

# Product Support Guide

D0BJ	IM C2000
D0BK	IM C2500
D0BL	IM C3000
D0BM	IM C3500
D0BN	IM C4500
D0BQ	IM C6000

V1.8

Introduction Date  
January 21, 2019

Replaces  
MP C2004ex, C2504ex, C3004ex, C3504ex, C4504ex, C6004ex





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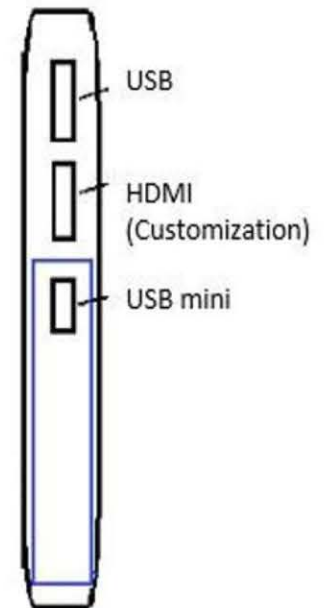
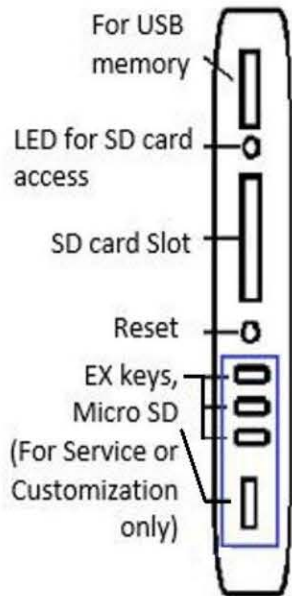


# Product Concept

- This series will be the flag ship model for the concept of Intelligent Support.
  - Improvements for customer self resolution rate
  - Promotes remote resolution
  - PM unit replacement by logistic staffs
  - ARFU
  - Web Help Support
  - Remote Connect Support
  - Quick Migration Tool
  - Condition Based Maintenance (CBM)



# Smart Operation Panel





# New Features

- GW controller
  - Adaptivity for Always Current Technology (ACT)
  - Quick Migration Tool
  - Improved process for firmware updates with packages
  
- Smart operation panel Version G2.5
  - Flat screen (Bezel)
  - Improvement for Flick sensitivity
  - New look for Home Screen
  - Built-in NFC tag



# New Features

- SPDF
  - Page Keeper Unit (Double feed detection unit)
  - Small Paper Feeding Tray
  - 240 ipm (SPDF models only)
  
- Bypass Tray Jam Prevention
  - Paper Size Setting Wizard
  - Prevent Jam of mismatched size paper
  - Improvement of behavior for paper size mismatch (printer mode)

# Standard Configuration

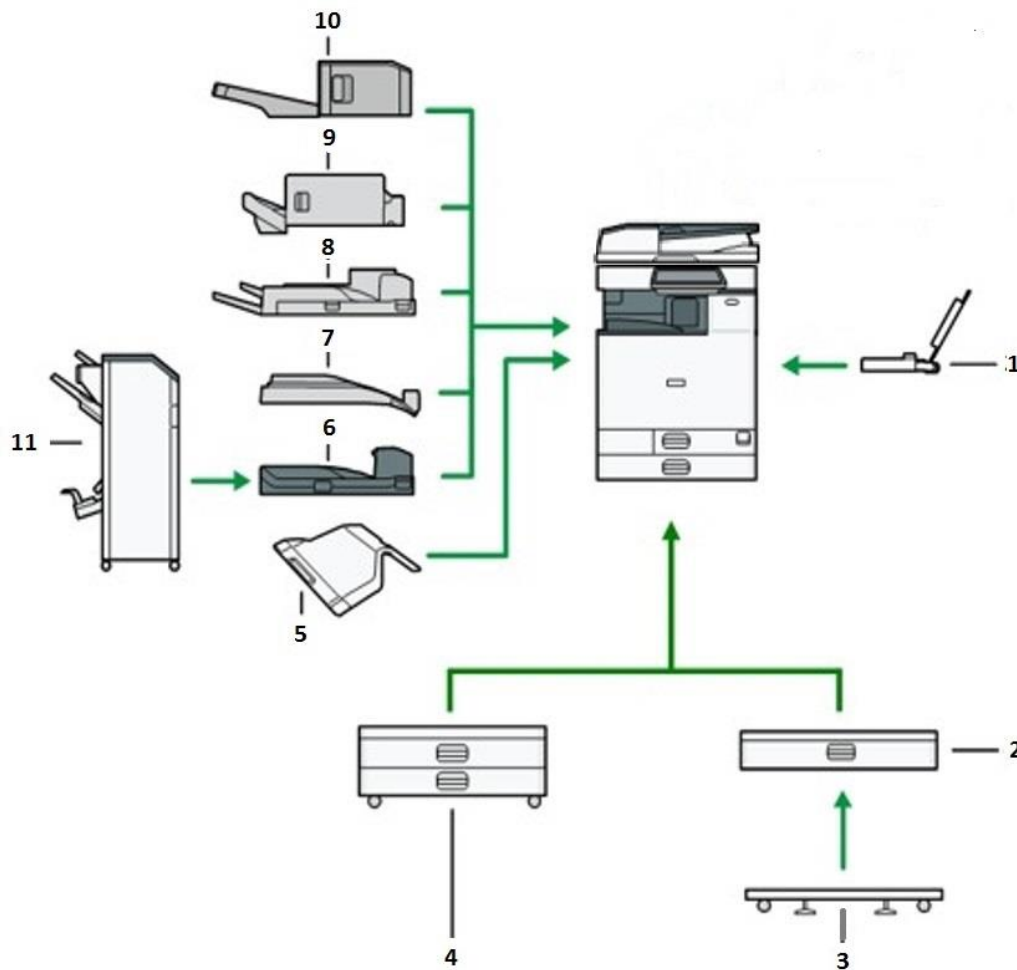
Model	Launch Date	Product Code	EDP Code	Serial Number Prefix	Speed
IM C2000		D0BJ	418276	308yamxxxxx	20
IM C2500		D0BK	418284	309yamxxxxx	25
IM C3000		D0BL	418292	310yamxxxxx	30
IM C3500		D0BM	418300	311yamxxxxx	35
IM C4500		D0BN	418309	312yamxxxxx	45
IM C6000		D0BQ	418320	314yamxxxxx	60

- Smart Operation Panel
- 220-Sheet SPDF
- 2 x 550-Sheet Paper Trays
- 100-Sheet Bypass Tray
- 320GB HDD
- Non-Certified DOSS
- HDD Encryption and Copy Guard Security
- Emulated Postscript





