



imageRUNNER
ADVANCE

C5560i / C5550i
C5540i / C5535i  Series

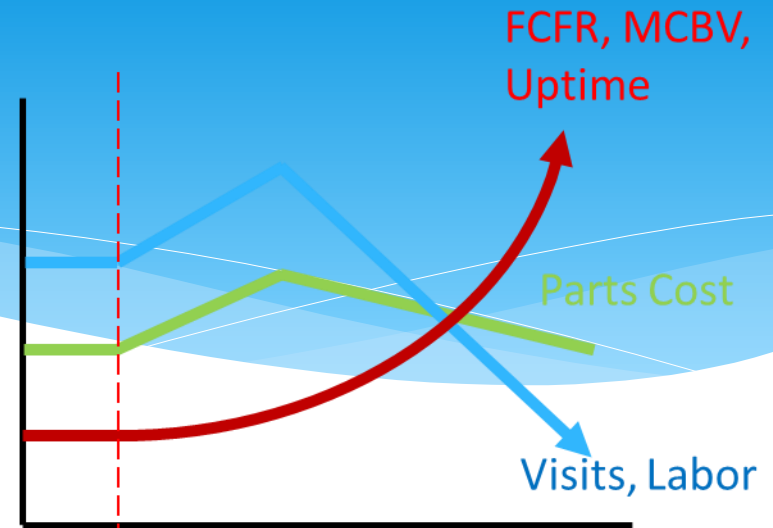


Preventative Maintenance Procedure

➤ Purpose

Increase the following items.

- ◆ **FCFR** (*First Call Fix Rate*)
- ◆ **Uptime**
- ◆ **MCBC** (*Mean Copies Between Calls*)
- ◆ **Customer Satisfaction**



Implementation of the Preventative Maintenance Procedure

➤ How to use



This document was developed by Canon USA Engineering Services and Solutions to perform consistent, effective and efficient maintenance on all Canon products.

iR ADV C5500 series Advance Maintenance Guide

Service History Check - [Pre Visit]

Procedure

Detail

Note

Time

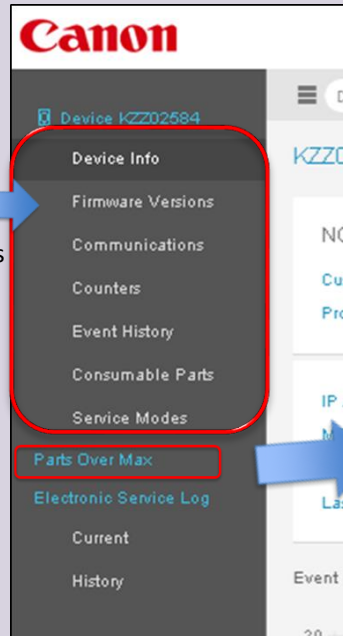
Action Prior to Customer Visit:

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**

Whenever possible, Check Snapshot for :

- Firmware Version
- Event History
- Part Counters
- Service Mode Settings








Code	Part Number	Count	Min	Max
BS-SL-F	FC8-7088-000	465134	400000	-
BS-SL-R	FC8-7088-000	465134	400000	-
DF-SP-RL	F82-7777-020	86969	64000	-
EXP-SCRIP	FC9-9153-000	465134	400000	-
FX-WEB	FC5-2286-000	465134	350000	450000
LNT-TAP1	FC8-5633-000	86969	64000	-
LNT-TAP2	FC8-5727-000	86969	64000	-
PO-WIRE	FL3-4559-000	465134	400000	-
PRM-WIRE	FL3-4559-000	465134	400000	-
SP-CLAW	F84-8018-010	465134	400000	-

1. Understand the machine's current condition (jams and error, needed consumable parts) before visiting EM call or PM-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.




