

## TIPS & TRICKS

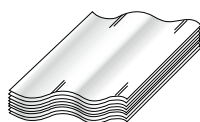
# PREVENTING AND RESOLVING PAPER JAMS

We would like to give you a number of practical tips for preventing or solving paper jams. This will ensure the maximum availability of your printer(s).

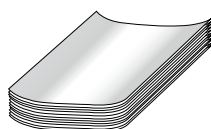
### Avoid printer problems due to inactivity

Paper is a natural product and therefore sensitive to fluctuations in humidity and ambient temperature. This can cause paper jams. This effect occurs especially after prolonged periods of inactivity, such as vacation periods.

If you are not going to use your equipment for an extended period of time, **we recommend that you remove the paper from the printer as a precaution and store it in a paper wrapper or box that is preferably closed.** When you start using the printer again, you can simply reload the paper.



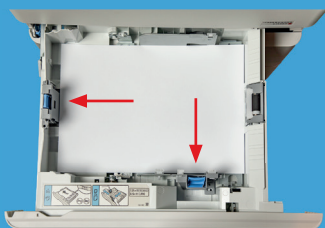
Edge wave



Edge shortening

### Tip from our service engineer

To avoid paper jams, load the paper correctly in the paper tray. **Make sure the paper sits nice and tight within the guides, with a very small amount of slack.**



For more tips & tricks, go to:  
[canon.nl/voorkom-papierstoring](https://www.canon.nl/voorkom-papierstoring)

# Canon

## Clearing Paper Jams

If your printer gets a paper jam, perform the following before reporting a paper jam:

1. Remove all paper from the printer.
2. Get a new ream of paper that has been acclimatised.
3. Remove the paper from the wrapper or box and loosen the paper.
4. Remove the first and last sheet.
5. Place the paper in the printer following the arrow on the wrapper/box (if any) that indicates which the side of the paper should be printed on first.

## Contacting Canon

We can also perform the above actions for you, but they would fall outside the scope of the service contract.



If you still have a paper jam after following this step-by-step plan, you can report this from Monday to Friday between 8.00 am and 6.00 pm via **088 732 2666** or **nl@support.canon-europe.com**

Please have the serial number of the printer concerned within reach.



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