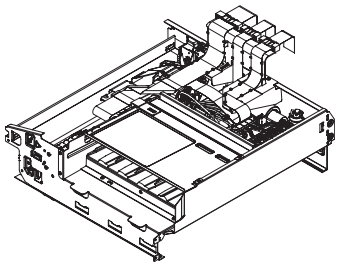
A7W93-67069

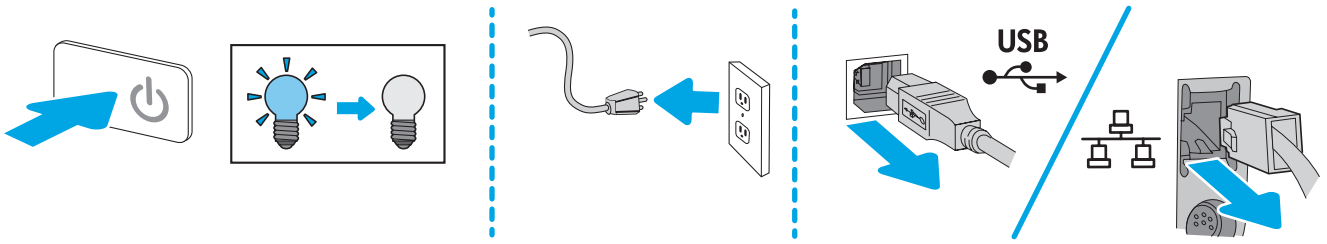


www.hp.com/support/pagewidecolor750
www.hp.com/support/pwcolor765
www.hp.com/support/pagewidecolor772MFP
www.hp.com/support/pagewidecolor777MFP
www.hp.com/support/pwcolor780MFP
www.hp.com/support/pwcolor785MFP

Lea esto primero

NOTE: The printer MFP model is shown in this procedure. However, the instructions are correct for all printer models.

1



2 Remove the rear cover (PW765/780/785)

2.1

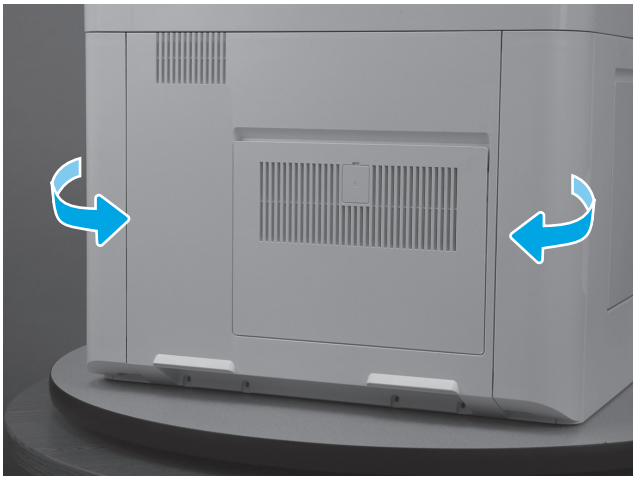
Remove four screws..
NOTE: These screws require a #20 TORX driver.

Remove the rear cover (PW750/772/777)

2.1

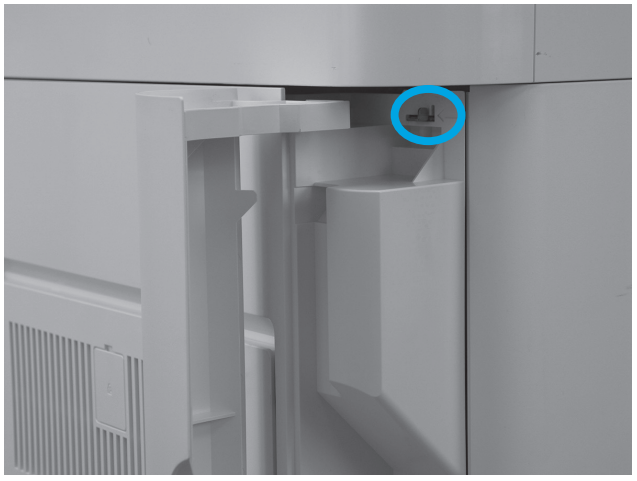
Open the right door, and then use a small flat-blade screwdriver to carefully push in against the latch to release it.

2.2



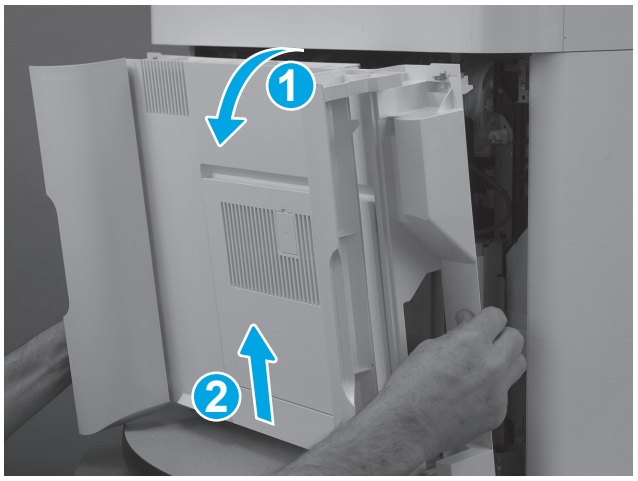
Open the right- and left-side rear access covers.

2.3



Push in on the right- (shown) and left-side rear cover latches.

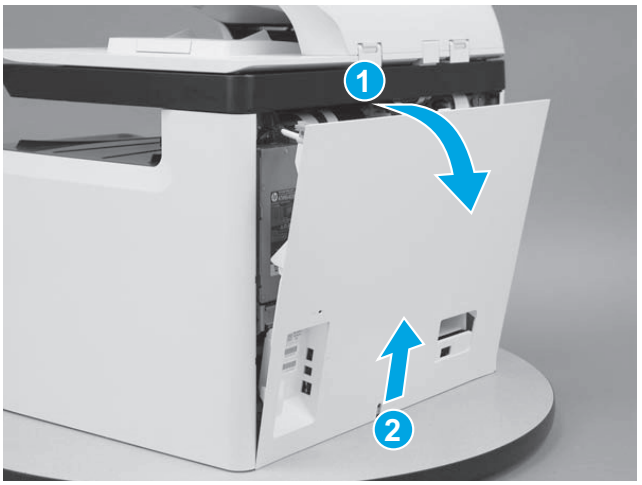
2.4



Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

CAUTION: The exposed area is electrostatic discharge sensitive (ESD).

2.2



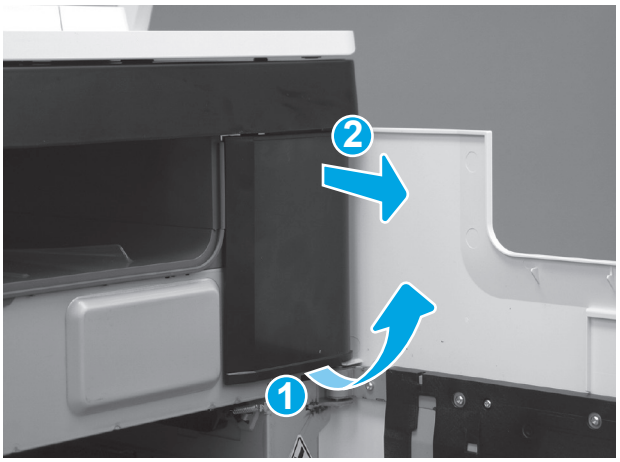
Rotate the top of the cover away from the printer (callout 1), and then lift it up to remove it (callout 2).

3 Remove the right tower cover

3.1

If the right door is not open, open it now.

3.2



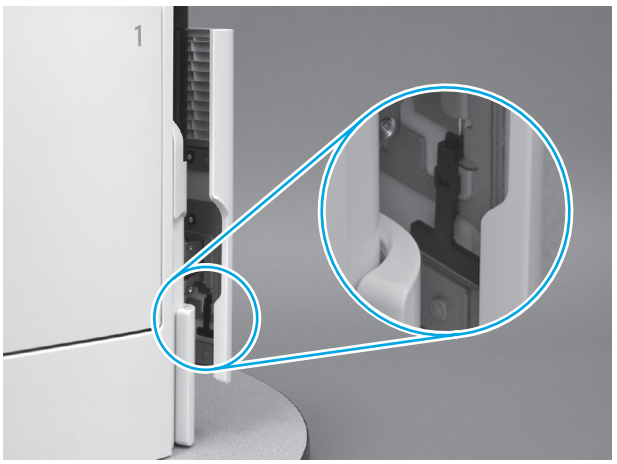
Release the bottom edge of the right tower cover (callout 1), and then pull straight out on the cover (callout 2) to remove it.
NOTE: It might take considerable force to remove this cover.

