13.10 Duplex Paper Jams
HP CLJ 4700/4730MFP/CM4730MFP/CP4005 Printer

Issue

Frequent or persistent 13.10 duplex paper jams when printing in duplex (two-sided) mode.
NOTE: This document is specific to the 13.10 error. If the customer is receiving a 13.12 error or another Jam in Duplex error, see the Control Panel Messages document for that product or search in SAW for the solution specific to that error.

Cause

Paper stops inside the duplex assembly causing interference with the bin full sensor flag or switchback guide when printing in duplex (two-sided) mode.
This can be observed with the IPTU removed (if one is installed).
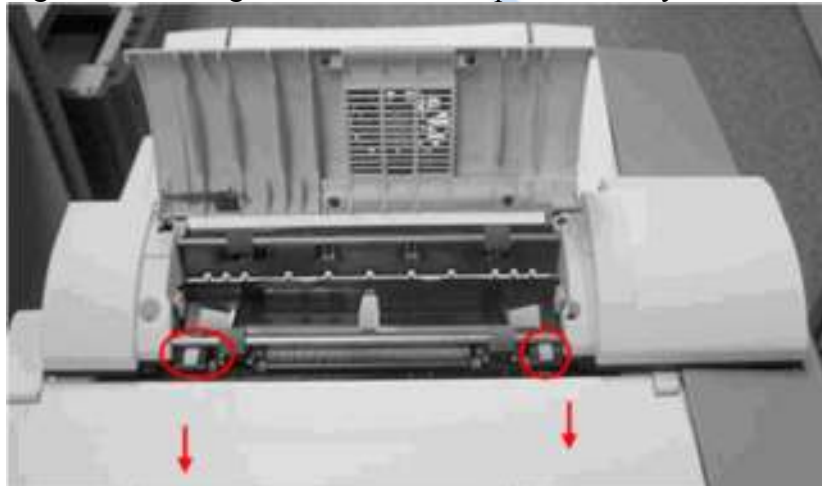Replacing the Duplexer will **not** resolve this issue.

Solution

Check the locks on the Duplex assembly

1. Ensure the locks on duplex assembly are properly locked.
   Color LaserJet 4700/CP4005:
   1. Open the duplexer cover and slide the white locks in the direction indicated below.
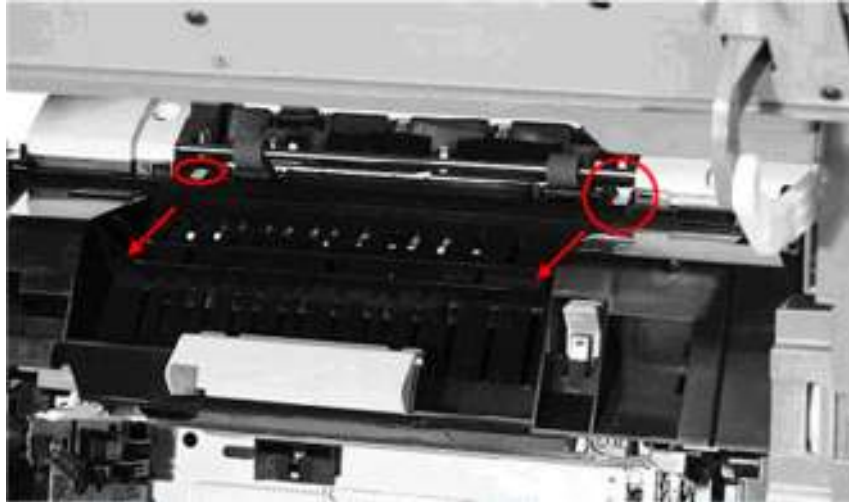   Figure 1: Securing the locks on the duplex assembly

   Color LaserJet 4730 MFP and CM4730 MFP:

2. Open the upper right door, open the duplexer cover, and then slide the locks in the direction indicated below.

Figure 2: Securing the locks on the duplex assembly (mfp)

