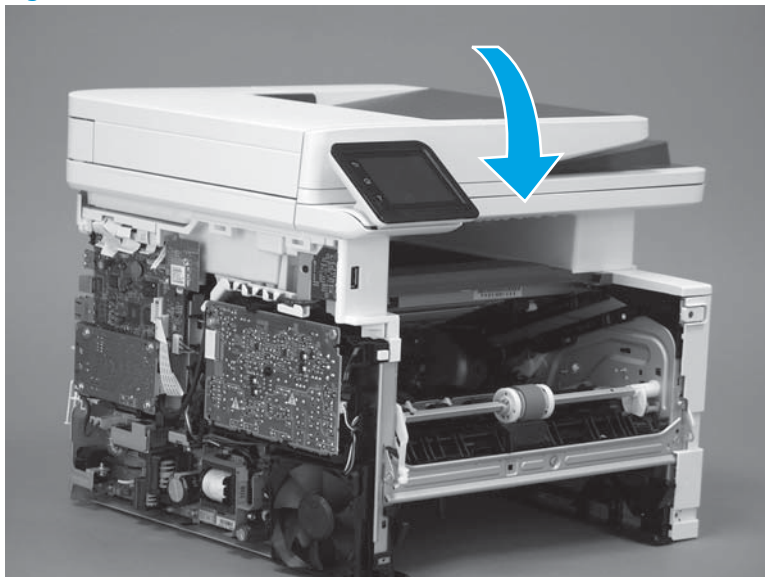
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-1833 Install the ISA FFC cover



10. Lower the ISA.

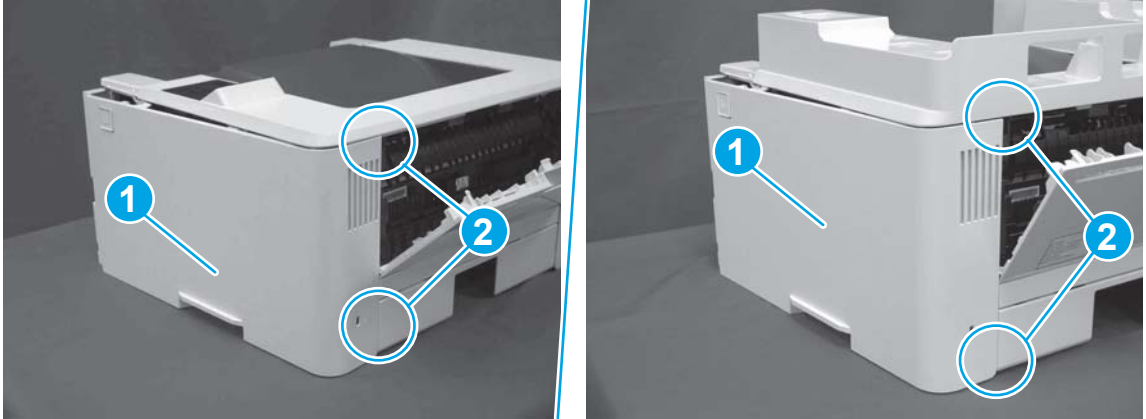
Figure 1-1834 Lower the ISA



Step 20: Install the right cover

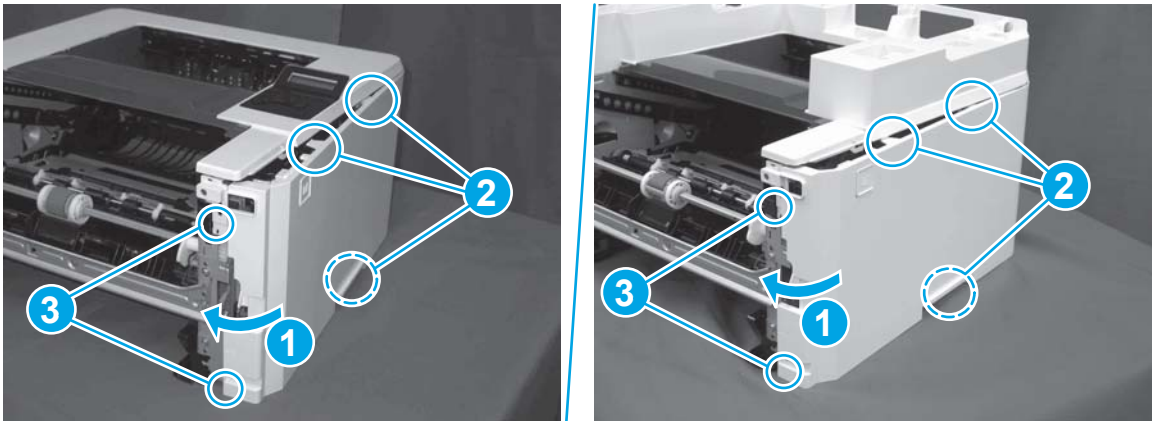
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1835 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1836 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


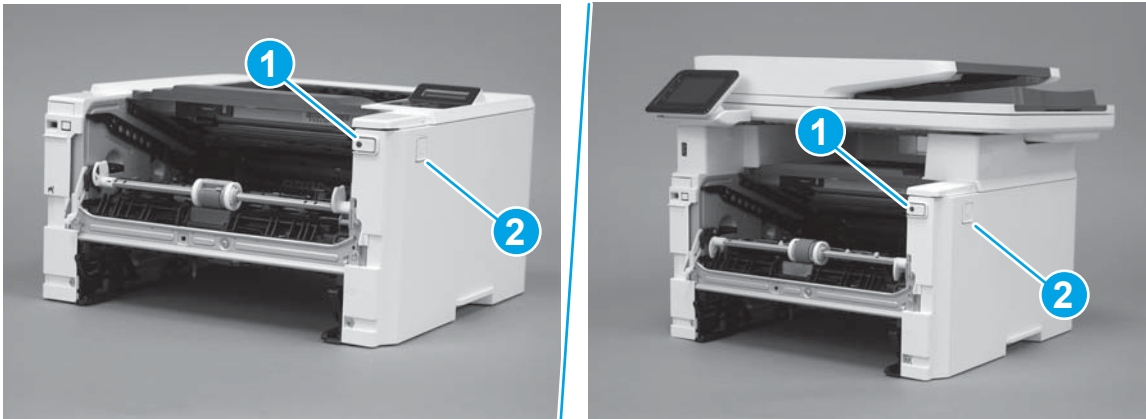
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1837 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

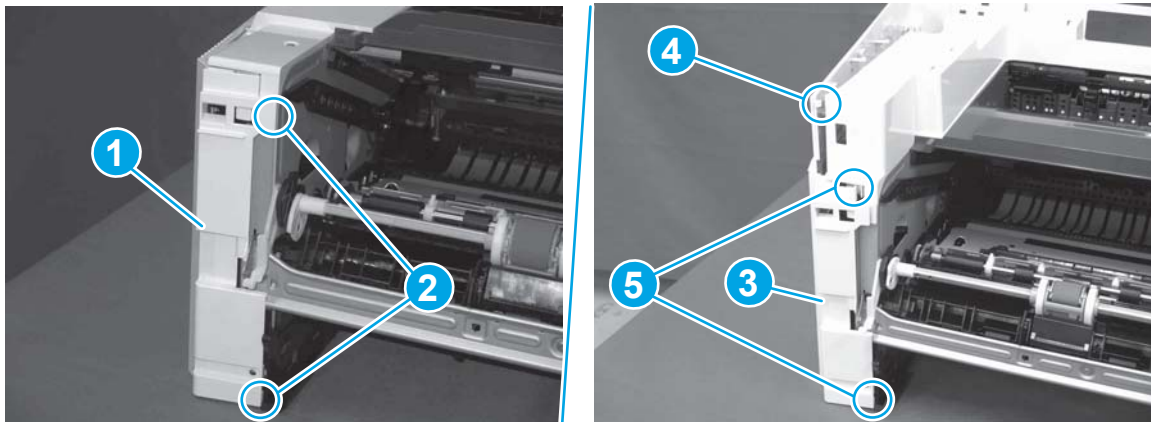
Figure 1-1838 Install one screw



Step 21: Install the left cover

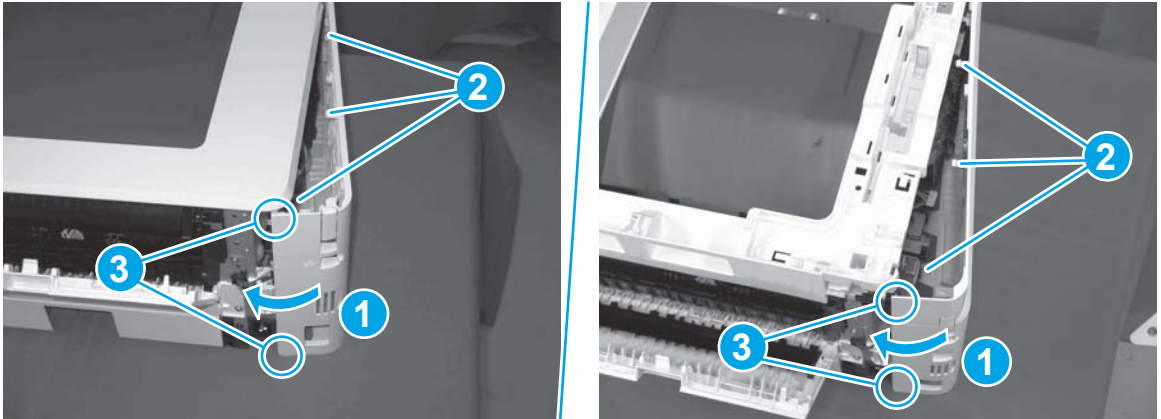
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1839 Install the cover



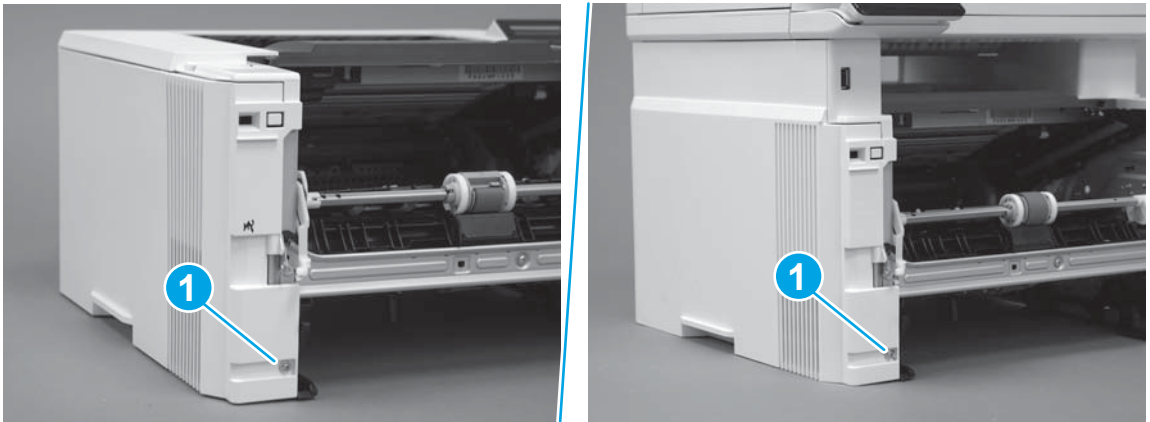
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1840 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-1841 Install one screw

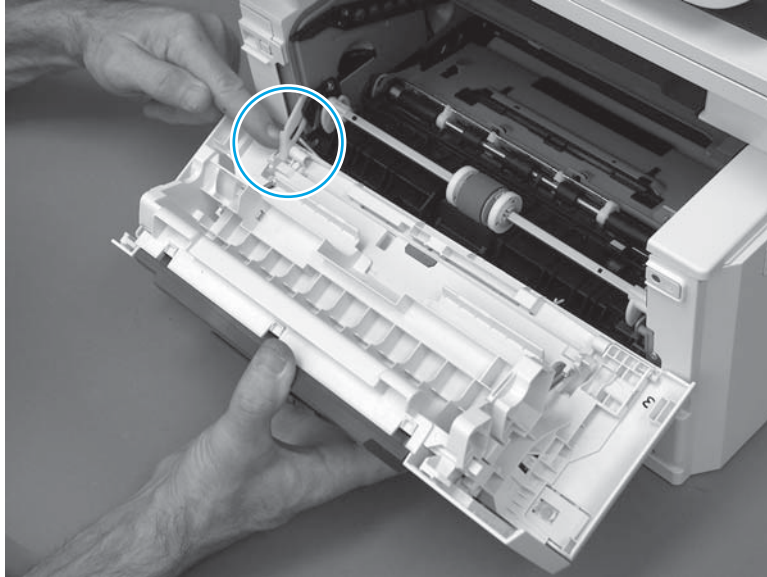


Step 22: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

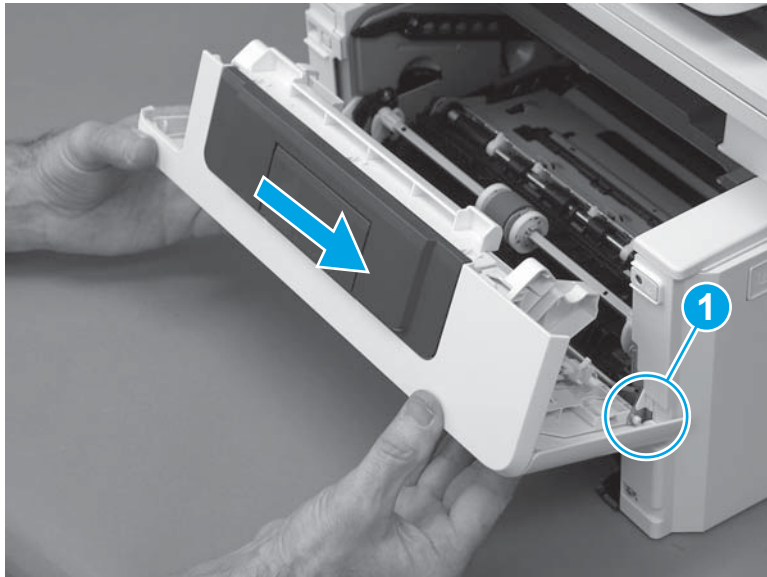
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1842 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

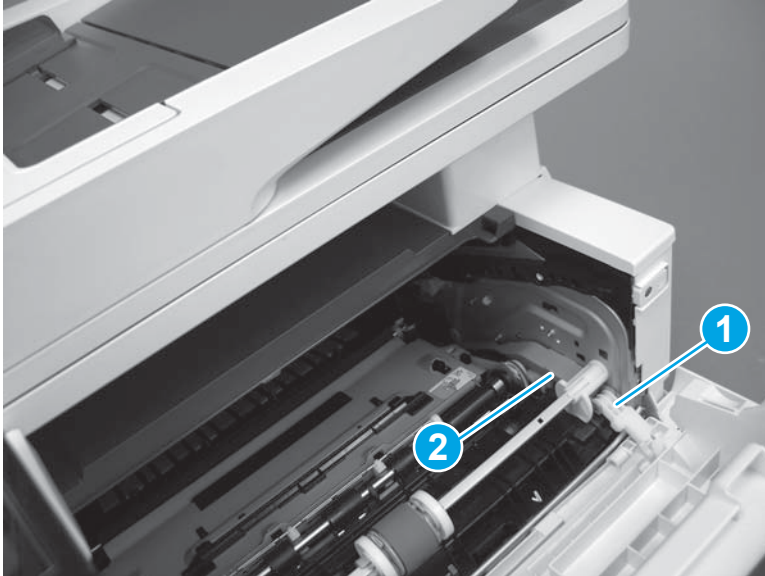
Figure 1-1843 Install the door



3. Install the link (callout 1).

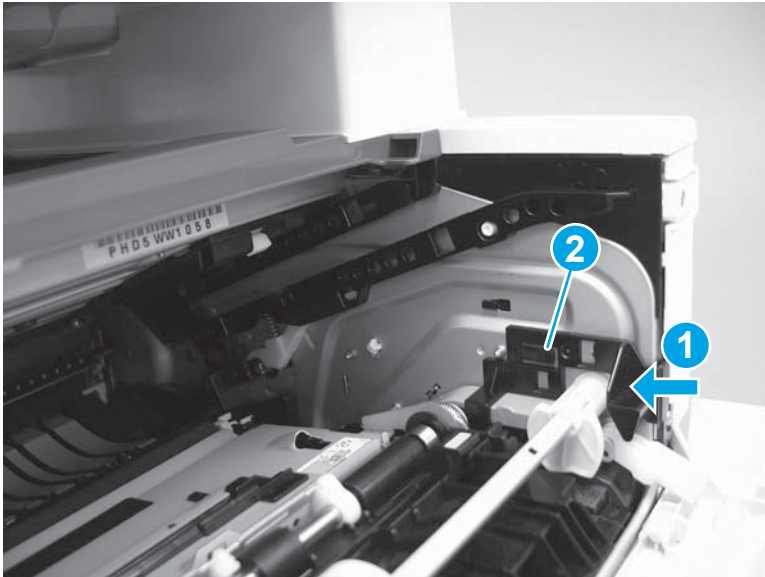
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1844 Install the pressure-release link



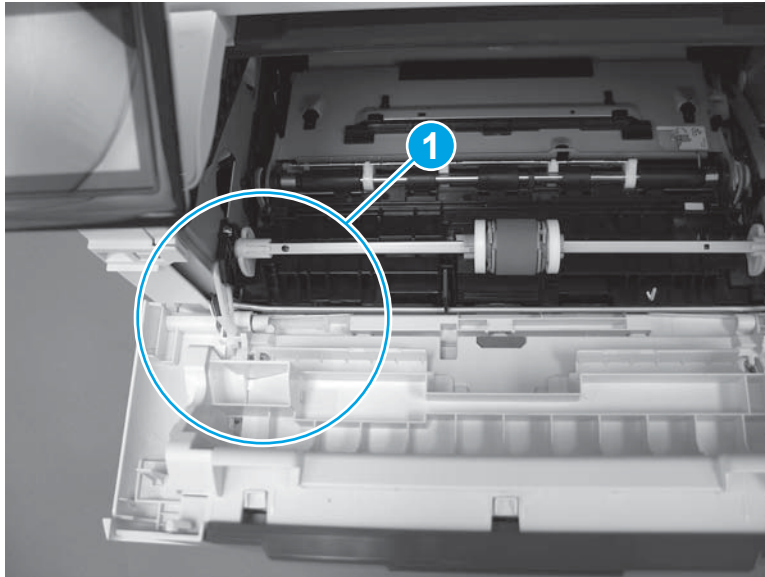
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1845 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1846 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


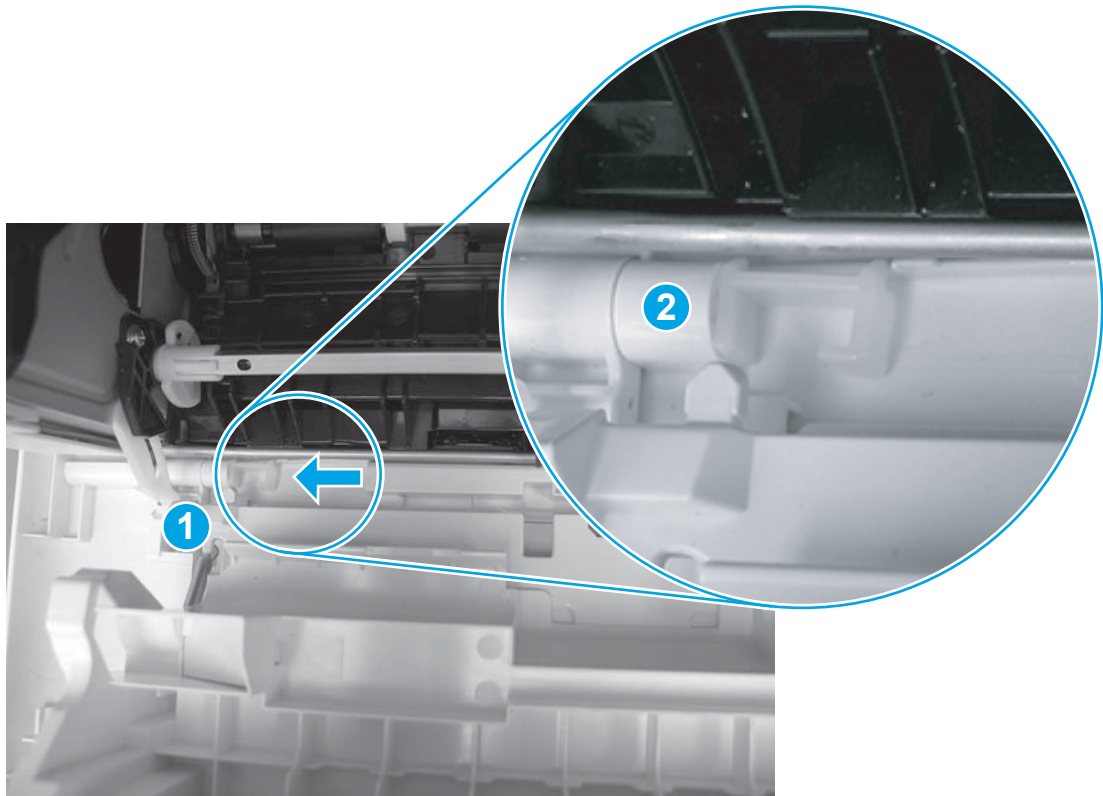
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1847 Install the support shaft



Step 23: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1848 Install the tray



Removal and replacement: Low-voltage power supply

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M246\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the top cover \(M403/M402\)](#)
- [Step 9: Remove the paper delivery tray \(output bin\)](#)
- [Step 10: Remove the fan \(FM1\)](#)
- [Step 11: Remove the sheet-metal formatter bracket and formatter PCA](#)
- [Step 12: Remove the LVPS](#)
- [Step 13: Unpack the replacement assembly](#)
- [Step 14: Install the LVPS](#)
- [Step 15: Install the sheet-metal formatter bracket and formatter PCA](#)
- [Step 16: Install the fan \(FM1\)](#)
- [Step 17: Install the paper delivery tray \(output bin\)](#)
- [Step 18: Install the top cover \(M403/M402\)](#)
- [Step 19: Install the top cover \(M427/M426\)](#)
- [Step 20: Install the control panel \(M427/M246\)](#)
- [Step 21: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 23: Install the right cover](#)
- [Step 24: Install the left cover](#)
- [Step 25: Install the cartridge door assembly](#)
- [Step 26: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the low-voltage power supply (LVPS).

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.

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

Low-voltage power supply (LVPS) part number	
RM2-8518-000CN	Low-voltage power supply (M427/M426; 110V-127V)
RM2-8519-000CN	Low-voltage power supply (M427/M426; 220V-240V)
RM2-8516-000CN	Low-voltage power supply (M403/M402; 110V-127V)
RM2-8517-000CN	Low-voltage power supply (M403/M402; 220V-240V)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1849 Remove the tray



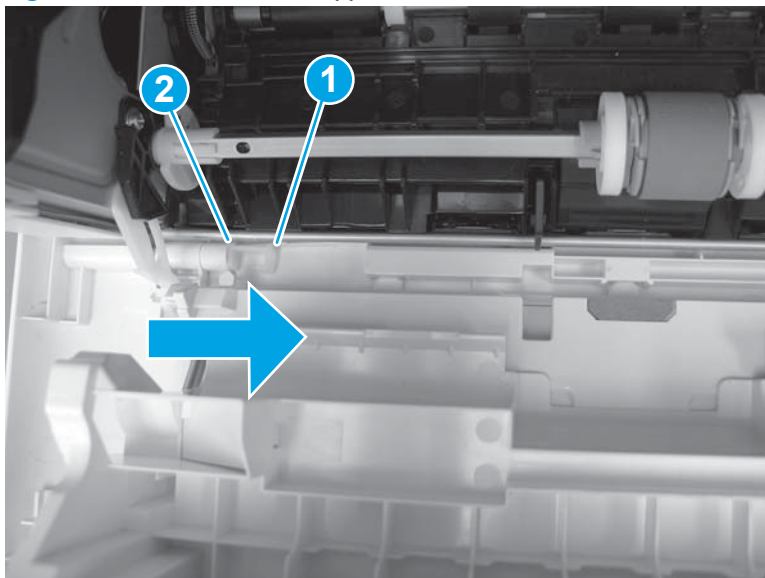
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

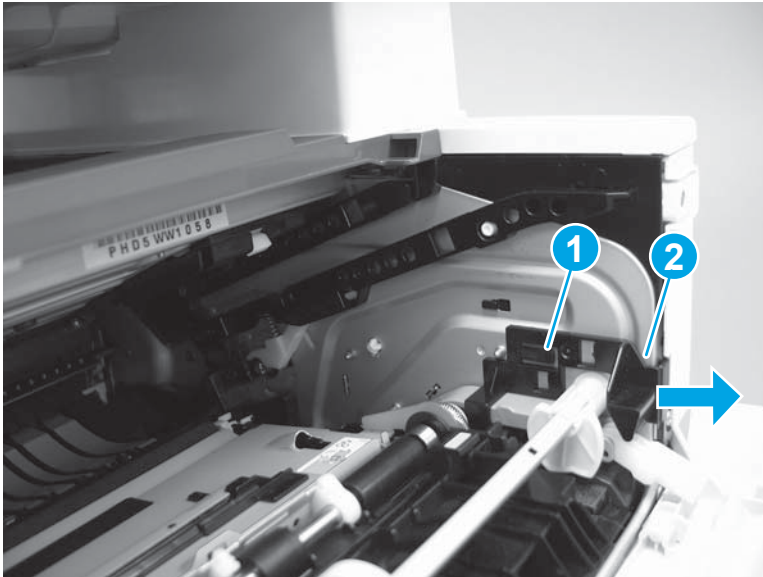
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1850 Release the support shaft



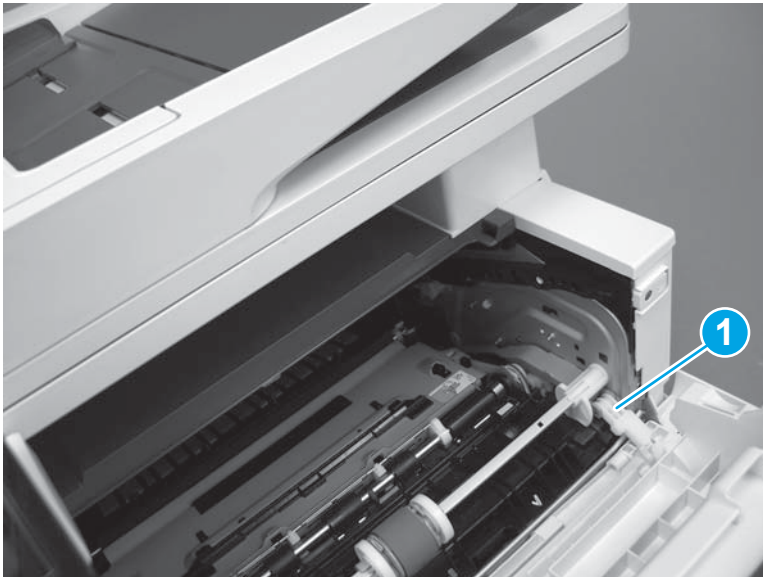
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1851 Remove the guide



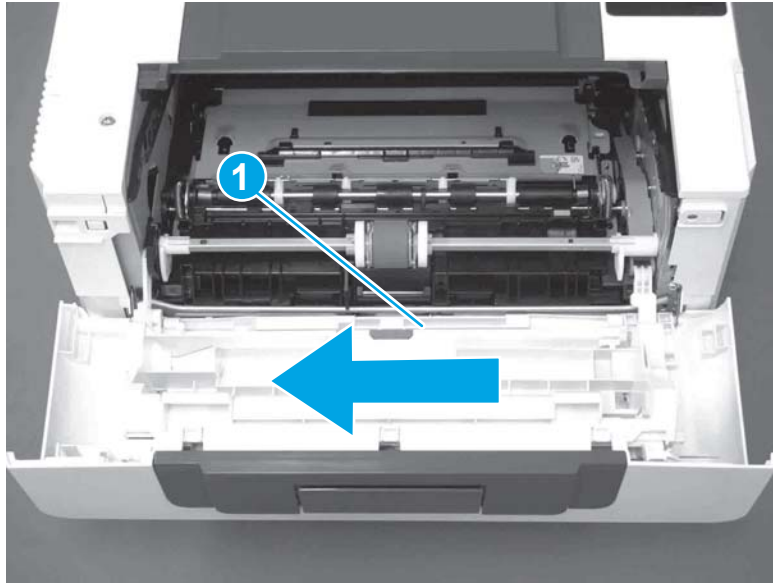
3. Remove the link arm (callout 1).

Figure 1-1852 Remove the link arm



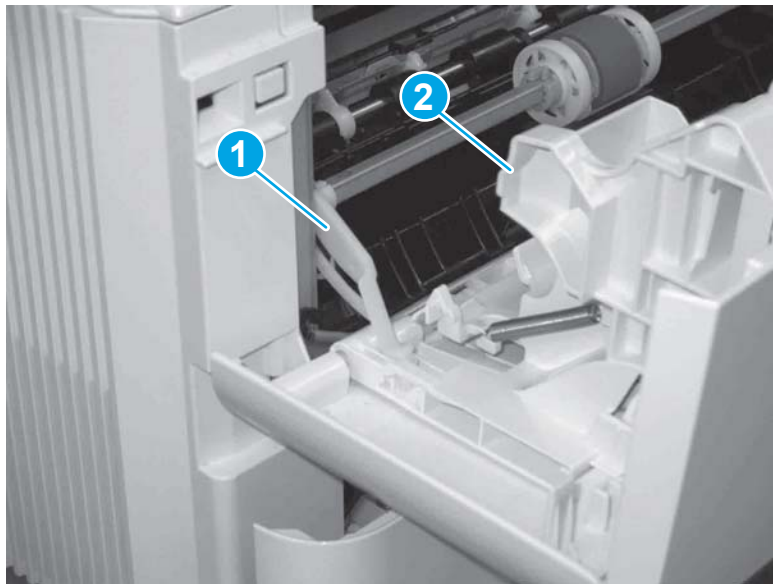
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1853 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

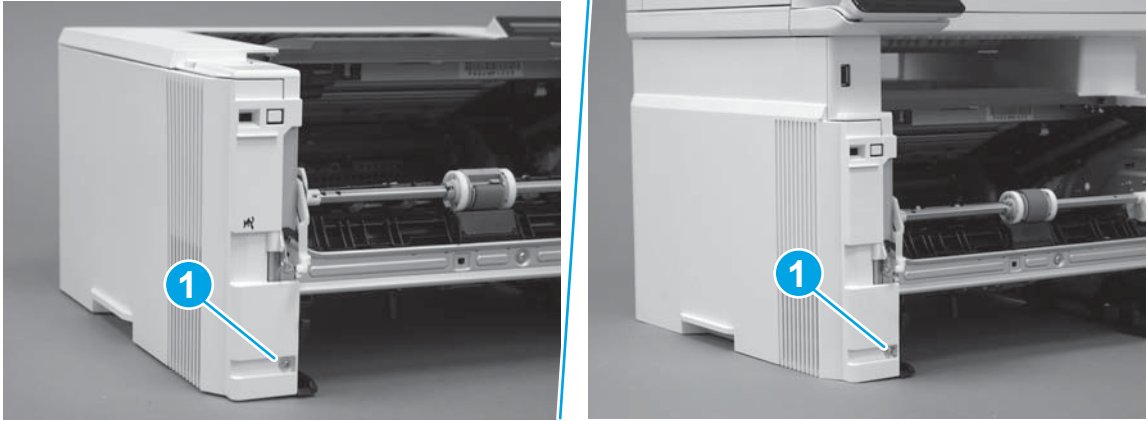
Figure 1-1854 Release the left-side retainer arm



Step 3: Remove the left cover

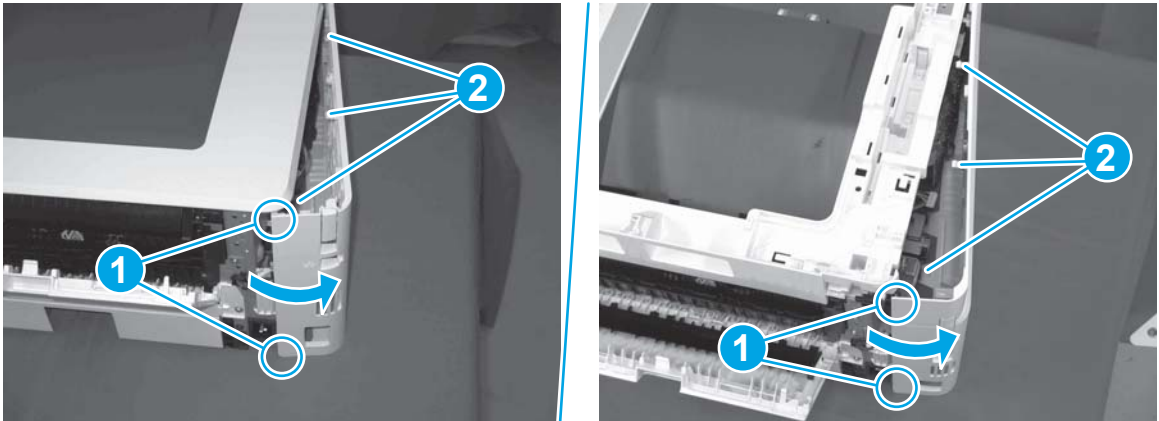
1. Remove one screw (callout 1).

Figure 1-1855 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

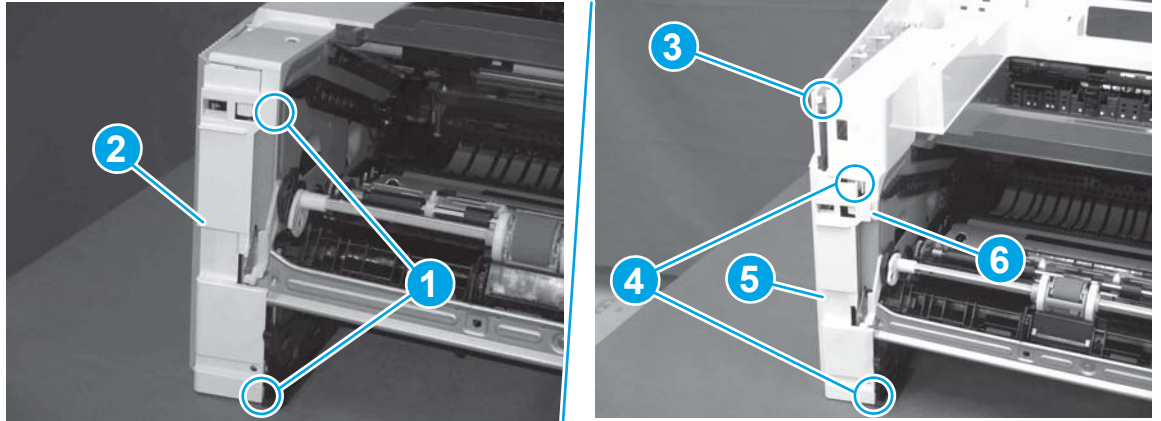
Figure 1-1856 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-1857 Remove the cover



Step 4: Remove the right cover

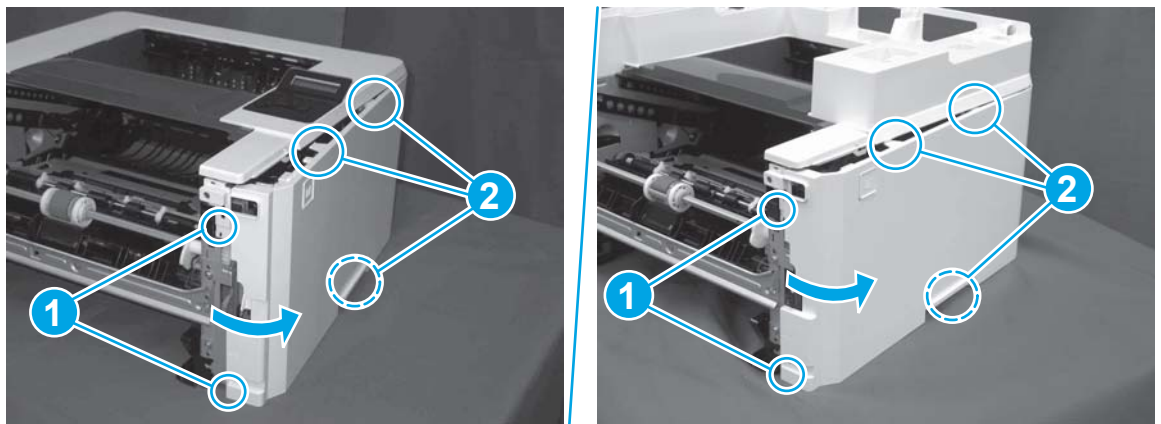
1. Remove one screw (callout 1).

Figure 1-1858 Remove one screw



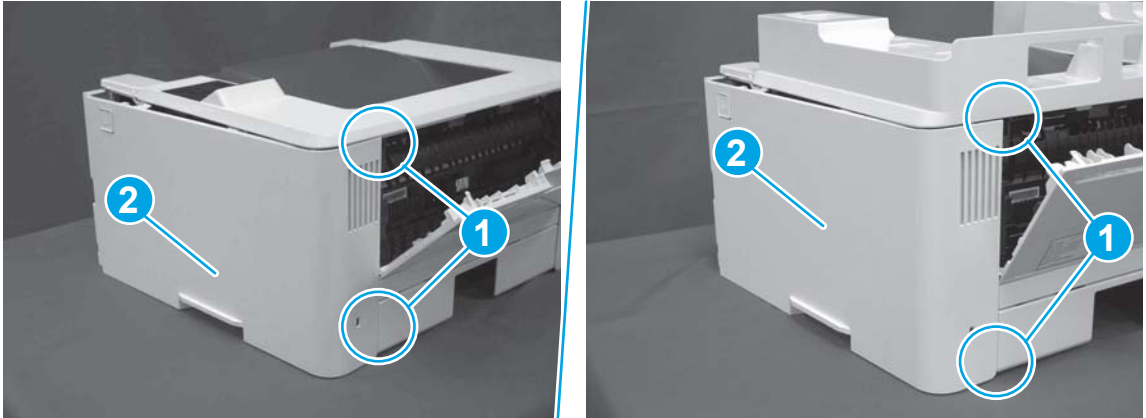
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1859 Release two bosses and three tabs





3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-1860 Remove the cover



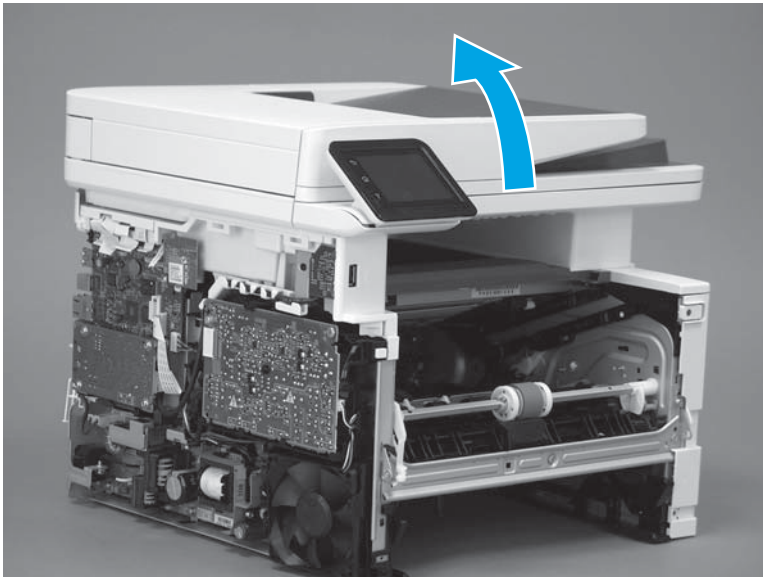
Step 5: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 994](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

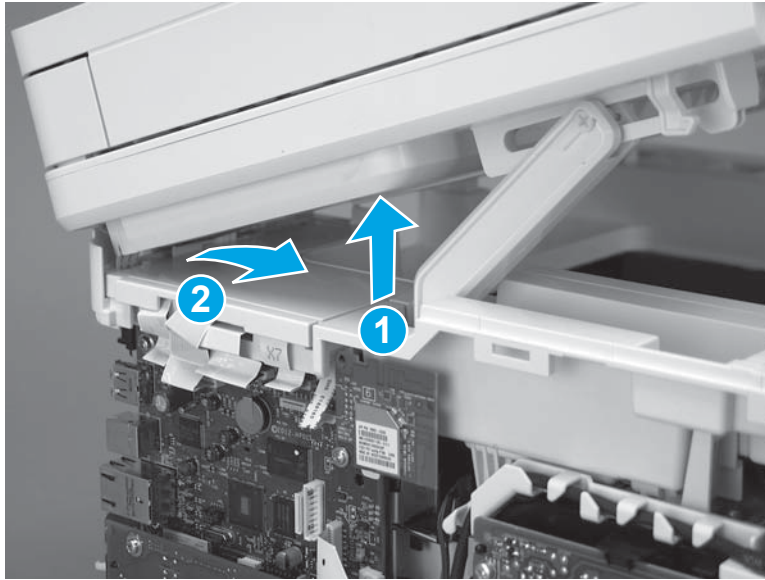
1. Raise the ISA.

Figure 1-1861 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

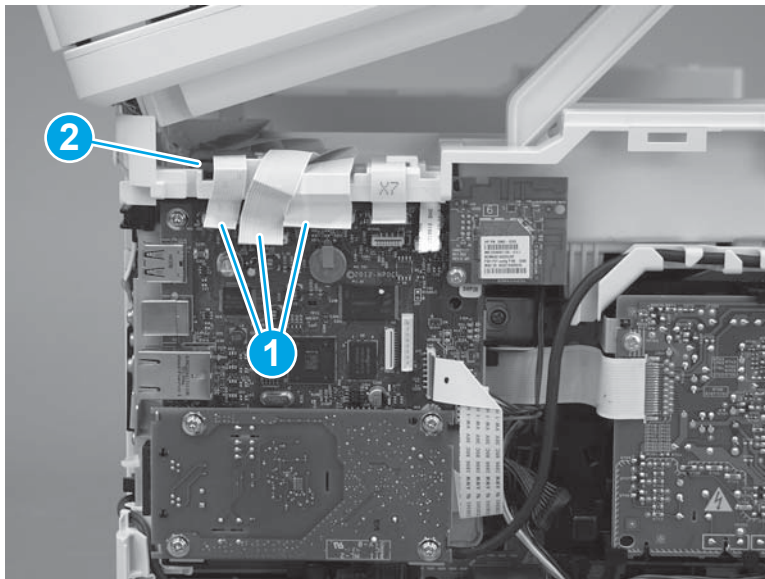
Figure 1-1862 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

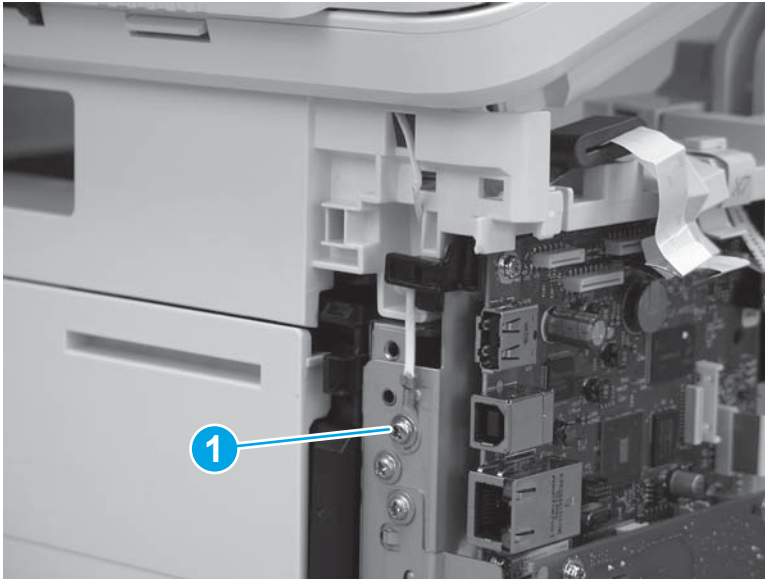
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1863 Disconnect three FFCs



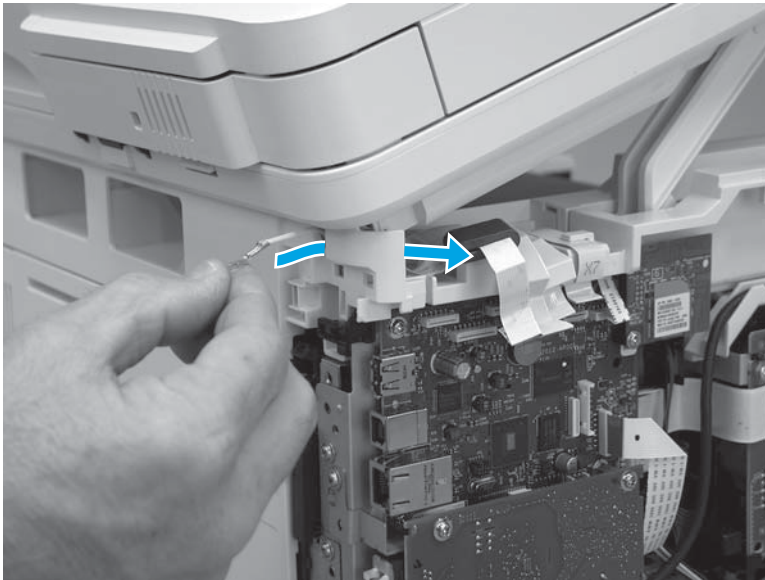
4. Remove one screw (callout 1).

Figure 1-1864 Remove one screw



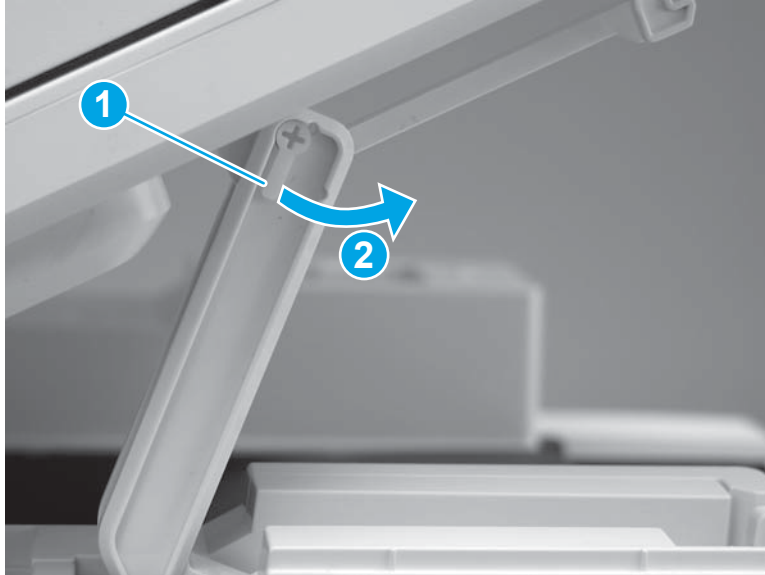
5. Pass the ground wire through the opening in the top cover.

Figure 1-1865 Pass the wire through the opening



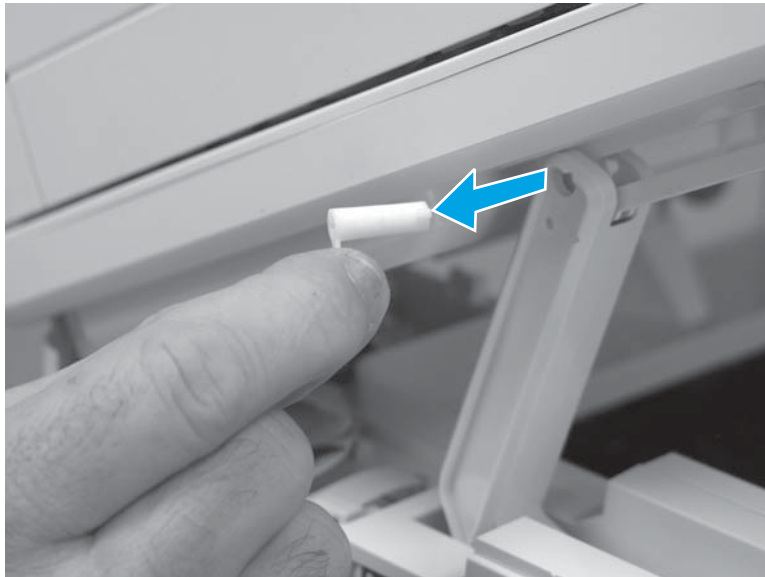
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1866 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1867 Remove the slider pin



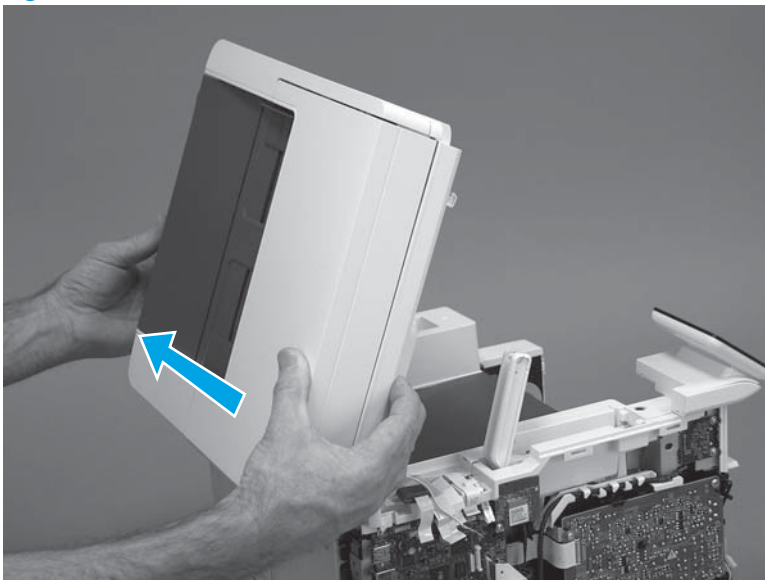
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1868 Rotate the ISA towards the rear of the printer



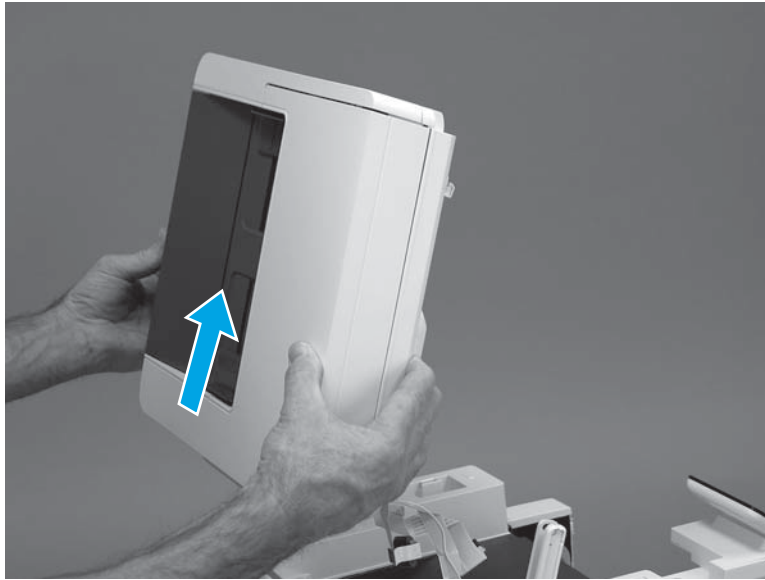
9. Slide the ISA as shown to release it.

Figure 1-1869 Release the ISA




10. Remove the ISA.

Figure 1-1870 Remove the ISA

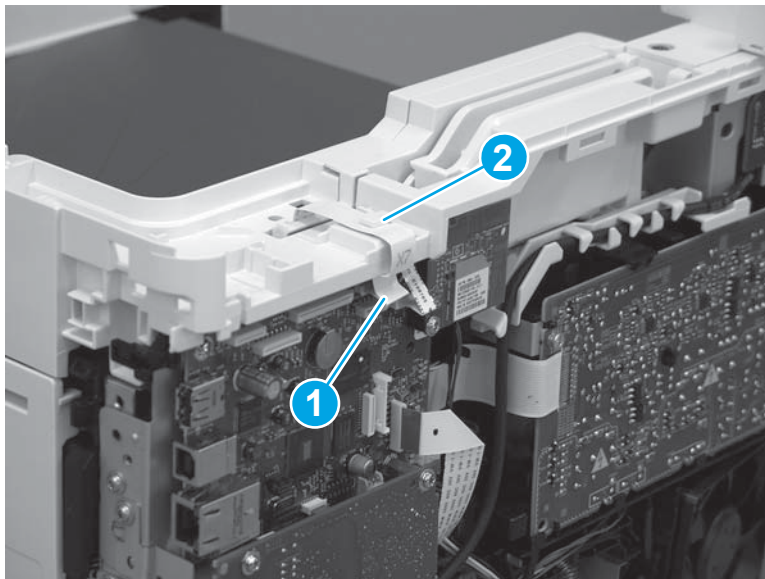


Step 6: Remove the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\)](#) on page 994.

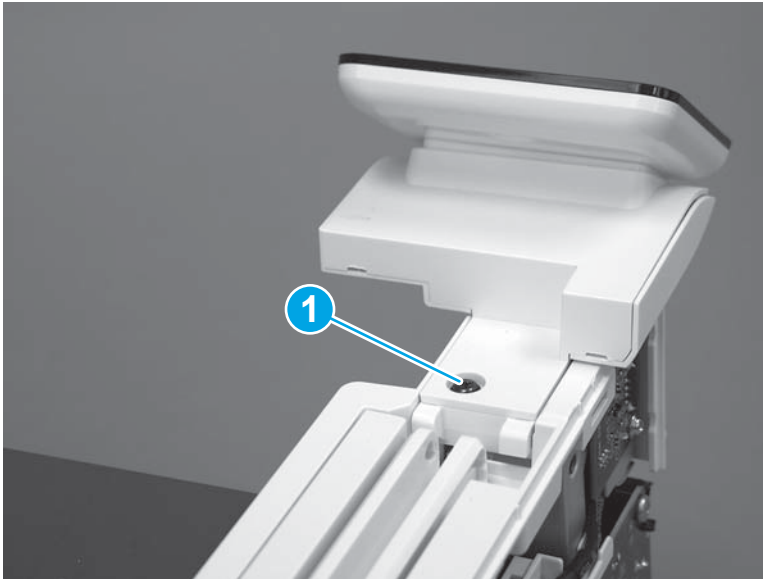
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1871 Disconnect one connector



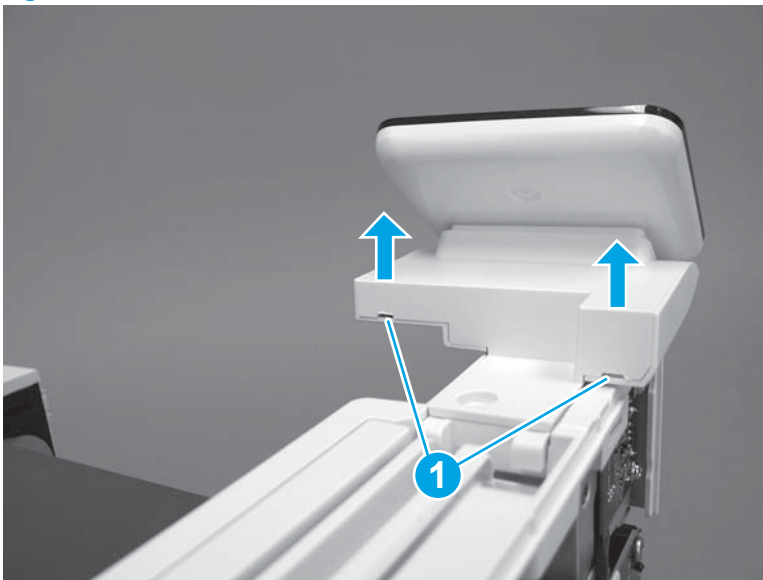
2. Remove one screw (callout 1).

Figure 1-1872 Remove one screw



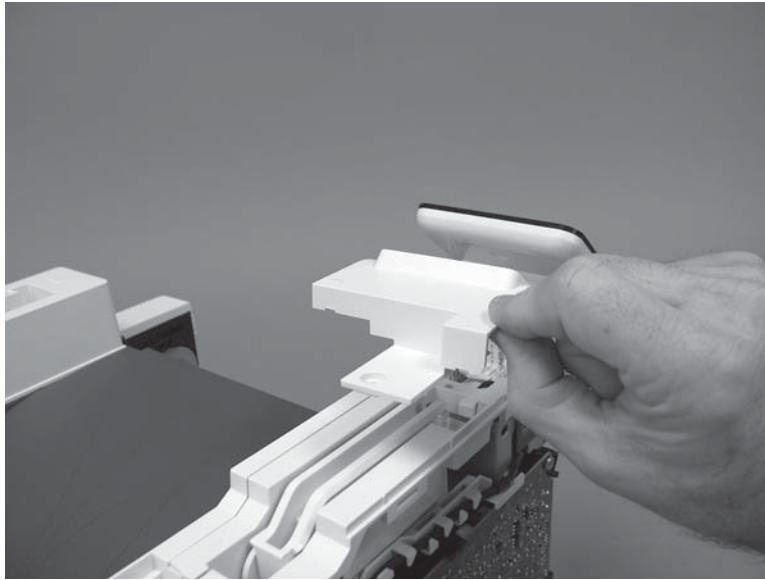
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1873 Release two tabs



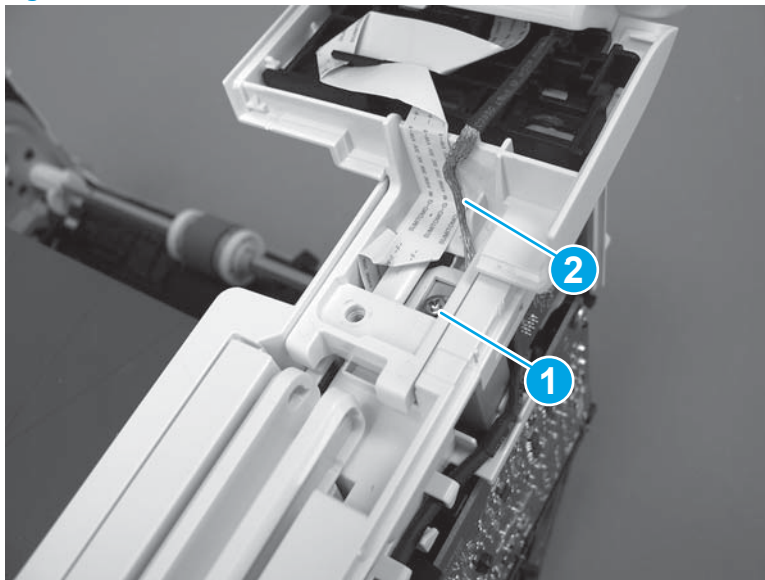
4. Remove the control-panel cable cover.

Figure 1-1874 Remove the cover



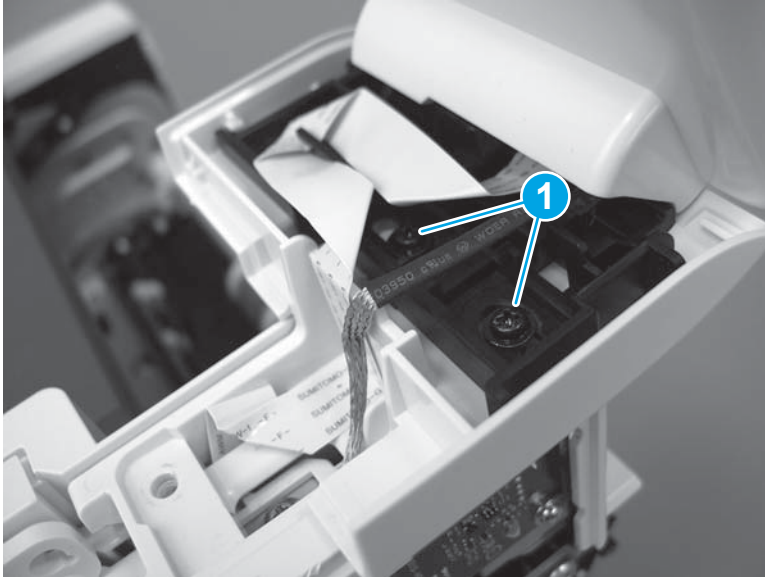
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1875 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

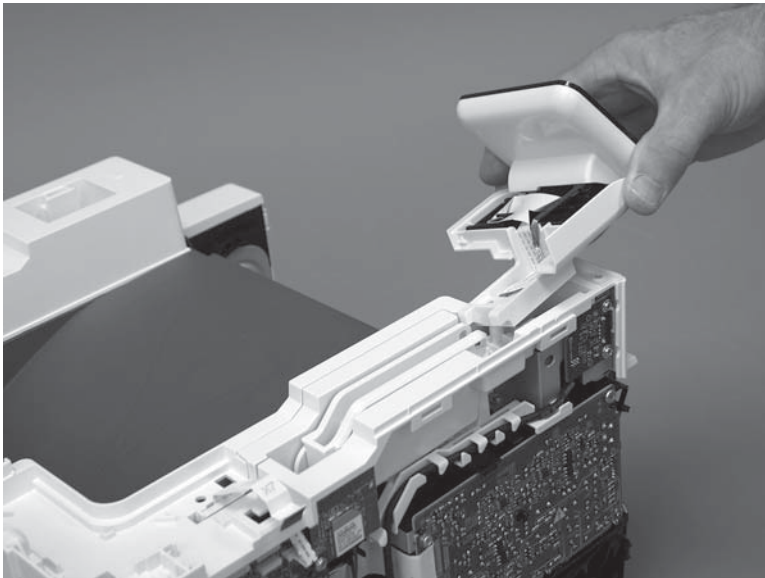
Figure 1-1876 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

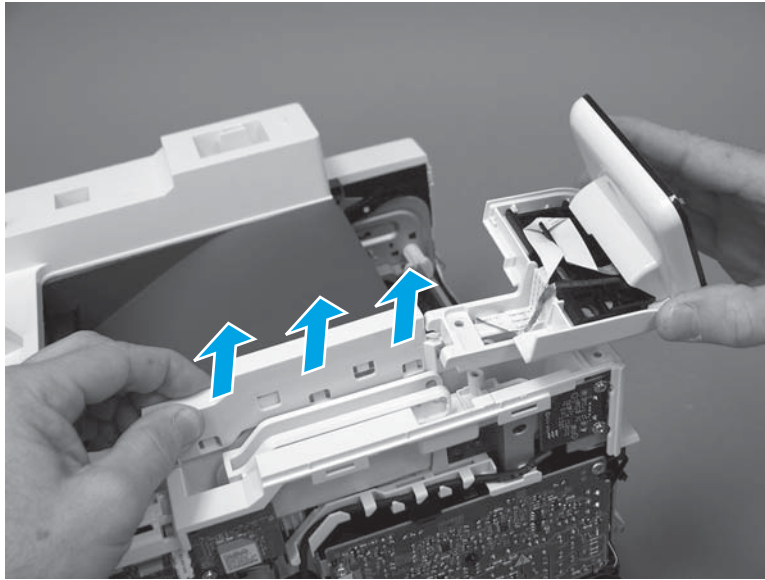
CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1877 Lift up the control-panel assembly




8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-1878 Remove the control-panel assembly

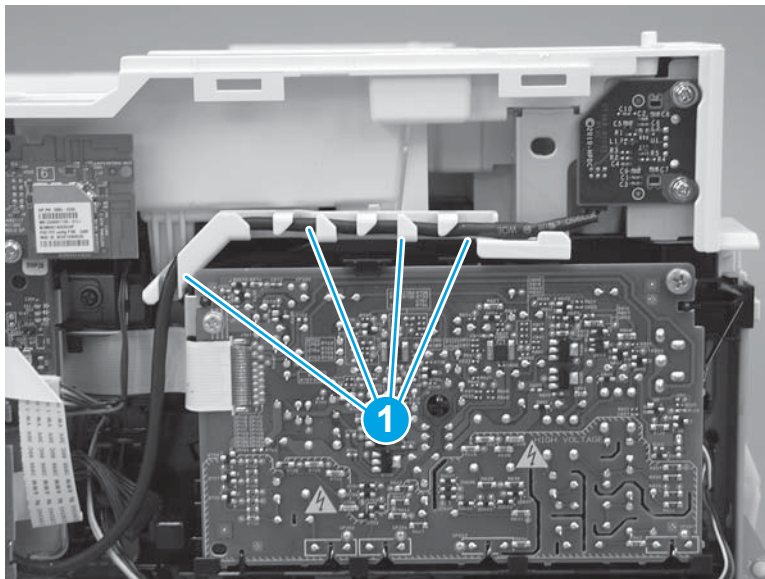


Step 7: Remove the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 8: Remove the top cover \(M403/M402\) on page 994](#).

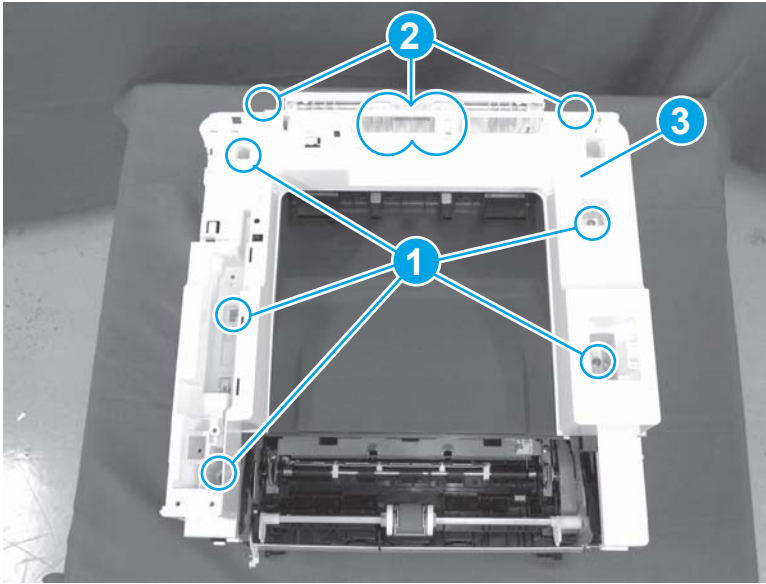
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1879 Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1880 Remove the cover



Step 8: Remove the top cover (M403/M402)



NOTE: The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 9: Remove the paper delivery tray \(output bin\) on page 995](#).

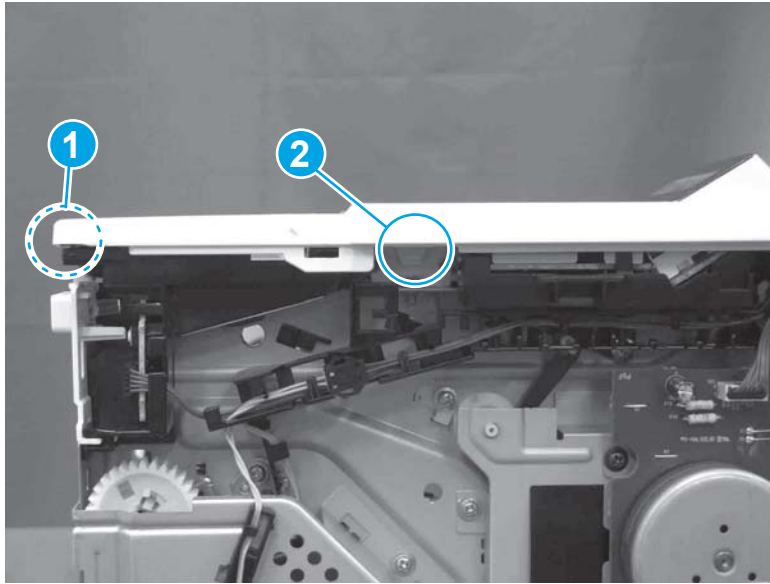
1. Remove one screw (callout 1).

Figure 1-1881 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-1882 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


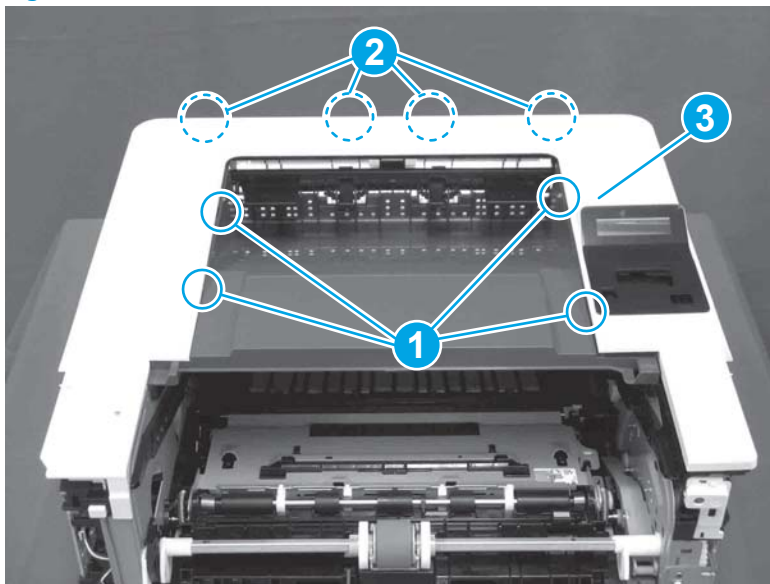

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-1883 Remove the cover

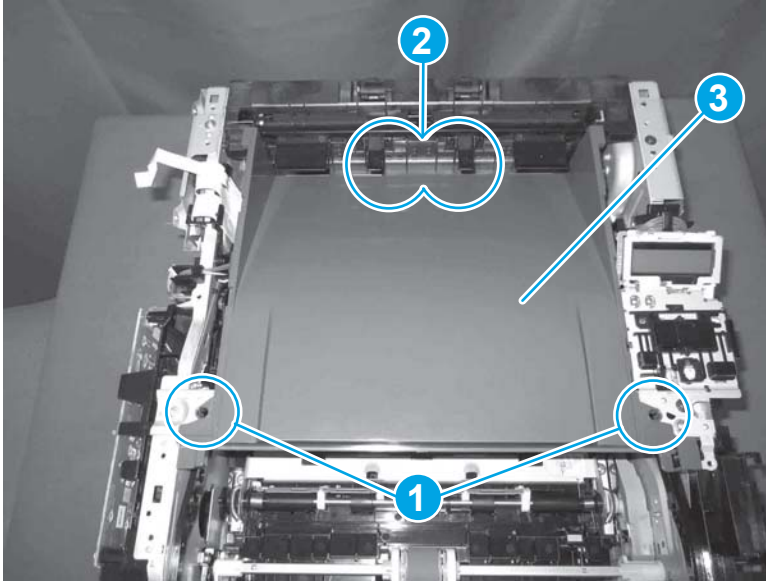


Step 9: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

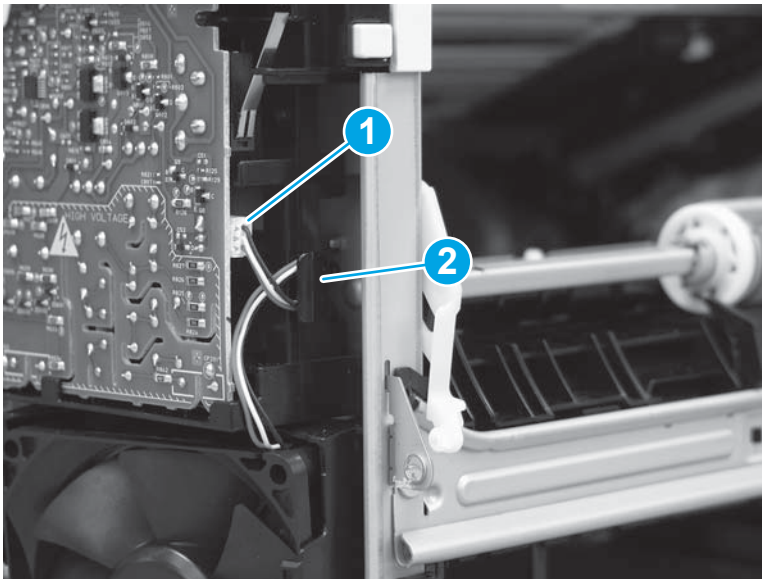
Figure 1-1884 Release two tabs



Step 10: Remove the fan (FM1)

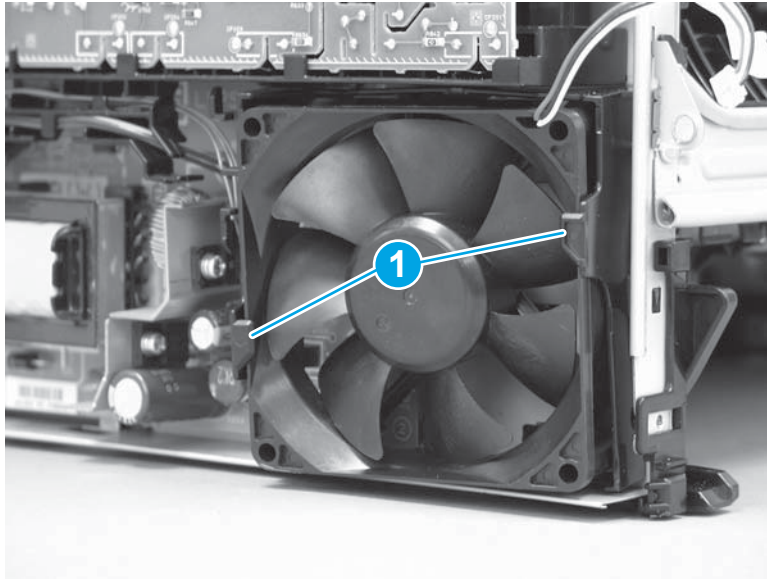
1. Disconnect one connector (callout 1), and then release the wire harness from the retainer (callout 2).

Figure 1-1885 Disconnect one connector



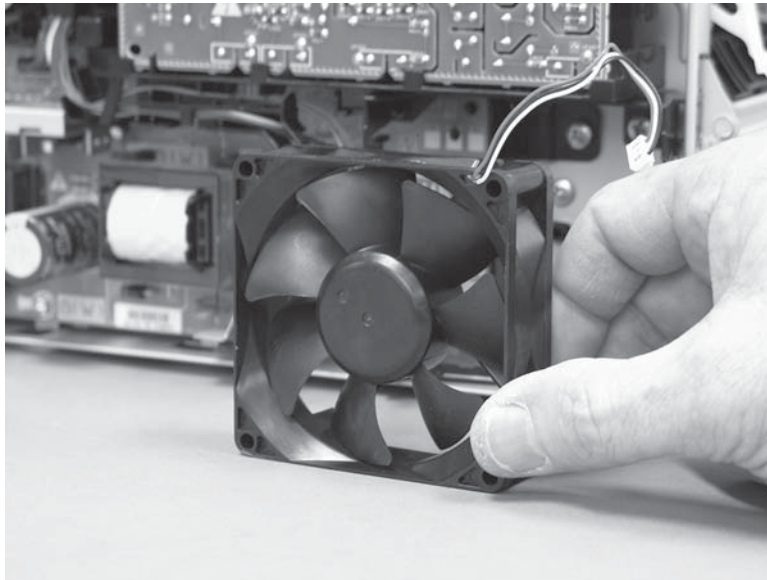
2. Release two tabs (callout 1).

Figure 1-1886 Release two tabs




3. Remove the fan.

Figure 1-1887 Remove the fan

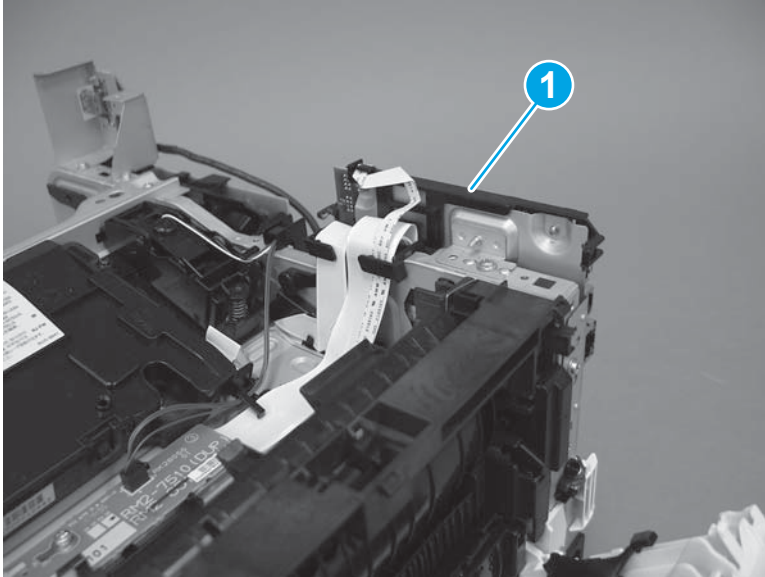


Step 11: Remove the sheet-metal formatter bracket and formatter PCA

 **NOTE:** Disconnect any remaining formatter PCA FFCs or wire-harness connectors.

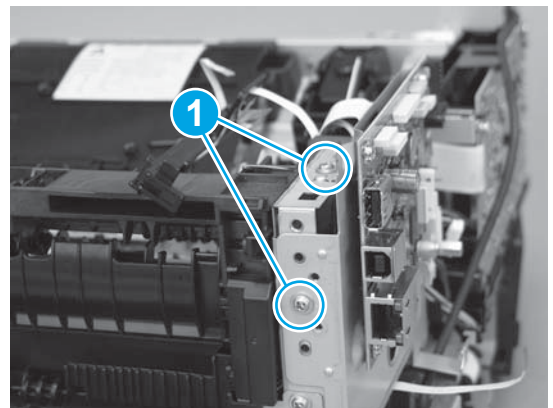
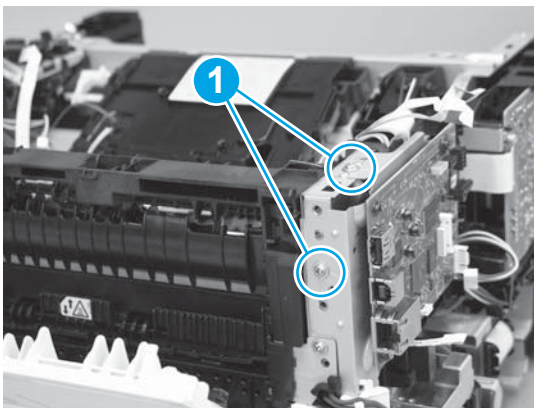
1. **M427/M426 only:** Remove the guide (callout 1).

Figure 1-1888 Remove the guide



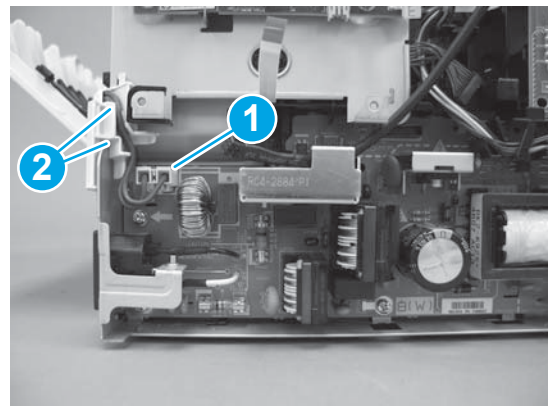
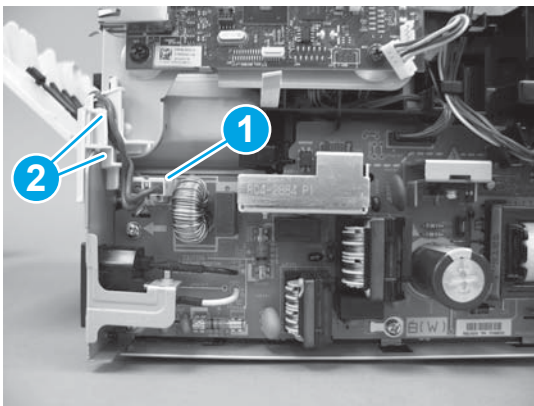
2. Remove two screws (callout 1).

Figure 1-1889 Remove two screws



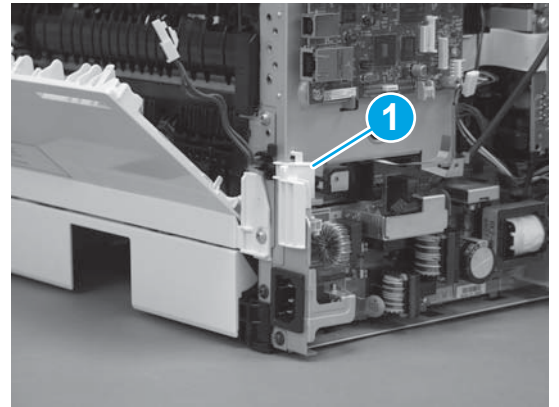
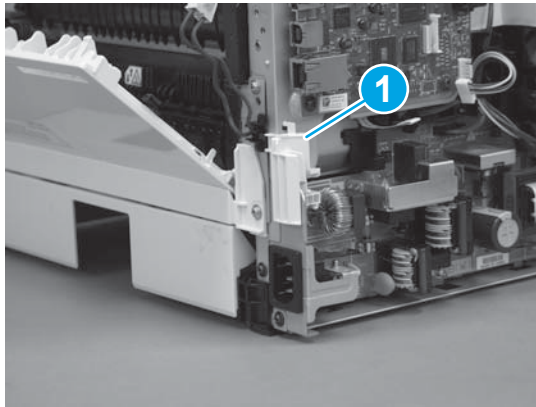
3. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 1-1890 Disconnect one connector



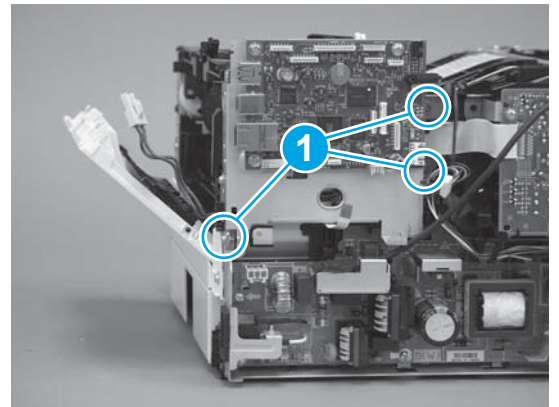
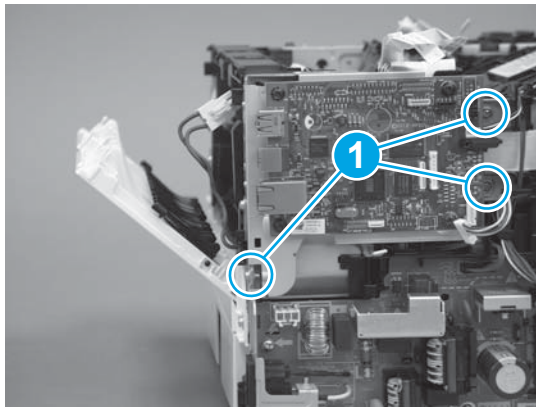
4. Remove the guide (callout 1).

Figure 1-1891 Remove the guide



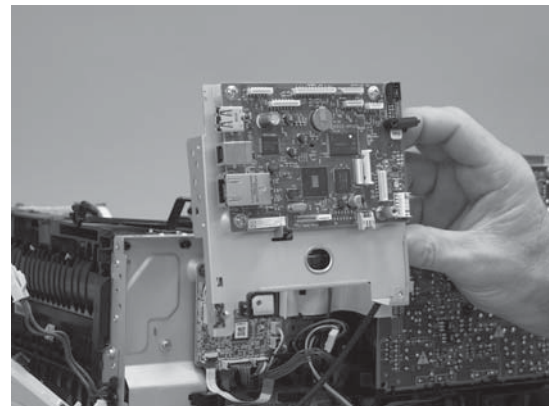
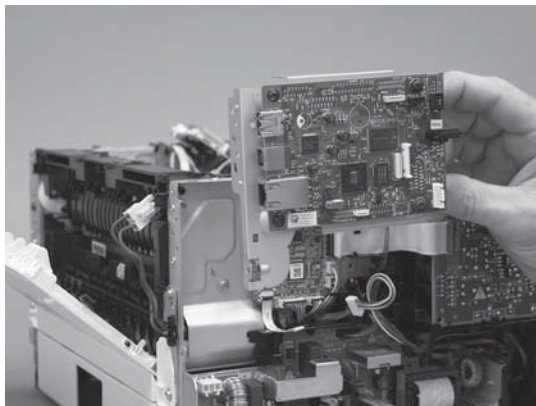
5. Remove three screws (callout 1).

Figure 1-1892 Remove three screws



6. Remove the sheet-metal bracket and formatter PCA.

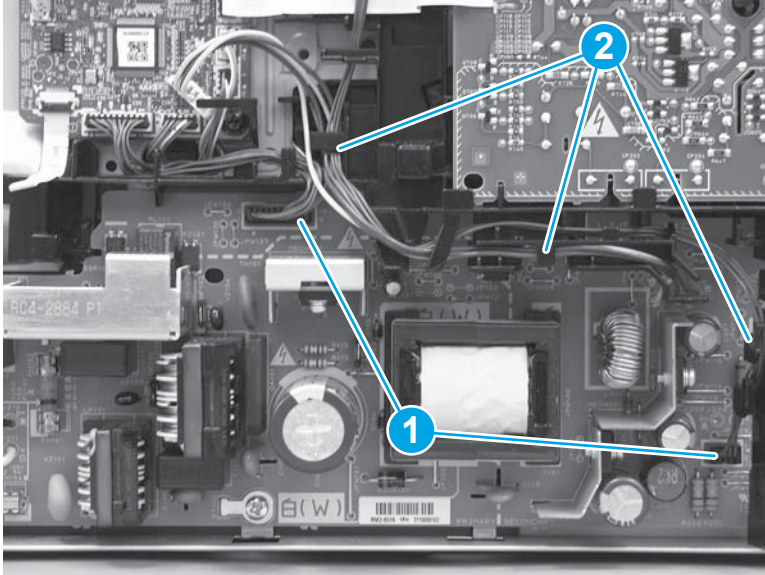
Figure 1-1893 Remove the bracket



Step 12: Remove the LVPS

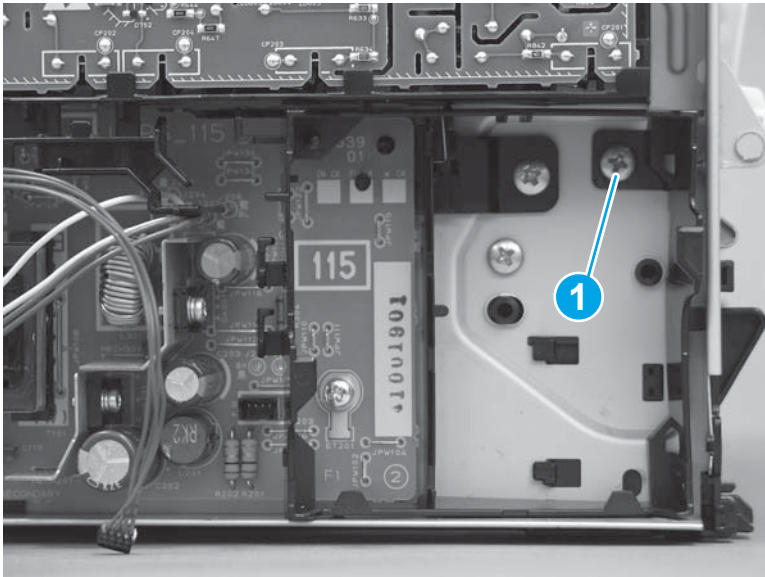
1. Disconnect two connectors (callout 1) on the LVPS, and then release the wire harnesses from the guides (callout 2).

Figure 1-1894 Disconnect two connectors



2. Remove one screw (callout 1).

Figure 1-1895 Remove one screw



3. Release one tab at the top-left side of the fan holder (callout 1), and then rotate the top-left side corner of the holder away from the printer.


