

# Lexmark™ C752

## Clearing Jams

### Guide

### Avoiding jams

The following hints can help you avoid paper jams:

- Use only recommended paper. Refer to the *Card Stock & Label Guide* available on the Lexmark Web site at [www.lexmark.com/publications](http://www.lexmark.com/publications) for more information about which paper provides optimum results for your printing environment.
- Do not remove paper trays while a job is printing. Wait for a **Load Tray <x>** or **Ready** message before you remove the tray.
- If you need detailed information before purchasing large quantities of customized paper, refer to the *Card Stock & Label Guide*.
- Do not load wrinkled, creased, or damp paper.
- Never mix media types within a tray.
- Flex, fan, and straighten paper before you load it.
- Do not overload the trays or the multipurpose feeder. Make sure the stack height does not exceed the maximum height indicated.
- Push all trays firmly into the printer after loading them.
- Make sure the guides in the trays are properly positioned for the size paper you have loaded.
- Do not send jobs to staple, hole punch, or offset for transparencies, labels, or card stock.
- We recommend that transparencies, labels, card stock, and envelopes not be sent to the optional mailbox or optional finisher. These specialty media types should be sent to the standard bin.
- If a jam should occur, clear the entire paper path.

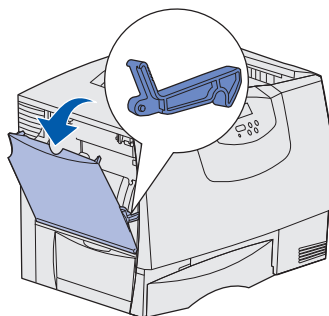
## Clearing jams

### Understanding jam messages

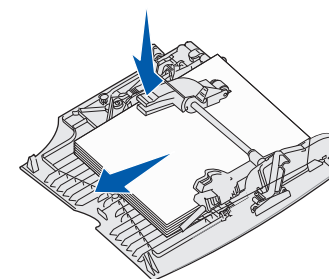
Message	What to do
200 Paper Jam	Clear <b>Area B</b> and <b>Area T1</b> .
201 Paper Jam	Clear <b>Area D</b> , <b>Area K</b> , and <b>Area L</b> .
202 Paper Jam	Clear <b>Area K</b> and <b>Area L</b> .
230 Paper Jam	Clear <b>Area E</b> and <b>Area J</b> .
24<x> Paper Jam	Clear <b>Area B</b> , <b>Area C</b> , and <b>Area T&lt;x&gt;</b> .
250 Paper Jam	Clear <b>Area A</b> and <b>Area D</b> .
27<x> Paper Jam	Clear <b>Area M</b> .

### Area A

- 1 Release the levers on each side of the multipurpose feeder to lay it flat.



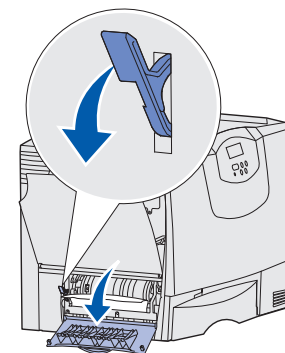
- 2 Press the pick assembly release lever, and remove all media and jams.



- 3 Return the feeder to its working position, and reload your paper.

### Area B

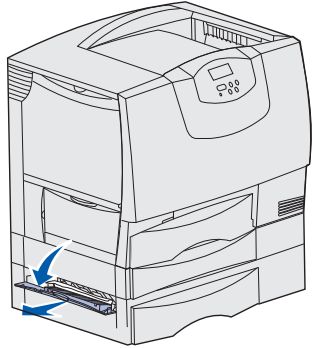
- 1 Open the left access door until it clicks into place.



- 2 Remove all visible paper. Remove any torn paper from the printer.
- 3 Close the door.
- 4 Open Tray 1, and make sure the entire paper stack is pushed all the way down into the tray.

## Area C

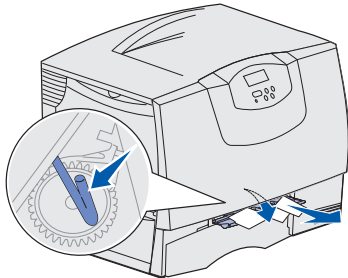
- 1 Open the 500-sheet drawer access door. Hold the door down while removing jams.