4 Remove the cartridge door

4.1

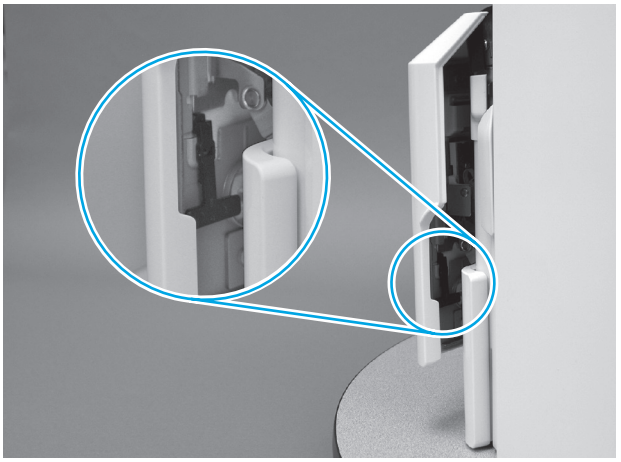
Open the cartridge door.

4.2



At the left side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

4.3



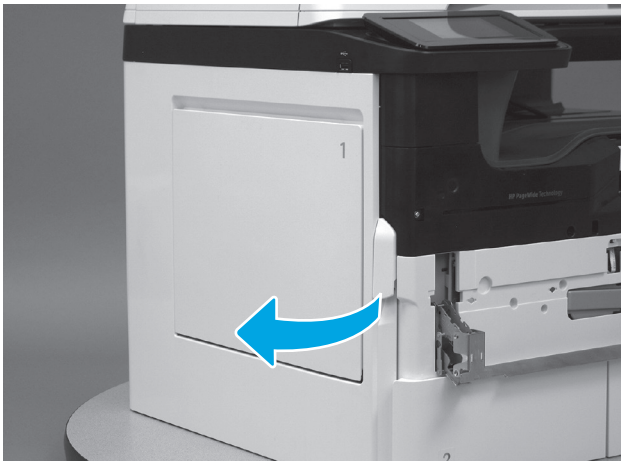
At the right side of the door, rotate the bottom of the black retainer towards the outside edge of the door to release it.

4.4

Lift the door straight up and off of the printer to remove it.

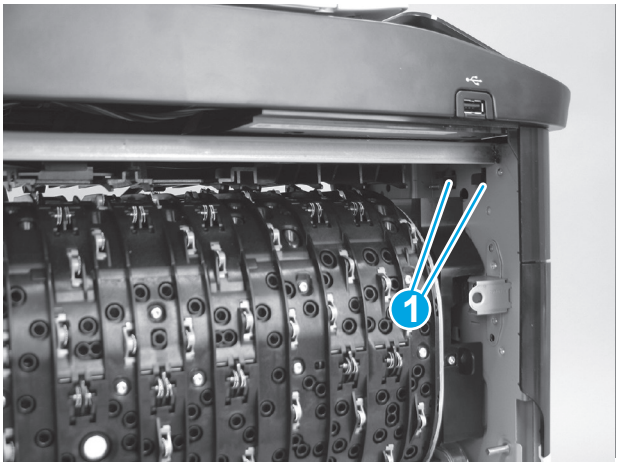
5 Remove the front tower cover

5.1



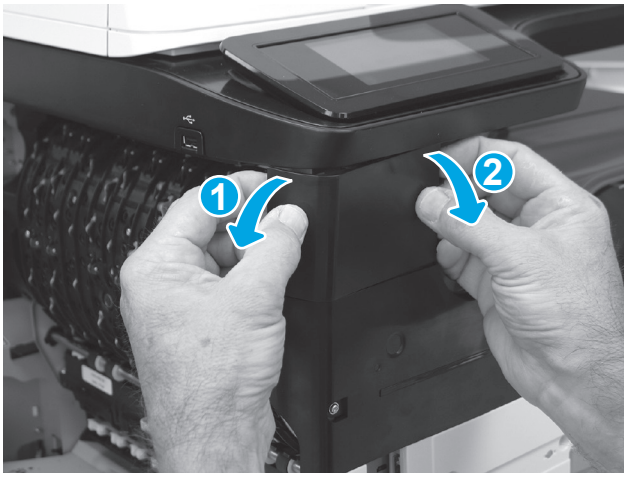
Open the left door

5.2



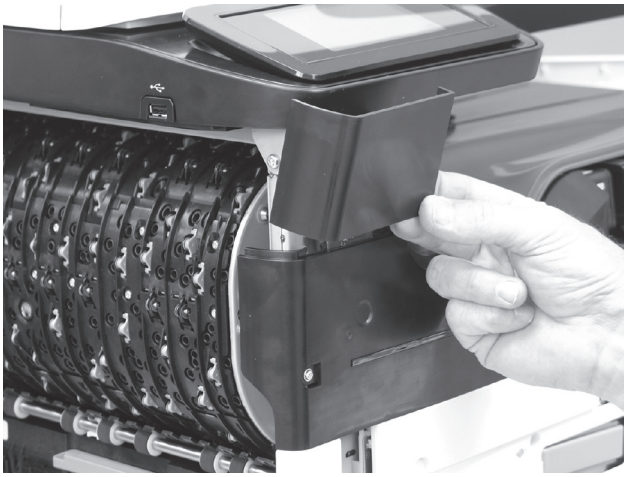
Release two tabs (callout 1).
NOTE: Spread these tabs to release (do not pinch).

5.3



Flex the corner of the cover away from the printer (callout 1), and then rotate the top edge away from the printer (callout 2).

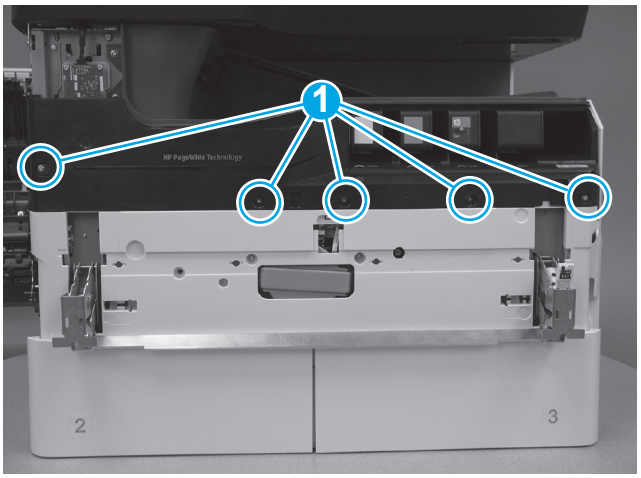
5.4



Remove the cover.

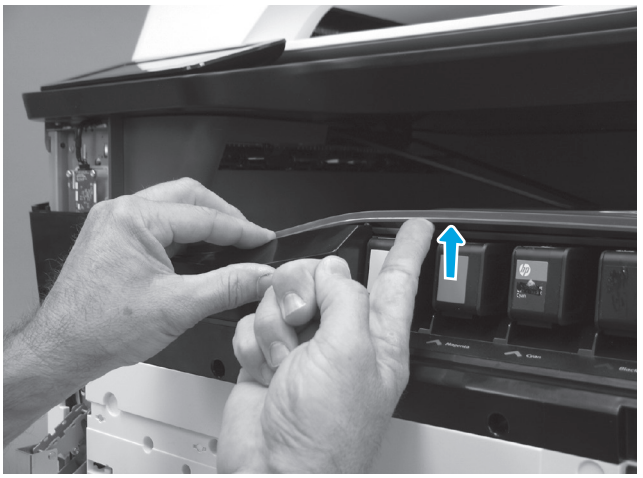
6 Remove the middle internal cover

6.1



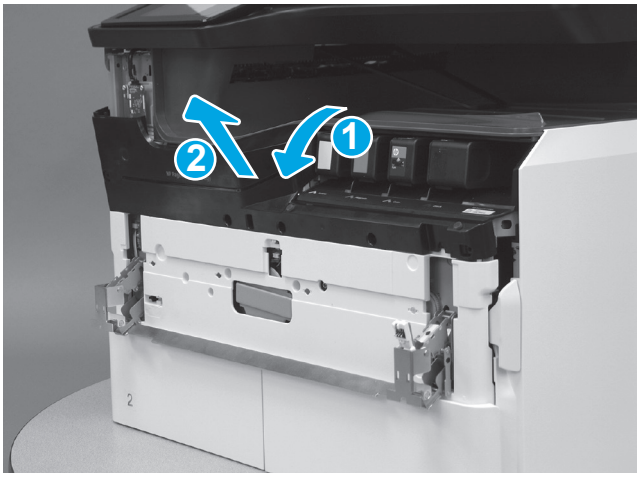
Remove five screws (callout 1).

6.2



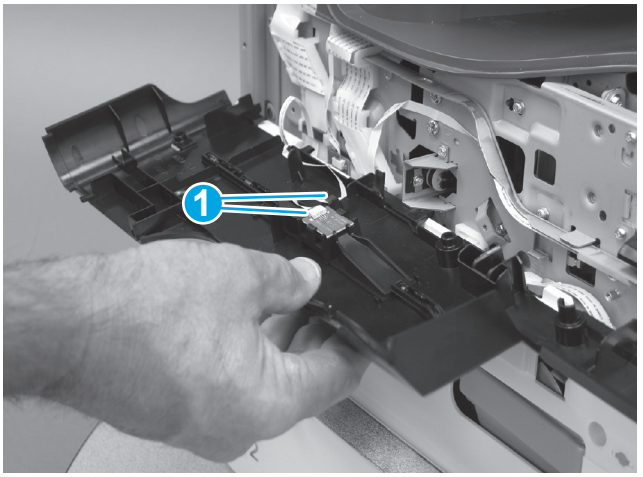
Lift up the middle of the output bin up and pull out on the middle internal front cover to release one tab.

