



Repairing HP Deskjet 6840 Rubber Paper Feed Rollers

When there is a problem printing located inside...

Written By: Magnolia



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)

Step 1 — General Device



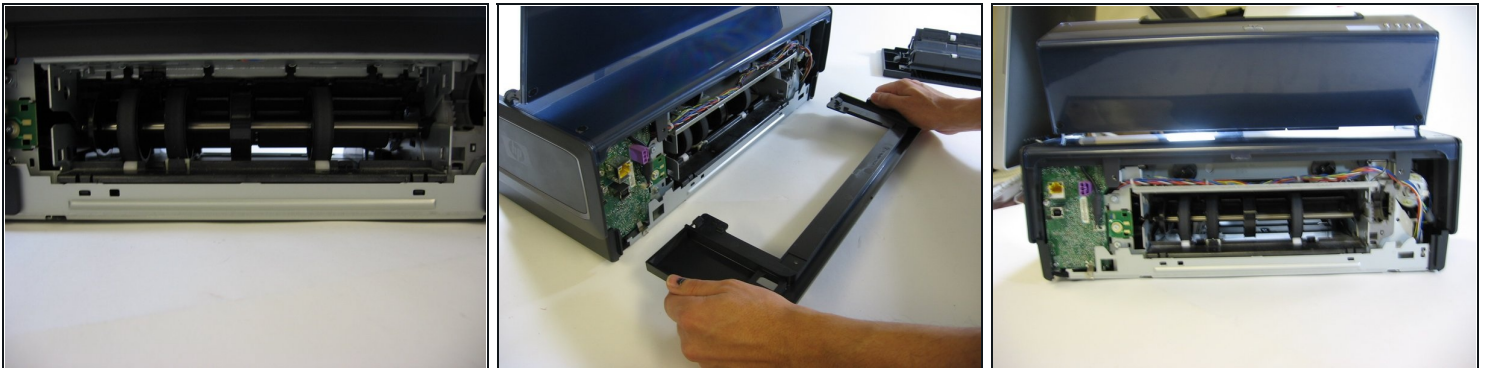
- Turn the printer so the back of it is facing you.

Step 2



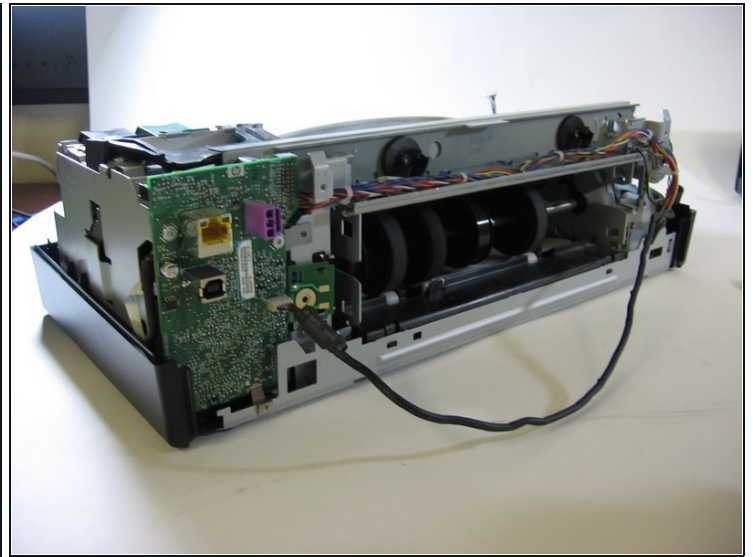
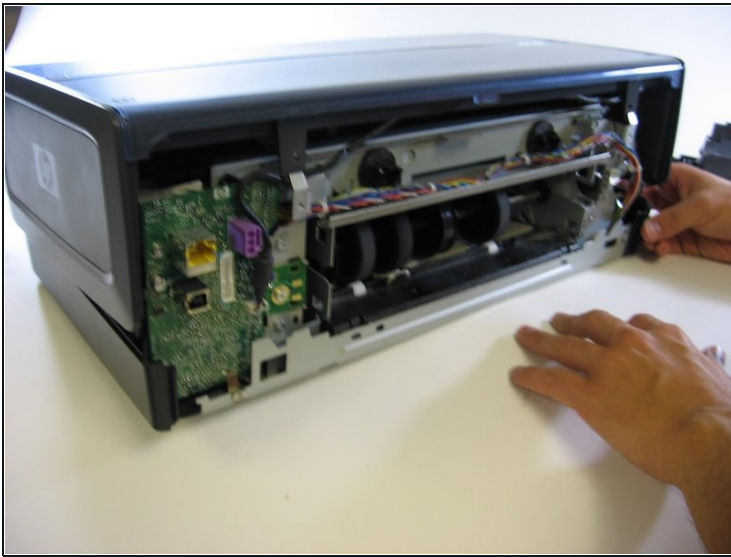
- Use two fingers to simultaneously press the two grooves on the back of the printer down and in.
- ⓘ This will release the panel from the printer.
- Pull the panel off of the printer.

