

HP P3005, P3015, M3027MFP, M3035MFP & M525MFP

Paper Jams - Duplex only

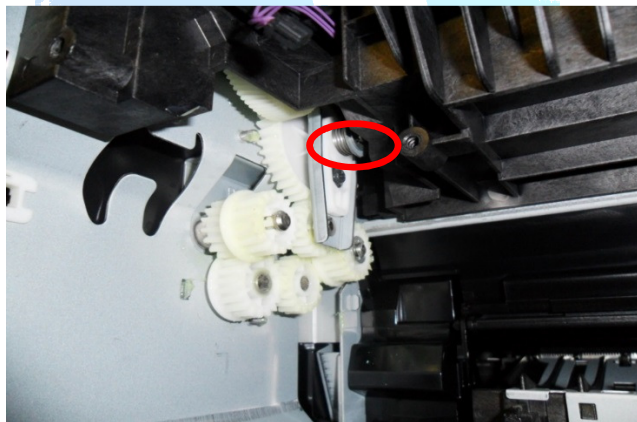
Issue:

HP P3005, M3027mfp and M3035mfp printers displaying a duplex paper jam error.

Printing paper in simplex mode works but duplex mode will cause a paper jam on the second pass through the printer, just as the paper reaches the fuser.

Problem:

This is due to faulty or dirty pendulum assembly (swing gear), which is located in the middle of the four gears that drive the fusers. This pendulum assembly actually swings back and forth to engage or disengage gears as the fuser motor changes direction, thus changing the direction of the paper and fuser while duplex printing.



Solution:

The fix would be to clean the pendulum assembly

1. Remove fuser, toner and transfer roller to avoid contamination
2. Hold a cloth surrounding the pendulum assembly and spray an alcohol based contact clearer at the pivot point (see callout above)

If cleaning the assembly does not fix the problem, the pendulum assembly would need to be replaced (HP # RM1-3748)

NOTE: After spraying the cleaner, be sure to wait at least 10 minutes before turning on the printer to allow the alcohol to fully evaporate.