



The New Era for Printing

Technical Service Bulletin	
File number : 2021016	Date: 19/11/2021
Publishing department : Customer Service Department	Page : 1 / 4

How to solve abnormal sound

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,BP5100M,BM5100 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Leon	Verified by : Benson	Approved by : Herry
Date : 19/11/2021	Date : 19/11/2021	Date : 19/11/2021

PANTUM

The New Era for Printing

Technical Service Bulletin	
File number : 2021016	Date: 19/11/2021
Publishing department : Customer Service Department	Page : 2 / 4

I. Problem Description

Phenomenon:
Abnormal sound/noise during printing/scanning

II. Causes

There are multiple reasons that could cause abnormal sound,such as paper path not clear,worn-out wheels/gears,improper media specs,faulty toner cartridge,etc.

III. Solution

Step 1:Reinstall toner cartridge



Step 2:Replace toner cartridge with a new one.

Technical Service Bulletin

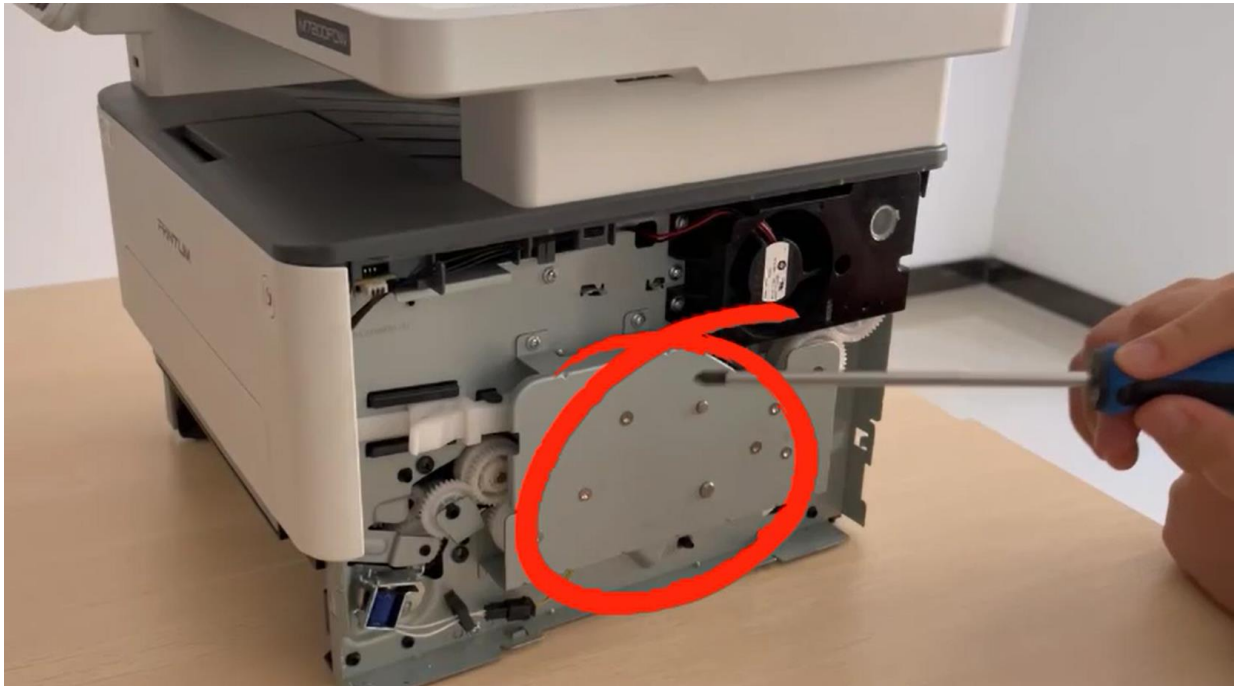
File number : 2021016

Date: 19/11/2021

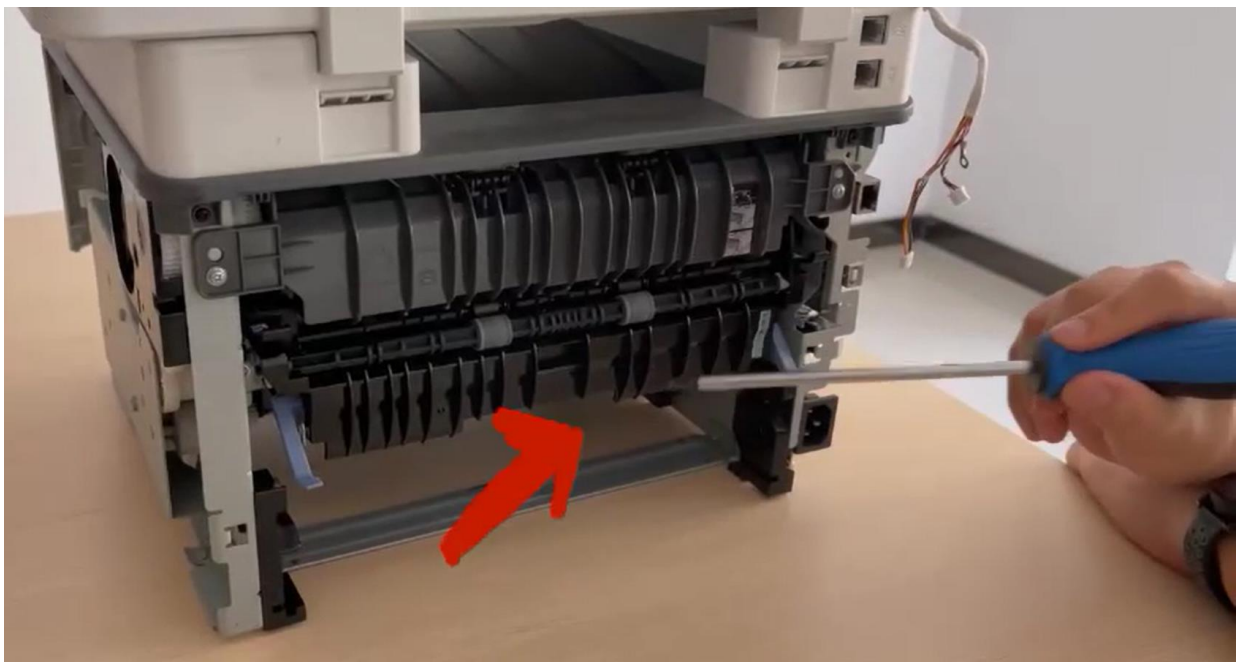
Publishing department : Customer Service Department

Page : 3 / 4

Step 3: Open drive unit as shown below. Check for abnormal wheel/gear. If needed, run the machine to hear the source of abnormal sound with drive unit cover open.



Step 4: Replace fuser. Especially if printer has been in heavy duty, the lubricating oil had been vaporized due to long duration of heating involved.



Technical Service Bulletin	
File number : 2021016	Date: 19/11/2021
Publishing department : Customer Service Department	Page : 4 / 4

IV.Remark

Remove jammed paper and clear out paper path before troubleshooting.