

# C310/C330/C510/C530

## How to remove Jammed Paper

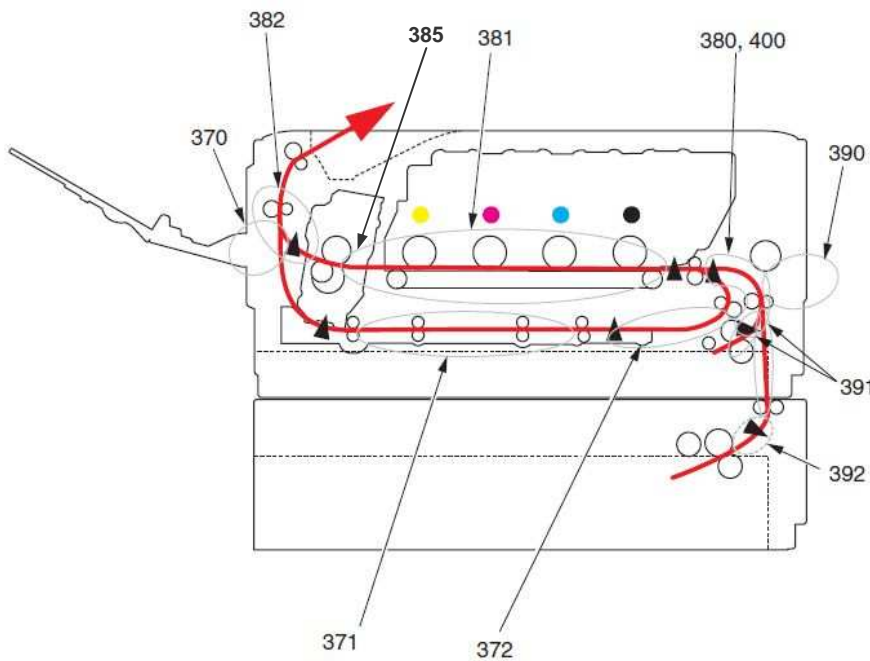


Rev 1.0 2010-07-07

## CONTENTS

Error Message of Paper Jam (Displayed on LCD panel) .....	3
Media path.....	3
Clearing Media Jams .....	4
Error code: 370, 371 or 372.....	4
Error code: 380, 381, 382, 385 or 389 .....	5
Error code: 390 .....	7
Error code: 391 .....	7
Error code: 392 .....	8
Error code: 409 .....	9

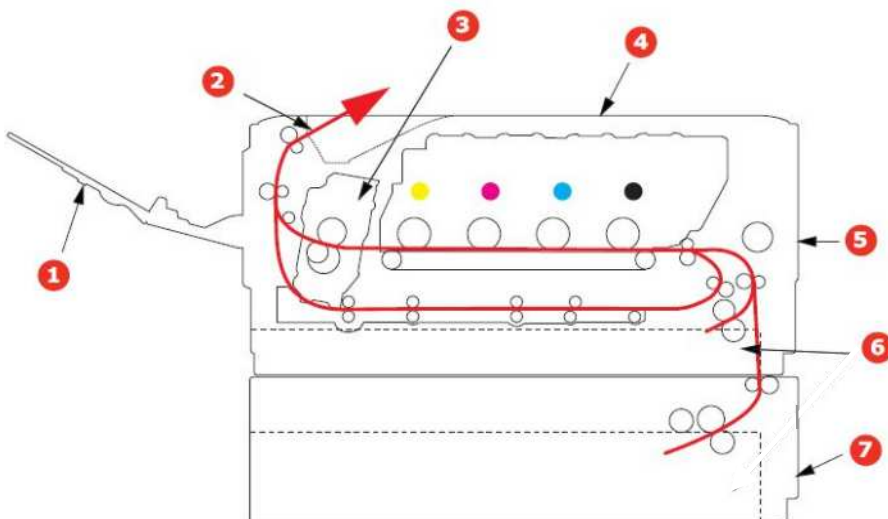
## Error Message of Paper Jam (Displayed on LCD panel)



