

# Lexmark™ C53x Clearing Jams Guide

## Clearing jams

### Avoiding jams

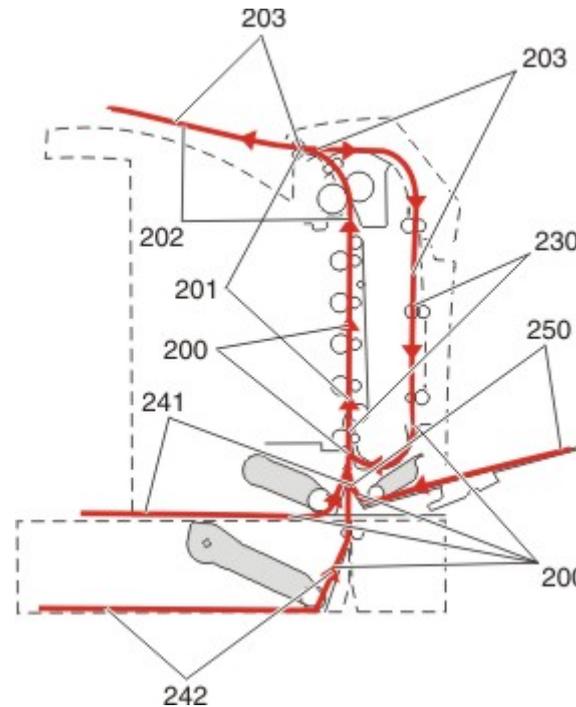
The following hints can help you avoid jams:

- Use only recommended media.  
For more information, see the *Card Stock & Label Guide* available on the Lexmark Web site at [www.lexmark.com/publications](http://www.lexmark.com/publications).
- For detailed information about purchasing large quantities of customized media, see the *Card Stock & Label Guide*.
- Do not load too much media. Make sure the stack height does not exceed the indicated maximum height.
- Do not load wrinkled, creased, damp, or curled media.
- Flex, fan, and straighten media before loading it.
- Do not use media that has been cut or trimmed by hand.
- Do not mix media sizes, weights, or types in the same stack.
- Store the media in an appropriate environment.
- Do not remove trays while the printer is printing. Wait for **Load tray <x>** or **Ready** to appear before removing a tray.
- Do not load the manual feeder while the printer is printing. Wait for **Load manual feeder with <x>** to appear.
- Push all trays in firmly after loading media.
- Make sure the guides in the trays are properly positioned and are not pressing too tightly against the paper.
- Make sure all media sizes and media types are set correctly in the control panel menu.
- Make sure all printer cables are attached correctly. For more information, see the setup documentation.

**Note:** If a jam occurs, clear the entire media path. For information on the media path, see the *User's Guide*.

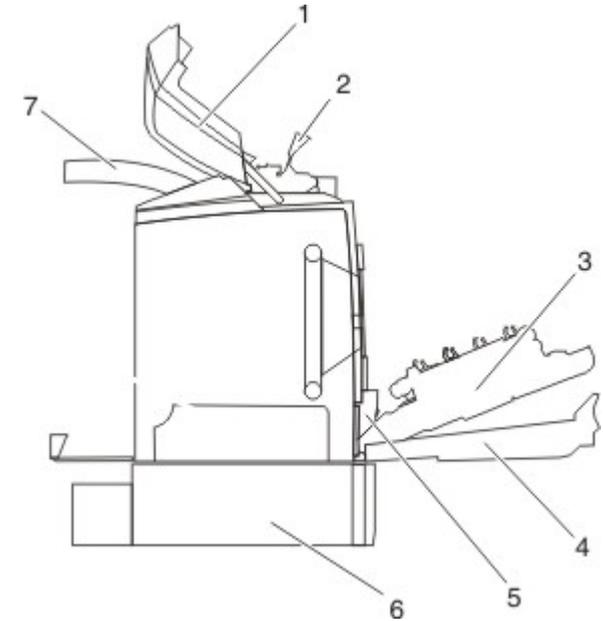
### Identifying the paper path

The path that paper takes through the printer varies depending on where the paper enters, and whether a duplex (two-sided) job is being printed. When a jam occurs, a message indicating the jam location appears. The following illustration indicates the area of the printer the numbers in the messages describe.



### Accessing jam areas

Open doors and covers, and remove trays to access jam areas. The illustration shows the possible jam areas.



