

**C5100 / C5150 / C5200 / C5250 /
C5300 / C5400 / C5450 / C5500 /
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How to remove Jammed Paper

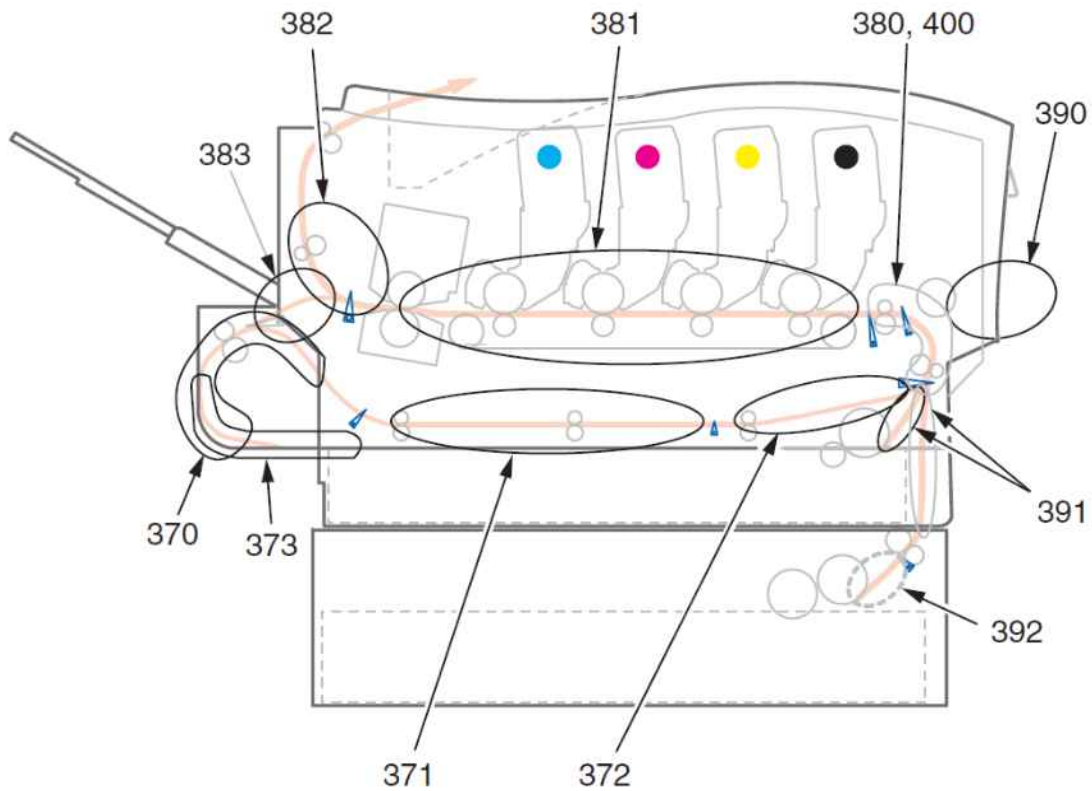


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Error Message of Paper Jam (Displayed on LCD panel)



CODE #	Operator panel display	Area where the jam has occurred
370	Open Duplex Cover 370:Paper Jam	Duplex print unit (Rear area)
371	Open Duplex Cover 371:Paper Jam	Duplex print unit (Middle area)
372	Open Front Cover 372:Paper Jam	Front Cover or Duplex print unit (Front area)
373	Open Duplex Cover 373:Paper Jam	Duplex print unit (Rear area)
380	Open Front Cover 380:Paper Jam	Front Cover
381	Open Top Cover 381:Paper Jam	Top Cover (Under the ID's)
382	Open Top Cover 382:Paper Jam	Top Cover (Fuser unit)
383	Open Top Cover 383:Paper Jam	Top Cover (Fuser unit or Duplex Entry)
390	Check MP Tray 390:Paper Jam	Multi Purpose Tray
391	Open Front Cover 391:Paper Jam	Front Cover or Tray1
392	Open Front Cover 392:Paper Jam	Front Cover or Tray2
400	Open Front Cover 400:Paper Size Error	Front Cover

Clearing Media Jams

1. If a sheet is well advanced out of the top of the printer, simply grip it and pull gently to draw it fully out. If it does not remove easily, do not use excessive force. It can be removed from the rear later.
2. Press the cover release and open the printer's top cover fully.

WARNING!

