KYOCERA
Document Solutions

TASKalfa 6550ci/7550ci
Trouble Shooting Guide

Revision 2

04.10.2012

Content (6550ci / 7550ci)

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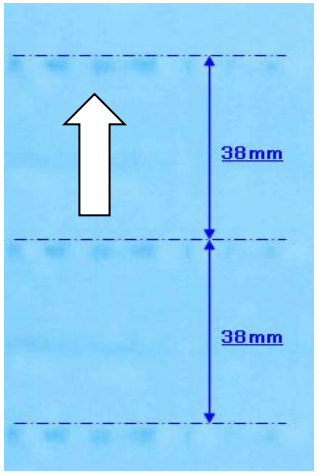
Toner Color Dot / Color Mark

1. 38mm interval color dots (Charger roller)

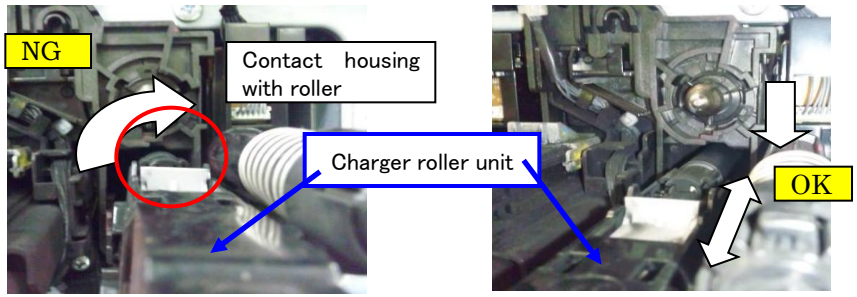
Take the following measure when the 38mm interval color dots or marks appear vertical direction at image.

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



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

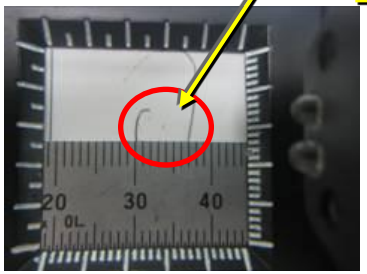


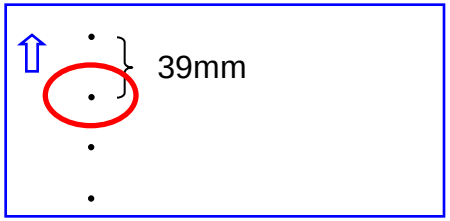
2. 39mm interval color dots (developing roller)

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



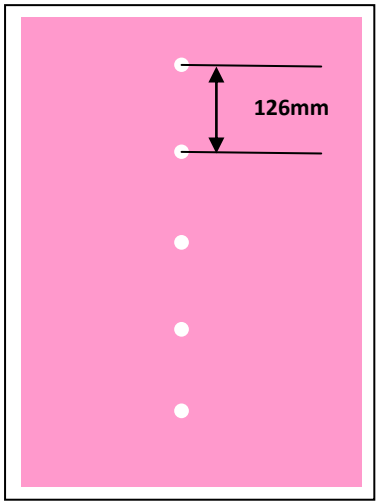


Above is to check the color dots on the paper by the Magnifying glass.

1. White dot / Void areas

Take the below action if 126mm interval white dots / Void areas appear at image toward vertical direction.

a. Check whether the interval of appearance is 126mm after printing out the half image by U089 for the relevant color.
b. After confirming 126mm 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.

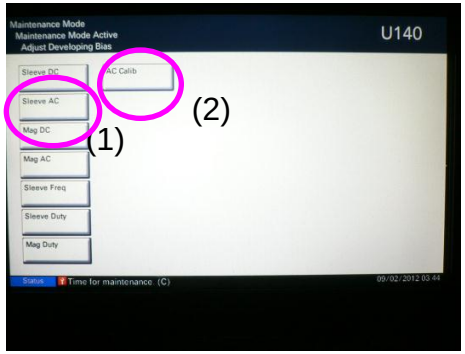


Void Line / White Band (1/3)

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. Check AC value (1) of U140 Sleeve AC.
3. U140 → Execute AC Calib（2） → Set “CMYK” (4 colors) Off to On（3） → Execute（4） → Start
4. Check whether the value of U140 Sleeve AC (3) becomes lower and the image is recovered.
5. If the image will not be recovered, replace the developing unit.
6. Install the new firmware (Upgrade Pack Ver. V3.06).

	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



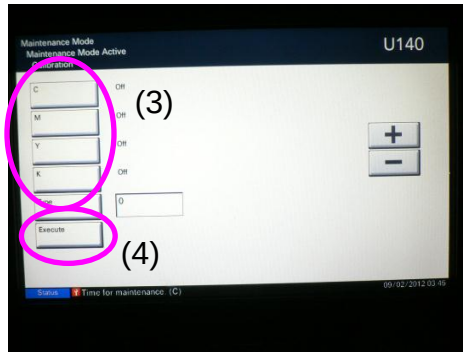
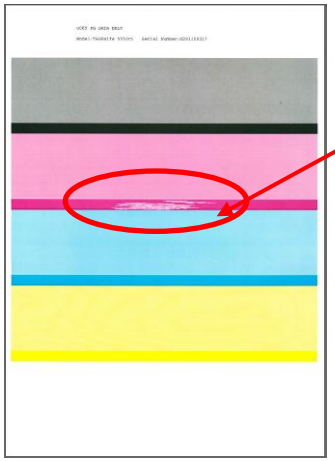


Image sample 1

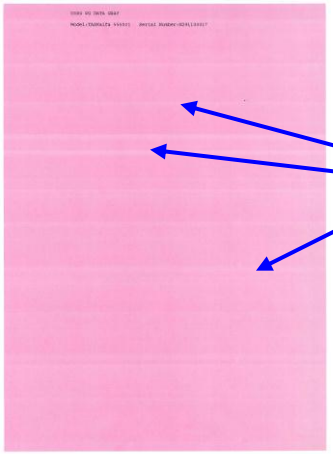
◇ Leak at the solid part of image
Void image appears at the solid part.



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 (2/3)

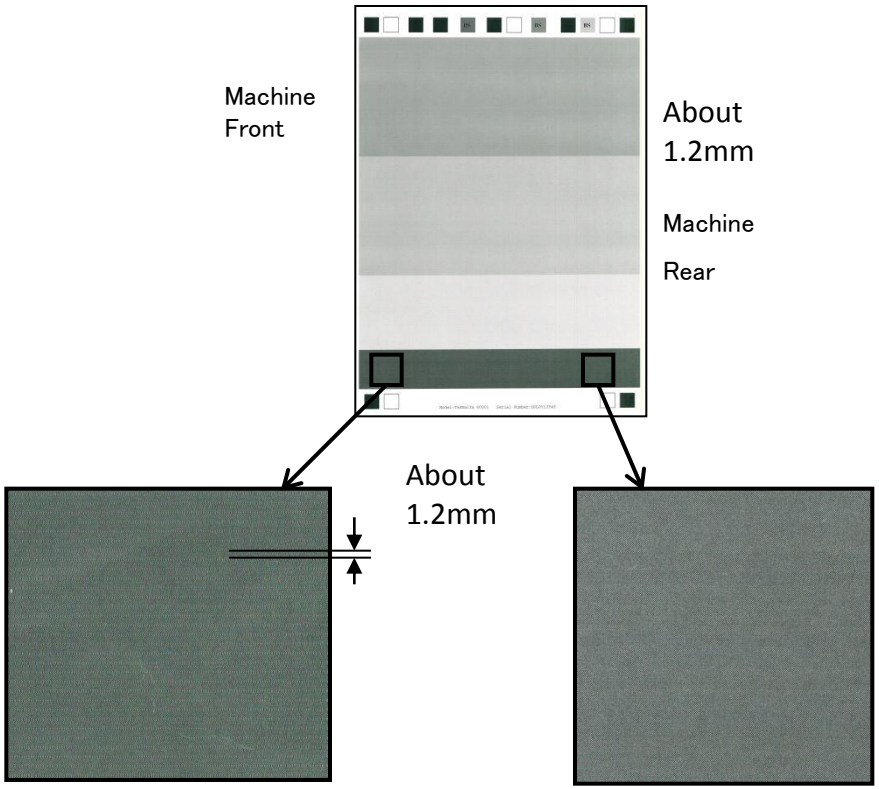
4. 1.2mm interval Horizontal white streaks (Image sample 1)

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

a. For 7550ci, replace the LSU.

b. For 6550ci, exchange the location of BK and Y of the LSU.

Image sample 1



Void Line / White Band (3/3)

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

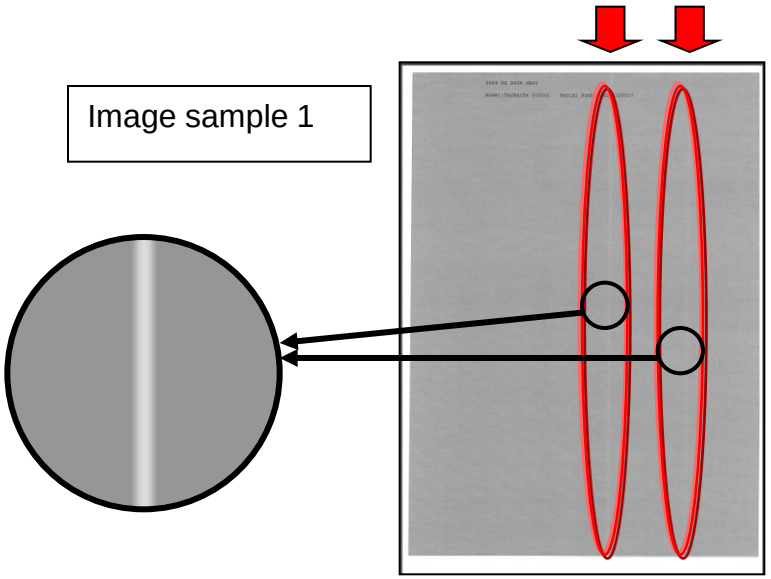
→ Laser Scanner Cleaning

b. If it is not recovered, or appearing again soon,

clean the insdie of machine.

Vertical white streaks

Image sample 1

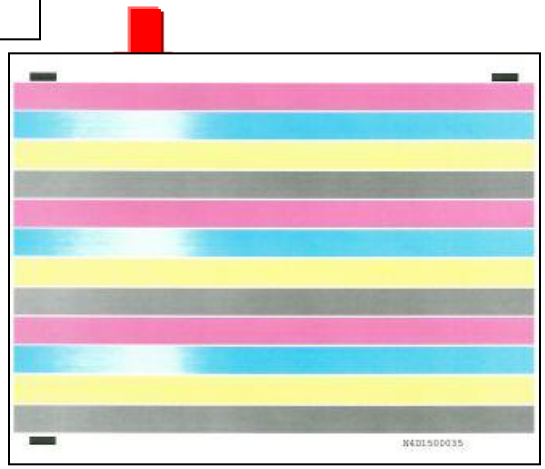


2. Vertical White lines (void image) (Image sample 2)

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

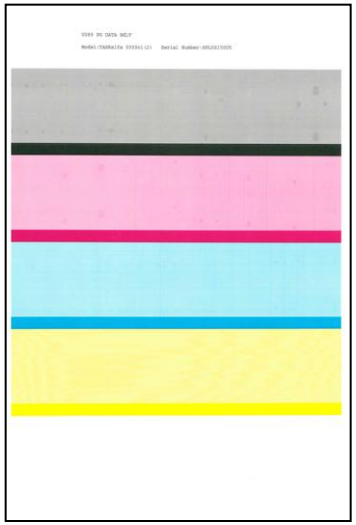
1. Background (Image sample 1)

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.

Image sample1

Background (during continuous print)

Image sample2



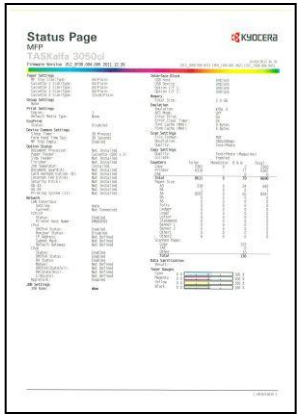
OK Image (after calibration)

2. Background （Image sample 3）

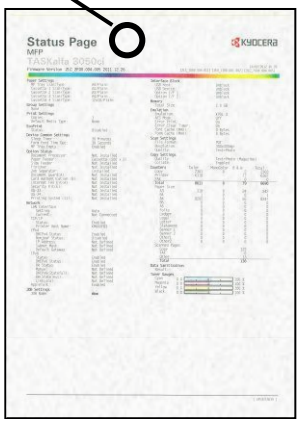
If it repeats the copy with own print put original (generation copy), the background image appears at the base of paper.

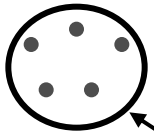
a. Perform the engine firmware update.

Image sample 3



Repeat the copy





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

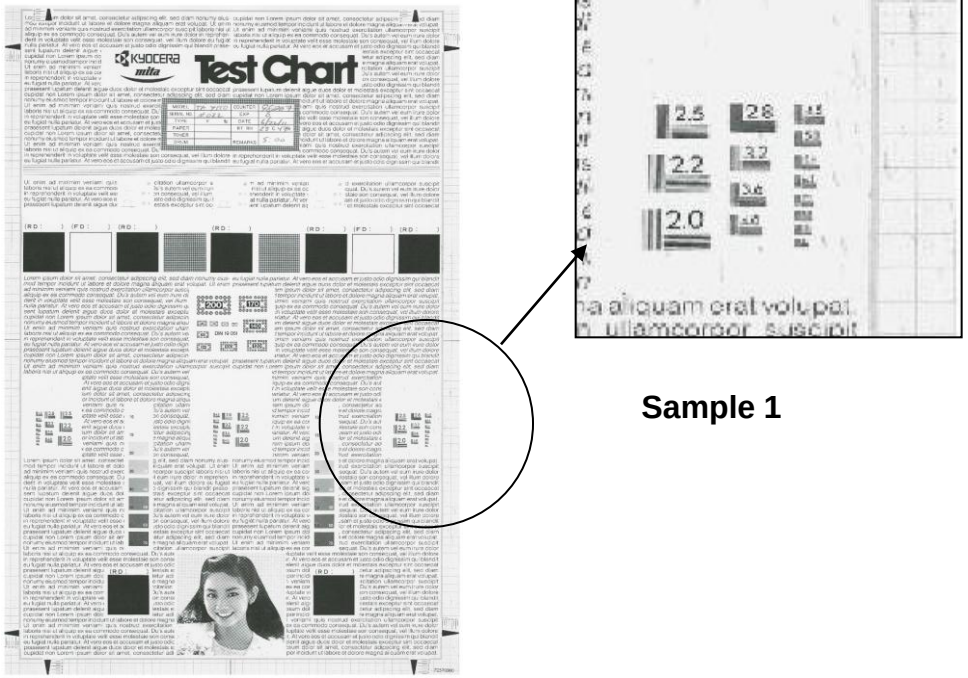
Image Smudges (Toner stain)

1. Image Smudges

When scattering toner being accumulated into the collection duct, suction capability of toner by the fan declines, collection of toner may not be enough amount and the dirt of toner may accumulate on the image developing section, and toner stain on the image of below A/B, and lower part of toner container and inside of the front cover may occur. At the PM maintenance or occurring the following phenomenon, make sure to clean the machine according to the following procedure.

A) Toner stain image by accumulating toner in each section
- ・Image smudges by toner accumulating upper surface of drum and developing unit. (sample 1)
- ・Image smudges by paper feeding pulley which has toner stain at feeding paper from upper cassette .

B) Vertical white lines image due to toner drop to LSU section.
（For image sample, refer to the page at “Void line / white band”）



Sample 1

Toner stain at inside of machine (1/10)

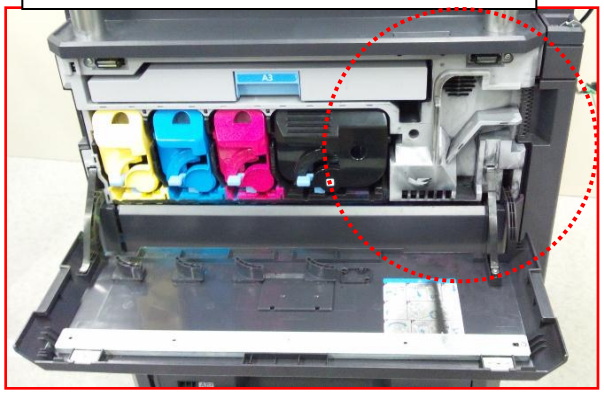
1. Toner stain at the machine.

a. If toner stain occurs at inside of machine like a photo.
Toner smudge image occurs due to accumulating.
→ Perform “2.Clean toner stain at inside of machine”.
→ Please use the PARTS SEAL SET SP, and replace the New Inner Unit.
*Refer to the service bulletin No. 2K9-0024(C173) for the detail information

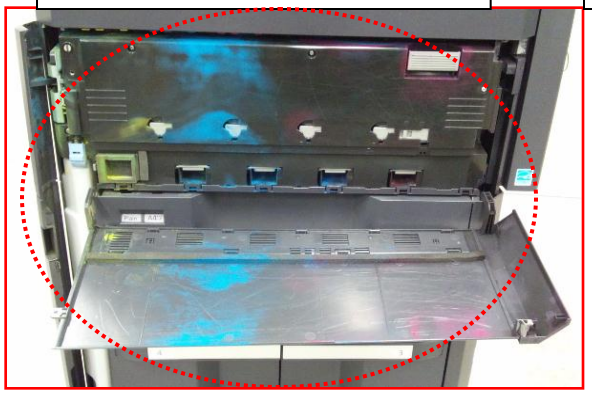
Part No	Description
302K994D10	PARTS SEAL SET SP
302K994641	PARTS INNER UNIT SP

b. If toner drop on the LSU, white vertical lines, color line image appears.
LSU cleaning is necessary if it can be not disappeared by LSU cleaning or appeared again soon.
→ Perform “4. LSU cleaning”

Toner stain on the inside of front cover.

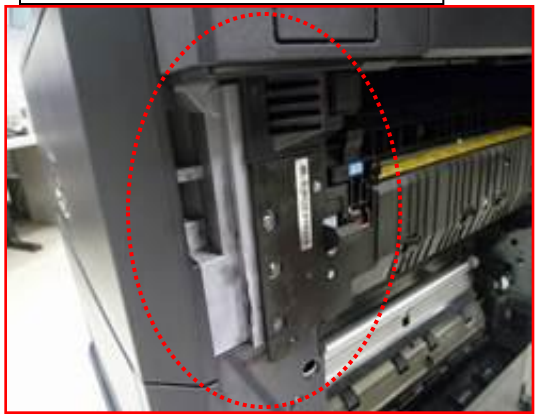


Toner stain on the inner unit cover.

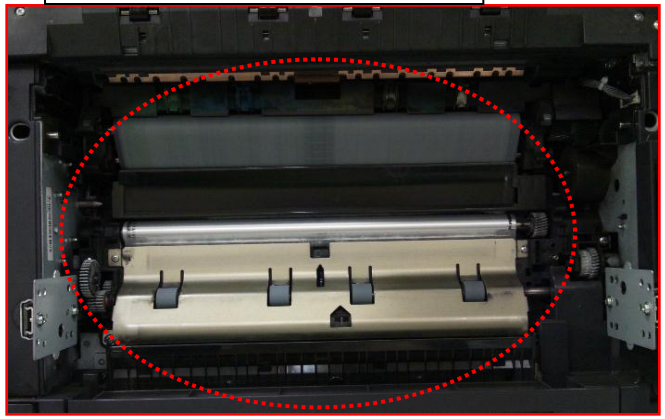


Toner stain at the first cassette (cover, cursor)

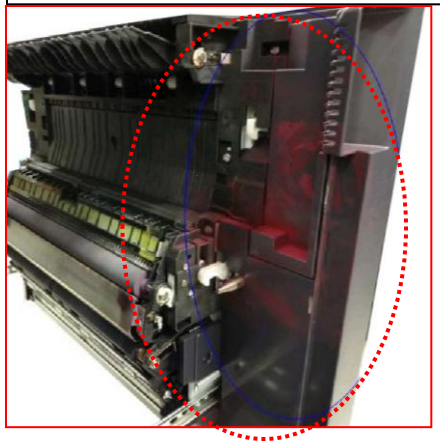
Toner stain on the inner cover.



Toner stain on the conveying guide.



Toner stain on the conveying unit



Toner stain at inside of machine (2/10)

2.Clean the inside of machine

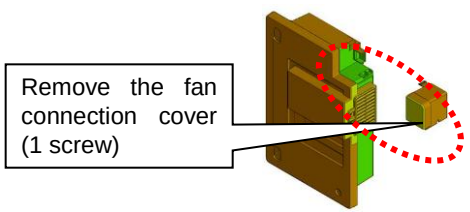
a. Clean the toner collection unit exit cutout (main machine's side)

In order to prevent unnecessary fall and scattering of the toner during cleaning

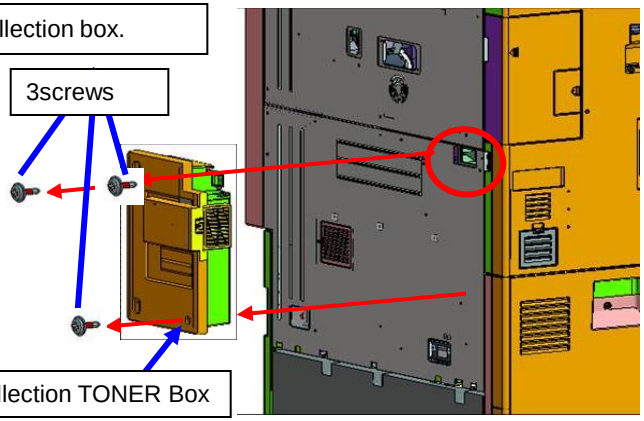
Remove the toner collection unit and clean the exit cutout at the main machine.

Place a sheet on the flour in case of toner drop from the toner collection box.

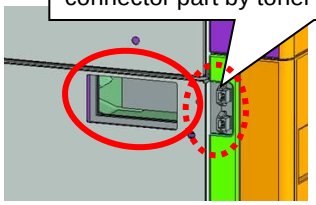
Remove 1 screw and the fan connection cover. Then disconnect the 2P connector.



Remove 3screws and Toner collection box.

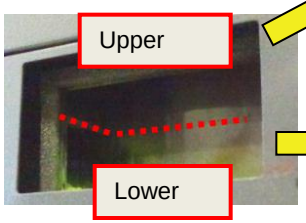


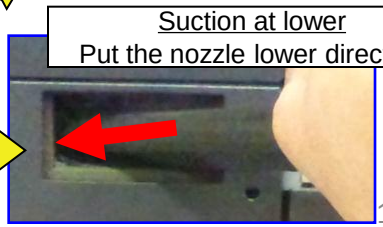
After remove 3 screws and toner collection box, clean the exit cutout.



The exit cutout in the main machine is separated at inside for upper and lower part. So, clean each upper and lower part as shown in right fig.

For cleaning, suction for about 30sec





Toner stain at inside of machine (3/10)

b. Prepare the next cleaning

・Release the DF (check right fig.)

・Remove the upper left cover.
(service manual: 1-5-25 or,
service bulletin No.2K9-0007(B393))

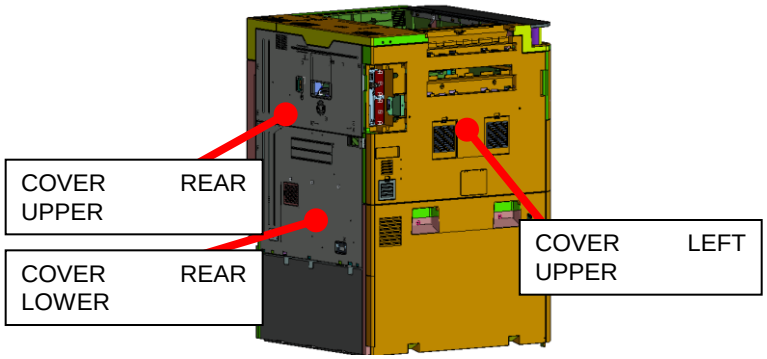
・Remove upper rear cover/ lower rear cover.
(service manual: 1-5-67)

・Remove the conveying unit.
(service manual: 1-5-40~41)

・Remove the middle transfer belt unit
(service manual : 1-5-48~51)

・Remove the fuser unit.
(service manual : 1-5-42,43)

・Remove the inner, dev, drum unit.
(service manual : 1-5-37)



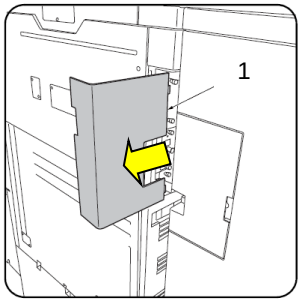
d. Check the machine's production month
Check the production month from the machine's serial number on the rating label and clean it according to the production month.

・ Before 2011/Nov. production machine.
Refer to the cleaning procedure d→f→g

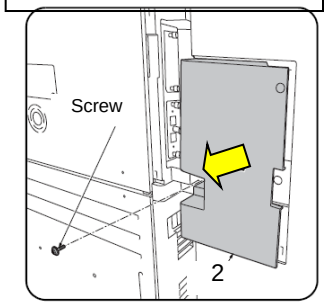
・ After 2011 / Dec. production model.
Refer to the cleaning procedure e→f→g

DF release procedure

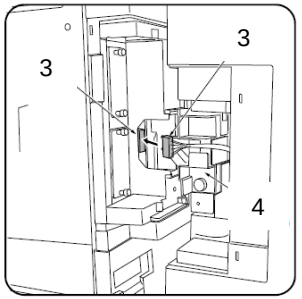
1. Remove the interface cover 1.



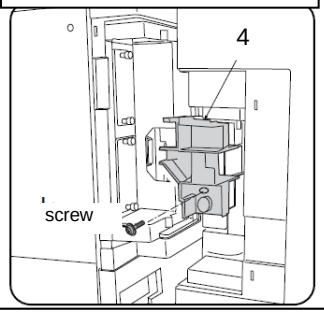
2. Remove the DF interface cover 2 by 1 screw



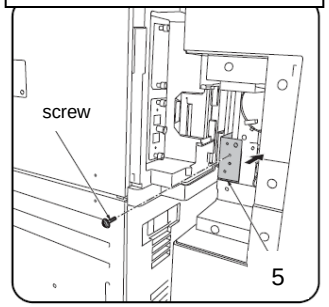
3. Disconnect the connection connector 3



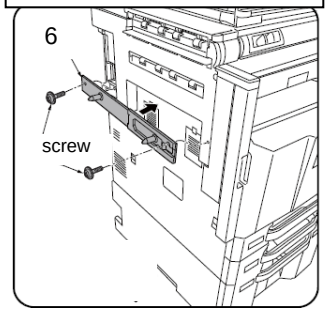
4. Remove the cable guide 4 by 1 screw.



5. Release the lock lever 5 by 1 screw.



6. Remove the joint plate 6 by 2screws.



(Rating label)

MACHINE No. N4D1X*****

N4D : Model Number
It differs according to the model

1X : Indicate 2011 Oct. production

(Way of refer to the production month)

16	2011/6
17	2011/7
18	2011/8
19	2011/9
1X	2011/10
1Y	2011/11
1Z	2011/12
21	2012/1
22	2012/2
23	2012/3
24	2012/4
25	2012/5

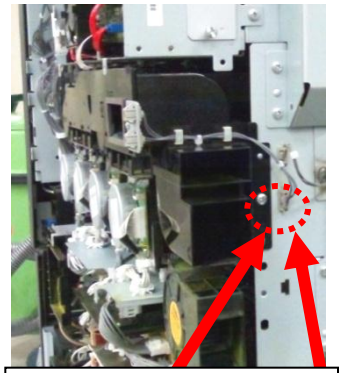
Toner stain at inside of machine (4/10)

d. Clean the DUCT TONER UNIT

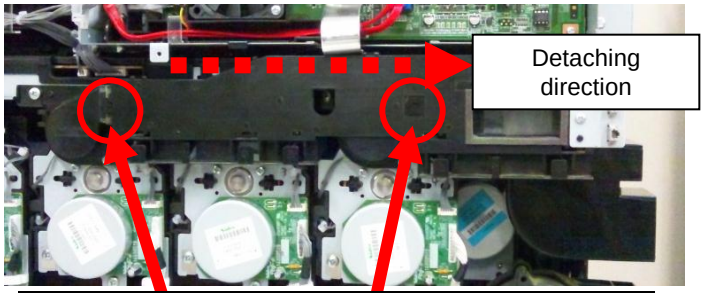
（The machine till 2011 Oct. production.）

Since toner may fall and disperse unnecessarily during removing the duct, a shock is not given to the removed duct and be careful not to lean. Clean it if toner fall and disperse.

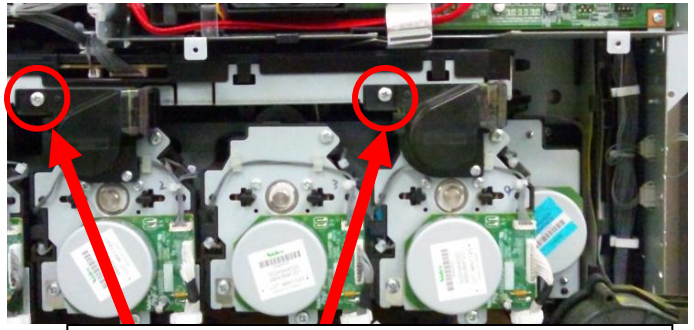
Remove the duct.



