

***Replace roller, turn off then on message on control panel
HP CP2025/CM2320MFP/M351/M451/M475MFP/M476MFP***

Customer is getting 'Replace roller. Turn off then on' message on Control Panel. The cassette paper pick-up roller is used or damaged and must be replaced after printing.

This message only appears for the tray 2 pick-up roller.

In this case, try the following:

- Shut the printer off and then power it on again to check if the message remains.
- On tray 2, check the guides and that the plate can lift up without problem.



Cassette paper pick-up roller

If the message remains, replace the following part:

- Cassette (Tray2) Pick-Up Roller Assembly

This operation requires to access to the secondary menu of the printer. (*See Technical Tip "Replace pickup roller, Secondary service mode in Laser Pros Technical Library"*)