Brother MFC-490CW Print head Replacement

If your Brother MFC-490CW printer has begun...

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INTRODUCTION

If your Brother MFC-490CW printer has begun printing faded or streaked documents, has received a message requesting to change the printhead, or must have the printhead cleaned continuously between printing documents it might be time to replace the printhead.

If you are having difficulty with your printer, please review the [troubleshooting page](#) before proceeding with replacing the printhead.

The following guide will lead you step by step through the process of replacing the printhead. It is important to have the correct tools listed below and enough time set aside to efficiently replace the printhead.

Remember to always unplug any electrical device prior to beginning any work to prevent any electrical issues or risk being shocked.

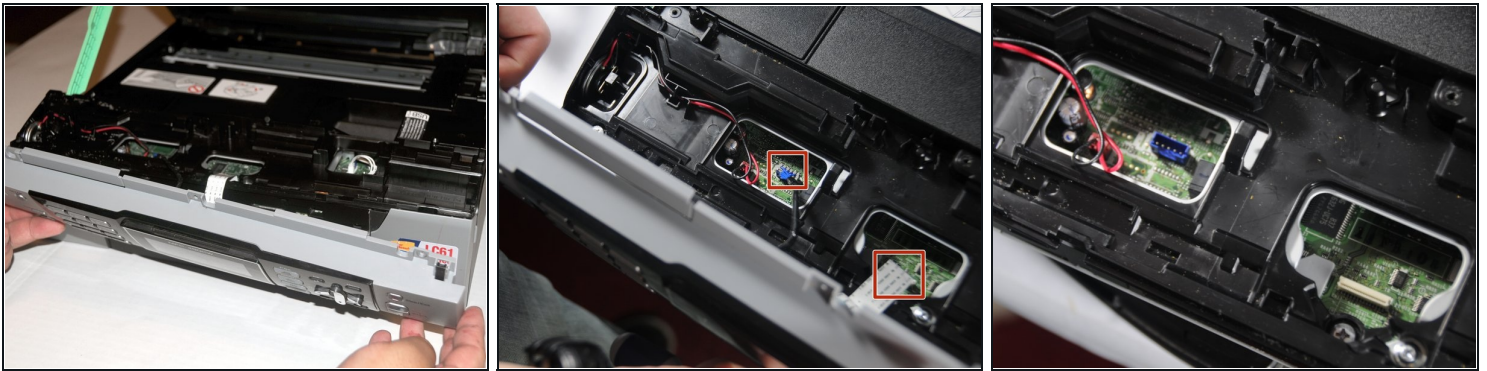## 🔧 TOOLS:

[Phillips #2 Screwdriver](#) (1)
[Spudger](#) (1)

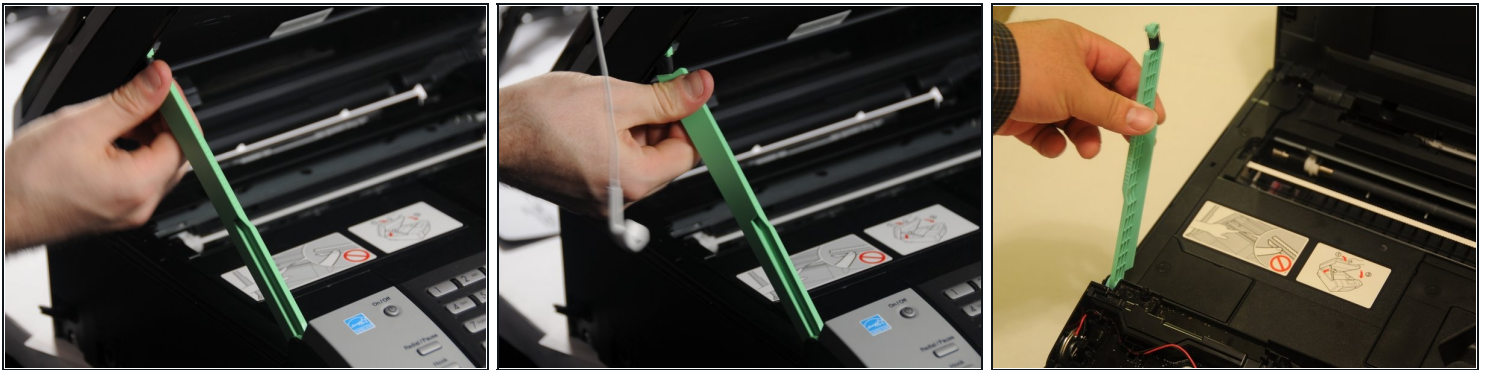## Step 1 — Remove screws holding the front panel

- Use a Phillips #2 screwdriver to remove the three 12.1 mm screws holding the control panel in place.

Step 2 — Unplug the panel from the rest of the printer


- Lift up the front panel from the device.

- Gently lift up and disconnect the data cables that attach the panel to the printer.

