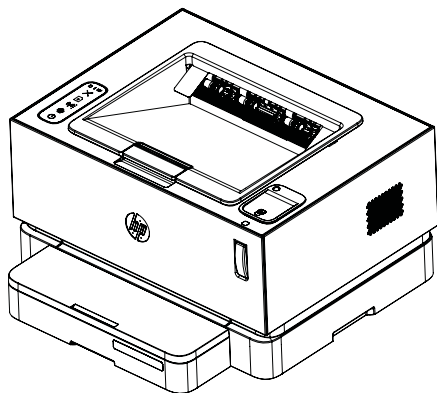


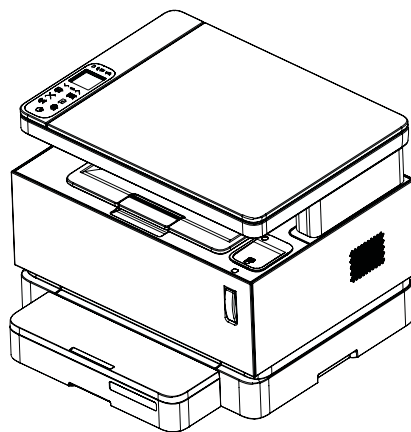


HP Neverstop Laser 1000 and MFP 1200 HP Laser NS 1020 and MFP 1005

Service Manual: Repair



Neverstop Laser 1000a/1000w
Laser NS 1020/1020w



Neverstop Laser MFP 1200a/1200w
Laser NS MFP 1005/1005w



www.hp.com/support/Neverstop1000
www.hp.com/support/ns1020
www.hp.com/support/Neverstop1200
www.hp.com/support/ns1005



HP Neverstop Laser 1000 and MFP 1200 / HP Laser NS 1020 and MFP 1005 - Service Manual : Repair

SUMMARY

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1 Removal and replacement

- [Removal and replacement strategy](#)
- [Service approach](#)
- [Removal and replacement procedures](#)

Removal and replacement strategy

- [Introduction](#)
- [Considerations during removal and replacement](#)
- [Electrostatic discharge](#)
- [Required tools](#)
- [Fasteners used in this printer](#)

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.

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 (imaging drum, toner reload kit) 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.

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 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.

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 imaging drum.

Toner is a non-poisonous substance composed of plastic and a small number of colored components. Be careful to avoid inhalation of Toner particles. 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.

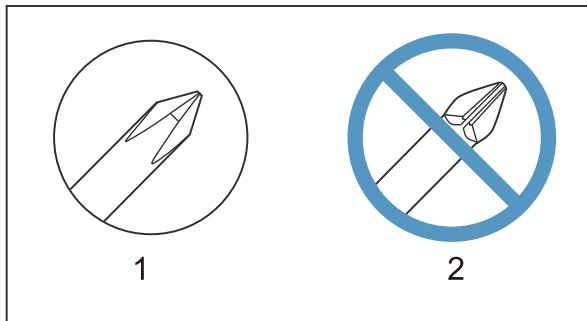
Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

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](#)
- [After performing service](#)
- [Post-service tests](#)

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 imaging drum.

After performing service

1. Reinstall the imaging drum.
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

- [Print-quality test](#)
- [Copy-quality test \(MFP only\)](#)
- [Other 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 step
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.

Removal and replacement procedures

- [Customer self-repair \(CSR\) components](#)
- [Field Replaceable Units \(FRUs\) / Bench Repair Units \(BRUs\)](#)

Customer self-repair (CSR) components

- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Reload the toner & Imaging drum](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Reload the toner & Imaging drum](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Imaging drum](#)
- [HP Neverstop Laser MFP 120x / HP Laser NS MFP 1005 - Removal and replacement: Imaging drum](#)

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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Reload the toner & Imaging drum

This document provides the procedures to reload the toner & imaging drum.

Mean time to repair: 3 minutes

Service level: Basic



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.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-1 Toner reload kit part information

Toner reload kit part numbers	
Excluding China:	
W1103A	HP 103A Black Original Neverstop Laser Toner Reload Kit
W1103AD	HP 103AD Dual Pack Black Original Neverstop Laser Toner Reload Kit
China only:	
W1108A	HP 108A Black Original Laser NS Toner Reload Kit
W1108AD	HP 108AD Dual Pack Black Original Laser NS Toner Reload Kit

Table 1-2 Imaging drum part information

Imaging drum part numbers	
Excluding China:	
W1104A	HP 104A Black Original Laser Imaging Drum
China only:	
W1109A	HP 109A Black Original Laser Imaging Drum

Required tools

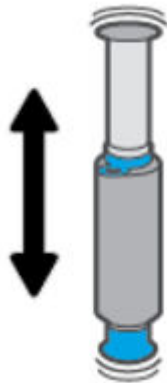
- No special tools are needed to remove or install this assembly.

Post service test

No post service test is available for this assembly.

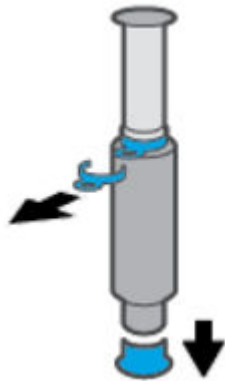
1. Reload the toner.
 - a. Verify that the reload indicator light is on (white). Toner cannot be added when the light is off.
 - b. Shake the Toner Reload Kit for at least 10 seconds. You should hear the ball inside mixing the toner.

Figure 1-2 Shake the toner reload kit



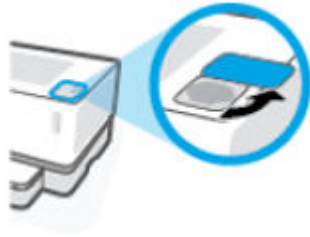
- c. Remove the ring and the cap.

Figure 1-3 Remove the ring and the cap



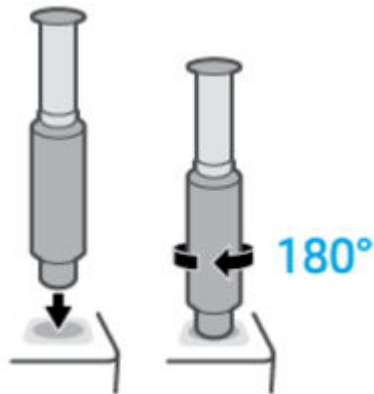
- d. Uncover the reload port.

Figure 1-4 Uncover the reload port



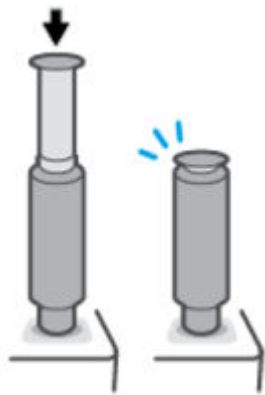
- e. Insert the Toner Reload Kit into the reload port and rotate it clockwise 180° until it stops.

Figure 1-5 Insert the toner reload kit into the reload port



- f. Push the plunger down completely until you hear a click. If the plunger does not go all the way down as shown, pull it up and push it down again until it does.

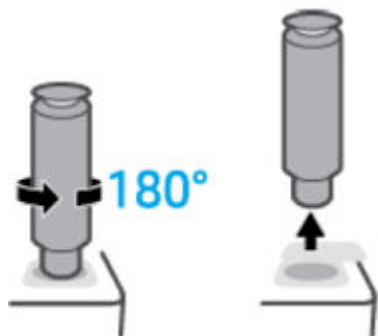
Figure 1-6 Push the plunger down



- g. Rotate the Toner Reload Kit counterclockwise 180° to disengage it from the port. Remove the kit from the port and recycle it.

 **NOTE:** If you are unable to rotate the kit, press the **Cancel** button on the control panel.

Figure 1-7 Remove and recycle the toner reload kit



- h. Cover the reload port.

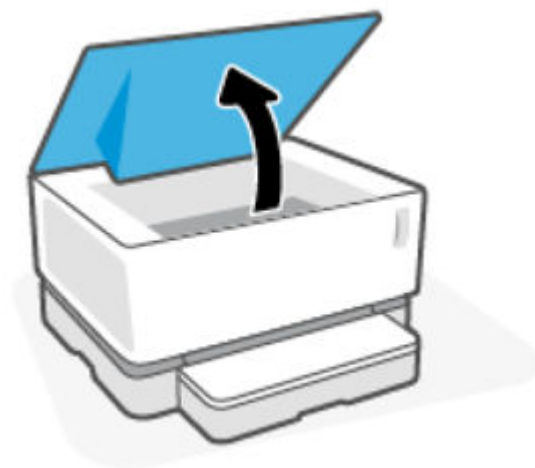
Figure 1-8 Cover the reload port



- 2. Replace the imaging drum.

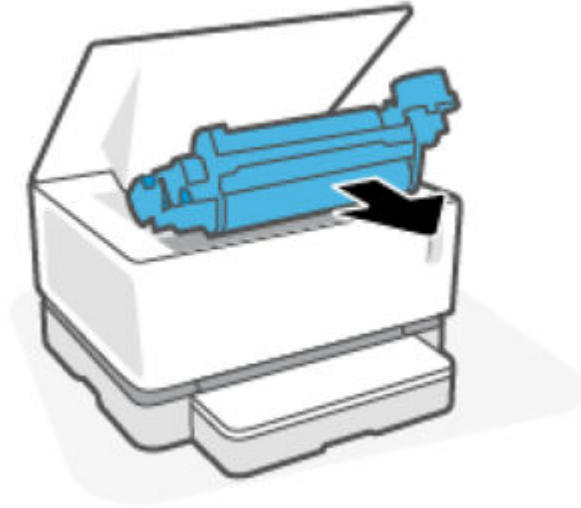
- a. Lift the top cover.

Figure 1-9 Lift the top cover



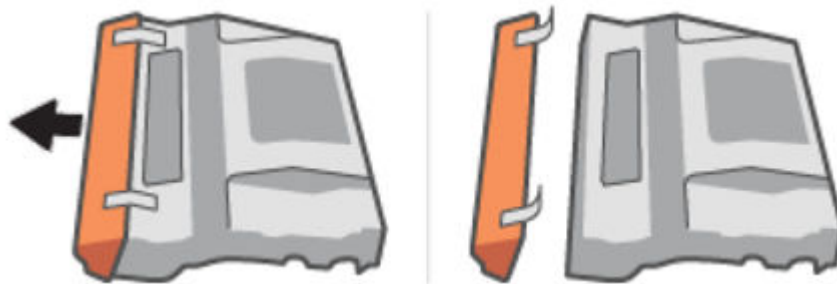
- b. Remove and recycle the used imaging drum.

Figure 1-10 Remove and recycle the used imaging drum



- c. Remove the orange cover from the new imaging drum, while carefully pulling the two tabs out of the imaging drum as you remove the cover.

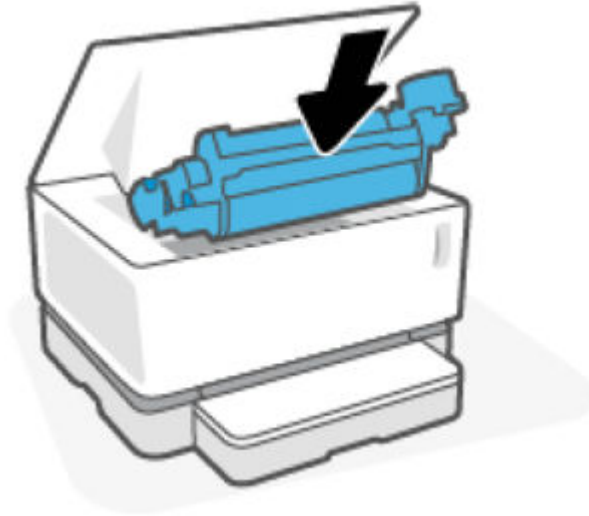
Figure 1-11 Remove the orange cover from the new imaging drum



- d. Shake the imaging drum five times from right to left.

- e. Insert the new imaging drum in the printer.

Figure 1-12 Insert the new imaging drum



- f. Lower the top cover.

Figure 1-13 Lower the top cover



HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Reload the toner & Imaging drum

This document provides the procedures to reload the toner & imaging drum.

Mean time to repair: 3 minutes

Service level: Basic



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.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-3 Toner reload kit part information

Toner reload kit part numbers	
Excluding China:	
W1103A	HP 103A Black Original Neverstop Laser Toner Reload Kit
W1103AD	HP 103AD Dual Pack Black Original Neverstop Laser Toner Reload Kit
China only:	
W1108A	HP 108A Black Original Laser NS Toner Reload Kit
W1108AD	HP 108AD Dual Pack Black Original Laser NS Toner Reload Kit

Table 1-4 Imaging drum part information

Imaging drum part numbers	
Excluding China:	
W1104A	HP 104A Black Original Laser Imaging Drum
China only:	
W1109A	HP 109A Black Original Laser Imaging Drum

Required tools

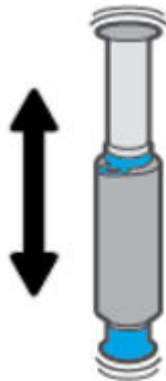
- No special tools are needed to remove or install this assembly.

Post service test

No post service test is available for this assembly.

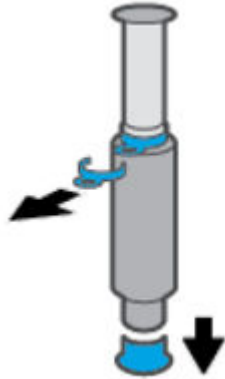
1. Reload the toner.
 - a. Verify that the reload indicator light is on (white). Toner cannot be added when the light is off.
 - b. Shake the Toner Reload Kit for at least 10 seconds. You should hear the ball inside mixing the toner.

Figure 1-14 Shake the toner reload kit



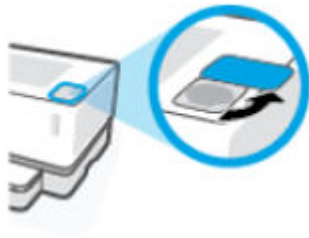
- c. Remove the ring and the cap.

Figure 1-15 Remove the ring and the cap



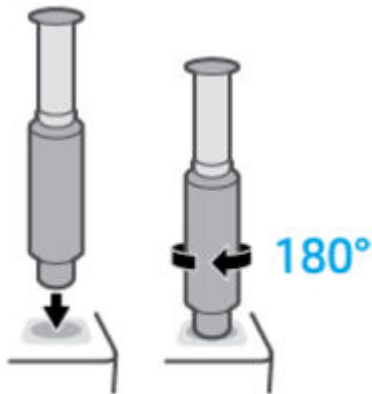
- d. Lift the scanner to access the reload port.
- e. Uncover the reload port.

Figure 1-16 Uncover the reload port



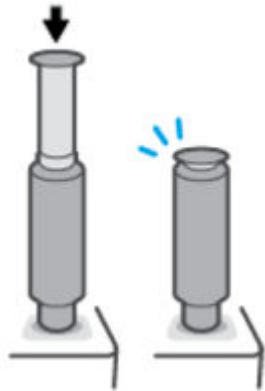
- f. Insert the Toner Reload Kit into the reload port and rotate it clockwise 180° until it stops.

Figure 1-17 Insert the toner reload kit into the reload port



- g. Push the plunger down completely until you hear a click. If the plunger does not go all the way down as shown, pull it up and push it down again until it does.

Figure 1-18 Push the plunger down



- h. Rotate the Toner Reload Kit counterclockwise 180° to disengage it from the port. Remove the kit from the port and recycle it.


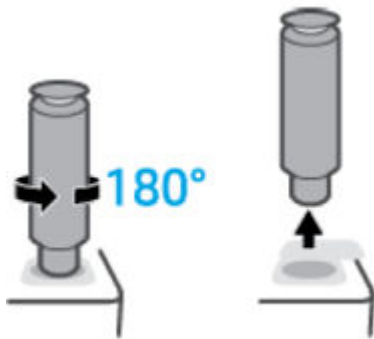
 **NOTE:** If you are unable to rotate the kit, press the **Cancel** button on the control panel.

Figure 1-19 Remove and recycle the toner reload kit



- i. Cover the reload port.

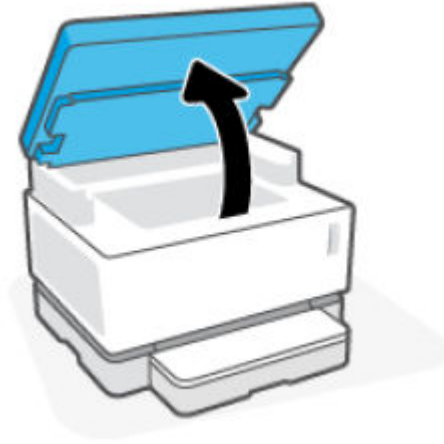
Figure 1-20 Cover the reload port



2. Replace the imaging drum.

- a. Lift the scanner.

Figure 1-21 Lift the scanner



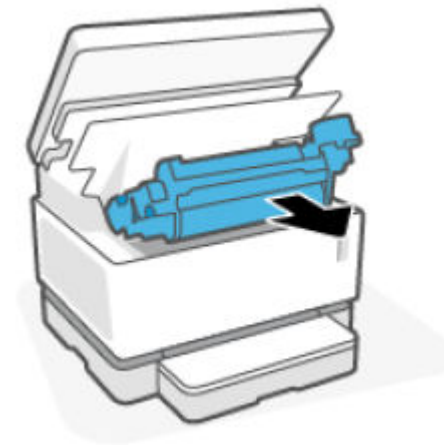
- b. Lift the top cover.

Figure 1-22 Lift the top cover



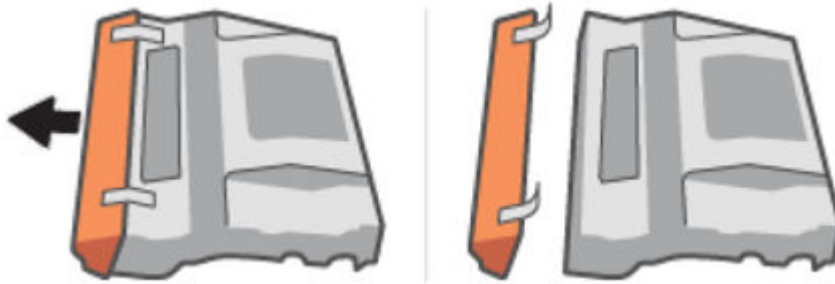
- c. Remove and recycle the used imaging drum.

Figure 1-23 Remove and recycle the used imaging drum



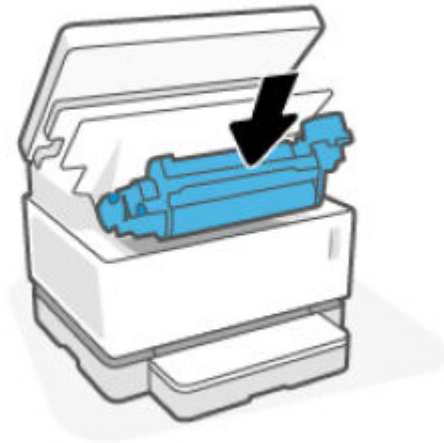
- d. Remove the orange cover from the new imaging drum, while carefully pulling the two tabs out of the imaging drum as you remove the cover.

Figure 1-24 Remove the orange cover from the new imaging drum



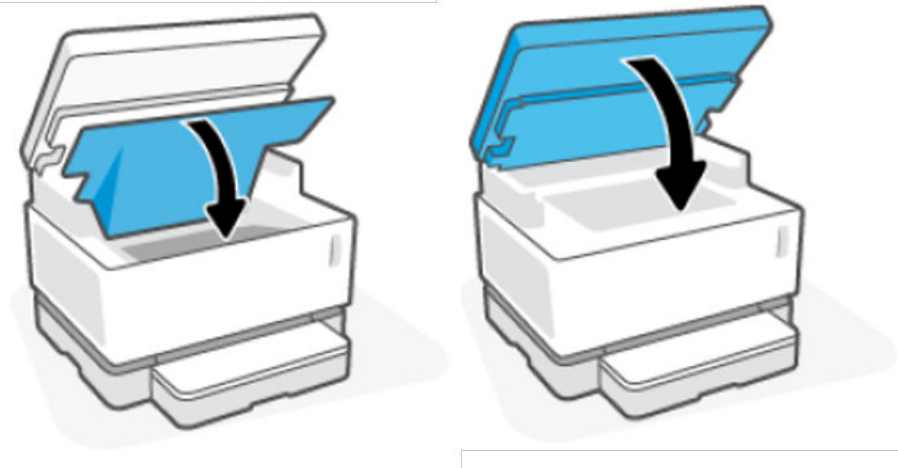
- e. Shake the imaging drum five times from right to left.
- f. Insert the new imaging drum in the printer.

Figure 1-25 Insert the new imaging drum



- g. Lower the top cover and the scanner.

Figure 1-26 Lower the top cover and the scanner




HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Imaging drum

This document provides the procedures to remove and replace the imaging drum.


Mean time to repair: 3 minutes

Service level: Basic

 **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 <https://parts.hp.com>

Table 1-5 Imaging drum part information

Imaging drum part numbers	
Excluding China:	
W1104A	HP 104A Black Original Laser Imaging Drum
China only:	
W1109A	HP 109A Black Original Laser Imaging Drum

Required tools

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

After performing service

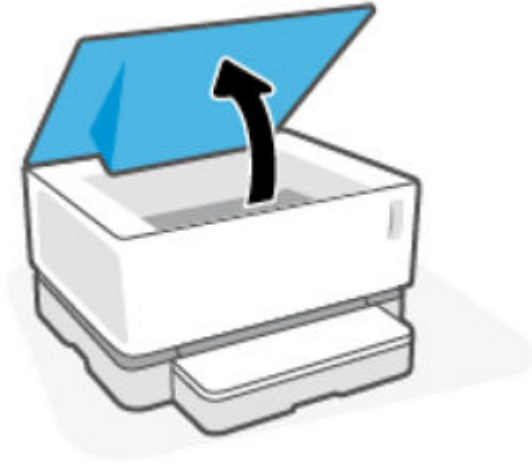
- Make sure that the cartridge door is fully closed after replacing the imaging drum.
- Turn the printer power on.

Post service test

No post service test is available for this assembly.

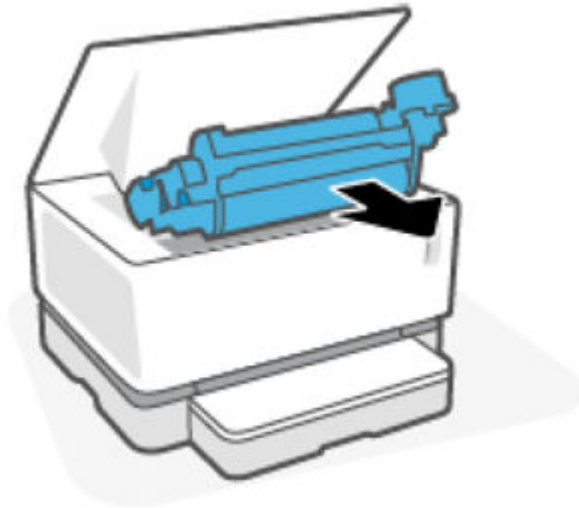
- ▲ Replace the imaging drum.
 - a. Lift the top cover.

Figure 1-27 Lift the top cover



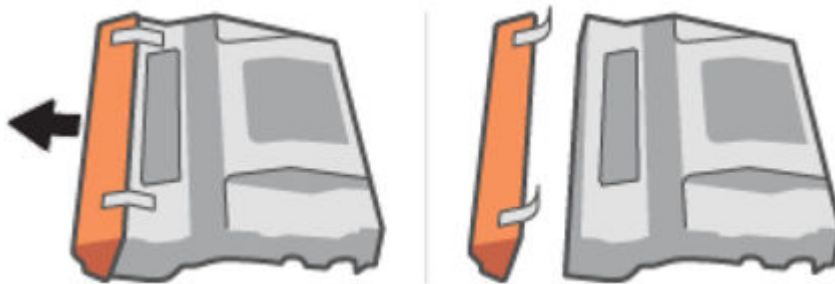
- b. Remove and recycle the used imaging drum.

Figure 1-28 Remove and recycle the used imaging drum



- c. Remove the orange cover from the new imaging drum, while carefully pulling the two tabs out of the imaging drum as you remove the cover.

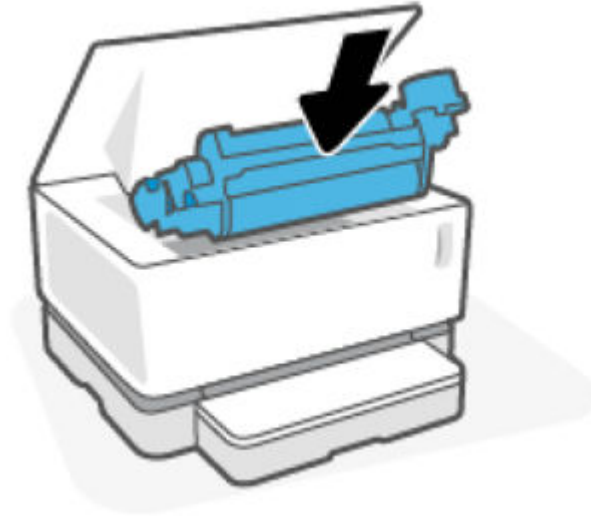
Figure 1-29 Remove the orange cover from the new imaging drum



- d. Shake the imaging drum five times from right to left.

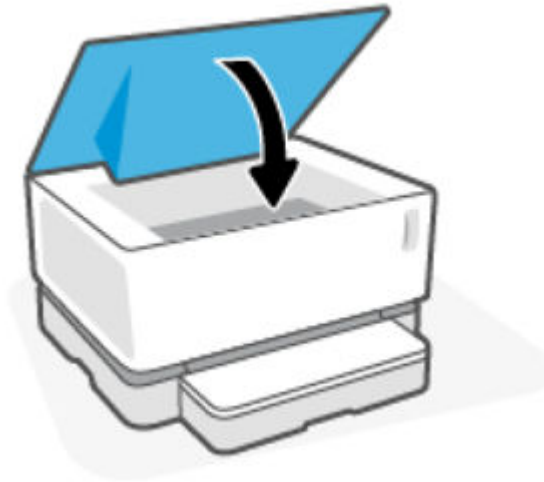
- e. Insert the new imaging drum in the printer.

Figure 1-30 Insert the new imaging drum



- f. Lower the top cover.

Figure 1-31 Lower the top cover



HP Neverstop Laser MFP 120x / HP Laser NS MFP 1005 - Removal and replacement: Imaging drum

This document provides the procedures to remove and replace the imaging drum.

Mean time to repair: 3 minutes

Service level: Basic



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 <https://parts.hp.com>

Table 1-6 Imaging drum part information

Imaging drum part numbers	
Excluding China:	
W1104A	HP 104A Black Original Laser Imaging Drum
China only:	
W1109A	HP 109A Black Original Laser Imaging Drum

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 imaging drum.
- Turn the printer power on.

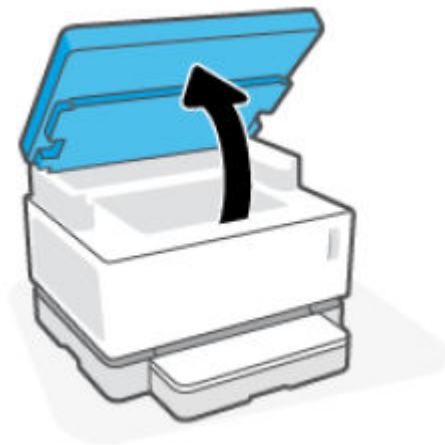
Post service test

No post service test is available for this assembly.

- ▲ Replace the imaging drum.

- a. Lift the scanner.

Figure 1-32 Lift the scanner



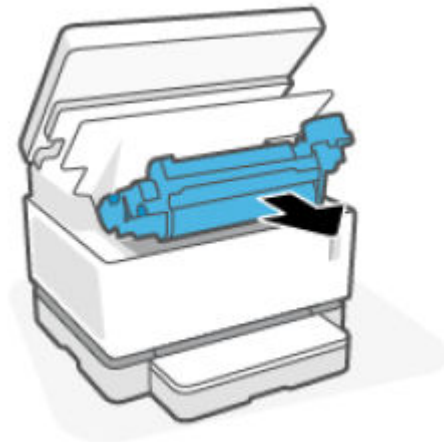
- b. Lift the top cover.

Figure 1-33 Lift the top cover



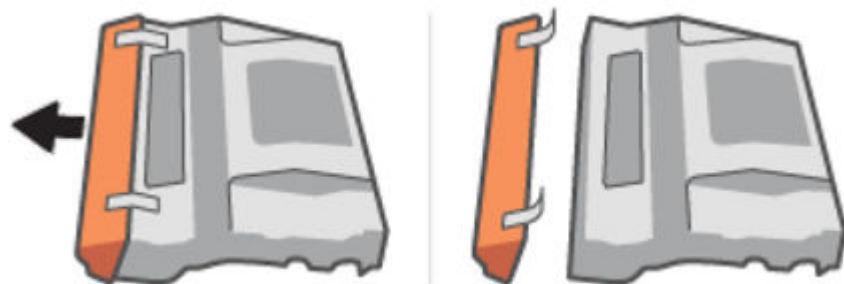
- c. Remove and recycle the used imaging drum.

Figure 1-34 Remove and recycle the used imaging drum



- d. Remove the orange cover from the new imaging drum, while carefully pulling the two tabs out of the imaging drum as you remove the cover.

Figure 1-35 Remove the orange cover from the new imaging drum



- e. Shake the imaging drum five times from right to left.

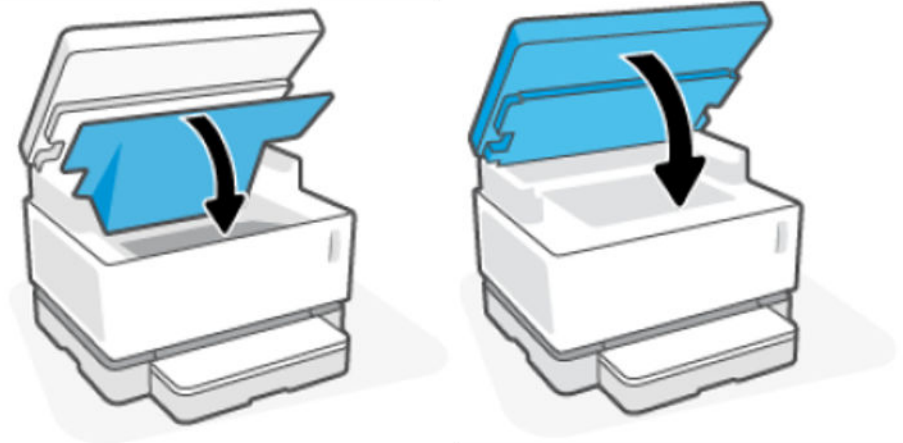
- f. Insert the new imaging drum in the printer.

Figure 1-36 Insert the new imaging drum



- g. Lower the top cover and the scanner.

Figure 1-37 Lower the top cover and the scanner



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

- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Rear cover](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Rear cover](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Right cover](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Right cover](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Left cover](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Left cover](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Front cover](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Front cover](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Top cover](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Image scanner assembly](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Middle cover](#)

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Rear cover

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

Mean time to repair: 3 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-7 Part information

Part number	Part description
JC95-02213A	Rear cover

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-38 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-39 Release tabs

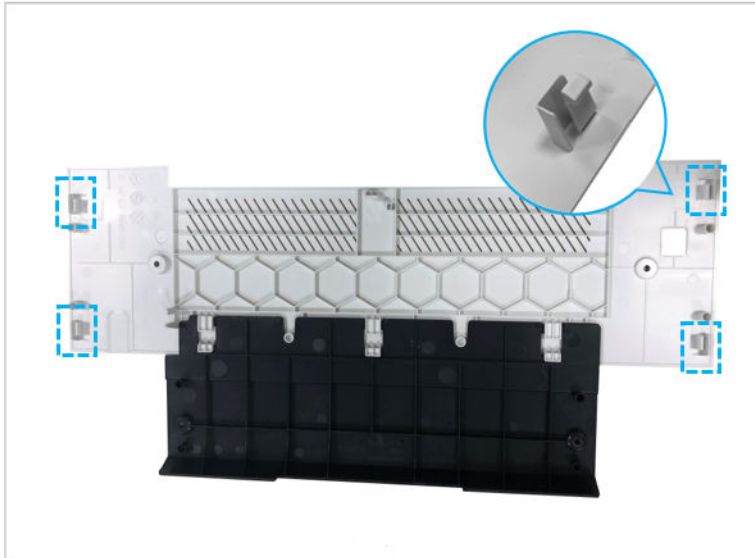
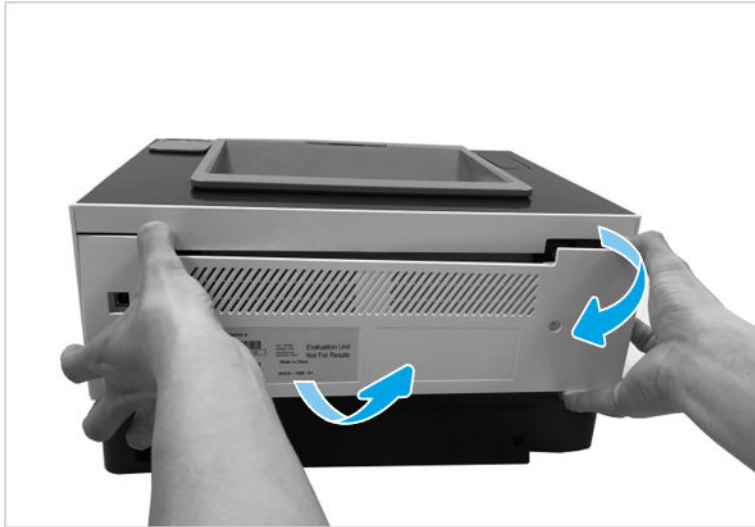


Figure 1-40 Remove the rear cover



2. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.


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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.


 **NOTE:** 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 – Removal and replacement: Rear cover

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


Mean time to repair: 3 minutes

Service level: Intermediate

 **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

- Disconnect the power cable.

 **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-8 Part information

Part number	Part description
JC95-02213A	Rear cover

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-41 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-42 Release tabs

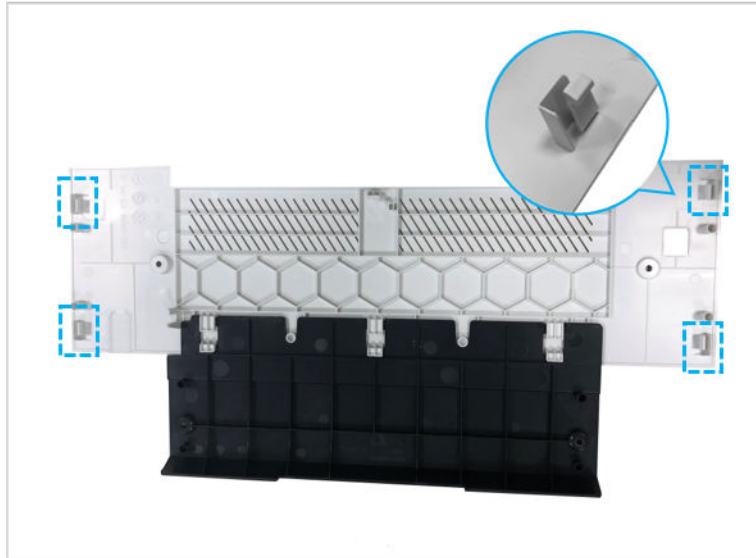


Figure 1-43 Remove rear cover



- 2. Unpack the replacement assembly.
 - a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Right cover

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

Mean time to repair: 5 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to

<https://parts.hp.com>

Table 1-9 Part information

Part number	Part description
JC95-02215A	Right cover

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-44 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-45 Release tabs

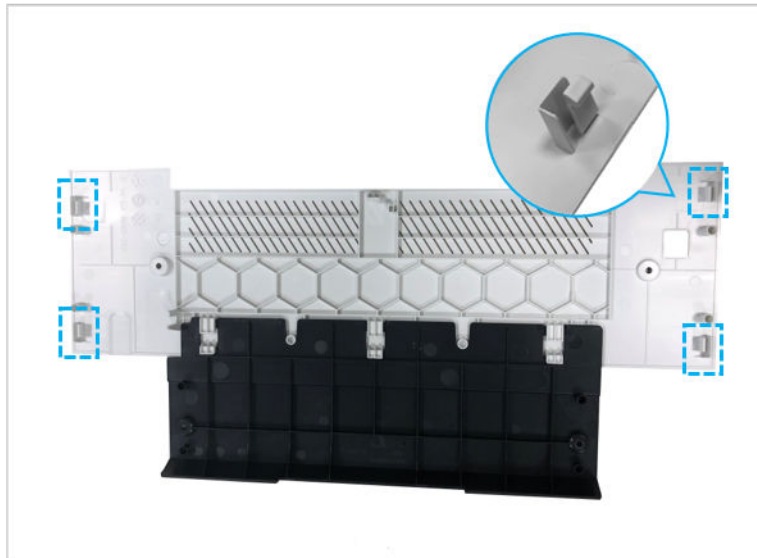
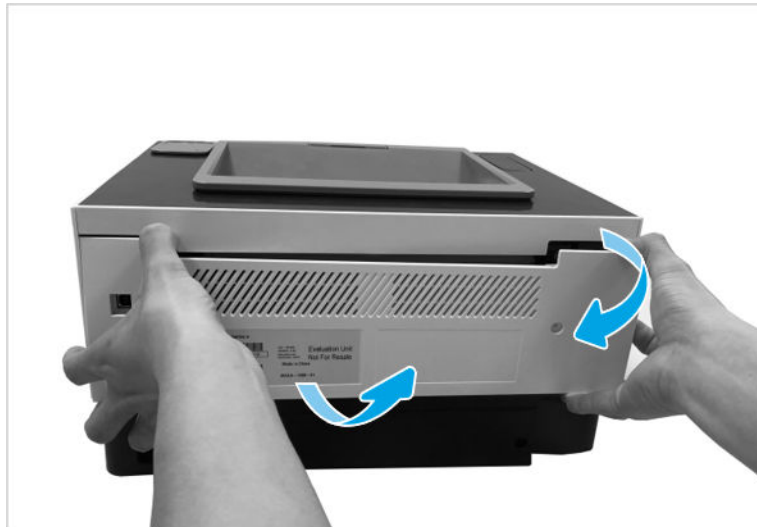


Figure 1-46 Remove the rear cover



2. Remove the right cover.

Figure 1-47 Remove right cover



3. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Right cover

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

Mean time to repair: 5 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-10 Part information

Part number	Part description
JC95-02215A	Right cover

Required tools

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

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-48 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-49 Release tabs

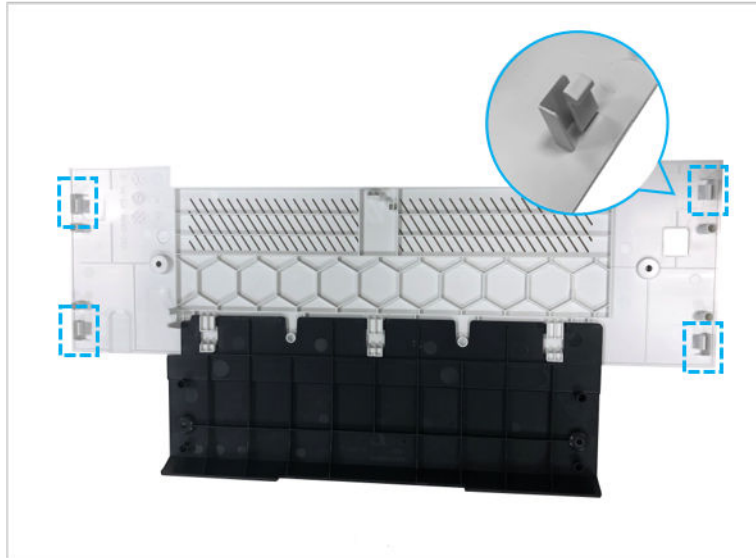


Figure 1-50 Remove rear cover

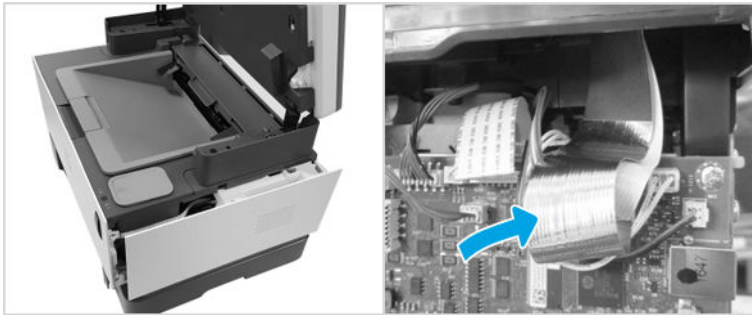


2. Remove the right cover.

Figure 1-51 Remove right cover



CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)



3. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Left cover

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

Mean time to repair: 5 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-11 Part information

Part number	Part description
JC95-02214A	Left cover

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-52 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-53 Release tabs

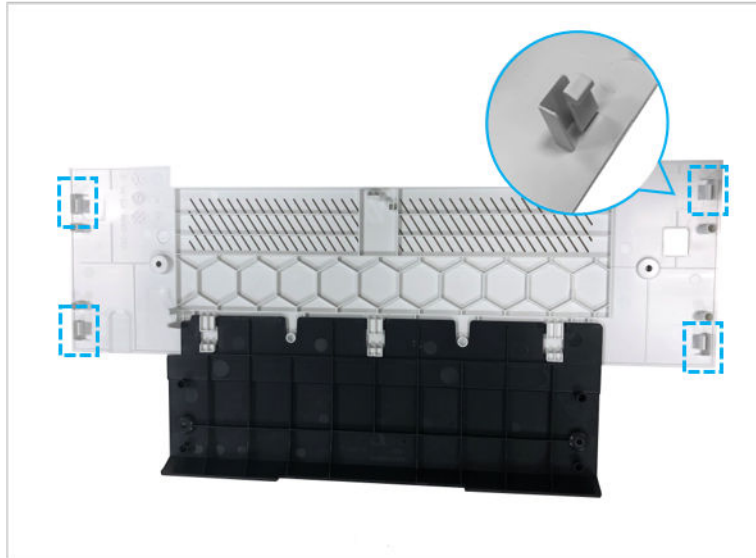
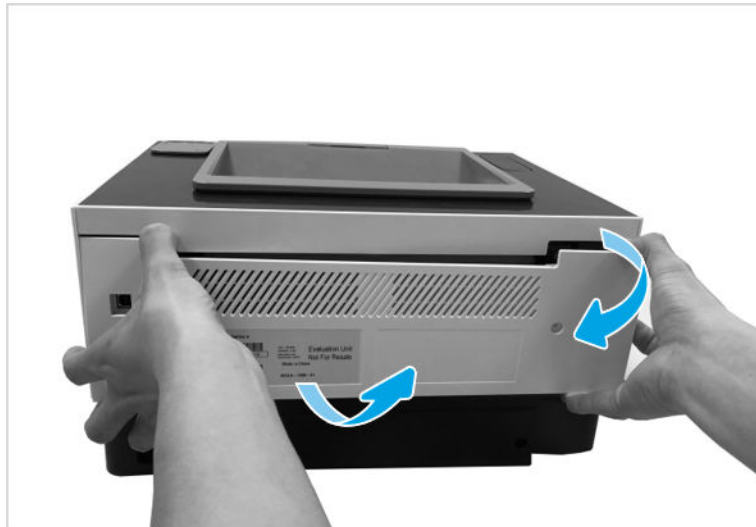


Figure 1-54 Remove the rear cover



2. Remove the left cover.

Figure 1-55 Remove left cover



3. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Left cover

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

Mean time to repair: 5 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-12 Part information

Part number	Part description
JC95-02214A	Left cover

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-56 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-57 Release tabs

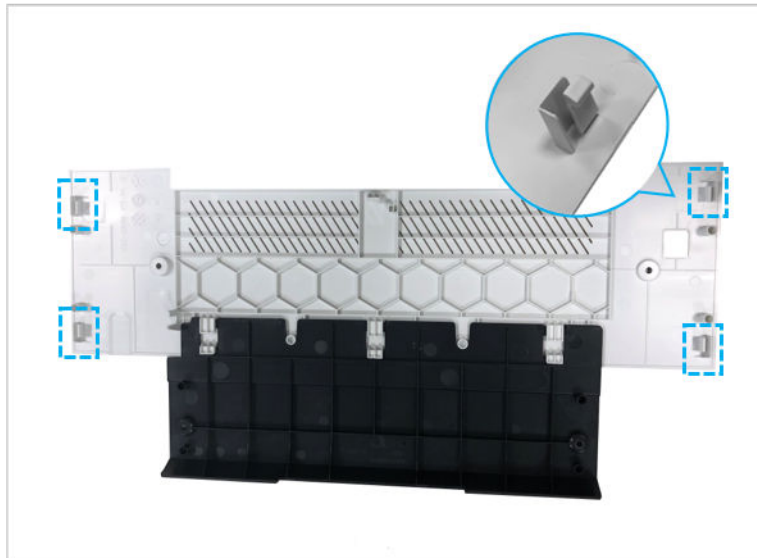


Figure 1-58 Remove rear cover



2. Remove the left cover.

Figure 1-59 Remove left cover



3. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Front cover

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

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-13 Part information

Part number	Part description
JC95-02216A	Front cover

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-60 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-61 Release tabs

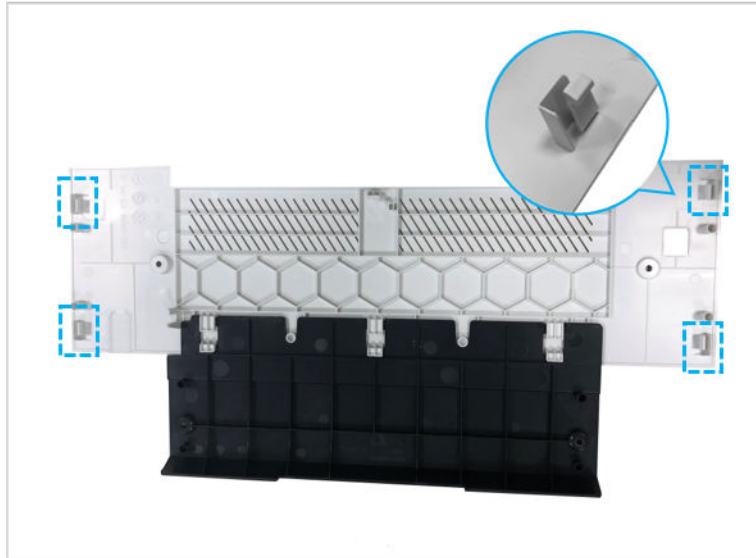
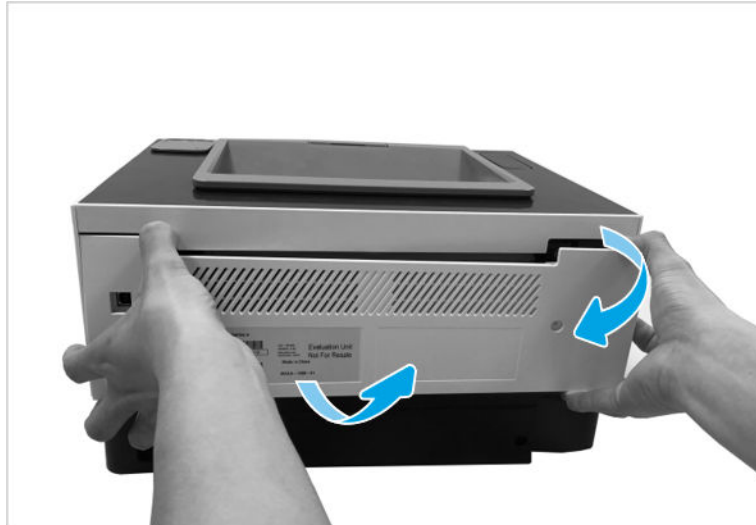


Figure 1-62 Remove the rear cover



2. Remove the left cover.

Figure 1-63 Remove left cover



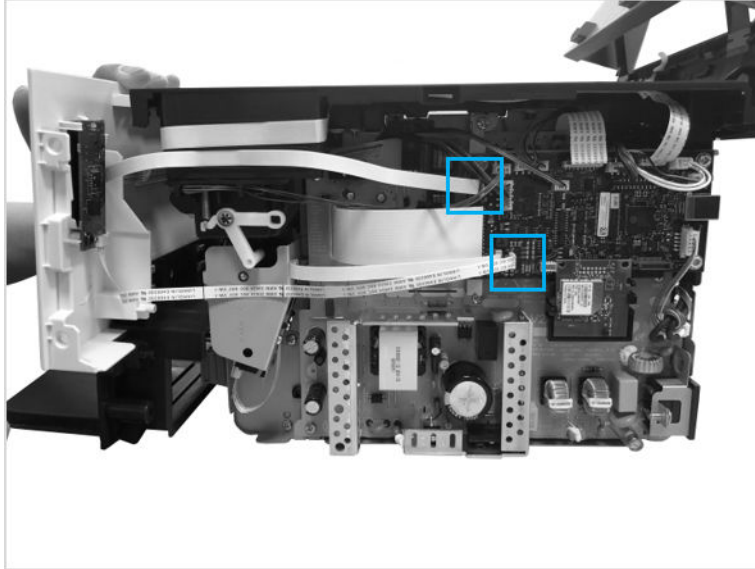
3. Remove the right cover.

