Repairing HP Deskjet 6840 Rubber Paper Feed Rollers

This page is designed to help you sort out any complications with your paper feeds that might be related to the rubber paper feed rollers.

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INTRODUCTION

When there is a problem printing located inside your device, there is a good chance that the rubber paper rollers may be stuck. This guide is designed to help you repair them, should this be your issue.
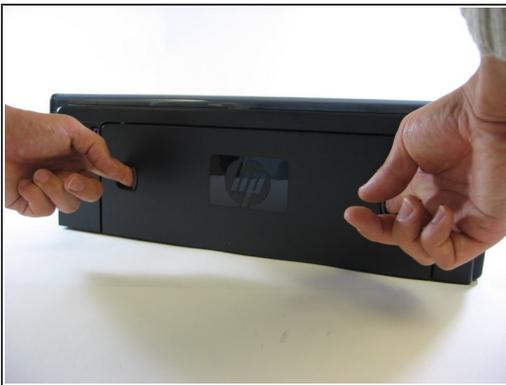
🔧 TOOLS:

- Large Needle Nose Pliers (1)

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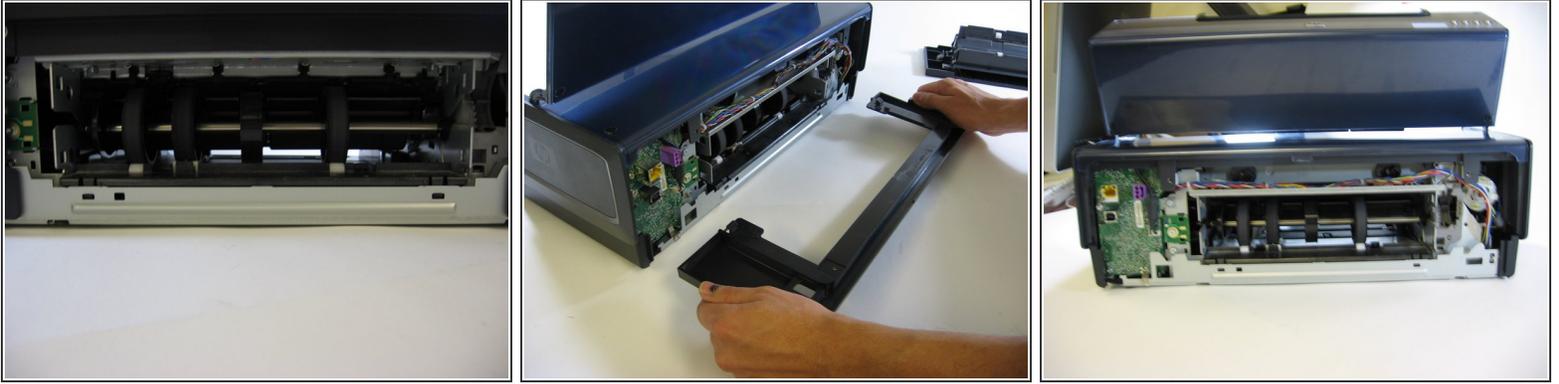www.iFixit.com
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Step 1 — General Device

