

The Problem with Document Feeders

Service companies such as ourselves are regularly called upon by customers to attend to automatic document feeders which jam or have difficulty feeding certain types of customers originals

Automatic document feeders are designed to feed uniform documents in good condition of certain sizes and certain weights. Unfortunately, they are not designed to feed all of the document types that it might be convenient to feed into them.

They are not designed, for example to feed flimsy, crumpled, torn, curled or folded originals nor those that have staples, paper clips, holes punched in them or paper correction fluid on them.


Whilst many of these documents may make it safely through the document feeder process, a great number of them can be expected to catch, twist and skew on their way through the machine causing paper jams and even damaged originals.

It is simply not possible for the document feeder to be adjusted or serviced so that these kinds of documents will feed reliably.

But don't just take our word for it. Attached to this document are what all of the big manufacturers: Konica Minolta, Canon, Toshiba, Sharp, Ricoh, Kyocera and Xerox say about it.



Do not load the following originals into the **ADF**. Doing so may cause an original paper jam, or damage the originals.

- ❌ Wrinkled, folded, curled, or torn originals
- ❌ Highly translucent or transparent originals, such as transparencies or diazo photosensitive paper
- ❌ Coated originals such as carbon-backed paper
- ❌ Original that weighs less than the basic weight of 9-5/16 lb (35 g/m²), or more than 55-7/8 lb (210 g/m²) (For **bizhub C658/C558/C458**)
- ❌ Original that weighs less than the basic weight of 9-5/16 lb (35 g/m²), or more than 34-1/16 lb (128 g/m²) (For **bizhub C368/C308/C258: Reverse Automatic Document Feeder DF-629**)
- ❌ Original that weighs less than the basic weight of 9-5/16 lb (35 g/m²) or more than 43-3/8 lb (163 g/m²) (For **bizhub C368/C308/C258: Dual Scan Document Feeder DF-704**)
- ❌ Originals that are bound, for example, with staples or paper clips
- ❌ Originals that are bound in booklet form
- ❌ Originals with pages bound together with glue
- ❌ Originals with pages that have had cutouts removed or are cutouts
- ❌ Label sheets
- ❌ Offset printing masters
- ❌ Loose leaf loaded in the  direction

Canon®

Make sure any liquids on documents, such as glue, ink, or correction fluid are dry before loading.

Do not load glued documents in the ADF, even if the glue is dry, because this may cause paper jams.

- Remove all staples, paper clips, or other fasteners before feeding documents.
- Load Legal-sized documents in the ADF.
- Do not load these kinds of documents in the ADF, which may cause paper jams.
 - Wrinkled or creased documents
 - Curled documents
 - Torn documents
 - Documents with holes
 - Glued documents
 - Documents with sticky notes
 - Documents on carbon paper
 - Documents on coated paper
 - Documents on onion skin or other thin paper
 - Photos or excessively thick documents

TOSHIBA

- Originals of different sizes can be placed together in the automatic document feeder. In that case, configure the mixed size original setting in each mode.
- Be sure to remove staples or paper clips, if any, before placing the originals in the automatic document feeder.
- If originals have damp spots due to correction fluid, ink or glue, wait until the originals are dry before placing them. Otherwise the interior of the machine or the document glass may be soiled.
- Do not use the following originals. Note that using the following types of originals may cause incorrect original size detection, original misfeeds, and smudges on transmitted images or copy results.
 - Transparency film or mother print paper
 - Tracing paper, carbon paper, thermal paper
 - Heavily creased or curled originals
 - Damaged originals, folded originals
 - Originals that have pasted sections or cut-out holes
 - Originals printed with thermal transfer ink ribbon
 - When using originals with two or three holes, place them so that the punched edge is at a position away from the feed slot of the document feeder tray.

SHARP

Make sure that there are no paper clips or staples on the original.

- Straighten curled originals before placing them in the document feeder tray. Curled original may cause misfeeds.
- When you set multiple sheets of thick original, if the original is not fed, reduce the number of the set originals

The following originals cannot be used. These may cause misfeeds or smudging and unclear images.

- Transparencies, tracing paper, other transparent or translucent paper, and photographs.
- Carbon paper, thermal paper.
- Originals that are creased, folded, or torn.
- Glued originals, cut-out originals.
- Original with filing holes other than 2 holes, 3 holes, 4 holes, or 4-hole wide.
- Originals printed using an ink ribbon (thermal transfer printing), originals on thermal transfer paper

RICOH

If placed in the ADF, the following types of original might be damaged or become jammed, or result in gray or black lines appearing on prints:

- Originals larger or heavier than recommended
- Stapled or clipped originals
- Perforated or torn originals
- Curled, folded, or creased originals
- Pasted originals
- Originals with any kind of coating, such as thermal fax paper, art paper, aluminum foil, carbon paper, or conductive paper
- Originals with perforated lines
- Originals with indexes, tags, or other projecting parts
- Sticky originals such as translucent paper
- Thin, highly flexible originals
- Thick originals such as postcards
- Bound originals such as books
- Transparent originals such as OHP transparencies or translucent paper
- Originals that are wet with toner or white out

KYOCERA

Do not use the document processor for the following types of originals. Otherwise, the originals may be jammed or the document processor may become dirty.

- Originals bound with clips or staples (Remove the clips or staples and straighten curls, wrinkles or creases before loading. Failure to do so may cause the originals to jam.)
- Originals with adhesive tape or glue
- Originals with cut-out sections
- Curled original
- Originals with folds (Straighten the folds before loading. Failure to do so may cause the originals to jam.)
- Carbon paper
- Crumpled paper



When you use the ADF:

- Do not load paper smaller than 142 x 148 mm (5.6 x 5.8 inches) or larger than 216 x 356 mm (8.5 x 14 inches).
- Do not attempt to load the following types of paper:
 - carbon-paper or carbon-backed paper
 - coated paper
 - onion skin or thin paper
 - wrinkled or creased paper
 - curled or rolled paper
 - torn paper
- Remove all staples and paper clips before loading.
- Make sure any glue, ink, or correction fluid on the paper is completely dry before loading.
- Do not load originals that include different sizes or weights of paper.
- Do not load booklets, pamphlets, transparencies, or documents having other unusual characteristics.

Sources:

*Konica Minolta C658 User Manual
Canon TR-8500 series User Manual
Toshiba eStudio 907 User Manual
Sharp MX-C250E User Manual
Ricoh SP C240SF User Manual
Kyocera TASKalfa 6052ci User Manual
Xerox WorkCentre 3210 User Manual*