Troubleshooting Guide
imagePRESS C850 Series

July 16, 2019
Canon U.S.A., Inc.

New Arrival Information

[Regarding Troubleshooting Guide]

Please be advised of the release of Troubleshooting Guide for imagePRESS C850 Series.
Troubleshooting Guide is a booklet compiled from FAQs issued by Canon Inc.

[Additional case(s)]

- 110F jam code due to meshing failure on timing belt of operation feed motor (M26) (Staple/Saddle/Booklet/Finisher)
- E5A3-808x/E5B5-8016 and 1FA9 jam code due to sliding failure of dust buffer (Perfect Binder-A1/B1/C1/D1/E1)
- Smear on image due to scattering shaved powder of bushing

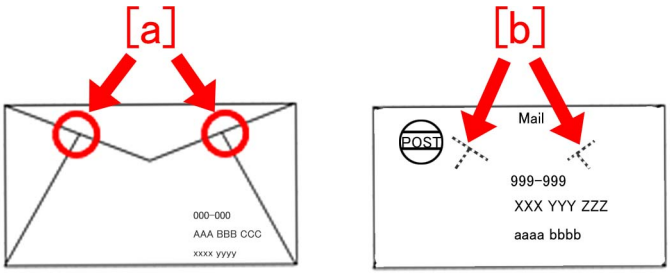
Contents

Image Faults

Optimization of fixing pressure and fixing temperature when envelops are fed

[Symptom]

When envelops pass the fixing assembly, the load is centralized on the overlapping points [a] on the reverse side of envelop. Therefore an image having partial white spots may be output due to the occurrence of worn-out fixing belt surface or shaved rubber of fixing roller surface. If the fixing pressure is greater, the overlapping points [a] may make impresses [b] on the front of envelop depending of the type of envelop.



[Service work]

As the measure of the above-mentioned symptoms, MN-CONT is graded up to v30.52 and D-CON is graded up to v30.31 for the following 2 controls.
A) Optimization and segmentation of fixing pressure and fixing temperature for envelops.
B) Increase of changing range for fixing pressure adjusted values of envelops.

A) Optimization and segmentation of fixing pressure and fixing temperature for envelops.

The default value for fixing pressure is decreased and the default value for fixing temperature is increased. The paper weight is classified into 6 ranges and each range has its specified default values for fixing pressure and fixing temperature.
This Optimization and segmentation reduce the abrasions of fixing belt surface or fixing roller surface and then the image having partial white spots will rarely occur.
[Reference] The following table shows the previous fixing pressure and fixing temperature when passing envelopes.

Width of envelop/Paper weight	181 to 220
Less than 220mm	870 pls
	180℃
More than 221mm	1170 pls
	180℃

- The unit of paper weight is g/m2.
- [pls] in the table means the unit of fixing pressure. The numeric value means the number of pulse which drives the pressure motor from its home position. The bigger the numeric value is, the greater the pressure is.

The following table is for optimized and segmentalized new fixing pressure and fixing temperature.

Classification	1	2	3	4 (Default)	5	6
Width of envelop/ Paper weight	106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
Less than 130mm	870 pls	600 pls	400 pls	400 pls	200 pls	200 pls
	180℃	190℃	190℃	190℃	195℃	195℃
131 to 180mm	870 pls	600 pls	600 pls	600 pls	400 pls	200 pls
	180℃	190℃	190℃	190℃	195℃	195℃
181 to 220mm	1170 pls	870 pls	600 pls	600pls	400 pls	200 pls

181 to 220mm	180℃	190℃	190℃	190℃	195℃	195℃
More than 221mm	1170 pls	870 pls	600 pls	600 pls	400 pls	200 pls
	180℃	190℃	190℃	190℃	195℃	195℃

- Classification 4 indicates the default value in the new fixing pressure and fixing temperature table.
- The paper weight range which does not meet the specification, from 160 to 180 or from 221 to 300, can be set. However the picking, feeding and the image quality are not given guarantee.

B) Increase of changing range for fixing pressure adjusted value of envelops.

The changing range for the adjusted value table which is selected with User Mode [Adjust fixing pressure] is increased to make the impress of envelop difficult to appear.
As the default value is changed from [-1] to [-3], the state of the impress will be improved gradually. On the other hand, if the image has generous amount of toner deposit, it leads poor fixing capacity by changing the adjusted values.

Adjust Fixing Pressure	Recommended conditions of use	Degree of improvement for the impress
-1	Image with small amount of toner deposit. (Image with small amount of solid parts)	Slightly improved
-2	Image with small amount of toner deposit. (Image with small amount of solid parts)	Almost no impress
-3	Text image	No impress

[Reference]
The following sample indicates the case of adjusted values of fixing pressure for an envelope whose width is 130 mm or less and the weight is from 181 to 220 (g/m2).
[A] line in the table shows previous adjusted values and [B] line indicates new adjusted values.
The changing range of new adjusted values is increased compared with the changing range of previous adjusted values.

Adjust Fixing Pressure	[A]	[B]
1	940pls	500pls
0(Default)	870pls	400pls
-1	800pls	100pls
-2	730pls	-100pls
-3	660pls	-200pls

The following new table of fixing pressure and fixing temperature for envelopes also includes the above-mentioned 2 new controls.

- Classification 4 in the table indicates the default value.
- The unit of paper weight is g/m2.
- P rows in the table show the setting values of fixing pressure. The numeric value means the number of pulse which drives the pressure motor from its home position. The bigger the numeric value is, the greater the pressure is.
- Setting table of fixing pressure can be selected with User Mode [Adjust fixing pressure] (+1,0,-1,-2,-3). The default value is [0].
- The fixing temperature can be fine-tuned with User Mode [Adjust Gloss/Fine Black]. Adjustable range: -2,-1, 0, +1, +2, Changing range: 5 degrees C, High end: 200 degrees C. (When it is over 200 degrees C, it should be taken as 200 degrees C)

- Width of envelop : Less than 130mm

Classification		1	2	3	4	5	6
Paper weight		106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
P	1	940	700	500	500	300	300
	0	870	600	400	400	200	200
	-1	800	300	100	100	-100	-100
	-2	730	100	-100	-100	-200	-200
	-3	660	-100	-200	-200	-300	-300
Fixing temperature		180℃	190℃	190℃	190℃	195℃	195℃

- Width of envelop : 131 to 180mm

Classification	1	2	3	4	5	6
Paper weight	106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300

P	1	940	700	700	700	500	300
	0	870	600	600	600	400	200
	-1	800	300	300	300	100	-100
	-2	730	100	100	100	-100	-200
	-3	660	-100	-100	-100	-200	-300
Fixing temperature		180℃	190℃	190℃	190℃	195℃	195℃

- Width of envelop : 181 to 220mm

Classification		1	2	3	4	5	6
Paper weight		106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
P	1	1240	940	700	700	500	300
	0	1170	870	600	600	400	200
	-1	1100	800	300	300	100	-100
	-2	1030	730	100	100	-100	-200
	-3	960	660	-100	-100	-200	-300
Fixing temperature		180℃	190℃	190℃	190℃	195℃	195℃

- Width of envelop : More than 221mm

Classification		1	2	3	4	5	6
Paper weight		106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
P	1	1240	940	700	700	500	300
	0	1170	870	600	600	400	200
	-1	1100	800	300	300	100	-100
	-2	1030	730	100	100	-100	-200
	-3	960	660	-100	-100	-200	-300
Fixing temperature		180℃	190℃	190℃	190℃	195℃	195℃

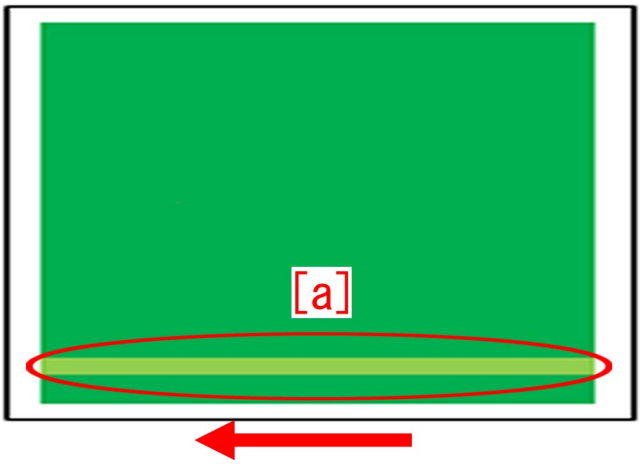
[Countermeasure cut-in serial numbers in factory]

Model	**Serial number**
imagePRESS C800 Series 208V US/CA/LTN	UME02254
imagePRESS C800 Series 230V EUR/AU/SG/IN/HK/LTN/KR	UMF00648
imagePRESS C800 Series 230V CN/HK/TW	UMG00509
imagePRESS C700 Series 230V CN/HK/TW	UMH00533
imagePRESS C700 208V US	WHV02264
imagePRESS C600i 230V EU	UML00764
imagePRESS C600 220V CN	UMK00531
imagePRESS C60 208V UL	UMJ00702

Non-glossy streaks due to the peeled off tape on the separation plate

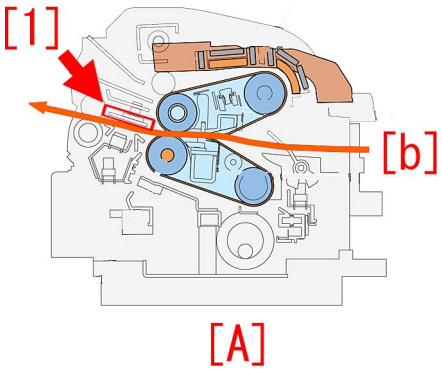
[Symptom]

On the main body whose Countermeasure Cut-in Serial Numbers in Factory is earlier than the following number, non-glossy streaks [a] image may occur with high gloss media or heavy media (200g or more).
The arrow indicates the paper feed direction.



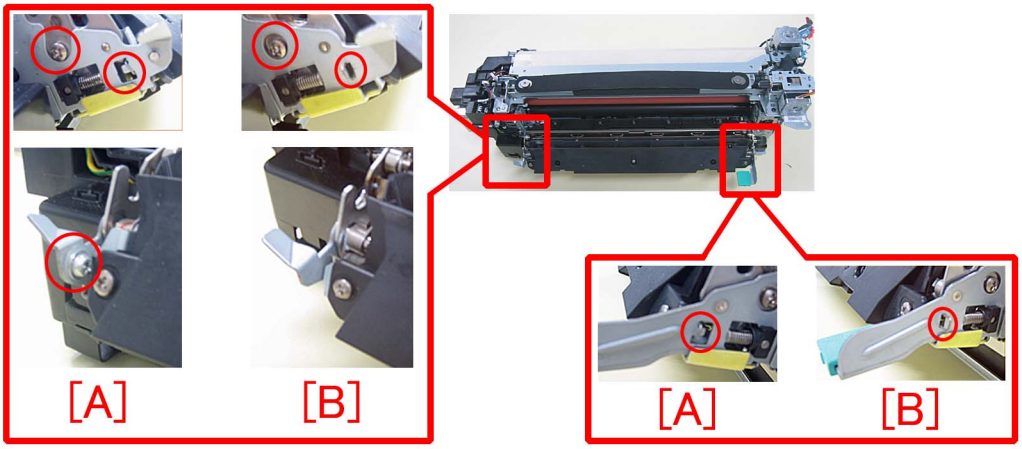
[Cause]

The separation plate [1] in the fixing assembly [A] comes in thick and thin types. The tape affixed to the thicker separation plate [1] comes off [a] from scuffing, then the fed paper comes in contact with the peeled off tape and leads to the above mentioned symptom.
The arrow [b] indicates the paper feeding path.



[Service work]

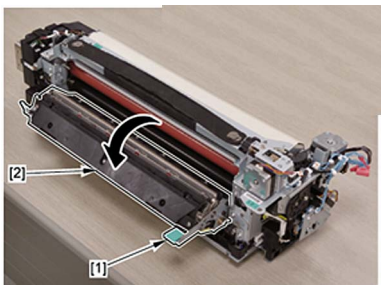
As a countermeasure against the aforementioned symptom, replace the separation plate with the thinner type that reduces scuffing of the tape even when a high gloss or heavy media is passed through.
To make this feasible, newly assign the fixing separation unit with the thinner separation plate, inner paper delivery assembly and fixing base assembly as service parts respectively. The other type with thicker separation plate is also going to be newly assigned as well. As to the newly assigned new type inner paper delivery assembly and the fixing base assembly, their fixing separation units are removable. The fixing separation units of the old types are not removable.
If the shape of the inner paper delivery assembly is as shown in the photo [A], replacing the fixing separation unit only is possible.
The photo [B] shows the shape of the old type inner paper delivery assembly.



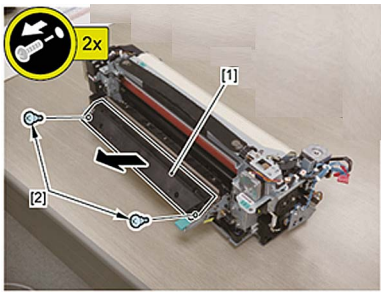
When the above mentioned symptom has occurred, follow the procedure below, however either of the thick type fixing separation unit and thin type fixing separation unit should be chosen according to the conditions.
Check to see if the inner paper delivery assembly is the new type or the previous type, if it is the new type follow the procedure A, and if it is the previous type, then follow B.

A). Handling by replacing the fixing separation unit

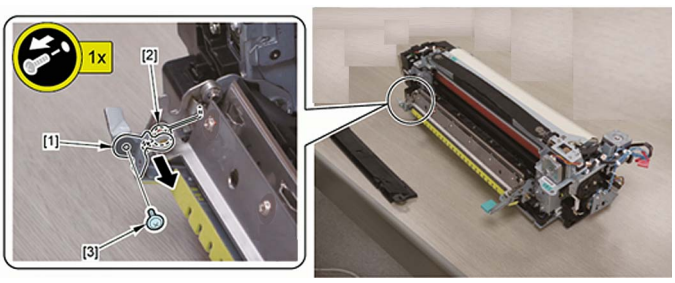
Prepare a fixing separation unit (thin type)(FM1-R470-000).
1) Refer to the service manual to take out the fixing assembly.
2) Hold the grip [1] and open the inner paper delivery assembly [2].



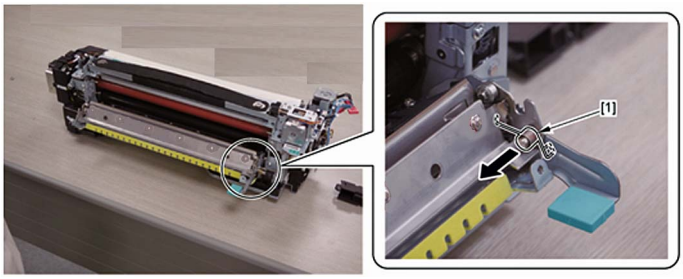
3) Remove the duct [1].
- Stepped screw [2] 2 pcs



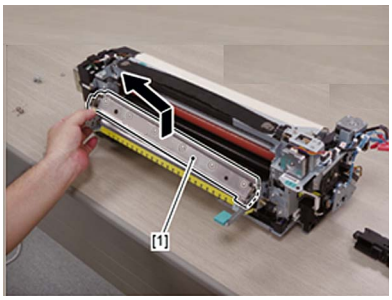
4) Remove the spring mount pin [1] and the torsion spring [2] on the rear side of the inner paper delivery assembly.
- Screw [3] 1 pcs



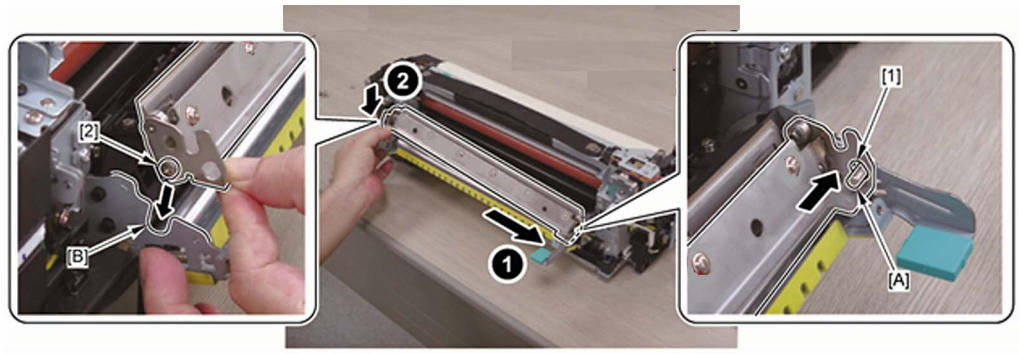
5) Remove the spring [1] on the front side of the inner paper delivery assembly.



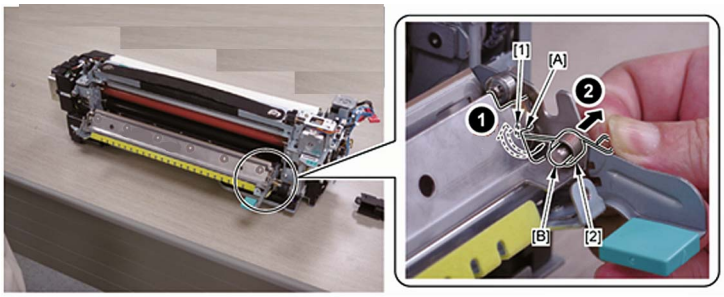
6) Remove the separation plate [1] while lifting the rear side.



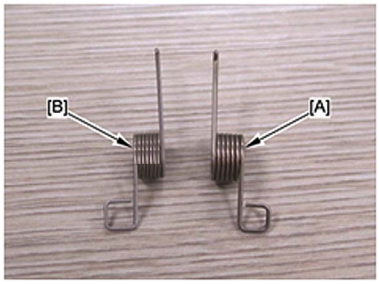
7) Put the mounting hole [1] on the front side of the new separation plate prepared in the positioning pin [A] and fit the screw [2] on the rear side of the separation plate in the cut out [B].



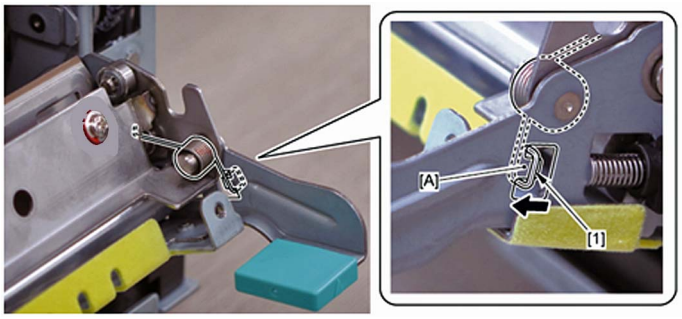
8) Put the straight end [1] of the torsion spring in the notch [A] on the separation plate and mount the spring [2] on the positioning pin [B].



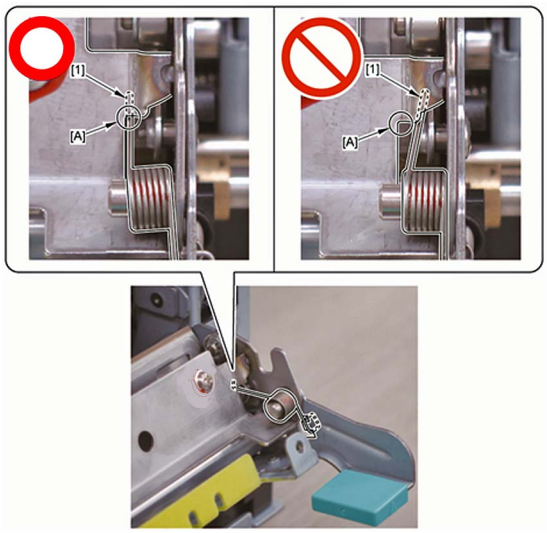
[Reference] The torsion springs for the front side [A] and rear side[B] have different shapes.



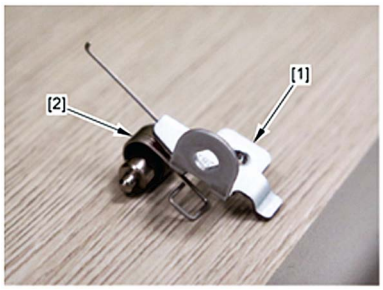
9) Put the bent end [1] of the torsion spring in the boss [A] on the metal plate.



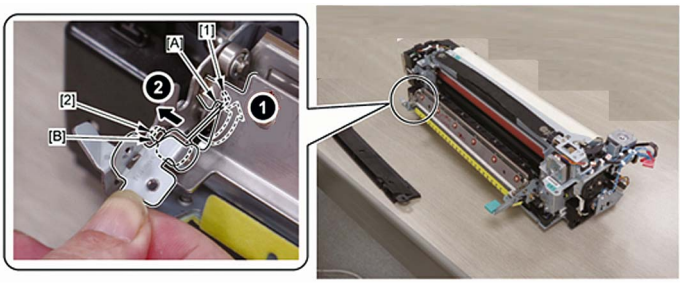
[Note] After mounting the torsion spring, confirm if the straight end of the spring [1] has not come off the notch [A] on the separation plate.



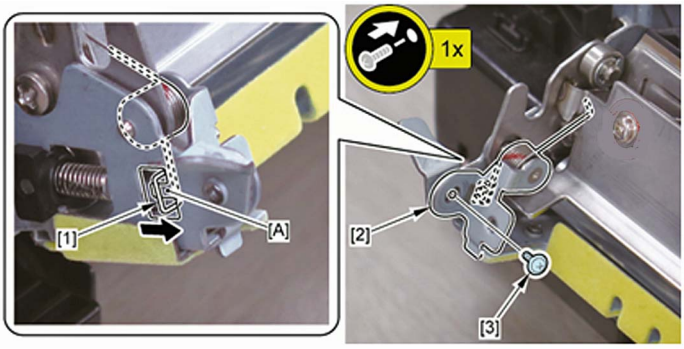
10) Assemble the spring mount pin [1] and the torsion spring [2].



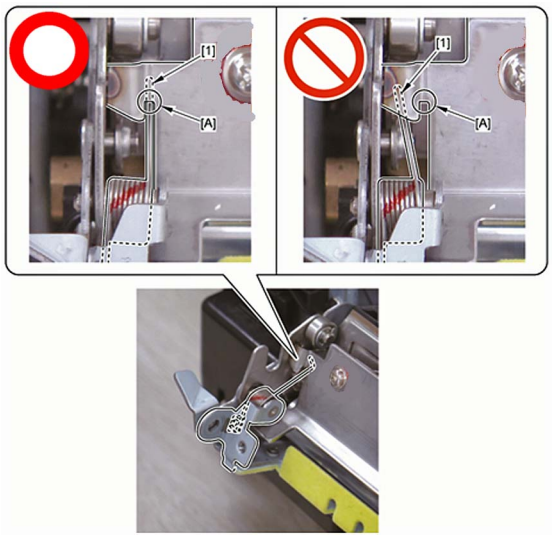
11) Hook the straight end of the torsion spring [1] on the notch [A] on the separation plate and insert the spring mount pin [2] into the hole [B] on the metal plate.



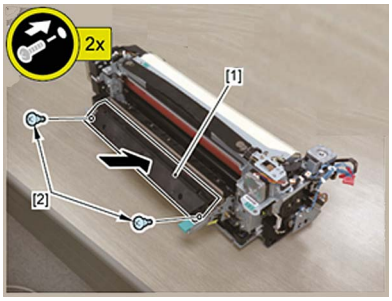
12) Hook the bent end [1] of the torsion spring on the boss [A] on the metal plate and mount the positioning pin [2].
- Screw [3] 1 pcs



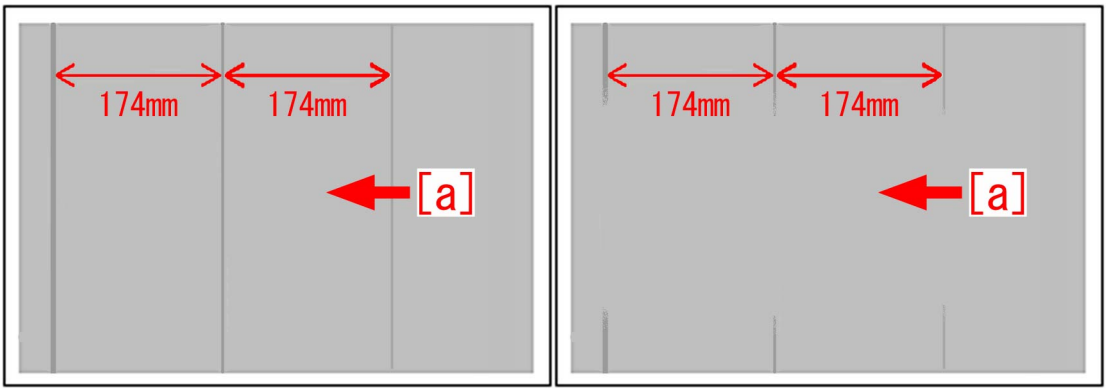
[Note] After mounting the torsion spring, confirm if the straight end of the spring [1] has not come off the notch [A] on the separation plate.



13) Mount the duct [1].
- Stepped screw [2] 2 pcs



14) Close the inner paper delivery assembly and install the fixing assembly.
15) Take some prints and check the image. If the image appears normal, the work is finished.
16) A streaks with 174mm regular intervals may rarely occur. (The arrow [a] indicates the paper feed direction.)
In that case, from User mode go to Settings/Registration > Preferences > Paper Settings > Paper Type Management Settings,select the paper type with which the streaks occurs, press the change button of "Adjust Fixing Speed" in [Details/Edit] to adjust the fixing speed towards the positive direction.



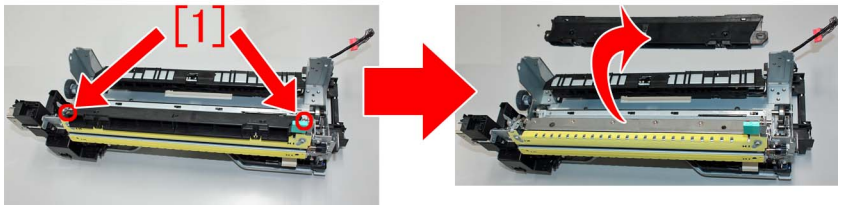
If the streaks appear on images even after adjusting the fixing speed, replace the fixing separation unit with the thick type (FM1-R469-000).

B). Handling by replacing the inner paper delivery assembly

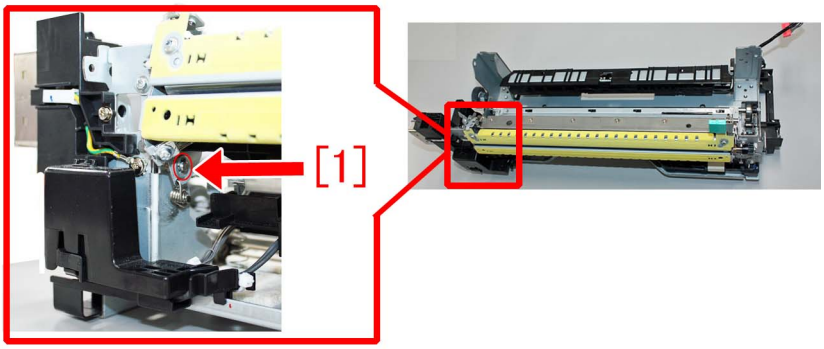
Newly assign the spring set plate (FL1-3976-000) to be used to mount the spring on the rear side of the inner paper delivery assembly. Prepare the said spring set plate and the inner paper delivery assembly (thin type) (FM1-R600-000).

1) Refer to the service manual to take out the fixing assembly.

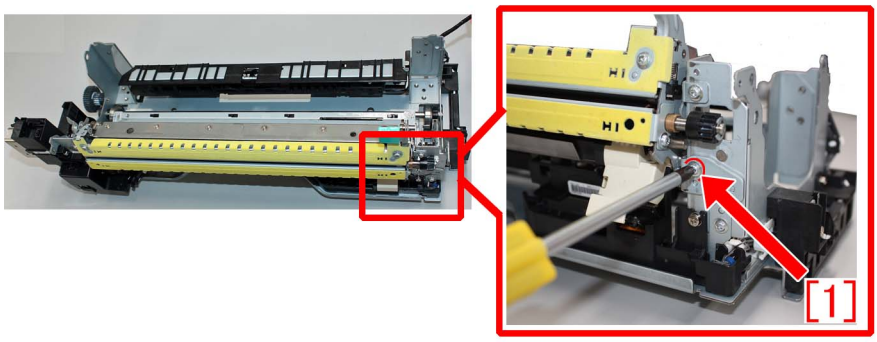
2) Remove the 2 screws [1] and the duct.



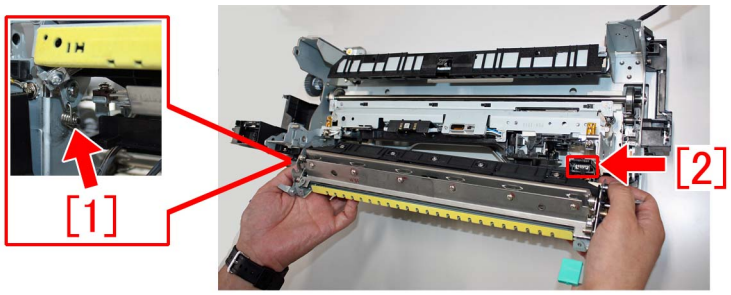
3) Remove the e-ring [1] that is securing the inner paper delivery assembly on the rear side of the fixing base assembly.



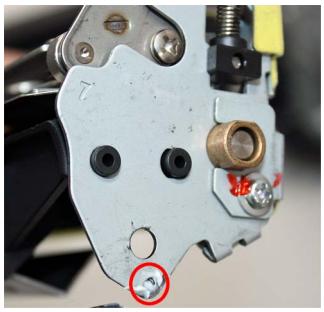
4) Remove the 1 screw [1] that is securing the inner paper delivery assembly on the front side of the fixing base assembly.



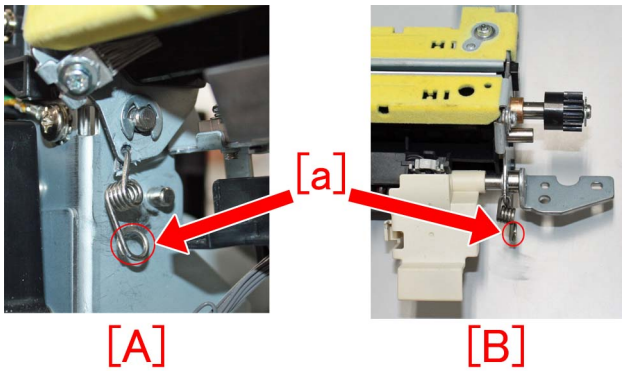
5) Draw out the inner paper delivery assembly from the front side. To do this, remove the springs [1] attached to the both sides of the inner paper delivery assembly from the bosses that is supporting point. Also disconnect the cable connector [2].



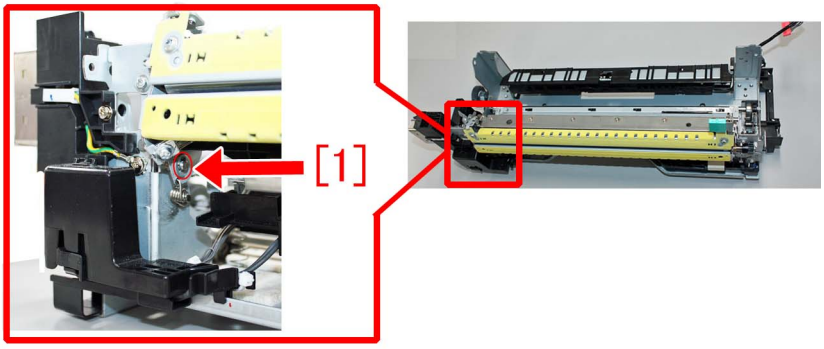
6) Reattach the springs attached to the both side of the removed inner paper delivery assembly to the new type inner paper delivery assembly.
[Reference]
- Apply grease (SE1107) around the spring mount hole.



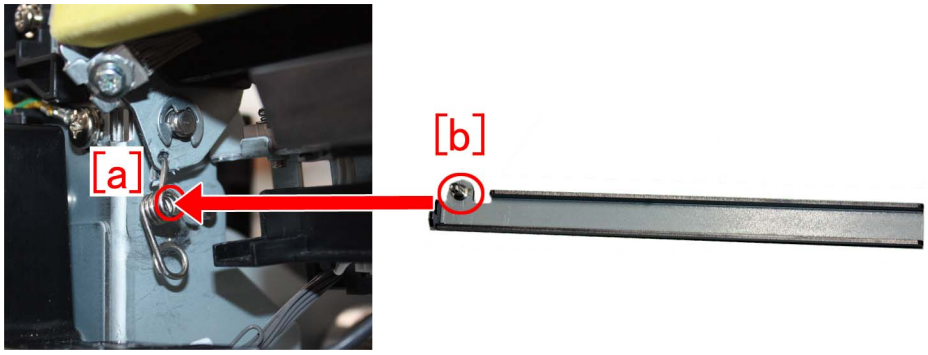
- The front/rear mounting positions and orientations of the springs are specified respectively. Attach the springs as their looped ends [a] come outside.
The photo [A] shows the spring attached to the rear side of the inner paper delivery assembly and [B], the spring attached to the front side of the inner paper delivery assembly.



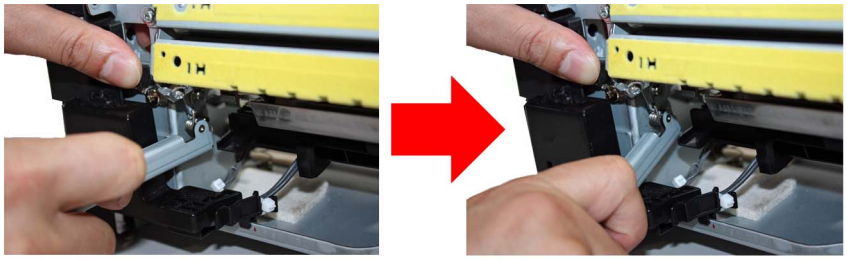
7) Insert the new type inner paper delivery assembly from its rear side and install to the fixing base assembly. At this moment, the spring on the rear side is not yet put around the boss.
8) Putting the looped portion of the spring on the front side in the boss, secure the front side of the inner paper delivery assembly with the 1 screw [1] removed in the step 4).
9) Secure the rear side of the inner paper delivery assembly with the 1 e-ring (XD9-0135-000).



