

B411/B431

How to remove Jammed Paper



Rev 1.0 2010-07-07

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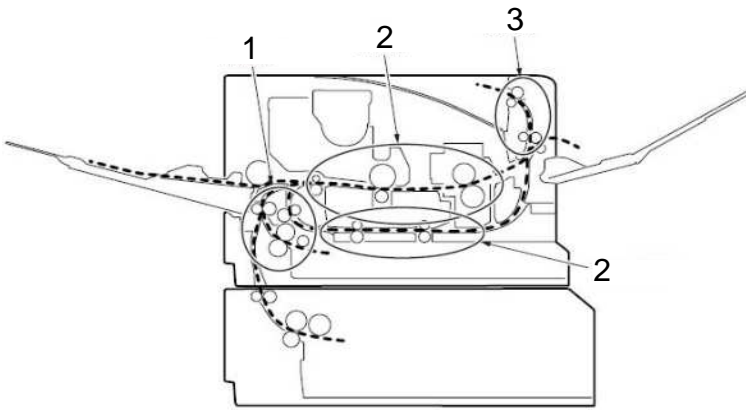
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Error Message of Paper Jam (Displayed on LCD panel)



1. INPUT JAM - paper has failed to leave the selected feed tray and enter the internal paper path of the printer. A typical message indicates a paper jam and identifies the tray to check.
2. FEED/DUPLEX JAM - paper has entered the printer but failed to reach the exit. A typical message indicates a paper jam and advises you to open the top cover for access.
3. EXIT JAM - paper has reached the exit but has failed to exit completely from the printer. A typical message indicates an exit jam and advises you to open the top cover for access.

CODE #	Operator panel display
372	OPEN REAR COVER 372:PAPER JAM
380	OPEN UPPER COVER 380:PAPER JAM
381	OPEN UPPER COVER 381:PAPER JAM
382	OPEN UPPER COVER 382:PAPER JAM
389	OPEN UPPER COVER 389:PAPER JAM
390	CHECK MP TRAY(B431dn) 390:PAPER JAM CHECK MANUAL(B411dn) 390:PAPER JAM
391	OPEN UPPER COVER 391:PAPER JAM
392	OPEN UPPER COVER 392:PAPER JAM
400	OPEN UPPER COVER 400:PAPER SIZE ERROR
409	OPEN UPPER COVER 409:FACE UP STACKER ERROR

Clearing Media Jams

INPUT JAM

NOTE

The B431dn model has been illustrated below. The principles are the same for all models of this printer.

1. Remove the paper tray from the printer.



2. Remove any crumpled or folded paper.
3. Remove any paper from the underside of the printer.



4. Replace the paper tray.

After successful removal of any damaged or misfed paper, the printer should continue printing.

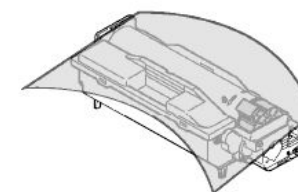
FEED/DUPLEX OR EXIT JAM

1. Remove the tray and clear any misfed sheets as given left page.
2. Press the cover release and open the printer's top cover.

WARNING!

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

3. Carefully lift out the image drum, complete with the toner cartridge. Be careful not to touch or scratch the green drum surface.



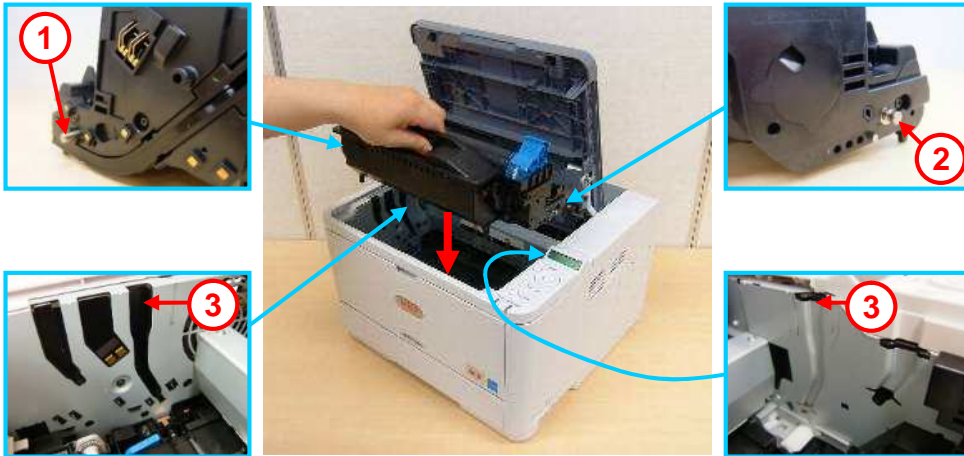
CAUTION!

Never expose the image drum unit to light for more than 5 minutes. Never expose the image drum unit to direct sunlight. Always hold the image drum unit by the ends or from the top. Never touch the surface of the green drum inside the image drum unit.