Step 3



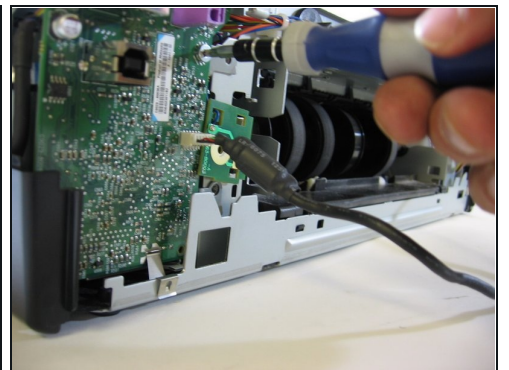
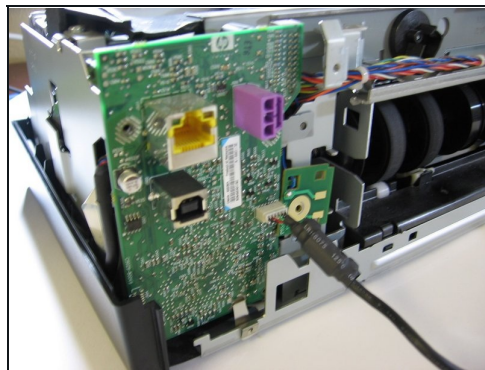
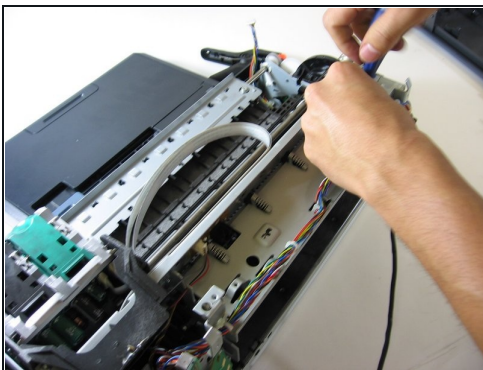
- Use a screwdriver to remove each visible screw.
- Pull out and remove the rear support structure using two hands.

Step 4



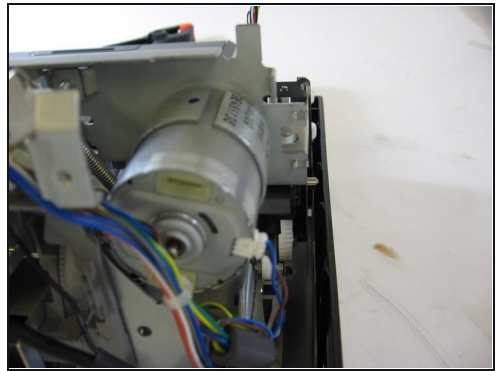
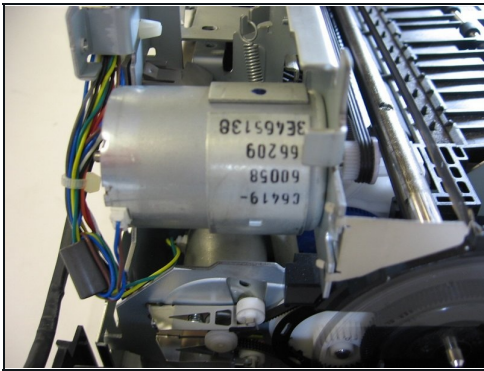
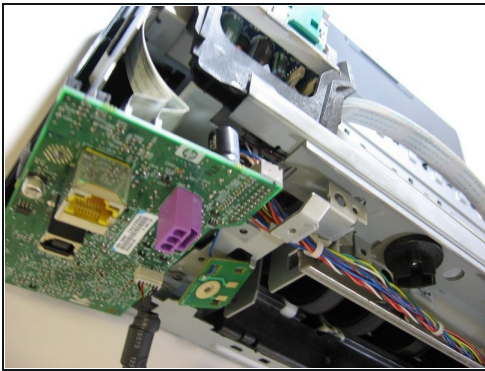
- Carefully remove the shell that encases the internal parts of your printer.
- Gently remove the shell from the base of the printer by placing your hands at the corners and firmly lifting the shell until it pops off of the base. Do not pry or bend the shell.
- ① Carefully detach wires that connect the shell to the printer's internal parts.

