



The New Era for Printing

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How to install the slotting on the supporting column of the transport frame

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☐
Firmware	☐	Others(hardware,etc)	☒

Applicable Model: BM5100、BP5100 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Benson	Verified by : Benson	Approved by : YuChen
Date : 17/05/2023	Date : 17/05/2023	Date : 17/05/2023

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Problem Description

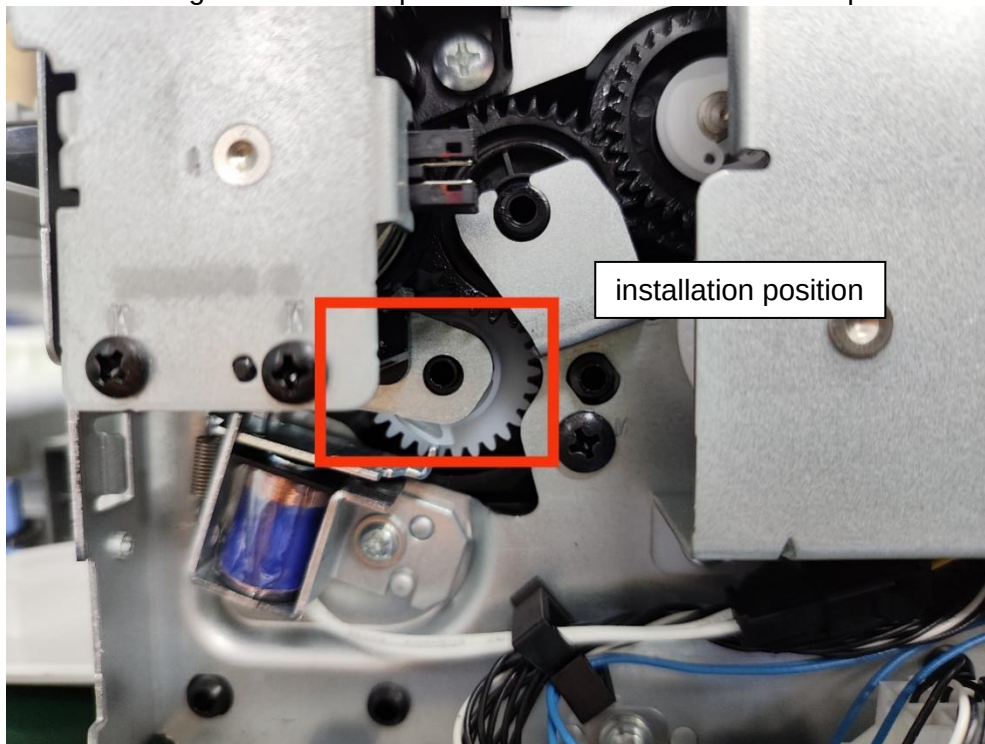
Abnormal Sound from transport frame or paper feeding failure.

I. Causes

Printers manufactured between **February 20, 2023** and **April 25, 2023**, the supporting column of the transport frame size is small

