

## Smart Call Center Phone Fix

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**Product:**

imageRUNNER ADVANCE 6000/8000 Series

**Title:**

0113 Jam Code

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**Problem:**

A jam code of 0113 is displayed on the user interface. This is an indication that there is a piece of paper jammed in the fixing/exit area of the machine.

## Solution:

### Main Unit (Fixing Transport Unit)

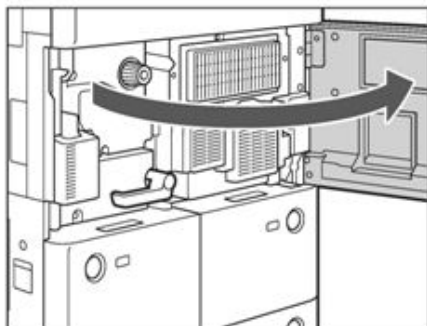
If a paper jam occurs in the main unit area, a screen similar to the one shown below appears on the touch panel display. Check the location of the paper jam, and follow the procedure described below, and the procedure that appears on the touch panel display, to remove the jammed paper.



#### CAUTION

The fixing unit and its surroundings inside the machine may become hot during use. When removing jammed paper or when inspecting the inside of the machine, do not touch the fixing unit and its surroundings, as doing so may result in burns or electrical shock.

#### **1** Open the front cover of the main unit.

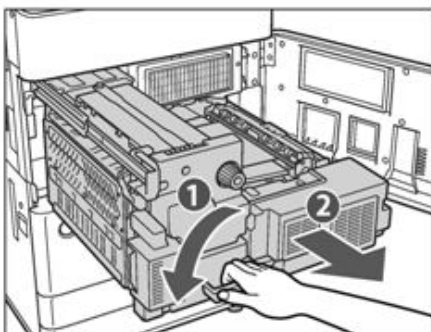


#### **2** Turn the dial in the direction of the arrow (counterclockwise), until the dial comes to turn smoothly.

This procedure makes it easier to remove the jammed paper in the following procedures, because the jammed paper moves to the fixing transport unit.

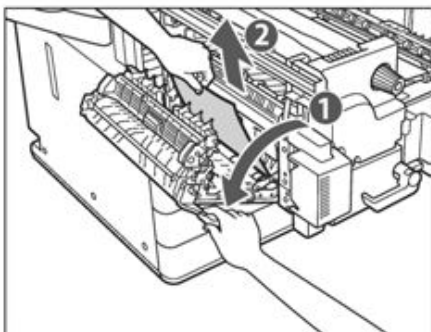


### 3 Pull out the fixing transport unit.



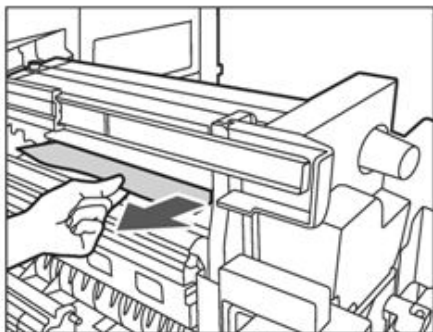
1. Move the green lever in the direction of the arrow.
2. Pull out the fixing transport unit.

### 4 Remove any jammed paper from the left guide.



1. Open the left guide.
2. Remove any jammed paper.

### 5 Remove any jammed paper from the fixing unit.



#### IMPORTANT

If you cannot pull out the jammed paper, proceed to the next step. Do not pull out jammed paper by force, as this may leave torn pieces inside the machine and cause the machine to malfunction.