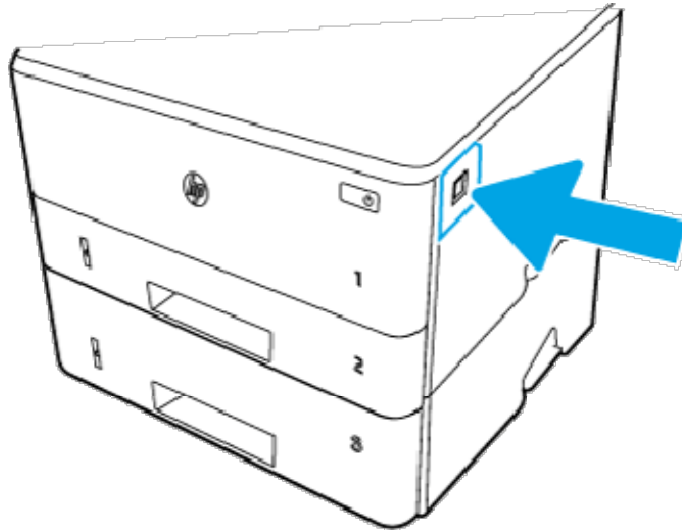# 13.B9 jam error in the fuser area

Use the following procedure to check for paper in all possible jam locations in the fuser area.
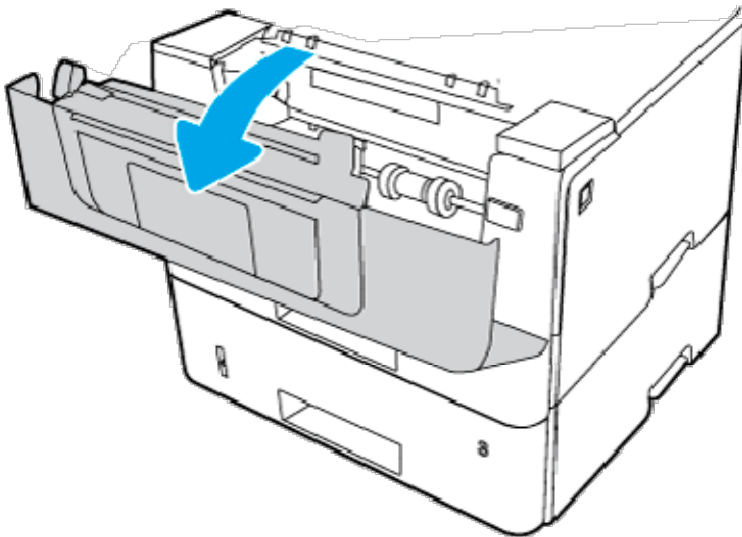
Recommended action for customers