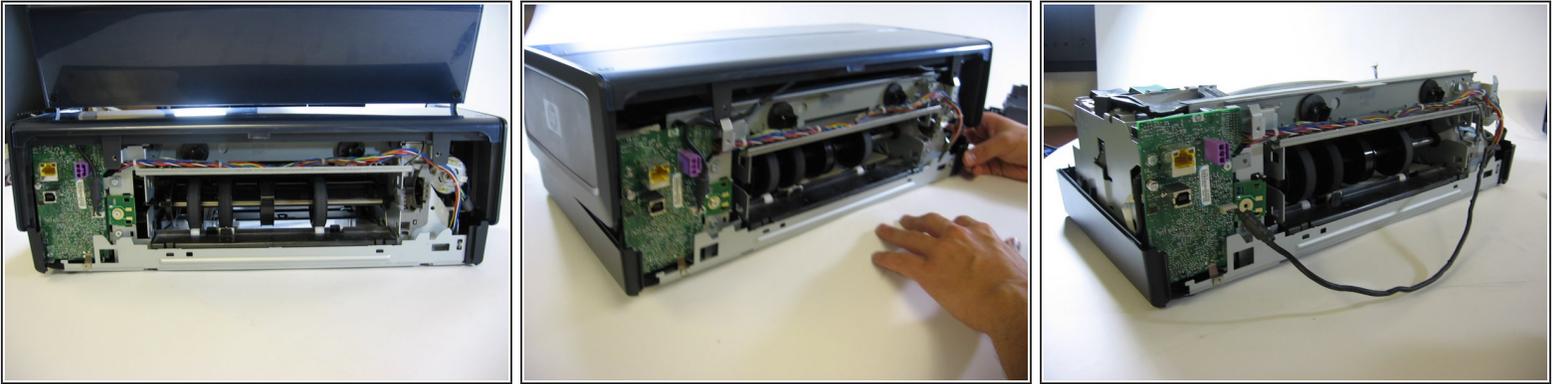- To begin, turn your printer around so that the BACK of the printer is FACING you.

Step 2

- To begin disassembly, locate the two grooves on the back panel of your printer. Next, use two fingers to simultaneously press the grooves DOWN and IN. This step will release the back panel from the printer and allow you to PULL the panel out.

Step 3

- Now that the back panel of your printer has been removed, your printer should look like the printer in the picture. NOTE: remember to collect ANY and ALL screws, springs, doo-hickies, doo-dads, etc. in ONE place so that you can find and access them easily. We warned you.

- Next, you'll need to remove the rear support structure. Using your screwdriver, unscrew each screw and set them to the side. The entire back panel of your printer should now be exposed.

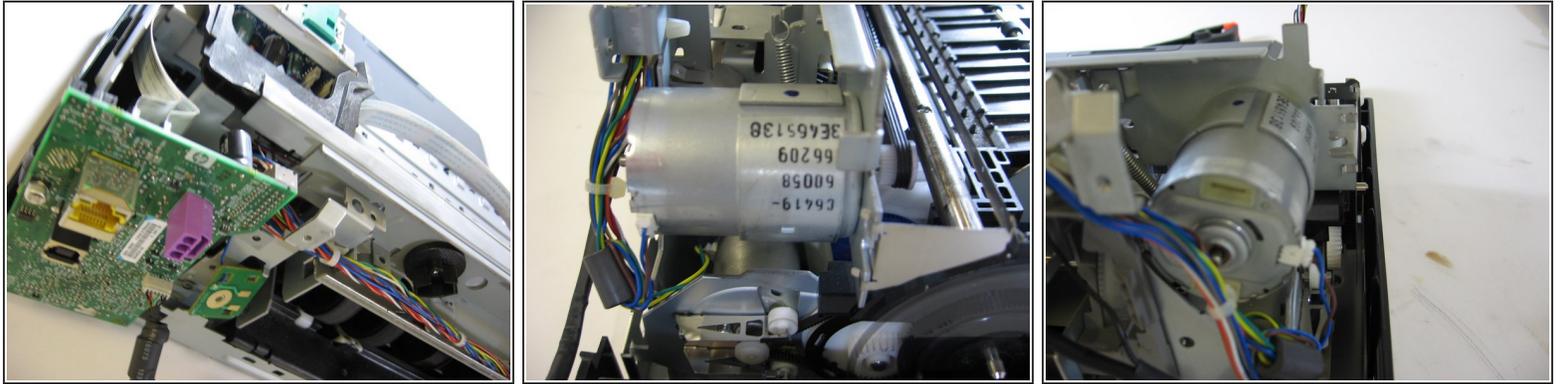- The back of your printer should look like this.

Step 4

- Next, you'll need to remove the top (lid-portion) of your printer. Essentially, it's the shell that hides your printers' innards.

- Remove the printer shell by CAREFULLY LIFTING each corner of the shell until it pops off of the base of the printer. BE DELICATE. Do not pry or bend the shell. Be patient, and firmly, but carefully, pull up on each corner of the shell until it has been removed.

