



The New Era for Printing

| Technical Service Bulletin                          |                  |
|-----------------------------------------------------|------------------|
| File number : 2021009                               | Date: 01/11/2021 |
| Publishing department : Customer Service Department | Page : 1 / 2     |

## How to solve the printer pick-up paper roll deformed

2013 Platform

**Release Object:** Service Center

### Maintenance Types :

|                  |                                     |                      |                                     |
|------------------|-------------------------------------|----------------------|-------------------------------------|
| Cartridge        | <input type="checkbox"/>            | Installation         | <input type="checkbox"/>            |
| Wireless Network | <input type="checkbox"/>            | Wired Network        | <input type="checkbox"/>            |
| Paper            | <input checked="" type="checkbox"/> | App                  | <input type="checkbox"/>            |
| Print            | <input type="checkbox"/>            | Scan                 | <input type="checkbox"/>            |
| Fax              | <input type="checkbox"/>            | Set                  | <input type="checkbox"/>            |
| Firmware         | <input type="checkbox"/>            | Others(hardware,etc) | <input checked="" type="checkbox"/> |

**Applicable Model:** P2200-2500、 M6200-6500、 M6600 series

| UPDATING |                   |      |
|----------|-------------------|------|
| VERSION  | MODIFIED CONTENTS | DATE |
|          |                   |      |

|                     |                      |                     |
|---------------------|----------------------|---------------------|
| Written by : Benson | Verified by : Benson | Approved by : Herry |
| Date : 01/10/2021   | Date : 01/10/2021    | Date : 01/11/2021   |

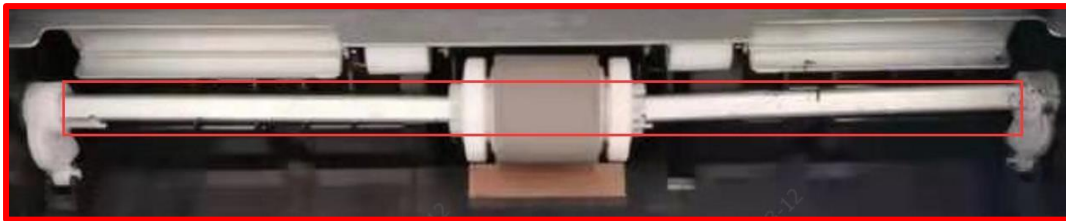
# PANTUM

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## I. Problem Description

Can't feeding paper, the pick-up paper roll is bent and deformed. as shown below:

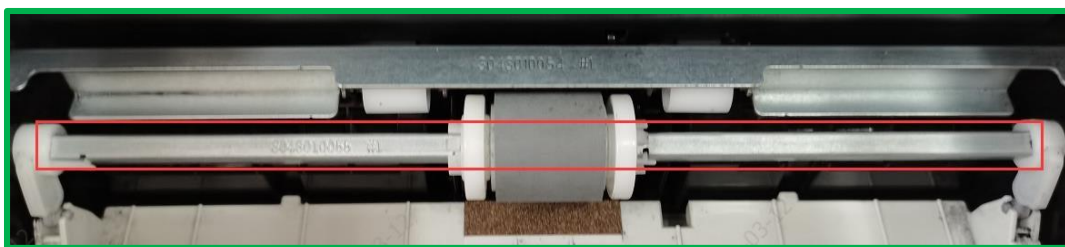


## II. Causes

- (1) When the paper is pulled out from the paper tray, the pick-up paper roll is driven to reverse rotation, causing the pick-up paper roll is pulled and bent and deformed;
- (2) The pickup roller rotates eccentrically, and the paper cannot be picked up.

## III. Solution

1. Replace the pick-up paper roll (SAP Number 303103041701).  
(Refer to the maintenance manual)



## IV. Remark