

3500i/4500i/5500i/6500i/8000i Troubleshooting Guide

2012.3. 8 Revised

3.16 Revised

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4. 6 Revised

8.30 Revised

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Black Dot / Black Marks

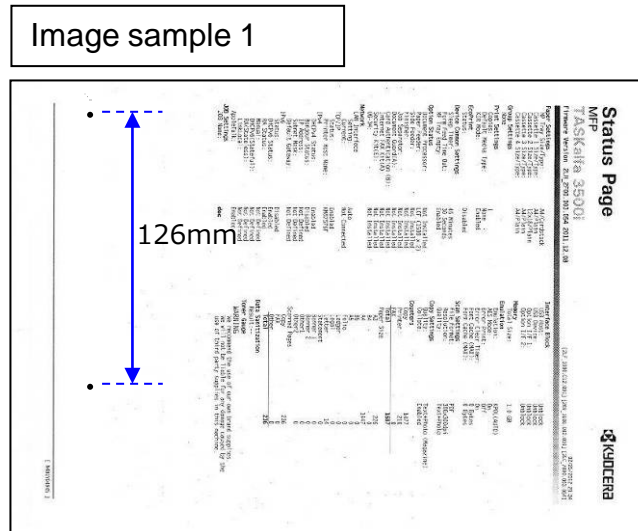
1. 126mm interval Black Dots (drum)

If one of several 126mm interval black dots appears randomly at sub scanning direction, take the following measure.

(Image sample 1)

(*there is the case that the black dots appearance becomes vertical line.)

a. Replace the DRUM ASSY (DK-6305/6705).

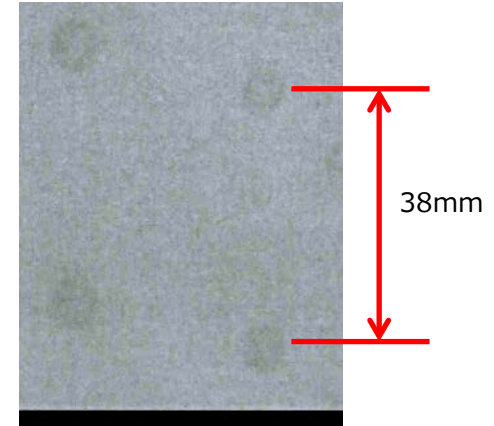


Black Dot / Black Mark

1. 38mm interval black dots, black marks (Charger roller)

Take the following measure if the 38mm interval black dots or marks appear at the image in the sub scanning direction.

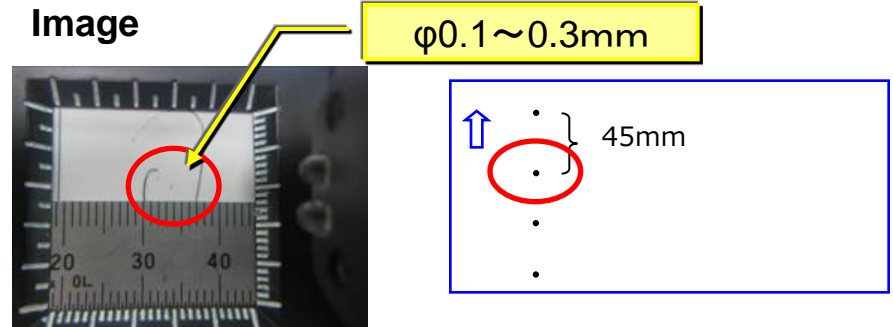
- Check the 38mm interval to print out the test sample by U089 Mono4.
- Replace the MC-6705 after confirming the dots appears 38mm interval.
- Execute U930 charger roller counter reset after replacing MC-6705.



2. 45mm interval Black dots

If 45mm interval paper appears at image in the sub scanning direction, take the following measure.

- Check whether the foreign substance are attached on the developing roller surface.
- If the foreign substance attached, wipe off by the clean cloth.
- If no foreign substance attached or it will not be disappeared after wiping off, replace the developing unit.



Above is to check the black dots on the paper by the Magnifying glass.

Void Line / White Band (Horizontal White Streaks)

1. Leak Image 1 (3500i, 4500i)

- If the void image appear at solid part of prints out on U089 Color Belt, refer to below “b” * If the vertical streak image appears at the halftone, replace the developing unit.
- Execute U140 → AC Calib→ High Altitude
- Select “Altitude” and find the setting which the leak image does not appear. * Avoid the setting far from the actual altitude.
- If the image will not be recovered, replace the developing unit.

	Execute AC Calib Operation Automatically	Select AC Calib High Altitude Setting
7550ci/6550ci	○	
5550ci/4550ci	○	
3550ci/3050ci		○
8000i/6500i	○	
5500i	○	
4500i/3500i		○

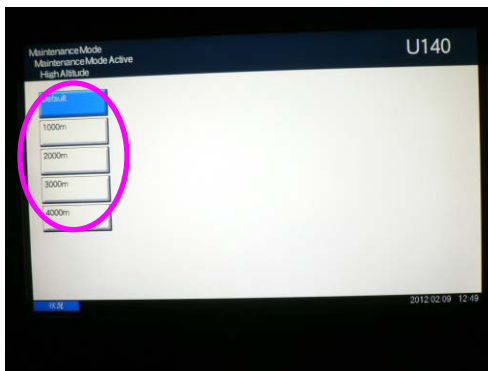
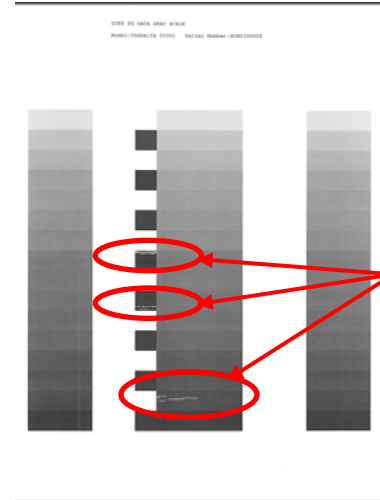


Image sample 1

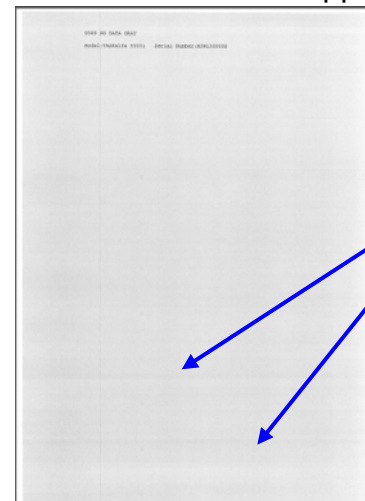
- ◇ Leak at the solid part
Void image appear at the solid part.



U89 Sample set
Void image at
Solid part

Image sample 2

- ◇ Leak at the halftone part
Horizontal streaks appear at Halftone image.



U89 Sample set
Horizontal streaks
at halftone image

Void Line / White Band (Horizontal White Streaks)

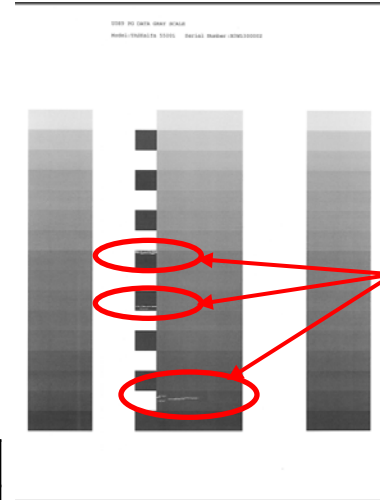
1. Leak Image 2 (5500i, 6500i, 8000i)

- If the void image appear at solid part of prints out on U089 Color Belt, refer to below “b” * If the vertical streak image appears at the halftone, replace the developing unit.
- Check the value of U140 Sleeve AC (1)
- U140 → Execute AC Calib (2) → Set “K” Off to On (3) → Execute (4) → Start
- Check whether the value of U140 Sleeve AC (3) becomes lower and the image is recovered.
- If the image will not be recovered, replace the developing unit.

	Execute AC Calib Operation Automatically	Select AC Calib High Altitude Setting
7550ci/6550ci	<input type="radio"/>	
5550ci/4550ci	<input type="radio"/>	
3550ci/3050ci		<input type="radio"/>
8000i/6500i	<input type="radio"/>	
5500i	<input type="radio"/>	
4500i/3500i		<input type="radio"/>

Image sample 1

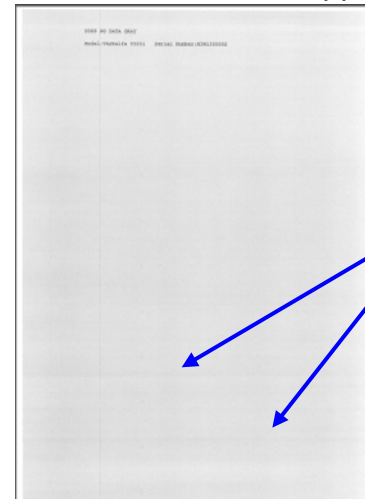
- ◇ Leak at the solid part
Void image appear at the solid part.



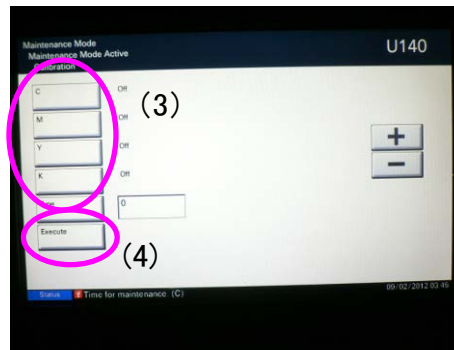
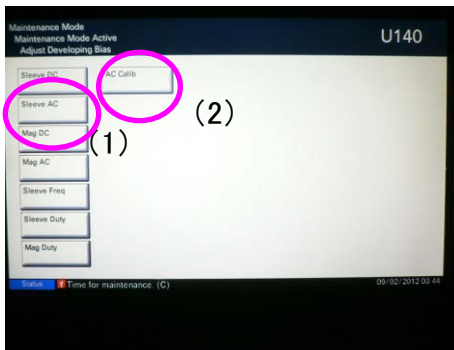
U89 Sample set
Void image at
Solid part

Image sample 2

- ◇ Leak at the halftone part
Horizontal streaks appear at Halftone image.



U89 Sample set
Horizontal streaks
at halftone image



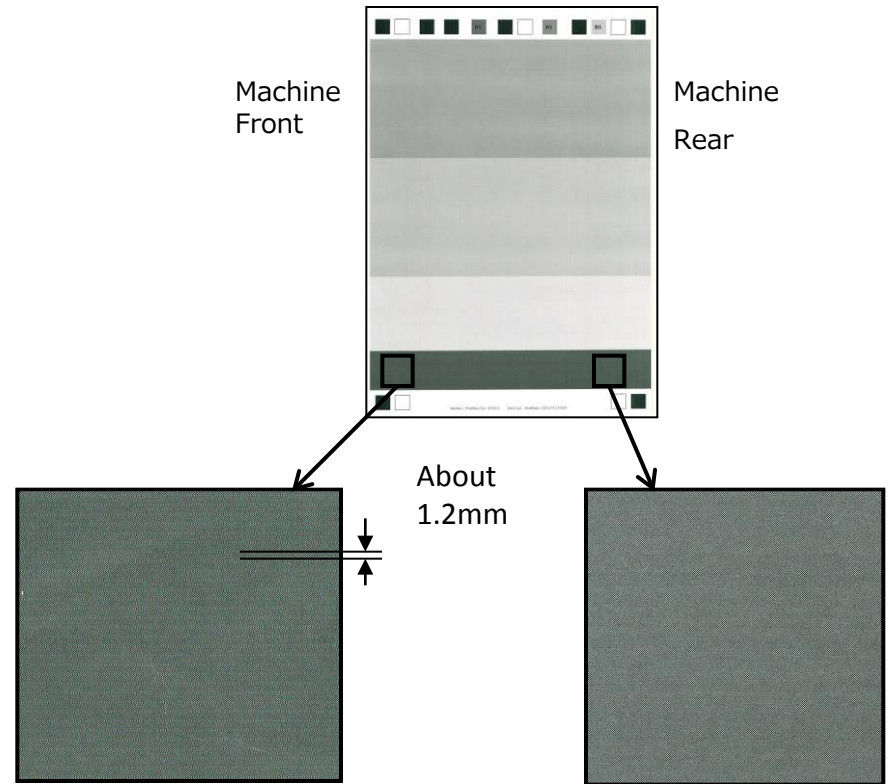
Void Line / White Band

Image sample 1

2. Horizontal white streaks (Image sample 1)

If 1.2mm interval horizontal streaks occur at the gray image in the main scanning direction, take the following measure. *In case of this appearance at the machine's rear side is more noticeable than at front.

a. Replace the LSU.



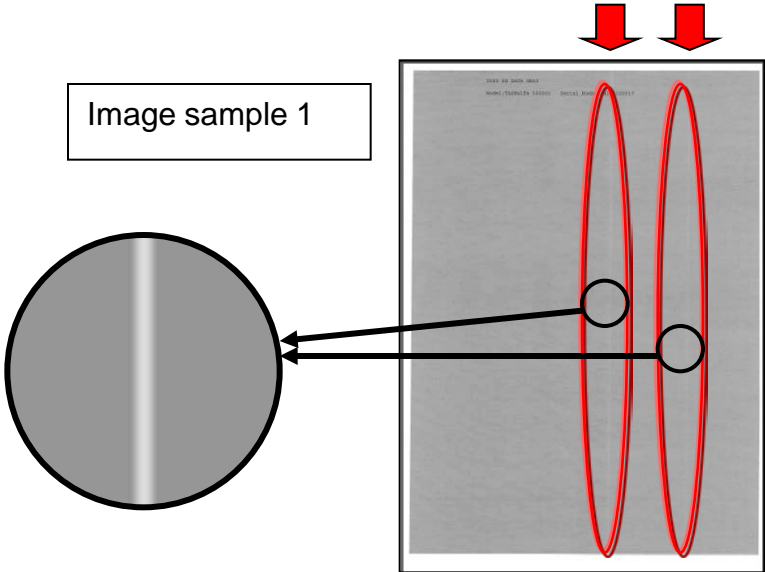
Void Line / White Band

Vertical white streaks

3. Vertical White streaks (Image sample 1)

If vertical white streaks appears continuously and linearly in the sub scanning direction, take the following measure.

- a. Clean the cover glass on the LSU.

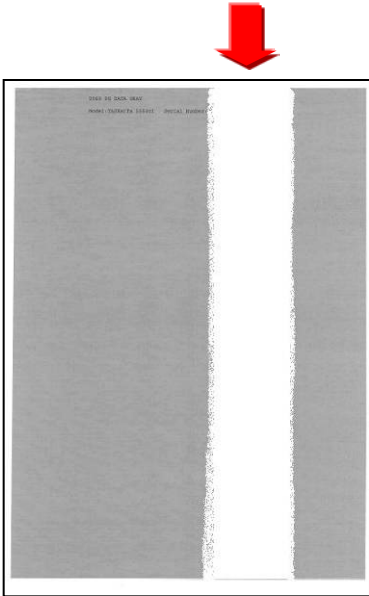


4. Vertical White lines (void image) (Image sample 2)

Image sample 2

If the void image appears by wide width in the sub scanning direction, take the following measure.

- a. Replace the LSU. (In case of the machine is produced before 2011 Oct.)



Void Line / Black Band

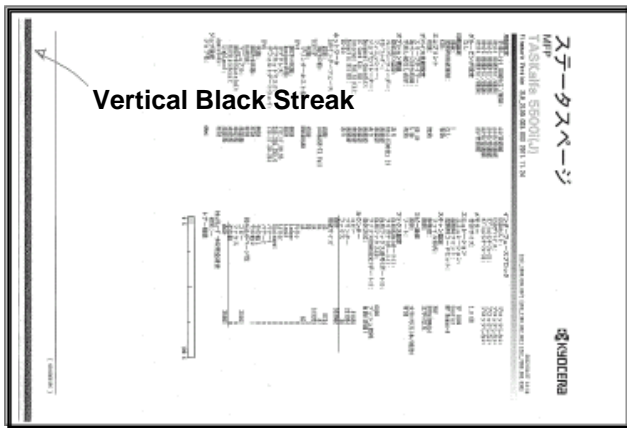
1. Vertical Black streaks (Image sample 1)

It occurs continuously and linearly toward the paper feeding direction.

Please remove the transfer belt unit and check whether the transfer belt is cracked.

1. When the transfer belt is torn or cracked, please replace the drum unit and the transfer belt unit.
2. Check the firmware version (U019) and upgrade it higher than Upgrade Pack Ver. V4.00

Image sample 1



Condition of tear or crack on the transfer belt

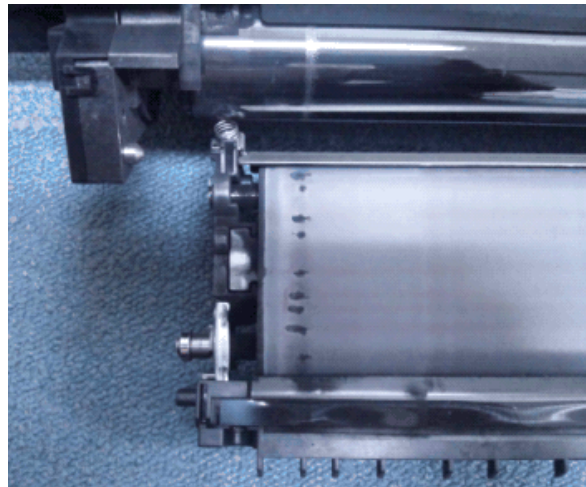


Image Smudges (1/13)

1. Image Smudges (Image sample 1)

There is no periodicity and it occurs intermittently in the paper conveyance direction.

- Clean the conveying guide.
- Clean the paper dust cleaner at the regist roller section.

(-->)

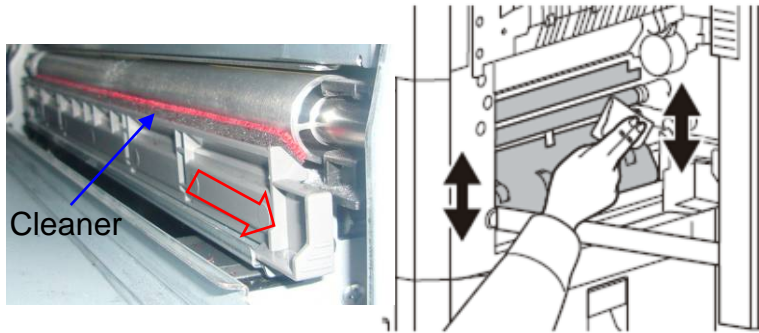
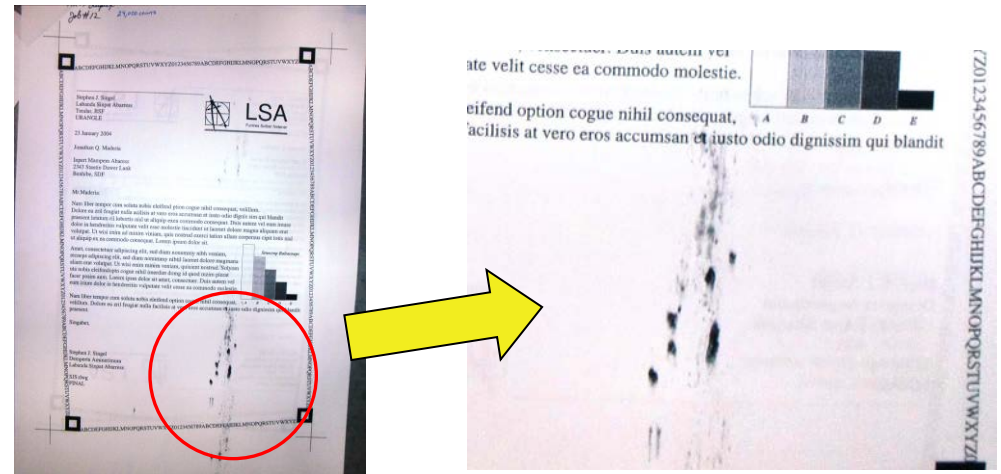


Image sample 1



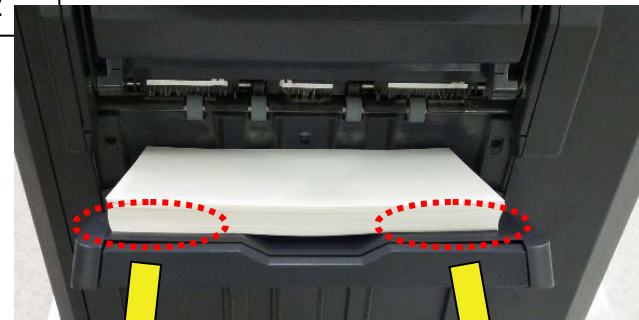
2. Image Smudges (Image sample 2)

The smudges appears at the leading edge of ejected paper.

Clean the duct at inside of machine and the developing unit.

Refer to "3.Cleaning Procedure" for cleaning.

Image sample 2



View from bottom part of ejected paper



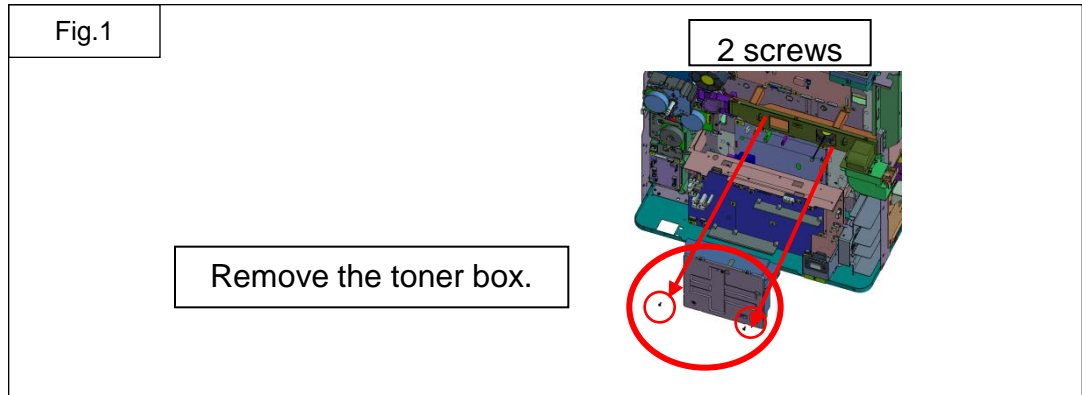
Image Smudges (2/13)

3. Cleaning Procedure

a. Preparation before cleaning

Remove the lower rear cover and toner box (Fig.1)

Remove the developing unit and drum unit after detaching the inner unit .



b. Clean the conveying guide .

Clean the paper feeding side of the conveying guide (Fig.2)

At the next, remove the conveying guide (one each at front and rear), clean the back side of conveying guide (Fig.3)

* For cleaning, use the dry and soft cloth. (It locates at the size indication plate slot on 1st cassette.)

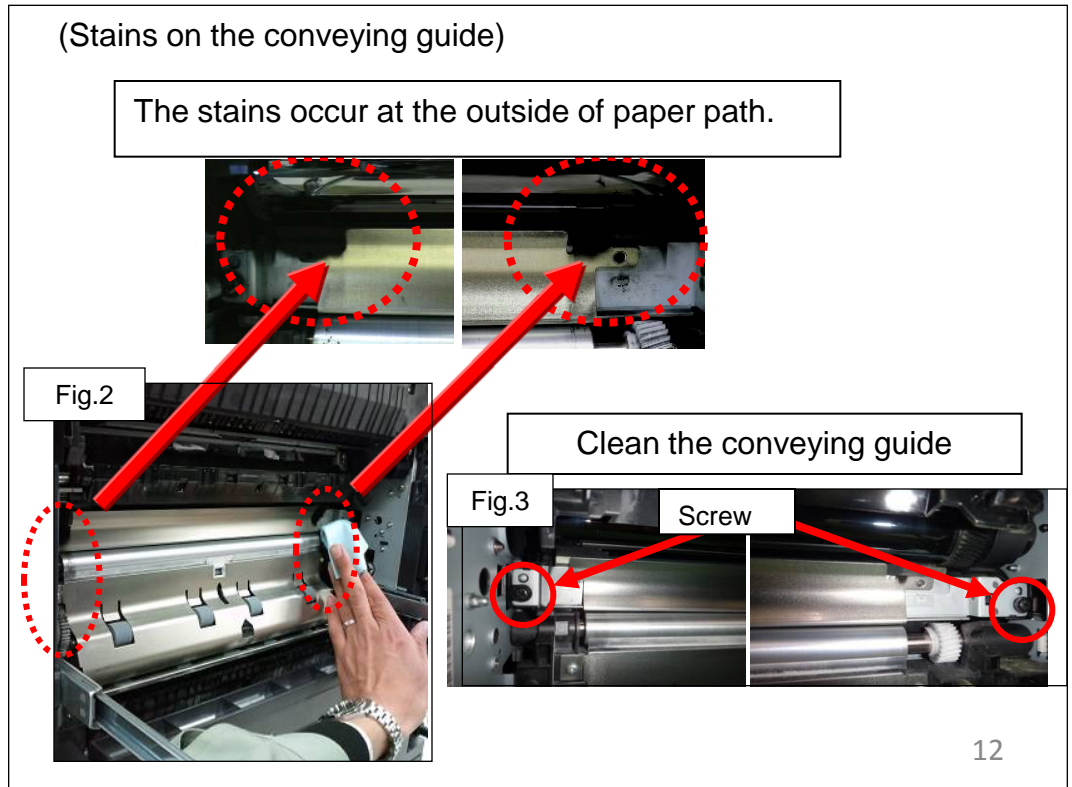
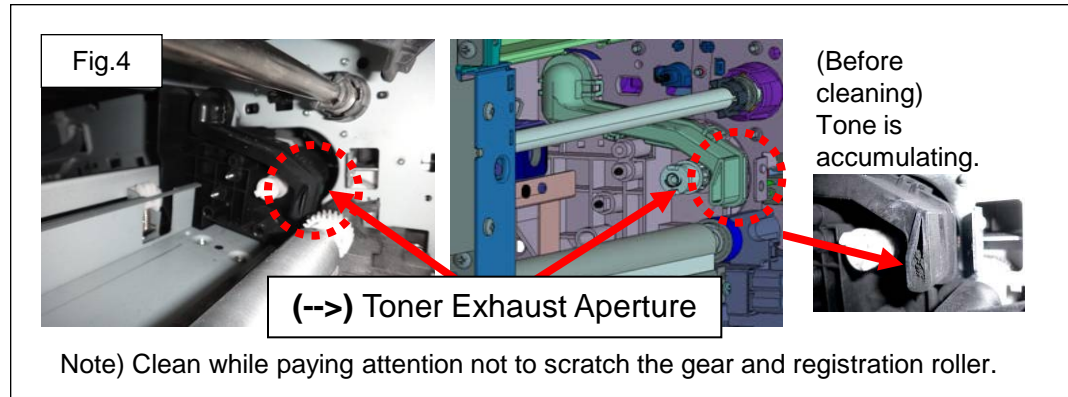


Image Smudges (3/13)

c. Clean the toner exhaust duct at inside of machine

While the developing unit is taken out and the conveying guide is removed, suction the toner exhaust part at inside the machine where the toner exhaust duct of the developing unit connected with a cleaner. (Fig.4)



d. Check the machine's production month

Check the production month from the machine's serial number on the rating label and clean it according to the production month.

- Before 2012/Feb. production machine.

Refer to the cleaning procedure "e"

→"g"

- After 2012 / Mar. production model.

Refer to the cleaning procedure "f" →

"g"

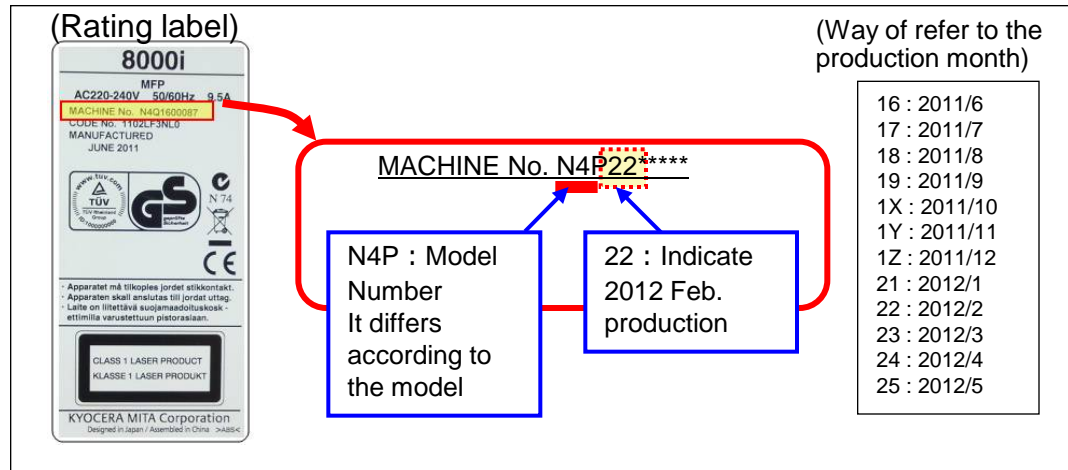


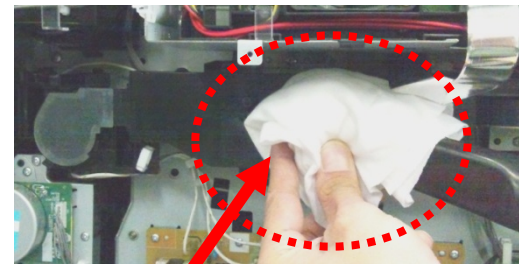
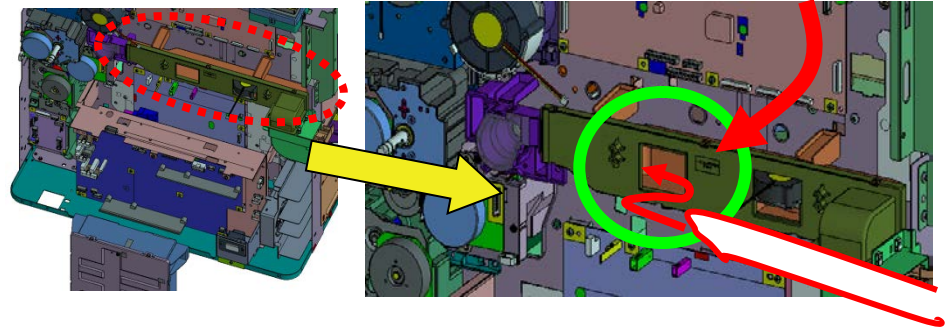
Image Smudges (4/13)

e. Clean the DUCT TONER UNIT

(In case of 2012 Feb. production machine)

Clean the DUCT TONER UNIT with the vacuum cleaner.

Procedure 1) Clean and suction the outlet of duct with cleaner for 1 min.



A cleaner tip is put in and attracted from this direction.
(If a opening is covered with a rag etc. so that the open air may not be attracted from a cleaner tip, toner can be attracted effectively.)

Image Smudges (5/13)

Procedure 2)

Remove the 302LF33012/DUCT FAN TONER from the machine and clean, suction it with the vacuum cleaner.

Reattaching the seal after cleaning and cut the part of duct.

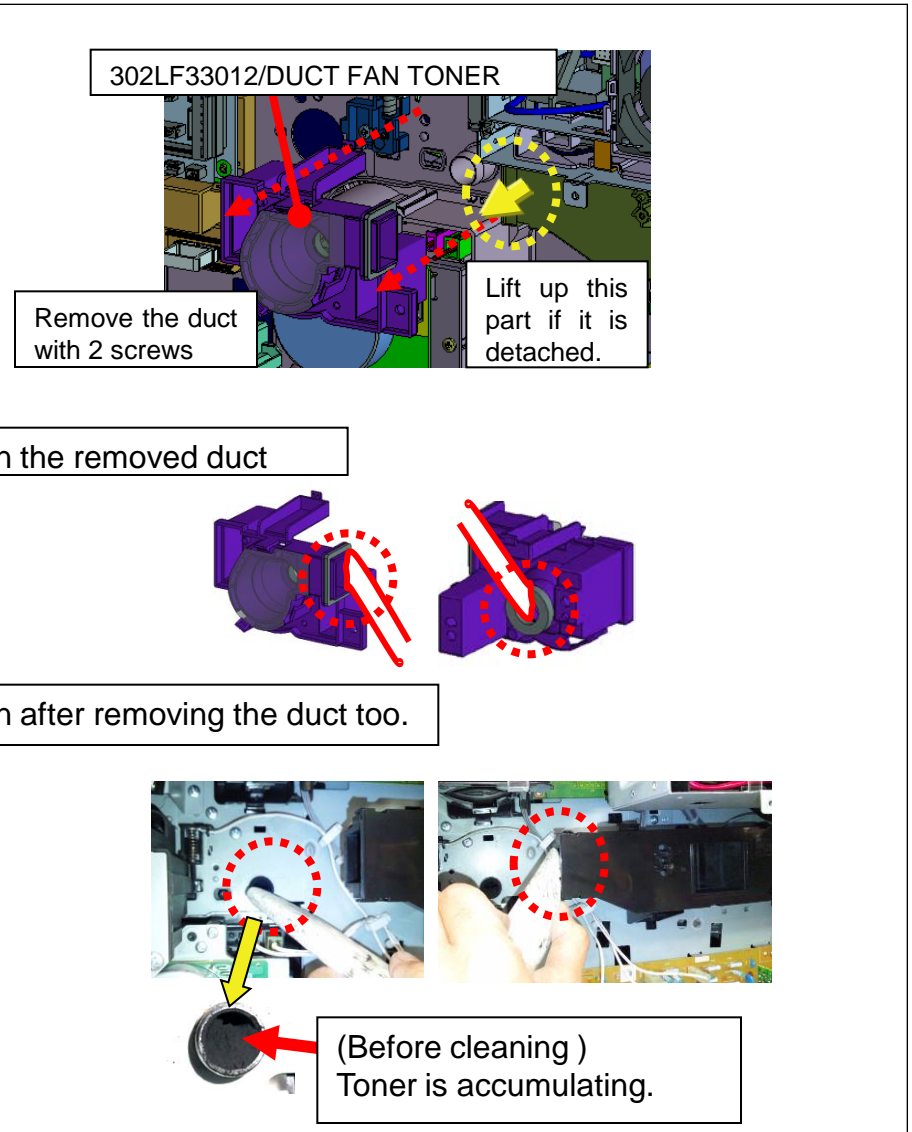


Image Smudges (6/13)

Procedure 3)

Peel off the FILM of 302LF33012/DUCT FAN TONER and replace with 302LF94410/PARTS LID TONER FAN ASSY(ZG) SP

Please replace with the parts as shown in fig when 302LF94410/PARTS LID TONER FAN ASSY(ZG) SP is available.

302LF94410/PARTS LID TONER FAN ASSY(ZG) SP

FILM

302LF94410 is re-usable.

Re-attach with 302LF33201/SEAL TONER DUCT A (Change with 5mm thick sponge)

Cut the rib (claw) of the duct.

After this replacement, the level of unit is same as 2012 Mar. and after production model.

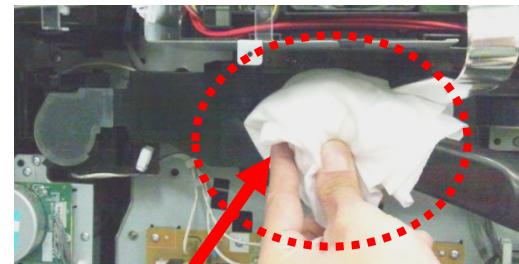
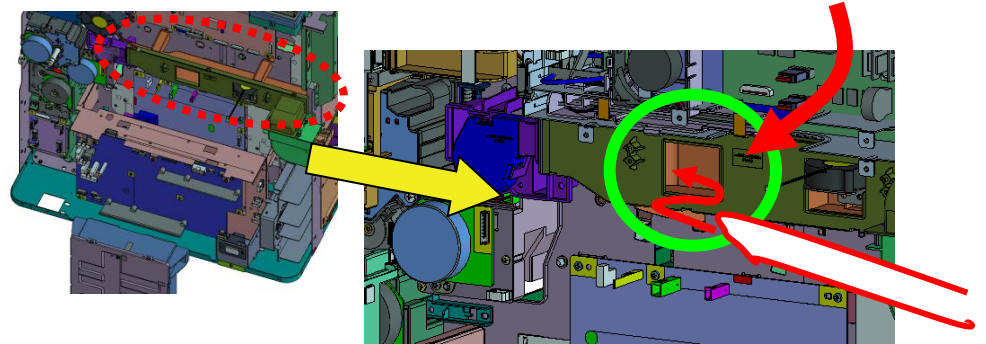
Image Smudges (7/13)

f. Clean the DUCT TONER UNIT

(In case of 2012 Mar and after production machine)

Clean suction the DUCT TONER UNIT with the vacuum cleaner.

Procedure 1) Clean suction the duct outlet for 1 min with the vacuum cleaner.



A cleaner tip is put in and attracted from this direction.
(If a opening is covered with a rag etc. so that the open air may not be attracted from a cleaner tip, toner can be attracted effectively.)

Image Smudges (8/13)

Procedure 2)

Remove the 302LF33830/LID TONER FAN from the machine and clean suction it with the vacuum cleaner.