- NOTE: As you begin to pull the shell from the printer base, you'll notice that there (should be) are two (2) wires that connect the shell to the printer 'innards'. Carefully detach these wires from the shell.

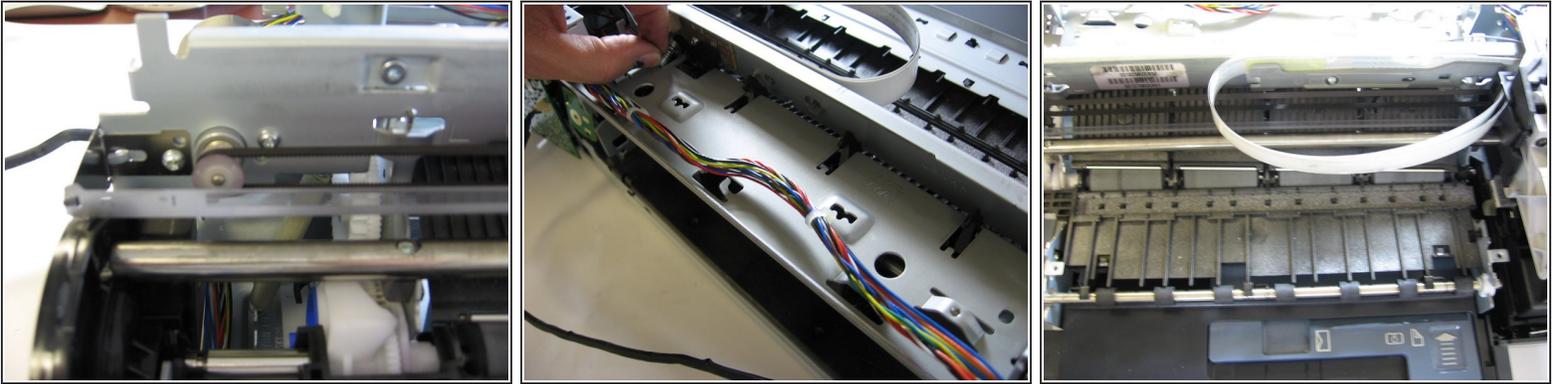- Your printer should now resemble the printer in the picture.

Step 5

- Now that the shell has been removed and set aside, you should have an unobstructed view of the Carriage Assembly (the piece of machinery that moves the ink back and forth). Begin removing all screws with your screwdriver.

- Now, move on to the screws attached to the motherboard (that collection of metal and plastic stuff attached to a green piece of plastic). Remove each of the screws, set aside, and remove the motherboard from it's base. DO NOT attempt to pull it completely out - there are important wires still attached to it.

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Step 6

- Now that the motherboard has been dislodged from its housing, you can begin removing the screws from the motor carriage.

- The motor carriage holds (you guessed it) the motor that moves the carriage assembly along and makes your printer print. Should you need to replace your printer's motor, this is your area of focus.

- Once all screws have been removed from the motor housing, you are free to remove the motor and replace.

- A Note on Accessing the Carriage Motor: now that you have removed the printer shell and housing, several screws, and detached the motherboard, you can clearly access the Carriage Motor. Should you need to replace the motor, you need only to unscrew the screws that hold the motor in place and replace away!

Step 7

- Now that you've removed all previous components, your printer should resemble the printer in the photograph.

