Product Support Guide

D0CS   IM C530FB

v1.1

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Introduction

August 7, 2020

Replaces

MP C501SP

Table of Contents

Product Concept

- The IM C530FB will establish Ricoh's position in the high speed A4 MFP segment with new controller, compact machine size

- Increased user serviceability

- Enhanced Connectivity/Software Support from previous sGW controller

New Features

- New Engine - sGW(17S)

- 7inch Smart Operation Panel (SOP-G2.5)

- Higher durability:600K

- Smart Support Functions

- Adaptivity for ACT ver1.2 or later

- User replaceable PCDU and Waste Toner Bottle

- Supports @Remote functionality with both the external and embedded RC Gate

Feature Comparison to Previous Model

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Description	IM C530FB	MP C501
Faster Speed	55 ppm	50 ppm
More Compact footprint	18.5 x 19.8 x 28.4 (inches) 40% smaller	19.2 x 27 x 37.9 (inches)
Smart Operation Panel	7.0" Smart Operation Panel (G2.5)	10.1" Smart Operation Panel (G2)
Ricoh (ACT) Always Current Technology	Available	N/A
Optional Finishing	None	Internal finisher or 1 bin tray
Easy-to-replace supplies	User-replaceable toner, PCDU and waste container	User-replaceable toner

Standard Configuration

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Model	Launch Date	Product Code	EDP Code	Serial Number Prefix	Speed
IM C530FB	8/7/2020	D0CS	418223	420yfmXXXXX	55 ppm

- 7" Smart Operation Panel
- 100 sheet SPDF
- 1 x 550 Sheet Paper Tray
- 150 Sheet Bypass
- Duplex
- 2.0 GB RAM - 32 GB Storage
- Scan/Print/Fax

Options

Item	Description	Product Code	EDP Code	Common / Unique
Paper Feed Unit 550 Sheet	PFU PB1180	D3GX	418229	Unique
LCIT 2000 Sheet	LCIT PB1190	D3GY	418230	Unique
Wireless LAN	IEEE 802.11 Interface Unit Type M43	D3J4	418234	Unique
ESP S1 Power Filter	ESP S1 Power Filter	-	ESPS1	Common

Supplies & Yields

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Description	EDP Code	Yield (Normal)	Yield (Starter)
Toner Black	418236	20.5K	7.5K
Toner Cyan	418237	18K	4.5K
Toner Magenta	418238	18K	4.5K
Toner Yellow	418239	18K	4.5K
Black Drum Unit	418244	60K	N/A
Cyan Drum Unit	418245	60K	N/A
Magenta Drum Unit	418246	60K	N/A
Yellow Drum Unit	418247	60K	N/A
Waste Toner Bottle	415010	30k	N/A

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

- A4 (LT) short-edge feed
- 5% image coverage ratio
- Color ratio range: 30% - 40%
- 3P/J

Target Reliability

Model	PM Cycle	AMV	Max MV
IM C530FB	None	4K	10k

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) short-edge feed
- 5% image coverage ratio
- Color ratio range: 30% - 40%
- 3P/J

Media Effect Disclaimer

- Not all possible symptoms are tested for when testing media, other possible defects could occur.
- Media testing does not test for the effects to machine parts and possible altering of expected part life yield caused by specific media.
- Media testing does not investigate continued use of specific approved media and the ongoing effects of how machine parts are affected.
- How media is cut can affect paper registration, paper feed and internal part wear. These side effects are not part of normal MQP testing.

Yield Parts

Part Number	Description	Expected Yield (Pages)	Forced Stop (Pages)	User Replaceable	Common / Unique
Drum Units					
D0CS2286	Black Drum Unit	60K	YES (72K)	YES	Unique
D0CS2284	Cyan Drum Unit	60K	YES (72K)	YES	Unique
D0CS2282	Magenta Drum Unit	60K	YES (72K)	YES	Unique
D0CS2280	Yellow Drum Unit	60K	YES (72K)	YES	Unique
Fusing Unit					
D0CS4017	Fusing Unit-115V	240K	NO	NO	Unique
Transfer					
D0CS6010	ITB Unit	240K	YES (260K)	NO	Unique
D0CS6265	PTR Unit	240K	NO	NO	Unique

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

- A4 (LT) short-edge feed
- 5% image coverage ratio
- Color ratio range: 30% - 40%
- 3P/J

Yield Parts

Part Number	Description	Expected Yield (Pages)	Forced Stop (Pages)	User Replaceable	Common / Unique
Paper Feed					
D0CS2525	Feed/Separation Roller Ass'y	240K	NO	NO	Unique
SPDF					
D0CS6642	Feed Roller SPDF	200K	NO	NO	Unique
D0CS6645	Separator Roller SPDF	200K	NO	NO	Unique
Other					
D0CS6540	Waste Toner Bottle	30K	NO	YES	Unique
Optional Feed Unit (PB1180)					
D0CS2525	Feed/Separation Roller Ass'y	200k	NO	NO	Unique
Optional LCT (PB1190)					
D0CS2525	Feed/Separation Roller Ass'y	200k	NO	NO	Unique