2. If the locks are properly locked, replace the Bin Full Sensor Flag (RL1-0612-030CN).

Replace the Bin Full Sensor Flag

1. Follow the instructions in the Service Manual to remove the following parts:
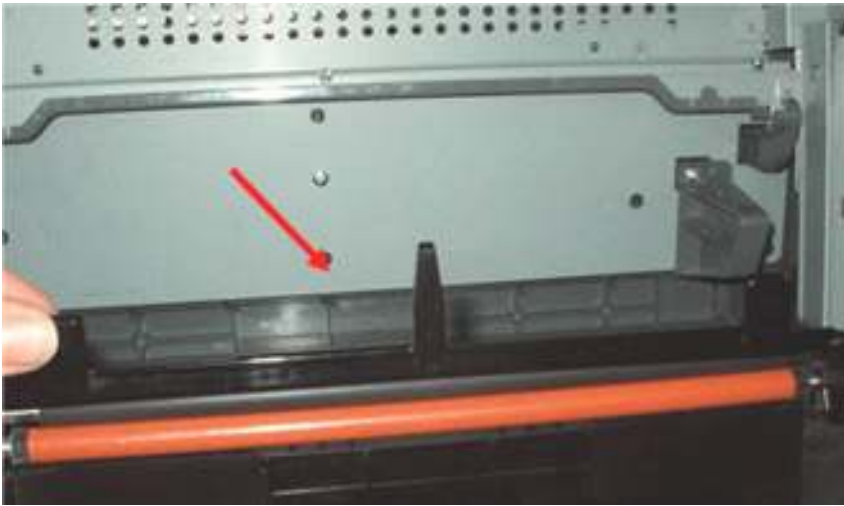   **Color LaserJet 4730mfp/CM4730mfp:**
   o Stapler/Stacker, if attached
   o IPTU and IPTU Top Cover Assembly, if attached
   o Duplexing Assembly
   o Right Front Inner Upper Cover Assembly
   o Right Rear Inner Cover Assembly
   Color LaserJet 4700/CP4005:
   o Stapler/Stacker, if attached
   o Duplexing Assembly, if attached
   o Top Cover
2. Locate the Bin Full Sensor Flag on top of the Delivery Assembly as shown below (4730mfp pictured):

Figure 3: Bin Full Sensor Flag

3. Remove two screws on the bracket on top of the delivery assembly (CLJ 4700 pictured):

Figure 4: Screws on the bracket

4. Remove the bracket.
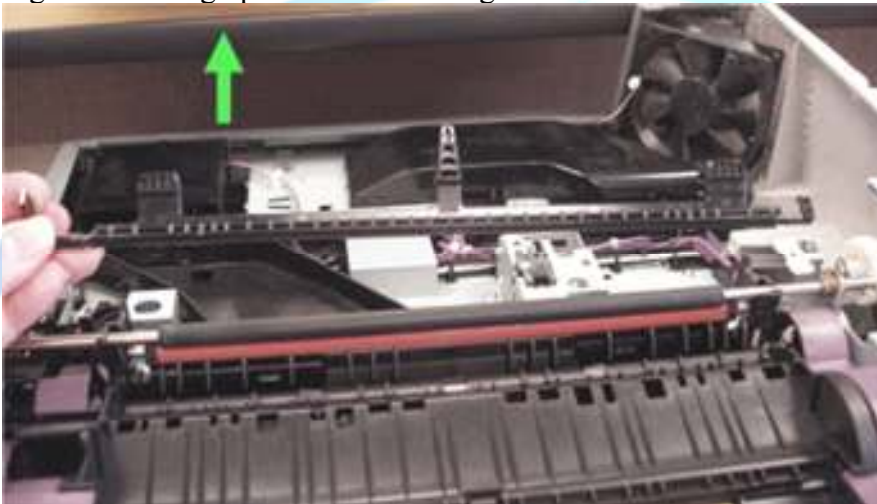
Figure 5: Removing the bracket

5. Position the flag upright as shown.

Figure 6: Positioning the flag

6. Gently unhook the flag and then lift it upward.

   Figure 7: Lifting up the unhooked flag

7. Install the new flag.
8. Follow the steps above in reverse order to reassemble.