Remove 1 screw and connector.



Remove 2 pcs of the snap-fit and detach the DUCT TONER UNIT



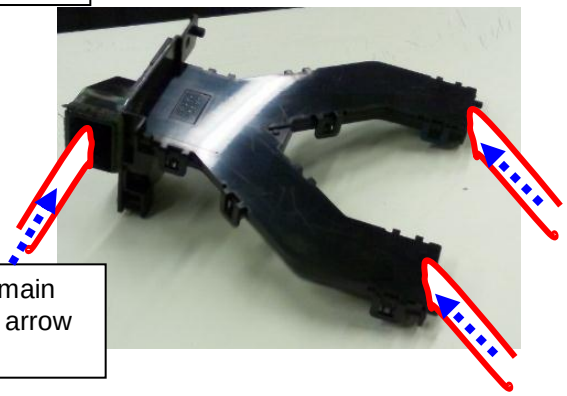
Remove the Duct at main machine by 2 screws.

Toner stain at inside of machine (5/10)

Clean the duct toner unit

Clean the Duct Toner Unit by suction from 3 parts from arrow direction with the vacuum cleaner.

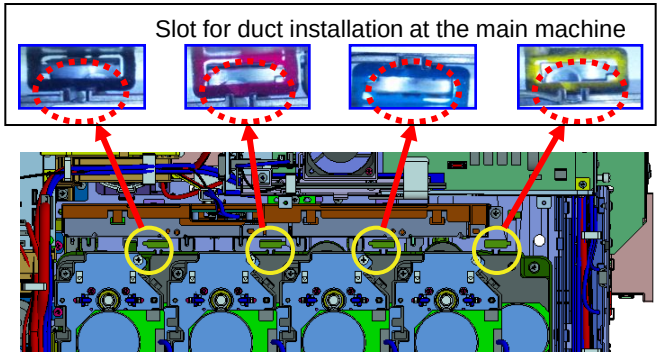
Confirm that toner do not drop if slightly shaking or tilting the duct after cleaning.

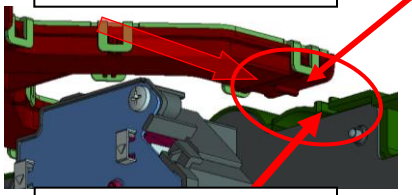


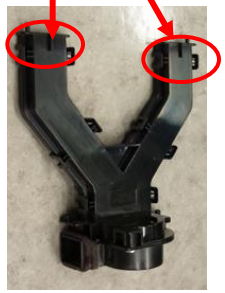
Clean 2 sets of Ducts detached from main machine by suction from 3 parts from arrow direction with the vacuum cleaner.

Note when installing the 2set of duct for main machine.

When installing the duct at the main machine, install it to align the slot for duct installation with the rib of duct.





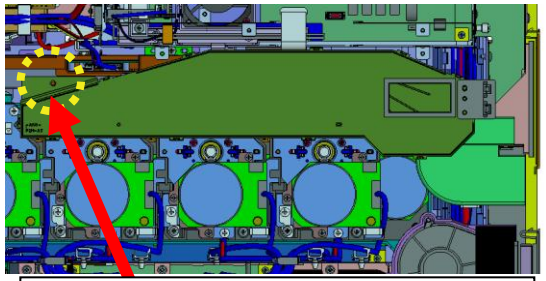


Toner stain at inside of machine (6/10)

e. Clean the DUCT TONER UNIT
（The machine after 2011 Nov. production.）

Remove the duct.

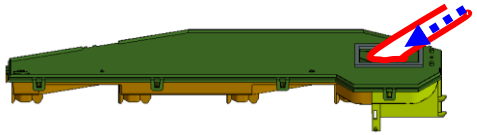
Remove 1 screw and connector.



Remove the DUCT TONER UNIT by 1 screw.

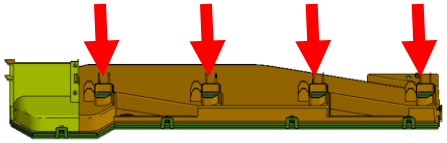
Clean if toner fall and disperse unnecessarily during removing the duct,

Clean the duct toner unit

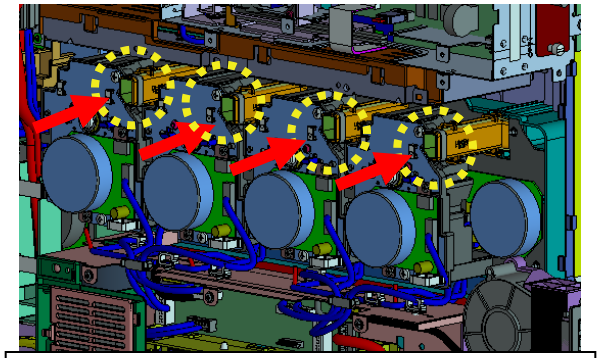


Clean the Duct Toner Unit by suction from arrow direction with the vacuum cleaner. Clean each of inside duct since separated by rib.

Confirm that toner do not drop if slightly shaking or tilting the duct after cleaning.



Clean 4 connection parts of main machine Duct for Duct Toner Unit by suction from arrow direction with the vacuum cleaner.



Clean 4 connection parts between main machine Duct and Duct Toner Unit by suction from arrow direction with the vacuum cleaner.

Confirm that no remaining toner at inside of duct after cleaning.

Toner stain at inside of machine (7/10)

f. Clean or replace the toner collection box.

Recommend to replace the toner collection box.

If the replacement is not available or emergency case, clean it as referring to following procedure.

Clean and suction the accumulating toner at inside of the DISPOSAL TONER UNIT.

Note）

・At 300k PM maintenance, replace the toner collection box. (Toner collection Box will include MK-C.)
・Below are replacement items.

（Toner collection box)
302K994A30/PARTS DISPOSAL UNIT(M) SP

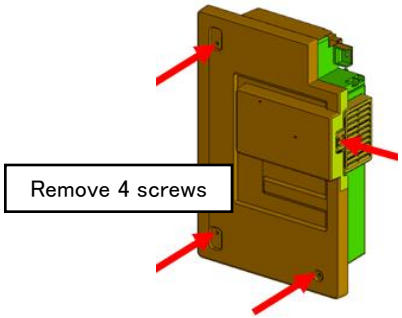
(FILTER 1)302LC33240/FILTER OPTION A（new type）
302LF33820/FILTER TONER (old type）

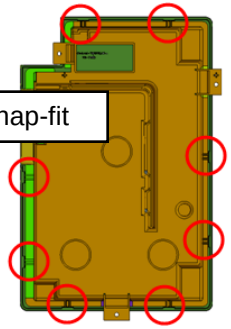
(FILTER 2)302K933A80/FILTER LEFT SIDE

When cleaning the old type Filter1, Be careful for FILTER of the thinner side not to be inhaled by the cleaner due to two-sheet piles.

Install the thick density side of FILTER1 at Fan side with (both sheets). There are not difference in performance between old and new 2 type of filters.

Remove the holder of FILTER2 and the LID of Toner Collection Box.

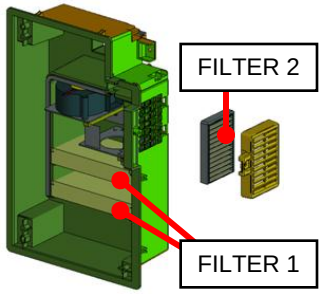


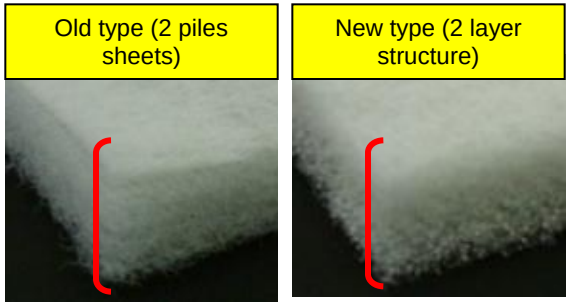


Clean the inner part of accumulating toner and filter after opening the TONER COLLECTION BOX.

After cleaning

Install the FILTER1/2 into the Toner Collection Unit.



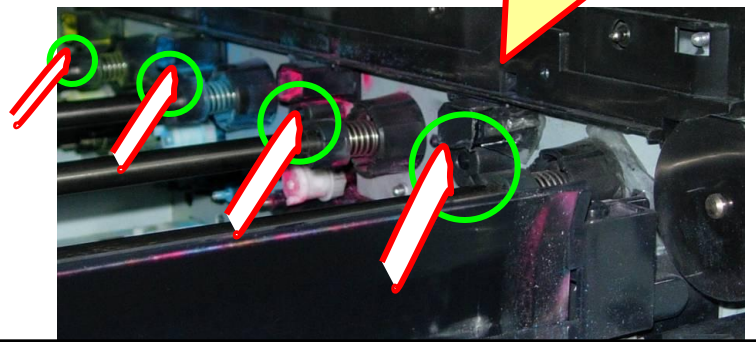


Toner stain at inside of machine (8/10)

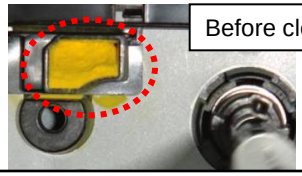
g. Clean the toner suction duct

Clean the toner intake duct (Y/C/M/K) for toner suction from the developing unit at side of the main machine.
Clean by suction for the part shown in the right figure after removing each drum, conveying, fuser, middle transfer, developing unit.

Clean after removing each conveying, fuser, middle transfer, developing, drum unit.

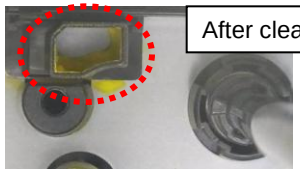


Clean toner by suction with vacuum cleaner from Y/C/M/K toner intake cutout
It is easy suction for Y/C color at machine front side and for MK color at paper conveying side.



Before cleaning

Toner is accumulating at inside duct.



After cleaning

Suction till no toner visible at inside duct.

Toner stain at inside of machine (9/10)

3.Clean the developing unit

When the image quality problem by toner dirt occurs earlier than PM maintenance, clean the developing unit as mentioning to the right fig.
(The developing unit is replaced at PM maintenance)

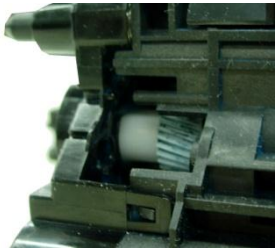
If the developing unit is the old type as mentioning at right fig, the developing unit is replaced without cleaning.

Clean accumulating toner at inside of toner exhaust duct of developing unit by vacuum.

Method of identifying new developing unit

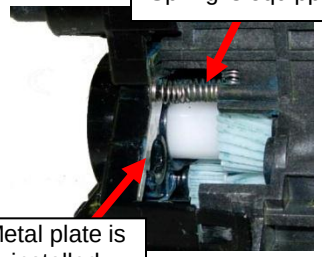
Machine rear

(Old)



(New)

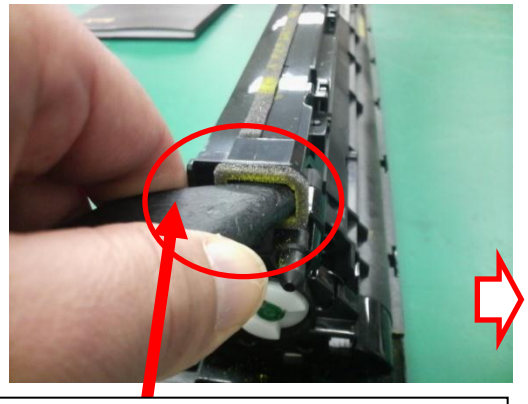
Spring is equipped.

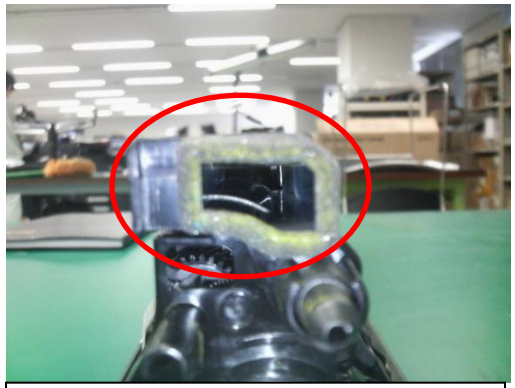


Metal plate is installed

Replace with new type developing unit (after last digit number for item code is incremented.)

Suction clean at toner intake cutout of developing unit with vacuum cleaner.





In order to attract the toner at he duct portion efficiently while closing it by hand etc. except the suction mouth of a nozzle.

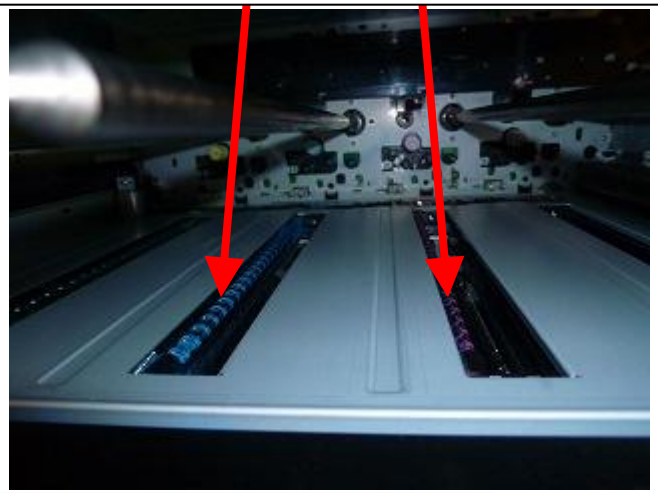
Suction till no toner visible at inside developing duct.

Toner stain at inside of machine (10/10)

4. Clean the LSU

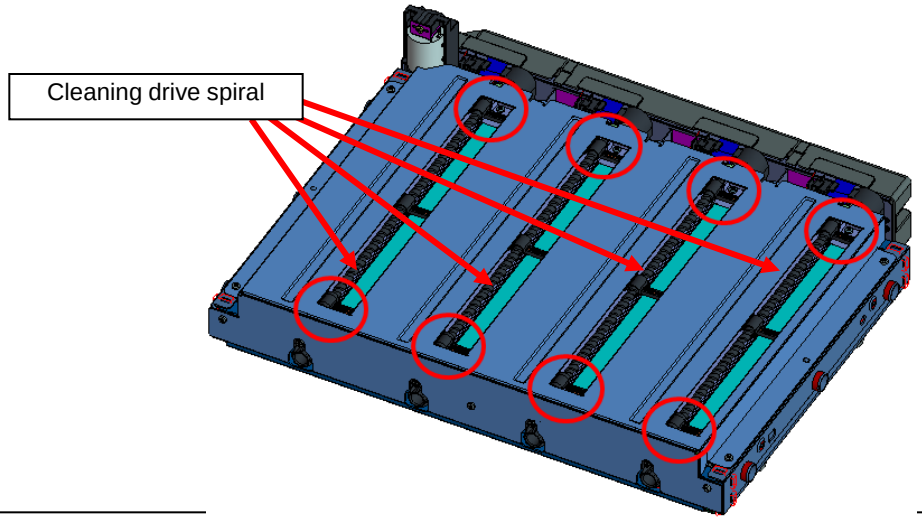
If the LSU slit glass cleaner spiral is stains after removing the developing and drum unit, remove the LSU and clean it by air blow and vacuum cleaner as mentioning the procedure at the right figure .

If the LSU cleaner spiral is stains after removing the developing and drum unit, remove the LSU and clean it by air blow and vacuum cleaner



For removing the LSU, refer to service manual P1-5-25.

Remove the LSU unit from the machine and clean the cleaning spiral portion. Especially the bushing parts marked round circle in below fig should be cleaned thoroughly. Also, be careful not to scratch the spiral portion during cleaning.



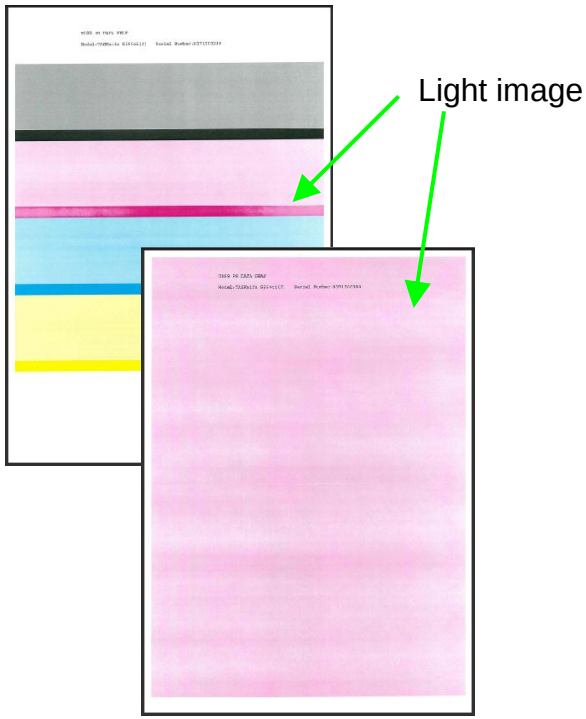
Light Image (1/2)

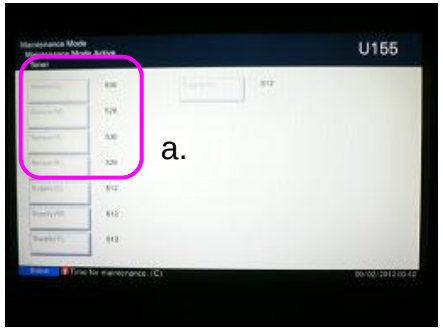
1. Light image (refer to image sample)

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 (2/2)

2. Light image (ID sensor)

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 Upgrade Pack Ver. V3.03 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	6550/7550
C	202
M	202
Y	202
K	203

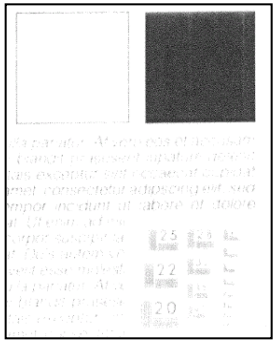
Default value of U464 Target（Thickness）	
Color	6550/7550
C	910
M	890
Y	910
K	800

3. Light Image（ISU）

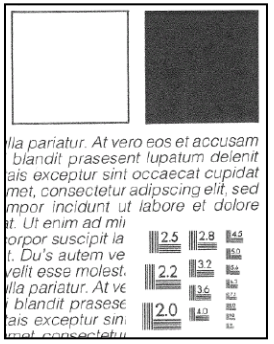
If the copy is light image, below items are executed in order. (Sample1)

a. Replace the ISU_LENS UNIT (PARTS IMAGE SCANNER L SP：302K993082)
（6550ci/7550ci： PARTS IMAGE SCANNER H ASSY SP：302K993032）
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 (1/2)

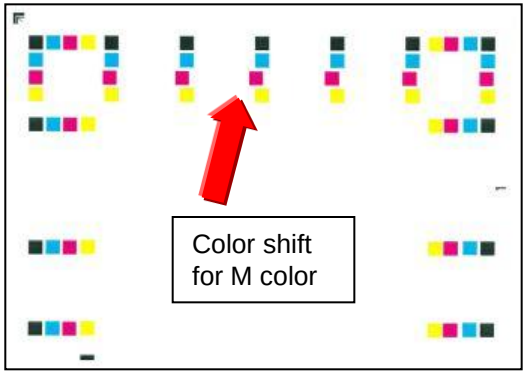
1. Main scanning direction color image shift (Image sample 1)

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)

Image sample 1



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

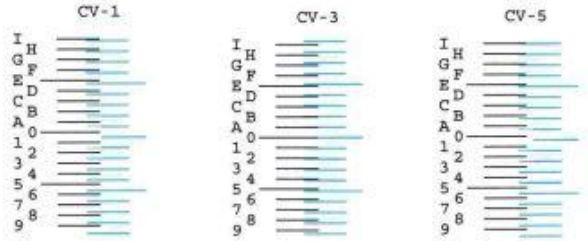
A large amount of difference in the central part and both ends occurs at the sub scanning direction color shift.

(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)

Image sample 2 (Enlarge of color registration adjust chart)

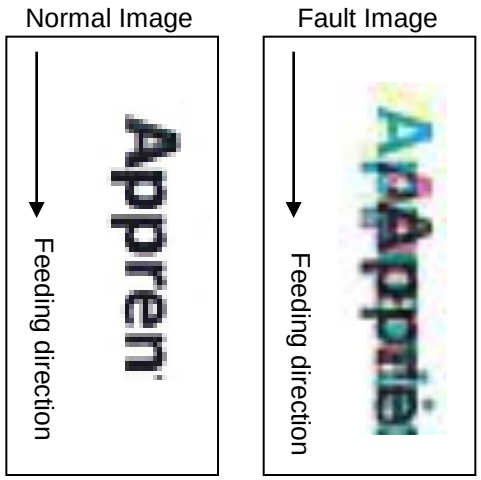


(Color shift I 0 I)

Color Image Shift (2/2)

3. 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)

・302K994171 (6550ci/7550ci)

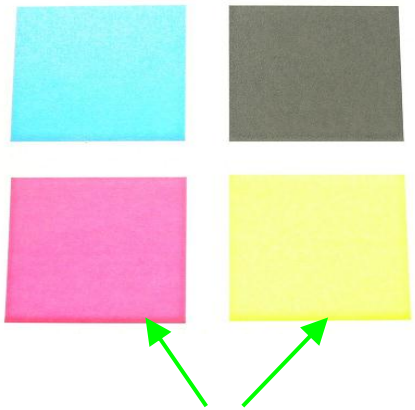
<Measure at the production>

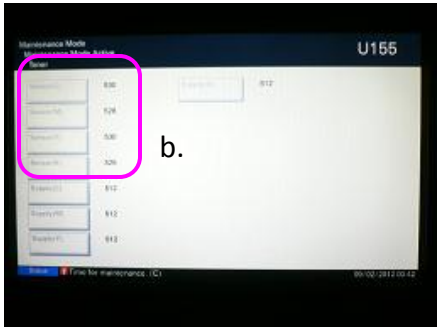
・6550ci/7550ci: 2012 Feb. end production or after

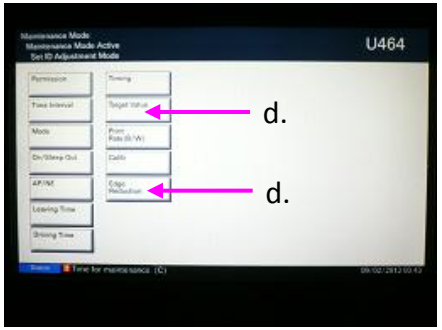
Others (1/6)

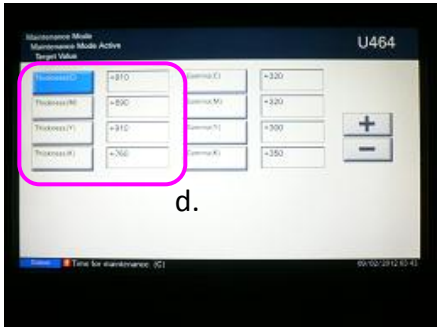
1. Thick density at bottom edge of solid

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









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.
The image density may be light if continuing low coverage print at low temperature and low humidity.

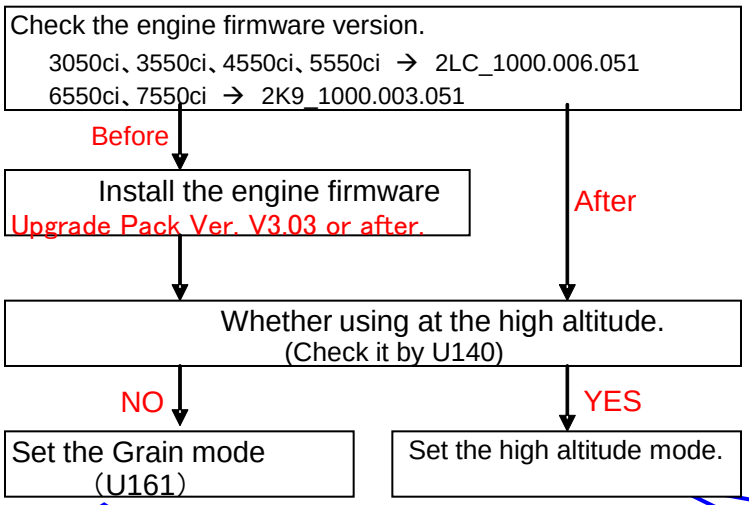
* Above “d” to “f” setting is capable to set on TASKalfa 5550ci、TASKalfa 4550ci、TASKalfa 3550ci、TASKalfa 3050ci.

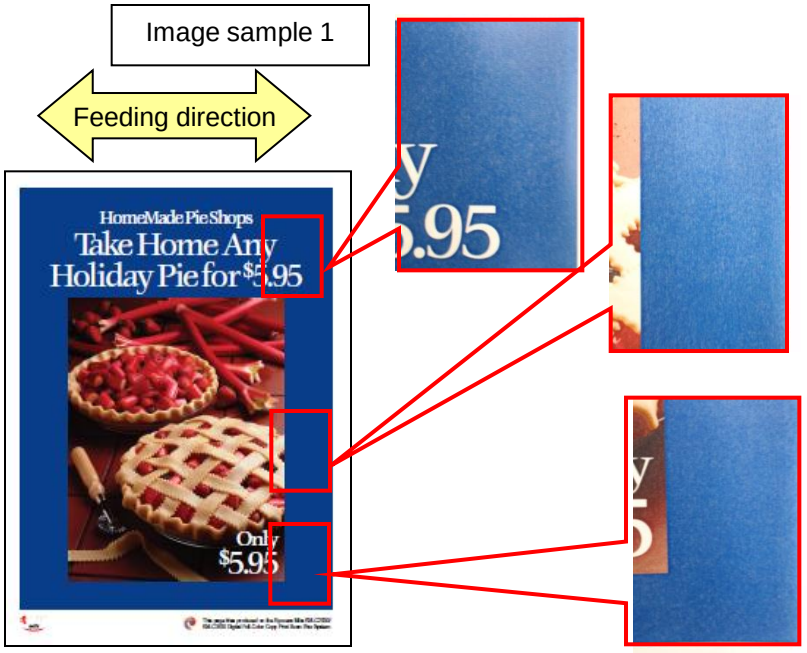
Others (2/6)

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.

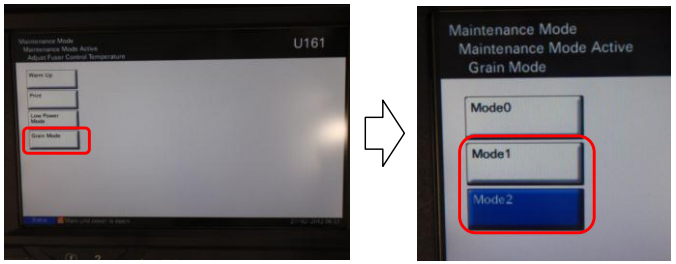




Setting method of U161

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

Photo1



Setting method of U140

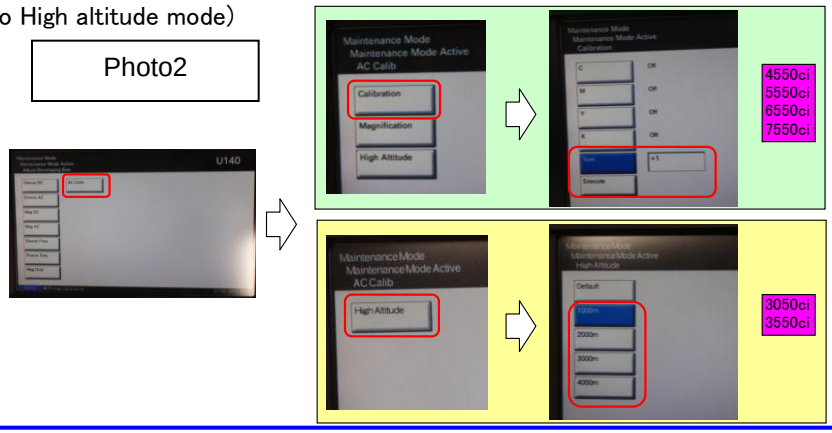
<4550ci/5550ci/6550ci/7550ci>

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



Others (3/6)

3. Varied color image

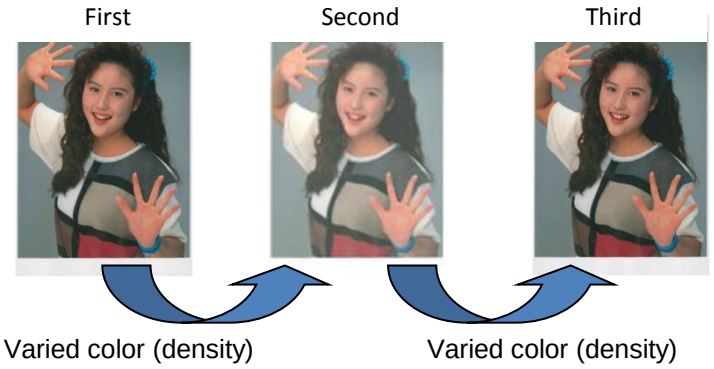
Take the following measure if the color is changed every after executing the calibration.