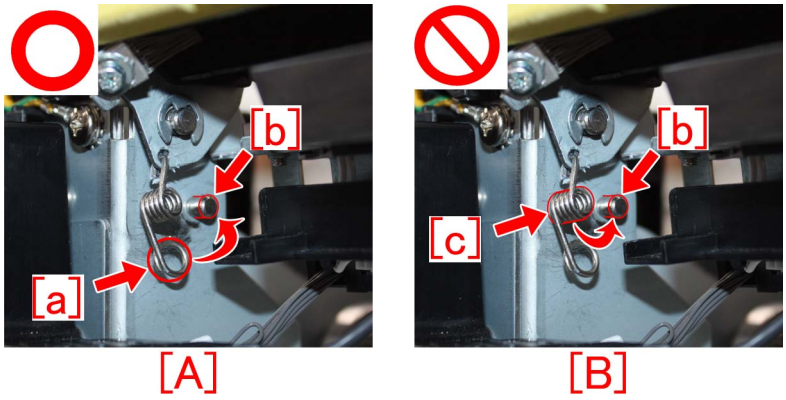
10) Reconnect the connector disconnected in the step 5).
11) Fit the boss [b] at the tip of the spring set plate (FL1-3976-000) into the looped portion [a] at the center of the spring on the rear side of the inner paper delivery assembly.



12) Put the looped end of the spring on the rear side of the inner paper delivery assembly in the boss on the fixing base assembly.



[Note] To attach the spring, put the looped end [a] in the boss [b]. Do not put the looped portion at the center [c] in the boss [b]. The photo [A] indicates the proper way to attach the spring and [B], an erroneous way to attach the spring.



13) Reassemble the parts in reverse order from the step 2).
14) Take some prints and check the image. If the image appears normal, the work is finished.
15) Streaks at 174mm intervals occur infrequently. In that case, perform the work in the step 16) of the aforementioned procedure "A) Handling by replacing the fixing separation unit".

[Reference]
Procedure to replace the fixing base assembly
Refer to the service manual for replacing the fixing base assembly.

- FIXING BASE ASSEMBLY (Thick type) (FM0-1373-010)
- FIXING BASE ASSEMBLY (Thin type) (FM1-P430-000)

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM0-1373-000	FIXING BASE ASSEMBLY	1 -> 0	812
	New	FM1-P430-000	FIXING BASE ASSEMBLY (Thin type)	0 -> 1	
2	Old	FM0-1373-000	FIXING BASE ASSEMBLY	1 -> 0	812

No.		Part Number	Description	Q'ty	Fig.No.
2	New	FM0-1373-010	FIXING BASE ASSEMBLY (Thick type)	0 -> 1	812
3	Old				812
	New	FM1-R599-000	INNER PAPER DELIVERY ASSEMBLY (Thick type)	0 -> 1	
4	Old				812
	New	FM1-R600-000	INNER PAPER DELIVERY ASSEMBLY (Thin type)	0 -> 1	
5	Old				812
	New	FM1-R469-000	FIXING SEPARATION UNIT (Thick type)	0 -> 1	
6	Old				812
	New	FM1-R470-000	FIXING SEPARATION UNIT (Thin type)	0 -> 1	
7	Old				
	New	FL1-3976-000	PLATE, SPRING SET	0 -> 1	
8	Old	FY9-6036-000	LUBE, SE1107 GREASE	0 -> 1	
	New				

[Countermeasure cut-in serial numbers in factory]

- Switch the separation plate in the fixing separation unit from the thick type to the thin type.

Model	Serial number
imagePRESS C800 Series UL 208V	UME02480
imagePRESS C60 UL 208V	UMJ00761
imagePRESS C700 US 208V	WHV02269
imagePRESS C800 Series EU 230V	Not applicable
imagePRESS C800 CN 220V	Not applicable
imagePRESS C700 CN 220V	Not applicable
imagePRESS C600 CN 220V	Not applicable
imagePRESS C600i EU 230V	Not applicable

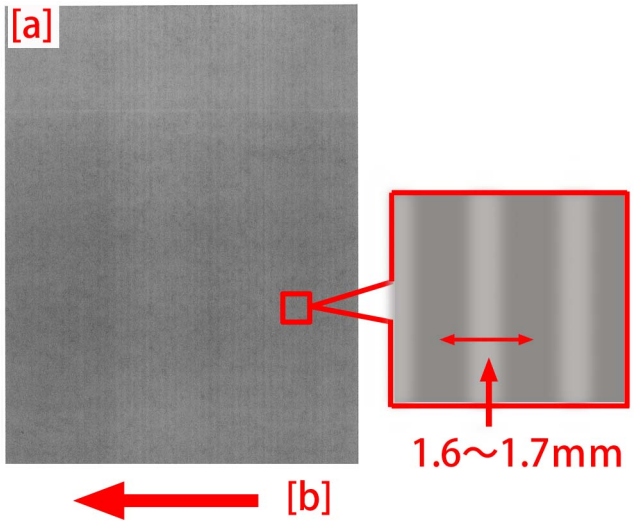
- Change the component formation so that the fixing separation unit can be removed.

Model	Serial number
imagePRESS C850 Series UL 208V	WJC00500
imagePRESS C850 Series EU/O 230V	WJD00500
imagePRESS C850 CN 220V	WJE00500
imagePRESS C650i US 208V	WJJ00500
imagePRESS C800 Series UL 208V	UME02277
imagePRESS C800 Series EU/O 230V	UMF00616
imagePRESS C800 CN 220V	UMG00509
imagePRESS C700 CN 220V	UMH00533
imagePRESS C60 UL 208V	UMJ00697
imagePRESS C600 CN 220V	UMK00531
imagePRESS C600i EU 230V	UML00644
imagePRESS C700 US 208V	WHV02269

From 1.6mm to 1.7mm pitch uneven density occurring when coated sheets whose basis weight is 200gsm or more are continuously output

[Symptom]

From 1.6mm to 1.7mm pitch uneven density [a] may appear in main scanning direction on the second sheet or later when coated sheets whose basis weight is 200gsm or more are continuously output. The symptom is prominently seen on a black halftone image. The arrow [b] indicates the direction of feeding.



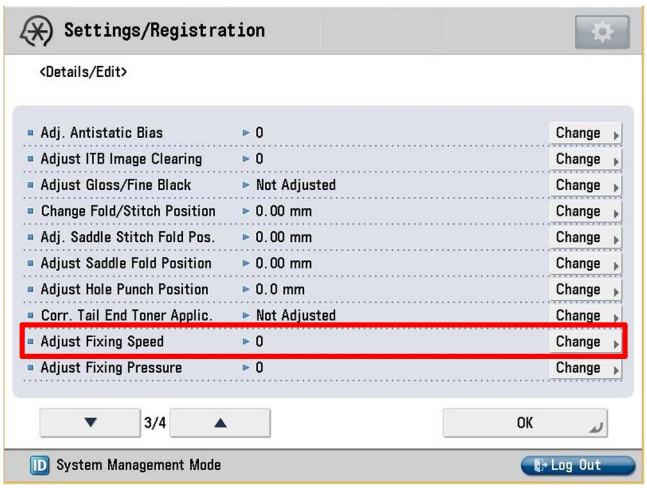
[Cause]

Because the paper feeding speed of fixing assembly is faster than the speed of secondary transfer unit, the media will be pulled between the secondary transfer unit and the fixing assembly. Therefore, the vibration of fixing idler gear is transferred to the scanner and that results in the above symptom.

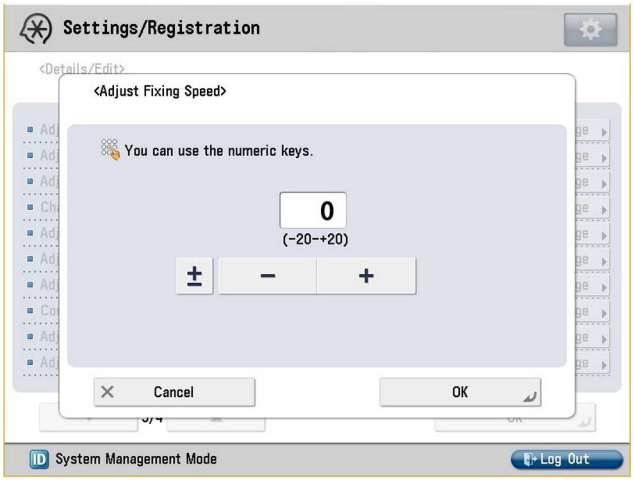
[Service work]

When the above symptom occurs, adjust the fixing speed to minus side for every sheet in the management setting for media type in user mode.

1) Have the customer log in from System Management Mode in user mode.
2) Go to Select Settings/Registration > Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.
3) Enter any name as the duplicated paper type and press "OK" button.
4) Select the paper type copied in the step 3) and then press "Details/Edit" button.
5) Select "Adjust Fixing Speed" and then press "Change" button.



[Reference] In case Adjust Fixing Speed will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1". The value is "0" by default.
6) Change the setting value to minus side and press "OK" button.

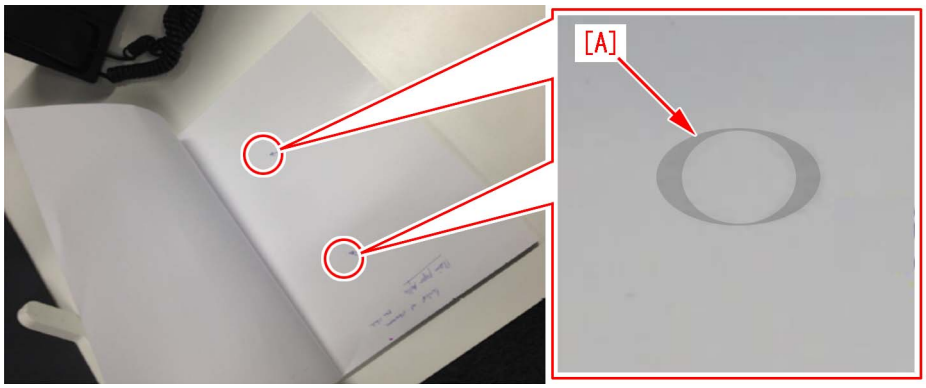


The configurable range for the value is from "-20" to "+20". (Default: 0)
7) Select the paper type which is set from step 2) to step 6) and output the image which had the symptom to make sure that the symptom does not occur any more.
If the symptom does not improve, then check other factors.

Marks on image caused by friction due to mini gripper edge (Perfect Binder- B1/D1/E1)

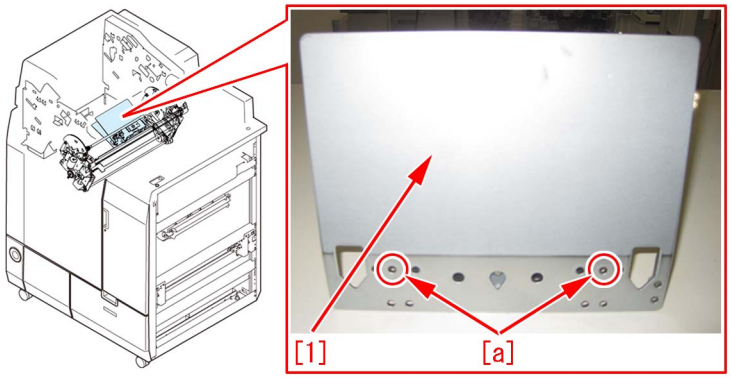
[Symptom]

The marks caused by friction [A] may appear on the first and last pages of glued stacked of sheets during printing.
[Reference] This symptom remarkably occurs on glossy paper such as coated paper.



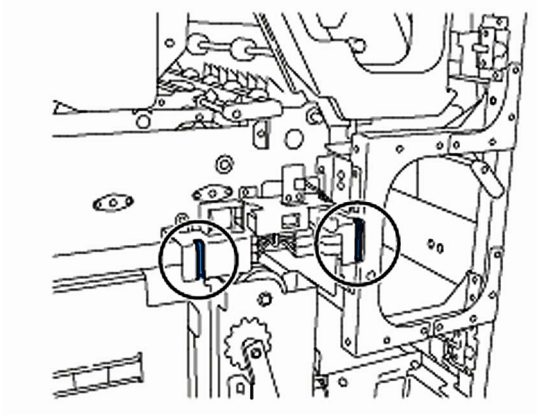
[Cause]

The stuck of sheets loaded on the height tray assembly is fed by sub gripper assembly and then transferred to the main gripper assembly. The marks caused by friction are put on the first and last pages of glued stacked of sheets due to the edges of round holes [a] of mini gripper [1] being located at the upper and lower sides of main gripper assembly when transferring.

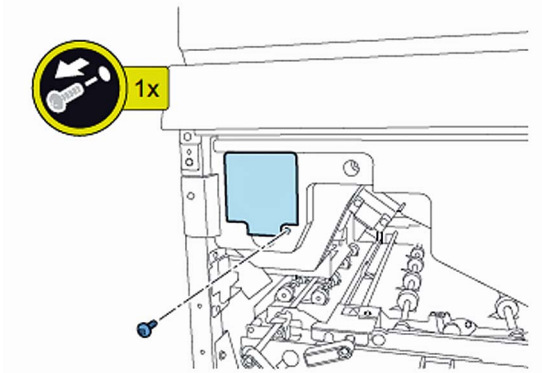


[Service work]

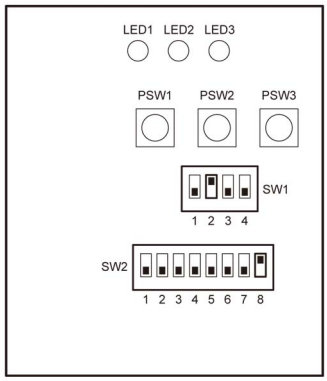
If the above-mentioned symptom occurs, prepare the sheet kit (4Y8-3138-000) to affix the sheet on the mini gripper being located on the upper and lower sides of main gripper assembly.
1) Turn off the main power of perfect binder and then unplug the power cord.
2) Remove the parts below referring Service Manual.
- Front Covers (Left/Right)
- Rear Cover
- Rear Upper Cover
- Inner Cover (Upper/Lower)
3) Turn on the right front cover switch and left front cover switch by inserting the service tool or the like.



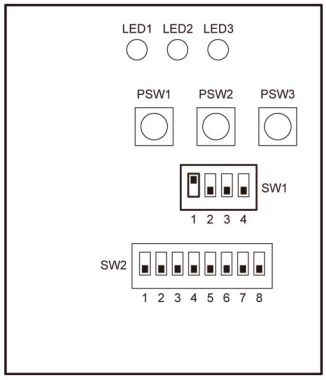
4) Remove the service PCB cover.
• 1 screw



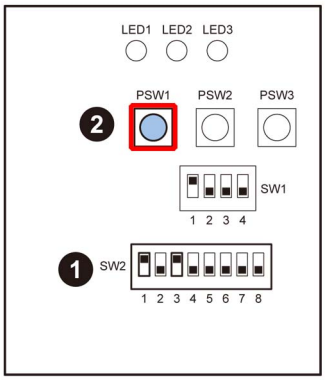
5) Turn on SW1-2 and SW2-8 on the service PCB and set the machine in service mode.
[CAUTION] To keep the machine running in service mode, be sure to do so with the trimming assembly stowed inside.



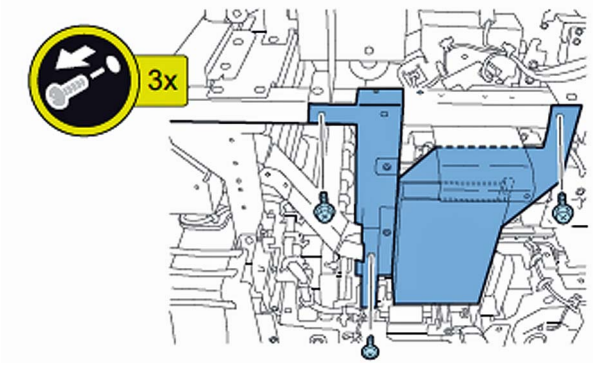
6) Plug the power cord in the wall outlet.
7) Turn on the power switch and then perform machine initialization operation.
8) Turn off the power switch.
9) Turn on SW1-1 on the service PCB and set the machine in service mode.



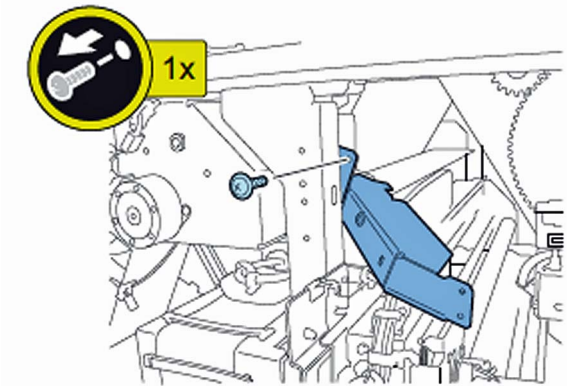
10) Turn on the power switch.
11) Turn on SW2-1 and -3 on the service PCB and then press the push switch PSW1 3 (three) times to stop the mini gripper at the vertical position.



12) Turn off the main switch and unplug the power cord from the wall outlet.
13) Remove the filter case unit.
• 3 screws

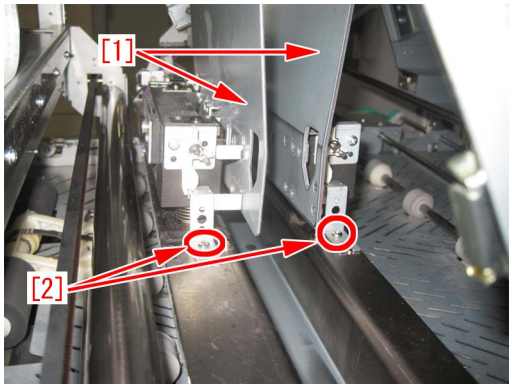


14) Remove the glue transport stay.
• 1 screw

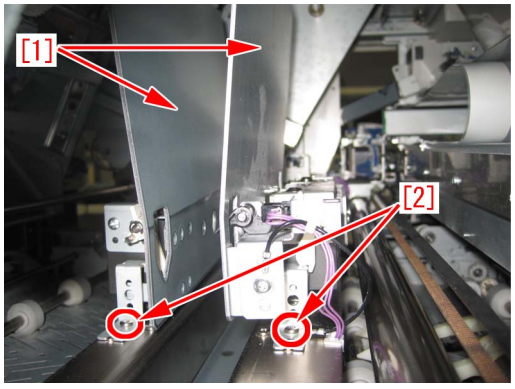


[CAUTION] When attaching the glue transport stay, hang the cut part of the stay to the projection of the glue supply entrance.

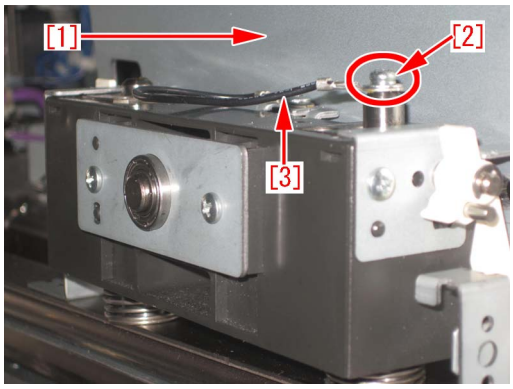
15) Stand behind the machine to face the back side and then remove screws [2] fixing the mini grippers [1].
• 2 screw
[Attention] Be careful not to drop the screws into the machine during the operation.



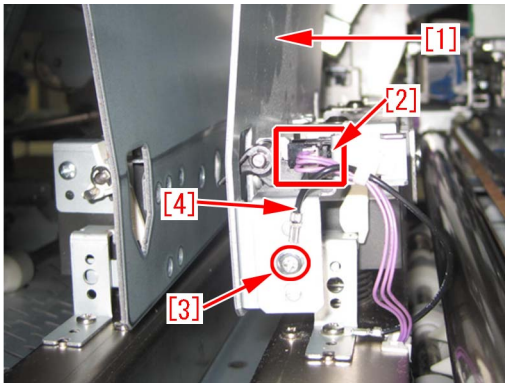
16) Stand in front of the machine to face the front side and then remove screws [2] fixing the mini gripper [1].
• 2 screw
[Attention] Be careful not to drop the screws into the machine during the operation.



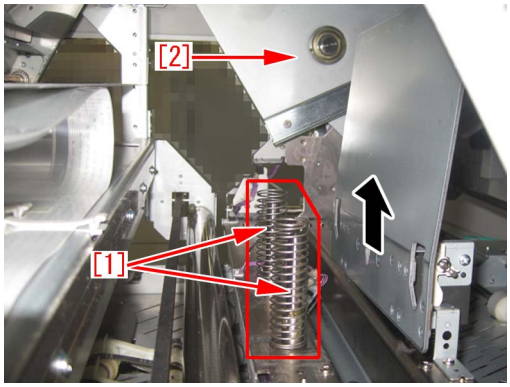
17) Remove the screw [2] being the left side of mini gripper [1] on your left and then disconnect the fixed ground wire [3].
• 1 screw



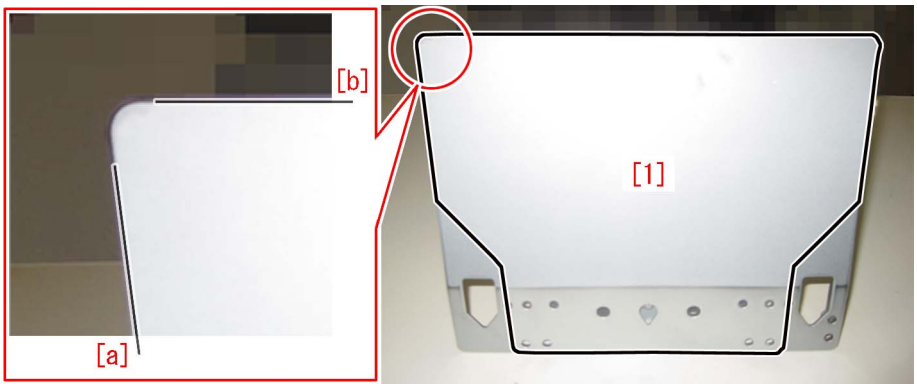
18) Remove the connector [2] being the right side of mini gripper [1] on your right and then remove the screw [3] to disconnect the ground wire [4].
• 1 screw



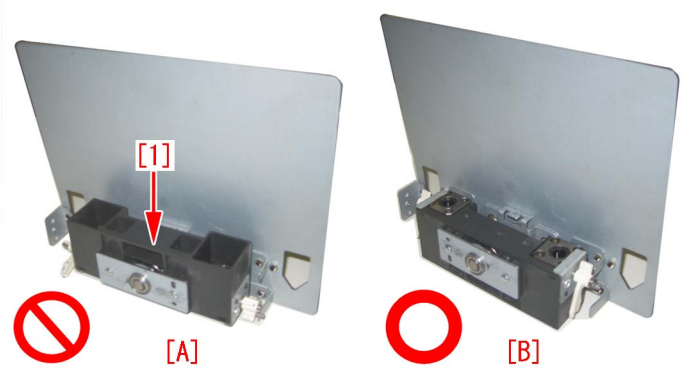
19) Lift up (in the direction of the black arrow) left and right mini grippers to remove the 2 (two) mini grippers from the pins [1]. The following photo shows the state that 1 (one) mini gripper [2] has been taken from the back side of machine.



20) Prepare the sheet kit (4Y8-3138-000) to affix the sheet on the mini gripper removed from the main gripper along the following reference lines.
- Affixing reference line [a]: Affix the left edge of sheet [1] at where it is within 1mm from the edge of mini gripper.
- Affixing reference line [b]: Affix the upper edge of sheet [1] at where it is within 1mm from the upper edge of mini gripper.
Affix the sheet not to protrude from the reference lines [a] and [b].



21) Reassemble the parts in the reverse order from Step 13).
[Attention] Make sure that the position of unit [1] being the side of mini gripper is correct and then put the mini gripper.
Photo [A] shows upside-down position of the unit on the side of mini gripper. Photo [B] shows the correct position.



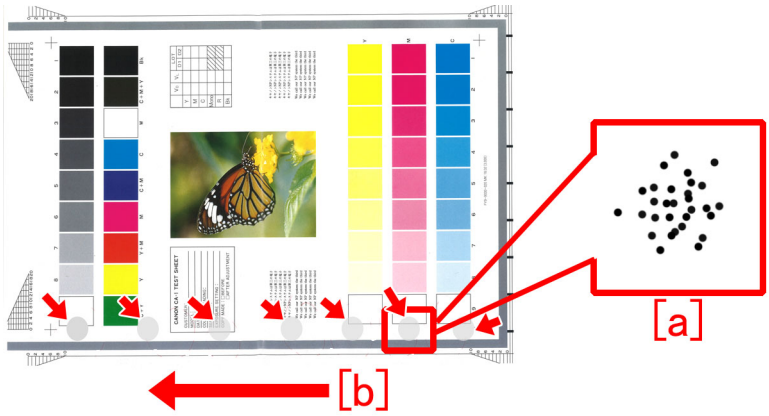
[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old				P51
	New	4Y8-3138-000	SHEET KIT	0 -> 1	

Soiled image (Black dots) due to toner unable to be collected by a scraper

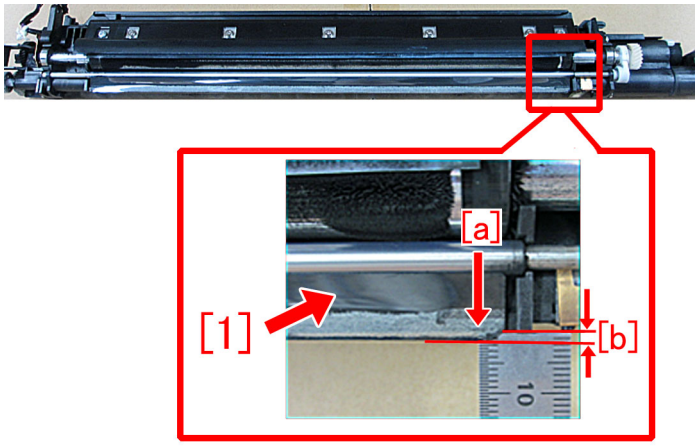
[Symptom]

When printing with the machines manufactured before the following serial numbers, soiled image (black dots) [a] may occur at the edge of papers (front or rear side) in 37mm intervals.
The arrow [b] indicates the feed direction.



[Cause]

The double-sided tape that secures the scraper [1] which collects waste toner has a shape where the edge of the glued portion is narrower than the center of the glued portion. Thus depending on the force to affix the scraper [1] or the displacement of the affixing position, in a high temperature/high humidity environment, the position of the edge may be displaced [b] depending on the force loaded in the direction of the arrow [a]. The above symptom occurs because toner cannot be collected in the area where the sheet is displaced.



[Service work]

The developing assembly (black) is changed to the new type where the double-sided tape securing the sheet has stronger adhesive.
- iR-ADV C9000/C7000/C9000S Series : FM4-6615-020 DEVELOPING ASSEMBLY, BK
- iR-ADV C9200/C7200 Series : FM0-2709-010 DEVELOPING ASSEMBLY, BK
- imagePRESS C800/C850 Series : FM1-C717-020 DEVELOPING ASSEMBLY, BK

[Service parts]

(iR-ADV C9000/C7000/C9000S Series)

No.		Part Number	Description	Q'ty.	Fig. No.
1	Old	FM4-6615-010	DEVELOPING ASSEMBLY, BK	1->0	102
	New	FM4-6615-020	DEVELOPING ASSEMBLY, BK	0->1	

(iR-ADV C9200/C7200 Series)

No.		Part Number	Description	Q'ty.	Fig. No.
1	Old	FM0-2709-000	DEVELOPING ASSEMBLY, BK	1->0	640
	New	FM0-2709-010	DEVELOPING ASSEMBLY, BK	0->1	

(imagePRESS C800/C850 Series)

No.		Part Number	Description	Q'ty.	Fig. No.
1	Old	FM0-2709-000	DEVELOPING ASSEMBLY, BK	1->0	640
	New	FM0-2709-010	DEVELOPING ASSEMBLY, BK	0->1	

[Countermeasure cut-in serial numbers in factory]

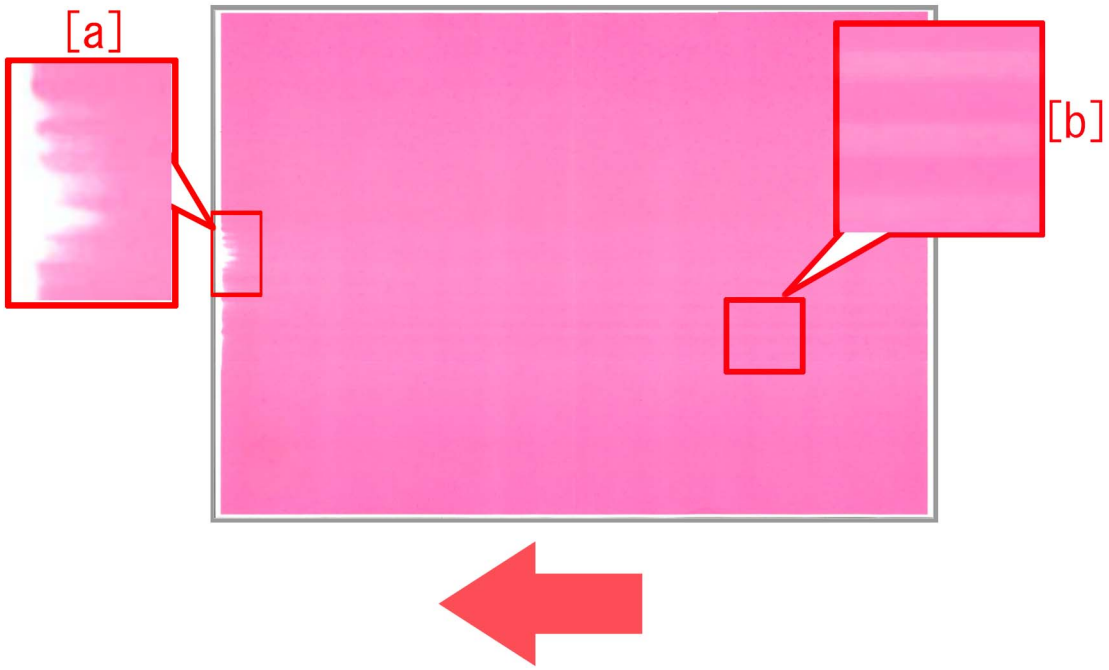
Model	Serial number
imagePRESS C800 Series UL 208V	UME02847
imagePRESS C800 Series EU 230V	UMF01169
imagePRESS C800 CN 220V	UMG00510
imagePRESS C700 US 208V	WHV02269
imagePRESS C700 CN 220V	UMH00539
imagePRESS C600i EU 230V	UML01338
imagePRESS C600 CN 220V	UMK00543
imagePRESS C60 UL 208V	UMJ00772

- iR-ADV C9000/C7000/C9000S/C9200/C7200 Series : No implemented due to production discontinuance.
- imagePRESS C850 Series : Factory measure have been implemented at production.

White spot in the center of the leading edge on feed direction, and streaks on imagesdue to deformation of black patch sensor unit

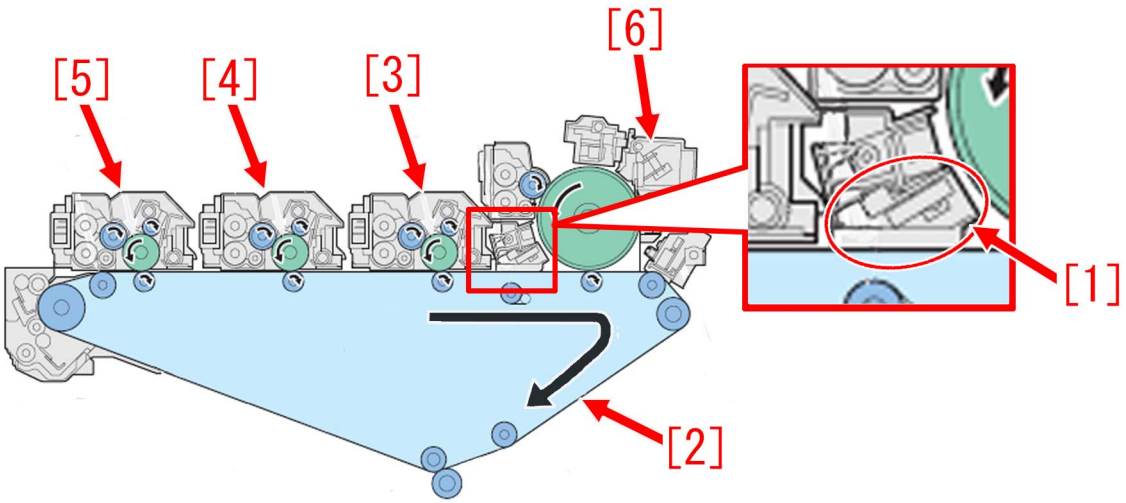
[Symptom/Question]

In the machine earlier than the following countermeasure cut-inserial numbers in factory,when printing in Y/M/C colors, white spots [a] may be observed in the center of the leading edge on feed direction, or streaks [b] may be seen on images. Arrow shown below is the feed direction.



[Cause]

When a sensor holder of a black patch sensor unit [1] is deformed by heat, it touches the central part of ITB belt [2] to cause toner friction, resulting in the above-mentioned symptom. Since the toners C[3], M[4] and Y[5] exists at the upper stream side of the black patch sensor unit [1], the above symptom occurs with all colors except Bk[6].

