

HP P3005/P3015 Paper Jams at Fuser (RM1-3717)

Overview:

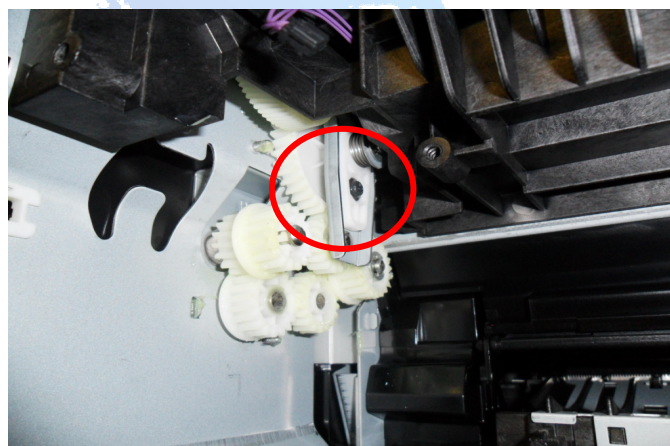
Regarding the P3005/P3015 series, including the M3027 and M3035MFP printers, paper jams in simplex mode, (usually first sheet) or duplex mode, on the second pass through the printer just as the paper reaches the fuser rollers.

Issue:

This is due to a faulty/dirty pendulum assembly located in the middle of the four gears that drive the fuser. This pendulum assembly swings back and forth to engage / disengage gears as the fuser motor changes direction, thus changing direction of the paper and fuser while duplex printing. This gear has been known to get caught in an idle position where it does not drive the fuser at all (jams in simplex mode) or fail to switch to the reverse position (jams in duplex mode).

Solution:

To begin, remove fuser, toner and transfer roller (to avoid contamination) and hold a cloth surrounding the pendulum assembly and simply spray an alcohol based contact cleaner at the pivot point. If cleaning the assembly does not rectify the problem, the pendulum assembly would then need replacement.



Note: *After spraying cleaner, wait at least 10 min before turning on the printer for alcohol to fully evaporate.*