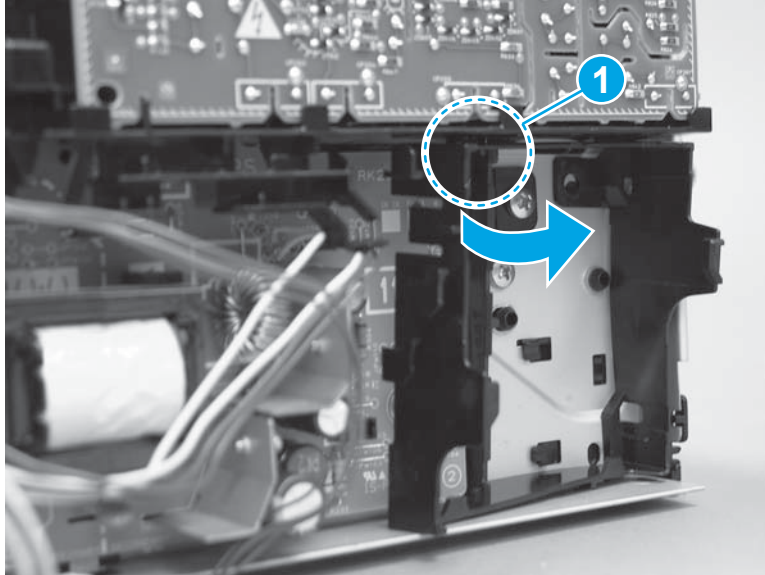
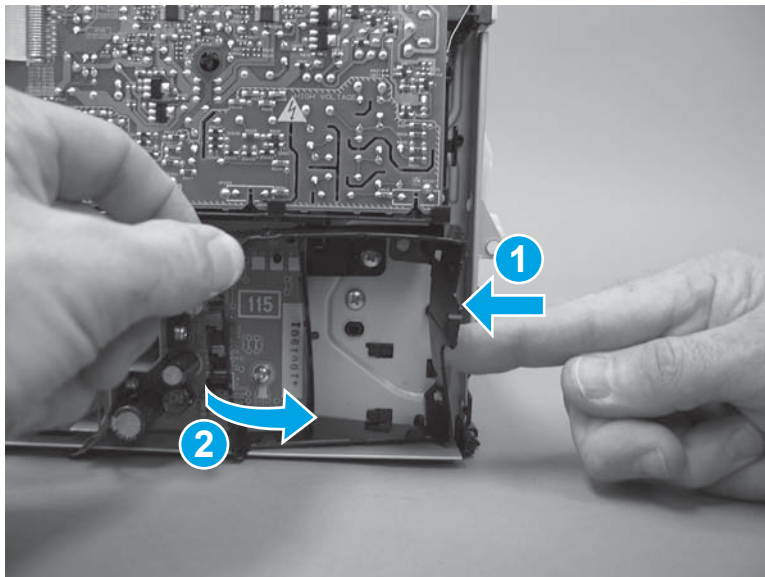
 **Reinstallation tip:** Use a flat-blade screwdriver to slightly flex the top of the holder down to make it easier to disengage this tab.

Figure 1-1896 Release one tab



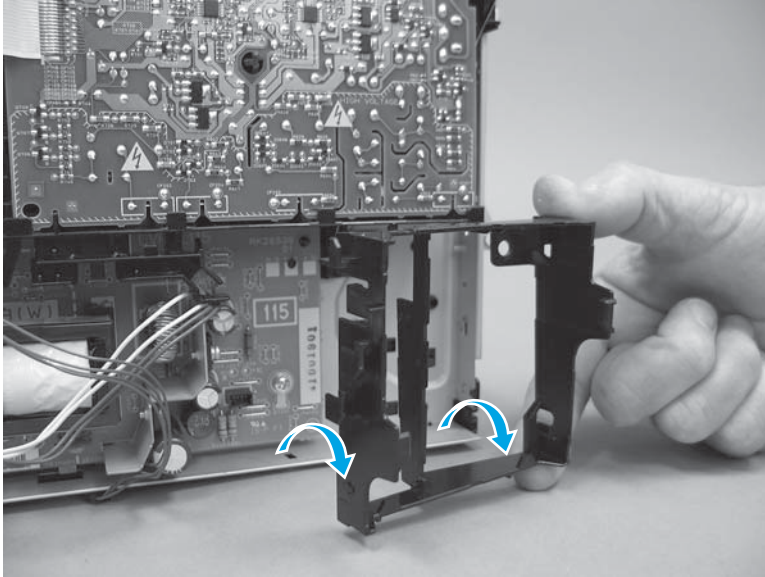
4. Slightly flex the right side of the holder to release one tab (callout 1), and then rotate the top of the holder away from the printer (callout 2).

Figure 1-1897 Release one tab



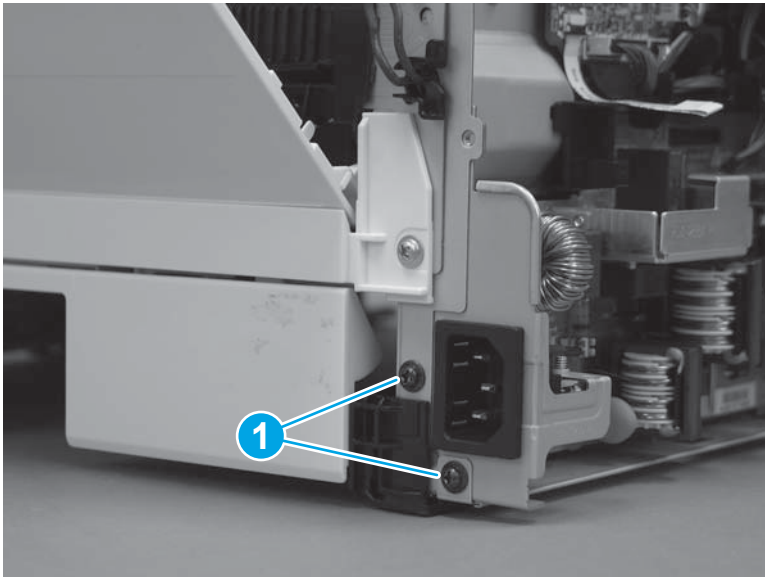
5. Lift the holder up to release two alignment tabs on the bottom of the holder, and then remove the holder.

Figure 1-1898 Remove the holder



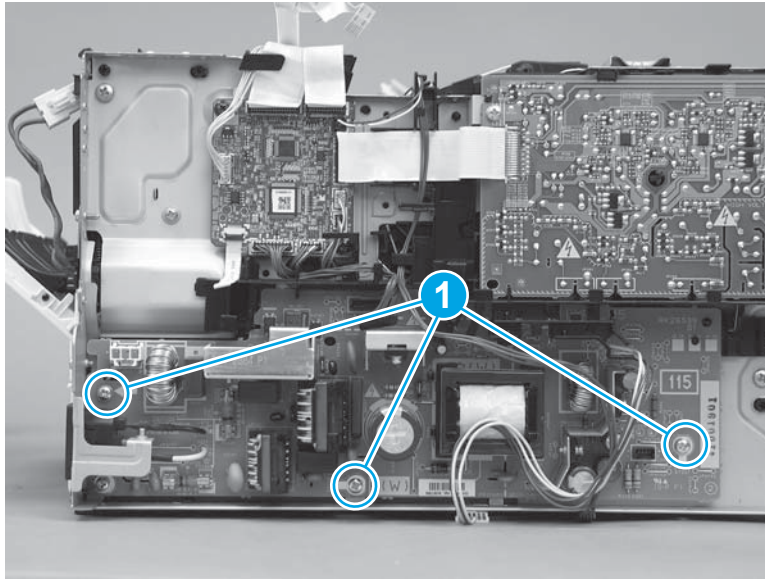
6. Remove two screws (callout 1).

Figure 1-1899 Remove two screws



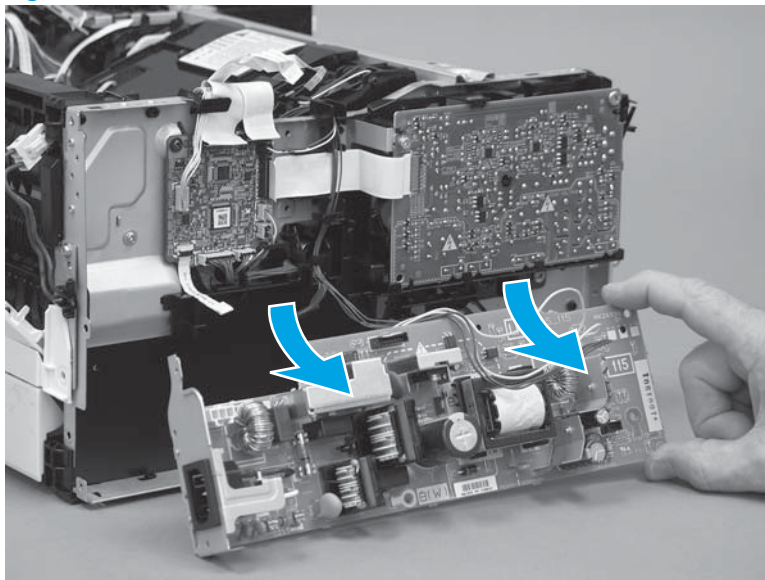
7. Remove three screws (callout 1).

Figure 1-1900 Remove three screws



8. Rotate the bottom of the LVPS away from the printer, and then remove the LVPS.

Figure 1-1901 Remove the LVPS



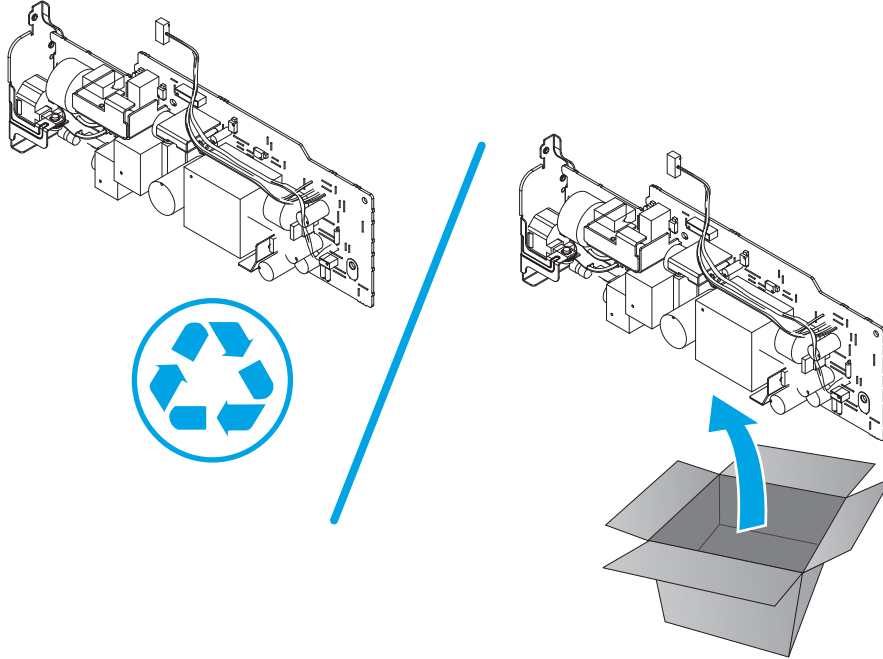
Step 13: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

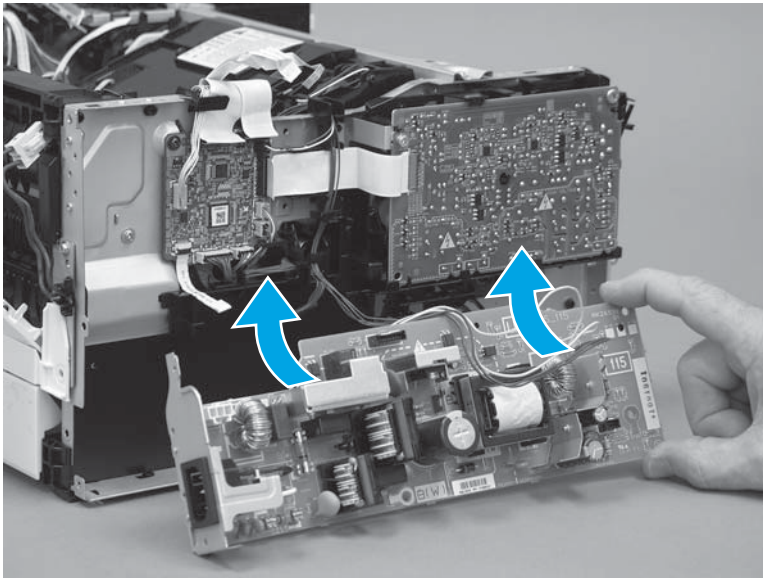
Figure 1-1902 Recycle and unpack



Step 14: Install the LVPS

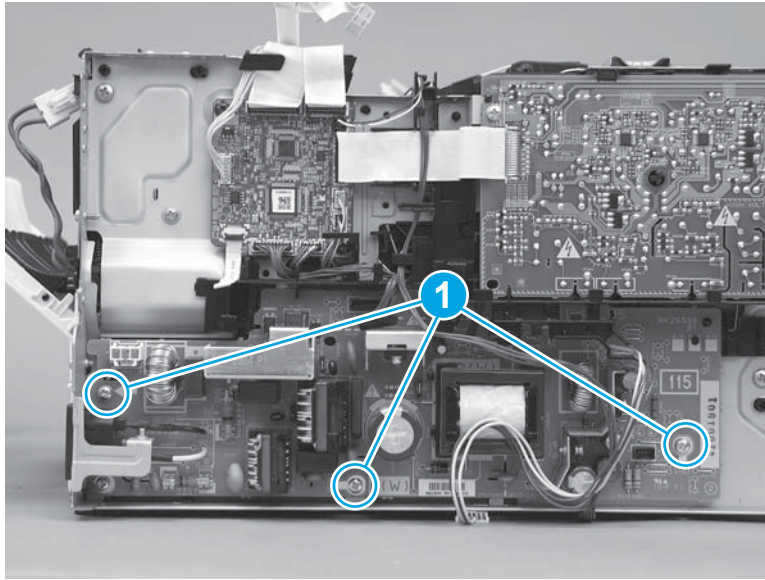
1. Position the top of LVPS in the printer, and then rotate the bottom toward the printer to install the LVPS.

Figure 1-1903 Install the LVPS



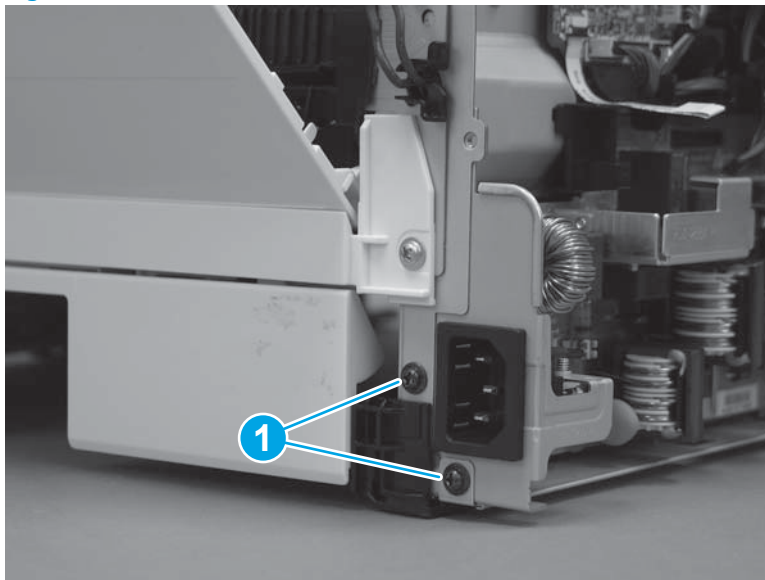
2. Install three screws (callout 1).

Figure 1-1904 Install three screws



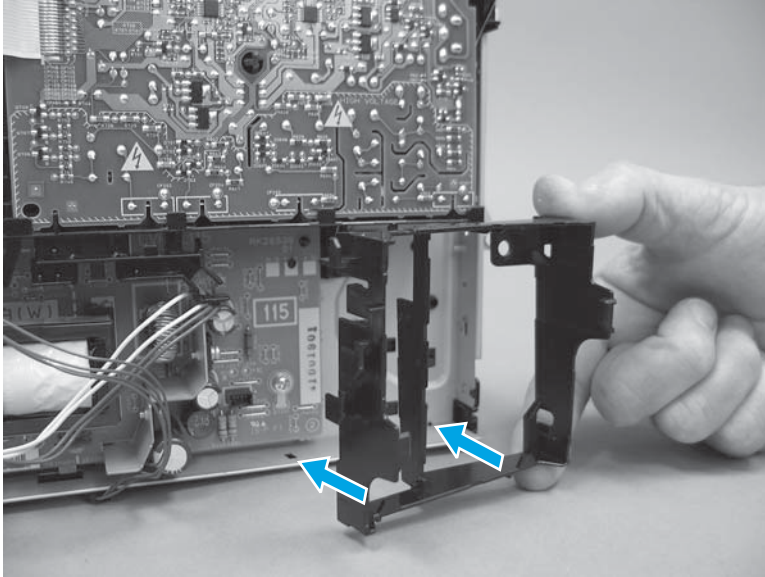
3. Install two screws (callout 1).

Figure 1-1905 Install two screws



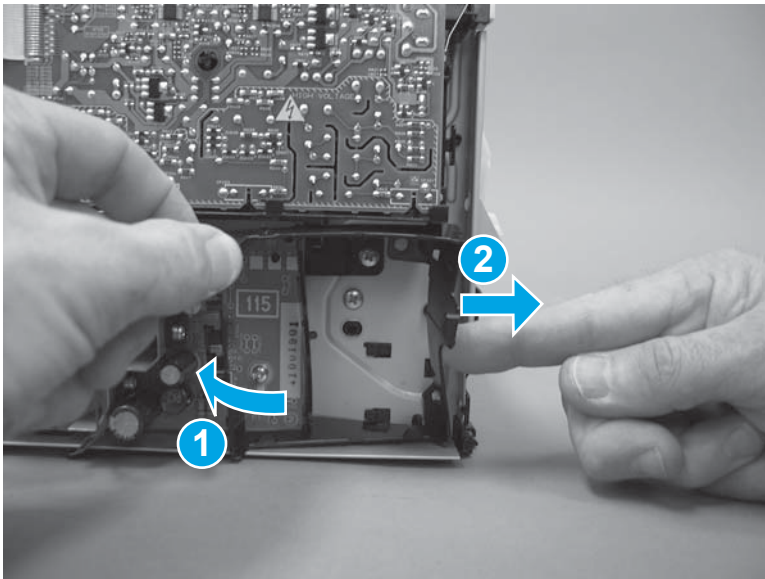
4. Position the bottom edge of the holder on the chassis—engage the two alignment tabs on the bottom of the holder with the slots in the chassis.

Figure 1-1906 Install the holder



5. Rotate the top of the holder toward the printer (callout 1), and then engage one tab on the right side of the holder (callout 2).

Figure 1-1907 Engage one tab



6. Rotate the top-left side corner of the holder toward the printer, and then engage one tab on the holder (callout 1).


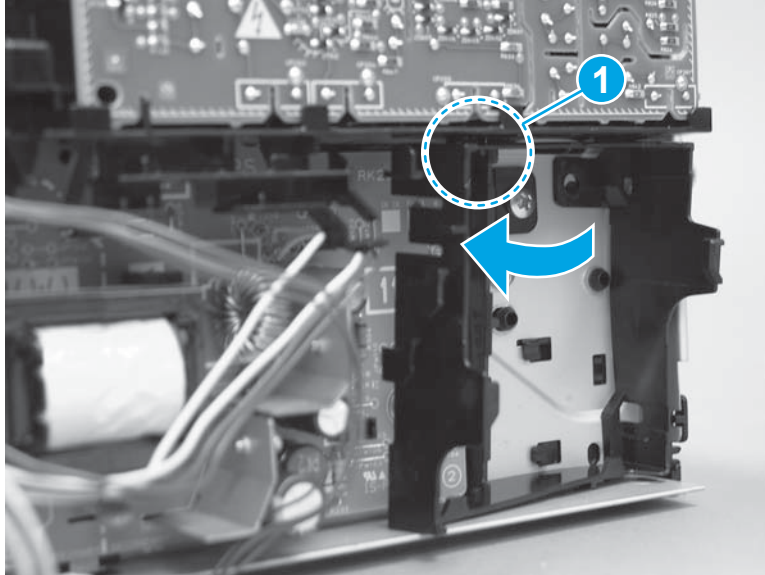
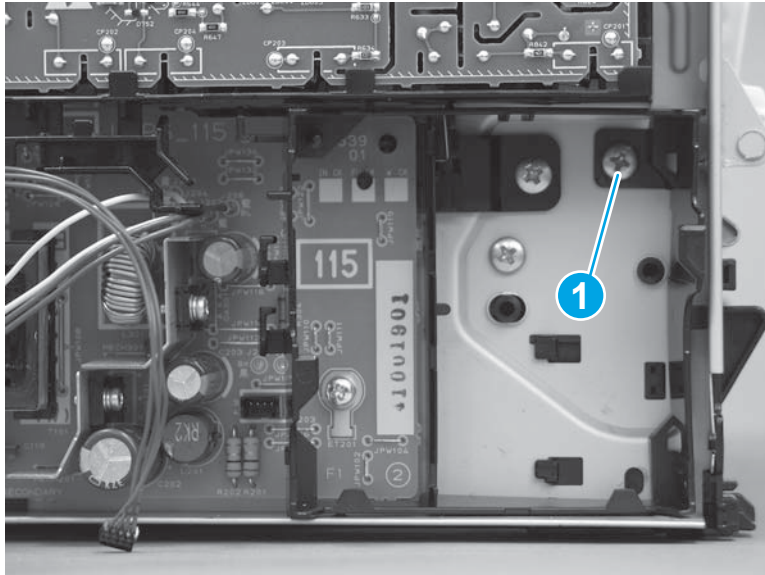
 **Reinstallation tip:** Use a flat-blade screwdriver to slightly flex the top of the holder down to make it easier to engage this tab.

Figure 1-1908 Engage one tab



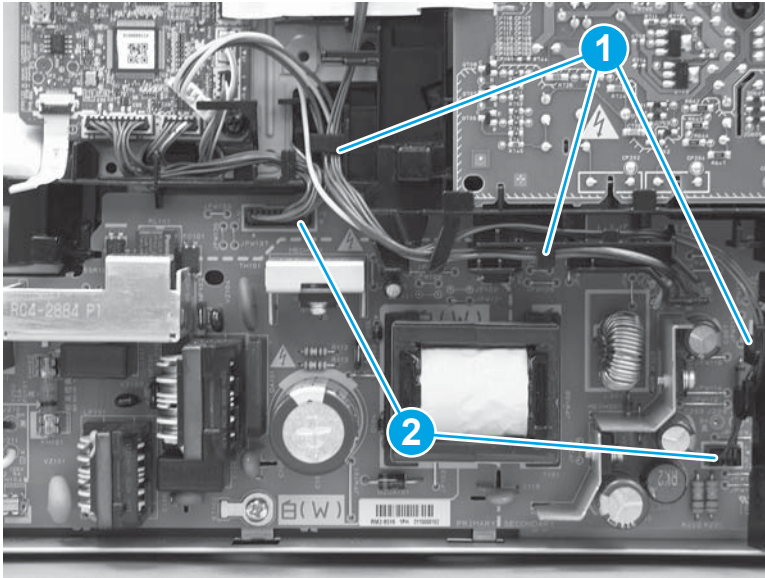
7. Install one screw (callout 1).

Figure 1-1909 Install one screw



8. Install the wire harnesses in the guides (callout 1), and then connect two connectors (callout 2).

Figure 1-1910 Connect two connectors



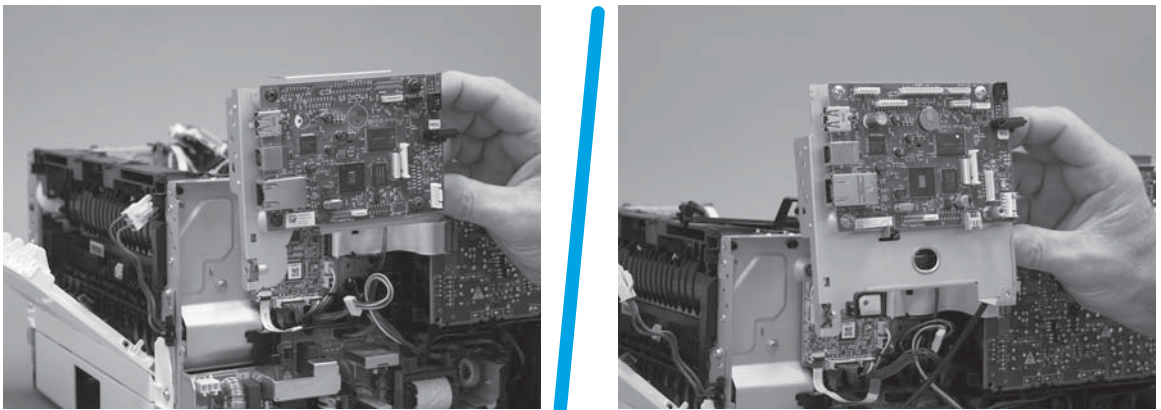
Step 15: Install the sheet-metal formatter bracket and formatter PCA



NOTE: Do not forget to connect any formatter PCA FFCs or wire-harness connectors that were disconnected when the bracket was removed.

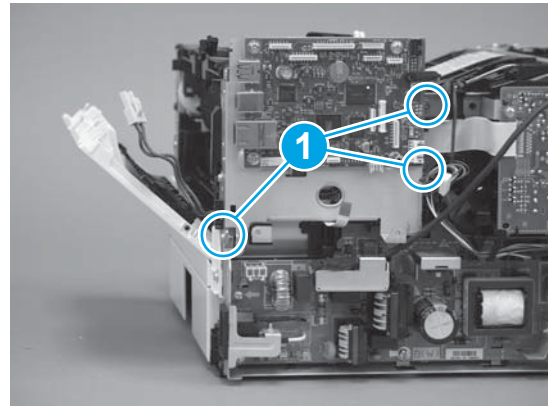
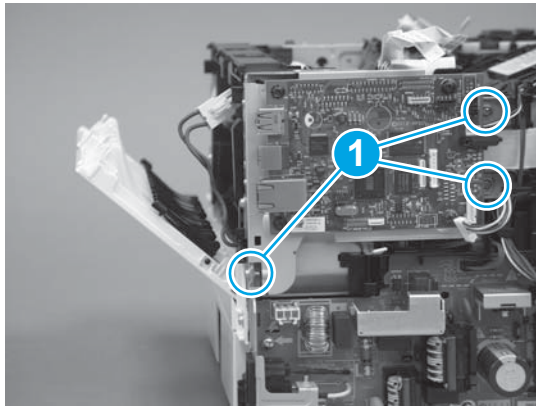
1. Position the sheet-metal bracket and formatter PCA on the printer.

Figure 1-1911 Install the bracket



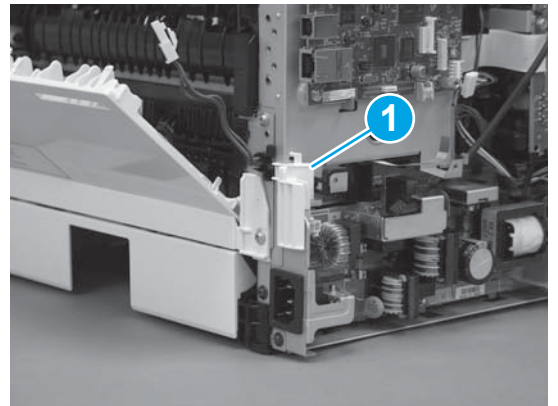
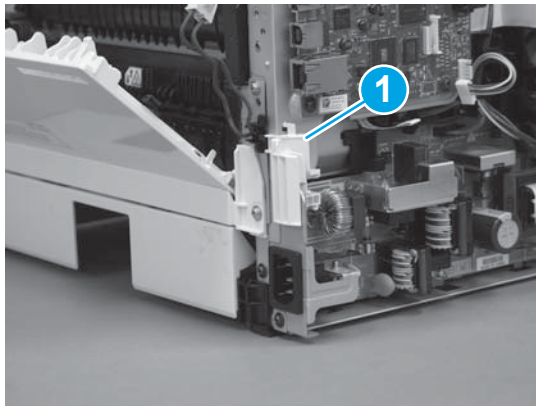
2. Install three screws (callout 1).

Figure 1-1912 Install three screws



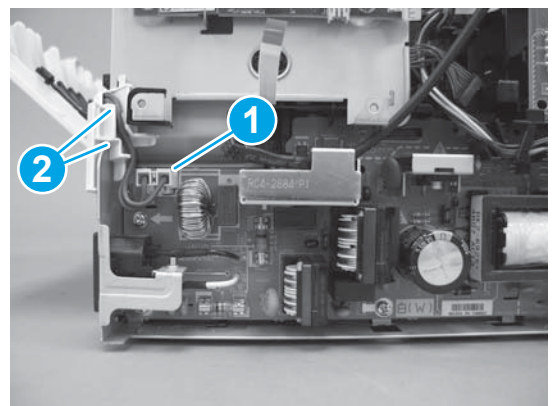
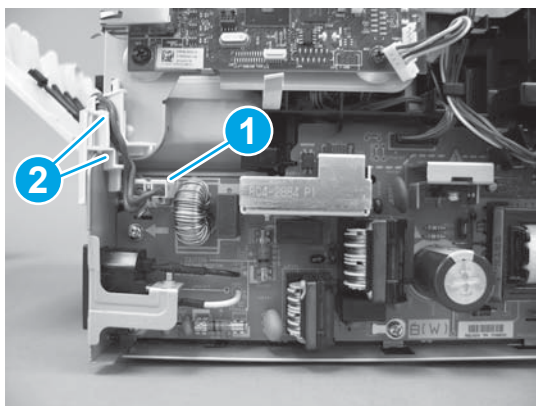
3. Install the guide (callout 1).

Figure 1-1913 Install the guide



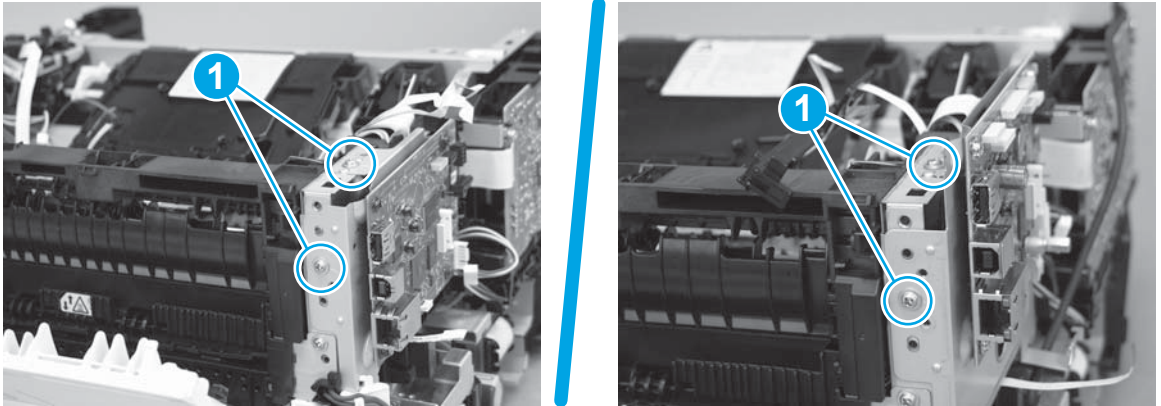
4. Connect one connector (callout 1), and then install the wire harness in the guide (callout 2).

Figure 1-1914 Connect one connector



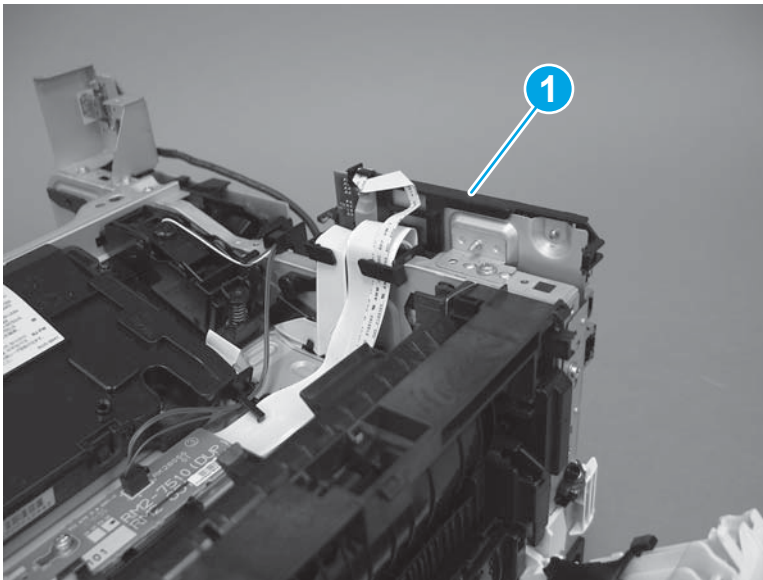
5. Install two screws (callout 1).

Figure 1-1915 Install two screws



6. **M427/M426 only:** Install the guide (callout 1).

Figure 1-1916 Install the guide

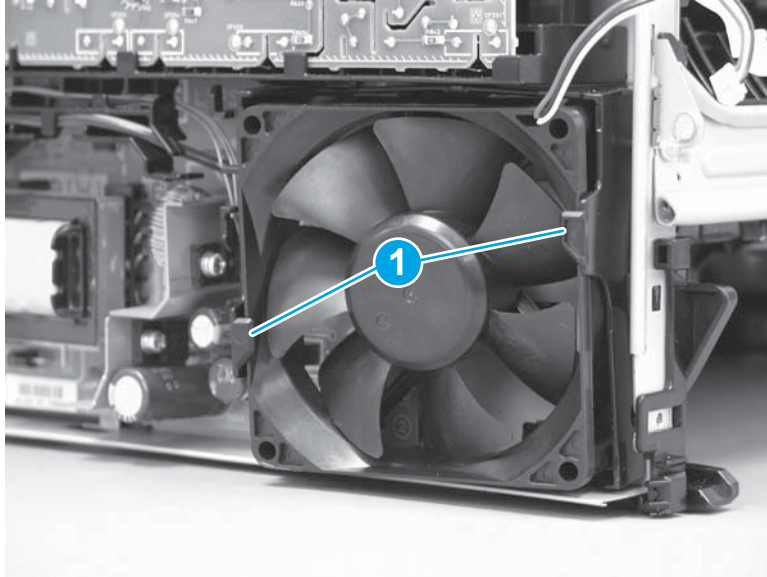


Step 16: Install the fan (FM1)

1. Position the fan in the holder. Make sure that the two tabs (callout 1) snap into place on the fan.

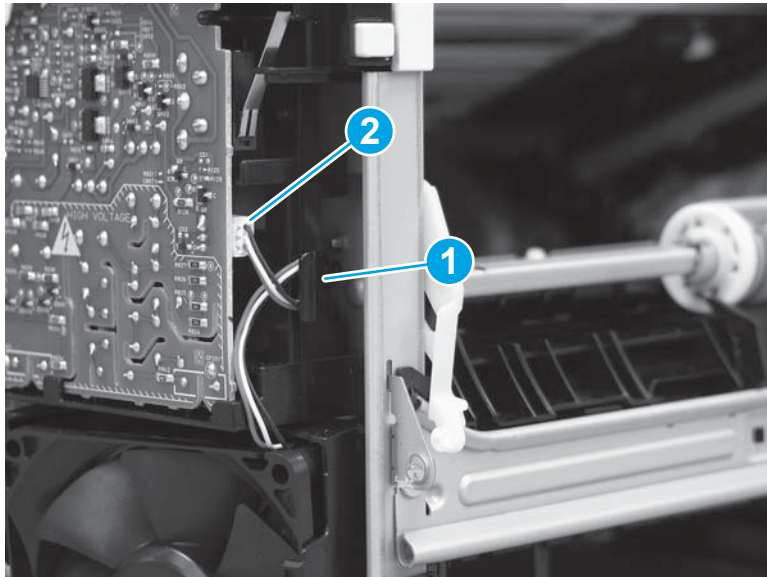
CAUTION: The fan must be correctly installed so that air is drawn into the printer. Make sure that the two arrows embossed on the right-side of the fan body—which indicate air flow direction—face upward and into the printer.

Figure 1-1917 Install the fan




2. Install the wire harness on the retainer (callout 2), and then connect one connector (callout 2).

Figure 1-1918 Connect one connector

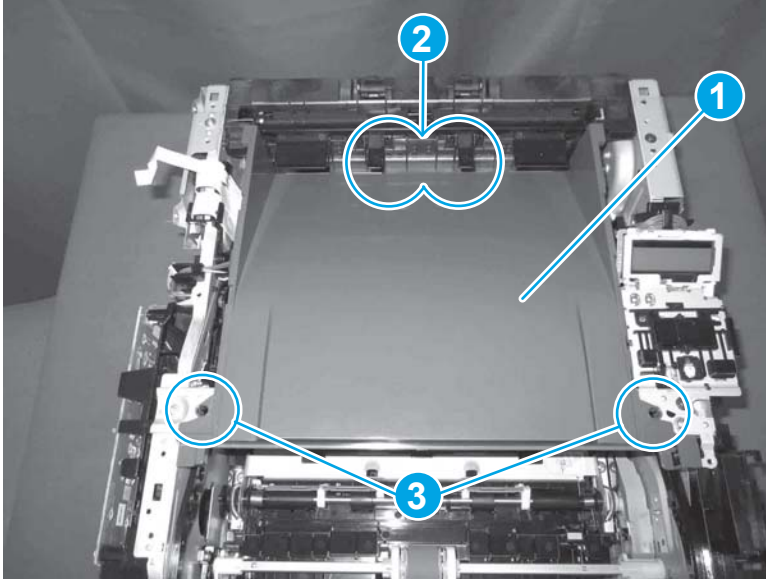


Step 17: Install the paper delivery tray (output bin)


 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1919 Engage two tabs

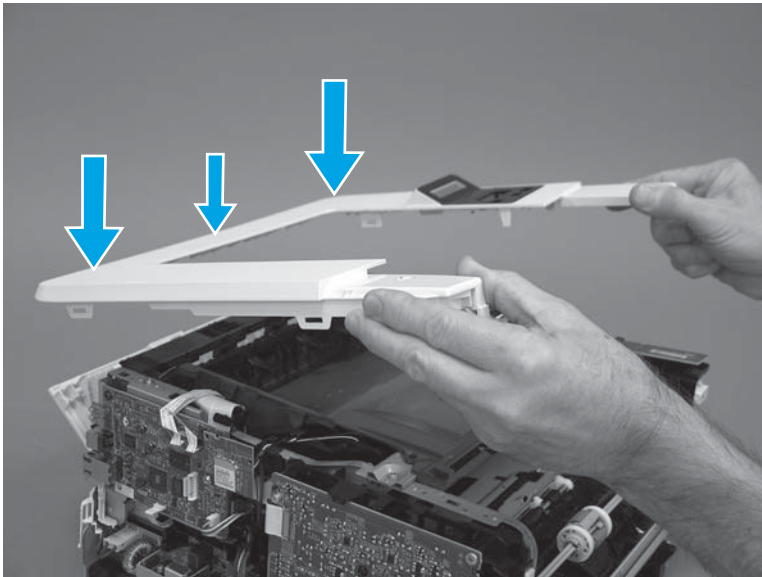


Step 18: Install the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 19: Install the top cover \(M427/M426\) on page 1014](#).

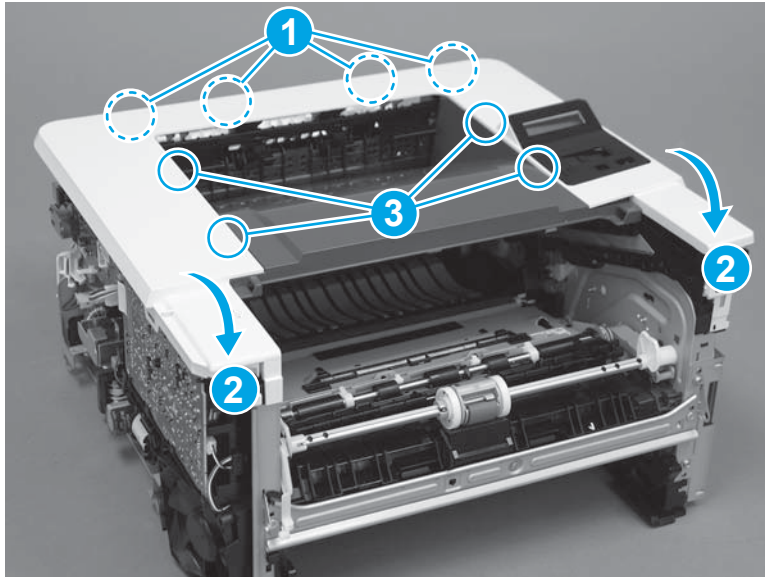
1. Position the rear edge of the cover on the printer.

Figure 1-1920 Install the cover



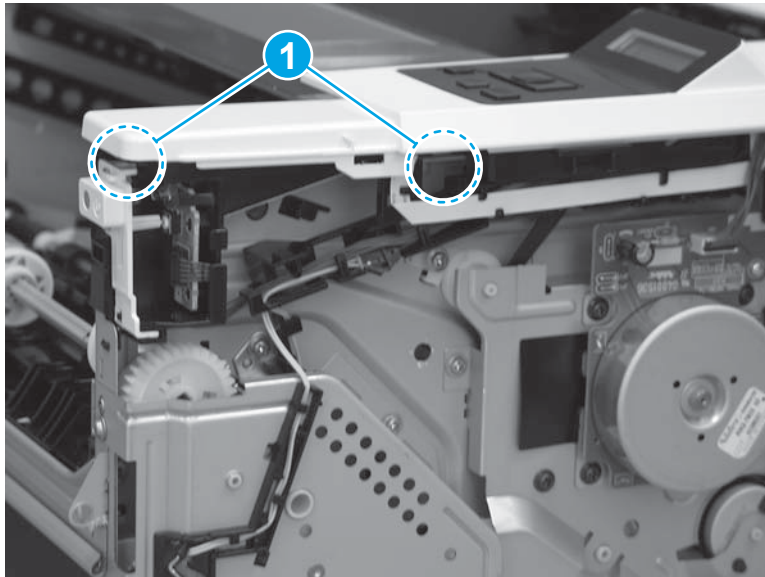
- Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-1921 Engage four bosses and tabs



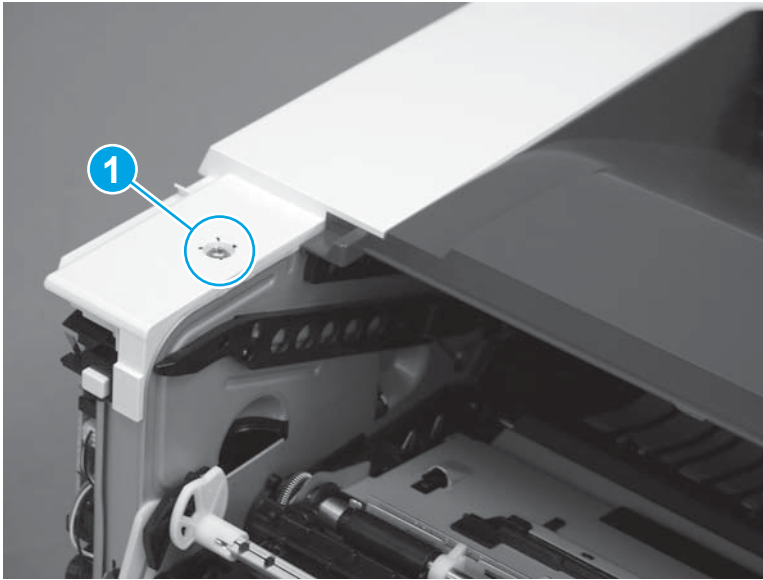
- At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-1922 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-1923 Install one screw

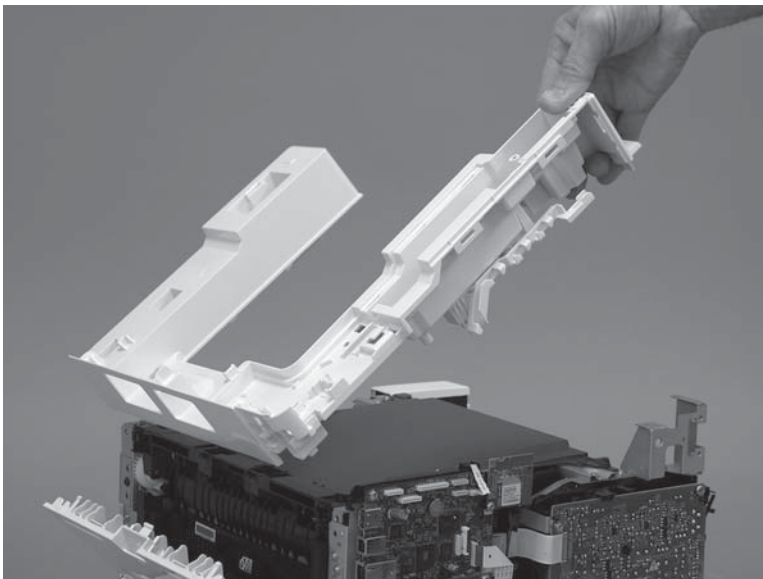


Step 19: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 23: Install the right cover on page 1025](#).

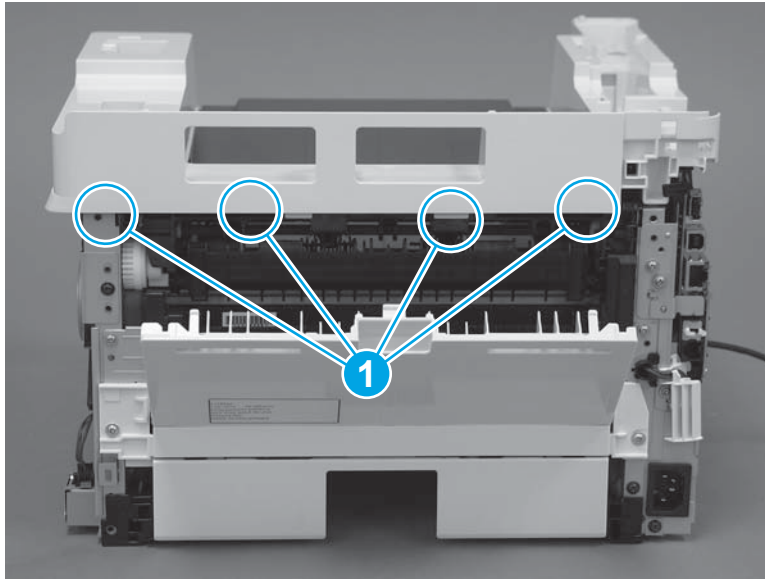
1. Position the rear edge of the top cover on the printer.

Figure 1-1924 Install the cover



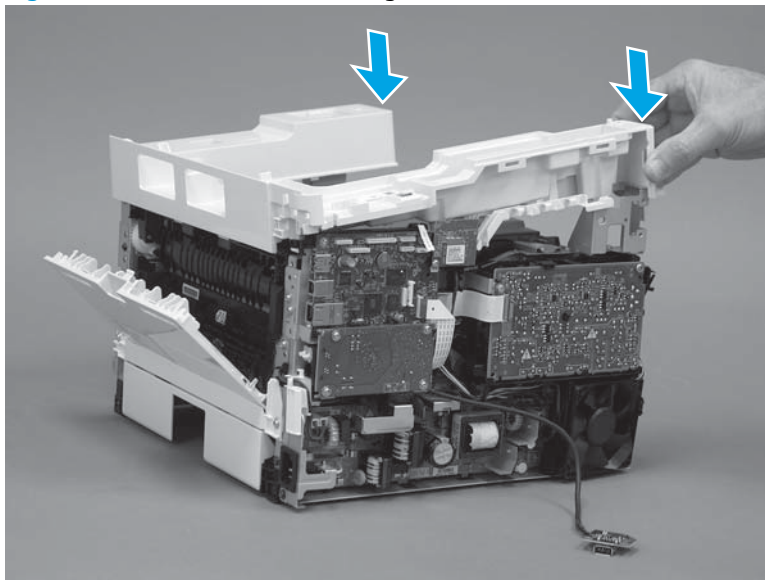
2. Engage four bosses (callout 1).

Figure 1-1925 Engage four bosses



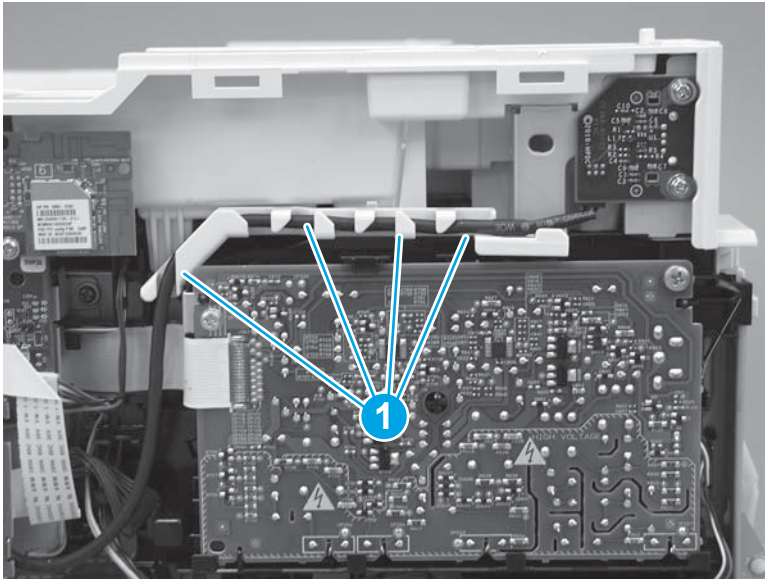
3. Rotate the front edge of the cover down.

Figure 1-1926 Rotate the front edge of the cover down



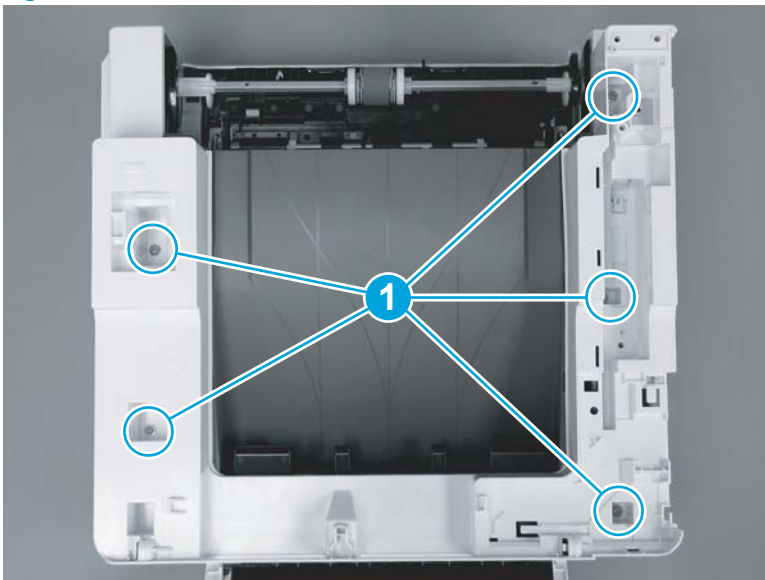
4. Install the USB cable (callout 1) in the guide.

Figure 1-1927 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-1928 Install five screws

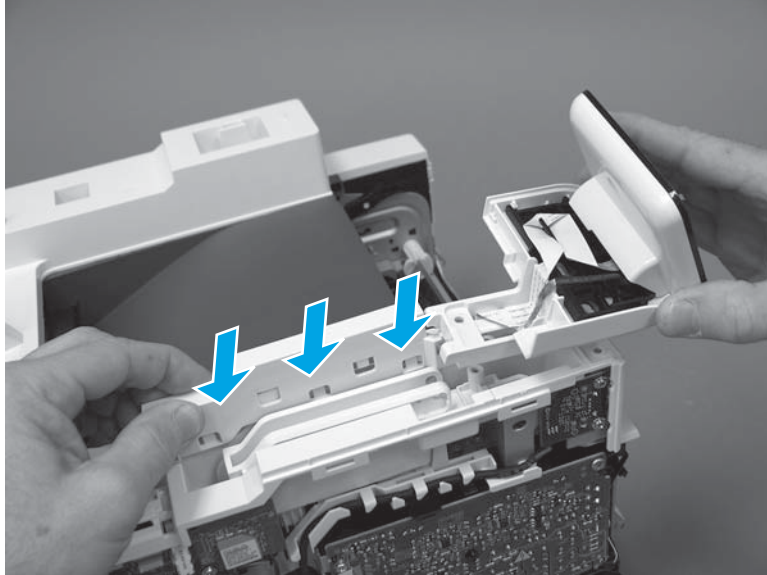


Step 20: Install the control panel (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 23: Install the right cover on page 1025](#).

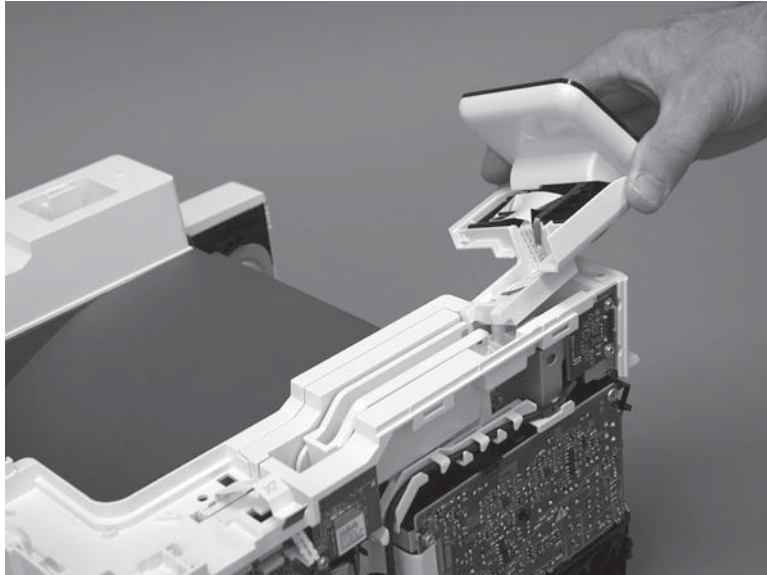
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-1929 Install the control-panel FFC cover



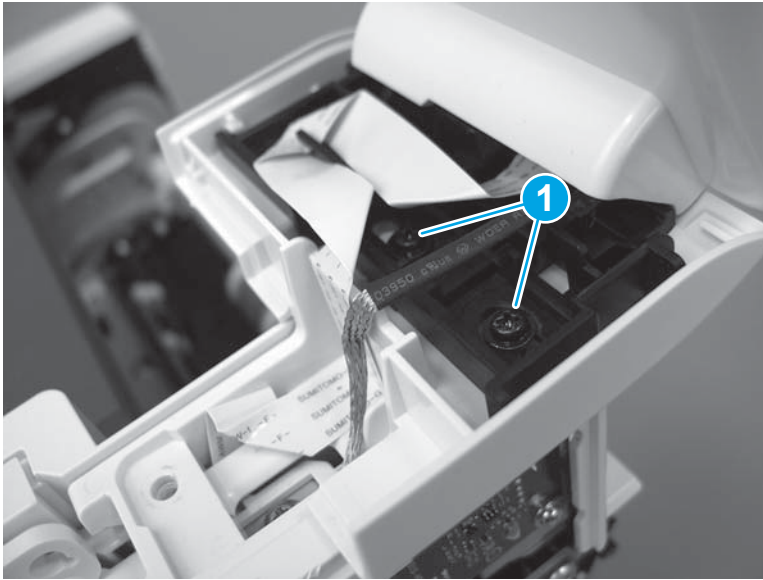
2. Install the control-panel assembly on the top cover.

Figure 1-1930 Install the control-panel assembly



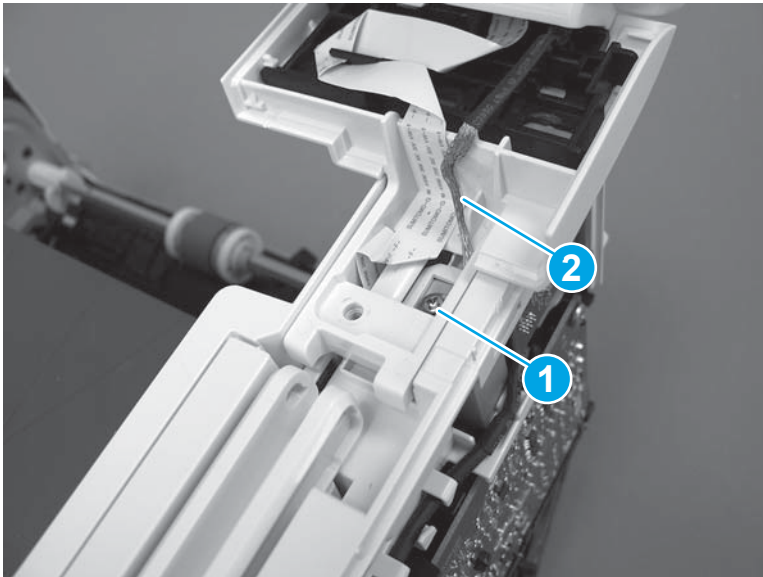
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-1931 Install two screws



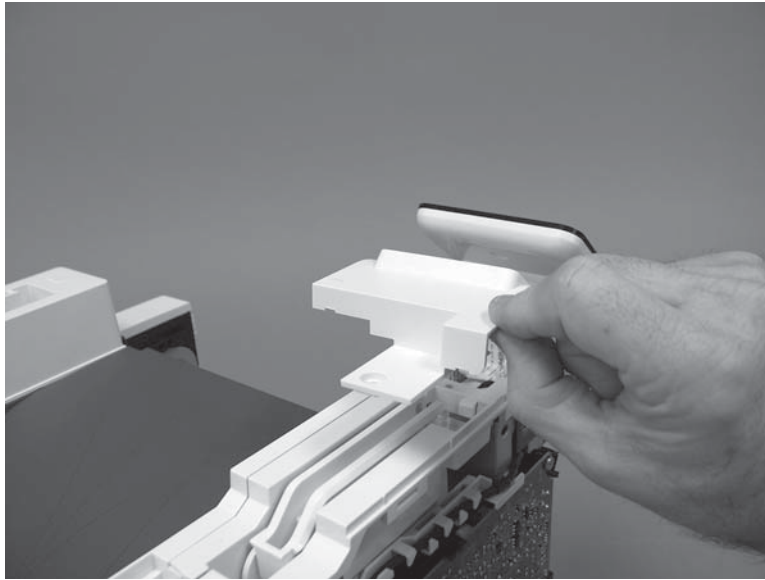
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-1932 Remove one screw



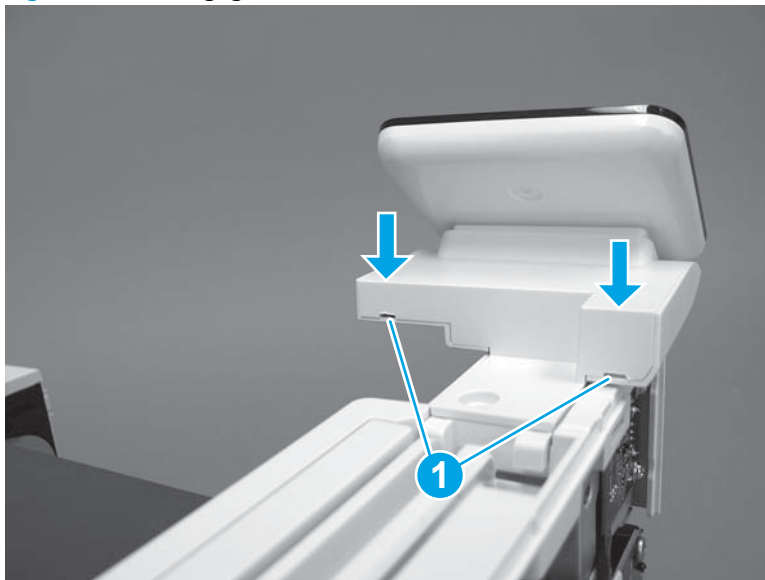
5. Install the control-panel cable cover.

Figure 1-1933 Install the cover



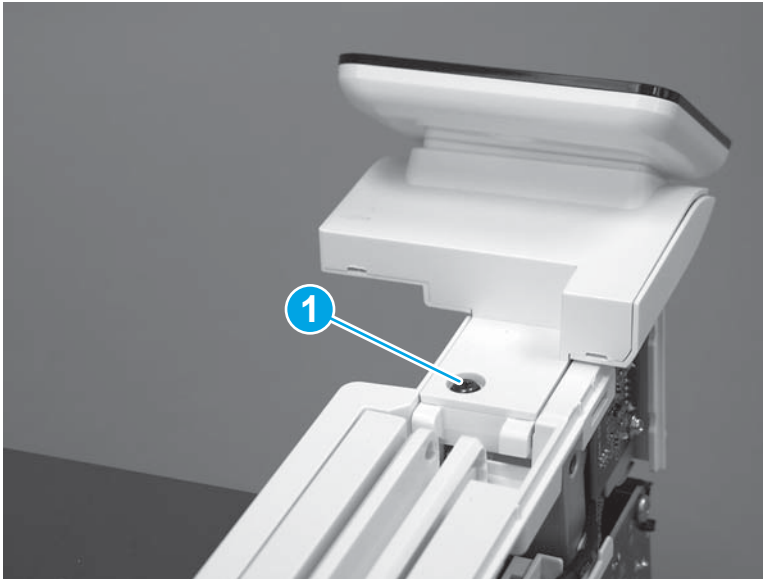
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-1934 Engage two tabs



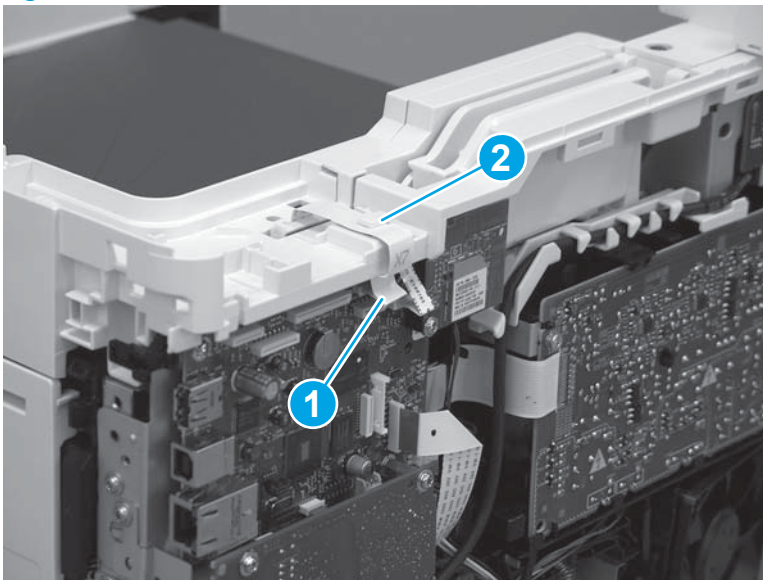
7. Install one screw (callout 1).

Figure 1-1935 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-1936 Connect one connector



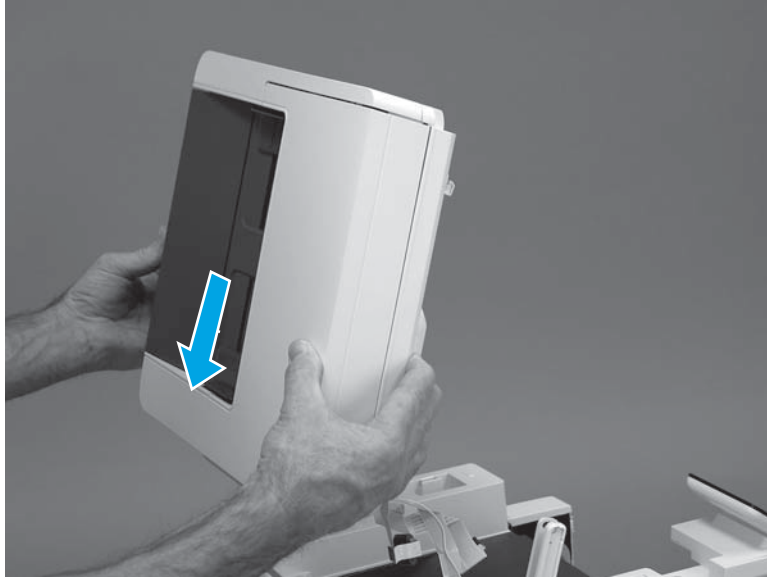
Step 21: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 23: Install the right cover on page 1025](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

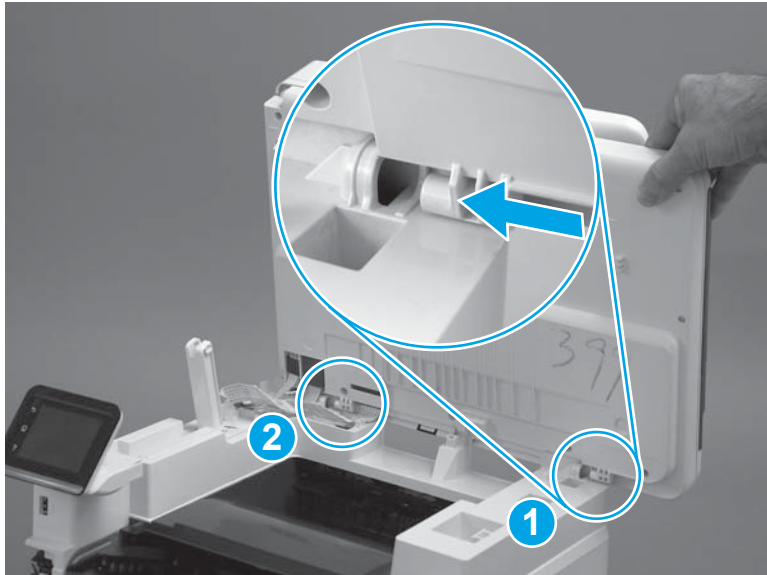
1. Position the ISA on the printer.

Figure 1-1937 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-1938 Engage the hinge pins with the holders



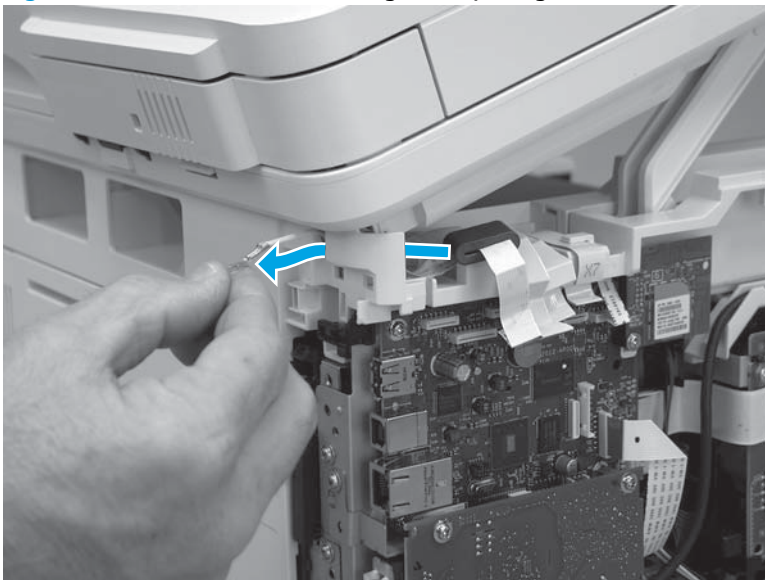
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-1939 Rotate the ISA towards the front of the printer



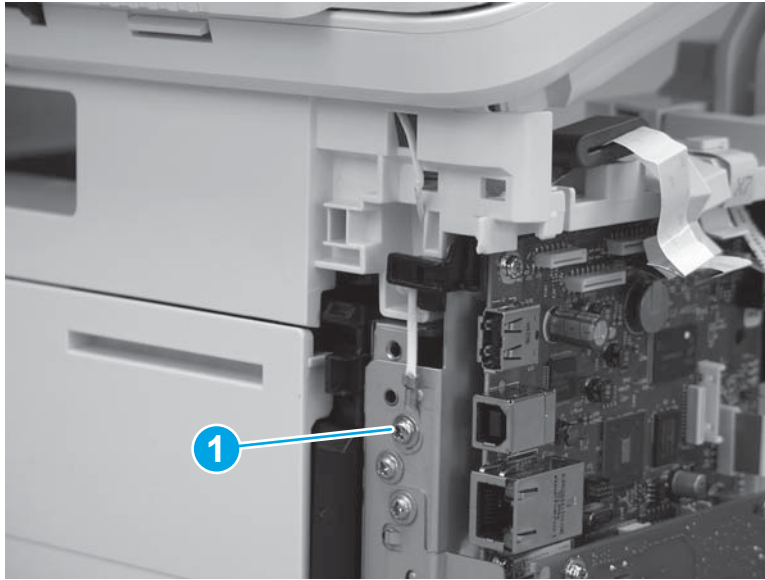
4. Pass the ground wire through the opening in the top cover.

Figure 1-1940 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-1941 Install one screw



6. Install the ISA lift assembly slider pin.


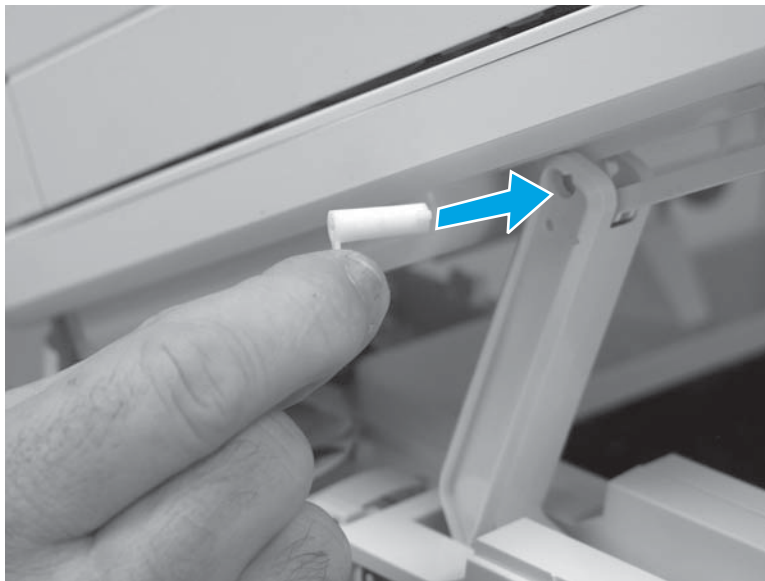
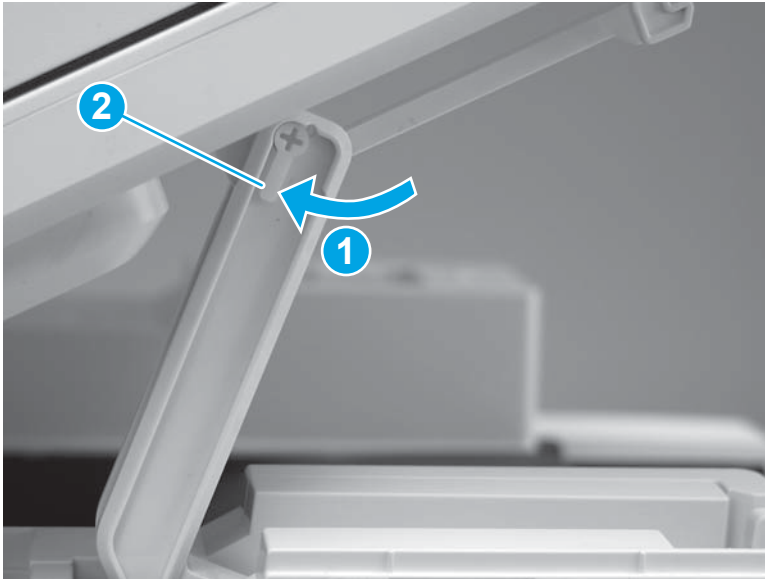
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-1942 Install the slider pin



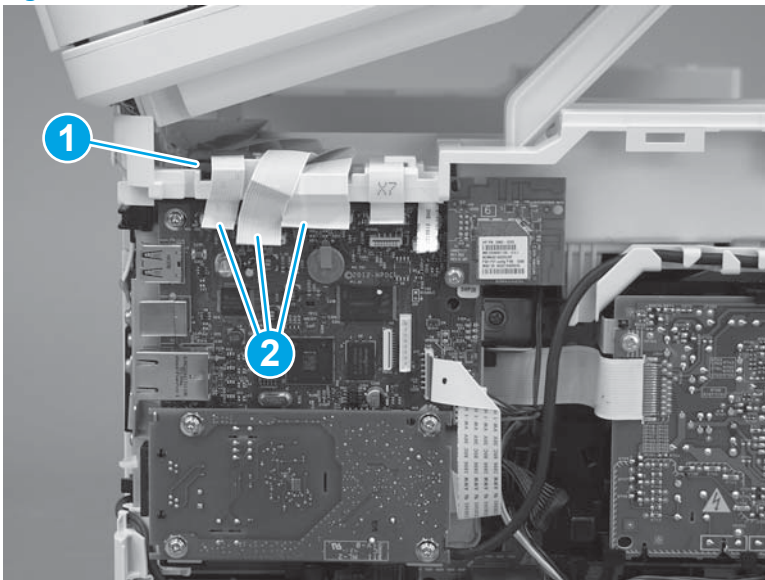
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-1943 Secure the slider pin



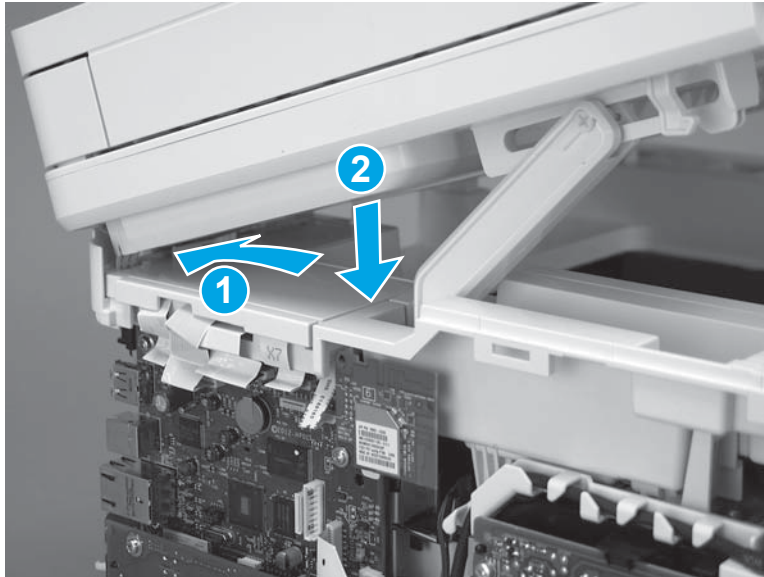
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-1944 Connect three FFCs



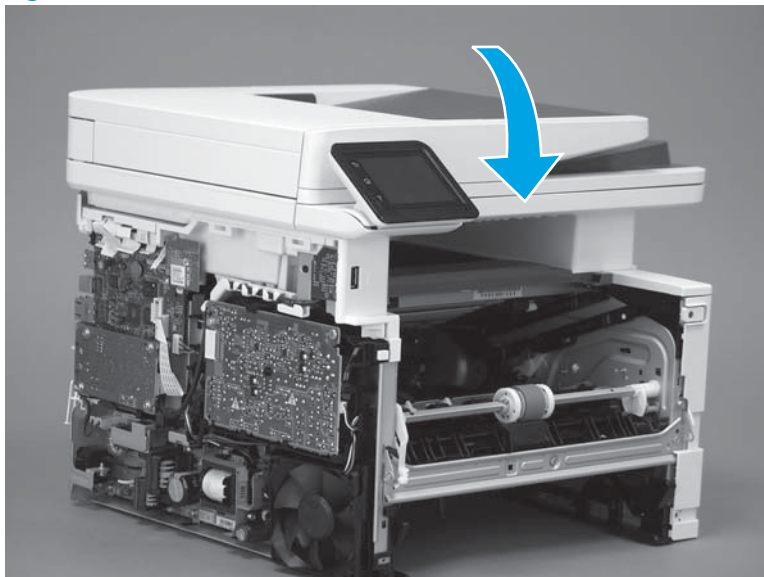
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-1945 Install the ISA FFC cover



10. Lower the ISA.

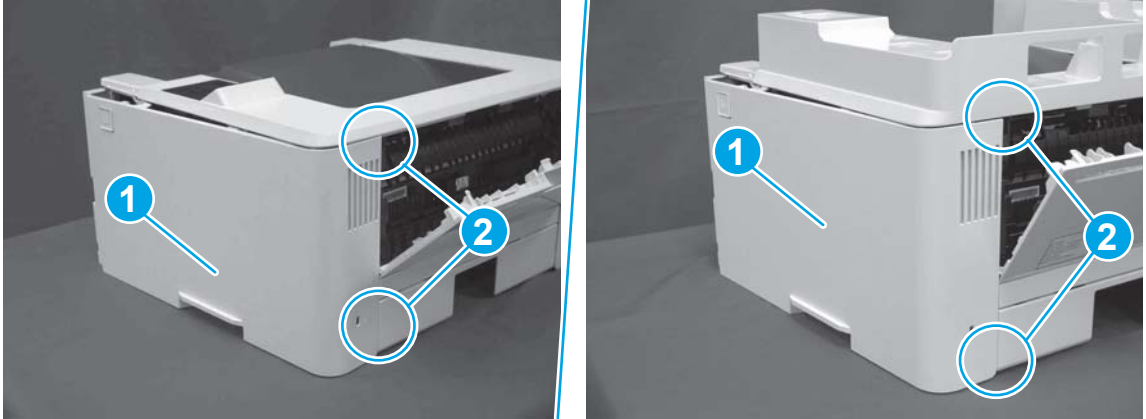
Figure 1-1946 Lower the ISA



Step 23: Install the right cover

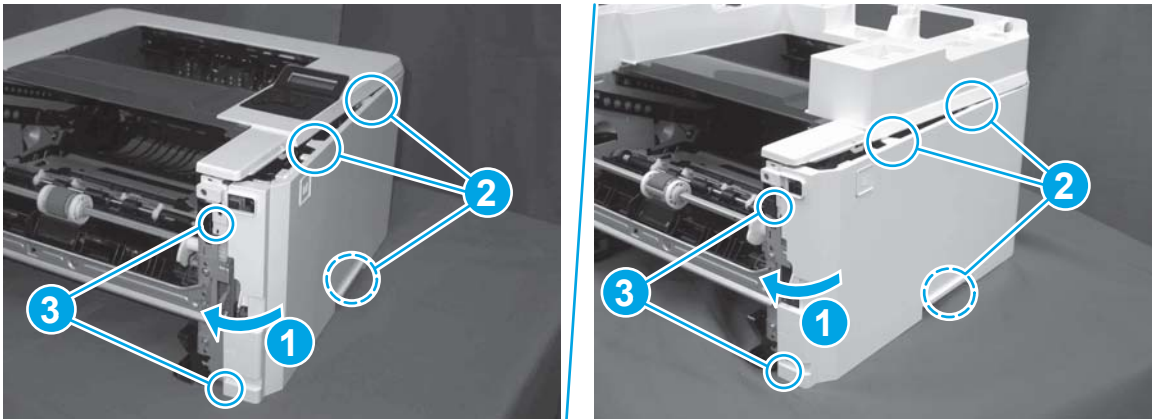
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-1947 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-1948 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


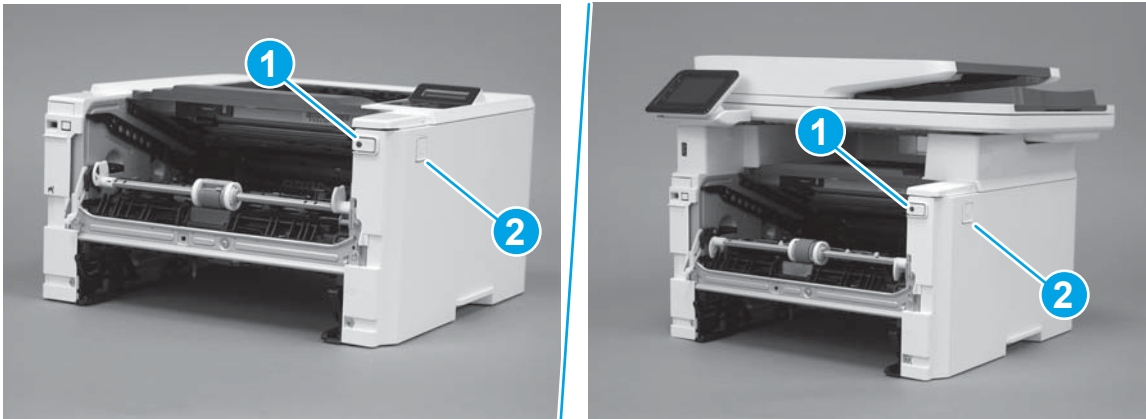
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-1949 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

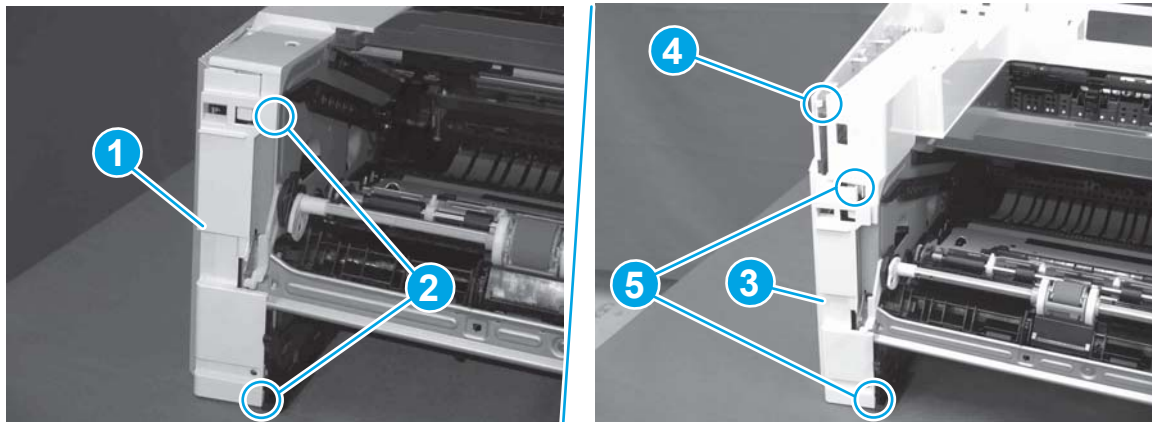
Figure 1-1950 Install one screw



Step 24: Install the left cover

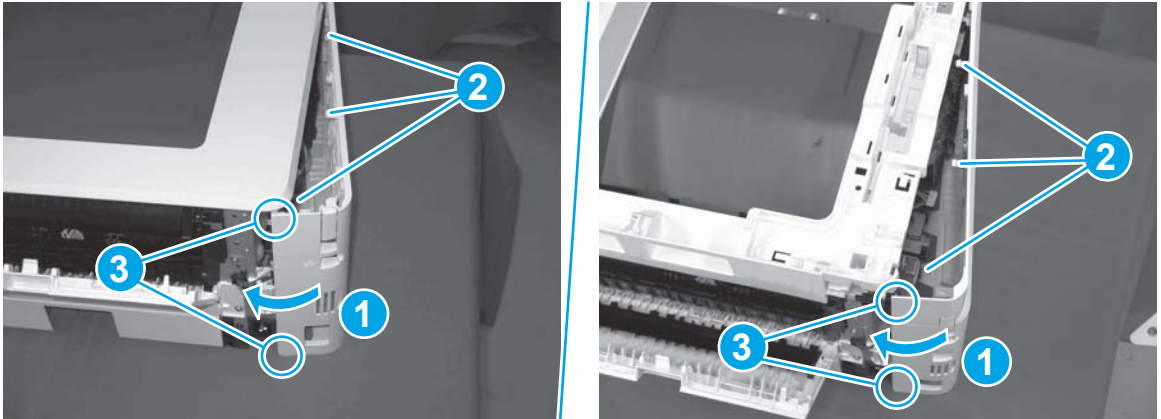
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-1951 Install the cover



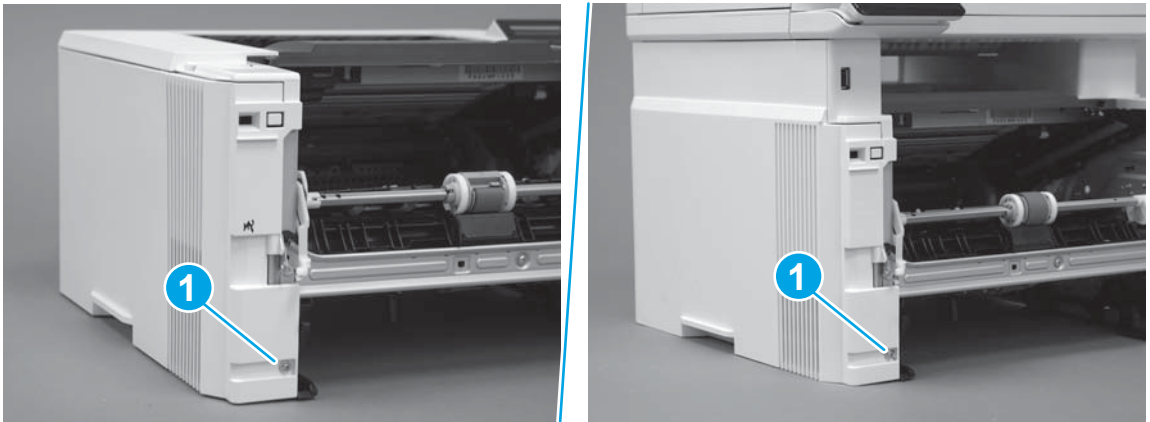
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-1952 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-1953 Install one screw

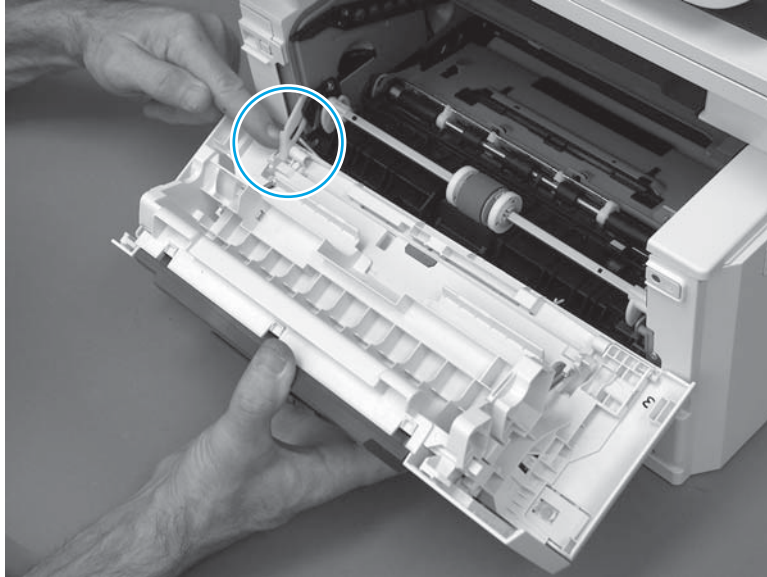


Step 25: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

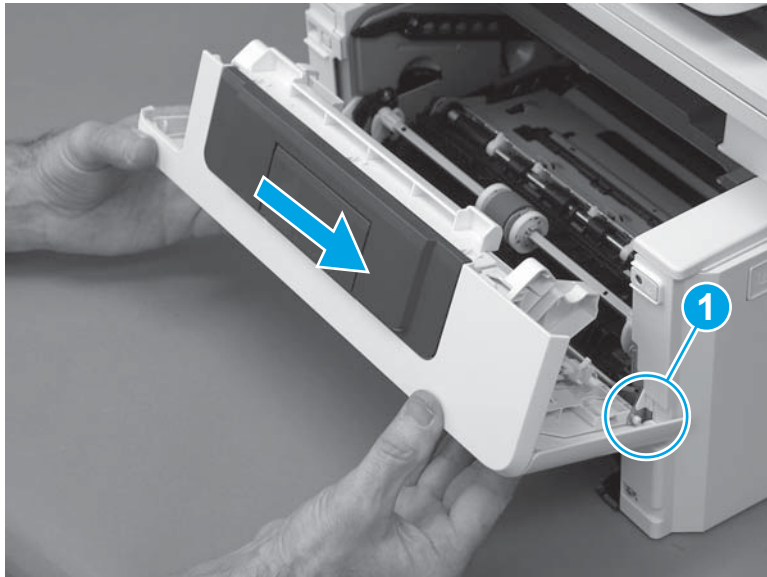
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-1954 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

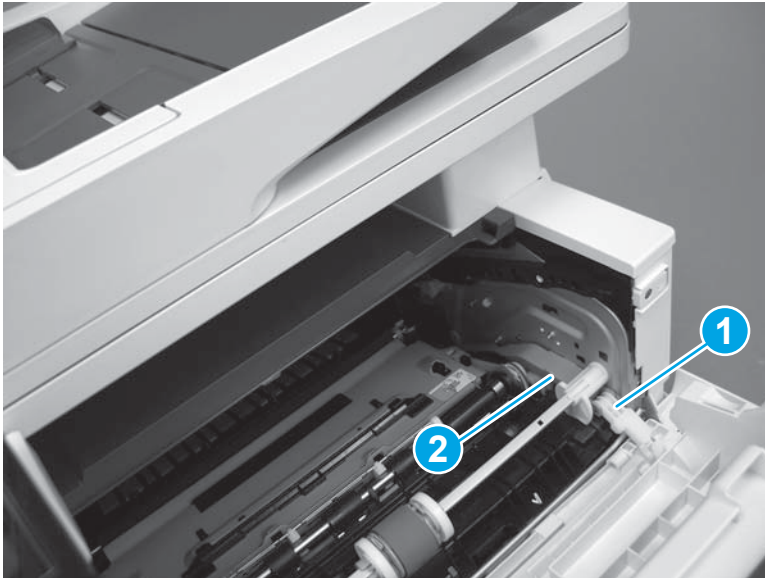
Figure 1-1955 Install the door



3. Install the link (callout 1).

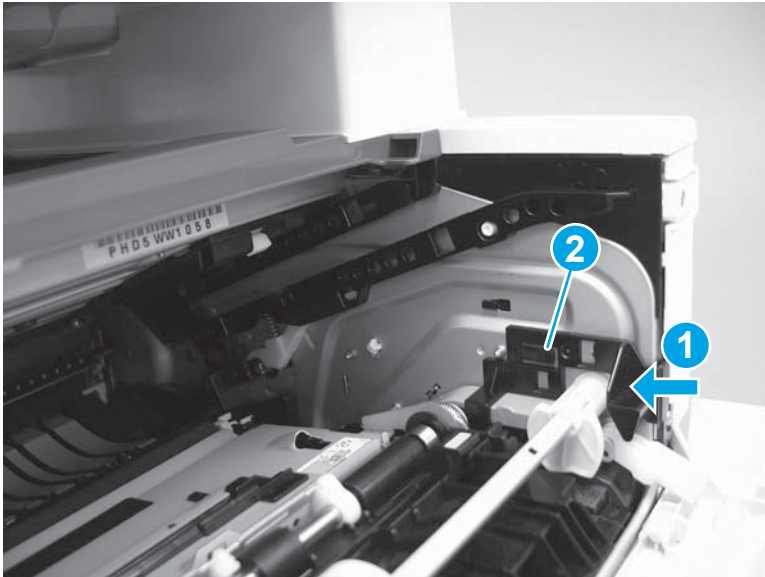
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-1956 Install the pressure-release link



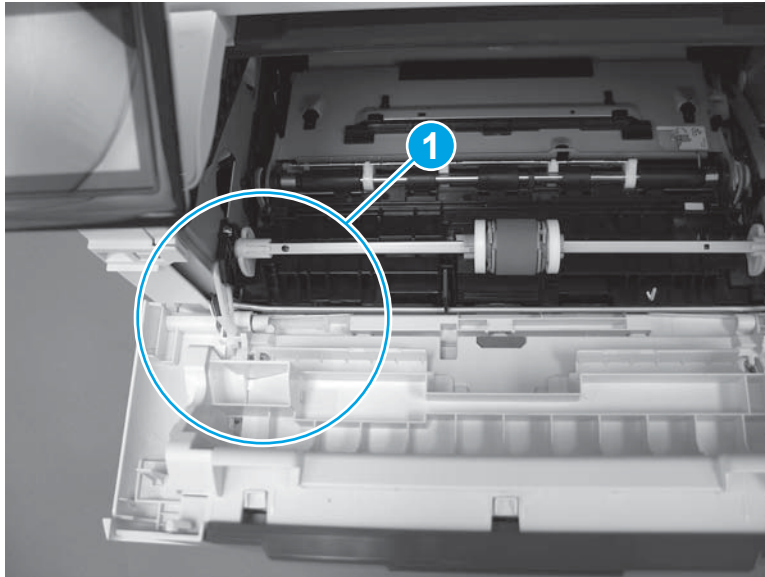
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-1957 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-1958 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


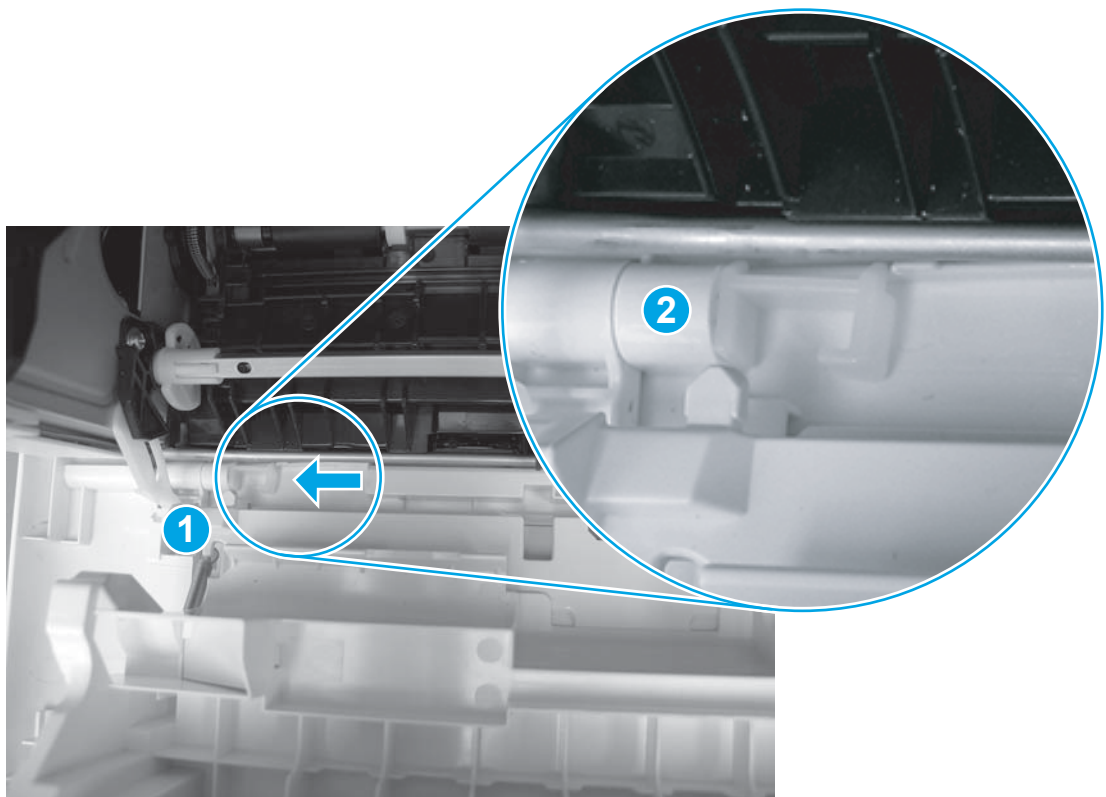
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-1959 Install the support shaft



Step 26: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-1960 Install the tray



Removal and replacement: NFC cover (M427/M426)



NOTE: M427/M426 models only.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 6: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 5: Remove the control panel \(M427/M426\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the NFC cover \(M427/M426\)](#)
- [Step 9: Unpack the replacement assembly](#)
- [Step 10: Install the NFC cover \(M427/M426\)](#)
- [Step 11: Install the top cover \(M427/M426\)](#)
- [Step 12: install the control panel \(M427/M426\)](#)
- [Step 12: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 13: Install the right cover](#)
- [Step 14: Install the left cover](#)
- [Step 15: Remove the cartridge door assembly](#)
- [Step 16: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the near field communication (NFC) cover.

