



The New Era for Printing

Technical Service Bulletin	
File number : 2024002	Date: May/7/2024
Publishing department : Customer Service Department	Page : 1 / 4

How to solve duplex unit paper jam

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,BP4200
M6700,M6800,M7100,M7200,BM4200
BP5100,BP5200,BM5100,BM5200 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE
1.0	/	05/07/2024

Written by : Benson	Verified by : Benson	Approved by : David
Date : 05/07/2024	Date : 05/07/2024	Date : 05/07/2024

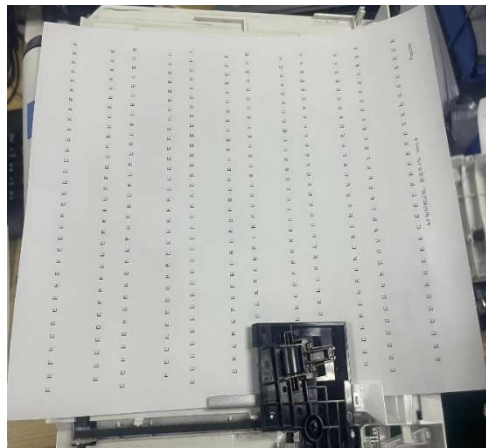
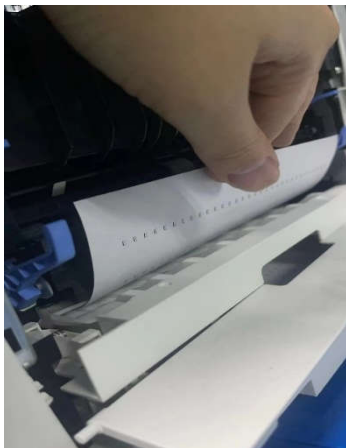
PANTUM

The New Era for Printing

Technical Service Bulletin	
File number : 2024002	Date: May/7/2024
Publishing department : Customer Service Department	Page : 2 / 4

I. Problem Description

(1) The duplex printing paper is jammed in the duplex unit. There is no trace of a paper wreck at the tip. The paper jam position is as shown below:



(2) When using Letter paper for duplex printing, the paper will jam in the duplex unit. The paper jam position is as shown below:



PANTUM

The New Era for Printing

Technical Service Bulletin	
File number : 2024002	Date: May/7/2024
Publishing department : Customer Service Department	Page : 3 / 4

II. Causes

- (1) During duplex printing, when the main motor rotates reversely or forward, the starting electric current of the motor is higher than the rated electric current requirement, causing the motor's protection mechanism to be triggered, causing the main motor to stop and paper jam.
- (2) The duplex unit switch is not adjusted to the Letter position.

III. Solution

- (1) Replace the motor to solve the problem.
- (2) Setup the paper size of duplex unit to "Letter" when using "Letter" paper, the slide should be adjusted to the Letter position. Setup steps of duplex unit are as follows:
 1. Draw out duplex unit.



2. Make the backside of duplex unit up

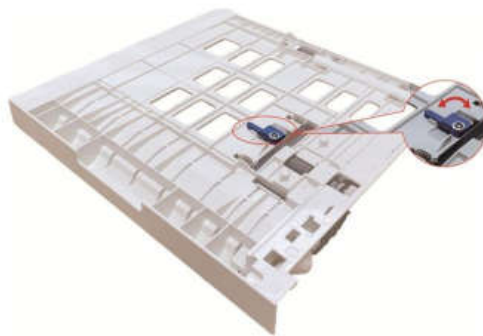


PANTUM

The New Era for Printing

Technical Service Bulletin	
File number : 2024002	Date: May/7/2024
Publishing department : Customer Service Department	Page : 4 / 4

3.Adjust paper size slide to A4 or Letter position to finish setting up.



4.Install the duplex unit in the printer



IV.Remark

/