

HP Color LaserJet Enterprise 5700, 5800, 6700, 6701, 6800, 6801, X55745, X57945, X654, X677 - 13.A3 jam error in Tray 3

Use the following procedure to check for paper in all possible jam locations related to Tray 3.

1. Clear a paper jam in Tray 3

Use the following procedure to check for paper in all possible jam locations related to Tray 3. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

Recommended action for customers

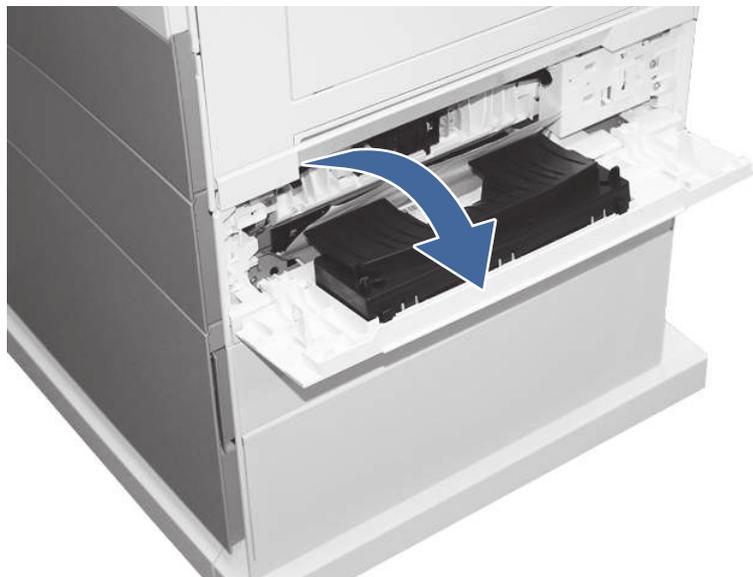
Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

- **13.A3.A3 Jam in tray 3**
- **13.A3.D3 Jam in tray 3**

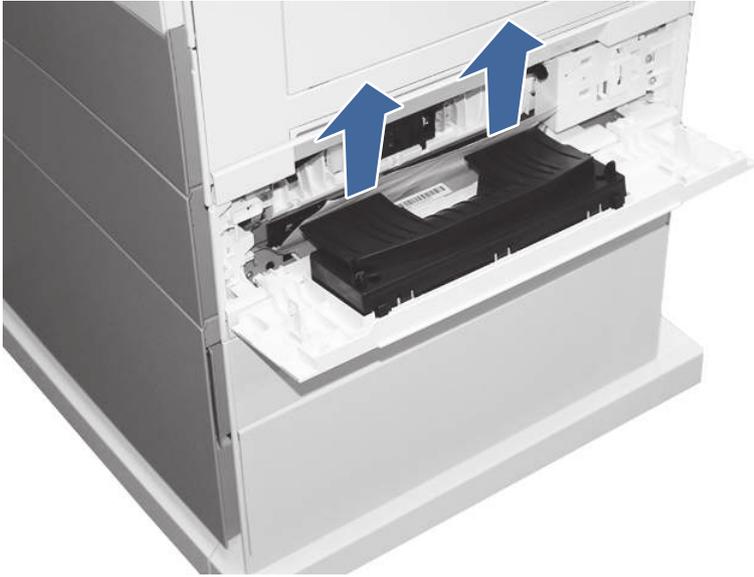


[View a video of how to clear a jam in Tray 3, and the optional trays](#)

1. Open the Tray 3 right side access door.



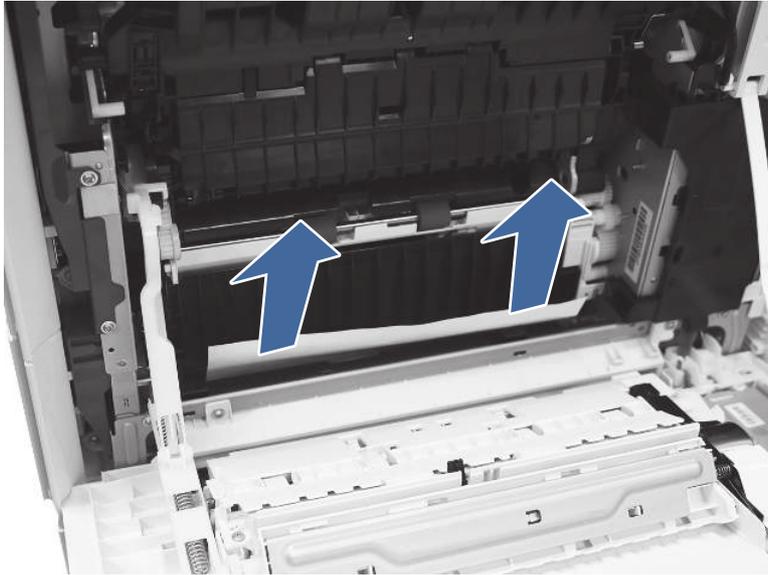
2. Remove any jammed paper found in access area.



