KYOCERA
Document Solutions

TASKalfa 3550ci
Trouble Shooting Guide

Toner Color Dot / Color Mark

1. 38mm interval color dots (Charger roller)

Take the following measure when the 38mm interval color dots or marks appear
vertical direction at image.

a. Check the 38mm interval to print out the test sample by U089 Gray image.
b. Replace the MC-8705 after confirming the dots appears 38mm interval.(*1)
c. Execute U930 charger roller counter reset when dots disappear after replacing MC-8705.
   If still dots on the image, replace the developing unit.

Image sample1

38mm

38mm

〈*1 Note at replacing the charger roller unit〉 Be careful not to contact with
DRUM FRAME during detaching it.

NG

Contact housing with roller

Charger roller unit

OK
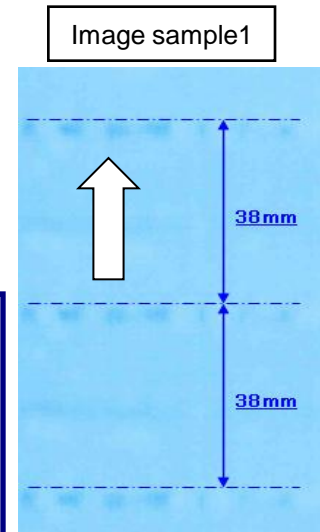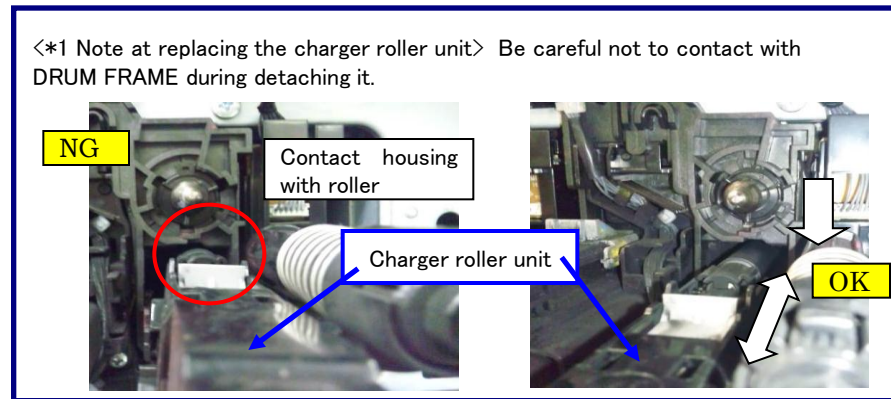
2. 39mm interval color dots (developing roller)

It appears at image 39mm interval paper in the conveying
   direction.

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

Image

φ0.1～0.3mm

39mm
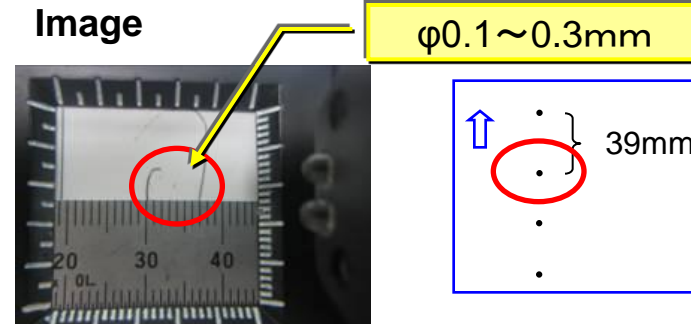
Above is to check the
color dots on the paper
by the Magnifying glass.

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1. White dot / Void areas

Take the below action if 94mm interval white dots / Void areas appear at image toward vertical direction.

a. Check whether the interval of appearance is 94mm after printing out the half image by U089 for the relevant color.
b. After confirming 94mm interval, clean the drum surface with clean cloth.
c. If appearance can not be eliminated by cleaning, replace DK-8505.
d. Check the most updated firmware version and version up the firmware.
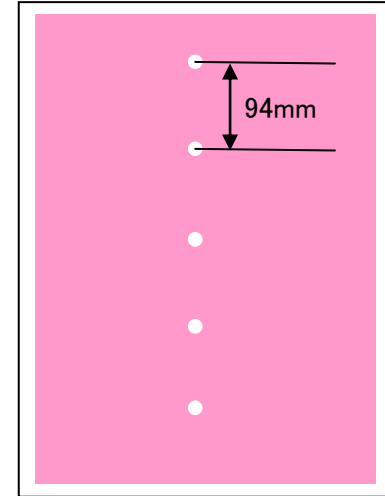
White Dot / Void Areas

Image sample 1

1. Poor Fuser (Image sample 1)

It occurs notably in the composite solid part of image with many amounts of toner.

a. Take the measure or check along with the following flow chart.

```
┌─────────────────────────────────────────┐
│ Check whether the silent mode is set or  │ ・・・ Check System Menu
│ not.                                     │        Silent Mode (photo1)
└─────────────────────────────────────────┘
        OFF                ON
```

```
┌─────────────────────────────────────────┐
│ Check the version of engine firm.        │
│ 3050ci、3550ci、4550ci、5550ci            │ ・・・ Check U019
│         ➔ 2LC_1000.006.027              │
│ 6500i、8000i ➔  2LF_1000.003.025         │
└─────────────────────────────────────────┘
           After          Before
```
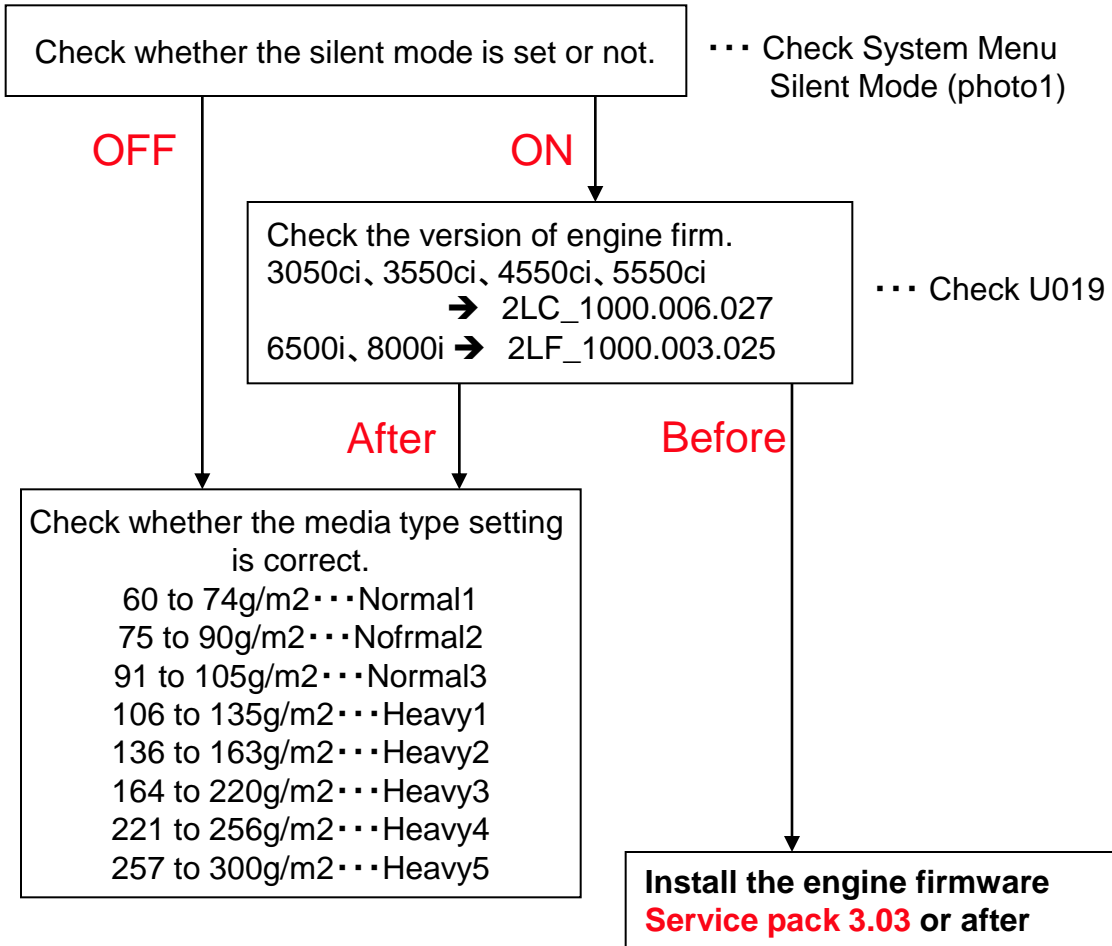
```
┌─────────────────────────────────────────┐
│ Check whether the media type setting     │
│            is correct.                   │
│    60 to 74g/m2・・・Normal1              │
│    75 to 90g/m2・・・Nofrmal2             │
│    91 to 105g/m2・・・Normal3             │
│    106 to 135g/m2・・・Heavy1             │
│    136 to 163g/m2・・・Heavy2             │
│    164 to 220g/m2・・・Heavy3             │
│    221 to 256g/m2・・・Heavy4             │
│    257 to 300g/m2・・・Heavy5             │
└─────────────────────────────────────────┘
```

```
┌─────────────────────────────────────────┐
│ Install the engine firmware              │
│ Service pack 3.03 or after               │
└─────────────────────────────────────────┘
```
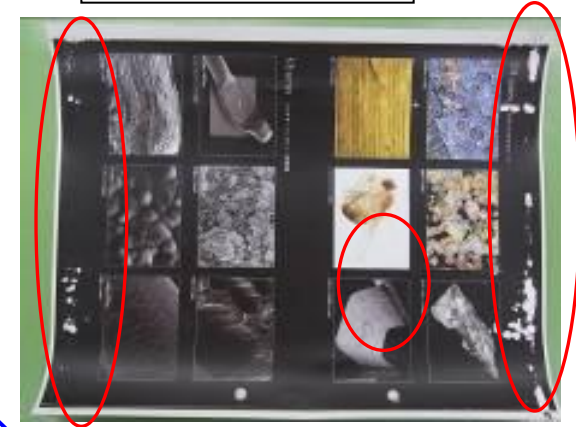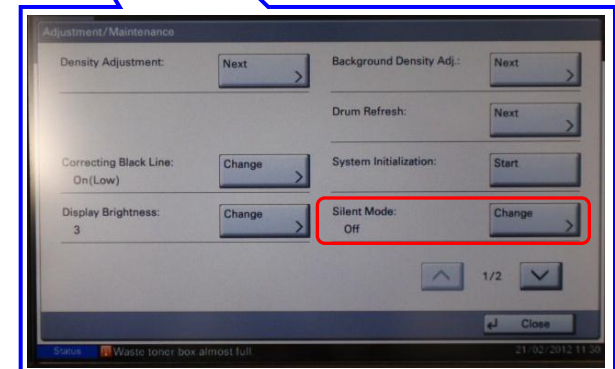
Photo 1

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Void Line / White Band (leak image)

Leak Image

1. If the solid part of image become void after printing U089 Color belt, go to next 2. * If the horizontal line appears at the Halftone image part, replace the developing unit.
2. Execute U140 → AC Calib → High Altitude
3. Select the high Altitude and find out the point which leak image does not appear.
   *Avoid the setting far from actual altitude .
4. If the image will not be recovered, replace the developing unit.
5. Install the new firmware (Plan to release at 2012 March).

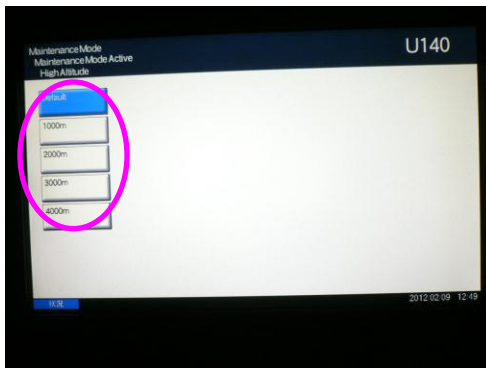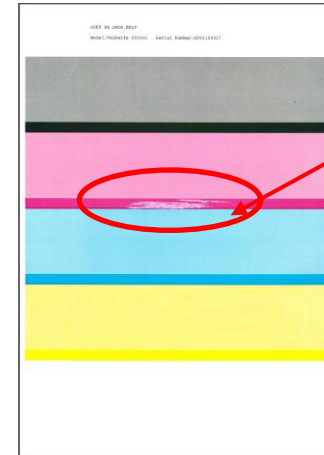|	Execute AC Calib Operation Automatically	Select AC Calib High Altitude Setting
7550ci/6550ci	O	
5550ci/4550ci	O	
3550ci/3050ci		O
8000i/6500i	O	
5500i	O	
4500i/3500i		O

Image sample 1
◇ Leak at the solid part of image
  Void image appears at the solid part.

U89 Color Belt
Void image at
Solid part

Image sample 2
◇ Halftone image leak
Horizontal streaks occur on halftone image
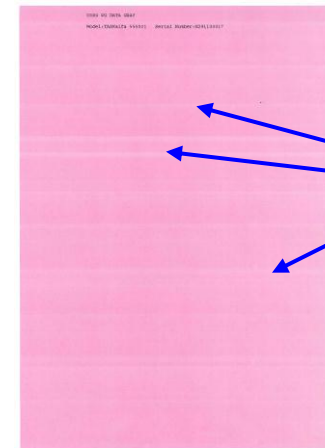
U89 Gray M
Horizontal
streaks on
Halftone image

Void Line / White Band

4. 1.2mm interval Horizontal white streaks (Image sample 1)

1.2mm interval horizontal streaks occur at the gray image in the paper conveying direction and the right-angled direction.

a. Exchange the location of BK and Y of the LSU.

Image sample 1 (Enlarged)

About 1.2mm

Void Line / White Band

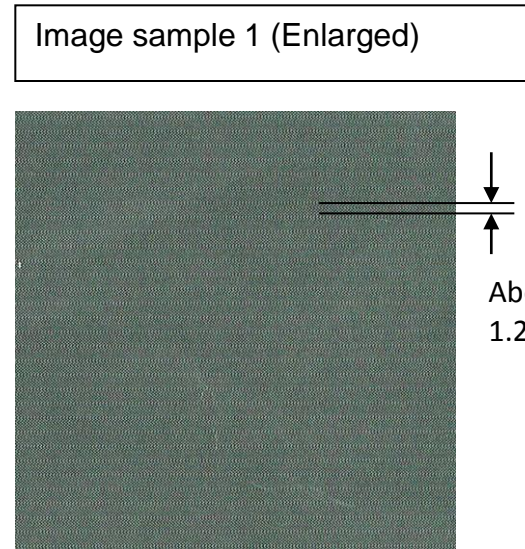## 1.Vertical White streaks (Image sample 1)

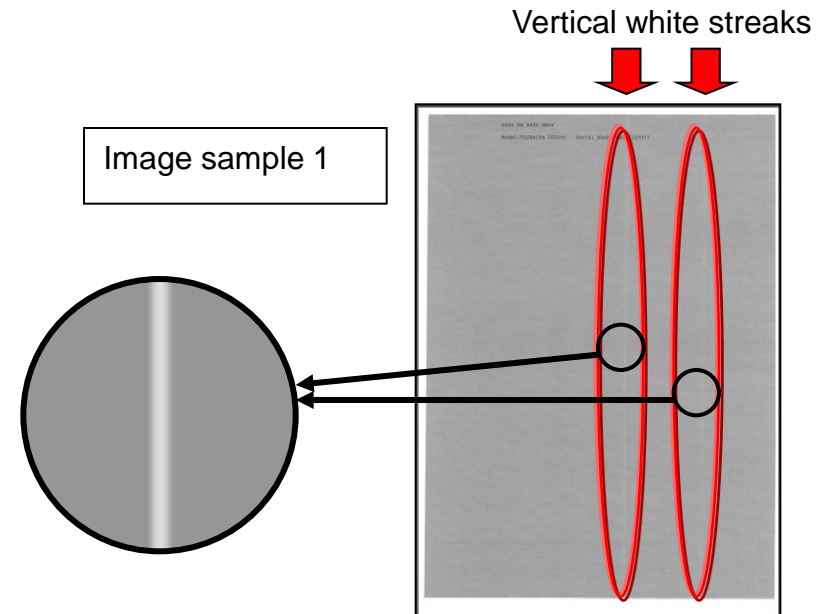It appears continuously and linearly in the paper conveying direction.

a. Perform the LSU Cleaning.

System menu

→ Adjust/Maintenance

→ Laser Scanner Cleaning

Image sample 1

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

Image sample 2

The void image appears by wide width in the paper conveying direction.

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

Background
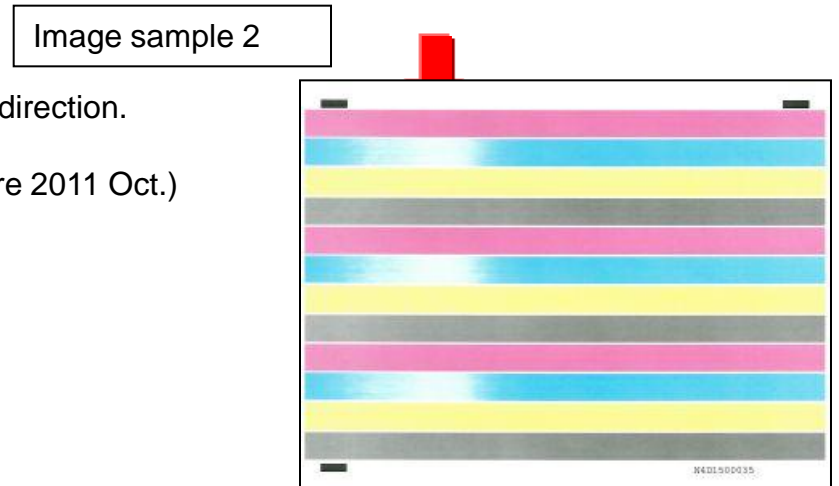
Image sample1

Image sample2

1. Background (Image sample 1)

Version up the firmware to Upgrade Pack Ver. V3.07 and after,
1) Execute the calibration by U464.
2) Execute the halftone auto adjustment by U410.
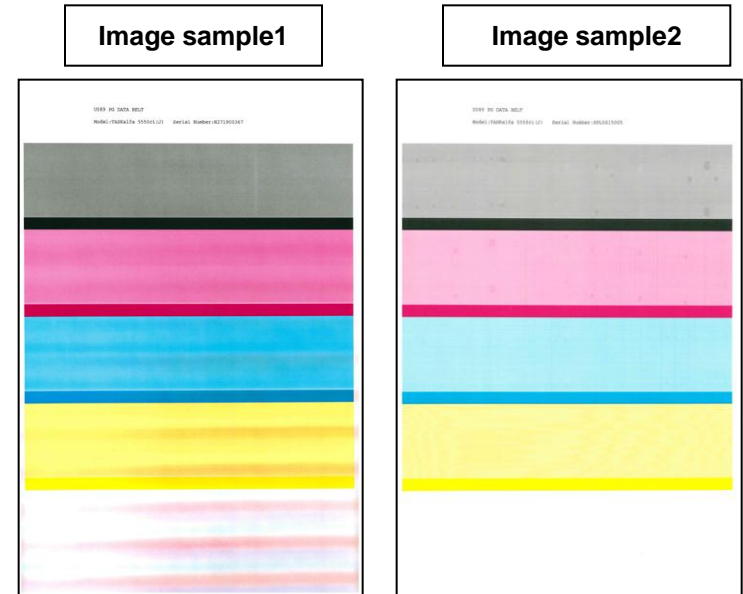
Background (during continuous print)　　　OK Image (after calibration)

2. Background （Image sample 3）

If it repeats the copy with own print put original (generation copy), the background image appears at the base of paper.

a. Perform the engine firmware update.

Image sample 3

<Enlarge>
Y dots becomes gray output if making the generation copy.

Repeat the copy
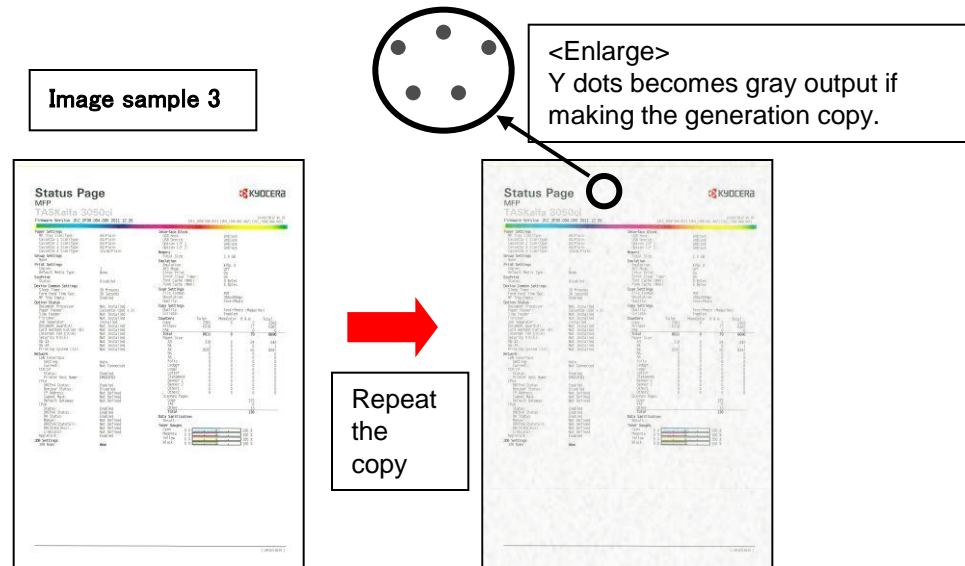
Light Image

1. Light image

The condensation may occur by the rapid temperature change of installation environment.
When the condensation occurs, please take the following measure.
a. Check the light image by U089 Color Belt.
b. Execute the drum refresh from the system menu.
c. Check the update firmware and perform version up.