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

3. Note the positions of the four cartridges.
4. Holding it by its top centre, lift the cyan image drum, complete with its toner cartridge, up and out of the printer.



5. Put the cartridge down gently onto a piece of paper to prevent toner from marking your furniture and to avoid damaging the green drum surface.

CAUTION!

The green image drum surface at the base of the cartridge is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes.

6. Repeat this removal procedure for each of the remaining image drum units.

7. Look into the printer to check whether any sheets of paper are visible on any part of the belt unit.

> To remove a sheet with its leading edge at the front of the belt, carefully lift the sheet from the belt and pull it forwards into the internal drum cavity and withdraw the sheet.



> To remove a sheet from the central area of the belt, carefully separate the sheet from the belt surface and withdraw the sheet.



> To remove a sheet just entering the fuser, separate the trailing edge of the sheet from the belt, push the fuser pressure release lever towards the front and down to release the fuser's grip on the sheet, and withdraw the sheet through the drum cavity area. Then allow the pressure release lever to rise again.



NOTE

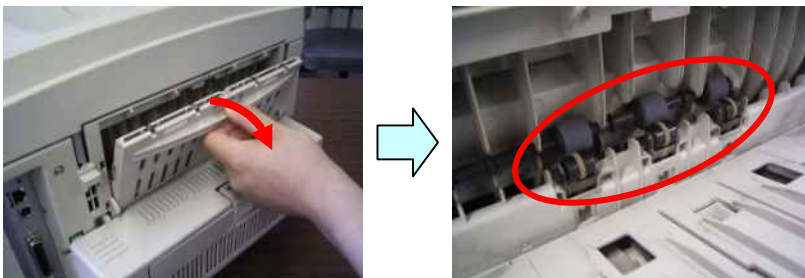
If the sheet is well advanced into the fuser (only a short length is still visible), do not attempt to pull it back. Follow the next step to remove it from the rear of the printer.

8. Starting with the cyan image drum unit nearest the fuser, replace the four image drums into the drum cavity, making sure to locate them in the correct order.

>Holding the complete assembly by its top centre, lower it into place in the printer, locating the pegs at each end into their slots in the sides of the printer cavity.

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

10. Open the rear exit tray and check for a sheet of paper in the rear path area.



>Pull out any sheets found in this area.

>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.



11. If you are not using the rear exit tray, close it once paper has been removed from this area.

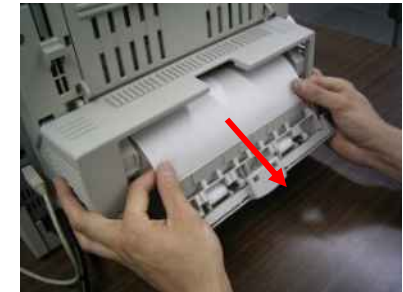
12. Open the duplex print unit cover.



>Remove all the sheets that have jammed.



The edge of the paper is in lower side:



The edge of the paper is in upper side:

13. Remove the Duplex Unit and open the top cover. Remove all the sheets that have jammed.



Lift the top cover in the direction indicated by the arrow.



Remove all the sheets that have jammed.

14. Close the top cover and return the duplex print unit to the original position.

15. Lift the front cover release and pull open the front cover.



16. Check inside the cover for sheets in this area and remove any that you find, then close the cover.



17. Check inside the cover or Cassette Tray for sheets in this area and remove any that you find, then close the cover or Cassette Tray.

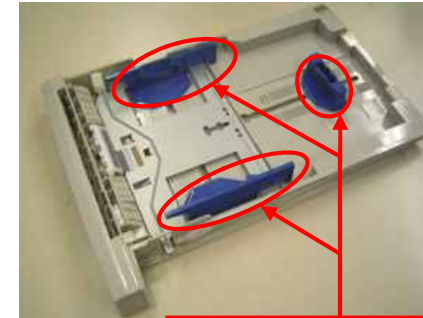


Remove the paper tray



Draw out the jammed paper slowly

18. Pull out the paper tray and ensure that all paper is stacked properly, is undamaged, and that the paper guides are properly positioned against the edges of the paper stack. When satisfied, replace the tray.



Paper Guides

19. Finally, close the top cover and press down firmly at both sides so that the cover latches closed.

When the jam has been cleared, if Jam Recovery is set to ON in the System Configuration Menu, the printer will attempt to reprint any pages lost due to paper jams.