Figure 1-64 Remove right cover



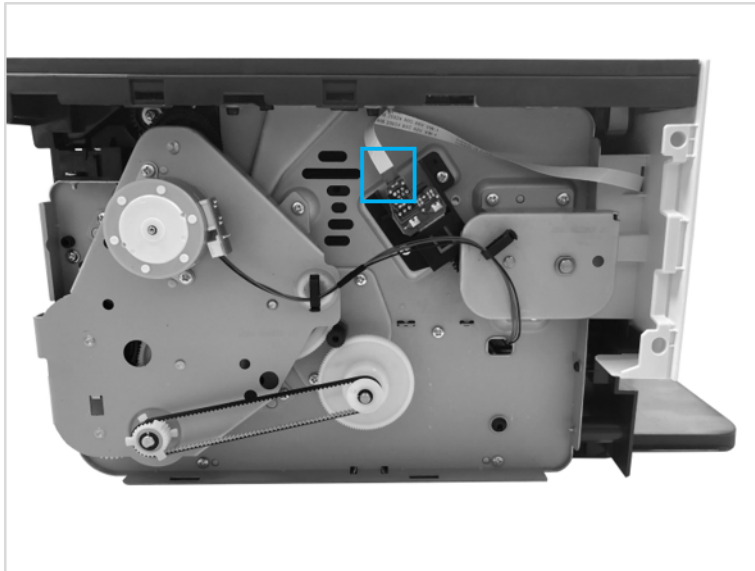
4. Remove the front cover.
 - a. Disconnect two flexible flat cables.

Figure 1-65 Disconnect flat cables



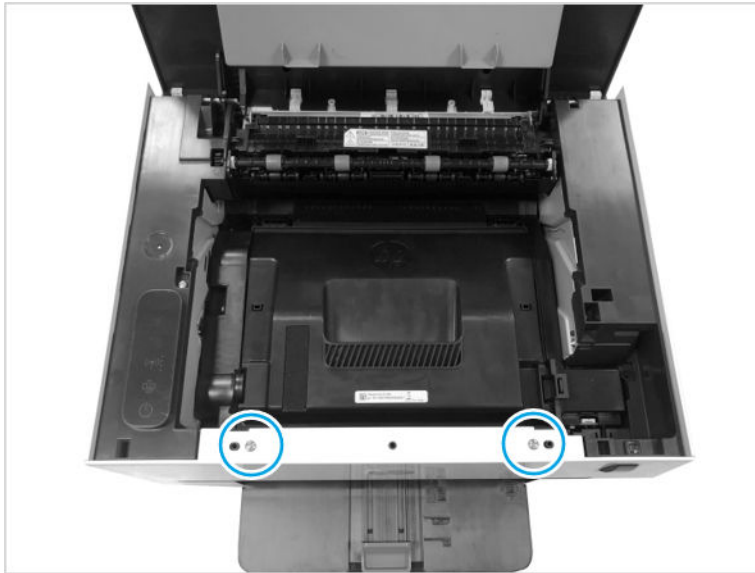
- b. Disconnect one flexible flat cable.

Figure 1-66 Disconnect flat cable



- c. Open the top cover, and then remove two screws.

Figure 1-67 Remove screws



- d. Remove two screws, and then remove the front cover.

Figure 1-68 Remove front cover



5. Unpack the replacement assembly.
 - a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Front cover

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

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to

<https://parts.hp.com>

Table 1-14 Part information

Part number	Part description
JC95-02216A	Front cover

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-69 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-70 Release tabs

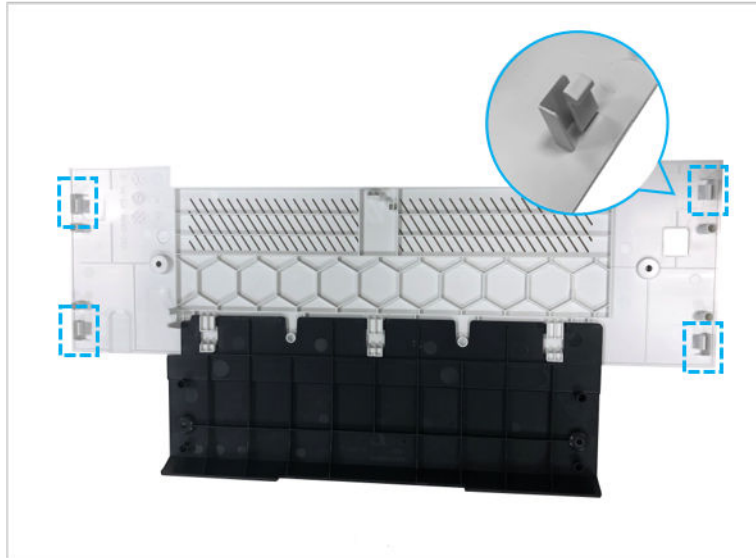


Figure 1-71 Remove rear cover



2. Remove the left cover.

Figure 1-72 Remove left cover

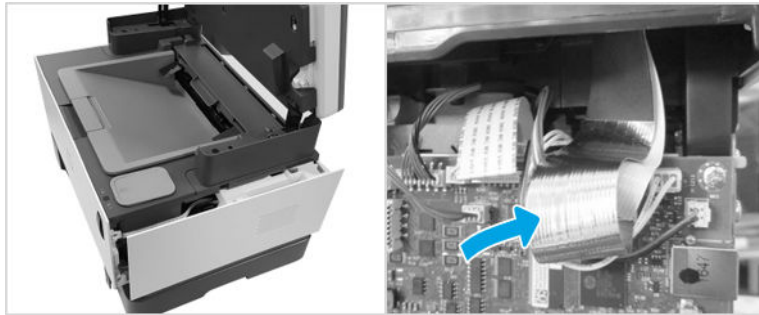


3. Remove the right cover.

Figure 1-73 Remove right cover

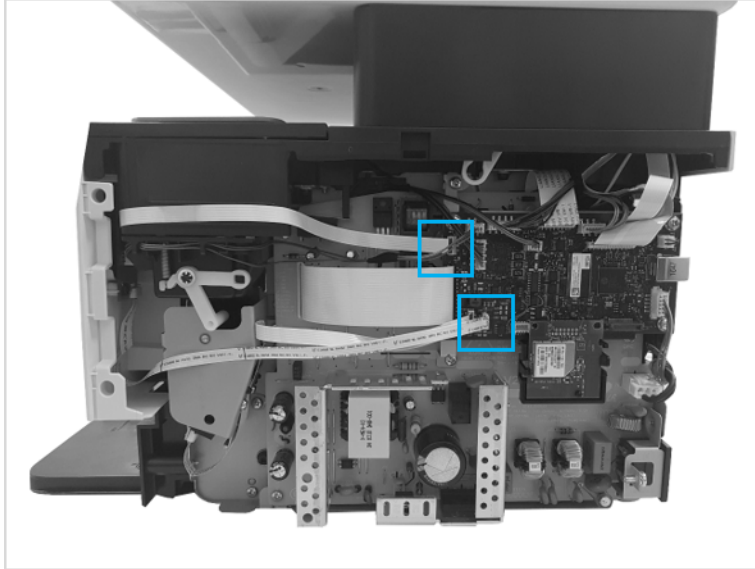


⚠ CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)



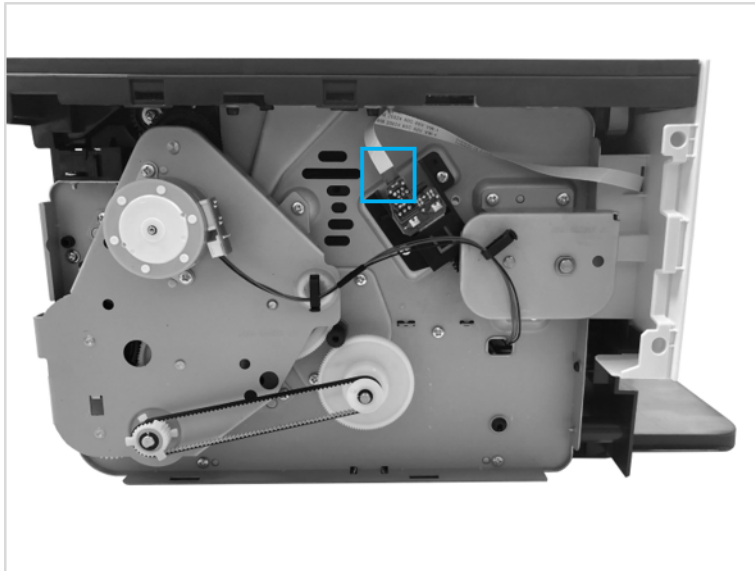
4. Remove the front cover.
 - a. Disconnect two flexible flat cables.

Figure 1-74 Disconnect flat cables



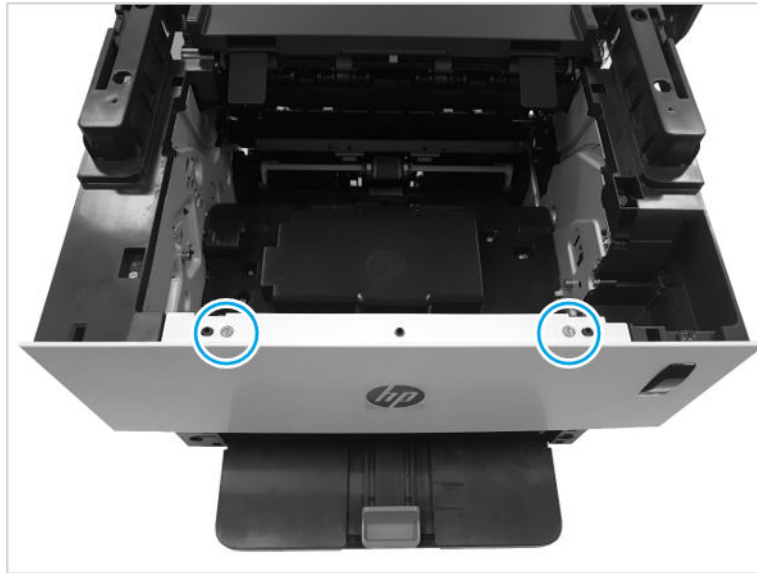
- b. Disconnect one flexible flat cable.

Figure 1-75 Disconnect flat cable



- c. Open the top cover, and then remove two screws.

Figure 1-76 Remove screws



- d. Remove two screws, and then remove the front cover.

Figure 1-77 Remove front cover



5. Unpack the replacement assembly.
 - a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Top cover

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

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to

<https://parts.hp.com>

Table 1-15 Part information

Part number	Part description
<ul style="list-style-type: none">• No wireless model : JC95-02211A	Top cover
<ul style="list-style-type: none">• Wireless model : JC95-02212A	

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-78 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-79 Release tabs

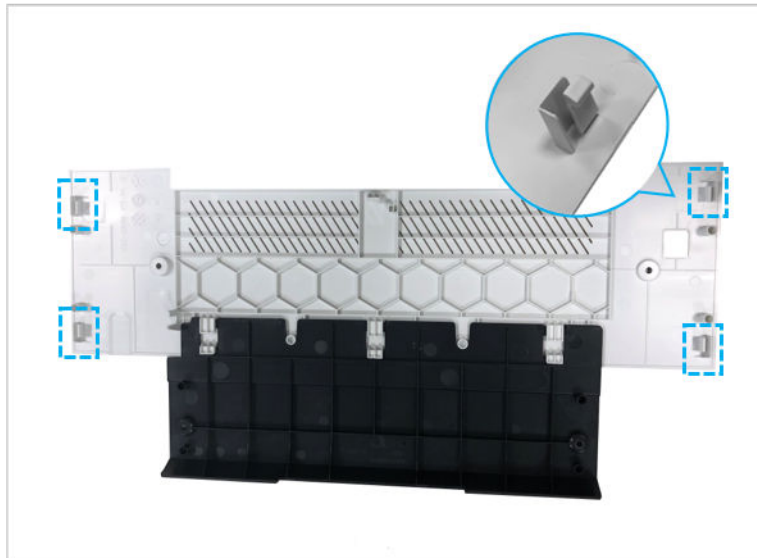
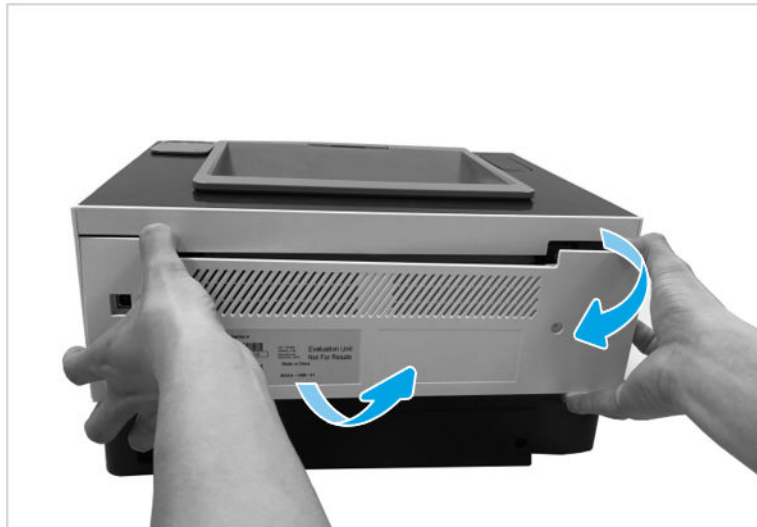


Figure 1-80 Remove the rear cover



2. Remove the left cover.

Figure 1-81 Remove left cover



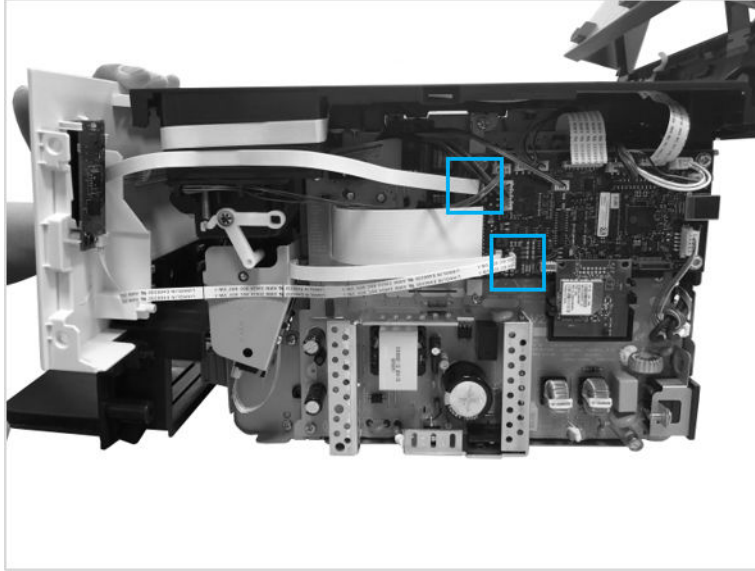
3. Remove the right cover.

Figure 1-82 Remove right cover



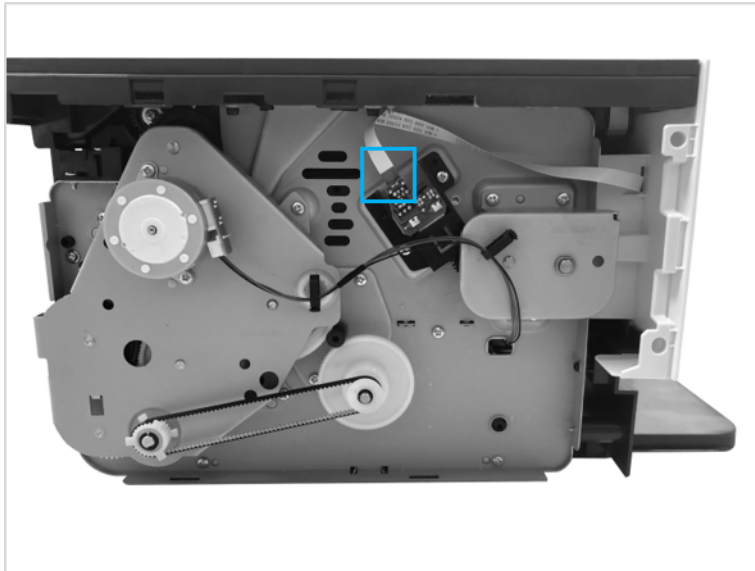
4. Remove the front cover.
 - a. Disconnect two flexible flat cables.

Figure 1-83 Disconnect flat cables



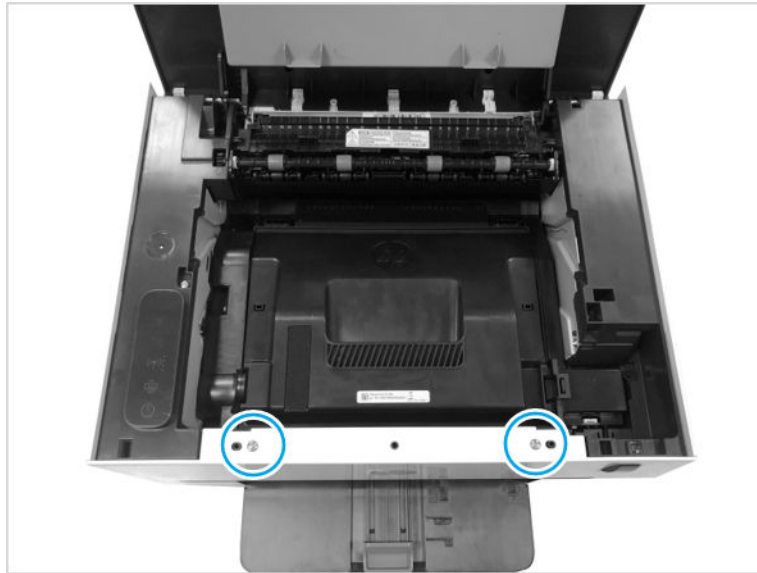
- b. Disconnect one flexible flat cable.

Figure 1-84 Disconnect flat cable



- c. Open the top cover, and then remove two screws.

Figure 1-85 Remove screws



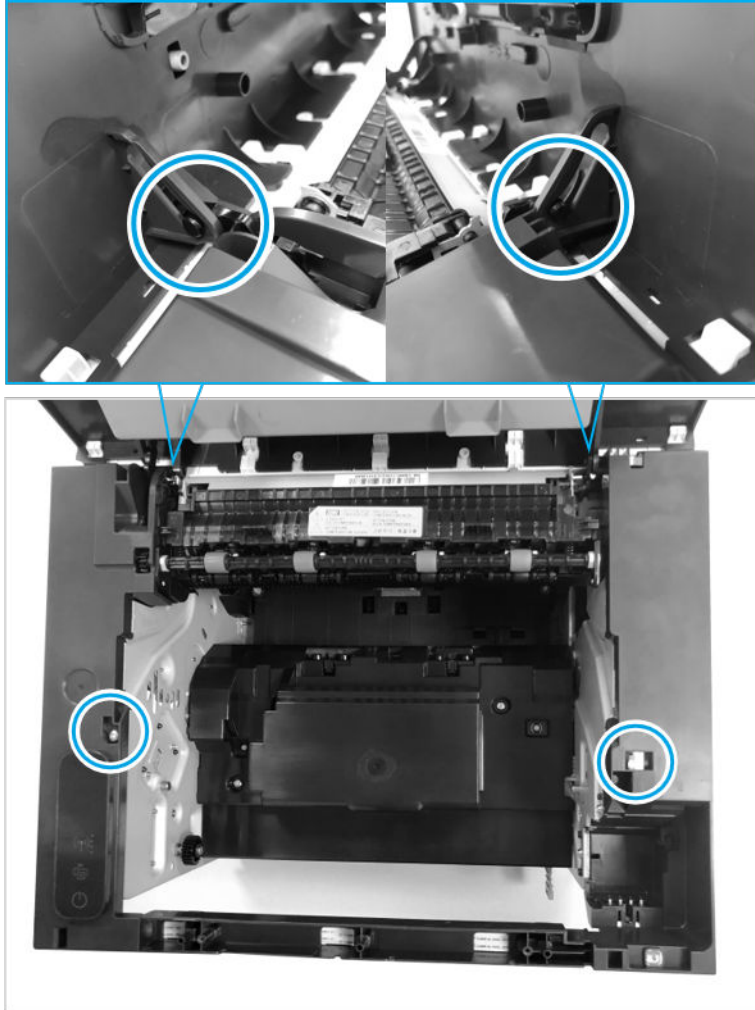
- d. Remove two screws, and then remove the front cover.

Figure 1-86 Remove front cover



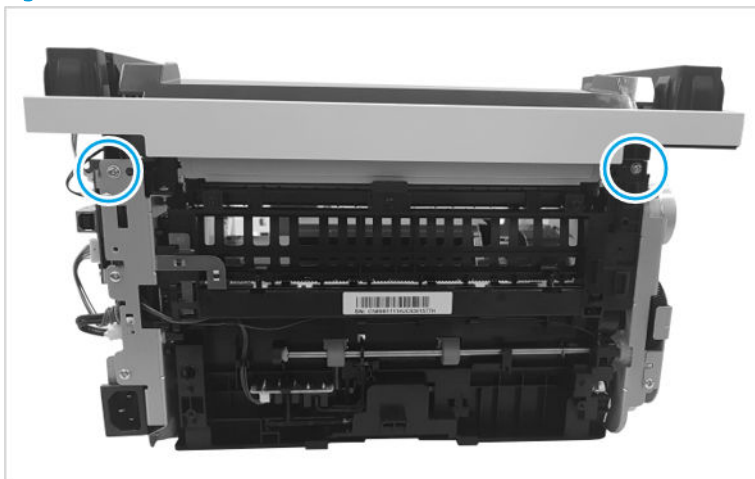
5. Remove the top cover.
 - a. Remove two screws, and then release both fuser link arms from the top cover.

Figure 1-87 Release both fuser link arms



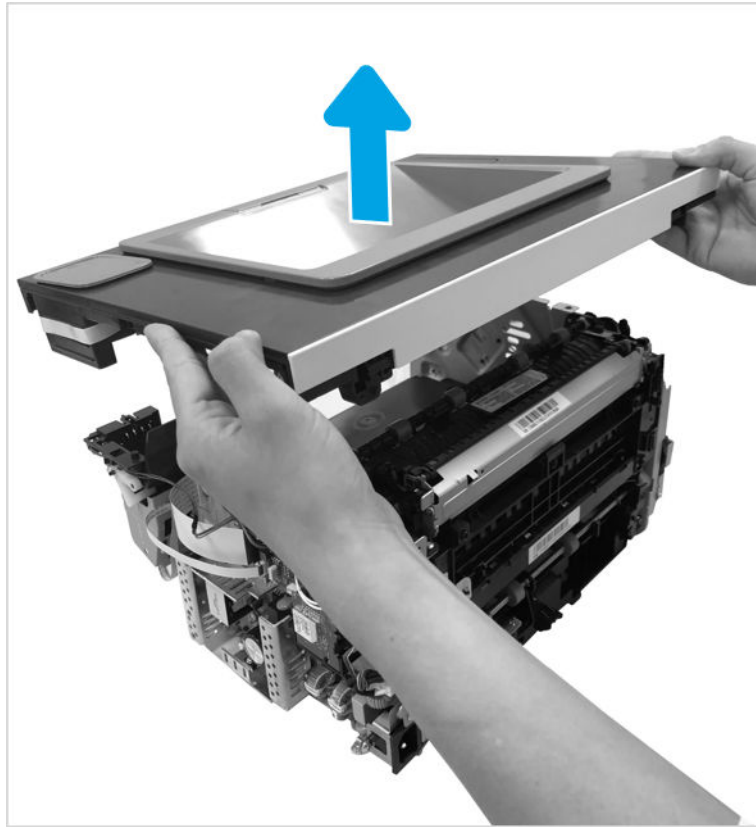
- b. Remove the two screws. (Rear)

Figure 1-88 Remove the two screws



- c. Remove the top cover.

Figure 1-89 Remove the top cover



6. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 – Removal and replacement: Image scanner assembly

This document provides the procedures to remove and replace the image scanner assembly.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-16 Part information

Part number	Part description
<ul style="list-style-type: none">• Wireless model - JC97-05042A	Image scanner assembly
<ul style="list-style-type: none">• No wireless model - JC97-05042B	

Required tools

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

After performing service

- Make sure that the 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.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-90 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-91 Release tabs

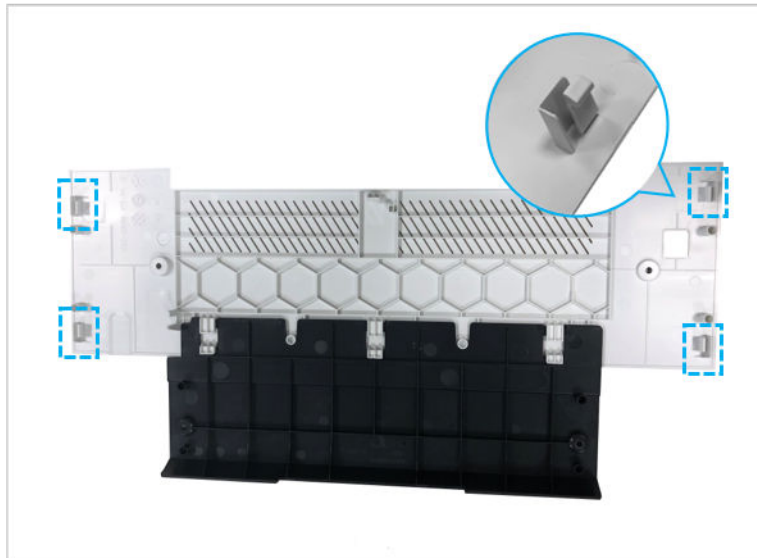


Figure 1-92 Remove rear cover

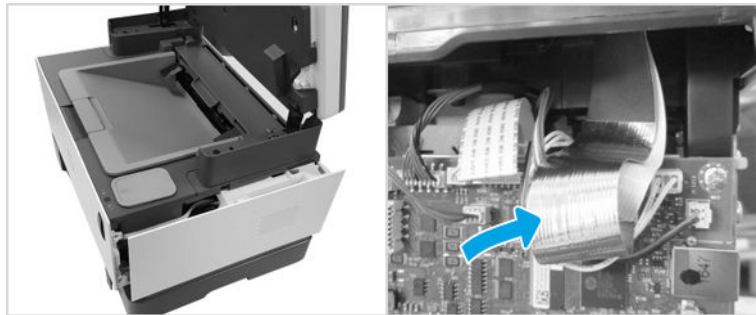


- 2. Remove the right cover and the two cable.
 - a. Remove the right cover.

Figure 1-93 Remove right cover

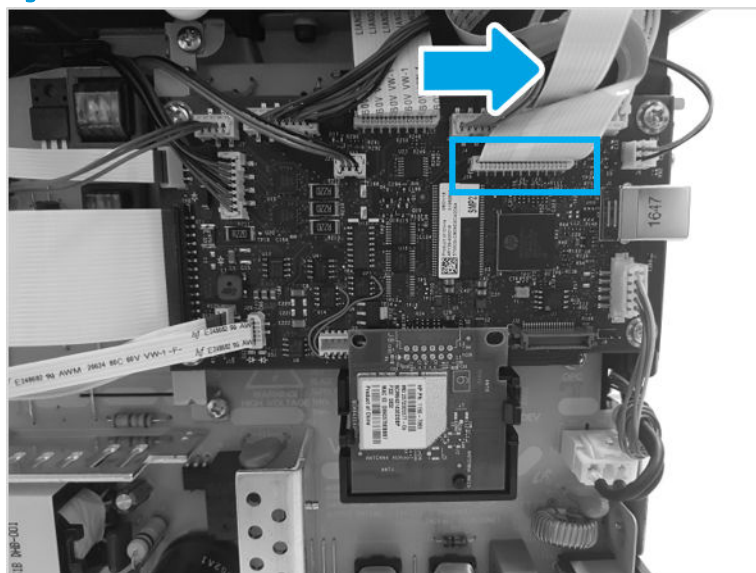


CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)



- b. Remove scan assembly and control panel cable.

Figure 1-94 Remove cable



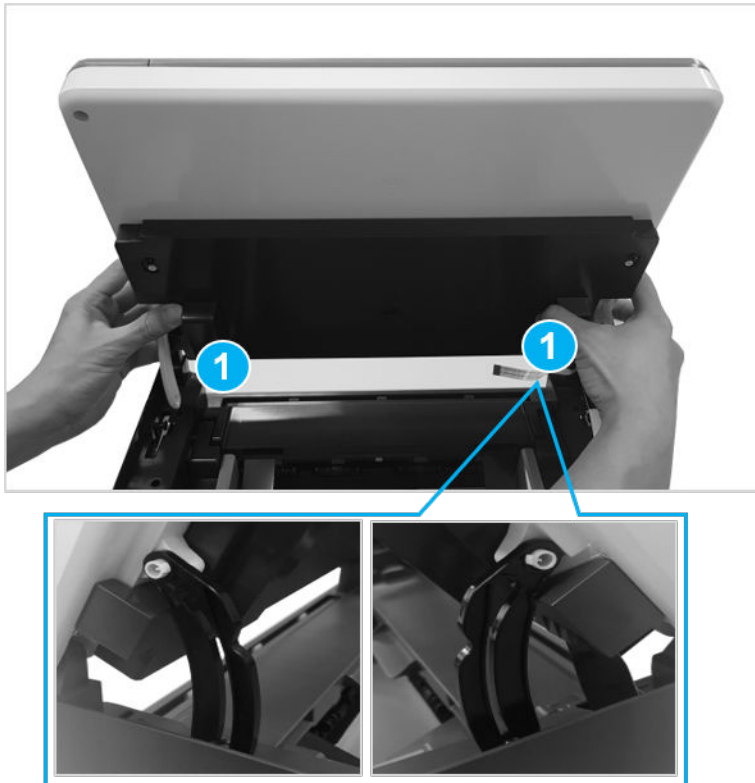
3. Remove the image scanner assembly.
 - a. Open the image scanner assembly.

Figure 1-95 Open the image scanner assembly



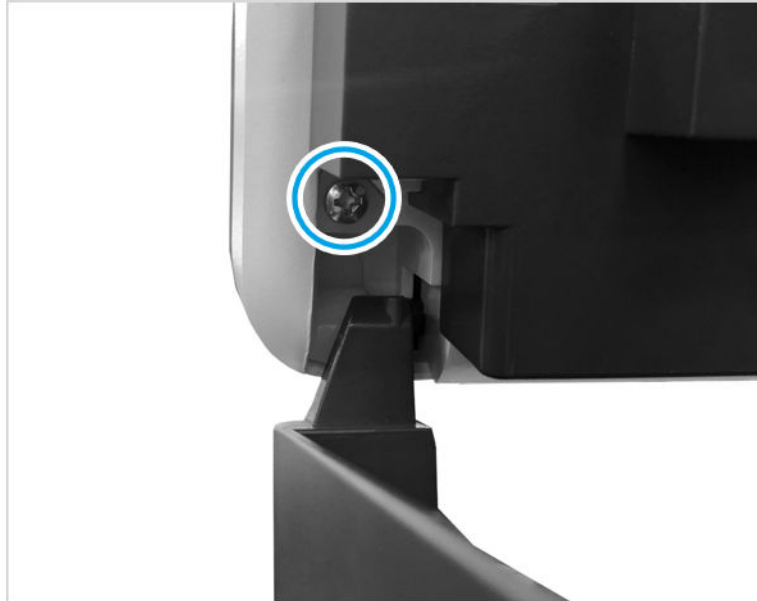
- b. Release both link arms (callout 1).

Figure 1-96 Release both link arms



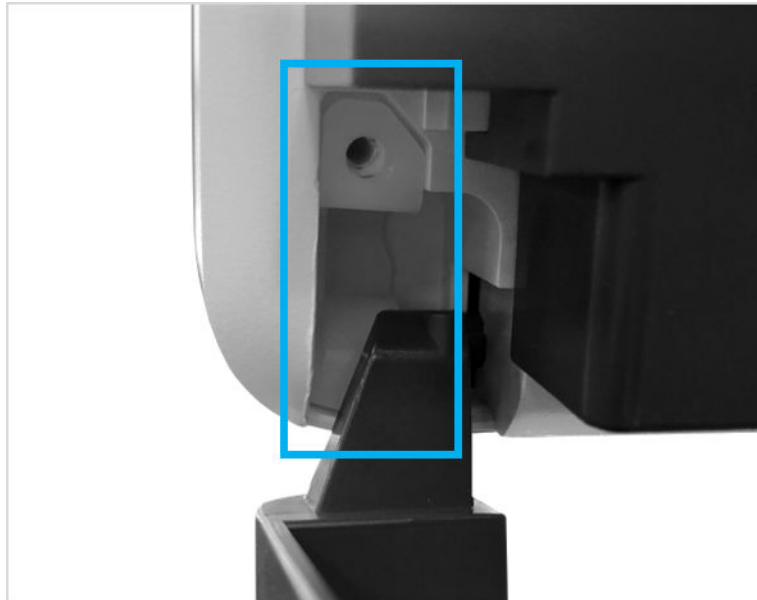
- c. Remove the screw.

Figure 1-97 Remove the screw



- d. Remove the image scanner fixer.

Figure 1-98 Remove the image scanner fixer



- e. Slide the image scanner assembly toward the right of the printer slightly and lift it up.

Figure 1-99 Remove the image scanner assembly



4. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Middle cover

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

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-17 Part information

Part number	Part description
JC95-02218A	Middle cover

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-100 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-101 Release tabs

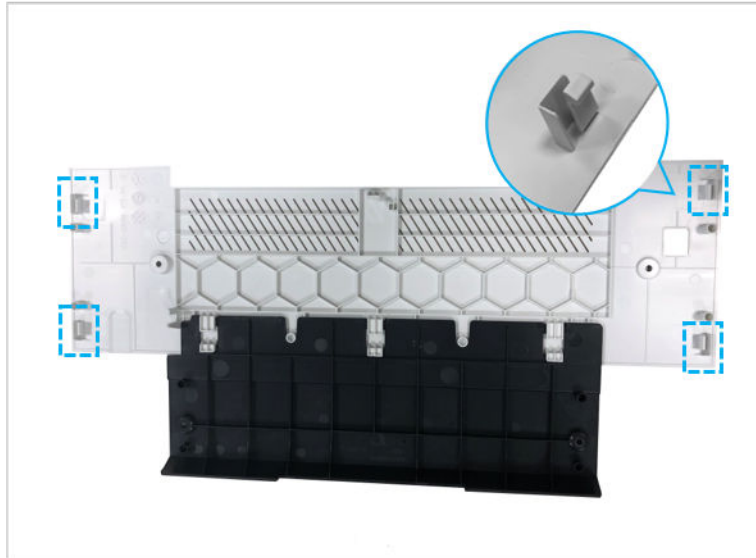


Figure 1-102 Remove rear cover



2. Remove the left cover.

Figure 1-103 Remove left cover



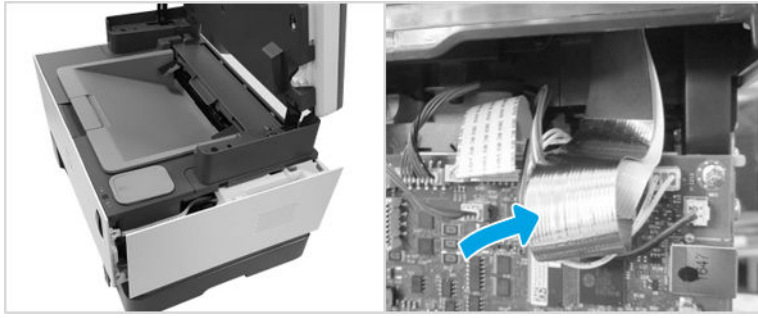
3. Remove the right cover and the two cable.

- a. Remove the right cover.

Figure 1-104 Remove right cover

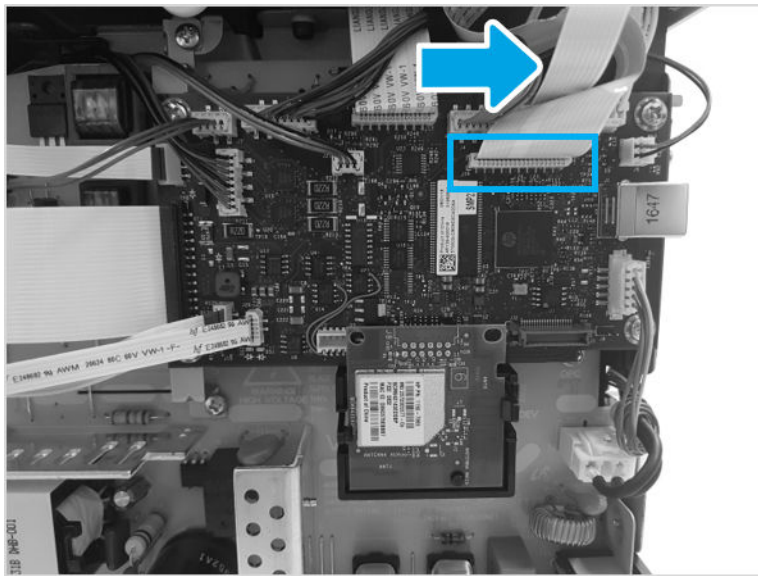


⚠ CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)



- b. Remove scan assembly and control panel cable.

Figure 1-105 Remove cable



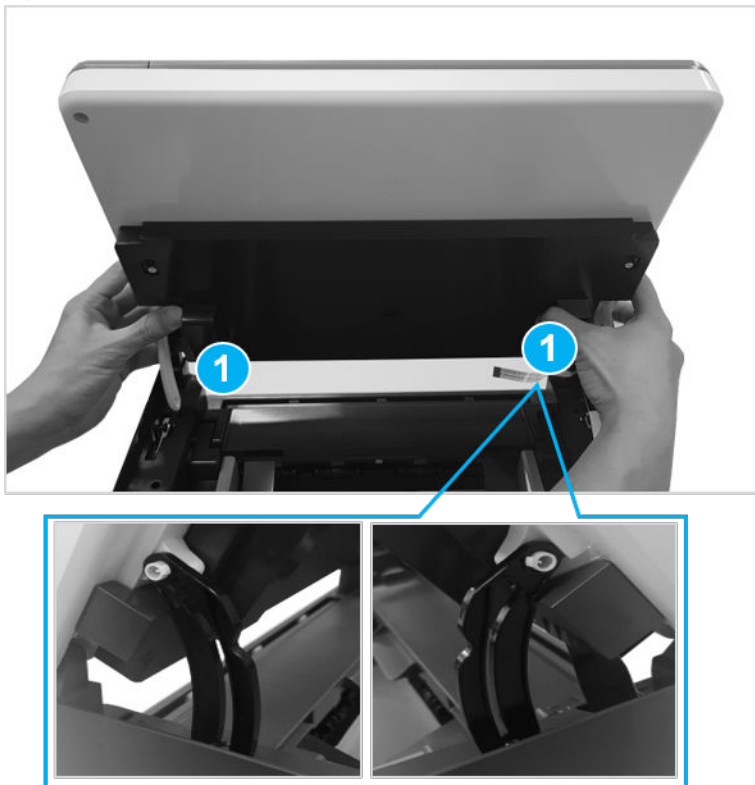
4. Remove the image scanner assembly.
 - a. Open the image scanner assembly.

Figure 1-106 Open the image scanner assembly



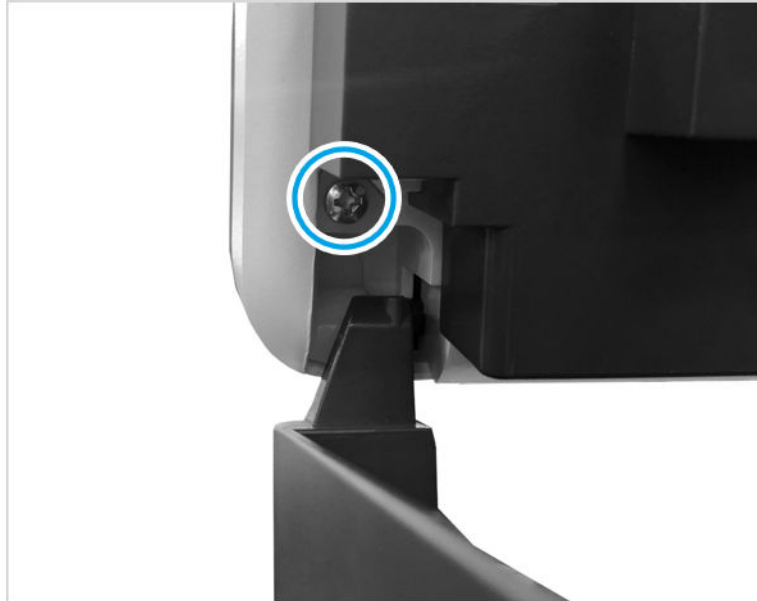
- b. Release both link arms (callout 1).

Figure 1-107 Release both link arms



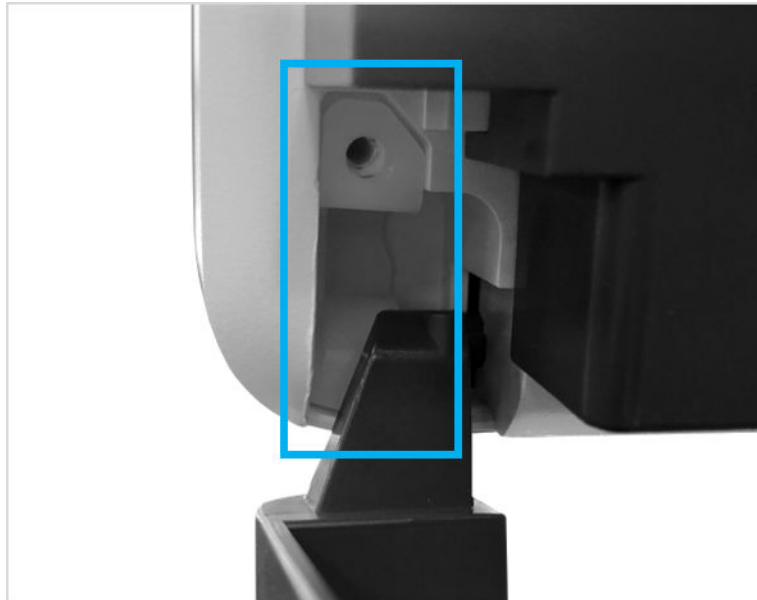
- c. Remove the screw.

Figure 1-108 Remove the screw



- d. Remove the image scanner fixer.

Figure 1-109 Remove the image scanner fixer



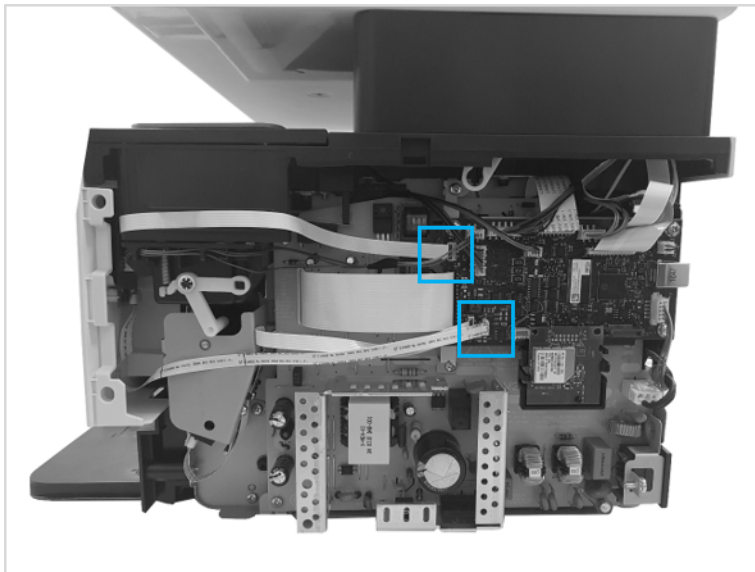
- e. Slide the image scanner assembly toward the right of the printer slightly and lift it up.

Figure 1-110 Remove the image scanner assembly



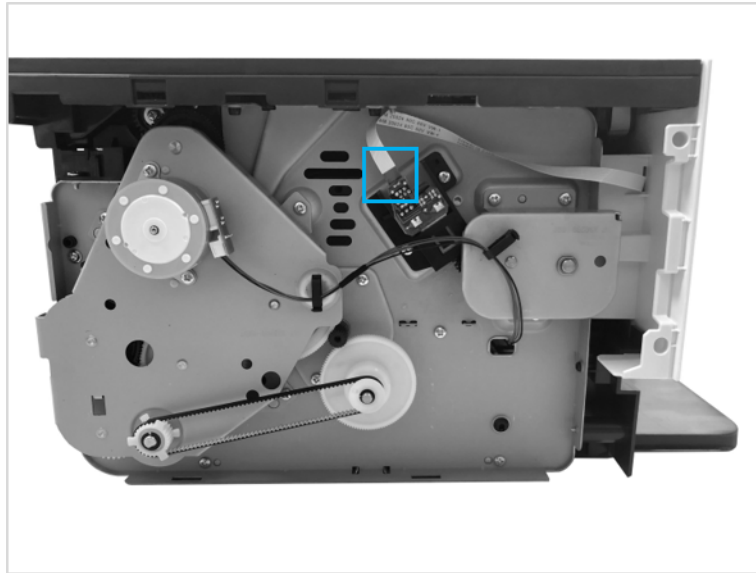
- 5. Remove the front cover.
 - a. Disconnect two flexible flat cables.

Figure 1-111 Disconnect flat cables



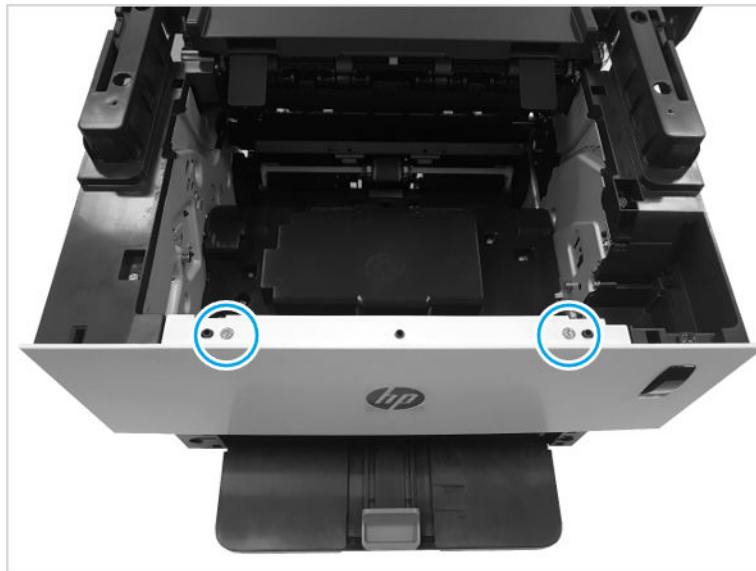
- b. Disconnect one flexible flat cable.

