imageRUNNER
ADVANCE
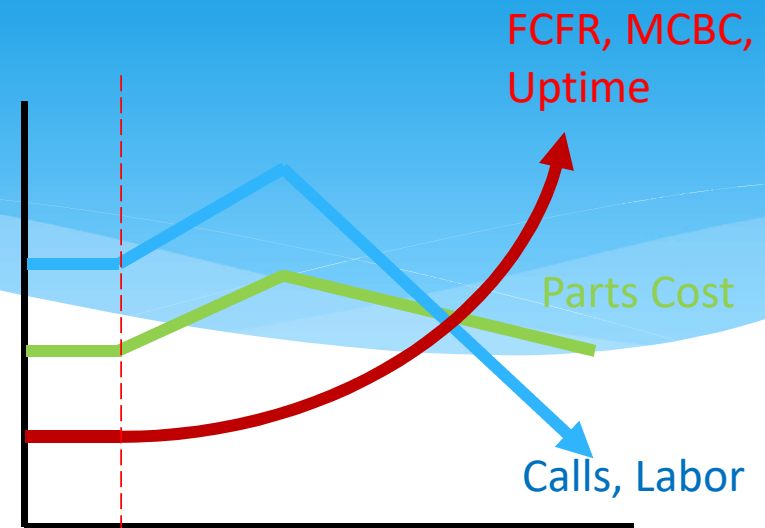**8505i / 8595i** III
8585i
6575i / 6565i III
6555i

Preventative Maintenance Procedure

Last update 05/30/2019

➤ Purpose

Increase the following items.

◆ **FCFR** (*First Call Fix Rate*)

◆ **Uptime**

◆ **MCBC** (*Mean Copies Between Calls*)

◆ **Customer Satisfaction**

FCFR, MCBC, Uptime

Parts Cost

Calls, Labor

Implementation of the Preventative Maintenance Procedure

➤ How to use

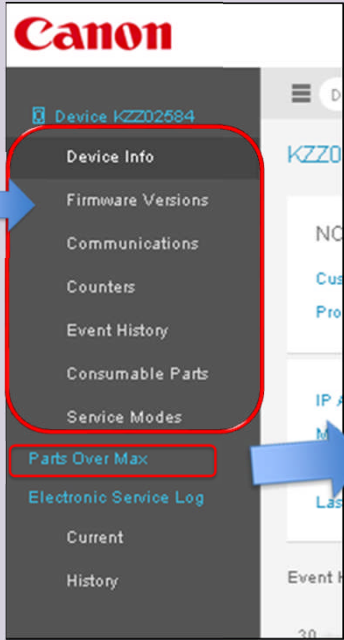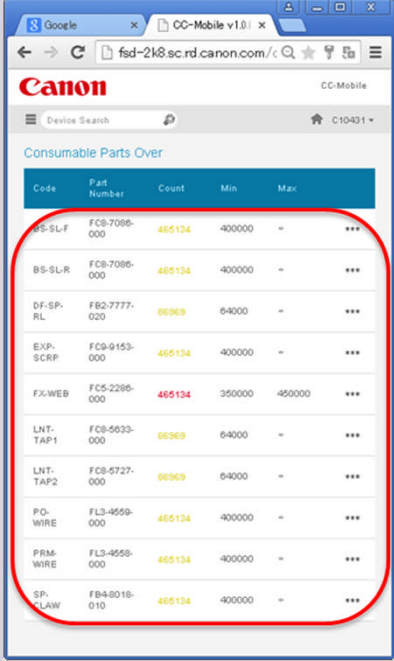| Pre-Visit Serviced History Check	→	Common Process (Before)	→	Maintenance Process	→	Common Process (After)

This document was developed by Canon USA Engineering Services and Solutions to perform consistent, effective and efficient maintenance on all Canon products.
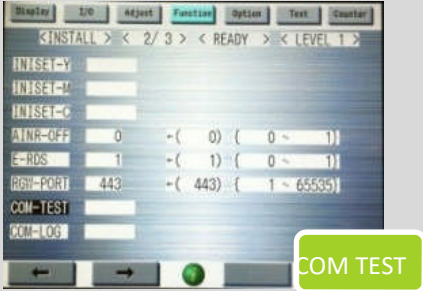
iR ADV6500/8500 Advanced Maintenance Guide

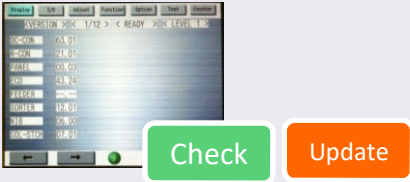|	Procedure	Detail	Note	Time
Service History Check – [Pre Visit]	**Action Prior to Customer Visit:** **Whenever possible, Check Snapshot for :** • Firmware Version • Event History • Part Counters • Service Mode Settings	1. Log into Snapshot : 	• Enter the machine Serial Number to check the following: 1. Firmware Version – **Prepare Firmware if necessary** 2. Communications 3. Counters – **Machine Usage** 4. Event History – **Check History for Errors, Alarms and Jams** 5. Consumable Part Counters - **Prepare Consumable and Durable Parts** 6. Service Modes **ITB Belt Position [disp_misc ITB-POS]** 1. Understand the machine's current condition (jams and error, needed consumable parts) before visiting EM call or Q-Call. 2. Prepare all consumable parts that exceeded Target and replace them on a PM-call, replace any parts that exceeded life you have now at the EM call. 3. Take the necessary actions for the jamming and errors.	**Check** **6 min**
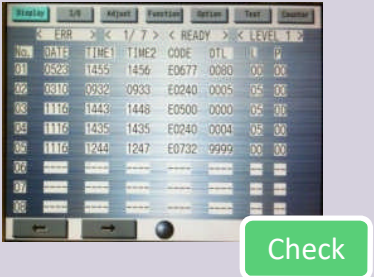
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Common Process (Before)