3. Open the right door.



4. Gently remove any jammed paper.



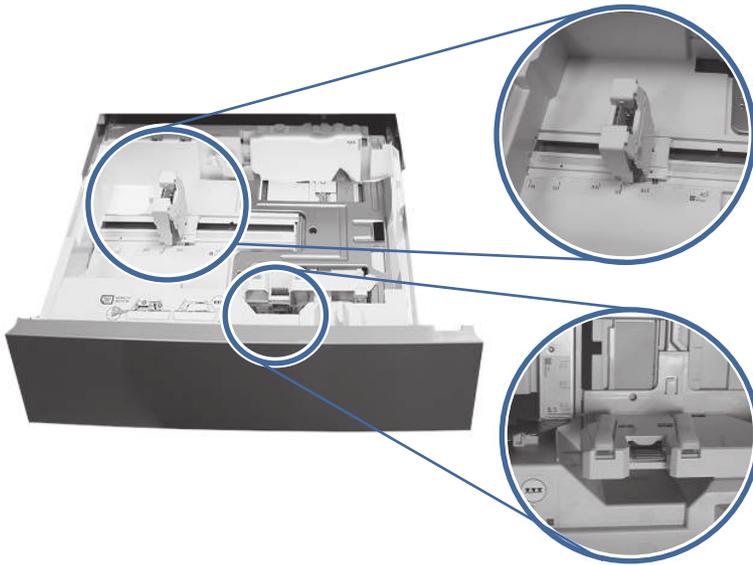
5. Open Tray 3.

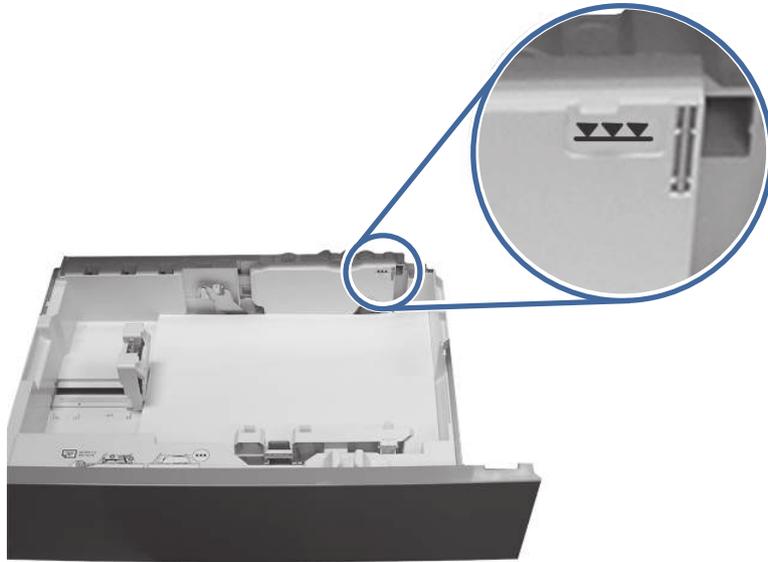


6. Remove the paper from the tray and discard any bent, curled, or damaged sheets.

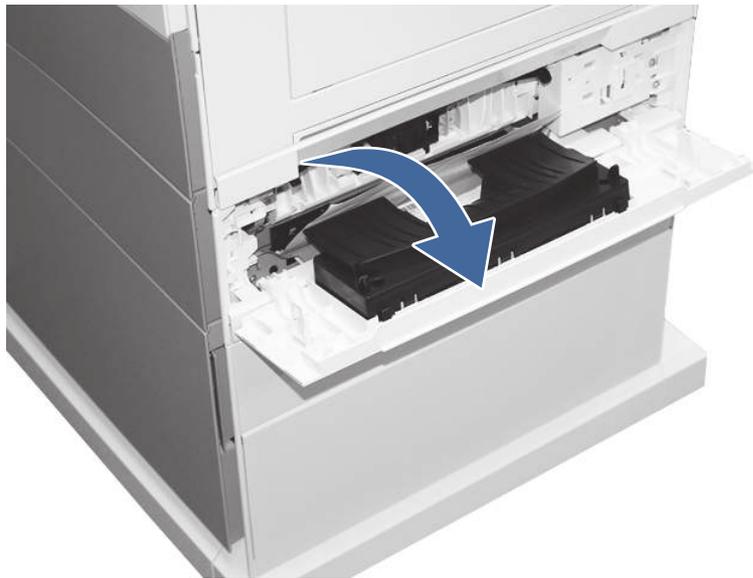


7. Make sure that the tray width and length guides are set to the correct paper size for the paper being installed into the tray and that the tray is not over filled above the fill mark (line below 3 triangles on rear guide).

