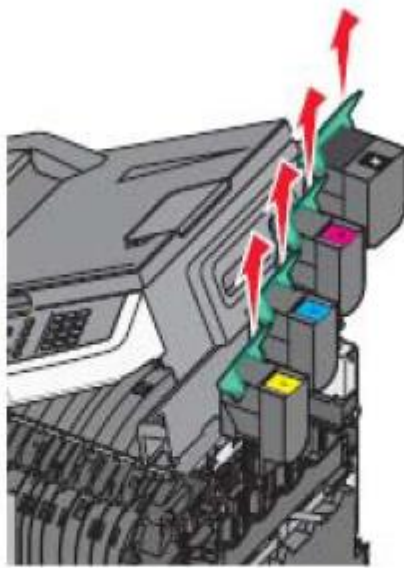


Loud Clicking Noise from Right Side of the Printer

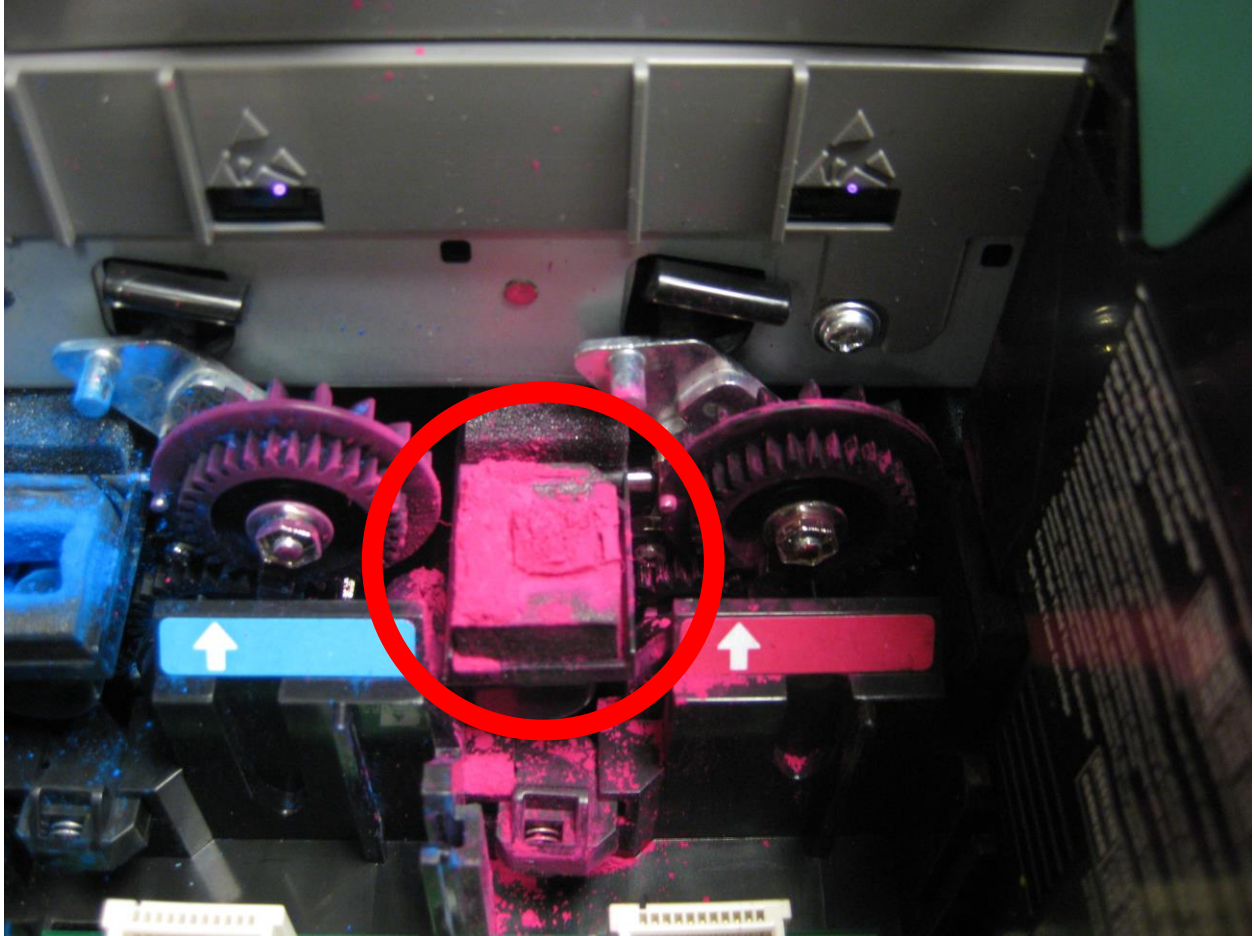
If the customer is experiencing a very loud clicking noise from the right side of the printer and the printer has less than 1,000 pages, it is possible that a developer gear became dislodged during the shipment of the printer. (Please note that a quiet clicking noise is normal. The quiet click noise occurs as the printer moves toner from the cartridge to the developer. This is part of the printer's normal operation).