1	Upper door
2	Fuser cover
3	Inner door
4	Lower door
5	Standard tray (Tray 1)
6	Optional 550-sheet tray (Tray 2)
7	Exit bin

Use the following table to locate instructions for a particular jam.

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

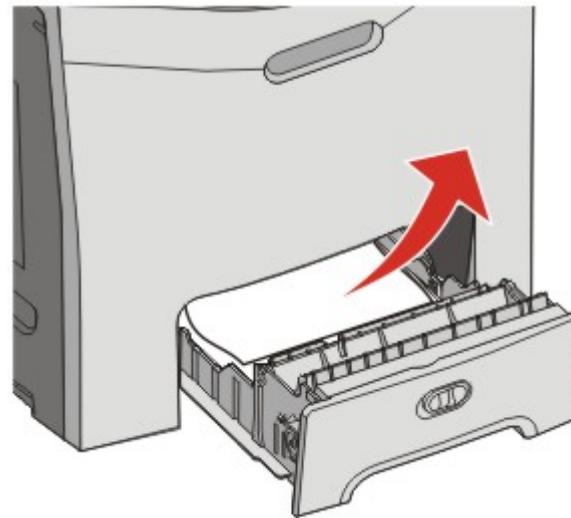
Control panel message	Area description	See
200 . xx Paper Jam	Jam at the input sensor	"Clearing jams just beyond Tray 1" on page 2
		"Clearing Tray 2 jams" on page 3
		"Clearing jams behind the inner door" on page 4
		"Jams under the photoconductors" on page 4
200 . xx Paper Jam	Jam in the manual feed slot	"Clearing jams in the manual feeder" on page 6
201 . xx Paper Jam	Jam between an input sensor and the fuser exit sensor	"Jams under the photoconductors" on page 4
		"Jams under the fuser or fuser cover" on page 4
202 . xx Paper Jam	Jam after the fuser exit sensor	"Jams under and behind the fuser" on page 5
		"Clearing jams between the fuser and the standard exit bin" on page 5
203 . xx Paper Jam	Jam in the duplex page-turnaround area	"Jams under the rollers near the fuser" on page 5
230 . xx Paper Jam	Jam in the duplex area	"Jams in the duplex area" on page 5
241 . xx Paper Jam	Jam in Tray 1	"Clearing jams just beyond Tray 1" on page 2
242 . xx Paper Jam	Jam in Tray 2	"Clearing Tray 2 jams" on page 3

Control panel message	Area description	See
250 . xx Paper Jam	Jam in the multipurpose feeder	"Clearing jams in the multipurpose feeder" on page 6

## Clearing jams just beyond Tray 1

If the paper did not feed from Tray 1 correctly, the jam is in the tray. 241 . xx Paper Jam appears.

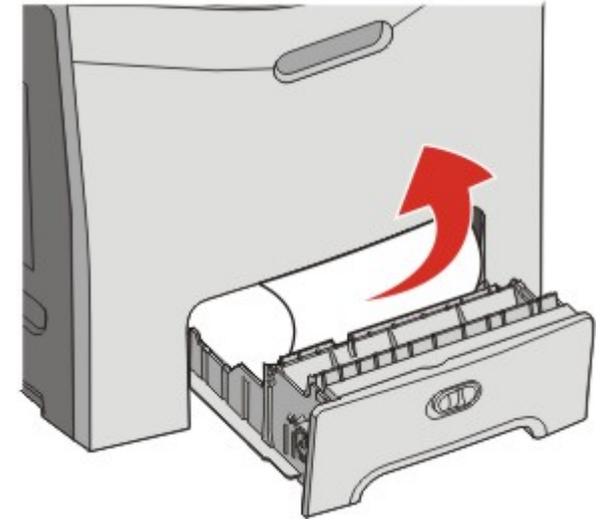
- 1 Open Tray 1.
- 2 Remove the jam.



- 3 Reinsert the tray.

If the paper fed from Tray 1 and jammed just beyond the tray, 200 . xx Paper Jam appears.

- 1 Open Tray 1.
- 2 Remove the jam.

