



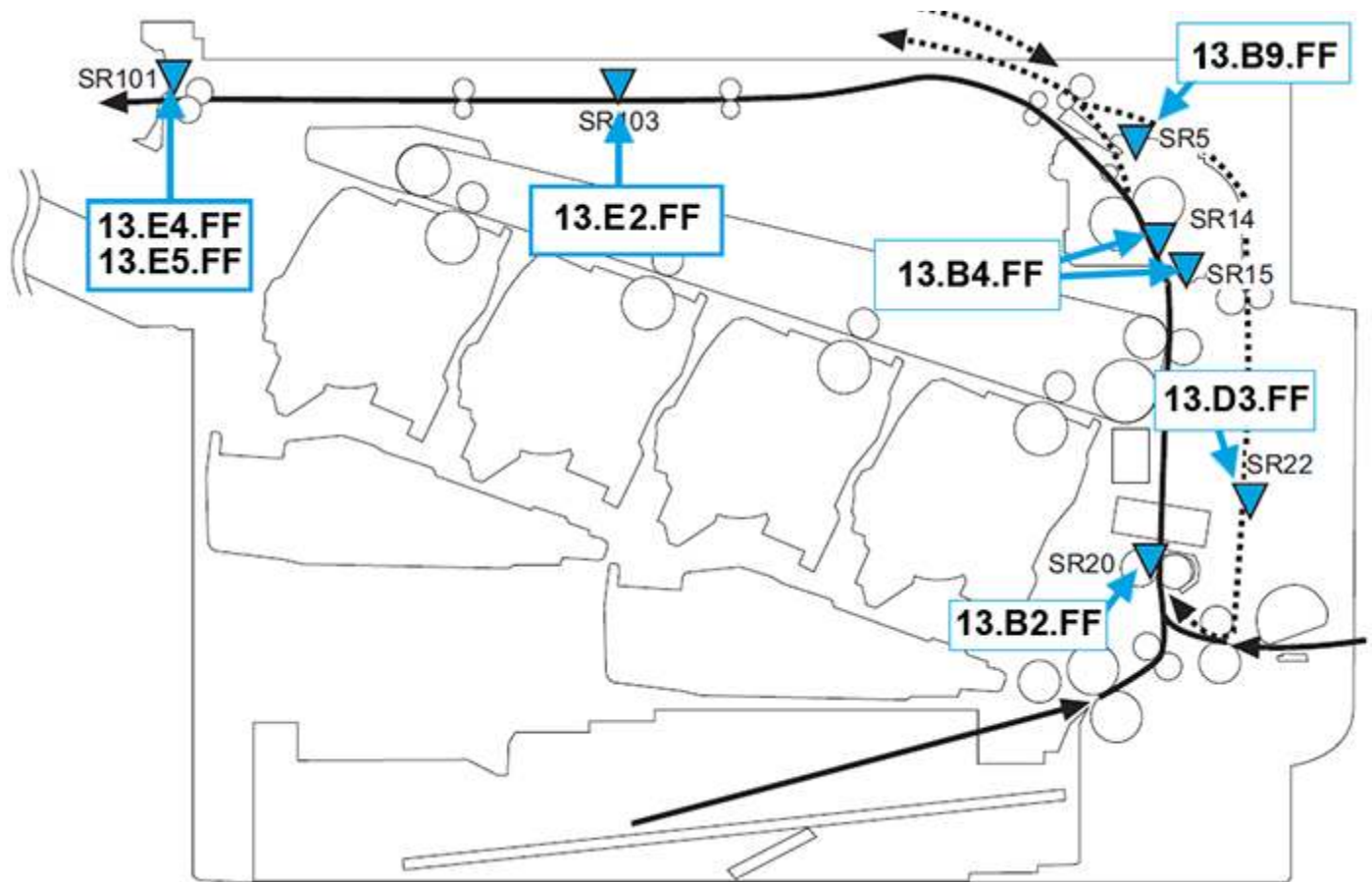
13.B2.FF, 13.B4.FF, 13.B9.FF, 13.D3.FF, 13.E2.FF, 13.E4.FF, 13.E5.FF

Jam Errors

HP M651/M680MFP/CM4540

This error indicates paper in the path at power-on or after a door is closed. All jam Errors ending in "FF" are residual jam errors which means there was paper or debris still in the printer after a printer was powered on or a door was opened and closed.

- **13.B2.FF:** A residual Jam at top cover - Registration sensor (SR20)
- **13.B4.FF:** A residual Jam at the loop sensor (SR14, SR15)
- **13.B9.FF:** A residual Jam at Fuser output sensor (SR5)
- **13.D3.FF:** A residual at the Duplex refeed sensor (SR22)
- **13.E2.FF:** A residual Jam at IPTU feed sensor 1 (SR103) **(M680 Only)**
- **13.E4.FF 13.E5.FF:** A residual Jam at IPTU feed sensor 3 (SR101) **(M680 Only)**



1. Verify the customer has followed steps for clearing jams on control panel.
2. Remove any jammed paper from the device. Thoroughly inspect the area the jam occurred and clear all paper from the paper path.
3. Test the failing Sensor using the Tray/Bin manual sensor test to verify that the sensor is functioning correctly.
4. Replace the sensor or appropriate assembly of any failing sensors. Also, check all connections on the DC Controller when replacing parts.
 For Jam error codes across multiple sensors, troubleshoot each individual sensor separately and replace needed part.
 - 13.B2.FF - Registration assembly
 - 13.B4.FF - Fuser Assembly
 - 13.B9.FF - Fuser Assembly
 - 13.D3.FF - Right Door Assembly
 - 13.E2.FF, 13.E4.FF, 13.E5.FF - IPTU Assembly
5. If the sensor or assembly fails to resolve the issue, Make sure technician has check all connections on DC controller for proper seating. Then if issue remains replace the DC Controller.