



# HP LaserJet Pro M14-M17 and LaserJet Pro MFP M28-M31

Repair Manual

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## Conventions used in this guide


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 **TIP:** Helpful hints or shortcuts.

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

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

 **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.

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## For additional service and support information

HP service personnel, go to one of the following Web-based Interactive Search Engines (WISE) sites:

### AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

### APJ

- <https://support.hp.com/wise/home/apj-en>
- <https://support.hp.com/wise/home/apj-ja>
- <https://support.hp.com/wise/home/apj-ko>
- <https://support.hp.com/wise/home/apj-zh-Hans>
- <https://support.hp.com/wise/home/apj-zh-Hant>

### EMEA

- <https://support.hp.com/wise/home/emea-en>

Channel partners, go to HP Channel Services Network (CSN) at [www.hp.com/partners/csn](http://www.hp.com/partners/csn).

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

Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.

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

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- [Service approach](#)
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## For additional service and support

HP service personnel, go to one of the following Web-based Interactive Search Engines (WISE) sites:

### AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

### APJ

- <https://support.hp.com/wise/home/api-en>
- <https://support.hp.com/wise/home/api-ja>
- <https://support.hp.com/wise/home/api-ko>
- <https://support.hp.com/wise/home/api-zh-Hans>
- <https://support.hp.com/wise/home/api-zh-Hant>

### EMEA

- <https://support.hp.com/wise/home/emea-en>

Channel partners, go to HP Channel Services Network (CSN) at [www.hp.com/partners/csn](http://www.hp.com/partners/csn).

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

Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.

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) or Bench Repair Unit (BRU) 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.



**IMPORTANT:** See the separate Control Panel Message Document (CPMD) for this printer for control-panel error message descriptions and solutions (also available online).

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 (PCAs).

The user replaces supplies (toner cartridge) 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. The printer prompts the user to replace certain items when a supply is nearly depleted.

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/BRUs only.

Replacing FRUs/BRUs 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 image drum, 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 engine 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.

Some repair operations might require flattening or straightening FFCs. However, try to avoid doing so. Before inserting the FFC, examine the foil connectors for damage. FFCs must be fully seated in the connectors. Failure to fully seat a FFC into a connector can cause a short circuit in a PCA or errors when restarting the printer. FFCs have a line on them that is parallel to the connector body when the FFC is correctly seated.


 **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.

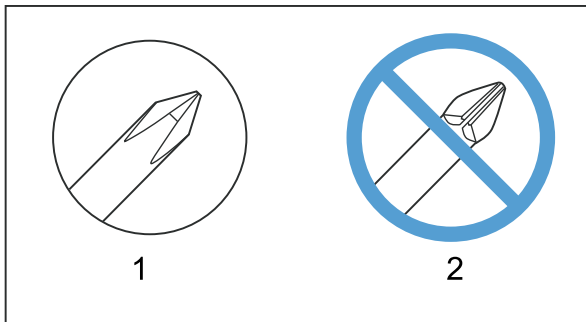
---

## Required tools

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

# 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.

## Accessing the secondary service menu

Use the secondary service menu to print service-related reports and run special tests.



**NOTE:** Access the secondary service menu by using the HP Embedded Web Server (EWS)

- ▲ Open the secondary service menu.









**NOTE:** HP Device Toolbox is software used to connect to the HP Embedded Web Server when the printer is connected to a computer via USB. It is available only if a full installation was performed when the printer was installed on a computer. Depending on how the printer is connected, some features might not be available.

The HP Embedded Web Server is not accessible beyond the network firewall.

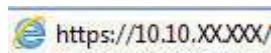
### Open the HP EWS from the Start menu

- Click the **Start**, and then click the **Programs** item.
- Click your HP printer group, and then click the **HP Device Toolbox** item.
- After opening the HP EWS, go to the **Service** page, and then select the **Go to Secondary Service** item.

### Open the HP Embedded Web Server (EWS) from a Web browser

- M14-M17 control panels:** Select and hold the Resume  button until the Ready  light is blinking, and then release the Resume  button. Find the IP address or host name of the printer on the configuration report.  
  
**MFP M28-M311 LED control panels:** Select and hold the Start Mono Copy  button until the Ready  light begins blinking, and then release the Start Mono Copy  button. Find the IP address or host name of the printer on the configuration report.

- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it appears on the printer control panel or the configuration report. Press the [Enter](#) key on the computer keyboard. The EWS opens.



 **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

- c. After opening the HP EWS, go to the **Service** page, and then select the **Go to Secondary Service** item.

## After performing service

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

## Post-service tests

Perform the following tests 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 input 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. Send a print job from the host computer, and then verify that the output meets expectations.

### Copy quality test (MFP only)

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the input 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. Copy a configuration page (or other page), and then verify that the expected printing sounds occur.
6. Verify that the copy output meets expectations.

## Other tests

Operate the printer in a manner that exercises the specific part or parts that have been repaired or replaced.

# Order parts by authorized service providers

## Ordering

Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order genuine HP parts or accessories	<a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>
	or
	<a href="http://partsurfer.hp.com">partsurfer.hp.com</a>
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 parts can be ordered. Refer to the parts table following the exploded diagram in the parts chapter to determine if a part is orderable.

## Whole unit replacement (WUR)

HP LaserJet Pro model	Whole unit replacement part number
<b>HP LaserJet Pro M14-M17</b>	
220V M15A AP	W2G50-67056
220V M15A EMEA	W2G50-69056
220V M15w AP	W2G51-67056
220V M15w EMEA	W2G51-69056
110V M15w TW/NA	W2G51-67055
220V M15w LA	W2G51-67019
110V M15w LA	W2G51-67020
220V M16a China	W2G52-67056
220V M16a India	W2G52-67001
220V M16w India	W2G53-67056
<b>HP LaserJet Pro MFP M28-M34</b>	
220V M28a AP	W2G54-67056
220V M28a EMEA	W2G54-69056
220V M28w AP	W2G55-67056
220V M28 EMEA	W2G55-69058
110V M28w TW/NA	W2G55-67055
110V M28w LA	W2G55-67020

HP LaserJet Pro model	Whole unit replacement part number
220V M29a China	W2G56-67056
220V M29a India	W2G56-67001
220V M29w India	W2G57-67056

## Supplies and accessories

Item	Description	Cartridge number	Part number
<b>Supplies</b>			
<b>For use only in Europe, Russia, CIS, Mid East and Africa</b>			
HP 44A Black Toner Cartridge	Standard-capacity replacement black toner cartridge	44A	CF244A
<b>For use only in North America, Latin America, Asia Pacific Countries/Regions (Exclude China, India)</b>			
HP 48A Black Toner Cartridge	Standard-capacity replacement black toner cartridge	48A	CF248A
<b>For use only in China, India</b>			
HP 47A Black Toner Cartridge	Standard-capacity replacement black toner cartridge	47A	CF247A

## Related documentation and software

HP service personnel, go to one of the following Web-based Interactive Search Engines (WISE) sites:

### AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

### APJ

- <https://support.hp.com/wise/home/apj-en>
- <https://support.hp.com/wise/home/apj-ja>
- <https://support.hp.com/wise/home/apj-ko>
- <https://support.hp.com/wise/home/apj-zh-Hans>
- <https://support.hp.com/wise/home/apj-zh-Hant>

### EMEA

- <https://support.hp.com/wise/home/emea-en>

Channel partners, go to HP Channel Services Network (CSN) at [www.hp.com/partners/csn](http://www.hp.com/partners/csn).

Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.



# Removal and replacement procedures

## Customer self-repair (CSR) components

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.

- [Remove and replacement: Toner cartridge \(M14-M17\)](#)
- [Remove and replacement: Toner cartridge \(M28-M31\)](#)

# Remove and replacement: Toner cartridge (M14-M17)

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

## Introduction

This document provides the procedures to remove and replace the toner cartridge.



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Turn the printer power off.



**CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover the toner cartridge if it must be removed from the printer for an extended period of time.

If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Toner cartridge part numbers	
M14-M17 Europe, Russia, CIS, Middle East, and Africa only:	
CF244A (new)	HP 44A Black Toner Cartridge
CF244-67901 (service)	
M14-M17 North America, Latin America, Asia Pacific Countries/Regions (excluding China and India) only:	
CF248A (new)	HP 48A Black Toner Cartridge
CF248-67901 (service)	
M14-M17 China and India only:	
CF247A (new)	HP 47A Black Toner Cartridge
CF247-67901 (service)	

## Required tools

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

## After performing service

- Make sure that the cartridge door is fully closed after replacing the toner cartridge.
- Turn the printer power on.

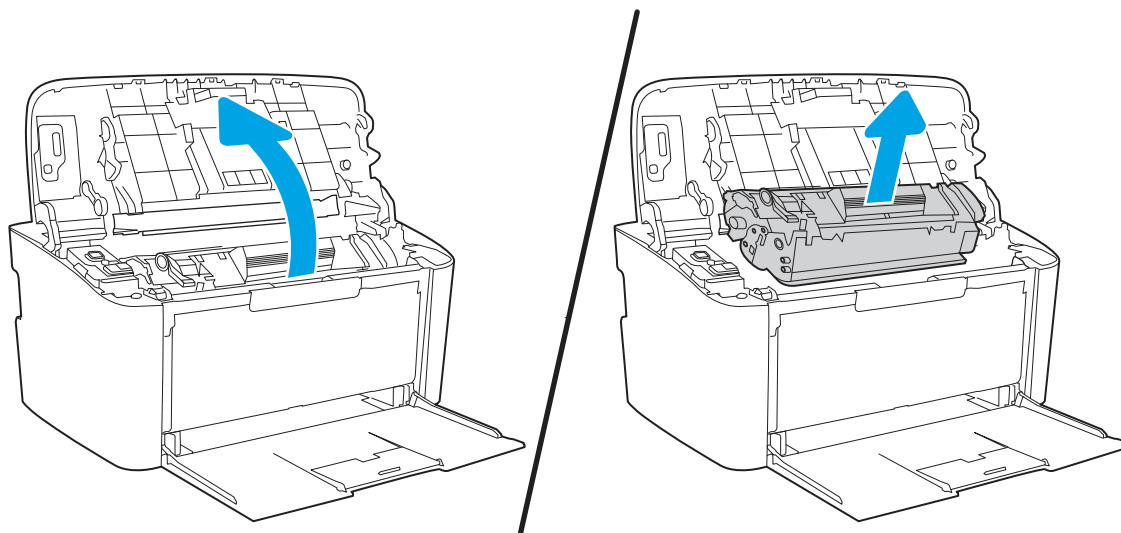
## Post service test

No post service test is available for this assembly.

### Step 1: Remove the toner cartridge

When a toner cartridge approaches the end of useful life, continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality.

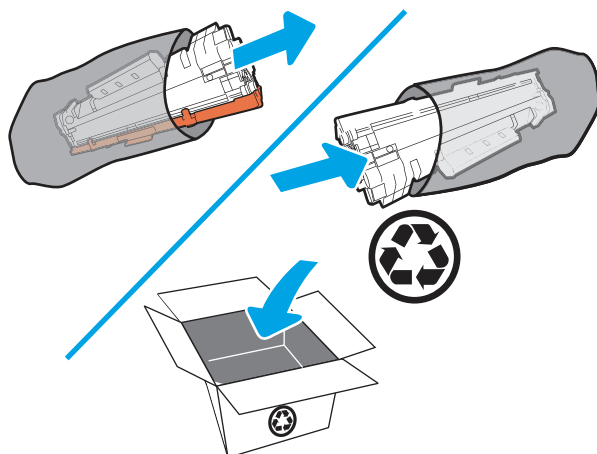
- ▲ Open the toner-cartridge door, and then remove the old toner cartridge.



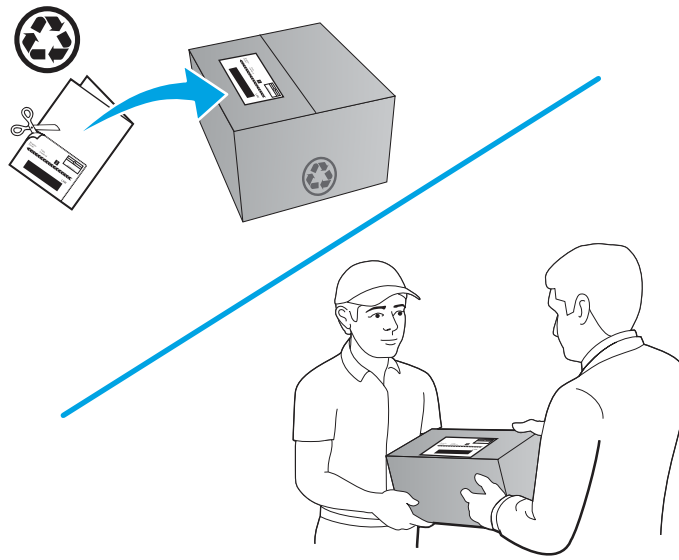
### Step 2: Unpack a replacement toner cartridge

1. Remove the new toner cartridge packaging. Place the used toner cartridge in the bag and box for recycling.

**⚠ CAUTION:** To prevent damage to the toner cartridge, hold it by both ends. Do not touch the OPC cover or roller surface.

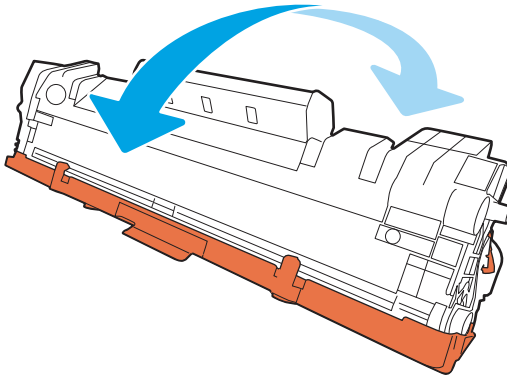


2. Use the pre-paid self-addressed label to return the used cartridge to HP for recycling (where available).

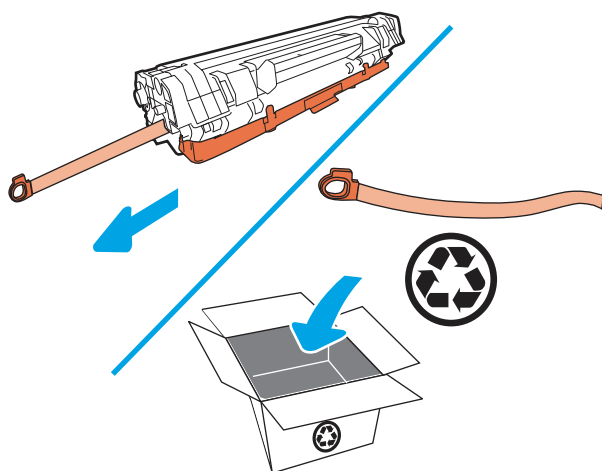


### Step 3: Install the toner cartridge

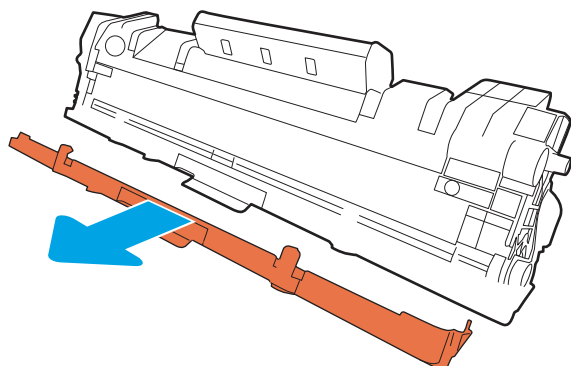
1. Grasp both sides of the toner cartridge and gently rock the toner cartridge to distribute the toner evenly inside the cartridge.



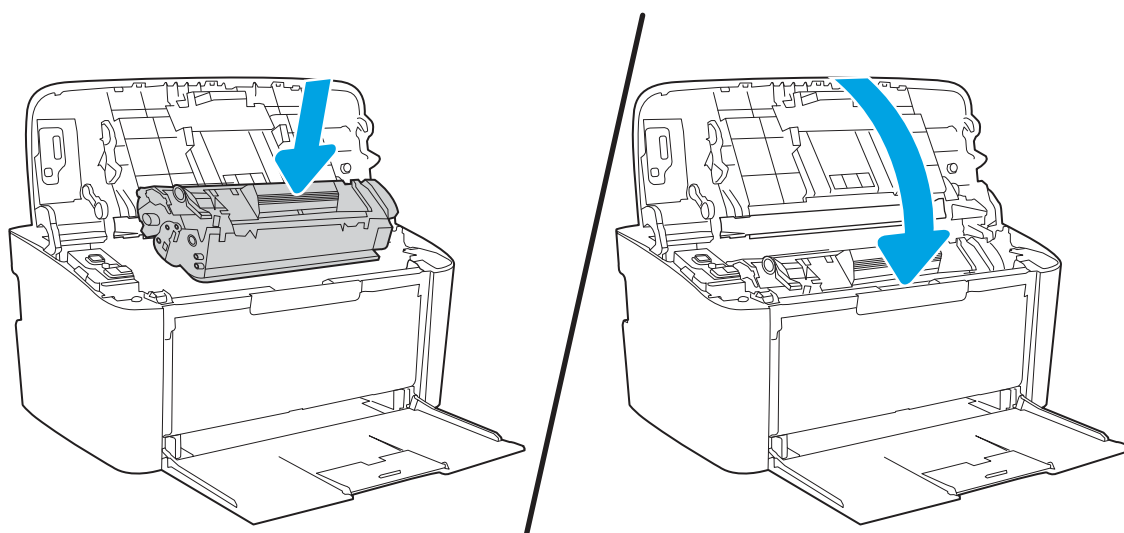
2. Bend the tab on the left side of the cartridge until the tab breaks loose, and then pull the tab until all the tape is removed from the cartridge. Place the tab and tape in the toner-cartridge box to return for recycling.



3. Remove the orange cover from the toner cartridge.



4. Insert the toner cartridge in the printer, and then close the toner-cartridge door.



# Remove and replacement: Toner cartridge (M28-M31)

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

## Introduction

This document provides the procedures to remove and replace the toner cartridge.



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

## Before performing service

- Turn the printer power off.



**CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover the toner cartridge if it must be removed from the printer for an extended period of time.

If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Toner cartridge part numbers	
M28-M31 Europe, Russia, CIS, Middle East, and Africa only:	
CF244A (new)	HP 44A Black Toner Cartridge
CF244-67901 (service)	
M28-M31 North America, Latin America, Asia Pacific Countries/Regions (excluding China and India) only:	
CF248A (new)	HP 48A Black Toner Cartridge
CF248-67901 (service)	
M28-M31 China and India only:	
CF247A (new)	HP 47A Black Toner Cartridge
CF247-67901 (service)	

## Required tools

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

## After performing service

- Make sure that the cartridge door is fully closed after replacing the toner cartridge.
- Turn the printer power on.

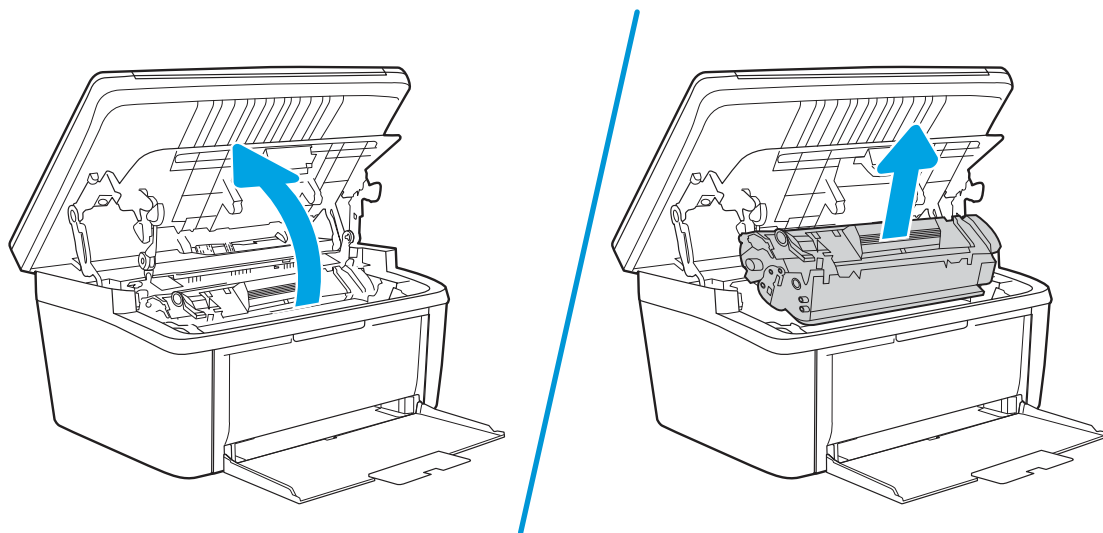
## Post service test

No post service test is available for this assembly.

### Step 1: Remove the toner cartridge

When a toner cartridge approaches the end of useful life, continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality.

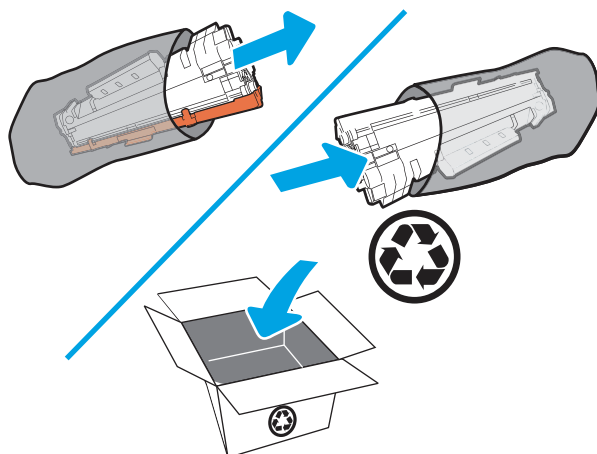
- ▲ Open the toner-cartridge door, and then remove the old toner cartridge.



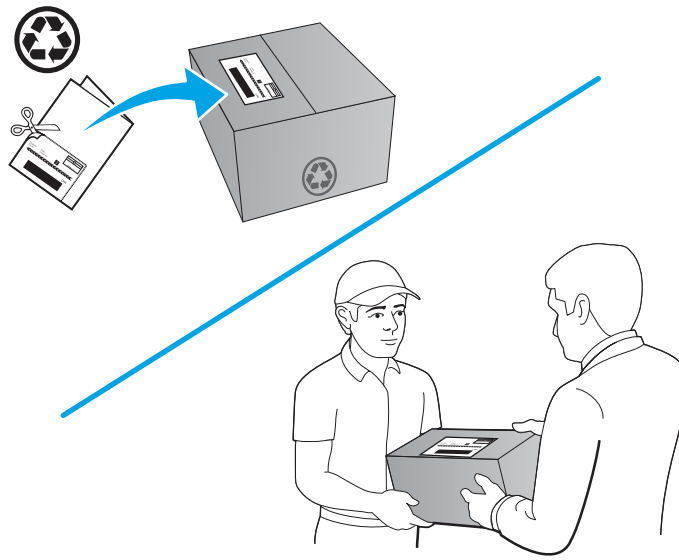
### Step 2: Unpack a replacement toner cartridge

1. Remove the new toner cartridge packaging. Place the used toner cartridge in the bag and box for recycling.

**⚠ CAUTION:** To prevent damage to the toner cartridge, hold it by both ends. Do not touch the OPC cover or roller surface.

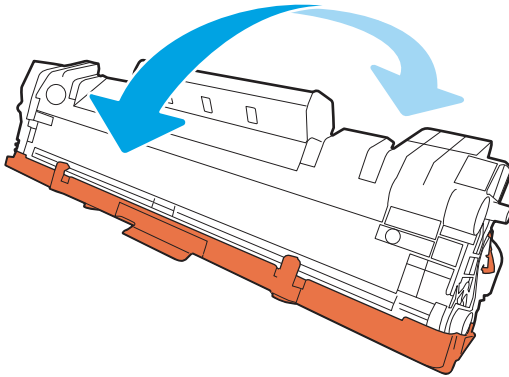


2. Use the pre-paid self-addressed label to return the used cartridge to HP for recycling (where available).



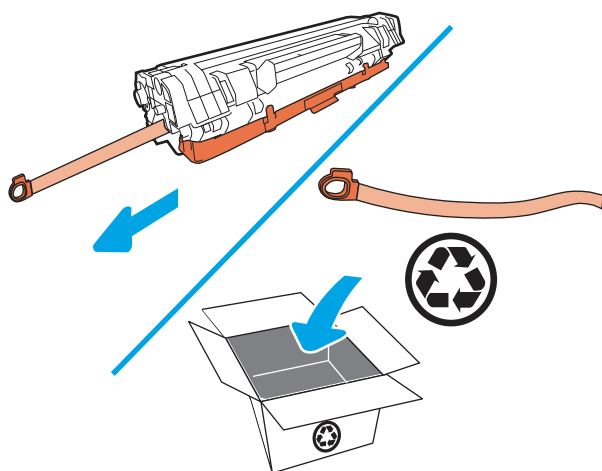
### Step 3: Install the toner cartridge

1. Grasp both sides of the toner cartridge and gently rock the toner cartridge to distribute the toner evenly inside the cartridge.

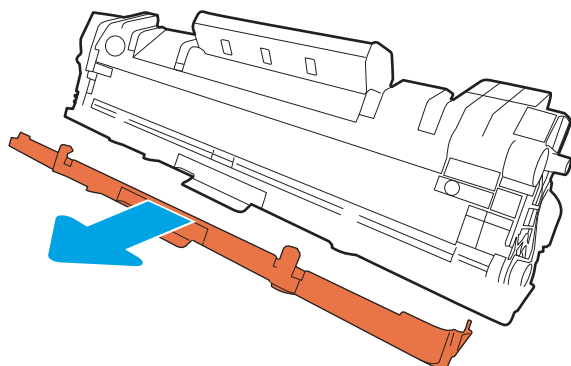




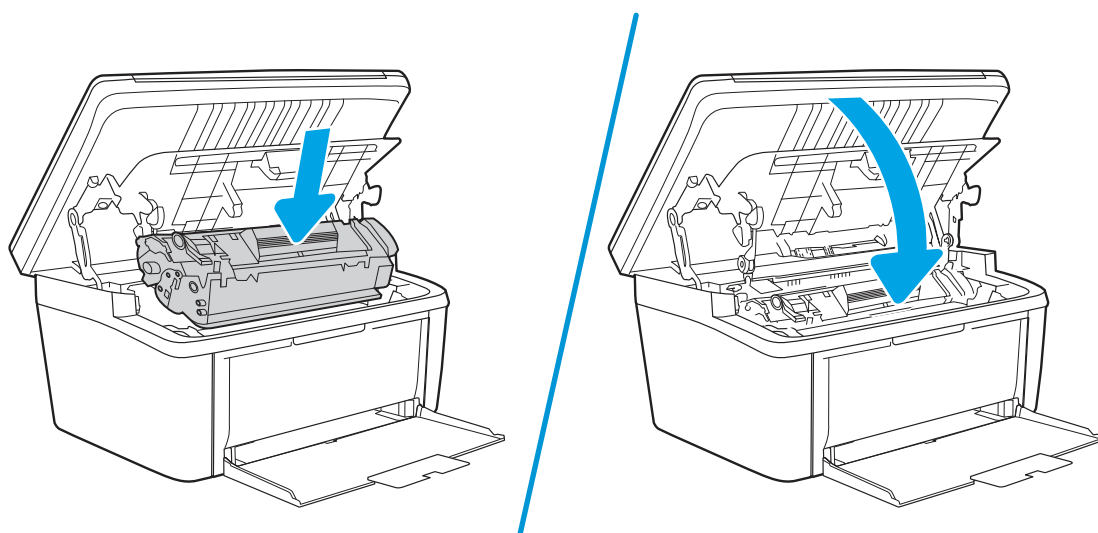
2. Bend the tab on the left side of the cartridge until the tab breaks loose, and then pull the tab until all the tape is removed from the cartridge. Place the tab and tape in the toner-cartridge box to return for recycling.



3. Remove the orange cover from the toner cartridge.



4. Insert the toner cartridge in the printer, and then close the toner-cartridge door.



## Field Replaceable Units (FRUs) / Bench Repair Units (BRUs)

- [Removal and replacement: External panels, covers, and doors](#)
- [Removal and replacement: Internal parts and assemblies](#)

## Removal and replacement: External panels, covers, and doors

- [Remove and replacement: Tray 1](#)
- [Remove and replacement: Cartridge door \(M14-M17\)](#)
- [Remove and replacement: Document lid \(M28-M31\)](#)
- [Remove and replacement: Formatter cover \(M14-M17\)](#)
- [Remove and replacement: Formatter cover \(MFP M28-M31\)](#)
- [Remove and replacement: Cartridge door \(MFP M28-M31\)](#)
- [Remove and replacement: Image scanner \(MFP M28-M31\)](#)
- [Remove and replacement: Lower cover \(M14-M17\)](#)
- [Remove and replacement: Lower cover \(MFP M28-M31\)](#)
- [Remove and replacement: Top cover \(MFP M28-M31\)](#)
- [Remove and replacement: Control panel \(M14-M17\)](#)

## Remove and replacement: Tray 1

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

### Introduction

This document provides the procedures to remove and replace Tray 1.



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Tray 1 part number	
RL2-2589-000CN	Tray, paper pickup (base model; M14-M17)
RL2-2590-000CN	Tray, paper pickup (wireless model; M14-M17)
RL2-2591-000CN	Tray, paper pickup (base EM model; M14-M17)
RL2-2592-000CN	Tray, paper pickup (wireless EM model; M14-M17)
RL2-2594-000CN	Tray, paper pickup (base model; M28-M31)
RL2-2595-000CN	Tray, paper pickup (wireless model; M28-M31)
RL2-2596-000CN	Tray, paper pickup (base EM model; M28-M31)
RL2-2597-000CN	Tray, paper pickup (wireless EM model; M28-M31)

### Required tools

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

### After performing service

- Turn the printer power on.

### Post service test

No post service test is available for this assembly.

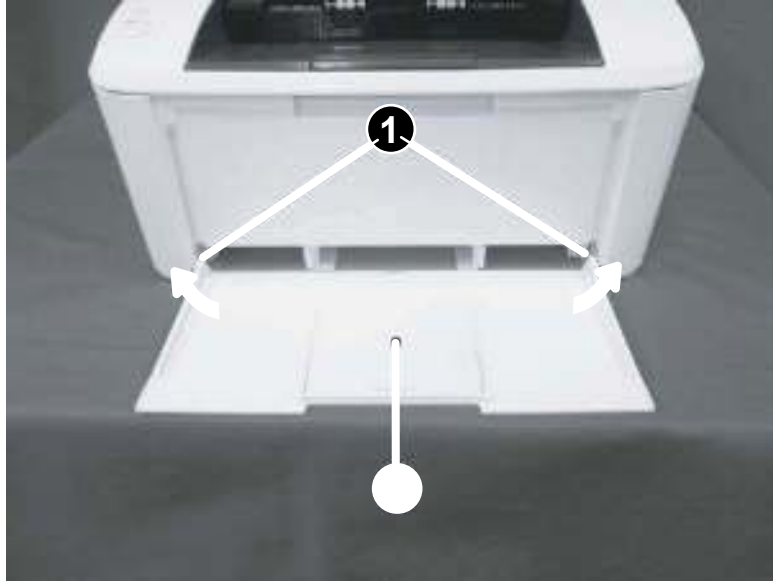
### Step 1: Remove Tray 1

- ▲ Open Tray 1, gently flex the tray to release two bosses (callout 1), and then remove Tray 1 (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-2 Remove Tray 1



### Step 2: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



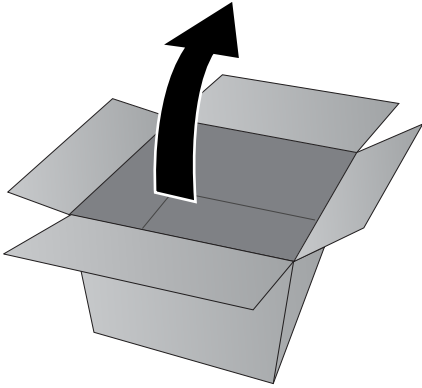
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Cartridge door (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the cartridge door (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Cartridge door (M14-M17) part number	
RM2-2118-000CN	Cartridge door (base model; M14-M17)
RM2-2119-000CN	Cartridge door (wireless model; M14-M17)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Make sure that the cartridge door is fully closed after replacing it.
- Turn the printer power on.

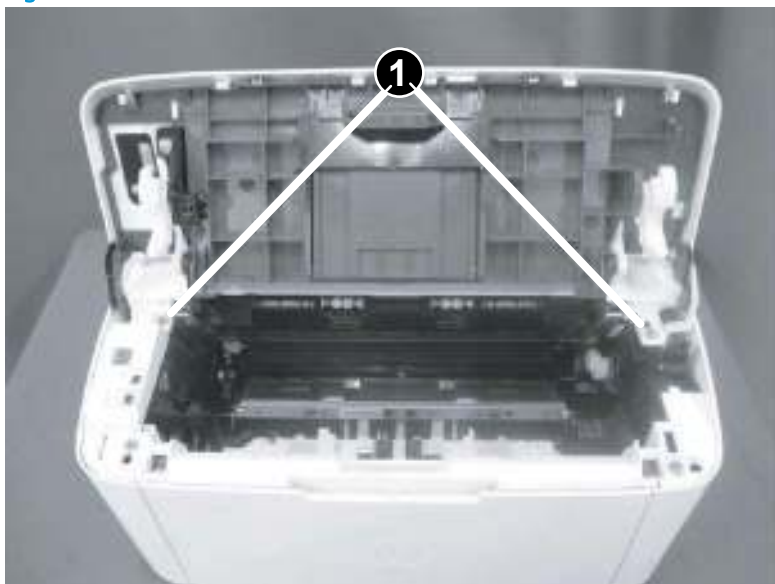
### Post service test

No post service test is available for this assembly.

### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-3 Remove two screw





2. Before proceeding, take note of the following disassembly instructions.

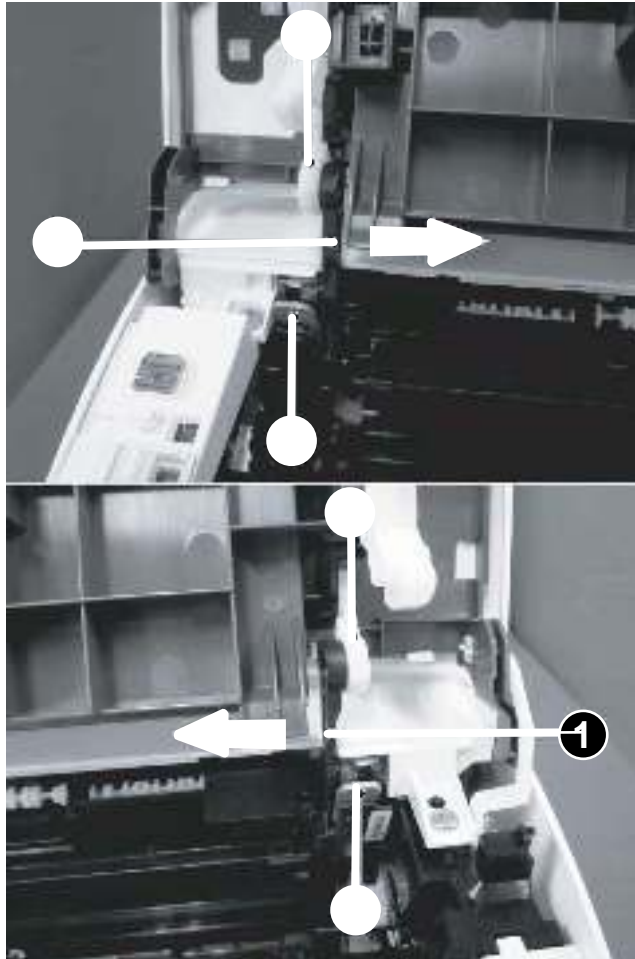
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

**CAUTION:** Do not deform the pressure plate.

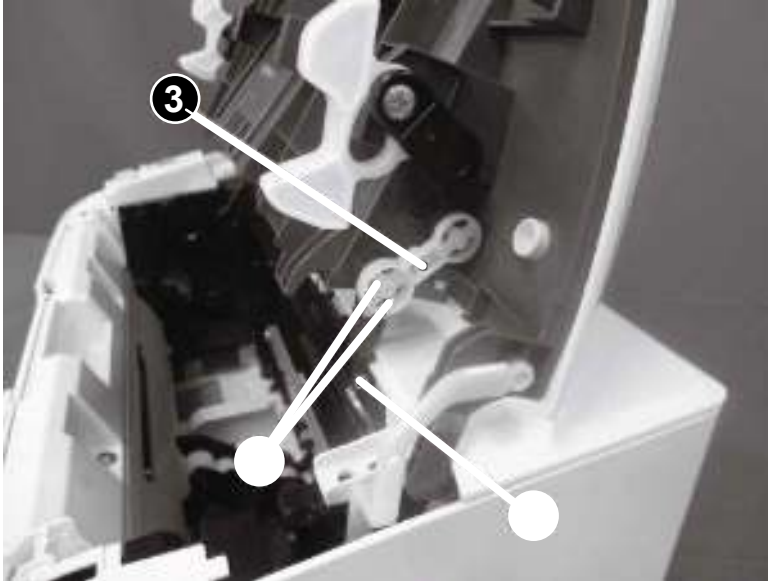
---

Figure 1-4 Special disassembly instructions



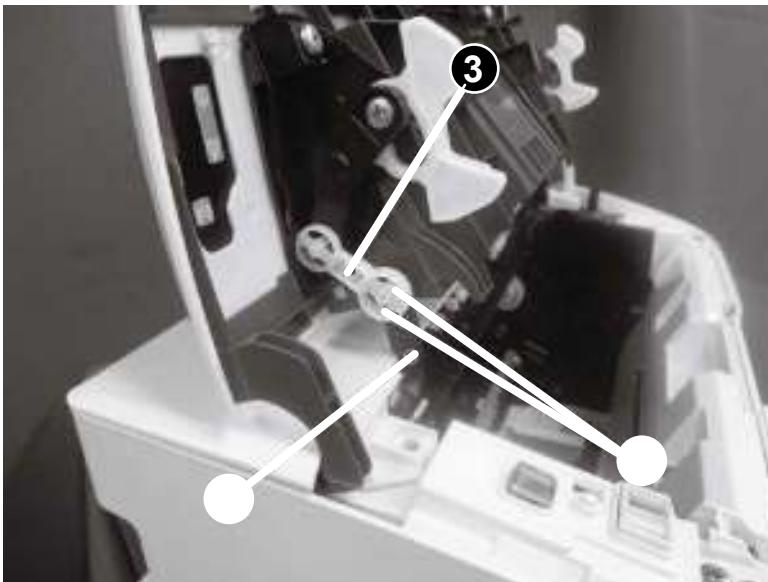
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-5** Remove the link arm



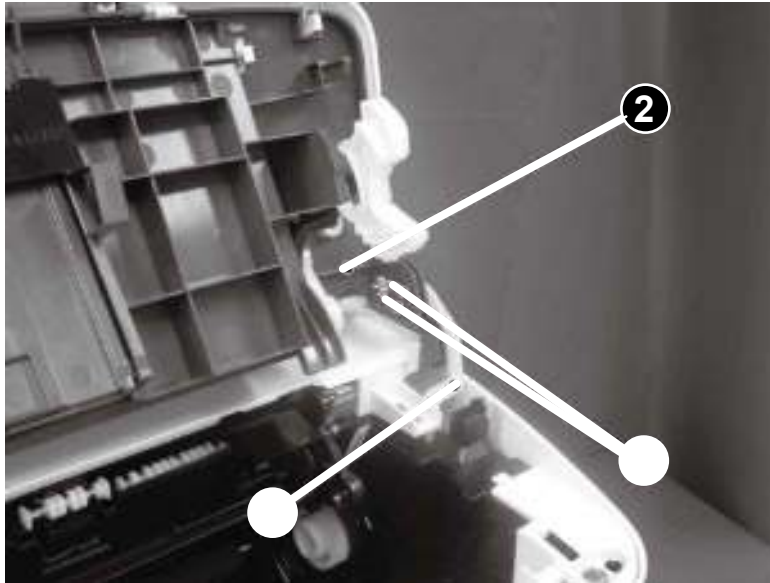
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-6** Remove the link arm



5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-7** Remove the link arm



6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

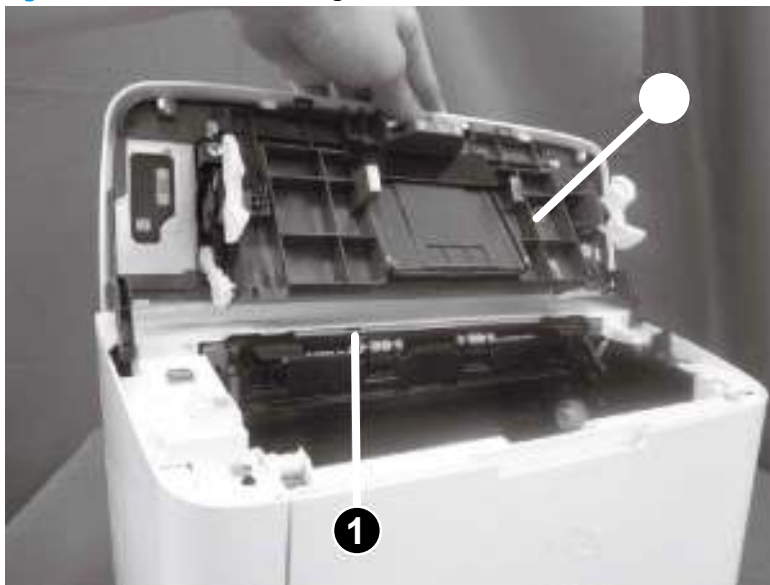


**NOTE:** If the cartridge door is removed to access other assembly, stop at this step.



**Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-8** Remove the cartridge door



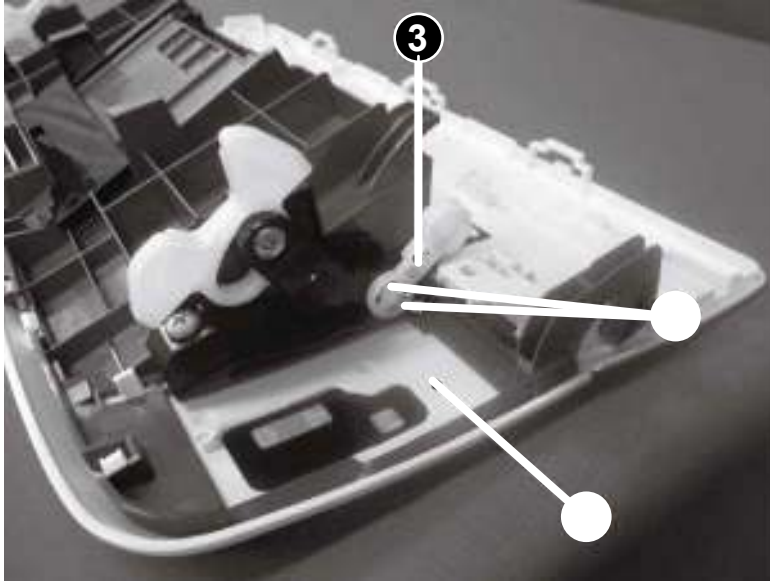
7. **Optional step:** If a replacement cartridge door is being installed, do the following:



**NOTE:** Install the link arms on the replacement door.

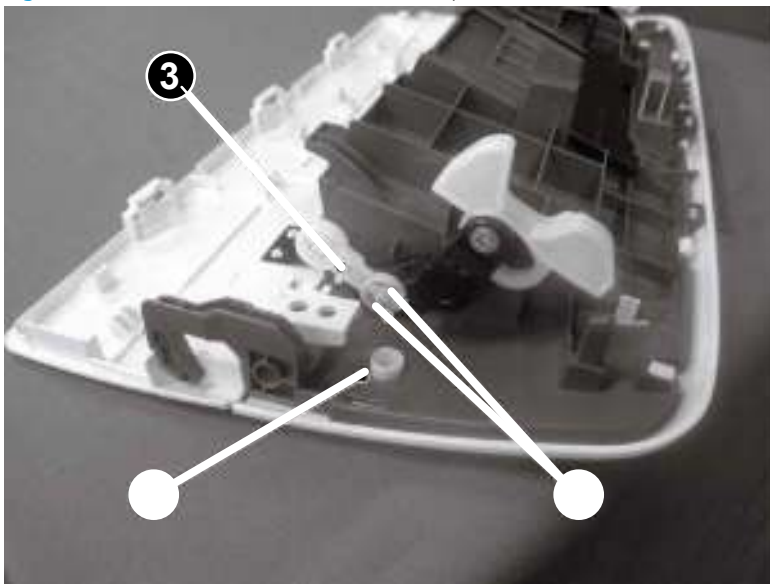
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-9** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-10** Install the link arms on the replacement door



## Step 2: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)

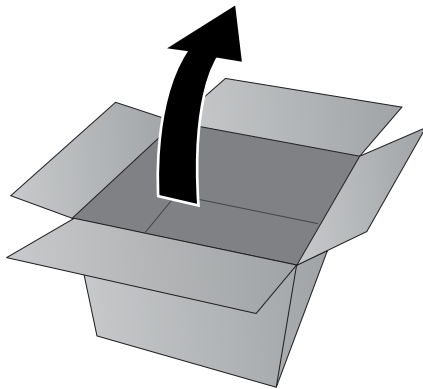
2. Unpack the replacement part from the packaging.

---

**CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---




Remove and replacement: Document lid (M28-M31)

- [Introduction](#)
- [Step 1: Remove the document lid \(M28-M31\)](#)
- [Step 2: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the document lid (M28-M31).

 **IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Document lid (M28-M31) part number	
RM2-2136-000CN	Document lid (M28-M31)

Required tools

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

After performing service

- Make sure that the document lid is fully closed after replacing it.
- Turn the printer power on.

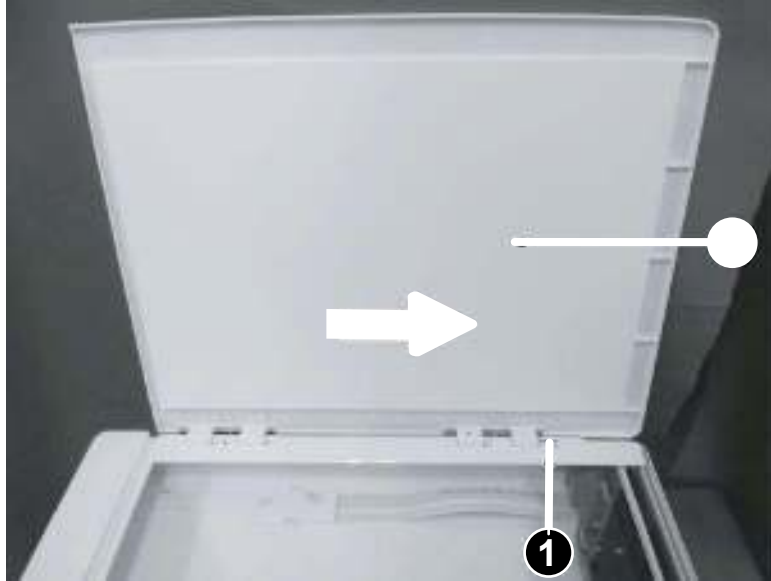
Post service test

No post service test is available for this assembly.

Step 1: Remove the document lid (M28-M31)

- ▲ Do the following:
  - Open the document lid.
  - Press and hold one tab (callout 1), and then slide the document lid (callout 2) as shown below to remove it.

Figure 1-11 Remove the document lid (M28-M31)



### Step 2: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



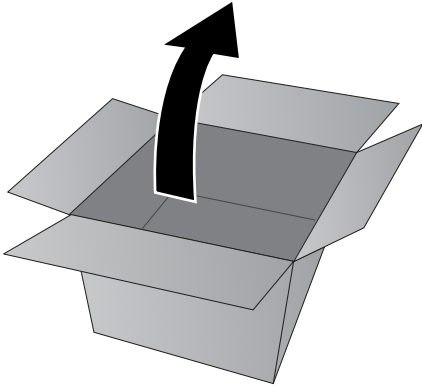
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---





## Remove and replacement: Formatter cover (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the formatter cover (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Formatter cover (M14-M17) part number	
RC5-4239-000CN	Formatter cover (M14-M17)

### Required tools

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

### After performing service

- Turn the printer power on.

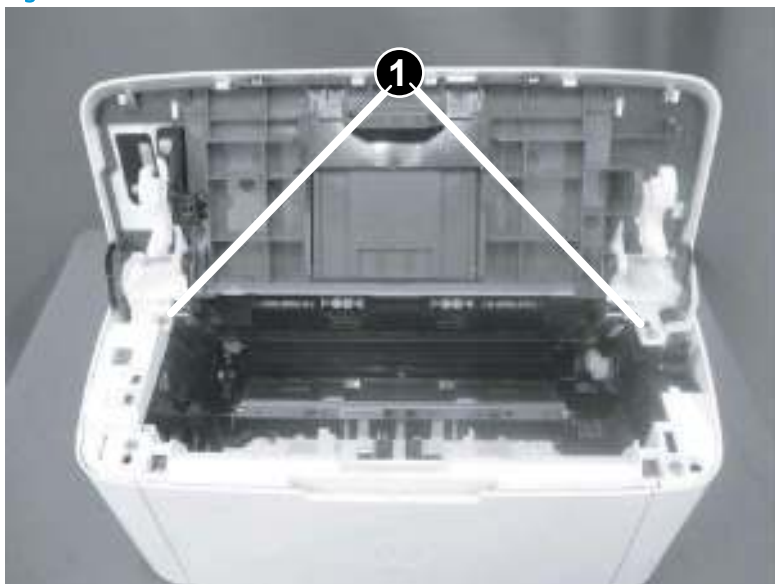
### Post service test

No post service test is available for this assembly.

### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-12 Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

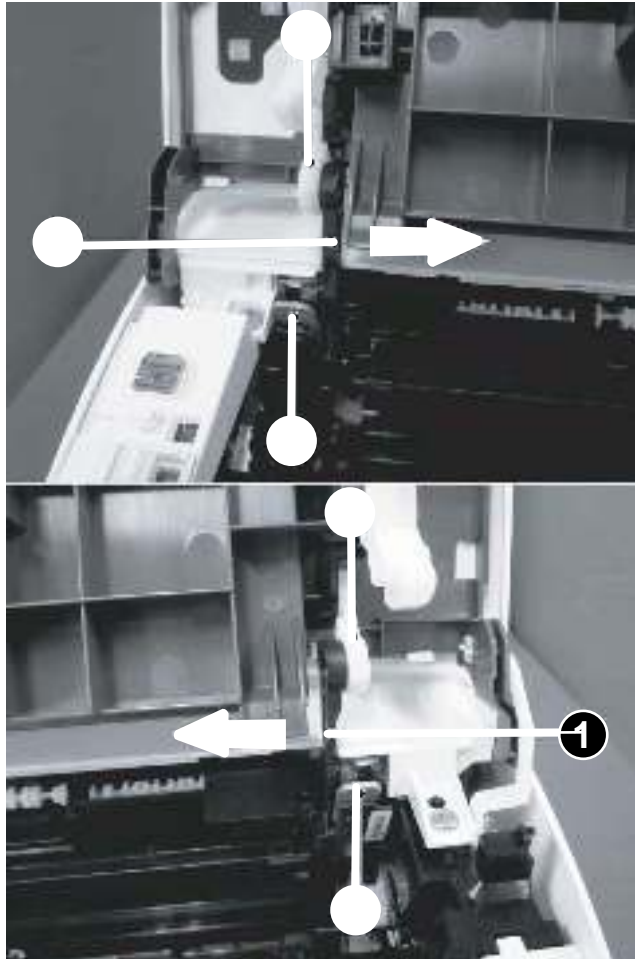
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

**CAUTION:** Do not deform the pressure plate.

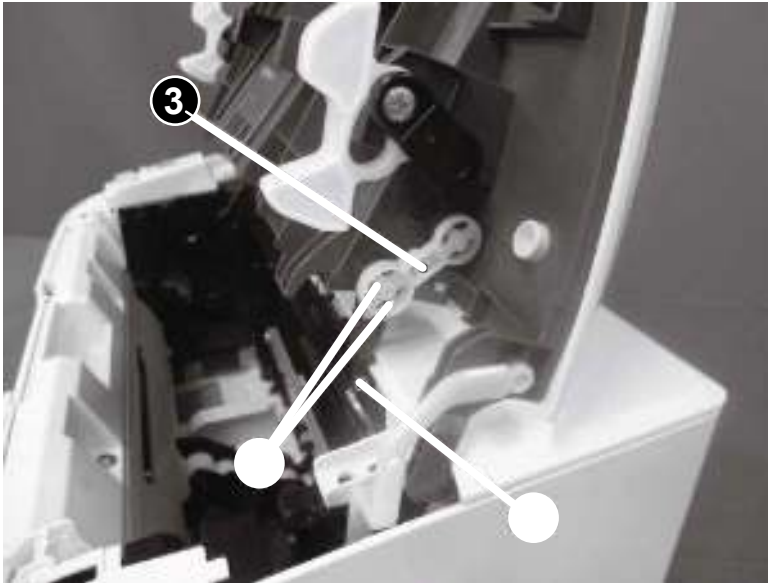
---

**Figure 1-13** Special disassembly instructions



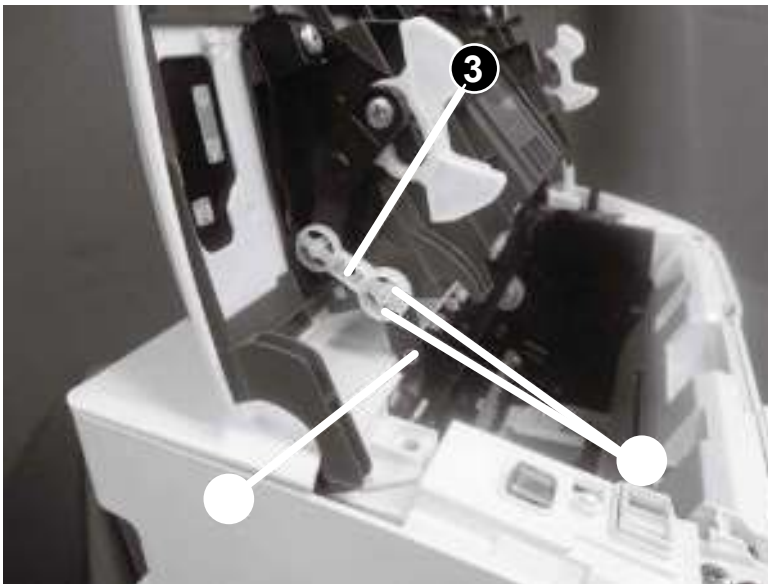
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-14** Remove the link arm



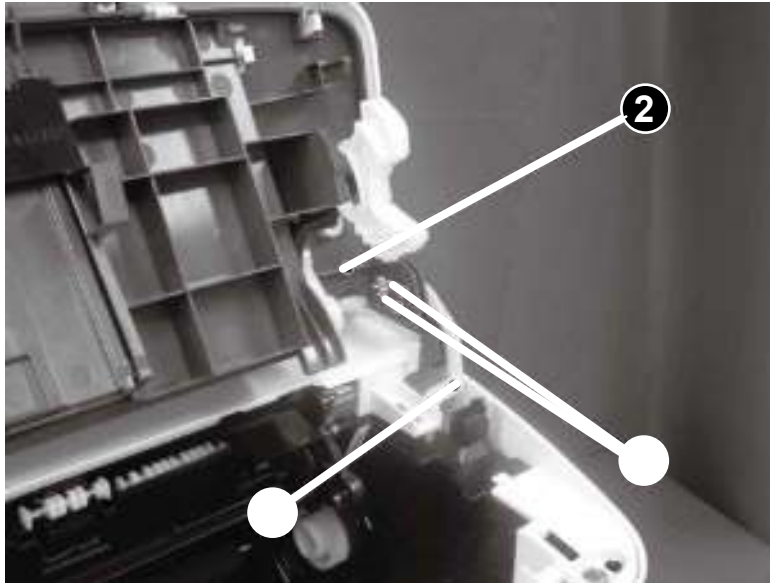
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-15** Remove the link arm



5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-16** Remove the link arm



6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

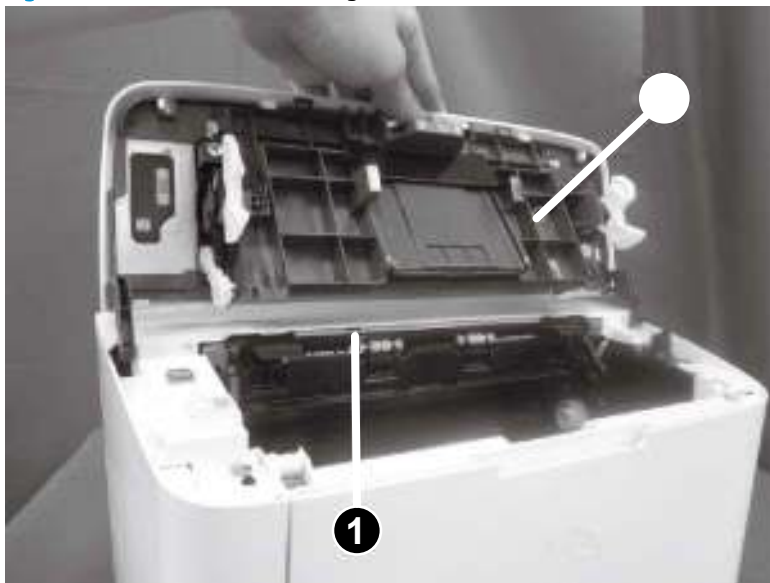


**NOTE:** If the cartridge door is removed to access other assembly, stop at this step.



**Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-17** Remove the cartridge door



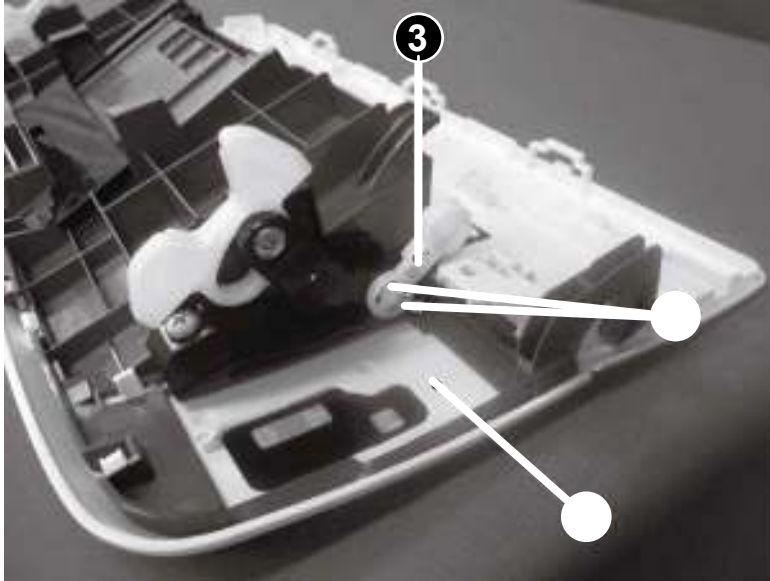
7. **Optional step:** If a replacement cartridge door is being installed, do the following:



**NOTE:** Install the link arms on the replacement door.

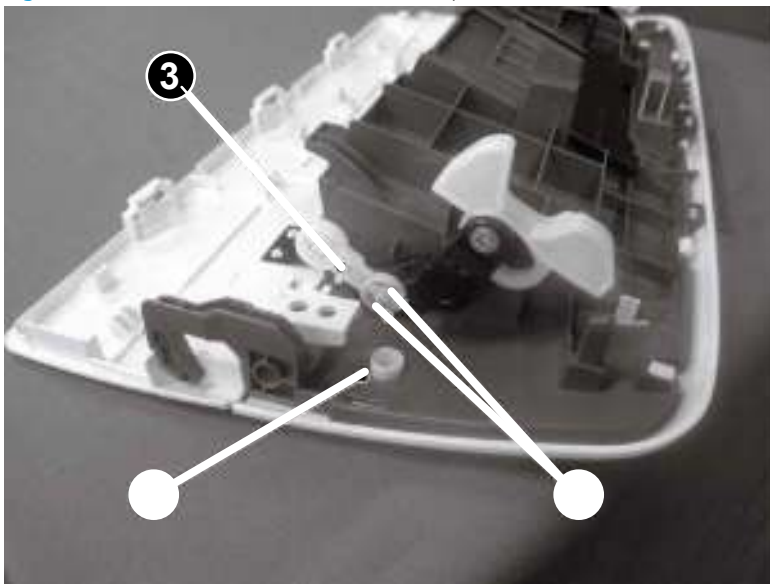
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-18** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-19** Install the link arms on the replacement door



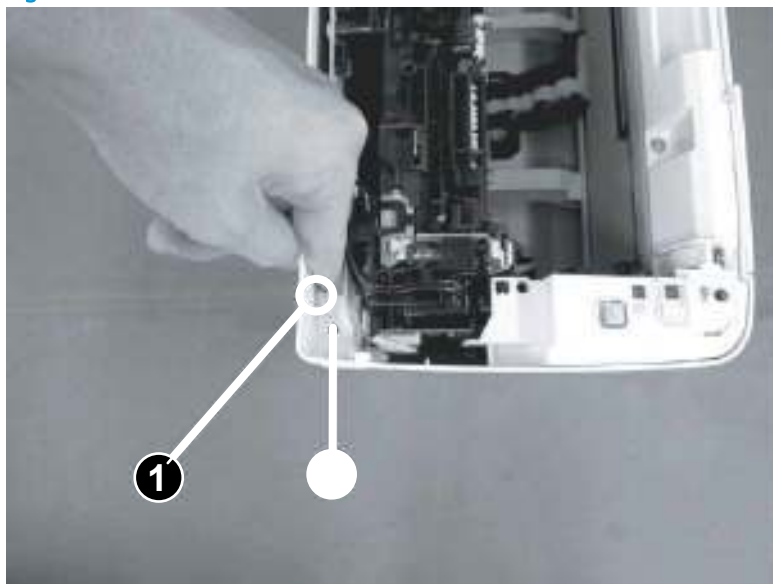
## Step 2: Remove the formatter cover (M14-M17)

- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-20 Remove the formatter cover (M14-M17)



### Step 3: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



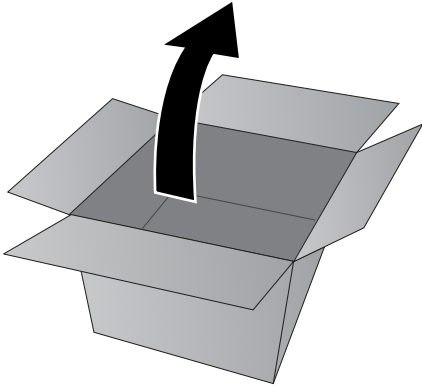
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---





## Remove and replacement: Formatter cover (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the formatter cover (MFP M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Formatter cover (MFP M28-M31) part number	
RC5-4186-000CN	Formatter cover (MFP M28-M31)

### Required tools

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

### After performing service

- Turn the printer power on.

### Post service test

No post service test is available for this assembly.

### Step 1: Remove the formatter cover (MFP M28-M31)

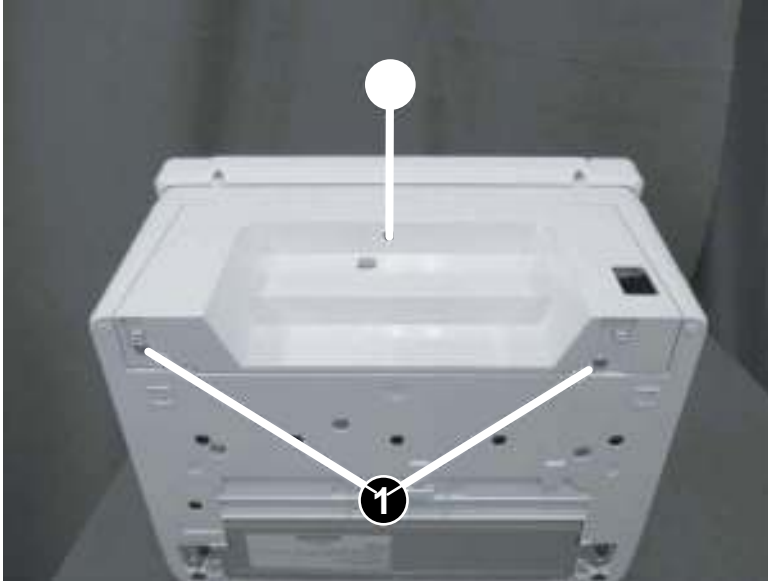
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-21** Remove the formatter cover (MFP M28-M31)



### Step 2: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



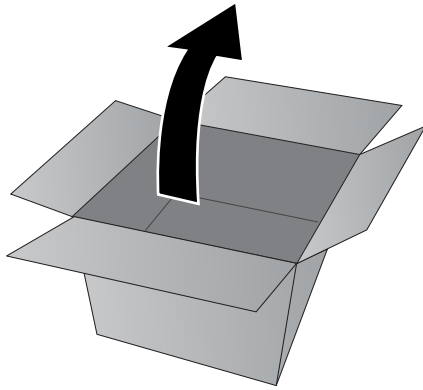
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Cartridge door (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the cartridge door \(MFP M28-M31\)](#)
- [Step 3: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the cartridge door (MFP M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Cartridge door (MFP M28-M31) part number	
RM2-2515-000CN	Cartridge door (MFP M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Make sure that the cartridge door is fully closed after replacing it.
- Turn the printer power on.

### Post service test

No post service test is available for this assembly.

### Step 1: Remove the formatter cover (MFP M28-M31)

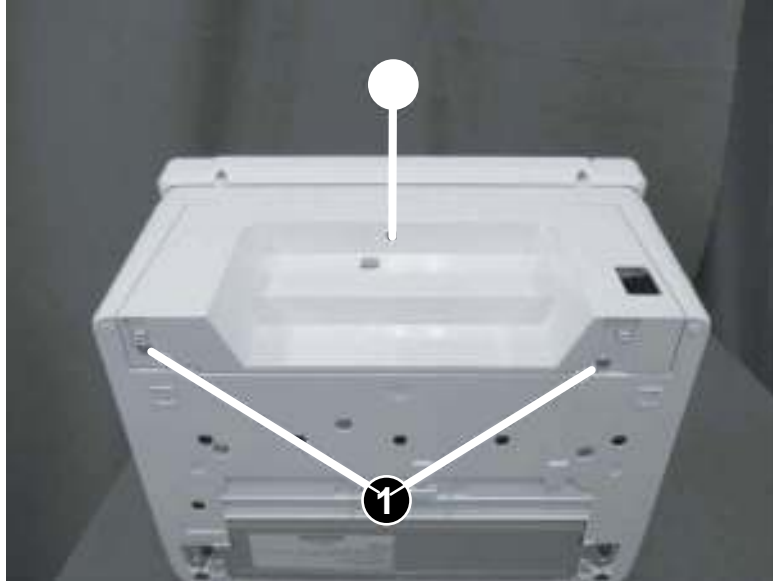
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

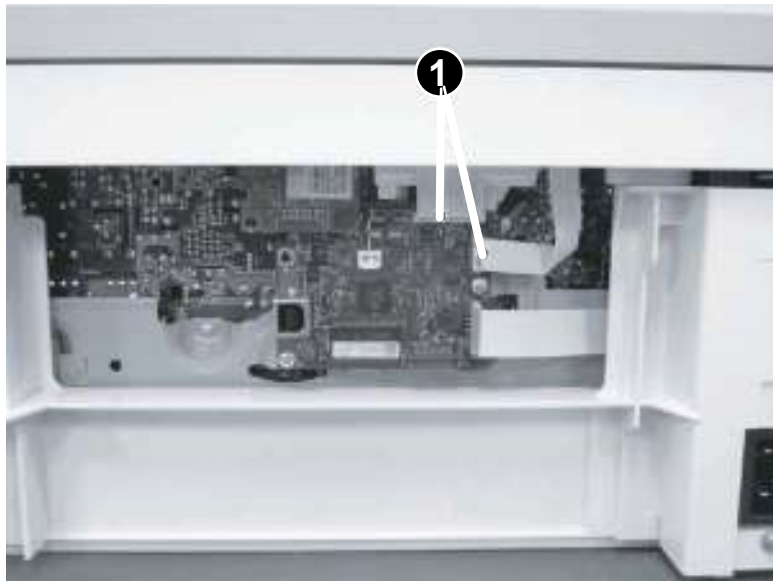
Figure 1-22 Remove the formatter cover (MFP M28-M31)



Step 2: Remove the cartridge door (MFP M28-M31)

1. Disconnect two flat flexible cables (FFCs) (callout 1).

Figure 1-23 Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

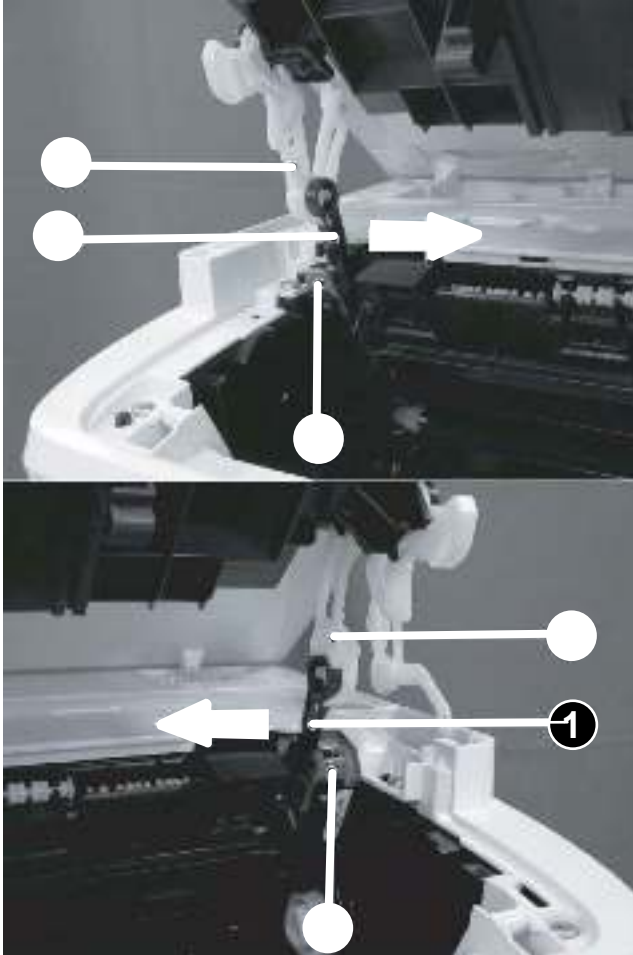
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

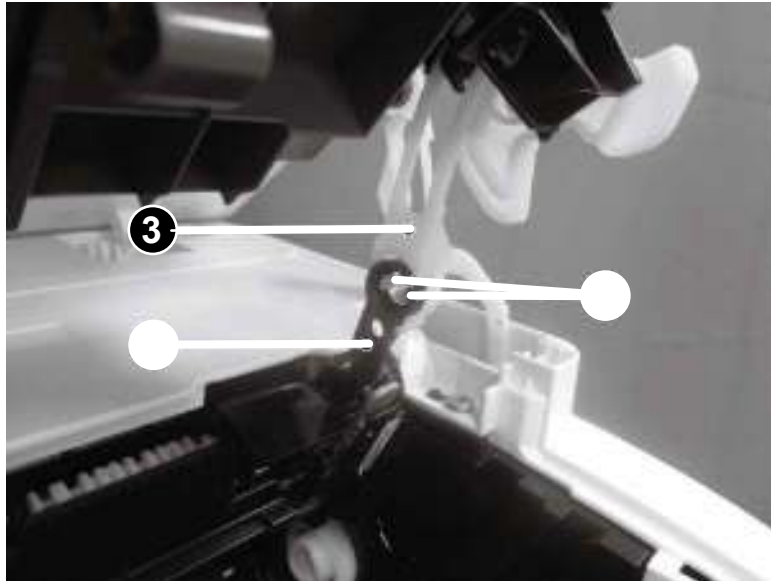
---

**Figure 1-24** Special disassembly instructions



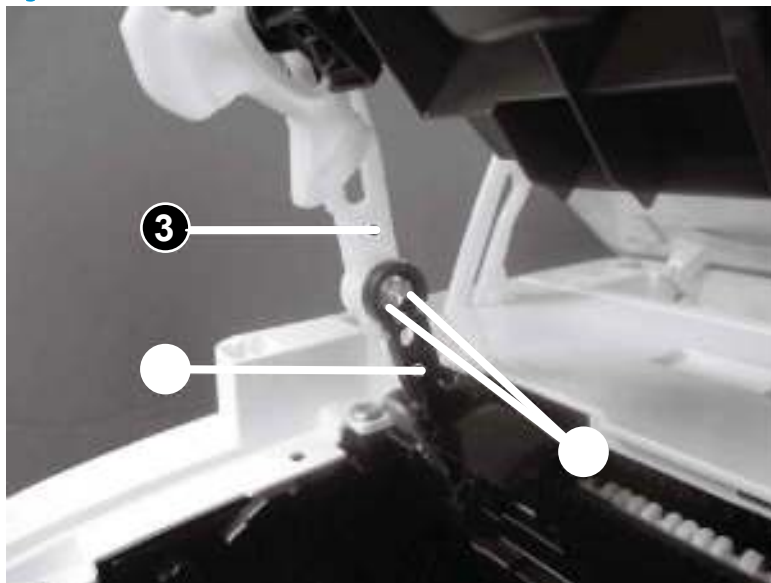
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-25 Remove the link arm



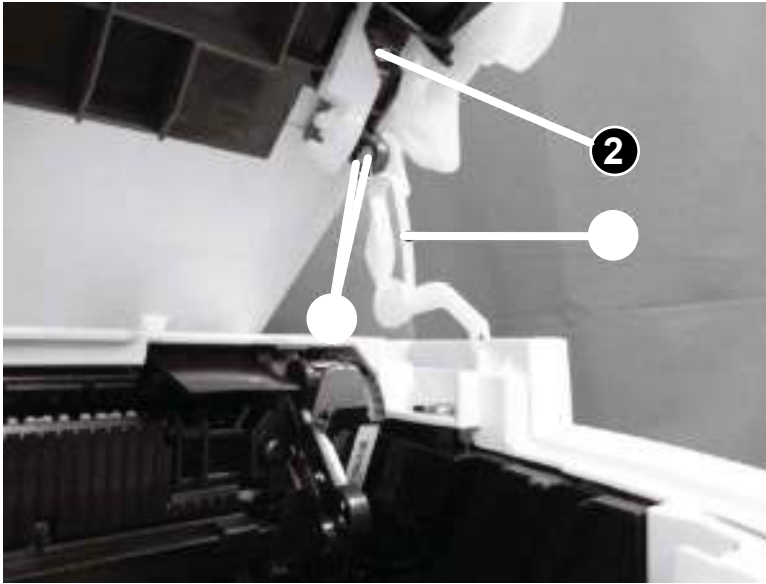
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-26 Remove the link arm



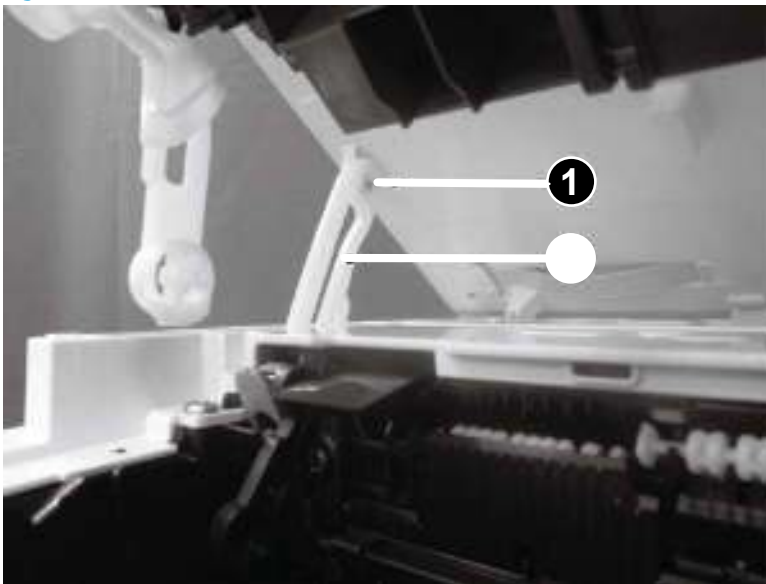
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

Figure 1-27 Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).


Figure 1-28 Remove the link arm





7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

---

 **CAUTION:** Do not damage the FFCs.

---

**Figure 1-29** Remove the image scanner



8. Do the following:
  - Remove two link two link arms (callout 2) from the cartridge door (callout 1).


---

 **NOTE:** Install the link arms on the replacement door.

---

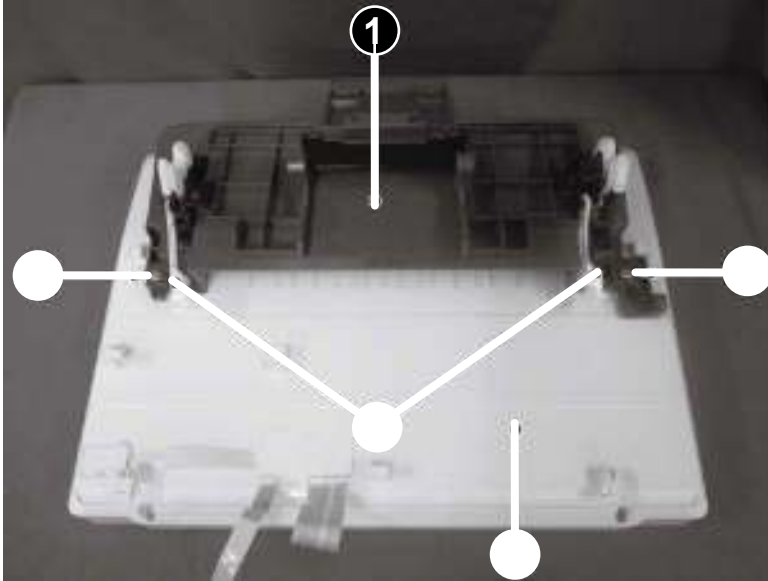
- Remove two screws (callout 3).
- Remove the cartridge door (callout 1) from the image scanner (callout 4).

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

Figure 1-30 Remove the cartridge door



### Step 3: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



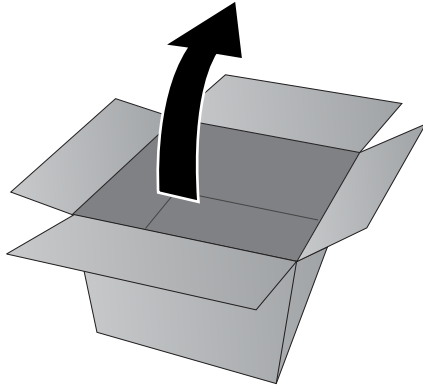
2. Unpack the replacement part from the packaging.

---

**CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Image scanner (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 3: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the image scanner (MFP M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Image scanner (MFP M28-M31) part number	
RM2-2133-000CN	Image scanner (base model; MFP M28-M31)
RM2-2134-000CN	Image scanner (wireless model; MFP M28-M31)
RM2-2135-000CN	Image scanner (EM model; MFP M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Make sure that the image scanner is fully closed after replacing it.
- Turn the printer power on.

### Post service test

Make a copy using the image scanner and verify print quality is acceptable.

### Step 1: Remove the formatter cover (MFP M28-M31)

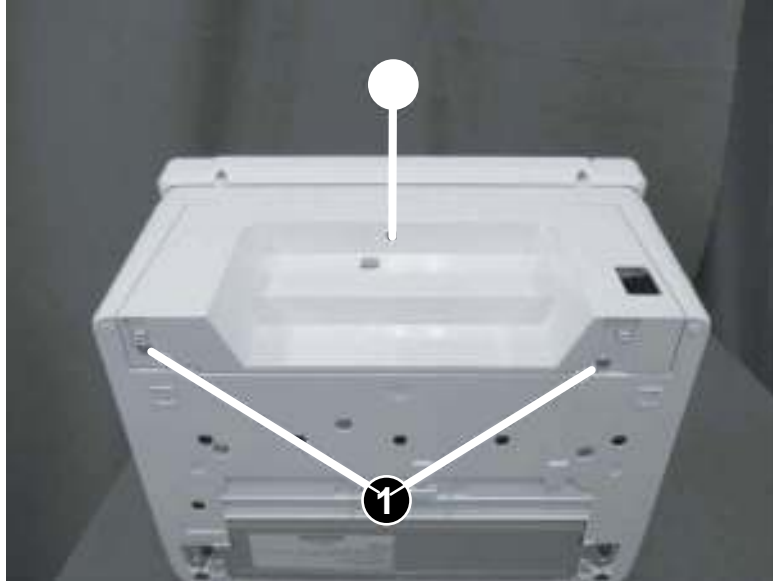
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

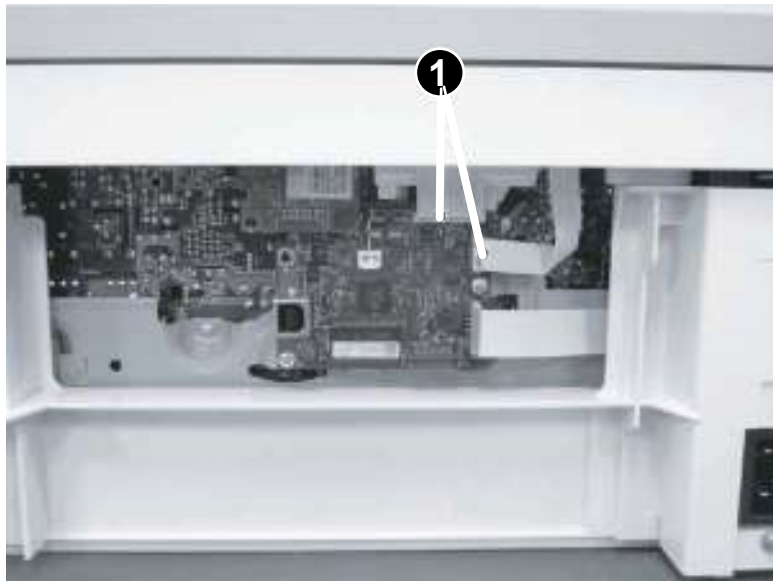
Figure 1-31 Remove the formatter cover (MFP M28-M31)



Step 2: Remove the image scanner (MFP M28-M31)

1. Disconnect two flat flexible cables (FFCs) (callout 1).

Figure 1-32 Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

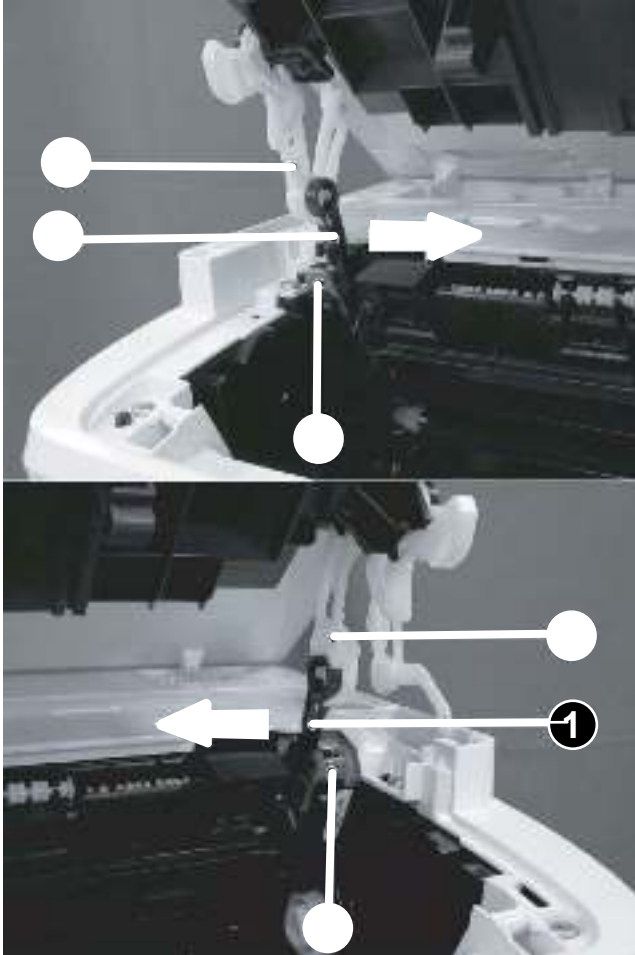
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

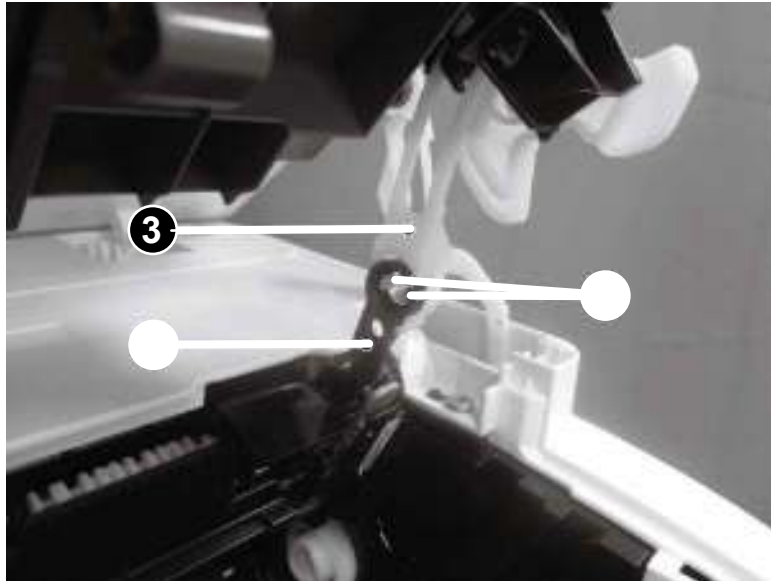
---

**Figure 1-33** Special disassembly instructions



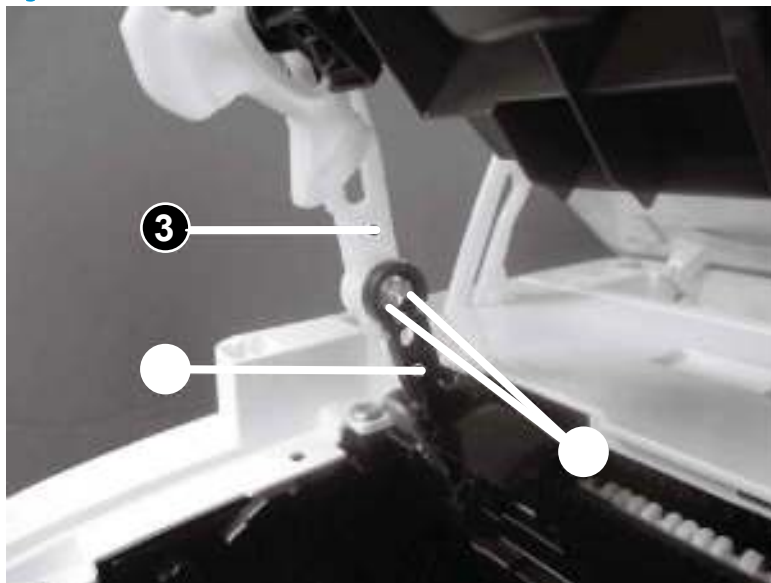
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-34 Remove the link arm



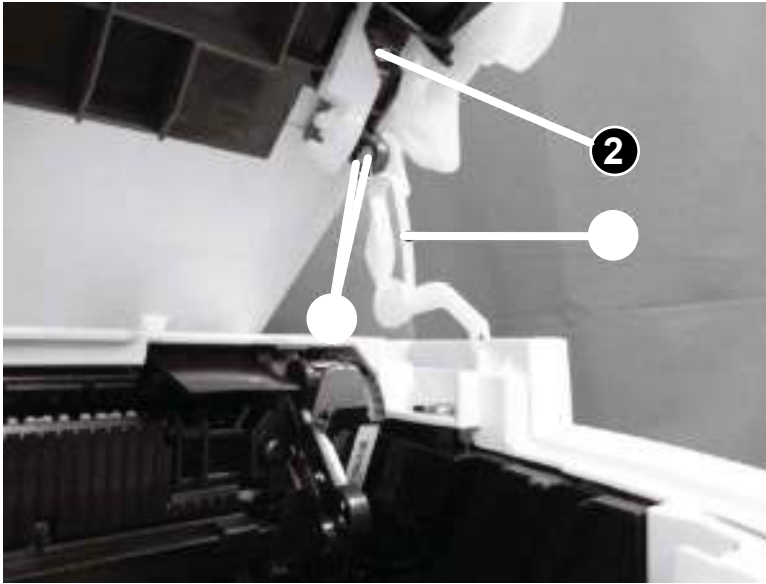
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-35 Remove the link arm



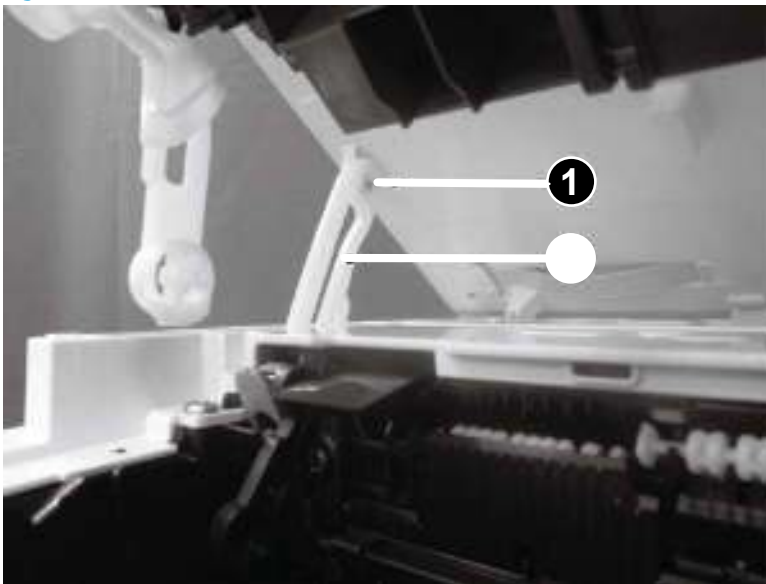
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

**Figure 1-36** Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

**Figure 1-37** Remove the link arm





7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-38** Remove the image scanner



8. For a replacement image scanner, do the following:

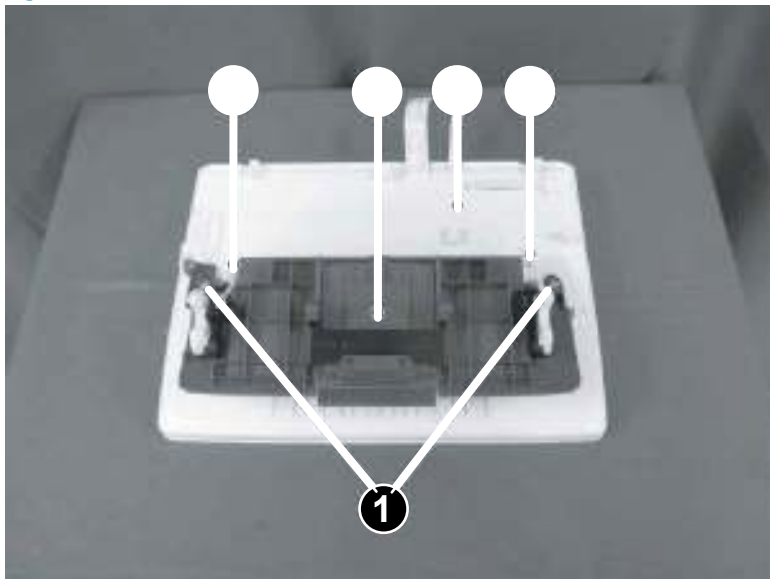
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.

---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).

**Figure 1-39** Remove the cartridge door



### Step 3: Unpack the replacement assembly


1. Dispose of the defective part.

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

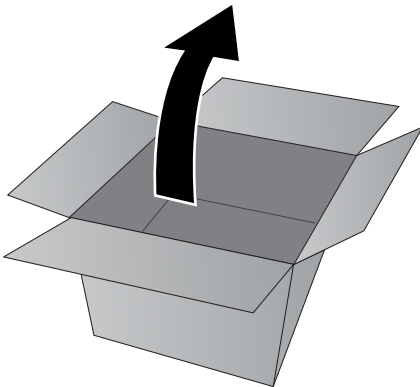
[www.hp.com/recycle](http://www.hp.com/recycle)



2. Unpack the replacement part from the packaging.

 **CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



## Remove and replacement: Lower cover (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the lower cover (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Lower cover (M14-M17) part number	
RM2-2105-000CN	Lower cover (base model; M14-M17)
RM2-2104-000CN	Lower cover (wireless model; M14-M17)

### Required tools

- #2 Phillips screwdriver with a magnetic tip

### After performing service

- Turn the printer power on.

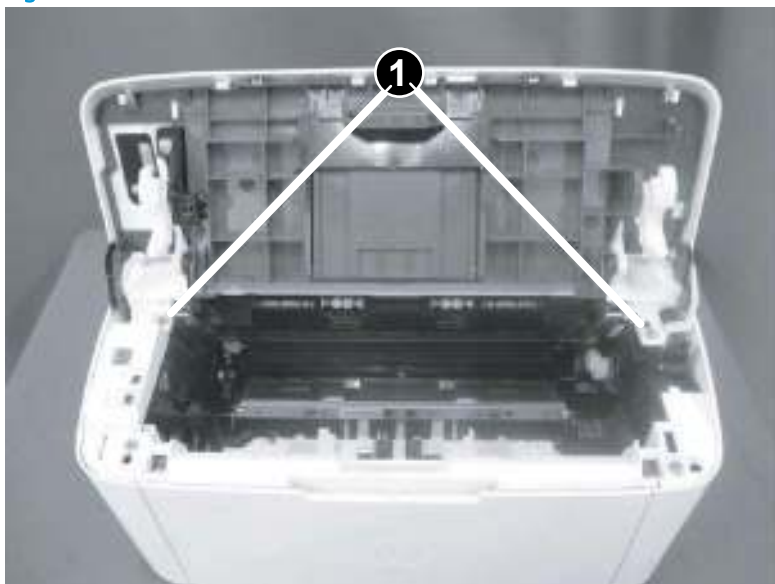
### Post service test

No post service test is available for this assembly.

### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-40 Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

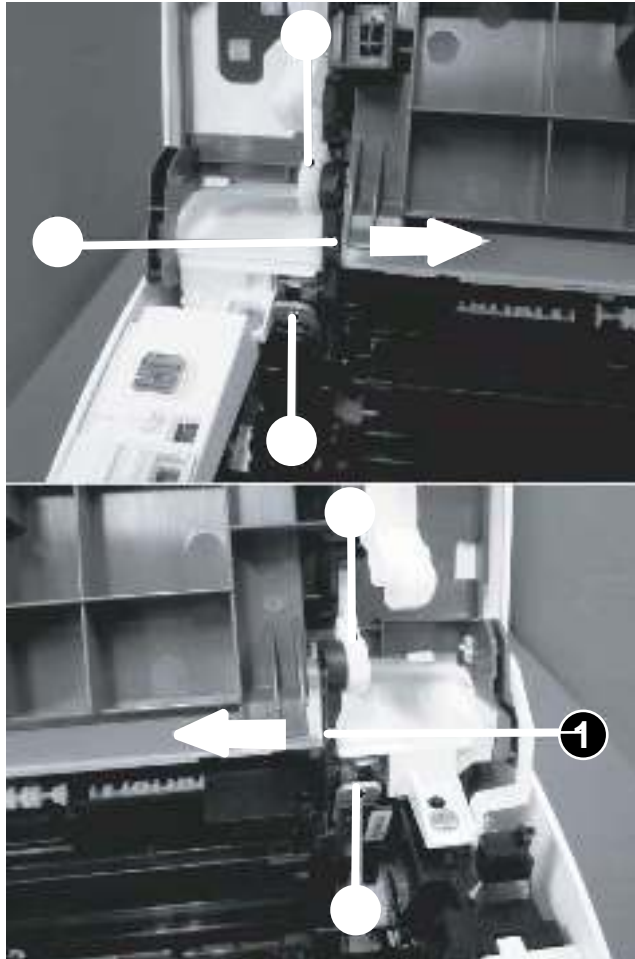
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

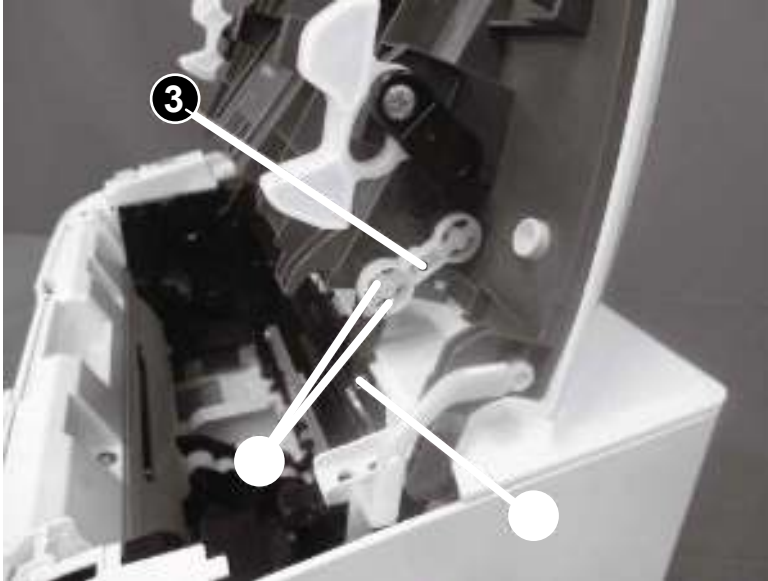
---

**Figure 1-41** Special disassembly instructions



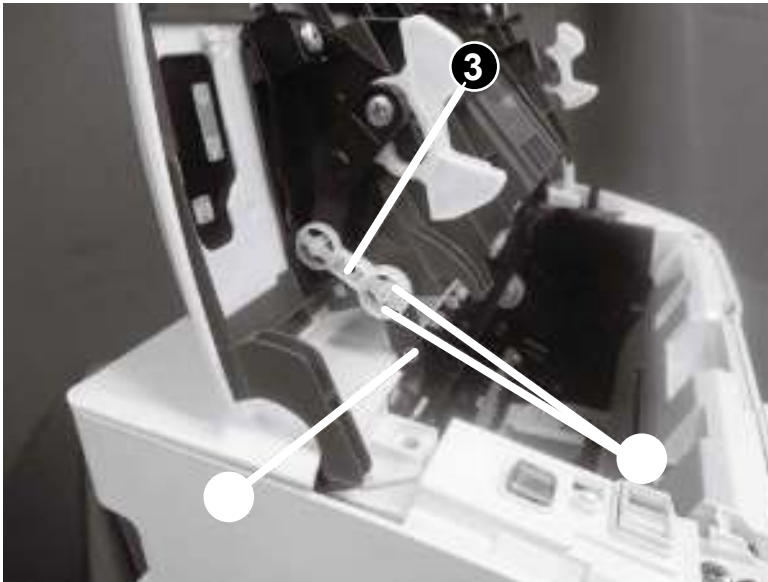
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-42 Remove the link arm



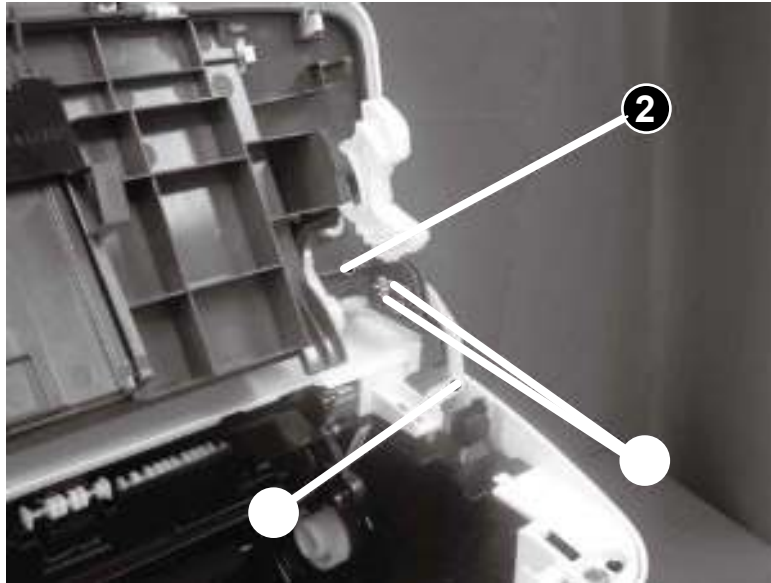
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-43 Remove the link arm



5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-44** Remove the link arm



6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

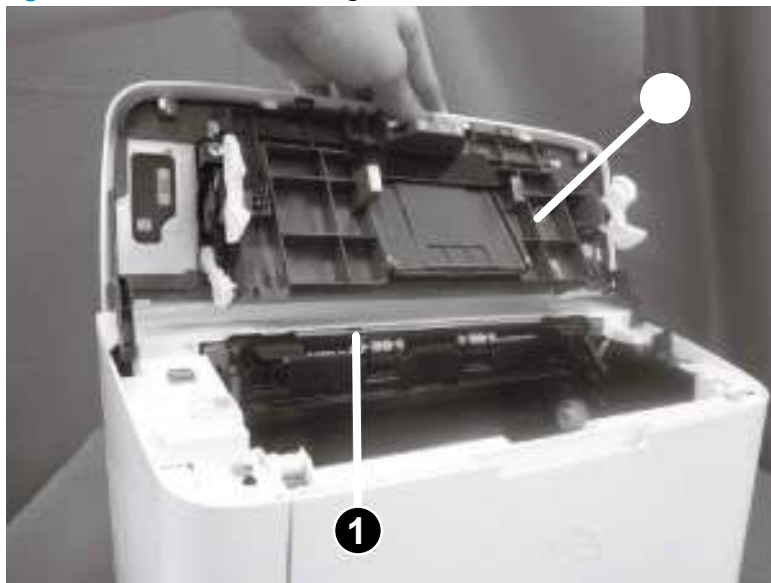


**NOTE:** If the cartridge door is removed to access other assembly, stop at this step.



**Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-45** Remove the cartridge door



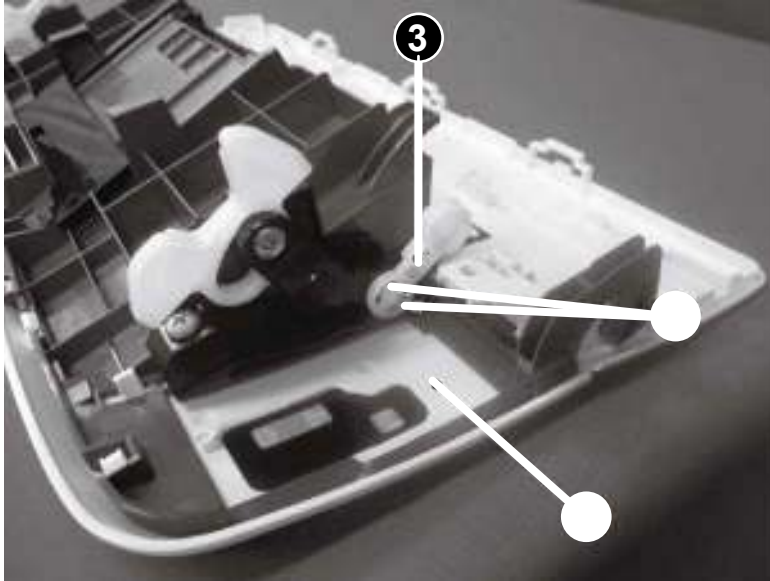
7. **Optional step:** If a replacement cartridge door is being installed, do the following:



**NOTE:** Install the link arms on the replacement door.

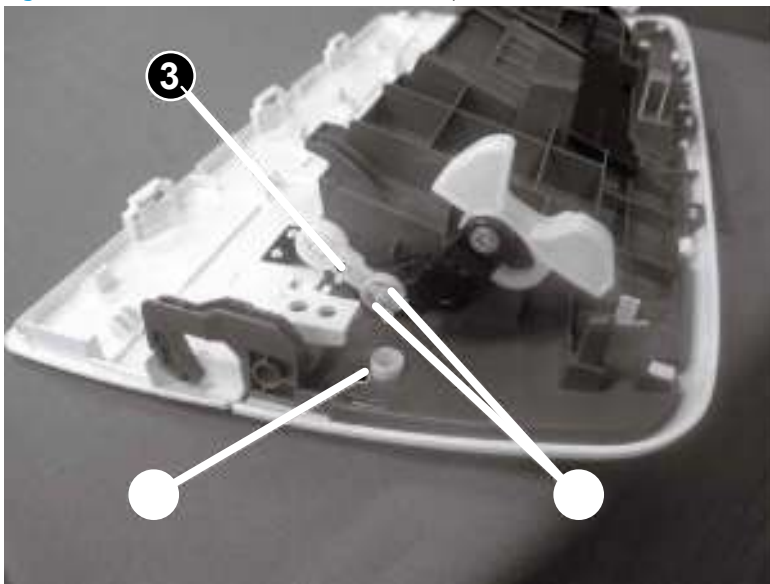
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-46** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-47** Install the link arms on the replacement door



### Step 2: Remove the formatter cover (M14-M17)

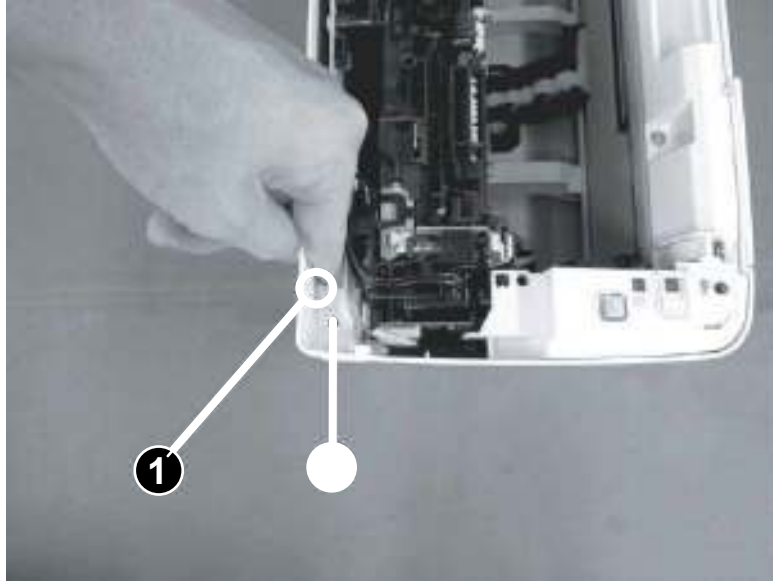
- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.



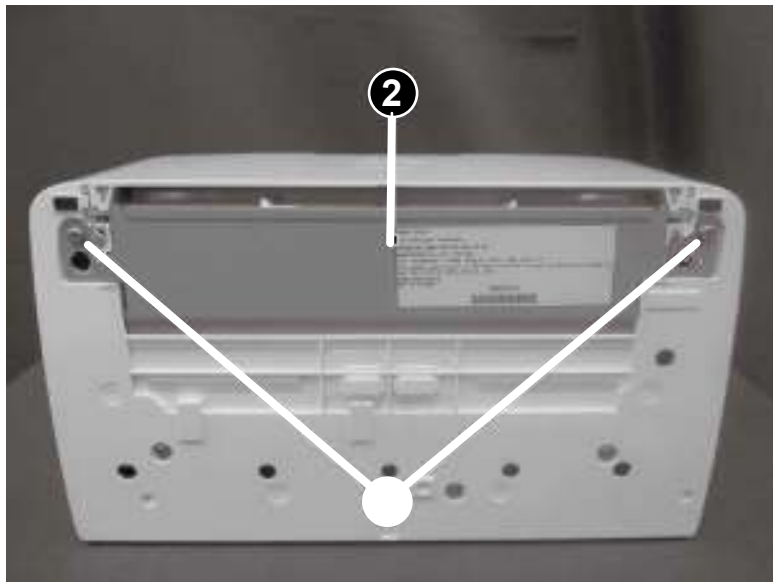
Figure 1-48 Remove the formatter cover (M14-M17)



### Step 3: Remove the lower cover (M14-M17)

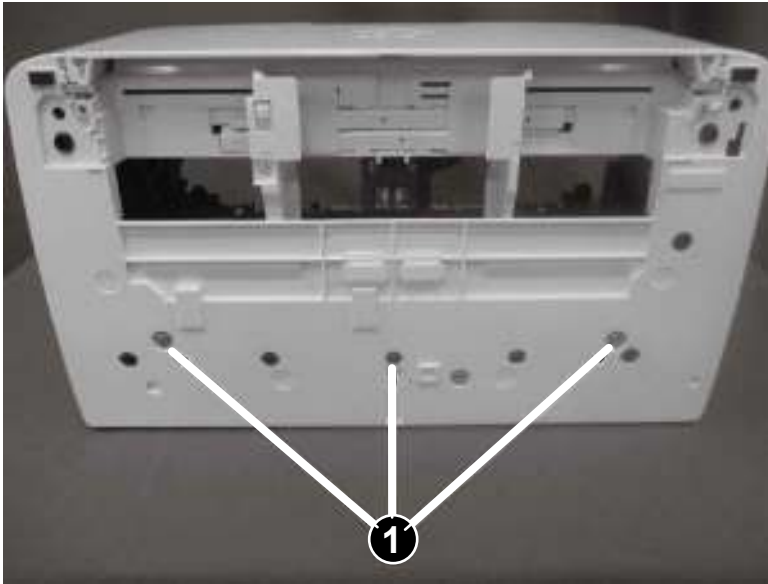
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

Figure 1-49 Remove the lower plate



2. Remove three screws (callout 1)

**Figure 1-50** Remove the three screws



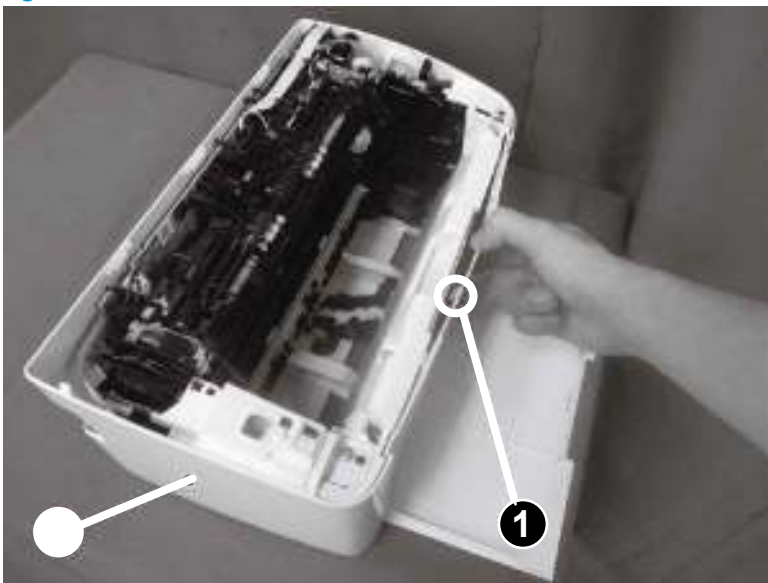
3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-51** Remove the lower cover



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

---

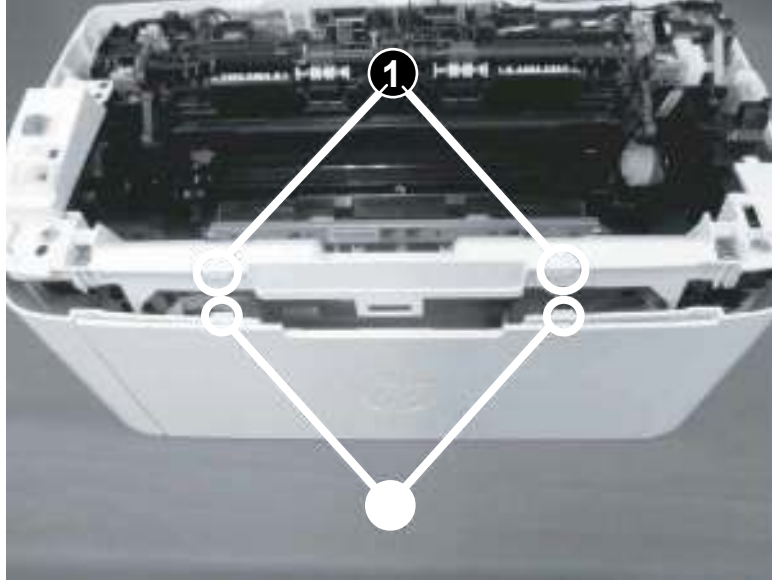
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

---

**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-52** Fit two ribs on the printer into the grooves (lower cover install)



#### Step 4: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



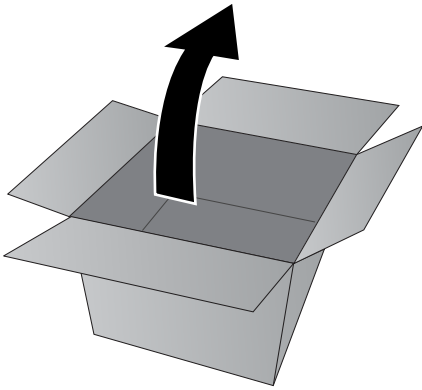
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Lower cover (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 3: Remove the top cover \(MFP M28-M31\)](#)
- [Step 4: Remove the lower cover \(MFP M28-M31\)](#)
- [Step 5: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the lower cover (MFP M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Lower cover (MFP M28-M31) part number	
RM2-2103-000CN	Lower cover (MFP M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip

### After performing service

- Turn the printer power on.

### Post service test

No post service test is available for this assembly.

### Step 1: Remove the formatter cover (MFP M28-M31)

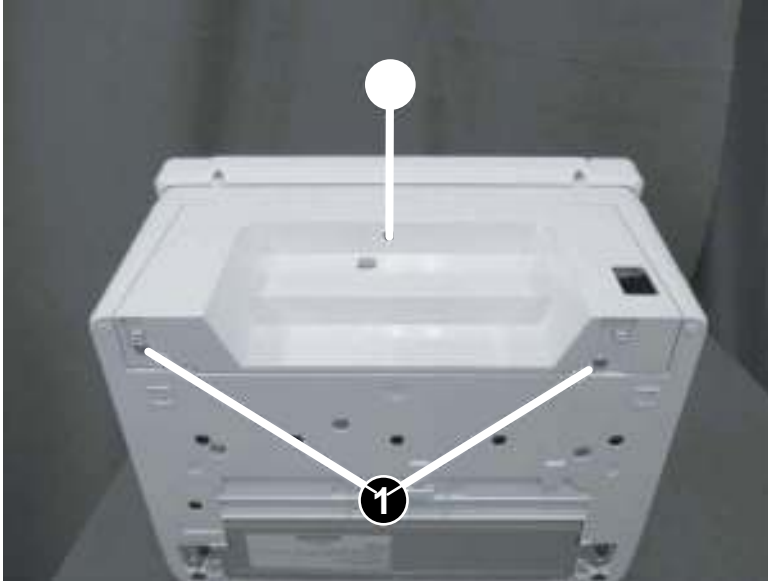
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

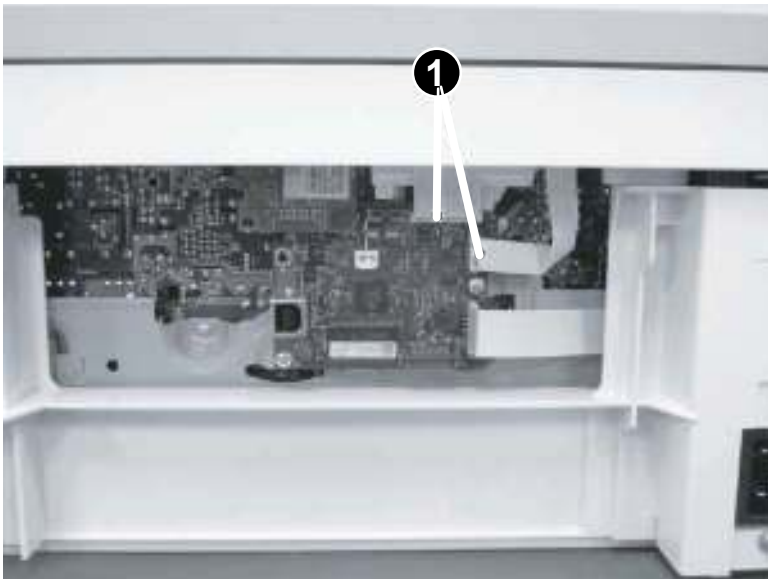
**Figure 1-53** Remove the formatter cover (MFP M28-M31)



**Step 2: Remove the image scanner (MFP M28-M31)**

1. Disconnect two flat flexible cables (FFCs) (callout 1).

**Figure 1-54** Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

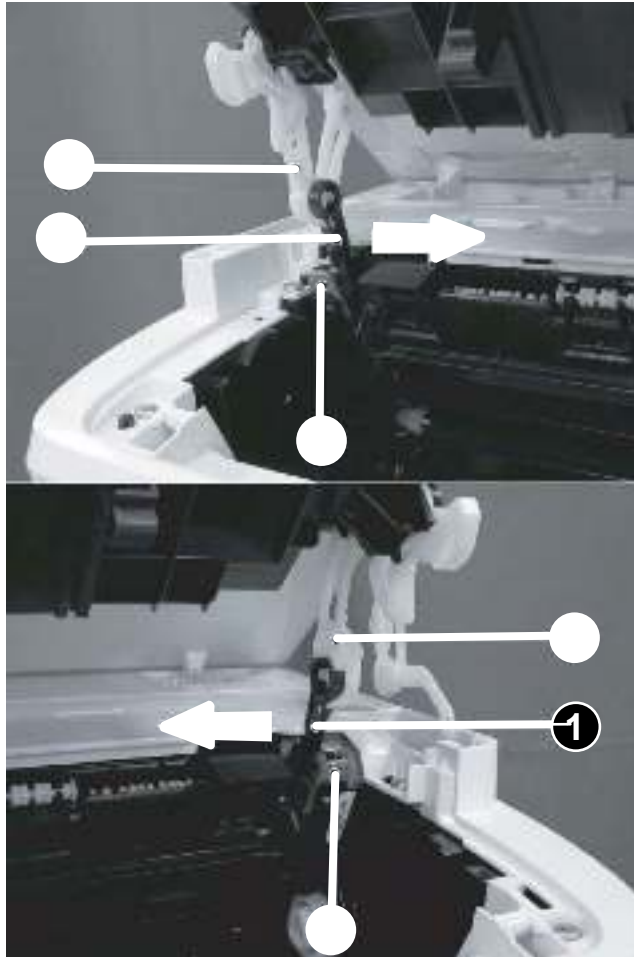
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

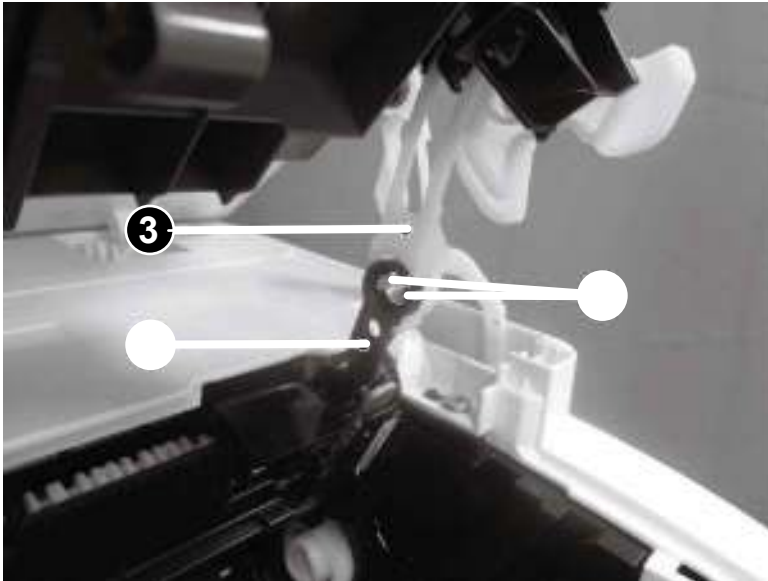
---

**Figure 1-55** Special disassembly instructions



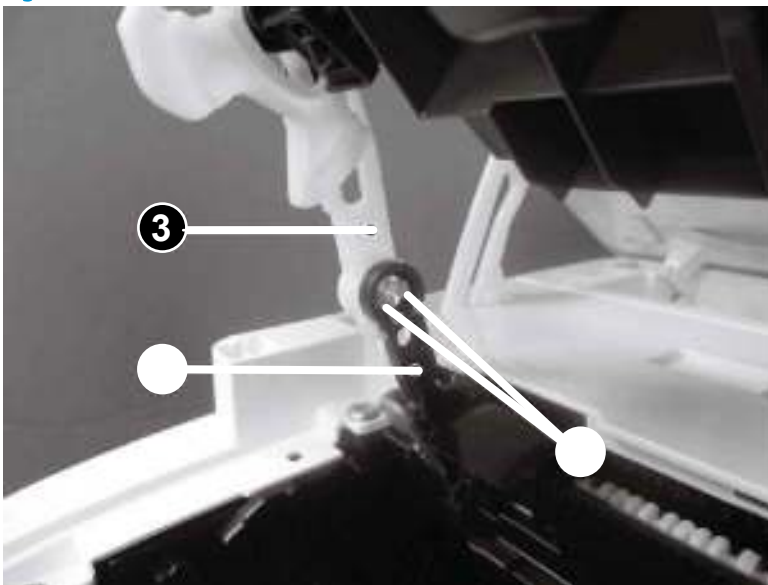
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-56** Remove the link arm



4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

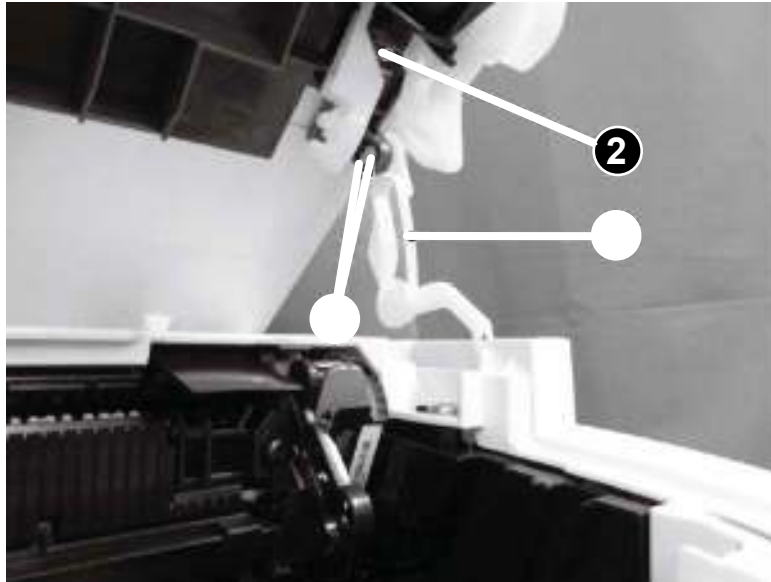
**Figure 1-57** Remove the link arm





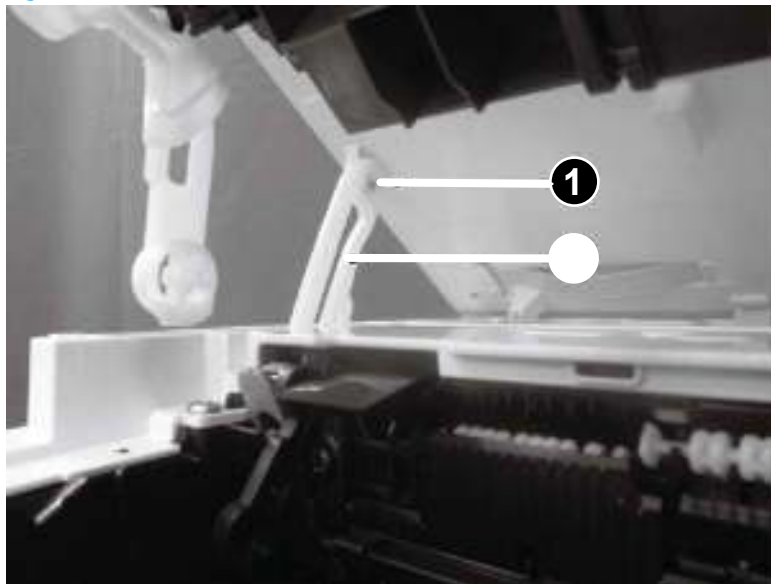
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

Figure 1-58 Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

Figure 1-59 Remove the link arm



7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-60** Remove the image scanner



8. For a replacement image scanner, do the following:

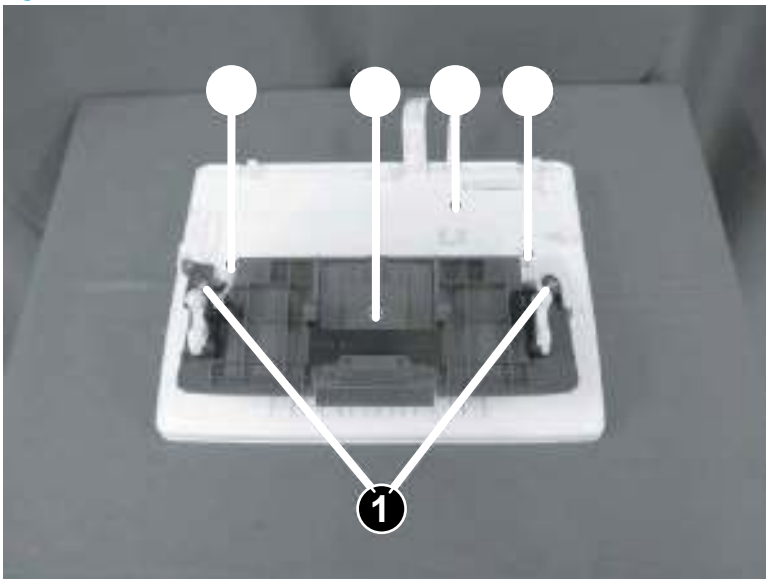
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.

---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).

**Figure 1-61** Remove the cartridge door



### Step 3: Remove the top cover (MFP M28-M31)

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


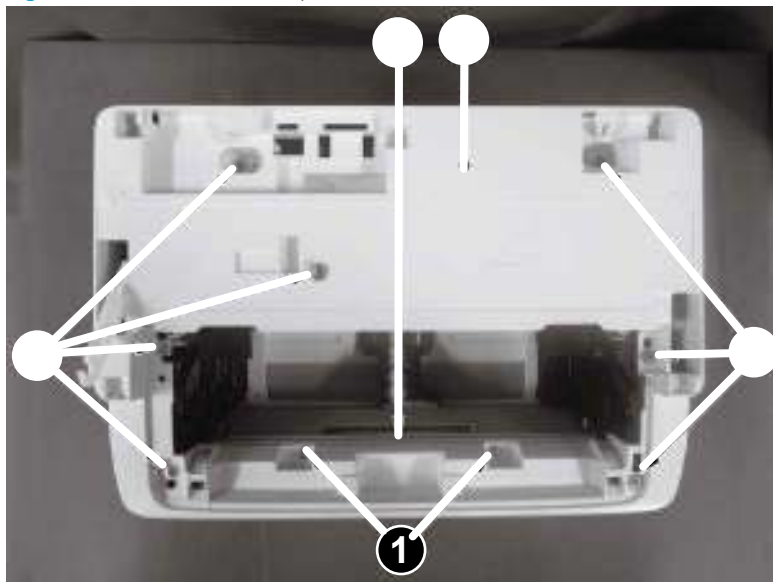

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-62 Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

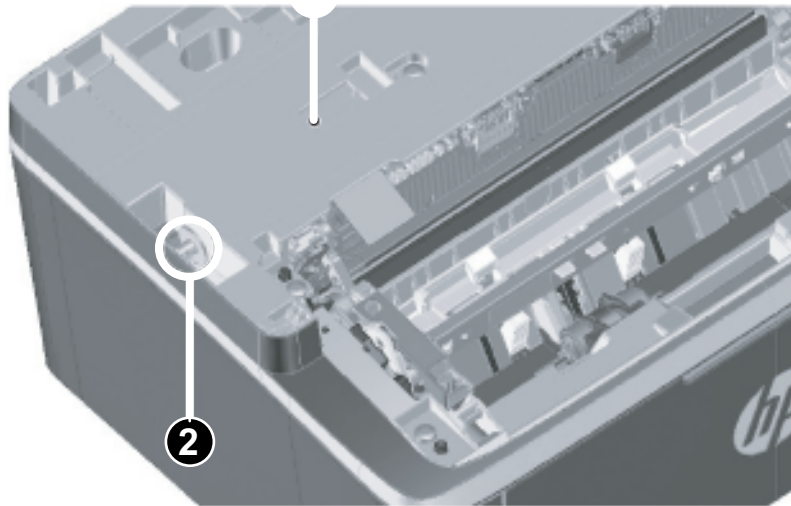
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

 **TIP:** If the top cover is removed to access other assemblies, skip this step.

#### Special installation instructions: Top cover

- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.

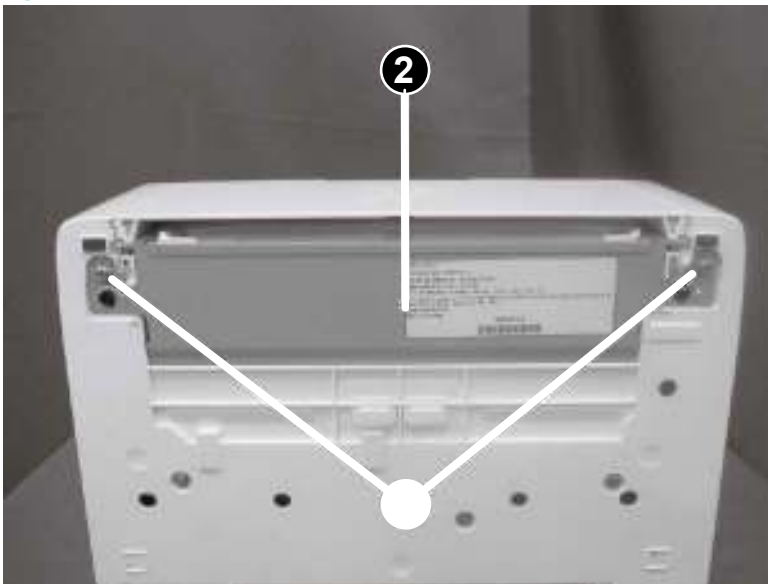
Figure 1-63 Install the pad



#### Step 4: Remove the lower cover (MFP M28-M31)

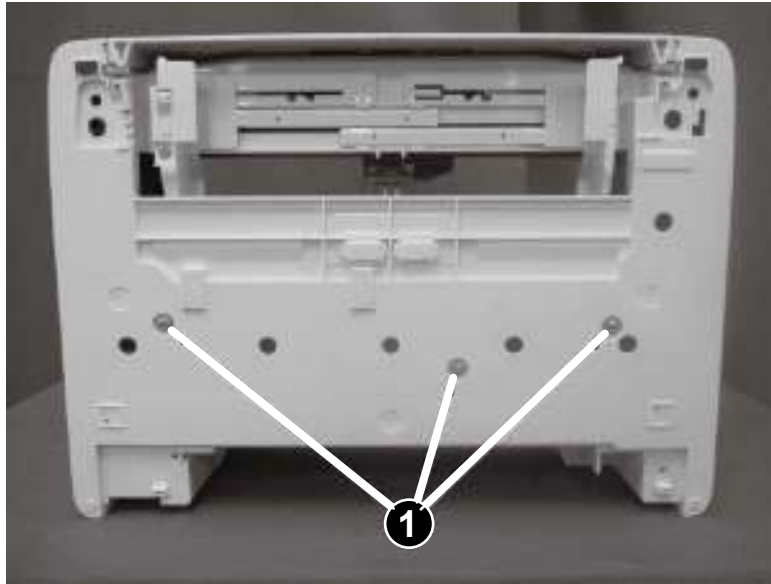
1. Position the printer rear side down, remove two screws (callout 1), and then remove the lower plate (callout 2)

Figure 1-64 Remove the lower plate




2. Remove three screws (callout 1).

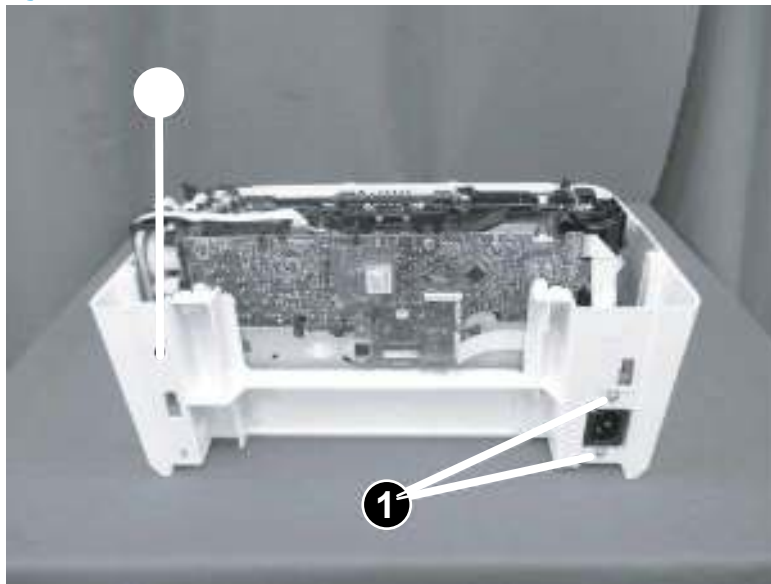
**Figure 1-65** Remove three screws



3. Remove two screws (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-66** Remove the lower cover



#### Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

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

[www.hp.com/recycle](http://www.hp.com/recycle)

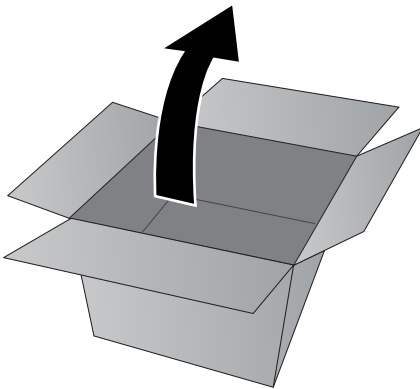
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Top cover (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 3: Remove the top cover \(MFP M28-M31\)](#)
- [Step 4: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the top cover (MFP M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Top cover (MFP M28-M31) part number	
RM2-2122-000CN	Top cover (MFP M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Turn the printer power on.

### Post service test

No post service test is available for this assembly.

### Step 1: Remove the formatter cover (MFP M28-M31)

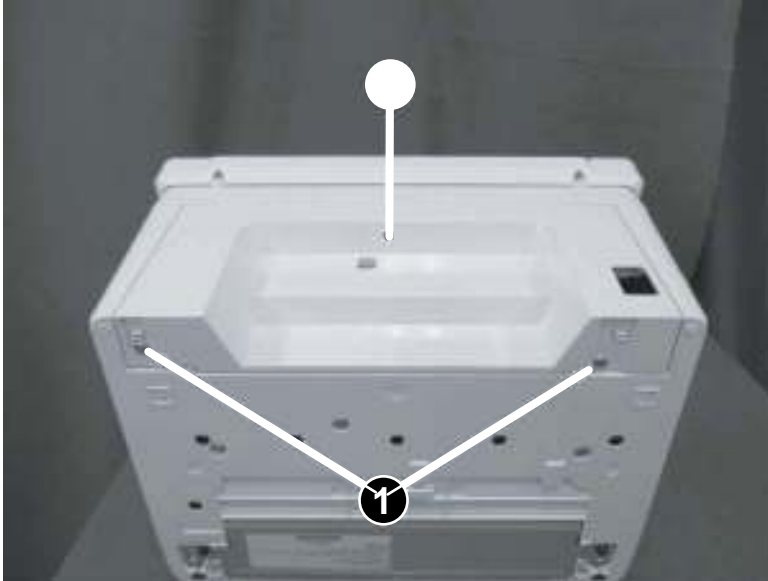
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

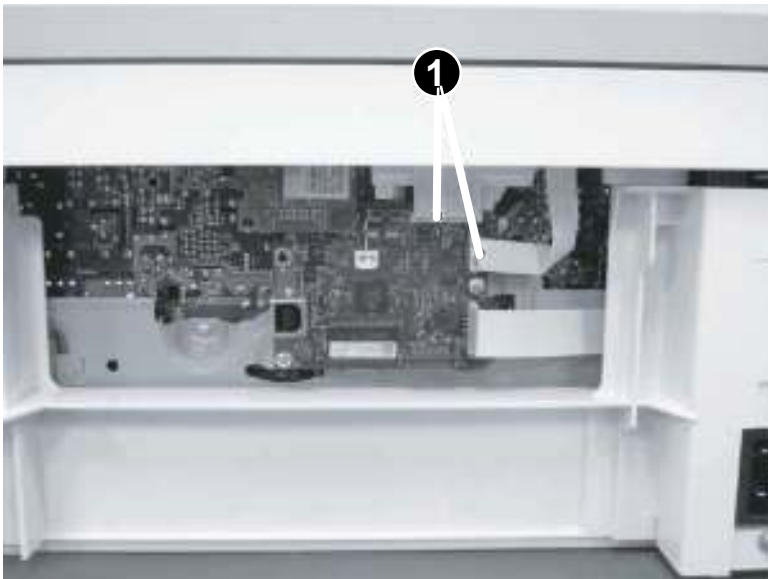
**Figure 1-67** Remove the formatter cover (MFP M28-M31)



**Step 2: Remove the image scanner (MFP M28-M31)**

1. Disconnect two flat flexible cables (FFCs) (callout 1).

**Figure 1-68** Disconnect two FFCs





2. Before proceeding, take note of the following disassembly instructions.

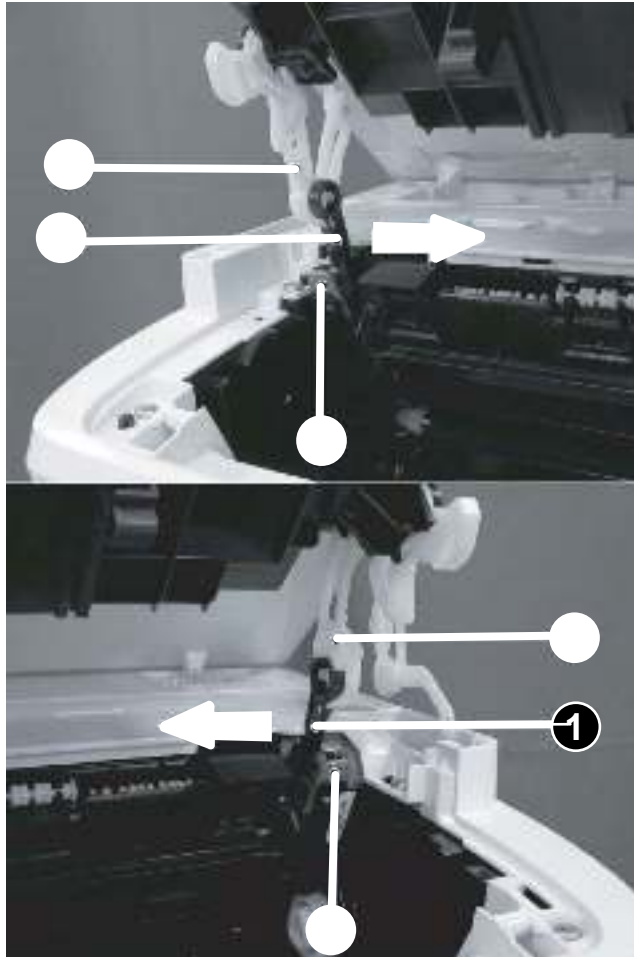
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

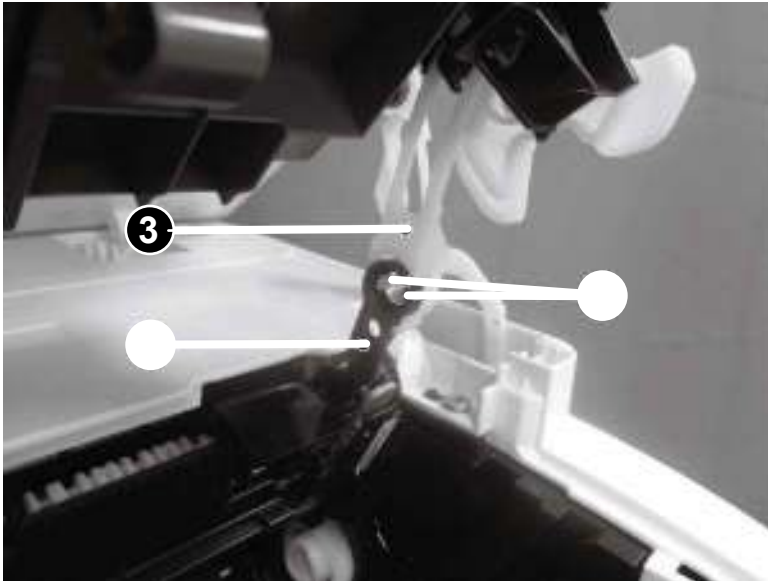
---

**Figure 1-69** Special disassembly instructions



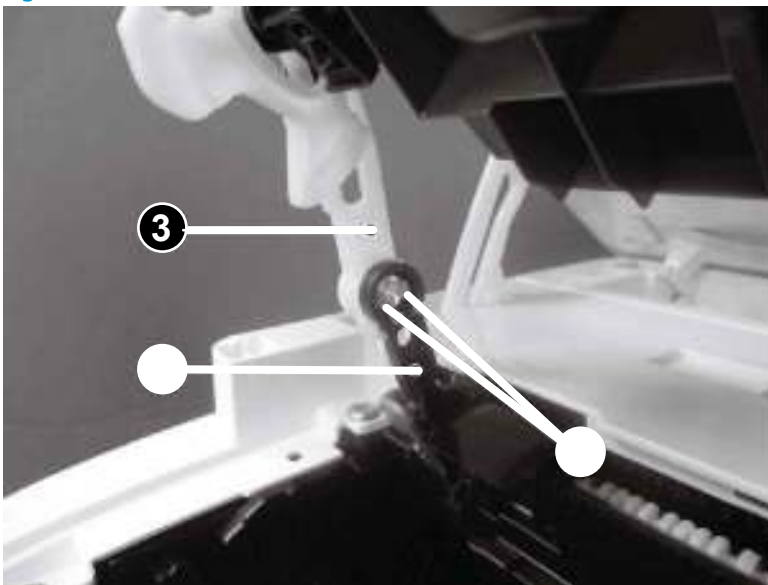
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-70** Remove the link arm



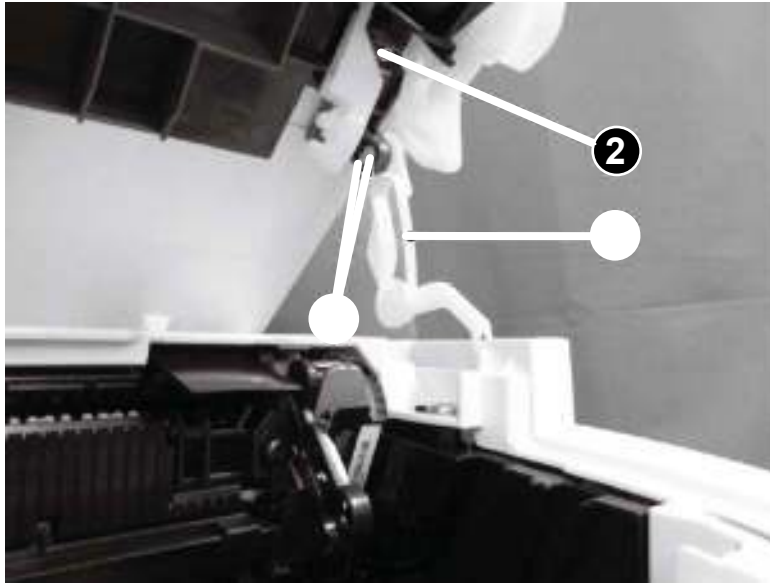
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-71** Remove the link arm



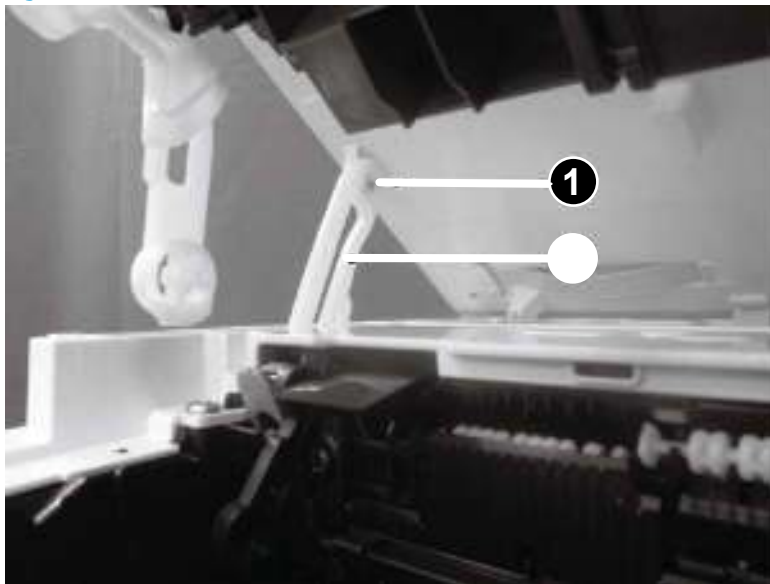
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

Figure 1-72 Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

Figure 1-73 Remove the link arm



7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

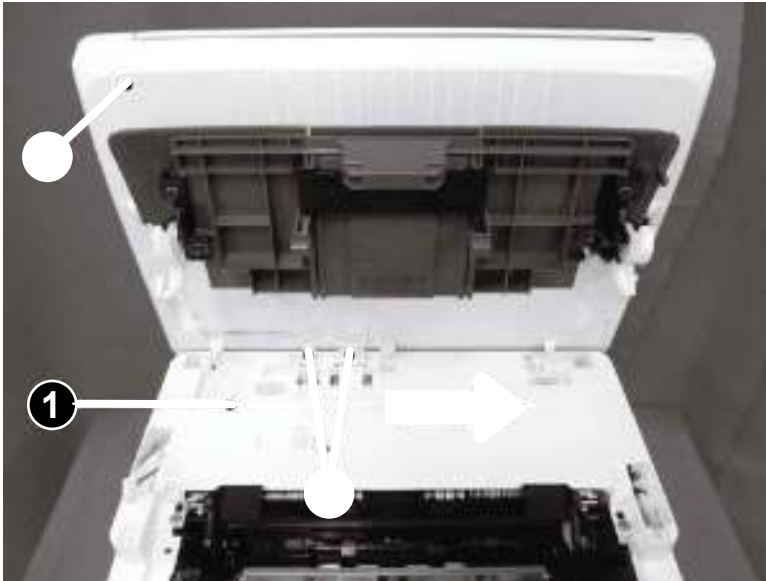
---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-74** Remove the image scanner



8. For a replacement image scanner, do the following:

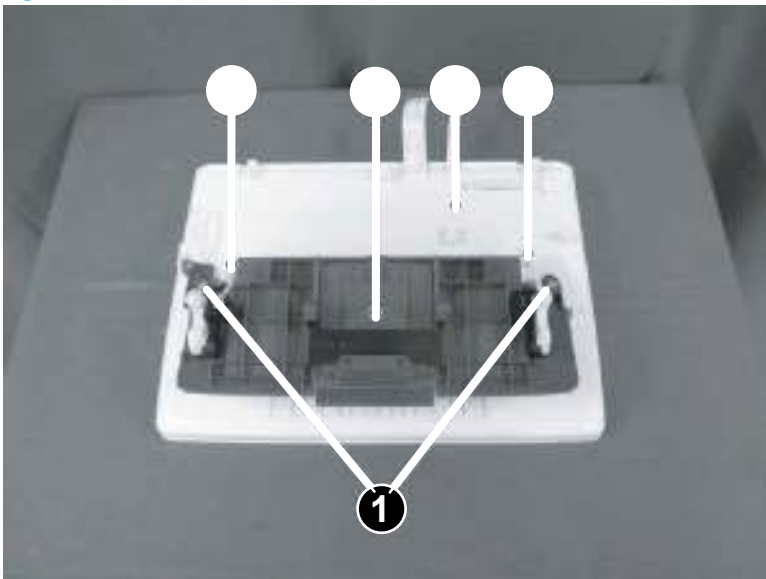
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.

---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).

**Figure 1-75** Remove the cartridge door



### Step 3: Remove the top cover (MFP M28-M31)

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


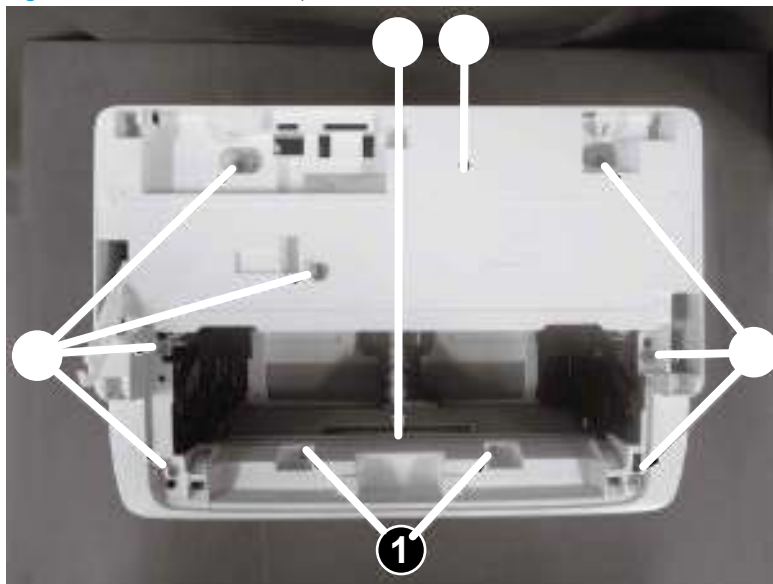

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-76 Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

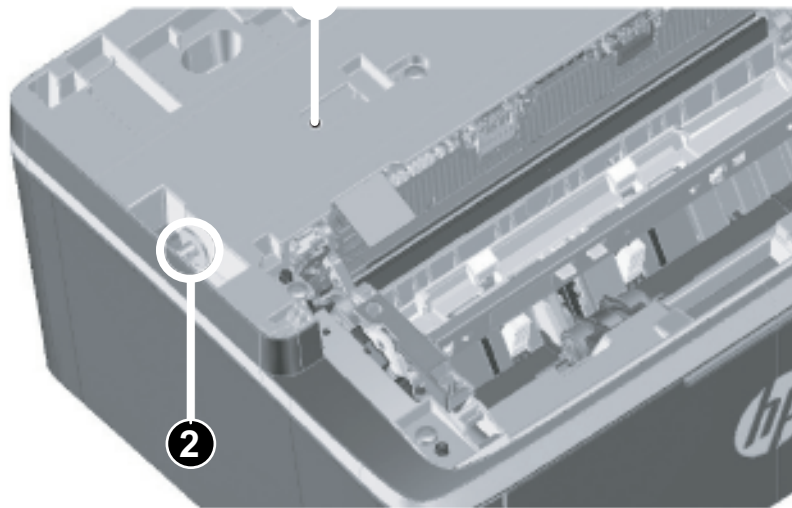
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

 **TIP:** If the top cover is removed to access other assemblies, skip this step.

#### Special installation instructions: Top cover

- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.

Figure 1-77 Install the pad



#### Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

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

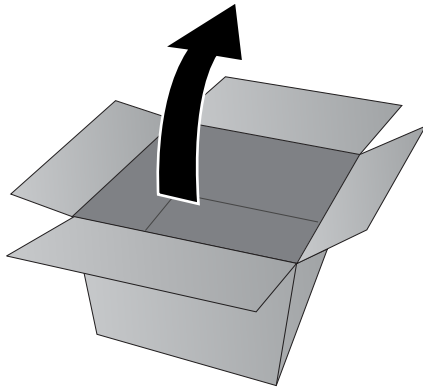
[www.hp.com/recycle](http://www.hp.com/recycle)



2. Unpack the replacement part from the packaging.

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



## Remove and replacement: Control panel (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the control panel \(M14-M17\)](#)
- [Step 5: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the control panel (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Control panel (M14-M17) part number	
RM2-2125-000CN	Control panel (base model; M14-M17)
RM2-2126-000CN	Control panel (wireless model; M14-M17)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Turn the printer power on.

### Post service test

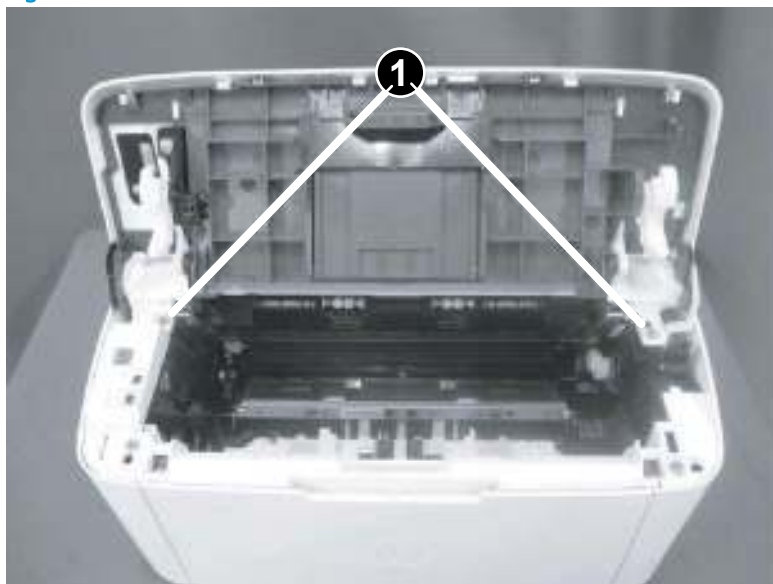
No post service test is available for this assembly.

### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).



Figure 1-78 Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

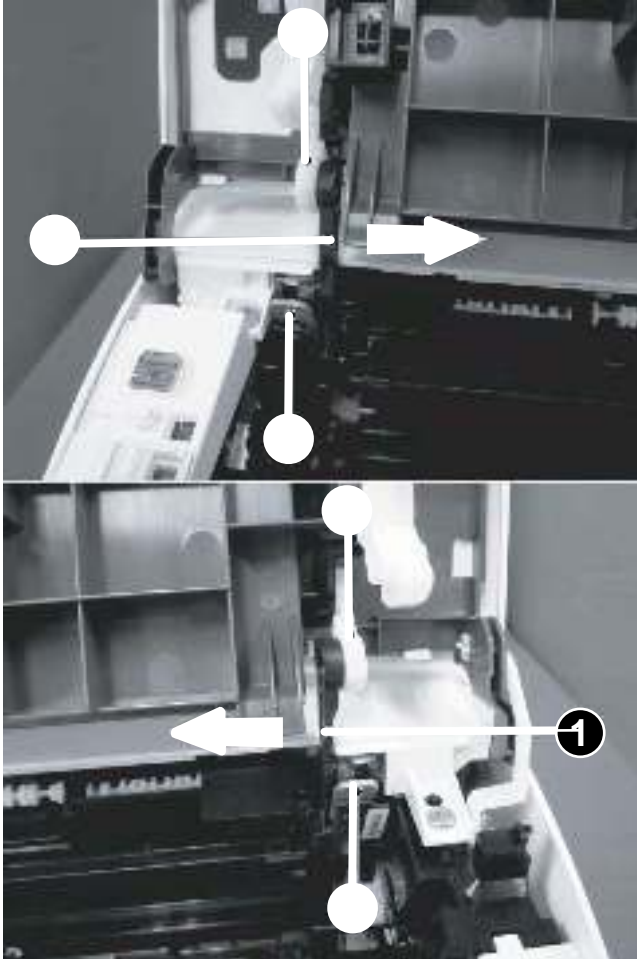
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

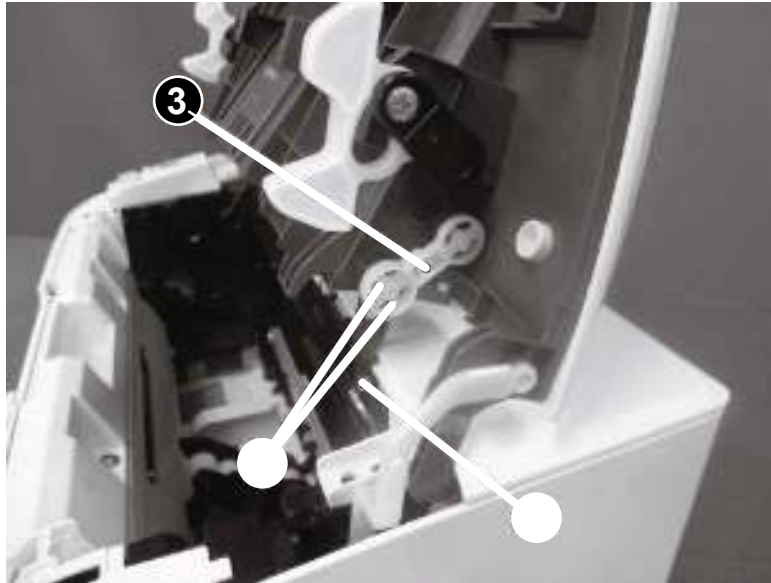
---

**Figure 1-79** Special disassembly instructions



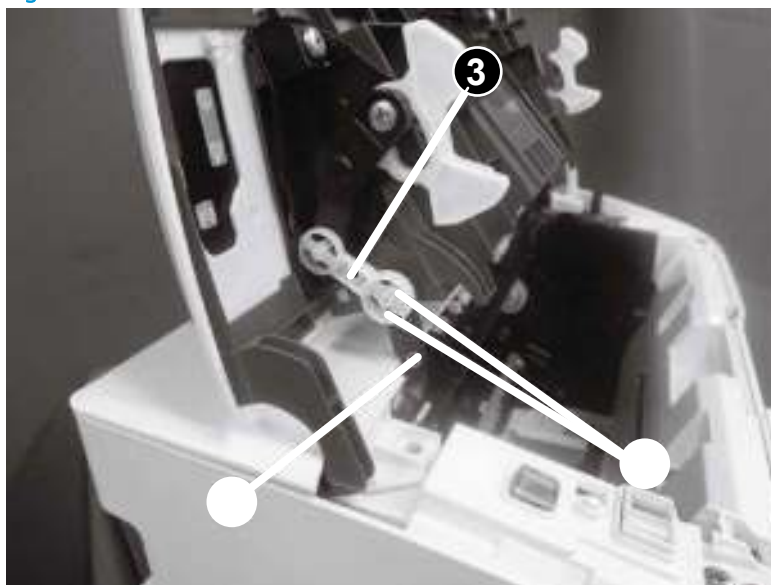
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-80 Remove the link arm



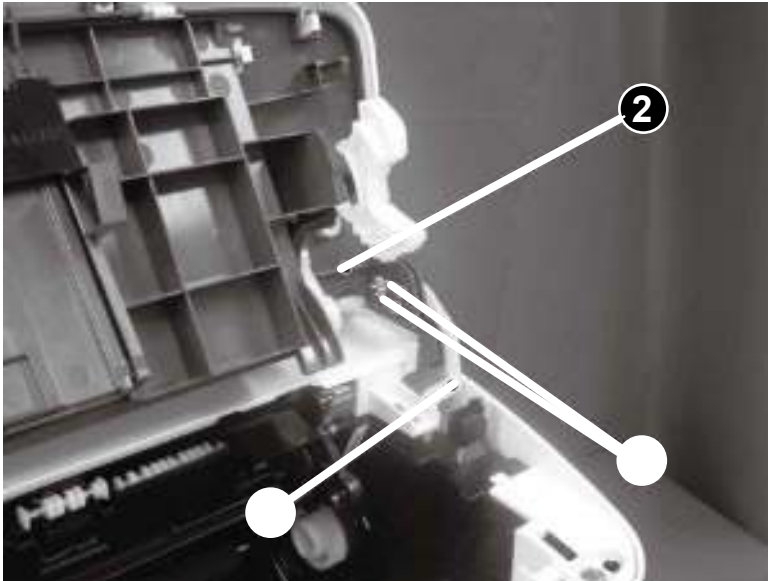
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-81 Remove the link arm




5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-82** Remove the link arm

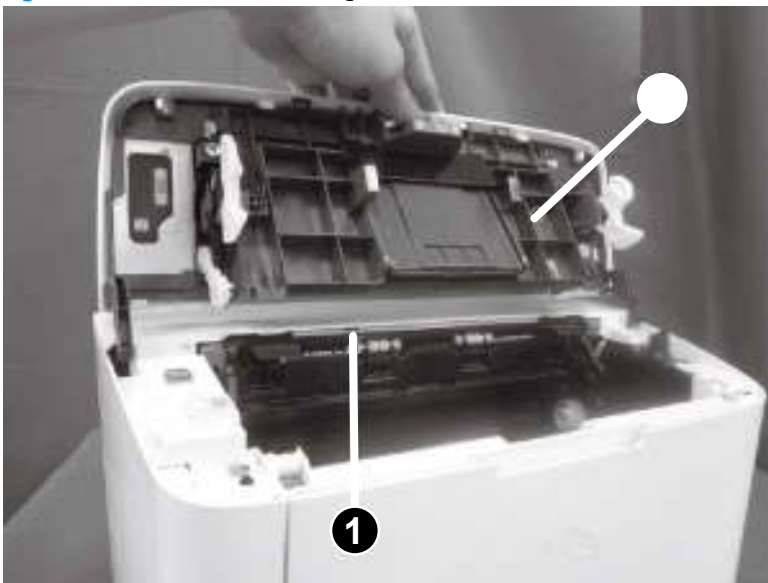


6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

 **NOTE:** If the cartridge door is removed to access other assembly, stop at this step.

 **Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-83** Remove the cartridge door

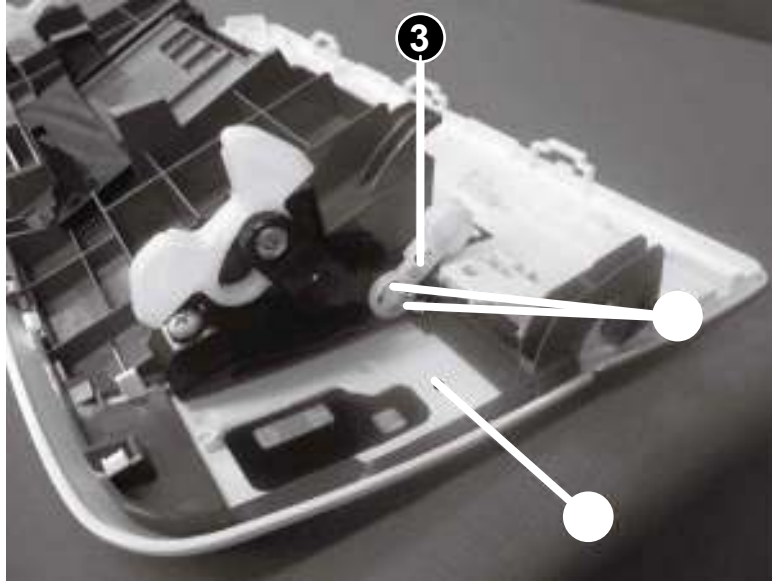


7. **Optional step:** If a replacement cartridge door is being installed, do the following:

 **NOTE:** Install the link arms on the replacement door.

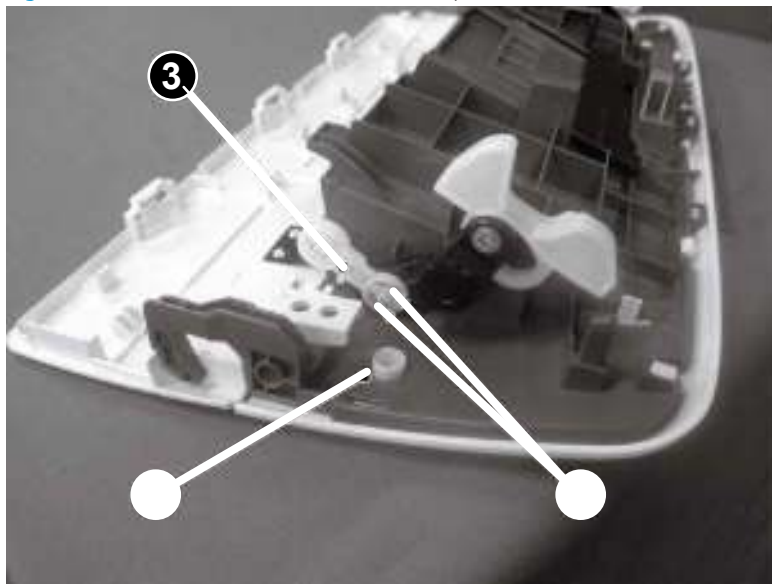
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-84** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-85** Install the link arms on the replacement door



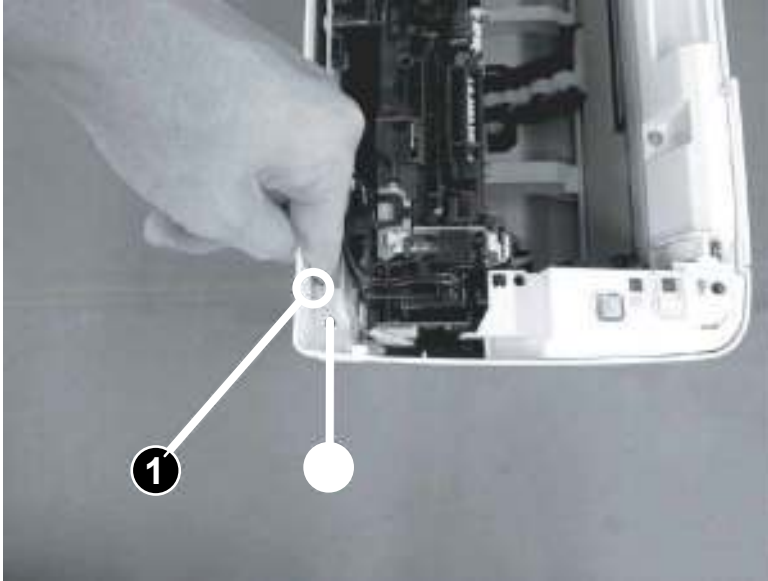
## Step 2: Remove the formatter cover (M14-M17)

- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

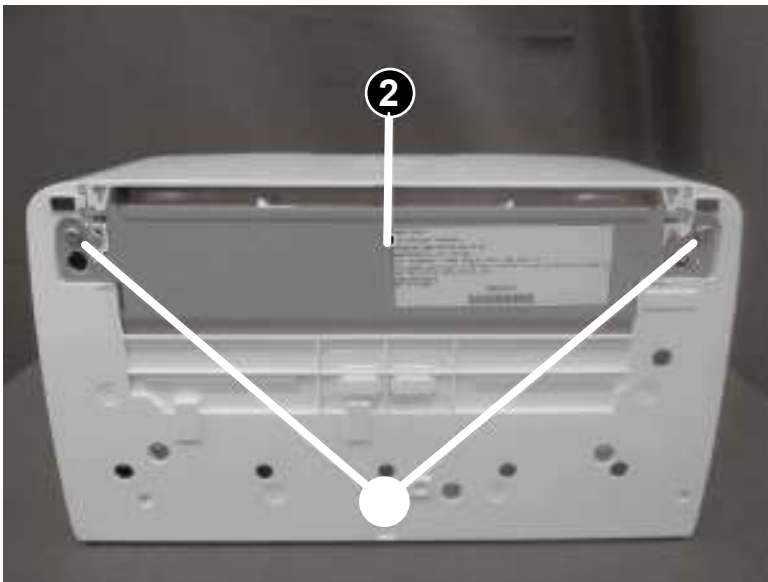
Figure 1-86 Remove the formatter cover (M14-M17)



### Step 3: Remove the lower cover (M14-M17)

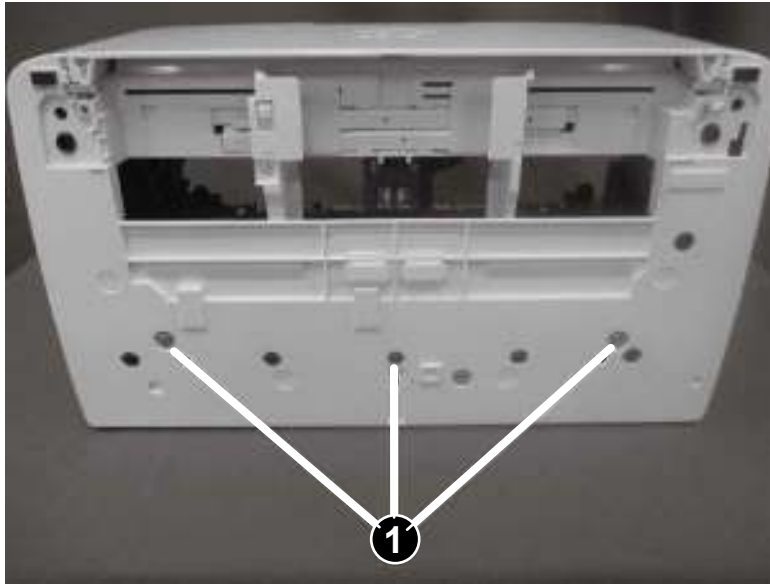
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

Figure 1-87 Remove the lower plate




2. Remove three screws (callout 1)

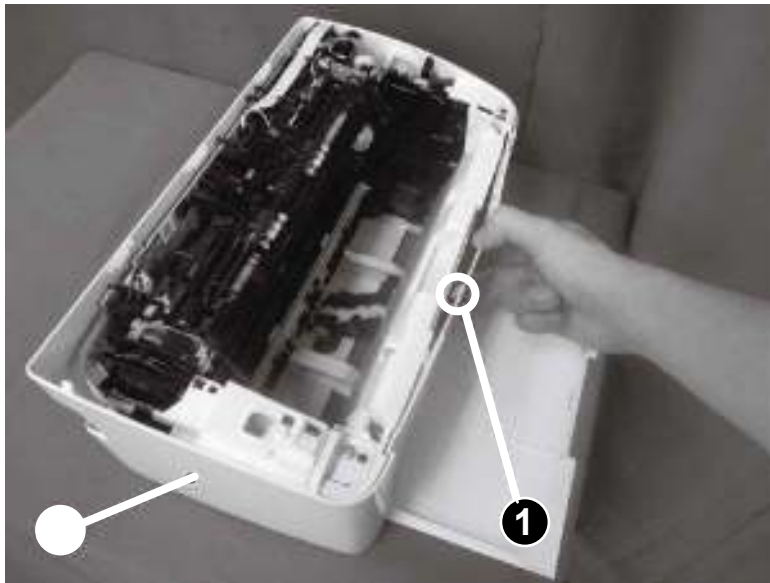
**Figure 1-88** Remove the three screws



3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-89** Remove the lower cover



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

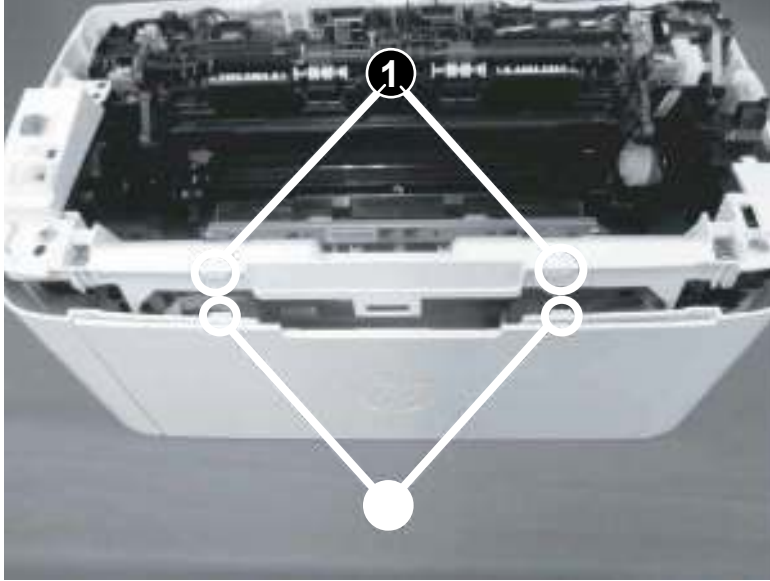
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.




**Figure 1-90** Fit two ribs on the printer into the grooves (lower cover install)

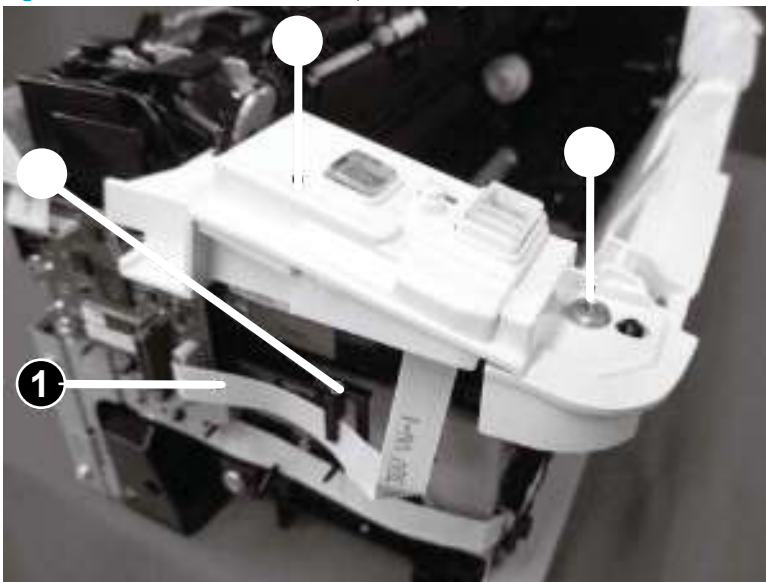


#### Step 4: Remove the control panel (M14-M17)

- ▲ Disconnect one flat flexible cable (FFC) (callout 1), remove one screw (callout 2), and then remove the control panel (callout 3).
  - Disconnect one flat-flexible cable (FFC) (callout 1).
  - Release the FFC (callout 1) from the guide (callout 2).
  - Remove one screw (callout 3).
  - Remove the control panel (callout 4).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-91** Remove the control panel





## Step 5: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



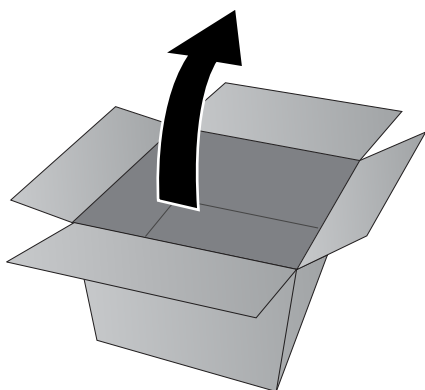
2. Unpack the replacement part from the packaging.



**CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.



**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



## Removal and replacement: Internal parts and assemblies

- [Remove and replacement: Pickup rollers](#)
- [Remove and replacement: Pickup roller arm \(M14-M17\)](#)
- [Remove and replacement: Pickup roller arm \(M28-M317\)](#)
- [Remove and replacement: Transfer roller](#)
- [Remove and replacement: Hinge link \(M28-M31\)](#)
- [Remove and replacement: Laser scanner and flat flexible cable](#)
- [Remove and replacement: Formatter \(M14-M17\)](#)
- [Remove and replacement: Formatter \(MFP M28-M31\)](#)
- [Remove and replacement: Fuser \(M14-M17\)](#)
- [Remove and replacement: Fuser \(MFP M28-M31\)](#)
- [Remove and replacement: Fuser film assembly \(M14-M17\)](#)
- [Remove and replacement: Fuser film assembly \(MFP M28-M31\)](#)
- [Remove and replacement: Engine controller assembly \(M14-M17\)](#)
- [Remove and replacement: Engine controller assembly \(MFP M28-M31\)](#)
- [Remove and replacement: Door switch and flat flexible cable](#)
- [Remove and replacement: Pickup solenoid](#)
- [Remove and replacement: Wireless PCA \(M14-M17\)](#)
- [Remove and replacement: Wireless PCA \(MFP M28-M31\)](#)

## Remove and replacement: Pickup rollers

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

### Introduction

This document provides the procedures to remove and replace the pickup rollers.



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Pickup rollers part number	
RM2-2516-000CN	Roller, paper pickup left
RM2-2517-000CN	Roller, paper pickup right

### Required tools

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

### After performing service

- Make sure that the cartridge door is fully closed after replacing the pickup roller.
- Turn the printer power on.

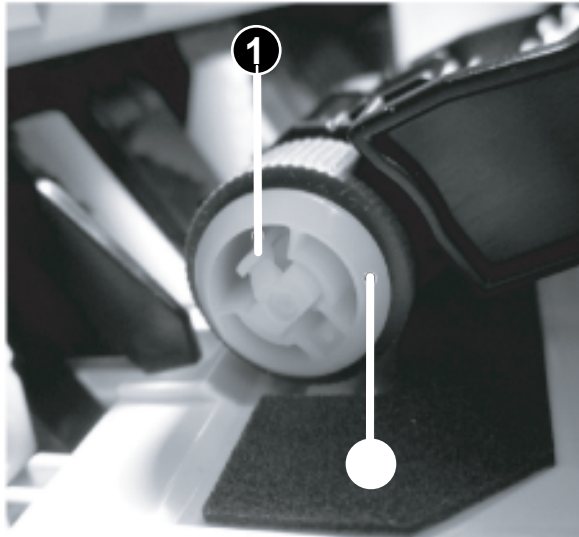
### Post service test

Send a job to the printer, and then verify that it correctly picks paper.

### Step 1: Remove the rollers

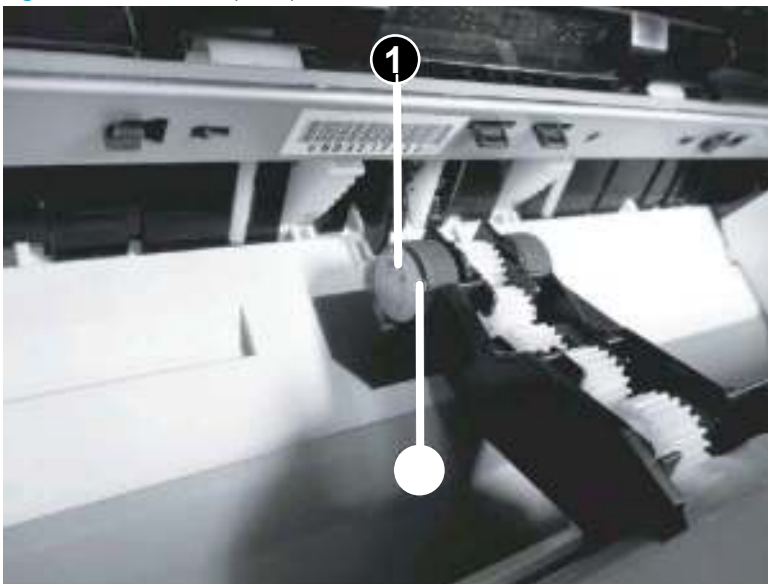
1. Before proceeding, take note of the release tab (callout 1) on pickup roller 1 (callout 2).

Figure 1-92 Pickup roller tab



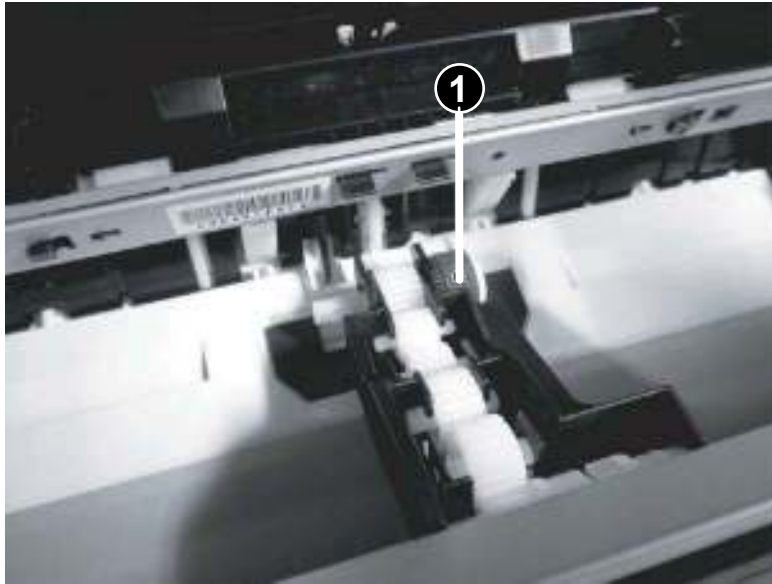
2. Open the toner-cartridge door, release one tab (callout 1), and then slide pickup roller 1 (callout 2) towards the left side to remove it.

Figure 1-93 Remove pickup roller 1



3. Slide pickup roller 2 towards the right side to remove it.

**Figure 1-94** Remove pickup roller 2



#### Step 2: Unpack the replacement assembly

1. Dispose of the defective part.



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

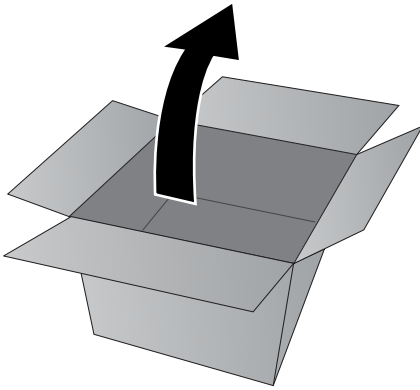
[www.hp.com/recycle](http://www.hp.com/recycle)



2. Unpack the replacement part from the packaging.

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

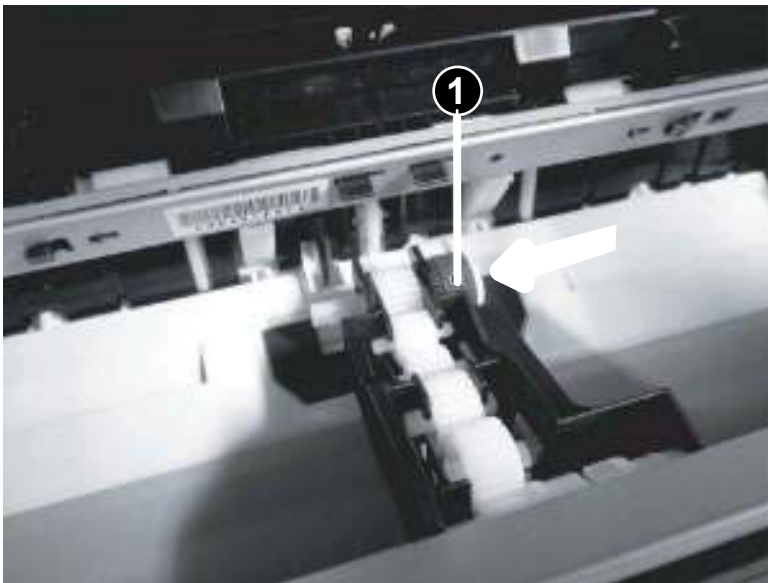


### Step 3: Install the rollers

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

1. Install pickup roller 2 (callout 1) on the holder.

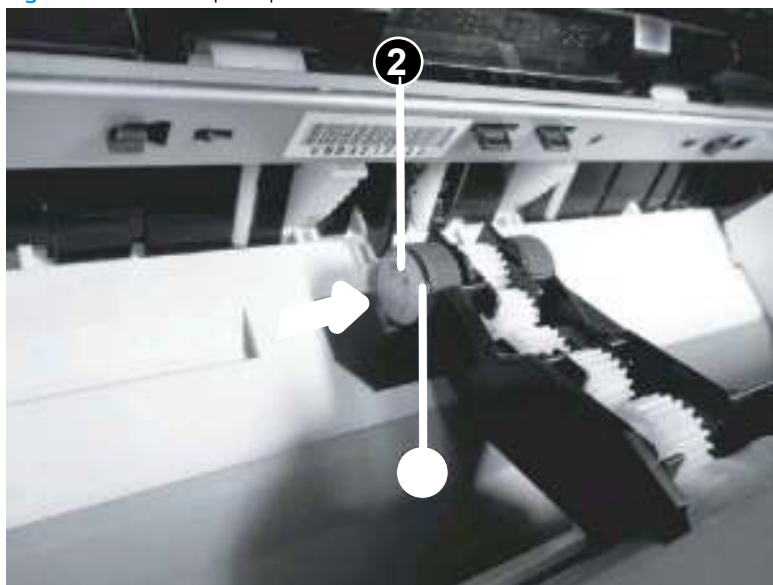
**Figure 1-95** Install pickup roller 2



2. Install pickup roller 1 (callout 1) on the holder(callout 2), and then close the toner-cartridge door.

 **IMPORTANT:** Make sure that the tab (callout 2) snaps onto the holder,

**Figure 1-96** Install pickup roller 1



Remove and replacement: Pickup roller arm (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the formatter \(M14-M17\)](#)
- [Step 5: Remove the control panel \(M14-M17\)](#)
- [Step 6: Remove the pickup roller arm \(M14-M17\)](#)
- [Step 7: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the pickup roller arm (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Pickup roller arm (M14-M17) part number	
RM2-2106-000CN	Pickup roller arm (M14-M17)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Micro tip Phillips screwdriver with a magnetic tip



**TIP:** This type of driver is sometimes called a jeweler's screwdriver.

- Small flat-blade screw driver (optional)

After performing service

- Make sure that the cartridge door is fully closed after replacing the pickup roller.
- Turn the printer power on.

Post service test

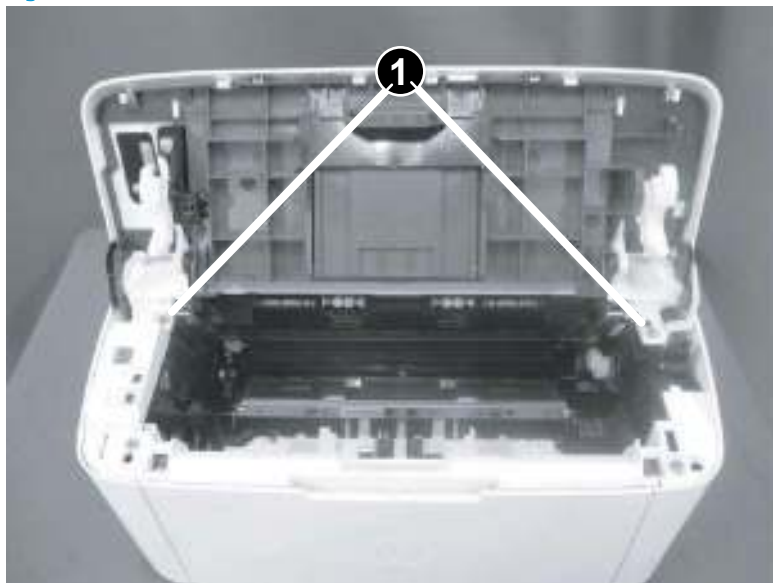
Send a job to the printer, and then verify that it correctly picks paper.



### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-97 Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

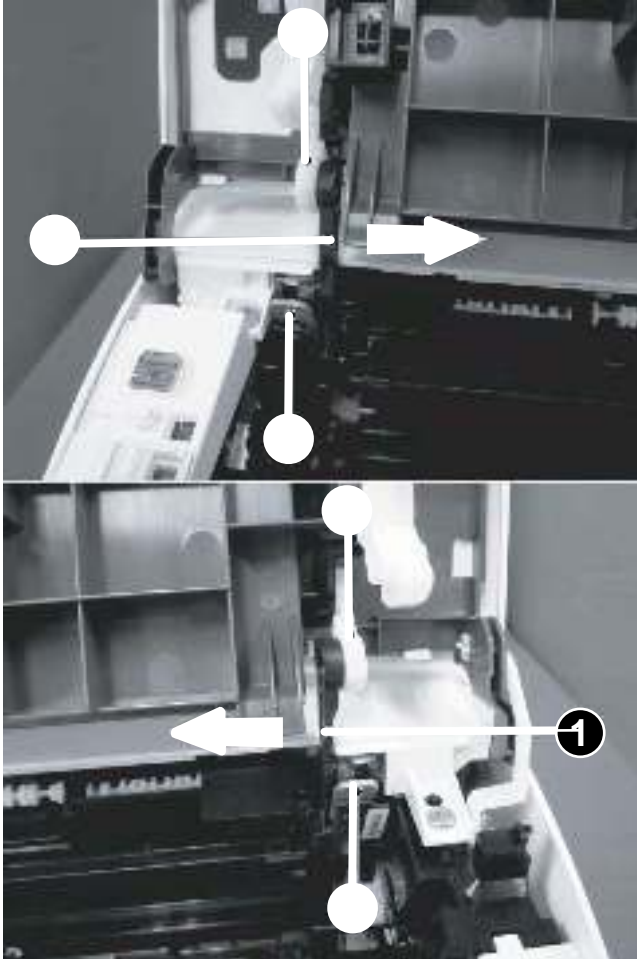
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

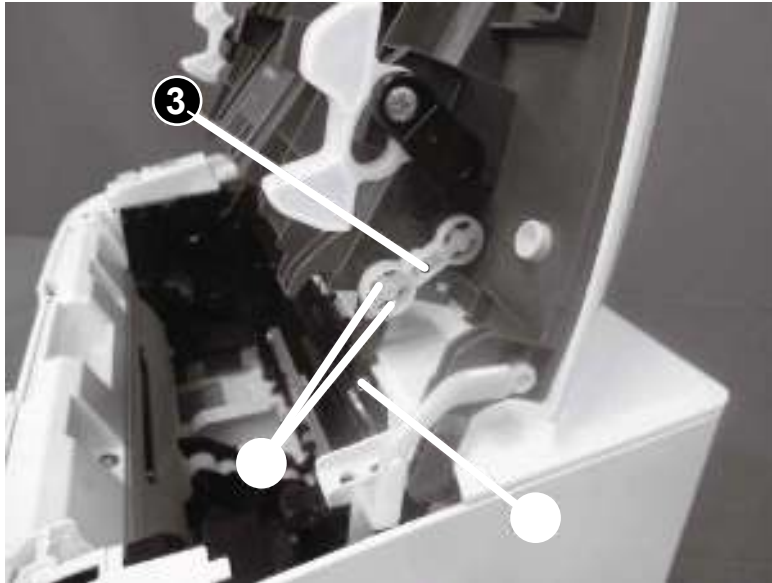
---

**Figure 1-98** Special disassembly instructions



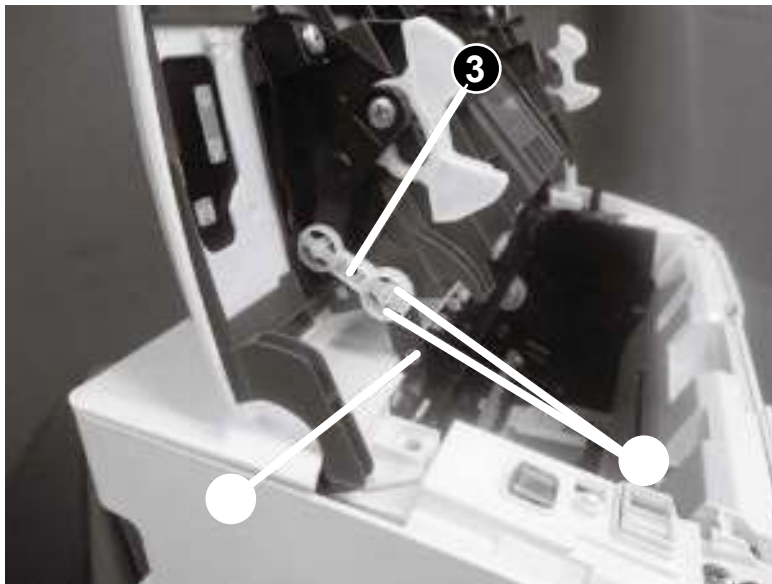
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-99 Remove the link arm



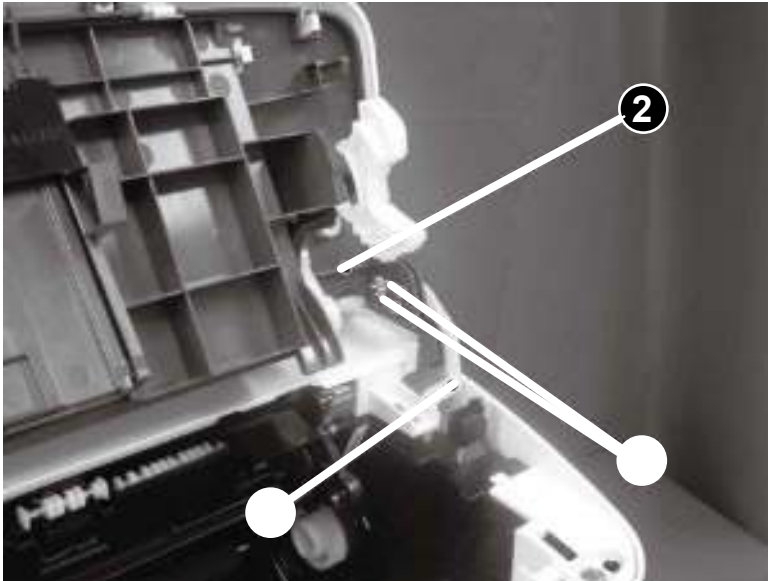
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-100 Remove the link arm




5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-101** Remove the link arm

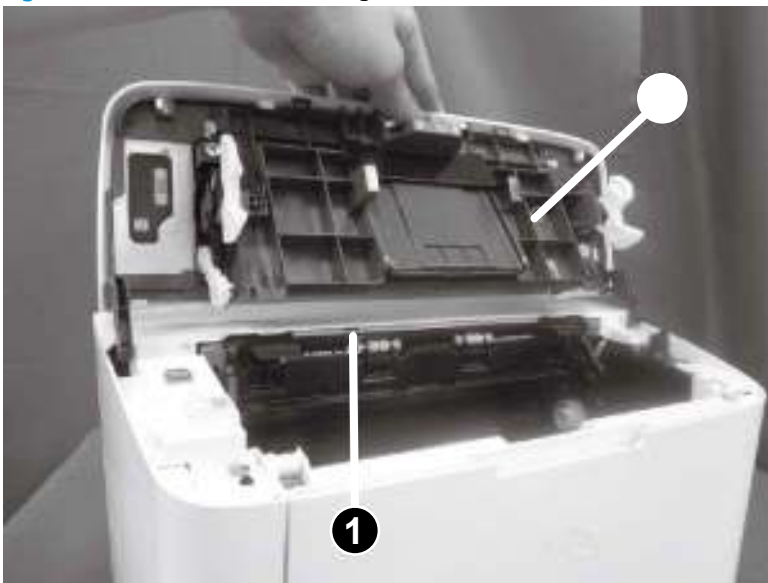


6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

 **NOTE:** If the cartridge door is removed to access other assembly, stop at this step.

 **Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-102** Remove the cartridge door

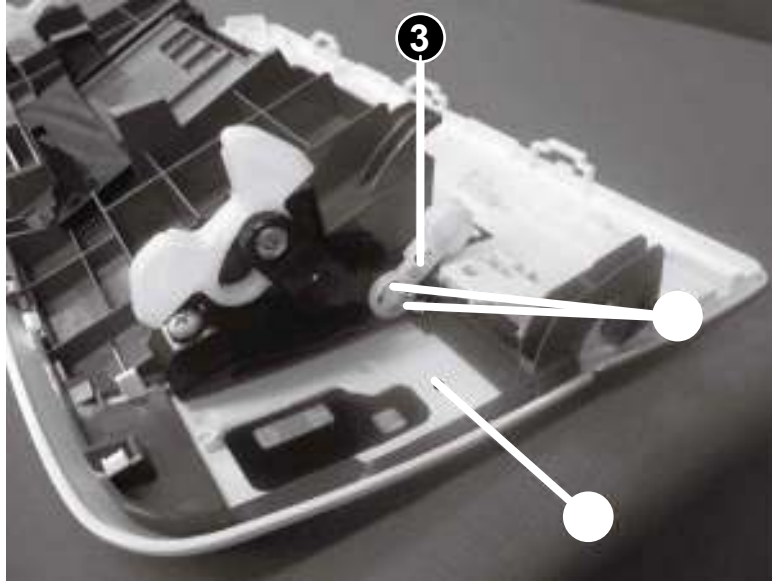


7. **Optional step:** If a replacement cartridge door is being installed, do the following:

 **NOTE:** Install the link arms on the replacement door.

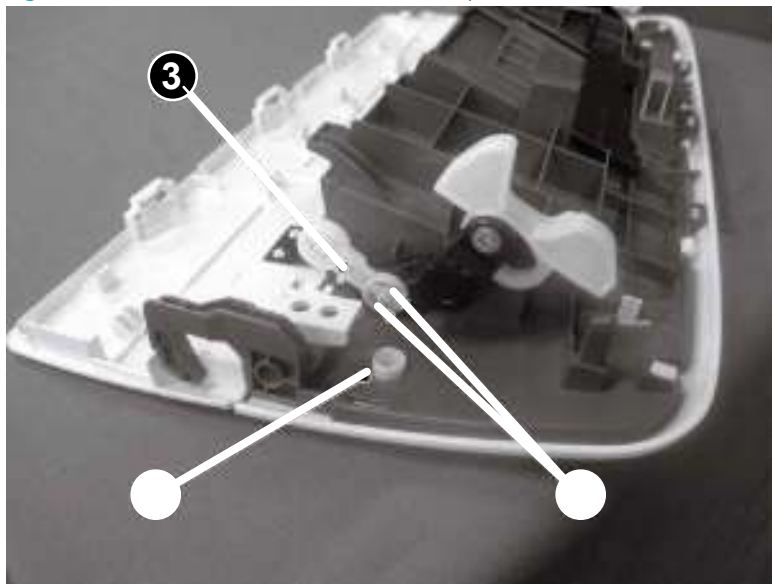
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-103** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-104** Install the link arms on the replacement door



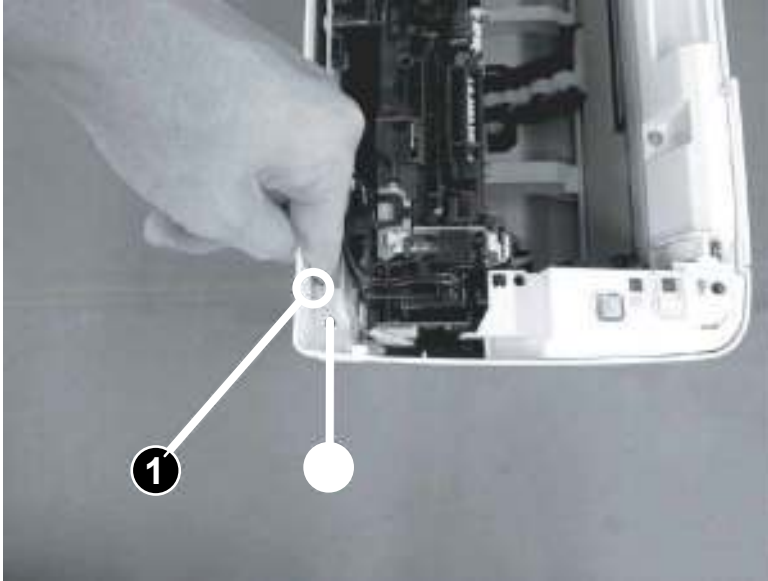
### Step 2: Remove the formatter cover (M14-M17)

- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

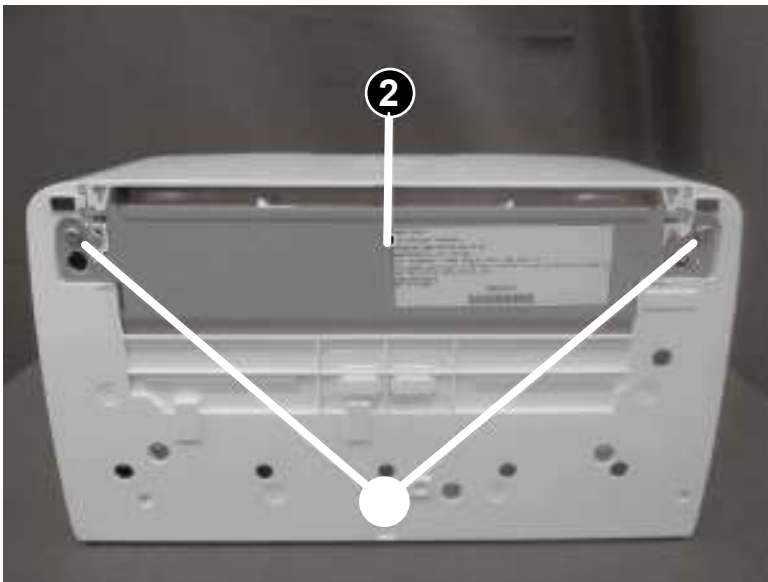
**Figure 1-105** Remove the formatter cover (M14-M17)



**Step 3: Remove the lower cover (M14-M17)**

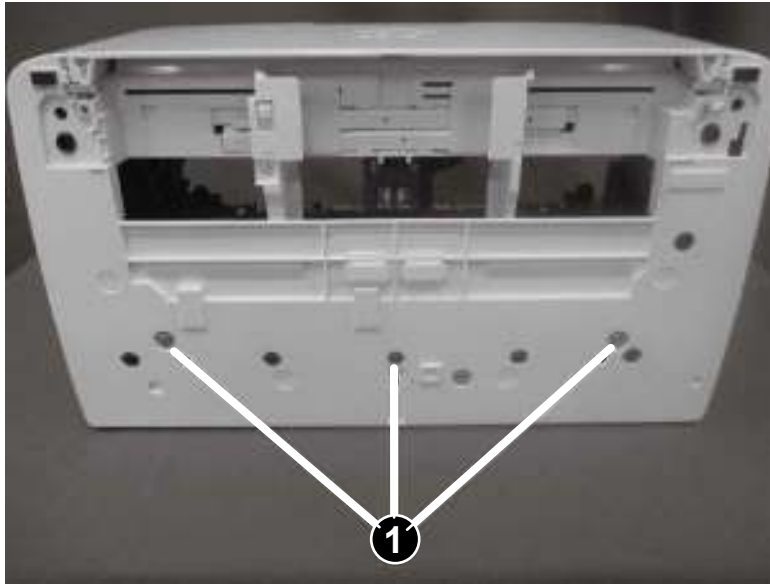
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

**Figure 1-106** Remove the lower plate




2. Remove three screws (callout 1)

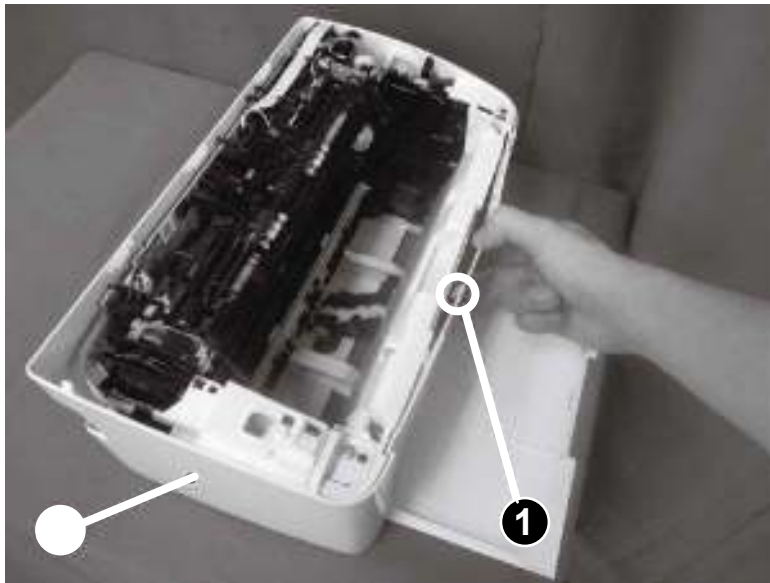
**Figure 1-107** Remove the three screws



3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-108** Remove the lower cover



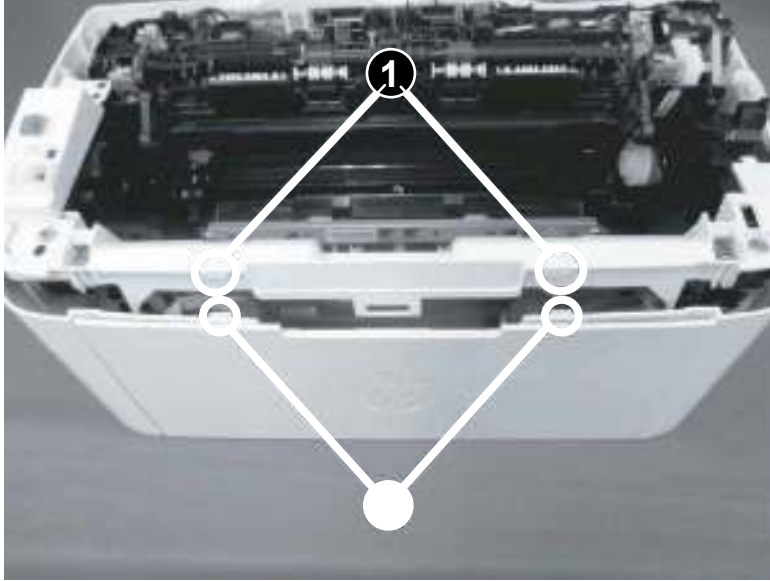
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-109** Fit two ribs on the printer into the grooves (lower cover install)



#### Step 4: Remove the formatter (M14-M17)

▲ Do the following:

- a. Remove two flat flexible cables (FFCs) (callout 1).

💡 **TIP:** It might be easier to use a small flat blade screwdriver to release the large FFC.

- b. Remove one screw (callout 2).

🔧 **NOTE:** Use a micro tip screwdriver to remove this screw.

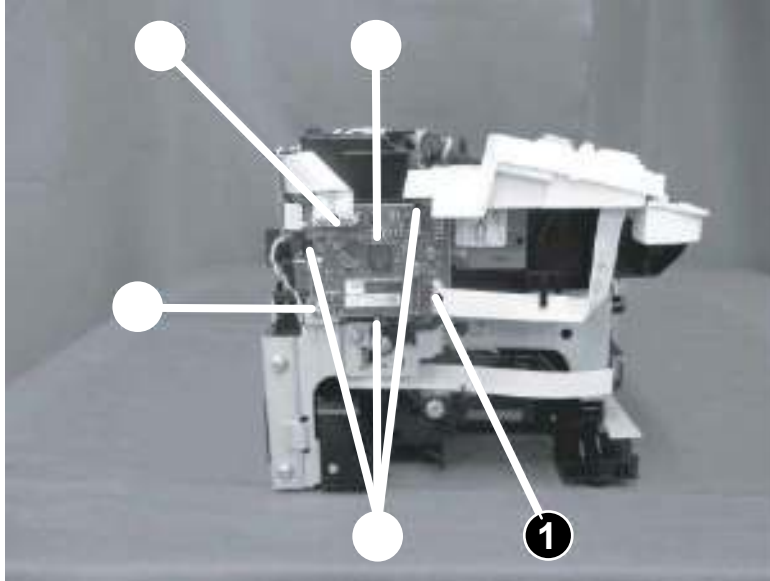
- c. Release three tabs (callout 3).

- d. Remove the formatter (callout 4).


💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.



Figure 1-110 Remove the formatter



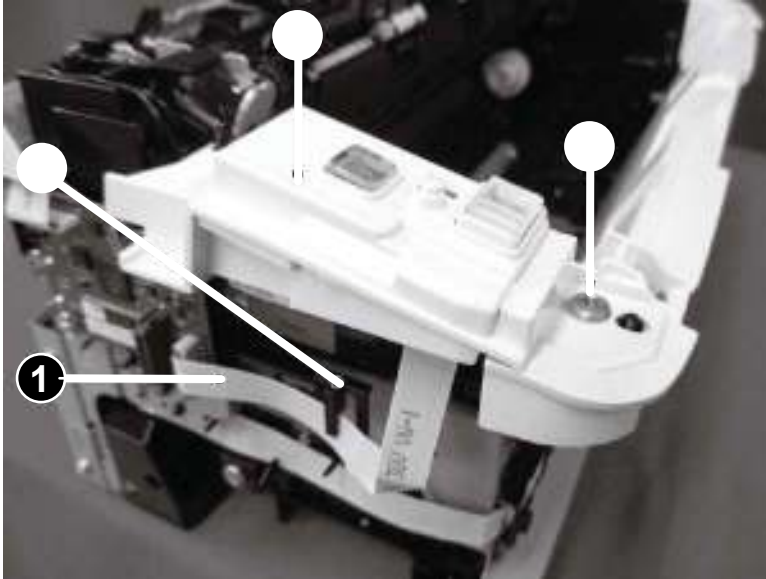
#### Step 5: Remove the control panel (M14-M17)

 **NOTE:** Removing the formatter in the previous step, disconnects the control-panel FFC. Skip the FFC disconnect step in the procedure below.

- ▲ Disconnect one flat flexible cable (FFC) (callout 1), remove one screw (callout 2), and then remove the control panel (callout 3).
  - Disconnect one flat-flexible cable (FFC) (callout 1).
  - Release the FFC (callout 1) from the guide (callout 2).
  - Remove one screw (callout 3).
  - Remove the control panel (callout 4).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

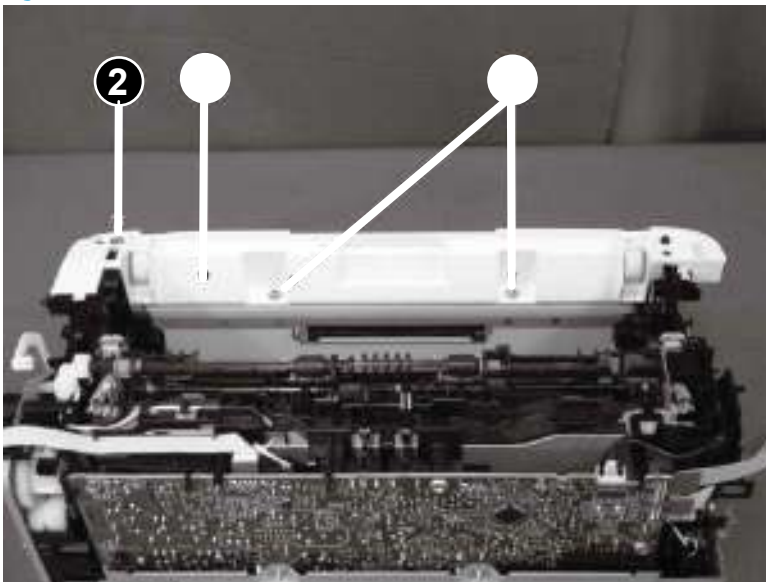
Figure 1-111 Remove the control panel



Step 6: Remove the pickup roller arm (M14-M17)

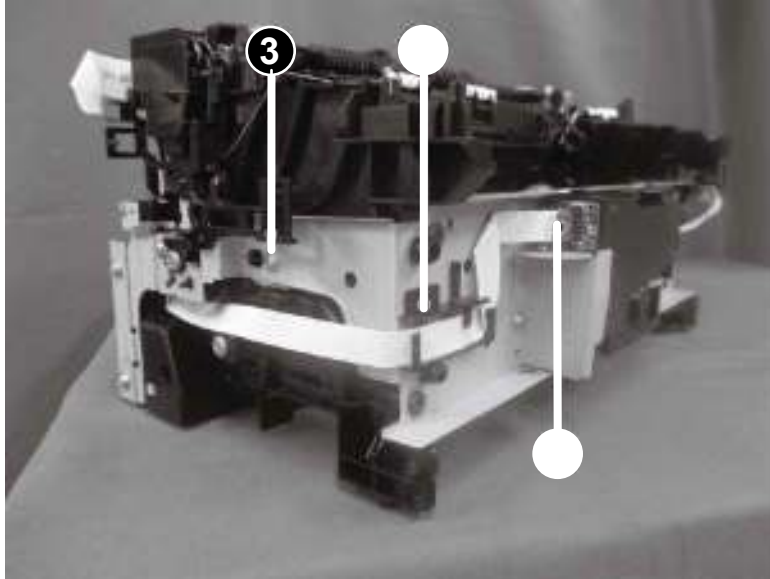
1. Remove two screws (M3; callout 1), remove one screw (M4; callout 2), and then remove the inner cover (callout 2).

Figure 1-112 Remove the inner cover




2. Disconnect one flat-flexible cable (FFC) (callout 1) and release it from the guide (callout 2), and then remove one screw (callout 3).

**Figure 1-113** Disconnect the FFC and remove a screw

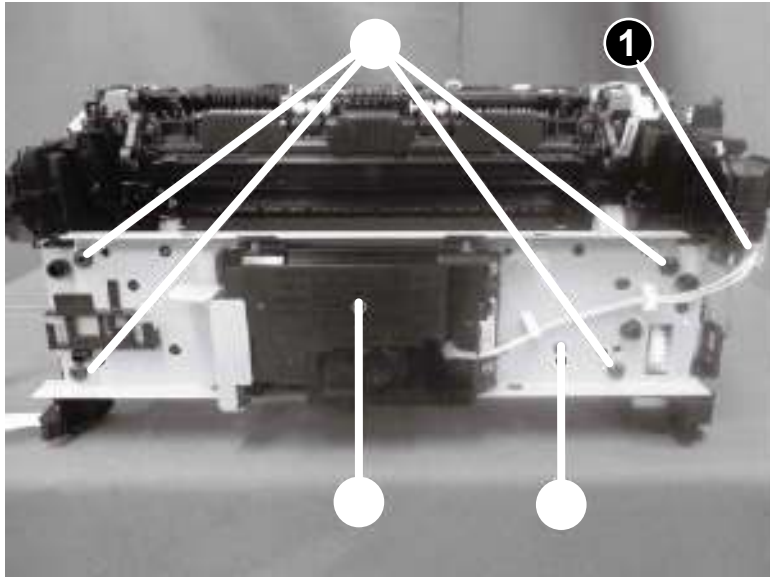


3. Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the scanner stay (callout 3) and laser scanner assembly (callout 4).

 **NOTE:** Remove the scanner stay and laser scanner assembly as one part.

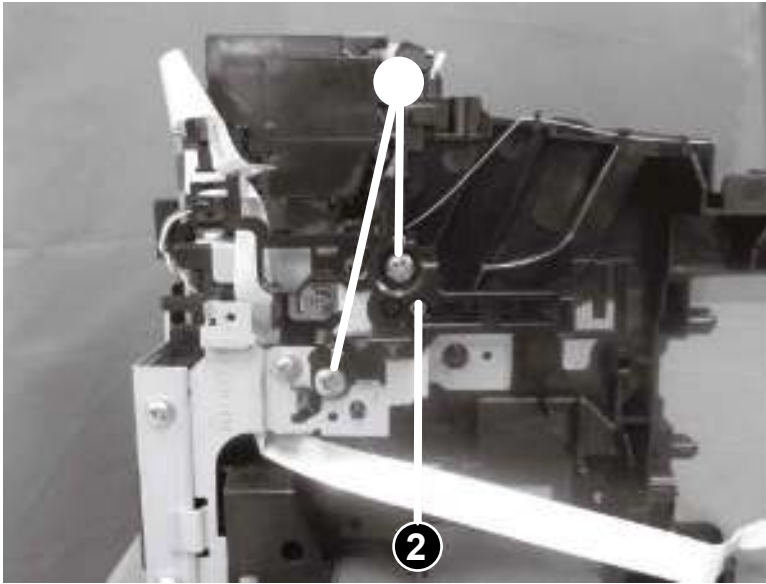
 **Reinstallation tip:** Make sure that the printer is on a flat surface when reinstalling the scanner stay (callout 3).

**Figure 1-114** Remove the scanner stay and laser scanner assembly



4. Remove two screws (callout 1), and then remove the guide (callout 2).

**Figure 1-115** Remove the guide



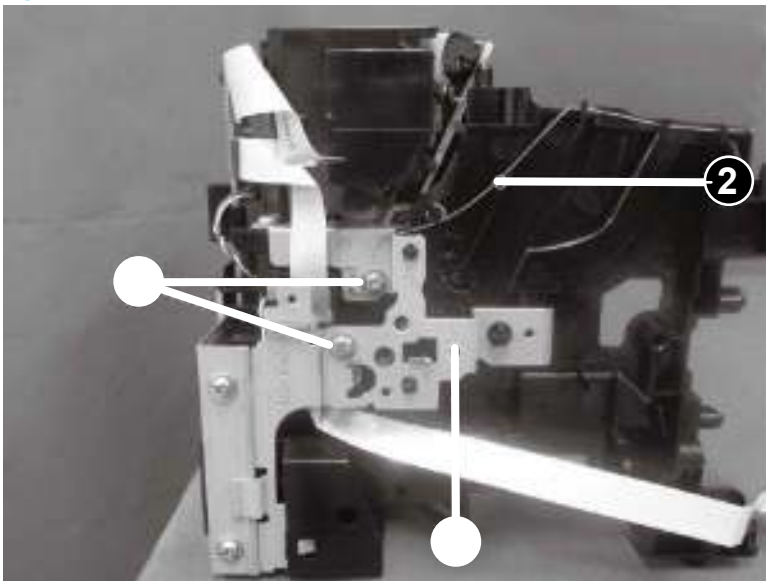
5. Release one spring (callout 2) from the plate (callout 1), remove two screws (callout 3), and then remove the plate (callout 2).

---

 **Reinstallation tip:** To reinstall the spring, see [Special installation instructions: Pickup roller arm \(M14-M17\) on page 119](#).

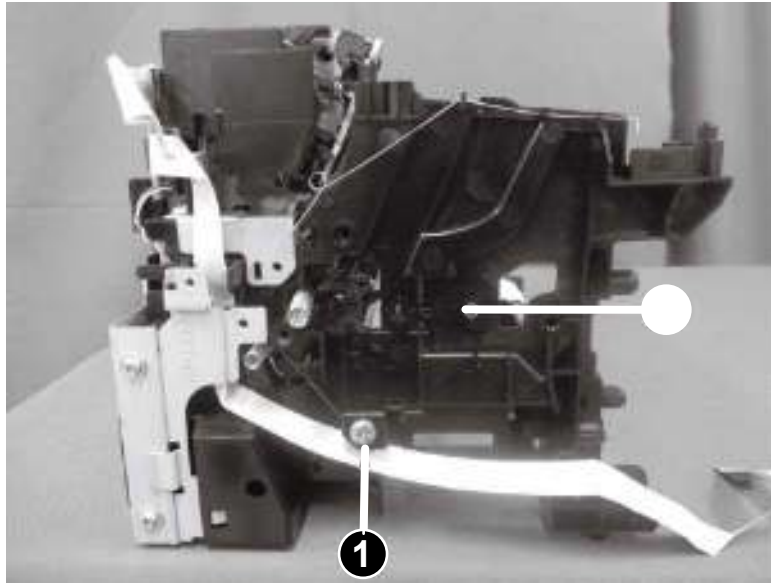
---

**Figure 1-116** Remove the plate



6. Remove one screw (callout 1), and then remove the guide (callout 2).

**Figure 1-117** Remove the guide

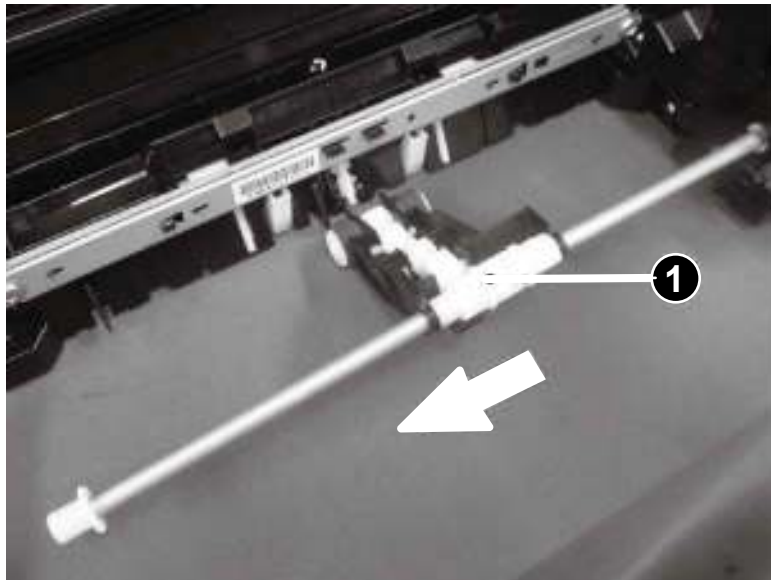


7. Slide the pickup roller arm (callout 1) as shown below to remove it.

**CAUTION:** Do not apply great force to the pickup roller arm shaft when removing it to avoid deforming the shaft.

**Reinstallation tip:** To reinstall the pick roller arm, see [Special installation instructions: Pickup roller arm \(M14-M17\) on page 119](#).

**Figure 1-118** Remove the pickup roller arm

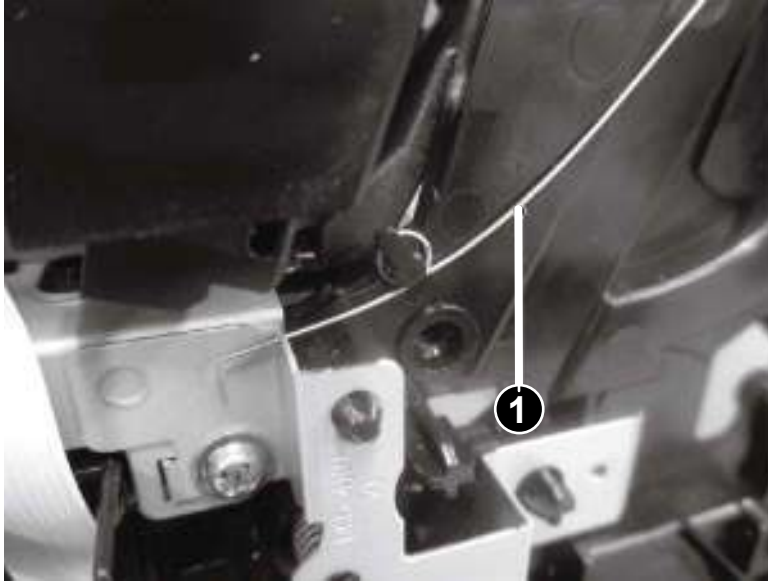


8. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

**Special installation instructions: Pickup roller arm (M14-M17)**

- a. Make sure the spring (callout 1) is firmly held in its original position when it is reinstalled.

Figure 1-119 Reinstall the spring

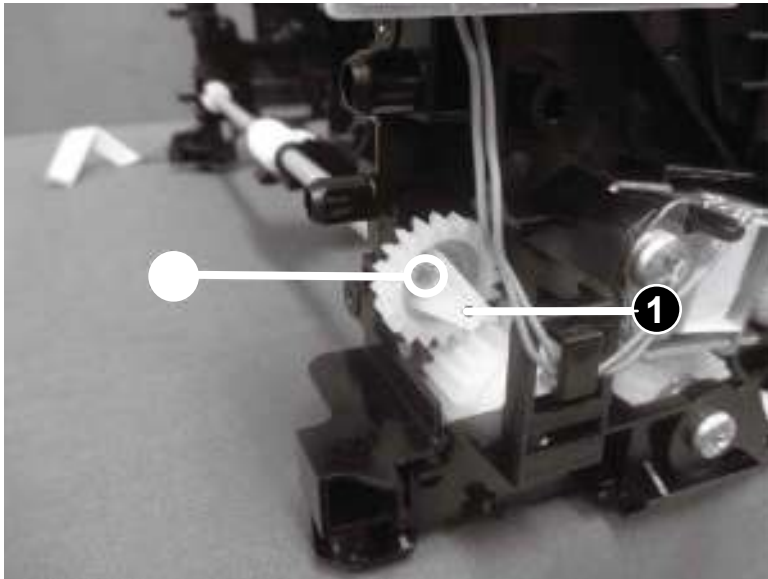


- b. When the pick roller arm is correctly installed, the stepped end of the shaft (callout 2) protrudes from the hole in the gear (callout 1).



**NOTE:** Continue to reverse the removal steps to finish installing the assembly.

Figure 1-120 Reinstall the pickup roller arm



### Step 7: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)

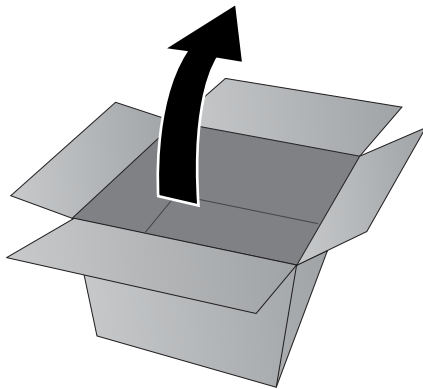
2. Unpack the replacement part from the packaging.

---

**CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Pickup roller arm (M28-M317)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 3: Remove the top cover \(MFP M28-M31\)](#)
- [Step 4: Remove the lower cover \(MFP M28-M31\)](#)
- [Step 6: Remove the pickup roller arm \(M28-M31\)](#)
- [Step 7: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the pickup roller arm (M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Pickup roller arm (M28-M31) part number	
RM2-2106-000CN	Pickup roller arm (M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Make sure that the cartridge door is fully closed after replacing the pickup roller.
- Turn the printer power on.

### Post service test

Send a job to the printer, and then verify that it correctly picks paper.

### Step 1: Remove the formatter cover (MFP M28-M31)

- ▲ Position the printer front side down.

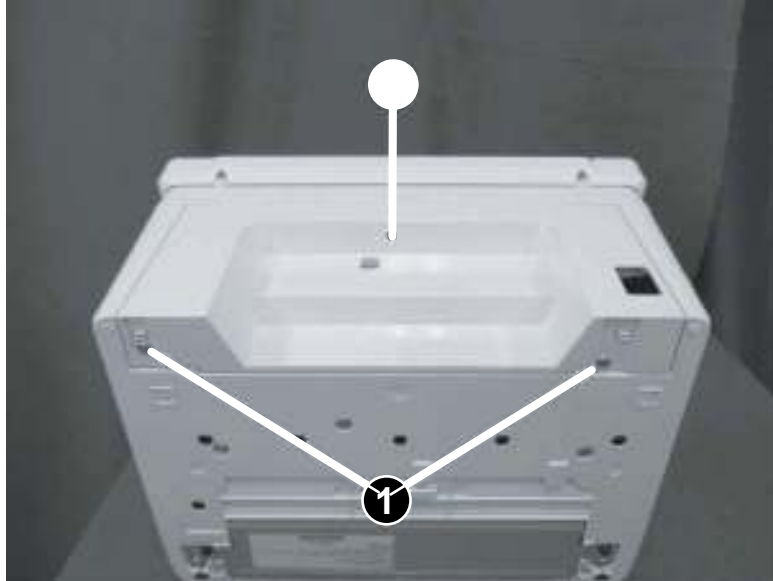
Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.



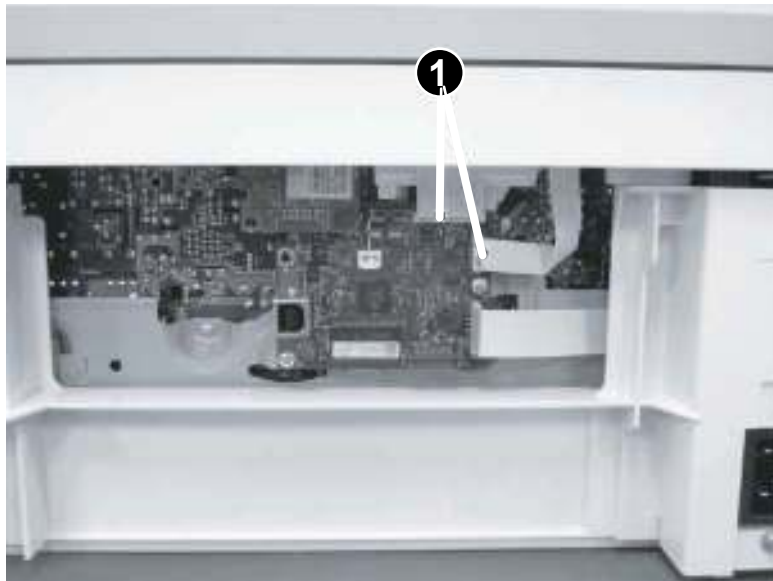
Figure 1-121 Remove the formatter cover (MFP M28-M31)



Step 2: Remove the image scanner (MFP M28-M31)

1. Disconnect two flat flexible cables (FFCs) (callout 1).

Figure 1-122 Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

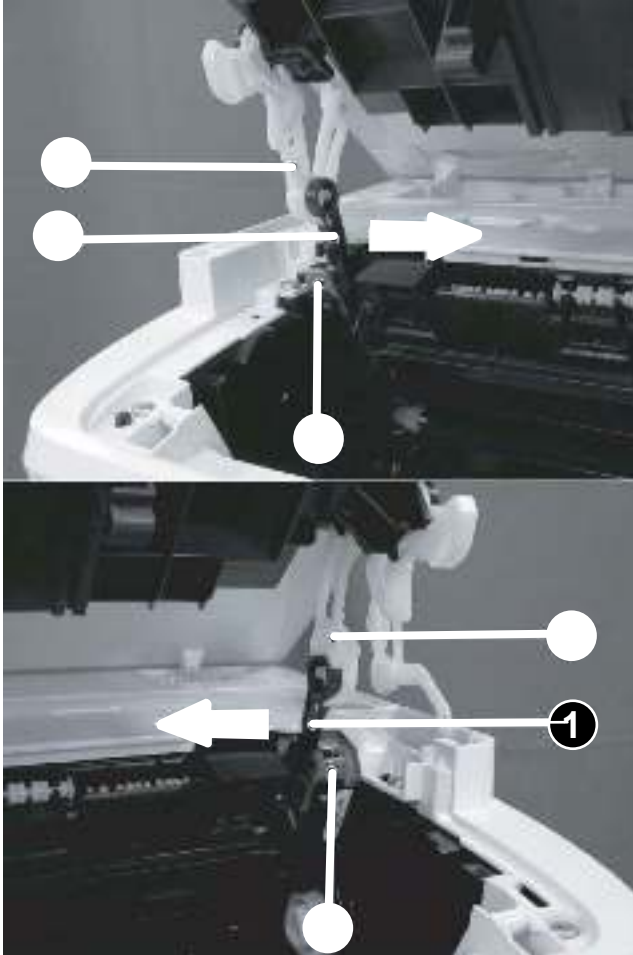
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

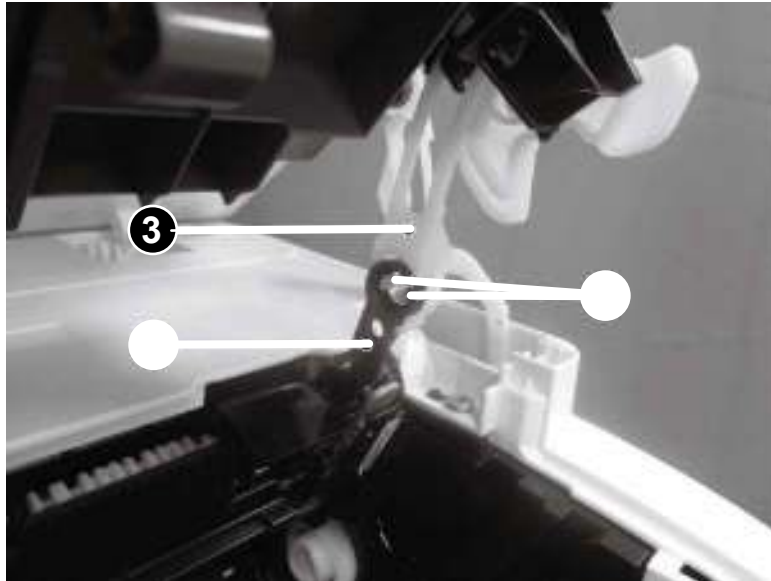
---

**Figure 1-123** Special disassembly instructions



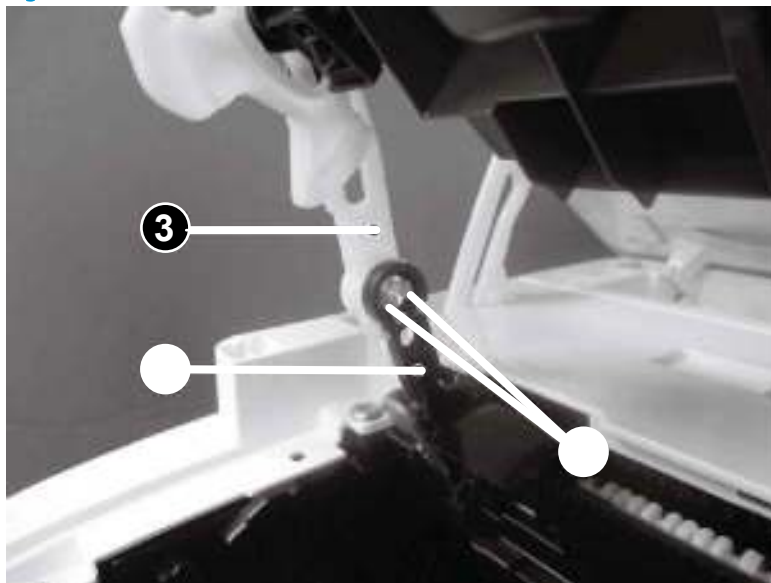
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-124 Remove the link arm



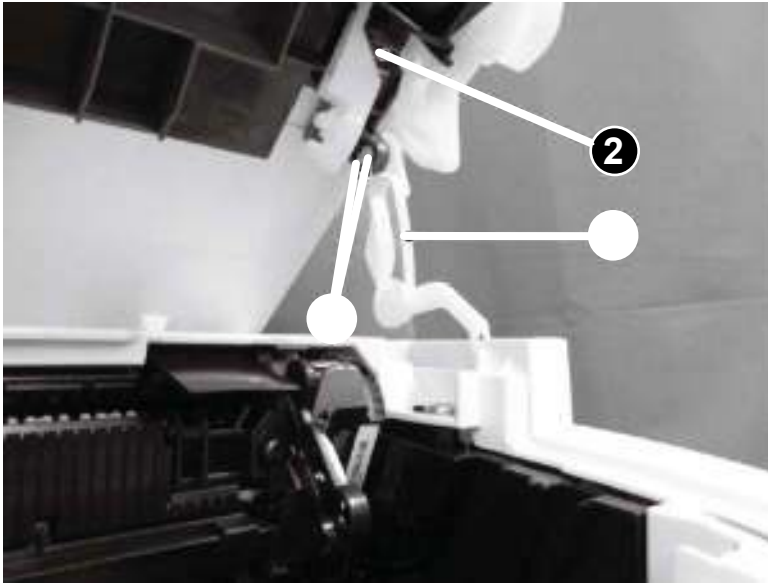
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-125 Remove the link arm



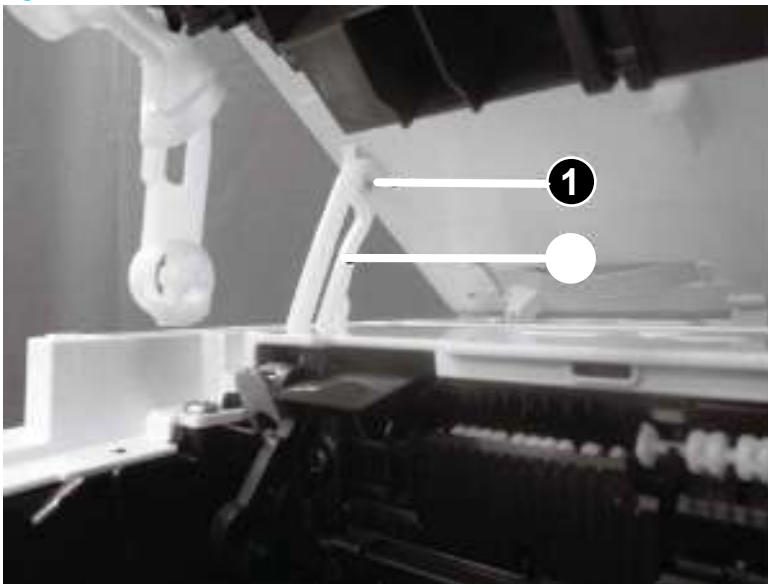
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

**Figure 1-126** Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

**Figure 1-127** Remove the link arm



7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-128** Remove the image scanner



8. For a replacement image scanner, do the following:

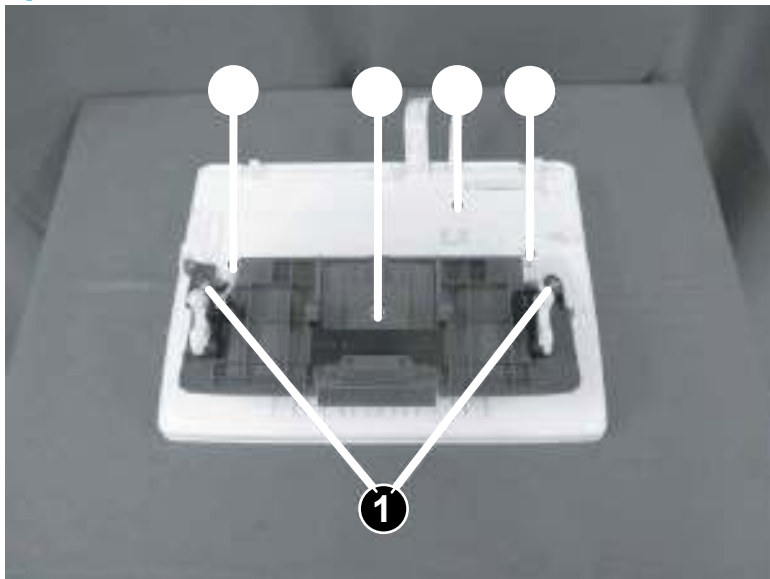
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.

---


- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).

**Figure 1-129** Remove the cartridge door

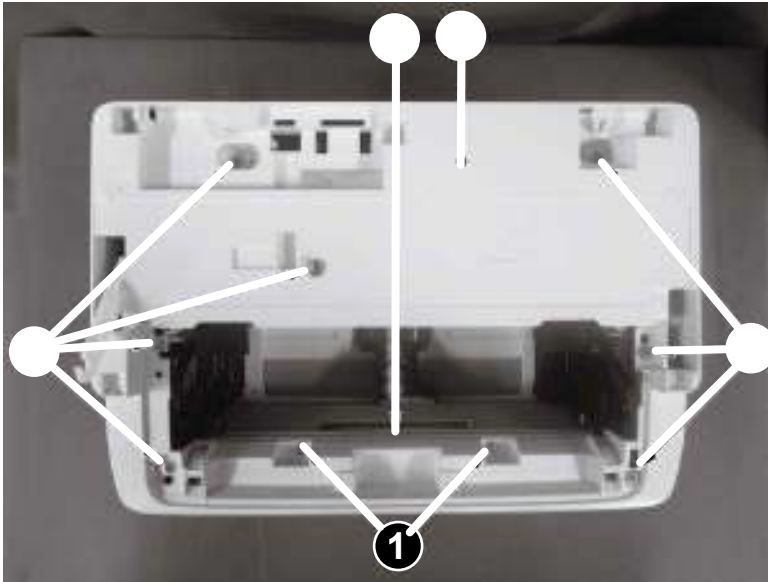


### Step 3: Remove the top cover (MFP M28-M31)

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-130** Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

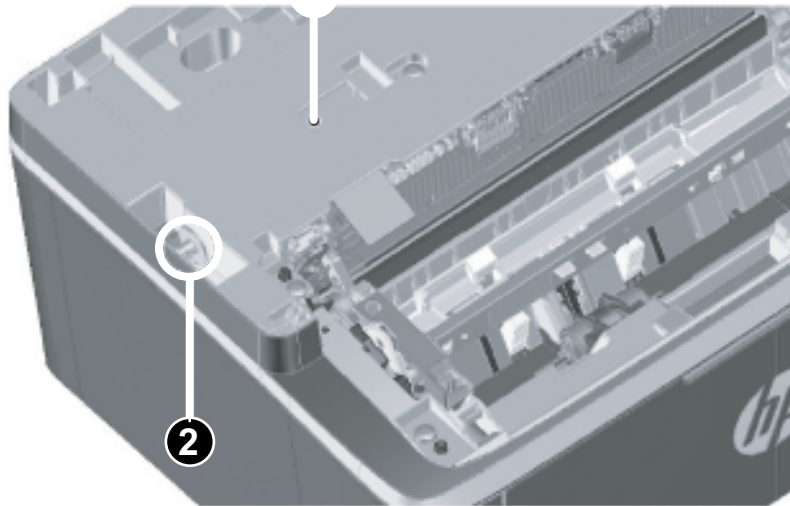
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

 **TIP:** If the top cover is removed to access other assemblies, skip this step.

#### Special installation instructions: Top cover

- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.

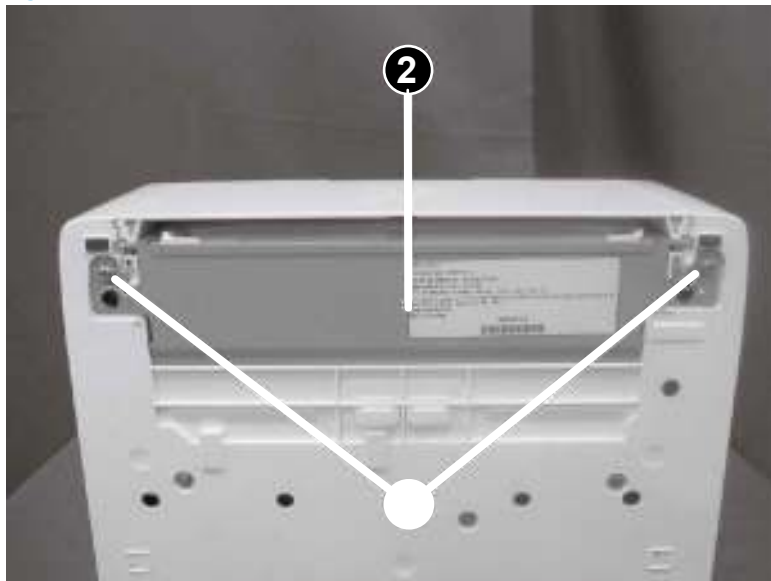
Figure 1-131 Install the pad



#### Step 4: Remove the lower cover (MFP M28-M31)

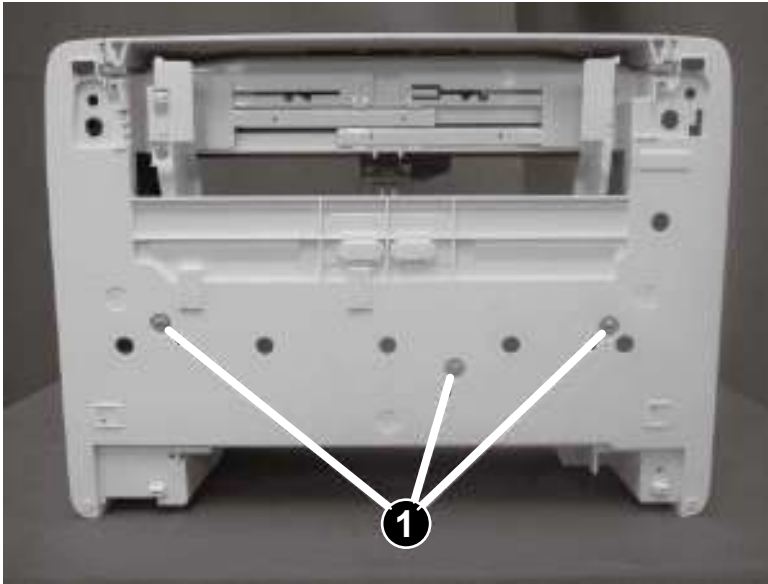
1. Position the printer rear side down, remove two screws (callout 1), and then remove the lower plate (callout 2)

Figure 1-132 Remove the lower plate




2. Remove three screws (callout 1).

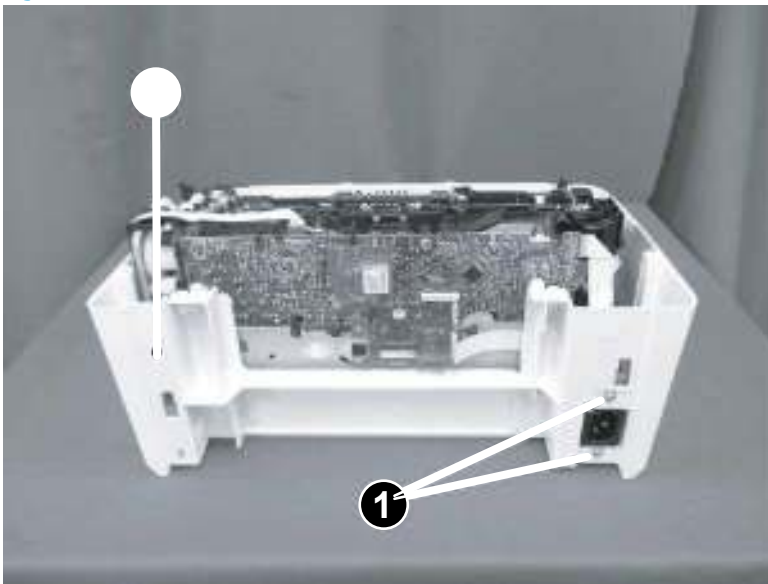
**Figure 1-133** Remove three screws



3. Remove two screws (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-134** Remove the lower cover

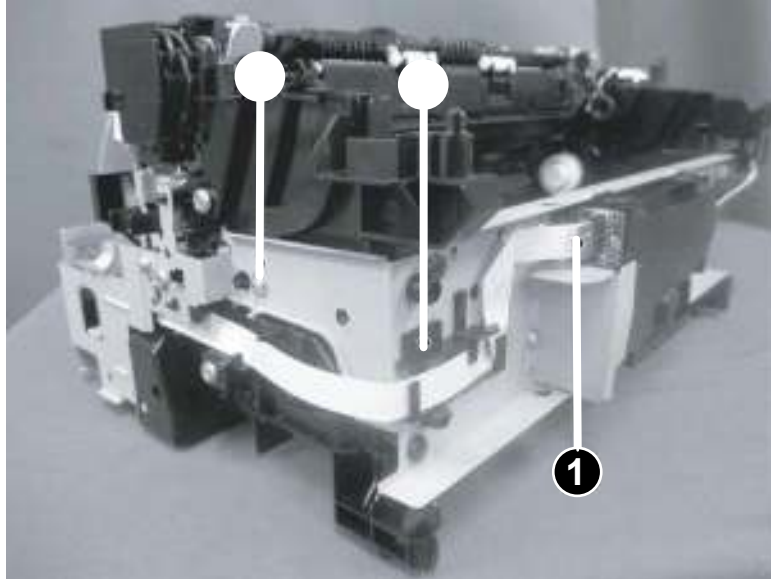


#### Step 6: Remove the pickup roller arm (M28-M31)

1. Disconnect one flat-flexible cable (FFC) (callout 1), release the FFC from the guide (callout 2), and then remove one screw (callout 3).



**Figure 1-135** Release the FFC and remove one screw



2. Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the scanner stay (callout 3) and laser scanner assembly (callout 4).

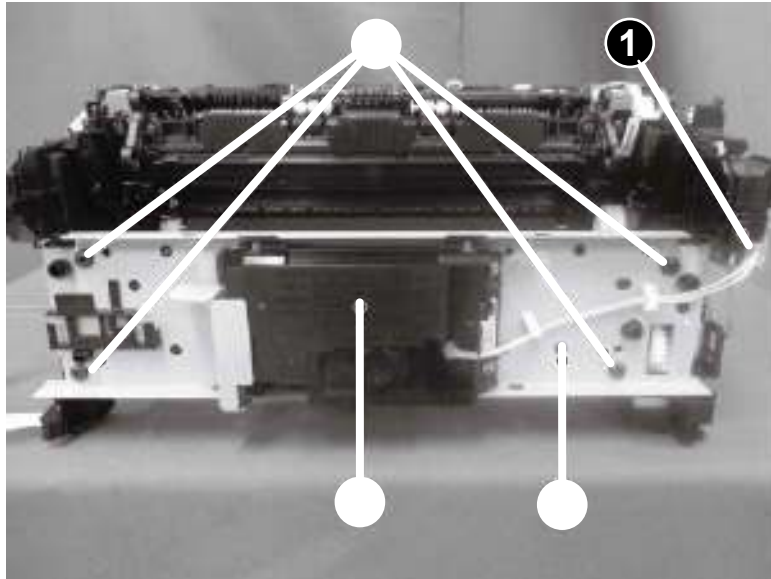


**NOTE:** Remove the scanner stay and laser scanner assembly as one part.



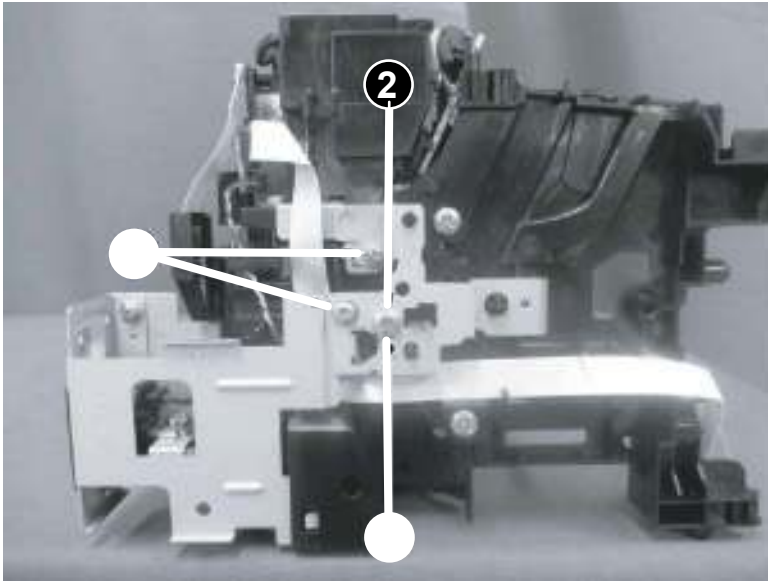
**Reinstallation tip:** Make sure that the printer is on a flat surface when reinstalling the scanner stay (callout 3).

**Figure 1-136** Remove the scanner stay and laser scanner assembly



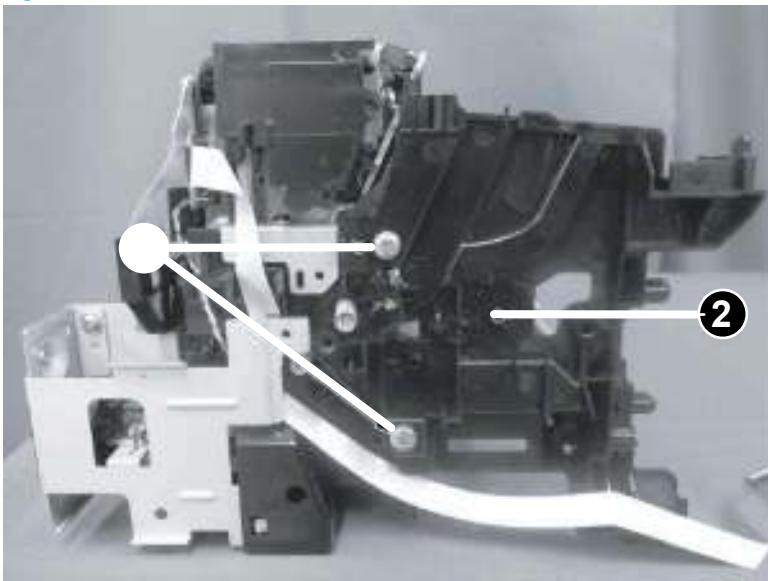
3. Remove two screws (M3; callout 1), remove one screw (M4; callout 1), and then remove the plate (callout 3).

Figure 1-137 Remove the plate



4. Remove two screws (callout 1), and then remove the cartridge guide (callout 2).

Figure 1-138 Remove the cartridge guide



5. Slide the pickup roller arm (callout 1) as shown below to remove it.

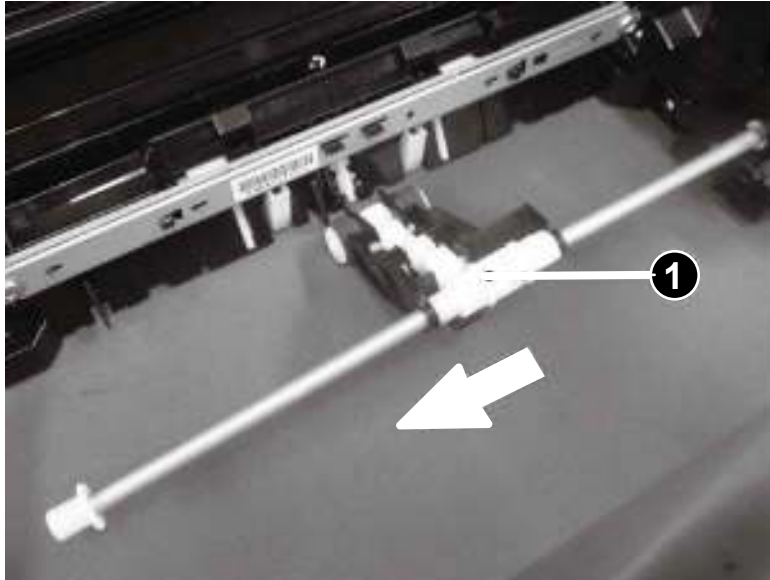
---

**CAUTION:** Do not apply great force to the pickup roller arm shaft when removing it to avoid deforming the shaft.

**Reinstallation tip:** To reinstall the pick roller arm, see [Special installation instructions: Pickup roller arm \(M28-M31\)](#) on page 133.

---

**Figure 1-139** Remove the pickup roller arm



6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

**Special installation instructions: Pickup roller arm (M28-M31)**

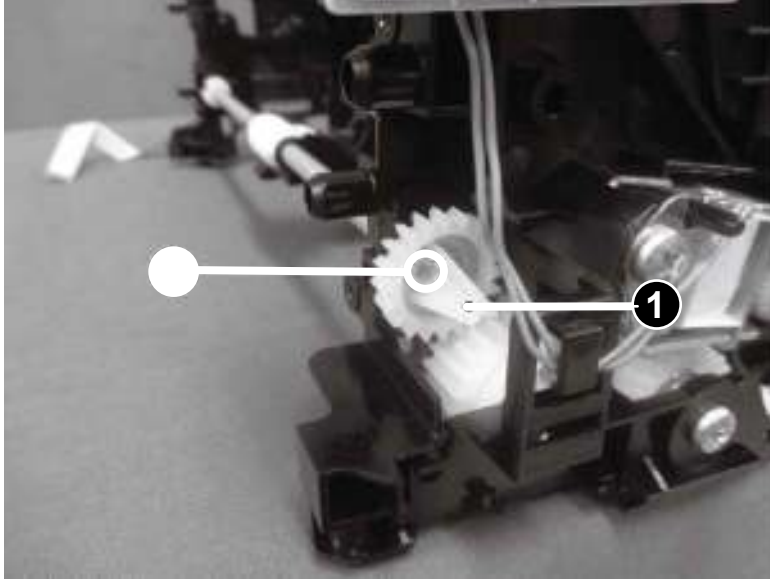
- ▲ When the pick roller arm is correctly installed, the stepped end of the shaft (callout 2) protrudes from the hole in the gear (callout 1).

---

**NOTE:** Continue to reverse the removal steps to finish installing the assembly.

---

Figure 1-140 Reinstall the pickup roller arm



#### Step 7: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



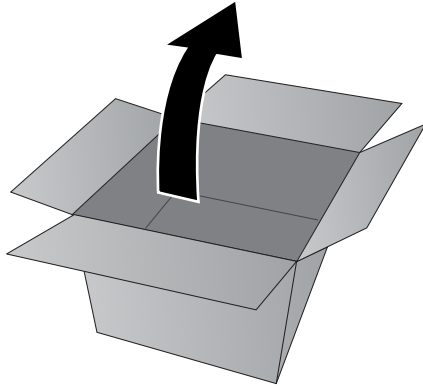
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Transfer 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 transfer roller.



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Transfer roller part number	
RM1-4023-000CN	Transfer roller

### Required tools

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

### After performing service

- Make sure that the cartridge door is fully closed after replacing the transfer roller.
- Turn the printer power on.

### Post service test

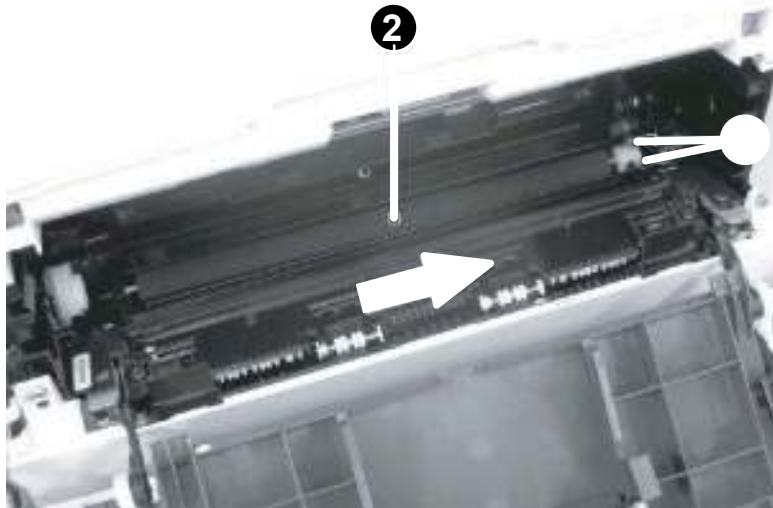
Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the roller

Open the toner-cartridge door, and the position the printer with the rear side down.

- ▲ Pinch two tabs (callout 1), and then pull out the transfer roller (callout 2) retainer.

Figure 1-141 Remove transfer roller



### Step 2: Unpack the replacement assembly

1. Dispose of the defective part.



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

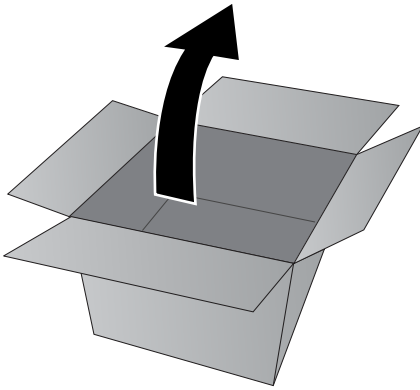
[www.hp.com/recycle](http://www.hp.com/recycle)



2. Unpack the replacement part from the packaging.

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

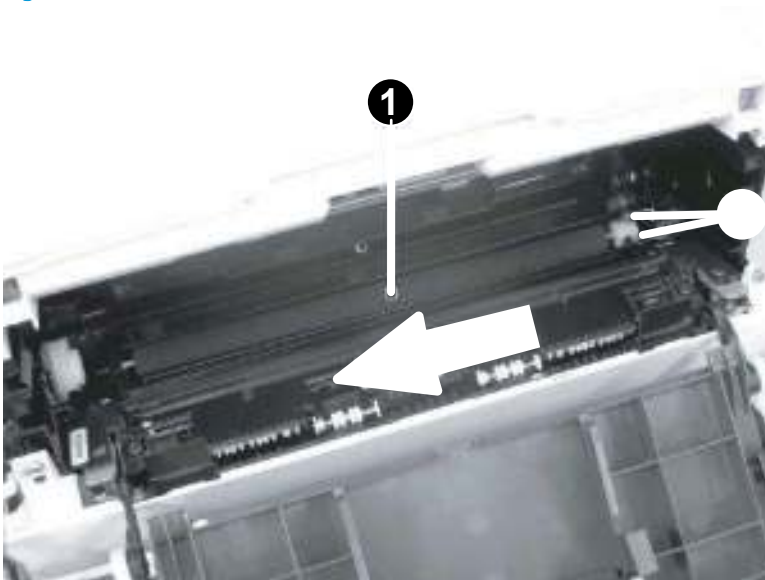


### Step 3: Install the roller

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

- ▲ Install the shaft end of the roller (callout 1) in the holder, and then install the retainer. Make sure that the two tabs (callout 2) snap into place.

**Figure 1-142** Install the transfer roller





## Remove and replacement: Hinge link (M28-M31)

- [Introduction](#)
- [Step 1: Remove the hinge link \(M28-M31\)](#)
- [Step 2: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the hinge link (M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Hinge link (M28-M31) part number	
RC5-4941-000CN	Hinge link (M28-M31)

### Required tools

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

### After performing service

- Make sure that the document lid is fully closed after replacing it.
- Turn the printer power on.

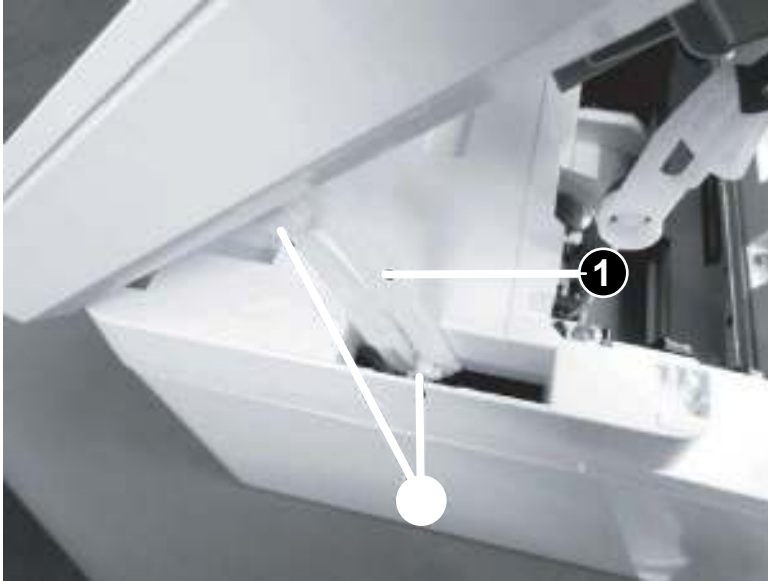
### Post service test

No post service test is available for this assembly.

### Step 1: Remove the hinge link (M28-M31)

- ▲ Do the following:
  - Open the cartridge door.
  - Release the hinge link (callout 1) from two shafts (callout 2) to remove it.

**Figure 1-143** Remove the hinge link (M28-M31)



#### Step 2: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



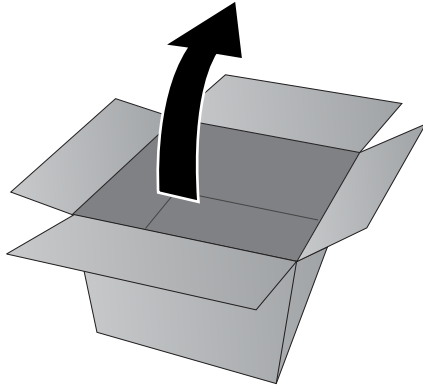
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Laser scanner and flat flexible cable

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 5: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 6: Remove the top cover \(MFP M28-M31\)](#)
- [Step 7: Remove the lower cover \(MFP M28-M31\)](#)
- [Step 8: Remove the laser scanner and FFC](#)
- [Step 9: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the laser scanner.



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Laser scanner and laser scanner FFC part numbers	
RM2-2150-000CN	Laser scanner assembly
RK2-9875-000CN	FFC, laser scanner

### Required tools

- #2 Phillips screwdriver with a magnetic tip


### After performing service

- Turn the printer power on.

### Post service test

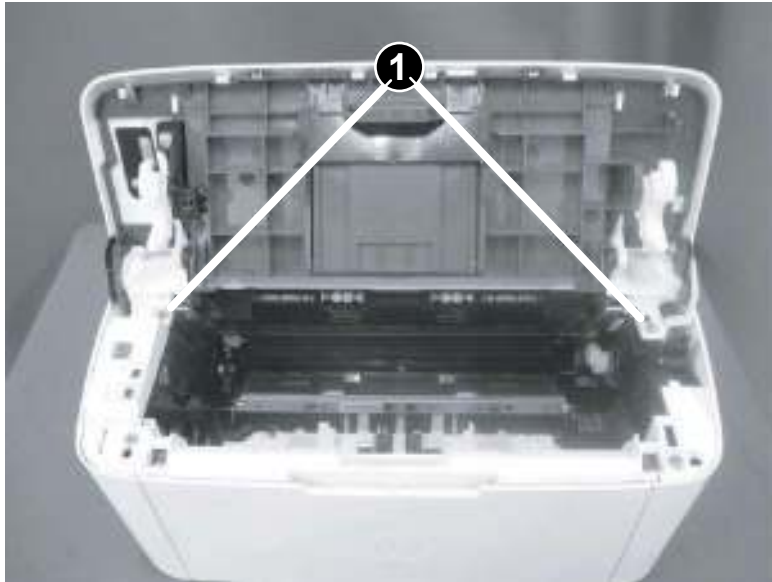
Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the cartridge door (M14-M17)

 **NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 150.](#)

1. Open the cartridge door, and then remove two screws (callout 1).

**Figure 1-144** Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

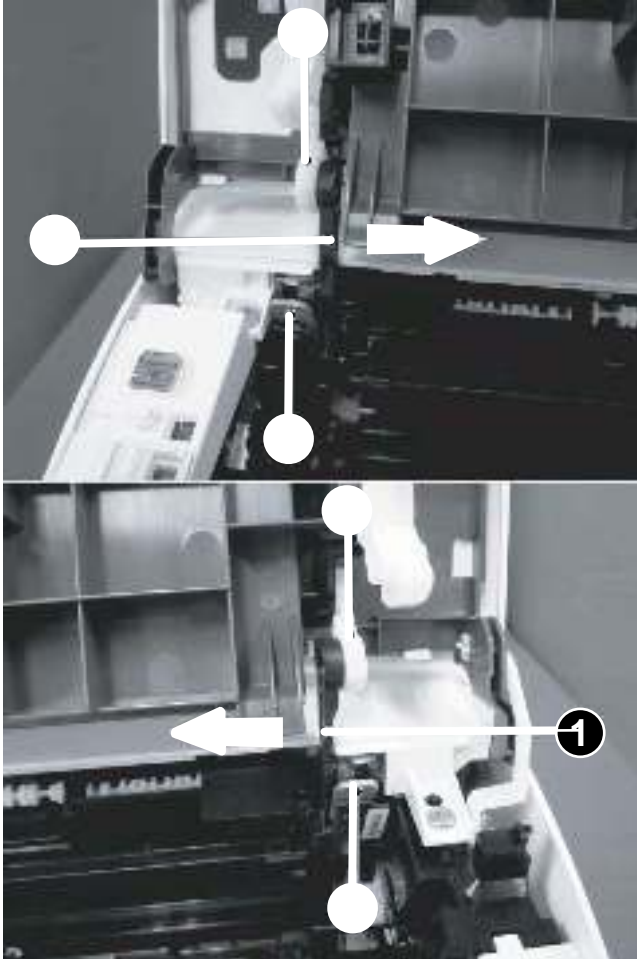
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

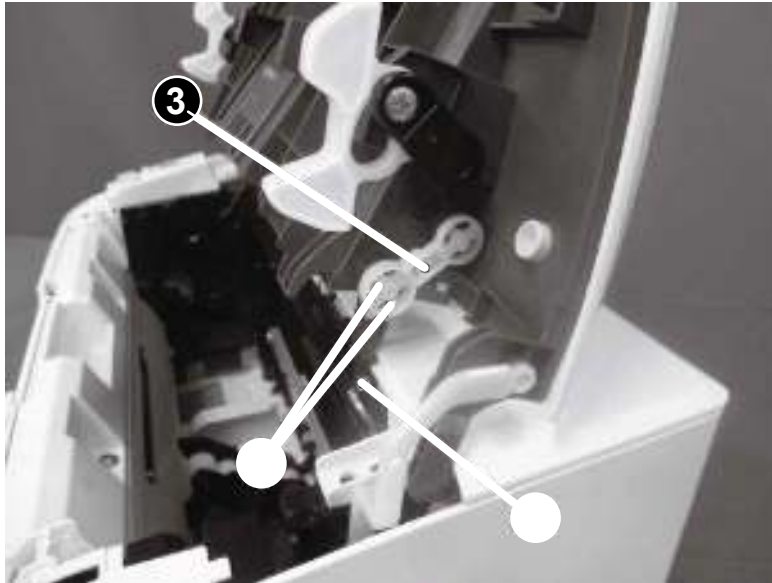
---

**Figure 1-145** Special disassembly instructions



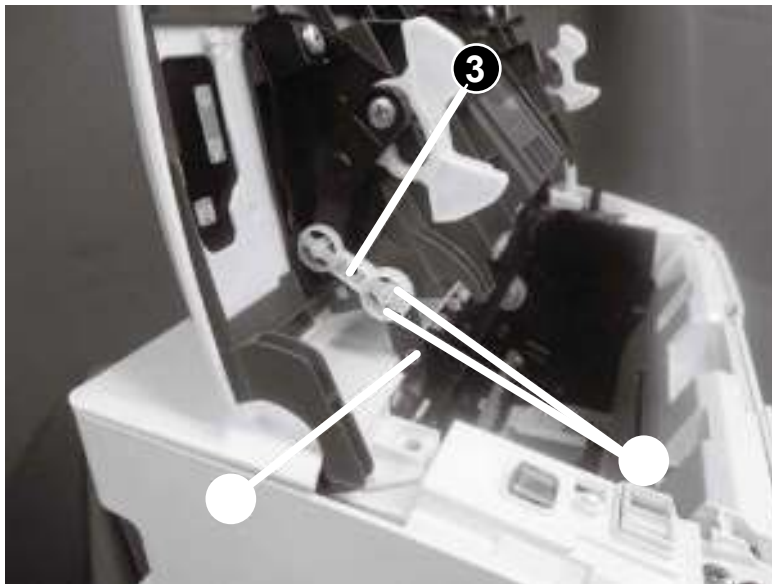
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-146 Remove the link arm



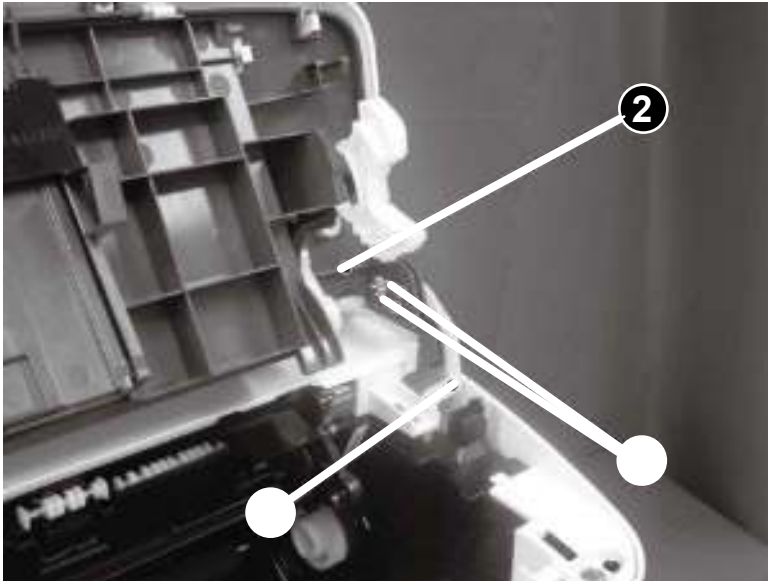
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-147 Remove the link arm




5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-148** Remove the link arm

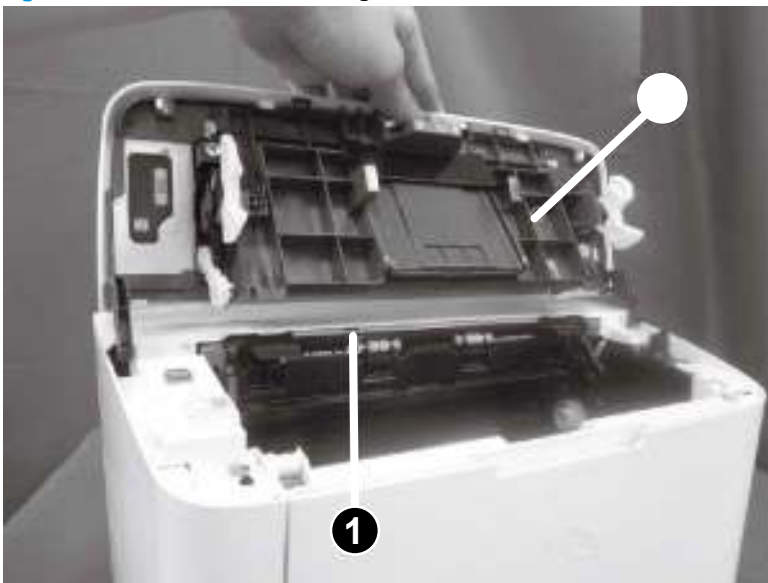


6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

 **NOTE:** If the cartridge door is removed to access other assembly, stop at this step.

 **Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-149** Remove the cartridge door



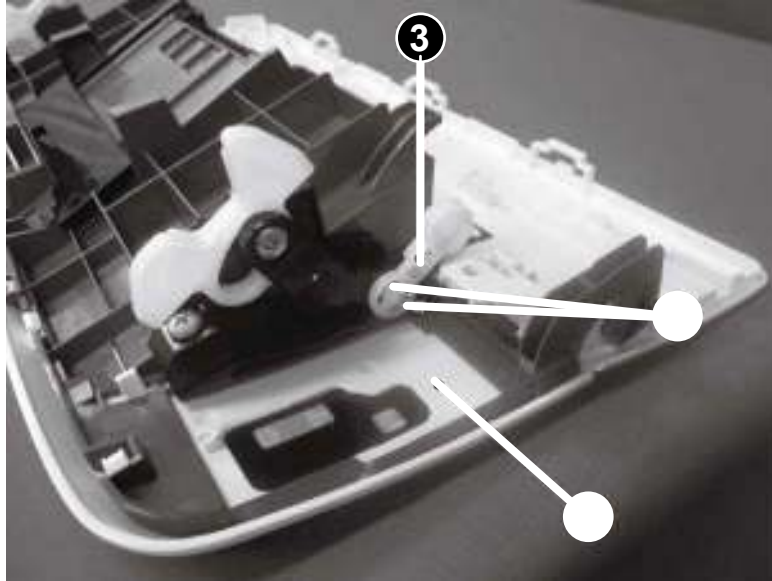
7. **Optional step:** If a replacement cartridge door is being installed, do the following:

 **NOTE:** Install the link arms on the replacement door.

- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

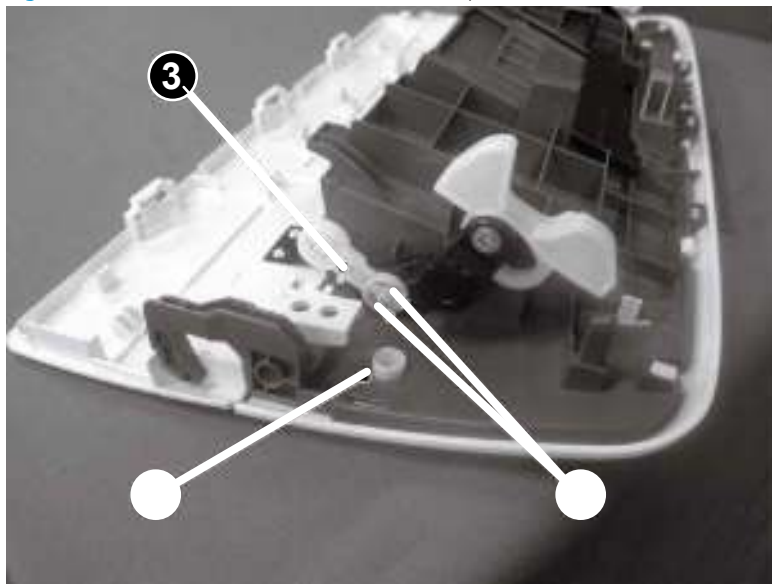


**Figure 1-150** Install the link arms on the replacement door




- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-151** Install the link arms on the replacement door




## Step 2: Remove the formatter cover (M14-M17)

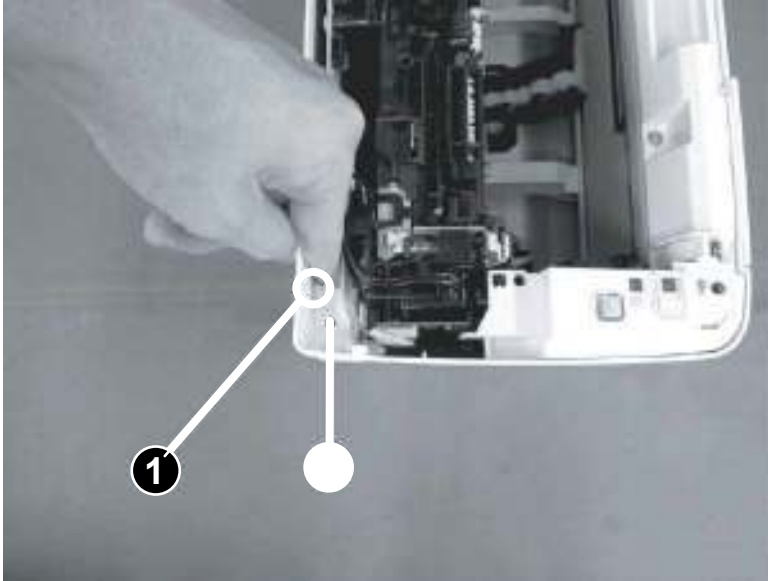
 **NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 150.](#)

- ▲ Position the printer front side down.


Release one tab (callout 1), and then remove the formatter cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-152** Remove the formatter cover (M14-M17)

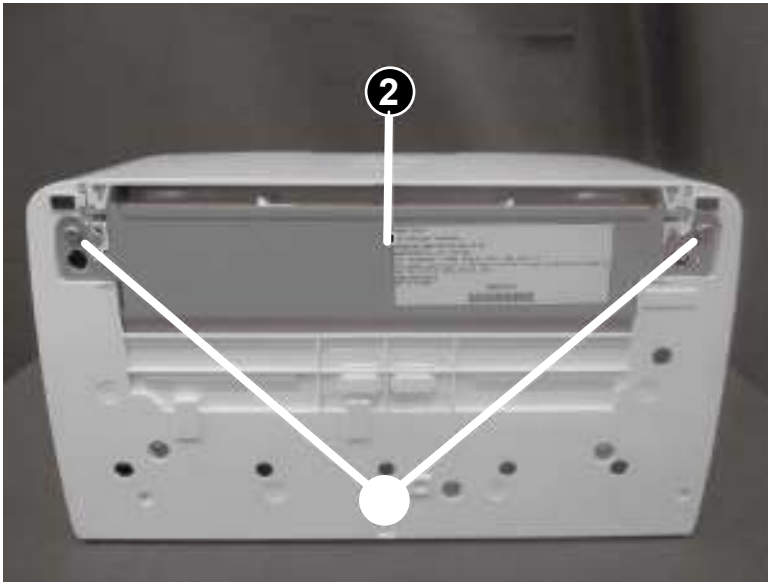


### Step 3: Remove the lower cover (M14-M17)

 **NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 150](#).

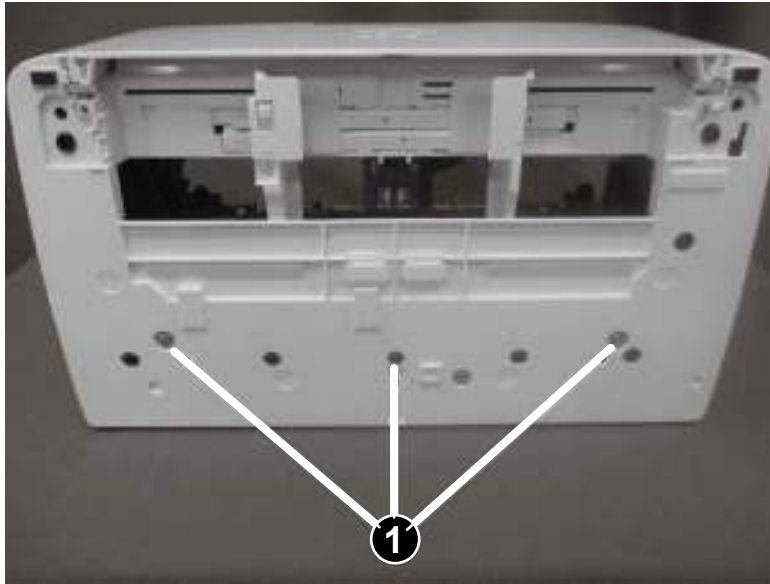
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

**Figure 1-153** Remove the lower plate




2. Remove three screws (callout 1)

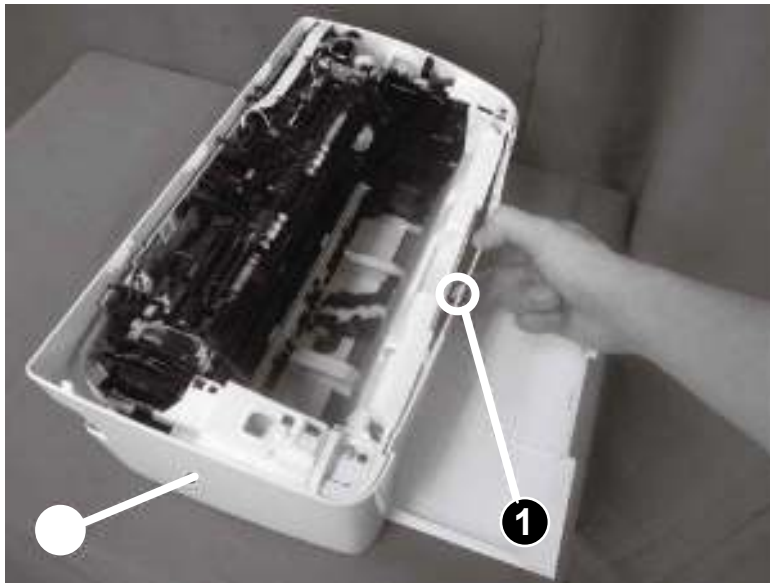
**Figure 1-154** Remove the three screws



3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-155** Remove the lower cover



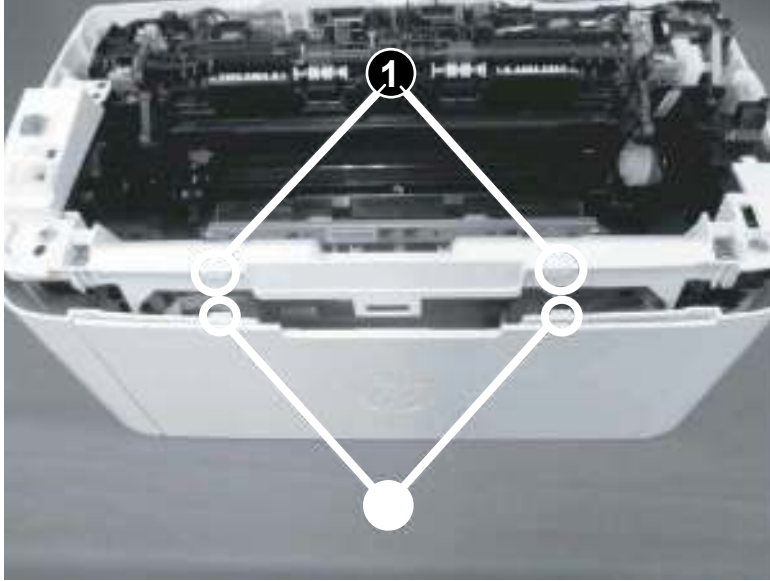
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.


