

How to remove Jammed Paper



**C301/C310/C321/C330/
C331/C510/C511/C530/
C531/ES5430/ES5431**

PAPER JAMS

Paper jams occasionally occur due to paper misfeeding from a paper tray or at any point on the paper path through the printer. When a jam occurs, the printer immediately stops and the Attention LED on the Status Panel informs you of the event.

For example:



This document explains how to clear them quickly and simply.

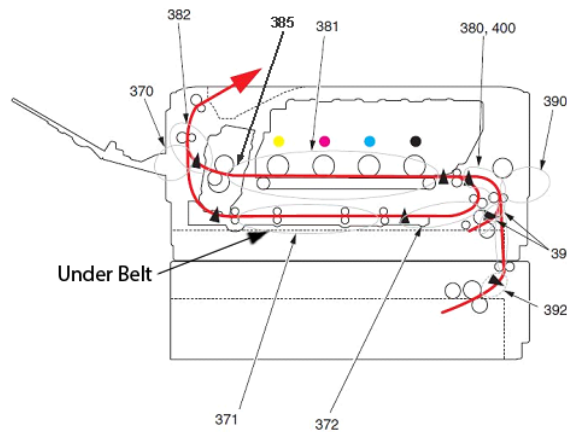
If printing multiple pages (or copies), do not assume that, having cleared an obvious sheet, others will not also be stopped somewhere along the path. These must also be removed in order to clear the jam fully and restore normal operations. Please remove jammed paper carefully so that it doesn't tear. However, if it does please ensure that no parts of paper are left inside the printer.

Check the error code displayed on the panel and remove the jammed paper by following the procedures described in this document.

ERROR CODES AND LOCATION

Refer to the table below to find the location of the paper jam

Error Code	Location on Printer	Refer to Page
370	Under Belt	4
371	Under Belt	4
372	Under Belt	4
380	Inside Printer	6
381	Inside Printer	6
382	Inside Printer	6
385	Inside Printer	6
389	Inside Printer	6
390	Multi Purpose Tray	7
391	Paper Tray 1	8
392	Paper Tray 2	8
400	Paper Size Error	9
409	Face Up Stacker	9



FACE-UP STACKER



MULTI PURPOSE TRAY



INSIDE PRINTER



PAPER TRAYS

WARNING!

If the printer has been powered on recently, the fuser will be hot. This area is clearly labelled. Do not touch.

ERROR CODE 370, 371 & 372

A paper jam has occurred under the belt

1. Press the OPEN button to open the top cover.



2. Take out the image drum unit and place it on a flat surface.

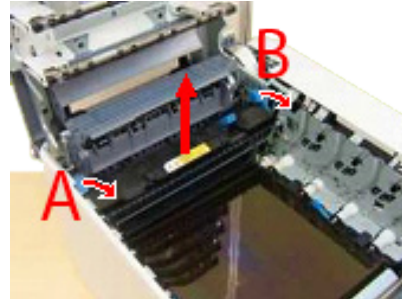


CAUTION!
The green image drum surface is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes. If the drum unit needs to be out of the printer for longer than this, please wrap the cartridge inside a black plastic bag to keep it away from light. Never expose the drum to direct sunlight or very bright room lighting.

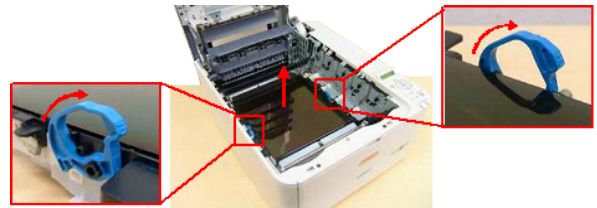
3. Cover the image drum unit.