6.3



Rotate the top edge of the cover away from the printer (callout 1), and then lift the cover up to release it (callout 2).
CAUTION: The cover is still attached to the printer by a flat-flexible cable (FFC). Do not attempt to completely remove the cover.

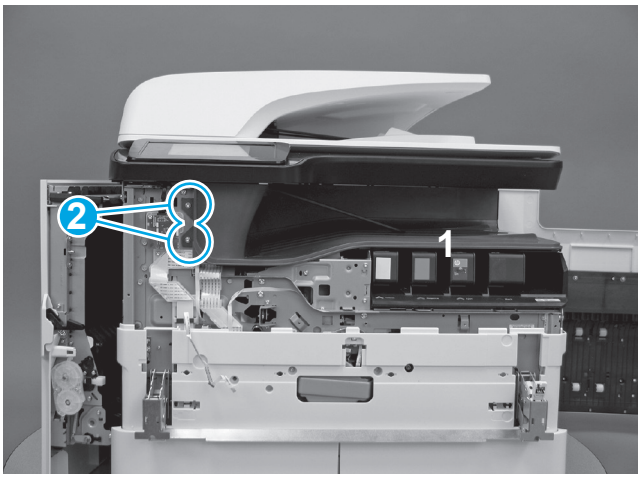
6.4



Disconnect one FFC and release the ferrite from the holder (callout 1), and then remove the cover.

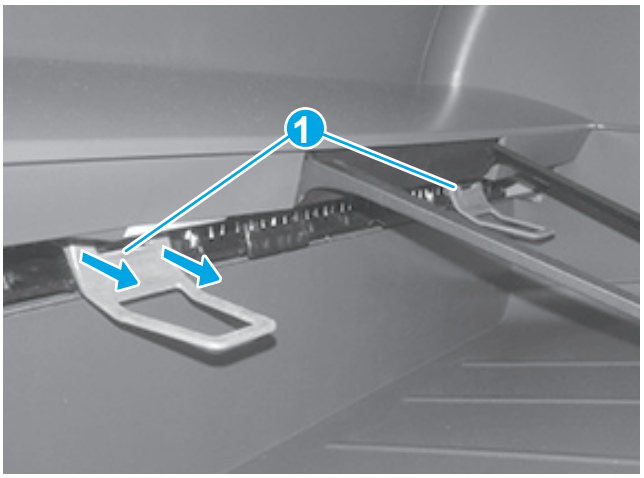
7 Remove the output bin

7.1



Disconnect one flat-flexible cable (FFC), and then remove two screws (callout 2).

7.2

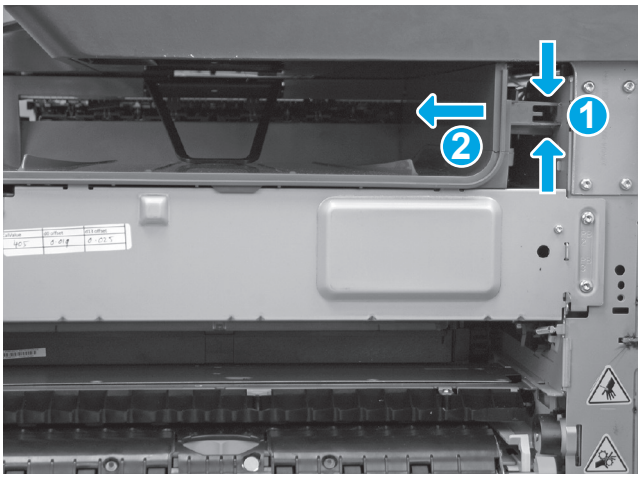


Remove two flaps (callout 1) from the output shaft.
NOTE: These flaps snap onto the shaft.

7.3

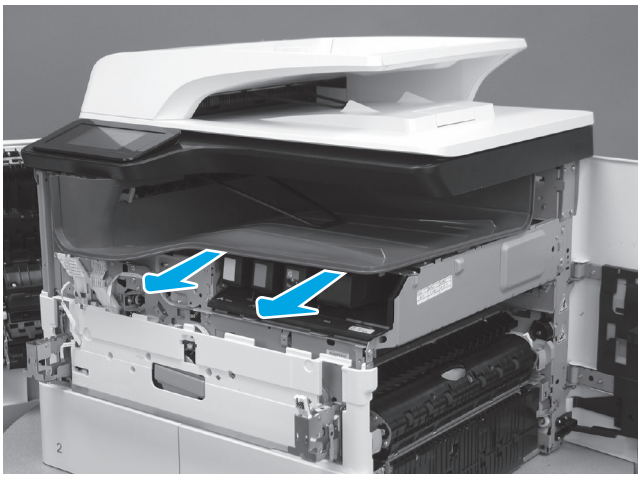
777zt and 777hc/z only: At the right side of the printer, pull out the output bin alignment bar to remove it.

7.4



Squeeze two tabs together (callout 1), and then slightly slide the output bin towards the front of the printer (callout 2).).

7.5

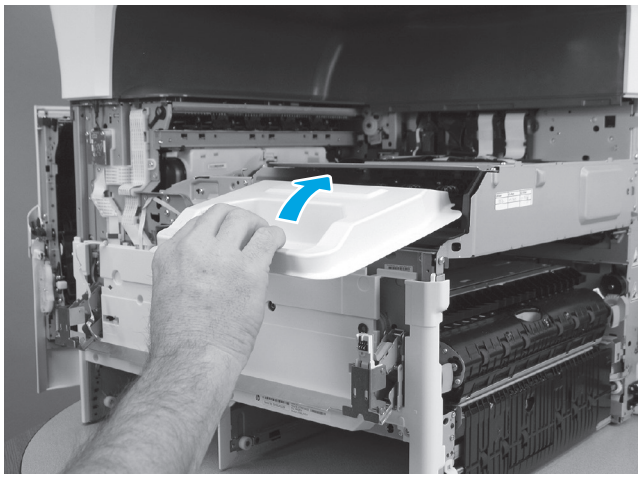


Pull the output bin straight out of the printer to remove it.

8 Remove the printhead assembly

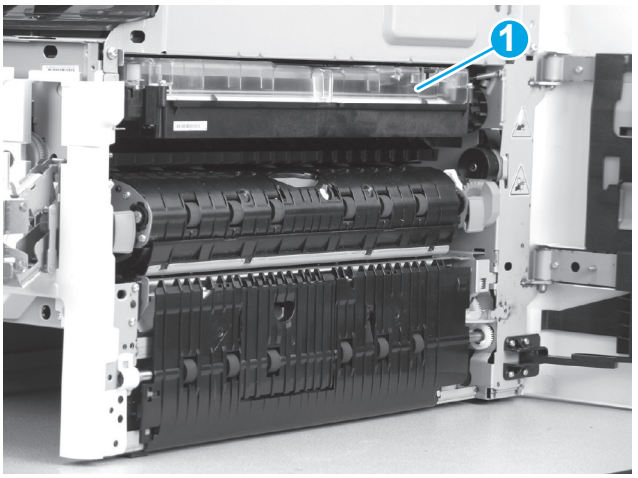
NOTE: Special instructions are provided at the end of this procedure that must be followed to make sure that the replacement printhead assembly installation is successful.

8.1



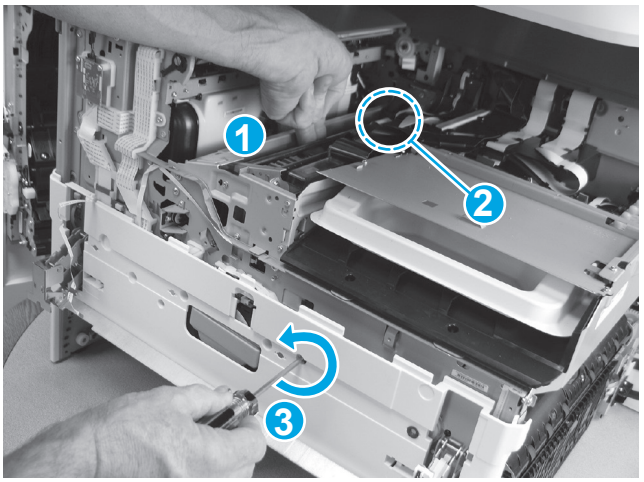
Remove the print cartridges, and then install the shipping fluid cap.
NOTE: Make sure that the start-up supplies (included with the replacement assembly) are used when the power is turned on for the first time after replacing the printhead assembly. Make sure that clean unused paper is loaded in Tray2.
TIP: If the original fluid cap is not available, use the one that is installed in the replacement printhead assembly.