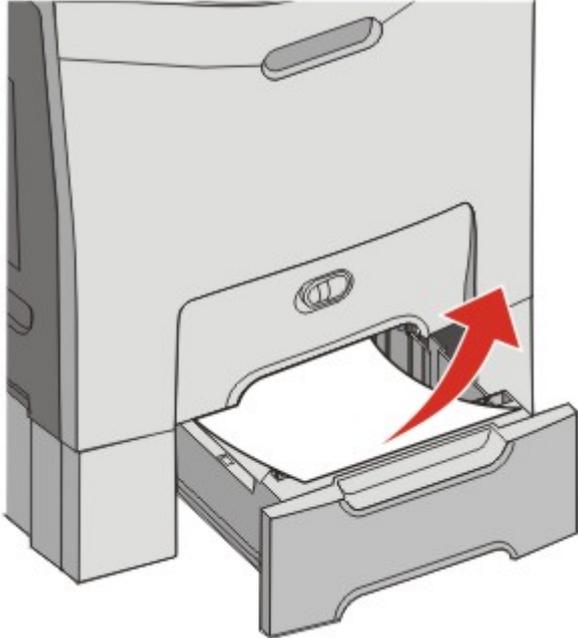


- 3 Reinsert the tray.

## Clearing Tray 2 jams

If the paper did not feed from Tray 2 correctly, the jam is in the tray.  
**242 .xx Paper Jam** appears.

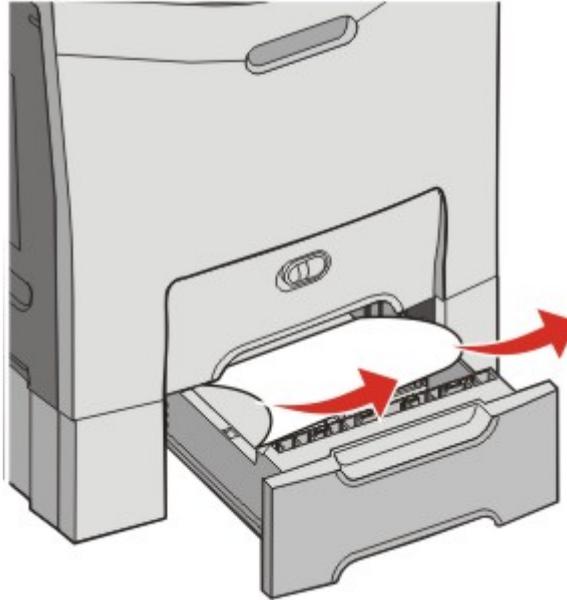
- 1 Open Tray 2.
- 2 Remove the jam.



- 3 Reinsert the tray.

If the paper fed from Tray 2, but is caught between Tray 1 and Tray 2, **242 .xx Paper Jam** may appear.

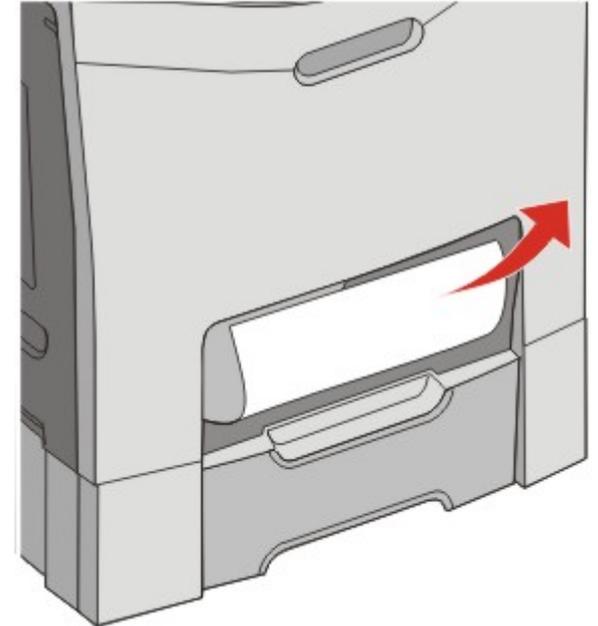
- 1 Open Tray 2.
- 2 Grasp the paper on both sides. Pull it out gently to avoid tearing it.



- 3 Reinsert the tray.

If the paper fed from Tray 2, but is caught between Tray 1 and Tray 2, **200 .xx Paper Jam** may appear.

- 1 Open Tray 1.
- 2 Pull the paper up and then out of the tray.