Step 3 — Separate the arm holding scanner unit

ⓘ Before removing the unit, apply 2 or 3 pieces of tape to secure the top and bottom of the unit.

- Lift the scanner unit.

- Gently twist the top portion of the arm.
  ⓘ The top portion should release from the scanner unit.

- Rotate the arm approximately 45 degrees to remove the bottom portion of the arm from the device.

Step 4 — Remove the scanner unit from the device
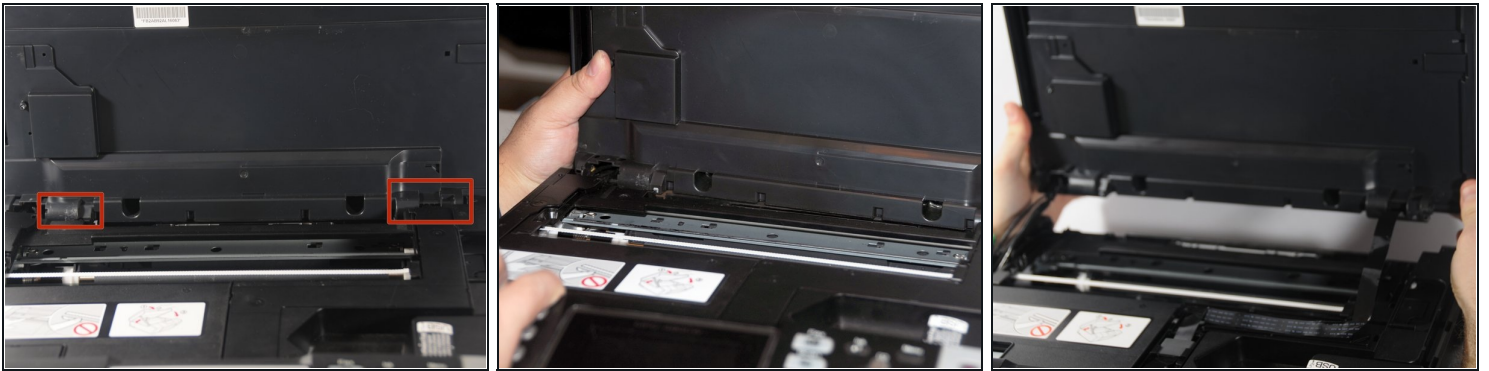
- Slide the unit either to the left or right and begin to push the unit away from the device.

- Once one hinge is separated from the device, begin to remove the other hinge from the device.

- Gently place the unit on the work surface.

⚠ Be careful not to pull too hard. the wires connecting the unit to the device must be removed.

Step 5 — Remove left wire panels

ⓘ While it is not necessary to use a prying tool, using one may make it easier to lift the panels.

- Starting from the back of the printer, use the exposed portion of the panel to gently pry the panel up from the printer.

Step 6 — Remove right wire panel

- From the back of the device, use the exposed portion of the panel to begin to lift the panel away from the device.
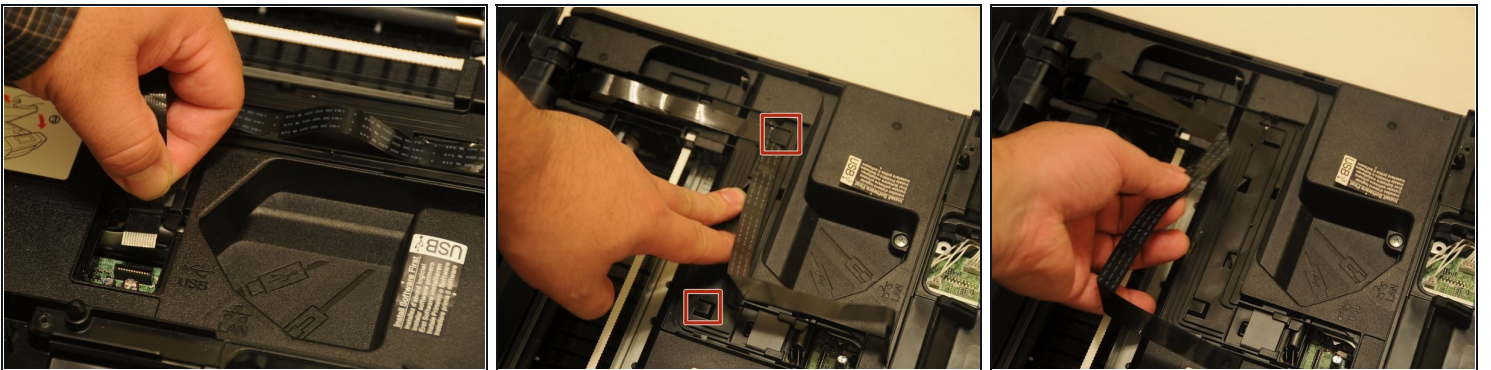
Step 7 — Removing left set of power cables
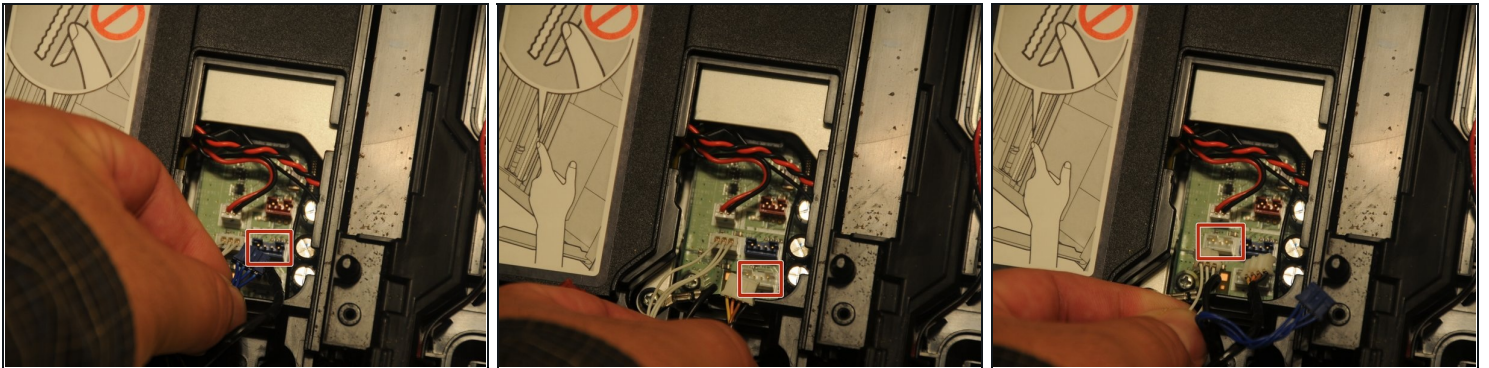
- ⓘ Before removing the cables, create a diagram of the locations of the different cables with some tape or Post-Its.

