



P3005 Duplex Paper Jams

Issue:

We have had a noticeable increase in calls regarding the P3005 series, M3027 and M3035 MFP printers regarding a Duplex paper jam issue. 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 a faulty or dirty pendulum assembly (swing gear), which is located in the middle of four gears that drive the fuser. 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 for this has been to clean the pendulum assembly.

1. Remove fuser, toner and transfer roller to avoid contamination
2. Hold a cloth or rag surrounding the pendulum assembly and spray an alcohol based contact cleaner at the pivot point. If cleaning the assembly does not cure the problem, the pendulum assembly needs replacement.

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