<Abnormal Image>

<Normal Image>

Text becomes blur

No halftone image

Light Image

2. Light image (refer to image sample)

Solid image → Image density is lighter.
Halftone image → Image density is lighter in a interval

- a. Check the toner sensor output by U155 Toner .
  In case of higher than 542, supply the toner by U132 → Execute → Start.
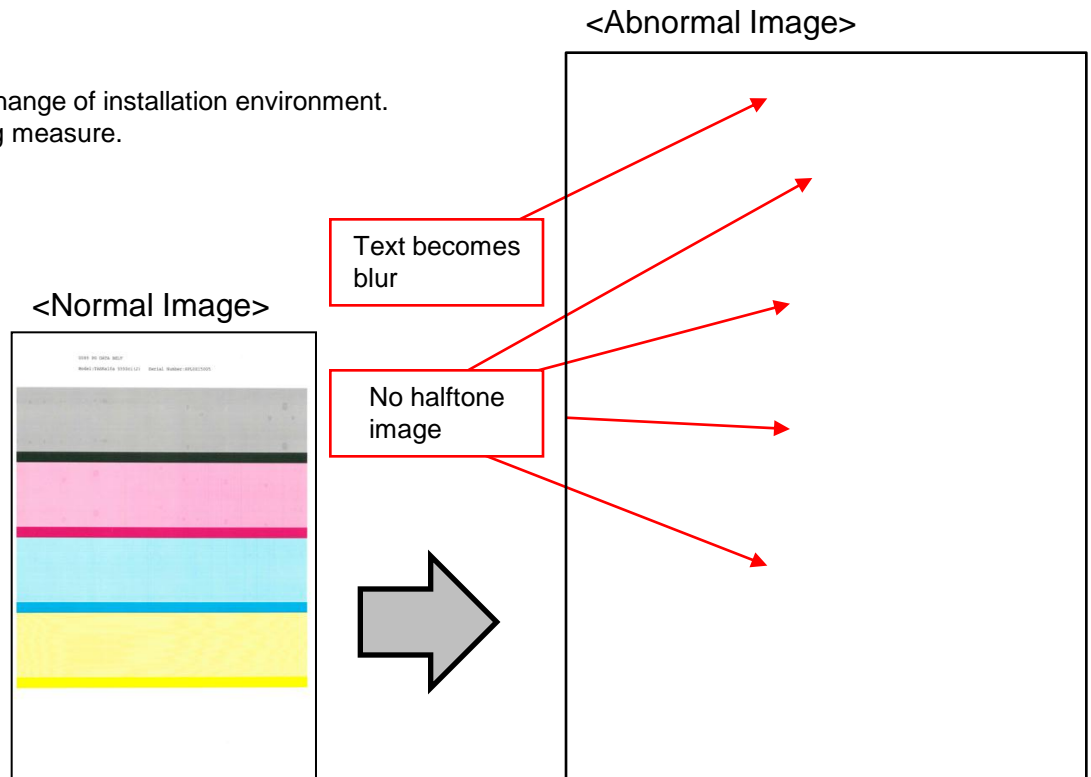- b. Firm up the engine firmware: Use the Upgrade Pack Ver. V3.07and after.
- c. Execute the calibration.
- d. If light image can not be solved by above (a.) to (b.) action.
  Execute the developer refresh One times.
- e. If light image can not be solved by above (a.) to (d.) action.
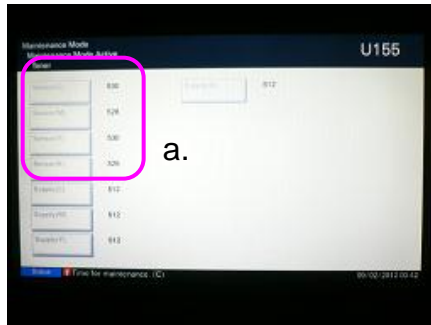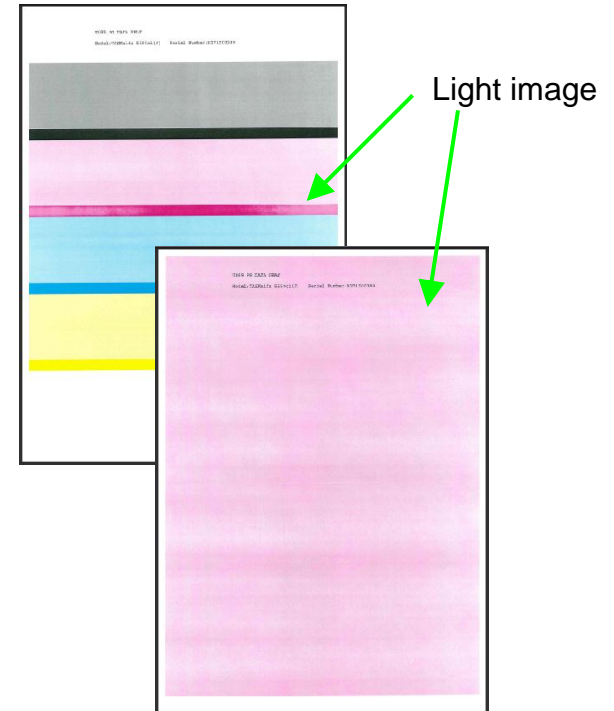 Store the Maintenance Report into USB memory and replace the developing
  unit.

Image sample

Light image

Light Image

3. Light image

Even if taking the measure of 2.light image (previous page), perform the following check and action, when light image is not solved (F/W 2012-P-2 or after).

a. After executing the calibration, check whether the value of U140 MagDC of which color does not become solid is Max value.

b. If it is not Max value, change the target value of the calibration and set up a proper value.
   (When the value was reaching to MAX, it is not effective even if the target value is changed.)

c. Set the target value (Thickness) of U464 into the default value+30 and execute the calibration. After checking there is
   no background and pitch unevenness (U89 Color Belt image), execute "half-tone adjustment."
   In case of background and pitch unevenness occur, the above+30 is set to +10/+20 and check it again.
   In addition, since the target of density becomes higher, the following side effect may occur.
   (1)Toner scattering, (2)Higher toner consumption,(3) Poor fusing

MAX setting value for U140 MagDC		
Color	5550/4550	3550/3050
C	202	174 to 184
M	202	174 to 184
Y	202	174 to 184
K	195	177

Default value of U464 Target（Thickness)		
Color	5550/4550/3050	3550
C	910	
M	890	
Y	910	
K	760	790

4. Light Image（ISU)

Ref.No.2LC-0026(B314)

If the copy is light image, below items are executed in order. (Sample1)

a. Replace the ISU_LENS UNIT (PARTS IMAGE SCANNER L SP：302K993082)
   （TASKalph 4550ci/5550ci： PARTS IMAGE SCANNER H ASSY SP：302K993032)
   （TASKalph 3050ci/3550ci： PARTS IMAGE SCANNER L SP：302K993082)
b. Execute the scanner auto adjustment.
   b-1. Place the designated adjustment original (Part No.:
        7505000005) on the contact glass.
   b-2. Select "Target" on U411 Scanner Auto Adjustment
   b-3. Select "Auto" and press the start key.
   b-4. Select "Table (Chart1)".
   b-5. Select "ALL" for items to be executed.
   b-6. Press the start key and start the auto adjustment.

Image sample (copy）

Original

Color Image Shift
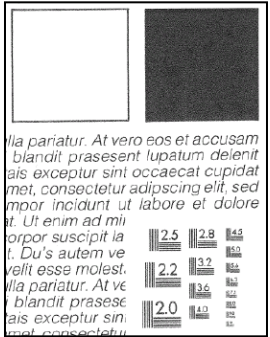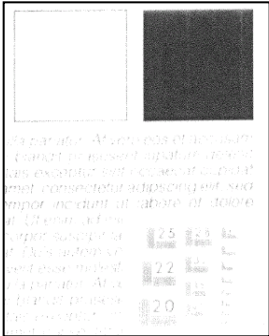
1. Main scanning direction color image shift (Image sample1)

  A color shift of the main scanning direction occurs only at the time of 3 / 4 linear-velocity (Thick paper Heavy 1 setup) output.

a. update engine firmware to the Upgrade Pack Ver. V3.03 or after.

3/4 speed   1/1 speed

2. Main scanning direction color image shift (Image sample 2)

Image sample 2

  Such a large main scanning direction color shift occurs that the adjustment is
    impossible.

a. Replace the LSU of the color which has this fault.

(In the case of Oct. 2011 previous production machine)

Color shift
for M color

3. Sub scanning direction color image shift (Image sample 3)
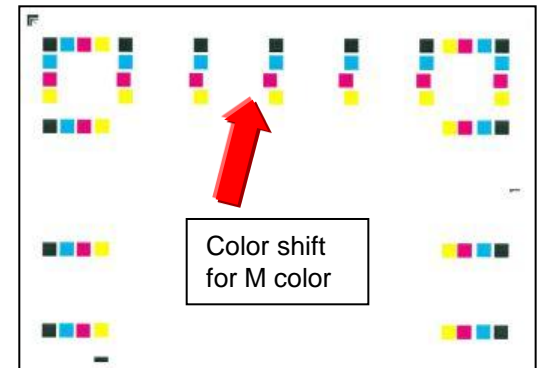
Image sample 3 (Enlarge of color registration adjust chart)
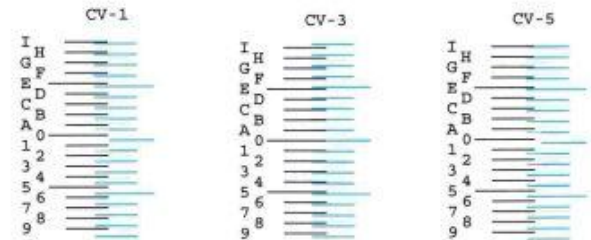
  A large amount of difference in the central part and both ends occurs at the
    sub scanning direction color shift.

  (A scanning line curve is large)

a. Replace the LSU of the color which has this fault.

  (In the case of Oct. 2011 previous production machine)

(Color shift I   0   I)

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Color Image Shift

4. Color image shift at the sub scanning direction

Taking the measure when the following color shift occur.
- Color shift about 1 to 10mm.
- The amount of color shifts is increasing in order of Y->C->M->Bk.
- Color shift intermittently occurs.

      <Contents of measure>

      Replace the PCB (PWB MOTOR CONTROL ASSY WITH SOFT WARE SP)

      ・302LC94451　(3050ci/3550ci/4550ci/5550ci)

      <Measure at the production>

      ・3050ci/3550ci/4550ci/5550ci: 2012 Feb. end production or after

Normal Image	Fault Image
Feeding direction	Feeding direction

Others

1. Thick density at bottom edge of solid
   The bottom end edge of the Solid image or the high density Halftone image is emphasized deeply.
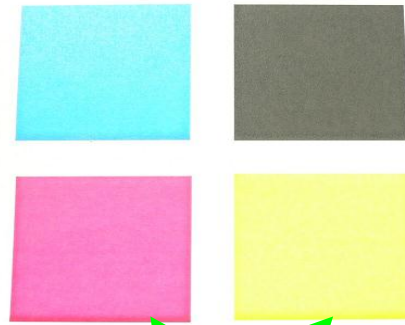
Thick density at bottom edge of solid image

b.

d.
d.

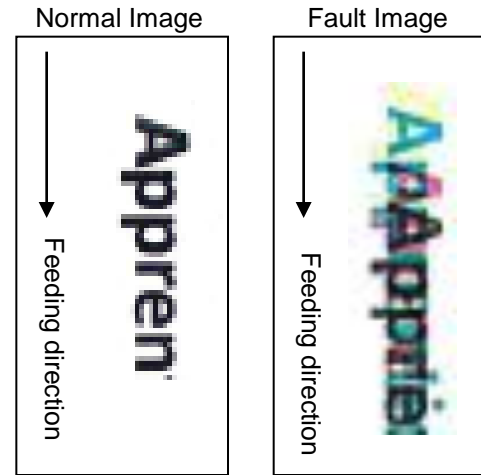a. Firm up the engine firmware: User the Upgrade Pack Ver. V3.03 and after
b. Increase +30bit for CMY at U464 "Target Value".
　　C: default 910 → 940 after changing
　　M: default 890 → 920 after changing
　　Y: default 910 → 940 after changing
c. Execute U464 "Calibration"
d. Check the image with above setting, if the result is not satisfied,
　　use U464 " Edge Reduction "mode
e. Execute the developer refresh twice
f. Set U464 " Edge Reduction ": ON

* Above "d" to "f" setting is recommend to restrictively use for only the solid image which thick density appears at the bottom end edge.
If the printing coverage is lower, do not set on under a high humid environment.

* Above "d" to "f" setting is capable to set on TASKalfa 5550ci、TASKalfa 4550ci、TASKalfa 3550ci、TASKalfa 3050ci.

d.
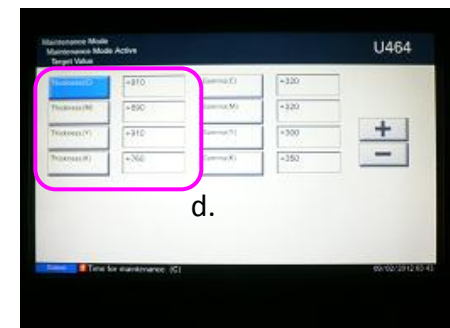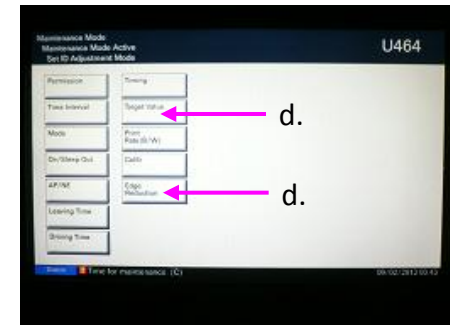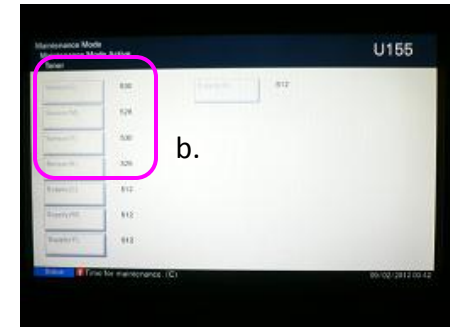
Others

2. Grainy image (Image sample 1)

In Letter / A4 horizontal feed, the grain image (minute uneven gloss) occurs at the high density image

a. Check and take the measure according to below flow chart.

> Check the engine firmware version.
> 3050ci、3550ci、4550ci、5550ci → 2LC_1000.006.051
> 6550ci、7550ci → 2K9_1000.003.051

Before

> Install the engine firmware
> Upgrade Pack Ver. V3.03 or after.

After

> Whether using at the high altitude.
> (Check it by U140)

NO

> Set the Grain mode
> （U161）

YES

> Set the high altitude mode.

Image sample 1

Feeding direction
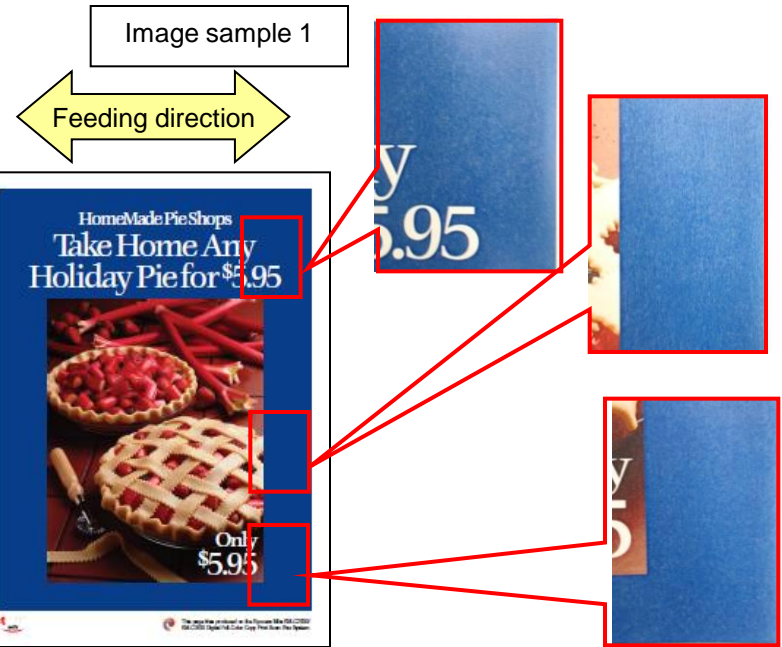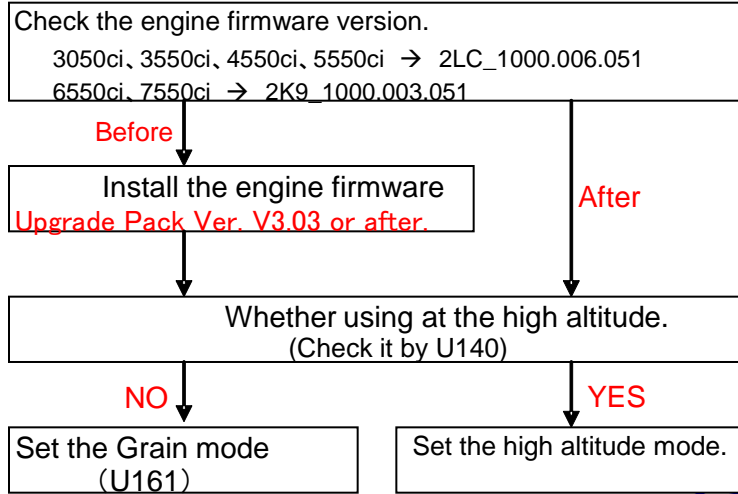
Setting method of U161

Select other than Mode0 on U161 Grain Mode and press start key.
(Change to the grain mode)

Photo1
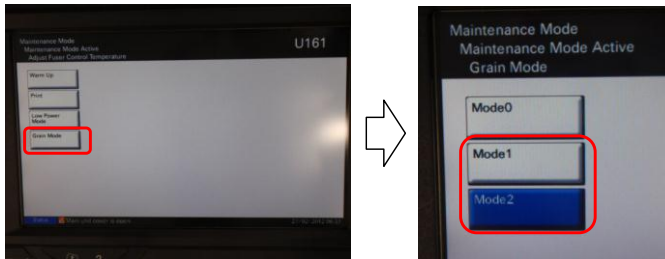
Setting method of U140

<4550ci/5550ci/6550ci/7550ci>
Change Type "+1" at U140->AC Calib->Calibration and press "Execute" and start key.
（Start AC Calib and setting becomes High altitude mode.

<3050ci/3550ci>
Select other than Default at U140->AC Calib->High Altitude and press start key
（change to High altitude mode）

Photo2

4550ci
5550ci
6550ci
7550ci

3050ci
3550ci

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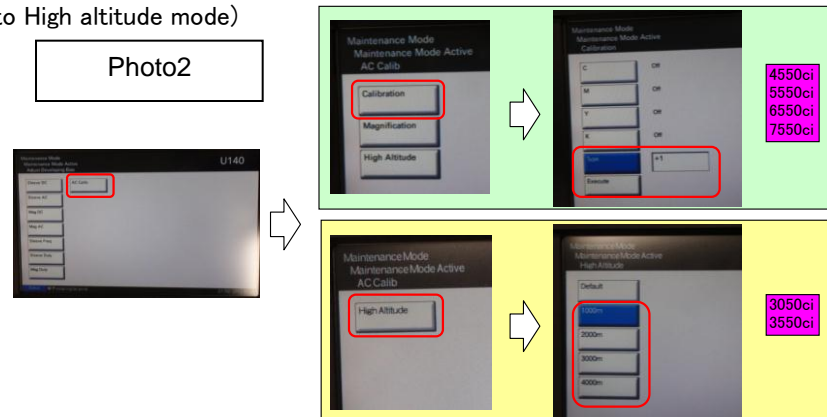
Others

3. Varied color image

Take the following measure if the color is changed every after executing the calibration.

a. Check there is no fault on image (sample1) which output by U089 Color Belt after executing the Calibration. → In case of fault on image, refer to the other trouble shooting.
b. Repeat outputting the claimed image after executing the calibration, check the re-appearance of color change (Sample 2 output example)
c. Upgrade the firmware most updated one
   1) Execute calibration by U464, 2) Execute the U410 halftone auto adjustment.

Image sample1

Color Belt image (OK image)

Image sample 2

First   Second   Third

Varied color (density)   Varied color (density)
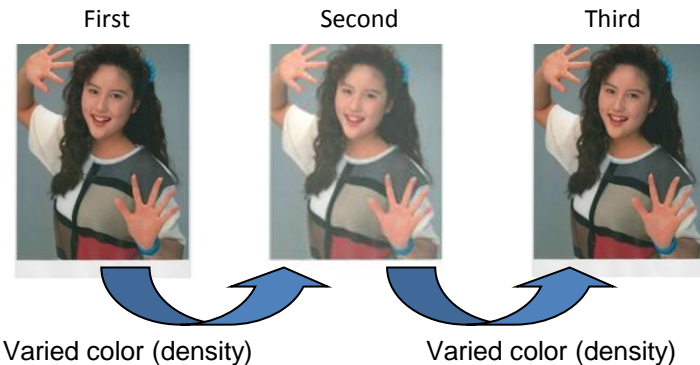
4. Varied halftone image density at half speed mode.

Different on the halftone image density for the print outs between the normal speed and half speed (at the setting of thick paper heavy 2 to 4)
a. Refer to the service bulletin (2LC-0061(C045) for the solution.
   (Check whether the machine is affected machine's serial number and version up the firmware or replace the LSU.)

\<Contents of service bulletin\>

\<Content of treatment\>
1. Rewrite the LD1 and LD2 data for the applicable machine (Refer to [The procedure to replace the LSU])
(Applicable machine serial number: Refer to service bulletin.)
2. Replace the LSU for 8 of the machines instead of rewriting the LD1 and LD2 data (Refer to [The procedure to replace the LSU] on service bulletin)
(Applicable machine serial number: Refer to service bulletin)

(Note)   Check if the machine serial number is applicable before installing the firmware to reverse the laser power values.   Once the firmware is installed, the previous LSU data cannot be retrieved.

[The procedures to install the LSU firmware]

	No.	Item		Remark
	1	Check if the machine serial number is applicable		
Initial image Printing	2	Turn the main switch on		
	3	Insert the USB memory containing an image file into the machine. Set paper (A4E or Letter)		*1
	4	Print the image file from the USB memory inserted in step 3		*1
	5	Turn off the main switch		
Install the firmware to reverse the laser power	6	Insert the USB memory with the firmware to reverse the laser power in the machine		*2
	7	Turn on the main switch to install the firmware to reverse the laser power		
	8	Check "complete" is indicated at the right side of each firmware indication		
	9	Turn off the main switch and remove the USB memory		
	10	Turn on the main switch		
	11	Check that the installed firmware version is correct using maintenance mode U019		*2
	12	Turn off the main switch		
Install the latest firmware	13	Insert the USB memory with the latest firmware		*3
	14	Turn on the main switch to install the firmware contained in the USB memory of step 13		
	15	Check "complete" is indicated at the right side of each firmware indication		
	16	Turn off the main switch and remove the USB memory		
	17	Turn off the main switch		
	18	Check that the installed firmware version is correct using maintenance mode U019		*3
Adjust image Check image	19	Execute the U119 drum setup		
	20	Turn off and on the main switch		
	21	Execute the U464 calibration	Refer to the service manual, page 1-5-30 for detail	
	22	Execute the U412 adjust uneven density		
	23	Execute the U464 calibration		
	24	Execute the U410 adjust halftone		
	25	Insert the USB memory with the image file		*1
	26	**Print the image file ···Compare with the image printed at step No 4 and check that the density gap between A and B has improved compared with the No 4 print result**		*1
	27	Compare the image printed at No26, **A**) If improved →Go to No28 **B**)If not improved or worse → Replace the LSU of the color (Refer to [The procedures to replace the LSU No 7~17 below)		
	28	Remove the USB memory from the USB memory slot (for image sample) --- The END		

*1: Image file : LSU Power Check Pattern.capt   (to be separately supplied)   (Refer to below for the image of this file)
*2: Firmware to reverse the laser power → for   55/45/35cpm machines **Ver.2LC_1000.XD2.011**
                   for 75/65cpm machine **Ver.2K9_1000.XBV.007**
                   (Check with   Sales Company HQ for availability)
*3: Latest firmware   for 55/45/35cpm machines   **EngineVer.2LC_1000.006.027**
for 75/65cpm machine   **EngineVer.2K9_1000.004.026**

[The procedures to replace the LSU]

No.	Item	Remark
1	Check if the machine serial number is applicable	
2	Turn on the main switch	
3	Insert the USB memory with the image file	*1
4	Set paper (A4E or Letter)	
5	Print the image file installed at No3	*1
6	Turn off the main switch	
7	Replace the applicable LSU (Refer to the service manual, page 1-5-25 for detail)	
8	Turn on the main switch	
9	Execute the U469 color registration	
10	Execute the U119 drum setup	
11	Execute the U464 calibration	Refer to the service manual, page 1-5-30 for detail
12	Execute the U412 adjust uneven density	
13	Execute the U464 calibration	
14	Execute the U410 adjust halftone	
15	Insert the USB memory with the image file	*1
16	**Print the image file --- Compare with the image printed at step No 5 and check that the density gap between A and B has improved**	*1
17	Remove the USB memory from the USB memory slot --- The END	

*1: Image file : LSU Power Check Pattern.capt   (Refer to service bulletin)

\<*1 : Density gap check image (example) to be used in this treatment \>
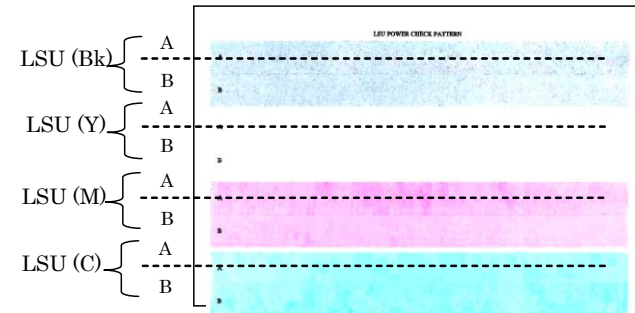
(Image file: LSU Power Check Pattern.capt)

A: density in full speed mode
B: density in half speed mode

Black line of back end

<Phenomenon>
Due to paper, the rubbing track caused by the separation guide or separation appears at the bottom part image such a halftone.

