



# **Troubleshooting Guide**

# **imageRUNNER ADVANCE**

# **8500 III/6500 III Series**

September, 2019  
OIP Field Quality Assurance Div.

# New Arrival Information

## **[Regarding Troubleshooting Guide]**

Please be advised of the release of Troubleshooting Guide for imageRUNNER ADVANCE 8500Ⅲ/6500Ⅲ Series. Troubleshooting Guide is a booklet compiled from FAQs issued by Canon Inc.

## **[Additional case(s)]**

There is no additional case at September, 2019.

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# Image Faults

Measures against a stain on the leading edge of the image due to the torsion spring breakage

For CE

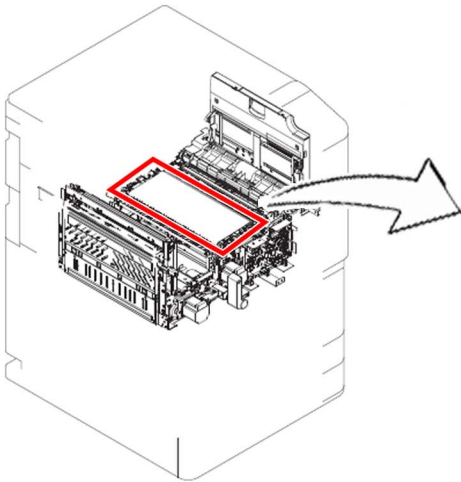
## [Symptom/Question]

In the machines prior to the countermeasure cut-in serial number in factory described below, a stain seemingly caused by rubbing may occur on the leading edge of the image.

## [Cause]

On the leading edge of the torsion spring on the rear side [a] and the front side [b] of the ETB unit [1], pressure is applied to the pre-transfer guide of the pre-transfer corona assembly to position the pre-transfer guide. After some endurance time, the torsion spring will not be able to slide well and a load will be applied, causing breakage.

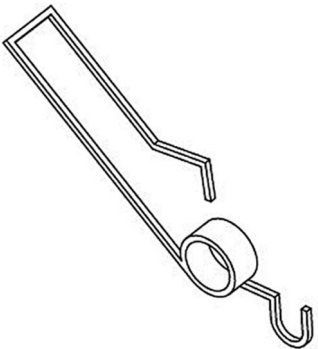
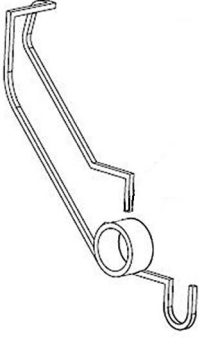
This will lower the position of the pre-transfer guide and cause it to touch paper, resulting in the above-mentioned symptom. [2] shows the torsion spring broken on the front side [b].

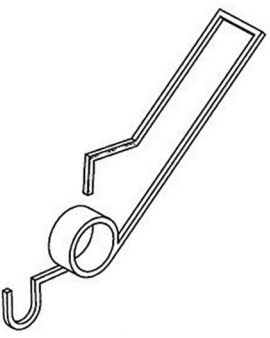
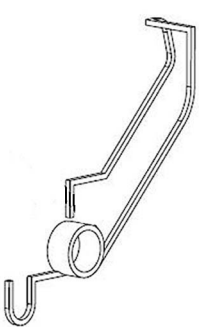


## [Remedy/Answer]

If the above-mentioned symptom occurs, prepare the new-type torsion springs and replace them by referring to Service Manual "Removing the ETB Unit".

It is recommended replacing the torsion springs on both the front side and rear side at the same time even if the torsion spring only on one side is broken.

	Old type	New type
Torsion spring(front side)		

	Old type	New type
Torsion spring(rear side)		

[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FC9-6167-000	SPRING, TORSION	1 -> 0	335
	New	FE2-F766-000	SPRING, TORSION	0 -> 1	
2	Old	FC9-7854-000	SPRING, TORSION	1 -> 0	335
	New	FE2-F767-000	SPRING, TORSION	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
IR-ADV 8505I SER US 3	YCP02590
IR-ADV 6575I 120V 3 N	2LM02208
IR-ADV 6565I 120V 3 N	2LN02147
IR-ADV 6555I 120V 3	2LP02875
IR-ADV 8505I SER US G3	YCQ00508
IR-ADV 6575I 120V G 3N	2LT00540
IR-ADV 6565I 120V G 3N	2LU00513
IR-ADV 6555I 120V G 3	2LV00510
IR-ADV 8505 SER EU 3	YCR01272
IR-ADV 8505P SER EU 3	YCM00551
IR-ADV 6575I EU 230V 3	2LW00873
IR-ADV 6565I EU 230V 3	2LX00901
IR-ADV 6555I EU 230V 3	2MA01783
IR-ADV 6555I EUR PRT 3	2LY00556
IR-ADV 8505 SER A/B 3	YCS00651
IR-ADV 6575I 230V 3	2MP00605
IR-ADV 6565I 230V 3	2MQ00762