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.
d. Perform above b, check the effectiveness.

Image sample1

Color Belt image (OK image)

Image sample 2



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	

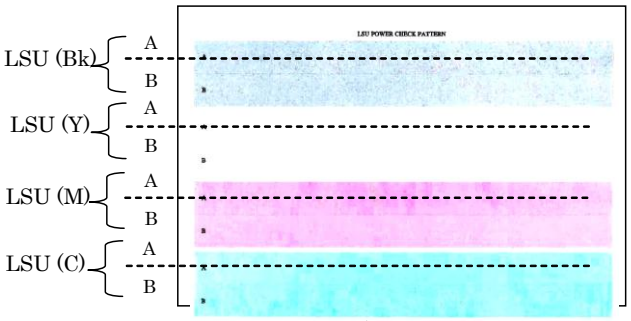
*1: Image file : LSU Power Check Pattern.capt (to be separately supplied) (Refer to below for the image of this file)
*2: Firmware to reverse the laser power → for 55/45/35cpm machines **Ver.2LC_1000.XD2.011**
for 75/65cpm machine **Ver.2K9_1000.XBV.007**
(Check with Sales Company HQ for availability)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

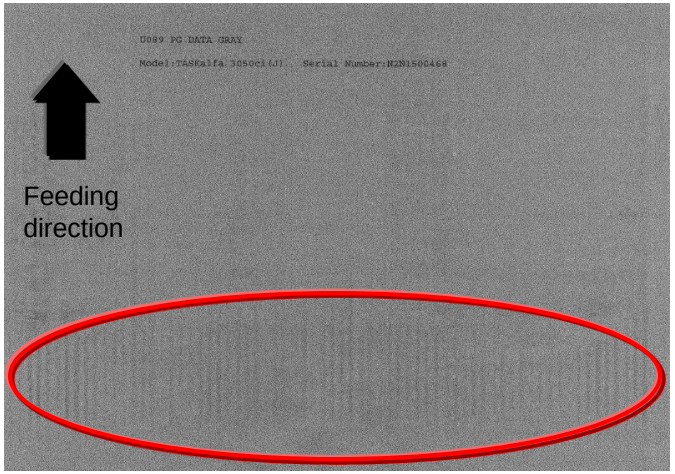
Black line of back end

<Phenomenon>

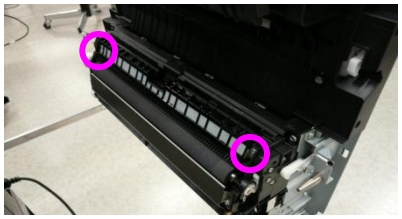
Due to paper, the rubbing track caused by the separation guide or separation appears at the bottom part image such a halftone.

<Method of measure>

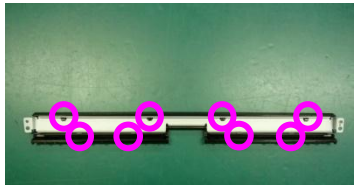
(1) Upgrade the most updated firmware（2011 Oct Upgrade Pack Ver. V3.01 and after)
(2) Enter the maintenance mode U108.
(3) Check whether the value of “Light1/Light2/Normal 1st/Normal 2nd」in Output・Output3/4・Output BW is “55”.
(4) Set the Subtraction Value “-35” to “0”.
*Usually, after 900 sheets printing, 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>



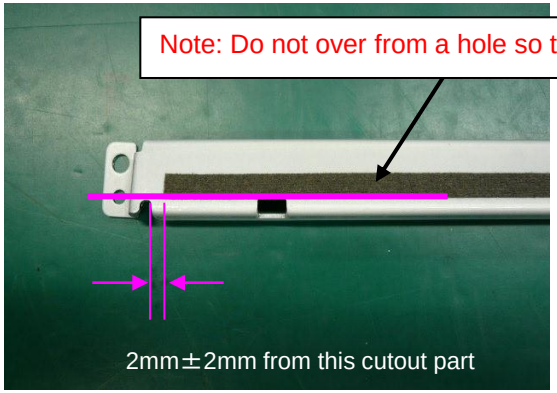
1. Remove the conveying guide after loosing 2 screws1.

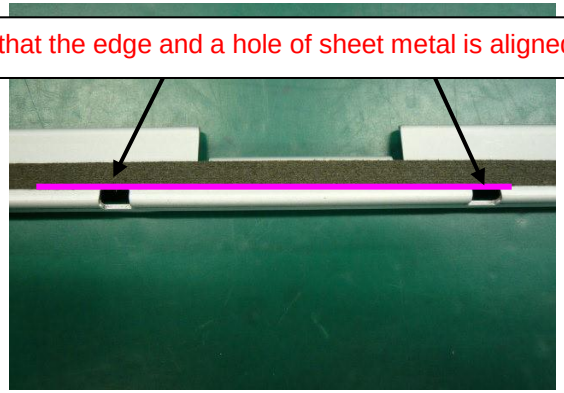


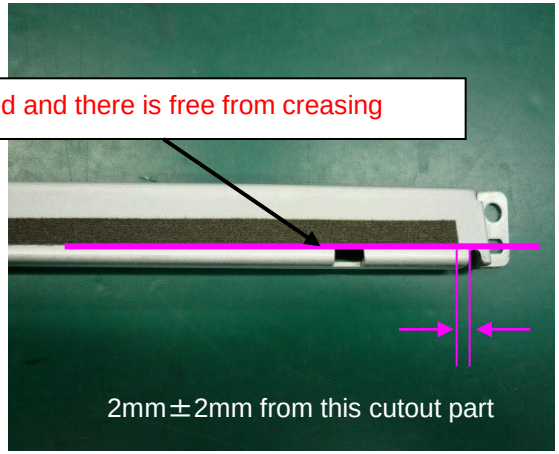
2.Detach the metal plate after releasing 8 claws at the back side.

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







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 Upgrade Pack Ver. V.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	

J0501 to 7 / J0523 to 7
(Misfeed)

J0501 to 7 / J0523 to 7 (Misfeed JAM)

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

a. If JAM paper or printout paper is like a Fig.1, replace the Roller of the Primary Feed.
   * The maintenance cycle for Primary Feed is 150K.*

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

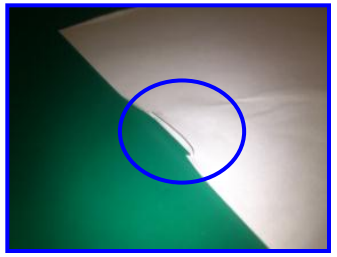
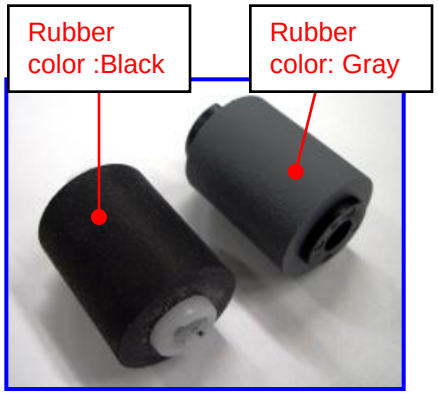


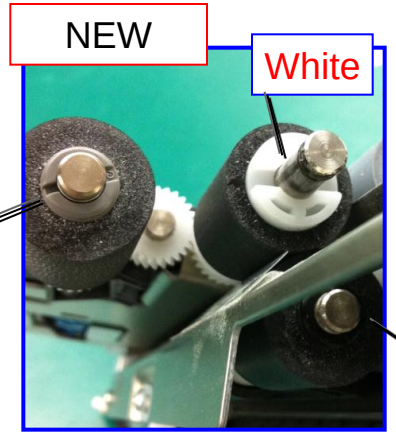
Fig.1 JAM Paper

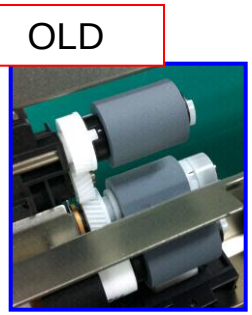
◆ Note ---- * Check the color of Roller to find the Old and New difference at the Primary Feed.

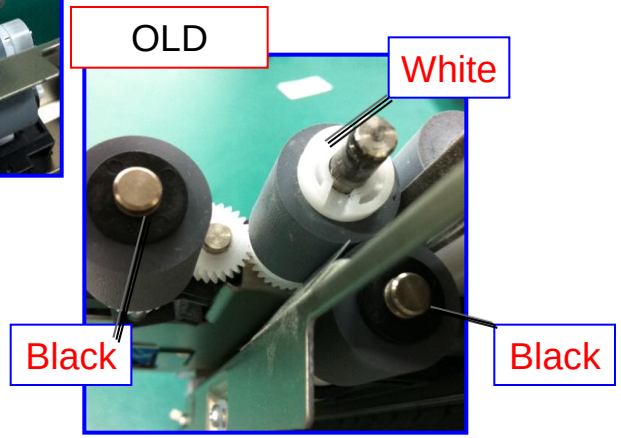
	*Rubber color : Black		*Rubber color :Gray	
・Feed-Roller	302K906350	PULLEY FEED	2AR07230	PULLEY SAPARATION
・Retard-Roller	302K906360	PULLEY RETARD	302K906340	PULLEY RETARD
・Pickup-Roller	302K906370	PULLEY PICKUP	302K906340	PULLEY RETARD



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







J0501 to 7 / J0523 to 7
(Misfeed)

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

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

<Table of the primary paper feed units>

	Model type	Pressure adjustment	Counter-rotation drive
Old unit	High speed/ Middle speed/ PF	N/A	Yes
New unit	High speed	Yes	Disused
	Middle speed/ PF	Yes	Yes

<Adjusting plate>

(Protrusion location is standard.)

START

1. Misfeed occurs.

2. Old unit or New unit

New unit

3. Increase the adjusting plate by one level (Strong1)

4. Misfeed is not cleared.

Yes

5. Increase the adjusting plate by one level (Strong2)

No

FINISH

FINISH

Old unit

3. Replace the spring* (Silver → Dark brown)

4. Misfeed is not cleared.

Yes

5. Replace with the new unit.

6. Increase the adjusting plate by one level (Strong1)

7. Misfeed is not cleared.

Yes

8. Increase the adjusting plate by one level (Strong2)

No

FINISH

*Spring: SPRING RETARD SP (302K906740)

J051X Continuous Feeding JAM

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

a. Check the paper size (Fig.1)

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

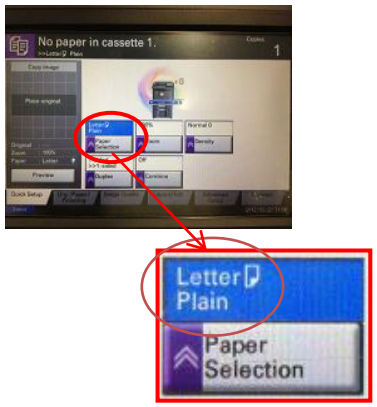


Fig.1 Paper size check

Fig.2 Check the position of the Cassette Cursor

<u>If the paper size is different at “a”</u>

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)

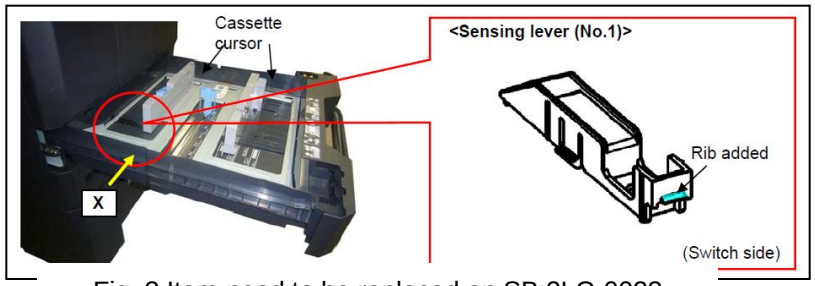
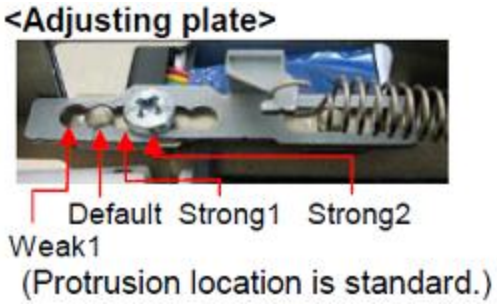


Fig. 3 Item need to be replaced on SB:2LC-0023

<u>If the paper size is matched at above “a”</u>

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

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



J05x8/J44xx(JAM during Duplex printing)

JAM during Duplex printing

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

Check the firmware version.（Engine）
- 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

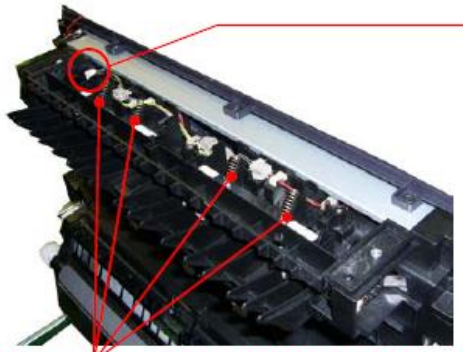
b. After above “a” action, if JAM is still not solved, Replace the Conveying Unit.
Refer to the service bulletin No. 2LC-0036(B402),2LC-0083(C126) for the detail information.

Modified from the production machine of May, 2012 .

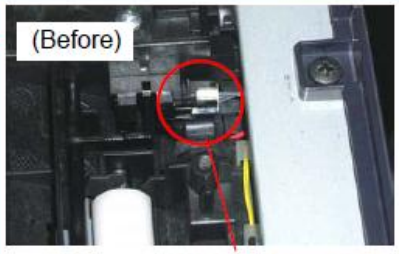
Model	Part No.	Description
5550ci/4550ci	302LC94053	PARTS CONVEYING H UNIT(V) SP
3550ci/3050ci	302LK94023	PARTS CONVEYING L UNIT(V) SP
5500i/4500i	302LH94042	PARTS CONVEYING H UNIT(G) SP
3500i	302LL94012	PARTS CONVEYING L UNIT(G) SP
8000i/6500i	302LF94052	PARTS CONVEYING H UNIT(Z) SP
7550ci/6550ci	302K994652	PARTS CONVEYING UNIT(M) SP

<Distinction of the new and old conveying unit>

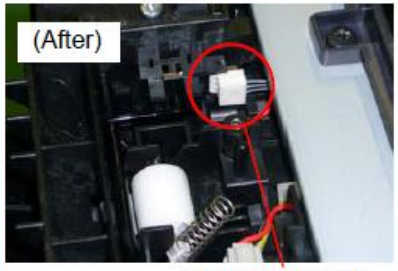
(Below is the state without 3 screws and the upper cover)



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



Black connector



White connector

J0545 (Misfeed 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)

Image sample 1

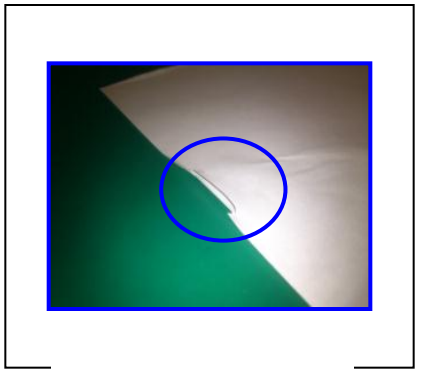


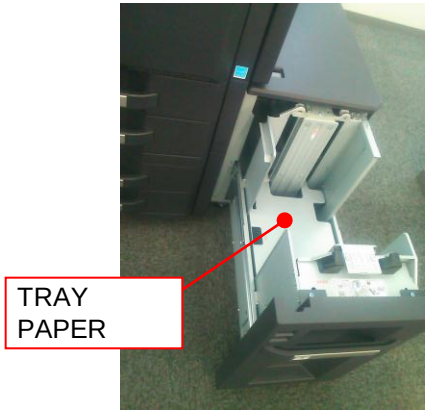
Fig. 1 JAM Paper

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.)



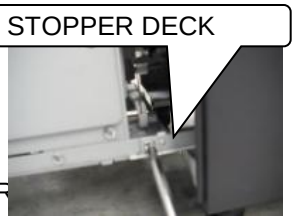
PF-770 Check & Recovery for Slating of TRAY PAPER

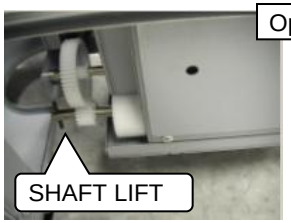
<Checking Procedure>

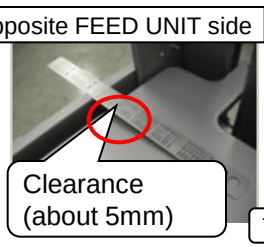
1. Remove the STOPPER DECK.
2. Check the right and left slanting condition of the TRAY PAPER surface.

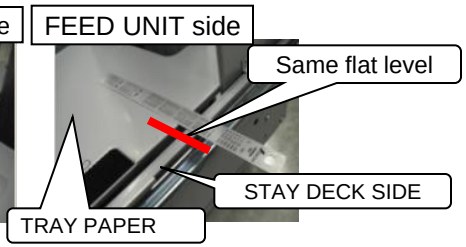
<Checking method>

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

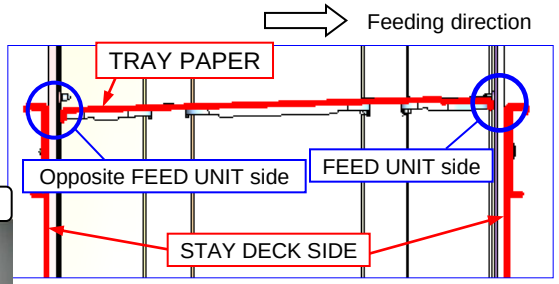
3. Check there is not slanting between the front and rear of the TRAY PAPER.

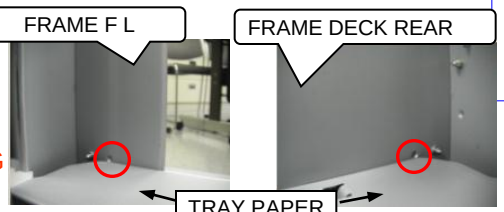
<Checking method>

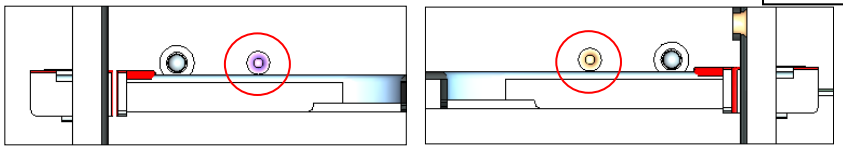
Turn the SHAFT LIFT and when the top surface of the TRAY PAPER is aligned with the convex part of FRAME DECK REAR and FRAME F L,

1)Same flat height level at front and rear → OK

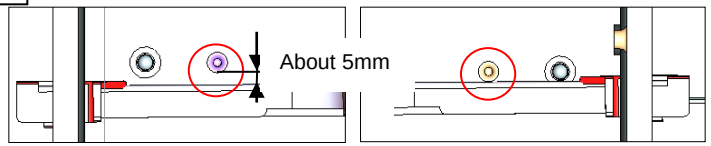
2)If it has about 5mm difference height between front and rear → NG







Same height at front / rear → OK



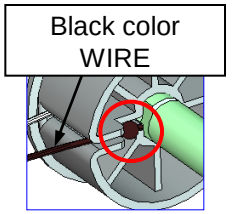
About 5mm difference between front and rear height → NG

<Recovery Procedure>

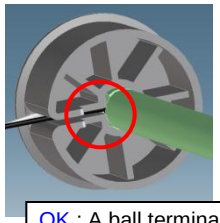
If above item 2 and 3 is NG, the following re-assembling is necessary.

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 shaft, re-assembly of an front and rear wire is necessary.

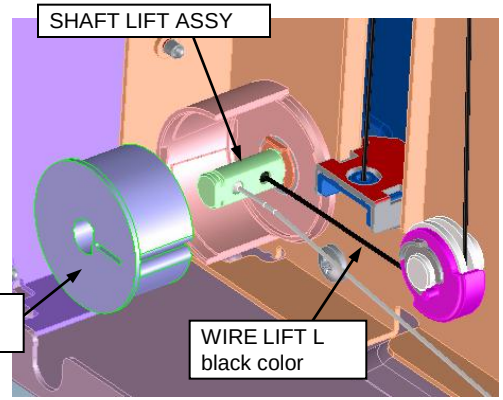


NG: A ball terminal is out of shaft.



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

* 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.



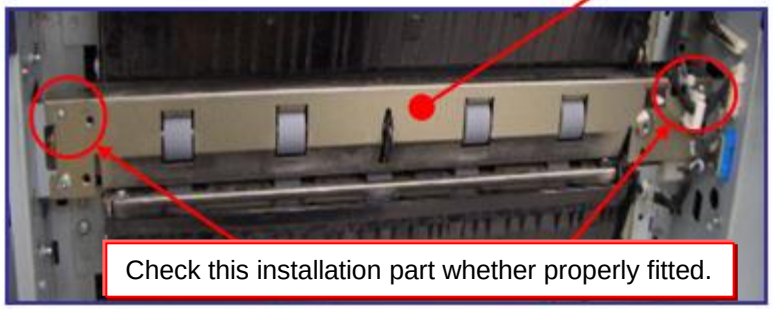
If JAM1313/JAM1314 occurs, take the following measure

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



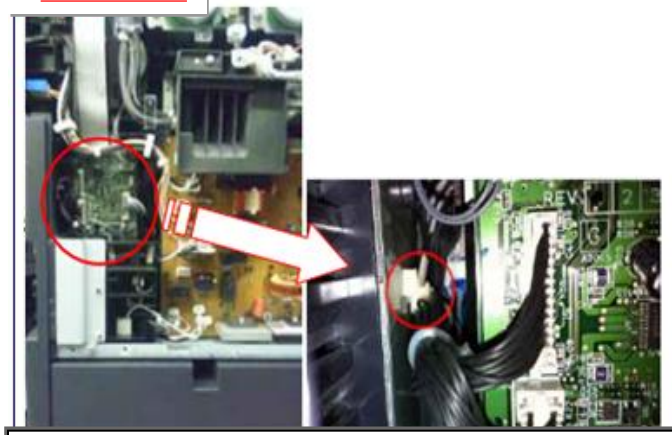
Check this installation part whether properly fitted.

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.

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.

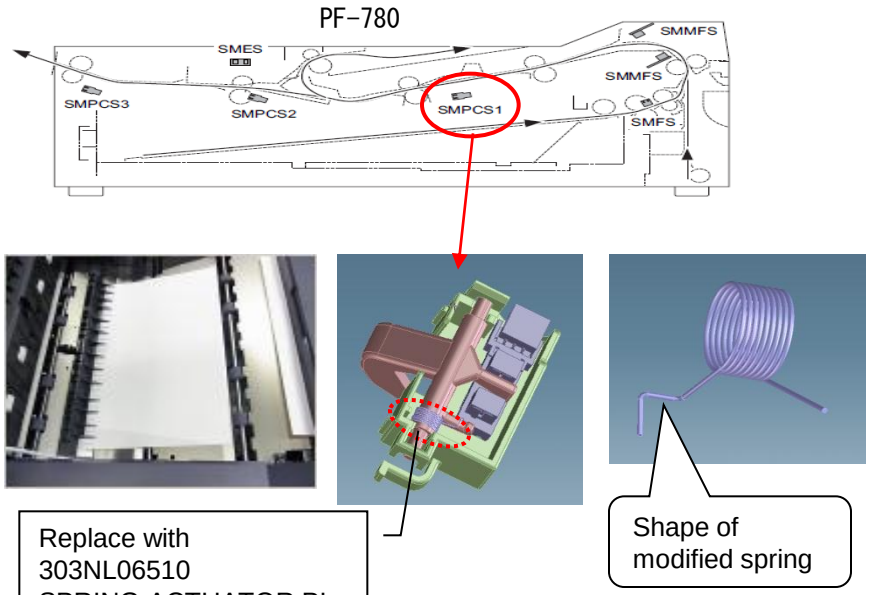
J341X（PF）

If J341X occurs, take the following measure.

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

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

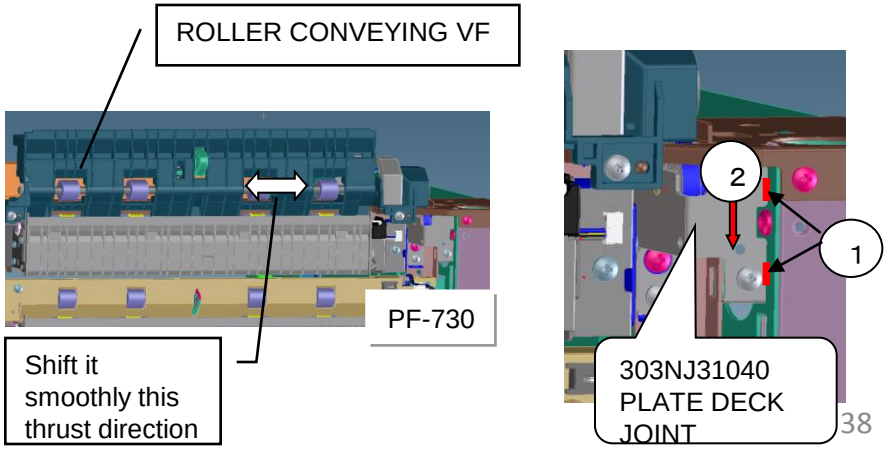
Refer to service bulletin No. 3NL-0001 (C059)for the detail
Affected machines：After 2012 Feb production



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

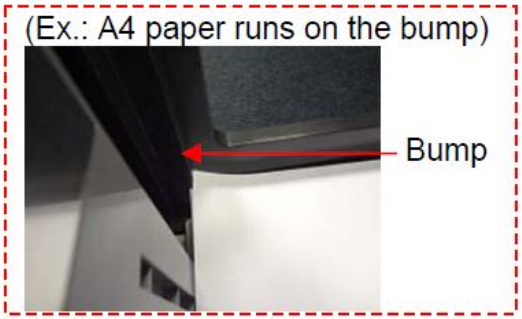
If the movement of unit is heavy, re-install the 303NJ31040 PLATE DECK JOINT located at right side while making the edge of (1) contacting with FRAME REAR, shift lower direction of arrow (2).

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

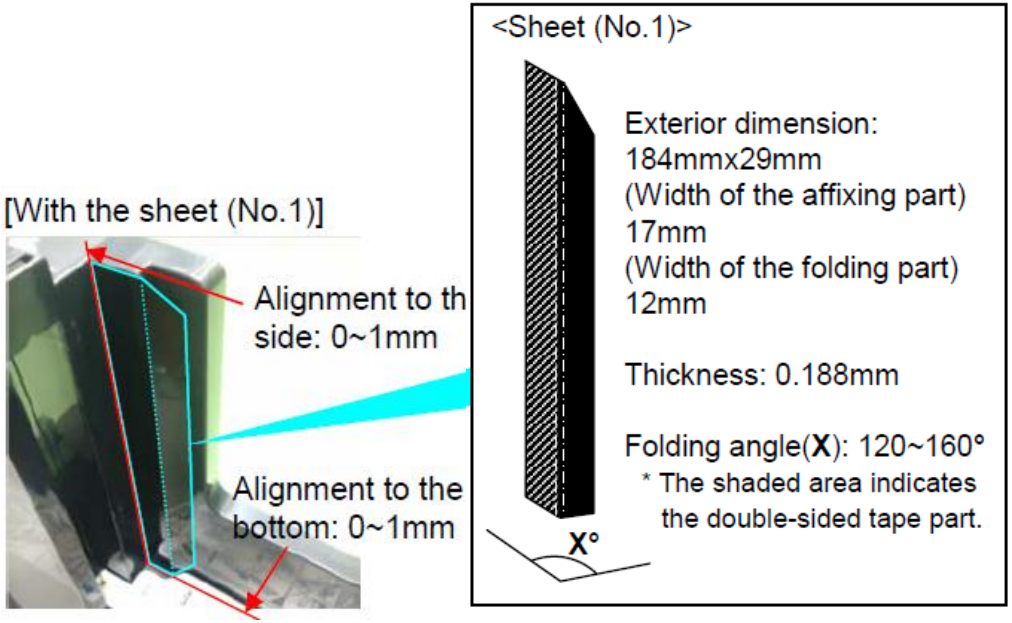


J4103/4104

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



Check whether a corner of A4 paper runs on the bump with a step of 11x8.5 size.
When paper runs on, set paper correctly. Please adhesive the regulation sheet: PARTS SHEET STOPPER A4 SP(303NF94170) as needed.
*If paper seriously runs on, C1100/1110 may occur.



J421X(Fuser exit sensor stay jam)

If JAM J421X occurs, take the follow measure.