CODE #	Operator panel display
370	CHECK UNDER BELT 370:PAPER JAM
371	CHECK UNDER BELT 371:PAPER JAM
372	CHECK UNDER BELT 372:PAPER JAM
380	OPEN TOP COVER 380:PAPER JAM
381	OPEN TOP COVER 381:PAPER JAM
382	OPEN TOP COVER 382:PAPER JAM
385	OPEN TOP COVER 385:PAPER JAM
389	OPEN TOP COVER 389:PAPER JAM
390	CHECK MP TRAY 390:PAPER JAM
391	OPEN TOP COVER 391:PAPER JAM
392	OPEN TOP COVER 392:PAPER JAM
400	OPEN TOP COVER 400:PAPER SIZE ERROR
409	OPEN TOP COVER 409:FACE UP STACKER ERROR

## Media path

Understanding the printer's media pass will help you locate media misfeeds.

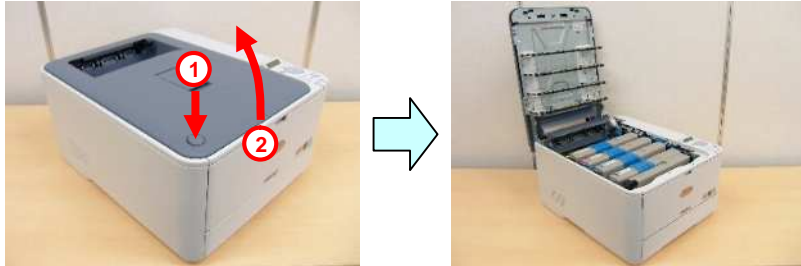


- ① Face-up stacker
- ② Paper exit
- ③ Fuser unit
- ④ Top cover
- ⑤ Front cover
- ⑥ Paper tray
- ⑦ Additional paper tray  
(if fitted)

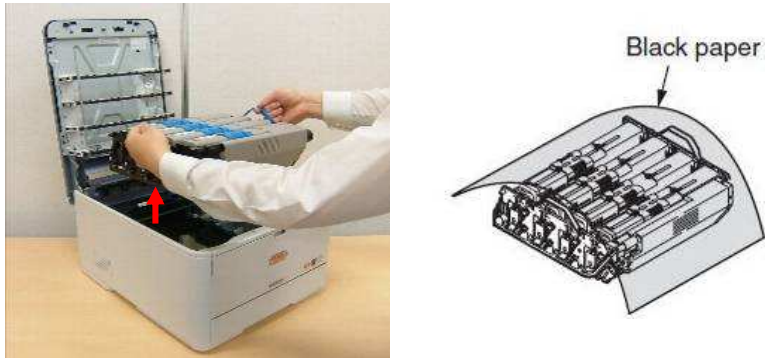
# Clearing Media Jams

## Error code: 370, 371 or 372

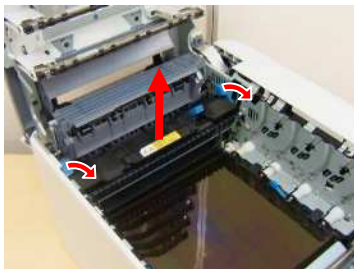
(1) Press the OPEN button and open the top cover.



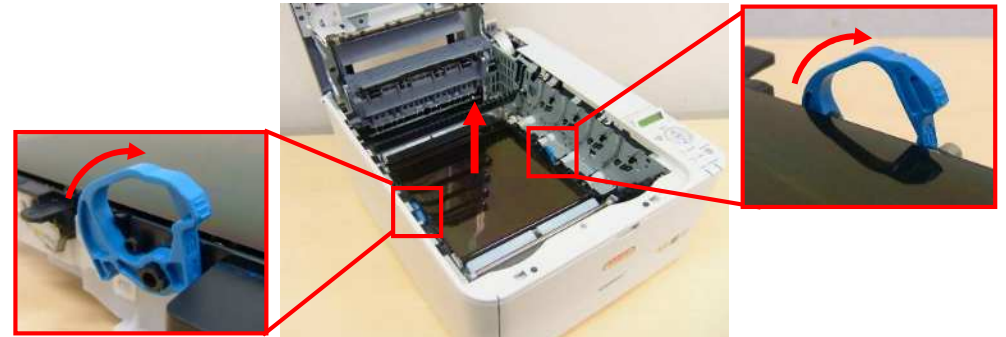
(2) Take out the image drum unit, place it on a flat surface, and cover it with black paper.



