

For additional information, refer to MDE-3893 Encore® and Eclipse® Owner's Manual.

## Removing Printer Jams

Many available USB printer models use the printer head shown in [Figure 1](#). This document explains the steps to remove the paper jam from the printer head.

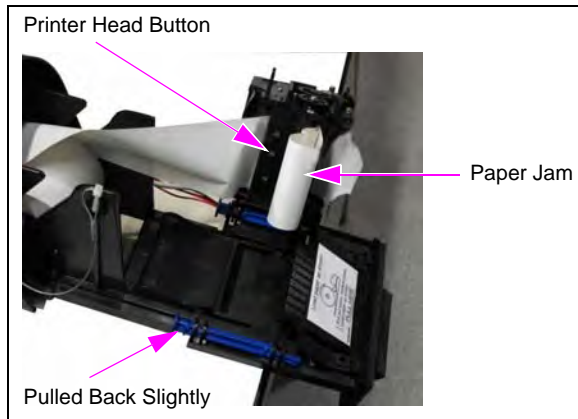
**Figure 1: Printer Head**



(Place Velcro Here)

1. Pull the blue pin back slightly to allow the printer head to rotate exposing the paper jam.

**Figure 2: Pulling the Pin Back**



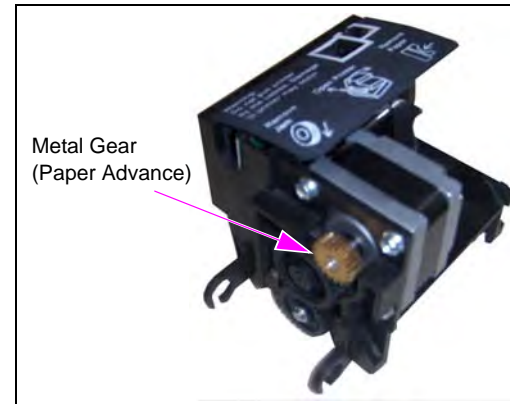
2. To remove the paper jam, proceed as follows:
  - a. Tear the paper off where it feeds into the printer head.
  - b. Pull the jammed paper from the printer head.
  - c. Rotate the metal paper advance gear to expel the remaining paper.
  - d. After rotating the printer head back in place and pushing the blue pin forward, the paper is reloaded normally.

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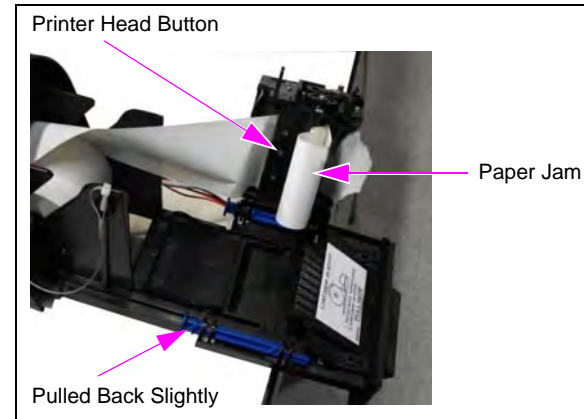
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## Clearing Frequent Paper Jams

Sometimes the paper jam does not come out cleanly which may result in recurring jams. To clear this type of paper jam cleanly, remove the blade holder by pulling outward on the Blade Holder Release Tabs, and then remove the small scrap of paper (see Figure 3).

**Note:** Pull outward on the Blade Holder Release tabs one at a time. This can be a tedious process. For detailed animation of this procedure, refer to TRP-2387.

