Brother MFC-490CW Print head Replacement

Use this guide to remove a malfunctioning print head.

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INTRODUCTION

The print head may need replacing if failed attempts at cleaning the print head still produces faded or spotted prints or documents.

**TOOLS:**

- Phillips #2 Screwdriver (1)
- Spudger (1)
Step 1 — Remove screws holding the front panel

- Unscrew these three 12.1mm 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 pull out 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 from 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

- Unscrew the 12.1mm 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

- Unscrew the three 14.1mm screws.
- Unscrew the 12.1mm 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

- Unscrew the 8mm screw at the center of the device.
Step 13 — Remove rear panel screws

- Unscrew the two 14.1mm 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