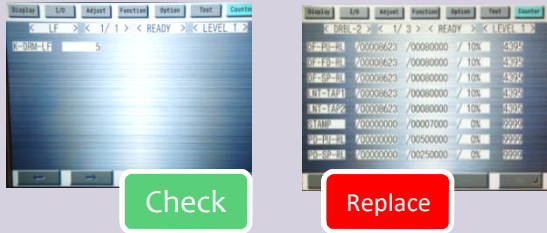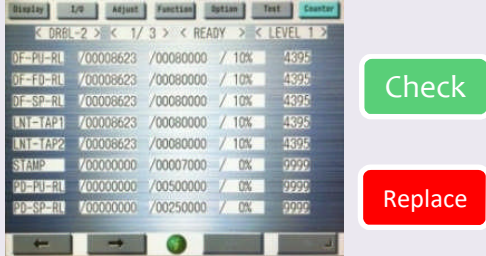| Procedure	Detail	Note	Time
C1 Verify Customers' Concern	Ask the customer about the condition of the machine and validate any issues they have. Ask Questions to find out if there are any following issues on the machine? 1.Copy Quality 2.Jamming 3.ERROR 4.Other issues (Copier Only) 5.No Problem	◆ **Point:** - To perform efficient maintenance, we need to ask the customer about machine condition.	**Check** 1 min
C2 Check the Serial Number	Ensure the serial number on the machine matches the serial number that you are dispatched to.	◆ **Point:** - If the serial number is incorrect and there is more than one machine at the account that is down please notify dispatch.	**Scan** 1 min
C3 Perform COM-TEST	➤ COPIER > Function > INSTALL>COM-TEST [screen image: INSTALL 2/3 READY LEVEL 1; INI SET-Y, INI SET-M, INI SET-C, AINR-OFF 0, E-RDS 1, RGW-PORT 443, COM-TEST, COM-LOG; COM TEST button]	If COM-TEST is NG, fix this issue at first. If you can't fix this issue please insure the issue is resolved prior to leaving the account.	**Check** 1 min **COM TEST** 1 min

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Procedure	Detail	Note	Time
C4 **Check Service Log**	1. Check Service Log	◆ **Point:** 1. Check the log to see if there is any reoccurring issues. If you see the same issues listed on the log, then the root cause hasn't been fixed. 2. Check what parts were replaced recently. These parts should not be replaced again for the same issue. 3. If the problem seems to be related to the previous call, check what the previous tech did.	Visual Check **1 min**
C5 **Check System Software Version** **If Snapshot tool was used successfully, skip steps C5 through C9**	1. Check System Software Version ➤ COPIER>DISPLAY>VERSION Update the system software to latest version. Check Update	◆ **Point:** The latest firmware versions as of 4/29/2016 **iRADV6555/6565/6575: v14.01.01 TP16-112** **iRADV8505/8585/8595: v14.01.01 TP16-113**	Visual Check **1 min** **Update** **20 min**
C6 **Check Service history** **If Snapshot tool was used successfully, skip steps C5 through C9**	1. Check ERR/JAM history ➤ COPIER>DISPLAY>ERR ➤ COPIER>DISPLAY>JAM Check	Address all Error and Jams.	Visual Check **1 min**

Common Process (Before)

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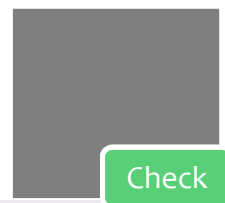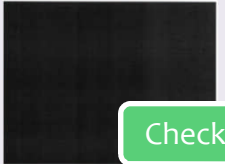
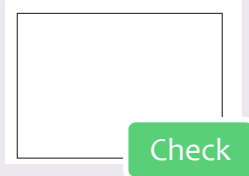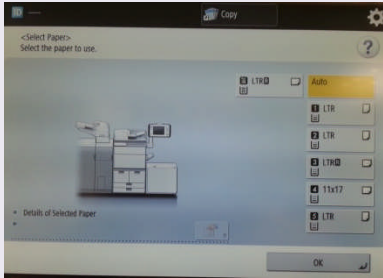|	Procedure	Detail	Note	Time
Common Process (Before)	**C7** **Check the Image Formation Counters** **If Snapshot tool was used successfully, skip steps C5 through C9** *Reset the counters if parts are replaced.* *Check that physical condition of the part matches the counter*	1. Check the Drum, Corona and Cleaning Blade counters. **Check** **Replace**	◆ **Point:** *Replace any parts at or above 100% Asi Drum may exceed rated life, change based on counter, print quality and customer needs **Drum** **Coronas** **COPIER>COUNTER** ➤PRDC-1 >PRM-WIRE ➤**LF>K-DRM-LF = %** ➤PRDC-1 >PO-WIRE ➤DRBL-1 >PO-UNIT **Developer** ➤DRBL-1 >PRM-UNIT ➤ DRBL-1>DVG-CYL ➤DRBL-1 >CLD-BLD	**Visual Check** 1 min **Replace** 10 min
	C8 **Check the P/U Roller Counters** **If Snapshot tool was used successfully, skip steps C5 through C9** *Reset the counters if parts are replaced* *Check that physical condition of the part matches the counter*	Check the roller counters. ➤ COPIER>COUNTER>DRBL-1 ➤ COPIER>COUNTER>DRBL-2 **Check** **Replace**	◆ **Point:** *Replace any rollers at or above 100% **Cassette 1,2, Bypass:** COPIER>COUNTER>DRBL-1 ➤ C1/C2/M-FD-RL ➤ C1/C2/M-SP-RL **Cassette 3,4:** COPIER>COUNTER>DRBL-2 ➤ C3/C4-FD-RL ➤ C3/C4-SP-RL **Side Paper Deck:** COPIER>COUNTER>DRBL-2 ➤ PD-PU-RL ➤ PD-SP-RL ➤ PD-FD-RL **ADF:** COPIER>COUNTER>DRBL-2 ➤ DF-PU-RL ➤ DF-SP-RL (DF-SP-PD) ➤ DF-FD-RL	**Visual Check** 1 min **Replace** 10 min
	C9 **Check Transfer and Fixing Durable Counters** **If Snapshot tool was used successfully, skip steps C5 through C9** *Reset the counters if parts are replaced* *Check that physical condition of the part matches the counter*	1. See the Parts counter. COPIER>COUNTER>DRBL-1 **Check** **Replace**	◆ **Point:** *Replace Fixing Web if over 80% Replace any other parts at or above 100% COPIER>COUNTER>DRBL-1 **ETB** **Fixing** ➤ T-CLN-BD ➤ FX-LW-RL ➤ TR-BLT ➤ FX-UP-FR ➤ TR-ROLL ➤ *FX-WEB ➤ T-CN_BRU ➤ FX-IN-BS ➤ FX-RNTR	**Visual Check** 1 min **Replace** 60 min