- ● Remove the three power cables that connect the scanner to the motherboard.

Step 8 — Remove the ground wire

- Use a Phillips #2 screwdriver to remove the 12.1 mm screw to remove the ground wire.

Step 9 — Remove data cable

- Gently pull the data cable away from the motherboard.

- Slide the cable out of the slots to remove the cable from the device.

- The scanner unit is now separated. Place the unit and ground screw in a safe part of the workspace until needed for re-assembly.

Step 10 — Remove front screws of the device cover
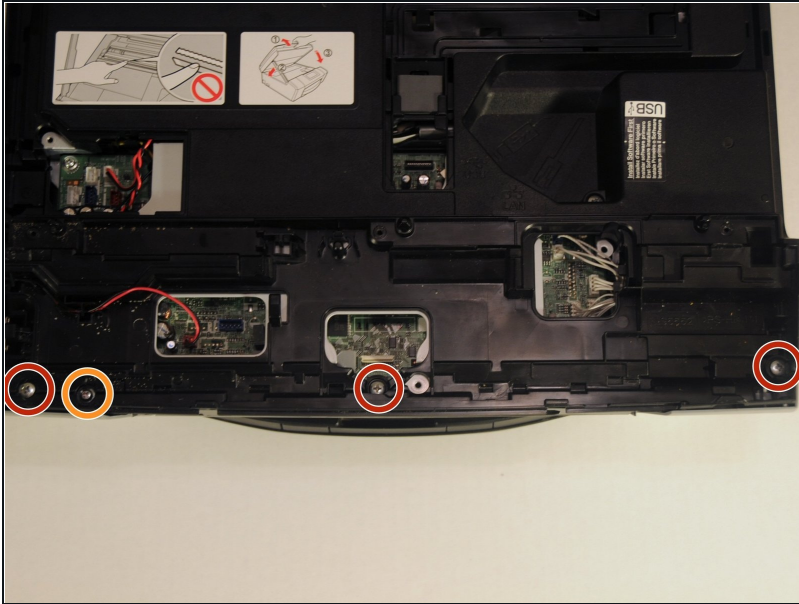
- Use the Phillips #2 screwdriver to remove the three 14.1 mm screws.

- Use the Phillips #2 screwdriver to remove the 12.1 mm screw.

Step 11 — Remove the paper tray

- Pull the paper tray away from the device.