<Method of measure>
(1) Upgrade the most updated firmware （2011 Oct Upgrade Pack Ver. V3.01 and after)
(2) Enter the maintenance mode U108.
(3) Check whether the value of "Light1/Light2/Normal 1st/Normal 2nd」in Output・
 Output3/4・Output BW is "55".
(4) Set the Subtraction Value "-35" to "0".
 *Usually, after 900 sheets printing, this value becomes 20 (55-35=20). However, if it sets
  "0", the value of (3) is unchanged after even 900 sheets.
(5) If the problem is not solved after above setting change, attach below static eliminating sheet
 after putting back the Subtraction value to "-35".
  Item name：SEAL DISCHARGER／Item number：302KK25140

<Adhesive method of static eliminating sheet>

Feeding direction
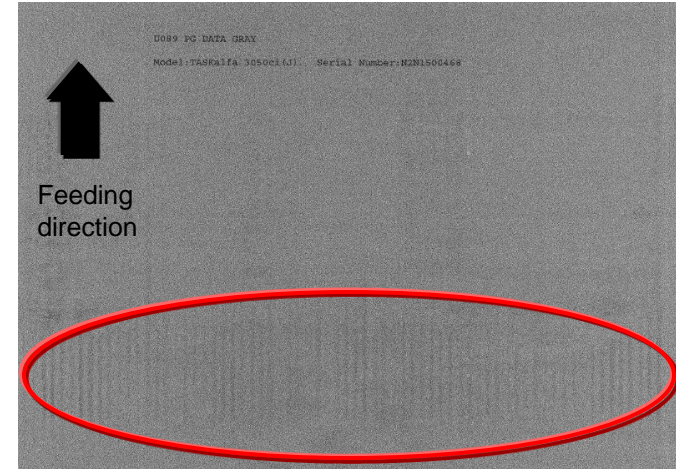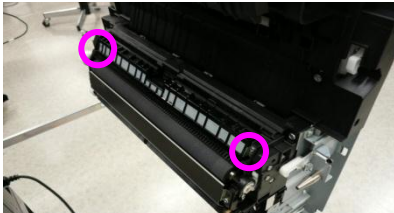
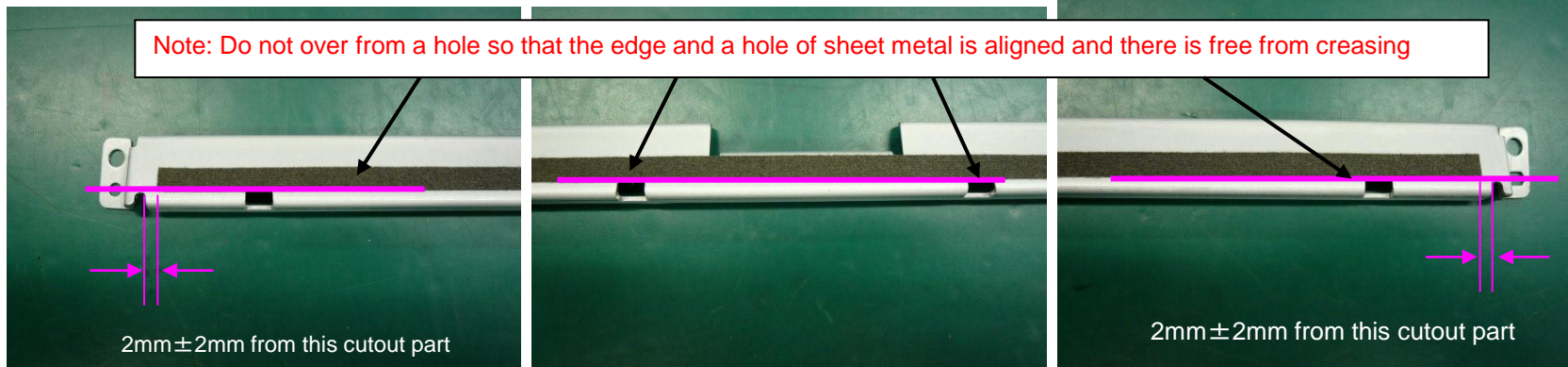1. Remove the conveying guide after loosing 2 screws1.
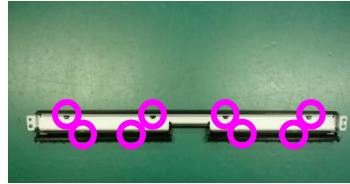
2.Detach the metal plate after releasing 8 claws at the back side.

3. Attach the static eliminating sheet at below metal part and return it the original position.

Note: Do not over from a hole so that the edge and a hole of sheet metal is aligned and there is free from creasing

2mm±2mm from this cutout part

2mm±2mm from this cutout part

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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%≦ Inner humidity <80%	80%≦ Inner humidity <90%	90%≦ Inner humidity	
0	0 time	0time	0time	0time	
1	0	1	2	3	
2	0	2	3	4	⇒Recommended
3	0	4	5	6	

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

<Phenomenon>
   Text Character is extended around 50mm from original leading edge and 37mm from bottom edge.
<Method of measure>
   Change the front and rear nip pressure at scanning the original during DP conveying and stabilizing the original conveying speed.
      1.Change of the front nip pressure   1700g   →   1200g   《Cut two coils》
         Item   303LL24120:SPRING PULLEY CONV LEFT
   2. 1.Change of the rear nip pressure   900g   →   500g   《Cut two and a half coils》
         Item   303LL24130:SPRING PULLEY CONV R

1.Front scan spring

2.Rear scan spring
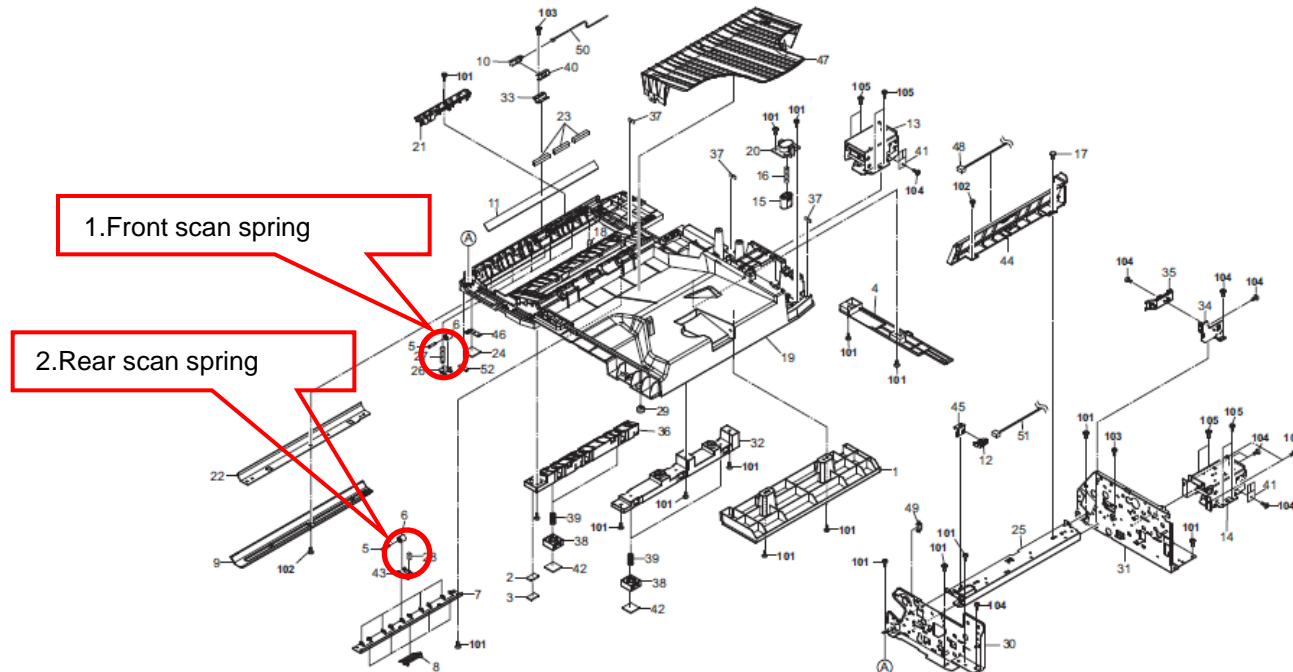
DP-770 Character blur at 50mm leading edge, 37 mm bottom edge

<Procedure for modification
1. Detach the original mat and remove 6 screws (1screw for front cover left lower, 1screw for left cover, 4screws for scan rear sprint mount plate)
2. All of 5pcs springs at rear original scan are cut two and a half coils.
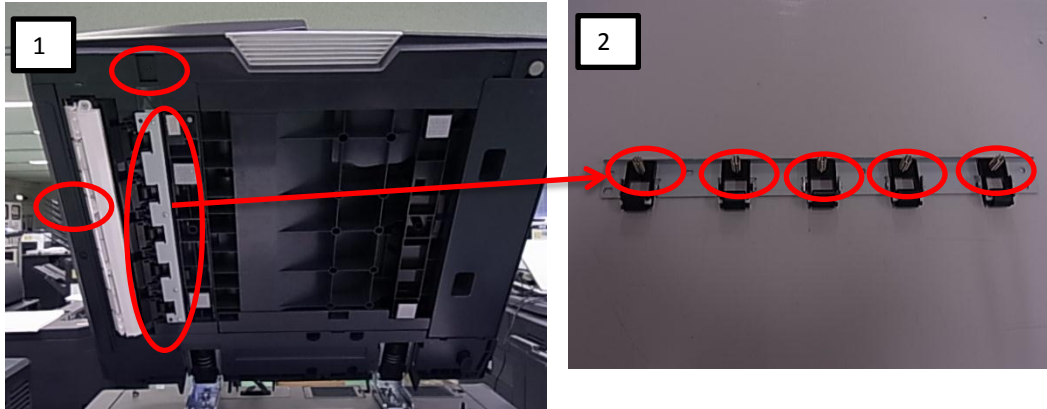
3. Remove the rear cover and left side stay by 2screws, then remove the screws in the bottom of it.
4. Remove the lower cover while sliding front side, then remove the metal plate by 4 screws.
5. Remove all of original scan front pulleys (5 pcs) and springs （3303LL24120:SPRING PULLEY CONV LEFT） are cut two coils.
6. Return it original position and execute DP feeding and DP scanned image checking.
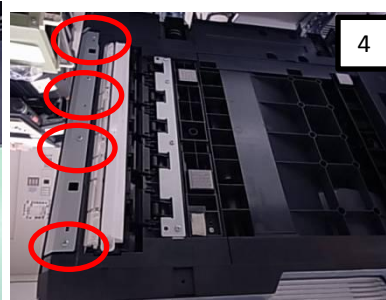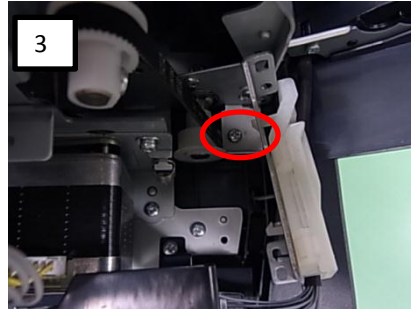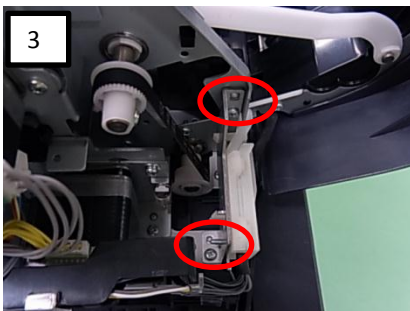
JAM051X Continuous Feeding JAM

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)
g. Check the Primary Feed Unit
・As referring to Fig4. check whether the Pulley Retard is installed at same direction.
・As referring to Fig.5, check the installation condition of the Spring Retard whether it is misplaced or not.

h. If the problem is still not solved after performing above "g", replace the Primary Feed Unit.
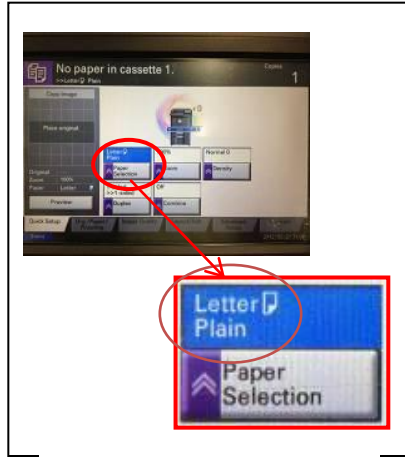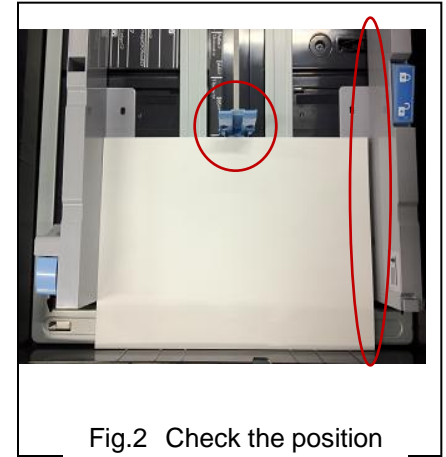

Fig.1 Paper size check

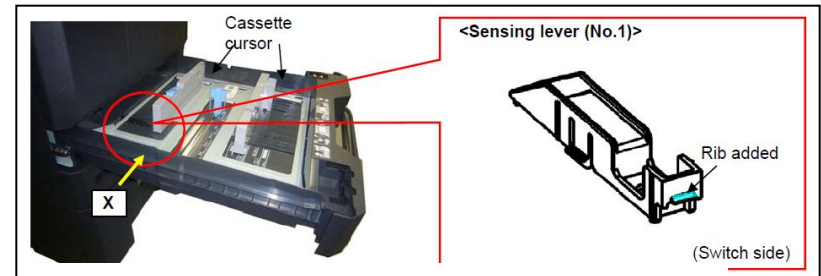Fig.2 Check the position of the Cassette Cursor

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

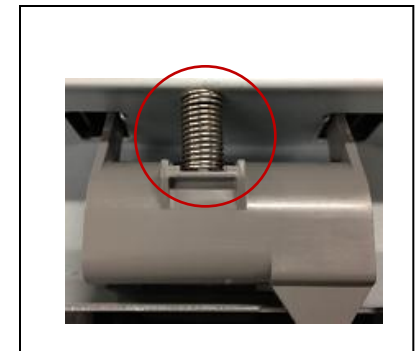Fig.4 Check the installing direction of Pulley Retard

Fig.5 Check installation of SPRING RETARD

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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.

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 .

Check the firmware version.（Engine）
- TASKalfa 8000i/6500i : 2LF_1000.002.005
- TASKalfa 5500i/4500i/3500i : 2LF_1000.002.005
- TASKalfa 7550ci/6550ci : 2K9_1000.003.003
- TASKalfa 5550ci/4550ci : 2LC_1000.005.003
  3550ci/3050ci

Model	Part No.	Description
5550ci/4550ci	302LC94053	PARTS CONVEYING H UNIT(V) SP
3550ci/3050ci	302LK94023	PARTS CONVEYING L UNIT(V) SP
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
7550ci/6550ci	302K994652	PARTS CONVEYING UNIT(M) SP

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

(Before)

Black connector

(After)

White connector

(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.)

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J0545（PF）

4. 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
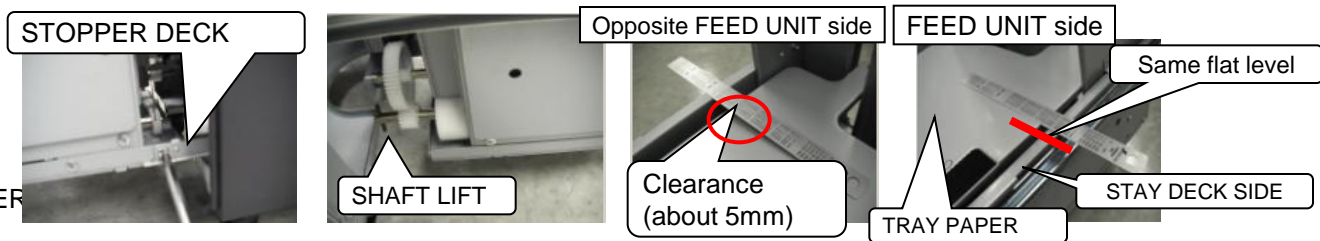   condition of the TRAY PAPER surface.

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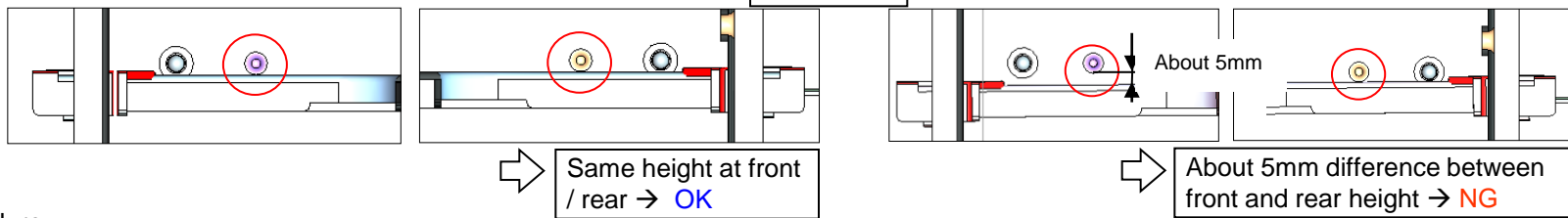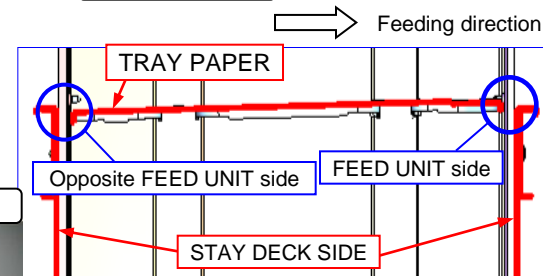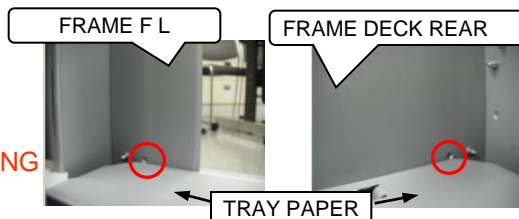same flat surface level with the TRAY PAPER
at the FEED UNIT side.

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

| STOPPER DECK | | Opposite FEED UNIT side | FEED UNIT side |

Same flat level

SHAFT LIFT

Clearance
(about 5mm)

STAY DECK SIDE

TRAY PAPER

Feeding direction

TRAY PAPER

Opposite FEED UNIT side | FEED UNIT side

STAY DECK SIDE

FRAME F L | FRAME DECK REAR

TRAY PAPER

About 5mm

Same height at front
/ rear → OK

About 5mm difference between
front and rear height → 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 an front and rear
wire is necessary.
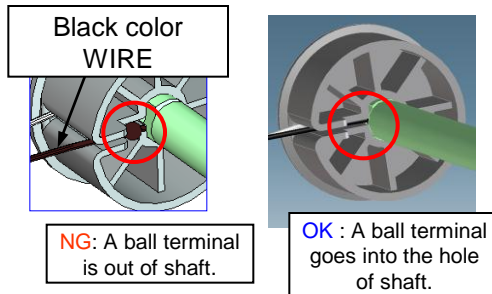
* As shown in the right figure, make
it a ball terminal go into the hole of
SHAFT within PULLEY LIFT WIRE
DRUM at the time of re-assembly.
Be cautions especially at the time of
the assembly of a black wire.

Black color
WIRE

NG: A ball terminal
is out of shaft.

OK : A ball terminal
goes into the hole
of shaft.

SHAFT LIFT ASSY

PULLEY LIFT
WIRE DRUM

WIRE LIFT L
black color
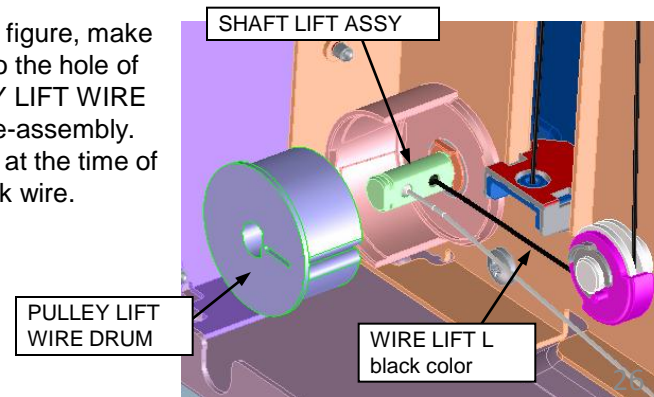
1. J1313/J1314

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
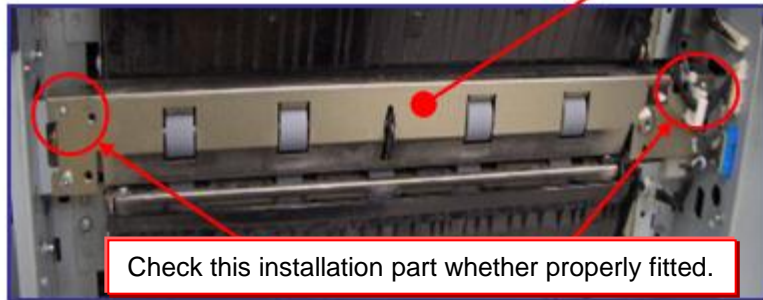
Check this installation part whether properly fitted.

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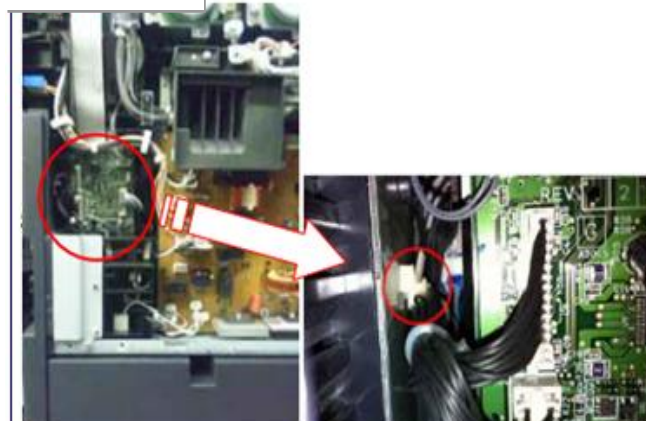
a. Remove the snap-fit wire fastener from the side plate that is fitted to the machine frame in the feed drive unit.