**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-156** Fit two ribs on the printer into the grooves (lower cover install)




#### Step 4: Remove the formatter cover (MFP M28-M31)

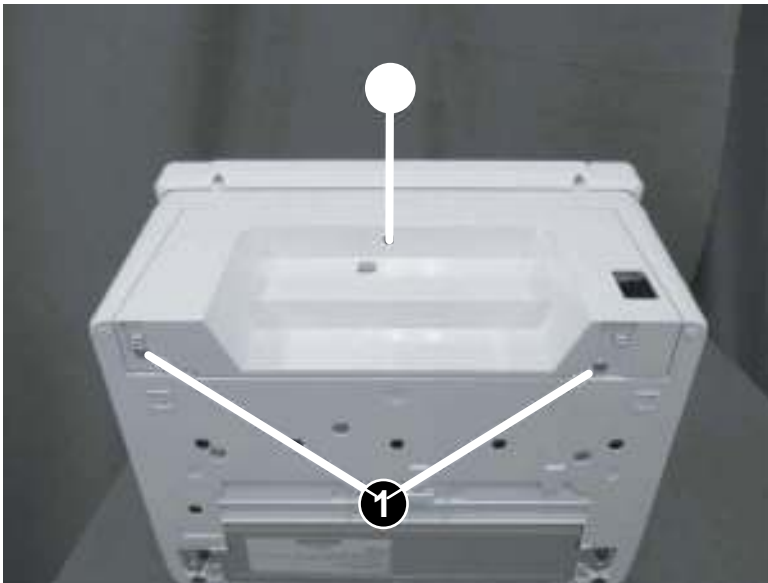
 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the laser scanner and FFC on page 158](#).

- ▲ Position the printer front side down.


Remove two screws (callout 1), and then remove the formatter cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-157** Remove the formatter cover (MFP M28-M31)

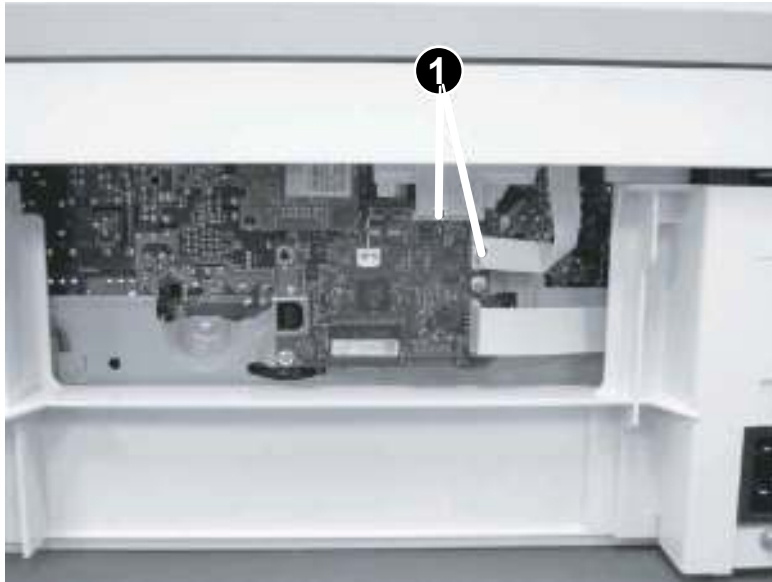


### Step 5: Remove the image scanner (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the laser scanner and FFC on page 158](#).

1. Disconnect two flat flexible cables (FFCs) (callout 1).

**Figure 1-158** Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

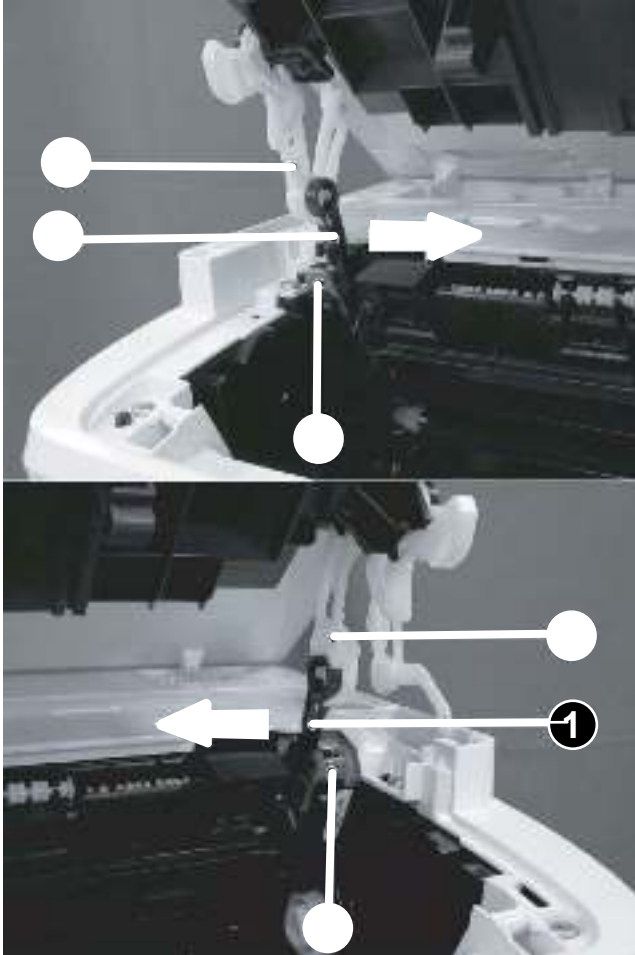
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

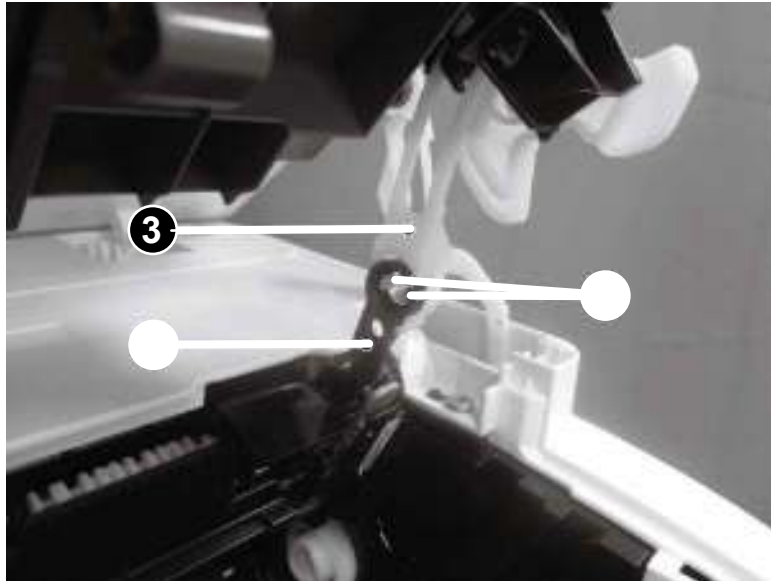
---

**Figure 1-159** Special disassembly instructions



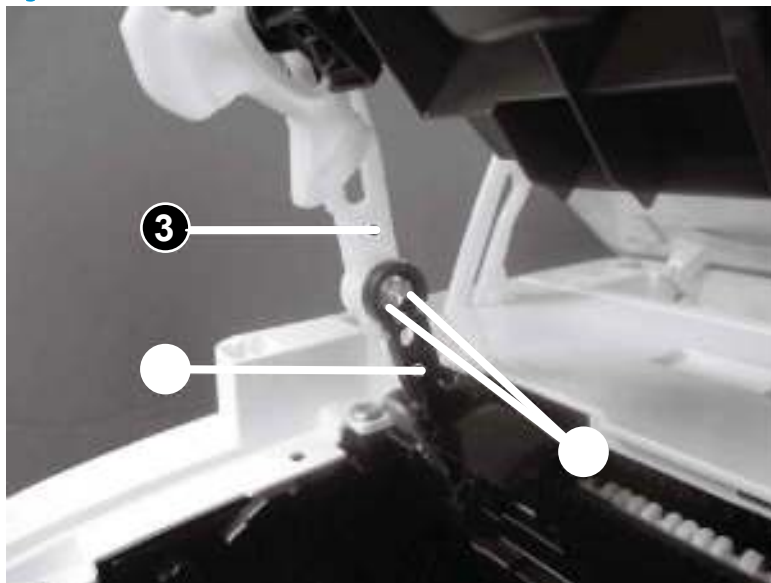
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-160 Remove the link arm



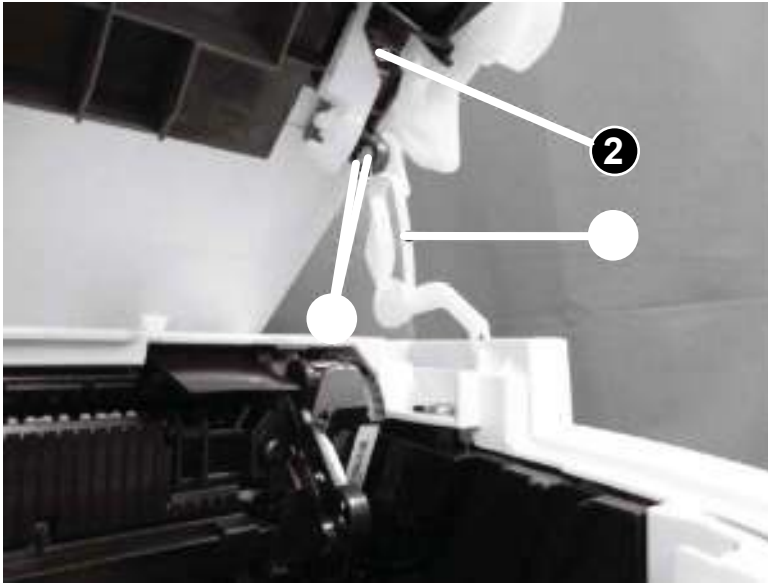
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-161 Remove the link arm



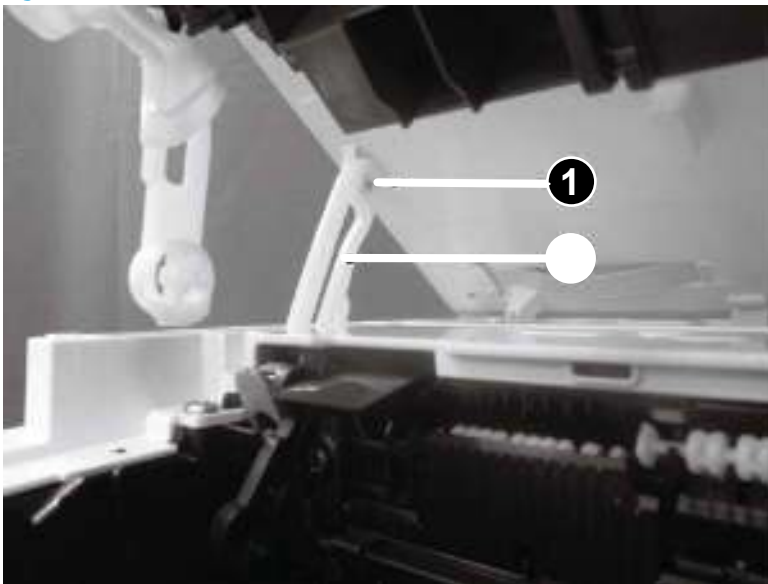
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

**Figure 1-162** Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

**Figure 1-163** Remove the link arm





7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

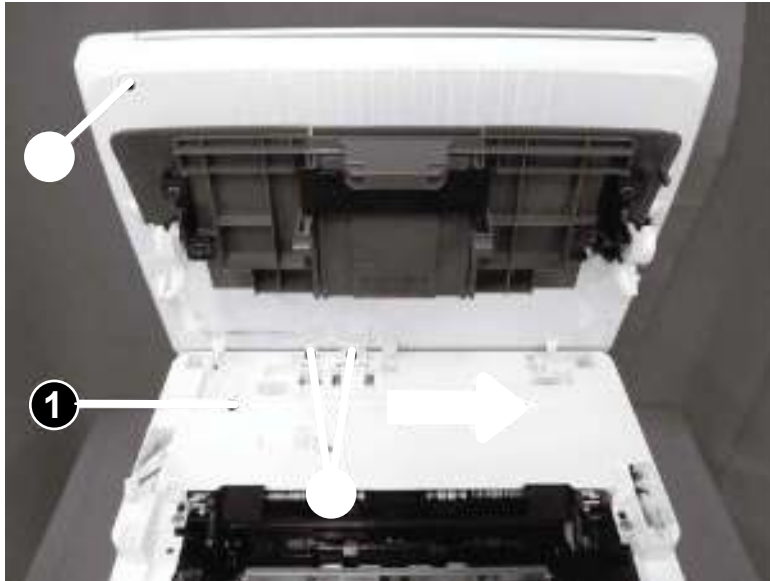
---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-164** Remove the image scanner



8. For a replacement image scanner, do the following:

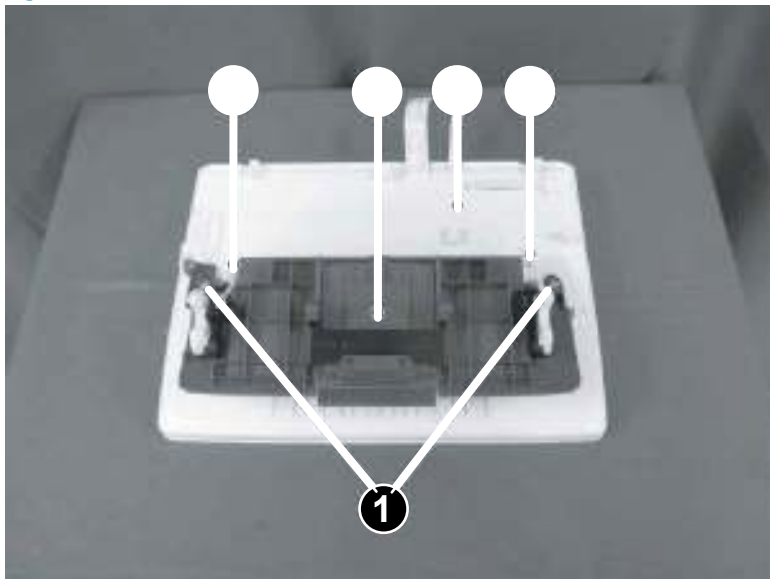
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.


---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).


**Figure 1-165** Remove the cartridge door



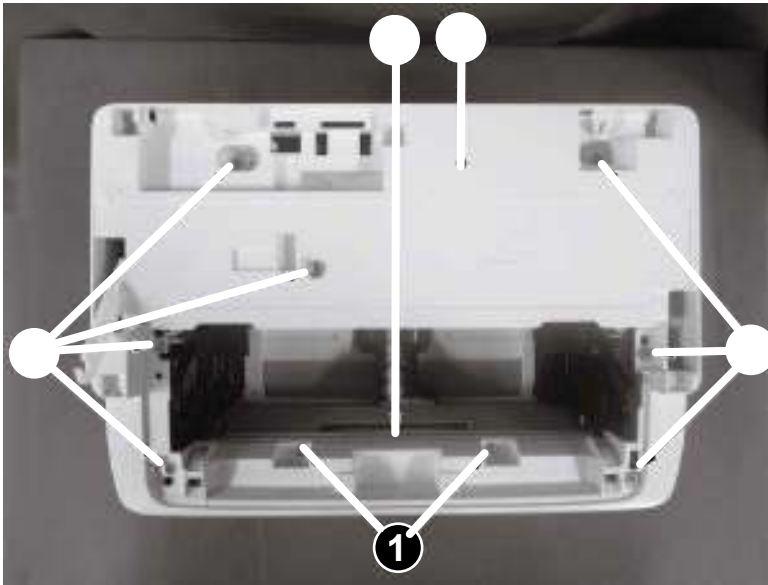
## Step 6: Remove the top cover (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the laser scanner and FFC on page 158](#).

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-166** Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

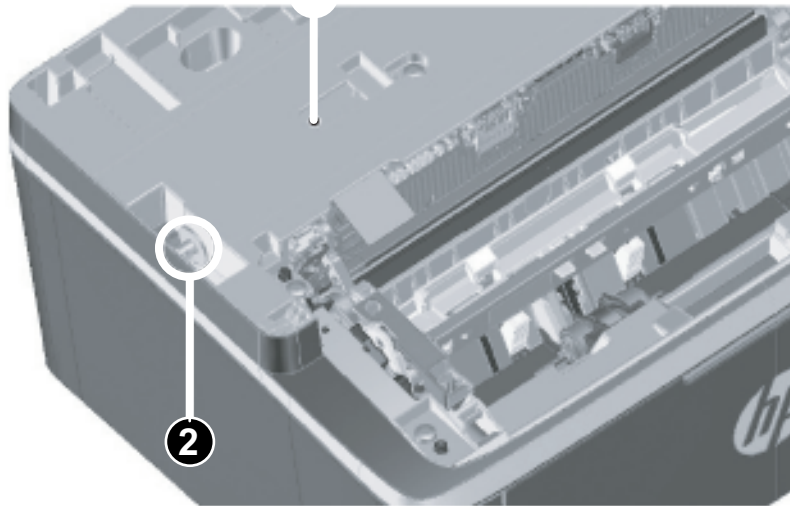
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

 **TIP:** If the top cover is removed to access other assemblies, skip this step.


### Special installation instructions: Top cover

- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.

Figure 1-167 Install the pad

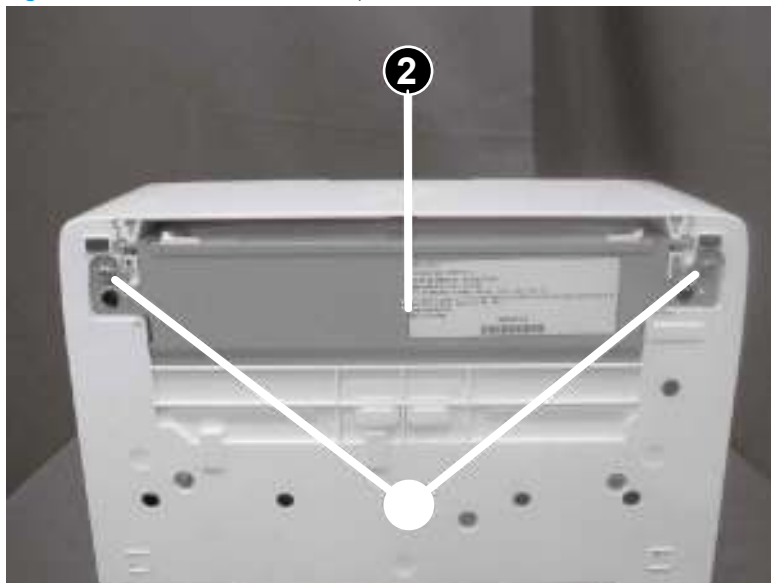


#### Step 7: Remove the lower cover (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the laser scanner and FFC on page 158](#).

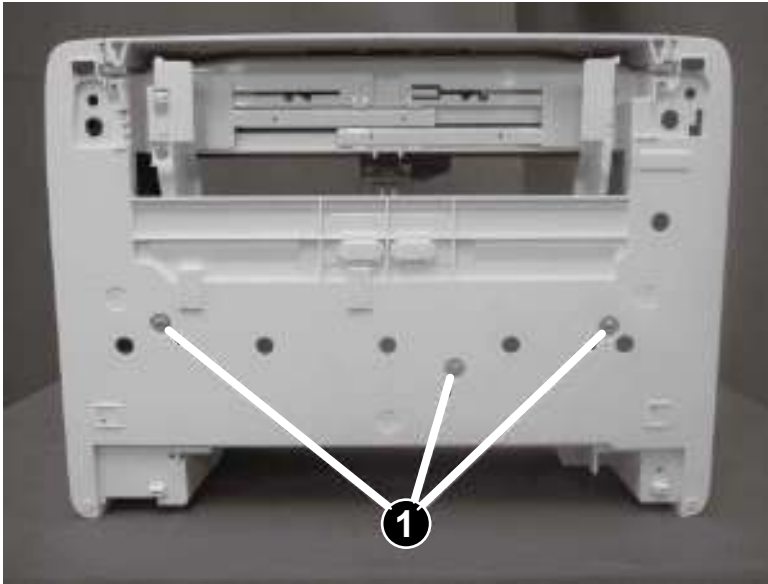
1. Position the printer rear side down, remove two screws (callout 1), and then remove the lower plate (callout 2)

Figure 1-168 Remove the lower plate




2. Remove three screws (callout 1).

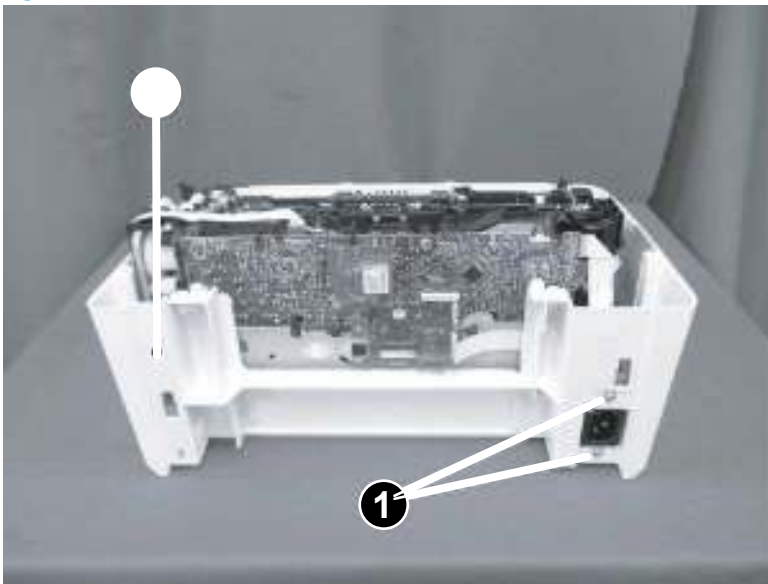
**Figure 1-169** Remove three screws



3. Remove two screws (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.


**Figure 1-170** Remove the lower cover



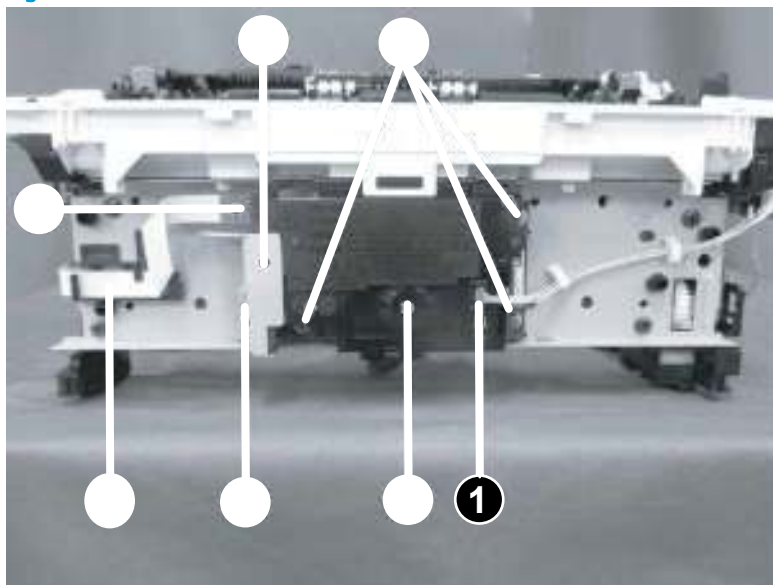
#### Step 8: Remove the laser scanner and FFC

- ▲ Do the following:
  - a. Disconnect one connector (callout 1).
  - b. Disconnect one flat flexible cable (FFC) (callout 2).
  - c. Remove one screw (callout 3).

- d. Remove the shield plate (callout 4).
- e. Remove three screws (callout 5).
- f. Remove the laser scanner assembly (callout 6).
- g. **Optional step:** Remove the laser scanner FFC (callout 7) if needed.

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-171** Remove the laser scanner and FFC



#### Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

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

[www.hp.com/recycle](http://www.hp.com/recycle)



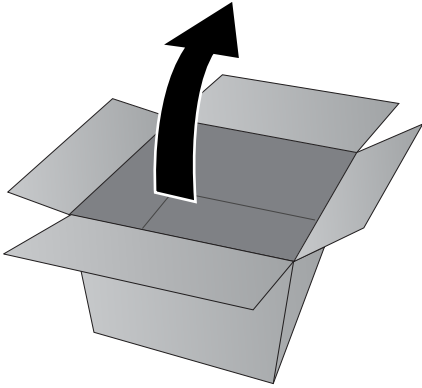
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Formatter (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the formatter \(M14-M17\)](#)
- [Step 5: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the formatter (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Formatter (M14-M17) part number	
W2G50-60001	Formatter PCA (base model; M14-M17)
W2G51-60001	Formatter PCA (wireless model; M14-M17)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Micro tip Phillips screwdriver with a magnetic tip



**TIP:** This type of driver is sometimes called a jeweler's screwdriver.

- Small flat blade screwdriver (optional)

### After performing service

- Turn the printer power on.

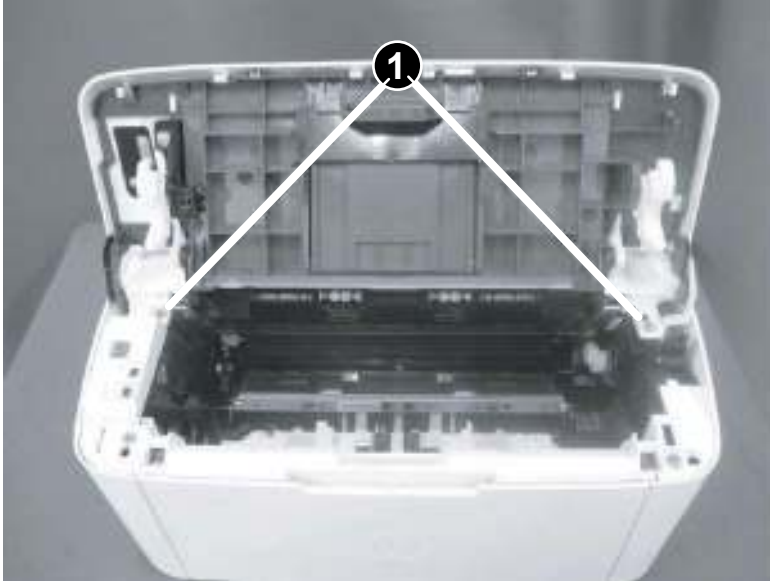
### Post service test

Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-172 Remove two screw





2. Before proceeding, take note of the following disassembly instructions.

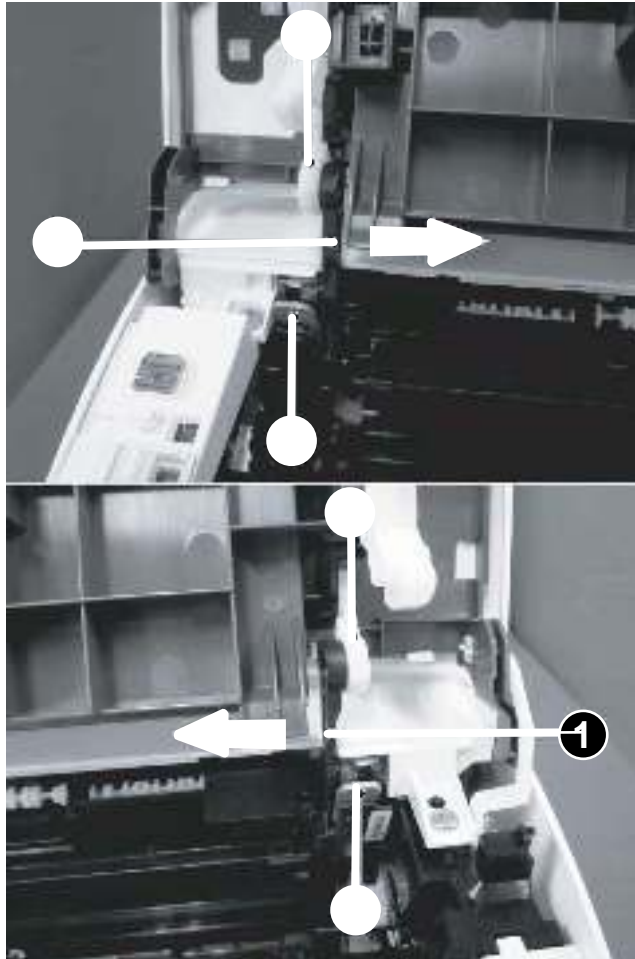
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

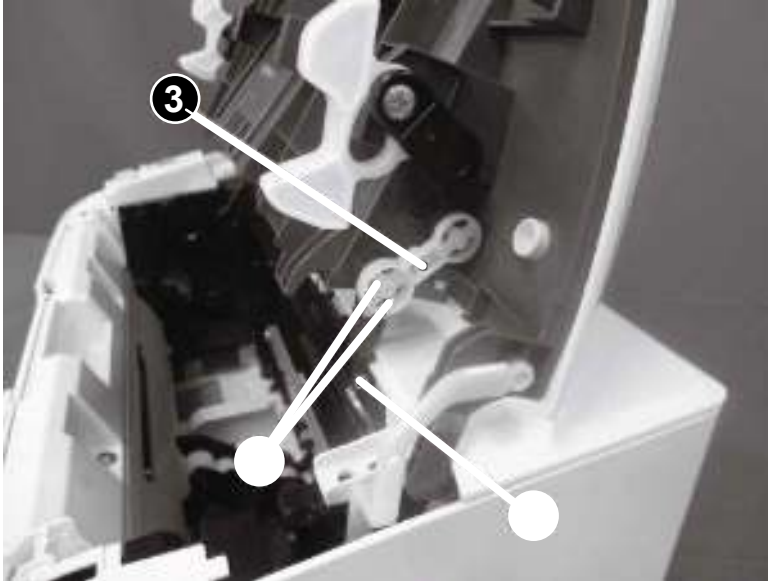
---

**Figure 1-173** Special disassembly instructions



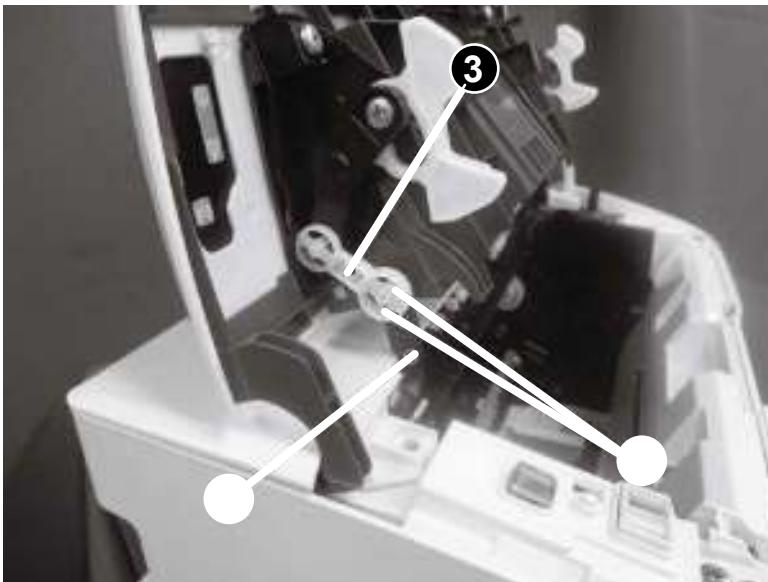
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-174** Remove the link arm



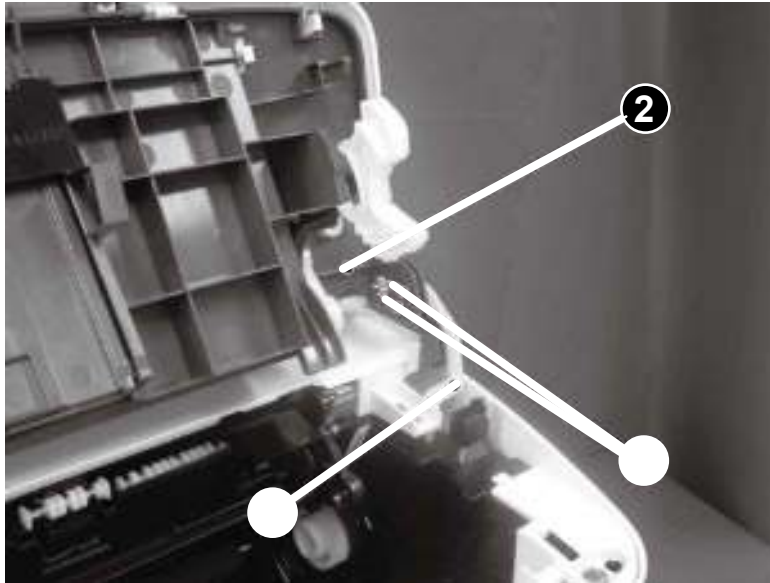
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-175** Remove the link arm



5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-176** Remove the link arm



6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

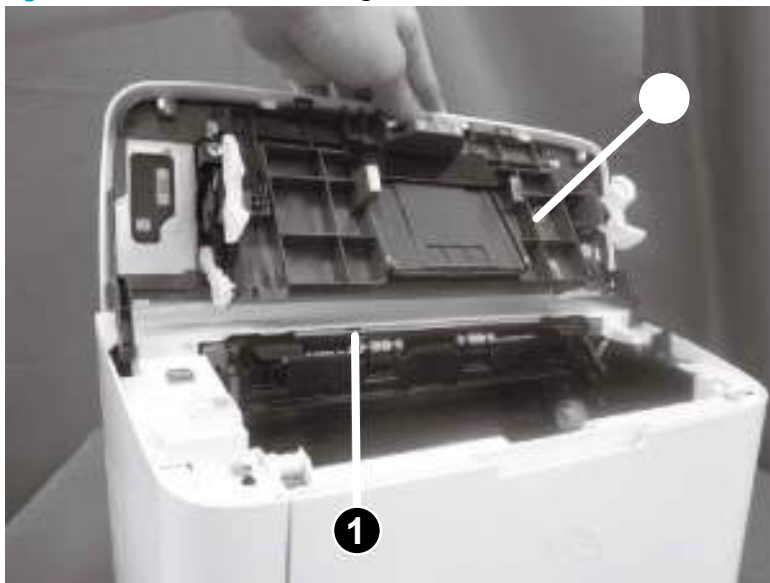


**NOTE:** If the cartridge door is removed to access other assembly, stop at this step.



**Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-177** Remove the cartridge door



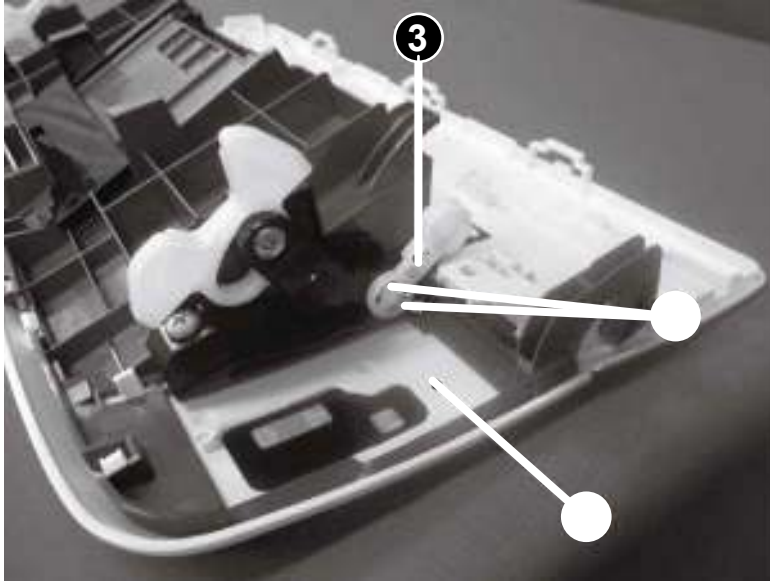
7. **Optional step:** If a replacement cartridge door is being installed, do the following:



**NOTE:** Install the link arms on the replacement door.

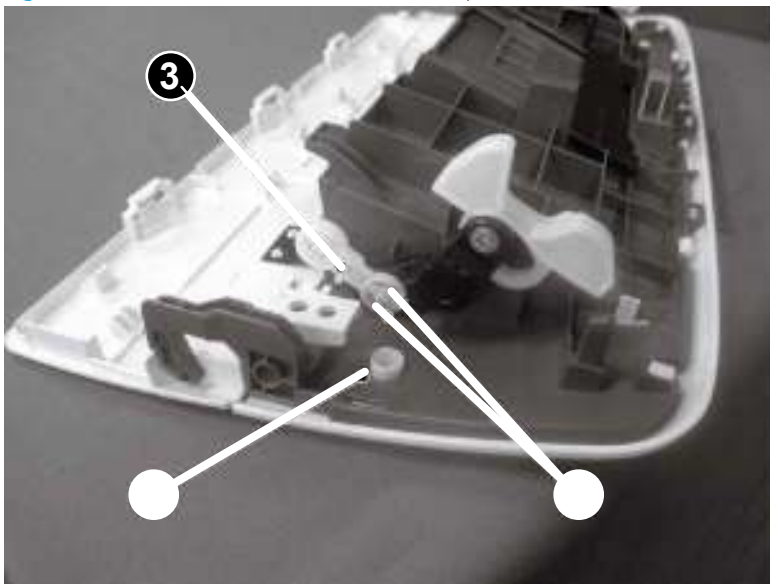
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-178** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-179** Install the link arms on the replacement door



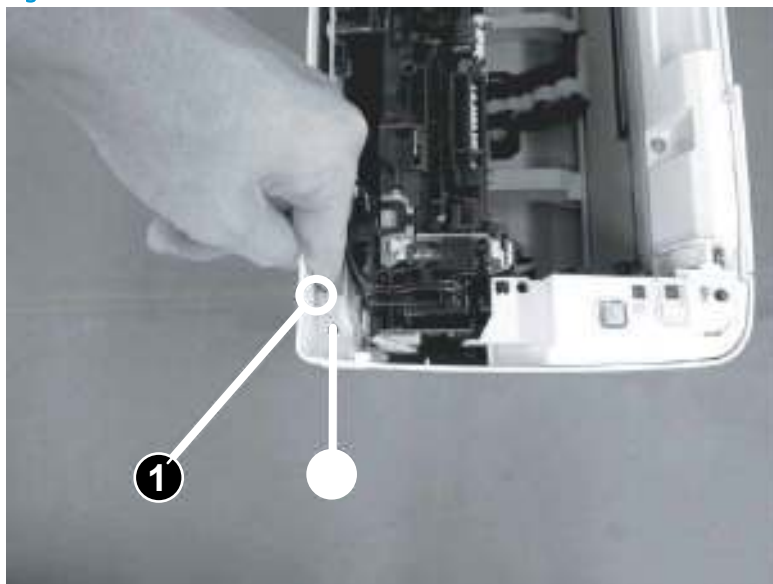
### Step 2: Remove the formatter cover (M14-M17)

- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

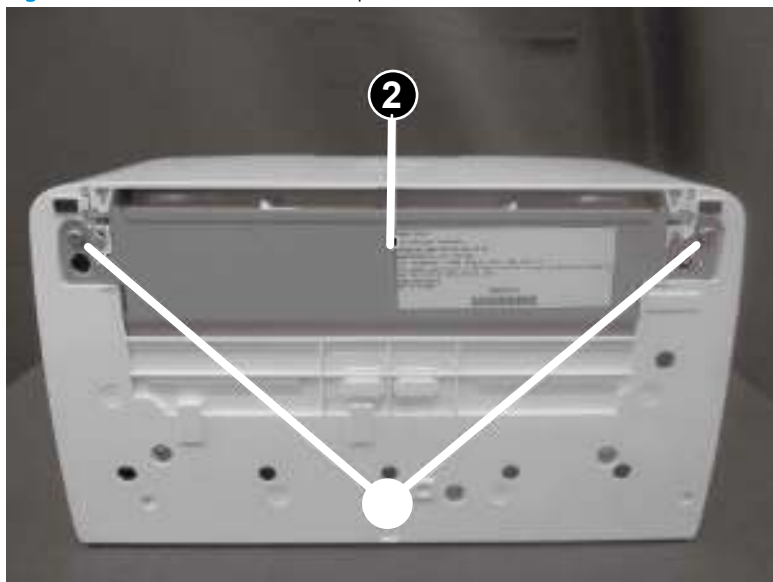
Figure 1-180 Remove the formatter cover (M14-M17)



### Step 3: Remove the lower cover (M14-M17)

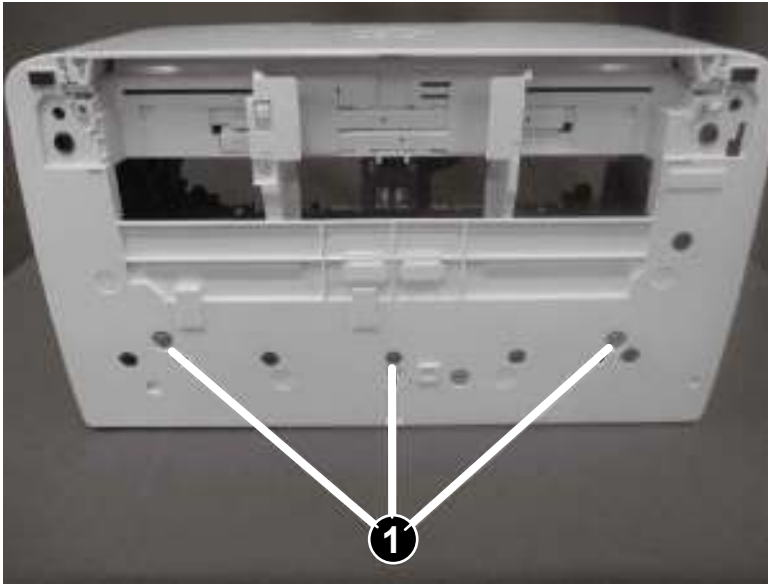
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

Figure 1-181 Remove the lower plate



2. Remove three screws (callout 1)

**Figure 1-182** Remove the three screws



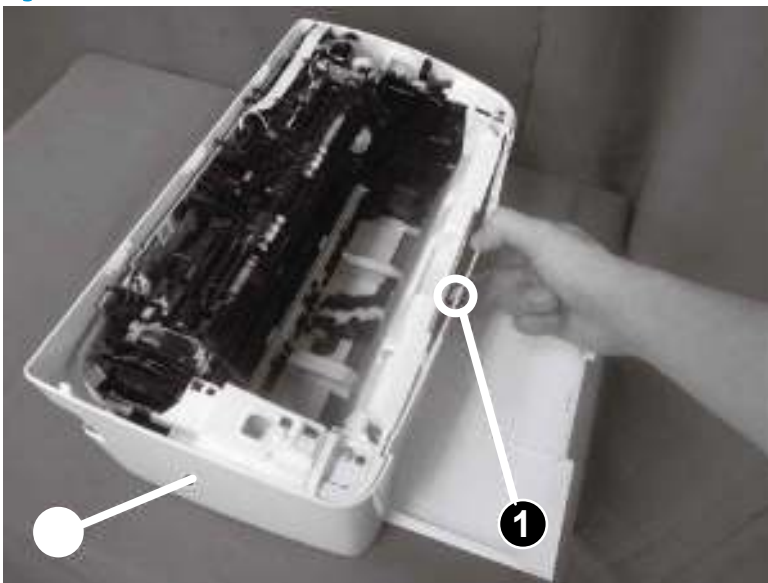
3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-183** Remove the lower cover



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

---

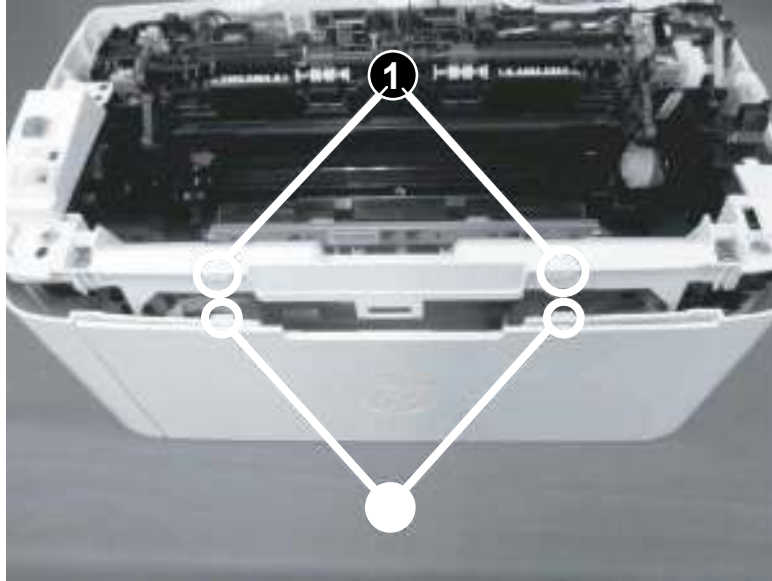
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

---

**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-184** Fit two ribs on the printer into the grooves (lower cover install)



#### Step 4: Remove the formatter (M14-M17)

▲ Do the following:

- a. Remove two flat flexible cables (FFCs) (callout 1).

💡 **TIP:** It might be easier to use a small flat blade screwdriver to release the large FFC.

- b. Remove one screw (callout 2).

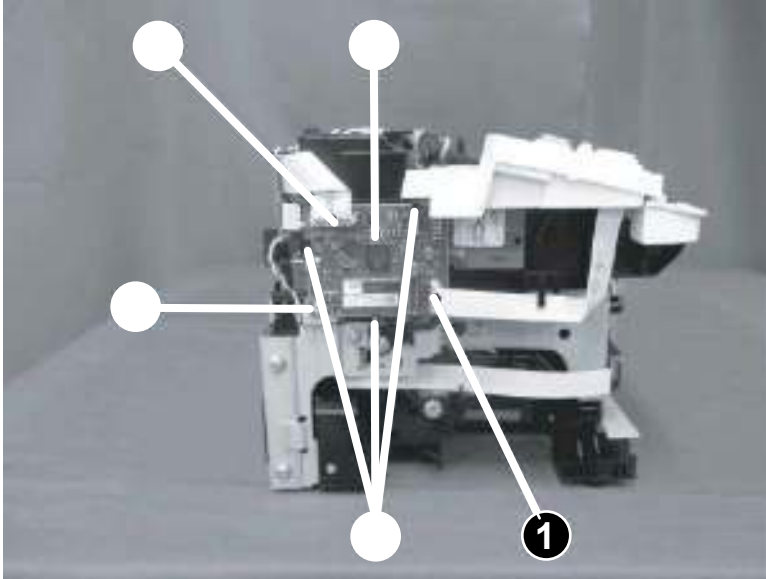
📝 **NOTE:** Use a micro tip screwdriver to remove this screw.

- c. Release three tabs (callout 3).

- d. Remove the formatter (callout 4).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-185 Remove the formatter



#### Step 5: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)





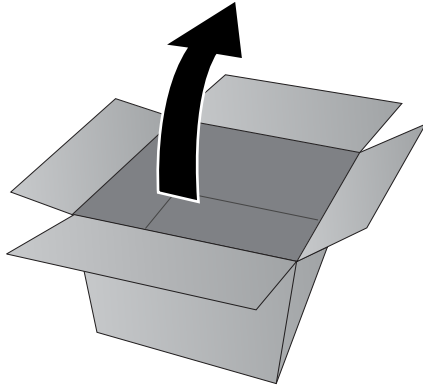
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Formatter (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the formatter \(MFP M28-M31\)](#)
- [Step 3: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the formatter (MFP M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Formatter (MFP M28-M31) part number	
W2G54-60001	Formatter PCA (base model; MFP M28-M31)
W2G55-60001	Formatter PCA (wireless model; MFP M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip

### After performing service

- Turn the printer power on.

### Post service test

Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the formatter cover (MFP M28-M31)

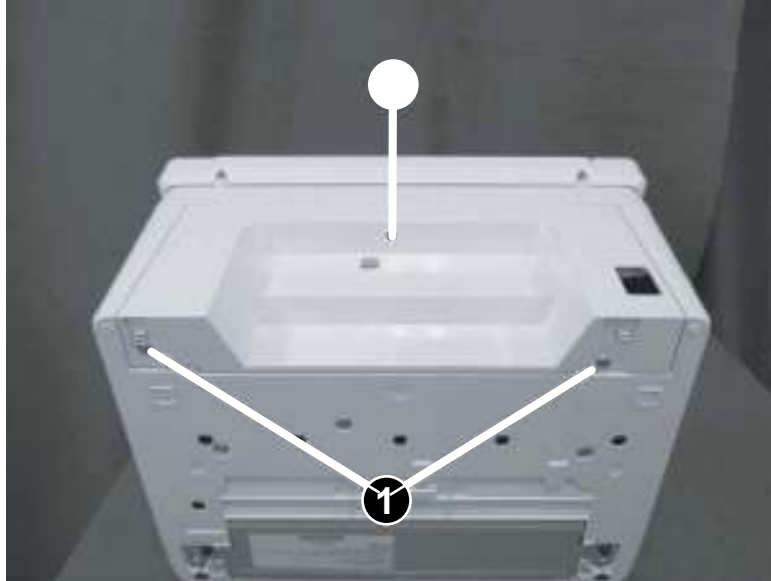
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-186** Remove the formatter cover (MFP M28-M31)



**Step 2: Remove the formatter (MFP M28-M31)**

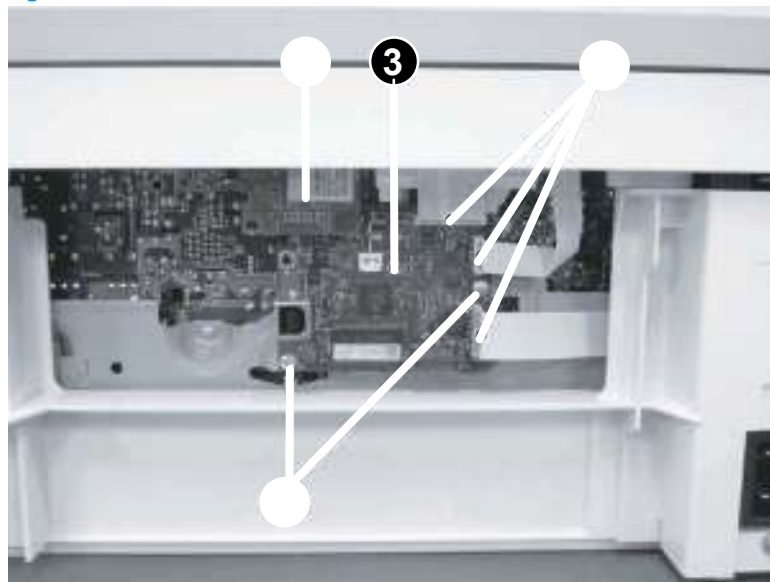
▲ Do the following:

- a. Disconnect three flat flexible cables (FFCs) (callout 1).
- b. Remove two screws (callout 2).
- c. Remove the formatter (callout 3).

💡 **Reinstallation tip:** After removing the formatter, remove the wireless PCA (callout 4), and then install it on the replacement formatter.

Reverse the removal steps to install the assembly.

**Figure 1-187** Remove the formatter (MFP M28-M31)



### Step 3: Unpack the replacement assembly


1. Dispose of the defective part.

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

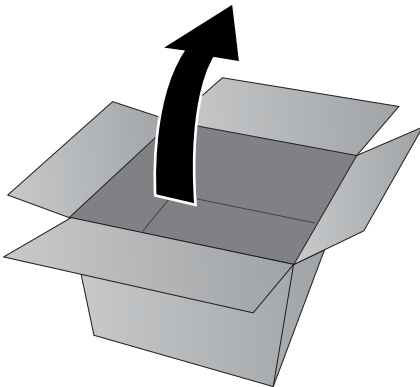
[www.hp.com/recycle](http://www.hp.com/recycle)



2. Unpack the replacement part from the packaging.

 **CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



## Remove and replacement: Fuser (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the formatter \(M14-M17\)](#)
- [Step 5: Remove the fuser \(M14-M17\)](#)
- [Step 6: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the fuser (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Fuser (M14-M17) part number	
RM2-2131-000CN	Fuser (110-127V; M14-M17)
RM2-2107-000CN	Fuser (220-240V; M14-M17)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Turn the printer power on.

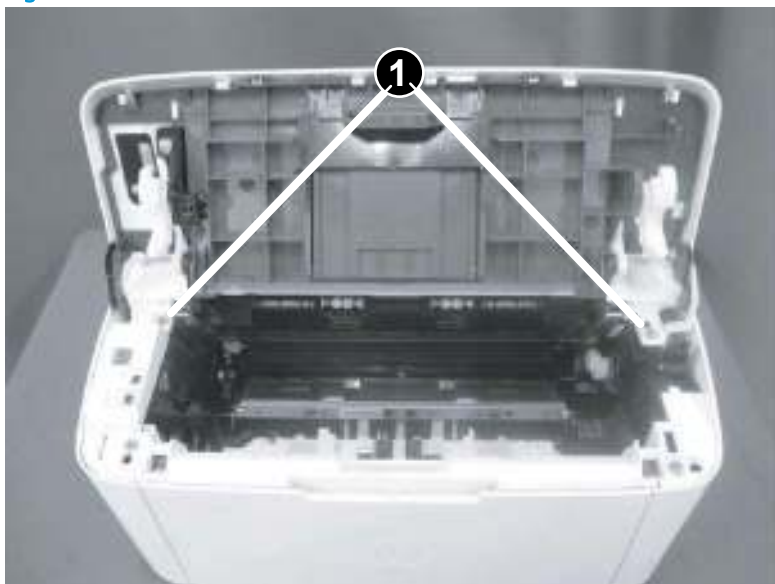
### Post service test

Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-188 Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

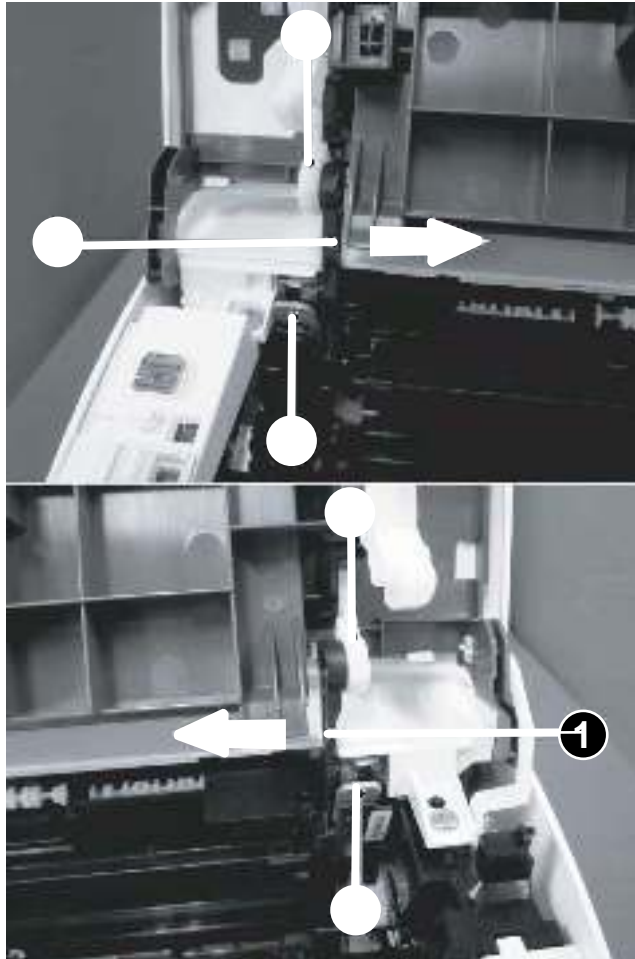
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

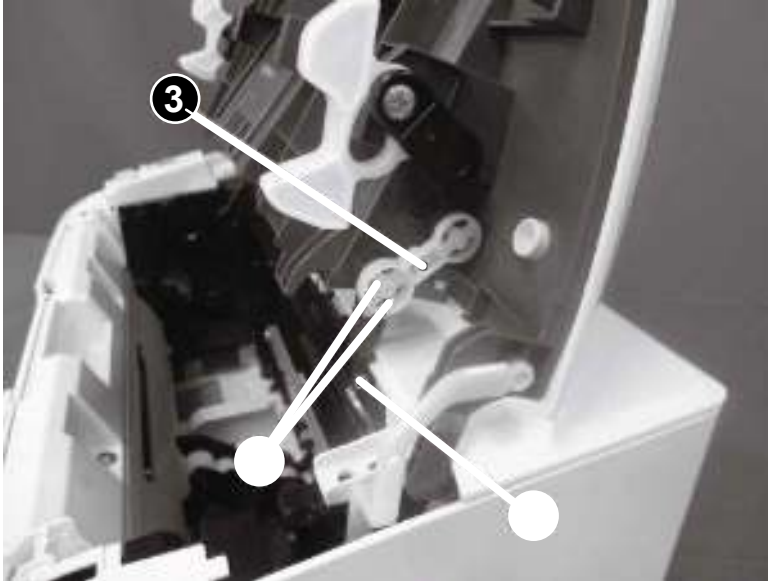
---

**Figure 1-189** Special disassembly instructions



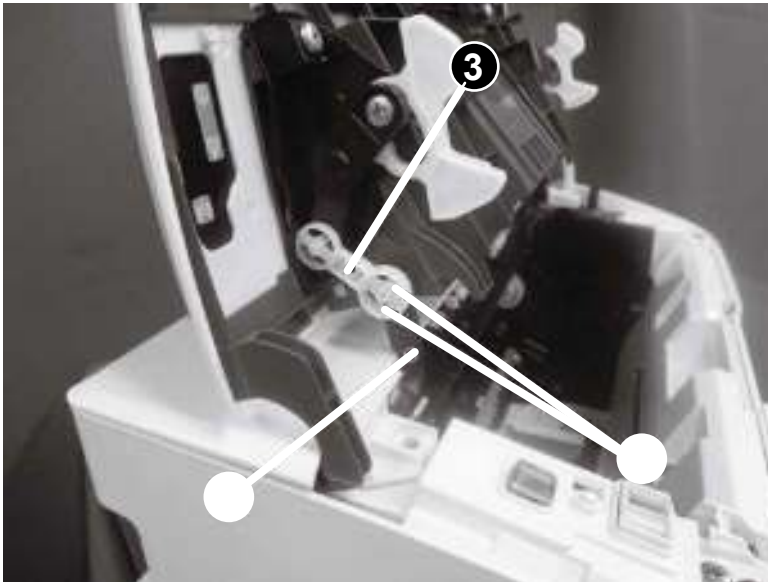
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-190** Remove the link arm



4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

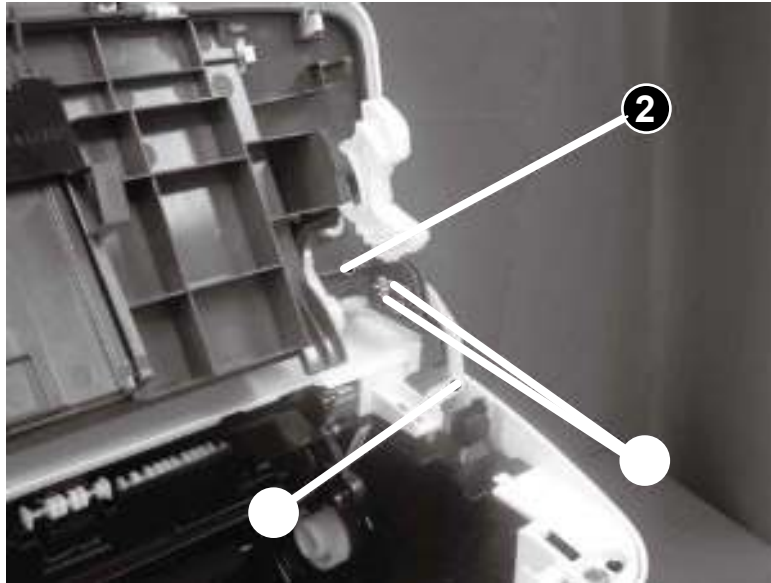
**Figure 1-191** Remove the link arm





5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-192** Remove the link arm



6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

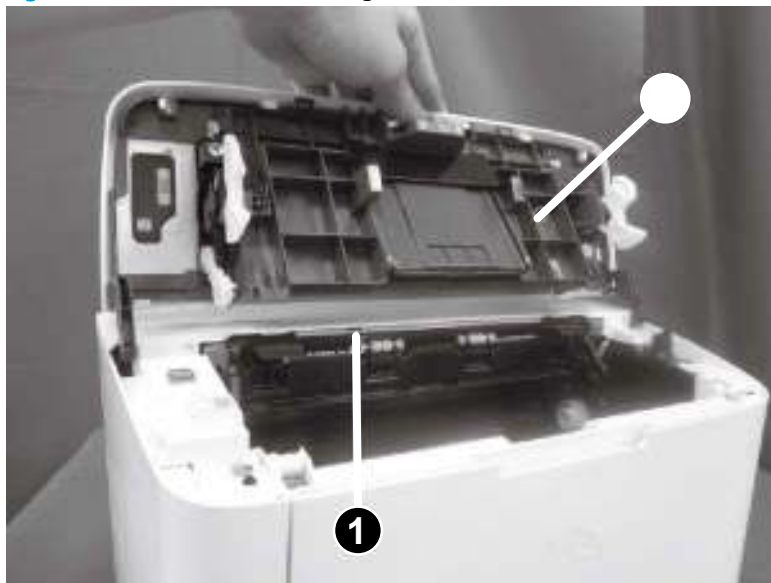


**NOTE:** If the cartridge door is removed to access other assembly, stop at this step.



**Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-193** Remove the cartridge door



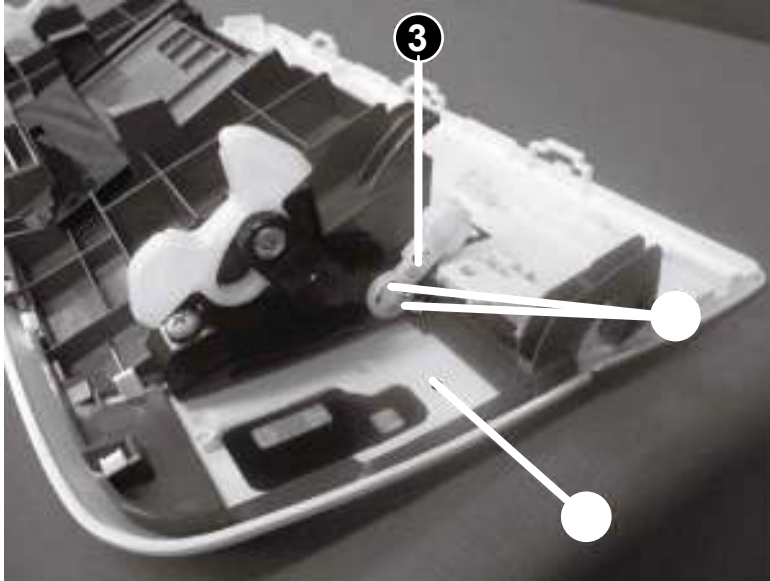
7. **Optional step:** If a replacement cartridge door is being installed, do the following:



**NOTE:** Install the link arms on the replacement door.

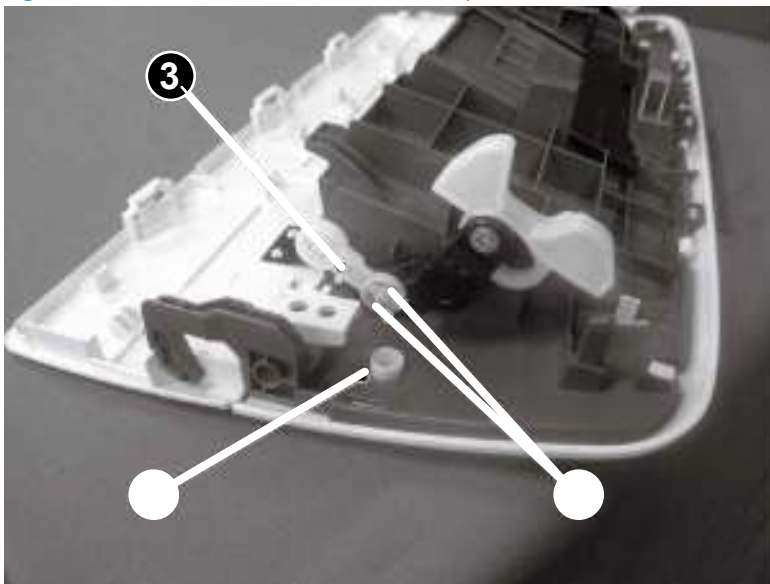
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-194** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-195** Install the link arms on the replacement door



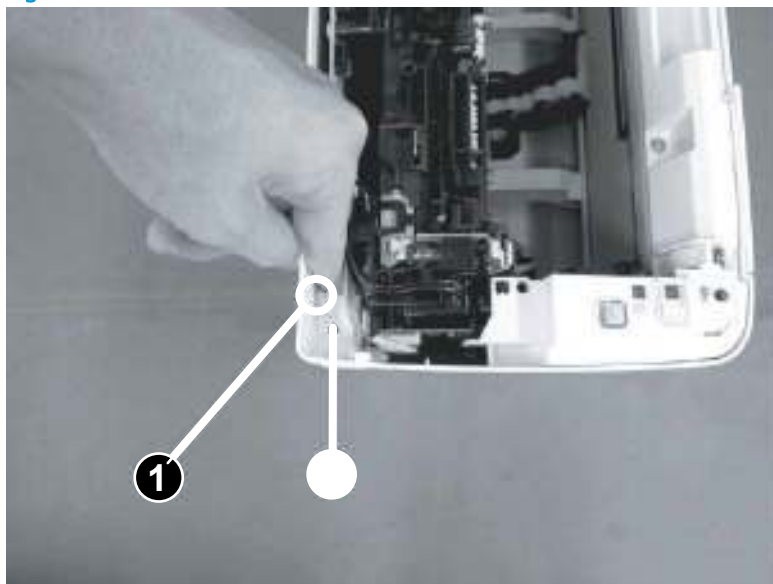
### Step 2: Remove the formatter cover (M14-M17)

- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

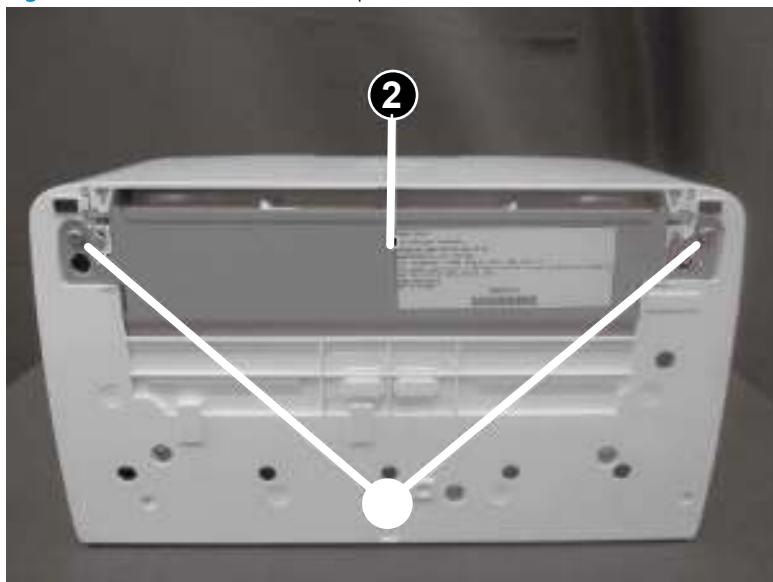
Figure 1-196 Remove the formatter cover (M14-M17)



### Step 3: Remove the lower cover (M14-M17)

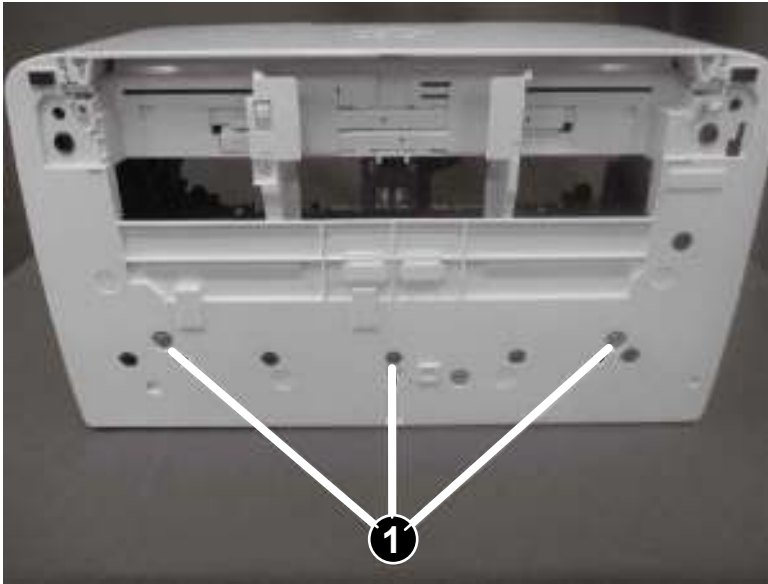
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

Figure 1-197 Remove the lower plate



2. Remove three screws (callout 1)

**Figure 1-198** Remove the three screws



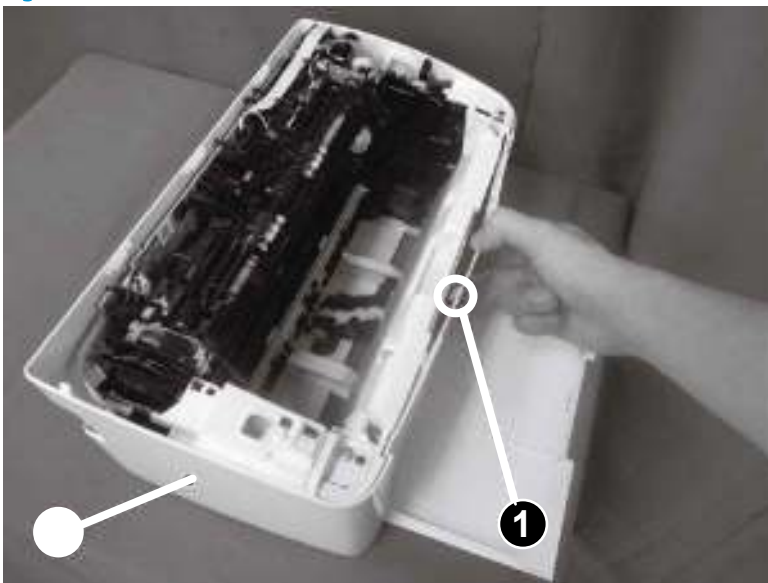
3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-199** Remove the lower cover



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

---

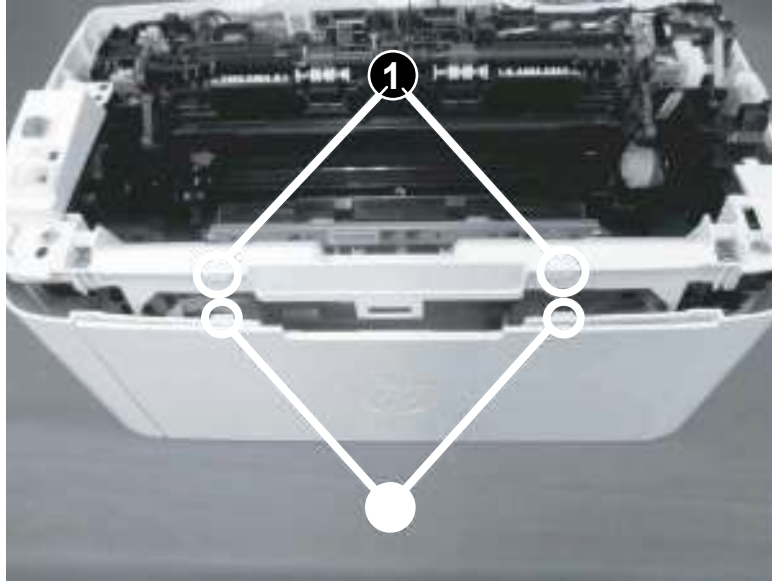
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

---

**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-200** Fit two ribs on the printer into the grooves (lower cover install)



#### Step 4: Remove the formatter (M14-M17)

▲ Do the following:

- a. Remove two flat flexible cables (FFCs) (callout 1).

💡 **TIP:** It might be easier to use a small flat blade screwdriver to release the large FFC.

- b. Remove one screw (callout 2).

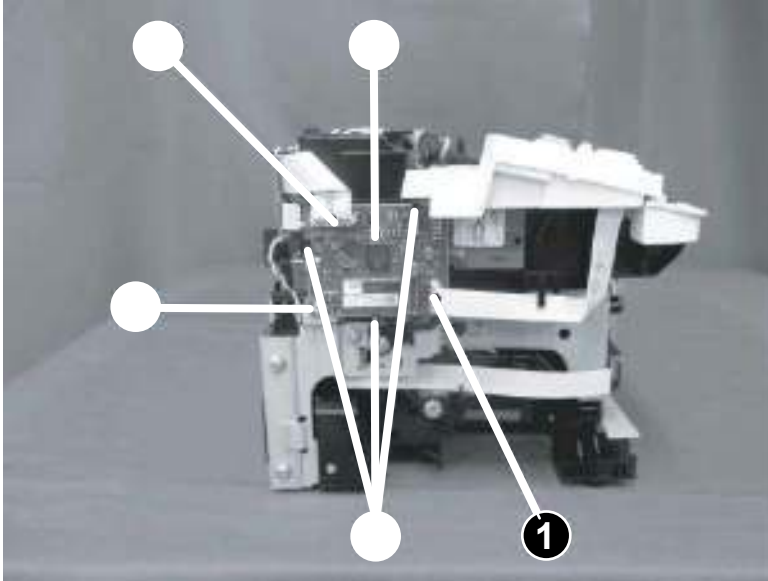
📝 **NOTE:** Use a micro tip screwdriver to remove this screw.

- c. Release three tabs (callout 3).

- d. Remove the formatter (callout 4).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

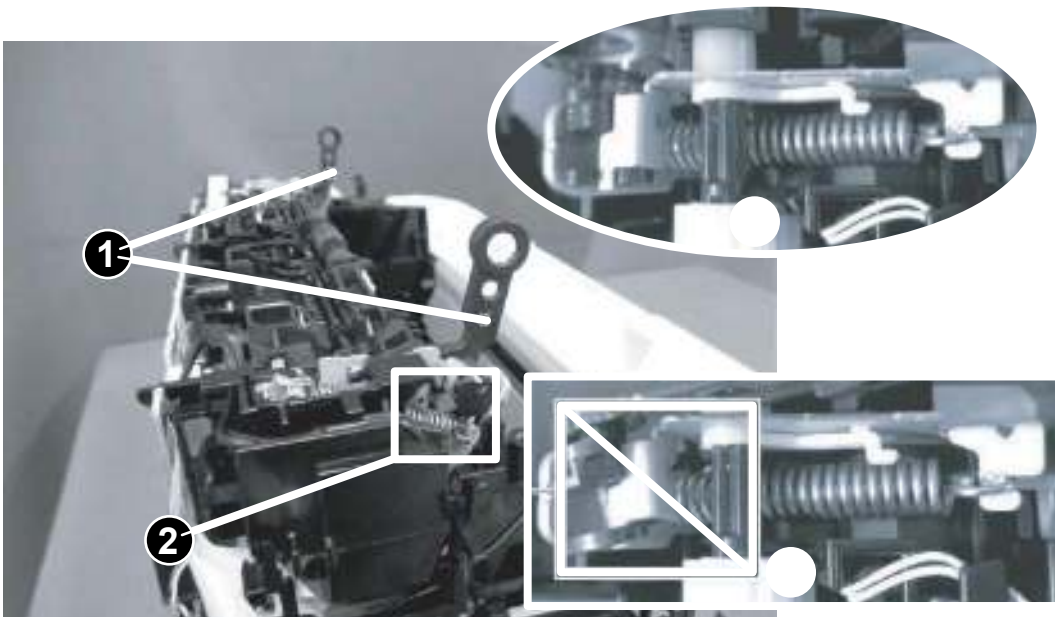
Figure 1-201 Remove the formatter



#### Step 5: Remove the fuser (M14-M17)

1. When removing the fuser do not rotate the pressure release levers (callout 1) too far or the side plates (callout 2; left side shown) can be deformed.
  - **Callout 3:** Correct pressure lever rotation and side plate position.
  - **Callout 4:** Incorrect pressure lever rotation and side plate position.

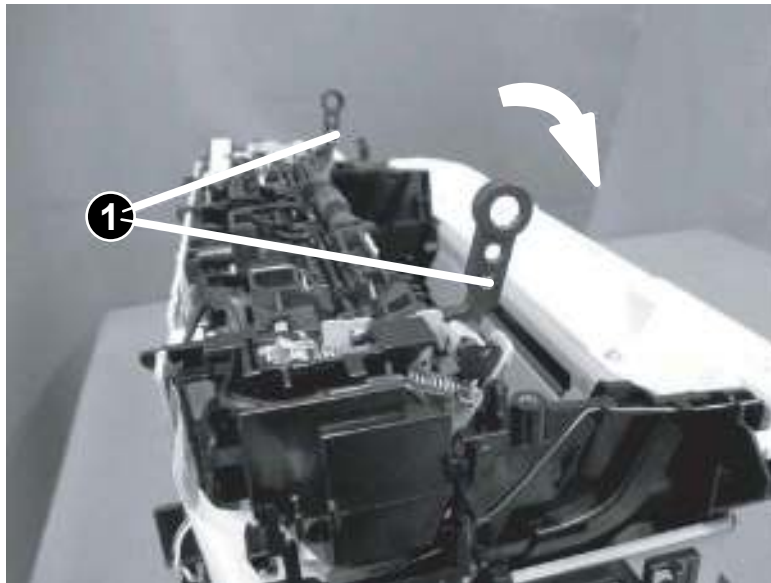
Figure 1-202 Pressure release lever



2. Rotate the pressure release levers (callout 1) (in the direction shown below) until they hang loose.

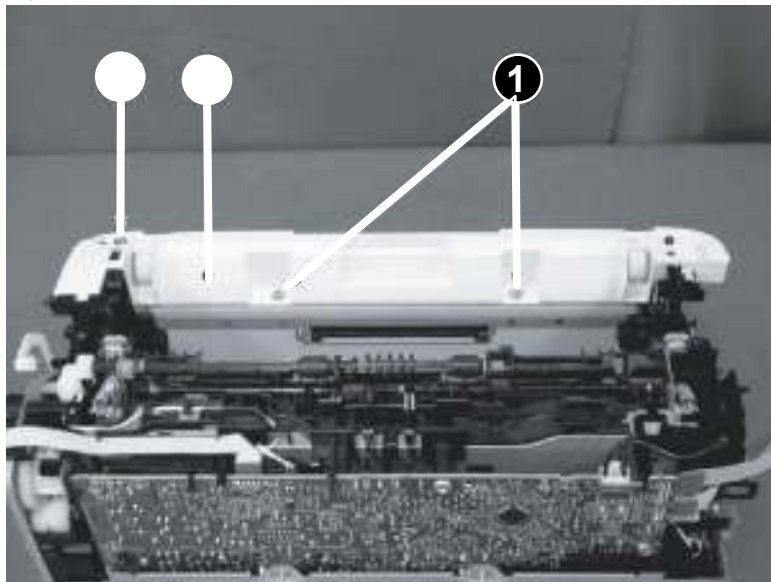
**⚠ CAUTION:** Do not damage the side plates when rotating the pressure release levers.

**Figure 1-203** Rotate the pressure release levers



3. Do the following:
  - a. Remove two screws (M3; callout 1).
  - b. Remove one screw (M4; callout 2).
  - c. Remove the inner cover (callout 3).

**Figure 1-204** Remove the inner cover

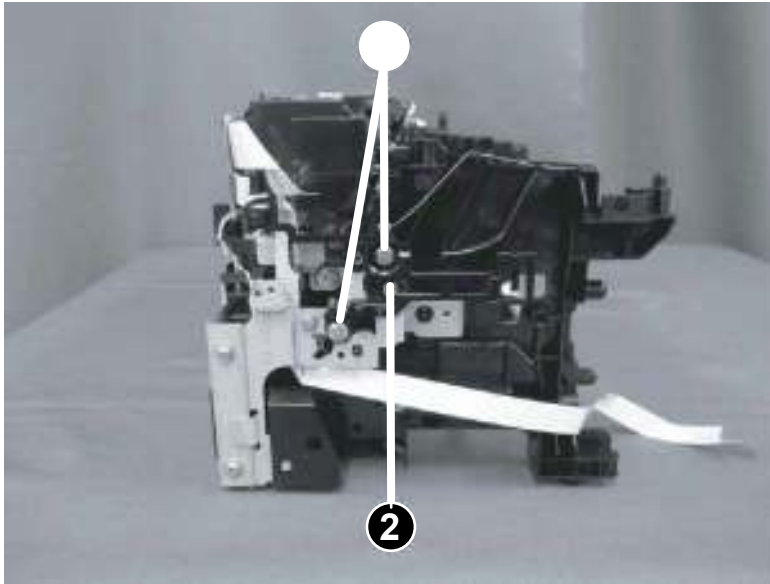


4. Do the following:
  - a. Remove two screws (callout 1).




- b. Remove the cable guide (callout 2).

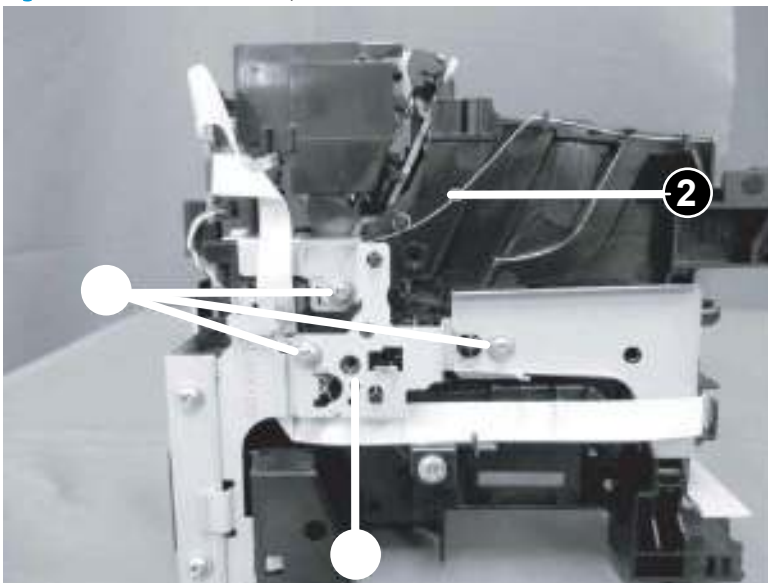
**Figure 1-205** Remove the cable guide



- 5. Release one spring (callout 2) from the plate (callout 1), remove three screws (callout 3), and then remove the plate (callout 1).

 **Reinstallation tip:** To reinstall the spring, see [Special installation instructions: Fuser \(M14-M17\) on page 190](#).

**Figure 1-206** Remove the plate

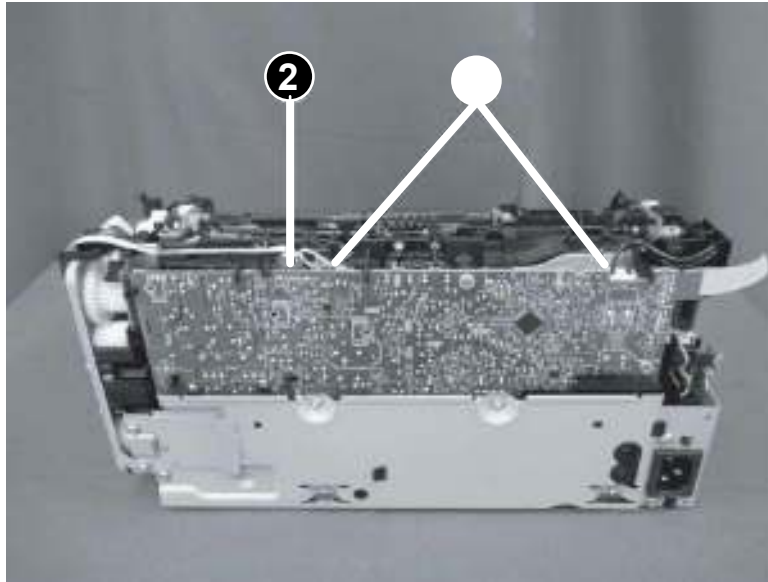


- 6. Do the following:
  - a. Disconnect two connectors (callout 1).



- b. Remove one FFC (callout 2).

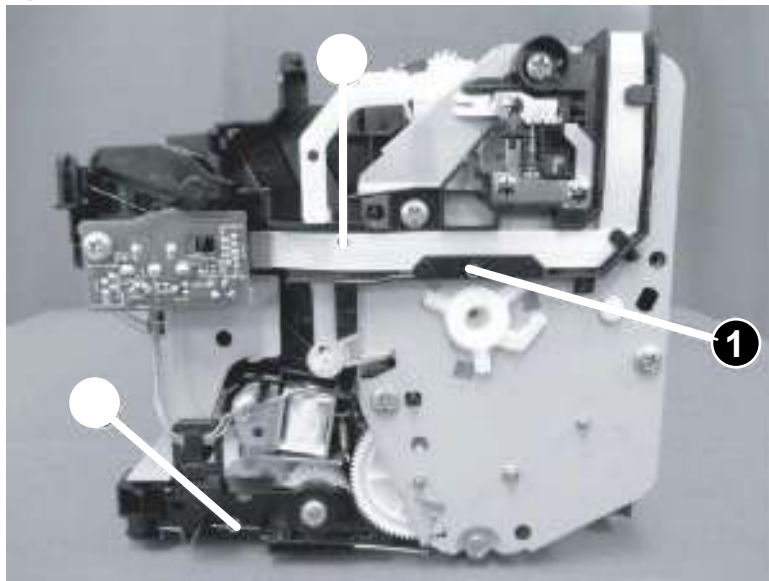
**Figure 1-207** Disconnect two connectors



- 7. Release the FFC (callout 2) from the guide (callout 1), and then unhook one spring (callout 3).

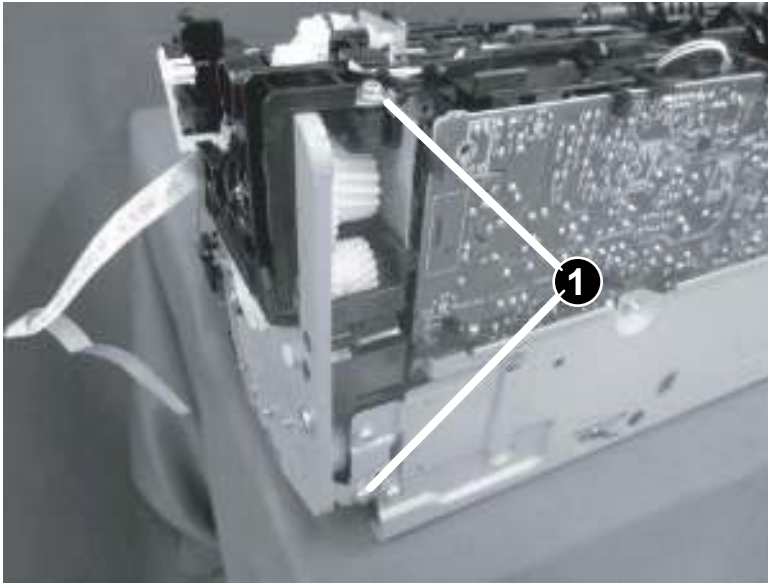
 **Reinstallation tip:** To reinstall the spring, see [Special installation instructions: Fuser \(M14-M17\)](#) on page 190.

**Figure 1-208** Release the FFC and spring



8. Remove two screws (callout 1).

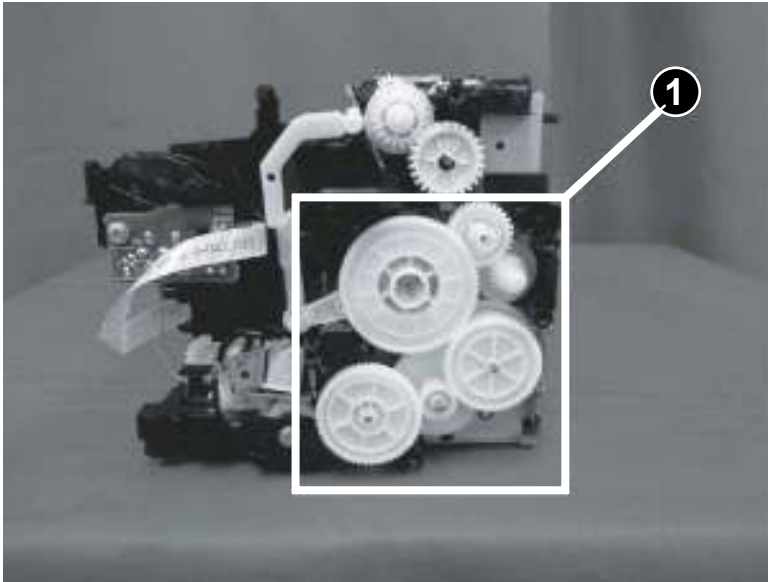
**Figure 1-209** Remove two screws



9. Before proceeding, take note of the following disassembly instructions:

At the right side of the printer, the gears (callout 1) and springs (callout 1) are held in place by a plate (shown removed). Since they are not captive, be careful when removing the plate, or the gears and springs might fall off the printer.

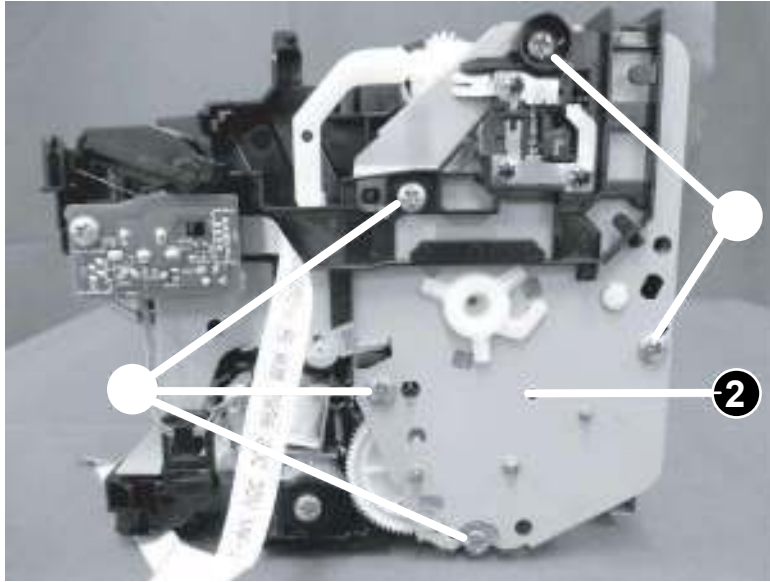
**Figure 1-210** Right side gears and springs



10. Remove five screws (callout 1), and then remove the plate (callout 2).

**CAUTION:** The gears and springs behind the plate are not captive.

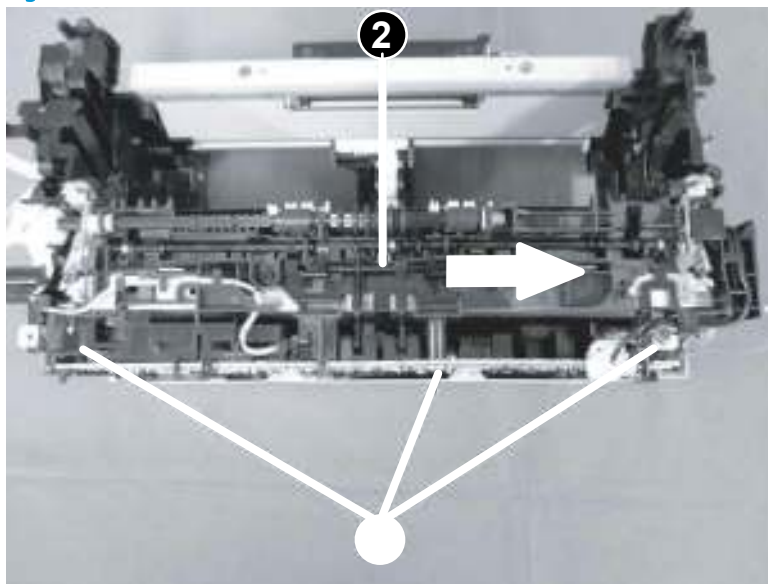
Figure 1-211 Remove the plate



11. Do the following:
- Remove three screws (callout 1).
  - Lift up the fuser (callout 2).
  - Slide the fuser (callout 2) as shown below to remove it.

**Reinstallation tip:** Reverse the removal steps to install the assembly. Also see [Special installation instructions: Fuser \(M14-M17\) on page 190](#).

