

EPSON AcuLaser M4000 Series Paper Jam Guide



Warnings must be followed carefully to avoid bodily injury.

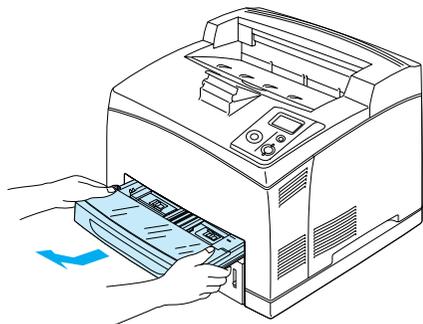
Notes contain information and useful tips on the operation of your printer.

When the LCD panel displays the Paper Jam XXX error message, choose the appropriate description to clear the jammed paper.

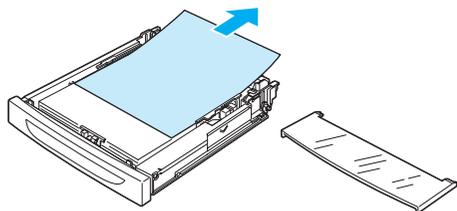
For more information, see the Online User's Guide.

Paper Jam MP A, Paper Jam C1 A, Paper Jam C2 A, Paper Jam C3 A (All paper cassettes and Cover A)

1

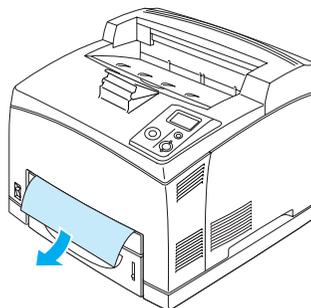


2



If one or more optional paper cassette units are installed, repeat steps 1 and 2 to pull out all paper cassettes.

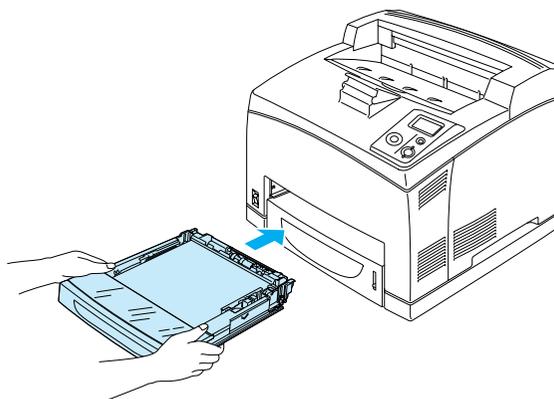
3



Note:

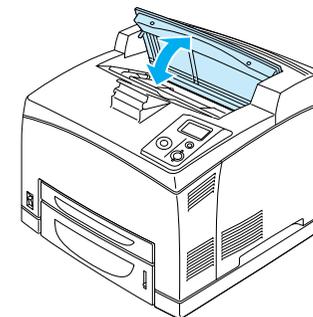
Confirm that the jammed paper is not still deep inside the printer.

4



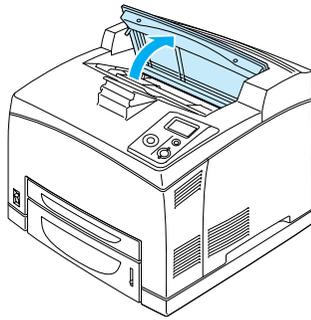
If you have optional cassette units installed, reinsert all the cassettes.

5



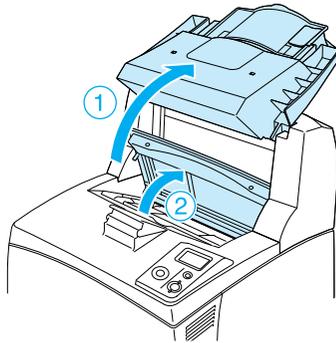
Paper Jam A (Cover A)

1

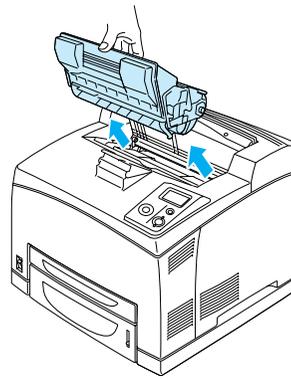


Note:

When the optional Stacker is installed, raise the stacker first, then open cover A.