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

- A4 (LT) short-edge feed
- 5% image coverage ratio
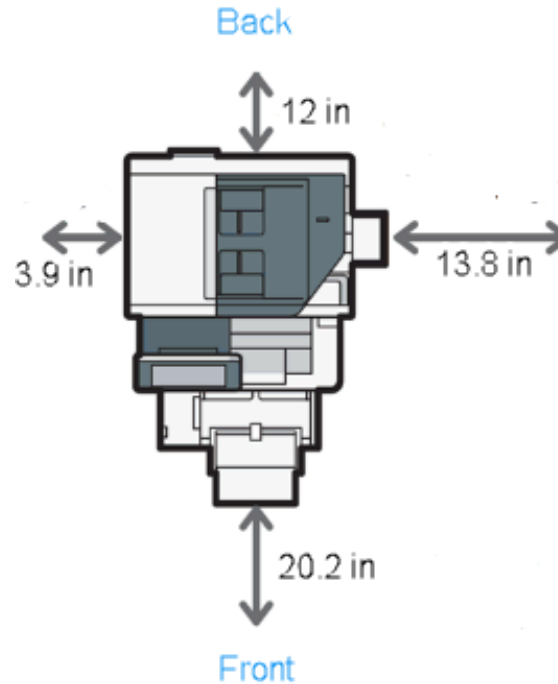- Color ratio range: 30% - 40%
- 3 P/J

Yields based on P/J

	1P/J	2P/J	3P/J	4P/J
Black PCU	28.9K	47.3K	60K	69.4K
Color PCU	28.9K	47.3K	60K	69.4K
Fusing Unit	240K	240K	240K	240KK
ITB Unit	231K	240K	240K	240K
Paper Transfer Roller Unit	240K	240K	240K	240K
Waste Toner Bottle	17K	26K	30K	33K

The yield figures in the above table are based on the following conditions:
- A4 (LT) short-edge feed
- 5% image coverage ratio
- Color ratio range: 30% - 40%

Installation Requirements

- **Power requirements**
  - Input voltage level: 120 to 127 V, 60 Hz: More than 12 A
  - Permissible fluctuation: 108 V (120 V-10%) – 138 V (127 V+8.66 %)
  - Do not use an extension plug or cord

- **Weight**
  - Main frame 83.3 lb.
  - LCIT 43.5 lbs.

- **Space requirement**

Back

12 in

3.9 in

13.8 in

20.2 in

Front

Dimensions

W x D x H
Width 18.5 in
Depth 19.8 in
Height 28.4 in

Installation Times

Mainframe	Installation Times (minutes)
IM C530FB	30

Peripherals	Installation Times (minutes)
Paper Feed Unit PB1180	10
Paper Feed Unit PB1190	10
IEEE 802.11 Interface Unit Type M43	5

Storage / Transportation

	Storage		Transportation
Mainframe	Temperature Humidity Storage Period Max Stack	32 – 95 F 15 – 80 %RH Max 12 mo. 4 units	Temperature -22 – 113 F Humidity 15 - 95 %RH Max Stack 2 units
PCDU(s)	Do not store PCDU: 95°F or higher, longer than 24 months 104°F or higher, longer than a month		N/A

Training Information

Self-paced Training

- Course Title
    - IM C530 (D0CS) Technical Training

- Prerequisites
    - Color Classroom Training Equivalency
    - Smart Operation Panel V2.5 Self Paced Training Course

Training Materials:

- Training documents
- FSM (Field Service Manual)
- Part Catalog
- Operating Instructions
- Global Knowledge Contents

Documentation

Description	RFG E-Source Number
Detailed Description	Contained in the Service Manual
Operating Instruction	rfg083668
Point-to-Point	rfg083667
Parts Catalog	rfg083994
Service Manual	rfg083665
PSG	rfg083661

Please refer to the http://www.ricohlearninginstitute.com 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)	http://www.tsrc.ricoh-usa.com 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 myricoh@ricoh-usa.com 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 www.hytecrepair.com
Headquarter Web Sites	Ricoh Corporation: www.ricoh-usa.com Savin Corporation: www.savin.com Lanier Corporation: www.lanier.com
Safety Data Sheets	http://ricoh.com/environment/msds/index.html
Ricoh Learning Institute	www.ricohlearninginstitute.com ricohlearninginstitute@ricoh-usa.com

Escalation Procedure

Solutions Support and Escalation Intake Guide

http://www.escalationintake.com

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 any customized parts been applied
- Log-storing data (controller, engine, and operation logs) with SP5-857
- SMC Report (SP5992-001)

Escalation Procedure

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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:
  - Answer ID 118220

Revisions

- 1.0 Original
- 1.1 10/26/21: Add PB1180 to options & documentation rfg numbers