- 1) Remove each cartridge (CMYK)



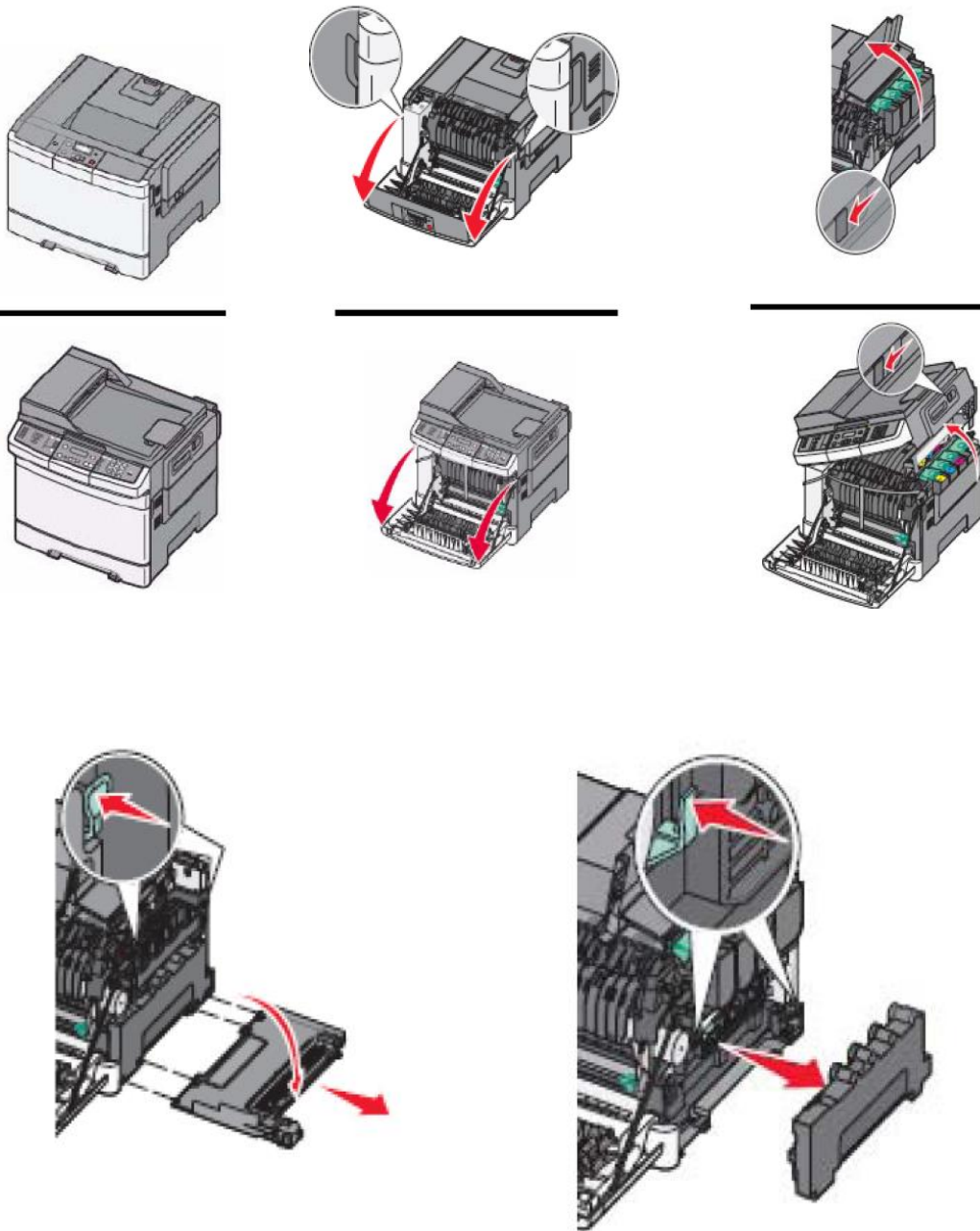
Remove cartridges by lifting the handle and gently removing from the imaging unit

- 2) Inspect the developer port for each color (CMYK). If you notice that toner is filling the developer port, this indicates that the developer gear of that color may not be engaged.