(3) Move the fuser unit lock levers to the direction of the arrow to unlock the fuser unit, and then remove the fuser unit.



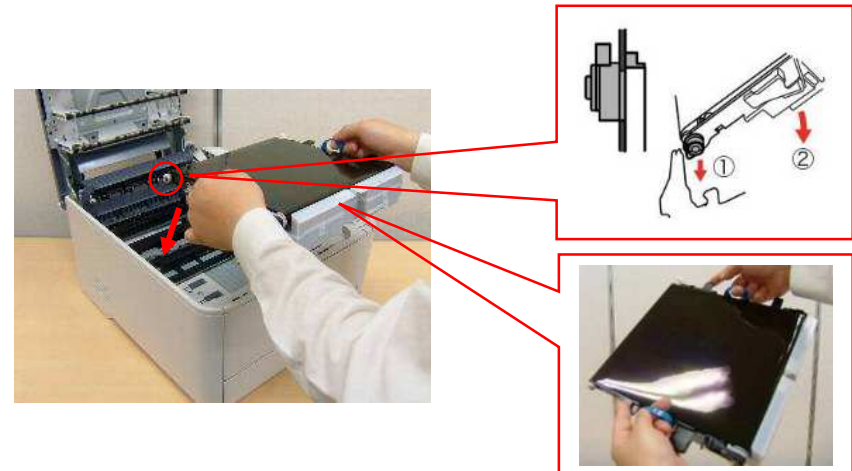
(4) Place a finger behind the belt unit lock levers (blue) and raise and remove it.



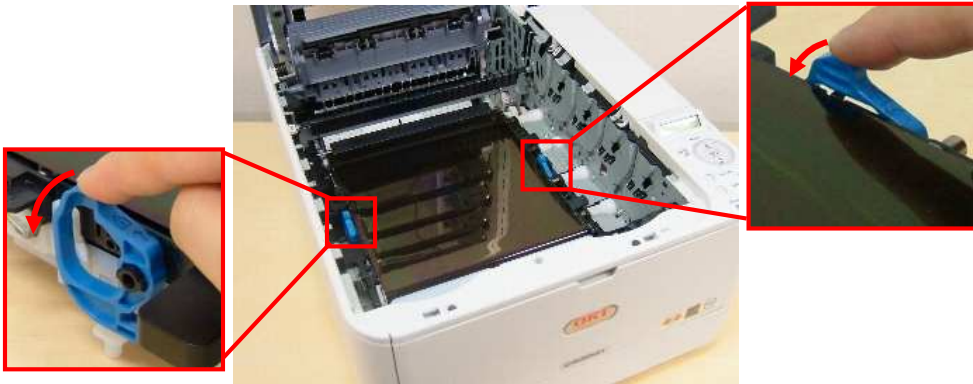
(5) Remove jammed paper in the direction of the arrow.



(6) Hold the belt unit by the lock lever (blue) on each side of it, and install the belt unit



(7) Turn the lock levers inwards to lock the belt unit.



(8) Put the fuser unit back into position.



(9) Turn the lock levers inwards to lock the fuser unit.



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

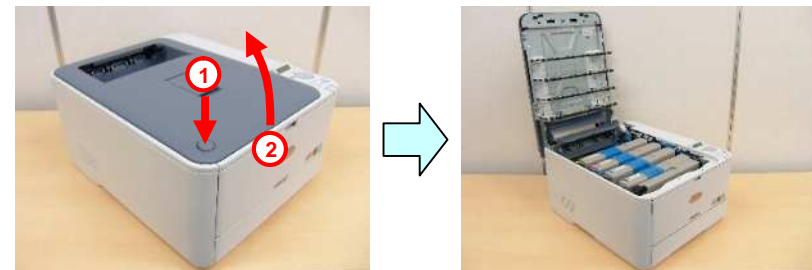


(11) Close the top cover.