# D0BJ / D0BK Configuration





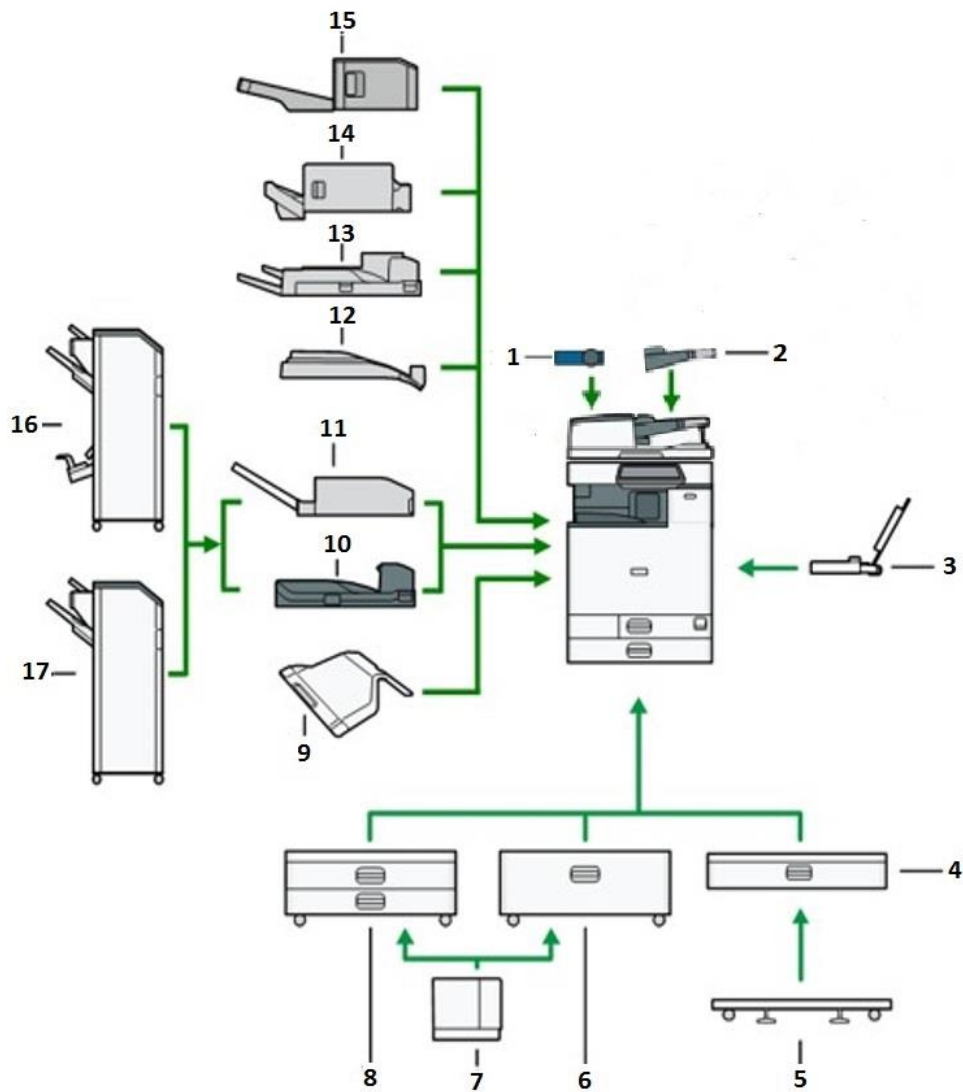
# D0BJ / D0BK Configuration

No.	Item	No.	Item
1	Banner Paper Guide Tray Type M19	7	Internal Shift Tray SH3080
2	Paper Feed Unit PB3270	8	Side Tray Type M37 (Not for US Markets)
3	Caster Table Type M3	9	Internal Finisher SR3250
4	Paper Feed Unit PB3300	10	Internal Finisher SR3300
5	1 Bin Tray BN3130	11	Booklet Finisher SR3270
6	Bridge Unit BU3090		

Note: The ARDF is standard on these 2 models. All others come with the SPDF.



# D0BL / D0BM Configuration

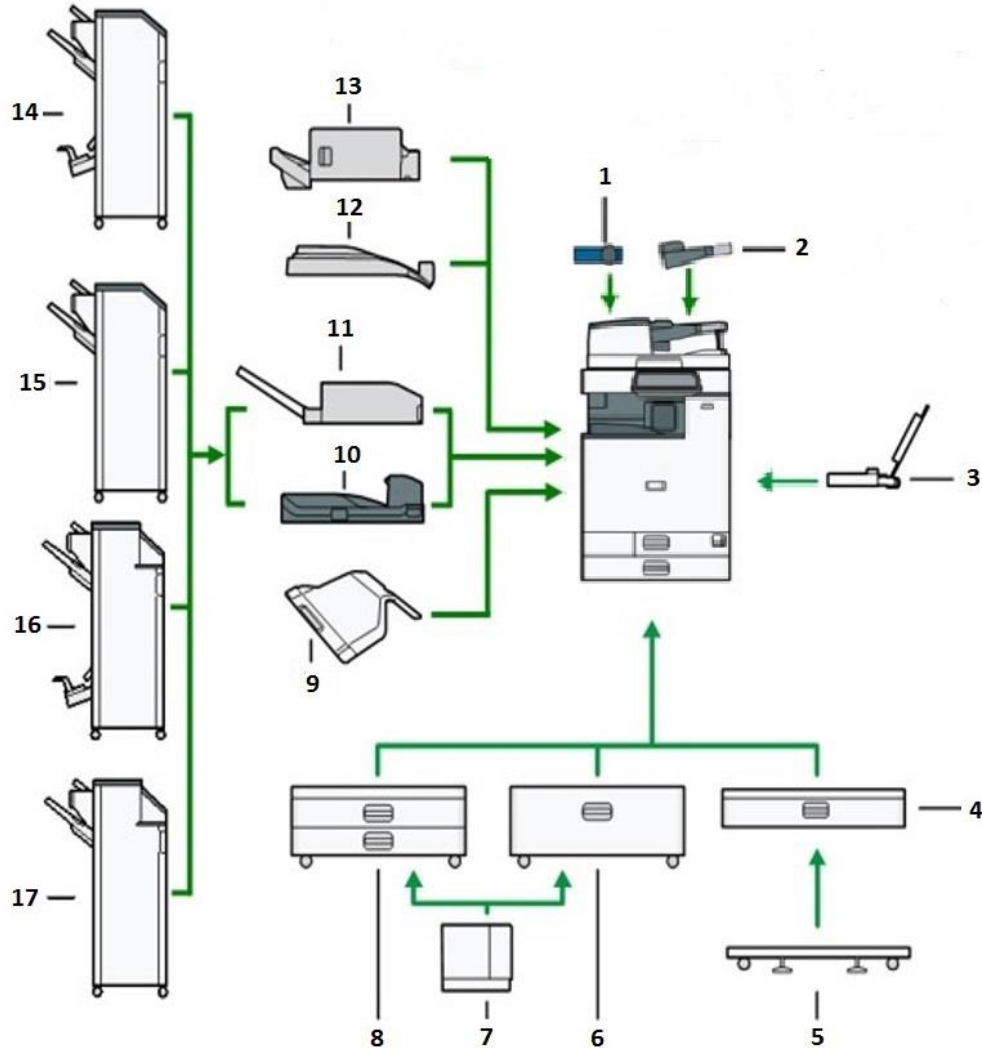


# D0BL / D0BM Configuration

No.	Item	No.	Item
1	Page Keeper Type M37	10	Bridge Unit BU3090
2	Small Paper Feeding Unit Type M37	11	Internal Multi-Fold Unit FD3010
3	Banner Paper Guide Tray Type M19	12	Internal Shift Tray SH3080
4	Paper Feed Unit PB3270	13	Side Tray Type M37 (Not for US Markets)
5	Caster Table Type M3	14	Internal Finisher SR3250
6	LCIT PB3290	15	Internal Finisher SR3300
7	LCIT RT3040	16	Booklet Finisher SR3270
8	Paper Feed Unit PB3280	17	Finisher SR3260
9	1 Bin Tray BN3130		