Step 12 — Remove center screw near the USB and ethernet ports

- Use the Phillips #2 screwdriver to remove the 8 mm screw at the center of the device.
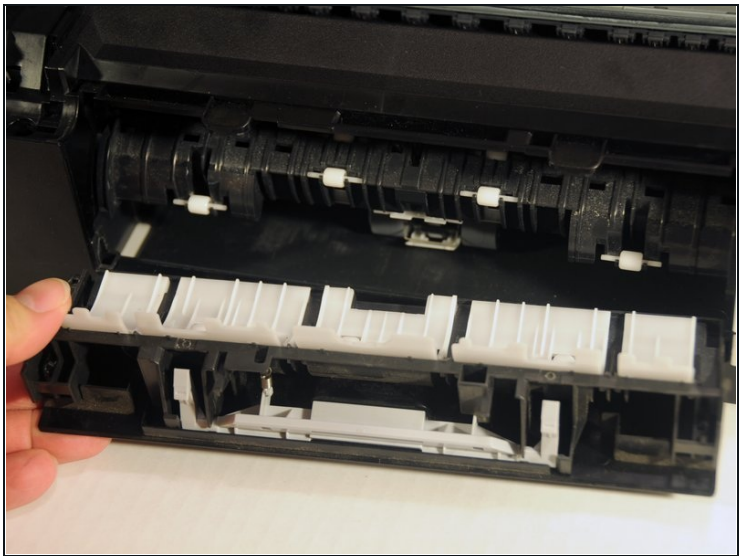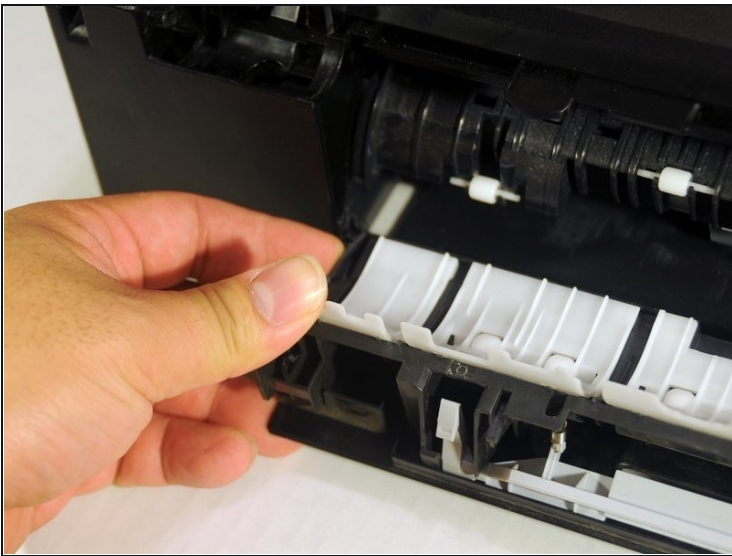
Step 13 — Remove rear panel screws
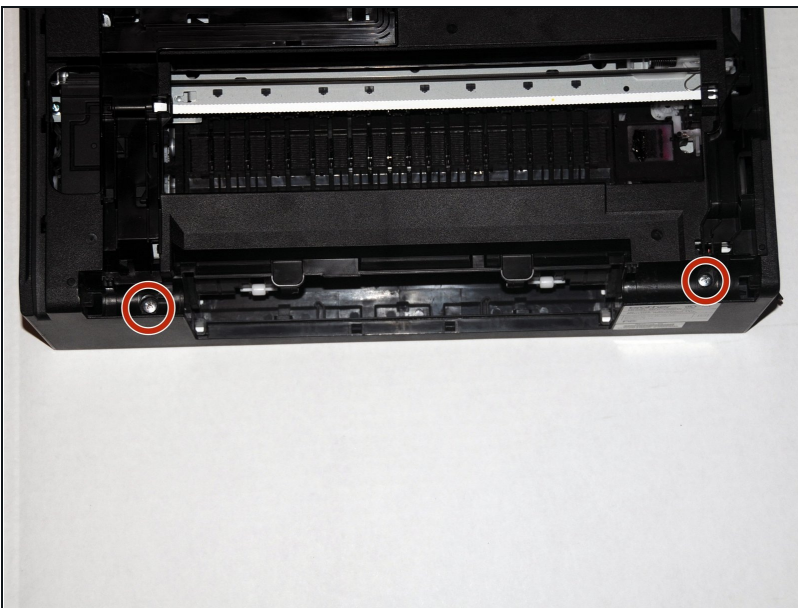
- Use the Phillips #2 screwdriver to remove the two 14.1 mm screws holding the panel in place.

Step 14 — Remove red power cable

ⓘ This cable needs to be removed to allow the removal of the device cover.

● Gently remove the red power cable from the motherboard.

Step 15 — Remove paper jam clear cover

● Gently push the upper-left tab of the cover and separate the hinged portion of the cover from the rest of the device.

● Once one side is free, slide the other side away from the device.

● Pull the cover away from the device.