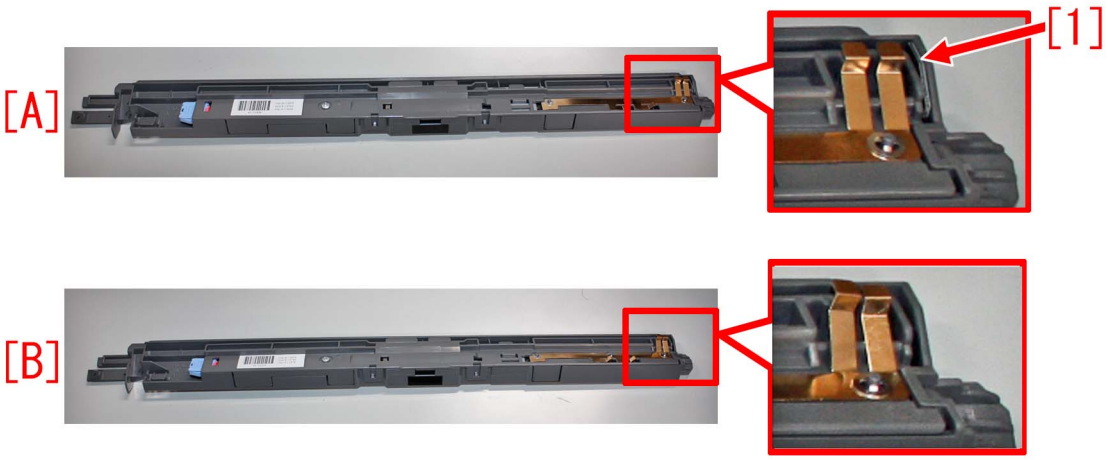


[Remedy/Answer]

When the above symptom is seen, prepare a new type of black patch sensor unit(FM0-4955-010)and replace it by referring the service manual ” 4.Parts Replacement and Cleaning” > “Image Formation System” > “Removing the Drum Patch Sensor Unit(Bk)” to replace the part.

At the same time, do not forget to conduct works described in;
Replacement and Cleaning” > “Image Formation System” > When Replacing the Drum Patch Sensor Unit(Bk)”.

The new type of black patch sensor unit [A] has a spacer [1] to prevent deformation. Photo [B] shows the old type.



[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM0-4955-000	SENSOR UNIT, PATCH, BLACK※	1 -> 0	510
	New	FM0-4955-010	SENSOR UNIT, PATCH, BLACK※	0 -> 1	

NOTE: In the service manual, the part is described as “Drum patch sensor unit(Bk)”.

[Factory Measures]
Black patch sensor unit is changed to a new type.

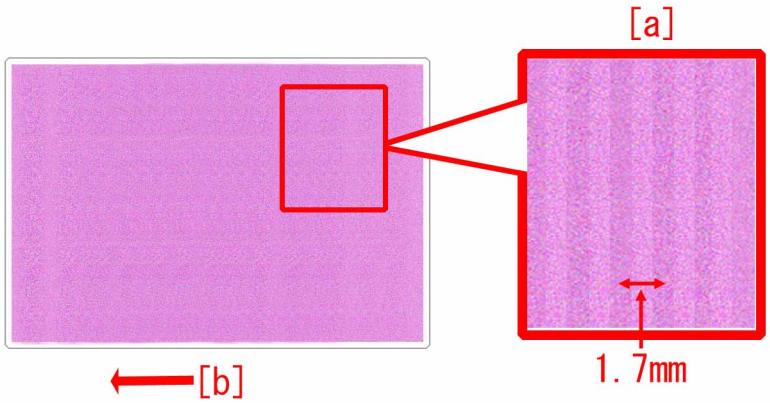
[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
IPR C850SER US 208V	XMR02623
IPR C850SER EU/O 230V	XMS01657
IPR C850SER CN 220V	XMT00550
IPR C650 US 208V	YCE00833
IPR C65 US 208V	XMU00527

Uneven density at 1.7mm pitch, when continuous printout is made on thick/coated papers

[Symptom/Question]

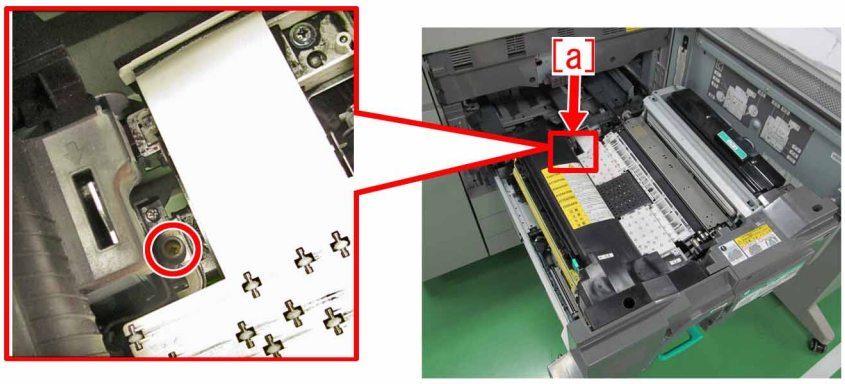
When continuous color printing is made in the paper settings listed below, uneven density at 1.7mm pitch [a] may occur, in the printout of the second sheet and later
[b] is the feeding direction.



thick paper (221g/m2 to 256g/m2)	label
1-sided coated pape (129g/m2 to 180g/m2)	envelope
2-sided coated paper (106g/m2 to 180g/m2)	
matte coated paper (129g/m2 to 180g/m2)	
embossed paper (80g/m2 to 180g/m2)	

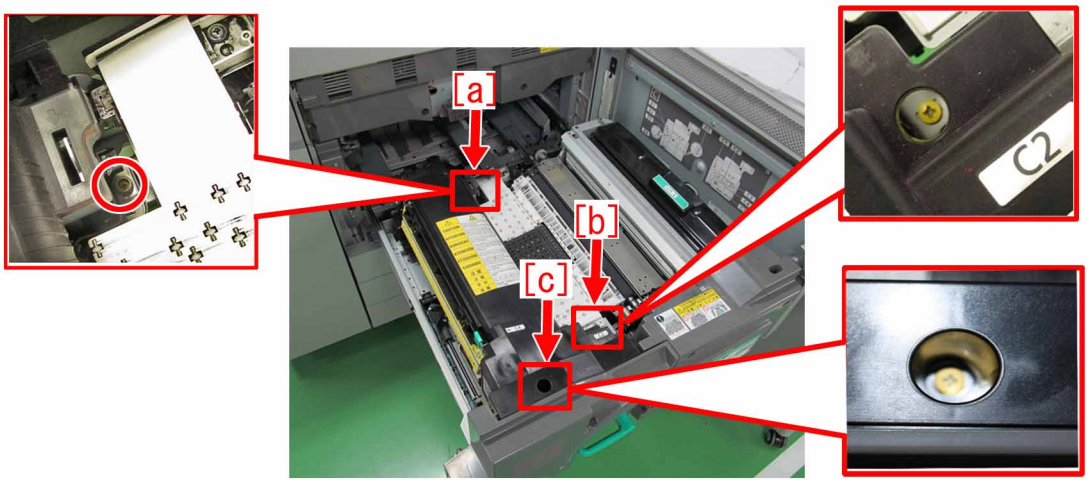
[Cause]

When installing a fixing assembly to a fixing feed unit, 3 screws are to be used and the first screw has to be fixed on the positioning hole [a] before installing other screws. When screws are not installed in this order, a fixing assembly may be not installed in correct position. In such case, the gear mesh between a fixing drive idler gear and a fixing idler gear become insufficient. As a result, gear vibration increases to cause aforementioned symptom.



[Remedy/Answer]

1) Refer to the service manual to open the front cover and draw out a fixing feed unit.
2) Loosen the 3 pcs of yellow screws [a] [b] [c], which are fixing a Fixing Assembly. Then install the screws again, in the order of [a] (screw this on first), [b] and [c], firmly



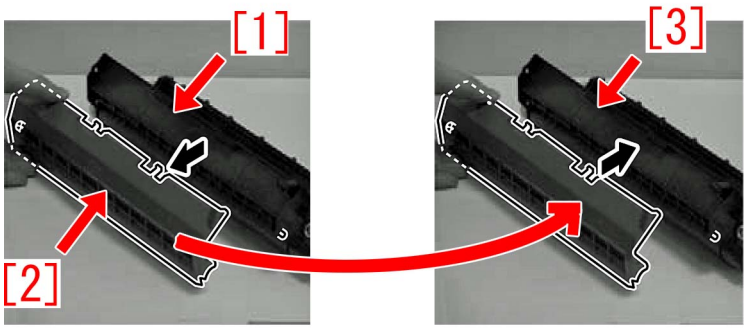
3) Return the fixing feed unit and front cover in their original positions.
4) Output the image having shown the symptom, and check that the symptom does not occur
If the symptom does not improve, check other causes

Malfunction

Point to note when replacing the transfer cleaning unit

[Symptom]

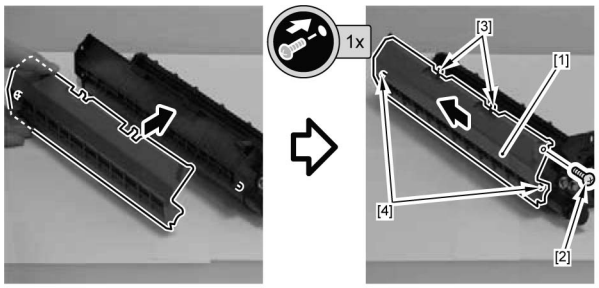
When to replace the transfer cleaning unit, it is required to detach the heat absorbing cover [2] from the old unit [1] and attach the said cover to the new unit [3].



However in service operation a mistake of forgetting to attach the heat absorbing cover occurs from time to time.
If the device is used without attaching the heat absorbing cover, waste toner inside the transfer cleaning unit will cake from the heat, and this brings failure in toner circulation. Replacing the transfer cleaning unit may be required as a result.

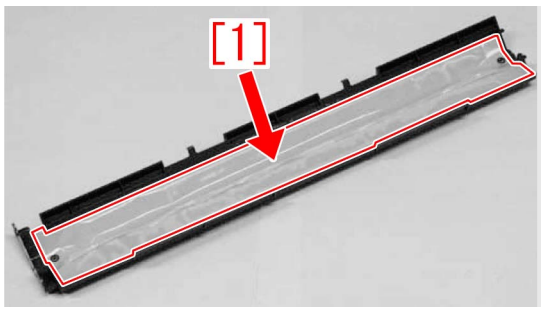
[Service work]

In replacing the transfer cleaning unit referring to the service manual, attach the heat absorbing cover removed from the old unit [1] to the new transfer cleaning unit.
- Screw [2] x1
- Hook [3] x2
- Boss [4] x2



[Note]

- Do not damage the heat absorbing material [1] attached inside the heat absorbing cover. In case the heat absorbing material [1] is damaged, do not use the same heat absorbing cover.
- Do not leave the detached heat absorbing cover under a high temperature environment of 50 degrees C or more. The shape of the heat absorbing cover may be deformed and become unable to be reused.



If needed, prepare the heat cover (FM1-M165-000) that is newly assigned as service part, detach the heat absorbing cover from the heat cover (FM1-M165-000) and attach it to the transfer cleaning unit.

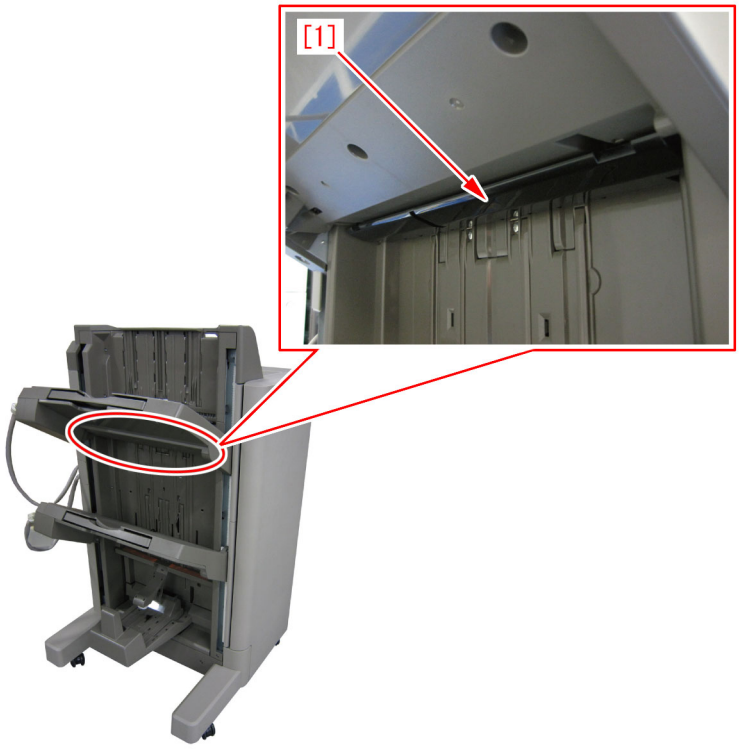
[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old				
	New	FM1-M165-000	HEAT COVER	0 -> 1	

Safety cover coming off of Tray 1 due to the safety cover being pressed hard to the rear side or downward (Saddle/Staple/Booklet/Finisher)

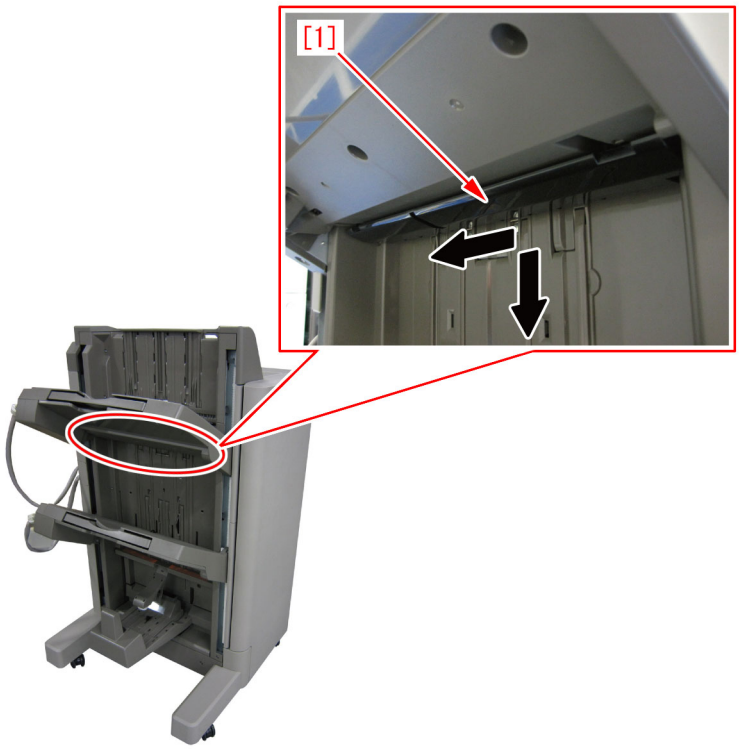
[Symptom]

On the main bodies earlier than the following countermeasure cut-in serial numbers in factory, the safety cover [1] may come off of Tray 1.



[Cause]

When the safety cover [1] is pressed hard to the direction of the arrow (rear side or downward), the above symptom occurs.



[Service work]

When the safety cover comes off, re-attach it following the steps below. Depending on the product, the attaching way shall be selected from the following 2 procedures.

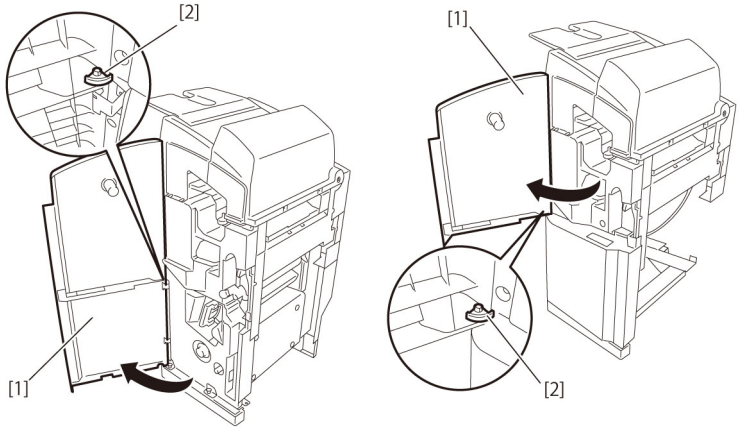
1) For Finisher -AA1, Saddle finisher-AA2, Staple/Booklet finisher -B1/L1/T1

2) For Staple/Booklet finisher-C1/J1/U1

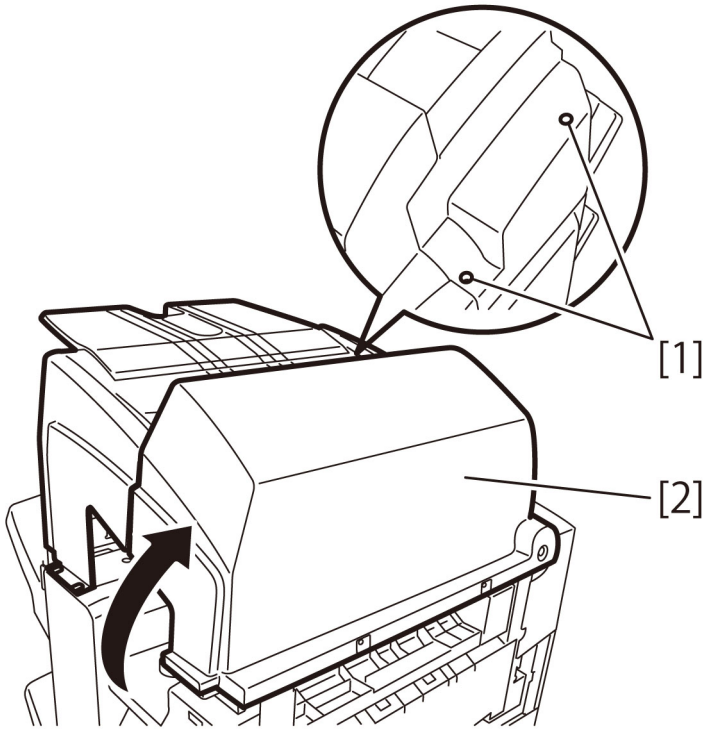
1) For Finisher-AA1, Saddle finisher-AA2, Staple/Booklet finisher-B1/L1/T1

1-1) Open the front door [1] and remove the clip [2].

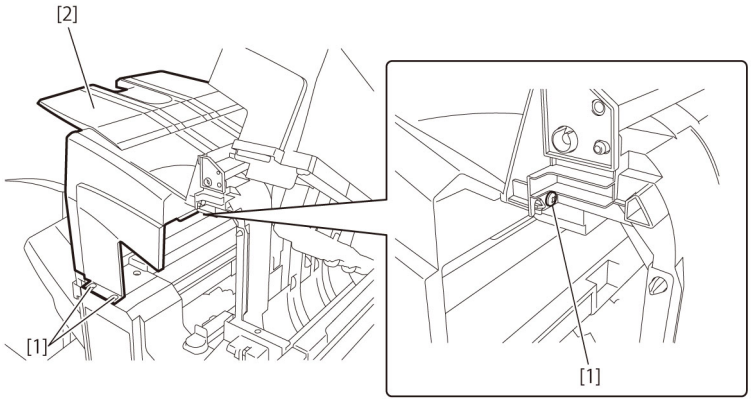
1-2) Lift the front door [1] to remove. (Left figure is Booklet Finisher, Right figure is Staple Finisher.)



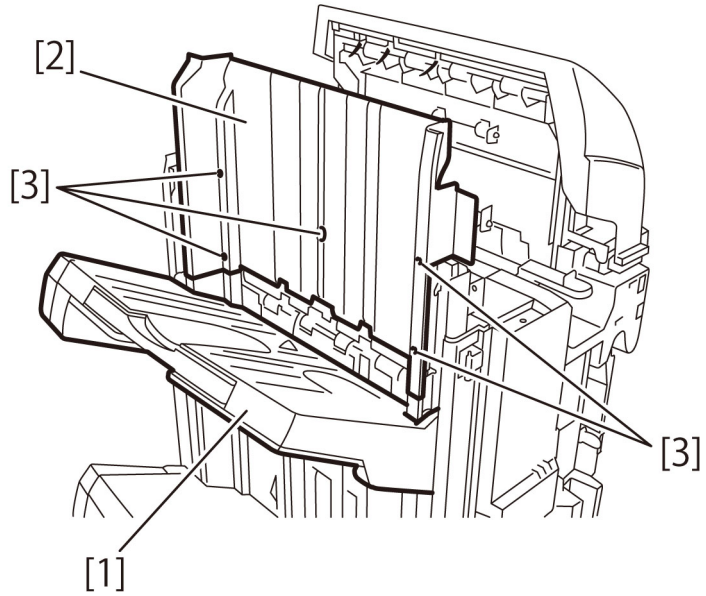
1-3) Remove two screws [1] and open the escape door [2].



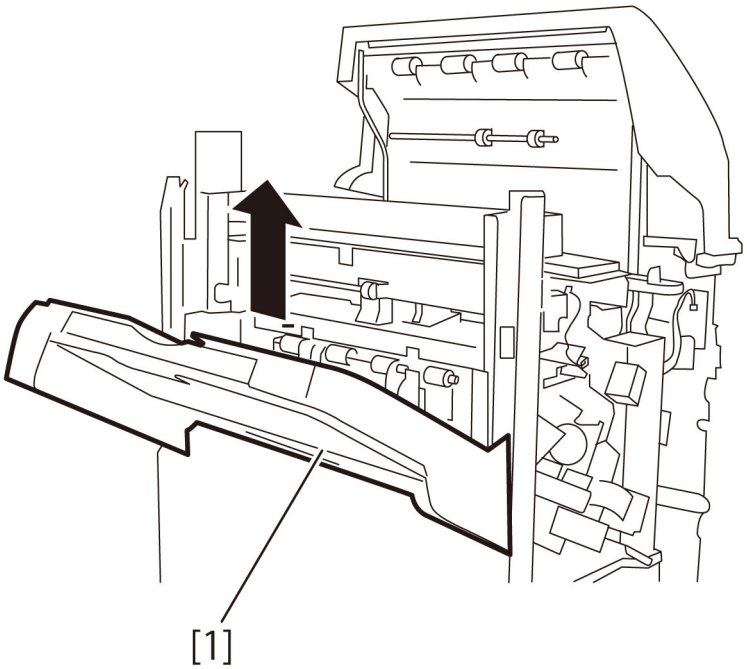
1-4) Remove three screws [1] and remove the escape tray cover [2].



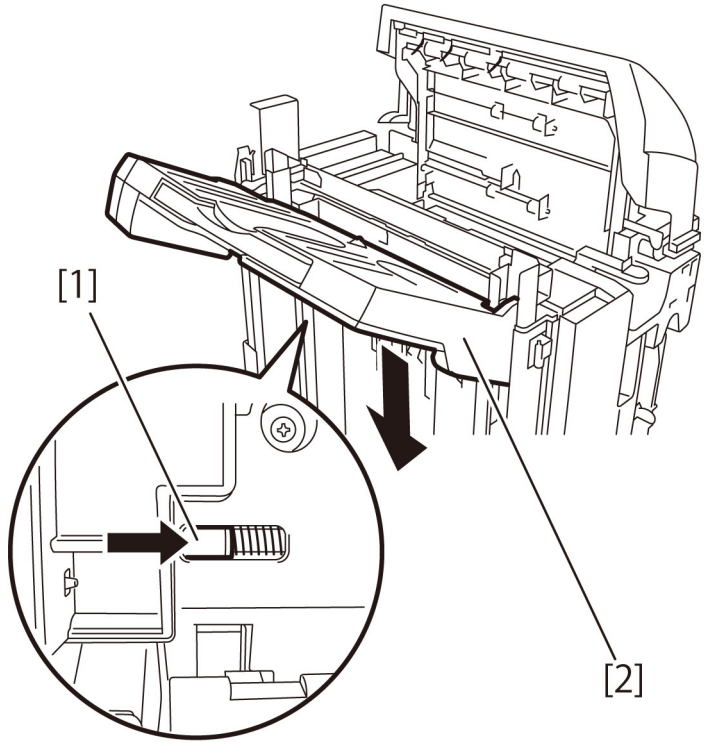
1-5) Tray 1 [1] below the grate-shaped upper guide [2] (For how the tray is moved, see the steps under "Removing the Tray 1.").
1-6) Remove five screws [3] and remove the grate-shaped upper guide [2].



1-7) Lift the Tray 1 [1] up to the top.

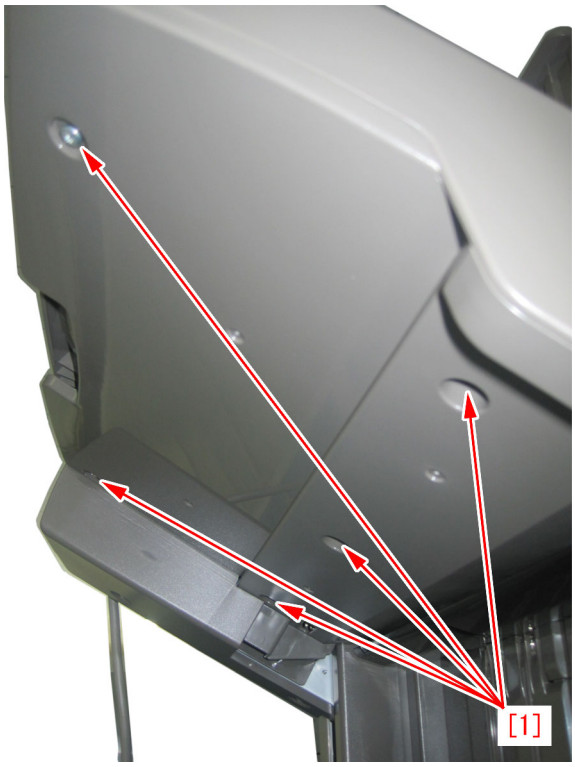


[Caution] When moving the tray down to attach it, you need to push the tray liftmotor gear [1] to the front (using a screwdriver or the like) to release the clutch. However, when the clutch is released, the tray [2] drops by its ownweight. Be sure to hold the tray with your hand when releasing the clutch.



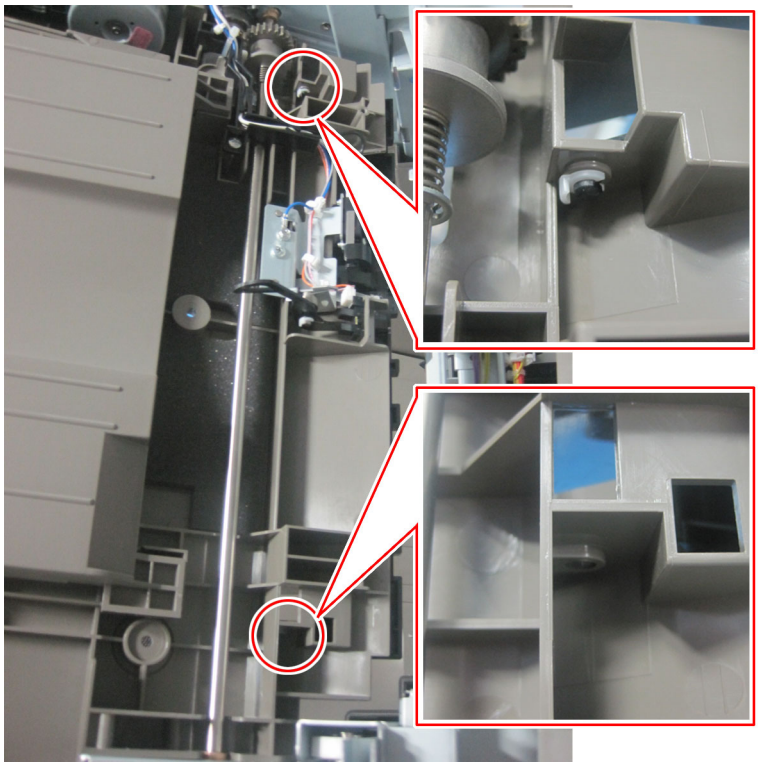
1-8) Remove 4 screws [1] on the Tray 1.

1-9) Remove 5 screws [1] on the undersurface of the Tray 1.

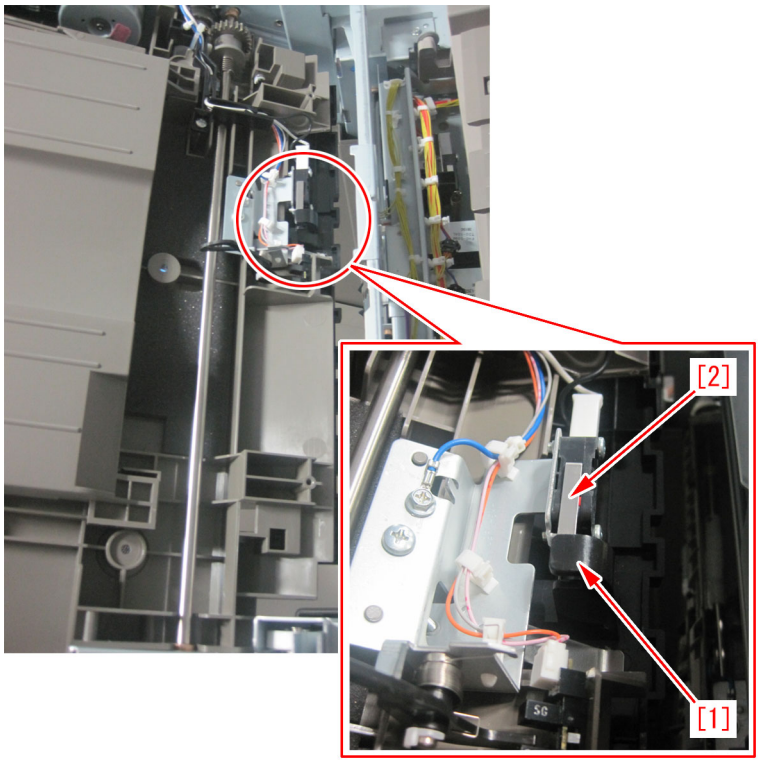


1-10) Detach the Tray cover (upper) [1].

1-11) Check the safety cover to retune the come off parts to the original position.

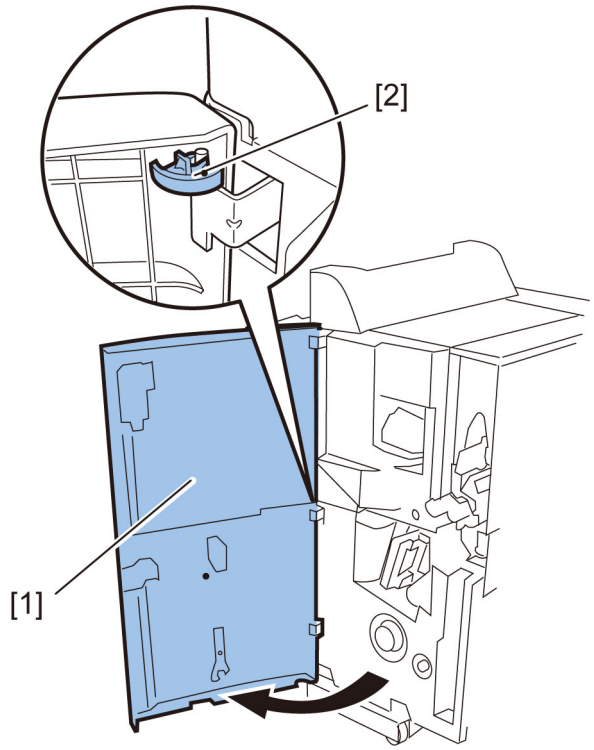


[Caution] Make sure to check that the safety cover[1] is located over the lever of Tray1 closing detect switch[2]. If it is located different position, the Tray 1 closing detect switch[2] does not work correctly.

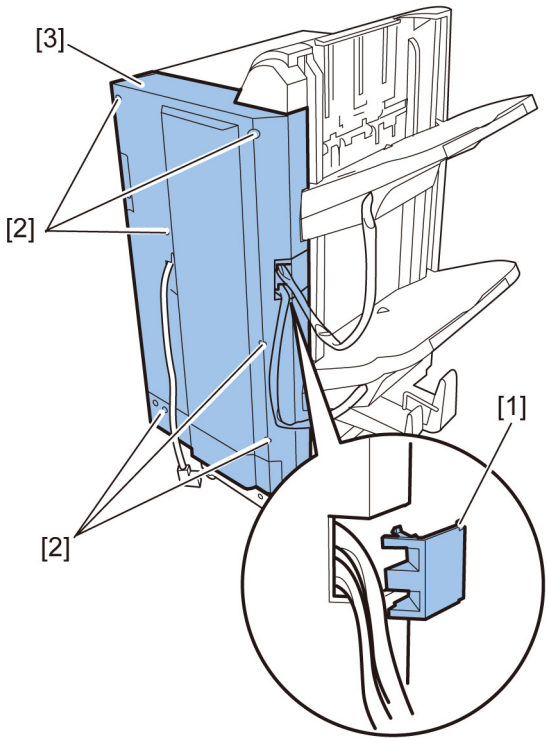


1-12) Reassemble the removed parts in reverse order from step 1-10).

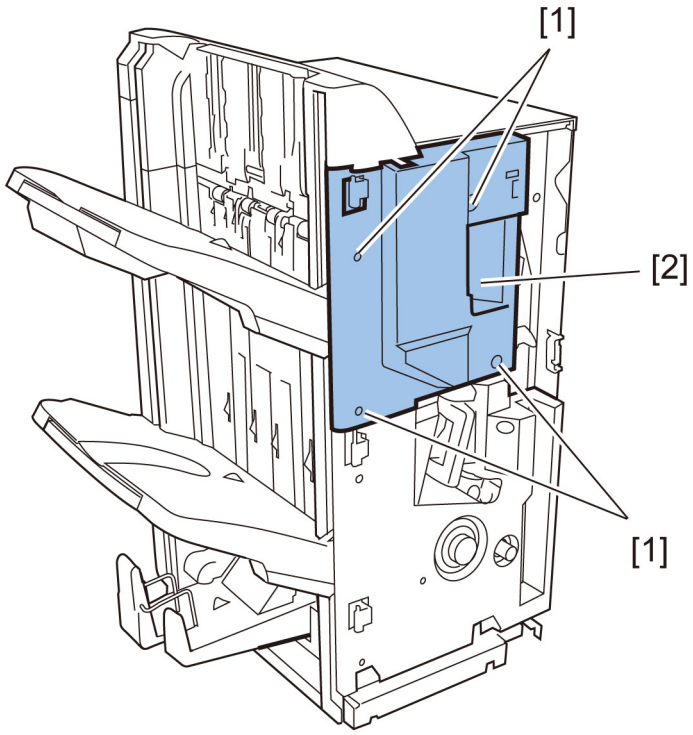
2) For Staple/Booklet finisher-C1/J1/M1/U1
2-1) Open the front cover [1] and remove the clip [2].
2-2) Lift the front cover [1] to remove.