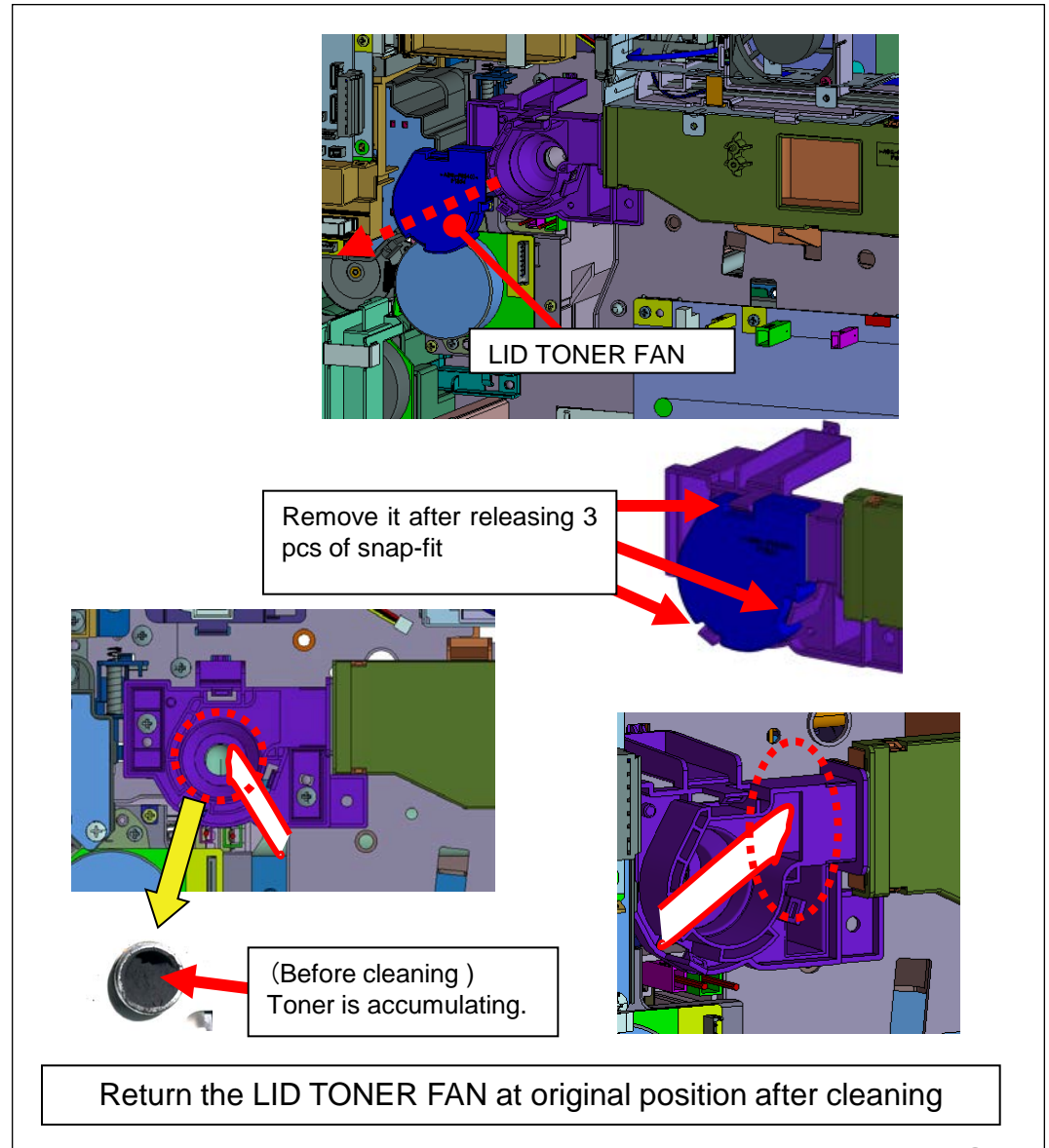


Image Smudges (9/13)

(-->)

g. Replace the DISPOSAL TONER UNIT.

- Replace the following DISPOSAL TONER UNIT.

302LF94400 PARTS DISPOSAL UNIT(ZG) SP

- Clean suction the accumulating toner at the DISPOSAL TONER UNIT inside or the FILTER.

Refer to the right figure for the cleaning procedure.

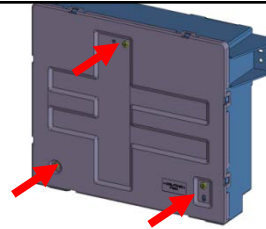
(FILTER)

302LC33240/FILTER OPTION A (New type)

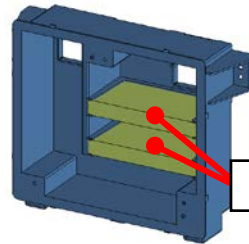
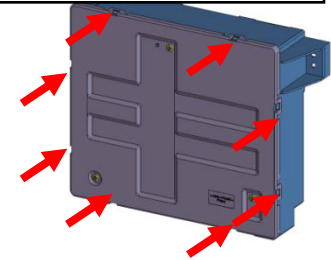
302LF33820/FILTER TONER (Old type)

Remove the LID from the DISPOSAL TONER

Remove 3 pcs of screws



Release 8pcs of snap-fit



FILTER

Old type (2 piles sheets)

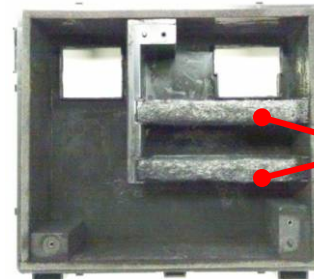


New type (2 layer structure)

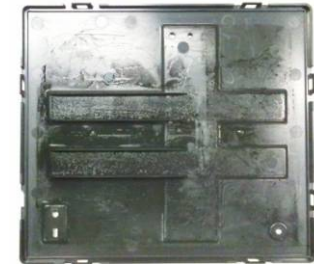


Install the thick density side of FILTER at Fan side with (both sheets). There are not difference in performance between old and new 2 type of filters.

Clean the inner part of accumulating toner and filter after opening the DISPOSAL TONER UNIT.



FILTER

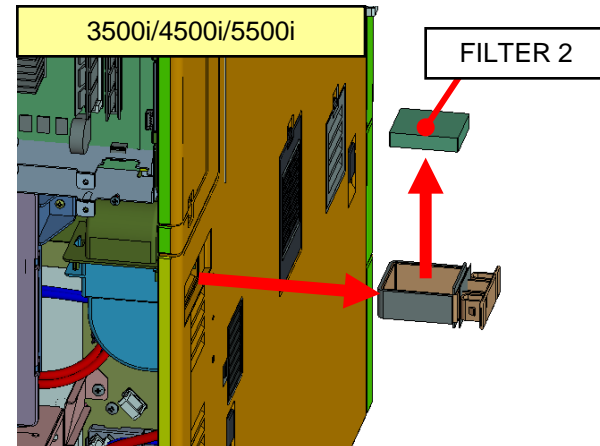
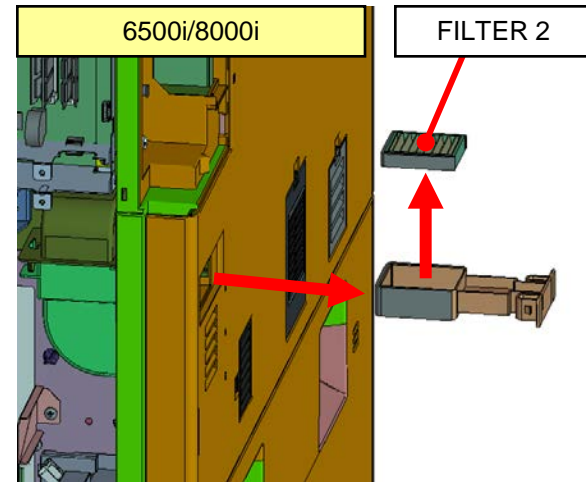


When cleaning the old type Filter, Be careful for FILTER of the thinner side not to be inhaled by the cleaner due to two-sheet piles.

Image Smudges (10/13)

h. Clean the FILTER

(FILTER)
302LC33370/FILTER LEFT SIDE



At cleaning the FILTER, the FILTER can be detached after removing the DF Rear Cover without releasing DF from the main body. After removing, clean or replace it.

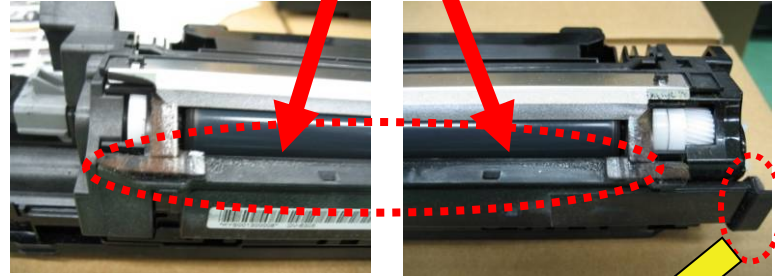
Image Smudges (11/13)

i. Clean the developing unit

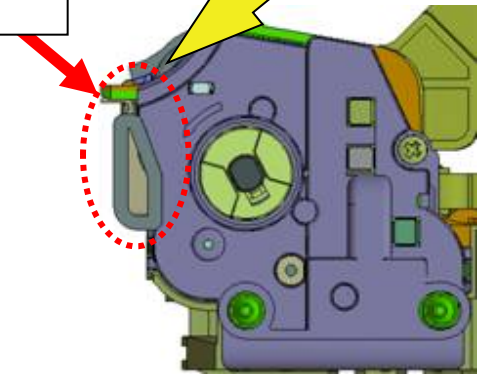
Clean the toner stain on the removed developing unit.

(-->) Absorb the inside toner while fitting the nozzle of the vacuum cleaner to the toner waste aperture of the DUCT.

Clean the accumulating toner on the toner receiver of the developing unit.



Clean the toner at inside of developing cooling duct



At rear side of the developing unit

Image Smudges (12/13)

4. Image Smudges (Image sample 4)

Toner smudges at the 1st cassette (Image sample3)

Toner smudges by the feed pulley when feeding the paper from the 1st cassette (Image sample4)

a. Clean the duct at inside if machine and the developing unit.

*Refer to "3.Cleaning Procedure" for cleaning.

b. Please use the PARTS SEAL SET.ALL SP.

*Refer to the service bulletin No. 2LF-0014(C171) for the detail information

Model	Part No	Description
8000i/6500i	302LF94451	PARTS SEAL SET ALL SP
5500i/4500i/3500i	302LH94341	PARTS SEAL SET ALL SP

Image sample3

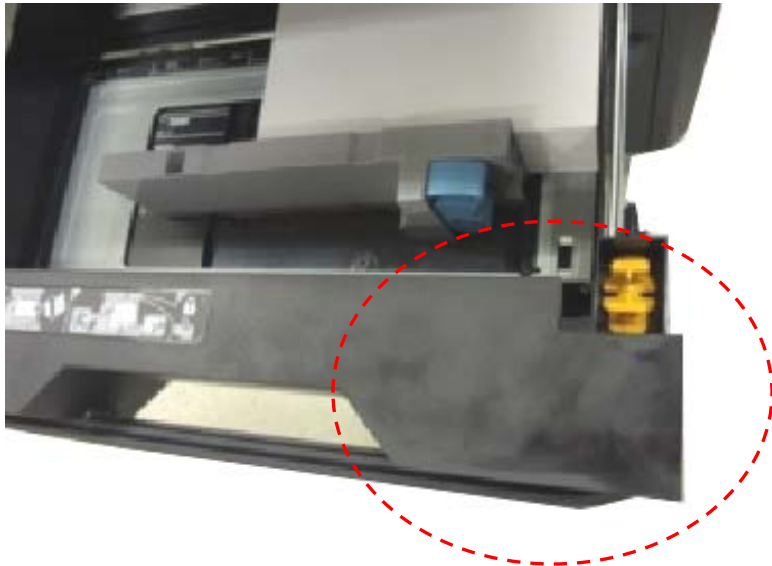


Image sample4

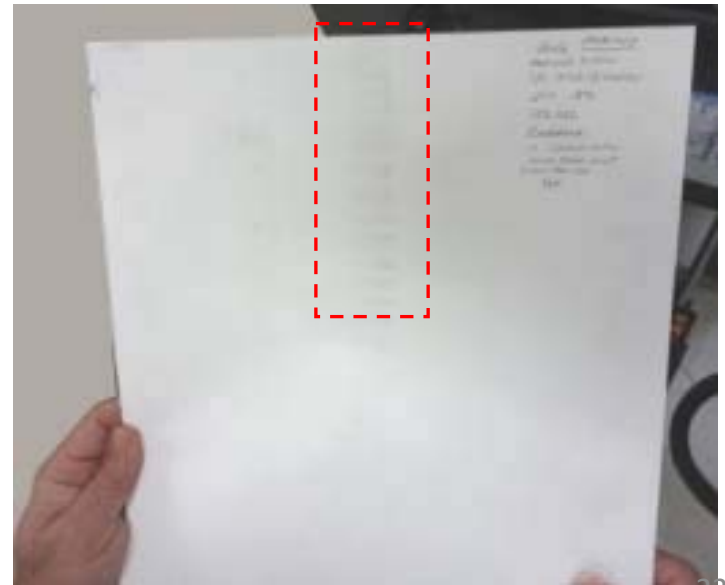
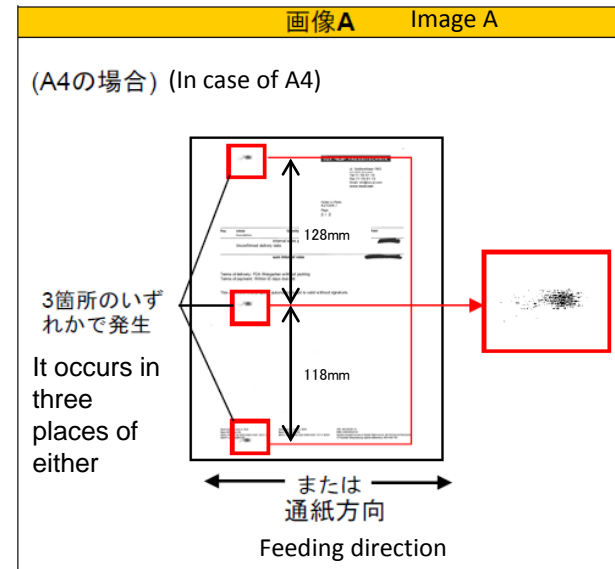


Image Smudges (13/13)

Toner stain · Bottom edge toner stain

5. Toner stain occurs at the position shown in the right fig, please take the following measure. (image sample A)

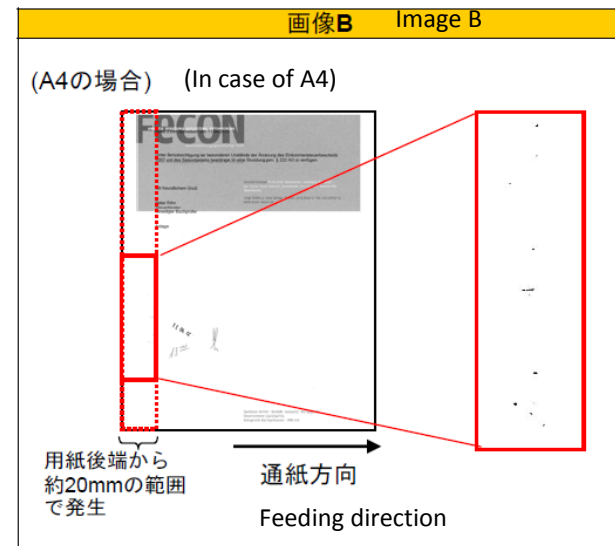
a. Replace the DV unit.(DV-6305/6705:
302LH93034/302LF93034)



2. When toner stain occurs at about 20mm position from paper bottom edge, please take the following measure. (image sample B)

a. Replace the DV unit. (DV-6305/6705:
302LH93034/302LF93034)

It occurs in the range of about 20mm from paper bottom edge.

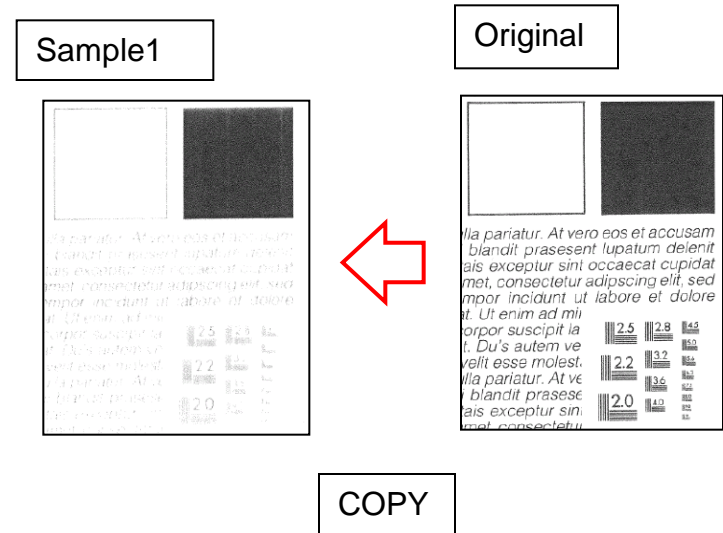


Light Image

If the copy image becomes out of focus, take the following measure in order. (Sample1)

1. Replace the ISU_LENS UNIT (PARTS IMAGE SCANNER L SP : 302K993082)
2. Execute the scanner auto adjustment.
 - 2-1. Place the designated adjustment original (Part No.: 7505000005) on the contact glass.
 - 2-2. Select "Target" on U411 Scanner Auto Adjustment
 - 2-3. Select "Auto" and press the start key.
 - 2-4. Select "Table (Chart1)".
 - 2-5. Select "ALL" for items to be executed.
 - 2-6. Press the start key and start the auto adjustment.

Refer to the service bulletin No. 2LC-0026 (B314)



Edge Part Background

1 . If Paper Edge Background occurs, you will be required of the following as below.

- **Case of failure**

During the continuous output, event does not occur until a few sheet of papers, but it may occur in the middle.

The uneven density appears periodically at background image with developing sleeve pitch..

3500i/4500i/5500i/6500i/8000i : 45mm

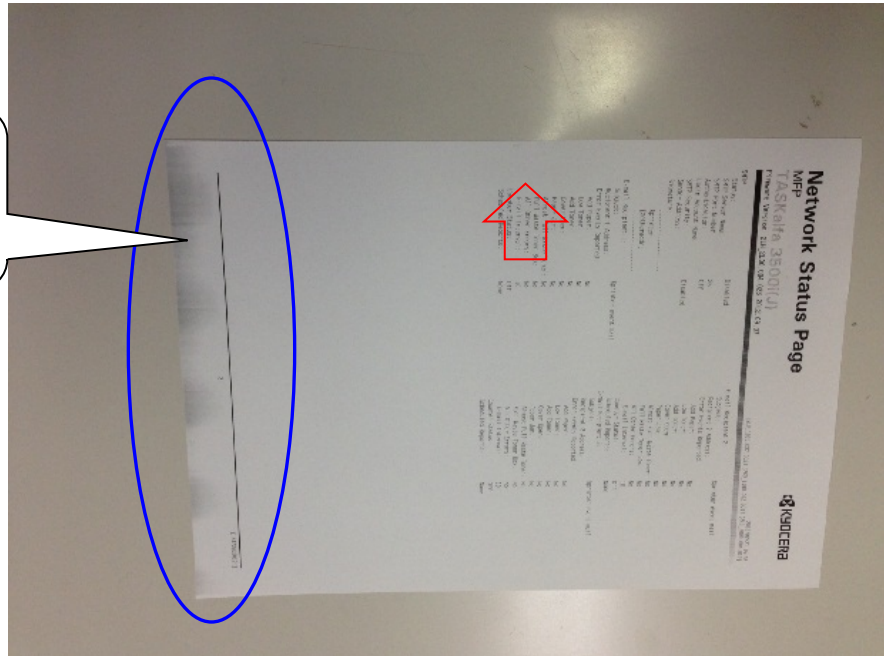
- **How to Respond**

Check the Firmware and Upgrade to the Ver. 5.00 or above.

Please run the calibration after upgrade it.

Sample 1 : Case of failure (Monochrome Machine)

End Background occurs in the magnetic roller pitch



Measure for condensation

<Phenomenon>

Flowing image occurs at printing after power on if the inside machine is in cold condition. (condensation image occurs)

<Method of measure>

- 1.Update the firmware above Pack.3.07
- 2.Change refresh frequency (mode) of U148
- 3.If the condensation occurs easily depends on installation environment (the temperature difference in the morning and day time is too large and high humidity), set mode 2 in U148.
- 4.Set to Mode 3 if the condensation can not be eliminated at mode 2.

* Caution

Refresh frequency will be increased if increment of mode number. Therefore, if it is pointed out that the warm up period becomes longer, set to mode 1.

However, the effectiveness of this measures decreases in comparison with Mode2 in the case of set Mode1, please ask the user understand to perform refresh operation manually at the time of the condensation occurs.

Refresh frequency in each mode

Mode	Inner humidity <70%	70% \leq Inner humidity <80%	80% \leq Inner humidity <90%	90% \leq Inner humidity
0	0 time	0time	0time	0time
1	0	1	2	3
2	0	2	3	4
3	0	4	5	6

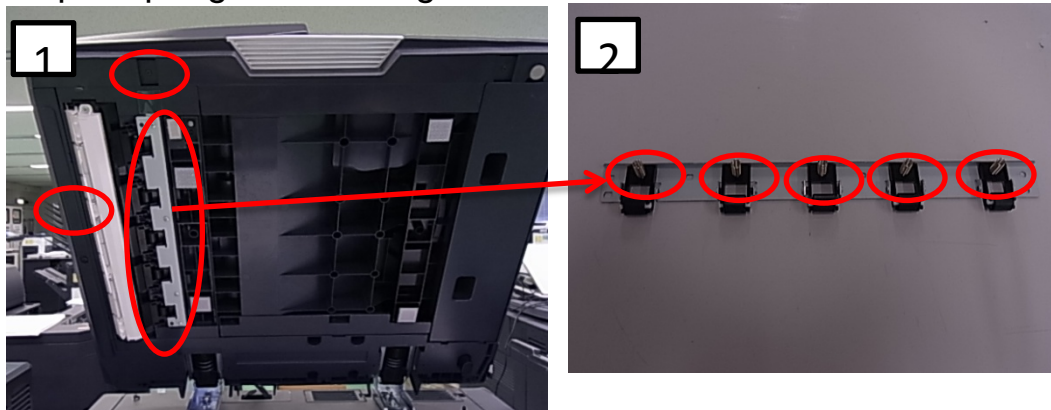
⇒Recomm
ended

DP-770 Character blur at 50mm leading edge, 37 mm bottom edge

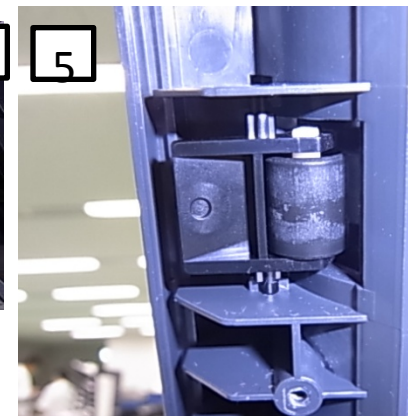
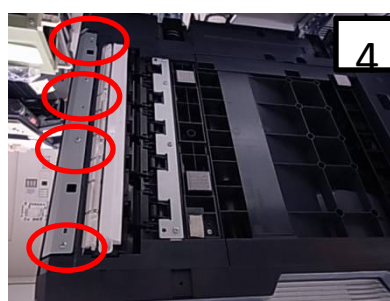
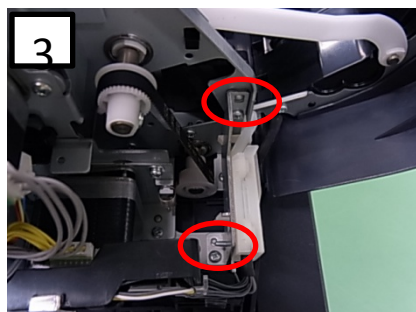
For 3500i/4500i/5500i

<Procedure for modification

1. Detach the original mat and remove 6 screws (1 screw for front cover left lower, 1 screw for left cover, 4 screws for scan rear sprint mount plate)
2. All of 5 pcs springs at rear original scan are cut two and a half coils.



3. Remove the rear cover and left side stay by 2 screws, then remove the screws in the bottom of it.
4. Remove the lower cover while sliding front side, then remove the metal plate by 4 screws.
5. Remove all of original scan front pulleys (5 pcs) and springs (3303LL24120:SPRING PULLEY CONV LEFT) are cut two coils.
6. Return it original position and execute DP feeding and DP scanned image checking.



J0501 to 7 / J0523 to 7 (Misfeed)

J0501 to 7 / J0523 to 7 (Misfeed JAM)

If above code display, take an action as referring to below procedure.

a. If JAM paper or printout paper is like a Fig.1, replace the Roller of the Primary Feed.

* The maintenance cycle for Primary Feed is 150K.*

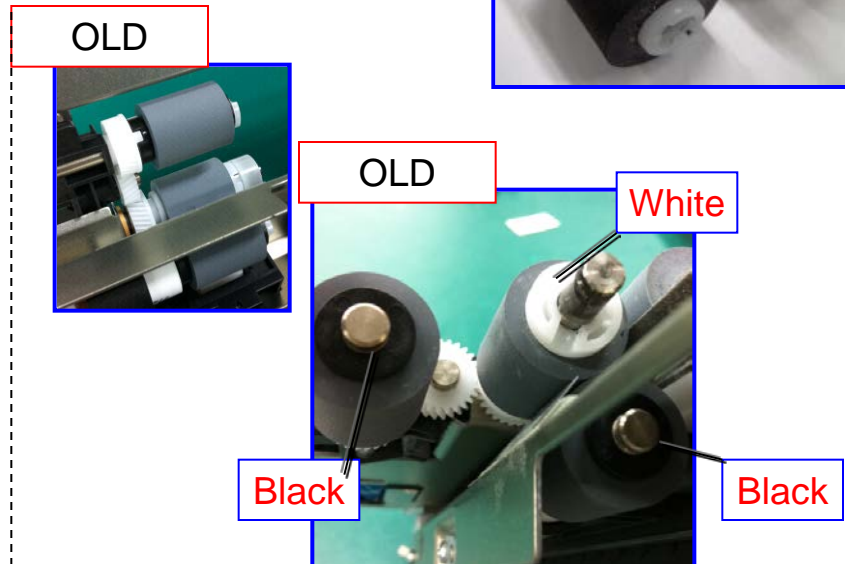
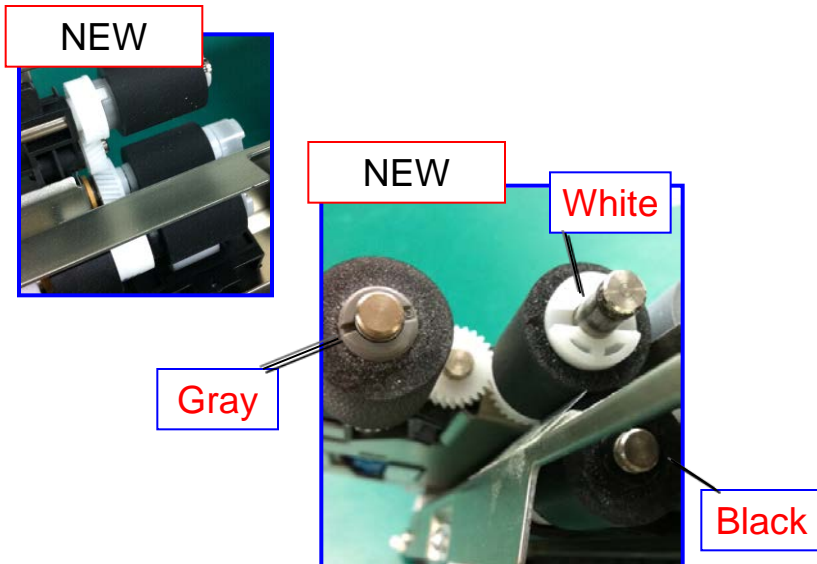
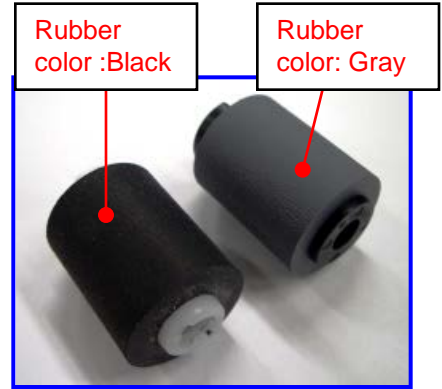
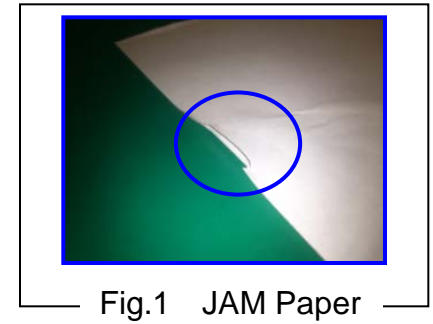
b. Please adjust the pressure of the retard pulley based to the flow chart in next page if misfeed occurs.

Affected Model :4500i,5500i,6500i,8000i

◆ Note ---- * Check the color of Roller to find the Old and New difference at the Primary Feed.

	*Rubber color : Black		*Rubber color :Gray	
• Feed-Roller	302K906350	PULLEY FEED	2AR07230	PULLEY SAPARATION
• Retard-Roller	302K906360	PULLEY RETARD	302K906340	PULLEY RETARD
• Pickup-Roller	302K906370	PULLEY PICKUP	302K906340	PULLEY RETARD

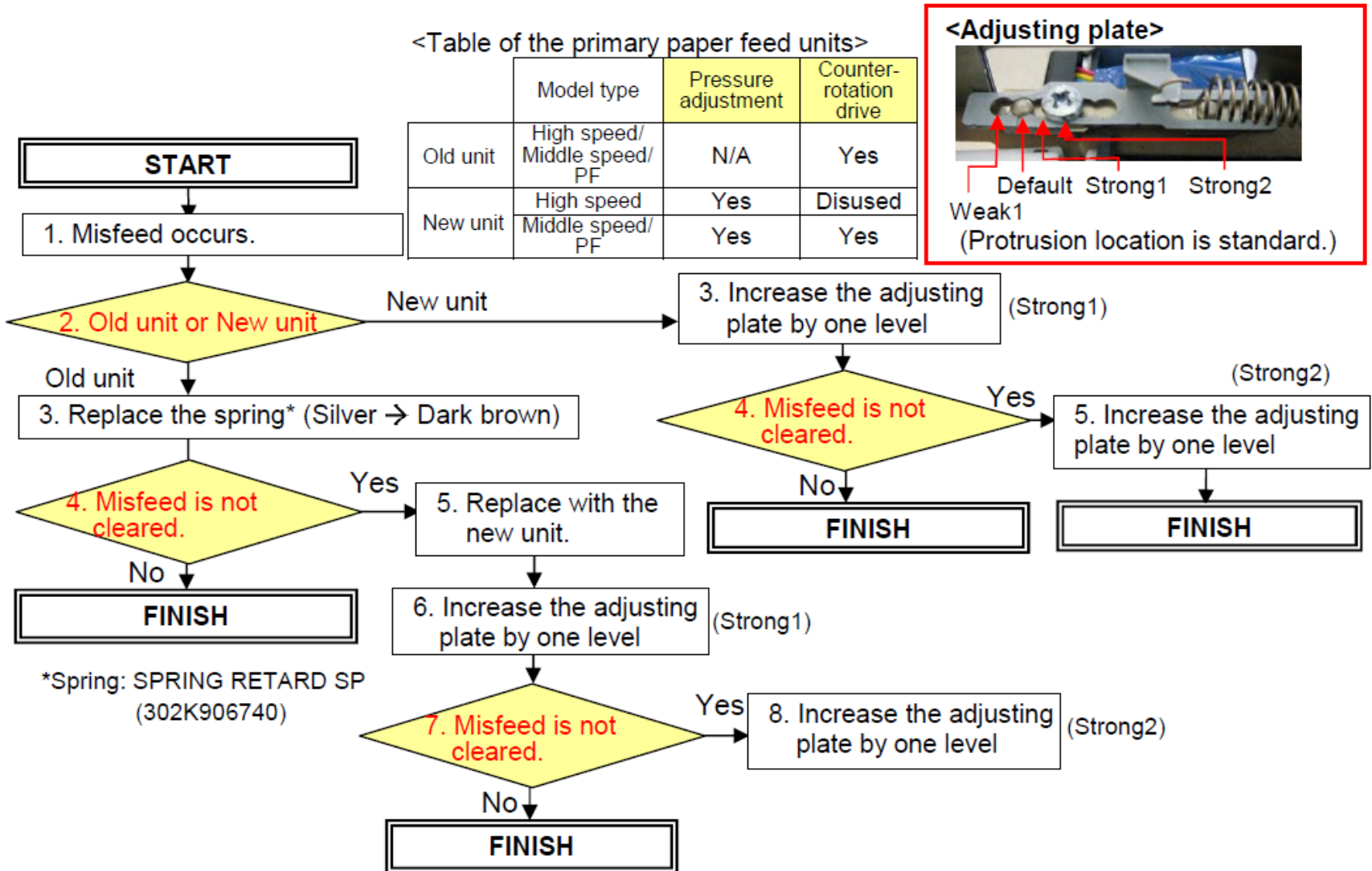
Refer to the service bulletin No. 2LC-0003(B105) for the detail information for Roller.



J0501 to 7 / J0523 to 7 (Misfeed)

[Procedures for adjusting the pressure of the retard pulley (Flow chart)]

Refer to the service bulletin No. 2LF-0015(C191) for the detail information



J051X

J051X Continuous Feeding JAM

If J051X occurs, take an action as referring to below procedure.

a. Check the paper size (Fig.1)

Check whether the size of paper is set at the cassette and stated on the JAM log of the Even Log is same or not.

If the paper size is different at “a”

b. Check whether the position of cassette cursor is properly set against the paper. (Fig.2)

c. Check whether the cassette is inserted into the end.

d. After performing above “b” and “c”, the problem is not solved, replace with the modification parts mentioning on the service bulletin No.2LC-0023(B287) (Fig.3)

If the paper size is matched at above “a”

e. Check the paper is using other than specified (such a coated paper, inkjet paper)

f. Please adjust the pressure of the retard pulley.
→Decrease the adjusting plate by one level.

Affected Model :4500i,5500i,6500i,8000i
PF-730,PF-740

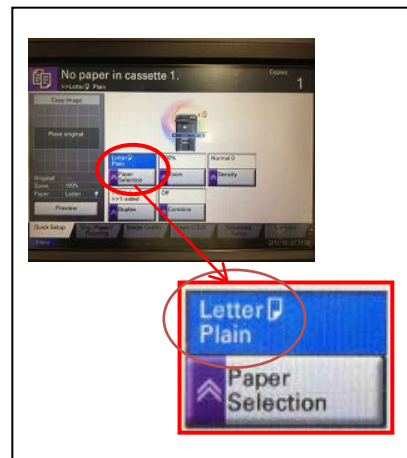


Fig.1 Paper size check

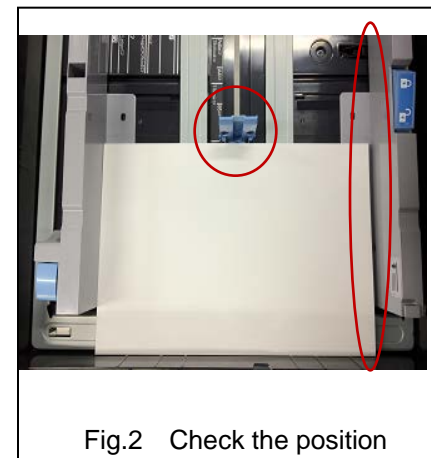


Fig.2 Check the position of the Cassette Cursor

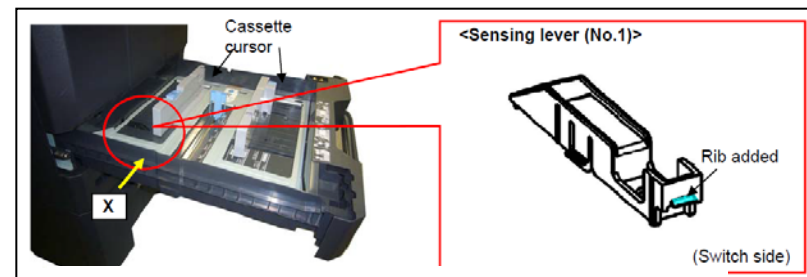


Fig. 3 Item need to be replaced on SB:2LC-0023

<Adjusting plate>



Default Strong1 Strong2
Weak1
(Protrusion location is standard.)

J05x8/J44xx(JAM during Duplex printing)

J05x8/J44xx(JAM during Duplex printing)

JAM during Duplex printing

a. If the version is older than the righthand, upgrade the firmware to the latest version.

