

PRINTER TECH ARTICLE

Replacing Rollers in the CM1312, CM2320, CP1210/1510 & CP2025



A. Pick Roller, not yet rotated for removal



B. Menu to rotate pick roller for removal



C. Pick Roller ready for removal



D. Roller cover for Separation Roller



E. Removing the Separation Roller

With most laser printers, replacing the pickup, feed, and separation rollers is simple and intuitive, but it is more involved with the printers we will be discussing here: HP LaserJet models **CM1312**, **CM2320**, **CP1210/1510** series (CP1215, CP1515, and CP1518) and **CP2025**.

These models require you to use the printer menus to rotate the rollers into the correct position for replacement. This article will explain the procedure using the CM1312 as our primary example. The other models are similar, and the key differences are noted at the end of the article.

1: Go into the menu(s) and rotate the roller(s):

NOTE: If there is paper in the cassette, the roller rotation will "pick up" one piece of paper, so you may want to empty the cassette before performing this step. However, the cassette must be installed for the procedure to work.

a. **CM1312 & CM2320:** start by pressing the "Setup" button (it has an image of a wrench on it). This brings you to a menu listing, but the menu we want ("2ndary Service") is not among those listed.

b. Now press both the left arrow button (on the square surrounding "OK") and the "Cancel" button ("X") at the same time, and then release them.

This brings back the main "Ready" screen. Now press "Setup" again, and we are back to the menu listing, but now our desired menu is listed.

c. Use the arrow buttons to scroll to "2ndary Service" and press "OK" to select it. Now use the arrow buttons to scroll to "Pick Roller" (Fig. B.) and press "OK" to select it.

d. Press "OK" a second time to rotate the roller.

e. When the roller has finished rotating (you should be able to hear it), turn the power off and then unplug the printer (disconnect both the power cable and the data/interface cable).

Step 2: Remove/replace the pick roller:

a. Remove the paper cassette, and then carefully place the printer front-side up (back side resting on the ta-





F. Removing the Separation Roller



G. Flat spot on roller

ble). **CAUTION:** In this orientation, the ADF and scanner cover are not captive and can open suddenly. Always support these pieces before placing the printer front-side up. Also note that debris on the work surface can scratch the printer covers, so before placing the printer front-side up, clean the work surface and/or cover it with a clean, dry cloth. The roller should look like Fig. C. (if it looks like Fig. A., it has not been rotated and you may need to repeat Step 1 above).

b. Release the two white plastic locking tabs (one on each side of the roller) and remove the roller. If also replacing the separation roller, it is best to do that before re-installing the pickup roller.

3. Remove/replace the separation roller.

a. First remove the black plastic roller cover (Fig. D.) by releasing the two locking pins (one on each end).

b. Now you should be able to pry the left end of the

separation roller and its holder free by slightly spreading the surrounding plastic on that side (Fig. E., F.).

c. Once the left end is free, you can lift the entire roller assembly out. Note that the new roller does not include the plastic holder, so you will have to transfer the holder from the old roller to the new one. Also note that both the roller and the holder are asymmetrical. The roller only fits in the holder one way. The flat spot on the left end of the roller shaft (Fig. G.) must face up so that the retaining clip of the holder fits over it. If it doesn't seem to fit properly, try rotating the holder 180 degrees – it will fit properly in one orientation but not the other. The roller/holder assembly also only mounts into the printer one way – with the larger end of the shaft to the left. Once the separation roller is mounted in the printer, re-install the roller cover and the pickup roller (this also fits one way only – if it doesn't want to seat, try turning it 180 degrees).

When the machine is powered back on, the roller should automatically rotate back into the normal position. It is a good idea to go into the “Reports” menu and print a demo page or configuration page to make sure that the rollers are properly installed and positioned.

Variations in the procedure for other printer models:

CP1515/1518: Follow CM1312 procedure, but press OK instead of Setup.

CP2025: Press OK to open the menus. Simultaneously press left arrow and OK to open the secondary service menu; this may take several attempts. Menu operations are as described above.

CP1215: With the printer power off, press and hold the “Resume” button. Continue holding this button while powering on. Wait at least 30 seconds (but less than 40 seconds) before releasing the button. If this is done correctly, the control-panel LEDs will cycle on and off, indicating that the roller has moved to the required position. Now power off. Roller removal procedures are as described above for the CM1312.

LPT



Parts mentioned in this article.

Pickup roller: RM1-4426

Separation Roller, CM1312, CP1210/1510, RM1-4425

CM2320, CP2025, RM1-4840

To order, call toll-free (888) 444-8778