Model	Serial No.
IR-ADV 6555I 230V 3	2MR00897
IR-ADV 8505 SER CN 3	YCT00501
IR-ADV 6575 CN 220V 3	2MB00503
IR-ADV 6565 CN 220V 3	2MC00502
IR-ADV 6555 CN 220V 3	2MD00502
IR-ADV 6575 KR 220V 3	2ME00503
IR-ADV 6565 KR 220V 3	2MF00508
IR-ADV 6555 KR 220V 3	2MG00510
IR-ADV 6575I TW 120V 3	2MH00503
IR-ADV 6565I TW 120V 3	2MJ00503
IR-ADV 6555I TW 120V 3	2MK00532
IR-ADV 6575I IND230V 3	2ML00570
IR-ADV 6565I IND230V 3	2MM00528
IR-ADV 6555I IND230V 3	2MN00650

iR-ADV 6075/6065/6055 Series: No implemented due to production discontinuance

iR-ADV 6275/6265/6255 Series: No implemented due to production discontinuance

iR-ADV 8105/8095/8085 Series: No implemented due to production discontinuance

iR-ADV 8205/8285/8295 Series: No implemented due to production discontinuance

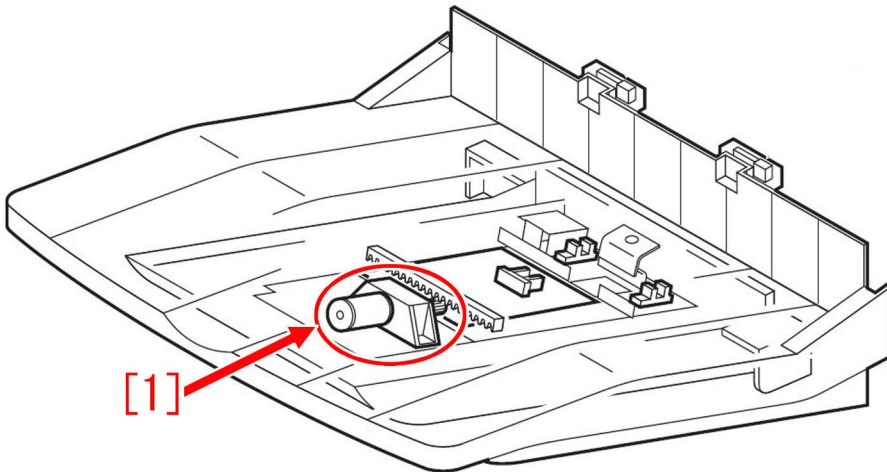
# Malfunction

**Abnormal noise around DC motor, and shifting operation failure due to spring pin breakage of output gear.**

For CE

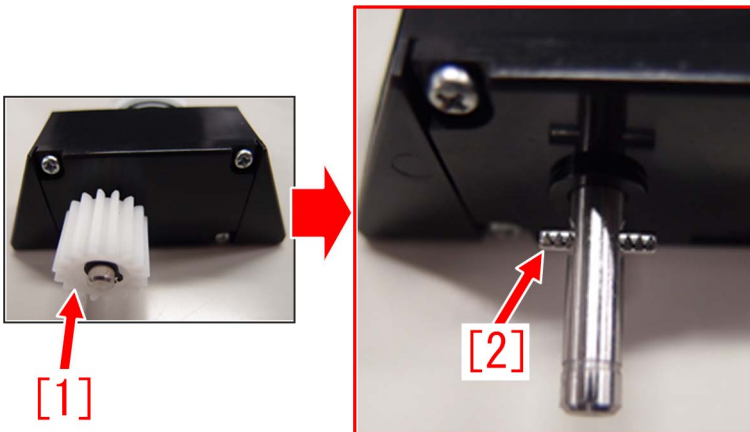
## [Symptom/Question]

In the machine earlier than the following countermeasure cut-in serial numbers in factory, when using Shift Tray-F1, abnormal noise around the DC motor [1] or an operational failure such as not shifting may occur.