Check the firmware version. (Engine)

- 8000i/6500i : 2LF_1000.002.005
- 5500i/4500i/3500i : 2LF_1000.002.005

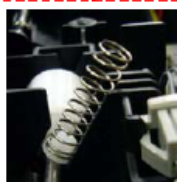
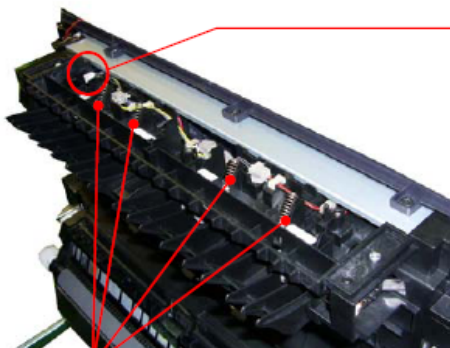
b. After above “a” action, if JAM is still not solved, Replace the Conveying Unit.

Refer to the service bulletin No. 2LC-0036(B402),2LC-0083(C126) for the detail information.

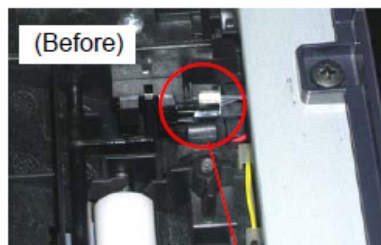
Modified from the production machine of May, 2012 .

Model	Part No.	Description
5500i/4500i	302LH94042	PARTS CONVEYING H UNIT(G) SP
3500i	302LL94012	PARTS CONVEYING L UNIT(G) SP
8000i/6500i	302LF94052	PARTS CONVEYING H UNIT(Z) SP

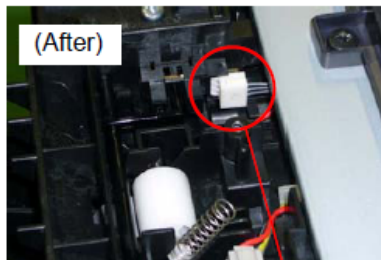
<Distinction of the new and old conveying unit>
(Below is the state without 3 screws and the upper cover)



(Note)
Please take care so that the spring doesn't come off when removing the upper cover. And, please check if the spring is fitted at the correct position after reattaching the upper cover. (It is visible from the hole of the upper cover.)



Black connector



White connector

J0545 (Misfeeding JAM PF-770)

J0545 (no paper feeding JAM PF-770)

If J0545 occurs, take an action as referring to below procedure.

- a. If JAM paper or printout paper is like a Fig.1, replace the Roller of the Primary Feed. (Image sample 1)
- b. Replace with 303NG94011 PARTS FEED UNIT SP if the production of machine is before 2011 Dec.
- c. At replacement, check or clear the count number of U901 Paper Feeding Counter.

* The maintenance cycle for Primary Feed is 150K.*

For the detail, refer to the service bulletin No. 3NG-004(C024)

Affected machines : After 2012 Jan production

- d. If the TRAY PAPER for paper loading was assembled by slanting condition, there is possibility of JAM0545 occurring. In case of the problem, check it according to the next page "Inclination check and recovering procedure of PF-770 TRAY PAPER" and corrected.
(There is a possibility that J0545/0555/1305/1315 may occur.)

Image sample 1

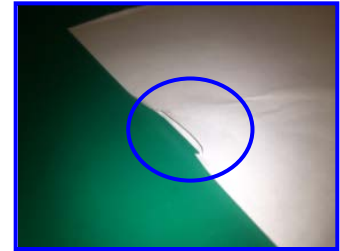


Fig. 1 JAM Paper

TRAY
PAPER

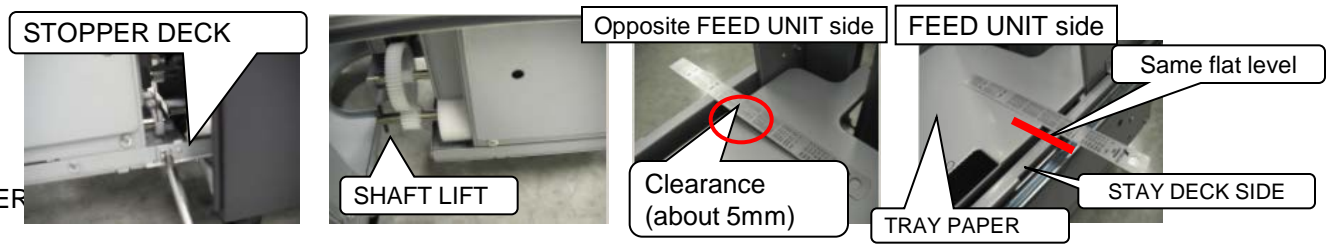
PF-770 Check & Recovery for Slating of TRAY PAPER

<Checking Procedure>

1. Remove the STOPPER DECK.
2. Check the right and left slanting condition of the TRAY PAPER surface.

<Checking method>

Turn the SHAFT LIFT and adjust the top part of STAY DECK SIDE becomes the same flat surface level with the TRAY PAPER at the FEED UNIT side.



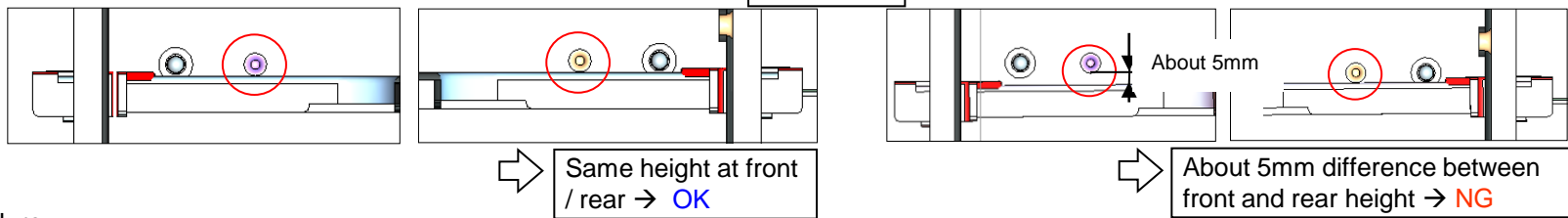
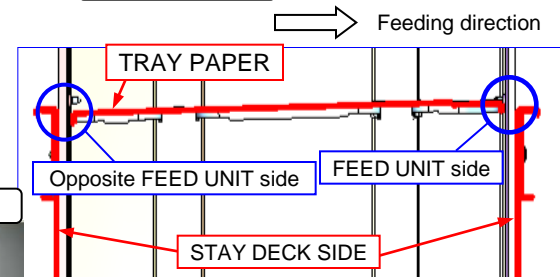
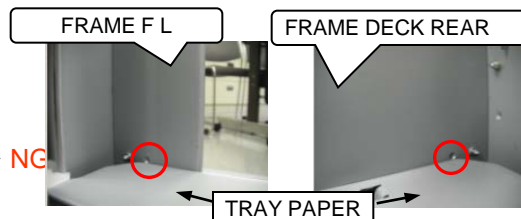
In that height position, check that the TRAY PAPER surface of the opposite FEED UNIT side is lower than the STAY DECK SIDE top part. In addition, the height of STAY DECK SIDE is the same height at the FEED UNIT side and opposite FEED UNIT side.

- 1) If the opposite FEED UNIT side is lower than the FEED UNIT side...OK
3. Check there is not slanting between the front and rear of the TRAY PAPER.

<Checking method>

Turn the SHAFT LIFT and when the top surface of the TRAY PAPER is aligned with the convex part of FRAME DECK REAR and FRAME F L,

- 1) Same flat height level at front and rear → OK
- 2) If it has about 5mm difference height between front and rear → NG



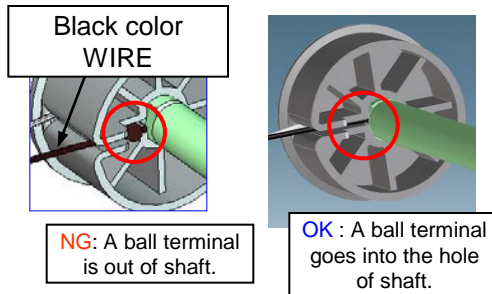
<Recovery Procedure>

If above item 2 and 3 is NG, the following re-assembling is necessary.

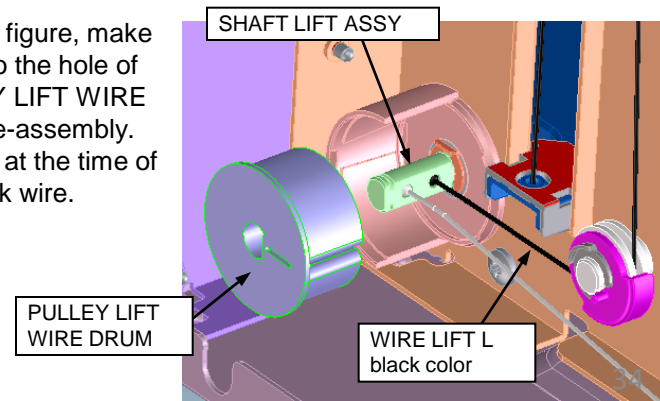
At checking of above item 3, if the TRAY PAPER lower side is not

normal, it has a possibility that the ball is out of position as shown in the NG figure, re-assembly of the wire is necessary.

In the case of NG above item 2, it has a possibility that the ball is out of position at both of front and rear, re-assembly of a front and rear wire is necessary.



* As shown in the right figure, make it a ball terminal go into the hole of SHAFT within PULLEY LIFT WIRE DRUM at the time of re-assembly. Be cautions especially at the time of the assembly of a black wire.



J1313/J1314

1. If J1313/J1314 occurs, take the measure as referring to the following.

- a. Check whether installing 302K994130 PARTS GUIDE FEED MIDDLE ASSY SP is proper.
 - The unit is not set properly, reinstall it.
- b. Check whether 302K994430 PARTS ROLLER FEED LOW SP is rotating without power on the clutch.
 - * refer to the procedure-1
 - If the clutch is rotating, change the clutch cable wiring treatment. * refer to the procedure-2
- c. If JAM is not solved after changing the clutch cable wiring, replace the 302K994130 PARTS GUIDE FEED MIDDLE ASSY SP unit.

302K994130 PARTS GUIDE FEED MIDDLE ASSY SP



Procedure-1

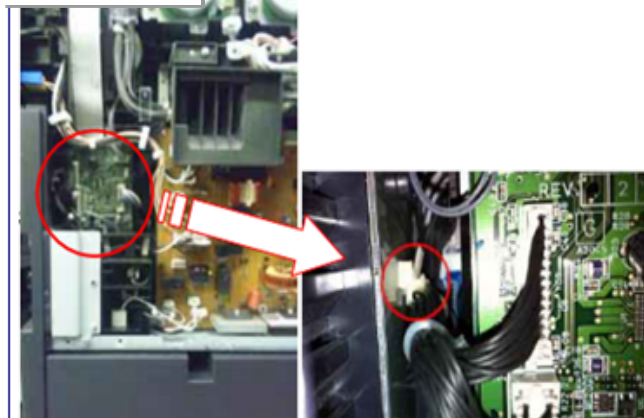


1. While opening the feed cover, turn on this SW
2. Execute U032 Check Clutch Operation to select "MOTOR".



3. Check this roller is not rotated. *If rotating, the clutch is on without operating.

Procedure-2



- a. Remove the snap-fit wire fastener from the side plate that is fitted to the machine frame in the feed drive unit.



- b. Cut the snap-fit part not to refit after the measures

- c. Push in the wires inside of the machine through the hole on the metal plate where the wire fastener was fitted. *Then, take care the connector at the feed drive unit side not to be loose.

J150X/J1904

【Phenomenon】

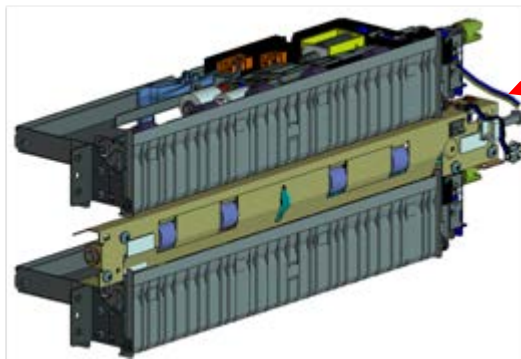
The paper conveying actuator is scraped for a long usage, J1904 and J150X occurs due to sensor detection failure depending on the paper.

【How to respond】

Replace the actuator (ACTUATOR FEED LOW 302N706500) when the problem occurred.

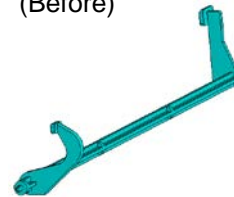
(500-sheet cassette feed section for the main machine)

Paper conveying sensor (PCS/PFPCS2)

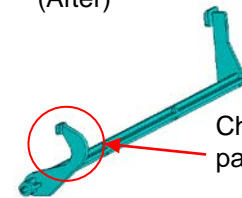


<Paper conveying actuator>

(Before)

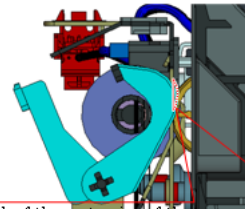


(After)



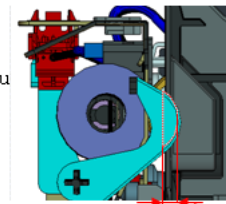
Changed the shape of the paper detection parts

[Cross-section view of the neighboring parts of the old paper conveying actuator]
(When turning on the paper conveying sensor)



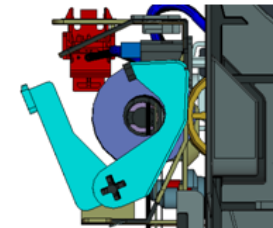
Width of the protrusion of the paper detection parts to paper path is 0.85mm. The protrusion is frictionally worn down due to the contact with paper and the paper detection margin decreases.

(When turning off the paper conveying sensor)



Width of the protrusion from the paper detection position at paper detection READY state is 1.93mm.
(It is the paper detection margin.)
-> The paper detection margin decreases due to the

[Cross-section view of the neighboring parts of the new paper conveying actuator]
(When turning on the paper conveying sensor)



(When turning off the paper conveying sensor)

【Service Bulletin】
2LC-0123 (D148)

J1512

【Phenomenon】

The cassette 4 paper may not stop before the feed sensor (middle sensor at vertical conveying) and the sensor may be turned on while the cassette 2 paper stays at the registration for duplex feed.

【Change】

Paper waiting position for the next feeding paper after feeding paper from the cassette 2 is changed.
(About 50mm before the current position)

Upgrade to the latest F/W. (Upgrade Pack Ver. V5.00 or above)

【Service Bulletin】

2LC-0116(D089)

J341X

If J341X occurs, take the measure as referring to the following.

If the ACTUEATOR of SMPCS1 is slow to return to the home position, it occurs.

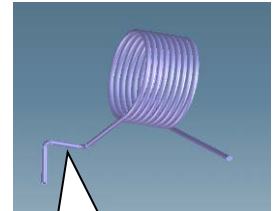
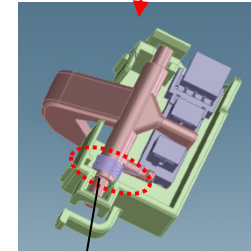
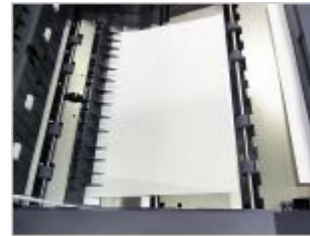
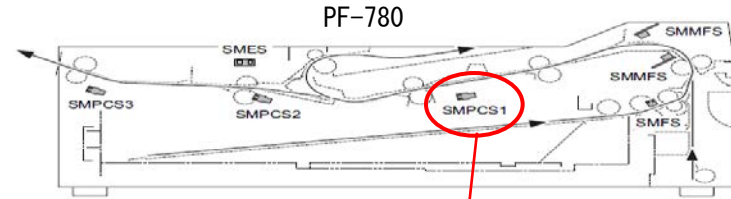
- a. Replace the actuator spring with 303NL06510 SPRING ACTUEATOR PI

Refer to service bulletin No. 3NL-0001(C059)for the detail
Affected machines : After 2012 Feb production

- b. If PF-730 for the 6th/7th cassette is installed and after replacing the above spring, JAM still occurs, check whether the 303NF06100 ROLLER CONVEYING VF is moving the thrust direction.

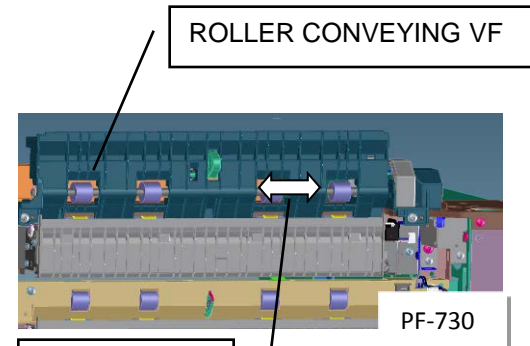
If the movement of unit is heavy, re-install the 303NJ31040 PLATE DECK JOINT located at right side while making the edge of (1) contacting with FRAME REAR, shift lower direction of arrow (2).

Refer to service bulletin No. 3NJ-0001 (B354) for the detail
Affected machines : After 2011 Oct. production

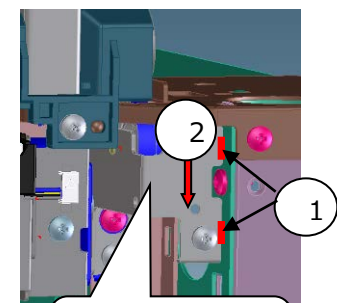


Replace with
303NL06510
SPRING ACTUEATOR PI

Shape of
modified spring



Shift it smoothly this thrust direction



303NJ31040
PLATE DECK
JOINT

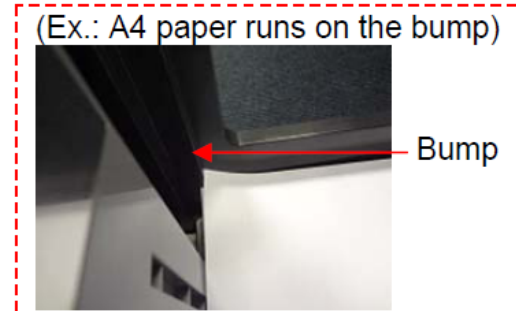
J4103/4104

1. When J4103/4104 occur at the time of A4 size paper feed from the large-capacity deck 3 or 4, please take the following measure.

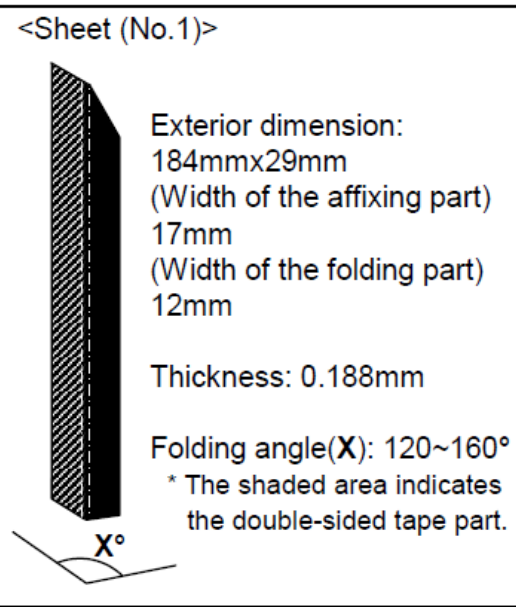
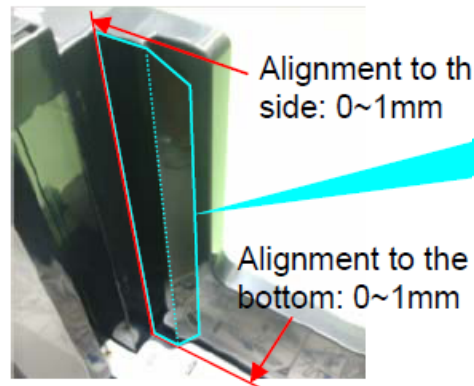
Check whether a corner of A4 paper runs on the bump with a step of 11x8.5 size.

When paper runs on, set paper correctly. Please adhesive the regulation sheet: PARTS SHEET STOPPER A4 SP(303NF94170) as needed.

*If paper seriously runs on, C1100/1110 may occur.



[With the sheet (No.1)]



Abnormal Sound/J42XX/J40XX (Add Intermediate Motor Cover)

For 6500i/8000i

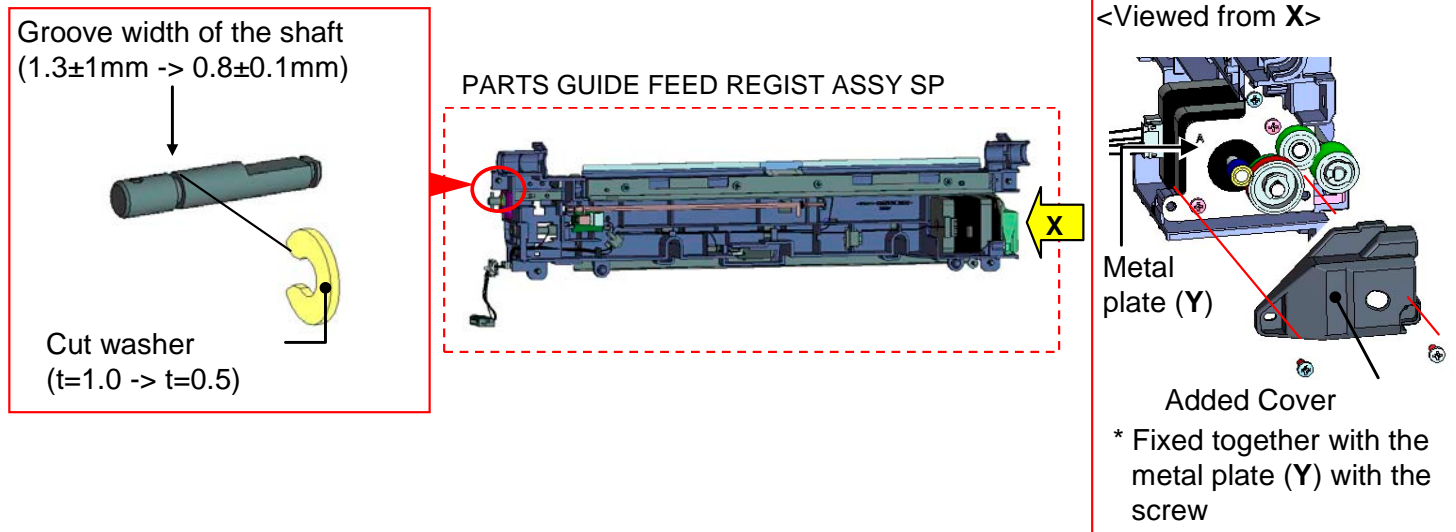
【Phenomenon】

The abnormal noise may be heard or the Jam (J42XX / J40XX) may occur if the gear of the middle roller drive motor is worn with toner spillage.

Model : TASAalfa8000i / 6500i

【How to respond】

The cover (302N724020 : COVER MOTOR MIDDLE) is added to prevent the gear wear.



【Service Bulletin】
2K9-0040 (D153)

J42XX/ The separation claw cracks or comes off

For 3500i/4500i/5500i

J42xx occurred frequently, replace with the new claws or new parts when the separation claw cracks or comes off.

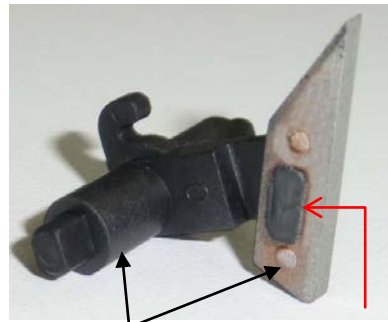
Single Item : 302FT20120 SEPARATOR ASSY

Assembly : 302LH94370 PARTS SEPARATOR ASSY SP

If the claw is broken in half, please change to the new claw (claw that is integrated).

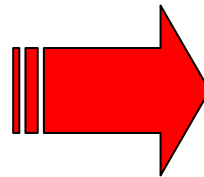
【Service Bulletin】: 2LH-0016 (D159)

(Before)

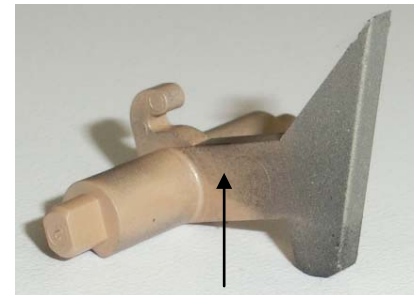


The claw and holder are joined

The claw may crack or come off from the joint part



(After)



Unifying the claw and hold prevents the crack at the joint part

J421X / J460X / J470X (1/2)

If J421X/J460X/J470X occurs.

1. In case of JAM at the shift guide of the exit unit part, take the following measure.

a. Increase the clearance between the housing and the shift guide, attach the following (No.1: 3pcs in one set) on the driving plate.

*302LC94660(PARTS FILM SPACER EXIT SET SP) 1 SET

*Refer to the service bulletin: 2LC-0037(B405)

■ Affected machine's serial number

5500i

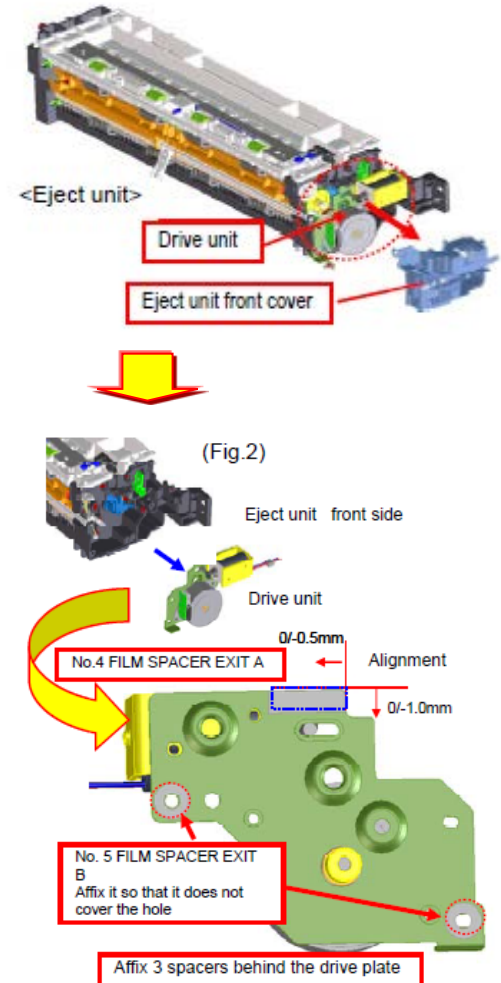
KDJ 1102LH9JP0 N3W1Y00307	▲KDA 1102LH2US0 N3X1Z02903	KDA(AK) 1102LH2US2 NWN1Y00001	▲CPY 1102LH2CS0 NHJ1Z00472	CS(AK) 1102LH2CS1 NWM1Y00001	▲KDA GSA 1102LH2US1 NLR2100106	▲KDBR 1102LH2BR0 NJC1Z00026	▲KDA 220V 1102LH4US0 NHZ1Z00008
KDE 1102LH3NL0 N3Y1Y02250	▲UTAX 1102LH3UT0 N411Z00865	▲OLIVETTI 1102LH3LV0 NK31Z00221	KDAU 1102LH3AS0 NextPdct	KDCN 1102LH3KS0 NKR1Z00101	▲KDKR 1102LH3KR0 NMS1Z00106	KDTW 1102LHTTW0 NJS1Y00030	▲KDHK 1102LH3HK0 NJ61Z00046
KDID 1102LH3ND0 NHZ1Y00006	▲KDSG 1102LH3SG0 NJ91Z00198	KDTH 1102LH3TH0 NJ31Y00176	Philcopy 1102LH4PH0 NextPdct				

4500i

▲KDJ 1102LJ9JP0 N421Z00668	KDA 1102LJ2US0 N431Y02336	KDA(AK) 1102LJ2US2 NWQ1Y00001	▲CPY 1102LJ2CS0 NKH1Z00485	CS(AK) 1102LJ2CS1 NWP1Y00001	KDA GSA 1102LJ2US1 NextPdct	KDBR 1102LJ2BR0 NJB1Z00040	▲KDA 220V 1102LJ4US0 NHR1Z00017
KDE 1102LJ3NL0 N441Y02505	▲UTAX 1102LJ3UT0 N461Z01265	▲OLIVETTI 1102LJ3LV0 NK41Z00321	KDAU 1102LJ3AS0 NextPdct	KDCN 1102LJ3KS0 NKS1Z00101	▲KDKR 1102LJ3KR0 NMT1Z00091	▲KDTW 1102LJTWW0 NJT1Z00093	▲KDHK 1102LJ3HK0 NJ51Z00128
▲KDID 1102LJ3ND0 NHY1Z00015	▲KDSG 1102LJ3SG0 NJ81Z00373	▲KDTH 1102LJ3TH0 NJ21Z00106	Philcopy 1102LJ4PH0 NextPdct				

3500i

KDJ 1102LL9JP0 N471Y00539	KDA 1102LL2US0 N481Y04077	▲CPY 1102LL2CS0 NHL1Z00712	▲KDA GSA 1102LL2US1 NLT2100181	KDBR 1102LL2BR0 NJA1Y00051	KDA 220V 1102LL4US0 NextPdct	KDE 1102LL3NL0 N491Y02575	UTAX 1102LL3UT0 N4B1Y02215
▲OLIVETTI 1102LL3LV0 NK51Z00381	KDAU 1102LL3AS0 NextPdct	▲KDCN 1102LL3K0 NKU2100301	▲KDKR 1102LL3KR0 NMU1Y00732	▲KDTW 1102LLTTW0 NJU1Z00024	KDHK 1102LL3HK0 NextPdct	▲KDID 1102LL3ND0 NHX1Z00022	▲KDSG 1102LL3SG0 NJ71Z00067
KDTH 1102LL3TH0 NextPdct	Philcopy 1102LL4PH0 NextPdct						



J421X / J460X / J470X (2/2)

■ Removal procedure for the exit drive unit

[The procedures to remove the eject drive unit]

No	Procedure	Detail
1	<p>Remove the fuser unit. Remove a connector and 2 screws and remove the eject unit.</p> <p>*To install the eject unit, insert it while pushing up the eject actuator</p>	
2	<p>Disconnect 4 cable connectors on the cover at the front side of the eject unit and separate the cables from the cover.</p>	

3	<p>Unlatch 3 hooks and take out the cover at the front side of the eject unit.</p>	
4	<p>Remove 2 screws and take out the eject drive section from the eject unit.</p>	

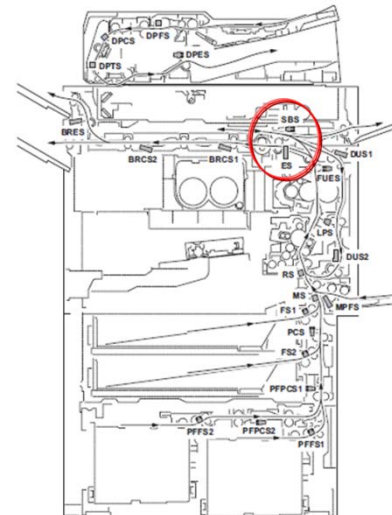
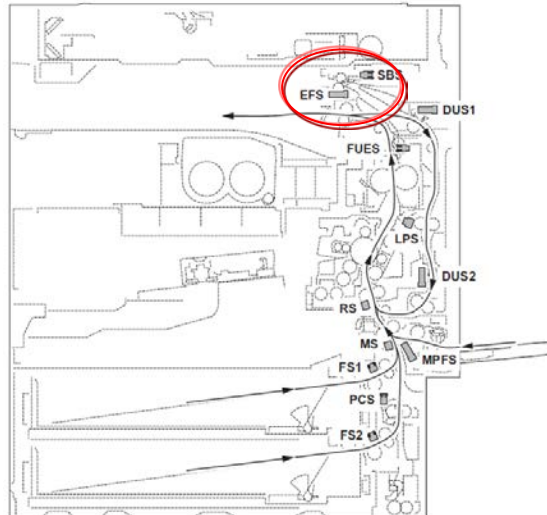
3500i/4500i/5500i/6500i/8000i

b. When the entire paper is not damaged at JAM.

Since there is a possibility of incorrect detection of the sensor, please replace the sensor in the inside of the eject unit, or the eject unit.

* Sensor : 7NXGP1A73LCH01(SENSOR OPT.) Eject unit : 302LH94271 (PARTS EXIT UNIT B SP)

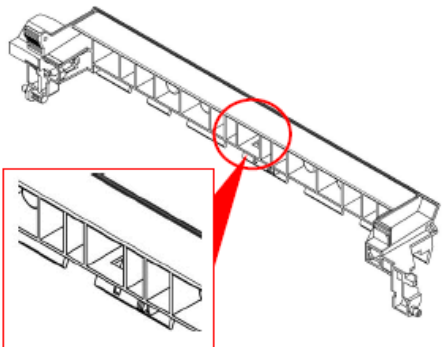
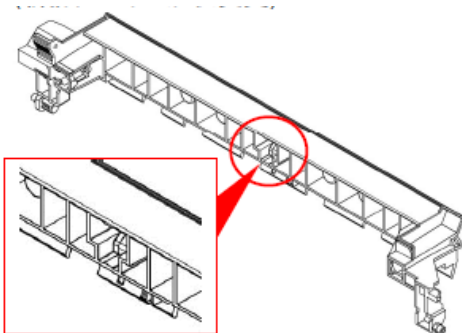
* Measurement time : April 2012 (after March 2012 production lot. the sensor selection is executed.)



J421X(Fuser exit sensor stay jam)

For 6500i/8000i

In the case of J421X occurs, check the fuser guide shape of the fixing, it will be required the following.

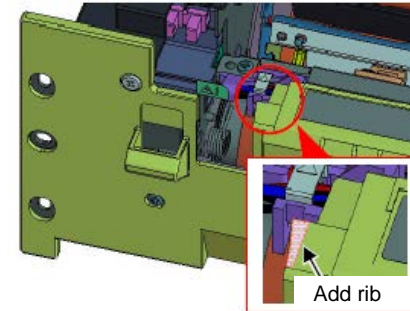
Shape of Fuser exit guide	How to respond
	<p>Added 2 cut washers to the fulcrum of the fuser exit guide.</p> <ul style="list-style-type: none"> •Machine front fulcrum:1pc •Machine back fulcrum:2pcs
	<p>Please add to the fulcrum below the cut washer.</p> <ul style="list-style-type: none"> •Machine back fulcrum:2pcs

Item Number	Item Name
302K994C40	PARTS CUT-WASHER 6 SET SP
	* Set bundling 2 pcs of the cut washer

【Service Bulletin】
2K9-0021(C155)

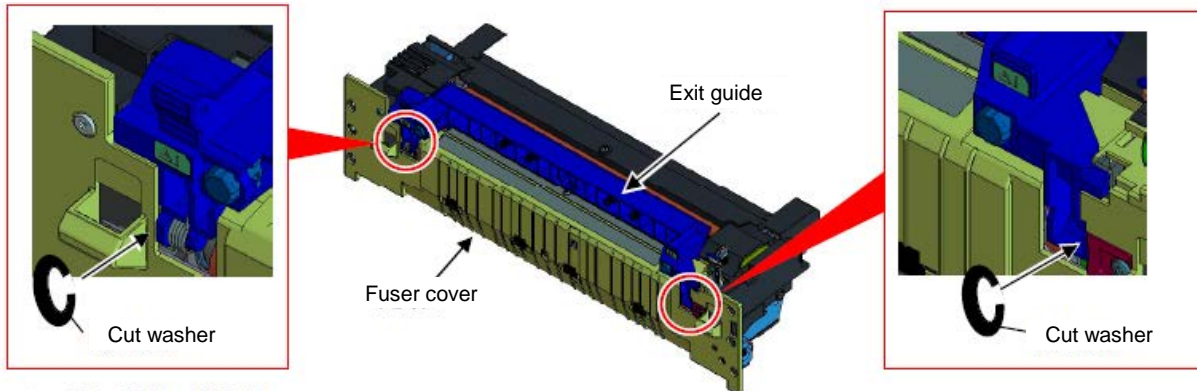
【Permanent support】
Exit guide rib shape change + fixing cover ribs added
Sept 2013 - production: corresponding time

New Fuser Cover



Add rib

Cut washer mounting position



Paper tear, J430X/431X/440X/471X, Horizontal line at 60mm from bottom edge

1. During usage of a pre-punch paper with 3 holes, if paper tear/JAM and horizontal line at 60mm from bottom edge occur, please take the following measure.

(Phenomenon1)

If the leading edge of the actuator switching the switchback sensor is hooked with the center hole of 3-hole pre-punched paper when the paper is turned over with the duplex printing, the paper may be torn or the paper jam (J430X/431X/440X/471X) may occur depending on paper thickness.

(If the paper is torn, the following phenomenon 2 may occur at the same time. [List of the phenomena according to paper and printing condition])

a Replace the EXIT UNIT (PARTS EXIT UNIT B SP :302LH94272)

3500i/4500i/5500i: PARTS EXIT UNIT B SP (302LH94272)

6500i/8000i : PARTS EXIT UNIT A SP(302K994662)

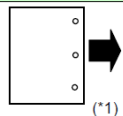
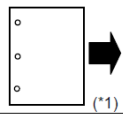
(Phenomenon2)

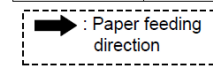
the horizontal line on the image of the paper rear side.

a Check the most updated firmware version and version up the firmware.

