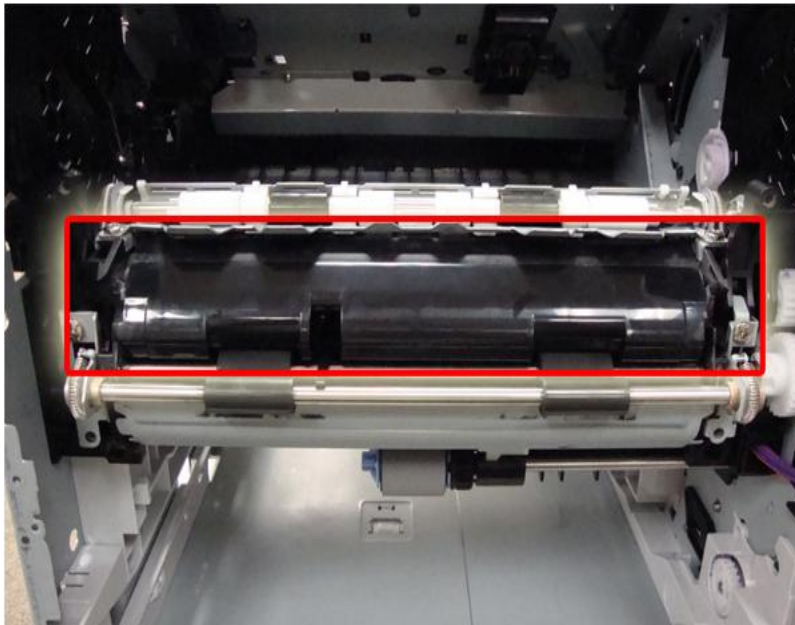


Tech Talk: Paper Jam Pain in the HP M600 Series

Have your customers been receiving paper jam messages, even though there is no paper found in the path?

Our tech team has been receiving calls about this issue on the HP Laserjet M600 series of printers. Message 13.B2.D2 or 13.A2.FF will display, indicating a paper jam, but the paper path is free of paper. What's causing this?

Chances are there are small fragments of paper stuck in the paper path that will need to be cleared. This can be caused by a plastic shield attached to the feed roller assembly (see photo below) that was added to the HP M600 series to help reduce printer noise, which has a side effect of making the paper path narrower. This leads to more frequent paper jams, and when removing jams, users are inadvertently tearing the paper, leaving these fragments inside. Although it appears that the paper jam has been cleared, the printer thinks there is a jam.



To remove the plastic shield that is attached to the feed roller assembly, follow these steps:

1. Remove the tray 1 pickup assembly. Instructions on removing this can be found in the service manual.
2. Remove the feed roller assembly.



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3. Remove the shield from the feed roller assembly, reinstall the feed roller in the printer.

The shield is a non-essential printer component, and removing it will not affect the paper path or printer operation. (We have found that the shield may not be present on all M600 series printers.)

Have a tech related question? We want to help you. Contact Parts On Demand on 0800 225505

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