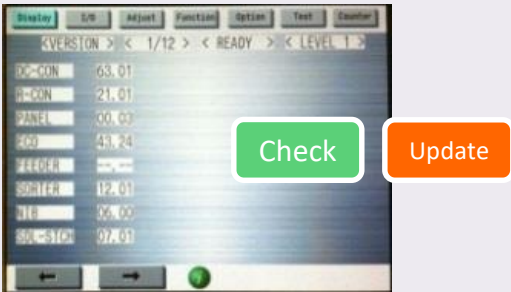




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Common Process (Before)

Procedure	Detail	Note	Time
<p>C1</p> <p>Verify Customers' Concern</p>	<p>Ask the customer about the condition of the machine and validate any issues they have.</p> <p>Ask Questions to find out if there are any following issues on the machine?</p> <ol style="list-style-type: none"> 1.Copy Quality 2.Jamming 3.ERROR 4.Other issues (Copier Only) 5.No Problem 	<p>◆ Point:</p> <ul style="list-style-type: none"> - To perform efficient maintenance, we need to ask the customer about the machine condition. 	<p>Check</p> 
<p>C2</p> <p>Check the Serial Number</p>	<p>Ensure the serial number on the machine matches the serial number that you are dispatched to.</p>	<p>◆ Point:</p> <ul style="list-style-type: none"> - If the serial number is incorrect and there is more than one machine at the account that is down please notify dispatch. 	<p>Scan</p> 
<p>C3</p> <p>Perform COM-TEST</p>	<p>➤ COPIER > Function > INSTALL>COM-TEST</p> 	<p>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.</p>	<p>Check</p>  <p>COM TEST</p> 




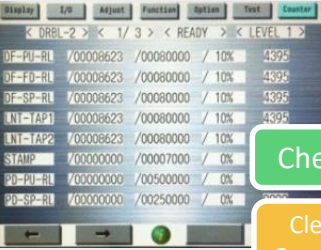


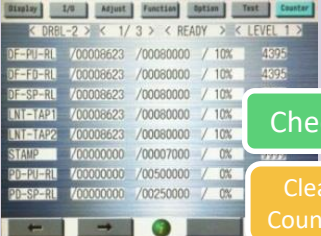


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Common Process (Before)

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 was used successfully, skip steps C5 through C8	1. Check System Software Version > COPIER>DISPLAY>VERSION General Population: Update the system software to latest version. FXO: Verify the current Fedex Firmware is installed. 	◆ Point: The latest firmware version should be installed on the machine. Please visit e-Support for the latest version.	Visual Check  Update  20 min
C6 Check Service history If Snapshot was used successfully, skip steps C5 through C8	1. Check ERR/JAM history > COPIER>DISPLAY>ERR > COPIER>DISPLAY>JAM 	Address all Error and Jams.	Visual Check  1 min

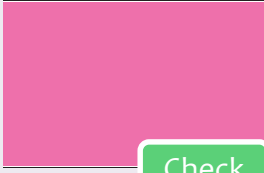

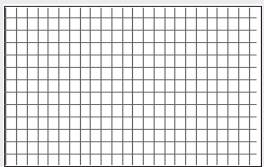



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Common Process (Before)