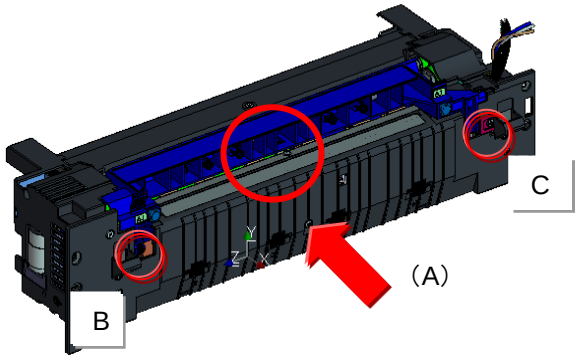
Shift (1) GUIDE EXIT ASSY“ L ” and“ R ” direction and check whether (2) ACTUATOR is not contacted with (3) COVER FUSER EXIT (refer to right Fig.)

→ Insert the below parts into the red line part (between Frame Fuser and Guide Exit Ass’y) in below Fig. if actuator is contacted with cover.

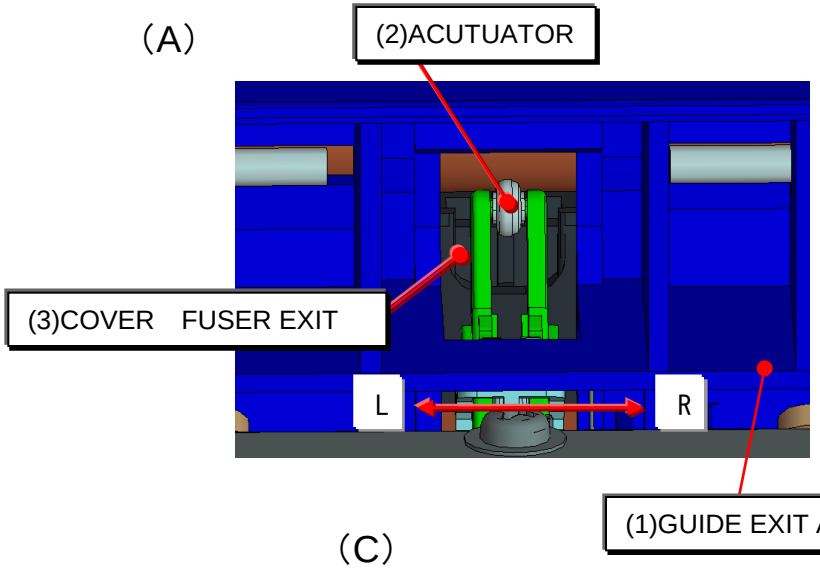
Part No.	Description
302K994C40	PARTS CUT-WASHER 6 SET SP

Refer to the service bulletin No. 2K9-0021(C155) for the detail information.

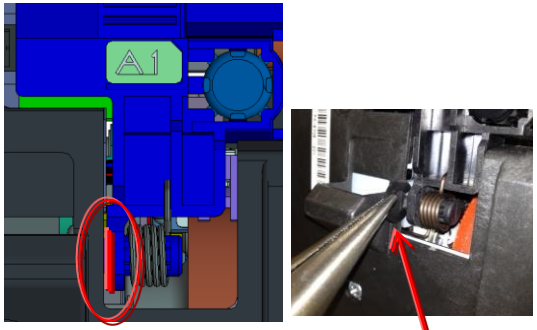
■Modified from the production machine of March, 2012.



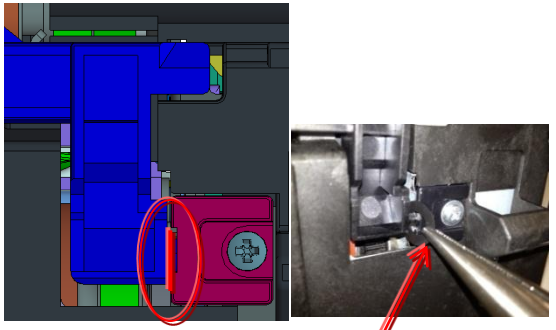
(A)



(B)



(C)

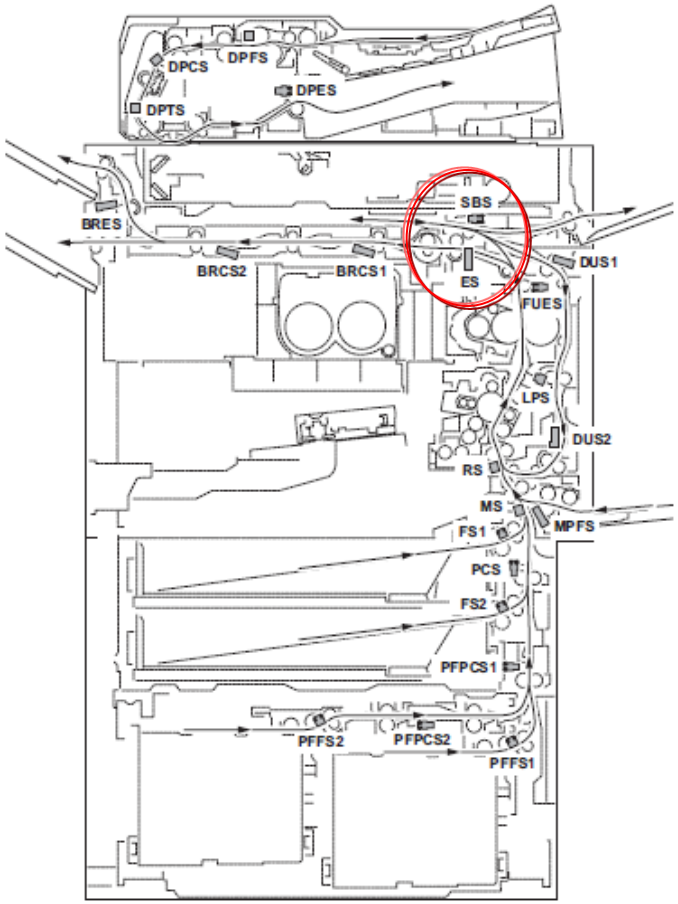


1. In case of JAM at the shift guide of the exit unit part, take the following measure.

When the entire paper is not damaged at JAM.

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

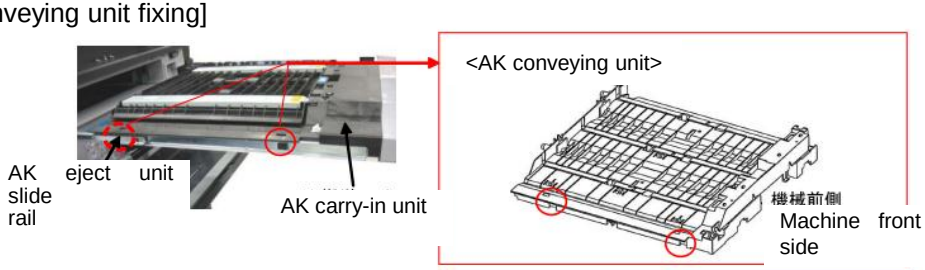
* Sensor：7NXGP1A73LCH01(SENSOR OPT.) Eject unit：302LH94271（PARTS EXIT UNIT B SP）
* Measurement time : April 2012 (after March 2012 production lot, the sensor selection is executed.)



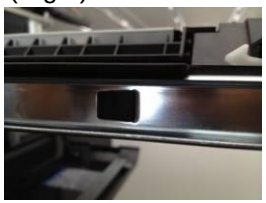
If J49XX/J50XX/J51XX occurs, check below item 1 to 5.

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

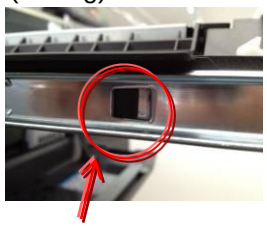
[Conveying unit fixing]



(Right)



(Wrong)



Clearance

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

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

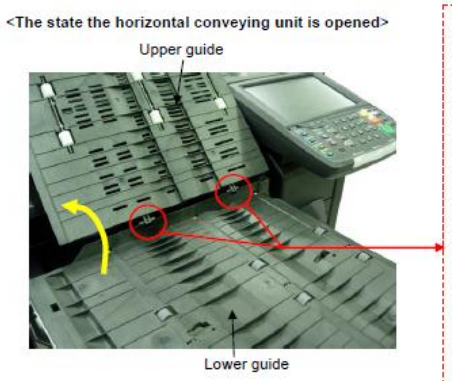
TASKalfa8000i (2LF)

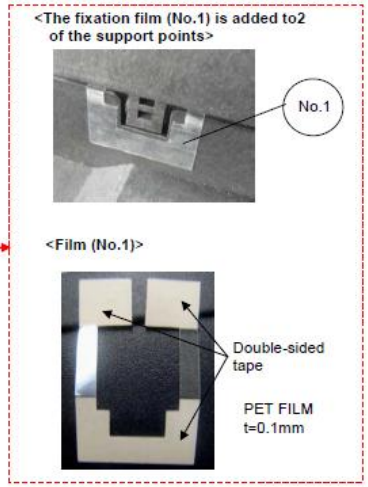
KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102LF9JP0	1102LF2US0	1102LF2CS0	1102LF2US1	1102LF2BR0	1102LF4US0	1102LF3NL0	1102LF3UT0
NextPrdct	N4P1X00646	NHE1X00173	NextPrdct	NextPrdct	NHF1X00011	N4Q1X00421	N4S1X00067
OLIVETTI	KMAUS	KTST	KMKR	KMTW	KMSG		
1102LF3LV0	1102LF3AS0	1102LF3KS0	1102LF3KR0	1102LFTTW0	1102LF3SG0		
NK11X00024	NextPrdct	NKP1X00011	NMQ1X00013	NextPrdct	NJK1X00073		

TASKalfa6500i (2LG)

KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102LG9JP0	1102LG2US0	1102LG2CS0	1102LG2US1	1102LG2BR0	1102LG4US0	1102LG3NL0	1102LG3UT0
NextPrdct	N4U1Y00818	NHG1Y00207	NextPrdct	NextPrdct	NHH1Y00006	N4V1Y00423	N4X1Y00183
OLIVETTI	KMAUS	KTST	KMKR	KMTW	KMSG		
1102LG3LV0	1102LG3AS0	1102LG3KS0	1102LG3KR0	1102LGTTW0	1102LG3SG0		
NK21Y00021	NextPrdct	NKQ1Y00021	NMR1Y00009	NextPrdct	NJL1Y00084		

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

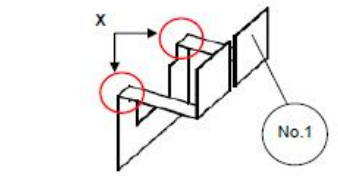
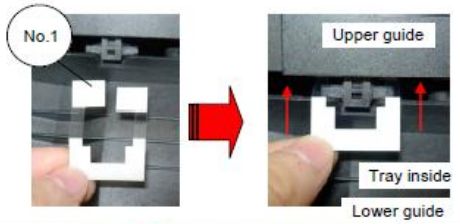
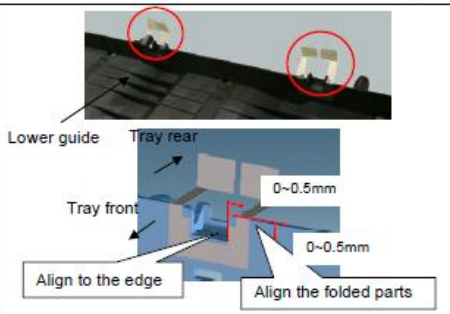
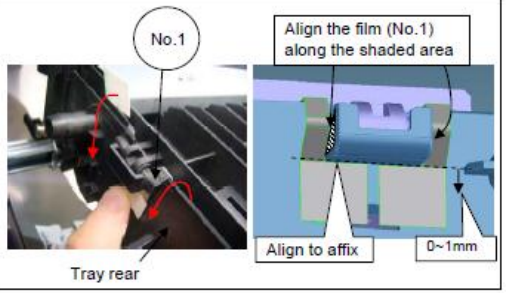




J49XX / J50XX / J51XX / J600X continue

■The film attached procedure

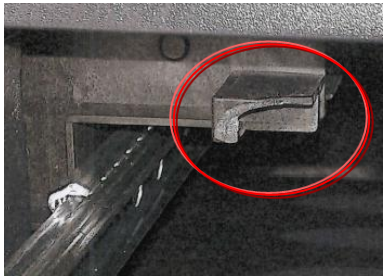
<The procedure to affix the film (No.1)>

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.	

3. 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.

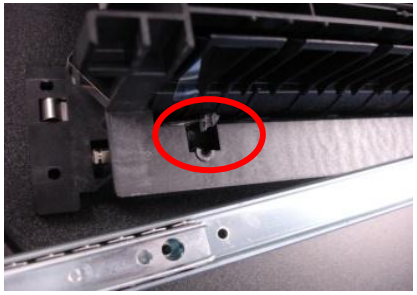
No.	Old	New Parts No	Parts name	Q'ty
1		302LF94384 2LF94384	PARTS RELAY EXIT UNIT SP	1



4. 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		302LF94384 2LF94384	PARTS RELAY EXIT UNIT SP	1

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

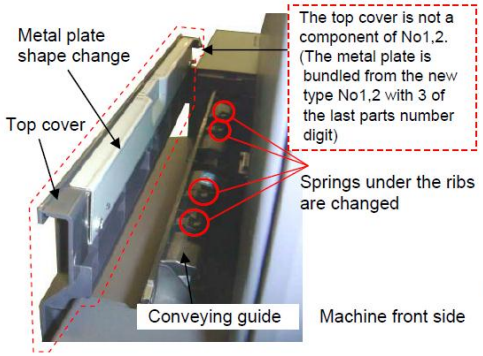


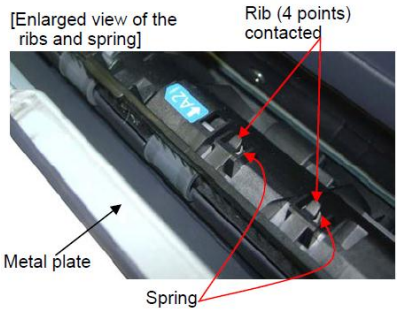
J49XX/J50XX/J51XX/J600X continue

5.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)

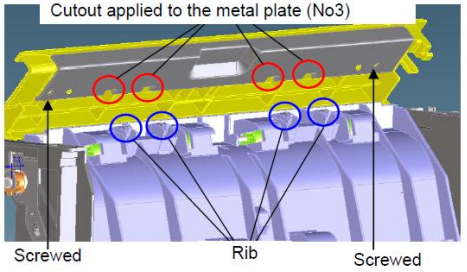
No.	Old	New Parts No	Parts name	Q’ty
1		302LF94384 2LF94384	PARTS RELAY EXIT UNIT SP	1
2		302LF28621 2LF28621	+PLATE REINFORCEMENT EXIT	1
3		302LF28840 2LF28840	+SPRING-COMPRESSION RELAY EXIT	4





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

[Metal plate (No3) shape change]



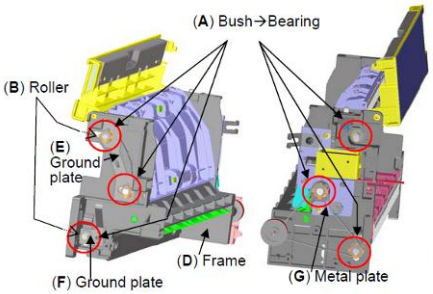
[Spring (No4) change]

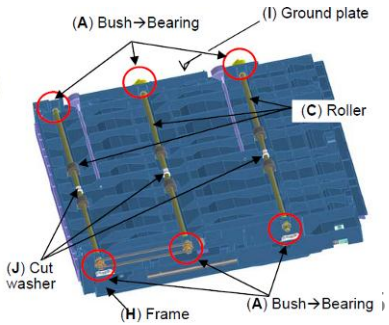
	Before	After
Specified length	6.0mm	8.0mm
Free length	9.9mm	10.8mm
Load at specified length	2.0N	1.42N
Material	SUS304WPB	SWP-B
Color	Silver	Black

6. After performing above items 1 to 5, 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		302K994C31 2K994C31	PARTS GUIDE RELAY UPPER UNIT SP	1
2		302LF94384 2LF94384	PARTS RELAY EXIT UNIT SP	1





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)

Sample1

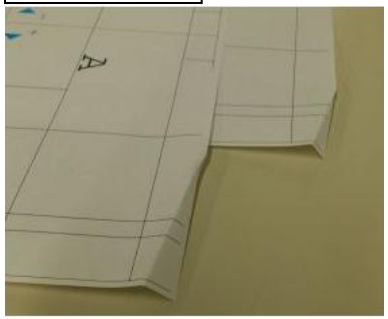
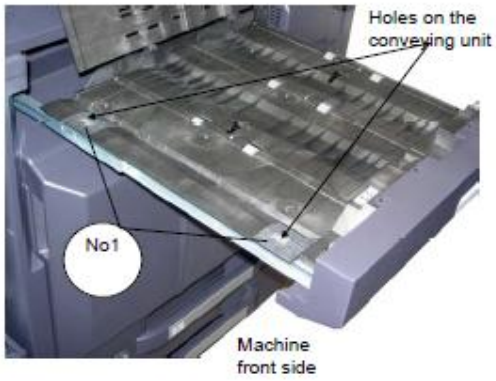


Fig 1



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)

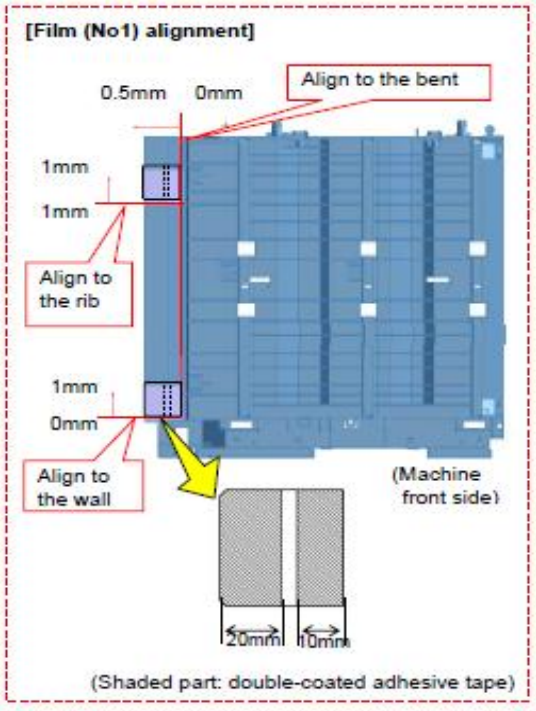
KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102K99JP0	1102K92US0	1102K92CS0	1102K92US1	1102K92BR0	1102K94US0	1102K93NL0	1102K93UT0
N4C1Z00011	N4D1Z00249	NH61Z00044	NextPrdct	NJG1Z00002	NH71Z00006	N4E1Z00185	N4G1Z00035
KMAUS	KMTW	KMAS					
1102K93AS0	1102K9TTW0	1102K93AX0					
NextPrdct	NextPrdct	NQ31Z00008					

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)

Fig 2



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)

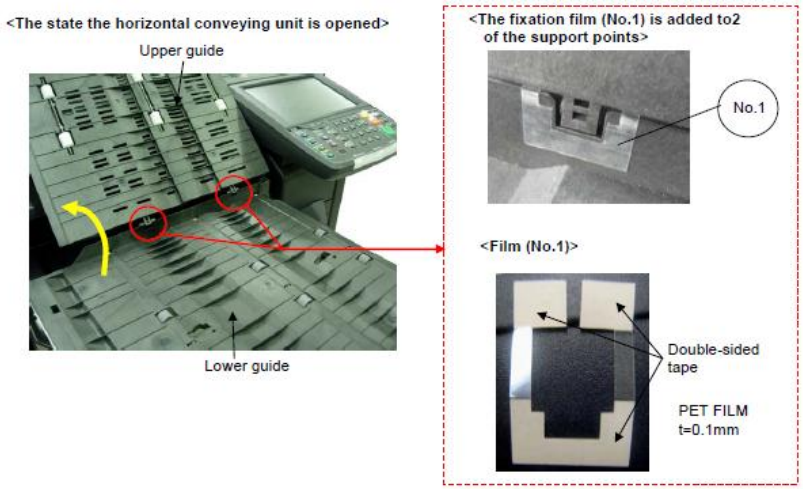
KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102K99JP0	1102K92US0	1102K92CS0	1102K92US1	1102K92BR0	1102K94US0	1102K93NL0	1102K93UT0
N4C1X00009	N4D1X00200	NH61X00034	NextPrdct	NJG1Z00002	NH71Z00006	N4E1X00172	N4G1X00030
KMAUS	KMTW	KMAS					
1102K93AS0	1102K9TTW0	1102K93AX0					
N4F1X00066	NextPrdct	NQ31X00001					

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

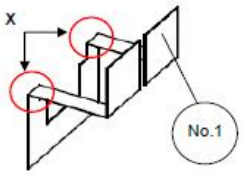
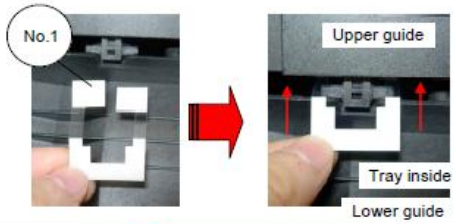
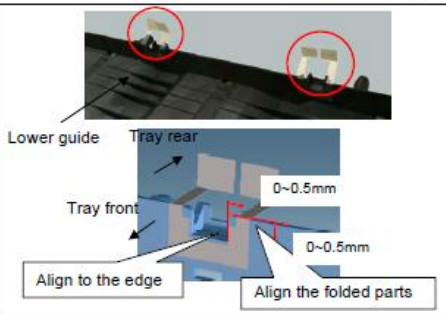
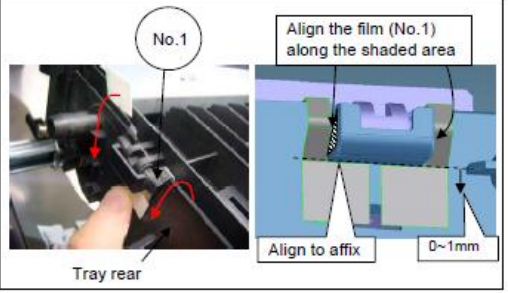
右記仕様以外	KMKR	UTAX/TA	KTST	OLI
1703NB0UN0	1703NB0KR0	1703NB0UT0	1703NB0KS0	1703NB0LV0
N341X13935	NEM1X00009	NKM1X02577	NLL1X00041	NKH1X00197



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

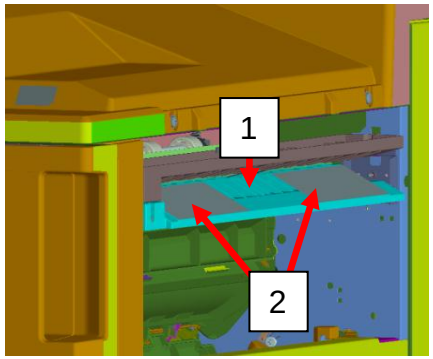
■The film attached procedure

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

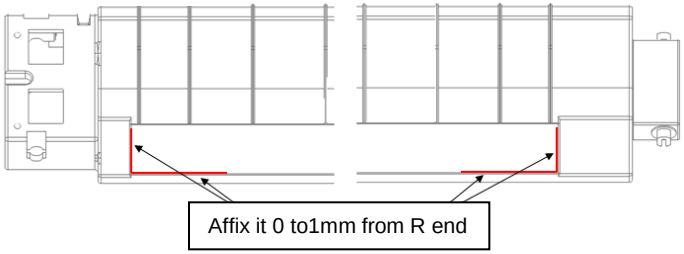
No	Procedure	Detail
1	Clean the part to affix the film (No.1) with alcohol and wipe with dry cloth Fold the film (No.1) at the part marked X before affixing it.	
2	Insert the film (No.1) in the gap between the upper and lower guide.	
3	Affix the film (No.1) to the lower guide.	
4	Close the upper guide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



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

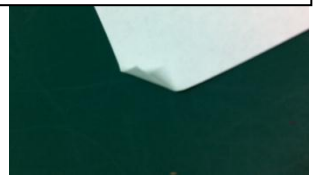
a. Upgrade the firmware (as set.)
3NB_9200.004.007 and after
3NK_9A00.003.004 and after

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

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

Sample 1

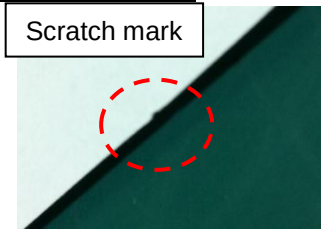
Corner Folding (small fold)



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

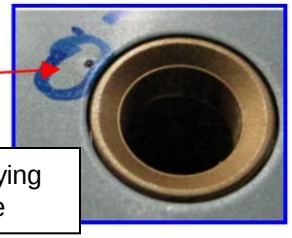
Sample 2

Scratch mark



Convex

Conveying surface



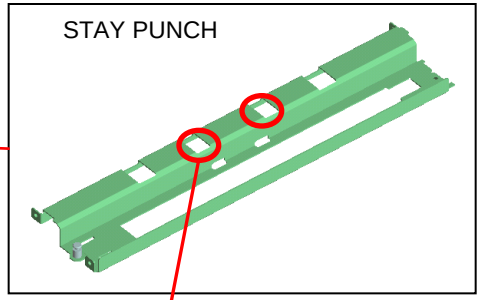
Paper is caught by the convex of welding part at the Punch unit upper guide conveying surface.

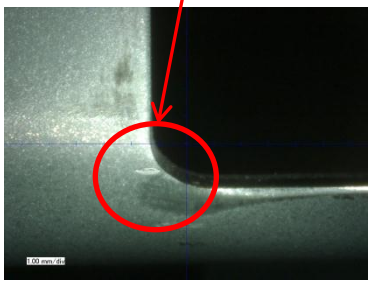
J6100 / J6110 (DF-790) (5/6)

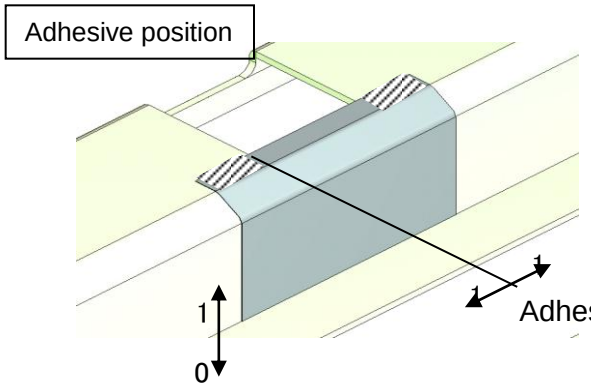
4、If the paper stop before the conveying-in roller and there is no damage on paper, check whether the paper is caught by the STAY PUNCH.

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

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







Adhesive position for Both sided Tape

J6100/J6110 (DF) （6/6）

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

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

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

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

a. Replace the cursor.

Image sample1

View from main tray side

Corner folding

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 sample 2

Inside of process tray (Paper trail end side)

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

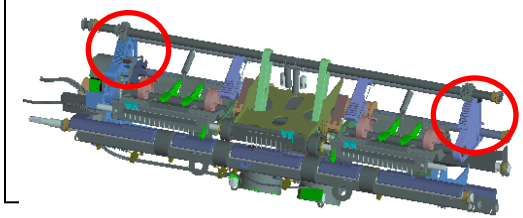
It occurs since the opening of the Bundle discharge unit is (b) slanting or (c) narrower.

(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

(b) Correct the Gear mesh

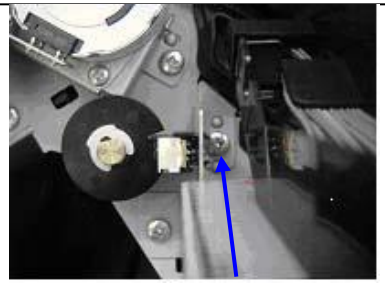


(c) Replace the PI mount plate

303NB36321 MOUNT PI UPPER GUIDE

Affected from ： 2011 Oct. production

Ref.No.3NB-0011(B403)

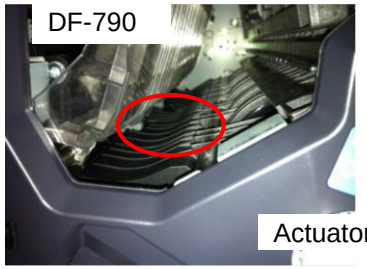


MOUNT PI UPPER GUIDE

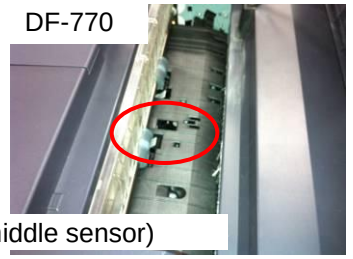
3. JAM when the JAM paper occurs at J631* is not existed at the Processing section.

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.

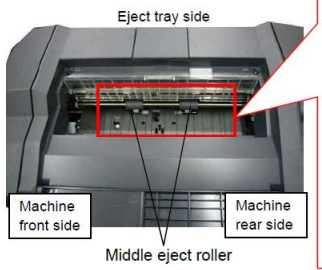
a. Please affix the films.