4. Pull forward the two blue lock levers [A & B] of the fuser unit and lift out by the handle.



5. Pull forward the belt unit lock levers, insert a finger and remove the belt unit from printer.



6. Slowly remove the jammed paper in the direction of the arrow.

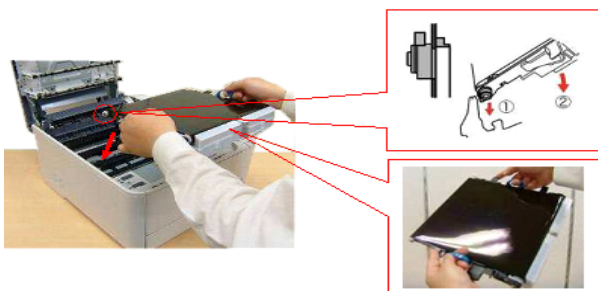
a) pull forward



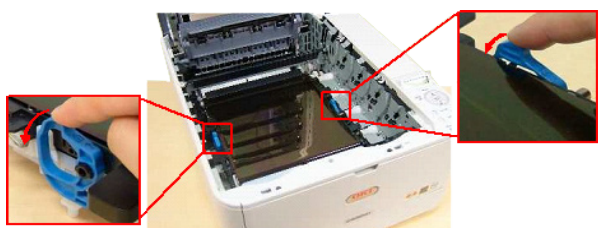
b) pull up



7. Hold the belt unit by the lock lever (blue) on each side, and install the belt unit back into the printer.



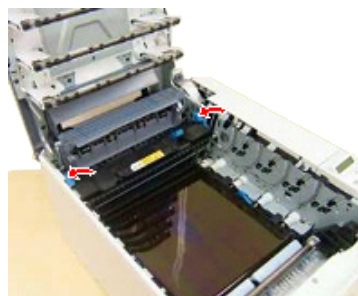
8. Push the lock levers down to lock the belt unit.



9. Insert the fuser unit back into position.



10. Push the lock levers back to lock the fuser unit.



11. Install the image drum unit in the printer so as to situate the K toner cartridge toward the front of the printer.



12. Close the top cover.



ERROR CODE 380, 381, 382, 385 & 389

A paper jam has occurred inside the printer

1. Press the OPEN button to open the top cover.



2. Take out the image drum unit and place it on a flat surface.



3. Cover the image drum unit.



4. Remove any jammed paper in the direction of the arrow.

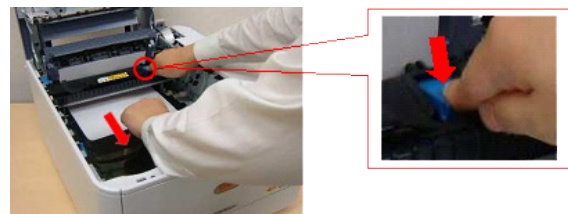
a) pull forward



b) pull up



5. Pull out toward the front of the printer any paper jammed at the fuser unit, with the fuser unit lever (blue) push down in the direction of the arrow.



6. Install the image drum unit in the printer so as to situate the K toner cartridge toward the front of the printer.



7. Close the top cover.

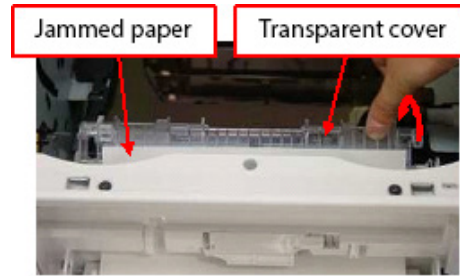
ERROR CODE 390

A paper jam has occurred near the Multi Purpose Tray

1. Press the OPEN button to open the top cover.



4. Open the inside transparent cover of the printer.



2. Take out the image drum unit and place it on a flat surface.



5. Remove the jammed paper.



3. Cover the image drum unit.



6. Install the image drum unit in the printer so as to situate the K toner cartridge toward the front of the printer.



7. Close the top cover.

ERROR CODE 391 & 392

A paper jam has occurred in paper tray 1/tray 2

1. Pull out the paper cassette tray.

a) For Tray 1



b) For Tray 2



2. Remove paper.



Note: Ensure all paper is undamaged, stacked properly, and the paper guides are properly positioned against the edges of the paper stack. When satisfied, replace the paper cassette tray back into the printer.

3. Insert the paper cassette tray back into the printer.

a) For Tray 1



b) For Tray 2



4. Press the OPEN button and open and close the top cover.



ERROR CODE 400 & 409

A paper jam has occurred near the Face-Up Stacker

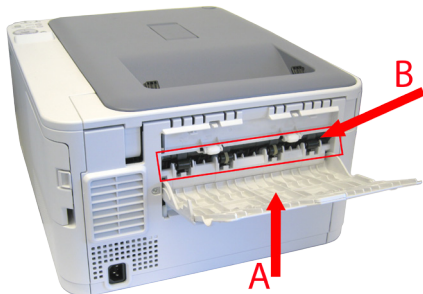
1. Error code 400 notifies that paper of an improper size was fed from the tray. Check the paper in the tray, or the printer for a multi-feed. In such cases, the error message can be cleared by opening and closing the front cover.



4. Close the Face-Up Stacker if not in use.



2. An error code 409 occurs when the Face-up Stacker (A) is in use, check for jammed paper in rear path area (B). Pull out any sheets found in this area.



5. Open and close the top cover to perform recovery printing to proceed.



3. If the sheet is low down in this area and difficult to remove, it is probably still gripped by the fuser. In this case raise the top cover, reach around and press down on the fuser pressure release lever (C).