Step 16 — Remove the device cover
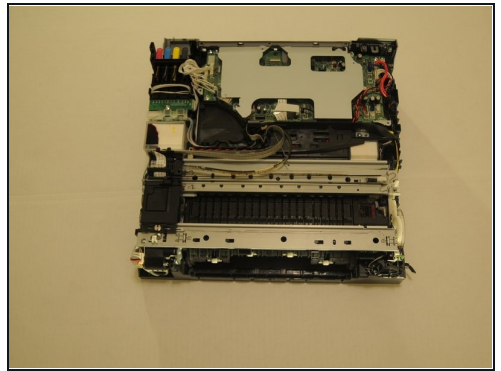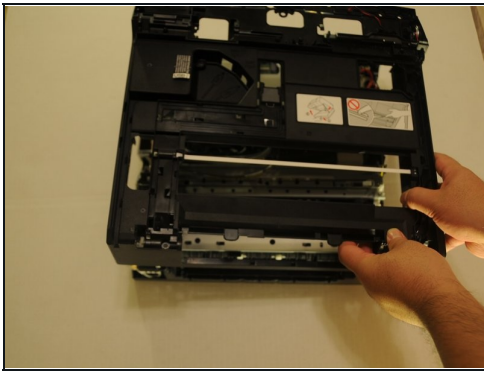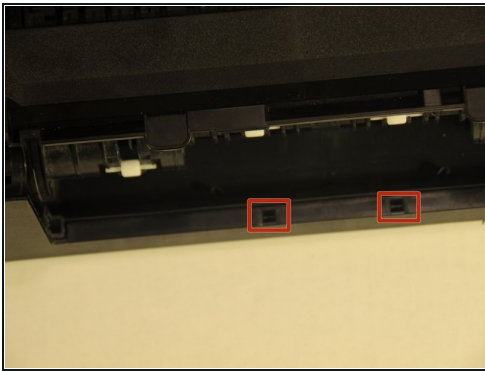
- Using a spudger, loosen the two clipped portions of the cover located at the back-center of the cover.

- Once the clips are free the rest of the cover can be lifted up and away from the device.

Step 17 — Release the clear print head guide wire
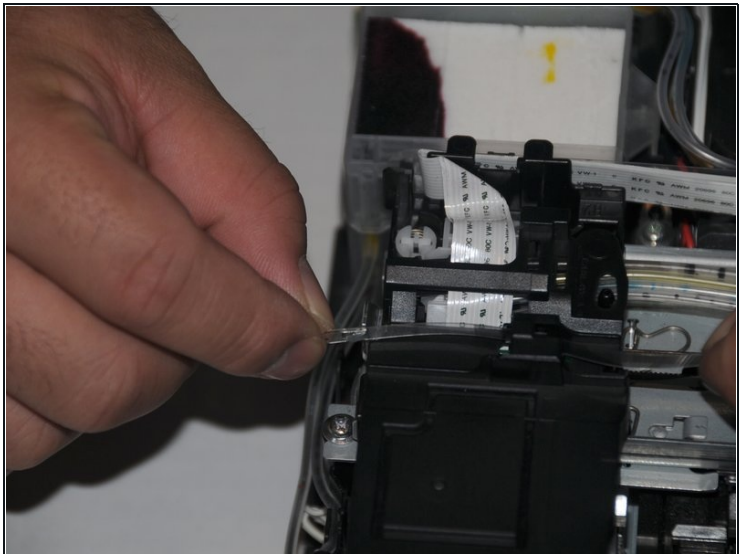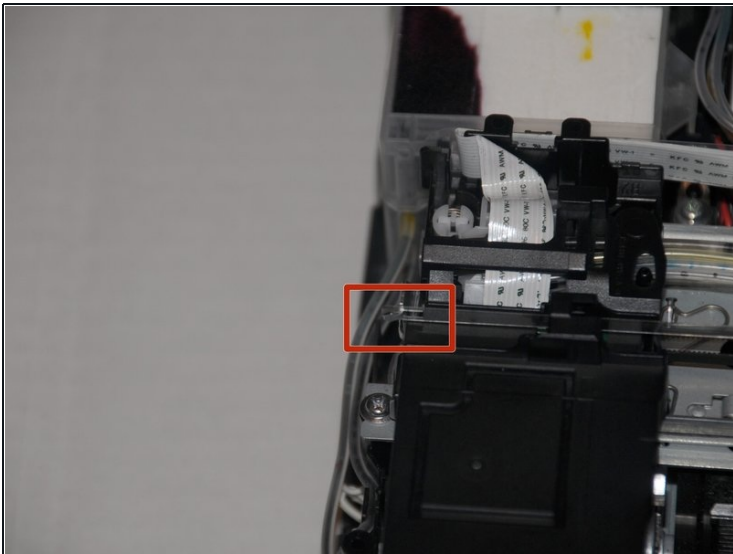
- Gently pull the wire to the left so the end of the wire is released.

- Slide the wire away from the top of the print head unit.