Figure 1-112 Disconnect flat cable



- c. Open the top cover, and then remove two screws.

Figure 1-113 Remove screws



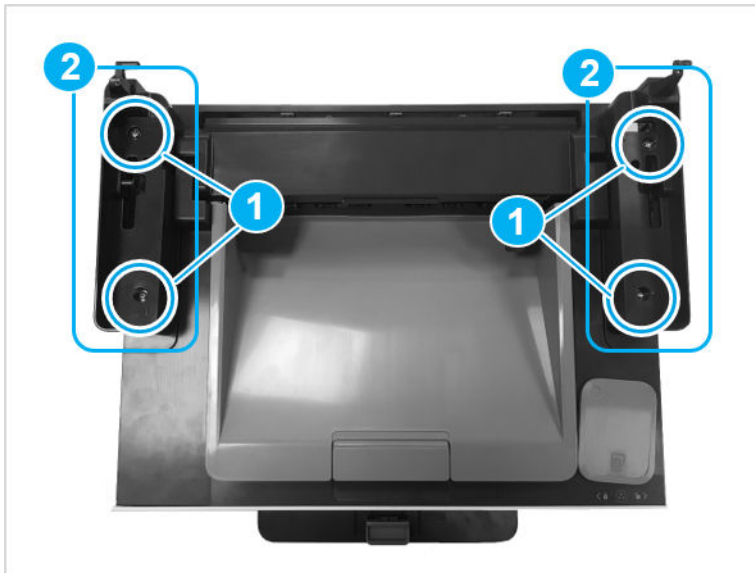
- d. Remove two screws, and then remove the front cover.

Figure 1-114 Remove front cover



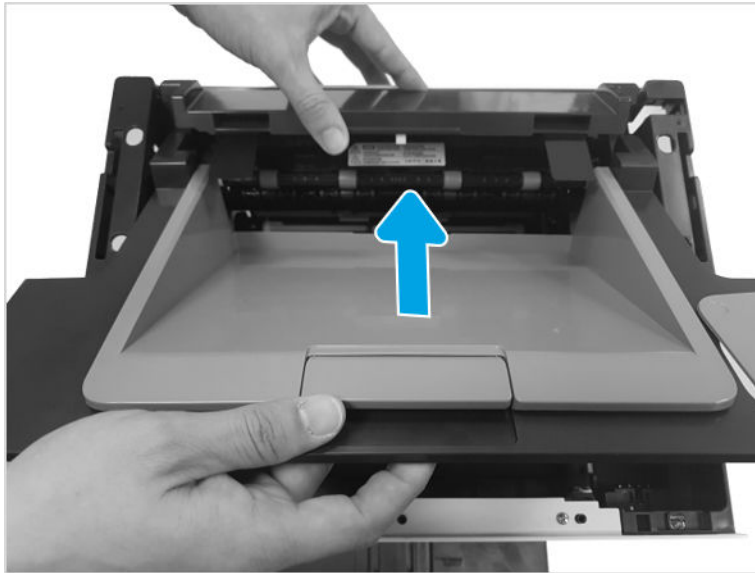
- 6. Remove the middle cover.
 - a. Remove four screws (callout 1), and then remove both middle dummy covers (callout 2).

Figure 1-115 Remove dummy covers



- b. Remove the cartridge door.

Figure 1-116 Remove the cartridge door



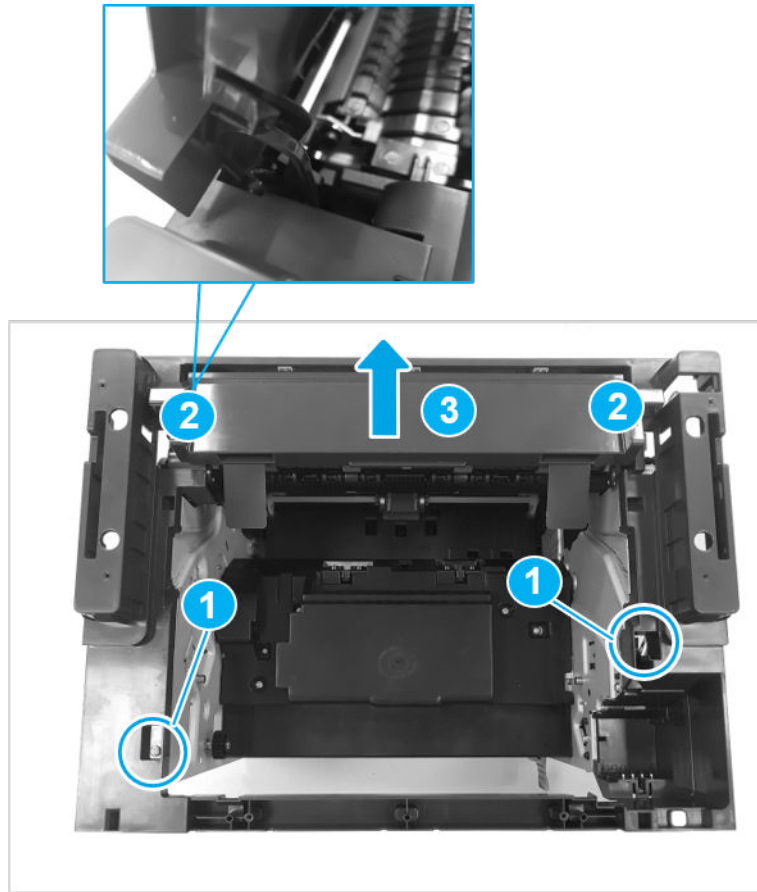
- c. Remove the two screws. (Rear)

Figure 1-117 Remove the two screws



- d. Remove two screws (callout 1). Release both fuser link arms from the middle cover. And then, release the middle cover.

Figure 1-118 Remove the middle cover



7. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

Removal and replacement: Internal parts and assemblies

- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Formatter](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Formatter](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Wireless PCA](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Wireless PCA](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: LVPS/HVPS](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: LVPS/HVPS](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Fuser](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Fuser](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Main drive motor](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Main drive motor](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Laser scanner unit](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Laser scanner unit](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Feed sensor PCA](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Feed sensor PCA](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Toner driving motor](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Toner driving motor](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Pickup roller rubber](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Pickup roller rubber](#)
- [HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Transfer roller](#)
- [HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Transfer roller](#)

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Formatter

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

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-18 Part information

Part number	Part description
<ul style="list-style-type: none">4RY22-60001 - HP Neverstop Laser 1000a, HP Laser NS 1020	Formatter
<ul style="list-style-type: none">4RY23-60001 - HP Neverstop Laser 1000w, HP Laser NS 1020w	

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

Send a job to the printer using wireless printing, and then verify that the job is processed.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-119 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-120 Release tabs

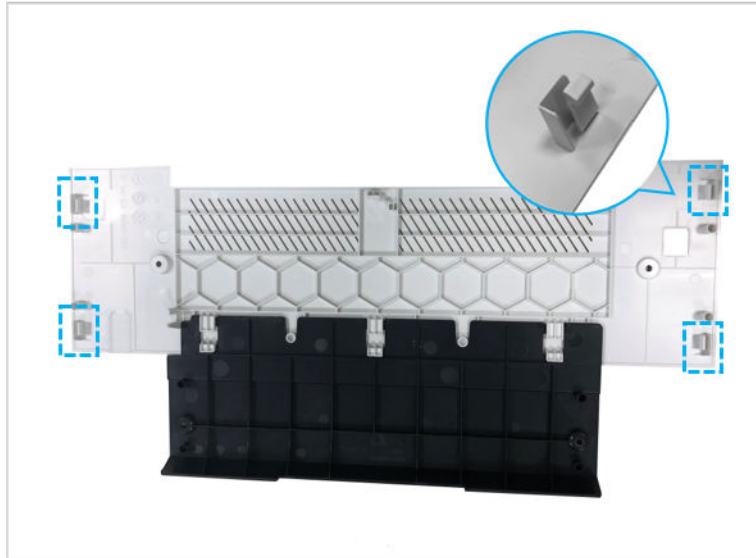
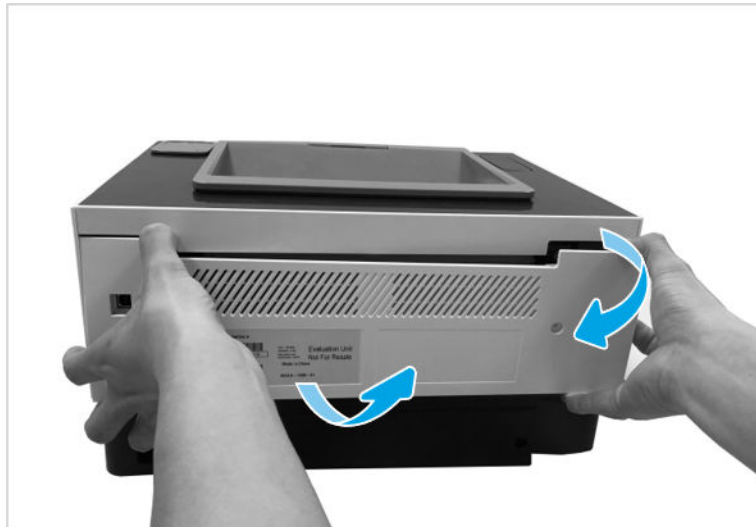


Figure 1-121 Remove the rear cover



2. Remove the right cover.

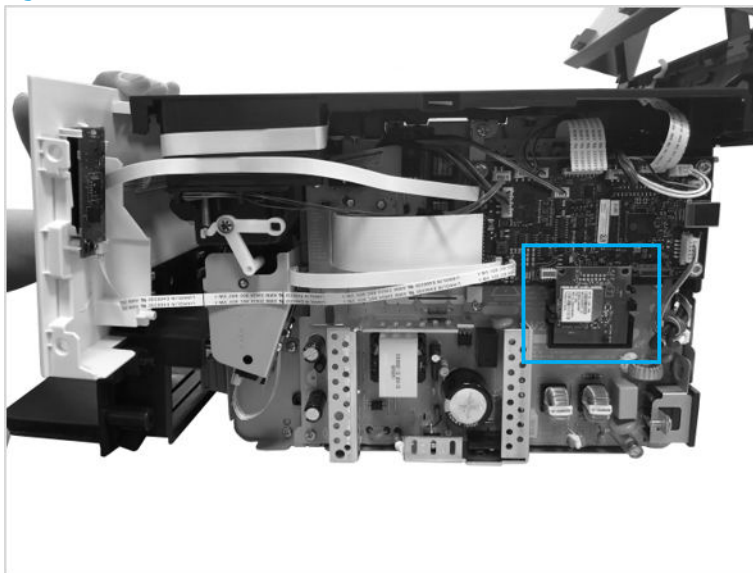
Figure 1-122 Remove right cover



3. Remove the wireless PCA.

- ▲ Release the holder latch, and then remove Wireless PCA.

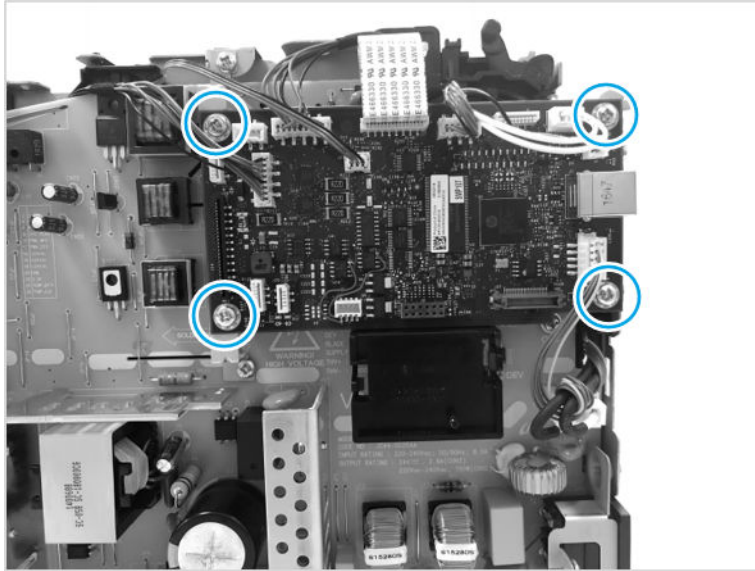
Figure 1-123 Remove the wireless PCA



4. Remove the formatter.

- ▲ Disconnect all connectors on the formatter. Remove four screws. And then remove the formatter.

Figure 1-124 Remove formatter



5. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Formatter

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

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-19 Part information

Part number	Part description
<ul style="list-style-type: none">4QD21-60001 - HP Neverstop Laser MFP 1200a, HP Laser NS MFP 1005	Formatter
<ul style="list-style-type: none">4RY26-60001 - HP Neverstop Laser MFP 1200w, HP Laser NS MFP 1005w	

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-125 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-126 Release tabs

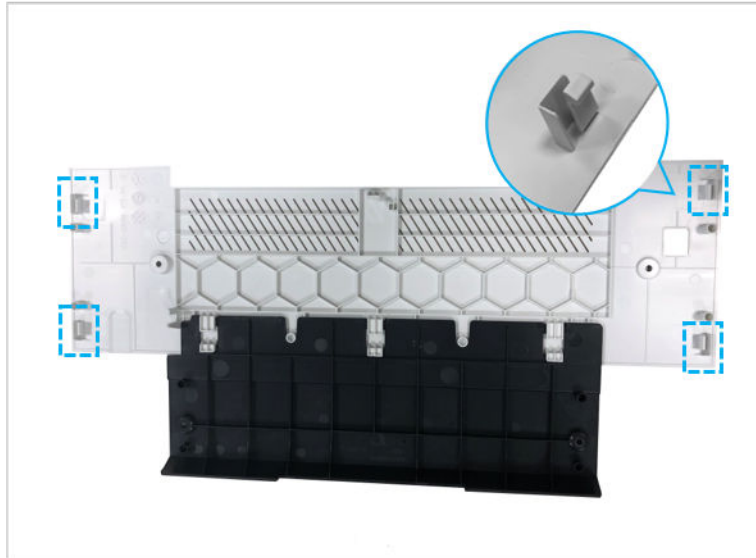


Figure 1-127 Remove rear cover

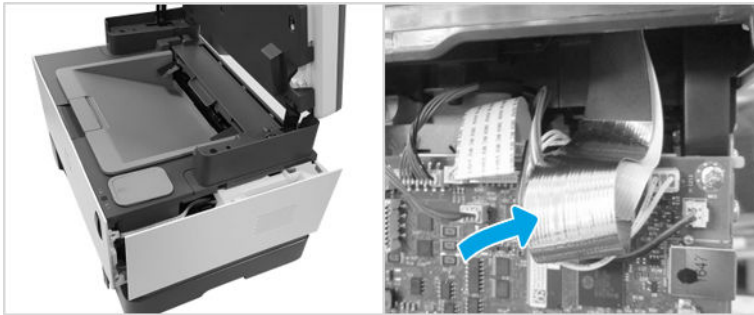


2. Remove the right cover.

Figure 1-128 Remove right cover



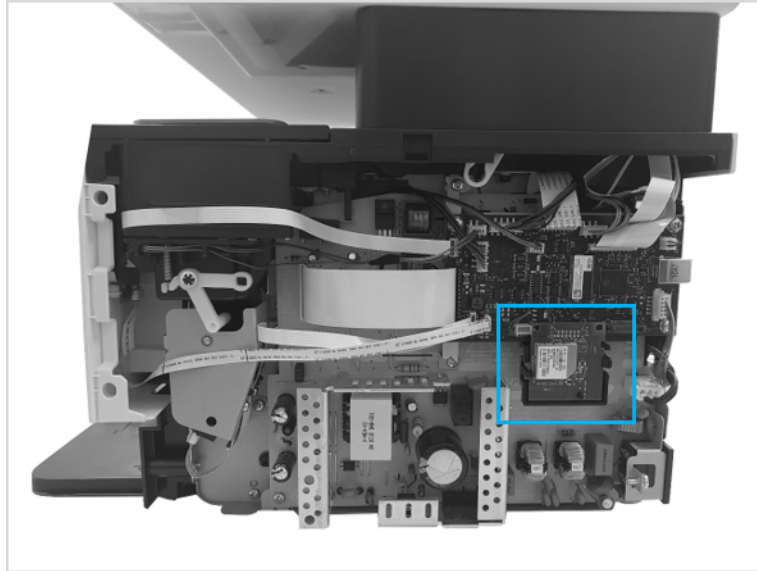
⚠ CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)



3. Remove the wireless PCA.

▲ Release the holder latch, and then remove Wireless PCA.

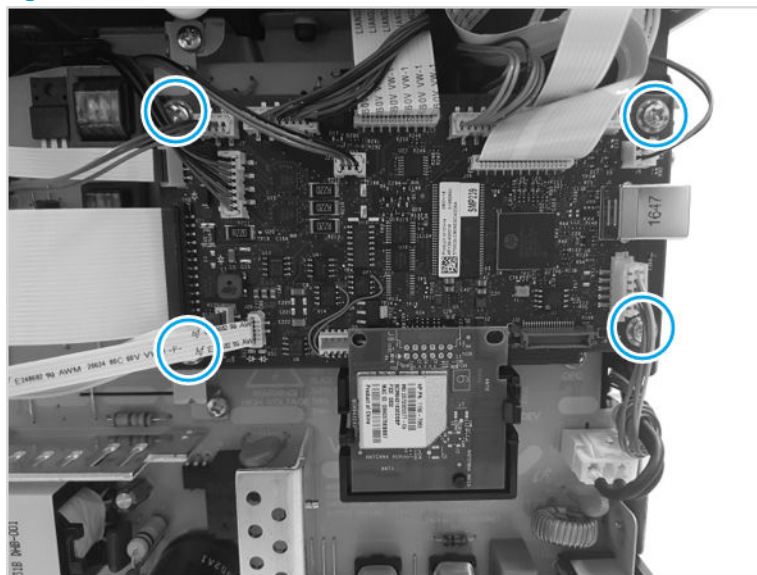
Figure 1-129 Remove the wireless PCA



4. Remove the formatter.

- ▲ Disconnect all connectors on the formatter. Remove four screws. And then remove the formatter.

Figure 1-130 Remove formatter



5. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Wireless PCA

This document provides the procedures to remove and replace the wireless PCA.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to

<https://parts.hp.com>

Table 1-20 Part information

Part number	Part description
1150-7969	Wireless PCA

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

Send a job to the printer using wireless printing, and then verify that the job is processed.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-131 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-132 Release tabs

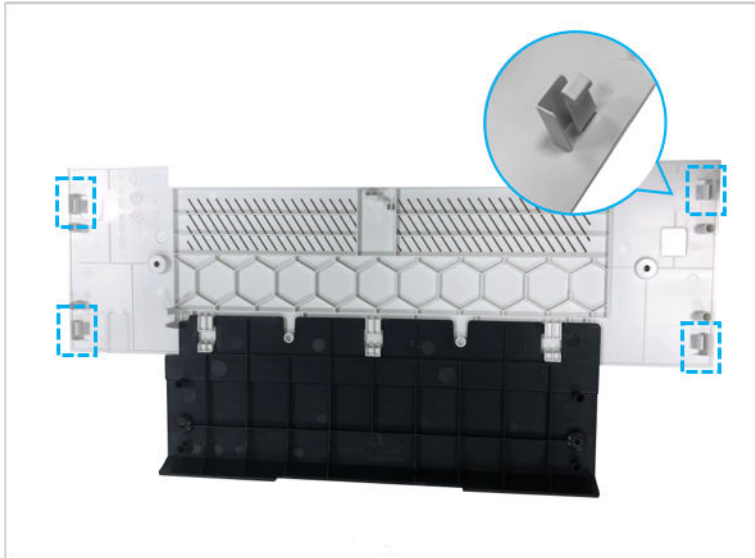
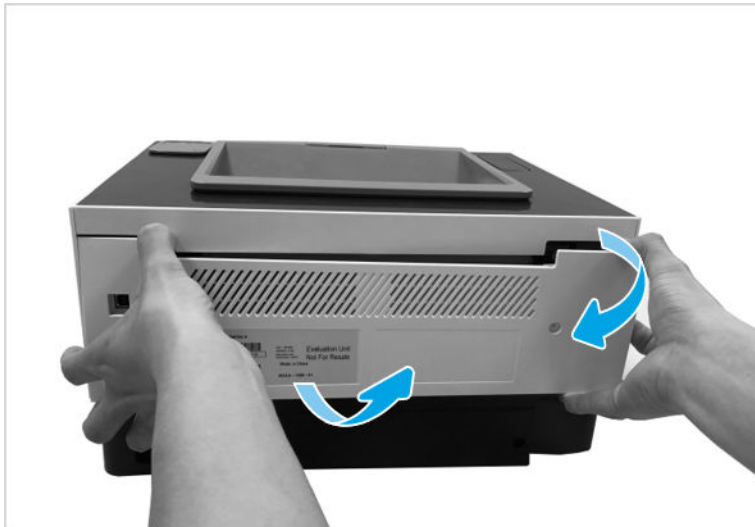


Figure 1-133 Remove the rear cover



2. Remove the right cover.

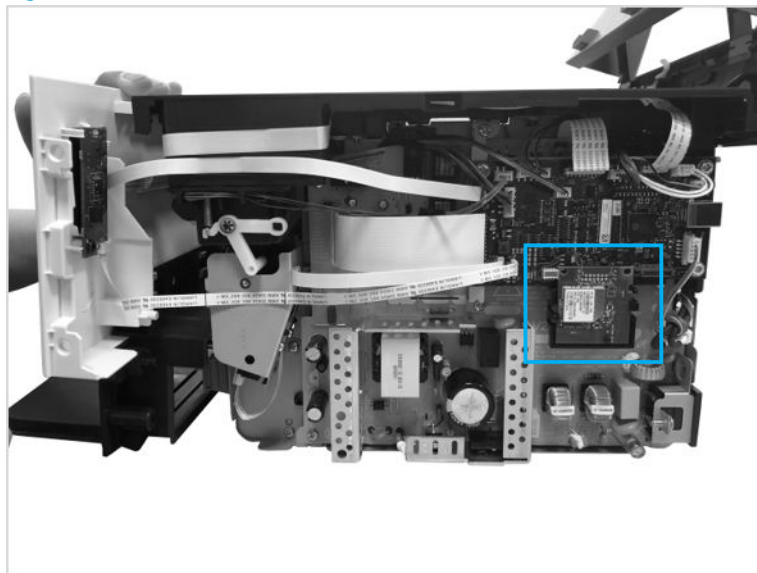
Figure 1-134 Remove right cover



3. Remove the wireless PCA.

- ▲ Release the holder latch, and then remove Wireless PCA.

Figure 1-135 Remove the wireless PCA



4. Unpack the replacement assembly.
 - a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Wireless PCA

This document provides the procedures to remove and replace the wireless PCA.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to

<https://parts.hp.com>

Table 1-21 Part information

Part number	Part description
1150-7969	Wireless PCA

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

Send a job to the printer using wireless printing, and then verify that the job is processed.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-136 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-137 Release tabs

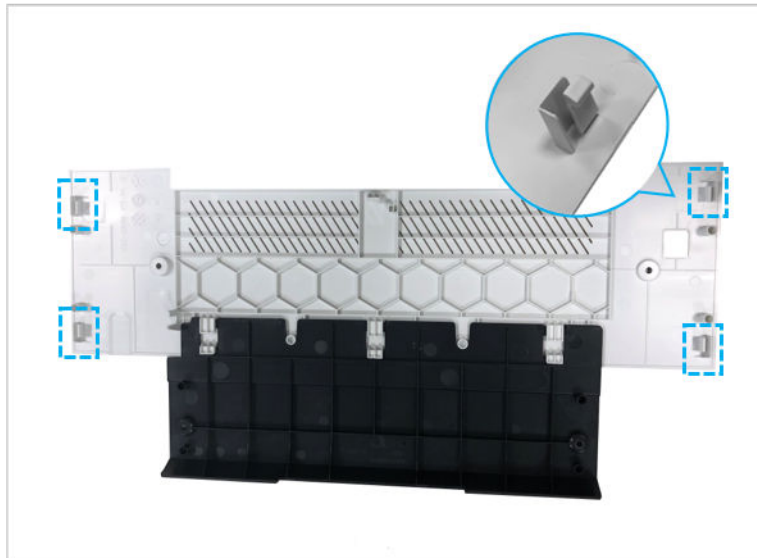


Figure 1-138 Remove rear cover

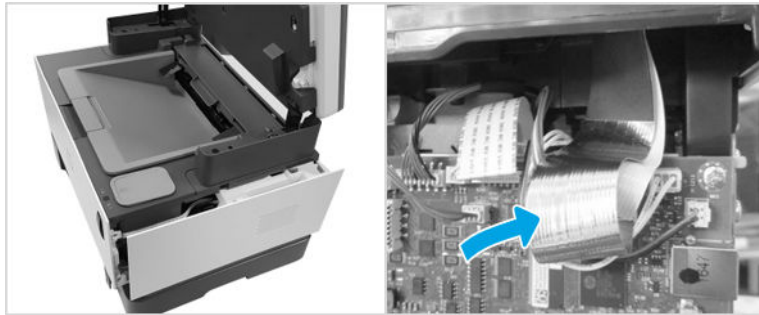


2. Remove the right cover.

Figure 1-139 Remove right cover



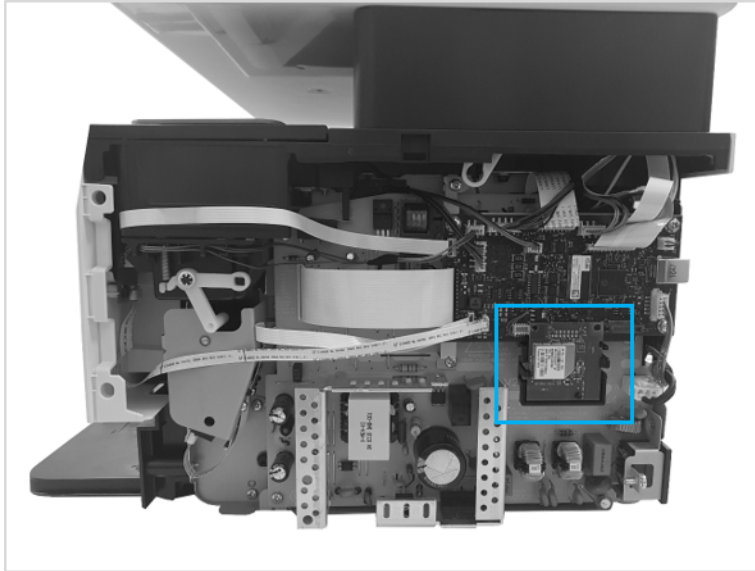
CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)



3. Remove the wireless PCA.

▲ Release the holder latch, and then remove Wireless PCA.

Figure 1-140 Remove the wireless PCA



4. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: LVPS/HVPS

This document provides the procedures to remove and replace the LVPS/HVPS.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-22 Part information

Part number	Part description
<ul style="list-style-type: none">• LVPS/HVPS (110-127V), Except for India - 4QD21-60005• LVPS/HVPS (220-240V), Except for India - 4QD26-60005• LVPS/HVPS (220-240V), For India - 4YE48-60005	LVPS/HVPS

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-141 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-142 Release tabs

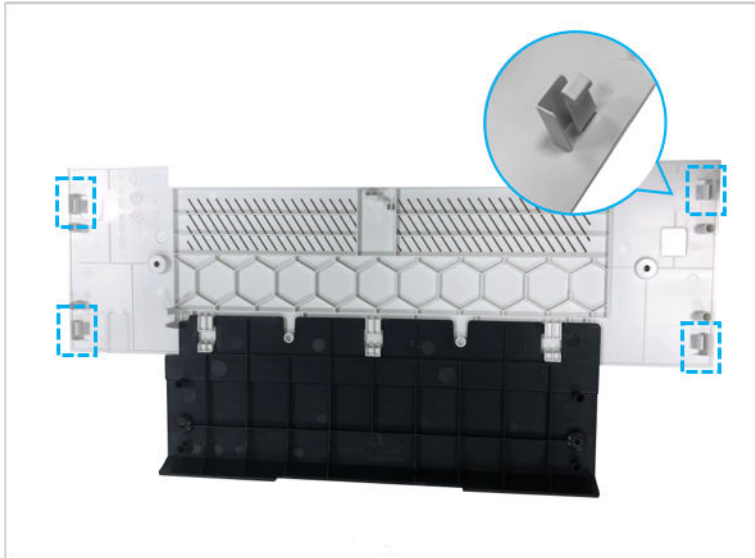
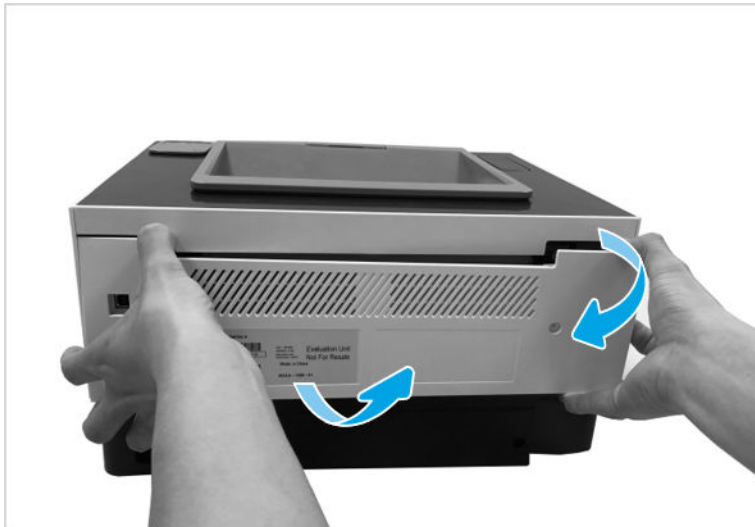


Figure 1-143 Remove the rear cover



2. Remove the right cover.

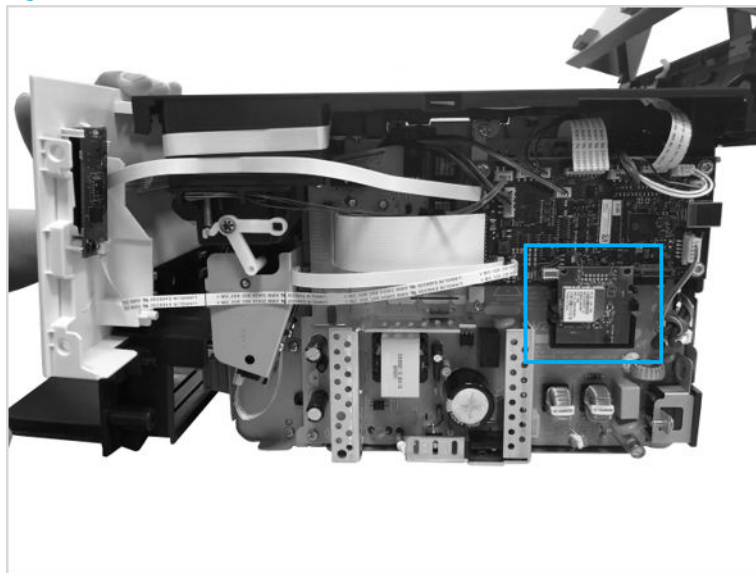
Figure 1-144 Remove right cover



3. Remove the wireless PCA.

- ▲ Release the holder latch, and then remove Wireless PCA.

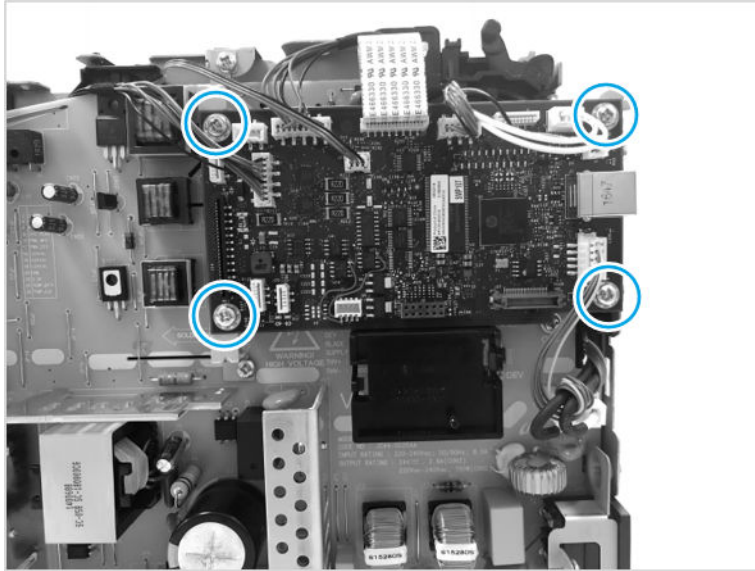
Figure 1-145 Remove the wireless PCA



4. Remove the formatter.

- ▲ Disconnect all connectors on the formatter. Remove four screws. And then remove the formatter.

Figure 1-146 Remove formatter



5. Remove LVPS and HVPS.

- a. Disconnect all connector on the formatter. Remove four screws. And then, remove the bracket with formatter.

Figure 1-147 Remove screw (Right)

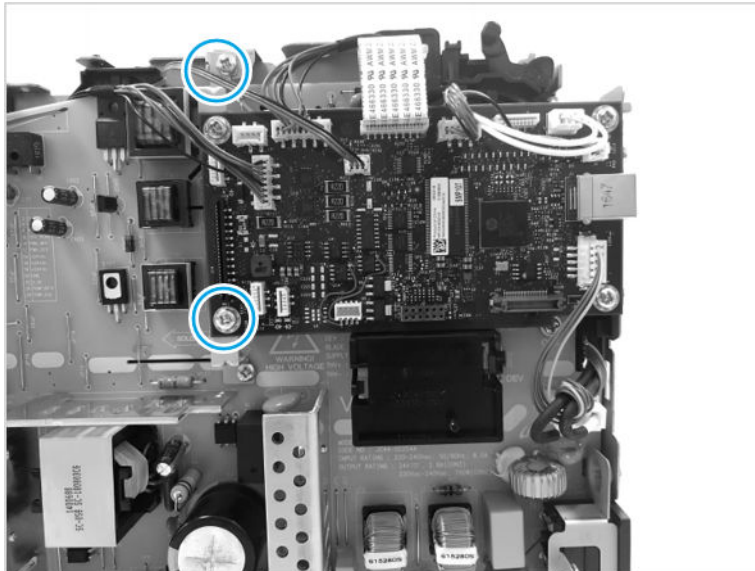
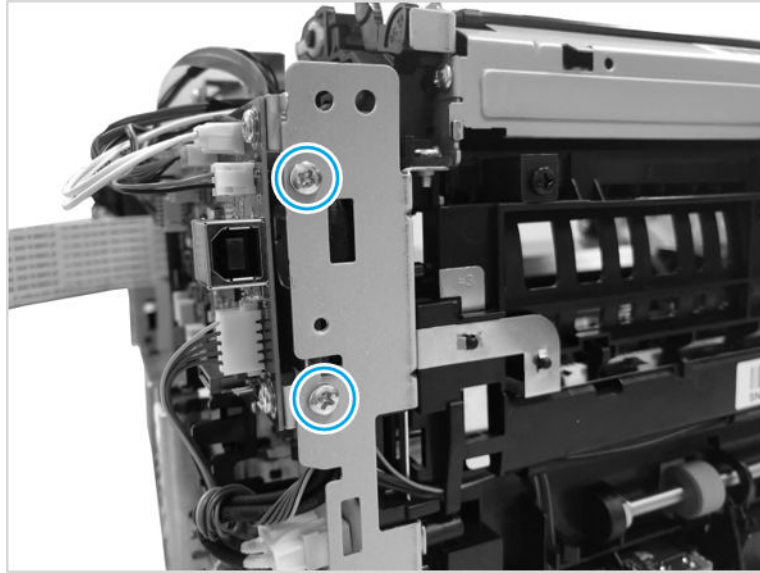


Figure 1-148 Remove screw (Rear)



- b. Disconnect one connector. Remove eight screws. And then, remove the LVPS/HVPS board.

Figure 1-149 Remove screw (Right)

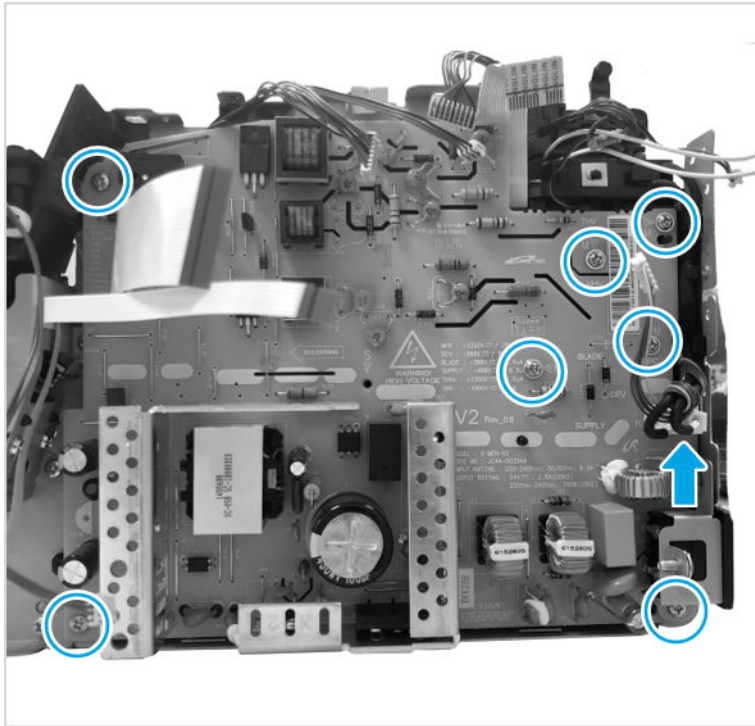
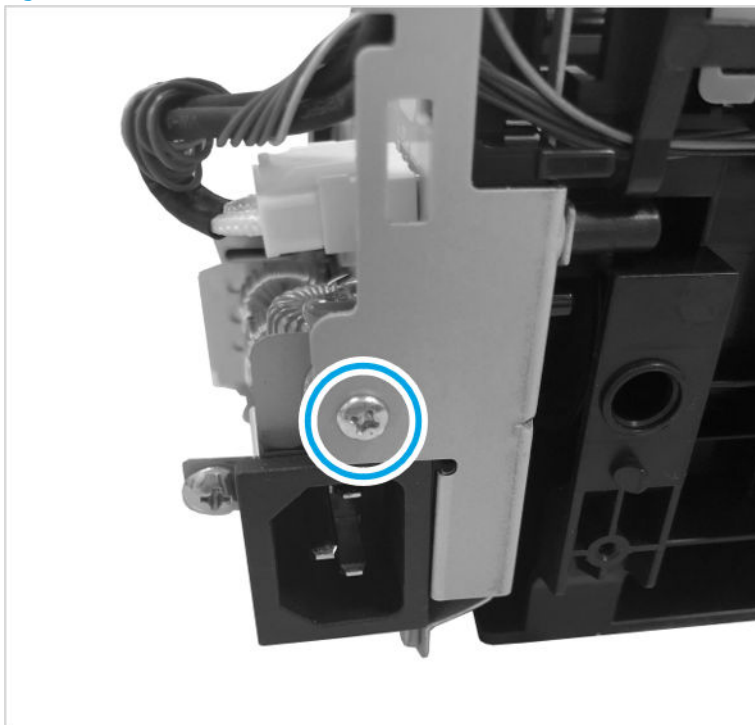


Figure 1-150 Remove screw (Rear)



6. Unpack the replacement assembly.
 - a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: LVPS/HVPS

This document provides the procedures to remove and replace the LVPS/HVPS.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to

<https://parts.hp.com>

Table 1-23 Part information

Part number	Part description
<ul style="list-style-type: none">• LVPS/HVPS (110-127V), Except for India - 4QD21-60005• LVPS/HVPS (220-240V), Except for India - 4QD26-60005• LVPS/HVPS (220-240V), For India - 4YE48-60005	LVPS/HVPS

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-151 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-152 Release tabs

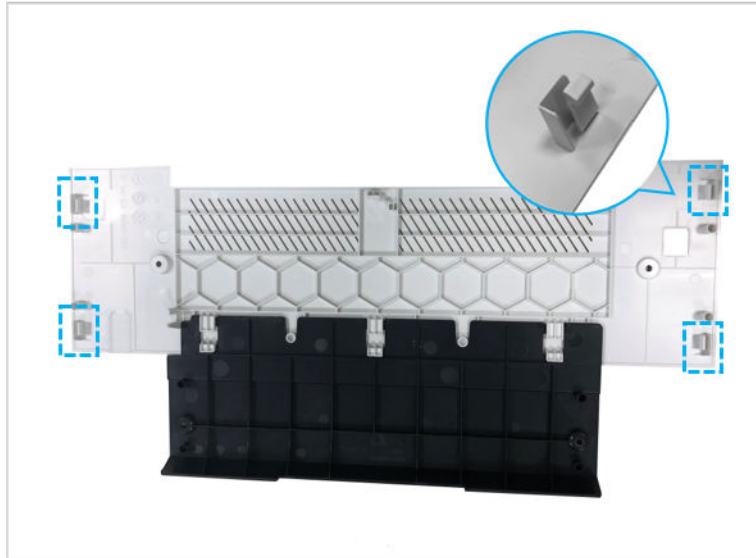


Figure 1-153 Remove rear cover



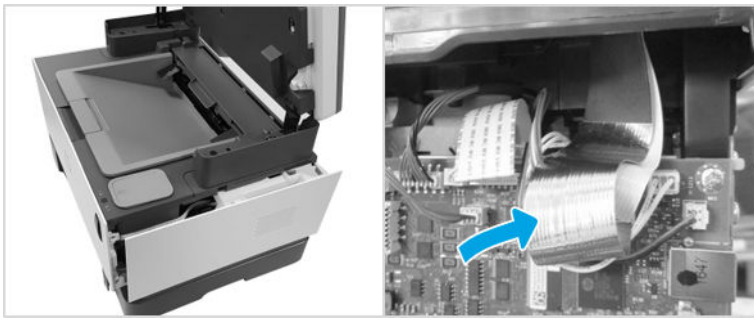
2. Remove the right cover.

Figure 1-154 Remove right cover



⚠ CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)

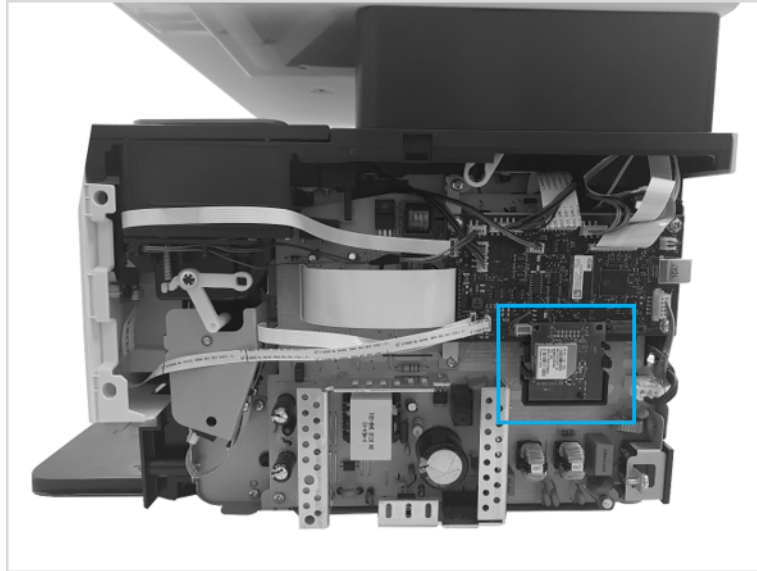
Figure 1-155 Check the FFC



3. Remove the wireless PCA.

▲ Release the holder latch, and then remove Wireless PCA.

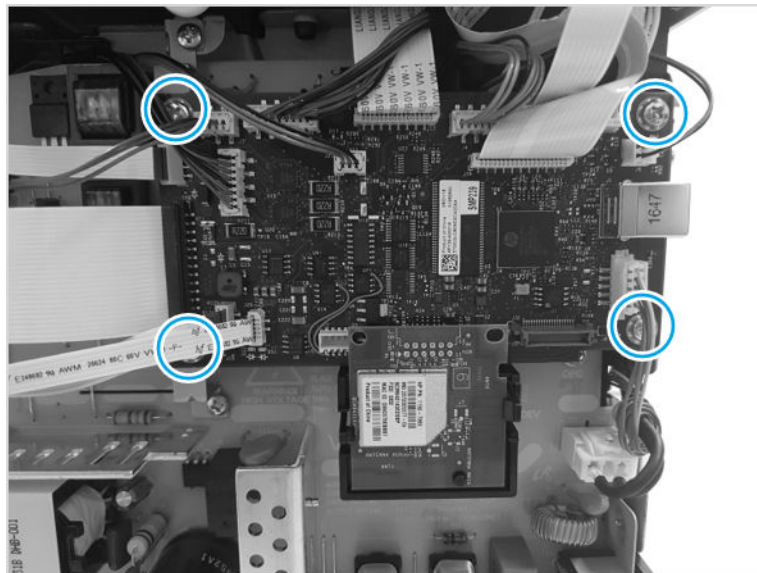
Figure 1-156 Remove the wireless PCA



4. Remove the formatter.

- ▲ Disconnect all connectors on the formatter. Remove four screws. And then remove the formatter.

Figure 1-157 Remove formatter



5. Remove LVPS and HVPS.

- a. Disconnect all connector on the formatter. Remove four screws. And then, remove the bracket with formatter.

Figure 1-158 Remove screw (Right)

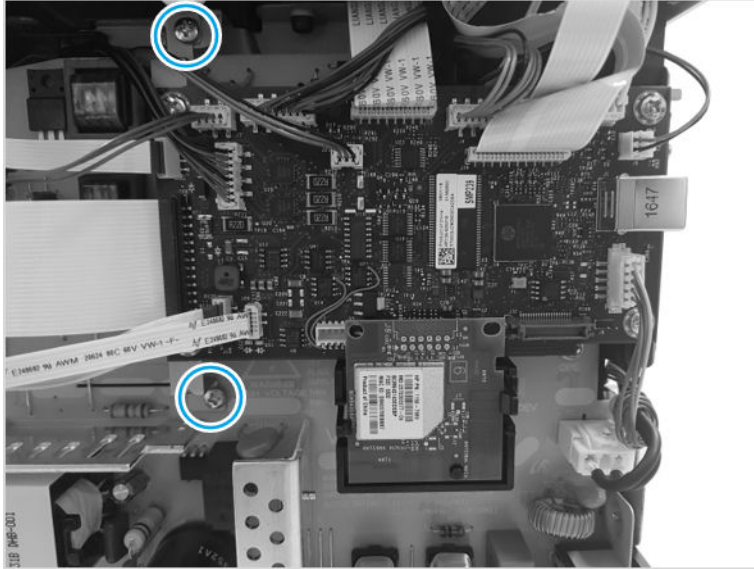
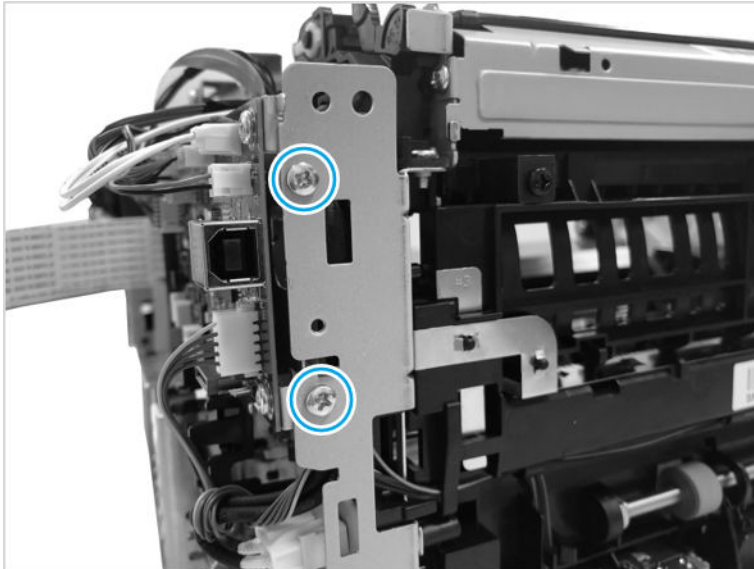


Figure 1-159 Remove screw (Rear)



- b. Disconnect one connector. Remove eight screws. And then, remove the LVPS/HVPS board.

