How to remove Jammed Paper

B840/ES8140

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 Alert 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.

WARNING!

Never disassemble the printer. Disassembly of the printer may cause serious problems, such as smoke emission and could result in an electric shock.

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	Duplex Unit	8
371	Duplex Unit	8
372	Multi Purpose Tray	4
373	Duplex Unit	8
380	Multi Purpose Tray	4
381	Inside Printer	6
382	Inside Printer/Paper Exit	5/6
383	Inside Printer	6
385	Inside Printer	6
389	Inside Printer	6
390	Multi Purpose Tray	4
391	Multi Purpose Tray	4
392	Tray 2 & Tray 3	9
393	Tray 2 & Tray 3	9
400	Multi Purpose Tray	4

DUPLEX   **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 372, 380, 390, 391 & 400

A paper jam has occured near the Multi Purpose Tray

1. Open the Multi Purpose Tray.

2. Push the blue handle, located in the centre, upward and open the front cover. Remove the jammed paper.

3. If you can see the top edge of the jammed paper, turn the blue dial in the direction of the arrow.

4. Slowly pull out the jammed paper in the direction of the arrow.

Note: In some cases, a jammed paper causing error code 400 may be ejected automatically. In such cases, the error message can be cleared by opening and closing the front cover.

5. When you cannot see the top edge of the jammed paper from the inside the Multi Purpose Tray. Slowly pull out the jammed paper in the direction of the arrow.

6. Close the front cover.

Error Code 382

A paper jam has occured near the exit

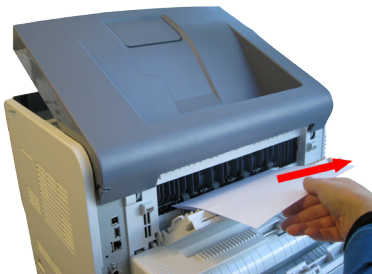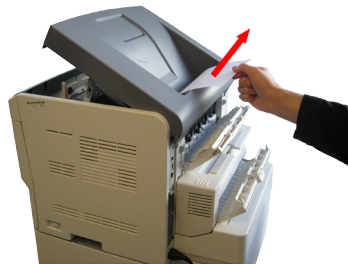1. Press the release button to open the top cover.

CAUTION!

Static sensitive devices, handle with care.

2. Slowly pull out the jammed paper from the exit.

Note: If paper has jammed at the paper exit and you can see it inside the top cover (inside the printer), pull the jammed paper from the inside of the printer. Pulling it toward the back side forcibly may damage the fuser unit.
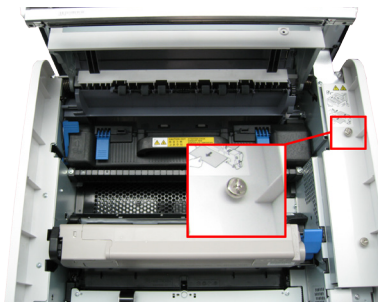

3. Close the top cover.

Error Code 381, 382, 383, 385 & 389

A paper jam has occured inside the printer

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

2. Touch the screw to remove static electricity from your body.

3. Take the image drum & toner cartridge out of the printer and place it on a flat surface.

4. Cover the removed toner cartridge.

5. When you can see the top edge of the jammed paper. Slowly pull out the jammed paper in the direction of the arrow.

When printing from any of Tray 1 to Tray 3.

When printing from the Multi Purpose Tray.

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.

WARNING!

If the printer has recently been powered on, some fuser components will be very hot. Handle the fuser with extreme care, holding it only by its handle, which will only be mildly warm to the touch. A warning label clearly indicates the area. If in doubt, switch the printer off and wait at least 10 minutes for the fuser to cool before opening the printer cover.

6. When you cannot see the top edge nor bottom edge of the jammed paper move the paper foward in the direction of the arrow.
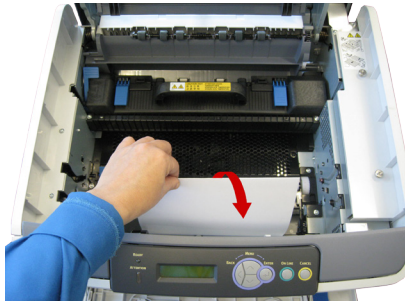

7. When you can see the bottom edge of the jammed paper. Raise the two blue jam release levers of the fuser unit [A + B] and slowly pull out the jammed paper.
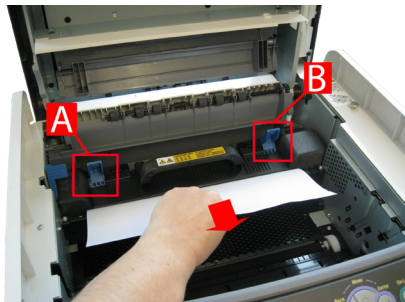