Procedure	Detail	Note	Time								
<p>C7 Check the Drum counter</p> <p>If Snapshot was used successfully, skip steps C5 through C8</p>	<p>1. Check the Drum counter. ➤ COPIER>COUNTER>LF</p>  <table border="1" data-bbox="931 202 1168 364"> <tr><td>Y-DRM-LF</td><td>28</td></tr> <tr><td>M-DRM-LF</td><td>28</td></tr> <tr><td>C-DRM-LF</td><td>71</td></tr> <tr><td>K-DRM-LF</td><td>59</td></tr> </table> <p>Check Replace</p>	Y-DRM-LF	28	M-DRM-LF	28	C-DRM-LF	71	K-DRM-LF	59	<p>◆ Point: Replace the drums refer to the value below to eliminate drum over life related issue. COPIER>COUNTER>LF</p> <ul style="list-style-type: none"> ➤ Y/M/C-DRM-LF = 128 % or above ➤ K-DRM-LF = 200 % or above 	<p>Visual Check</p>  <p>1 min</p> <p>Replace</p>  <p>10 min</p>
Y-DRM-LF	28										
M-DRM-LF	28										
C-DRM-LF	71										
K-DRM-LF	59										
<p>C8 Check the P/U roller counters</p> <p>If Snapshot was used successfully, skip steps C5 through C8</p> <p><i>Reset the counters if parts are replaced. *Check that physical condition of the part matches the counter</i></p>	<p>Check the roller counters. DRBL-1>M-PU-RL</p> <ul style="list-style-type: none"> ➤ COPIER>COUNTER>DRBL-1 ➤ COPIER>COUNTER>DRBL-2  <p>Check Replace</p> <p>Clear Counter</p>	<p>◆ Point: Replace the rollers <u>over 100%</u> to eliminate parts over life related JAM. COPIER>COUNTER</p> <p>Cassette 1,2,3,4, Bypass Rollers:</p> <ul style="list-style-type: none"> ➤ DRBL-1>C1-FD-RL ➤ DRBL-1>C1-SP-RL ➤ DRBL-1>C2-FD-RL ➤ DRBL-1>C2-SP-RL ➤ DRBL-1>M-PU-RL ➤ DRBL-1>M-SP-RL <p>ADF Rollers: (ADV5551, 5545)</p> <ul style="list-style-type: none"> ➤ DRBL-2>DF-PU-RL ➤ DRBL-2>DF-FD-RL ➤ DRBL-2>DF-SP-RL <p>(ADV5535, 5530)</p> <ul style="list-style-type: none"> ➤ DRBL-2>C3-FD-RL ➤ DRBL-2>C3-SP-RL ➤ DRBL-2>C4-FD-RL ➤ DRBL-2>C4-SP-RL ➤ DRBL-2>LNT-TAP1 	<p>Visual Check</p>  <p>1 min</p> <p>Replace</p>  <p>10 min</p>								
<p>C9 Check the other durable counters</p> <p><i>Reset the counters if parts are replaced. *Check that physical condition of the part matches the counter</i></p>	<p>1. See the Parts counter. COPIER>COUNTER>DRBL-1/DRBL-2</p>  <p>Check Replace</p> <p>Clear Counter</p>	<p>◆ Point: Replace the following parts over 100%.</p> <p>COPIER>COUNTER</p> <p>Transfer</p> <ul style="list-style-type: none"> ➤ DRBL-1>TR-BLT ➤ DRBL-1>T-CLN-BD ➤ DRBL-1>2TR-ROLL ➤ DRBL-1>TR-ROLK/TR-ROLK <p>Fixing</p> <ul style="list-style-type: none"> ➤ DRBL-1>FX-UP-FR ➤ DRBL-1>FX-LW-RL <p>Developer</p> <ul style="list-style-type: none"> ➤ DRBL-1>DV-UNT-BK ➤ DRBL-1>DV-UNT-M ➤ DRBL-1>DV-UNT-C ➤ DRBL-1>DV-UNT-Y <p>Filter</p> <ul style="list-style-type: none"> ➤ DRBL1>TN-FIL1 	<p>Visual Check</p>  <p>1 min</p> <p>Replace</p>  <p>Up to 60 min</p>								

iR ADV C5500 series Advance Maintenance Guide

Common Process (Before)