# D0BN Configuration



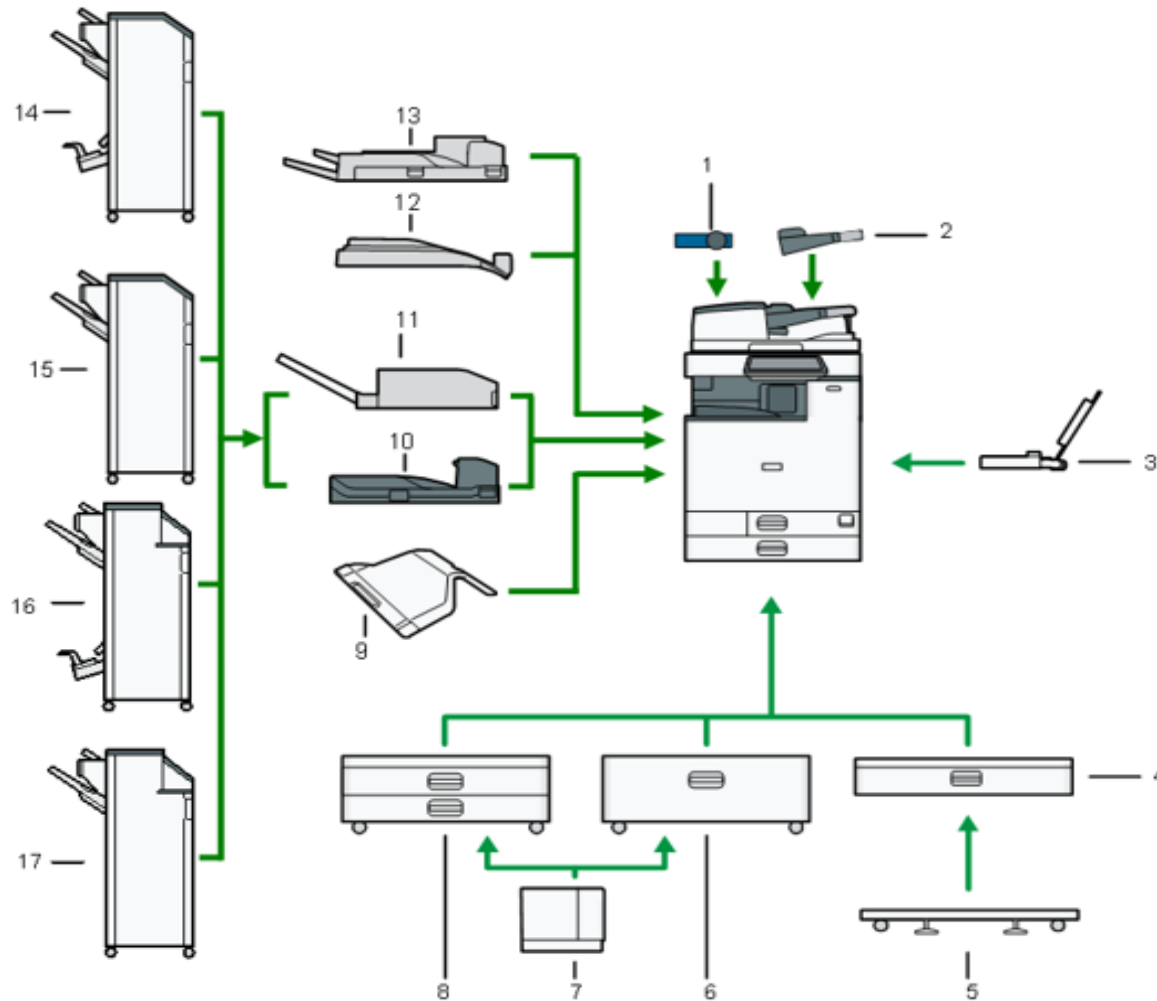


# D0BN Configuration

No.	Item	No.	Item
1	Page Keeper Type M37	10	Bridge Unit BU3090
2	Small Paper Feeding Unit Type M37	11	Internal Multi-Fold Unit FD3010
3	Banner Paper Guide Tray Type M19	12	Internal Shift Tray SH3080
4	Paper Feed Unit PB3270	13	Internal Finisher SR3250
5	Caster Table Type M3	14	Booklet Finisher SR3270
6	LCIT PB3290	15	Finisher SR3260
7	LCIT RT3040	16	Booklet Finisher SR3290
8	Paper Feed Unit PB3280	17	Finisher SR3280
9	1 Bin Tray BN3130		



# D0BQ Configuration



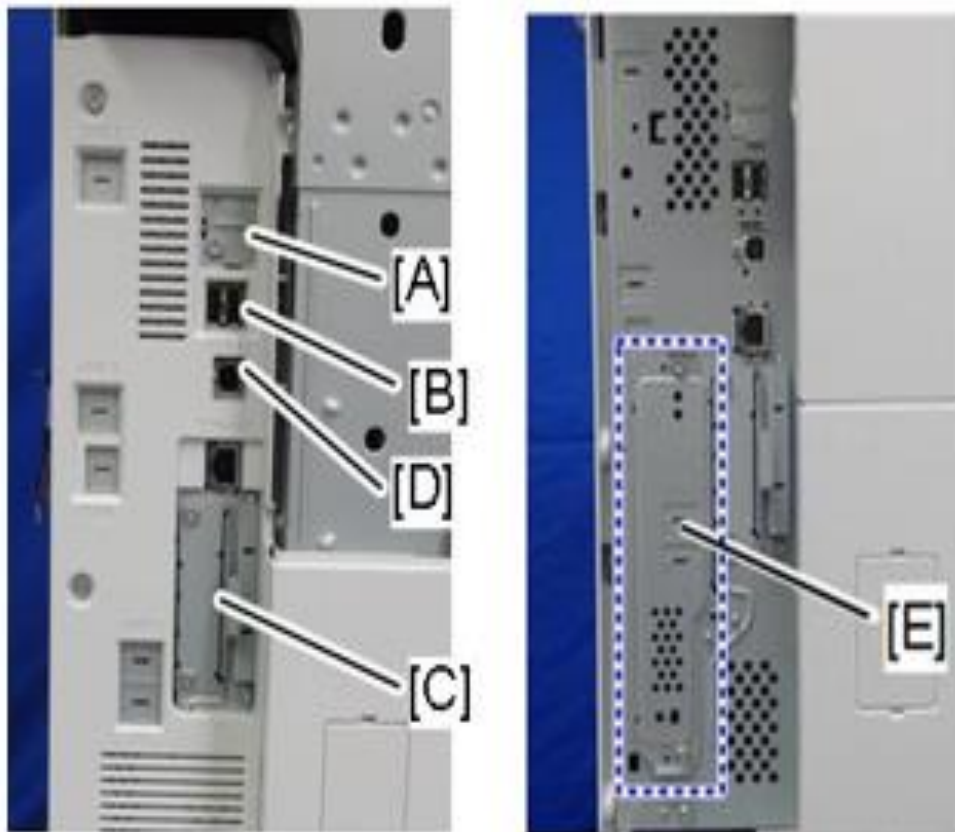


# D0BQ Configuration

No.	Item	No.	Item
1	Page Keeper Type M37	9	1 Bin Tray BN3130
2	Small Paper Feeding Unit Type M37	10	Bridge Unit BU3090
3	Banner Paper Guide Tray Type M19	11	Internal Multi-Fold Unit FD3010
4	Paper Feed Unit PB3270	12	Internal Shift Tray SH3080
5	Caster Table Type M3	13	Booklet Finisher SR3270
6	LCIT PB3290	14	Finisher SR3260
7	LCIT RT3040	15	Booklet Finisher SR3290
8	Paper Feed Unit PB3280	16	Finisher SR3280



