Lexmark™ E360 Clearing Jams Guide

Clearing jams

### Avoiding jams

The following hints can help you avoid jams:

- Use only recommended paper or specialty media. For more information, see the *User's Guide*.
- Do not load too much paper. Make sure the stack height does not exceed the indicated maximum heig's ht.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex, fan, and straighten paper before loading it.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same stack.
- Do not feed envelopes that:
  - Have excessive curl or twist
  - Have windows, holes, perforations, cutouts, or embossing
  - Have metal clasps, string ties, or folding bars
  - Have an interlocking design
  - Have postage stamps attached
  - Have any exposed adhesive when the flap is in the sealed or closed position
  - Have bent corners
  - Have rough, cockle, or laid finishes
  - Are stuck together or damaged in any way
- Store the paper in an appropriate environment.
- Do not remove trays while the printer is printing.
- Do not load the multipurpose feeder while the printer is printing. Load the multipurpose feeder prior to printing, or wait for a prompt to load it.
- Push all trays in firmly after loading paper.
- Make sure the guides in the trays are properly positioned and are not pressing too tightly against the paper.

- Make sure all sizes and types are set correctly in the printer control panel menu.
- Make sure all printer cables are attached correctly. For more information, see the setup documentation.

Identifying jams in the paper path

The following illustration shows the path that paper travels through the printer. The path varies depending on the input source (tray or feeder) and depending on whether a duplex (two-sided) print job is being sent.

When a jam occurs, a jam message appears, indicating the region of the jam or the number of jammed sheets. The three-digit jam prefix numbers are given in the following illustration to show where each jam occurs.
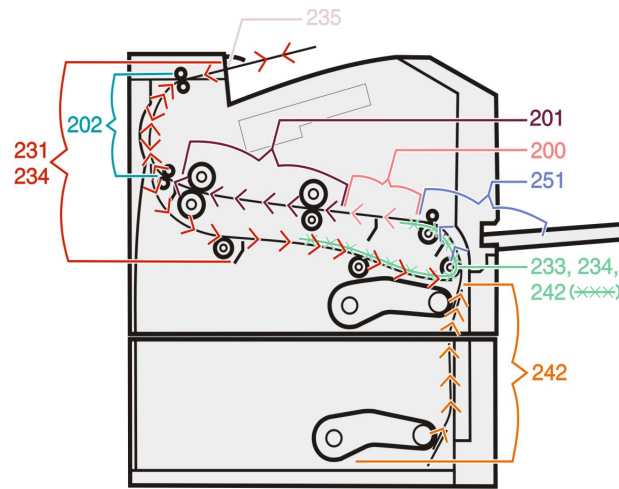
Understanding jam messages and locations

Note: To resolve any message, all paper or specialty media must be cleared from the entire paper path.

Open doors and covers, and remove trays to access jam locations. The following illustration and table indicate these locations. See "Jam message numbers and how to access each jam" on page 2 for a list of jam numbers and instructions for how to access each jam.
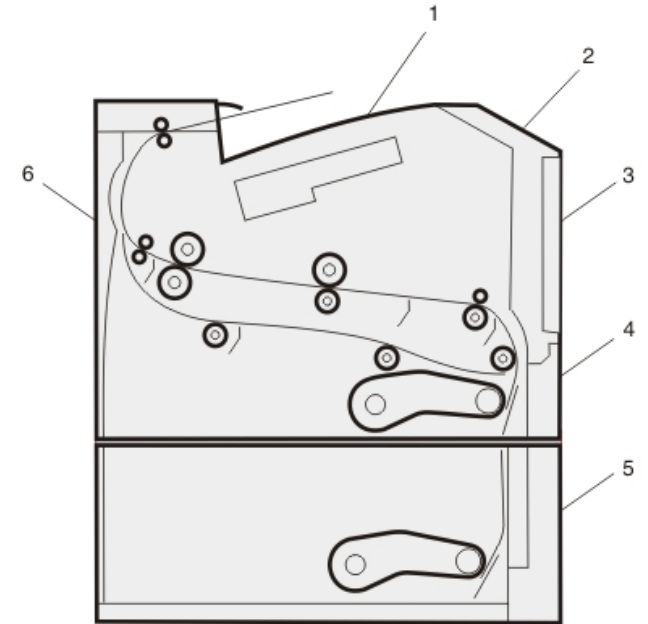