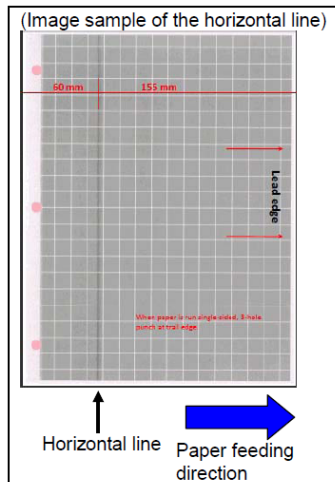
Check the Firmware version and version up to above FW PACK V4.00.

[List of the phenomena according to paper and printing condition]
(O : Phenomenon occurs / - : No particular problems exist.)

Paper/printing condition			Switchback section		Regist thru secondary transfer section	Phenomenon classification	
Paper direction	Duplex printing	Paper thickness	Paper tear	Paper jam	Horizontal line (Paper side)		
 (*1)	O	Thin/Plain paper	O	-	O (2nd side)	Phenomenon 1, 2	
		Thick paper	-	O	-	-	Phenomenon 1
	N/A	Thin/Plain paper	-	-	-	-	-
		Thick paper	-	-	-	-	-
 (*1)	O	Thin/Plain paper	-	-	O (1st side)	Phenomenon 2	
		Thick paper	-	-	O (1st side)	Phenomenon 2	
	N/A	Thin/Plain paper	-	-	O (1st side)	Phenomenon 2	
		Thick paper	-	-	O (1st side)	Phenomenon 2	



(*1) The above indicates the paper direction at the state of setting the paper in the cassette or paper feeder. The paper direction set on the MP tray or in the side deck is symmetric against the above left figure.



[Restriction when using 3-hole pre-punched paper]

Please keep and perform the following restrictions when using 3-hole pre-punched paper even if performing the corrective measures.

1. The length of the punched hole in the paper feeding direction on 3-hole pre-punched paper must be 8mm or less.

→ If the punching hole is longer than 8mm in lengthwise, the leading edge of the actuator switching the switchback sensor falls down the center hole of the paper when turning over the paper in duplex printing and as the result, the punched hole may be torn or the paper jam may occur.

(Phenomenon 1: Tear/jam of the paper at the switchback section)

2. The distance between the hole of 3-hole pre-punched paper and the paper rear end must be 15mm or less.

→ If the punched hole is farther than 15mm from the paper rear end, the interval to the next fed paper becomes short and then the regist drive stops though the paper doesn't pass through yet. As the result, the horizontal line appears on the image. (Phenomenon 2: Horizontal line on the image of the paper rear side.)

3. Don't eject 3-hole pre-punched paper to the JS-731 (right job separator).

→ The JAM 470x/471x may occur due to chattering of the fuser eject sensor if trying to eject 3-hole pre-punched paper to the JS-731.

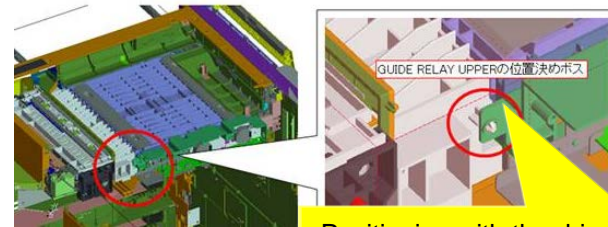
J49XX / J50XX / J51XX / J600X (1/9)

If J49XX/J50XX/J51XX/J600X occurs, check the following item 1 to 7.

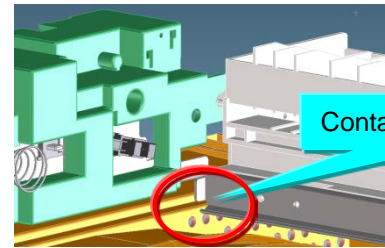
1. Check whether the positioning of bridge conveying-in unit is inserted into the positioning hole of the drive unit.

→ If it is not inserted into the positioning hole.

a. While being careful not to contact with the tray in following fig, insert the positioning boss of AK conveying-in unit into the positioning hole of the drive unit.



Positioning with the drive unit

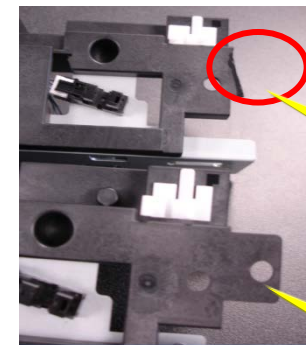
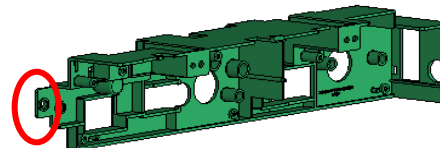


Contact part of the tray

2. Check whether the positioning hole of the bridge drive unit is damaged.

→ If it is damaged, replace the AK drive unit (following item number.)

No.	Old	New item number	Parts name	Q'ty
1		303NB94200	PARTS DRIVE UNIT SP	1



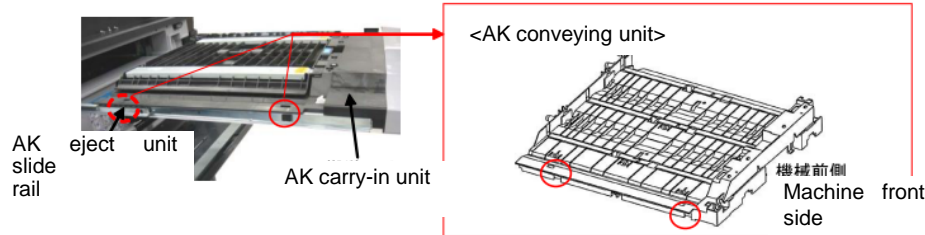
Broken

Normal

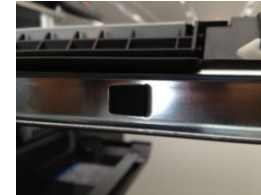
J49XX / J50XX / J51XX / J600X (2/9)

3. Check the positioning cutout part (red circle at below fig.) at the left slider section of the bridge conveying unit is fitted to red round mark on the slider section.

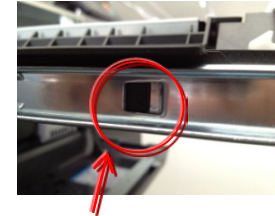
[Conveying unit fixing]



(Right)



(Wrong)



Clearance

Refer to the service bulletin : 2LC-0034(B395)

4. Check whether the leverage of upper conveying guide on the bridge conveying unit is not detached.

→ if it is detached, add the below parts as referring the procedure mentioning next page.

No	Old	New Parts No	Parts name	Q'ty
1		302LF28770 2LF28770	SHEET HINGE STOPPER	2

■ Affected machine's serial number is below

AK-730

Other than right	KMKR	UTAX/TA	KTST	OLI
1703NB0UN0	1703NB0KR0	1703NB0UT0	1703NB0KS0	1703NB0LV0
N341X13935	NEM1X00009	NKM1X02577	NLL1X00041	NKH1X00197

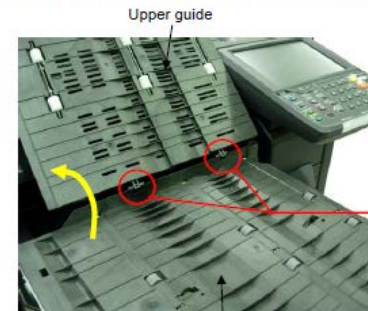
8000i

KDA	CPY	KDA GSA	KDBR	KDA 220V	KDE	UTAX	OLIVETTI
1102LF2US0	1102LF2CS0	1102LF2US1	1102LF2BR0	1102LF4US0	1102LF3NL0	1102LF3UT0	1102LF3LV0
N4P1X00646	NHE1X00173	From next production	From next production	NHF1X00011	N4Q1X00421	N4S1X00067	NK11X00024
KDAU	KDCN	KDKR	KDTW	KDSG			
1102LF3AS0	1102LF3KS0	1102LF3KR0	1102LFTTW0	1102LF3SG0			
From next production	NKP1X00011	NMQ1X00013	(-->) NJQ2100002	NJK1X00073			

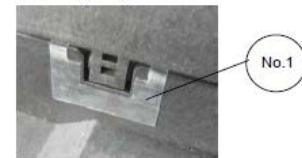
6500i

KDA	CPY	KDA GSA	KDBR	KDA 220V	KDE	UTAX	OLIVETTI
1102LG2US0	1102LG2CS0	1102LG2US1	1102LG2BR0	1102LG4US0	1102LG3NL0	1102LG3UT0	1102LG3LV0
N4U1Y00818	NHG1Y00207	From next production	From next production	NHH1Y00006	N4V1Y00423	N4X1Y00183	NK21Y00021
KDAU	KDCN	KDKR	KDTW	KDSG			
1102LG3AS0	1102LG3KS0	1102LG3KR0	1102LGTWW0	1102LG3SG0			
From next production	NKQ1Y00021	NMR1Y00009	(-->) NJR2100003	NJL1Y00084			

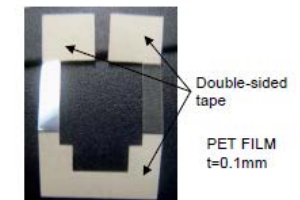
<The state the horizontal conveying unit is opened>



<The fixation film (No.1) is added to 2 of the support points>



<Film (No.1)>



【Service Bulletin】 2LF-0004(B355)

J49XX / J50XX / J51XX / J600X (3/9)

■ The film attached procedure

<The procedure to affix the film (No.1)>		
No	Procedure	Detail
1	<p><u>Clean the part to affix the film (No.1) with alcohol and wipe with dry cloth</u></p> <p>Fold the film (No.1) at the part marked X before affixing it.</p>	
2	<p>Insert the film (No.1) in the gap between the upper and lower guide.</p>	
3	<p>Affix the film (No.1) to the lower guide.</p>	
4	<p>Close the upper guide and affix the film (No.1) to its rear side.</p>	

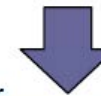
J49XX / J50XX / J51XX / J600X (4/9)

5. Check the material of roller at the bridge conveying-in unit (Fig.1)

→ If it is old type shown in right fig, replace the roller.

No	Old	New Item Number	Parts Name	Q'ty
1		302LF94010 2LF94010	PARTS ROLLER RELAY MIDDLE SP	3
2		302LF94030 2LF94030	PARTS ROLLER RELAY EXIT SP	1

Old roller color



New roller color

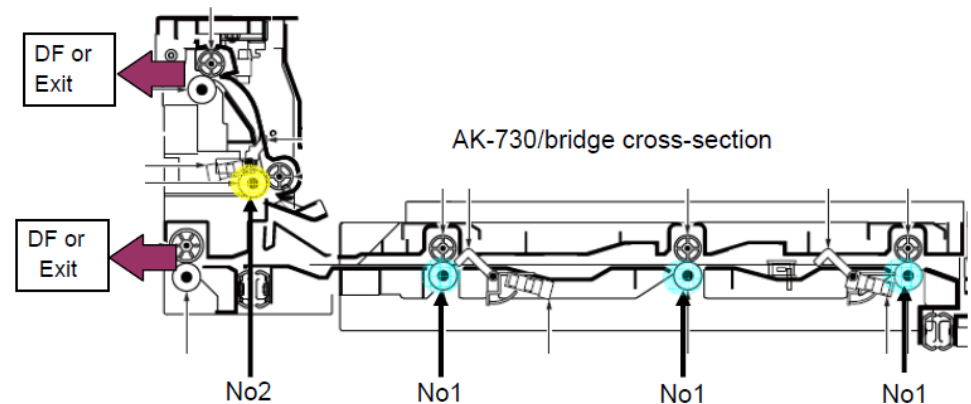


Fig 1

■ Affected machine's serial number is below

AK-730	Common	UTAX	KMKR/KTST	OLIVETTI
	N341402566	NKM1400101	from 1st production	from 1st production

【Service bulletin】 3NB-0001(B235)



J49XX / J50XX / J51XX / J600X (5/9)

6. Check there is any breakage at the hook hang part of the bridge relay exit unit. (Right fig.)

→ If it is broken, replace the relay exit unit.

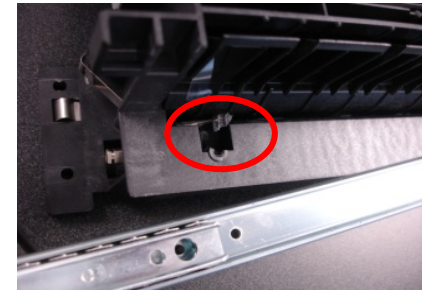
No.	Old	New Parts No	Parts name	Q'ty
1		303NB94174 3NB94174	PARTS RELAY EXIT SP	1



7. Check whether the screw fixed boss, positioning boss of the Rail installing section at the bridge relay exit unit is broken. → If it is broken, replace the relay exit unit.

No.	Old	New Parts No	Parts name	Q'ty
1		303NB94174 3NB94174	PARTS RELAY EXIT SP	1

【Service bulletin】 2LC-0034(B395)



J49XX / J50XX / J51XX / J600X (6/9)

8. Check the bushing of the Bridge Exit Unit (Fig.1)

→ If it is old type shown in right fig, replace the bushing according to the replacement procedure (refer to the next page).

No	Old	New Item Number	Parts Name	Q'ty
1		302K324450 2K324450	BUSH 6	6

[Distinction of the old and new bushing]

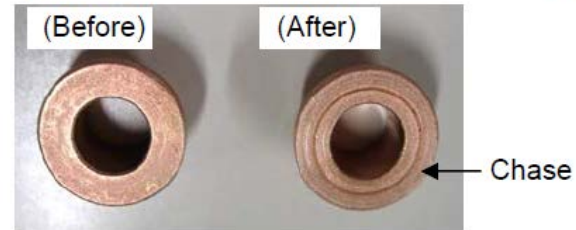


Fig 1

■ Affected machine's serial number is below

AK-730

Other than right	KMKR	KTST	UTAX/TA	OLIVETTI
1703NB0UN 0	1703NB0KR0	1703NB0KS0	1703NB0UT0	1703NB0LV0
N341503459	NEM1600005	NLL1800001	NKM1500418	NKH1500019

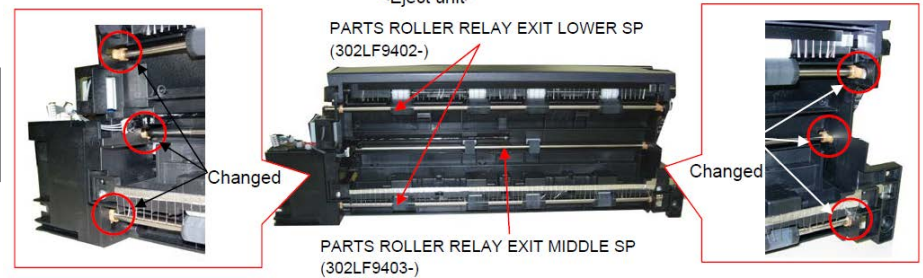
8000i

KDA	CPY	KDA GSA	KDBR	KDA 220VI	KDE	UTAX
1102LF2US0	1102LF2CS0	1102LF2US1	1102LF2BR0	1102LF4US0	1102LF3NL0	1102LF3UT0
N4P1600107	NHE1600041	1st production	NJE1600001	NHF1700001	N4Q1500041	N4S1500001
OLIVETTI	KDAUS	KDCN	KDKR	KDTW	KDSG	
1102LF3LV0	1102LF3AS0	1102LF3KS0	1102LF3KR0	1102LFTTW0	1102LF3SG0	
NK11600001	N4R1600012	NKP1800001	NMQ1700001	NJQ1900001	NJK1500001	

6500i

KDA	CPY	KDA GSA	KDBR	KDA 220VI	KDE	UTAX
1102LG2US0	1102LG2CS0	1102LG2US1	1102LG2BR0	1102LG4US0	1102LG3NL0	1102LG3UT0
N4U1500102	NHG1500021	1st production	NJD1500001	NHH1700001	N4V1500021	N4X1500001
OLIVETTI	KDAU	KDCN	KDKR	KDTW	KDSG	
1102LG3LV0	1102LG3AS0	1102LG3KS0	1102LG3KR0	1102LGTW0	1102LG3SG0	
NK21600001	N4W1500001	NKQ1800001	NMR1700001	NJR1900001	NJL1500001	

[Where the sintered bushing changed]

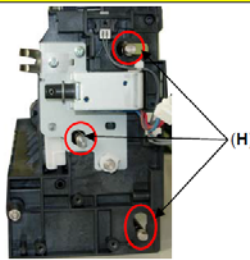
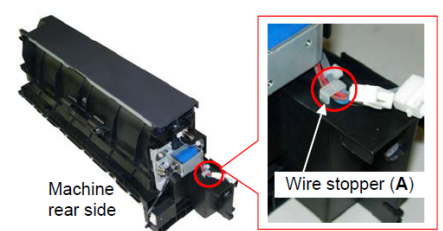
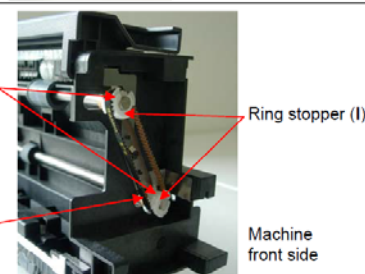
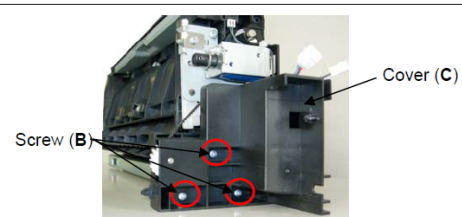
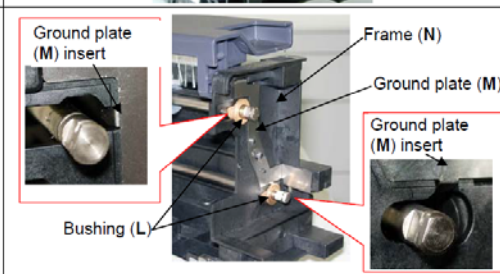
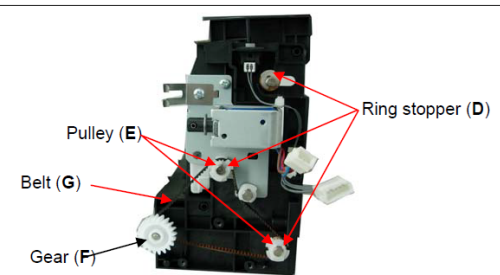
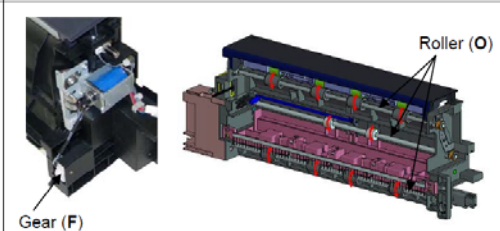


【Service bulletin】 2LC-0059(C038)

J49XX / J50XX / J51XX / J600X (7/9)

■ Replacement procedure for the bushing

[The procedures to replace the bushing]

No	Procedure	Detail	No	Procedure	Detail
1	Remove the AK eject unit from the machine by referring to the service bulletin to the right	TASKalfa 5550ci/4550ci/3550ci/3050ci/5500i/4500i/3050ci → Service bulletin No.2LH-0005(B445) TASKalfa 8000i/6500i/7550ci/6550ci → Service bulletin No.2K9-0007(B393)	5	Remove 3 of the bushings as marked (H) and replace with the new bushings (No1) (The photo right shows the bushings are removed) *Go to procedure 6 while keeping the 3 bushings removed if the roller is scratched	
2	Remove the wire stopper (A) at the rear side of the machine		6	Take out 2 each of the ring stoppers (I) and pulleys (J), and belt (K) at the front side of the machine	
3	Unscrew 3 of the screws (B) and remove the cover (C)		7	Remove 2 of the bushings (L) and replace with the new bushings (No1) *The ground plate (M) is inserted in between the bushing (L) and frame (N). Take care not to deform it when removing and installing the bushing *If the roller is scratched, remove 3 of the bushings (L) and replace the roller. Then, install 3 each of the new bushings (No1) at the front and rear side of the machine	
4	Remove 3 of the ring stoppers (D) and take out 2 of the pulley (E), the gear (F) and belt (G)		8	Reset the parts in the reverse manner of the above procedures. Confirm 3 of the rollers (O) rotate when manually rotating the gear (F) at the rear side of the machine.	

J49XX / J50XX / J51XX / J600X (8/9)

9. Check whether the check whether the paper conveying guide fulcrum for the bridge exit unit has separated or not. (fig.1).

→ If it is separated, install the following parts (Fig 2)

- a. install it to the front and rear stay while holding the upper cover of exit unit.
- b. Check whether the paper conveying guide does not come off and the fulcrum parts is not separated.

No	Old	New Parts Items	Parts Name	Q'ty
1		302LF28240 2LF28240	GUIDE RELAY EXIT RIGHT	1

【Service Bulletin】 2LC-0015(B221)

Fig 1

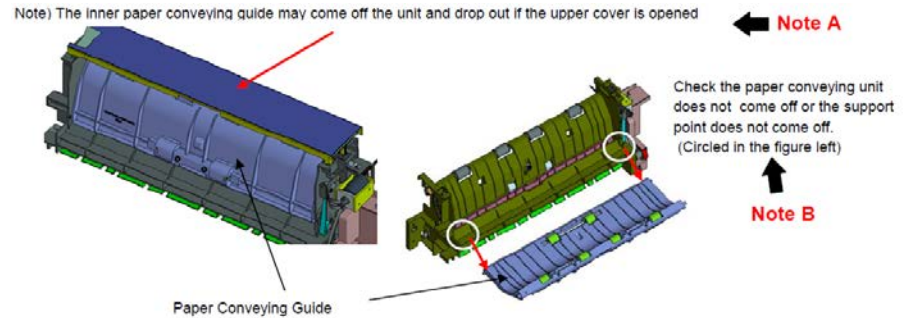
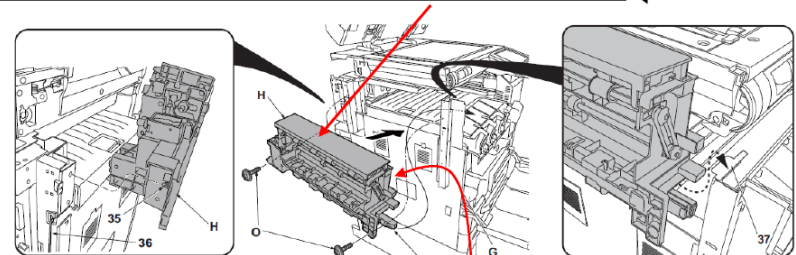


Fig 2

<Contents of the installation guide>

18. Position the eject unit (H) so that its rail section (34) is inside the MFP, insert the projection (35) on the rear into the hole in the side plate and then place the front end onto the plate section (37) on the front left stay (G).

Install the eject unit along the front and rear stay of the unit while holding the upper cover.



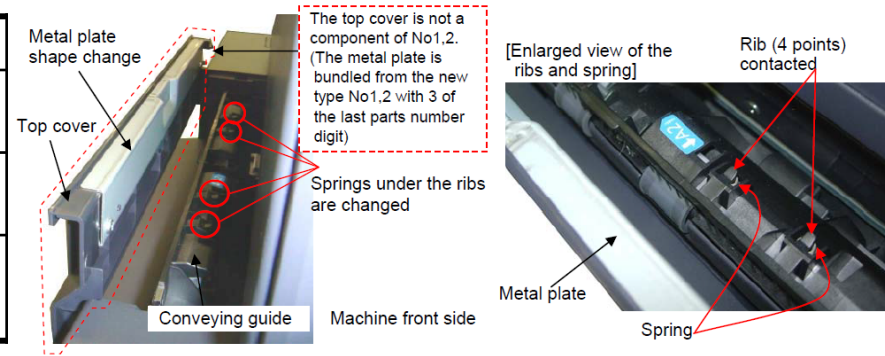
Check the paper conveying unit does not come off or the support point does not come off.

J49XX/J50XX/J51XX/J600X (9/9)

10. Check whether the rib (blue color round mark on the right fig) of the conveying guide of the bridge exit unit is broken or not.

→ In case of breakage, replace the below part No.1 to 3 as referring to the service bulletin "2LC-0068(C076)

No.	Old	New Parts No	Parts name	Q'ty
1		303NB94174 3NB94174	PARTS RELAY EXIT SP	1
2		302LF28621 2LF28621	+PLATE REINFORCEMENT EXIT	1
3		302LF28840 2LF28840	+SPRING-COMPRESSION RELAY EXIT	4



【Service bulletin】 2LC-0068(C076)

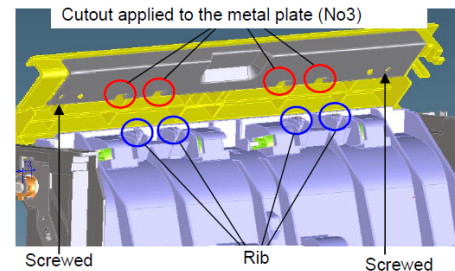
11. After performing above items 1 to 10, JAM still occurs, replace the bridge conveying unit, bridge relay exit unit.

*Bush ⇒ Bearing

【Service bulletin】 2LC-0059(C038)

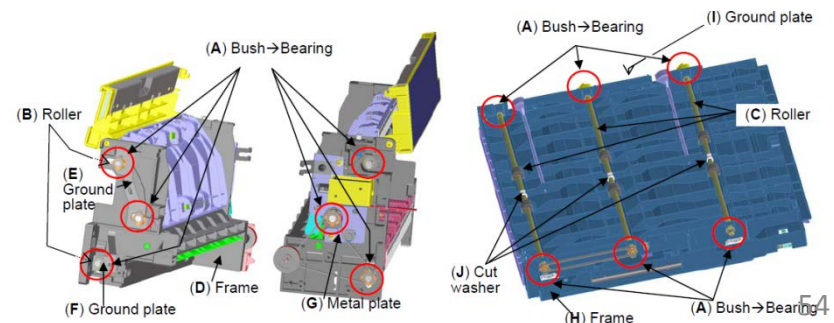
No.	Old	New Parts No	Parts name	Q'ty
1		303NB94241 3NB94241	PARTS GUIDE UPPER UNIT SP	1
2		303NB94174 3NB94174	PARTS RELAY EXIT SP	1

[Metal plate (No3) shape change]



[Spring (No4) change]

	Before	After
Specified length	6.0mm	8.0mm
Free length	9.9mm	10.8mm
Load at specified length	2.0N	1.42N
Material	SUS304WPB	SWP-B
Color	Silver	Black



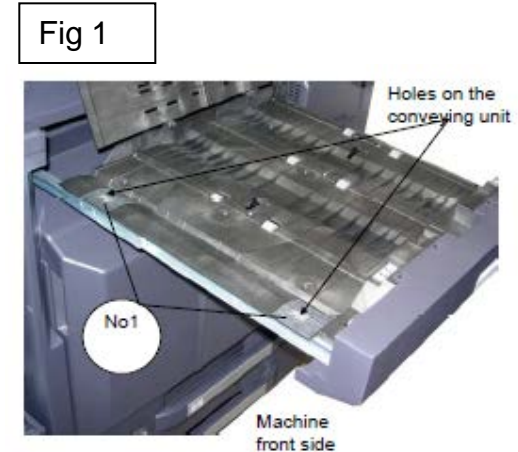
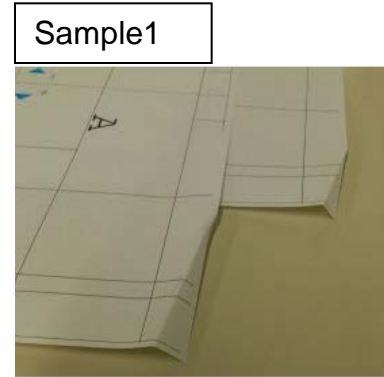
J6100 / J6110 (DF) (1/6)

If J6100/J6110 occurs, check the following item 1 to 3.

1. Add the films to the holes (2 locations) on the conveying unit. (Fig.1)

Affix the film (No.1) to the designated location at fig after cleaning where to affix it on the conveying unit. (Fig.2)

No.	Old	New Parts No	Parts name	Q'ty
1		302LF28820 2LF28820	SHEET RERAY LOWER	2



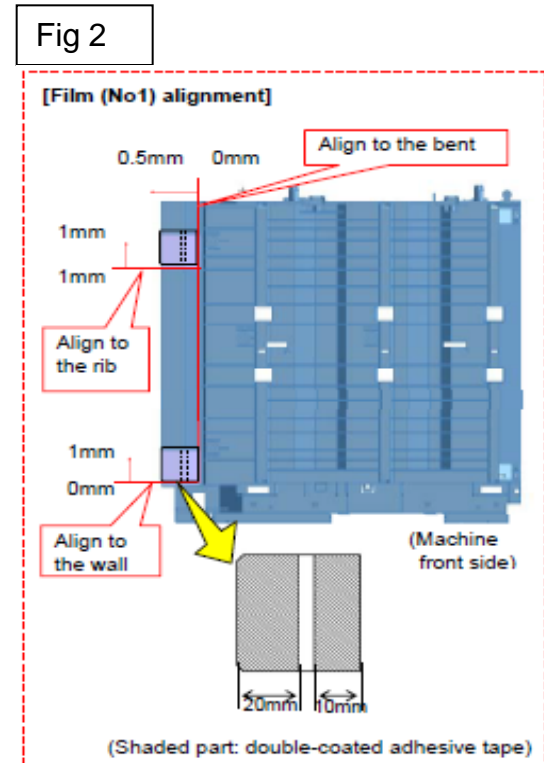
■ Affected machine's serial number is below

8000i (2LF)

▲KDJ	▲KDA	▲CPY	KDA GSA	KDBR	▲KDA 220V	▲KDE	▲UTAX
1102LF9JP0 N4N2100074	1102LF2US0 N4P2100809	1102LF2CS0 NHE2100219	1102LF2US1 NLP NextPrdct	1102LF2BR0 NextPrdct	1102LF4US0 NHF2100013	1102LF3NL0 N4Q2100481	1102LF3UT0 N4S2100111
▲OLIVETTI	KDAU	KDCN	▲KDKR	▲KDTW	KDSG		
1102LF3LV0 NK12100036	1102LF3AS0 NextPrdct	1102LF3KS0 NextPrdct	1102LF3KR0 NMQ2100022	1102LFTTW0 NJQ2100002	1102LF3SG0 NextPrdct	---	---

6500i (2LG)

▲KDJ	KDA	CPY	KDA GSA	KDBR	▲KDA 220V	KDE	UTAX
1102LG9JP0 N4T2100122	1102LG2US0 N4U1Z00959	1102LG2CS0 NHG1Z00248	1102LG2US1 NLQ NextPrdct	1102LG2BR0 NextPrdct	1102LG4US0 NHH2100014	1102LG3NL0 N4V1Z00575	1102LG3UT0 N4X1Z00236
▲OLIVETTI	KDAU	KDCN	▲KDKR	▲KDTW	▲KDSG		
1102LG3LV0 NK22100037	1102LG3AS0 NextPrdct	1102LG3KS0 NextPrdct	1102LG3KR0 NMR2100017	1102LGTTW0 NJR2100003	1102LG3SG0 NJL2100088	---	---



【Service bulletin】 2LC-0034(B395)

J6100 / J6110 (DF) (2/6)

2. Check whether the leverage of upper conveying guide on the bridge conveying unit is not detached.

→ if it is detached, add the below parts as referring the procedure mentioning next page.

No	Old	New Parts No	Parts name	Q'ty
1		302LF28770 2LF28770	SHEET HINGE STOPPER	2

■ Affected machine's serial number is below

8000i

KDA	CPY	KDA GSA	KDBR	KDA 220VI	KDE	UTAX	OLIVETTI
1102LF2US0	1102LF2CS0	1102LF2US1	1102LF2BR0	1102LF4US0	1102LF3NL0	1102LF3UT0	1102LF3LV0
N4P1X00646	NHE1X00173	From next production	From next production	NHF1X00011	N4Q1X00421	N4S1X00067	NK11X00024
KDAU	KDCN	KDKR	KDTW	KDSG			
1102LF3AS0	1102LF3KS0	1102LF3KR0	1102LFTTW0	1102LF3SG0			
From next production	NKP1X00011	NMQ1X00013	(-->) NJQ2100002	NJK1X00073			

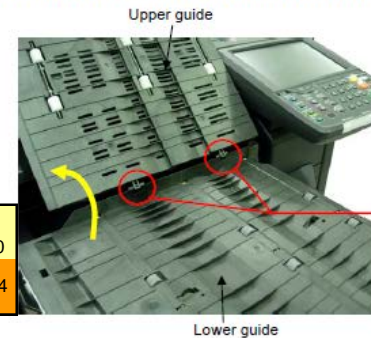
6500i

KDA	CPY	KDA GSA	KDBR	KDA 220VI	KDE	UTAX	OLIVETTI
1102LG2US0	1102LG2CS0	1102LG2US1	1102LG2BR0	1102LG4US0	1102LG3NL0	1102LG3UT0	1102LG3LV0
N4U1Y00818	NHG1Y00207	From next production	From next production	NHH1Y00006	N4V1Y00423	N4X1Y00183	NK21Y00021
KDAU	KDCN	KDKR	KDTW	KDSG			
1102LG3AS0	1102LG3KS0	1102LG3KR0	1102LGTW0	1102LG3SG0			
From next production	NKQ1Y00021	NMR1Y00009	(-->) NJR2100003	NJL1Y00084			

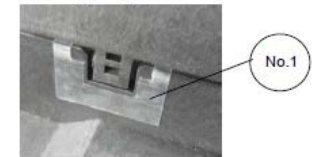
AK-730

右記仕様以外	KMKR	UTAX/TA	KTST	OLI
1703NB0UN0	1703NB0KR0	1703NB0UT0	1703NB0KS0	1703NB0LV0
N341X13935	NEM1X00009	NKM1X02577	NLL1X00041	NKH1X00197

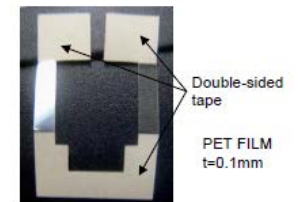
<The state the horizontal conveying unit is opened>



<The fixation film (No.1) is added to 2 of the support points>



<Film (No.1)>



【Service bulletin】 2LF-0004(B355)

J6100 / J6110 (DF) (3/6)

■ The film attached procedure

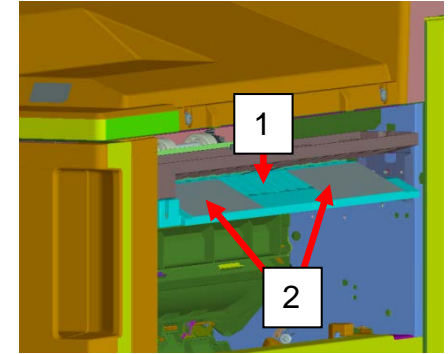
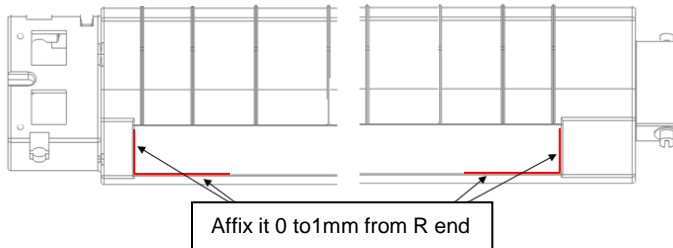
<The procedure to affix the film (No.1)>		
No	Procedure	Detail
1	<p><u>Clean the part to affix the film (No.1) with alcohol and wipe with dry cloth</u></p> <p>Fold the film (No.1) at the part marked X before affixing it.</p>	
2	<p>Insert the film (No.1) in the gap between the upper and lower guide.</p>	
3	<p>Affix the film (No.1) to the lower guide.</p>	
4	<p>Close the upper guide and affix the film (No.1) to its rear side.</p>	

J6100 / J6110 (DF) (4/6)

2. Replace the GUIDE FEED LOWER with the No.1 PARTS GUIDE FEED ASSY which the No.3 PET Film is attached on.

No.	Old Parts No.	New Parts No	Parts name	Q'ty
1		303NB94250	PARTS GUIDE FEED ASSY SP	1
2	303NB07020	303NB07021	+GUIDE FEED LOWER	1
3		303NB07190	+SHEET FEED IN C	2

<Affix position of film>



3. Check whether the paper corner folding or scratching occurs at the Punch unit (Sample1, Sample2)

- a. Upgrade the firmware (as set.)
 3NB_9200.004.007 and after
 3NK_9A00.003.004 and after

b. If the serial number of unit is before below number, replace the Punch Unit.

- PH-7A : N361703776 and after
- PH-7B : N351700282 and after
- PH-7C : N371701264 and after
- PH-7D : NMY1700042 and after

Sample 1

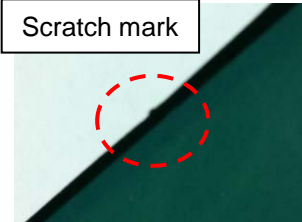
Corner Folding (small fold)



The leading edge of paper (11 inch width rear side) is caught at the hole of Punch unit upper guide plate.