# Controller Configuration



Slot		Option
[A]	USB mini	-
[B]	USB port *2	<ul style="list-style-type: none"> <li>• Smart Card Reader Built-in Unit</li> <li>• External Keyboard</li> </ul>
[C]	I/F slot	<ul style="list-style-type: none"> <li>• IEEE 802.11a/g/n Interface Unit</li> <li>• Remote communication Gate</li> <li>• Gigabit Unit -EFI</li> </ul>
[D]	USB port	-
[E]	I/F slot*1	<ul style="list-style-type: none"> <li>• Fax Option</li> </ul>
-	SD Card Slot 1	<ul style="list-style-type: none"> <li>• OCR Unit</li> <li>• PostScript Unit</li> <li>• IPDS Unit</li> </ul>
-	SD Card Slot 2	<ul style="list-style-type: none"> <li>• Service Slot</li> </ul>

\*1 Dedicated slot for fax unit

\*2 There is no difference between the left and right USB port.

# Options

Description	Product Code	EDP Code	Common / Unique	Notes
Fax Option Type M37	D3GF02	418600	U	
<del>G3 Interface Unit Type M37</del>	<del>D3GF41</del>	418530	U	
FAX Memory Unit Type M19 64MB	-	MX417518RA	C	D0BJ
Memory Unit Type M37 4GB	D3GF08	418397RA	U	
VM Card Type M37	D3GF32	418410	U	
<del>Device Server Option Type M37</del>	<del>D3GF10</del>	418398	U	
<del>Small Paper Feeding Unit Type M37</del>	<del>D3FF18</del>	418367	U	
<del>Page Keeper Type M37</del>	<del>D3FF19</del>	418368	U	
Paper Feed Unit PB3280	D3FY17	418349	U	
<del>Paper Feed Unit PB3270</del>	<del>D3G017</del>	418355	U	
Paper Feed Unit PB3300	D3FZ17	418352	U	D0BJ
LCIT PB3290	D3G217	418360	U	
LCIT RT3040	D3G117	418358	U	
Bridge Unit BU3090	D3FW17	418345	U	
1 Bin Tray BN3130	D3CQ18	418376	U	
Internal Shift Tray SH3080	D3FV17	418343	U	
Optional Counter Interface Type M12	B87021	417111	C	D0BH
<del>Key Counter Bracket Type M3</del>	<del>D73909</del>	416869	C	D0BH

# Options

Description	Product Code	EDP Code	Common / Unique	Notes
PostScript3 Unit Type M37	D3GF28	418408	U	
Booklet Finisher SR3270	D3FQ17	418335	U	
Finisher SR3260	D3FR17	418337	U	
Punch Unit PU3080 NA	D3G517	418381	U	
Internal Finisher SR3250	D3FG17	418378	U	
Punch Unit PU3070 NA	D3FM17	418327	U	
Internal Finisher SR3300	D3FT17	418344	U	
Internal Multi-Fold Unit FD3010	D3FS17	418339	U	
Color Controller E-25C	D3GF37	418433	U	
NFC Card Reader Type M37	D3GF34	418421	U	
Smart Card Reader Unit Type M37	D3GF35	418422	U	
IEEE 802.11a/g/n Interface Type M19	D3BR01	417493	C	D0BH
File Format Converter Type M19	D3BR04	417508	C	D0BH
OCR Unit Type M13	D3AC25	417430	C	D0BH
Gaster Table Type M3	D17802	416737	C	D0BH
Imageable Area Extension Type M19	D3BR07	417497	C	D0AD
External Keyboard Bracket Type M19	D3BR10	417578	C	D0AD
Banner Paper Guide Tray Type M19	D3BF00	417485	C	D0AD

# Options

Description	Product Code	EDP Code	Common / Unique	Notes
ESP XG-PCS-15D Power Filter	-	006428MIU	C	
<del>External USB Keyboard (No Bracket)</del>	-	<del>100266FNG</del>	C	
EFI Impose Digital	M46809	3000013503-PS1	C	
EFI Compose Digital	M46810	3000013504-PS1	C	
Hot Folders Type FS-100	D3BN14	404600	C	
Spot On Type FS100	D3BN12	404601	C	
Auto Trap Type FS-100	D3BN10	404602	C	
EFI CPS v5.X ES-3000 1-yr Digital	D52510	3000013158	C	
EFI ES-3000 Spectrophotometer	D52513	45202146	C	
EFI Productivity Pack for Fiery	D3BN08	007183MIU	C	
Marker Type 30 for ARDF	H90302	334049	C	
Booklet Finisher SR3290	D3FN17	418330	U	D0BN
Finisher SR3280	D3G417	418385	U	D0BN
Punch Unit PU3090 NA	D3FP00	418332	U	D0BN
Cabinet Type F	-	100478FNG	C	
Internal Finisher SR3250	D3FG17	418378	U	D0BJ
IPDS Unit Type M37	D3GF46	418535	U	D0BN



# Option Compatibility

Category	Product Name	You Must Install	You Cannot Install
Small Paper Option for SPDF	Small Paper Feeding Unit Type M37		ARDF
Page Keeper for SPDF	Page Keeper Type M37		ARDF
Cabinet	Cabinet Type F		LCT, LCIT, 2 tray Paper Bank, 1 tray Paper Bank
2 tray Paper Bank	Paper Feed Unit PB3280		LCT, 1 tray Paper Bank, Caster Table
2 tray Paper Bank	Paper Feed Unit PB3300		LCT, 1 tray Paper Bank, Caster Table
1 tray Paper Bank	Paper Feed Unit PB3270		LCT, 2 tray Paper Bank, Side LCT, 1000 Sheets Booklet Finisher, Hybrid 1000 Sheets Finisher, 2000 Booklet Finisher, 3000 Sheet Finisher
LCT	LCIT PB3290		2 tray Paper Bank, 1 tray Paper Bank, Caster Table
Side LCT	LCIT RT3040	2 tray Paper Bank or LCT	1 Tray Paper Bank, Caster Table