8.2



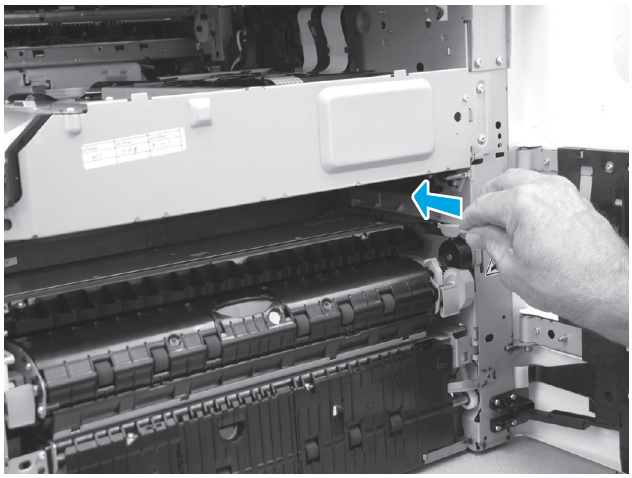
Before proceeding, do the following:
TIP: This is a removal only step. When installing the replacement printhead, skip this step (the printhead wiper will already be in the home position).

a) Check the location of the printhead wiper. If it is in the correct position (all the way in and under the printhead), go to **step 8.2**. If it is not in the correct position (for example, callout 1), continue with these sub steps.



b) Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper into the printer. Continue to turn the shaft until the wiper stops.

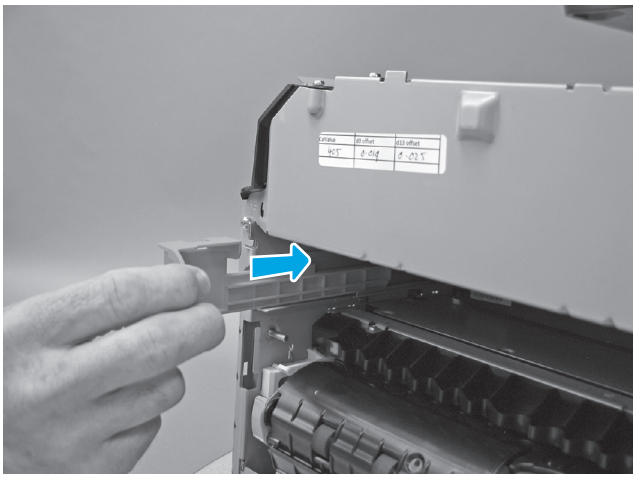
8.3



At the right side of the printer, install the right-rear shipping restraint.
CAUTION: Verify that the shipping restraint is locked in place. shipping restraints (supplied in the kit) must be used to avoid the following conditions:

- The printhead wiper can slide out of the printhead assembly when it is removed.
- The replacement printhead assembly can become misaligned when it is installed.

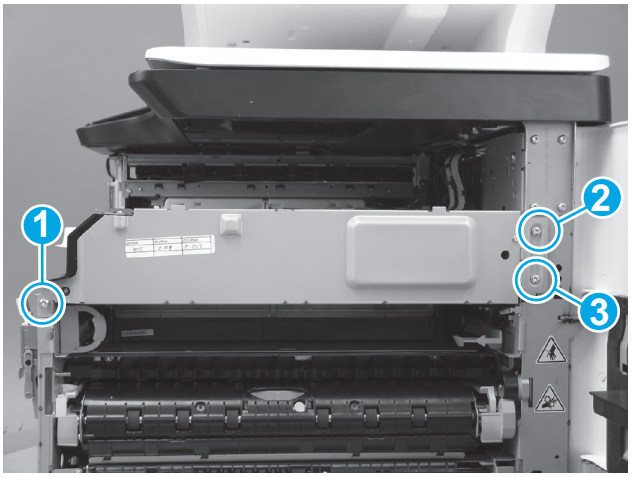
8.4



Install the right-front shipping restraint.
CAUTION: Verify that the shipping restraint is locked in place. shipping restraints (supplied in the kit) must be used to avoid the following conditions:

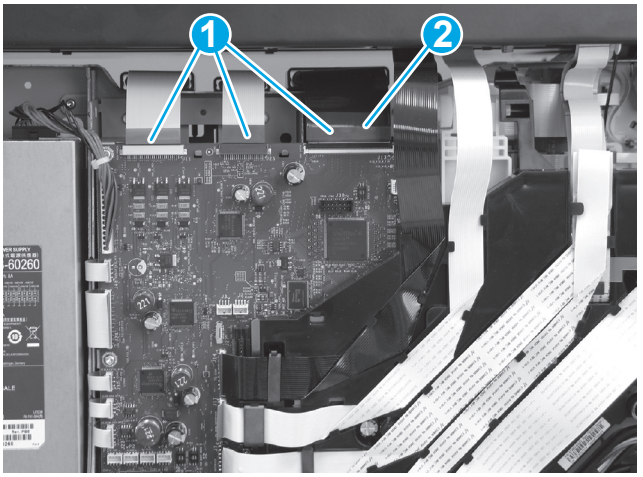
- The printhead wiper can slide out of the printhead assembly when it is removed.
- The replacement printhead assembly can become misaligned when it is installed.

8.5



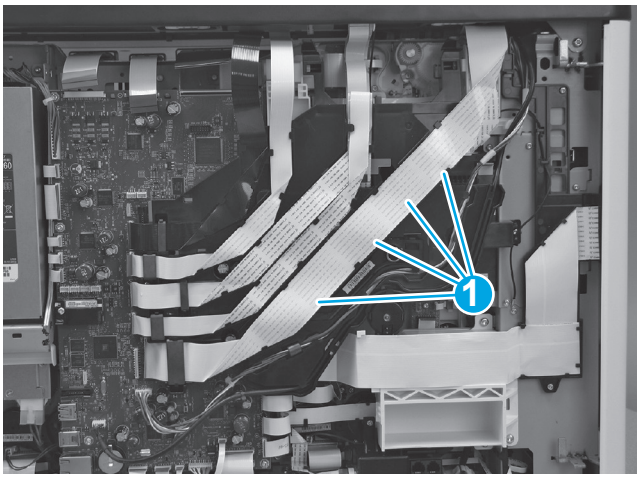
Remove three screws in the following order: Remove one screw (PB1; callout 1), remove one screw (PB2; callout 2), and then remove one screw (PB3; callout 3).
IMPORTANT: These screws **must** be removed/installed in the correct order.
REINSTALL TIP: **Reinstall these screws in the following order**: Install one screw (PB1; callout 1), install one screw (PB2; Callout 2), and then install one screw (PB3; callout 3).

8.6



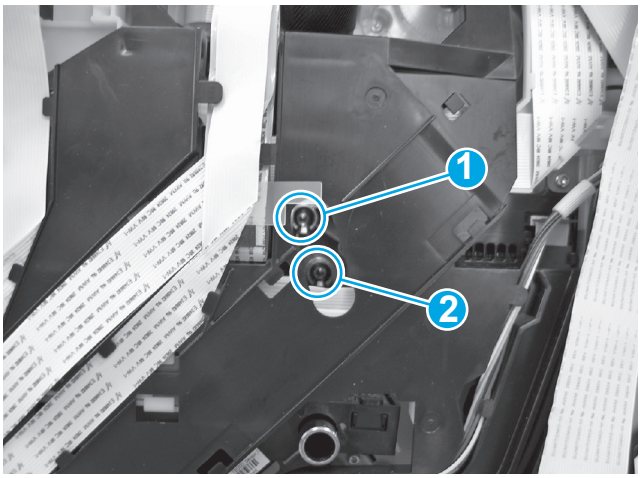
At the rear of the printer, disconnect three FFCs (callout 1).
CAUTION: One FFC connector (callout 2) is a zero insertion force (ZIF) connector. Open a small clip on the connector to remove the FFC.

8.7



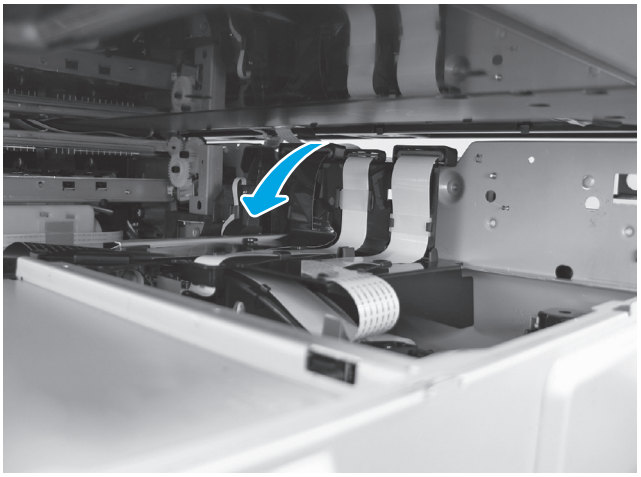
HP PageWide 750/772/777 only: Release one FFC from the guide (callout 1), and then move it out of the way.

