

Lexmark Printer Jamming Issues

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What is normal? What to expect?

Jamming is normal and it will happen.

A few jams generally occur 1st thing in the morning; or When running a big print job of 200+ pages.

Paper will need to be removed throughout the printer.

How to proactively prevent

Check green paper tray guides to validate set to proper size (letter vs legal) Fan the paper before loading the paper tray Leave paper wrapped in packaging (avoid putting in half a pack) Store paper in a dry/low humidity area

When to place a ticket...

After attempting to clear the jam more than twice and jams reoccur. When the machine is in an error state where there is a numerical error code. All error codes that begin with 900 should be entered into a ticket.

Lexmark is performing predictive and proactive service. A certain percentage of device issues will be intercepted prior to an end-user experiencing a problem. Jamming occurrences will be monitored and excessive jamming will be responded to accordingly. You may be contacted by Lexmark to schedule a service call based on the device monitoring and issues being intercepted prior to being noticed at the clinic.