Procedure	Detail	Note	Time
<p data-bbox="125 164 222 207">C10</p> <p data-bbox="115 335 434 435">Make Samples (Before Sample)</p>	<p data-bbox="569 157 1139 214">Take following Copy/Print samples from Copy from ADF and Copy Glass.</p> <p data-bbox="569 221 946 249">1. PG10 2.CA7</p> <div data-bbox="569 278 840 449">  <p data-bbox="724 421 840 464">Check</p> </div> <div data-bbox="879 278 1149 449">  <p data-bbox="1033 421 1149 464">Check</p> </div> <p data-bbox="589 464 666 492">3. PG6</p> <div data-bbox="575 506 840 671">  </div> <p data-bbox="898 456 975 478">4. PG10</p> <div data-bbox="884 499 1149 664">  </div>	<p data-bbox="1207 157 1603 185">Any issues, resolve them as needed.</p>	<p data-bbox="1806 628 1874 656">Check</p>
<p data-bbox="125 721 222 763">C11</p> <p data-bbox="115 892 492 935">Inspect paper Feed</p>	<p data-bbox="511 735 1526 778" style="color: red; font-weight: bold;">Perform C10 and C11 at the same time to save time</p> <p data-bbox="569 835 1178 863">Take copies from All Cassette at least 5 each from ADF.</p> <div data-bbox="589 935 879 1128">  </div> <p data-bbox="743 1163 859 1206">Check</p> <ul style="list-style-type: none"> <li data-bbox="898 956 1052 985">1. Cassette 1 <li data-bbox="898 985 1052 1013">2. Cassette 2 <li data-bbox="898 1013 1052 1042">3. Cassette 3 <li data-bbox="898 1042 1052 1071">4. Cassette 4 <li data-bbox="898 1071 1062 1099">5. Bypass tray <li data-bbox="898 1099 1110 1128">6. Side Paper Deck 	<p data-bbox="1207 835 1613 863">Take copies from following cassette.</p> <p data-bbox="1207 871 1313 899">◆Point:</p> <p data-bbox="1207 906 1439 935">Make following jobs.</p> <ul style="list-style-type: none"> <li data-bbox="1207 935 1381 963">1.Double sided <li data-bbox="1207 963 1323 992">2.Staple <li data-bbox="1207 992 1362 1021">3.Hole punch <p data-bbox="1207 1028 1777 1056">If you see the JAM, find the cause and fix that issue.</p>	 <p data-bbox="1816 721 1874 778" style="color: green; font-weight: bold;">5 min</p>



iR ADV C5500 series Advance Maintenance Guide


Procedure	Detail & Action	Note	Time
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M1

Clean DADF Rollers / Sensors

Do not use alcohol to clean the rollers. Use water, roller cleaner or soap and water.


Clean the rollers (Pick up, Feed, Sep)



◆ **Point:**
Clean the Rollers using a lint free cloth with soap and water. Sensors should be cleaned using a blower brush.

***Visually Inspect the Rollers and only clean if necessary. If the Rollers were recently replaced or cleaned they may be fine**

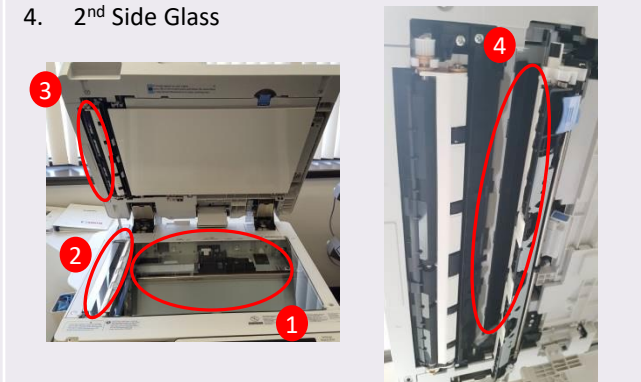
Clean



M2

Clean the Glass/Platen roller

- Copy Glass
- ADF Reading Glass
- Platen
- 2nd Side Glass



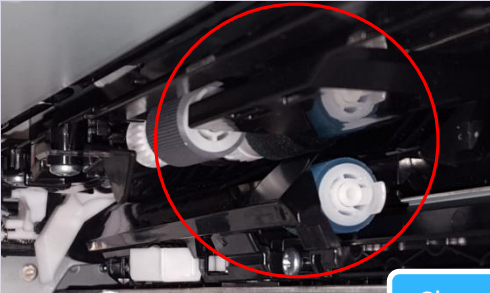





◆ **Point:**

- 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 side of it.
- Remove and clean the under side of the Copy Glass and clean the Optics
- Clean the **ADF Reading Glass** and **Copy Glass** with Oil cleaner (FY9-6020-000) [TP12 181]
- Clean the **Platen Roller** with Alcohol.