## [Cause]

When DC motor have been used for a long time, a spring pin [2] of output gear [1] may break. For this reason, normal operation of the output gear [1] is prevented, and this leads to the afore-mentioned symptom.



## [Remedy/Answer]

When the above symptom occurs, prepare a new type of DC motor (FK3-3277-010) and follow the steps below to replace the part.

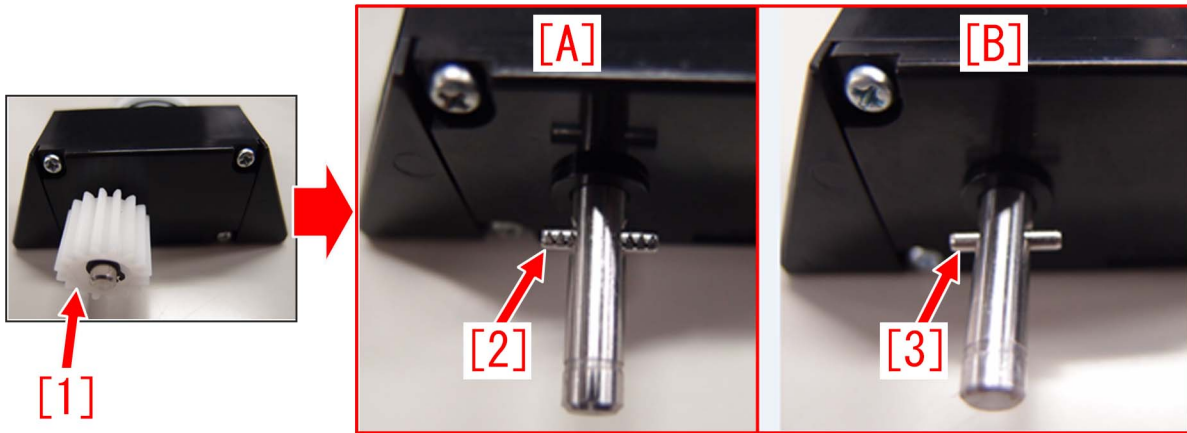
- 1) Refer to Service Manual to remove the DC motor.  
Service manual > 4. Disassembly/Assembly > Drive System > "Removing the Tray Drive Unit"

[Reference] In the service manual, the DC motor is described as "Tray Drive unit".

- 2) Rotate the output gear of the DC motor by hand, and if the gear does rotate, proceed to step3). If the gear does not rotate, look for other reasons.

3) If the output gear does rotate by hand, the spring pin is broken. Replace with a new type of DC Motor (FK3-3277-010), and assemble the parts by following the reverse order as removed.

[Reference] Spring pin [2] used in the output gear [1] of the new type DC Motor [B] is changed to a dowel pin [3], for strengthening purpose. [A] is an old type.



[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FK3-3277-000	MOTOR, DC 24V	1 -> 0	Q10
	New	FK3-3277-010	MOTOR, DC 24V	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
Shift Tray-F1	SZD02494



# Measure against when either right pickup deck or left pickup deck could not be pulled out

For CE

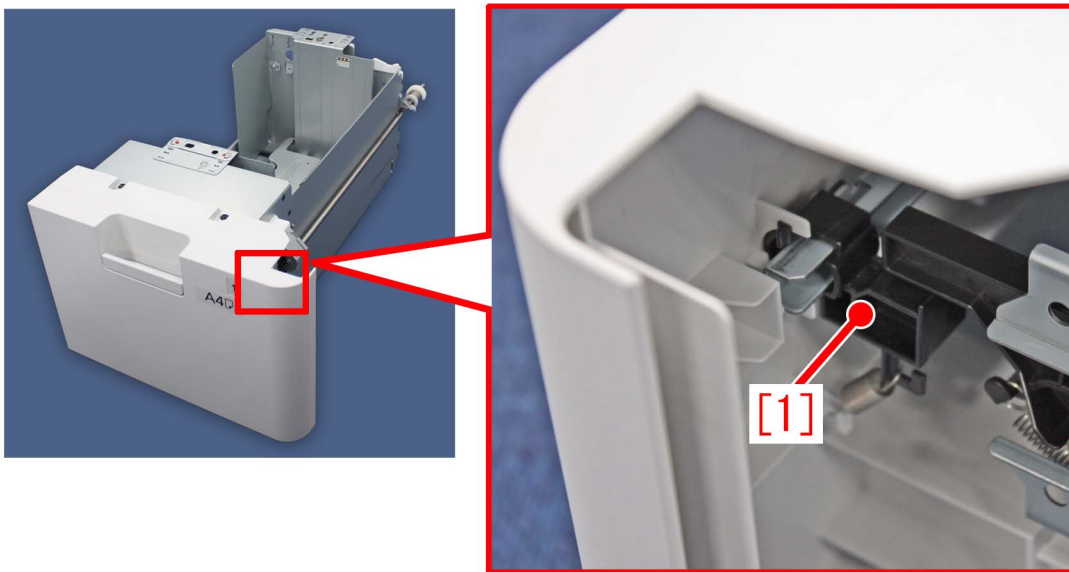
## [Symptom/Question]