Figure 1-160 Remove screw (Right)

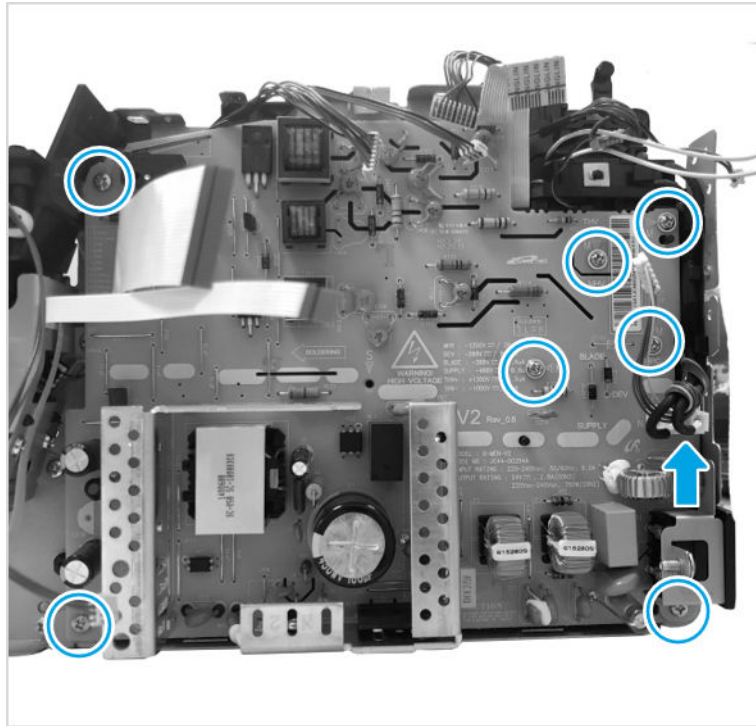
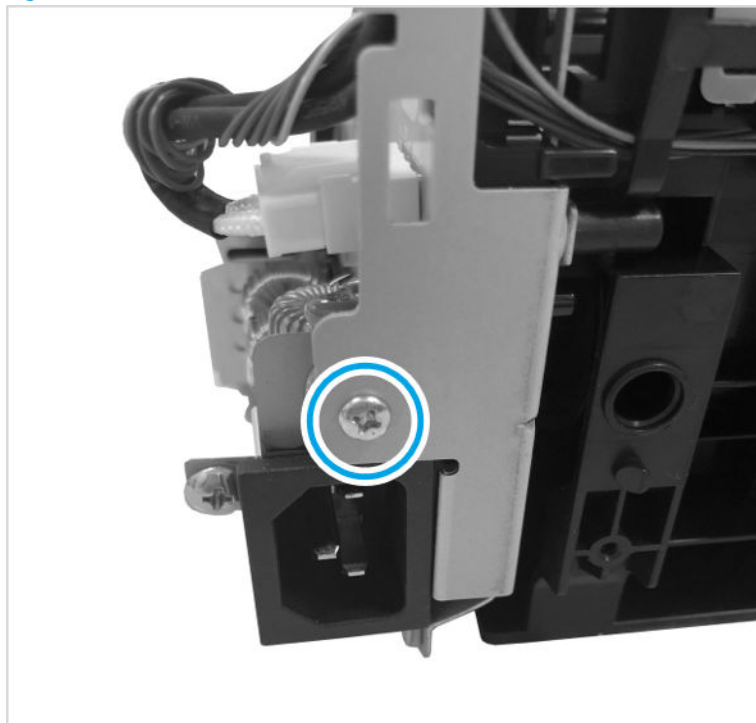


Figure 1-161 Remove screw (Rear)



- 6. Unpack the replacement assembly.
 - a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Fuser

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

Mean time to repair: 20 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to

<https://parts.hp.com>

Table 1-24 Part information

Part number	Part description
• Fuser (110V-127V) - JC91-01269A	Fuser
• Fuser (220V-240V) - JC91-01268A	

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-162 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-163 Release tabs

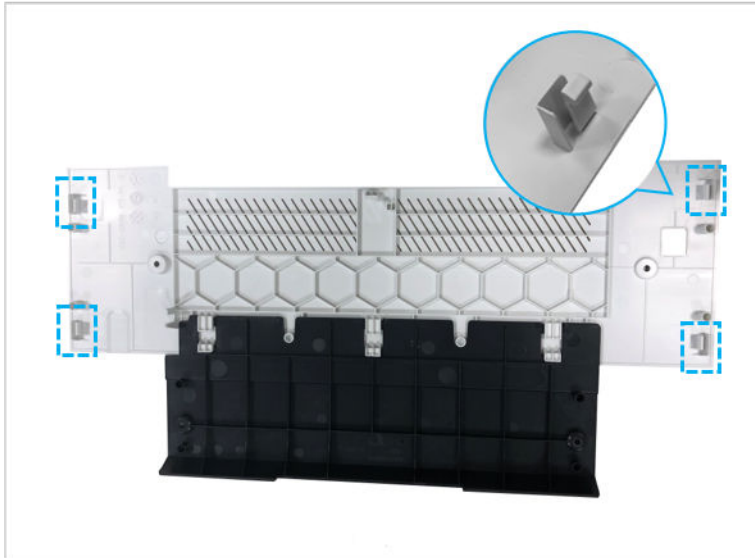
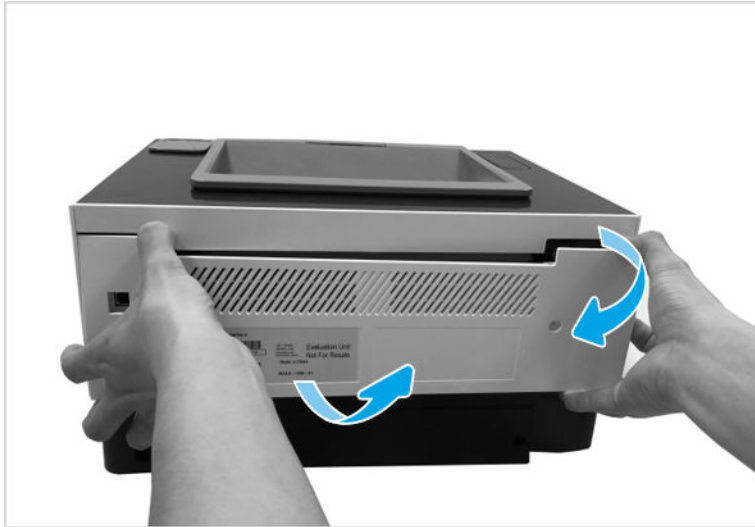
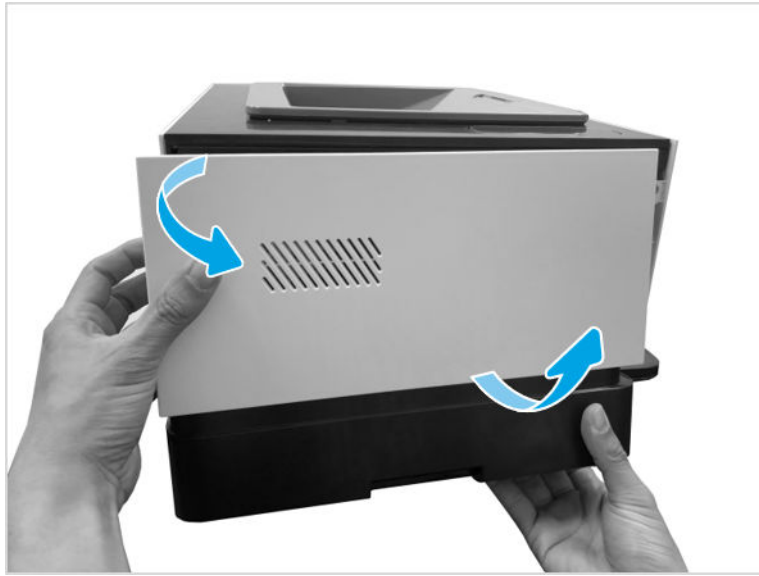


Figure 1-164 Remove the rear cover



2. Remove the left cover.

Figure 1-165 Remove left cover



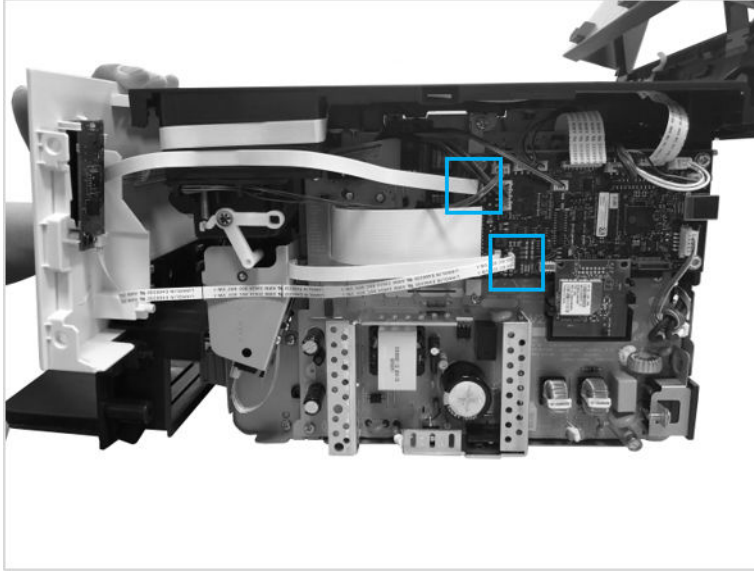
3. Remove the right cover.

Figure 1-166 Remove right cover



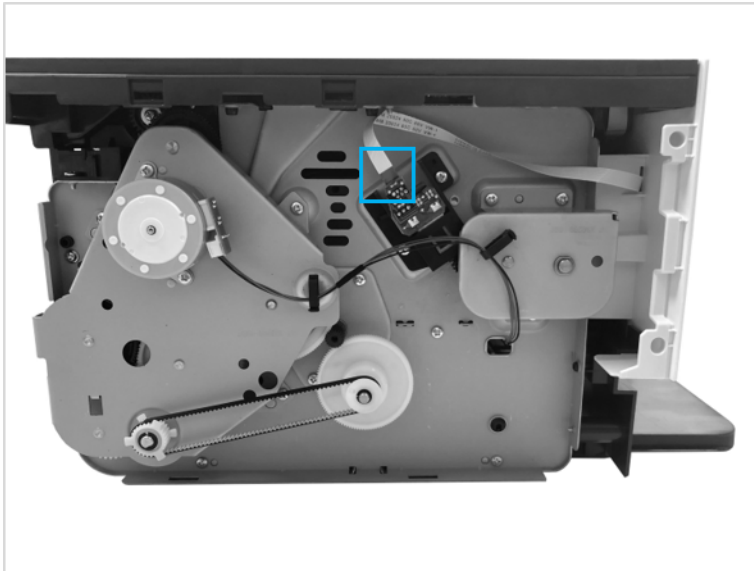
4. Remove the front cover.
 - a. Disconnect two flexible flat cables.

Figure 1-167 Disconnect flat cables



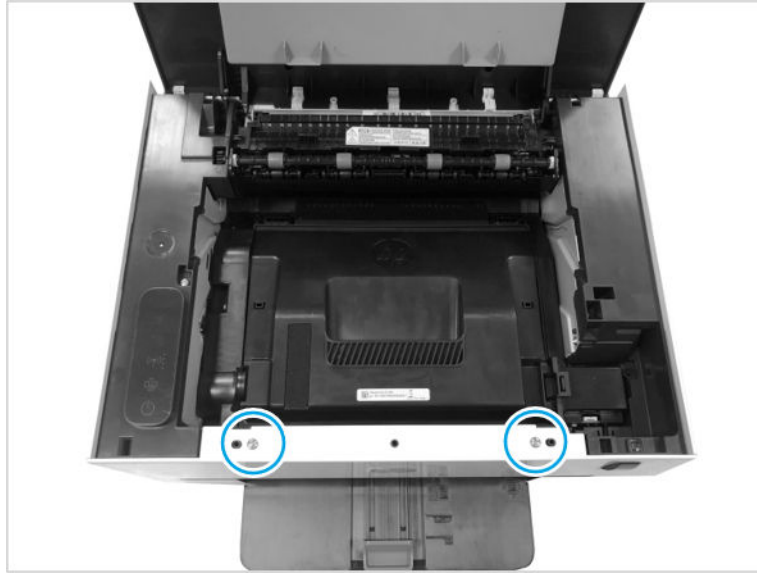
- b. Disconnect one flexible flat cable.

Figure 1-168 Disconnect flat cable



- c. Open the top cover, and then remove two screws.

Figure 1-169 Remove screws



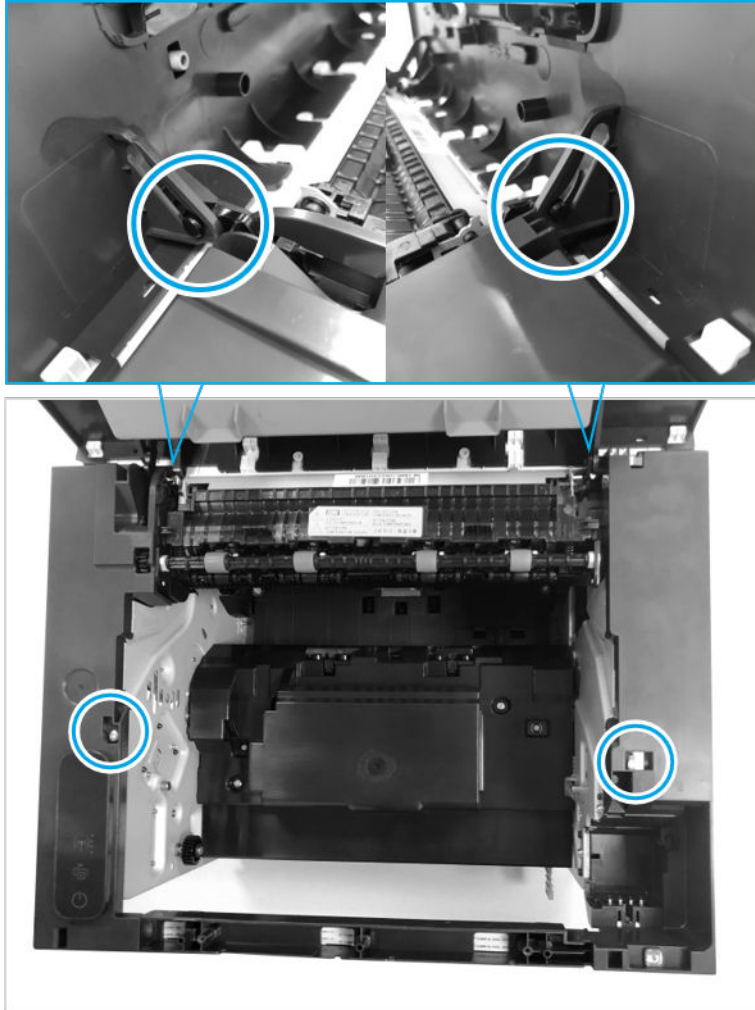
- d. Remove two screws, and then remove the front cover.

Figure 1-170 Remove front cover



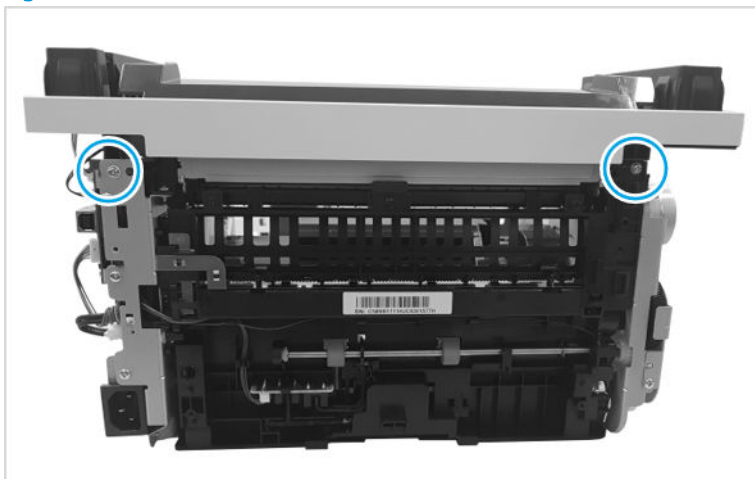
- 5. Remove the top cover.
 - a. Remove two screws, and then release both fuser link arms from the top cover.

Figure 1-171 Release both fuser link arms



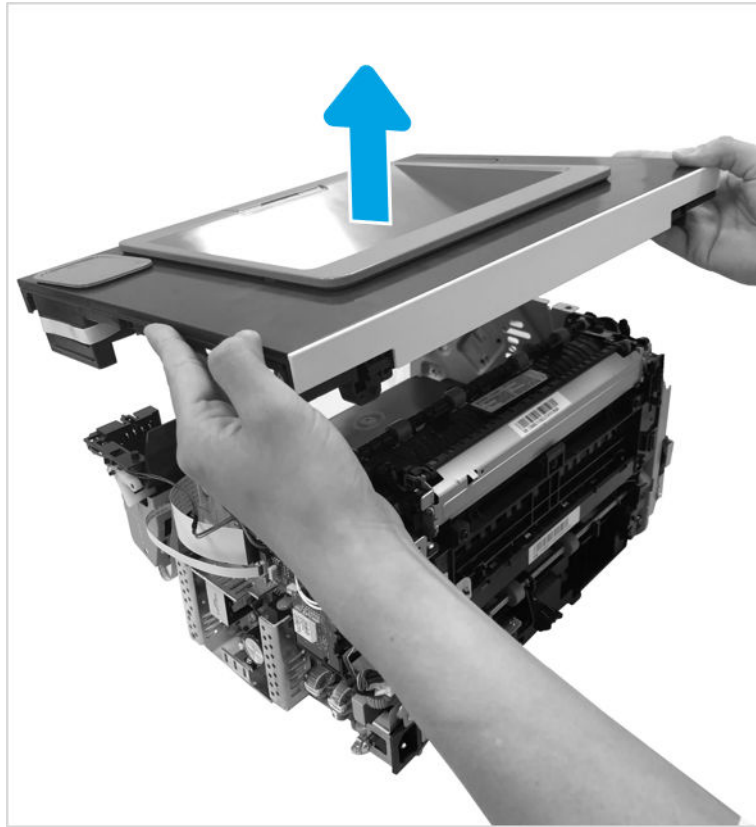
- b. Remove the two screws. (Rear)

Figure 1-172 Remove the two screws



- c. Remove the top cover.

Figure 1-173 Remove the top cover



- 6. Remove the Formatter bracket.

- ▲ Remove the two screws. (Right/Rear)

Figure 1-174 Remove two screws (Right)

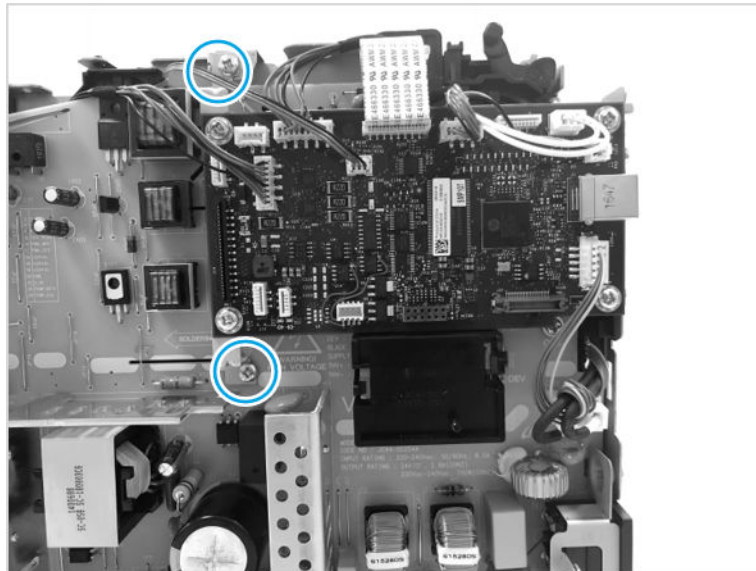
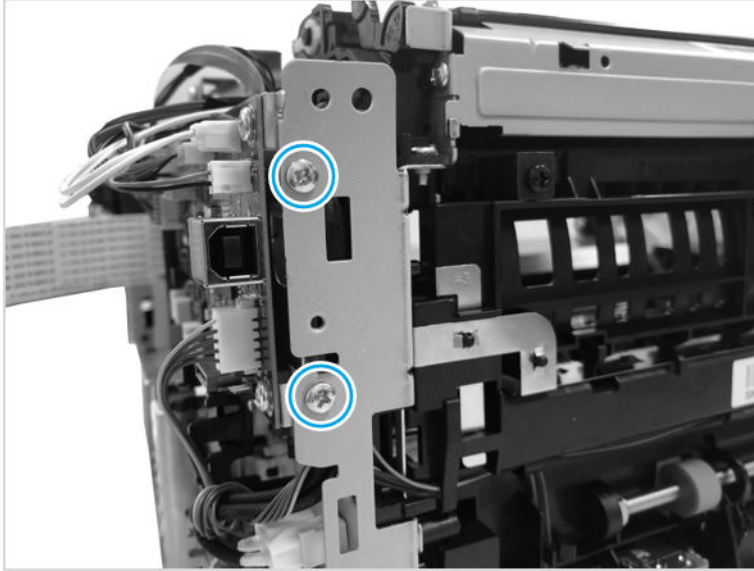


Figure 1-175 Remove two screws (Rear)



7. Remove the fuser assembly.
 - a. Remove the formatter bracket.

Figure 1-176 Remove two screws (Right)

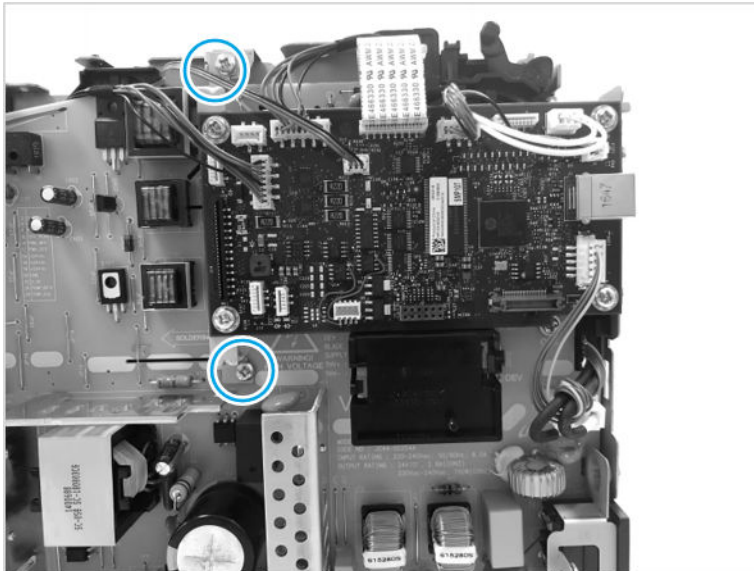
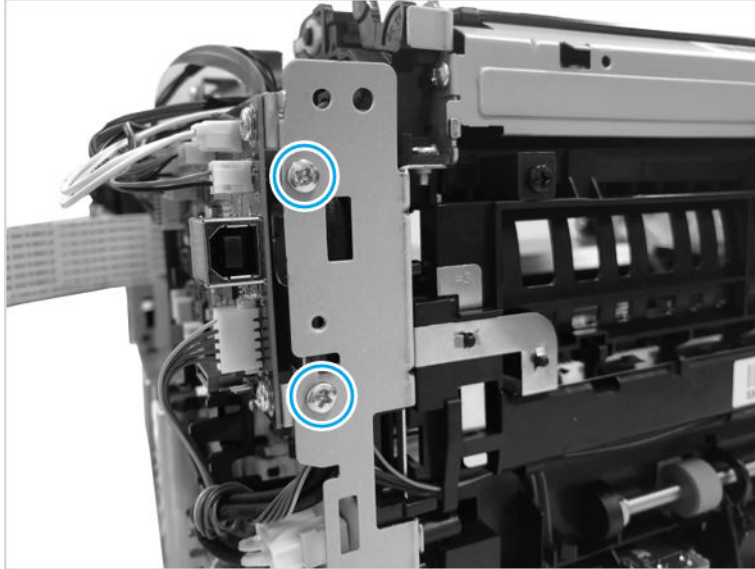
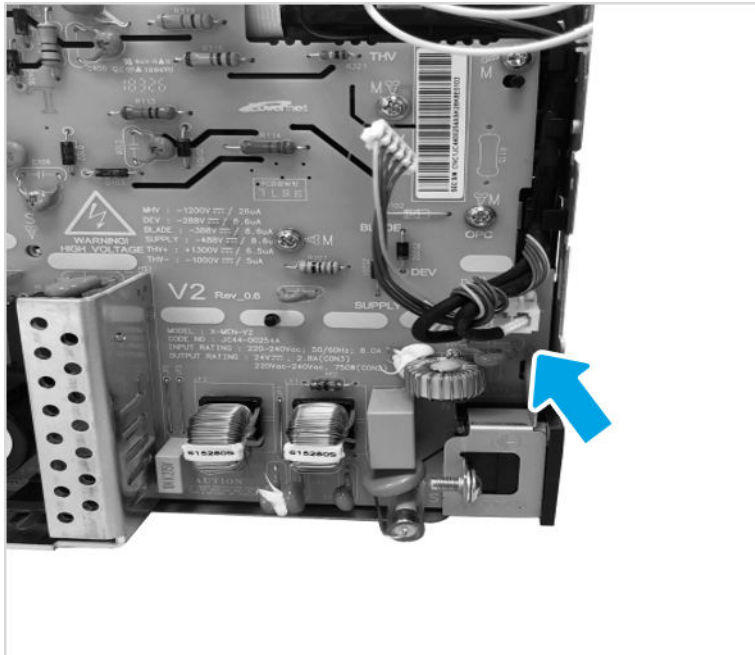


Figure 1-177 Remove two screws (Rear)



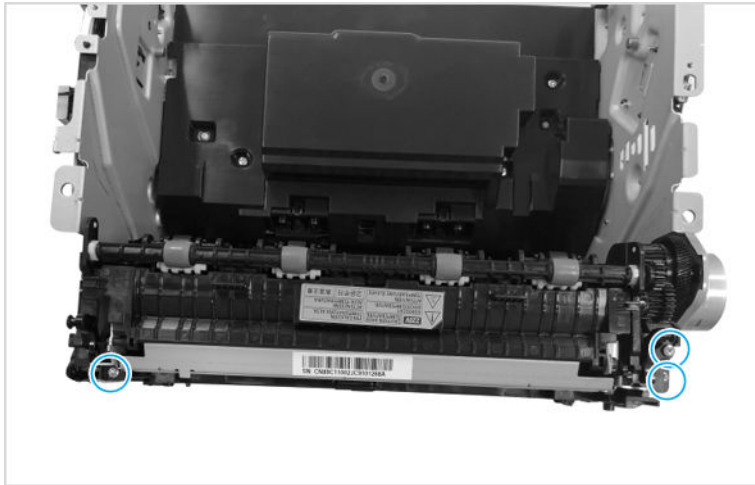
- b. Disconnect one connector from the LVPS/HVPS board.

Figure 1-178 Disconnect connector



- c. Remove three screws, and then remove the fuser assembly.

Figure 1-179 Remove fuser



8. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Fuser

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

Mean time to repair: 25 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-25 Part information

Part number	Part description
<ul style="list-style-type: none">Fuser (110V-127V) - JC91-01269A	Fuser
<ul style="list-style-type: none">Fuser (220V-240V) - JC91-01268A	

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

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

Post service test

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

- Remove the rear cover.
 - Remove four screws.

Figure 1-180 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-181 Release tabs

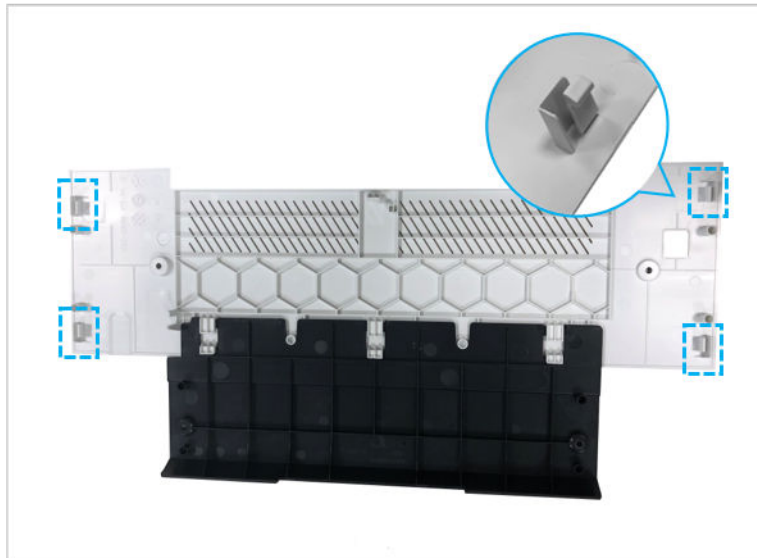


Figure 1-182 Remove rear cover



2. Remove the left cover.

Figure 1-183 Remove left cover



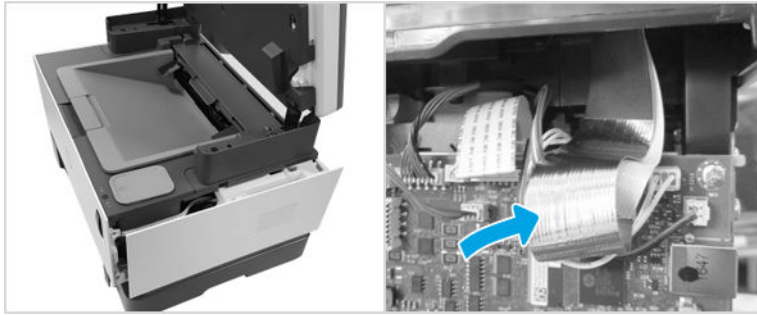
3. Remove the right cover and the two cable.

- a. Remove the right cover.

Figure 1-184 Remove right cover

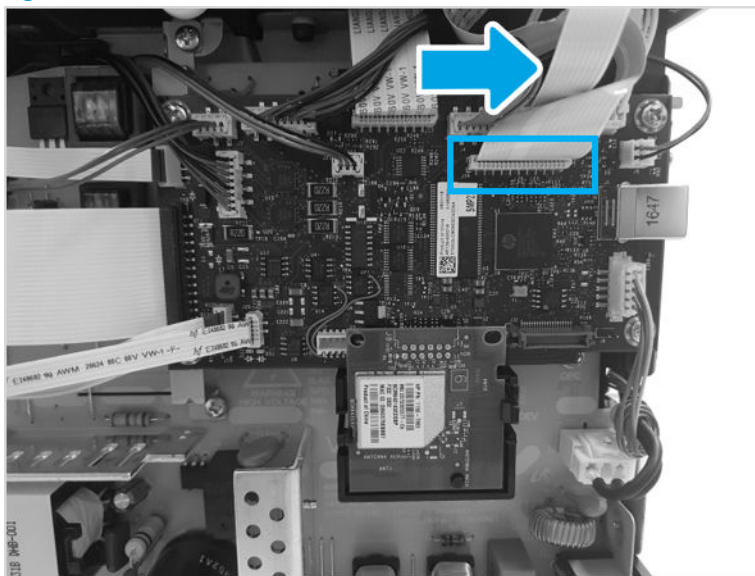


⚠ CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)



- b. Remove scan assembly and control panel cable.

Figure 1-185 Remove cable



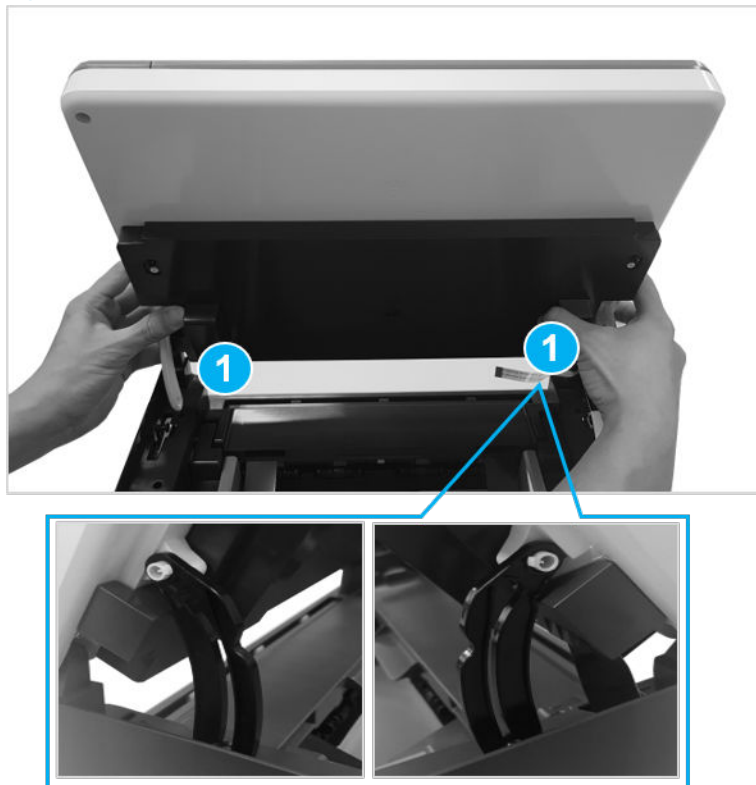
- 4. Remove the image scanner assembly.
 - a. Open the image scanner assembly.

Figure 1-186 Open the image scanner assembly



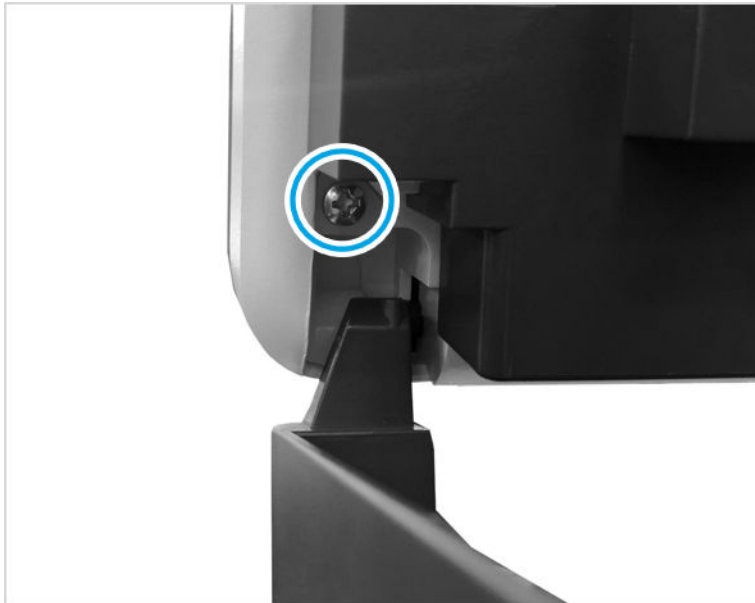
- b. Release both link arms (callout 1).

Figure 1-187 Release both link arms



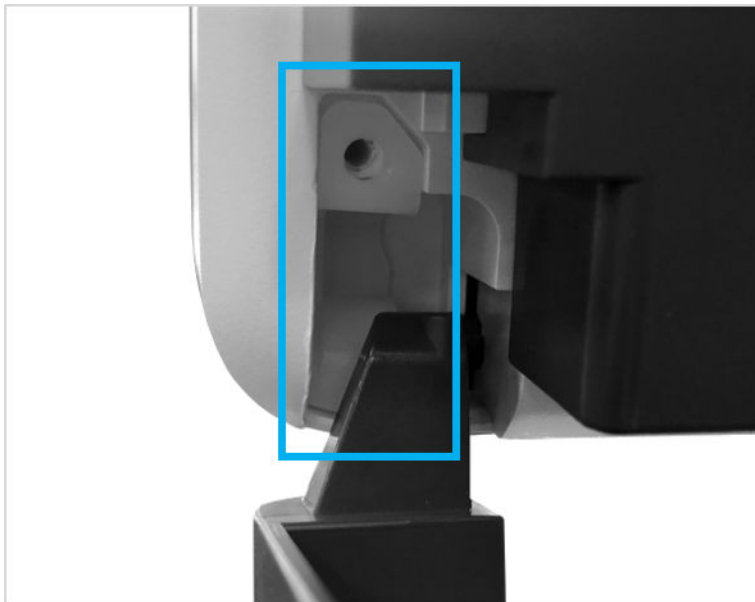
- c. Remove the screw.

Figure 1-188 Remove the screw



- d. Remove the image scanner fixer.

Figure 1-189 Remove the image scanner fixer



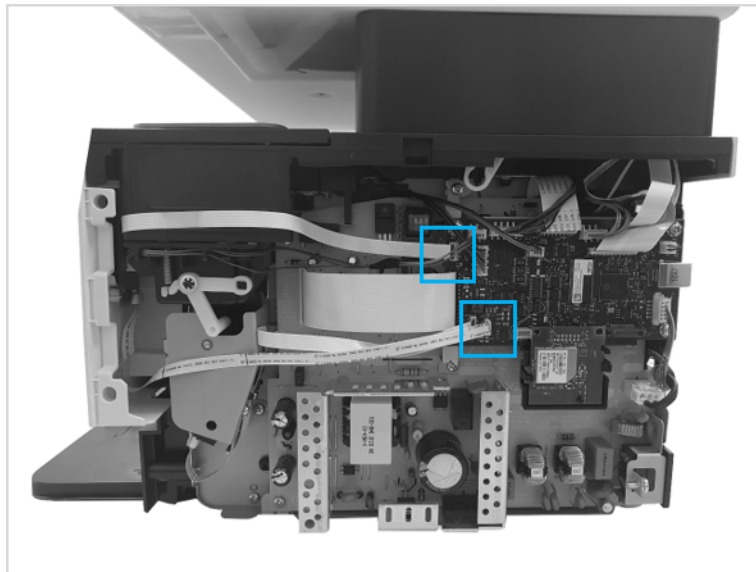
- e. Slide the image scanner assembly toward the right of the printer slightly and lift it up.

Figure 1-190 Remove the image scanner assembly



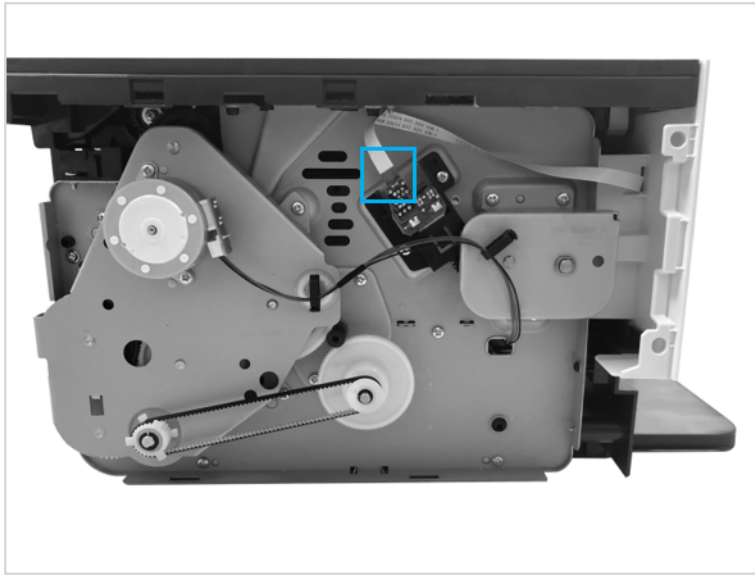
- 5. Remove the front cover.
 - a. Disconnect two flexible flat cables.

Figure 1-191 Disconnect flat cables



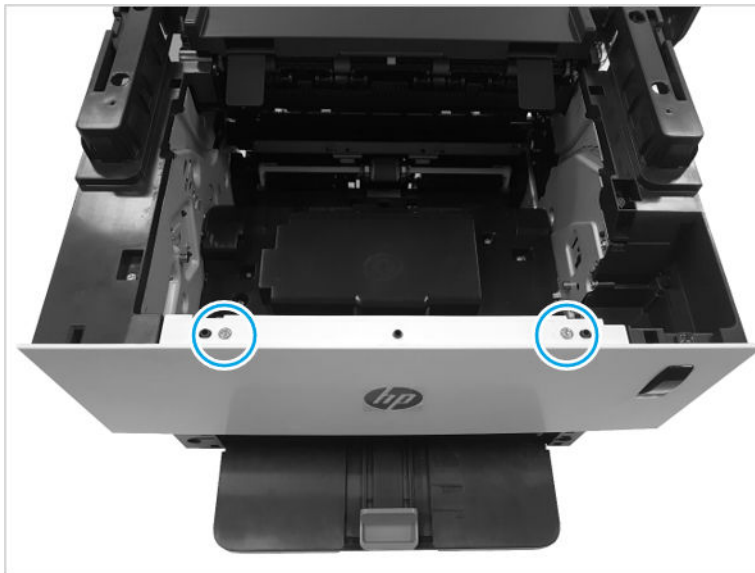
- b. Disconnect one flexible flat cable.

Figure 1-192 Disconnect flat cable



- c. Open the top cover, and then remove two screws.

Figure 1-193 Remove screws



- d. Remove two screws, and then remove the front cover.

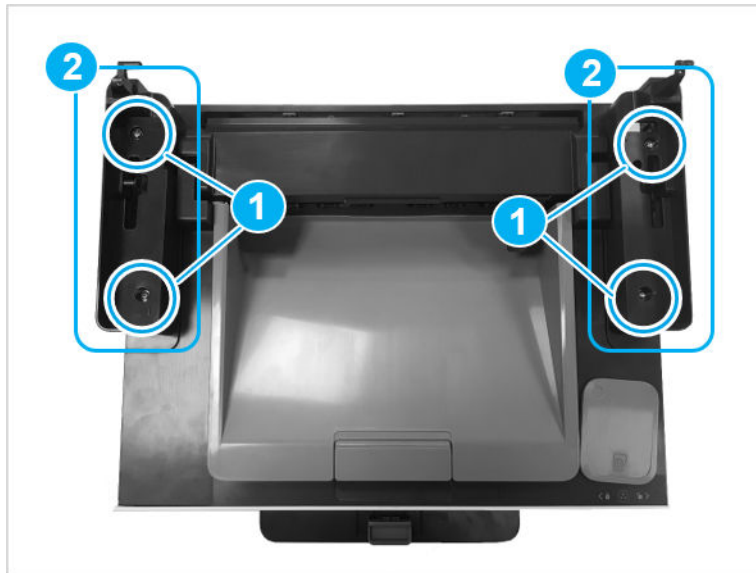
Figure 1-194 Remove front cover



- 6. Remove the middle cover.

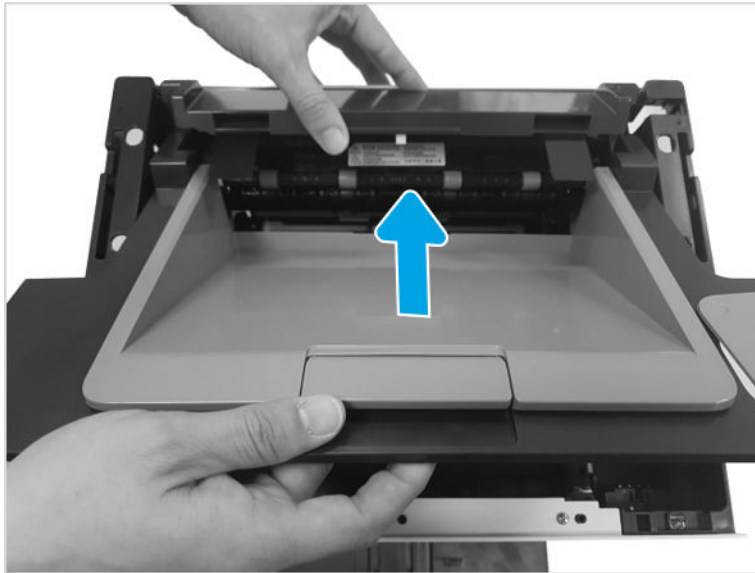
- a. Remove four screws (callout 1), and then remove both middle dummy covers (callout 2).

Figure 1-195 Remove dummy covers



- b. Remove the cartridge door.

Figure 1-196 Remove the cartridge door



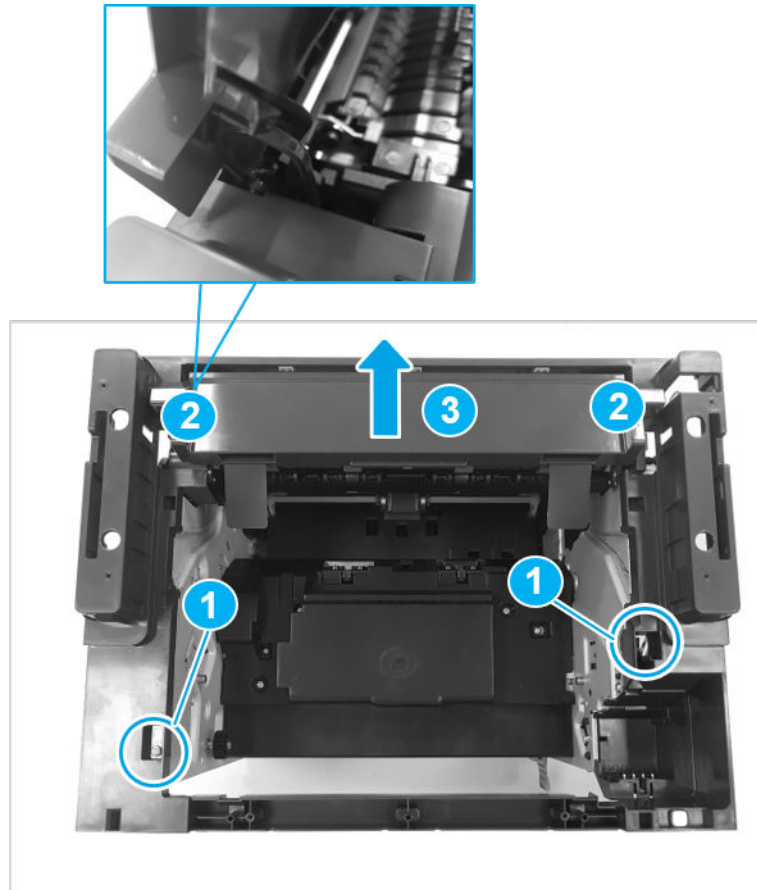
- c. Remove the two screws. (Rear)

Figure 1-197 Remove the two screws



- d. Remove two screws (callout 1). Release both fuser link arms from the middle cover. And then, release the middle cover.