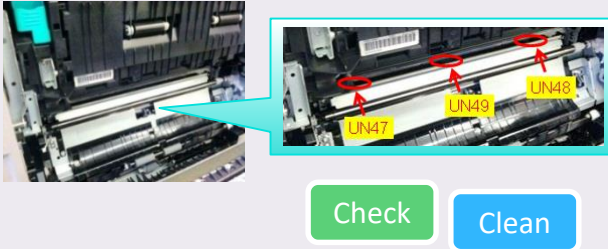
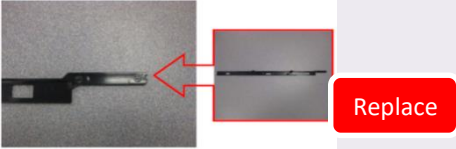
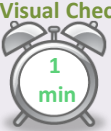


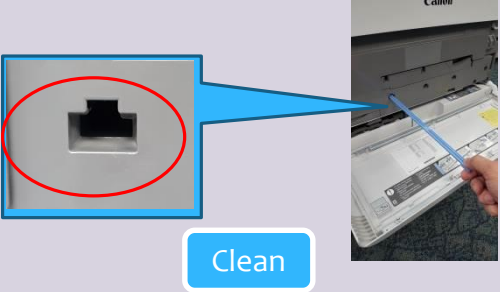

Clean



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Procedure	Detail & Action	Note	Time
<p>M3</p> <p>Clean Rollers on Cassettes</p> <p>* Do not use alcohol to clean the rollers. Use water, roller cleaner or soap and water.</p>	<p>1. Clean the rollers if you didn't replace them in C8.</p>  <p>Clean</p>	<p>Clean the rollers with lint free paper with soap and water.</p> <p>*Visually Inspect the Rollers and only clean if necessary. If the Rollers were recently replaced or cleaned they may be fine</p>	<p>Clean</p> 
<p>M4</p> <p>Clean Inside of the machine</p>	<ol style="list-style-type: none"> 1. Pull out P-Kit and vacuum excess toner near on Yellow Developer. (Check All) 2. Remove the P-Kit and ITB A'ssy. 3. Clean the top cover of the Laser A'ssy with vacuum. 4. Vaccuum the roof of this cavity.  <p>Check</p> <p>Clean</p>	<ul style="list-style-type: none"> • Point:  <p>Clean</p>	<p>Check</p>  <p>Clean</p> 

iR ADV C5500 series Advance Maintenance Guide

Procedure	Detail	Note	Time
<p>M5</p> <p>Clean the patch sensor / Check the sensor shutter</p>	<ol style="list-style-type: none"> Remove the ITB Ass'y to see the Patch Sensor shutter. Check and clean the Patch Sensor shutter with lint free towel. 	<p>If the patch Sensor shutter is broken, replace it with new one. Patch registration sensor unit (FM1-G546-000).</p>  <p>◆Point; 1. When you clean the patch sensor, do not bend the Mylar on the right side. It causes smearing image. 2. Check for proper operation of the patch solenoid for binding/damage to arm solenoid is a part of Patch Drive Assembly FM1-N636-000</p>	<p>Visual Check</p>  <p>1 min</p> <p>Clean</p>  <p>3 min</p> <p>Replace</p>  <p>5 min</p>
<p>Perform M5 to M6 at the same time to save time</p>			
<p>M6</p> <p>Clean the Laser slit Glass[4]</p>	<p>Use the Dust-Blocking glass cleaning tool to clean the laser glass.</p> 	<p>If the pad is worn out, replace it with new one (FL2-9476-010).</p>	<p>Clean</p>  <p>1 min</p>



