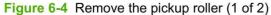# Paper-pickup roller

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

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

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

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

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

   a. Open the **2ndry Service** menu by pressing the Left Arrow ◄ button and the **Cancel** butto
      simultaneously.

   b. Use the arrow buttons to select **Pick roller**, and then press OK.

      Press OK again to confirm that you want the roller to rotate.

   c. Listen for the roller to rotate. When the roller is done rotating, unplug the power cord, and the
      place the power switch in the off position.

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

   d. Remove Tray 2.

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

2. Carefully raise the front of the product.

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

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

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

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

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