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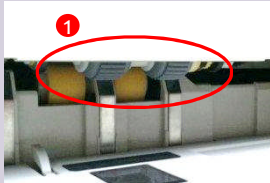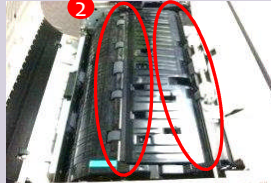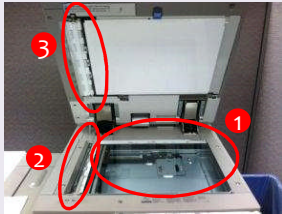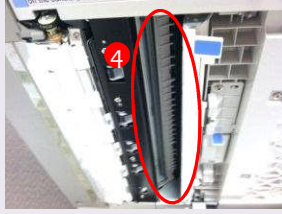
Procedure	Detail	Note	Time

Common Process (Before)

C10

Make Samples (Before Sample)

Take following Copy/Print samples from Copy from ADF and Copy Glass.

1. PG5

Check

2. NA3

Check

3. PG7

Check

4. PG4

Check

If you find following PCQ, check the ADV Topics.

PCQ

1. Repeating Marks down the page / Spots
2. Black Band on 2nd side
3. Crepe Marks (Wrinkles)
4. Skew (2mm)
5. Not Fusing
6. Drum Cleaning Failure
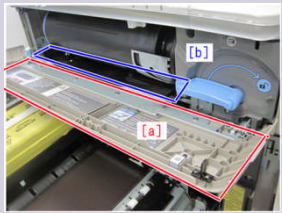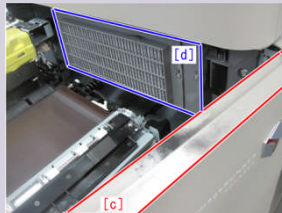7. Faded Copy / Banding

Perform C10 and C11 at the same time to save time

C11

Test Paper Feed

Take copies from All Cassette at least 5 each from ADF.

1. Cassette 1
2. Cassette 2
3. Cassette 3
4. Cassette 4
5. Bypass tray
6. Side Paper Deck

Check

Take copies from following cassette.

◆**Point:**

Make following jobs.
1. Double sided
2. Staple
3. Hole punch

If the machine JAMS, find the cause and fix that issue.

Check

5 min

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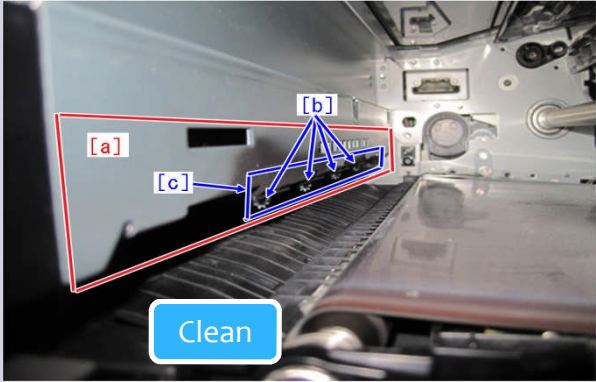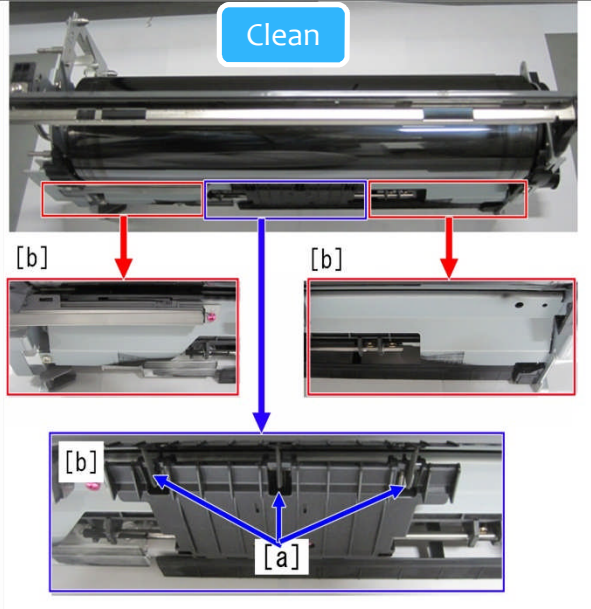|	Procedure	Detail & Action	Note	Time
Maintenance Process	**M1** Clean ADF Rollers /Sensors	Clean the rollers if you didn't replace them in step 5. 1. P/U, Sep Rollers 2. Delivery Rollers Clean Clean	Clean the **Rollers** with lint free paper with soap and water. **Sensors** should be cleaned using a blower brush. 	**Clean** 3 min
	M2 Clean the Glass/Platen roller	1. Copy Glass 2. ADF Reading Glass 3. Platen roller 4. 2nd Glass Clean Clean	◆ **Point:** 1. If the **2nd side Glass in ADF** is dirty or there are a lot of Alarm codes for this Glass (Alarm code: 020021), take out the **2nd side glass** and clean both sides of it. 2. Clean the **ADF Reading Glass** and **Copy Glass** with Oil cleaner (**FY9-6020-000**). Clean both sides of the glass. 3. Clean the **Platen Roller** with Alcohol.	**Clean** 3 min
	M3 Clean the Hopper and Filter Area	 Clean Clean	◆ **Point:** When cleaning the upper front cover assembly[a], the **toner bottle mount area[b]**, and the **lower front cover assembly[c]**, be sure to check for contamination of the **dustproof filter[d]**. When it is contaminated, replace the **dustproof filter (FC8-9564)**. Use a Blower Brush / Vacuum/ Hand brush and remove Dust Build up on Front Dust Filter	**Clean** 3 min