## Error code: 380, 381, 382, 385 or 389

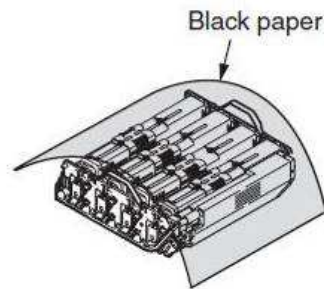
(1) Press the OPEN button and open the top cover.





## C310/C330/C510/C530 How to remove Jammed Paper

- (2) Take out the image drum unit, place it on a flat surface, and cover it with black paper.



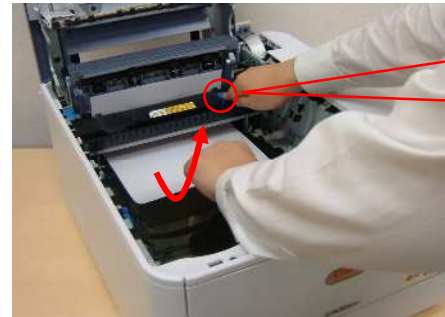
- (3) Remove any jammed paper in the direction of the arrow.



Remove in the direction of the arrow any paper jammed the inside front of the printer.



- Pull out toward the front of the printer any paper jammed at the fuser unit, with the fuser unit lever (blue) left turned in the direction of the arrow.



- (4) Install the image drum unit in the printer so as to situate the K toner cartridge toward the front of the printer.

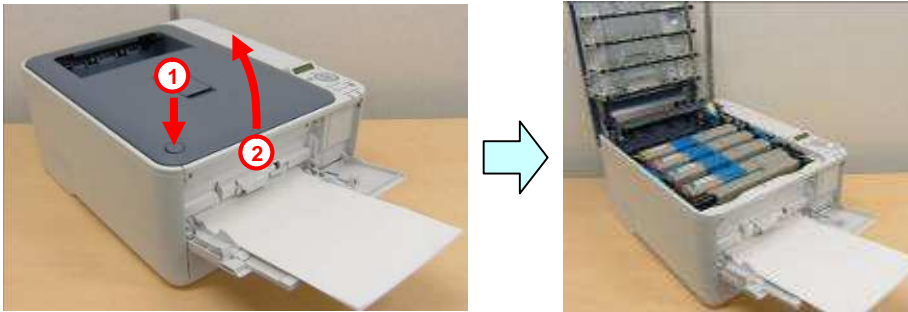


- (5) Close the top cover.

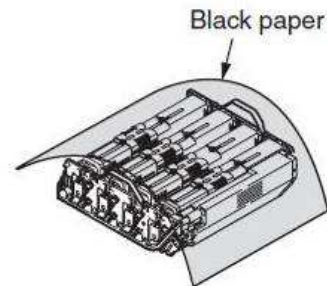


## Error code: 390

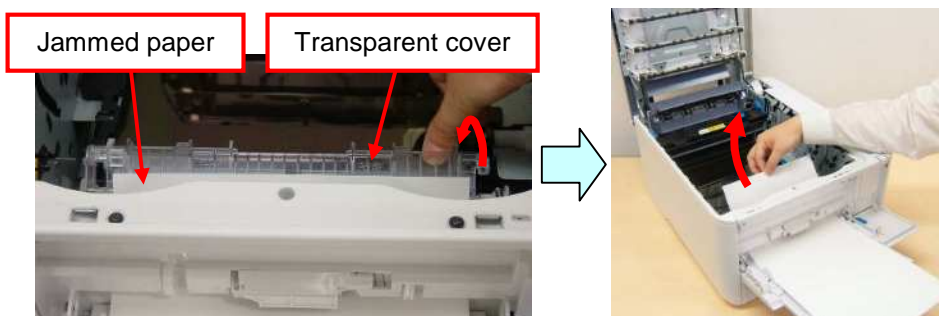
(1) Press the OPEN button and open the top cover.



