

Cleaning for ink smears: paper feed rollers

Approximate time to complete: 5 minutes

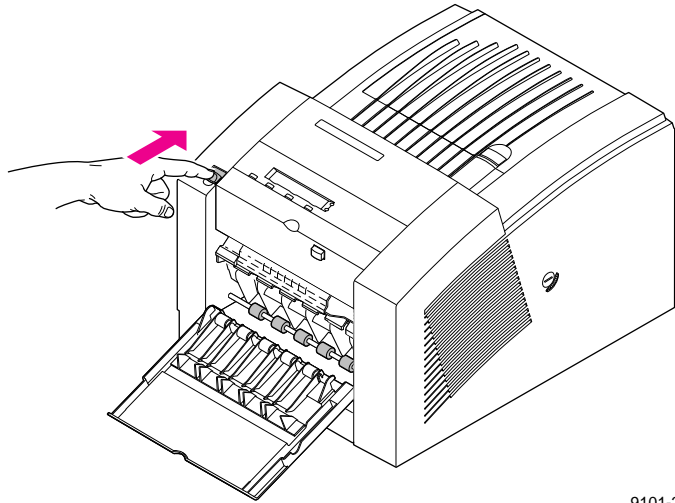
If you have already performed the “Cleaning for ink smears: internal paper path” cleaning procedure but ink smear problems persist, clean the upper and lower paper feed rollers. The paper feed rollers carry the print media from the media tray and manual feed slot through the printer. Occasionally, stray ink particles become attached to the paper feed rollers causing ink smears on prints. When this occurs, you must clean the paper feed rollers using alcohol-soaked swabs.

Sample ink smear: paper feed rollers



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1. Open the front cover.

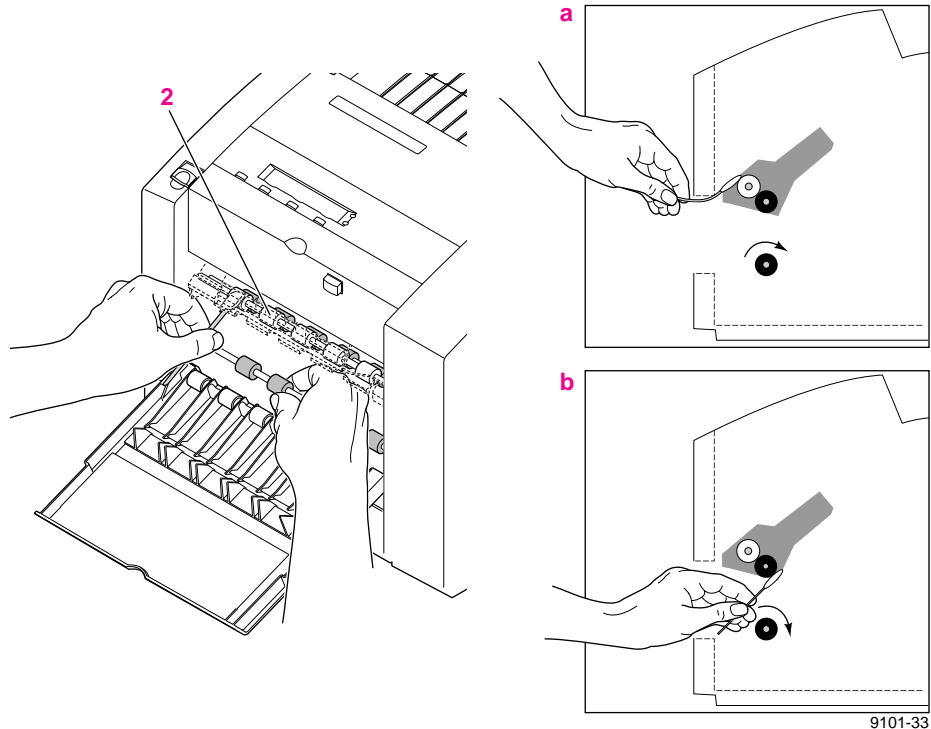


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Caution *Hot surfaces exist behind the upper paper feed rollers. To avoid personal injury during cleaning procedures, do not reach in behind the paper feed rollers.*

2. There are two sets of upper paper-feed rollers located above the maintenance tray; refer to the following illustration. One set of rollers is rubber; the other set is white plastic. The rubber rollers are mechanically linked to companion rubber rollers located under the maintenance tray. Turning the lower rubber rollers also turns the upper rollers .
 - a. To clean the upper white plastic rollers, place an alcohol-soaked swab on top of each upper roller and lift on the swab to create pressure against the roller. Turn the lower roller shaft with your thumb and forefinger to operate the upper feed rollers.

- b.** To clean the upper rubber rollers, place and hold an alcohol-soaked swab against the underside of each roller while turning the lower roller shaft with your thumb and forefinger. You may need several swabs to clean the rubber rollers. If the swab becomes dirty during cleaning, discard it and use another.



- 3.** There are two sets of lower paper feed rollers. One set of rollers is rubber; the other set is white plastic. The rubber lower rollers are located below the maintenance tray; the white plastic rollers are located on the inside of the front cover.
- a.** To clean the lower rubber feed rollers, place and hold an alcohol-soaked swab on top of each roller while turning the lower feed roller shaft.