# Option Compatibility

Category	Product Name	You Must Install	You Cannot Install
Caster Table	Caster Table Type M3		LCT, 2 tray Paper Bank, Side LCT, 1000 Sheets Booklet Finisher, Hybrid 1000 Sheets Finisher, 2000 Booklet Finisher, 3000 Sheet Finisher
Smart Card Reader Built-in Unit	Smart Card Reader Built-in Unit Type M37		NFC Card Reader Type M37
Internal Finisher	Internal Finisher SR3250		2000 Sheets Booklet Finisher, 3000 Sheets Finisher, 1000 Sheets Booklet Finisher, Hybrid 1000 Sheets Finisher, Bridge Unit, Internal Shift Tray, Internal Multi-Fold Unit, Stapleless Stapler Finisher
Stapleless Stapler Finisher	Internal Finisher SR3300		Internal Finisher, Internal Shift Tray, Bridge Unit, 1000 Sheets Booklet Finisher, Hybrid 1000 Sheets Finisher, Internal Multi-Fold Unit

# Option Compatibility

Category	Product Name	You Must Install	You Cannot Install
Internal Shift Tray	Internal Shift Tray SH3080		2000 Sheets Booklet Finisher, 3000 Sheets Finisher, 1000 Sheets Booklet Finisher, Hybrid 1000 Sheets Finisher, Stapleless Stapler Finisher, Bridge Unit, Side Tray, Internal Multi-Fold Unit
Keyboard Bracket	External Keyboard Bracket Type M19		Smart Card Reader Built-in Unit Type M37
1000 Sheets Finisher	Finisher SR3260	Bridge Unit, LCT or 2 tray Paper Bank	2000 Sheets Booklet Finisher, 3000 sheets Finisher, Hybrid 1000 Sheets Finisher, Internal Finisher, Stapleless Staple Finisher, Internal Shift Tray, Side Tray, 1 tray Paper Bank, Caster Table

# Option Compatibility

Category	Product Name	You Must Install	You Cannot Install
1000 Sheets Booklet Finisher	Booklet Finisher SR3270	Bridge Unit, LCT or 2 tray Paper Bank	2000 Sheets Booklet Finisher, 3000 sheets Finisher, Hybrid 1000 Sheets Finisher, Internal Finisher, Stapleless Staple Finisher, Internal Shift Tray, Side Tray, 1 tray Paper Bank, Caster Table
3000 Sheets Finisher	Finisher SR3280	Bridge Unit, 2 tray Paper Bank or LCT	2000 Sheets Booklet Finisher, 1000 Sheets Booklet Finisher, Hybrid 1000 Sheets Finisher, Internal Finisher, Internal Shift Tray, Side tray, 1 tray Paper Bank, Caster Table
2000 Sheets Booklet Finisher	Booklet Finisher SR3290	Bridge Unit, 2 tray Paper Bank or LCT	3000 Sheets Finisher, 1000 Sheets Booklet Finisher, Hybrid 1000 Sheets Finisher, Internal Finisher, Internal Shift Tray, 1 tray Paper Bank, Caster Table



# Option Compatibility

Category	Product Name	You Must Install	You Cannot Install
Punch Unit	Punch Unit PU3070	Internal Finisher	Punch Unit PU3080, Punch Unit 3090
Punch Unit	Punch Unit PU3080	Booklet Finisher SR3270	Punch Unit 3070
Punch Unit	Punch Unit PU3080	Finisher SR3260	Punch Unit PU3090
Punch Unit	Punch Unit PU3090	Booklet Finisher SR3290 or Finisher SR3280	Punch Unit PU3070, Punch Unit PU 3080
Internal Multi-Fold Unit	Internal Multi-Fold Unit FD3010		Bridge Unit, Internal Shift Tray, Internal Finisher, Stapleless Stapler Finisher
Bridge Unit	Bridge Unit BU3090	One of the following finishers SR3260, SR3270, SR3280, SR3290	Internal Finisher, Stapleless Stapler Finisher, Internal Shift Tray, Internal Multi-Fold Unit
IPDS (Dec 2019)	IPDS Unit M37	4GB memory option for color printing	EFI Controller
IC Card R/W (NFC)	NFC Card Reader Type M37		Smart Card Reader

# Option Compatibility

Category	Product Name	You Must Install	You Cannot Install
EFI Controller	Color Controller E-25C		PostScript3, IPDS, Wireless LAN Interface, File Format Converter, Device Server Option Type M37
Optional Counter Interface	Optional Counter Interface Unit Type M12		EFI Controller
Key Counter Bracket	Key Counter Bracket Type M3		EFI Controller
File Format Converter	File Format Converter Type M19		Wireless LAN Interface
Additional NIC	Device Server Option Type M37		Wireless LAN Interface, File Format Converter
Fax Stamp for ARDF –G3 Unit	Marker Type 30 –G3 Interface Unit Type M20	Fax Option Fax Option	- -
SAF Memory	FAX Memory Unit Type M19 64MB	Fax Option	-
PostScript3	PostScript3 Unit Type M37	-	EFI Controller
Wireless LAN Interface	IEEE 802.11a/g/n Interface Unit Type M19	-	-

# D0BJ / D0BK Supplies & Yields

Description	EDP Code	RLA	Yield
Print Cartridge Black	842307	842315	16.5k prints
Print Cartridge Cyan IM C2500H	842310	842318	10.5k prints
Print Cartridge Cyan IM C2500	841924	841938	5.5k prints
Print Cartridge Magenta IM C2500H	842309	842317	10.5k prints
Print Cartridge Magenta IM C2500	841923	841937	5.5k prints
Print Cartridge Yellow IM C2500H	842308	842316	10.5k prints
Print Cartridge Yellow IM C2500	841922	841936	5.5k prints
Staple Type S for SR3270	412874		5k staples
Staple Refill Type K for SR3270	410802		5k staples x3
Staple Type T for SR3250	414859		5k staples
Staple Refill Type T for SR3250	414865		5k staples x 2
Waste Toner Bottle	418425		100k prints

- Store in a dry, dark place where temperature does not exceed 113°F during storage/transportation conditions.
- Do not store more than a month under the temperature between 96.8 and 104°F.
- Do not store more than 12 hours under the temperature between 105.8 and 113°F.
- Do not store more than 6 hours between 114.8 and 122°F.
- The storage period is 12 months.

# D0BL / D0BM Supplies & Yields

Description	EDP Code	RLA	Yield
Print Cartridge Black IM C3500	842251	842259	31k prints
Print Cartridge Cyan IM C3500	842254	842262	19k prints
Print Cartridge Magenta IM C3500	842253	842261	19k prints
Print Cartridge Yellow IM C3500	842252	842260	19k prints
Staple Type T for SR3260/SR3250	415009		5k staples
Staple Refill Type T for SR3260/SR3250	415010		5k staples x 2
Staple Type S for SR3270	412874		5k staples
Staple Refill Type K for SR 3270	410802		5k staples x 3
Waste Toner Bottle	418425		100k prints

- Store in a dry, dark place where temperature does not exceed 113°F during storage/transportation conditions.
- Do not store more than a month under the temperature between 96.8 and 104°F.
- Do not store more than 12 hours under the temperature between 105.8 and 113°F.
- Do not store more than 6 hours between 114.8 and 122°F.
- The storage period is 12 months.