## Step 18 — Releasing the print head from the carriage
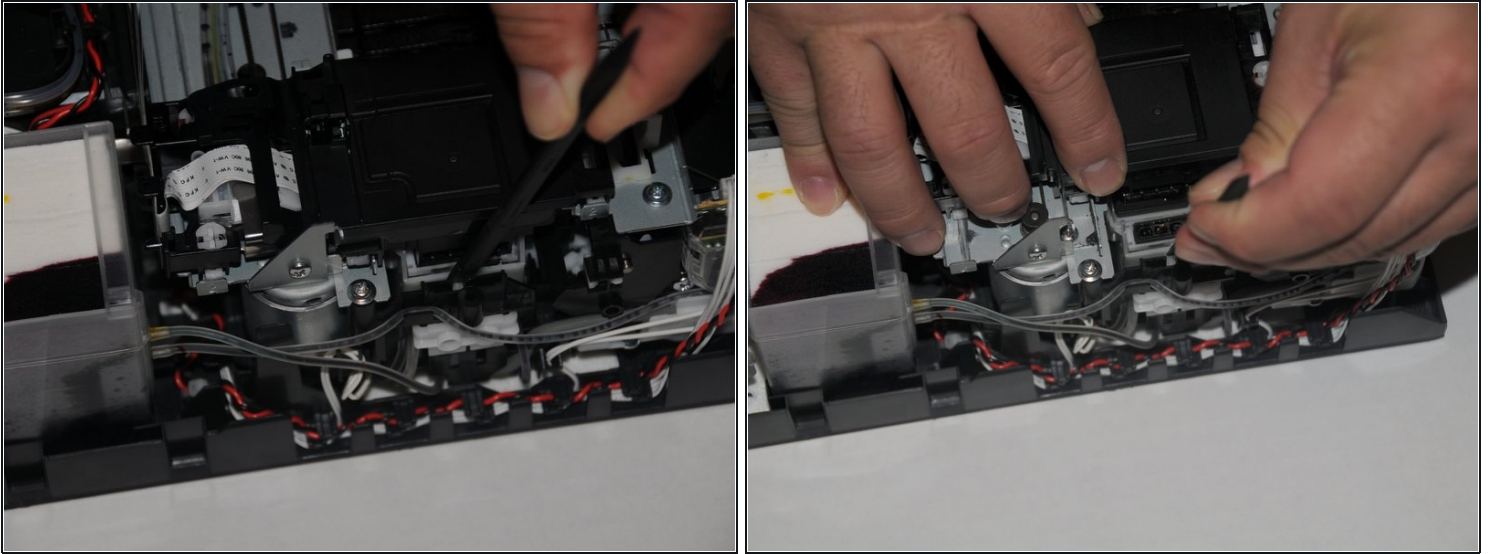
- Using a spudger, press down on the plastic housing of the carriage that the print head rests on.

- Slide the print head to the left of the device.

## Step 19 — Removing the print head from the rails.
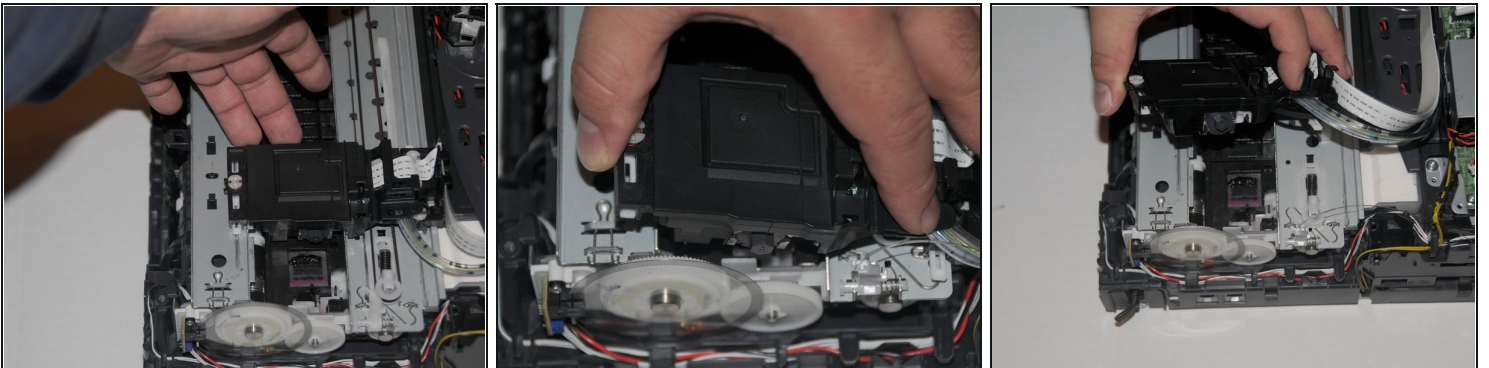
- Slide the print head until it is at the end of the rail.

- Push the print head unit towards the back of the device and lift the unit from the back rail.

- Gently release the other end of the print head to remove it from the front rail.