1	Standard exit bin
2	Front door
3	Multipurpose feeder door
4	Tray 1
5	Optional 250- or 550-sheet tray (Tray 2)
6	Rear door

## Jam message numbers and how to access each jam

Jam number	To access the jam
200	Try one or more of the following: • Remove Tray 1. • Open the front door, and then remove the photoconductor kit.
201	Open the front door, and then remove the photoconductor kit.
202	Open the front door, and then open the rear door.
231	Open the front door, and then open the rear door.
233	Remove Tray 1, and then depress the lever. **Note:** For alternative access to the jam, open the front door, and then open the rear door.
234	Try one or more of the following: • Open the front door, and then open the rear door. • Remove Tray 1, and then depress the lever.
235	Remove the jam from the standard exit bin.
242	Remove Tray 2.
251	Open the multipurpose feeder door.

200 paper jam

1 Remove the tray from the printer.
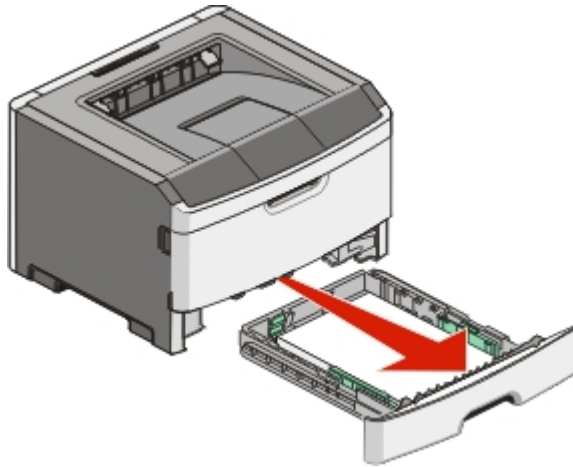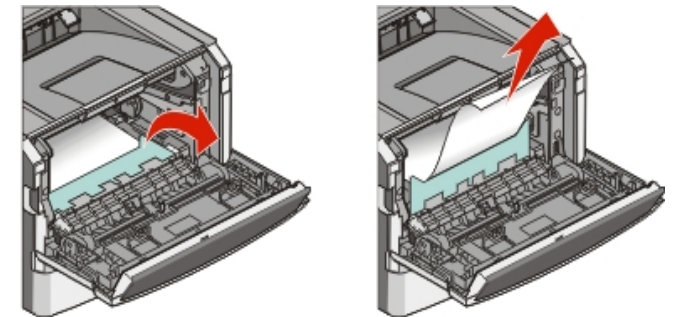

2 Remove the jam if you see it here.
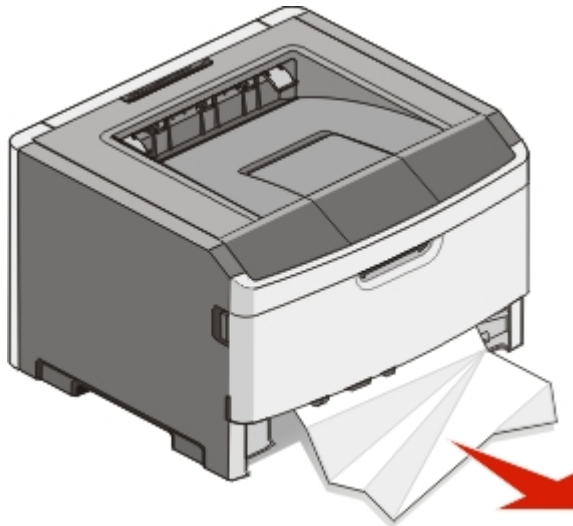
3 If you do not see it, open the front door, and then remove the photoconductor kit and toner cartridge (unit).