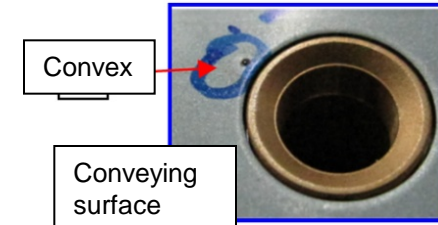
Sample 2

Scratch mark



Convex

Conveying surface



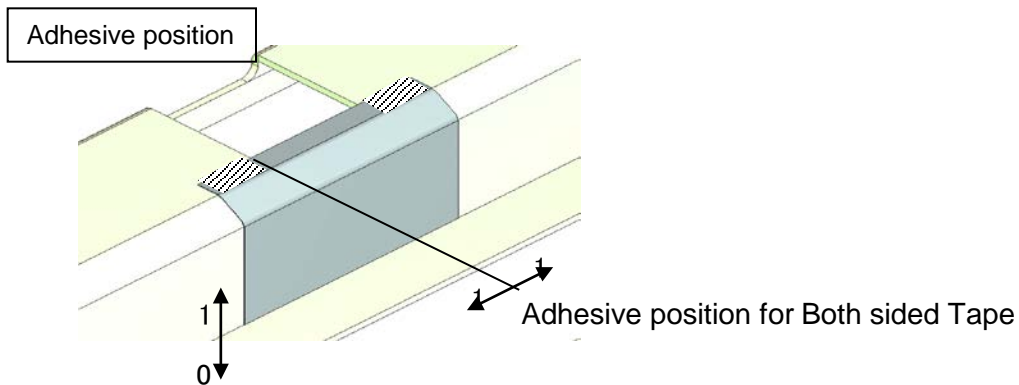
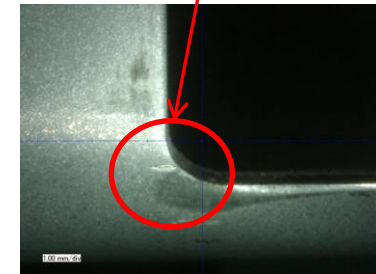
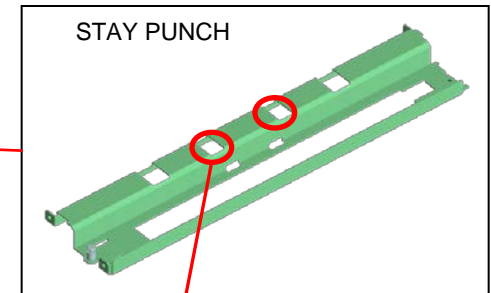
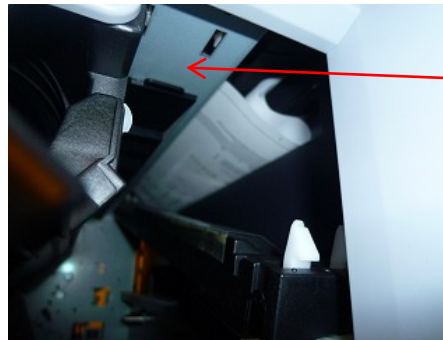
Paper is caught by the convex of welding part at the Punch unit upper guide conveying surface.

J6100 / J6110 (DF) (5/6)

4. If the paper stop before the conveying-in roller and there is no damage on paper, check whether the paper is caught by the STAY PUNCH.

a. Add the PET Films on the middle part of cutout of the STAY PUNCH.

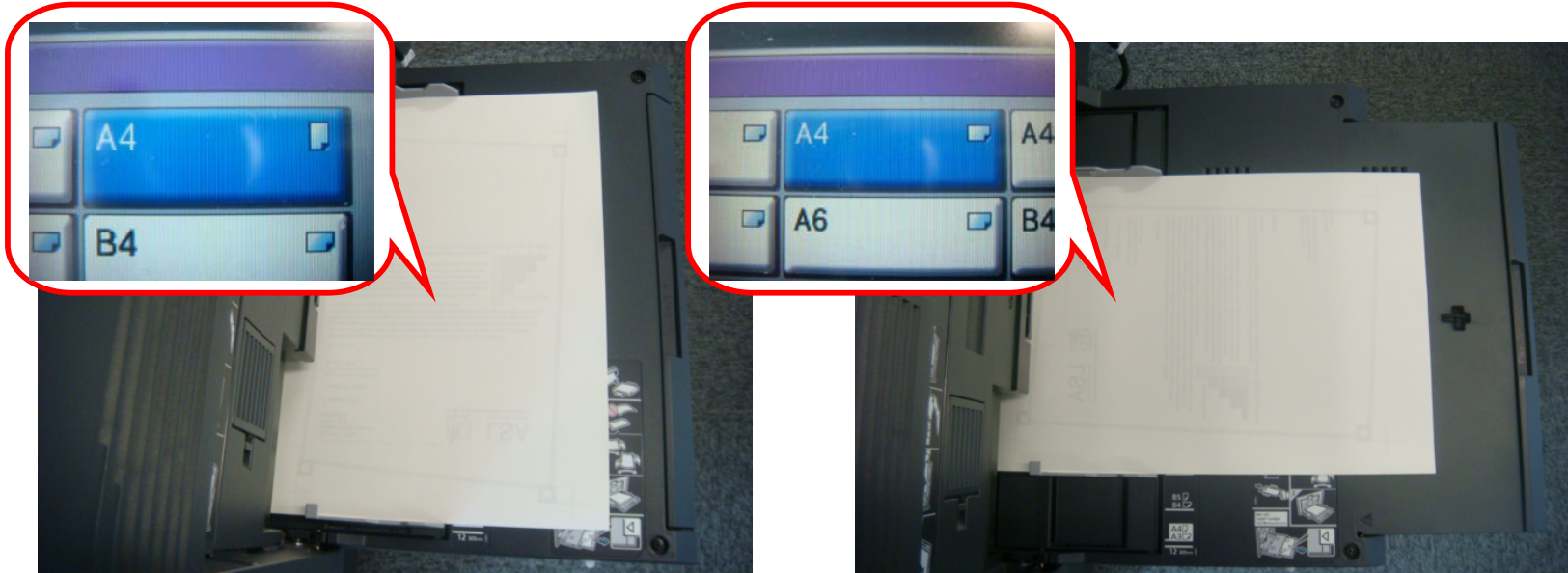
No	Old Parts Item	New Parts Items	Parts Name	Q'ty
1	303NB07140		SHEET ROLLER FEED	2



J6100/J6110 (DF) (6/6)

5. When select A4 paper size at the manual bypass tray, be careful below item.

If the actual direction of A4(Letter)size paper set on the manual bypass tray is not same as setting the direction by the operation panel, JAM6110 may occur after feeding is started . Therefore, please instruct user about the setting method of manual bypass size.



J631X / J641X / J650X (1/3)

1. Corner folding at paper leading edge or curling JAM (Image sample 1)

– It occurs since lower curled paper is caught by the cursor.

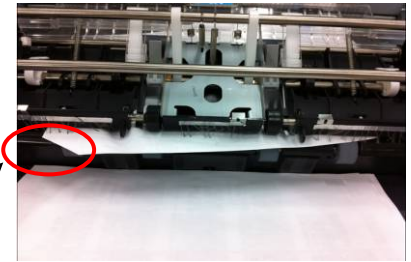
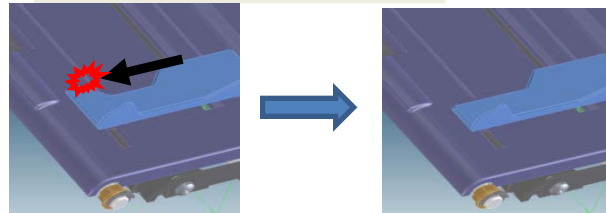
a. Replace the cursor.

Image sample 1

View from main tray side

Ref.No.3NB-0017(C025)

- (a) Replace the cursor
 303NB36031
 CURSOR L MIDDLE TRAY
 303NB36041
 CURSOR R MIDDLE TRAY
 Affected from : 2012 Jan production



Corner folding

Image sample 2

2. Paper trail end folding JAM (Image sample 2)

It occurs since the opening of the Bundle discharge unit is

(b) slanting or (c) narrower.

(b) Correct the balance of the Bundle discharge unit.

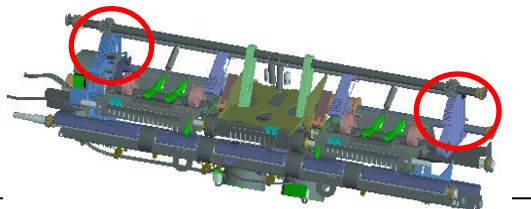
(Check the front and rear opening balance by both pulleys while opening the Bundle Discharge Unit by executing U240 MOTOR-EjectUnlock(30)

(c) Place the MOUNT PI UPPER GUIDE

Inside of process tray
 (Paper trail end side)

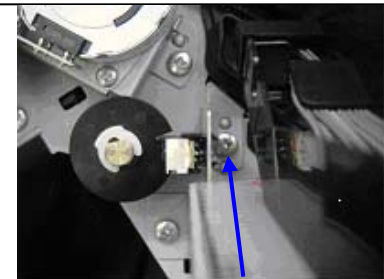


(b) Correct the Gear mesh



- (c) Replace the PI mount plate
 303NB36321 MOUNT PI UPPER GUIDE
 Affected from : 2011 Oct. production

Ref.No.3NB-0011(B403)



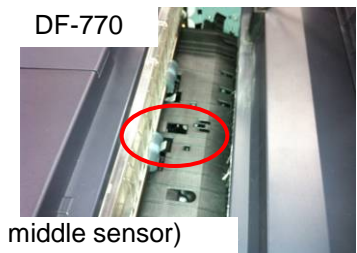
MOUNT PI UPPER GUIDE

3. JAM when the JAM paper occurs at J631* is not existed at the Processing section.

d. Check whether the Actuator (DF middle sensor) is operating smoothly without any problem.



DF-790



DF-770

Actuator (DF middle sensor)

J631X / J641X / J650X (2/3)

4.curling JAM at paper leading edge (Image sample 3)

Due to paper downward curl, the leading edge of paper is round at the inner part of the process tray and JAM occurs.

a. Please affix the films.

Image sample3

Inside of process tray
(Paper tray leading side)

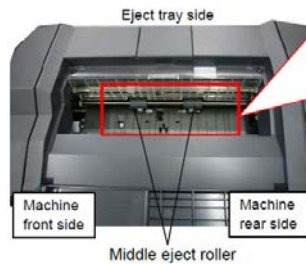


(a) Affix the films

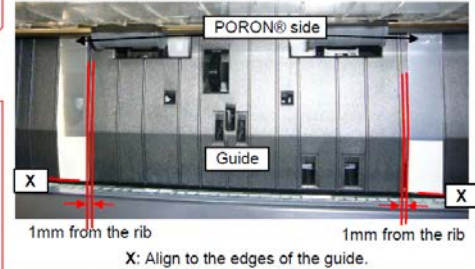
303NC24050 SHEET CONVEYING 2pcs

Ref.No.3NC-0002(C179)

[Affixing position]



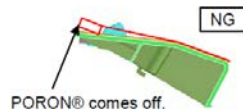
<Position where the sheet are affixed>



[Check after affixing the sheets]



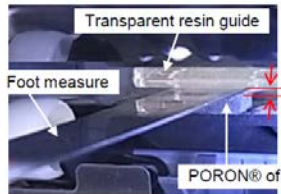
If the gap is less than 0.5mm, the PORON® may come off like the following NG figure. So, please check it.



PORON® is affixed on the guide sufficiently.



Check if the gap between the PORON® of the sheet (No.1) and the transparent resin guide is 0.5mm or more by inserting a ruler that is of 0.5mm thickness from the eject aperture.



*If there isn't enough gap if affects paper conveying. Please retry affixing the sheets (No.1).

0.5mm or more

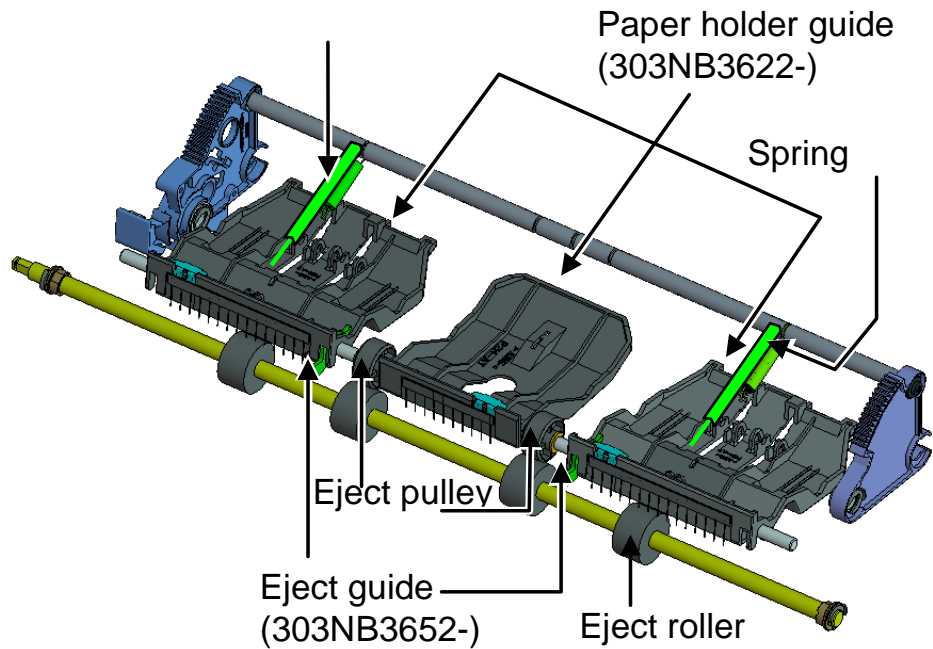
J631X/J641X/J650X (DF) (3/3)

【Phenomenon】

When ejecting 45 to 50 sheets of paper bundle of A4R or Letter-R, it may bound and the 1st sheet of the next bundle may be caught up at the paper guide. Then, the J6311 jam may occur.

【Hot to respond】

The tension of the spring is increased that pulls up the paper holder guide.



	Before	After
Drawing length	40.86mm	50mm
Spring constant	0.04 N/mm	0.078 N/mm
Initial tension	0.29 N	0.524 N
Tension	1.92 N	2.7 N
Color	Silver	Black

【Service Bulletin】

3NC-0002 (C179)

J6510 (DF-790 Caution of Manual Staple)

【Notes】

When inserting the paper, please make sure that the paper hold hand is away from the paper during staple operation.

When you perform the manual staple operations when they hold the paper by hand, paper jam (J6510) will occur.



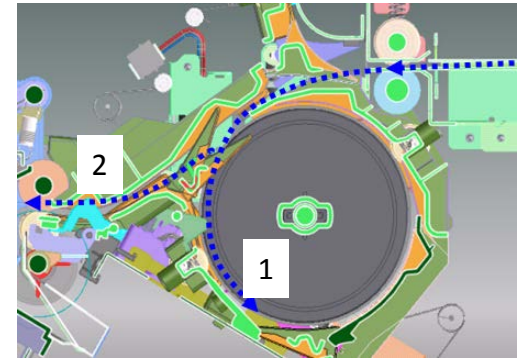
J6600 (DF-770/790)

1. JAM after paper stops at the paper conveying path

(a) The leading edge of paper is caught by the Feedshift guide 1

Feedshift guide 1

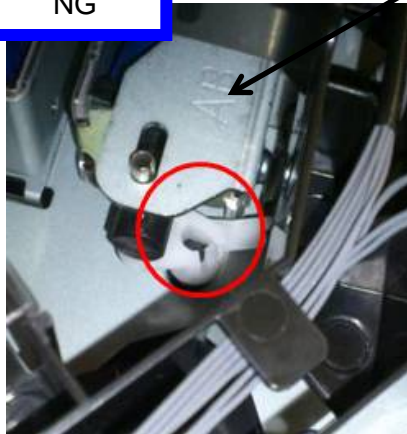
(b) Paper is fed to the direction2 instead of the direction1.



(a) Check the assembling condition of the Feedshift guide1.

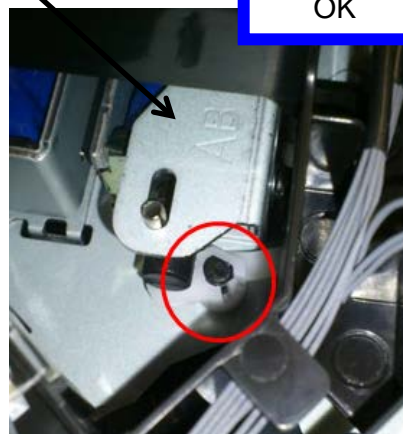
Check the shaft of Feedshift guide 1 is firmly inserted into the lever of DF feedshift solenoid 1. In case of out of location, insert the shaft into level as shown in below photo.

NG



DF feedshift solenoid 1

OK

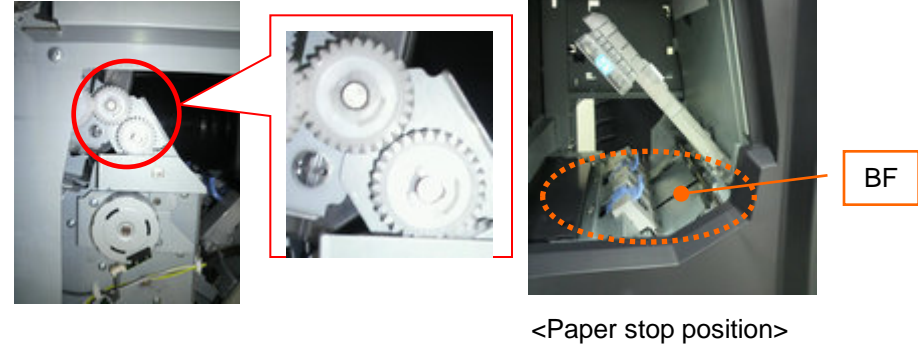


J6710/J7710 (BF)

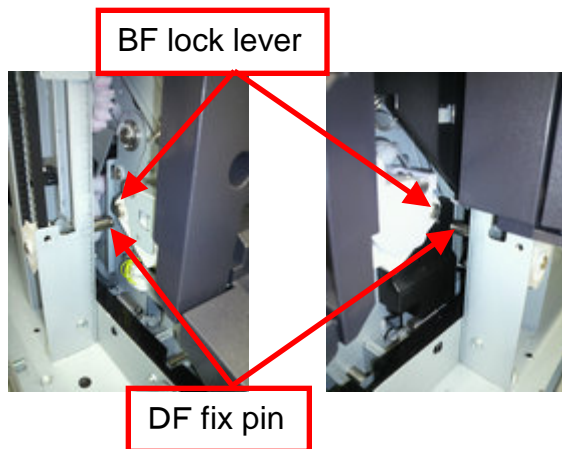
1. J6710/7710 occurs, take the following measure.

a. The JAM paper is stopped before reaching the BF.

b. Check whether the mesh of gears is not engaged or not after setting the BF into the DF.



→ If the gears are not engaged, replace the fulcrum pin (1) of BF lock lever, DF hook pin (2).



No.	Old	New Parts No	Parts name	Q'ty
1	303ND02280	303ND02281	FULCRUM PLATE RELEASE	2
2		303ND02360	PIN HOOK BOOKLET	2

1. Fulcrum pin for BF lock lever



2. DF hook pin



J9020/J9030

Output the maintenance report from the maintenance mode U000 and if the count of J9020 (skew original feed detection)/J9030(multi feeding detection) *1 is frequent, perform below either treatment 1 or 2. *1 DP-771 has no J9030 detection function.

<Treatment 1>

The function can be stopped after setting is OFF.

Perform the maintenance mode U460 (Adjust Feed Sensor) to stop this detection function.

<Procedure> (It can be performed when DP is installed.)

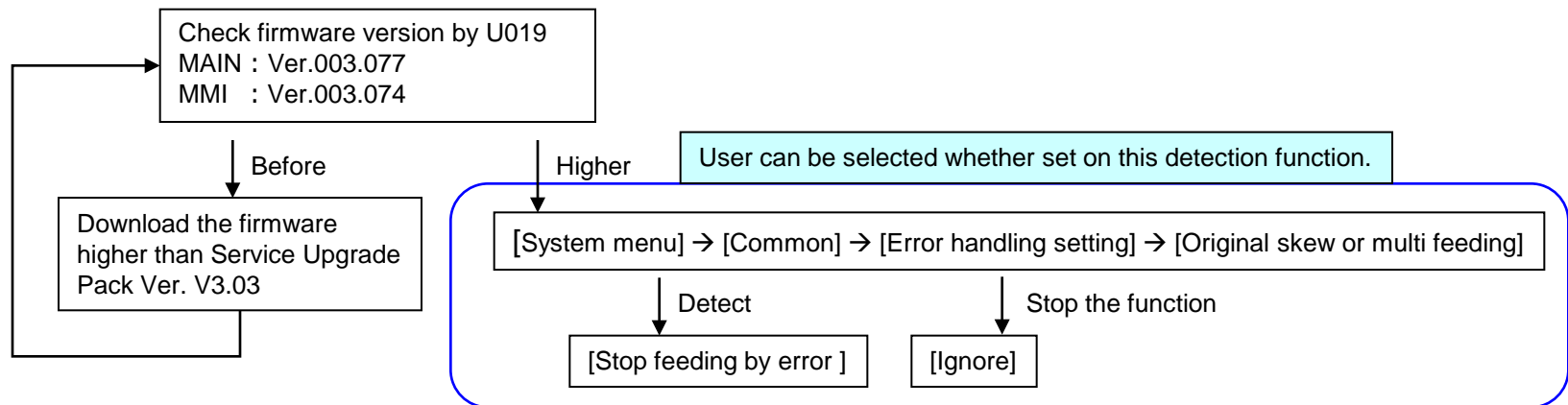
[U460 Adjust Feed Sensor] → [DP] → [on/off Config] → [ON → OFF] → [Start]

< Treatment 2>

If the user request below demand, Keep U460 set ON and do not stop this detection function.

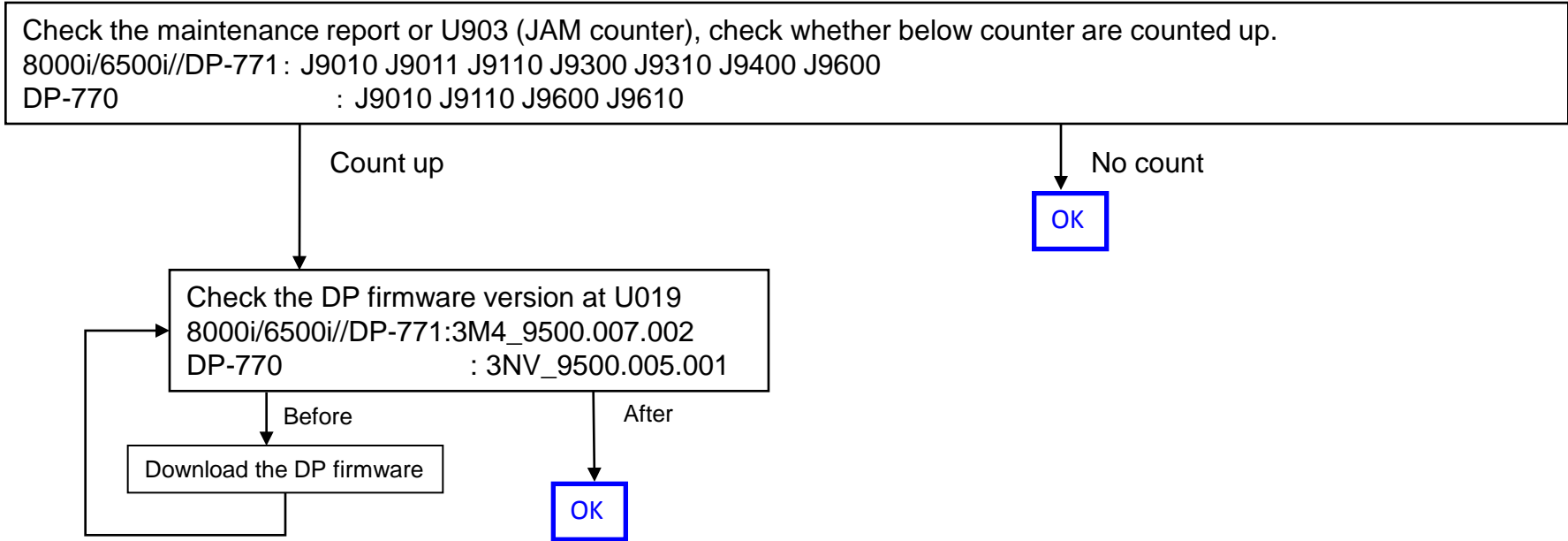
a. Reduce the original damage in case of setting the stapled originals wrongly on DP.

b. Prevent missing page due to multi feeding (except DF-771)



J9010/J9011/J9110/J9300/J9310/J9400/J9600/J9610

2. J9010 J9011 J9110 J9300 J9310 J9400 J9600 J9610 occurs, take the following measure.



Corner Folding (1/6)

If Corner Folding occurs at paper, check below item.

1.If it occurs at lower tray ejecting, perform below a, b.

(at DF-770 install: A tray eject/ at DF-790 installed: A, B tray eject)

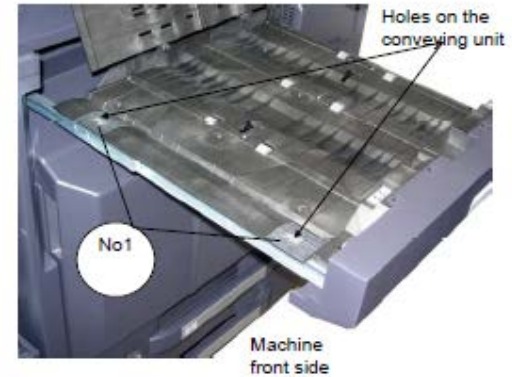
a. Add the films to the holes (2 locations)on the conveying unit. (Fig.1)

Affix the film (No.1) to the designated location at fig after cleaning where to affix it on the conveying unit. (Fig.2)

Sample1



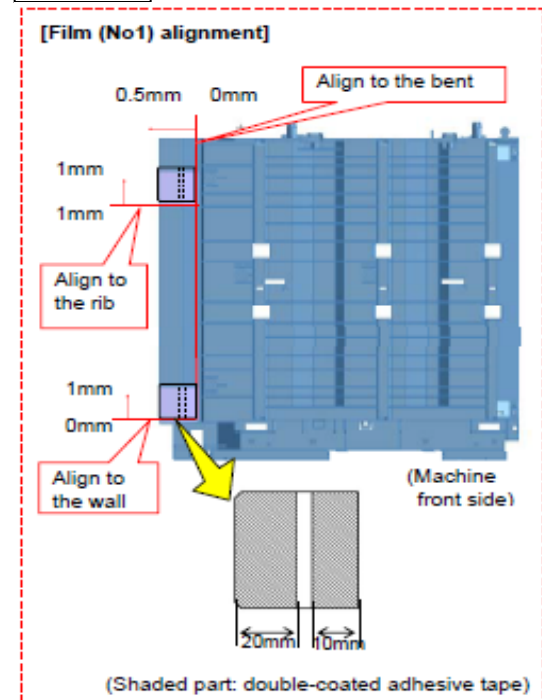
Fig 1



No.	Old	New Parts No	Parts name	Q'ty
1		302LF28820 2LF28820	SHEET RERAY LOWER	2

■ Take the measure at the production machines after 2011 Nov.

Fig 2



【Service bulletin】 2LC-0034(B395)

Corner Folding (2/6)

b. Check whether the leverage of upper conveying guide on the bridge conveying unit is not detached.

→ if it is detached, add the below parts as referring the procedure mentioning next page.

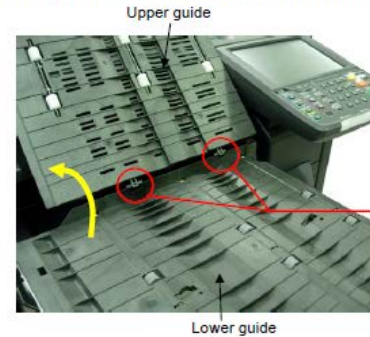
No.	Old	New Parts No	Parts name	Q'ty
1		302LF28770 2LF28770	SHEET HINGE STOPPER	2

■ Affected machine's serial number is below

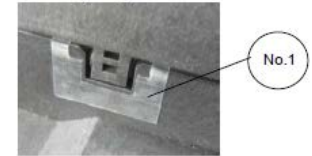
AK-730

Other than right	KMKR	UTAX/TA	KTST	OLI
1703NB0UN0	1703NB0KR0	1703NB0UT0	1703NB0KS0	1703NB0LV0
N341X13935	NEM1X00009	NKM1X02577	NLL1X00041	NKH1X00197

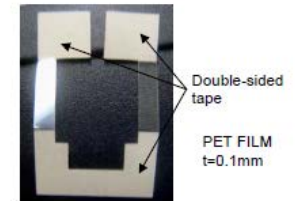
<The state the horizontal conveying unit is opened>



<The fixation film (No.1) is added to 2 of the support points>



<Film (No.1)>



【Service bulletin】 2LF-0004(B355)

Corner Folding (3/6)

■ The film attached procedure

<The procedure to affix the film (No.1)>

No	Procedure	Detail
1	<p><u>Clean the part to affix the film (No.1) with alcohol and wipe with dry cloth</u></p> <p>Fold the film (No.1) at the part marked X before affixing it.</p>	
2	<p>Insert the film (No.1) in the gap between the upper and lower guide.</p>	
3	<p>Affix the film (No.1) to the lower guide.</p>	
4	<p>Close the upper guide and affix the film (No.1) to its rear side.</p>	

Corner Folding (4/6)

2. If it occurs at ejecting paper to upper tray (at DF-770 install: B tray eject/ at DF-790 installed: C tray eject), replace with new guide (No.1) which is affixed the films or the Relay exit unit (No,2).

No.	Old	New Parts No	Parts name	Q'ty
1		303NB94190 3NB94190	PARTS GUIDE RELAY EXIT SHEFT SP	1
2		302LF94173 2LF94173	PARTS RELAY EXIT SP	1

■ Affected machine's serial number is below.

AK-730

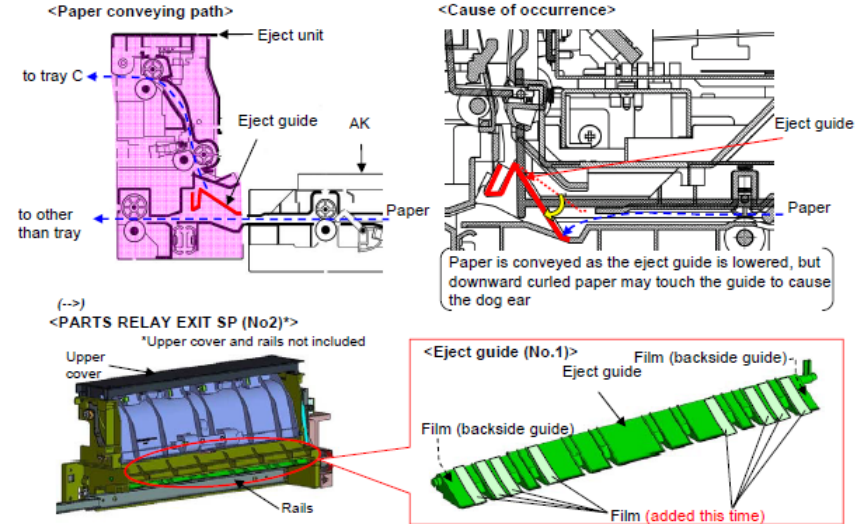
右仕様以外	KMKR	KTST	UTAX/TA	OLIVETTI
1703NB0UN0 N341Y17217	1703NB0KR0 NEM1Y00012	1703NB0KS0 NLL2100056	1703NB0UT0 NKM1Y02982	1703NB0LV0 NKH1Y00215

▲ TASKalfa4500i (AK)

KDA	CPY
1102LJ2US2 NWNQ1Y00001	1102LJ2CS1 NWP1Y00001

▲ TASKalfa5500i (AK)

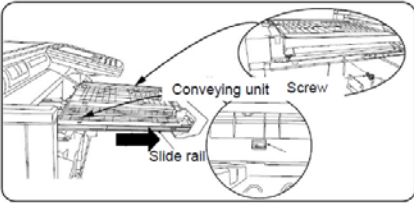
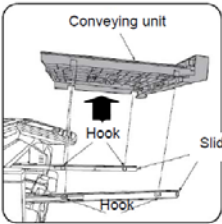
KDA	CPY
1102LH2US2 NWN1Y00001	1102LH2CS1 NWM1Y00001

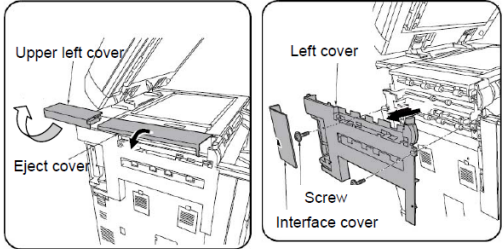
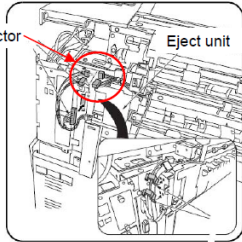
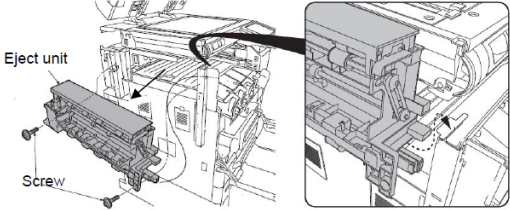
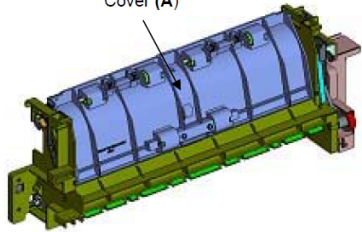


【Service bulletin】 2LH-0005(B445)

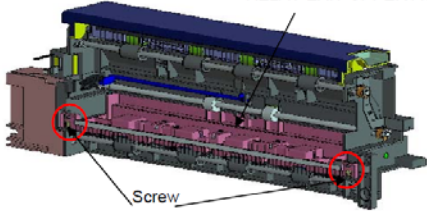
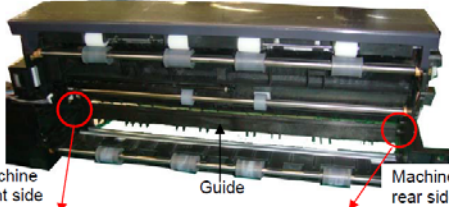
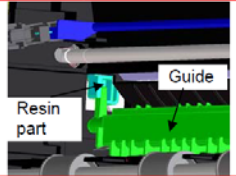
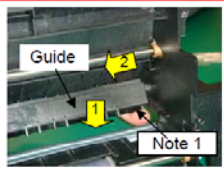

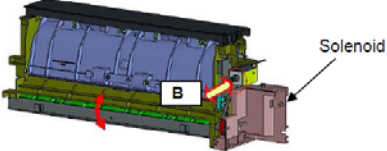
Corner Folding (5/6)

<The procedures to replace the eject guide(No.1)>

No	Procedure	Detail
Detaching the eject guide		
1	Open the front cover and remove a screw that fixes the conveying unit.	
2	Unlatch 4 of the hooks on the inner slide rails from the cutout on the conveying unit.	

No	Procedure	Detail
3	<p>Open the eject cover and remove the upper left cover while revolving it in the direction of the arrow.</p> <p>Remove 2 screws and the left cover.</p> <p>Remove the interface cover.</p>	
4	Remove 2 connectors that connect to the eject unit.	
5	<p>Remove 2 screws and the eject unit.</p> <p>*Take care not to drop the cover (A) when removing the eject unit.</p>	 <p><Eject unit></p> 

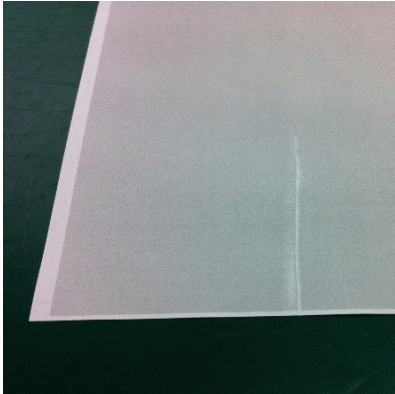
Corner Folding (6/6)

No	Procedure	Detail
Detaching the eject guide		
6	Remove 2 screws and RELAY EXIT UPPER ASSY	<p>(Eject unit)</p> 
7	<p>Remove the guide from the eject unit and attach the guide with the films for the countermeasures.</p> <p>*Remove the guide fist from the rear end and then right end while the guide is lowered.</p> <p>Attach the guide from the rear end check if the guide is fitted in between the resin part at the front end.</p> <p>*A film is affixed to the part marked Note 1 on the guide. Take care not to have the film deform or peel off when attaching the guide.</p>	<p>(Eject unit)</p>  <p>Machine front side Guide Machine rear side</p>  <p>Resin part Guide</p>  <p>Guide Note 1</p>  <p>(Guide lowered)</p>
8	Press the part marked B to check if it works correctly after replacing and reseating the guide in a reverse manner of the previous procedures.	 <p>Solenoid</p> <p>B</p>
9	Reseat the eject unit in the machine in a reverse manner of the above.	