(a) Affix the films

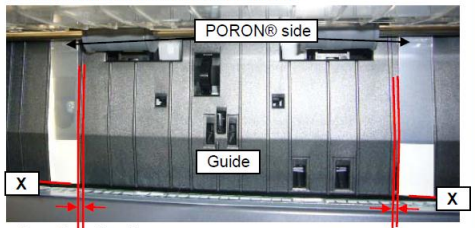
303NC24050 SHEET CONVEYING 2pcs

Ref.No.3NC-0002(C179)

[Affixing position]

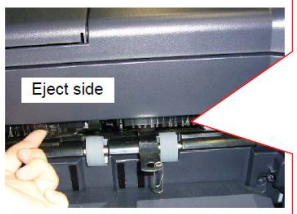


<Position where the sheet are affixed>

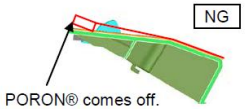


X: Align to the edges of the guide.

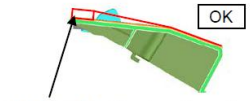
[Check after affixing the sheets]



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



PORON® comes off.



PORON® is affixed on the guide sufficiently.

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

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

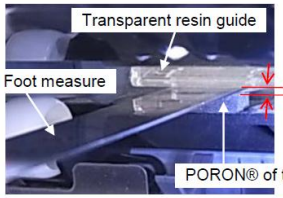


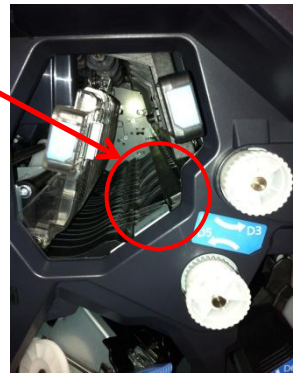
Image sample3

Inside of process tray
（Paper tray leading side)

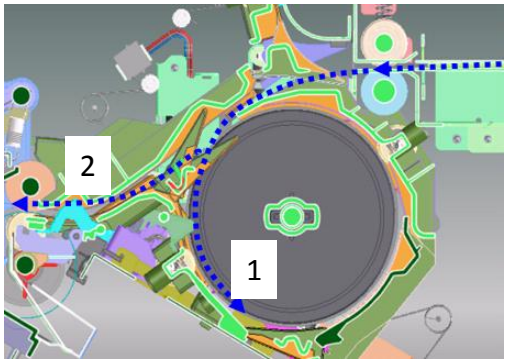
1. JAM after paper stops at the paper conveying path

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

Feedshift guide 1



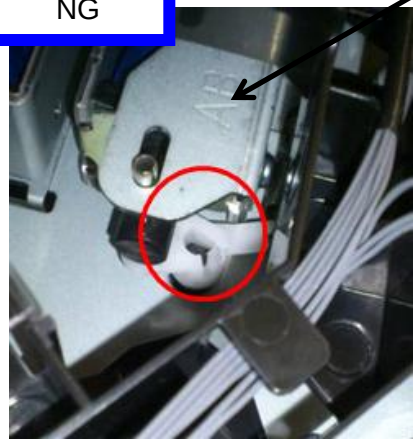
(b)Paper is fed to the direction2 instead of the direction1.



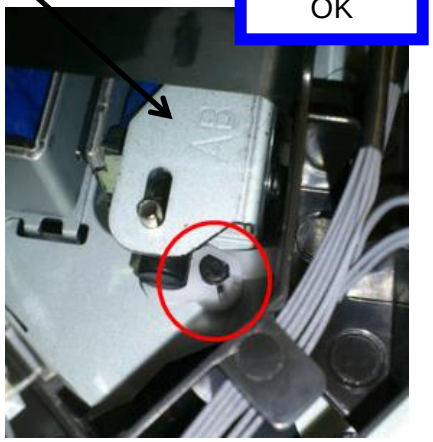
(a) Check the assembling condition of the Feedshift guide1.
Check the shaft of Feedshift guide 1 is firmly inserted into the lever of DF feedshift solenoid 1. In case of out of location, insert the shaft into level as shown in below photo.

DF feedshift solenoid 1

NG

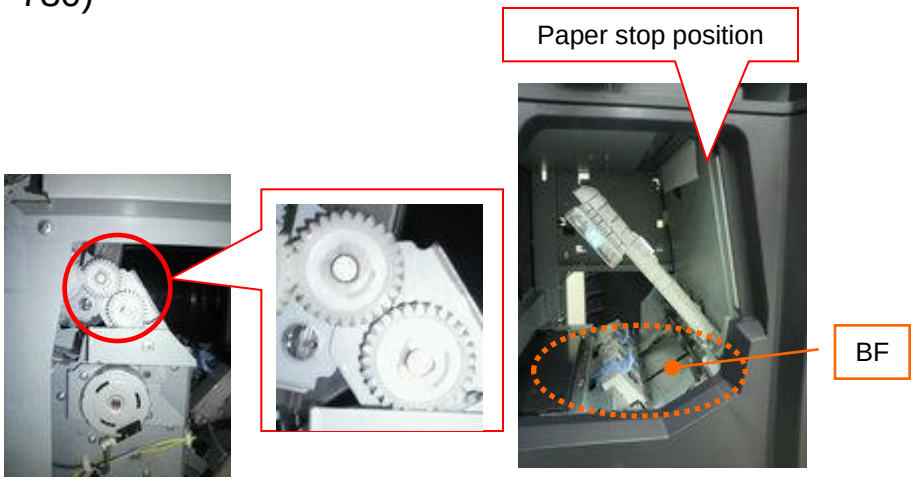


OK



1. JAM 6710 / 7710

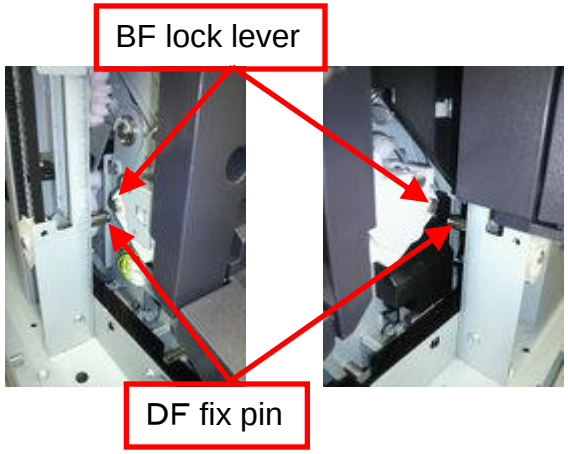
a. The JAM paper is stopped before reaching the BF.



<Paper stop position>

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

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



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

1. Fulcrum pin for BF lock lever

2. DF hook pin

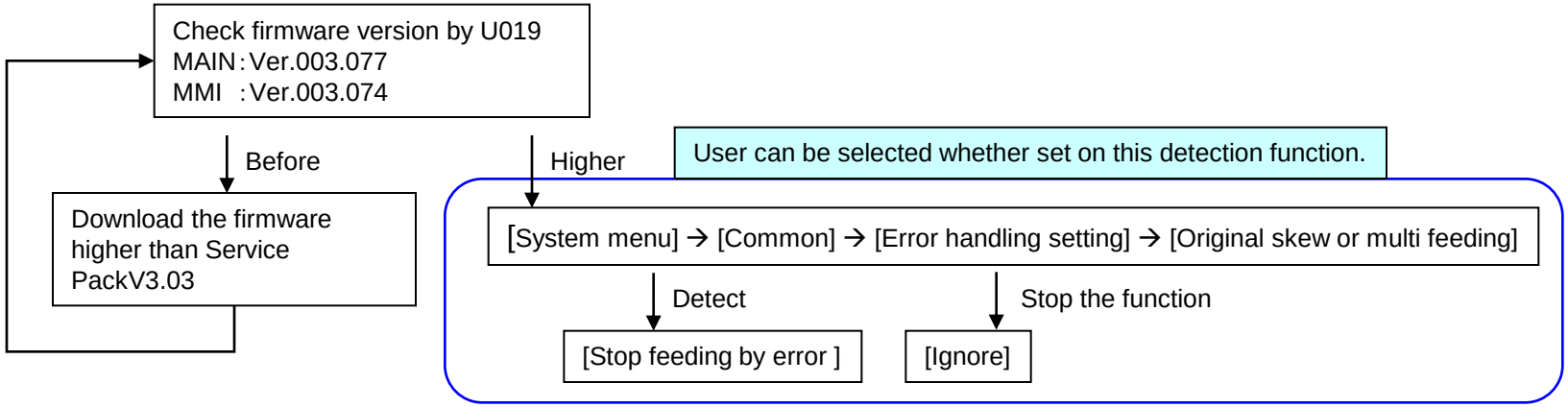
1.J9020 / J9030

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]

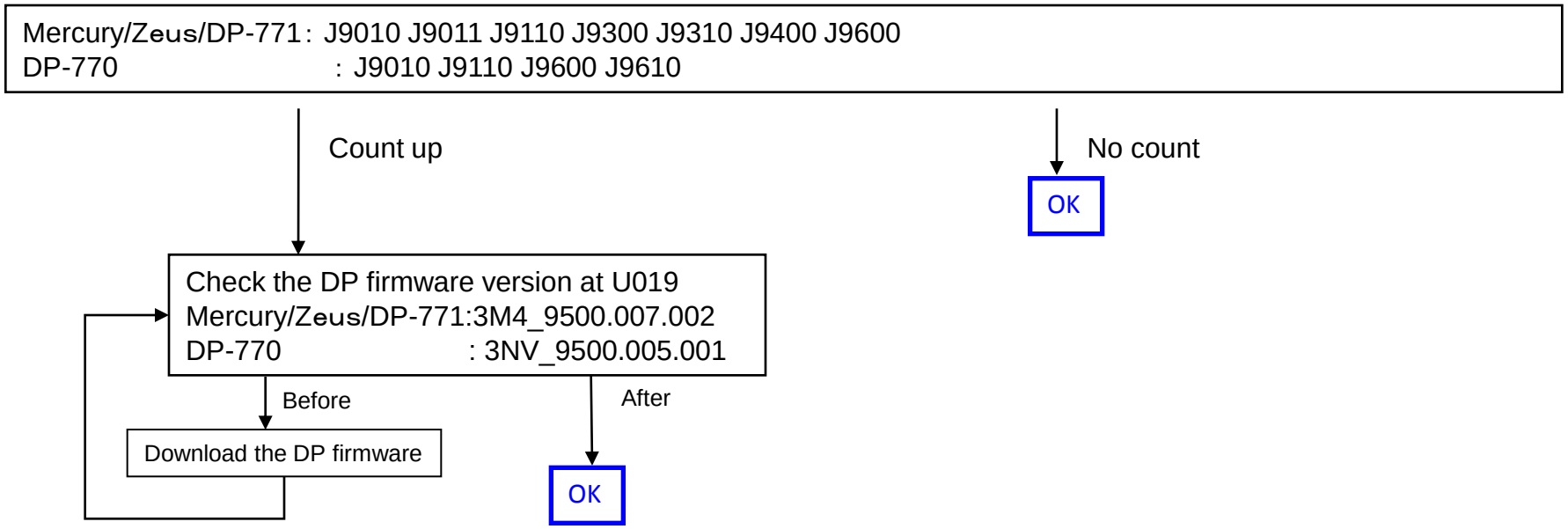
< Treatment 2>
If the user request below demand, Keep U460 set ON and do not stop this detection function.
a. Reduce the original damage in case of setting the stapled originals wrongly on DP.
b. Prevent missing page due to multi feeding (except DF-771)



J9XXX

If J9010 J9011 J9110 J9300 J9310 J9400 J9600 J9610 occur, take the following measure

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



Corner Folding (1/9)

If Corner Folding occurs at paper, check below item.

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

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

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

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

Sample1

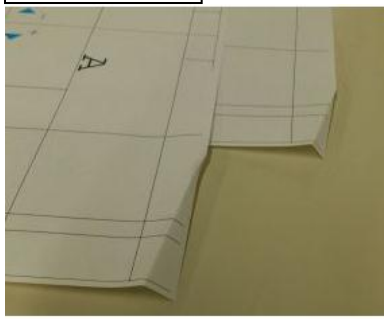
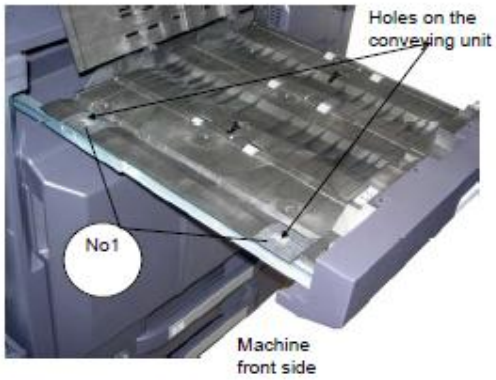


Fig 1



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

■ Affected machine's serial number is below

TASKalfa7550ci (2K9)

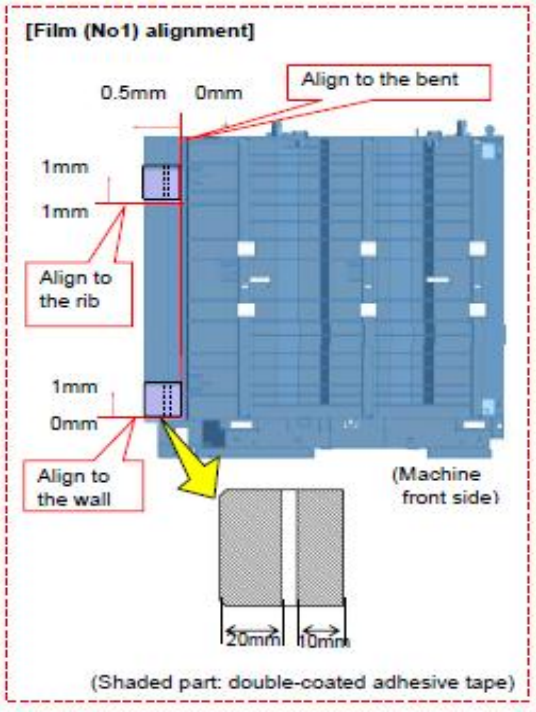
KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102K99JP0	1102K92US0	1102K92CS0	1102K92US1	1102K92BR0	1102K94US0	1102K93NL0	1102K93UT0
N4C1Z00011	N4D1Z00249	NH61Z00044	NextPrdct	NJG1Z00002	NH71Z00006	N4E1Z00185	N4G1Z00035
KMAUS	KMTW	KMAS					
1102K93AS0	1102K9TTW0	1102K93AX0					
NextPrdct	NextPrdct	NQ31Z00008					

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)

Fig 2



Corner Folding (2 / 6)

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

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

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

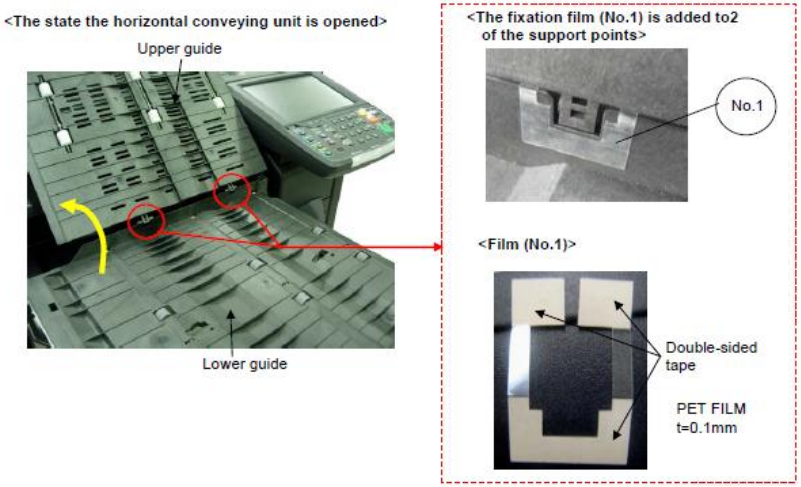
■Affected machine's serial number is below

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					

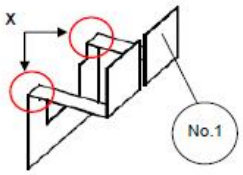
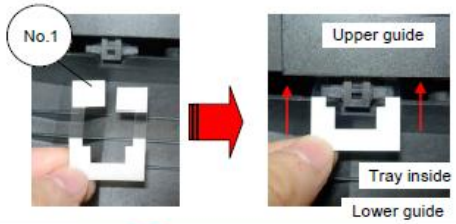
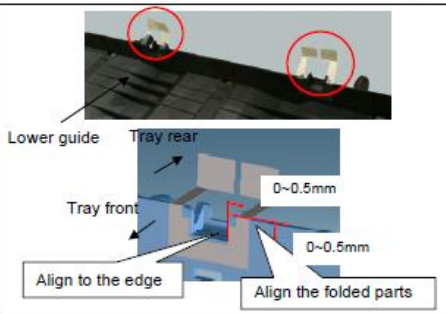
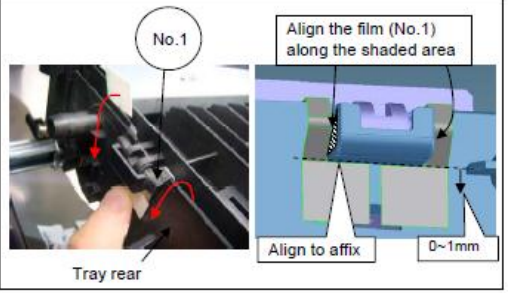


Refer to the service bulletin : 2LF-0004(B355)

Corner Folding (3 / 6)

■The film attached procedure

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

No	Procedure	Detail
1	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.	

Corner Folding (4/9)

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

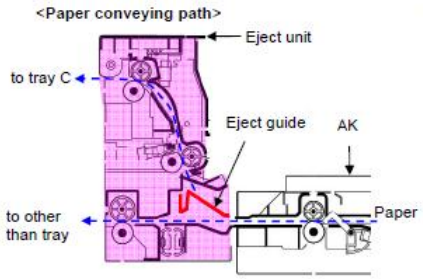
■Affected machine's serial number is below.

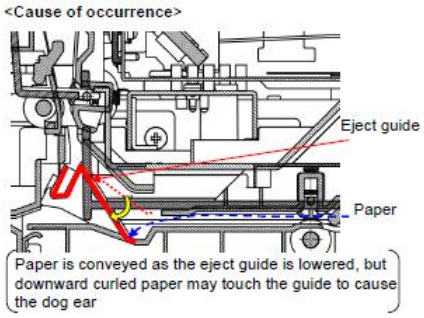
TASKalfa7550ci (2K9)

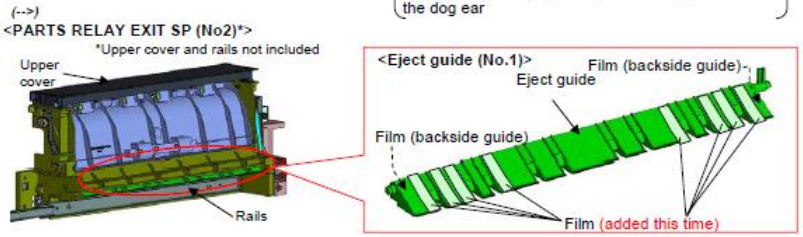
KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102K99JP0	1102K92US0	1102K92CS0	1102K92US1	1102K92BR0	1102K94US0	1102K93NL0	1102K93UT0
N4C1Z00011	N4D1Y00227	NH61Z00044	NextProduct	NJG1Z00002	NH71Z00006	NextProduct	N4G1Z00035
KMAUS	KMTW	KMAS					
1102K93AS0	1102K9TTW0	1102K93AX0					
NextProduct	NextProduct	NQ31Z00008					

TASKalfa6550ci (2LB)

KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102LB9JP0	1102LB2US0	1102LB2CS0	1102LB2US1	1102LB2BR0	1102LB4US0	1102LB3NL0	1102LB3UT0
NextProduct	N4J1Y00348	NH91Z00109	NextProduct	NJF1Z00005	NextProduct	N4K1Z00260	N4M1Z00084
KMAUS	KMTW	KMAS					
1102LB3AS0	1102LBTTW0	1102LB3AX0					
NextProduct	NextProduct	NextProduct					



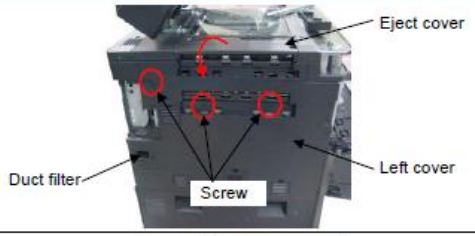
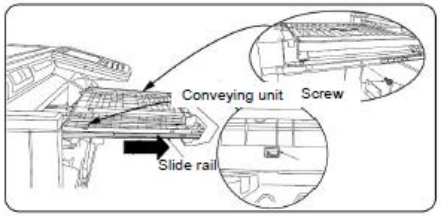


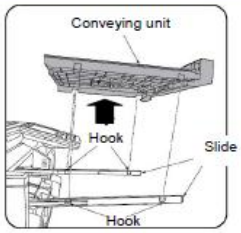
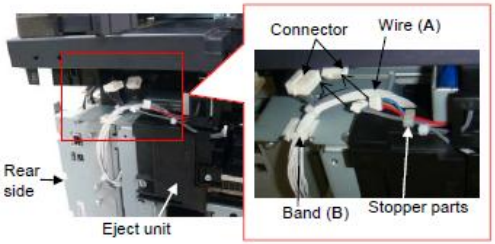


Refer to the service bulletin : 2K9-0007(B393)

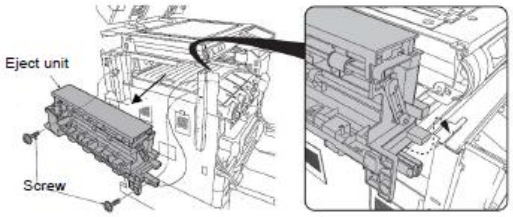
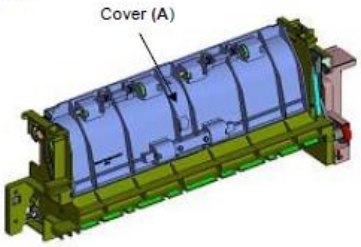
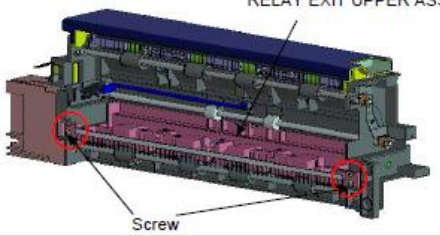
Corner Folding (5/9)

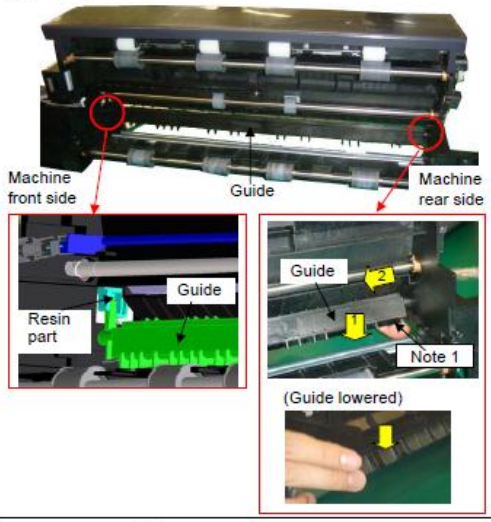
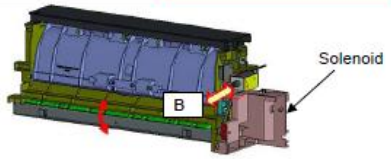
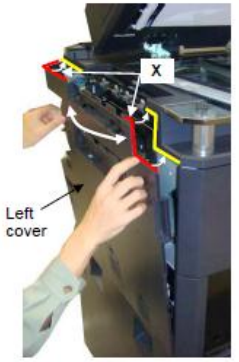
<The procedures to replace the eject guide(No.1)>

No	Procedure	Detail
	Detaching the eject guide	
1	Open the DP and remove the duct filter attached to the left cover. Open the eject cover in the direction of the arrow. Remove 3 screws that fix the left cover.	
2	Remove the left cover. *Warp the cover in the direction of the arrow to remove.	
3	Open the front cover and remove a screw that fixes the conveying unit.	

No	Procedure	Detail
4	Unlatch 4 of the hooks on the inner slide rails from the cutout on the conveying unit.	
5	Remove the stopper part that fixes the wires and disconnect 2 connecters. *Do not touch the band (B) that fastens the wire (A). If the banding is broken, the wire may be pinched when attaching the eject unit.	
6	Remove 2 connectors that connect to the eject unit.	

Corner Folding (6/9)

No	Procedure	Detail
7	Remove 2 screws and the eject unit. *Take care not to drop the cover (A) when removing the eject unit.	 <Eject unit> 
8	Remove 2 screws and RELAY EXIT UPPER ASSY	(Eject unit) 

No	Procedure	Detail
9	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) 
10	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.	
11	Reseat the eject unit and conveying unit in the machine in a reverse manner of the procedures 7 to 10. *Warp the left cover in the direction of the arrow when fitting it to the point X. Press the point marked Y to check if the cover does not come off after fitting the cover. *Face up the contaminated side when reseating the duct filter.	 

Corner Folding (7/9)

3.If it occurs at ejecting the paper to both upper and lower tray, replace the Guide ”PARTS GUIDE EXIT MIDDLE SP(No2)”(refer to right fig.) which is added the films (7sheets).

No.	Old	New Parts No	Parts name	Q’ty
1		302K994B80 2K994B80	PARTS GUIDE EXIT MIDDLE SP	1

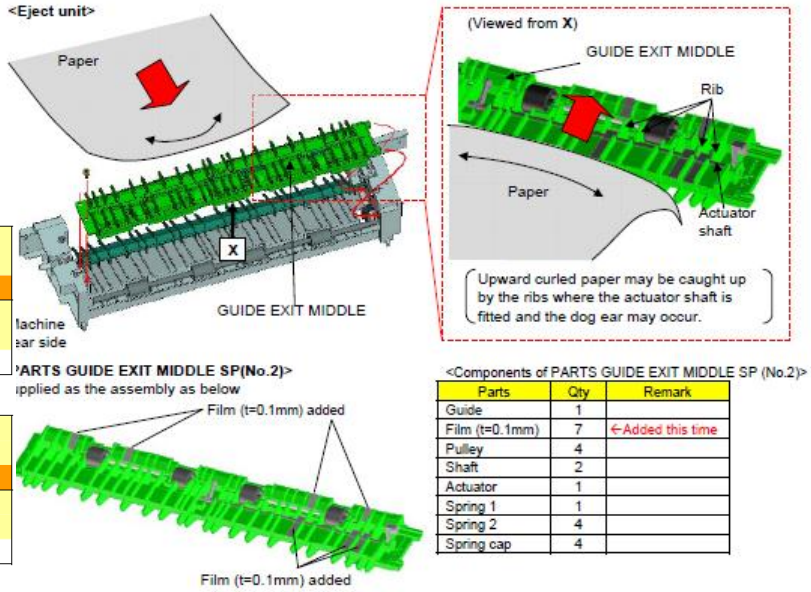
■Affected machine’s serial number is below.