In the machines prior to the countermeasure cut-in serial number in factory described below, right pickup deck or left pickup deck of a main unit could not be pulled out.

## [Cause]

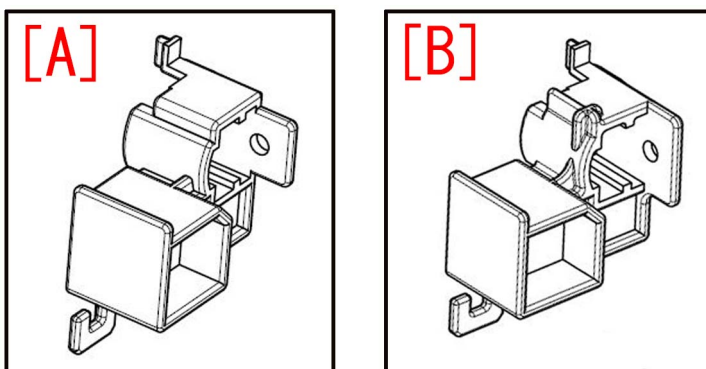
Due to impact to either right pickup deck or left pickup deck when they were opened/closed, the deck lever [1], which is located near the handle, may break from its stress. With this damage, open/close lock could no more function to release, resulting in the above-mentioned symptom.

Photos below are showing the deck lever [1] on a right pickup deck of the iR-ADV 6500 Series machine.



## [Remedy/Answer]

When the above-mentioned symptom occurs, prepare the new type of deck lever (FE4-1289-010) and replace with it. Shown below, fig [A] is the old type and [B] is the new type of deck lever. The new type has its shape changed, to strengthen the part where stress is applied when the decks were opened/closed.



[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FE4-1289-000	LEVER, DECK	1 -> 0	300/301 304/305
	New	FE4-1289-010	LEVER, DECK	0 -> 1	

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial No.
IR-ADV 8505 SER A/B	XQX00874
IR-ADV 6575I 230V	XNZ00623
IR-ADV 6565I 230V	XPQ00585
IR-ADV 6555I 230V	XQC00579
IR-ADV 8505 SER EU 2	XQW01195
IR-ADV 8505P SER EU 2	XQT00622
IR-ADV 6575I EU 230V 2	XNW01892
IR-ADV 6565I EU 230V 2	XPM00764
IR-ADV 6555I EU 230V 2	XQS01546
IR-ADV 6555I EUR PRT 2	XQR00555
IR-ADV 8505I SER US 2	XQU02515
IR-ADV 8585I US 120V 2	XQZ01554
IR-ADV 6575I 120V 2	XMZ02707
IR-ADV 6565I 120V 2	XNF02429
IR-ADV 6555I 120V 2	XNM04223
IR-ADV 8505I SER US G2	XQV00518
IR-ADV 8585I US120 G 2	XRA00516
IR-ADV 6575I 120V G 2	XNC00540
IR-ADV 6565I 120V G 2	XNJ00537
IR-ADV 6555I 120V G 2	XNQ00563
IR-ADV 6575 KR 220V 2	XQM00508
IR-ADV 6565 KR 220V 2	XQN00516
IR-ADV 6555 KR 220V 2	XQP00547
IR-ADV 8505 SER CN 2	XQY00551
IR-ADV 6575 CN 220V 2	XNT00544
IR-ADV 6565 CN 220V 2	XPJ00556
IR-ADV 6555 CN 220V 2	XPZ00644
IR-ADV 6575I TW 120V	XPC00510
IR-ADV 6565I TW 120V	XPT00504
IR-ADV 6555I TW 120V	XQF00639
IR-ADV 6575I 230V IND	XPF00593
IR-ADV 6565I 230V IND	XPW00533
IR-ADV 6555I 230V IND	XQJ00955
IR-ADV 8505I SER US 3	YCP01090
IR-ADV 6575I 120V 3	2LM01355
IR-ADV 6565I 120V 3	2LN01395
IR-ADV 6555I 120V 3	2LP01685
IR-ADV 8505I SER US G3	YCQ00506
IR-ADV 6575I 120V G 3	2LT00510
IR-ADV 6565I 120V G 3	2LU00511
IR-ADV 6555I 120V G 3	2LV00510
IR-ADV 8505 SER EU 3	YCR01080
IR-ADV 8505P SER EU 3	YCM00532
IR-ADV 6575I EU 230V 3	2LW00721
IR-ADV 6565I EU 230V 3	2LX00736
IR-ADV 6555I EU 230V 3	2MA01307
IR-ADV 6555I EUR PRT 3	2LY00538
IR-ADV 8505 SER A/B 3	YCS00569
IR-ADV 6575I 230V 3	2MP00583
IR-ADV 6565I 230V 3	2MQ00709
IR-ADV 6555I 230V 3	2MR00874
IR-ADV 8505 SER CN 3	YCT00501
IR-ADV 6575 CN 220V 3	2MB00501