Note: When the photoconductor kit and toner cartridge are together, they are called a unit.
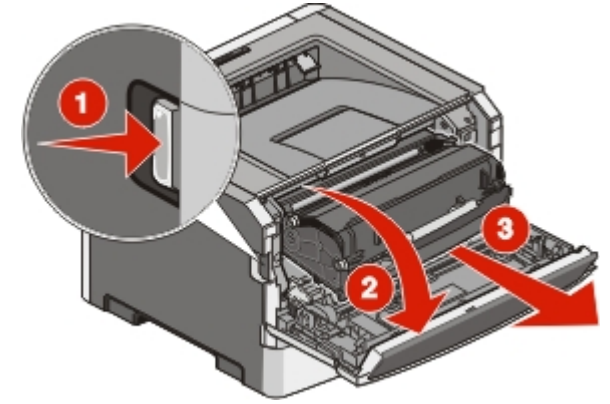
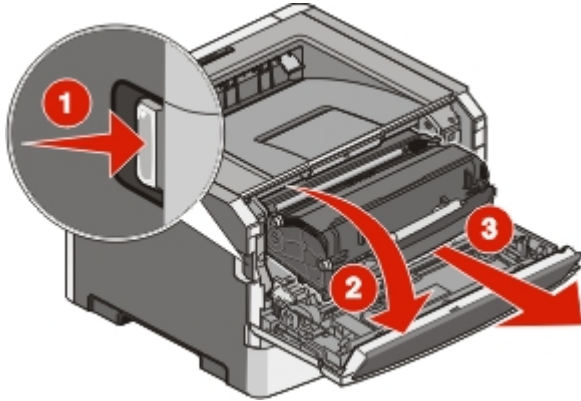**4** Lift the flap in front of the printer, and remove any jammed sheets.

5 Align and insert the unit.

6 Close the front door.

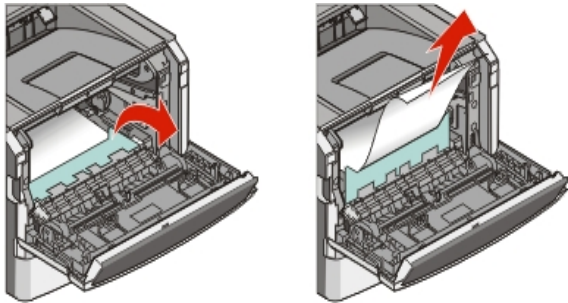**7** Insert the tray.

8 Press ✓.

201 paper jam

⚠️ **CAUTION—HOT SURFACE:** The fuser and the inside of the printer near the fuser may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before removing paper from this area.

1 Open the front door, and then remove the unit.

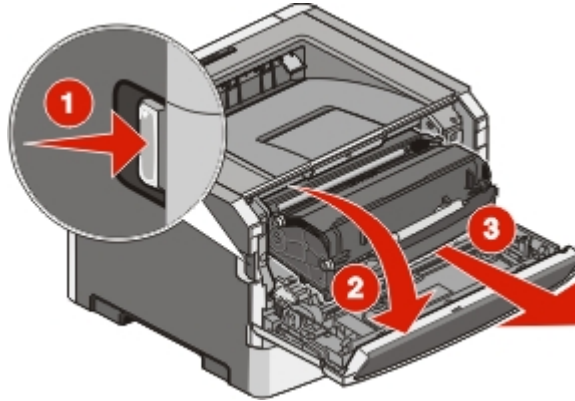**2** Lift the flap in front of the printer, and then remove any jammed sheets.

3 Align and insert the unit.

4 Close the front door.

5 Press ✅.

202 paper jam

⚠️ **CAUTION—HOT SURFACE:** The fuser and the inside of the printer near the fuser may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before removing paper from this area.