Figure 1-212 Remove the fuser

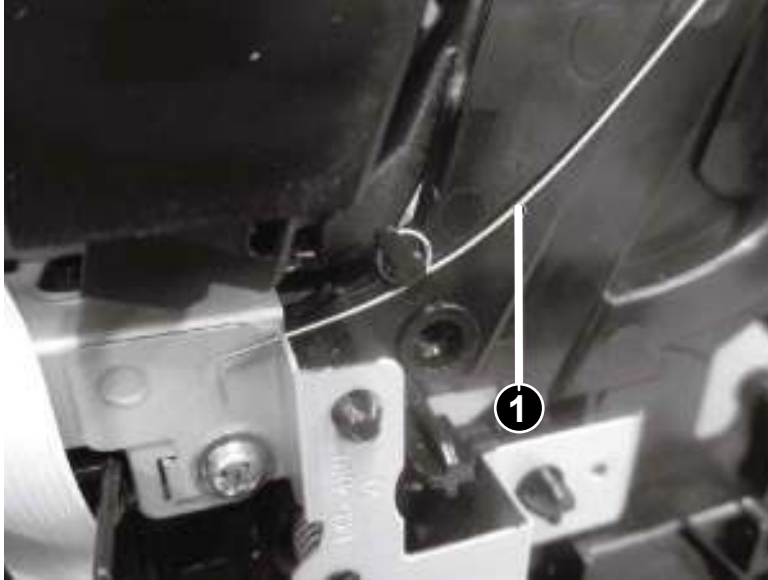


12. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

**Special installation instructions: Fuser (M14-M17)**

- a. Make sure the upper spring (callout 1) is firmly held in its original position when it is reinstalled.

**Figure 1-213** Reinstall the spring (upper)



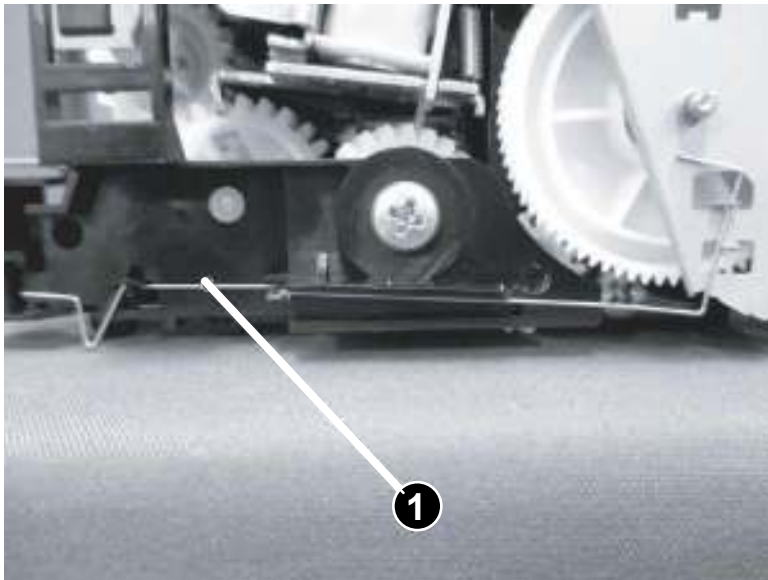
- b. Make sure the lower spring (callout 1) is firmly held in its original position when it is reinstalled.

---

**CAUTION:** Do not deform the spring when it is reinstalled.


---

**Figure 1-214** Reinstall the spring (lower)



**Step 6: Unpack the replacement assembly**


1. Dispose of the defective part.

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

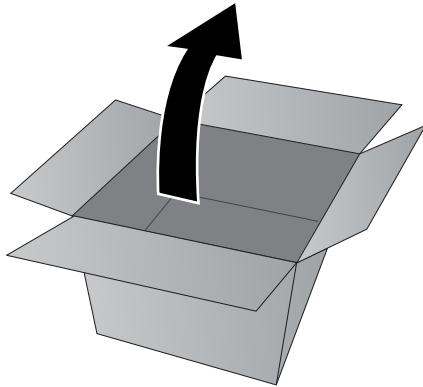
[www.hp.com/recycle](http://www.hp.com/recycle)



2. Unpack the replacement part from the packaging.

 **CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



## Remove and replacement: Fuser (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 3: Remove the top cover \(MFP M28-M31\)](#)
- [Step 4: Remove the lower cover \(MFP M28-M31\)](#)
- [Step 5: Remove the fuser \(MFP M28-M31\)](#)
- [Step 6: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the fuser (MFP M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Fuser (MFP M28-M31) part number	
RM2-2131-000CN	Fuser (110-127V; MFP M28-M31)
RM2-2107-000CN	Fuser (220-240V; MFP M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip

### After performing service

- Turn the printer power on.

### Post service test

Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the formatter cover (MFP M28-M31)

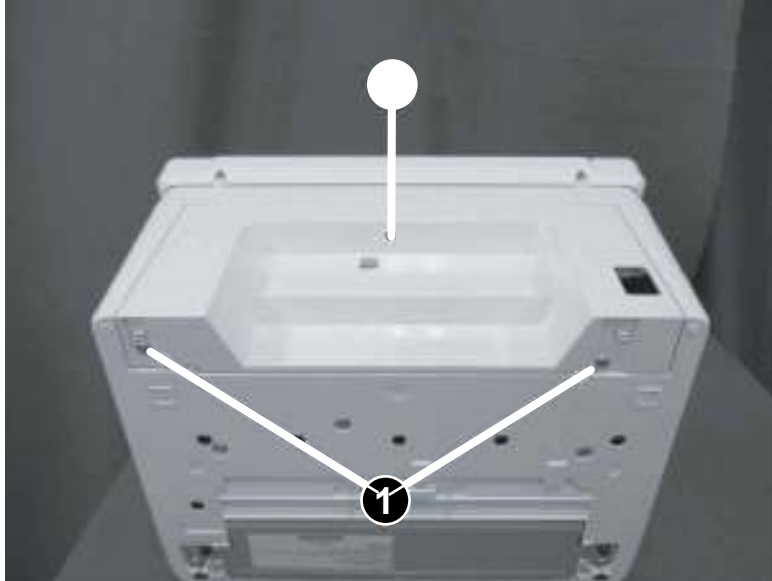
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

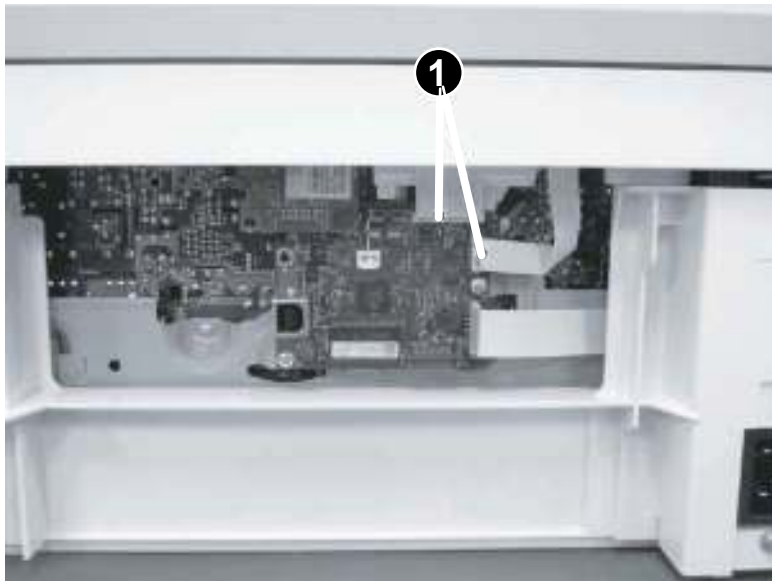
Figure 1-215 Remove the formatter cover (MFP M28-M31)



Step 2: Remove the image scanner (MFP M28-M31)

1. Disconnect two flat flexible cables (FFCs) (callout 1).

Figure 1-216 Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

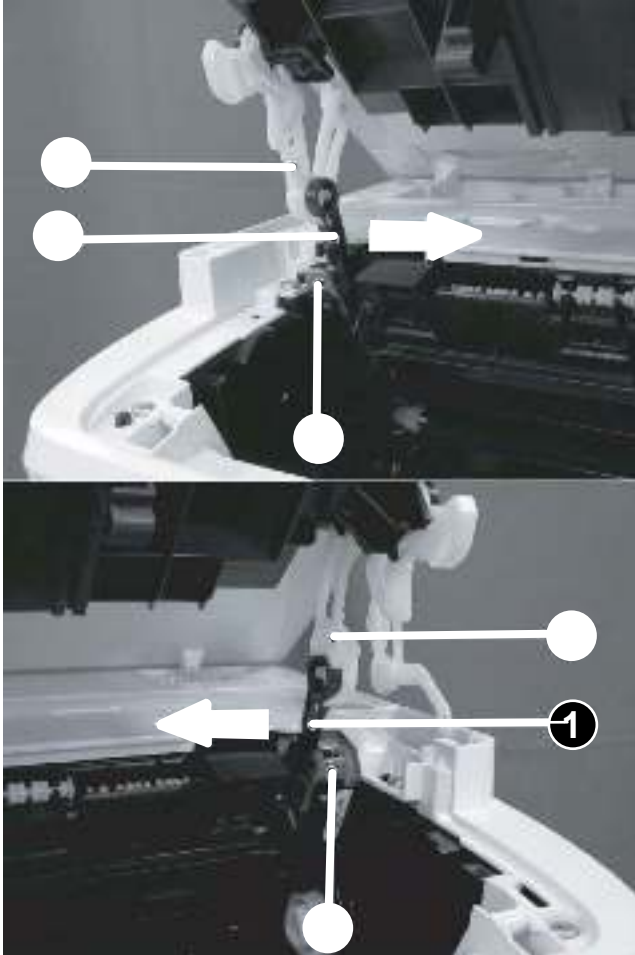
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

---

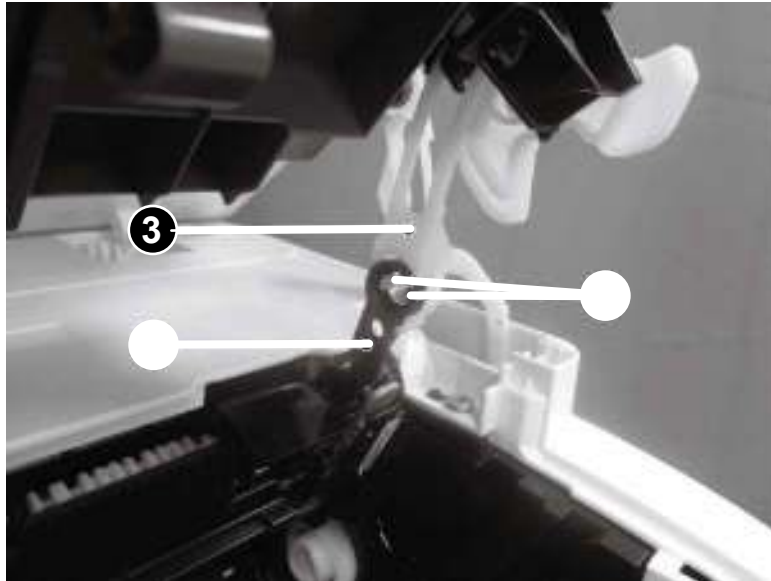
**Figure 1-217** Special disassembly instructions





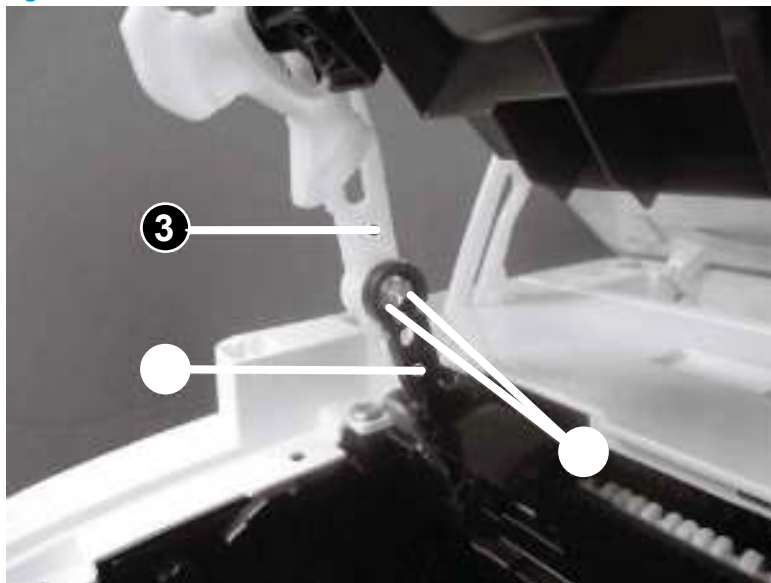
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-218 Remove the link arm



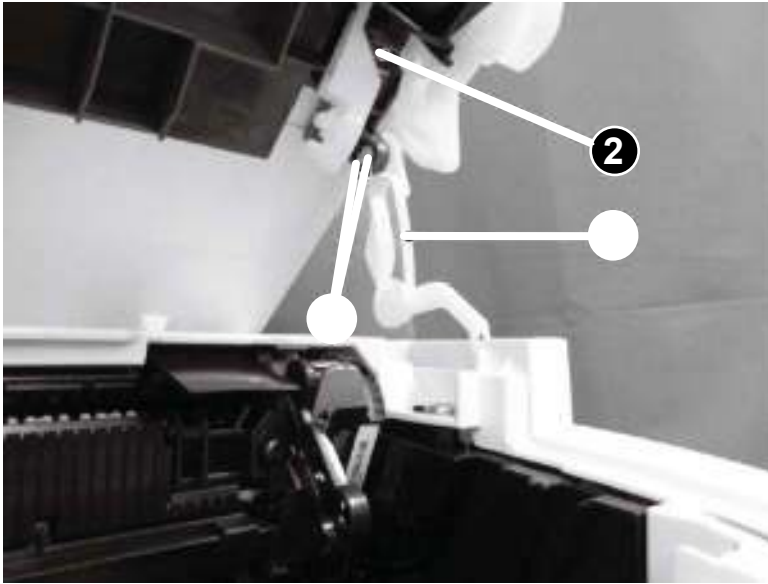
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-219 Remove the link arm



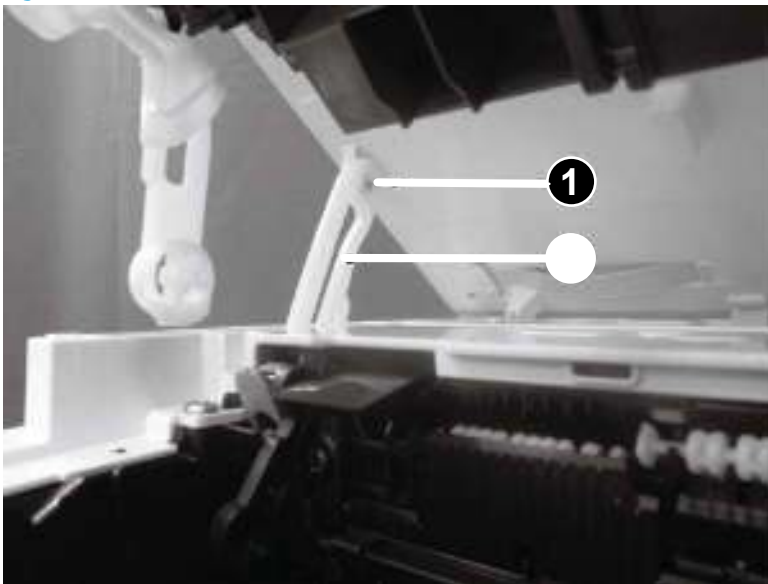
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

Figure 1-220 Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

Figure 1-221 Remove the link arm



7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-222** Remove the image scanner



8. For a replacement image scanner, do the following:

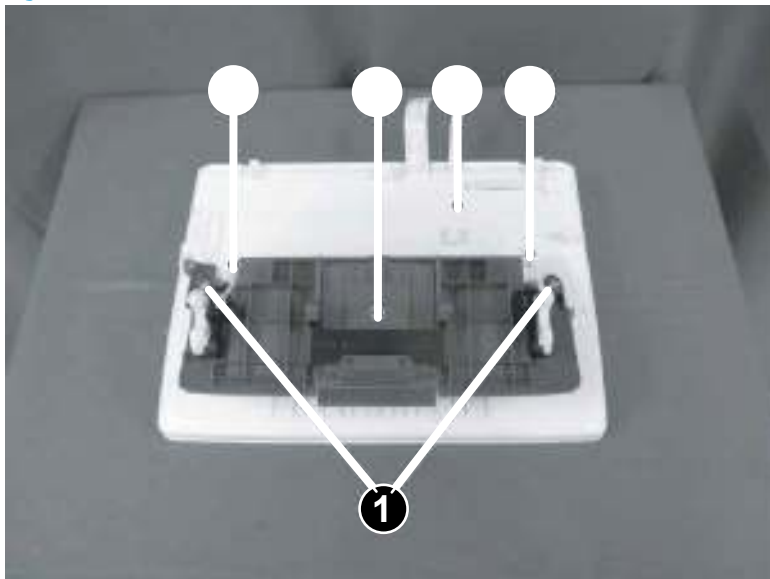
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.

---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).

**Figure 1-223** Remove the cartridge door



### Step 3: Remove the top cover (MFP M28-M31)

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


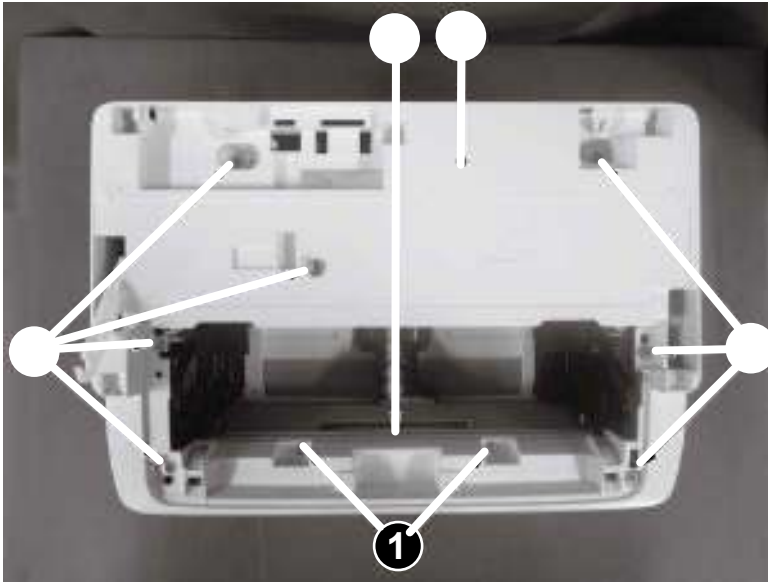

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-224 Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

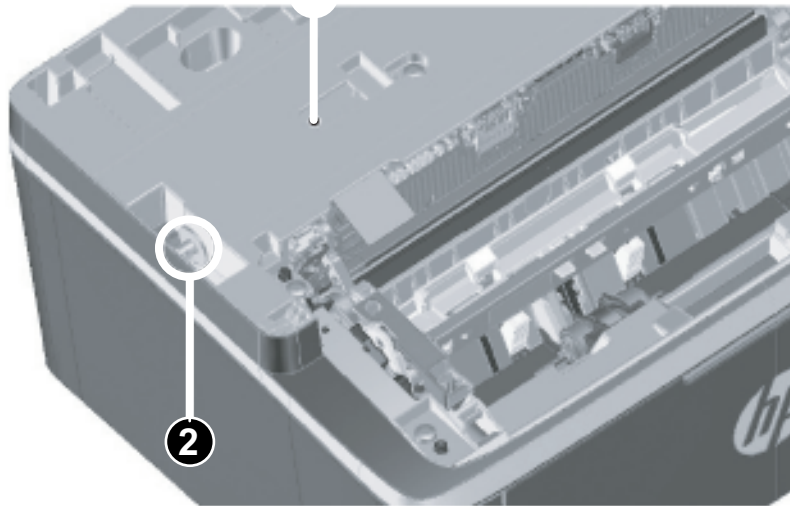
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

 **TIP:** If the top cover is removed to access other assemblies, skip this step.

#### Special installation instructions: Top cover

- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.

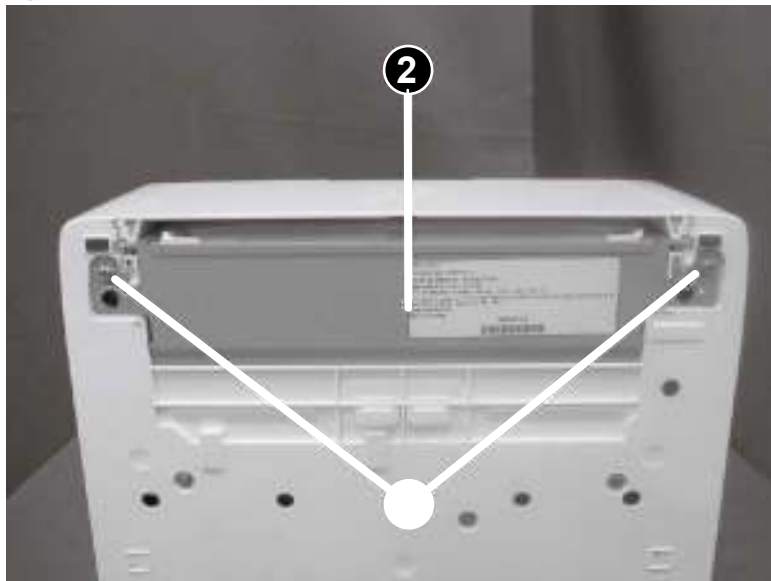
Figure 1-225 Install the pad



**Step 4: Remove the lower cover (MFP M28-M31)**

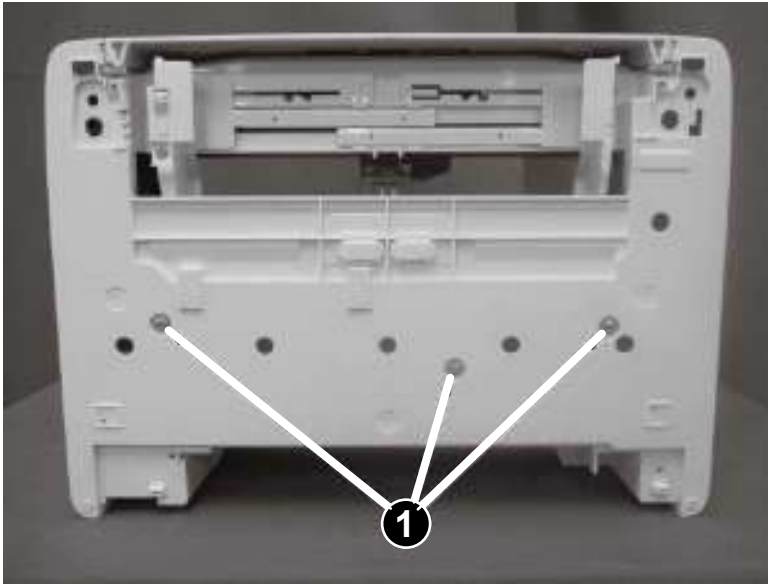
1. Position the printer rear side down, remove two screws (callout 1), and then remove the lower plate (callout 2)

Figure 1-226 Remove the lower plate




2. Remove three screws (callout 1).

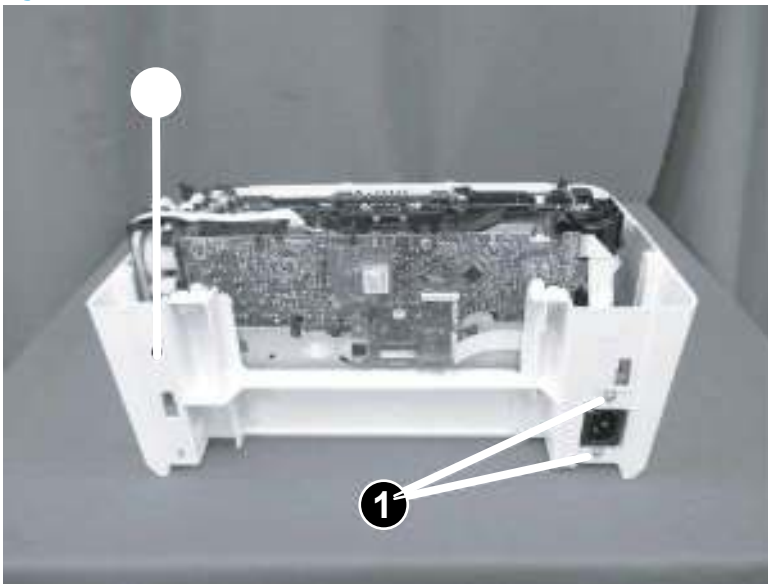
**Figure 1-227** Remove three screws



3. Remove two screws (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

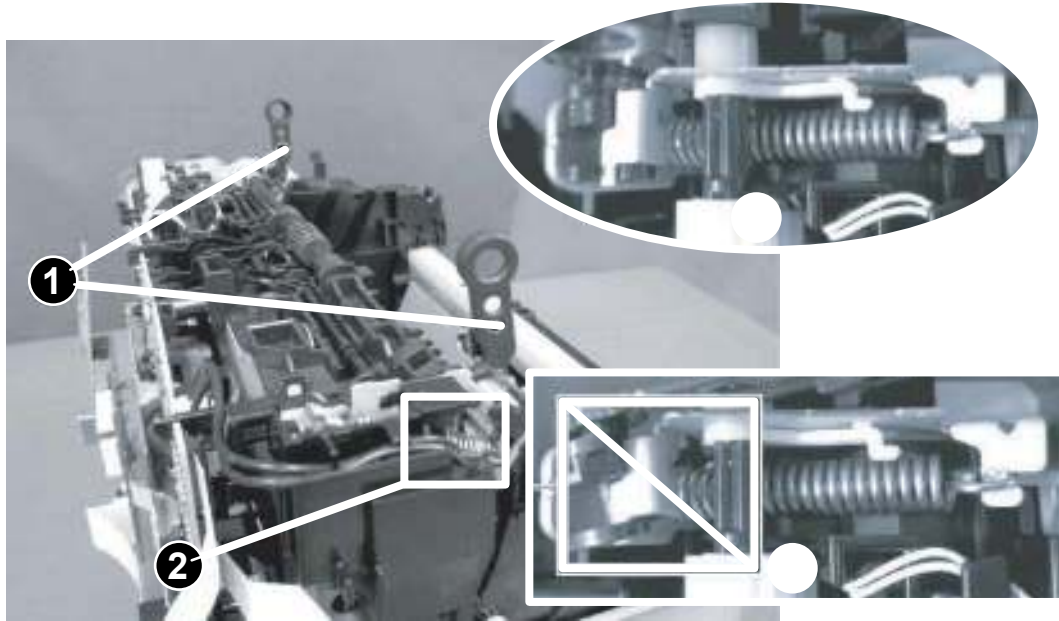
**Figure 1-228** Remove the lower cover



#### Step 5: Remove the fuser (MFP M28-M31)

1. When removing the fuser do not rotate the pressure release levers (callout 1) too far or the side plates (callout 2; left side shown) can be deformed.
  - **Callout 3:** Correct pressure lever rotation and side plate position.
  - **Callout 4:** Incorrect pressure lever rotation and side plate position.

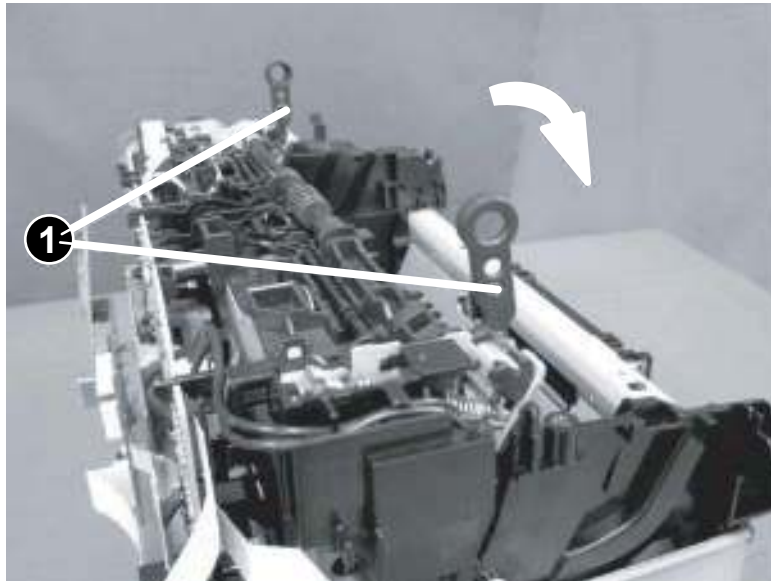
Figure 1-229 Pressure release lever



2. Rotate the pressure release levers (callout 1) (in the direction shown below) until they hang loose.

**CAUTION:** Do not damage the side plates when rotating the pressure release levers.

Figure 1-230 Rotate the pressure release levers

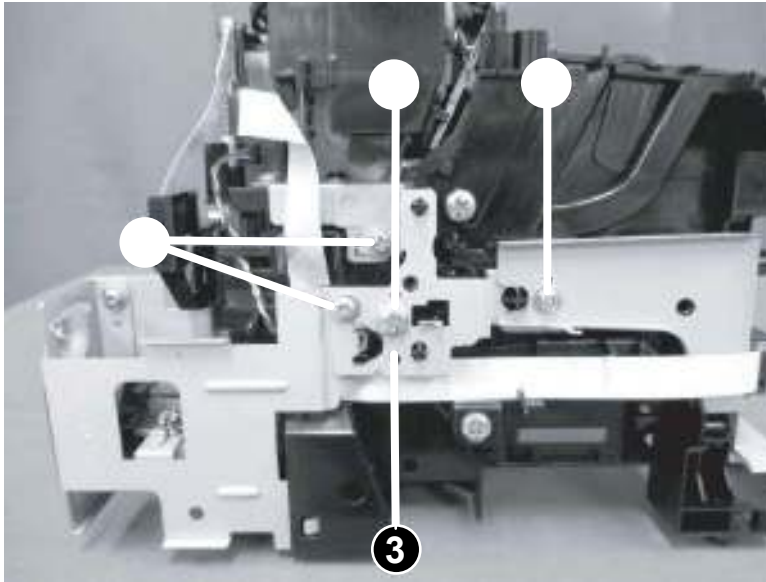


3. Do the following:
  - a. Remove three screws (M3; callout 1).
  - b. Remove one screw (M4; callout 2).



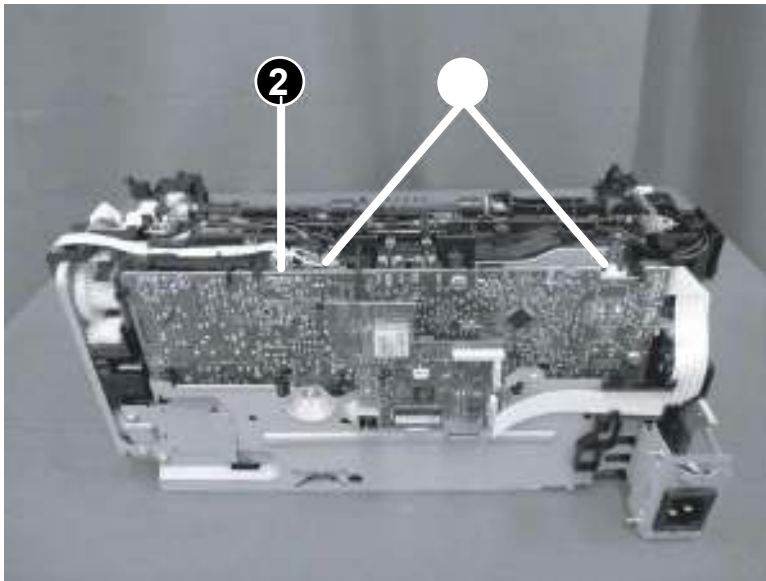
- c. Remove the plate (callout 3).

**Figure 1-231** Remove the plate




- 4. Do the following:
  - a. Disconnect two connectors (callout 1).
  - b. Remove one FFC (callout 2).

**Figure 1-232** Disconnect two connectors

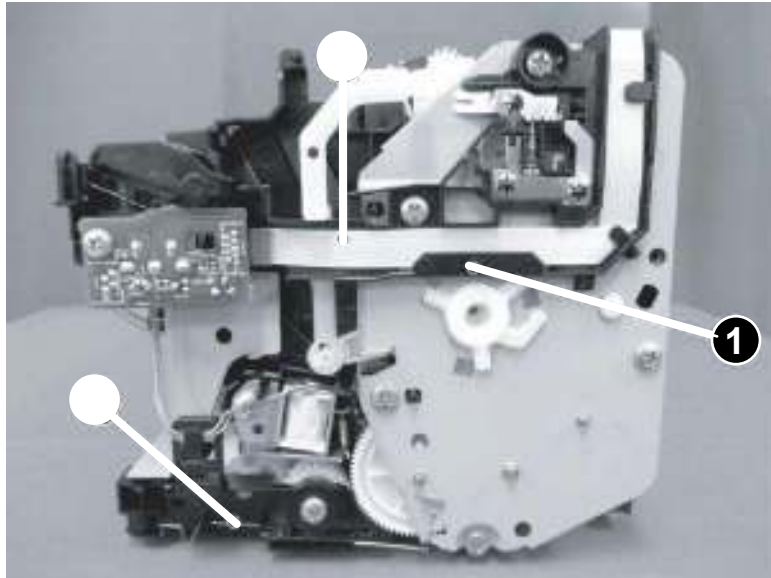




5. Release the FFC (callout 2) from the guide (callout 1), and then unhook one spring (callout 3).

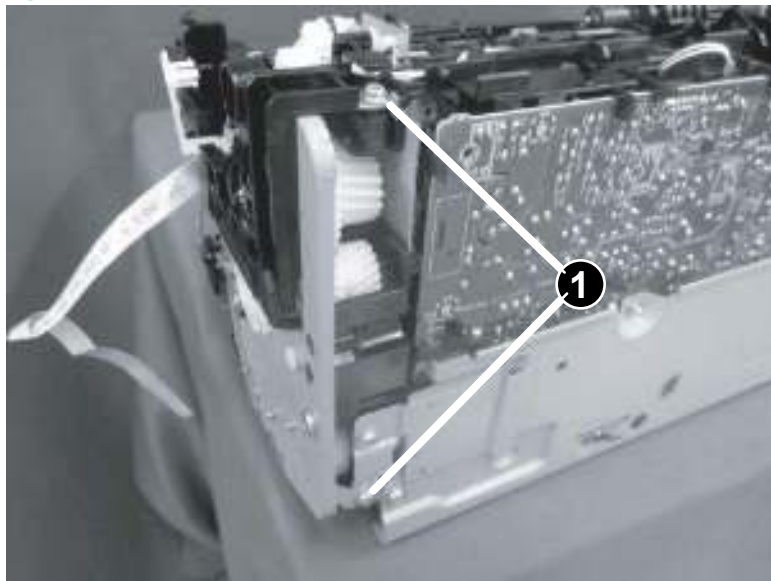
 **Reinstallation tip:** To reinstall the spring, see [Special installation instructions: Fuser \(M28-M31\)](#) on page 205.

**Figure 1-233** Release the FFC and spring



6. Remove two screws (callout 1).

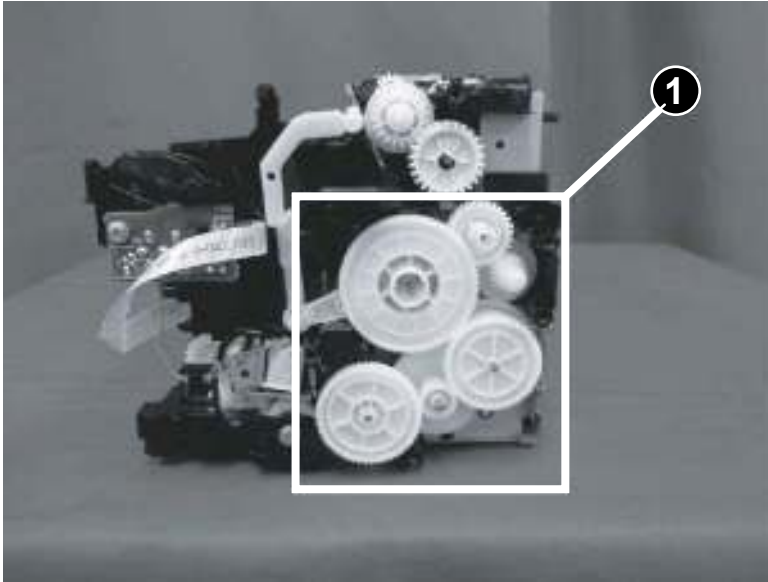
**Figure 1-234** Remove two screws



7. Before proceeding, take note of the following disassembly instructions:

At the right side of the printer, the gears (callout 1) and springs (callout 1) are held in place by a plate (shown removed). Since they are not captive, be careful when removing the plate, or the gears and springs might fall off the printer.

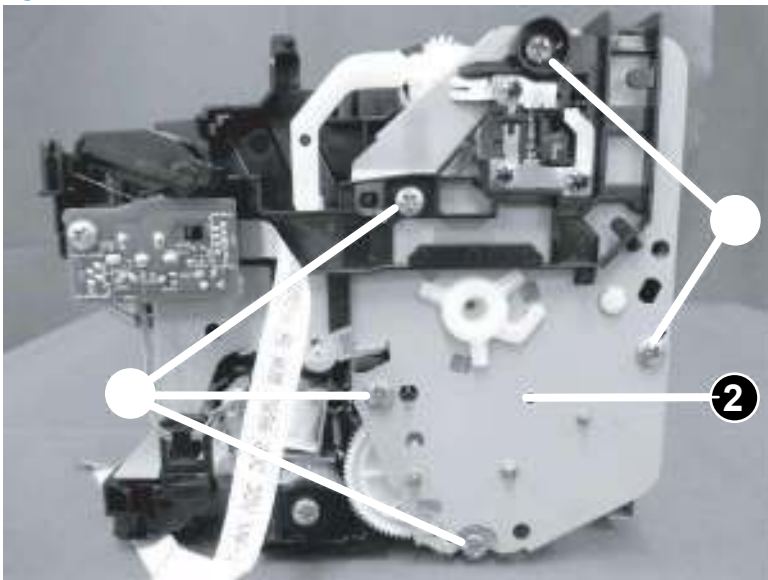
**Figure 1-235** Right side gears and springs



8. Remove five screws (callout 1), and then remove the plate (callout 2).

**CAUTION:** The gears and springs behind the plate are not captive.

**Figure 1-236** Remove the plate

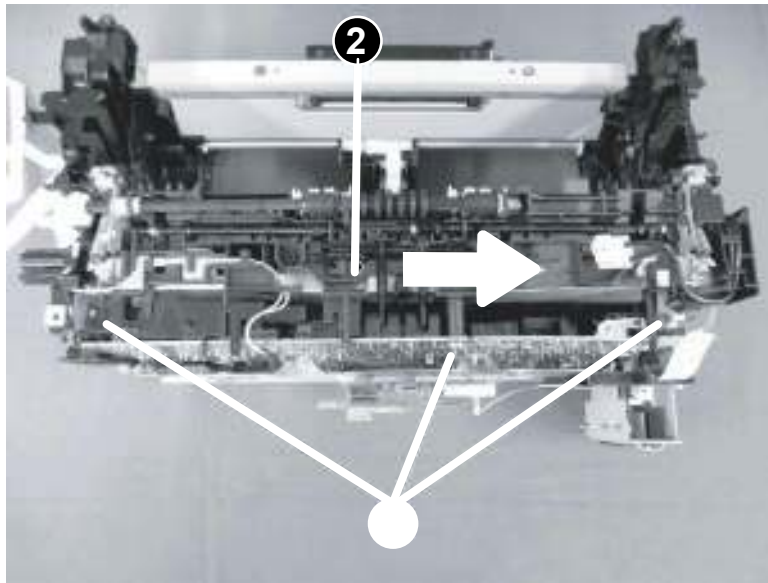


9. Do the following:
- Remove three screws (callout 1).
  - Lift up the fuser (callout 2).

- c. Slide the fuser (callout 2) as shown below, and then remove it.

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-237** Remove the fuser



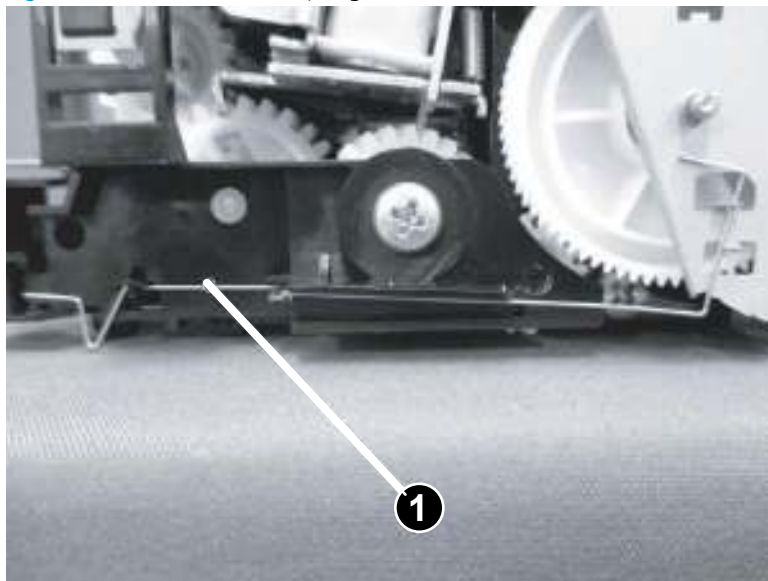
10. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

**Special installation instructions: Fuser (M28-M31)**

- ▲ Make sure the spring (callout 1) is firmly held in its original position when it is reinstalled.

⚠ **CAUTION:** Do not deform the spring when it is reinstalled.

**Figure 1-238** Reinstall the spring (lower)



**Step 6: Unpack the replacement assembly**


1. Dispose of the defective part.

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

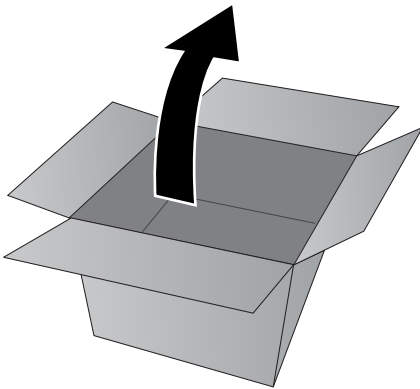
[www.hp.com/recycle](http://www.hp.com/recycle)



2. Unpack the replacement part from the packaging.

 **CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.



## Remove and replacement: Fuser film assembly (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the formatter \(M14-M17\)](#)
- [Step 5: Remove the fuser \(M14-M17\)](#)
- [Step 6: Remove the fuser film assembly](#)
- [Step 7: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the fuser film assembly (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Fuser film assembly part number	
RM2-2132-000CN	Fuser film assembly (110-127V)
RM2-2130-000CN	Fuser film assembly (220-240V)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Turn the printer power on.

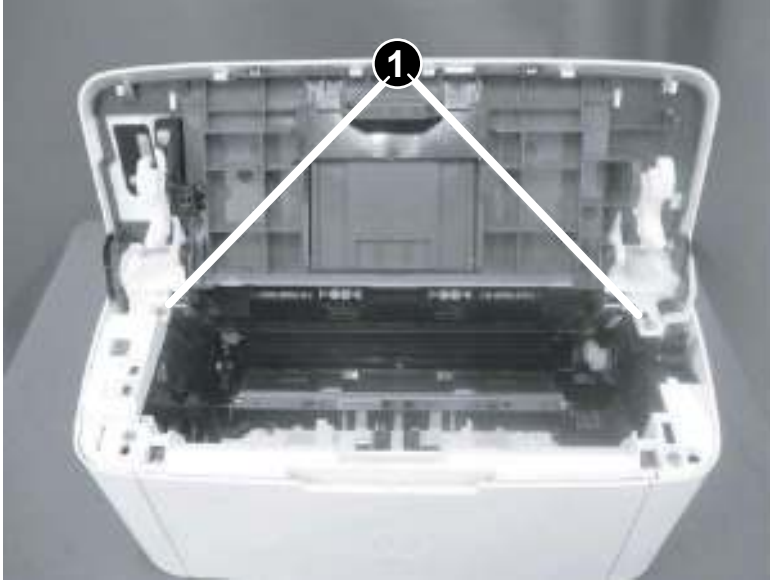
### Post service test

Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-239 Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

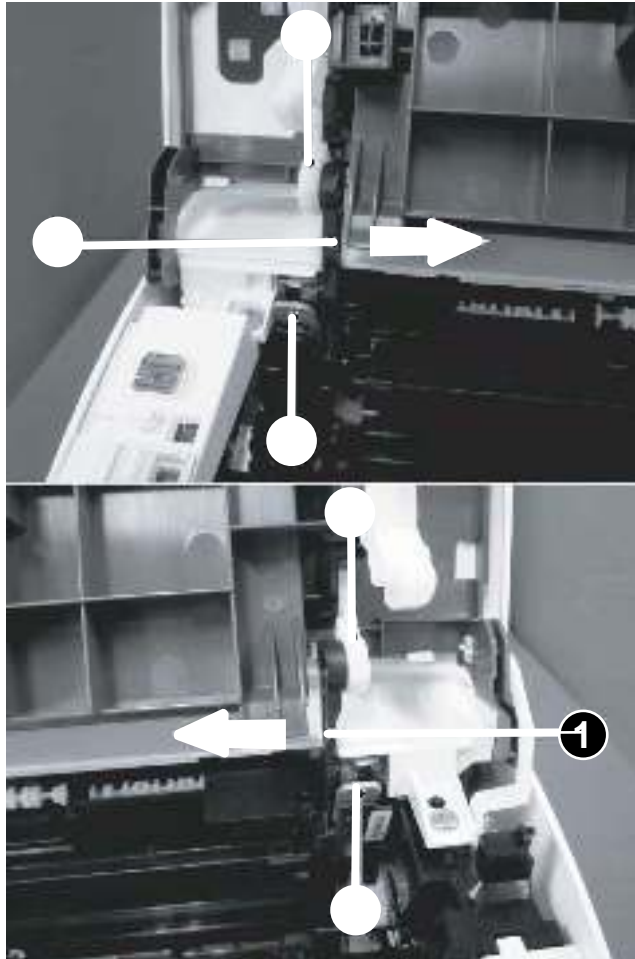
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

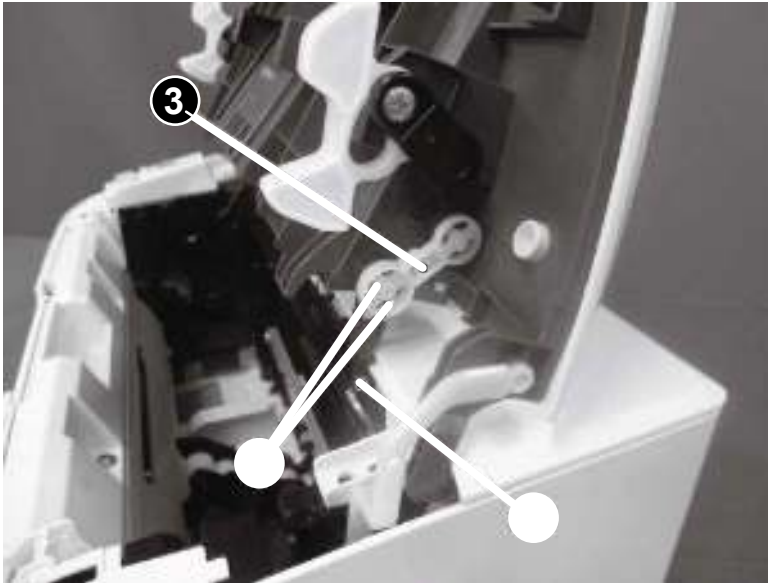
---

**Figure 1-240** Special disassembly instructions



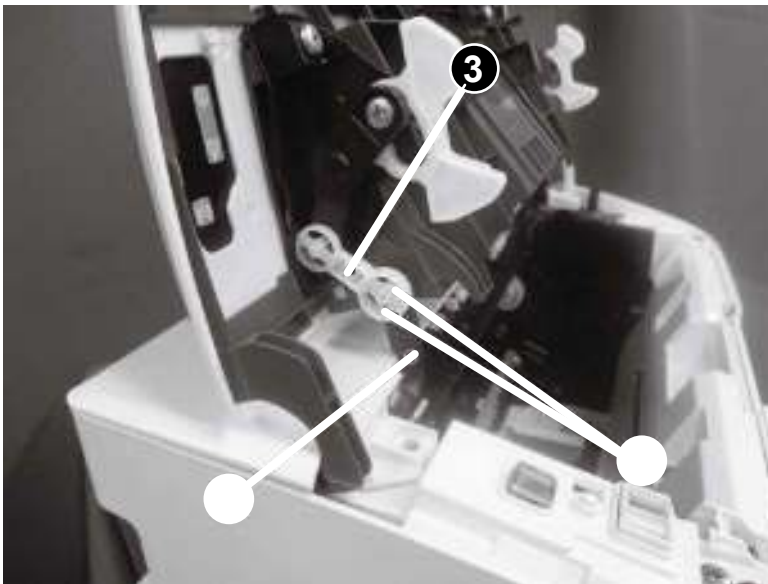
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-241** Remove the link arm



4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

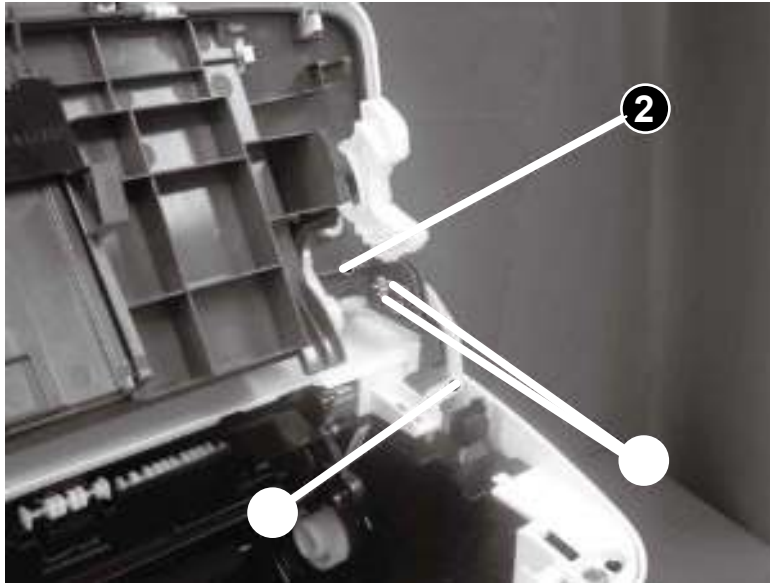
**Figure 1-242** Remove the link arm





5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-243** Remove the link arm



6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

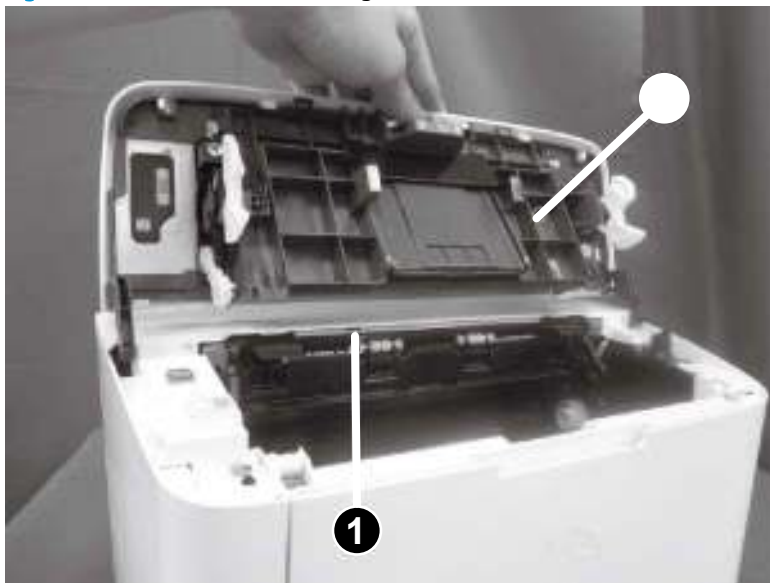


**NOTE:** If the cartridge door is removed to access other assembly, stop at this step.



**Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-244** Remove the cartridge door



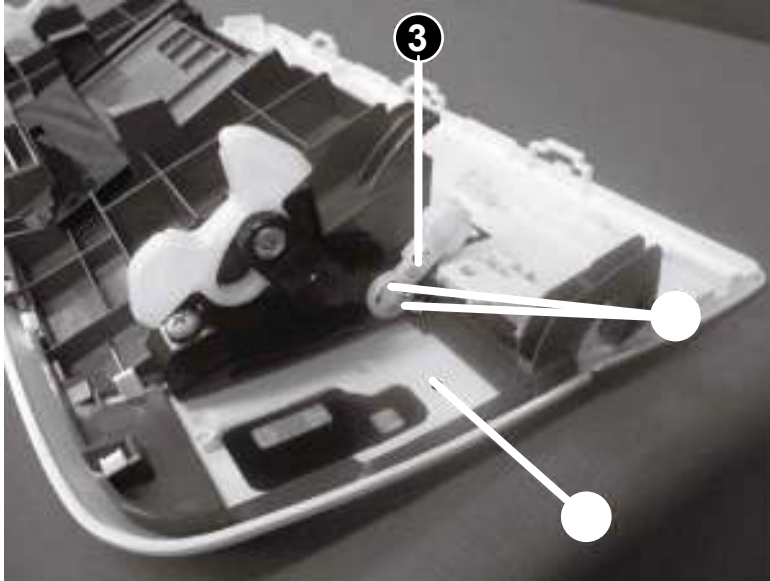
7. **Optional step:** If a replacement cartridge door is being installed, do the following:



**NOTE:** Install the link arms on the replacement door.

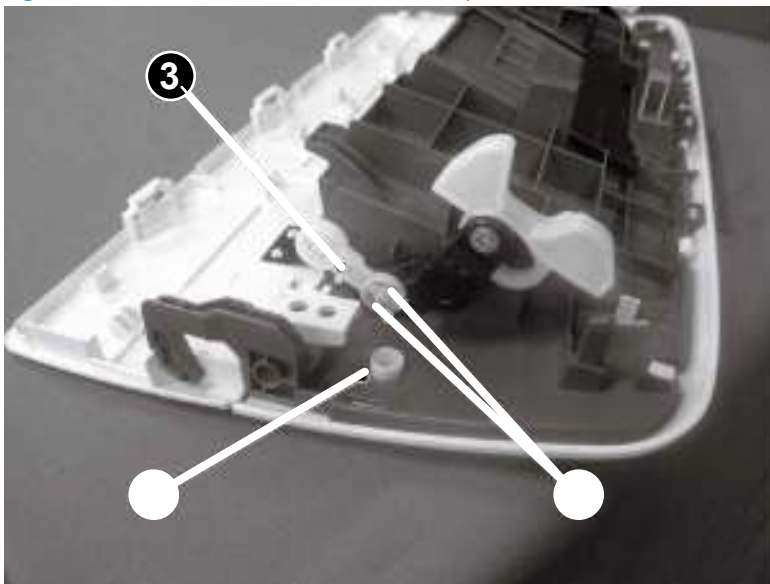
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-245** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-246** Install the link arms on the replacement door



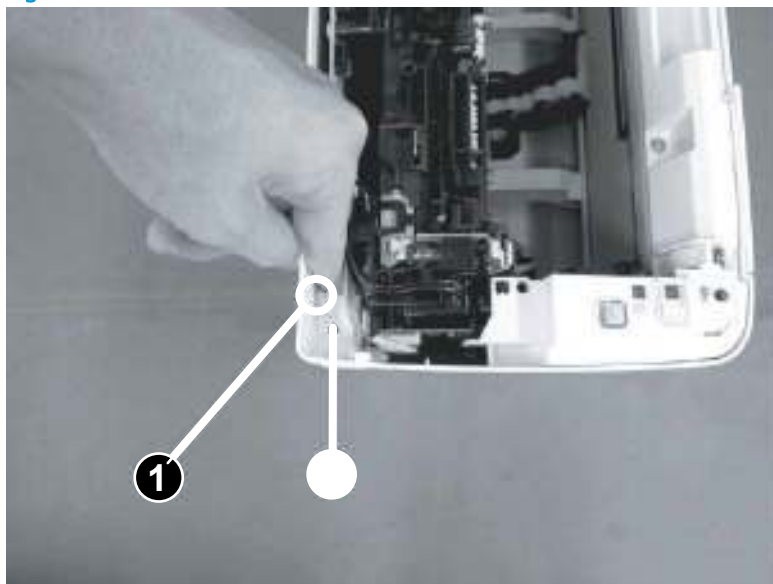
### Step 2: Remove the formatter cover (M14-M17)

- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

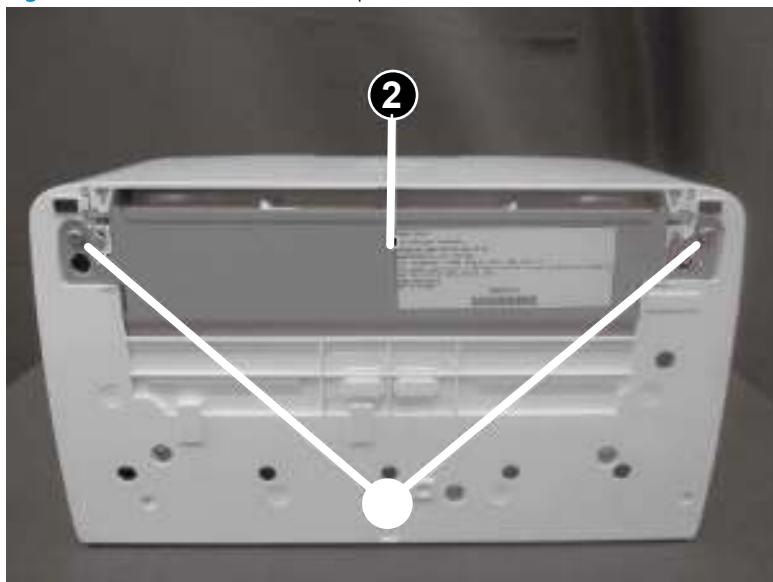
Figure 1-247 Remove the formatter cover (M14-M17)



### Step 3: Remove the lower cover (M14-M17)

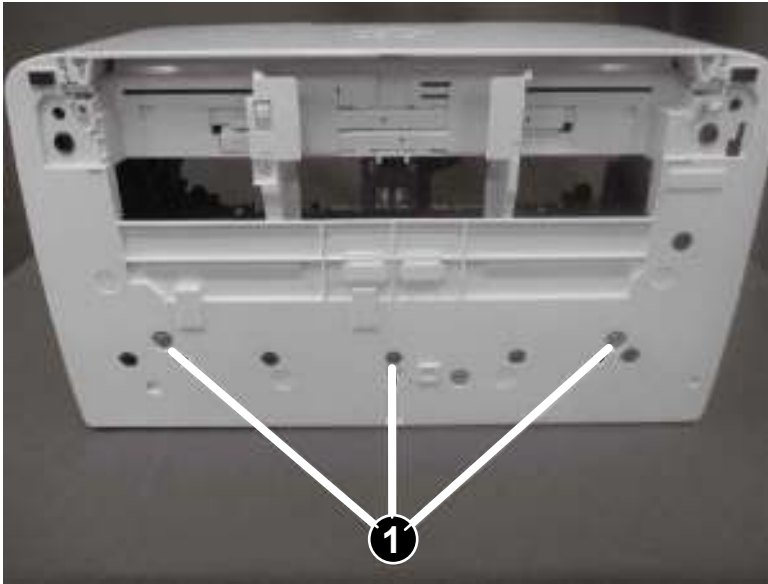
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

Figure 1-248 Remove the lower plate



2. Remove three screws (callout 1)

**Figure 1-249** Remove the three screws



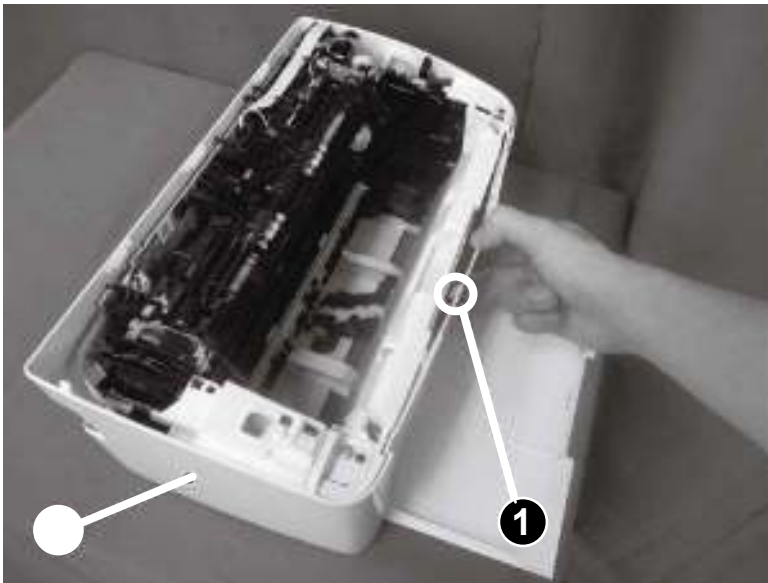
3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-250** Remove the lower cover



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

---

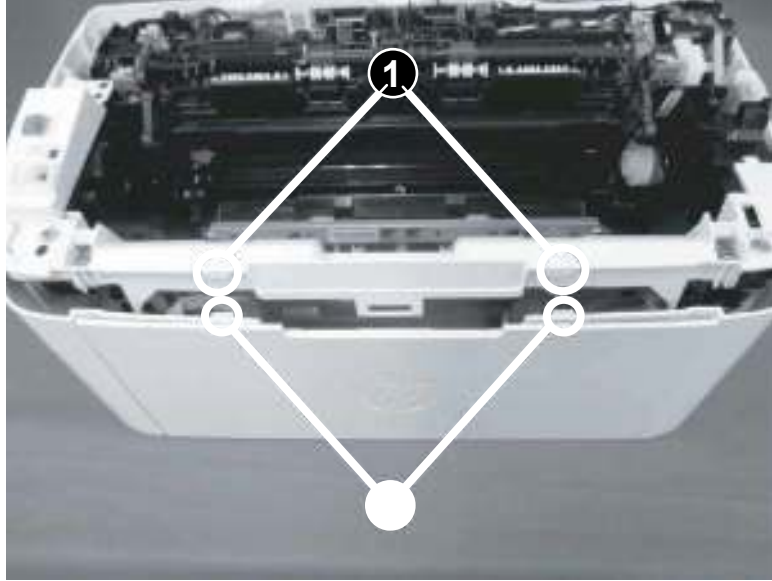
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

---

**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-251** Fit two ribs on the printer into the grooves (lower cover install)



#### Step 4: Remove the formatter (M14-M17)

▲ Do the following:

- a. Remove two flat flexible cables (FFCs) (callout 1).

💡 **TIP:** It might be easier to use a small flat blade screwdriver to release the large FFC.

- b. Remove one screw (callout 2).

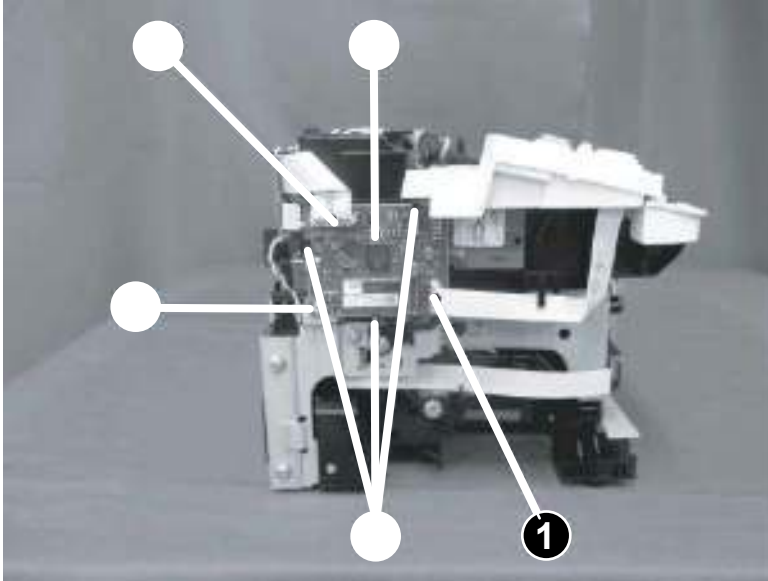
📝 **NOTE:** Use a micro tip screwdriver to remove this screw.

- c. Release three tabs (callout 3).

- d. Remove the formatter (callout 4).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

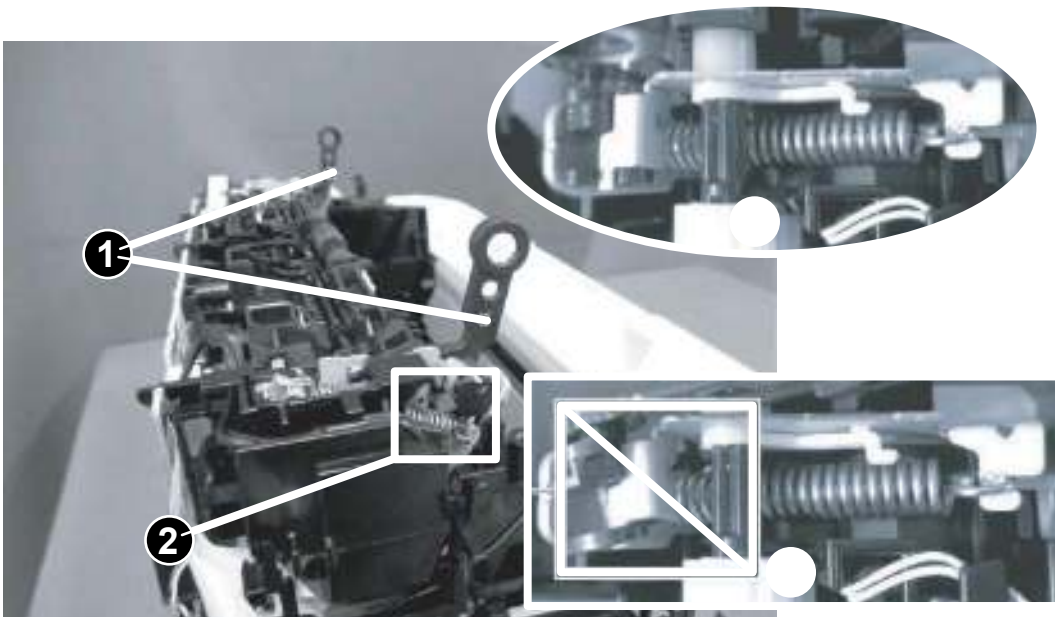
Figure 1-252 Remove the formatter



#### Step 5: Remove the fuser (M14-M17)

1. When removing the fuser do not rotate the pressure release levers (callout 1) too far or the side plates (callout 2; left side shown) can be deformed.
  - **Callout 3:** Correct pressure lever rotation and side plate position.
  - **Callout 4:** Incorrect pressure lever rotation and side plate position.

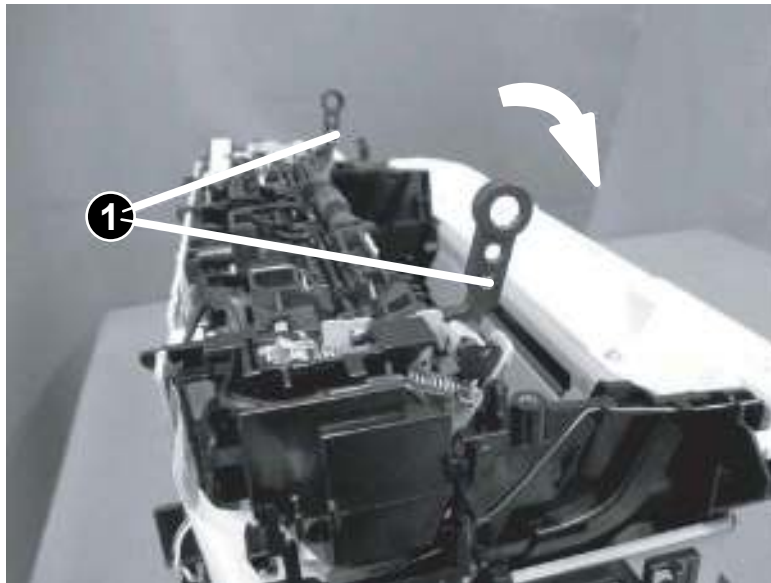
Figure 1-253 Pressure release lever



2. Rotate the pressure release levers (callout 1) (in the direction shown below) until they hang loose.

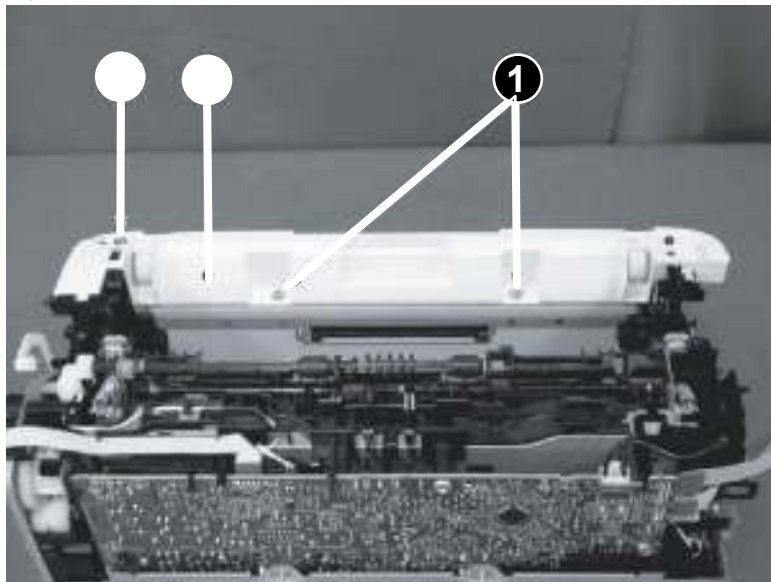
**⚠ CAUTION:** Do not damage the side plates when rotating the pressure release levers.

Figure 1-254 Rotate the pressure release levers



3. Do the following:
  - a. Remove two screws (M3; callout 1).
  - b. Remove one screw (M4; callout 2).
  - c. Remove the inner cover (callout 3).

Figure 1-255 Remove the inner cover

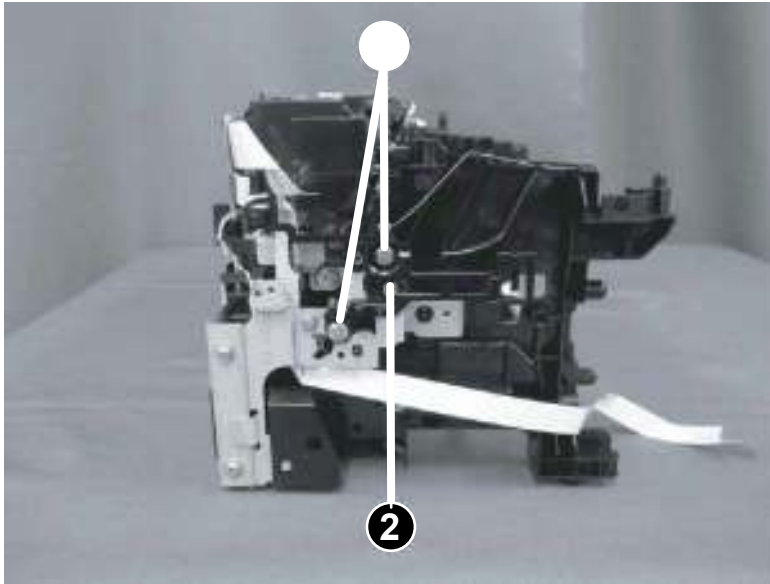


4. Do the following:
  - a. Remove two screws (callout 1).




- b. Remove the cable guide (callout 2).

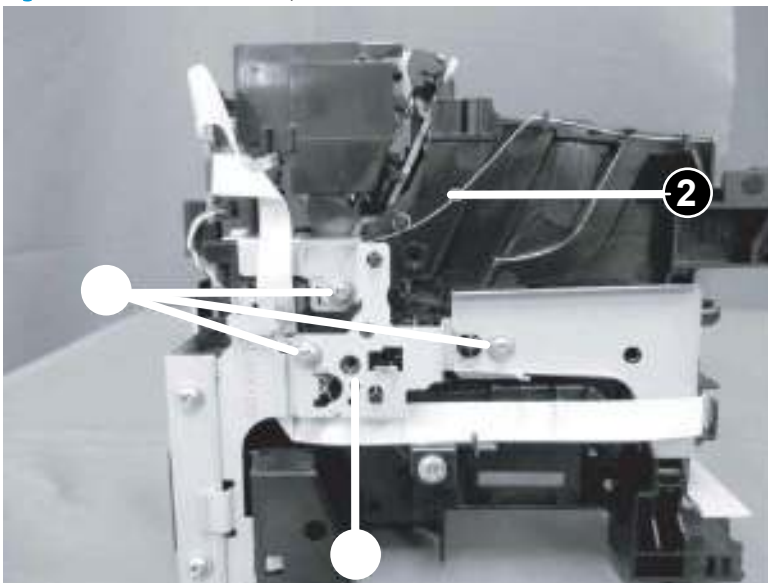
**Figure 1-256** Remove the cable guide



- 5. Release one spring (callout 2) from the plate (callout 1), remove three screws (callout 3), and then remove the plate (callout 1).

 **Reinstallation tip:** To reinstall the spring, see [Special installation instructions: Fuser \(M14-M17\) on page 190](#).

**Figure 1-257** Remove the plate

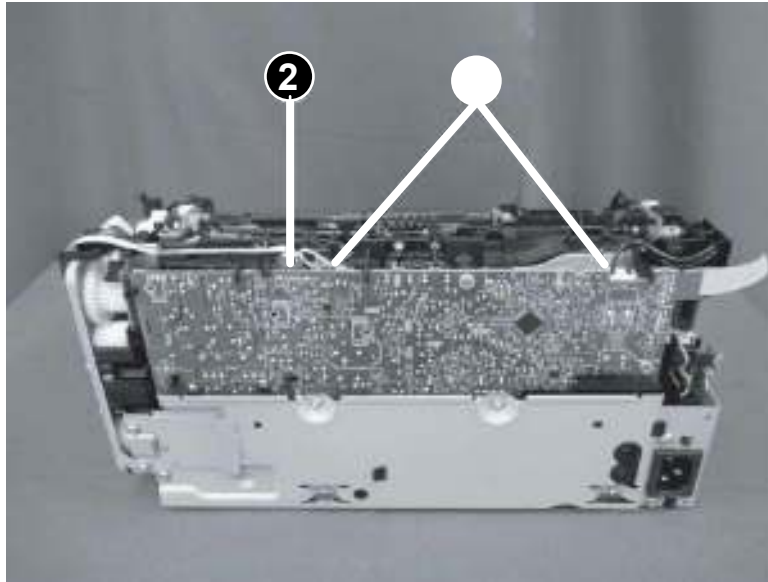


- 6. Do the following:
  - a. Disconnect two connectors (callout 1).



- b. Remove one FFC (callout 2).

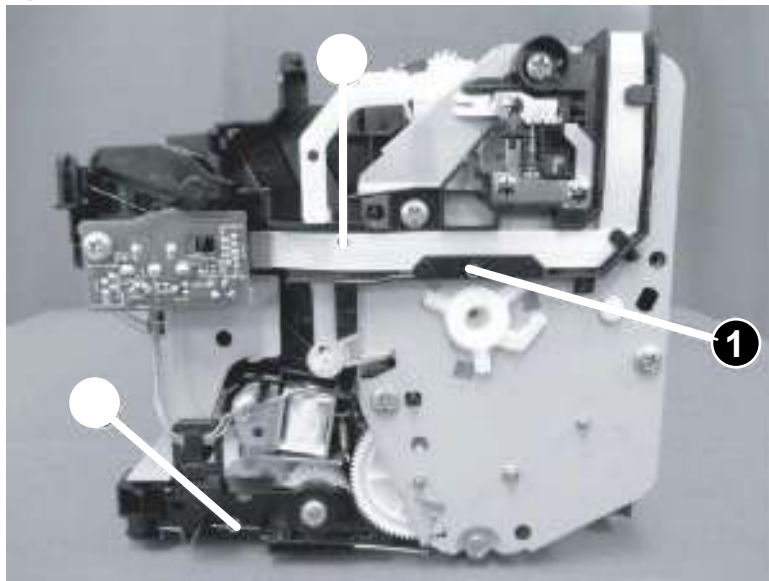
**Figure 1-258** Disconnect two connectors



- 7. Release the FFC (callout 2) from the guide (callout 1), and then unhook one spring (callout 3).

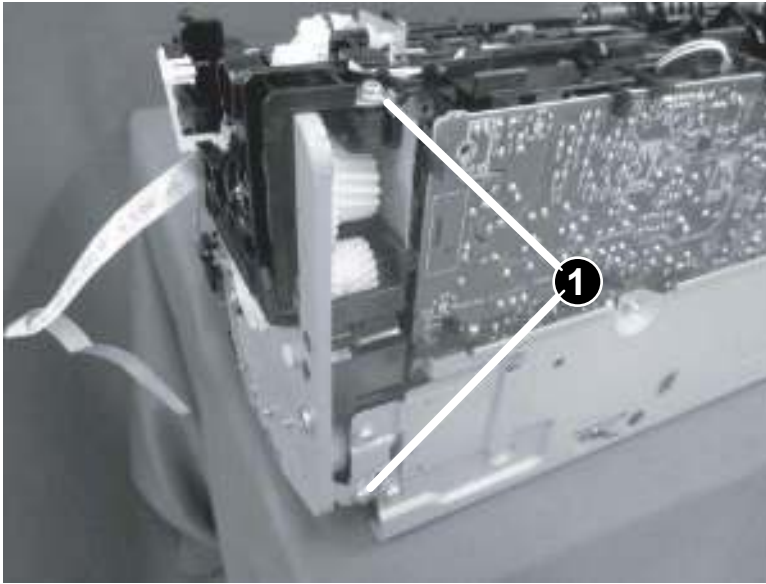
 **Reinstallation tip:** To reinstall the spring, see [Special installation instructions: Fuser \(M14-M17\)](#) on page 190.

**Figure 1-259** Release the FFC and spring



8. Remove two screws (callout 1).

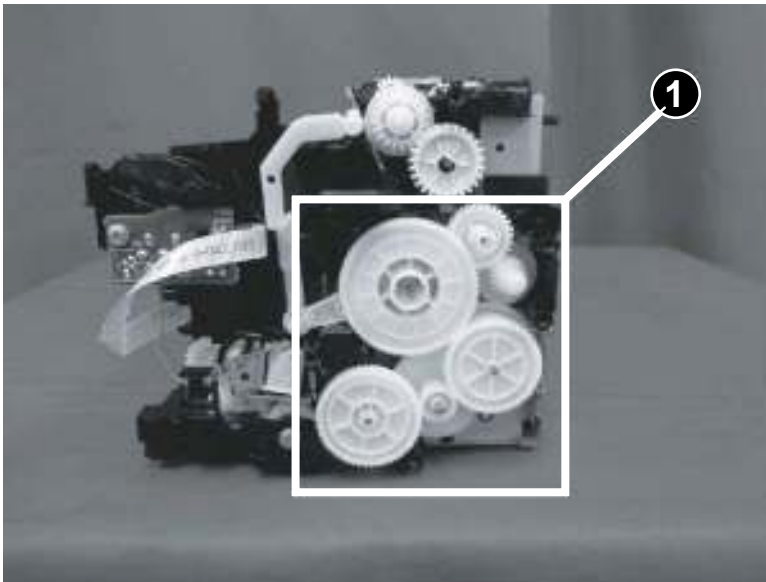
**Figure 1-260** Remove two screws



9. Before proceeding, take note of the following disassembly instructions:

At the right side of the printer, the gears (callout 1) and springs (callout 1) are held in place by a plate (shown removed). Since they are not captive, be careful when removing the plate, or the gears and springs might fall off the printer.

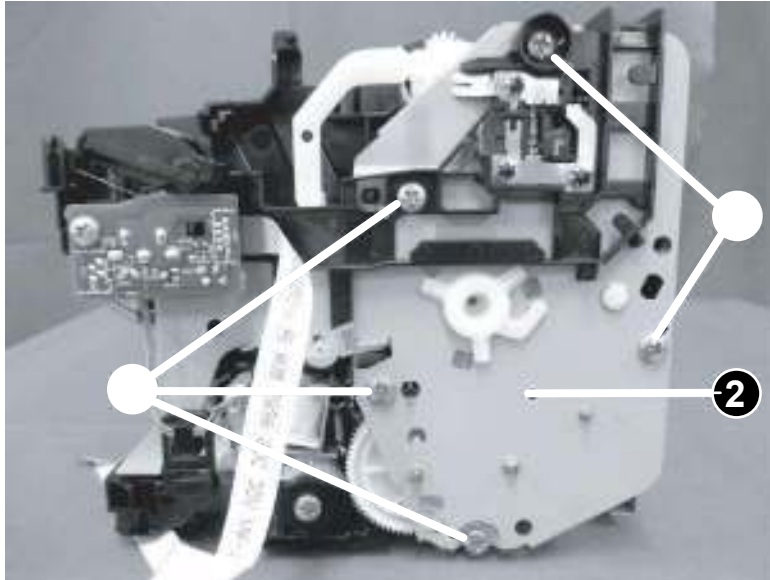
**Figure 1-261** Right side gears and springs



10. Remove five screws (callout 1), and then remove the plate (callout 2).

**CAUTION:** The gears and springs behind the plate are not captive.

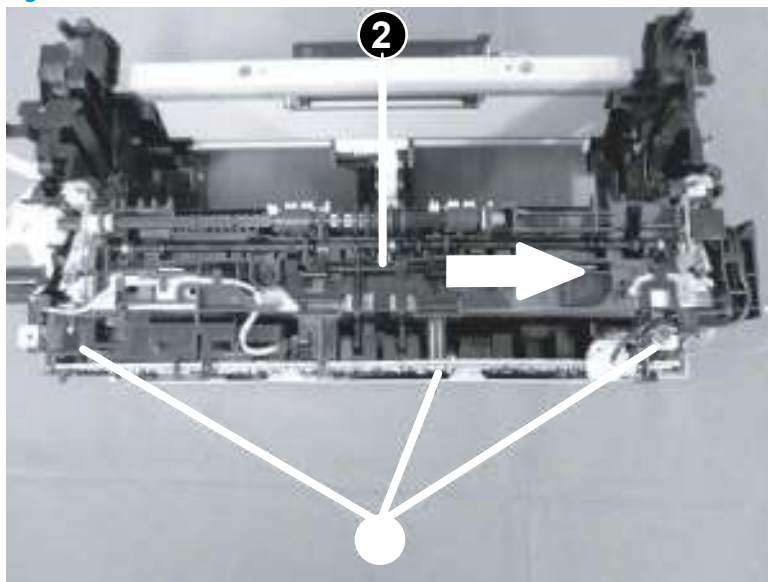
Figure 1-262 Remove the plate



11. Do the following:
- Remove three screws (callout 1).
  - Lift up the fuser (callout 2).
  - Slide the fuser (callout 2) as shown below to remove it.

**Reinstallation tip:** Reverse the removal steps to install the assembly. Also see [Special installation instructions: Fuser \(M14-M17\) on page 190](#).

Figure 1-263 Remove the fuser

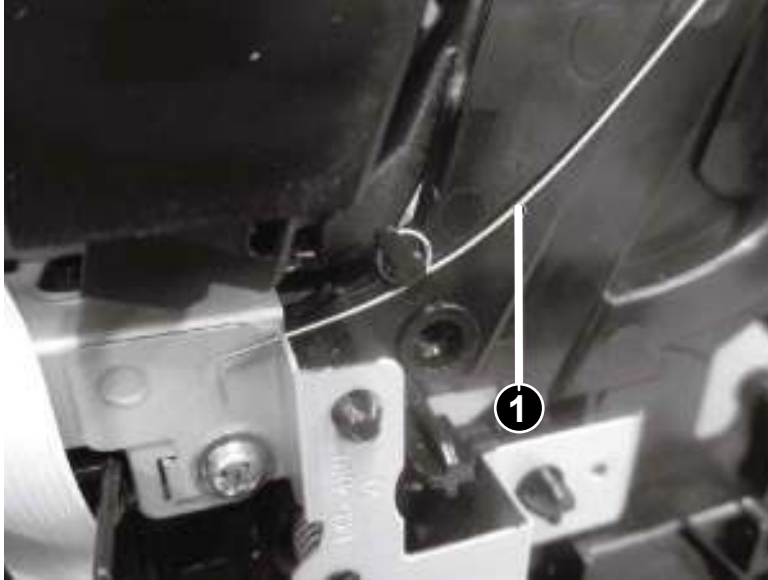


12. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

**Special installation instructions: Fuser (M14-M17)**

- a. Make sure the upper spring (callout 1) is firmly held in its original position when it is reinstalled.

**Figure 1-264** Reinstall the spring (upper)



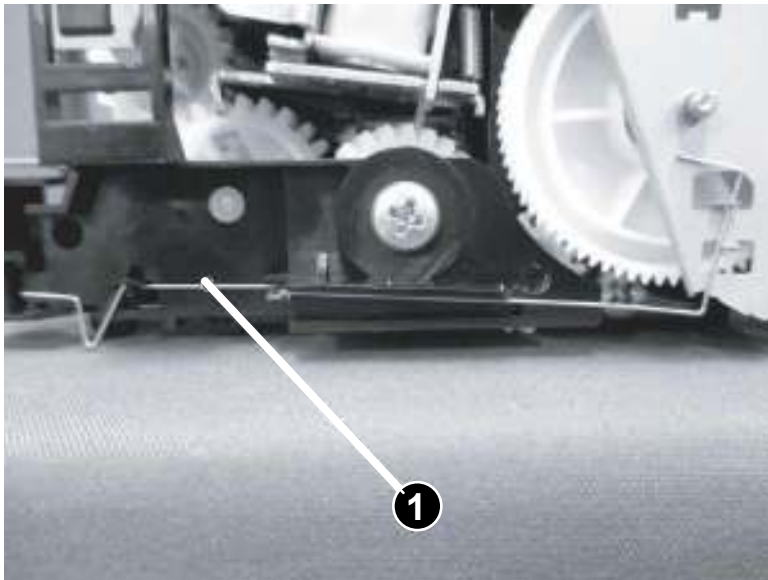
- b. Make sure the lower spring (callout 1) is firmly held in its original position when it is reinstalled.

---

**CAUTION:** Do not deform the spring when it is reinstalled.

---

**Figure 1-265** Reinstall the spring (lower)

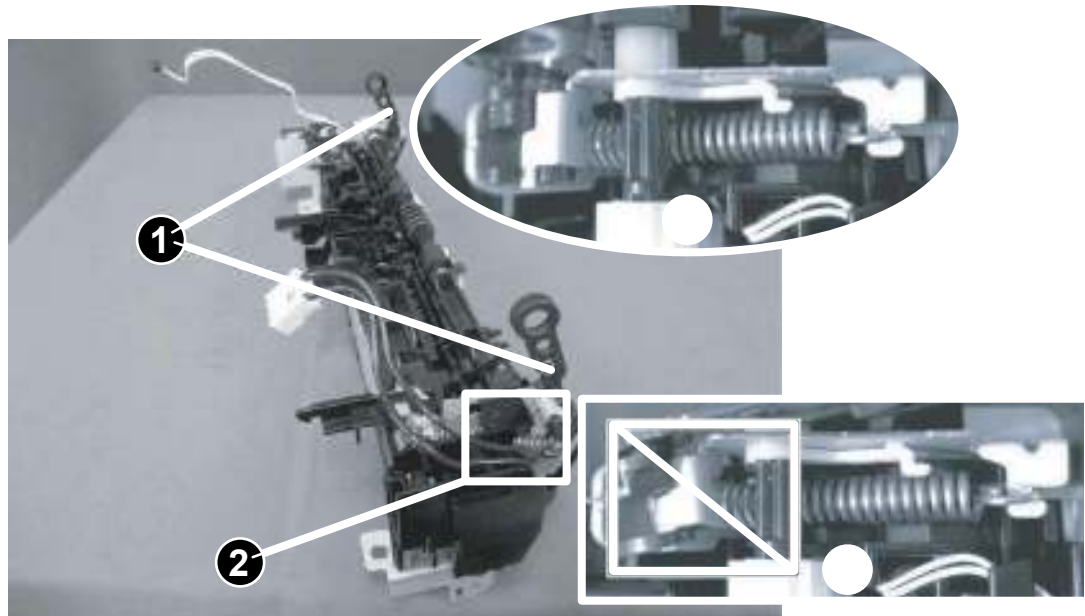


**Step 6: Remove the fuser film assembly**

1. When removing the fuser film do not rotate the pressure release levers (callout 1) too far or the side plates (callout 2; right side shown) can be deformed.

- **Callout 3:** Correct pressure lever rotation and side plate position.
- **Callout 4:** Incorrect pressure lever rotation and side plate position.

**Figure 1-266** Pressure release lever

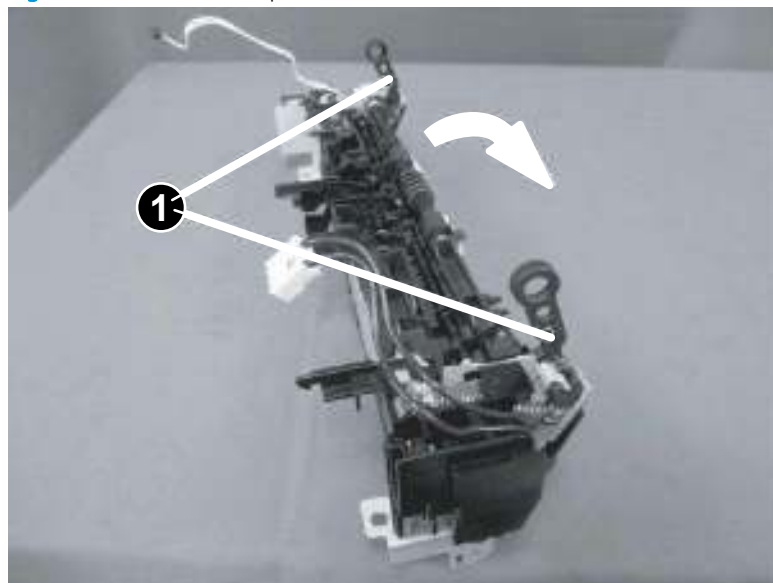


2. Before proceeding, check the following:

- If the pressure release levers (callout 1) are positioned upward (as shown below), rotate them in the direction shown until they hang loose.

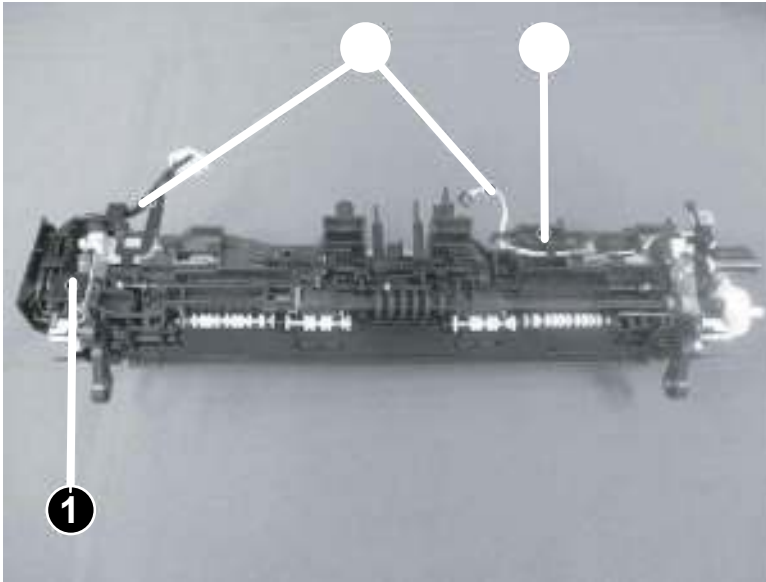
**CAUTION:** Do not damage the side plates when rotating the pressure release levers.

**Figure 1-267** Check the pressure release levers



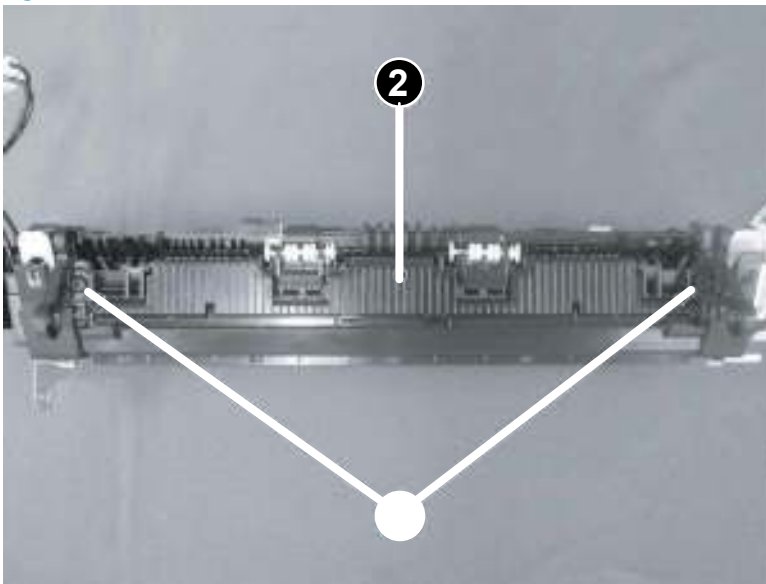
3. Release the wire harnesses (callout 2) from the guides (callout 1).