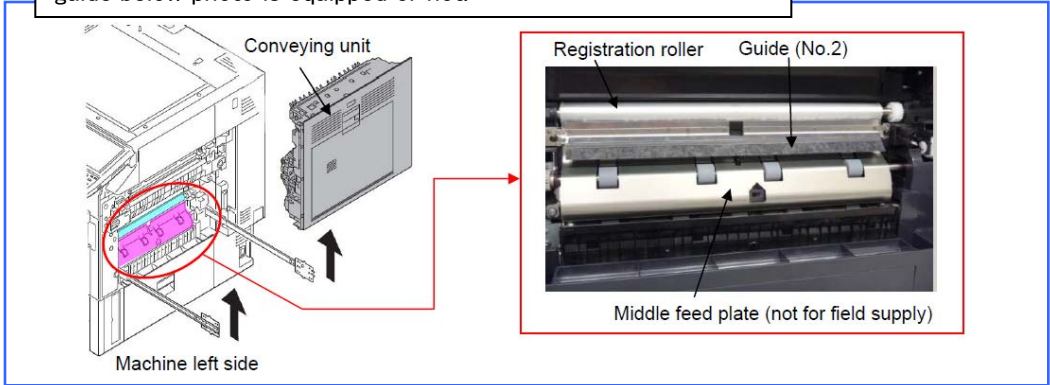
Paper Creasing (1/2)

If the paper creasing like a below image occurs frequently, check as referring to below procedure.

<Check the image sample>
On the image sample of creased paper, spread out the creased part and check if toner is not transferred to the creased



If the paper is above creasing condition, check whether modified guide below photo is equipped or not.



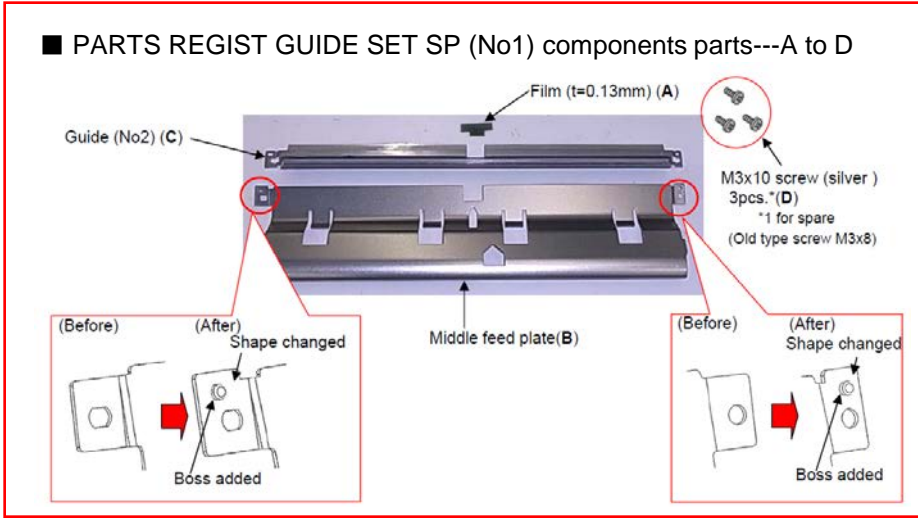
Ref.No. 2LC-0013(B213)

YES
Perform above service bulletin measurement contents.

NO

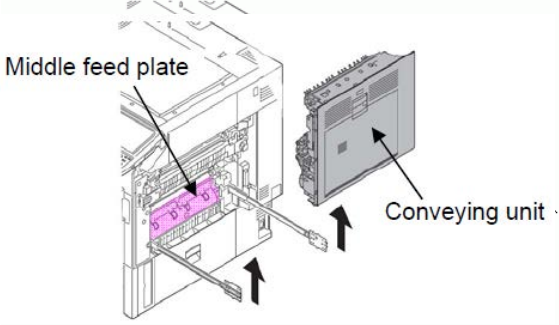
Add the modification guide (refer to next age for installation)

No.	Old Part No.	New Part No.	Description	Q'ty	
				Old	New
1	-----	302LC94690 2LC94690	PARTS REGIST GUIDE SET SP	-	1



Paper Creasing (2/2)

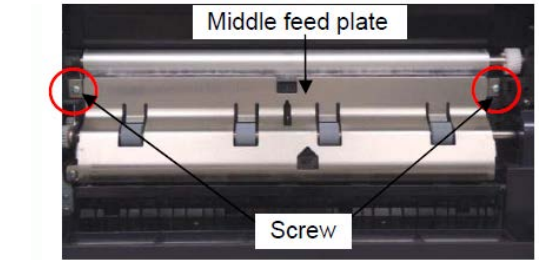
[The procedures to install the guide]



Middle feed plate

Conveying unit

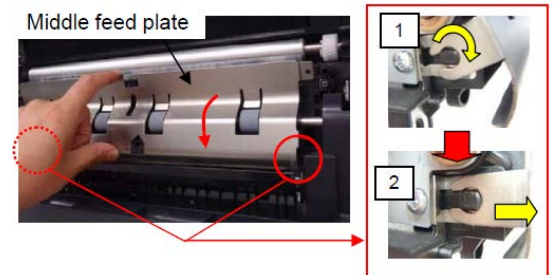
1. Remove the conveying unit.



Middle feed plate

Screw

2. Remove 2 of the screws that fix the middle feed plate.

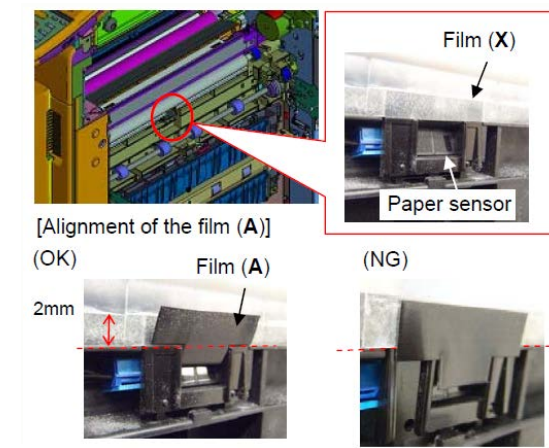


Middle feed plate

1

2

3. Remove the middle feed plate after rotating it downward as in the figure right.



Film (X)

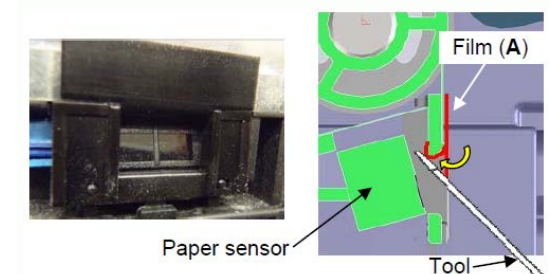
Paper sensor

[Alignment of the film (A)]
(OK) (NG)

Film (A)

2mm

4. Overlay the film (A) bundled in the parts set (No.1) on the film (X) affixed on the paper sensor as shown in figure.*Clean where to affix the film.



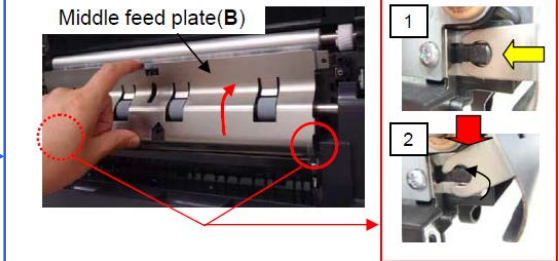
Film (A)

Paper sensor

Tool

Fold the leading edge of the film (A) and affix it toward inner side using a flat-blade screwdriver, etc.

[Note]
Take care of the tool not to touch the paper sensor.
Securely fold the film or mis-sensing may occur.

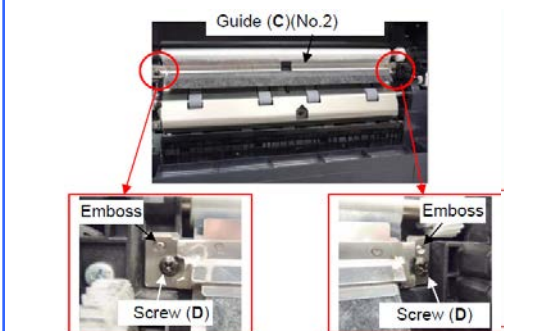


Middle feed plate(B)

1

2

6. Fit the middle feed plate (B)

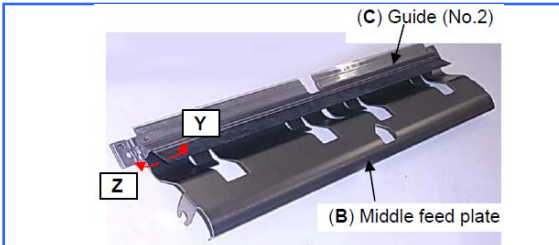


Guide (C)(No.2)

Emboss

Screw (D)

7. Put the guide (C)(No.2) on the middle feed plate (B) and fix them with M3x10 screw (D)(Total 2 points)
*Check the guide (No.2) does not run over the emboss



(C) Guide (No.2)

Y

Z

(B) Middle feed plate

<Note>
Check if the film is not warped toward Z before fitting the guide (C) (No.2). If warped so, correct the warpage.

BF-730/720/710 Measure for Paper creasing when a sheet of paper is fed after middle folding

【Phenomenon】

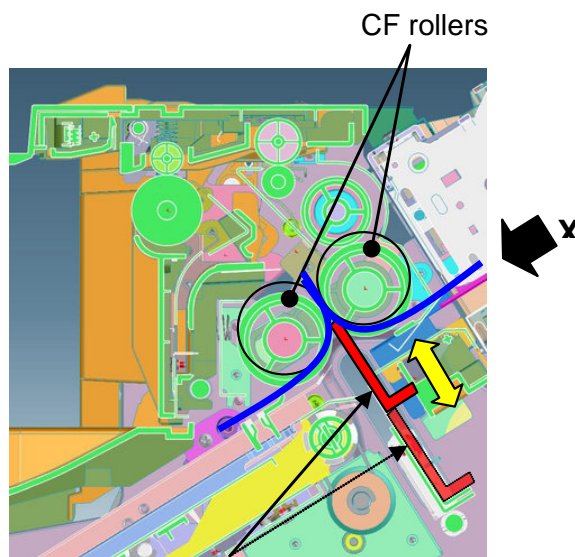
When center-folding or tri-folding one sheet of paper with the downward bending (toward the CF blade side) at its central part, the paper center part of paper may be creased or damaged due to the paper's bent part pinched up by the CF rollers and the CF blade.

【How to Respond】

When the below phenomenon occurs, please execute the following 1 to 3 in order.

- 1 . Set the positions of the paper length guide and the paper width guides in the paper cassette in order to properly fit the paper size.
- 2 . Turn the papers in the paper cassette over and reinstall it. (The grade of the paper's bending may be slightly improved)
- 3 . Replace the CF blade (303J124142 : BLADE MID PRESSING) with the new one.

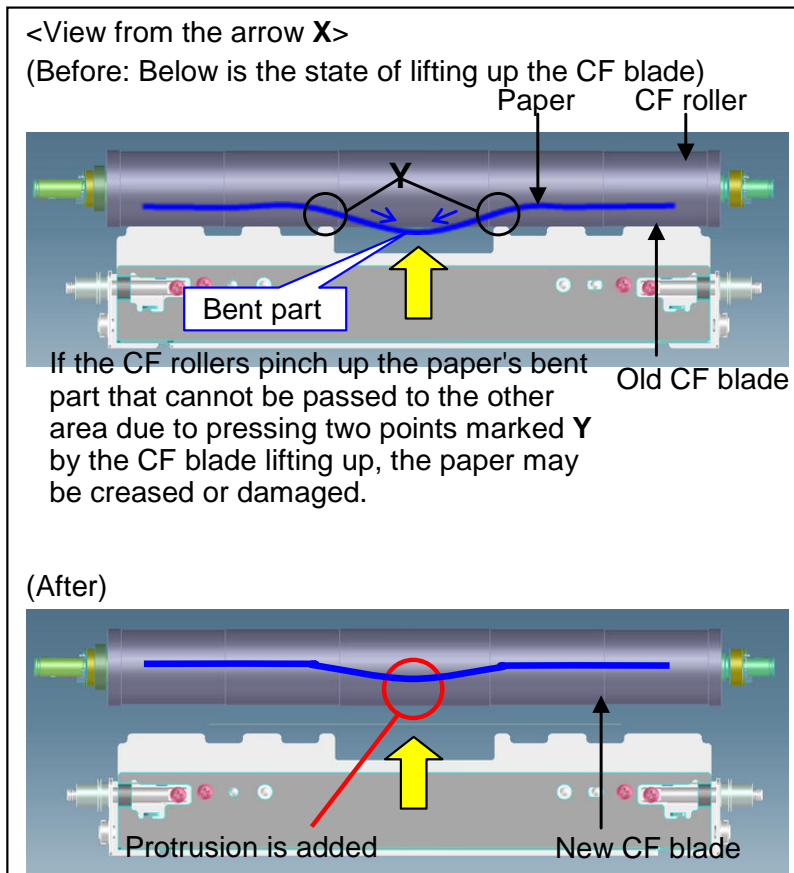
【Cross-section view of the center-folding unit】



CF blade (No.1):
CF blade lifts up to fold the paper (indicated with the blue line in the above figure) when center-folding or tri-folding the paper.

【Service Bulletin】

3ND-0008 (C296)



C0640 (HDD error)

C0640 display on the operation panel LCD at turning on the main sw.

Check the cable, connector between HDD and Main PCB. (check poor connection, break, damage)
 <Connect applicable for main PCB>
 5500i/4500i/3500i :
 YC1、YC27

OK

NG
 Replace the cable

HDD related cable item code:
 5500i/4500i/3500i :
 302K946A10 WIRE HDD POWER
 302K946A20 WIRE HDD DATA1

Check abnormal sound (rattling sound) during driving HDD

NG
 Replace HDD

Initialize HDD: *
 1. Execute U024.
 2. Select "FULL" and start format.
 3. Power OFF/ON.

OK

HDD Item code
 5500i/4500i/3500i :
 302LH93070 PARTS STORAGE DEVICE SP

* HDD initialize :
 Stored data in HDD will be erased after this format.

C2101(Developing Motor Error)

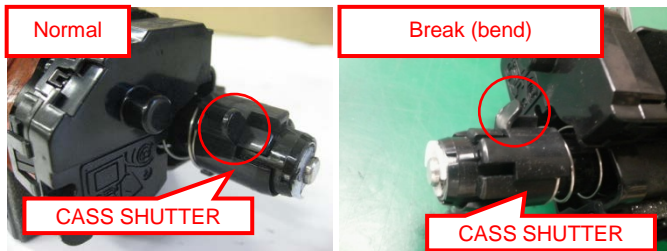
**There is a possibility that DLP is LOCKing by jam in the developing powder outlet etc.
(It may be accompanied by the unusual rattling sound like no engagement of gears and C7101)**

1. In case of abnormal sound occurs
 - a. Replace the DLP UNIT .
 - b. Re-assemble it as referring to below attention 1.

2. In case of no abnormal sound (developing drive possible)
 - a. Remove the INNER UNIT.
 - b. Check the CASS SHUTTER of the DLP UNIT.
 - c. If the parts is broken, replace the DLP UNIT.(Fig.1)
 - d. Re-assemble it as referring to below attention 1.

3. In case of not applicable above 1,2.
 - a. It is possible of error at the DLP motor. Check the DLP motor.

Fig.1



attention 1

The measure against below condition was taken after 2011 Oct. production. Therefore, below action is not necessary if the production month is Oct. and after.

When pushing in the CASS LOCK release LEVER at the INNER UNIT, there is a case not to push in smoothly.
In that case, without pushing in by force, re-install the INNER UNIT while shifting it by right-hand side and fix.
If it pushes into INNER UNIT forcefully, the lock release cannot be done normally, C2101, C7101, and unusual sound occur again and DLP UNIT may damage.

C22XX (Drum Motor Error)

If C22XX(drum motor error) occurs, take the following measure.

- a. Remove the DRUM unit from machine.
- b. Check the drum rotation (refer to Fig1)
In case of no rotation, replace the drum unit
→ skip to “e”.
- c. Check rotation of the drum spiral roller (refer to Fig2)
In case of no rotation, replace the drum unit,
→ skip to “e”.
- d. Replace the engine PCB.
- e. Check the Firmware version and version up to above Upgrade Pack Ver. V3.03.

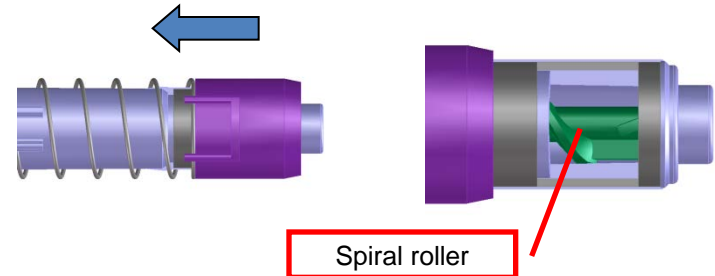
<Fig1 Check Drum Rotation>

Turn it below direction.



<Fig2 Check Spiral Roller Rotation

Check whether the spiral roller is rotating when turning the drum manually.



C510X

1. C510X

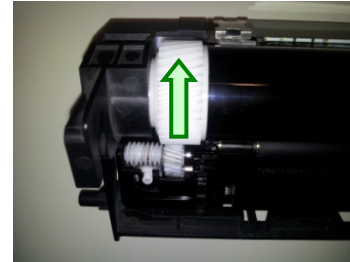
Main HVT error

Check the Firmware version and version up to above FW PACK V3.07.

Please check the following a-f, when a problem is not solved.

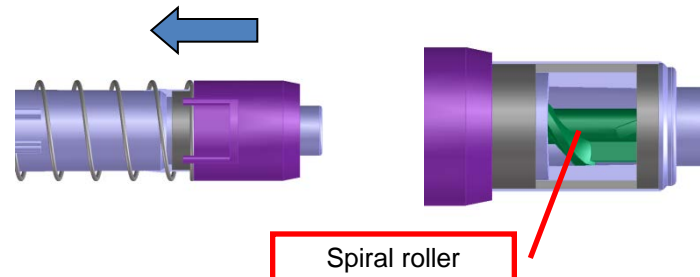
- a. Remove the DRUM unit from machine.
- b. Check the drum rotation (refer to Fig1)
In case of no rotation, replace the drum unit
- c. Check rotation of the drum spiral roller (refer to Fig2)
In case of no rotation, replace the drum unit.
- d. Check the poor connection of cleaning lamp connector.
- e. Replace the HVT PCB.
- f. Replace the engine PCB.

<Fig1 Check Drum Rotation>
Turn it below direction.



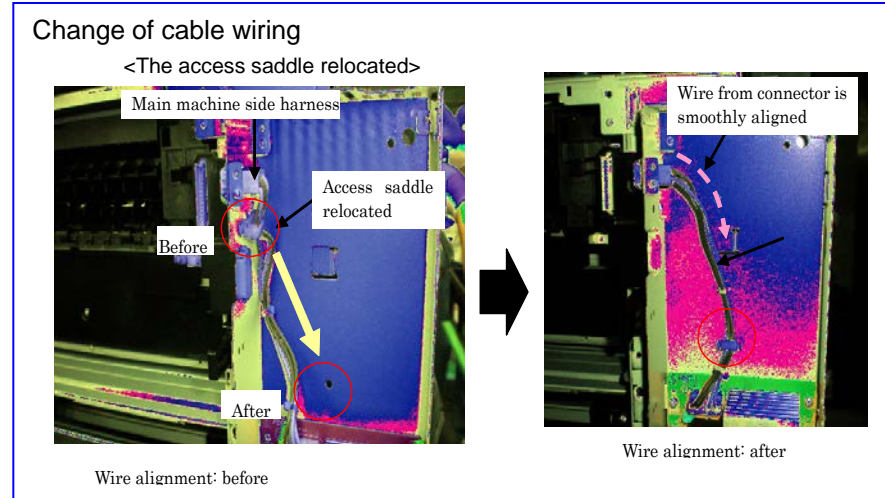
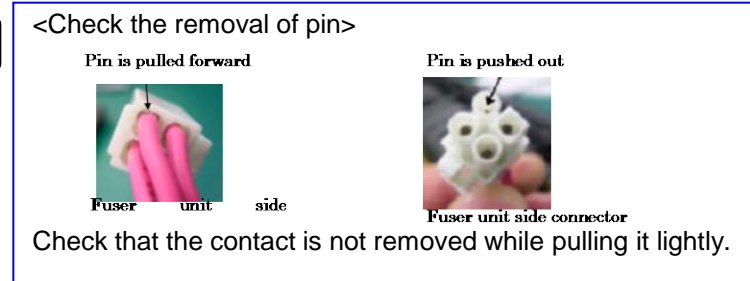
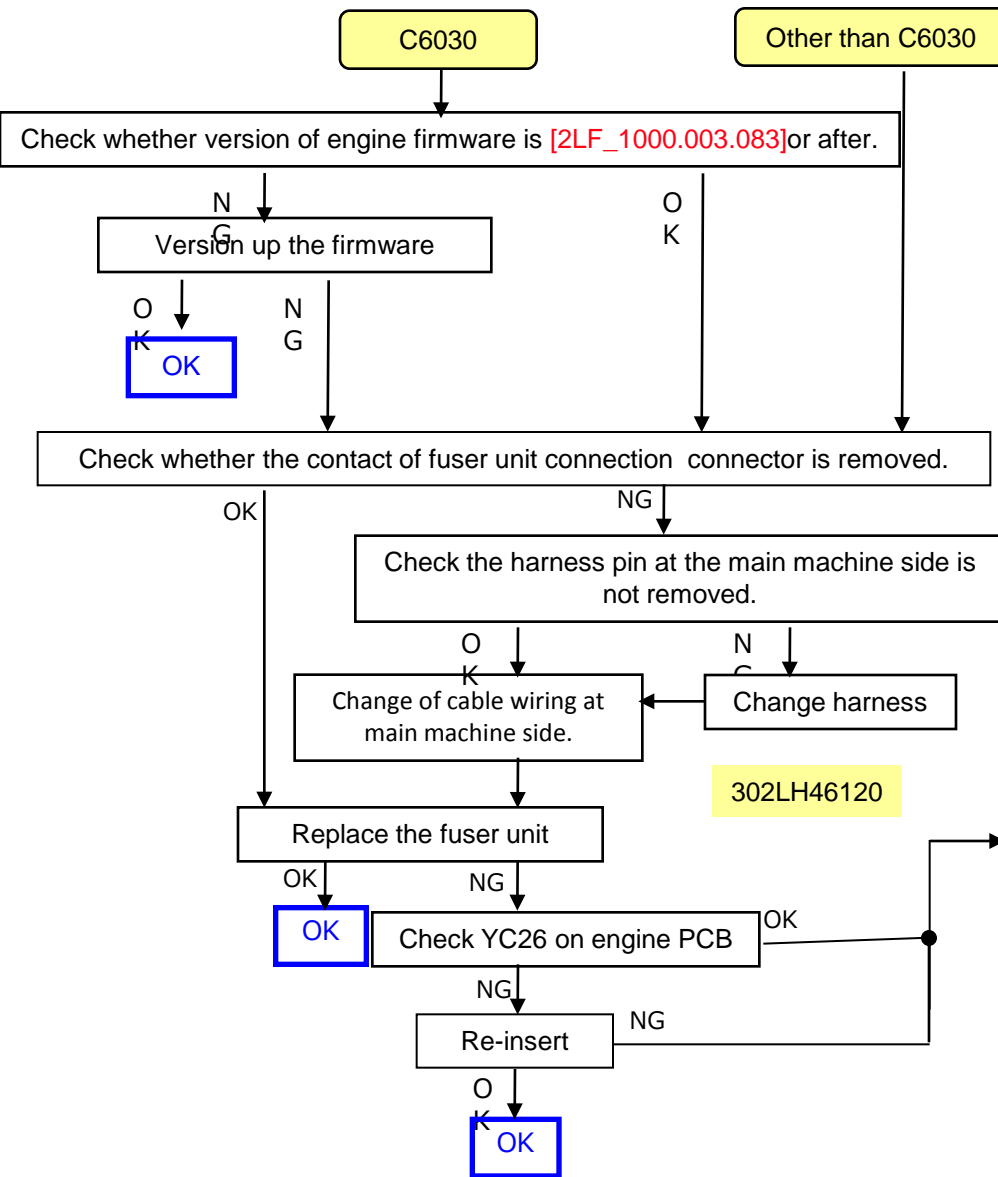
<Fig2 Check Spiral Roller Rotation

Check whether the spiral roller is rotating when turning the drum manually.



**C6000 (Fuser heater broken) , C6030 (Fuser thermistor1 broken) , C6050 (Fuser thermistor1 low temp error)
 C6200 (Fuser edge heater broken) , C6230 (Fuser thermistor2 broken) , C6250 (Fuser thermistor2 low temp error)**

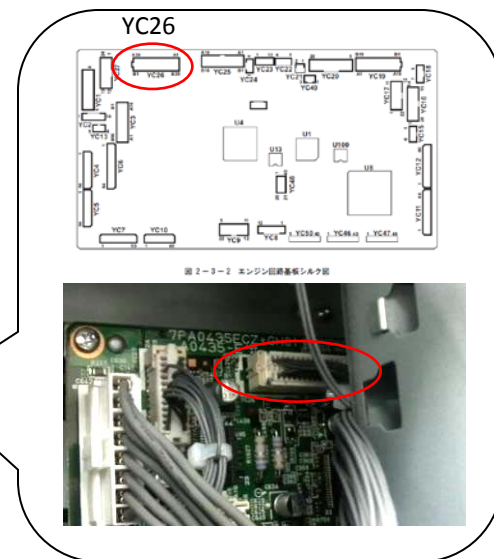
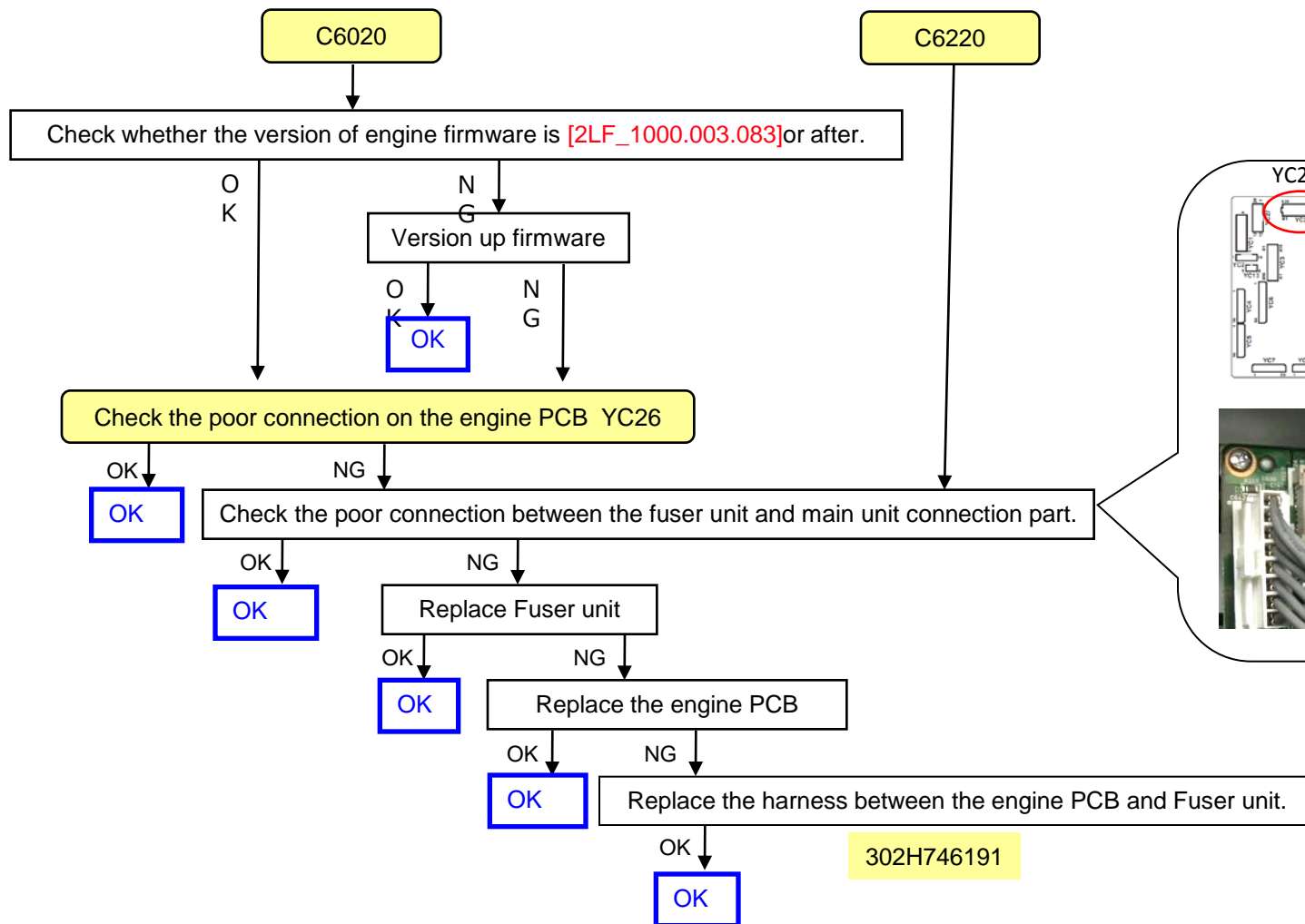
For 3500i/4500i/5500i



C6020/C6220 (Abnormal high temperature detected by Fuser thermistor)

For 3500i/4500i/5500i

If C6020/C6220 occurs, take the following measure.



C6020 (Abnormally high fuser thermistor 1 temperature)/C6030 (Broken fuser thermistor 1 wire) /The fuser press roller may melt and stick./Poor Fusing

For 3500i/4500i/5500i

Please be required following the below cases such as C6030/C6020/The fuser press roller may fuse and stick./The fuser failure.

- 1 . Please upgrade the firmware to the Upgrade Pack Ver.V3.07 or later.
- 2 . When the phenomenon is not cleared even if upgrading, please replace with the new fuser unit as below.

FK-6305 (100V)	: 302LH93042 ~
FK-6306 (120V)	: 302LH93052 ~
FK-6307 (220V)	: 302LH93062 ~
FK-6307 (CHN)	: 302LH9C062 ~
FK-6307 (KR)	: 302LH9K062 ~
FUSER 110 H UNIT (TW)	: 302LH93082 ~

【Service bulletin】 2LH-0011(C172)

C6600 (Fuser Belt Rotation Error) / C6720 (Fuser IH Belt Rotation Error) / Fuser Belt Failure

For 6500i/8000i

If C6600/C6720 occurs, according to the below checking procedure, find the solution for a to c.

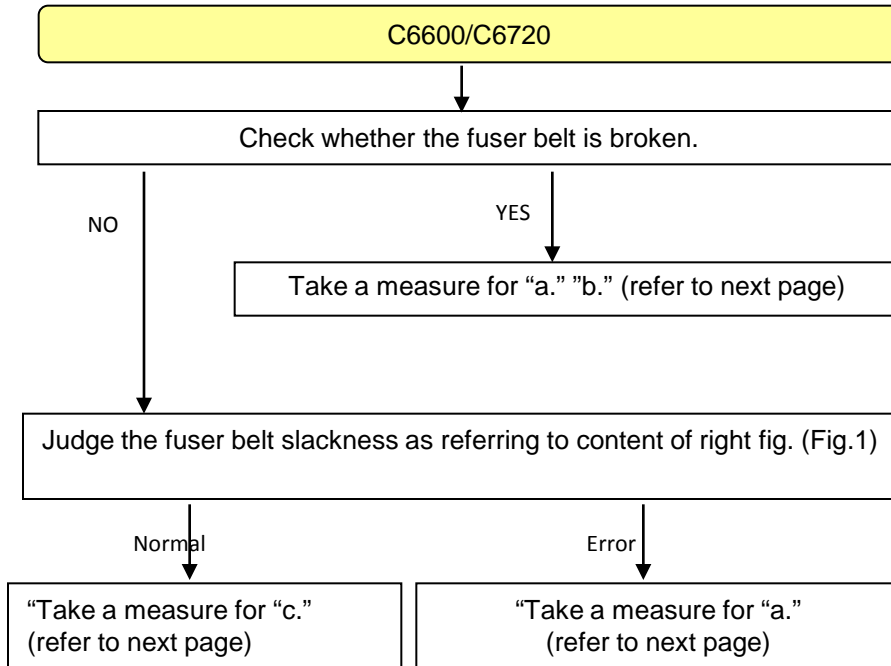


Fig 1

Procedure the check the fuser belt slacking condition

REAR FRONT

Check the slackness of belt tension at FRONT/REAR.

Normal Error (Breakage of bearing)

about 6mm About 3mm

■ If the bearing is broken, the slackness of belt tension becomes large and above clearance is increased.

C6600 (Fuser Belt Rotation Error)/C6720 (Fuser IH Belt Rotation Error)

/Fuser Belt Failure

For 6500i/8000i

a. When replacing the fuser unit, it exchanges for the fuser unit applicable to the end of the right figure.

Model	spec	Part No.	Description	Model	spec	Part No.	Description
Mercury (TASKalfa 7550ci/6550ci)	100V	302K993115	FK-8705	Zeus (TASKalfa 8000i/6500i)	100V	302LF93045	FK-6705
	120V	302K993125	FK-8706		120V	302LF93055	FK-6706
	200V	302K993135	FK-8707		200V	302LF93065	FK-6707
	KDKR	302K99K135	FK-8707(KR)		KDKR	302LF9K065	FK-6707(KR)

b. Check the machine's serial number whether its number is before taking the measure (use the jig to adjust the fuser position plate) during the production.

If the machine's serial number is before affected number, perform the corrective measure as referring to the service bulletin No. 2LF-0003 (B345).

- 1) Check the fuser belt shift amount according to the content of the bulletin and judge whether it is necessary to affix the film or not.
- 2) If affixing the film is necessary, affixing the film to the fuser position adjustment plate and adjust the height.