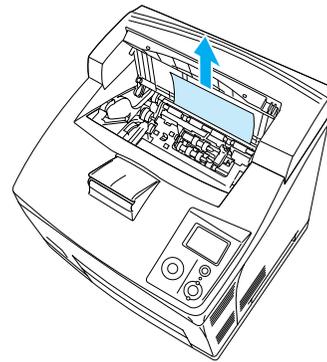
2



Note:

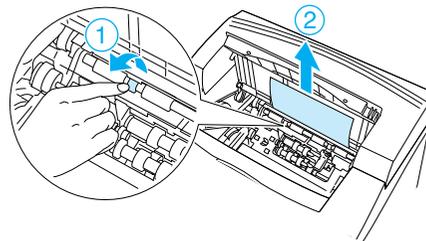
Place the cartridge on a clean, flat surface.

3

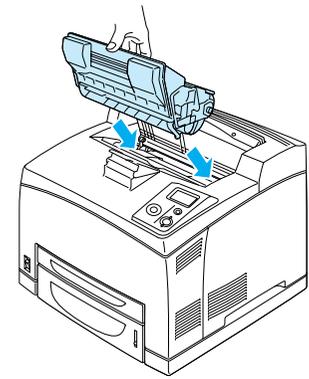


Note:

When jammed paper cannot be removed easily, turn the roller to take tension off the paper, then pull it straight out.



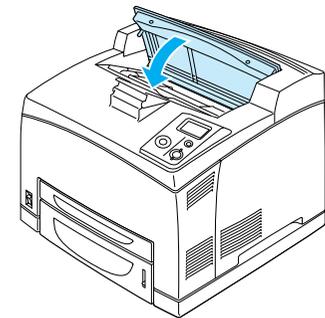
4



Note:

Insert the cartridge with the arrow mark on the top of the imaging cartridge facing toward cover A.

5

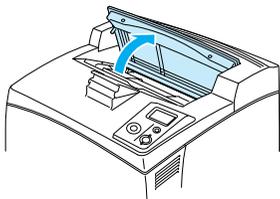


Note:

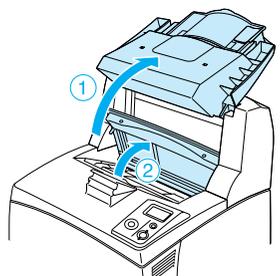
If the jammed paper is not found at cover A, open the MP tray and standard paper cassette to confirm there is no remaining jammed paper. See "Paper Jam MP A, Paper Jam C1 A, Paper Jam C2 A, Paper Jam C3 A (All paper cassettes and Cover A)."

Paper Jam A B (Cover A or B)

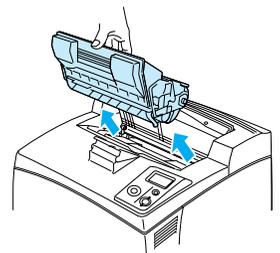
1



Note:
When the optional Stacker is installed, lift up the tray of the Stacker and then open cover A.

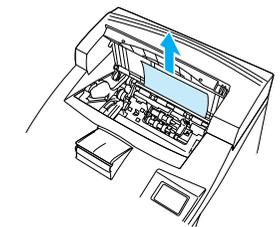


2



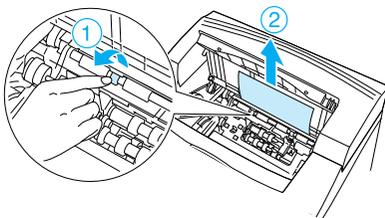
Note:
Place the cartridge on a clean, flat surface.

3

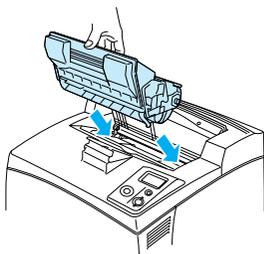


Note:

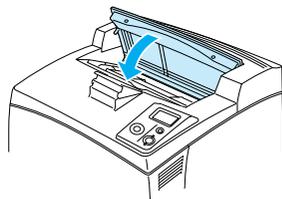
When jammed paper cannot be removed easily, turn the roller to take tension off the paper, then pull it straight out.