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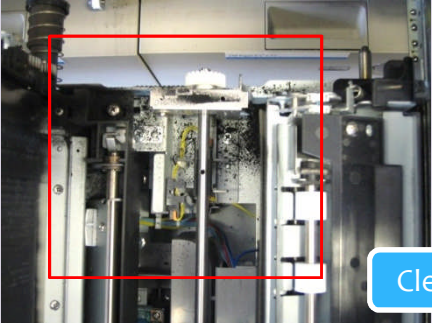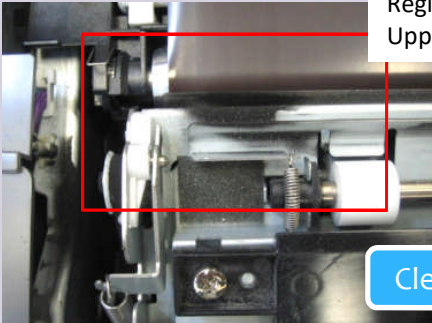| Procedure	Detail & Action	Note	Time
M4 Clean the Primary and Pre Transfer Corona Assembly	**Primary Corona** **Pre Transfer Corona** Clean	◆ **Point:** **Primary Corona:** 1. Clean the **Grid Wire** 2. Inspect the **Protective Sheet Mechanism** **Pre Transfer Corona:** Clean any toner found on the **upper part[a]** and the **lower part[b]** of the **Pre Transfer Charging Assembly.** If a large amount of toner is accumulated on the **top surface** of the **Pre Transfer Charging Assembly**, check for excess toner around the **Developing Assembly**, and clean as needed.	**Clean** 5 min
M5 Clean the Laser Slit Glass	Pull out and clean the laser slit glass with a clean lint free cloth Clean		**Clean** 1 min
M6 Clean the Drum Note: Cleaning of the patch sensor should be done on a regular basis (complete call). Make sure to clean the window with a blower brush. Try not to wipe window with a towel. May scratch window. **Do not need to take out the processing unit and perform this every service call. If you have CQ issue then check the following.**	1. Drum Edge 2. Drum seal 3. **Drum patch sensor** (only on ADV8500 series) Clean	◆ **Point:** Ensure the edges of the **Drum** are free from hardened toner. Inspect the **Side Seals** for any damage. Perform the published **Drum Cleaning Procedure** to remove debris or residue on the surface of the drum. **Drum Seals** (FC9-9024-000)	**Clean** 10 min

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	Procedure	Detail & Action	Note	Time
Maintenance Process	M7 AP Kit (Drum Separation Claws and Guide Plate) **Do not need to take out the processing unit and perform this every service call. If you have CQ issue then check the following.**	 Clean Clean	◆ **Point:** Perform cleaning every time **AP Kit** is removed and inserted. Clean the vicinity[c] of each **dowel[b]** attached to the **guide[a]** on the machine side, in the area where AP Kit is to be inserted. ◆ **Point:** Clean the **Drum Separation Claws[a]** and the **Guide Plate[b]** in the lower part of AP Kit. **After Replacement of Drum:** ➢ Clear Parts Counter **Copier>Counter>LF>K-DRM-LF** ➢ **Replace the ROM connected to the host machine with the Drum ROM included with the New Drum.** ➢ Activate the drum replacement mode: **Copier>Function>Install>DRM-INIT** ➢ Check 2-dimensional shading ROM. **Copier>Function>2D-SHADE>2D-READ** ➢ **Execute Auto Adjust Gradation**	Clean 10 min

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Procedure	Detail & Action	Note	Time
M8 ETB area	**Clean** Registration Upper Guide **Clean**	◆ **Point:** **ETB Assembly** – Clean stray toner and dust, Pay close attention to the **ETB Cleaning Assembly** 	**Clean** 3 min

Maintenance Process

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Procedure	Detail & Action	Note	Time

