

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

Epson printer paper jam or paper feed error

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.

Paper jams on Epson printers are usually fixed by clearing the paper path carefully. Work gently, because force can tear the paper or damage parts.

Before you begin

- Switch the printer off. Many manuals advise unplugging it as well.
- On inkjets, take care not to smear ink, as stains are hard to remove.
- Never use tools, and do not open any part of the printer that is not a user cover or tray.

Clear the jam

1. Take the paper out of the tray.
2. Look at the front, the output tray and the back. Many Epson models have a rear cover or a cover over the scanner unit. Check the manual for your model.
3. Hold the paper with both hands and pull it slowly out the way it travels.
4. Check for small torn pieces and remove them.
5. Close any covers and reload the tray.
6. Switch on and follow any message on the display. Your model may differ; check the display or the maker's manual.

Paper will not feed

- Fan the paper and tap it flat.
- Do not overload the tray.
- Slide the guides until they gently touch the paper.
- Check the paper is dry, flat and the right size.
- Make sure the paper type in your computer settings matches what is loaded.
- Do not load different sizes together.

Special paper

Glossy photo paper, envelopes and card may need specific settings or a particular tray. Check the pack and the manual.

Prevent future jams

Store paper flat and dry, and use paper recommended for inkjets.

When to get more help

Get help if the jam message stays after clearing, if you hear grinding, or if the printer tears paper every time. Do not take the casing off, as it contains electrical 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.