

Epson Stylus Photo 960 Paper Jam Sensor Repair

The first time a paper crinkled upon loading in my new printer it damaged the jam sensor and the paper light was always blinking with no remedy and could not print. Having had Epson send me a rebuilt unit (which was dead on arrival I decided to look for a repair – here’s what I found – Apparently this is very common with these printers – and not that hard to fix – just a poor design on their part.

Tools needed: Long regular screwdriver, Phillips screw driver, hot glue gun (or drop of epoxy), flashlight.

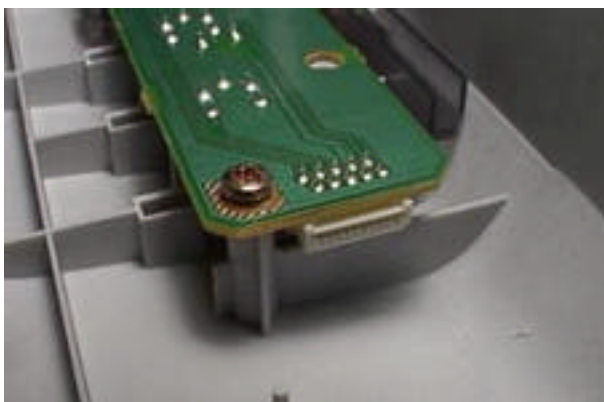
1. Turn off and unplug unit.
2. First remove the top cover by carefully popping it off the hinge pins manually.
3. Remove upper housing case– here is how:

Remove 4 phillips screws total – 2 just outside of cover hinges and two inside the front of the carriage area – all visible from the top.

Once the screws are out lift the back of the case a little then with a long screw driver reach way down in the front corners (2) and release two barbed “catches” that hold the front of the case down – flashlight is handy here. Work the cover up and pull the ribbon cable out of the control switch circuit board (Note colored side of ribbon cable is towards you) and peel the cable loose where it is stuck to the case to release case now free.



This is where the hidden catches are to release the case – both sides - use a flashlight!



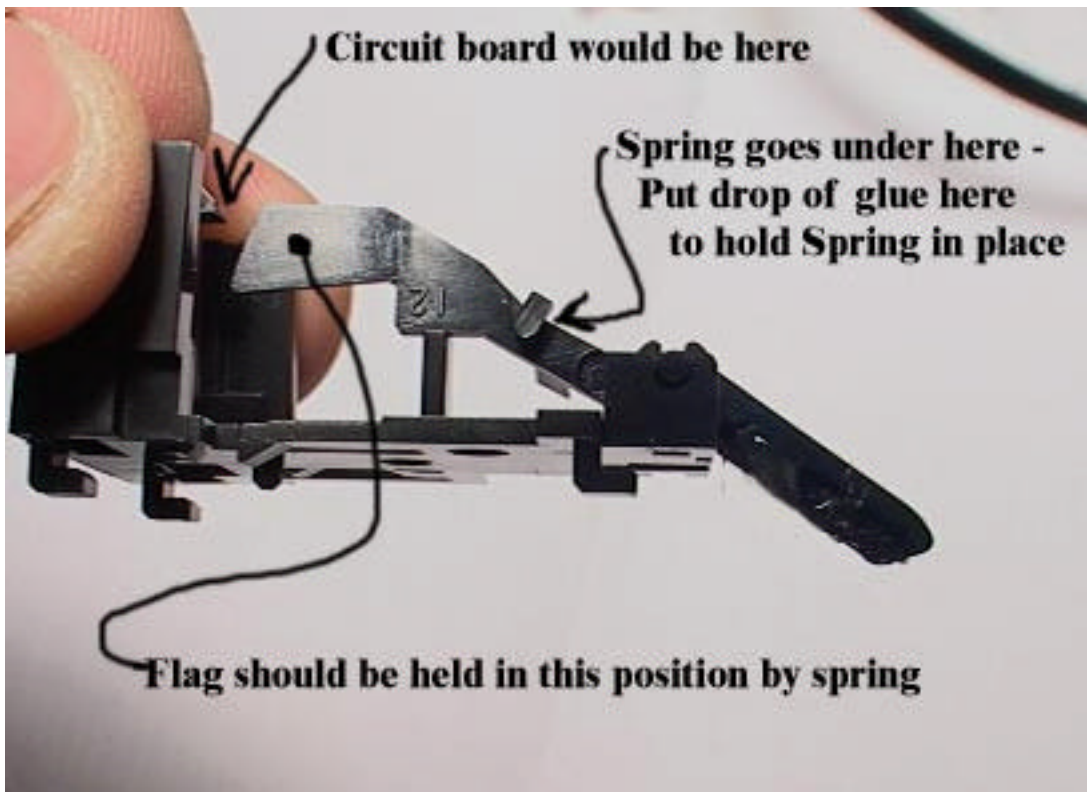
Bare Ribbon cable would be inserted in the plug (shown here with cable detached) that is the 4 switches in the top case. Ribbon slides in easy – blue side out. If you don’t mind working with the loose cover in your way you could probably leave the ribbon cable attached.

4. Now its time to release the jam sensor located in the right side rear where the paper enters.



With a screw small driver – push in through these two holes (works one at a time) while pulling up on the sensor on the other side). Just above these holes see the catch feet of the sensor –

Note: see this printer has MediaStreet's bulk ink cartridge feed tubes- so far works great.



This is the paper jam sensor removed (with little circuit board removed) I added a drop of hot glue to hold the tiny spring on to the lever – The spring is easily knocked off the lever by a crumpled paper so the glue prevents this. When the spring is on the lever it should hold it in the position shown which puts the flag end into the “eye” sensor in the circuit that would be between my fingers – removed for photo. Sensor snaps easily back in place once repaired. Spring is captive on the axis of the flag so your problem is likely that it just came out of its hook. If your spring was correct you may have other problems –at first I tried just covering the sensor eye beam – that didn't work. End.