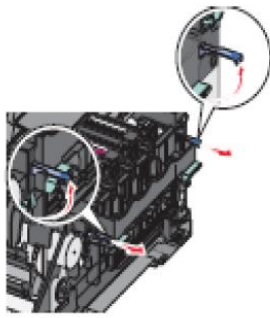
In the picture above, the magenta developer port is full of toner. This indicates that the developer gear may be dislodged. Inspect the developer ports for each color.

4) To fix this issue, remove the image basket. The following instructions will assist you in this process.

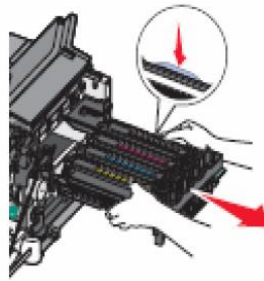


Remove the right side door

Press the green levers on each side of the waste toner bottle, and remove it.



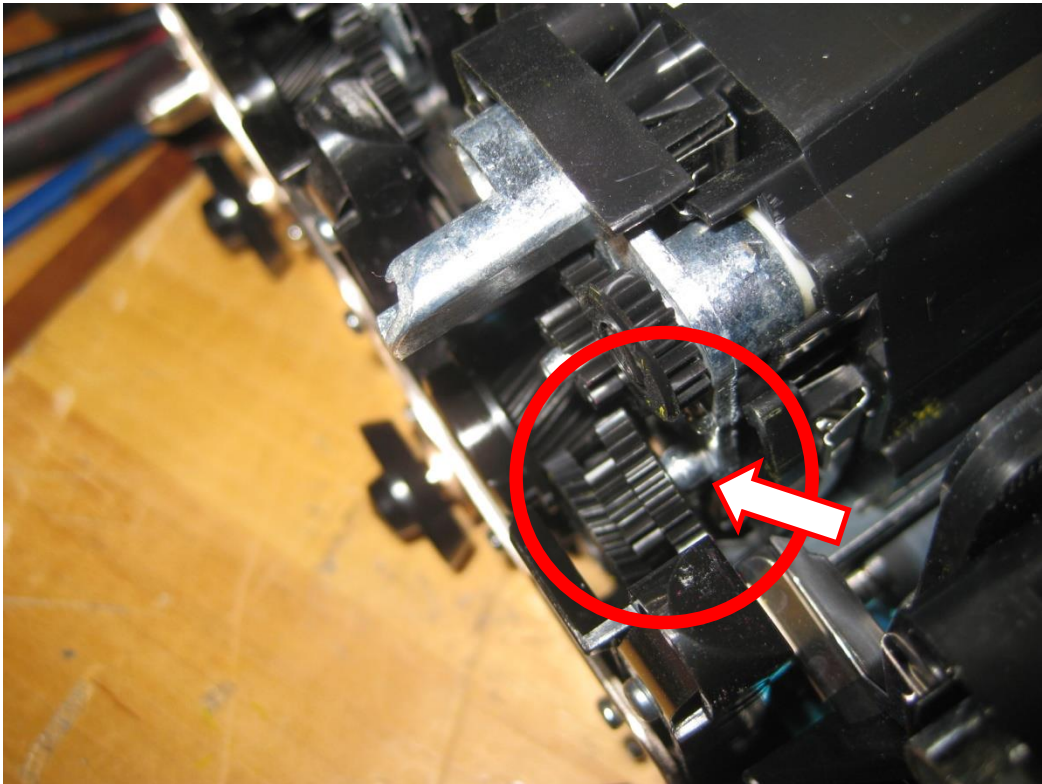
Lift the blue levers and pull the imaging unit toward you



Press down on the blue release button, grasp the green handles on the sides, and then pull the imaging unit out. Set to the side