- 2 Make sure the entire paper stack is loaded correctly, and then close the door.

## Area D

- 1 Open the front access door.
- 2 Hold down the front access door. Remove jams in the rollers under the image transfer unit.

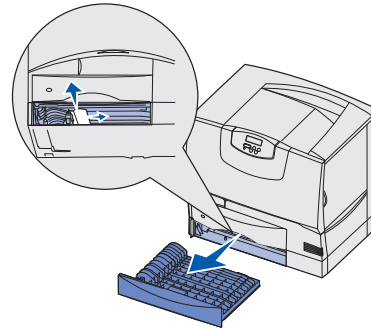


## Area T1

- 1 Open tray 1.
- 2 Remove any jams.
- 3 Make sure the paper is pushed all the way down into the tray, and then close tray 1.

## Area E

- 1 Pull the duplex tray E completely out. Remove any paper caught in the rollers or inside the printer.



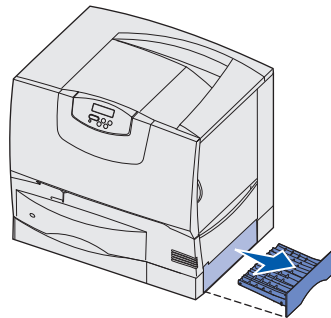
- 2 Reinstall the duplex mechanism in the printer.

## Area T<x>

- 1 Carefully open trays 2 through 4 (all 500-sheet trays), and then remove jams.
- 2 Make sure the paper is pushed all the way down into the tray, and then close trays 2 through 4.

## Area J

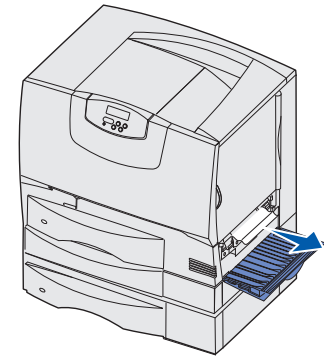
- 1 Remove the duplex tray J.



- 2 Remove any jams, and then reinstall the tray.

## Area K

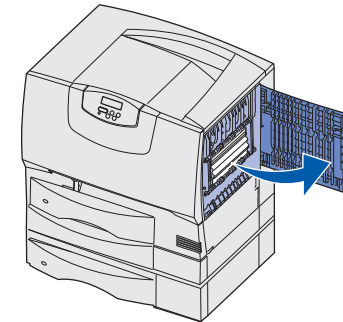
- 1 Open the lower right access door.



- 2 Remove any jams, and then close the door.

## Area L

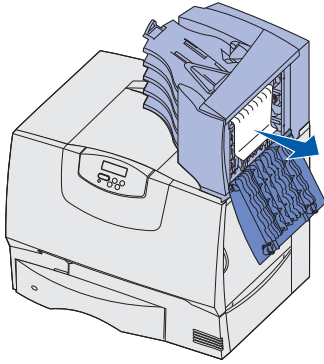
- 1 Open the upper right access door.



- 2 Remove jams from the rollers, and then close the door.

## Clearing mailbox, finisher, or output expander jams (Area M)

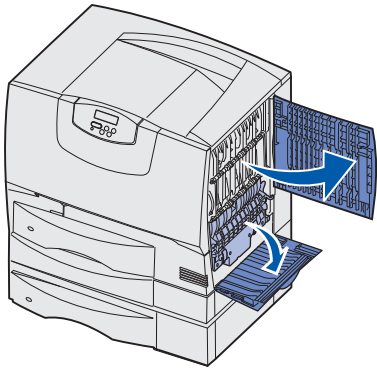
- 1 Open the rear door of the 5-bin mailbox or output expander.



- 2 Pull the jam straight out, and then close the door.

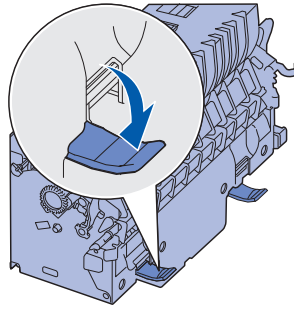
## Clearing fuser jams

- 1 Clear the paper path. If the jam error message persists, go to step 2.
- 2 Open both the upper right and the lower right access doors (Areas K and L).