TASKalfa7550ci (2K9)

KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102K99JP0	1102K92US0	1102K92CS0	1102K92US1	1102K92BR0	1102K94US0	1102K93NL0	1102K93UT0
N4C1Z00011	N4D1Y00227	NH61Z00044	NextProduct	NJG1Z00002	NH71Z00006	N4E1Z00185	N4G1Z00035
KMAUS	KMTW	KMAS					
1102K93AS0	1102K9TTW0	1102K93AX0					
NextProduct	NextProduct	NQ31Z00008					

TASKalfa6550ci (2LB)

KMJ	KMA	CPY	KMA GSA	KMBR	KMA 220VI	KME	UTAX
1102LB9JP0	1102LB2US0	1102LB2CS0	1102LB2US1	1102LB2BR0	1102LB4US0	1102LB3NL0	1102LB3UT0
NextProduct	N4J1Y00348	NH91Z00109	NextProduct	NJF1Z00005	NextProduct	N4K1Z00260	N4M1Z00084
KMAUS	KMTW	KMAS					
1102LB3AS0	1102LBTTW0	1102LB3AX0					
NextProduct	NextProduct	NextProduct					



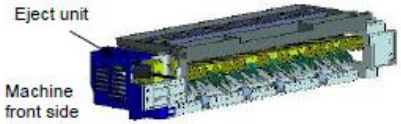
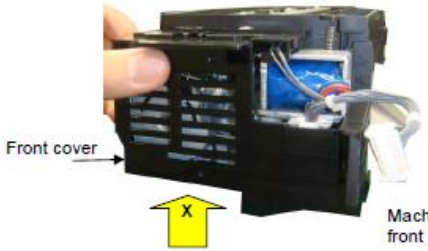
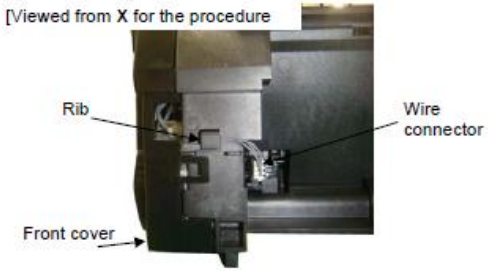
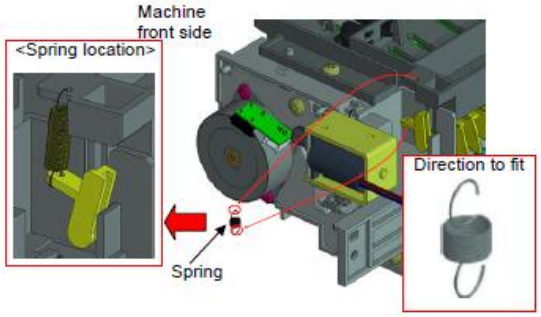
<Components of PARTS GUIDE EXIT MIDDLE SP (No.2)>

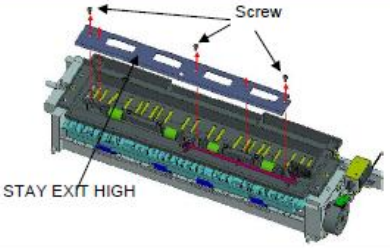
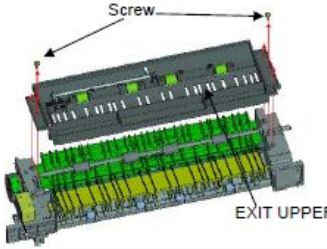
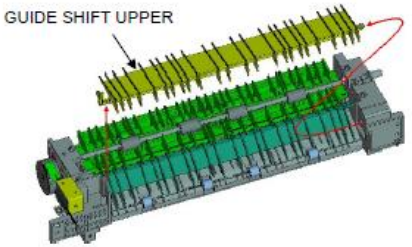
Parts	Qty	Remark
Guide	1	
Film (t=0.1mm)	7	←Added this time
Pulley	4	
Shaft	2	
Actuator	1	
Spring 1	1	
Spring 2	4	
Spring cap	4	

Refer to the service bulletin : 2K9-0008(B419)

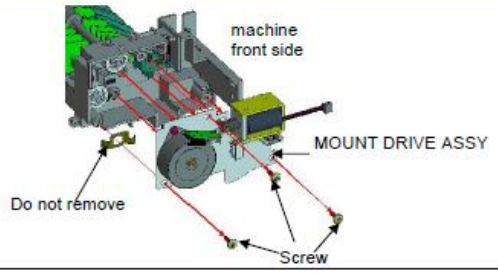
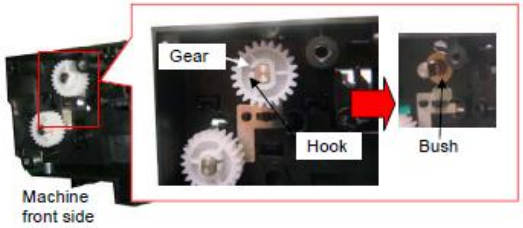
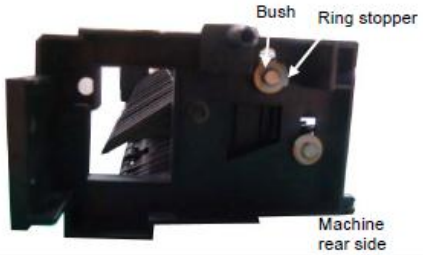
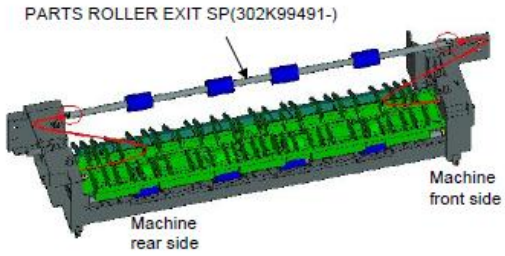
Corner Folding (8/9)

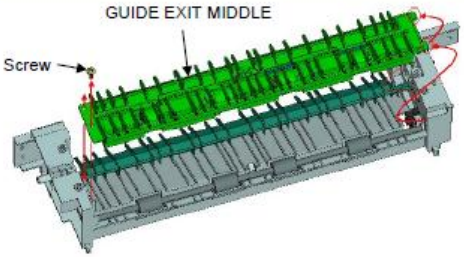
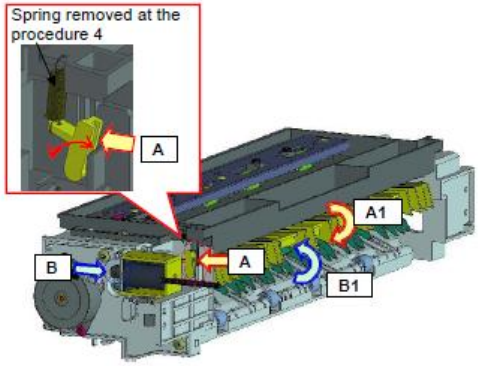
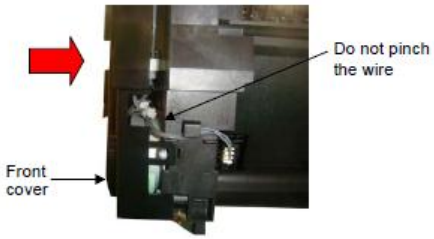
[PARTS GUIDE EXIT MIDDLE SP(No2) replacement procedures]

No	Procedure	Detail
1	Remove the external cover and fuser section to remove the eject unit. *Refer to the service manual pages 1-5-48 and later for the procedures to remove the fuser section.	
2	Remove the front cover of the eject unit. *Watch the wire.	
3	Disconnect the connector and separate the wire from the rib.	
4	Remove the spring	

No	Procedure	Detail
5	Remove 3 screws and STAY EXIT HIGH	
6	Remove the connector.	
7	Remove 2 screws and EXIT UPPER ASSY	
8	Remove GUIDE SHIFT UPPER	

Corner Folding (9/9)

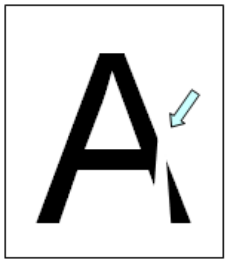
No	Procedure	Detail
9	Remove 3 screws and MOUNT DRIVE ASSY	
10	Unlatch the hook to remove the gear. Remove the bush behind the gear.	
11	Remove the ring stopper at the machine rear side to remove the bush.	
12	Remove PARTS ROLLER EXIT SP from the machine rear side and then machine front side. *Fit it from the machine front side and then machine rear side.	

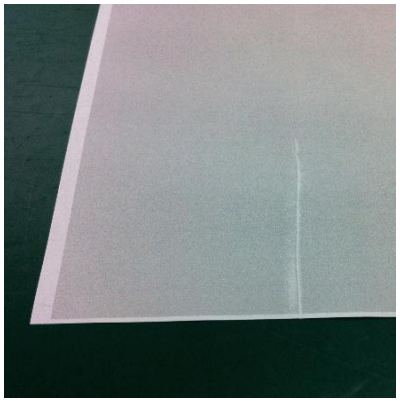
No	Procedure	Detail
13	Remove a screw and GUIDE EXIT MIDDLE	
14	Reassemble in the reverse manner after replacing PARTS GUIDE EXIT MIDDLE SP (No.2). Rotate A and B in the direction of the arrows to check the guides (A1,B1) correctly work before reseating the front cover once removed at the procedure 2.	
15	Do not pinch the wire when fitting the front cover.	

Paper Creasing (1/2)

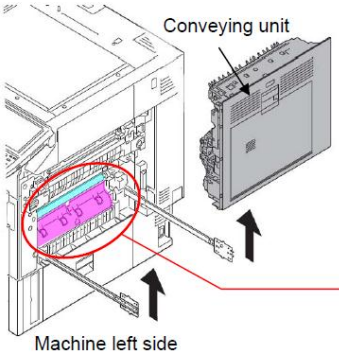
If the paper creasing like a below image occurs frequently, check as referring to below procedure.

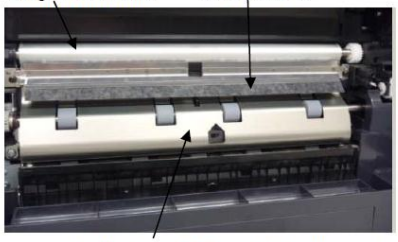
<Check the image sample>
On the image sample of creased paper, spread out the creased part and check if toner is not transferred to the creased





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





YES → Ref.No. 2LC-0013(B213)

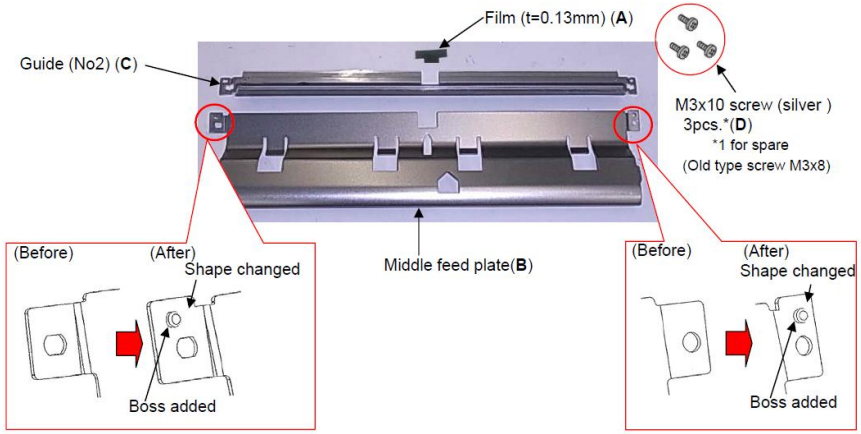
Perform above service bulletin measurement contents.

NO

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

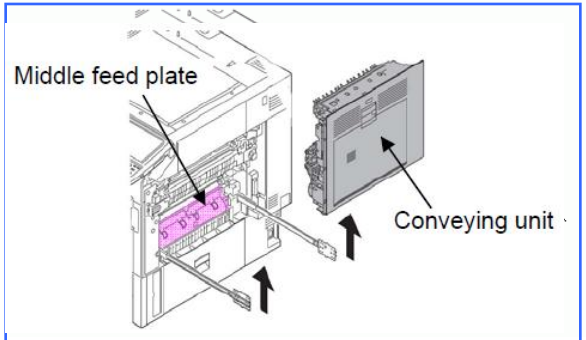
No.	Old Part No.	New Part No.	Description	Q'ty	
				Old	New
1	----------	302LC94690 2LC94690	PARTS REGIST GUIDE SET SP	-	1

■ PARTS REGIST GUIDE SET SP (No1) components parts---A to D

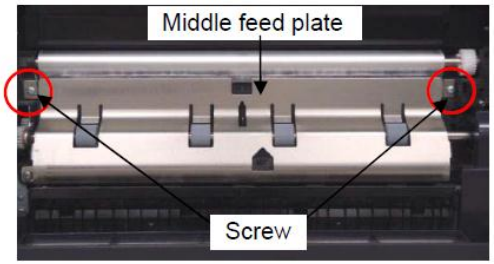


Paper Creasing (2/2)

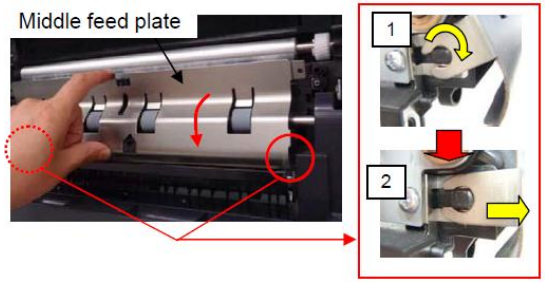
[The procedures to install the guide]



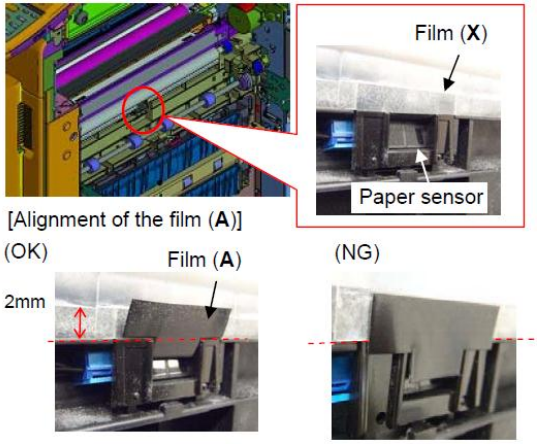
1. Remove the conveying unit.



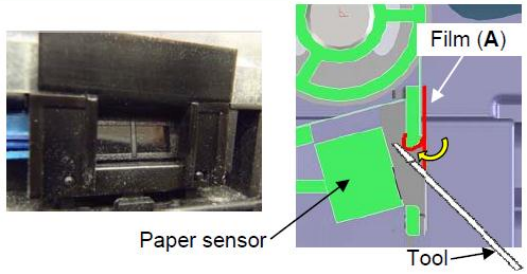
2. Remove 2 of the screws that fix the middle feed plate.



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



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.

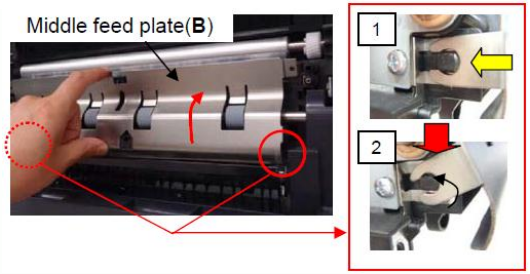


Fold the leading edge of the film (**A**) and affix it toward inner side using a flat-blade screwdriver, etc.

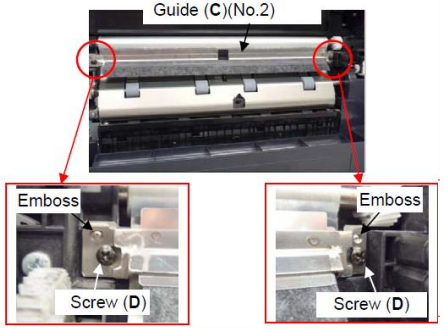
[Note]

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

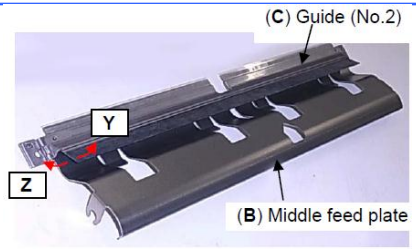
Securely fold the film or mis-sensing may occur.



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

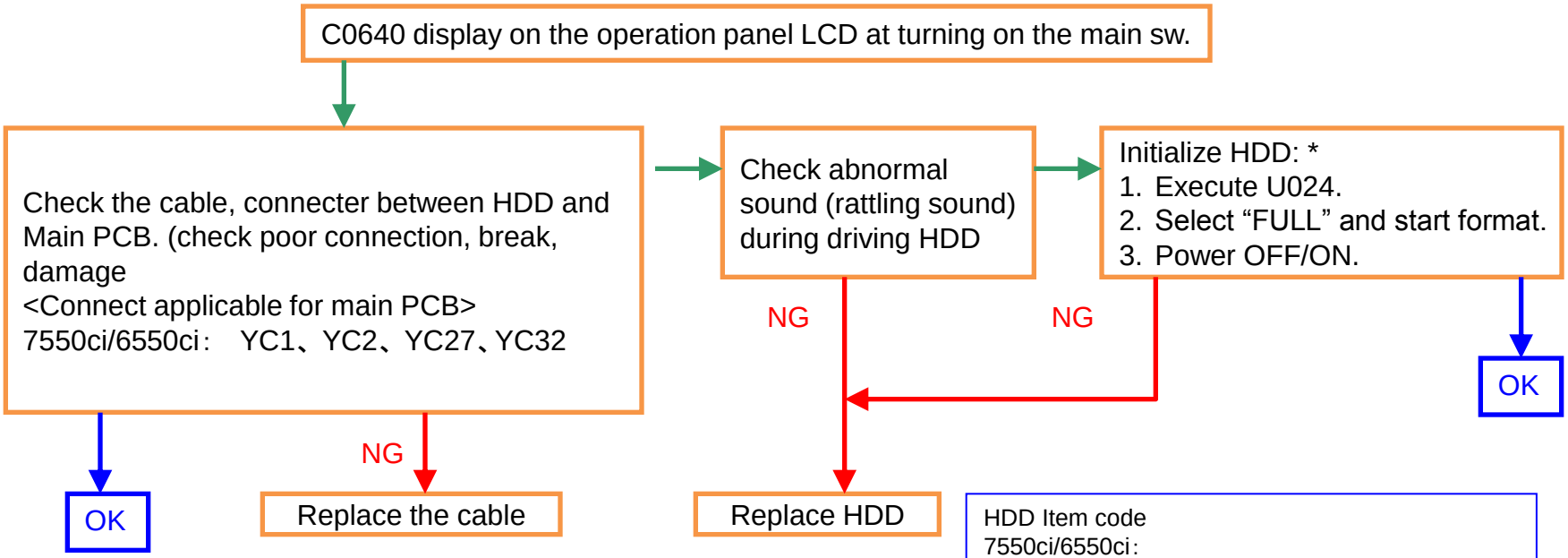


<Note>

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

C0640（HDD error）

C0640



HDD related cable item code：
7550ci/6550ci：
302K946A10 WIRE HDD POWER ×2
302K946A20 WIRE HDD DATA1
302K946A30 WIRE HDD DATA2

HDD Item code
7550ci/6550ci：
302LC93160 PARTS STORAGE DEVICE SP
302LC9K160 PARTS STORAGE DEVICE SP(KR)

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

C210X(Developing Motor Error)

C210X

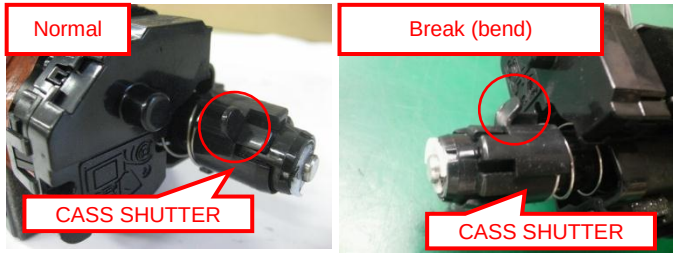
There is a possibility that DLP is LOCKing by jam in the developing powder outlet etc.
(It may be accompanied by the unusual rattling sound like no engagement of gears and C7101)

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

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

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

Fig.1



attention 1

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

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

C22XX（Drum Motor Error）

If C22XX (Drum Motor Error) occurs, take the following measure.

a. Remove the DRUM unit from machine.

b. Check the drum rotation (refer to Fig1)

In case of no rotation, replace the drum unit

→ skip to “e”.

c. Check rotation of the drum spiral roller (refer to Fig2)

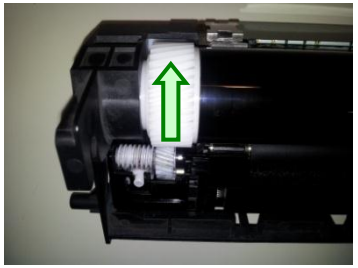
In case of no rotation, replace the drum unit,

→ skip to “e”.

d. Replace the engine PCB.

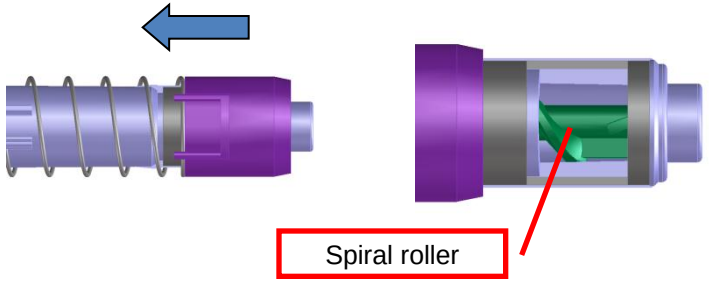
e. Check the Firmware version and version up to above FW PACK V3.03.

<Fig1 Check Drum Rotation>
Turn it below direction.



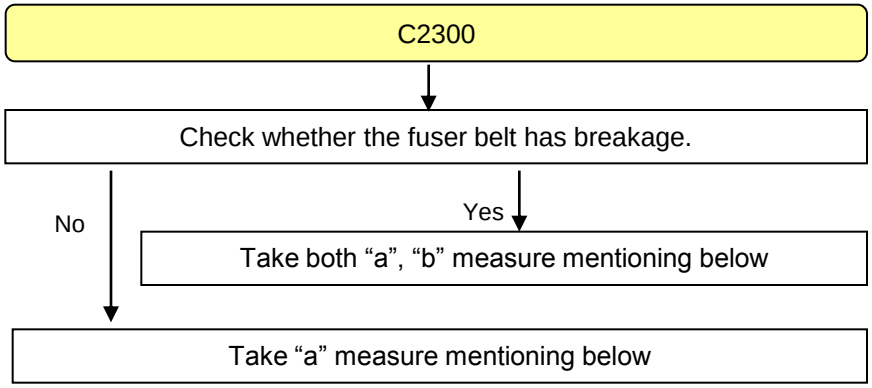
<Fig2 Check Spiral Roller Rotation

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



C2300（Fuser Motor Error)

If C2300 occurs, take the following measure "a", "b" according to the following.



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

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

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

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

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

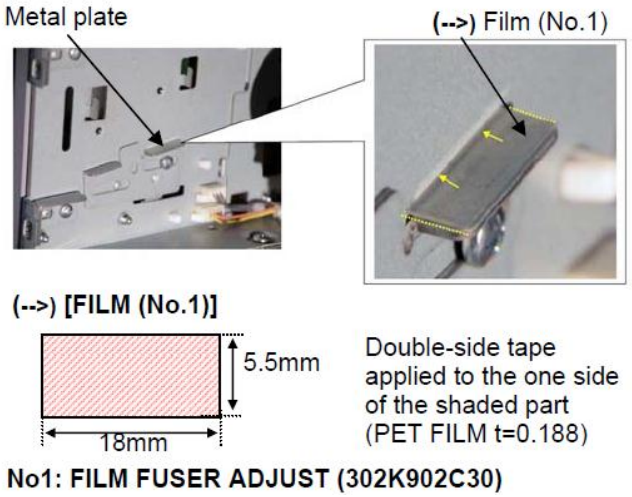
<Affected machine’s serial number for taking the measure during the production>

TASKalfa 8000i

KMA 1102LF2US0	CPY 1102LF2CS0	KMA GSA 1102LF2US1	KMBR 1102LF2BR0	KMA 220VI 1102LF4US0	KME 1102LF3NL0	UTAX 1102LF3UT0	OLIVETTI 1102LF3LV0
N4P1800433	NHE1800128	NLP1900011	From next production	NHF1800005	N4Q1800261	N4S1800052	NK11800018
KMAUS 1102LF3AS0	KTST 1102LF3KS0	KMKR 1102LF3KR0	KMTW 1102LFTTW0	KMSG 1102LF3SG0			
N4R1800075	NKP1800001	NMQ1800005	NJQ1900001	NJK1800070			

TASKalfa 6500i

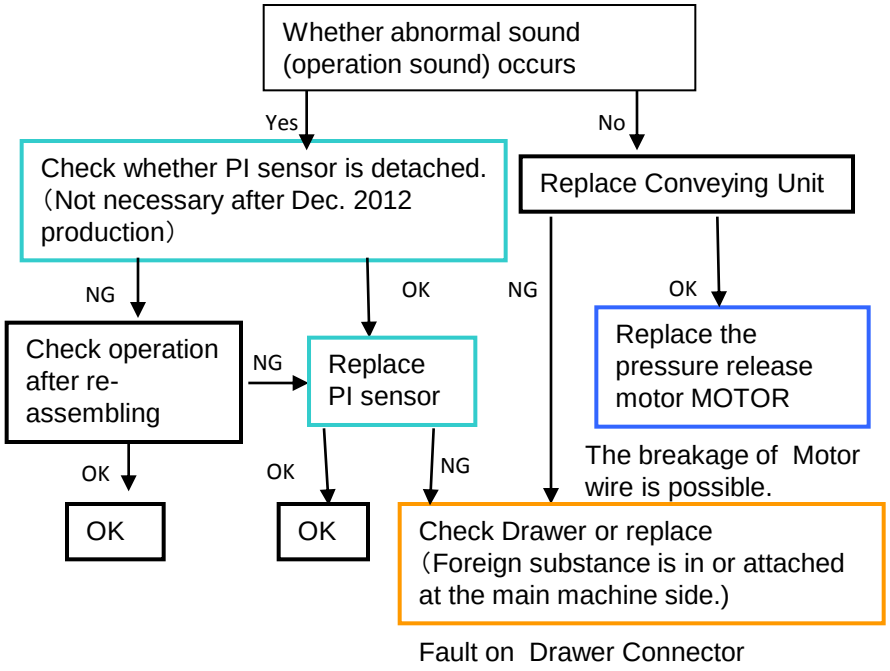
KMA 1102LG2US0	CPY 1102LG2CS0	KMA GSA 1102LG2US1	KMBR 1102LG2BR0	KMA 220VI 1102LG4US0	KME 1102LG3NL0	UTAX 1102LG3UT0	OLIVETTI 1102LG3LV0
N4U1800537	NHG1800151	NLQ1800005	From next production	NHH1800003	N4V1800259	N4X1800106	NK21900017
KMAUS 1102LG3AS0	KTST 1102LG3KS0	KMKR 1102LG3KR0	KMTW 1102LGTTW0	KMSG 1102LG3SG0			
N4W1800059	NKQ1900013	NMR1800007	NJR1900001	NJL1800077			



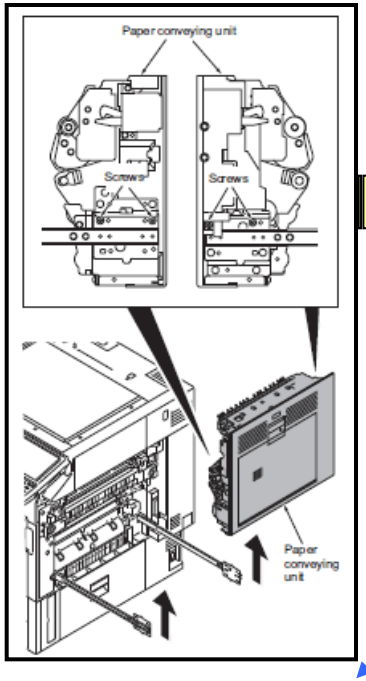
No1: FILM FUSER ADJUST (302K902C30)

1. C2730

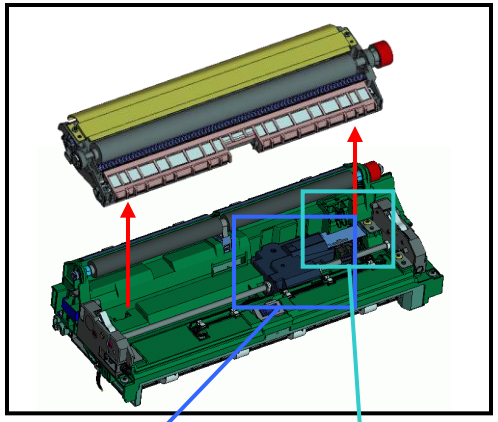
If C2730 occurs, check the following procedure.



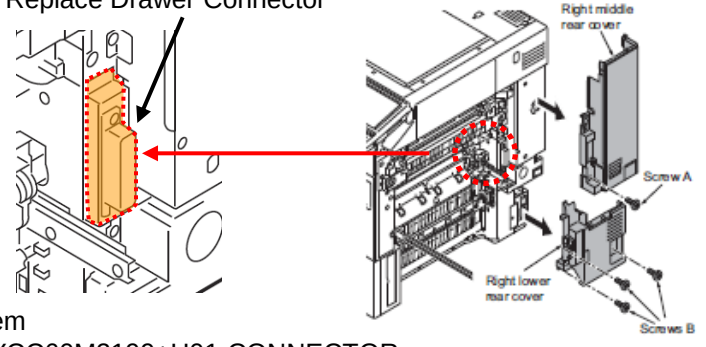
Remove Conveying Unit (replace)



Remove secondary transfer unit

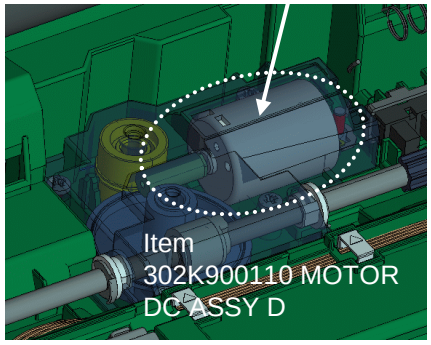


Replace Drawer Connector

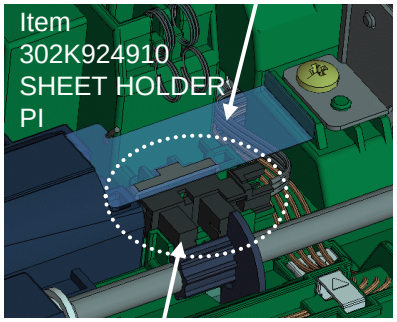


Item
7YCC60M2199+H01 CONNECTOR

Replace the pressure release Motor



After 2012 Dec production, SHEET is added.



Check PI sensor detaching, mis-location. In case of problem, replace.

