

COTSWOLD PRINTERS



SIMPLE FEED ROLLER CLEANING PROCESS



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Cotswold Printers is a trading name of Technology Service Associates Ltd



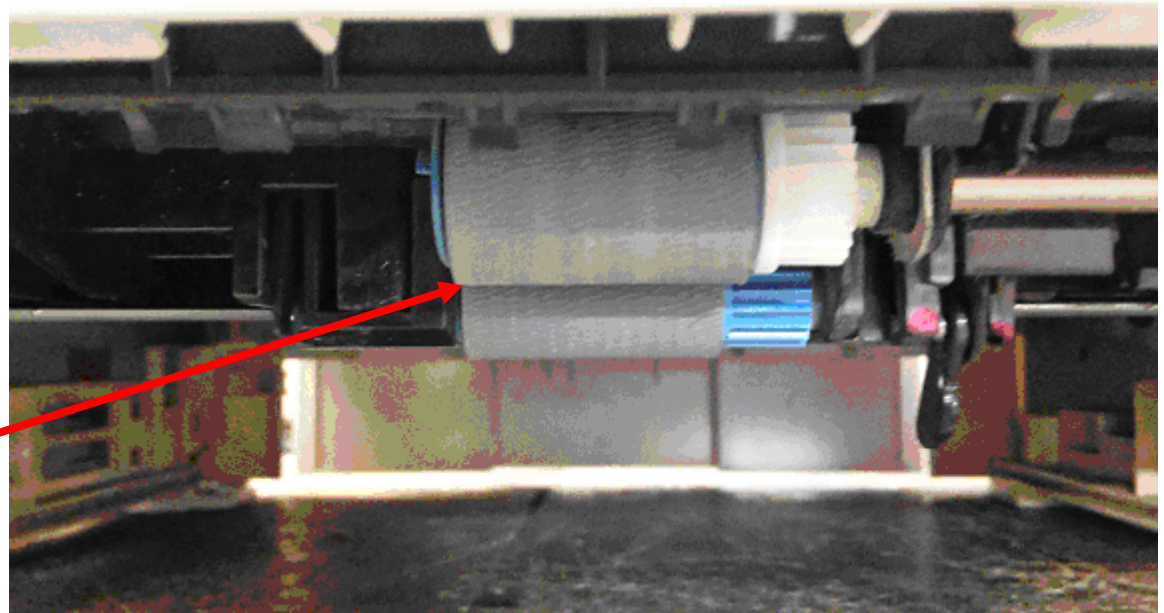
PAPER FEED ISSUES

Paper jams in office printers are a common issue. Often the cause is down to an issue with the main feed rollers. The rollers are rubber tyres with a light tread on, that feed the paper from the tray into the machine. The rollers do wear out over a prolonged time period and may eventually need replacing, but they are also prone to building up a thin coating of dirt (from the environment) or starch (from the paper). In the first instance it is worth undertaking a simple cleaning process before replacing with new. Here is a suggestion how to do this.

1). Examine Your Paper Tray

Before you start, take the paper out and make sure the tray size is correct. Take extra care and make sure the paper fits closely.

2). With the tray out of the printer look at the underside and you will see one, two or maybe three rollers. These are the ones we are going to clean.