<Affected machine's serial number for taking the measure during the production>

7550ci

KDA	CPY	KDA GSA	KDA 220VI	KDBR	KDE
1102K92US0 N4D2400391	1102K92CS0 NH62700080	1102K92US1 NLM Next	1102K94US0 NH72700007	1102K92BR0 NJG Next	1102K93NL0 N4E2400310
UTAX	KDAU	KDAS	KDTW	KDCN	KDJ
1102K93UT0 N4G2400047	1102K93AS0 N4F2500068	1102K93AX0 NQ32600016	1102K9TTW0 NQ8 Next	1102K93KS0 NY32400010	1102K99JP0 N4C2400025

6550ci

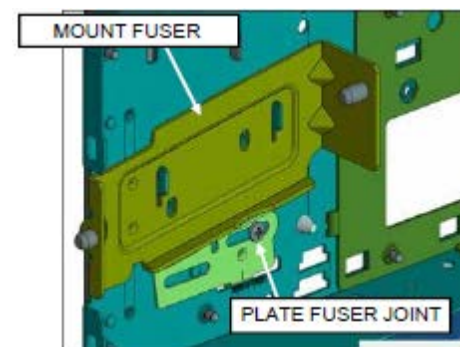
KDA	CPY	KDA GSA	KDA 220VI	KDBR	KDE
1102LB2US0 N4J2400548	1102LB2CS0 NH92400158	1102LB2US1 NLN Next	1102LB4US0 NHC2700005	1102LB2BR0 NJF Next	1102LB3NL0 N4K2400287
UTAX	KDAU	KDAS	KDTW	KDCN	KDJ
1102LB3UT0 N4M2400101	1102LB3AS0 N4L2400071	1102LB3AX0 NQ22500016	1102LBTTW0 NQ7 Next	1102LB3KS0 NY42500008	1102LB9JP0 N4H2400015

8000i

KDA	CPY	KDA GSA	KDA 220VI	KDBR	KDE	UTAX
1102LF2US0 N4P2401062	1102LF2CS0 NHE2400331	1102LF2US1 NLP Next	1102LF4US0 NHF2600014	1102LF2BR0 NJE Next	1102LF3NL0 N4Q2400696	1102LF3UT0 N4S2400131
OLIVETTI	KDAU	KDSG	KDTW	KDCN	KDKR	KDJ
1102LF3LV0 NK12400078	1102LF3AS0 N4R Next	1102LF3SG0 NJK2500086	1102LFTTW0 NJQ2400003	1102LF3KS0 NKP2400051	1102LF3KR0 NMQ Next	1102LF9JP0 N4N2400308

6500i

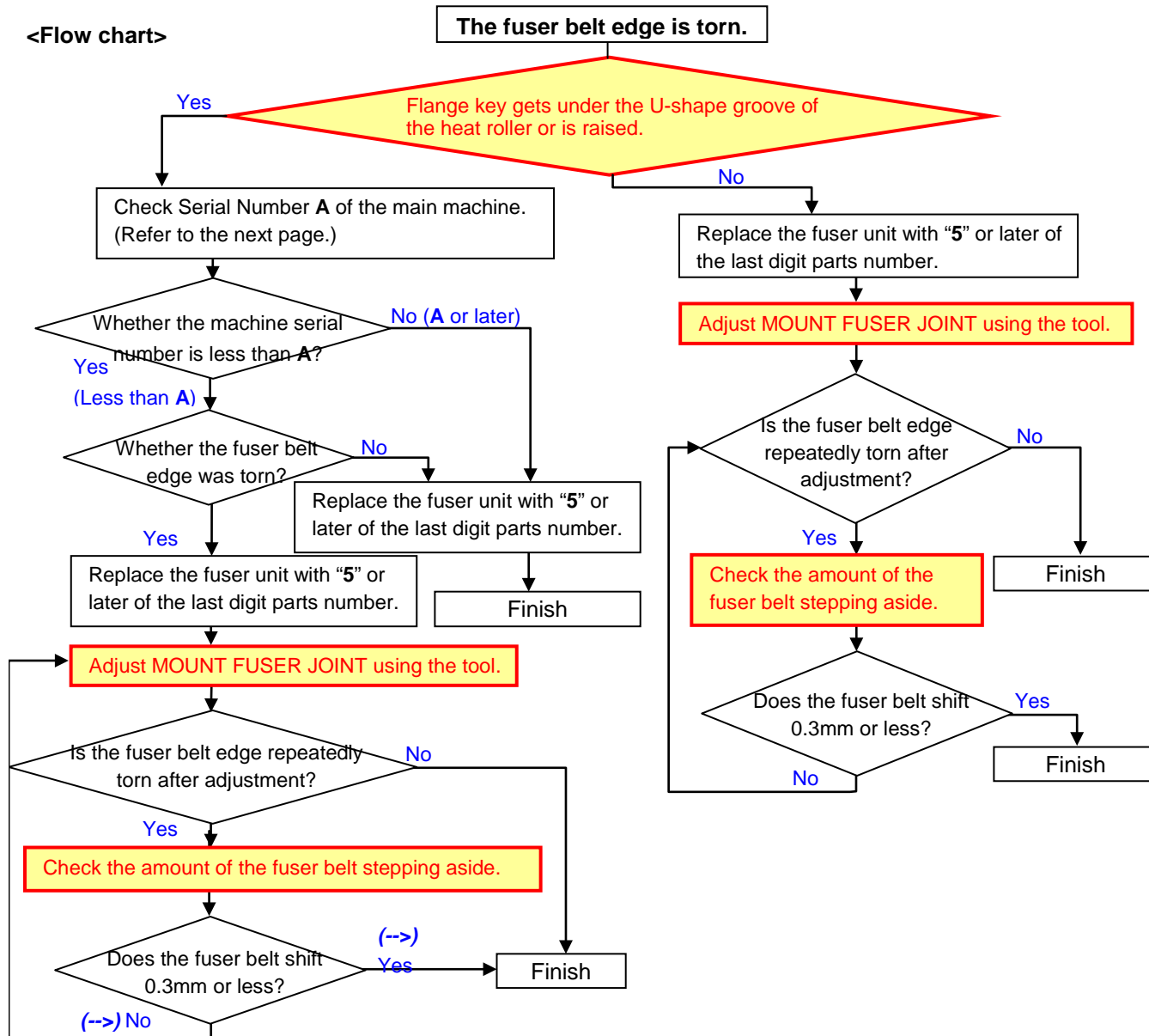
KDA	CPY	KDA GSA	KDA 220VI	KDBR	KDE	UTAX
1102LG2US0 N4U2401356	1102LG2CS0 NHG2400426	1102LG2US1 NLQ Next	1102LG4US0 NHH Next	1102LG2BR0 NJD Next	1102LG3NL0 N4V2400816	1102LG3UT0 N4X2400282
OLIVETTI	KDAU	KDSG	KDTW	KDCN	KDKR	KDJ
1102LG3LV0 NK22400075	1102LG3AS0 N4W Next	1102LG3SG0 NJK2400110	1102LGTW0 NJR2400007	1102LG3KS0 NKQ2400073	1102LG3KR0 NMR2X00038	1102LG9JP0 N4T2900172



C6600(Fuser Belt Rotation Error)/C6720(Fuser IH Belt Rotation Error)/Fuser Belt Failure


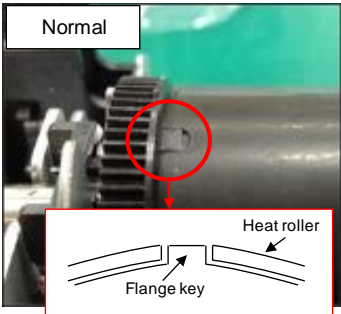
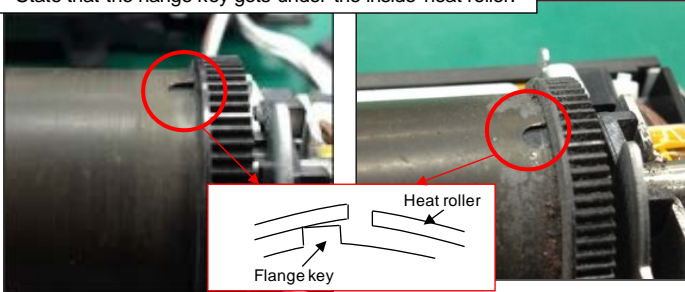
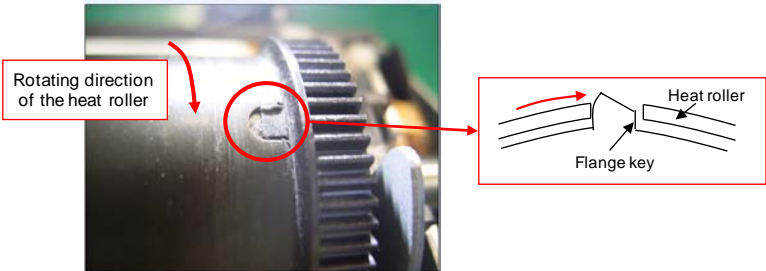
For 6500i/8000i

【How to check the unexecuted machine in the production line of the belt edge at failure】



C6600 (Fuser Belt Rotation Error) / C6720 (Fuser IH Belt Rotation Error) / Fuser Belt Failure

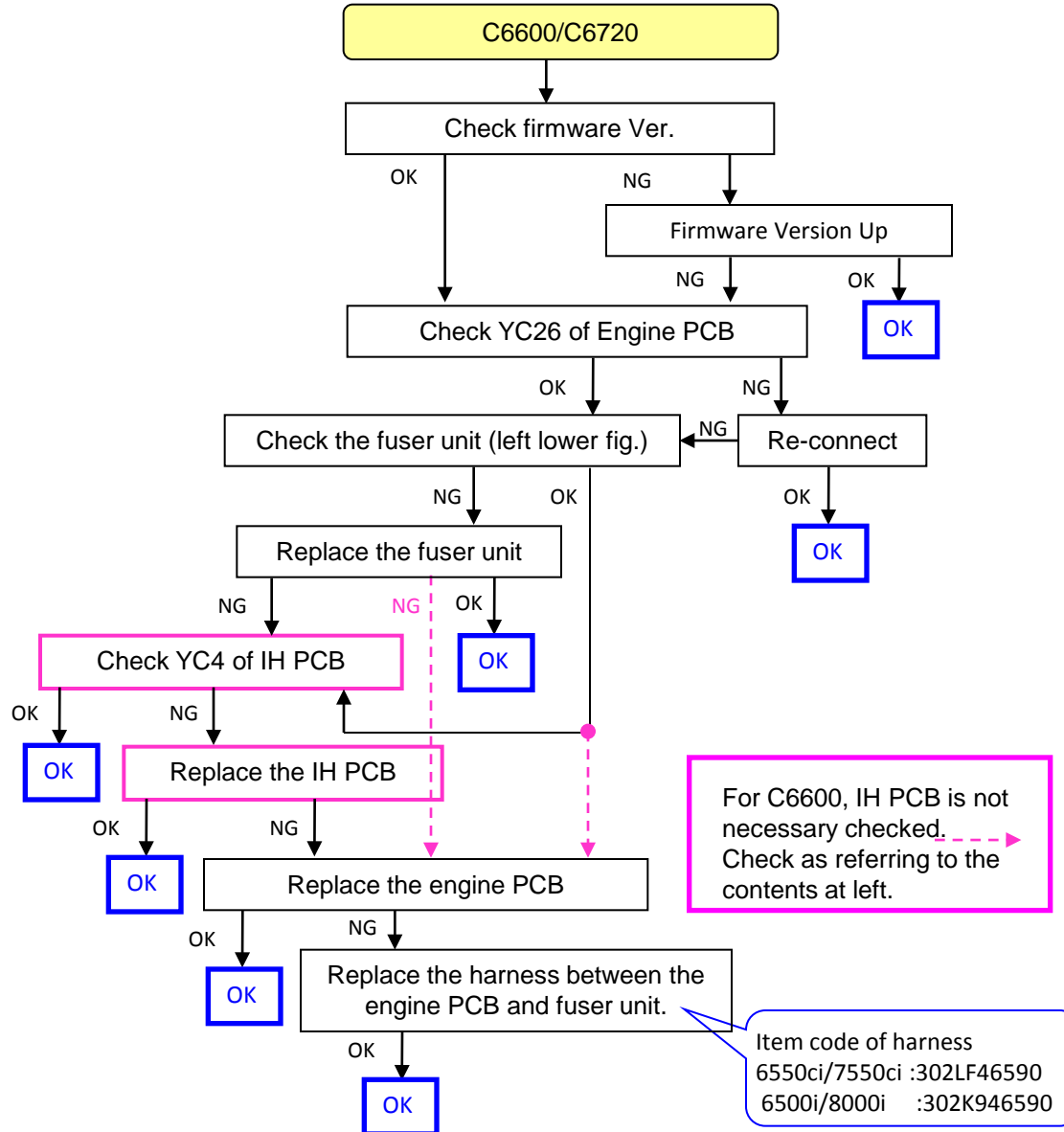
For 6500i/8000i

Step	Checking contents
1	<p>Detach the fuser unit and then check whether the flange keys of the machine front and rear side do not get under the inside heat roller and whether the flange key is not raised due to being pressed by the heat roller.</p> <p>(-->) (Note) Please shift the fuser belt aside when checking whether the flange keys do not get under the inside heat roller. Please refer to Step 5 and 6 in Sheet 5) for details of the way to shift the fuser belt.</p> <p>(Attention) If the heat roller is hot, please cover it with cloth instead of directly touching it by hand.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Machine rear side</p> <p>Machine front side</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%;"> <p>Normal</p>  </div> <div style="width: 45%;"> <p>State that the flange key gets under the inside heat roller.</p>  </div> </div> <div style="display: flex; justify-content: center; margin-top: 20px;"> <div style="width: 45%;"> <p>State that the flange key is raised due to being pressed by the heat roller.</p>  <p>Rotating direction of the heat roller</p> </div> </div>

C6600(Fuser Belt Rotation Error)/C6720(Fuser IH Belt Rotation Error)/Fuser Belt Failure

For 6500i/8000i

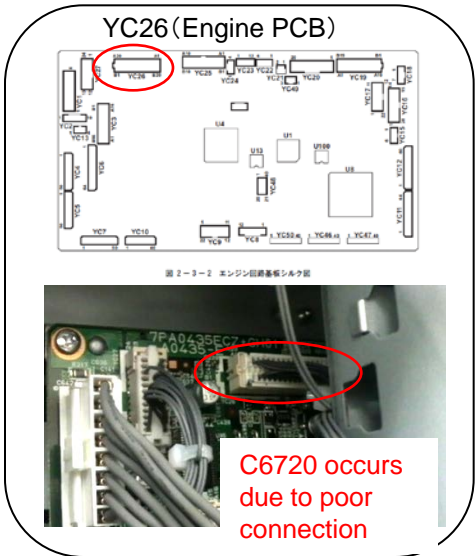
C. Perform below checking.



For C6600, IH PCB is not necessary checked. Check as referring to the contents at left.

Item code of harness
 6550ci/7550ci :302LF46590
 6500i/8000i :302K946590

Check firmware Ver (engine)
 6550ci/7550ci : 2K9_1000.004.006
 6500i/8000i : 2LF_1000.003.006
 Whether it is after above version.



Identify the measured fuser unit (PI poor contact)
 Method 1: Change "2" for part of serial no.
 Method2: Even above number is 1, if the connector color of PI is white on fuser unit, it has been modified.

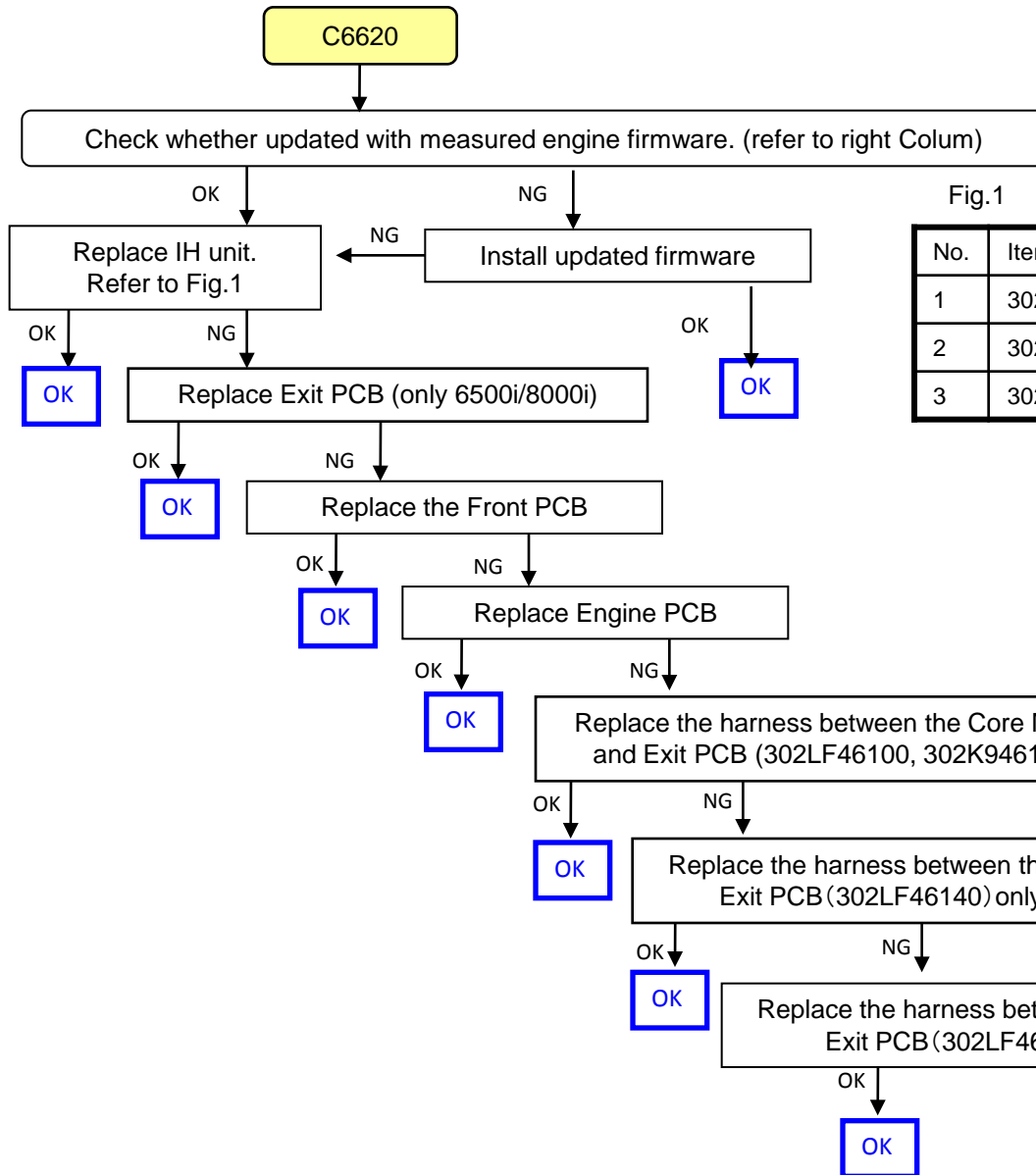
Method1

KX8021X02529

Method2

White: Modified,
black: Not modified

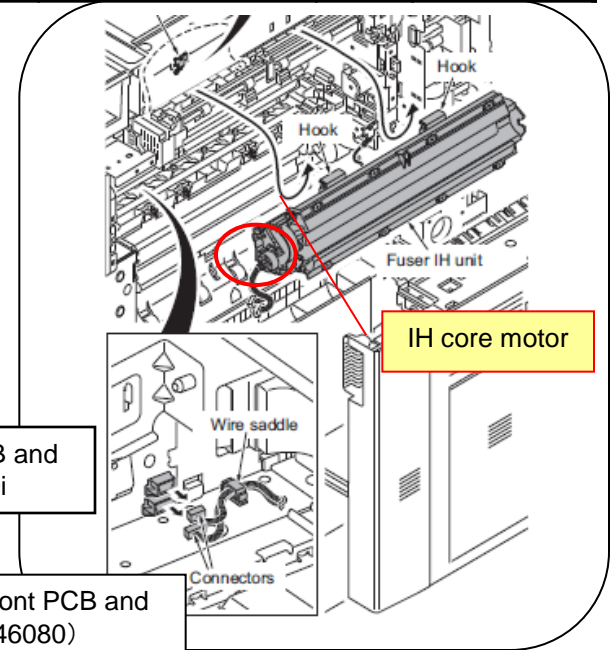
C6620(IH Core Motor rotation Error)



Check the firmware version (engine)
 6500i/8000i : 2LF_1000.003.006
 No problem if it is after above version.

Fig.1

No.	Item number	Parts name	Qt'y	Remark
1	302K993150	FK-8709 IH	1	200Vspec
2	302K99C150	FK-8709 IH	1	China spec
3	302K99K150	FK-8709 IH	1	Korea spec



C6730

For 6500i/8000i

【Phenomenon】

Cooling fan of IHPWB is clogged by dust, cooling efficiency is reduced, C6730 (Fuser IH substrate temperature error 1) is generated.

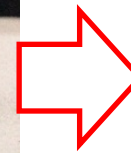
【How to Respond】

Clean the cooling fan with a vacuum cleaner.

Fan Position



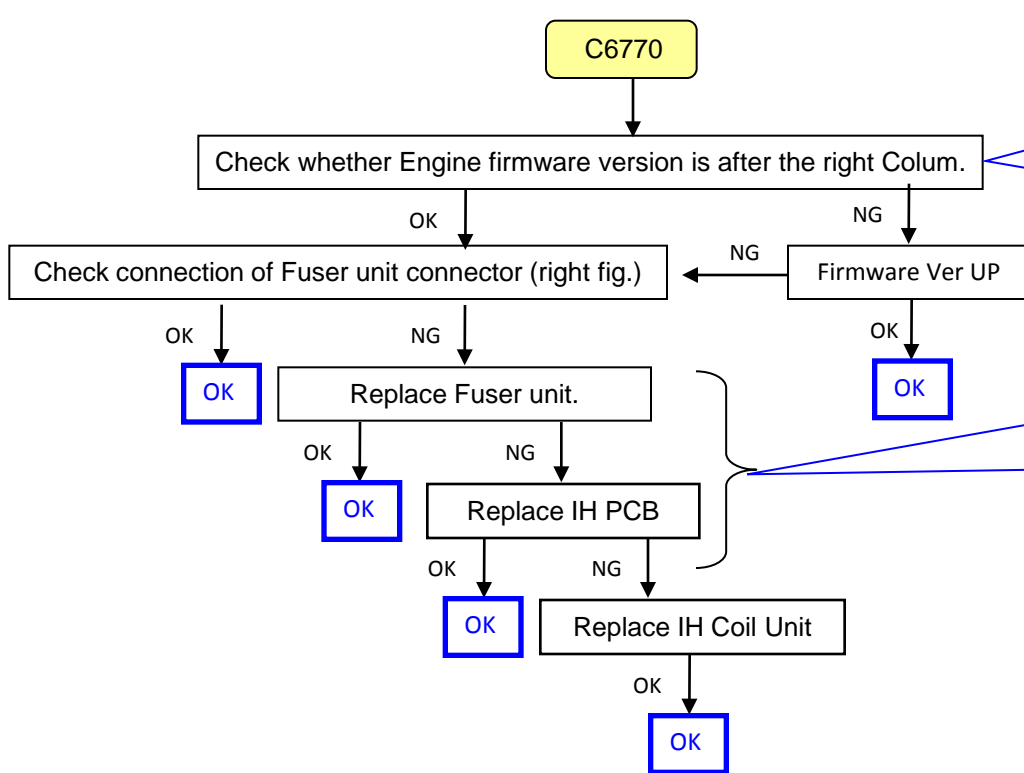
Before (With clogging)



After



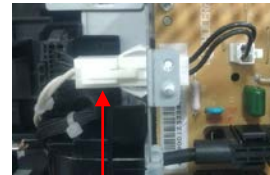
C6770 (IH Fuser Low Power Error)



Check the firmware version (engine)
6500i/8000i : 2LF_1000.003.006
Increase withstanding of power noise.

When C6770 occurs after cable of Fuser unit is shorted and broken, while the fuser unit is kept installing without replacing and replacing with new IH PCB first, IH PCB will be damaged. So, replace the IH PCB after replacing the Fuser unit.

Check the connector of Fuser Unit



If Fuser unit connector is disconnected, C6770 occurs.

C6910(Engine Firmware Ready Error)

C6910

Check the version of the firmware on the machine.

If the version is older than the following, upgrade the firmware to the latest version.

ENGINE

Venus :2LC_1000.007.0XX

Mercury :2K9_1000.005.0XX

Zeus/Gaia:2LF_1000.004.0XX

U019 firmware Version

MaintenanceMode
MaintenanceModeActive
firmwareVersion

Main	2LC_2F00.XXX.XX X	RFID	2LC_D100.XXX.XX X
MMI	2LC_7000.XXX.XX X	IHCPU	2LC_1A00.XXX.XX X
Browser	2LC_F000.XXX.XX X	IHCPUBoot	2LC_1B00.XXX.XX X
Engine	2LC_1000.006.00 8	MotorCPU	2LC_1400.XXX.XX X
EngineBoot	2LC_1100.XXX.XX X	MotorCPUBo ot	2LC_1500.XXX.XX X
Scanner	2LC_9500.XXX.XX X		
ScannerBoot	2LC_9510.XXX.XX X		

U019

Check the Engine firmware version by U019

▼

C7101 (Toner Control Sensor Error)

If the T/C control is not capable at the DLP or there is a possibility that DLP is LOCKing by jam in the developing powder outlet etc.
(It may be accompanied by the unusual rattling sound like no engagement of gears and C7101)

1. In case of abnormal sound occurs

- a. Replace the DLP UNIT .
- b. Re-assemble it as referring to below attention 1.

2. In case of no abnormal sound (developing drive possible)

- a. Check the firmware Ver. and version up with most updated one and replace the DLP UNIT.
- b. Re-assemble it as referring to below attention 1.

3. In case of no abnormal sound and firmware version is most updated one

- a. Remove the INNER UNIT.
- b. Check the CASS SHUTTER of the DLP UNIT.
- c. If the parts is broken, replace the DLP UNIT. (Fig.1)
- d. Re-assemble it as referring to below attention 1.

4. In case of not applicable above 1,2,3

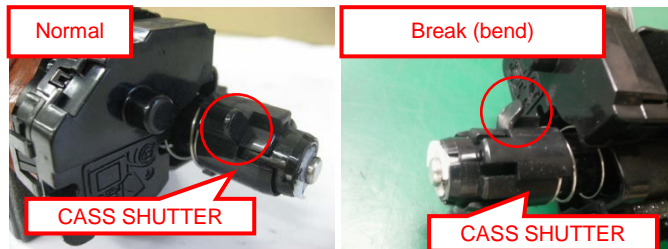
- a. It is possible of error at the DLP motor. Check the DLP motor.

attention 1

The measure against below condition was taken after 2011 Oct. production. Therefore, below action is not necessary if the production month is Oct. and after.

When pushing in the CASS LOCK release LEVER at the INNER UNIT, there is a case not to push in smoothly.
In that case, without pushing in by force, re-install the INNER UNIT while shifting it by right-hand side and fix.
If it pushes into INNER UNIT forcefully, the lock release cannot be done normally, C2101, C7101, and unusual sound occur again and DLP UNIT may damage.

Fig.1



C9500/C9510/C9520/C0630/C0640/CF245

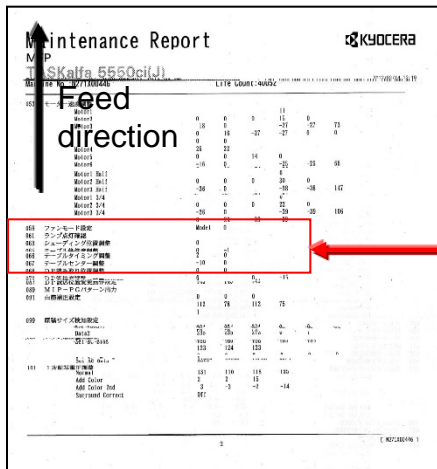
SATA cable contact failure

The SATA cable (No.1 to 4) may have contact failure or may be broken if the service call error below appears. Perform the corrective action below when it arises.

<Corrective action>

- 1) Check and perform the corrective action for each checkpoint as described in the service manual.
- 2) If the service call error still appears after the above action, the SATA cable may be broken and replace the applicable cable.

Content of failure	SATA cable to replace			
	No	Parts No.	Parts name	Affected model
- C9500 error - C9510 error - C9520 error - C0630 error - Scanned image block dropout (Refer to below for the image sample)	1	302K946700*	WIRE CCD DATA	5550ci/4550ci/3550ci/3050ci
	2	303M446020	WIRE INTERFACE VIDEO	5500i/4500i/3500i 7550ci/6550ci 8000i/6500i
- C0640 error - F245 error	3	302K946A20*	WIRE HDD DATA1	5550ci/4550ci/3550ci/3050ci
	4	302K946A30*	WIRE HDD DATA2	5500i/4500i/3500i 7550ci/6550ci 8000i/6500i



[Image block dropout] (example)

【Service bulletin】2LC-077(C103)

068	DP読み取り位置調整	0	0
079	DP読込位置変更動作TF設定	6	140
087	DP読込位置変更動作TF設定	140	140
089	MIP-PGパターン出力	0	0
091	白筋補正設定	112	78

“Welcome” Screen Lock

Checking Method

Solution

Welcome Screen Lock (CF000 appears after 3 and half min.)

Welcome Screen Lock (The screen is not changed more than 3 and half min.)

Check the connection condition of harness and connector Between the Panel and Main PCB, between Main PCB and HDD.

<Connector Check Points>
(Between Main and Panel I/F)
Main PCB : YC12, YC17, YC30
Panel PCB: YC1, YC2, YC3
(Between Main and HDD)
Main PCB: YC1, YC2, YC27, YC32

OK
1. Check the contact of DDR memory (detach and attach). (If possible, replace it.)
1. Check the contact of CODE DIMM (detach and attach). (If possible, replace it.)

OK

NG
Replace Main PCB

NG
Replace Panel PCB

NG
Check whether Panel Main PCB is recovered by Boot mode.

OK

NG
Replace Panel PCB

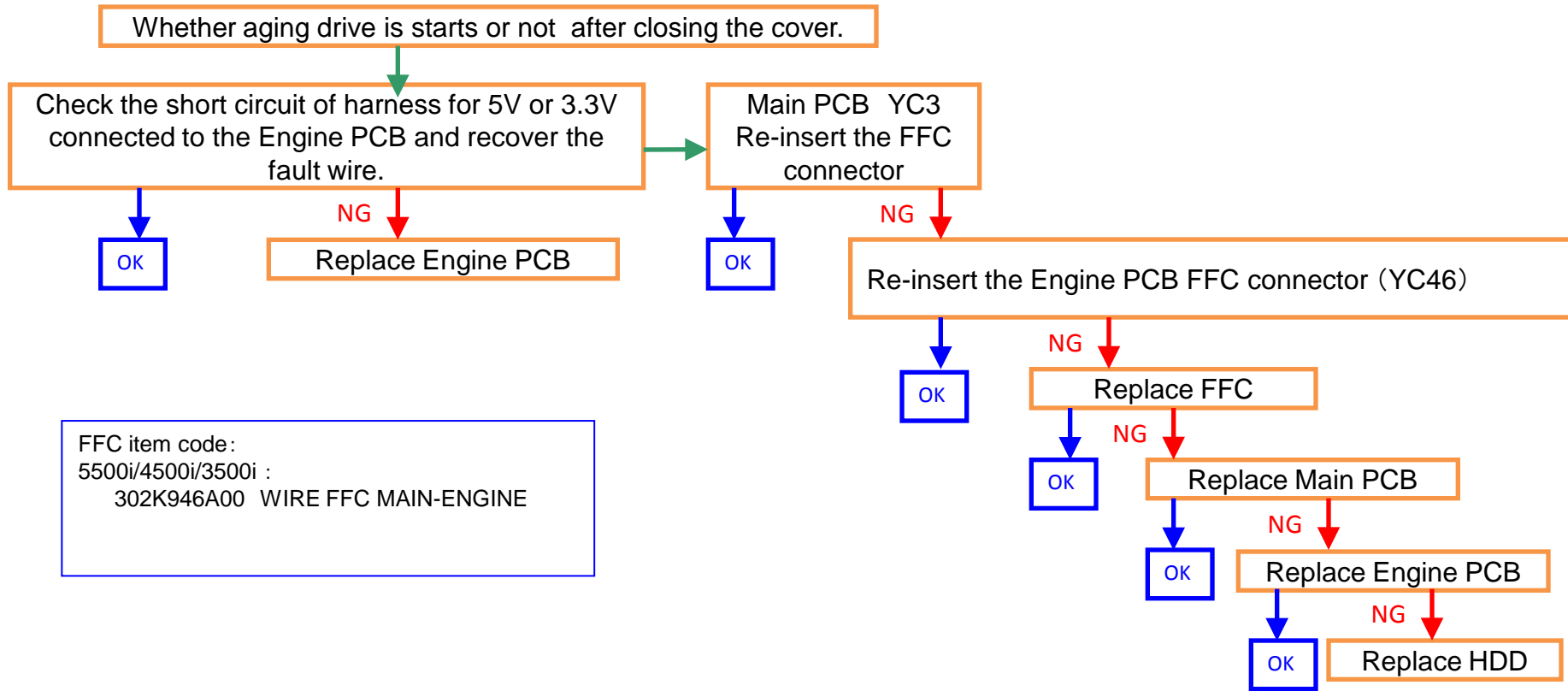
NG
Replace Main PCB

Product	3500i/4500i/5500i		6500i/8000i	
	Item Name	Item Number	Item Name	Item Number
MAIN PCB	PARTS PWB MAIN ASSY SP	302LH9414*	PARTS PWB MAIN ASSY SP	302LF9417*
	PARTS PWB MAIN ASSY SP EU	302LH9415*	PARTS PWB MAIN ASSY SP EU	302LF9418*
PANEL PCB	PARTS PWB PANEL MAIN ASSSY SP	302LC9425*	PARTS PWB PANEL MAIN ASSSY SP	302K99484*
	PARTS PWB PANEL MAIN ASSSY J SP	302LC9426*	PARTS PWB PANEL MAIN ASSSY J SP	302K99485*
	PARTS PWB PANEL MAIN ASSSY TW SP	302LC9456*	PARTS PWB PANEL MAIN ASSSY TW SP	302K994B2*
	PARTS PWB PANEL MAIN ASSSY CN SP	302LC9457*	PARTS PWB PANEL MAIN ASSSY KR SP	302K994B4*
	PARTS PWB PANEL MAIN ASSSY KR SP	302LC9458*	PARTS PWB PANEL MAIN ASSSY KS SP	302K994B3*
	PARTS PWB PANEL MAIN ASSSY KS SP	302LC9463*		

<Note> At appearance of CF000, if Panel LED is “light up” as stating right, DDR2 failure might be the cause. Memory LED → Light Up
Check the contact between YS1 or YS2 and this DDR memory. Attention LED → Light Up

CF040 (Communication Error between the Main PCB and Engine PCB)

If CF040 occurs, take the following measure.



Product	3500i/4500i/5500i		6500i/8000i	
	Item Name	Item Number	Item Name	Item Number
MAIN PCB	PARTS PWB MAIN ASSY SP	302LH9414*	PARTS PWB MAIN ASSY SP	302LF9417*
	PARTS PWB MAIN ASSY SP EU	302LH9415*	PARTS PWB MAIN ASSY SP EU	302LF9418*
ENGINE PCB	PARTS PWB ENGINE ASSY SP	302LH9417*	PARTS PWB ENGINE ASSY SP	302LF9420*
HDD	PARTS STORAGE DEVICE SP	302LH9307*	PARTS STORAGE DEVICE SP	302LC9316*

CF182/CF186

1. When CF182/CF186 occur after every printing.

- 1) Check connection of the harness (Engine - Main board) and connectors and check function.
*[Main⇔ENGINE Interface] Main board:YC3 Engine board:YC46 or YC50
- 2) Format the HDD and check function. (U024 FULL formatting)
- 3) Execute the U021 Memory initializing to initialize the controller backup memory and check function.
- 4) Replace the engine board and check function.
- 5) Replace the main board and check function.
- 6) Retrieve the USBLOG and contact the Service Administrative Division.

2. When CF182/CF186 occur from time to time

Add the film to the contact part of the high voltage terminal of the transfer belt unit.

*If the right cover isn't closed sufficiently, the contact failure (leakage) may occur due to the wide gap between the high voltage terminals at the right cover and the transfer belt. As the result, the F186 error may appear due to the misdetection of the inter-lock switch caused by the noise that is generated by unstable transfer voltage.

Item :302LF22670 SHEET CONTACT TRANSFER 1set
【Service bulletin】2LH-0010(C128)

<Transfer belt unit>

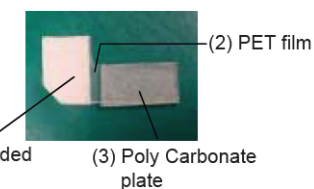


<Machine front side>

<Machine rear side>

<Film (No.1)>

Thickness is 1.0mm

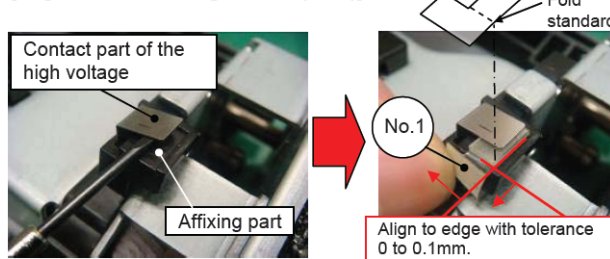


(1) Double-sided

(2) PET film

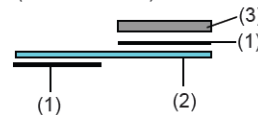
(3) Poly Carbonate plate

[Alignment for affixing the film (No.1)]



Affix the film (No.1) aligning to the edges in the above photo after peeling off the release paper of the double-sided tape.

(Sectional view)



Abnormal Sound from Developing Section

**There is a possibility that DLP is LOCKing by jam in the developing powder outlet etc.
(It may be accompanied by C2101 and C7101)**

- a. Replace the DLP UNIT .
- b. Re-assemble it as referring to below attention 1.

attention 1

The measure against below condition was taken after 2011 Oct. production. Therefore, below action is not necessary if the production month is Oct. and after.

When pushing in the CASS LOCK release LEVER at the INNER UNIT, there is a case not to push in smoothly.

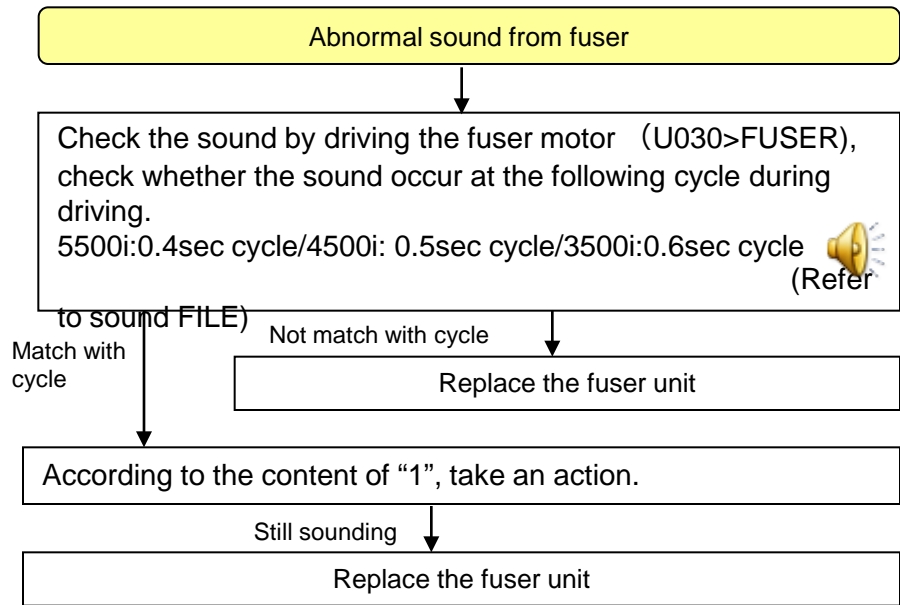
In that case, without pushing in by force, re-install the INNER UNIT while shifting it by right-hand side and fix.

If it pushes into INNER UNIT forcefully, the lock release cannot be done normally, C2101, C7101, and unusual sound occur again and DLP UNIT may damage.