1 Open the front door, and then remove the unit.

2 Lift the flap in front of the printer, and then remove any jammed sheets.
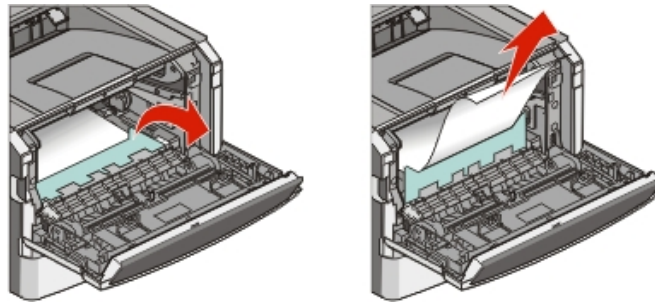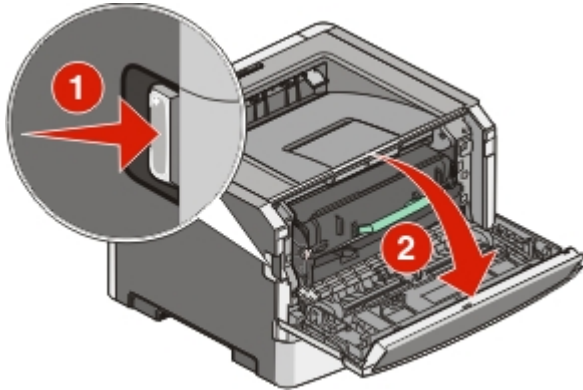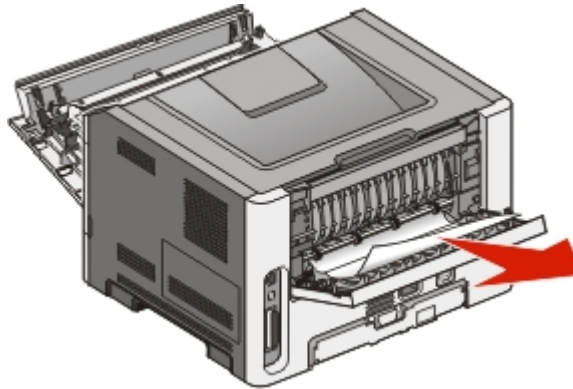
3 Open the rear door.
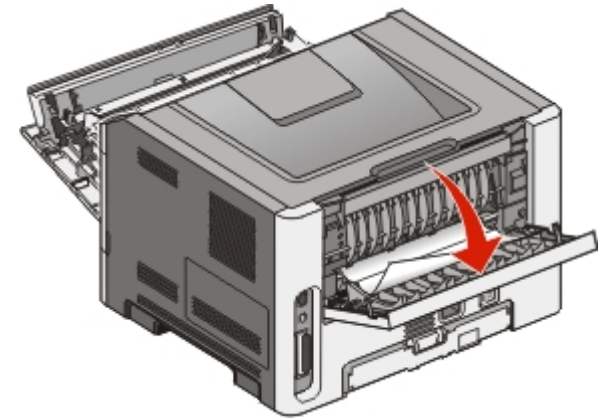
4 Remove the jam.
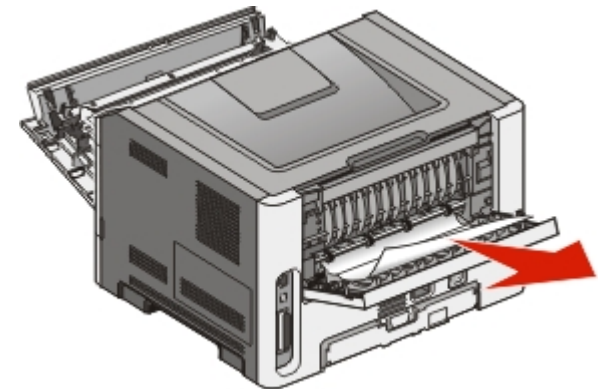
5 Close the rear door.

6 Close the front door.

7 Press ✅.
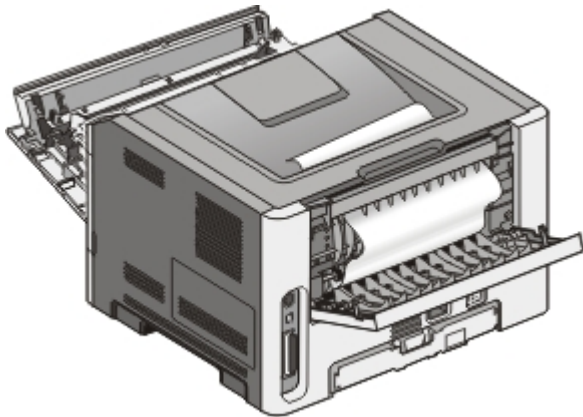
231 paper jam

⚠️ **CAUTION—HOT SURFACE:** The fuser and the inside of the printer near the fuser may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before removing paper from this area.