(2) Take out the image drum unit, place it on a flat surface, and cover it with black paper.



(3) Open the inside transparent cover of the printer and remove jammed paper.



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



(5) Close the top cover.



## Error code: 391

(1) Pull the tray 1 out of the printer.



(2) Remove paper.



(3) Insert the tray 1 back into the printer.



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



## Error code: 392

(1) Pull the tray 2 out of the printer.



(2) Remove paper.



(3) Insert the tray 2 back into the printer.



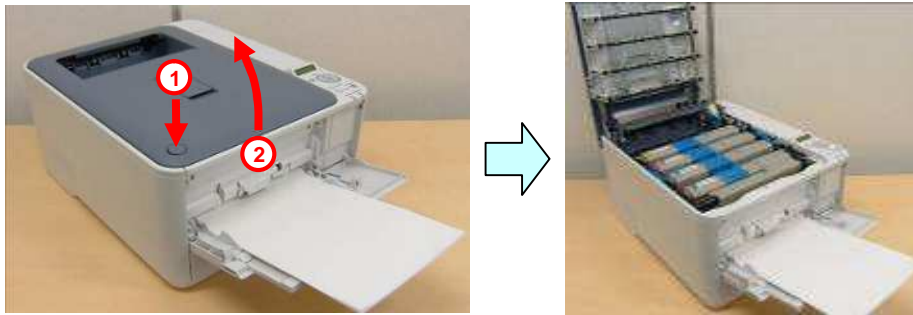


(4) Press the OPEN button and open and close the top cover.

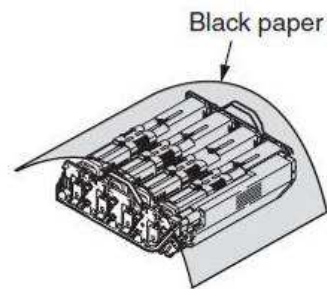


## Error code: 409

(1) Press the OPEN button and open the top cover.



(2) Take out the image drum unit, place it on a flat surface, and cover it with black paper.



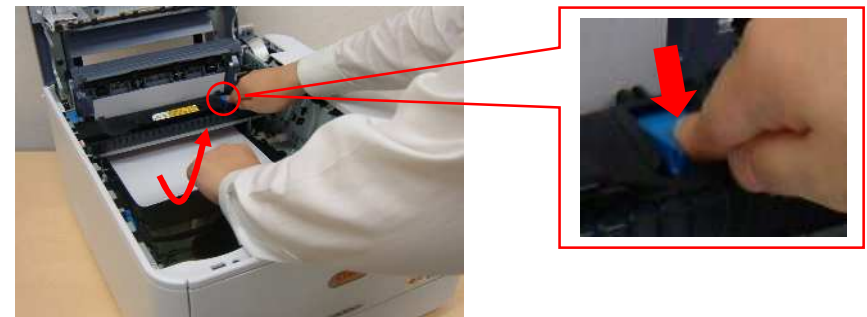
(3) Remove any jammed paper in the direction of the arrow.



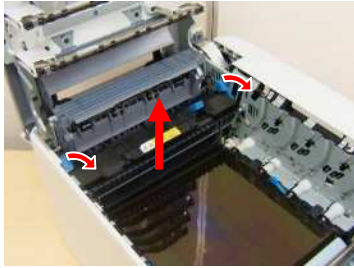
Remove in the direction of the arrow any paper jammed the inside front of the printer.