CUT

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.

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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.

(Ex.: A4 paper runs on the bump)

Bump

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.

<Sheet (No.1)>

[With the sheet (No.1)]

Alignment to th
side: 0~1mm

Alignment to the
bottom: 0~1mm
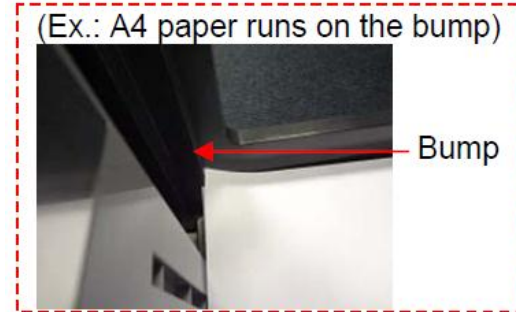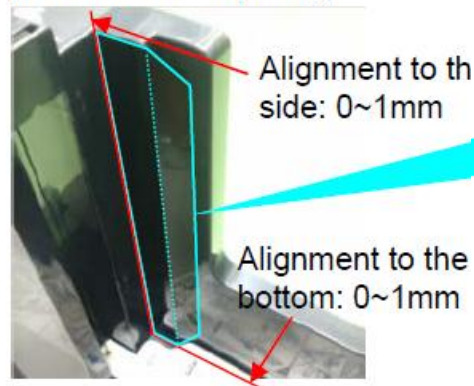
Exterior dimension:
184mmx29mm
(Width of the affixing part)
17mm
(Width of the folding part)
12mm

Thickness: 0.188mm

Folding angle(X): 120~160°
 * The shaded area indicates
   the double-sided tape part.

X°

1. Please apply the following countermeasure if paper jam occurs at separation guide of exit unit.

a. Paper jam is caused by the paper caught at the separation guide of exit unit:
Please affix the spacer (No.1, set of 3 pcs.) to the drive metal plate in order to increase the gap between the housing and the separation guide.

    * 302LC94660(PARTS FILM SPACER EXIT SET SP) 1 SET
    * Reference: Service bulletin SB-2LC-0037-B405

■ Serial Nos. of the affected machines

TASKalfa5550ci (2LC)

KDJ	KDA	KDA(AK)	CPY	CPY(AK)	▲KDA GSA	KDBR	KDA 220V
1102LC9JP0	1102LC2US0	1102LC2US2	1102LC2CS0	1102LC2CS1	1102LC2US1	1102LC2BR0	1102LC4US0
N271Y00451	N281Y00943	NWL1Y00001	NA81Y00217	NWK1Y00001	NHD1Z00131	N9G1Y00014	N9H1Y00016
KDE	UTAX	KDAU	KDCN	KDTW	KDHK	KDID
1102LC3NL0	1102LC3UT0	1102LC3AS0	1102LC3KS0	1102LC3KR0	1102LCTTW0	1102LC3HK0	1102LC3ND0
N291Y01346	N2B1Y00311	NextPdct	NDX1Y00010	NextPdct	NC51Y00021	NextPdct
KDSG	KDTH	Philcopy
1102LC3SG0	1102LC3TH0	1102LC4PH0
NextPdct	NBW1Y00012	NextPdct

TASKalfa4550ci (2LM)

▲KDJ	KDA	KDA(AK)	CPY	CPY(AK)	▲KDA GSA	KDBR	KDA 220V
1102LM9JP0	1102LM2US0	1102LM2CS0	1102LM2CS0	1102LM2CS1	1102LM2US1	1102LM2BR0	1102LM4US0
N2C1Y00783	N2D1Y01560	NWS1Y00001	NA71Y00488	NWR1Y00001	NHM2100068	N9L1Y00016	NextPdct
KDE	UTAX	KDAU	KDCN	KDTW	KDHK	KDID
1102LM3NL0	1102LM3UT0	1102LM3AS0	1102LM3KS0	1102LM3KR0	1102LMTTW0	1102LM3HK0	1102LM3ND0
N2E1Z01654	N2G1Y00706	N2F1Y00279	NextPdct	NextPdct	ND81Y00042	NextPdct	NextPdct
KDSG	KDTH
1102LM3SG0	1102LM3TH0
NBR1Y00170	NBV1Y00017

TASKalfa3550ci (2LN)

▲KDJ	▲KDA	▲CPY	▲KDA GSA	▲KDBR	KDA 220V	KDE	▲UTAX
1102LN9JP0	1102LN2US0	1102LN2CS0	1102LN2US1	1102LN2BR0	1102LN4US0	1102LN3NL0	1102LN3UT0
N2H1Z00669	N2J1Z01269	NA61Z00260	NHN2100051	N9N1Z00015	NextPdct	N2K1Y01351	N2M1Z00947
▲KDAU	KDCN	▲KDKR	▲KDTW	KDHK	KDID	▲KDSG	▲KDTH
1102LN3AS0	1102LN3KS0	1102LN3KR0	1102LNTTW0	1102LN3HK0	1102LN3ND0	1102LN3SG0	1102LN3TH0
N2L1Z00288	NextPdct	NE11Z00040	ND91Z00015	NextPdct	NextPdct	NBQ2100038	NBU1Z00017

TASKalfa3050ci (2LK)

KDJ	KDA	CPY	▲KDBR	KDA 220V	KDE	UTAX	KDAU
1102LK9JP0	1102LK2US0	1102LK2CS0	1102LK2BR0	1102LK4US0	1102LK3NL0	1102LK3UT0	1102LK3AS0
N2N1X03856	N2P1X03014	NA51Y00681	N9J1Z00056	NextPdct	N2Q1Y04713	N2S1Y03150	N2R1Y00631
KDCN	▲KDKR	▲KDTW	▲KDHK	▲KDID	▲KDSG	▲KDTH	Philcopy
1102LK3KS0	1102LK3KR0	1102LKTTW0	1102LK3HK0	1102LK3ND0	1102LK3SG0	1102LK3TH0	1102LK4PH0
NextPdct	NDY1Z00145	ND71Z00025	NC21Z00053	NBX1Z00047	NBP1Z00131	NBT1Z00060	NextPdct

TASKalfa5500i (2LH)

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

TASKalfa4500i (2LJ)

▲KDJ	KDA	KDA(AK)	▲CPY	CS(AK)	KDA GSA	KDBR	▲KDA 220V
1102LJ9JP0	1102LJ2US0	1102LJ2US2	1102LJ2CS0	1102LJ2CS1	1102LJ2US1	1102LJ2BR0	1102LJ4US0
N421Z00668	N431Y02336	NWQ1Y00001	NHK1Z00485	NWP1Y00001	NextPdct	NJB1Z00040	NHR1Z00017
KDE	▲UTAX	▲OLIVETTI	KDAU	KDCN	▲KDKR	▲KDTW	▲KDHK
1102LJ3NL0	1102LJ3UT0	1102LJ3LV0	1102LJ3AS0	1102LJ3KS0	1102LJ3KR0	1102LJTTW0	1102LJ3HK0
N441Y02505	N461Z01265	NK41Z00321	NextPdct	NKS1Z00101	NMT1Z00091	NJT1Z00093	NJ51Z00128
▲KDID	▲KDSG	▲KDTH	Philcopy
1102LJ3ND0	1102LJ3SG0	1102LJ3TH0	1102LJ4PH0
NHY1Z00015	NJ81Z00373	NJ21Z00106	NextPdct

TASKalfa3500i (2LL)

KDJ	KDA	▲CPY	▲KDA GSA	KDBR	KDA 220V	KDE	UTAX
1102LL9JP0	1102LL2US0	1102LL2CS0	1102LL2US1	1102LL2BR0	1102LL4US0	1102LL3NL0	1102LL3UT0
N471Y00539	N481Y04077	NHL1Z00712	NLT2100181	NJA1Y00051	NextPdct	N491Y02575	N4B1Y02215
▲OLIVETTI	▲KDAU	▲KDCN	▲KDKR	▲KDTW	KDHK	▲KDID	▲KDSG
1102LL3LV0	1102LL3AS0	1102LL3KS0	1102LL3KR0	1102LLTTW0	1102LL3HK0	1102LL3ND0	1102LL3SG0
NK51Z00381	NextPdct	NKU2100301	NMU1Y00732	NJU1Z00024	NextPdct	NHX1Z00022	NJ71Z00067
KDTH	Philcopy
1102LL3TH0	1102LL4PH0
NextPdct	NextPdct

< Exit unit >

Drive unit

Drive unit front cover

Exit unit front

Drive unit

Standards for alignment

0.4±0.5mm

No.4 FILM SPACER EXIT A

0.4±1.0mm

Affix No.5 FILM SPACER EXIT B so that it will not cover the hole.
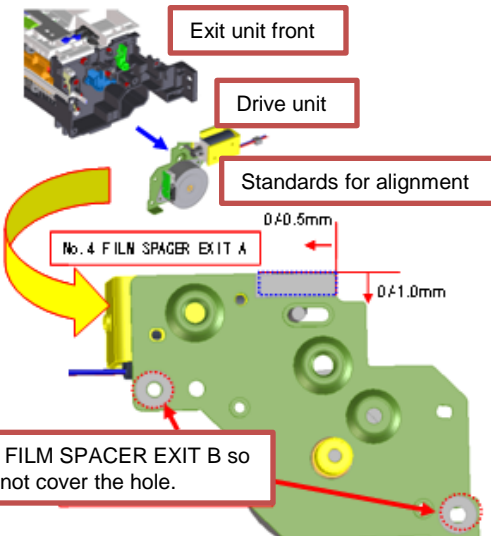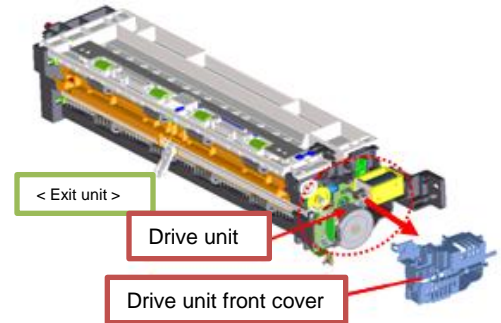
Affix the spacer (x3) to the rear of the drive metal plate.

■ How to remove the exit drive unit

No	手順	詳細
1	After removing the fuser unit, remove the exit unit by disconnecting the connector and the screw (x2). *When attaching the exit unit, insert it while holding the exit actuator up.	Exit unit / Disconnect the connector. / 2 screws (4x8)
2	Disconnect the cable connector (x4) on the exit unit front cover and remove the wire from the cover.	Disconnect the connector for the PI SW. / Disconnect the connector for the relay. / Disconnect the connector for the motor. / Disconnect the connector for the solenoid.

No	手順	詳細
3	Unhook the claw (x3) and then remove the exit unit front cover.	Unhook the claw. / Exit unit front cover / Unhook the claw (x2) at the bottom.
4	Remove the exit unit by removing the screw (x2) at the exit drive section.	Remove the exit drive section by removing the screw (x2).

b. Paper jam occurs although paper is not damaged:
The possible cause is erroneous detection of the sensor. Please replace the sensor inside of the exit unit or the exit unit.
* Sensor: 7NXGP1A73LCH01(SENSOR OPT.); Exit unit: 302LH94271 (PARTS EXIT UNIT B SP)
* Change applied: Since April 2012 (As of the sensor alone, they were sorted out and handled from the March 2012 lot.)
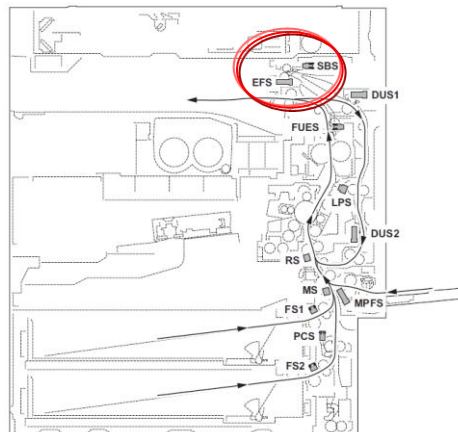
Paper tear, J430X/431X/440X/471X, Horizontal line at 60mm from bottom edge

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.
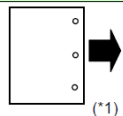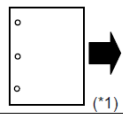(If the paper is torn, the following phenomenon 2 may occur at the same time.)

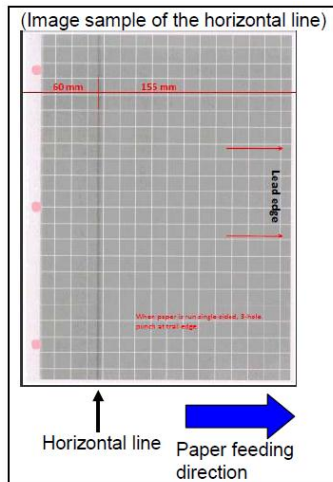a Replace the EXIT UNIT (PARTS EXIT UNIT B SP :302LH94272)

（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)	
(image)	O	Thin/Plain paper	O	-	O (2nd side)	Phenomenon 1, 2
		Thick paper	-	O	-	Phenomenon 1
	N/A	Thin/Plain paper	-	-	-	-
(*1)		Thick paper	-	-	-	-
(image)	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
(*1)		Thick paper	-	-	O (1st side)	Phenomenon 2

➡ : Paper feeding direction

(*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.

(Image sample of the horizontal line)

60mm 155 mm

Lead edge

When paper is run single sided, 3-hole punch at tail edge.

Horizontal line Paper feeding direction

[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.**

# J4311 occurs JS-731 ejecting in the early morning

<Phenomenon>
The JAM4311 (Duplex sensor 1 stay jam) may occur if operating the machine under the following condition.
(Condition: The paper is ejected in the duplex mode to the right job separator at the state that the fuser unit is still cold after turning on the main power.)
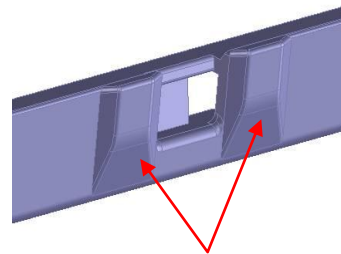<Method>
Please exchange a fixing unit for the thing after the end 3.
*SB:2LC-086（C154）
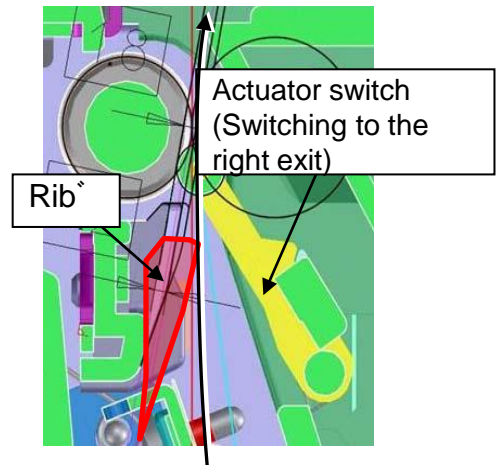
Fixing unit
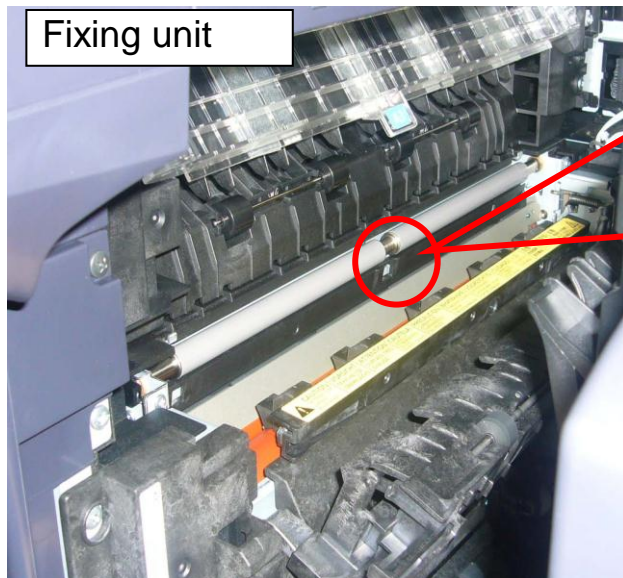
Change of the shape of the guide

Sectional　view

Actuator switch
(Switching to the right exit)

Rib˚

Added two ribs for preventing the paper from being isolated from the actuator

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.

GUIDE RELAY UPPERの位置決めボス

Positioning with the drive unit

Contact part of the tray
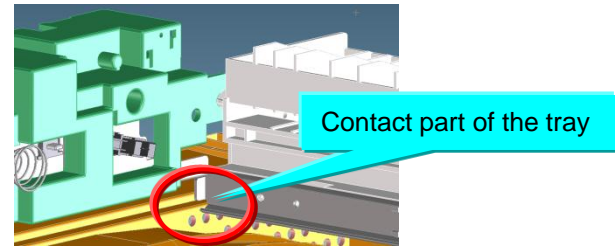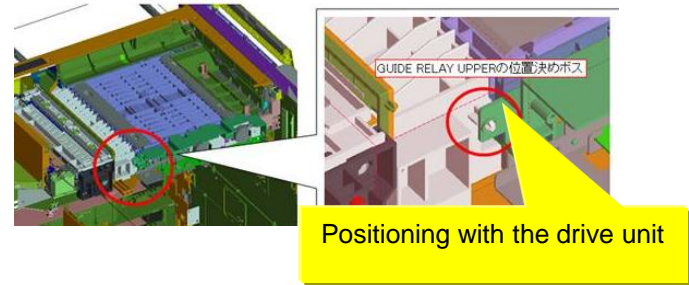
2. Check whether the positioning hole of the bridge drive unit is damaged.
   → If it is damaged, replace the AK drive unit (following item number.)

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

Broken

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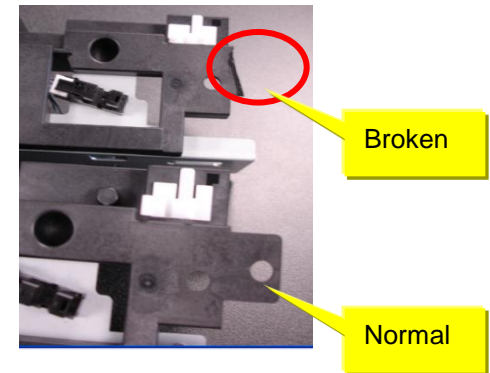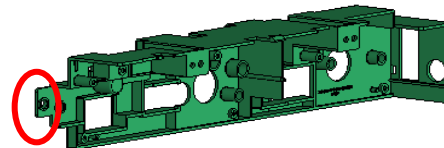
3. Check the positioning cutout part (red circle at below fig.) at the left slider section of the bridge conveying unit is fitted to red round mark on the slider section.
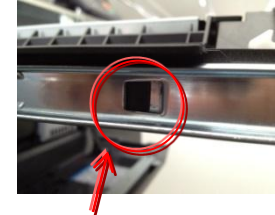
[Conveying unit fixing]

(Right)　　　　(Wrong)

<AK conveying unit>

AK slide rail　AK eject unit

AK carry-in unit

機械前側
Machine front side
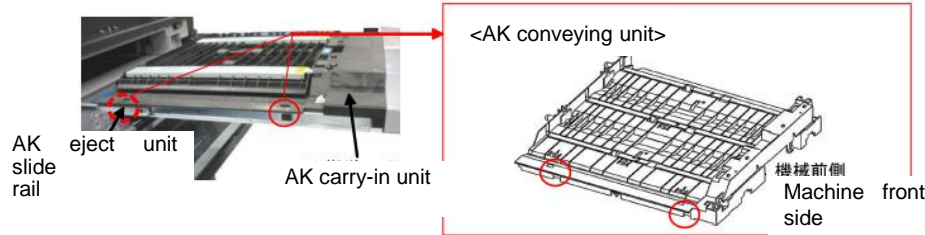
Clearance

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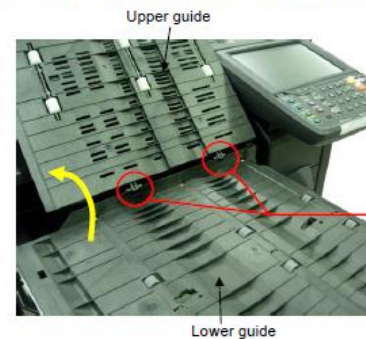
№	Old	New Parts No	Parts name	Q'ty
1		302LF28770 2LF28770	SHEET HINGE STOPPER	2

■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>
Upper guide
Lower guide

<The fixation film (No.1) is added to2 of the support points>
No.1

<Film (No.1)>
Double-sided tape
PET FILM t=0.1mm

Refer to the service bulletin : 2LF-0004(B355)

■The film attached procedure

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

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

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.

| №	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
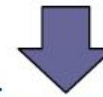
New roller color

Fig 1

■ Affected machine's serial number is below

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

Refer to the service bulletin : 3NB-0001(B235)

AK-730/bridge cross-section

DF or Exit

DF or Exit

No2   No1   No1   No1
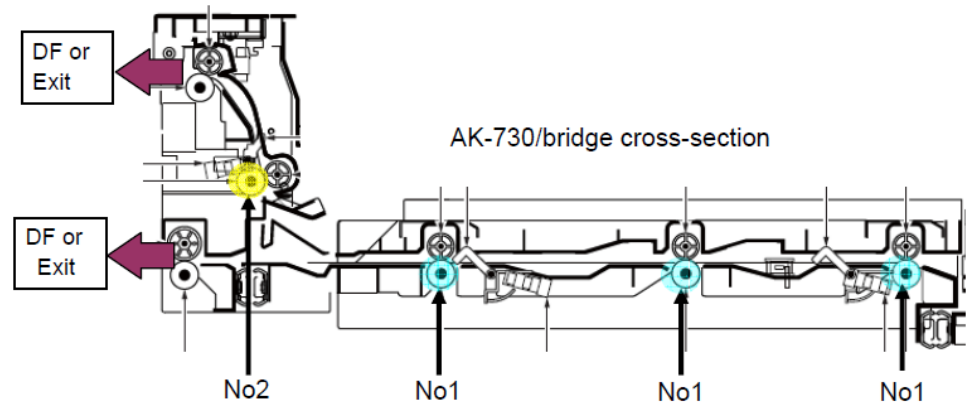
6. Check there is any breakage at the hook hang part of the bridge relay exit unit. (Right fig.)

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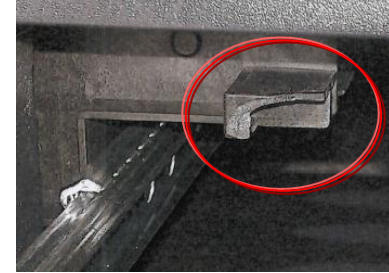
7. Check whether the screw fixed boss, positioning boss of the Rail installing section at the bridge relay exit unit is broken. → If it is broken, replace the relay exit unit.