Note: After removing paper jammed in the fuser unit, print a Menu Map (Refer to 'Printing a Menu Map' on page 11) or print blank pages repeatedly to use up toner that may remain un-fused in the fuser unit.
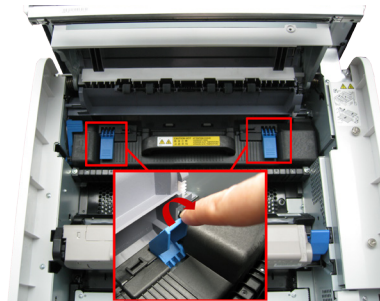
8. When the jammed paper winds around the transfer roller. Push (one blue) lock lever in the direction of the arrow.
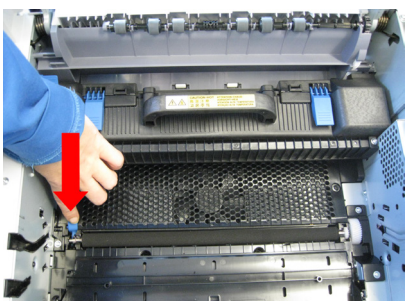
9. Hold the transfer roller by its left rotating shaft and remove it. When it is removable, lift the gear at the right side of the fuser simultaneously. Pull out the jammed paper attached.
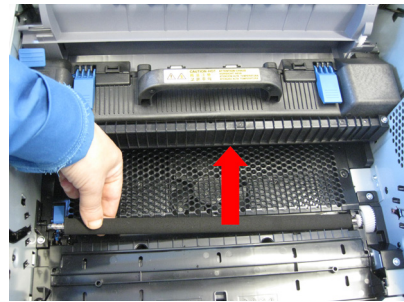
10. Pull the (two) blue jam release levers forward.

11. Place the image drum back into the printer.

Note: When toner clings to the transparent film under the image drum, wipe it off with soft tissue paper.
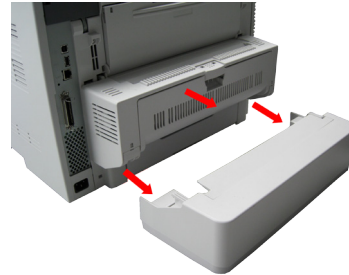
12. Close the top cover.

Error Code 370, 371 & 373
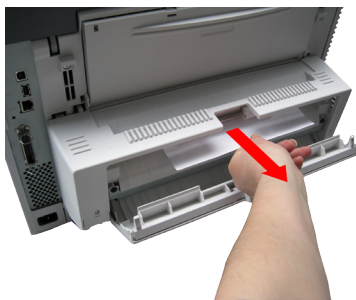
A paper jam has occured in the duplex unit

1. Pinch and lift the jam release lever of the duplex unit to open the duplex unit cover.

2. Pull out the jammed paper.

Note: If you cannot see the jammed paper, close the duplex unit cover. The jammed paper should be ejected automatically. If the jammed paper cannot be ejected even when the duplex unit cover is closed, turn off the printer. (Refer to "Turning off the Printer" on page 10)

The printer must be switched off, before removing the duplex unit.

3. The cassette cover becomes detached when the duplex unit is removed.

4. Keep the duplex unit lifted and pull out the jammed paper, check the duplex unit for remaining jammed paper.

5. Close the duplex unit cover.

6. Place the duplex unit and the cassette cover back into the printer.

Error Code 392 & 393

A paper jam has occured in paper tray 2/tray 3

1. Pull out the paper cassette tray.

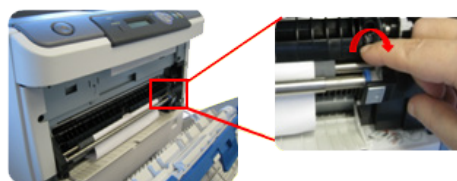

2. Remove the jammed paper.

3. After removing the jammed paper, open the Multi Purpose Tray.

4. Push the blue handle, located in the centre, upward and open the front cover.

5. When a paper jam occurs, turn the blue dial in the direction of the arrow, and slowly pull out the jammed paper.


6. Close the front cover and the Multi Purpose Tray.

TURNING OFF THE PRINTER

1. Before turning off the printer, be sure to shut down by using the following procedure.

Note: Pressing the OFF (O) side of the power switch suddenly, may cause the printer to be inoperable and could damage the printer.

2. Hold down the BACK button for four seconds or more to display [SHUTDOWN START YES].
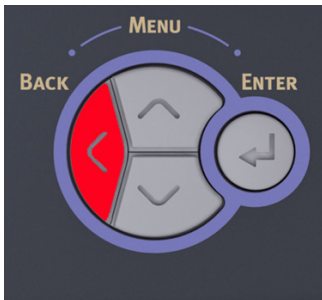
3. Press the ENTER button. The printer displays [SHUTTING DOWN], starting shutdown processing.
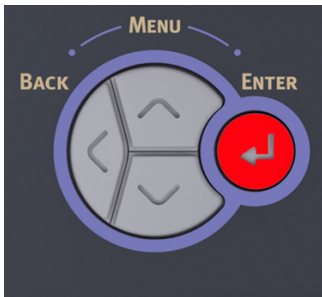
4. Press the OFF (O) side of the power switch when the printer displays [PLEASE POWER OFF/SHUTDOWN COMP].


Note: You must wait several seconds before you press the ON (I) power switch.
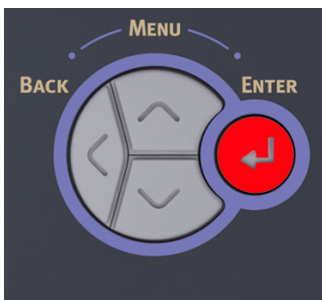
Printing a menu map

1. Print a status information page to make sure the printer runs normally.

2. Check the printer option installation, printer menu settings and consumable usage by using the menu map.

3. Load A4 paper in a tray.

4. Be sure that the display shows [ONLINE].

5. Press the UP button until [INFORMATION MENU] is displayed.
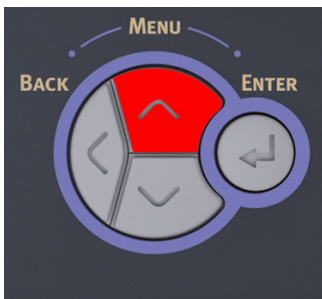
6. Press the ENTER button to display [PRINT MENU MAP/EXECUTE].

7. Press the ENTER button.