Maintenance Process

M9

Registration area
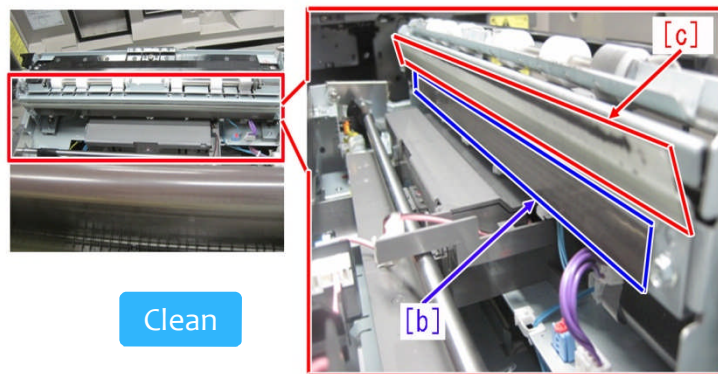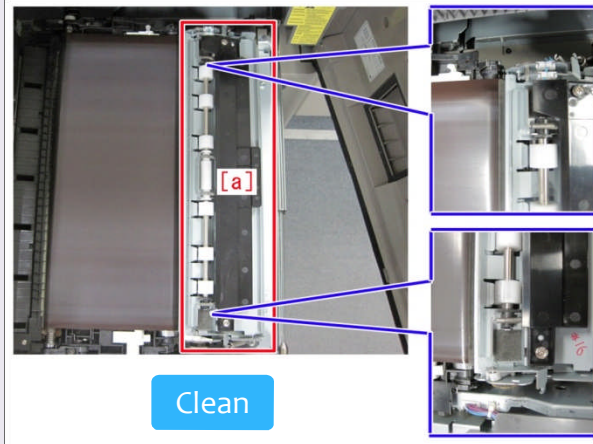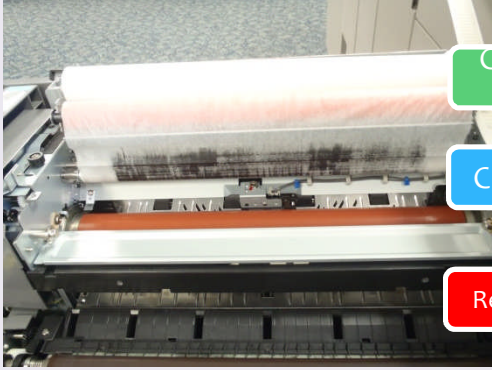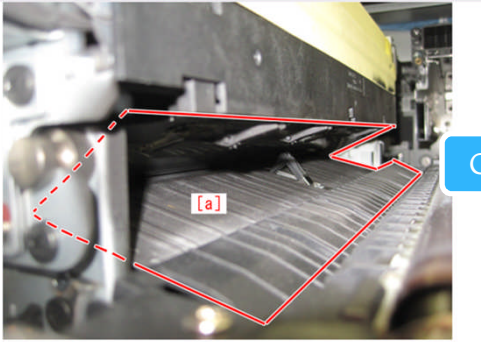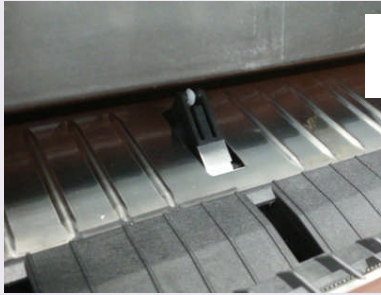
Clean

Clean

◆ **Point:**
Check for toner or debris on the upper part[a] of the **registration assembly** as well as on the **magnetic sheet[b]**, and the **plastic sheet[c]** which face the surface of the ETB. Clean as necessary.
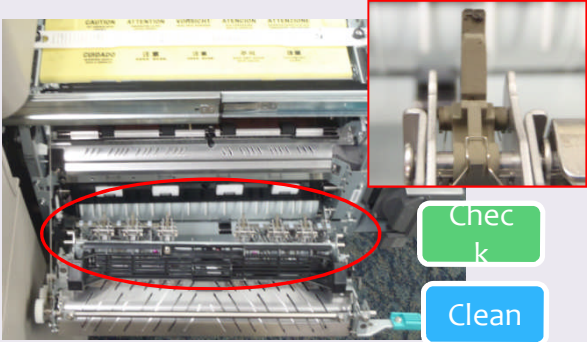
Clean

5 min

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Procedure	Detail	Note	Time
Maintenance Process M10 **Fuser Area**	Check / Clean / Replace [a] Clean Fixing Inlet Sensor Check / Replace	**◆Point:** **Fuser Web** – Check for excess toner (Option>IMG-FIX>CBLTINVL Default=0) Replace if the durable counter is over 80%. **Fuser roller** - Check the surface of the roller for wear. **Fuser Inlet Area(a) –** Check for toner build up **Thermistors** – Check for debris and wear. **Lower Fuser Roller** and **Bearings** – Check for debris and wear **Fixing Inlet Sensor** – Check for broken or worn actuator (cuts and wear from paper)	**Visual Check** 3 min **Clean** 5 min **Replace** 20 min
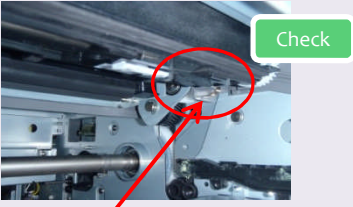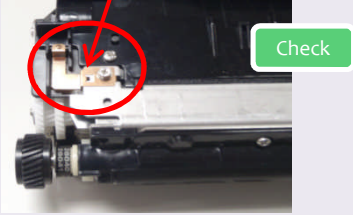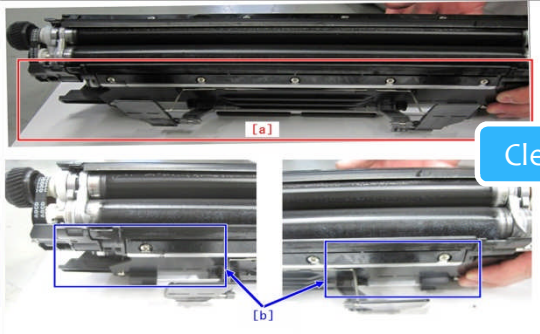
Procedure	Detail	Note	Time
M10 **Fuser Area** (cont)	 Check Clean	◆**Point:** **Separation Claws** – Check for excess toner, wear and damage	**Visual Check** 1 min **Clean** 3 min **Replace** 10 min
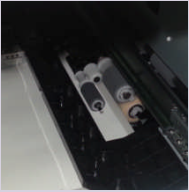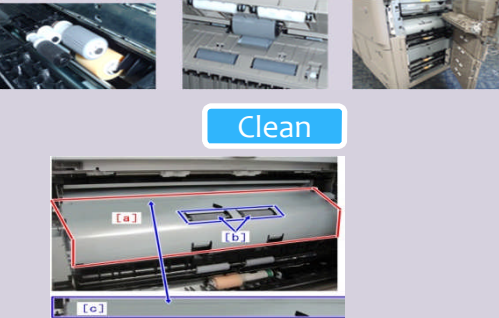
Maintenance Process