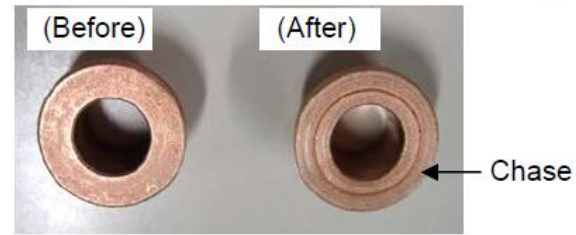| No.	Old	New Parts No	Parts name	Q'ty
1		303NB94174 3NB94174	PARTS RELAY EXIT SP	1

Refer to the service bulletin : 2LC-0034(B395)
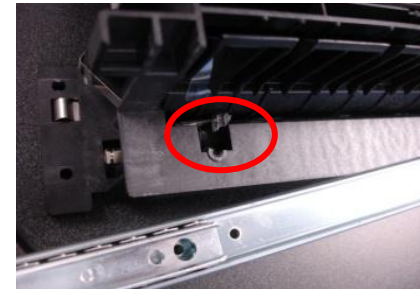
8. Check the bushing of the Bridge Exit Unit (Fig.1)

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

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

■ Affected machine's serial number is below

AK-730

Other than right	KMKR	KTST	UTAX/TA	OLIVETTI
1703NB0UN0	1703NB0KR0	1703NB0KS0	1703NB0UT0	1703NB0LV0
N341503459	NEM1600005	NLL1800001	NKM1500418	NKH1500019

Refer to the service bulletin: 2LC-0059(C038)

[Distinction of the old and new bushing]

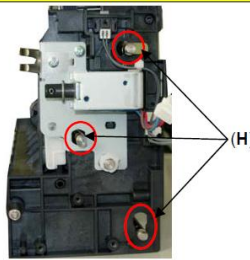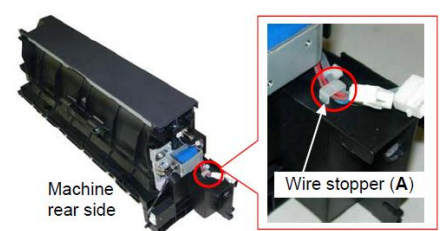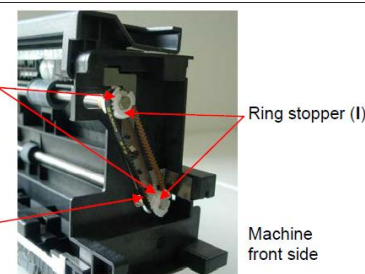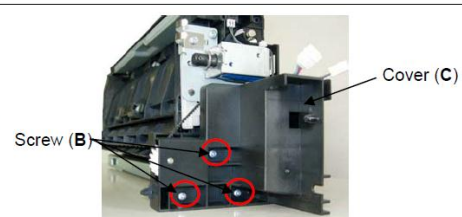(Before)   (After)   Chase

Fig 1
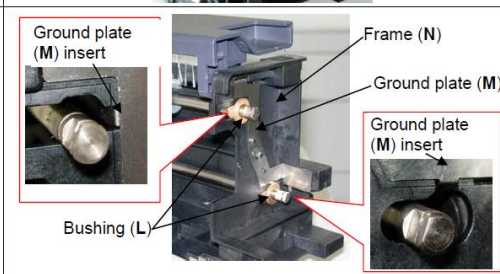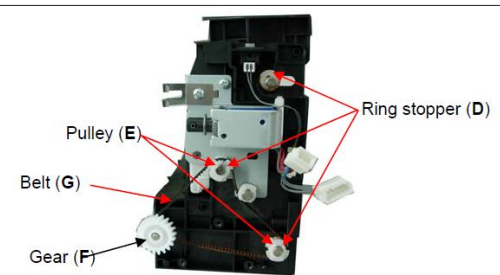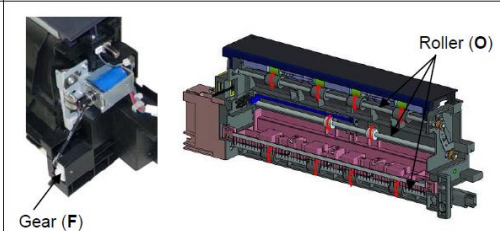
[Where the sintered bushing changed]

<Eject unit>

PARTS ROLLER RELAY EXIT LOWER SP (302LF9402-)

Changed

Changed

PARTS ROLLER RELAY EXIT MIDDLE SP (302LF9403-)
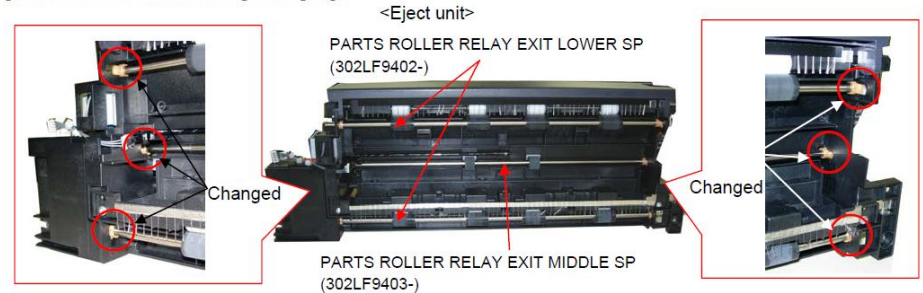
■Replacement procedure for the bushing

[The procedures to replace the bushing]

No	Procedure	Detail
1	Remove the AK eject unit from the machine by refering 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)
2	Remove the wire stopper (A) at the rear side of the machine	Machine rear side — Wire stopper (A)
3	Unscrew 3 of the screws (B) and remove the cover (C)	Cover (C), Screw (B)
4	Remove 3 of the ring stoppers (D) and take out 2 of the pulley (E), the gear (F) and belt (G)	Ring stopper (D), Pulley (E), Belt (G), Gear (F)

No	Procedure	Detail
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	(H)
6	Take out 2 each of the ring stoppers (I) and pulleys (J), and belt (K) at the front side of the machine	Pulley (J), Ring stopper (I), Belt (K), Machine front side
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	Ground plate (M) insert, Frame (N), Ground plate (M), Ground plate (M) insert, Bushing (L)
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.	Roller (O), Gear (F)

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.

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

Refer to the service bulletin: 2LC-0015(B221)

Fig 1

Note) The inner paper conveying guide may come off the unit and drop out if the upper cover is opened
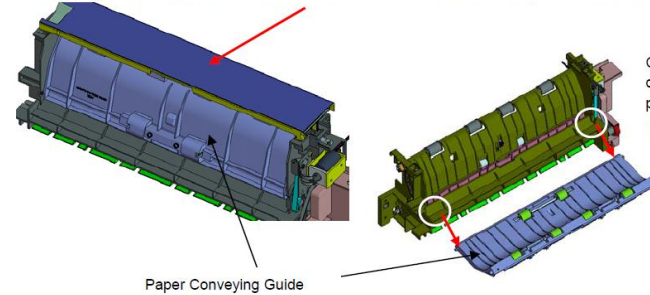
◀ Note A

Check the paper conveying unit does not come off or the support point does not come off.
(Circled in the figure left)

Note B

Paper Conveying Guide

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. ◀ Note A
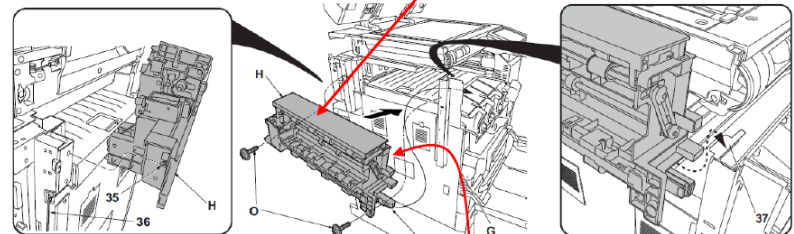
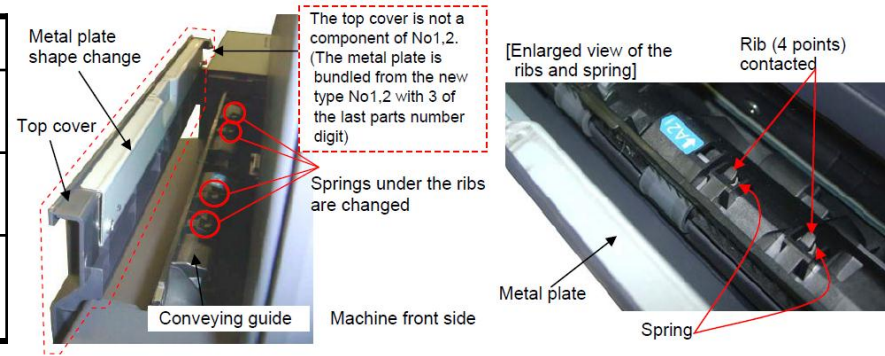Check the paper conveying unit does not come off or the support point does not come off. ◀ Note B

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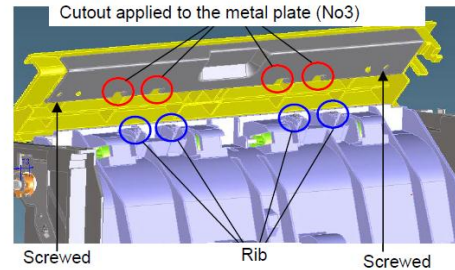→ In case of breakage, replace the below part No.1 to 3 as referring to the service bulletin "2LC-0068(C076)

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

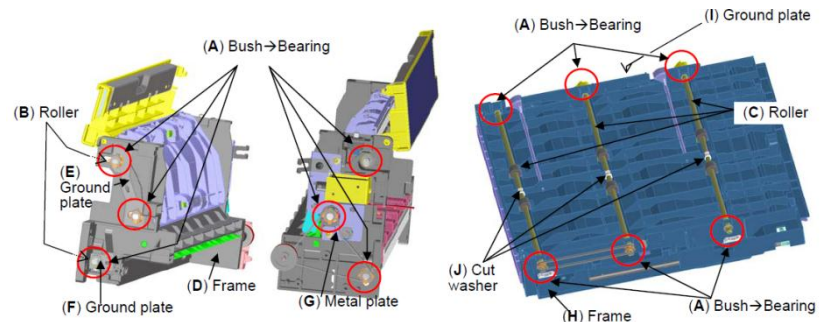Refer to the service bulletin: 2LC-0068(C076)

Metal plate shape change
Top cover
The top cover is not a component of No1,2. (The metal plate is bundled from the new type No1,2 with 3 of the last parts number digit)
Springs under the ribs are changed
Conveying guide
Machine front side

[Enlarged view of the ribs and spring]
Rib (4 points) contacted
Metal plate
Spring

[Metal plate (No3) shape change]
Cutout applied to the metal plate (No3)
Screwed
Rib
Screwed

[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

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

Refer to the 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

(A) Bush→Bearing
(B) Roller
(E) Ground plate
(F) Ground plate
(D) Frame
(G) Metal plate
(I) Ground plate
(C) Roller
(J) Cut washer
(H) Frame
(A) Bush→Bearing

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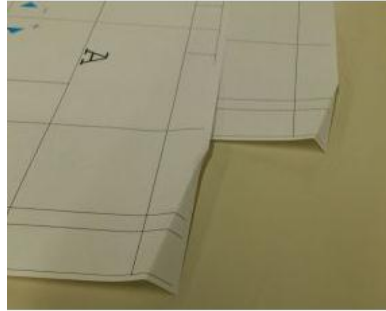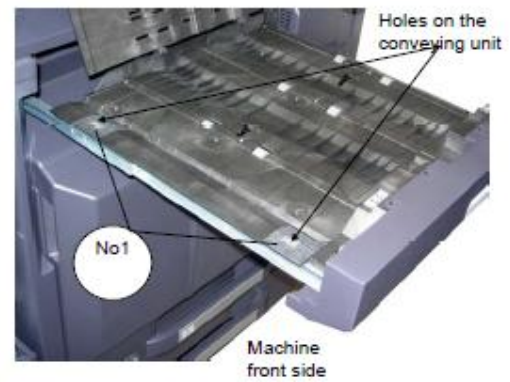
No.	Old	New Parts No	Parts name	Q'ty
1		302LF28820 2LF28820	SHEET　RERAY LOWER	2

■ Affected machine's serial number is below

TASKalfa7550ci (2K9)

KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102K99JP0	1102K92US0	1102K92CS0	1102K92US1	1102K92BR0	1102K94US0	1102K93NL0	1102K93UT0
N4C1Z00011	N4D1Z00249	NH61Z00044	NextPrdct	NJG1Z00002	NH71Z00006	N4E1Z00185	N4G1Z00035
KMAUS	KMTW	KMAS					
1102K93AS0	1102K9TTW0	1102K93AX0					
NextPrdct	NextPrdct	NQ31Z00008					

TASKalfa6550ci (2LB)

KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102LB9JP0	1102LB2US0	1102LB2CS0	1102LB2US1	1102LB2BR0	1102LB4US0	1102LB3NL0	1102LB3UT0
NextPrdct	N4J1Z00402	NH91Z00109	NextPrdct	NJF1Z00005	NextPrdct	N4K1Z00260	N4M1Z00084
KMAUS	KMTW	KMAS					
1102LB3AS0	1102LBTTW0	1102LB3AX0					
NextPrdct	NextPrdct	NQ21Z00008					

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

Sample1

Fig 1

Holes on the conveying unit

No1

Machine front side

Fig 2

[Film (No1) alignment]

0.5mm　0mm

Align to the bent

1mm

1mm

Align to the rib

1mm

0mm

Align to the wall

(Machine front side)

20mm　10mm

(Shaded part: double-coated adhesive tape)

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.

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

■Affected machine's serial number is below

TASKalfa7550ci (2K9)

KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102K99JP0	1102K92US0	1102K92CS0	1102K92US1	1102K92BR0	1102K94US0	1102K93NL0	1102K93UT0
N4C1X00009	N4D1X00200	NH61X00034	NextPrdct	NJG1Z00002	NH71Z00006	N4E1X00172	N4G1X00030
KMAUS	KMTW	KMAS					
1102K93AS0	1102K9TTW0	1102K93AX0					
N4F1X00066	NextPrdct	NQ31X00001					

TASKalfa6550ci (2LB)

KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102LB9JP0	1102LB2US0	1102LB2CS0	1102LB2US1	1102LB2BR0	1102LB4US0	1102LB3NL0	1102LB3UT0
NextPrdct	N4J1X00316	NH91X00094	NextPrdct	NJF1Z00005	NextPrdct	N4K1X00232	N4M1X00064
KMAUS	KMTW	KMAS					
1102LB3AS0	1102LBTTW0	1102LB3AX0					
N4L1X00068	NextPrdct	NQ21X00001					

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>
Upper guide
Lower guide

<The fixation film (No.1) is added to2 of the support points>
No.1

<Film (No.1)>
Double-sided tape
PET FILM t=0.1mm

Refer to the service bulletin ： 2LF-0004(B355)

■The film attached procedure

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

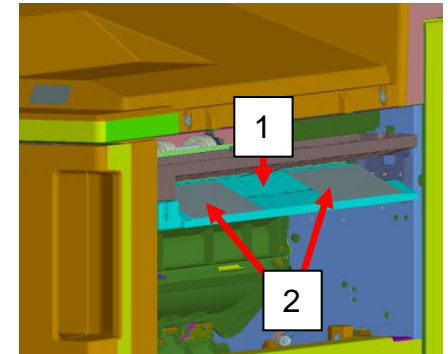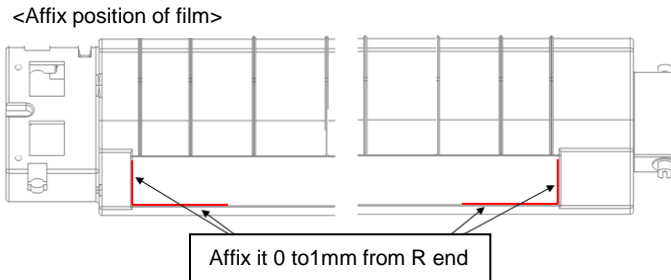| No	Procedure	Detail
1	Clean the part to affix the film (No.1) with alcohol and wipe with dry cloth Fold the film (No.1) at the part marked X before affixing it.	
2	Insert the film (No.1) in the gap between the upper and lower guide.	
3	Affix the film (No.1) to the lower guide.	
4	Close the upper guide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

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>

Affix it 0 to1mm from R end

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
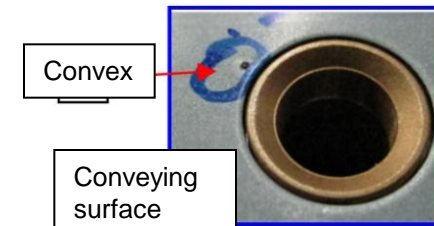caught at the hole of Punch unit upper guide plate.

Sample 2

Scratch mark

Convex

Conveying surface

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

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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.

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

STAY PUNCH

Adhesive position

Adhesive position for Both sided Tape

1

1

0
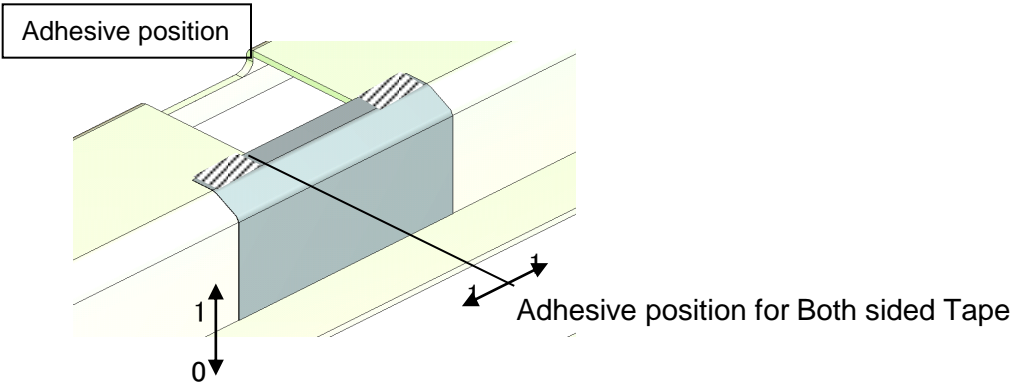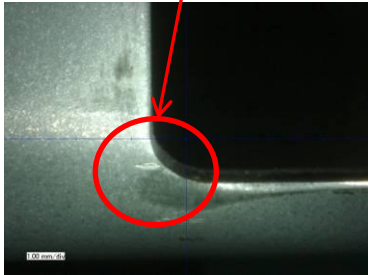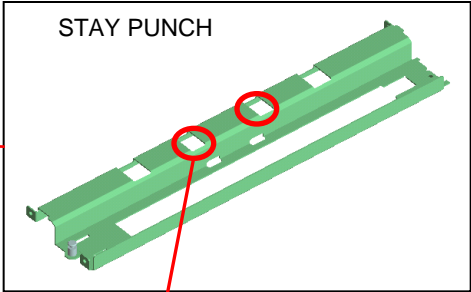
5. When select A4 paper size at the manual bypass tray, be careful below item.

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.
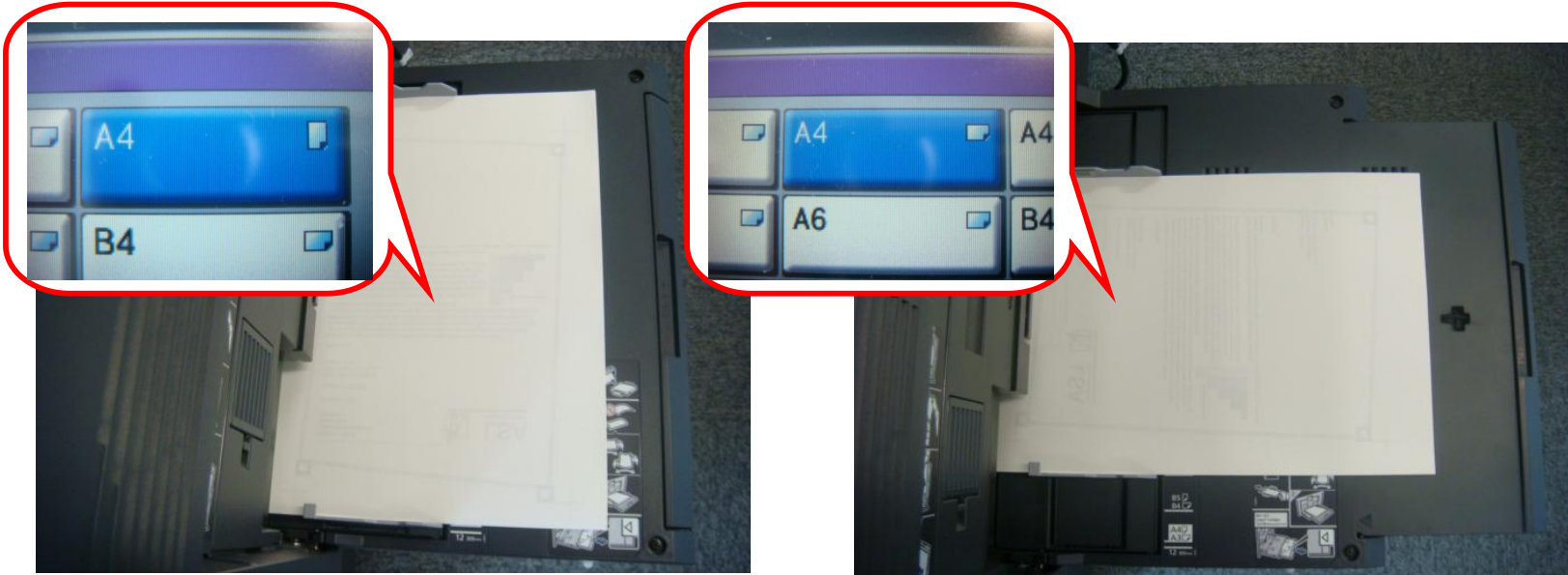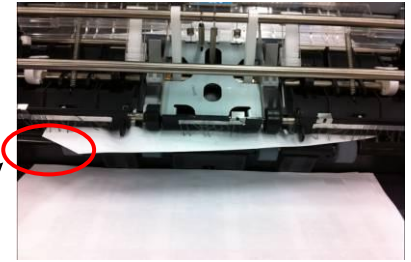
J631X / J641X / J650X (DF-790)

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.