Figure 1-198 Remove the middle cover



7. Remove the Formatter bracket.
 - ▲ Remove the two screws. (Right/Rear)

Figure 1-199 Remove two screws (Right)

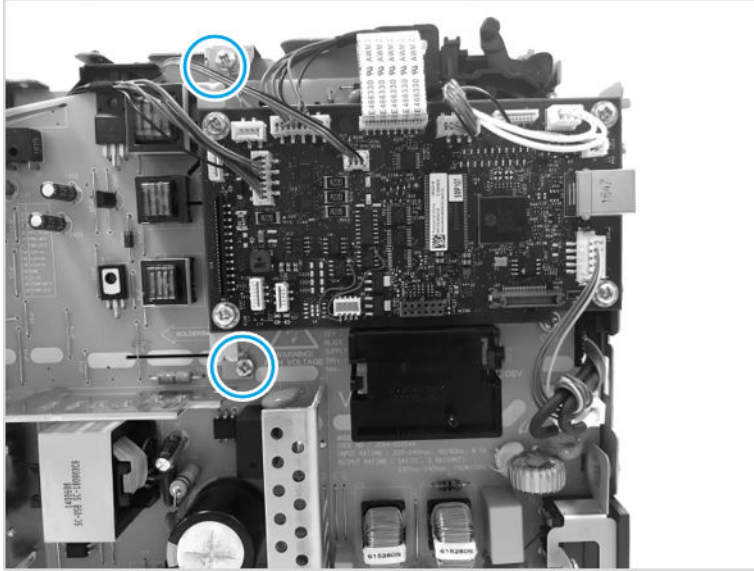
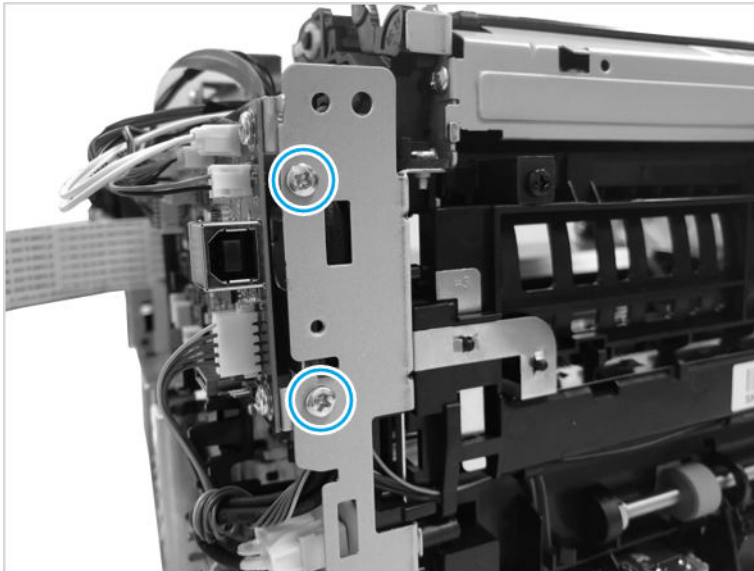


Figure 1-200 Remove two screws (Rear)



8. Remove the fuser assembly.
 - a. Remove the formatter bracket.

Figure 1-201 Remove two screws (Right)

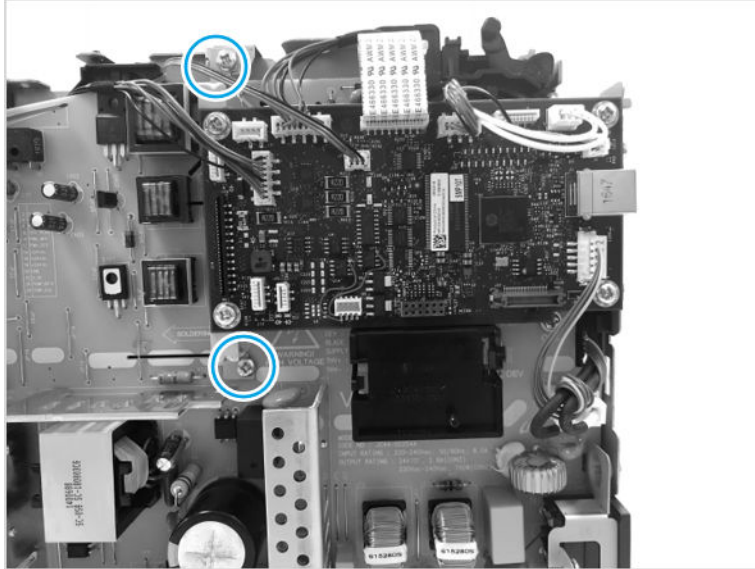
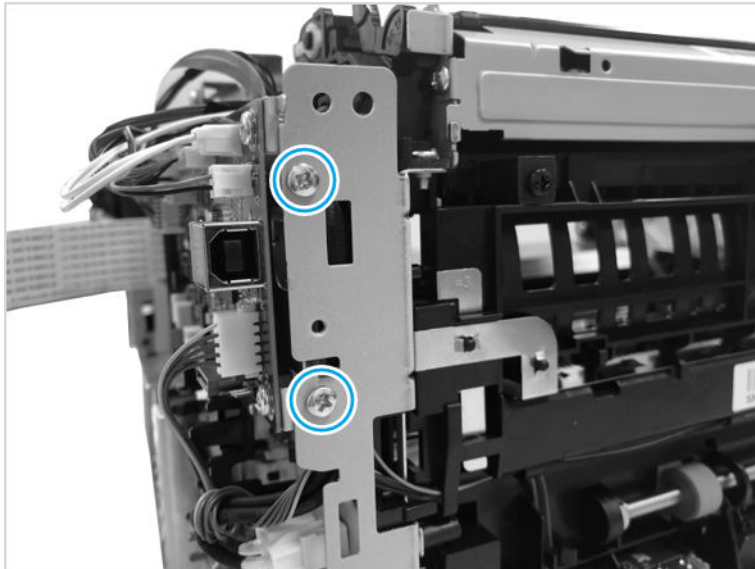
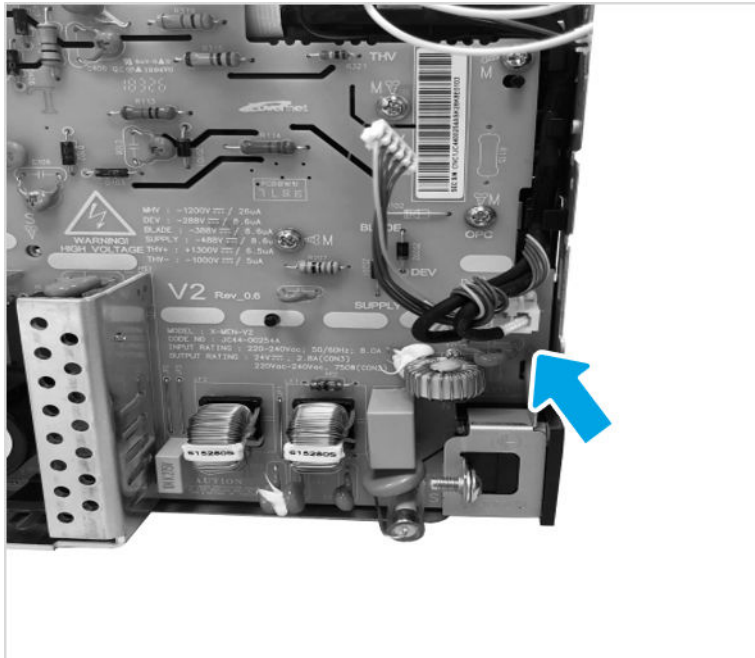


Figure 1-202 Remove two screws (Rear)



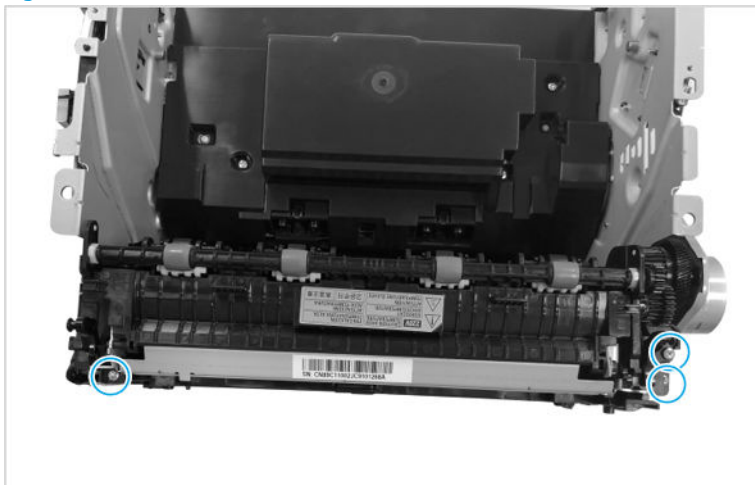
- b. Disconnect one connector from the LVPS/HVPS board.

Figure 1-203 Disconnect connector



- c. Remove three screws, and then remove the fuser assembly.

Figure 1-204 Remove fuser



- 9. Unpack the replacement assembly.
 - a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Main drive motor

This document provides the procedures to remove and replace the main drive motor.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to

<https://parts.hp.com>

Table 1-26 Part information

Part number	Part description
JC31-00009C	Main drive motor

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-205 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-206 Release tabs

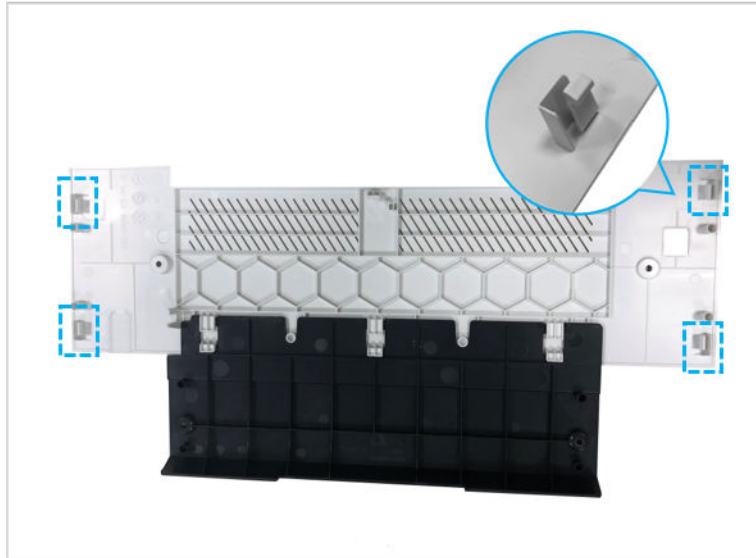
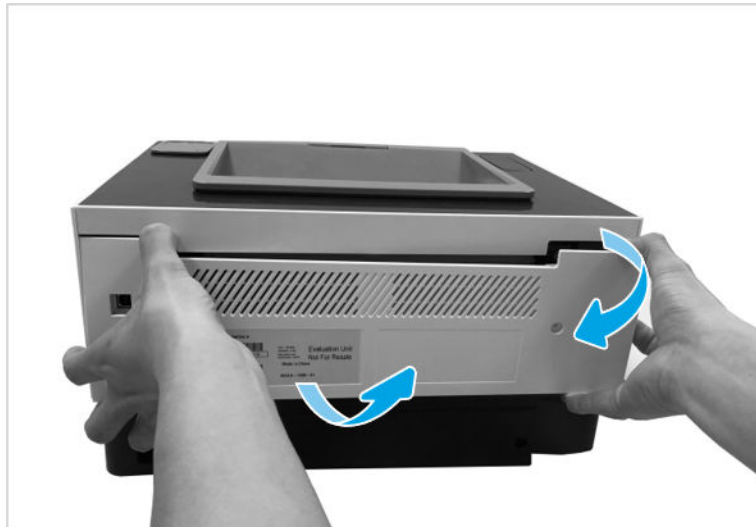


Figure 1-207 Remove the rear cover



2. Remove the left cover.

Figure 1-208 Remove left cover



3. Remove the drive unit.

- ▲ Disconnect the motor connector (callout 1). Open the cable clamp (callout 2). Release the gear belt (callout 3). Remove four screws. Remove the main drive unit

Figure 1-209 Remove drive unit

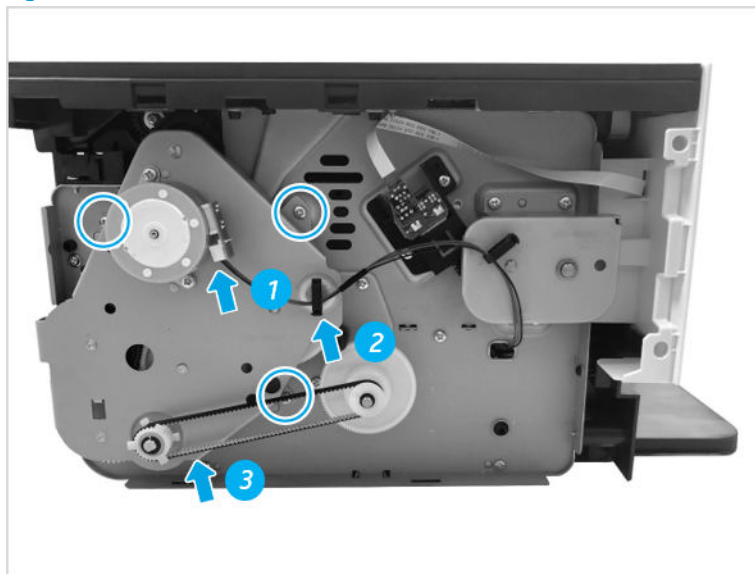
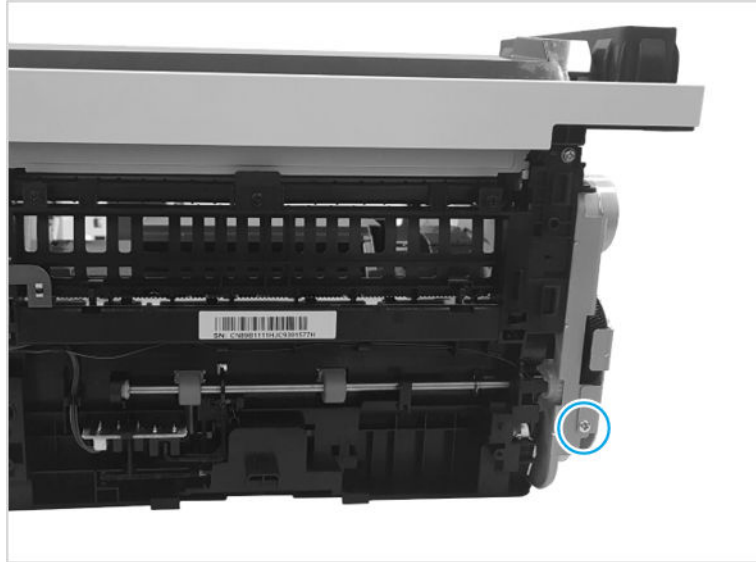


Figure 1-210 Remove screw



4. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Main drive motor

This document provides the procedures to remove and replace the main drive motor.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-27 Part information

Part number	Part description
JC31-00009C	Main drive motor

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-211 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-212 Release tabs

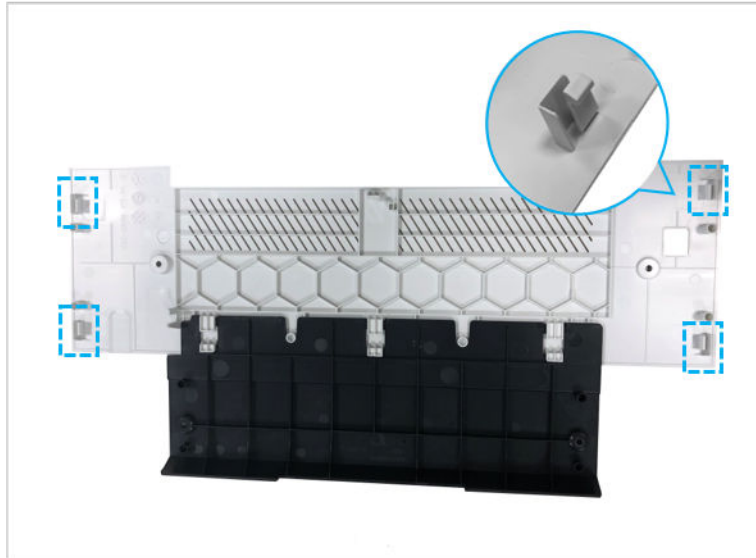


Figure 1-213 Remove rear cover



2. Remove the left cover.

Figure 1-214 Remove left cover



3. Remove the drive unit.

- ▲ Disconnect the motor connector (callout 1). Open the cable clamp (callout 2). Release the gear belt (callout 3). Remove four screws. Remove the main drive unit

Figure 1-215 Remove drive unit

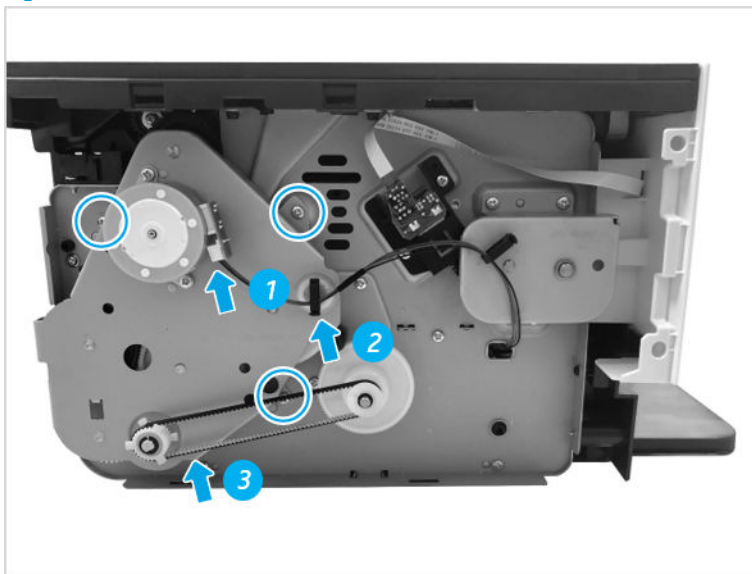
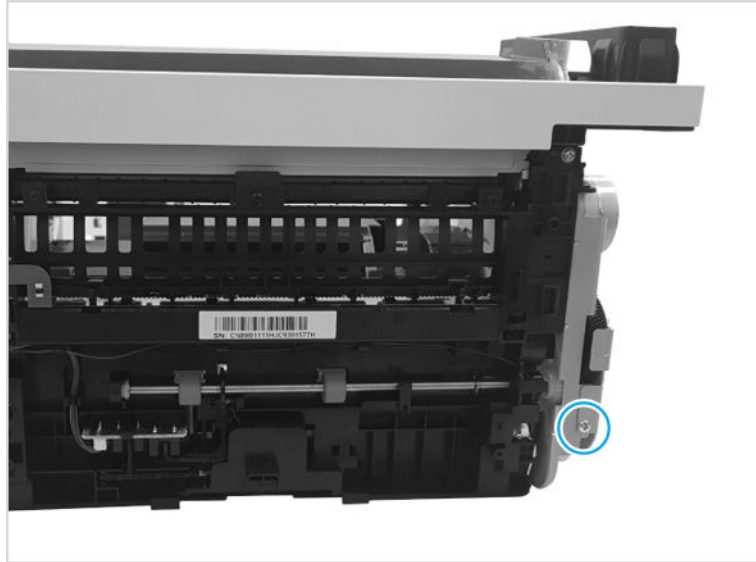


Figure 1-216 Remove screw



4. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Laser scanner unit

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

Mean time to repair: 20 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-28 Part information

Part number	Part description
JC97-03775B	Laser scanner unit

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

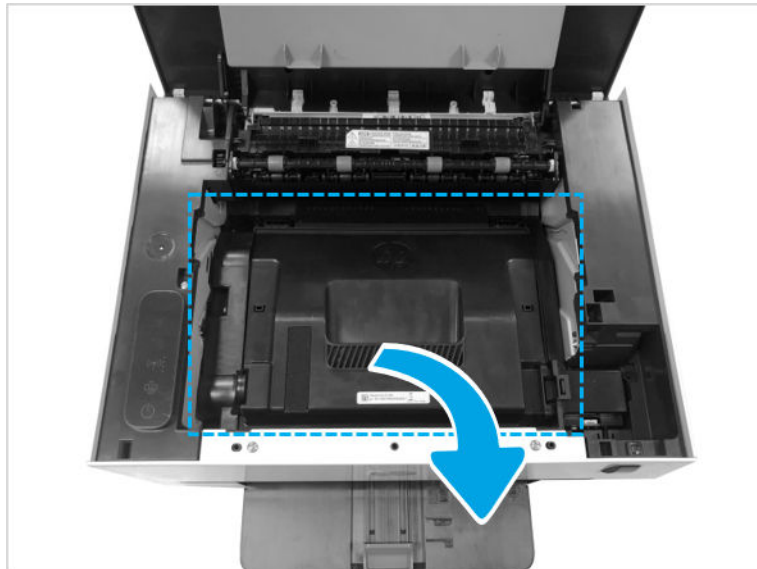
- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

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

1. Remove the imaging drum.
 - ▲ Remove the imaging drum.

Figure 1-217 Remove the imaging drum



2. Remove the rear cover.
 - a. Remove four screws.

Figure 1-218 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-219 Release tabs

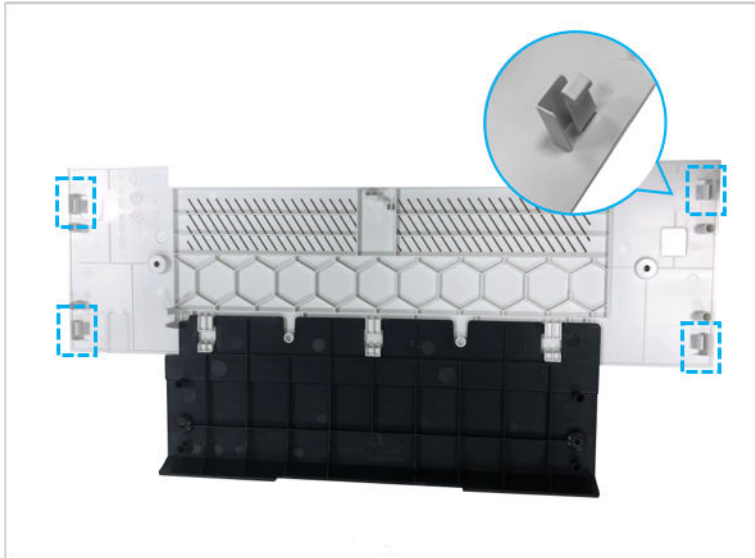
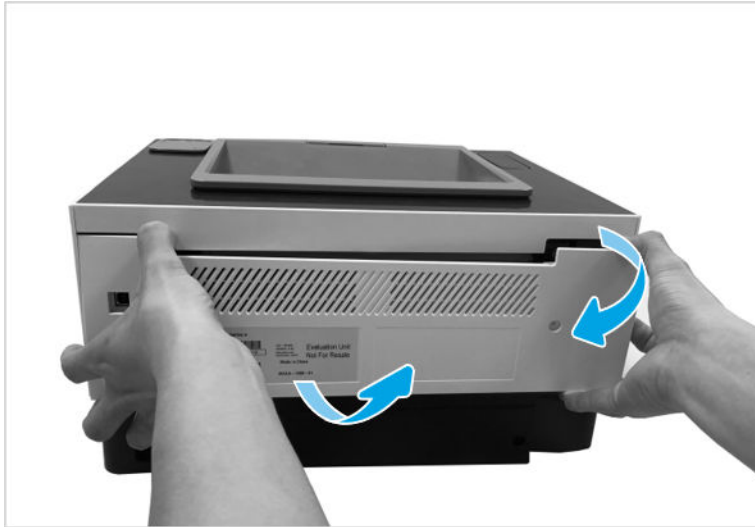


Figure 1-220 Remove the rear cover



3. Remove the left cover.

Figure 1-221 Remove left cover



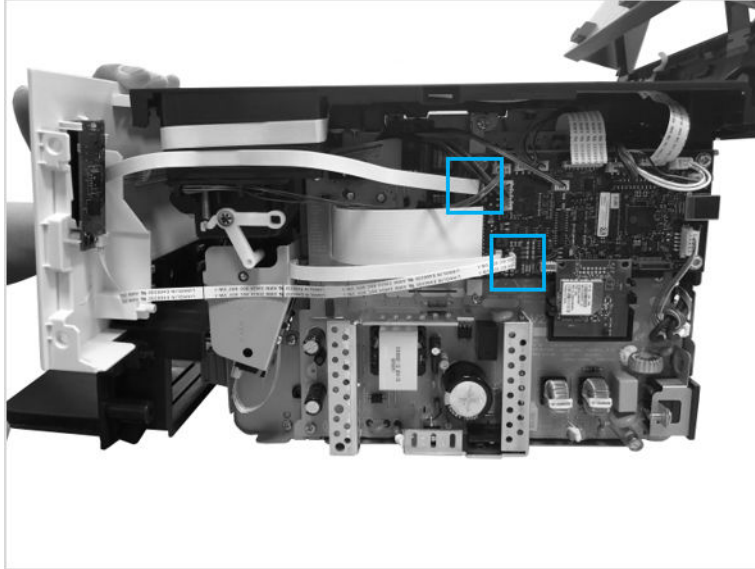
4. Remove the right cover.

Figure 1-222 Remove right cover



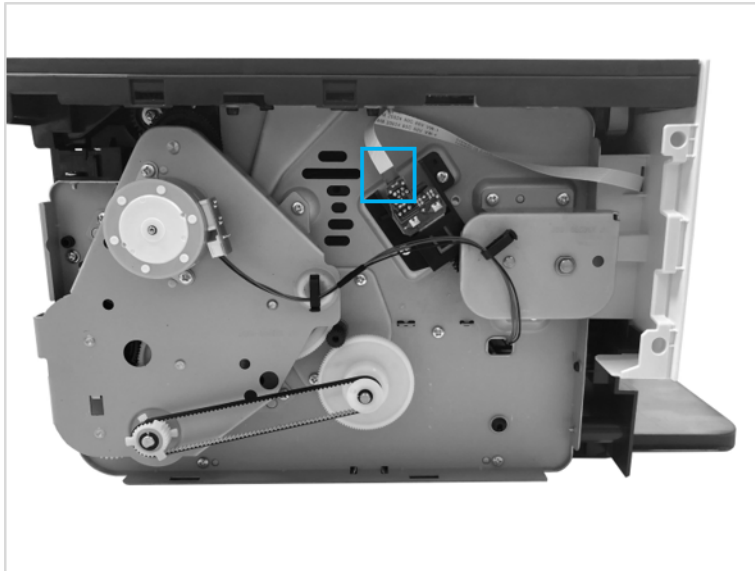
5. Remove the front cover.
 - a. Disconnect two flexible flat cables.

Figure 1-223 Disconnect flat cables



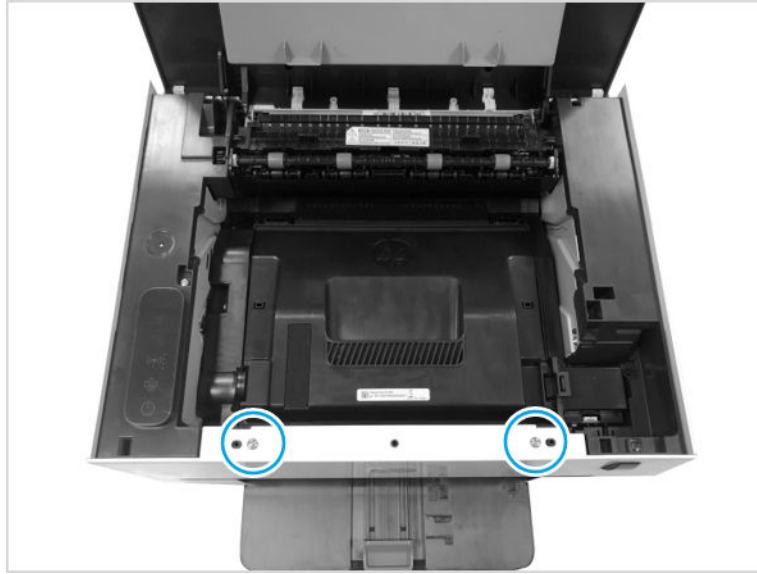
- b. Disconnect one flexible flat cable.

Figure 1-224 Disconnect flat cable



- c. Open the top cover, and then remove two screws.

Figure 1-225 Remove screws



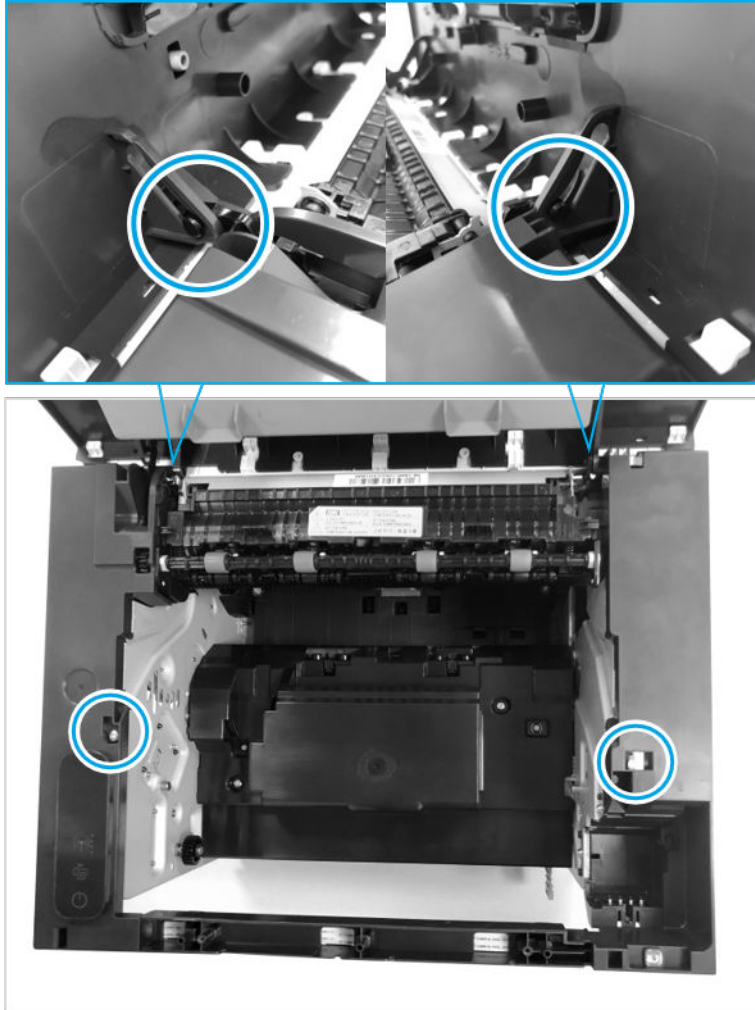
- d. Remove two screws, and then remove the front cover.

Figure 1-226 Remove front cover



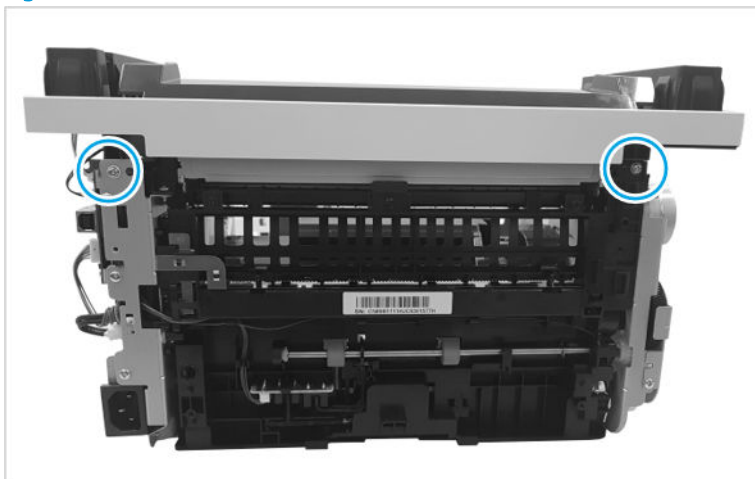
- 6. Remove the top cover.
 - a. Remove two screws, and then release both fuser link arms from the top cover.

Figure 1-227 Release both fuser link arms



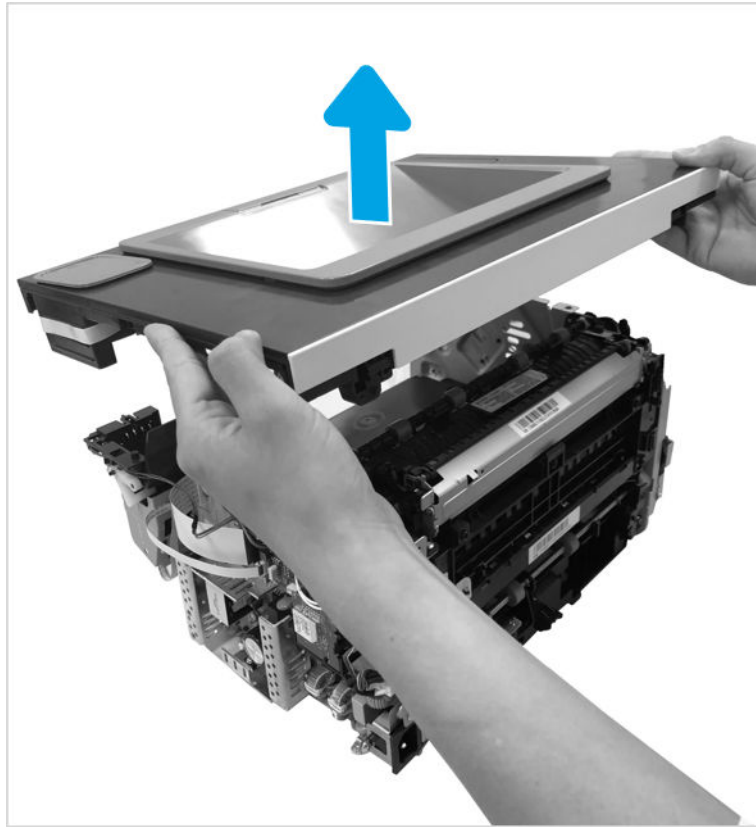
- b. Remove the two screws. (Rear)

Figure 1-228 Remove the two screws



- c. Remove the top cover.

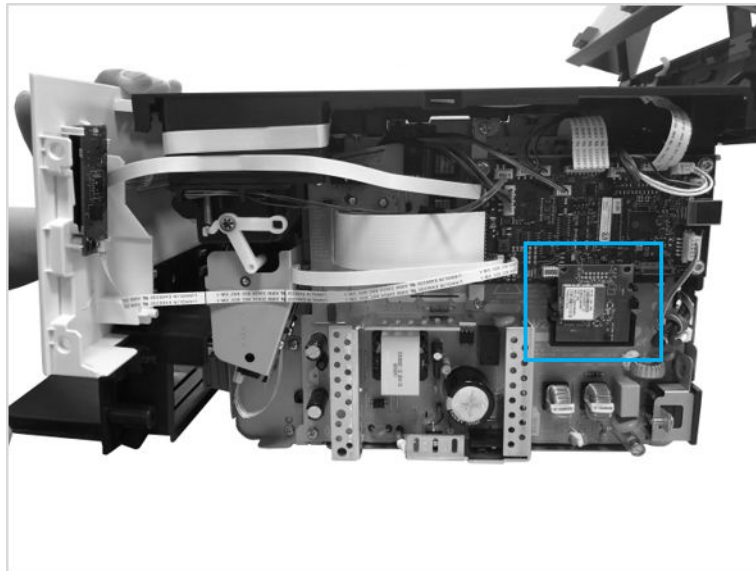
Figure 1-229 Remove the top cover



- 7. Remove the wireless PCA.

- ▲ Release the holder latch, and then remove Wireless PCA.

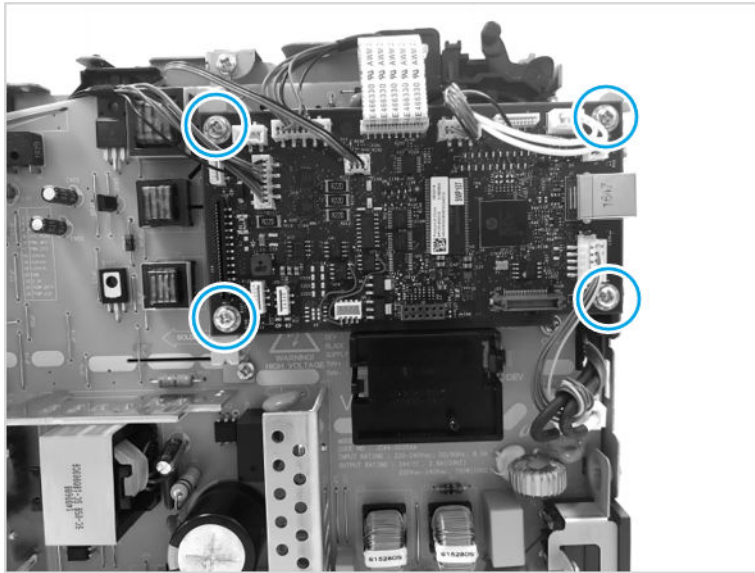
Figure 1-230 Remove the wireless PCA



- 8. Remove the formatter.

- ▲ Disconnect all connectors on the formatter. Remove four screws. And then remove the formatter.

Figure 1-231 Remove formatter



9. Remove LVPS and HVPS.

- a. Disconnect all connector on the formatter. Remove four screws. And then, remove the bracket with formatter.

Figure 1-232 Remove screw (Right)

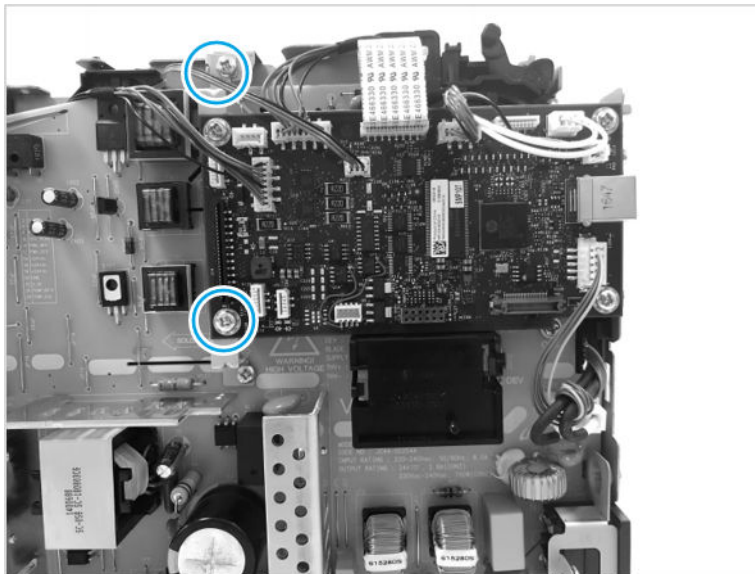
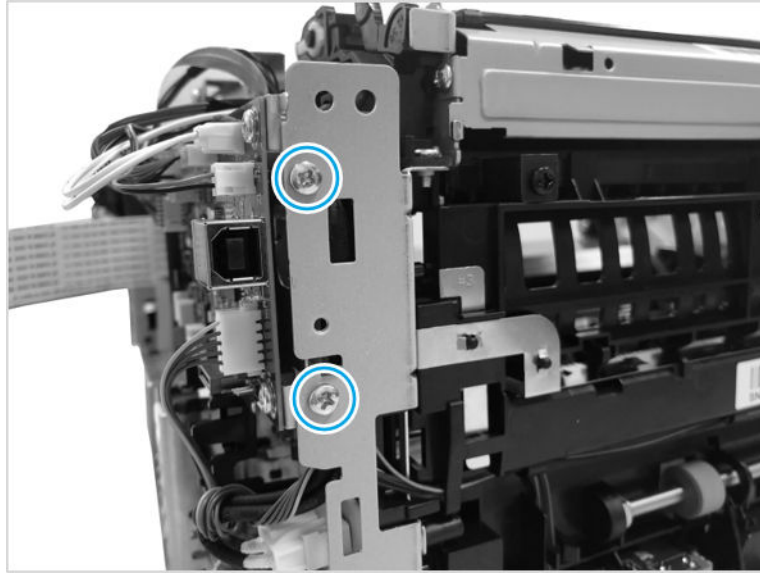


Figure 1-233 Remove screw (Rear)



- b. Disconnect one connector. Remove eight screws. And then, remove the LVPS/HVPS board.

Figure 1-234 Remove screw (Right)

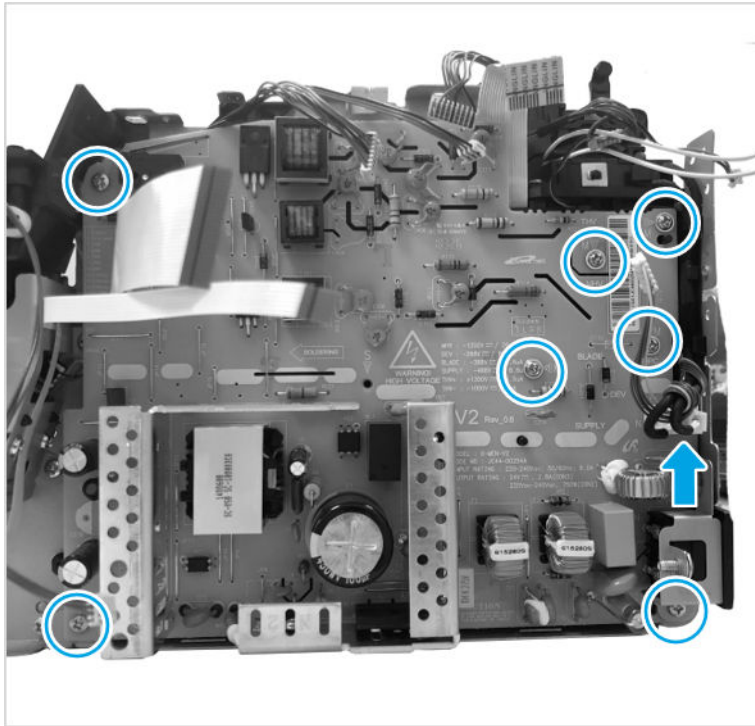
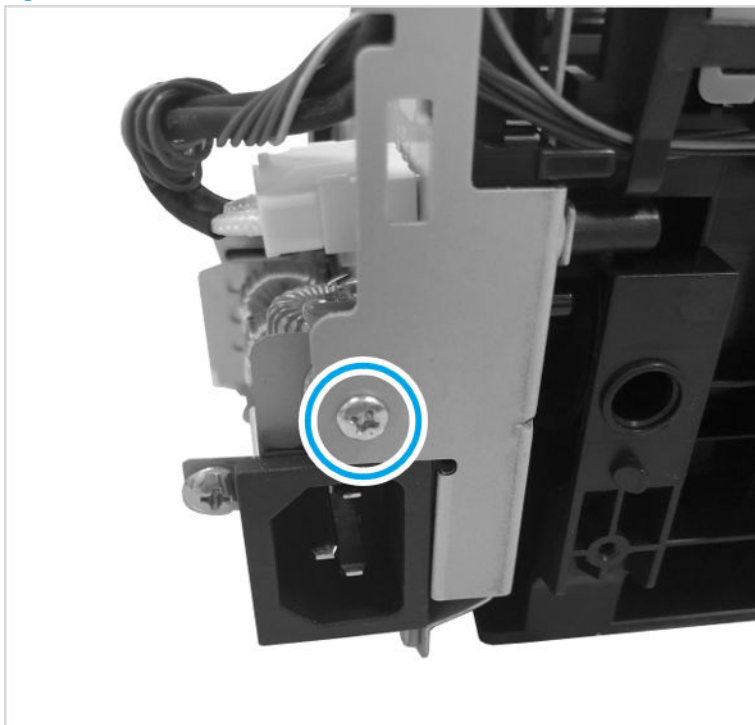
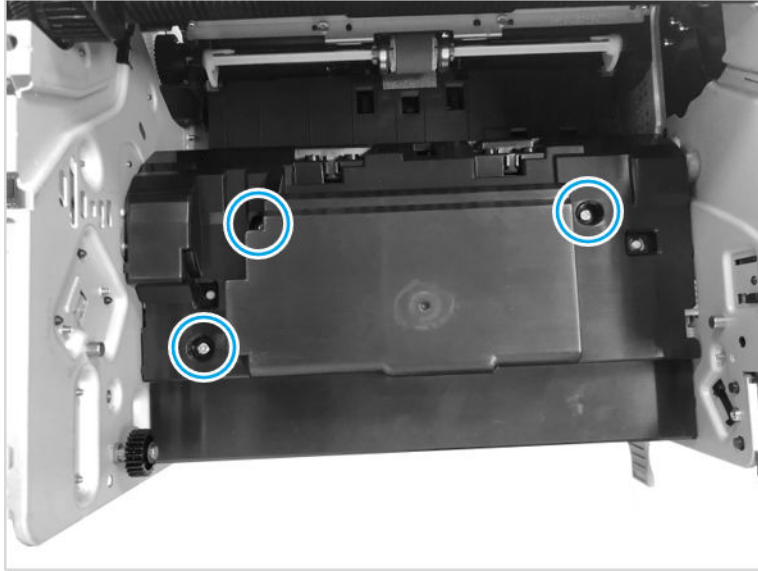


Figure 1-235 Remove screw (Rear)



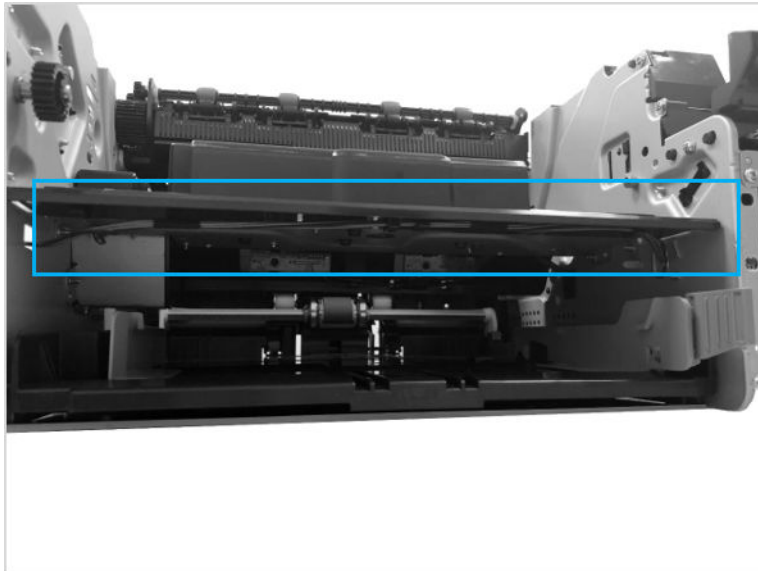
10. Remove the laser scanner.
- a. Remove the three screws.

Figure 1-236 Remove screws



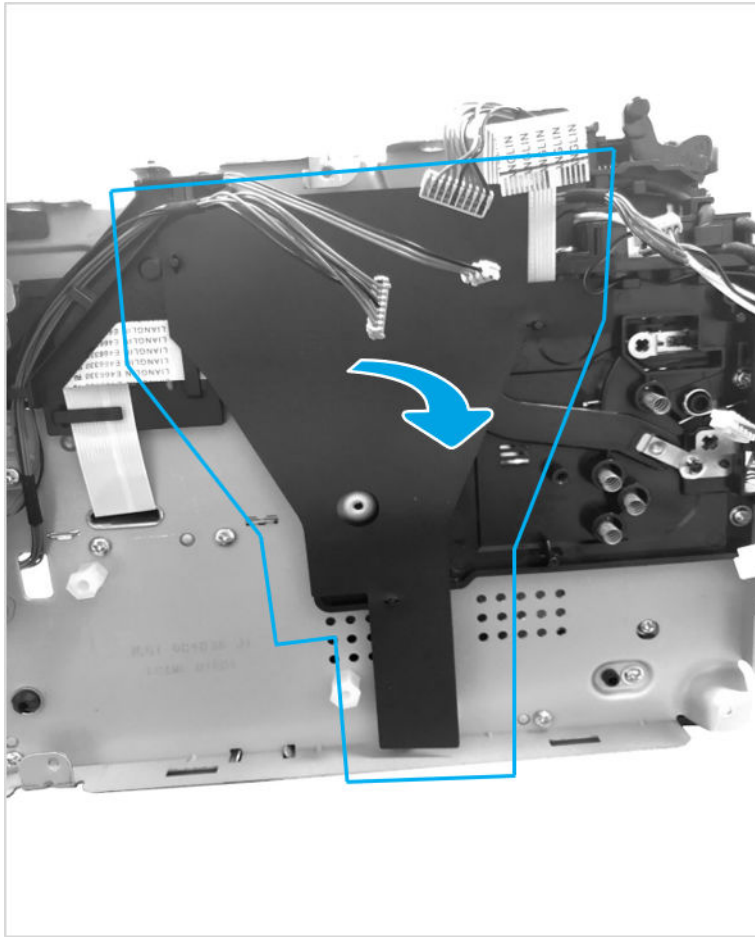
- b. Release the connector from the cable guide. And then remove the laser scanner unit holder cover.