Procedure	Detail	Note	Time
M11 **Developer Area** **Do not need to take out the Developer unit and perform this every service call. If you have CQ issue then check the following.**	Check Developer Bias Contacts Check	◆**Point:** Check the **Developer Bias Contacts** Bend the contact on the main body down toward the developer unit Bend the contact on the developer unit up towards the main body contact	**Visual Check** 5 min
	[a] Clean [b]	◆**Point:** Wipe off the toner adhered to the **Lower Part[a] of the Developing Assembly**. Particularly, toner adhesion tends to appear in the **Edge Portions[b] of the Developing Assembly**. Check the **Developer Sleeve** for even coating	**Clean** 5 min
	Clean [a]	◆**Point:** Wipe off the toner adhered to the **Developing Assembly Guide Mount[a]**.	
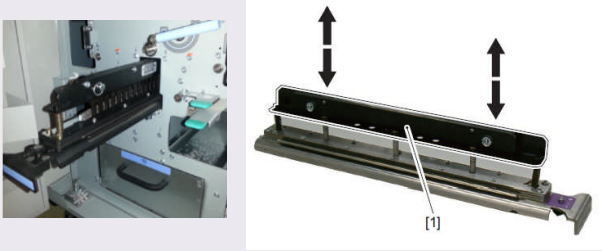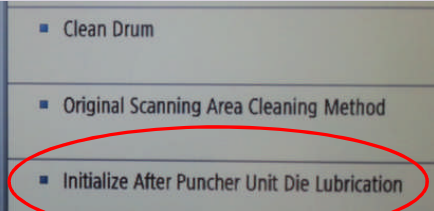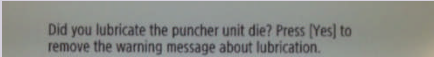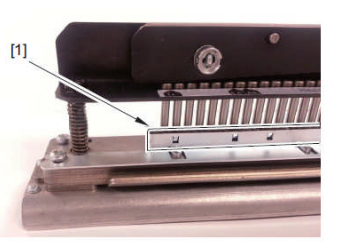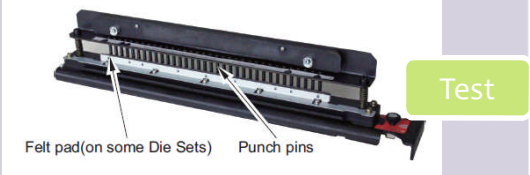
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	Procedure	Detail	Note	Time
Maintenance Process	**M12** Clean the Duplex Rollers and Paper Path	 Clean	◆**Point:** 1.Clean both the **Rubber and Nylon Rollers** 2.Check the **Machine Cavity** under the duplexer for **Torn Paper.**	Clean **5 min**
	M13 Clean Rollers on Cassettes, Bypass and Vertical Transport	Clean the rollers if you didn't replace them in No.5. Clean 	◆**Point:** Clean all **Rollers** with lint free paper with soap and water. Clean the **Rollers** for all of the Cassettes , Bypass and the **Side Paper Deck** (if present) Clean the **paper feed path[a]** and the **Registration Front Roller[b]** in the **Pre-Registration Guide Assembly.** Particularly, toner adhesion tends to appear in the **area[c]** near the **Pre-Registration Guide Assembly.**	Clean **10 min**
	M14 Empty the Waste Toner Bottle * **Reset the counter**	 Empty	◆ **Point;** 1. Empty the **Waste Toner Bottle** into the **Toner Waste Bag (Supply # : 18X24-1.5MIL)** 2. If you don't have a waste toner bag, slowly empty the waste toner into a bag in the customers trash can and **Tie the top of the bag**. 3. **Do Not** empty the waste toner into a trash can without a bag 4. Reset the counter: **Copier>Counter>MISC-WST-TNR**	Clean **5 min**