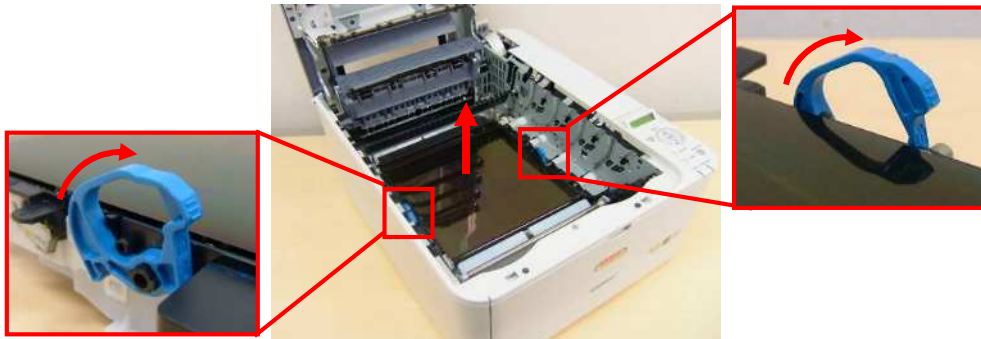
Pull out toward the front of the printer any paper jammed at the fuser unit, with the fuser unit lever (blue) left turned in the direction of the arrow.



- (4) Move the fuser unit lock levers to the direction of the arrow to unlock the fuser unit, and then remove the fuser unit.



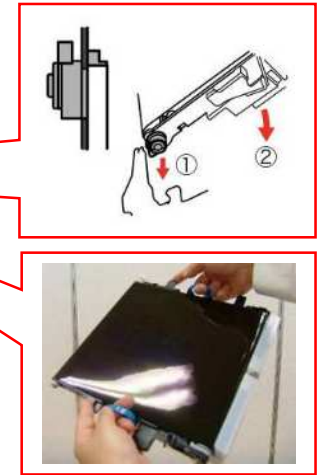
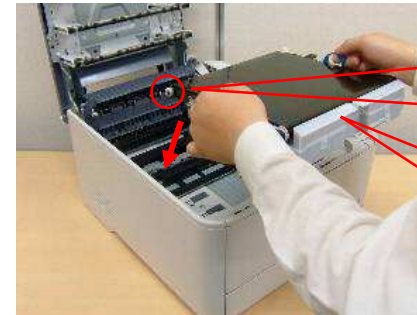
- (5) Place a finger behind the belt unit lock levers (blue) and raise and remove it.



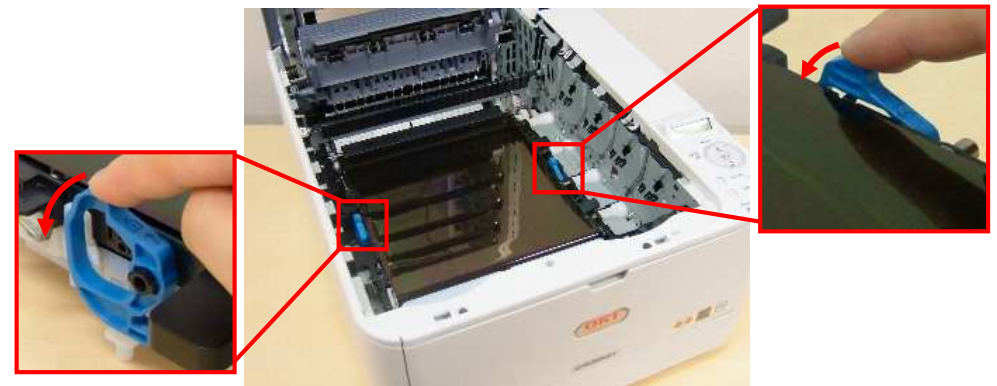
- (6) Remove jammed paper in the direction of the arrow.



- (7) Hold the belt unit by the lock lever (blue) on each side of it, and install the belt unit inside the printer.



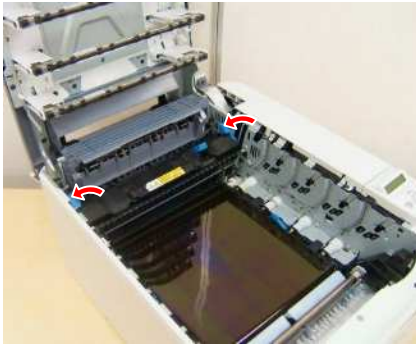
- (8) Turn the lock levers inwards to lock the belt unit.



- (9) Put the fuser unit back into position.



(10) Turn the lock levers inwards 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.