8.8



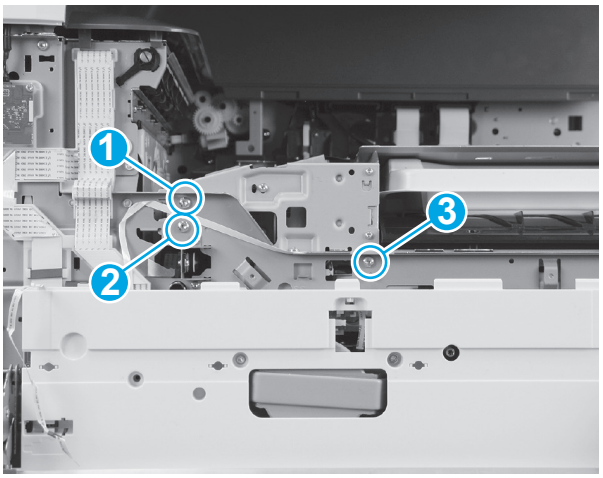
Loosen two screws in the following order: Loosen one screw (PB4; callout 1), and then loosen one screw (PB5; callout 2).
The guide shown in the figure below might look slightly different than the one installed on the printer, but screw access is the same.
IMPORTANT: These screws **must** be removed/installed in the correct order.
REINSTALL TIP: **Tighten these screws in the following order**: Tighten one screw (PB4; callout 1), and then tighten one screw (PB5; callout 2).

8.9



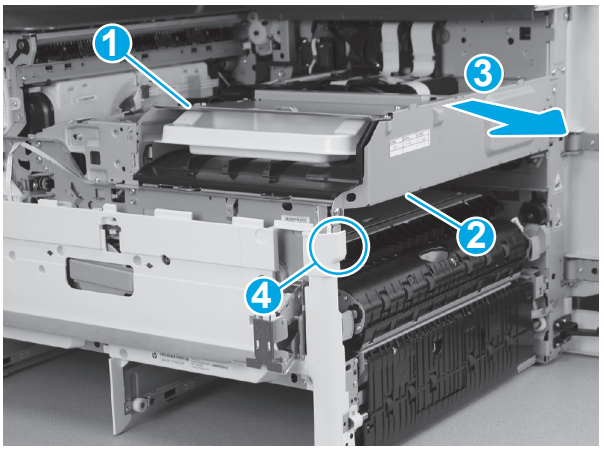
At the front of the printer, rotate the printhead FFC guide down (toward the printhead assembly) until it snaps into the locked position.
IMPORTANT: Make sure that the FFCs are fully on the printhead side of the sheet-metal chassis.
NOTE: An audible click is heard when the guide locks onto the printhead assembly.

8.10



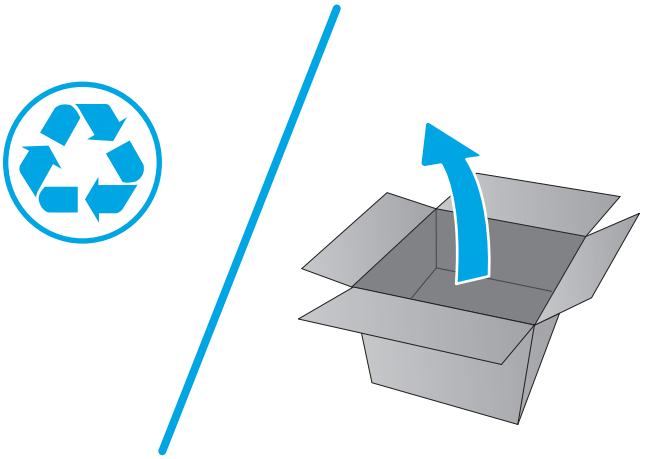
Remove three screws in the following order: Remove one screw (PB6; callout 1), remove one screw (PB7; callout 2), and then remove one screw (PB8; callout 3).
IMPORTANT: These screws **must** be removed/installed in the correct order.
REINSTALL TIP: **Tighten these screws in the following order**: Install one screw (PB6; callout 1), install one screw (PB7; callout 2), and then install one screw (PB8; callout 3)

8.11



Grasp the printhead print bar (callout 1) and the right side (callout 2) of the assembly, and then carefully slide it to the right (callout 3) to remove it.
IMPORTANT: Use the packaging material from the replacement printhead assembly to send the defective part back to HP.
NOTE: It might be necessary to slightly flex the corner (callout 4) of the lower front cover away from the printer chassis so that it does not interfere with the assembly.

9

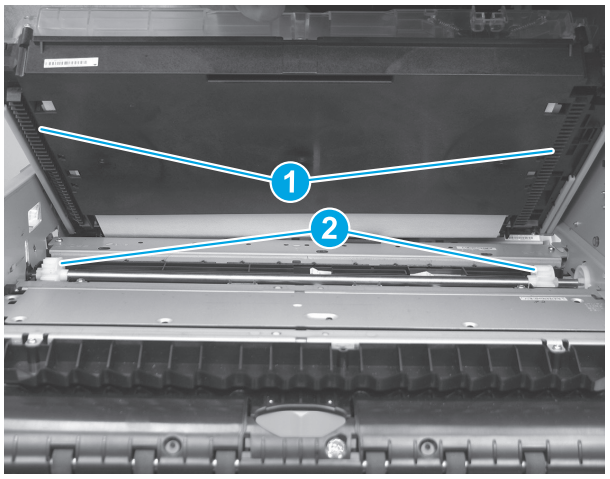


10

Reverse the removal steps to install the assembly. Also use the following special installation instructions.

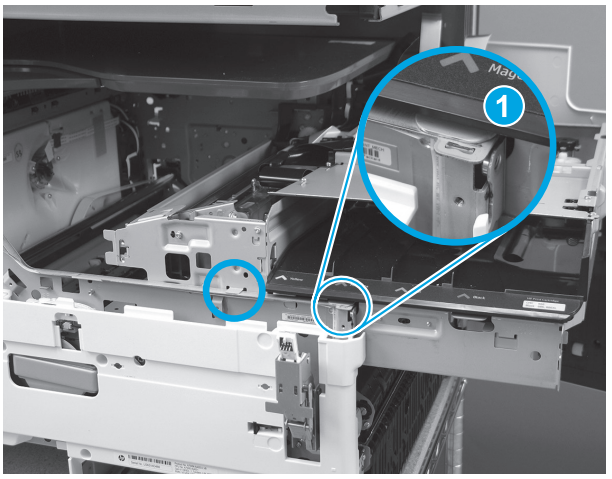
Special installation instructions: Replacement printhead and wiper assembly
CAUTION: Before reinstalling the printer covers, follow the steps in this section to make sure that the printhead assembly is correctly installed in the printer, it must be correctly aligned to prevent the wiper from binding during printer operation.

10.1



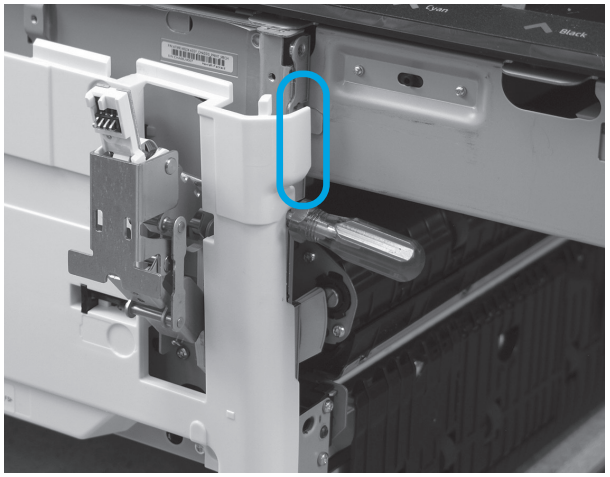
Before proceeding, take note of the engagement racks (callout 1) on the bottom of the printhead wiper and the drive wheels (callout 2) in the printer.

10.2



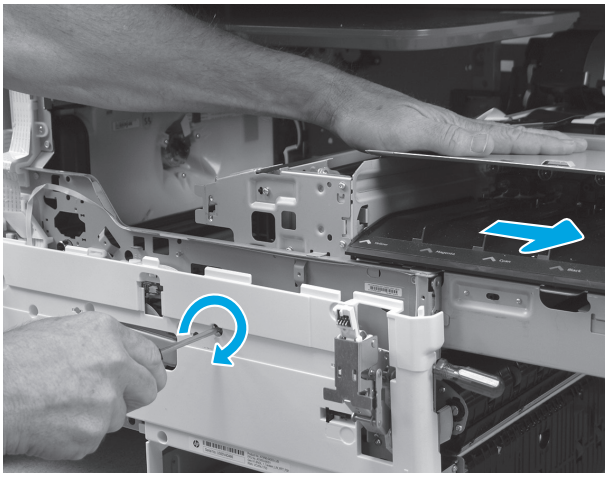
Partially install the printhead assembly into the printer until the first two tabs (front tabs shown) rest on the printer chassis.
IMPORTANT: When the middle tab (callout 1) is aligned with the printer chassis, the wiper engagement racks are engaged with the drive wheels. See **step 10.1**.

10.3



Use a small flat-blade screwdriver to carefully flex the corner of the lower front cover away from the printer chassis, this creates the required clearance for the printhead assembly to fully travel into the printer.