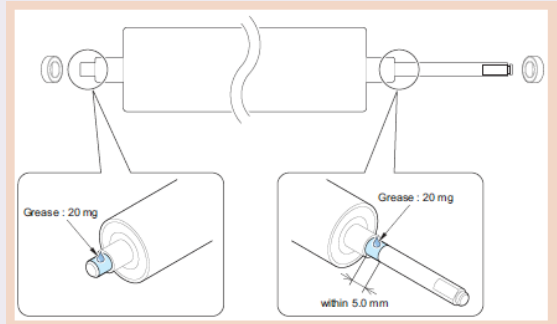
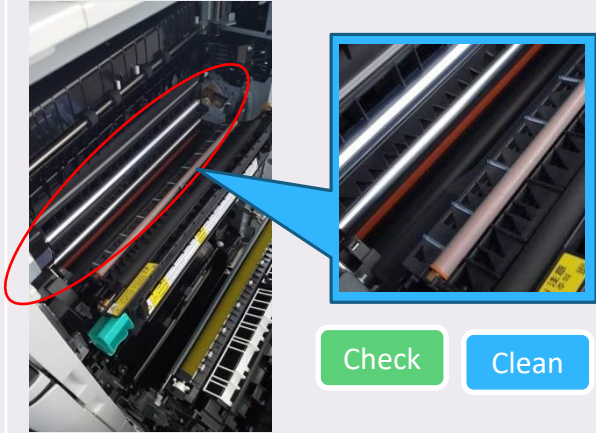
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Procedure	Detail	Note	Time
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M7

Clean the Fixing Delivery Guide, Delivery Roller and Inlet Guide.

1. Open the Fixing cover, inspect and clean the Fixing Inlet Guide. Delivery Roller, Delivery Guide

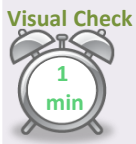


◆ **Point;**
Removal of Fixing Inlet Guide is not needed. The Fixing Inlet Guide could be cleaned when inside of machine. If very contaminated and Scratched replace the Fixing Inlet Guide, FC0-4934-000.

Also rotate/check the orange Delivery Roller (FE4-3689-000) and Bushings (FS5-1943-000 Qty 2 for noise/wear. Lube the bushings with high temp grease to stop noise. Bushings will become oval instead of round over time.

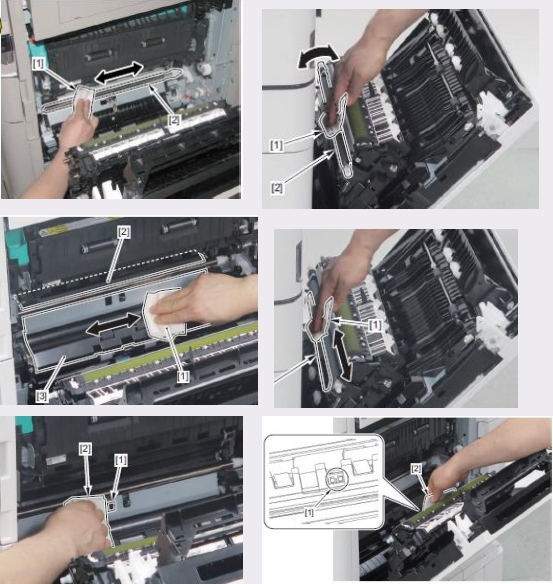


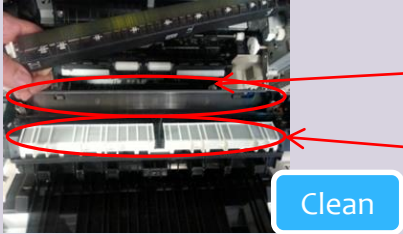



➤ If you install the Fixing Separation Guide (FC8-5043-030) (Not part of the Fixing film unit. You must remove from old to put on new). Be sure to check that it is installed properly. if Upside down, 0107 JAM will occur.