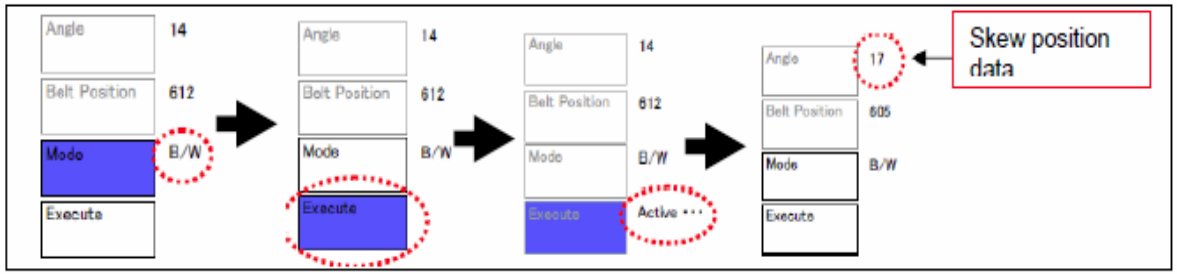
C2770

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, 27or more =NG



C2770 (2/2)

Please use the following items.

〈Item〉

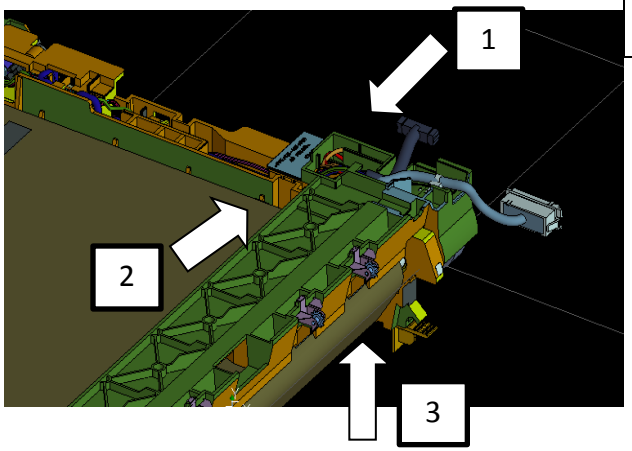
302K994D60:PARTS FILM IMAGE SET SP

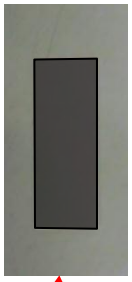
〈The pasting method 〉

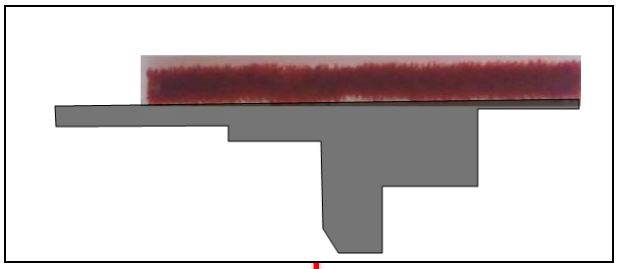
Please stick each films after carrying out alcoholic cleaning of the pasting side.

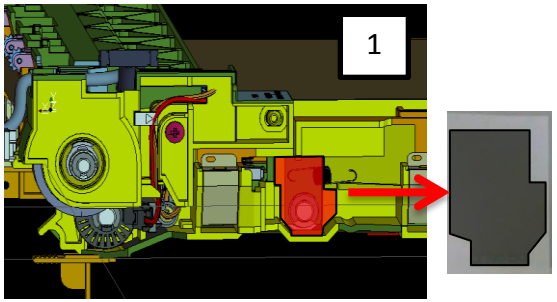
1. Prevent toner from coming into the rear side of middle transfer belt.
2. Prevent toner from coming into the front side of middle transfer belt.
3. Prevent adhering toner on the belt edge and lower part of middle transfer belt from coming.

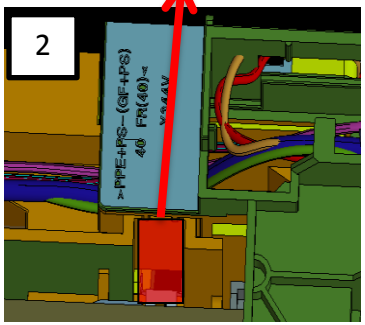
* Color of service part is milky white.

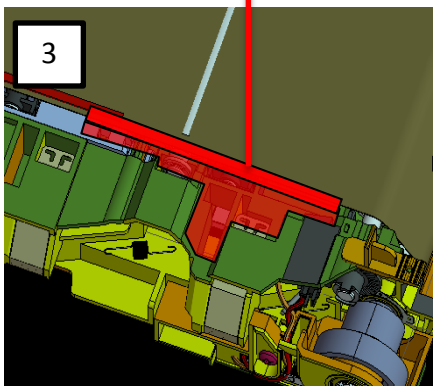












1. C510X

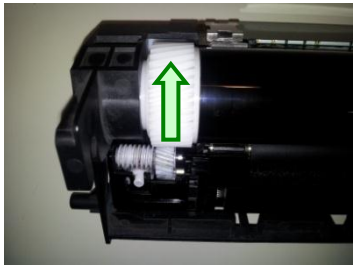
Main HVT error

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

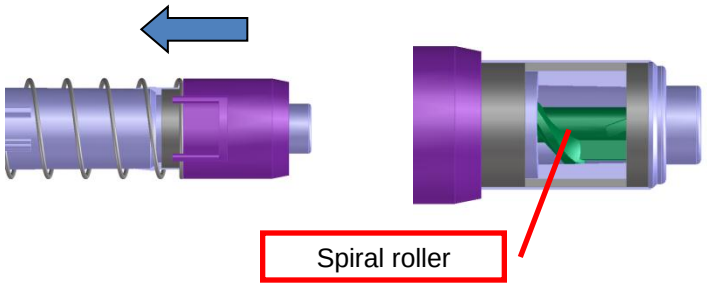
Please check the following a-f, when a problem is not solved.

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.

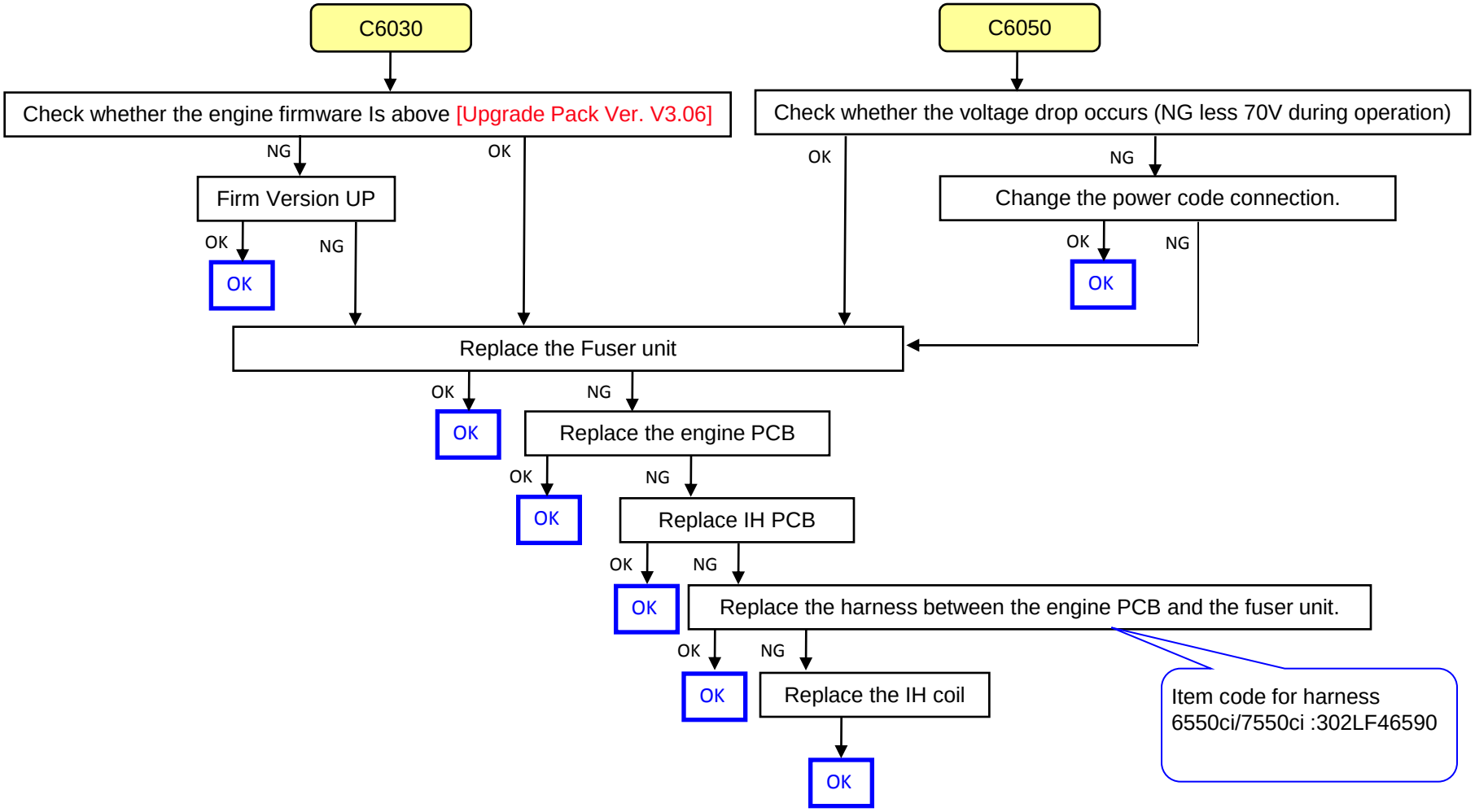
<Fig1 Check Drum Rotation>
Turn it below direction.



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



1.C6030 / C6050



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

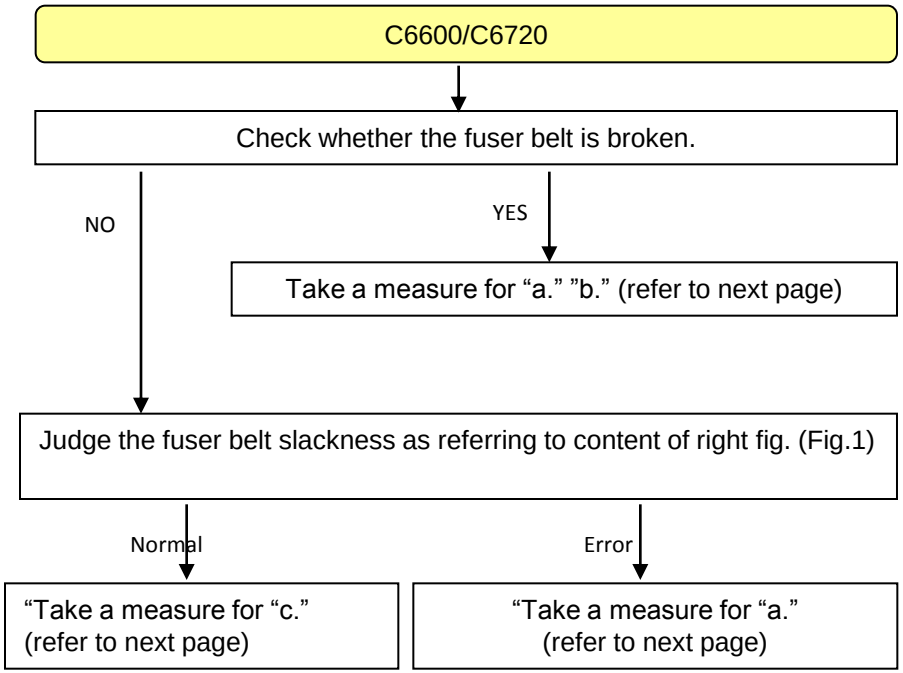
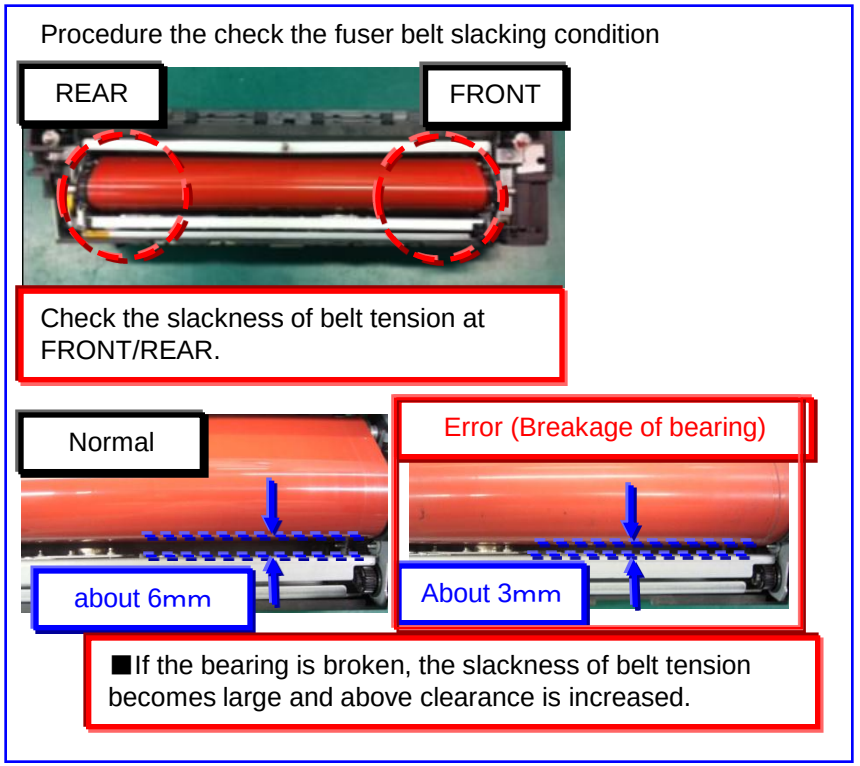


Fig 1



C6600 / C6720 (2/3)

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

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

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

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

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

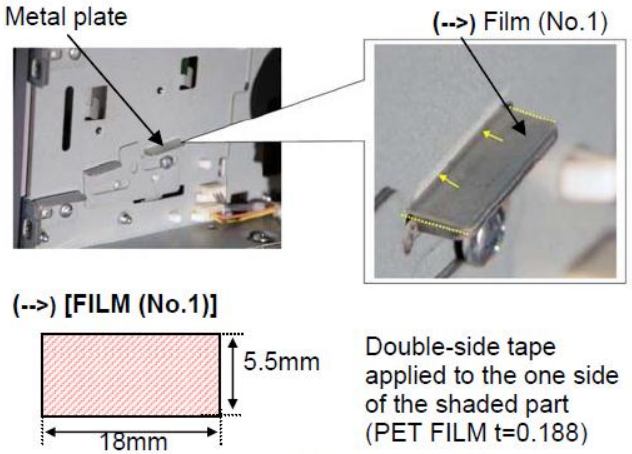
<Affected machine's serial number for taking the measure during the production>

TASKalfa 8000i

KMA 1102LF2US0	CPY 1102LF2CS0	KMA GSA 1102LF2US1	KMBR 1102LF2BR0	KMA 220VI 1102LF4US0	KME 1102LF3NL0	UTAX 1102LF3UT0	OLIVETTI 1102LF3LV0
N4P1800433	NHE1800128	NLP1900011	From next production	NHF1800005	N4Q1800261	N4S1800052	NK11800018
KMAUS 1102LF3AS0	KTST 1102LF3KS0	KMKR 1102LF3KR0	KMTW 1102LFTTW0	KMSG 1102LF3SG0			
N4R1800075	NKP1800001	NMQ1800005	NJQ1900001	NJK1800070			

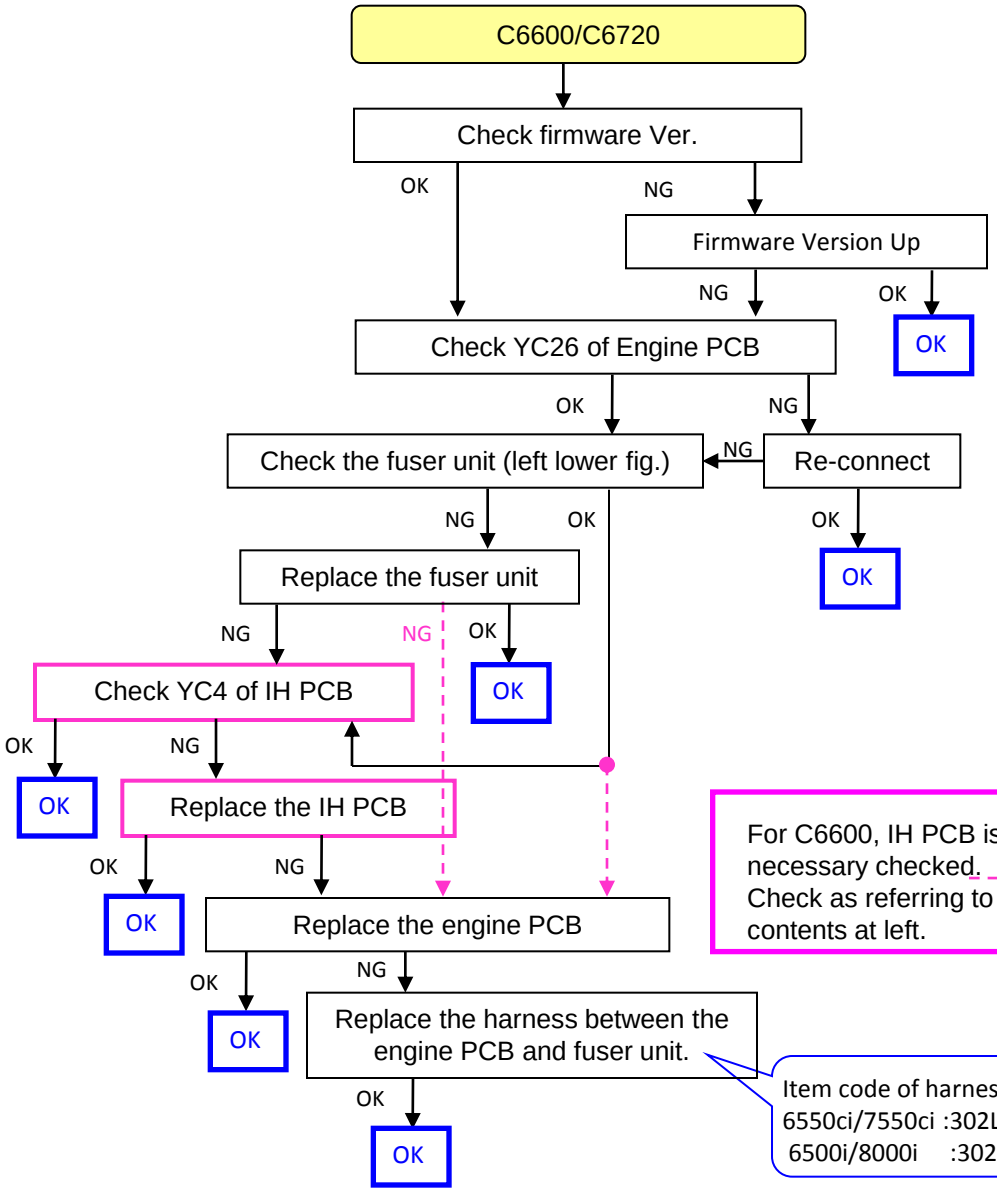
TASKalfa 6500i

KMA 1102LG2US0	CPY 1102LG2CS0	KMA GSA 1102LG2US1	KMBR 1102LG2BR0	KMA 220VI 1102LG4US0	KME 1102LG3NL0	UTAX 1102LG3UT0	OLIVETTI 1102LG3LV0
N4U1800537	NHG1800151	NLQ1800005	From next production	NHH1800003	N4V1800259	N4X1800106	NK21900017
KMAUS 1102LG3AS0	KTST 1102LG3KS0	KMKR 1102LG3KR0	KMTW 1102LGTTW0	KMSG 1102LG3SG0			
N4W1800059	NKQ1900013	NMR1800007	NJR1900001	NJL1800077			



No1: FILM FUSER ADJUST (302K902C30)

C. Perform below checking.

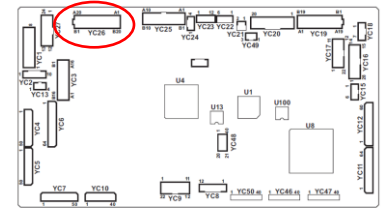


For C6600, IH PCB is not necessary checked. Check as referring to the contents at left.

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

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

YC26（Engine PCB）



C6720 occurs due to poor connection

Identify the measured fuser unit (PI poor contact)
Method 1: Change “2” for part of serial no.

Method2：Even above number is 1, if the connector color of PI is white on fuser unit, it has been modified.

Method1

KX8021X02529

Method2

White: Modified,
black: Not modified

C6620(IH Core Motor rotation Error)

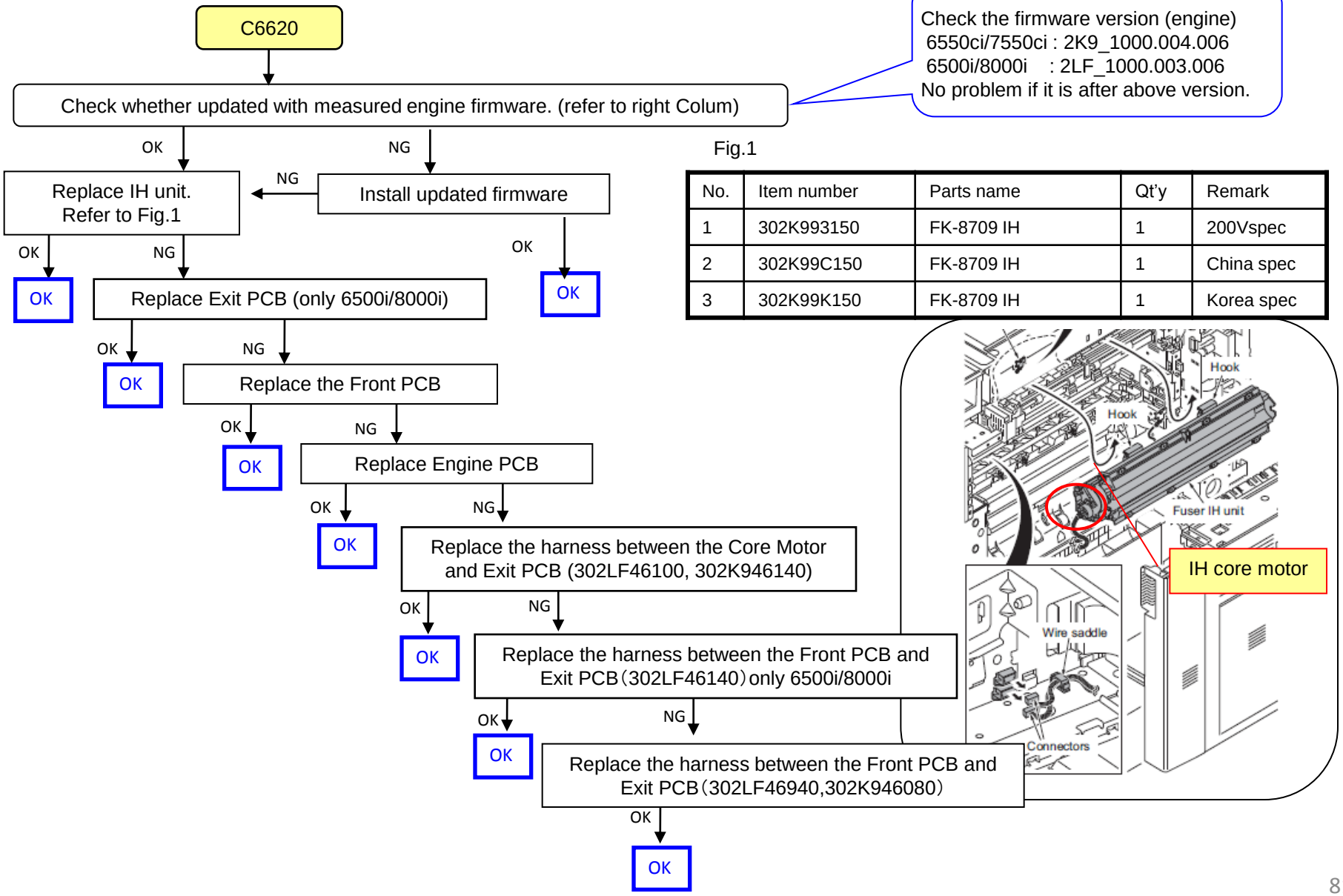
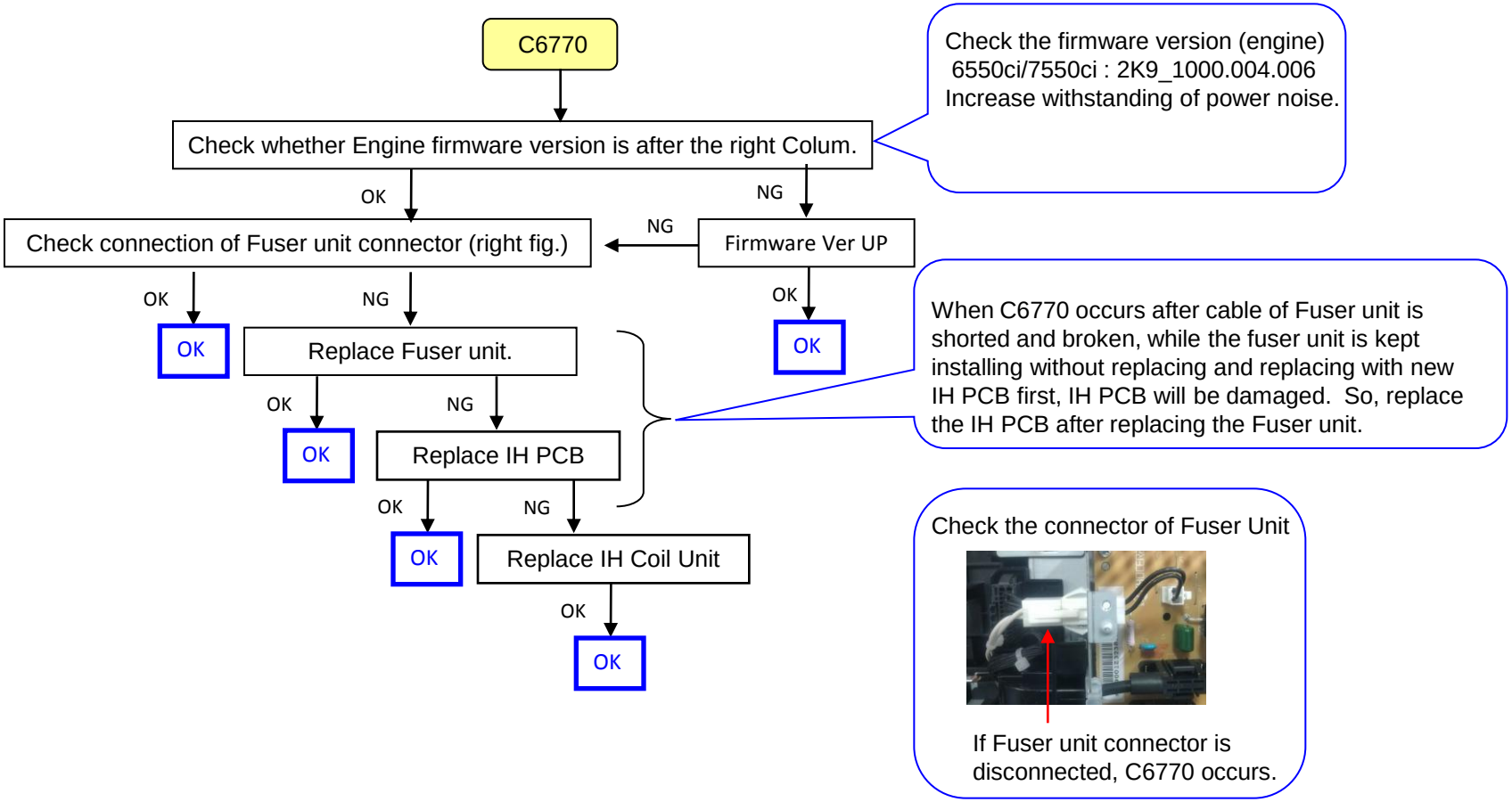


Fig.1

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

C6770


C6770
Check whether Engine firmware version is after the right Colum.
OK
NG
Check connection of Fuser unit connector (right fig.)
NG
Firmware Ver UP
OK
NG
OK
OK
Replace Fuser unit.
OK
NG
OK
Replace IH PCB
OK
NG
OK
Replace IH Coil Unit
OK
OK
Check the firmware version (engine)
6550ci/7550ci : 2K9_1000.004.006
Increase withstanding of power noise.
When C6770 occurs after cable of Fuser unit is shorted and broken, while the fuser unit is kept installing without replacing and replacing with new IH PCB first, IH PCB will be damaged. So, replace the IH PCB after replacing the Fuser unit.
Check the connector of Fuser Unit
If Fuser unit connector is disconnected, C6770 occurs.

C6910

Check the version of the firmware on the machine.

