

1. HP LaserJet Pro M402, M403 - Replace the toner cartridge

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1. Introduction

The following information provides details about the toner cartridge for the printer, and it includes instructions to replace it.

2. Toner-cartridge information

This printer indicates when the toner cartridge level is low and very low. The actual toner cartridge life remaining can vary. Consider having a replacement cartridge available to install when print quality is no longer acceptable.

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth about its horizontal axis. For graphical representation, see cartridge replacement instructions. Reinsert the toner cartridge into the printer and close the cover.

To purchase cartridges or check cartridge compatibility for the printer, go to HP SureSupply at www.hp.com/go/suresupply. Scroll to the bottom of the page and verify that the country/region is correct.

Capacity	Description	Cartridge number
HP 26A Black Original LaserJet Toner Cartridge NOTE: M402 models only	Standard-capacity replacement black toner cartridge	26A
HP 28A Black Original LaserJet Toner Cartridge NOTE: M403 models only	Standard-capacity replacement black toner cartridge	28A
HP 26X High Yield Black Original LaserJet Toner Cartridge NOTE: M402 models only	High-capacity replacement black toner cartridge	26X

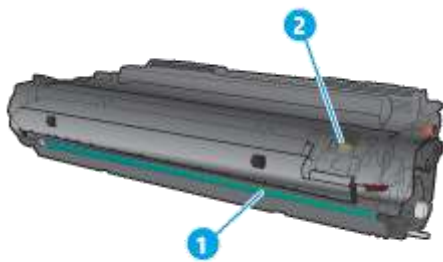
Capacity	Description	Cartridge number
HP 28X High Yield Black Original LaserJet Toner Cartridge) NOTE: M403 models only	High-capacity replacement black toner cartridge	28X

NOTE:
 High-yield toner cartridges contain more toner than standard cartridges for increased page yield. For more information, go to www.hp.com/go/learnaboutsupplies.
 Do not remove the toner cartridge from its package until it is time to replace it.

CAUTION:
 To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

The following illustration shows the toner-cartridge components.

Figure : Toner-cartridge components



1. Imaging drum Do not touch the imaging drum. Fingerprints can cause print-quality problems.
2. Memory chip

CAUTION:
 If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

NOTE:
 Information about recycling used toner cartridges is in the toner-cartridge box.

3. Remove and replace the toner cartridge

1. Press the front-door-release button.

Figure : Open the front door



2. Open the front door.

Figure : Open the front door



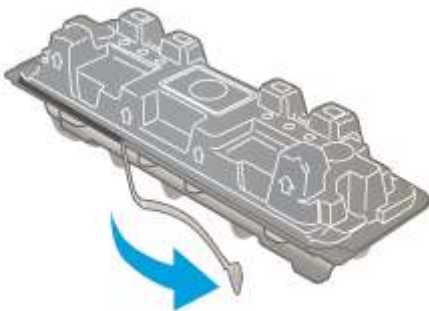
3. Remove the used toner cartridge from the printer.

Figure : Remove the toner cartridge



4. Remove the new toner cartridge package from the box, and then pull the release tab on the packaging.

Figure : Open new toner cartridge packaging

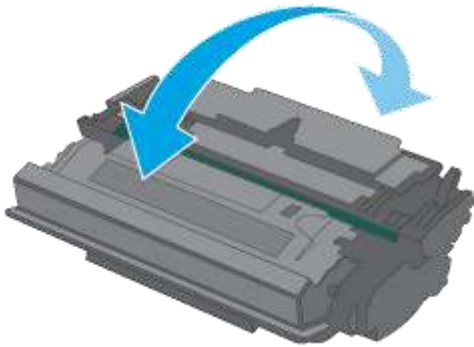


5. Remove the toner cartridge from the opened packaging shell. Place the used toner cartridge in the shell for recycling.

Figure : Remove cartridge from packaging



6. Hold both ends of the toner cartridge and rock it 5-6 times.



7. Align the toner cartridge with the tracks inside the printer, and install the toner cartridge until it is firmly seated.

Figure : Install the toner cartridge



8. Close the front door.

Figure : Close the front door