Step 20 — Release the print heat conveyor
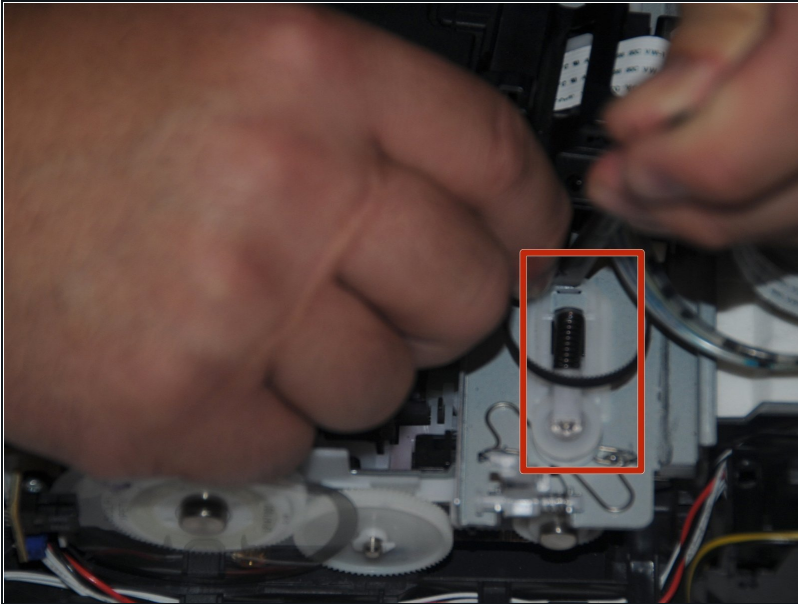
- Using the spudger, press the spring section of the white pulley.

- Release the conveyor from the pulley while the spring is still compressed.

- Remove the conveyor from the gear on the other side of the device.

- ⓘ Optional: Slide the conveyor off the print head.

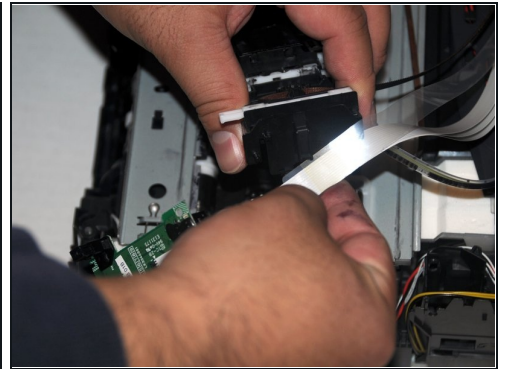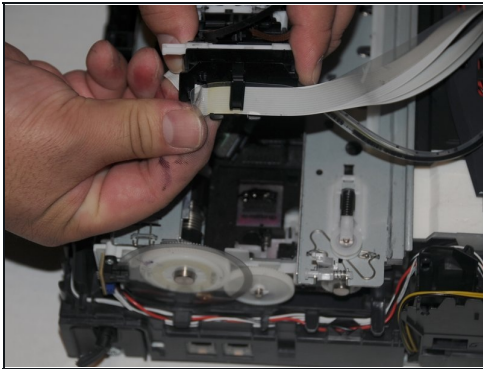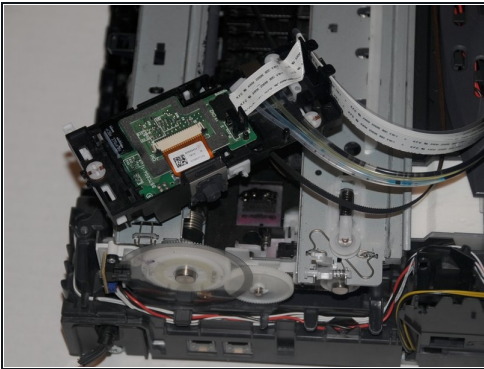## Step 21 — Opening the top print head cover.
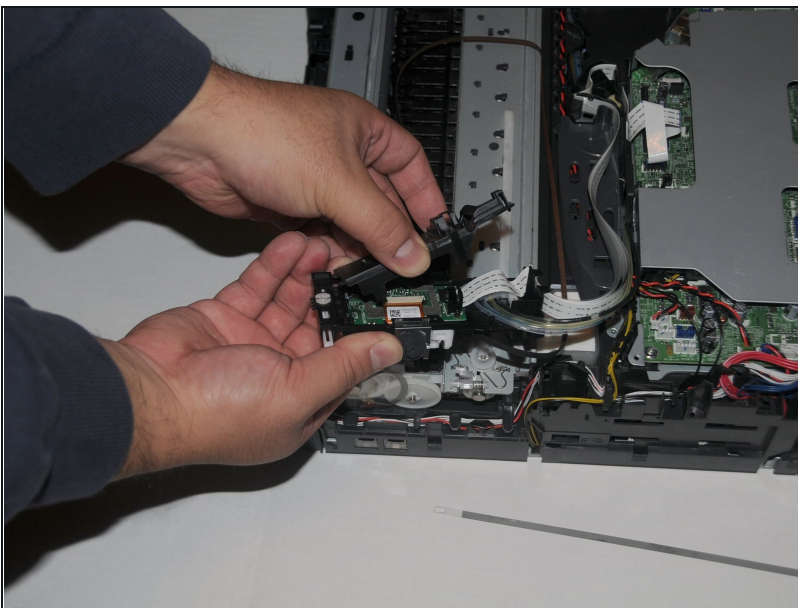
- Squeeze the ends of the cover, then release the cover, revealing the processor unit.

