



The New Era for Printing

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How to solve printer display "Middle Jam" 5103 Platform

Release Object: Service Center

Maintenance Types :

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

Applicable Model: P3010-3060,P3300, M6700-M6800,M7100-7200,M7300 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Benson	Verified by : Benson	Approved by : Herry
Date : 12/11/2021	Date : 12/11/2021	Date :15/11/2021

PANTUM

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I. Problem Description

(1) Display "Middle Jam"

(2) Paper stuck between the moving guide component and the redress roll (not yet into the redress roll), as shown below:



II. Causes

- (1) Transfer sensor connecting rod dislocation or damage, transfer sensor failure.
- (2) Transportation spring loose out or transportation paper feed guide slightly deformed

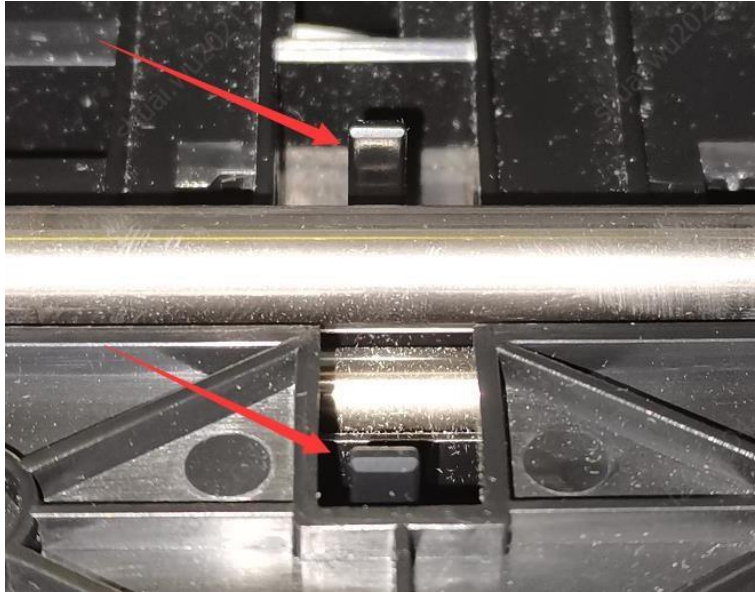
III. Solution

In the first cause :

- (1) Adjust the connecting rod of the transfer sensor to return to the normal position and move freely, as shown below:

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(Take out the toner cartridge and see)



(2) If check the connecting wire and connecting rod of the transfer sensor are normal, replace the transfer sensor, as shown below:

1. Turn the printer upside down and dismantle the cover.



2. Replace the transfer sensor

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In the second cause :

(1) Pull out the paper tray, remove the two positioning screws, and remove the sheet metal part, as shown below:



(2) Check the transfer roller fixed spring, adjust the abnormal spring position (abnormal position of the left spring, correct position of the right spring), as shown below:

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(3) If the spring position is correct, try to remove the sheet metal part and gently press inward to make it slightly bent inward to correct the guide wheel transport plastic part.



IV. Remark