When a jam occurs, the control panel displays an animation that assists in clearing the jam.
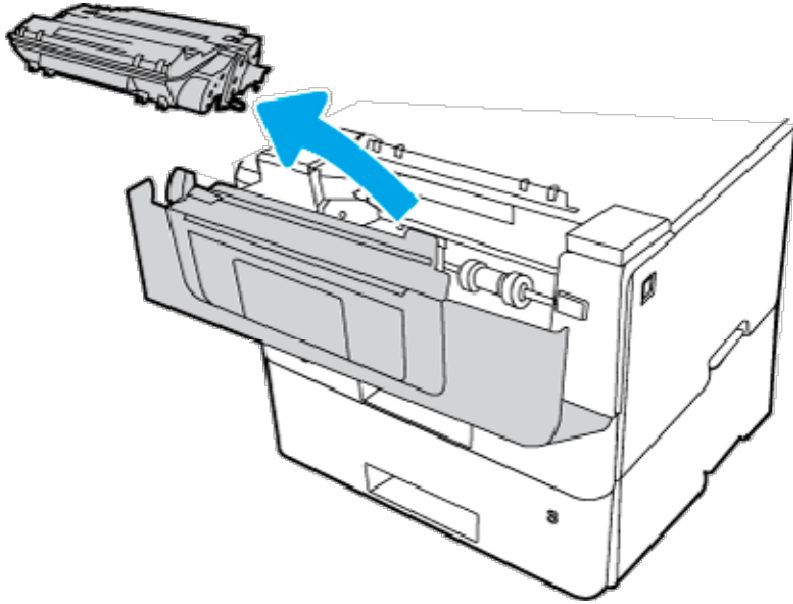
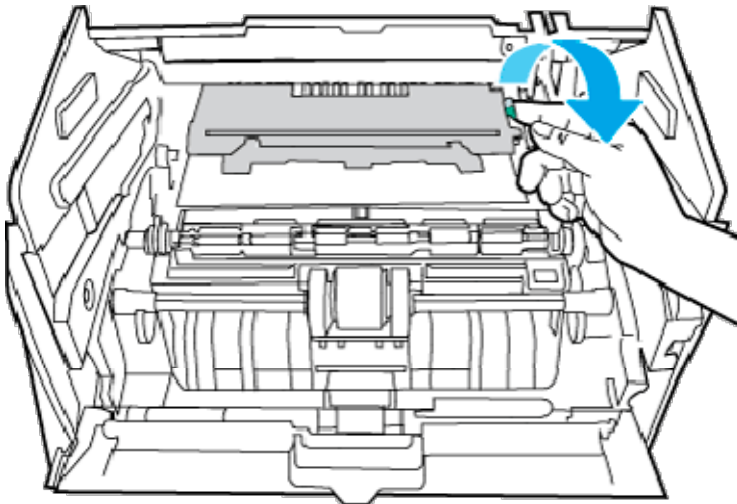1. Press the front door release button.
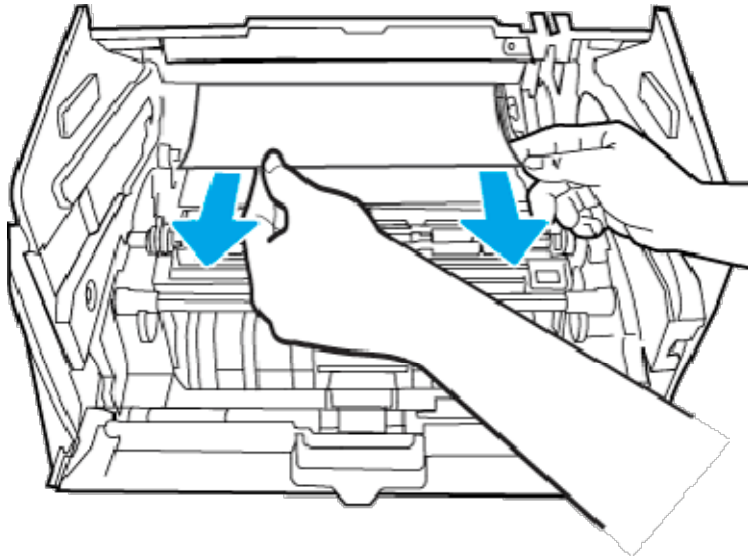