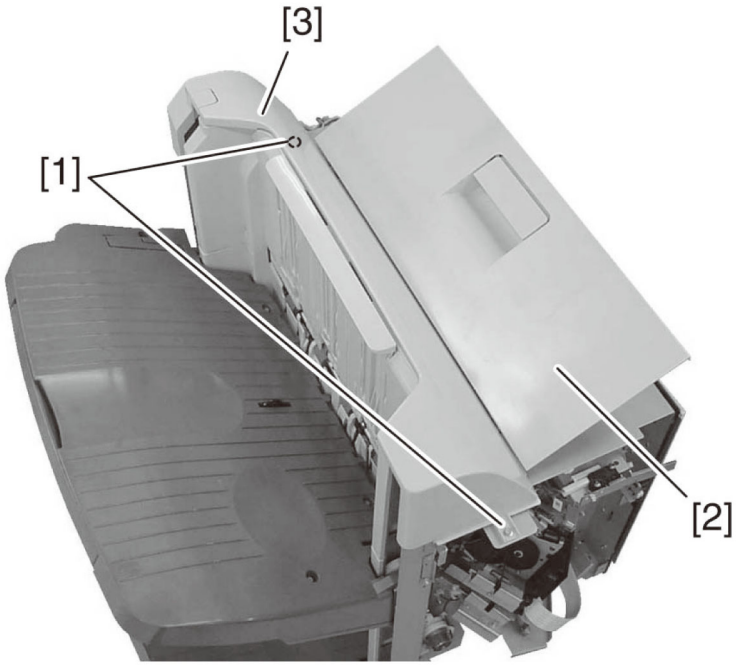
2-3) Shift the tray cable cover [1] toward the tray side to remove.
2-4) In the case of the Booklet Finisher, remove six screws [2] and remove the rear cover [3]. In the case of the Staple Finisher, remove five screws [2] and remove the rear cover [3].



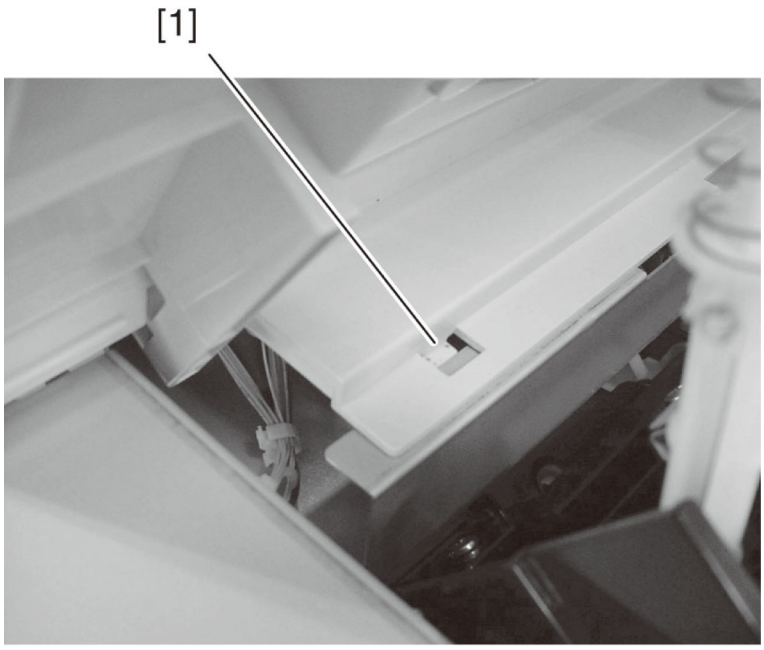
2-5) Remove four screws [1] and then remove the front inside upper cover [2]. (This step is unnecessary for the staple finisher.)



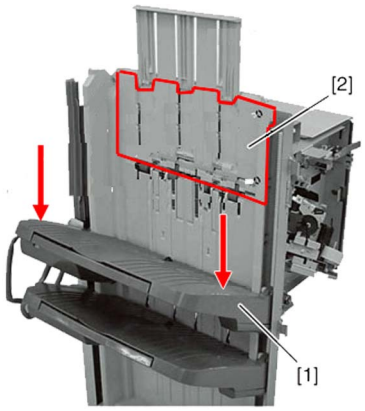
2-6) Remove two screws [1].
2-7) With the upper cover [2] open, remove the left upper cover [3] by tilting to the right.



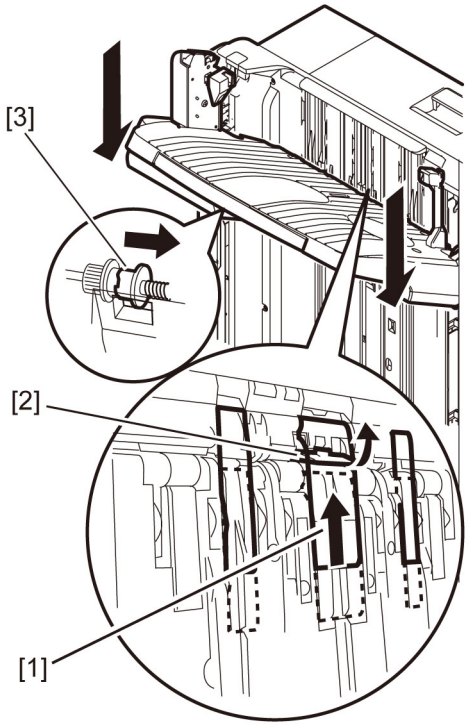
[Caution] When replacing, hook the two claws [1] of the left upper cover to the steel plate.



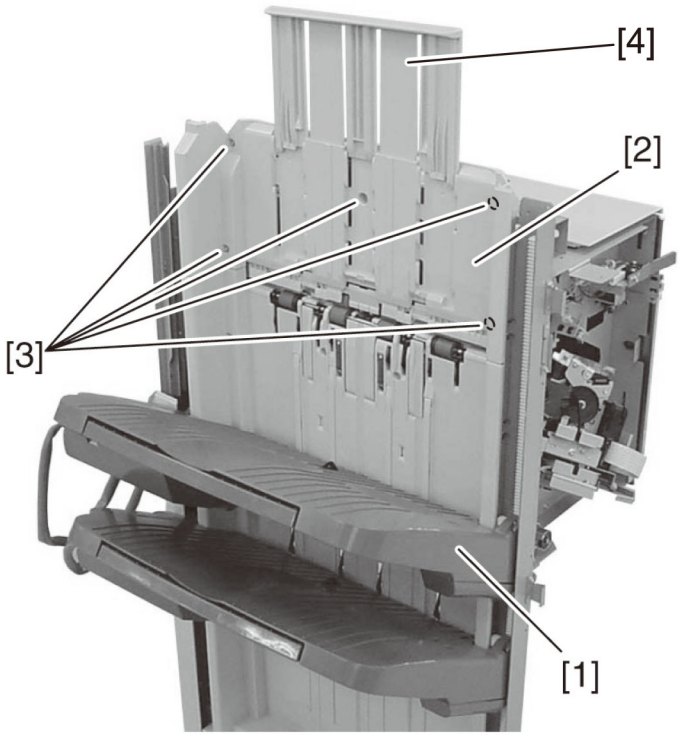
2-8) Lower the Tray 1 [1] below the grate-shaped upper guide [2].



[Caution] When you attach or remove the tray, please be sure to raise the shutter [1], release the latch [3] on the rear surface of the tray while the stack delivery gate [2] of the delivery opening is lifted (covered), and then move down the tray. If you move down the tray without lifting the shutter of the delivery opening, the stack delivery gate comes off from the Finisher. If the stack delivery gate comes off, remount it while paying attention so as not to lose the spring for the shaft of the stack delivery gate. The tray falls by its own weight when the latch is released, so be sure to hold the tray with hands.

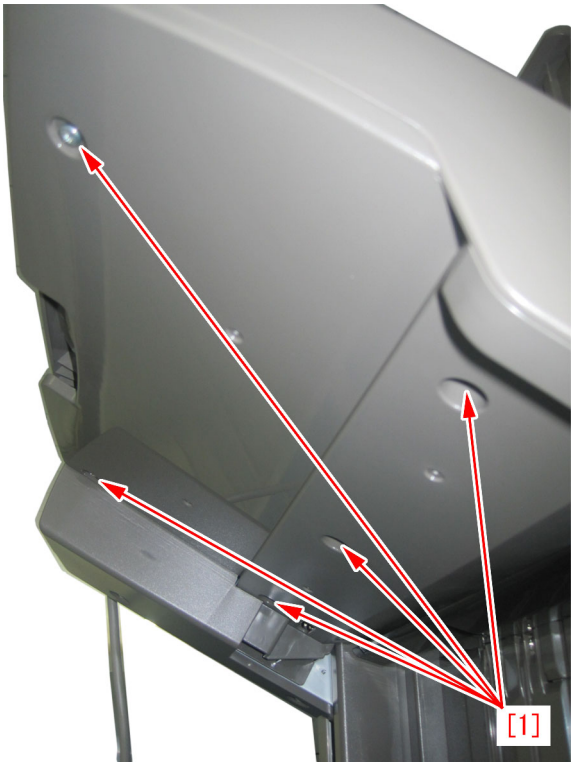


2-9) Remove five screws [3] and remove the grate-shaped upper guide [2].
[Note] When removing 5 screws [3], lift the slide wall guide [4] to detach it. 1 hidden screw is located on the back of slide wall guide.



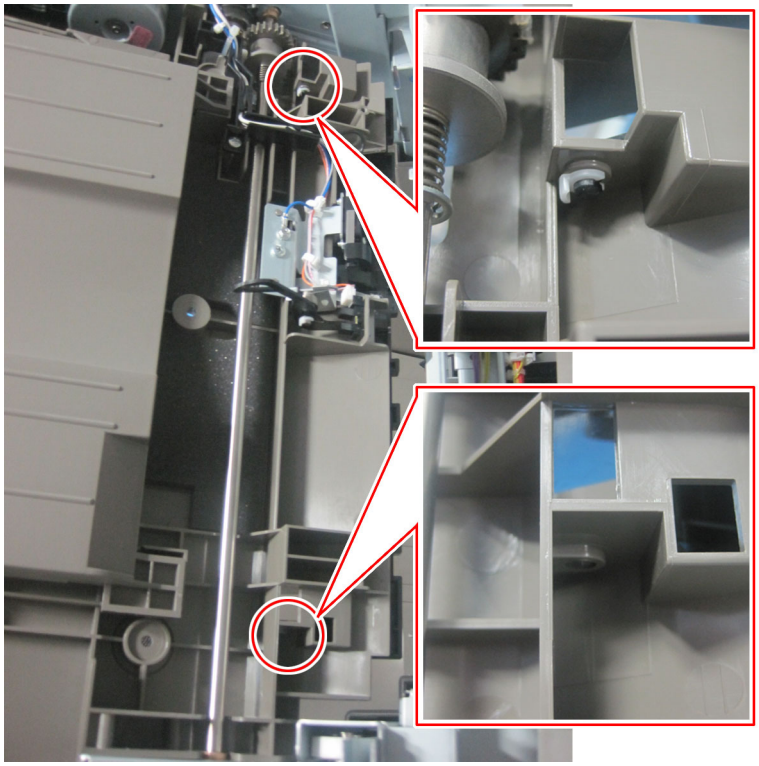
2-10) Lift the Tray 1 [1] up to the top.
2-11) Remove 4 screws [1] on the Tray 1.

2-12) Remove 5 screws [1] on the undersurface of the Tray 1.

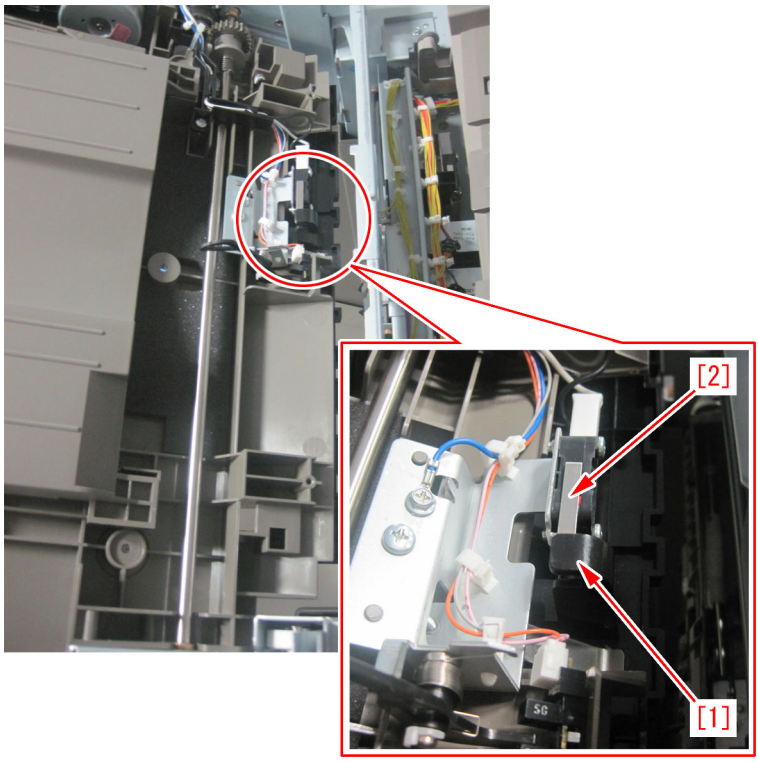


2-13) Detach the Tray cover (upper) [1].

2-14) Check the safety cover to retune the come off parts to the original position.

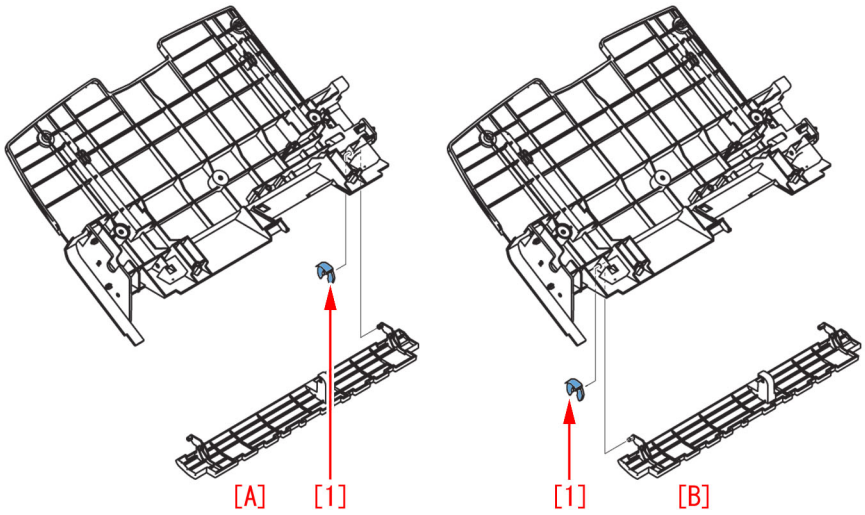


[Caution] Make sure to check that the rib [1] of safety cover is located over the lever of Tray 1 closing detect switch[2]. If it is located different position, the Tray 1 closing detect switch does not work correctly.



2-15) Reassemble the removed parts from the step of 2-13).

[Caution] When the safety cover is replaced with new type one, the attachment position of the clip [1] shifts to the front side. Please note that. Fig.[A] shows old type and Fig.[B] shows new type.



[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FC5-5443-020	COVER, SAFETY	1->0	L16
	New	FC5-5443-030	COVER, SAFETY	0->1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number	Model	Serial number
Finisher - AA1	JUC01873	Saddle Finisher - AA2	JUD04221
Staple Finisher - B1	No implemented due to production discontinuance	Booklet Finisher - B1	No implemented due to production discontinuance
Staple Finisher - C1	FHN77538	Booklet Finisher - C1	No implemented due to production discontinuance

Staple Finisher - J1	KWD71293	Booklet Finisher - J1	KWF43556
Staple Finisher - L1	LWK14216	Booklet Finisher - L1	LWQ08791
Staple Finisher - M1	LYU01723	Booklet Finisher - M1	LYV01732
Staple Finisher - T1	QWP00729	Booklet Finisher - T1	QWQ00856
Staple Finisher - U1	QUX00244	Booklet Finisher - U1	QUY00254

Jam (Main Unit)

Measures when the display of jam 011B/0118/010F/021B/0218/020F/0A1B/0A18/0A0F cannot be canceled (POD Deck Lite-B1/C1/Paper Deck Unit-E1/F1)

[Symptom]

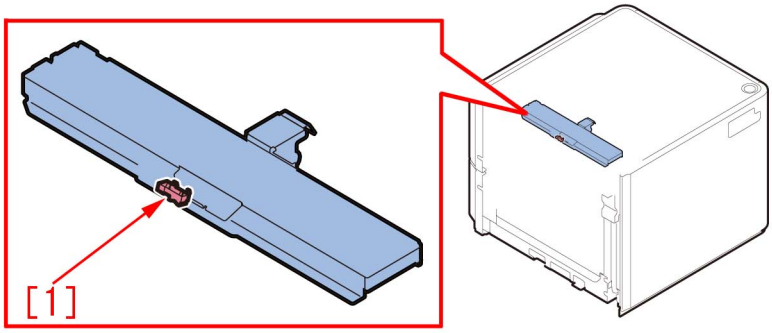
The display of jam may not be canceled even after removing the paper from jammed pickup unit. This may occur with the machines produced before the serial numbers mentioned in the list below.
POD DECK LITE-B1
- 011B : Deck pull-out sensor delay jam
- 021B : Deck pull-out sensor stationary jam
- 0A1B : Deck pull-out sensor power-on jam

POD DECK LITE-C1/ PAPER DECK UNIT-E1
- 0118 : Deck pull-out sensor delay jam
- 0218 : Deck pull-out sensor stationary jam
- 0A18 : Deck pull-out sensor power-on jam

PAPER DECK UNIT-F1
- 010F : Deck pull-out sensor delay jam
- 020F : Deck pull-out sensor stationary jam
- 0A0F: Deck pull-out sensor power-on jam

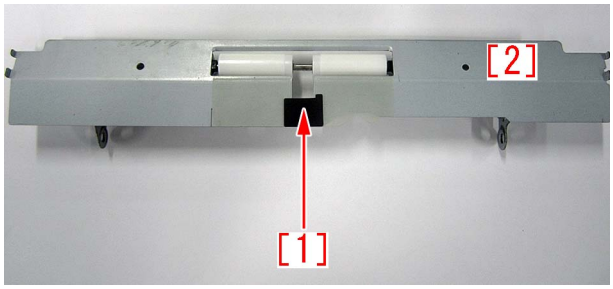
[Cause]

The deck pull-out sensor [1] of the pickup unit may incorrectly detect the reflected light of the adjacent deck pull-out roller feeder guide as paper, resulting in the above-mentioned symptom.

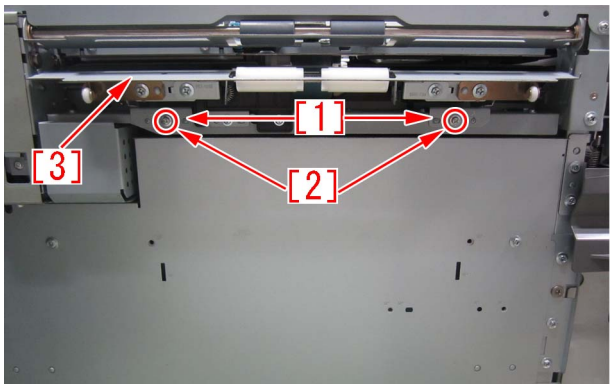


[Service work]

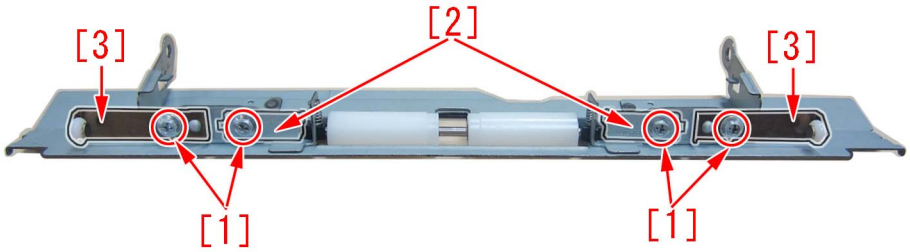
When the aforementioned symptom has occurred, prepare and replace with the lower feed guide [2] (FL0-2918-000) to which the black sheet [1] is affixed following the procedure below.



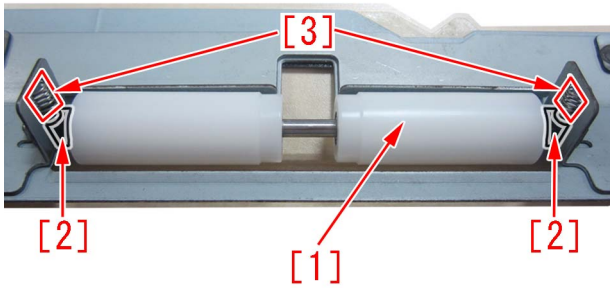
The step starts where the deck is removed from the main unit.
1) Referring to Service Manual, remove the upper left cover.
2) Remove the 2 screws [2] that secure the bracket [1] of the pickup unit from the left side of the deck, and then remove the deck pull-out roller feed guide [3]. When doing this, be careful not to drop any parts.



3) Remove the 4 screws [1], and then remove the 2 roller support plates [2] and the 2 brackets [3] from the deck pull-out roller feed guide.



4) Remove the roller [1], 2 bushings [2] and 2 compression springs [3] from the deck pull-out roller feed guide.



5) Replace the feed guide with the lower feed guide (FL0-2918-000).
6) Attach the pars by reversing the steps from 4) .

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old				F40
	New	FL0-2918-000	FEED, LOWER	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
POD DECK LITE_B1 UL	UWD01058
POD DECK LITE_B1 EU/O	UWE02351
POD DECK LITE_B1 CN	UWF00049
POD DECK LITE_C1 US	SZK01717
POD DECK LITE_C1 EU/O	SZL01804
POD DECK LITE_C1 CN	SZM00508
PAPER DECK UNIT_E1 A4	SZB02606
PAPER DECK UNIT_E1 LTR	SZC04039
PAPER DECK UNIT_F1 LTR	WER03181

Model	Serial number
PAPER DECK UNIT_-F1 A4	WES05369

Jam (Delivery options)

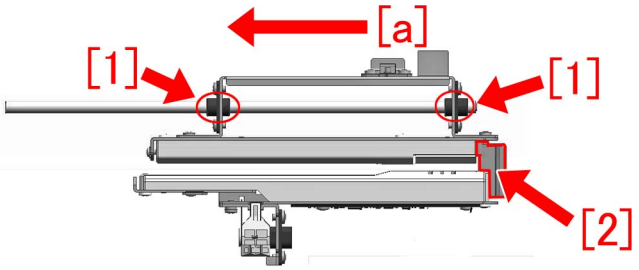
1004 Jam Code or folded corner on printed out paper due to positional displacement of support (Staple/Saddle/Booklet/ Finisher)

[Symptom]

1004 jam or folded corner of printed out paper may occur on machines with serial number earlier than the following countermeasure cut-in serial numbers in factory.
- 1004 : Shift Unit Trailing Edge Sensor Delay Jam

[Cause]

When the sliding load from the sliding part [1] inside the side registration sensor assembly is great, the side registration sensor assembly drive motor steps out and the position of the support [2] is displaced towards the front side of the product [a]. In the said condition, the paper contacts the support [2], would be skewed in delivery and may result in the aforementioned symptom.

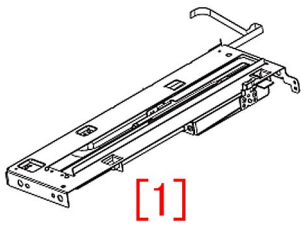


[Service work]

When the above mentioned symptom frequents, prepare and replace with the new type side registration sensor assembly for each product referring to the service manual.

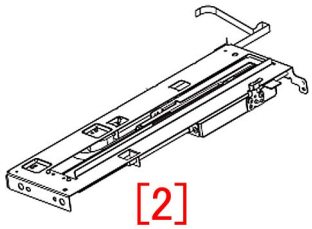
A) Finisher AK1, Saddle Finisher AK2, Staple Finisher Q1/W1, Booklet Finisher Q1/W1

- SIDE REGIST, SENSOR PCB ASS'Y [1] (FM3-5188-040)



B) Finisher AN1/AF1/AJ1, Saddle Finisher AN2/AF2/AJ2

- SIDE REGIST, SENSOR PCB ASS'Y [2] (FM4-7157-020)



[Service parts]

A) Finisher AK1, Saddle Finisher AK2, Staple Finisher Q1/W1, Booklet Finisher Q1/W1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM3-5188-030	SIDE REGIST, SENSOR PCB ASS'Y	1->0	L36

No.		Part Number	Description	Q'ty	Fig.No.
1	New	FM3-5188-040	SIDE REGIST, SENSOR PCB ASS'Y	0->1	L36

B) Finisher AN1/AF1/AJ1, Saddle Finisher AN2/AF2/AJ2

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM4-7157-010	SIDE REGIST, SENSOR PCB ASS'Y	1->0	L36
	New	FM4-7157-020	SIDE REGIST, SENSOR PCB ASS'Y	0->1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
Finisher-AJ1 UL	HLT50005
Finisher-AJ1 EUR	HLU50000
Finisher-AJ1 CN	HLV50000
Saddle Finisher-AJ2 UL	HLX50000
Saddle Finisher-AJ2 EUR	HLY50000
Saddle Finisher-AJ2 CN	HLZ50000
Finisher-AK1 UL	NWB50000
Finisher-AK1 EUR	NWC50039
Finisher-AK1 CN	NWD50005
Saddle Finisher-AK2 UL	NWF50014
Saddle Finisher-AK2 EUR	NWG50005
Saddle Finisher-AK2 CN	NWH50000
Staple Finisher-Q1 UL	QXR50000
Staple Finisher-Q1 EUR	PMP50000
Booklet Finisher-Q1 UL	PMV50000
Booklet Finisher-Q1 EUR	PMW50000
Finisher-AM1 UL	QWG50019
Finisher-AM1 EU/O	QWH50000
Finisher-AM1 CN	QWJ50000
Saddle Finisher-AM2 UL	QWL50005
Saddle Finisher-AM2 EU/O	QWM50007
Saddle Finisher-AM2 CN	QWN50000
Staple Finisher-W1 UL	SWT50002
Staple Finisher-W1 EU/O	SWU50008
Staple Finisher-W1 CN	WJN50000
Booklet Finisher-W1 UL	SWW50051
Booklet Finisher-W1 EU/O	SWX50032
Booklet Finisher-W1 CN	WJP50000
Finisher-AN1 UL	WBP50000
Finisher-AN1 EU/O	WBQ50000
Finisher-AN1 CN	WBR50000
Saddle Finisher-AN2 UL	WBT50059
Saddle Finisher-AN2 EU/O	WBU50002
Saddle Finisher-AN2 CN	WBV50000

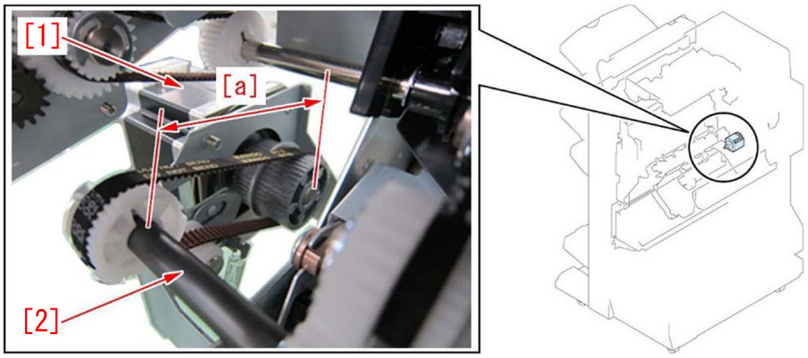
110F Jam code due to meshing failure of the timing belt (Staple-W1/Booklet-W1/Saddle-AN2/Finisher-AN1)

[Symptom]

110F Jam may occur during print using finisher.
-110F: Lower delivery sensor (PS6) Stationary jam

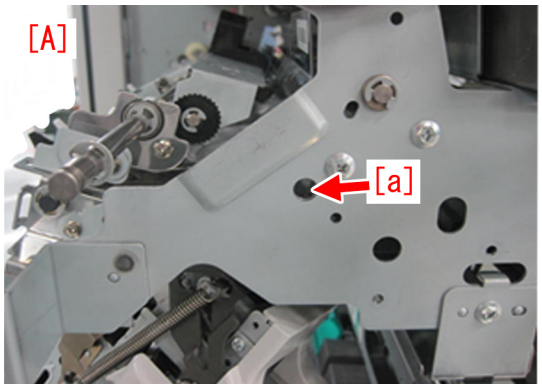
[Cause]

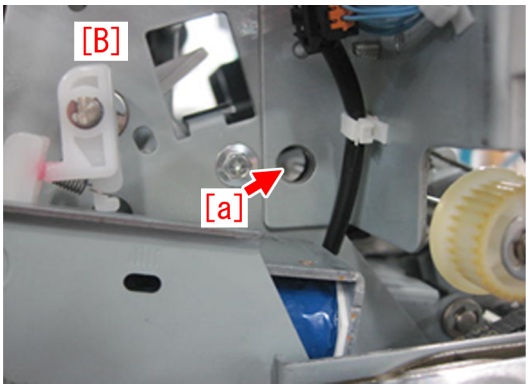
When the belt roller [2] of the process upper guide tilts to the processing feed motor (M26) [1] side, the distance between the shafts [a] becomes smaller and makes it easier for the timing belt to get loose. When the timing belt gets loose, a meshing failure occurs between the timing belt and the gears, resulting in the above symptom.



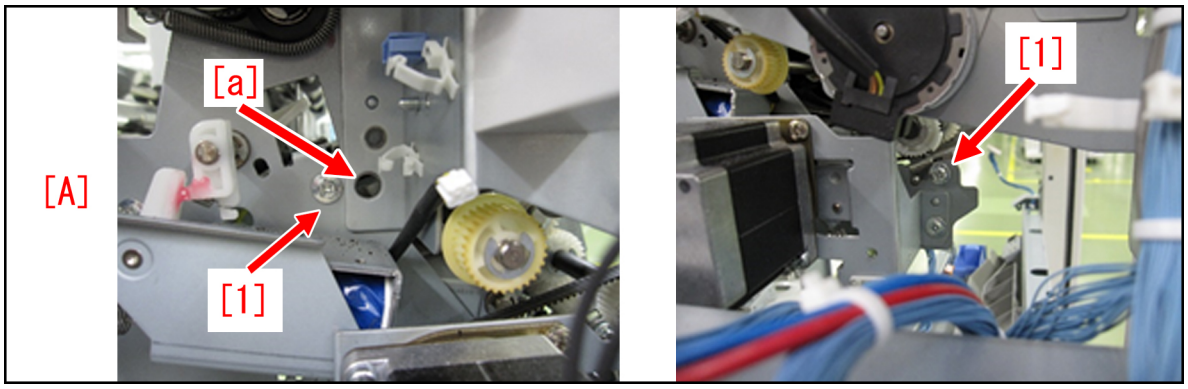
[Service work]

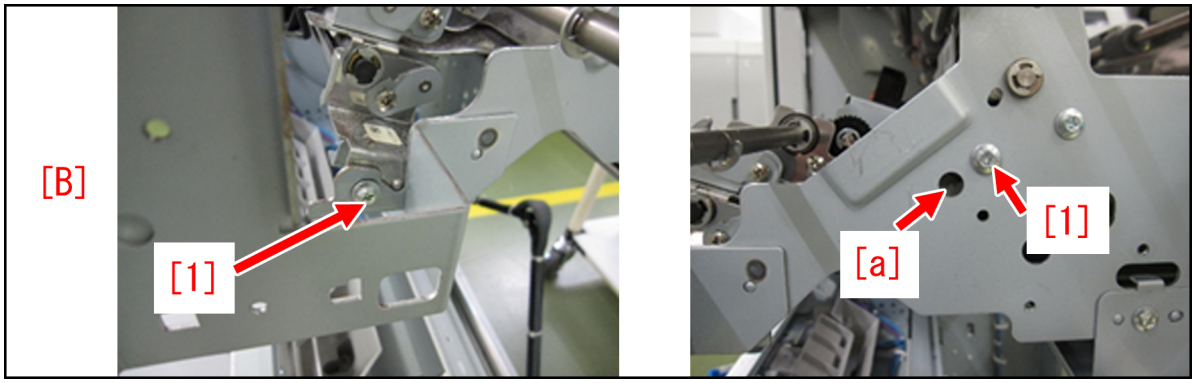
When the above symptom occurs, remove the paper delivery drive assembly (L) by following the procedure below. Then align the connecting holes of the upper dispose guide and the front plate/rear plate, and reattach the operation feed motor (M26) so that the distance between shafts of the belt roller in the upper dispose guide and the operation feed motor (M26) is appropriate.
The following procedure starts from after the finisher being removed from the engine.
1) Refer to "Removing the front cover" and "Removing the rear cover" in Service Manual and remove both covers.
2) Be sure that the connecting holes [a] of the upper dispose guide and the front plate/rear plate are aligned.
The photo [A] shows the front plate and the photo [B] shows the rear plate.
- If the connecting holes [a] of the upper dispose guide and the front plate/rear plate are aligned, the step 3) is not required, so proceed to the step 4).
- If the connecting holes [a] of the upper dispose guide and the front plate/rear plate are not aligned, proceed to the next step.



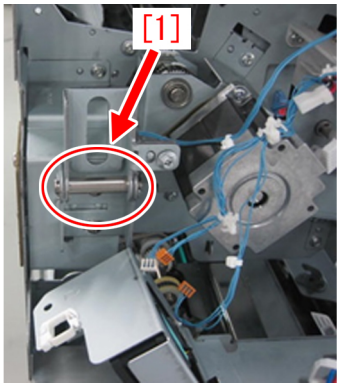


3) Adjustment method
3-1) Loosen the 2 screws [1] on the front plate and the 2 screws [1] on the rear plate. Insert a round stick with 8mm diameter into the positioning hole [a] that aligns with the upper dispose guide. The photo [A] shows the rear plate side and the photo [B] shows the front plate side.