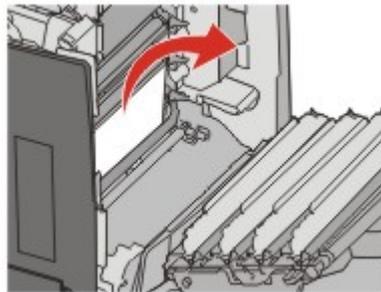
- 3 Reinsert the tray.

## Clearing jams behind the inner door

If the paper is jammed behind the inner door, but not under the photoconductors, **200 . xx Paper Jam** appears.

**Warning—Potential Damage:** To avoid overexposing the photoconductors, do not leave the inner door open longer than 10 minutes.

- 1 Open the upper and inner doors. The lower door opens with the inner door.
- 2 Pull the jammed paper up and out.



- 3 Close the lower door, and then close the upper door.

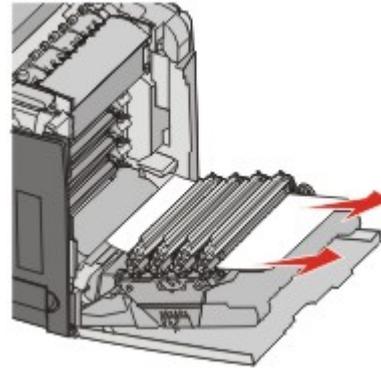
## Jams under the photoconductors

Follow these instructions to remove jams under the photoconductors.

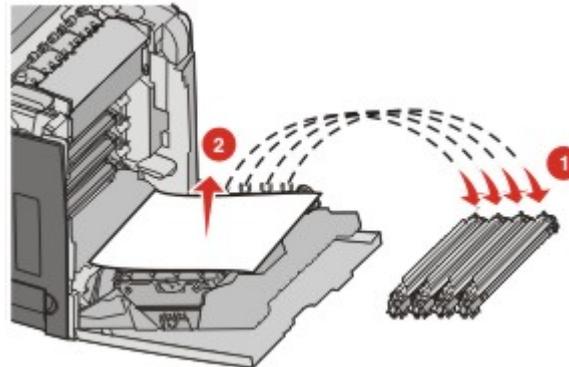
If the paper is jammed under the photoconductors, **200 . xx Paper Jam** or **201 . xx Paper Jam** may appear.

- 1 Open the upper and inner doors. The lower door opens with the inner door.
- 2 Pull the jammed paper out straight.

**Note:** Be careful not to dislodge the photoconductors.



- 3 If the paper will not move, remove all four photoconductors (for more information, see the *User's Guide*). Clear the jam, and then replace the photoconductors.



- 4 Close the lower door, and then close the upper door.

## Clearing jams under the fuser or fuser cover

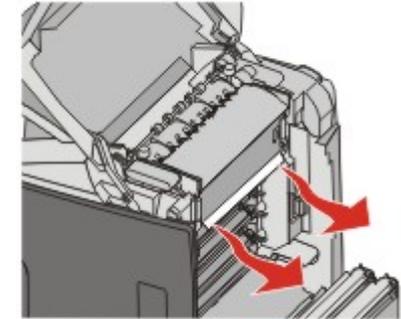
### Jams under the fuser or fuser cover

When paper is jammed under the fuser or the fuser cover, **201 . xx Paper Jam** appears.

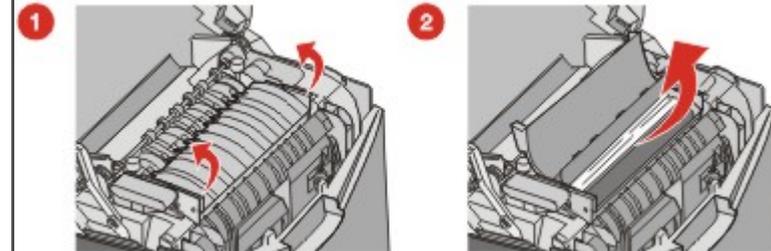
**CAUTION—HOT SURFACE:** The fuser and the inside of the printer near the fuser may be hot. Wait for the fuser to cool before clearing jams from this area.

**Warning—Potential Damage:** To avoid overexposing the photoconductors, do not leave the inner door open longer than 10 minutes.

- 1 Open the upper and inner doors. The lower door opens with the inner door.
- 2 Determine where the jam is located:
  - a If paper is visible under the fuser, grasp it on each side and pull it forward.