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.

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

NFC cover part number	
RC4-2961-000CN	NFC cover

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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.

Use a NFC enabled device to print a job from the printer.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-1961 Remove the tray



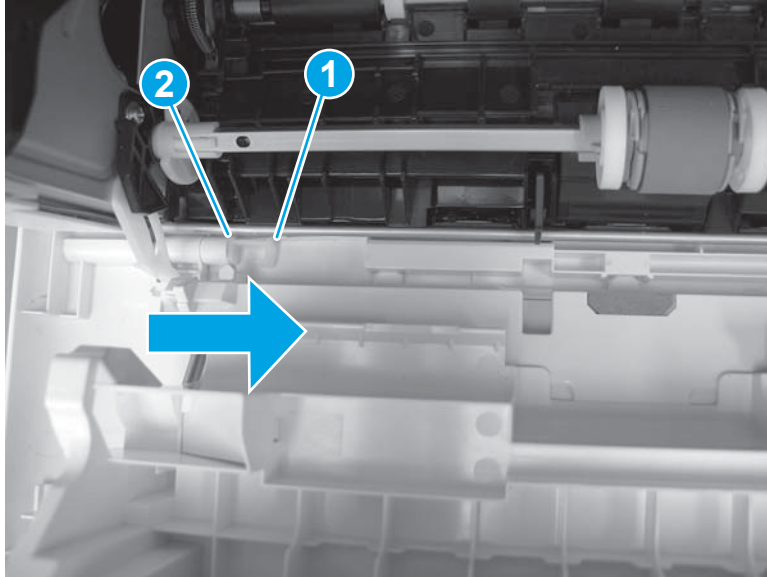
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

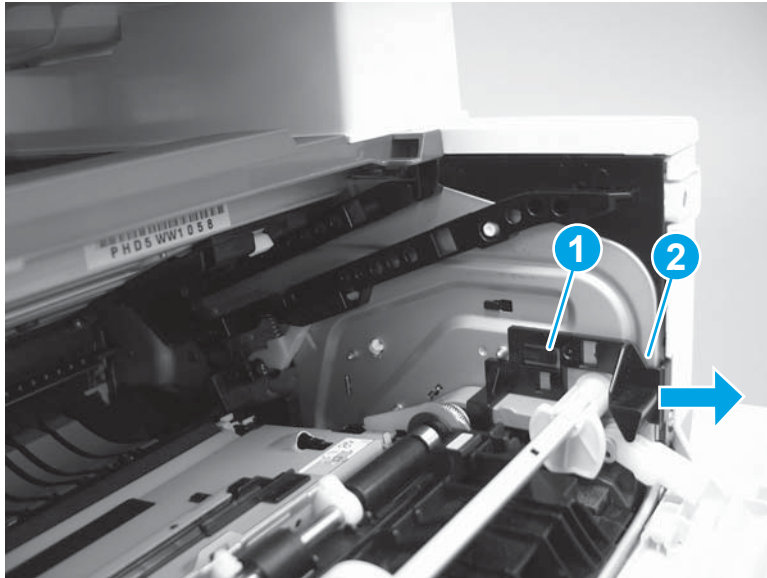
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-1962 Release the support shaft



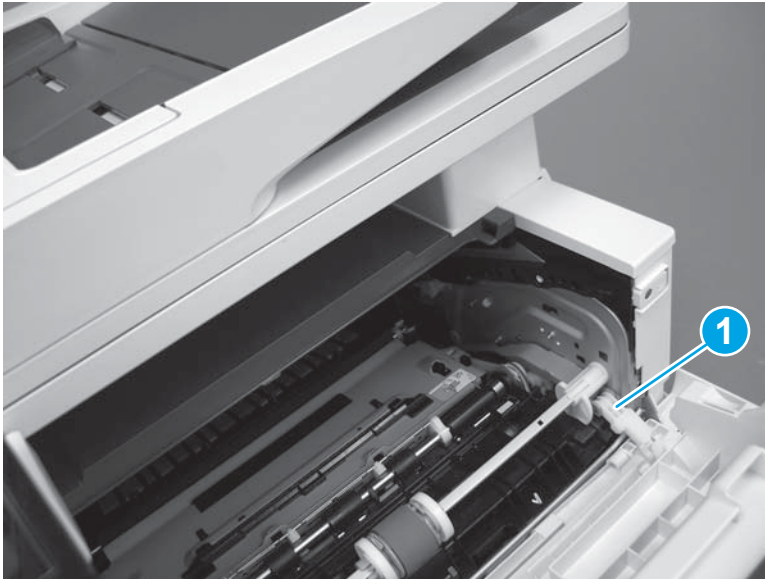
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-1963 Remove the guide



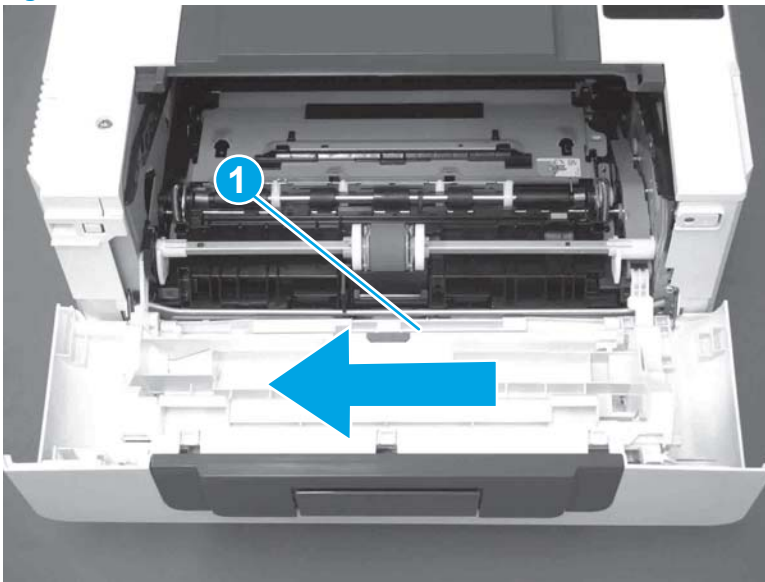
3. Remove the link arm (callout 1).

Figure 1-1964 Remove the link arm



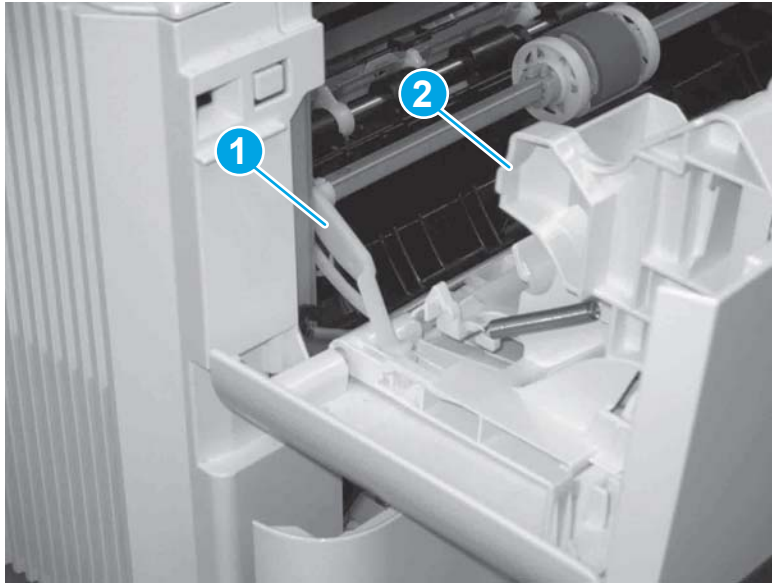
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-1965 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

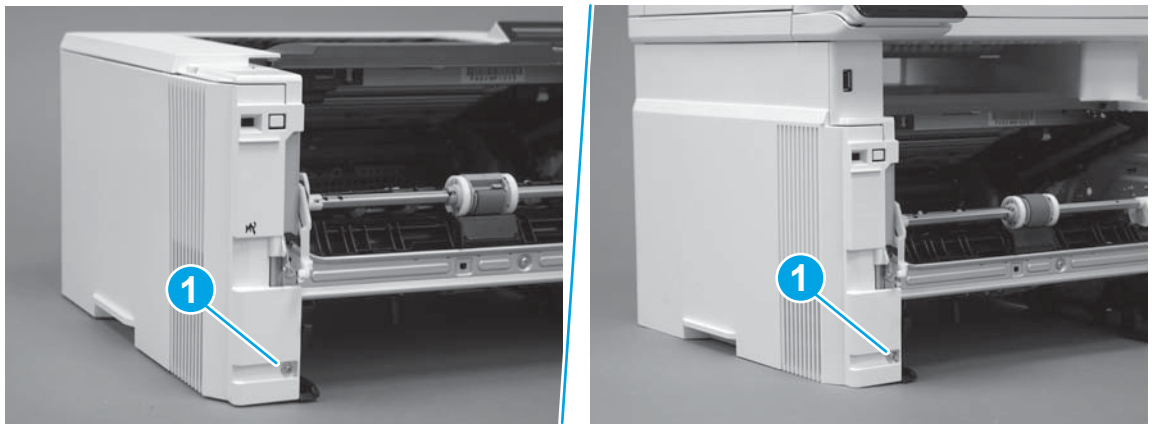
Figure 1-1966 Release the left-side retainer arm



Step 3: Remove the left cover

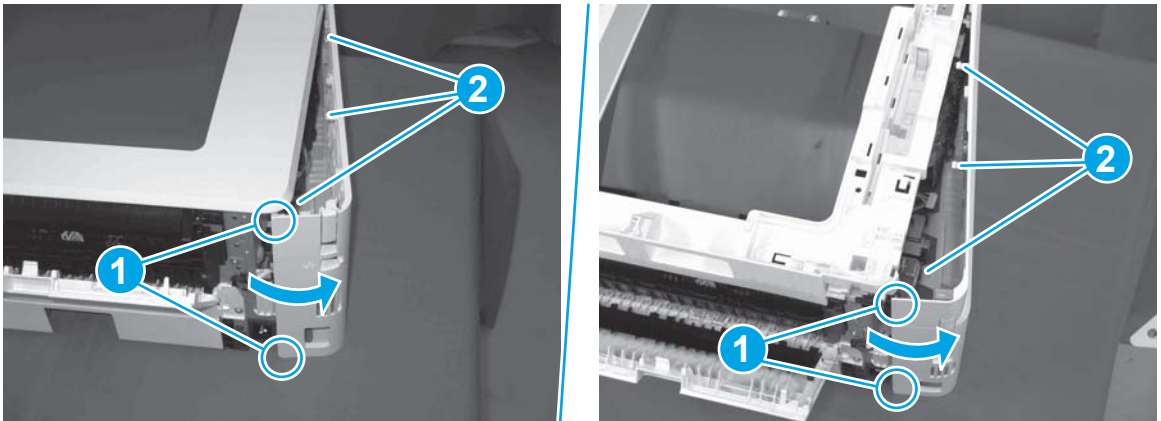
1. Remove one screw (callout 1).

Figure 1-1967 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

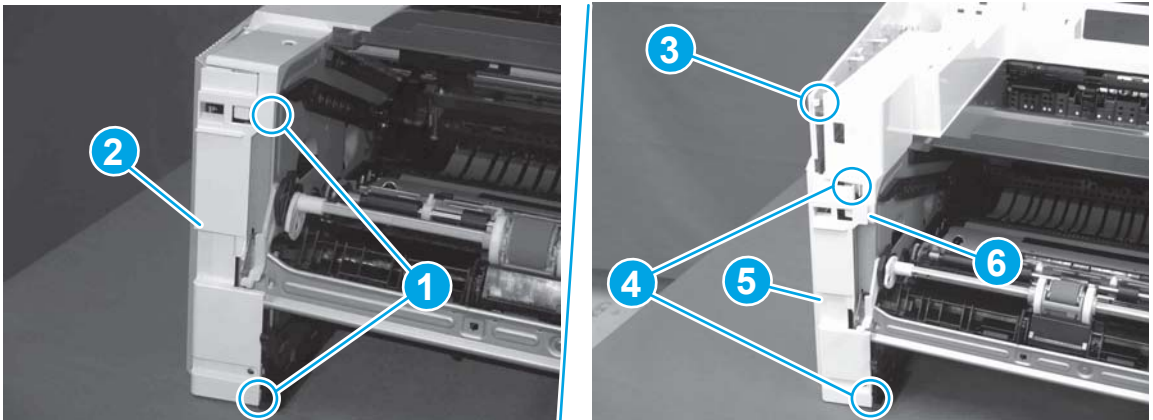
Figure 1-1968 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

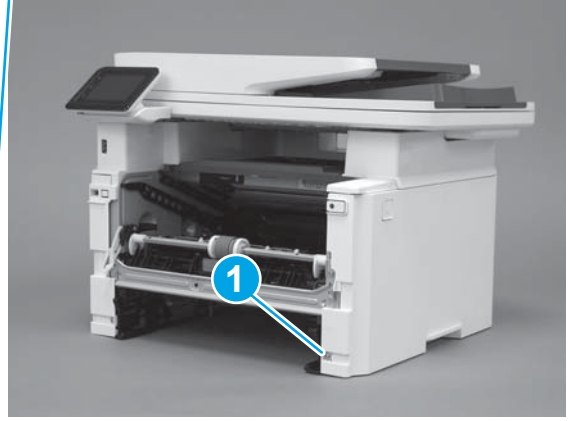
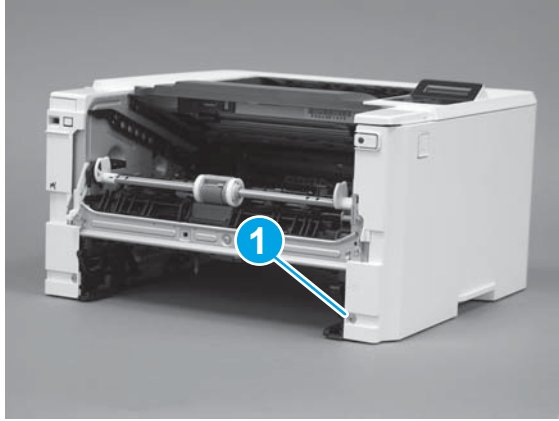
Figure 1-1969 Remove the cover



Step 4: Remove the right cover

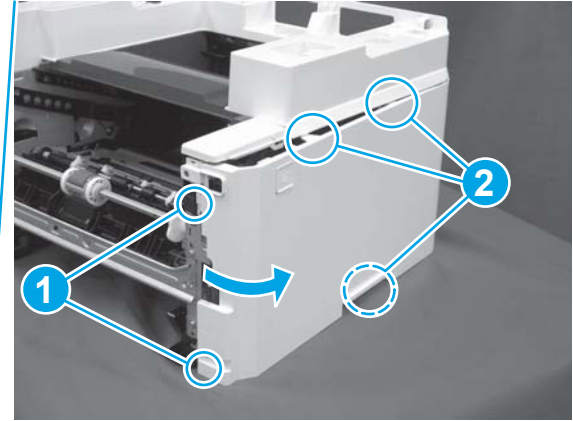
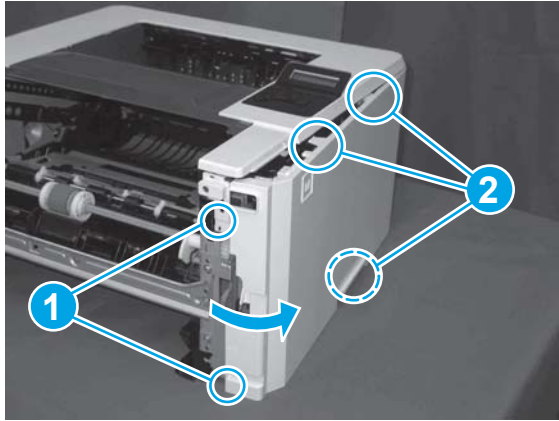
1. Remove one screw (callout 1).

Figure 1-1970 Remove one screw



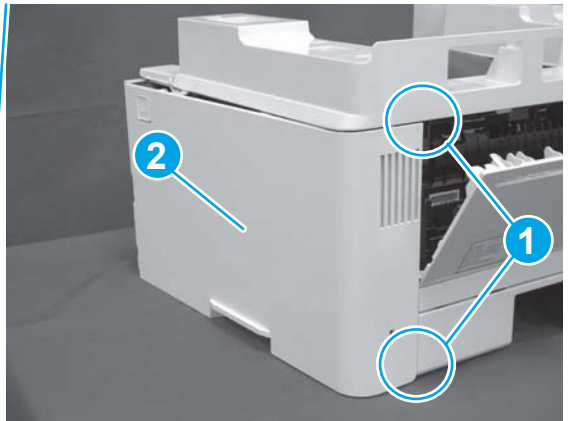
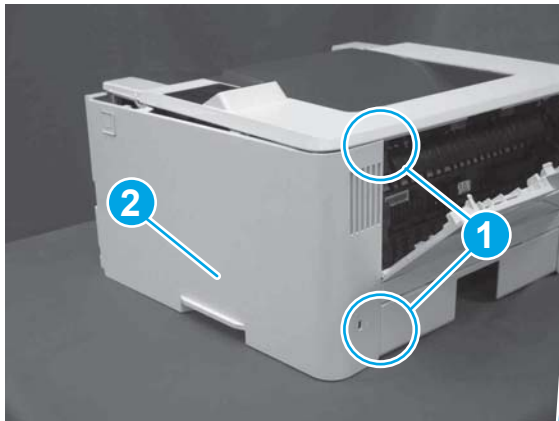
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-1971 Release two bosses and three tabs




3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-1972 Remove the cover

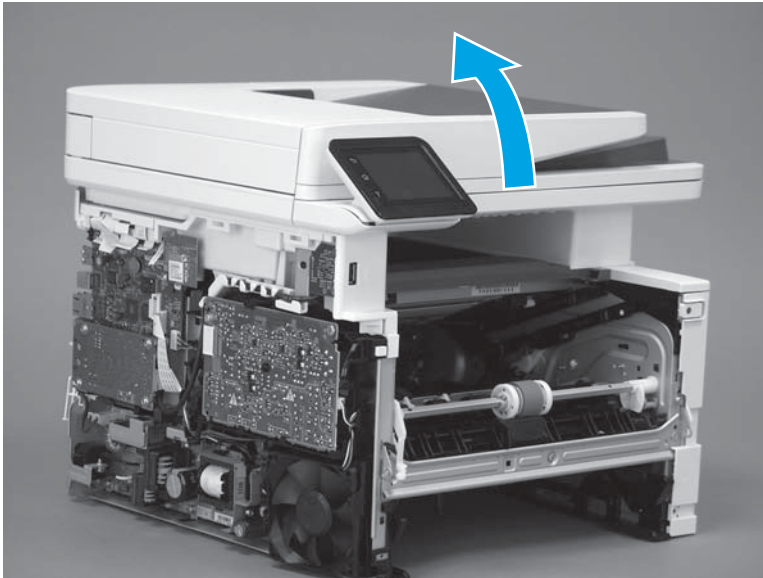


Step 6: Remove the integrated scanner assembly (M427/M246)

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

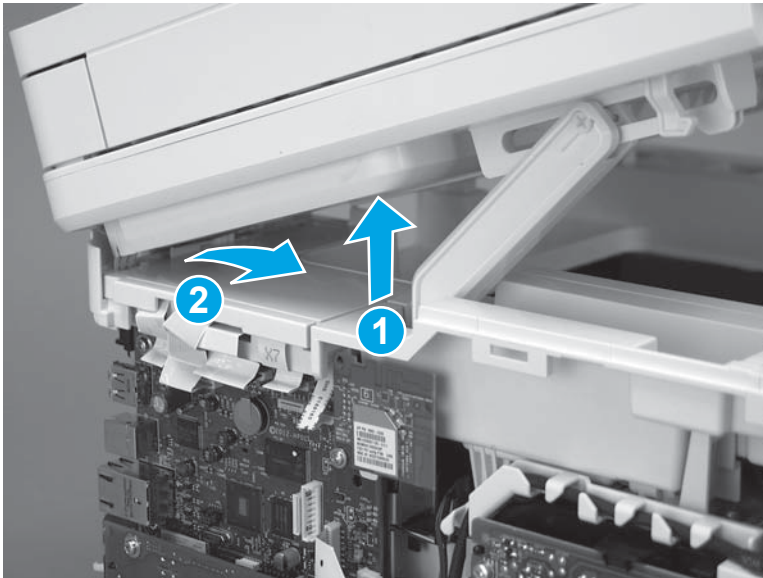
1. Raise the ISA.

Figure 1-1973 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

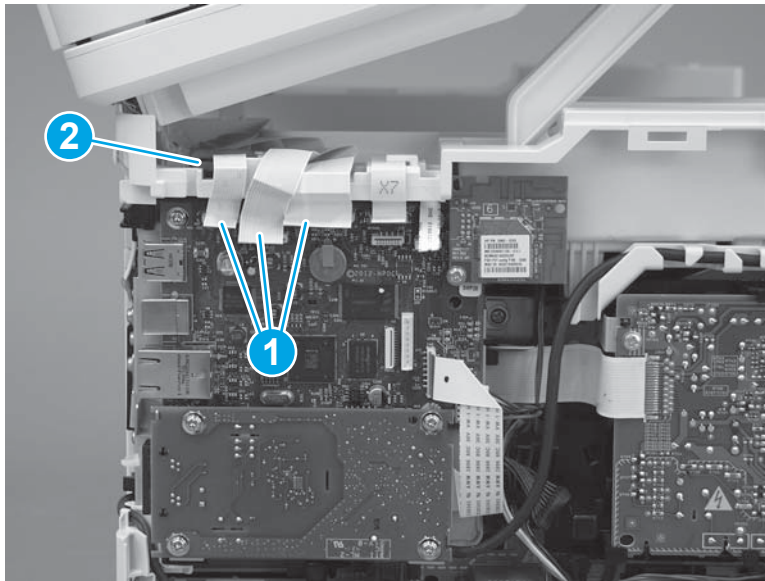
Figure 1-1974 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

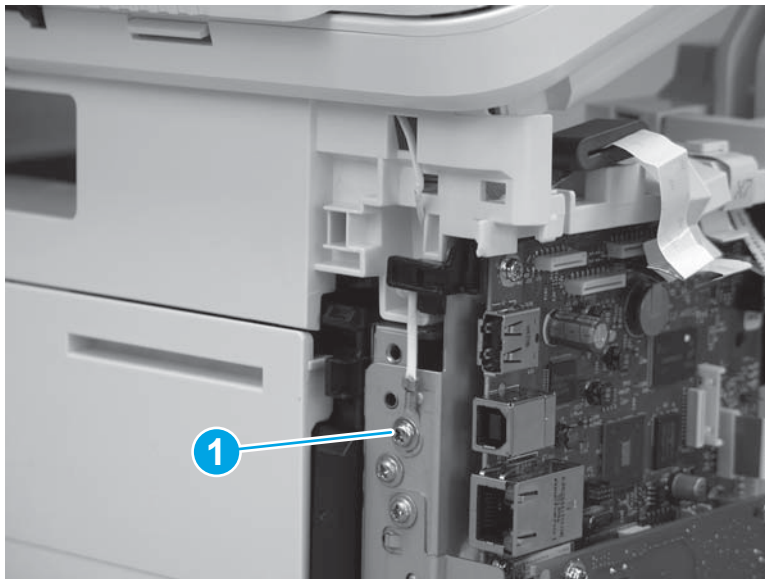
CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-1975 Disconnect three FFCs



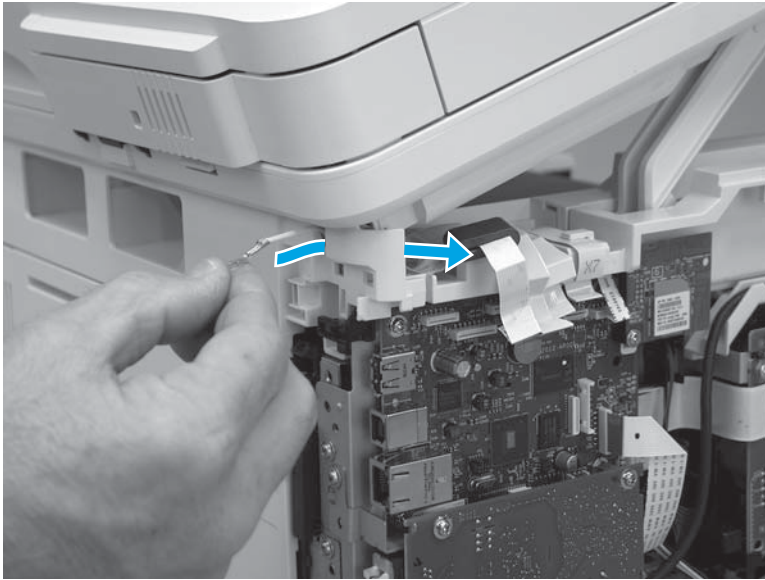
4. Remove one screw (callout 1).

Figure 1-1976 Remove one screw



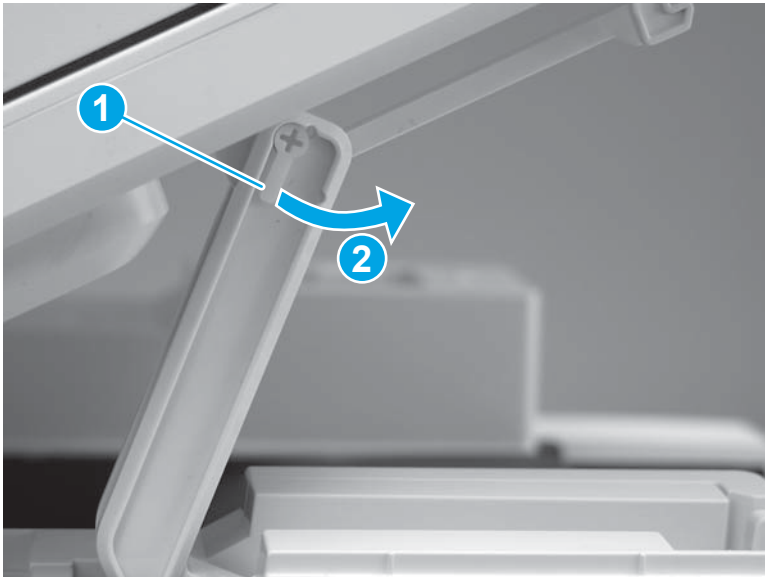
5. Pass the ground wire through the opening in the top cover.

Figure 1-1977 Pass the wire through the opening



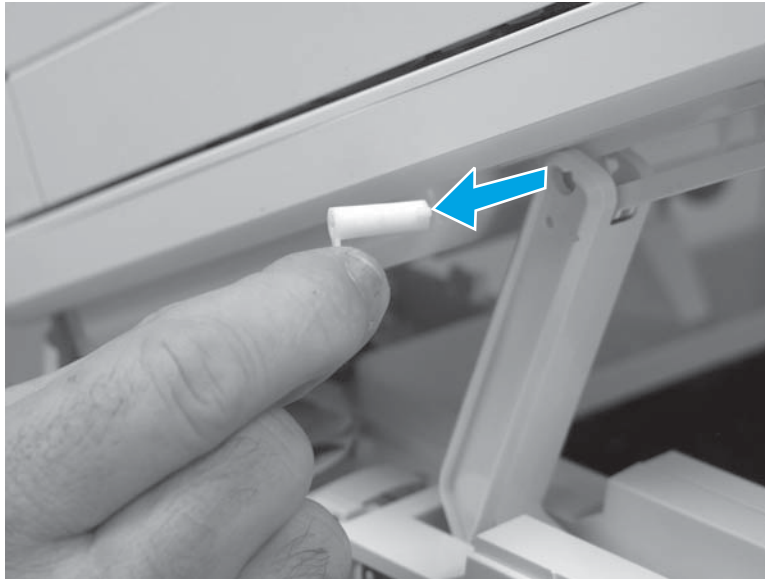
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-1978 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-1979 Remove the slider pin



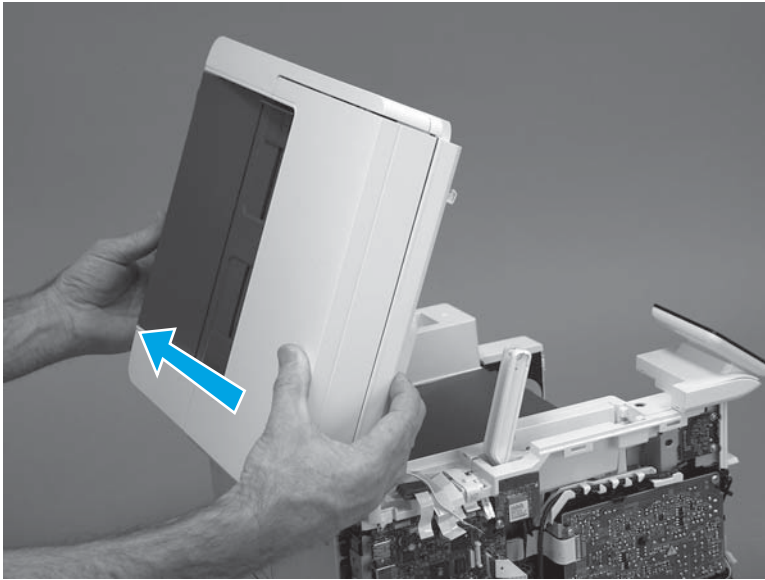
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-1980 Rotate the ISA towards the rear of the printer



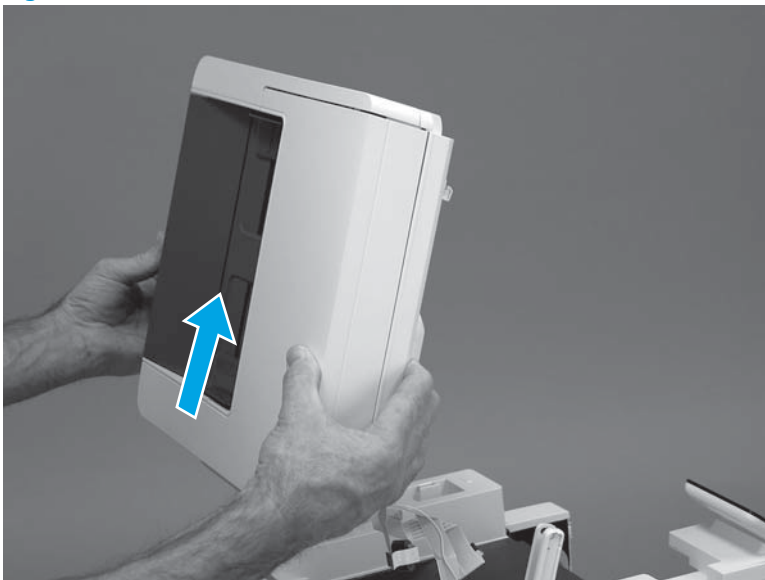
9. Slide the ISA as shown to release it.

Figure 1-1981 Release the ISA



10. Remove the ISA.

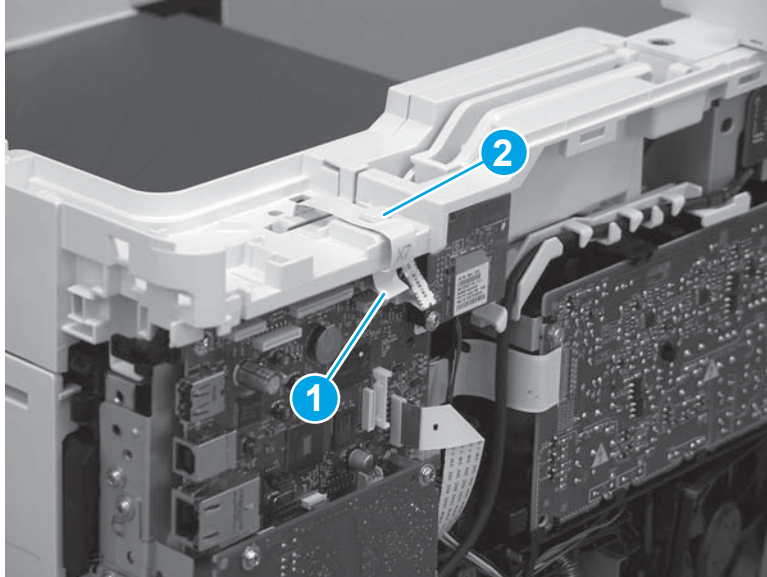
Figure 1-1982 Remove the ISA



Step 5: Remove the control panel (M427/M426)

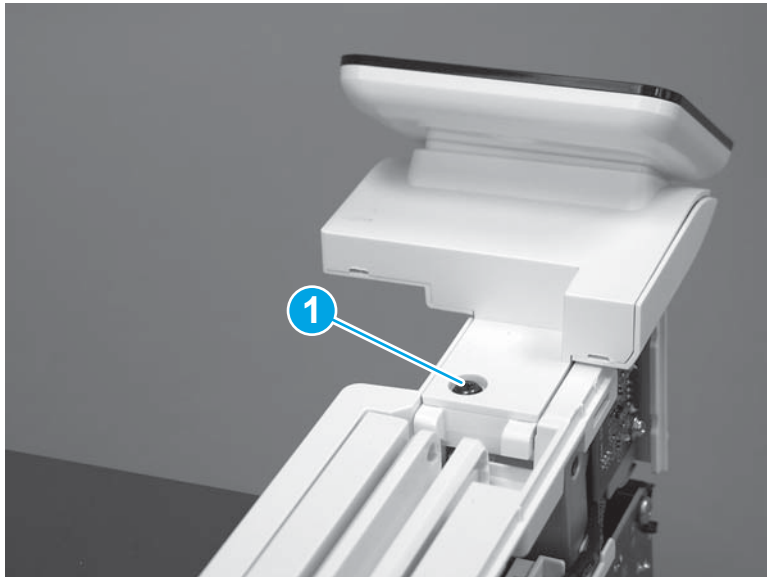
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-1983 Disconnect one connector



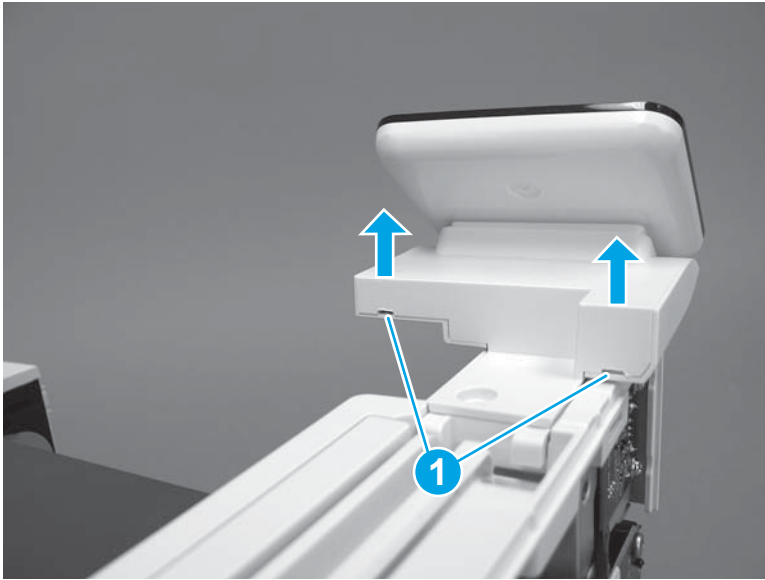
2. Remove one screw (callout 1).

Figure 1-1984 Remove one screw



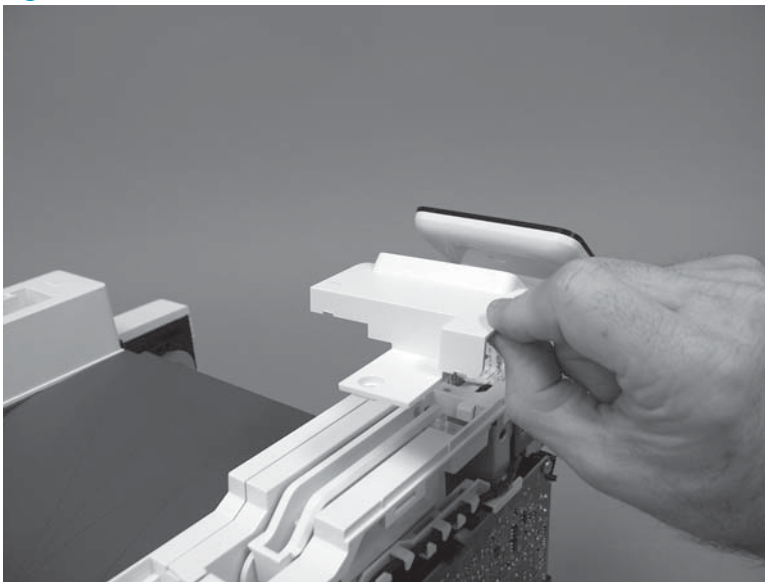
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-1985 Release two tabs



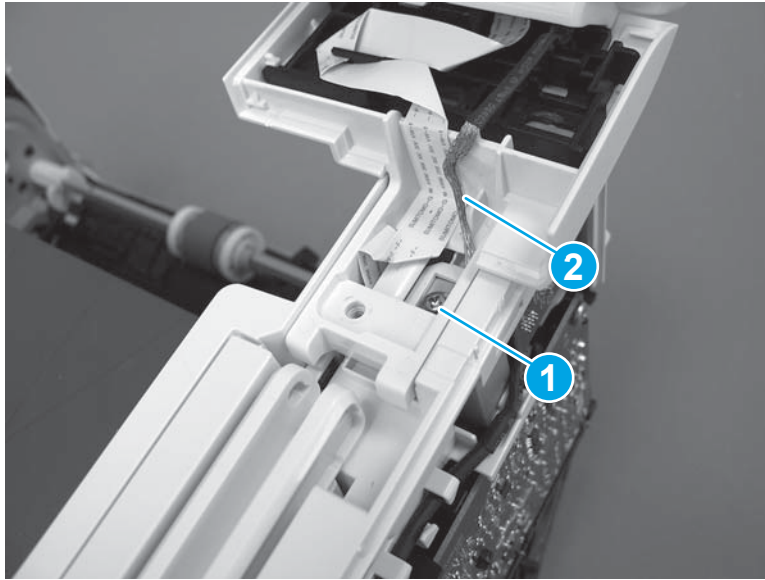
4. Remove the control-panel cable cover.

Figure 1-1986 Remove the cover



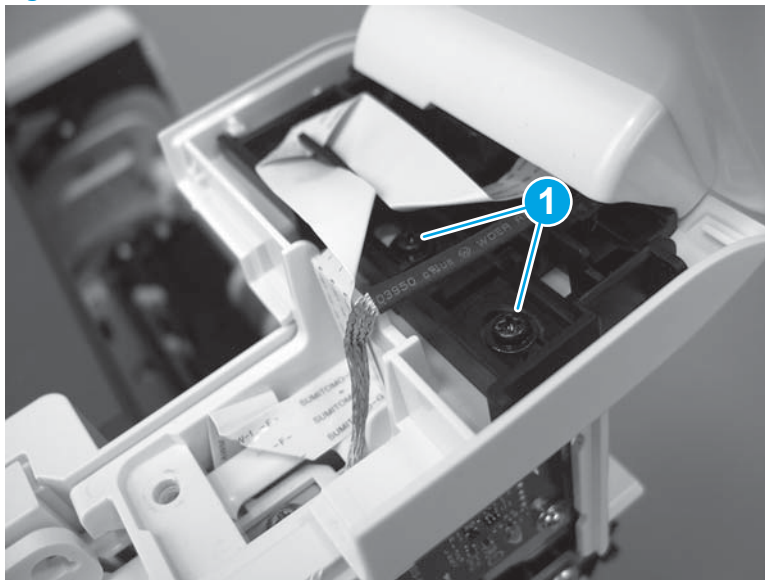
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-1987 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

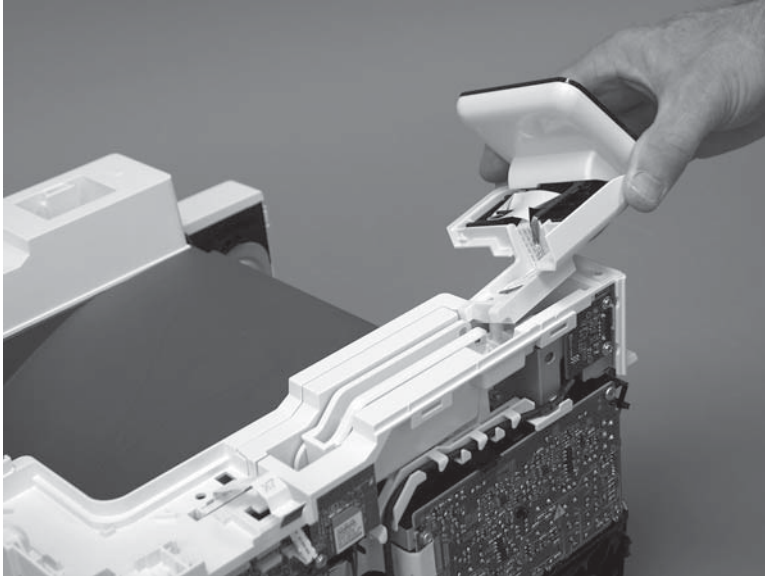
Figure 1-1988 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

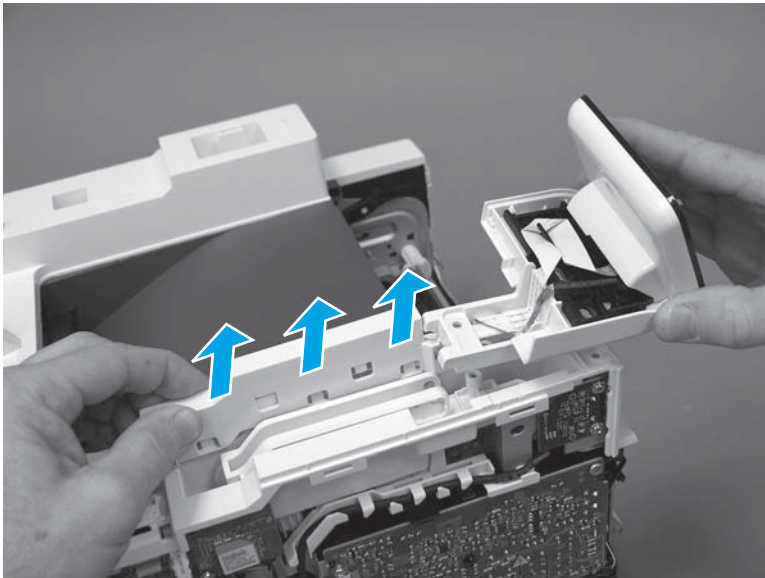
⚠ CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-1989 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

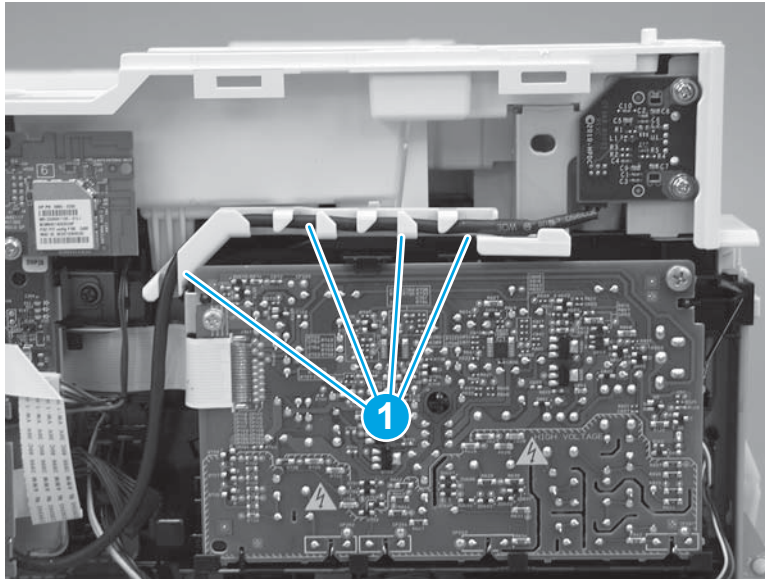
Figure 1-1990 Remove the control-panel assembly



Step 7: Remove the top cover (M427/M426)

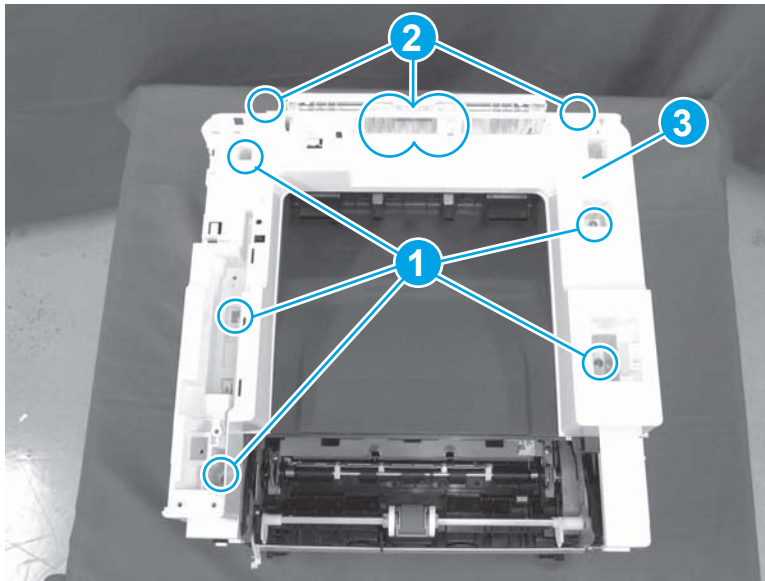
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-1991 Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-1992 Remove the cover

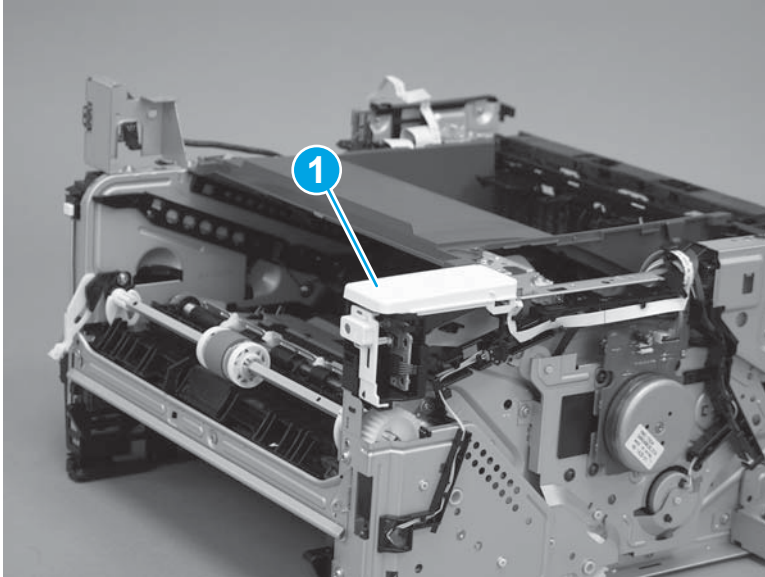


Step 8: Remove the NFC cover (M427/M426)

- ▲ Carefully pull up on the NFC cover (callout 1) to remove it.

⚠ CAUTION: Do not damage the NFC PCA when removing the cover.

Figure 1-1993 Remove the cover



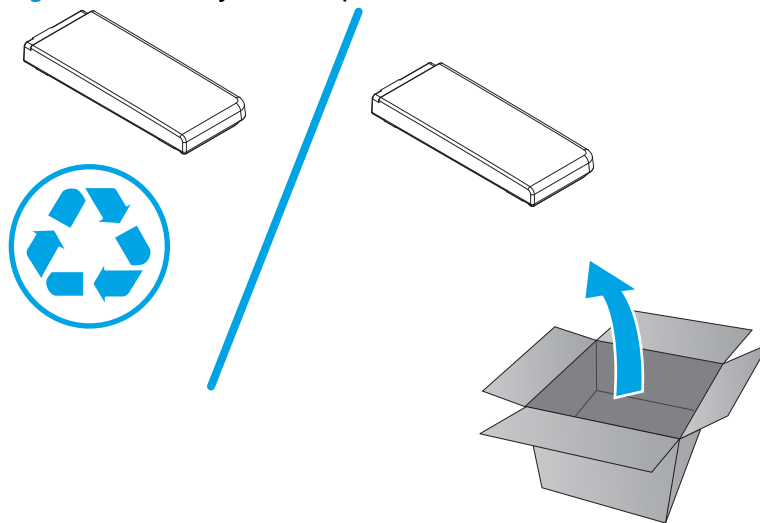
Step 9: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-1994 Recycle and unpack

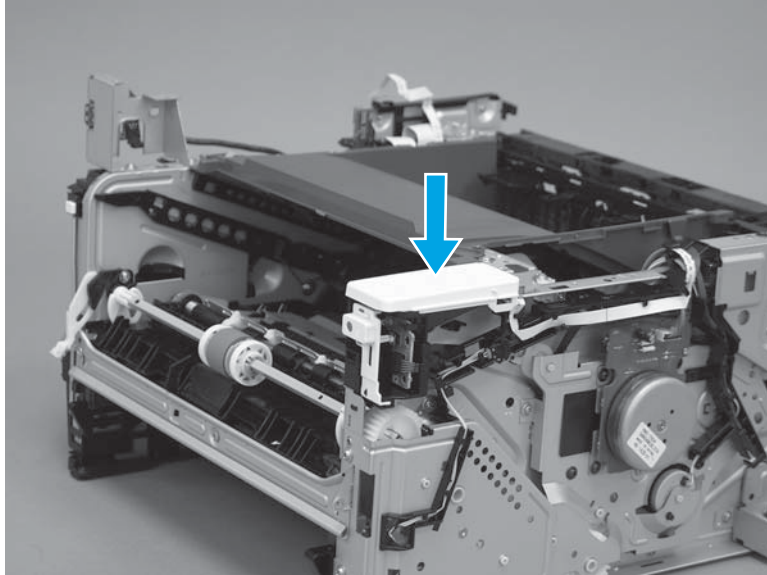


Step 10: Install the NFC cover (M427/M426)

▲ Carefully install the NFC cover on the printer.

 **CAUTION:** Do not damage the NFC PCA when installing the cover.

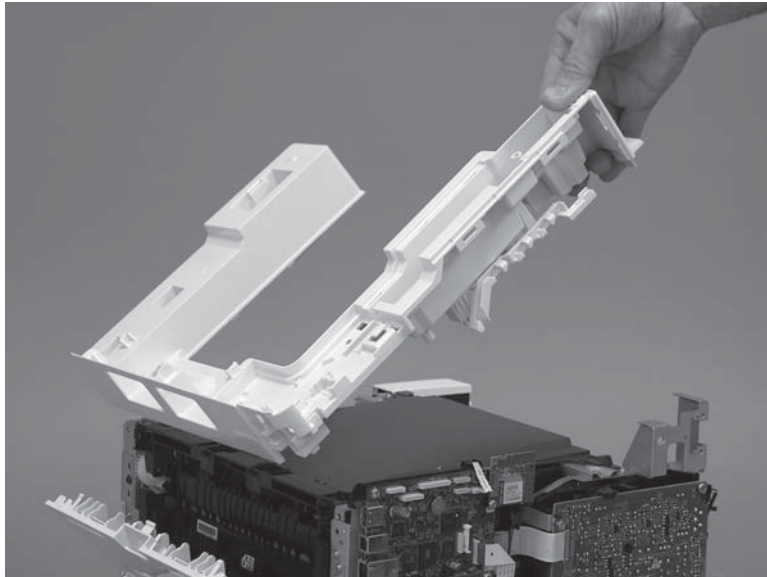
Figure 1-1995 Remove the cover



Step 11: Install the top cover (M427/M426)

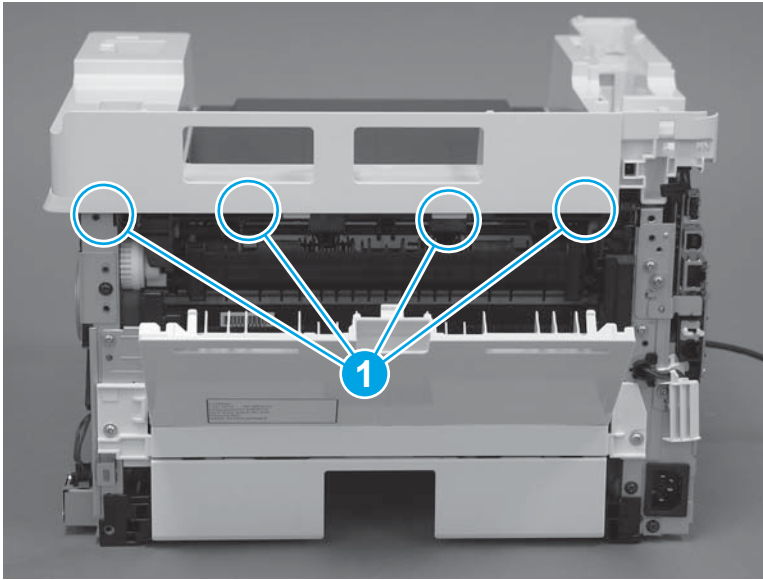
1. Position the rear edge of the top cover on the printer.

Figure 1-1996 Install the cover



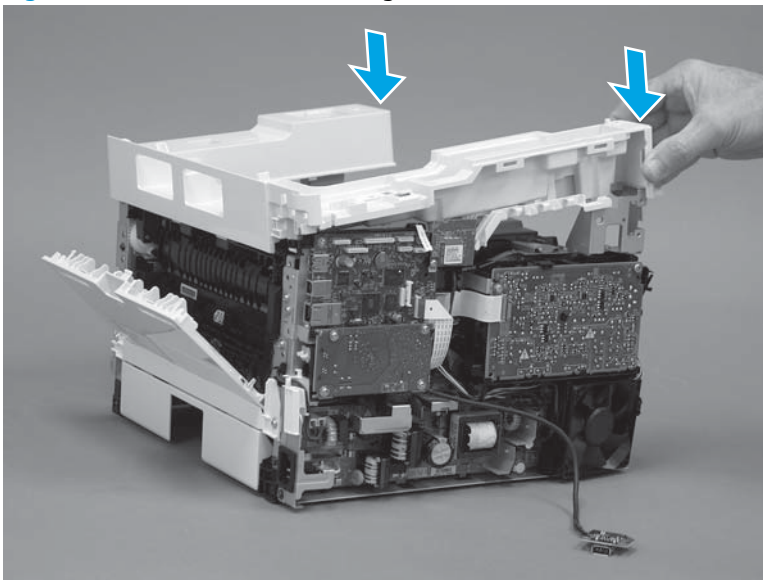
2. Engage four bosses (callout 1).

Figure 1-1997 Engage four bosses



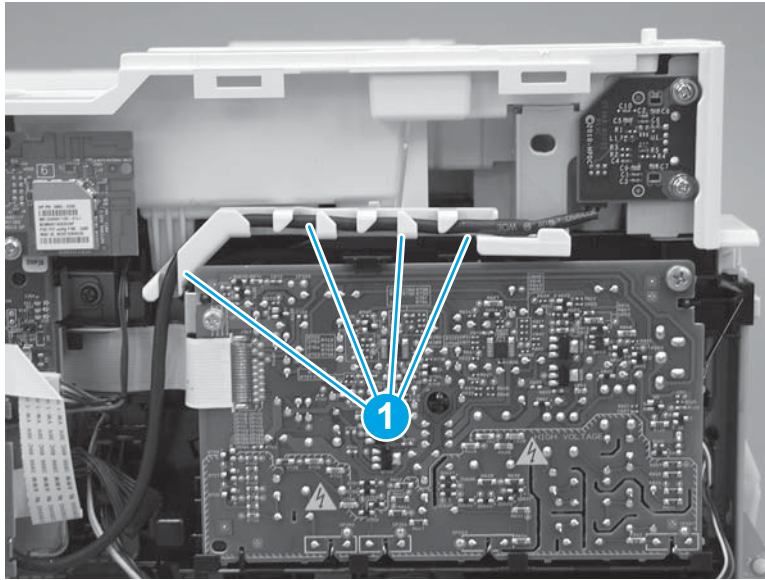
3. Rotate the front edge of the cover down.

Figure 1-1998 Rotate the front edge of the cover down



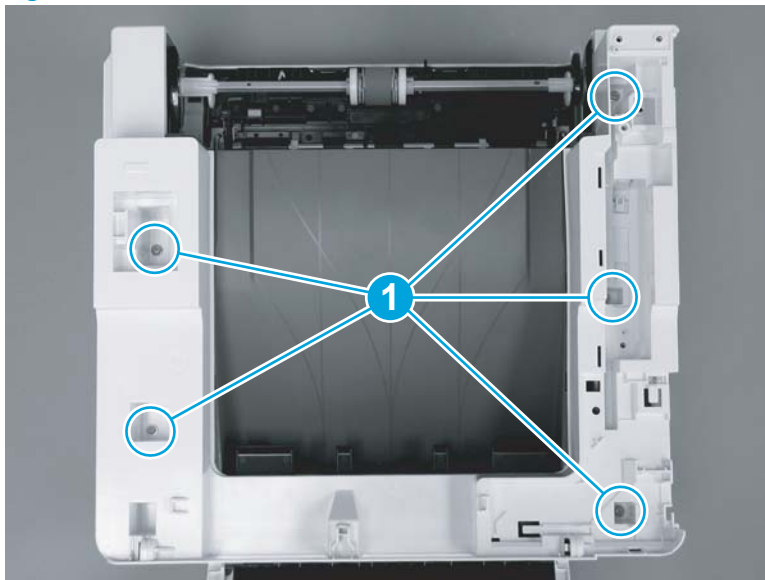
4. Install the USB cable (callout 1) in the guide.

Figure 1-1999 Install the USB PCA



5. Install five screws (callout 1).

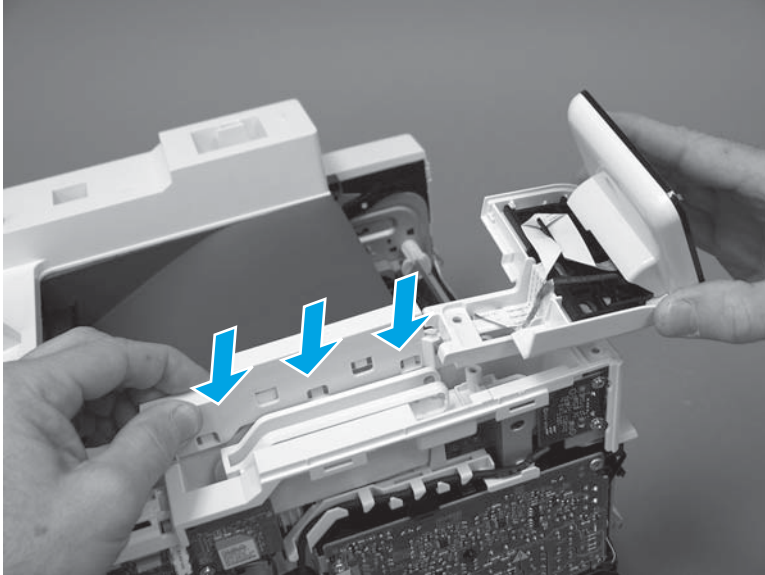
Figure 1-2000 Install five screws



Step 12: install the control panel (M427/M426)

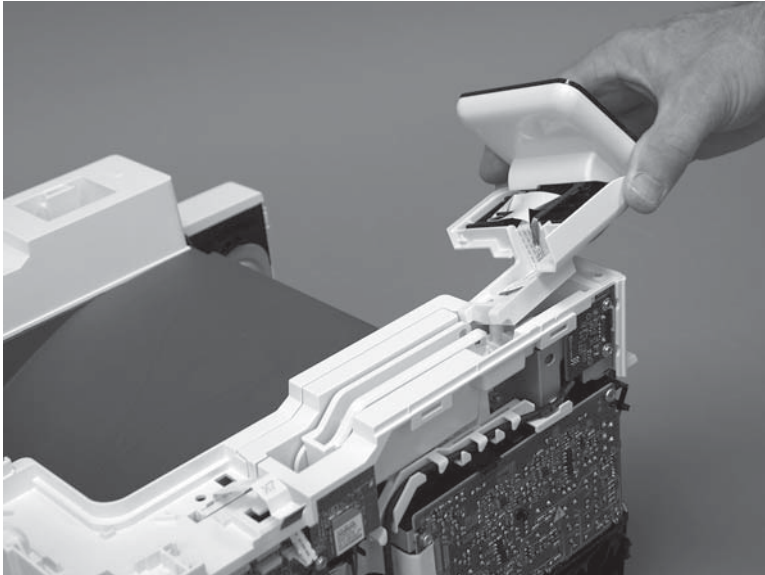
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-2001 Install the control-panel FFC cover



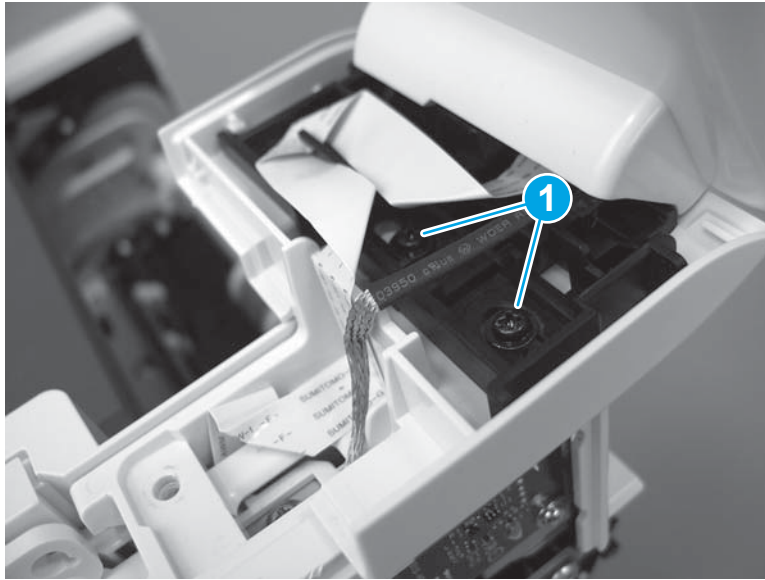
2. Install the control-panel assembly on the top cover.

Figure 1-2002 Install the control-panel assembly



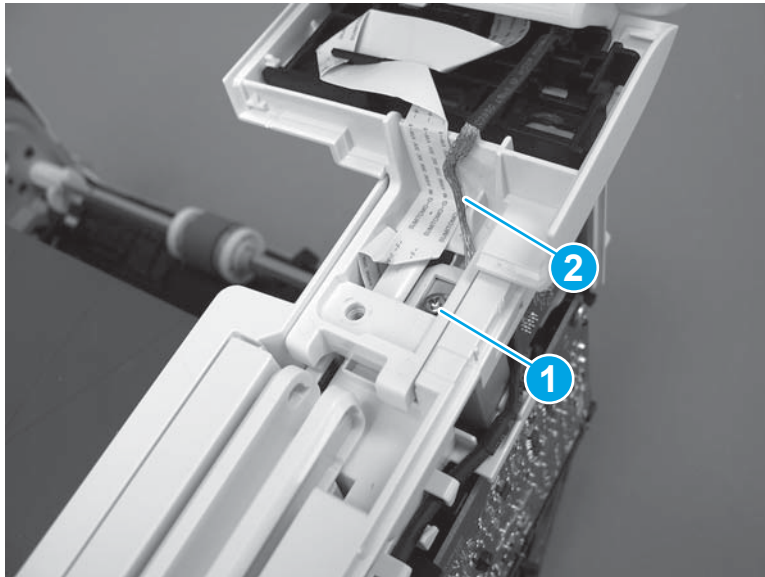
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-2003 Install two screws



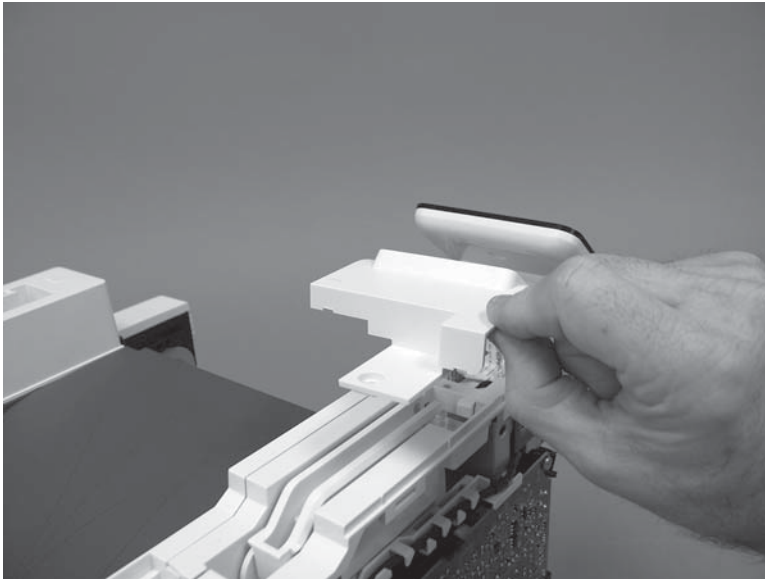
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-2004 Remove one screw



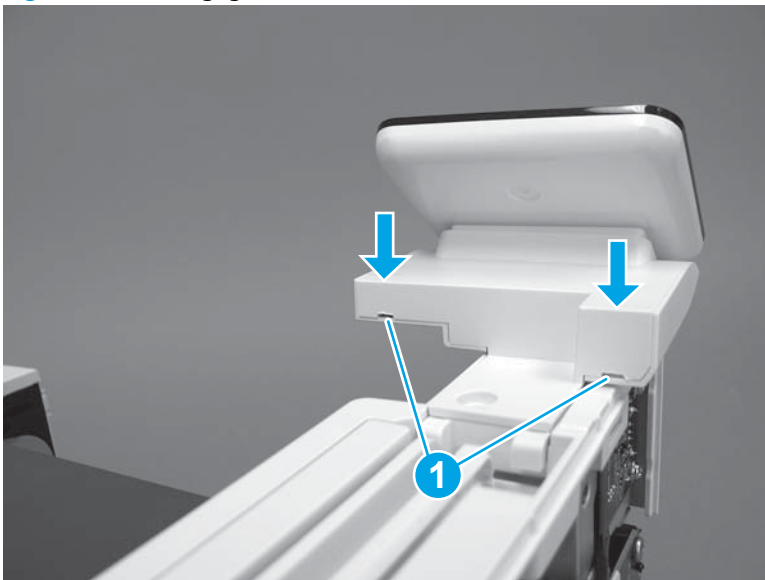
5. Install the control-panel cable cover.

Figure 1-2005 Install the cover



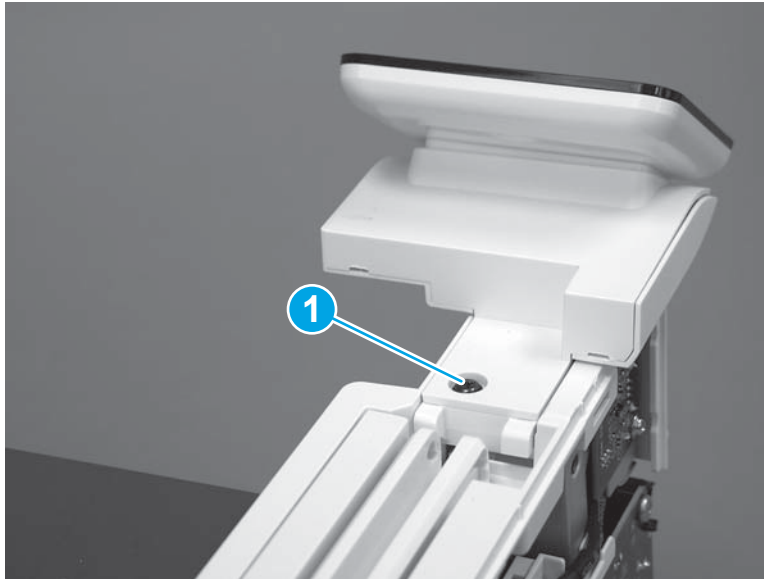
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-2006 Engage two tabs



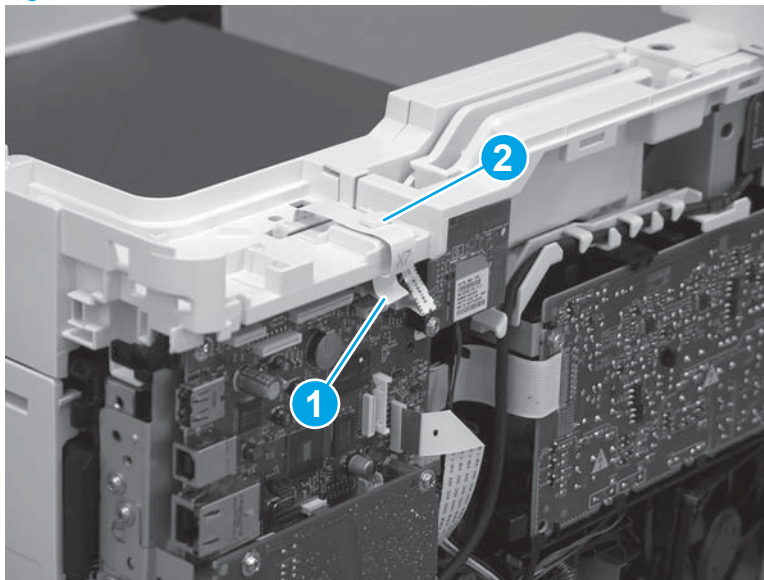
7. Install one screw (callout 1).

Figure 1-2007 Install one screw




8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-2008 Connect one connector

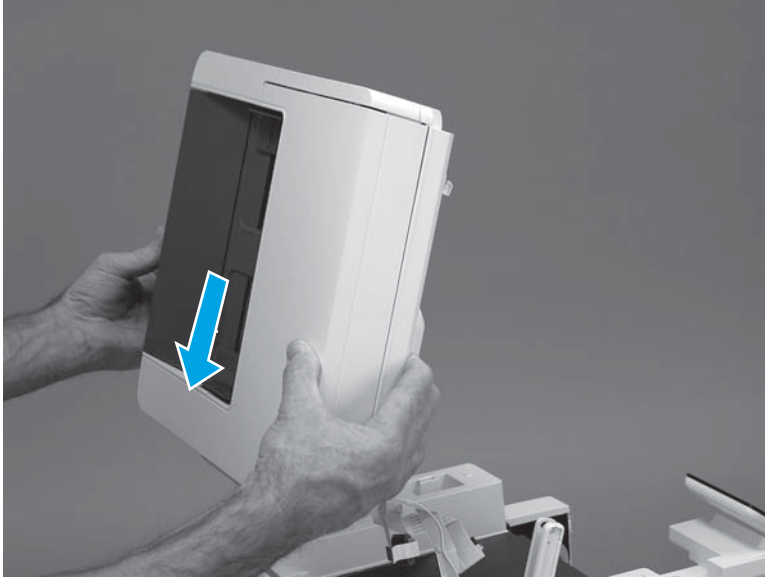


Step 12: Install the integrated scanner assembly (M427/M246)

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

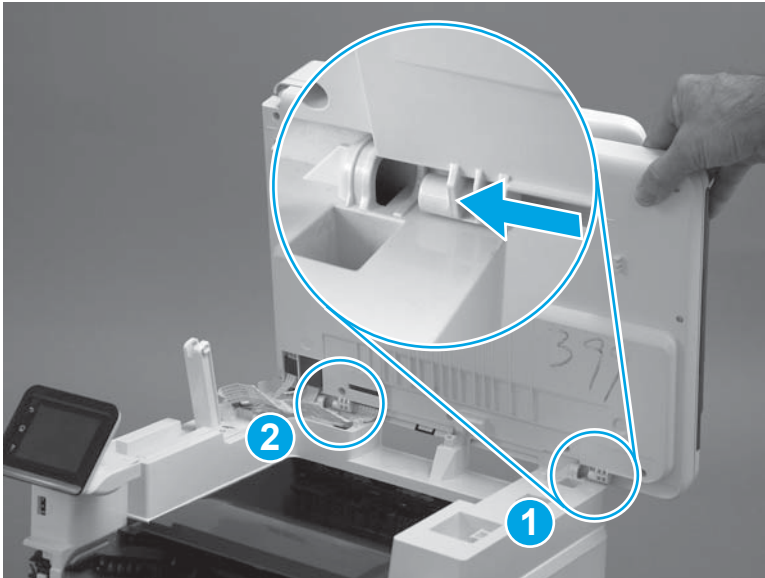
1. Position the ISA on the printer.

Figure 1-2009 Position the ISA on the printer



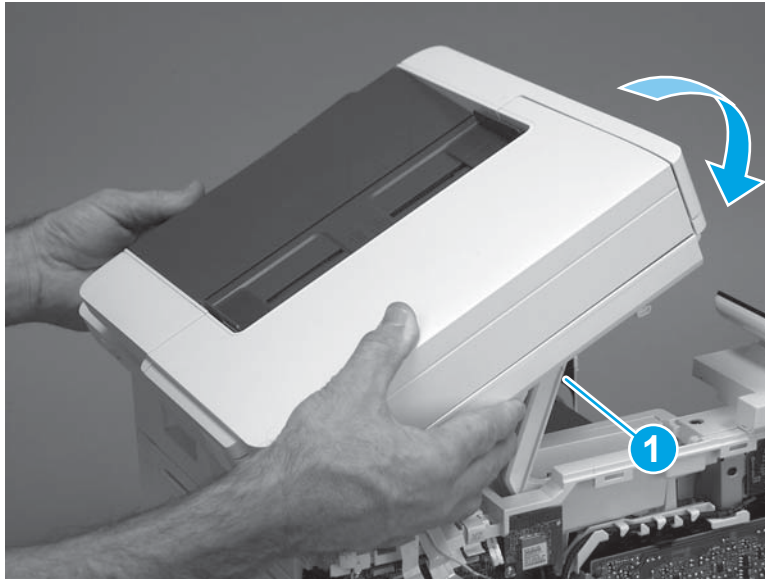
2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-2010 Engage the hinge pins with the holders



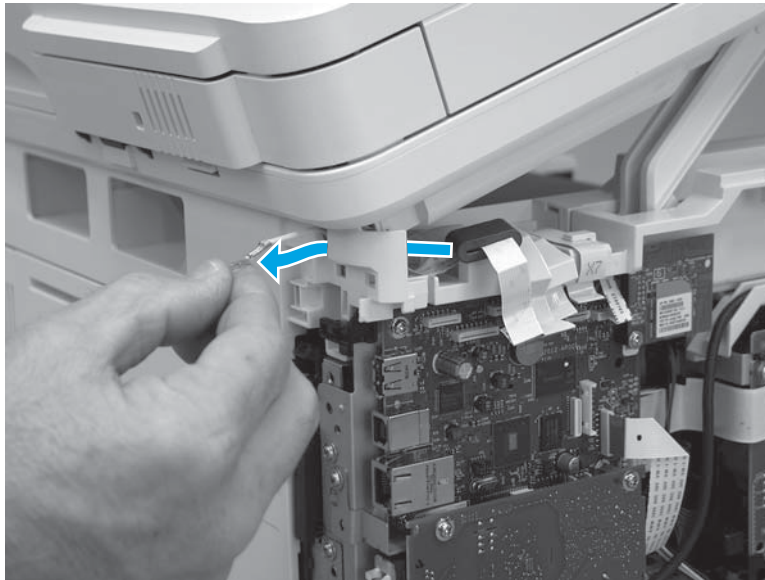
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-2011 Rotate the ISA towards the front of the printer



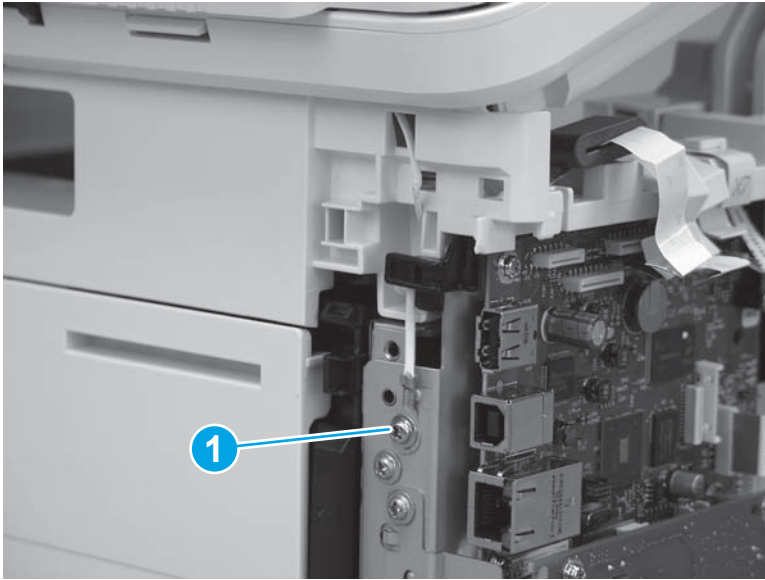
4. Pass the ground wire through the opening in the top cover.