1 Open the front door.

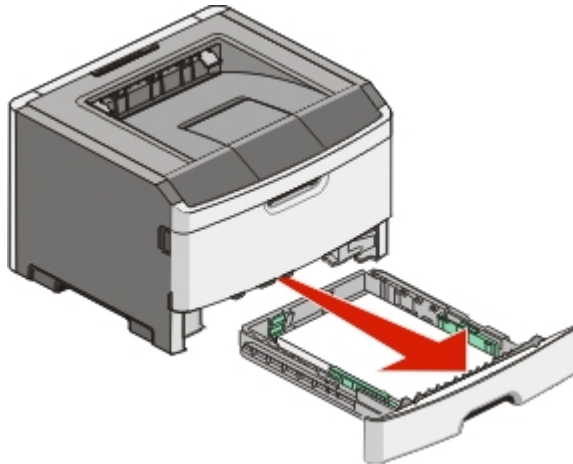**2** Open the rear door.

3 Remove the jam.

4 Close the rear door.

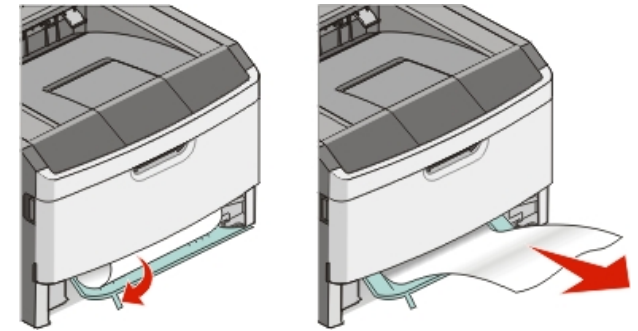**5** Close the front door.

6 Press ✅.

233 paper jam

1 Remove the tray from the printer.

2 Locate the lever shown. Pull the level down to release the jam.

3 Pull the jammed sheets from the duplex area.

4 Insert the tray.

5 Press ✅.

If this does not clear the jam, complete the steps in "231 paper jam" on page 4.
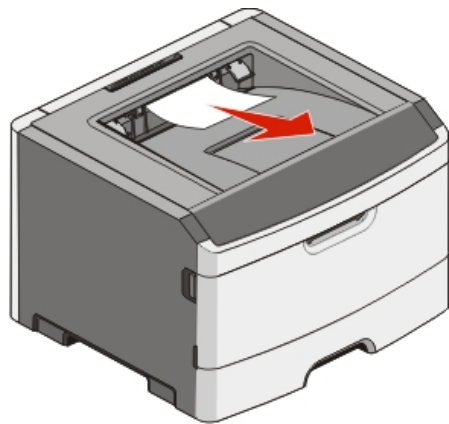
234 paper jam

A single jam or multiple jams are in the duplex area of the printer when the printer is turned on. To locate and remove the jammed sheets, complete all the steps in:

- "231 paper jam" on page 4
- "233 paper jam" on page 4

235 paper jam

A duplex print job was sent to the printer using a size of paper not supported for duplex printing. A sheet is jammed in the standard exit bin.
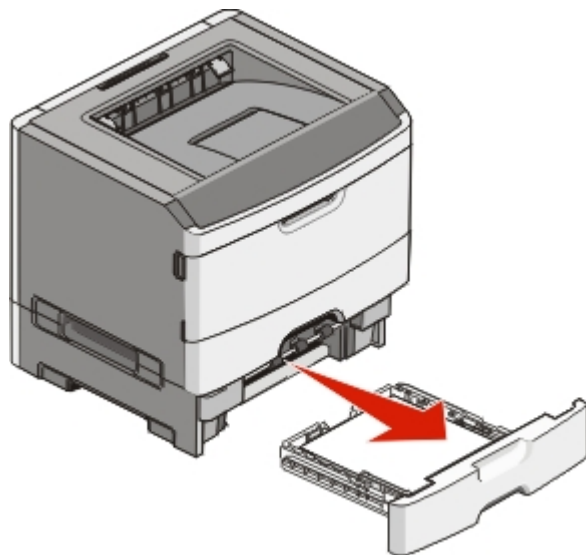
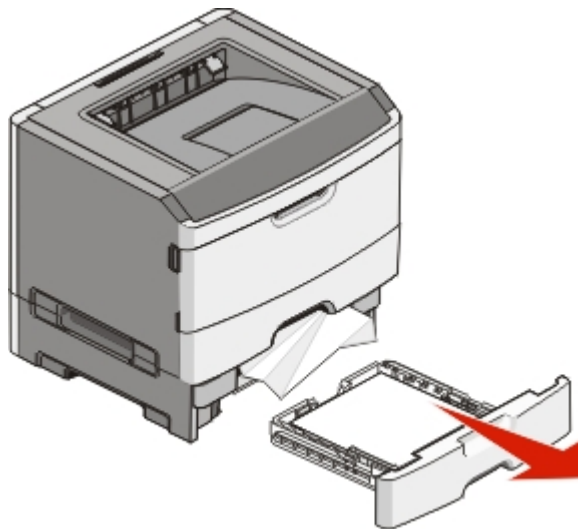1   To remove the jam, gently pull the jammed sheet out of the standard exit bin.

2   Press ✓.

242 paper jam

1   Remove the optional tray from the printer.
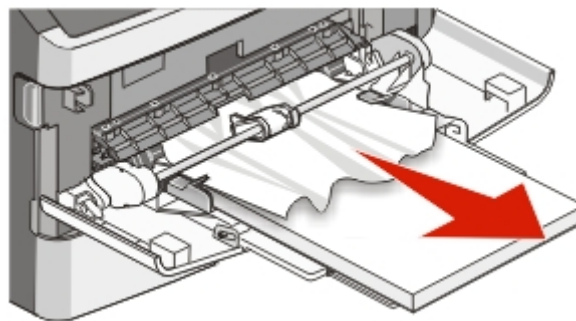
2   Remove the jam.

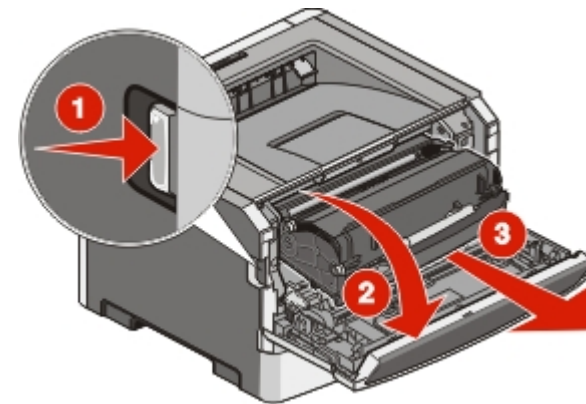3   Insert the optional tray.

4   Press ✓.

251 paper jam

A sheet of paper or specialty media failed to feed completely from the multipurpose feeder. Part of it may be still visible. If it is visible, gently pull the jammed sheet from the front of the multipurpose feeder.
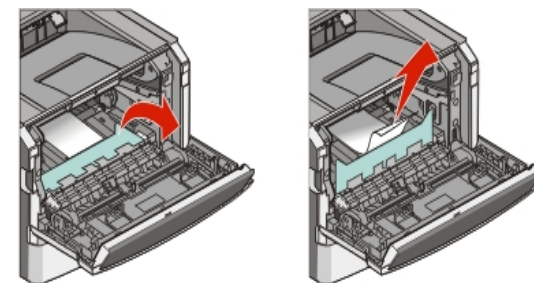
If the sheet is not visible, complete the following steps:

1   Open the front door, and then remove the unit.

2   Lift the flap at the front of the printer, and then remove any jammed sheets of paper that are short lengths of paper.

3   Align and insert the unit.

4   Close the front door.

5   Press ✓.