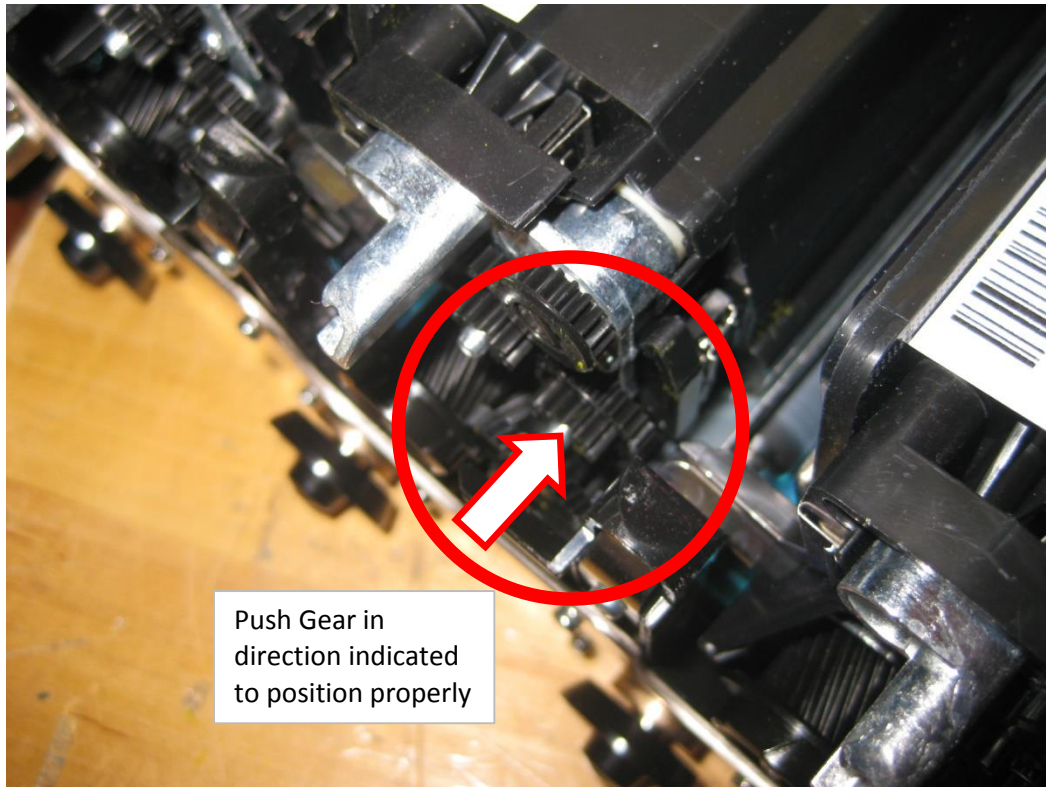


- 5) **Inspect the gears at the rear of the developer unit. This is the end of the developer that is opposite from the toner port that you inspected in the previous step.**

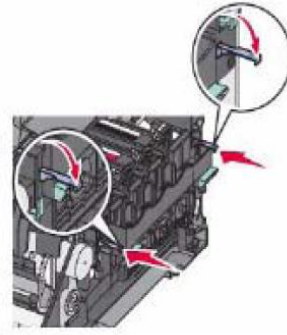


The picture above shows that the developer gear is disengaged. You can visibly see the metal shaft behind the gear and the gear is at an angle. The good news is that there is an easy fix for this!

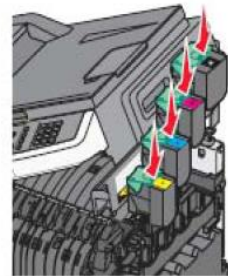
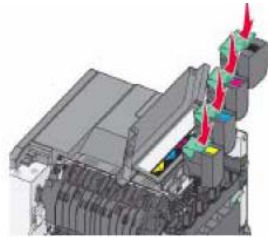
- 6) To correct this problem, simply push the gear back, and it will reposition itself. It will now function properly. As this issue was caused by an impact during the shipment of this product, this issue should not happen again once the gear is properly repositioned. Please see the illustration below. Repeat this step for each color (CMYK).



- 7) Congratulations! You have fixed the clicking noise. Let's re-install the image basket and get back to printing.
- 8) The instructions below will show you how to re-install the image basket.

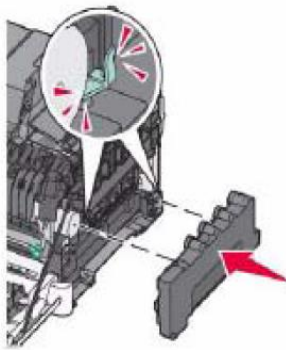


Insert the imaging unit into machine. Leave the levers in the up position when inserting the unit into the printer. Once unit is fully inserted, push levers down to lock. **Make sure during this operation you do not touch the PC drums.**

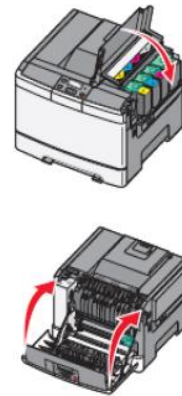
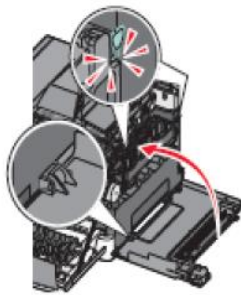


Add toner cartridges.

Install Waste Toner



Bottle



Re-attach the right side cover

Close the top and front door.

9) You are now ready to print.