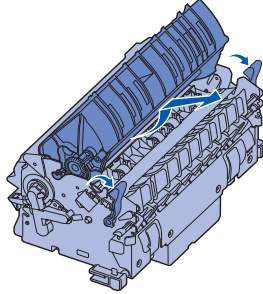


**CAUTION:** The fuser assembly may be hot. Let it cool before continuing.

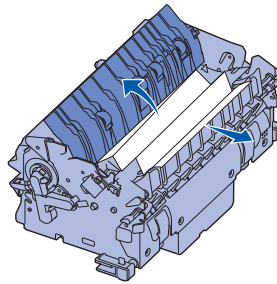
- 3 Pull down the latches. They slide toward the center to release the fuser.



- 4 Pull the fuser out, and set it on a clean, flat surface.
- 5 Unsnap the housing and set it aside.



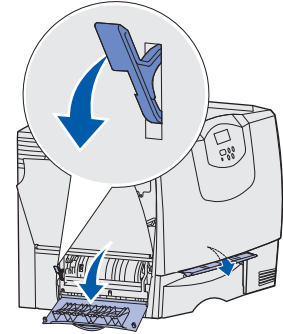
- 6 Lift up the fuser roller cover and remove the jam.



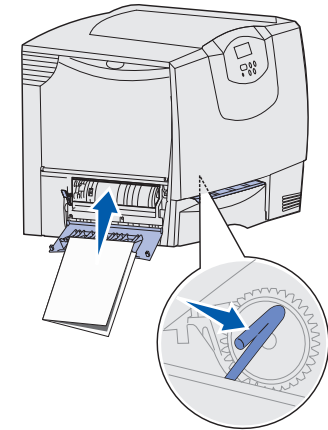
- 7 Close the fuser roller cover.
- 8 Snap the housing back onto the fuser.
- 9 Insert the fuser back into the printer.
- 10 Slide the latches out, and then pull up to refasten them.
- 11 Close the doors.

## Clearing image transfer unit jams

- 1 Open the front access door and the left access door.

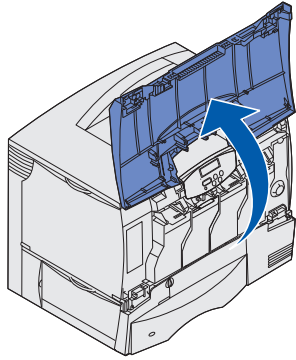


- 2 While holding down the front access door, insert a folded piece of paper as shown to clear the paper sensors under the image transfer unit. Make sure to clear the entire width of the paper path.



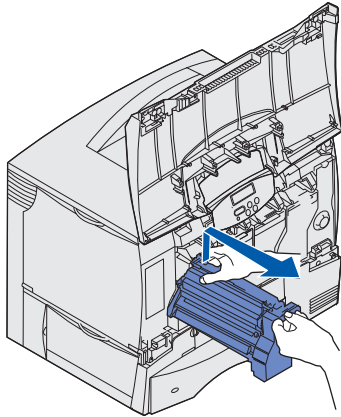
- 3 Close the left access door and the front access door. If the jam persists, continue with step Turn the printer off. Open the front cover..

4 Turn the printer off. Open the front cover.

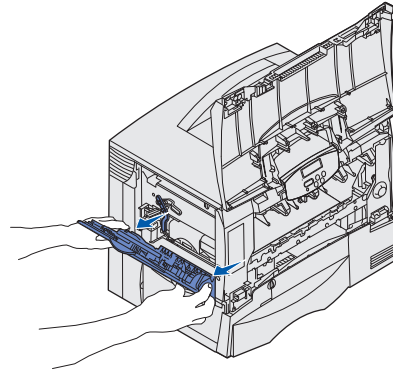


5 Remove all the print cartridges.

- a Pull up slightly on the cartridge handhold.
- b Pull the cartridge straight out and use the handle to lift it off the guides.
- c Place the cartridges on a clean, flat surface out of direct light.