- b Otherwise, grasp the fuser cover by the tabs and lift it. Pull the jammed paper up and out. Close the fuser cover.



- 3 Close the lower door, and then close the upper door.

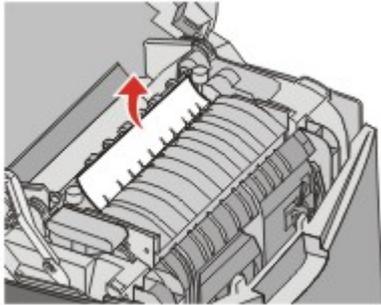
## Jams under and behind the fuser

When paper jams both under the fuser and in the slot behind the fuser, 202 . **xx Paper Jam** appears.

 **CAUTION—HOT SURFACE:** The fuser and the inside of the printer near the fuser may be hot. Wait for the fuser to cool before clearing jams from this area.

**Warning—Potential Damage:** To avoid overexposing the photoconductors, do not leave the inner door open longer than 10 minutes.

- 1 Open the upper and inner doors. The lower door opens with the inner door.
- 2 Pull the paper gently up and to the rear of the printer.

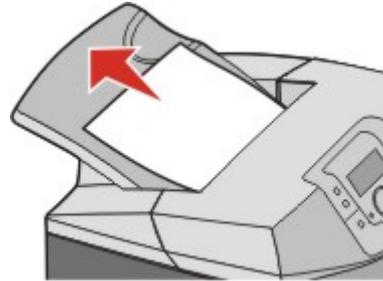


- 3 Close the lower door, and then close the upper door.

## Clearing jams between the fuser and the standard exit bin

When the jammed paper is visible in the standard exit bin, 202 . **xx Paper Jam** appears.

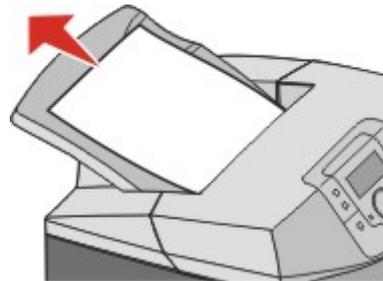
Grasp the paper, and pull it away from the bin.



## Clearing jams in the standard exit bin

When paper jams in the standard exit bin, 203 . **xx Paper Jam** appears.

Grasp the paper and pull it away from the bin.

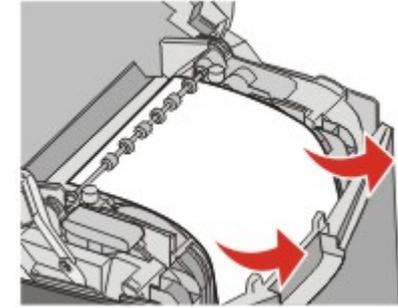


## Clearing jams in the duplex path

### Jams under the rollers near the fuser

When paper is jammed under the rollers near the fuser, 203 . **xx Paper Jam** appears.

- 1 Open the upper door.
- 2 Grasp the paper on each side, and pull it out gently.

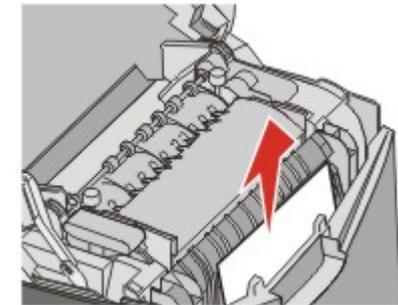


- 3 Close the upper door.

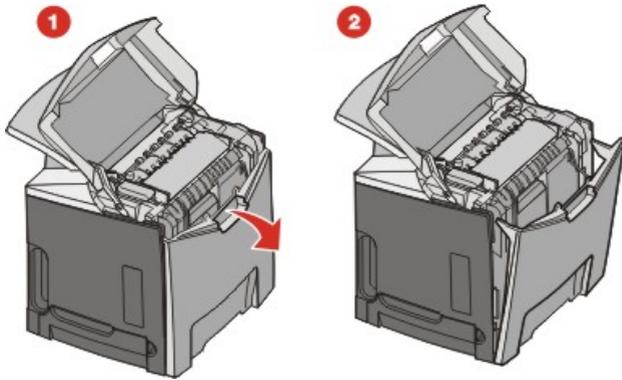
### Jams in the duplex area

When paper is jammed between the inner door and the lower door, 230 . **xx Paper Jam** appears.