# DOBN / DOBQ Supplies & Yields

Description	EDP Code	RLA	Yield
Print Cartridge Black IM C6000	842279	842287	33k prints
Print Cartridge Cyan IM C6000	842282	842290	22.5k prints
Print Cartridge Magenta IM C6000	842281	842289	22.5k prints
Print Cartridge Yellow IM C6000	842280	842288	22.5k prints
Staple Type T for SR3290/SR3280/SR3260/SR3250	415009		5k staples
Staple Refill Type T for SR3290/SR3280/SR3260/SR3250	415010		5k staples x 2
Staple Type S for SR3270	412874		5k staples
Staple Refill Type K for SR3270	410802		5k staples x 3
Staple Type W for SR3290 (Saddle Stich)	416710		2k staples
Staple Refill Type W for SR3290 (Saddle Stich)	416712		2k staples x 4
Waste Toner Bottle	418425		100k prints

- Store in a dry, dark place where temperature does not exceed 113°F during storage/transportation conditions.
- Do not store more than a month under the temperature between 96.8 and 104°F.
- Do not store more than 12 hours under the temperature between 105.8 and 113°F.
- Do not store more than 6 hours between 114.8 and 122°F.
- The storage period is 12 months.



# Target Reliability

Model	PM Cycle	AMV	Max MV
D0BJ	60k	3k/Month	10k/Month
D0BK	60k	4k/Month	10k/Month
D0BL	400k/600k	5k/Month	20k/Month
D0BM	400k/600k	7k/Month	20k/Month
D0BN	400k/600k	10k/Month	50k/Month
D0BQ	400k/600k	15k/Month	50k/Month

**Notes:** The figures above are calculated based on the following:

- PM is regularly performed.
- Recommended paper types are used.
- The machine is installed under operable environmental conditions
- A4 (LT) long-edge feed
- Image coverage ratio: 5%
- Color ratio: 20% for D0BJ / D0BK
- Color ratio: 30% for D0BL / D0BM / D0BN / D0BQ
- 2 P/J for D0BJ / D0BK
- 3 P/J for D0BL / D0BM
- 4 P/J for D0BN / D0BQ

# PM Parts

Part Number	Description	Target Yield (Pages)	Unique / Common
<b>PCDU</b>			
D0BK2200	D0BJ D0BK PCDU-K	60K	U
D0BN2224	D0BL D0BM D0BN D0BQ PCDU-K	400K	U
<b>ITB Unit</b>			
D0BQ6005	D0BL D0BM D0BN D0BQ ITB Unit	600K	U
<b>Fusing Unit</b>			
D0BM4021	D0BL D0BM Fusing Unit	400K	U
D0BQ4021	D0BN D0BQ Fusing Unit	400K	U
<b>Other</b>			
D0BQ6400	Waste Toner Bottle	100K	U
<b>Exhaust Filter</b>			
D0BQ7935	Exhaust Filter	400K	U

Please see next page for notes

**Note 1:** The yield figures in the above table are based on the following conditions:

- A4 (LT) long-edge feed
- 5% image coverage ratio
- Color ratio: 30%(D0BL / D0BM / D0BN / D0BQ), 20% (D0BJ / D0BK)
- 3 prints/job (D0BL / D0BM), 4 prints/job (D0BN / D0BQ), 2 prints/job (D0BJ / D0BK)

**Note 2:** For most PM parts, the yield will depend on P/J (pages per job) or image coverage ratio.

**Note 3:** PCU and Development unit is replaced together as PCDU. Individual parts are registered for EM replacement.

**Note 4:** ITB cleaning unit is integrated into ITB Unit. Individual part is registered for EM replacement.

**Note 5:** Fusing section is replaced as Fusing Unit. Individual parts are registered for EM replacement.

**Note 6:** When the fusing unit is used past its target yield (400k/240k), the fusing belt may break, causing a service call. Therefore, it is designed so that the machine starts displaying a stop warning on the operation panel at 415k/244k pages and stops at 430k/248k pages. Please make sure to replace the fusing belt unit before the unit's PM counter reaches 430k/248k pages.

**Note 7:** A customer replaces waste Toner Bottle. By changing SP5-073-001, service replace mode for Waste Toner Bottle is enabled. Never try to empty toner out of the waste toner bottle to use the same bottle again; always replace the bottle with a new one. This is because the transfer coil inside the bottle may break.

**Note 8:** Additional Procedure Required when Replacing the PCDU/PCU (D0BQ). Changing the spring pressure is necessary whenever you install a new PCDU/PCU on the D0BQ, because this model require a different spring pressure than do the D0BL / D0BM / D0BN . If you do not do this procedure, the yield of the PCDU/PCU will be reduced to about 1/10 of its target value. This procedure is NOT NECESSARY for the D0BL / D0BM / D0BN.



# Yield Parts - Mainframe

Part Number	Description	Target Yield (Pages)	Unique / Common
<b>PCDU</b>			
D0BK2202	D0BJ D0BK PCDU-M	48k	U
D0BK2201	D0BJ D0BK PCDU-C	48k	U
D0BK2203	D0BJ D0BK PCDU-Y	48k	U
D0BM2212	D0BL D0BM PCDU-M	160k	U
D0BM2211	D0BL D0BM PCDU-C	160k	U
D0BM2213	D0BL D0BM PCDU-Y	160k	U
D0BN2226	D0BN D0BQ PCDU-M	270k	U
D0BN2225	D0BN D0BQ PCDU-C	270k	U
D0BN2227	D0BN D0BQ PCDU-Y	270k	U
<b>Transfer</b>			
D0BQ6005	D0BJ D0BK ITB Unit	240k	U
<b>Fusing</b>			
D0BK4021	D0BJ D0BK Fusing Unit	240k	U
<b>Other</b>			
D0BQ7935	Exhaust Filter	400k	U

# Yield Parts - Peripherals

Part Number	Description	Expected Yield (Originals)	Unique Or Common
<b>SPDF</b>			
D6842171	Paper Feed Belt	120k	D0AE
D3FF2228	Pick-up Roller	120k	U
D5412241	Reverse Roller	120k	D0AE
<b>ARDF</b>			
D6842171	Paper Feed Belt	120k	D0AE
B3872161	Pick-up Roller	120k	D0AJ
D5412241	Reverse Roller	120k	D0AE

**NOTE:** 120k is the number of "originals", where each original consists of 2 sheets (C/O=2). Yield calculation by number of "sheets" would be 240K based on C/O=2.