II. Solution

1. Remove the right cover of the printer and confirm the installation position



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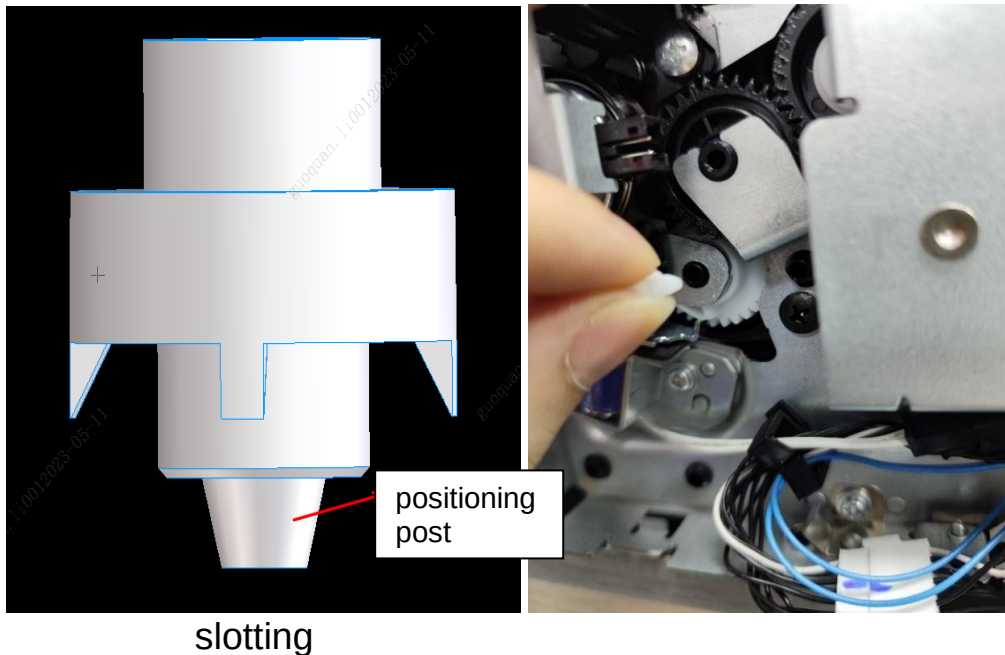
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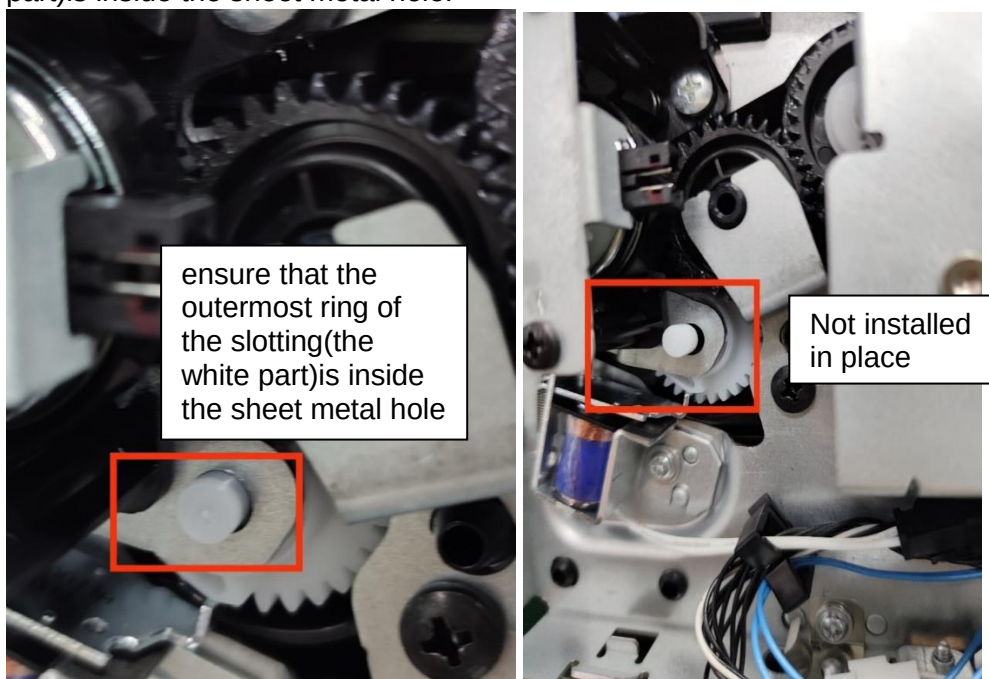
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2. Align the positioning column of the slotting with the hole of the installation position and assemble it.



3. Push the slotting firmly into the hole to ensure that the outermost ring of the slotting(the white part)is inside the sheet metal hole:



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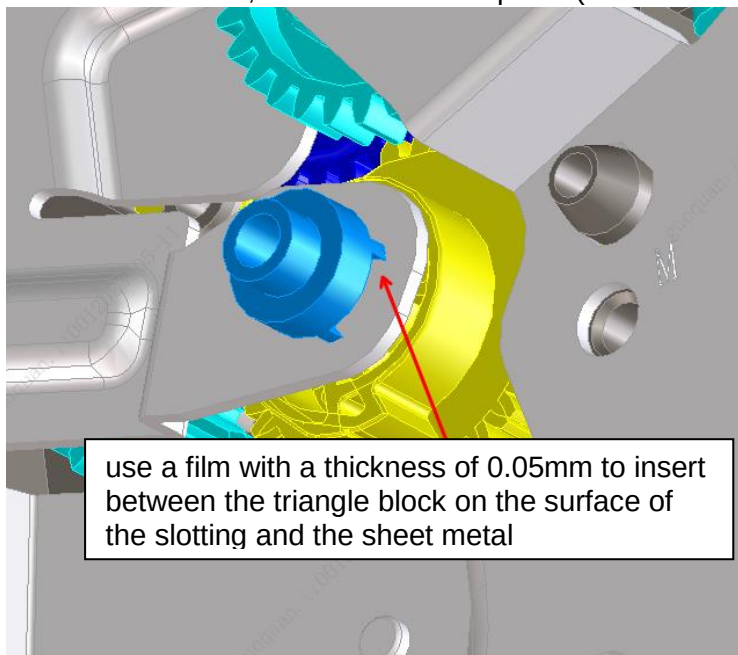
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4. If necessary, use a film with a thickness of 0.05mm to insert between the triangle block on the surface of the slotting and the sheet metal, and confirm whether the film can be inserted. If it cannot be inserted, it is assembled in place (all four triangles should be confirmed)



5. Install back the right cover.

III. Remark

Slottings will be sent by Pantum HQ