10.4



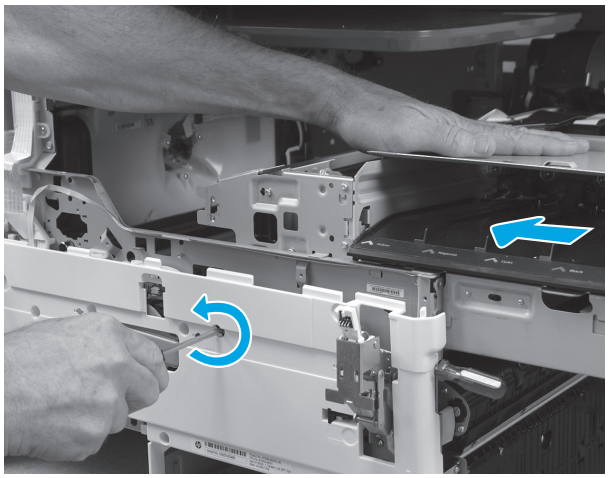
Push down on the top of the printhead assembly, and then turn the manual wiper movement shaft clockwise to *disengage* the wiper engagement racks from the drive wheels.

NOTE: If necessary, see **step 10.1**.

Use a #20 TORX driver to turn the manual wiper movement shaft

.

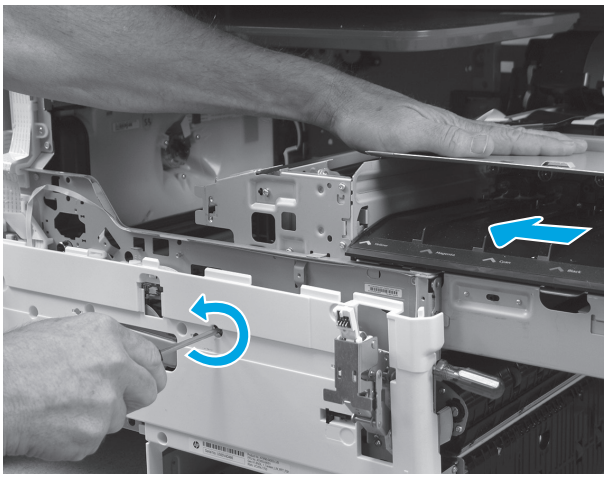
10.5



Continue to push down on the top of the printhead assembly, slightly slide it back into the printer, and then turn the manual wiper movement shaft counterclockwise to engage the wiper engagement racks with the drive wheels.

NOTE: this step ensures that the assembly is installed correctly aligned in the chassis.

10.6

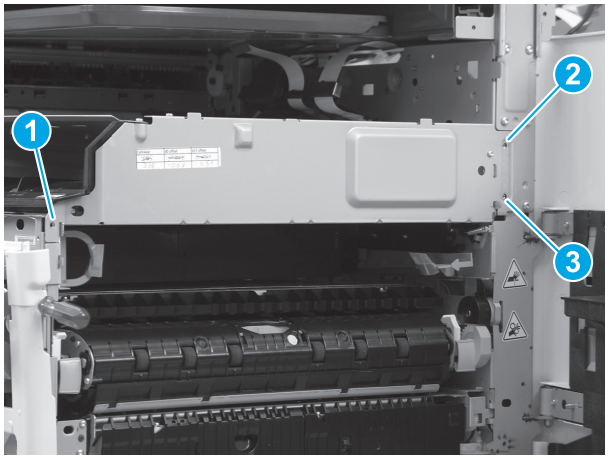


With constant down pressure on the printhead assembly, continue to turn the manual wiper movement shaft counterclockwise to pull the assembly fully into the chassis.

IMPORTANT: Down pressure on the assembly ensures that the engagement racks on the wiper do not ride up and over the drive wheels, which can cause the assembly to become misaligned in the printer.

TIP: If the printhead assembly is about 10 mm (0.5 in) from being fully in and will not slide in any further, the mounting screws at the rear of the printer (PB4 and/or PB5) might be protruding into the printhead cavity. Use a magnetized screwdriver to pull them back out.

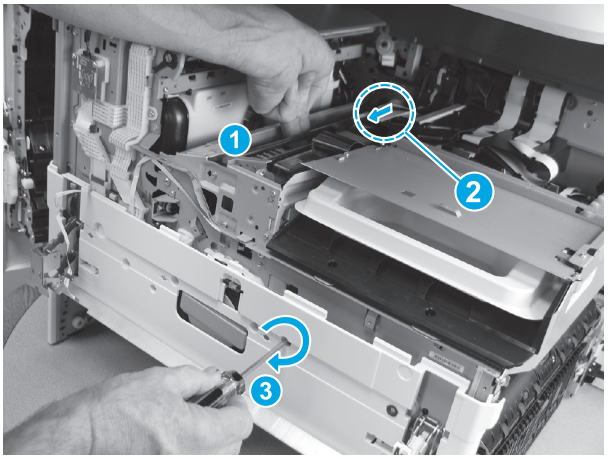
10.7



When the assembly is fully seated, install screw PB1 (callout 1), PB2 (callout 2), and then PB3 (callout 3) to keep the assembly from moving.

NOTE: Remove the flat-blade screwdriver, and continue the reinstall steps.

10.8

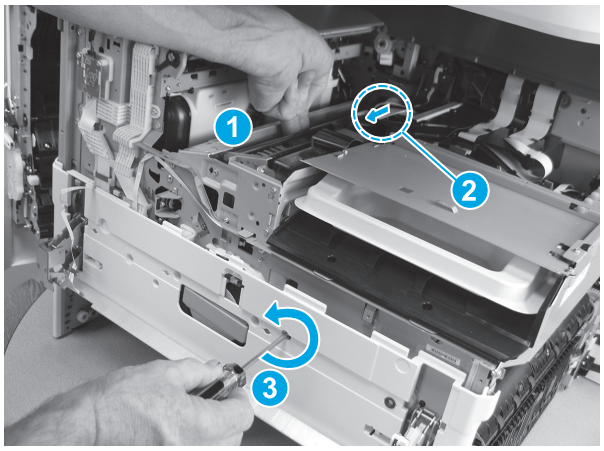


After all printhead assembly screws are installed (in the correct order), remove the wiper shipping restraints, and then do the following:

- Support the printhead bar (callout 1), and then disengage a spring loaded gear (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft clockwise (callout 3) to move the wiper away from the printhead (towards the right door).

CAUTION: Do not move the wiper so far away from the printhead that the engagement rack disengages from the drive wheels. If necessary, see **step 10.1**.

10.9

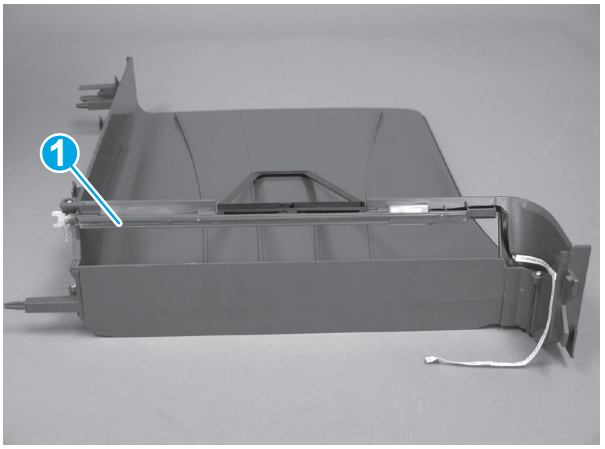


Continue to support the printhead bar (callout 1), verify that the spring loaded gear is disengaged (callout 2; pull it toward the front of the printer). Make sure the printhead is fully raised, and then turn the manual wiper movement shaft counterclockwise (callout 3) to move the wiper to its home position under the printhead.

NOTE: The wiper should move with little force required to turn the manual shaft. If excessive force is required to move the wiper, the printhead is not correctly aligned in the printer chassis.

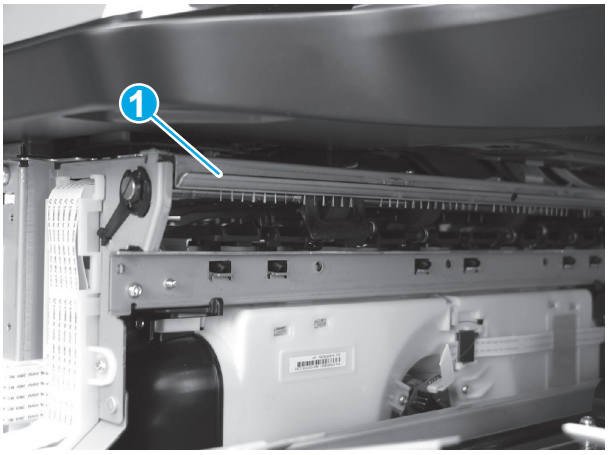
11

11.1



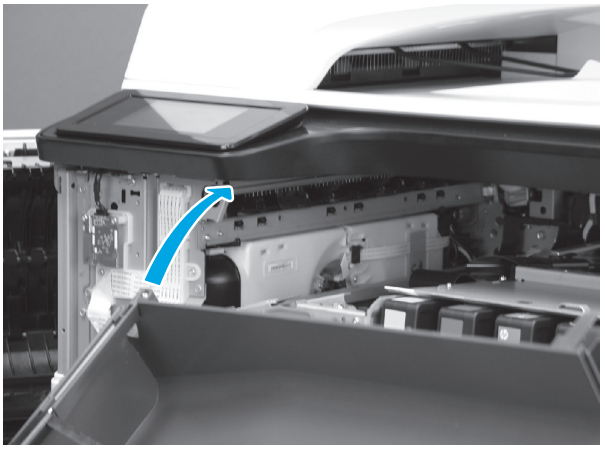
Reverse the removal steps to install the assembly. Also use the following special installation instructions.
SPECIAL INSTALLATION INSTRUCTIONS: Standard output bin
a. Before proceeding, locate the mounting rail (callout 1) on the output bin..

