

Xerox Nuvera Best Practices for Jam Clearance in Print Engine Areas 3,4 and 5

It is important to follow these steps in the proper order to try to avoid tearing any jammed sheets:

1. Clear all paper from area 3a and 3b. This sheet may be partially fed into area 4, pull it to the left from area 3b.
2. Clear all paper from area 5a and 5b. You may feel some resistance from the paper, but be sure to try to remove it before continuing.
3. Clear area 4 completely. Area 4 is **cleared last** to help ensure the removal of paper that could be torn as area 4 is opened.
 - a. After opening 4b (decurler) it is necessary to lower your head to see under it to open area 4c (stripper baffle) and look upward into 4c area.
 - b. Use caution when near 4c baffle since it and the bronze colored fuser roll are hot.
 - c. Close 4c first.
 - d. Firmly close 4b by pushing on handle past the first click when the decurler is vertical until a second louder click is heard / felt.

NOTE: If the sheets are very difficult to remove from area 5a per the instructions in step 2, it may be necessary to tear the sheet by pulling out area 4.

It is advised to follow the jam clearance messages on the UI along with the video that comes up when a jam is declared in this area.