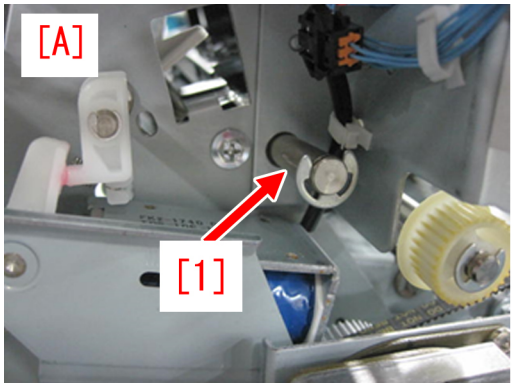


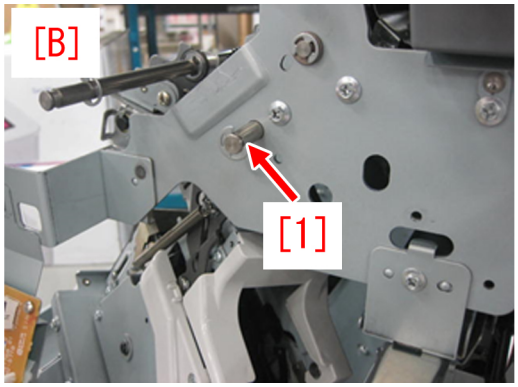


[Reference] When a round stick is not available to insert, remove the connecting shaft [1] from the engine and the finisher, and insert it into the positioning holes of the plate and the upper dispose guide.

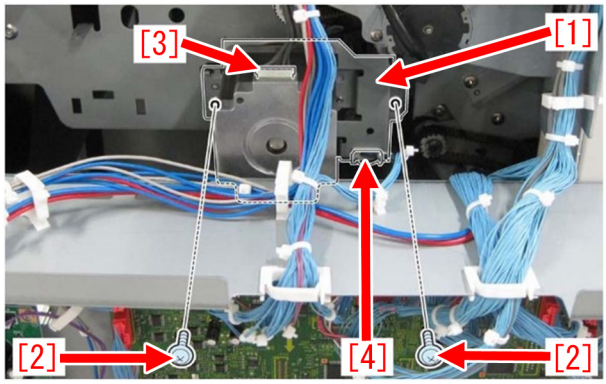


In the photo [A] below, the shaft [1] is aligned with the rear plate. In the photo [B], the shaft [1] is aligned with the front plate.

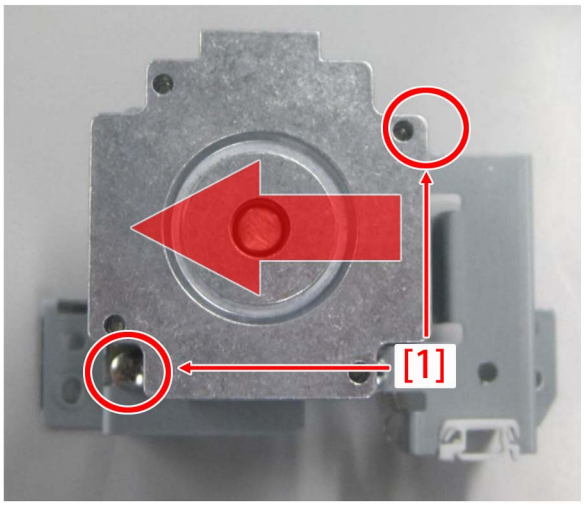




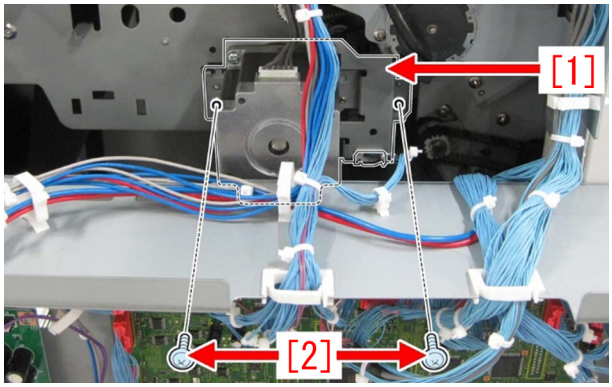
3-2) Tighten the 4 screws that were loosened in the step 3-1).
4) Reattaching the operation feed motor (M26).
4-1) Remove the 2 screws [2], the connectors [3] and the edge saddle [4] and then remove the paper delivery drive assembly (L).



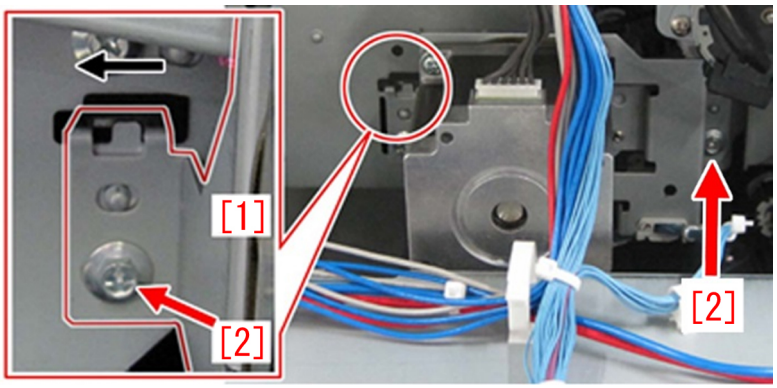
4-2) Loosen the 2 screws [1] on the operation feed motor (M26), move the motor in the direction of the arrow until it stops and fully tighten the screws.



4-3) With the 2 screws [2] that were removed in the step 4-1), temporarily secure the paper delivery drive assembly (L).



4-4) Move the paper delivery drive assembly (L) in the direction of the arrow until it stops and fully tighten the 2 screws [2].



4-5) Make some prints and check that the above issue does not occur.

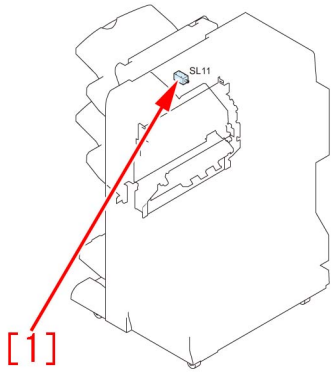
1008 Jam Code due to nip failure of post card feeding rollers (Finisher)

[Symptom]

In the machine earlier than the following countermeasure cut-in serial numbers in factory, when feeding a postcard or a paper with a length less than 182mm in feeding direction, were ejected, 1008 jam may occur in rare occasion.
-1008 Jam: Buffer path 2 sensor (UN14) Delay Jam

[Cause]

When pull in current value of the solenoid was insufficient and the installed position of estrangement solenoid unit (SL11) [1] was inappropriate, nip pressure of the postcard feeding rollers may be insufficient. This may lead to the above mentioned phenomenon.

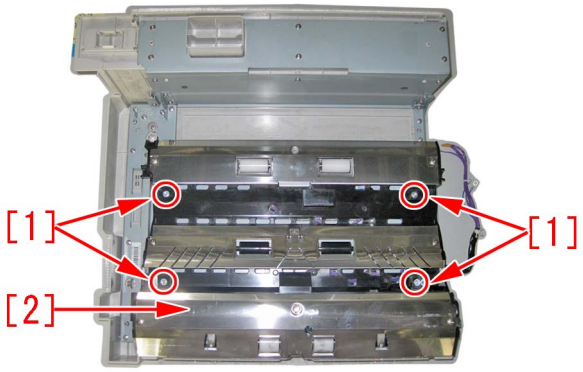


[Remedy/Answer]

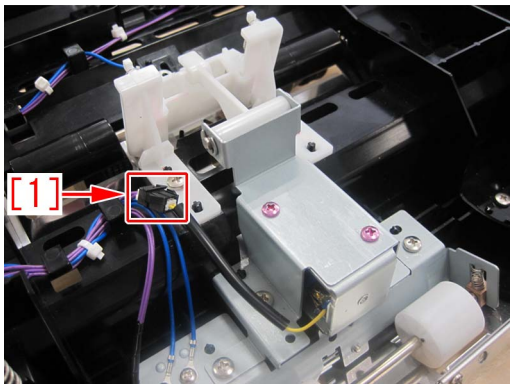
When the aforementioned symptom has occurred, conduct the following 2 steps.
a) Upgrade the firmware of SORTER, according to the list below.

Model	Firmware Version	Service Information(Software) Ref No
Staple Finisher-Q1/Booklet Finisher-Q1	SORTER Ver.11.01	F02396
Staple Finisher-W1/Booklet Finisher-W1	SORTER Ver.12.01	F02183/ F02185
Finisher-AK1/Saddle Finisher-AK2	SORTER Ver.11.01	F02189
Finisher-AM1/Saddle Finisher-AM2	SORTER Ver.10.01	F02187
Finisher-AN1/Saddle Finisher-AN2	SORTER Ver.06.01	F02191

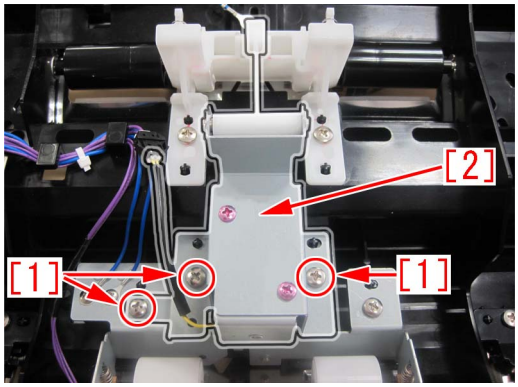
b) Prepare and replace with a new type of estrangement solenoid unit (FM1-A170-010), following the procedure below. Note that the following procedure starts from where the finisher was removed from main body of a copying machine.
b-1) Detach the upper feeder assembly, referring to the service manual.
b-2) Turn over the upper feeder assembly, remove stepped screws [1] x4pcs and remove a buffer guide [2].



b-3) Disconnect a connector [1] x1pc of the estrangement solenoid unit.

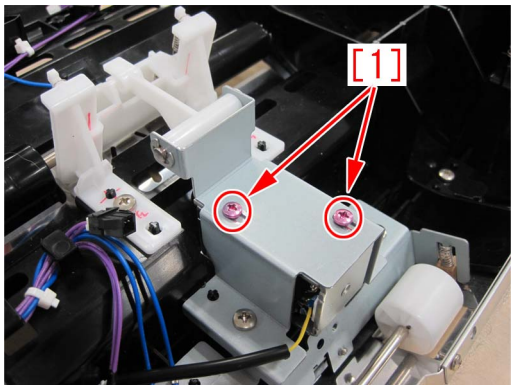


b-4) Remove screws [1] x3pcs, remove the estrangement solenoid unit [2].

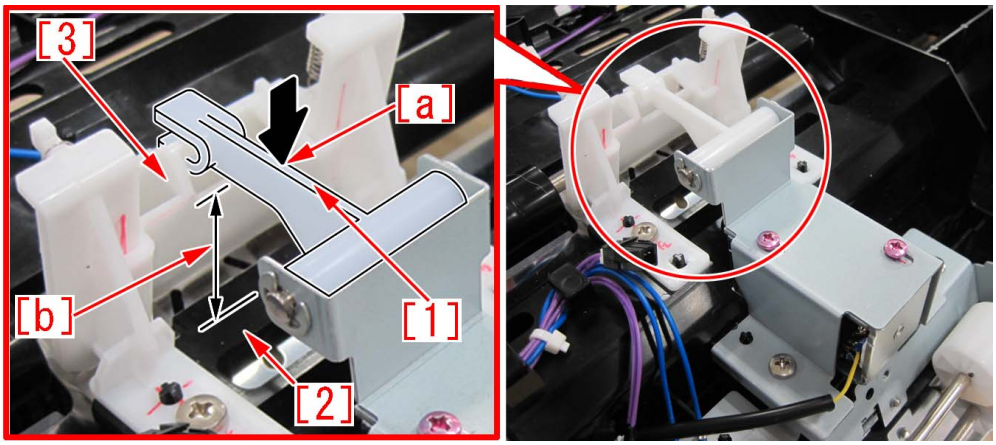


b-5) Replace with a new estrangement solenoid unit (FM1-A170-010) [1].

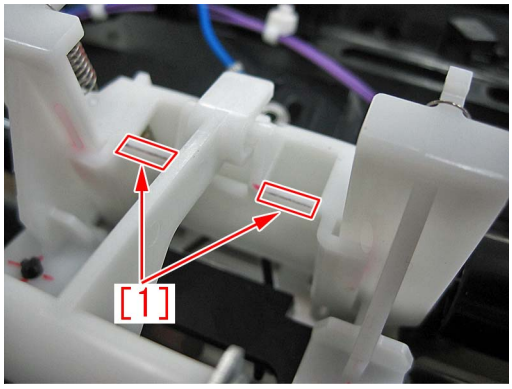
b-6) Loosen the screws [1] x2pcs, which are fixing the estrangement solenoid unit.



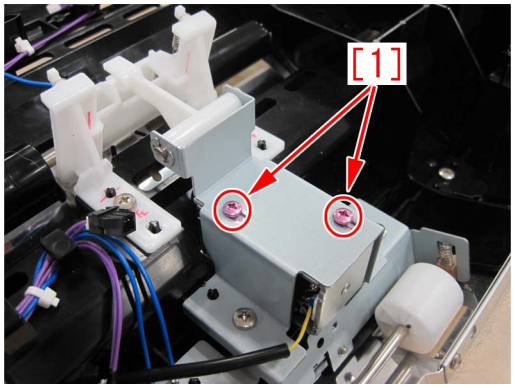
b-7) Push in the middle part [1] of the arm of estrangement solenoid unit, by a finger in a direction indicated by arrow. Measure the height[b] between the bottom of buffer guide [2] to the corner of an idler roller holder by a scale. Adjust the position of the solenoid, so that the height be in a range between 18.5 to 19.5mm.



[Reference] Marking the corner [1] of the idler roller holder by a permanent marker, may make the adjustment easier.



b-8) Fix the solenoid by screws [1] x2pcs.



b-9) Reassemble the parts in reverse order from the step b-3).

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM1-A170-000	ESTRANGEMENT SOLENOID UNIT	1 -> 0	L38
	New	FM1-A170-010	ESTRANGEMENT SOLENOID UNIT	0 -> 1	
2	Old	FM1-A168-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-A168-010	UPPER FEEDER ASSEMBLY	0 -> 1	
3	Old	FM1-C358-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-C358-010	UPPER FEEDER ASSEMBLY	0 -> 1	
4	Old	FM1-K156-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K156-010	UPPER FEEDER ASSEMBLY	0 -> 1	
5	Old	FM1-K515-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K515-010	UPPER FEEDER ASSEMBLY	0 -> 1	

[Countermeasure cut-in serial number in factory1]

Model	Serial No.
STAPLE FIN-Q1 UL	No implemented due to production discontinuance
STAPLE FIN-Q1 EU/O	No implemented due to production discontinuance
BOOKLET FIN-Q1 UL	No implemented due to production discontinuance
BOOKLET FIN-Q1 EU/O	No implemented due to production discontinuance
STAPLE FIN-W1 UL	SWT50501
STAPLE FIN-W1 EU/OT	SWU50384
STAPLE FIN-W1 CN	WJN50031
BOOKLET FIN-W1 UL	SWW51114
BOOKLET FIN-W1 EU/OT	SWX51014
BOOKLET FIN-W1 CN	WJP50002
FINISHER-AK1 CN	NWD50030
FINISHER-AK1 EU/O	NWC50314
FINISHER-AK1 UL	NWB50000
SADDLE FIN-AK2 CN	NWH50014
SADDLE FIN-AK2 EU/O	NWG50129
SADDLE FIN-AK2 UL	NWF50099
FINISHER-AM1 UL	QWG50023
FINISHER-AM1 EU/O	No implemented due to production discontinuance
SADDLE FIN-AM2 UL	QWL50005
SADDLE FIN-AM2 EU/O	QWM50050
SADDLE FIN-AM2 CN	QWN50014
FINISHER-AN1 US	WBP50000
FINISHER-AN1 EU/OT	WBQ50088
FINISHER-AN1 CN	WBR50014
SADDLE FIN-AN2 US	WBT50297
SADDLE FIN-AN2 EU/OT	WBU50154
SADDLE FIN-AN2 CN	WBV50004

[Countermeasure cut-in serial number in factory2]

Model	Serial No.
STAPLE FIN-Q1 UL	QXR50000
STAPLE FIN-Q1 EU/O	PMP50000
BOOKLET FIN-Q1 UL	PMV50000
BOOKLET FIN-Q1 EU/O	PMW50000
STAPLE FIN-W1 UL	SWT50707
STAPLE FIN-W1 EU/OT	SWU50550
STAPLE FIN-W1 CN	WJN50053
BOOKLET FIN-W1 UL	SWW51651
BOOKLET FIN-W1 EU/OT	SWX51329
BOOKLET FIN-W1 CN	WJP50021
FINISHER-AK1 CN	NWD50030
FINISHER-AK1 EU/O	NWC50323
FINISHER-AK1 UL	NWB50000
SADDLE FIN-AK2 CN	NWH50014
SADDLE FIN-AK2 EU/O	NWG50133
SADDLE FIN-AK2 UL	NWF50129
FINISHER-AM1 UL	QWG50023
FINISHER-AM1 EU/O	QWH50000
SADDLE FIN-AM2 UL	QWL50005
SADDLE FIN-AM2 EU/O	QWM50058
SADDLE FIN-AM2 CN	QWN50014
FINISHER-AN1 US	WBP50000

Model	Serial No.
FINISHER-AN1 EU/OT	WBQ50108
FINISHER-AN1 CN	WBR50025
SADDLE FIN-AN2 US	WBT50432
SADDLE FIN-AN2 EU/OT	WBU50201
SADDLE FIN-AN2 CN	WBV50006

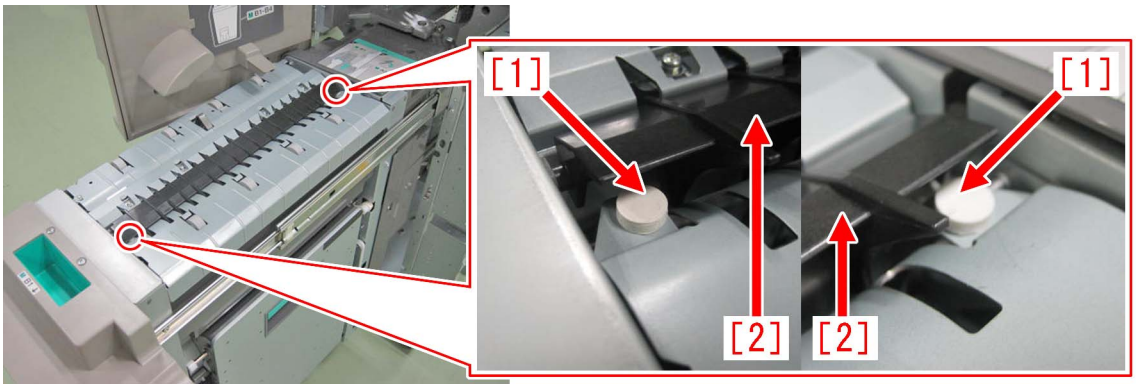
1014/1086/10B5/10E9/17B5/17E9 Jam codes due to softened spacer (Paper Folding Unit/Document Insertion / Folding Unit)

[Symptom/Question]

In the machine earlier than the following countermeasure cut-inserial numbers in factory,when making copies using the paper folding unit, 1014/1086/10B5/10E9/17B5/17E9 Jams may occur.
- 1014: Slowdown timing sensor (S24) Delay Jam
- 1086: Inlet sensor (S20), Slowdown timing sensor (S30) Delay Jam
- 10B5: Slowdown timing sensor (S24) Delay Jam
- 17B5: Slowdown timing sensor (S24) Delay Jam
- 10E9: Slowdown timing sensor (S30) Delay Jam
- 17E9: Slowdown timing sensor (S30) Delay Jam

[Cause]

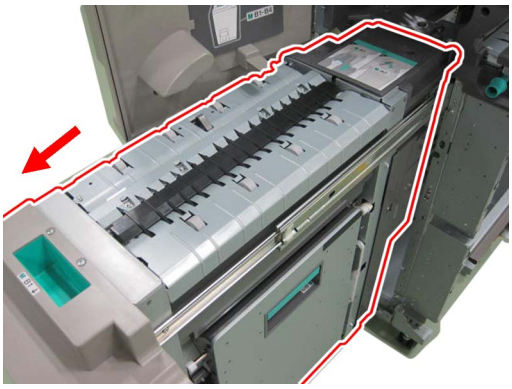
As the spacer [1] gets softened and its surface gets sticky, the folding/straight flapper [2] sticks to it, causing the above symptom to occur.



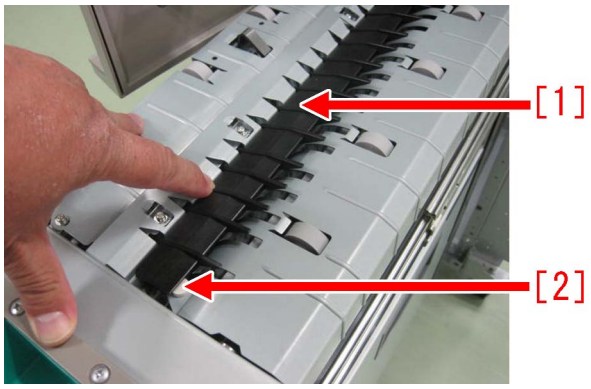
[Remedy/Answer]

Follow the steps below and check if the spacer [1] is stuck to the folding/straight flapper [2]. If it is stuck, prepare the 2 new type spacers (FL1-6535-000) and replace with them.

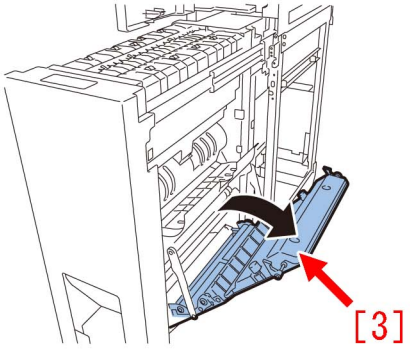
1) Refer to Service Manual and pull out the folding unit in the direction of the arrow.

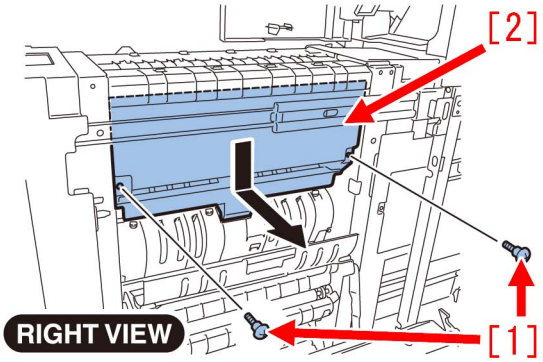


2) Press the folding/straight flapper [1] lightly with a finger and check if it is stuck to the spacer [2]. If the folding/straight flapper and the spacer are stuck together, proceed to the step 3). If not, look for another cause.

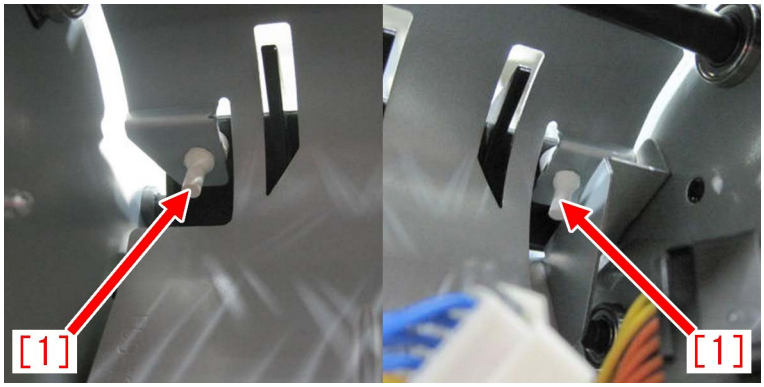


3) Fully open the right feeder guide unit [3], remove the 2 screws [1] and then remove the right inner cover [2].



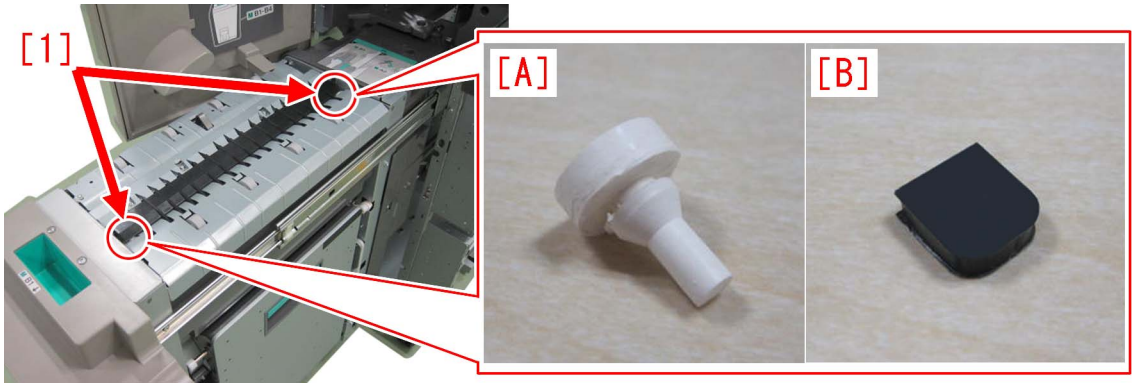


4) Look inside the unit from where the right inner cover was removed from and press the 2 spacers [1] from the bottom side using needlenose pliers, etc. and remove them.



[Note] When removing the spacers, be sure not to break it as when the spacer breaks and falls inside the machine, jam and error may occur.
The photo below shows the normal spacer [A] and the broken spacer [B].

5) Attach the new type spacers [B] to the areas in front and rear sides of the folding unit as marked with circles [1] in the photo below. [A] is the old type spacer.



6) Attach the spacers in the arrow side [c] of the reference lines [a] and [b]. A deviation up to +2mm in the arrow side [c] can be tolerated.
[Note] Be sure that the spacer does not go into the arrow side [d] beyond the reference line [b].

7) Attach the right inner cover in the reverse order of the step 3) and close the cover.

[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FC7-7584-000	SPACER	2 -> 0	Fig L37/N14/N37/O15
	New	FL1-6535-000	SPACER	0 -> 2	Fig L37/N14/N37/O15

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
Paper Folding Unit-E1	To be informed as soon as identified.
Paper Folding Unit-F1	DEP11065~
Paper Folding Unit-G1	FMU51186~
Paper Folding Unit-H1	No implemented due to production discontinuance
Paper Folding Unit-J1	SYL01726~
Document Insertion/ Folding Unit-F1 OT	No implemented due to production discontinuance
Document Insertion / Folding Unit-G1 US	No implemented due to production discontinuance
Document Insertion / Folding Unit-G1 EU	No implemented due to production discontinuance
Document Insertion / Folding Uni-H1 US	No implemented due to production discontinuance
Document Insertion / Folding UniT-H1 EU	No implemented due to production discontinuance
Document Insertion / Folding Uni-H1 CN	No implemented due to production discontinuance
Document Insertion / Folding Unit-J1 US	SZT00569~
Document Insertion / Folding Unit-J1 EU/O	SZU00551~.
Document Insertion / Folding Unit-J1 CN	SZV00503~
Document Insertion / Folding Unit-K1 US	WGJ00717~

Model	Serial No.
Document Insertion / Folding Unit-K1 EU/O	WGK00631~
Document Insertion / Folding Unit-K1 CN	WGL01726~

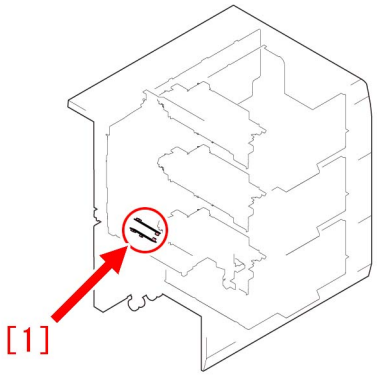
2828 jam code due to misdetection of the double feed sensor assembly(Paper Deck Double Feeding Detection Kit -A1)

[Symptom/Question]

2828 jam may occur when feeding paper from the Multi-drawer Paper Deck with the paper deck double feeding detection Kit-A1.
-2828: double feed jam (S009, S010)

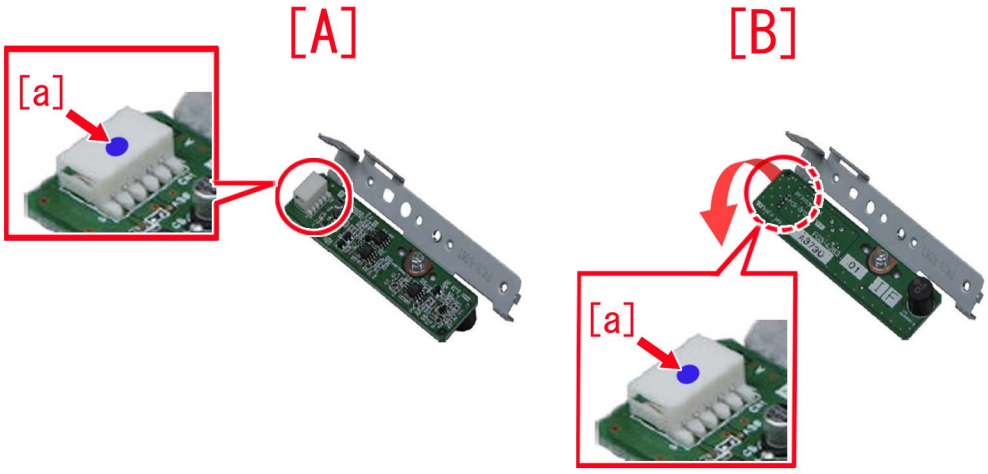
[Cause]

If one feeding sheet is wrongly detected as two sheets or over, due to inconsistent sensor adjustment value of the double feed sensor assembly (FM4-3471-000) [1], the above-mentioned symptom occurs.



[Remedy/Answer]

If the above-mentioned symptom occurs, prepare the new-type double feed sensor assembly (FM4-3471-010) with the adjustment value changed, and perform replacement by referring to "Installing the Paper Deck Double Feeding Detection Kit" in Installation Procedure of Service Manual.
[Reference] There are blue marks [a] for identification on the connectors of the reception PCB [A] and the transmission PCB [B] of the new-type double feed sensor assembly with the adjustment value changed. The connector of the transmission PCB [B] is on its back side.



[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM4-3471-000	DOUBLE FEED SENSOR ASS'Y	1->0	T01
	New	FM4-3471-010	DOUBLE FEED SENSOR ASS'Y	0->1	T01

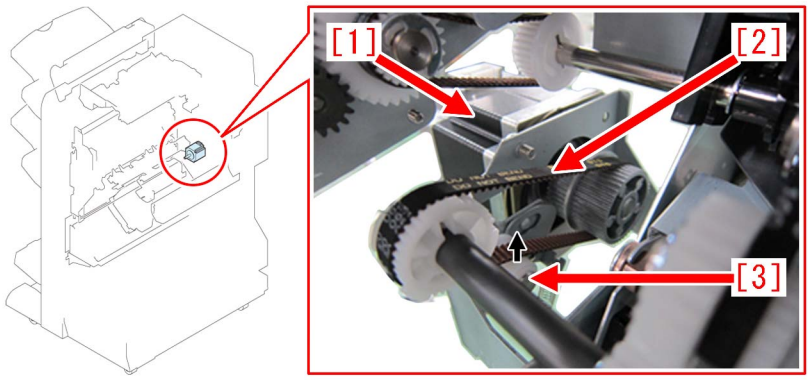
110F jam code due to meshing failure on timing belt of operation feed motor (M26) (Staple/Saddle/Booklet/Finisher)

[Symptom/Question]

In the machine earlier than the following countermeasure cut-inserial numbers in factory, when printing using the finisher, 110F jam may occur.
- 110F: Lower Delivery Sensor (PS6) Stationary Jam

[Cause]

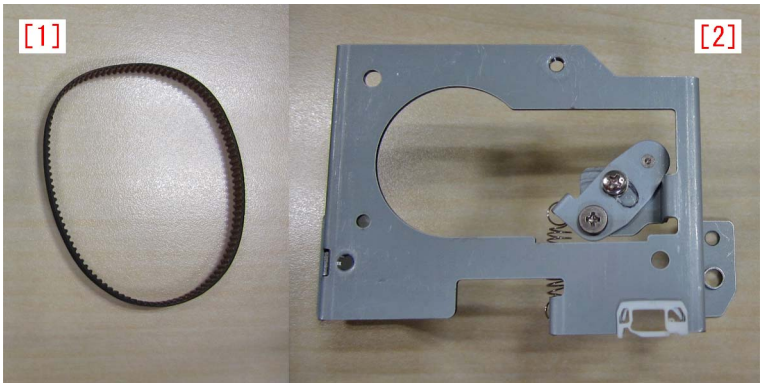
The timing belt [2] in the operation feed motor (M26) [1] is designed to keep its tension and prevent from being loose by having the tensioner [3] pressed in the direction of the arrow. This tensioning method is "unfixed type". However, the pressing power of the tensioner [3] in the unfixed type is insufficient in some cases and when the operation feed motor (M26) [1] drives rapidly a meshing failure occurs on the timing belt because of power, resulting in the above symptom.



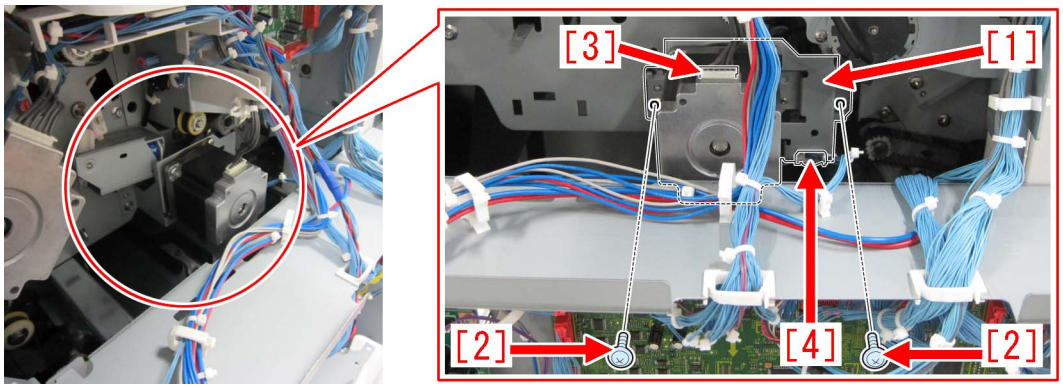
[Remedy/Answer]

When the above symptom occurs, prepare and replace the paper delivery drive set (L) (4Y8-3156-000).