Model	Serial No.
IR-ADV 6565 CN 220V 3	2MC00501
IR-ADV 6555 CN 220V 3	2MD00501
IR-ADV 6575 KR 220V 3	2ME00501
IR-ADV 6565 KR 220V 3	2MF00501
IR-ADV 6555 KR 220V 3	2MG00501
IR-ADV 6575I TW 120V 3	2MH00501
IR-ADV 6565I TW 120V 3	2MJ00502
IR-ADV 6555I TW 120V 3	2MK00501
IR-ADV 6575I IND230V 3	2ML00521
IR-ADV 6565I IND230V 3	2MM00512
IR-ADV 6555I IND230V 3	2MN00561
IR-ADV C7580I 208V 3	2KR00817
IR-ADV C7580I EU230V 3	2KU00789
IR-ADV C7580I 230V 3	2LF00545
IR-ADV C7580 CN 220V 3	2KX00533
IR-ADV C7580I KR220V 3	2LA00501
IR-ADV C7580I TW 120V3	2LD00501
IR-ADV C7570I 120V 3	2KS01837
IR-ADV C7570I EU230V 3	2KV00796
IR-ADV C7570I 230V 3	2LG00615
IR-ADV C7570 CN 220V 3	2KY00505
IR-ADV C7570I KR220V 3	2LB00501
IR-ADV C7570I TW 120V3	2LE00501
IR-ADV C7565I 120V 3	2KT02319
IR-ADV C7565I EU230V 3	2KW01021
IR-ADV C7565I 230V 3	2LH00540
IR-ADV C7565I KR220V 3	2LC00505

\*iR-ADV C7500 Series : No implemented due to production discontinuance

# Jam (Delivery options)

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

For CE

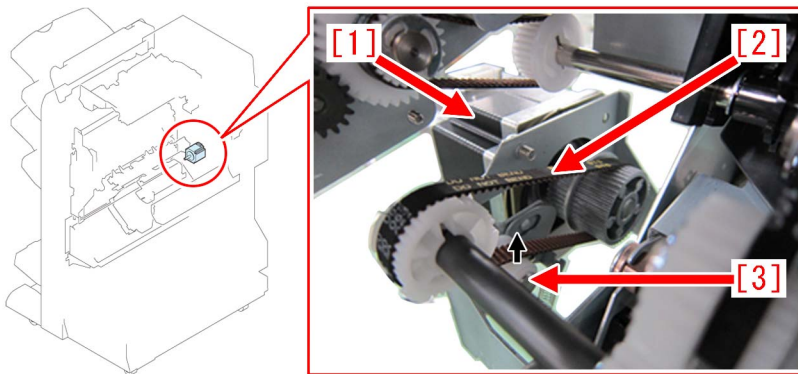
### [Symptom/Question]

In the machine earlier than the following countermeasure cut-in serial 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.