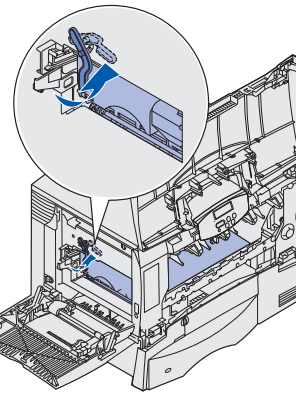


6 Release the latches to open the multipurpose feeder (area A) all the way.

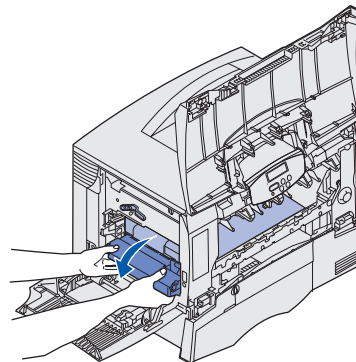


7 Remove the image transfer unit.

- a Raise the lever to unlock the image transfer unit.

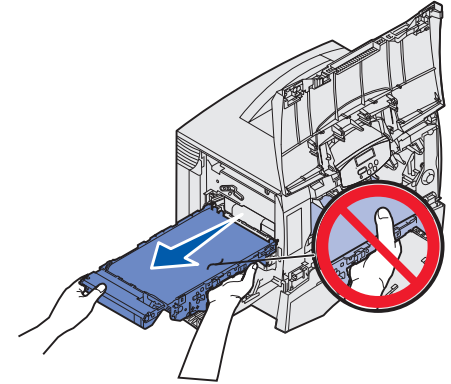


- b Pull down on the handle.

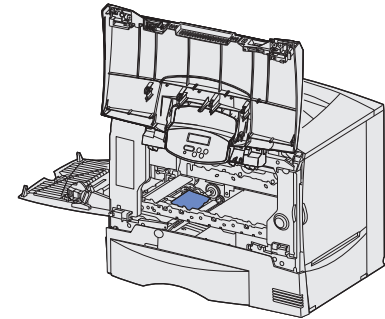


c Slide the image transfer unit out and place it on a clean, flat surface.

**Warning:** Do not touch the transfer belt. Touching the belt will damage the image transfer unit.

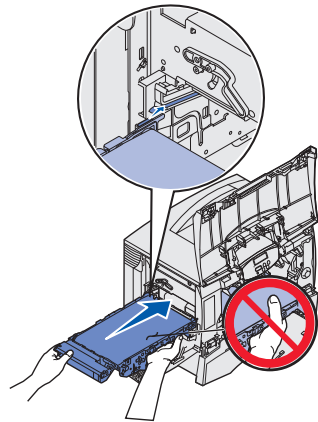


8 Look inside the printer. Remove all torn paper or other jams.

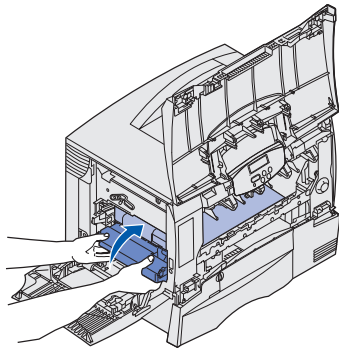


9 Insert the image transfer unit back into the printer.

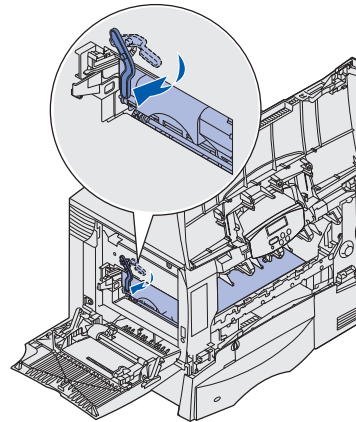
- a** Align the guides with the insertion grooves and gently slide the unit in.



- b** Rotate the handle up, and push gently to lock the unit in place.

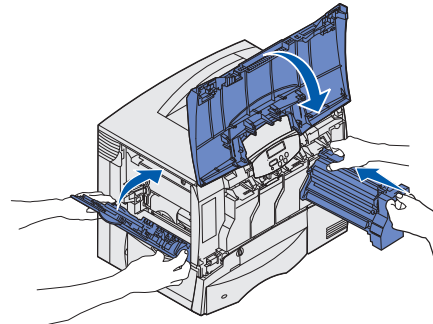


- c** Lower the lever to lock the image transfer unit into place.



- 10** Return the multipurpose feeder to its working position.

Reinstall all the print cartridges.



- 11** Close the printer door.

- 12** Turn the printer on. The printer returns to a Ready state.

### If you still need help

- 1** Turn the printer off and then back on.
- 2** Contact your administrator or Help desk if you need more assistance.