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

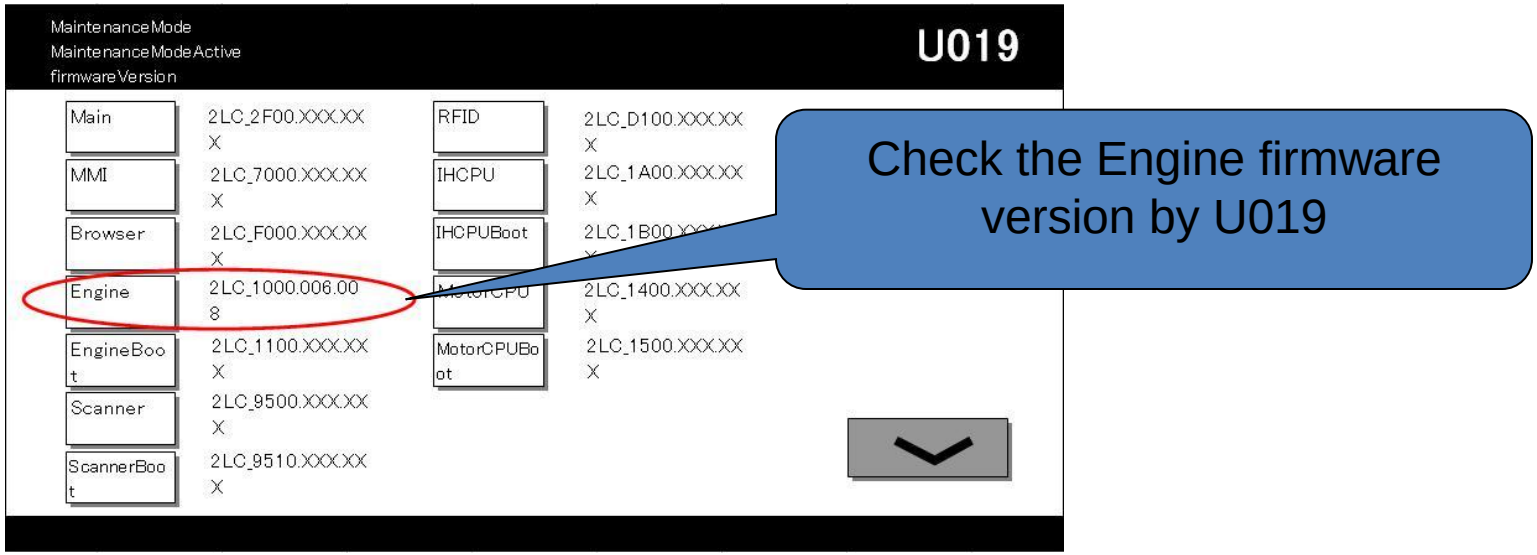
ENGINE

Venus : 2LC_1000.007.0XX

Mercury : 2K9_1000.005.0XX

Zeus/Gaia : 2LF_1000.004.0XX

U019 firmware Version



C710X（Toner Control Sensor Error)

1. C710X

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.

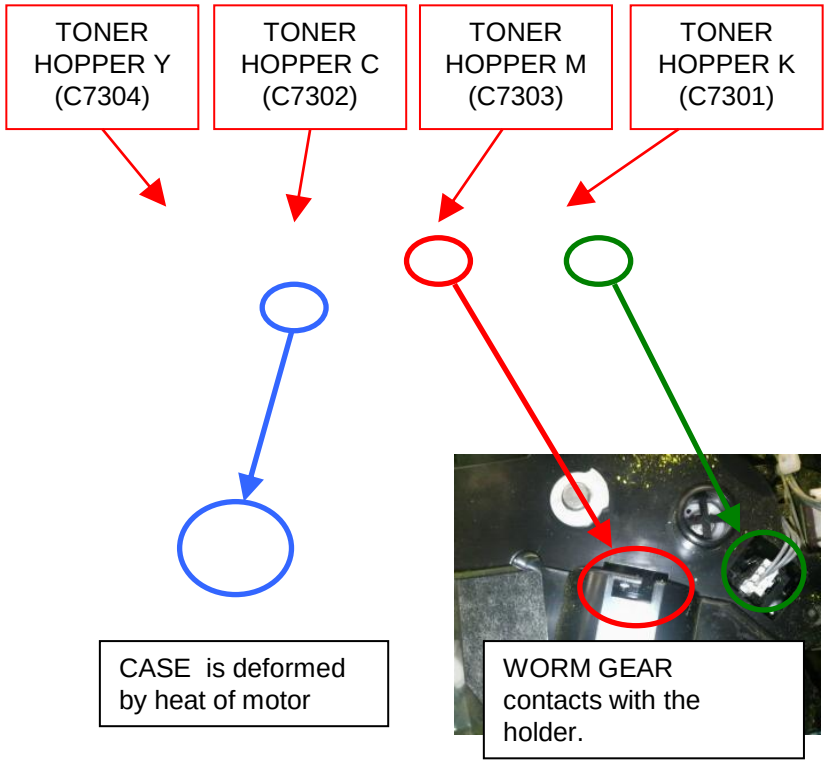
1. C730X

It is possibility of the toner hopper motor error or toner stain in the rotation detection sensor.

1. Check whether deformation of the holder for toner hopper motor.
   a. Check the firmware version and version up with most update version (higher then Ver3.03)
   b. Remove the INNER UNIT and the INNER COVER.
   c. Check any deformation on the holder for motor.
      * ※Opart and ○ part in the right fig.

2. Clean the rotation detection sensor.
   a. In case of toner stain near the sensor detection surface, clean with a vacuum cleaner, an air duster, etc.
      * ○ part in the right fig.

3. In case of other than above
   a. Replace the INNER UNIT
      It is a possibility of poor continuity, breakage of PCB and harness, poor connection of connector.



1. C7460

It is a possibility that the developing shutter sensor is stained with toner.

1.Check the connection of drawer at the INNER UNIT

a. Check whether no reappearance of error after re-installing the INNER UNIT .

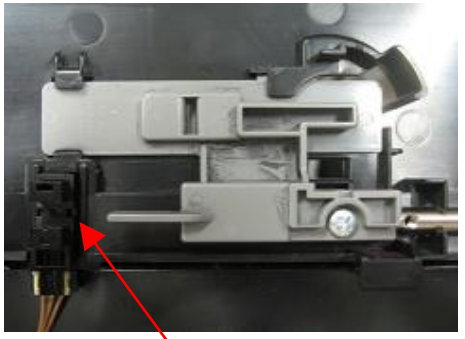
2. Clean the developing shutter sensor.

a. In case of toner stain near the sensor detection surface,
clean with a vacuum cleaner, an air duster, etc.

3.Replace with modified Release Lever.

a. As referring to the item at below attention 1, assemble the modified release lever.

b. Replace the sensor when the developing shutter sensor is out or order.



attention 1

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

<Replace with the modified release lever>

Replace the release lever with one taking measure for toner scattering.
*302K994B60 PART WORK PLATE CASS B ASSY SP

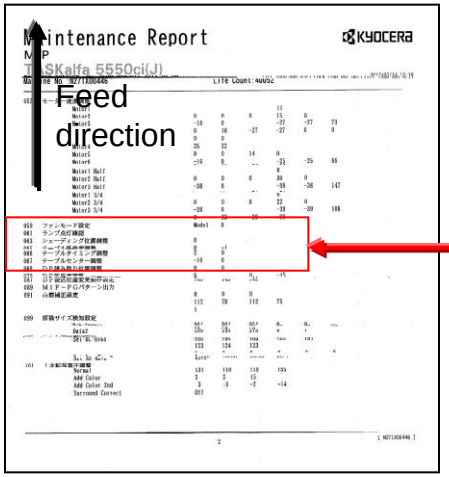
C9500/C9510/C9520/C0630/C0640/CF245 SATA cable contact failure

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.

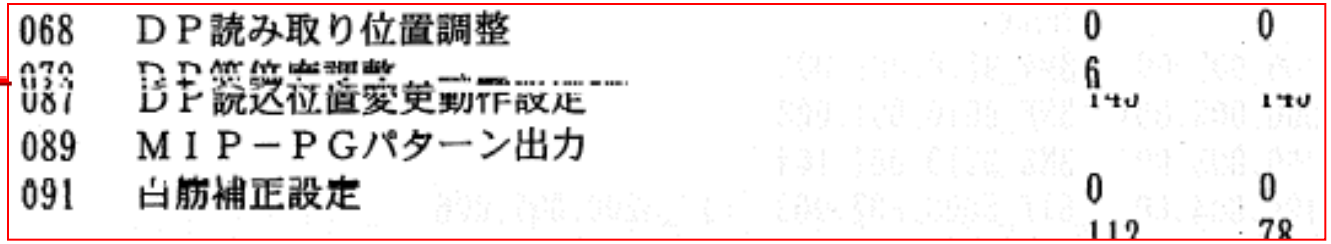
<Corrective action>

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



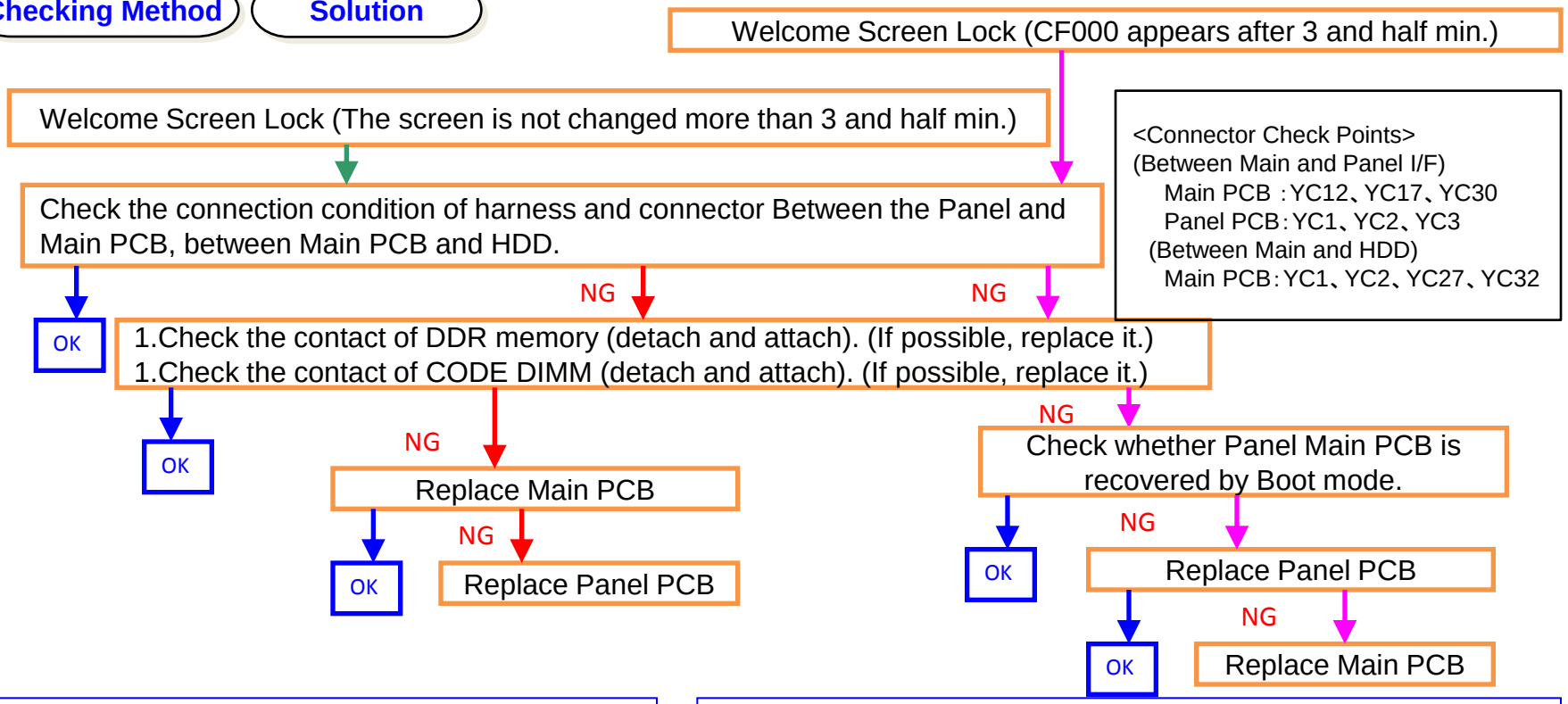
[Image block dropout] (example)



SB:2LC-077(C103)

“Welcome” Screen Lock

Checking Method **Solution**



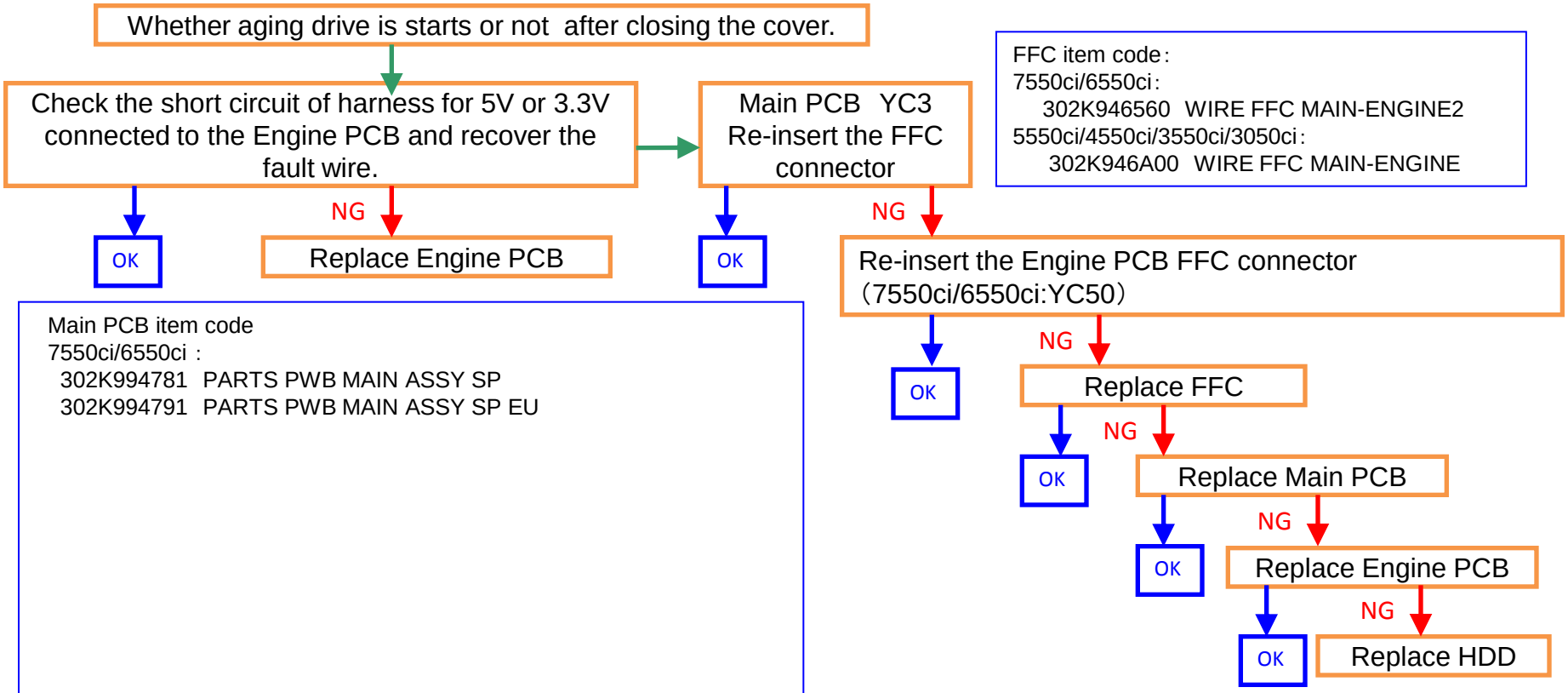
Main PCB item code
7550ci/6550ci :
302K994781 PARTS PWB MAIN ASSY SP
302K994791 PARTS PWB MAIN ASSY SP EU

Panel PCB item code
7550ci/6550ci :
302K994840 PARTS PWB PANEL MAIN ASSY SP
302K994B20 PARTS PWB PANEL MAIN ASSY TW SP
302K994B30 PARTS PWB PANEL MAIN ASSY KS SP
302K994B40 PARTS PWB PANEL MAIN ASSY KR SP

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

Memory LED → Light Up
Attention LED → Light Up

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



FFC item code：
7550ci/6550ci：
302K946560 WIRE FFC MAIN-ENGINE2
5550ci/4550ci/3550ci/3050ci：
302K946A00 WIRE FFC MAIN-ENGINE

Main PCB item code
7550ci/6550ci：
302K994781 PARTS PWB MAIN ASSY SP
302K994791 PARTS PWB MAIN ASSY SP EU

Engine PCB item code
7550ci/6550ci：
302K994811 PARTS PWB ENGINE ASSY SP

HDD item code
7550ci/6550ci、5550ci/4550ci：
302LC93160 PARTS STORAGE DEVICE SP
302LC9K160 PARTS STORAGE DEVICE SP(KR)

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.

attention 1

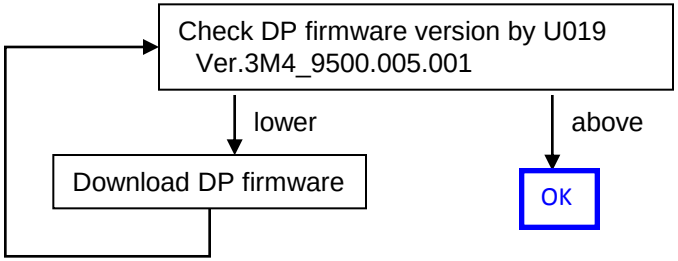
The measure against below condition was taken after 2011 Oct. production. Therefore, below action is not necessary if the production month is Oct. and after.

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.

Reducing DP Motor Driving Sound

If the driving sound of DP is large, perform below measure 1 and 2.
Note：Both Measure 1 and 2 is not needed to perform together.

<Measure 1> Eject motor driving sound can be reduced by changing motor drive control.

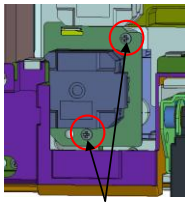
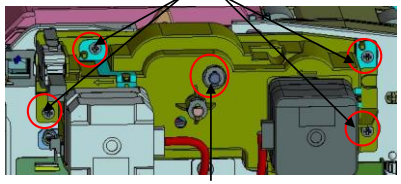
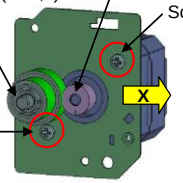
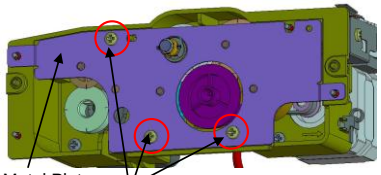
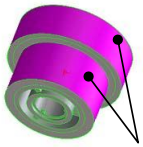
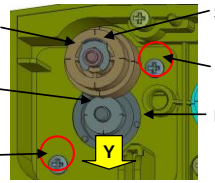
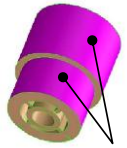


<Measure 2> By changing the driving gears of the regist and exit motors, engagement of gears sound can be reduced.

Measure 2 Content of parts change

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

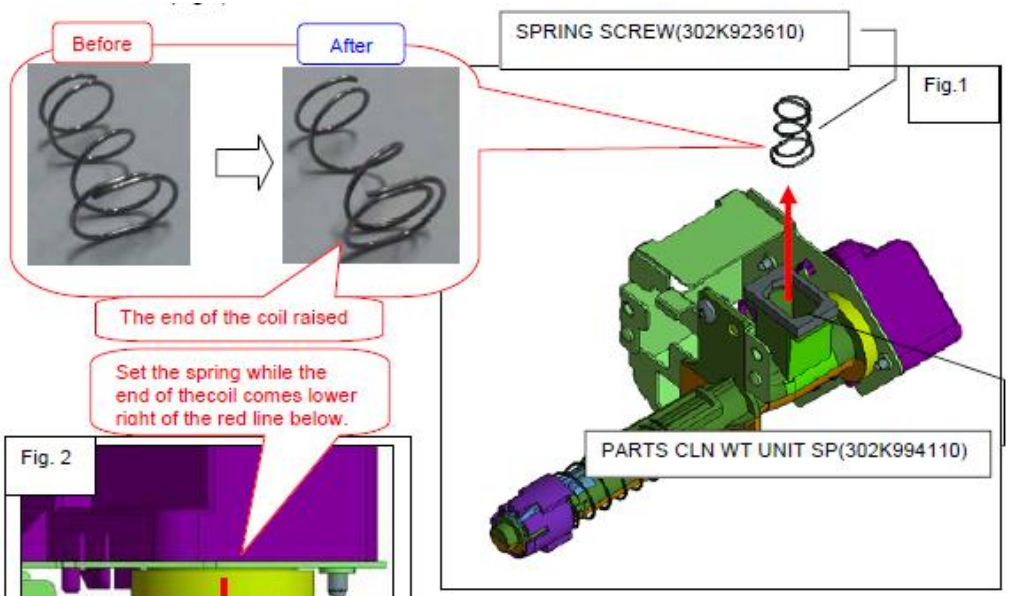
Measure 2. Parts replacement procedure

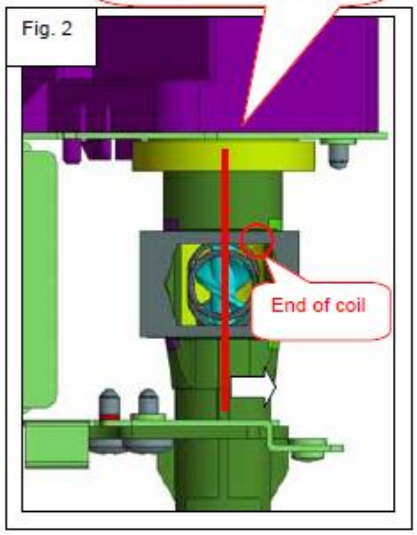
No	(A) Exit idle gear (No.4,8) replacement procedure	(B) Regist motor (No.2,6)/idle gear (No.3,7) replacement procedure
1	Remove the DP rear cover.	
2	 Remove Unit with 2 screws.	Remove 4screws.  Remove Stopper and Bushing
3	Exit idle gear (No4,8) Motor Screw  Replace Exit idle gear (No4,8) *After loosening 2screws of the motor, while shifting the motor to the direction of X, screws are fastened. Then, the gear is attached.	 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  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)





<Measures at production>
* Tentative measures (main machine)
6550ci /7550ci: from June 2011 produciton on

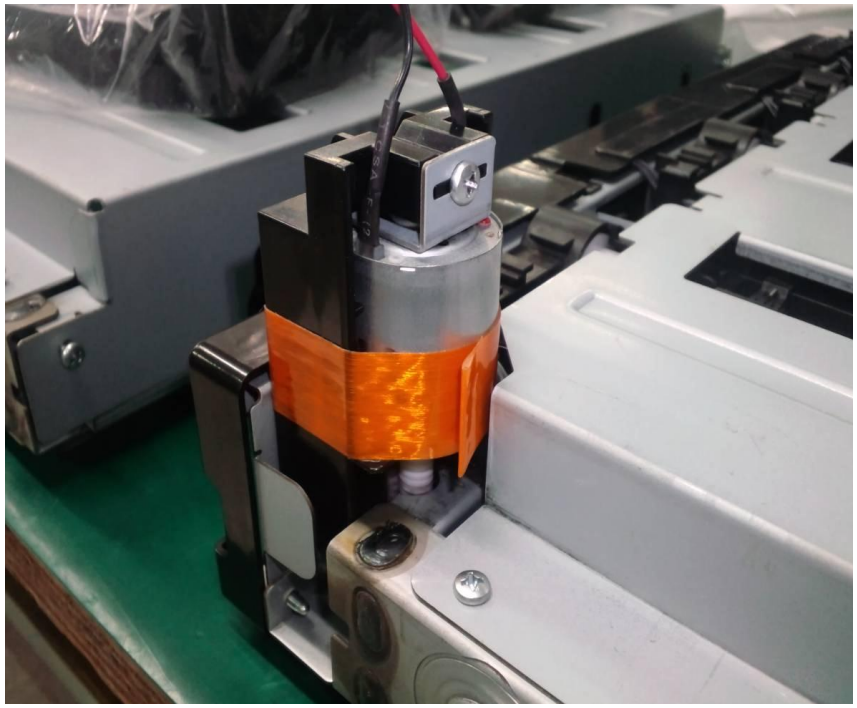
* Tentative measures (service parts)
PARTS CLN WT UNIT SP(302K994110): from the 1st shipment
SPRING SCREW(302K923610): shipment not planned
→ Replace with the service parts after installing the tentative measures

* Permanent measures
Change of construction: from .March 2012 production on

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:

7550ci　NJG1Z00002～03、NH61Z00044～57、N4D1Z00254～277、N4E1Z00188、N4G1Z00035～36、NH71Z00006

6550ci　NH91Z00109～119、N4J1Z00402～433、N4K1Z00260～275

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
7550ci、6550ci :
302K980152　PWB ENGINE ASSY WITH SOFTWARE SP

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

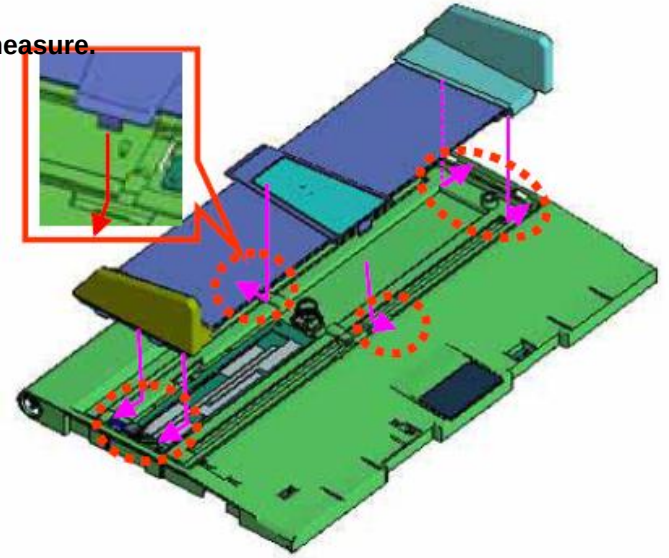


Fig.1

PCB:303M801030

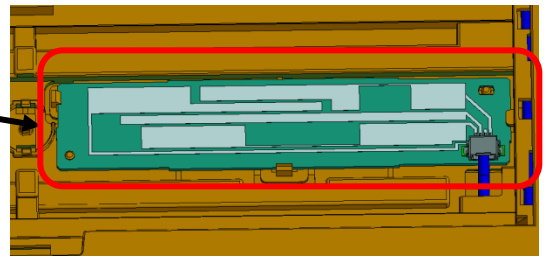


Fig.2

Terminal:3HL06110

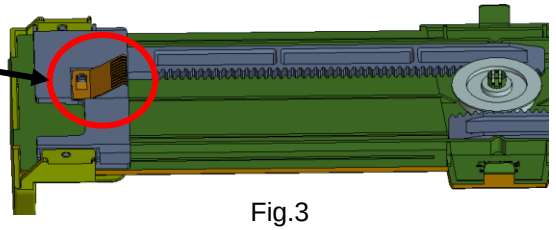


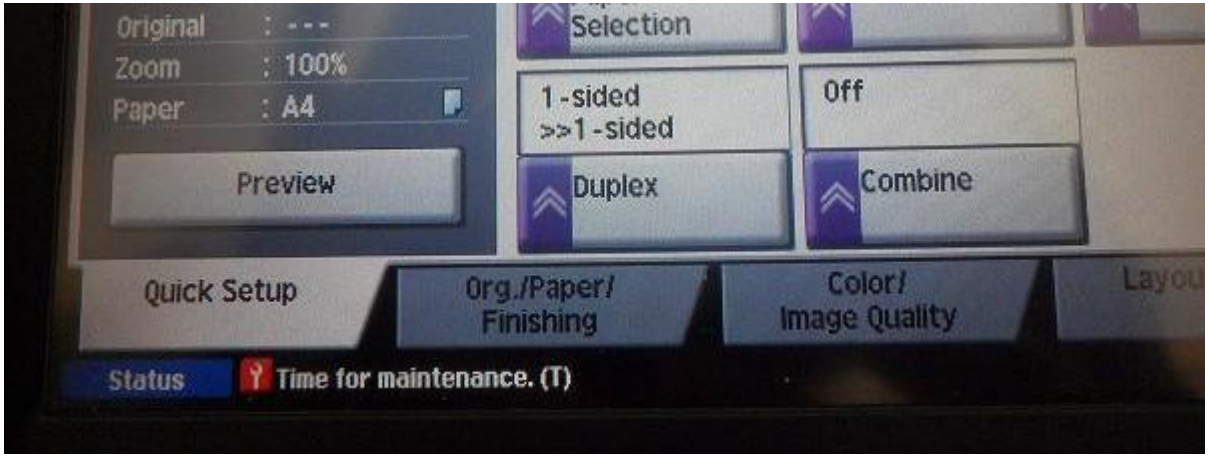
Fig.3

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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