11.2



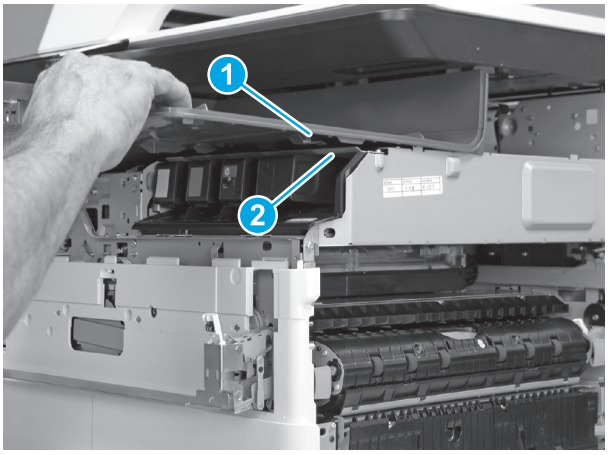
b. Before proceeding, locate the mounting rail (callout1) on the printer.

11.3



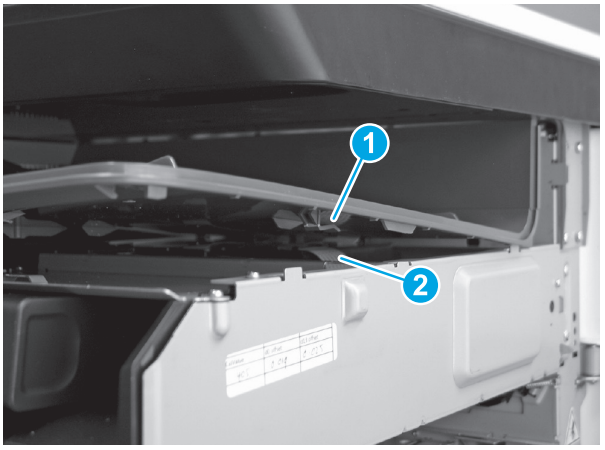
c. Align the mounting rail on the output bin with the mounting rail on the printer.

11.4



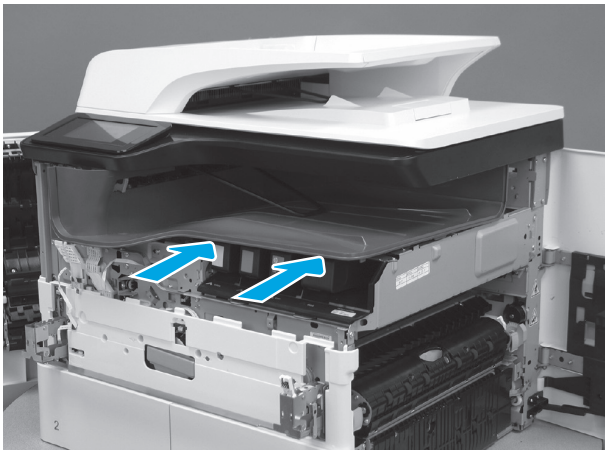
d. Slide the output bin about halfway in, and then slightly lift the right side of the output bin so that the inner clip (callout 1) will pass over the sheet-metal chassis (callout 2).

11.5



e. Continue to slide the output bin into place, and make sure that the inner clip (callout 1) engages the slot in the sheet-metal chassis (callout 2).

11.6



f. Slide the output bin straight onto the printer.
IMPORTANT: Slide the output bin completely into place. Make sure it slides straight onto the printer.

11.7

From the right side of the printer, check the tabs on the output bin. If it is correctly installed, these tabs are aligned with the hole in the chassis.
IMPORTANT: f the tabs are not aligned with the hole in the chassis and would require pushing in on the output bin to align them, the output bin must be removed and reinstalled (most likely the output bin mounting rail was not aligned and installed on the printer mounting rail).
NOTE: Do the following:

- Make sure that the output stack control arm shaft is engaged with its drive motor.
- Install the flaps on the output shaft (all models).
- **HP PageWide Pro 772zt and 777hc/z only** :Install the output bin alignment bar removed earlier.

12

SPECIAL INSTALLATION INSTRUCTIONS: Printhead assembly (remove the service fluid container)

CAUTION: A replacement service fluid container is supplied with a replacement printhead assembly.

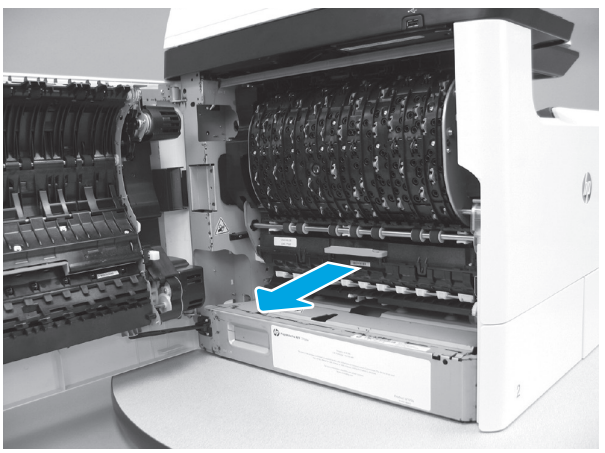
The replacement service fluid container must be installed before the printer power is turned on after installing the replacement printhead assembly. Follow the instructions below to remove the installed service fluid container.

IMPORTANT: Failure to install a replacement service fluid container might case an overflow-ink condition.

12.1

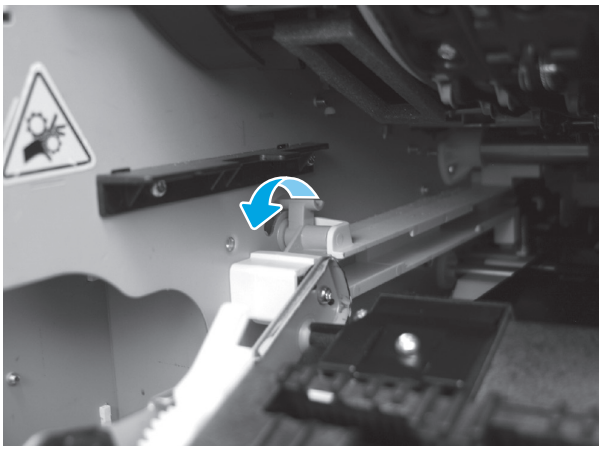
a. Open the left door.

12.2



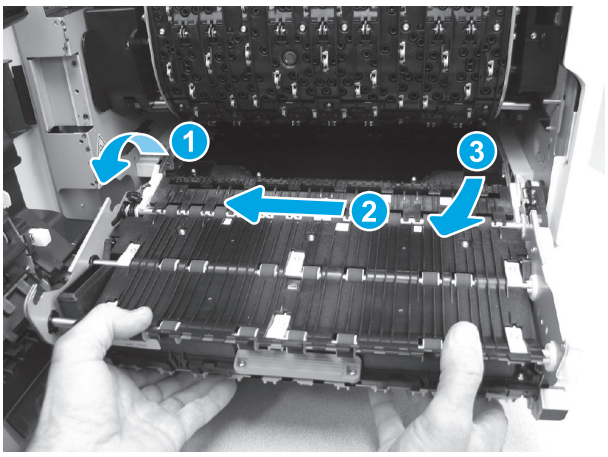
b. Grasp the green handle on the service fluid container, and then pull it straight out of the printer.

12.3



c. At the left side service fluid container mounting rail, rotate the blue latch to the open position.

12.4



d. Rotate the left mounting pin up and out of the rail (callout 1), slightly slide the service fluid container to the left (callout 2) to release the right mounting rail pin, and then remove the service fluid container (callout 3).