**Figure 1-268** Release the wire harnesses



4. Remove two screws (callout 1), and then remove the fuser cover (callout 2).

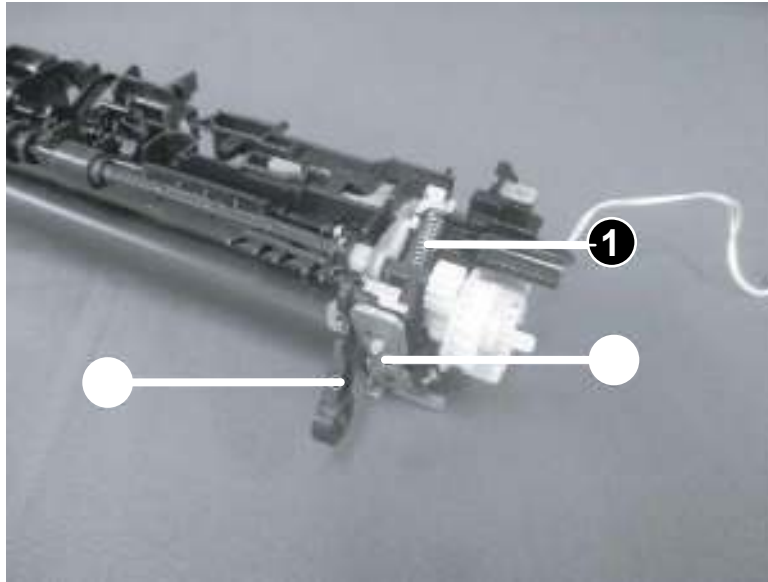
**Figure 1-269** Remove the fuser cover



5. Do the following:
  - a. Release one spring (callout 1).
  - b. Remove the pressure plate (callout 2).

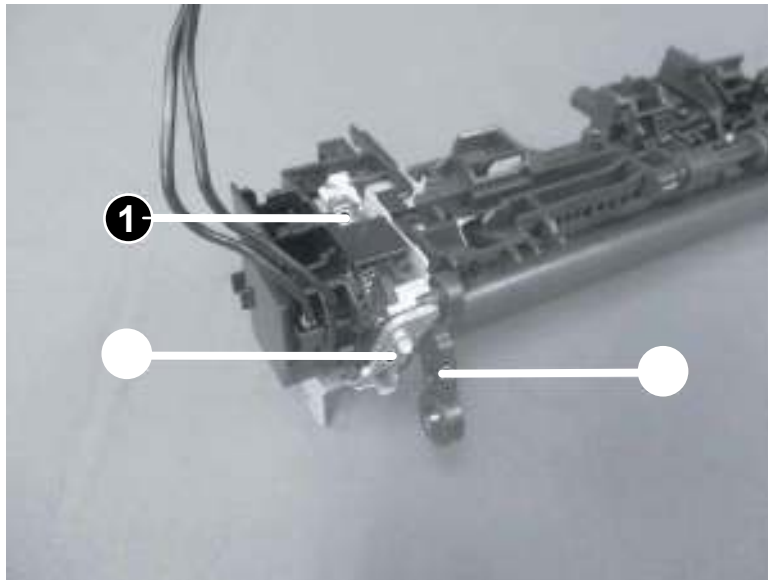
- c. Remove the pressure release lever (callout 3).

**Figure 1-270** Remove the pressure plate and lever



- 6. Do the following:
  - a. Release one spring (callout 1).
  - b. Remove the pressure plate (callout 2).
  - c. Remove the pressure release lever (callout 3).

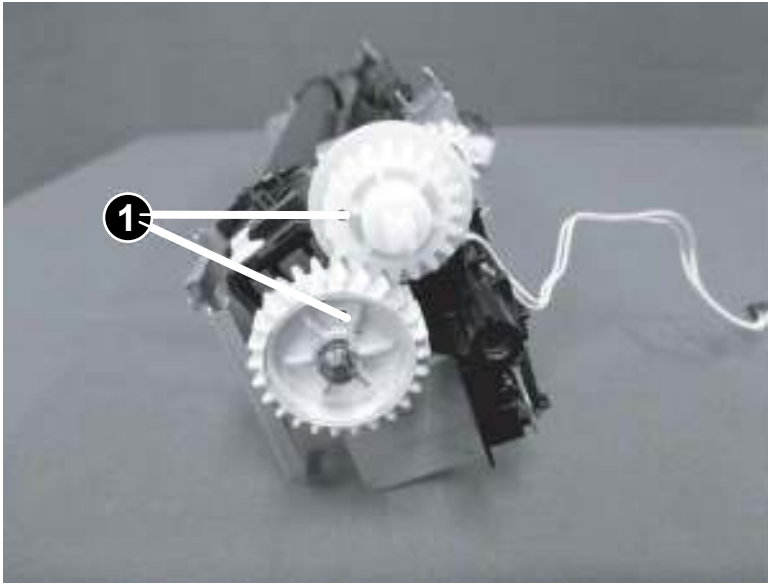
**Figure 1-271** Remove the pressure plate and lever





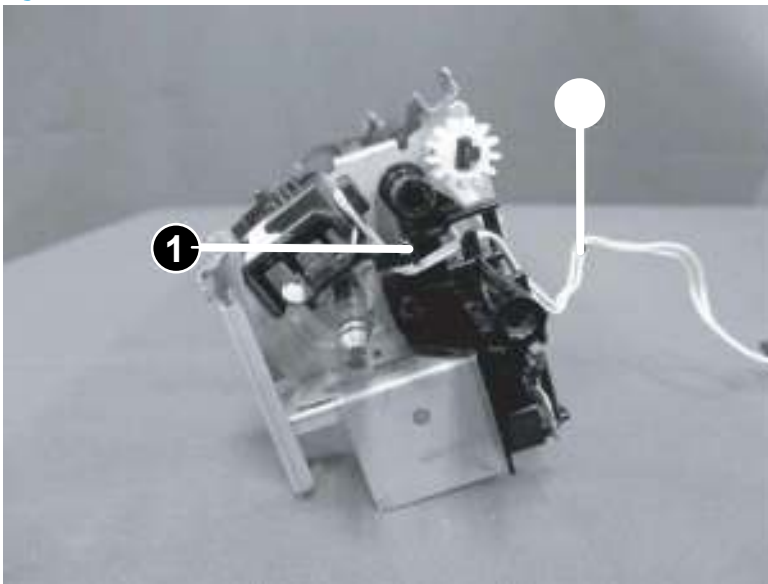
7. Remove two gears (callout 1).

Figure 1-272 Remove the gears




8. Release the wire harness (callout 2) from the guide (callout 1).

Figure 1-273 Release the wire harness

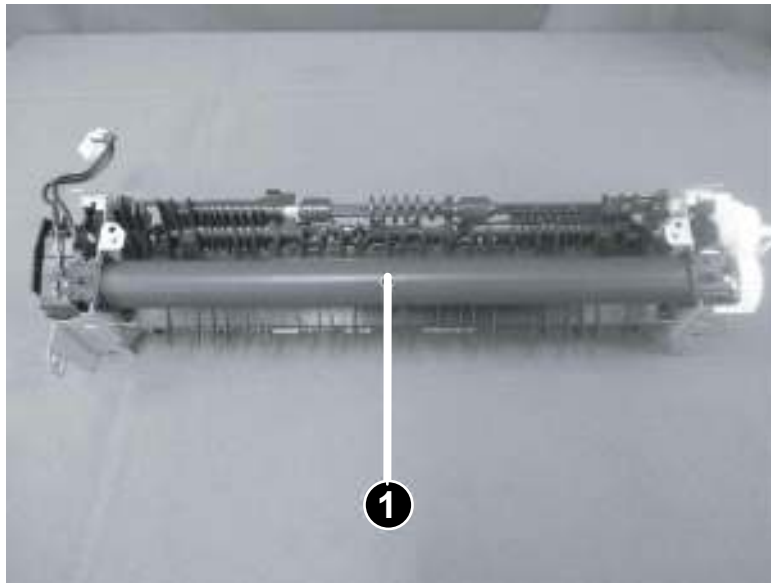




9. Remove the fuser film assembly (callout 1).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-274** Remove the fuser film assembly



#### Step 7: Unpack the replacement assembly

1. Dispose of the defective part.

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

[www.hp.com/recycle](http://www.hp.com/recycle)



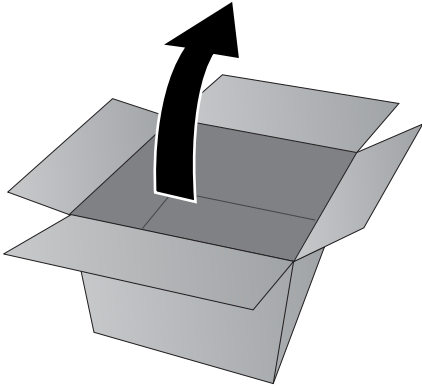
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Fuser film assembly (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 3: Remove the top cover \(MFP M28-M31\)](#)
- [Step 4: Remove the lower cover \(MFP M28-M31\)](#)
- [Step 5: Remove the fuser \(MFP M28-M31\)](#)
- [Step 6: Remove the fuser film assembly](#)
- [Step 7: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the fuser film assembly (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Fuser film assembly part number	
RM2-2132-000CN	Fuser film assembly (110-127V)
RM2-2130-000CN	Fuser film assembly (220-240V)

### Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat-blade screw driver (optional)

### After performing service

- Turn the printer power on.


### Post service test

Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the formatter cover (MFP M28-M31)

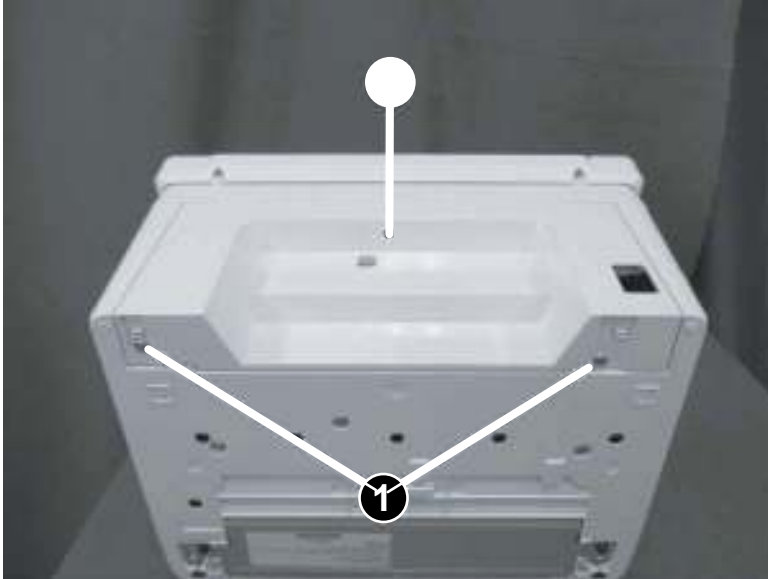
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

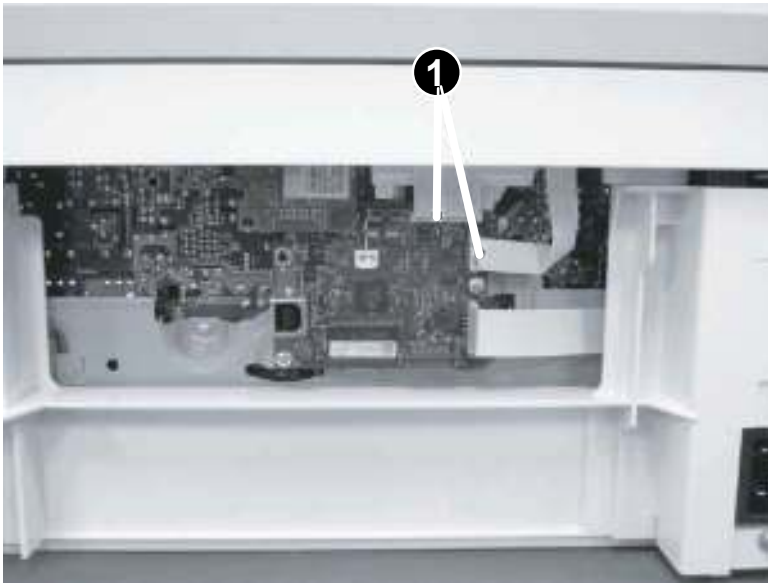
**Figure 1-275** Remove the formatter cover (MFP M28-M31)



**Step 2: Remove the image scanner (MFP M28-M31)**

1. Disconnect two flat flexible cables (FFCs) (callout 1).

**Figure 1-276** Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

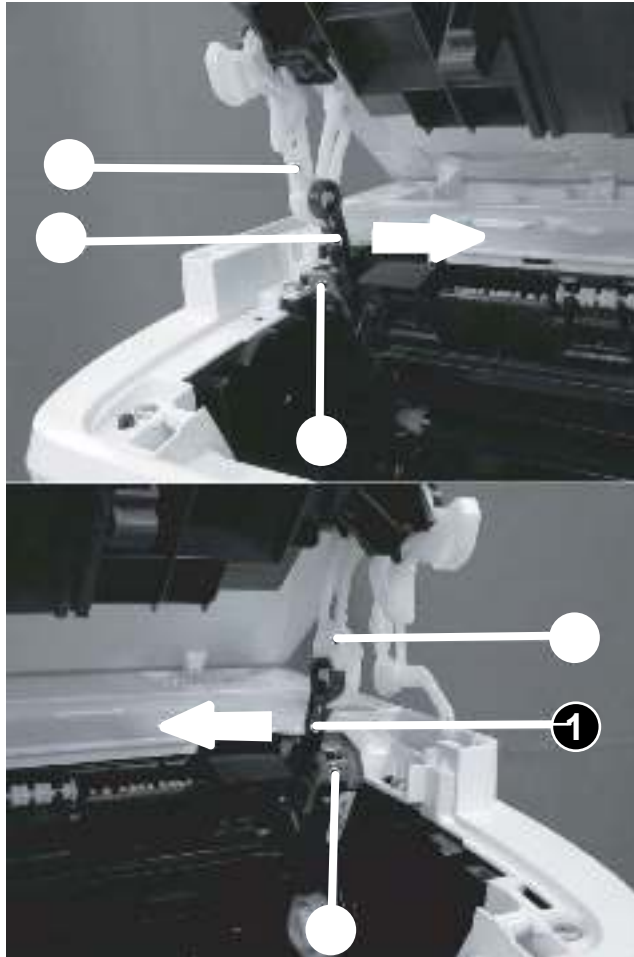
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

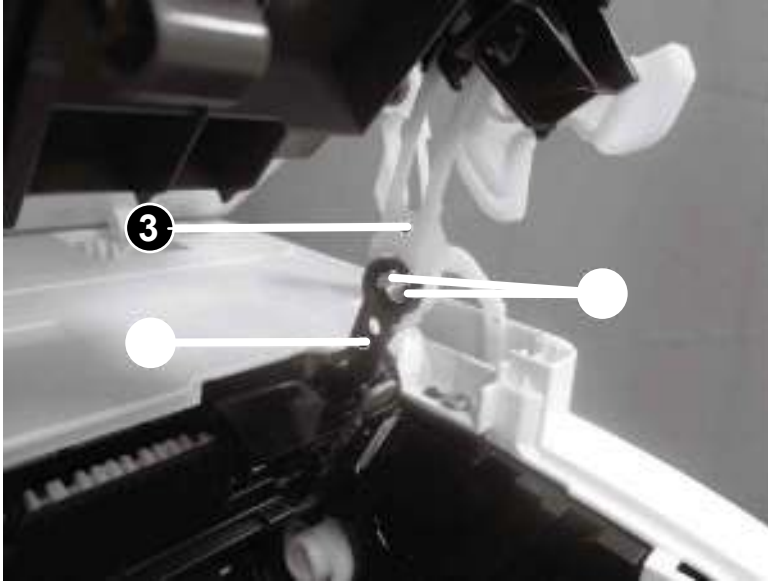
---

**Figure 1-277** Special disassembly instructions



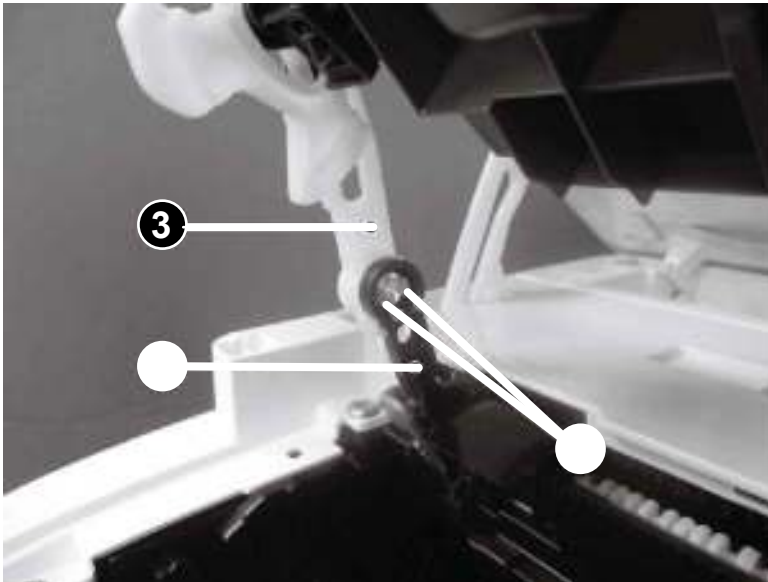
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-278** Remove the link arm



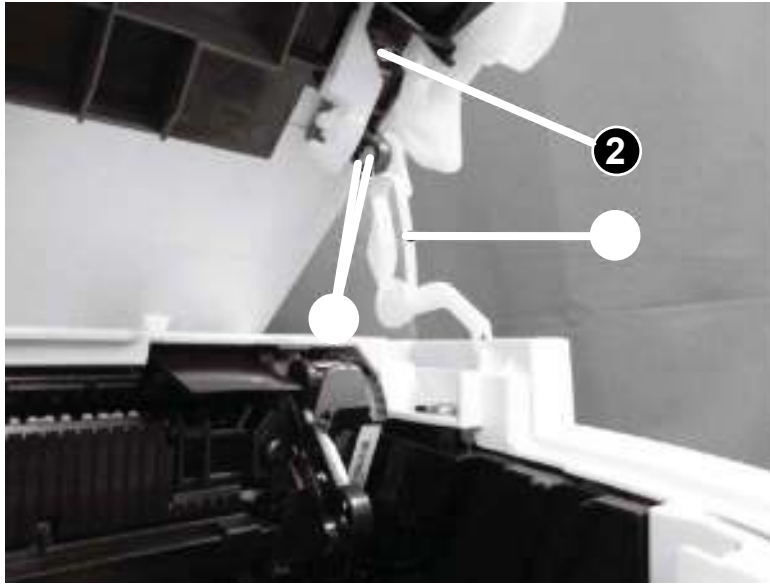
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-279** Remove the link arm



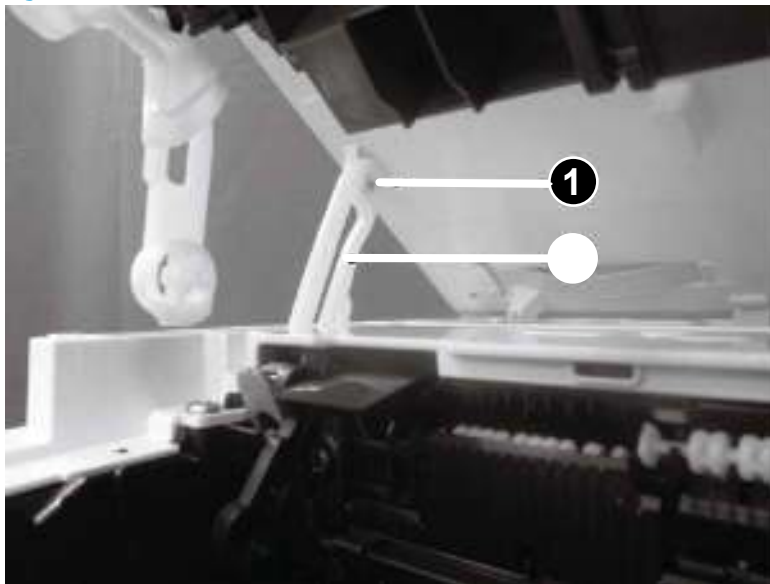
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

Figure 1-280 Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

Figure 1-281 Remove the link arm



7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

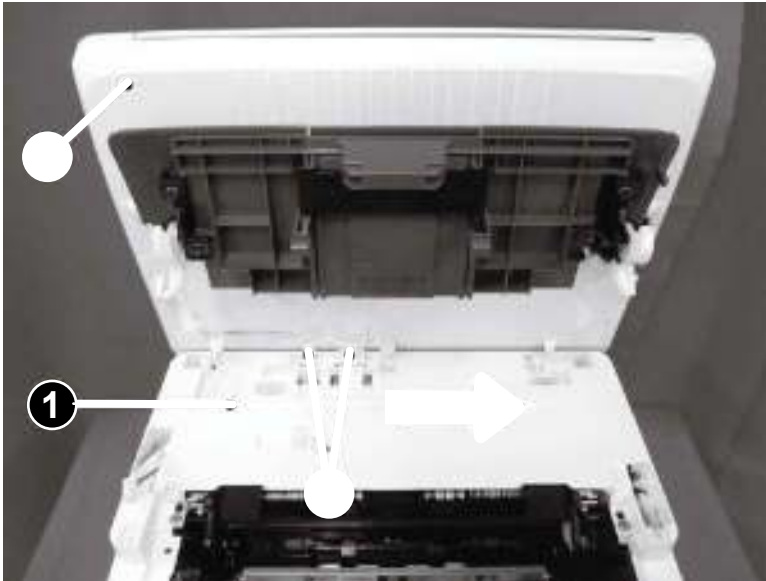
---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-282** Remove the image scanner



8. For a replacement image scanner, do the following:

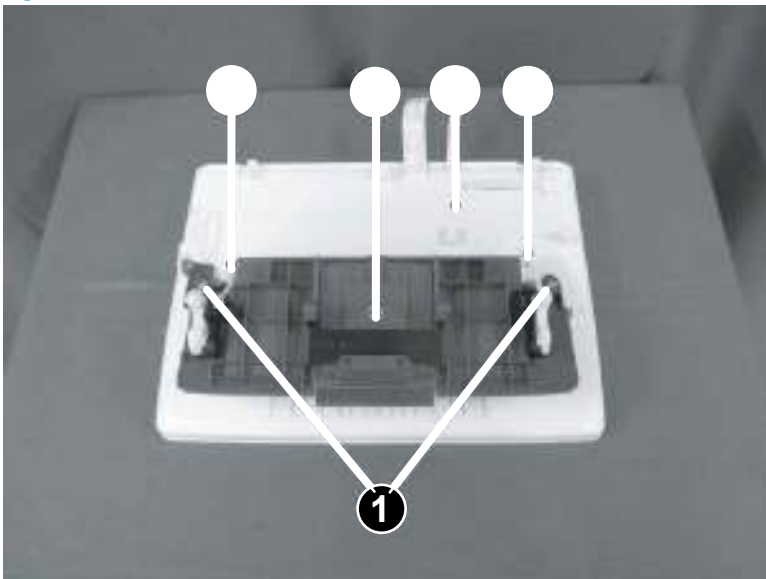
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.

---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).

**Figure 1-283** Remove the cartridge door





### Step 3: Remove the top cover (MFP M28-M31)

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


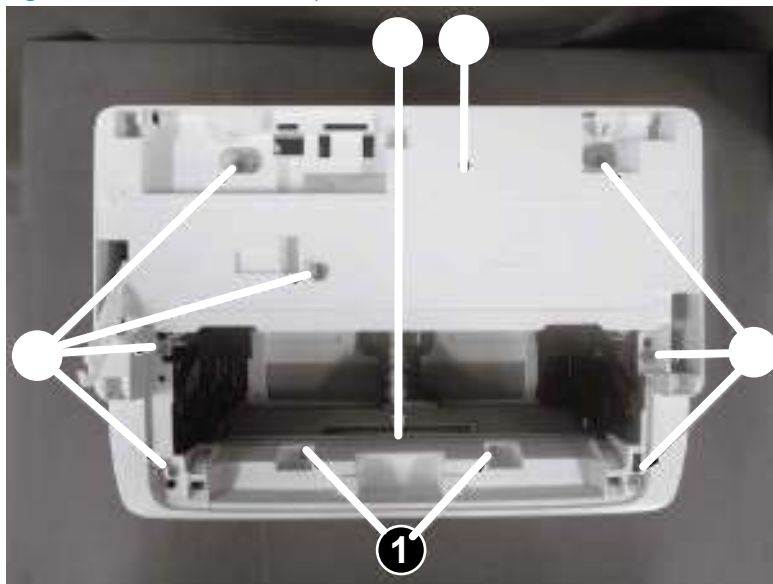

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-284 Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

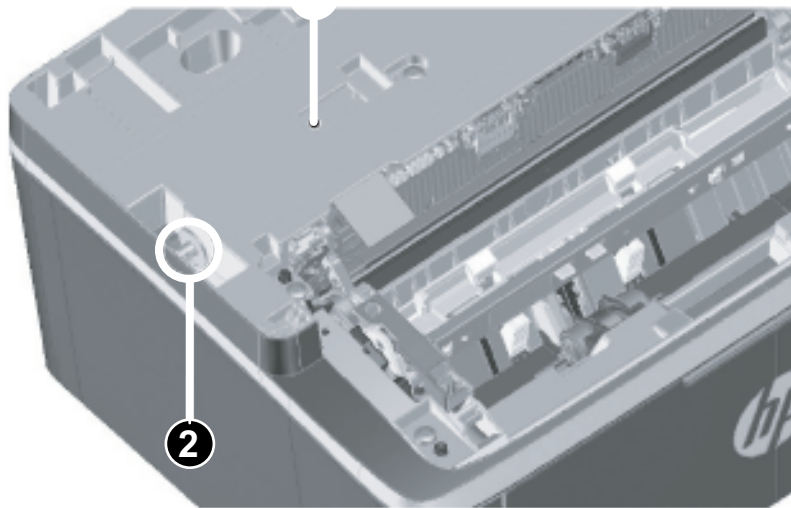
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

 **TIP:** If the top cover is removed to access other assemblies, skip this step.

#### Special installation instructions: Top cover

- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.

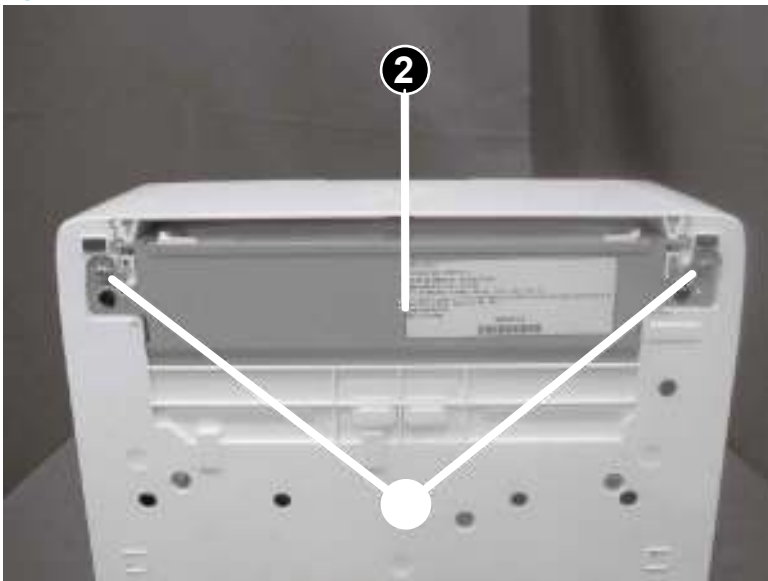
Figure 1-285 Install the pad



Step 4: Remove the lower cover (MFP M28-M31)

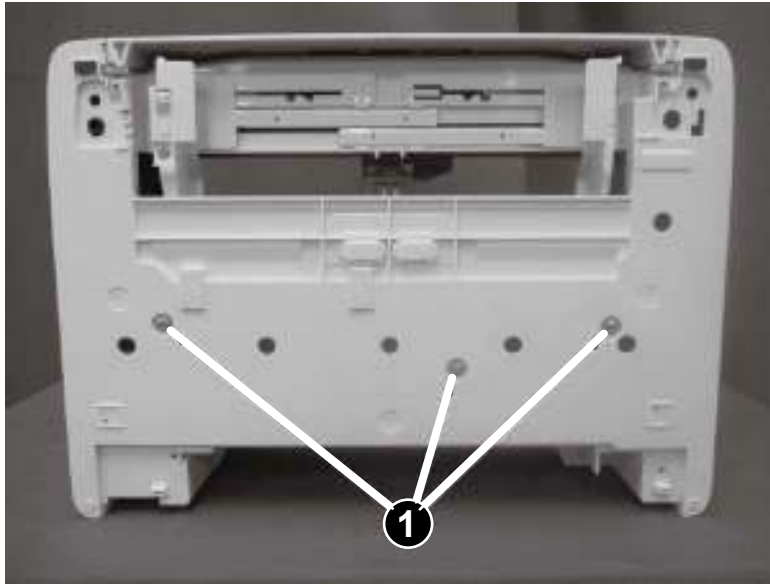
1. Position the printer rear side down, remove two screws (callout 1), and then remove the lower plate (callout 2)

Figure 1-286 Remove the lower plate



2. Remove three screws (callout 1).

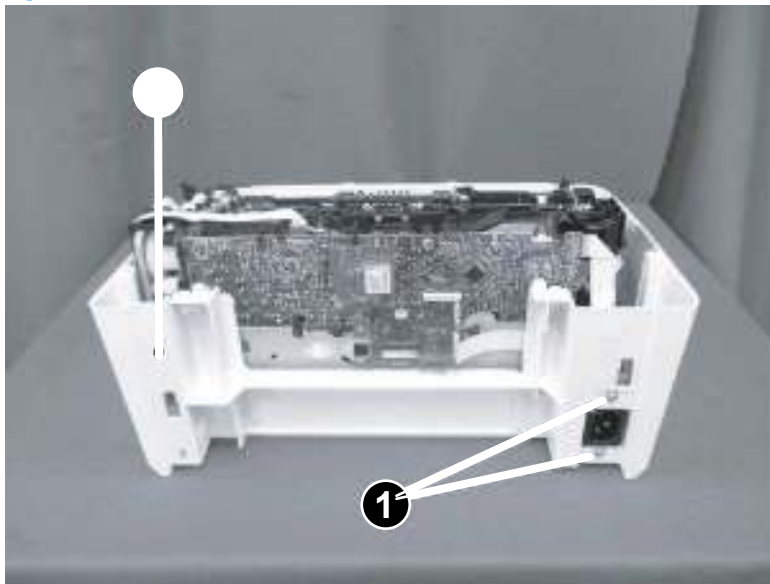
**Figure 1-287** Remove three screws



3. Remove two screws (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

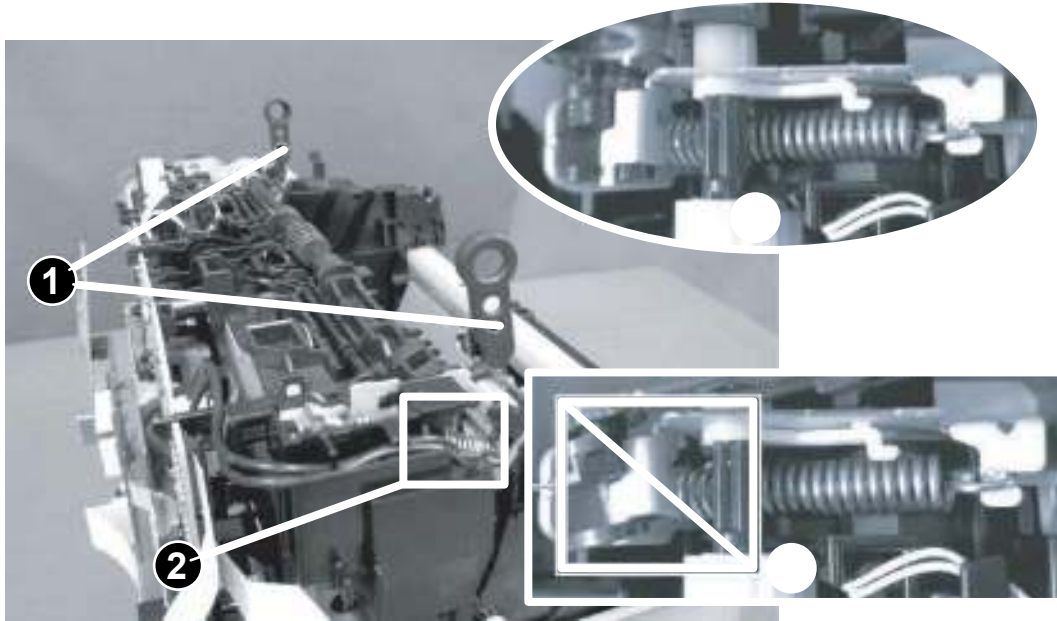
**Figure 1-288** Remove the lower cover



#### Step 5: Remove the fuser (MFP M28-M31)

1. When removing the fuser do not rotate the pressure release levers (callout 1) too far or the side plates (callout 2; left side shown) can be deformed.
  - **Callout 3:** Correct pressure lever rotation and side plate position.
  - **Callout 4:** Incorrect pressure lever rotation and side plate position.

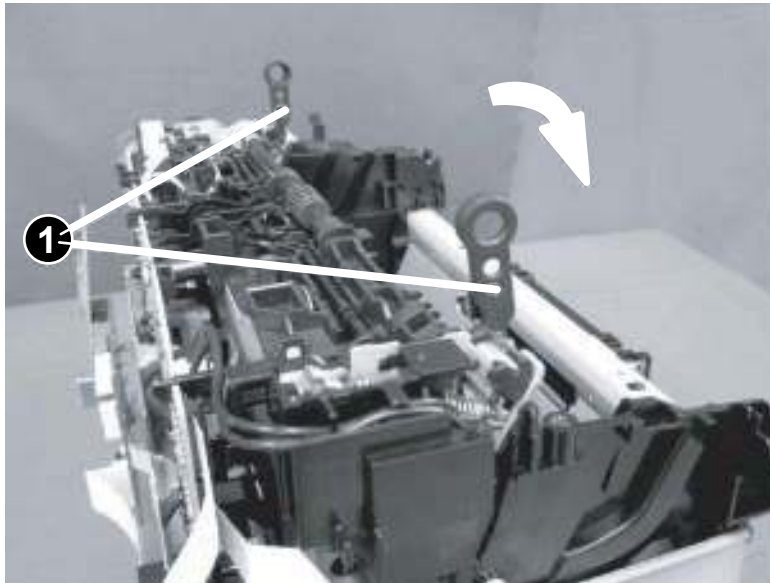
Figure 1-289 Pressure release lever



2. Rotate the pressure release levers (callout 1) (in the direction shown below) until they hang loose.

**CAUTION:** Do not damage the side plates when rotating the pressure release levers.

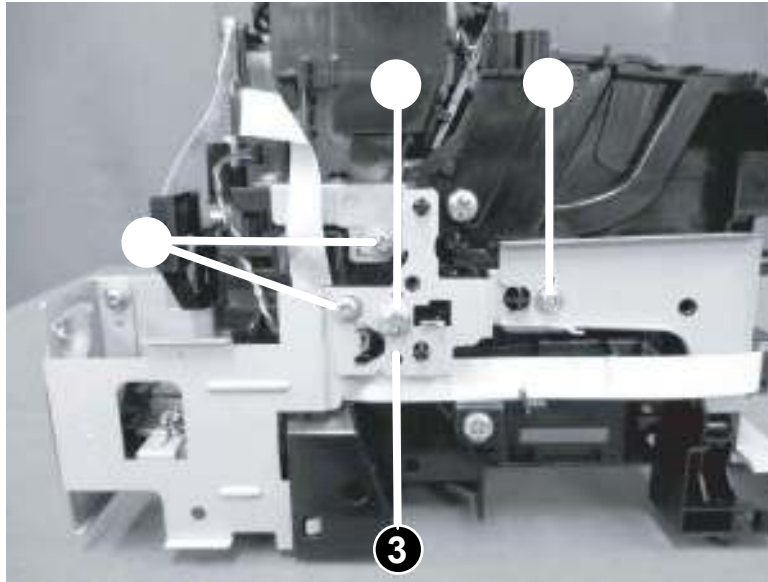
Figure 1-290 Rotate the pressure release levers



3. Do the following:
  - a. Remove three screws (M3; callout 1).
  - b. Remove one screw (M4; callout 2).

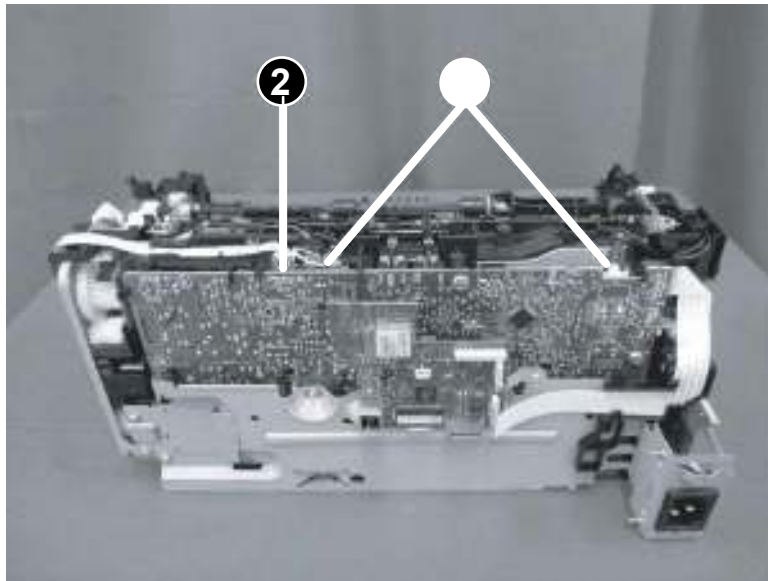
- c. Remove the plate (callout 3).

**Figure 1-291** Remove the plate




- 4. Do the following:
  - a. Disconnect two connectors (callout 1).
  - b. Remove one FFC (callout 2).

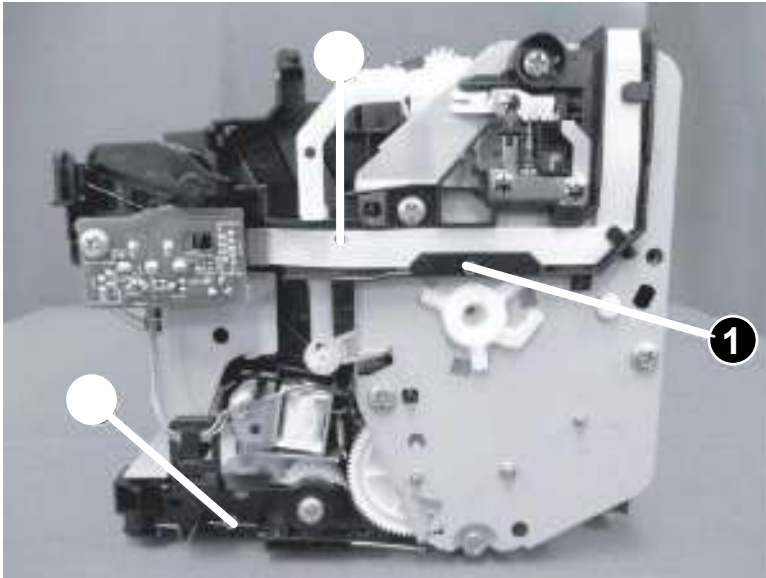
**Figure 1-292** Disconnect two connectors



5. Release the FFC (callout 2) from the guide (callout 1), and then unhook one spring (callout 3).

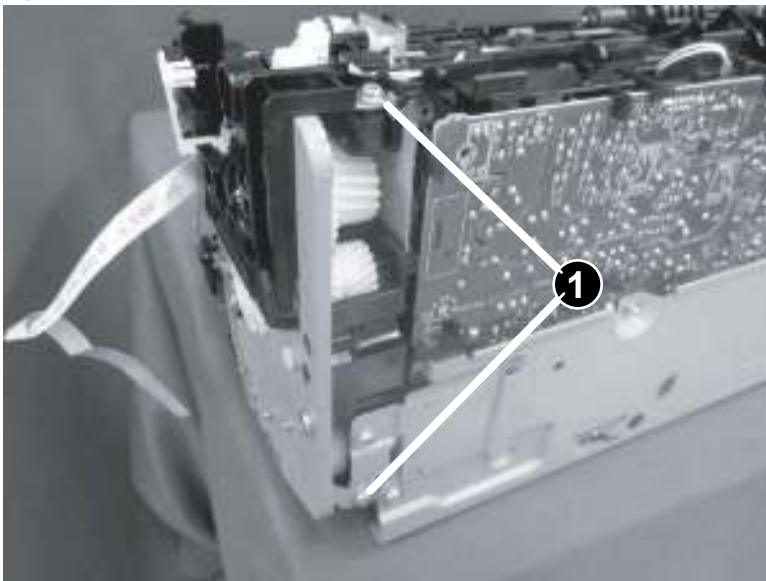
 **Reinstallation tip:** To reinstall the spring, see [Special installation instructions: Fuser \(M28-M31\)](#) on page 205.

**Figure 1-293** Release the FFC and spring



6. Remove two screws (callout 1).

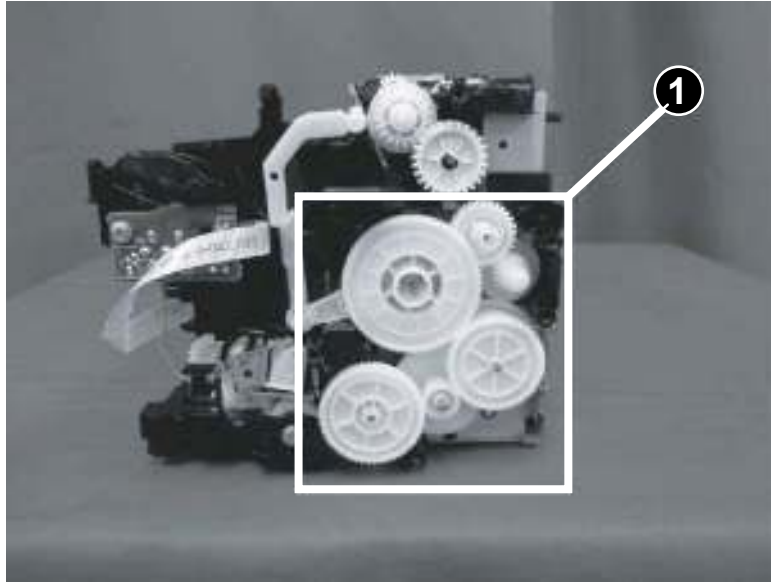
**Figure 1-294** Remove two screws



7. Before proceeding, take note of the following disassembly instructions:

At the right side of the printer, the gears (callout 1) and springs (callout 1) are held in place by a plate (shown removed). Since they are not captive, be careful when removing the plate, or the gears and springs might fall off the printer.

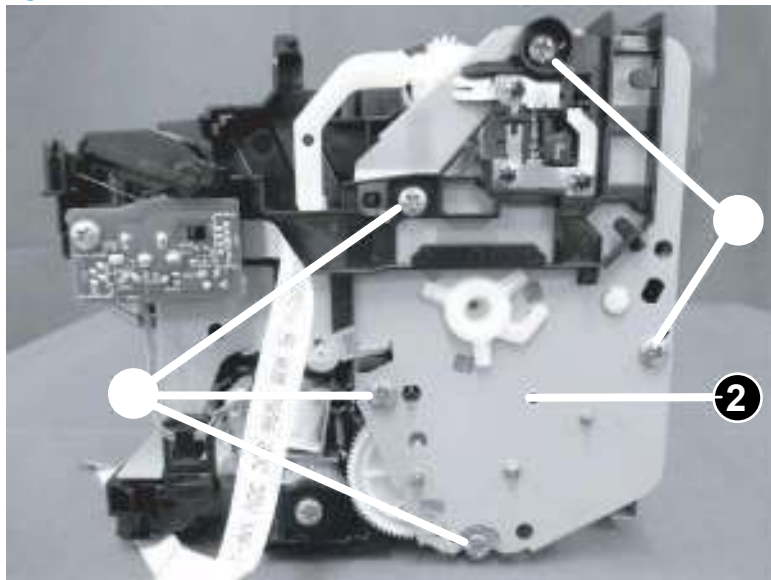
**Figure 1-295** Right side gears and springs



8. Remove five screws (callout 1), and then remove the plate (callout 2).

**CAUTION:** The gears and springs behind the plate are not captive.

**Figure 1-296** Remove the plate




9. Do the following:
- Remove three screws (callout 1).
  - Lift up the fuser (callout 2).



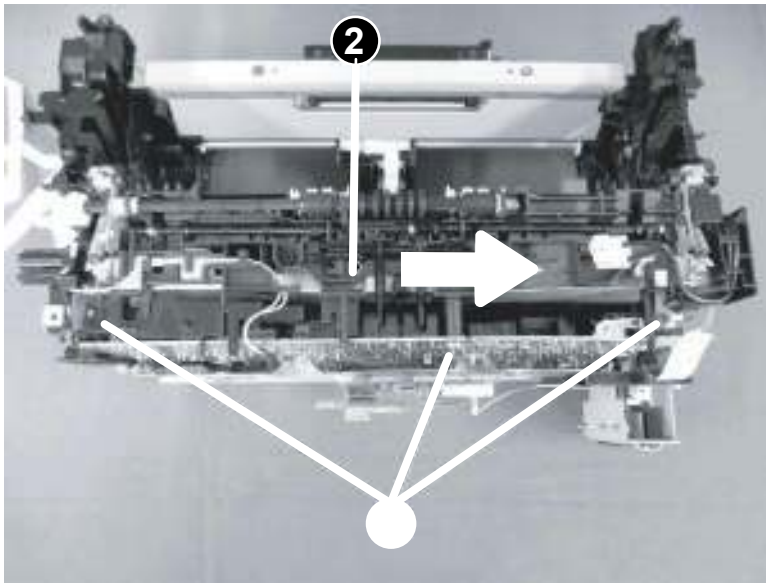
- c. Slide the fuser (callout 2) as shown below, and then remove it.

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-297** Remove the fuser




10. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

**Special installation instructions: Fuser (M28-M31)**

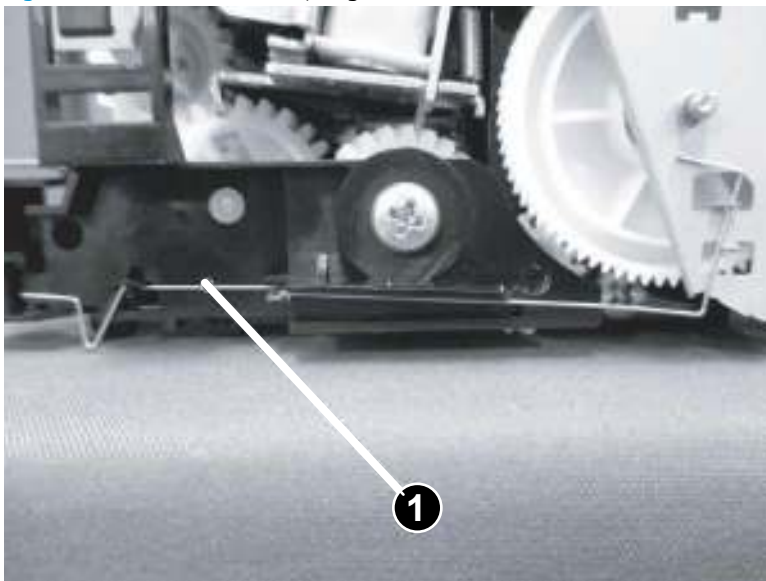
- ▲ Make sure the spring (callout 1) is firmly held in its original position when it is reinstalled.

---

 **CAUTION:** Do not deform the spring when it is reinstalled.

---

**Figure 1-298** Reinstall the spring (lower)

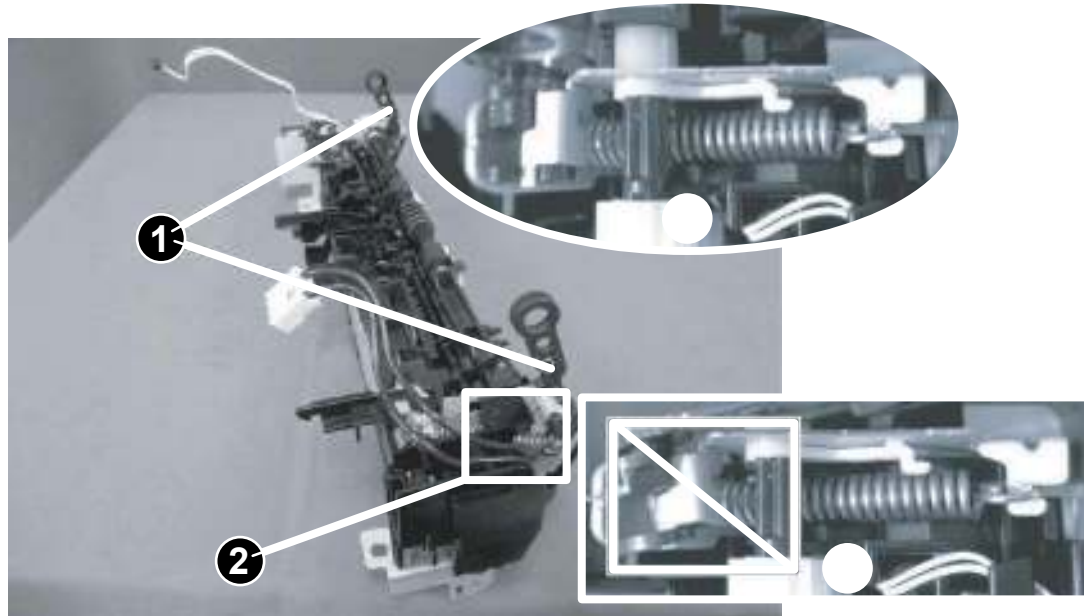




### Step 6: Remove the fuser film assembly

1. When removing the fuser film do not rotate the pressure release levers (callout 1) too far or the side plates (callout 2; right side shown) can be deformed.
  - **Callout 3:** Correct pressure lever rotation and side plate position.
  - **Callout 4:** Incorrect pressure lever rotation and side plate position.

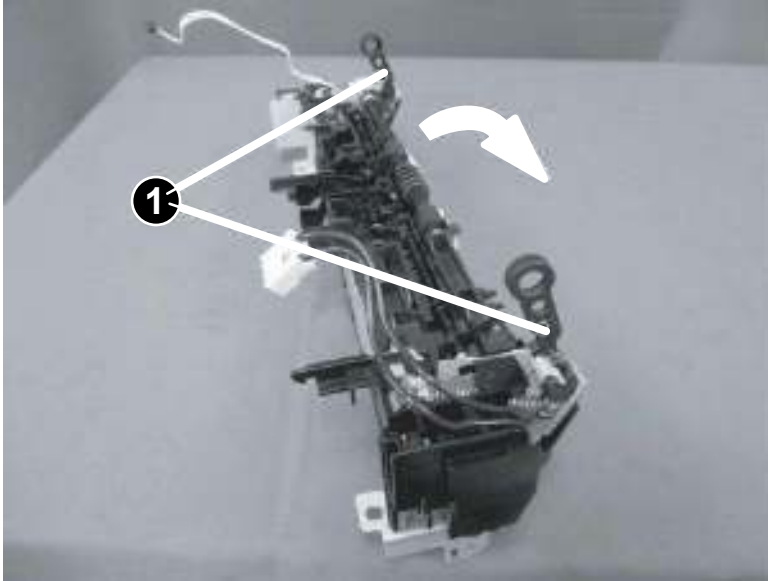
Figure 1-299 Pressure release lever



2. Before proceeding, check the following:
  - If the pressure release levers (callout 1) are positioned upward (as shown below), rotate them in the direction shown until they hang loose.

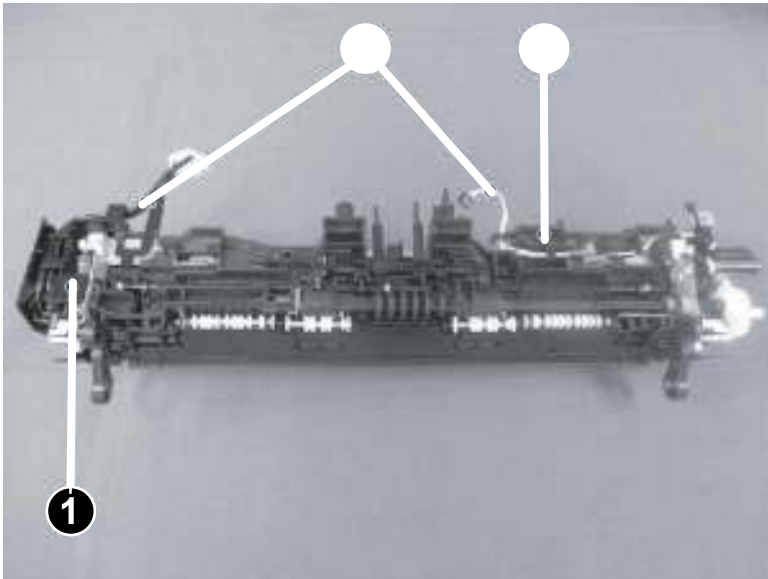
**CAUTION:** Do not damage the side plates when rotating the pressure release levers.

**Figure 1-300** Check the pressure release levers



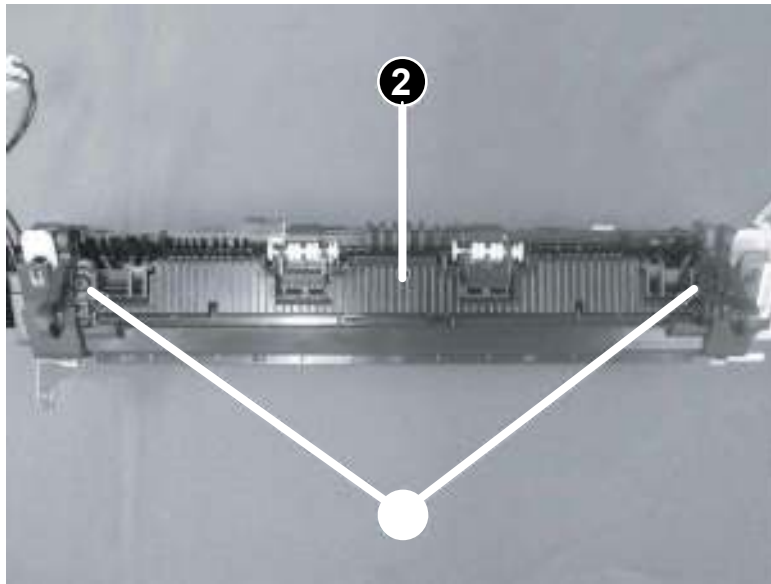
3. Release the wire harnesses (callout 2) from the guides (callout 1).

**Figure 1-301** Release the wire harnesses



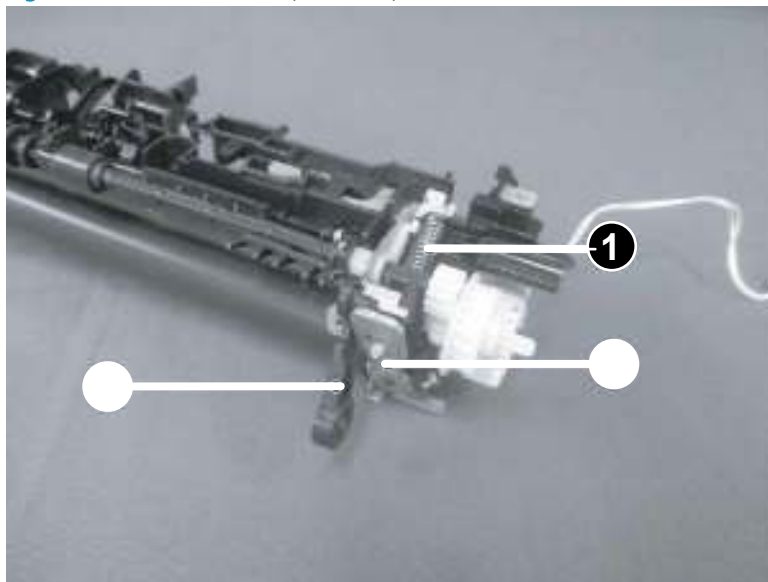
4. Remove two screws (callout 1), and then remove the fuser cover (callout 2).

Figure 1-302 Remove the fuser cover



5. Do the following:
  - a. Release one spring (callout 1).
  - b. Remove the pressure plate (callout 2).
  - c. Remove the pressure release lever (callout 3).

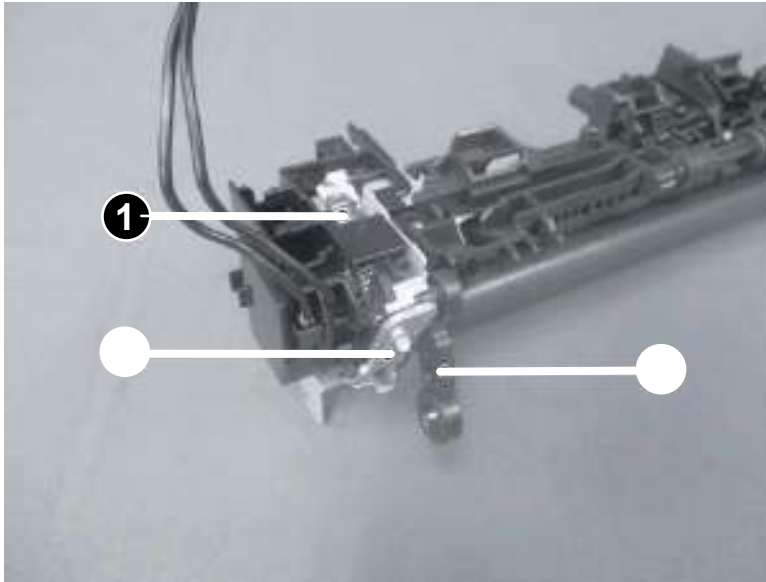
Figure 1-303 Remove the pressure plate and lever



6. Do the following:
  - a. Release one spring (callout 1).
  - b. Remove the pressure plate (callout 2).

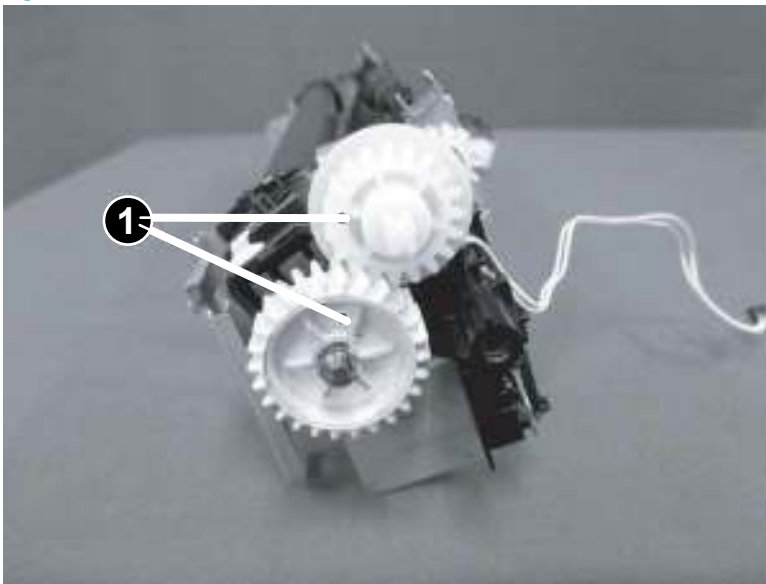
- c. Remove the pressure release lever (callout 3).

**Figure 1-304** Remove the pressure plate and lever



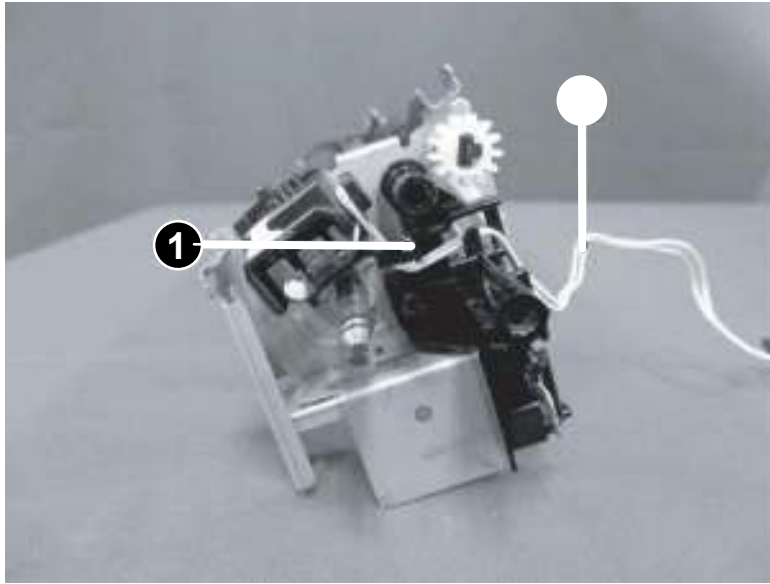
- 7. Remove two gears (callout 1).

**Figure 1-305** Remove the gears




8. Release the wire harness (callout 2) from the guide (callout 1).

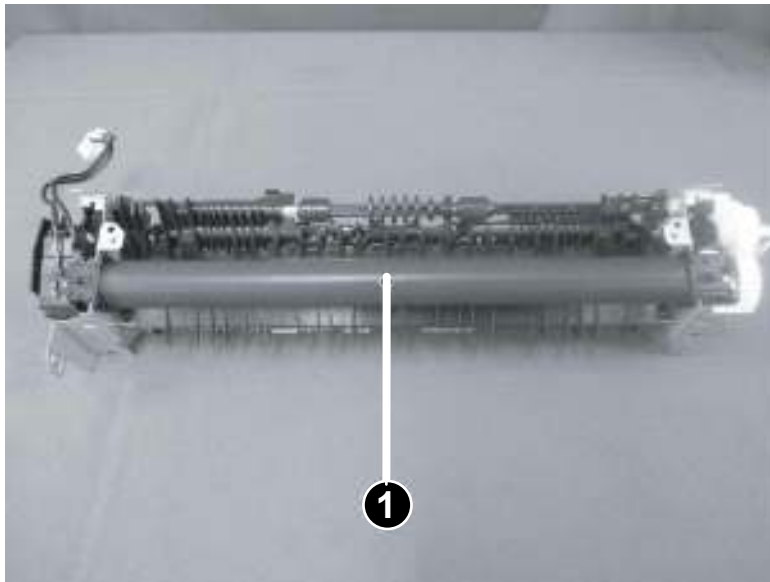
**Figure 1-306** Release the wire harness



9. Remove the fuser film assembly (callout 1).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-307** Remove the fuser film assembly



### Step 7: Unpack the replacement assembly

1. Dispose of the defective part.

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

[www.hp.com/recycle](http://www.hp.com/recycle)

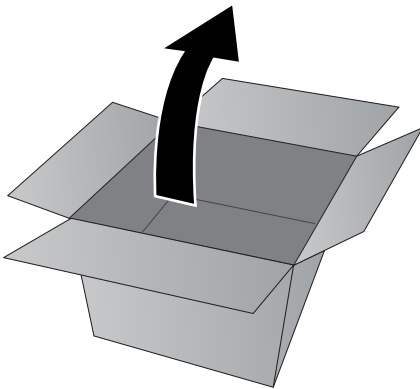
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Engine controller assembly (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the engine controller assembly \(M14-M17\)](#)
- [Step 5: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the engine controller assembly (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Engine controller assembly (M14-M17) part number	
RM3-7388-000CN	Engine controller assembly (base model 220-240V; M14-M17)
RM3-7389-000CN	Engine controller assembly (base EM model 220-240V; M14-M17)
RM3-7390-000CN	Engine controller assembly (wireless model 110-127V; M14-M17)
RM3-7391-000CN	Engine controller assembly (wireless model 220-240V; M14-M17)
RM3-7392-000CN	Engine controller assembly (wireless EM model 220-240V; M14-M17)

### Required tools

- #2 Phillips screwdriver with a magnetic tip

### After performing service

- Turn the printer power on.

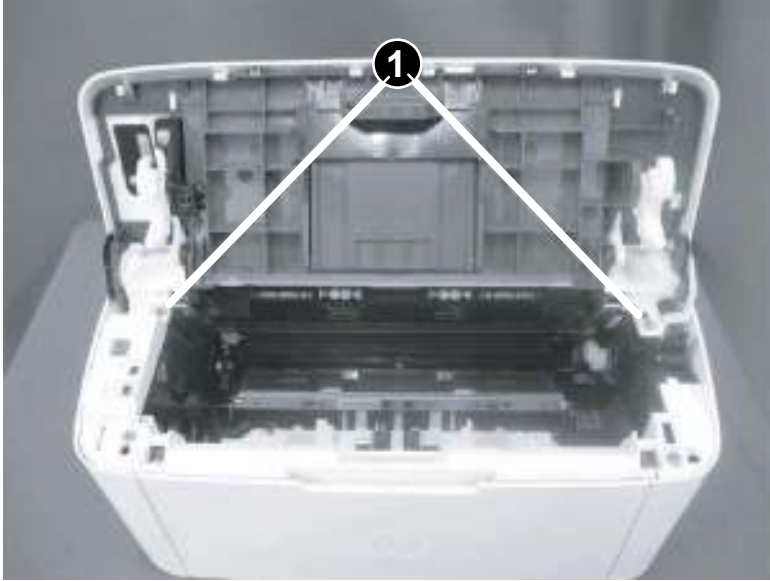
### Post service test

Send a job to the printer, and then verify that print quality is acceptable.

### Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-308 Remove two screw





2. Before proceeding, take note of the following disassembly instructions.

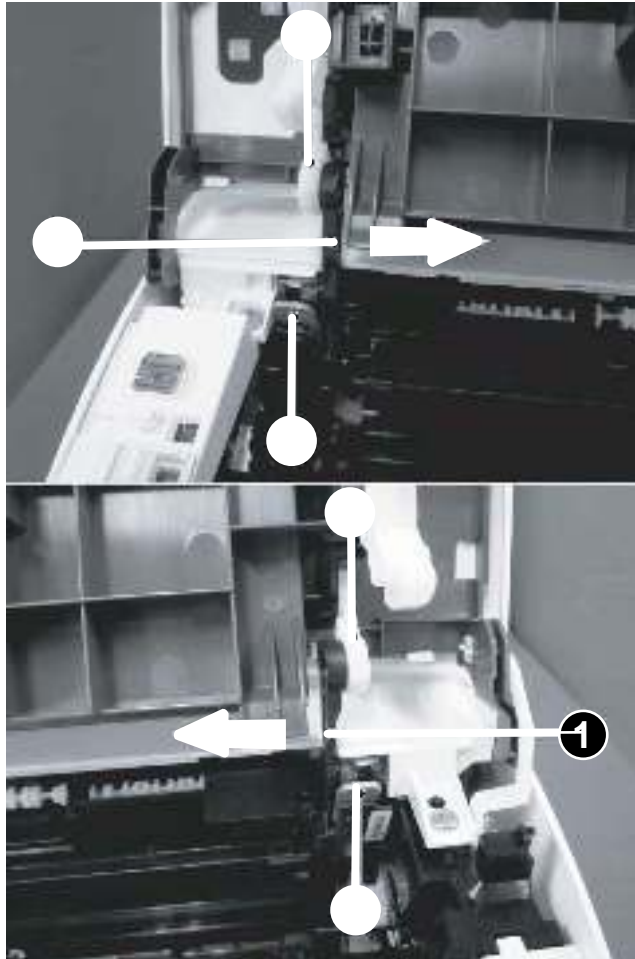
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

**CAUTION:** Do not deform the pressure plate.

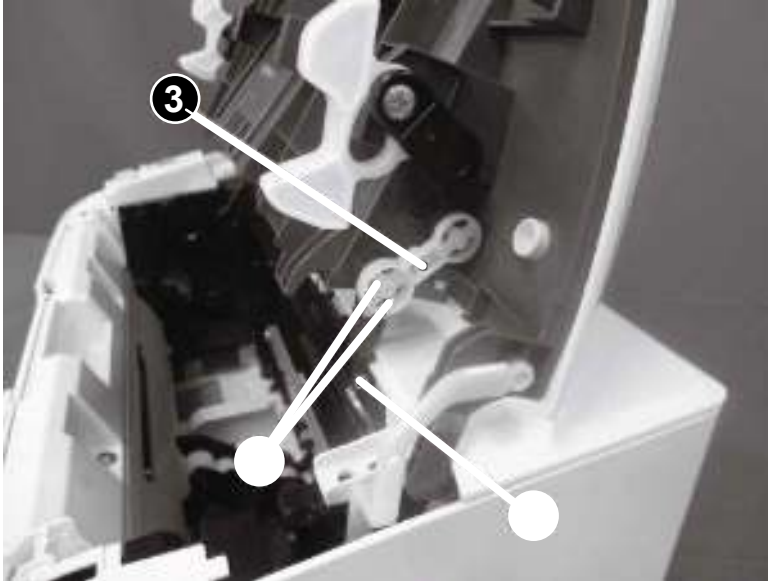
---

**Figure 1-309** Special disassembly instructions



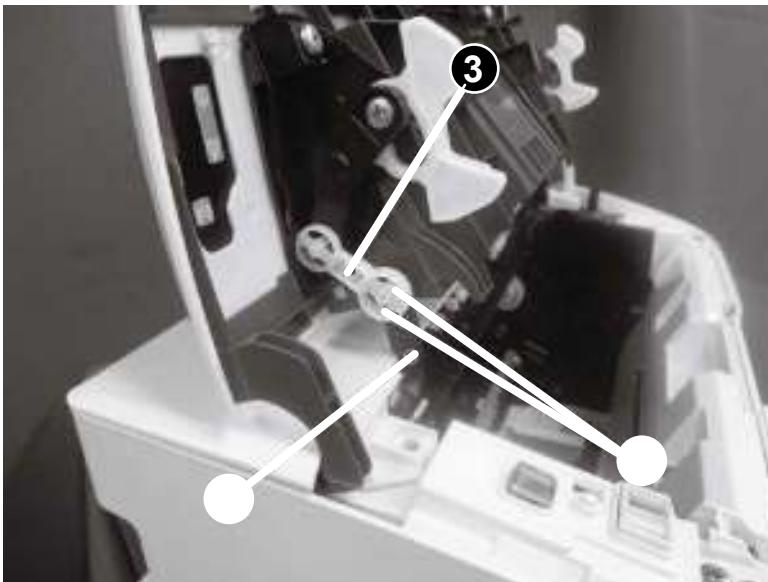
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-310** Remove the link arm



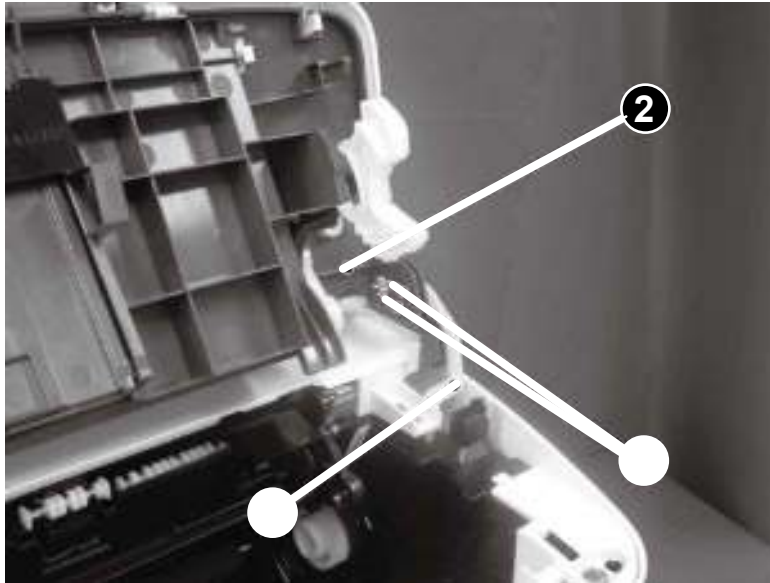
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-311** Remove the link arm



5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-312** Remove the link arm



6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

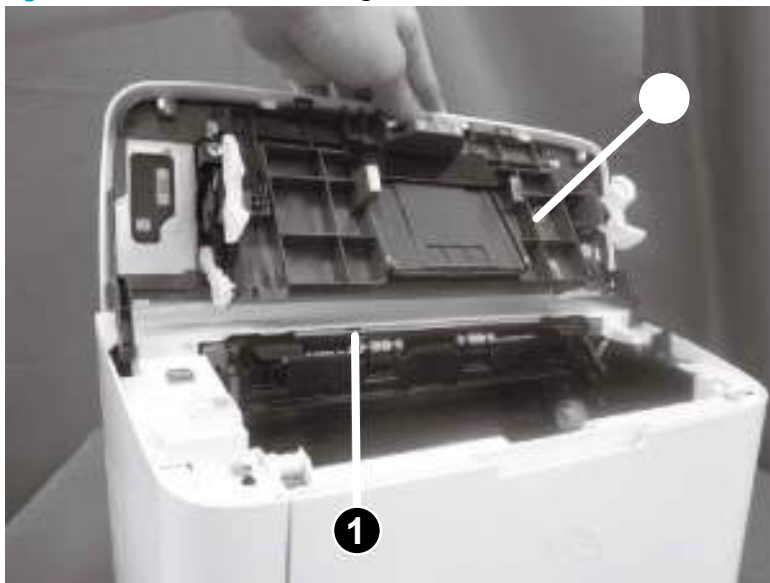


**NOTE:** If the cartridge door is removed to access other assembly, stop at this step.



**Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-313** Remove the cartridge door



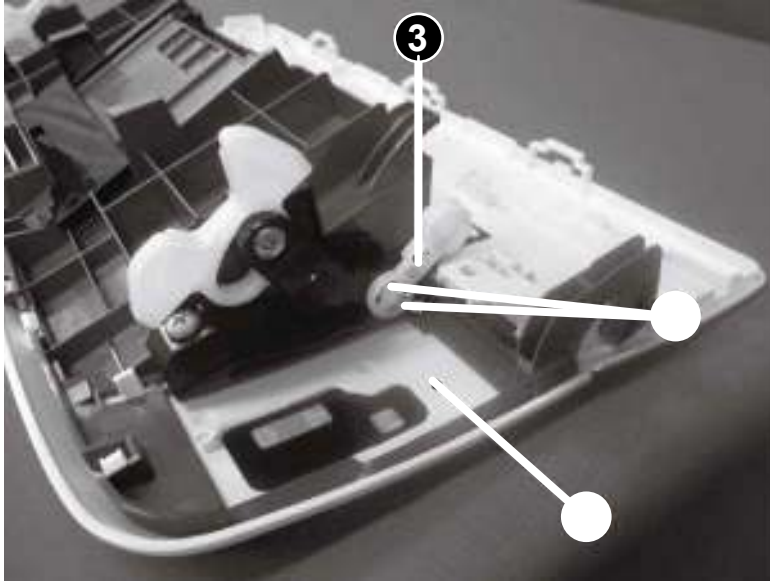
7. **Optional step:** If a replacement cartridge door is being installed, do the following:



**NOTE:** Install the link arms on the replacement door.

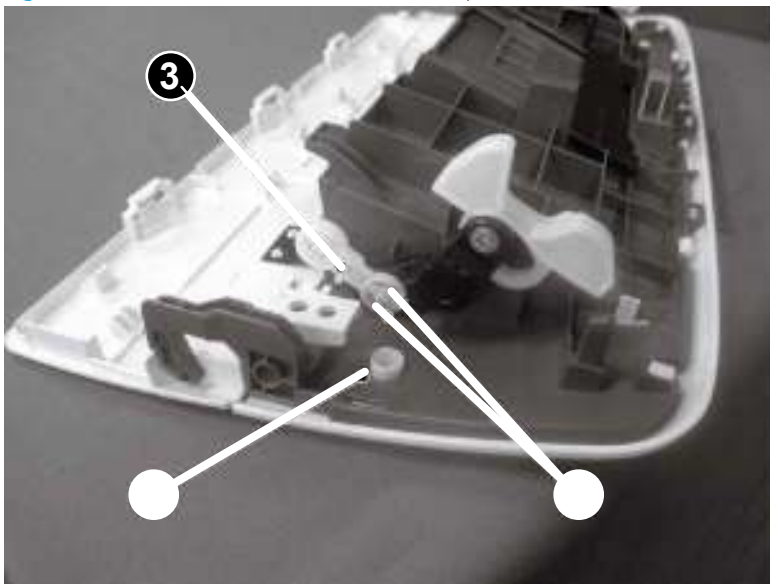
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-314** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-315** Install the link arms on the replacement door



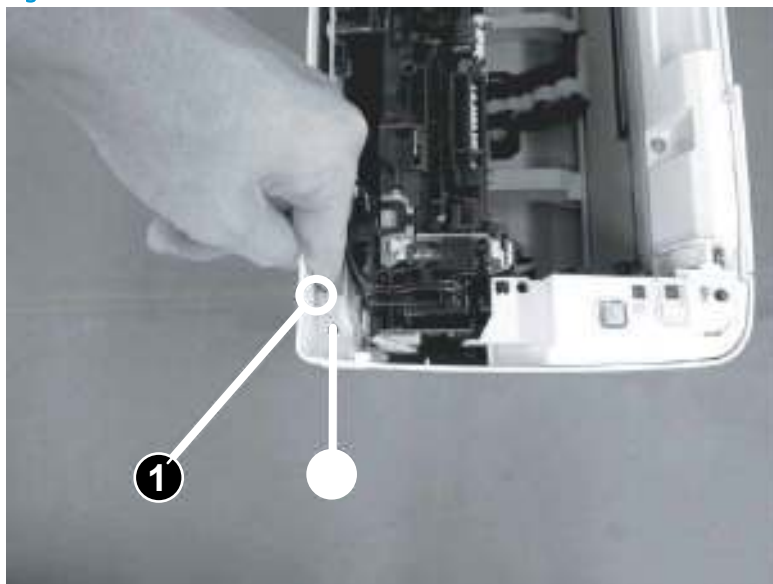
### Step 2: Remove the formatter cover (M14-M17)

- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

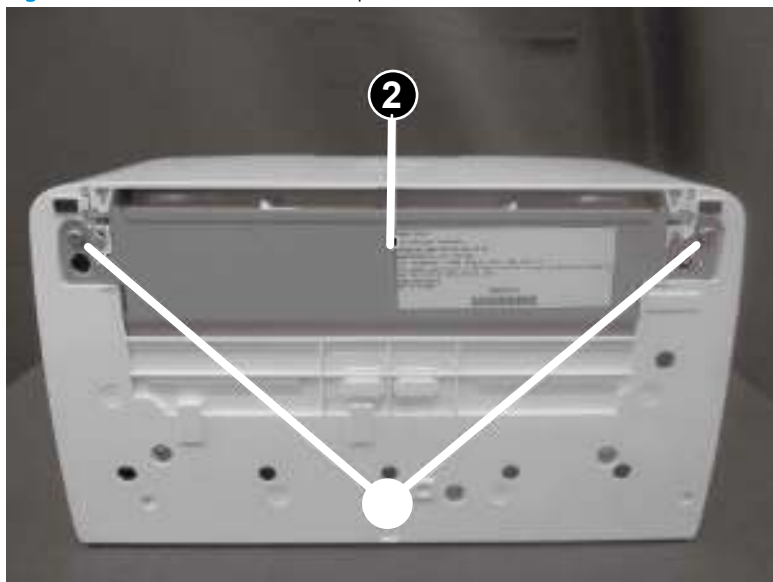
Figure 1-316 Remove the formatter cover (M14-M17)



### Step 3: Remove the lower cover (M14-M17)

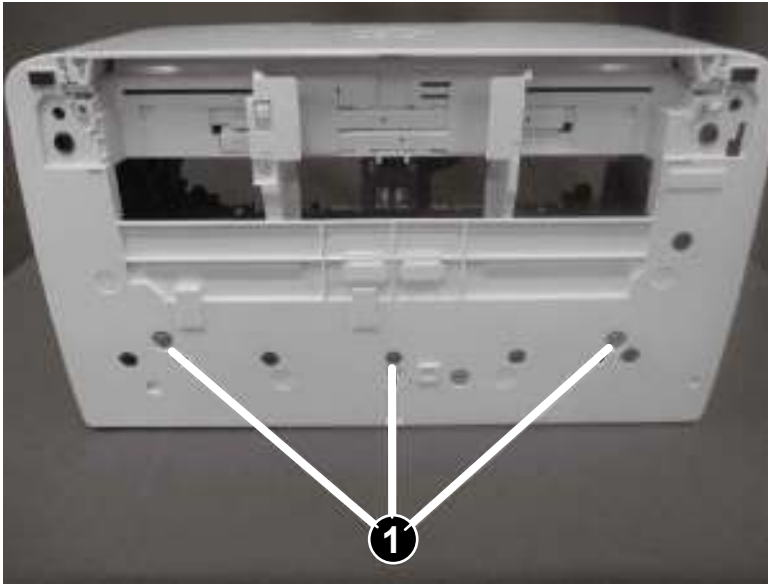
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

Figure 1-317 Remove the lower plate



2. Remove three screws (callout 1)

**Figure 1-318** Remove the three screws



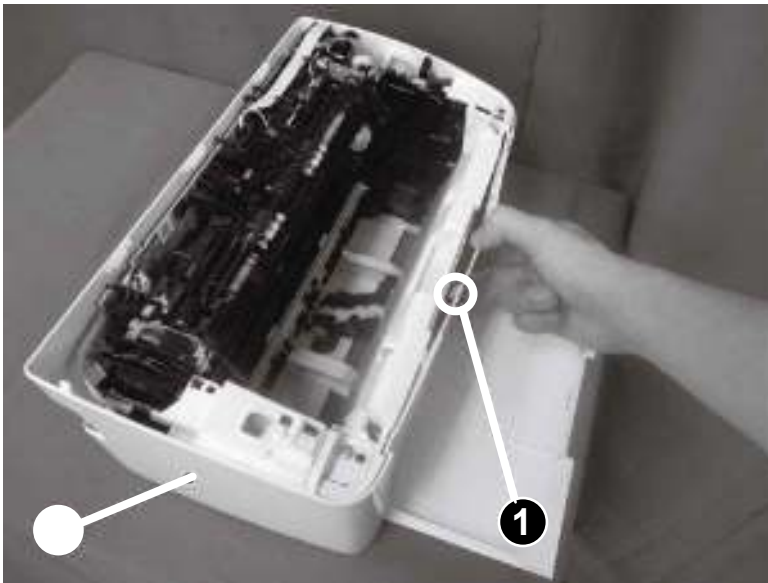
3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-319** Remove the lower cover



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

---

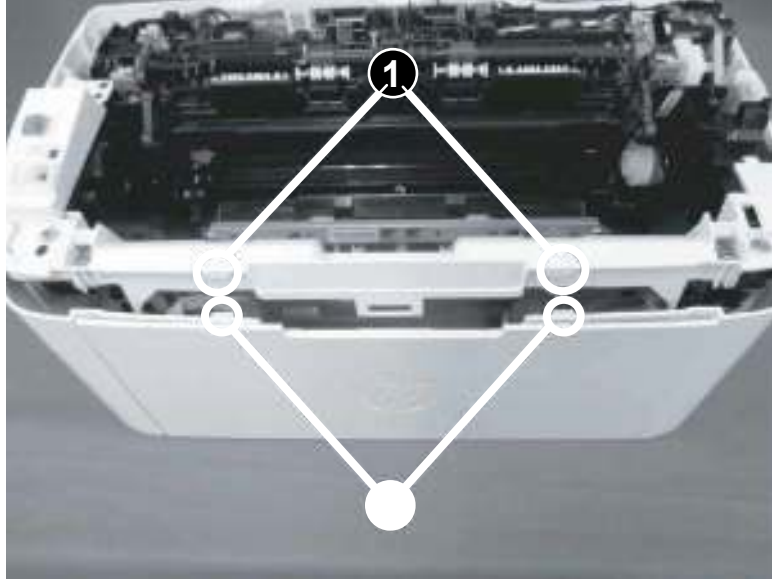
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

---

**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

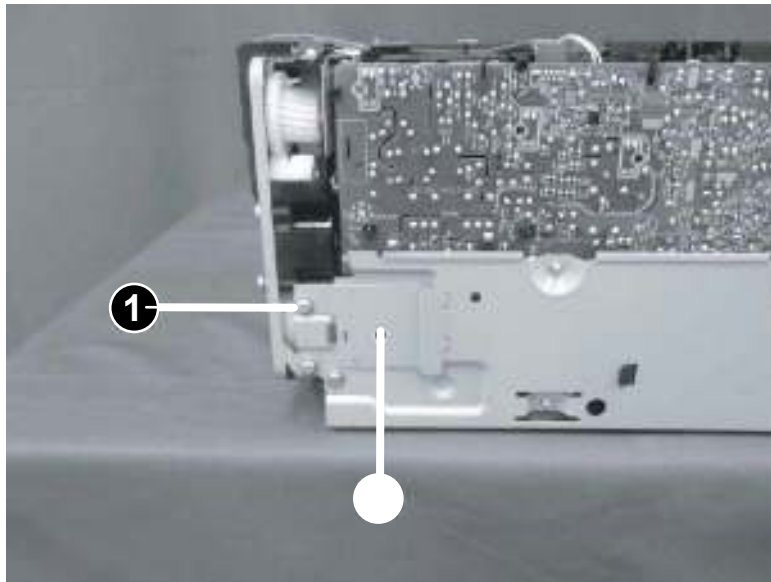
**Figure 1-320** Fit two ribs on the printer into the grooves (lower cover install)



**Step 4: Remove the engine controller assembly (M14-M17)**

1. Do the following:
  - a. Remove one screw (callout 1).
  - b. Remove the motor shield plate (callout 2).

**Figure 1-321** Remove the motor shield plate

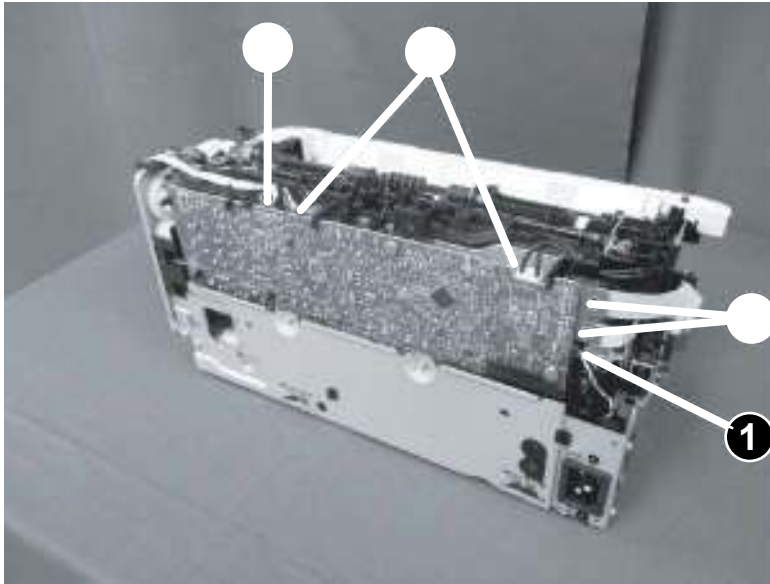


2. Do the following:
  - a. Disconnect three connectors (callout 1).



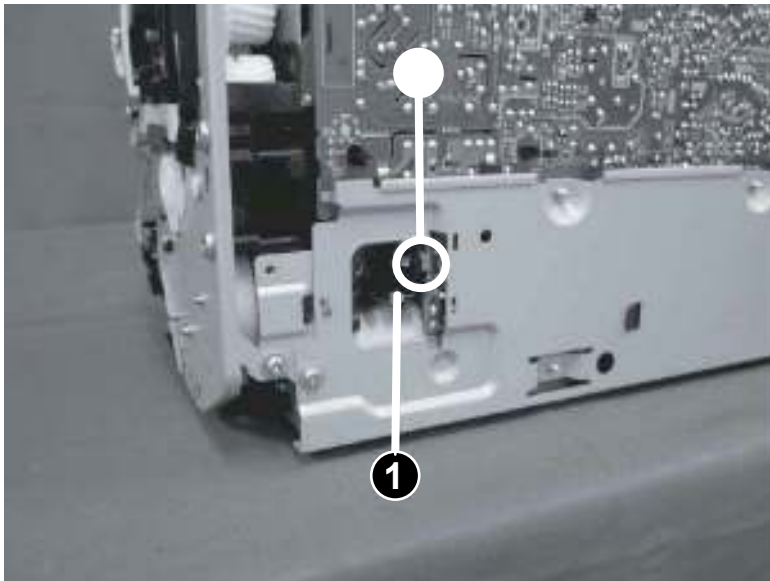
- b. Disconnect three flat flexible cables (FFCs) (callout 2).

**Figure 1-322** Disconnect connectors and FFCs



- 3. Do the following:
  - a. Slide the lever (callout 1) towards the left side.
  - b. Disconnect one connector (callout 2).


**Figure 1-323** Release the lever and disconnect the connector



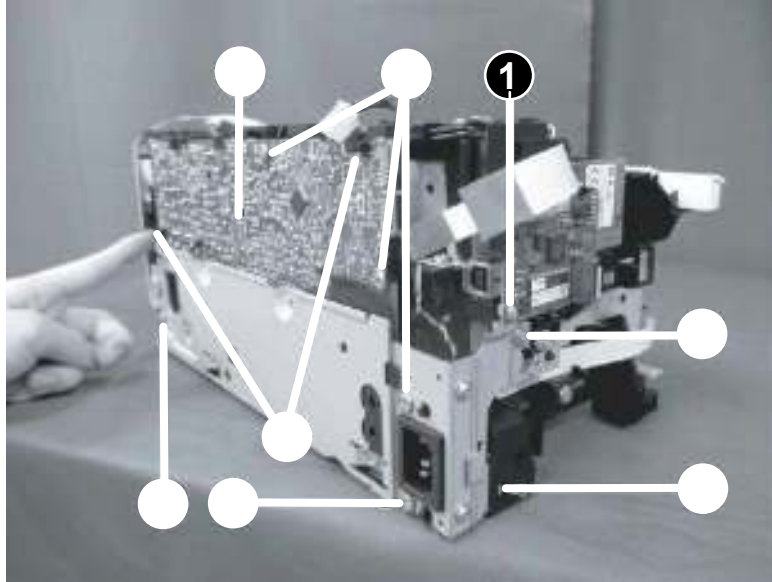
- 4. Do the following:
  - a. Remove one screw (M2.6; callout 1).
  - b. Remove two screws (M3; callout 2).
  - c. Remove four screws (M4; callout 3).



- d. Release three tabs (callout 4).
- e. Remove the engine controller assembly (callout 5).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-324** Remove the engine controller assembly



- 5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

**Special installation instructions: Engine controller assembly**

- ▲ Make sure that the spring (callout 1) is installed in the holder (callout 2).


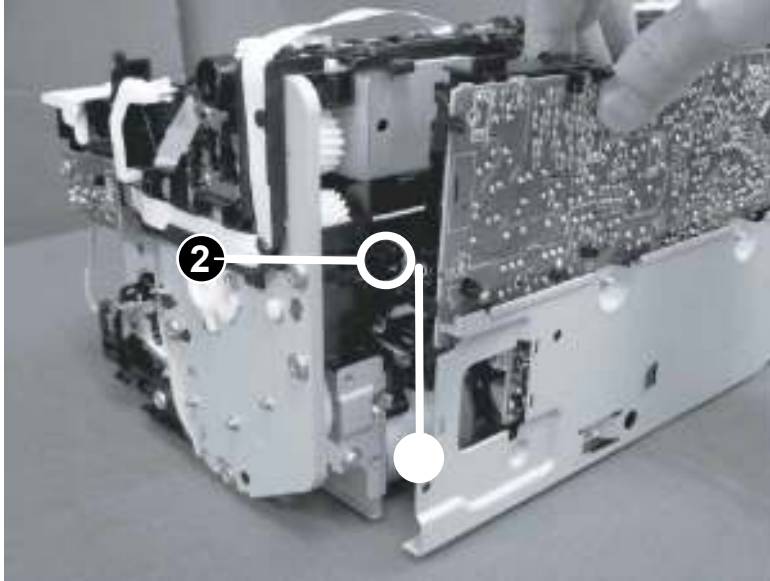
 **CAUTION:** The spring must not be deformed when installing the engine controller assembly.

Figure 1-325 Check the spring



#### Step 5: Unpack the replacement assembly

1. Dispose of the defective part.



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

[www.hp.com/recycle](http://www.hp.com/recycle)



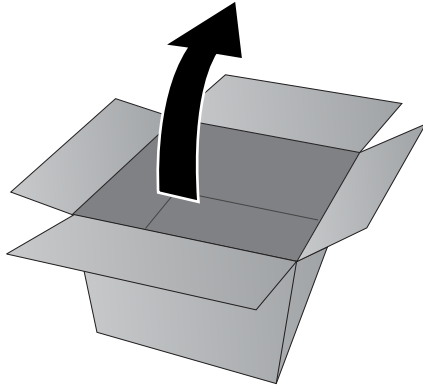
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Engine controller assembly (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the formatter \(MFP M28-M31\)](#)
- [Step 3: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 4: Remove the top cover \(MFP M28-M31\)](#)
- [Step 5: Remove the lower cover \(MFP M28-M31\)](#)
- [Step 6: Remove the engine controller assembly \(MFP M28-M31\)](#)
- [Step 7: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the engine controller assembly (MFP M28-M317).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Engine controller assembly (MFP M28-M31) part number	
RM3-7396-000CN	Engine controller assembly (110-127V; MFP M28-M31)
RM3-7397-000CN	Engine controller assembly (220-240V; MFP M28-M31)
RM3-7398-000CN	Engine controller assembly (EM model 220-240V; MFP M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip

### After performing service

- Turn the printer power on.


### Post service test

Send a job to the printer, and then verify that print quality is acceptable.

