13.D1, 13.D3 jam error in the duplexer

Use the following procedure to check for paper in all possible jam locations in the automatic duplexer.

Recommended action for customers

When a jam occurs, the control panel displays an animation that assists in clearing the jam.

- 13.D1.yz – Jam in duplex unit
- 13.D3.yz – Jam in duplex unit

y = A, C, or D

z = 0-9 or A-F

1. Completely remove Tray 2 from the printer.
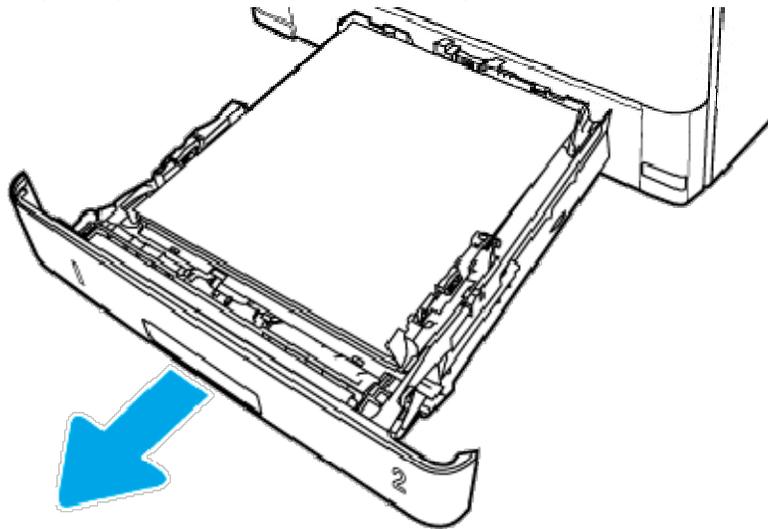
2. Push the green button to release the duplex pan.
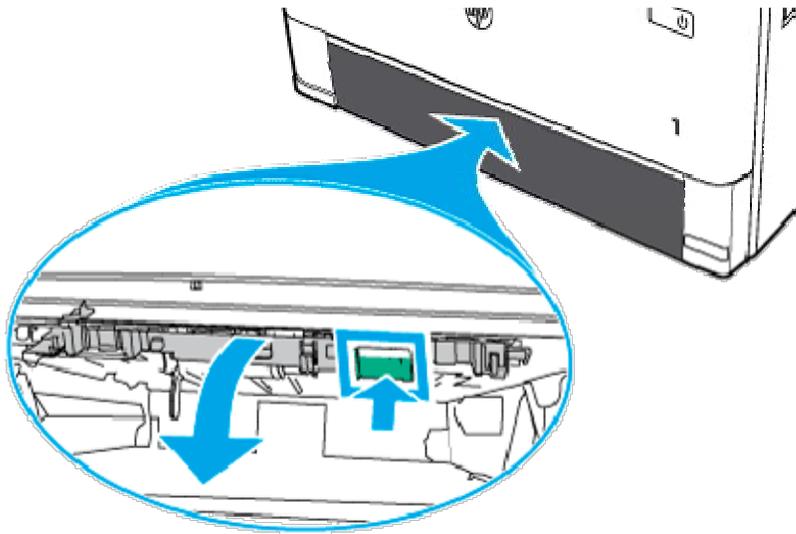
3. Remove any jammed paper.
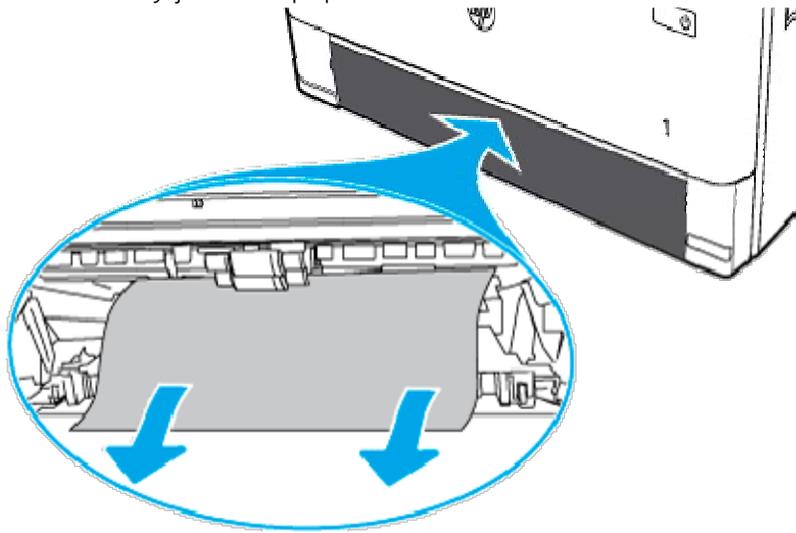
4. Close the duplex pan.
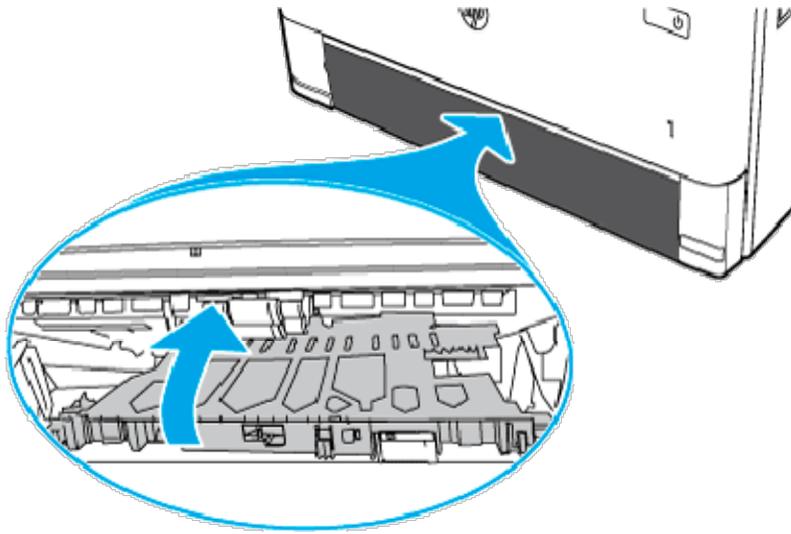
5. Reinsert Tray 2.
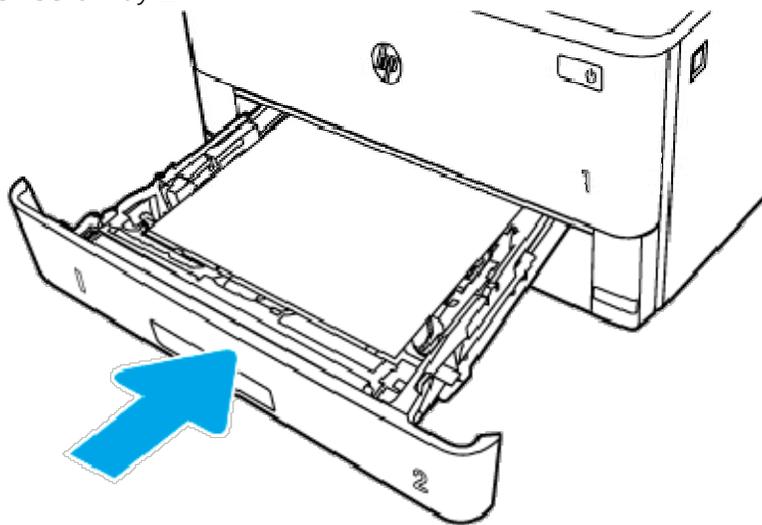