Step 5



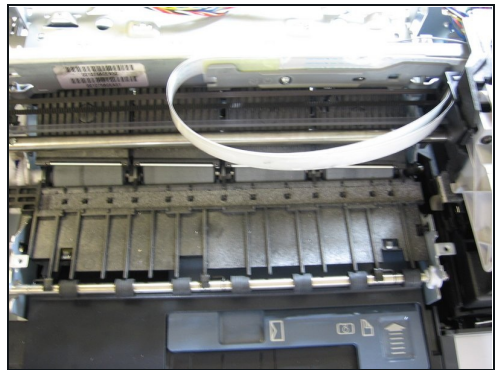
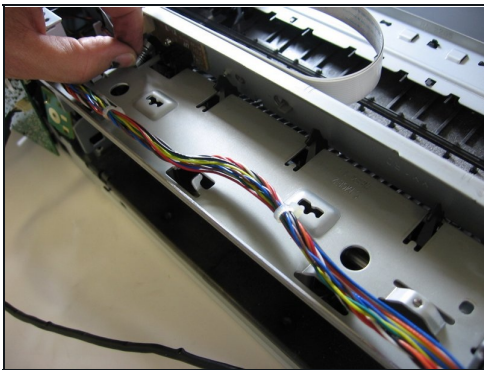
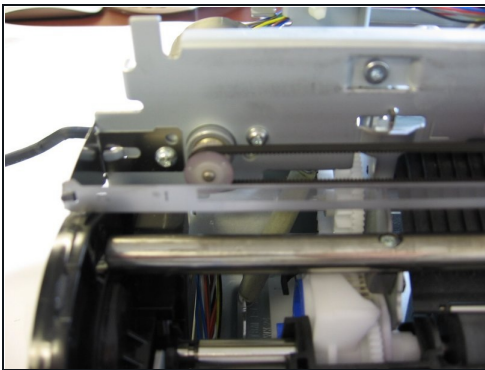
- Use a screwdriver to remove the screws from the printer carriage assembly and the green plastic motherboard.
- Gently loosen the motherboard from its base, but don't completely pull it out.

Step 6



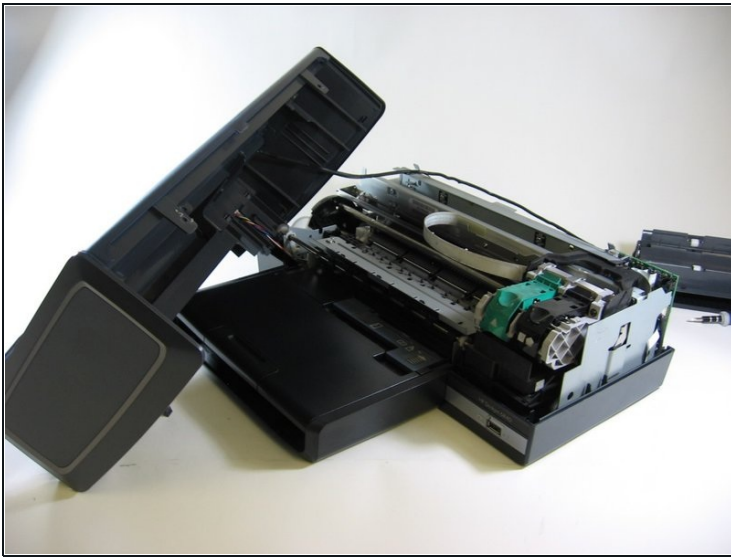
- Use a screwdriver to remove the screws from the motor carriage.
- Remove the screws from the motor housing if you need to replace the motor.
- Remove the motor from the housing using your fingers.
- Replace the motor with a new one if needed.

