Troubleshooting Guide imageRUNNER ADVANCE C475 III Series

New Arrival Information

[Regarding Troubleshooting Guide]

Please be advised of the release of Troubleshooting Guide for imageRUNNER ADVANCE C475Ⅲ Series.
Troubleshooting Guide is a booklet compiled from FAQs issued by Canon Inc.

Every month, the Troubleshooting Guide is updated with the latest troubleshooting information.

Contents

Faulty Feeding

Measure against curl occurrence when one-sided printing is conducted

For CE

[Symptom/Question]

Large curl may be observed on output papers when one-sided print is conducted.

[Cause]

When a paper is going through the fixing unit and there is a difference between temperature of a fixing roller and a pressure roller, moisture evaporation degree between that on the upper/lower sides of the paper may occur, resulting in the above mentioned symptom.

[Remedy/Answer]

[Reference] Improving a state of preservation of paper may be effective in resolving a trouble in some cases.
Explain to a customer that unused or remaining paper should be stored by being covered with wrapping paper in a place avoiding direct sunlight.

a) Turn ON the curl prevention mode on the user mode.
a-1) settings/registration > adjustment/maintenance > adjust image quality > special processing > curl prevention mode
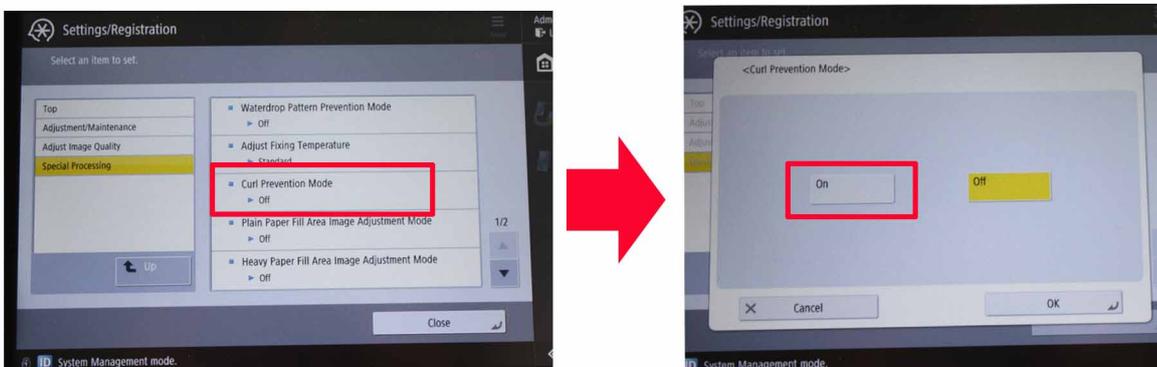
[Note]
- When folding high density area of an outputted paper, cracked spine may get worse.
- Surface of the high density area of an outputted paper may be undulated.

a-2) Output the image having shown the symptom, and check that the symptom does not occur.

If any improvement against the symptom is seen, the work is over.

If improvement could not be seen, reset the setting of step a-1), and proceed to b).

b) Change the switch feed method to print side priority mode on the user mode.

b-1) settings/registration > function settings > common > paper feed settings > switch feed method > print side priority mode

[Note]

- Printing speed of one-sided print would be reduced to about a half.

- When one of a paper cassettes is set to "print side priority mode", automatic selection would be cancelled for all paper cassettes.

Assign the feed cassette to be used, manually.

b-2) Output the image having shown the symptom, and check that the symptom does not occur.

If any improvement against the symptom is seen, the work is over.

If the symptom does not improve, then check other factors.

Image Faults

Measures when high temperature offset and delivery paper adhesion occur on duplex printing.

For CE

[Details]

When 2-sided printing is performed with plain 1 (61gsm to 75gsm), high temperature offset [a] due to fixing failure, and faulty image due to delivery paper adhesion [b] may occur. In such case, perform the work following the procedures below.
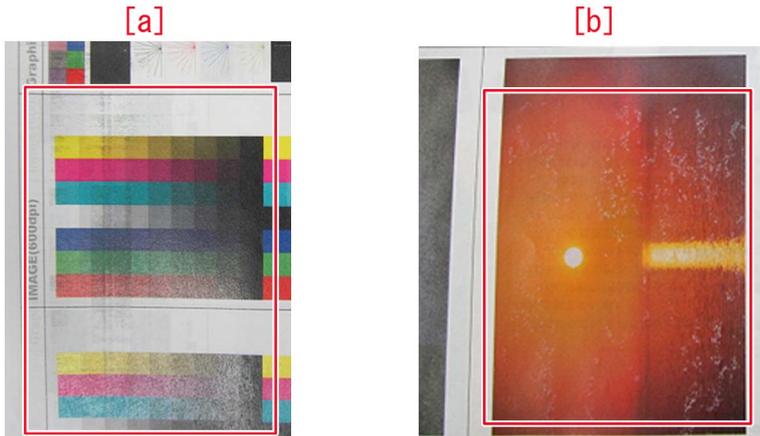
[Remedy/Answer]

Log on with the administrator authority, and change the settings as described below from the User mode.

1) Change the setting of fixing temperature
From;
Settings/Registration > Device Settings > Adjustment/Maintenance > Adjust Image Quality > Special (Processing) > Adjust Fixing Temperature, change the temperature from [Standard] to [Low].

2) Create a paper type setting and change the humid environment setting.
From;
2-1)
Settings/Registration > Device Settings > Preferences > Paper Settings > Paper Type Management Settings >, select plain paper 1, press [Duplicate] and save it with any name.
2-2) Select the paper registered at step 2-1), and from Details/Edit > Humid Environment Mode, change the humidity environment setting from [Standard] to [High Humidity2].

3) Register the paper for the cassette
From;
Settings/Registration > Device Settings > Preferences > Paper Settings > Paper Settings > , select a cassette to be registered, and click [Set] > Detailed Settings, select the paper selected at step 2-1.

4) Perform 2-sided print , check and confirm that high temperature offset and delivery paper adhesion do not occur anymore.
In case the high temperature offset and delivery paper adhesion symptom persist, look for other cause.