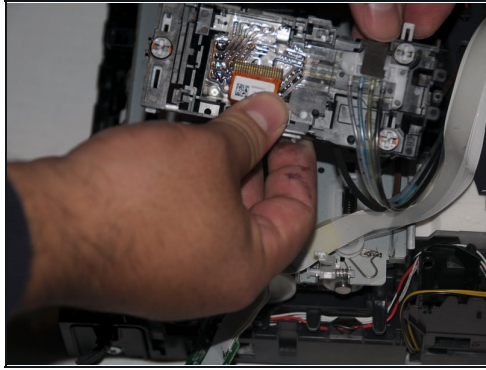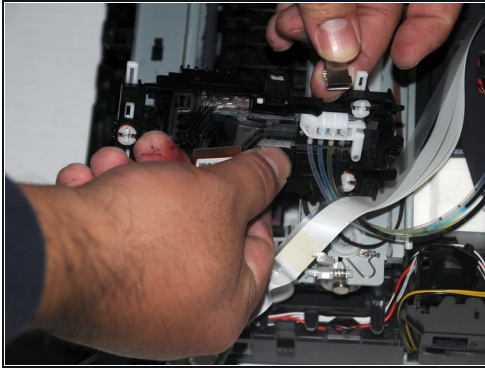**Step 22 — Remove the data cable from the print head processing unit.**
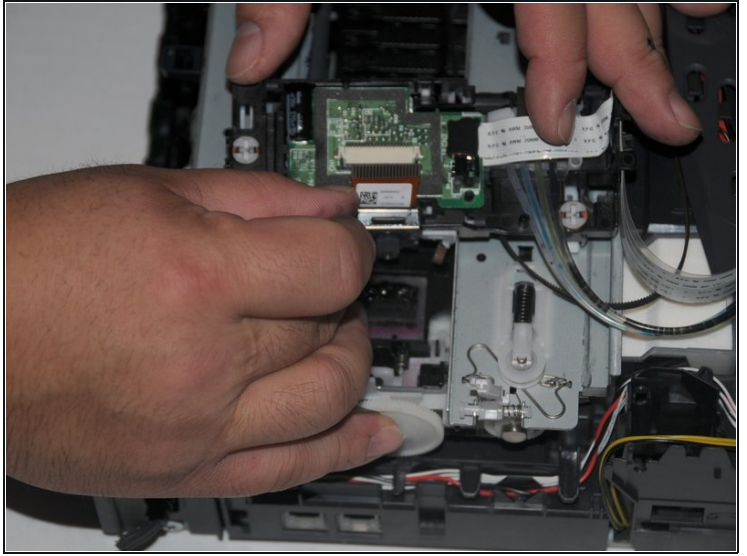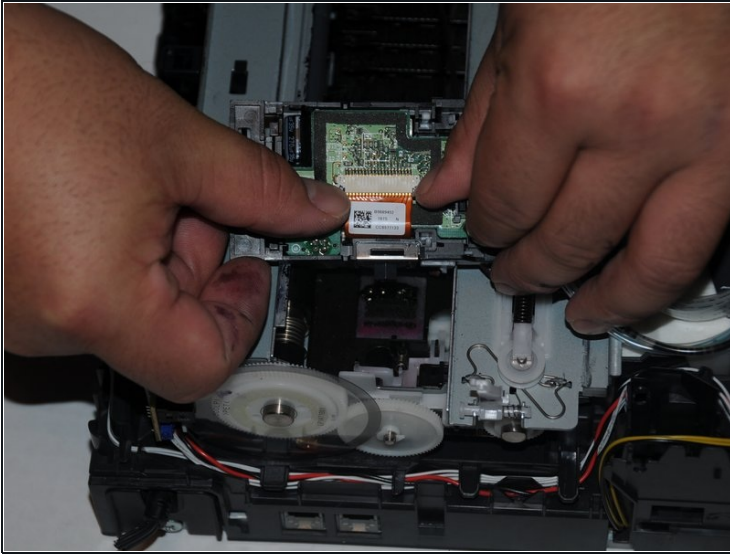
- Slide the black cap away from the port.

- Slide the data cable out of the port.

Step 23 — Remove print head processor unit

- Lift the processor out of the print head.

- Slide the cables attached to the processor away from the print head unit.

Step 24 — Remove the inkjet nozzle unit.

- Remove the metal clip holding the nozzle unit.

- Lift the unit from the rest of the print head unit.

To reassemble your device, follow these instructions in reverse order