Action at Replacement: In order to prevent abnormal noise, be sure to apply a small amount of grease to the bearing fitting part of the Fixing Pressure Roller Shaft. Grease that can be used [CK-8102 (HP300); QY-0035 (HP300) and FY9-6036 (SE1107)] **See Service Manual**



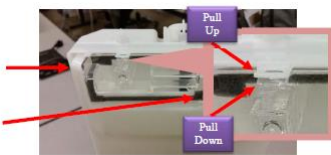






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Maintenance Process

Procedure	Detail	Note	Time
<p>M8</p> <p>Clean the Reg Roller (inner & outer side), Pre-Reg Guide (inner & outer),Reg sensor & prism,</p> <p>Clean the Duplex Feed rollers also.</p>		<p>❖ Point</p> <p>Clean all areas with lint free paper moistened with alcohol.</p>	<p>Visual Check</p>  <p>Clean</p> 
<p>M9</p> <p>Clean Secondary Transfer Roller Area</p>	<ol style="list-style-type: none"> 1. Remove the Outer Secondary Transfer Roller 2. Clean toner from the cavity. 3. Clean Feed contact guide 	<p>◆ Point;</p> <p>Make sure springs under Secondary Transfer Roller Assembly are in correct position.</p> <p>Clean the secondary transfer guide with lint free paper moistened with alcohol.</p> <p>Clean the feed contact guide with lint free paper moistened with alcohol.</p>	<p>Clean</p> 
<p>M10</p> <p>Empty the Waste toner bottle</p>	<ol style="list-style-type: none"> 1. Check the customer's inventory of waste toner bottles. 	<p>With the introduction of the iRAC5500 Series machines the waste toner container has been designed to have a higher capacity / yield.</p>	<p>Visual Check</p> 

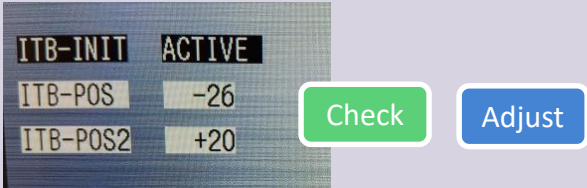




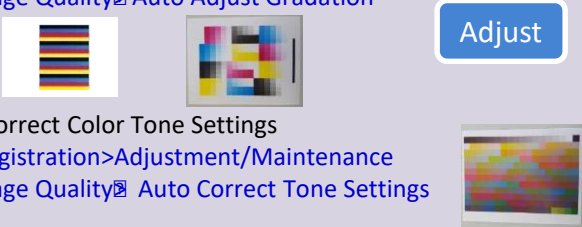

iR ADV C5500 series Advance Maintenance Guide

Procedure	Detail	Note	Time
M10 Continued	Check the customer's inventory of waste toner bottles.		
Emptying the Waste toner bottle	Step 1 & 2 	Step 1 Open the waste toner door Step 2 Remove the waste toner container from the machine. (DO NOT TILT Waste Toner Container to prevent false recognition of waste toner sensor)	
Follow step by step process on how to empty the waste toner container.	Step 3 	Step 3 Place the waste container on a flat surface	
	Step 4 & 5 	Step 4 Place the waste container vertically to expose the waste toner container window Step 5 In order to remove the plastic window pull up slightly on the upper latch while pushing down slightly on the lower clear plastic latch.	
	Step 6 	Step 6 Remove plastic waste container window. Pull slightly to the front and unhook the rear protrusion of the plastic window. Clean off the waste toner container window of all accumulated toner.	
	Step 7 	Step 7 Empty the waste toner from the container into a plastic waste toner bag.	
		Clean off the waste toner container of all accumulated toner. Reverse the process in step 6 to reinstall the plastic waste container window. Reinstall in machine and clear waste toner counters in service mode. MAKE SURE TO CLEAR THE WASTE TONER COUNTER UNDER COPIER>COUNTER>DRBL-1>WST-TNR	
	 <p style="text-align: center; font-size: small;">Part number for Window FL0-7007-000</p>		






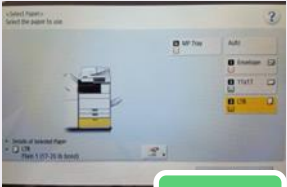


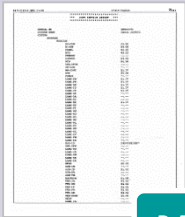


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Common Process (After)