6. Open the front door to clear the jam message.
   a. Press the front door release button.
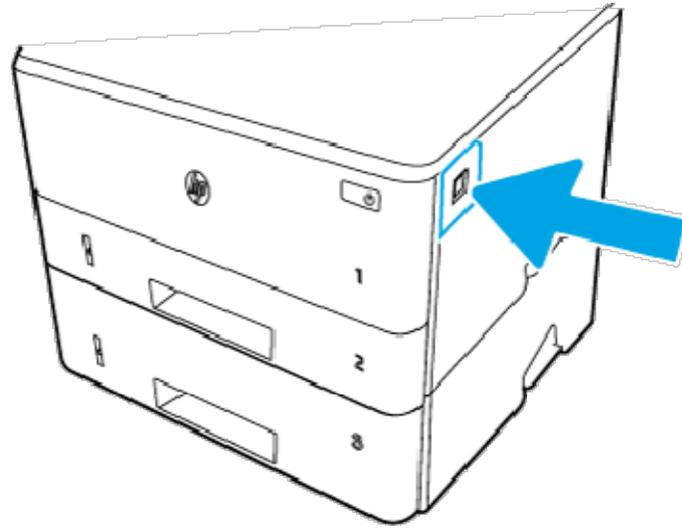
b. Open the front door.
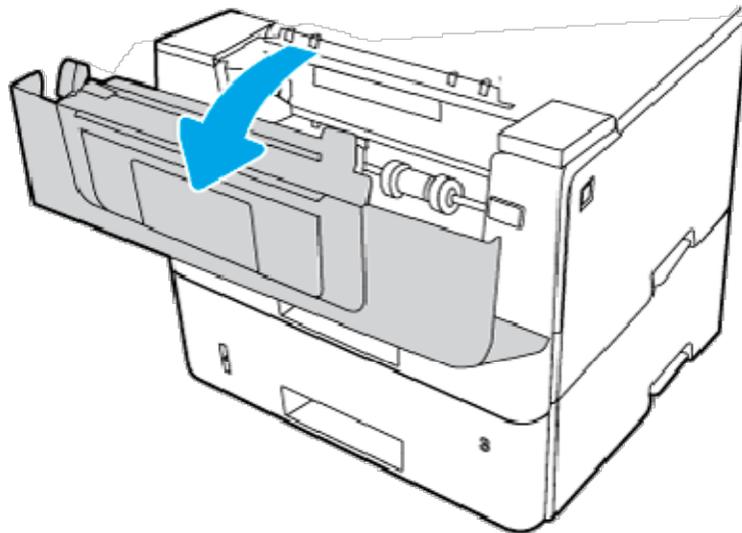
c. Close the front door.
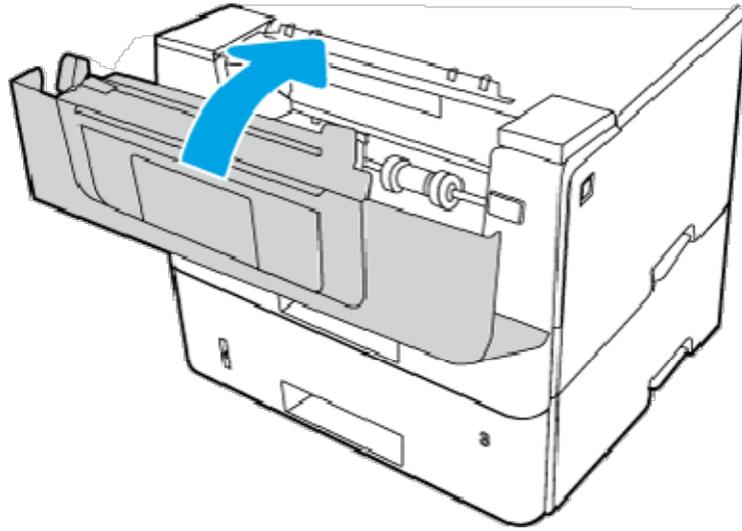
7. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
8. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.