Ref.No.3NB-0017(C025)

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

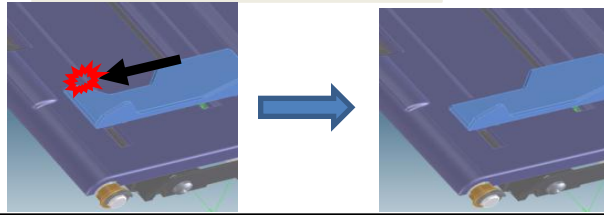Image sample1 — View from main tray side

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
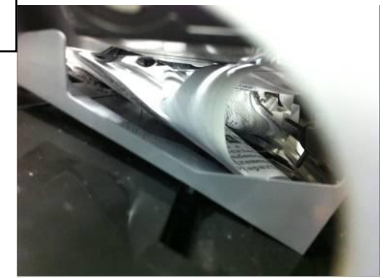   (b) slanting or (c) narrower.
      (b) Correct the balance of the Bundle discharge unit.
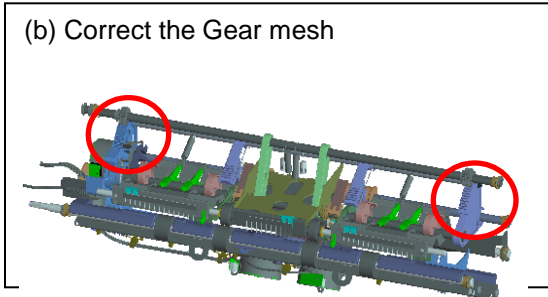   (Check the front and rear opening balance by both pulleys while opening the Bundle Discharge Unit by
            executing U240 MOTOR-EjectUnlock(30）
      (c) Place the MOUNT PI UPPER GUIDE

Inside of process tray
(Paper trail end side)

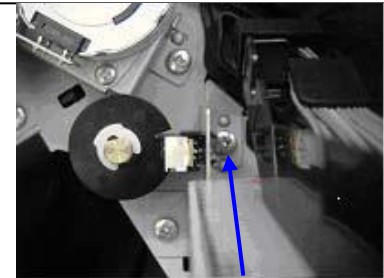(b) Correct the Gear mesh

(c) Replace the PI mount plate
   303NB36321 MOUNT PI UPPER GUIDE
   Affected from ： 2011 Oct. production
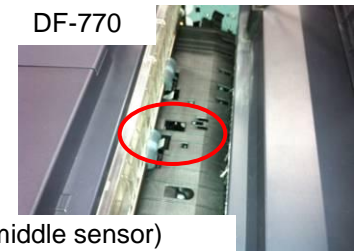
Ref.No.3NB-0011(B403)

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)

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.
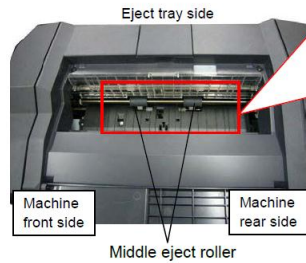
Inside of process tray
（Paper tray leading side）

(a) Affix the films
303NC24050 SHEET CONVEYING 2pcs

Ref.No.3NC-0002(C179)

[Affixing position]

Eject tray side

Machine front side

Machine rear side

Middle eject roller

<Position where the sheet are affixed>

PORON® side

Guide

X

X

1mm from the rib

1mm from the rib

X: Align to the edges of the guide.
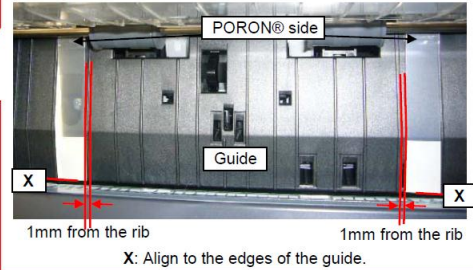
[Check after affixing the sheets]

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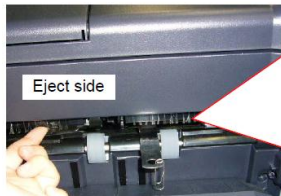
If the gap is less than 0.5mm, the PORON® may come off like the following NG figure.
So, please check it.

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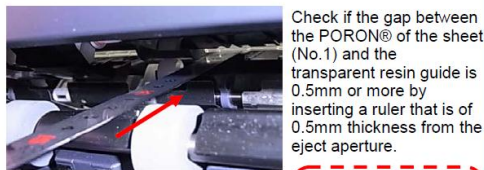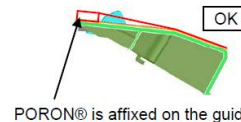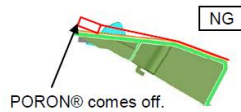
*If there isn't enough gap if affects paper conveying. Please retry affixing the sheets (No.1).

Transparent resin guide

Foot measure

0.5mm or more

PORON® of the sheet (No.1)

NG

PORON® comes off.

OK

PORON® is affixed on the guide sufficiently.

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.

DF feedshift solenoid 1

NG
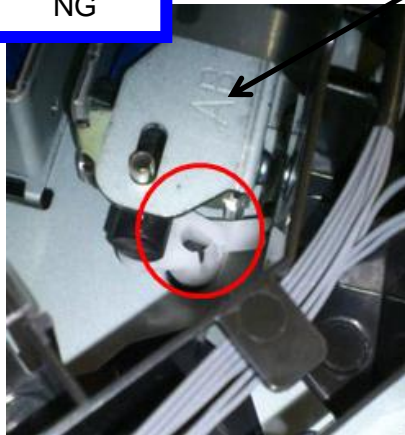
OK
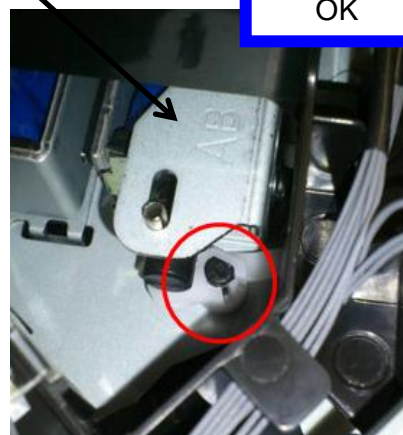
J6710/7710（BF）

1. JAM 6710 / 7710

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.

Paper stop position

BF

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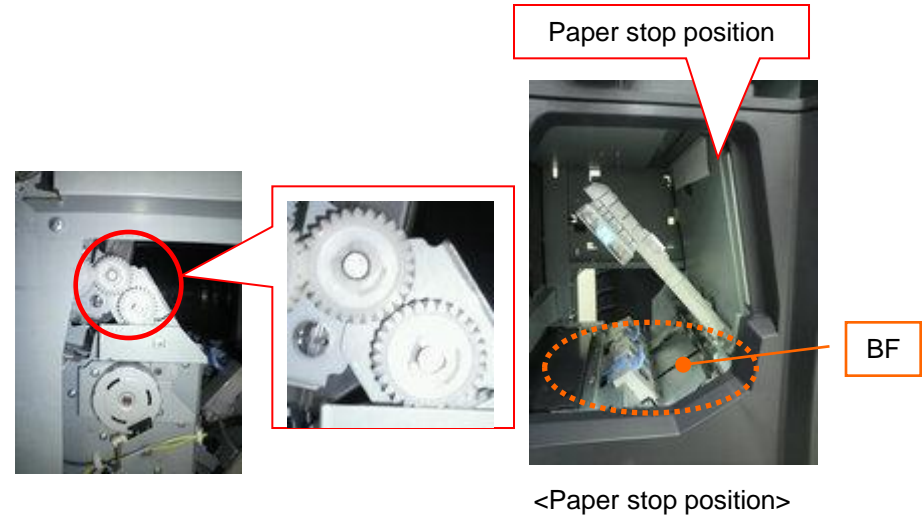
→ If the gears are not engaged, replace the fulcrum pin (1) of BF lock lever, DF hook pin (2).

BF lock lever

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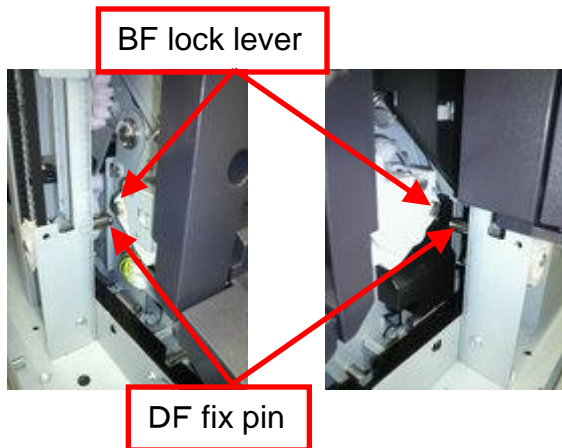
No.	Old	New Parts No	Parts name	Q'ty
1	303ND02280	303ND02281	FULCRUM PLATE RELEASE	2
2		303ND02360	PIN HOOK BOOKLET	2

1. Fulcrum pin for BF lock lever

2. DF hook pin

OLD→NEW

OLD→NEW

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J9020/9030

Output the maintenance report from the maintenance mode U000 and if the count of J9020（skew original feed detection))/J9030(muti 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)

Check firmware version by U019
MAIN：Ver.003.077
MMI ：Ver.003.074

Before

Higher

User can be selected whether set on this detection function.

Download the firmware higher than Upgrade Pack Ver. V3.03

[System menu] → [Common] → [Error handling setting] → [Original skew or multi feeding]

Detect

Stop the function

[Stop feeding by error]

[Ignore]
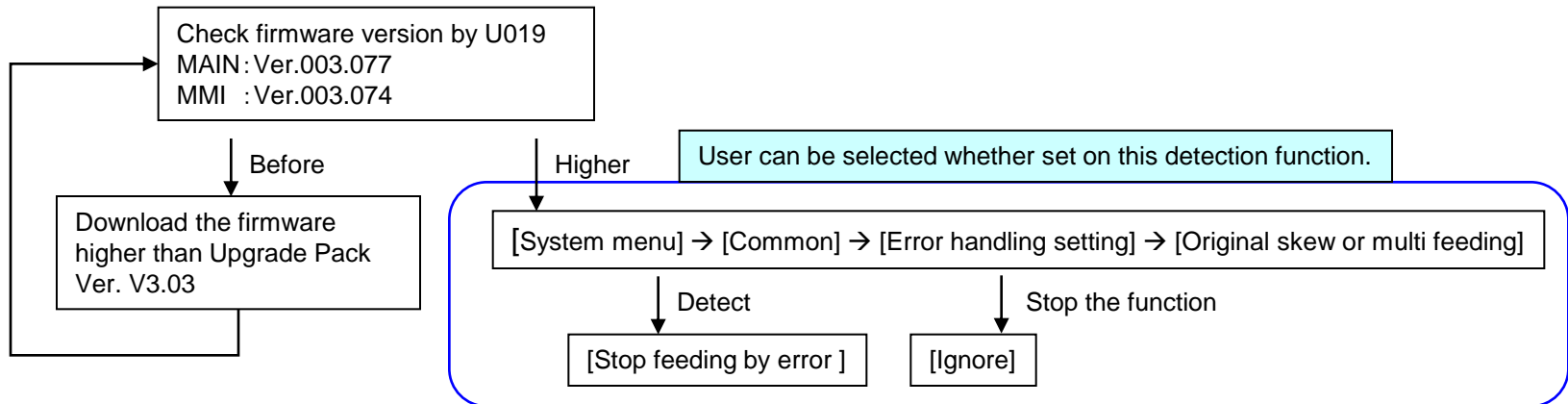
J9010 J9011 J9110 J9300 J9310 J9400 J9600 J9610

1. J9010 J9011 J9110 J9300 J9310 J9400 J9600 J9610

Check the maintenance report or U903 (JAM counter), check whether below counter are counted up.

Mercury/Zeus/DP-771： J9010 J9011 J9110 J9300 J9310 J9400 J9600
DP-770　　　　　　　　： J9010 J9110 J9600 J9610

Count up

No count

OK

Check the DP firmware version at U019
Mercury/Zeus/DP-771:3M4_9500.007.002
DP-770　　　　　　　　: 3NV_9500.005.001

Before

After

Download the DP firmware

OK
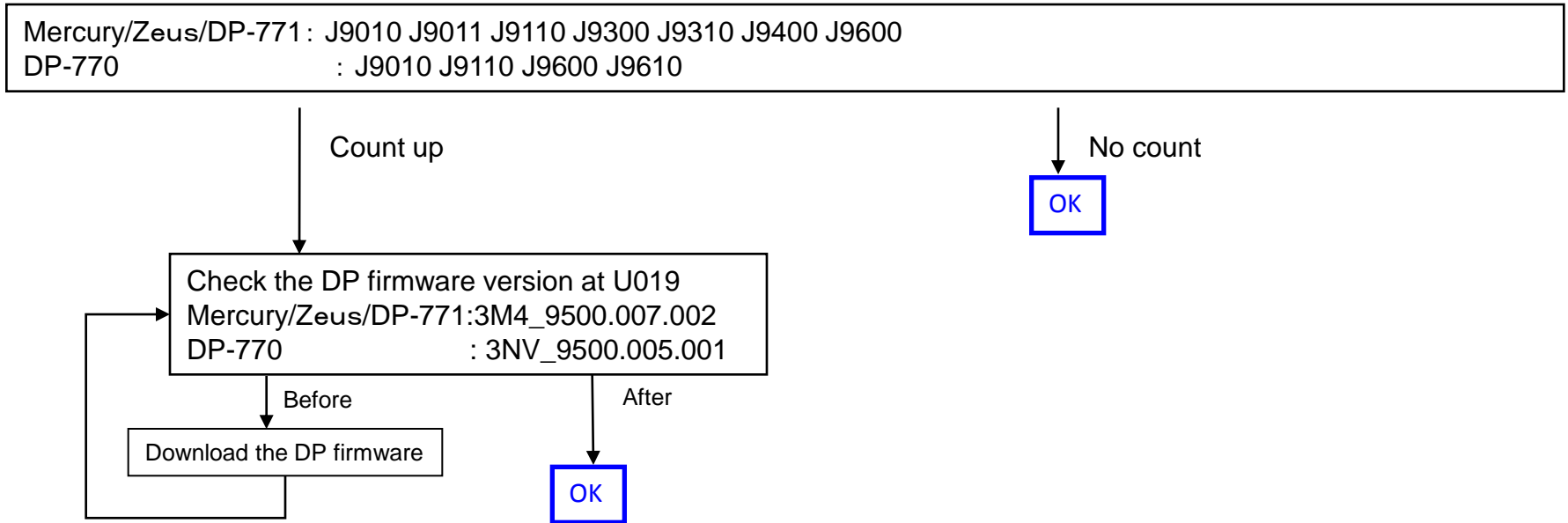
If Corner Folding occurs at paper, check below item.

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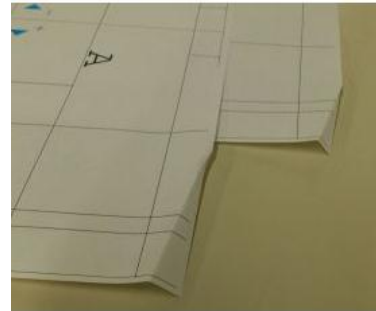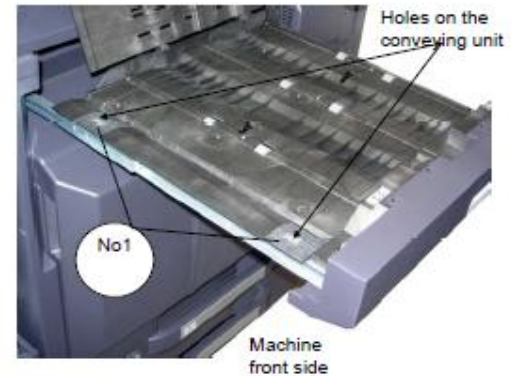
No.	Old	New Parts No	Parts name	Q'ty
1		302LF28820 2LF28820	SHEET RERAY LOWER	2

■ Take the measure at the production machines after 2011 Nov.
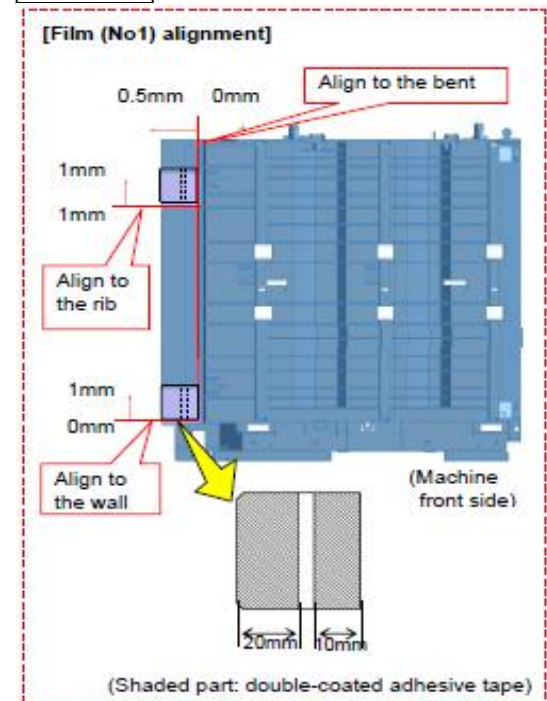
Refer to the service bulletin: 2LC-0034(B395)

Sample1	Fig 1

Holes on the conveying unit

No1

Machine front side

Fig 2

[Film (No1) alignment]

0.5mm 0mm
Align to the bent
1mm
1mm
Align to the rib
1mm
0mm
Align to the wall
(Machine front side)
20mm 10mm
(Shaded part: double-coated adhesive tape)

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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>
Upper guide
Lower guide

<The fixation film (No.1) is added to2 of the support points>
No.1

<Film (No.1)>
Double-sided tape
PET FILM t=0.1mm

Refer to the service bulletin : 2LF-0004(B355)

■The film attached procedure

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

No	Procedure	Detail
1	Clean the part to affix the film (No.1) with alcohol and wipe with dry cloth Fold the film (No.1) at the part marked X before affixing it.	X No.1
2	Insert the film (No.1) in the gap between the upper and lower guide.	No.1 Upper guide Tray inside Lower guide
3	Affix the film (No.1) to the lower guide.	Lower guide Tray rear Tray front 0~0.5mm 0~0.5mm Align to the edge Align the folded parts
4	Close the upper guide and affix the film (No.1) to its rear side.	No.1 Align the film (No.1) along the shaded area Align to affix 0~1mm Tray rear

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

KMKR	KTST	UTAX/TA	OLIVETTI	Other
1703NB0KR0	1703NB0KS0	1703NB0UT0	1703NB0LV0	1703NB0UN0
NEM1Y00012	NLL2100056	NKM1Y02982	NKH100215	N341Y17217

TASKalfa5550ci(AK)/4550ci(AK)/4500i(AK)/5500i(AK): since the 1st mass production
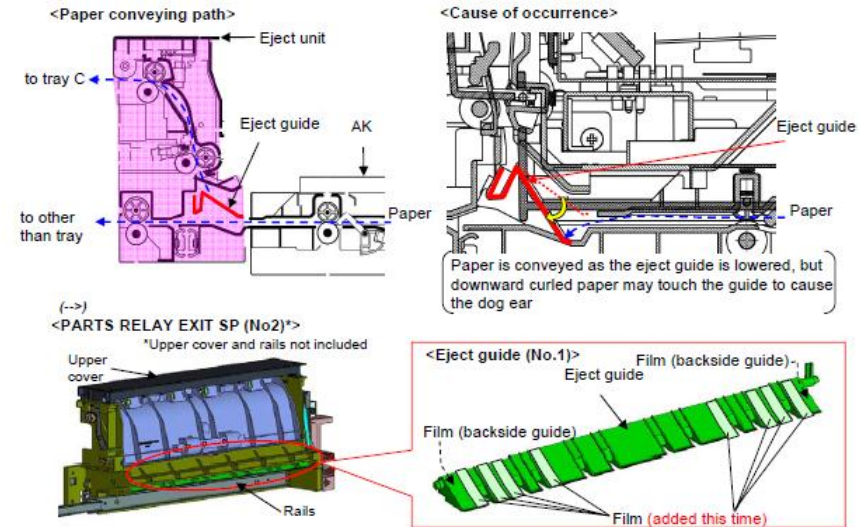
Refer to the service bulletin : 2LH-0005(B445)

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

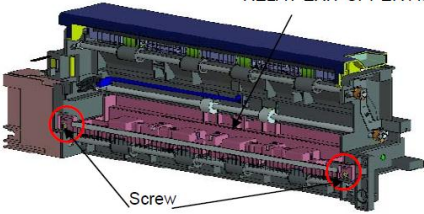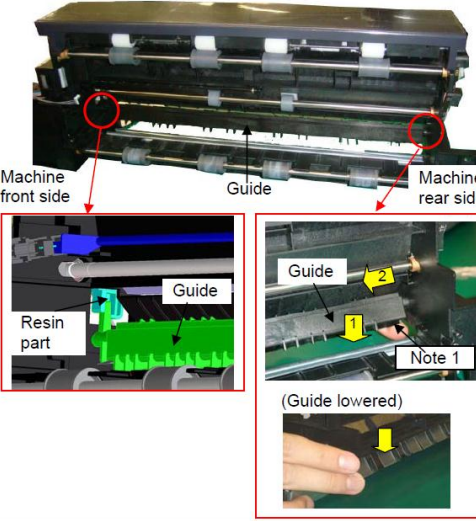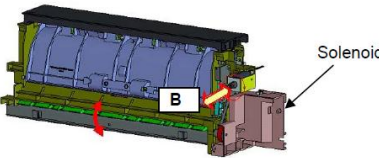| No	Procedure	Detail
	Detaching the eject guide	
1	Open the front cover and remove a screw that fixes the conveying unit.	
2	Unlatch 4 of the hooks on the inner slide rails from the cutout on the conveying unit.	

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

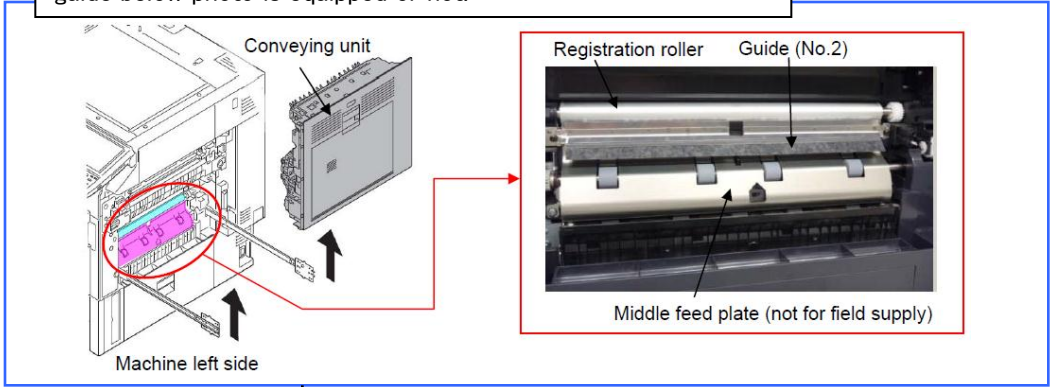| No	Procedure	Detail
	Detaching the eject guide	
6	Remove 2 screws and RELAY EXIT UPPER ASSY	(Eject unit) RELAY EXIT UPPER ASSY / Screw
7	Remove the guide from the eject unit and attach the guide with the films for the countermeasures. *Remove the guide fist from the rear end and then right end while the guide is lowered . Attach the guide from the rear end check if the guide is fitted in between the resin part at the front end. *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.	(Eject unit) Machine front side / Guide / Machine rear side / Resin part / Guide / Note 1 / (Guide lowered)
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.	Solenoid / B
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
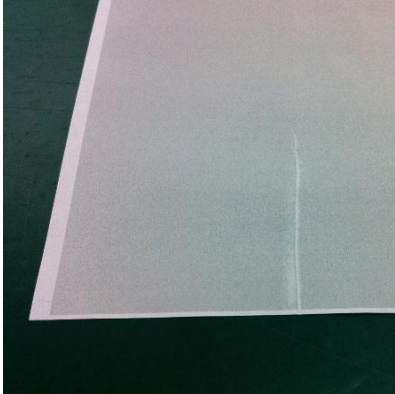
If the paper is above creasing condition, check whether modified guide below photo is equipped or not.

Conveying unit

Registration roller   Guide (No.2)

Middle feed plate (not for field supply)

Machine left side

YES

Ref.No. 2LC-0013(B213)

Perform above service bulletin measurement contents.

