The Most Common Problems
- Paper Mis-Feed at the paper tray
- Internal Paper Jam

Causes Of Paper Misfeed Problems

Bent corners, bent edges (primarily leading edge) curling or folds in the paper
- Be sure that there are no bent corners, bent edges (primarily leading edge) curling or folds in the paper
- Fan & inspect the paper before loading it in the printer paper
- Load the paper in smaller batches (50 to 100 sheets) until the tray is full. Don’t try to load 250 to 500 sheets all at once

Worn paper feed roller. Glazed or slick paper feed roller
This is a result of long term wear of the paper feed roller or chemicals, dust and resins that come off the paper and accumulate on the roller(s)
- Use our paper feed roller cleaning pad (see separate information sheet about this)
- Cleaning the feed roller with a cleaning solution
- Replace the feed roller

Paper surface is too slick
- Evaluate the paper you use and stick with the best one

Paper moisture content is too low or high. (Usually due to high or low humidity in your room or office)
- Store the paper in a climate controlled room
- Keep paper off of cold floors
- Don’t use water damaged or wrinkled paper
- Store paper in a special conditioning container for 24 hours prior to use

Paper thickness is too thick or too thin for the printer to handle
- Review the paper specifications for your printer
- Stay within the specifications range
- Paper within specification range but close to high or low end of range may still cause problems depending on other factors such as the condition of paper feed rollers

Foreign Objects Accidentally Drop inside the Paper Tray or Printer
- Inform equipment operators about this problem
- Inspect equipment for foreign objects

Paper lifter mechanism or springs worn or broken
- Inspect, clean and adjust the lifter mechanism

Causes Of Internal Paper Jams

Paper Loading Techniques

Paper Tray Inspection, Cleaning, Adjusting & Compensation