Figure 1-237 Release cable



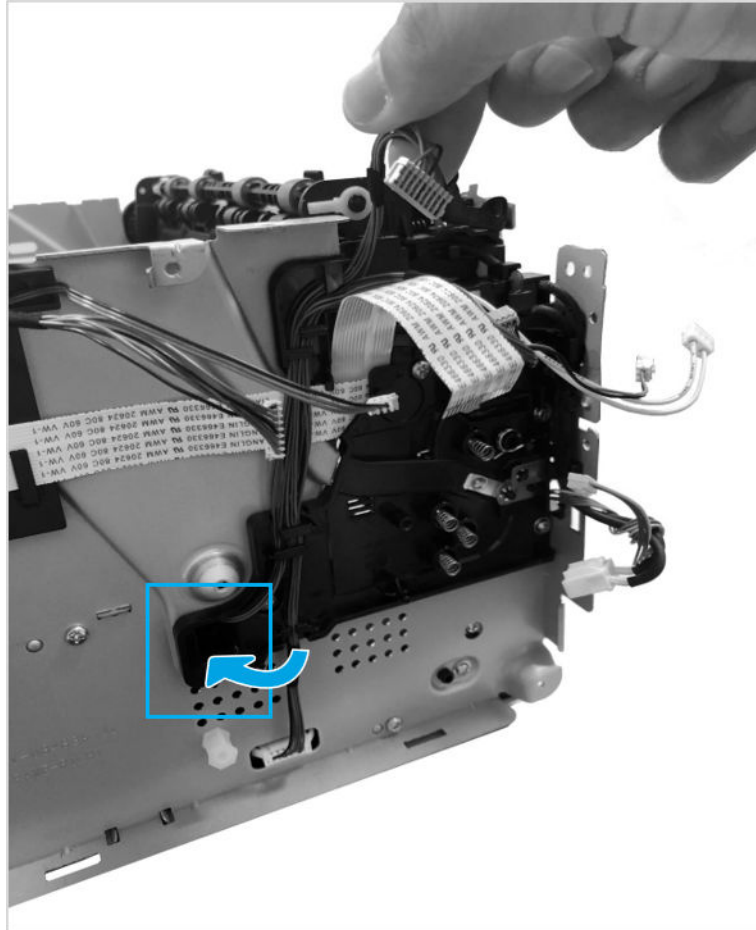
- c. Remove the insulation sheet.

Figure 1-238 Remove insulation sheet



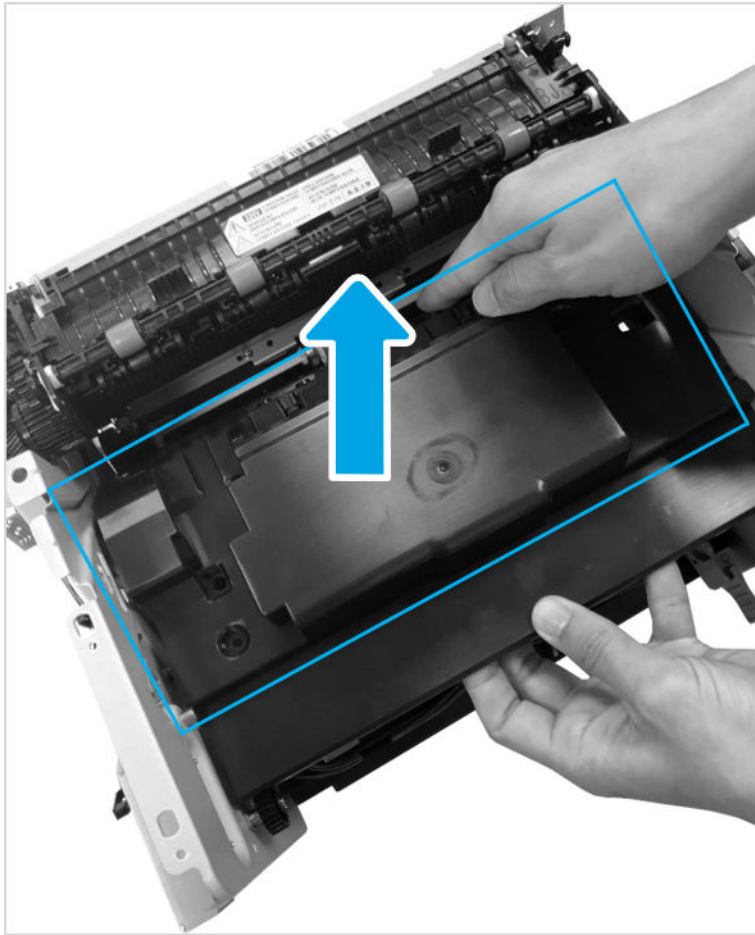
- d. Release the connector from the cable holder, and then insert the connector into the hole as shown below.

Figure 1-239 Release cable



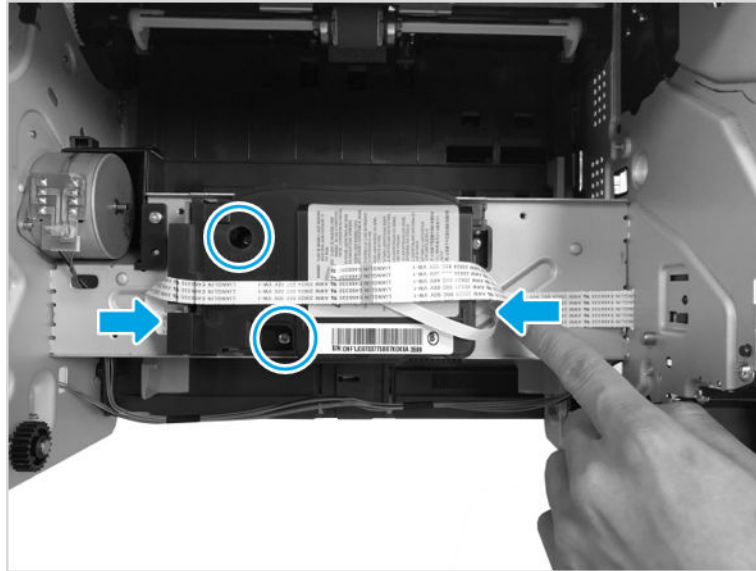
- e. Remove the laser scanner unit holder cover

Figure 1-240 Remove scanner holder cover



- f. Disconnect two flexible flat cables. Remove three screws. And then, remove the laser scanner unit.

Figure 1-241 Remove laser scanner



11. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 – Removal and replacement: Laser scanner unit

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

Mean time to repair: 15 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-29 Part information

Part number	Part description
JC97-03775B	Laser scanner unit

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

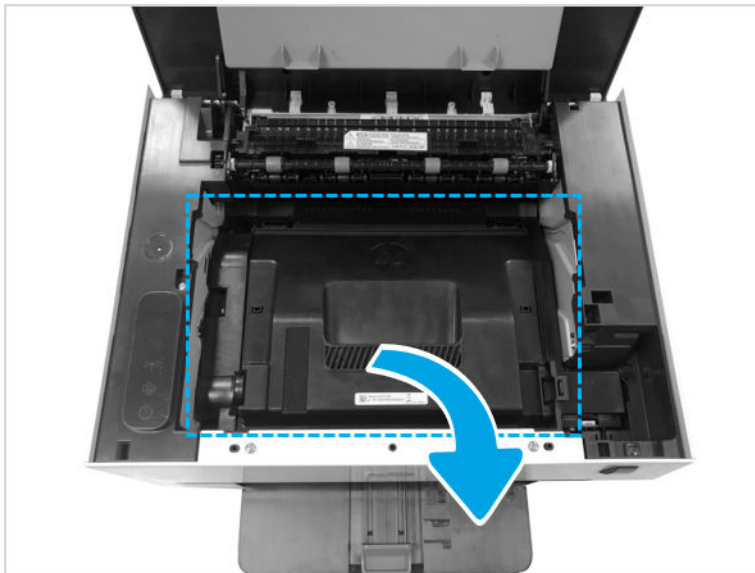
- Make sure that the scanner is fully closed after replacing it.
- Turn the printer power on.

Post service test

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

1. Remove the imaging drum.
 - ▲ Remove the imaging drum.

Figure 1-242 Remove the imaging drum



2. Remove the rear cover.
 - a. Remove four screws.

Figure 1-243 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-244 Release tabs

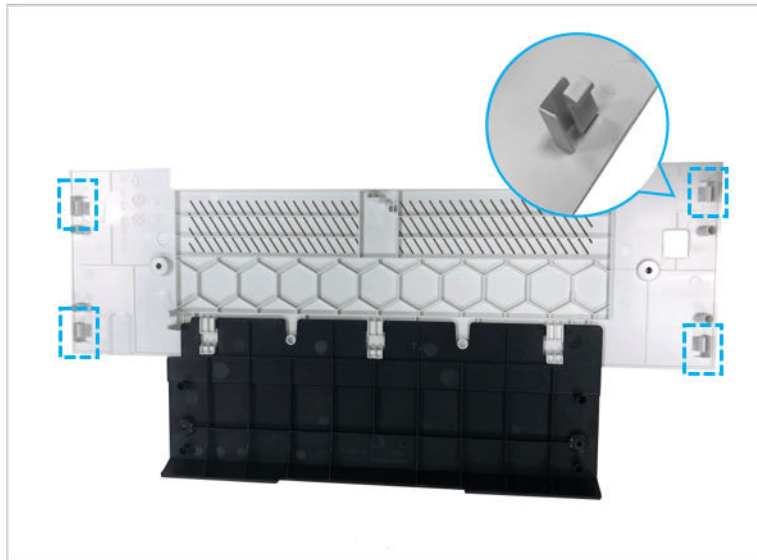


Figure 1-245 Remove rear cover



3. Remove the left cover.

Figure 1-246 Remove left cover



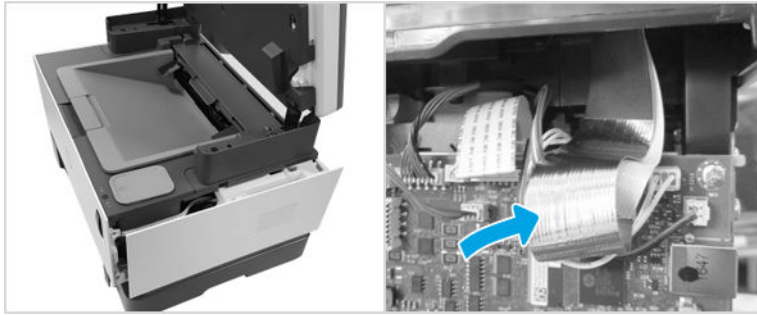
4. Remove the right cover and the two cable.

- a. Remove the right cover.

Figure 1-247 Remove right cover

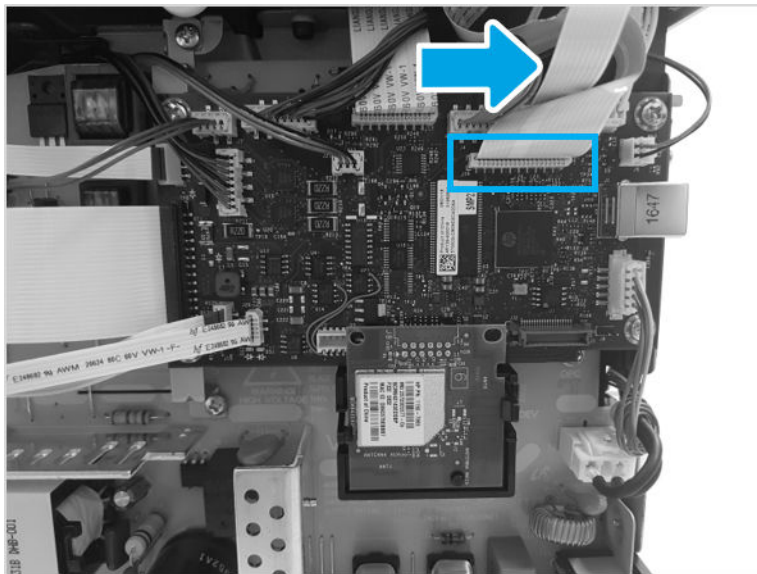


⚠ CAUTION: The ISA(Image Scanner Assembly) should be always opened while assembling the right cover. (if the ISA is closed, FFC(Flexible Flat Cable) may be deformed)



- b. Remove scan assembly and control panel cable.

Figure 1-248 Remove cable



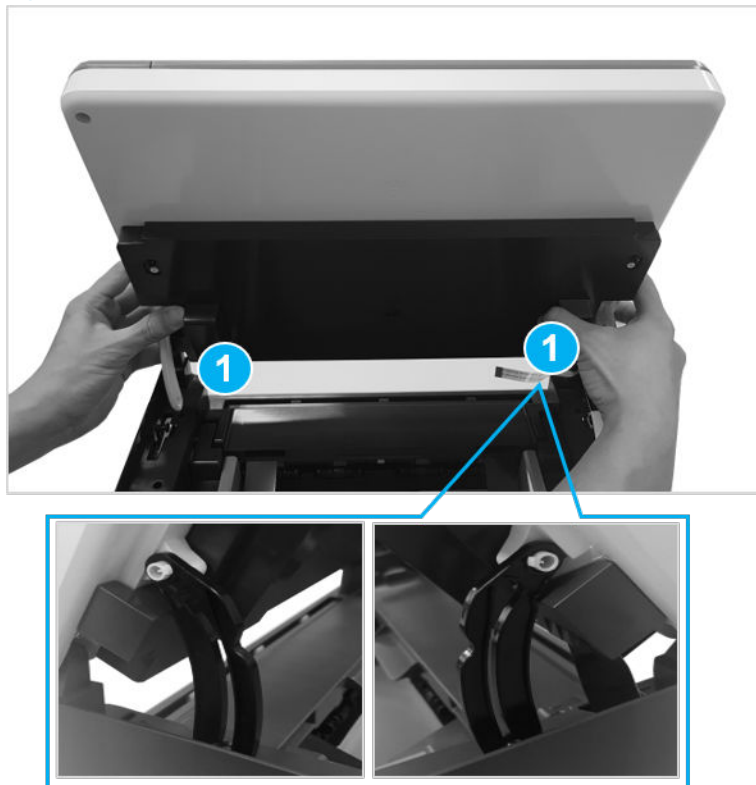
5. Remove the image scanner assembly.
 - a. Open the image scanner assembly.

Figure 1-249 Open the image scanner assembly



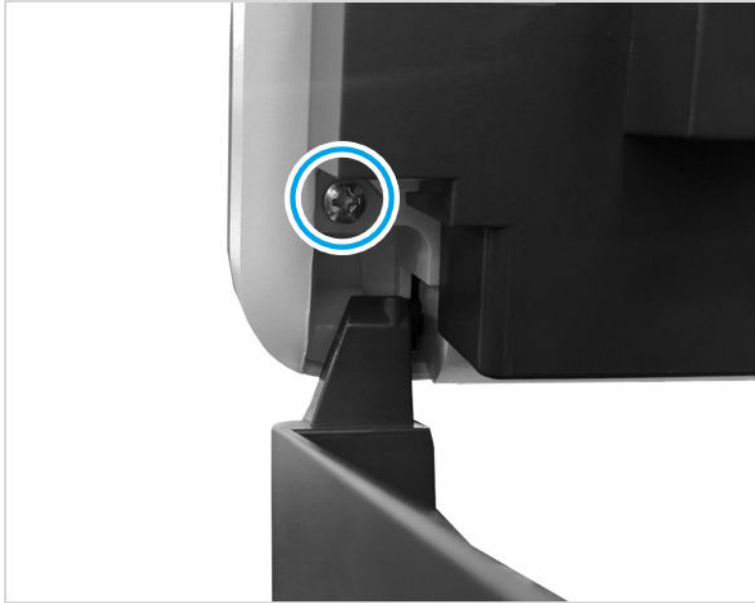
- b. Release both link arms (callout 1).

Figure 1-250 Release both link arms



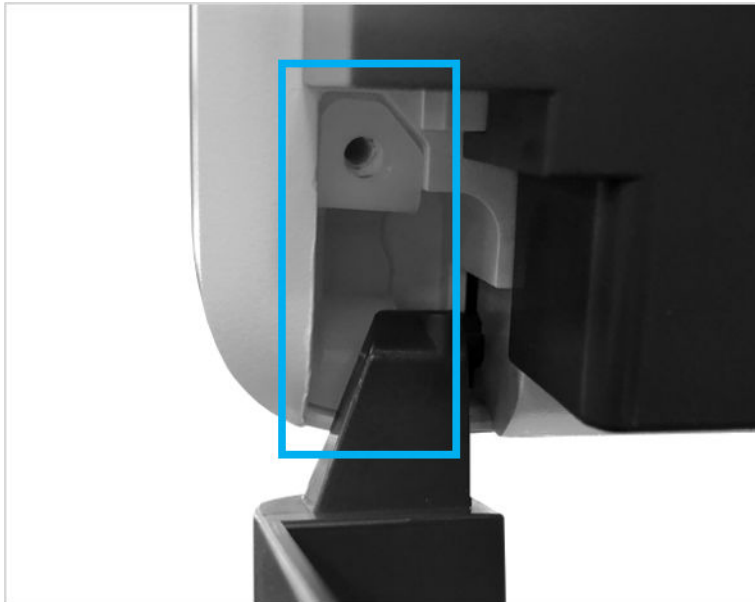
- c. Remove the screw.

Figure 1-251 Remove the screw



- d. Remove the image scanner fixer.

Figure 1-252 Remove the image scanner fixer



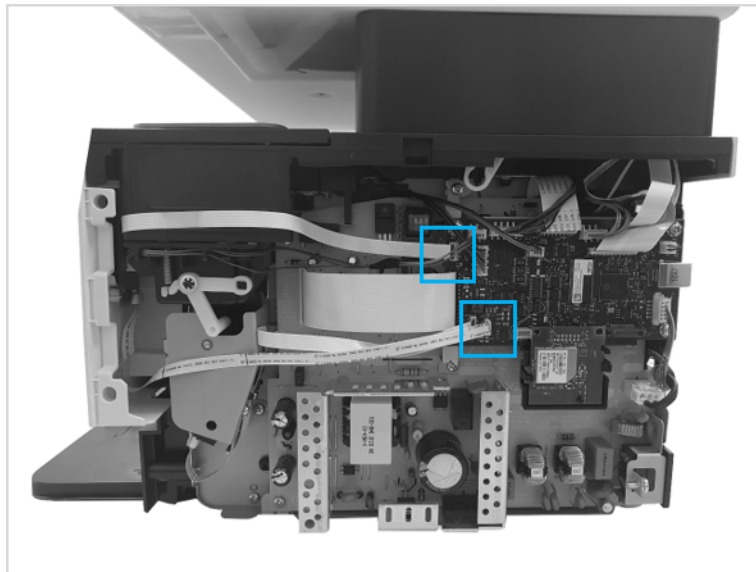
- e. Slide the image scanner assembly toward the right of the printer slightly and lift it up.

Figure 1-253 Remove the image scanner assembly



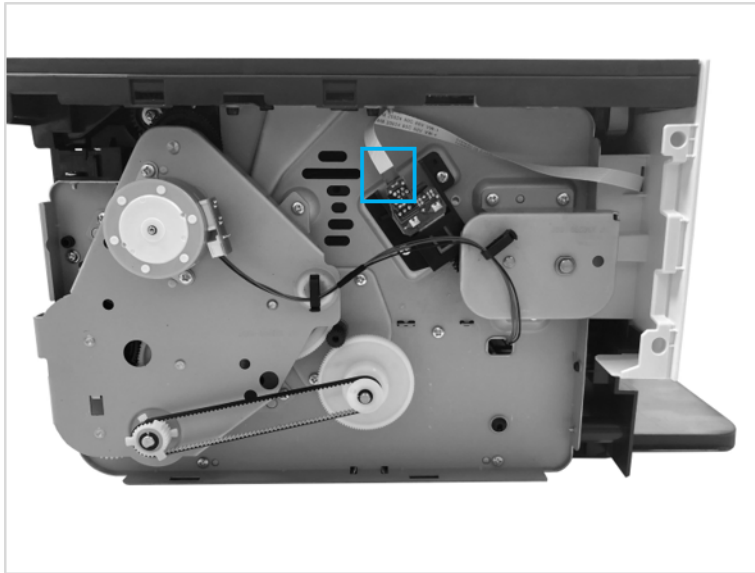
- 6. Remove the front cover.
 - a. Disconnect two flexible flat cables.

Figure 1-254 Disconnect flat cables



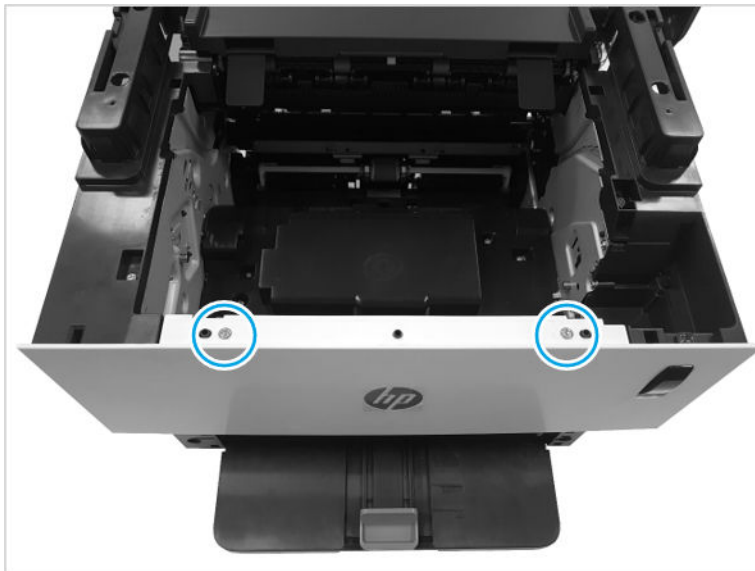
- b. Disconnect one flexible flat cable.

Figure 1-255 Disconnect flat cable



- c. Open the top cover, and then remove two screws.

Figure 1-256 Remove screws



- d. Remove two screws, and then remove the front cover.

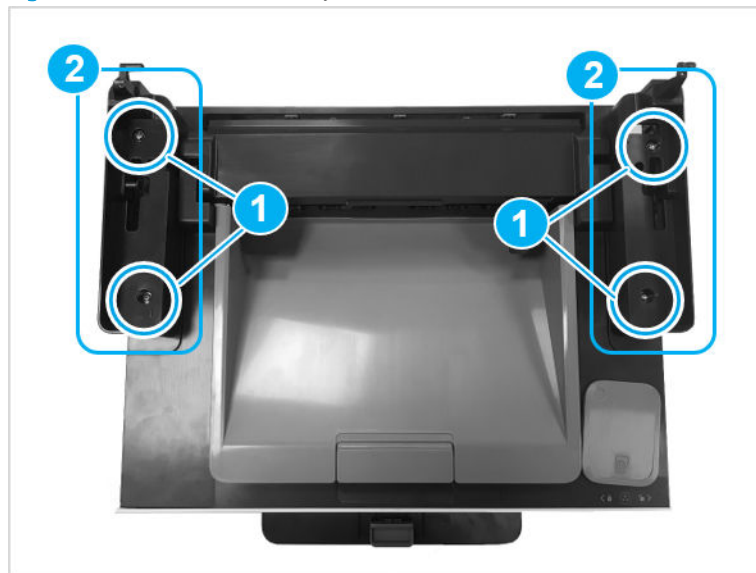
Figure 1-257 Remove front cover



- 7. Remove the middle cover.

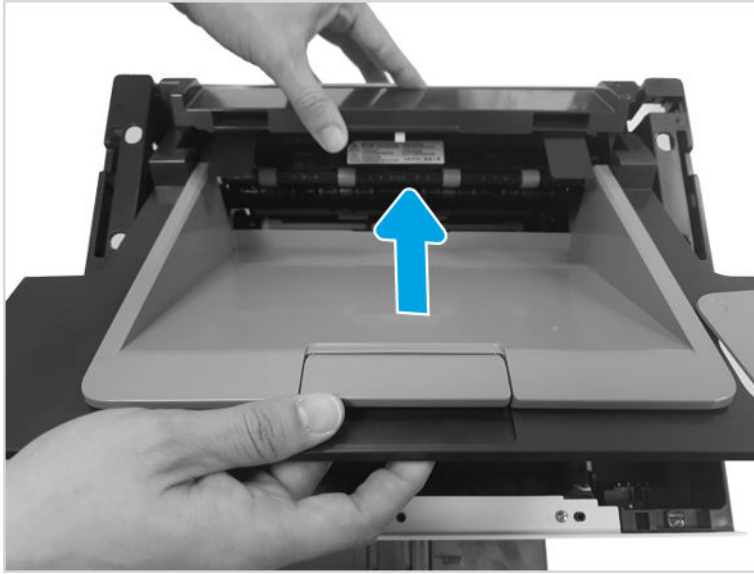
- a. Remove four screws (callout 1), and then remove both middle dummy covers (callout 2).

Figure 1-258 Remove dummy covers



- b. Remove the cartridge door.

Figure 1-259 Remove the cartridge door



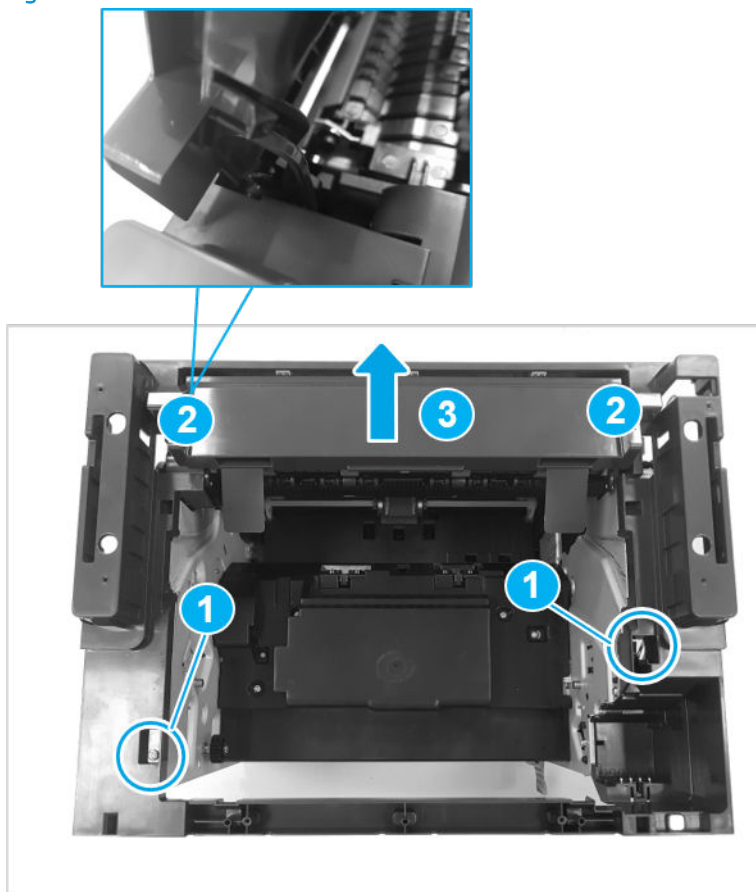
- c. Remove the two screws. (Rear)

Figure 1-260 Remove the two screws



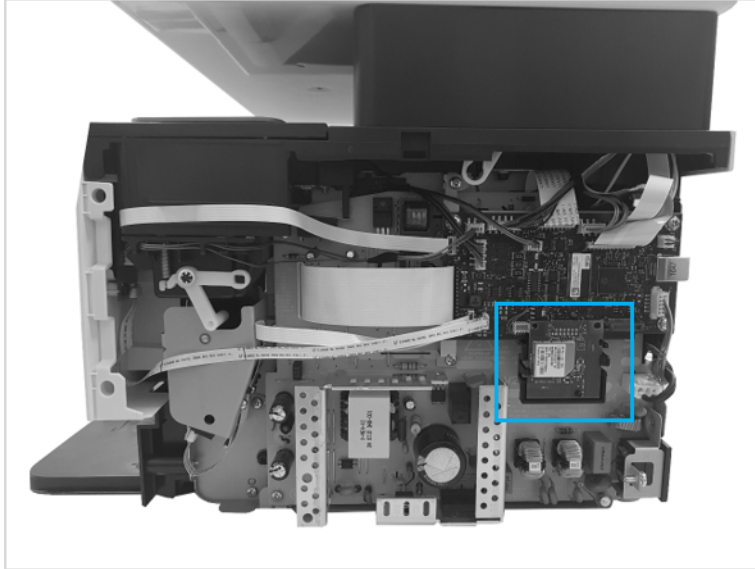
- d. Remove two screws (callout 1). Release both fuser link arms from the middle cover. And then, release the middle cover.

Figure 1-261 Remove the middle cover



- 8. Remove the wireless PCA.
 - ▲ Release the holder latch, and then remove Wireless PCA.

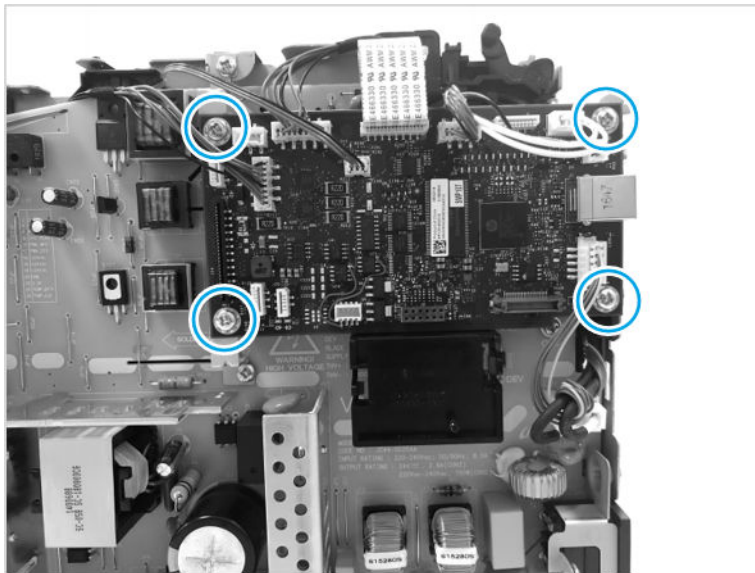
Figure 1-262 Remove the wireless PCA



9. Remove the formatter.

- ▲ Disconnect all connectors on the formatter. Remove four screws. And then remove the formatter.

Figure 1-263 Remove formatter



10. Remove LVPS and HVPS.

- a. Disconnect all connector on the formatter. Remove four screws. And then, remove the bracket with formatter.

Figure 1-264 Remove screw (Right)

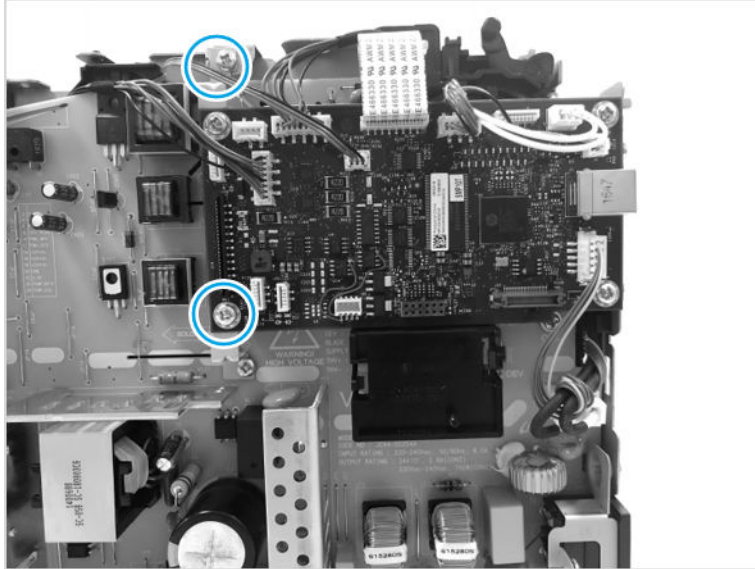
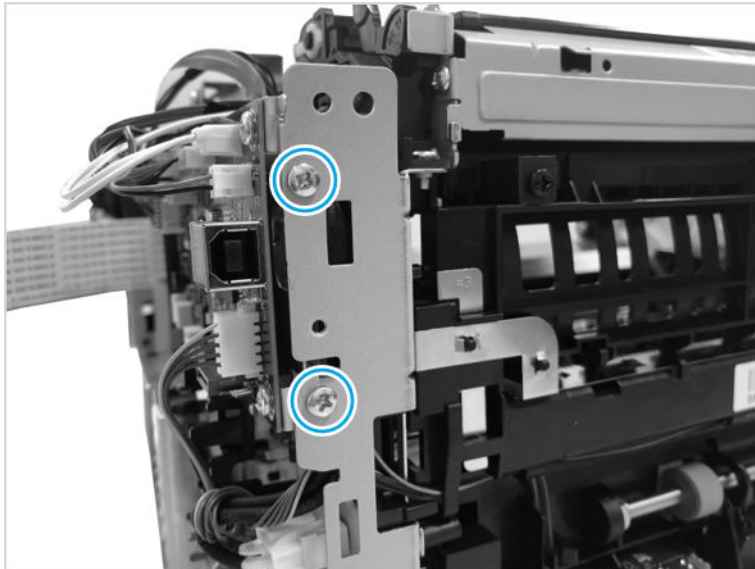


Figure 1-265 Remove screw (Rear)



- b. Disconnect one connector. Remove eight screws. And then, remove the LVPS/HVPS board.

Figure 1-266 Remove screw (Right)

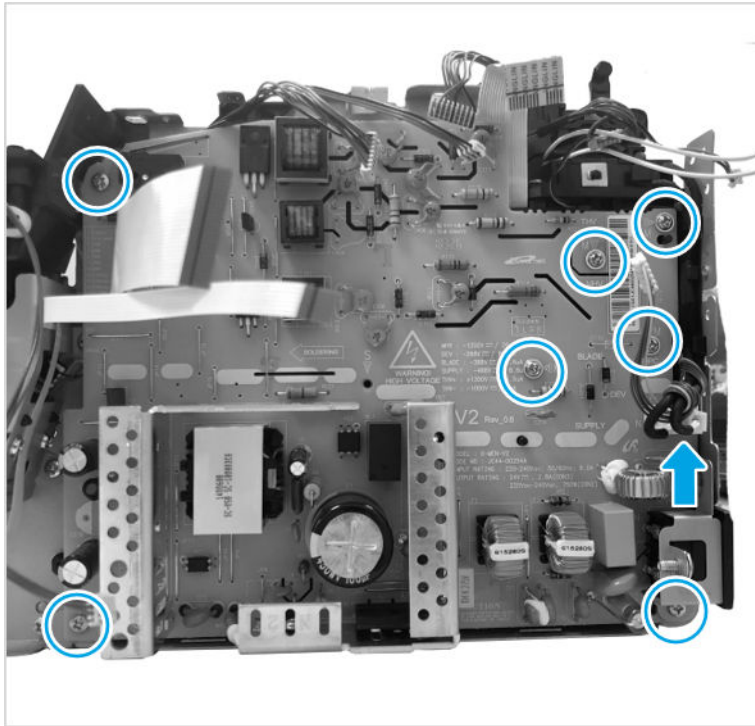
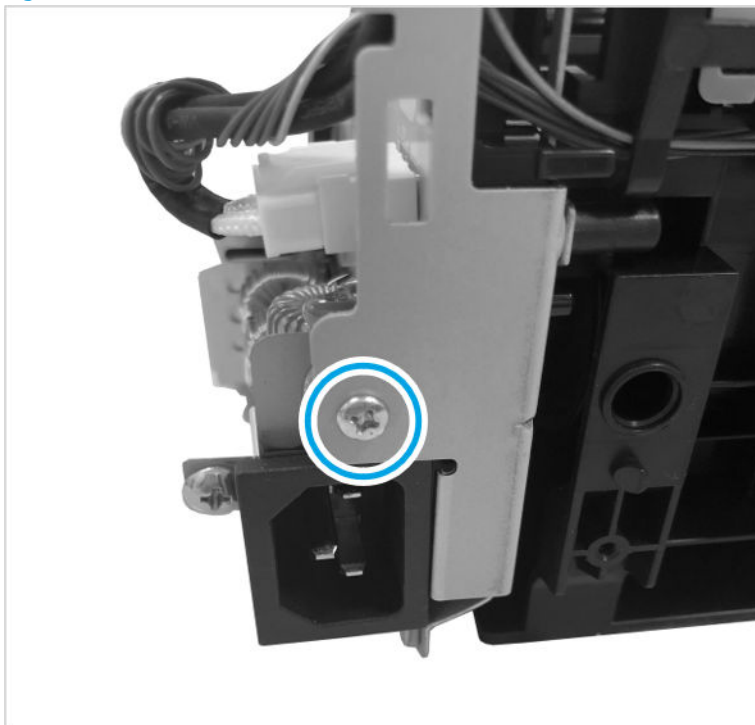
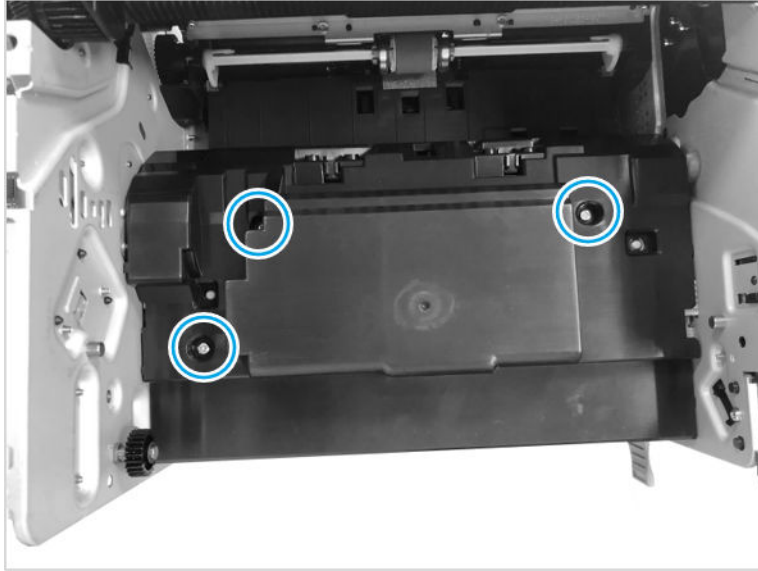


Figure 1-267 Remove screw (Rear)



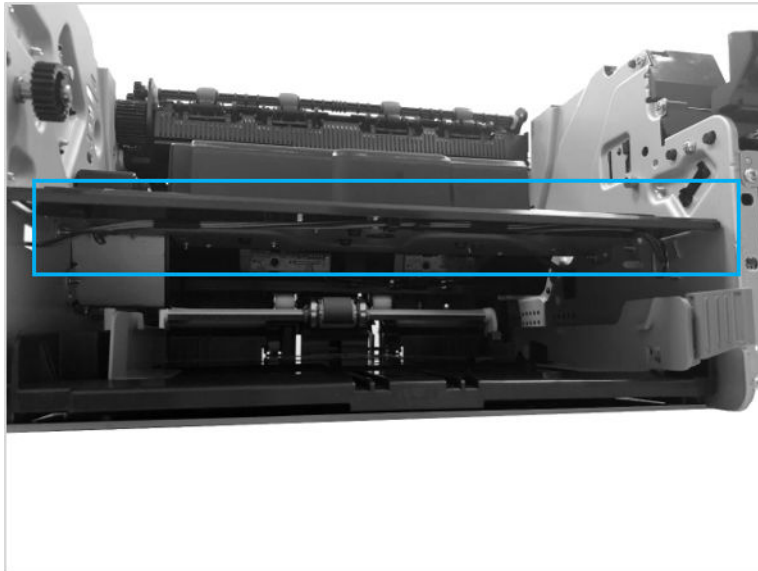
- 11. Remove the laser scanner.
 - a. Remove the three screws.

Figure 1-268 Remove screws



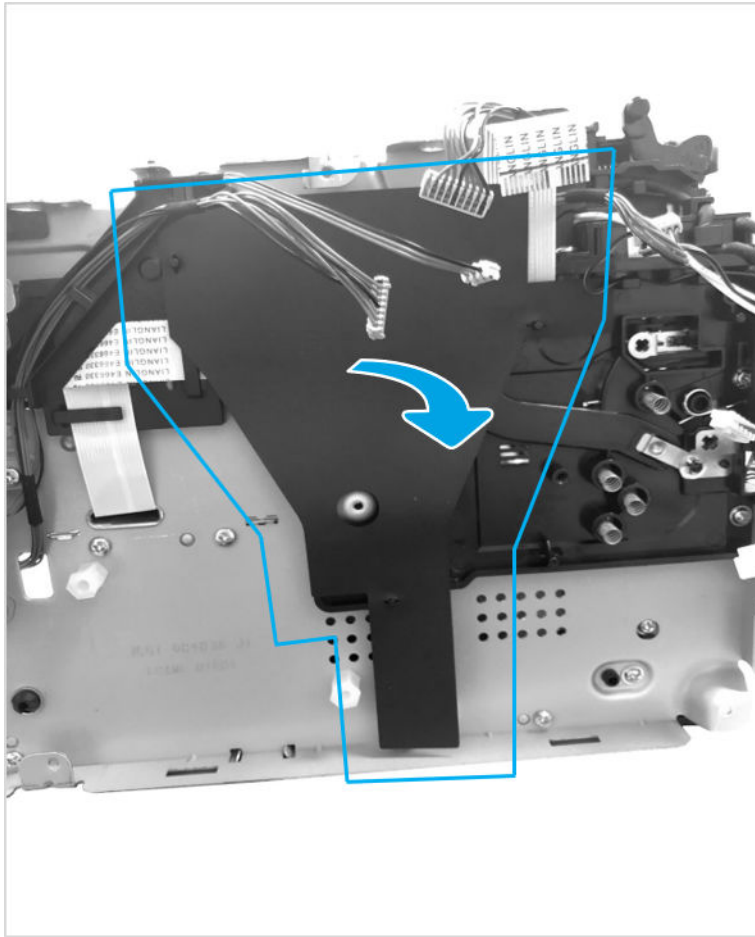
- b. Release the connector from the cable guide. And then remove the laser scanner unit holder cover.

Figure 1-269 Release cable



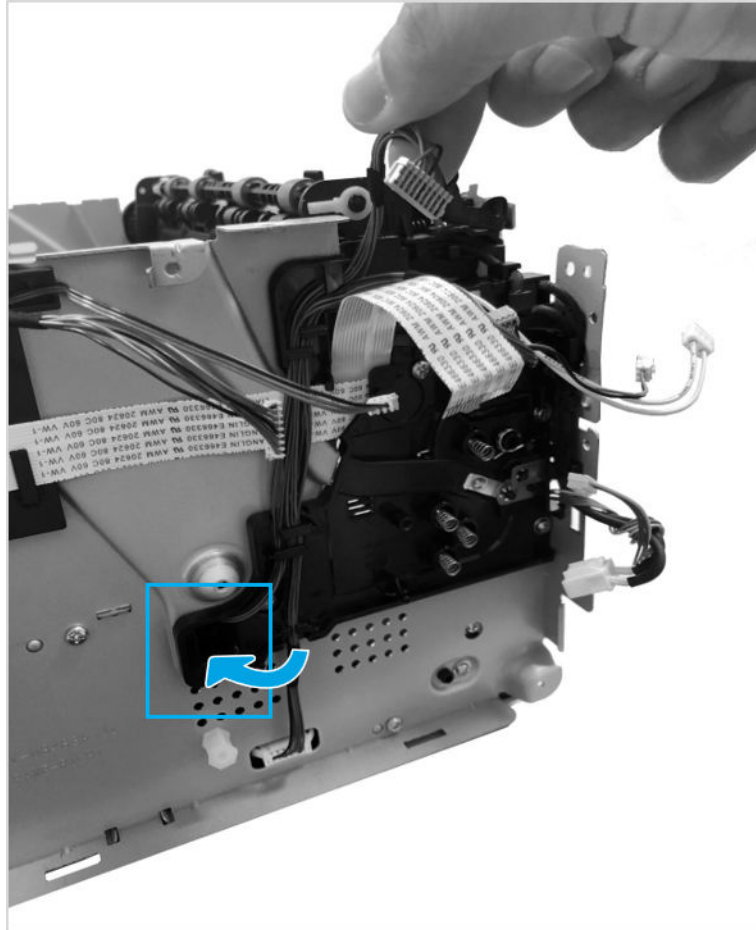
- c. Remove the insulation sheet.

Figure 1-270 Remove insulation sheet



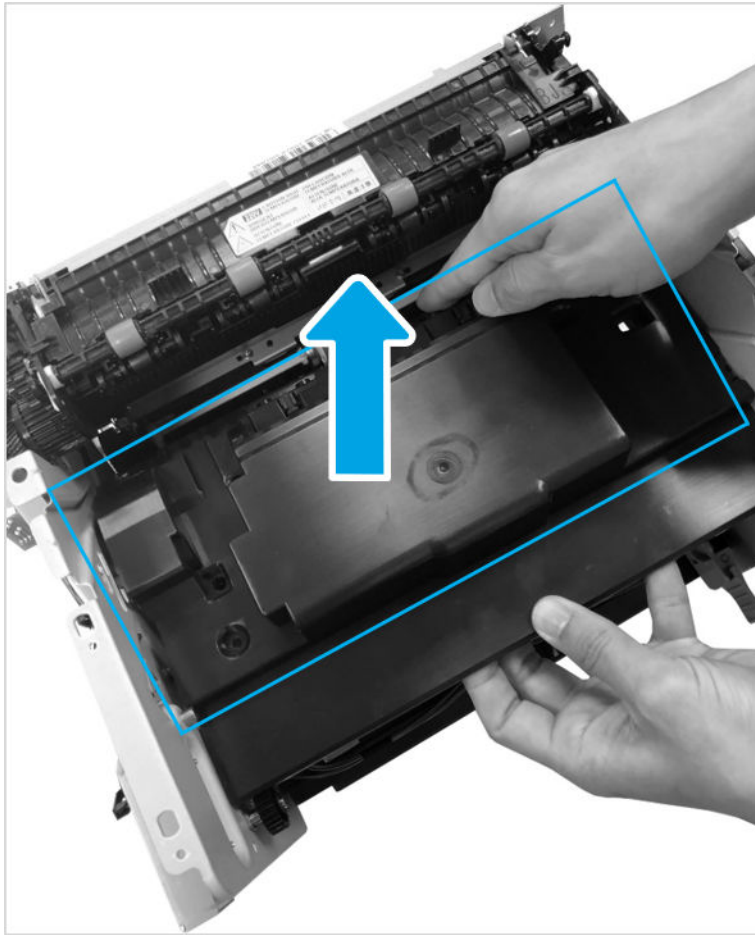
- d. Release the connector from the cable holder, and then insert the connector into the hole as shown below.

