



Troubleshooting 13.20 Errors

HP 4200/4300/4250/4350/4345MFP/M4345MFP

When the above listed models encounter a paper jam condition, it will attempt to flush the jammed pages. Some exceptions are pages in the fuser, pages with un-fused toner on them, or pages that don't move when the main motor turns. This may result in a 13.20 error message.

NOTE:

Depending on the jam location, follow the location described in the error code. I.e., 13.20 "jam in rear door" or 13.20 "jam in tray 2". If error indicates 13.20 "jam in top cover area" and changes to 13.20 "jam in rear door" after cover is opened and closed, replace fusing assembly.

Other situations that may cause a 13.20 error message are:

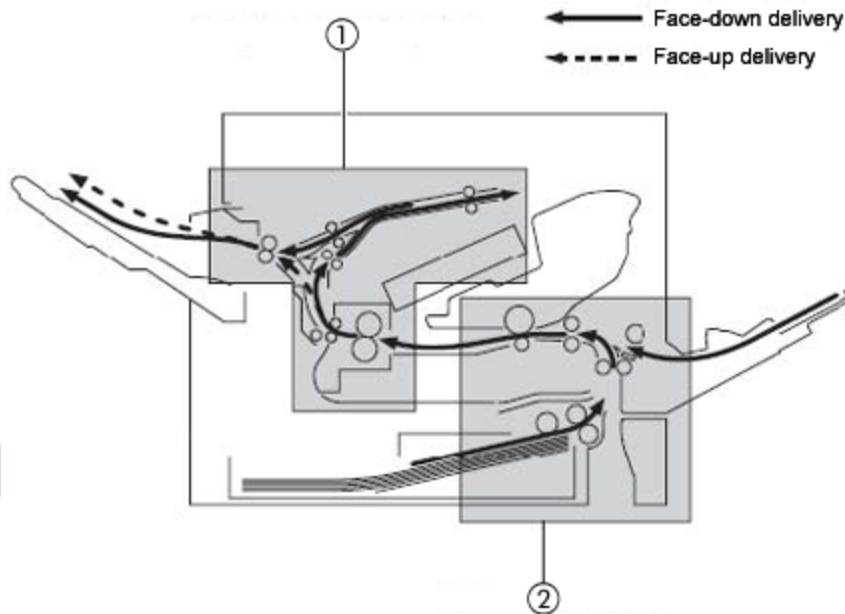
- The printer was powered on with media in the paper path that is tripping a paper jam sensor. During boot up all sensors will be queried and if a sensor reports as On, the printer will automatically attempt to flush the paper as described above. If the sensor is not cleared in a specified time a 13.20 paper jam message is displayed. Remember that this may mean there is media in the paper path, or one of the paper jam sensors is failing.
- An actual paper jam, such as 13.1, was encountered, and not all media was cleared from the paper path. As described above, the printer will try to flush the media, but will display a 13.20 if unable to.
- A failing sensor can also cause a 13.20. A failing sensor may read as tripped when in actuality there is no paper in the paper path. This sensor reports back to the DC controller and pages are attempted to flush as previously described and a 13.20 message will be displayed.

Most 13.20 error messages have been associated with exit sensors in the optional paper trays and with pre-feed sensor PS102, although this message can be displayed with a failure of any of the paper jam sensors. Using the Manual Sensor Test in diagnostics is the most useful tool in troubleshooting 13.20 errors.

Another symptom that has been identified is the MFP displaying waiting for tray to lift instead of a 13.20 jam. If the message waiting for tray to lift is seen on the control panel, access the Manual Sensor Test, as described in Step 2 of the next section, and see if a paper jam sensor is tripped.

1. Ensure all media is removed from the paper path.

Figure: Paper delivery path



1. *Fusing/Reversing/Delivery block*
2. *Paper pickup/feed block*

2. If message persists, access the Manual Sensor Test in the diagnostics menu. Go to **Menu**, select **Diagnostics**, and then select **Manual Sensor Test**. This will display an Alpha legend, where each alpha character will represent a sensor in the machine as either 0 (Off) or 1 (On). With no paper in the paper path, all paper jam sensors should read as zero. When a 13.20 error is displayed, one of the sensors should display as On. Below is the legend:

Figure: Manual Sensor Test - Alpha Legend

3. If sensor A, B, or C (exit sensors for Trays 3, 4, 5) displays as On in the Manual Sensor Test, the optional paper tray (Q5968-67901) needs to be sent with two technicians, as lifting the unit off the paper tray requires two people.
4. When PS102 is tripped, floss the printer with a sheet of paper by sliding the paper in an upward direction from the tray 2 access door along the paper path

in an attempt to clear any paper in the path. View this document for directions on flossing Sensor E (PS102):

How to 'floss' Sensor E (PS102)

If sensor E (PS102) displays as On, the sensor arm (RC1-0060-000CN) and spring (RC1-0061-000CN) need to be sent with a technician. The optical portion of this sensor cannot be replaced, as it is part of the transfer block, which requires frame separation. The arm and spring mount to the feed assembly and if not actuating properly can cause a 13.20 error.

NOTE:

This pertains to 13.20 “jam in tray 2”

Replacing this sensor arm and spring can be avoided in most cases by requesting the Technician first check the sensor for stuck media that may be blocking it. In the majority of cases, we found that stuck media is in fact blocking the sensor and that simply removing it will clear the error without replacing any parts.

NOTE:

This pertains to 13.20 “jam in top cover area”

5. If sensor F (PS103/Registration) displays as On, the sensor arm, spring and optical sensor cannot be replaced, as they are all part of the transfer block. Verify nothing is blocking the sensor and the arm is actuating properly.

NOTE:

This pertains to 13.20 “jam in rear door”

6. If sensor J (PS108 in fuser) displays as On, replace fuser.

NOTE:

*This pertains to 13.20 “jam in rear door” **Specific to MFP***

7. If sensors H (PS111/Reverse unit paper sensor) or K (PS109/delivery paper sensor) display as On, replace reversing unit (RM1-1022-000CN).