Figure 1-2012 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-2013 Install one screw



6. Install the ISA lift assembly slider pin.


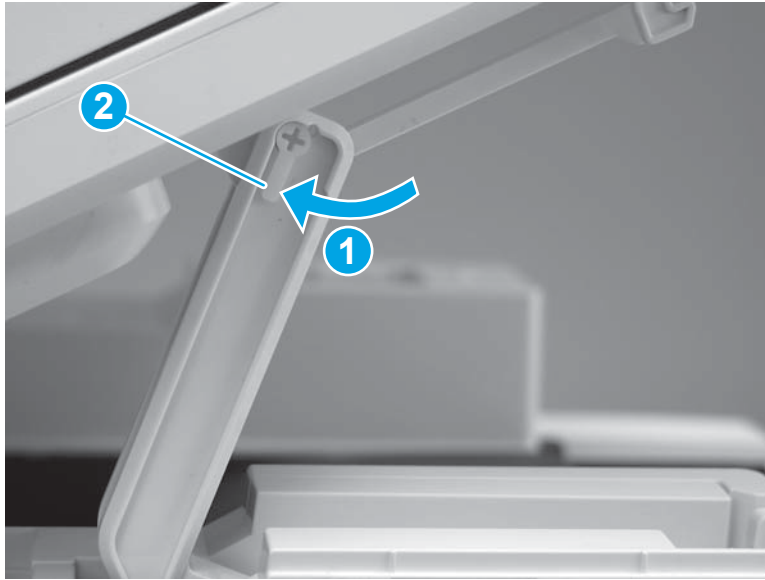
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-2014 Install the slider pin



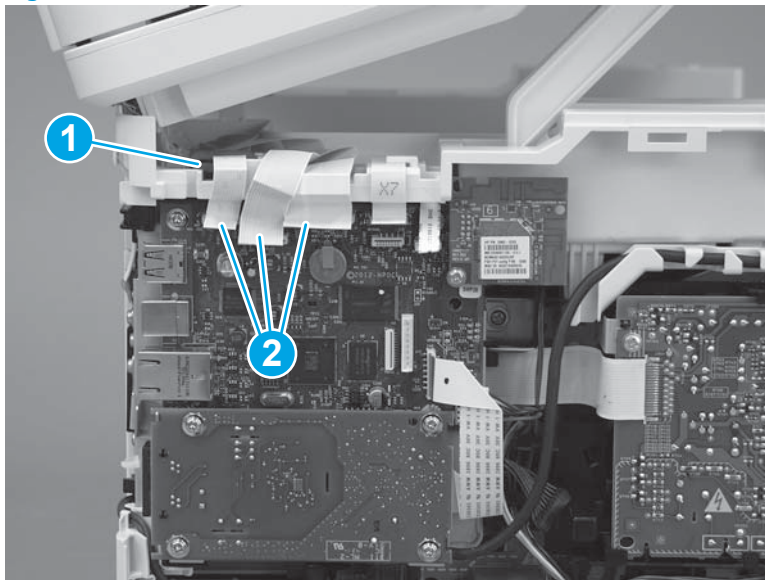
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-2015 Secure the slider pin



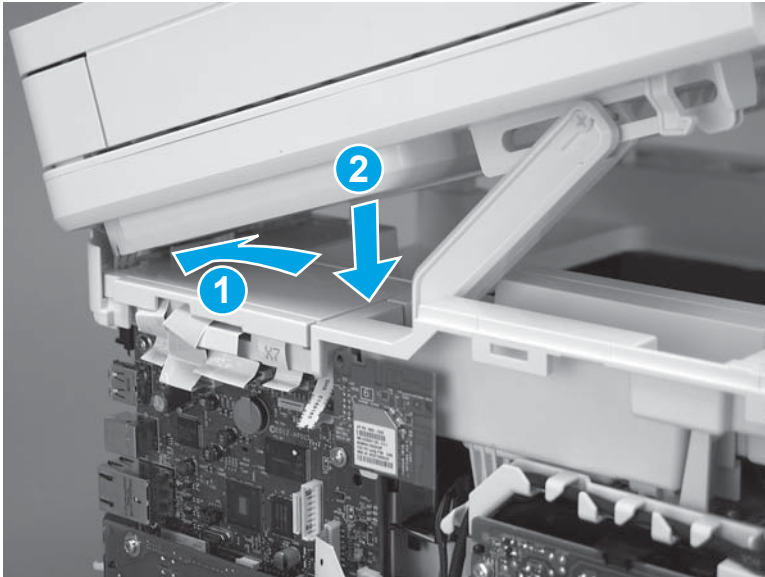
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-2016 Connect three FFCs



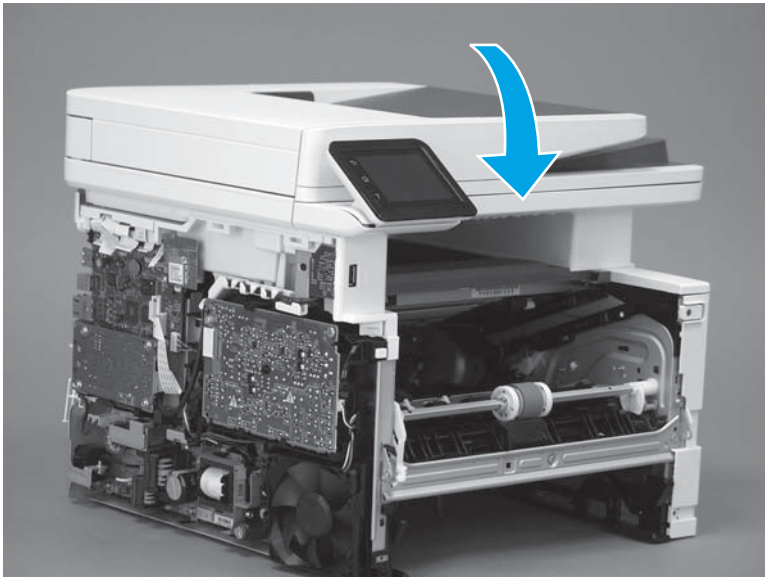
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-2017 Install the ISA FFC cover



10. Lower the ISA.

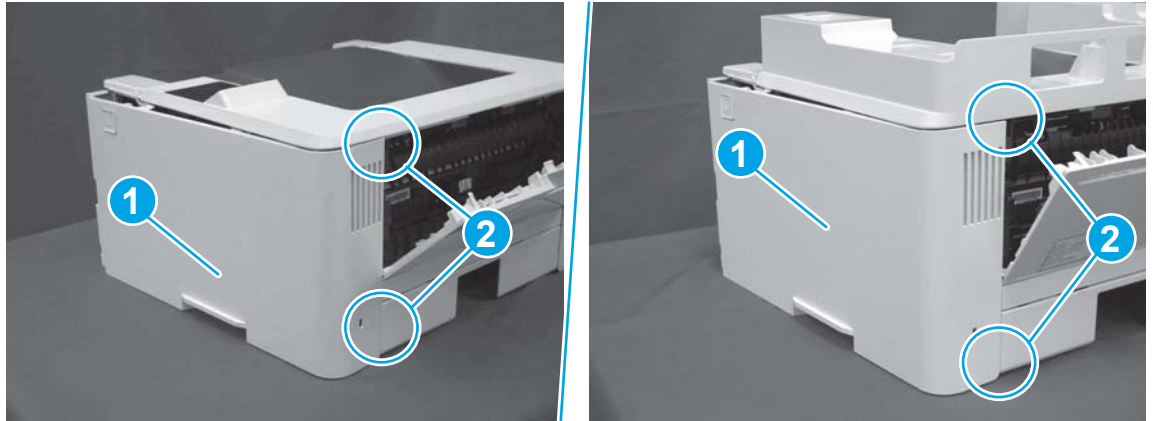
Figure 1-2018 Lower the ISA



Step 13: Install the right cover

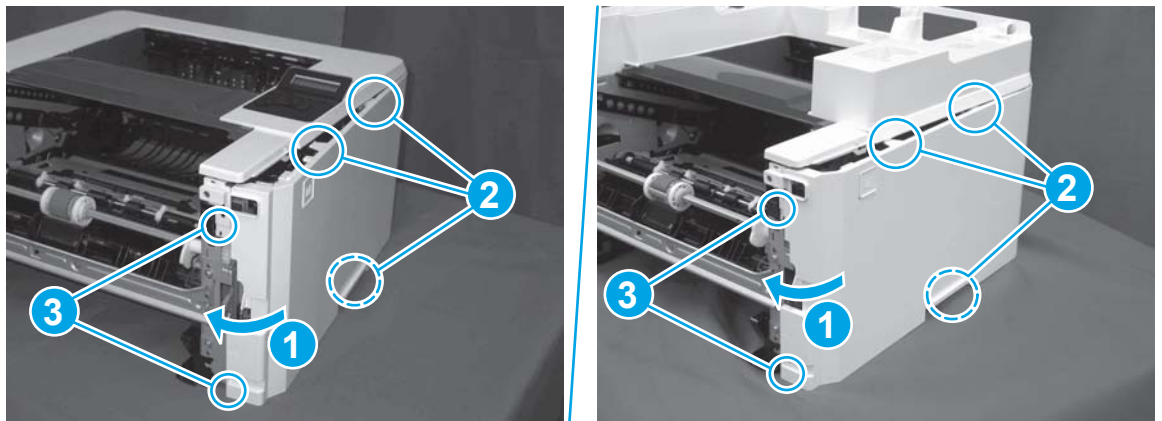
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-2019 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-2020 Engage two bosses and one tab

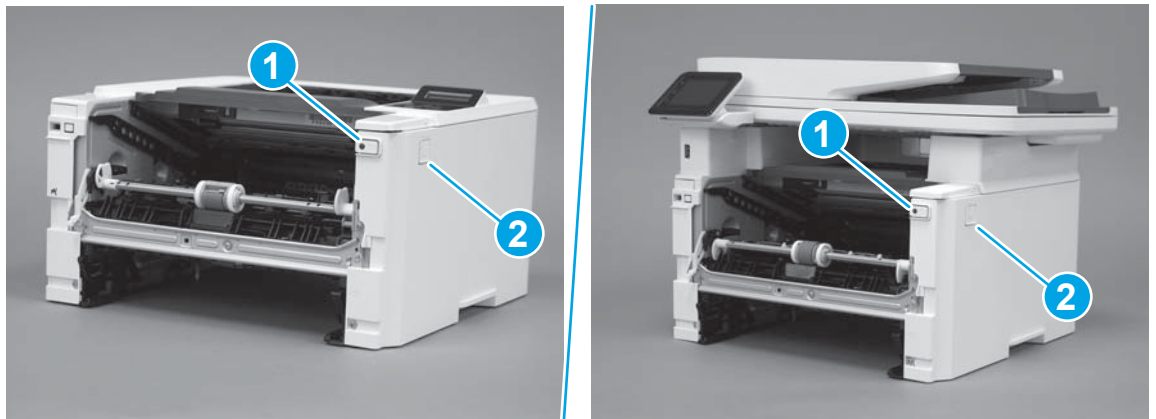


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-2021 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

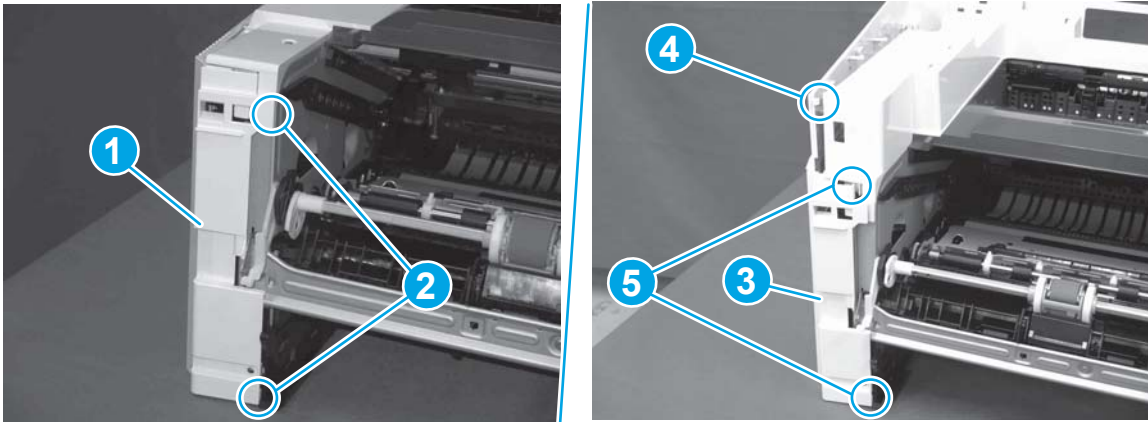
Figure 1-2022 Install one screw



Step 14: Install the left cover

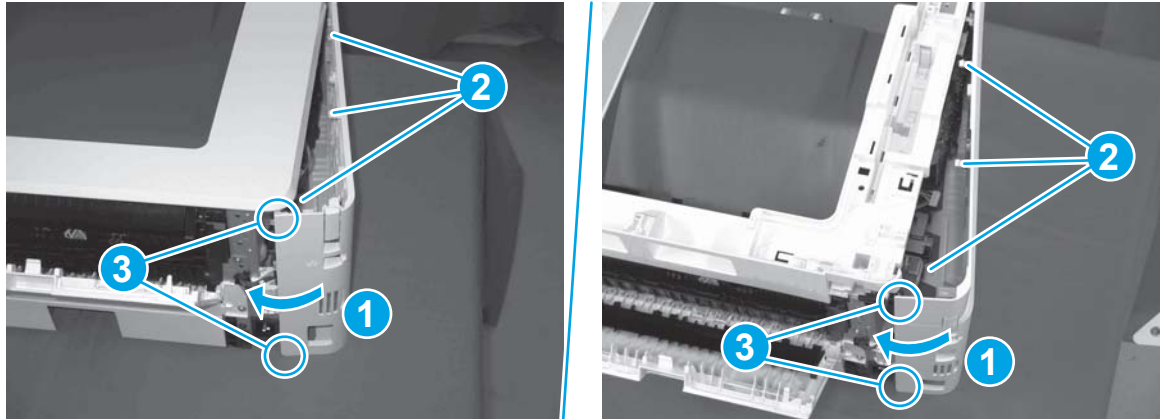
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-2023 Install the cover



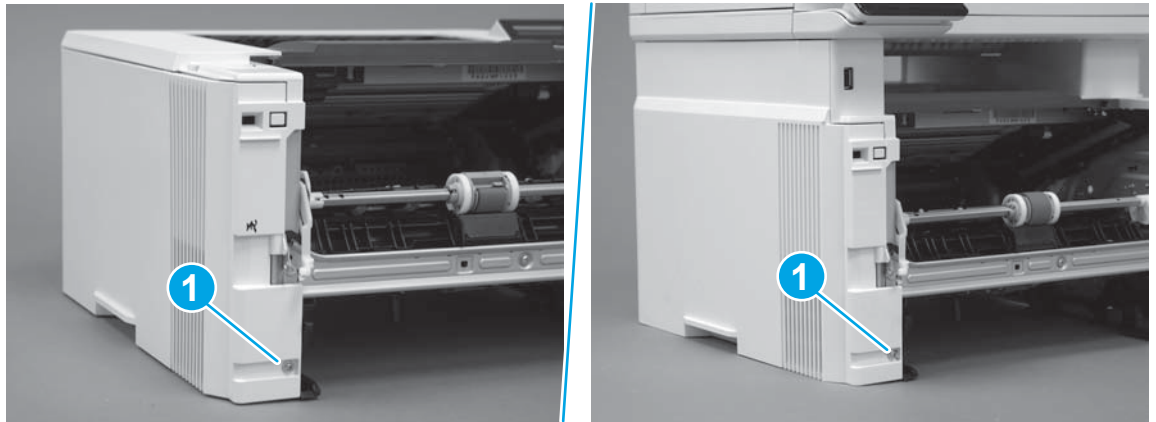
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-2024 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-2025 Install one screw

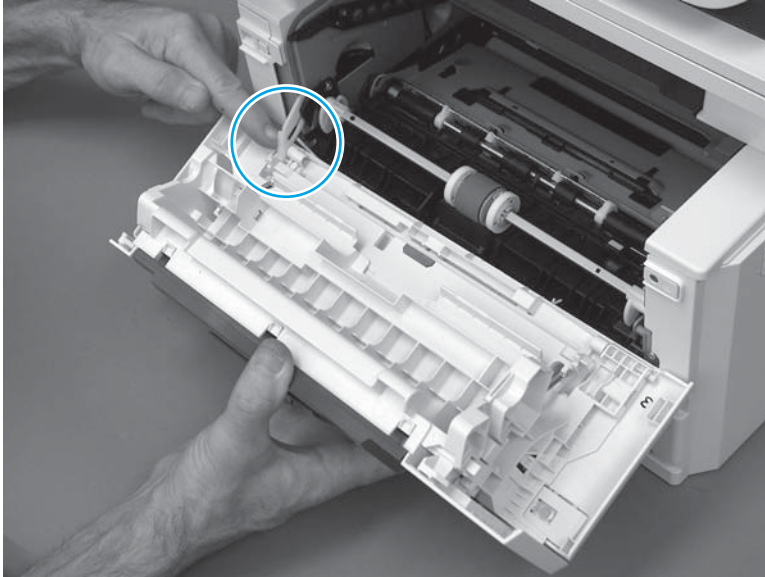


Step 15: Remove the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

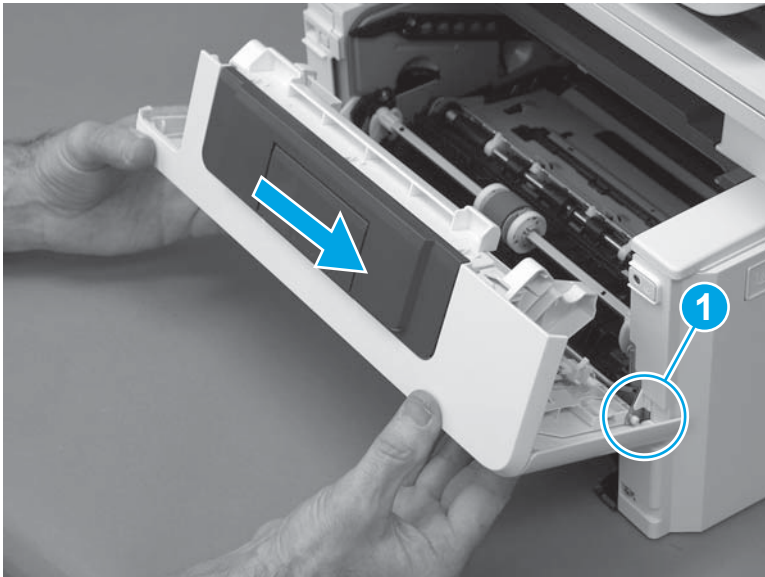
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-2026 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

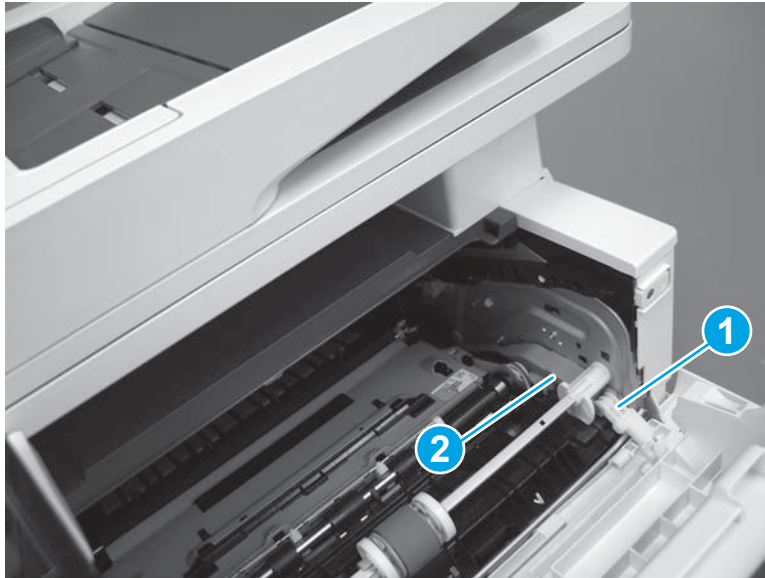
Figure 1-2027 Install the door



3. Install the link (callout 1).

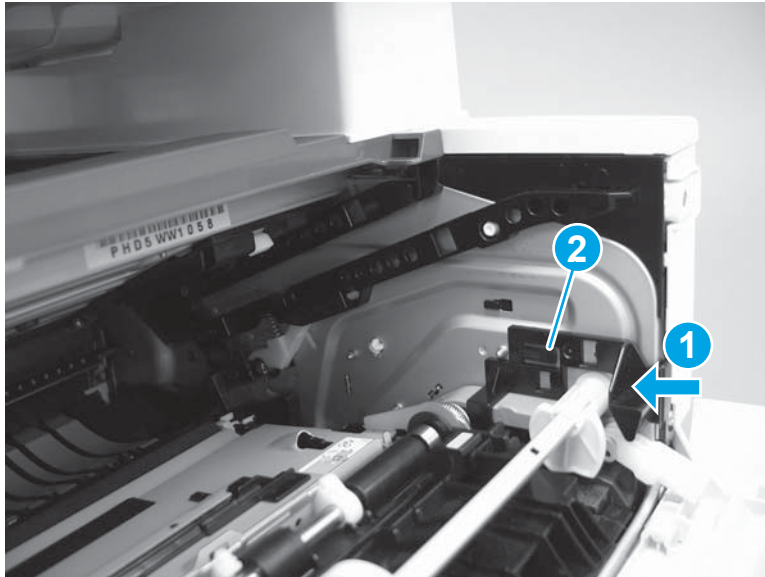
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-2028 Install the pressure-release link



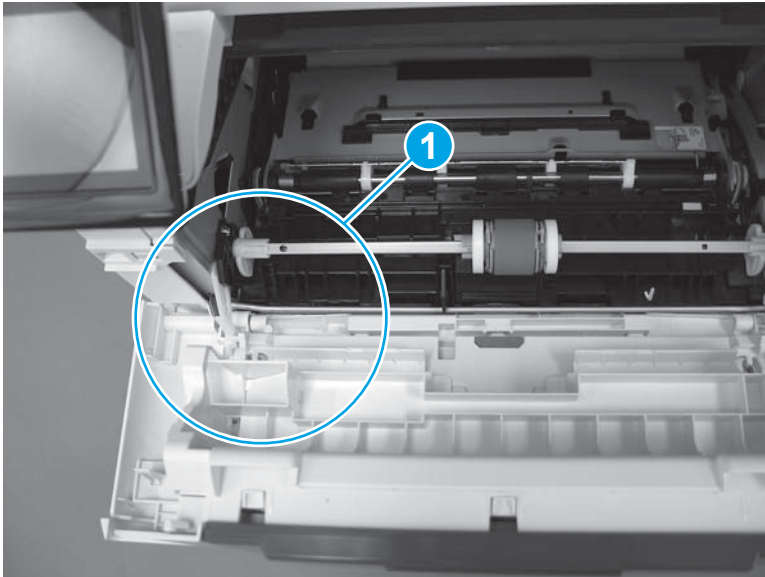
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-2029 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-2030 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


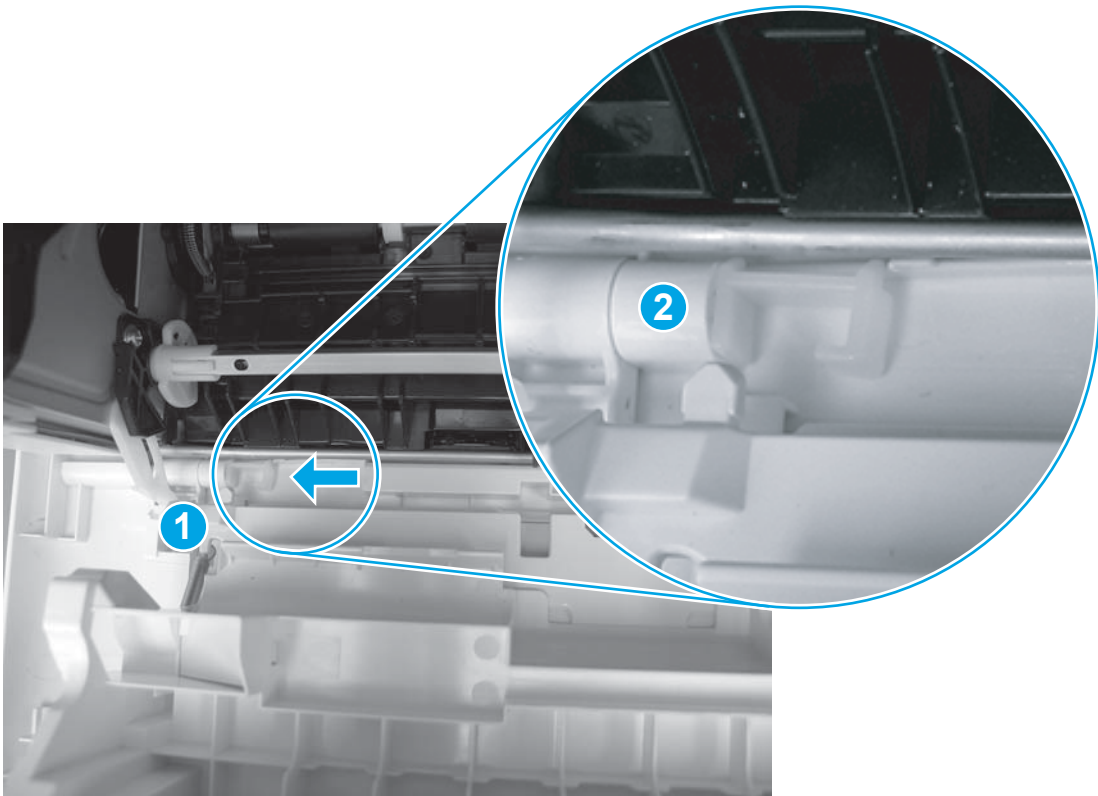
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-2031 Install the support shaft



Step 16: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-2032 Install the tray



Removal and replacement: NFC PCA



NOTE: M427fdw/M426fdw/M402dw/M403dw models only.

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the integrated scanner assembly \(M427/M246\)](#)
- [Step 6: Remove the control panel \(M427/M426\)](#)
- [Step 7: Remove the top cover \(M427/M426\)](#)
- [Step 8: Remove the NFC cover \(M427/M426\)](#)
- [Step 9: Remove the top cover \(M403/M402\)](#)
- [Step 10: Remove the NFC PCA](#)
- [Step 11: Unpack the replacement assembly](#)
- [Step 12: Install the NFC PCA](#)
- [Step 13: Install the top cover \(M403/M402\)](#)
- [Step 14: Install the NFC cover \(M427/M426\)](#)
- [Step 15: Install the top cover \(M427/M426\)](#)
- [Step 16: Install the control panel \(M427/M426\)](#)
- [Step 17: Install the integrated scanner assembly \(M427/M246\)](#)
- [Step 18: Install the right cover](#)
- [Step 19: Install the left cover](#)
- [Step 20: Remove the cartridge door assembly](#)
- [Step 21: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the near field communication (NFC) printed circuit assembly (PCA; M426fdw/M403dn models only).

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.

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

NFC PCA part number	
B4K93-60001	NFC PCA ¹

¹ M427fdw/M426fdw/M402dw/M403dw models only.

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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.

Use a NFC enabled device to print a job from the printer.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-2033 Remove the tray



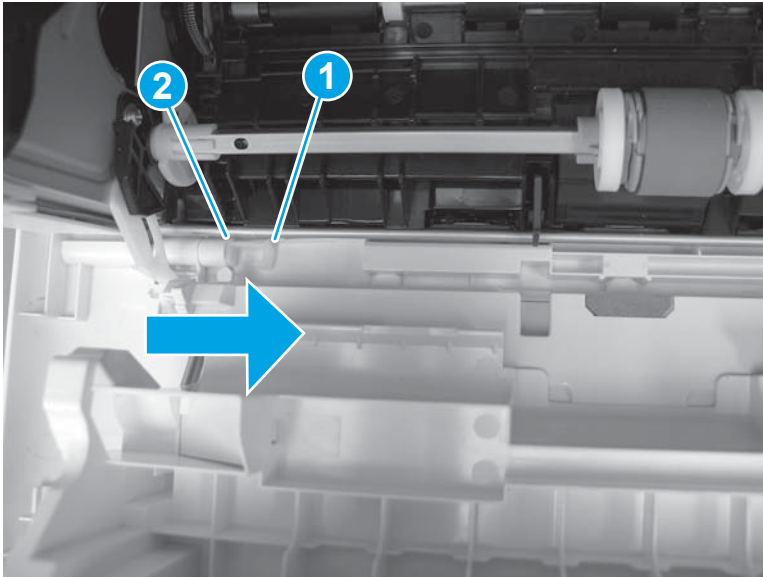
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

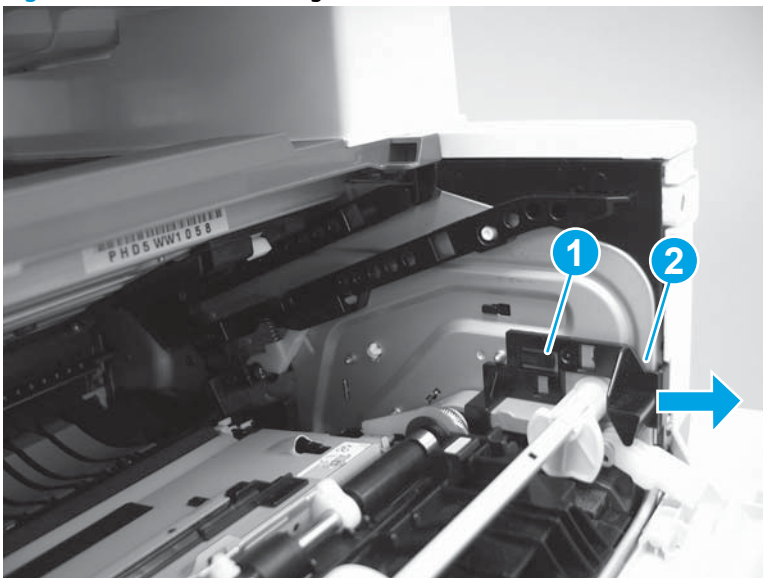
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-2034 Release the support shaft



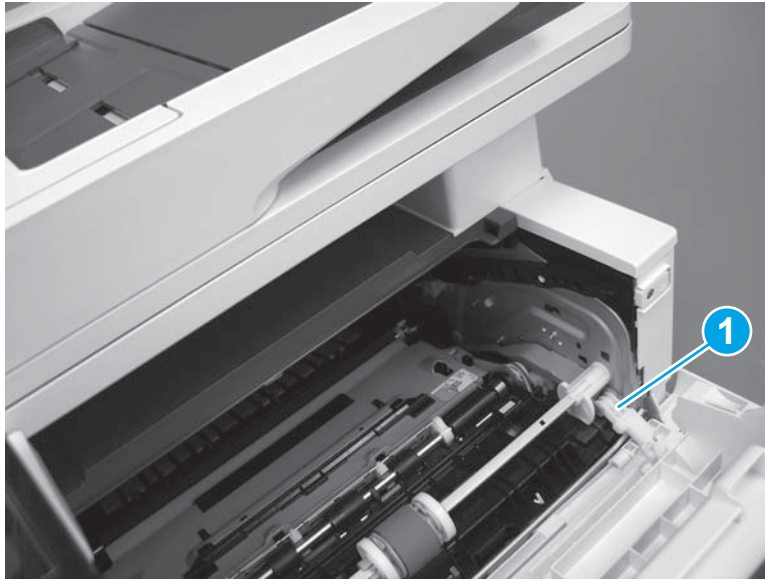
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-2035 Remove the guide



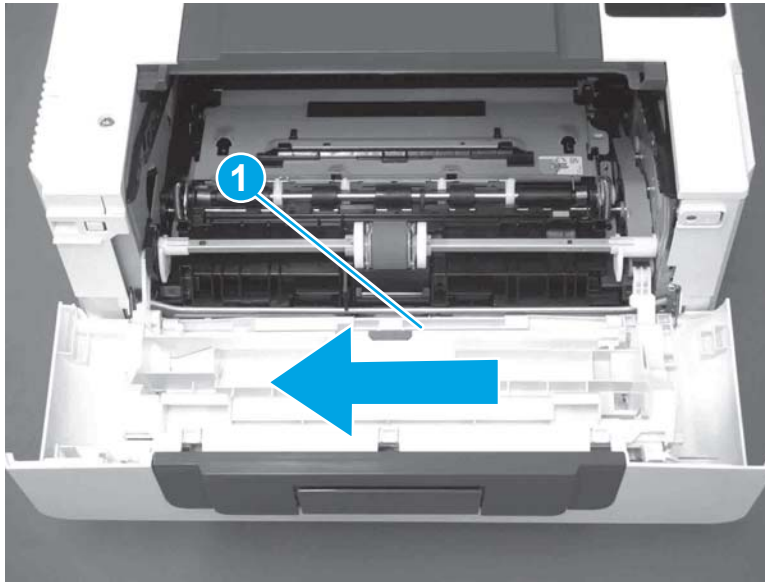
3. Remove the link arm (callout 1).

Figure 1-2036 Remove the link arm



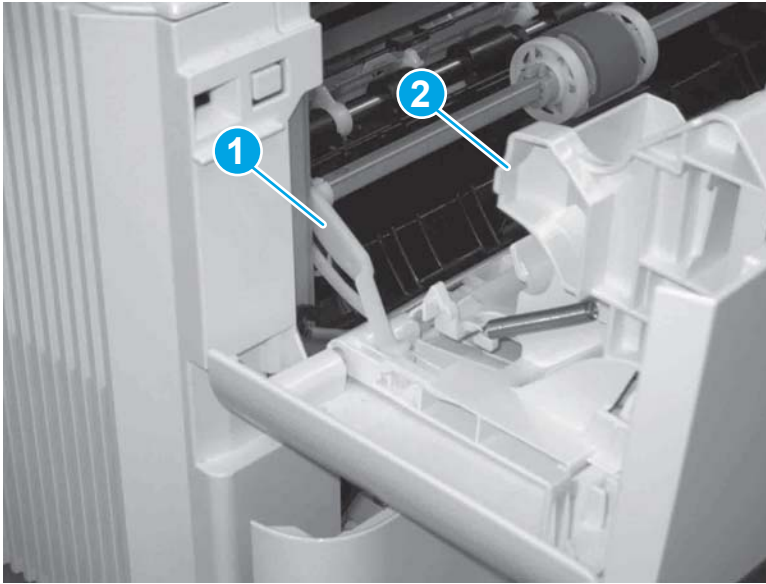
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-2037 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

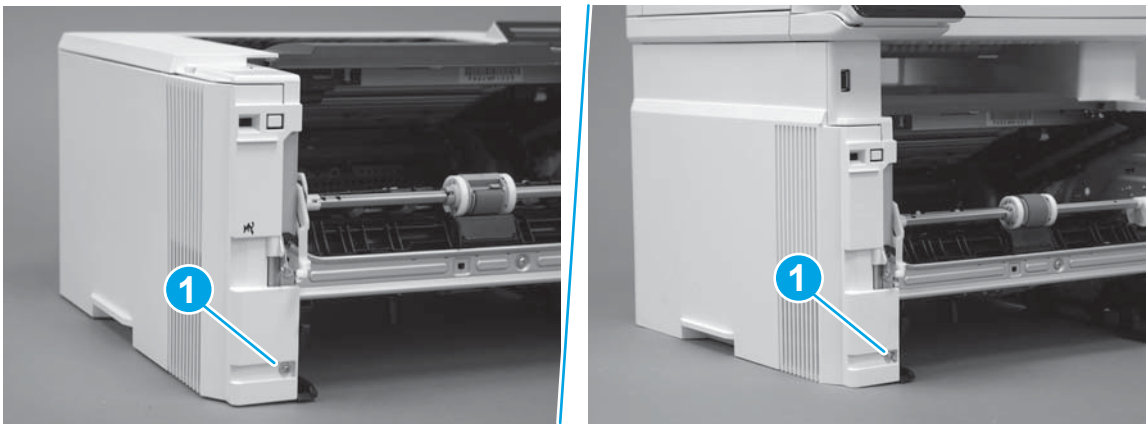
Figure 1-2038 Release the left-side retainer arm



Step 3: Remove the left cover

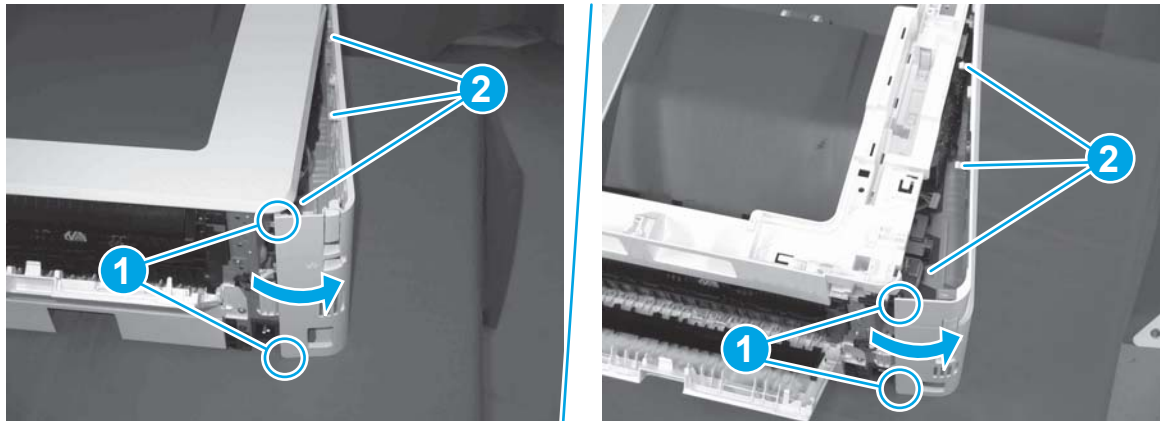
1. Remove one screw (callout 1).

Figure 1-2039 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-2040 Release two bosses and three tabs

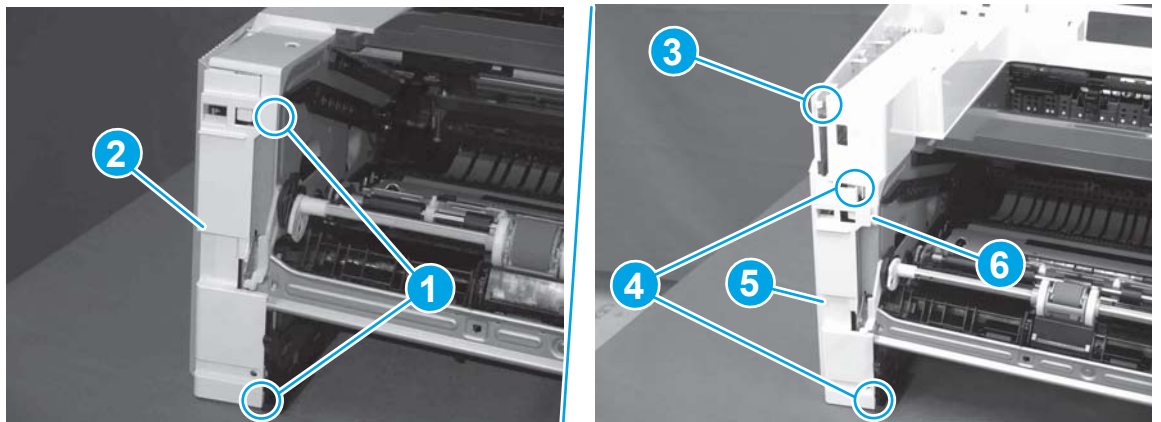


3. At the front of the printer, do one of the following:

- **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
- **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

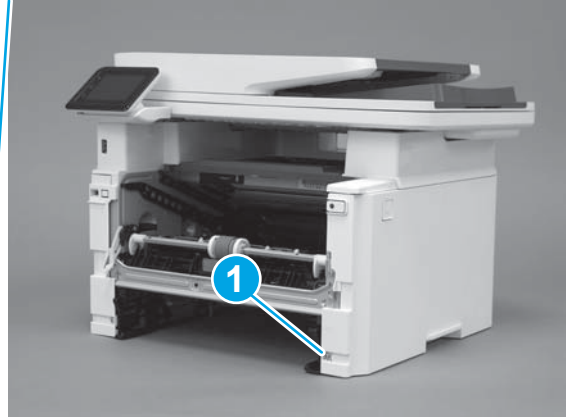
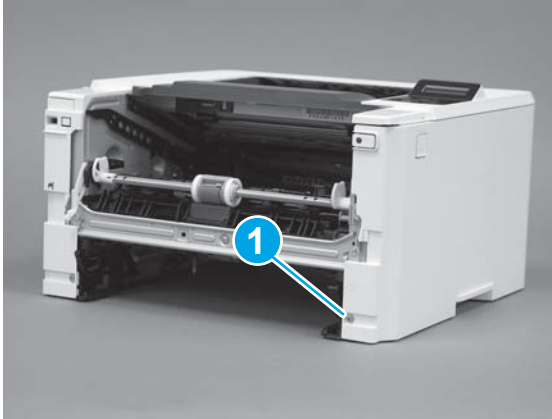
Figure 1-2041 Remove the cover



Step 4: Remove the right cover

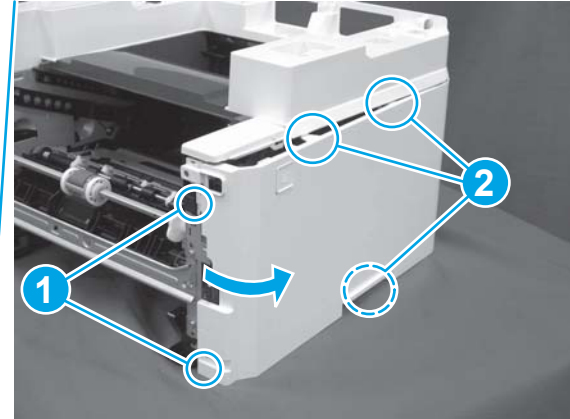
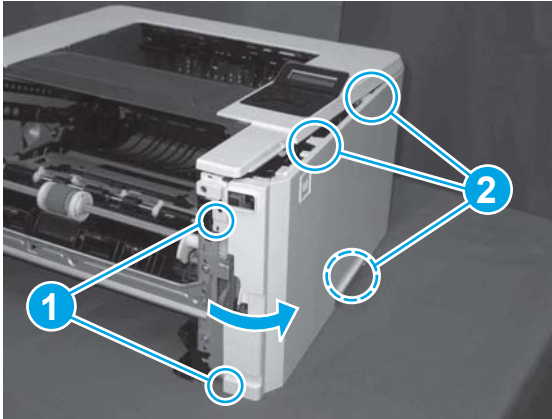
1. Remove one screw (callout 1).

Figure 1-2042 Remove one screw



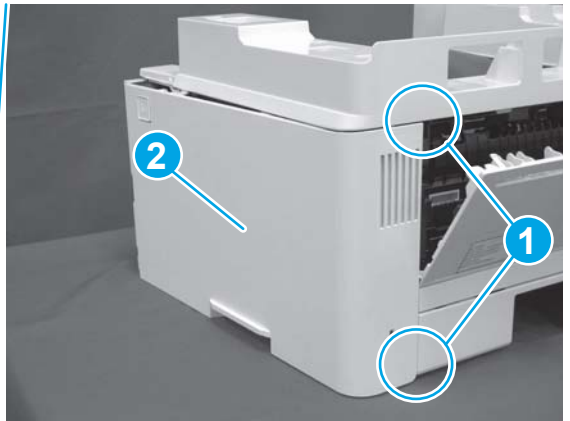
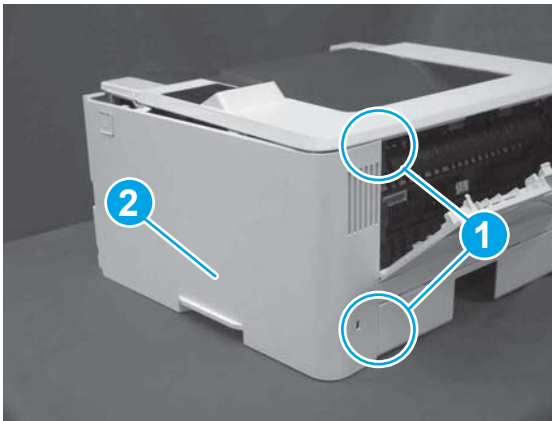
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-2043 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).


Figure 1-2044 Remove the cover



Step 5: Remove the integrated scanner assembly (M427/M246)

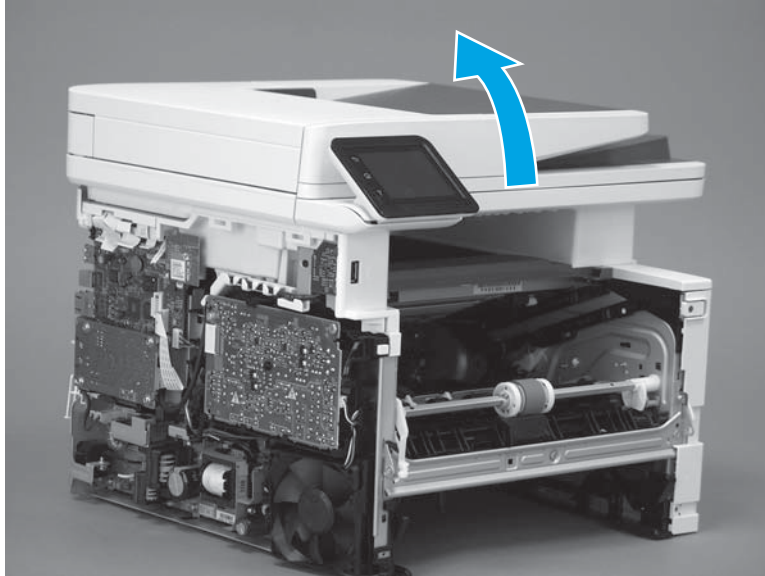


NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\)](#) on page 1087.

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

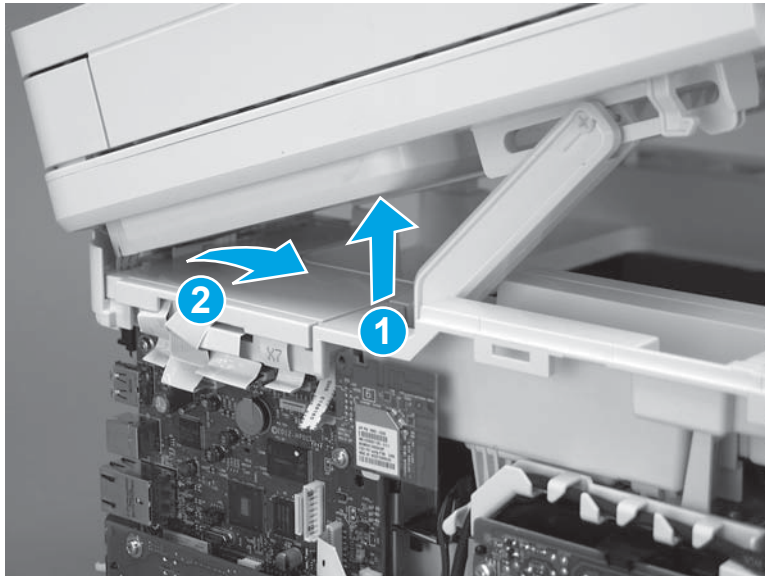
1. Raise the ISA.

Figure 1-2045 Raise the ISA



2. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

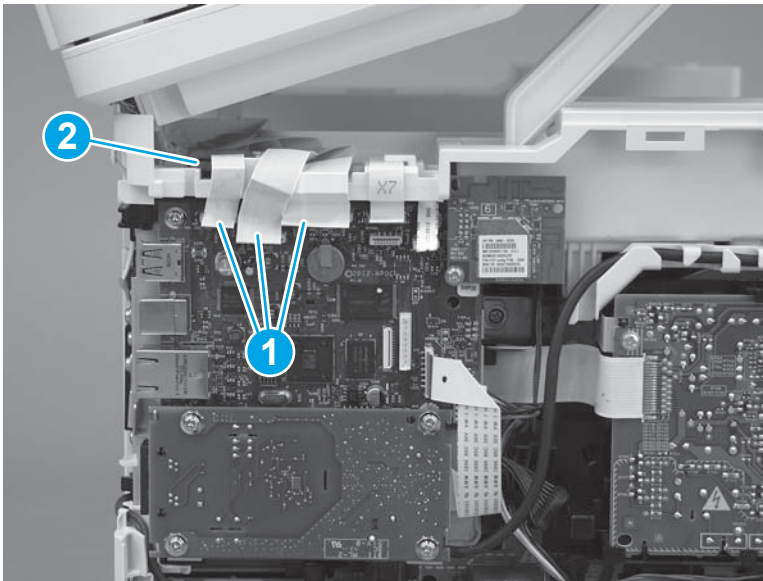
Figure 1-2046 Remove the ISA FFC cover



3. Disconnect three FFCs (callout 1), and then remove the ferrite (callout 2) from the holder.

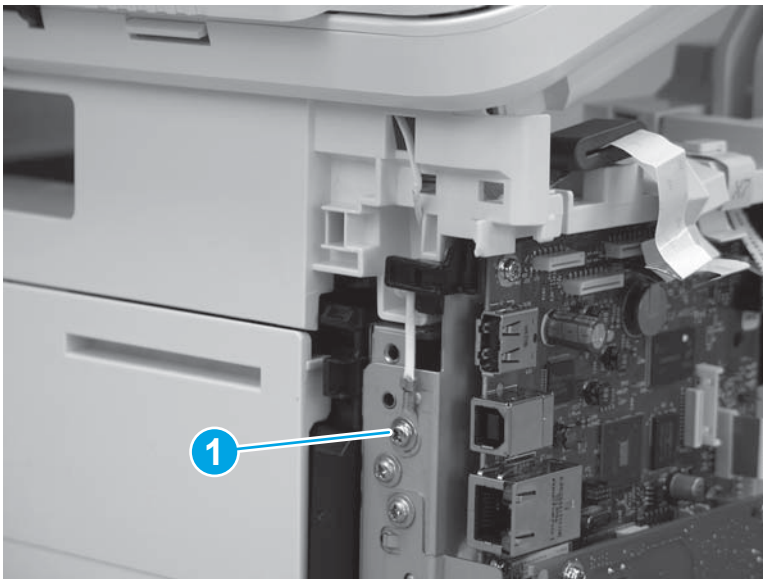
⚠ CAUTION: The ferrite is not captive on the FFC. Do not lose the ferrite while handling the ISA.

Figure 1-2047 Disconnect three FFCs



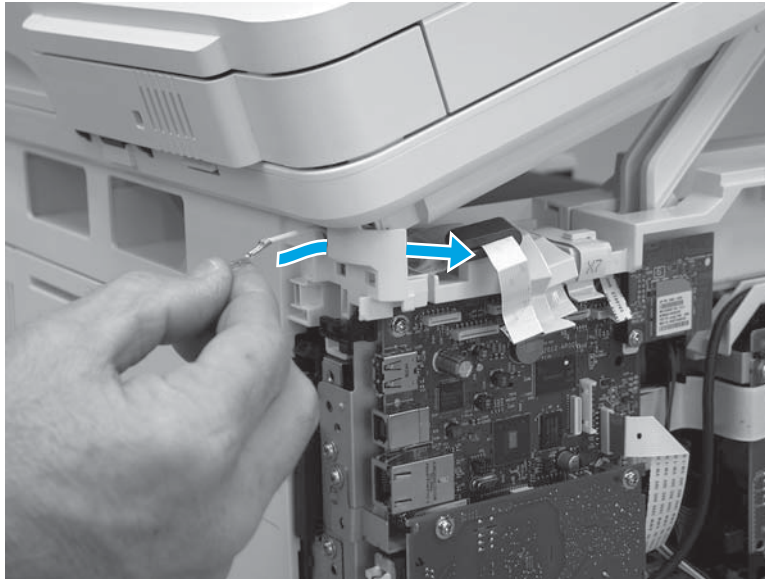
4. Remove one screw (callout 1).

Figure 1-2048 Remove one screw



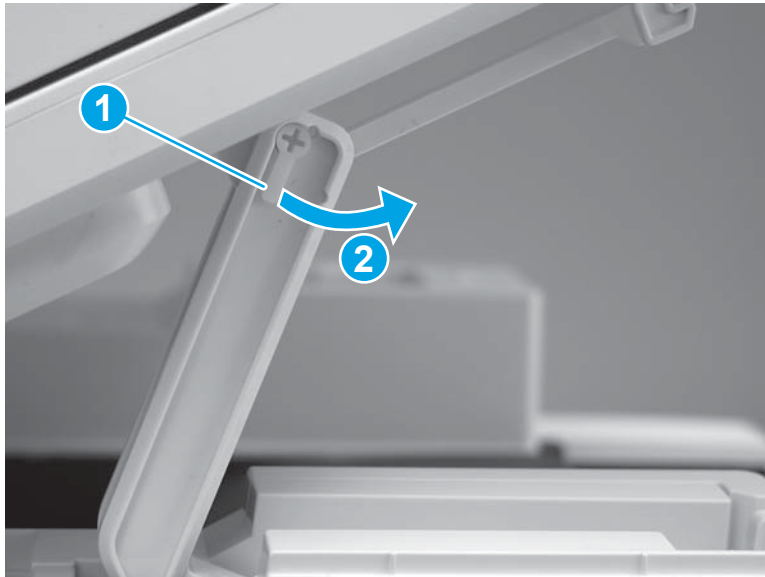
5. Pass the ground wire through the opening in the top cover.

Figure 1-2049 Pass the wire through the opening



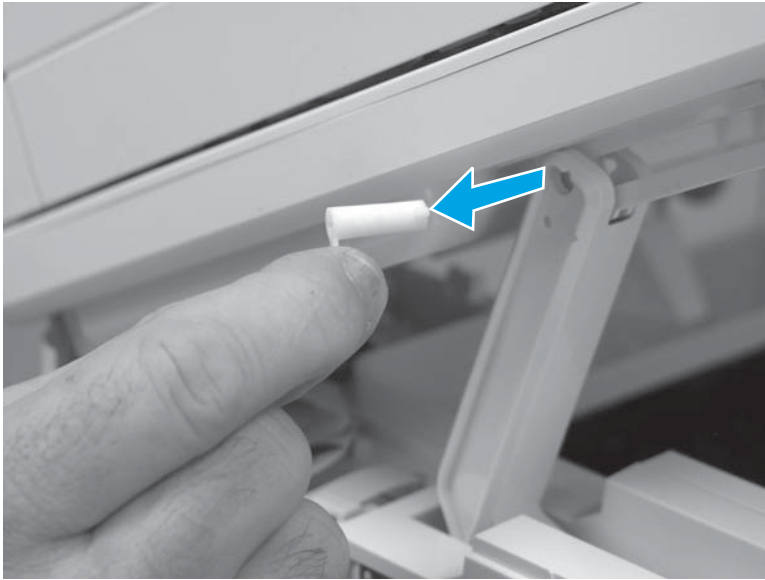
6. Release one tab (callout 1), and then rotate the ISA slider pin (callout 2) towards the front of the printer to release it.

Figure 1-2050 Release one tab and rotate the slider pin



7. Remove the slider pin.

Figure 1-2051 Remove the slider pin



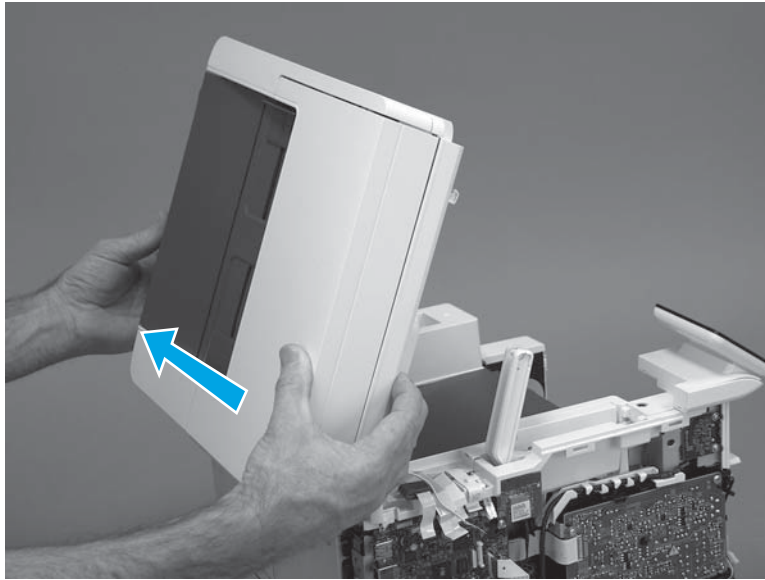
8. Rotate the ISA towards the rear of the printer until it stops.

Figure 1-2052 Rotate the ISA towards the rear of the printer



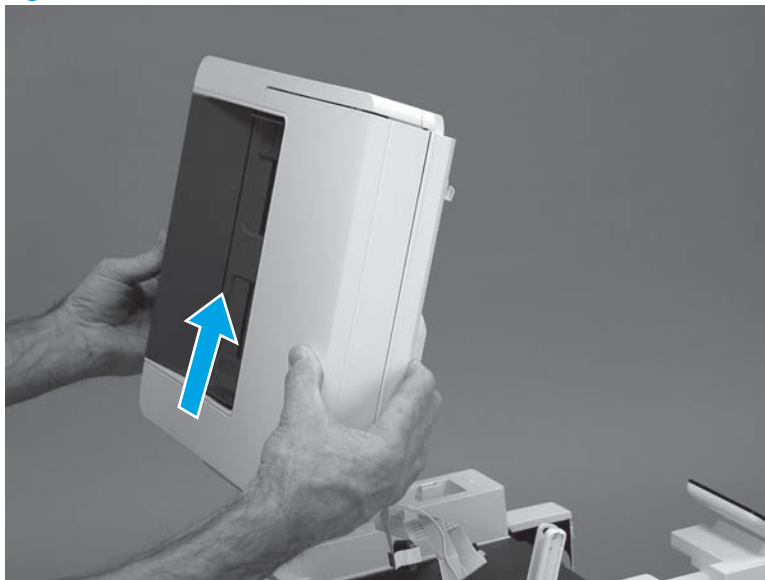
9. Slide the ISA as shown to release it.

Figure 1-2053 Release the ISA




10. Remove the ISA.

Figure 1-2054 Remove the ISA

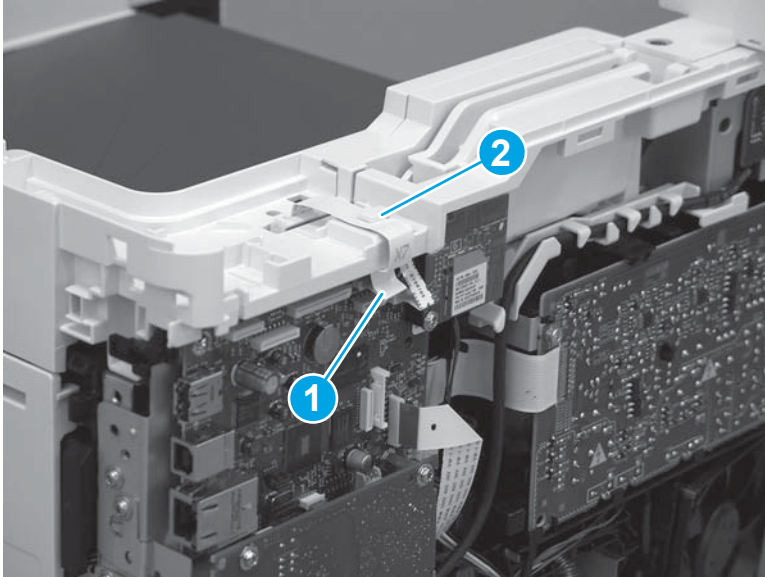


Step 6: Remove the control panel (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 1087](#).

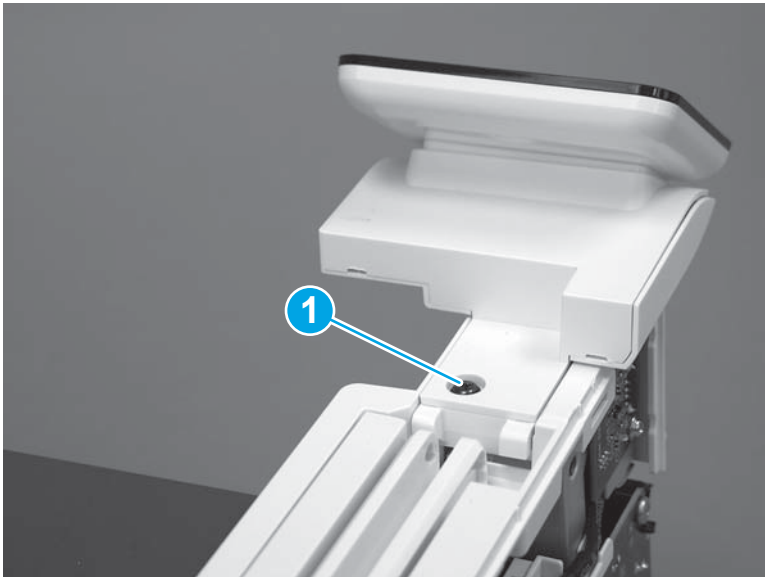
1. Disconnect one FFC (callout 1; J114), and then release the FFC from the retainer (callout 2).

Figure 1-2055 Disconnect one connector



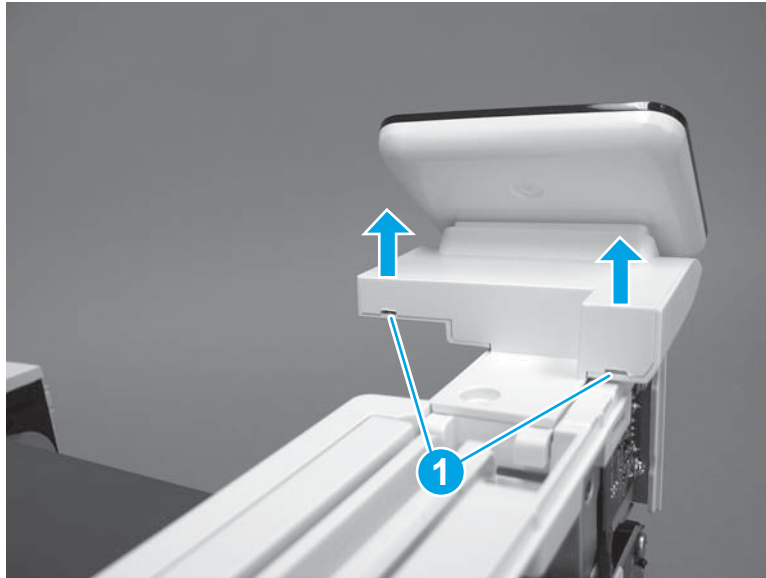
2. Remove one screw (callout 1).

Figure 1-2056 Remove one screw



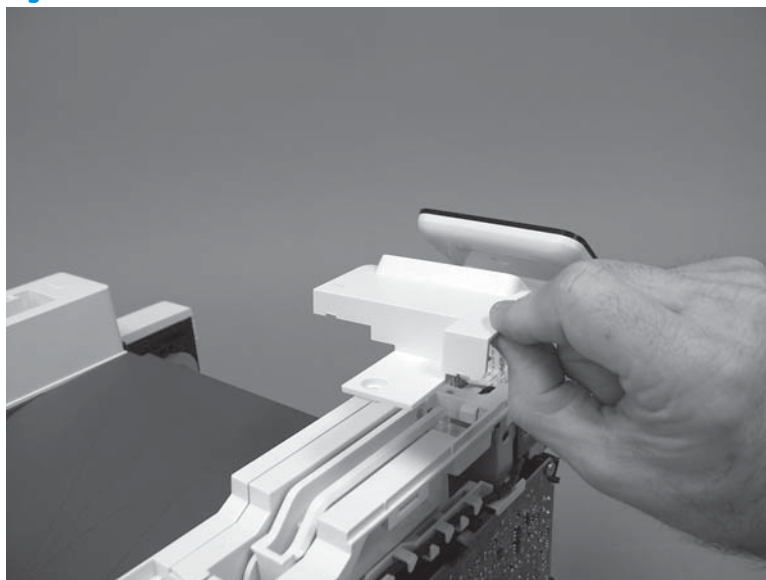
3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-2057 Release two tabs



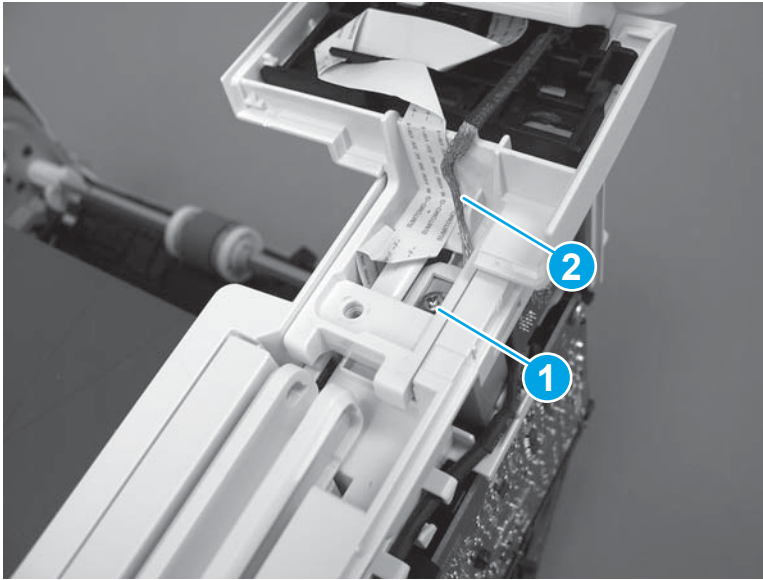
4. Remove the control-panel cable cover.

Figure 1-2058 Remove the cover



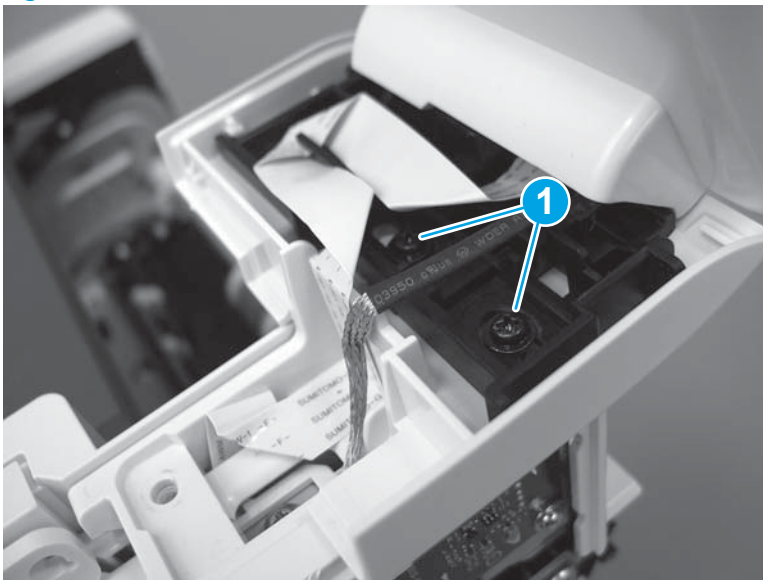
5. Remove one grounding screw (callout 1), and then move the ground cable (callout 2) out of the way.

Figure 1-2059 Remove one screw



6. Move the FFC out of the way, and then remove two screws (callout 1).

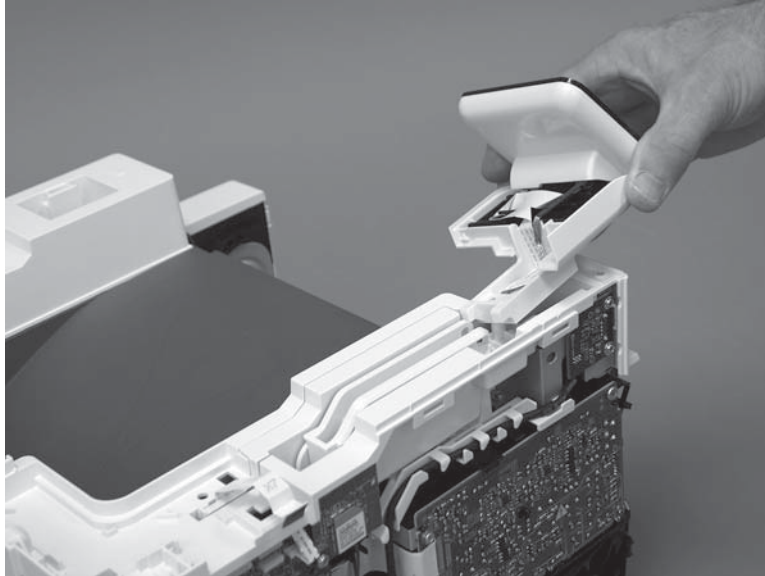
Figure 1-2060 Remove two screws



7. Slightly lift up the control-panel assembly to separate it from the top cover.

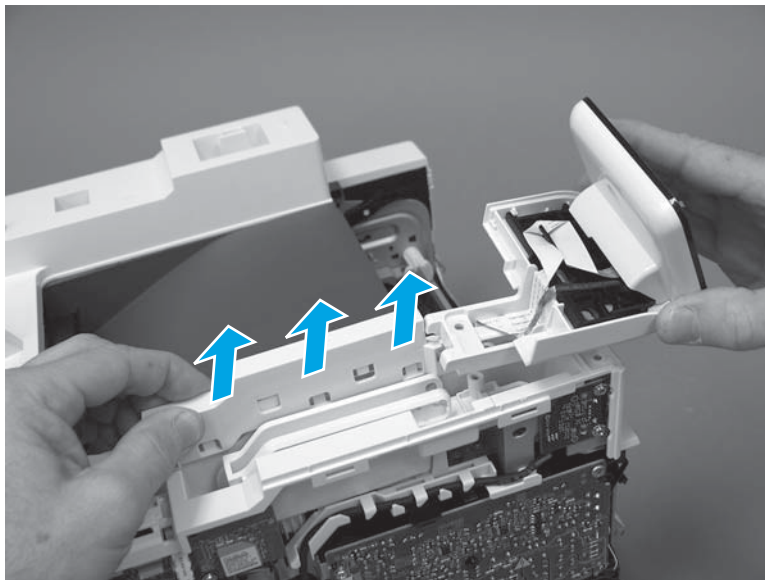
CAUTION: The control panel assembly is still connected to the printer by the FFC. Do not attempt to completely remove the assembly.

Figure 1-2061 Lift up the control-panel assembly



8. Lift up the control-panel FFC cover to remove the control-panel assembly.

Figure 1-2062 Remove the control-panel assembly

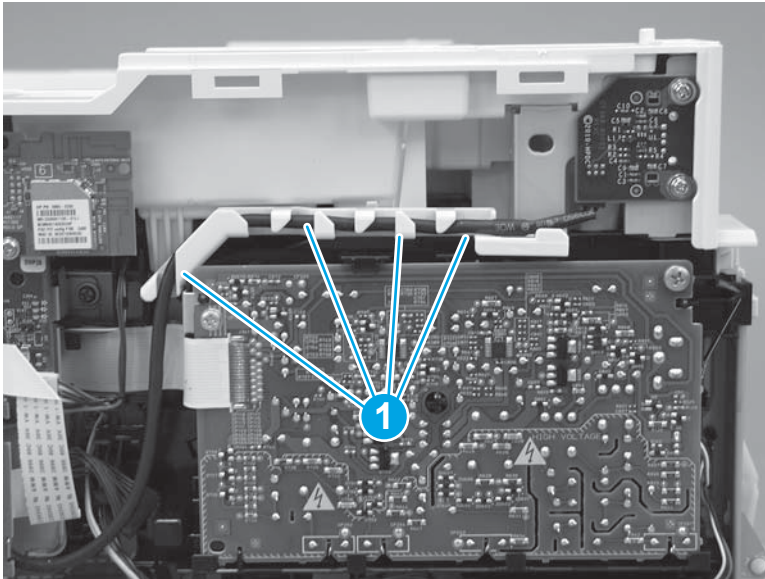


Step 7: Remove the top cover (M427/M426)

NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 1087](#).

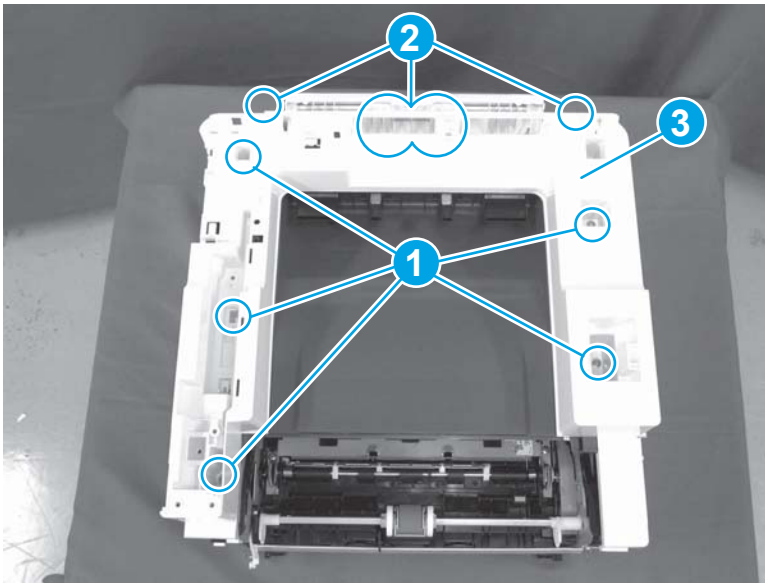
1. Release the USB cable (callout 1) from the cable guide.

Figure 1-2063 Remove the USB cable



2. Remove five screws (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).

Figure 1-2064 Remove the cover



Step 8: Remove the NFC cover (M427/M426)



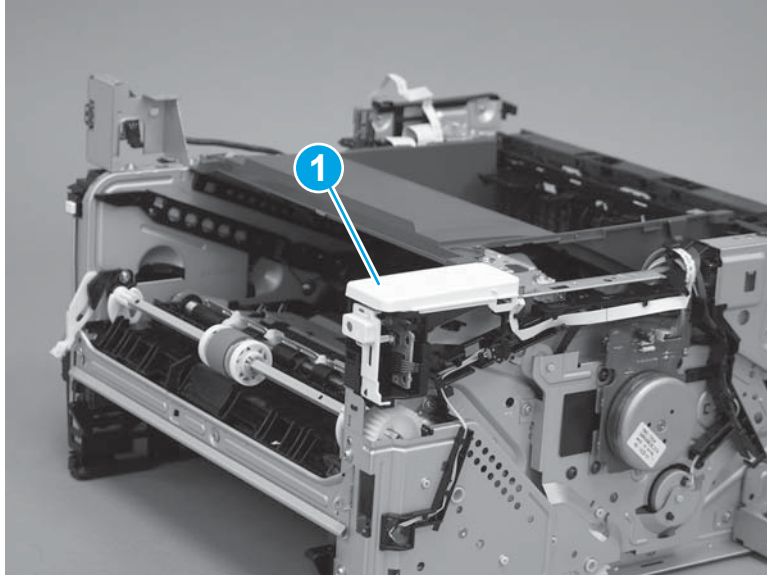
NOTE: The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 9: Remove the top cover \(M403/M402\) on page 1087](#).

- ▲ Carefully pull up on the NFC cover (callout 1) to remove it.




CAUTION: Do not damage the NFC PCA when removing the cover.

Figure 1-2065 Remove the cover



Step 9: Remove the top cover (M403/M402)

 **NOTE:** The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 10: Remove the NFC PCA on page 1088](#).

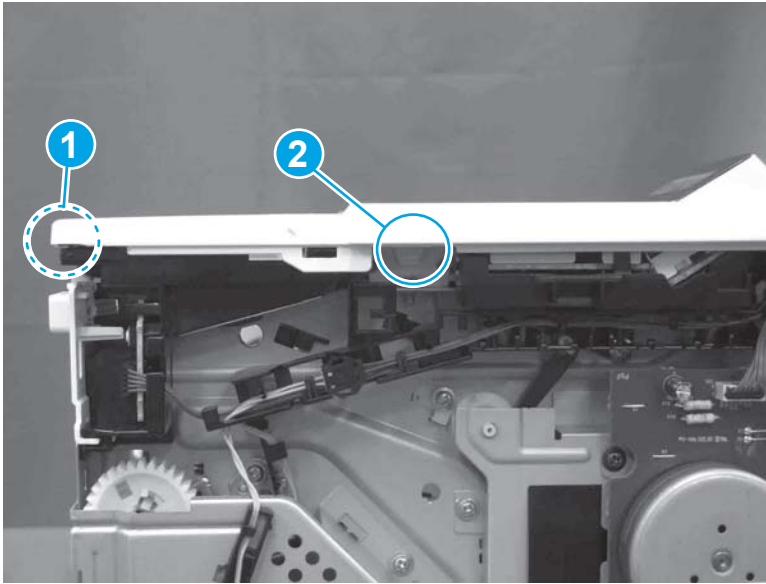
1. Remove one screw (callout 1).

Figure 1-2066 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-2067 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


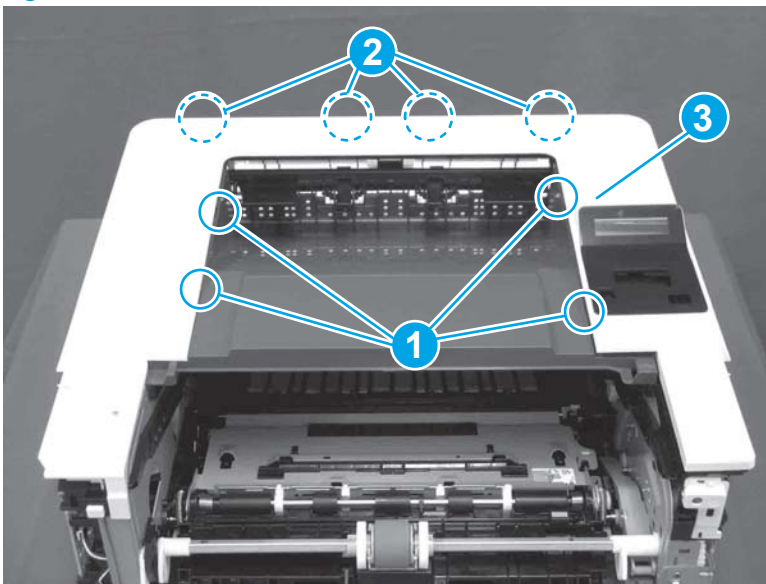
 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-2068 Remove the cover



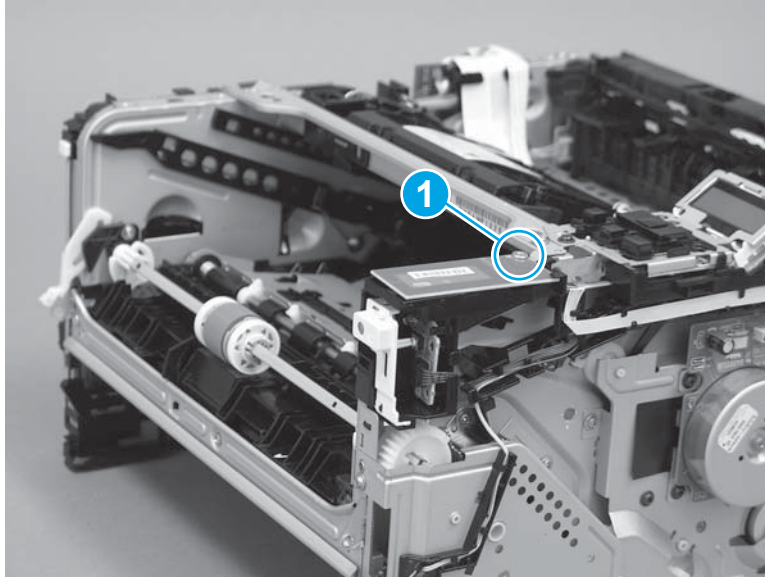
Step 10: Remove the NFC PCA

 **NOTE:** M427fdw/M426fdw/M402dw/M403dw models only.

The M403 printer is shown in this procedure. However, the procedure is valid for the M427/M426/M402 printers.

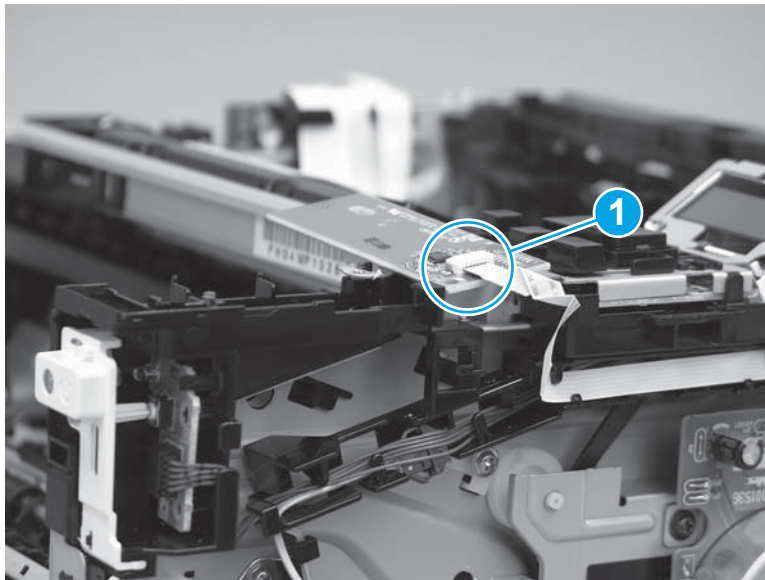
1. Remove one screw (callout 1).

Figure 1-2069 Remove one screw



2. Turn the NFC PCA over to access the bottom side, disconnect one FFC (callout 1), and then remove the NFC PCA.

Figure 1-2070 Remove the NFC PCA



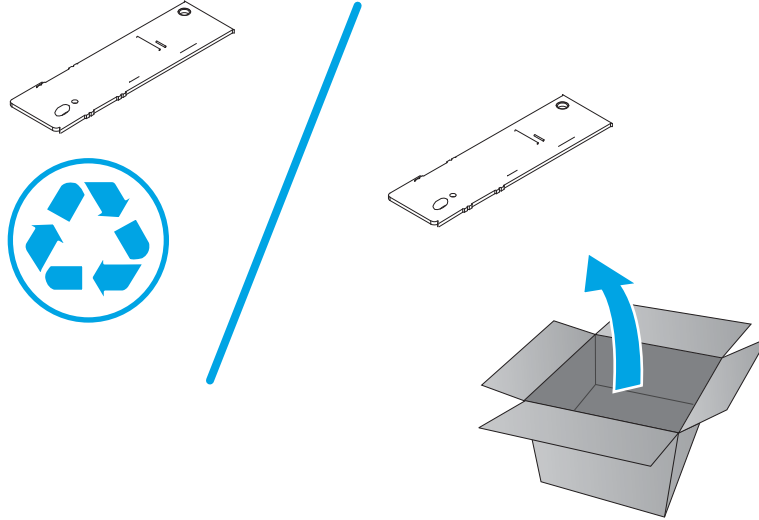
Step 11: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-2071 Recycle and unpack



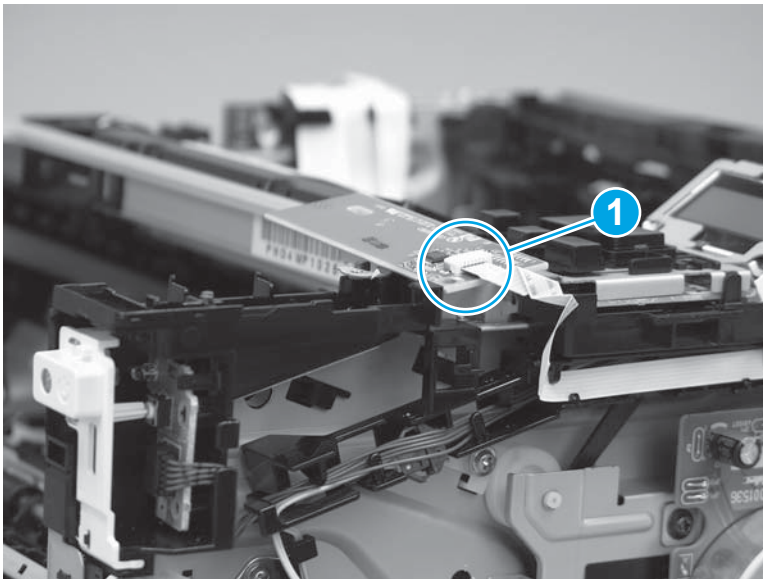
Step 12: Install the NFC PCA

 **NOTE:** M427fdw/M426fdw/M402dw/M403dw models only.

The M403dw printer is shown in this procedure. However, the procedure is valid for the M427/M426/M402 printers.

1. Connect one FFC (callout 1).

Figure 1-2072 Connect one FFC

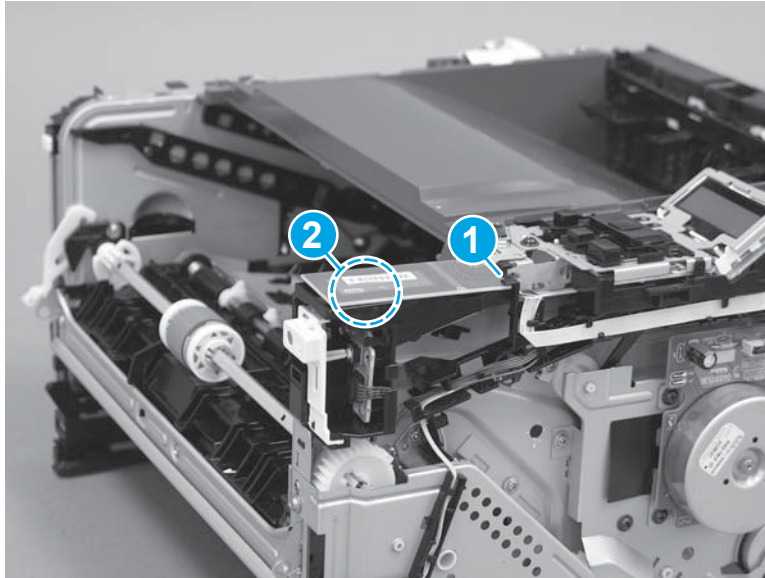


2. Position the NFC PCA on the holder.

CAUTION: Make sure that the NFC PCA is correctly positioned on the holder. One corner (callout 1) is under a tab on the holder, and the alignment pins on the holder fit in the hole and slot in the PCA (callout 2).

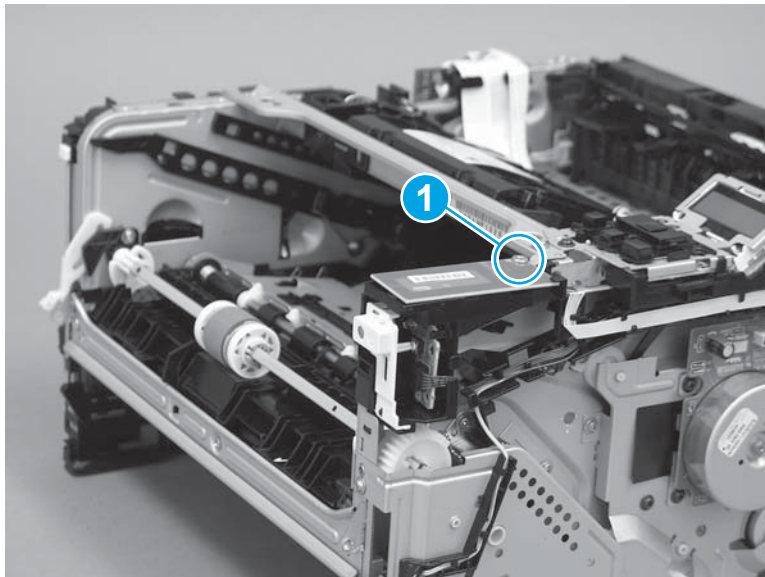
To avoid damage to the PCA, it must be installed flat on the holder **before** installing the mounting screw.

Figure 1-2073 Install the NFC PCA



3. Install one screw (callout 1).

Figure 1-2074 Install one screw

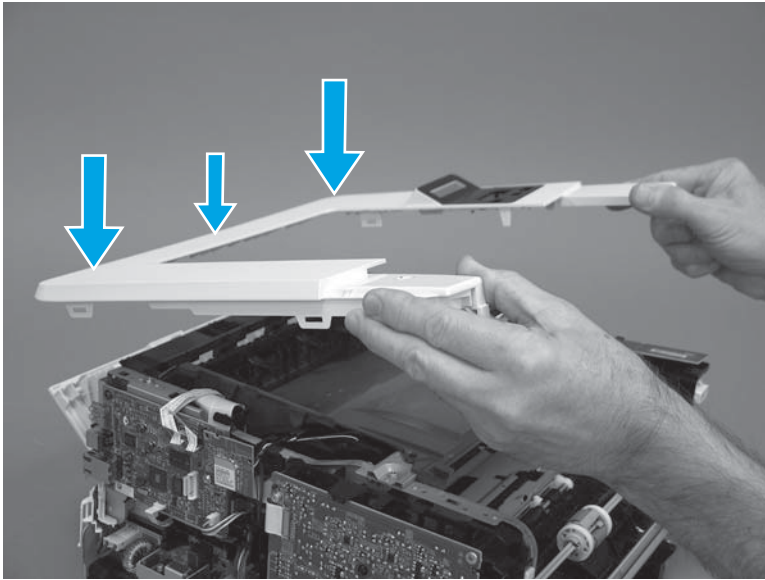


Step 13: Install the top cover (M403/M402)

NOTE: The step is for the M403/M402 printer. For the M427/M426, skip this step and go to [Step 18: Install the right cover on page 1105](#).

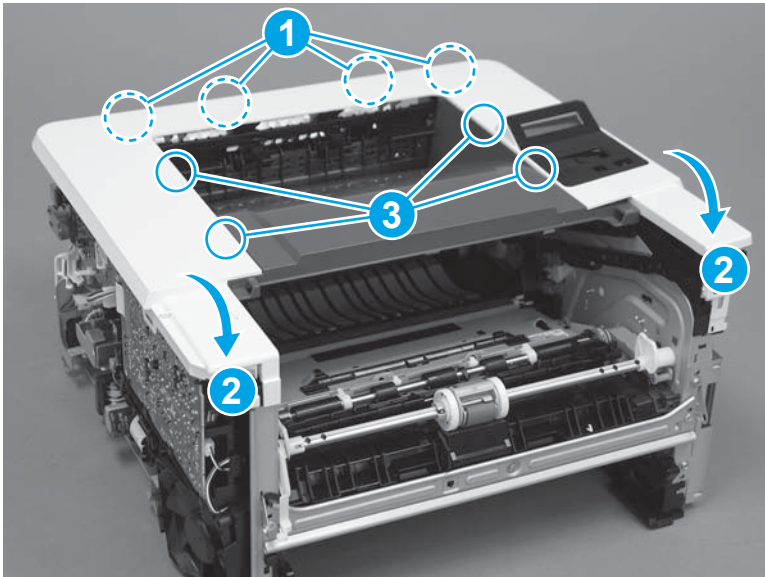
1. Position the rear edge of the cover on the printer.