# D0BJ PM Unit Yield

	1P/J	2P/J	3P/J	4P/J
<b>Black PCU/PCDU</b>	53k		60k	
<b>Color PCU</b>	36k		48k	
<b>Development Unit Black</b>	180k		180k	
<b>Development Unit Color</b>	97k		120k	
<b>ITB Unit / ITB Cleaning Unit</b>	212k		240k	
<b>Fusing Unit</b>	170k		240k	



# D0BK PM Unit Yield

	1P/J	2P/J	3P/J	4P/J
Black PCU/PCDU	53k		60k	
Color PCU	36k		48k	
Development Unit Black	180k		180k	
Development Unit Color	97k		120k	
ITB Unit / ITB Cleaning Unit	212k		240k	
Fusing Unit	181k		240k	



# D0BL PM Unit Yield

	1P/J	2P/J	3P/J	4P/J	5P/J	6P/J
<b>Black PCU/PCDU</b>	258k	351k		400k		
<b>Color PCU</b>	98k	146k		175k		
<b>Development Unit Black</b>	521k	578k		600k		
<b>Development Unit Color</b>	98k	138k		160k		
<b>ITB Unit / ITB Cleaning Unit</b>	387k	527k		600k		
<b>Fusing Unit</b>	204k	322k		400k		



# D0BM PM Unit Yield

	1P/J	2P/J	3P/J	4P/J	5P/J	6P/J
<b>Black PCU/PCDU</b>	258k	351k		400k		
<b>Color PCU</b>	98k	146k		175k		
<b>Development Unit Black</b>	521k	578k		600k		
<b>Development Unit Color</b>	98k	138k		160k		
<b>ITB Unit / ITB Cleaning Unit</b>	387k	527k		600k		
<b>Fusing Unit</b>	240k	322k		400k		



# D0BN PM Unit Yield

	1P/J	2P/J	3P/J	4P/J	5P/J	6P/J
<b>Black PCU/PCDU</b>	245k	355k		400k		
<b>Color PCU</b>	161k	249k		270k		
<b>Development Unit Black</b>	579k	600k		600k		
<b>Development Unit Color</b>	173k	254k		270k		
<b>ITB Unit / ITB Cleaning Unit</b>	368k	532k		600k		
<b>Fusing Unit</b>	198k	322k		400k		



# DOBQ PM Unit Yield

	1P/J	2P/J	3P/J	4P/J	5P/J	6P/J
<b>Black PCU/PCDU</b>	228k	335k	397k		400k	
<b>Color PCU</b>	149k	236k	270k		270k	
<b>Development Unit Black</b>	555k	600k	600k		600k	
<b>Development Unit Color</b>	166k	257k	270k		270k	
<b>ITB Unit / ITB Cleaning Unit</b>	342k	502k	595k		600k	
<b>Fusing Unit</b>	197k	322k	400k		400k	





# Installation Requirements

## ■ Power requirements

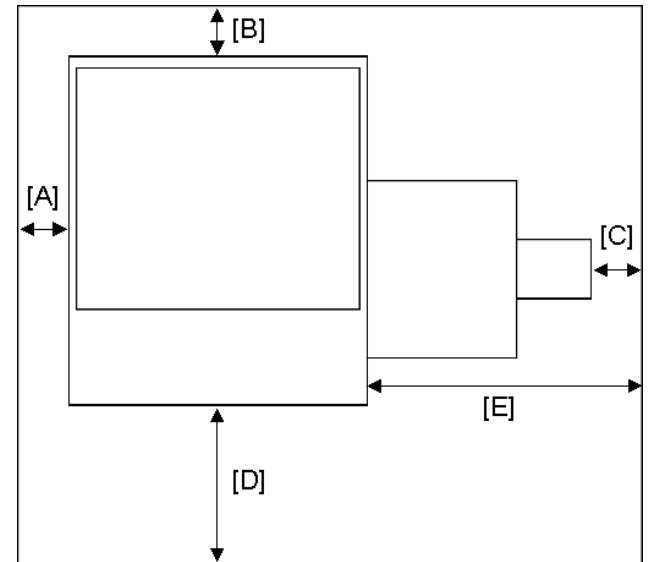
- Input voltage level: 120V to 127V, 12A or more
- Do not use an extension plug or cord
- The required wall outlet is a NEMA 5-15R (receptacle)

## ■ Space

- A: Over 100 mm (3.9")
- B: Over 100 mm (3.9")
- C: Over 100 mm (3.9")
- D: Over 750 mm (29.5")
- E: Over 500 mm (19.7")

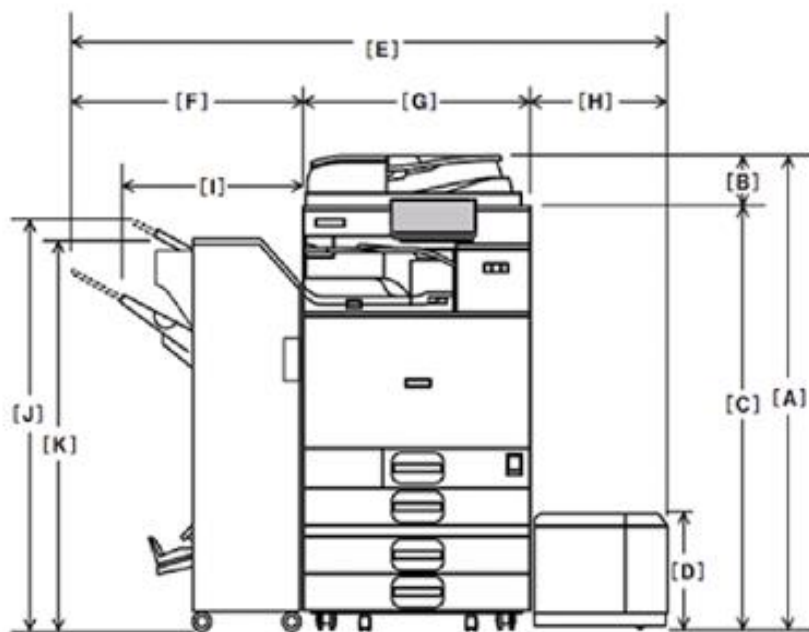
## ■ Weight

- Less than 197lbs (89.5kg) Mainframe Only



d1462236a

# Dimensions



**Models equipped with the ARDF (W × D × H up to ARDF):**

587 × 685 × 913 mm (23.2 × 27.0 × 36.0 inches)

**Models equipped with the SPDF (W × D × H up to SPDF):**

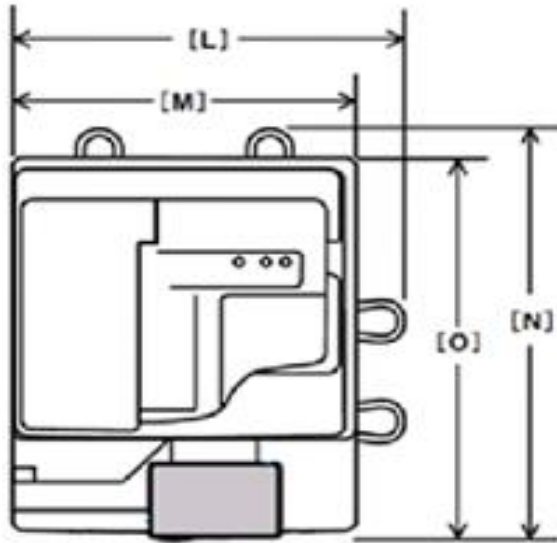
587 × 685 × 963 mm (23.2 × 27.0 × 38.0 inches)