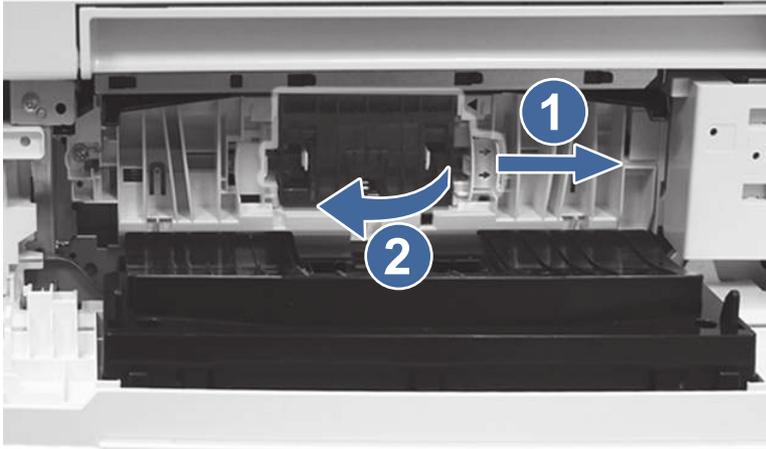




8. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
9. If the error persists, clean the Tray 3 pick, feed, separation rollers.
 - a. Open the Tray 3 right door to access the rollers.



- b. Locate and remove the Tray 3 separation roller.



Call-out 1- slide blue locking lever

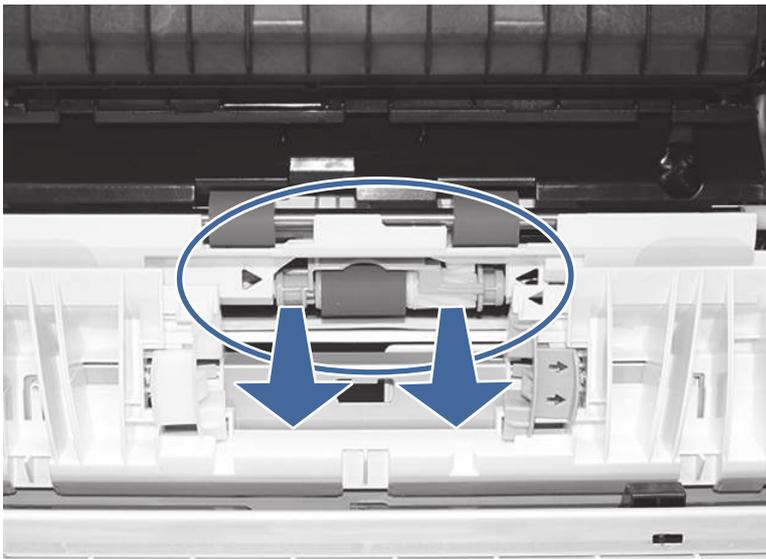
Call-out 2- Remove the roller assembly.

- c. Remove the Tray 3 pick and feed rollers.

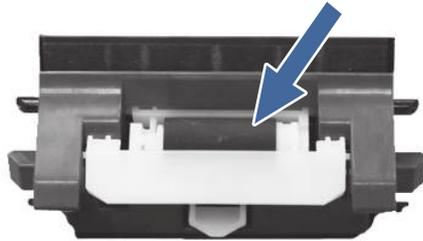
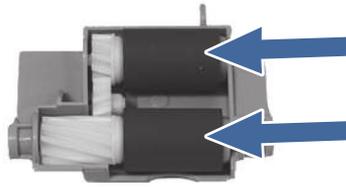
To remove the roller assembly, gently pull on the side of the assembly and slide out as shown.



NOTE: Make sure your hands are clean before touching the rollers. Oils or debris from hands can cause paper pickup issues.



- d. Clean the rollers with a dampened lint free cloth.



- e. Reinstall the roller assemblies and close the right door.
 - f. Run a print job from Tray 3.
10. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.