Procedure	Detail & Action	Note	Time
<p>C12</p> <p>Check the ITB POS</p> <p>Check iTB-POS & iTB-POS2 value; If not in range, execute iTB Alignment Adj. (See Service Manual)</p>	<ol style="list-style-type: none"> Execute COPIER>FUNCTION>MISC-P>ITB-INIT. See the COPIER>DISPLAY>MISC>ITB-POS. Repeat 1 and 2 for 3 times. 	<p>◆ Point:</p> <ol style="list-style-type: none"> If the value of service mode is out of range, perform the ITB Alignment Adjustment. <p>Note: Since this product is not affected by the tilt of the floor, adjustment of the adjuster height is not valid. Therefore, if it is out of range, perform "ITB adjustment". (See Service Manual)</p>	<p>Check</p>  <p>Adjust</p> 
<p>C13</p> <p>Check Finishing devices</p>	 <ol style="list-style-type: none"> If E540-8002, E542-8002, 110F, or 1104 is shown in the error or jam list ensure there are no boxes or waste bin inhibiting the travel of the trays up and down movement. Ensure all paper clips and staples are cleaned out of the finishing device. <p>Check</p>	<p>◆ Point:</p>	<p>Check</p> 
<p>C14</p> <p>Perform Auto Correct Color Mismatch/Auto Adjust Gradation / Auto Correct Color Tone Setting</p>	<ol style="list-style-type: none"> Auto Correct Color Mismatch Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Correct Color Mismatch Auto Adjust Gradation (Pick Paper Type & use Full Adjust) Settings/Registration>Adjustment/Maintenance >Adjust Image Quality Auto Adjust Gradation Auto Correct Color Tone Settings Settings/Registration>Adjustment/Maintenance >Adjust Image Quality Auto Correct Tone Settings 	<p>◆ Point:</p> <ol style="list-style-type: none"> If error message shows up when performing Auto Correct Color Mismatch, patch registration shutter could be broken. Check patch registration shutter . If the customer use the heavy paper, perform Auto Adjust Gradation with plain and heavy paper. If the machine has imagePASS P1, perform calibration for imagePASS after performing Auto Correct Color Mismatch/Auto Adjust Gradation. 	<p>Adjust</p> 




iR ADV C5500 series Advance Maintenance Guide

Common Process (After)

Procedure	Detail	Note	Time
C15 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 following PCQ, check the ADV Topics.	Check 
Perform C15 and C16 at the same time to save time			
C16 Test paper Feed	Take copies from All Cassette at least 5 each from ADF.  Check <ol style="list-style-type: none">1. Cassette 12. Cassette 23. Cassette 34. Cassette 45. Bypass tray6. Side Paper Deck	Take copies from following cassette. ◆ Point: Make following jobs. <ol style="list-style-type: none">1.Double sided2.Staple3.Hole punch If you see the JAM, find the cause and fix that issue.	Check 
C17 Complete Documentation	1. Service Log 2. FSR 3. P-PRINT   Fill out P-PRINT	◆ Point: <ol style="list-style-type: none">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 and User data list.	Fill Out  P-Print 

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Procedure	Detail & Action	Note	Time
<p>C18 Perform COM-TEST</p>	<ol style="list-style-type: none"> 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. <p>➤ COPIER > Function > INSTALL>COM-TEST</p> 	<p>If COM-TEST is NG, fix this issue at first. If you can't fix this issue, get assistance.</p>	<p>Check</p>  <p>COM TEST</p> 
<p>C19 Communicate to the customer that you are leaving</p>	<p>Ask the customer if everything was addressed. Do they have the necessary supplies and ask if they are satisfied with your service.</p>	<p>◆ Address all customer issues with your service manager. Ensure they are resolved or addressed, whether they are administrative, service related or sales oriented.</p>	<p>Scan</p> 