- 1 Open the upper door.
- 2 Pull the jammed paper straight up.



**Note:** For more room to grasp the paper, pull the handle to open the lower door.

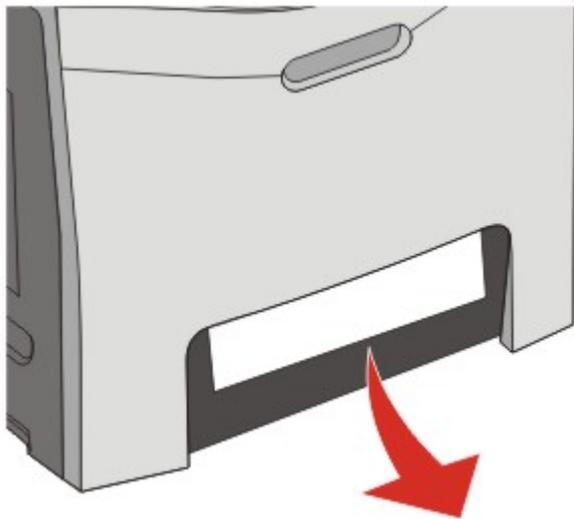


3 Remove the jam and close the door(s).

When paper jams entering Tray 1, 230 . **xx Paper Jam** appears.

1 Remove Tray 1.

2 Pull the jammed paper down and out.

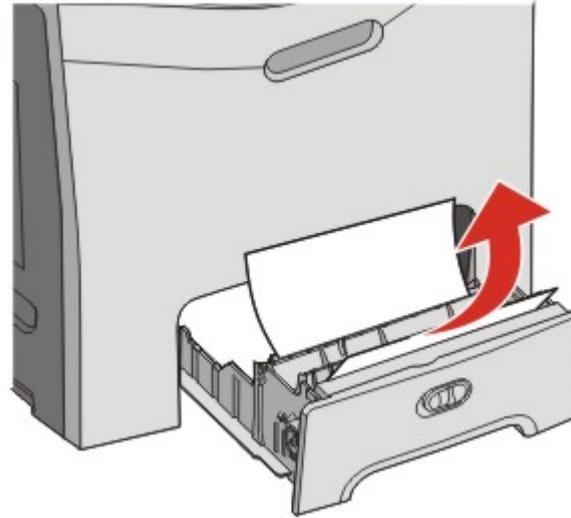


3 Replace the tray.

When paper jams as shown in the following illustration, 200 . **xx Paper Jam** or 230 . **xx Paper Jam** appears.

1 Open Tray 1.

2 Pull the jammed paper straight up.



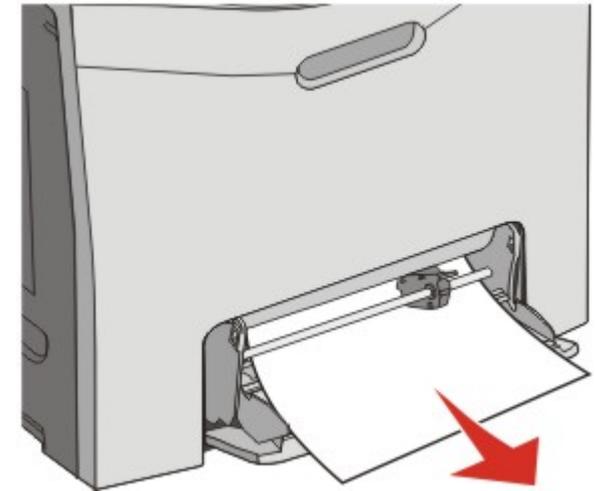
**Note:** If no jam is visible, remove the tray completely. Also look for a jam behind the upper and lower doors.

3 Replace the tray.

### Clearing jams in the multipurpose feeder

When paper jams in the multipurpose feeder, 250 . **xx Paper Jam** appears.

Pull the paper down and out.



### Clearing jams in the manual feeder

When paper is not placed far enough into the manual feeder, the display prompts you to insert paper.

If the paper is pushed far enough into the manual feeder for the printer to sense it, but not far enough to feed properly, 200 . **xx Paper Jam** appears.

In either case, push the paper farther into the manual feeder.

