



LaserJet printer maintenance

Preventative printer maintenance can often stop problems before they start. Use these solutions periodically to keep your HP LaserJet printer in tiptop shape. (Have a different type of printer? Check out [Inkjet printer maintenance](#) and [All-in-One \(AIO\) maintenance](#).) Be sure to consult your printer's manual before you get started.

Spick and span

Make it a habit to clean the exterior of your laser printer every time you change the toner, after printing about 2,500 pages, or whenever print-quality problems (such as dots or streaks) begin to appear. Be sure to unplug the printer and allow it to cool down before performing any maintenance. A water-dampened cloth should be sufficient for wiping down the case; don't use any ammonia-based cleaners on or around your printer.

To clean the interior of the printer, use a dry lint-free cloth, such as a lens cloth. Using a computer vacuum to clean the cartridge area can cause damage, so use only a cloth. Be careful not to touch the transfer roller (the black spongy roller that sits below the cartridge). Oils from your skin can cause print-quality problems.

If you remove the toner cartridge to clean the cartridge area, do not leave the cartridge exposed to light or it will become damaged. If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water can cause the toner to set.

You can use a transparency to clean the paper path. Follow these steps:

1. Load a transparency in the priority input tray.
2. Make sure that the printer is in the Ready state.
3. Press and hold the Go button for 10 seconds. The transparency feeds slowly through the printer. Each of the three printer lights will blink until the cleaning process is complete. Discard the transparency.

If transparency film is unavailable, use paper, but perform the procedure two or three times to ensure proper cleaning.

If the printer misfeeds regularly (no media feeds through, or more than one sheet feeds through at one time), the pickup roller might need to be replaced or cleaned. Replacement rollers for HP laser printers are available online. To replace the pickup roller, follow the steps below:

1. Unplug the power cord from the printer, and allow the printer to cool down.
2. Open the toner cartridge door, and remove the toner cartridge.
3. Find the pickup roller.
4. Release the small white tabs on each side of the pickup roller by pushing them away from the roller, and then rotate the pickup roller toward the front.
5. Gently pull the pickup roller up and out.
6. Position the new pickup roller in the slot of the previous pickup roller.
7. Rotate the top of the new pickup roller into position until the white tabs on each side of the roller snap the roller into place.
8. Reinstall the toner cartridge, and close the toner cartridge door.
9. Plug in the printer to turn it back on.

To clean the pickup roller rather than replace it, remove the roller as instructed above and scrub it with a lint-free cloth dampened with isopropyl alcohol. Then, with a dry lint-free cloth, wipe the pickup roller to remove loosened dirt. Allow the alcohol to dry completely before reinstalling the roller. Caution: Alcohol is flammable and should be kept away from any open flames or heat sources (including the fusing element in your laser printer).

For more information about cleaning your printer, refer to your printer's user guide. Read *Maximize your printer* for more printer tips and tricks.