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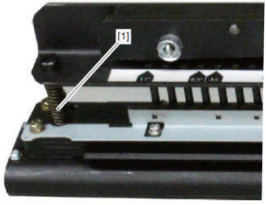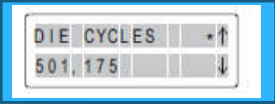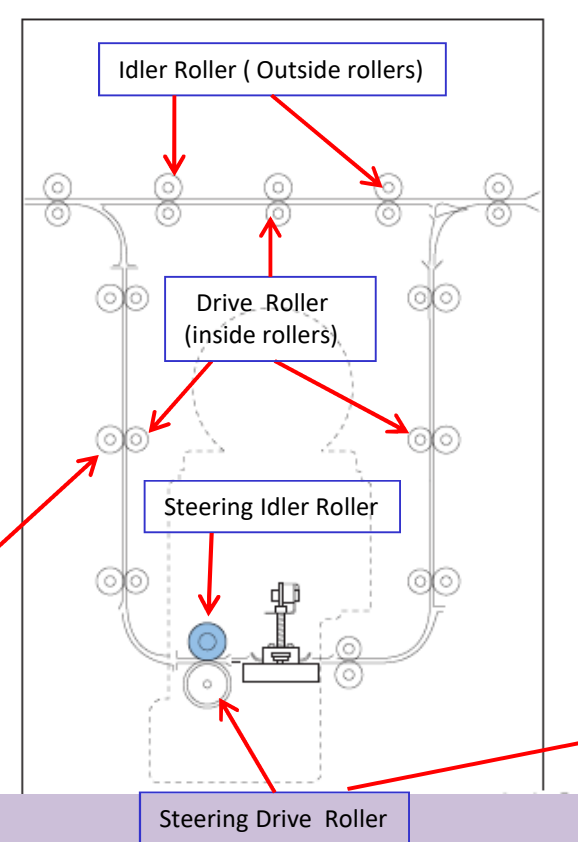| Procedure	Detail	Note	Time
M15 **Multifunction Professional Puncher- A1** **Install Punch Die Set & Test** (IRA 85xx series only) **Run several sheets of the customer's paper through the punch and inspect the holes**		Set the Die set on a table and press the top plate [1] straight down at both ends at the same time and look for a smooth operation. The top plate and pins should retract fully when you release.	**Visual Check** **1 min**
M16 **Multifunction Professional Puncher- A1** **DIE Maintenance** (IRA 85xx series only) ■ Clean Drum ■ Original Scanning Area Cleaning Method ■ Initialize After Puncher Unit Die Lubrication Did you lubricate the puncher unit die? Press [Yes] to remove the warning message about lubrication. Continuing to use the die without lubricating it may cause paper jams and shorten its lifetime. After lubrication, print a few pages to check that the output paper is not greasy before performing jobs. Yes No	**To lubricate Die Set pins that do not have felt pads:** 1. Depress the Die Set so that the pins protrude from the bottom plate. 2. Apply a drop of high quality machine oil to the end of each pin. 3. Wipe clean, leaving a light coat of oil on them. 4. Oil from the die may blemish the first few punched sheets after oil has been applied. Run test punched copies until clean copies can be made. **To lubricate Die Set pins that have felt pads:** 1. Lubricate with a high quality machine oil. 2. Apply oil lightly along the length of the pad [1], but do not over saturate. 3. Do not use spray lubricants because they tend to dry up quickly and leave sticky residue. 4. Oil from the die may blemish the first few punched sheets after oil has been applied. Run test punched copies until clean copies can be made. [1]	**Die Set Service** The Die Set assembly is not serviceable other than inspection and periodic lubrication. If a Die Set is at its end of life, it will tend o cause paper jam due to hanging chips. This is a result of a die plate wear, and not pin wear, which cannot be corrected. When this occurs, the Die Set should be replaced with a new one. Felt pad(on some Die Sets) Punch pins Test **Die Set Life Expectancy** Minimum life expectancy of **750,000** times of punching when periodic lubrication is performed. Use the Die Cycles feature on the user interface to view the number of cycles on the Die Set. Variable life expectancy due to variety and types of paper, cover stock being punched and length of avg. job plus other environment conditions. **Inspect & Lubricate every 200K**	**Check** **5 min**
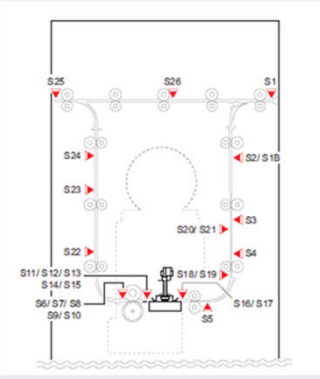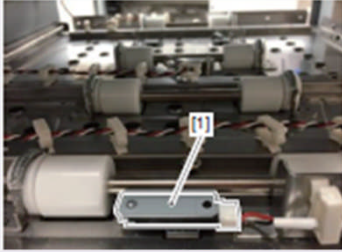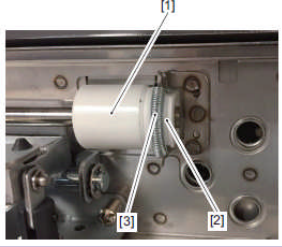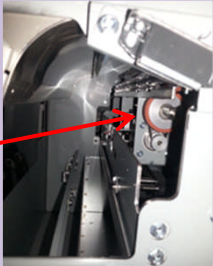
Maintenance Process

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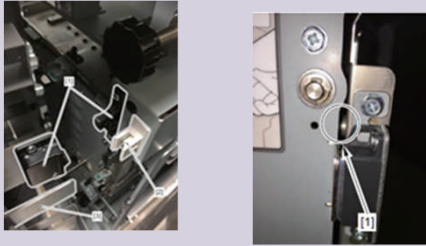|	Procedure	Detail	Note	Time
Maintenance Process	**M16** **Multifunction professional Puncher- A1** DIE Maintenance continued. (IRA 85xx series only)	**Die Set Shoulder Bolts Lubrication.** 1. Lubricate with high quality Teflon-based grease. 2. Apply grease to Shoulder Bolts and Springs [1] 3. Wipe up any excess grease.	✓ Every **200K** copies should be inspected and lubricated **DIE Cycles**: This displays the # of cycles punched with the Die set that is currently installed in the machine. DIE CYCLES ·↑ 501,175 ↓	
	M17 **Multifunction professional Puncher- A1** Clean any loose chads inside the Pro Punch (IRA 85xx series only) Do not need to do this every service call. Recommended at 500K. depending on customer use and environment.	**1**. Occasionally remove the covers and remove paper dust and chips. Paper dust can accumulate throughout the punch including around the motor and other electrical components. Use vacuum cleaner if possible. A small paintbrush can also be used but extreme care should be used around electrical components. **2**. Clean non-electrical components with alcohol, an approved cleaner, or soft cloth moistened with mild detergent and warm water. **3**. Clean the Rollers with alcohol. **CAUTION: Make sure you disconnect the Professional Puncher from its power source before cleaning. Failure to observe this warning could result in death or injury.** Base Cleaning : Chips and paper dust falls to the bottom of the punch. Clean every service call. (Clean with a vacuum cleaner) Chip Bin Cleaning: Empty out the bin every service call. Clean, especially at the holes on the sides of the bin Clean	◆ Empty Hole Punch Waste ◆ Remove dirt, paper dust, NCR residue and toner from the Pro Punch and Finisher rollers Die Guide Cleaning: every **500k** cycles 1. Remove the Die Set and clean the guide[1] with a vacuum cleaner.	