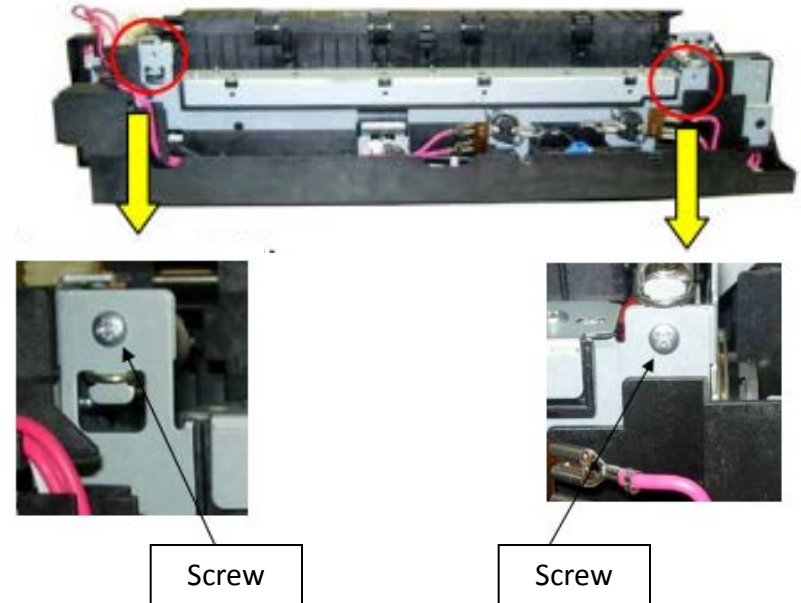
Abnormal sound from the fuser section (1/5)

For 3500i/4500i/5500i

Take the measure after checking the following contents and phenomenon.



■ Screws adding position



1, Add the following 2 screws as referring to next page.

No.	Old	New	Parts Item	Q'ty
1		7BB700308H BB105600	+BIND T.T S SCREW 3X8 SR	2

• Refer to the service bulletin : 2LH-0006(B454)

Abnormal sound from the fuser section (2/5)

For 3500i/4500i/5500i

■ Affected machine's serial number

TASKalfa5500i

JKMA	KMA(AK)	CPY	CS(AK)	KMA GSA	KMBR	KMA 220VI
1102LH2US0 N3X2103143	1102LH2US2 NWN2100405	1102LH2CS0 NHJ1Z00472	1102LH2CS1 From next production	1102LH2US1 to be informed later	1102LH2BR0 NJC1Z00026	1102LH4US0 From next production
KME	UTAX	OLIVETTI	KMAUS	KTST	KMKR	KMTW
1102LH3NL0 N3Y1Z02481	1102LH3UT0 N411Z00865	1102LH3LV0 NK31Z00221	1102LH3AS0 From next production	1102LH3KS0 NKR1Z00101	1102LH3KR0 NMS1Z00106	1102LHTTW0 NJS1Z00032
KMHG	KMID	KMSG	KMTH	Philcopy220VI		
1102LH3HK0 NJ61Z00046	1102LH3ND0 NHZ1Z00008	1102LH3SG0 NJ91Z00198	1102LH3TH0 From next production	1102LH4PH0 From next production		

TASKalfa4500i

KMA	KMA(AK)	CPY	CS(AK)	KMA GSA	KMBR	KMA 220VI
1102LJ2US0 N431Z02408	1102LJ2US2 NWX1Z00089	1102LJ2CS0 NHK1Z00485	1102LJ2CS1 NWP1Z00077	1102LJ2US1 to be informed later	1102LJ2BR0 NJB1Z00040	1102LJ4US0 NHR1Z00017
KME	UTAX	OLIVETTI	KMAUS	KTST	KMKR	KMTW
1102LJ3NL0 N441Z02643	1102LJ3UT0 N461Z01265	1102LJ3LV0 NK41Z00321	1102LJ3AS0 From next production	1102LJ3KS0 NKS1Z00101	1102LJ3KR0 NMT1Z00091	1102LJTTW0 NJT1Z00093
KMHG	KMID	KMSG	KMTH	Philcopy 220VI		
1102LJ3HK0 NJ51Z00128	1102LJ3ND0 NHY1Z00015	1102LJ3SG0 NJ81Z00373	1102LJ3TH0 NJ21Z00106	1102LJ4PH0 From next production		

TASKalfa3500i

KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102LL2US0 N481Z05981	1102LL2CS0 NHL1Z00712	1102LL2US1 to be informed later	1102LL2BR0 From next production	1102LL4US0 From next production	1102LL3NL0 N491Z02760	1102LL3UT0 From next production
OLIVETTI	KMAUS	KTST	KMKR	KMTW	KMHG	KMID
1102LL3LV0 NK51Z00381	1102LL3AS0 From next production	1102LL3KS0 NKU2100301	1102LL3KR0 NNU2100791	1102LLTTW0 NJU1Z00024	1102LL3HK0 From next production	1102LL3ND0 NHX1Z00022
KMSG	KMTH	Philcopy 220V				
1102LL3SG0 NJ71Z00067	1102LL3TH0 From next production	1102LL4PH0 From next production				

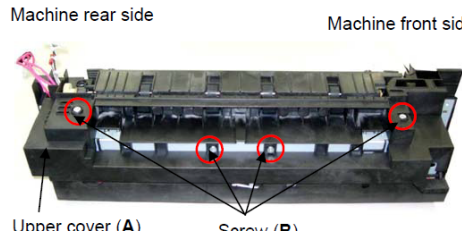
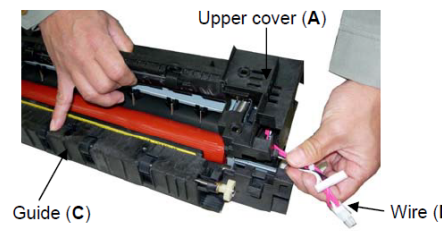
MK-6305A

KMA 120V	Other 220V	KMKR 220V	KTST 220V	KMJ 100VC	KMTW 110VC
1702LH7US1 NCQ1Z00257	1702LH8KL0 NLY1Z00565	1702LH8KR0 From next production	1702LH8KS0 From next production	1702LH9JP1 NCU1Z00068	1702LHTTW0 NJW1Z00001

Fuser unit

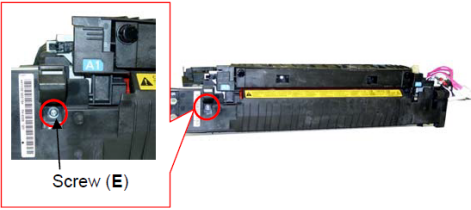

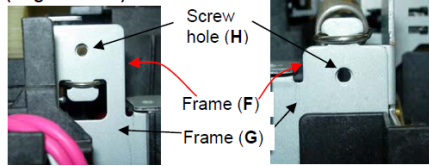

120V	220-240V	KMTW	KMKR
302LH93051 KYV012118776	302LH93061 KYU012119925	302LH93081 From next production	302LH9K061 KYU011Z18095

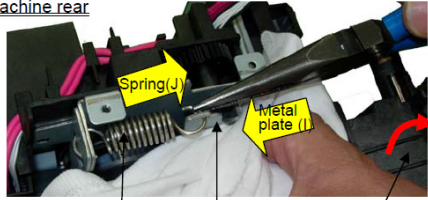
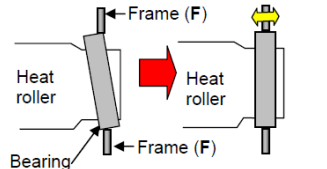
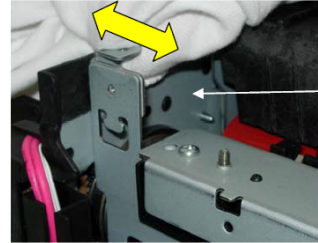
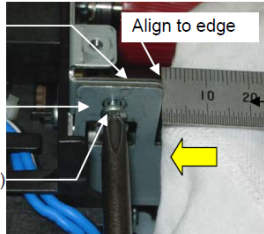
■ Procedure

No	Procedure	Detail
1	Remove the fuser unit. Refer to the service manual, page 1-5-48 through -49.	
2	Remove 4 screws (B) on the upper cover (A).	 <p>Machine rear side</p> <p>Machine front side</p> <p>Upper cover (A)</p> <p>Screw (B)</p>
3	Open the guide (C) and while holding it, remove the upper cover (A). *Take care not to pull the wire (D).	 <p>Upper cover (A)</p> <p>Guide (C)</p> <p>Wire (D)</p>

Abnormal sound from the fuser section (3/5)


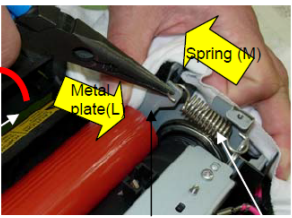
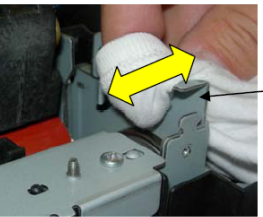
For 3500i/4500i/5500i

No	Procedure	Detail
4	Loosen the screw (E) at the left side of the high temperature caution label. (*2 – 3 turns)	 <p>Screw (E)</p>
5	<p>Confirm the screw holes (H) on the frame (G) and the frame behind (F) are aligned.</p> <p>(Refer to the next procedure and after for the above alignment)</p>	 <p>(Aligned state)</p>  <p>(Not aligned state)</p> 

No	Procedure	Detail
6	<p>*The frame (F) may be hot at the procedures 6 through 12 so use a dry cloth, etc. to avoid touching it directly.</p> <p>Hold the guide (C) while it is open and remove the spring (J) at the rear side of the machine while pushing the metal plate in the direction of the arrow.</p> <p><Notes></p> <ul style="list-style-type: none"> - Do the above one by one for the front and rear side springs. - The alignment may be done from either of the front or rear side while this states the alignment from the rear side. - Do not press the guide (C) too much. 	<p>Machine rear</p>  <p>Spring (J) Metal plate (I) Guide (C)</p>
7	<p>Move the frame (F) several times as shown in the figure to the right to release the latch of the bearing from the frame (F) (Refer to the image below)</p> <p>(The NG state that the frame is tilted can be changed to the OK state by moving the frame)</p> <p>(NG) cross-section view (OK) cross-section view</p> 	 <p>Frame (F)</p>
8	<p>Use a tool like a metal measure, etc. to align the screw holes and the edges of the frame (F,G).</p> <p>Fasten the screw (K) while the screw holes placed are centered.</p> <p>→ Screw (K): +BIND T.T S SCREW 3X8 SR(No6)</p>	 <p>Frame (F) Align to edge</p> <p>Frame (G)</p> <p>Screw (K)</p> <p>Tool</p>

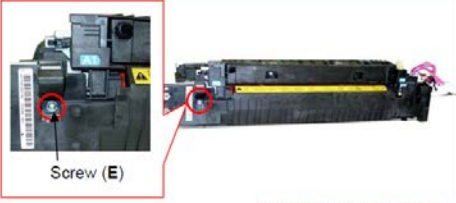
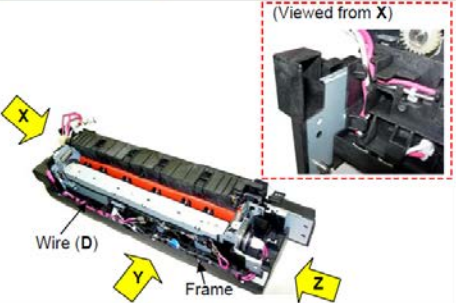
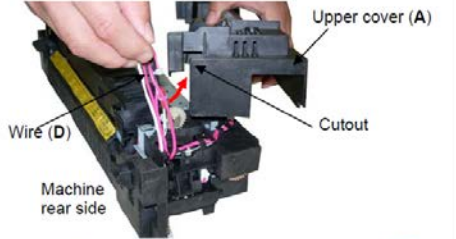
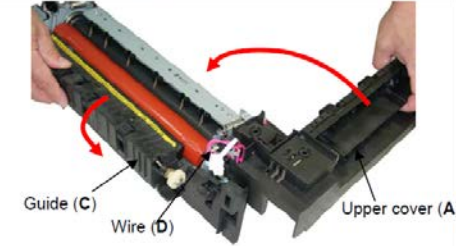
Abnormal sound from the fuser section (4/5)

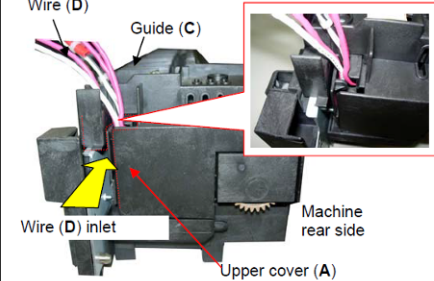
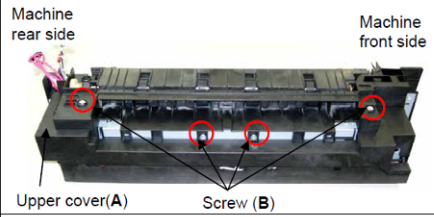
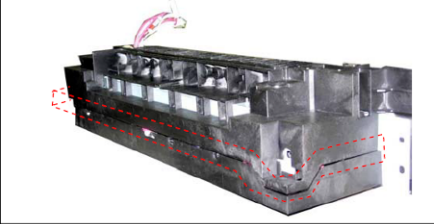
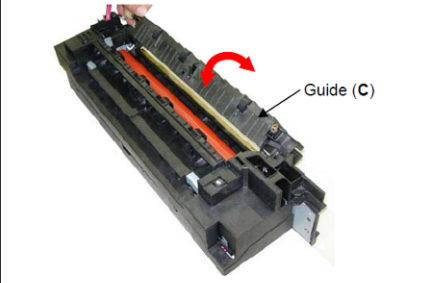
For 3500i/4500i/5500i

No	Procedure	Detail
<p>(-->) 9</p>	<p>As done in the procedure 6, open the guide while it is held. Fit the spring (J) while pressing the metal plate. (See the state in the photo to the right)</p>	 <p>Spring (J)</p>
<p>(-->) 10</p>	<p>Hold the guide (C) while it is open and remove the spring (M) at the front side of the machine while pressing the metal plate (L) in the direction of the arrow. - Do not press the guide (C) too much or it may be broken.</p>	 <p>Machine front side</p> <p>Spring (M)</p> <p>Guide (C)</p> <p>Metal plate(L)</p> <p>Metal plate (L) Spring (M)</p>
<p>(-->) 11</p>	<p>Move the frame (F) back and forth several times as shown in the photo to the right to release the bearing attached on the frame.</p>	 <p>Frame (F)</p>

Abnormal sound from the fuser section (5/5)

For 3500i/4500i/5500i

No	Procedure	Detail
(-->) 15	Tighten screw (E) once loosened in procedure 4.	
(-->) 16	Carefully check if the wire is pinched. Check that wire (D) lies within the rib and does not come off the frame. (for all the directions X/Y/Z)	
(-->) 17	Insert the wire (D) into the cutout on the upper cover (A), once removed in procedure 3.	
(-->) 18	Insert the wire (D) into the upper cover (A). Open the guide (C) to attach the upper cover (A) while holding the guide (C).	

No	Procedure	Detail
(-->) 19	Check if the wire (D) is restored as shown in the right figure.	
(-->) 20	Fasten 4 of the screws (B) on the upper cover (A).	
(-->) 21	Carefully check if the wire is pinched.	
(-->) 22	Check if the guide (C) normally opens and closes.	

23. Install the fuser unit and drive it to check if the abnormal ticking sound is heard.

The latch of the bearing to the frame may still not be released in case any abnormal sound is heard. Perform the procedures No.1 and after again.

Move the frame in the procedures No 6- 10 cycles

Note) Move the frame to the left and right after removing the screw (No.6) that is added this time.

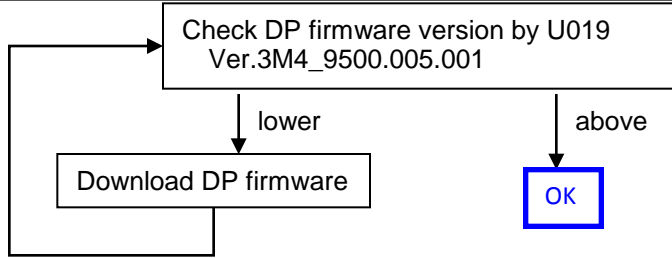
Reducing DP Motor Driving Sound

If the driving sound of DP is large, perform below measure 1 and 2.

Note : Both Measure 1 and 2 is not needed to perform together.

<Measure 1>

Eject motor driving sound can be reduced by changing motor drive control.



<Measure 2>

By changing the driving gears of the regist and exit motors, engagement of gears sound can be reduced.

Measure 2 Content of parts change

No.	Old Part No.	New Part No.	Description	Q'ty		Compatible		Remarks
				Old	New	Old	New	
TASKalfa 7550ci/6550ci, TASKlafa 8000i/6500i (DP)								
1	-----	303M494210	PARTS MOTOR-GEAR SET SP	-	1	-	O	Set item No2 to 4
2	303M494180	303M494181	+PARTS MOTOR REGISTRATION SP	1	1	X*	X*	
3	-----	303M431101	+GEAR Z43 Z22	-	1	-	X*	
4	-----	303M431440	+GEAR EXIT Z43 Z20	-	1	-	O	
DP-771								
5	-----	303NW94070	PARTS MOTOR-GEAR SET SP	-	1	-	O	Set item No6 to 8
6	303M494180	303M494181	+PARTS MOTOR REGISTRATION SP	1	1	X*	X*	
7	-----	303NW31081	+GEAR Z43 Z18	-	1	-	X*	
8	303NW94030	303NW94031	+PARTS GEAR Z62 Z20 LOOP SP	1	1	O	O	

Measure 2. Parts replacement procedure

No	(A) Exit idle gear (No.4,8) replacement procedure	(B) Regist motor (No.2,6)/idle gear (No.3,7) replacement procedure
1	Remove the DP rear cover.	
2	 Remove Unit with 2 screws.	 Remove 4screws. Remove Stopper and Bushing
3	 Exit idle gear (No4,8) Motor Screw Screw X	 Metal Plate Remove the metal plate with 3 screws
4	[Note] At replacement of gear, apply the grease evenly at entire face of gear tooth. GREASE MOLYKOTE EM-50LP 50G (7BG010009H)	 Idle gear (No3,7) Stopper Regist motor (No2,6) Screw Positioning Screw Y After loosening 2 screws and removing 1 stopper, replace the idle gear (No3,7) and the resist motor (No2,6). *After installing the motor while shifting it to the direction of Y (careful for positioning not to run over), and install the idle gear (No3, 7).
5		[Note] At replacement of gear, apply the grease evenly at entire face of gear tooth. GREASE MOLYKOTE EM-50LP 50G (7BG010009H))

DP Size Detection Error

When the size detection error occurs at DP, check below item and take measure.

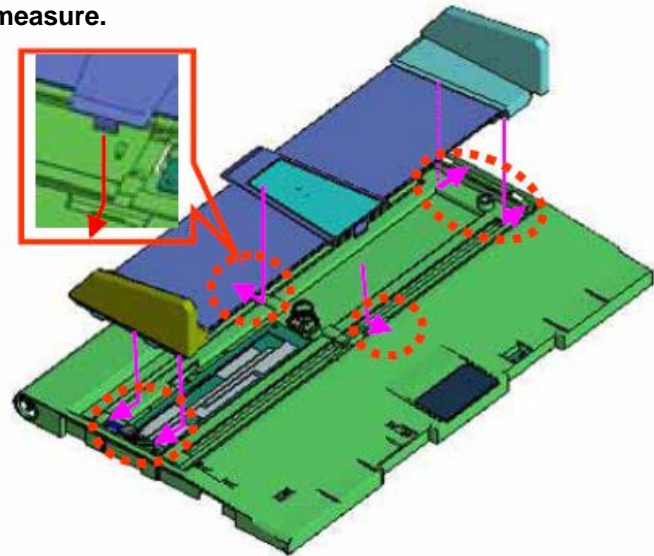
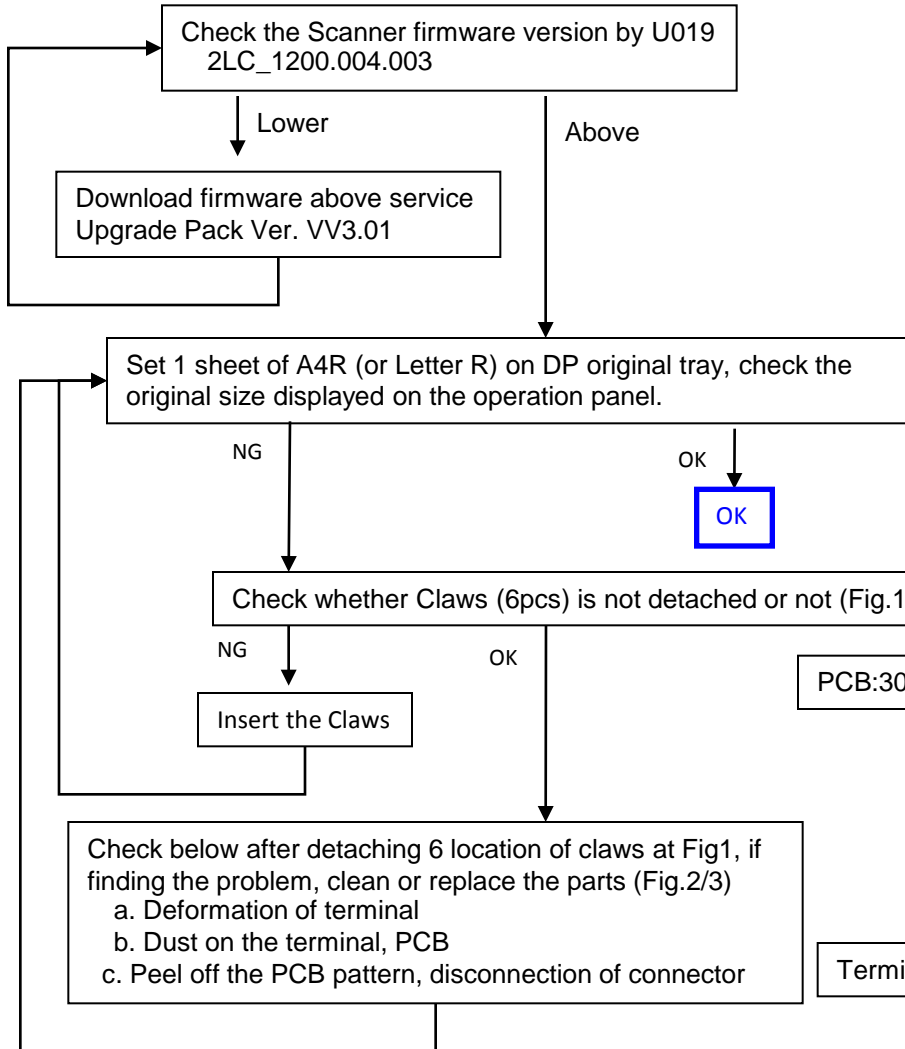


Fig.1

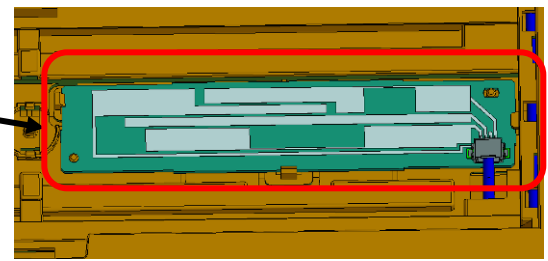


Fig.2

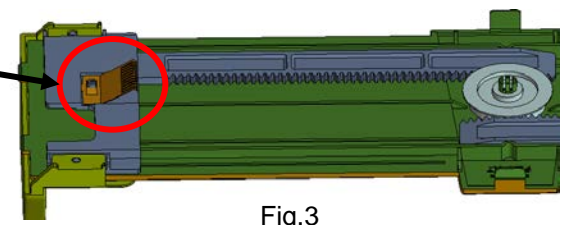


Fig.3

Waste Toner Bottle

1. When full of the waste toner bottle is detected earlier incorrectly, check the following.

- a. If turning the waste toner (toner entrance) down or it is accidentally dropped, while the waste toner is in the WT-860 or vibration is added,
 - *Toner will adhere to remaining toner amount detection section.
 - * Developer enters into the bushing part and torque becomes heavy.Incorrect Full detection of the waste toner bottle occurs due to the above cause. Be careful of handling.

2. When the waste toner bottle near end detection rubber is peeling off, check the following and take the measure.

- a. When Lot No. of the waste toner bottle is "25" (refer to fig. A) and before, check it as referring to the fig. B.
- b. When there are any faults such as peeling and poor adhesion, replace with another waste toner bottle.

Fig.A

1st digit: production year
2nd digit: production
In this case, 2012 May. production

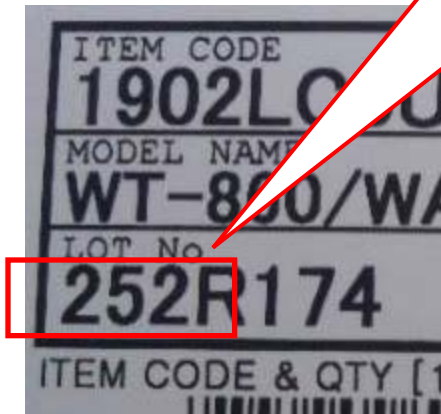
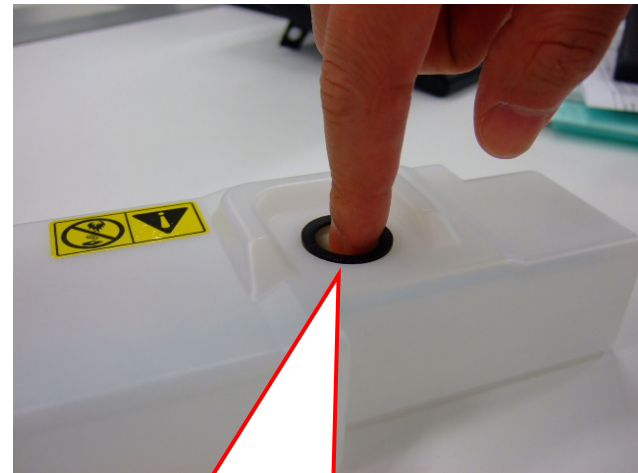


Fig.B



Push it lightly by a fingertip and check peeling and adhesion.

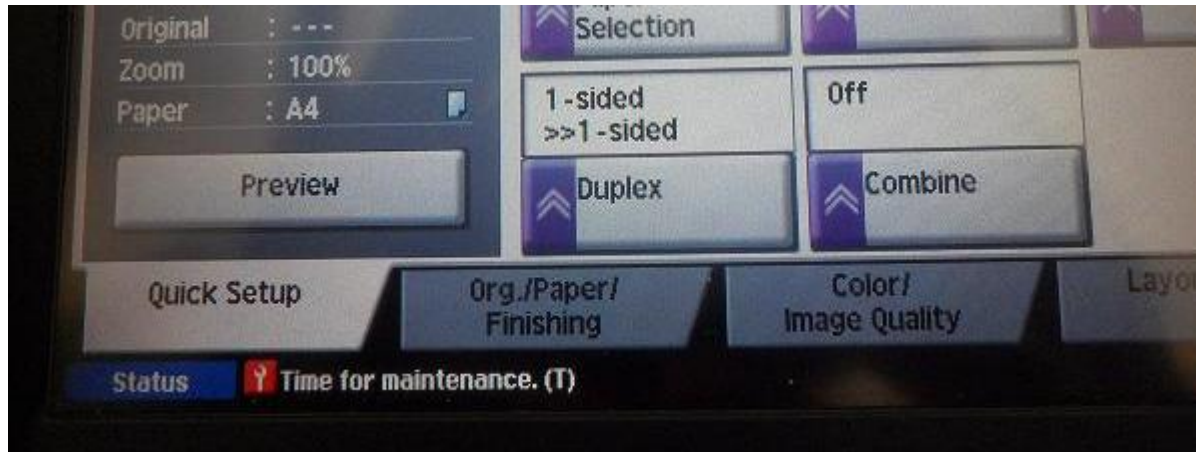
* In case of the top 2digits is "25" (2012 May. production) or before, perform the checking mentioning at right.

Time for maintenance.(T)

1. Time for maintenance.(T)

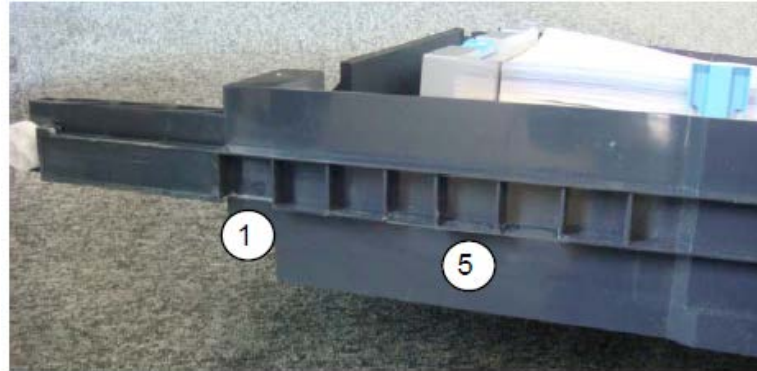
When "Time for maintenance.(T)" was displayed on a status bar (refer to attachment picture), please take the following measure.

- a. Performs resetting partial operation control in Sim.906.
- b. Set up the present time from a system menu.
- c. When can not canceled above, please exchange Main PCB.



The Cassette Rails Damage (1/2)

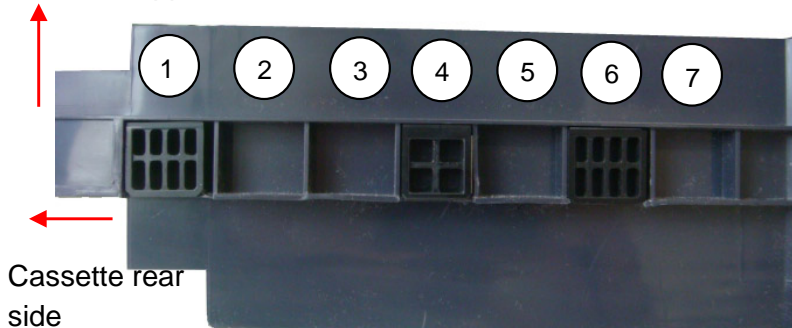
<Cassette rail damage position> 1 and 5 are mostly damaged in the figure below.



- ①: may contact the pulley A in the figure left and may be broken if pulled out just before full open and the downward force is applied to the cassette.
- ②: may contact the pulley B in the figure left and may be broken if repeatedly pulled out with paper fully loaded in the cassette.
- ※Others than 1 and 5 above may be damaged depending on the position where the cassette is pulled out
- Note the parts to use and the direction to install differ between before and after the damage.

For repairing the broken rail--- apply to damaged rail

Cassette upper side



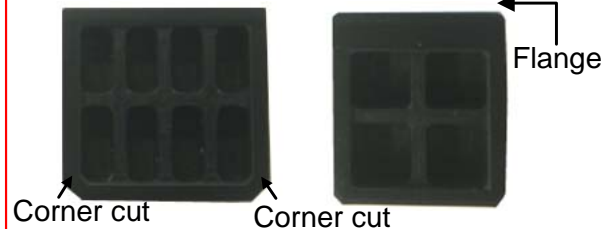
Cassette rear side

(Cassette left side)

[Where to fit/direction]

Reinforcing parts -- large (No2)

Reinforcing parts -- small (No3)



- Apply to other than ④ in the figure left
- Install with the corner cut facing down
- Apply to ④ in the figure left
- Install with the flange facing up

(Note) The reinforcing parts can not be installed depending on the cassette rail damage. In this case, cut the bottom of the damaged part in the cassette rail where interferes the reinforcing parts by using a nippers.

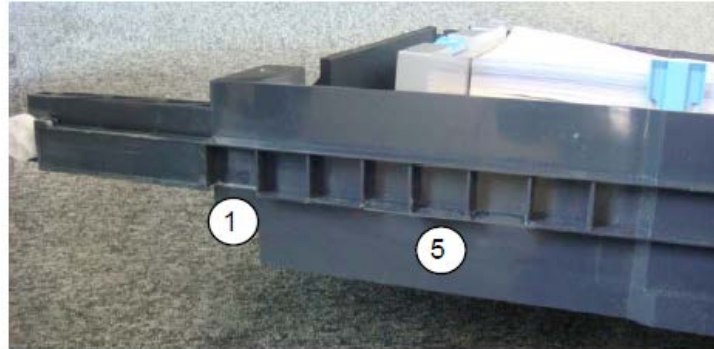
302K909680
PARTS A RAIL
CASSETTE SP

302K909690
PARTS B RAIL
CASSETTE SP

The Cassette Rails Damage (1/2)

<Cassette rail damage position>

1 and 5 are mostly damaged in the figure below.



1st rib: may contact the pulley A in the figure left and may be broken if pulled out just before full open and the downward force is applied to the cassette.

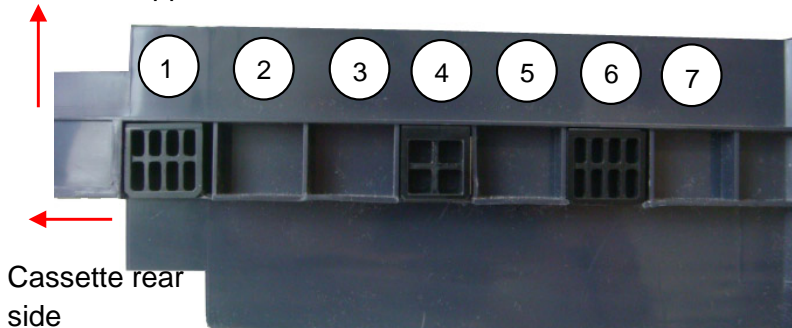
5th rib: may contact the pulley B in the figure left and may be broken if repeatedly pulled out with paper fully loaded in the cassette.

※Others than 1 and 5 above may be damaged depending on the position where the cassette is pulled out

- Note the parts to use and the direction to install differ between before and after the damage.

For repairing the broken rail--- apply to damaged rail

Cassette upper side



Cassette rear side

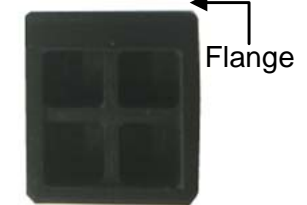
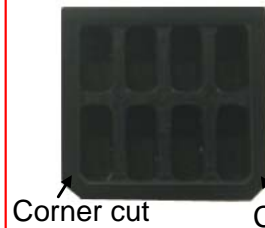
(Cassette left side)

(Note) The reinforcing parts can not be installed depending on the cassette rail damage. In this case, cut the bottom of the damaged part in the cassette rail where interferes the reinforcing parts by using a nippers.

[Where to fit/direction]

Reinforcing parts -- large (No2)

Reinforcing parts -- small (No3)



- Apply to other than ④ in the figure left
- Install with the corner cut facing down

- Apply to ④ in the figure left
- Install with the flange facing up

302K909680
PARTS A RAIL
CASSETTE SP

302K909690
PARTS B RAIL
CASSETTE SP

The Cassette Rails Damage (2/2)

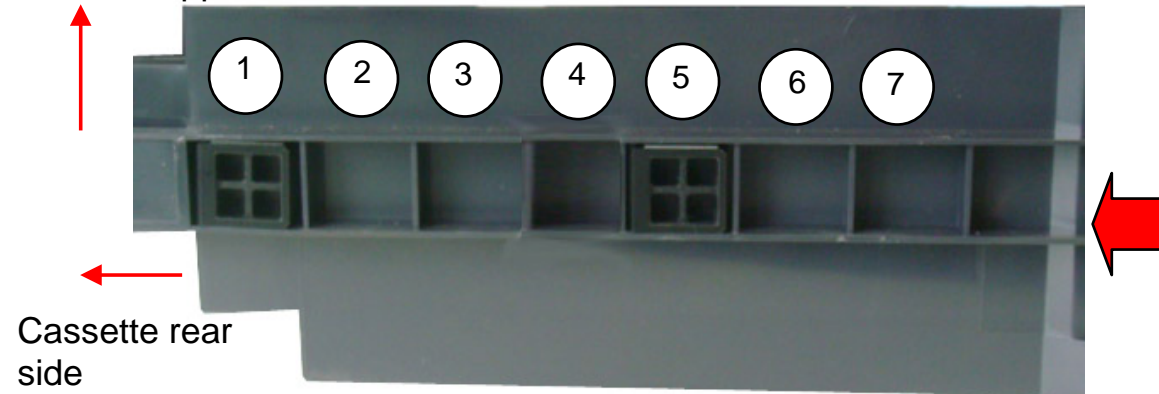
- For Strengthening the rail (Before the damage, the resin portion and deformation is whitening rail section.)

For strengthening the rail

---install before broken and where is deformed or whitened at the rail resin

(1 and 5 are mostly damaged)

Cassette upper side

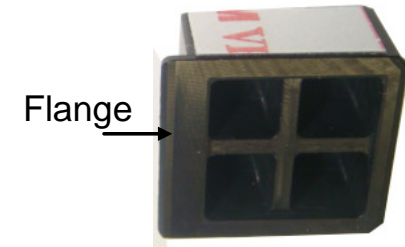


Cassette rear side

(Cassette left side)

[Where to fit/direction]

Reinforcing parts —small (No.3)



- Apply to 1 - 7 in the figure left

- Fit this with the flange facing the

【Service Bulletin】 : 2LC-0117 (D113)

302K909690
PARTS B RAIL
CASSETTE SP