Figure 3: Blade Holder Release Tabs

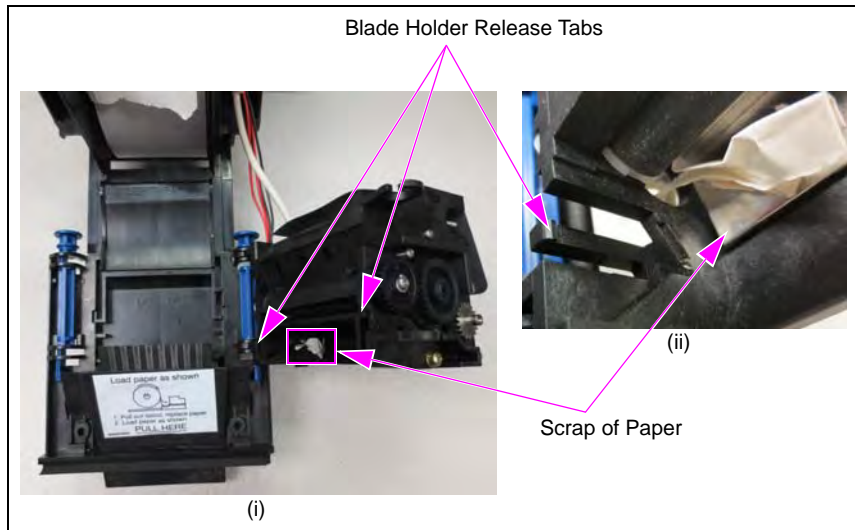
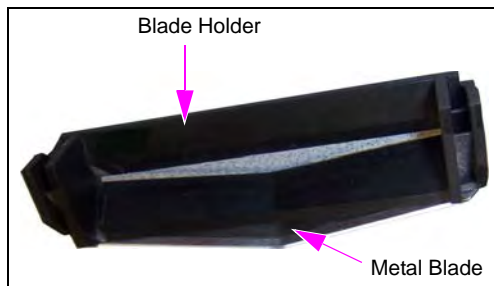


Figure 4: Blade Holder and Metal Blade



### **WARNING**

Clearing paper jams using screw drivers and so on, that contact the blade edge will permanently damage the blade. The damaged sharp edge of the blade will cause further jams. If the blade appears to be damaged or dull, you can order new blades with holders [M04119A005 (10X)].

THE BLADE IS SHARP. Exercise care in contacting and handling.

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Call Gilbarco Technical Support at: 1-800-743-7501

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<http://www.gilbarco.com>

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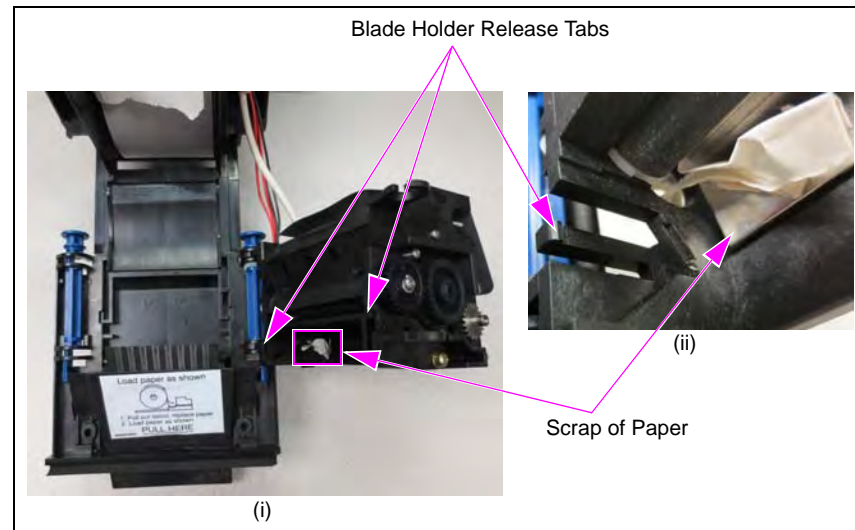
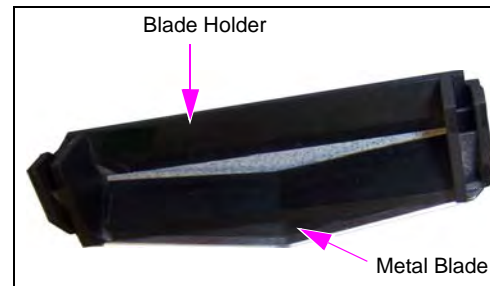


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