NO
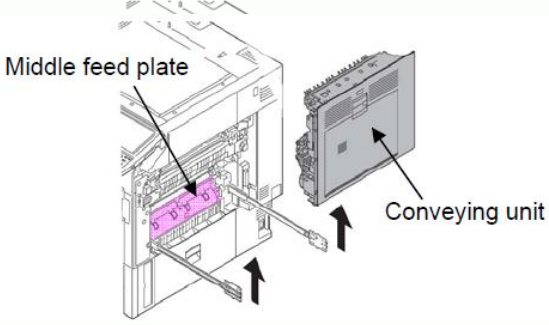
Add the modification guide (refer to next age for installation)

No.	Old Part No.	New Part No.	Description	Q'ty Old	Q'ty New
1	----------	302LC94690 2LC94690	PARTS REGIST GUIDE SET SP	-	1
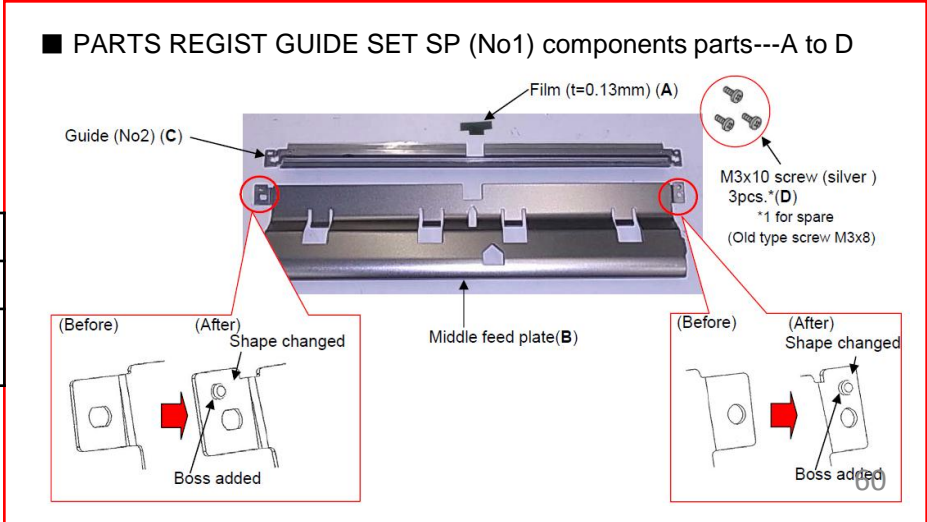
■ PARTS REGIST GUIDE SET SP (No1) components parts---A to D
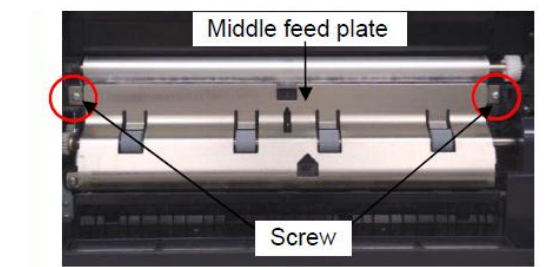
Film (t=0.13mm) (A)

Guide (No2) (C)

M3x10 screw (silver) 3pcs.*(D)
*1 for spare
(Old type screw M3x8)

(Before)   (After)
Shape changed

Middle feed plate(B)

(Before)   (After)
Shape changed

Boss added

Boss added

60

[The procedures to install the guide]
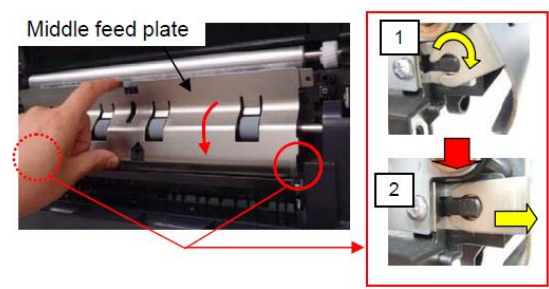
1. Remove the conveying unit.

2. Remove 2 of the screws that fix the middle feed plate.
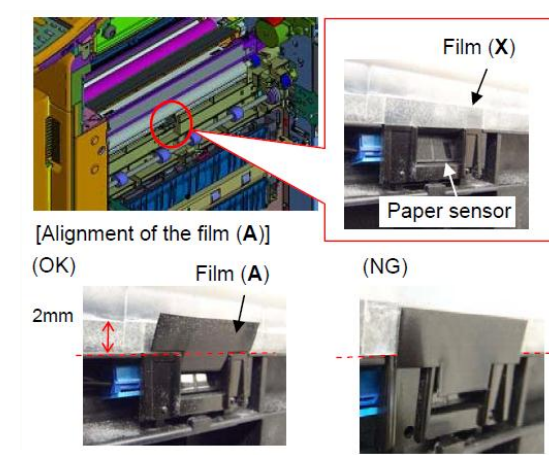
3. Remove the middle feed plate after rotating it downward as in the figure right.
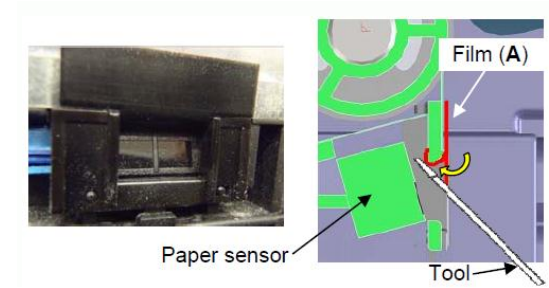
[Alignment of the film (A)]

(OK)   Film (A)   (NG)

2mm

4. Overlay the film (A) bundled in the parts set (No.1) on the film (X) affixed on the paper senor as shown in figure.*Clean where to affix the film.
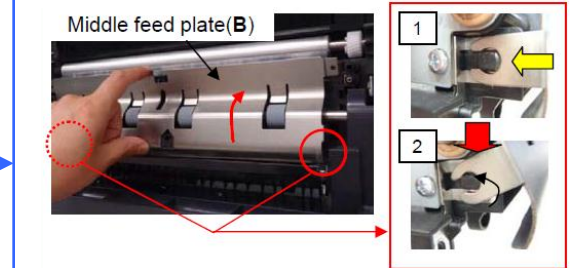
Fold the leading edge of the film (A) and affix it toward inner side using a flat-blade screwdriver, etc.

[Note]

Take care of the tool not to touch the paper sensor.

Securely fold the film or mis-sensing may occur.
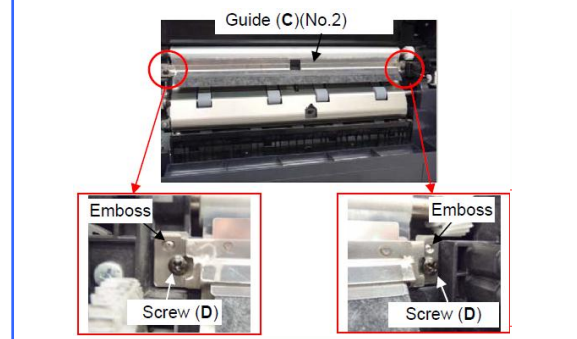
6. Fit the middle feed plate (B)
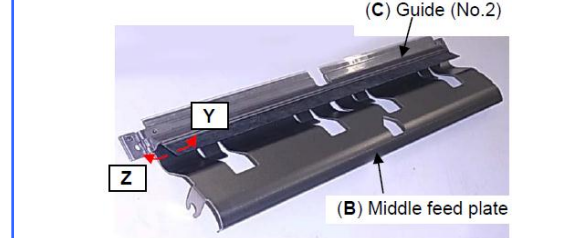
7.Put the guide (C)(No.2) on the middle feed plate (B) and fix them with M3x10 screw (D)(Total 2 points)
*Check the guide (No.2) does not run over the emboss

<Note>

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

61

C0640 (HDD error)

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

Check the cable, connecter between HDD and Main PCB. (check poor connection, break, damage
<Connect applicable for main PCB>
5550ci/4555ci、:
　　YC1、YC2、YC27、YC32
3550ci/3050ci、5500i/4500i/3500i：
　　YC1、YC27

Check abnormal sound (rattling sound) during driving HDD

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

NG

NG

OK

OK

NG

Replace the cable

Replace HDD

HDD Item code
5550ci/4550ci：
　　302LC93160　PARTS STORAGE DEVICE SP
3550ci/3050ci：
　　302LK93070　PARTS STORAGE DEVICE SP

HDD related cable item code：
5550ci/4550ci：
　　302K946A10　WIRE HDD POWER　×2
　　302K946A20　WIRE HDD DATA1
　　302K946A30　WIRE HDD DATA2
3550ci/3050ci：
　　302K946A10　WIRE HDD POWER
　　302K946A20　WIRE HDD DATA1

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

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C210X(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. <u>In case of abnormal sound occurs</u>

  a. Replace the DLP UNIT .

  b. Re-assemble it as referring to below attention 1.

2. <u>In case of no abnormal sound (developing drive possible)</u>

 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. <u>In case of not applicable above 1,2.</u>

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

Fig.1

Normal

Break (bend)

CASS SHUTTER

CASS SHUTTER

---

attention 1

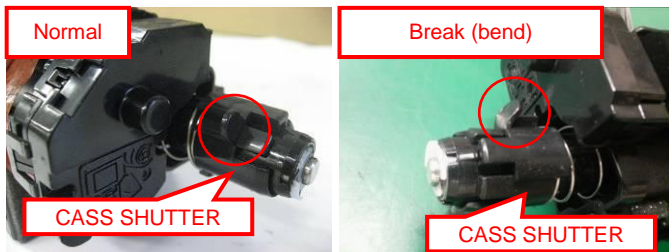The measure against below condition was taken after 2011 Oct. production. Therefore, below action is not necessary if the production month is Oct. and after.

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.

1. C22XX

Drum Motor Error

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 FW PACK V3.03.

<Fig1 Check Drum Rotation>
Turn it below direction.
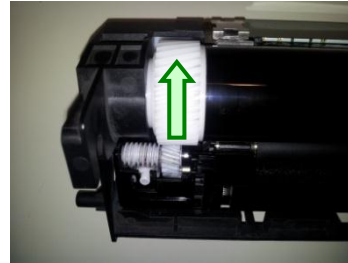
<Fig2 Check Spiral Roller Rotation

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

Spiral roller
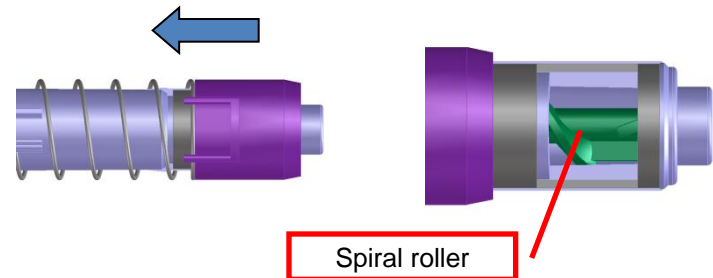
1. C22X3

a. Check whether the poor connection for motor connector.

b. Check whether the drum unit is locked.

c. Replace the drum motor.

New drum motor (RPS) for 3550ci/3050ci:

302LK94101   PARTS DRUM MOTOR SET SP

Affected production month: 2011 May 27th and after

Old Drum Motor   New Drum Motor

C2730

1. C2730

If C2730 occurs, check the following procedure.

Whether abnormal sound (operation sound) occurs

Yes / No

Check whether PI sensor is detached.（Not necessary after Dec. 2012 production）

Replace Conveying Unit

NG / OK

Check operation after re-assembling

NG → Replace PI sensor

OK

Replace the pressure release motor MOTOR

OK

OK

OK

The breakage of Motor wire is possible.

NG

Check Drawer or replace（Foreign substance is in or attached at the main machine side.）

Fault on Drawer Connector

Remove Conveying Unit (replace)
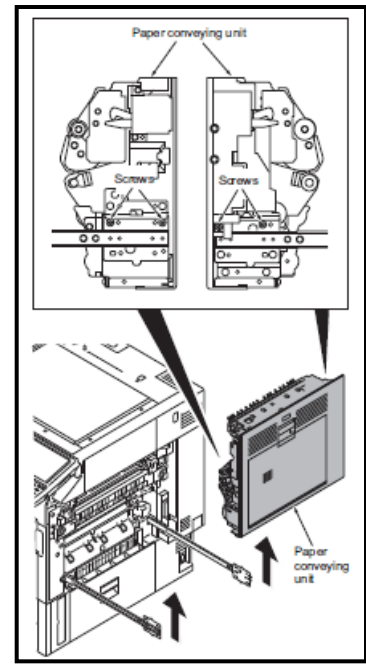
Remove secondary transfer unit
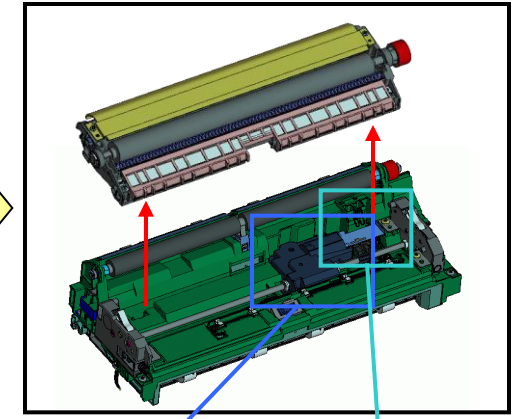
After 2012 Dec production, SHEET is added.

Item
302K924910
SHEET HOLDER PI
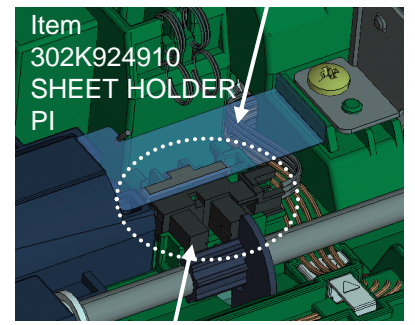
Check PI sensor detaching, mis-location. In case of problem, replace.

Replace Drawer Connector

Item
7YCC60M2199+H01 CONNECTOR

Replace the pressure release Motor

Item
302K900110 MOTOR DC ASSY D
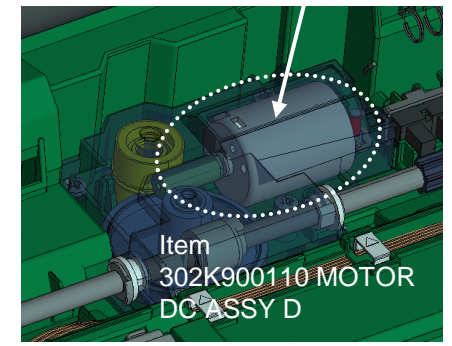
C2770

Middle Transfer belt Skew Feed
a. Version up the firmware with most updated one.
b. Execute U469 Adjust Color Registration → "Belt Check"
c. Set Mode "B/W"→ select "Execute" → Press "Start" Key → Start detection (1 to 2 min)
d. After disappearing the "Active" display, check the "Angle" display value.
e. If "Angle" value is within 6 to 26, OK (To the next page), If below 5 or above 27, NG and go to below f.
f. Detach the middle transfer unit and install.
g. Execute U469 above b to e again.
h. If NG at above g., replace the middle transfer belt unit.

U469 Adjust Color Registration

<Judgment>
Angle: 6 to 26   =OK
Angle: 5 or less, 27 or more =NG
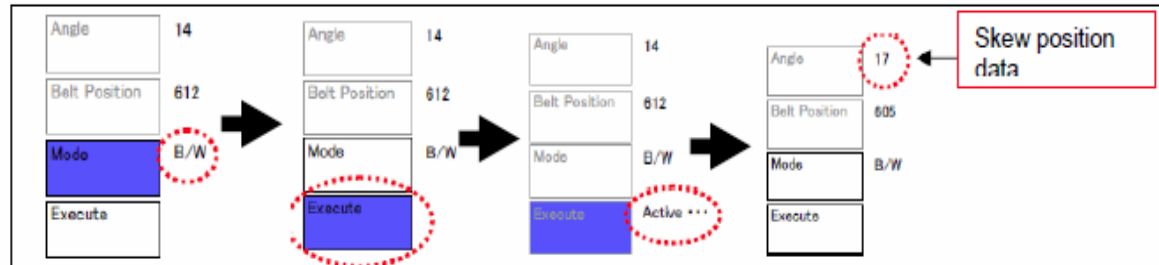
Please use the following items.
 ＜Item＞
 302K994D60:PARTS FILM IMAGE SET SP
＜The pasting method ＞
 Please stick each films after carrying out alcoholic cleaning of the pasting side.

1. Prevent toner from coming into the rear side of middle transfer belt.
2. Prevent toner from coming into the front side of middle transfer belt.
3. Prevent adhering toner on the belt edge and lower part of middle transfer belt from coming.
 * Color of service part is milky white.
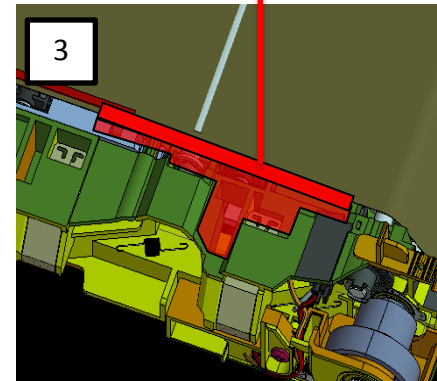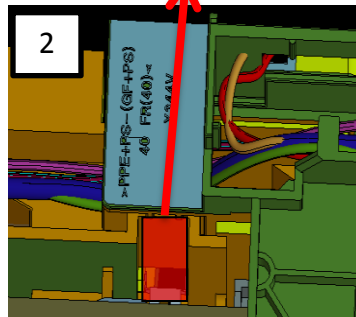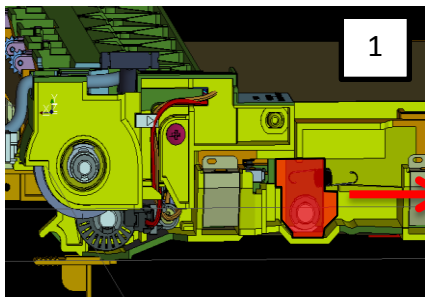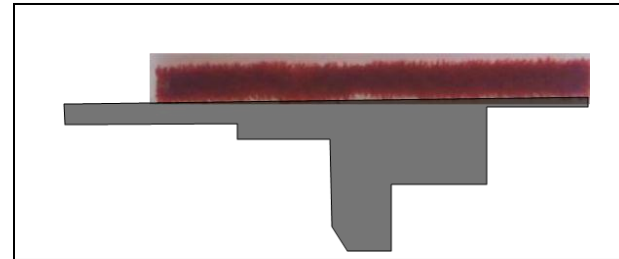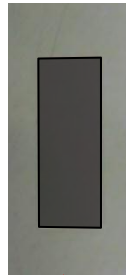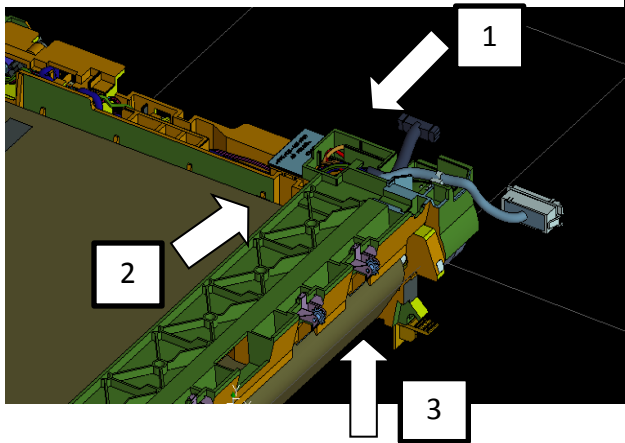
C510X

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.
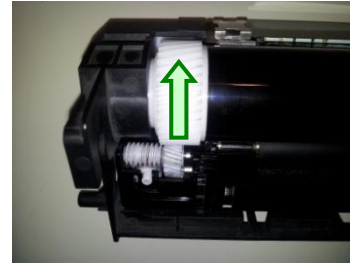
<Fig2 Check Spiral Roller Rotation
Check whether the spiral roller is rotating when turning the drum manually.

Spiral roller
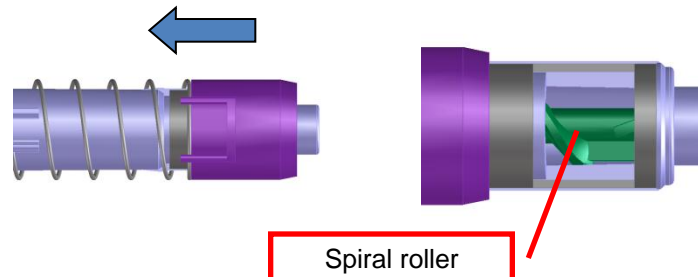
C6030 / C6050

1.C6030 / C6050

C6030

Check whether the engine firmware Is above [Upgrade Pack Ver. V3.06]

NG → Firm Version UP

OK → OK

NG

OK

C6050

Check whether the voltage drop occurs (NG less 70V during operation)

OK

NG → Change the power code connection.

OK → OK

NG

Replace the Fuser unit

OK → OK

NG → Replace the engine PCB

OK → OK

NG → Replace IH PCB

OK → OK

NG → Replace the harness between the engine PCB and the fuser unit.

OK → OK

NG → Replace the IH coil

OK

Item code for harness
5550ci/4555ci :302LC46590
3550ci/3050ci :302LK46590

C6770

1.C6770

Check connection of Fuser unit connector (right fig.)

OK → **OK**

NG → Replace Fuser unit.

OK → **OK**

NG → Replace IH PCB

OK → **OK**

NG → Replace IH Coil Unit

OK → **OK**

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

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

Check the Engine firmware version by U019

C710X（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 (after Feb.) 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. 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.

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

When pushing of the CASS LOCK release LEVER is uncompleted, LOCK of LEVER is released by transportation vibration etc. and it may jump out.
When CASS LOCK is released at setup.   Make sure to insert the Lever till end and turn 90 degrees clockwise direction until it stops. Check that the line of the CASS LOCK release LEVER is horizontal.

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 5500i/4500i/3500i 7550ci/6550ci 8000i/6500i
		2	303M446020	WIRE INTERFACE VIDEO	7550ci/6550ci, 8000i/6500i DP-771
- C0640 error - F245 error	➡	3	302K946A20*	WIRE HDD DATA1	5550ci/4550ci/3550ci/3050ci 5500i/4500i/3500i 7550ci/6550ci 8000i/6500i
		4	302K946A30*	WIRE HDD DATA2	5550ci/4550ci 7550ci/6550ci 8000i/6500i
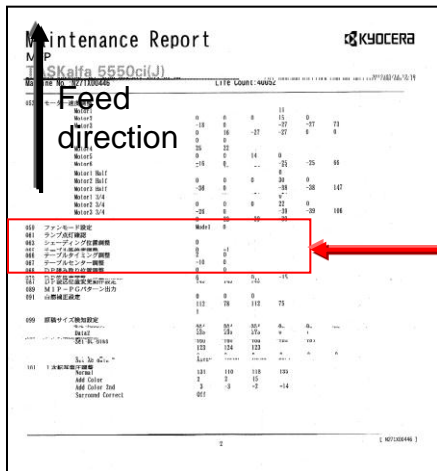
[Image block dropout] (example)

SB:2LC-077(C103)

Maintenance Report

Feed direction

068	DP読み取り位置調整	0	0
070	DP筐筐度調整	6	
087	DP読込位置変更勤作設定	140	140
089	MIP-PGパターン出力		
091	白筋補正設定	0	0
		112	78

1.CF000/"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.)

<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

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

NG NG

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

NG

Check whether Panel Main PCB is recovered by Boot mode.