2. Open the front door.
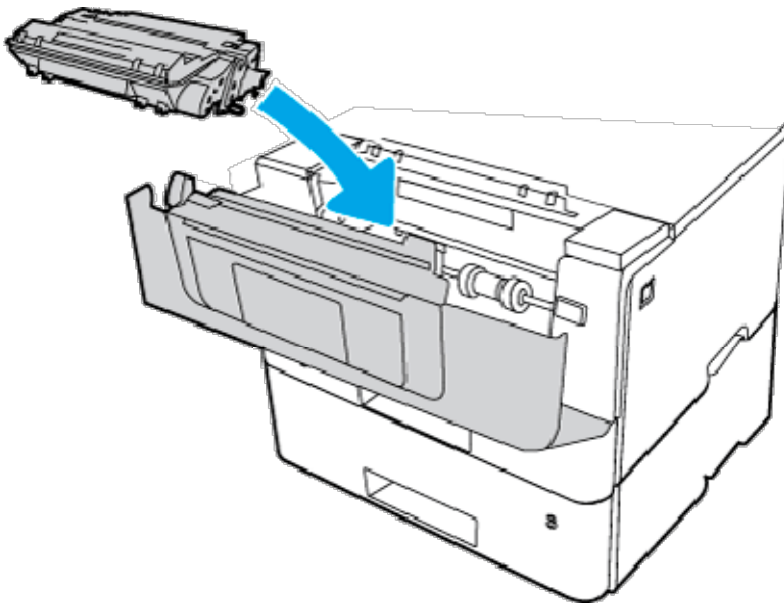

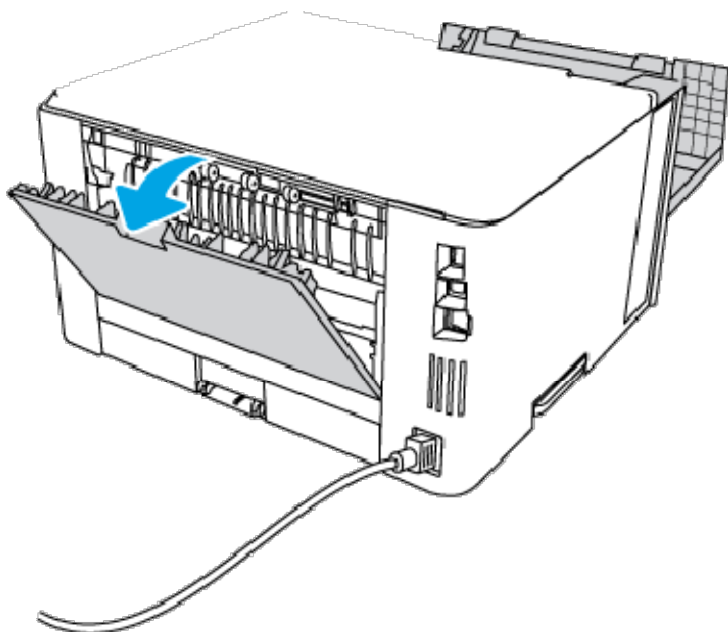3. Remove the toner cartridge.

4. Lift the jam-access cover.

5. Remove any jammed paper.

6. Install the toner cartridge.

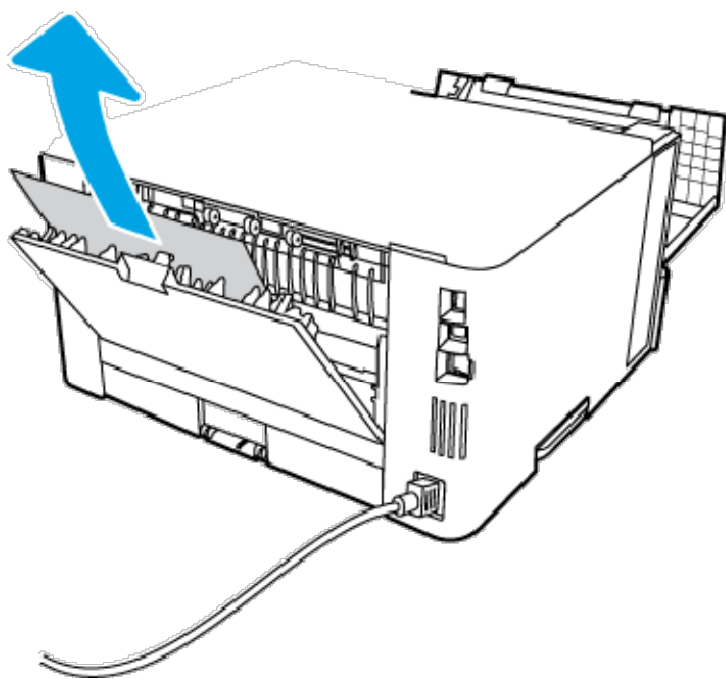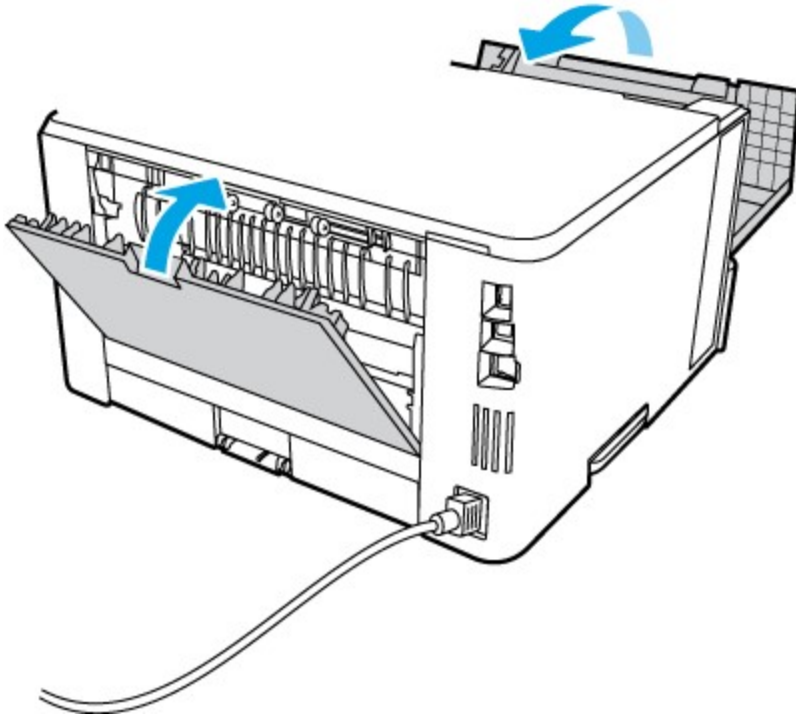7. Open the front door and the rear door.

CAUTION:

⚠ The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

8. If jammed paper is visible, remove any jammed paper from the rear door area.

9. Close the rear door and the front door.

10. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.