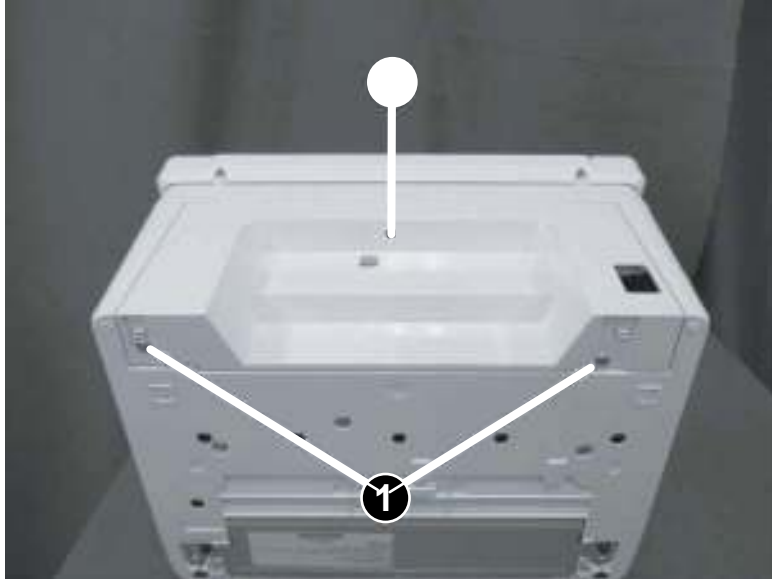
### Step 1: Remove the formatter cover (MFP M28-M31)

- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-326** Remove the formatter cover (MFP M28-M31)



**Step 2: Remove the formatter (MFP M28-M31)**

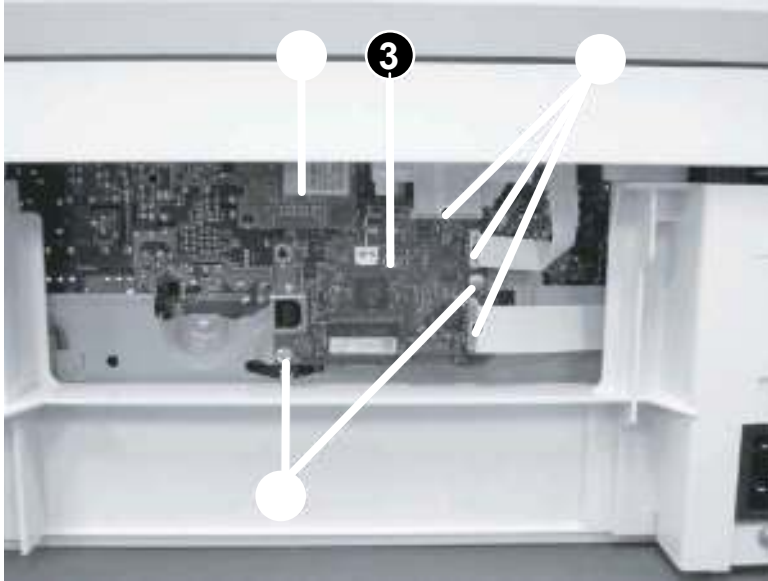
- ▲ Do the following:
  - a. Disconnect three flat flexible cables (FFCs) (callout 1).
  - b. Remove two screws (callout 2).

- c. Remove the formatter (callout 3).


 **Reinstallation tip:** After removing the formatter, remove the wireless PCA (callout 4), and then install it on the replacement formatter.

Reverse the removal steps to install the assembly.

**Figure 1-327** Remove the formatter (MFP M28-M31)

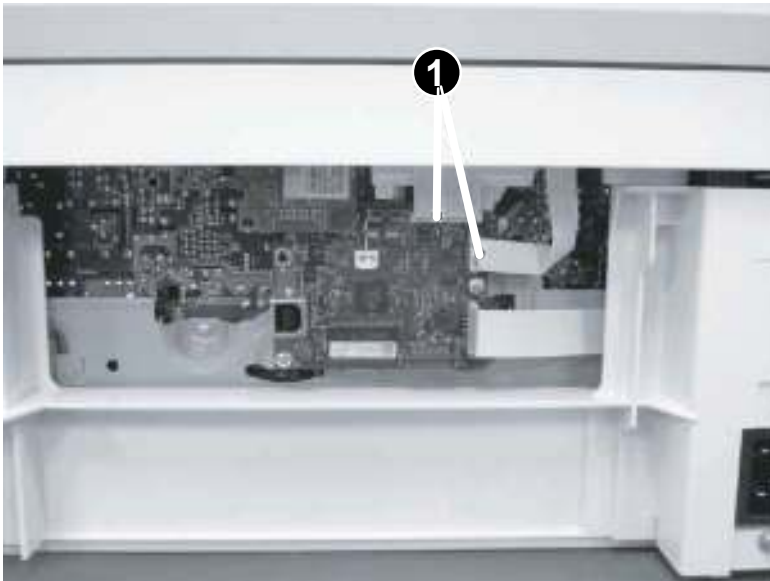


### Step 3: Remove the image scanner (MFP M28-M31)

 **IMPORTANT:** Since the formatter is previously removed, skip Step 1 in the following task to remove the image scanner.

1. Disconnect two flat flexible cables (FFCs) (callout 1).

**Figure 1-328** Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

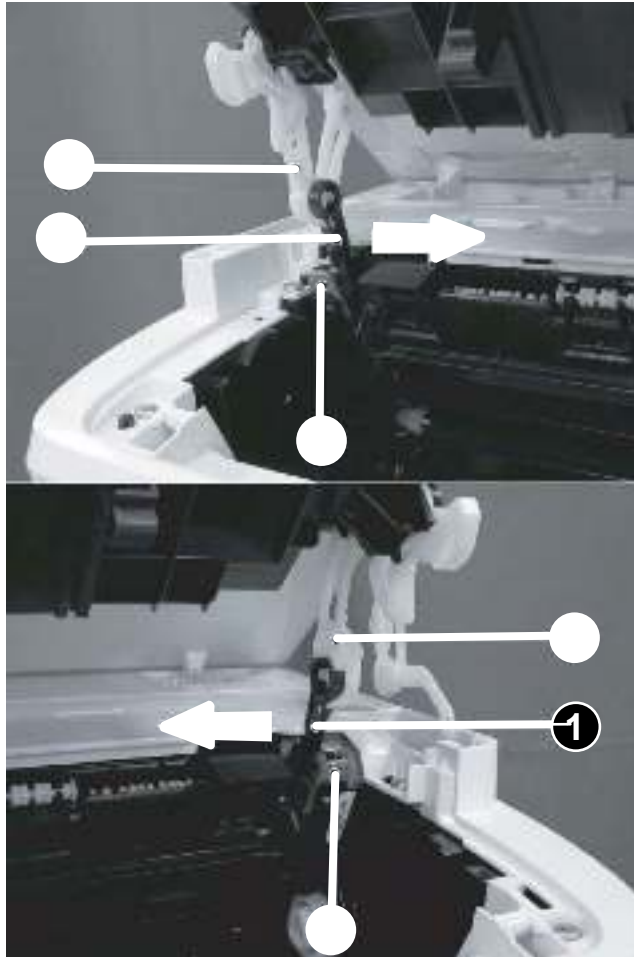
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

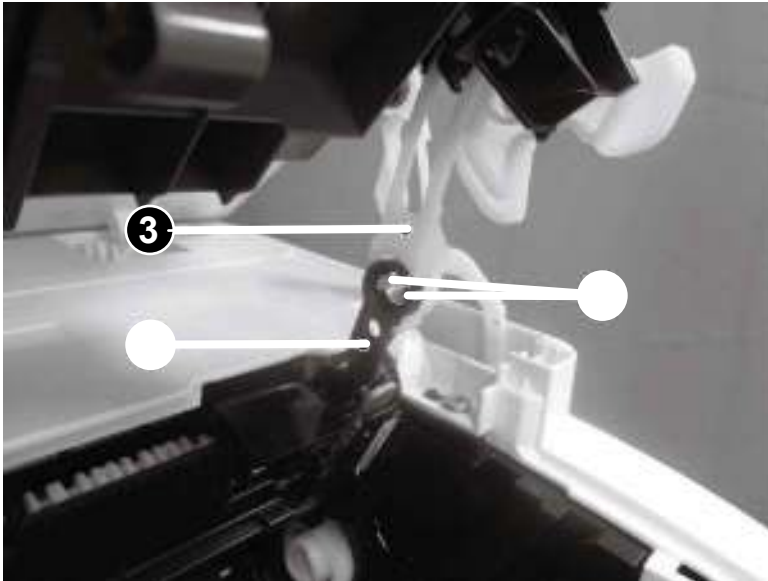
---

Figure 1-329 Special disassembly instructions



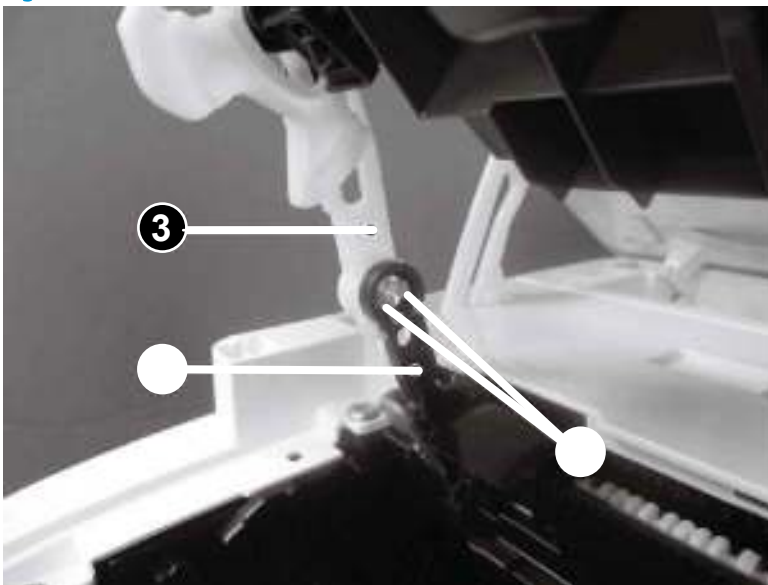
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-330** Remove the link arm



4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

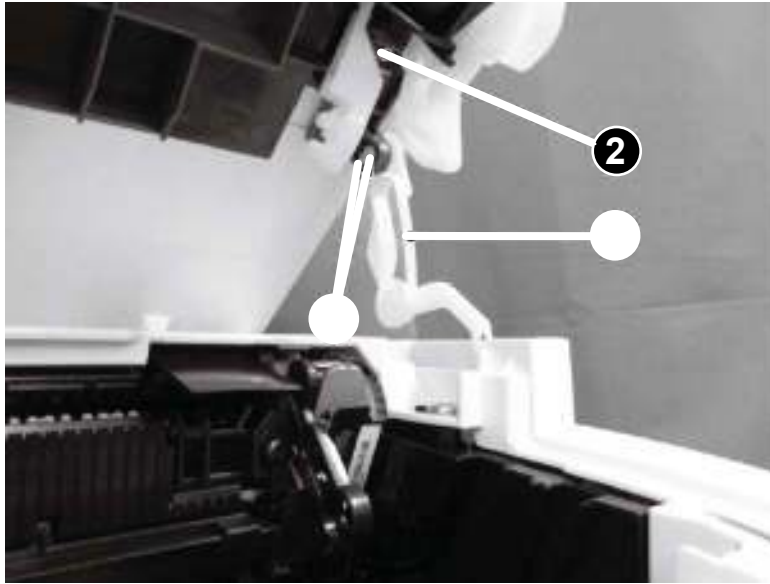
**Figure 1-331** Remove the link arm





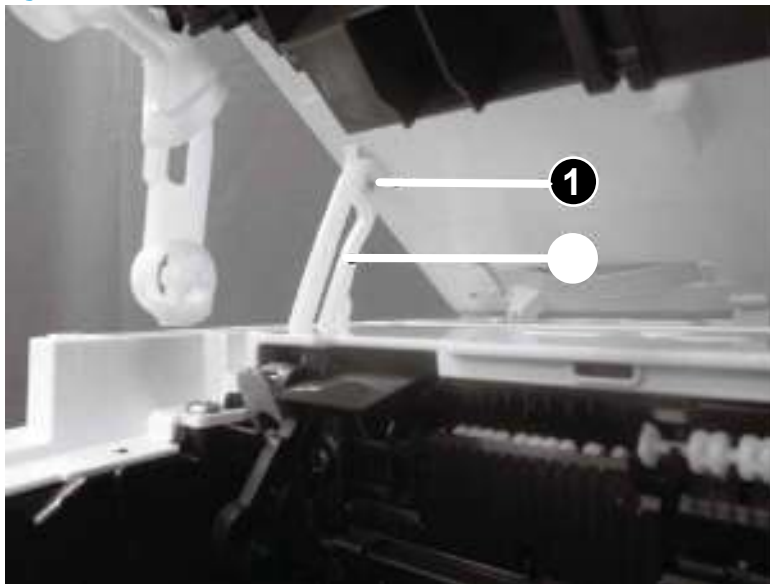
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

Figure 1-332 Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

Figure 1-333 Remove the link arm



7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-334** Remove the image scanner



8. For a replacement image scanner, do the following:

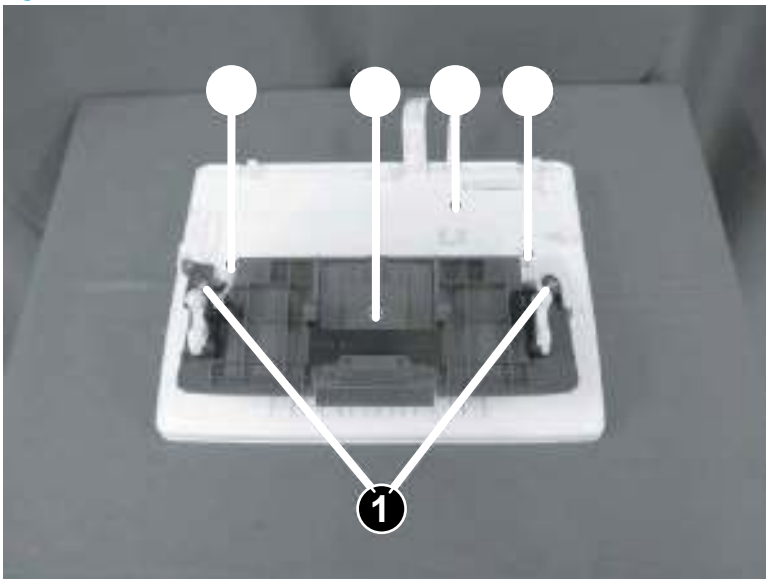
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.

---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).

**Figure 1-335** Remove the cartridge door



#### Step 4: Remove the top cover (MFP M28-M31)

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


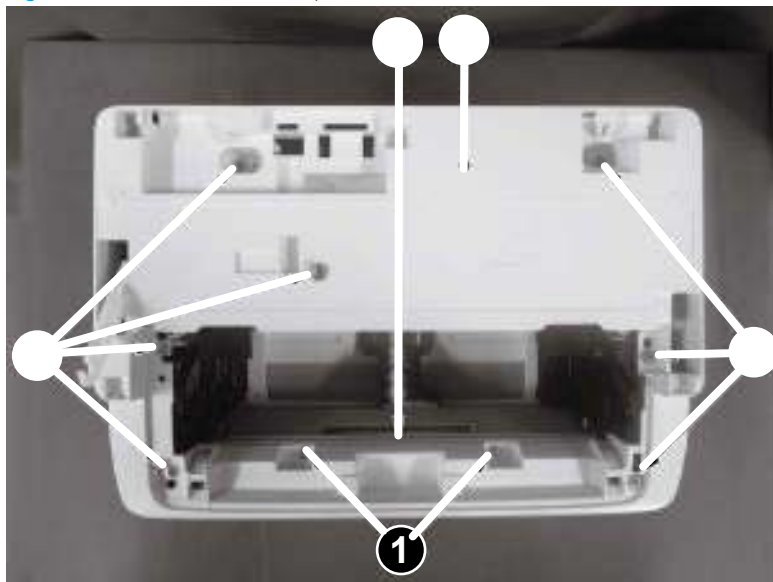

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-336 Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

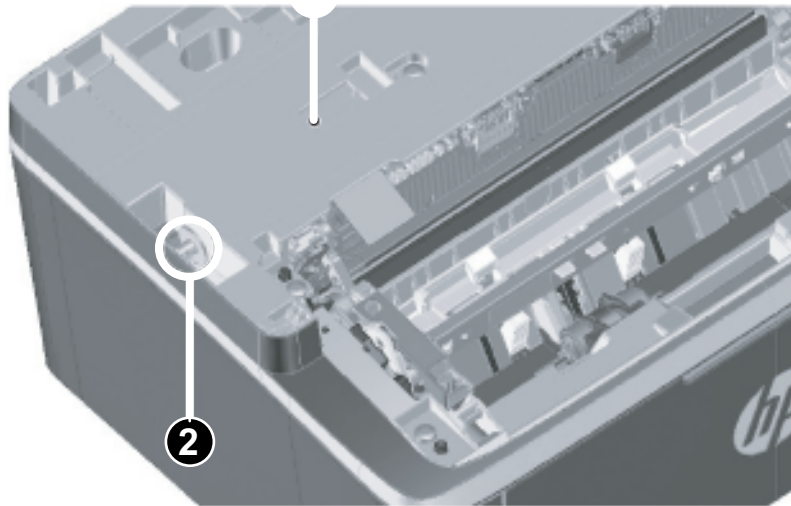
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

 **TIP:** If the top cover is removed to access other assemblies, skip this step.

#### Special installation instructions: Top cover

- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.

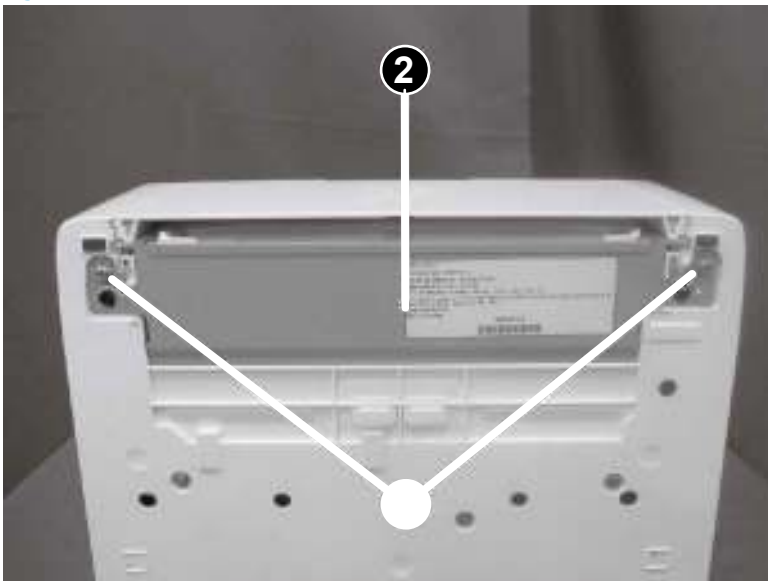
Figure 1-337 Install the pad



Step 5: Remove the lower cover (MFP M28-M31)

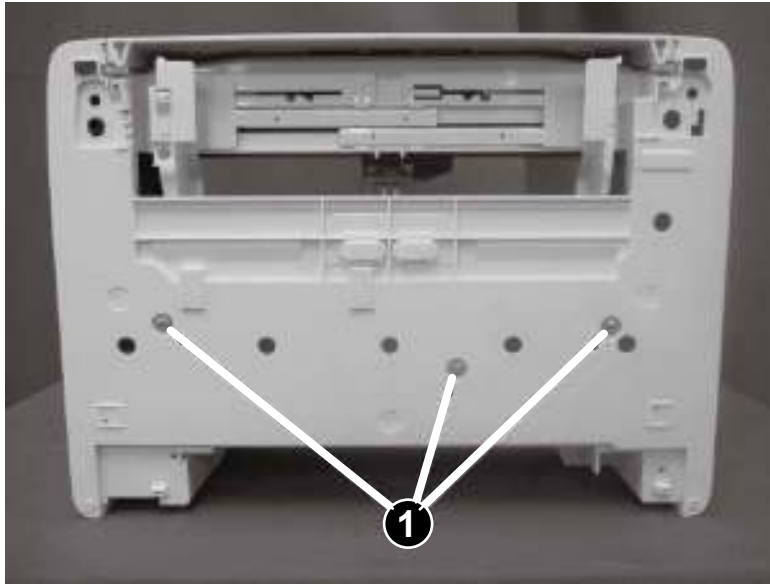
1. Position the printer rear side down, remove two screws (callout 1), and then remove the lower plate (callout 2)

Figure 1-338 Remove the lower plate




2. Remove three screws (callout 1).

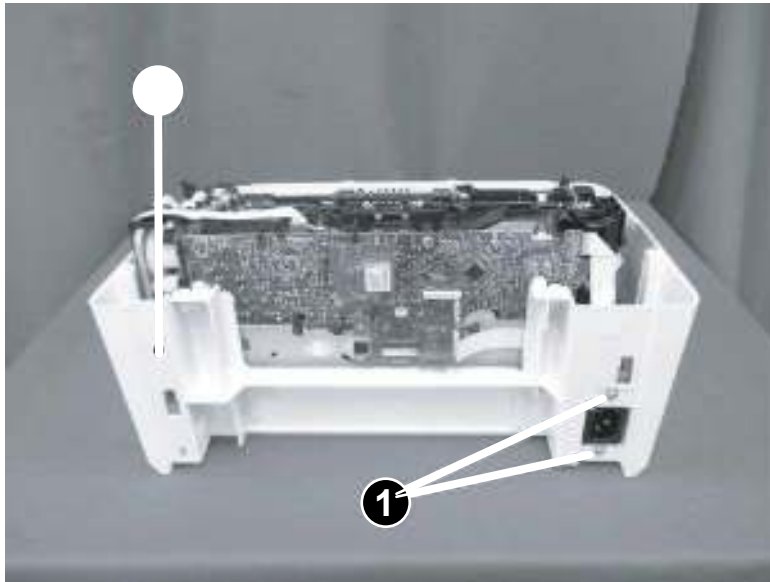
**Figure 1-339** Remove three screws



3. Remove two screws (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

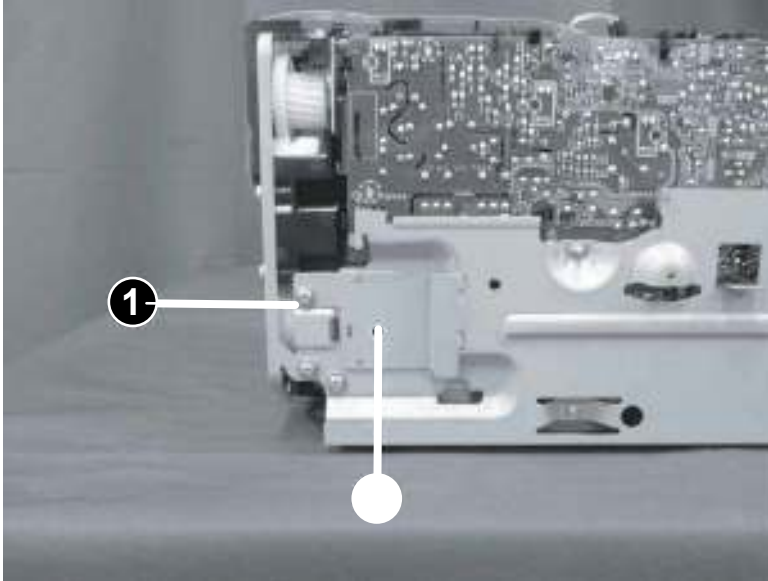
**Figure 1-340** Remove the lower cover



#### Step 6: Remove the engine controller assembly (MFP M28-M31)

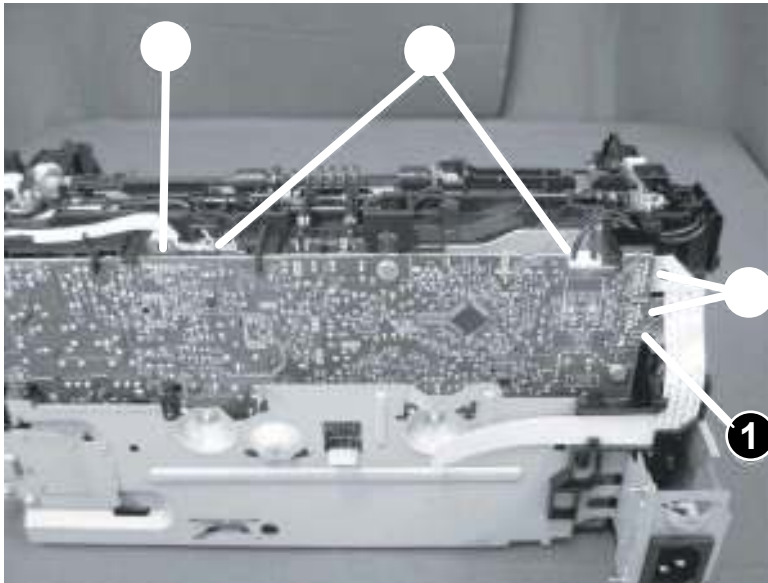
1. Do the following:
  - a. Remove one screw (callout 1).
  - b. Remove the motor shield plate (callout 2).

**Figure 1-341** Remove the motor shield plate



2. Do the following:
  - a. Disconnect three connectors (callout 1).
  - b. Disconnect three flat flexible cables (FFCs) (callout 2).

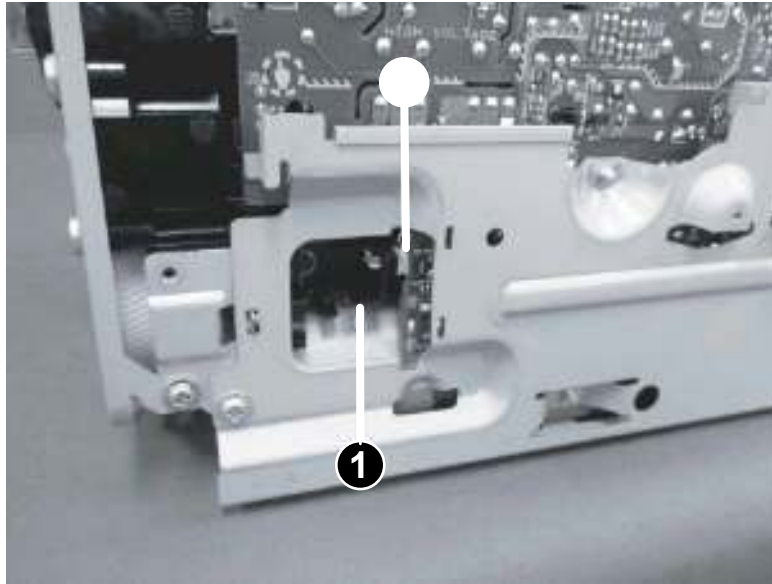
**Figure 1-342** Disconnect connectors and FFCs




3. Do the following:
  - a. Slide the lever (callout 1) towards the left side.

- b. Disconnect one connector (callout 2).

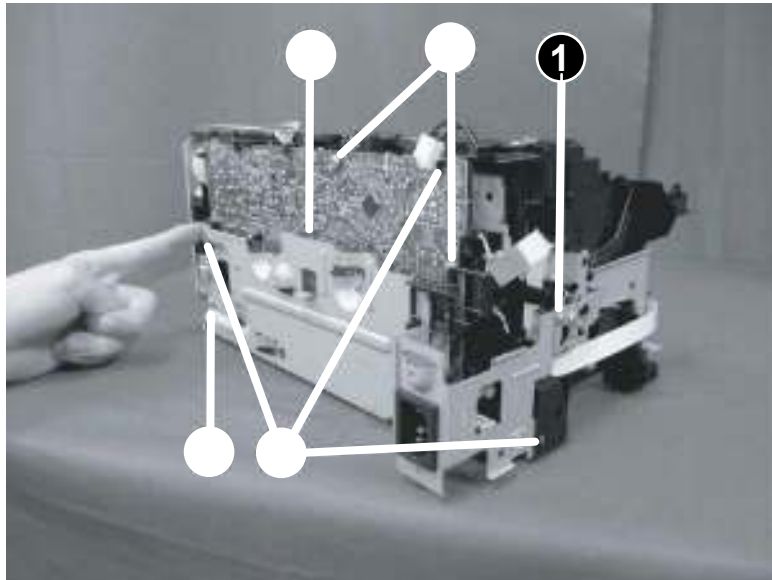
**Figure 1-343** Release the lever and disconnect the connector



- 4. Do the following:
  - a. Remove two screws (M3; callout 1).
  - b. Remove two screws (M4; callout 2).
  - c. Release three tabs (callout 3).
  - d. Remove the engine controller assembly (callout 4).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-344** Remove the engine controller assembly



- 5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

---


 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

---

Special installation instructions: Engine controller assembly

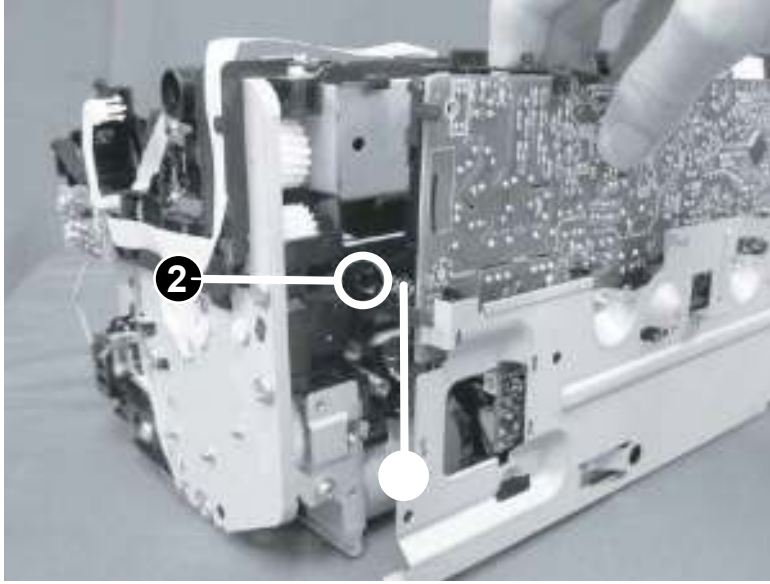
- ▲ Make sure that the spring (callout 1) is installed in the holder (callout 2).

---

 **CAUTION:** The spring must not be deformed when installing the engine controller assembly.

---

Figure 1-345 Check the spring



Step 7: Unpack the replacement assembly

1. Dispose of the defective part.

---

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

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[www.hp.com/recycle](http://www.hp.com/recycle)

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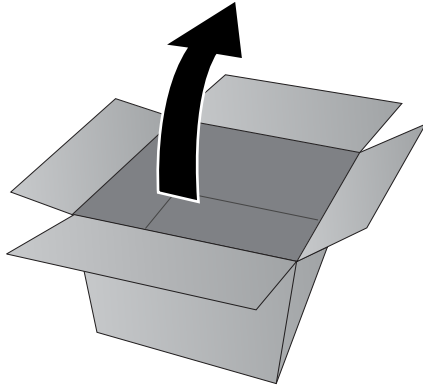
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Door switch and flat flexible cable

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 5: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 6: Remove the top cover \(MFP M28-M31\)](#)
- [Step 7: Remove the lower cover \(MFP M28-M31\)](#)
- [Step 8: Remove the door switch and FFC](#)
- [Step 9: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the door switch and flat flexible cable (FFC).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Door switch and door switch FFC part numbers	
RM3-7169-000CN	Door switch
RK2-9877-000 CN	FFC, door switch

### Required tools

- #2 Phillips screwdriver with a magnetic tip


### After performing service

- Turn the printer power on.

### Post service test

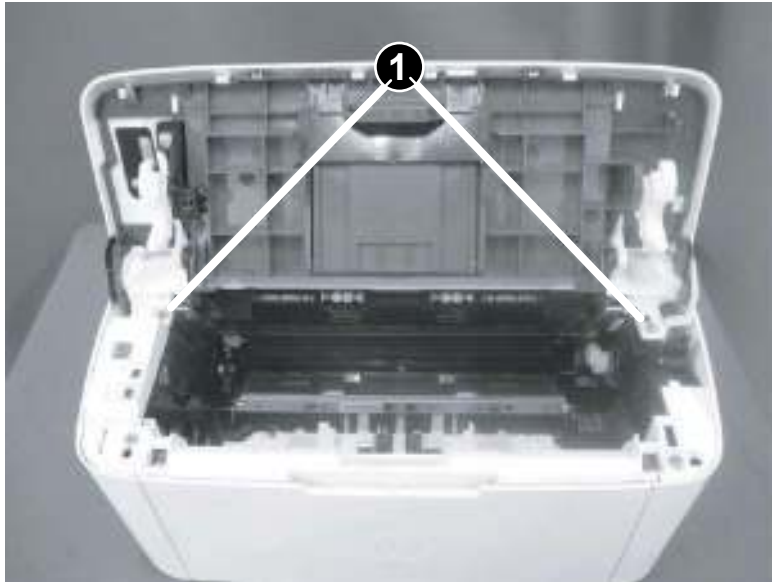
No post service test is available for this assembly.

### Step 1: Remove the cartridge door (M14-M17)

 **NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 284.](#)

1. Open the cartridge door, and then remove two screws (callout 1).

**Figure 1-346** Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

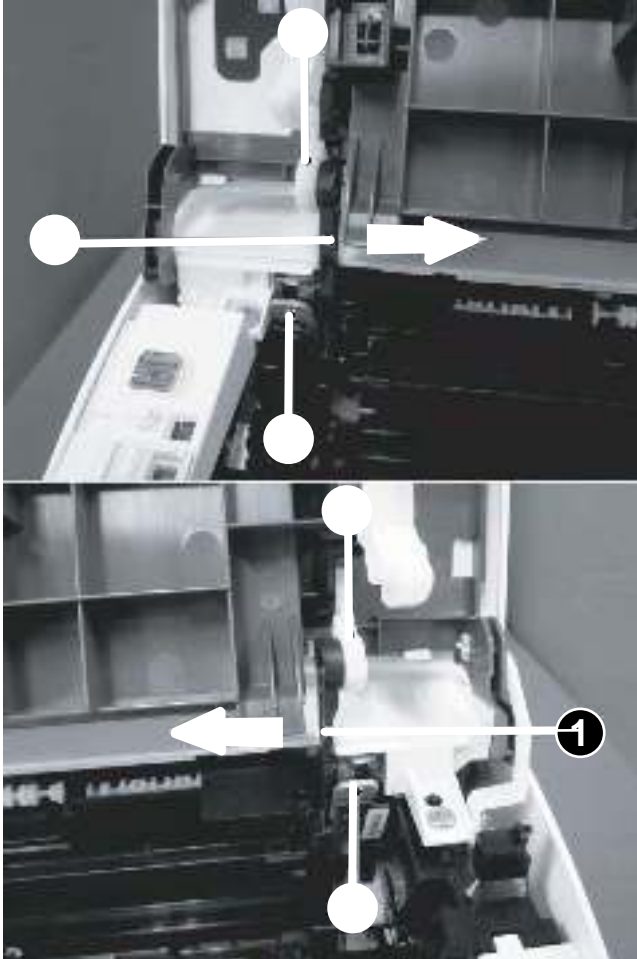
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

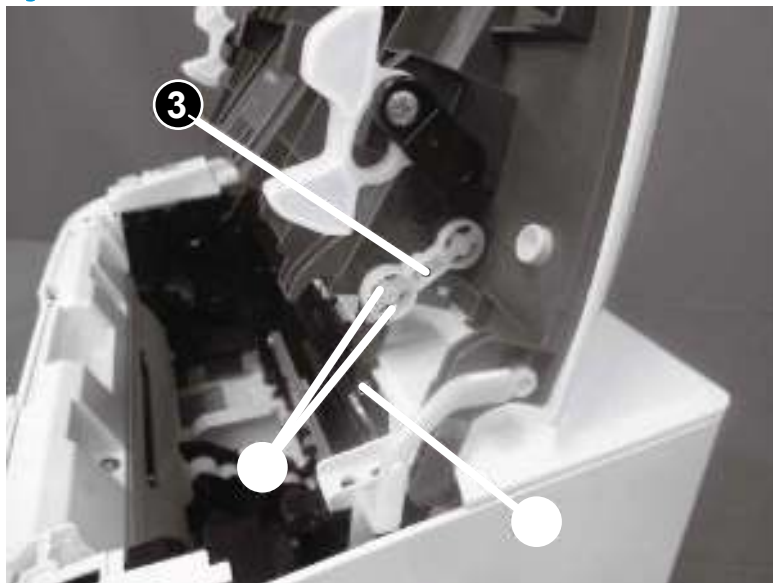
---

**Figure 1-347** Special disassembly instructions



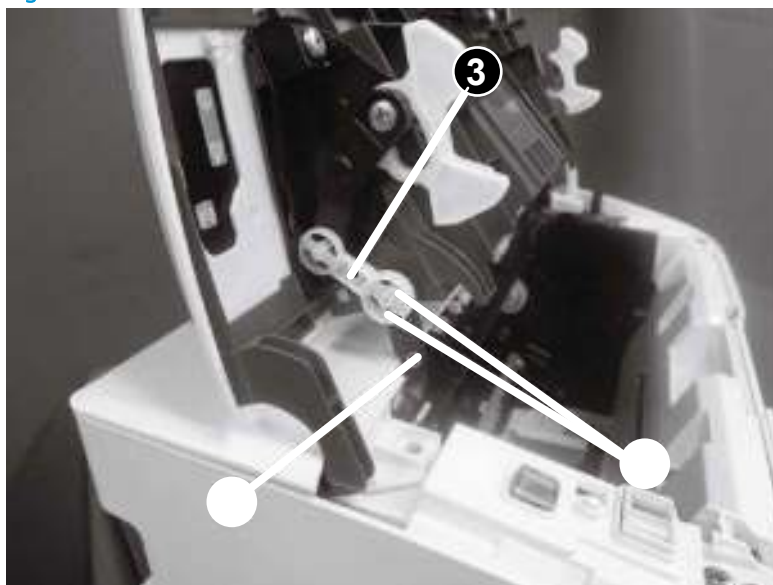
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-348 Remove the link arm



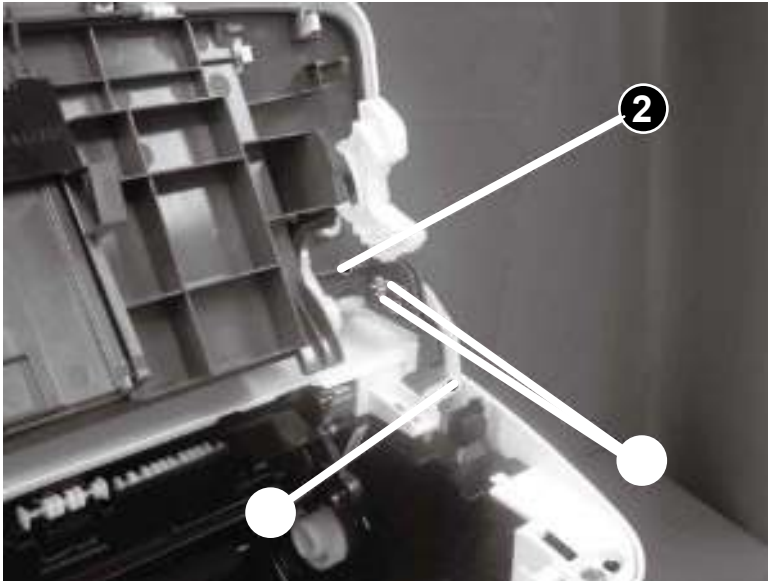
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-349 Remove the link arm




5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-350** Remove the link arm

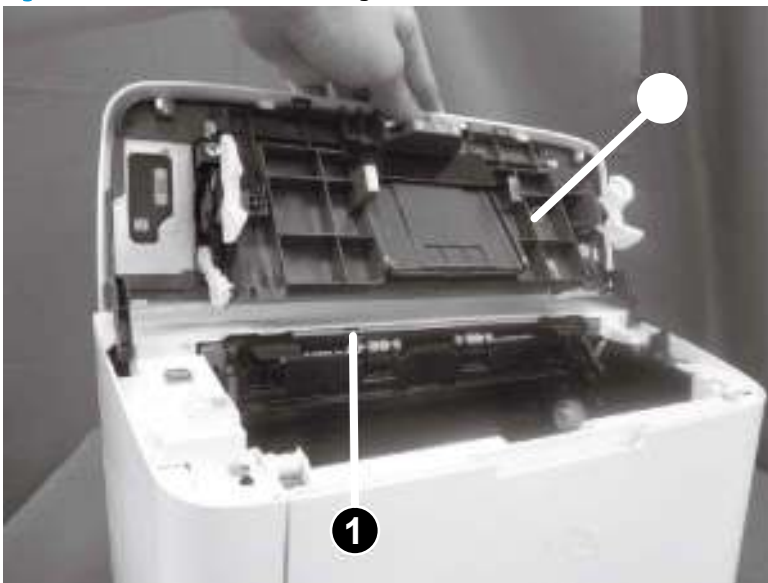


6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

 **NOTE:** If the cartridge door is removed to access other assembly, stop at this step.

 **Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-351** Remove the cartridge door

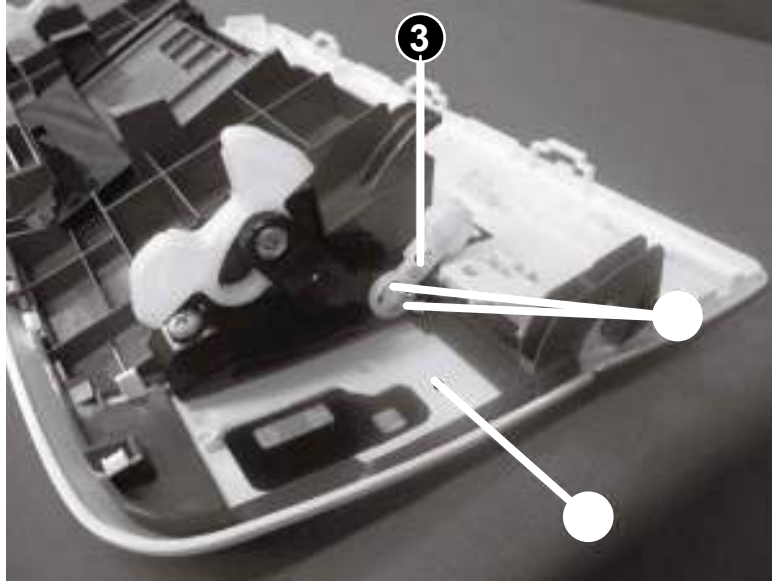


7. **Optional step:** If a replacement cartridge door is being installed, do the following:

 **NOTE:** Install the link arms on the replacement door.

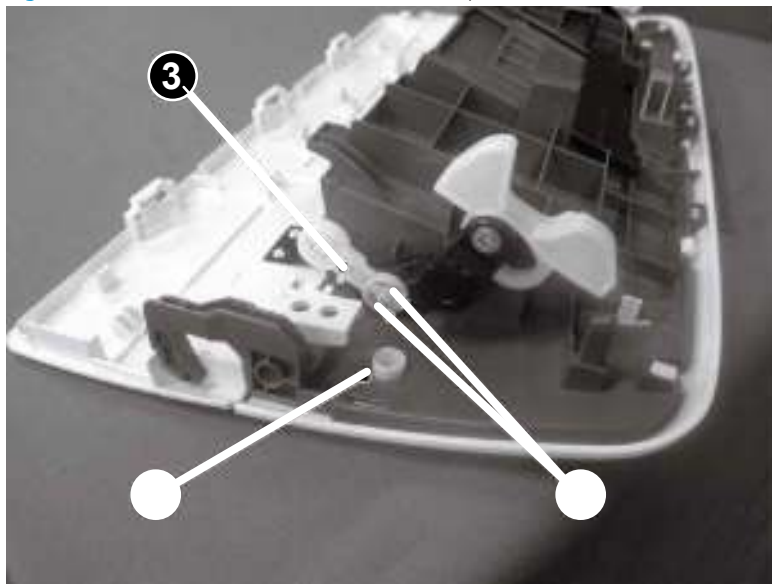
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-352** Install the link arms on the replacement door




- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-353** Install the link arms on the replacement door




## Step 2: Remove the formatter cover (M14-M17)

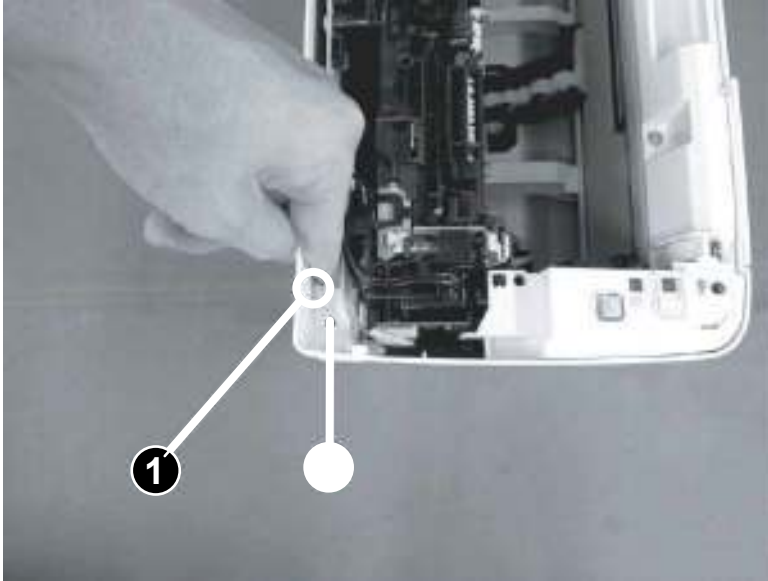
 **NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 284.](#)

- ▲ Position the printer front side down.


Release one tab (callout 1), and then remove the formatter cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-354** Remove the formatter cover (M14-M17)

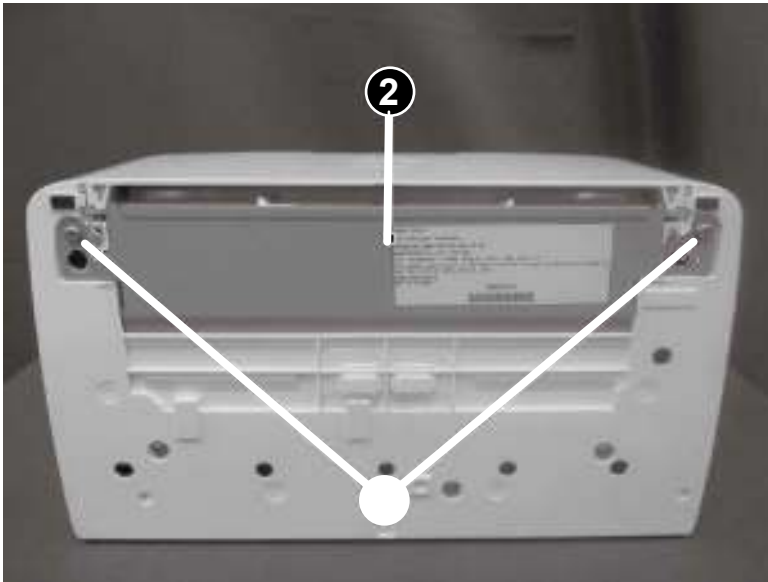


### Step 3: Remove the lower cover (M14-M17)

 **NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 284](#).

1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

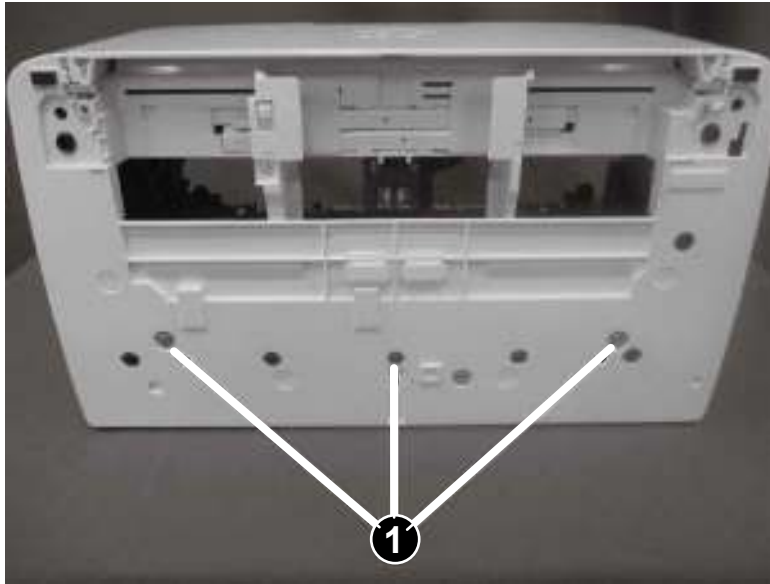
**Figure 1-355** Remove the lower plate





2. Remove three screws (callout 1)

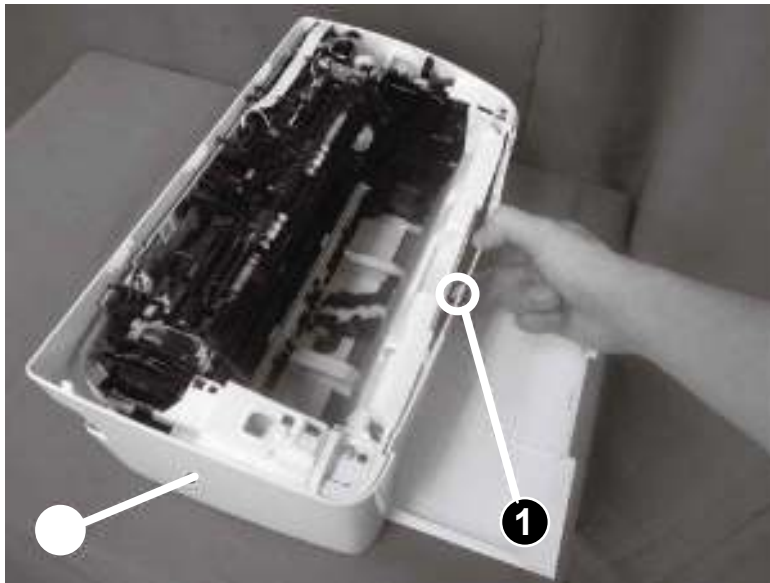
**Figure 1-356** Remove the three screws



3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-357** Remove the lower cover



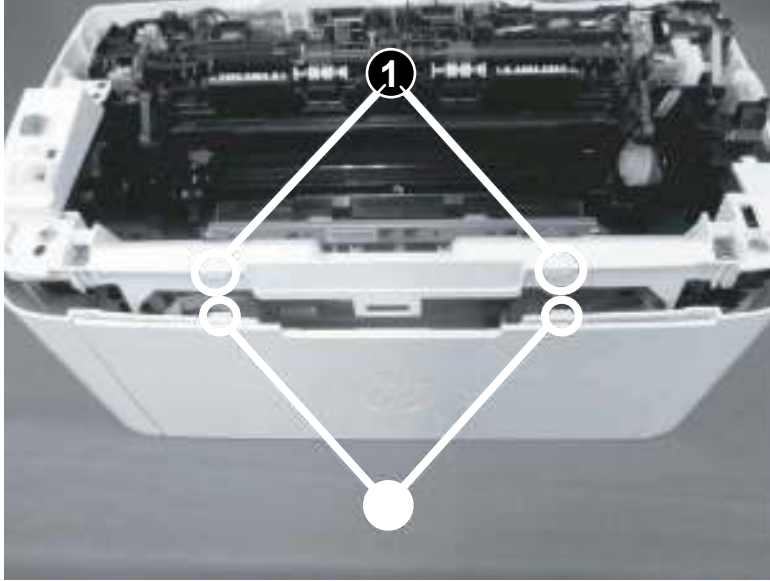
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.


**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-358** Fit two ribs on the printer into the grooves (lower cover install)




#### Step 4: Remove the formatter cover (MFP M28-M31)

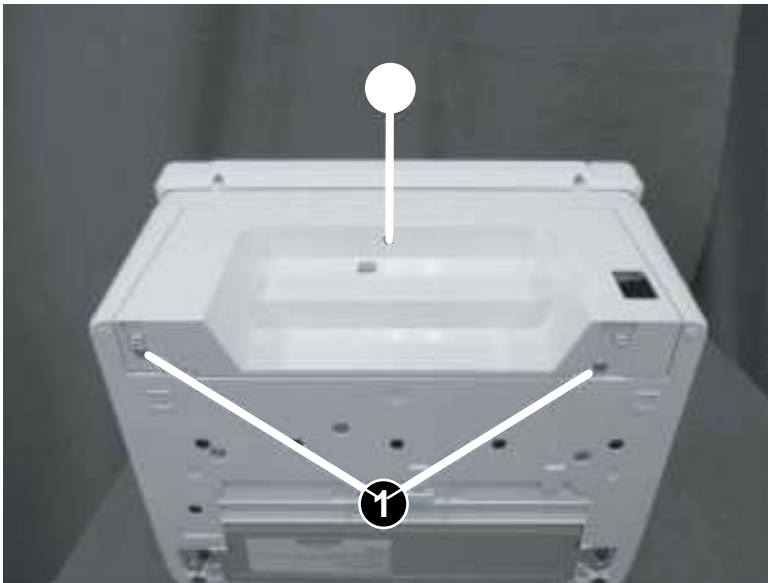
 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the laser scanner and FFC on page 158](#).

- ▲ Position the printer front side down.


Remove two screws (callout 1), and then remove the formatter cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-359** Remove the formatter cover (MFP M28-M31)

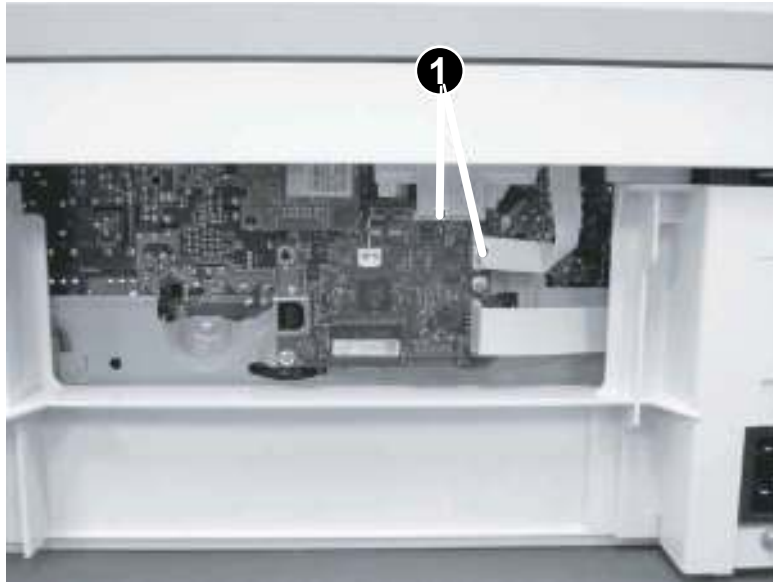


### Step 5: Remove the image scanner (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the door switch and FFC on page 292](#).

1. Disconnect two flat flexible cables (FFCs) (callout 1).

**Figure 1-360** Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

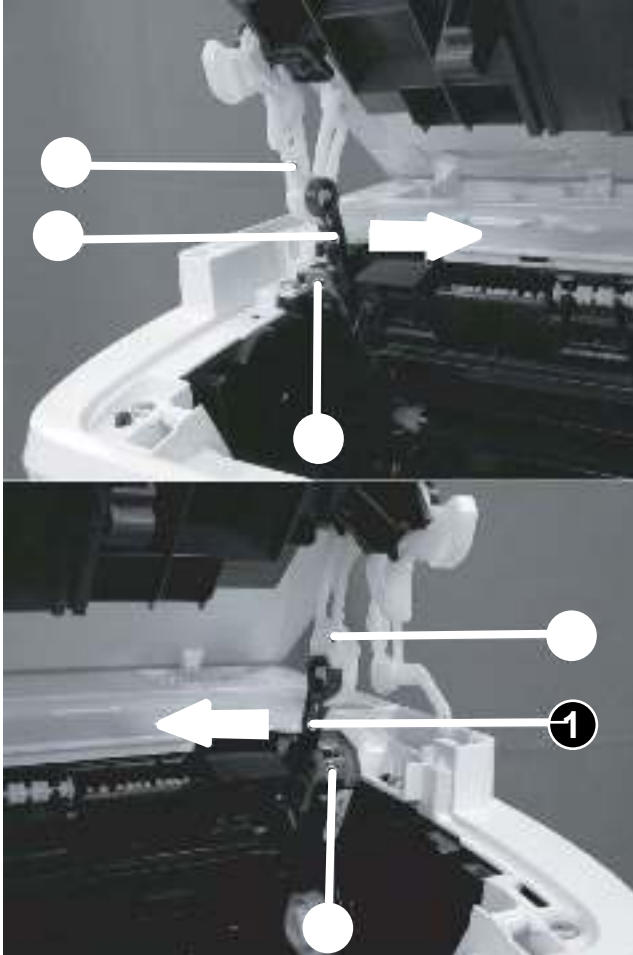
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

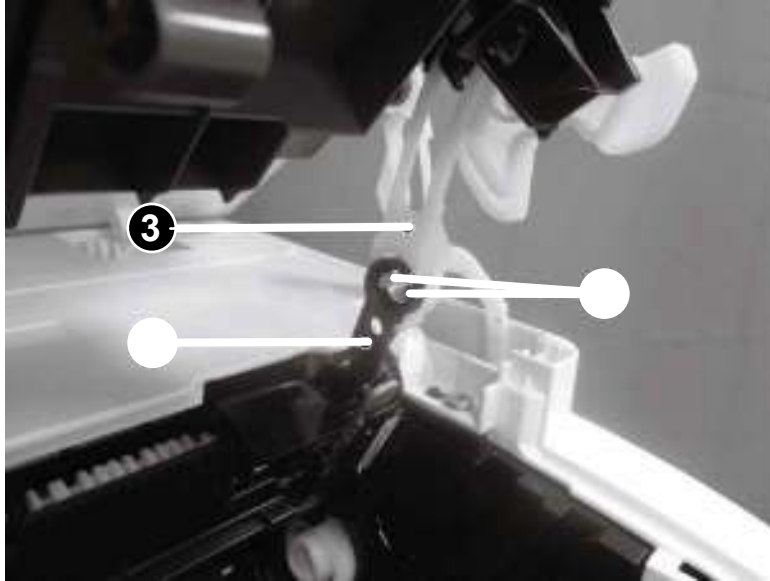
---

**Figure 1-361** Special disassembly instructions



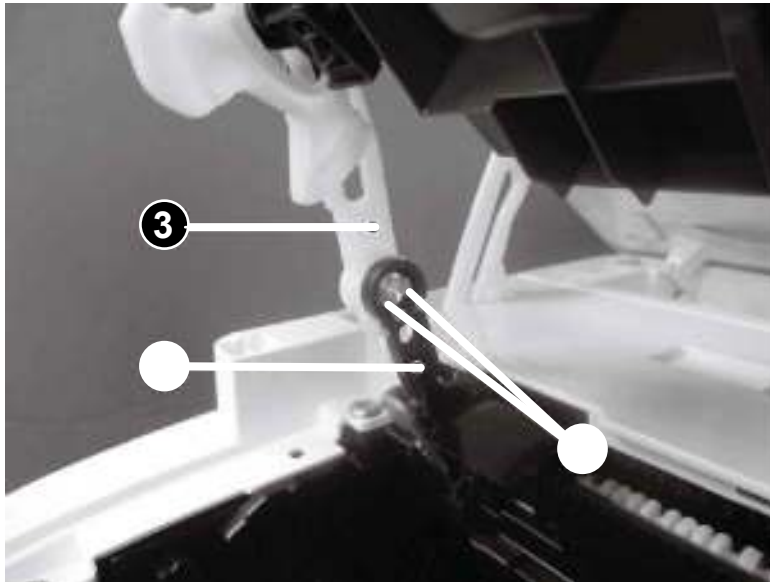
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-362 Remove the link arm



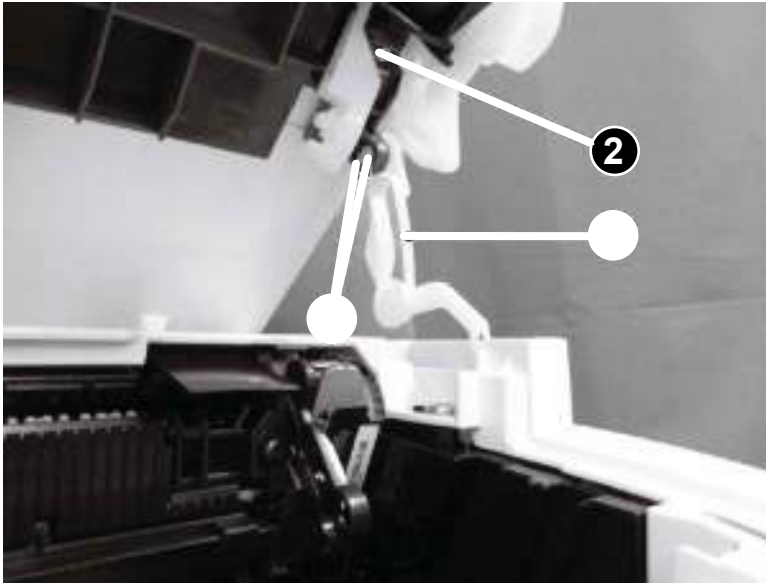
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-363 Remove the link arm



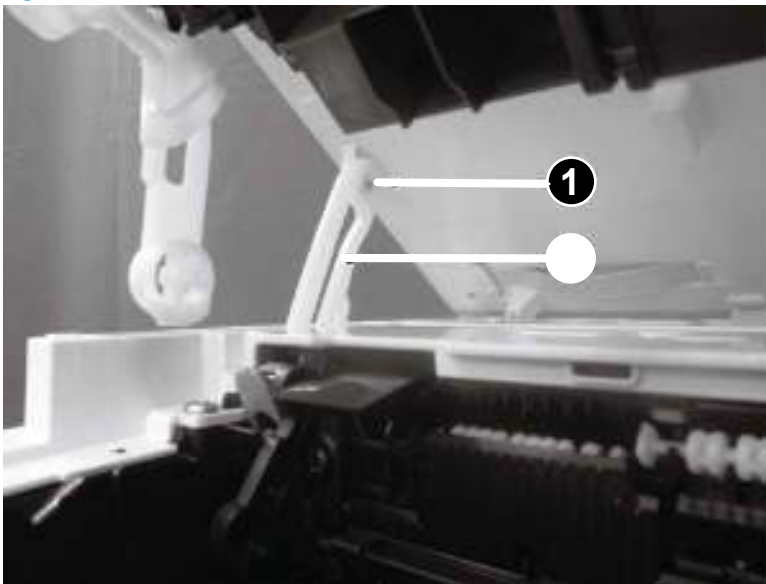
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

**Figure 1-364** Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

**Figure 1-365** Remove the link arm



7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-366** Remove the image scanner



8. For a replacement image scanner, do the following:

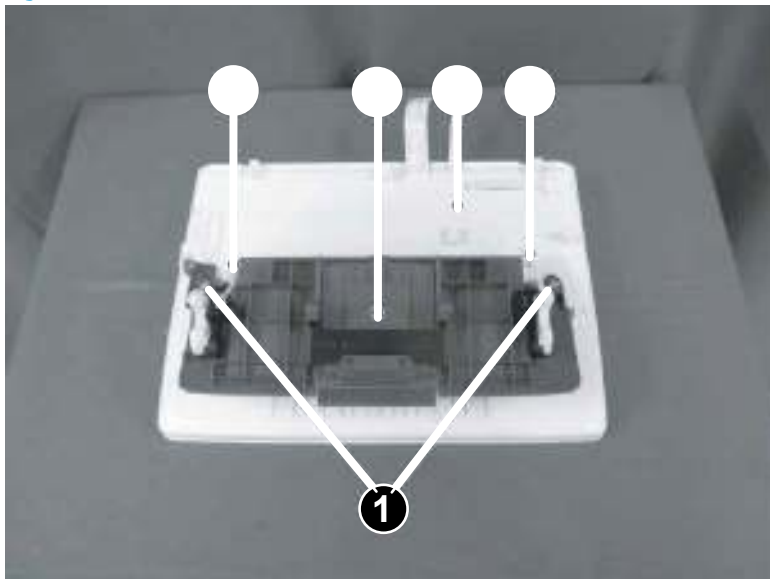
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.


---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).


**Figure 1-367** Remove the cartridge door



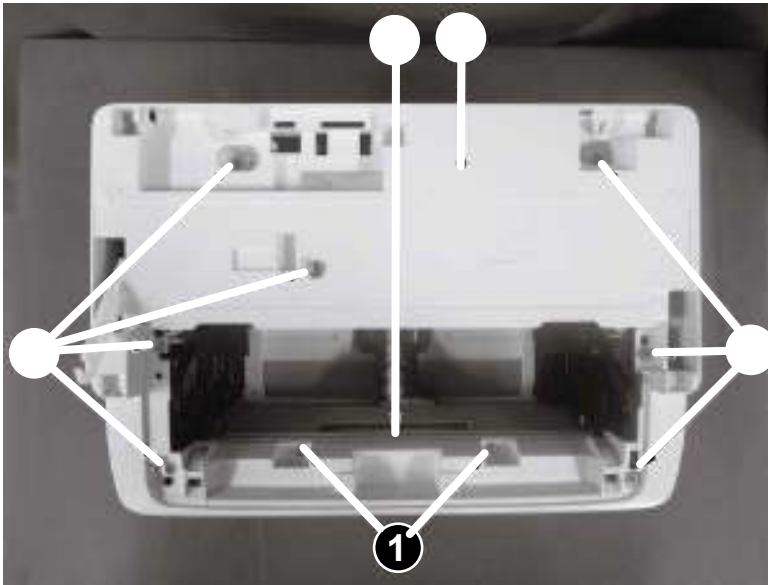
## Step 6: Remove the top cover (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the door switch and FFC on page 292](#).

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-368** Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

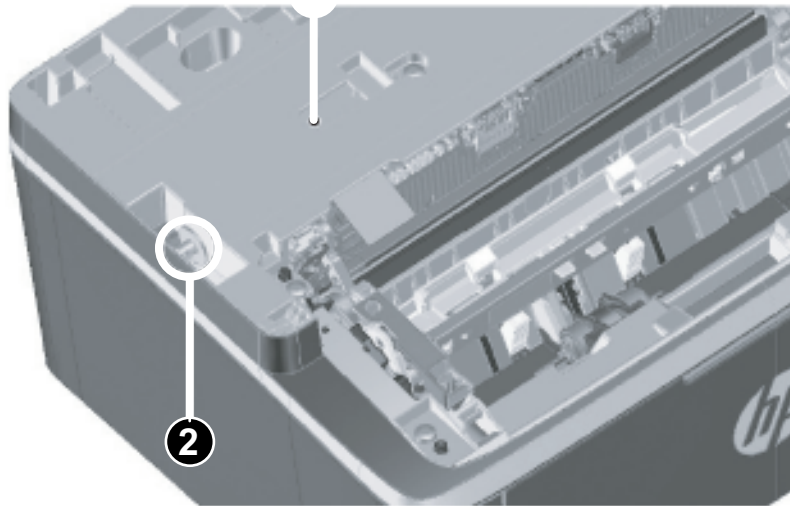
 **TIP:** If the top cover is removed to access other assemblies, skip this step.

### Special installation instructions: Top cover


- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.



Figure 1-369 Install the pad

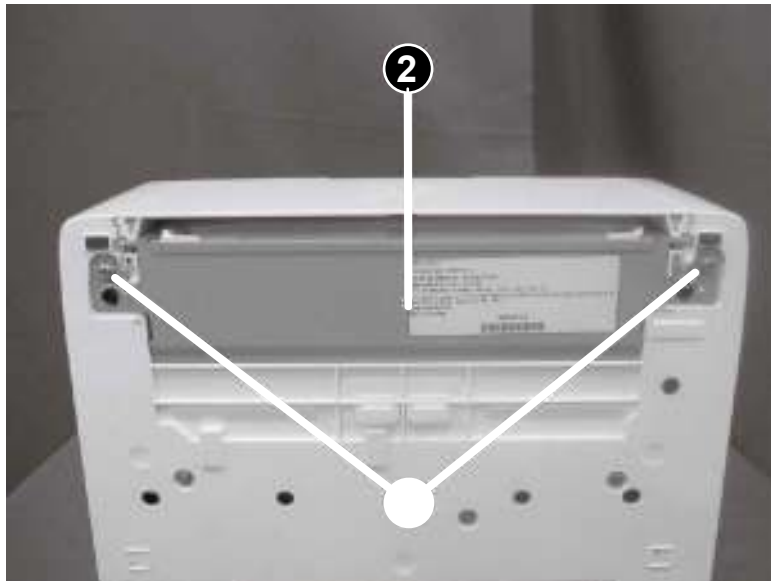


#### Step 7: Remove the lower cover (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the door switch and FFC on page 292](#).

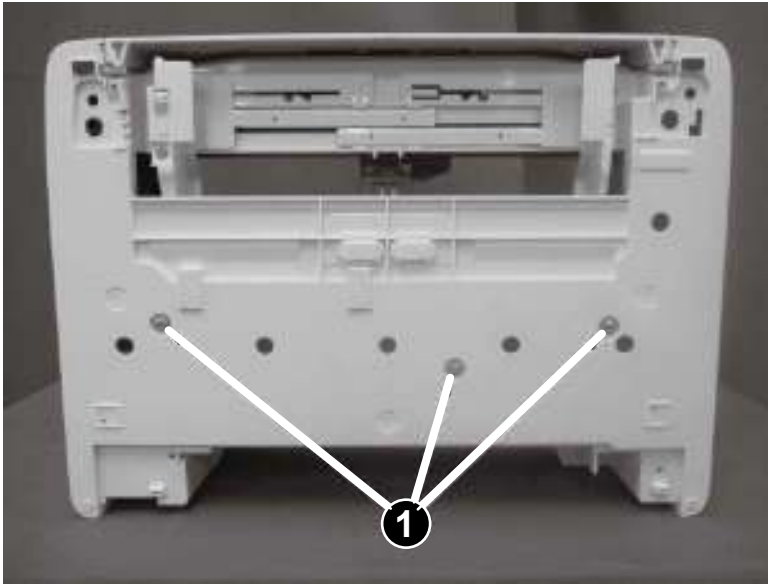
1. Position the printer rear side down, remove two screws (callout 1), and then remove the lower plate (callout 2)

Figure 1-370 Remove the lower plate




2. Remove three screws (callout 1).

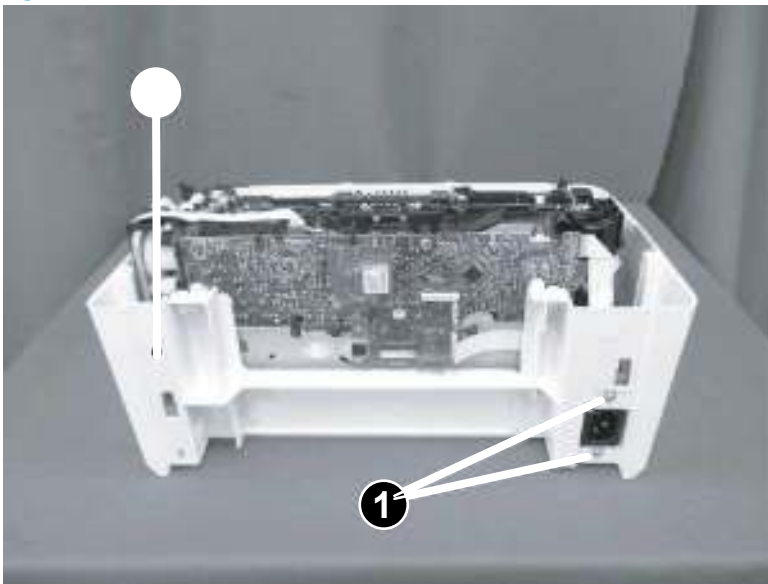
**Figure 1-371** Remove three screws



3. Remove two screws (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-372** Remove the lower cover




#### Step 8: Remove the door switch and FFC


- ▲ Do the following:
  - a. Disconnect two connectors (callout 1) and one FFC (callout 4).
  - b. Remove one screw (callout 2).

- c. Remove the door switch (callout 3).
- d. **Optional step:** Remove the door switch FFC (callout 4) if needed.

---

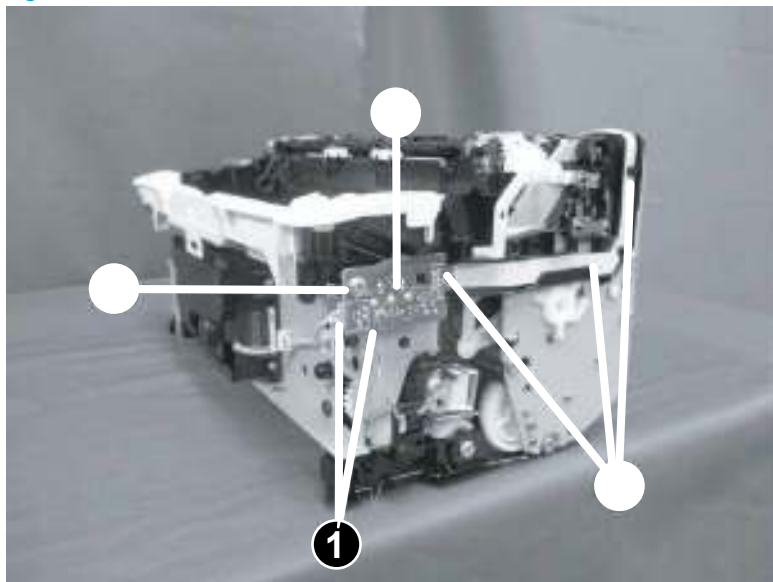
 **NOTE:** Disconnect the FFC from the engine controller assembly to replace it.

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-373** Remove the door switch and FFC



#### Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

---

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

---

[www.hp.com/recycle](http://www.hp.com/recycle)

---



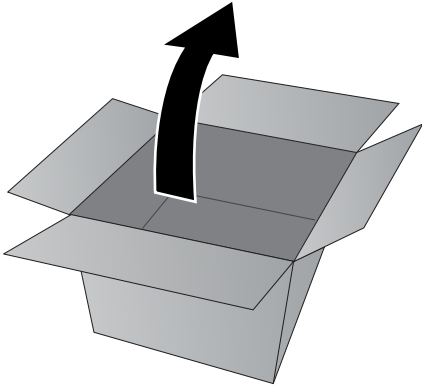
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Pickup solenoid

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 5: Remove the image scanner \(MFP M28-M31\)](#)
- [Step 6: Remove the top cover \(MFP M28-M31\)](#)
- [Step 7: Remove the lower cover \(MFP M28-M31\)](#)
- [Step 8: Remove the pickup solenoid](#)
- [Step 9: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the pickup solenoid.



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Pickup solenoid part number	
RK2-9869-000CN	Pickup solenoid

### Required tools

- #2 Phillips screwdriver with a magnetic tip

### After performing service

- Turn the printer power on.

### Post service test

No post service test is available for this assembly.

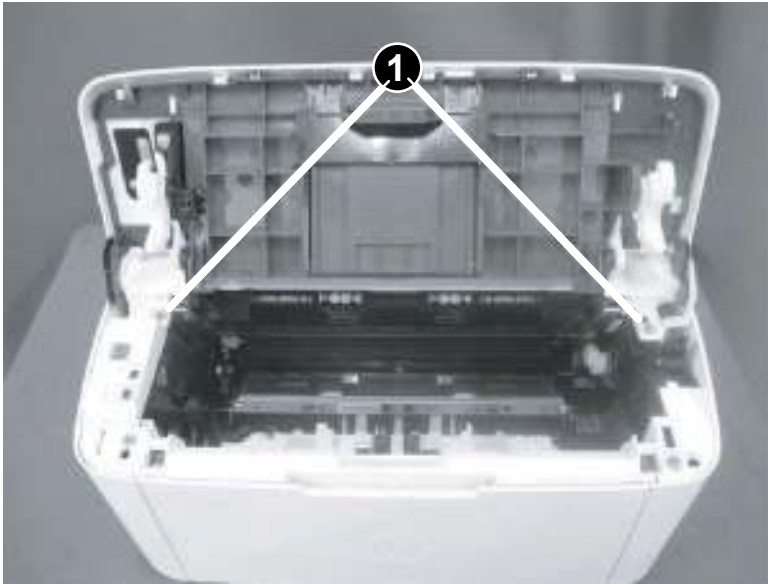
### Step 1: Remove the cartridge door (M14-M17)



**NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 303](#).

1. Open the cartridge door, and then remove two screws (callout 1).

Figure 1-374 Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

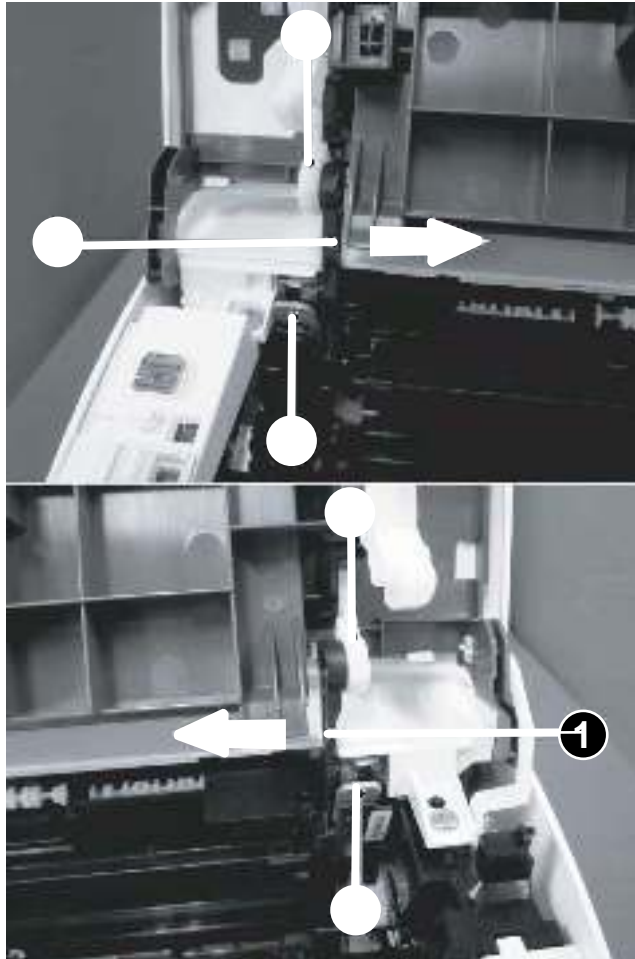
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

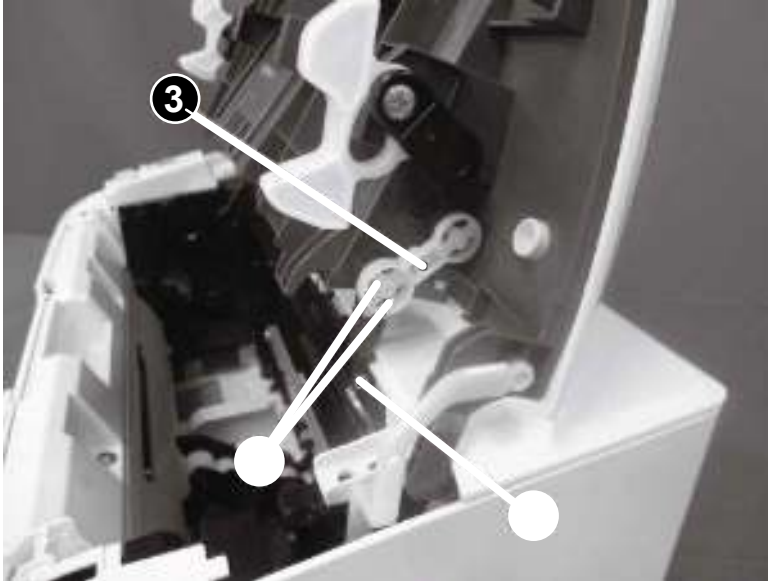
---

**Figure 1-375** Special disassembly instructions



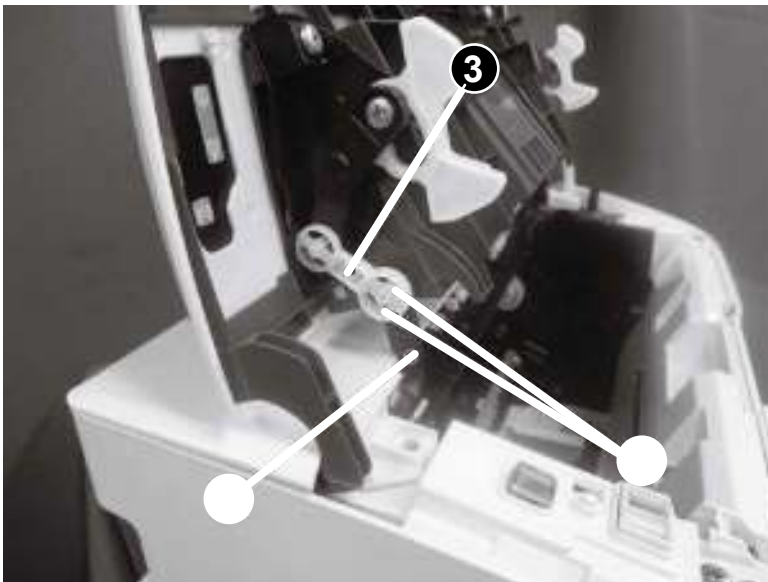
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-376** Remove the link arm



4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

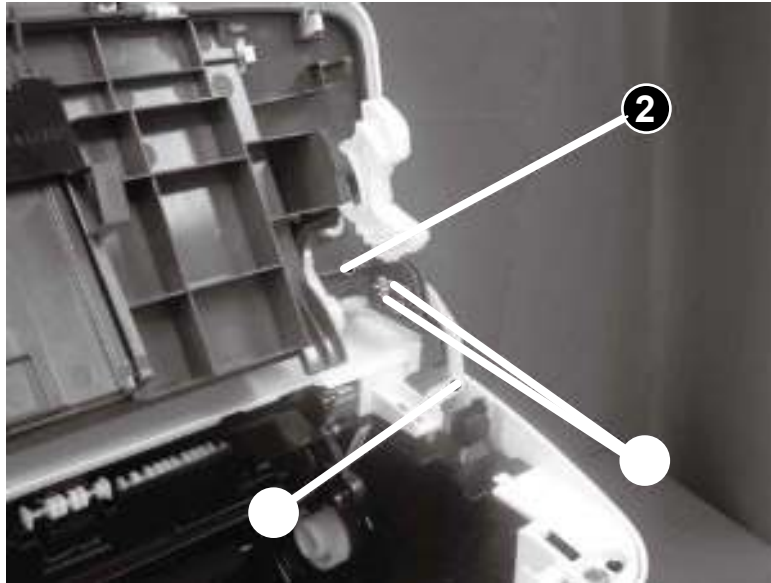
**Figure 1-377** Remove the link arm





5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-378** Remove the link arm



6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

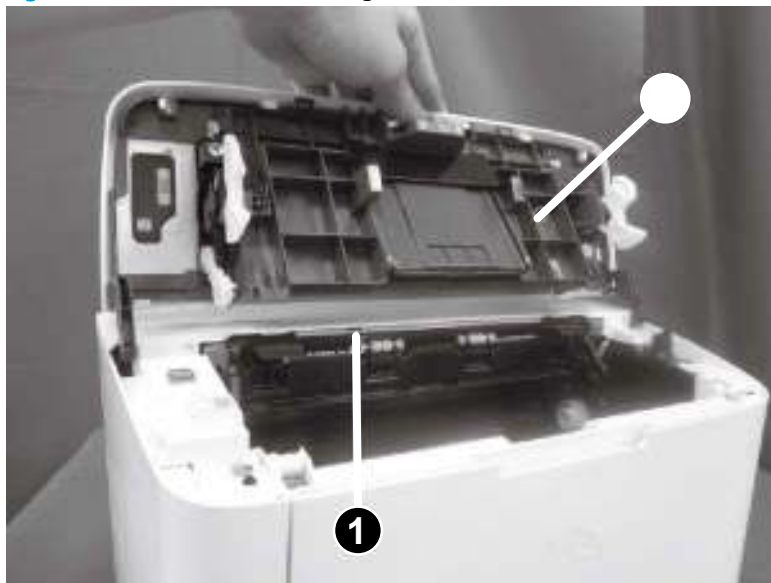


**NOTE:** If the cartridge door is removed to access other assembly, stop at this step.



**Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-379** Remove the cartridge door



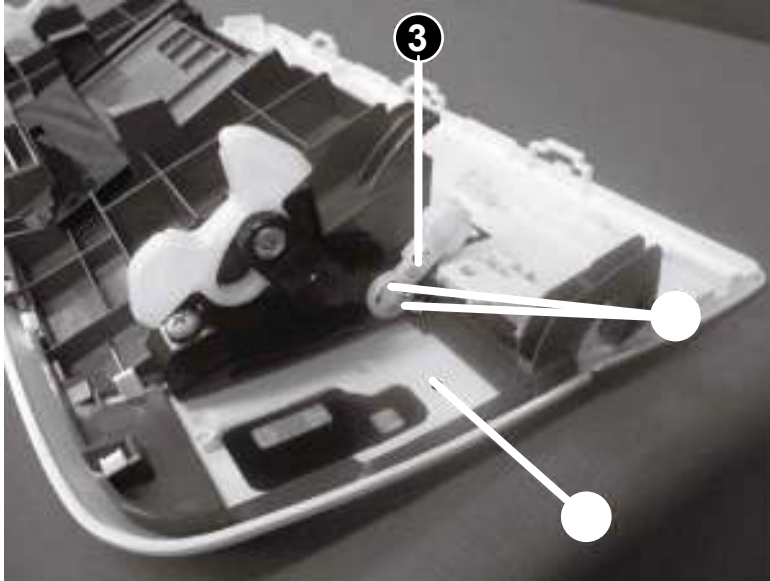
7. **Optional step:** If a replacement cartridge door is being installed, do the following:



**NOTE:** Install the link arms on the replacement door.

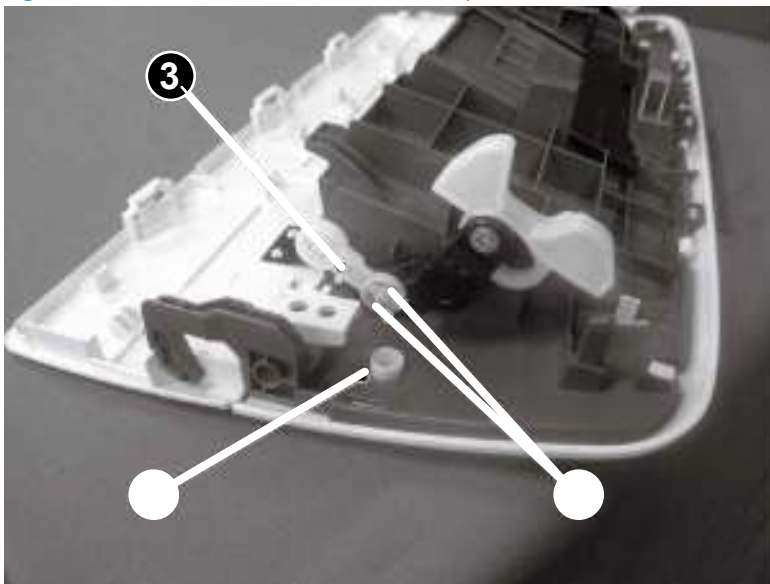
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-380** Install the link arms on the replacement door




- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-381** Install the link arms on the replacement door




## Step 2: Remove the formatter cover (M14-M17)

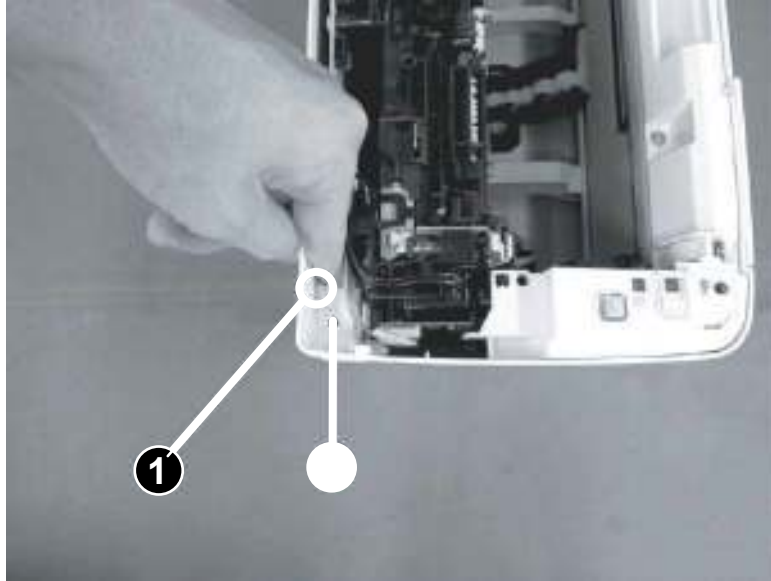
 **NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 303.](#)

- ▲ Position the printer front side down.


Release one tab (callout 1), and then remove the formatter cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-382** Remove the formatter cover (M14-M17)

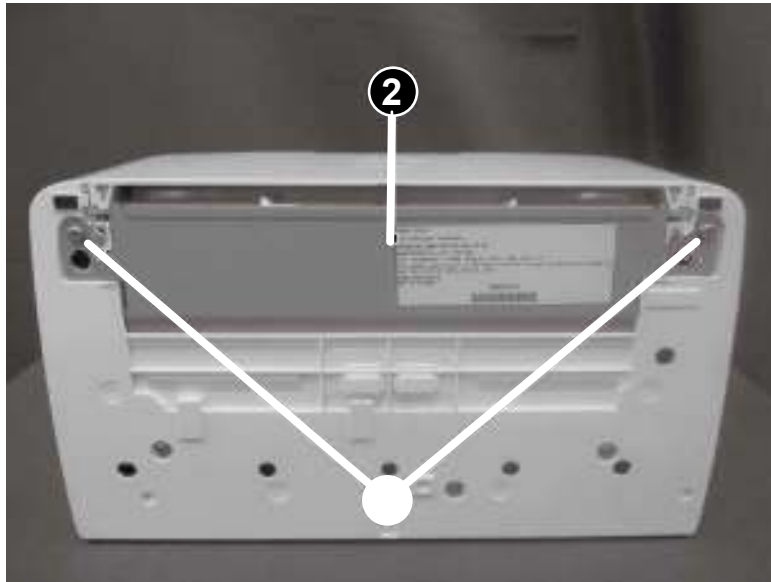


### Step 3: Remove the lower cover (M14-M17)

 **NOTE:** This step is for the M14-M17 printers. For all other printers, skip this step and go to [Step 4: Remove the formatter cover \(MFP M28-M31\) on page 303](#).

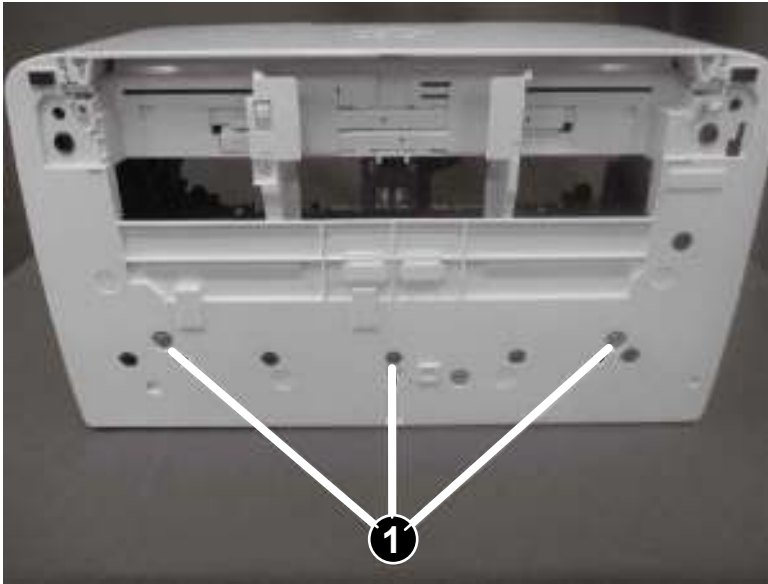
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

**Figure 1-383** Remove the lower plate



2. Remove three screws (callout 1)

**Figure 1-384** Remove the three screws



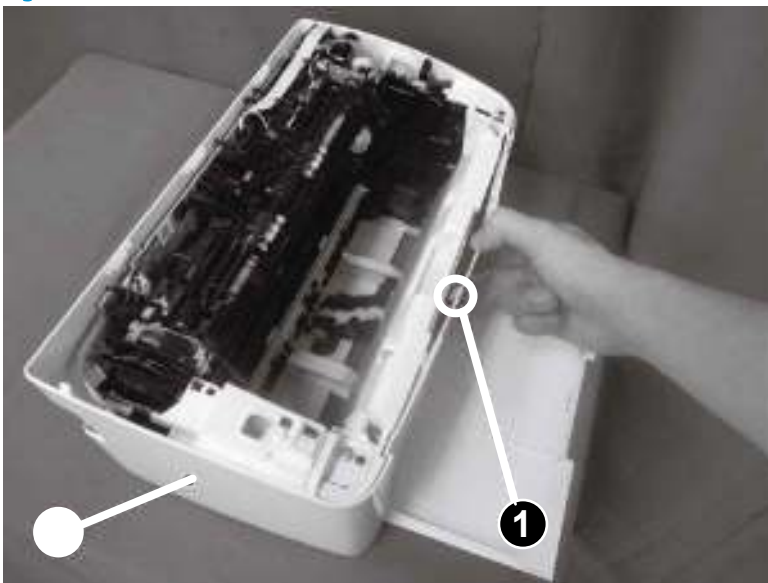
3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-385** Remove the lower cover



4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

---

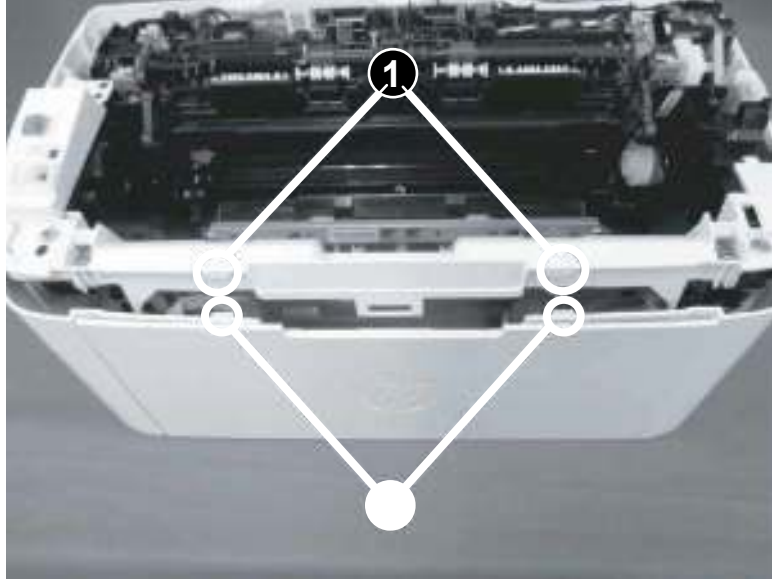
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

---


**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-386** Fit two ribs on the printer into the grooves (lower cover install)




#### Step 4: Remove the formatter cover (MFP M28-M31)

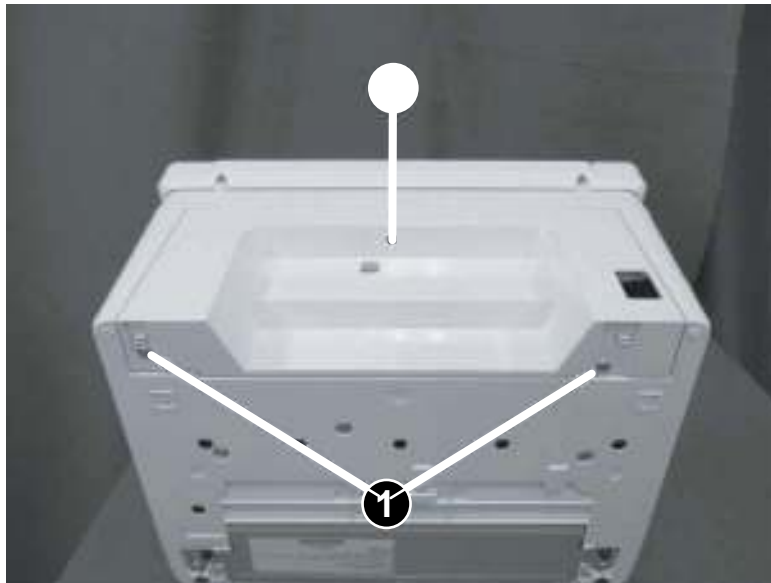
 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the pickup solenoid on page 311](#).

