

HP, Canon, Epson & Brother printers | Easy | 2 min read

Brother laser printer paper jam: how to clear it safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Brother laser printers can jam in the tray, in the middle, or at the back. The main risk is the fuser, which gets very hot during use, so be patient and careful.

Safety first

- Switch the printer off and let it cool for at least 10 minutes, or longer if it has been printing a lot. Inside parts near the fuser can burn you.
- Do not touch the internal parts that the manual marks as hot.
- Never use tools, and do not open any panel except the covers and trays meant for you.
- Toner is a fine powder, so avoid breathing it in and wipe spills with a damp cloth.

Clear the jam

1. Pull out the paper tray fully and take out any jammed paper.
2. Look in the slot where the tray sits for loose paper.
3. Open the front cover, and remove the drum and toner unit gently. Look for jammed paper beneath it.
4. Open the back cover if there is one, and check for paper there.
5. Pull the paper slowly with both hands in the direction it travels.
6. Check for small pieces.
7. Put the drum and toner unit back, close covers and reload paper.

The exact layout differs between models, so your model may differ; check the display or the maker's manual. The display often says where the jam is.

Prevent more jams

- Do not overfill the tray.
- Use the correct paper size and weight.
- Fan the paper before loading.
- Keep paper dry and flat.
- Adjust the paper guides so they touch the stack lightly.

Loose toner

After a jam, you may get toner smudges on the next few pages. Print a couple of spare pages to clear them.

When to get more help

Get help if the jam message stays after clearing, if jams are frequent, or if there is a burning smell. Switch off and unplug the printer if you notice a burning smell. Do not open the casing, as it contains electrical and hot parts.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.