Step 7



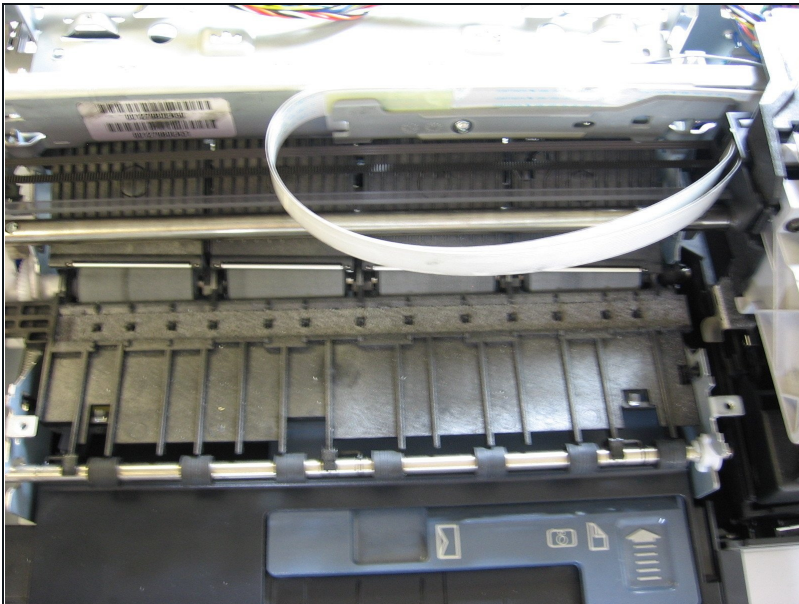
- By now, your printer should look like the one in the photograph.
- Use a screwdriver to remove any remaining screws.

Step 8 — Repairing HP Deskjet 6840 Rubber Paper Feed Rollers



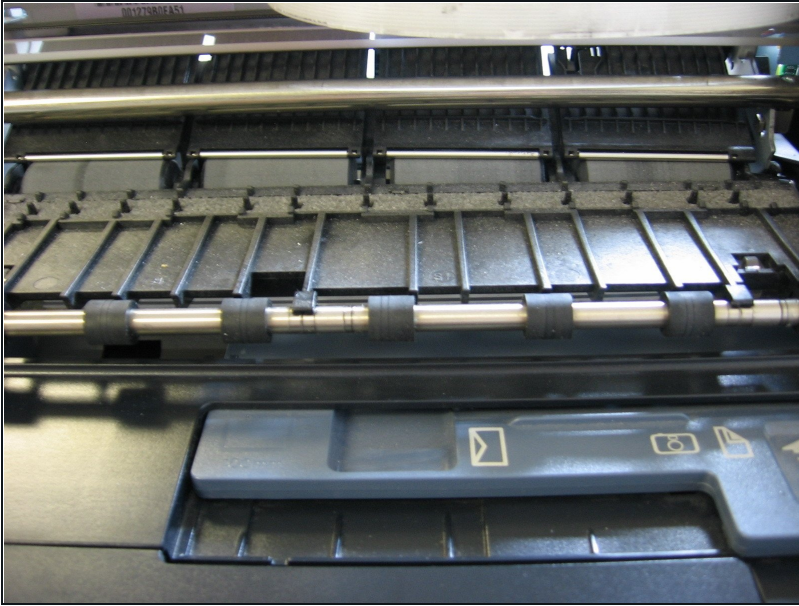
- Once you have removed the device top case using the [General Device Disassembly Guide](#), then you can access the rubber paper rollers, located near the front, holding the silver bar in place.

Step 9



- 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 10



- 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.