Figure 1-2075 Install the cover



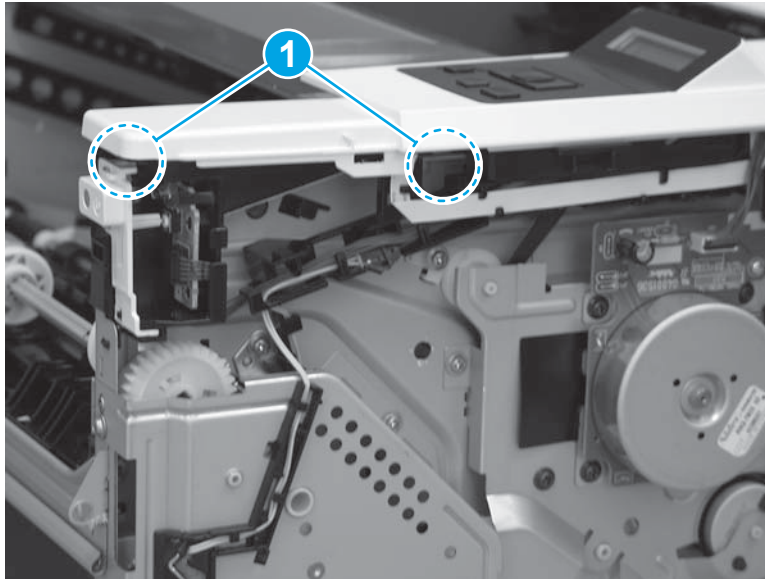
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-2076 Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-2077 Engage one boss and one tab




4. Install one screw (callout 1).

Figure 1-2078 Install one screw



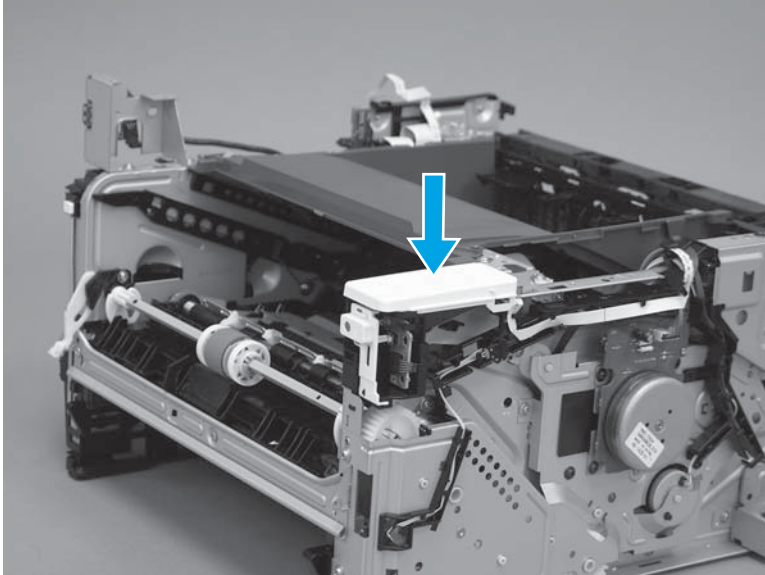
Step 14: Install the NFC cover (M427/M426)

 **NOTE:** The step is for the (M427/M426) printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 1105](#).


- ▲ Carefully install the NFC cover on the printer.

 **CAUTION:** Do not damage the NFC PCA when installing the cover.

Figure 1-2079 Remove the cover

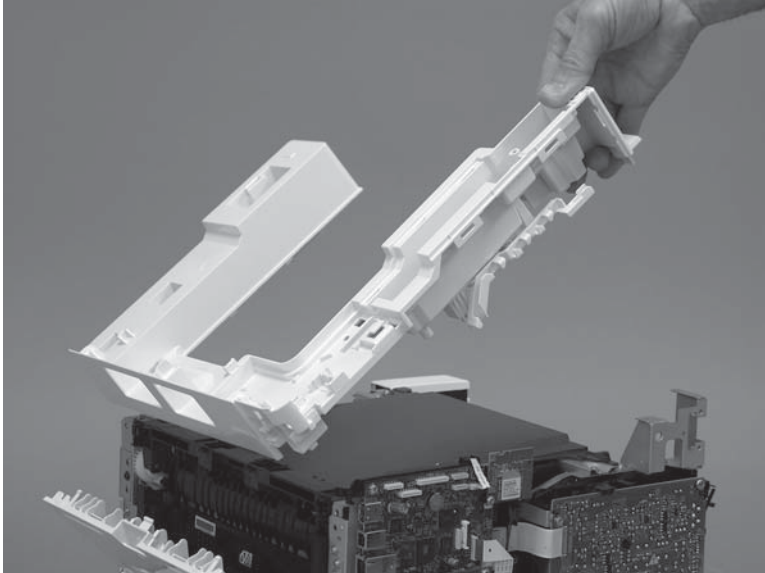


Step 15: Install the top cover (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 1105](#).

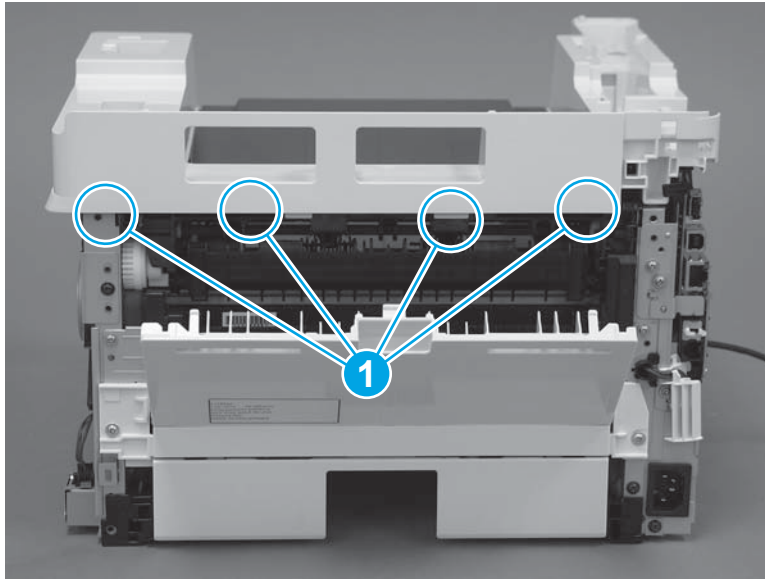
1. Position the rear edge of the top cover on the printer.

Figure 1-2080 Install the cover



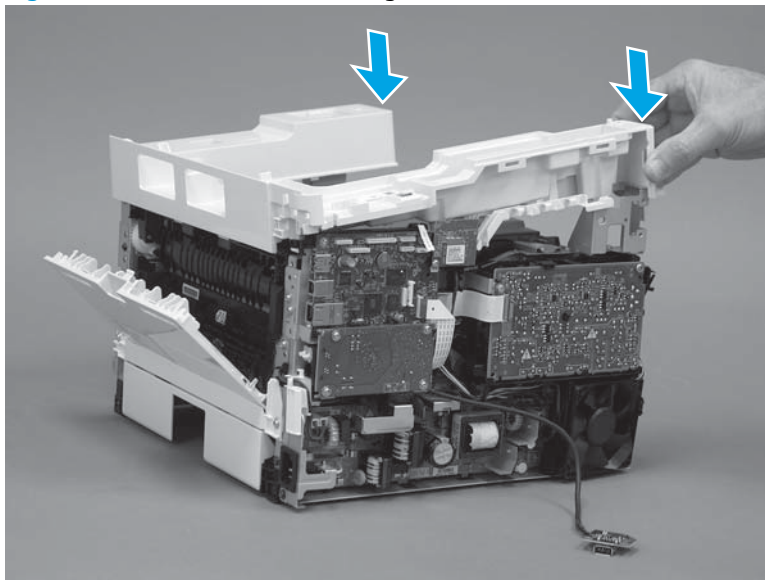
2. Engage four bosses (callout 1).

Figure 1-2081 Engage four bosses



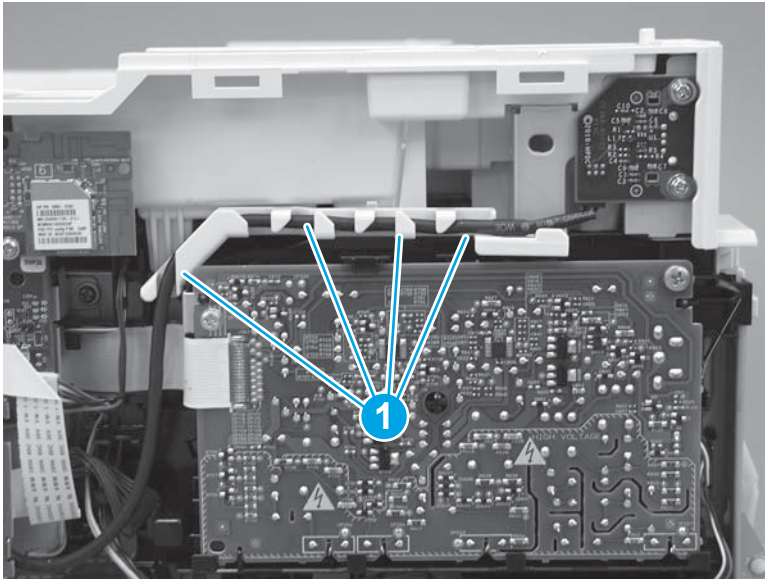
3. Rotate the front edge of the cover down.

Figure 1-2082 Rotate the front edge of the cover down



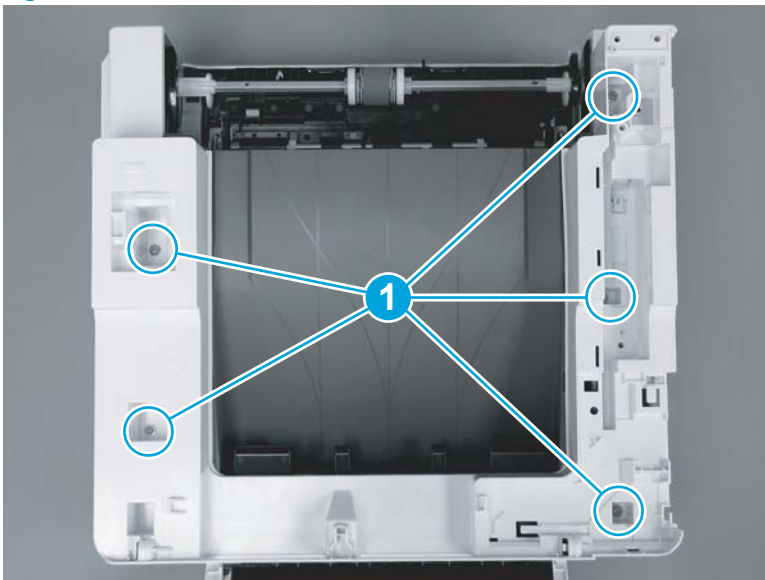
4. Install the USB cable (callout 1) in the guide.

Figure 1-2083 Install the USB PCA




5. Install five screws (callout 1).

Figure 1-2084 Install five screws

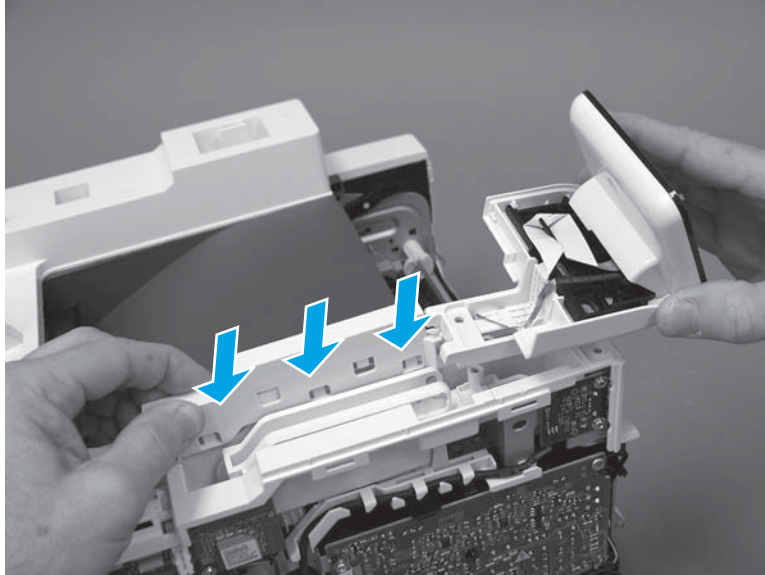


Step 16: Install the control panel (M427/M426)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 1105](#).

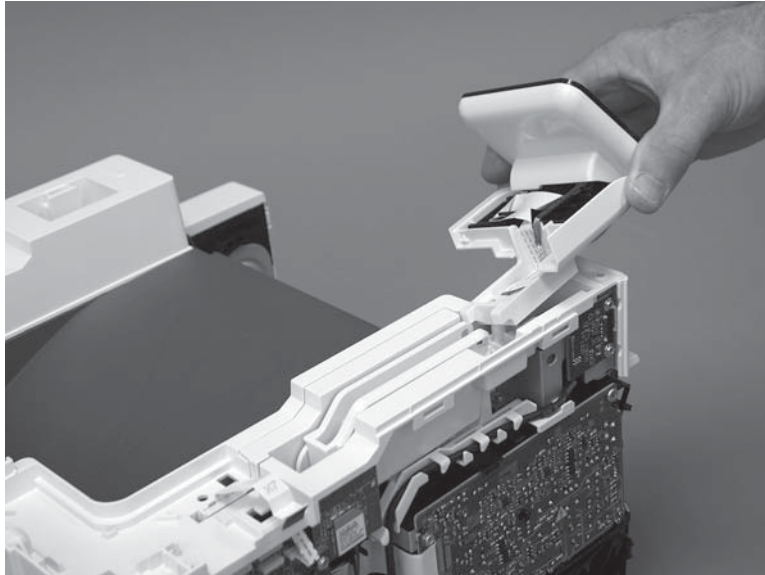
1. Slide the control-panel FFC cover into the slot in the top cover (next to the document feeder support arm) to install it.

Figure 1-2085 Install the control-panel FFC cover



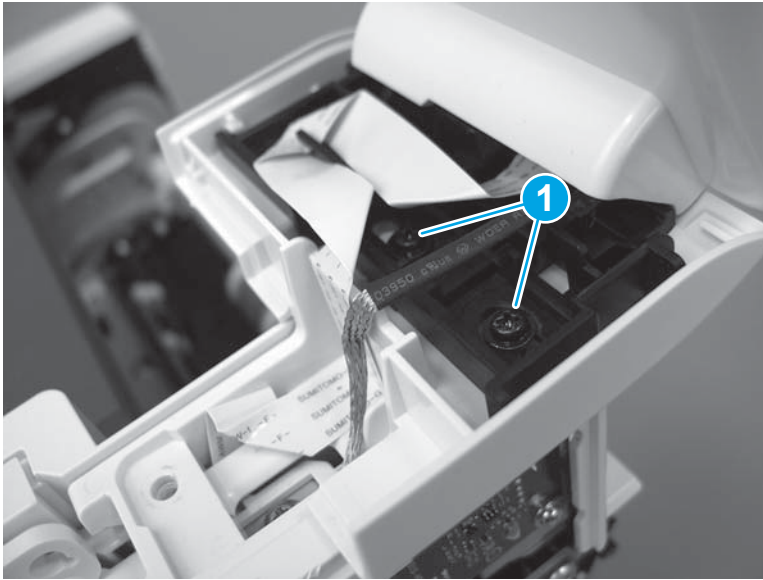
2. Install the control-panel assembly on the top cover.

Figure 1-2086 Install the control-panel assembly



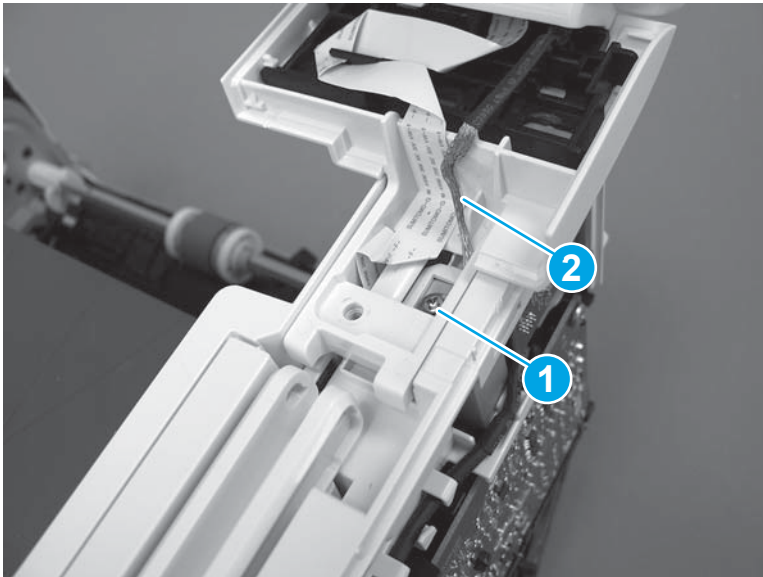
3. Move the FFC out of the way, and then install two screws (callout 1).

Figure 1-2087 Install two screws



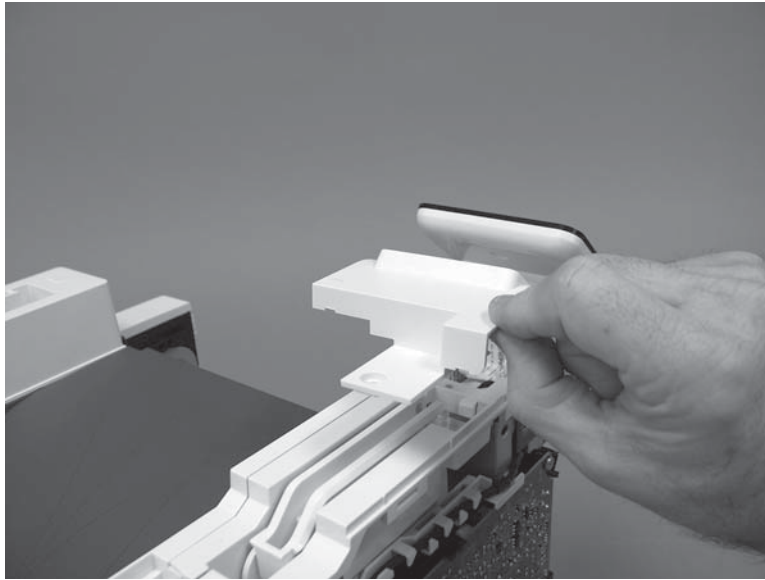
4. Install one grounding screw (callout 1), and then make sure that the ground cable (callout 2) is properly routed.

Figure 1-2088 Remove one screw



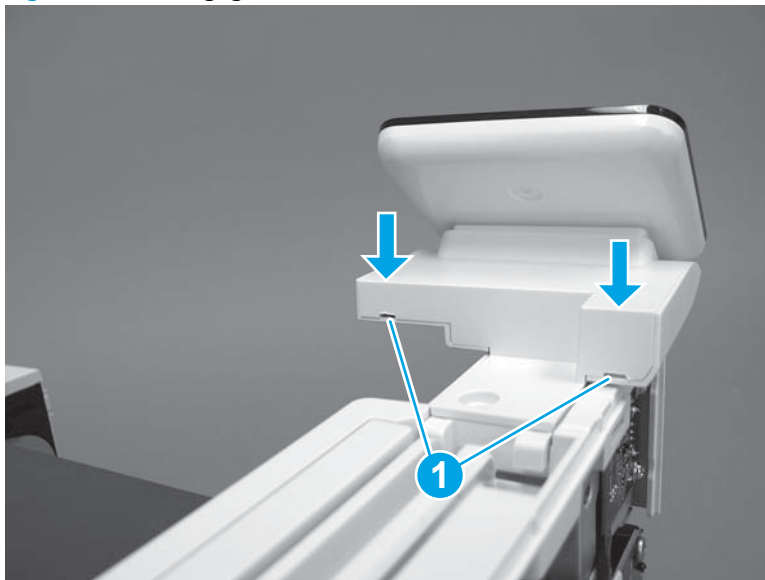
5. Install the control-panel cable cover.

Figure 1-2089 Install the cover



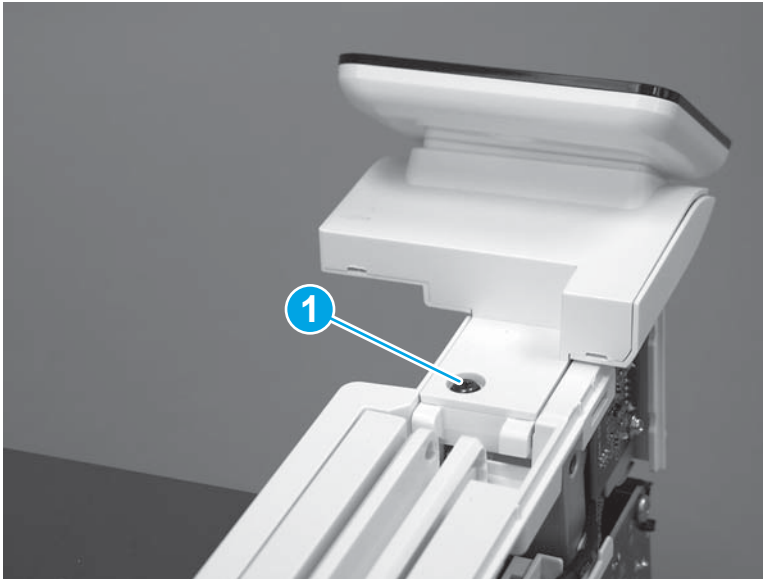
6. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-2090 Engage two tabs



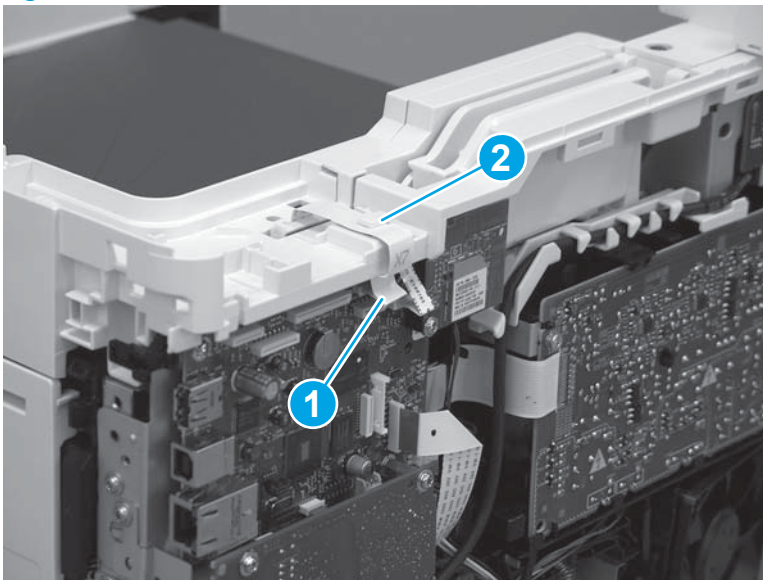
7. Install one screw (callout 1).

Figure 1-2091 Install one screw





8. Install the FFC in the retainer (callout 1), and then connect one FFC (callout 1; J114).

Figure 1-2092 Connect one connector



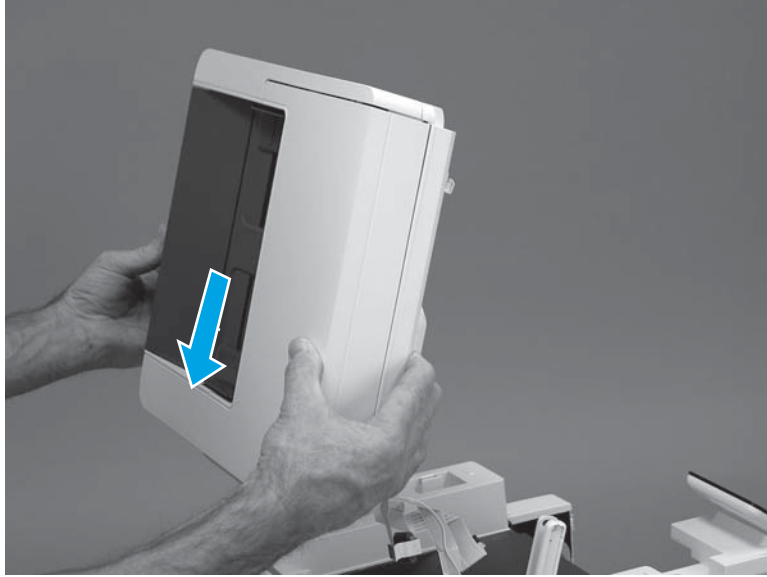
Step 17: Install the integrated scanner assembly (M427/M246)

 **NOTE:** The step is for the M427/M426 printer. For the M403/M402, skip this step and go to [Step 18: Install the right cover on page 1105](#).

 **NOTE:** M427/M426 models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

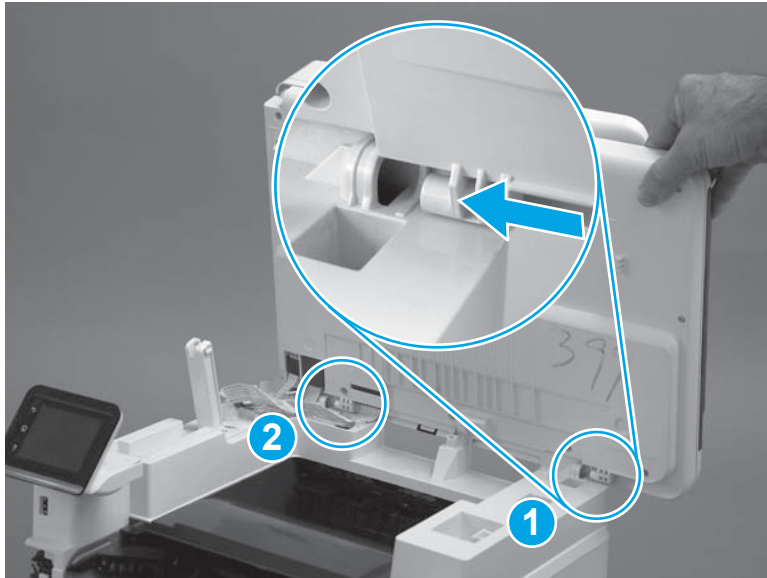
1. Position the ISA on the printer.

Figure 1-2093 Position the ISA on the printer



2. Engage the hinge pins on the ISA with the holders in the top cover (callouts 1/2), and then slide the ISA as shown to engage them

Figure 1-2094 Engage the hinge pins with the holders



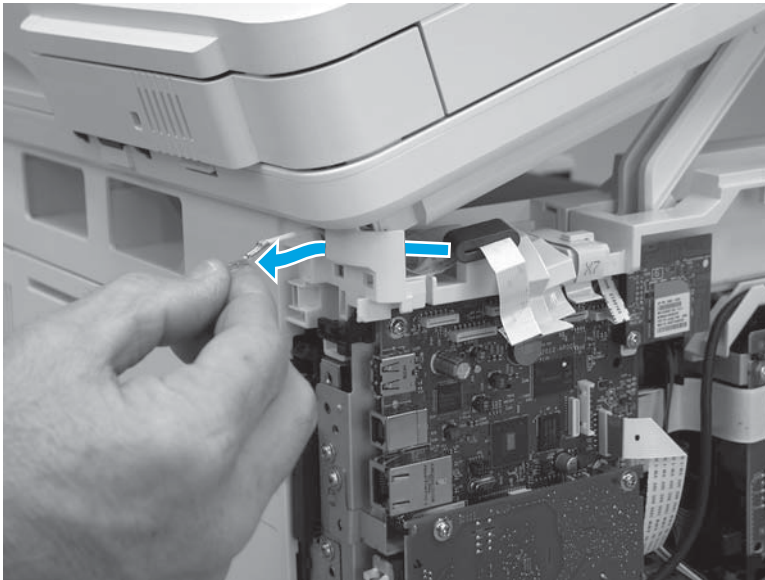
3. Rotate the ISA towards the front of the printer until it rests on the ISA lift assembly (callout 1).

Figure 1-2095 Rotate the ISA towards the front of the printer



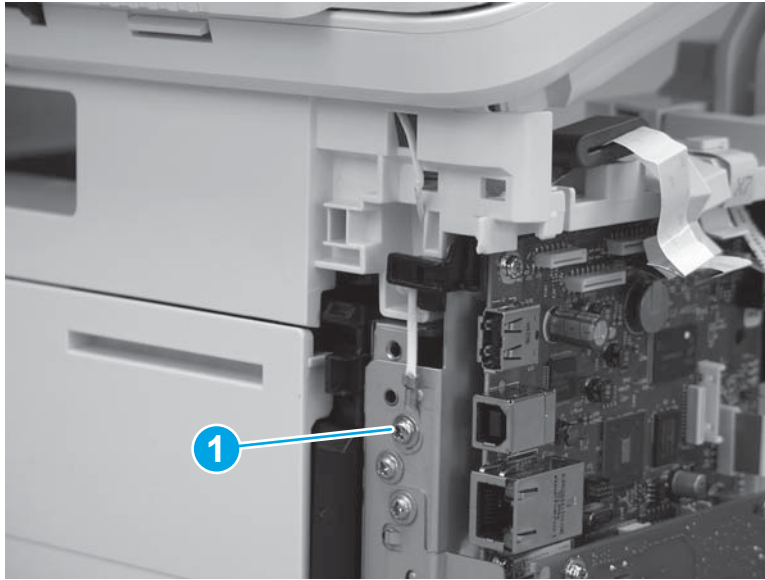
4. Pass the ground wire through the opening in the top cover.

Figure 1-2096 Pass the wire through the opening



5. Install one screw (callout 1).

Figure 1-2097 Install one screw



6. Install the ISA lift assembly slider pin.


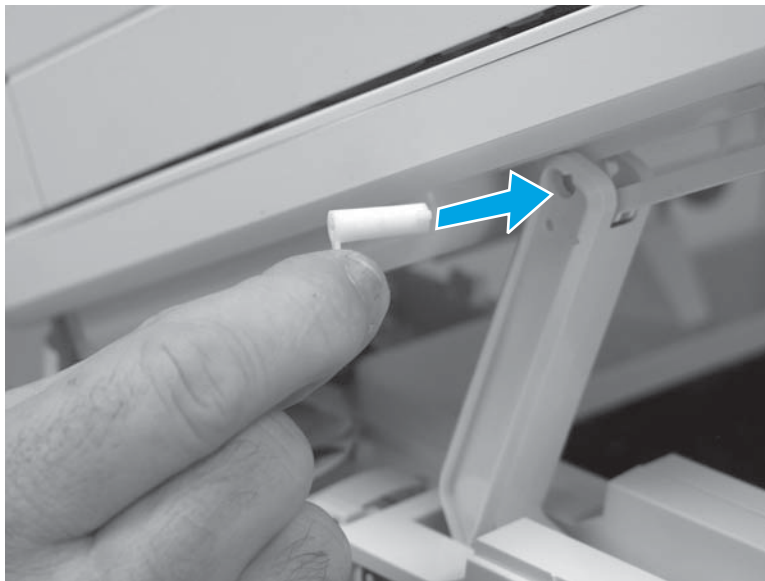
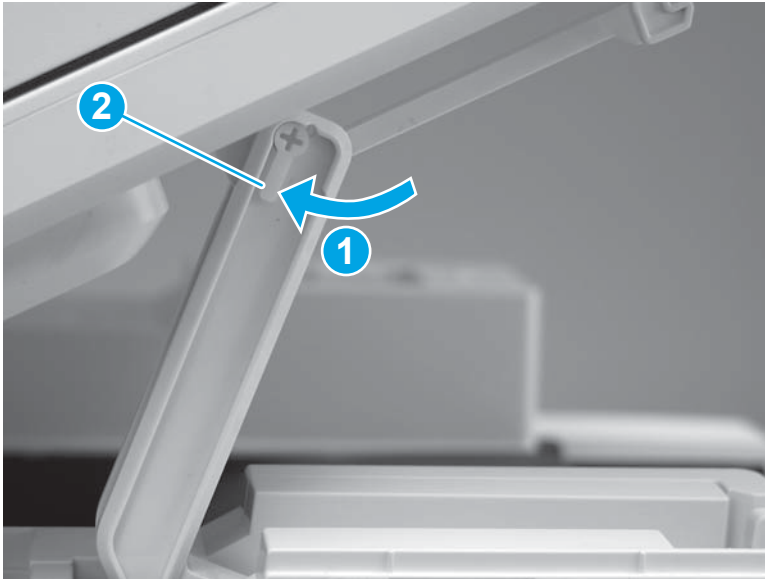
 **Reinstallation tip:** Align the keyed portion of the locking pin with the slot and hole in the support arm.

Figure 1-2098 Install the slider pin



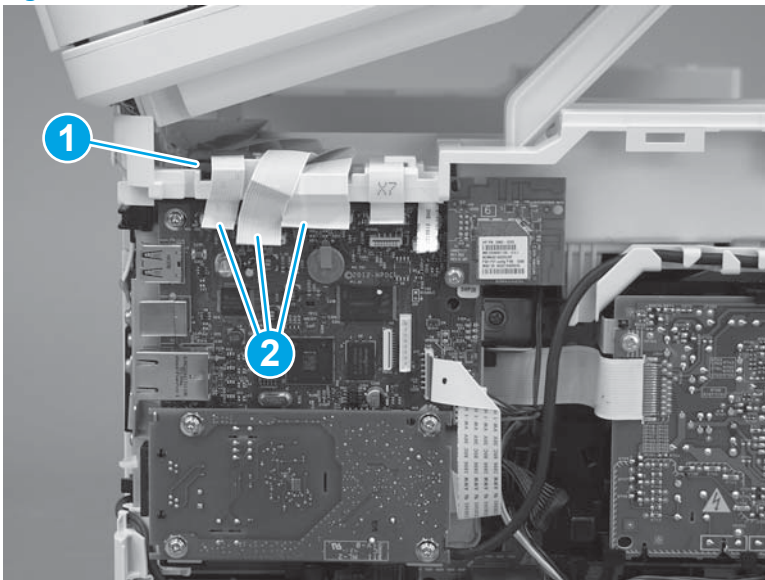
7. Rotate the slider pin (callout 1) towards the rear of the printer until the tab (callout 2) snap into place.

Figure 1-2099 Secure the slider pin



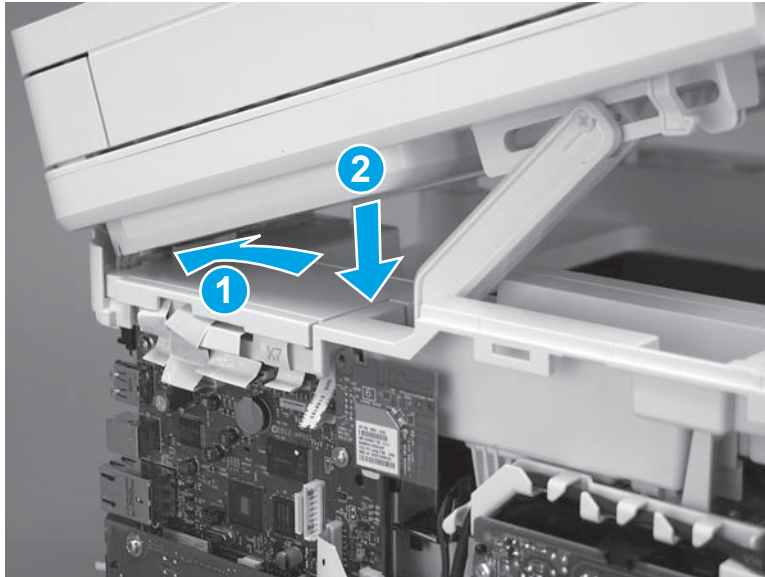
8. Install the ferrite (callout 1) in the holder, and then connect three FFCs (callout 2).

Figure 1-2100 Connect three FFCs



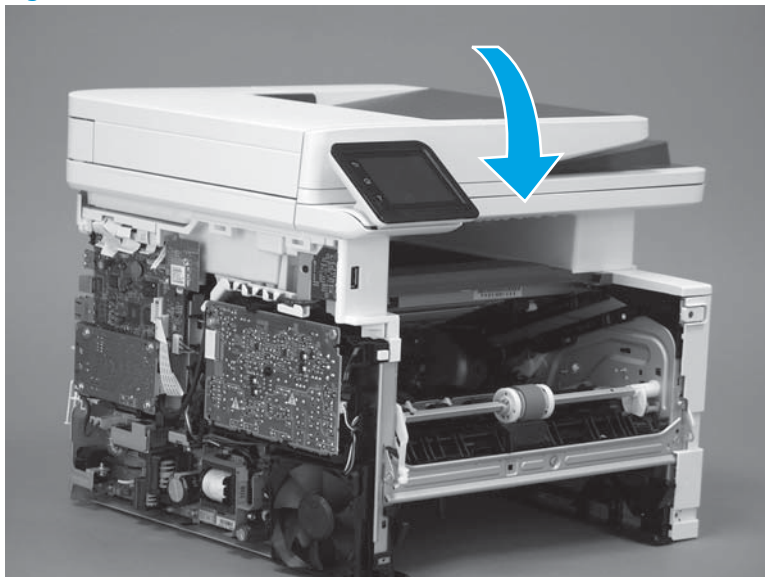
9. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1) , and then rotate it down (callout 2) until it snaps into place.

Figure 1-2101 Install the ISA FFC cover



10. Lower the ISA.

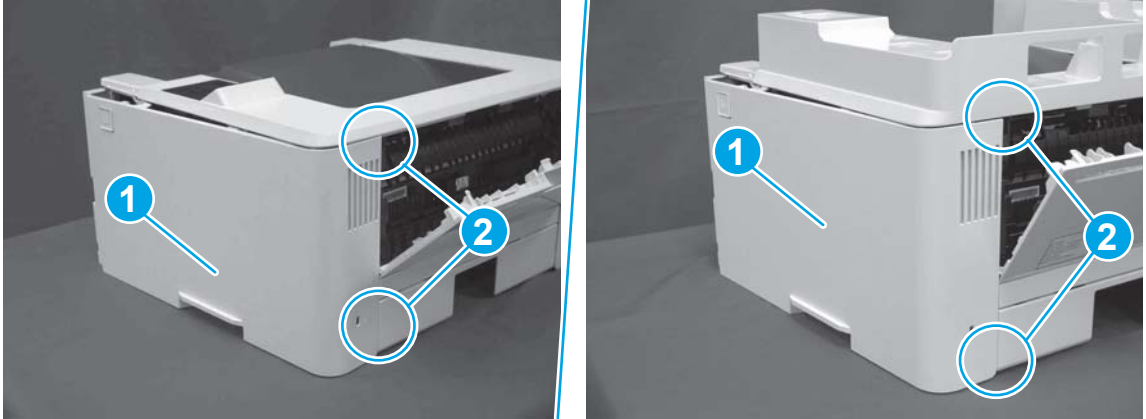
Figure 1-2102 Lower the ISA



Step 18: Install the right cover

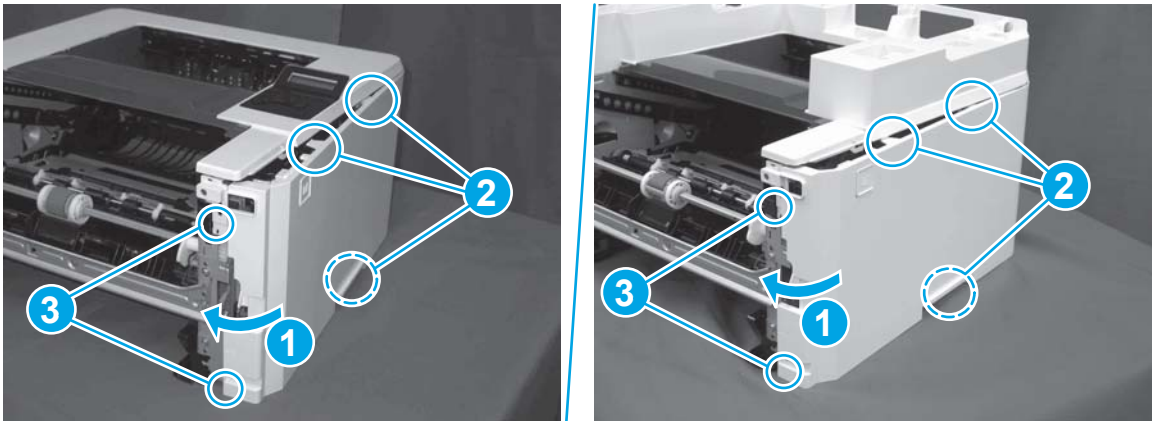
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-2103 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-2104 Engage two bosses and one tab



3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.


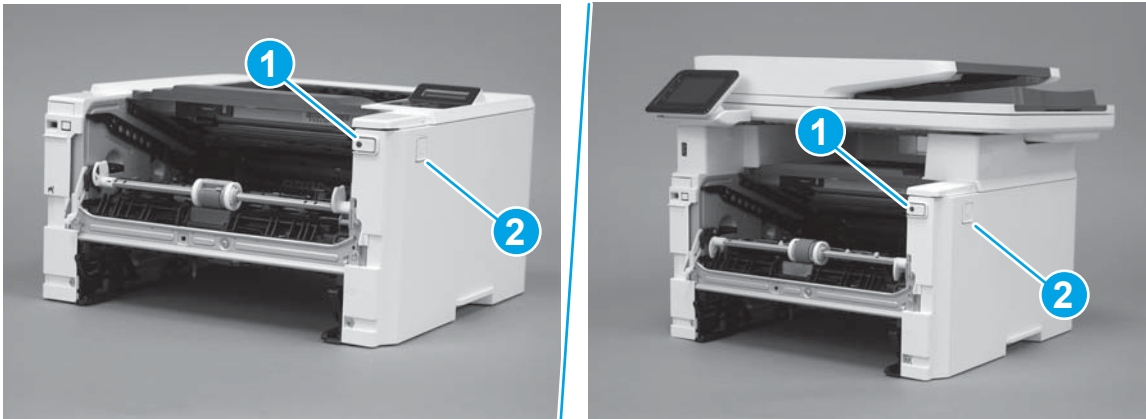
 **NOTE:** Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-2105 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

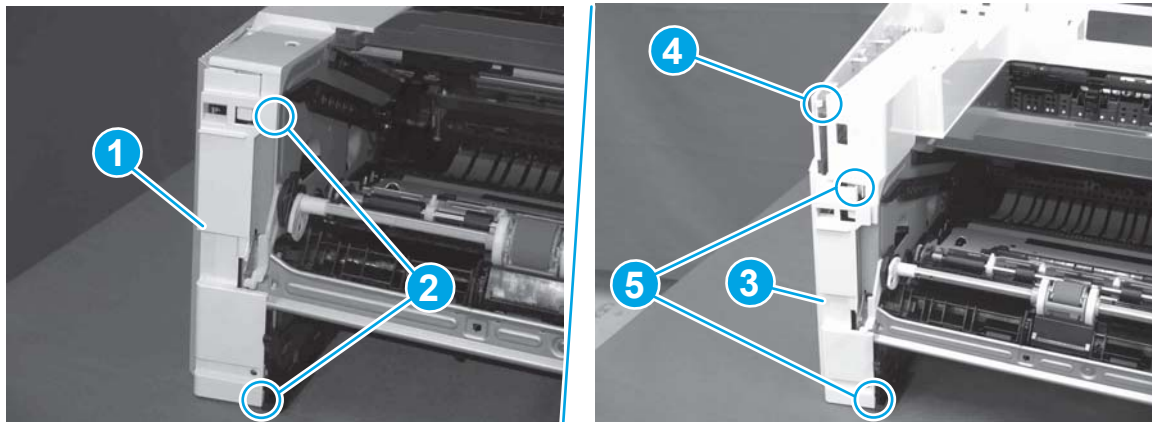
Figure 1-2106 Install one screw



Step 19: Install the left cover

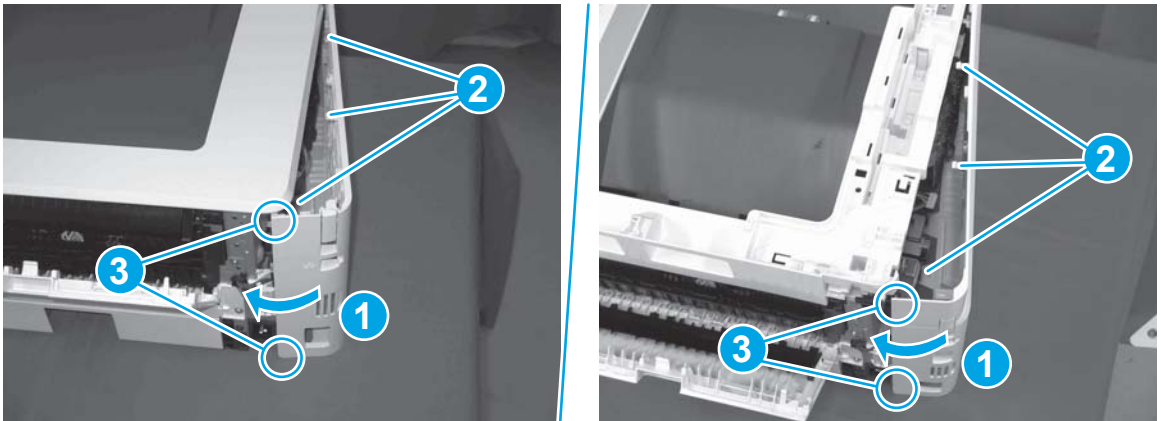
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-2107 Install the cover



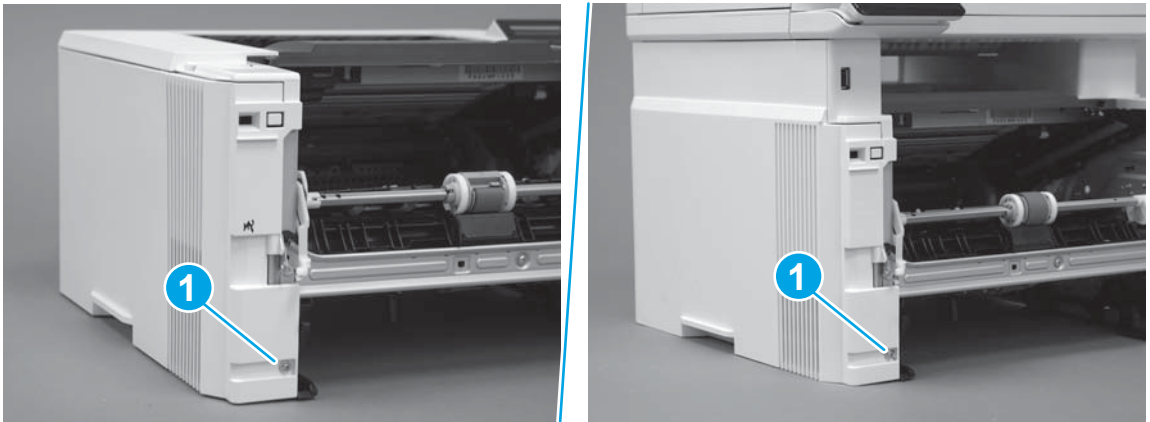
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-2108 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-2109 Install one screw

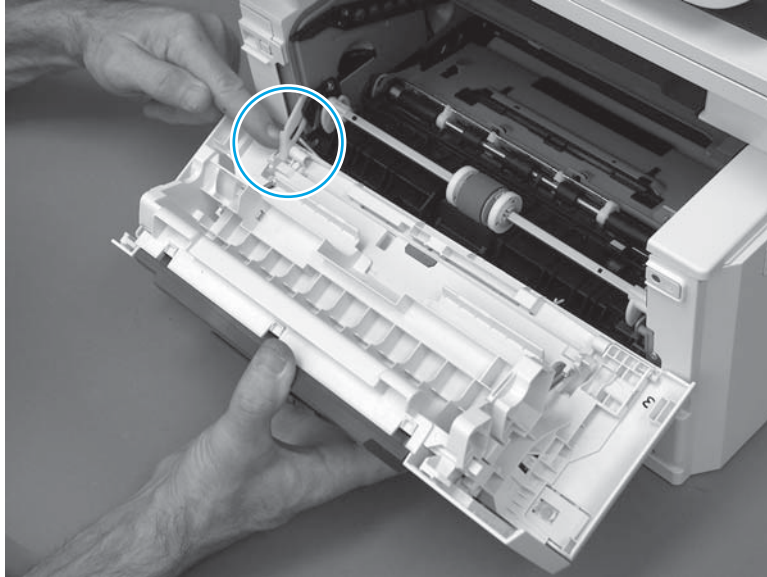


Step 20: Remove the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

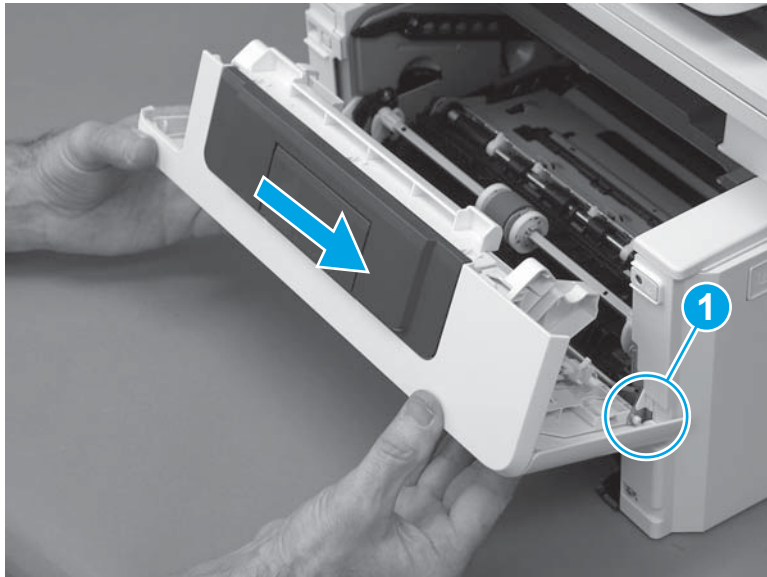
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-2110 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

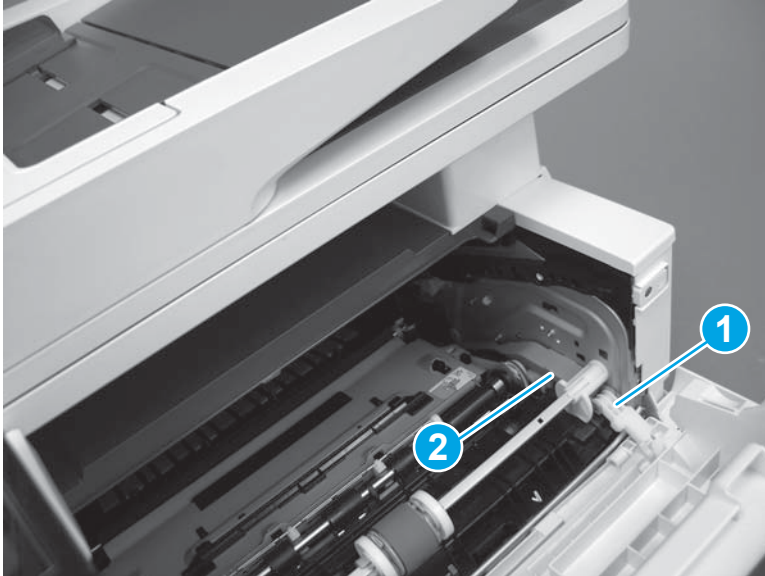
Figure 1-2111 Install the door



3. Install the link (callout 1).

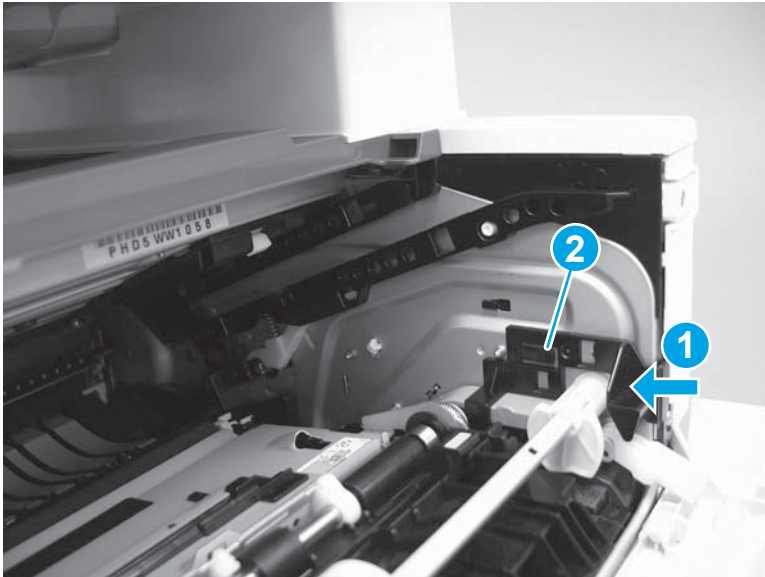
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-2112 Install the pressure-release link



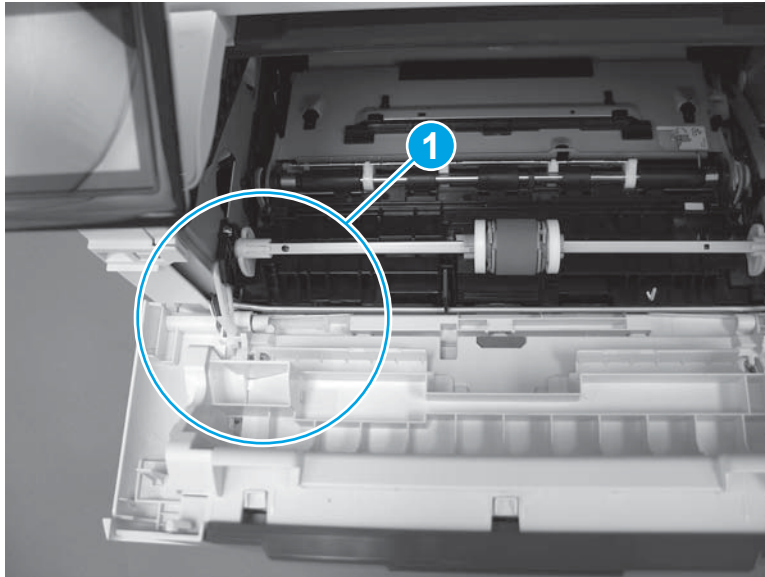
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-2113 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-2114 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


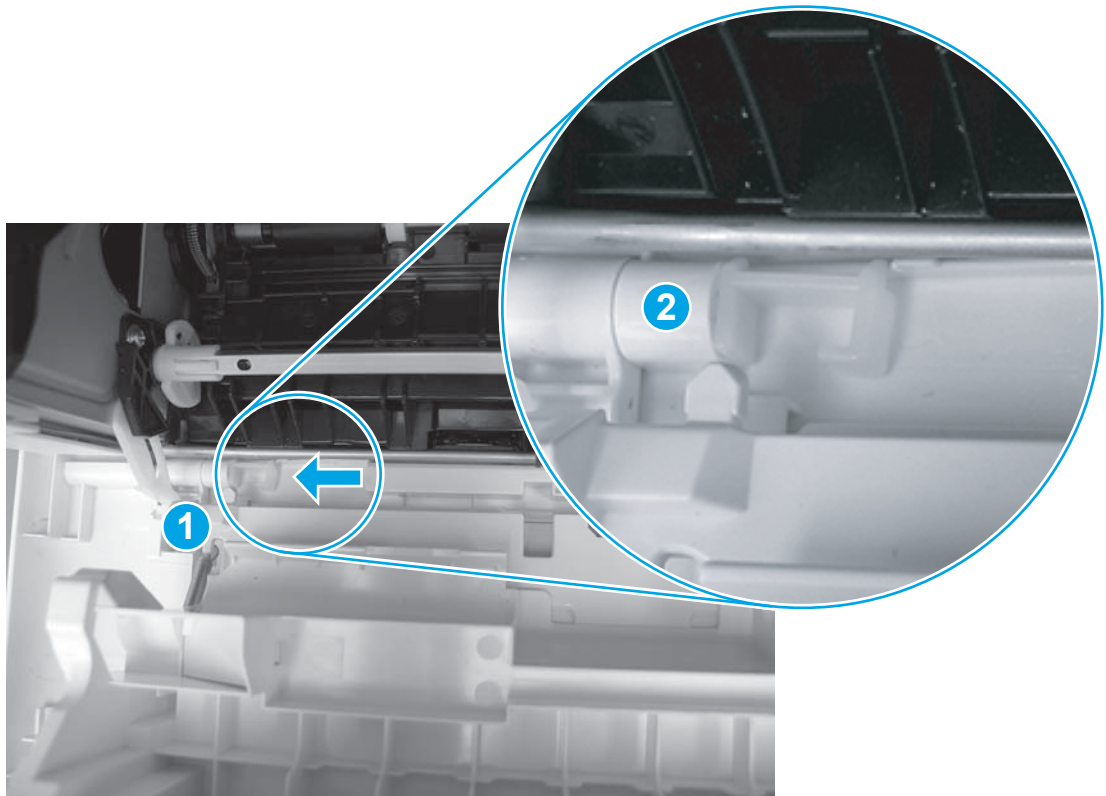
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-2115 Install the support shaft



Step 21: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-2116 Install the tray



Removal and replacement: Control-panel assembly (M403/M402)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the cartridge door assembly](#)
- [Step 3: Remove the left cover](#)
- [Step 4: Remove the right cover](#)
- [Step 5: Remove the top cover \(M403/M402\)](#)
- [Step 6: Remove the paper delivery tray \(output bin\)](#)
- [Step 7: Remove the control-panel assembly \(M403/M402\)](#)
- [Step 8: Unpack the replacement assembly](#)
- [Step 9: Install the control-panel assembly \(M403/M402\)](#)
- [Step 10: Install the paper delivery tray \(output bin\)](#)
- [Step 11: Install the top cover \(M403/M402\)](#)
- [Step 12: Install the right cover](#)
- [Step 13: Install the left cover](#)
- [Step 14: Install the cartridge door assembly](#)
- [Step 15: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the control-panel assembly (M403/M402).

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.

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

Control-panel assembly (M403/M402) part number	
RM2-5391-000CN	Control-panel assembly (M403/M402)
RM2-5424-000CN	Control-panel assembly (M403/M402; wireless model)

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-2117 Remove the tray



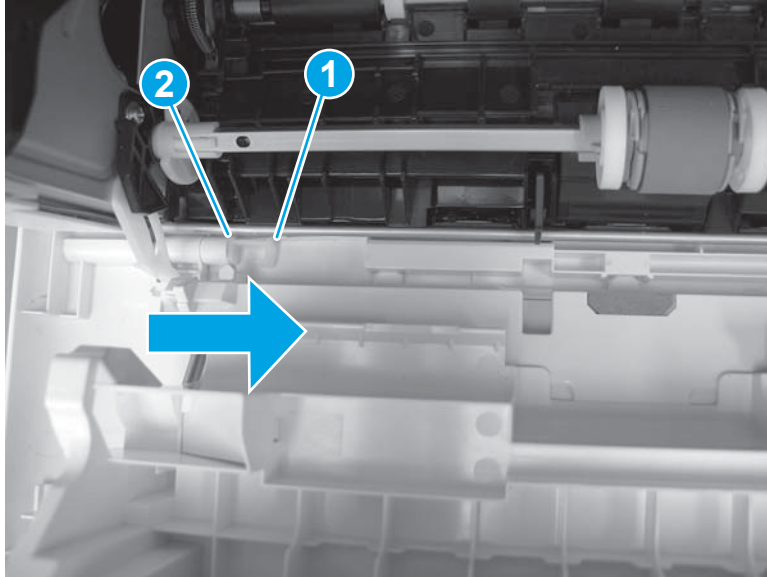
Step 2: Remove the cartridge door assembly

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

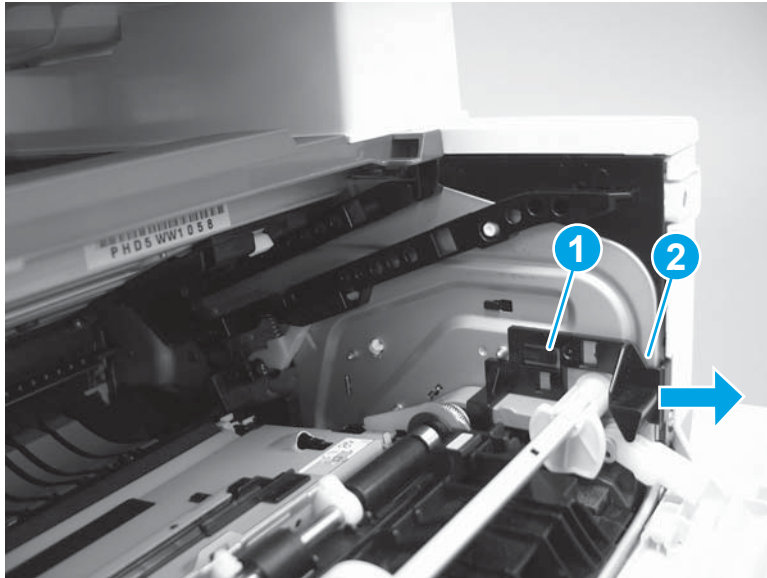
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-2118 Release the support shaft



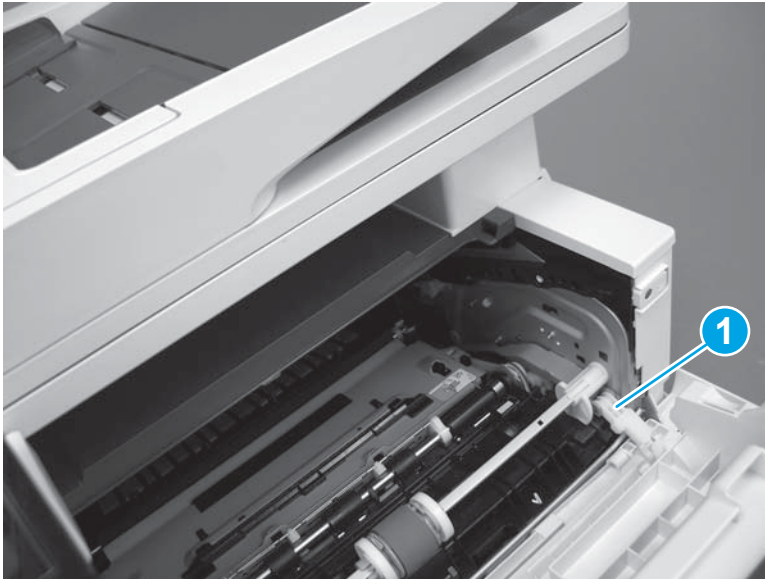
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-2119 Remove the guide



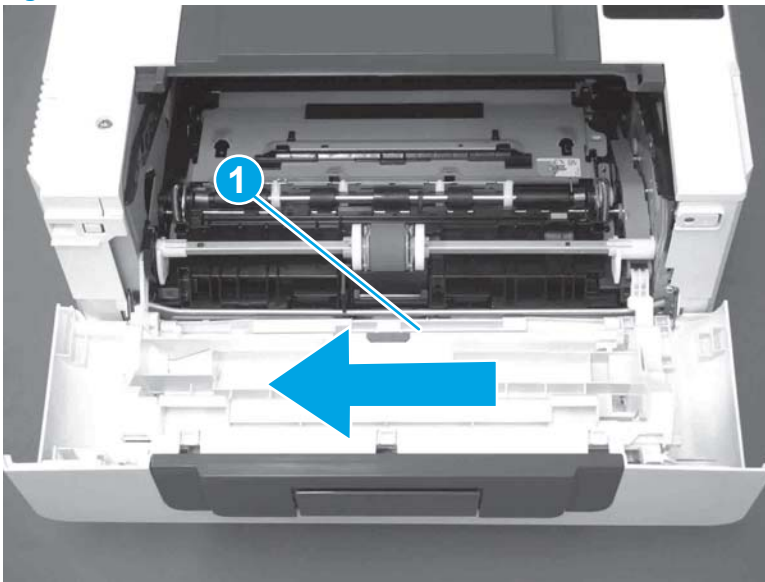
3. Remove the link arm (callout 1).

Figure 1-2120 Remove the link arm



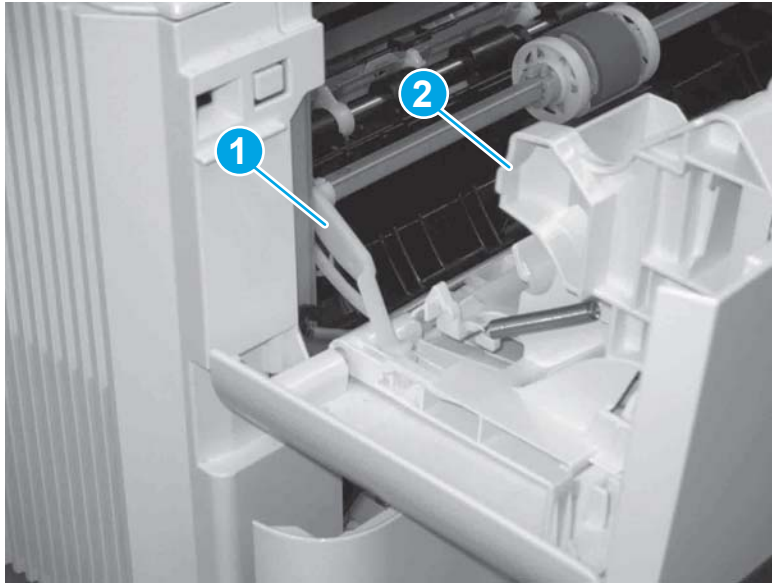
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-2121 Remove the door



5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

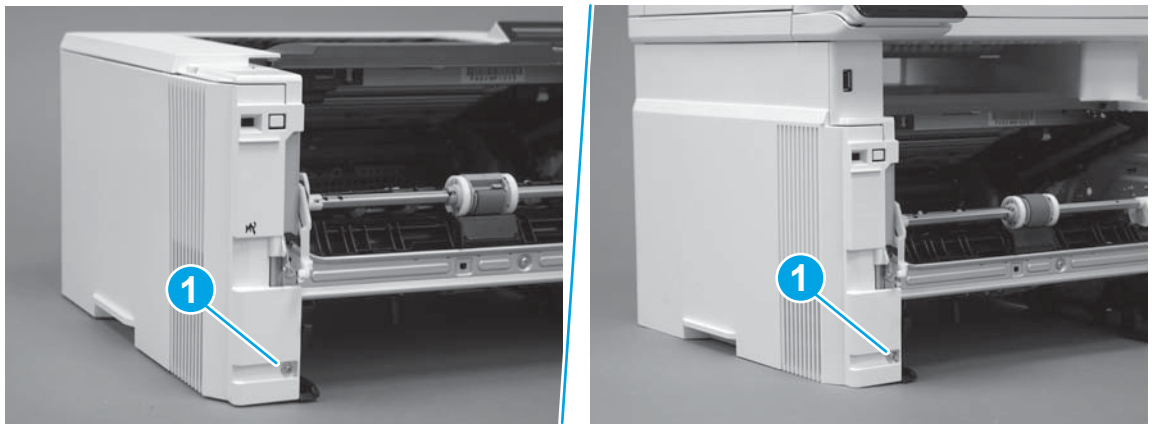
Figure 1-2122 Release the left-side retainer arm



Step 3: Remove the left cover

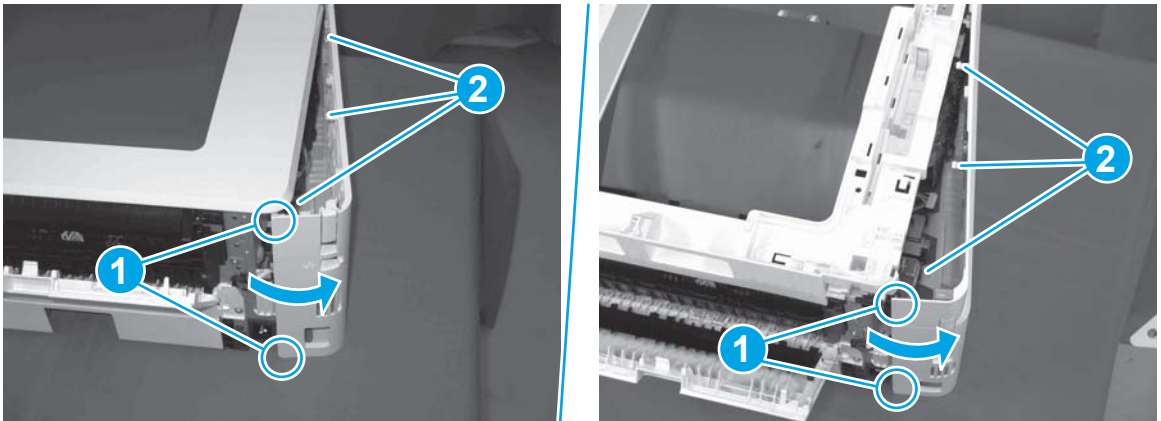
1. Remove one screw (callout 1).

Figure 1-2123 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

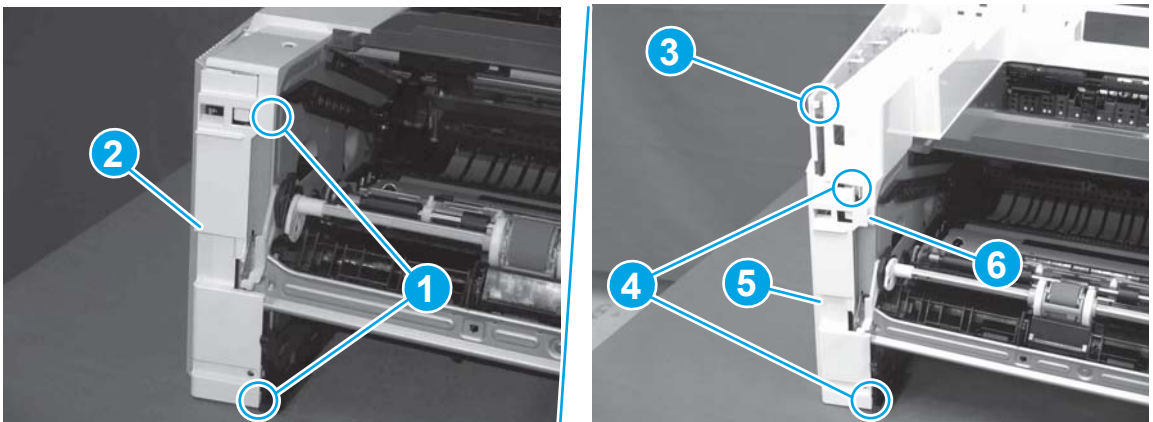
Figure 1-2124 Release two bosses and three tabs



3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

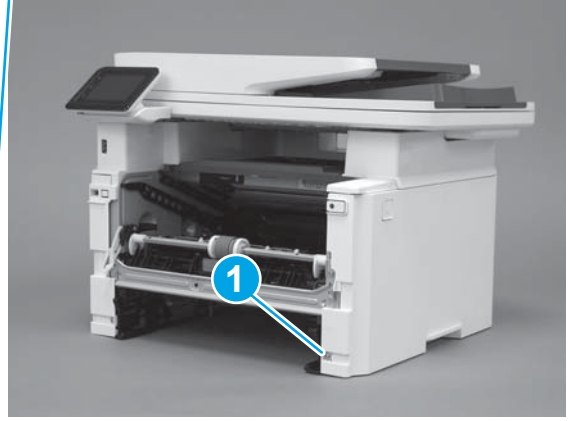
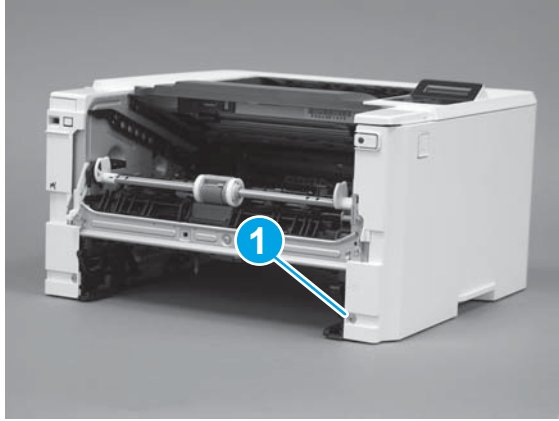
Figure 1-2125 Remove the cover



Step 4: Remove the right cover

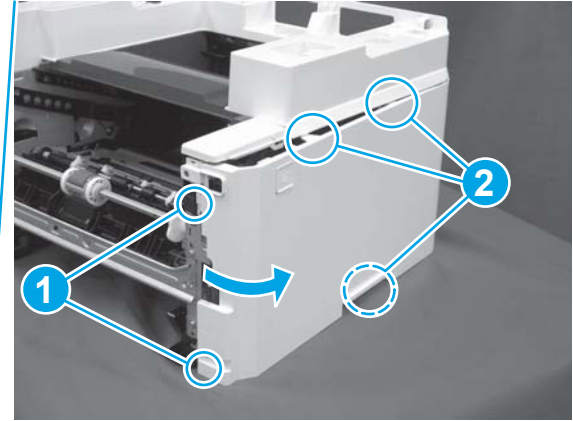
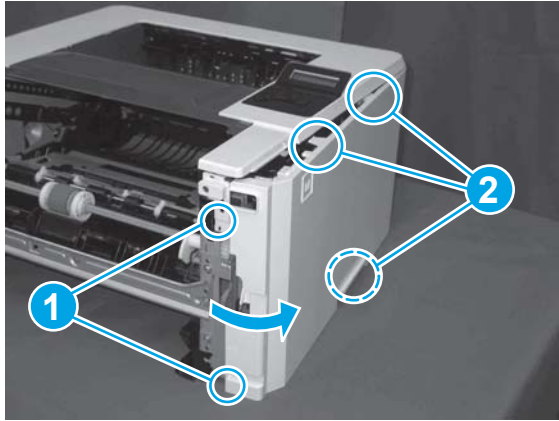
1. Remove one screw (callout 1).

Figure 1-2126 Remove one screw



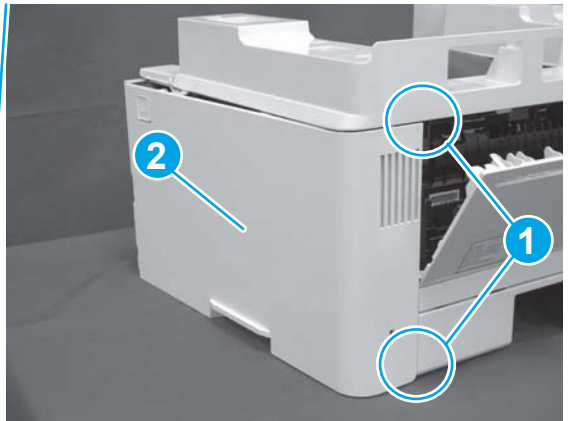
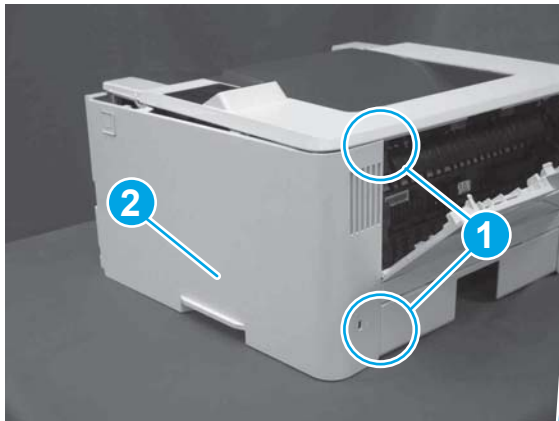
2. At the front of the printer, release two bosses (callout 1), and then release three tabs (callout 2).

Figure 1-2127 Release two bosses and three tabs



3. Open the rear door, release two bosses (callout 1), and then remove the cover (callout 2).

Figure 1-2128 Remove the cover



Step 5: Remove the top cover (M403/M402)

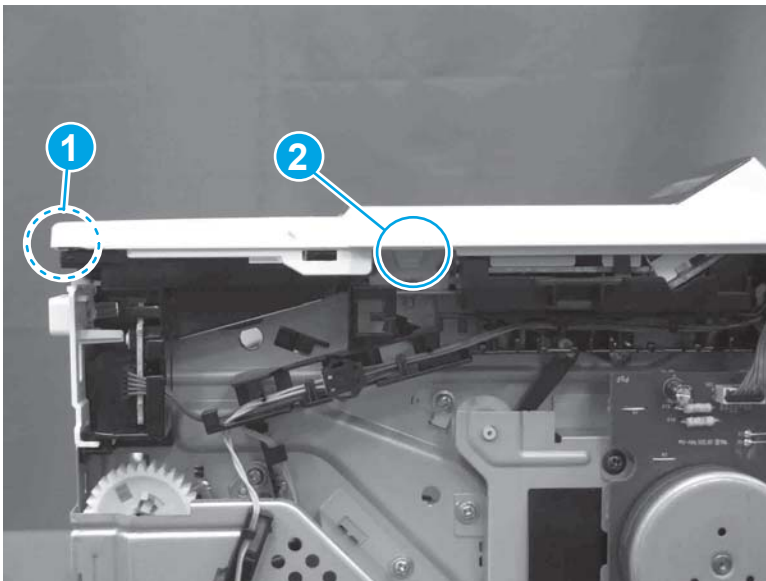
1. Remove one screw (callout 1).

Figure 1-2129 Remove one screw



2. At the right side of the printer, release the one boss (callout 1), and then release one tab (callout 2).

Figure 1-2130 Release one boss and one tab



3. Release four tabs (callout 1), release four bosses (callout 2), and then remove the top cover (callout 3).


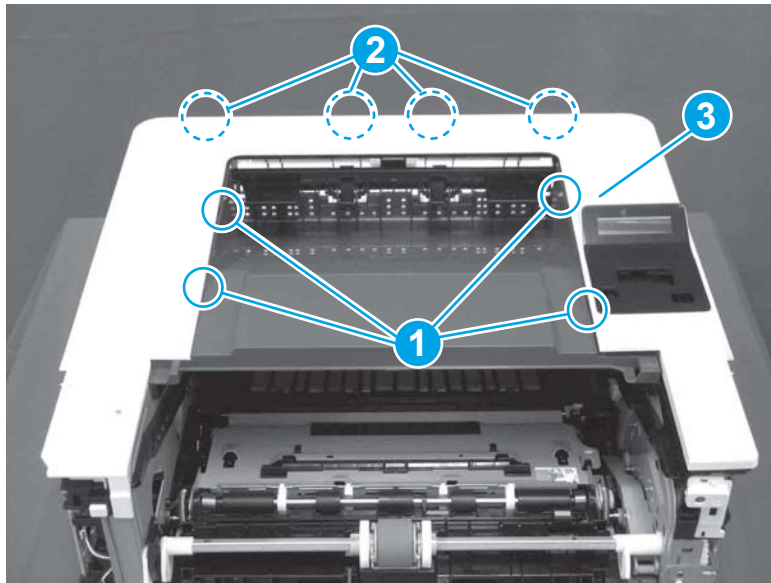

 **TIP:** Open the rear door to make releasing the bosses (callout 3) easier.

Figure 1-2131 Remove the cover

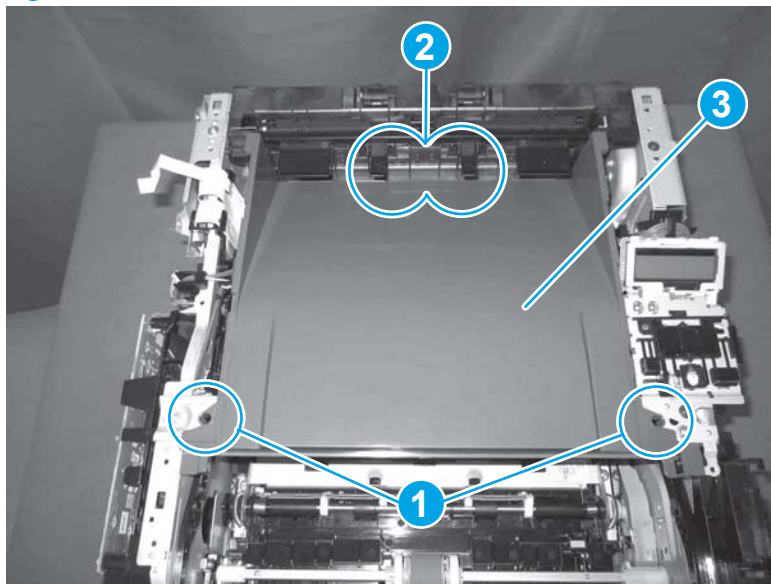


Step 6: Remove the paper delivery tray (output bin)

 **NOTE:** This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Release two bosses (callout 1), release two tabs (callout 2), and then remove the paper delivery tray (output bin; callout 3).

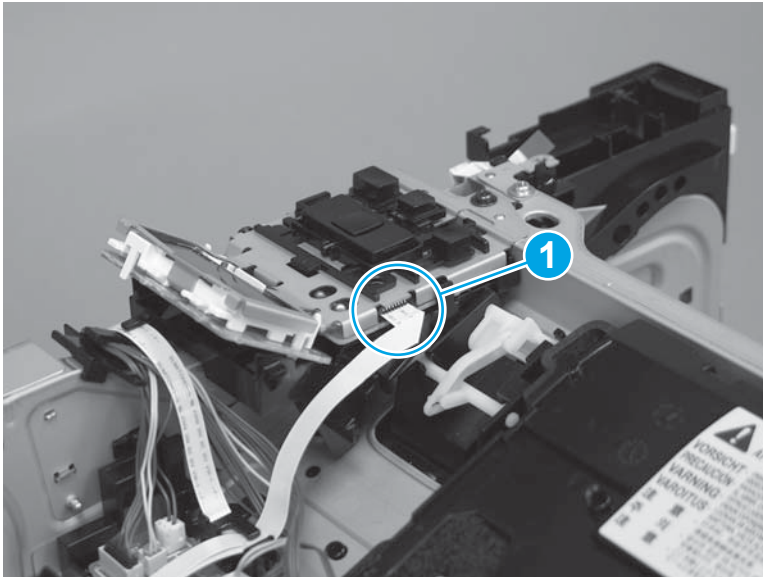
Figure 1-2132 Release two tabs



Step 7: Remove the control-panel assembly (M403/M402)

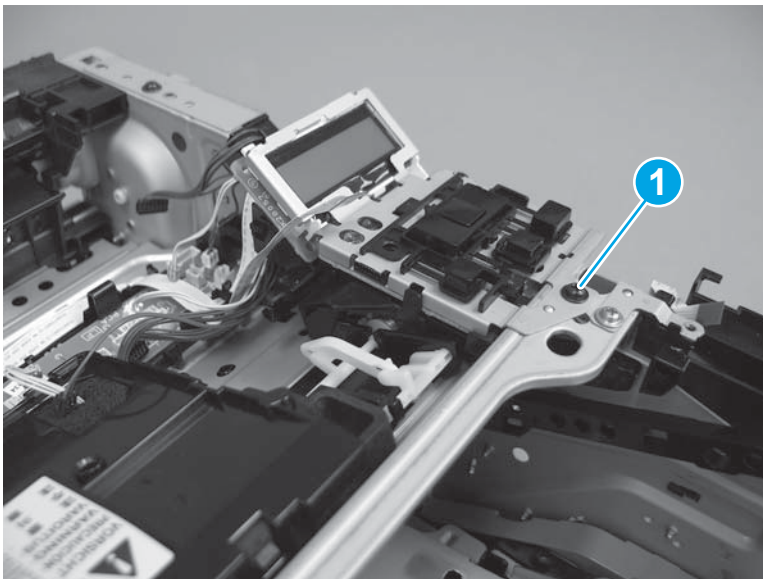
1. Disconnect one FFC (callout 1).

Figure 1-2133 Disconnect one FFC



2. Remove one screw (callout 1), and then remove the control panel.

Figure 1-2134 Remove one screw and the control panel



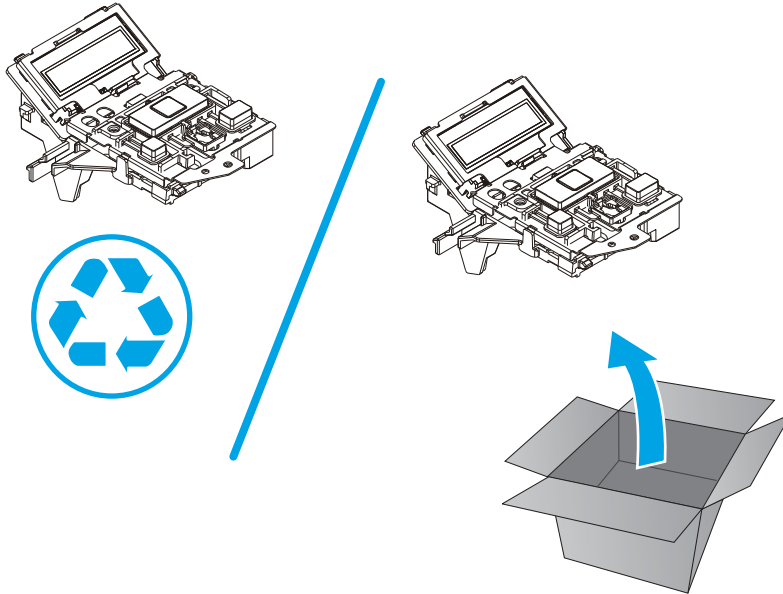
Step 8: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

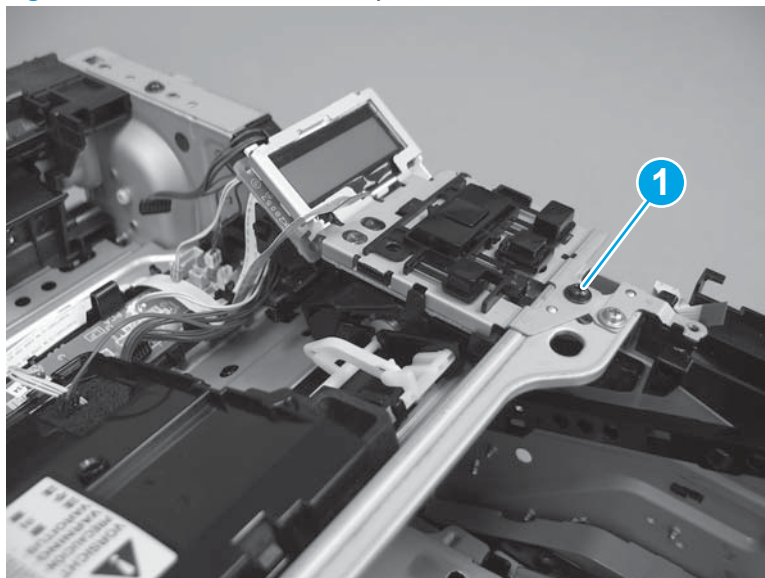
Figure 1-2135 Recycle and unpack



Step 9: Install the control-panel assembly (M403/M402)

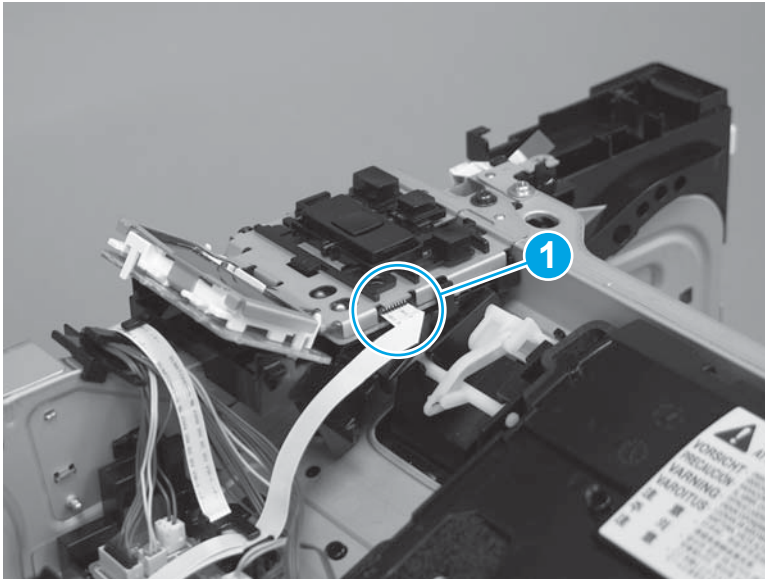
1. Position the control panel on the chassis, and then install one screw (callout 1).