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Maintenance Process

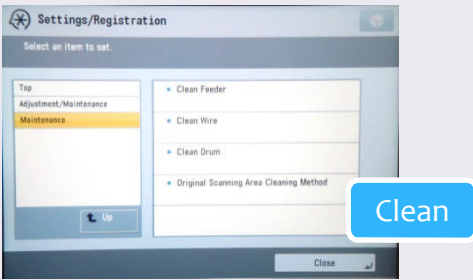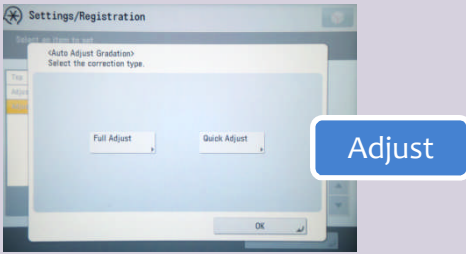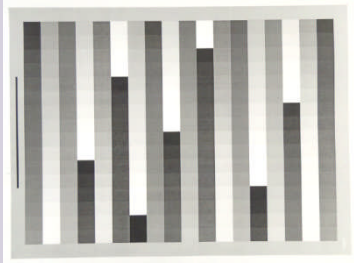| Procedure	Detail & Action	Note	Time
M18 **Multifunction Professional Puncher- A1** **Optical sensor Cleaning (IRA 85xx series only)** Do not need to do this every service call. Recommended at 500K. depending on customer use and environment.		Use canned air to blow the debris off each sensor. 	Clean 5 min
M19 **Multifunction Professional Puncher- A1** **Idler Roller & Springs, Steering Idler Roller & Springs, Drive Roller & Steering Drive Roller Inspection & Cleaning (IRA 85xx series only)** Do not need to do this every service call. Recommended at 500K. depending on customer use and environment.	Idler Roller (Outside rollers) Drive Roller (inside rollers) Steering Idler Roller Idler Roller (Outside rollers) Steering Drive Roller 	Inspect the springs at the end of each idler rollers. Make sure they are correctly hooked, Inspect the Bearing housing Clean the Idler Rollers with a soft cloth and alcohol. Inspect for wear patterns or grooves. Roller surface should be smooth. Clean all Drive Rollers with a clean cloth and alcohol. Should be free of toner deposits, wear marks, scuff marks, dents, etc. 	Clean 10 min

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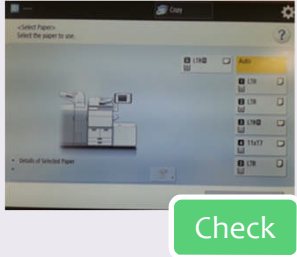|	Procedure	Detail & Action	Note	Time
Maintenance Process	**M20** **Multifunction professional Puncher- A1** • Door Latch Inspection • Panel Latch Inspection **(IRA 85xx series only)** Do not need to do this every service call. Recommended at 500K. depending on customer use and environment.		**Door Latch:** ✓ Ensure latch holds door closed. ✓ Ensure switch is activated when the door is closed **Panel latch:** Magnetic latches on the Entrance & Exit Idler Panels, and Upper Bypass Idler Assy' hold the Idler Panels in place, which in turn keep even pressure on the idler rollers	**Visual Check** **3 min**
	M21 Check to make sure the Machine and Accessories are all leveled	 Secure the cables at the rear of the Pro Punch to prevent them from being pulled loose 	◆ **Point:** 1. The **Vertical Gaps** between the Machine and all of the accessories should be **Even from Top to Bottom.** 2. If necessary, first make sure the machine is level, then level each accessory starting with the one closest to the machine then proceed downstream. ✓ Advise the end user to make sure the **Power Cables** remain securely fastened ✓ Advise the customer to instruct the cleaning personnel not to disconnect any **Power Cables**	**Visual Check** **5-15 min**

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	Procedure	Detail	Note	Time
Common Process (After)	**C12** Execute Drum Cleaning and Wire Cleaning in User Mode	1. Settings/Registration>Adjust/Maintenance> Clean Wire and Clean Drum [Clean]		**Clean** **5 min**
	C13 Auto Adjust Gradation	1. Auto Adjust Gradation Settings/Registration>Adjustment/Maintenance>Adjust Image Quality> Auto Adjust Gradation [Adjust] 	◆ **Point:** 1. If the machine has an imagePASS, perform calibration for imagePASS after performing Auto Adjust Gradation.	**Adjust** **3 min**

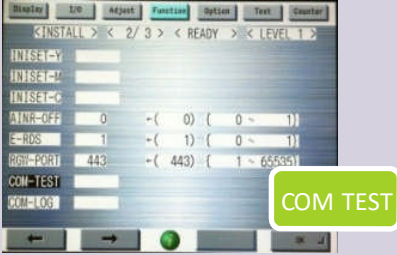# iR ADV6500/8500 Advanced Maintenance Guide

Common Process (After)

Procedure	Detail	Note	Time
C14 Make Samples (After Sample)	Take following Copy/Print samples from Copy from ADF and Copy Glass. 1. PG5 2.CA7 Check Check	If you still find that you have a CQ issue . check the ADV Topics. (ADV8500/6500 is similar in hardware to ADV8/82/6/6200 series)	**Check** **5 min**
C15 Test paper Feed	➕ **Perform C14 and C15 at the same time to save time** Make copies from All Cassette at least 5 each from ADF. 1. Cassette 1 2. Cassette 2 3. Cassette 3 4. Cassette 4 5. Bypass tray 6. Side Paper Deck Check	◆**Point:** Make following jobs. 1.Double sided 2.Staple 3.Hole punch If you see the JAM, find the cause and fix that issue.	
C16 Complete Documentation and have Customer Test the Machine	1. Service Log 2. P-PRINT Fill out P-PRINT	◆ **Point:** 1. Let the customer print the test prints from their PC while completing the documentation. 2. Write down <u>detail action and all parts name and parts #</u> in service log for next visits. 3. If you change the service mode value or update the system software, take the P-Print and keep with the Service Log.	**Fill out** **3 min** **P-Print** **2 min**

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Procedure	Detail & Action	Note	Time
C17 Perform COM-TEST **iWR enabled Symbol**	1. Check the ADS and make sure the Monitor symbol is indicated. 2. If the Monitor symbol is indicated, execute COM-TEST. If not, do not execute COM-TEST. ➢ COPIER > Function > INSTALL>COM-TEST 	If COM-TEST is NG, resolve this issue.	**Check** 1 min **COM TEST** 1 min
C18 Communicate to the customer that you are leaving	Ask the customer if everything was addressed. Do they have the necessary supplies and ask if they are satisfied with your service.	◆ Address all customer issues with your service manager. Ensure they are resolved or addressed, whether they are administrative, service related or sales oriented.	**Scan** 1 min

Common Process (After)