13

SPECIAL INSTALLATION INSTRUCTION: PRINTHEAD ASSEMBLY

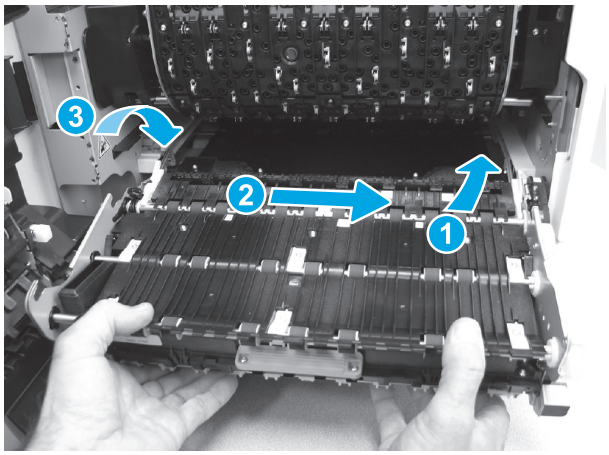
(install a replacement service fluid container)

CAUTION: A replacement service fluid container is supplied with a replacement printhead assembly. The replacement service fluid container **must be installed** before the printer power is turned on after installing the replacement print head assembly. Follow the instructions below to install a replacement service fluid container

NOTE: After the replacement fluid service container is installed, do one of the following

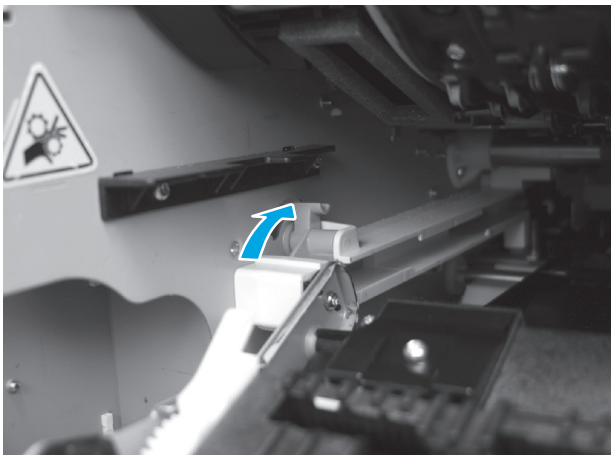
- **HP PageWide Pro 750/772/777**: go to **step 14**.
- **HP PageWide Enterprise 765/780/785**: go to **step 15**.

13.1



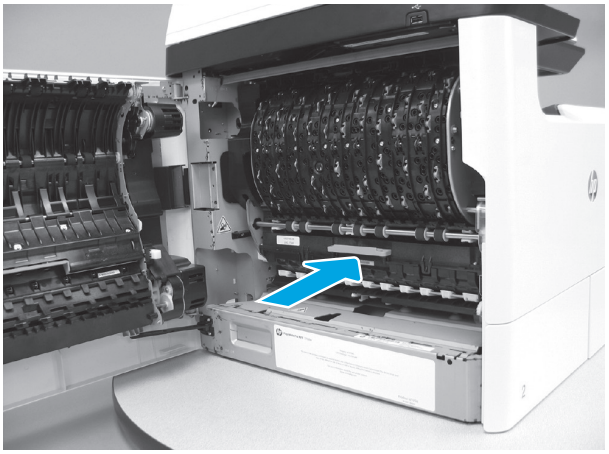
a. Position the service fluid container right rail pin in the mounting rail (callout 1/2), and then rotate the left rail mounting pin down and into the rail (callout 3).

13.2



b. At the left side service fluid container mounting rail, rotate the blue latch to the closed position.

13.3



c. Grasp the green handle on the service fluid container, and then push it straight into the printer.

13.4

d. Close the left door.

14

HP PageWide Pro 750/772/777
Complete the printhead installation
NOTE: **HP PageWide Enterprise 765/780/785:** go to **step 15.**

Complete the printhead assembly installation

IMPORTANT: Make sure that the start-up cartridges are installed before proceeding. Used cartridges might not contain enough ink to validate and initialize the replacement printhead assembly.

- In the unlikely event that a supply is missing or defective, substitute a regular full trade supply for the missing or defective supply. The initialization process uses a considerable amount of ink, so the substitute supply must be new to avoid an out of ink condition during printhead initialization.

NOTE: These processes use paper. Make sure that paper is loaded in the trays.

a. Turn the printer power on.

b. When the **New Printhead Assembly** in the Printer screen displays on the control-panel display, touch the **Next** button.

c. The **Service menu** sign in screen displays. Touch the **Enter Access Code** item.

d. Use the keypad to enter the following printer service access personal identification number (PIN), and then touch the **Done** button:
• 05075017

NOTE: It might take up to 2 minutes to enter the **Service** menu.

e. Touch the **Setup the Printhead** item.

f. Wait for the printhead validation process to complete. A page prints during this process. Discard this page.

NOTE: The printhead validation process takes about 2 to 3 minutes.

g. When prompted, touch **Continue** to initialize the printhead.

NOTE: The printhead initialization process takes about 25 minutes. Several pages print during this process. Discard these pages.

h. After the printhead initialization process is complete, touch the **OK** button, touch the **Done** button, and then touch the **Exit** button. Touch **Normal** to leave the **Service menu** (the printer restarts in Normal mode).

i. Print a print quality report, and then verify that the print quality is acceptable.

TIP: To get further assistance in print-quality troubleshooting, go to www.hp.com/support/pagewidecolor750, or www.hp.com/support/pagewidecolor772MFP and select **PQ Troubleshooting Tools**.

Print a print quality report

a. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.

b. Open the following menus:

- **Troubleshooting**
- **Print Quality**
- **Diagnostic Pages**

c. Select the **Print a Print Quality Report** item to print the page.

15 HP PageWide Enterprise 765/780/785 Complete the printhead installation

IMPORTANT: Make sure that the start-up cartridges are installed before proceeding. Used cartridges might not contain enough ink to validate and initialize the replacement printhead assembly.

- In the unlikely event that a supply is missing or defective, substitute a regular **full** trade supply for the missing or defective supply. The initialization process uses a considerable amount of ink, so the substitute supply must be new to avoid an out of ink condition during printhead initialization.

NOTE: The initialization process takes about 26 minutes to complete. Several pages might print during this process. Discard these pages.

Once the initialization process begins, the installed replacement printhead is paired to the printer. If it is removed before initialization begins, it is still considered a new printhead assembly.

TIP: The initialization process uses paper Make sure that paper is loaded in the Tray 2.

At the control panel, do the following:

Setup the printhead

a) Turn the printer power on (prompts appear on the control-panel display for the following steps).

b) When the **Set up Printhead Assembly** screen appears on the control-panel display, select the Start button to begin the process.

c) When the **Sign In** screen appears on the control-panel display, type in the following service access personal identification number (PIN) for the printer:

- 09078017 (MFP 780/785)
- 09076517 (SFP 765)

d) Select the **Sign In** button to enter the **Service** menu.

NOTE: After singing in, the **Advanced Service** menu opens.

e) Several printhead validation screens appear on the control-panel display. When prompted, select the Continue button to finish the printhead initialization.

IMPORTANT: When initializing is completed, the printhead is permanently paired to the printer.

NOTE: Do not turn the printer power off during printhead initialization. Printing is not available while the printhead is initializing (other functions, like printer configuration settings, might be available during this process.

Verify drop detect status

a) From the Home screen on the printer control panel, scroll to and select **Support Tools**.

b) Select **Service** to display the **Sign In** screen.

c) Make sure that **Service Access Code** displays in the **Access Type** area.

d) Type in the following service access personal identification number (PIN) for the printer:

- 09078017 (MFP 780/785)
- 09076517 (SFP 765)

e) Select the **Sign In** button to enter the **Service** menu.

f) Select the **Advanced Service** item, select **Service Reports,** select **Printhead Assembly Report** checkbox, and then select the **Printer** icon to print the report.

g) Verify that the **32. Drop Detect Status** line item is **Enabled**.

h) If line item **32** is **Disabled**, do the following:

1. From the main **Service** menu screen, open the following menus:
   - **Advanced Service**
   - **Calibration/Cleaning**
2. Select the **Perform Drop Detect** item, and then select the Start button.

Verify print quality

a) Print a **Print Quality Report**, and then verify that the print quality is acceptable. From the Home screen on the printer control panel, scroll to and select **Support Tools**.

b) Open the following menus:

- **Troubleshooting**
- **Print Quality Pages**

c) Select the **Print Quality Report** item, and then select the **Print** button to print the page.

TIP: To get further assistance in print-quality troubleshooting, go to:
www.hp.com/support/pwcolor760
www.hp.com/support/pwcolor780MFP
www.hp.com/support/pwcolor785MFP
www.hp.com/support/pwcolorE75160
www.hp.com/support/pwcolormfpE77650
www.hp.com/support/pwcolormfpE77660

and select **PQ Troubleshooting Tools**.

产品中有害物质或元素的名称及含量

根据中国《电器电子产品有害物质限制使用管理办法》

部件名称	有害物质					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
机械/结构部件	0	0	0	0	0	0
电气/电子部件	X	0	0	0	0	0

6752-17

本表格依据 SJ/T 11364 的规定编制。

0：表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。

X：表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。

此表中所有名称中含 “X” 的部件均符合欧盟 RoHS 立法。

注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件

Restriction on Hazardous Substances statement (India)

This product, as well as its related consumables and spares, complies with the reduction in hazardous substances provisions of the "India E-waste Rule 2016." It does not contain lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 weight % and 0.01 weight % for cadmium, except where allowed pursuant to the exemptions set in Schedule 2 of the Rule.

Tehlikeli Maddelere İlişkin Kısıtlama ifadesi (Türkiye)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

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