Figure 1-2136 Install the control panel and one screw



2. Connect one FFC (callout 1).

Figure 1-2137 Connect one FFC



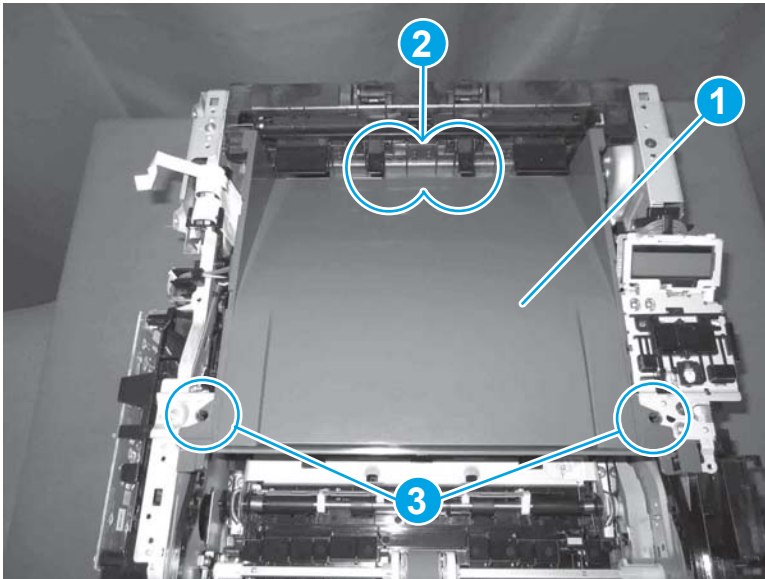
Step 10: Install the paper delivery tray (output bin)



NOTE: This procedure shows the M403/M402 model, however, the paper delivery tray (output bin) removal is similar for the M427/M426 printer.

- ▲ Position the remove the paper delivery tray (output bin; callout 1) on the printer, engage two tabs (callout 2), and then engage two bosses (callout 3).

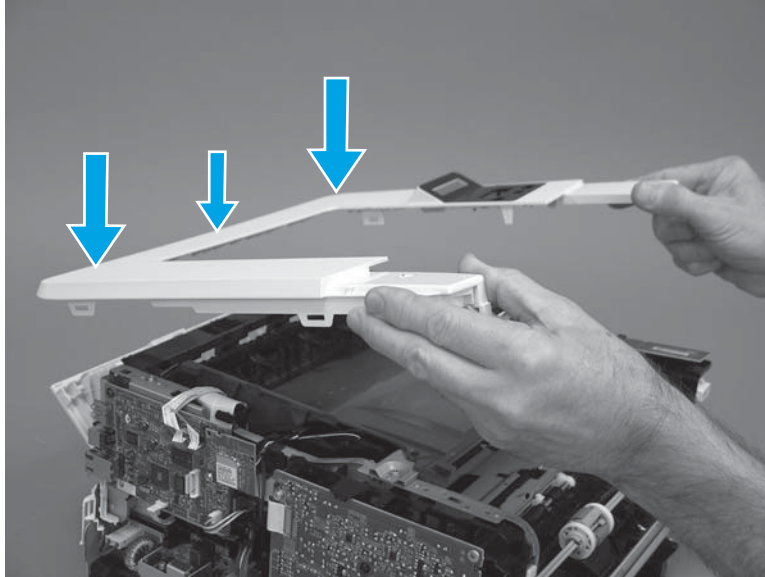
Figure 1-2138 Engage two tabs



Step 11: Install the top cover (M403/M402)

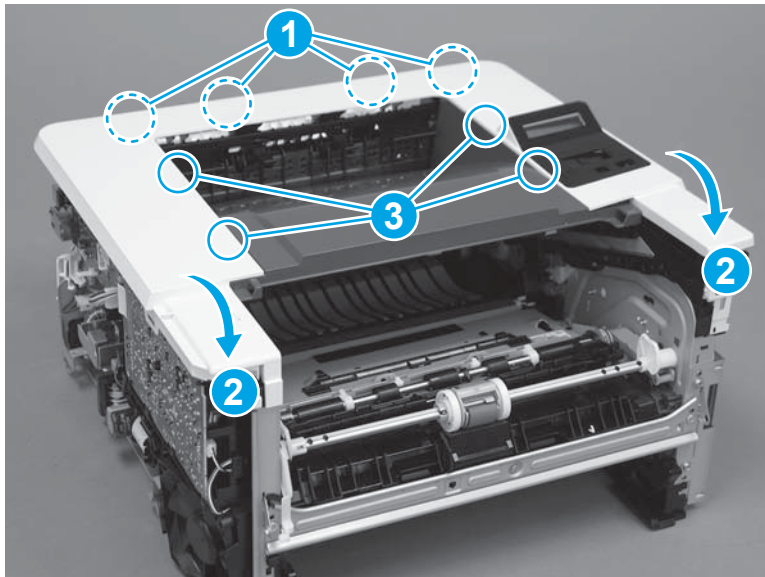
1. Position the rear edge of the cover on the printer.

Figure 1-2139 Install the cover



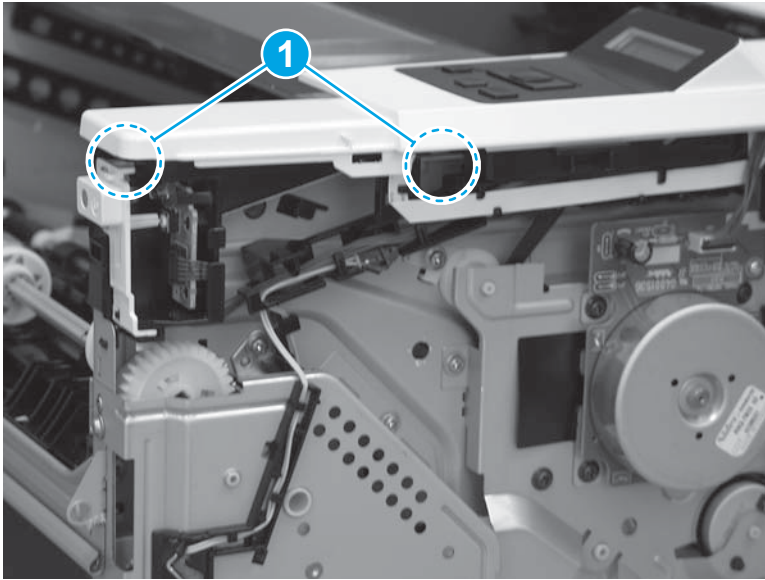
2. Engage four bosses (callout 1), rotate the front of the cover down (callout 2) and onto from the printer, and then engage four tabs (callout 3).

Figure 1-2140 Engage four bosses and tabs



3. At the right side of the printer, engage the one boss and one tab (callout 1).

Figure 1-2141 Engage one boss and one tab



4. Install one screw (callout 1).

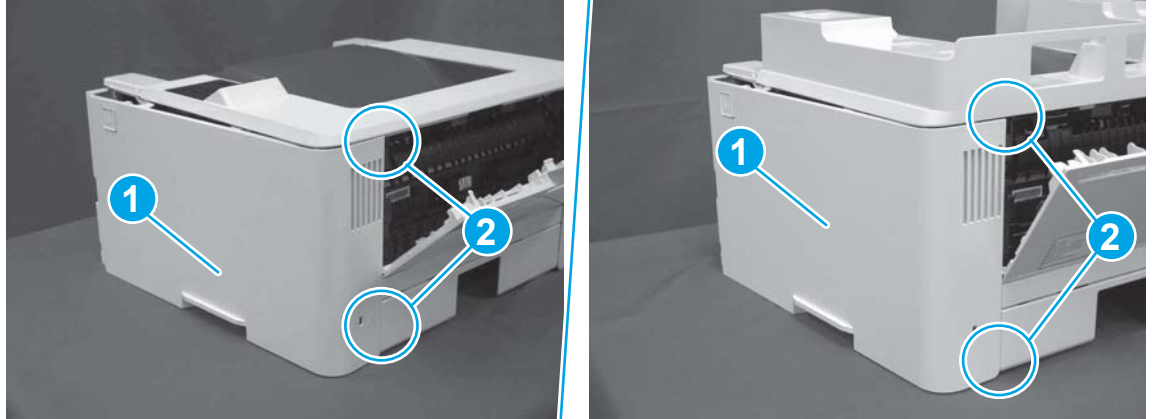
Figure 1-2142 Install one screw



Step 12: Install the right cover

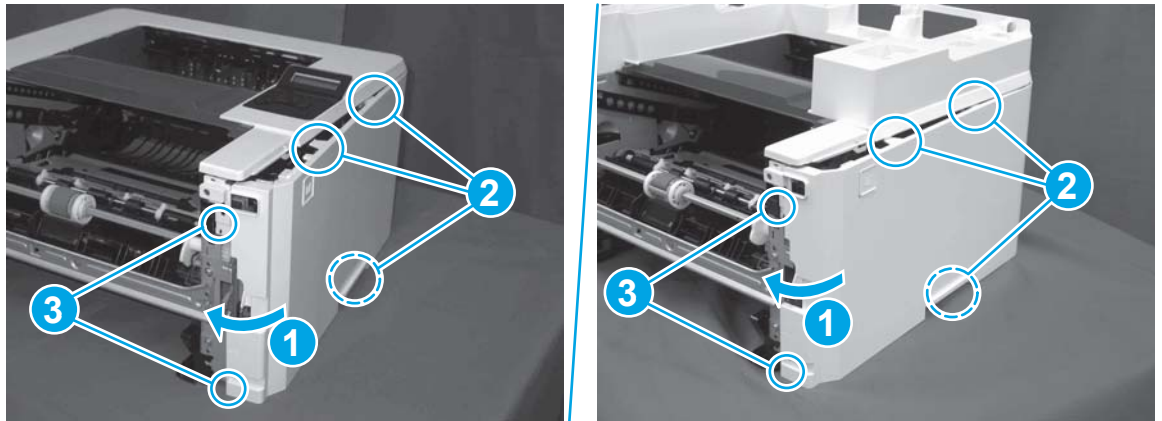
1. Position the cover (callout 1) on the printer, and then engage two bosses (callout 2).

Figure 1-2143 Install the cover



2. Rotate the front of the cover onto the printer (callout 1), engage three (callout 2) tabs, and then engage two bosses (callout 3).

Figure 1-2144 Engage two bosses and one tab

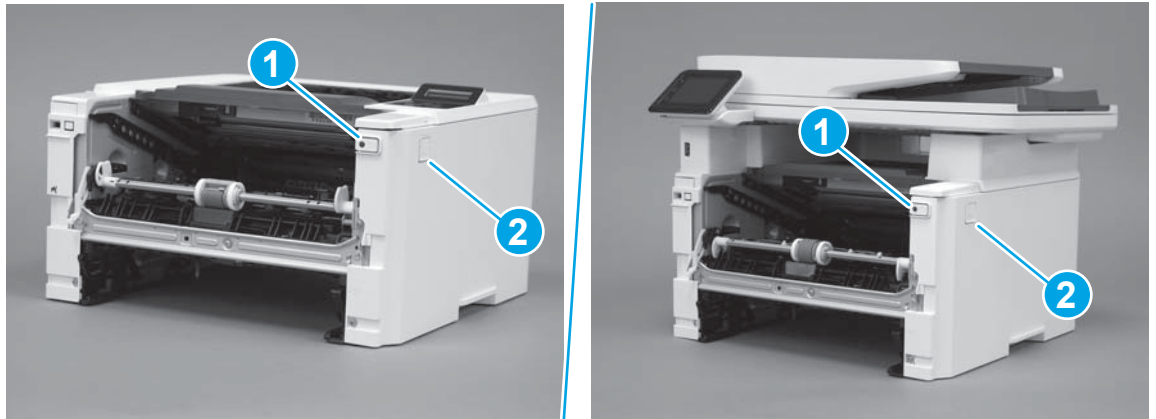


3. Make sure that the power switch (callout 1) and cartridge door assembly button (callout 2) correctly function.



NOTE: Remove, and then reinstall the cover if the switch or button does not correctly function.

Figure 1-2145 Check the power switch and cartridge door assembly button



4. Install one screw (callout 1).

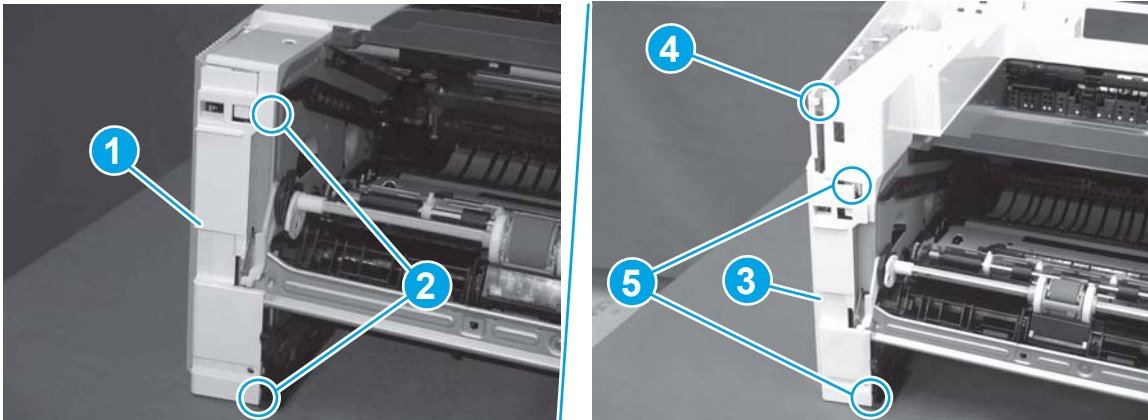
Figure 1-2146 Install one screw



Step 13: Install the left cover

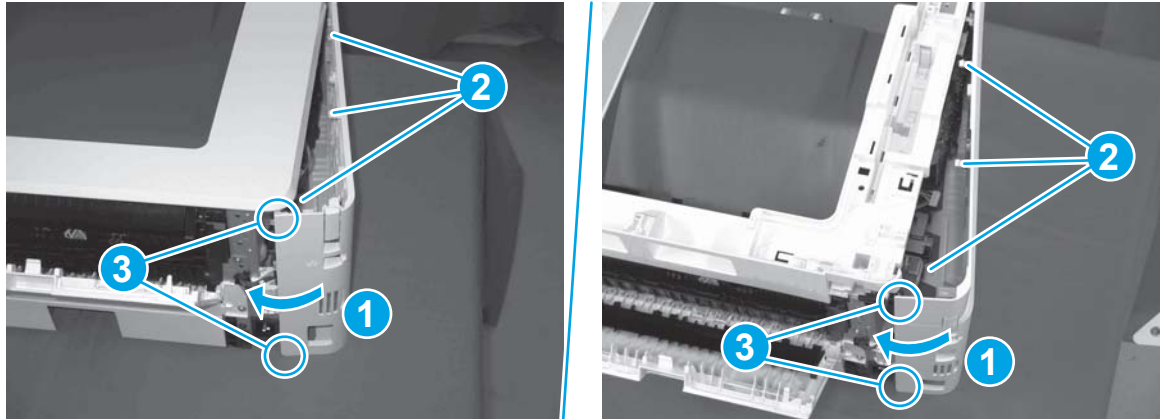
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-2147 Install the cover



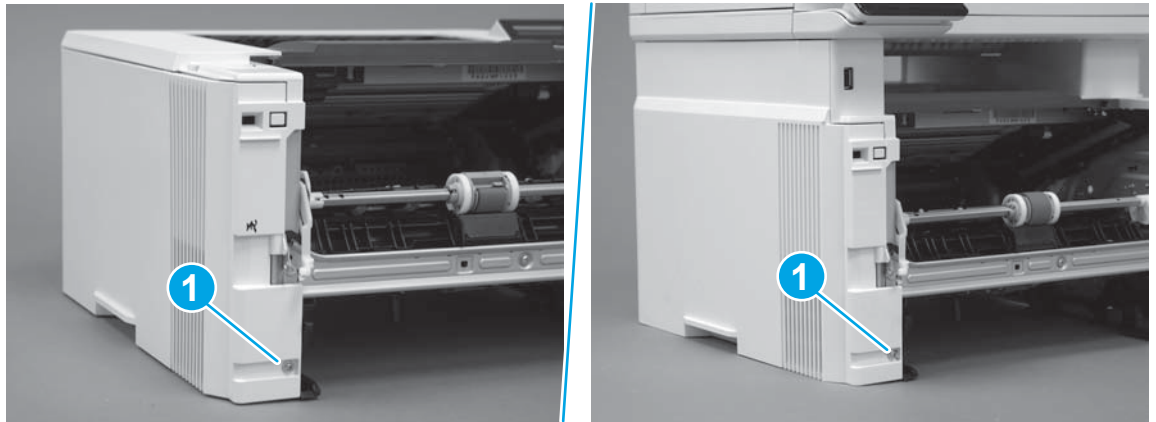
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-2148 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-2149 Install one screw

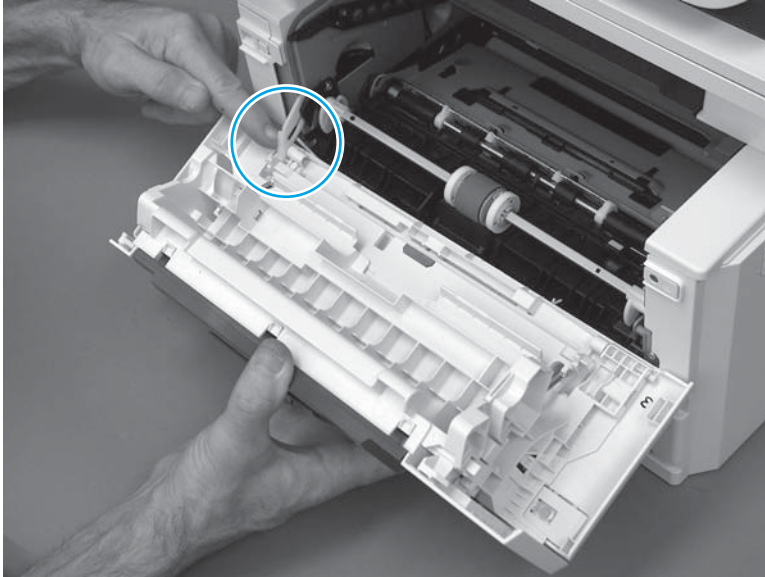


Step 14: Install the cartridge door assembly

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

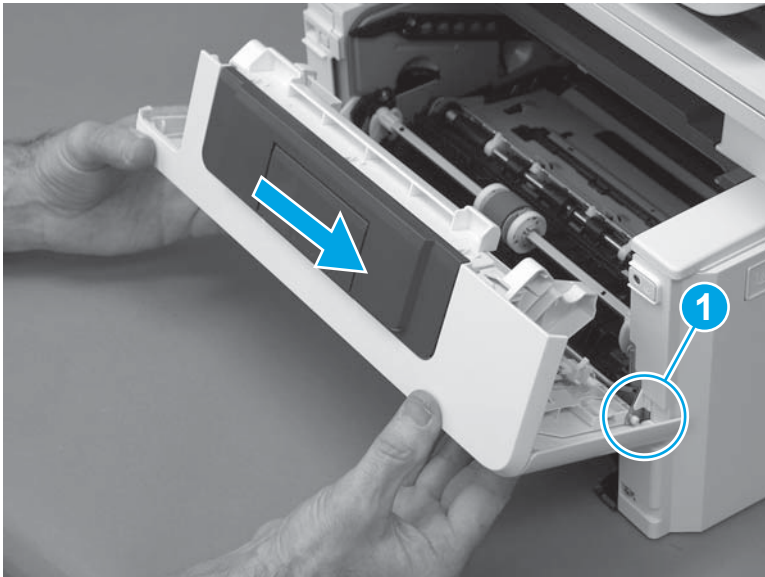
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-2150 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

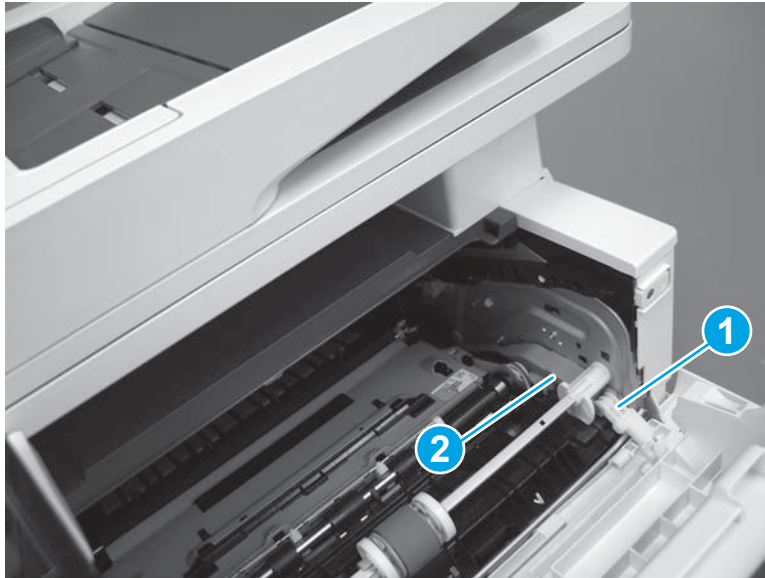
Figure 1-2151 Install the door



3. Install the link (callout 1).

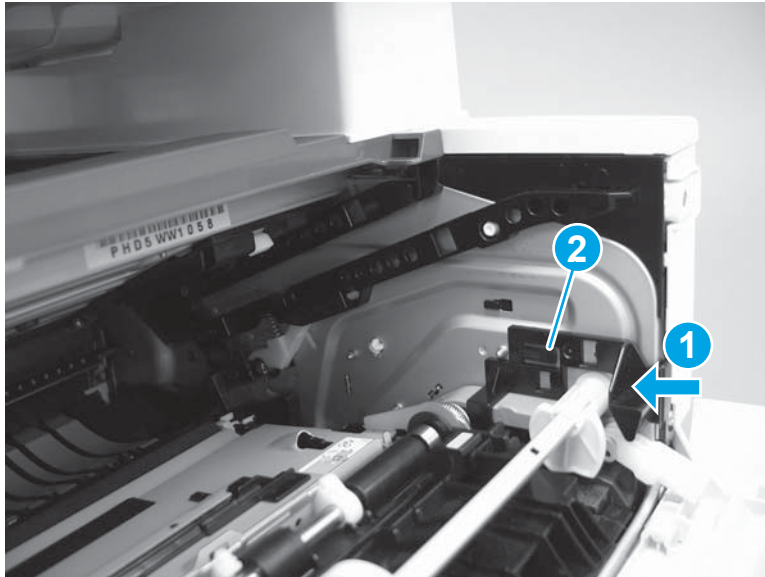
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-2152 Install the pressure-release link



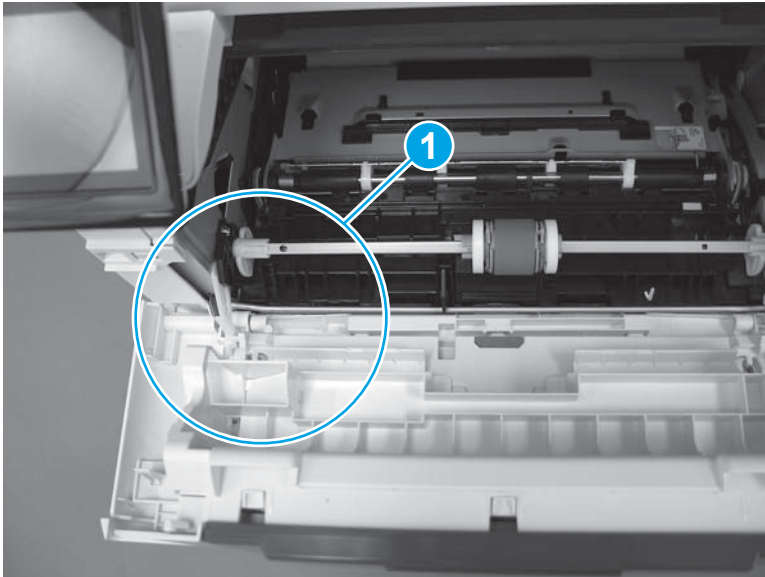
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-2153 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-2154 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


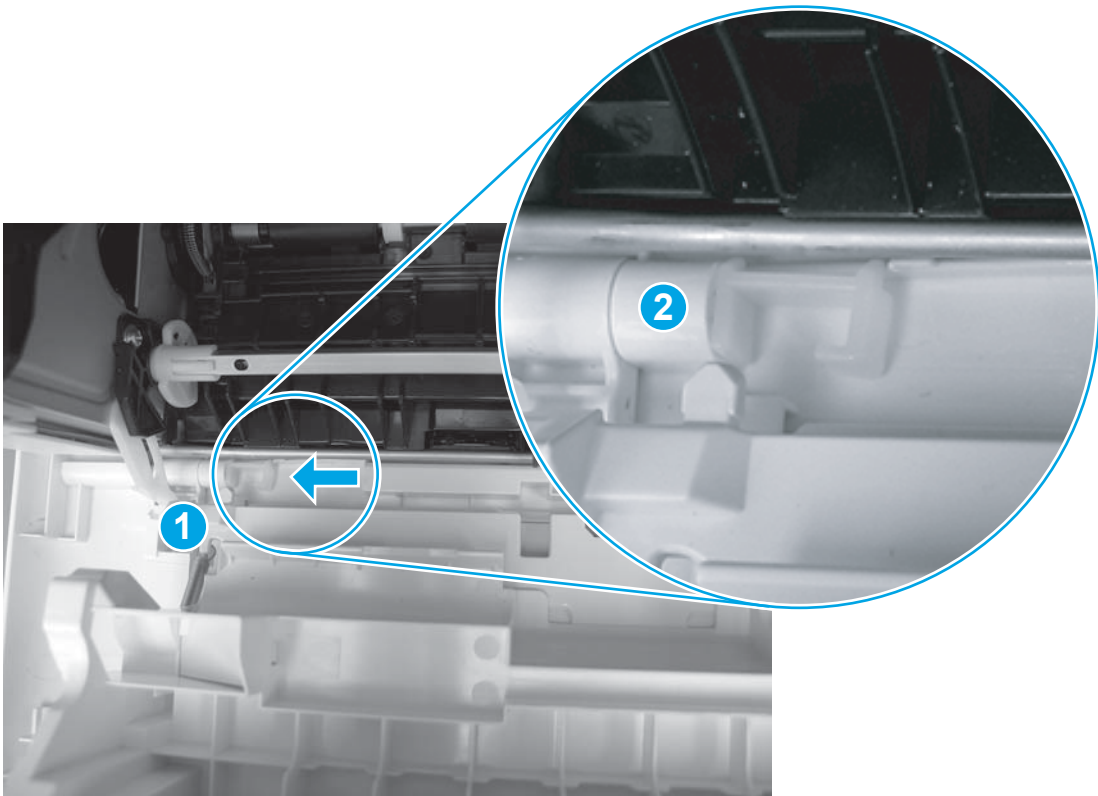
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-2155 Install the support shaft



Step 15: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-2156 Install the tray



Removal and replacement: Control panel (M427/M426) and control panel sub assemblies

- [Introduction](#)
- [Step 1: Remove the control panel mount cover \(M427/M426\)](#)
- [Step 2: Remove the control panel \(M427/M426\)](#)
- [Step 3: Remove the control panel mount base \(M427/M426\)](#)
- [Step 4: Remove the control panel mount chassis assembly \(M427/M426\)](#)
- [Step 5: Remove Tray 2](#)
- [Step 6: Remove the cartridge door assembly](#)
- [Step 7: Remove the left cover](#)
- [Step 8: Remove the control panel 22-pin FFC \(M427/M426\)](#)
- [Step 9: Unpack the replacement assembly](#)
- [Step 10: Install the control panel 22-pin FFC \(M427/M426\)](#)
- [Step 11: Install the left cover](#)
- [Step 12: Install the cartridge door assembly](#)
- [Step 13: Install Tray 2](#)
- [Step 14: Install the control panel mount chassis assembly \(M427/M426\)](#)
- [Step 15: Install the control panel mount base \(M427/M426\)](#)
- [Step 16: Install the control panel \(M427/M426\)](#)
- [Step 17: Install the control panel mount cover \(M427/M426\)](#)


Introduction

This document provides the procedures to remove and replace the M427/M426 control panel, control panel mount cover, control panel base, control panel mount chassis assembly, and the control panel 22-pin flat flexible cable (FFC).

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.

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

Control panel (M427/M426) part numbers

B3Q10-60139	Control panel (M427/M426; 76.2 mm (3.0 in))
B3Q10-40056	Cover, back control panel (M427/M426)
B3Q11-40002	Control panel mount cover (M427/M426)
B3Q11-40001	Control panel mount base (M427/M426)
B3Q10-60145	Control panel mount chassis (M427/M426)
C5F98-60104	Control panel 22-pin FFC (M427/M426)

NOTE: If the control panel is damaged, order the following parts and assemble them together.

- B3Q10-60139
 - B3Q10-40056
-

Required tools

- #2 Phillips screwdriver with a magnetic tip.

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.

Navigate the control-panel menus to make sure that the control panel is correctly functioning.

 **TIP:** If the control panel is not functioning, check the FFC connections at the formatter and control panel. See [Step 10: Install the control panel 22-pin FFC \(M427/M426\) on page 1150](#) and [Step 16: Install the control panel \(M427/M426\) on page 1159](#).

Step 1: Remove the control panel mount cover (M427/M426)

1. Open the integrated scanner assembly (ISA).

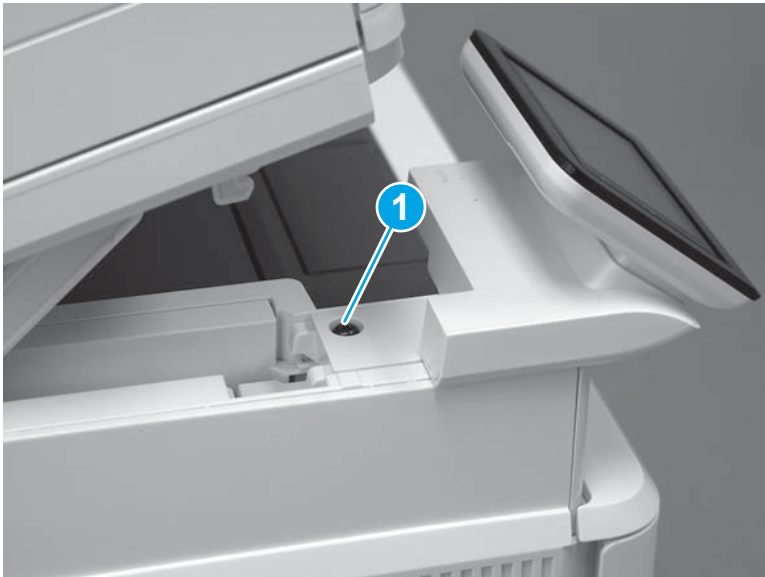
 **NOTE:** If the control panel is not fully tilted forward, tilt it forward now until it stops.

Figure 1-2157 Open the ISA



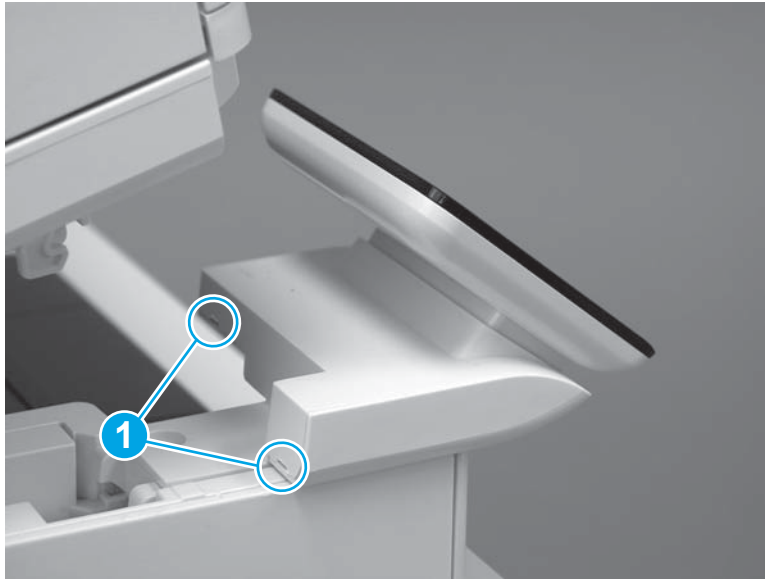
2. Remove one screw (callout 1).

Figure 1-2158 Remove one screw



3. Use a small flat-blade screwdriver to release two tabs (callout 1) on the control-panel cable cover.

Figure 1-2159 Release two tabs



4. Rotate the control-panel cable cover up towards the control panel to release it, and then remove the cover.

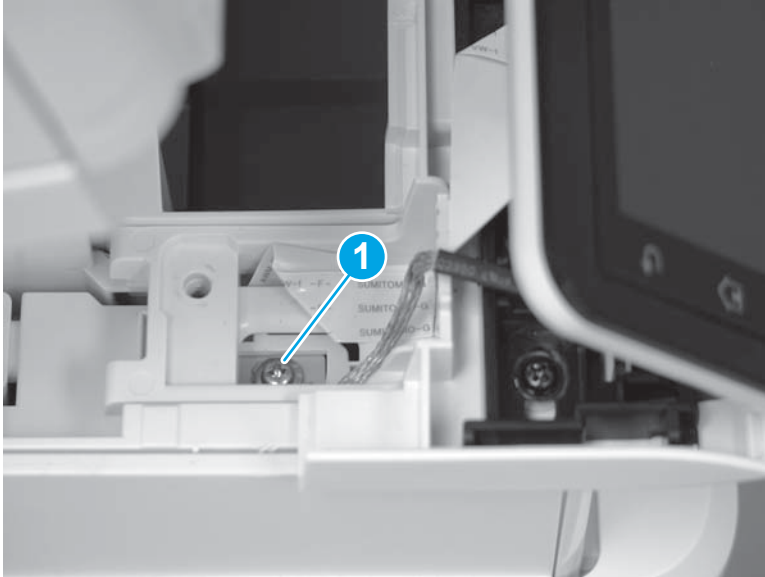
Figure 1-2160 Remove the cover



Step 2: Remove the control panel (M427/M426)

1. Remove one ground screw (callout 1).

Figure 1-2161 Remove one screw



2. Gently tilt the control panel farther forward about 3.18 mm (.125 in).

⚠ CAUTION: Do not use excessive force. The black-plastic mounting retainer (callout 1) for the control-panel hinge pin is easily broken

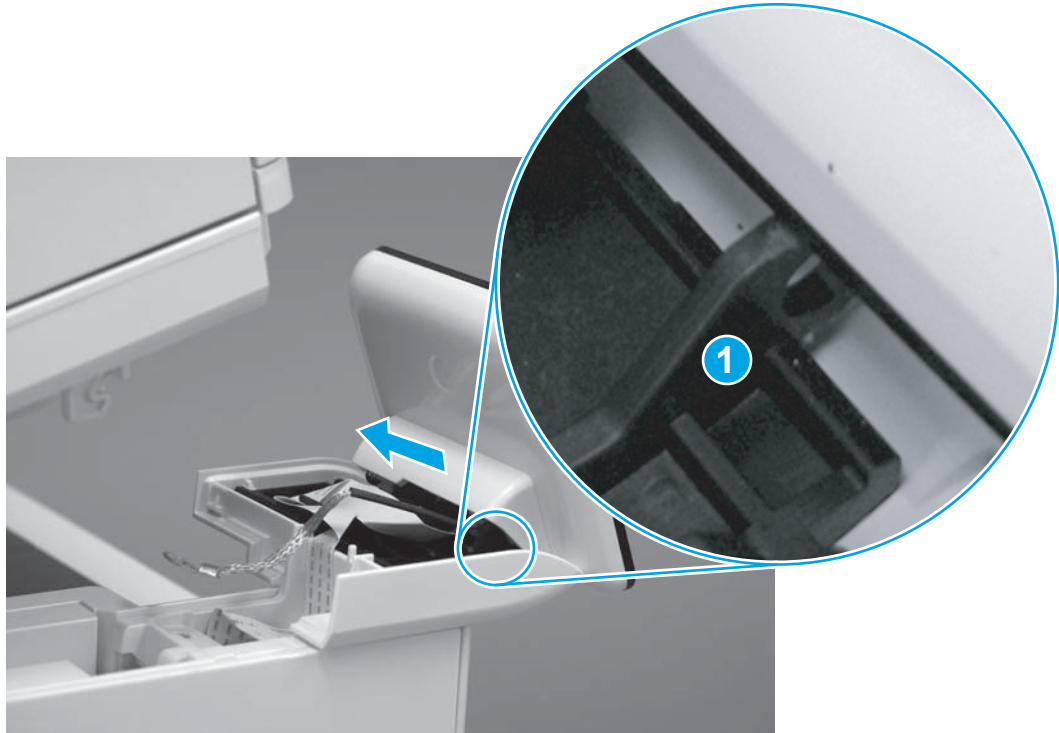
Figure 1-2162 Tilt the control panel farther forward



3. Slightly shift the control panel in the direction of the arrow about 6.35 mm (.25 in) to remove it.

⚠ CAUTION: Do not twist the control panel. The black-plastic mounting retainer (callout 1) for the control-panel hinge pin is easily broken

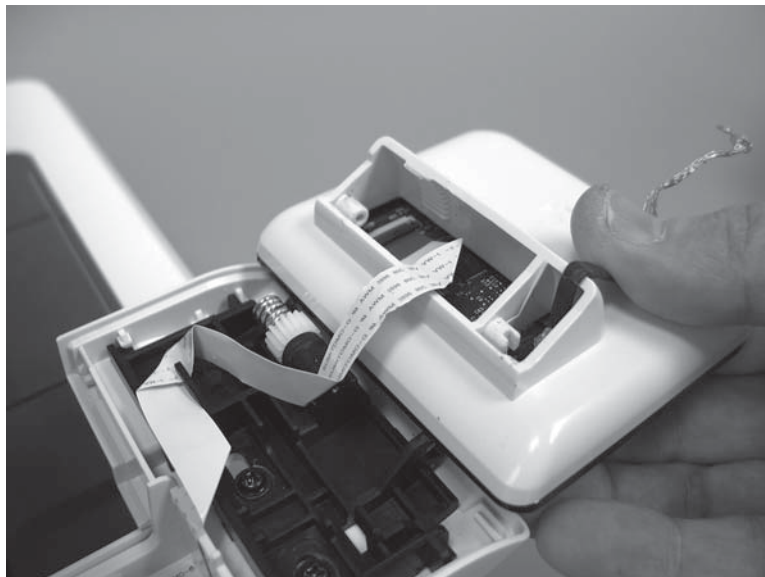
Figure 1-2163 Release the control panel



4. Separate the control panel from the printer.

⚠ CAUTION: The control panel is still connected to the mounting printer by a FFC. Do not attempt to completely remove the control panel.

Figure 1-2164 Separate the control panel from the printer



5. Open the hinged latch to release the FFC, and then remove the control panel.

⚠ CAUTION: Be careful. Do not dislodge the latch from the connector.

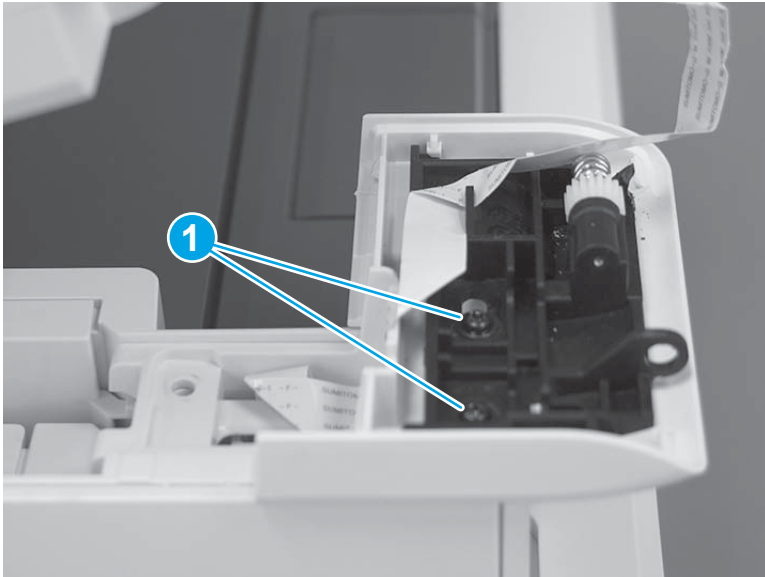
Figure 1-2165 Release the FFC and remove the control panel



Step 3: Remove the control panel mount base (M427/M426)

1. Remove two screws (callout 1).

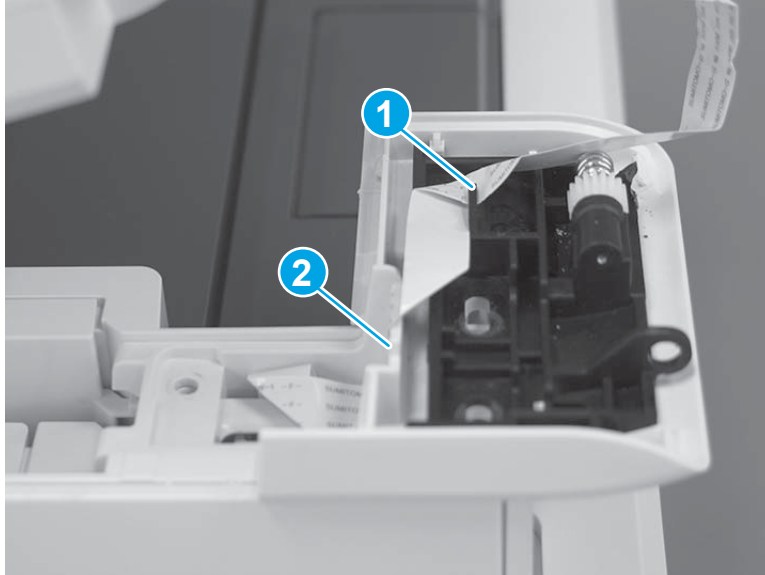
Figure 1-2166 Remove two screws



2. Release the FFC from the retainer (callout 1), and then gently remove the FFC from mount base (callout 2).

CAUTION: The FFC is adhered to the mount base with two-sided tape (callout 2). Do not damage the FFC when removing it from the mount base.

Figure 1-2167 Remove the FFC



3. Remove the control panel mount base.

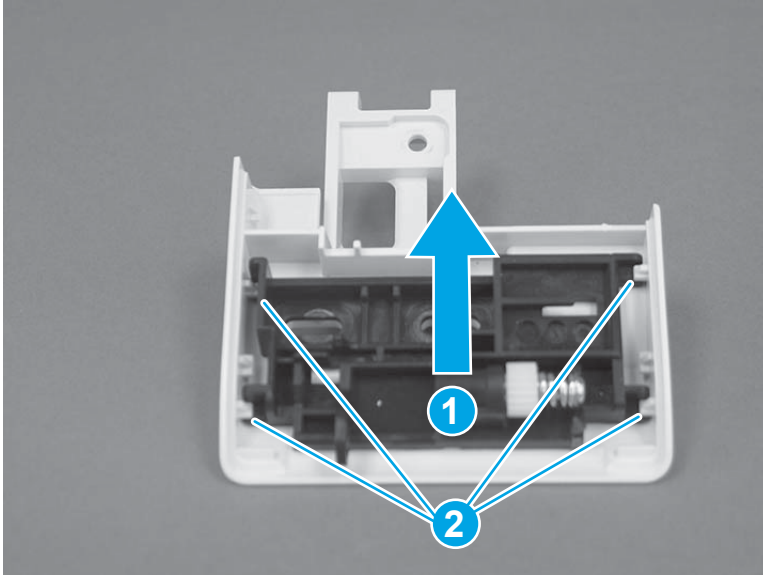
Figure 1-2168 Release the control panel mount base



Step 4: Remove the control panel mount chassis assembly (M427/M426)

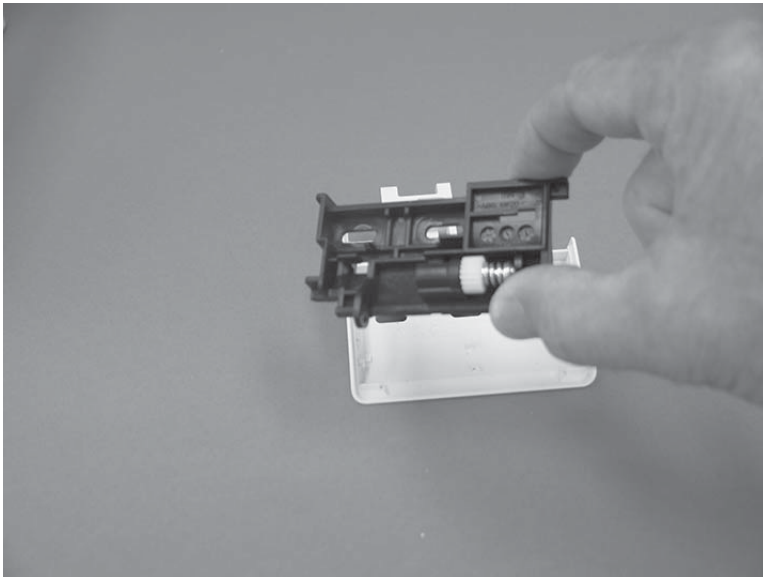
1. Slide the mount chassis assembly as shown (callout 1) to release it from four bosses (callout 2).

Figure 1-2169 Release the mount chassis assembly



2. Separate the mount chassis assembly from the mount base.

Figure 1-2170 Remove the mount chassis assembly



Step 5: Remove Tray 2




NOTE: If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 9: Unpack the replacement assembly on page 1149](#).


- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-2171 Remove the tray



Step 6: Remove the cartridge door assembly

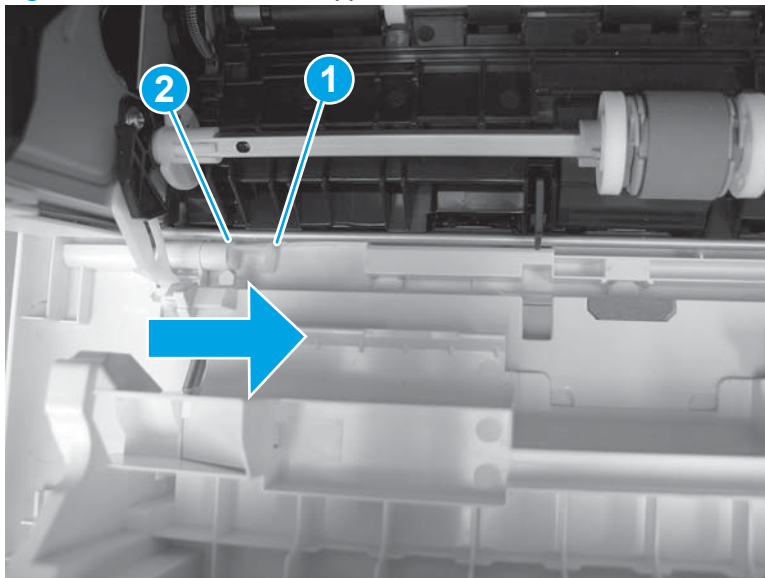
 **NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 9: Unpack the replacement assembly on page 1149](#).

 **NOTE:** If the toner cartridge was not removed prior to servicing the printer, remove it now.

1. Release one tab (callout 1), and then slide shaft (callout 2) in the direction the arrow indicates and remove it.

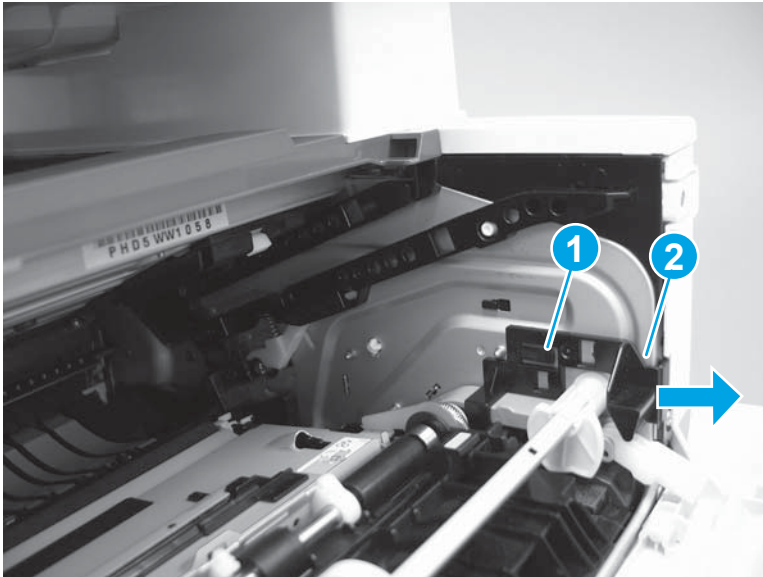
 **TIP:** It might be easier to release the support shaft by using a small flat-blade screwdriver.

Figure 1-2172 Release the support shaft



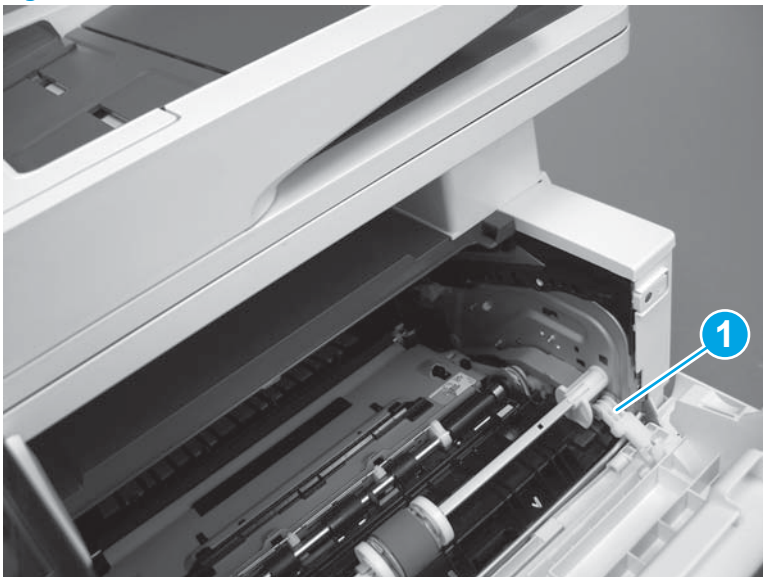
2. Release one tab (callout 1), and then slide the guide (callout 2) in the direction the arrow indicates and remove it.

Figure 1-2173 Remove the guide



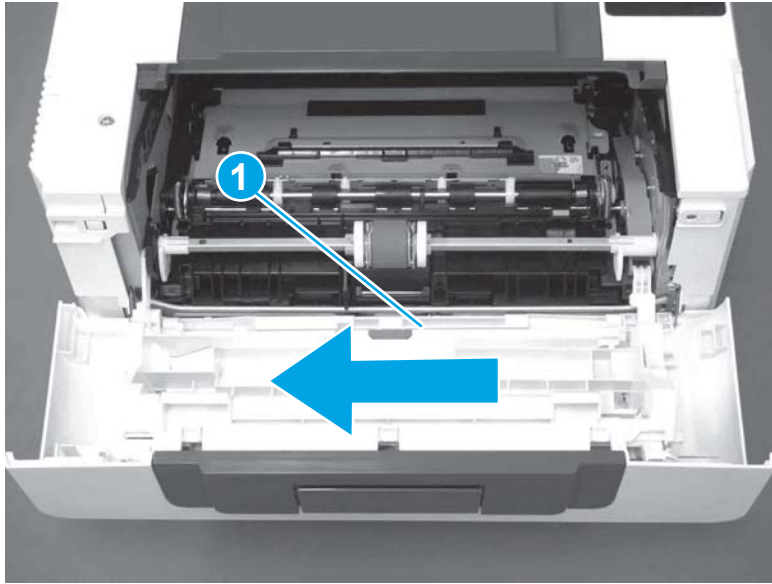
3. Remove the link arm (callout 1).

Figure 1-2174 Remove the link arm



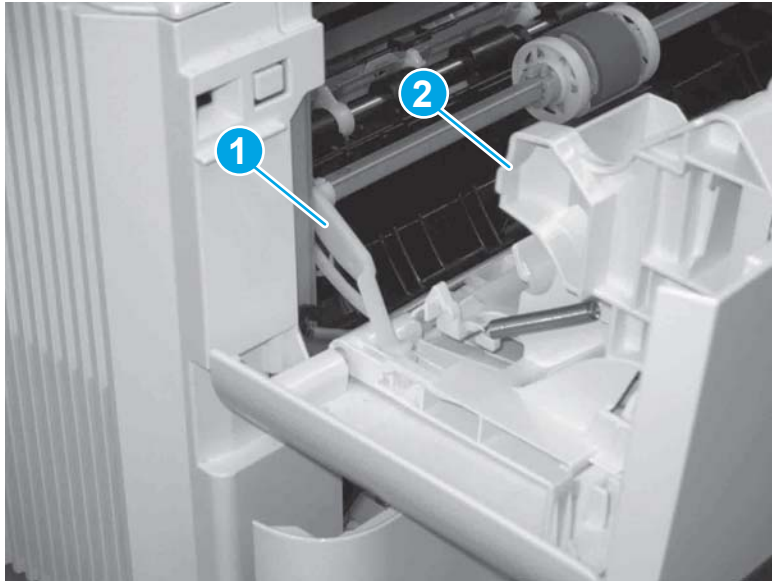
4. Slide the cartridge door assembly (callout 1) in the direction the arrow indicates and remove it.

Figure 1-2175 Remove the door




5. Remove the link (callout 1) from the cartridge door assembly (callout 2).

Figure 1-2176 Release the left-side retainer arm

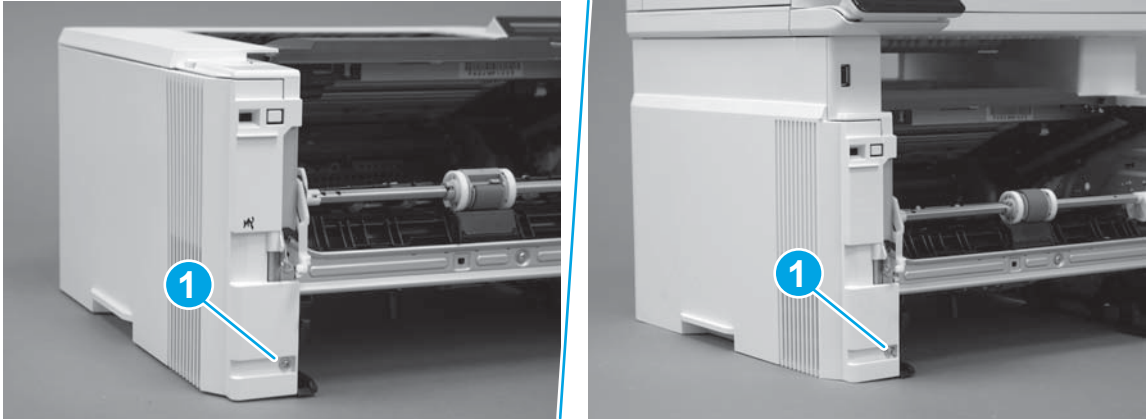


Step 7: Remove the left cover

 **NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 9: Unpack the replacement assembly on page 1149.](#)

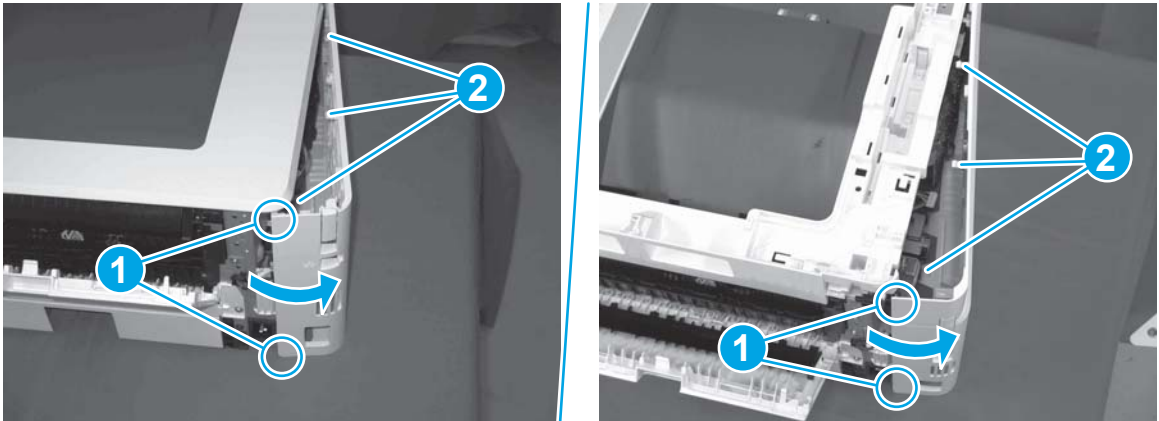
1. Remove one screw (callout 1).

Figure 1-2177 Remove one screw



2. Open the rear door, release two bosses (callout 1), and then release three tabs (callout 2).

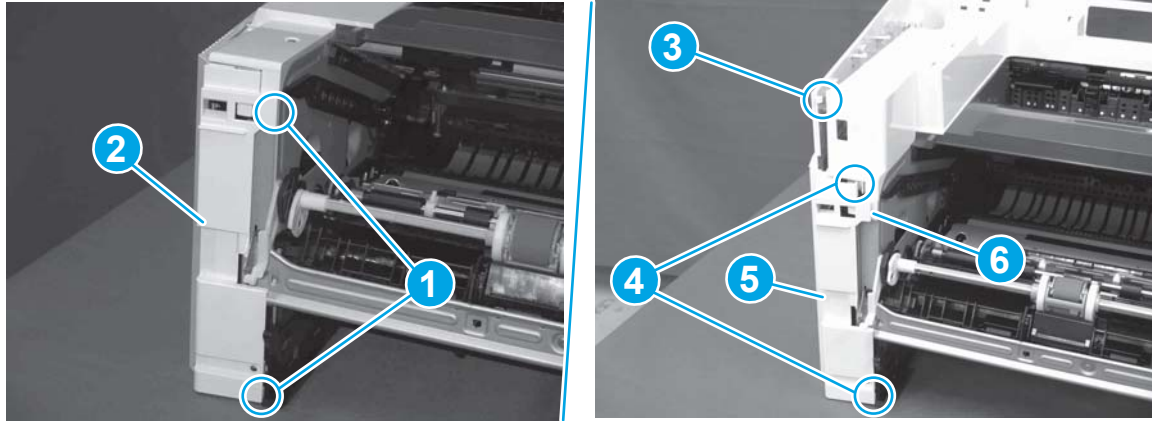
Figure 1-2178 Release two bosses and three tabs




3. At the front of the printer, do one of the following:
 - **M403/M402:** Release two bosses (callout 1), and then remove the cover (callout 2).
 - **M427/M426:** Release one tab (callout 3), two bosses (callout 4), and then remove the cover (callout 5).

CAUTION: Be careful when releasing the upper bosses on the M427/M426 cover. One portion of the cover (callout 6) is fragile and is easily broken.

Figure 1-2179 Remove the cover

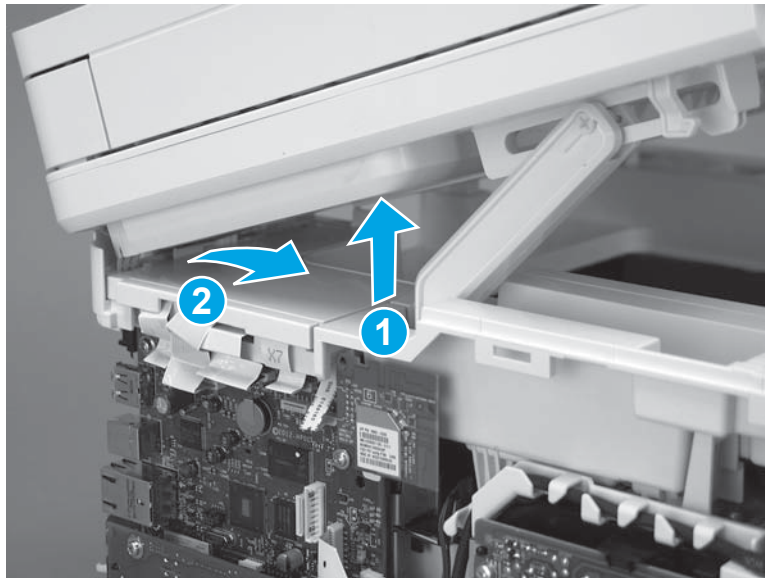


Step 8: Remove the control panel 22-pin FFC (M427/M426)

 **NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 9: Unpack the replacement assembly on page 1149](#).

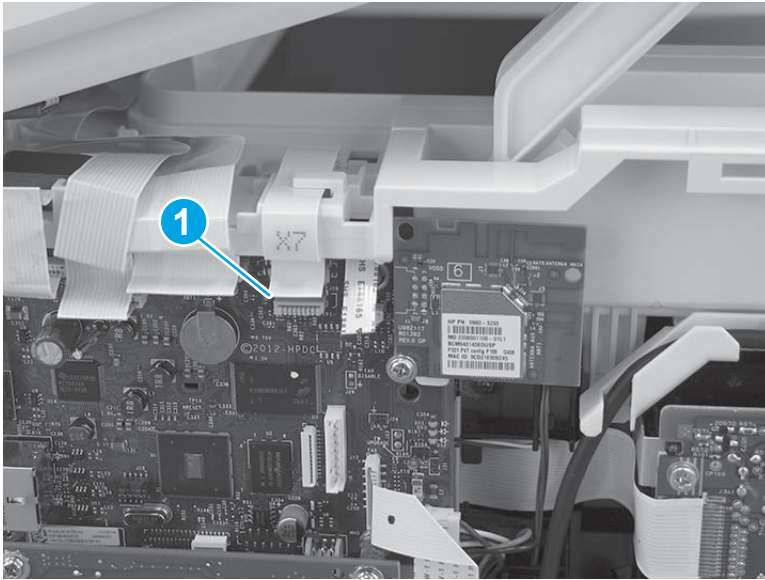
1. Release the ISA flat-flexible cable (FFC) cover (callout 1), and then remove it (callout 2).

Figure 1-2180 Remove the ISA FFC cover



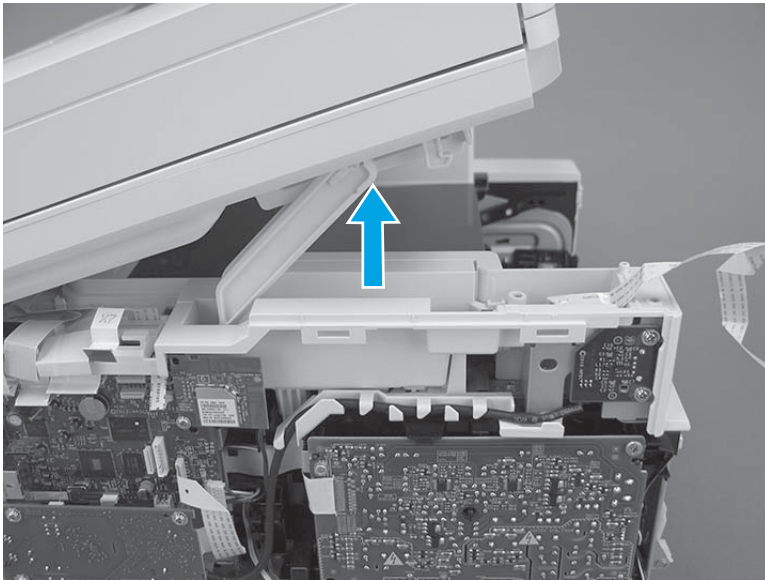
2. Disconnect one FFC (callout 1).

Figure 1-2181 Disconnect one FFC



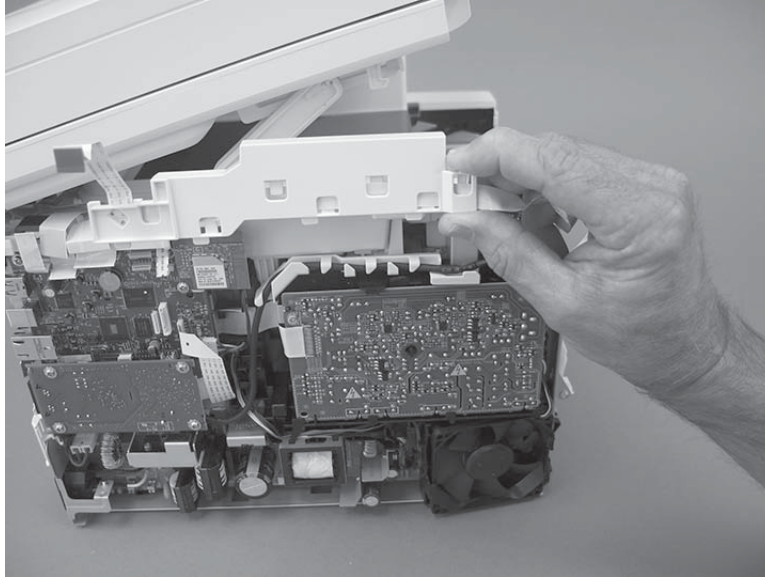
3. Lift up the control-panel FFC cover to release it.

Figure 1-2182 Release the control-panel FFC cover



4. Remove the cover and FFC.

Figure 1-2183 Remove the cover and FFC



5. Release the FFC from the retainers (callout 1) on the cover to remove it.


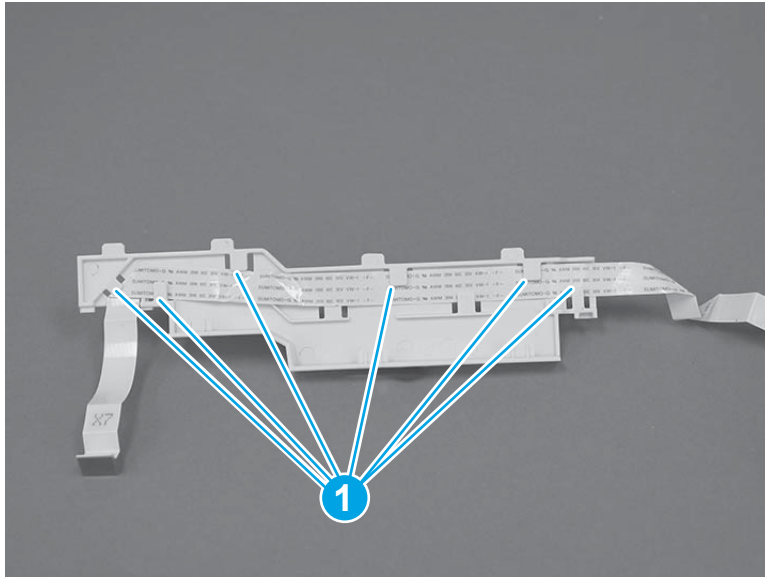
 **Reinstallation tip:** Take note of how the FFC is installed on the cover. Make sure that the replacement FFC is installed with the pre-folds in the FFC correctly positioned to reach the formatter and the control panel.

Figure 1-2184 Remove the FFC



Step 9: Unpack the replacement assembly

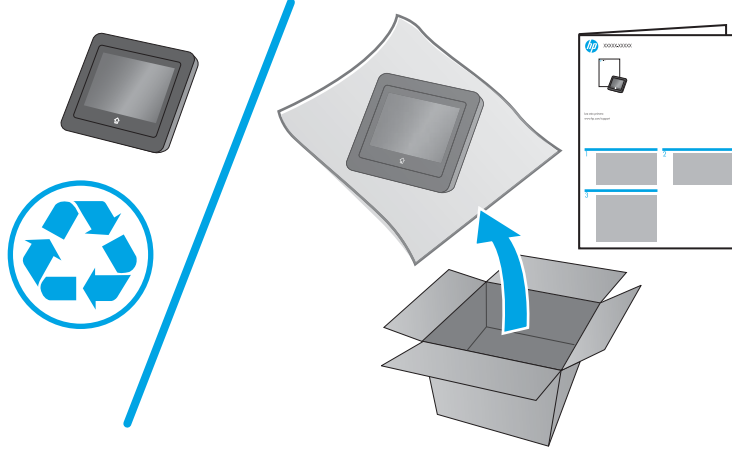
Unpack the replacement part from the packaging.

 **NOTE:** Unpack the appropriate assembly that is being replaced. The control panel is shown below.

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

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

Figure 1-2185 Recycle and unpack



Step 10: Install the control panel 22-pin FFC (M427/M426)

 **NOTE:** If the 22-pin control panel FFC does not need to be removed and replaced, skip this step and go to [Step 14: Install the control panel mount chassis assembly \(M427/M426\) on page 1157](#).

1. Install the FFC in the retainers (callout 1) on the control-panel FFC.


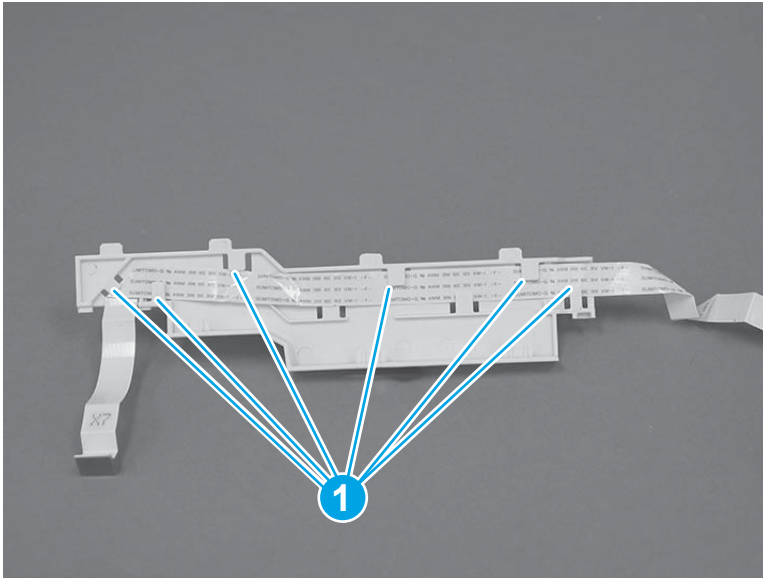
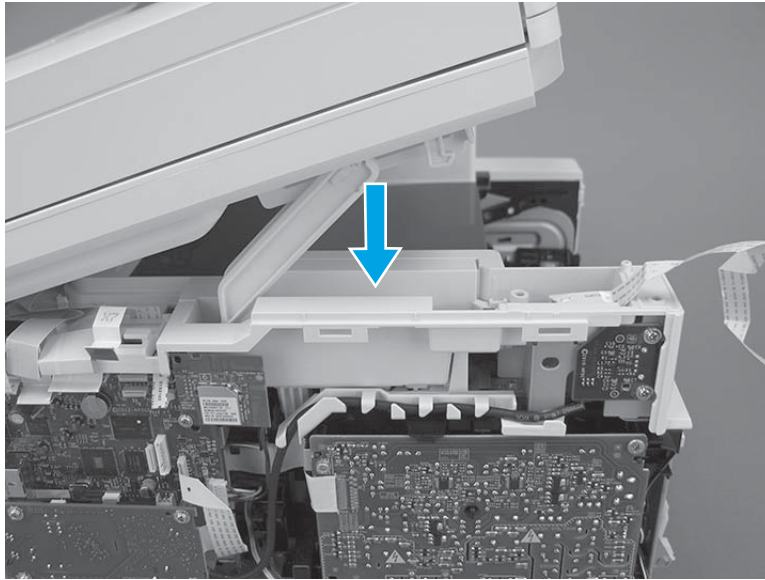
 **Reinstallation tip:** Make sure that the replacement FFC is installed with the pre-folds in the FFC correctly positioned to reach the formatter and the control panel.

Figure 1-2186 Install the FFC on the cover



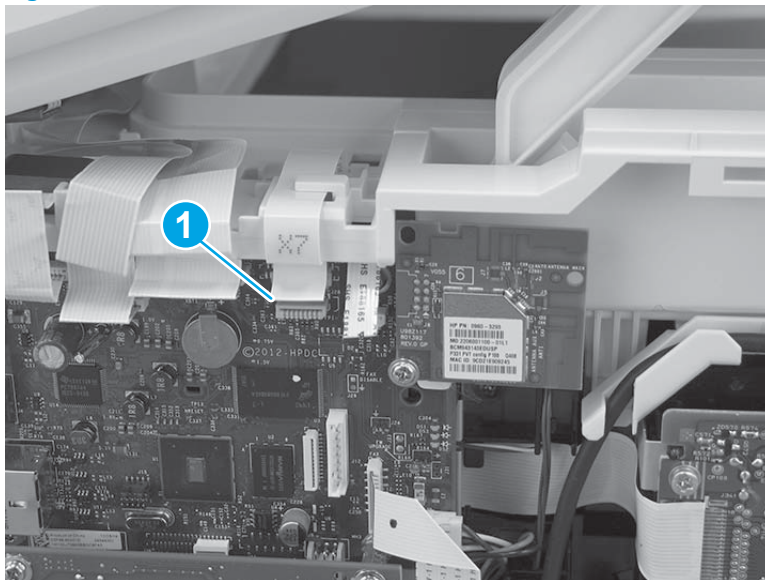
2. Position the cover on the printer, and then push down to install it.

Figure 1-2187 Install the cover



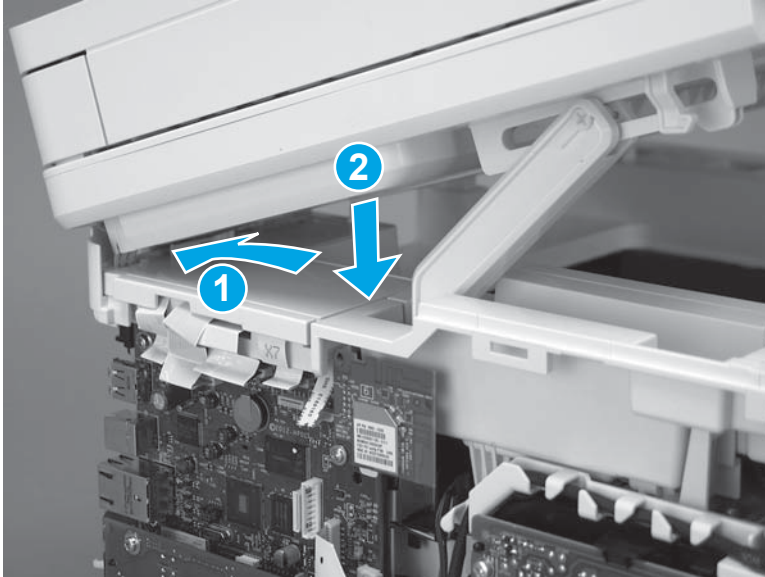
3. Connect one FFC (callout 1).

Figure 1-2188 Connect one FFC



4. Position the rear edge of the ISA flat-flexible cable (FFC) cover on the printer (callout 1), and then rotate it down (callout 2) until it snaps into place.

Figure 1-2189 Install the ISA FFC cover

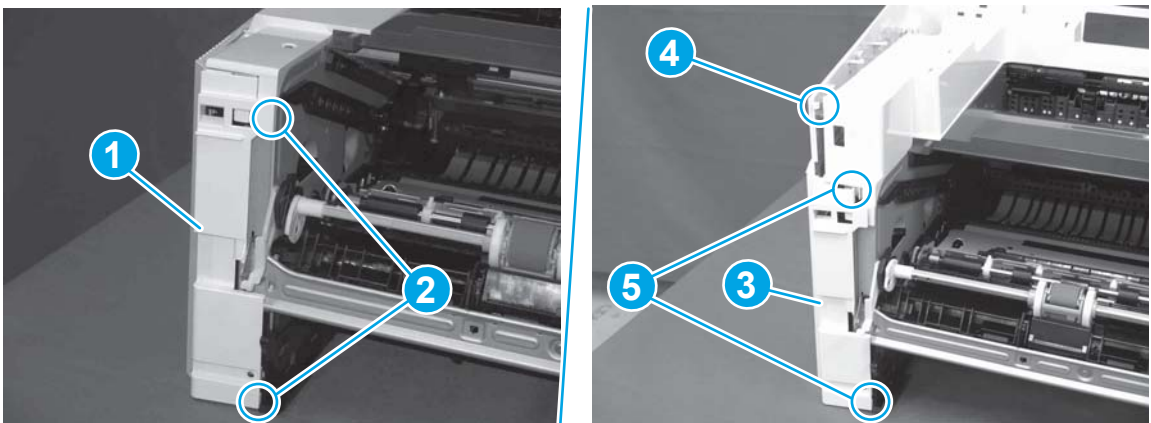


Step 11: Install the left cover

 **NOTE:** If the 22-pin control panel FFC was not replaced, skip this step and go to [Step 14: Install the control panel mount chassis assembly \(M427/M426\) on page 1157](#).

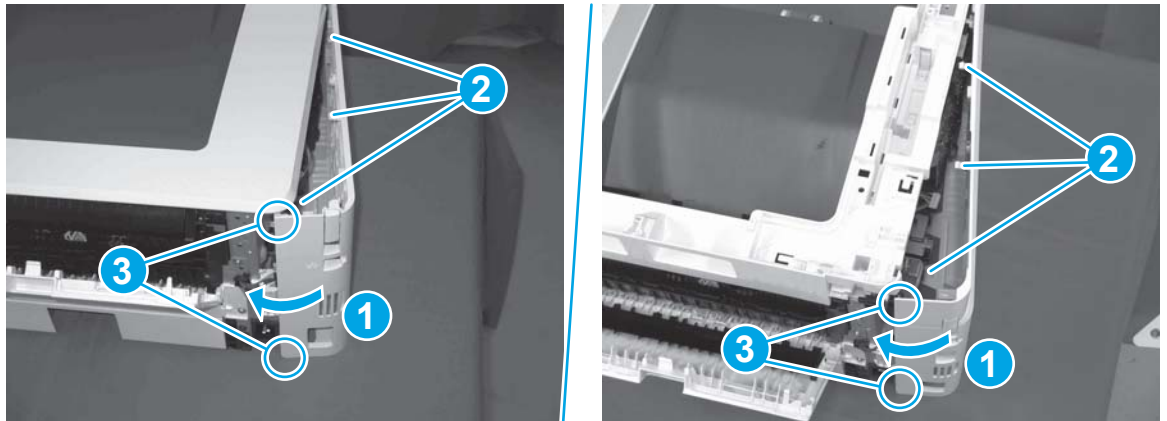
1. At the front of the printer, do one of the following:
 - **M403/M402:** Position the cover on the printer (callout 1), and then engage two bosses (callout 2).
 - **M427/M426:** Position the cover on the printer (callout 3), engage one tab (callout 4), and then engage two bosses (callout 4).

Figure 1-2190 Install the cover



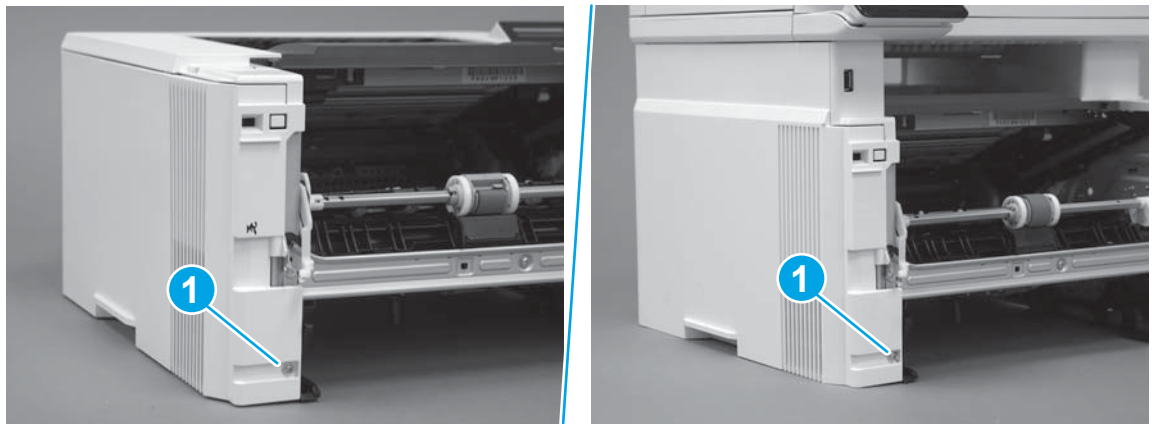
- Carefully rotate the rear of the cover onto the printer (callout 1), engage three tabs (callout 2), and then engage two bosses (callout 3).

Figure 1-2191 Engage three tabs and two bosses




- Install one screw (callout 1).

Figure 1-2192 Install one screw



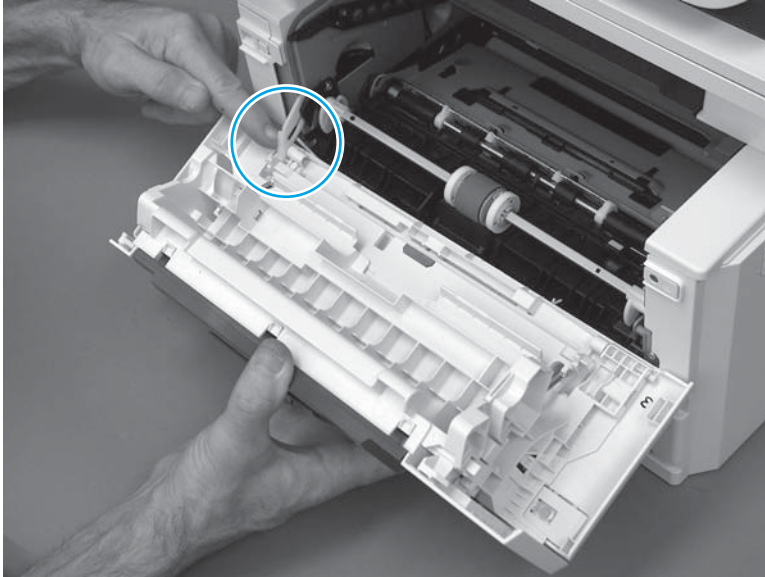
Step 12: Install the cartridge door assembly

 **NOTE:** If the 22-pin control panel FFC was not replaced, skip this step and go to [Step 14: Install the control panel mount chassis assembly \(M427/M426\)](#) on page 1157.

 **Reinstallation tip:** After a replacement door is installed, make sure to install the nameplate (supplied in the kit) corresponding to the printer name on the door.

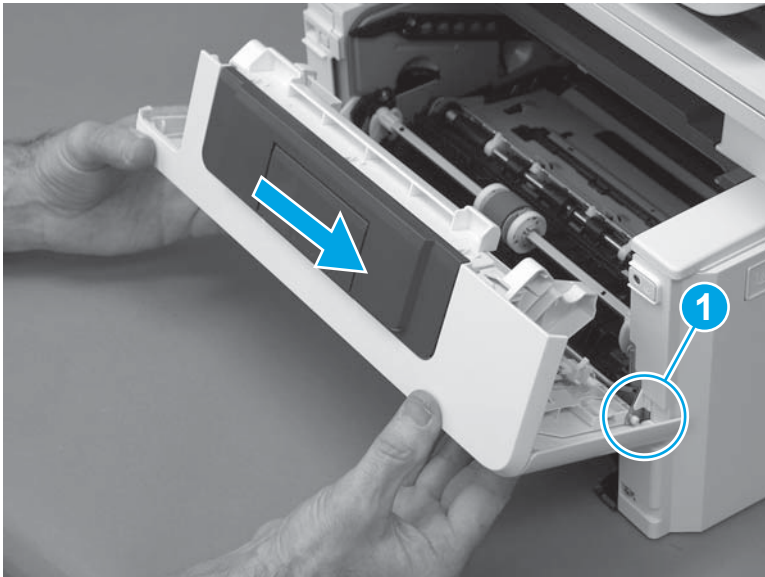
- Position the door close to the printer, and then engage the keyed pin on the left-side retainer arm with the hole in the door.

Figure 1-2193 Engage the left-side retainer arm



2. Engage the right-side door hinge pin with the hole in the chassis (callout 1).

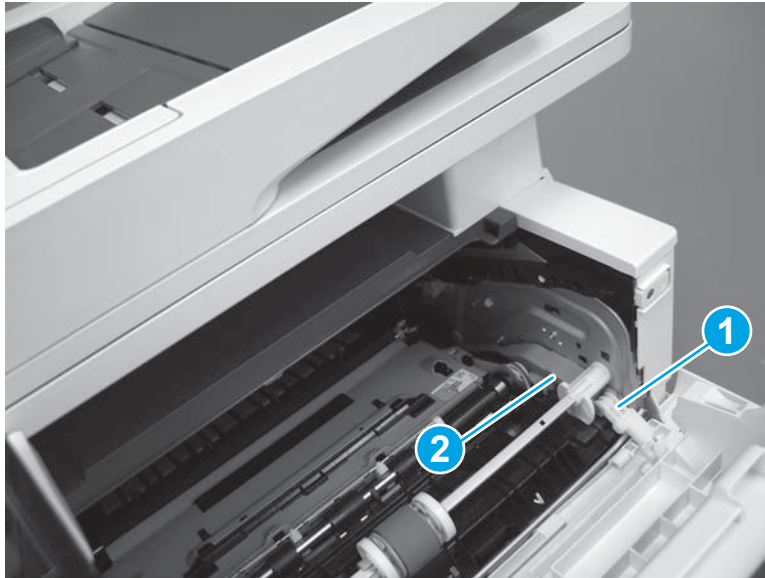
Figure 1-2194 Install the door



3. Install the link (callout 1).

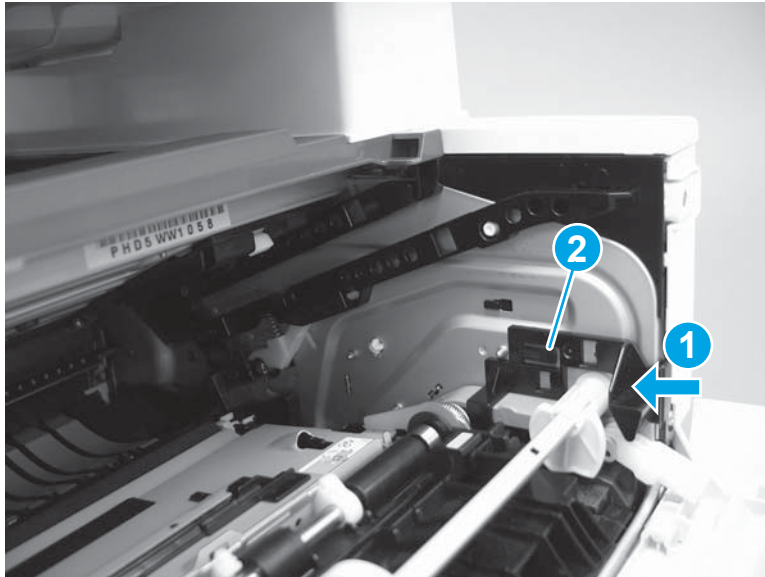
 **IMPORTANT:** Make sure that the link snaps into place on the arm (callout 2). The link actuates the fuser pressure-release mechanism.

Figure 1-2195 Install the pressure-release link



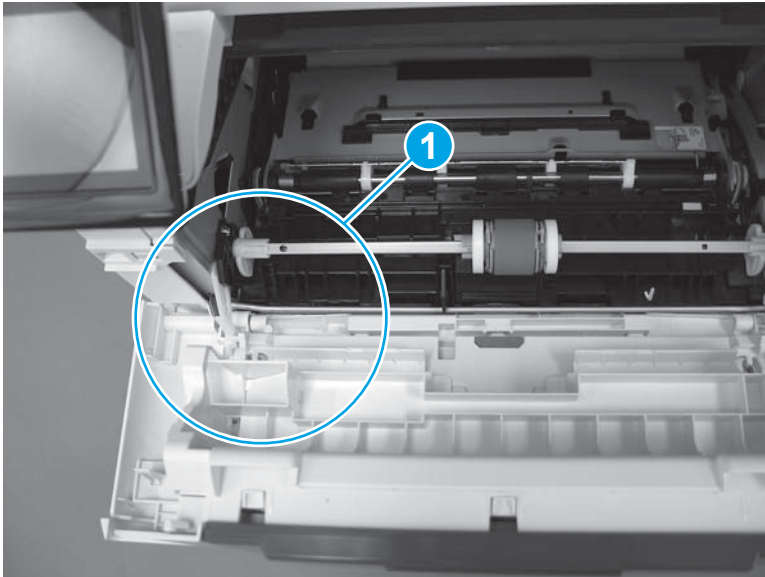
4. Slide the guide into the printer (callout 1), and then make sure that the tab (callout 2) snaps into place to secure the guide to the chassis.