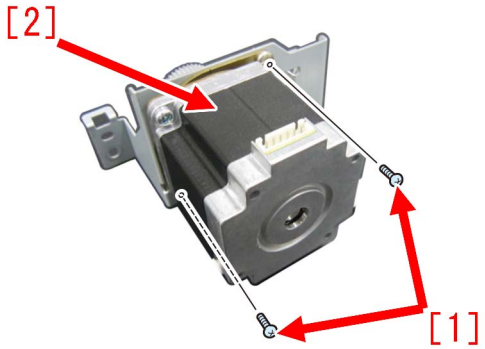
The paper delivery drive set (L) (4Y8-3156-000) contains the following 2 items.
- Timing belt [1]
- Paper delivery drive assembly (L) [2]



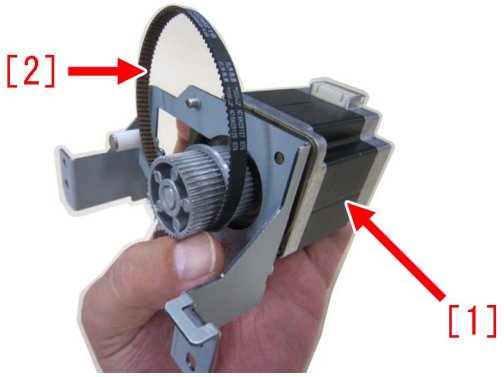
1) Refer to "Removing the Rear Cover" of Service Manual and remove the rear cover.
2) Remove the 2 screws [2], the connector [3] and the edge saddle [4], and then remove the paper delivery drive assembly (L) [1] including the motor.



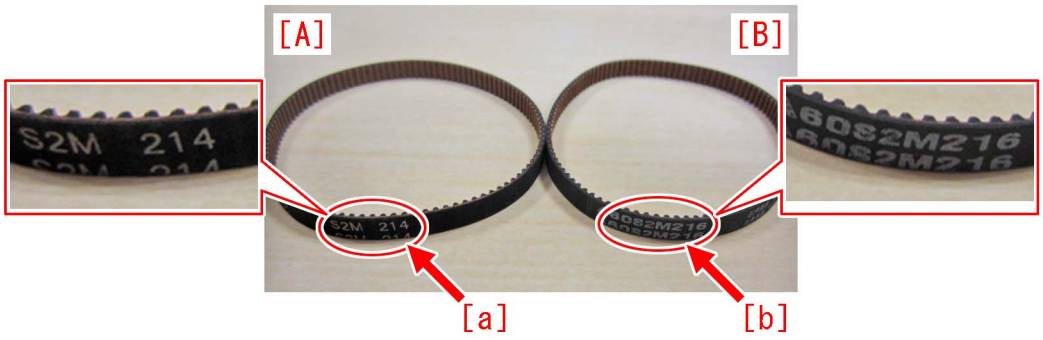
3) Remove the 2 screws [1] and then remove the motor [2]. Then, attach the motor to the paper delivery drive assembly (L) which is included in the set. To attach the motor, use the 2 screws that were previously removed [1].



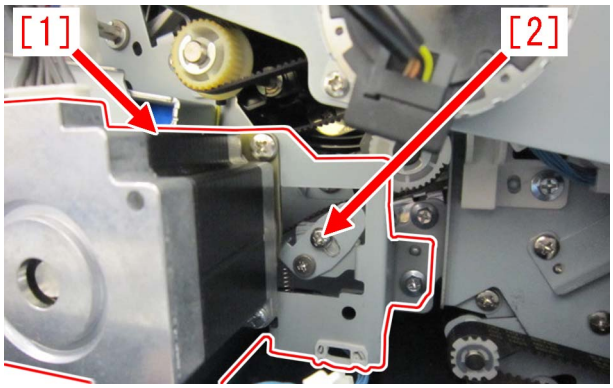
4) After attaching the timing belt [2] that is included in the set to the paper delivery drive assembly (L) [1] with the motor attached, attach the whole thing to the machine using the 2 screws removed in the step 2).



[Note] When replacing to the paper delivery drive assembly (L), be sure to also replace the timing belt [B] at the same time that is included in the set. 110F jam occurs when using the old type timing belt [A] as the number of teeth of the new type is different from the old type originally attached to the engine.
In the photo below, [A] is the old type and [B] is the new type.
The old type [A] has "S2M 214" [a] printed on it. The new type [B] has "60S2M216" [b] printed on it.



5) Loosen the screw [2] on the tensioner plate of the paper delivery drive assembly (L) [1]. (By loosening the screw, tension is applied to the timing belt.)



6) Tighten the screw which was loosened in the step 5) and attach the rear cover.
[Service parts]

No		Part Number	Description	Q'ty	Fig. No.
1	Old	XF2-3610-760	BELT, TIMING	1->0	L30
	New	4Y8-3156-000	PAPER DELIVERY DRIVE SET (L)	0->1	
2	Old	FM3-5848-000	* PAPER DELIVERY DRIVE ASS'Y (L)	1->0	L30
	New	4Y8-3156-000	PAPER DELIVERY DRIVE SET (L)	0->1	
3	Old	FS2-9394-020	* SCREW,STEPPED,M3X1.4	1->0	L30
	New				
4	Old	FK2-1704-000	* MOTOR, STEPPING, DC	3->4	L30
	New				

* PAPER DELIVERY DRIVE ASS'Y (L) (FM3-5848-000) is discontinued. The DC stepping motor "FK2-1704-000" used in this assembly is set up as a single part and the M3X1.4 stepped screw (FS2-9394-020) is discontinued.

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
FINISHER-AJ1 EU/OT	No implemented due to production discontinuance
FINISHER-AJ1 CN	No implemented due to production discontinuance
FINISHER-AK1 UL	No implemented due to production discontinuance
FINISHER-AK1 EU/O	NWC50349
FINISHER-AK1 CN	NWD50030
FINISHER-AM1 UL	No implemented due to production discontinuance
FINISHER-AM1 EU/O	No implemented due to production discontinuance
FINISHER-AM1 CN	No implemented due to production discontinuance
FINISHER-AN1 US	WBP50086
FINISHER-AN1 EU/O	WBQ50210
FINISHER-AN1 CN	WBR50060
SADDLE FINISHER-AF2 UL	No implemented due to production discontinuance

Model	Serial No.
SADDLE FINISHER-AF2 EU/O	No implemented due to production discontinuance
SADDLE FINISHER-AF2 CN	No implemented due to production discontinuance
SADDLE FINISHER-AJ2 UL	No implemented due to production discontinuance
SADDLE FINISHER-AJ2 EU/O	No implemented due to production discontinuance
SADDLE FINISHER-AJ2 CN	No implemented due to production discontinuance
SADDLE FINISHE-AK2 UL	NWF50146
SADDLE FINISHER-AK2 EU/O	NWG50144
SADDLE FINISHER-AK2 CN	NWH50014
SADDLE FINISHER-AM2 UL	No implemented due to production discontinuance
SADDLE FINISHER-AM2 EU/O	No implemented due to production discontinuance
SADDLE FINISHER-AM2 CN	No implemented due to production discontinuance
SADDLE FINISHER-AN2 US	WBT50743
SADDLE FINISHER-AN2 EU/O	WBU50381
SADDLE FINISHER-AN2 CN	WBV50006
STAPLE FINISHER-F1 UL	No implemented due to production discontinuance
STAPLE FINISHER-F1 EU/O	No implemented due to production discontinuance
STAPLE FINISHER-Q1 UL	No implemented due to production discontinuance
STAPLE FINISHER-Q1 EU/O	No implemented due to production discontinuance
STAPLE FINISHER-W1 UL	SWT51728
STAPLE FINISHER-W1 EU/O	SWU51291
STAPLE FINISHER-W1 CN	WJN50164
BOOKLET FINISHER-F1 UL	No implemented due to production discontinuance
BOOKLET FINISHER-F1 EU/O	No implemented due to production discontinuance
BOOKLET FINISHER-Q1 UL	No implemented due to production discontinuance
BOOKLET FINISHER-Q1 EU/O	No implemented due to production discontinuance
BOOKLET FINISHER-W1 UL	SWW53340
BOOKLET FINISHER-W1 EU/O	SWX52248
BOOKLET FINISHER-W1 CN	WJP50068

Error Code

E750-0003 error may occur, when install the Auto Gradation Sensor-A1.

[Symptom]

E750-0003 error may occur, when install the Auto Gradation Sensor-A1.
E750-0003: System software error
Combination of the DC Controller software and the Color Sensor CPU software was not correct.

[Cause]

Caused by incorrect combination of the DC-CON and DSUB3.
DSUB3 contains the software for Color sensor (actual option name is "Auto Gradation Sensor-A1")

[Service work]

If E750-0003 error occurred, when install the Auto Gradation Sensor-A1, confirm the version of DC-CON and DSUB3 and reinstall the firmware as correct combination.
At February 2016, latest DC-CON is v30.31 and corresponding DSUB3 is v30.01.

Points to note when replacing the lower belt assembly

[Detail]

The lower belt assembly (FM1-C722-000) with insufficient amount of grease applied to its gear may have been distributed in the field due to the poor control of the amount of applied grease.
When an amount of grease applied is insufficient, gears may wear out, and additionally, the bearing may be displaced tocause the following symptoms.

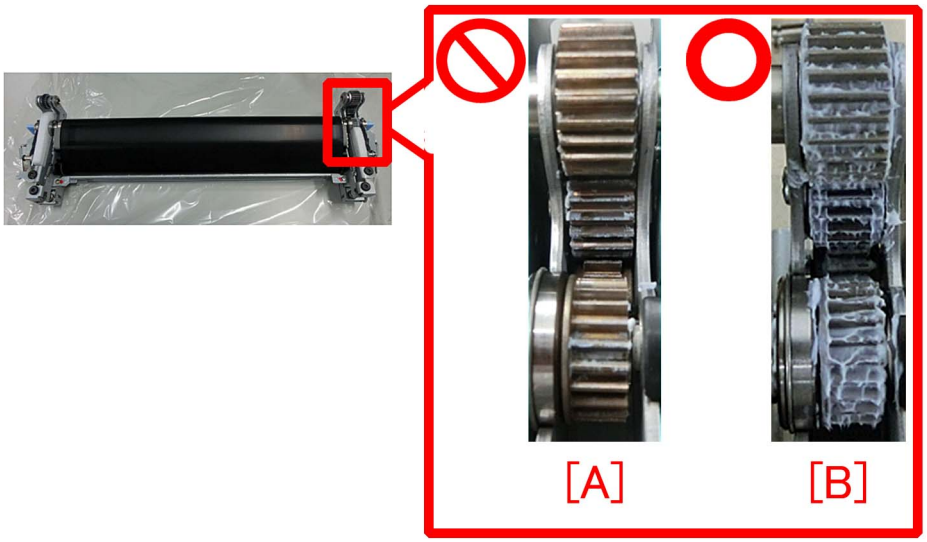
<When a gear is worn out>
- E007-0022 : Pressure Belt full displacement error

<When a bearing is displaced>
- E004-0101 : Protection circuit error
- E002-0101 : Pressure Belt temperature increase detection error

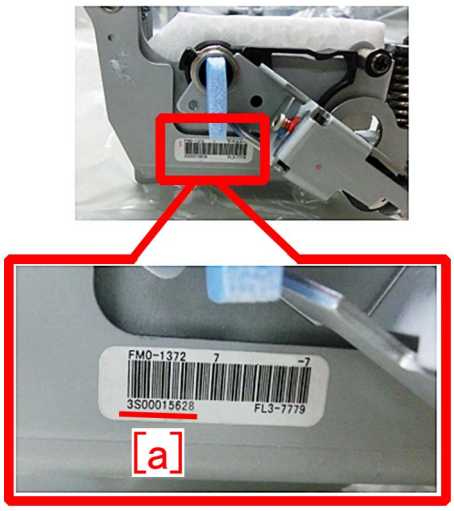
For above reason, amount of grease applied at the gears may need to be checked when replacing the lower beltassembly (FM1-C722-000).

[Service work]

When replacing the lower belt assembly (FM1-C722-000), check the amount of applied grease and apply the grease by following the procedures below:
1) Check whether the proper amount of grease is applied to the gear of the lower belt assembly (FM1-C722-000).
[A] shows the state where insufficient grease is applied, and [B] shows the state where proper amount of grease is applied.
If the amount of grease is insufficient, go to the step 2). If the proper amount of grease is applied, carry on replacement.



[Reference]
The part serial number [a] is stated on the label attached to the front side of the lower belt assembly (FM1-C722-000).
The lower belt assembly (FM1-C722-000) with the part serial number 3S00016789 or later have the proper amount of grease applied to its gear.



- If one of the target machines in the following list had no history of lower belt assembly replacement, the greaseamount may be insufficient so please apply the grease.

< TargetDevice>

Model	Serial No.
IPR C850SER US 208V	XMRxxxxx are not target machines (Sufficient grease are applied to thesemachines)
IPR C850SER US 208V	WJC00600 to WJC01469
IPR C850SER EU/O 230V	XMSxxxxx are not target machines (Sufficient grease are applied to thesemachines)
IPR C850SER EU/O 230V	WJD00500 to WJD01505
IPR C850SER CN 220V	XMTxxxxx are not target machines (Sufficient grease are applied to thesemachines)
IPR C850SER CN 220V	WJExxxxx are not target machines (Sufficient grease are applied to thesemachines)
IPR C65 US 208V	XMUxxxxx are not target machines (Sufficient grease are applied to thesemachines)
IPR C65 US 208V	WJJ00500 to WJJ00568
IPR C650 US 208V	YCExxxxx are not target machines (Sufficient grease are applied to thesemachines)

NOTE : All IPR C800/C700/700L/60 Series are target machines. Be sure to apply grease.

2) Prepare SE1107 grease lube (FY9-6036), and apply the proper amount of grease to the gear of the lower belt assembly (FM1-C722-000).
Apply the grease to the whole circumference of the gear by rotating the gear with a hand.
After applying the grease, carry on replacement.
[Reference] When replacing the upper belt assembly (FM1-C721-000), be sure to apply the proper amount of grease to the gear of the lower belt assembly as stated in Service Manual.

[Service parts]
FY9-6036 LUBE, SE1107 GREASE

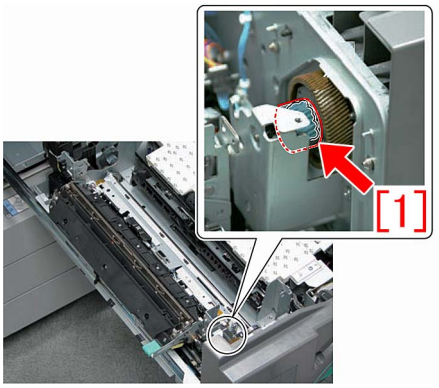
Points to note when replacing the fixing belt unit

[Detail]

When the life of the fixing belt unit advances, the greases applied to 27T gear in the fixing drive unit and 31T gear in the fixing belt unit deteriorate. Also abnormal noise (noise of meshing failure of tooth) during operation or E004-0203 may occur when the gear is worn out due to the deterioration of the greases.
Clean the deteriorated greases when replacing the fixing belt unit to prevent the above-mentioned issue.
Regarding the operating steps, please refer the following Servicing Work.
- E004-0203 : Protection circuit error

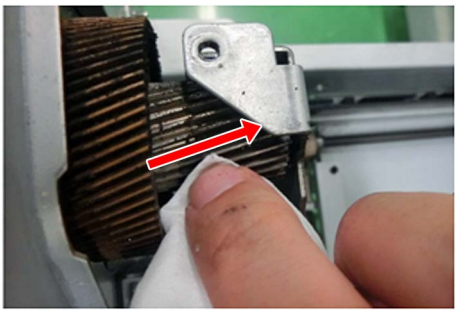
[Service work]

Clean 27T gear [1] and reapply grease by following the step A).
If any damage was observed on teeth of gears, replace the gears by following the step B).



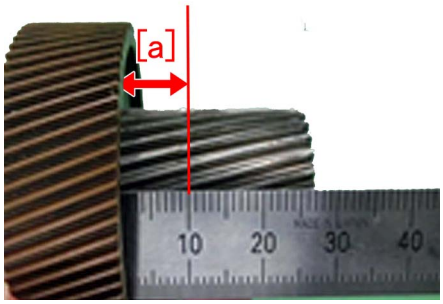
A) Cleaning the gears and reapplying grease

1) Prepare grease SE1107 (FY9-6036-000), the lint-free paper and alcohol for cleaning.
2) Remove the fixing belt unit to get prepared for the work.
3) Wipe out the deteriorated greases which are adherent to the 27T gear with the lint-free paper moistened with alcohol.
[Note] Move the lint-free paper along a tooth trace. When cleaning the gear, rotate it manually and clean all tooth traces.



4) After cleaning, apply 1.3g grease [a] evenly to make sure that the grease covers the entire circumference of the gear.

[Reference] Applying grease is not necessary to the area [a], approximately 10mm between the root of the gear. However, there is no problem if the grease is applied to this area.



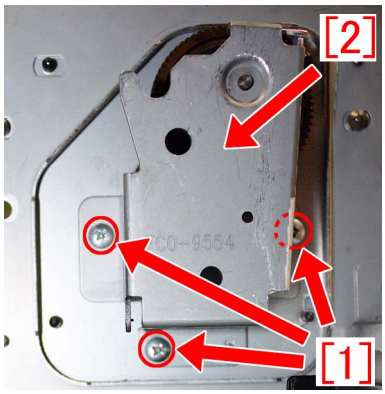
B) Replacement of the 27T gear

Prepare 27T gear and Grease SE1107 (FY9-6036-000) to replace it following the steps.

- 27T gear (FL1-1282-000)

a) Replacement of 27T gear in the fixing drive unit.

1) Remove 3 (three) screws [1] in the fixing drive unit to detach the support plate [2].



2) Apply grease sufficiently on the entire circumference of the new 27T gear and replace the 27T gear. The method to apply grease is the same as the step 4) of **A) Cleaning the gear and reapplying grease** .

3) Assemble the parts by reversing the steps.

[Service parts]

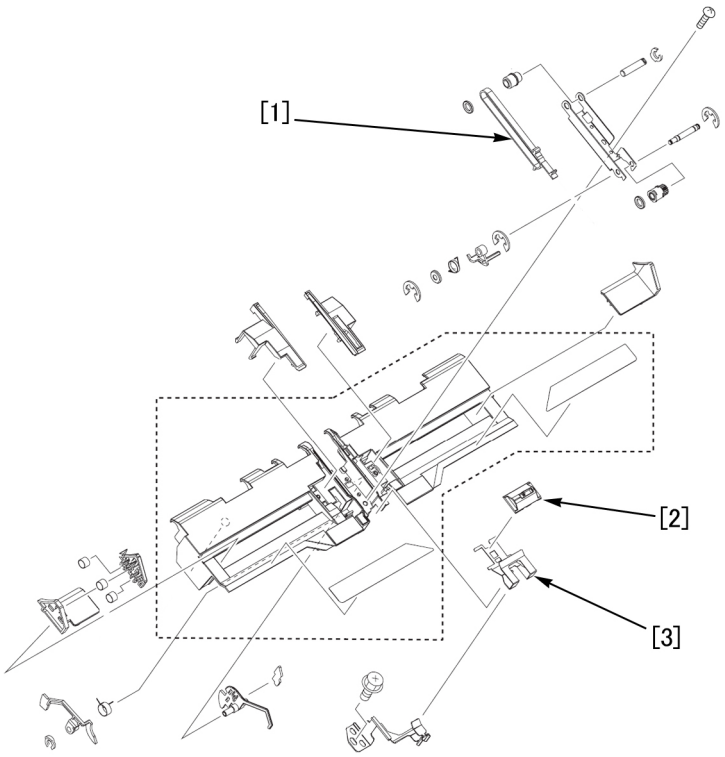
No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FL1-1282-000	GEAR, 27T	1 -> 1	332
	New				

Points to note when replacing timing belt set of the operation tray assembly (Staple/Booklet Finisher-C1/J1/M1/T1/U1)

[Detail]

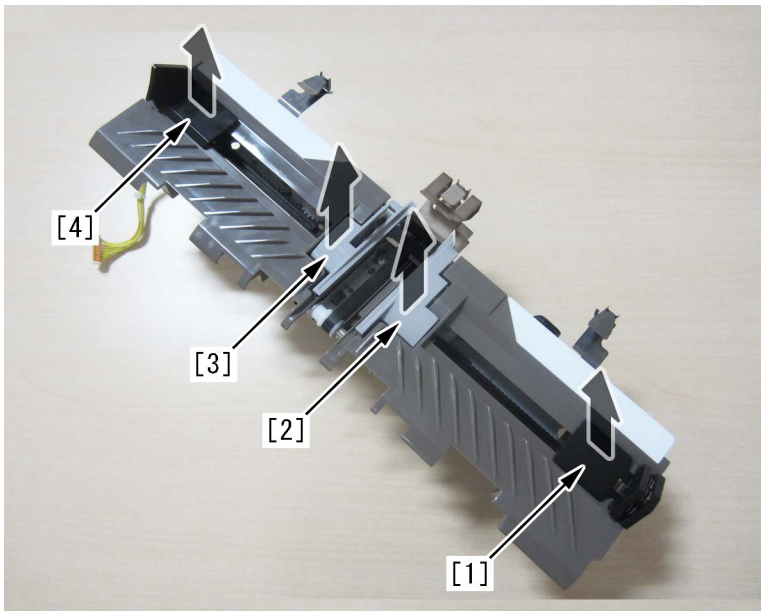
If the claws attached to the cogged timing belt (FC5-3553-000) are detached due to the insufficient strength, the back end assist button (FC5-4715-000) and the back end assist plate (4F8-0088-000) are also detached, and the printed paper cannot be output, which may cause E514-8001 error.
As measures against it, the shapes of the following parts [1]to[3] are changed.
1. Timing belt [1]
2. Back end assist button [2]
3. Back end assist plate [3]

As a result, if any one of the above parts is changed, all the 3 parts need to be changed simultaneously.

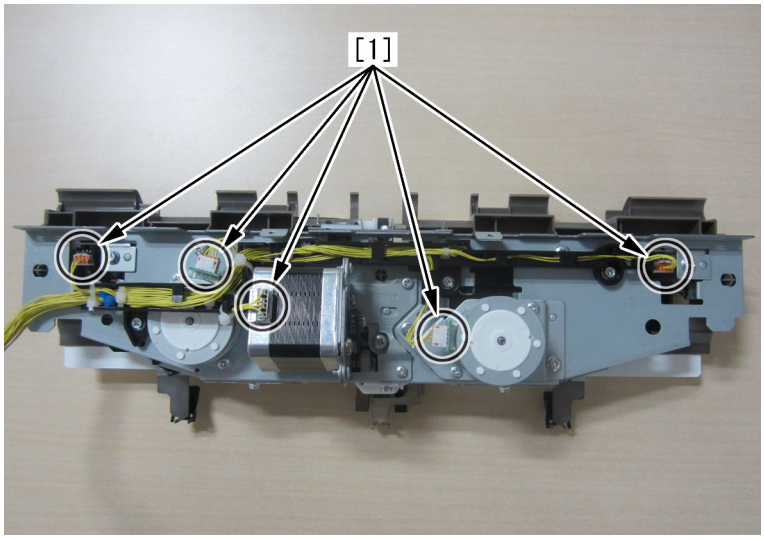


[Service work]

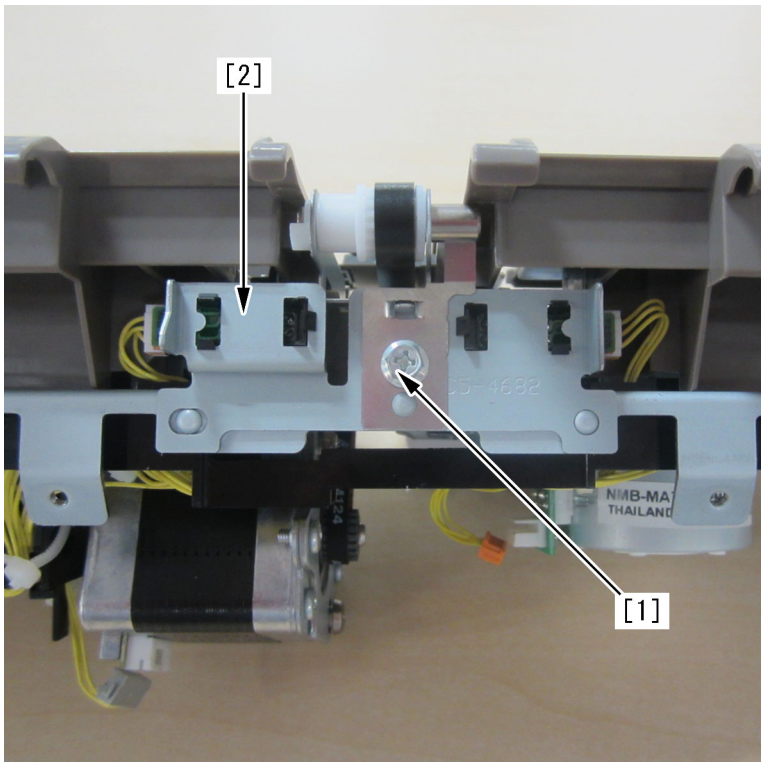
If changing any one of the timing belt [1], the back end assist button [2] and the back end assist plate [3], prepare the timing belt set (4Y8-3107-000), which is composed of the new-type parts, and replace the 3 parts simultaneously by following the steps below.
The following steps describe the steps after the finisher is separated from the copier.
1) Remove the operation tray by referring to Service Manual.
2) Pull the operation tray adjuster guide (front) [1], the operation tray guide (front) [2], the operation tray guide (rear) [3], and the operation tray adjuster guide (rear) [4] of the operation tray assembly in the arrow direction to remove.



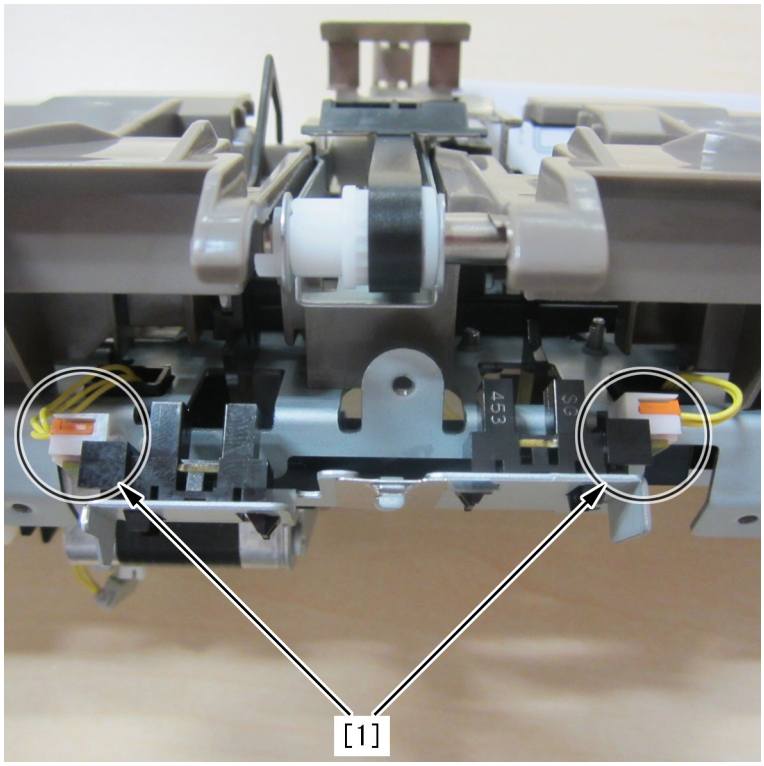
3) Remove the 5 connectors [1] on the underside of the operation tray assembly.



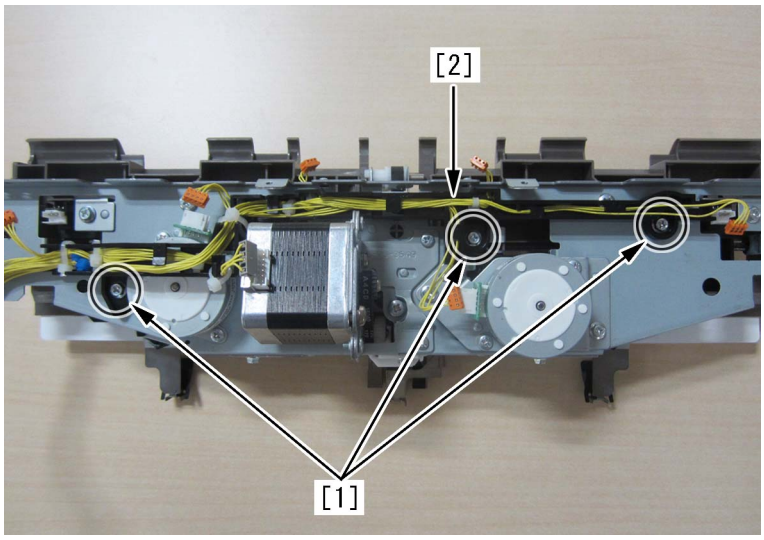
4) Remove the 1 screw [1] located in the direction of the leading edge of the operation tray assembly, and remove the sensor mount [2].



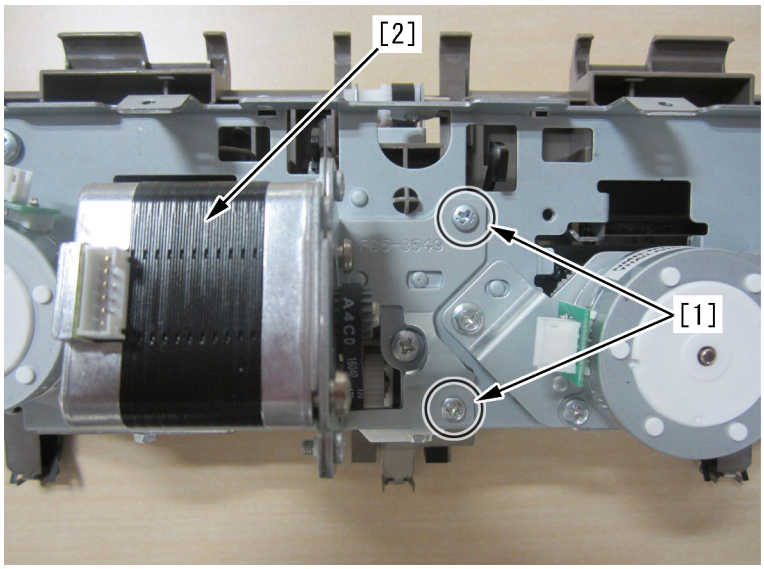
5) Remove the 2 connectors [1] of the sensor mount.



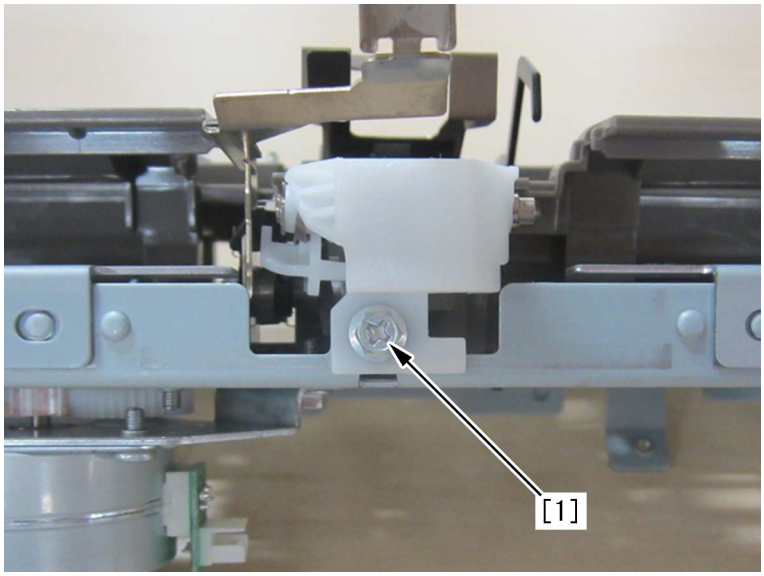
6) Remove the 3 screws [1] on the underside of the operation tray assembly, and remove the cable guide (including cables) [2].



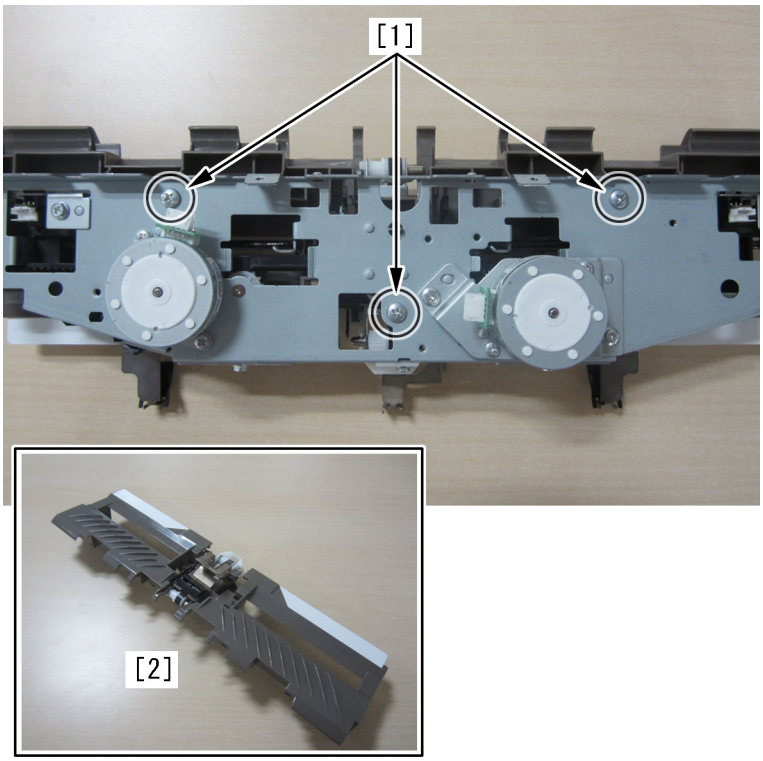
7) Remove the 2 screws [1] on the underside of the operation tray assembly, and remove the back end assist motor unit [2].