Figure 1-271 Release cable



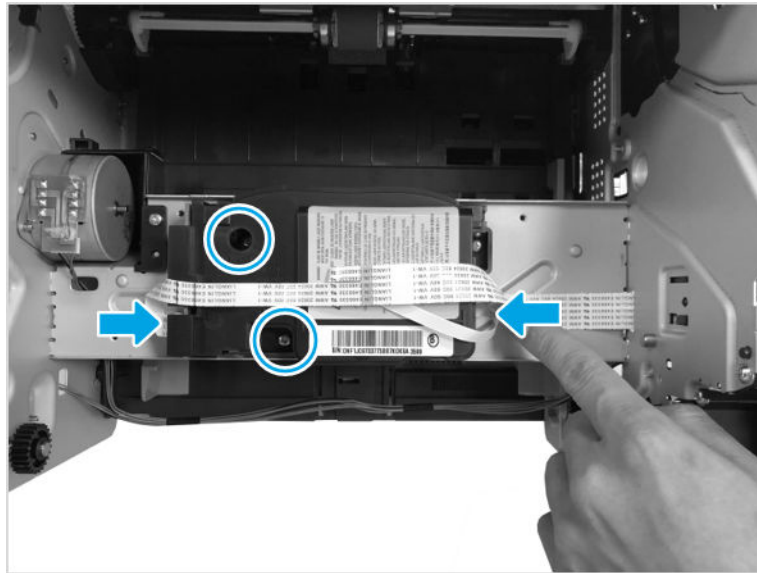
- e. Remove the laser scanner unit holder cover

Figure 1-272 Remove scanner holder cover



- f. Disconnect two flexible flat cables. Remove three screws. And then, remove the laser scanner unit.

Figure 1-273 Remove laser scanner



- 12. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Feed sensor PCA

This document provides the procedures to remove and replace the feed sensor PCA.

Mean time to repair: 5 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-30 Part information

Part number	Part description
JC92-02288A	Feed sensor PCA

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

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

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-274 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-275 Release tabs

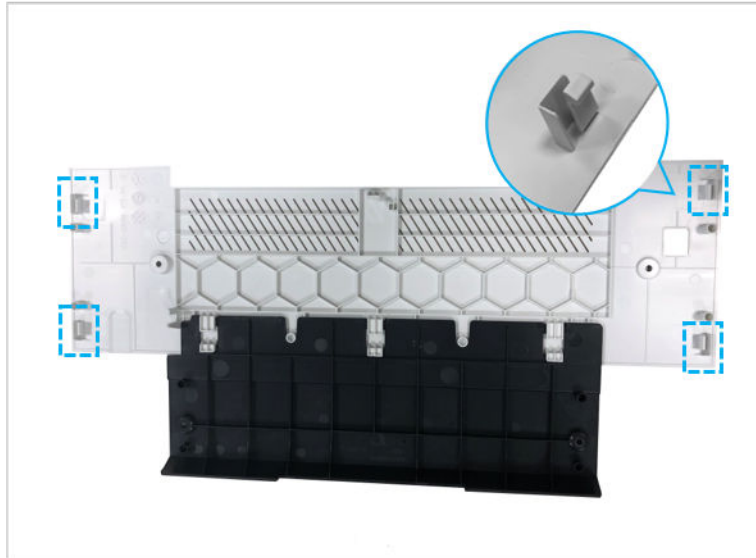
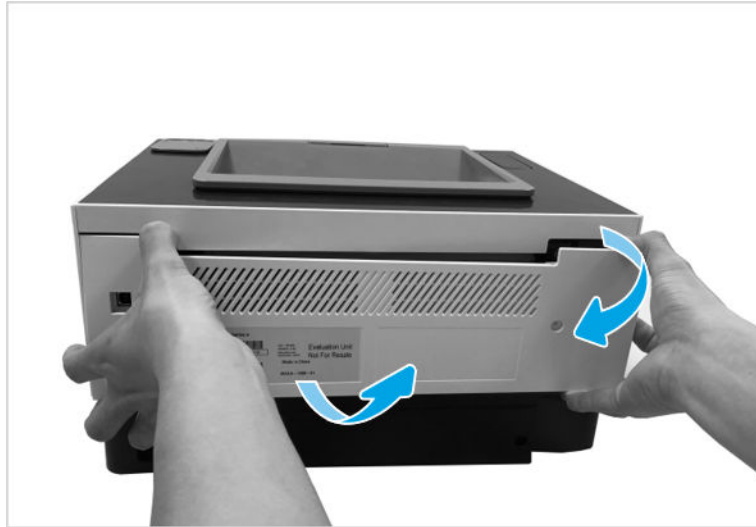


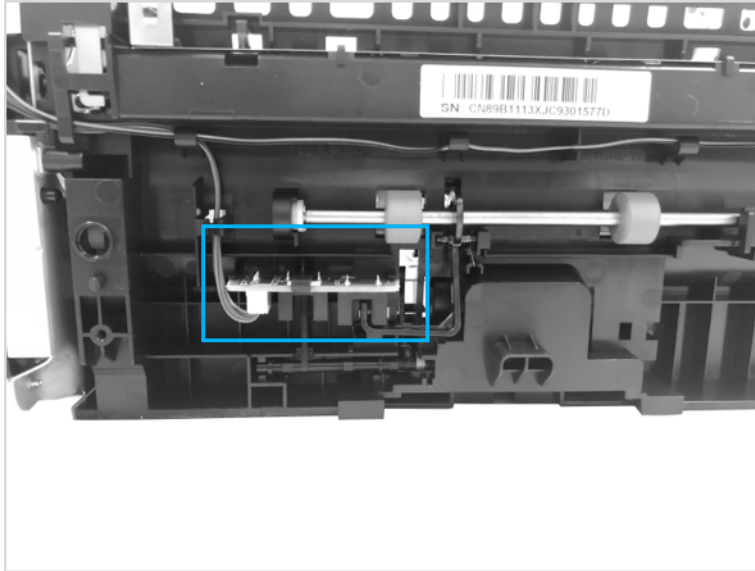
Figure 1-276 Remove the rear cover



2. Remove the feed sensor PCA.

- ▲ Release the feed sensor PCA while pulling the latch up, and then disconnect the connector.

Figure 1-277 Remove the feed sensor PCA



3. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Feed sensor PCA

This document provides the procedures to remove and replace the feed sensor PCA.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-31 Part information

Part number	Part description
JC92-02288A	Feed sensor PCA

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-278 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-279 Release tabs

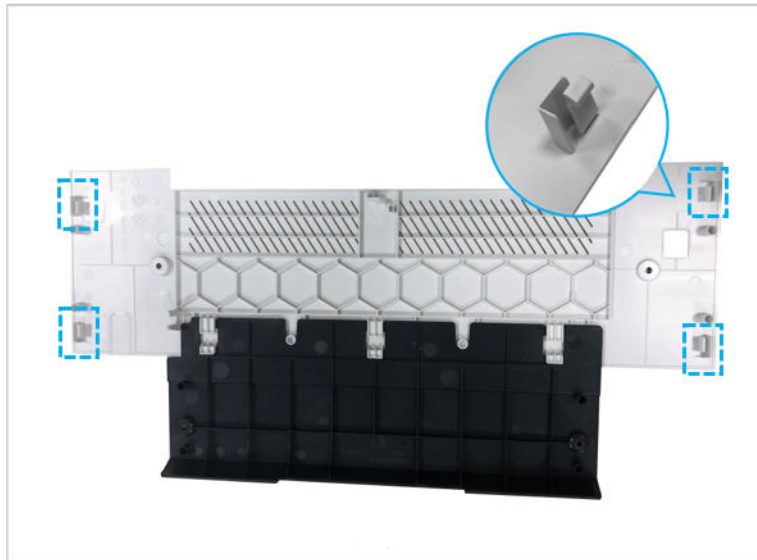
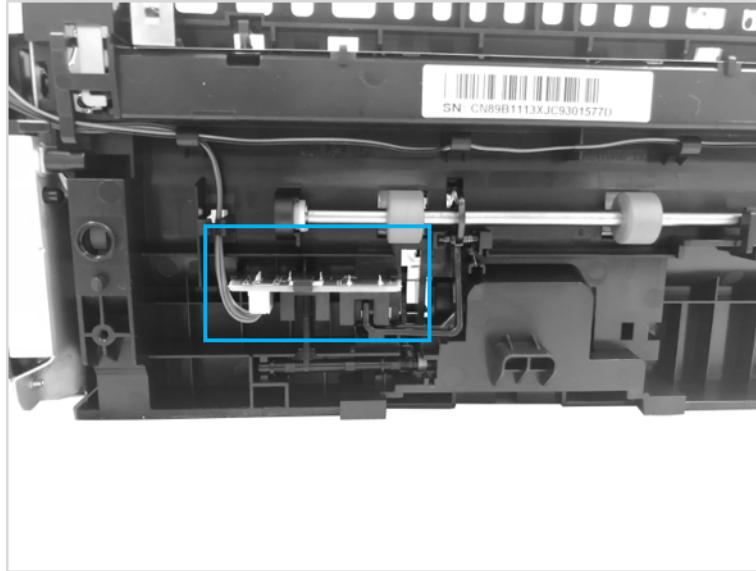


Figure 1-280 Remove rear cover



2. Remove the feed sensor PCA.
 - ▲ Release the feed sensor PCA while pulling the latch up, and then disconnect the connector.

Figure 1-281 Remove the feed sensor PCA



3. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Toner driving motor

This document provides the procedures to remove and replace the toner driving motor.

Mean time to repair: 5 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-32 Part information

Part number	Part description
JC31-00183A	Toner driving motor

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-282 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-283 Release tabs

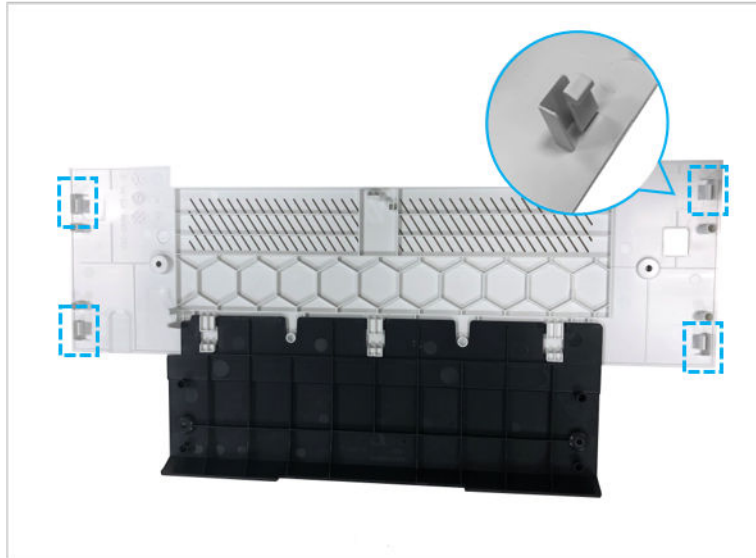
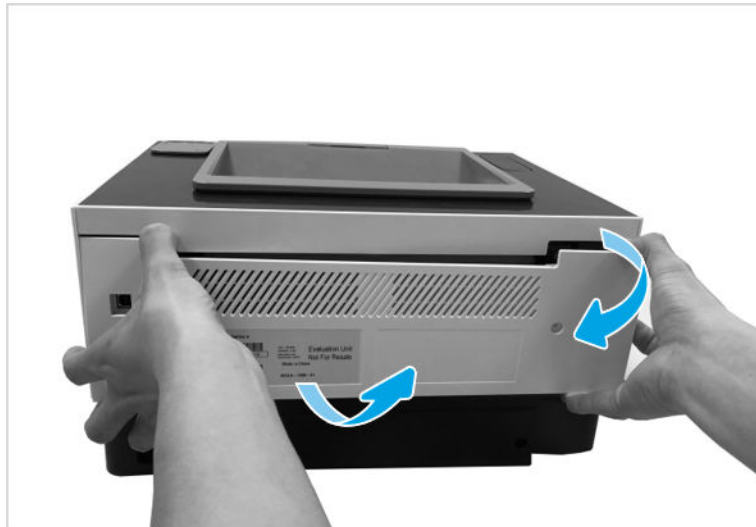


Figure 1-284 Remove the rear cover



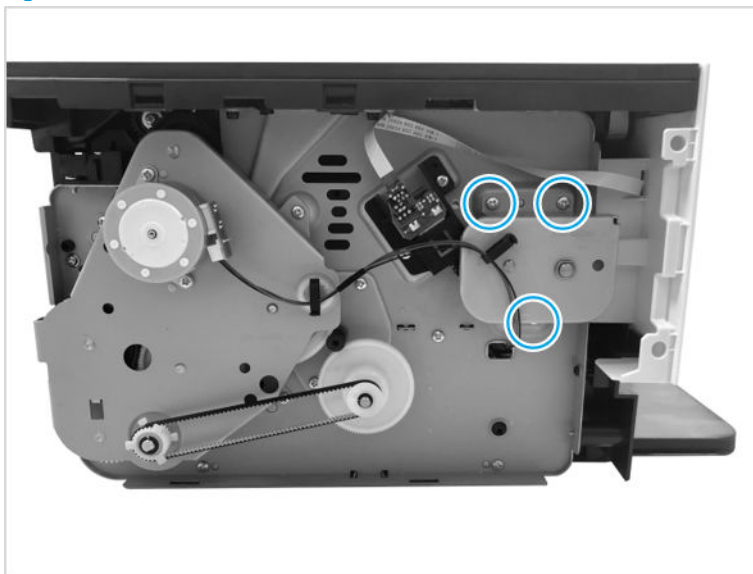
2. Remove the left cover.

Figure 1-285 Remove left cover



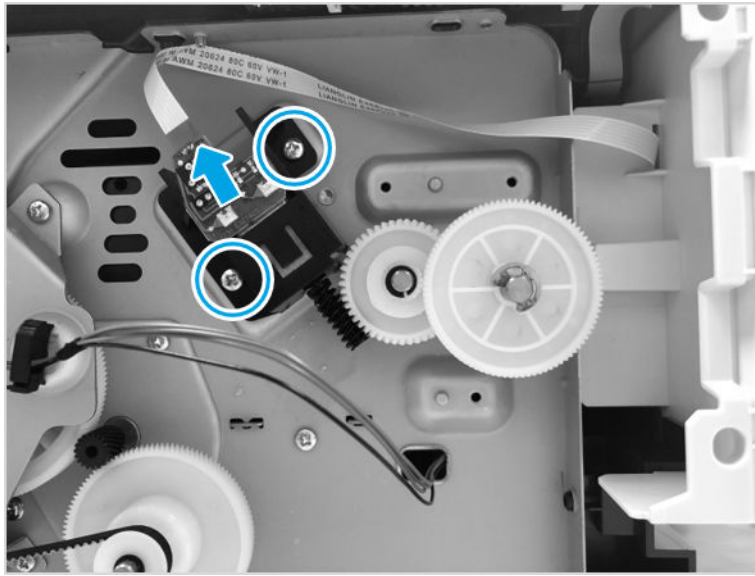
3. Remove the toner driving motor.
 - a. Open the cable clamp to release the motor connector. Remove three screws. And then, remove the bracket.

Figure 1-286 Remove bracket



- b. Disconnect the flexible flat cable. Remove two screws. And then, remove the toner driving motor.

Figure 1-287 Remove toner driving motor



4. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 – Removal and replacement: Toner driving motor

This document provides the procedures to remove and replace the toner driving motor.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-33 Part information

Part number	Part description
JC31-00183A	Toner driving motor

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-288 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-289 Release tabs

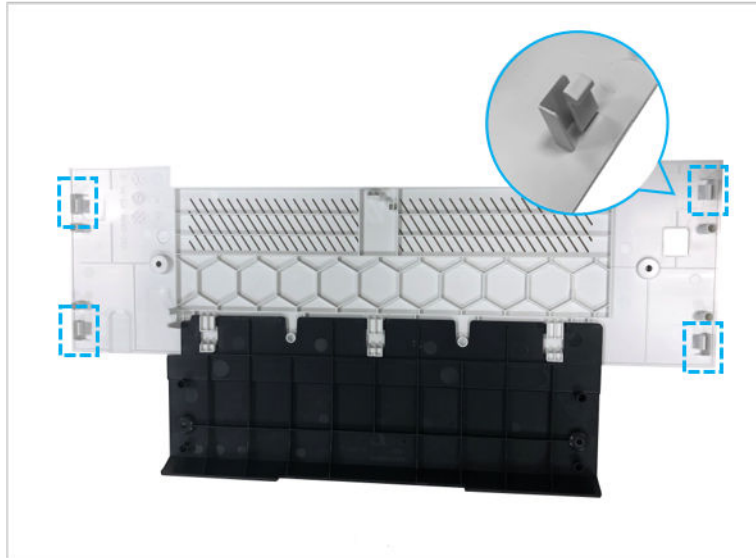


Figure 1-290 Remove rear cover



2. Remove the left cover.

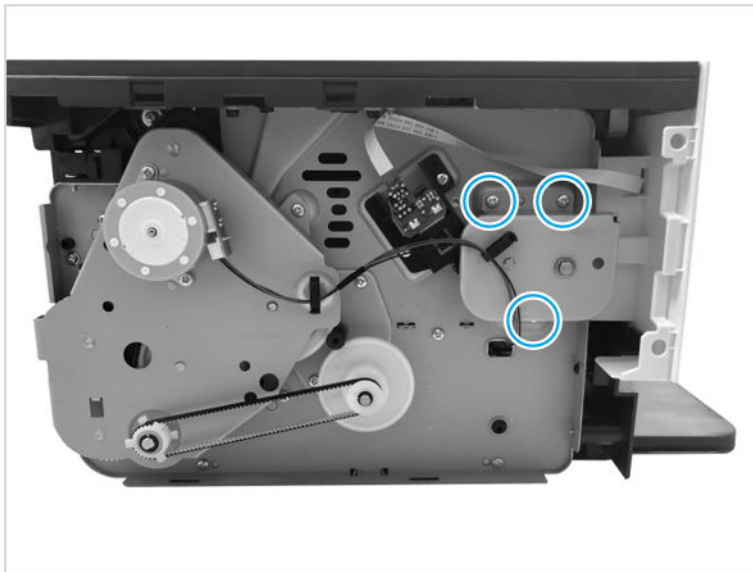
Figure 1-291 Remove left cover



3. Remove the toner driving motor.

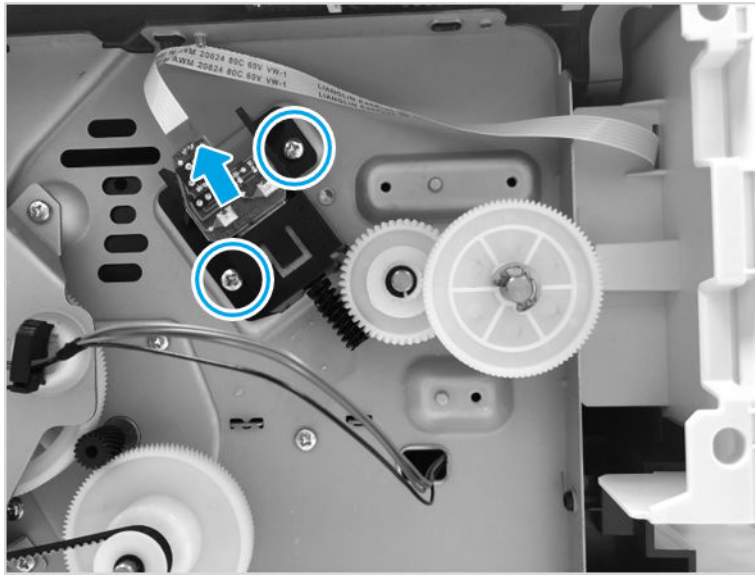
- a. Open the cable clamp to release the motor connector. Remove three screws. And then, remove the bracket.

Figure 1-292 Remove bracket



- b. Disconnect the flexible flat cable. Remove two screws. And then, remove the toner driving motor.

Figure 1-293 Remove toner driving motor



- 4. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Pickup roller rubber

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

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable. Remove the toner cartridge.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-34 Part information

Part number	Part description
JC73-00321A	Pickup roller rubber

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

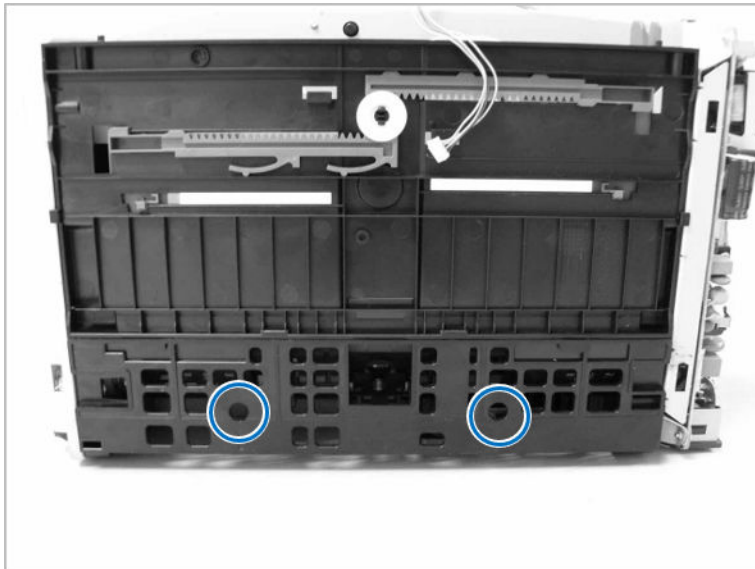
- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

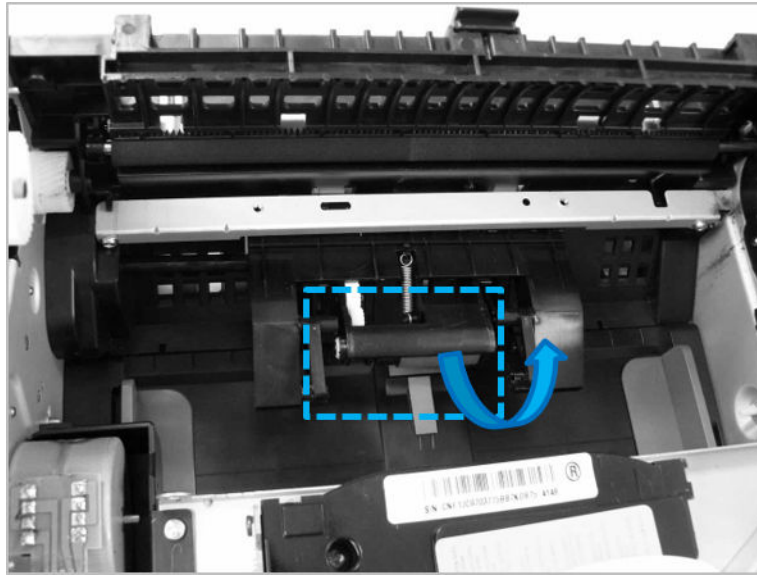
1. Remove the pick up roller.
 - a. Position the printer rear side down, remove two screws.

Figure 1-294 Remove two screws



- b. Remove the pick up roller.

Figure 1-295 Remove the pick up roller



2. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Pickup roller rubber

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

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable. Remove the toner cartridge.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-35 Part information

Part number	Part description
JC73-00321A	Pickup roller rubber

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

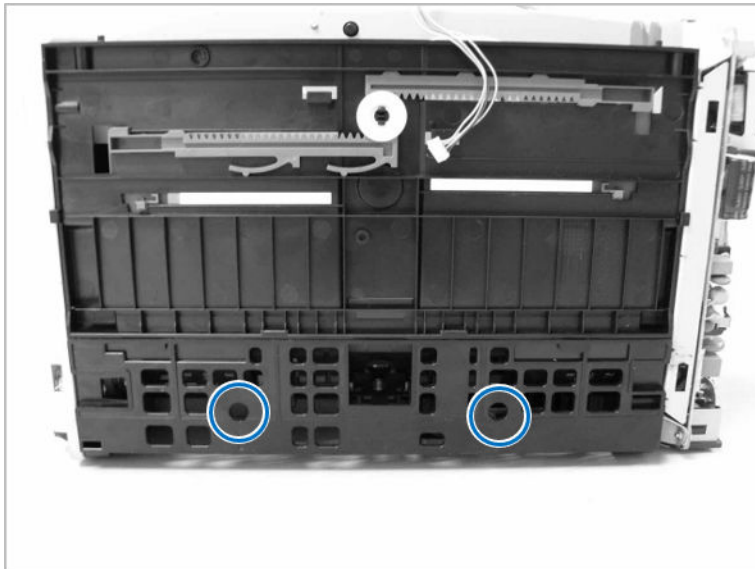
- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

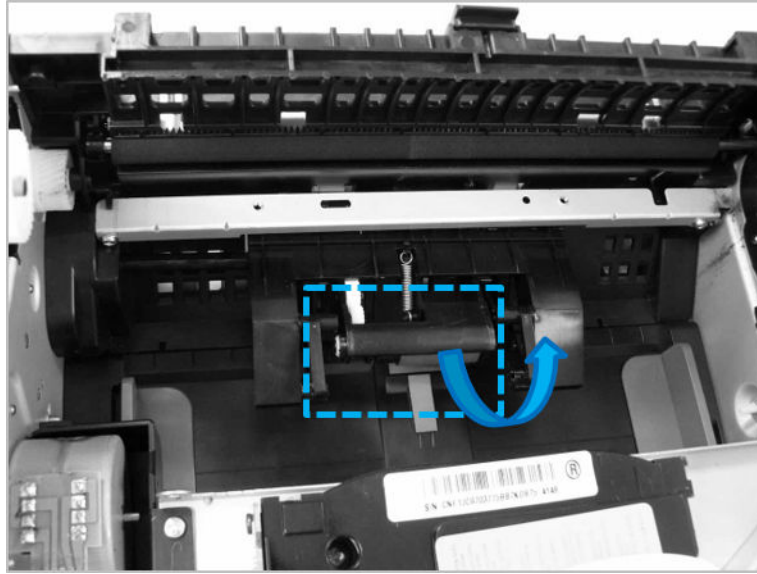
1. Remove the pick up roller.
 - a. Position the printer rear side down, remove two screws.

Figure 1-296 Remove two screws



- b. Remove the pick up roller.

Figure 1-297 Remove the pick up roller



2. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser 1000 / HP Laser NS 1020 - Removal and replacement: Transfer roller

This document provides the procedures to remove and replace the transfer roller.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-36 Part information

Part number	Part description
JC66-05286A	Transfer roller

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

No post service test is available for this assembly.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-298 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-299 Release tabs

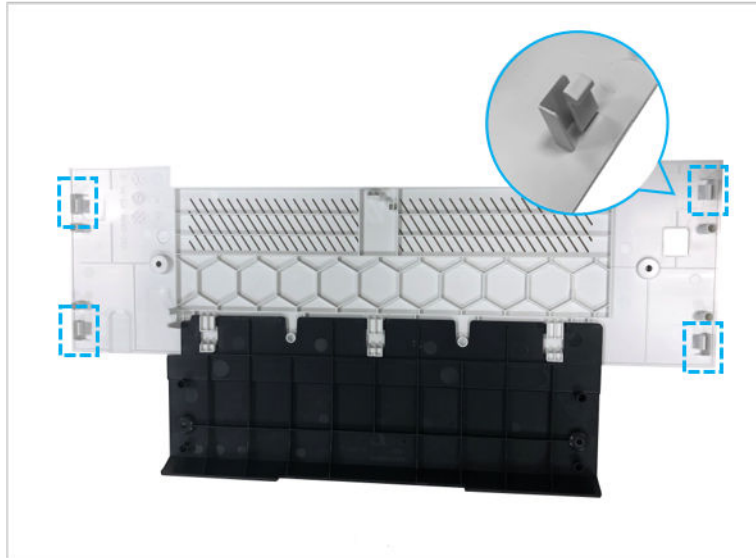
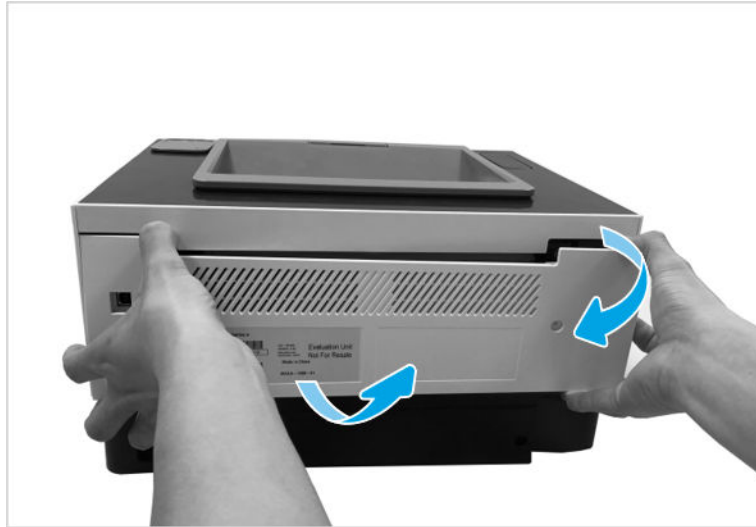
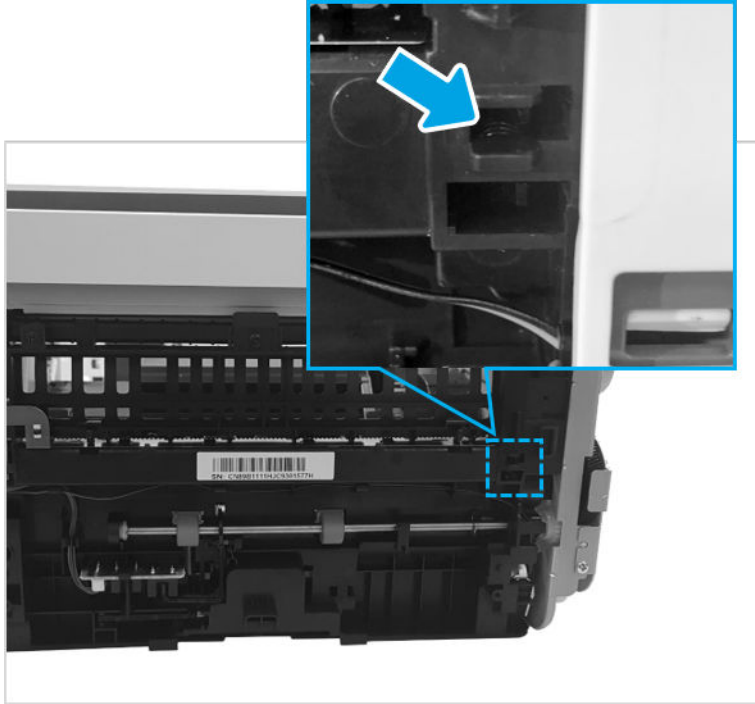


Figure 1-300 Remove the rear cover



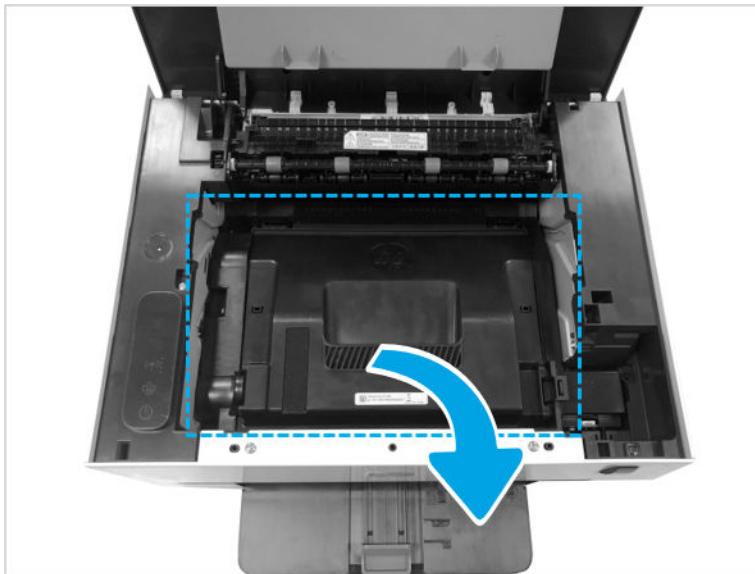
- 2. Remove the transfer roller.
 - a. Remove the spring with the tweezers.

Figure 1-301 Remove the spring



- b. Remove the imaging unit.

Figure 1-302 Remove the imaging unit



- c. Push the Bush-TR from the rear side, and then remove the transfer roller.

Figure 1-303 Remove the transfer roller

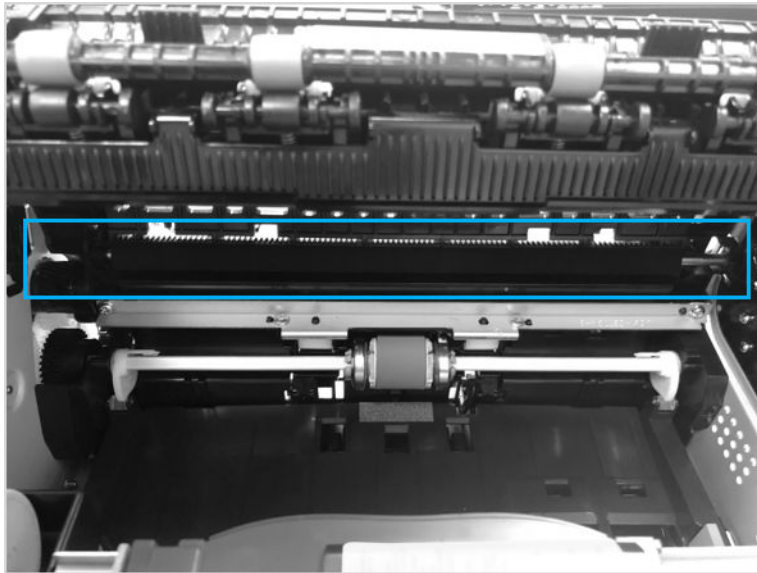
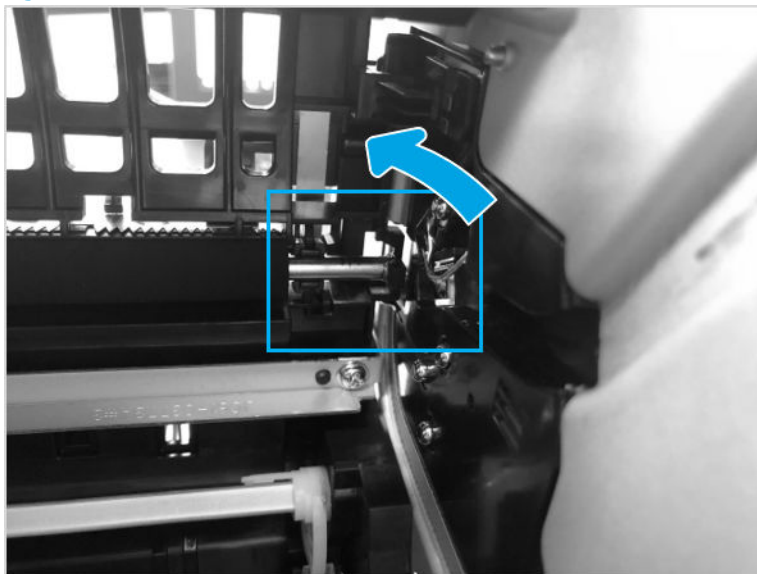


Figure 1-304 Push the Bush-TR



3. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005 - Removal and replacement: Transfer roller

This document provides the procedures to remove and replace the transfer roller.

Mean time to repair: 10 minutes

Service level: Intermediate



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

- Disconnect the power cable.



WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to <https://parts.hp.com>

Table 1-37 Part information

Part number	Part description
JC66-05286A	Transfer roller

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

- Make sure that the 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.

1. Remove the rear cover.
 - a. Remove four screws.

Figure 1-305 Remove four screw



- b. Release four tabs, and then remove the rear cover.

Figure 1-306 Release tabs

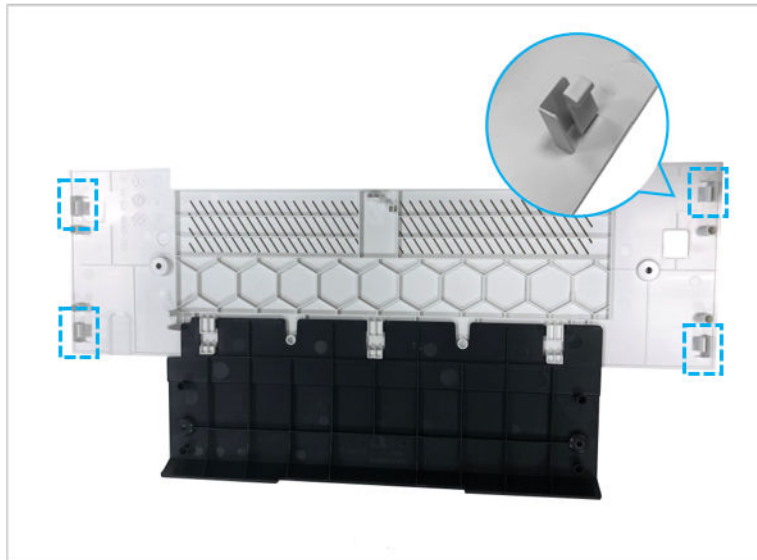
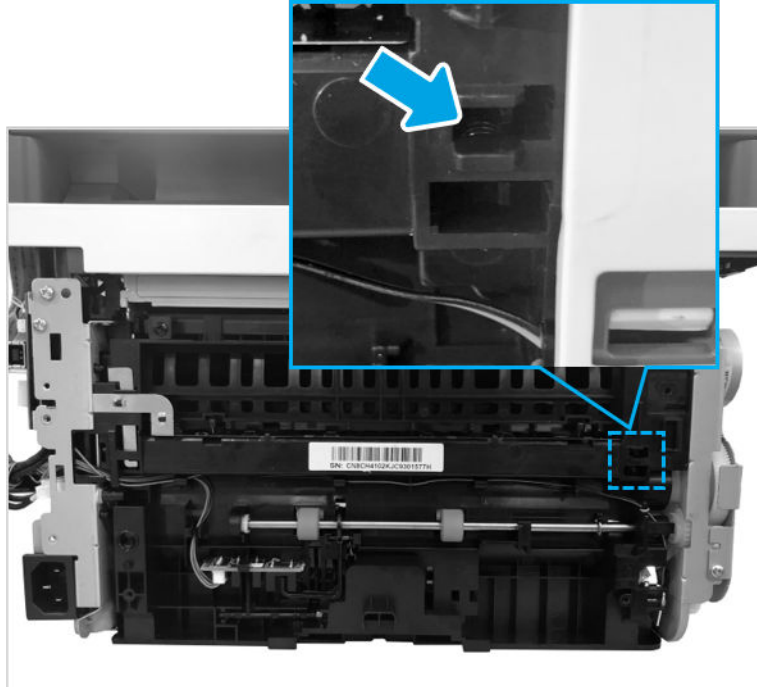


Figure 1-307 Remove rear cover



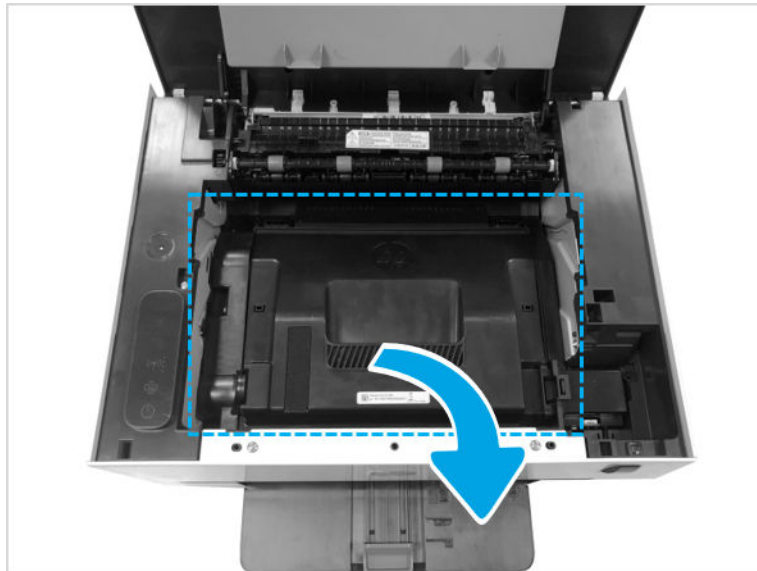
2. Remove the transfer roller.
 - a. Remove the spring with the tweezers.

Figure 1-308 Remove the spring



- b. Remove the imaging unit.

Figure 1-309 Remove the imaging unit



- c. Push the Bush-TR from the rear side, and then remove the transfer roller.

Figure 1-310 Remove the transfer roller

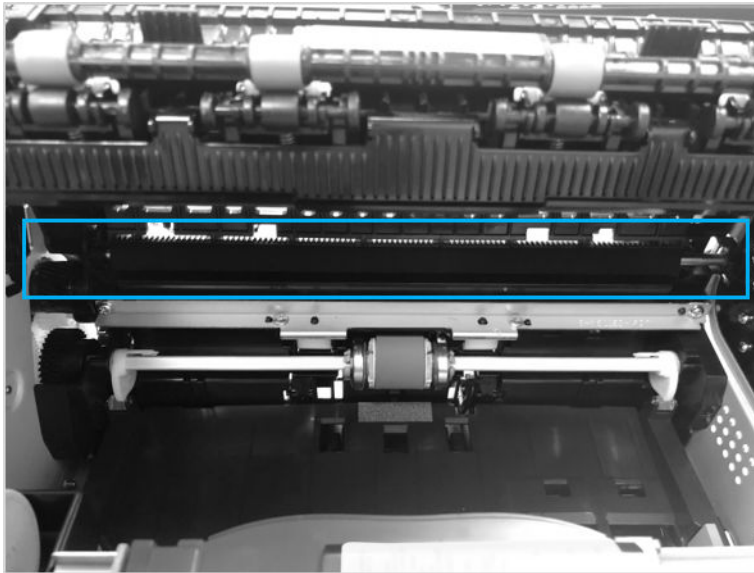
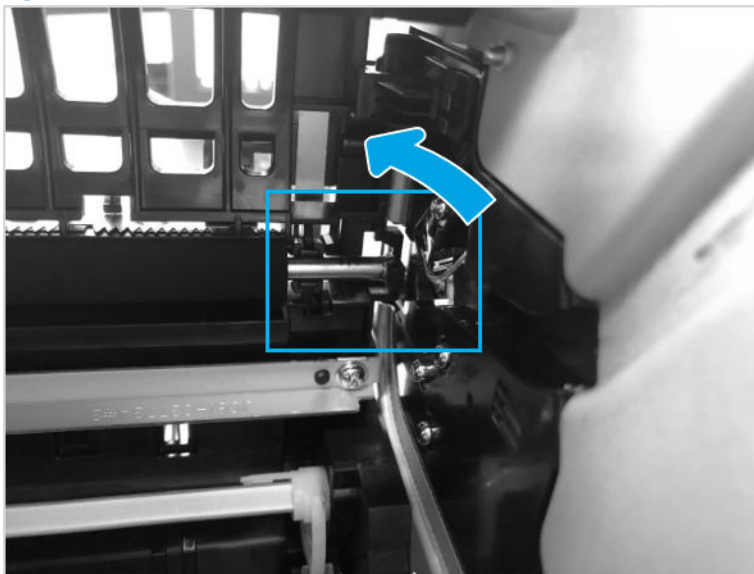


Figure 1-311 Push the Bush-TR



3. Unpack the replacement assembly.

- a. Dispose of the defective part.



NOTE: HP recommends responsible disposal of the defective part.

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

- b. Unpack the replacement part from the packaging.



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

- c. To install an assembly, reverse the removal steps.



NOTE: 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.

2 Parts and diagrams

- [For additional service and support](#)
- [Order parts by authorized service providers](#)
- [Assembly locations](#)
- [How to use the parts lists and diagrams](#)
- [Parts and diagrams: Covers](#)
- [Parts and diagrams: Image scanner assembly](#)
- [Parts and diagrams: Internal assemblies](#)
- [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/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 <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.



Order parts by authorized service providers

- [Ordering](#)
- [Orderable parts](#)
- [Whole unit replacement \(WUR\)](#)
- [Supplies and accessories](#)
- [Related documentation and software](#)

Ordering

Table 2-1 Ordering

Item	Description
Order supplies and paper	http://www.hp.com/go/suresupply
Order genuine HP parts or accessories	
Order through service or support providers	Contact an HP-authorized service or support provider.

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)

Table 2-2 Whole unit replacement (WUR)

HP Laser model	Whole unit replacement part number
HP Neverstop Laser 1000	<ul style="list-style-type: none">• 4RY22-67004 (Product-Replacement 220V 1000a AP)• 4RY23-67004 (Product-Replacement 220V 1000w AP)• 4RY22-69001 (Product-Exchange 220V 1000a EMEA)• 4RY23-69001 (Product-Exchange 220V 1000w EMEA)
HP Laser NS 1020	<ul style="list-style-type: none">• 4YE47-67002 (Product-Replacement 220V NS 1020 China)• 4YE48-67002 (Product-Replacement 220V NS 1020w China)

Table 2-2 Whole unit replacement (WUR) (continued)

HP Laser model	Whole unit replacement part number
HP Neverstop Laser MFP 1200	<ul style="list-style-type: none"> 4QD21-67004 (Product-Replacement 220V MFP 1200a AP) 4RY26-67004 (Product-Replacement 220V MFP 1200w AP) 4QD21-69001 (Product-Exchange 220V MFP 1200a EMEA) 4RY26-69001 (Product-Exchange 220V MFP 1200w EMEA)
HP Laser NS MFP 1005	<ul style="list-style-type: none"> 4YE52-67002 (Product-Replace 220V NS MFP 1005 China) 4YE53-67002 (Product-Replace 220V NS MFP 1005 China)

Supplies and accessories

Toner reload kit part numbers	
Excluding China:	
W1103A	HP 103A Black Original Neverstop Laser Toner Reload Kit
W1103AD	HP 103AD Dual Pack Black Original Neverstop Laser Toner Reload Kit
China only:	
W1108A	HP 108A Black Original Laser NS Toner Reload Kit
W1108AD	HP 108AD Dual Pack Black Original Laser NS Toner Reload Kit
Imaging drum part numbers	
Excluding China:	
W1104A	HP 104A Black Original Laser Imaging Drum
China only:	
W1109A	HP 109A Black Original Laser Imaging Drum

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 <http://www.hp.com/partners/csn>.

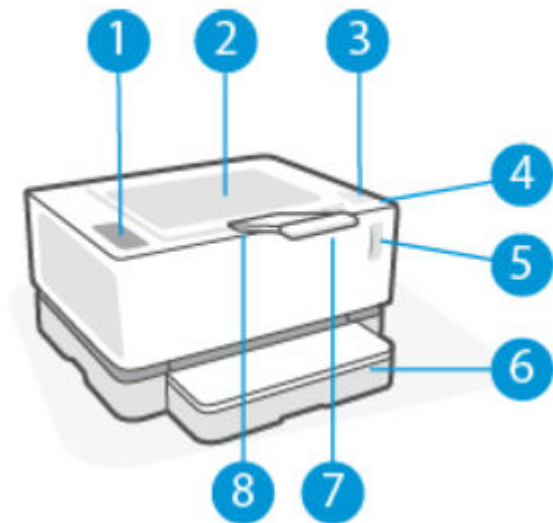
Channel partners, access training materials in the HP University and Partner Learning Center at <https://content.ext.hp.com/sites/LMS/HPU.page>.