Figure 1-2196 Install the guide



5. Position the shaft on the door, and then align the left-side hinge on the door with the hole in the chassis (callout 1).

Figure 1-2197 Align the hinge



6. Push the shaft towards the left side of the printer to install it (callout 1).


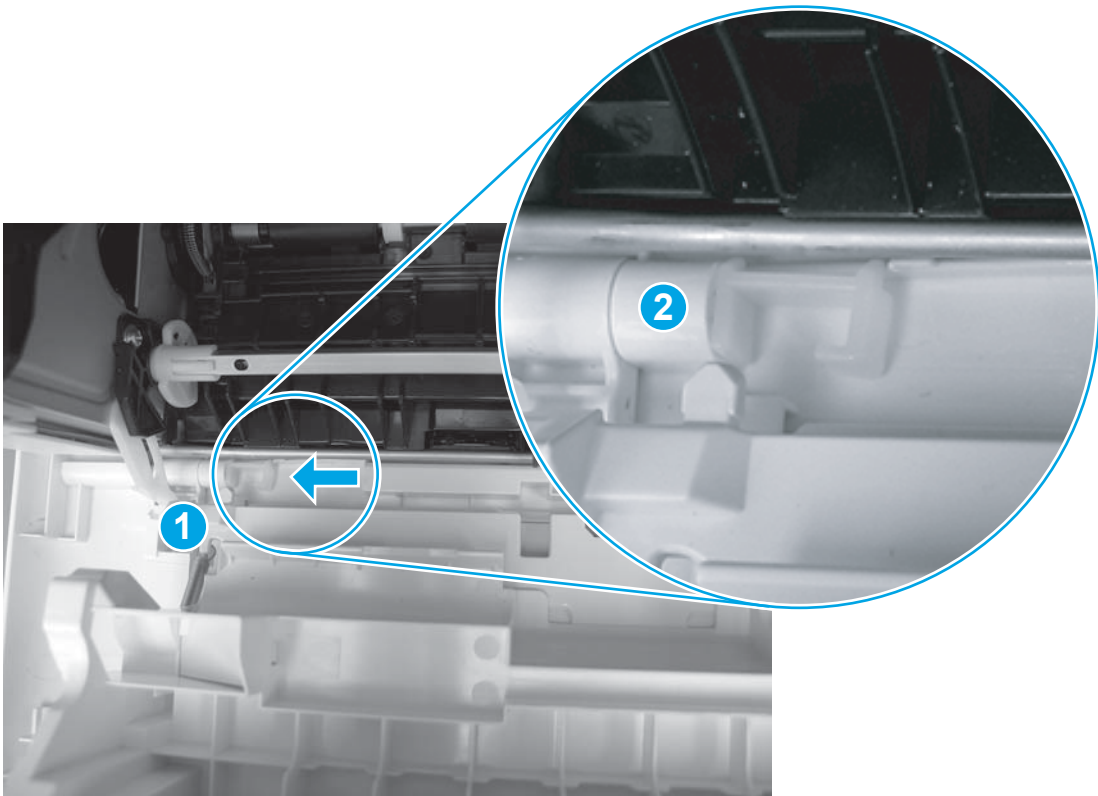
 **Reinstallation tip:** Make sure that the support shaft is fully installed and correctly orientated (callout 2) so that it will not interfere with the door opening and closing.

Figure 1-2198 Install the support shaft



Step 13: Install Tray 2

 **NOTE:** If the 22-pin control panel FFC was not replaced, skip this step and go to [Step 14: Install the control panel mount chassis assembly \(M427/M426\)](#) on page 1157.

- ▲ Slide the tray straight into the printer to install it.

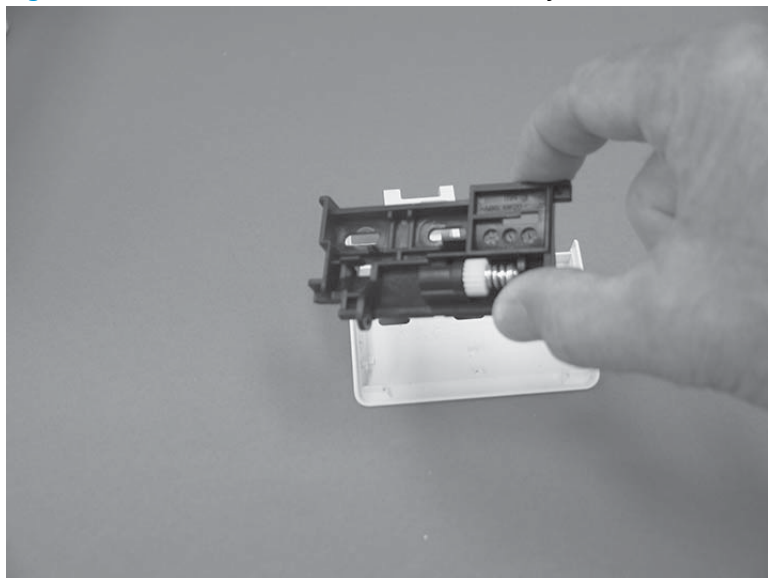
Figure 1-2199 Install the tray



Step 14: Install the control panel mount chassis assembly (M427/M426)

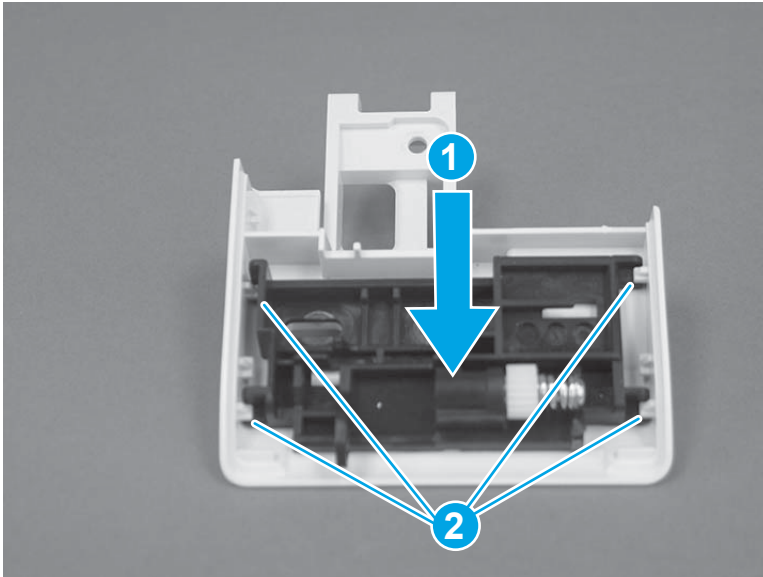
1. Position the mount chassis assembly on the mount base.

Figure 1-2200 Install the mount chassis assembly



2. Slide the mount chassis assembly as shown (callout 1) to engage it with four bosses (callout 2) on the mount base.

Figure 1-2201 Release the mount chassis assembly



Step 15: Install the control panel mount base (M427/M426)

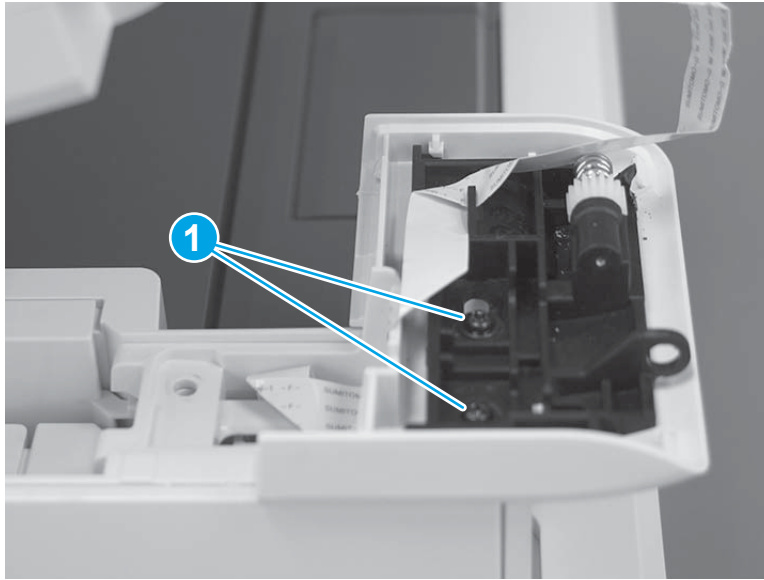
1. Install the control panel mount base on the printer.

Figure 1-2202 Install the control panel mount base




2. Install two screws (callout 1).

Figure 1-2203 Install two screws

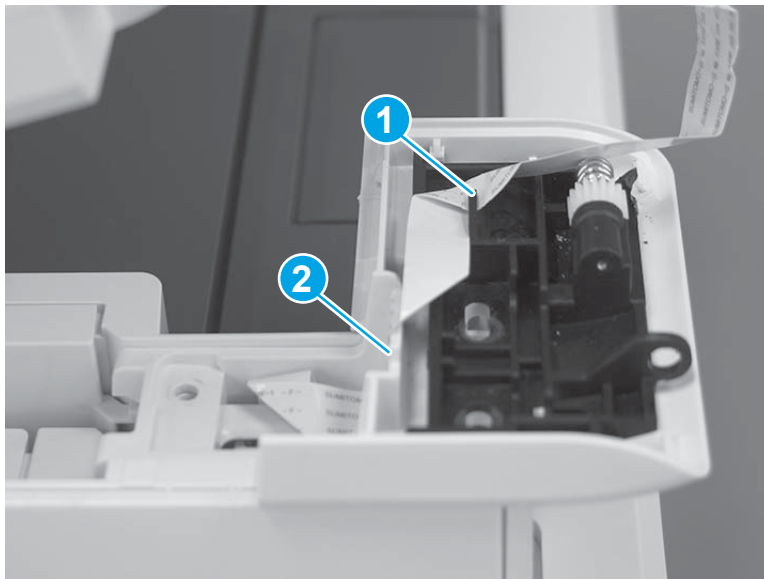


3. Install the FFC in the retainer (callout 1).

 **NOTE:** Remove the protective film from the two-sided tape on the replacement FFC to expose the sticky side of the tape.

Make sure to press the FFC against the mount base (callout 2) to adhere it to the mount base.

Figure 1-2204 Install the FFC



Step 16: Install the control panel (M427/M426)

1. Insert the FFC in the connector (the contact portion of the FFC must face towards the PCA), and then close the latch to secure it.

 **CAUTION:** Be careful. Do not dislodge the latch from the connector.


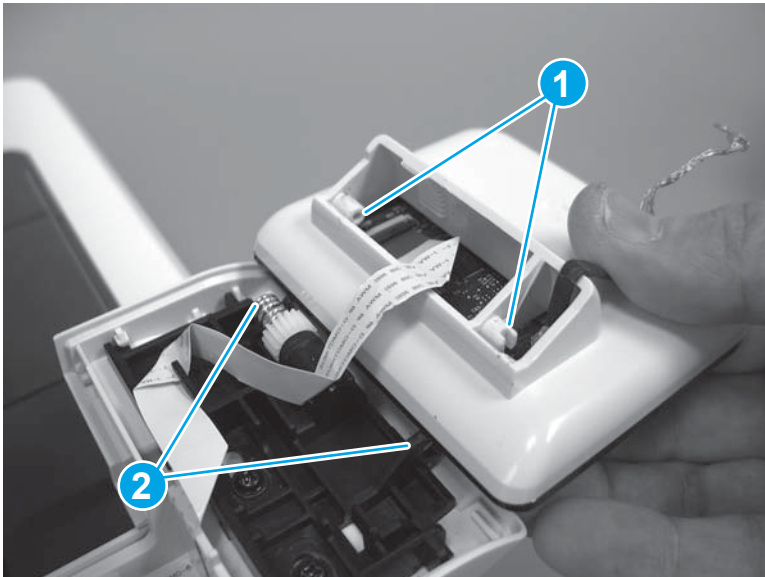
 **Reinstallation tip:** Gently pull on the FFC to make sure it is fully seated and secured by the latch on the connector. Do not forcibly pull on the FFC, a gentle tug is all that is required.

Figure 1-2205 Connect the FFC



2. Align the control-panel hinge pins (callout 1) with the mounting retainers (callout 2) on the printer.

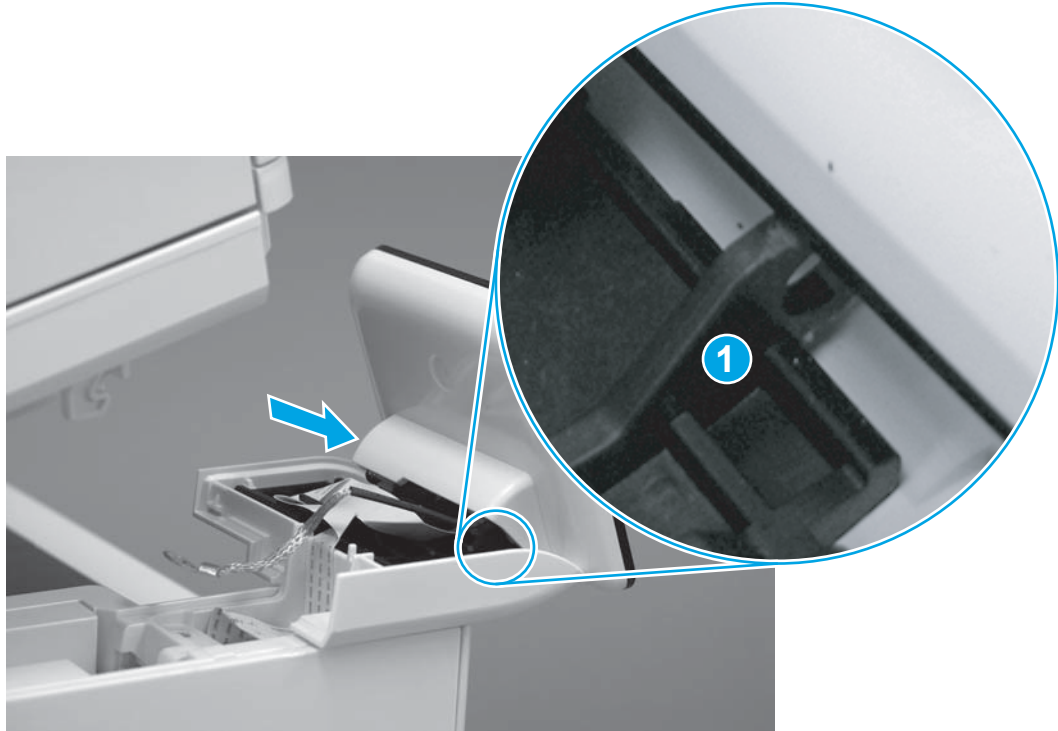
Figure 1-2206 Align the control-panel hinge pins



3. Slightly shift the control panel in the direction of the arrow about 6.35 mm (.25 in) to engage the hinge pins.

⚠ CAUTION: Do not twist the control panel. The black-plastic mounting retainer (callout 1) for the control-panel hinge pin is easily broken

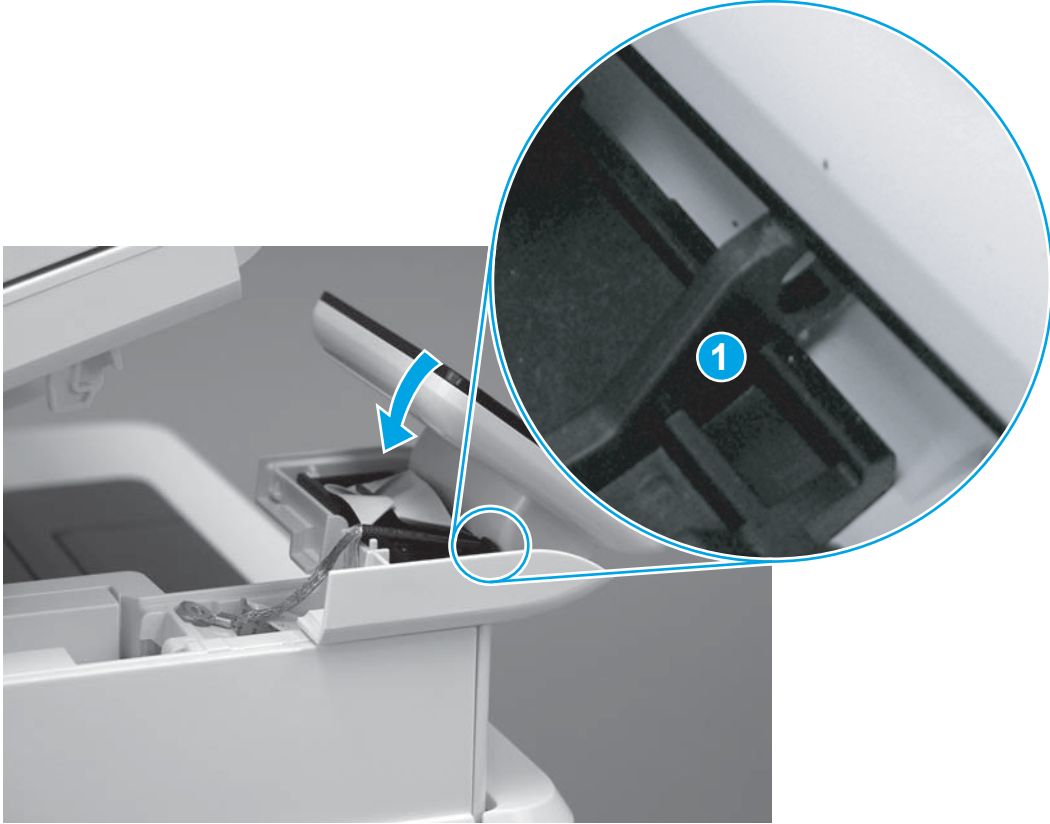
Figure 1-2207 Engage the control panel



4. With the hinge pins engaged, gently tilt the control panel backward about 3.18 mm (.125 in).

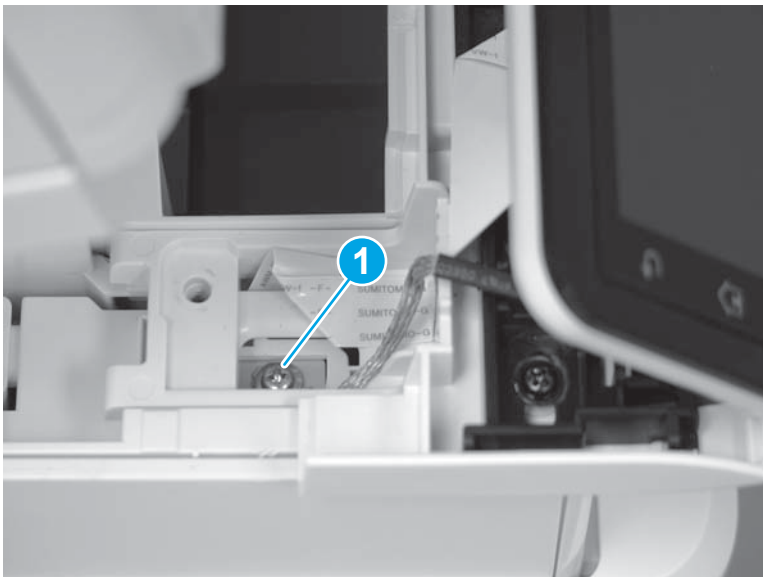
⚠ CAUTION: Do not use excessive force. The black-plastic mounting retainer (callout 1) for the control-panel hinge pin is easily broken

Figure 1-2208 Tilt the control-panel assembly backward



5. Install one ground screw (callout 1).

Figure 1-2209 Install one screw



Step 17: Install the control panel mount cover (M427/M426)

1. Position the front edge of the control-panel cable cover at the base of the control panel (callout 1), and then rotate it down to install it (callout 2).

Figure 1-2210 Install the control-panel cable cover



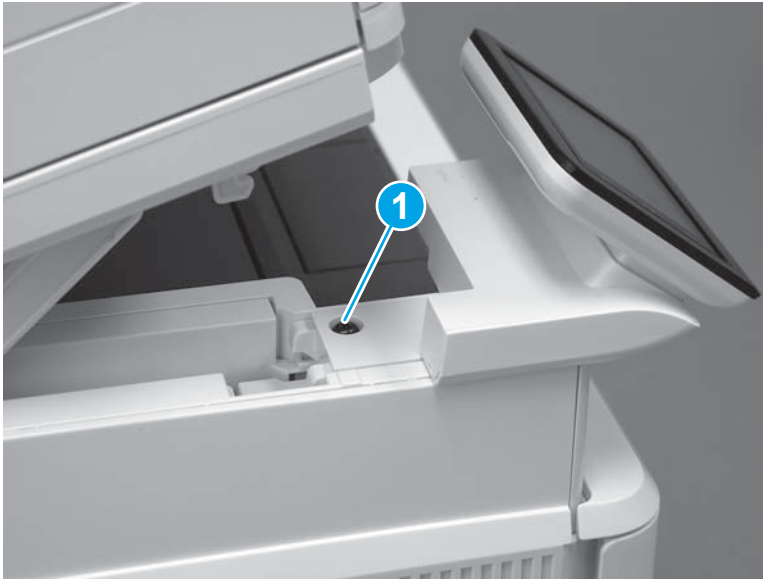
2. Make sure that the two tabs (callout 1) on the cover snap into place.

Figure 1-2211 Check two tabs



3. Install one screw (callout 1).

Figure 1-2212 Install one screw



4. Close the ISA.

Figure 1-2213 Close the ISA



Removal and replacement: Trays

- [Removal and replacement: Tray 2](#)

Removal and replacement: Tray 2

- [RM2-5392-000CN 250-sheet paper input tray](#)
- [RM2-5452-000CN Tray 2 paper pickup roller assembly](#)
- [RM2-5397-000CN Tray 2 separation roller assembly](#)

RM2-5392-000CN 250-sheet paper input tray

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace Tray 2.

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.

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

Tray 2 part number	
RM2-5392-000CN	Cassette (Tray 2) assembly

Required tools

- No special tools are required to remove this part.

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 configuration page (from Tray 2) to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-2214 Remove the tray



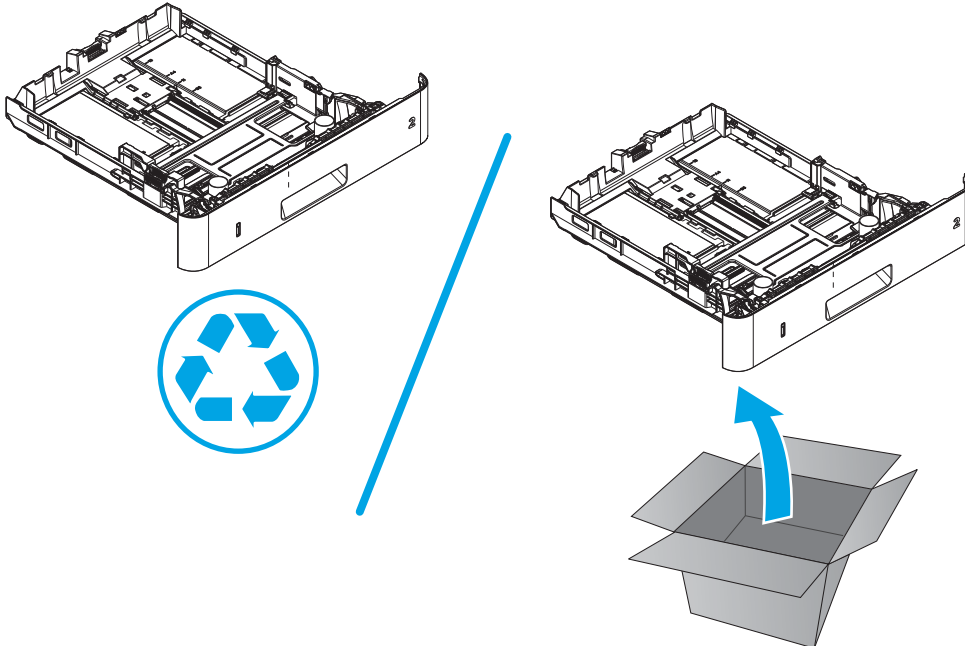
Step 2: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

Figure 1-2215 Recycle and unpack



Step 3: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-2216 Install the tray



RM2-5452-000CN Tray 2 paper pickup roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the pickup roller assembly \(Tray 2\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the pickup roller assembly \(Tray 2\)](#)
- [Step 5: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the paper pickup roller assembly (Tray 2).

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.

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

Paper pickup roller assembly (Tray 2) part number	
RM2-5452-000CN	Paper pickup roller assembly (Tray 2)

Required tools

- No special tools are required to remove this part.

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 2 to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

Figure 1-2217 Remove the tray



Step 2: Remove the pickup roller assembly (Tray 2)

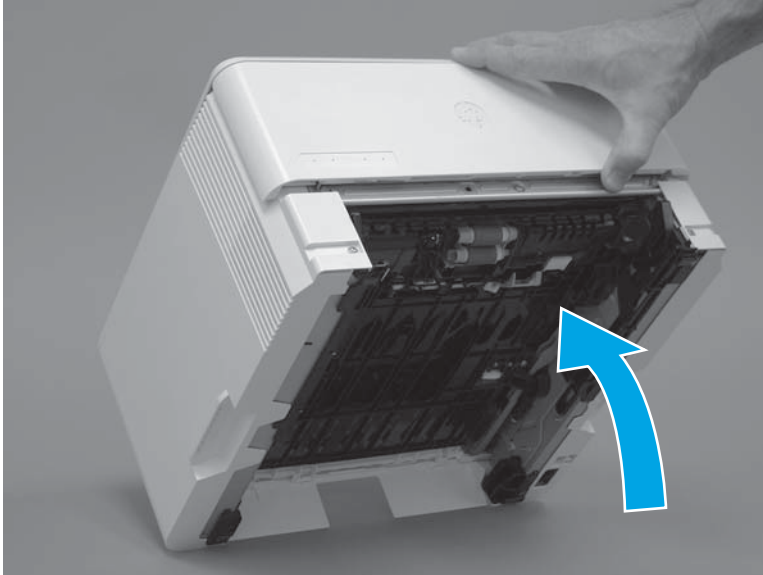
CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

NOTE: The M403/M402 printer is shown in this procedure. However, the procedure is valid for the M427/M426 printers.

1. Carefully rotate the printer backward.

CAUTION: To avoid damage to the rear cassette cover, keep it in the closed position.

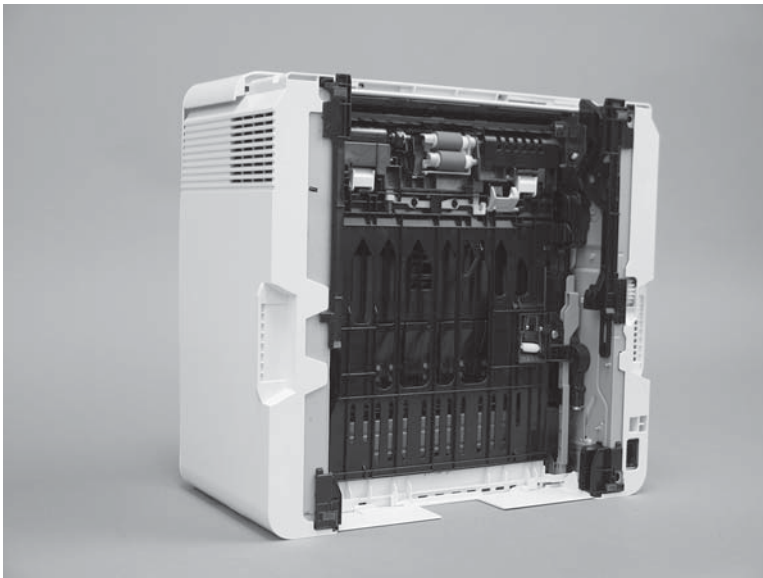
Figure 1-2218 Tilt the printer backward



2. Continue rotate the printer backward until it rests on the rear cover, bottom-side face forward.

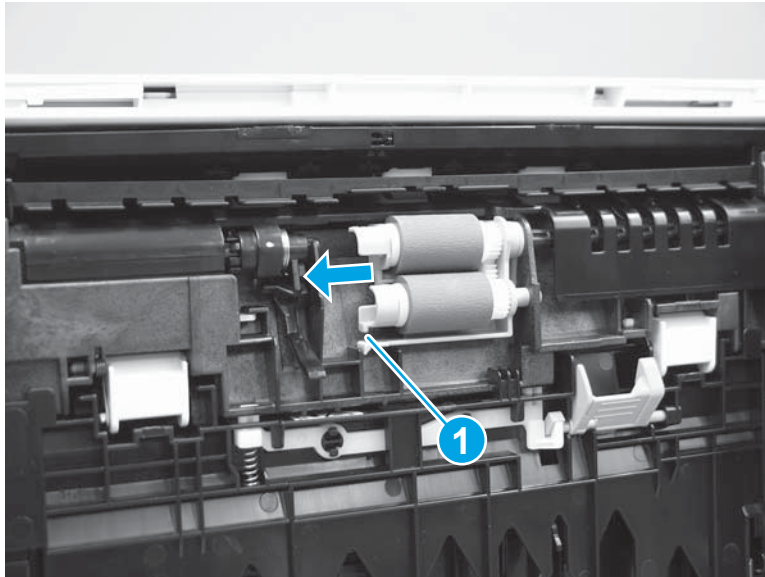
⚠ CAUTION: **M427/M426:** The integrated scanner assembly (ISA) is not captive, and can unexpectedly open when the printer is tilted back.

Figure 1-2219 Place the printer bottom-side face forward



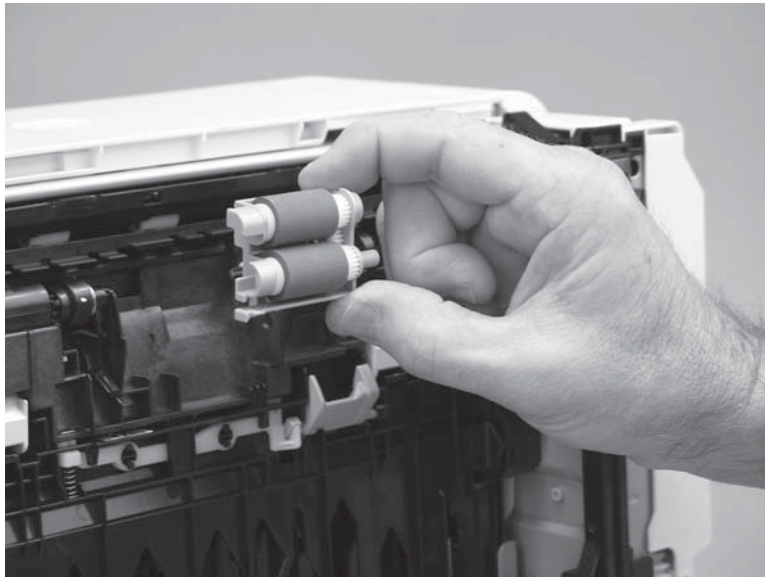
3. Release one tab (callout 1), and then slide the roller holder toward the left side of the printer to release it.

Figure 1-2220 Release one tab



4. Remove the roller holder.

Figure 1-2221 Remove the roller holder



Step 3: Unpack the replacement assembly

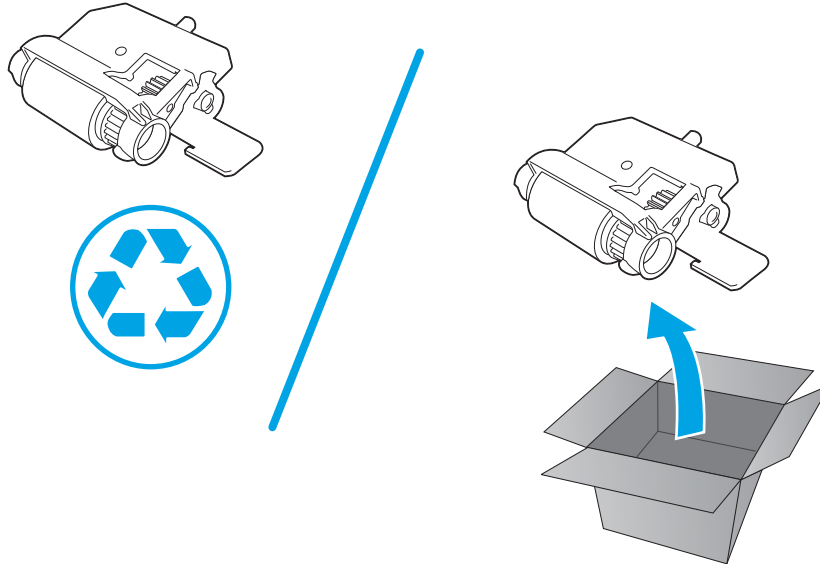
Unpack the replacement part from the packaging.

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

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

NOTE: HP recommends responsible disposal of the defective part.

Figure 1-2222 Recycle and unpack



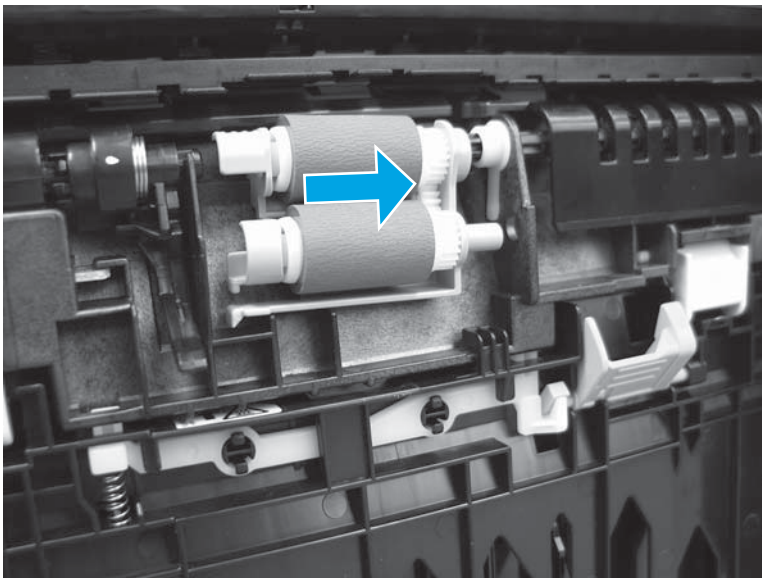
Step 4: Install the pickup roller assembly (Tray 2)

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

NOTE: The M403/M402 printer is shown in this procedure. However, the procedure is valid for the M427/M426 printers.

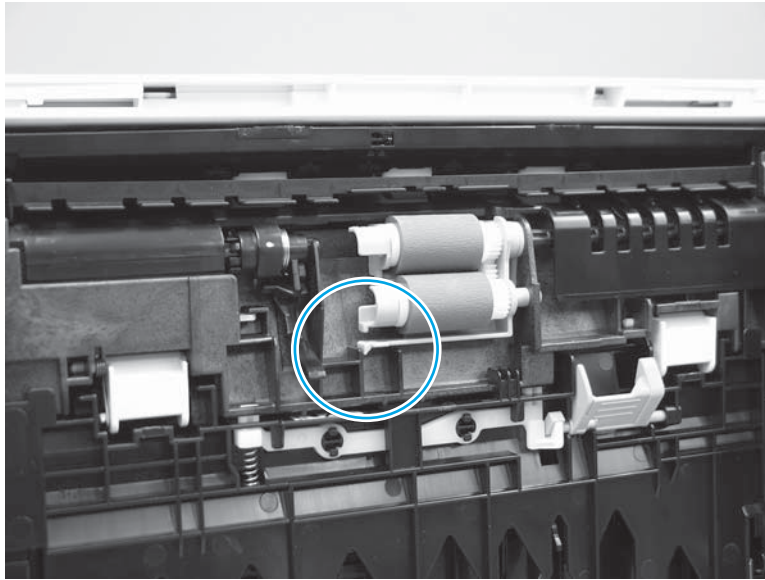
1. Position the roller holder assembly in the printer as shown, and then slide it toward the right side of the printer.

Figure 1-2223 Install the roller holder



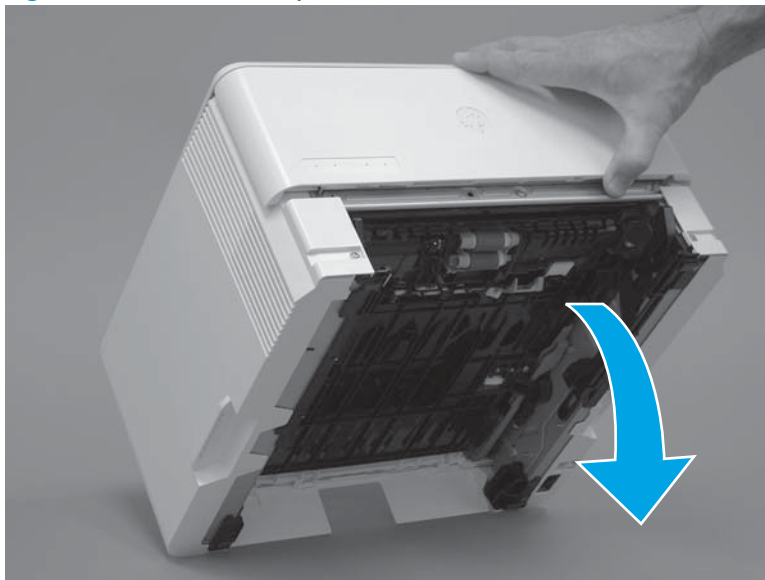
2. Make sure that the tab snaps into place.

Figure 1-2224 Check the tab



3. Carefully rotate the printer forward.

Figure 1-2225 Rotate the printer forward



4. Continue rotate the printer forward until it rests in the operational position.

Figure 1-2226 Place the printer in the operational position



Step 5: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-2227 Install the tray



RM2-5397-000CN Tray 2 separation roller assembly

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Remove the separation pad roller assembly \(Tray 2\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the separation pad roller assembly \(Tray 2\)](#)
- [Step 5: Install Tray 2](#)


Introduction

This document provides the procedures to remove and replace the separation roller assembly (Tray 2).

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.

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

Separation roller assembly (Tray 2) part number	
RM2-5397-000CN	Separation roller assembly (Tray 2)

Required tools

- No special tools are required to install this kit.

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 configuration page to make sure that the printer is functioning correctly.

Step 1: Remove Tray 2

- ▲ Pull the tray straight out of the printer to remove it.

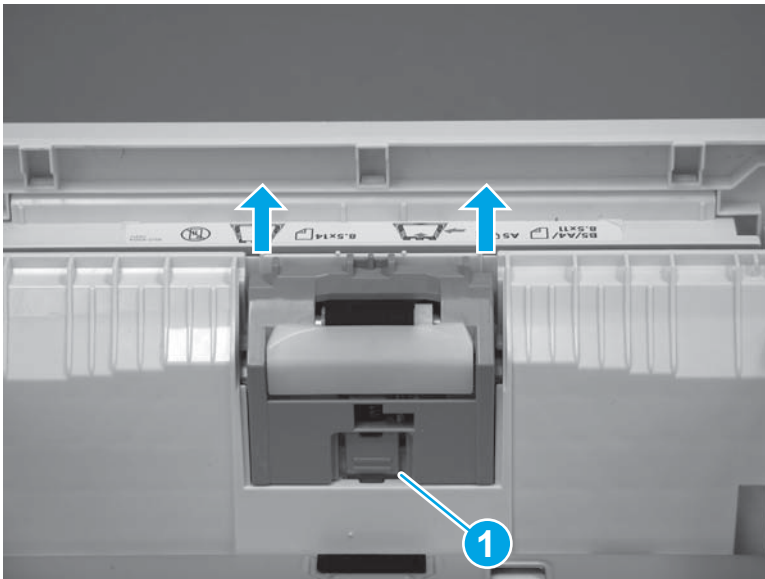
Figure 1-2228 Remove the tray



Step 2: Remove the separation pad roller assembly (Tray 2)

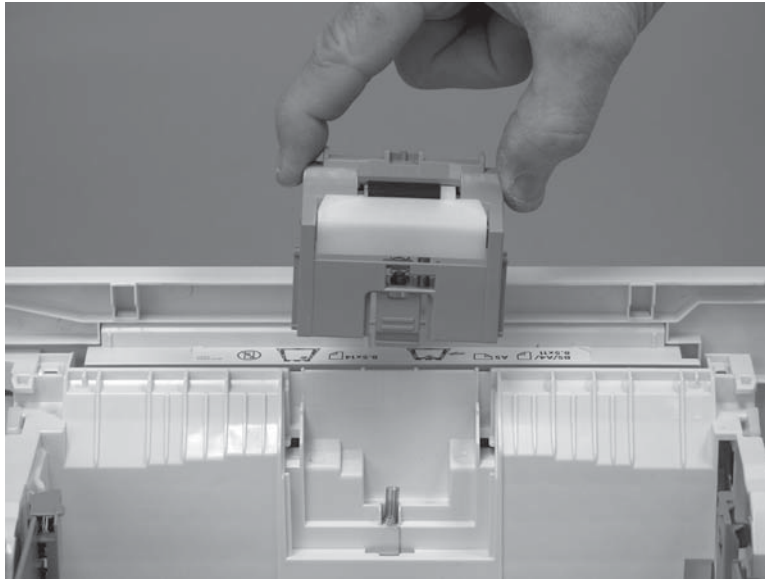
1. Pull the separation pad assembly straight up to release it.

Figure 1-2229 Release the assembly



2. Remove the assembly.

Figure 1-2230 Remove the assembly



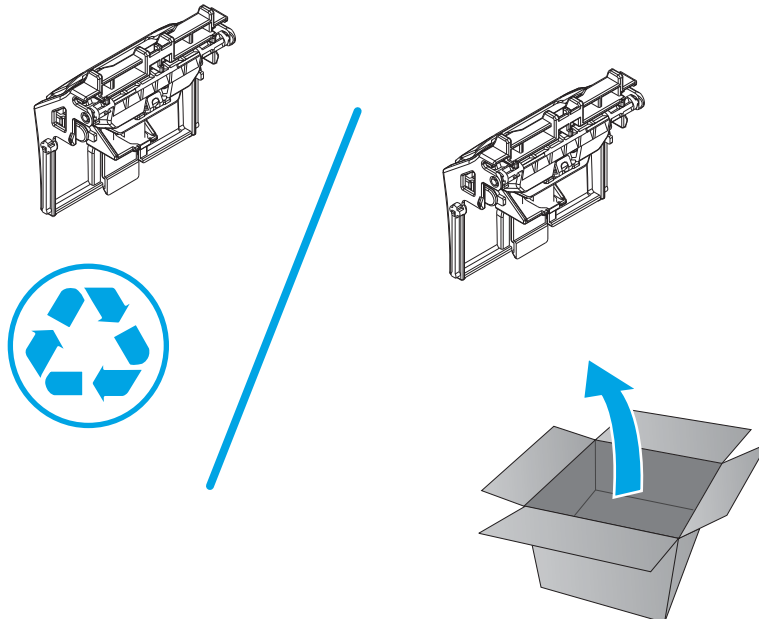
Step 3: Unpack the replacement assembly

Unpack the replacement part from the packaging.

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

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

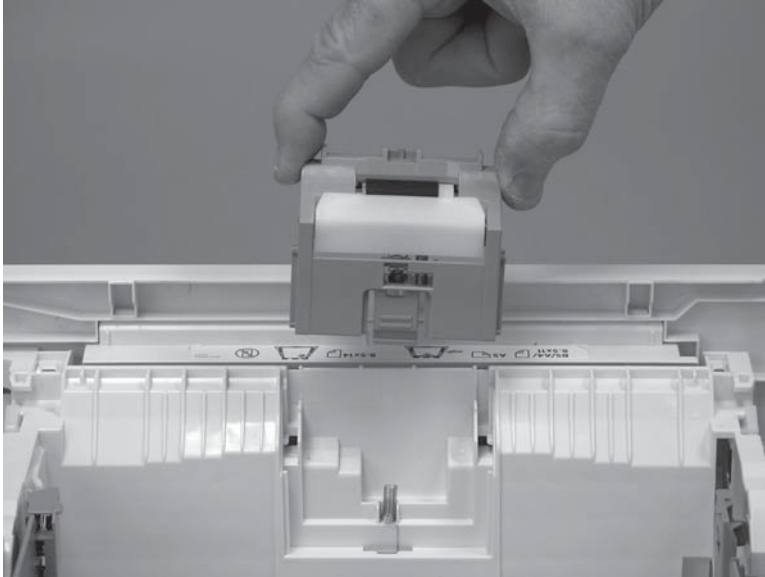
Figure 1-2231 Recycle and unpack



Step 4: Install the separation pad roller assembly (Tray 2)

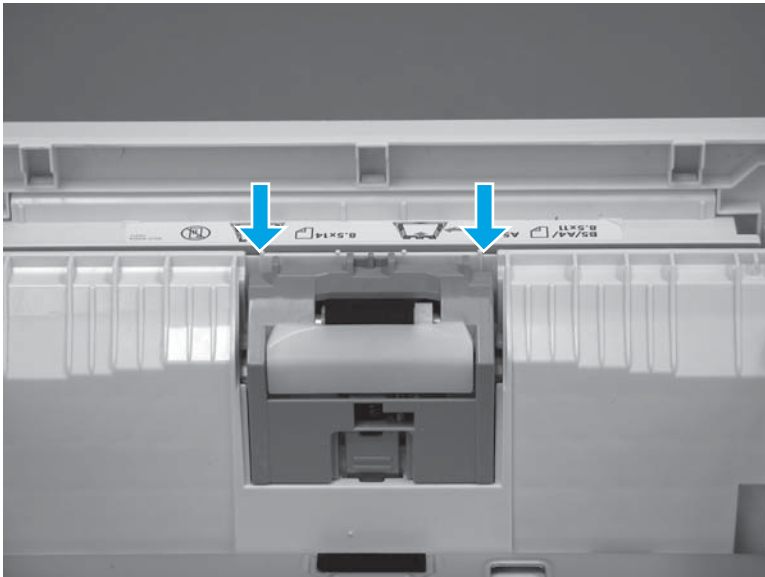
1. Install the assembly in the slot in the cassette.

Figure 1-2232 Install the assembly



2. Push the separation pad assembly straight down until it snaps into place.

Figure 1-2233 Release the assembly



Step 5: Install Tray 2

- ▲ Slide the tray straight into the printer to install it.

Figure 1-2234 Install the tray



Removal and replacement: Accessories

- [550-sheet paper feeder](#)

550-sheet paper feeder



NOTE: HP recommends removing the accessory from the product before servicing them.

- [C5F97-69001 optional 550-sheet paper feeder](#)
- [RM2-5413-000CN optional Tray 3](#)
- [RM2-5741-000CN optional Tray 3 paper pickup roller assembly](#)
- [RM2-5745-000CN optional Tray 3 separation roller assembly](#)

C5F97-69001 optional 550-sheet paper feeder

- [Introduction](#)
- [Step 1: Remove the optional 550-sheet feeder Tray 3](#)
- [Step 2: Unpack the replacement optional paper feeder](#)
- [Step 3: Install the optional 550-sheet feeder Tray 3](#)


Introduction

This document provides the procedures to remove and replace the optional 550-sheet paper feeder.

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.

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

Optional 550-sheet paper feeder part number	
C5F697-69001	Optional 550-sheet paper feeder (optional Tray 3)

Required tools

- No special tools are required to remove this part.

After performing service

Turn the printer power on

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

Post service test

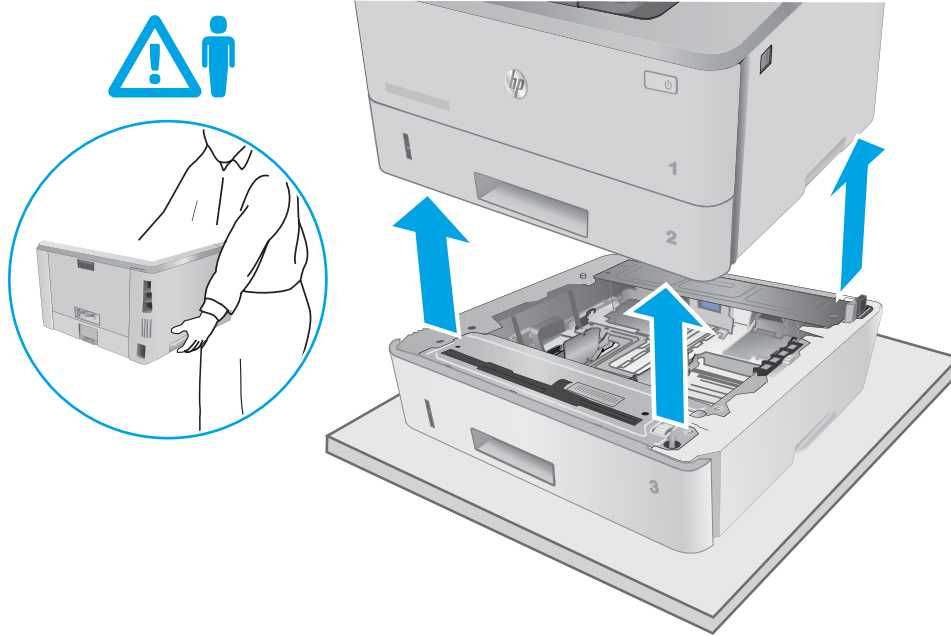
Make sure that the printer initializes to a **Ready** state.

Print a page from the optional Tray 3 to make sure that the paper feeder is functioning correctly.

Step 1: Remove the optional 550-sheet feeder Tray 3

- ▲ Carefully lift the printer off of the paper feeder assembly.

Figure 1-2235 Remove the printer



Step 2: Unpack the replacement optional paper feeder

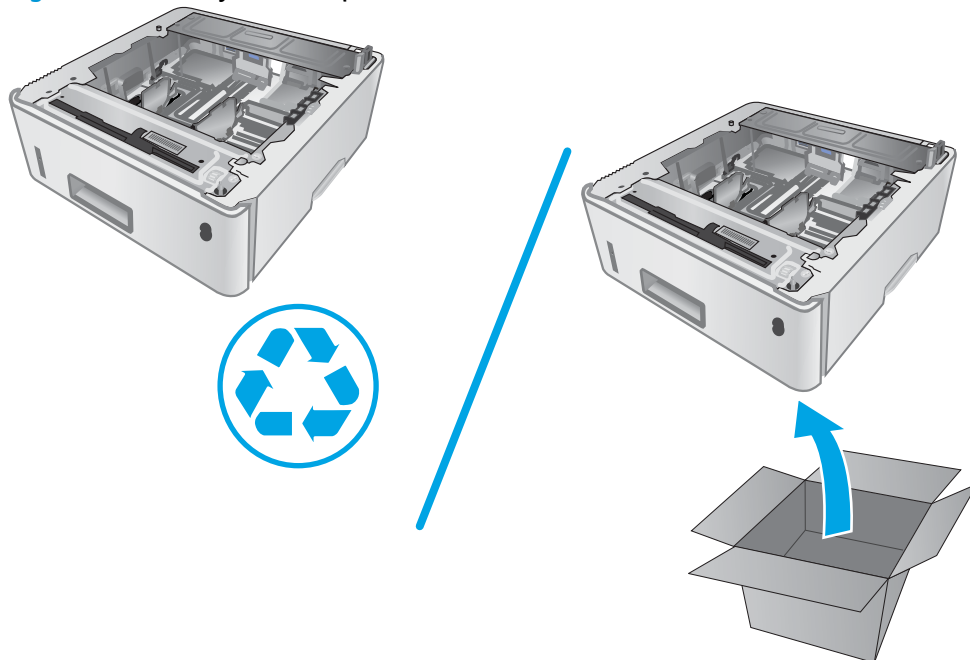
Unpack the replacement part from the packaging.

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

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

Figure 1-2236

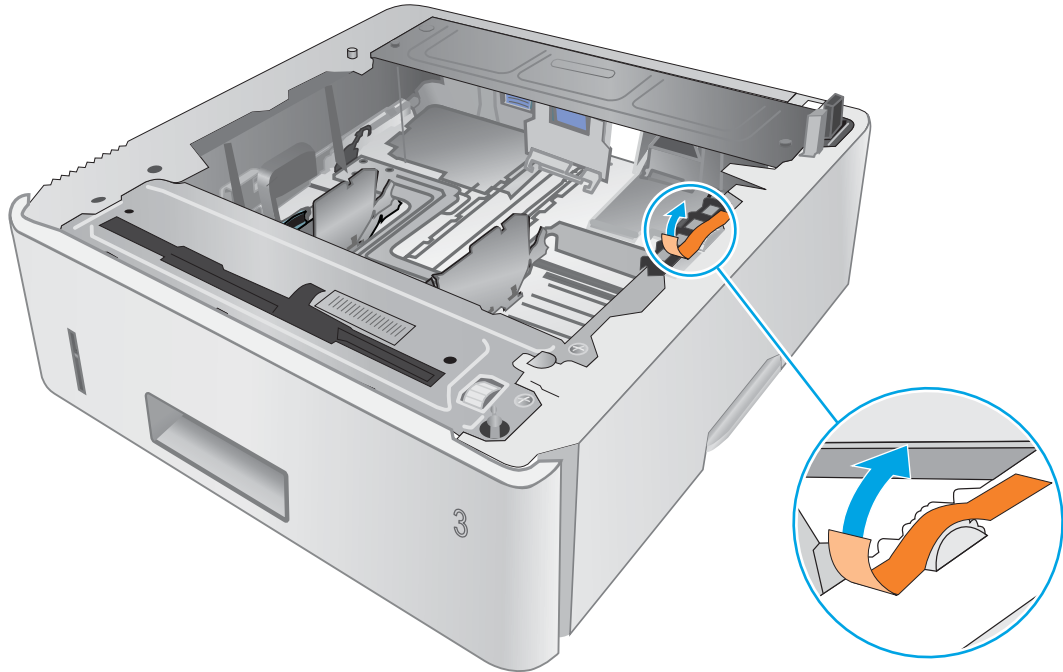
Recycle and unpack



Step 3: Install the optional 550-sheet feeder Tray 3

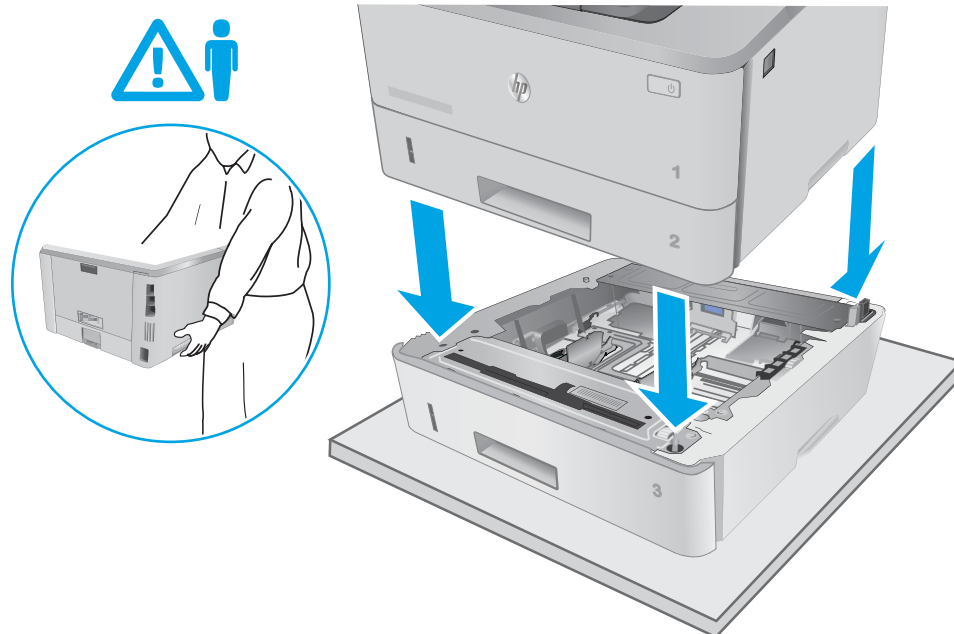
1. Remove the orange shipping tape.

Figure 1-2237 Remove shipping tape



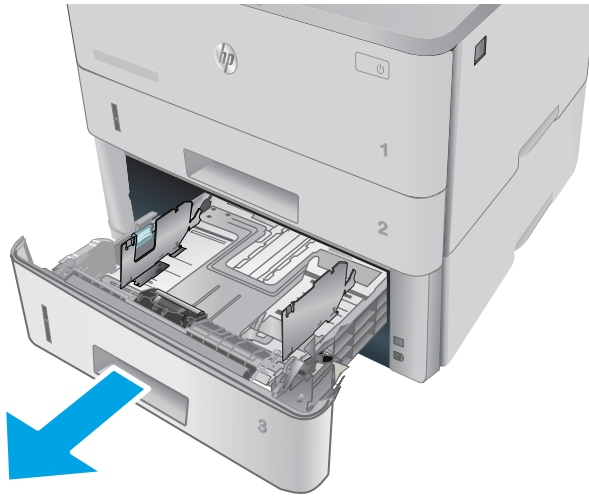
2. Carefully place the printer on the paper feeder assembly.

Figure 1-2238 Install the printer



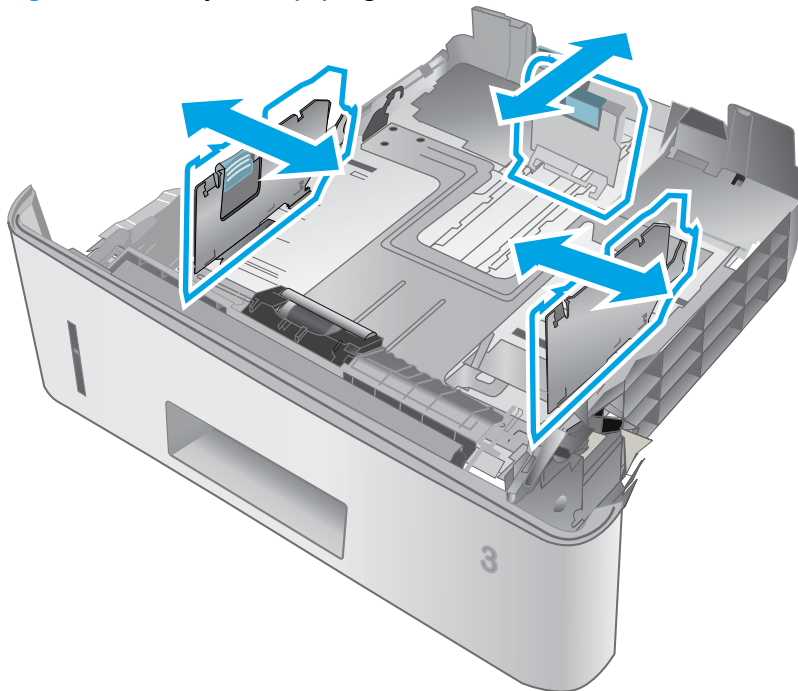
3. Pull Tray 3 out of the paper feeder assembly to remove it.

Figure 1-2239 Remove Tray 3



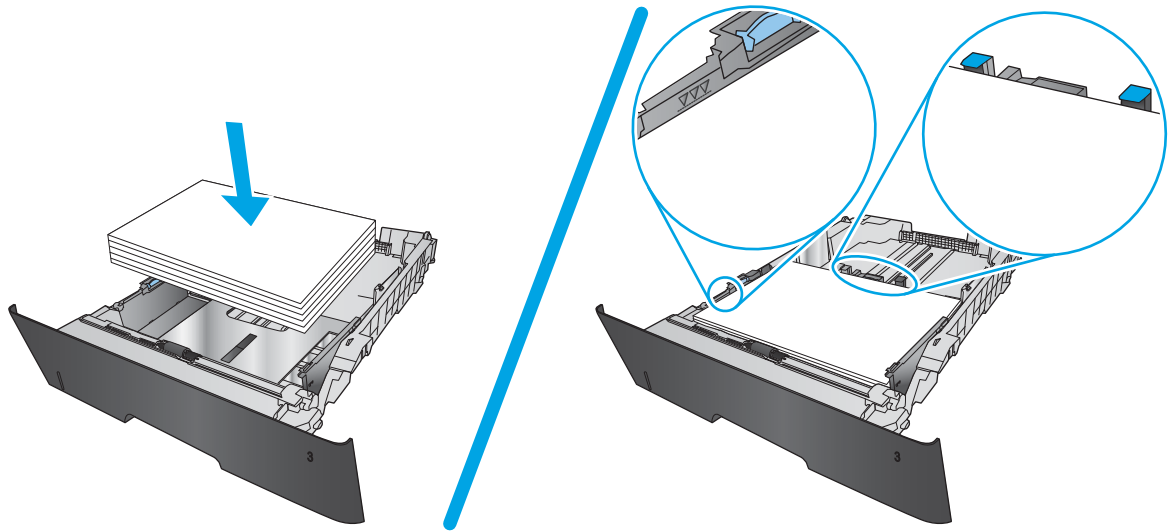
4. Adjust the Tray 3 sliding paper guides.

Figure 1-2240 Adjust the paper guides



5. Load paper in Tray 3.

Figure 1-2241 Load paper



6. Slide Tray 3 into the paper feeder assembly to install it.

Figure 1-2242 Install



RM2-5413-000CN optional Tray 3

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Unpack the replacement assembly](#)
- [Step 3: Install optional Tray 3](#)


Introduction

This document provides the procedures to remove and replace the optional Tray 3.

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.

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

Tray 3 part number

RM2-5413-000CN

550-sheet paper feeder cassette (optional Tray 3)

Required tools

- No special tools are required to remove this part.

After performing service

Turn the printer power on

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

Post service test

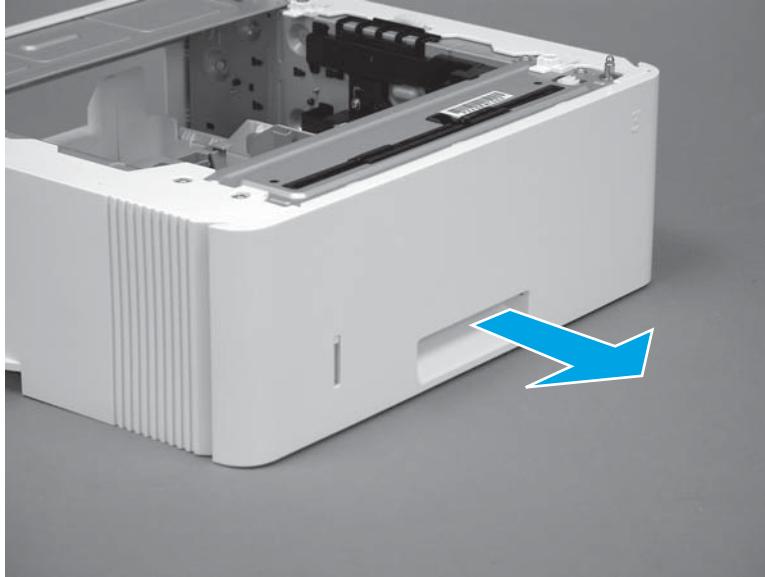
Make sure that the printer initializes to a **Ready** state.

Print a page from Tray 3 to make sure that the paper feeder is functioning correctly.

Step 1: Remove optional Tray 3

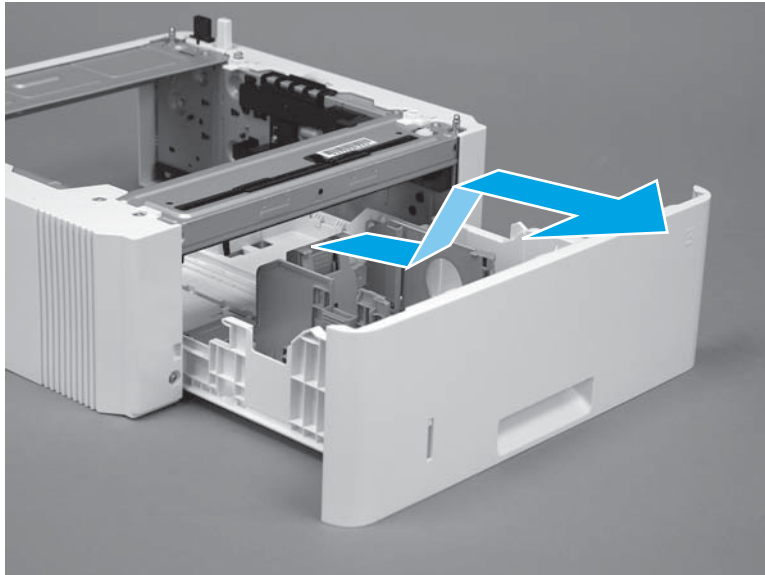
1. Pull the tray straight out of the printer until it stops.

Figure 1-2243 Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

Figure 1-2244 Release and remove the tray



Step 2: Unpack the replacement assembly

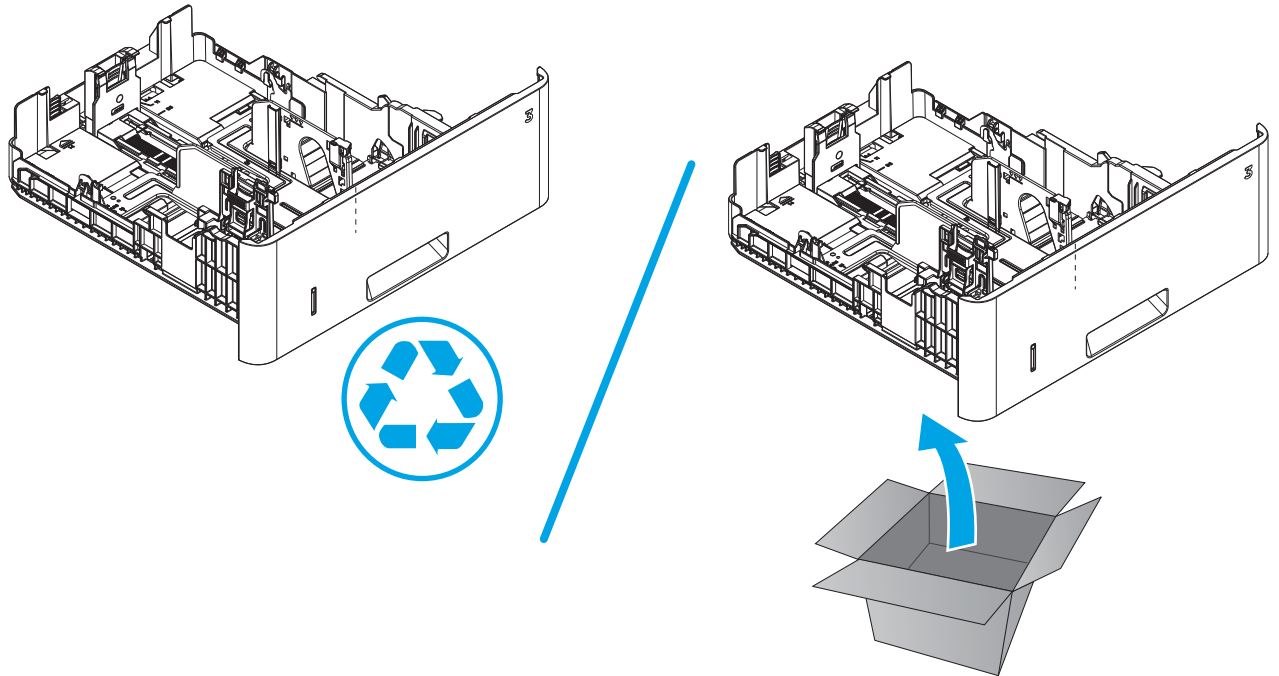
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

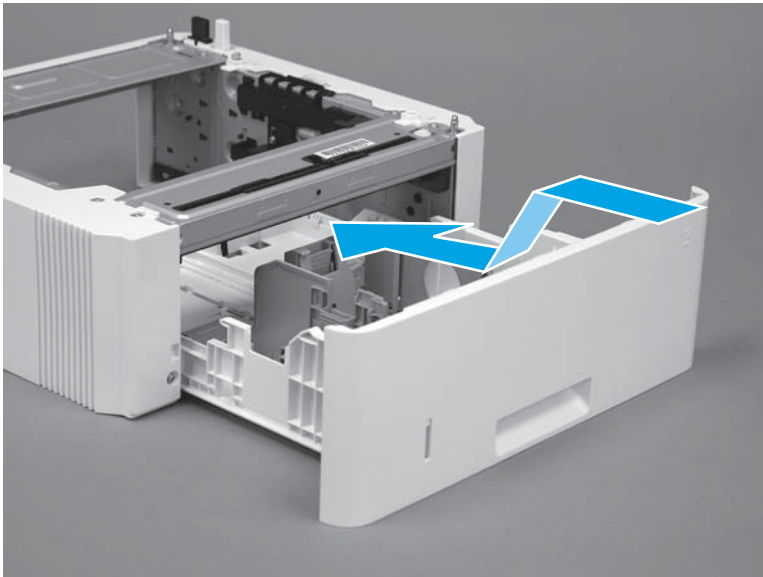
Figure 1-2245 Recycle and unpack



Step 3: Install optional Tray 3

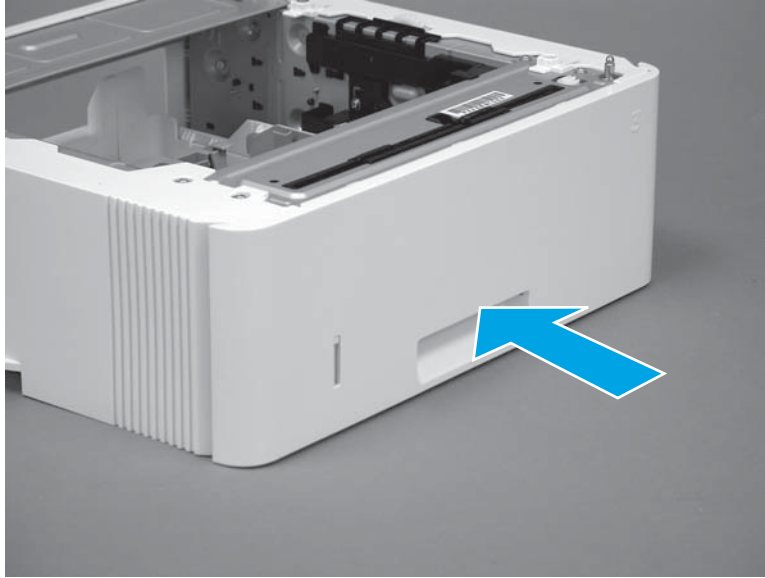
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

Figure 1-2246 Install the tray



2. Push the tray straight into the accessory to close it.

Figure 1-2247 Close the tray



RM2-5741-000CN optional Tray 3 paper pickup roller assembly

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Remove the paper pickup roller assembly \(Tray 3\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the paper pickup roller assembly \(Tray 3\)](#)
- [Step 5: Install optional Tray 3](#)


Introduction

This document provides the procedures to remove and replace the paper pickup roller assembly (Tray 3).

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.

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

Paper pickup roller assembly (Tray 3) part number	
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RM2-5741-000N	Paper pickup roller assembly (Tray 3)
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Required tools

- No special tools are required to remove this part.

After performing service

Turn the printer power on

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

Post service test

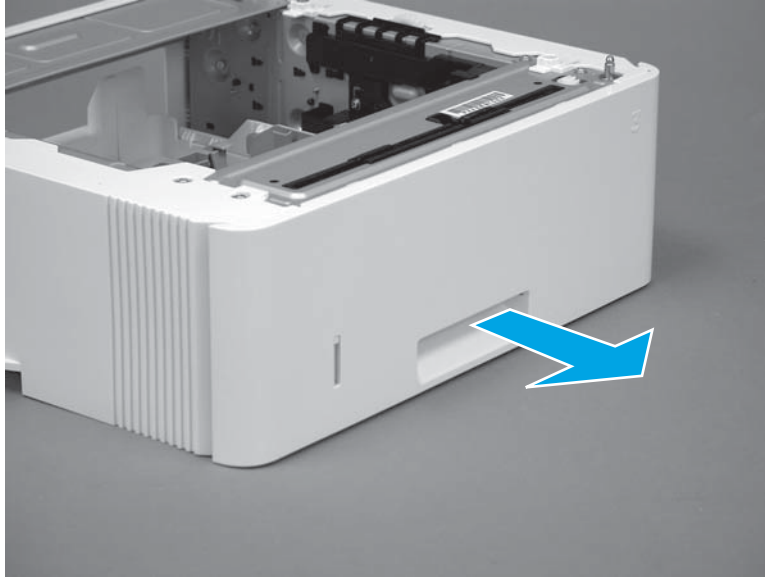
Make sure that the printer initializes to a **Ready** state.

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

Step 1: Remove optional Tray 3

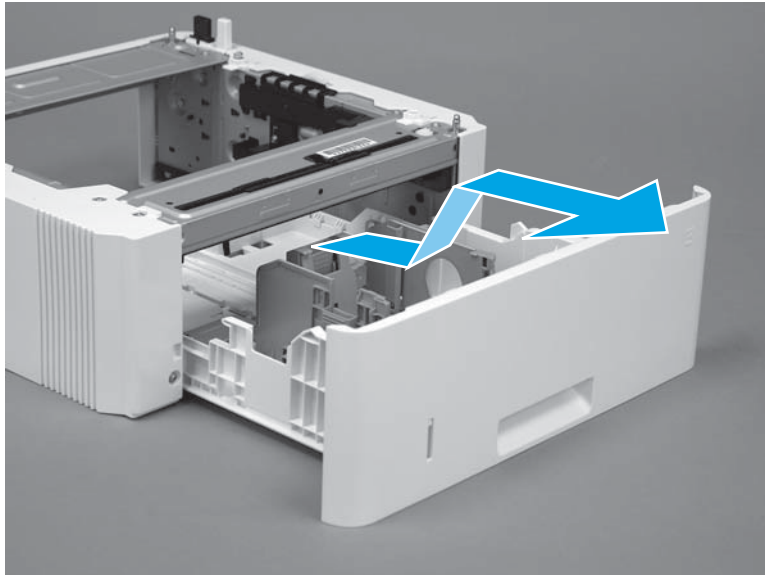
1. Pull the tray straight out of the printer until it stops.

Figure 1-2248 Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

Figure 1-2249 Release and remove the tray

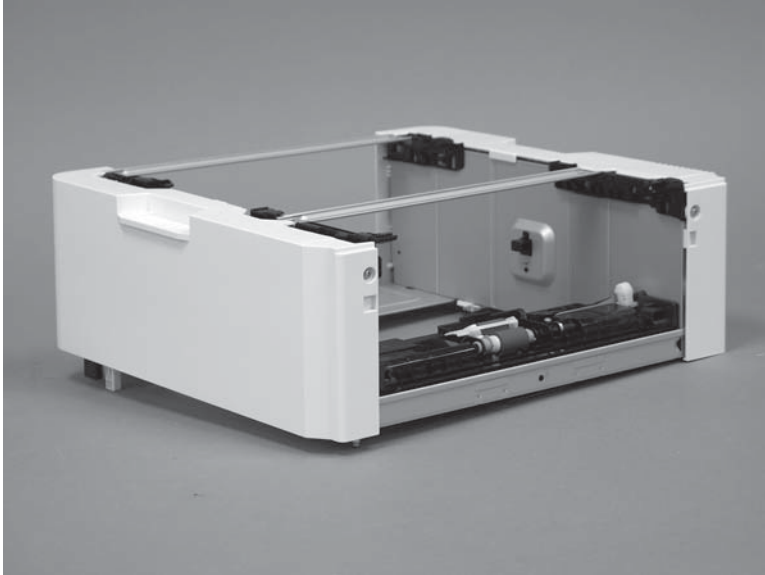


Step 2: Remove the paper pickup roller assembly (Tray 3)

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

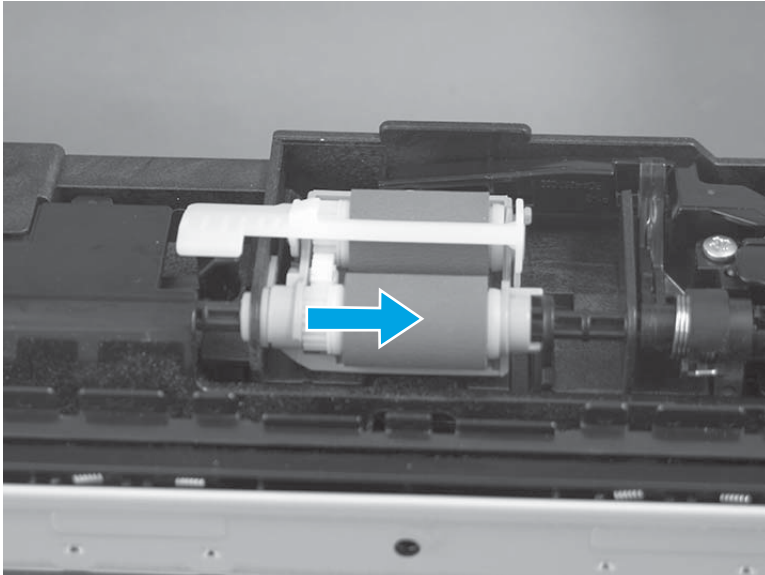
1. Carefully turn the accessory over to expose the roller assembly.

Figure 1-2250 Turn the accessory over



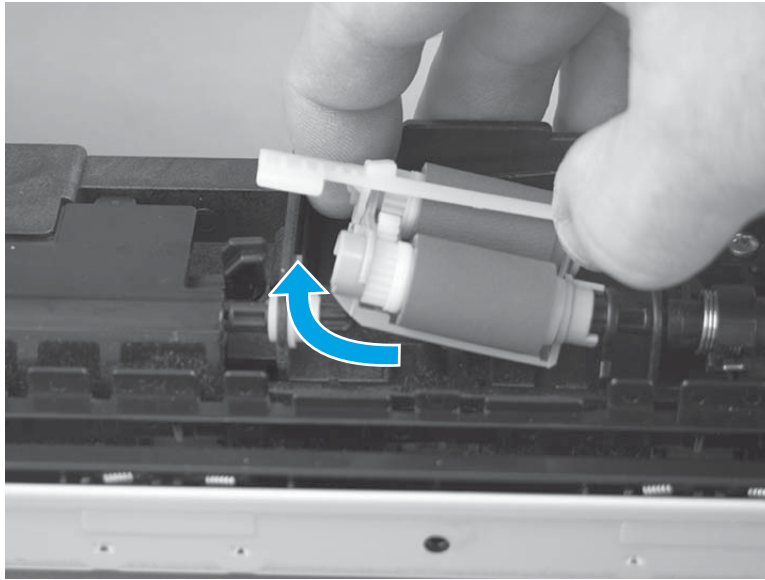
2. Slide the roller holder to the right to compress the spring-loaded shaft and release the assembly.

Figure 1-2251 Release the assembly



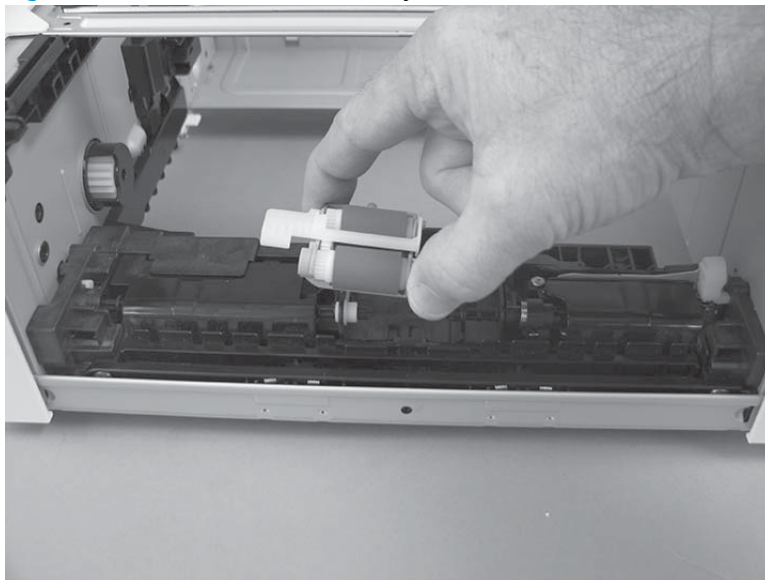
3. Rotate the end of the assembly up and away from the accessory.

Figure 1-2252 Rotate the assembly up



4. Remove the roller assembly.

Figure 1-2253 Remove the assembly



Step 3: Unpack the replacement assembly

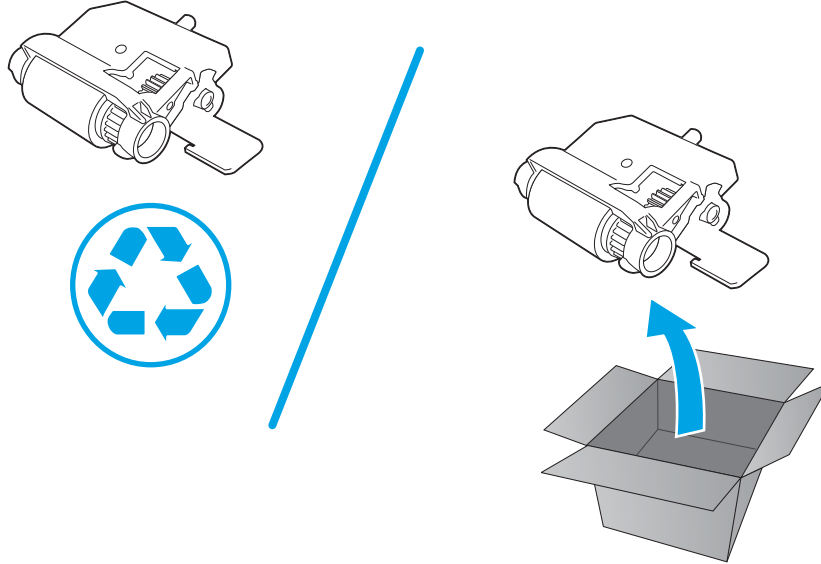
Unpack the replacement part from the packaging.

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

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

NOTE: HP recommends responsible disposal of the defective part.

Figure 1-2254 Recycle and unpack



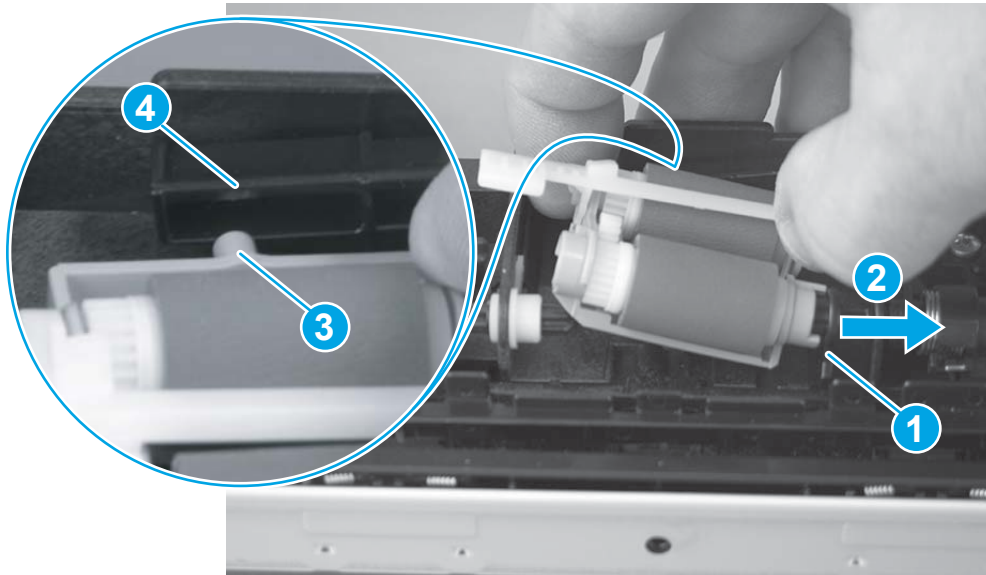
Step 4: Install the paper pickup roller assembly (Tray 3)

CAUTION: When handling the roller holder, do not touch the gray spongy portion of the rollers. Skin oils on the rollers can cause paper handling problems.

1. Install the right end of the assembly on the spring-loaded shaft (callout 1), and then slide it to the right to compress the shaft (callout 2).

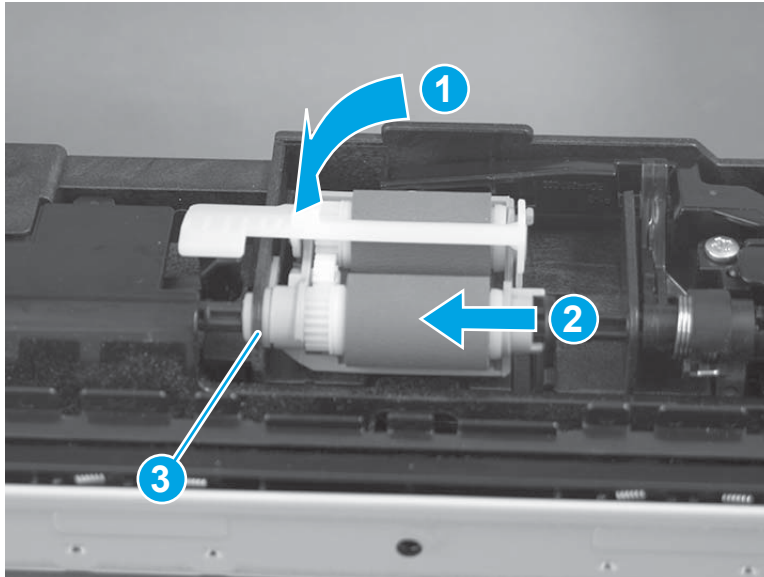
IMPORTANT: Make sure that the pin on the back of the holder (callout 3) is inserted in the slot (callout 4) in the lever arm. If the pin is not correctly installed, the accessory will not pick paper.

Figure 1-2255 Install the roller assembly



2. Rotate the left end of the assembly down and into place (callout 1), and then slide the assembly to the left (callout 2) to engage the drive end of the assembly with the drive shaft (callout 3).

Figure 1-2256 Release the assembly



3. Push down and then release the tray-roller actuator (callout 1) and observe the roller assembly. It should move up and down (callout 2) in response to the actuator.


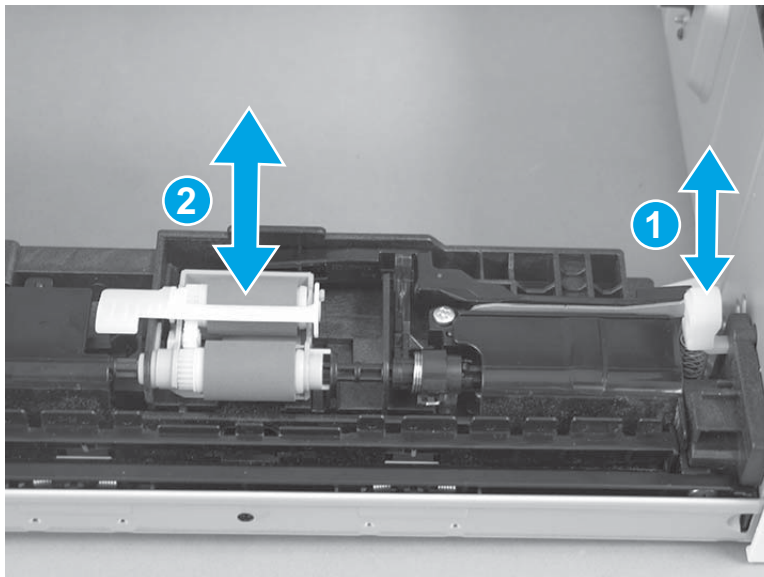
 **NOTE:** If it does not, remove the roller assembly and reinstall it making sure that the pin on the back of the assembly is in the lever arm. See [Figure 1-35 Install the roller assembly on page 31](#).