4. Remove any jammed sheets from the paper path.



5. Re-install the image drum complete with toner cartridge, ensuring that the pegs (1 & 2) correctly locate into the slots on each side of the printer (3).



6. Lower the top cover but do not press down to latch it closed yet. This will protect the drum from excessive exposure to room lighting, while you check the remaining area for jammed sheets.

7. Remove any jammed paper from the face down stacker.



NOTE

If the edge of the jammed paper protrudes (or can be seen) from the exit, reinstall the image drum, close the top cover and switch the printer on. Remove the jammed paper from the exit when the exit roller begins rotating after a few seconds after switching on. However, if the jammed paper cannot be removed, contact a service representative.

8. Remove any jammed paper from the face up stacker.

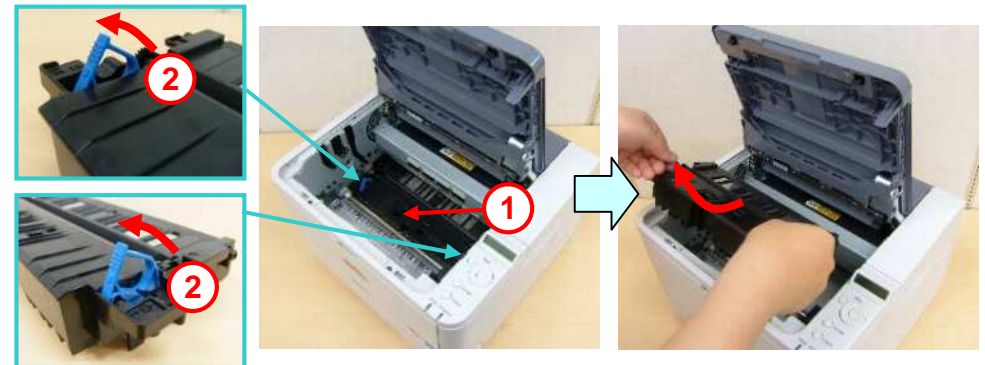


9. Open the rear cover and check for paper in the rear path. Pull out any paper found in this area.



Close it once the paper is removed from this area.

10. Check for paper jam in Transfer unit. Remove the Image Drum as described in step 3., then, remove the Transfer unit (1) by raising the coloured handles (2) on each side, and then by holding the handles and gently lifting it out.



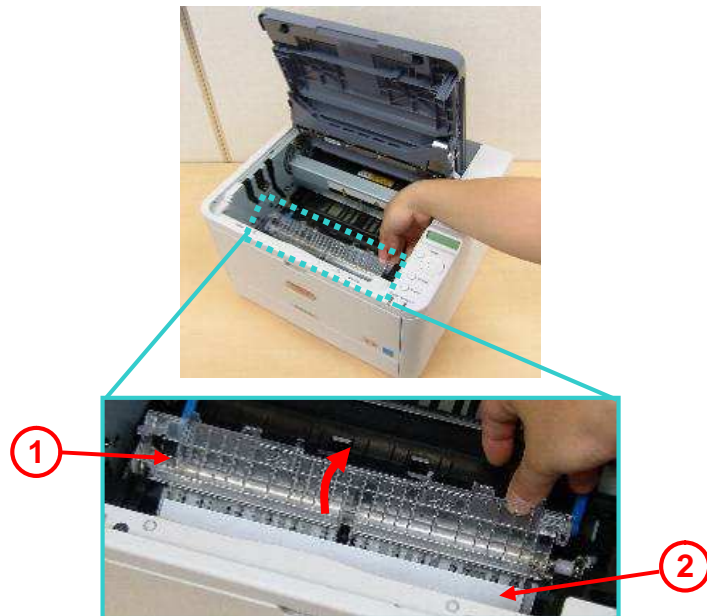
Remove any paper and replace the Transfer unit.



Re-install the image drum as described in step 5.

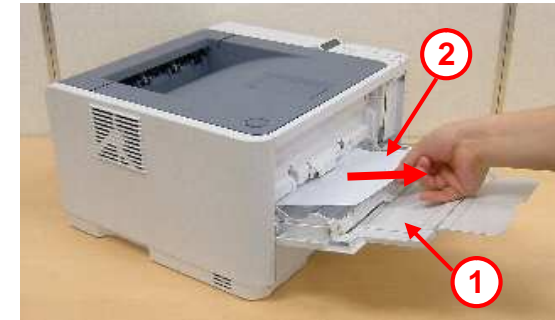
- 11.** Check for paper jam under the Paper Guard.
Remove the Image Drum as described in step 3.

Raise the Paper Guard (1) and remove the paper (2). Lower the Paper Guard back into position.



Re-install the image drum as described in step 5.

- 12.** Open the Multi Purpose Tray (1) (Manual Feed Tray for B411d and B411dn).
Remove any paper that you find (2), and then close the tray.



- 13.** Close the top cover and press down to latch it closed.

- 14.** The printer will warm up and commence printing when ready. The page lost through the jam will normally be reprinted.vcxx