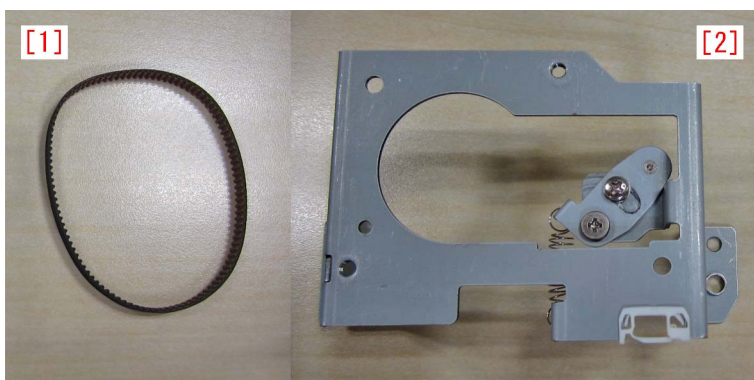


### [Remedy/Answer]

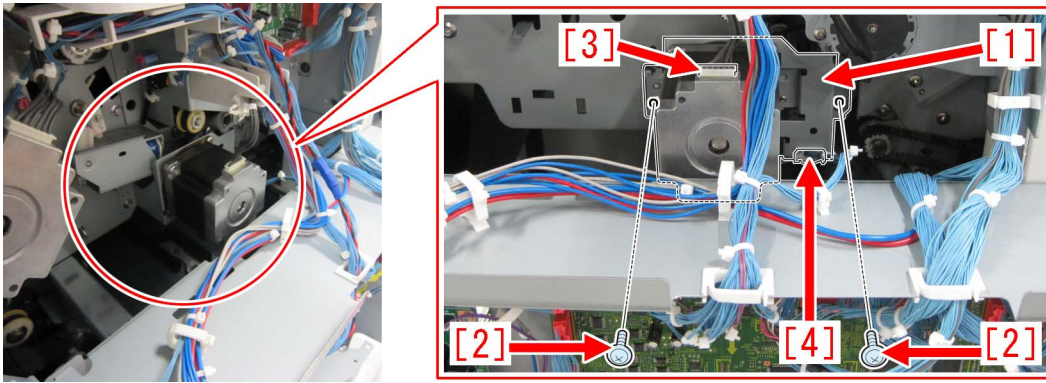
When the above symptom occurs, prepare and replace the paper delivery drive set (L) (4Y8-3156-000).

The paper delivery drive set (L) (4Y8-3156-000) contains the following 2 items.

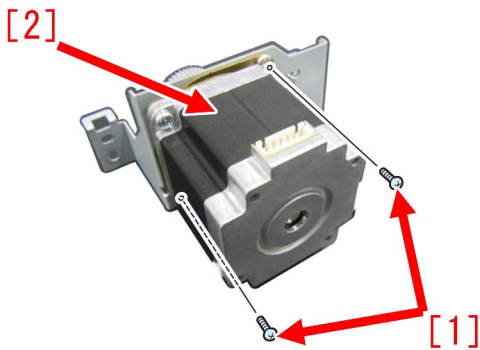
- Timing belt [1]
- Paper delivery drive assembly (L) [2]



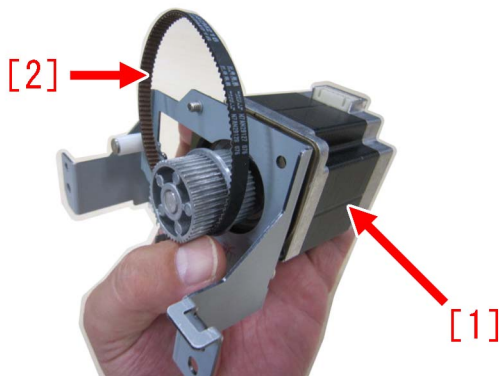
- 1) Refer to "Removing the Rear Cover" of Service Manual and remove the rear cover.
- 2) Remove the 2 screws [2], the connector [3] and the edge saddle [4], and then remove the paper delivery drive assembly (L) [1] including the motor.



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).