## Machine Dimensions

[A]	1,155mm / 45.47" (with ARDF) 1,205mm / 47.44" (with SPDF)	[F]	575 to 660mm / 22.63" to 25.98" (with Finisher SR3260) 657 to 756mm /25.86" to 29.76" (with Finisher SR3280)
[B]	125mm /4.92" (with ARDF) 175mm /6.89" (with SPDF)	[G]	587mm / 23.11"
[C]	1,030mm /40.55"	[H]	340mm / 13.38"
[D]	290mm /11.41"	[I]	575mm / 22.63" (with Finisher SR3260) 657mm / 25.86" (with Finisher SR3280)
[E]	1,683mm / 66.26"	[J]	1,045mm / 41.14" (with Finisher SR3260) 1,028mm / 40.47" (with Finisher SR3280)
		[K]	986mm / 38.81" (with Finisher SR3260) 973mm / 38.30" (with Finisher SR3280)



# Dimensions



## Machine Dimensions

[L]	668mm / 26.29"
[M]	587mm / 23.11"
[N]	738mm / 29.05"
[O]	685mm / 26.96"



# Installation Times

Description	Installation Times (minutes)
ARDF DF3110	15
SPDF DF3120	15
Paper Feed Unit PB3270	10
Paper Feed Unit PB3280	10
Paper Feed Unit PB3300	10
LCIT PB3290	10
LCIT RT3040	10
1 Bin Tray BN3130	10
Internal Shift Tray SH3080	10
Bridge Unit BU3090	10



# Installation Times

Description	Installation Times (minutes)
Booklet Finisher SR3270	15
Punch Unit PU3080	10
Booklet Finisher SR3290	15
Finisher SR3280	15
Punch Unit PU3090	10
Internal Finisher SR3250	20
Punch Unit PU3070	20
Finisher SR3260	15
Internal Finisher SR3300	20
Banner Paper Guide Tray Type M19	10
Imageable Area Extension Unit Type M19	5



# Installation Times

Description	Installation Times (minutes)
Internal Multi-Fold Unit FD3010	40
Small Paper Feeding Unit Type M37	-
Page Keeper Type M37	-
Fax Option Type M37	15
G3 Interface Unit Type M19	15
Memory Unit Type M37 4GB	5
IPDS Unit Type M37	5
Postscript3 Unit Type M37	5
External Keyboard Bracket Type M19	5
IEEE 802.11a/g/n Interface Unit Type M19	5



# Installation Times

Description	Installation Times (minutes)
OCR Unit Type M13	5
NFC Card Reader Type M37	15
Device Server Option Type M37	10
File Format Converter Type M19	5
IEEE 1284 Interface Board Type M19	5
DataOverwrite Security Unit Type M19	5
Smart Card Reader Built-in Unit Type M37	5
Postscript3 Unit Type M33	5
DataOverwriteSecurityUnit Type M19	15
OCR Unit Type M13	10



# Storage / Transportation

	Storage	Transportation
Mainframe	Temperature -30°C to 40°C (-22°F to 104°F) Humidity Less than 85% RH Storage Period 12 Months Max Stack 3 Cartons	Temperature -30°C to 40°C (-22°F to 104°F) Humidity 15 ~ 95% RH Max Stack 2 Cartons





# Training Information

Service personnel previously trained on the D238 - D244 series, will need to complete the self-paced training.

Service personnel not certified on the D238 – D244 series, will need to complete a self paced Tier 1 course and an instructor led Tier 2 class - based training.

It is designed for Service Professionals who have completed the following courses:

- Technology Essentials
- Digital Color Basics
- Smart Operation Panel

# Documentation

Description	RFG E-Source Number
Point-to-Point	rfg080420
D0BJ/D0BK 3D Parts Catalog	rfg080421
D0BL/D0BM 3D Parts Catalog	rfg080423
D0BN/D0BP/D0BQ 3D Parts Catalog	rfg080426
Service Manual	rfg080417

Please refer to the <https://ricohusa.csod.com/client/ricohusa/default.aspx> site for the most up to date training information.

Please be aware that once a model or series is out of production, the Field Service Manual, Technical Service Bulletins and Ricoh Learning Institute should be referenced for the most current information. Check the TSC website and e-source.

# Contact Information

Name	Contact
Technical Services (Xpress Support) and Technology Solutions Resource Center (TSRC)	<a href="http://www.tscweb.net">www.tscweb.net</a> Text/SMS: (678) 636-9841 Twitter: @RicohExpress CIP Text/SMS: (828) 761-1670
Technical Services (Legacy Telephone Numbers)	Parts (800) 333-3147 Solutions (888) 424-1573 Customer Support (800) 577-4264 Automated Services (866) 239-8494 <a href="mailto:myricoh@ricoh-usa.com">myricoh@ricoh-usa.com</a> Printer/Scanner/Projector Support (800) 742- 6438 Dealer Printer Customers (800) 972-8796 Warranty Processing (800) 557-4264
Hytec Parts and Logistics Control	(800) 883-1001 <a href="http://www.hytecrepair.com">www.hytecrepair.com</a>
Headquarter Web Sites	Ricoh Corporation: <a href="http://www.ricoh-usa.com">www.ricoh-usa.com</a> Savin Corporation: <a href="http://www.savin.com">www.savin.com</a> Lanier Corporation: <a href="http://www.lanier.com">www.lanier.com</a>
Safety Data Sheets	<a href="http://ricoh.com/environment/msds/index.html">http://ricoh.com/environment/msds/index.html</a>
Ricoh Learning Institute	<a href="http://www.ricohlearninginstitute.com">www.ricohlearninginstitute.com</a> <a href="mailto:ricohlearninginstitute@ricoh-usa.com">ricohlearninginstitute@ricoh-usa.com</a>



## Solutions Support and Escalation Intake Guide

<https://www.escalationintake.com/login/>

### Required Information for Hardware Issues

- Symptom
- Possible cause
- Description and result of the action taken
- Parts replaced
- Model type and serial number
- Printer configuration sheet and maintenance report sheet
- Occurrence frequency
- Whether or not the symptom could be duplicated on a lab machine (YES/NO)
- Occurrence conditions
- When the symptom start to appear
- Optional equipment information
- Results after installing the units/options on another machine
- Whether or not have any customized parts been applied
- Log-storing data (controller, engine, and operation logs) with SP5-858
- SMC Report (SP5992-001) stored to SD card



## Required Information for Computer connectivity problems:

- Printer configuration page
- Any actions already taken (step-by-step)
- Computer specifications (manufacturer, model, type, CPU, memory, etc.)
- OS and applications installed (versions and service packs)
- Driver and utilities used (versions and service packs)
- Network environment (protocol, topology, address, and configuration)
- Network packet capture/print capture file
- Document originals (files)
- PIF (Problem Information Form)
  - PIFs can be downloaded from the Global Knowledge:
  - [http://tscweb.custhelp.com/app/answers/detail/a\\_id/119457](http://tscweb.custhelp.com/app/answers/detail/a_id/119457)



# Revisions

- 1.0 Original
- 1.1 Revised the Copier Configuration and Tables
- 1.2 Added rfg numbers for the manuals
- 1.3 Revised the D0BJ / D0BK Supplies and Yields Table
- 1.4 Added the VM Card information to the Options Table
- 1.5 Side Tray Type M37 (Not for US Markets)
- 1.6 Revised the Controller Configuration Table,  
Updated the Contact Information Table
- 1.7 Updated Options to reflect new EDP codes, discontinued products
- 1.8 NFC Card Reader discontinued,  
Updated Supplies & Yields pages with RLA toners

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