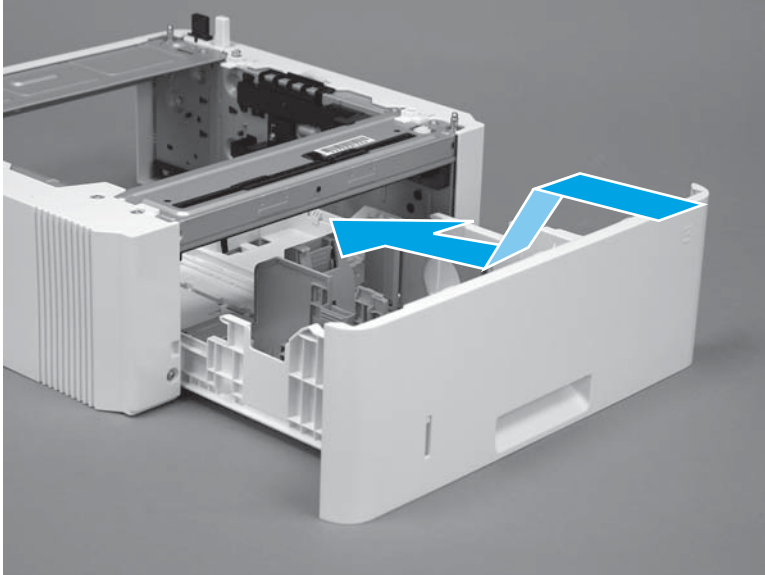
Figure 1-2257 Check the installation



Step 5: Install optional Tray 3

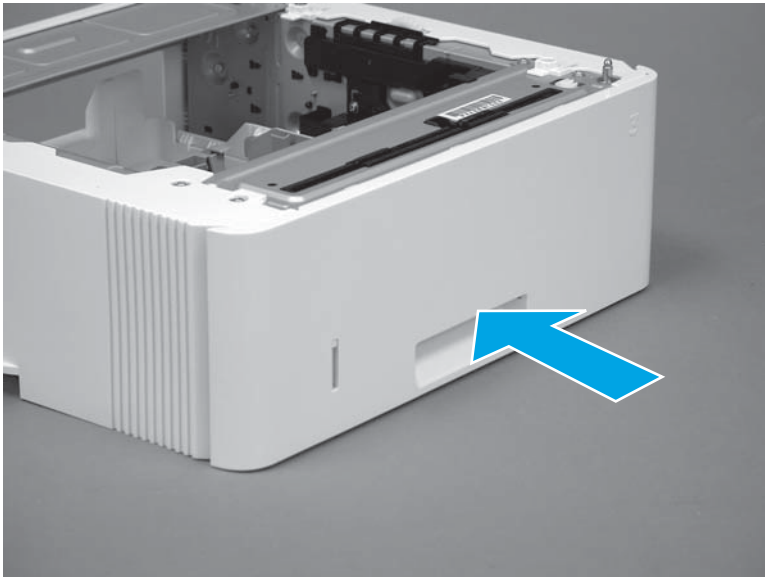
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

Figure 1-2258 Install the tray



2. Push the tray straight into the accessory to close it.

Figure 1-2259 Close the tray



RM2-5745-000CN optional Tray 3 separation roller assembly

- [Introduction](#)
- [Step 1: Remove optional Tray 3](#)
- [Step 2: Remove the separation pad assembly \(550-sheet feeder\)](#)
- [Step 3: Unpack the replacement assembly](#)
- [Step 4: Install the separation pad assembly \(550-sheet feeder\)](#)
- [Step 5: Install optional Tray 3](#)


Introduction

This document provides the procedures to remove and replace the separation roller assembly (500-sheet feeder).

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.

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

Separation roller assembly (550-sheet feeder) part number	
RM2-5745-000CN	Separation roller assembly (550-sheet feeder)

Required tools

- No special tools are required to install this kit.

After performing service

Turn the printer power on

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

Post service test

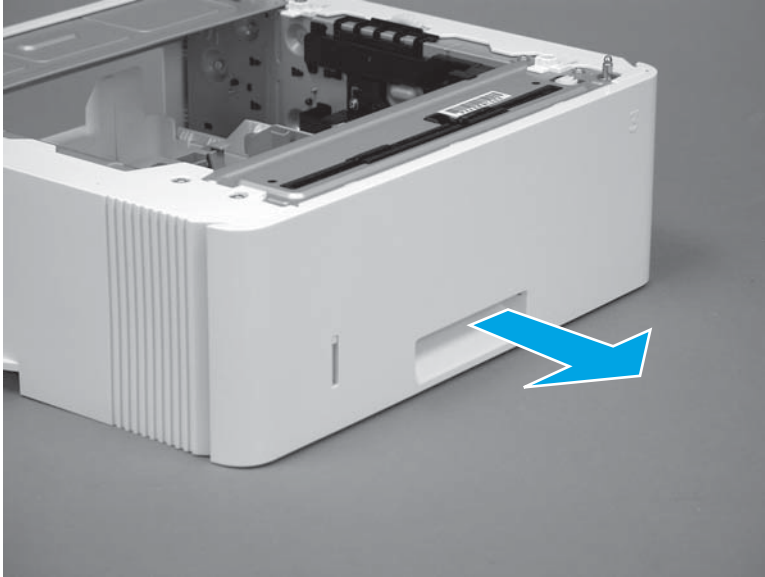
Make sure that the printer initializes to a **Ready** state.

Print a page from the accessory to make sure that the accessory is functioning correctly.

Step 1: Remove optional Tray 3

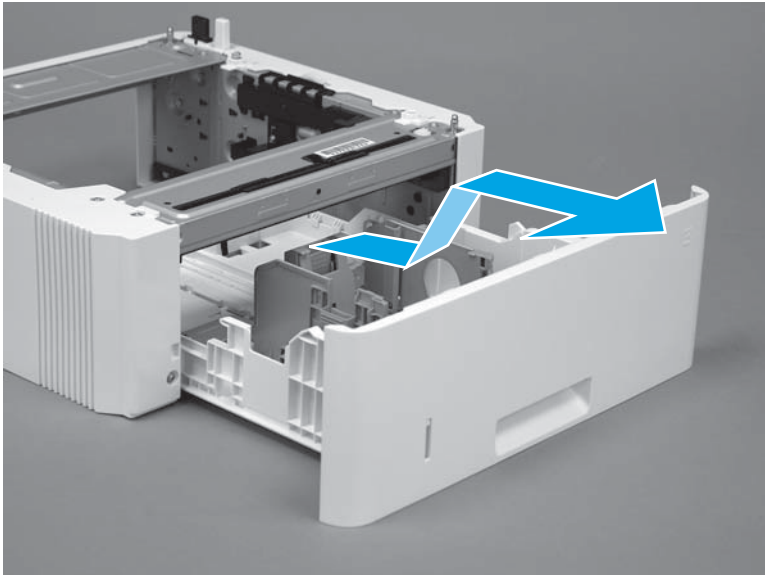
1. Pull the tray straight out of the printer until it stops.

Figure 1-2260 Pull the tray out of the printer



2. Slightly lift up on the front of the tray to release it, and then continue to pull the tray out of the accessory to remove it.

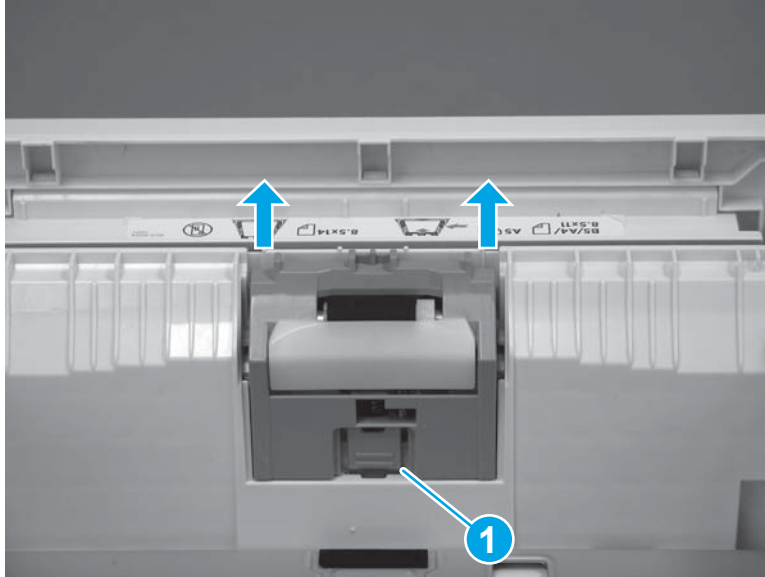
Figure 1-2261 Release and remove the tray



Step 2: Remove the separation pad assembly (550-sheet feeder)

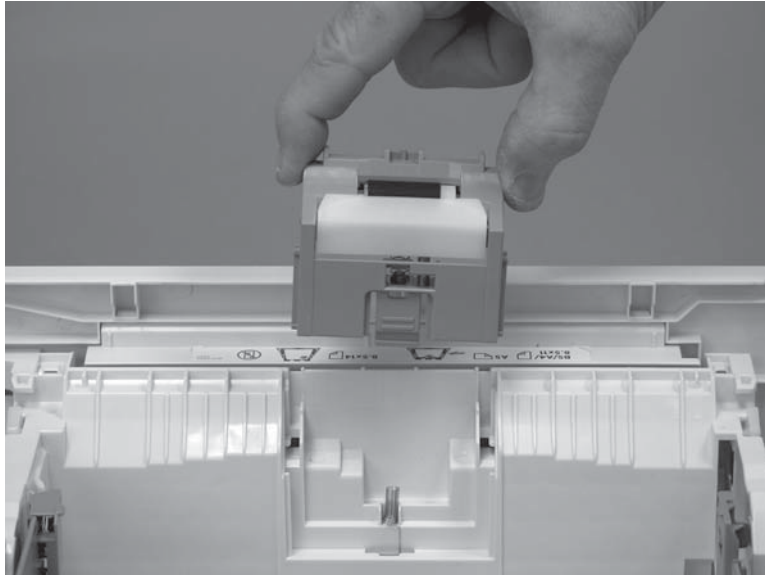
1. Press the locking lever (callout 1), and then pull the separation roller assembly straight up to release it.

Figure 1-2262 Release the assembly



2. Remove the assembly.

Figure 1-2263 Remove the assembly



Step 3: Unpack the replacement assembly

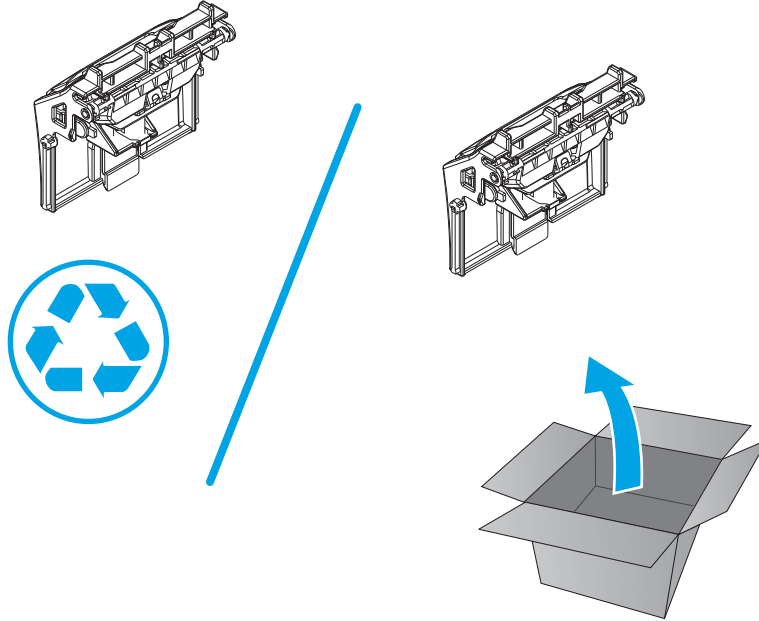
Unpack the replacement part from the packaging.

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



NOTE: HP recommends responsible disposal of the defective part.

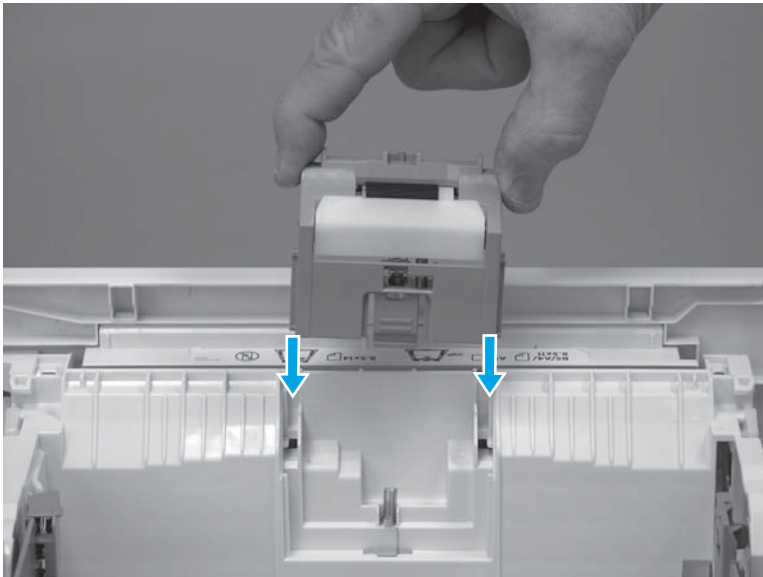
Figure 1-2264 Recycle and unpack



Step 4: Install the separation pad assembly (550-sheet feeder)

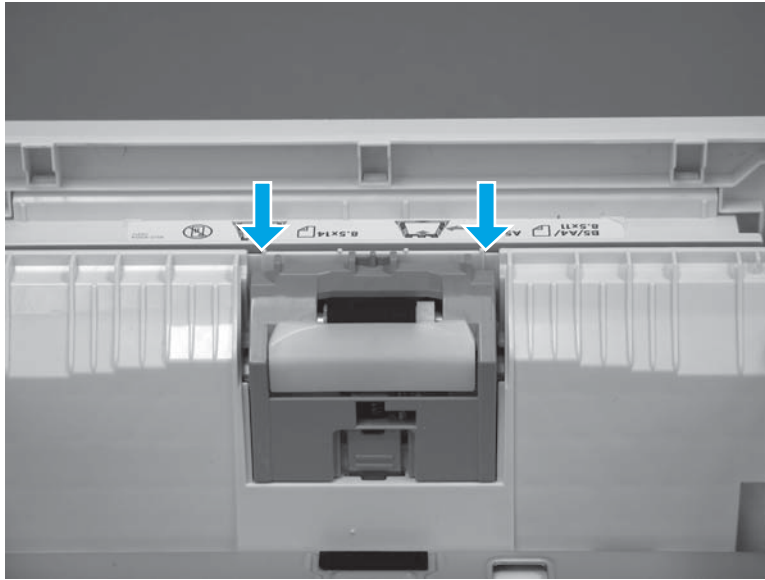
1. Install the assembly in the slots in the cassette.

Figure 1-2265 Install the assembly



2. Push the separation roller assembly straight down until it snaps into place.

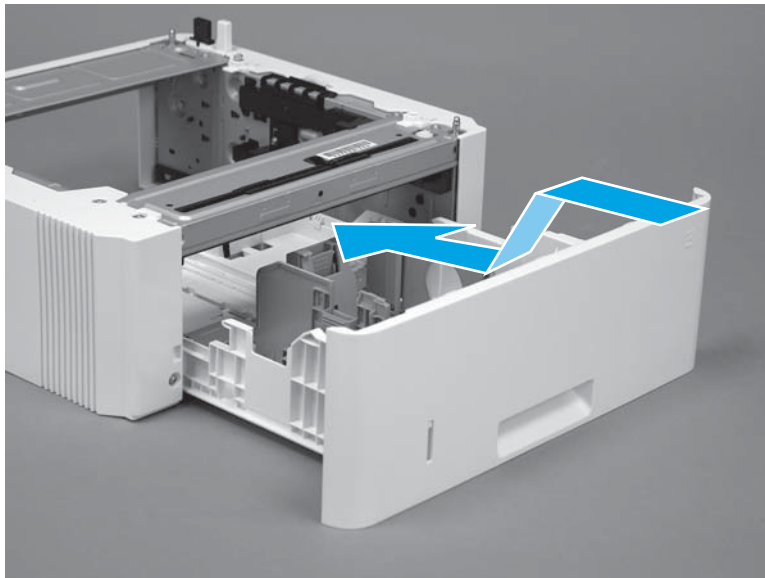
Figure 1-2266 Release the assembly



Step 5: Install optional Tray 3

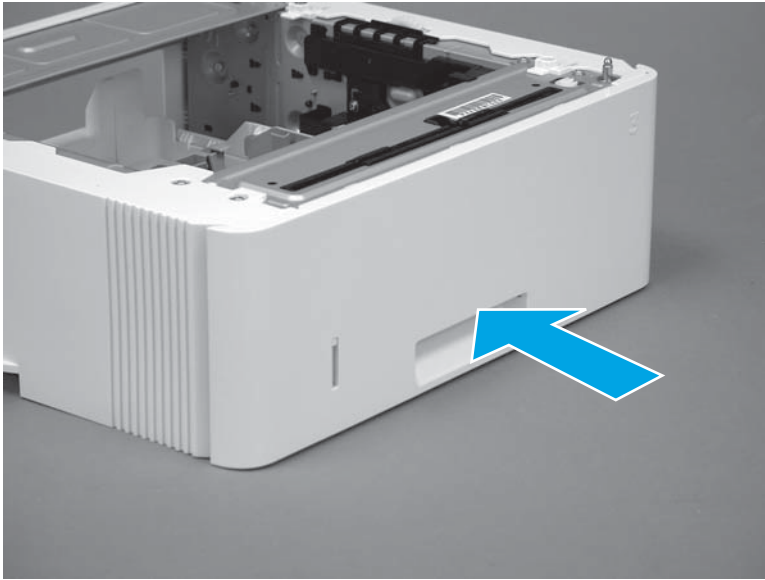
1. With the tray at a slight angle, align the sides of the tray with the rails in the accessory, and then partially slide the tray into the accessory.

Figure 1-2267 Install the tray



2. Push the tray straight into the accessory to close it.

Figure 1-2268 Close the tray



2 Parts and diagrams

- [For additional service and support](#)
- [Order parts, accessories, and supplies](#)
- [How to use the parts lists and diagrams](#)
- [Document feeder and image scanner](#)
- [Covers, printer base](#)
- [Internal components, printer base](#)
- [550-sheet paper feeder](#)
- [Alphabetical parts list](#)
- [Numerical parts list](#)

For additional service and support

HP service personnel, go to the Service Access Work Bench (SAW) at <http://h41302.www4.hp.com/km/saw/home.do>.

Channel partners, go to HP Channel Services Network (CSN) at <https://h30125.www3.hp.com/hpcsn>.

- To access HP PartSurfer information from any mobile device, go to <http://partsurfermobile.hp.com/> or scan the Quick Response (QR) code below.



- Install and configure
- Printer specifications
- Up-to-date control panel message (CPMD) troubleshooting
- Solutions for printer issues and emerging issues
- Remove and replace part instructions and videos
- Service advisories
- Warranty and regulatory information

Order parts, accessories, and supplies

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts or partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the diagrams in this chapter can be ordered. Refer to the table following the diagram or the parts lists at the end of this chapter to determine if a part is orderable.

Supplies

Following are the part numbers for the supplies available for the printers.

Table 2-1 Supplies

Item	Description	Cartridge number	Part number
Supplies			
HP 26A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	26A	CF226A
NOTE: M402 and M426 models only			
HP 28A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	28A	CF228A
NOTE: M403 and M427 models only			
HP 26X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	26X	CF226X
NOTE: M402 and M426 models only			
HP 28X High Yield Black Original LaserJet Toner Cartridge)	High-capacity replacement black toner cartridge	28X	CF228X
NOTE: M403 and M427 models only			

Accessories

Following are the part numbers for the accessories available for the printer.

Table 2-2 Accessories

Item	Part number
550-sheet paper feeder (optional Tray 3)	C5F97-69001

Customer self-repair parts

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 **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP printer warranty.
- Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the printer warranty period.

Item	Description	Self-replacement options	Part number
250-sheet paper input tray	Replacement cassette for Tray 2	Mandatory	RM2-5392-000CN
Optional 550-sheet accessory tray	Replacement cassette for Tray 3	Mandatory	RM2-5413-000CN
Tray 2 separation roller assembly	Tray 2 separation roller	Mandatory	RM2-5397-000CN
Optional Tray 3 separation roller assembly	Optional Tray 3 separation roller	Mandatory	RM2-5745-000CN
Multipurpose roller	Multipurpose roller	Mandatory	RL2-0656-000CN
Tray 2 paper pickup roller assembly	Tray 2 pickup roller	Mandatory	RM2-5452-000CN
Optional Tray 3 paper pickup roller assembly	Optional Tray 3 pickup roller	Mandatory	RM2-5741-000CN


How to use the parts lists and diagrams

The figures in this chapter show the major subassemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

 **CAUTION:** Be sure to order the correct part. When looking for part numbers for electrical components, pay careful attention to the voltage that is listed in the description column. Doing so will ensure that the part number selected is for the correct model.

 **NOTE:** In this manual, the abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

Document feeder and image scanner

 **NOTE:** Parts listed in this section are for the M426 and M427 printers.

Main assemblies

Figure 2-1 Main assemblies (document feeder and image scanner)

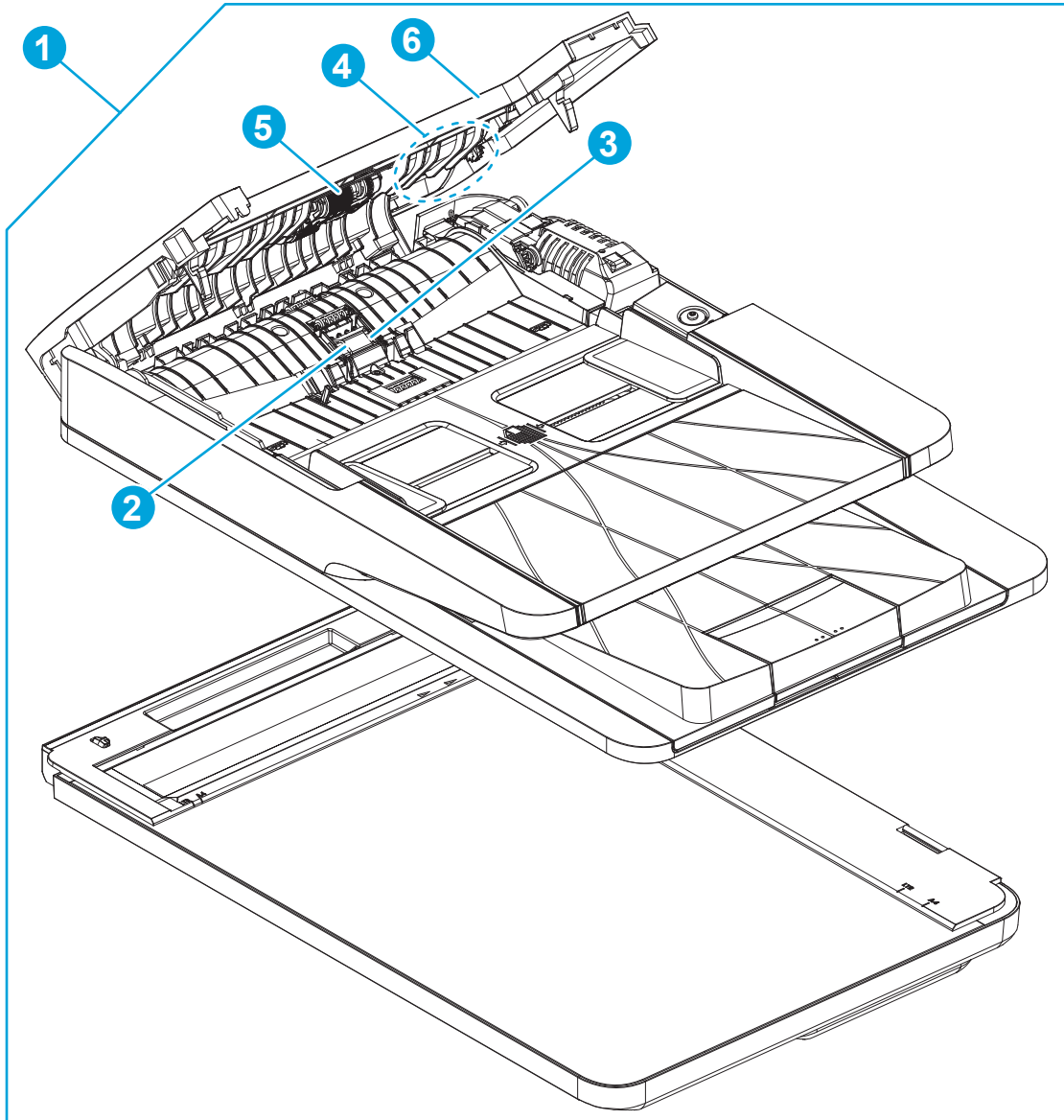


Table 2-3 Main assemblies (document feeder and image scanner)

Ref	Description	Part number	Qty
1	Document feeder and image scanner assembly (simplex models M426/M427)	C5F98-60109	1
1	Document feeder and image scanner assembly (duplex models M426/M427)	C5F98-60110	1
2	ADF separation pad	B3Q10-40080	1
3	Support, ADF separation pad	B3Q10-40079	1
Not shown	Spring, ADF separation pad (under the separation pad)	B3Q10-00019	1
4	Shaft, ADF pick extension	B3Q10-40081	1
5	ADF pick roller assembly	B3Q10-60105	1
6	Cover, ADF outer	B3Q10-40013	1
Not shown	Cover, ADF inner (under the out cover)	B3Q10-40012	1
Not shown	Ferrite ISA (M426fdn; M426fdw; M427fdn; M427fdw)	9170-2664	1
Not shown	Ferrite, ISA	9170-2437	1
Not shown	Ferrite, motor	9170-2659	1
Not shown	Cover, FFC	C5F98-40002	1
Not shown	Cover, core	C5F98-40003	1
Not shown	ISA lift	B3Q10-60128	1
Not shown	Slider pin, ISA lift	B3Q10-40041	1

Covers, printer base

Covers, M402 and M403

Figure 2-2 Covers, M402 and M403

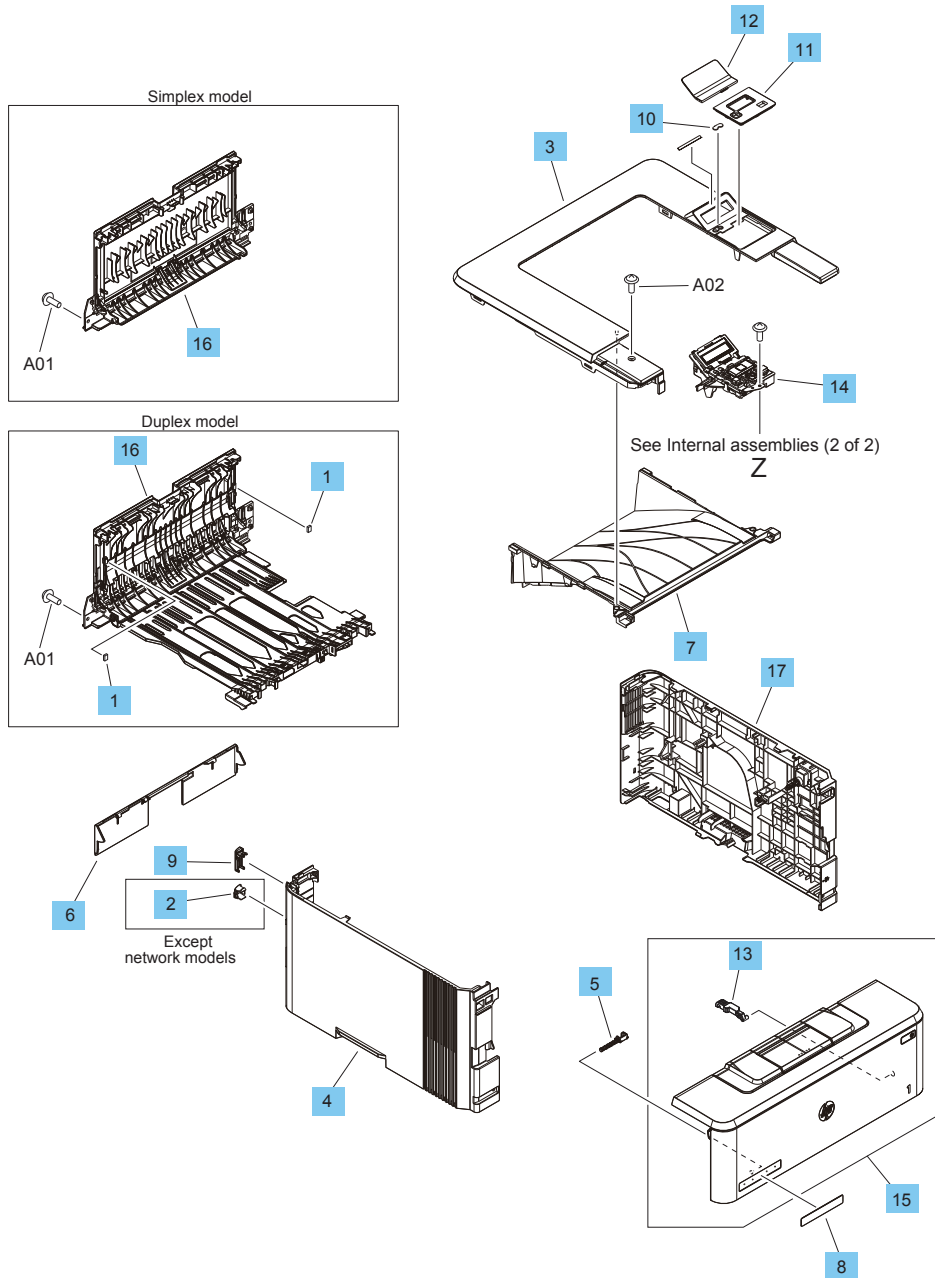


Table 2-4 Covers, M402 and M403

Ref	Description	Part number	Qty
1	Sheet, damper (duplex models only)	RC2-6075-000CN	2
2	Cover, network (non-network models M402/M403)	RC4-2907-000CN	1
3	Cover, top (M402/M403)	RC4-2956-000CN	1
4	Cover, left (M402/M403)	RL2-0673-000CN	1
5	Shaft, support	RC4-3002-000CN	1
6	Cover, cassette rear	RC4-3082-000CN	1
7	Tray, paper delivery	RC4-3231-000CN	1
8	Plate, name M402d	RC4-3288-000CN	1
8	Plate, name M402n	RC4-3270-000CN	1
8	Plate, name M403n	RC4-3267-000CN	1
8	Plate, name M403d	RC4-3266-000CN	1
8	Plate, name M402dn	RC4-3264-000CN	1
8	Plate, name M403dn	RC4-3268-000CN	1
8	Plate, name M402dw	RC4-3265-000CN	1
8	Plate, name M403dw	RC4-3269-000CN	1
9	Cover, rear USB (M402/M403)	RC4-3298-000CN	1
10	Guide, LED light	RC4-3311-000CN	1
11	Cover, operation (non-wireless models M402/M403)	RC4-3312-000CN	1
11	Cover, operation (wireless models M402/M403)	RC4-3322-000CN	1
12	Cover, indication	RL2-0675-000CN	1
13	Link, pressure release	RC4-4479-000CN	1
14	Control-panel assembly (non-wireless models M402/M403)	RM2-5391-000CN	1
14	Control-panel assembly (wireless models M402/M403)	RM2-5424-000CN	1
15	Cartridge door assembly (non-NFC models M402/M403)	RM2-5390-000CN	1
15	Cartridge door assembly (NFC models M402/M403)	RM2-5436-000CN	1
16	Door, rear assembly (simplex models M402/M403)	RM2-5430-000CN	1
16	Door, rear assembly (duplex models only)	RM2-5405-000CN	1
17	Cover, right assembly	RM2-5434-000CN	1
Not shown	HP logo jewel	7121-8686	1

Covers, M426 and M427

Figure 2-3 Covers, M426 and M427

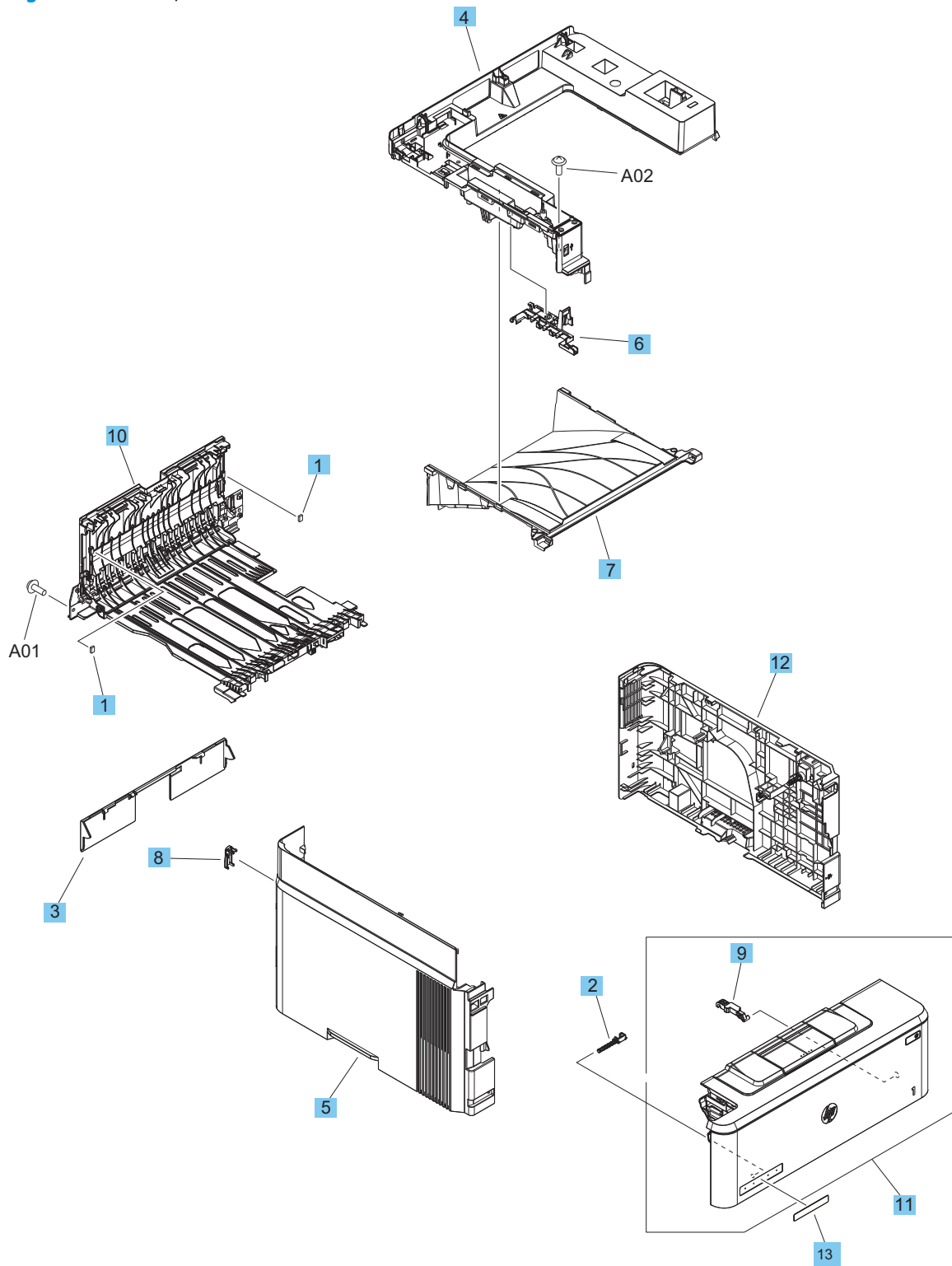


Table 2-5 Covers, M426 and M427

Ref	Description	Part number	Qty
1	Sheet, damper	RC2-6075-000CN	2
2	Shaft, support	RC4-3002-000CN	1
3	Cover, cassette rear	RC4-3082-000CN	1
4	Cover, top (M426/M427)	RC4-3207-000CN	1
5	Cover, left (M426/M427)	RL2-0674-000CN	1
6	Guide, cable	RC4-3217-000CN	1
7	Tray, paper delivery	RC4-3231-000CN	1
8	Cover, rear USB (M426 and M427)	RC4-3299-000CN	1
9	Link, pressure release	RC4-4479-000CN	1
10	Door, rear (duplex models only)	RM2-5405-000CN	1
11	Door, cartridge assembly (non-NFC models M426/M427)	RM2-5408-000CN	1
11	Door, cartridge assembly (NFC models M426/M427)	RM2-5435-000CN	1
12	Cover, right assembly	RM2-5434-000CN	1
13	Name plate M427dw	C5F97-40001	1
13	Name plate M427dn	C5F98-40004	1
13	Name plate M427fdw	C5F99-40002	1
13	Name plate M426dw	F6W13-40002	1
13	Name plate M426fdn	F6W14-40002	1
13	Name plate M426fdw	F6W15-40002	1
Not shown	Control panel (M426/M427)	B3Q10-60139	1
Not shown	Control panel mount cover	B3Q11-40002	1
Not shown	Control panel mount base	B3Q11-40001	1
Not shown	Control panel mount chassis assembly	B3Q10-60145	1
Not shown	Control panel 22-pin FFC	C5F98-60104	1
Not shown	Cover, fax port (M426fdn; M426fdw; 427fdn; M427fdw)	C5F99-40003	1
Not shown	HP logo jewel	7121-8686	1

Internal components, printer base

Internal components, printer base (1 of 3)

Figure 2-4 Internal components, printer base (1 of 5)

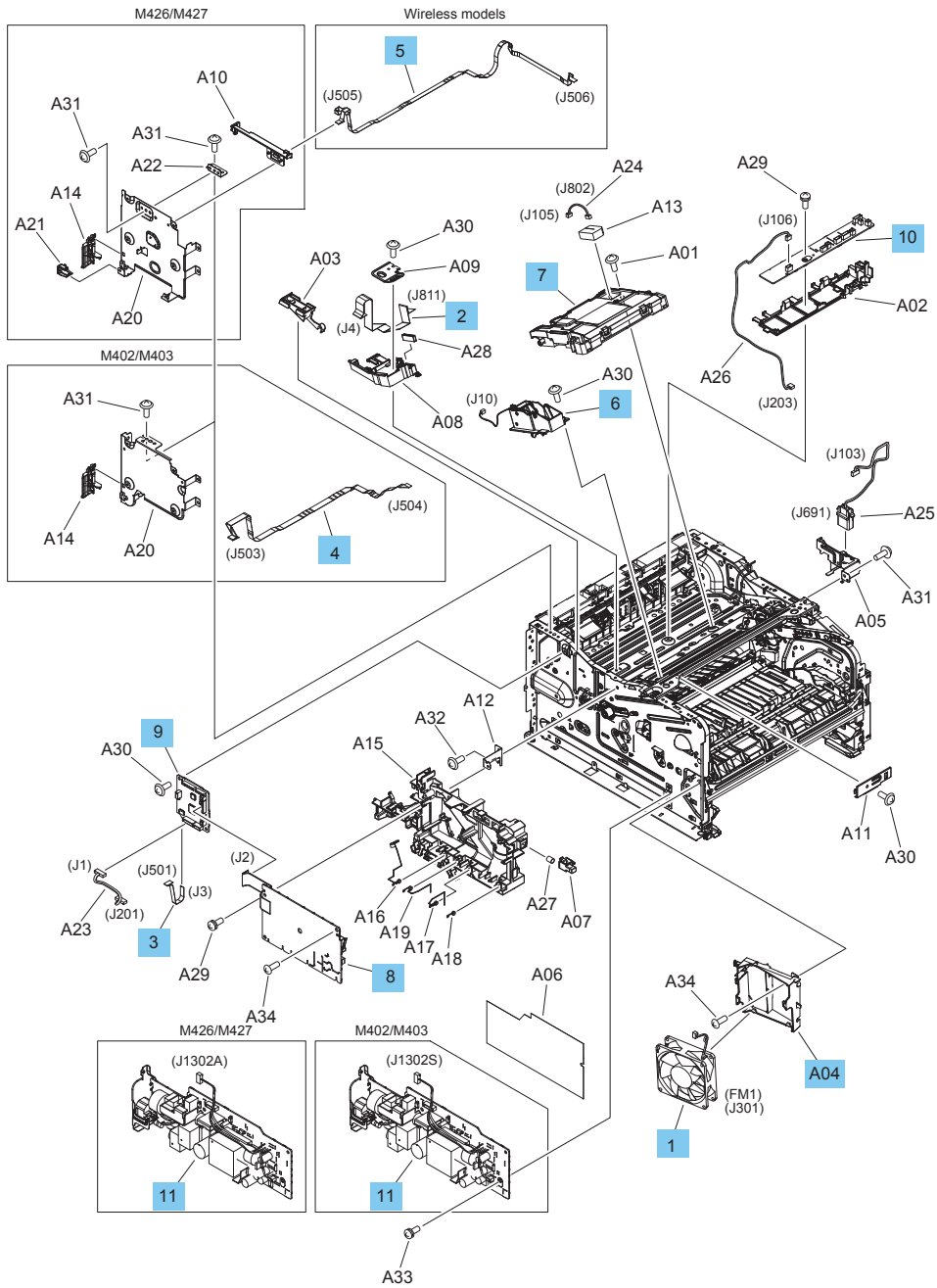


Table 2-6 Internal components, printer base (1 of 3)

Ref	Description	Part number	Qty
1	Fan, FM1	RK2-8068-000CN	1
2	Cable, laser-scanner FFC	RK2-6919-000CN	1
3	Cable, formatter FFC (M246/M247)	RK2-6931-000CN	1
3	Cable, formatter FFC (M402/M403)	RK2-6920-000CN	1
4	Cable, panel FFC (M402/M403)	RK2-6943-000CN	1
5	Cable, Near field communication (NFC) FFC (wireless models M402/M403)	RK2-6947-000CN	1
5	Cable, Near field communication (NFC) FFC (wireless models M426/M427)	RK2-6949-000CN	1
6	Cable, tag assembly	RM2-5426-000CN	1
7	Laser-scanner assembly	RM2-5528-000CN	1
8	High-voltage power supply (HVPS) PCA	RM2-7508-000CN	1
9	DC controller PCA	RM2-8680-000CN	1
10	Connecting PCA (duplex models)	RM2-7510-000CN	1
10	Connecting PCA (simplex models)	RM2-8510-000CN	1
11	Low-voltage power supply (LVPS) PCA (110–127 V M426/M427)	RM2-8518-000CN	1
11	Low-voltage power supply (LVPS) PCA (220–240 V M426/M427)	RM2-8519-000CN	1
11	Low-voltage power supply (LVPS) PCA (110–127 V M402/M403)	RM2-8517-000CN	1
11	Low-voltage power supply (LVPS) PCA (220–240 V M402/M403)	RM2-8516-000CN	1
A04	Duct, fan	RC4-2891-000CN	1
Not shown	Duplex release button	RC2-6075-000CN	1
Not shown	Pad, thermal transfer	5851-6550	1
Not shown	Formatter PCA (M426dw; M427dw)	C5F99-60001	1
Not shown	Formatter PCA (M426fdn; M426fdw; M427fdn; M427fdw)	C5F98-60001	1
Not shown	Formatter PCA (M402d; M403d)	C5F92-60001	1
Not shown	Formatter PCA (M402n; M402dn; M403n; M403dn)	C5F93-60001	1
Not shown	Formatter PCA (M402dw; M403dw)	C5F94-60001	1
Not shown	Fax PCA (US/AP; M426fdn; M426fdw; 427fdn; M427fdw)	CF206-60001	1
Not shown	Fax PCA (Euro; M426fdn; M426fdw; 427fdn; M427fdw)	CF207-60001	1
Not shown	Fax PCA (Brazil; M426fdn; M426fdw; 427fdn; M427fdw)	CF208-60001	1
Not shown	Spacer, hexagonal fax (M426fdn; M426fdw; 427fdn; M427fdw)	C5F98-20001	1
Not shown	Wireless module	0960-3293	1
Not shown	Wireless holder	B3Q10-40054	1

Internal components, printer base (2 of 3)

Figure 2-5 Internal components, printer base (2 of 3)

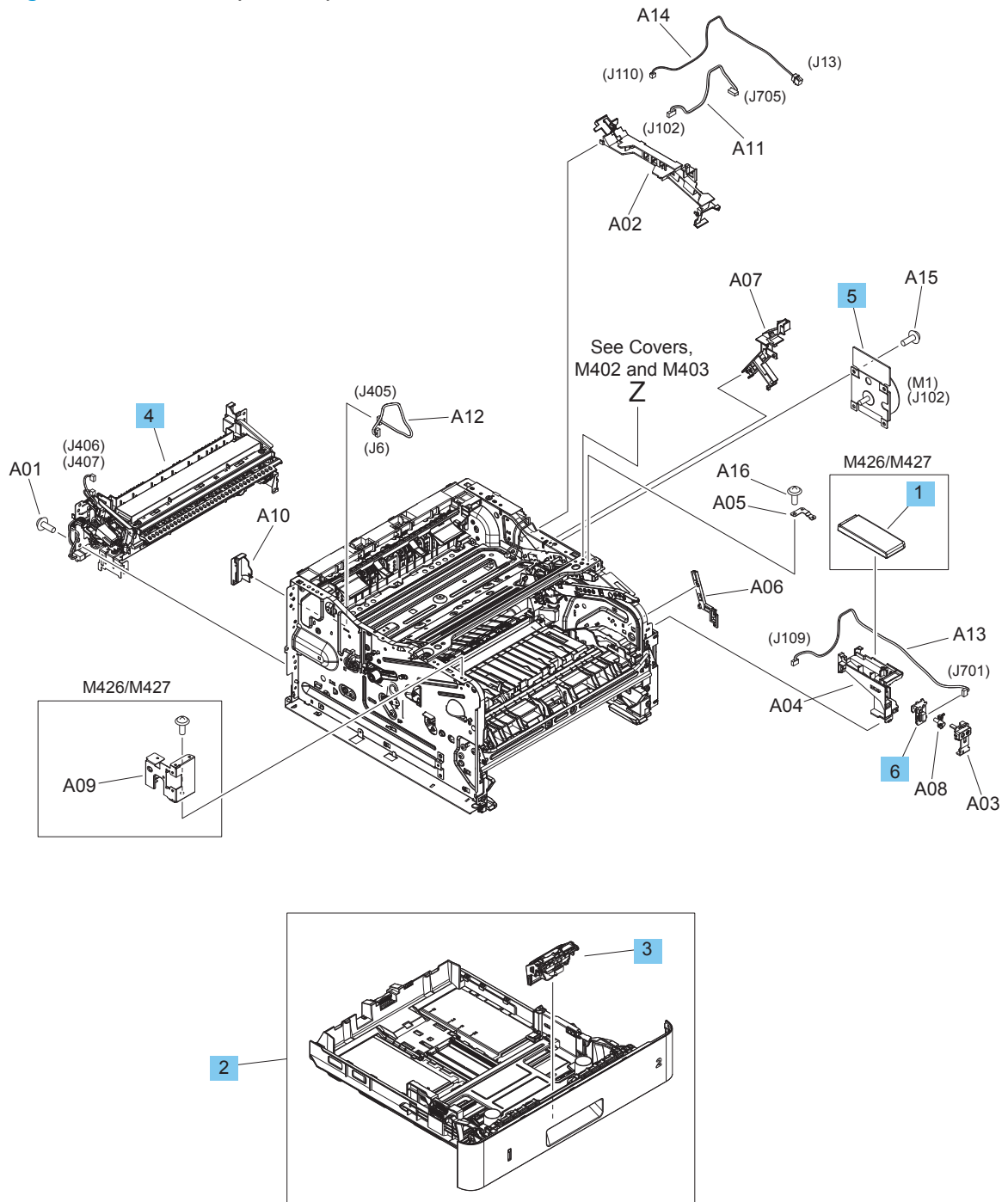


Table 2-7 Internal components, printer base (2 of 3)

Ref	Description	Part number	Qty
1	Cover, Near field communication (NFC) (M426/M427)	RC4-2961-000CN	1
2	Cassette (Tray 2) assembly	RM2-5392-000CN	1
3	Roller, separation assembly	RM2-5397-000CN	1
4	Fixing (fuser) assembly (110-127 V)	RM2-5399-000CN	1
4	Fixing (fuser) assembly (220-240 V)	RM2-5425-000CN	1
5	Main motor assembly	RM2-8684-000CN	1
6	Switch, power PCA	RM2-8506-000CN	1
Not shown	Ferrite, motor	9170-2659	1
Not shown	Walkup USB PCA (M426/M427)	CF368-60001	1
Not shown	Cable, walkup USB (M426/M427)	C5F98-60105	1
Not shown	NFC module	B4K93-60001	1

Internal components, printer base (3 of 3)

Figure 2-6 Internal components, printer base (3 of 3)

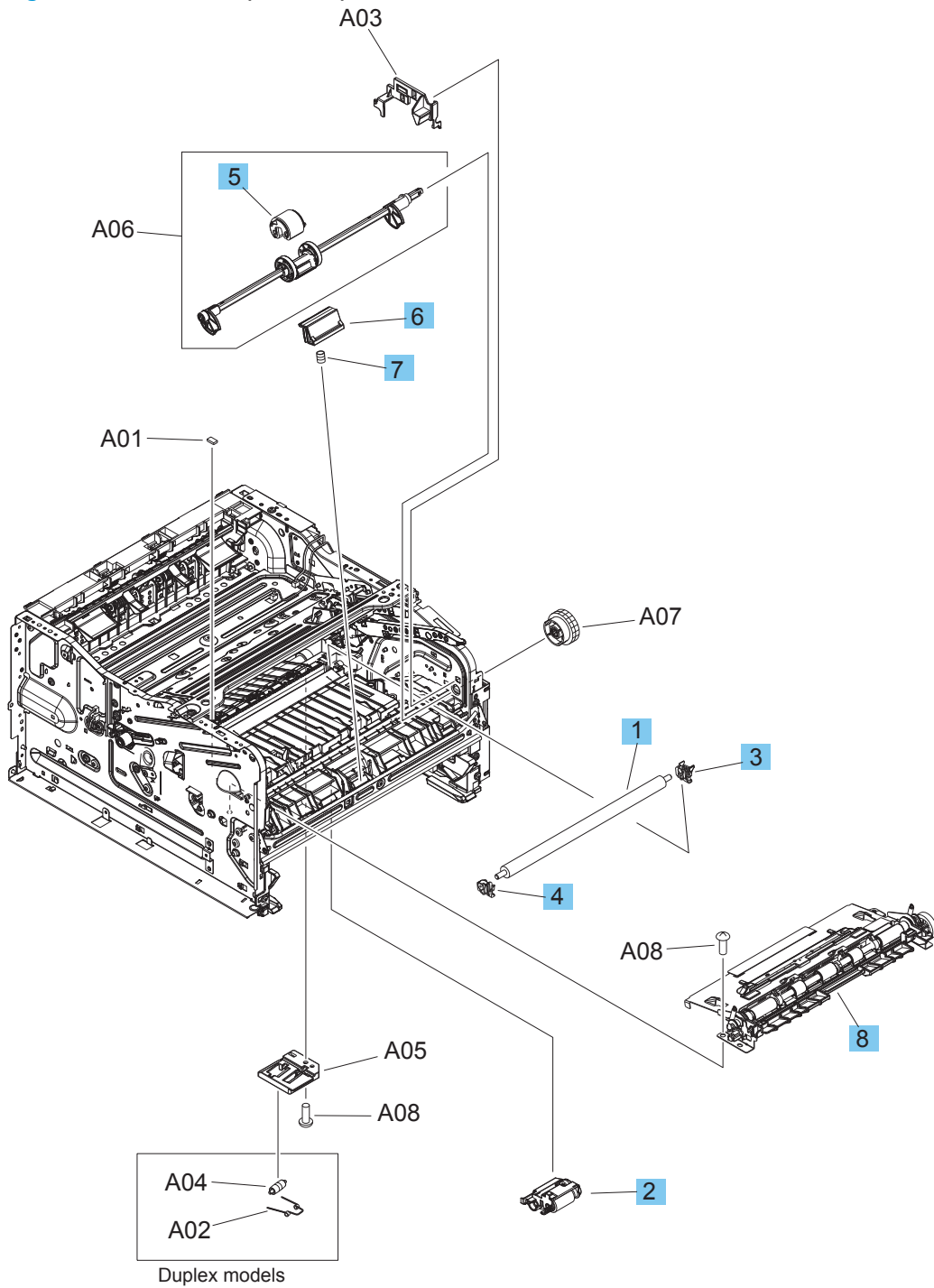


Table 2-8 Internal components, printer base (3 of 3)

Ref	Description	Part number	Qty
1	Roller, transfer	RM1-4023-000CN	1
2	Roller, paper pickup assembly	RM2-5452-000CN	1
3	Holder, transfer roller right	RC4-3133-000CN	1
4	Holder, transfer roller left	RC4-3134-000CN	1
5	Roller, multi-purpose (Tray 1)	RL2-0656-000CN	1
6	Pad, multi-purpose (Tray 1) separation	RL2-0657-000CN	1
7	Spring, compression	RU8-2935-000CN	1
8	Registration assembly	RM2-5671-000CN	1

550-sheet paper feeder

Covers, 550-sheet paper feeder

Figure 2-7 Covers, 550-sheet paper feeder

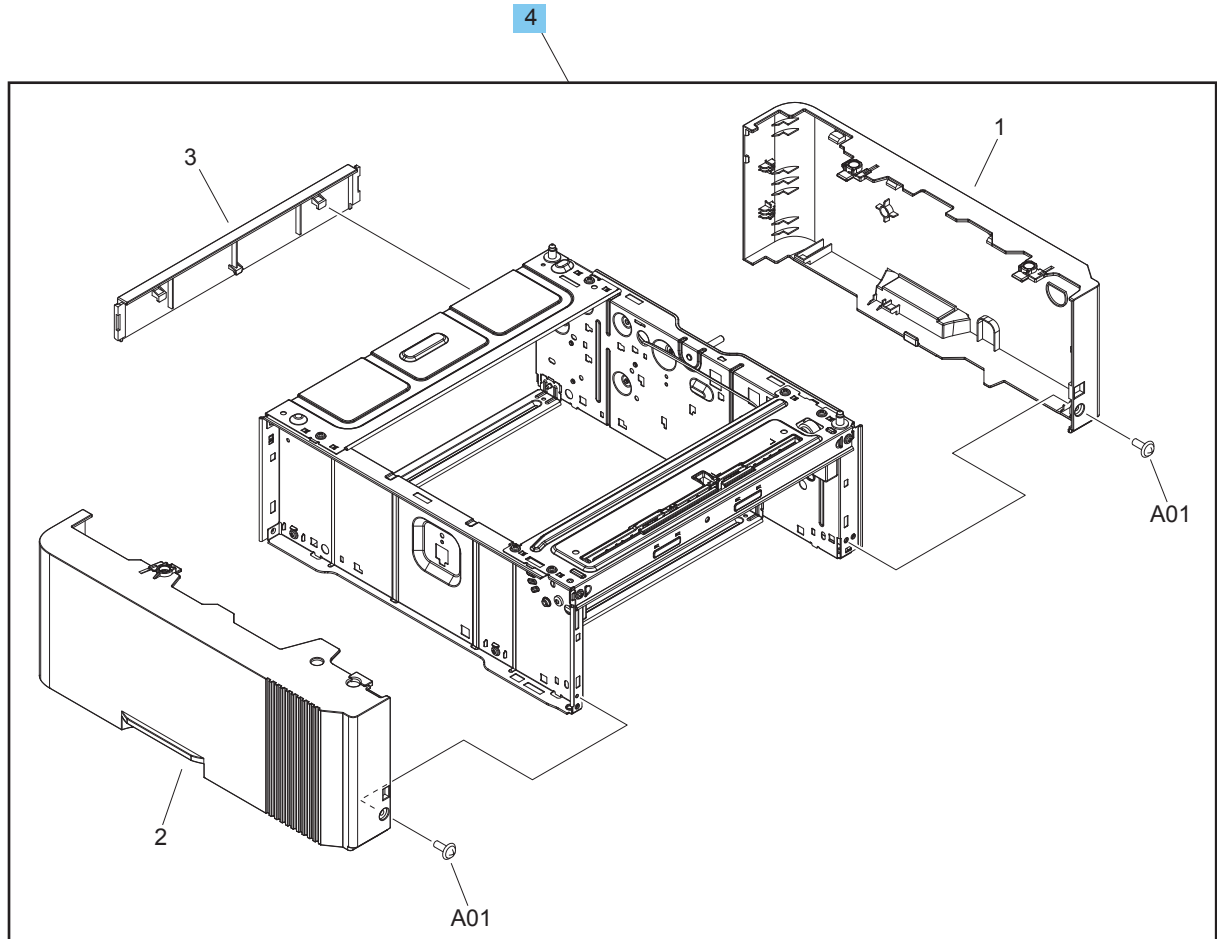


Table 2-9 Covers, 550-sheet paper feeder

Ref	Description	Part number	Qty
4	Paper feeder, 550-sheet assembly (whole unit)	C5F97-69001	1

Main body, 550-sheet paper feeder

Figure 2-8 Main body, 550-sheet paper feeder

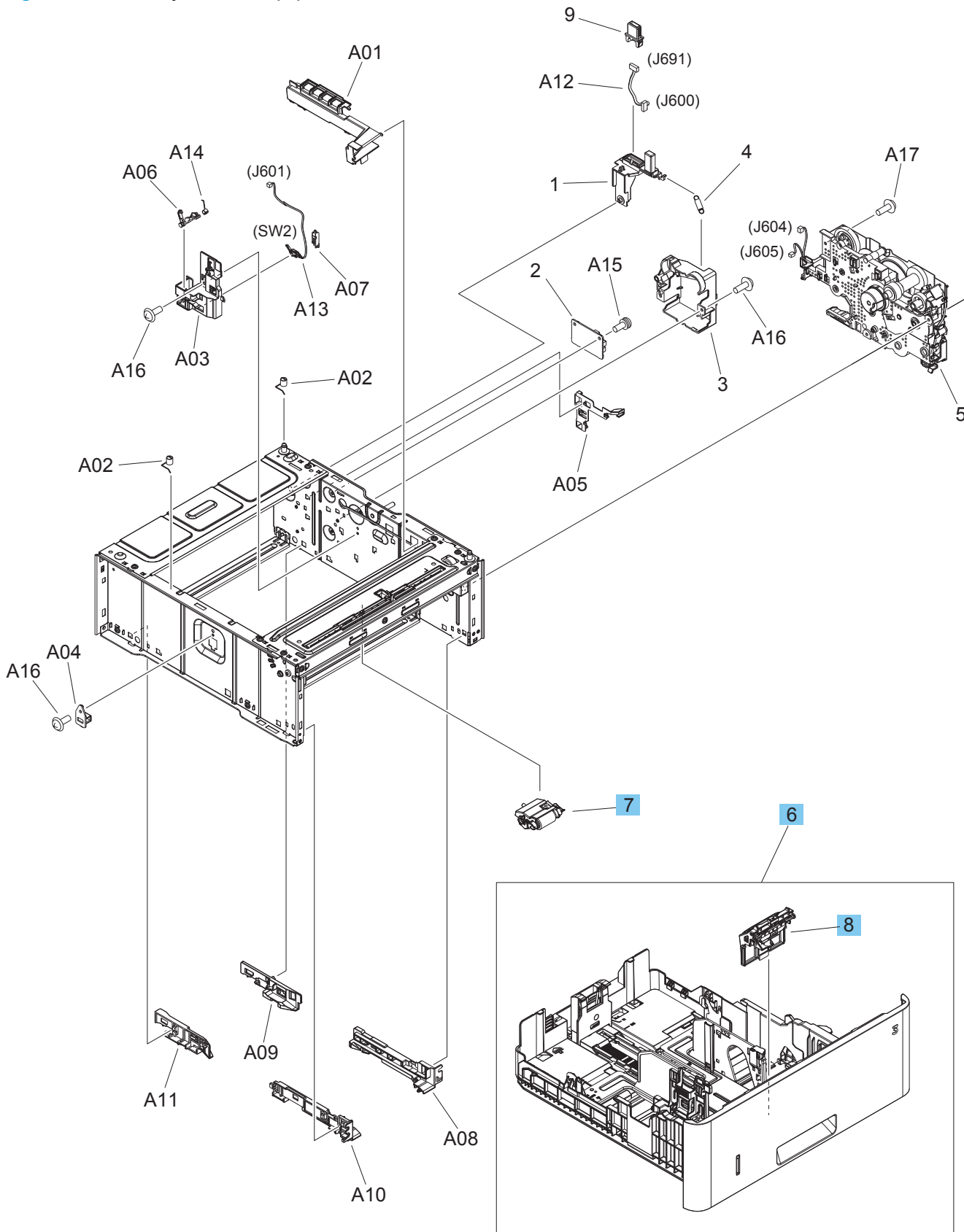


Table 2-10 Main body, 550-sheet paper feeder

Ref	Description	Part number	Qty
6	Cassette assembly (550-sheet feeder)	RM2-5413-000CN	1
7	Roller, paper pickup assembly (550-sheet feeder)	RM2-5741-000CN	1
8	Roller, separation assembly (550-sheet feeder)	RM2-5745-000CN	1

Alphabetical parts list

Table 2-11 Alphabetical parts list

Description	Part number	Table and page
ADF pick roller assembly	B3Q10-60105	Main assemblies (document feeder and image scanner) on page 1209
ADF separation pad	B3Q10-40080	Main assemblies (document feeder and image scanner) on page 1209
Cable, formatter FFC (M246/M247)	RK2-6931-000CN	Internal components, printer base (1 of 3) on page 1215
Cable, formatter FFC (M402/M403)	RK2-6920-000CN	Internal components, printer base (1 of 3) on page 1215
Cable, laser-scanner FFC	RK2-6919-000CN	Internal components, printer base (1 of 3) on page 1215
Cable, Near field communication (NFC) FFC (wireless models M402/M403)	RK2-6947-000CN	Internal components, printer base (1 of 3) on page 1215
Cable, Near field communication (NFC) FFC (wireless models M426/M427)	RK2-6949-000CN	Internal components, printer base (1 of 3) on page 1215
Cable, panel FFC (M402/M403)	RK2-6943-000CN	Internal components, printer base (1 of 3) on page 1215
Cable, tag assembly	RM2-5426-000CN	Internal components, printer base (1 of 3) on page 1215
Cable, walkup USB (M426/M427)	C5F98-60105	Internal components, printer base (2 of 3) on page 1217
Cartridge door assembly (NFC models M402/M403)	RM2-5436-000CN	Covers, M402 and M403 on page 1211
Cartridge door assembly (non-NFC models M402/M403)	RM2-5390-000CN	Covers, M402 and M403 on page 1211
Cassette (Tray 2) assembly	RM2-5392-000CN	Internal components, printer base (2 of 3) on page 1217
Cassette assembly (550-sheet feeder)	RM2-5413-000CN	Main body, 550-sheet paper feeder on page 1223
Connecting PCA (duplex models)	RM2-7510-000CN	Internal components, printer base (1 of 3) on page 1215
Connecting PCA (simplex models)	RM2-8510-000CN	Internal components, printer base (1 of 3) on page 1215
Control panel (M426/M427)	B3Q10-60139	Covers, M426 and M427 on page 1213
Control panel 22-pin FFC	C5F98-60104	Covers, M426 and M427 on page 1213
Control panel mount base	B3Q11-40001	Covers, M426 and M427 on page 1213
Control panel mount chassis assembly	B3Q10-60145	Covers, M426 and M427 on page 1213

Table 2-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Control panel mount cover	B3Q11-40002	Covers, M426 and M427 on page 1213
Control-panel assembly (non-wireless models M402/M403)	RM2-5391-000CN	Covers, M402 and M403 on page 1211
Control-panel assembly (wireless models M402/M403)	RM2-5424-000CN	Covers, M402 and M403 on page 1211
Cover, ADF inner (under the out cover)	B3Q10-40012	Main assemblies (document feeder and image scanner) on page 1209
Cover, ADF outer	B3Q10-40013	Main assemblies (document feeder and image scanner) on page 1209
Cover, cassette rear	RC4-3082-000CN	Covers, M402 and M403 on page 1211
Cover, cassette rear	RC4-3082-000CN	Covers, M426 and M427 on page 1213
Cover, core	C5F98-40003	Main assemblies (document feeder and image scanner) on page 1209
Cover, fax port (M426fdn; M426fdw; 427fdn; M427fdw)	C5F99-40003	Covers, M426 and M427 on page 1213
Cover, FFC	C5F98-40002	Main assemblies (document feeder and image scanner) on page 1209
Cover, indication	RL2-0675-000CN	Covers, M402 and M403 on page 1211
Cover, left (M402/M403)	RL2-0673-000CN	Covers, M402 and M403 on page 1211
Cover, left (M426/M427)	RL2-0674-000CN	Covers, M426 and M427 on page 1213
Cover, Near field communication (NFC) (M426/M427)	RC4-2961-000CN	Internal components, printer base (2 of 3) on page 1217
Cover, network (non-network models M402/M403)	RC4-2907-000CN	Covers, M402 and M403 on page 1211
Cover, operation (non-wireless models M402/M403)	RC4-3312-000CN	Covers, M402 and M403 on page 1211
Cover, operation (wireless models M402/M403)	RC4-3322-000CN	Covers, M402 and M403 on page 1211
Cover, rear USB (M402/M403)	RC4-3298-000CN	Covers, M402 and M403 on page 1211
Cover, rear USB (M426 and M427)	RC4-3299-000CN	Covers, M426 and M427 on page 1213
Cover, right assembly	RM2-5434-000CN	Covers, M402 and M403 on page 1211

Table 2-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, right assembly	RM2-5434-000CN	Covers, M426 and M427 on page 1213
Cover, top (M402/M403)	RC4-2956-000CN	Covers, M402 and M403 on page 1211
Cover, top (M426/M427)	RC4-3207-000CN	Covers, M426 and M427 on page 1213
DC controller PCA	RM2-8680-000CN	Internal components, printer base (1 of 3) on page 1215
Document feeder and image scanner assembly (duplex models M426/M427)	C5F98-60110	Main assemblies (document feeder and image scanner) on page 1209
Document feeder and image scanner assembly (simplex models M426/M427)	C5F98-60109	Main assemblies (document feeder and image scanner) on page 1209
Door, cartridge assembly (NFC models M426/M427)	RM2-5435-000CN	Covers, M426 and M427 on page 1213
Door, cartridge assembly (non-NFC models M426/M427)	RM2-5408-000CN	Covers, M426 and M427 on page 1213
Door, rear (duplex models only)	RM2-5405-000CN	Covers, M426 and M427 on page 1213
Door, rear assembly (duplex models only)	RM2-5405-000CN	Covers, M402 and M403 on page 1211
Door, rear assembly (simplex models M402/M403)	RM2-5430-000CN	Covers, M402 and M403 on page 1211
Duct, fan	RC4-2891-000CN	Internal components, printer base (1 of 3) on page 1215
Duplex release button	RC2-6075-000CN	Internal components, printer base (1 of 3) on page 1215
Fan, FM1	RK2-8068-000CN	Internal components, printer base (1 of 3) on page 1215
Fax PCA (Brazil; M426fdn; M426fdw; 427fdn; M427fdw)	CF208-60001	Internal components, printer base (1 of 3) on page 1215
Fax PCA (Euro; M426fdn; M426fdw; 427fdn; M427fdw)	CF207-60001	Internal components, printer base (1 of 3) on page 1215
Fax PCA (US/AP; M426fdn; M426fdw; 427fdn; M427fdw)	CF206-60001	Internal components, printer base (1 of 3) on page 1215
Ferrite ISA (M426fdn; M426fdw; M427fdn; M427fdw)	9170-2664	Main assemblies (document feeder and image scanner) on page 1209
Ferrite, ISA	9170-2437	Main assemblies (document feeder and image scanner) on page 1209
Ferrite, motor	9170-2659	Main assemblies (document feeder and image scanner) on page 1209

Table 2-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Ferrite, motor	9170-2659	Internal components, printer base (2 of 3) on page 1217
Fixing (fuser) assembly (110-127 V)	RM2-5399-000CN	Internal components, printer base (2 of 3) on page 1217
Fixing (fuser) assembly (220-240 V)	RM2-5425-000CN	Internal components, printer base (2 of 3) on page 1217
Formatter PCA (M402d; M403d)	C5F92-60001	Internal components, printer base (1 of 3) on page 1215
Formatter PCA (M402dw; M403dw)	C5F94-60001	Internal components, printer base (1 of 3) on page 1215
Formatter PCA (M402n; M402dn; M403n; M403dn)	C5F93-60001	Internal components, printer base (1 of 3) on page 1215
Formatter PCA (M426dw; M427dw)	C5F99-60001	Internal components, printer base (1 of 3) on page 1215
Formatter PCA (M426fdn; M426fdw; M427fdn; M427fdw)	C5F98-60001	Internal components, printer base (1 of 3) on page 1215
Guide, cable	RC4-3217-000CN	Covers, M426 and M427 on page 1213
Guide, LED light	RC4-3311-000CN	Covers, M402 and M403 on page 1211
High-voltage power supply (HVPS) PCA	RM2-7508-000CN	Internal components, printer base (1 of 3) on page 1215
Holder, transfer roller left	RC4-3134-000CN	Internal components, printer base (3 of 3) on page 1219
Holder, transfer roller right	RC4-3133-000CN	Internal components, printer base (3 of 3) on page 1219
HP logo jewel	7121-8686	Covers, M402 and M403 on page 1211
HP logo jewel	7121-8686	Covers, M426 and M427 on page 1213
ISA lift	B3Q10-60128	Main assemblies (document feeder and image scanner) on page 1209
Laser-scanner assembly	RM2-5528-000CN	Internal components, printer base (1 of 3) on page 1215
Link, pressure release	RC4-4479-000CN	Covers, M402 and M403 on page 1211
Link, pressure release	RC4-4479-000CN	Covers, M426 and M427 on page 1213
Low-voltage power supply (LVPS) PCA (110-127 V M402/M403)	RM2-8517-000CN	Internal components, printer base (1 of 3) on page 1215
Low-voltage power supply (LVPS) PCA (110-127 V M426/M427)	RM2-8518-000CN	Internal components, printer base (1 of 3) on page 1215

Table 2-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Low-voltage power supply (LVPS) PCA (220–240 V M402/M403)	RM2-8516-000CN	Internal components, printer base (1 of 3) on page 1215
Low-voltage power supply (LVPS) PCA (220–240 V M426/M427)	RM2-8519-000CN	Internal components, printer base (1 of 3) on page 1215
Main motor assembly	RM2-8684-000CN	Internal components, printer base (2 of 3) on page 1217
Name plate M426dw	F6W13-40002	Covers, M426 and M427 on page 1213
Name plate M426fdn	F6W14-40002	Covers, M426 and M427 on page 1213
Name plate M426fdw	F6W15-40002	Covers, M426 and M427 on page 1213
Name plate M427dn	C5F98-40004	Covers, M426 and M427 on page 1213
Name plate M427dw	C5F97-40001	Covers, M426 and M427 on page 1213
Name plate M427fdw	C5F99-40002	Covers, M426 and M427 on page 1213
NFC module	B4K93-60001	Internal components, printer base (2 of 3) on page 1217
Pad, multi-purpose (Tray 1) separation	RL2-0657-000CN	Internal components, printer base (3 of 3) on page 1219
Pad, thermal transfer	5851-6550	Internal components, printer base (1 of 3) on page 1215
Paper feeder, 550-sheet assembly (whole unit)	C5F97-69001	Covers, 550-sheet paper feeder on page 1221
Plate, name M402d	RC4-3288-000CN	Covers, M402 and M403 on page 1211
Plate, name M402dn	RC4-3264-000CN	Covers, M402 and M403 on page 1211
Plate, name M402dw	RC4-3265-000CN	Covers, M402 and M403 on page 1211
Plate, name M402n	RC4-3270-000CN	Covers, M402 and M403 on page 1211
Plate, name M403d	RC4-3266-000CN	Covers, M402 and M403 on page 1211
Plate, name M403dn	RC4-3268-000CN	Covers, M402 and M403 on page 1211
Plate, name M403dw	RC4-3269-000CN	Covers, M402 and M403 on page 1211
Plate, name M403n	RC4-3267-000CN	Covers, M402 and M403 on page 1211

Table 2-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Registration assembly	RM2-5671-000CN	Internal components, printer base (3 of 3) on page 1219
Roller, multi-purpose (Tray 1)	RL2-0656-000CN	Internal components, printer base (3 of 3) on page 1219
Roller, paper pickup assembly	RM2-5452-000CN	Internal components, printer base (3 of 3) on page 1219
Roller, paper pickup assembly (550-sheet feeder)	RM2-5741-000CN	Main body, 550-sheet paper feeder on page 1223
Roller, separation assembly	RM2-5397-000CN	Internal components, printer base (2 of 3) on page 1217
Roller, separation assembly (550-sheet feeder)	RM2-5745-000CN	Main body, 550-sheet paper feeder on page 1223
Roller, transfer	RM1-4023-000CN	Internal components, printer base (3 of 3) on page 1219
Shaft, ADF pick extension	B3Q10-40081	Main assemblies (document feeder and image scanner) on page 1209
Shaft, support	RC4-3002-000CN	Covers, M402 and M403 on page 1211
Shaft, support	RC4-3002-000CN	Covers, M426 and M427 on page 1213
Sheet, damper	RC2-6075-000CN	Covers, M426 and M427 on page 1213
Sheet, damper (duplex models only)	RC2-6075-000CN	Covers, M402 and M403 on page 1211
Slider pin, ISA lift	B3Q10-40041	Main assemblies (document feeder and image scanner) on page 1209
Spacer, hexagonal fax (M426fdn; M426fdw; 427fdn; M427fdw)	C5F98-20001	Internal components, printer base (1 of 3) on page 1215
Spring, ADF separation pad (under the separation pad)	B3Q10-00019	Main assemblies (document feeder and image scanner) on page 1209
Spring, compression	RU8-2935-000CN	Internal components, printer base (3 of 3) on page 1219
Support, ADF separation pad	B3Q10-40079	Main assemblies (document feeder and image scanner) on page 1209
Switch, power PCA	RM2-8506-000CN	Internal components, printer base (2 of 3) on page 1217
Tray, paper delivery	RC4-3231-000CN	Covers, M402 and M403 on page 1211
Tray, paper delivery	RC4-3231-000CN	Covers, M426 and M427 on page 1213

Table 2-11 Alphabetical parts list (continued)

Description	Part number	Table and page
Walkup USB PCA (M426/M427)	CF368-60001	Internal components, printer base (2 of 3) on page 1217
Wireless holder	B3Q10-40054	Internal components, printer base (1 of 3) on page 1215
Wireless module	0960-3293	Internal components, printer base (1 of 3) on page 1215

Numerical parts list

Table 2-12 Numerical parts list

Part number	Description	Table and page
0960-3293	Wireless module	Internal components, printer base (1 of 3) on page 1215
5851-6550	Pad, thermal transfer	Internal components, printer base (1 of 3) on page 1215
7121-8686	HP logo jewel	Covers, M402 and M403 on page 1211
7121-8686	HP logo jewel	Covers, M426 and M427 on page 1213
9170-2437	Ferrite, ISA	Main assemblies (document feeder and image scanner) on page 1209
9170-2659	Ferrite, motor	Main assemblies (document feeder and image scanner) on page 1209
9170-2659	Ferrite, motor	Internal components, printer base (2 of 3) on page 1217
9170-2664	Ferrite ISA (M426fdn; M426fdw; M427fdn; M427fdw)	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-00019	Spring, ADF separation pad (under the separation pad)	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-40012	Cover, ADF inner (under the out cover)	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-40013	Cover, ADF outer	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-40041	Slider pin, ISA lift	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-40054	Wireless holder	Internal components, printer base (1 of 3) on page 1215
B3Q10-40079	Support, ADF separation pad	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-40080	ADF separation pad	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-40081	Shaft, ADF pick extension	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-60105	ADF pick roller assembly	Main assemblies (document feeder and image scanner) on page 1209

Table 2-12 Numerical parts list (continued)

Part number	Description	Table and page
B3Q10-60128	ISA lift	Main assemblies (document feeder and image scanner) on page 1209
B3Q10-60139	Control panel (M426/M427)	Covers, M426 and M427 on page 1213
B3Q10-60145	Control panel mount chassis assembly	Covers, M426 and M427 on page 1213
B3Q11-40001	Control panel mount base	Covers, M426 and M427 on page 1213
B3Q11-40002	Control panel mount cover	Covers, M426 and M427 on page 1213
B4K93-60001	NFC module	Internal components, printer base (2 of 3) on page 1217
C5F92-60001	Formatter PCA (M402d; M403d)	Internal components, printer base (1 of 3) on page 1215
C5F93-60001	Formatter PCA (M402n; M402dn; M403n; M403dn)	Internal components, printer base (1 of 3) on page 1215
C5F94-60001	Formatter PCA (M402dw; M403dw)	Internal components, printer base (1 of 3) on page 1215
C5F97-40001	Name plate M427dw	Covers, M426 and M427 on page 1213
C5F97-69001	Paper feeder, 550-sheet assembly (whole unit)	Covers, 550-sheet paper feeder on page 1221
C5F98-20001	Spacer, hexagonal fax (M426fdn; M426fdw; 427fdn; M427fdw)	Internal components, printer base (1 of 3) on page 1215
C5F98-40002	Cover, FFC	Main assemblies (document feeder and image scanner) on page 1209
C5F98-40003	Cover, core	Main assemblies (document feeder and image scanner) on page 1209
C5F98-40004	Name plate M427dn	Covers, M426 and M427 on page 1213
C5F98-60001	Formatter PCA (M426fdn; M426fdw; M427fdn; M427fdw)	Internal components, printer base (1 of 3) on page 1215
C5F98-60104	Control panel 22-pin FFC	Covers, M426 and M427 on page 1213
C5F98-60105	Cable, walkup USB (M426/M427)	Internal components, printer base (2 of 3) on page 1217
C5F98-60109	Document feeder and image scanner assembly (simplex models M426/M427)	Main assemblies (document feeder and image scanner) on page 1209
C5F98-60110	Document feeder and image scanner assembly (duplex models M426/M427)	Main assemblies (document feeder and image scanner) on page 1209

Table 2-12 Numerical parts list (continued)

Part number	Description	Table and page
C5F99-40002	Name plate M427fdw	Covers, M426 and M427 on page 1213
C5F99-40003	Cover, fax port (M426fdn; M426fdw; 427fdn; M427fdw)	Covers, M426 and M427 on page 1213
C5F99-60001	Formatter PCA (M426dw; M427dw)	Internal components, printer base (1 of 3) on page 1215
CF206-60001	Fax PCA (US/AP; M426fdn; M426fdw; 427fdn; M427fdw)	Internal components, printer base (1 of 3) on page 1215
CF207-60001	Fax PCA (Euro; M426fdn; M426fdw; 427fdn; M427fdw)	Internal components, printer base (1 of 3) on page 1215
CF208-60001	Fax PCA (Brazil; M426fdn; M426fdw; 427fdn; M427fdw)	Internal components, printer base (1 of 3) on page 1215
CF368-60001	Walkup USB PCA (M426/M427)	Internal components, printer base (2 of 3) on page 1217
F6W13-40002	Name plate M426dw	Covers, M426 and M427 on page 1213
F6W14-40002	Name plate M426fdn	Covers, M426 and M427 on page 1213
F6W15-40002	Name plate M426fdw	Covers, M426 and M427 on page 1213
RC2-6075-000CN	Sheet, damper (duplex models only)	Covers, M402 and M403 on page 1211
RC2-6075-000CN	Sheet, damper	Covers, M426 and M427 on page 1213
RC2-6075-000CN	Duplex release button	Internal components, printer base (1 of 3) on page 1215
RC4-2891-000CN	Duct, fan	Internal components, printer base (1 of 3) on page 1215
RC4-2907-000CN	Cover, network (non-network models M402/M403)	Covers, M402 and M403 on page 1211
RC4-2956-000CN	Cover, top (M402/M403)	Covers, M402 and M403 on page 1211
RC4-2961-000CN	Cover, Near field communication (NFC) (M426/M427)	Internal components, printer base (2 of 3) on page 1217
RC4-3002-000CN	Shaft, support	Covers, M402 and M403 on page 1211
RC4-3002-000CN	Shaft, support	Covers, M426 and M427 on page 1213
RC4-3082-000CN	Cover, cassette rear	Covers, M402 and M403 on page 1211
RC4-3082-000CN	Cover, cassette rear	Covers, M426 and M427 on page 1213

Table 2-12 Numerical parts list (continued)

Part number	Description	Table and page
RC4-3133-000CN	Holder, transfer roller right	Internal components, printer base (3 of 3) on page 1219
RC4-3134-000CN	Holder, transfer roller left	Internal components, printer base (3 of 3) on page 1219
RC4-3207-000CN	Cover, top (M426/M427)	Covers, M426 and M427 on page 1213
RC4-3217-000CN	Guide, cable	Covers, M426 and M427 on page 1213
RC4-3231-000CN	Tray, paper delivery	Covers, M402 and M403 on page 1211
RC4-3231-000CN	Tray, paper delivery	Covers, M426 and M427 on page 1213
RC4-3264-000CN	Plate, name M402dn	Covers, M402 and M403 on page 1211
RC4-3265-000CN	Plate, name M402dw	Covers, M402 and M403 on page 1211
RC4-3266-000CN	Plate, name M403d	Covers, M402 and M403 on page 1211
RC4-3267-000CN	Plate, name M403n	Covers, M402 and M403 on page 1211
RC4-3268-000CN	Plate, name M403dn	Covers, M402 and M403 on page 1211
RC4-3269-000CN	Plate, name M403dw	Covers, M402 and M403 on page 1211
RC4-3270-000CN	Plate, name M402n	Covers, M402 and M403 on page 1211
RC4-3288-000CN	Plate, name M402d	Covers, M402 and M403 on page 1211
RC4-3298-000CN	Cover, rear USB (M402/M403)	Covers, M402 and M403 on page 1211
RC4-3299-000CN	Cover, rear USB (M426 and M427)	Covers, M426 and M427 on page 1213
RC4-3311-000CN	Guide, LED light	Covers, M402 and M403 on page 1211
RC4-3312-000CN	Cover, operation (non-wireless models M402/M403)	Covers, M402 and M403 on page 1211
RC4-3322-000CN	Cover, operation (wireless models M402/M403)	Covers, M402 and M403 on page 1211
RC4-4479-000CN	Link, pressure release	Covers, M402 and M403 on page 1211
RC4-4479-000CN	Link, pressure release	Covers, M426 and M427 on page 1213

Table 2-12 Numerical parts list (continued)

Part number	Description	Table and page
RK2-6919-000CN	Cable, laser-scanner FFC	Internal components, printer base (1 of 3) on page 1215
RK2-6920-000CN	Cable, formatter FFC (M402/M403)	Internal components, printer base (1 of 3) on page 1215
RK2-6931-000CN	Cable, formatter FFC (M246/M247)	Internal components, printer base (1 of 3) on page 1215
RK2-6943-000CN	Cable, panel FFC (M402/M403)	Internal components, printer base (1 of 3) on page 1215
RK2-6947-000CN	Cable, Near field communication (NFC) FFC (wireless models M402/M403)	Internal components, printer base (1 of 3) on page 1215
RK2-6949-000CN	Cable, Near field communication (NFC) FFC (wireless models M426/M427)	Internal components, printer base (1 of 3) on page 1215
RK2-8068-000CN	Fan, FM1	Internal components, printer base (1 of 3) on page 1215
RL2-0656-000CN	Roller, multi-purpose (Tray 1)	Internal components, printer base (3 of 3) on page 1219
RL2-0657-000CN	Pad, multi-purpose (Tray 1) separation	Internal components, printer base (3 of 3) on page 1219
RL2-0673-000CN	Cover, left (M402/M403)	Covers, M402 and M403 on page 1211
RL2-0674-000CN	Cover, left (M426/M427)	Covers, M426 and M427 on page 1213
RL2-0675-000CN	Cover, indication	Covers, M402 and M403 on page 1211
RM1-4023-000CN	Roller, transfer	Internal components, printer base (3 of 3) on page 1219
RM2-5390-000CN	Cartridge door assembly (non-NFC models M402/M403)	Covers, M402 and M403 on page 1211
RM2-5391-000CN	Control-panel assembly (non-wireless models M402/M403)	Covers, M402 and M403 on page 1211
RM2-5392-000CN	Cassette (Tray 2) assembly	Internal components, printer base (2 of 3) on page 1217
RM2-5397-000CN	Roller, separation assembly	Internal components, printer base (2 of 3) on page 1217
RM2-5399-000CN	Fixing (fuser) assembly (110-127 V)	Internal components, printer base (2 of 3) on page 1217
RM2-5405-000CN	Door, rear assembly (duplex models only)	Covers, M402 and M403 on page 1211
RM2-5405-000CN	Door, rear (duplex models only)	Covers, M426 and M427 on page 1213
RM2-5408-000CN	Door, cartridge assembly (non-NFC models M426/M427)	Covers, M426 and M427 on page 1213

Table 2-12 Numerical parts list (continued)

Part number	Description	Table and page
RM2-5413-000CN	Cassette assembly (550-sheet feeder)	Main body, 550-sheet paper feeder on page 1223
RM2-5424-000CN	Control-panel assembly (wireless models M402/M403)	Covers, M402 and M403 on page 1211
RM2-5425-000CN	Fixing (fuser) assembly (220–240 V)	Internal components, printer base (2 of 3) on page 1217
RM2-5426-000CN	Cable, tag assembly	Internal components, printer base (1 of 3) on page 1215
RM2-5430-000CN	Door, rear assembly (simplex models M402/M403)	Covers, M402 and M403 on page 1211
RM2-5434-000CN	Cover, right assembly	Covers, M402 and M403 on page 1211
RM2-5434-000CN	Cover, right assembly	Covers, M426 and M427 on page 1213
RM2-5435-000CN	Door, cartridge assembly (NFC models M426/M427)	Covers, M426 and M427 on page 1213
RM2-5436-000CN	Cartridge door assembly (NFC models M402/M403)	Covers, M402 and M403 on page 1211
RM2-5452-000CN	Roller, paper pickup assembly	Internal components, printer base (3 of 3) on page 1219
RM2-5528-000CN	Laser-scanner assembly	Internal components, printer base (1 of 3) on page 1215
RM2-5671-000CN	Registration assembly	Internal components, printer base (3 of 3) on page 1219
RM2-5741-000CN	Roller, paper pickup assembly (550-sheet feeder)	Main body, 550-sheet paper feeder on page 1223
RM2-5745-000CN	Roller, separation assembly (550-sheet feeder)	Main body, 550-sheet paper feeder on page 1223
RM2-7508-000CN	High-voltage power supply (HVPS) PCA	Internal components, printer base (1 of 3) on page 1215
RM2-7510-000CN	Connecting PCA (duplex models)	Internal components, printer base (1 of 3) on page 1215
RM2-8506-000CN	Switch, power PCA	Internal components, printer base (2 of 3) on page 1217
RM2-8510-000CN	Connecting PCA (simplex models)	Internal components, printer base (1 of 3) on page 1215
RM2-8516-000CN	Low-voltage power supply (LVPS) PCA (220–240 V M402/M403)	Internal components, printer base (1 of 3) on page 1215
RM2-8517-000CN	Low-voltage power supply (LVPS) PCA (110–127 V M402/M403)	Internal components, printer base (1 of 3) on page 1215
RM2-8518-000CN	Low-voltage power supply (LVPS) PCA (110–127 V M426/M427)	Internal components, printer base (1 of 3) on page 1215

Table 2-12 Numerical parts list (continued)

Part number	Description	Table and page
RM2-8519-000CN	Low-voltage power supply (LVPS) PCA (220–240 V M426/M427)	Internal components, printer base (1 of 3) on page 1215
RM2-8680-000CN	DC controller PCA	Internal components, printer base (1 of 3) on page 1215
RM2-8684-000CN	Main motor assembly	Internal components, printer base (2 of 3) on page 1217
RU8-2935-000CN	Spring, compression	Internal components, printer base (3 of 3) on page 1219

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