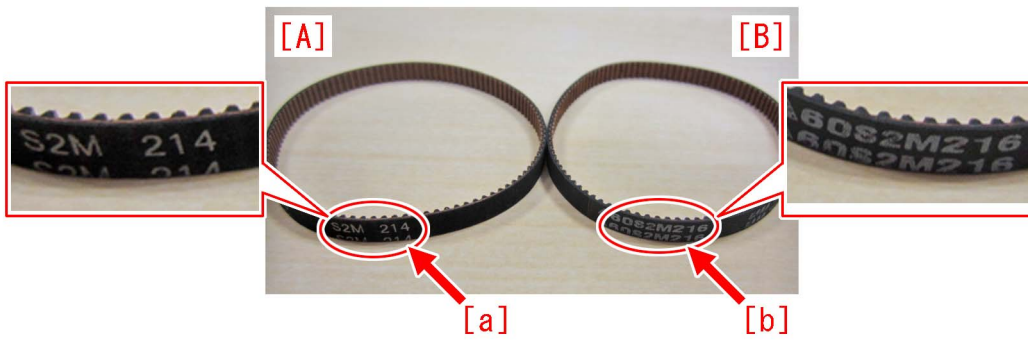


[Note] When replacing to the paper delivery drive assembly (L), be sure to also replace the timing belt [B] at the same time that is included in the set. 110F jam occurs when using the old type timing belt [A] as the number of teeth of the new type is different from the old type originally attached to the engine.

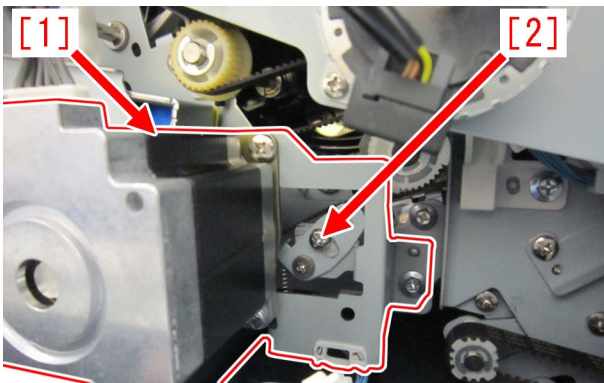
In the photo below, [A] is the old type and [B] is the new type.

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 FINISHER-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

# Specifications-Related

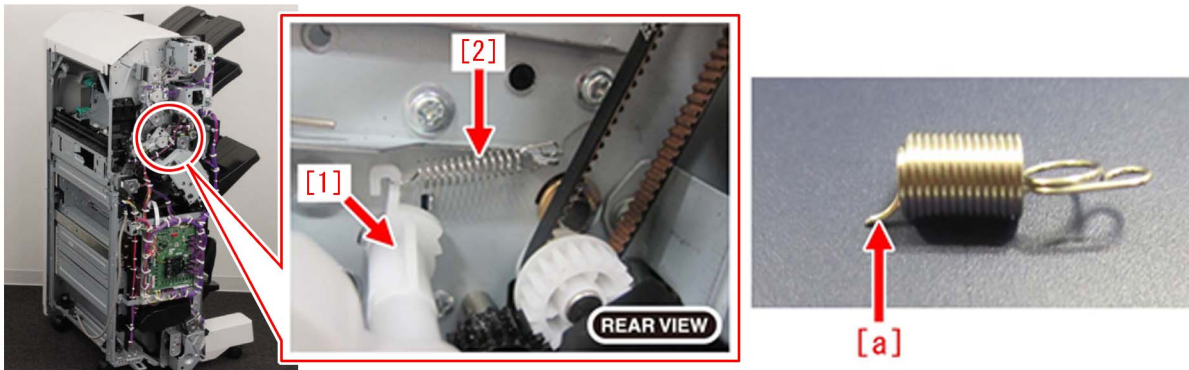
## Points to note when attaching tension spring of the Buffer/Saddle Inlet Flapper(Staple Finisher-V1/V2/Y1/AA1 Booklet Finisher-V1/V2/Y1/AA1)

For CE

### [Details]

When the tension spring (FE3-8986-000) [2], which has the role to retain the home position of the Buffer/Saddle Inlet Flapper[1] is attached in a twisted condition, it may break [a] during operation. If this tension spring breaks, it may lead to 1002 jam.

- 1002 : Delivery sensor (PS102) delay jam



### [Remedy/Answer]

When attaching the tension spring of the Buffer/Saddle Inlet Flapper, do not twist its hook.

Below, photo [A] is showing the normal condition. The spring is attached correctly. Photo [B] is showing the incorrect status.





**[Service parts]**

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FE3-8986-000	SPRING, TENSION	1 -> 1	L30
	New				