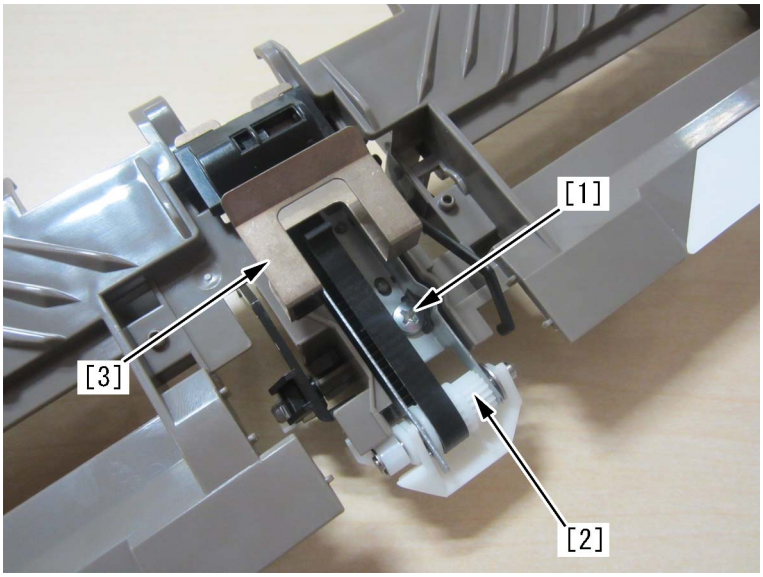
8) Remove the 1 screw [1] located in the direction of the trailing edge of the operation tray assembly.



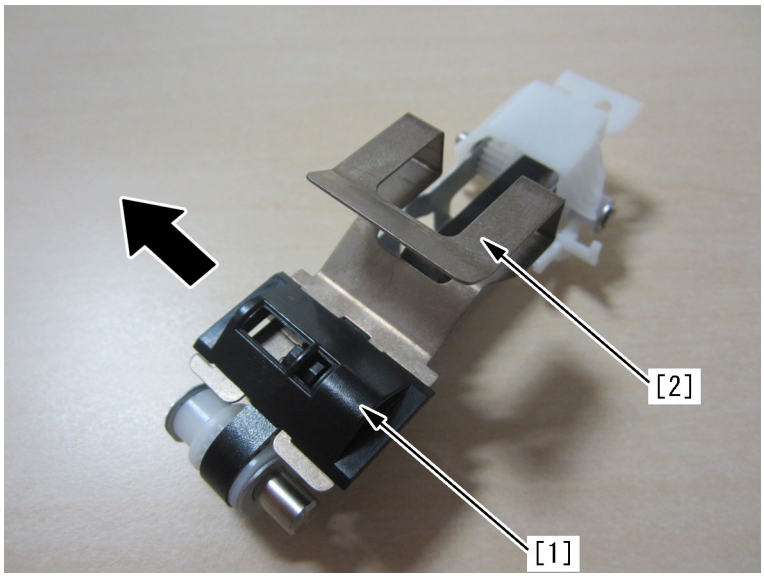
9) Remove the 3 screws [1] on the underside of the operation tray assembly, and remove the guide assembly [2].



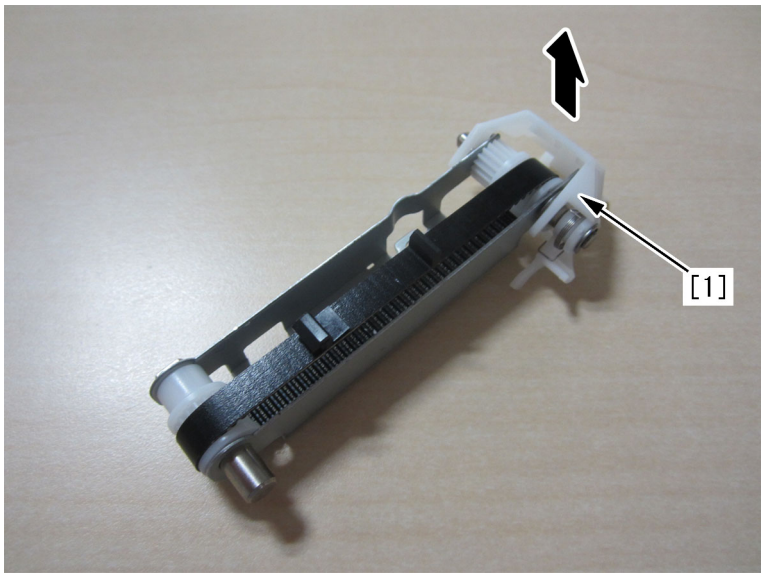
10) Remove the 1 screw [1] near the center of the guide assembly, and remove the back end assist unit [2].
[Reference] If the screw [1] is hidden behind the back end assist plate [3], slide the belt, move the back end assist plate, and remove the screw.



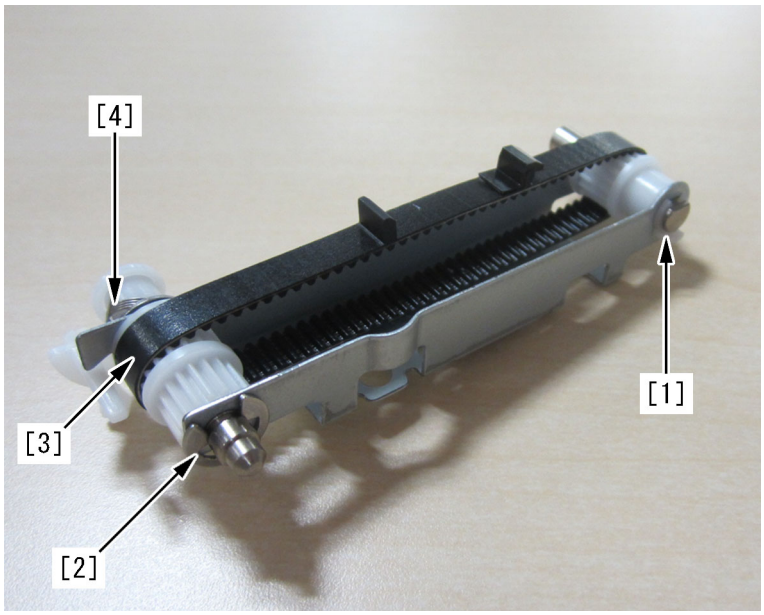
11) Slide the back end assist button [1] in the arrow direction from the back end assist unit, and remove the back end assist plate [2].



12) Pull the operation tray cover [1] in the arrow direction to remove.



13) Remove the clip [1] and the E-ring [2] from the back end assist unit, and replace the timing belt [3] with the new type.
[Attention] Be careful not to lose the torsion spring [4].
14) Put each shaft through the back end assist unit, and attach the clip [1] and a new E-ring (XD2-1100-402) [2].



15) Attach the operation tray cover.
16) Attach the new-type back end assist button and the back end assist plate to the back end assist unit.
17) Attach the parts by reversing the procedure from the step 10).

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FC5-3553-000	BELT, TIMING, COGGED	1->0	L20/Q20
	New	4Y8-3107-000	TIMING BELT SET	0->1	
2	Old	FC5-4715-000	BUTTON, BACK END ASSIST	1->0	L20/Q20
	New	4Y8-3107-000	TIMING BELT SET	0->1	
3	Old	4F8-0088-000	PLATE, BACK END ASSIST	1->0	L20/Q20
	New	4Y8-3107-000	TIMING BELT SET	0->1	
4	Old				
	New	XD2-1100-402	RETAINING RING (E-TYPE)	0->1	

E003-0002 due to poor fitting of the claws of the paper cooling lower ducts

[Symptom]

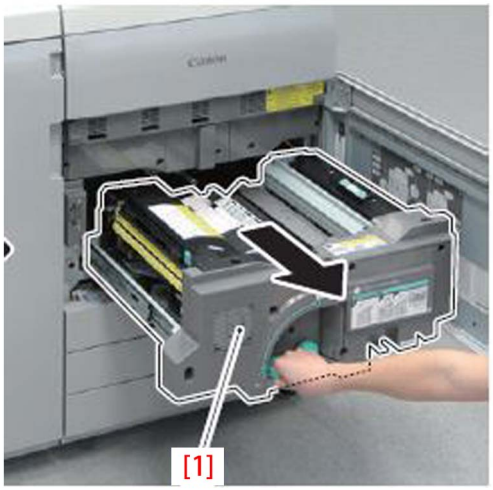
E003-0002 may occur due to the poor fitting of the claws of the paper cooling lower ducts.
E003-0002: Pressure Main Thermistor low temperature detection error

[Cause]

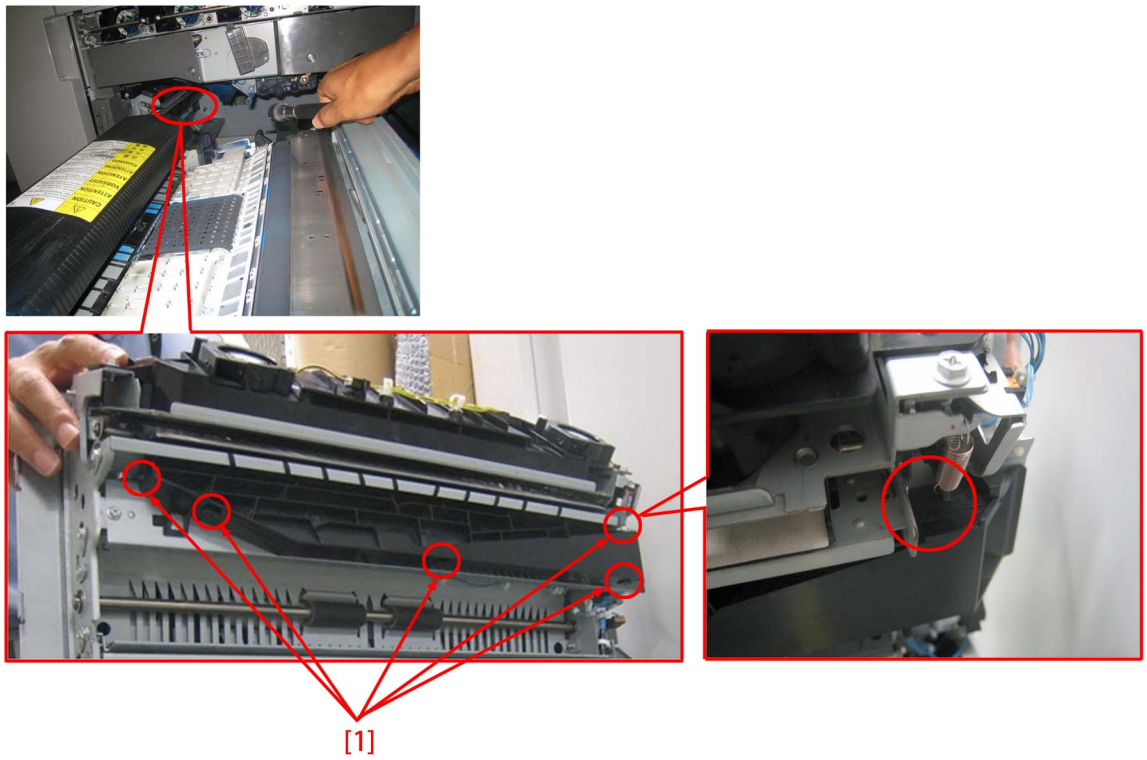
If the claws at the contact of the paper cooling lower left/right ducts in the delivery reverse assembly are not properly seated, cool air leaks from the paper cooling lower ducts towards the fixing assembly and leads to the aforementioned symptom.

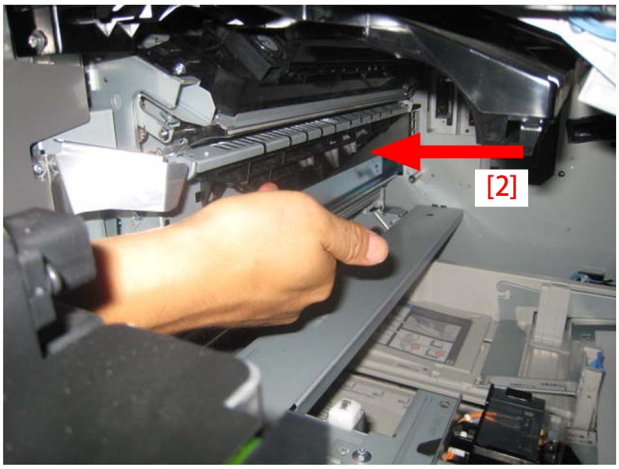
[Service work]

If the device would not recover even after performing the remedy to the error described in the service manual, check the claws at the contact of the paper cooling lower ducts.
1) Pull out the fixing feeding assembly [1] referring to the service manual.

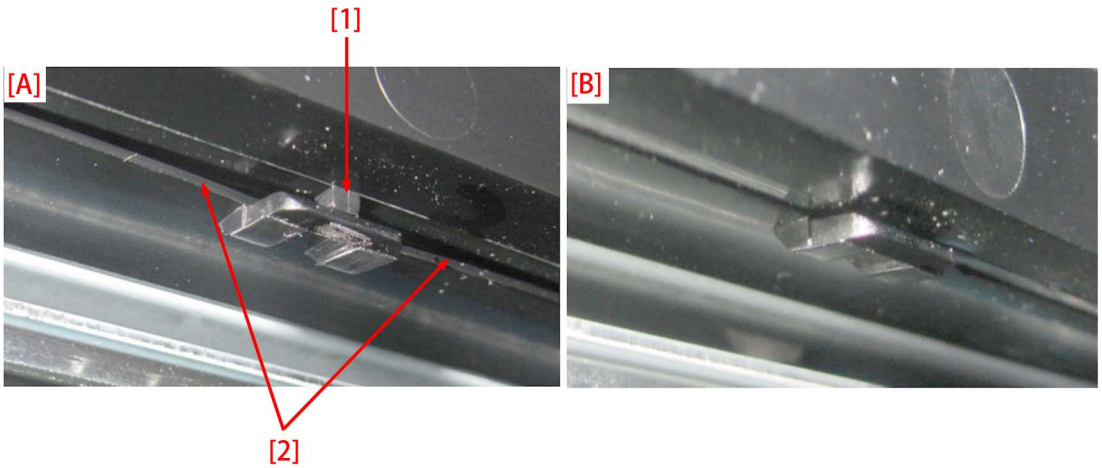


2) Check the seating of the 5 claws [1] at the contact of the paper cooling lower left duct and the paper cooling lower right duct, and if any claw is not seated properly, then push it in the direction of the arrow [2] to lock it.





[Note]
When the claw is hooked, it clicks.
The boss [1] is seen when the claw is only half seated [A]. Also there is a gap [2] between its counterpart.
If the boss is not seen and no gap left between the counterpart, then the claw is seated fine [B].



3) Reinstall the fixing feeding assembly in reverse order of the step.

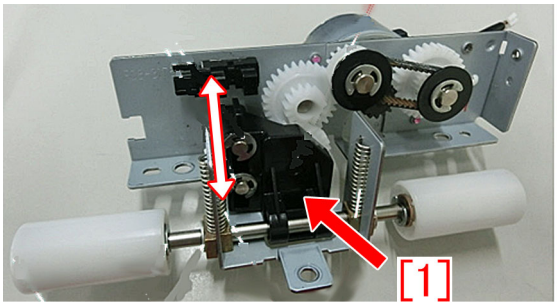
E568-8002/Shaved gear tooth due to overloading with friction from sliding while the estrangement rack is moving (Staple-Q1/W1/ Booklet-Q1/W1/Saddle-AM2/AN2/Finisher-AM1/AN1)

[Symptom/Question]

E568-8002 and shaving on the gear tooth may occur in the machine earlier than the following countermeasure cut-in serial numbers in factory.
- E568-8002 : Feed Roller HP error

[Cause]

While the feed roller shaft is moving up and down to detect home position, if the estrangement rack [1] that holds the feed roller shaft inclines, the load from sliding increases and the feed roller shaft becomes unable to go back to home position, and this brings the aforementioned symptom.



[Remedy/Answer]

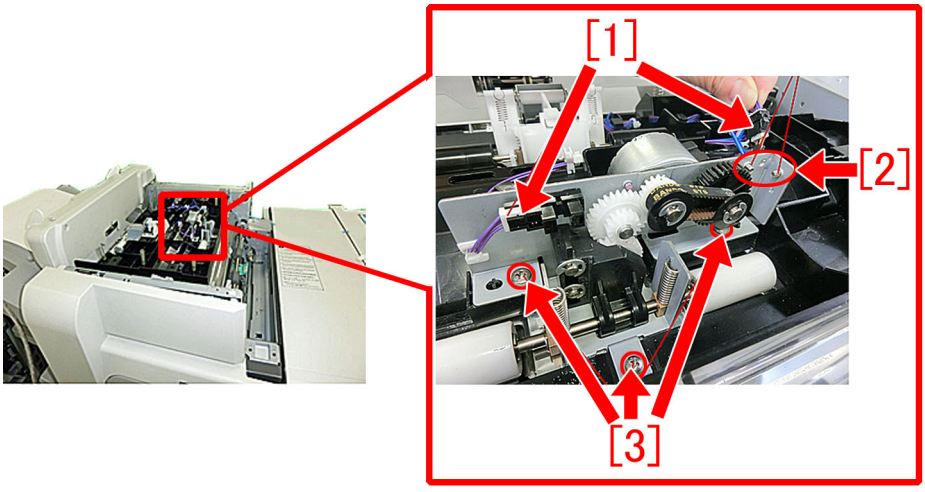
When the above-mentioned symptom occurs, perform the work either A) Replacing the upper feeder assembly with the new type or B) Applying the grease to the feed assembly.

A) Replacing the upper feeder assembly with the new type

Prepare the new-type upper feeder assembly for each machine and perform the work by following the steps below.
A-1) Refer to Service Manual (4. Parts Replacement and Cleaning > Feed Assembly) and remove the delivery static eliminator and the upper feeder assembly.
A-2) Replace the upper feeder assembly with the new type.

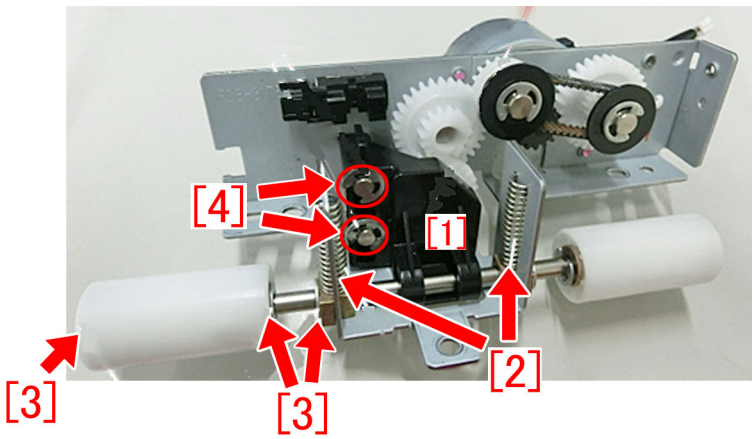
B) Applying the grease to the feed assembly

Prepare Molykote EM-50L (HY9-0007-000) and e-rings (XD9-0135-000, x5pcs) and perform the work following the steps below:
B-1) Refer to the service manual (4. Parts Replacement and Cleaning > Feed Assembly) and remove the delivery static eliminator and the upper cover of the upper feeder assembly.
B-2) Disconnect the connectors [1] (x2pcs) and remove the screws (x2pcs) for grounding [2] and the screws [3] (x3pcs) to detach the feed assembly.

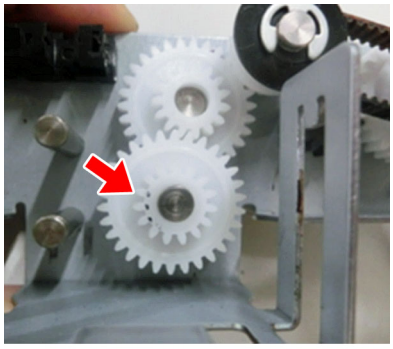


B-3) Remove the estrangement rack [1] in the following order:
B-3-1) Remove the compression springs [2] (x2pcs).

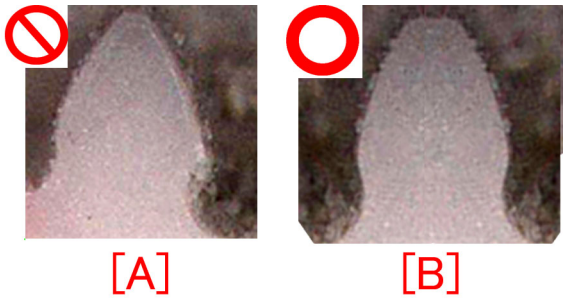
B-3-2) Remove the e-rings [3] (x3pcs) to remove the follower roller and then draw out the feed roller.
[Reference]
- Some models have only 2pcs of e-rings.
- Some models have a pin attached to the follower roller
B-3-3) Remove the e-rings [4] (x2pcs) to detach the estrangement rack [1].



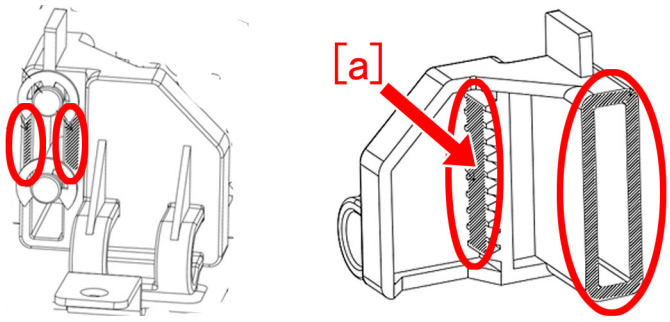
B-4) Put marks with a magic marker on the teeth of the gear meshing with the estrangement rack.



B-5) Visually, check the condition of the teeth marked in the step B-4).
If chipped/shaved teeth are observed, shift the phase of the gear position by rotating by 180 degrees at angle.
The picture [A] shows a shaved gear tooth in a triangle shape. The picture [B], a gear tooth in the normal shape.



B-6) Clean up the soiling and filings attached to the estrangement rack and the gear with lint-free paper moistened with alcohol.
B-7) Apply Molykote EM-50L (HY9-0007-000) to at 4 locations on the front/back sides of the estrangement rack shown in the following illustrations.
-Apply Molykote in an amount of a grain of rice (approximate 20mg) per a portion.
-Apply all over the teeth in the rack section [a] that meshes with the gear.



B-8) Reassemble the parts in reverse order from the step B-3). Use new e-rings (XD9-0135-000) when doing so.

[Service parts]
(Common to models)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	XD9-0135-000	RING, E	5 -> 5	
	New				
2	Old				
	New	HY9-0007-000	LUBE, MOLYKOTE EM-50L, GREASE	0 -> 1	

(Staple Finisher-Q1 / Booklet Finisher-Q1)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-A196-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-A196-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Finisher-AM1 / Saddle Finisher-AM2)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-C358-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-C358-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Staple Finisher-W1 / Booklet Finisher-W1)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-K156-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K156-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Finisher-AN1 / Saddle Finisher-AN2)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-K515-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K515-010	UPPER FEEDER ASSEMBLY	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
Staple Finisher-Q1 UL	To be informed as soon as identified.
Staple Finisher-Q1 EU/O	To be informed as soon as identified.
Booklet Finisher-Q1 UL	To be informed as soon as identified.
Booklet Finisher-Q1 EU/O	To be informed as soon as identified.
Staple Finisher-W1 UL	SWT50905
Staple Finisher-W1 EU/OT	SWU50686
Staple Finisher-W1 CN	WJN50058
Booklet Finisher-W1 UL	SWW51842
Booklet Finisher-W1 EU/OT	SWX51362
Booklet Finisher-W1 CN	WJP50035

Model	Serial No.
Finisher-AK1 CN	NWD50030
Finisher-AK1 EU/O	NWC50342
Finisher-AK1 UL	NWB50000
Finisher-AJ1 UL	No implemented due to production discontinuance.
Finisher-AJ1 EU/OT	No implemented due to production discontinuance.
Finisher-AJ1 CN	No implemented due to production discontinuance.
Saddle Finisher-AJ2 CN	No implemented due to production discontinuance.
Finisher-AM1 UL	No implemented due to production discontinuance.
Finisher-AM1 EU/O	No implemented due to production discontinuance.
Finisher-AM1 CN	No implemented due to production discontinuance.
Saddle Finisher-AM2 UL	QWL50005
Saddle Finisher-AM2 EU/O	QWM50058
Saddle Finisher-AM2 CN	QWN50014
Finisher-AN1 US	WBP50005
Finisher-AN1 EU/OT	WBQ50116
Finisher-AN1 CN	WBR50025
Saddle Finisher-AN2 US	WBT50445
Saddle Finisher-AN2 EU/OT	WBU50220
Saddle Finisher-AN2 CN	WBV50006

E007-00x1/0101 due to an arm going onto the head of a stepped screw of fixing belt unit.

[Symptom/Question]

In the machine earlier than the following countermeasure cut-inserial numbers in factory,arm of the front tension arm unit may go onto the head of a stepping screw of the fixing belt unit. This may cause one of the errors listed below.
-E007-0001-05:Fixing Belt full displacement error
-E007-0011-05:Fixing Belt full displacement error
-E007-0021-05:Fixing Belt full displacement error
-E007-0101-05:Fixing Belt HP detection error

[Cause]

Due to looseness of the front tension arm unit (FM0-1379-000), its arm [2] may go onto the head of the stepped screw (FU1-9010-020) [1].
I be restricted, the normal fixing belt displacement correction control becomes unable to be done, and the above-mentioned symptom occurs.

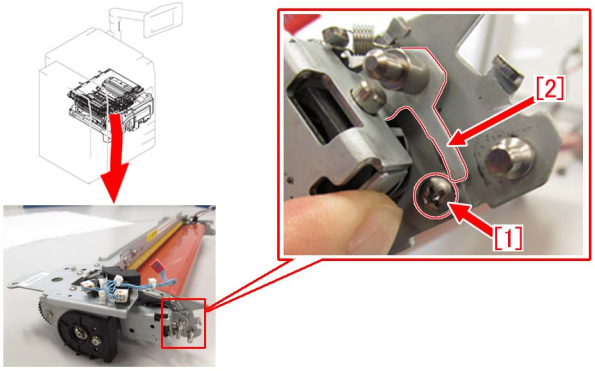
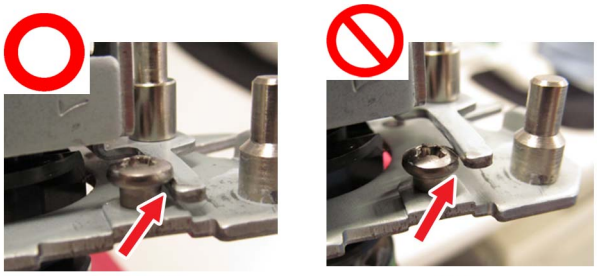


Photo [A] is showing the normal status, with the arm located below the head of stepped screw.
Photo [B] is showing the abnormal position of the arm, which is causing errors. Here, a scratch mark is observed on the head of the stepped screw.

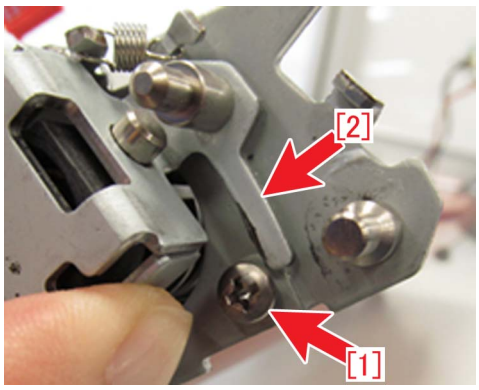


[Remedy/Answer]

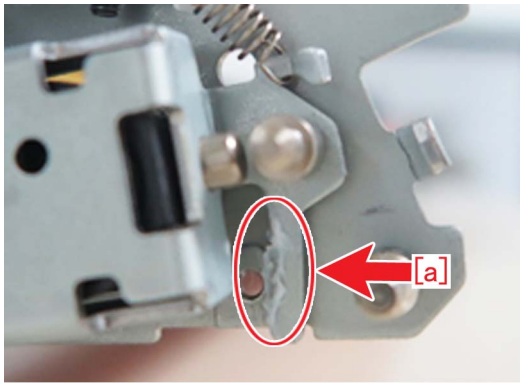
If the above-mentioned symptom occurs, prepare the new type stepped screw (FU5-9425-010) and a grease (FY9-6036(SE1107)) and perform work by the following procedures below.
[A] is the new type: Screw head= ϕ 8mm and [B] is the old type: Screw head = ϕ 6.3mm

1) Refer to the service manual and detach the fixing belt unit.

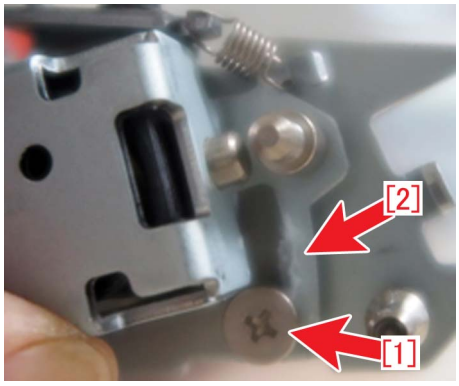
2) Slide the arm [2] of the front tension arm unit, and while holding it away from the screw, remove the stepped screw [1]



3) Apply the grease (SE1107) as much as a grain of rice (approx. 20mg) to the side face of the arm [a], where the part interferes with the screw.



4) Slide the arm [2] of the front tension arm unit, and while holding it away, attach a new type of stepped screw [1].



5) Return the fixing belt unit to the main unit.
[Service parts]

No		Part Number	Description	Q'ty	Fig. No
1	Old	FS1-9010-020	SCREW,STEPPED,M3	1 - > 0	811
	New	FU5-9425-010	SCREW,STEPPED,M3	0 - > 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
iPR C850SER CN 220V	XMT00591
iPR C850SER US 208V	XMS02046
iPR C65 US 208V	XMU00538
iPR C850SER US 208V	XMR03105
iPR C650 US 208V	YCE01031

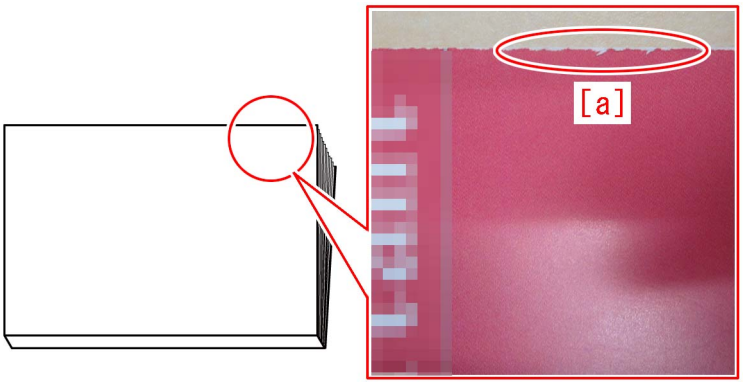
Notice of periodical replacement of the trimming blade and the heater (Glue vat unit)

[Details]

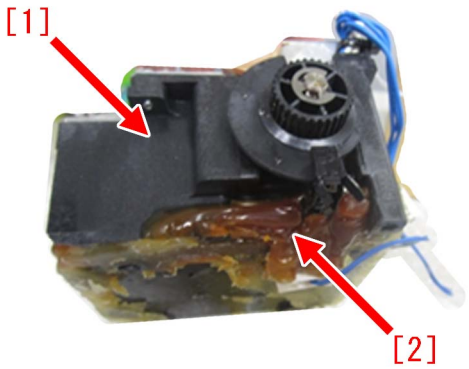
Check the work interval of the trimming blade and the heater (Glue vat unit) from the following Service Mode and besure that these parts are not used beyond the designated work interval.

Replaced Parts	Service Mode	Work Interval
Trimming blade	COPIER > COUNTER > DRBL-2 > BND-CUT	40,000 trimming
Glue vat unit	COPIER > COUNTER > DRBL-2 > HEATER	2,000 hours

When using the parts beyond the designated work interval, the following symptoms occur.
a) Trimming blade [Periodically Replaced Parts]
Trimming performance of the trimming blade goes down and trimming failure [a] occurs.



b) Glue vat unit [Consumable Parts]
When glue [2] overflows from the glue vat [1] and hardens on surrounding parts of the glue vat, the glue vat [1] may become unable to be detached. Also, errors (E5B0-8007/E5B2-8001/E5B7-0001/E5B7-0002/E5B8-8001) may be triggered.
-E5B0-8007: An error in the Thermostat (THSW) was detected
-E5B2-8001: Error in glue vat level detection of Perfect Binder
-E5B7-0001/-0002: Error in Glue Vat Shift Motor (M32) of Perfect Binde
-E5B8-8001: The Glue Vat Roller Rotation Sensor (S59) could not detect rotation of the Glue Vat Roller when it was driven.



[Remedy/Answer]

Replace the trimming blade and the heater (Glue vat unit) in accordance with the designated work interval described in Service Manual.

Measure against failure after system version upgrade (Multi Function Professional Puncher_A1)

[Symptom/Question]

In the machine earlier than the following countermeasure cut-inserial numbers in factory, the following failures may occur on the Multi Function Professional Puncher-A1, when the system version upgrade is done for a
main body and an accessory.

- Only LCD light is on, but characters do not appear on an operation panel of Multi Function Professional Puncher-A1.
- E503-0055: Communication Error in the Multi Function Professional Puncher
- E711-0001: IPC communication error (time out error)

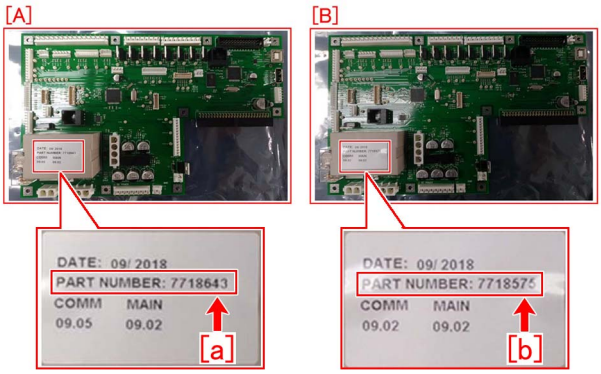
[Cause]

For some reason, when power drop or power OFF is caused during the version upgrade process of Multi Function Professional Puncher-A1, some part of the firmware fails to be written in, causing the above symptom.