- From this point, you can now begin removing the remaining visible screws, which will result in complete disassembly.
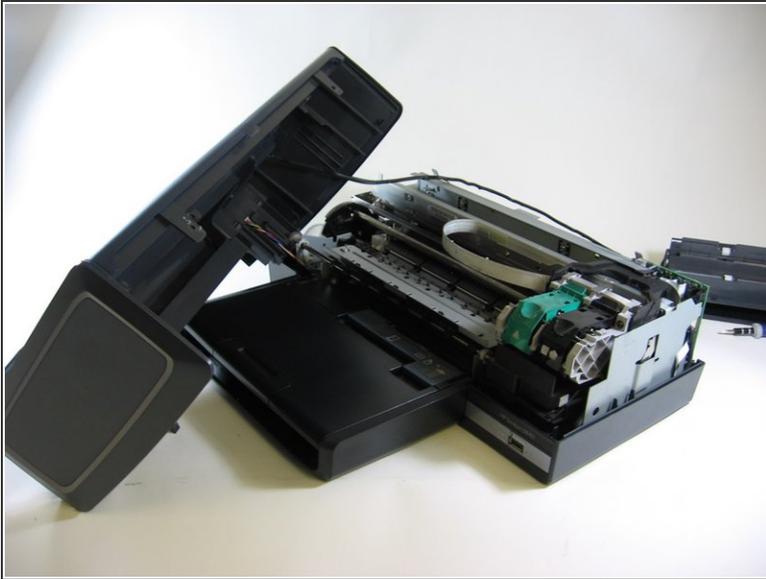
- We hope this has helped!!!

Step 8

- Putting it back together: well, now that you've got your printer all in a shambles, you'll probably want to put it back together so you can begin printing again. No problem. First, you'll want to have collected any and all hardware (tools, screws, doo-dads, thingies, etc.) in ONE CENTRAL place so that you can easily find and access them.

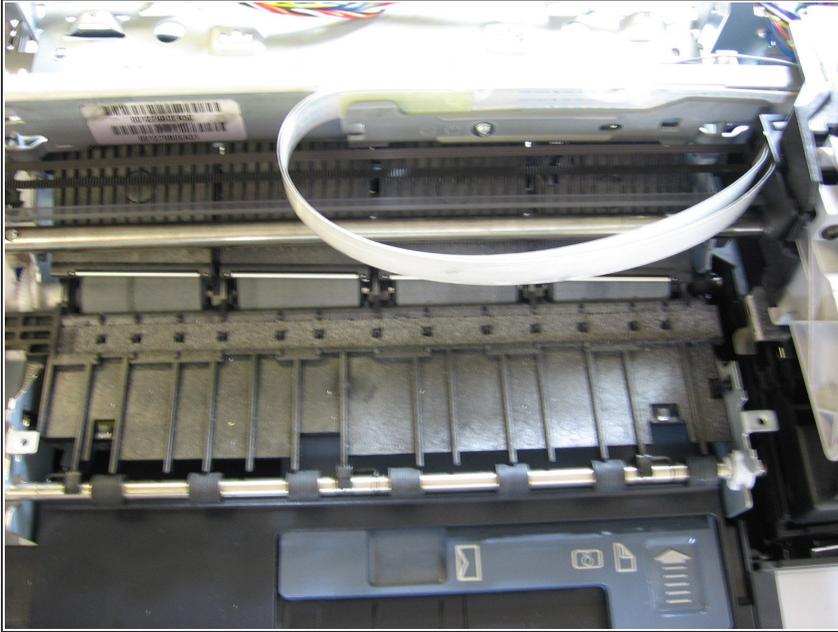This document was generated on 2019-09-16 03:08:21 PM (MST).

- Now, you'll want to (basically) follow these directions in reverse. Reference each specific section to help you reassemble your printer, step by painstaking step.

Step 9 — Repairing HP Deskjet 6840 Rubber Paper Feed Rollers

- Once you have removed the device top case using the General Device Disassembly Guide, then you can access the rubber paper rollers, located near the front, holding the silver bar in place.

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Step 10

- When the rubber paper rollers are the cause of the problem, you'll know because pressing the 'Resume' button doesn't spin the metal bar the rollers hold.

- Remove the roller assembly from the printer case.

- Then, using a firm grip or set of pliers, twist one of the end rubber paper rollers. This should rotate the bar and dump out any paper waste that was clogging the device's ability to print.

Step 11

- If you were unable to repair your printing problem by gear grinding the rubber paper rollers on your device, this could be helpful (scroll down to Step Two).

To reassemble your device, follow these instructions in reverse order.

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