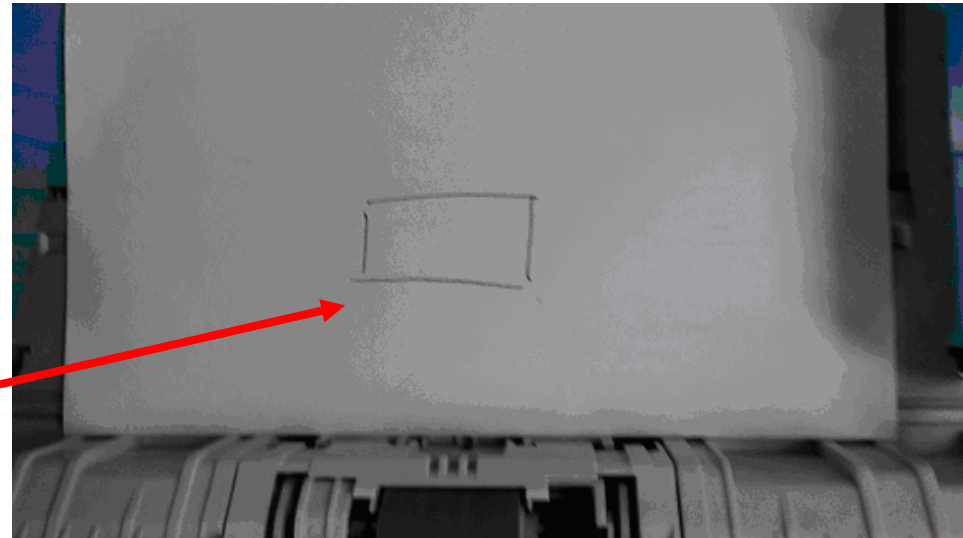


This photo is of an OKI mono printer, but it is a similar arrangement on most desktop office printers.

PREPARING THE PRINTER

1). Impact Area

Once you have identified the rollers, visualise the area on the paper that the rollers touch the paper when in position. It may be worth marking the paper at that point.



- 2). Load ONE sheet of paper only into the tray. Apply a squirt of cleaning fluid to the Impact Area. There are some specialist products for this, but you can use any household/kitchen cleaner (Mr Muscle etc.) as a substitute.



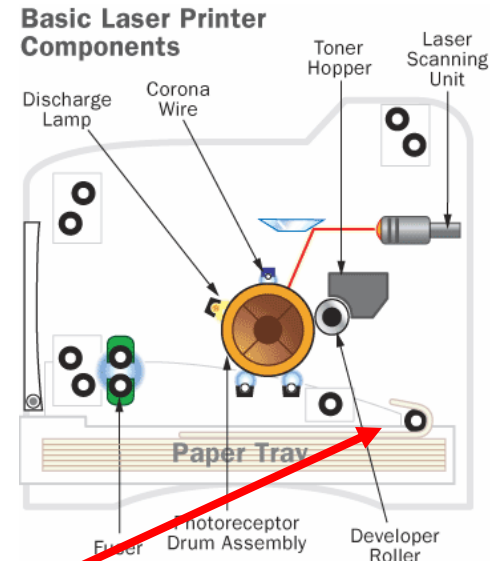
RUN THE PAPER THROUGH PRINTER

1). Run Test Page

You now need to run this cleaning page through the printer. Most printers have a Test Print facility, using an option on the Menu or a Test Button (check your User Manual).

2). When the printer attempts to pick up this first sheet of paper it will push and turn the roller(s) against the cleaning fluid at the Impact Area, thus soaking & 'cleaning' the rollers. It will almost certainly jam at this point and stop.

3). Take the paper tray out & examine the paper. It is highly likely that there will be some marks on the paper where the feed rollers meet the paper, as here. This is expected.



This is a generic diagram of a typical office laser printer.



COMPLETE THE PROCESS

1). Run Further Sheets

Carefully extract the (now soggy) cleaning sheet out of the tray/printer. Insert more (clean, dry) paper into the tray and run another two or three test pages through the printer.

2). You are likely to see further (diminishing) marks on the subsequent sheets as the cleaning fluid loosens dirt and the rollers are cleaned by this process.

3). After a few sheets you should see an improvement in the feeding (i.e. less jams), and clean sheets.

4). If required, you should repeat this cleaning exercise three or four times until you get clean test sheets and a smooth print process.

5). If there is no improvement it may be necessary to replace the feed roller(s) as the next step.

6). If you need further advice on how to repair your printer, please call in, we are happy to help if we can.