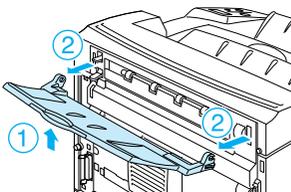
4



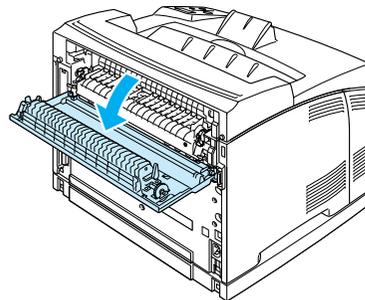
5



6



7



Note:

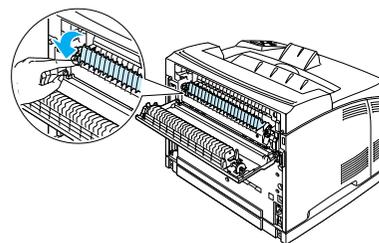
When the optional Duplex Unit is installed, open the Duplex Unit's cover before opening cover B.



Warning:

Unless specifically instructed in this guide, be careful not to touch the fuser, which is marked CAUTION HIGH TEMPERATURE, or the surrounding areas. If the printer has been in use, the fuser and the surrounding areas may be very hot. If you must touch one of these areas, turn off the printer and wait 30 minutes to allow the heat to subside before doing so.

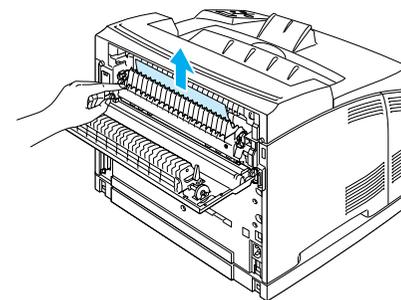
8



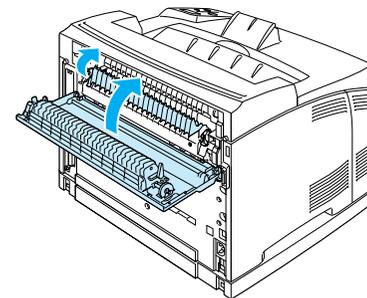
Warning:

Be careful not to touch the rollers in the fuser unit, they may be very hot.

9



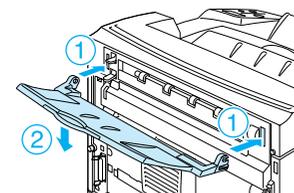
10



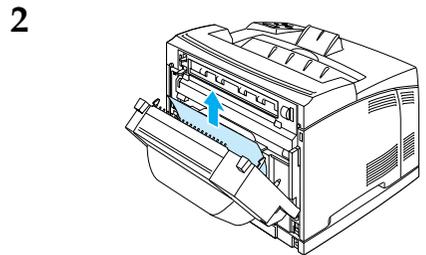
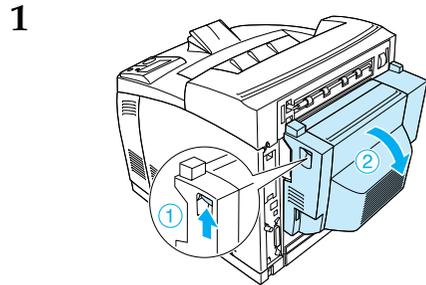
Note:

When the optional Duplex Unit is installed, close the Duplex Unit's cover after closing cover B.

11

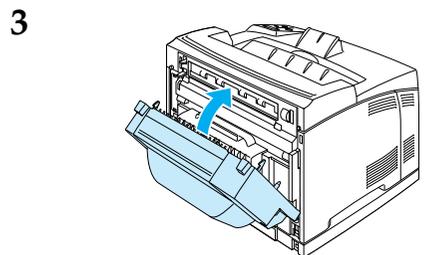


Paper Jam DM (Duplex Unit cover)



Note:

- ❑ If paper is torn, be sure to remove all torn parts.
- ❑ When you cannot remove jammed paper by this procedure, open cover A or cover B and remove the jammed paper as described in "Paper Jam A B (Cover A or B)."



Note:

When the error is not cleared after doing the procedure above, remove the Duplex Unit from the printer and check if the paper jam occurs at the opening on the lower part of the printer's rear.

Paper Jam STK