Replace Main PCB

NG

OK

NG

OK Replace Panel PCB

Replace Panel PCB

NG

OK Replace Main PCB

Main PCB item code
5550ci/4550ci：
　302LC94212　PARTS PWB MAIN ASSY SP
　302LC94222　PARTS PWB MAIN ASSY SP EU
3550ci /3050ci：
　302LN94012　PARTS PWB MAIN ASSY SP
　302LN94022　PARTS PWB MAIN ASSY SP EU

Panel PCB item code
5550ci/4550ci/3550ci/3050ci：
　302LC94250　PARTS PWB PANEL MAIN ASSY SP
　302LC94560　PARTS PWB PANEL MAIN ASSY TW SP
　302LC94570　PARTS PWB PANEL MAIN ASSY CN SP
　302LC94580　PARTS PWB PANEL MAIN ASSY KR SP
　302LC94630　PARTS PWB PANEL MAIN ASSY KS SP

<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

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CF040

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

Whether aging drive is starts or not after closing the cover.

Check the short circuit of harness for 5V or 3.3V connected to the Engine PCB and recover the fault wire.

Main PCB YC3 Re-insert the FFC connector

OK

NG → Replace Engine PCB

OK

FFC item code：
5550ci/4550ci/3550ci/3050ci：
302K946A00 WIRE FFC MAIN-ENGINE

NG → Re-insert the Engine PCB FFC connector（YC46）

OK

NG → Replace FFC

OK

NG → Replace Main PCB

OK

NG → Replace Engine PCB

OK

NG → Replace HDD

Main PCB item code
5550ci/4550ci：
302LC94212 PARTS PWB MAIN ASSY SP
302LC94222 PARTS PWB MAIN ASSY SP EU
3550ci /3050ci：
302LN94012 PARTS PWB MAIN ASSY SP
302LN94022 PARTS PWB MAIN ASSY SP EU

Engine PCB item code

5550ci/4550ci/3550ci：
302LC80031 PWB ENGINE ASSY WITH SOFTWARE SP
3050ci：
302LK80011 PWB ENGINE ASSY WITH SOFTWARE SP

HDD item code
5550ci/4550ci：
302LC93160 PARTS STORAGE DEVICE SP
3550ci/3050ci：
302LK93070 PARTS STORAGE DEVICE SP

Abnormal Sound from Developing Section

1.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.
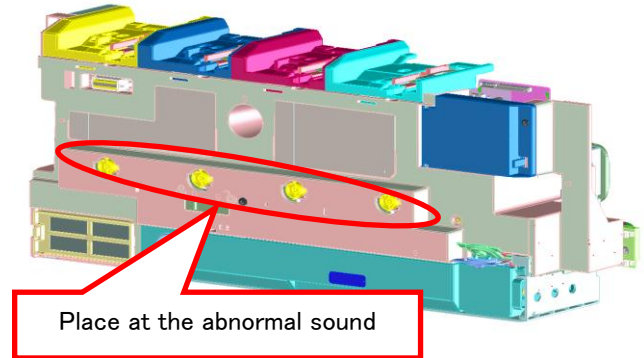
Place at the abnormal sound

---

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 fuser

1. Abnormal sound from fuser
  Specify the place of abnormal sound as checking the following contents and the phenomenon, take the measure.

Abnormal sound from fuser

Check the abnormal sound at the fuser motor drive（U030>FUSER）

No / Yes

Replace the Fuser unit

High pitch sound occurs at the fuser pressure released operation after completion of printing.

Yes / No

According to the contents of "1", perform the measure

Replace the Fuser unit

Pressure release motor
Fasten by screws
<Fuser, machine front side: viewed removing the cover>

Pressure release motor drive section
Where to insert the shim and wave washer at the motor drive section
Worm gear
Insert the shim and wave washer in beteen the worm wheel shaft and metal stopper
Shim1
Wave washer1

1,Add the following parts as referring to the right fig.
  a, Prevent the vibration adding each 1 of shim1 and wave washer1 into the worm wheel shaft for while color gear at the pressure release drive section.
  b, Prevent the vibration adding each 1 of shim2 and wave washer2 into the worm wheel shaft for middle gray color gear at the pressure release drive section.

Insert shim2/wave washer2 part (motor driving)
Insert shim2/wave washer2 in shaft after removing gear
Shim2
Wave washer2

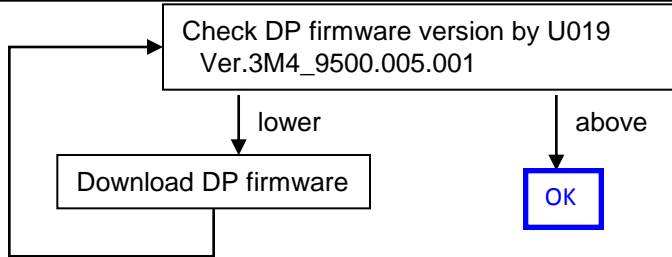| №	Contents	Parts item	Parts name	Q'ty
1	Shim1and Wave washer 1 set	302LC94670 2LC94670	PARTS SHIM+WASHER SET SP	1
2	Shim 2 and Wave washer 2 set	302LC94710 2LC94710	PARTS SHIM+WASHER SET(M8) SP	1
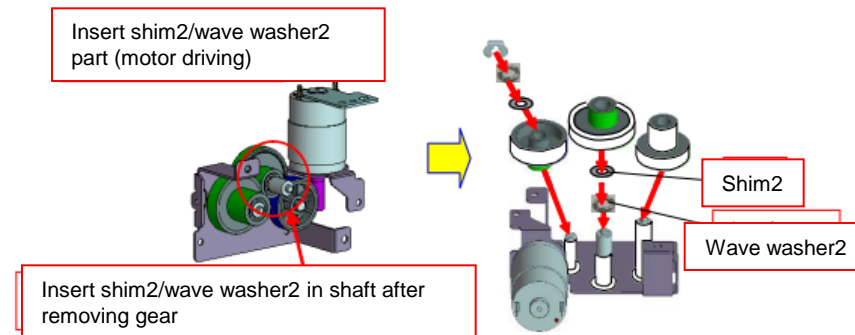
DP Motor Driving Sound

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.

Check DP firmware version by U019
Ver.3M4_9500.005.001

lower → Download DP firmware

above → OK

<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 Old	Q'ty New	Compatible Old	Compatible New	Remarks
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 X Screw Replace Exit idle gear (No4,8) *After loosening 2screws of the motor, while shifting the motor to the direction of X, screws are fastened. Then, the gear is attached.	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 Screw Regist motor (No2,6) 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))

Abnormal sound for the middle transfer belt conveying

1.Abnormal sound for the middle transfer belt conveying

a. Remove the PARTS CLN WT UNIT(302K994110) (Fig.1)
b. Remove the spring inside of the nozzle. SPRING SCREW(302K923610) (Fig.1)
c. Place the last one turn of the spring at the end of coil over the previous turn.
d. Reseat the spring while taking care of the direction of the spring (the end of the coil comes to lower right of the red line below (Fig.2)

Before / After

SPRING SCREW(302K923610)

Fig.1

The end of the coil raised

Set the spring while the end of thecoil comes lower right of the red line below.

Fig. 2

End of coil

PARTS CLN WT UNIT SP(302K994110)
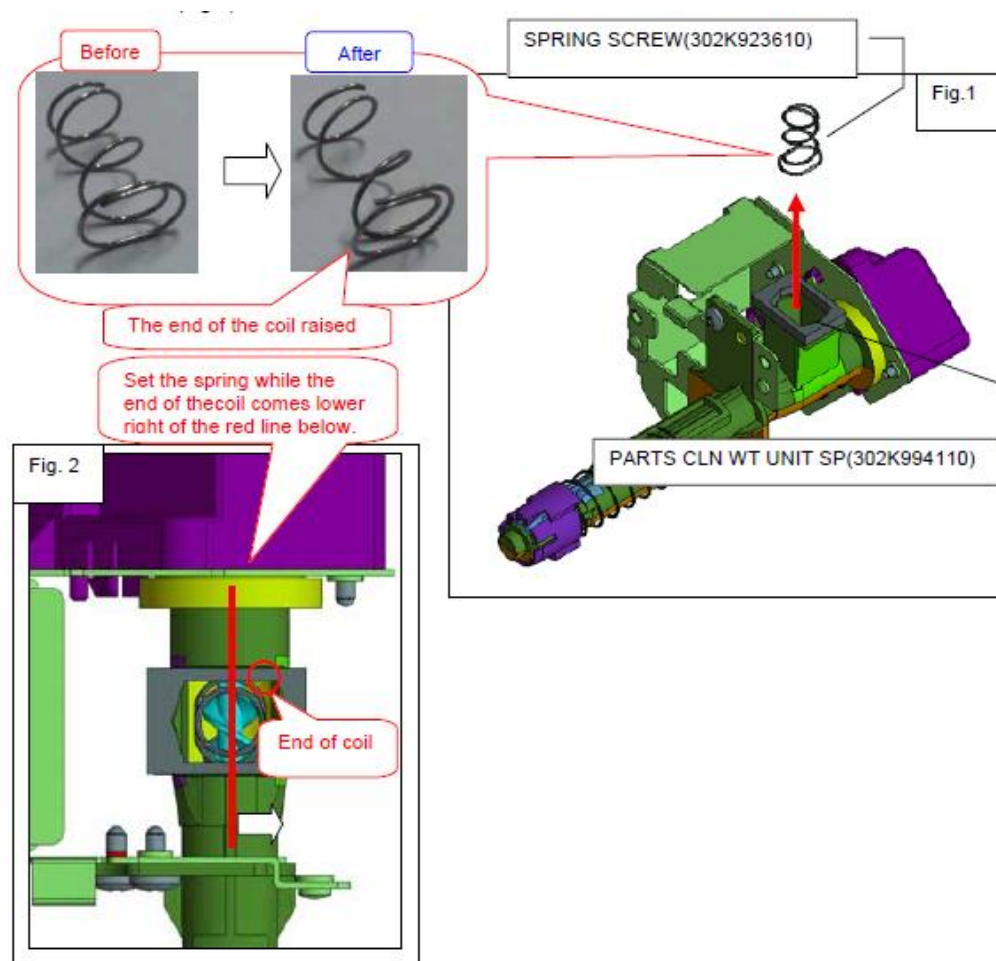
<Measures at production>
* Tentative measures (main machine)

> TASKalfa 3050ci : N2N1600550-
> TASKalfa 3550ci : N2H1500186-
> TASKalfa 4550ci : N2C1500166-
> TASKalfa 5550ci : from June 2011 produciton on

* Tentative measures (service parts)

> PARTS CLN WT UNIT SP(302K994110): from the 1st shipment
> SPRING SCREW(302K923610): shipment not planned

→ Replace with the service parts after installing the tentative measures

* Permanent measures

> Change of construction: from .March 2012 production on
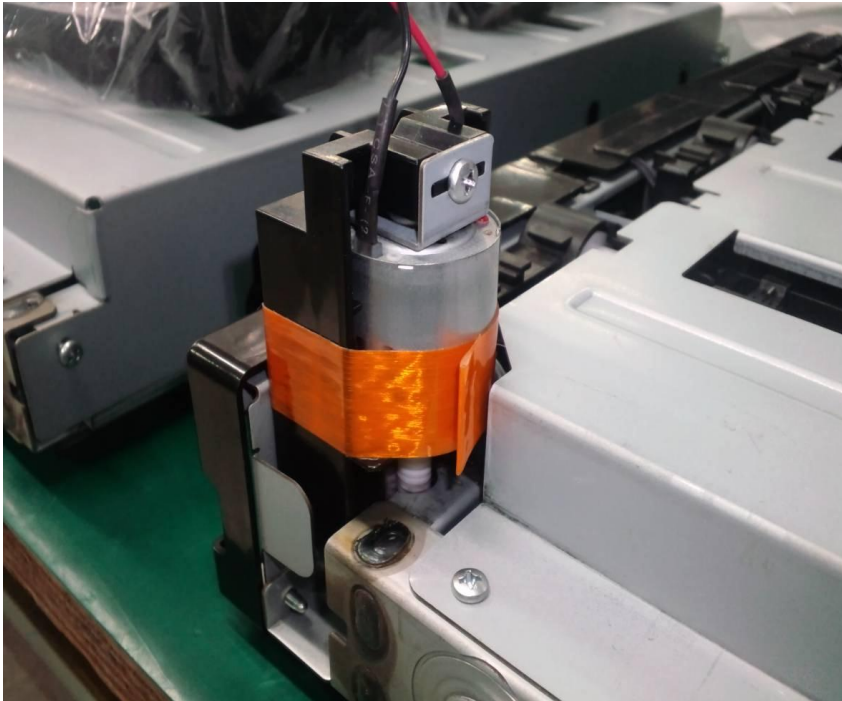
80

LSU cleaning motor abnormal sound

<Phenomenon>
Un-engaged Gear sound occurs at LSU slit glass cleaning

<Method of measure>
1. The motor part of LSU drive unit（PARTS LSU RETAINER MOTOR ASSY SP：302K994140）
   is fixed by the filament tape (refer to below photo)
2. Install the drive unit above 1 at the LSU unit.

<Noted items>
Clean a tape pasting part by alcohol and winds filament tape like a left-hand figure

Apply the tension while pulling and strongly wind it without play.

Wind up the tapes at least two times.

Through hole disconnection on the engine PCB

JAM****, C****, CF**** occurs
> The fault on present condition cannot be specified due to the through hole disconnection on the base plate of engine PCB.
> (It is the feature that it works without any problem after immediate power supply, but the problem occurs after contious usage.)

Check the machine's serial number for troubled unit.
Affected machine's serial number:
5550ci (N281X00805～961、N281X01126～1340、N2B1X00269～310、N271X00384～472、NA81X00192～216、NWK1Y00009～20、NWL1Y00011～71、N2A1X00200～217、NDX1X00007～9、NKN1X00017～21、N291X01290～1345、NTV1X00001～5、N9H1X00013～15、ND61X00011～12)
4550ci (NA71X00403～494、N2D1X01360～1559、N2D1Y01563～1609、NWS1Y00001～92、N2F1X00262～278、N2E1X01225～1653、N2G1X00527～705、N2C1X00663691～782、NWR1Y00001～76、NWS1Y00013～210、N2F1Y00279、NDZ1X00010、NKV1X00033～43、N2E1Z01674～1914、NBR1X00168～169)
3550ci (N2J1X01081～1286、N2K1X01021～1398、N2M1X00803～942、N2H1X00594～668、N2L1X00262～287、N2L1Z00291～297、NE11X00022～39、NKW1X00053～68、N2K1Y01357～1691、NBU1X00016、N2M1X00943～46、N2H1Z00669～716、ND91X00011～14)
3050ci (N2Q1X03455～3792、NA51X00624～745、N2P1X02826～3279、N2R1X00615～630、NDY1X00113～134、NKT1X00127～150、N2Q1X03594～4712、N2Q1Y04731～5286、N2Q1Z05446、NBP1X00117～130、NBT1X50～59、N2S1X03000～3149、N2S1Y03293～3303、NPB1X00001～10、N2N1X03717～4308、ND71X00020)

Check the silk prints at screw hole of lower middle part on the Engine PCB
Affected Engine PCB Lot:110913

NG

Replace the engine PCB

*Replace the Engine PCB
5550ci、4550ci、3550ci：302LC80031　PWB ENGINE ASSY WITH SOFTWARE SP
3050ci：302LK80011　PWB ENGINE ASSY WITH SOFTWARE SP

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, <u>while the waste toner is in the WT-860</u> 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 |
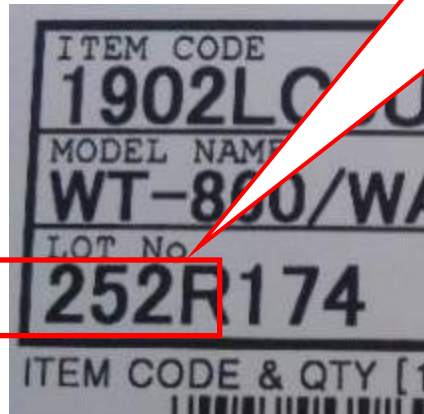
* In case of the top 2digits is "25" (2012 May. production) or before, perform the checking mentioning at right.

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

DP Size Detection Error

1.DP Size Detection Error

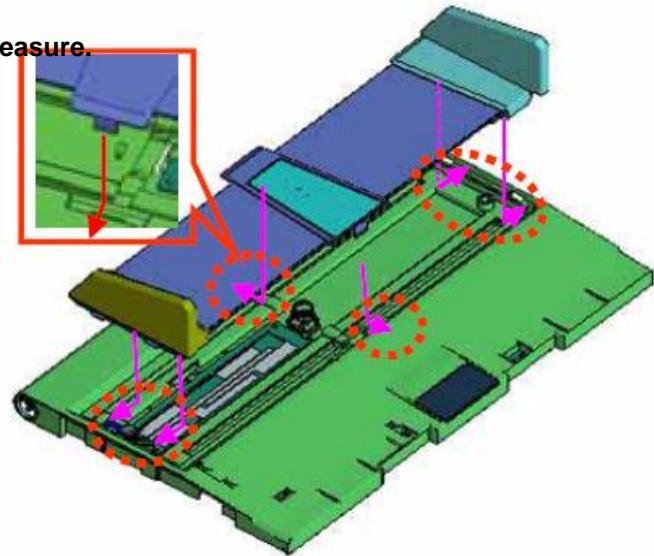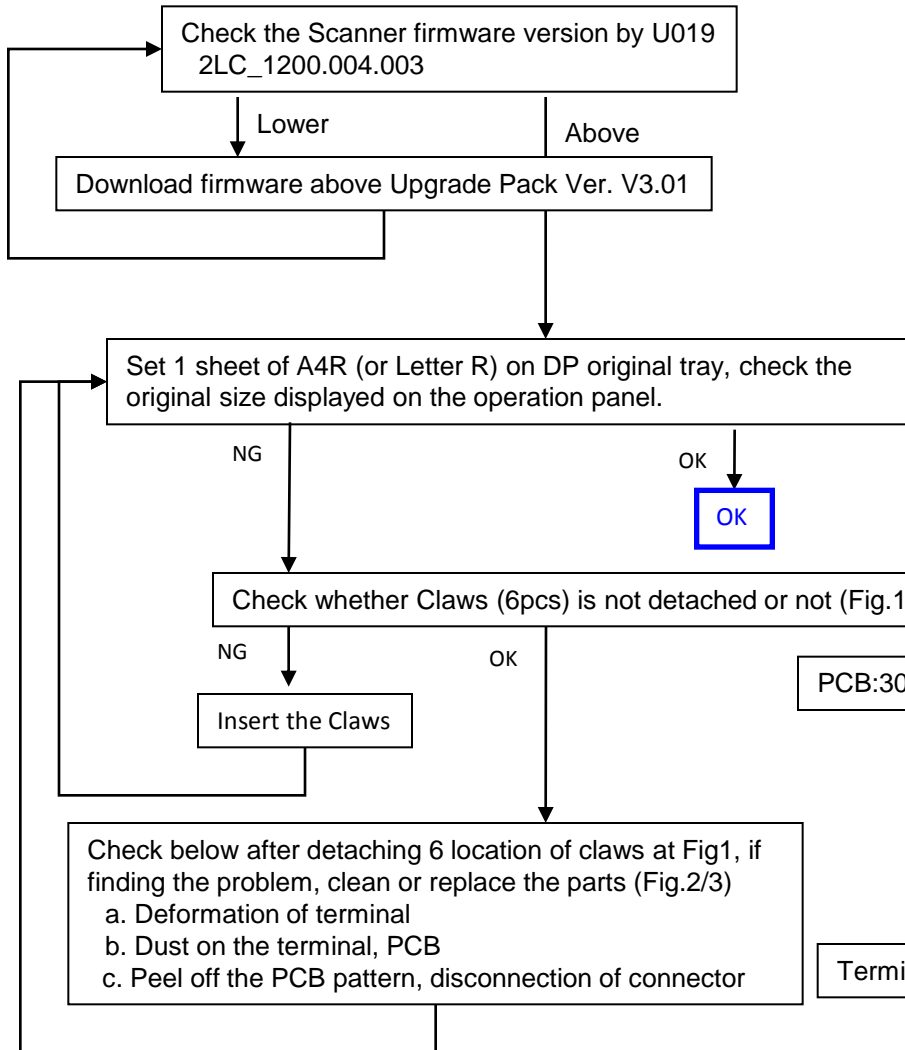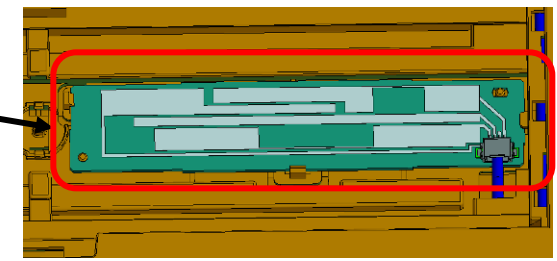**When the size detection error occurs at DP, check below item and take measure.**

Check the Scanner firmware version by U019
2LC_1200.004.003

Lower / Above

Download firmware above Upgrade Pack Ver. V3.01

Set 1 sheet of A4R (or Letter R) on DP original tray, check the original size displayed on the operation panel.

NG / OK

OK

Check whether Claws (6pcs) is not detached or not (Fig.1)

NG / OK

Insert the Claws

Check below after detaching 6 location of claws at Fig1, if finding the problem, clean or replace the parts (Fig.2/3)
   a. Deformation of terminal
   b. Dust on the terminal, PCB
   c. Peel off the PCB pattern, disconnection of connector

Fig.1

PCB:303M801030
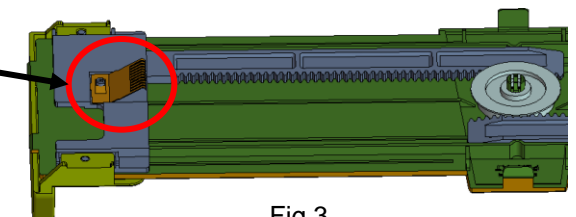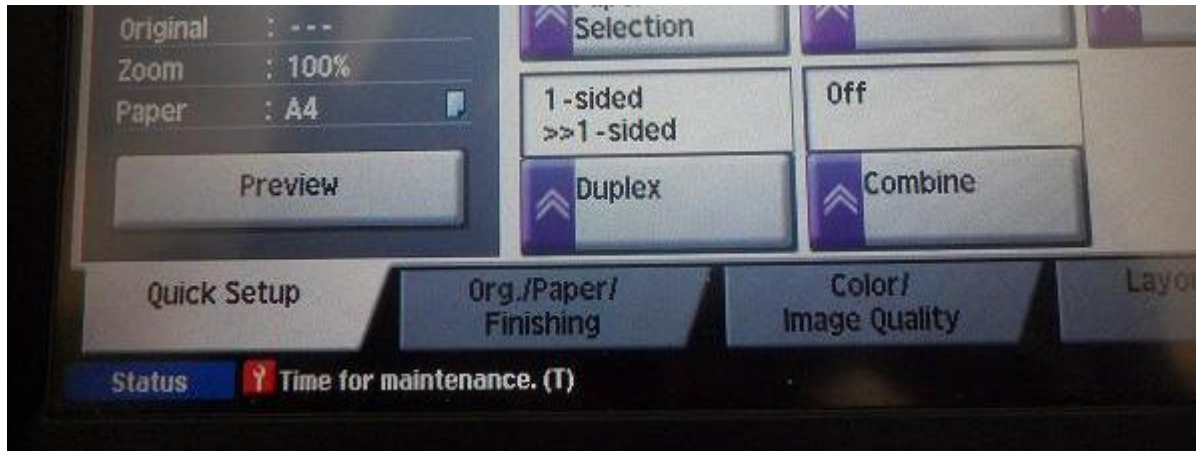

Fig.2

Terminal:3HL06110

Fig.3

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.

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