Assembly locations

- [External panels, doors, and covers](#)

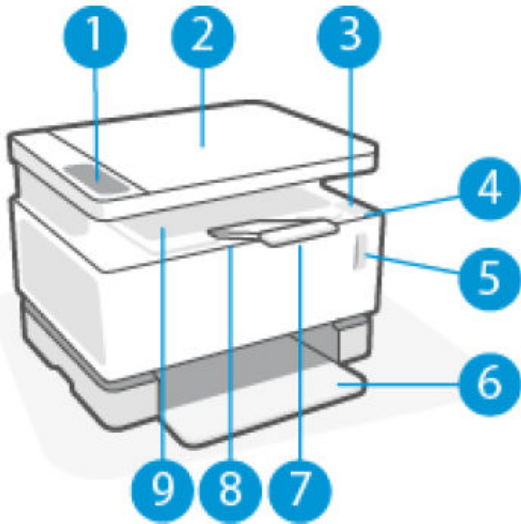
External panels, doors, and covers

Figure 2-1 External panels, doors, and covers (HP Neverstop Laser 1000 / HP Laser NS 1020)



No	Description
1	Control panel
2	Output bin
3	Reload port
4	Reload port indicator light
5	Toner status lights
6	Input tray
7	Output bin extension
8	Finger recess

Figure 2-2 External panels, doors, and covers (HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005)



No	Description
1	Control panel
2	Flatbed scanner
3	Reload indicator light
4	Reload port
5	Toner level indicator lights
6	Input tray
7	Output bin extension
8	Finger recess
9	Output bin

How to use the parts lists and diagrams

The figures in this chapter show the major subassemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

CAUTION: Be sure to order the correct part. When looking for part numbers for electrical components, pay careful attention to the voltage that is listed in the description column. Doing so will ensure that the part number selected is for the correct model.

NOTE: In this manual, the abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

Parts and diagrams: Covers

- [Covers \(HP Neverstop Laser 1000 / HP Laser NS 1020\)](#)
- [Covers \(HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005\)](#)
- [Middle cover \(HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005\)](#)

Covers (HP Neverstop Laser 1000 / HP Laser NS 1020)

Figure 2-3 Covers (HP Neverstop Laser 1000 / HP Laser NS 1020)

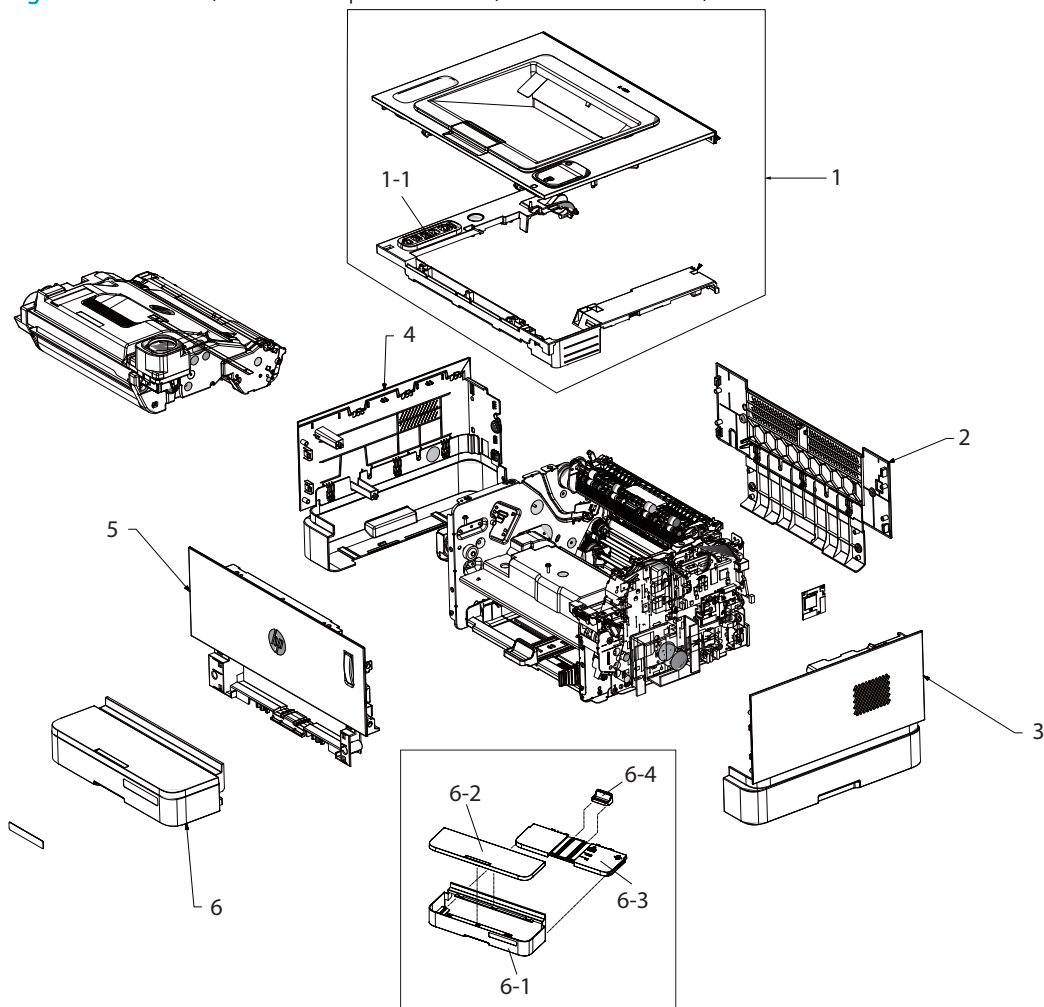


Table 2-3 Covers (HP Neverstop Laser 1000 / HP Laser NS 1020)

Ref	Description	Part Number (*)	Qty
1	Top cover (no wireless model)	JC95-02211A (*)	1
1	Top cover (wireless model)	JC95-02212A (*)	1
1-1	PBA-CP BASE	4RY22-60002 (*)	1
1-1	PBA-CP WIRELESS	4RY23-60002 (*)	1

Table 2-3 Covers (HP Neverstop Laser 1000 / HP Laser NS 1020) (continued)

Ref	Description	Part Number (*)	Qty
2	Rear cover	JC95-02213A (*)	1
3	Right cover	JC95-02215A (*)	1
4	Left cover	JC95-02214A (*)	1
5	Front cover	JC95-02216A (*)	1
6	Tray assembly	JC95-02217A (*)	1
6-1	Tray cover	JC63-05956A	1
6-2	Tray dust cover	JC63-05952A	1
6-3	Extension tray	JC63-05955A	1
6-4	Paper guide	JC63-05963A	1

* This is in system.

Covers (HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005)

Figure 2-4 Covers (HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005)

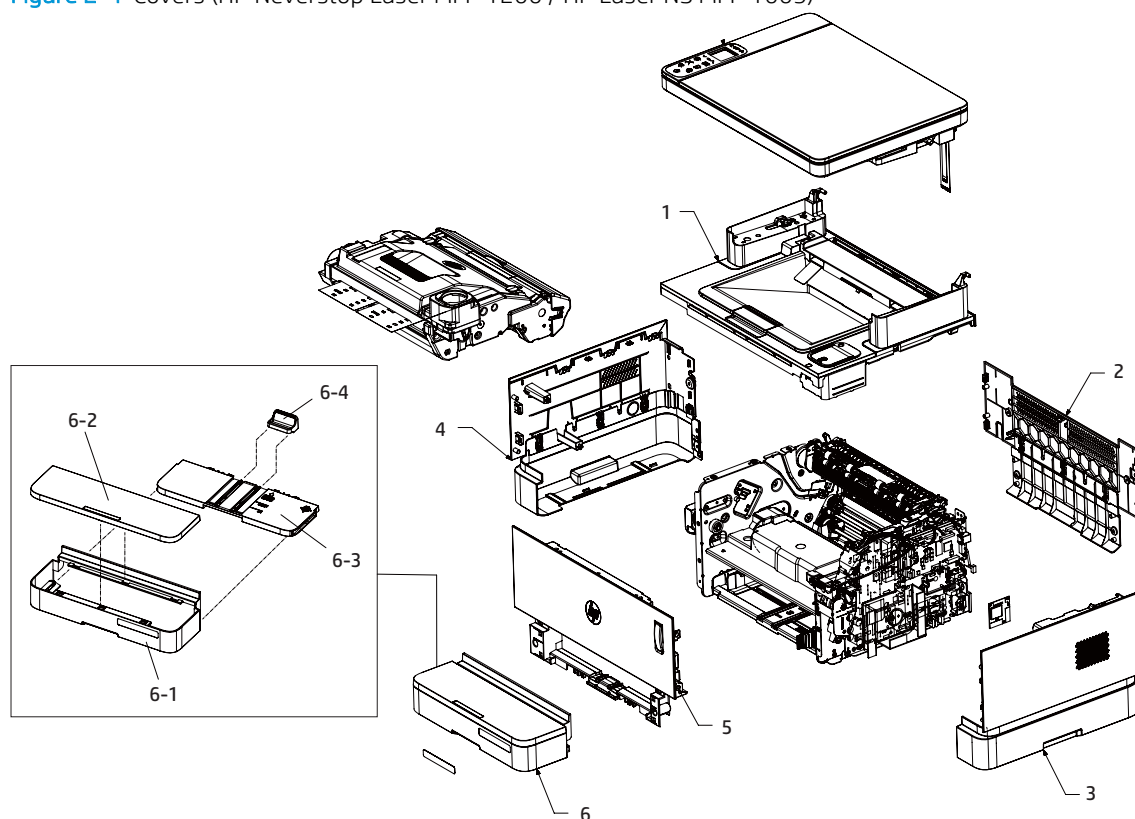


Table 2-4 Covers (HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005)

Ref	Description	Part Number (*)	Qty
1	Middle cover	JC95-02218A (*)	1
2	Rear cover	JC95-02213A (*)	1
3	Right cover	JC95-02215A (*)	1
4	Left cover	JC95-02214A (*)	1
5	Front cover	JC95-02216A (*)	1
6	Tray assembly	JC95-02217A (*)	1
6-1	Tray cover	JC63-05956A	1
6-2	Tray dust cover	JC63-05952A	1
6-3	Extension tray	JC63-05955A	1
6-4	Paper guide	JC63-05963A	1

* This is in system.

Middle cover (HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005)

Figure 2-5 Middle Covers (HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005)

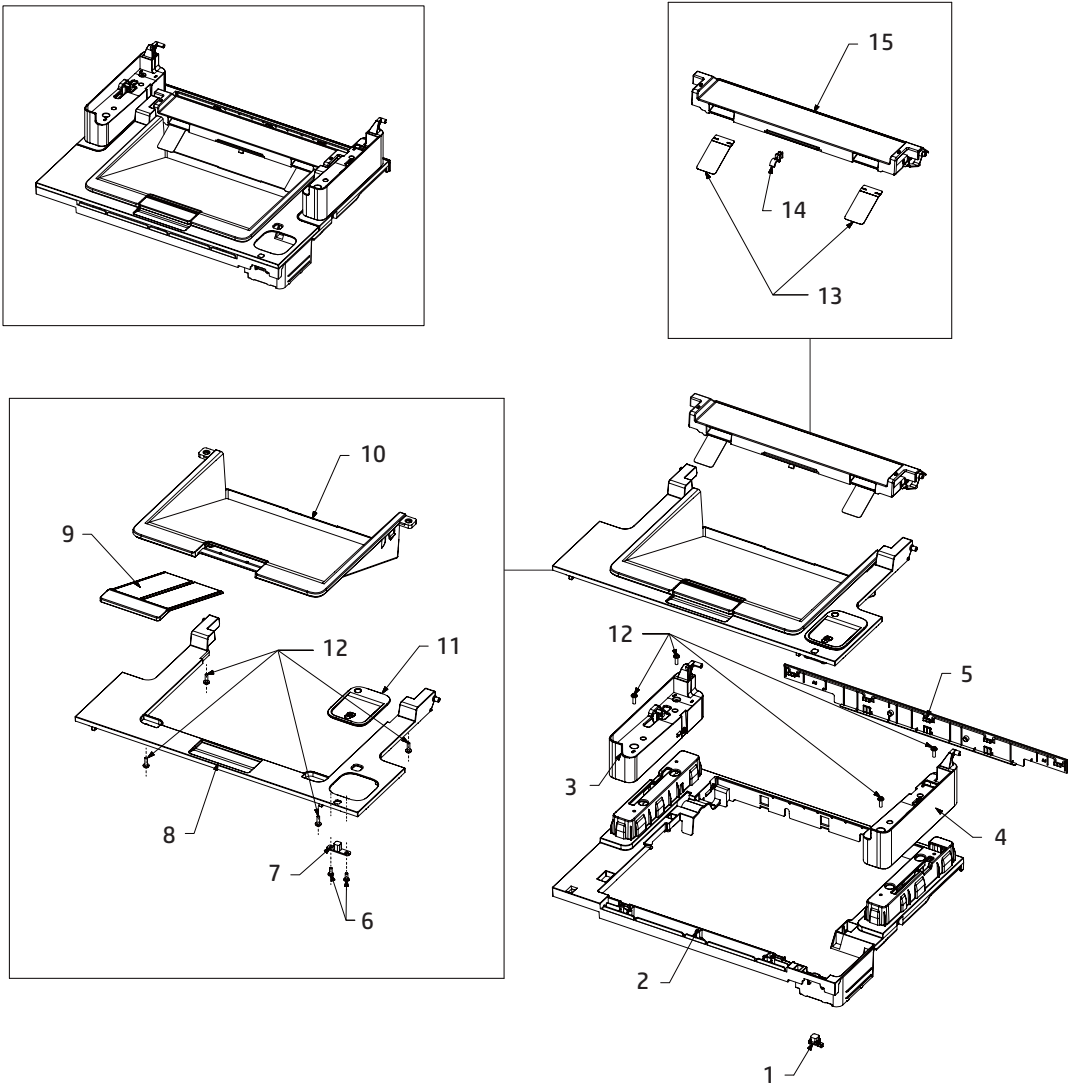


Table 2-5 Middle cover (HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005)

Ref	Description	Part Number (*)	Qty
1	Lens light guide	JC67-00895A	1
2	Middle cover	JC63-05981A	1
3	Left middle cover	JC63-05964A	1
4	Right middle cover	JC63-05965A	1
5	Rear dummy cover	JC63-05975A	1
6	Screw	6003-000282	2
7	Status lens	JC67-00896A	1
8	Cartridge door	JC63-05969A	1
9	Stacker cover	JC63-05977A	1

Table 2-5 Middle cover (HP Neverstop Laser MFP 1200 / HP Laser NS MFP 1005) (continued)

Ref	Description	Part Number (*)	Qty
10	Cartridge door dummy	JC63-05982A	1
11	Refill cap	JC67-00894A	8
12	Screw	6003-000196	2
13	Stacking sheet	JC63-02629A	2
14	Shaft holder	JC61-04453A	1
15	Jam cover	JC63-05983A	1

* This is in system.

Parts and diagrams: Image scanner assembly

- [Image scanner assembly](#)

Image scanner assembly

Figure 2-6 Image scanner assembly

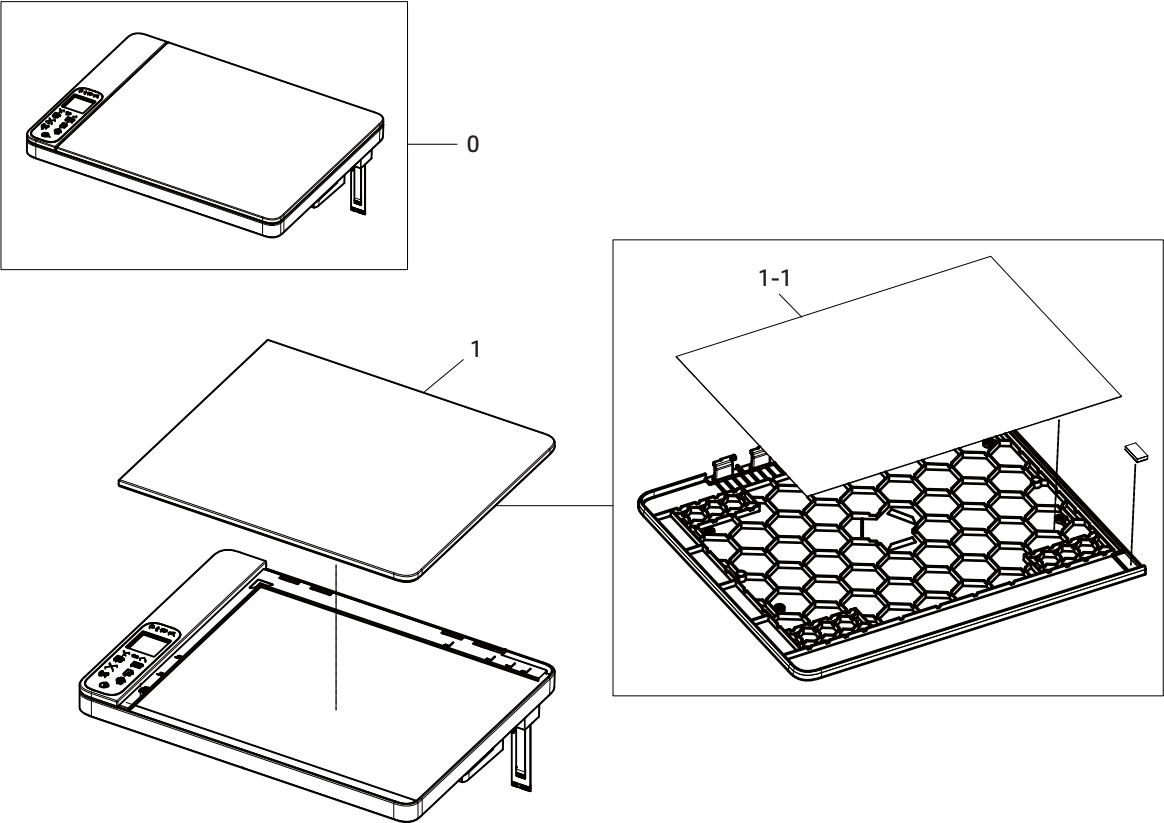


Table 2-6 Image scanner assembly

Ref	Description	Part Number (*)	Qty
0	Image scanner assmbly (wireless model)	JC97-05042A (*)	1
0	Image scanner assmbly (no wireless model)	JC97-05042B (*)	1
1	Document lid cover	JC97-05043A (*)	1
1-1	White sheet	JC63-06031A	1

* This is in system.

Parts and diagrams: Internal assemblies

- [Main frame](#)
- [Right frame](#)
- [Left frame](#)
- [Bottom frame](#)
- [Paper path assembly](#)
- [Middle frame and LSU holder](#)
- [Pickup assembly](#)

Main frame

Figure 2-7 Main frame

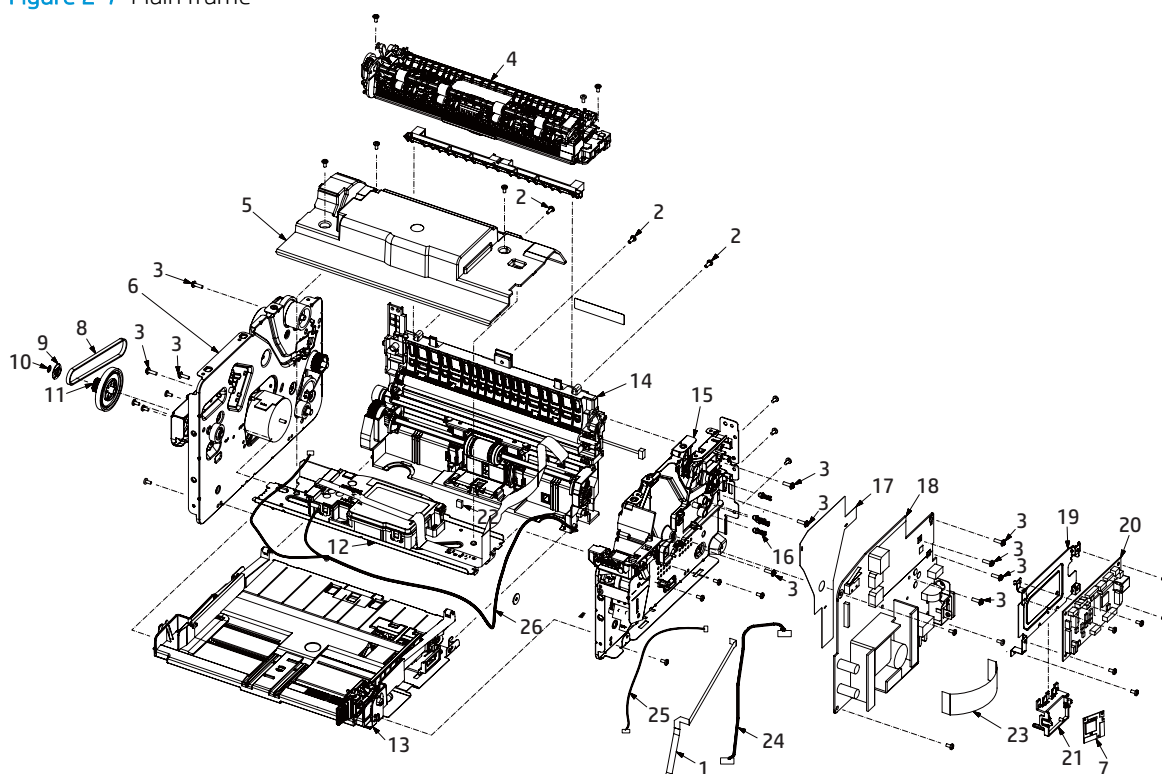


Table 2-7 Main frame

Ref	Description	Part Number (*)	Qty
1	Harness, Syringe DC	JC39-02718A	1
2	Screw	6003-000282	3
3	Screw	6003-000196	12
4	Fuser assembly (110-127V)	JC91-01269A (*)	1

Table 2-7 Main frame (continued)

Ref	Description	Part Number (*)	Qty
4	Fuser assembly (220-240V)	JC91-01268A (*)	1
5	LSU holder	JC93-01574A	1
6	Left frame	JC93-01578A (*)	1
7	Wireless PCA (wireless model)	1150-7969 (*)	1
8	Timing belt	6602-003186	1
9	Guide pulley	JC61-05570A	1
10	Washer	6031-001584	1
11	Gear, rdcn feed	JC66-05303A	1
12	Middle frame	JC93-01580A	1
13	Bottom frame	JC93-01567A	1
14	Paper path assembly	JC93-01576A (*)	1
15	Right frame	JC93-01579A	1
16	Terminal	JC93-00217A (*)	4
17	Insulator sheet	JC63-05949A	1
18	SMPS/HVPS (110-127V), Except for India	4QD21-60005 (*)	1
18	SMPS/HVPS (220-240V), Except for India	4QD26-60005 (*)	1
18	SMPS/HVPS (220-240V), For India	4YE48-60005 (*)	1
19	Main bracket	JC61-08478A	1
20	Formatter (HP Neverstop Laser 1000a, HP Laser NS 1020)	4RY22-60001 (*)	1
20	Formatter (HP Neverstop Laser MFP 1200a, HP Laser NS MFP 1005)	4QD21-60001 (*)	1
20	Formatter (HP Neverstop Laser 1000w, HP Laser NS 1020w)	4RY23-60001 (*)	1
20	Formatter (HP Neverstop Laser MFP 1200w, HP Laser NS MFP 1005w)	4RY26-60001 (*)	1
21	Wireless PCA holder	JC63-05950A	1
22	Sponge	JC72-01444A	1
23	SMPS harness	JC39-02717A	1
24	Paper width harness	JC39-02724A	1
25	Syringe sensor harness	JC39-02057A	1
26	Main motor harness	JC39-02725A (*)	1

* This is in system.

Right frame

Figure 2-8 Right frame

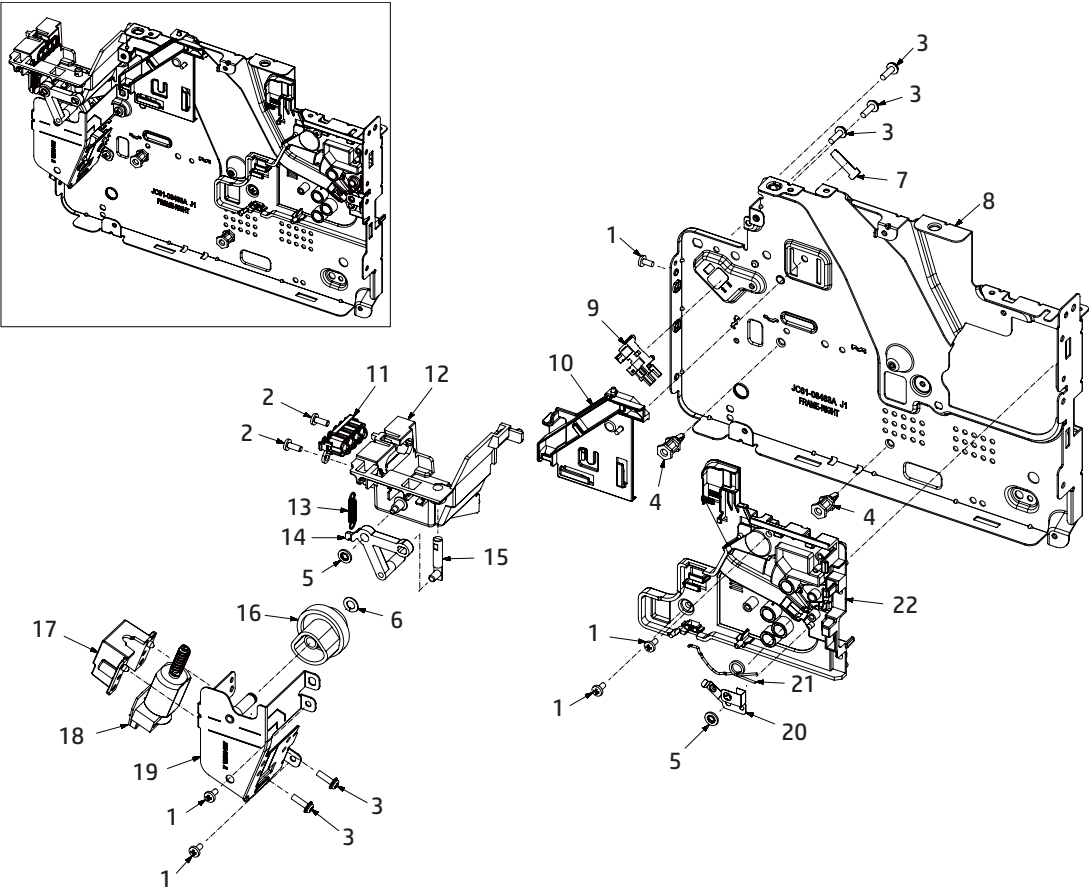


Table 2-8 Right frame

Ref	Description	Part Number (*)	Qty
1	Screw	6003-000269	5
2	Screw	6003-000282	2
3	Screw	6003-000196	6
4	Supporter	6103-000117	2
5	Ring CS	6044-000001 (*)	2
6	Washer	6031-001255	1
7	Sensor sheet	JC63-03776A	1
8	Right frame	JC61-08483A	1
9	Photo interrupter	0604-001393 (*)	1
10	Harness holder	JC61-08479A	1
11	Frame CRUM	JC93-01712A (*)	1
12	Port cover	JC63-05966A	1
13	Spring ES	6107-001519	1

Table 2-8 Right frame (continued)

Ref	Description	Part Number (*)	Qty
14	Link lever	JC66-05293A (*)	1
15	Latch shaft	JC66-05313A (*)	1
16	Cam gear	JC66-05292A (*)	1
17	Motor bracket	JC61-08495A	1
18	DC motor	JC31-00183A	1
19	Drive motor bracket	JC61-08496A	1
20	OPC ground	JC63-02606A	1
21	Spring TS	6107-002625	1
22	OPC-R bracket	JC61-08477A	1

* This is in system.

Left frame

Figure 2-9 Left frame

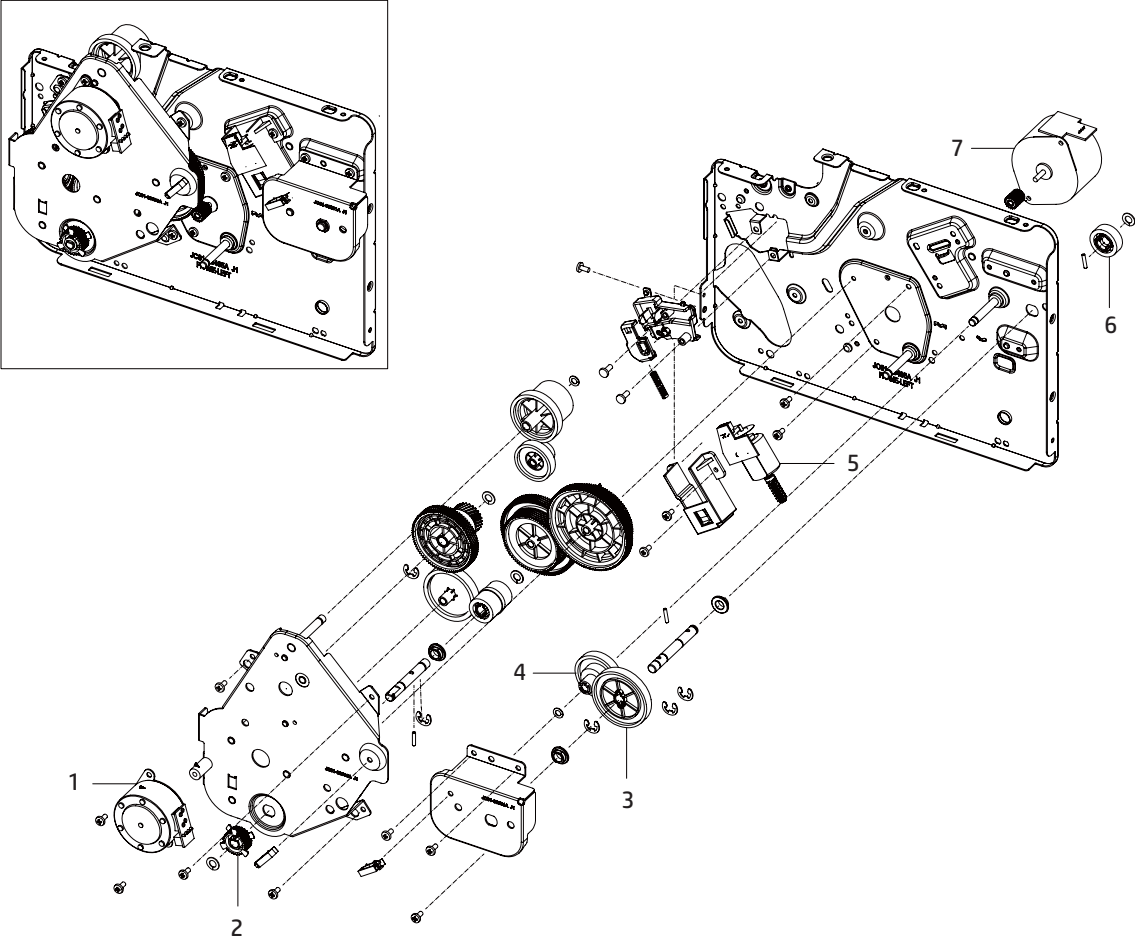


Table 2-9 Left frame

Ref	Description	Part Number (*)	Qty
1	Step motor	JC31-00009C (*)	1
2	Drive feed pulley	JC66-05299A	1
3	Drive toner in gear	JC66-05310A	1
4	Toner drive gear	JC66-05304A	1
5	DC motor	JC31-00183A (*)	1
6	Drive toner out gear	JC66-05311A	1
7	Step motor	JC31-00143A (*)	1

* This is in system.

Bottom frame

Figure 2-10 Bottom frame

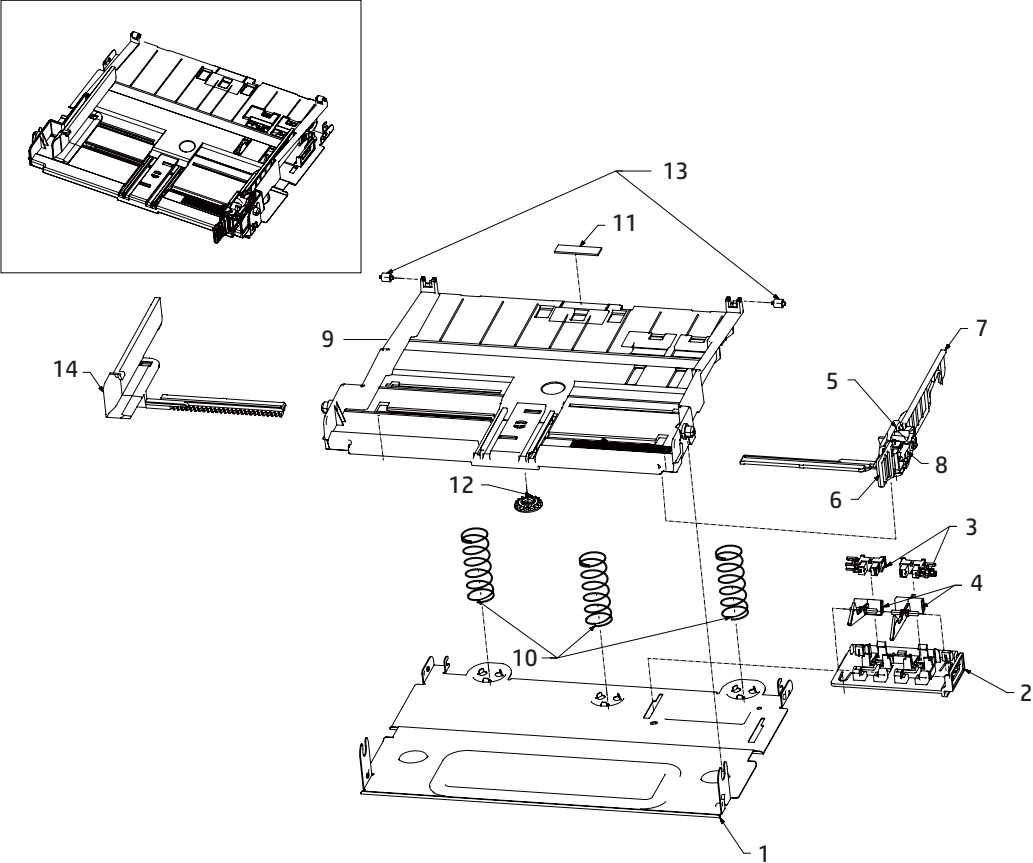


Table 2-10 Bottom frame

Ref	Description	Part Number (*)	Qty
1	Knockup frame	JC61-08528A	1
2	Photo sensor holder	JC61-08509A	1
3	Photo interrupter	0604-001393	2
4	Width actuator	JC66-05326A	2
5	Tray right sub guide	JC93-01571A	1
6	Side right lever	JC66-05323A	1
7	Tray right guide	JC61-08536A	1
8	Lever stopper	JC66-05324A	1
9	Knockup plate	JC61-08506A (*)	1
10	Spring CS	JC61-08589A	3
11	MP knock up pad	JC74-00011A (*)	1
12	Pinion gear	JG66-40003A (*)	1

Table 2-10 Bottom frame (continued)

Ref	Description	Part Number (*)	Qty
13	Idle roller	JC72-01585A	2
14	Tray left guide	JC61-08535A	1

* This is in system.

Paper path assembly

Figure 2-11 Paper path assembly
[Front view]

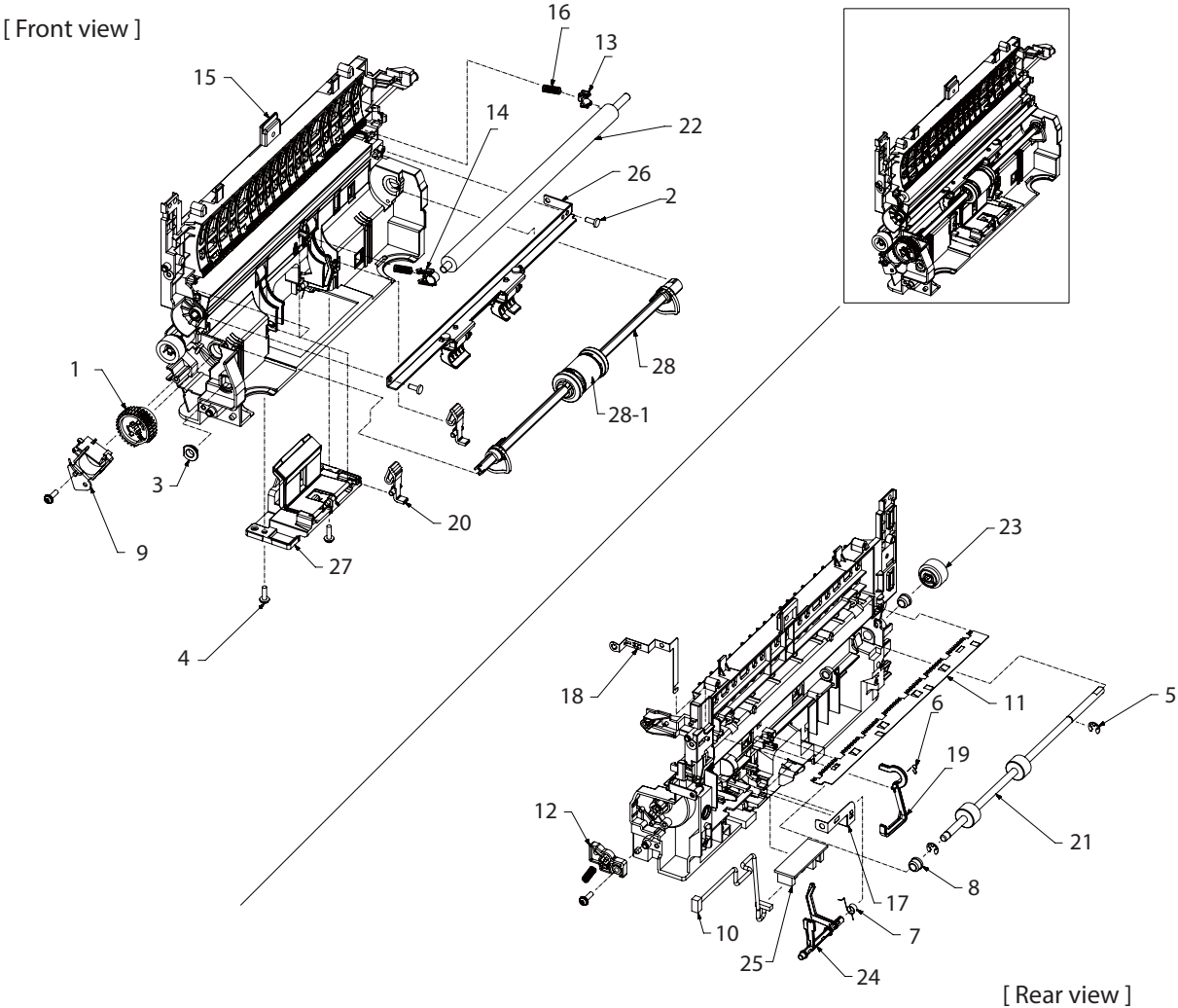


Table 2-11 Paper path assembly

Ref	Description	Part Number (*)	Qty
1	Pickup gear	JC93-01572A (*)	1
2	Screw	6003-000282	2
3	Bush	JC61-02372A	1
4	Screw	6003-000196	4
5	Ring E	6044-000125 (*)	2
6	Spring TS	6107-002633 (*)	1
7	Spring TS	6107-002634 (*)	1
8	Bush	JB72-00819A (*)	2
9	MP solenoid	JC33-00028C (*)	1
10	Pickup sensor harness	JC39-01411A	1

Table 2-11 Paper path assembly (continued)

Ref	Description	Part Number (*)	Qty
11	Saw plate	JC61-00604A	1
12	Cam holder	JC61-01548A (*)	1
13	Transfer roller bush, right	JC61-03776A (*)	1
14	Transfer roller bush, left	JC61-03777A (*)	1
15	Paper path guide	JC61-08481A	1
16	Spring ETC	JC61-70940A	3
17	Saw ground	JC63-02625A	1
18	THV ground	JC63-02626A	1
19	Feed actuator	JC66-02590A (*)	1
20	Kicker pu lever	JC66-02592A	2
21	Feed idle roller	JC66-02598A	1
22	Transfer roller	JC66-05286A (*)	1
23	Roller gear	JC66-05305A (*)	1
24	Empty actuator	JC66-05325A (*)	1
25	Feed sensor PBA	JC92-02288A	1
26	Feed dile frame	JC93-00223A	1
27	Pad holder	JC93-01569A (*)	1
28	Pickup assembly	JC93-01570A (*)	1
28-1	Pickup roller rubber	JC73-00321A	1

* This is in system.

Middle frame and LSU holder

Figure 2-12 Middle frame and LSU holder

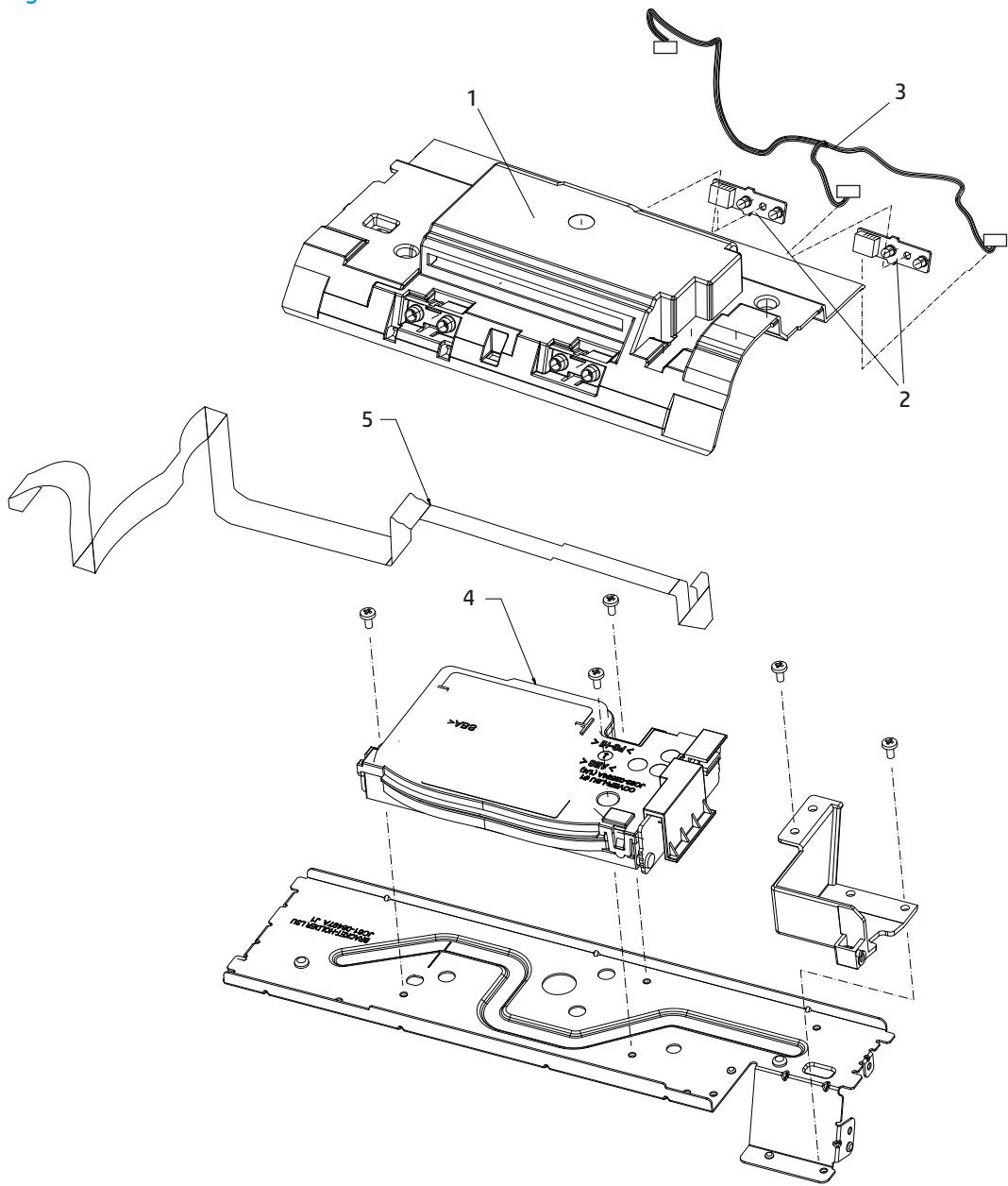


Table 2-12 Middle frame and LSU holder

Ref	Description	Part Number (*)	Qty
1	LSU holder cover	JC63-05951A	1
2	Toner remain sensor	JC92-02752A	1
3	Toner remain harness	JC39-02721A	1
4	Laser scanner unit	JC97-03775B (*)	1
5	LSU harness	JC39-02720A	1

* This is in system.

Pickup assembly

Figure 2-13 Pickup assembly

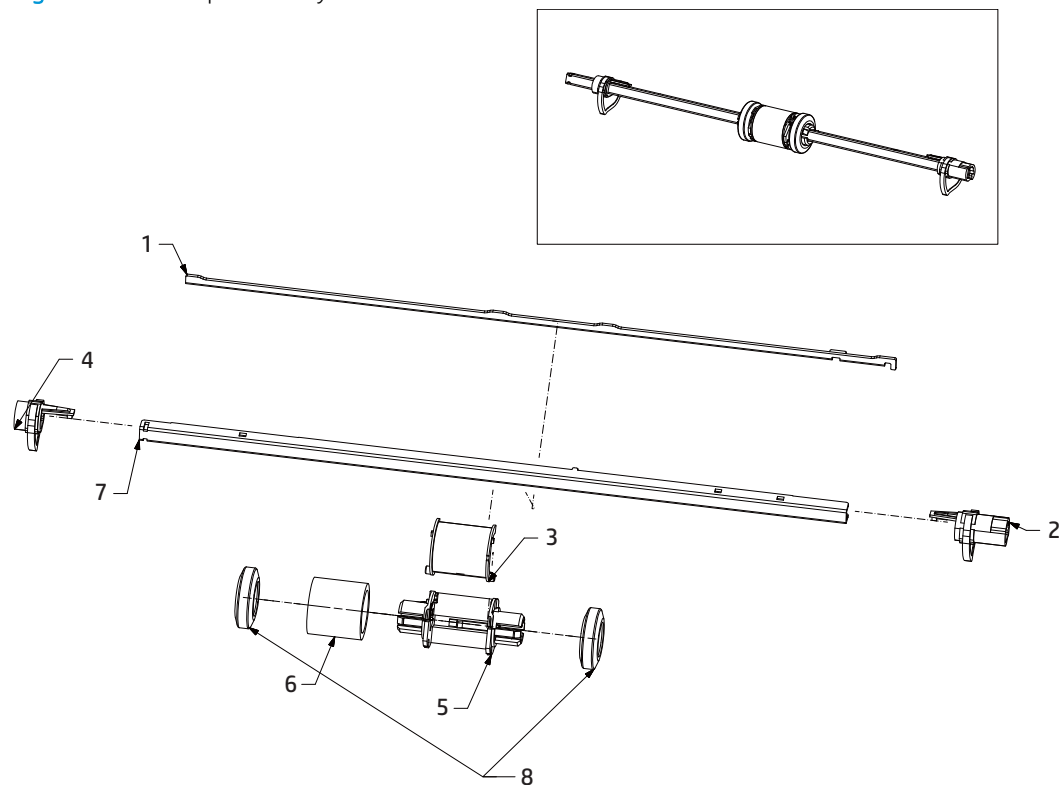


Table 2-13 Pickup assembly

Ref	Description	Part Number (*)	Qty
1	Inner bracket	JC61-08558A	1
2	Right pickup cam	JC66-02593A	1
3	Pickup housing A	JC61-03763A	1
4	Left pickup cam	JC66-02594A	1
5	Pickup housing B	JC61-03764A	1
6	Pickup roller rubber	JC73-00321A (*)	1
7	Pickup bracket shaft	JC61-03774A	1
8	Pickup idle roller	JC66-02725A	2

* This is in system.

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