[Remedy/Answer]

When the above mentioned failure is observed, replace with the new type MAIN CONTROLLER PCB ASS'Y(FC3-7449-000)[A], which has its Bootloader firmware modified.
In addition, the Bootloader firmware could not be upgraded by SST, thus the MAIN CONTROLLER PCB ASS'Y is needed tobe replaced. The new type PCB has Main Ver9.02 or later, and COMM Ver9.05 or later in it.

[NOTE]
The new/old type of MAIN CONTROLLER PCB ASS'Y could be identified by the PART NUMBER [a] [b] printed on a label on a PCB.
- New type [A]: 7718643[a]
- Old type [B]: 7718575[b]



[Service parts]

No		Part Number	Description	Q'ty	Fig. No.
1	Old	FC3-6944-000	MAIN CONTROLLER PCB ASS'Y	1 - > 0	Q40
	New	FC3-7449-000	MAIN CONTROLLER PCB ASS'Y	0 - > 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
MFPP-A1 115V	SYM01422
MFPP-A1 230V	SYN00733

E5A3-808x/E5B5-8016 and 1FA9 jam code due to sliding failure of dust buffer (Perfect Binder-A1/B1/C1/D1/E1)

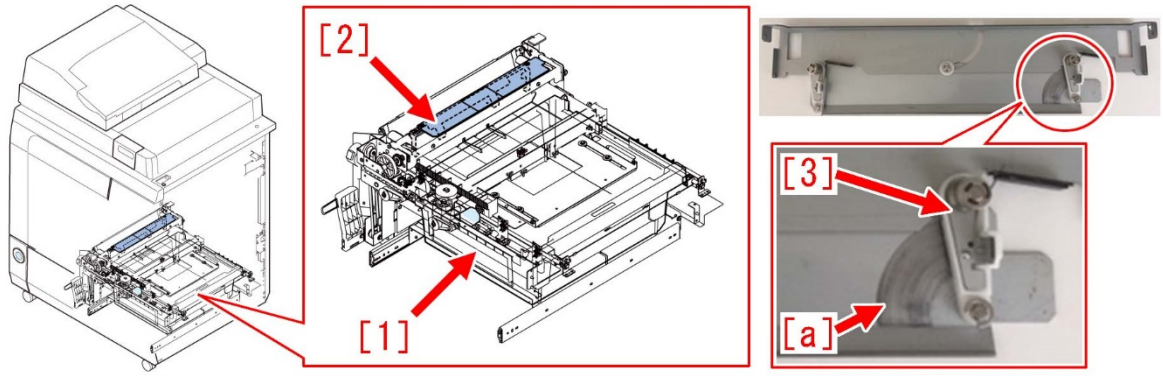
[Symptom/Question]

In the machine earlier than the following countermeasure cut-inserial numbers in factory, when copying using perfect binder, E5A3-8081/E5A3-8082/E5B5-8016 or 1FA9 jam may occur.

- E5A3-8081: Error in the stack buffer tray motor (M39) of Perfect Binder (Stack buffer tray home position sensor (S78) is not turned OFF.
- E5A3-8082: Error in the stack buffer tray motor (M39) of Perfect Binder (Stack buffer tray home position sensor (S78) is not turned ON.)
- E5B5-8016: Error in waste paper detection of Perfect Binder
- 1FA9: Stationary jam of rotation home position sensor 1 (S95)

[Cause]

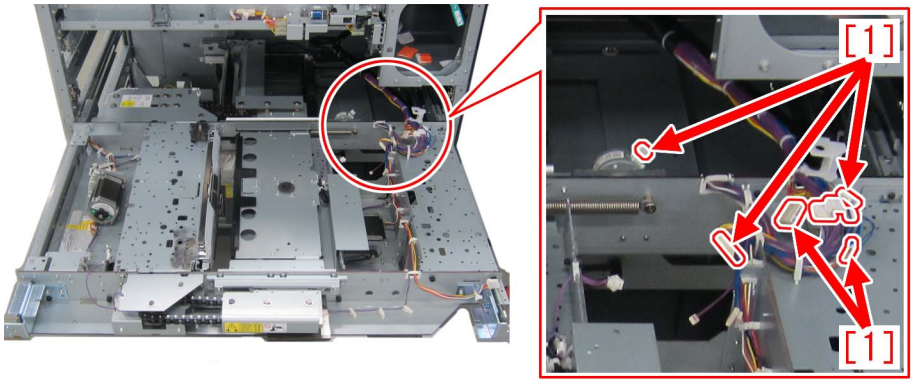
As the life of the dust buffer [2] in dust collecting area [1] advances, the surface [a] that comes in contact with the arm [3] gets shaved. This causes sliding failure of the dust buffer, resulting in the above symptom.



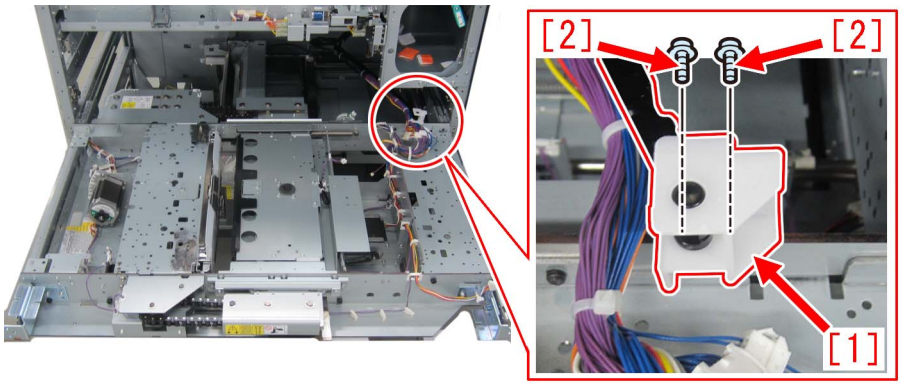
[Remedy/Answer]

When the above symptom occurs, prepare some lint-free paper and alcohol, and clean the dust buffer in the following procedure.
[Note] When bringing down the trimming assembly, be sure to do so with two people.

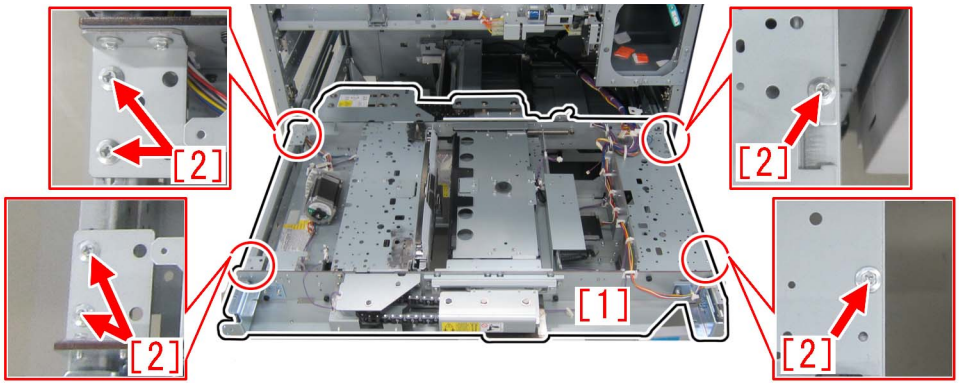
1) Refer to Service Manual and remove the rear cover.
2) Refer to Service Manual and remove the stack rotation assembly.
3) Remove all the connectors [1].



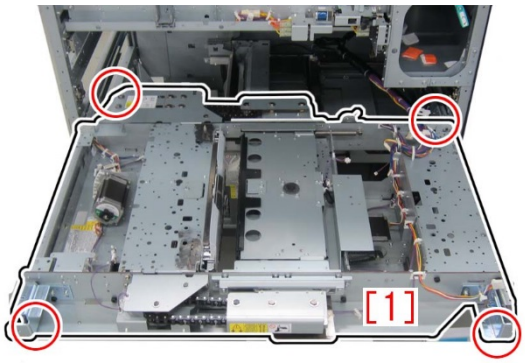
4) Remove the 2 screws [2], and then remove the cable arm [1] from the trimming assembly.



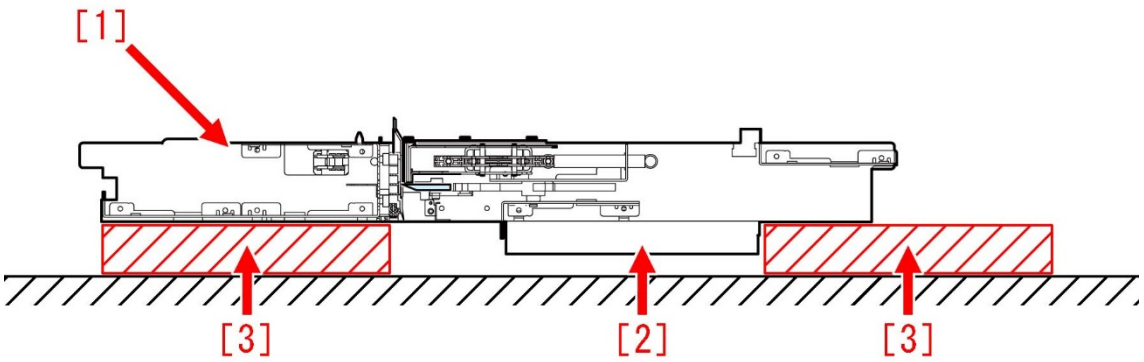
5) Remove the 6 screws [2].
[Reference] Marking the screw holes, with a permanent marker, which the trimming assembly was secured to may be helpful when installing back the trimming assembly.



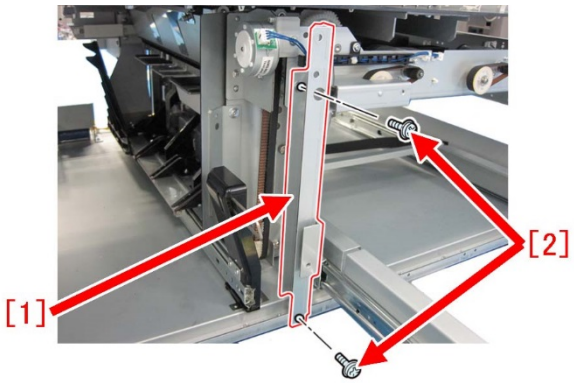
6) Hold the areas marked with red circles and remove the trimming assembly [1].



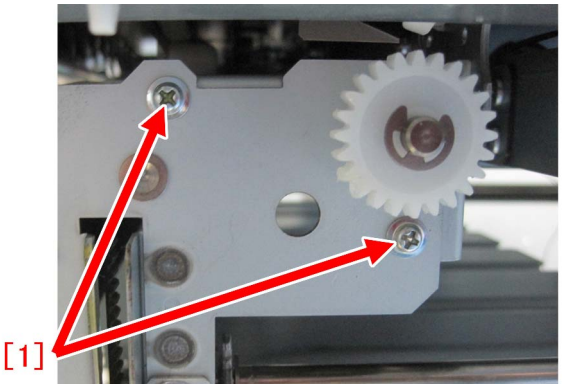
[Note] There is a protrusion [2] on the bottom side of the trimming assembly. As placing the removed trimming assembly directly on the floor may damage the trimming assembly, use 4 reams of LTR size copy paper [3] and place the assembly on top of them.



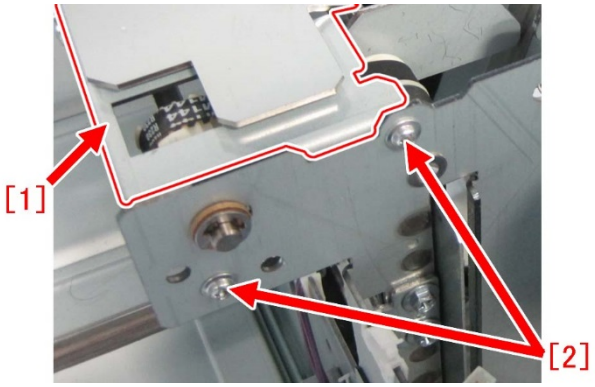
7) Remove the 2 screws [2] and then remove the bracket [1].



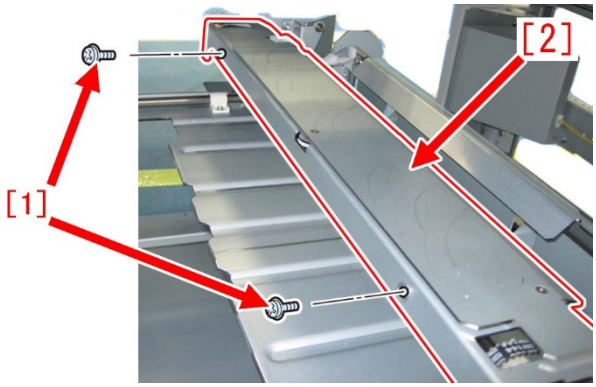
8) Refer to Service Manual and remove the dust buffer drive assembly.
9) Remove the 2 screws [1] in front securing the sub buffer unit.



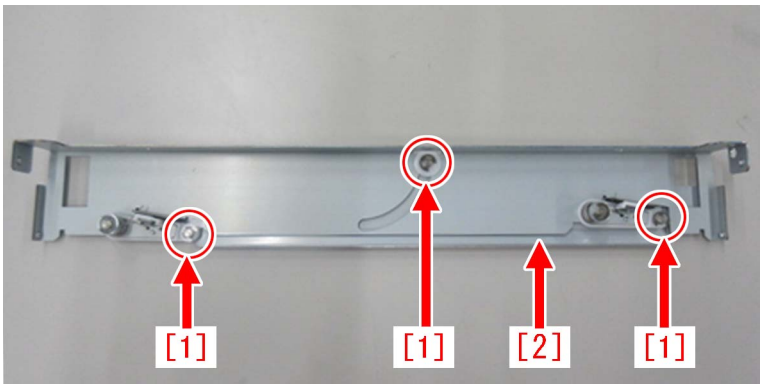
10) Go to the back of the machine. Refer to "Removing the dust buffer unit" in Service Manual and open the controller PCB mount.
11) Remove the 2 screws [2] in rear securing the sub buffer unit [1].



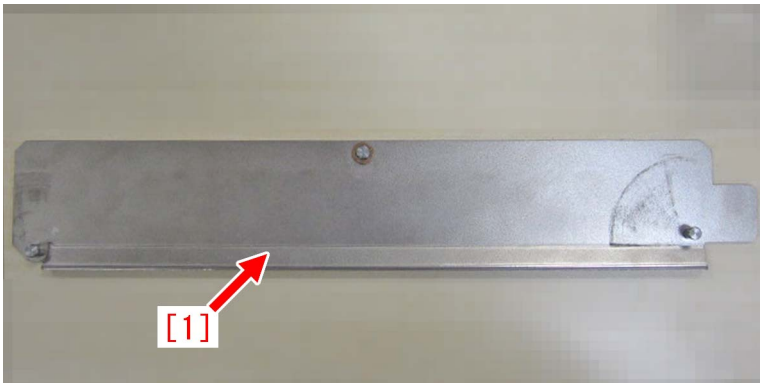
12) Remove the 2 screws [1] on the side of the sub buffer unit [2] and then remove the sub buffer unit.



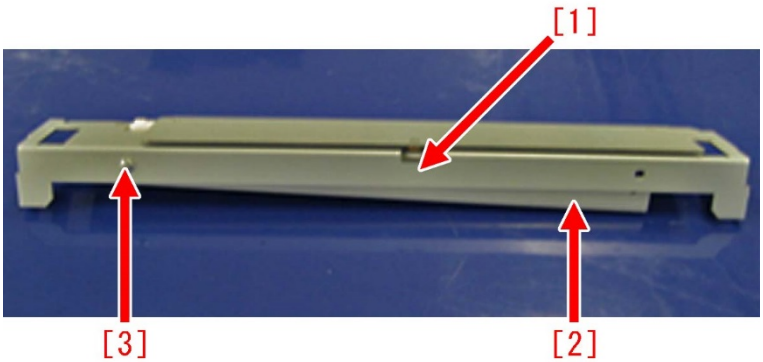
13) Flip the sub buffer unit. Remove the 3 E-rings [1] and then remove the sub buffer [2].
[Reference] Do not reuse the removed E-rings and prepare new ones.



14) Moisten the lint-free paper with alcohol and clean the front side and back side of the sub buffer [1].



15) Assemble the parts from the step 13) in the reverse order.
[Reference] Temporarily securing the sub buffer [1] and the bracket [2] with the screw [3] makes attaching the sub buffer unit easy.



[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FL0-0656-000	PLATE	1->0	P82
	New	FL1-5817-000	PLATE	0->1	P82
2	Old	FM1-B017-000	DUST CATCH ASSEMBLY	1->0	P82
	New	FM1-U699-000	DUST CATCH ASSEMBLY	0->1	P82

* In this text, the plate is referred to as the sub buffer.
* In this text, the dust catch assembly is referred to as the sub buffer unit.

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
Perfect Binder-A1 US	No implemented due to production discontinuance
Perfect Binder-A1 EU/O	No implemented due to production discontinuance

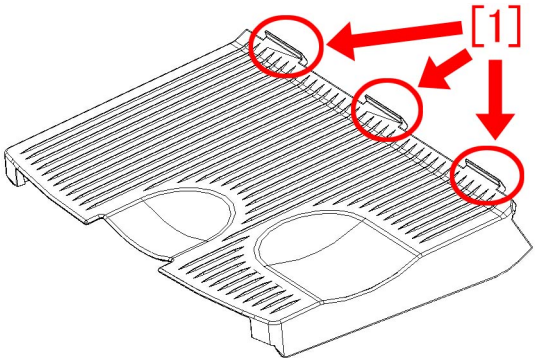
Model	Serial No.
Perfect Binder-B1 US	No implemented due to production discontinuance
Perfect Binder-B1 EU/O	No implemented due to production discontinuance
Perfect Binder-C1 US	EGX20512
Perfect Binder-C1 EU/O	EGZ20535
Perfect Binder-D1 US	No implemented due to production discontinuance
Perfect Binder-D1 EU/O	No implemented due to production discontinuance
Perfect Binder-E1 US	WBX00556
Perfect Binder-E1 EU/ASIA	WBY00538

Specifications-Related

The breakage of copy tray hooks due to an overloading of output paper (Copy Tray-P1/R1/R2/Output Tray-A1)

[Symptom]

The copy tray hooks (claws) [1] may break on an engine whose serial number is earlier than the following countermeasure cut-in serial numbers in factory.



[Cause]

An overloading of output paper overcomes the designed strength of copy tray, and this induces the above mentioned symptom. The said symptom would not occur in the use where the stack volume in the tray is within the specification.

[Reference] The specifications of number of sheets stacked in the copy tray for each basis weight for paper is as per the followings:

- 80 g/m^2 or less: 250 sheets (50 for long strips)
-128 g/m^2 120 sheets (30 for long length papers)
-105 g/m^2 190 sheets
-220 g/m^2 90 sheets
-256 g/m^2 70 sheets
-300 g/m^2 60 sheets (20 for long length papers)

[Service work]

When the aforementioned symptom has occurred, replace the copy tray 1 [1] with new type which changed shape of the hooks (claws) and enhanced strength against weight.

Main body	Model	Part number of new type copy tray 1
iR-ADV C7000/C7200/C9000/C9200 Series	Copy Tray P1	FC9-6183-010
image PRESS C800/C650 Series	Output Tray A1	FE2-0250-020
iR-ADV C7500 Series	Copy Tray R1	FE4-5914-010
image PRESS C850 Series	Copy Tray R2	FE4-5914-010

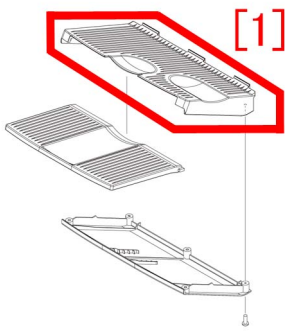
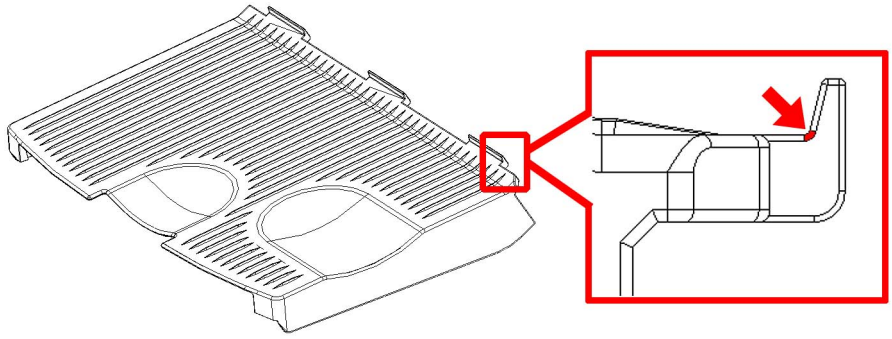
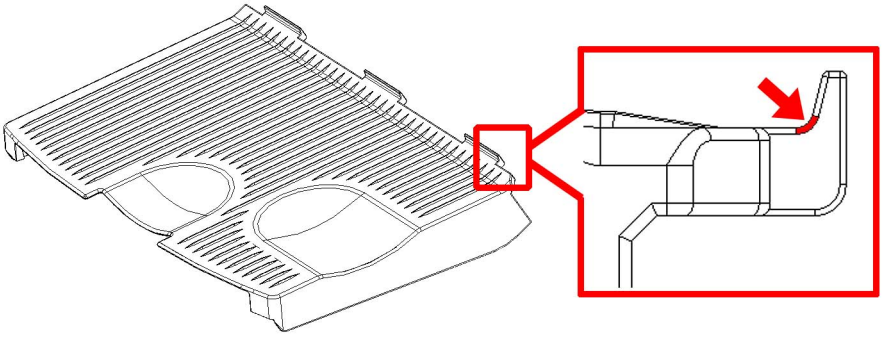


Figure [A] is the previous copy tray 1 and [B], the new type copy tray 1.



[A]



[B]

Besides above, explain the customer's attention not to overload the copy tray with the output paper.

[Service parts]

- Copy Tray R1/ R2

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FE4-5914-000	TRAY, COPY, 1	1->0	L10
	New	FE4-5914-010	TRAY, COPY, 1	0->1	

- Copy Tray P1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FC9-6183-000	TRAY, COPY, 1	1->0	L01
	New	FC9-6183-010	TRAY, COPY, 1	0->1	

- Output Tray A1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FE2-0250-010	TRAY, COPY, 1	1->0	L10
	New	FE2-0250-020	TRAY, COPY, 1	0->1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
Copy Tray R1	70203101
Copy Tray R2	70202101
Copy Tray P1	70202101
Output Tray A1	70203101 or later 70202101 or later

Notice when replacing the fixing gears.

[Detail]

When grease applied on fixing belt unit was deteriorated or the applied amount was insufficient, gears may wear out. Therefore, follow the instructions below carefully when replacing the fixing belt unit with a new one.

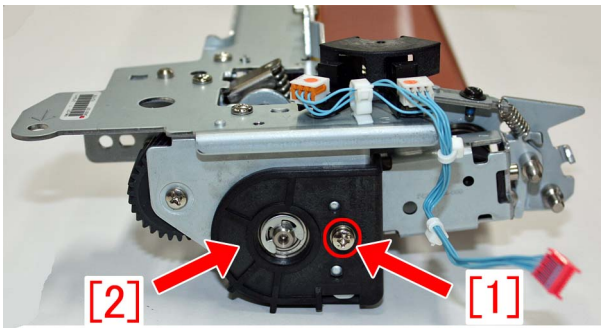
[Service work]

Prepare the following gears, new type of E-ring (XD9-0136-000) and grease SE1107 (FY9-6036-000). Follow the steps below to replace them with new ones.
- 31T GEAR (FL1-0579-000) 1pc
- 37T/42T GEAR (FU9-0977-000) 1pc1

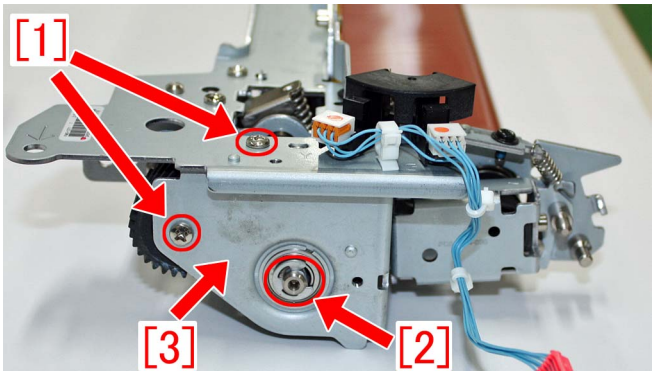
[Reference] Switch to the new type 31T gear (FL1-0579-000) which is integrated with the bearing and strengthened.
In addition, check the status of 27T gear, which is the counterpart of 31T gear, located inside the fixing drive unit. If any damage was observed on its teeth, replace the 27T gear to new one at the same time.
- 27T GEAR (FL1-1282-000) 1pc

a) Replacement of 31T gear and 37T/42T gear in the fixing belt unit

1) Remove the fixing belt unit referring the Service Manual.
2) Remove one screw [1] to detach the cover [2].



3) Remove one E-ring [2] and two screws [1] to detach the support plate [3].
[Note] Pay attention not to lose the bearing attached to the support plate. This bearing shall be reused.

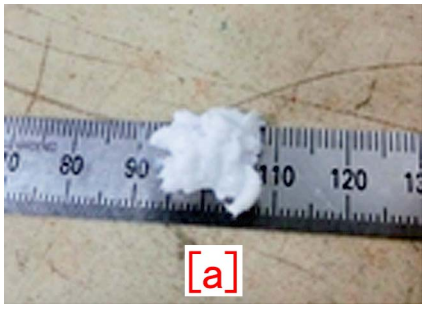


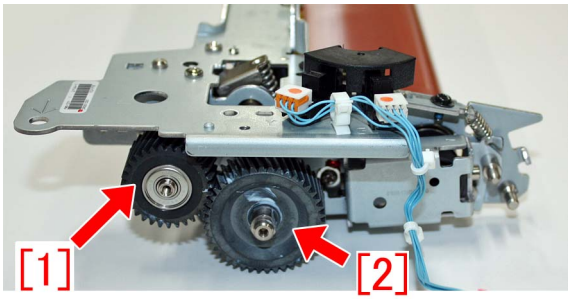
4) Apply grease on entire circumference of the prepared 31T gear and 37T/42T gear, before replacing the 31T gear [1] and 37T/42T gear [2]. Apply 1.3g grease [a] for each gear.
[Reference]

- The 2 bearings attached to the old type 31T gear whose color is black will be redundant after the replacement.
- The new type 31T gear (FL1-0579-000) [2] is brass colored and integrated with the bearings.

[1]

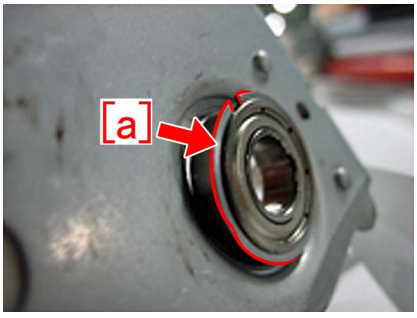
[2]



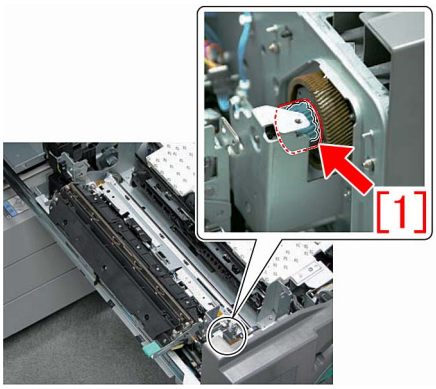


5) Reassemble the parts in reverse order from step 3).
[Note]

- Put the bearing which was removed at the step 3) to the support plate before fixing the support plate with screws.
- Do not reuse the E ring. Replace with a new one.
- When installing the bearing, be sure the flange [a] comes outward.



b) Cleaning, grease application and replacement of 27T gear in the fixing drive unit
Refer to the issued Service Information (F01476) and perform cleaning and grease application for 27T gear [1]. If necessary, replace with a new 27T gear [1].



[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FU0-0126-000	31T GEAR	1 -> 0	811
	New	FL1-0579-000	31T GEAR	0 -> 1	

No.		Part Number	Description	Q'ty	Fig.No.
2	Old	FU9-0977-000	37T/42T GEAR	1->1	811
	New				
3	Old	FL1-1282-000	27T GEAR	1->1	332
	New				
4	Old	XD9-0136-000	RING, E	1->1	811
	New				
5	Old	XG9-0499-000	BEARING, BALL R-1560X2ZZR	2 -> 0	811
	New	FL1-0579-000	31T GEAR	0 -> 1	

Controller Specification

Mixed media setting does not work properly for VDP job. (imagePRESS Server F200/G100)

[Symptom/Question]

When printing VDP (Variable Data Print) job with using Mixed media setting, the Mixed Media setting does not work expectedly.

[Cause]

This is a known limitation of Mixed Media and VDP job.
The Fiery server treats each VDP record as a separate job when applying Mixed Media settings to a VDP job. Consequently, you will get unexpected output result depending on the condition.

[Remedy/Answer]

There are two way for solution.
1. When FreeForm 1 Record Length is set to "FreeForm master", you have to define Mixed media settings to the range of master page length.
2. If you wish to apply Mixed media settings to variable data, change FreeForm 1 Record Length from "FreeForm master" to "Job" in Configure. Then, the job might be printed according to the Mixed Media settings.

[Actual case]

Defined Mixed media settings to print each page from different paper deck, and apply it to FreeForm(VDP) job. As a result, all pages are printed from the same paper deck that is assigned for page 1.

"BookletFinisher-W1" and "BookletFinisher-AM2" do not exist in Available options. (imagePRESS Server F200/G100)

[Symptom/Question]

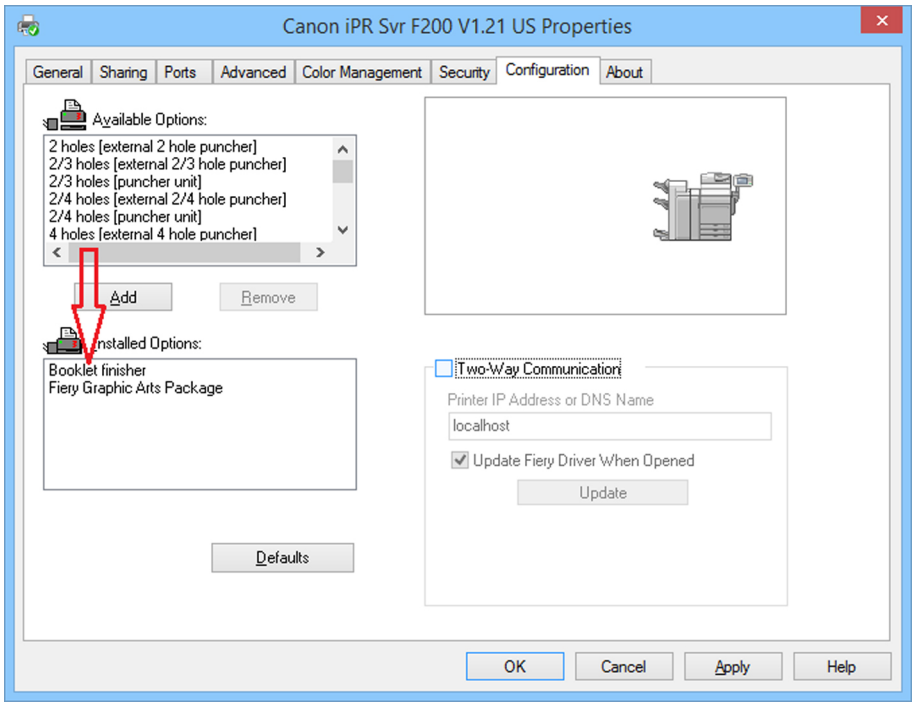
"BookletFinisher-W1" & "BookletFinisher-AM2" do not exist in Available options in Configuration tab of printer driver properties.
It is unable to configure correct device options.

[Cause]

That is a specification.
There is "BookletFinisher" in Available Options instead.
It corresponds to both "BookletFinisher-W1" (for iPR C850 series) and "Booklet Finisher-AM2" (for iPR C800 series).

[Remedy/Answer]

Please select "BookletFinisher" from Available Options and add it to Installed Option. Or, enable Two-way Communication, and press Update button. Then, you can use all functions of BookletFinisher-W1/AM2.



Cannot staple for multiple worksheets in Excel (Print Server)

[Symptom/Question]

You can print whole book or selected worksheets in Excel.
However, when you print multiple worksheets in Excel, you cannot staple for multiple worksheets.
Only the selected worksheet is stapled, other worksheets are printed as another job without the staple setting.
All versions until Excel 2016 are reproducible. (At the moment of Feb 2018)

[Cause]

A limitation of Excel.
Excel has print settings per worksheet, so print settings are applied for the selected worksheet and other worksheets are printed without the print settings.

[Remedy/Answer]

No workaround. Cannot staple for multiple worksheets.
You need to use other applications that have the pages you want to print.

imagePRESS Server shuts down when MFP shuts down by auto shutdown timer. (imagePRESS Server-F200 / H300)

[Symptom/Question]

When auto shutdown timer is activated in user mode of MFP, imagePRESS Server shuts down automatically when MFP shuts down by auto shutdown timer.

[Cause]

It is correct behavior by design.
imagePRESS Server shuts down when MFP shuts down by auto shutdown timer except the conditions described below.

1) imageRPESS Server is booting up.
2) imageRPESS Server is running setup mode.

[Remedy/Answer]

Workaround:
No workaround is available to avoid auto shutdown of imagePRESS Server except the condition 1) or 2) above mentioned.

Note:
Auto shutdown functions are not visible in user mode of MFP at shipping condition except the model for Europe region. It requires changing service mode to activate.
Before activating auto shutdown functions in the service mode, please accept all descriptions in this document.

Fiery server does not apply the Virtual Printer job settings to a PCL job. (imagePRESS Server G100)

[Symptom/Question]

Users may not get expected output when they are printing a PCL job with a Virtual Printer.

[Cause]

The Virtual Printer does not support PCL jobs.

[Remedy/Answer]

Use the PostScript driver which is supported by your Fiery server instead of a PCL driver. The Virtual Printer job settings will be applied to the job generated by the PostScript driver.