- ▲ Position the printer front side down.


Remove two screws (callout 1), and then remove the formatter cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-387** Remove the formatter cover (MFP M28-M31)

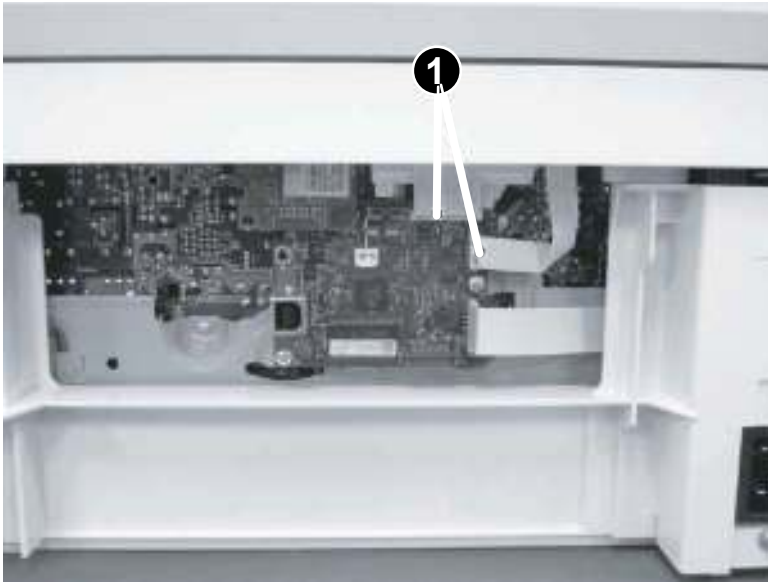


### Step 5: Remove the image scanner (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the pickup solenoid on page 311](#).

1. Disconnect two flat flexible cables (FFCs) (callout 1).

**Figure 1-388** Disconnect two FFCs



2. Before proceeding, take note of the following disassembly instructions.

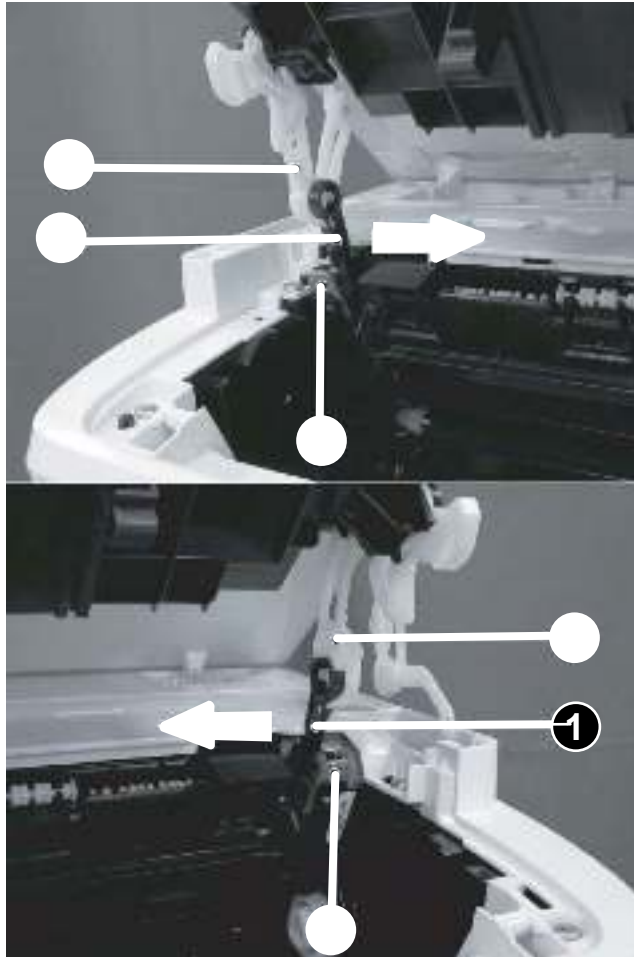
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

**CAUTION:** Do not deform the pressure plate.

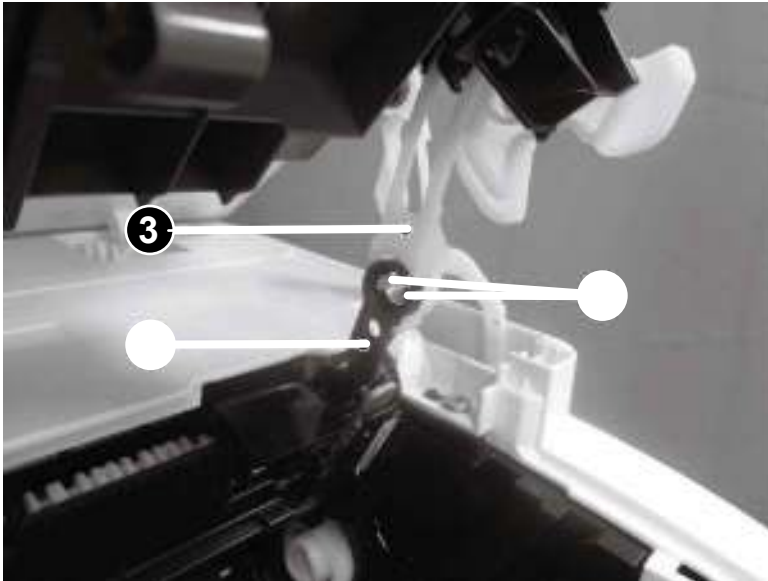
---

**Figure 1-389** Special disassembly instructions



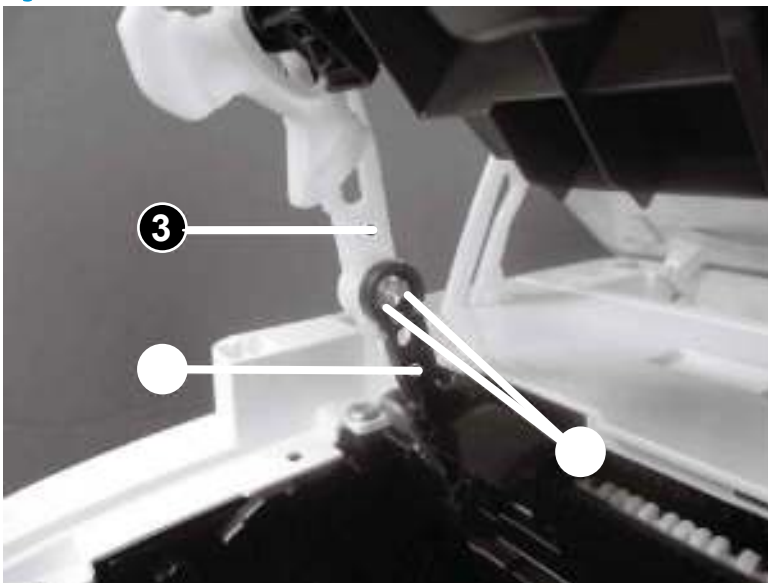
3. Open the image scanner, release two tabs (callout 1), remove one link arm (callout 3) from the pressure release lever (callout 2).

**Figure 1-390** Remove the link arm



4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

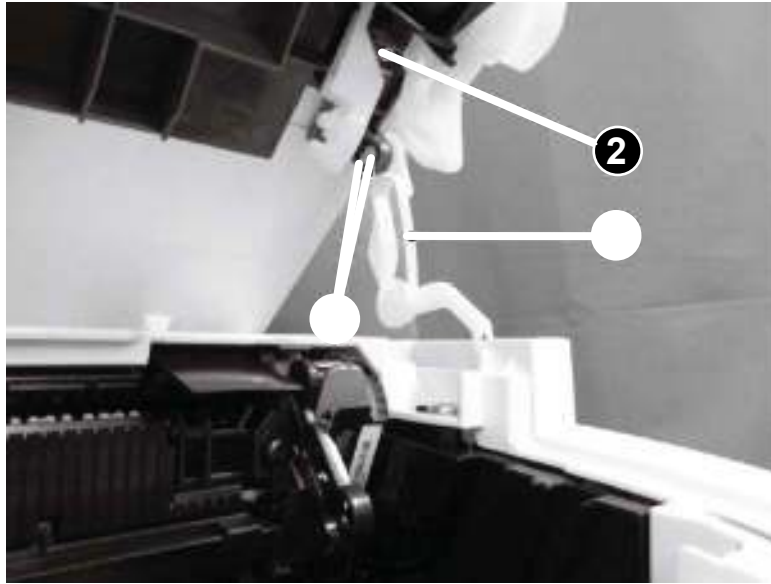
**Figure 1-391** Remove the link arm





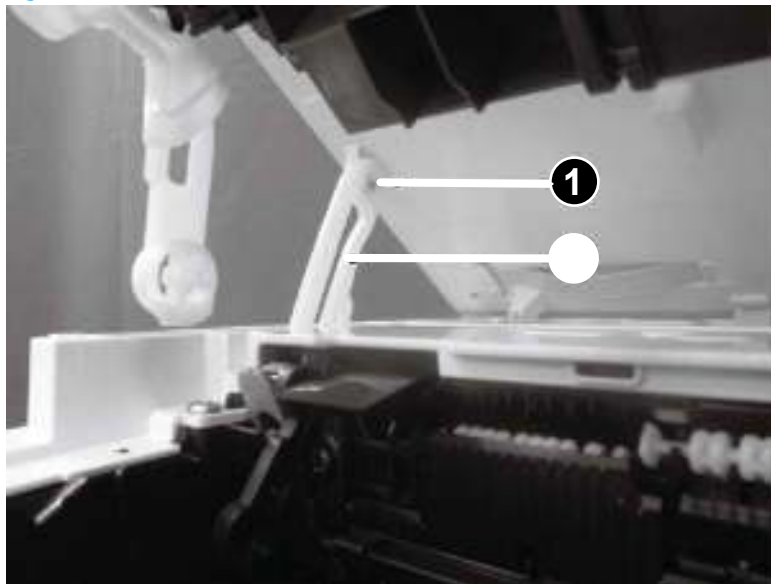
5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door (callout 2).

Figure 1-392 Remove the link arm



6. Remove one link arm (callout 2) from the shaft (callout 1).

Figure 1-393 Remove the link arm



7. Pull two flat-flexible cables (FFCs) (callout 2) out and away from the top cover (callout 1), and then slide the image scanner (callout 3) as shown below to remove it.

---

**CAUTION:** Do not damage the FFCs.

**Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-394** Remove the image scanner



8. For a replacement image scanner, do the following:

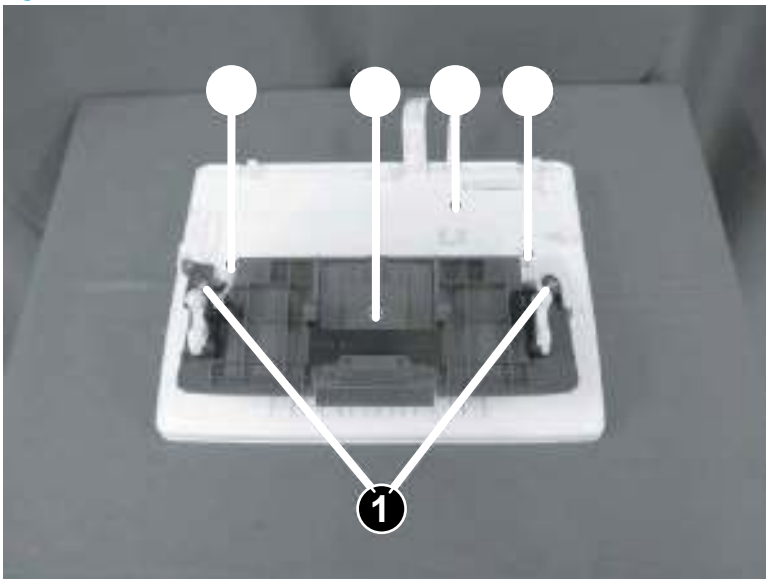
---

**NOTE:** If the image scanner is removed to access other assemblies, skip this step.


---

- Remove two screws (callout 1).
- Remove the cartridge door (callout 3) (with the link arms; callout 4) from the image scanner (callout 2).

**Figure 1-395** Remove the cartridge door



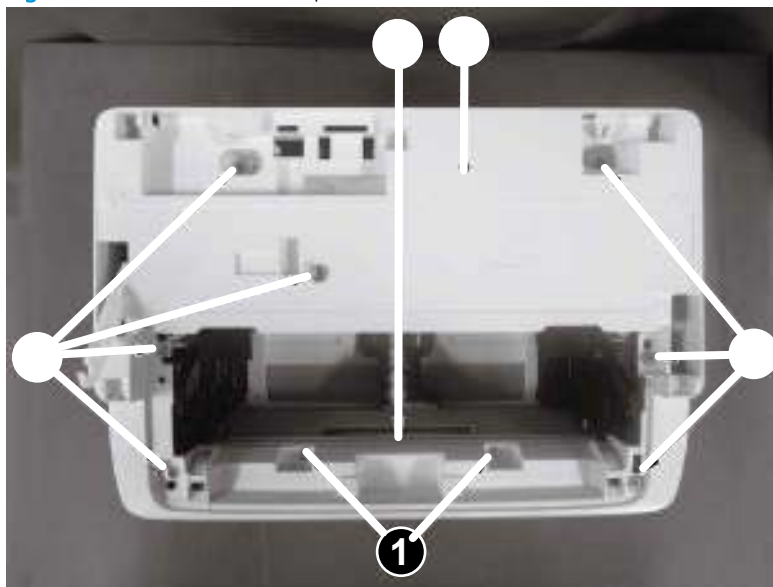
## Step 6: Remove the top cover (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the pickup solenoid on page 311](#).

1. Remove two screws (M3; callout 1), remove seven screws (M4; callout 2), release one tab (callout 3), and then remove the top cover (callout 4).


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-396 Remove the top cover



2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

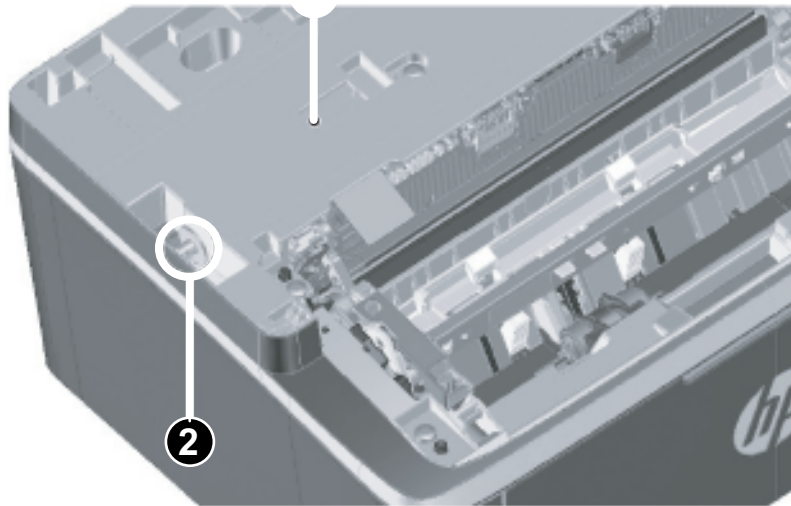
 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

 **TIP:** If the top cover is removed to access other assemblies, skip this step.


### Special installation instructions: Top cover

- ▲ Remove the pad (callout 2) from the top cover (callout 1), and then install it on the replacement top cover.

Figure 1-397 Install the pad

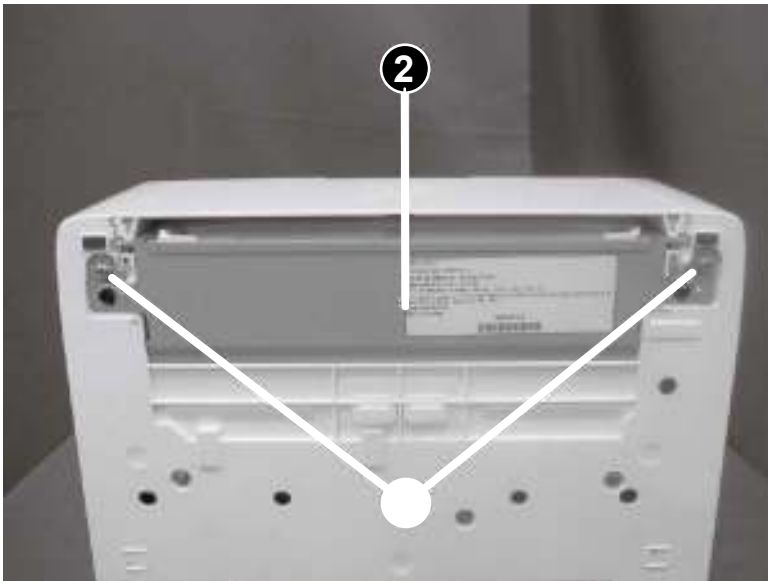


#### Step 7: Remove the lower cover (MFP M28-M31)

 **NOTE:** This step is for the MFP M28-M31 printers. For all other printers, skip this step and go to [Step 8: Remove the pickup solenoid on page 311](#).

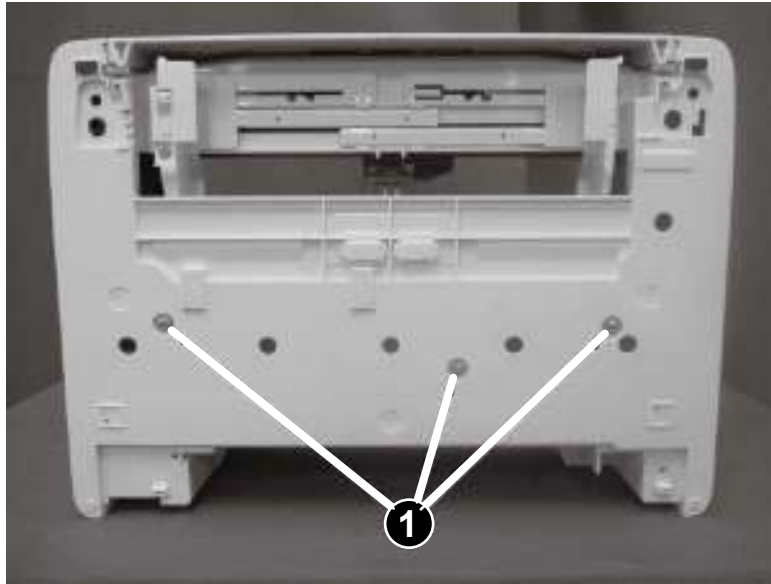
1. Position the printer rear side down, remove two screws (callout 1), and then remove the lower plate (callout 2)

Figure 1-398 Remove the lower plate




2. Remove three screws (callout 1).

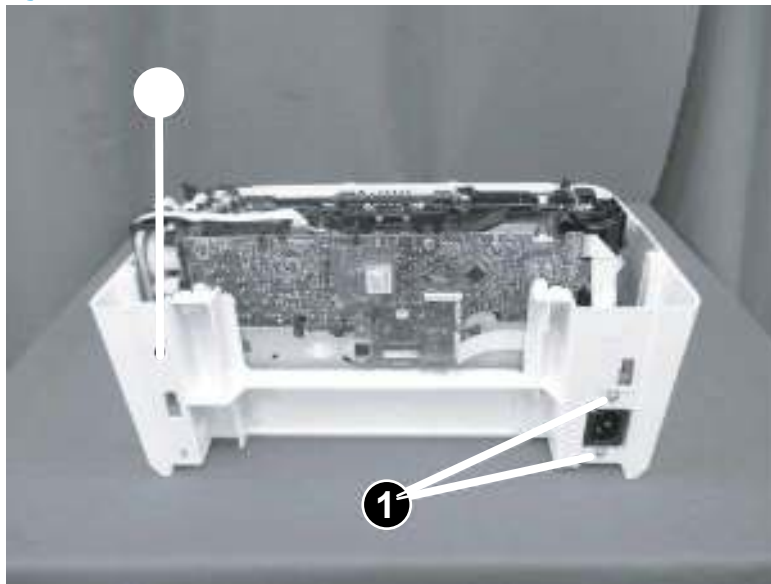
**Figure 1-399** Remove three screws



3. Remove two screws (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-400** Remove the lower cover




#### Step 8: Remove the pickup solenoid


- ▲ Do the following:
  - a. Disconnect one connector (callout 1).
  - b. Release the wire harness (callout 3) from the retainer (callout 2).

- c. Remove one screw (callout 4).
- d. Remove the pickup solenoid (callout 5).

---

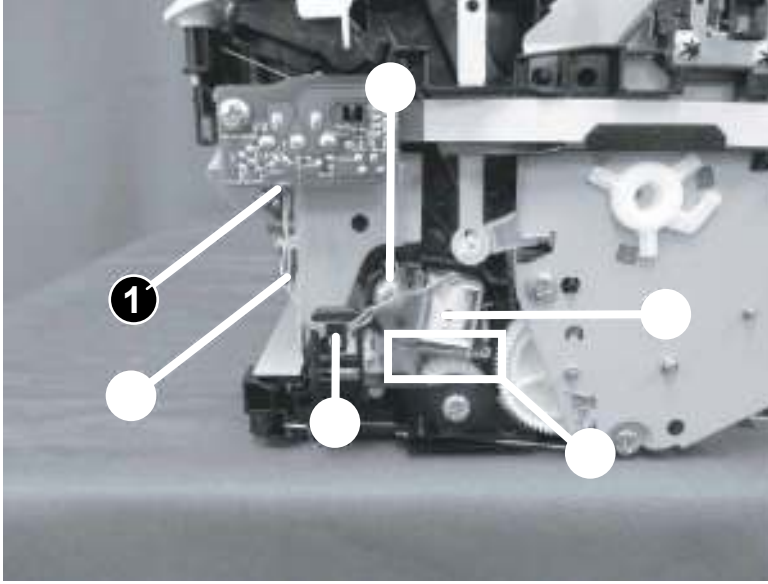
 **Reinstallation tip:** Make sure that the hook on the replacement solenoid (callout 6) is correctly installed on the mounting base.

---

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

---

**Figure 1-401** Remove the pickup solenoid



#### Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

---

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

[www.hp.com/recycle](http://www.hp.com/recycle)

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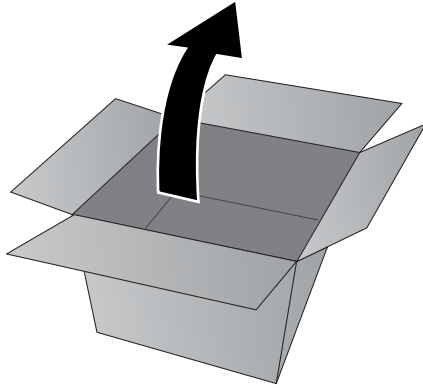
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



Remove and replacement: Wireless PCA (M14-M17)

- [Introduction](#)
- [Step 1: Remove the cartridge door \(M14-M17\)](#)
- [Step 2: Remove the formatter cover \(M14-M17\)](#)
- [Step 3: Remove the lower cover \(M14-M17\)](#)
- [Step 4: Remove the formatter \(M14-M17\)](#)
- [Step 4: Remove the wireless PCA \(M14-M17\)](#)
- [Step 5: Unpack the replacement assembly](#)

Introduction

This document provides the procedures to remove and replace the wireless PCA (M14-M17).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Wireless PCA (M14-M17) part number	
1150-7969	Wireless PCA (M14-M17)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small flat blade screw driver (optional)

After performing service

- Turn the printer power on.

Post service test

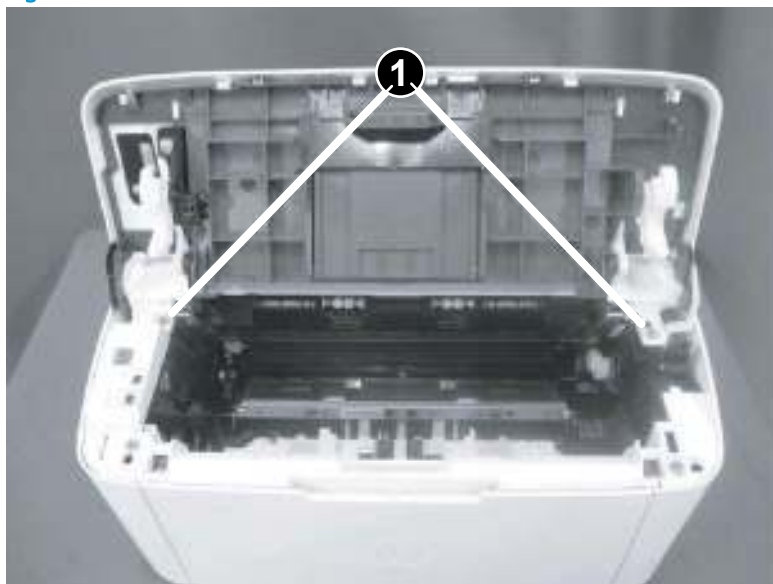
Send a job to the printer using wireless printing, and then verify that the job is processed.

Step 1: Remove the cartridge door (M14-M17)

1. Open the cartridge door, and then remove two screws (callout 1).



Figure 1-402 Remove two screw



2. Before proceeding, take note of the following disassembly instructions.

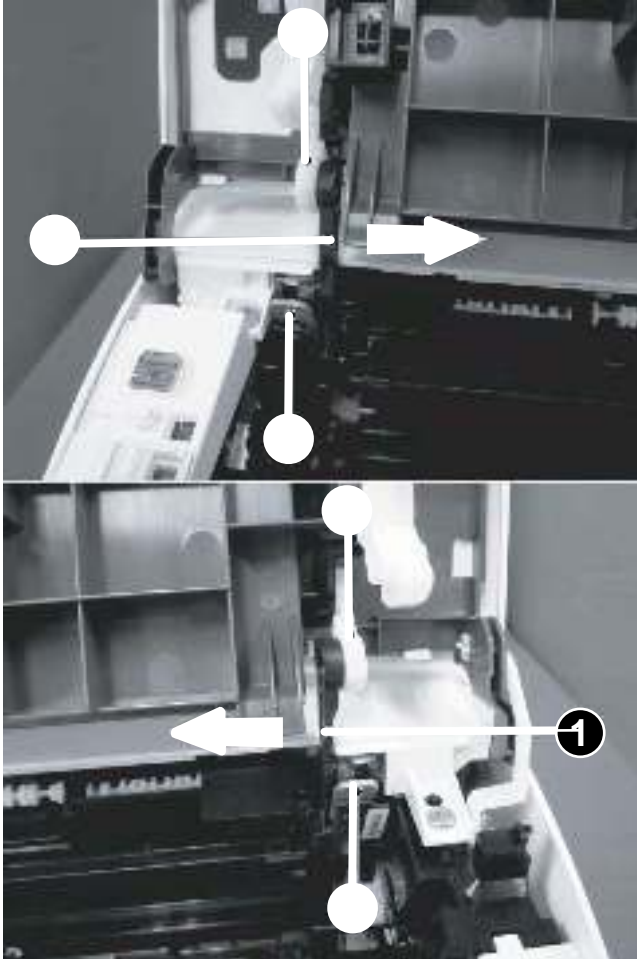
When removing the link arm (callout 2) from the pressure release lever (callout 1), the pressure plate (callout 3) might be deformed if the pressure release lever moves in the direction shown below.

---

 **CAUTION:** Do not deform the pressure plate.

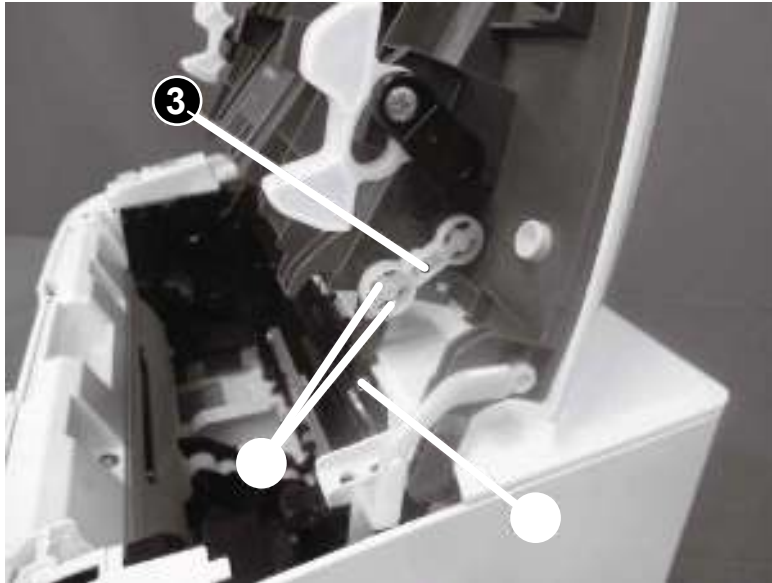
---

**Figure 1-403** Special disassembly instructions



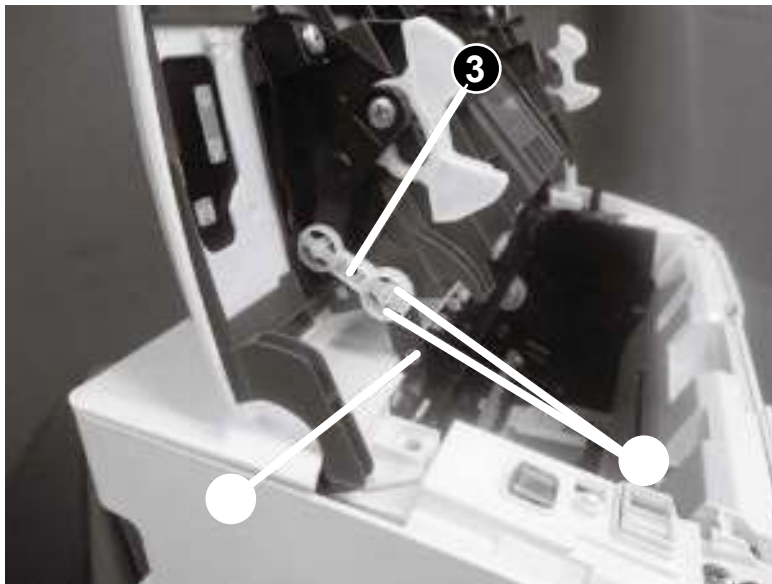
3. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-404 Remove the link arm



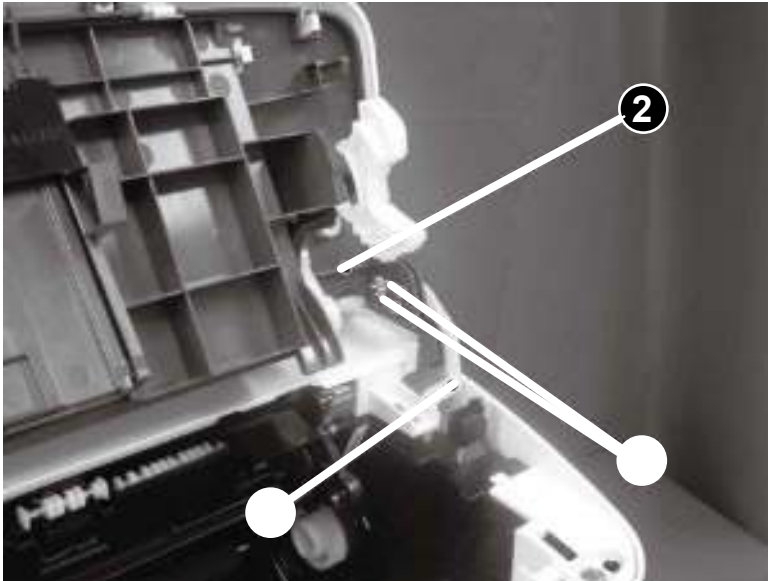
4. Release two tabs (callout 1), and then remove one link arm (callout 3) from the pressure release lever (callout 2).

Figure 1-405 Remove the link arm




5. Release two tabs (callout 1), and then remove one link arm (callout 3) from the cartridge door assembly (callout 2).

**Figure 1-406** Remove the link arm

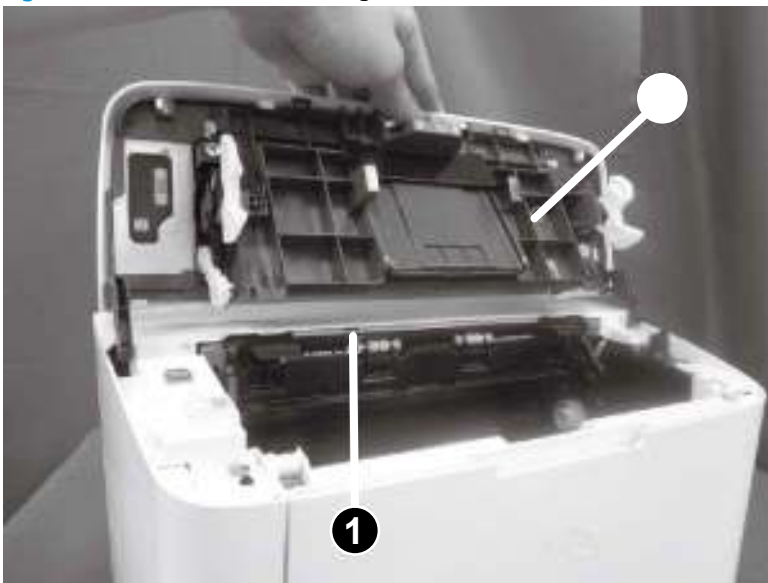


6. Release one tab (callout 1), support the cartridge door (callout 2), and then remove it.

 **NOTE:** If the cartridge door is removed to access other assembly, stop at this step.

 **Reinstallation tip:** Reverse the removal steps to install the door.

**Figure 1-407** Remove the cartridge door

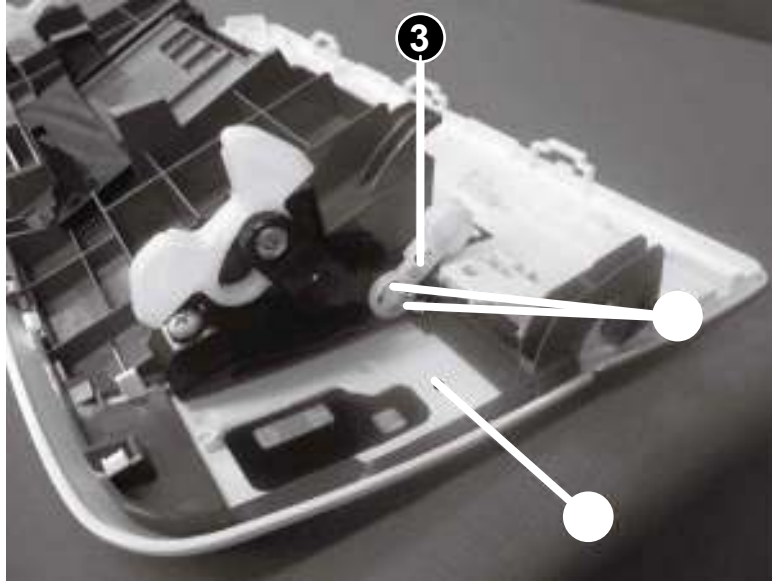


7. **Optional step:** If a replacement cartridge door is being installed, do the following:

 **NOTE:** Install the link arms on the replacement door.

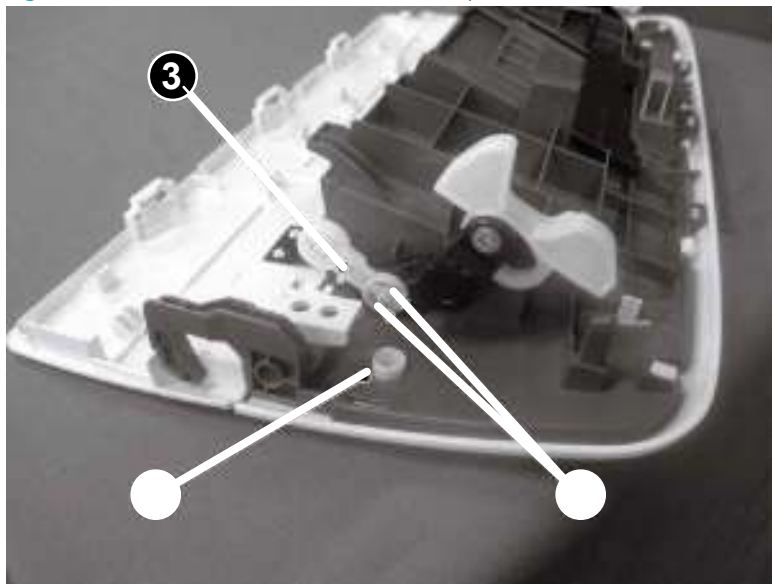
- a. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-408** Install the link arms on the replacement door



- b. Release two tabs (callout 1), and then remove the one link arm (callout 3) from the door assembly (callout 2).

**Figure 1-409** Install the link arms on the replacement door



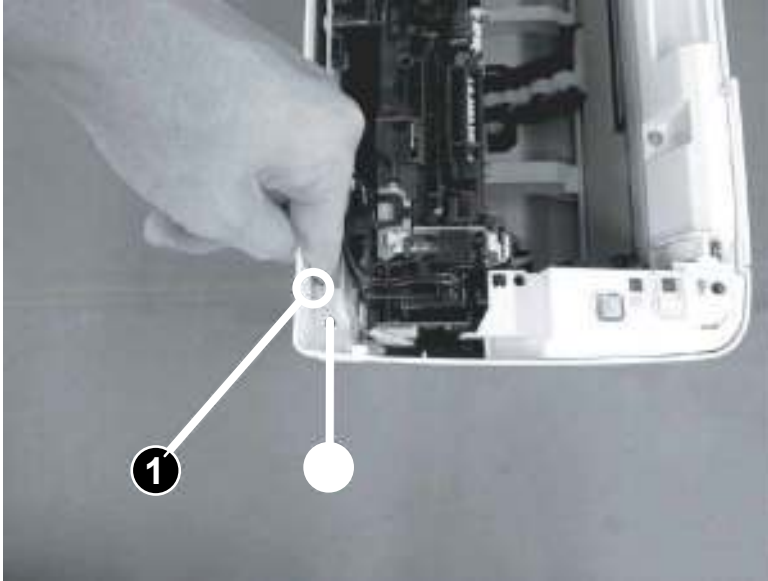
## Step 2: Remove the formatter cover (M14-M17)

- ▲ Position the printer front side down.

Release one tab (callout 1), and then remove the formatter cover (callout 2).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.

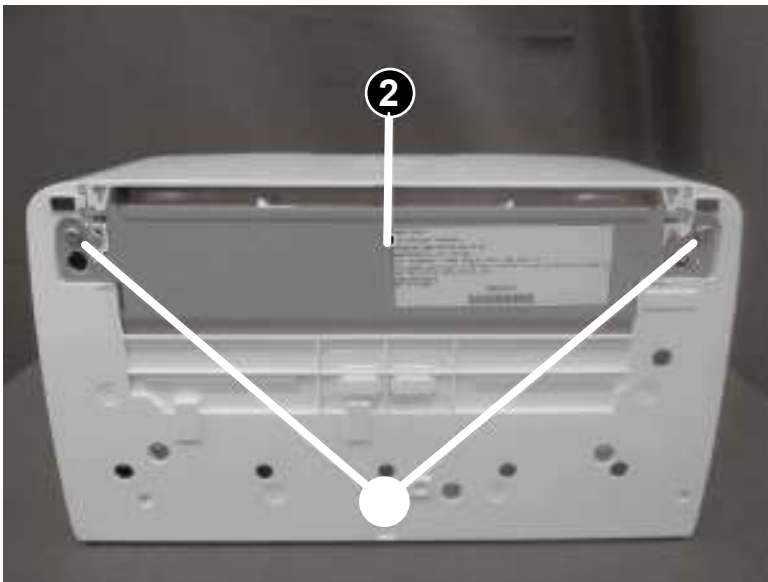
**Figure 1-410** Remove the formatter cover (M14-M17)



**Step 3: Remove the lower cover (M14-M17)**

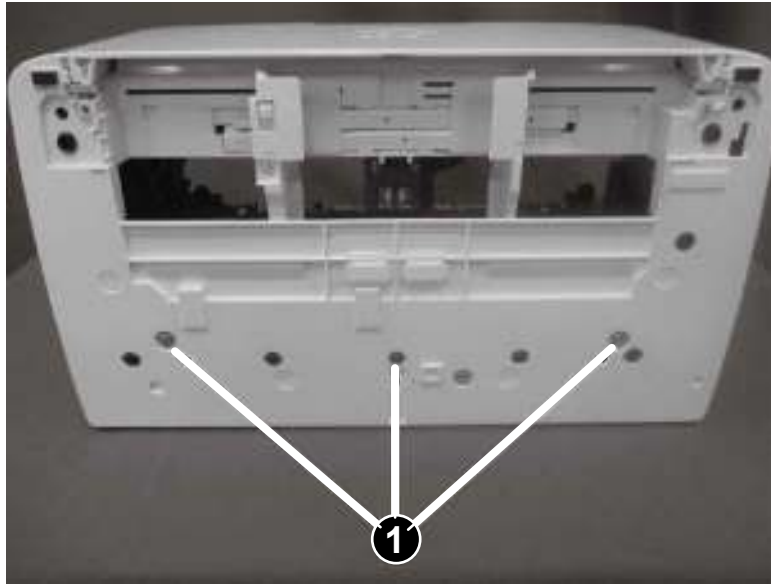
1. Position the printer rear side down, remove three screws (callout 1), and then remove the lower plate (callout 2).

**Figure 1-411** Remove the lower plate




2. Remove three screws (callout 1)

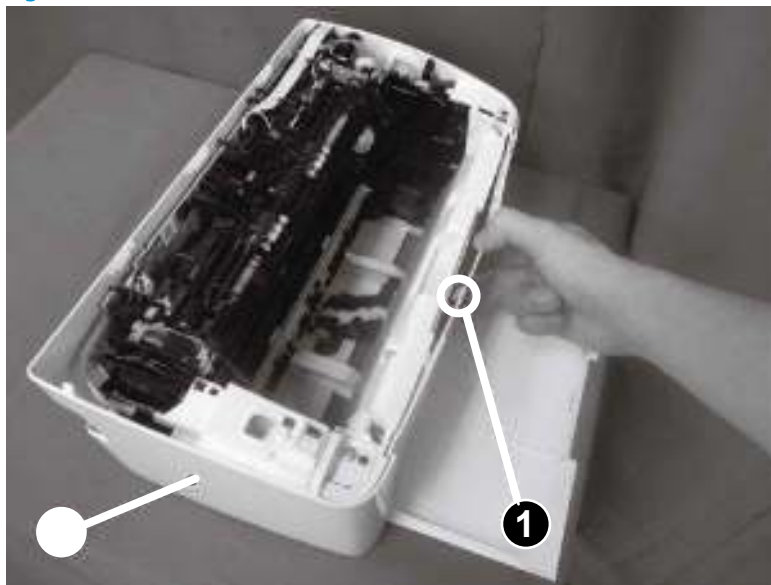
**Figure 1-412** Remove the three screws



3. With the printer in the upright position, release one tab (callout 1), and then remove the lower cover (callout 2).

 **Reinstallation tip:** Reverse the removal steps to install the assembly.

**Figure 1-413** Remove the lower cover



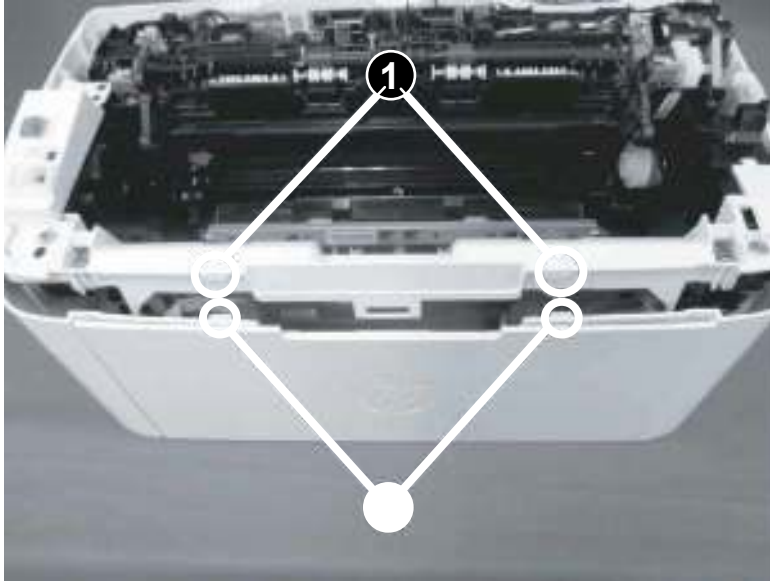
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

 **NOTE:** Continue to reverse the removal steps to finish installing the assembly.

**Special installation instructions: Lower cover**

- ▲ Make sure to fit two ribs (callout 1) on the printer into the grooves (callout 2) in the lower cover.

**Figure 1-414** Fit two ribs on the printer into the grooves (lower cover install)



#### Step 4: Remove the formatter (M14-M17)

▲ Do the following:

- a. Remove two flat flexible cables (FFCs) (callout 1).

💡 **TIP:** It might be easier to use a small flat blade screwdriver to release the large FFC.

- b. Remove one screw (callout 2).

📝 **NOTE:** Use a micro tip screwdriver to remove this screw.

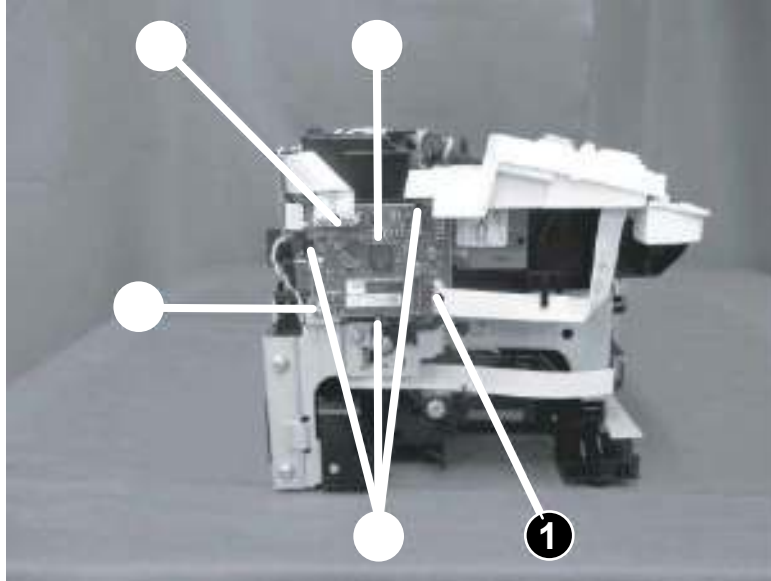
- c. Release three tabs (callout 3).

- d. Remove the formatter (callout 4).

💡 **Reinstallation tip:** Reverse the removal steps to install the assembly.



Figure 1-415 Remove the formatter



#### Step 4: Remove the wireless PCA (M14-M17)

- ▲ Turn the formatter (callout 1) over, and then pull the wireless PCA (callout 2) straight up and off of the formatter to remove it.


 **Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-416 Remove the wireless PCA (M14-M17)



#### Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

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

[www.hp.com/recycle](http://www.hp.com/recycle)

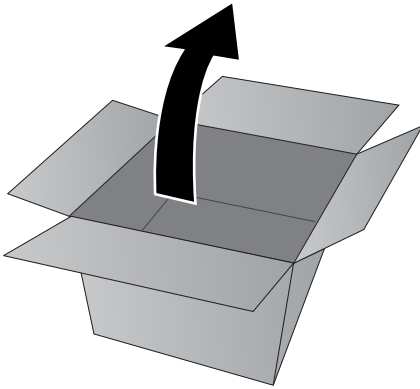
2. Unpack the replacement part from the packaging.

---

**⚠ CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

**📋 IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

---



## Remove and replacement: Wireless PCA (MFP M28-M31)

- [Introduction](#)
- [Step 1: Remove the formatter cover \(MFP M28-M31\)](#)
- [Step 2: Remove the wireless PCA \(MFP M28-M31\)](#)
- [Step 3: Unpack the replacement assembly](#)

### Introduction

This document provides the procedures to remove and replace the wireless PCA (MFP M28-M31).



**IMPORTANT:** When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

### Before performing service

- Turn the printer power off.

Use the table below to identify the correct part number for your printer. To order the part, go to [www.hp.com/buy/parts](http://www.hp.com/buy/parts)

Wireless PCA (MFP M28-M31) part number	
1150-7969	Wireless PCA (MFP M28-M31)

### Required tools

- #2 Phillips screwdriver with a magnetic tip

### After performing service

- Turn the printer power on.

### Post service test

Send a job to the printer using wireless printing, and then verify that the job is processed.

### Step 1: Remove the formatter cover (MFP M28-M31)

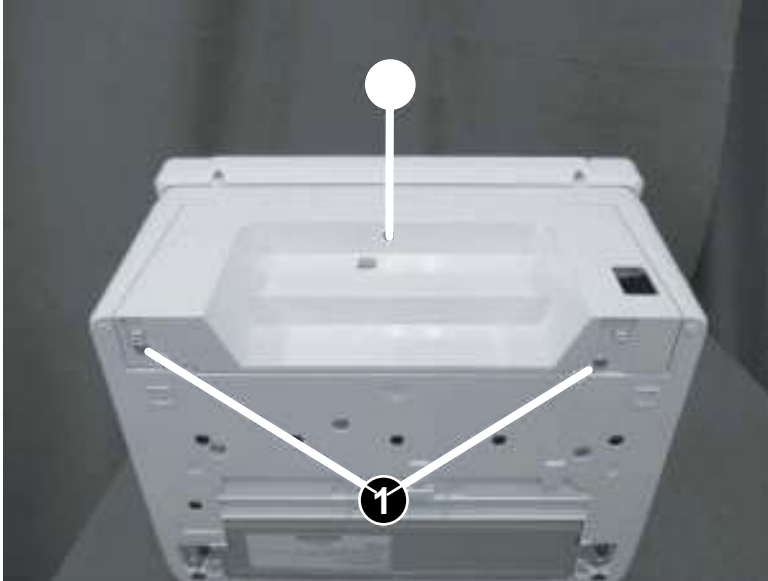
- ▲ Position the printer front side down.

Remove two screws (callout 1), and then remove the formatter cover (callout 2).



**Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-417 Remove the formatter cover (MFP M28-M31)



### Step 2: Remove the wireless PCA (MFP M28-M31)

- ▲ Locate the wireless PCA (callout 1), support the corner of the formatter (callout 2), and then pull the PCA straight off of the formatter to remove it.

**CAUTION:** To avoid damage to the formatter by over flexing it, make sure that the corner is supported (callout 2) when removing or installing the wireless PCA.


**Reinstallation tip:** Reverse the removal steps to install the assembly.

Figure 1-418 Remove the wireless PCA (MFP M28-M31)

1

### Step 3: Unpack the replacement assembly


1. Dispose of the defective part.

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

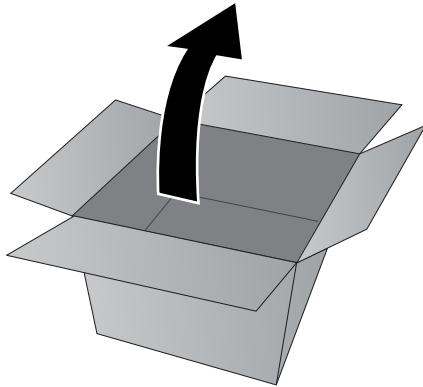
[www.hp.com/recycle](http://www.hp.com/recycle)



2. Unpack the replacement part from the packaging.

 **CAUTION:** If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands or before touching rollers or pads.

 **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.





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## 2 Parts and diagrams

- [For additional service and support](#)
- [Assembly locations](#)
- [Order parts, accessories, and supplies](#)
- [How to use the parts lists and diagrams](#)
- [Covers](#)
- [Internal components](#)
- [Alphabetical parts list](#)
- [Numerical parts list](#)

## For additional service and support

HP service personnel, go to one of the following Web-based Interactive Search Engines (WISE) sites:

### AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

### APJ

- <https://support.hp.com/wise/home/api-en>
- <https://support.hp.com/wise/home/api-ja>
- <https://support.hp.com/wise/home/api-ko>
- <https://support.hp.com/wise/home/api-zh-Hans>
- <https://support.hp.com/wise/home/api-zh-Hant>

### EMEA

- <https://support.hp.com/wise/home/emea-en>

Channel partners, go to HP Channel Services Network (CSN) at [www.hp.com/partners/csn](http://www.hp.com/partners/csn).

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

Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.

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



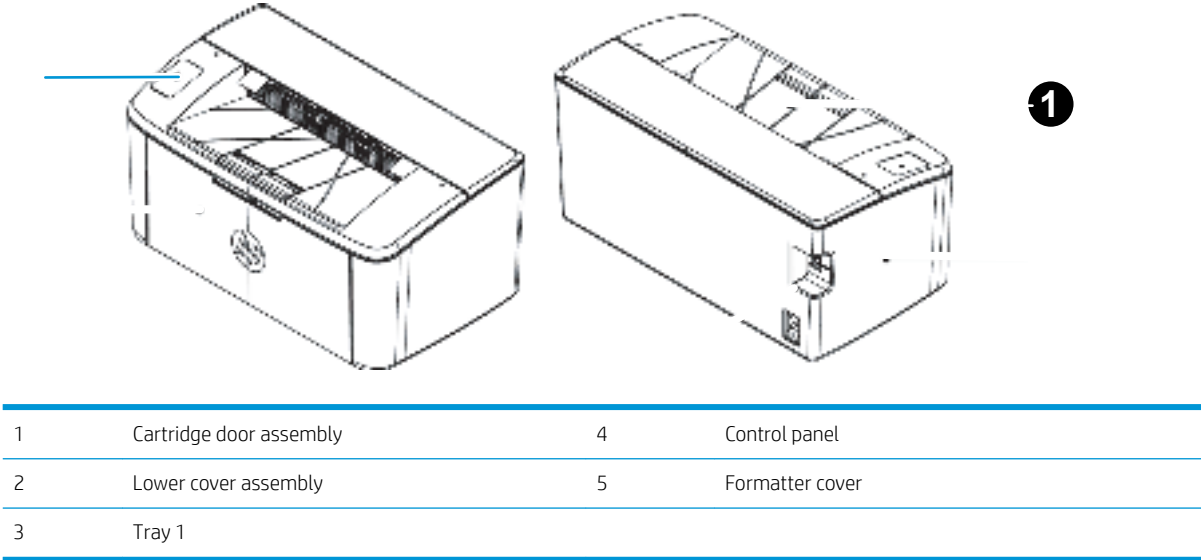


# Assembly locations

## External panels, doors, and covers

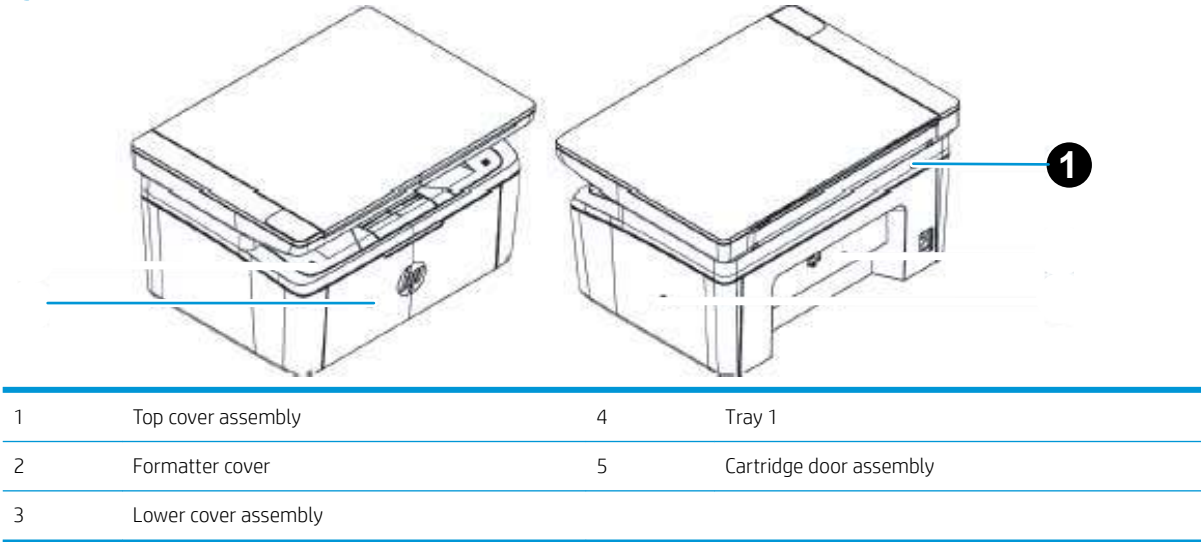
### M14-M17

Figure 2-1 External panels, doors, and covers (M14-M17)



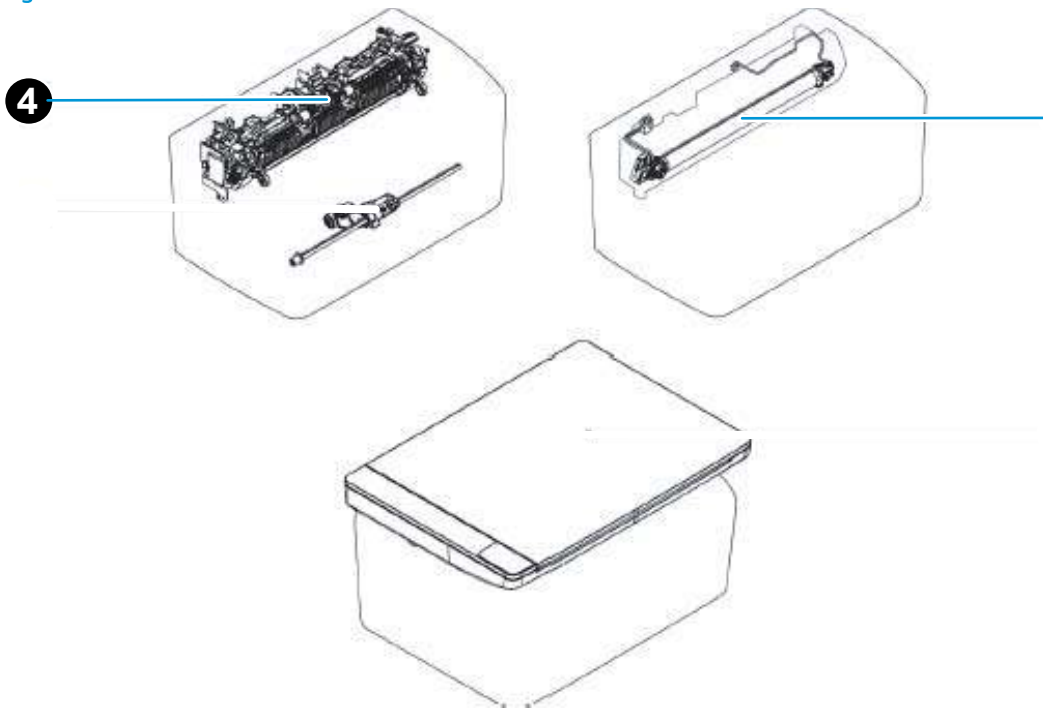
### MFP M28-M31

Figure 2-2 External panels, doors, and covers (MFP M28-M31)



Main assemblies

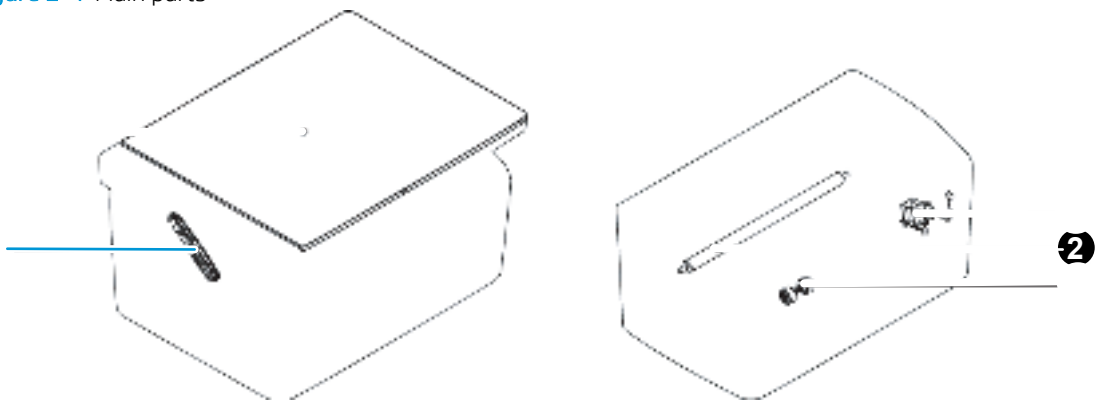
Figure 2-3 Main assemblies



1	Fuser film assembly	3	Pickup roller arm assembly
2	Image scanner (MFP M28-M31 only)	4	Fuser

Main parts

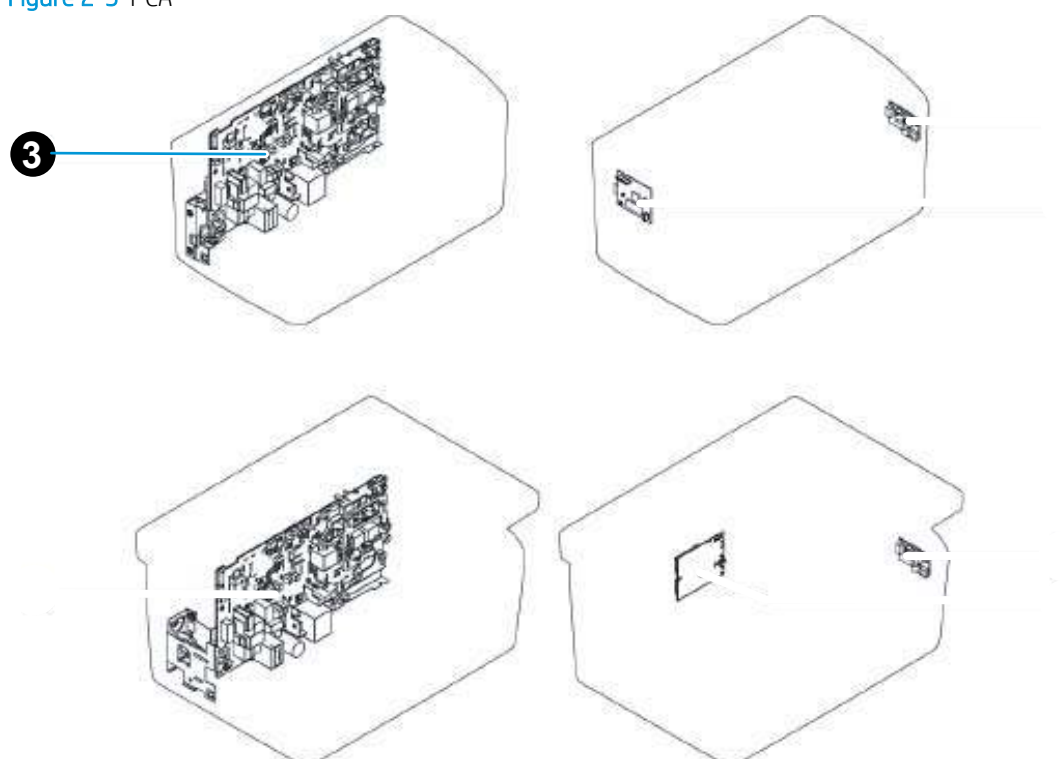
Figure 2-4 Main parts



1	Pickup solenoid	4	Hinge link (M28-M31)
2	Transfer roller	5	Document lid (M28-M31)
3	Pickup roller		

## PCA

Figure 2-5 PCA



1	Door switch PCA	3	Engine controller assembly
2	Formatter PCA		

# Order parts, accessories, and supplies

## Ordering

Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order genuine HP parts or accessories	<a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>
	or
	<a href="http://partsurfer.hp.com">partsurfer.hp.com</a>
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 2-6 Supplies**

Item	Cartridge number	Description	Part number (new)	Part number (service)
<b>Supplies (M14-M17 and MFP M28-M31)</b>				
HP Black Original LaserJet Toner Cartridge	HP 44A Black Toner Cartridge	Europe, Russia, CIS, Middle East, and Africa only	CF244A	CF244-67901
	HP 48A Black Toner Cartridge	North America, Latin America, Asia Pacific Countries/Regions (excluding China and India) only	CF248A	CF248-67901
	HP 47A Black Toner Cartridge	China and India only	CF247A	CF247-67901

## 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](http://www.hp.com/go/csr-support) and [www.hp.com/go/csr-faq](http://www.hp.com/go/csr-faq).

Genuine HP replacement parts can be ordered at [www.hp.com/buy/parts](http://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
HP Black Original LaserJet Toner Cartridge	Replacement toner cartridge with instruction guide	Mandatory	See <a href="#">Table 2-6 Supplies on page 334</a> .

## Related documentation and software

HP service personnel, go to one of the following Web-based Interactive Search Engines (WISE) sites:

### AMS

- <https://support.hp.com/wise/home/ams-en>
- <https://support.hp.com/wise/home/ams-es>
- <https://support.hp.com/wise/home/ams-pt>

### APJ

- <https://support.hp.com/wise/home/apj-en>
- <https://support.hp.com/wise/home/apj-ja>
- <https://support.hp.com/wise/home/apj-ko>
- <https://support.hp.com/wise/home/apj-zh-Hans>
- <https://support.hp.com/wise/home/apj-zh-Hant>

### EMEA

- <https://support.hp.com/wise/home/emea-en>


Channel partners, go to HP Channel Services Network (CSN) at [www.hp.com/partners/csn](http://www.hp.com/partners/csn).


Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.

## 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).

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 **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.

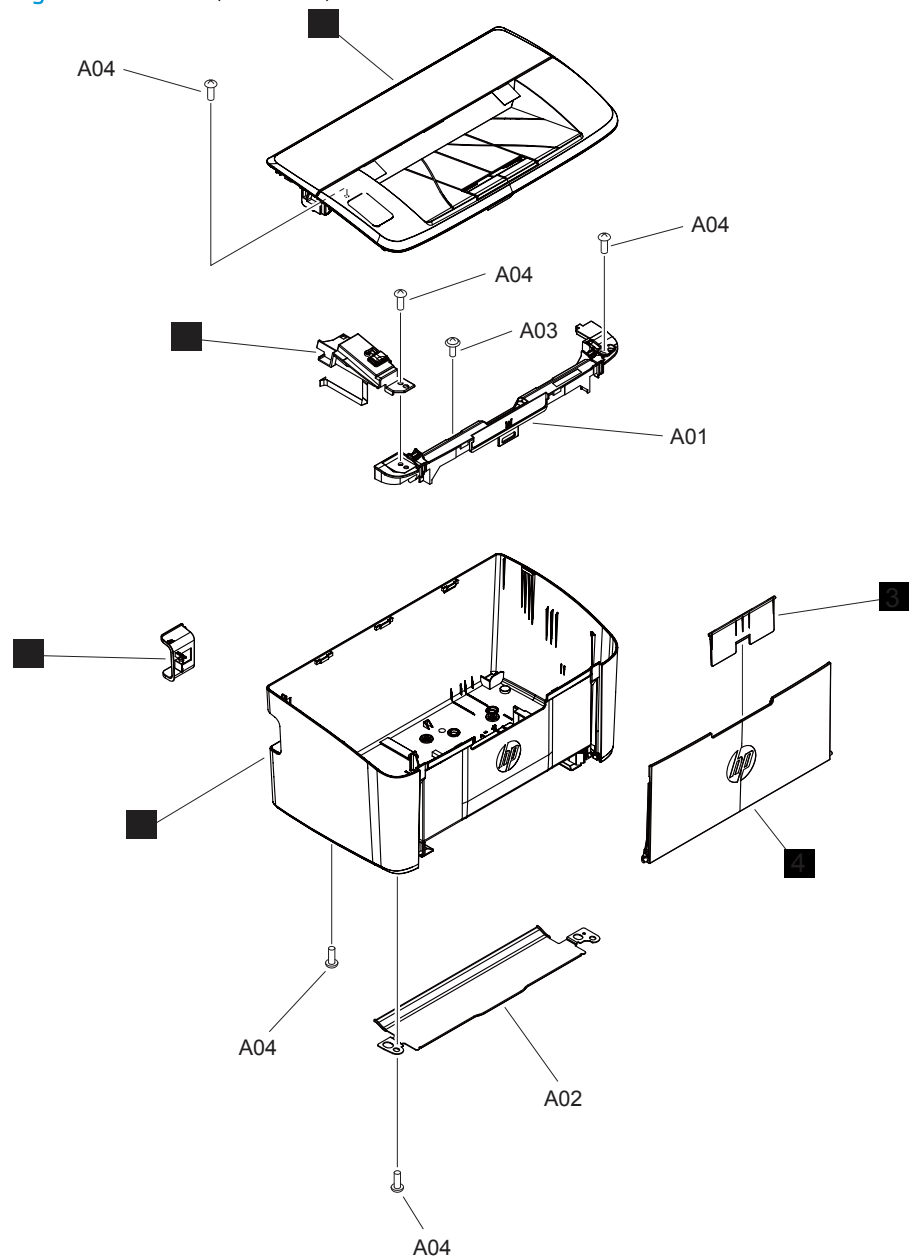
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# Covers

## Covers (M14-M17)

Figure 2-6 Covers (M14-M17)



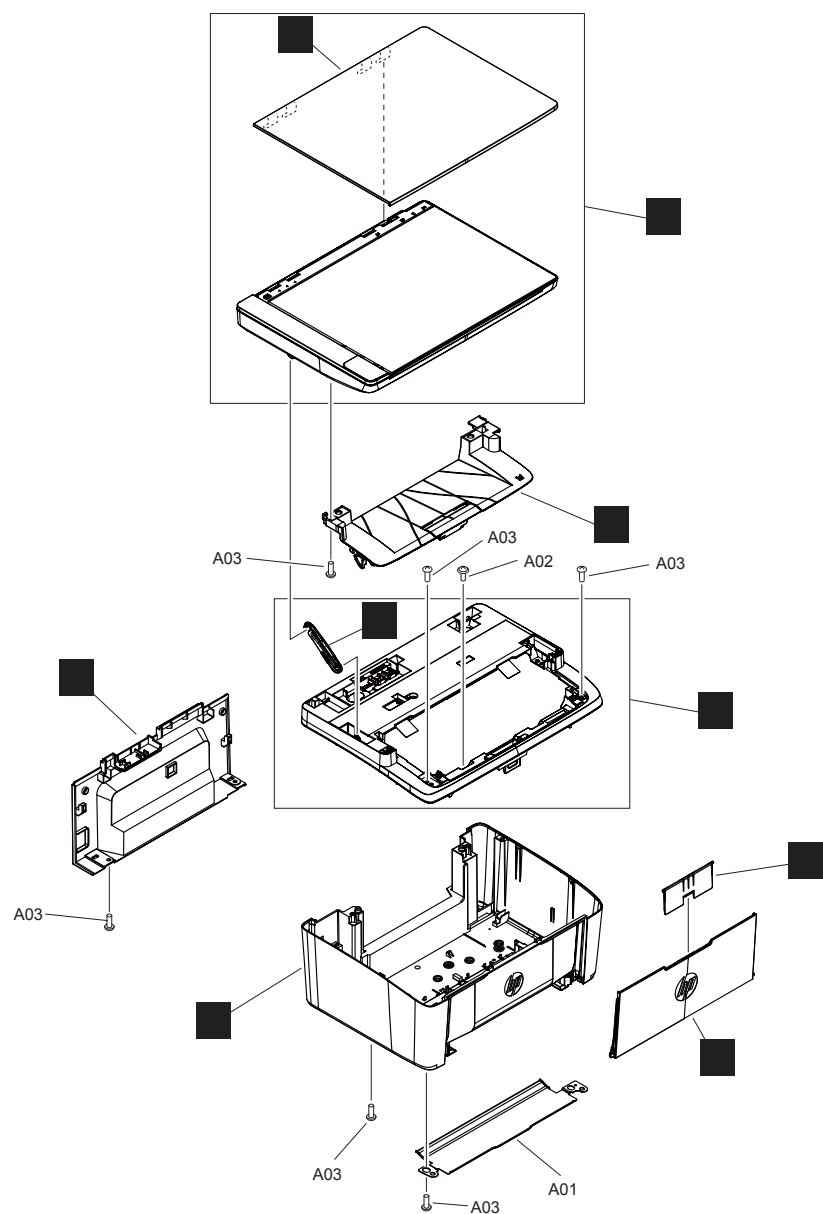


**Table 2-7 Covers (M14-M17)**

Ref	Description	Part number	Qty
1	Cartridge door assembly (base model; M14-M17)	RM2-2118-000CN	1
1	Cartridge door assembly (wireless model; M14-M17)	RM2-2119-000CN	1
2	Control panel (base model; M14-M17)	RM2-2125-000CN	1
2	Control panel (wireless model; M14-M17)	RM2-2126-000CN	1
3	Tray, extension (M14-M17)	RC5-4247-000CN	1
4	Tray, paper pickup (base model; M14-M17)	RL2-2589-000CN	1
4	Tray, paper pickup (wireless model; M14-M17)	RL2-2590-000CN	1
4	Tray, paper pickup (base EM model; M14-M17)	RL2-2591-000CN	1
4	Tray, paper pickup (wireless EM model; M14-M17)	RL2-2592-000CN	1
4	Bottom cover assembly (base model; M14-M17)	RM2-2105-000CN	1
4	Bottom cover assembly (wireless model; M14-M17)	RM2-2104-000CN	1
5	Cover, formatter (M14-M17)	RC5-4239-000CN	1

# Covers (MFP M28-M31)

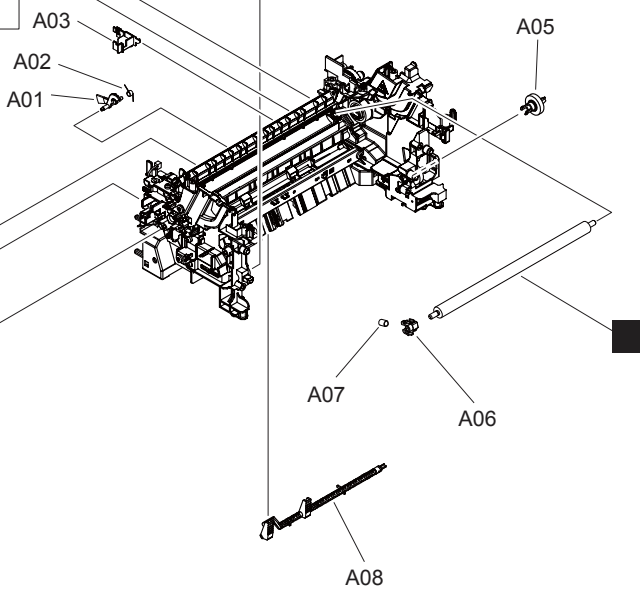
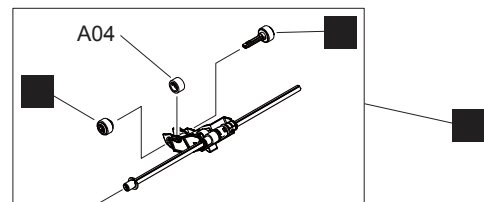
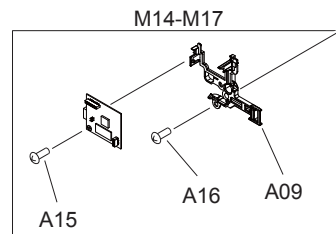
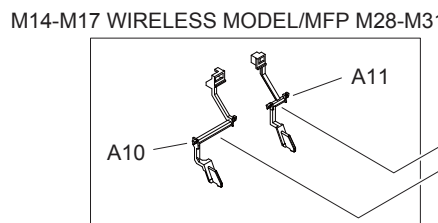
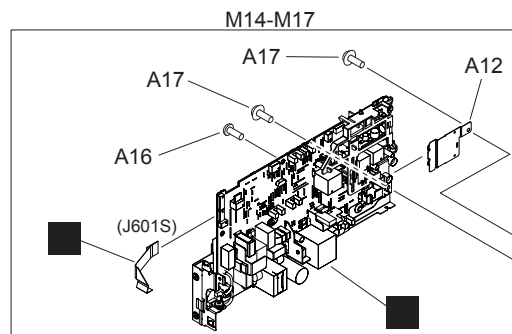
Figure 2-7 Covers (MFP M28-M31)



**Table 2-8 Covers (MFP M28-M31)**

Ref	Description	Part number	Qty
1	Document lid assembly (MFP M28-M31)	RM2-2136-000CN	1
2	Image scanner assembly (base model; MFP M28-M31)	RM2-2133-000CN	1
2	Image scanner assembly (wireless model; MFP M28-M31)	RM2-2134-000CN	1
2	Image scanner assembly (EM model; MFP M28-M31)	RM2-2135-000CN	1
3	Cartridge door assembly (MFP M28-M31)	RM2-2515-000CN	1
4	Cover, top assembly (MFP M28-M31)	RM2-2122-000CN	1
5	Link, hinge (MFP M28-M31)	RC52-4941-000CN	1
6	Tray, extension (MFP M28-M31)	RC5-4247-000CN	
7	Tray, paper pickup (base model; MFP M28-M31)	RL2-2594-000CN	1
7	Tray, paper pickup (wireless model; MFP M28-M31)	RL2-2595-000CN	1
7	Tray, paper pickup (base EM model; MFP M28-M31)	RL2-2596-000CN	1
7	Tray, paper pickup (wireless EM model; MFP M28-M31)	RL2-2597-000CN	1
8	Bottom cover assembly (MFP M28-M31)	RM2-2103-000CN	1
9	Cover, formatter (MFP M28-M31)	RC5-4186-000CN	1

## Internal components (1 of 2)



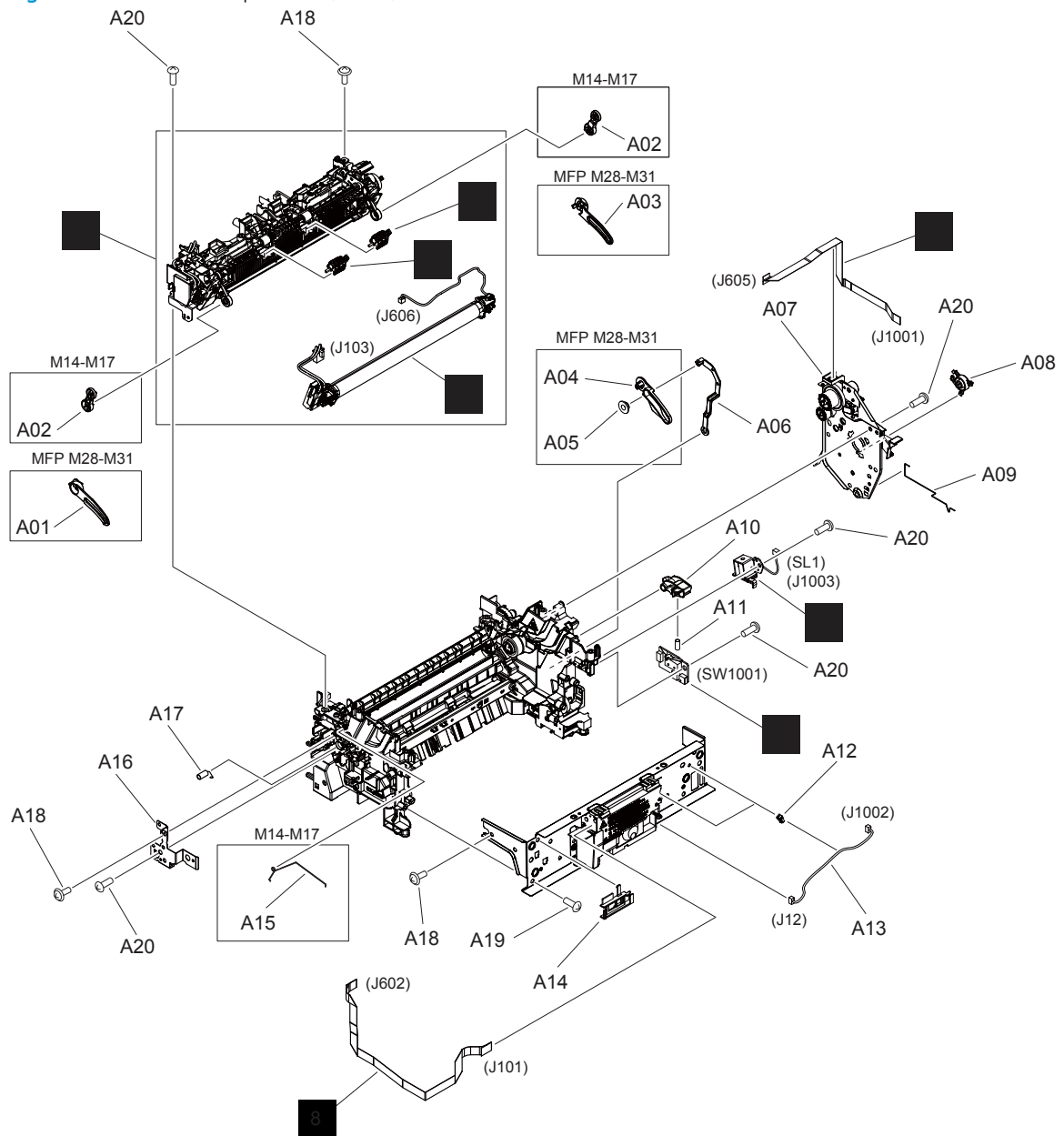
**Table 2-9 Internal components (1 of 2)<sup>1</sup>**

Ref	Description	Part number	Qty
1	Cable, flat flexible (M14-M17)	RM3-7434-000CN	1
1	Cable, flat flexible (MFP M28-M31)	RM3-7435-000CN	1
2	Engine controller PCA (base model; M14-M17) 220-240V	RM3-7388-000CN	1
2	Engine controller PCA (base EM model; M14-M17) 220-240V	RM3-7389-000CN	1
2	Engine controller PCA (wireless model; M14-M17) 110-127V	RM3-7390-000CN	1
2	Engine controller PCA (wireless model; M14-M17) 220-240V	RM3-7391-000CN	1
2	Engine controller PCA (wireless EM model; M14-M17) 220-240V	RM3-7392-000CN	1
2	Engine controller PCA (MFP M28-M31) 110-127V	RM3-7396-000CN	1
2	Engine controller PCA (MFP M28-M31) 220-240V	RM3-7397-000CN	1
2	Engine controller PCA (EM model; MFP M28-M31) 220-240V	RM3-7398-000CN	1
3	Roller, paper pickup left	RM2-2516-000CN	1
4	Roller, paper pickup right	RM2-2517-000CN	1
5	Roller arm, pickup	RM2-2106-000CN	
6	Roller, transfer	RM1-4023-000CN	1
Not shown	Formatter PCA (base model; M14-M17)	W2G50-60001	1
Not shown	Formatter PCA (wireless model; M14-M17)	W2G51-60001	1
Not shown	Formatter PCA (base model; MFP M28-M31)	W2G54-60001	1
Not shown	Formatter PCA (wireless model; MFP M28-M31)	W2G54-60001	1
Not shown	Wireless PCA	1150-7969	1

<sup>1</sup> Some assemblies are common between the M14-M17 and the MFP M28-M31 printers. Make sure that the correct part number is used to order assemblies.

## Internal components (2 of 2)

Figure 2-9 Internal components (2 of 2)



**Table 2-10 Internal components (2 of 2)**

Ref	Description	Part number	Qty
1	Fixing (fuser) assembly (110-127V)	RM2-2131-000CN	1
1	Fixing (fuser) assembly (220-240V)	RM2-2107-000CN	1
2	Roller, right holder assembly	RM2-2616-000CN	1
3	Roller, left holder assembly	RM2-2617-000CN	1
4	Fixing (fuser) film assembly (110-127V)	RM2-2132-000CN	1
4	Fixing (fuser) film assembly (220-240V)	RM2-2130-000CN	1
5	Cable, flat flexible	RM3-7431-000CN	1
6	Solenoid	RK2-9869-000CN	1
7	Door switch PCA	RM3-7169-000CN	1
8	Cable, flat flexible	RM3-7430-000CN	1

# Alphabetical parts list

**Table 2-11 Alphabetical parts list**

Description	Part number	Table and page
Bottom cover assembly (base model; M14-M17)	RM2-2105-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Bottom cover assembly (MFP M28-M31)	RM2-2103-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Bottom cover assembly (wireless model; M14-M17)	RM2-2104-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Cable, flat flexible	RM3-7431-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Cable, flat flexible	RM3-7430-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Cable, flat flexible (M14-M17)	RM3-7434-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Cable, flat flexible (MFP M28-M31)	RM3-7435-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Cartridge door assembly (base model; M14-M17)	RM2-2118-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Cartridge door assembly (MFP M28-M31)	RM2-2515-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Cartridge door assembly (wireless model; M14-M17)	RM2-2119-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Control panel (base model; M14-M17)	RM2-2125-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Control panel (wireless model; M14-M17)	RM2-2126-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Cover, formatter (M14-M17)	RC5-4239-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Cover, formatter (MFP M28-M31)	RC5-4186-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Cover, top assembly (MFP M28-M31)	RM2-2122-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Document lid assembly (MFP M28-M31)	RM2-2136-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Door switch PCA	RM3-7169-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Engine controller PCA (base EM model; M14-M17) 220-240V	RM3-7389-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Engine controller PCA (base model; M14-M17) 220-240V	RM3-7388-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Engine controller PCA (EM model; MFP M28-M31) 220-240V	RM3-7398-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Engine controller PCA (MFP M28-M31) 110-127V	RM3-7396-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Engine controller PCA (MFP M28-M31) 220-240V	RM3-7397-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Engine controller PCA (wireless EM model; M14-M17) 220-240V	RM3-7392-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>



**Table 2-11** Alphabetical parts list (continued)

Description	Part number	Table and page
Engine controller PCA (wireless model; M14-M17) 110-127V	RM3-7390-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Engine controller PCA (wireless model; M14-M17) 220-240V	RM3-7391-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Fixing (fuser) assembly (110-127V)	RM2-2131-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Fixing (fuser) assembly (220-240V)	RM2-2107-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Fixing (fuser) film assembly (110-127V)	RM2-2132-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Fixing (fuser) film assembly (220-240V)	RM2-2130-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Formatter PCA (base model; M14-M17)	W2G50-60001	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Formatter PCA (base model; MFP M28-M31)	W2G54-60001	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Formatter PCA (wireless model; M14-M17)	W2G51-60001	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Formatter PCA (wireless model; MFP M28-M31)	W2G54-60001	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Image scanner assembly (base model; MFP M28-M31)	RM2-2133-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Image scanner assembly (EM model; MFP M28-M31)	RM2-2135-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Image scanner assembly (wireless model; MFP M28-M31)	RM2-2134-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Link, hinge (MFP M28-M31)	RC52-4941-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Roller arm, pickup	RM2-2106-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Roller, left holder assembly	RM2-2617-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Roller, paper pickup left	RM2-2516-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Roller, paper pickup right	RM2-2517-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Roller, right holder assembly	RM2-2616-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Roller, transfer	RM1-4023-000CN	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
Solenoid	RK2-9869-000CN	<a href="#">Internal components (2 of 2) on page 345</a>
Tray, extension (M14-M17)	RC5-4247-000CN	<a href="#">Covers (M14-M17) on page 339</a>

**Table 2-11** Alphabetical parts list (continued)

Description	Part number	Table and page
Tray, extension (MFP M28-M31)	RC5-4247-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Tray, paper pickup (base EM model; M14-M17)	RL2-2591-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Tray, paper pickup (base EM model; MFP M28-M31)	RL2-2596-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Tray, paper pickup (base model; M14-M17)	RL2-2589-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Tray, paper pickup (base model; MFP M28-M31)	RL2-2594-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Tray, paper pickup (wireless EM model; M14-M17)	RL2-2592-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Tray, paper pickup (wireless EM model; MFP M28-M31)	RL2-2597-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Tray, paper pickup (wireless model; M14-M17)	RL2-2590-000CN	<a href="#">Covers (M14-M17) on page 339</a>
Tray, paper pickup (wireless model; MFP M28-M31)	RL2-2595-000CN	<a href="#">Covers (MFP M28-M31) on page 341</a>
Wireless PCA	1150-7969	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>

# Numerical parts list

**Table 2-12 Numerical parts list**

Part number	Description	Table and page
1150-7969	Wireless PCA	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RC5-4186-000CN	Cover, formatter (MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RC5-4239-000CN	Cover, formatter (M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RC5-4247-000CN	Tray, extension (M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RC5-4247-000CN	Tray, extension (MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RC52-4941-000CN	Link, hinge (MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RK2-9869-000CN	Solenoid	<a href="#">Internal components (2 of 2) on page 345</a>
RL2-2589-000CN	Tray, paper pickup (base model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RL2-2590-000CN	Tray, paper pickup (wireless model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RL2-2591-000CN	Tray, paper pickup (base EM model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RL2-2592-000CN	Tray, paper pickup (wireless EM model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RL2-2594-000CN	Tray, paper pickup (base model; MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RL2-2595-000CN	Tray, paper pickup (wireless model; MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RL2-2596-000CN	Tray, paper pickup (base EM model; MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RL2-2597-000CN	Tray, paper pickup (wireless EM model; MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RM1-4023-000CN	Roller, transfer	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM2-2103-000CN	Bottom cover assembly (MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RM2-2104-000CN	Bottom cover assembly (wireless model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RM2-2105-000CN	Bottom cover assembly (base model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RM2-2106-000CN	Roller arm, pickup	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM2-2107-000CN	Fixing (fuser) assembly (220-240V)	<a href="#">Internal components (2 of 2) on page 345</a>
RM2-2118-000CN	Cartridge door assembly (base model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RM2-2119-000CN	Cartridge door assembly (wireless model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RM2-2122-000CN	Cover, top assembly (MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>

**Table 2-12 Numerical parts list (continued)**

Part number	Description	Table and page
RM2-2125-000CN	Control panel (base model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RM2-2126-000CN	Control panel (wireless model; M14-M17)	<a href="#">Covers (M14-M17) on page 339</a>
RM2-2130-000CN	Fixing (fuser) film assembly (220-240V)	<a href="#">Internal components (2 of 2) on page 345</a>
RM2-2131-000CN	Fixing (fuser) assembly (110-127V)	<a href="#">Internal components (2 of 2) on page 345</a>
RM2-2132-000CN	Fixing (fuser) film assembly (110-127V)	<a href="#">Internal components (2 of 2) on page 345</a>
RM2-2133-000CN	Image scanner assembly (base model; MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RM2-2134-000CN	Image scanner assembly (wireless model; MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RM2-2135-000CN	Image scanner assembly (EM model; MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RM2-2136-000CN	Document lid assembly (MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RM2-2515-000CN	Cartridge door assembly (MFP M28-M31)	<a href="#">Covers (MFP M28-M31) on page 341</a>
RM2-2516-000CN	Roller, paper pickup left	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM2-2517-000CN	Roller, paper pickup right	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM2-2616-000CN	Roller, right holder assembly	<a href="#">Internal components (2 of 2) on page 345</a>
RM2-2617-000CN	Roller, left holder assembly	<a href="#">Internal components (2 of 2) on page 345</a>
RM3-7169-000CN	Door switch PCA	<a href="#">Internal components (2 of 2) on page 345</a>
RM3-7388-000CN	Engine controller PCA (base model; M14-M17) 220-240V	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM3-7389-000CN	Engine controller PCA (base EM model; M14-M17) 220-240V	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM3-7390-000CN	Engine controller PCA (wireless model; M14-M17) 110-127V	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM3-7391-000CN	Engine controller PCA (wireless model; M14-M17) 220-240V	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM3-7392-000CN	Engine controller PCA (wireless EM model; M14-M17) 220-240V	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM3-7396-000CN	Engine controller PCA (MFP M28-M31) 110-127V	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM3-7397-000CN	Engine controller PCA (MFP M28-M31) 220-240V	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>

**Table 2-12 Numerical parts list (continued)**

Part number	Description	Table and page
RM3-7398-000CN	Engine controller PCA (EM model; MFP M28-M31) 220-240V	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM3-7430-000CN	Cable, flat flexible	<a href="#">Internal components (2 of 2) on page 345</a>
RM3-7431-000CN	Cable, flat flexible	<a href="#">Internal components (2 of 2) on page 345</a>
RM3-7434-000CN	Cable, flat flexible (M14-M17)	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
RM3-7435-000CN	Cable, flat flexible (MFP M28-M31)	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
W2G50-60001	Formatter PCA (base model; M14-M17)	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
W2G51-60001	Formatter PCA (wireless model; M14-M17)	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
W2G54-60001	Formatter PCA (base model; MFP M28-M31)	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>
W2G54-60001	Formatter PCA (wireless model; MFP M28-M31)	<a href="#">Internal components (1 of 2)<sup>1</sup> on page 343</a>



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- cartridge (M28-M31)
  - toner, remove and replace 16
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