

# CS92x, CX92x, C9235, and XC92x5

# 5059-x30, -x90, 7559-x78, -x98

# **Finisher Service Manual**

- Start diagnostics
- <u>Maintenance</u>
- Safety and notices
- <u>Trademarks</u>
- Index

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www.lexmark.com

### **Product information**

Product name: Lexmark CS92x, CX92x, C9235, and XC92x5

Machine type: 5059, 7559

Model(s): 0x8, 1x0, 1x8, 3x8, 530, 5x8, 7x8

### **Edition notice**

#### October 17, 2017

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Product information	2
Edition notice	2
Notices and safety information	15
Safety information	
Service conventions and change history	19
Conventions	19
General caution statements	
Change history	20
General information	21
Paper sizes, types, and weights supported by the finishers	
Tools required for service	23
Diagnostics and troubleshooting	25
Troubleshooting overview	
Performing the initial troubleshooting check	25
Paper jams	
Avoiding jams	
Identifying jam locations	
Paper jam in the booklet finisher	
Paper jam in the staple finisher	
Staple jam in the staple finisher	
Staple jam in the staple, hole punch finisher	
Staple jam in the booklet finisher	
200 paper jams	40
200 paper jam messages	
HPT static jam service check	
SHPF static jam service check	
Booklet maker static jam service check	
Staple finisher static jam service check	47
40y paper jams	
400–403 paper jam messages	
HPT feed jam service check	
420–457 paper jams	52
420–457 paper jam messages	
Staple finisher paper feed jam service check	

SHPF paper feed failure service check	
SHPF top bin exit jam service check	60
Staple finisher exit jam service check	64
SHPF compiler feed jam service check	67
SHPF booklet gate jam service check	73
471–484 jams	77
471–484 paper jam messages	77
Booklet maker staple unit failure service check	
Staple finisher staple unit failure service check	
SHPF staple unit failure service check	
49y paper jams	
491–493 paper jam messages	
Booklet maker feed jam service check	
Booklet maker transport section paper jam service check	90
Booklet maker tamper paper jam service check	
Bifold exit jam service check	
Hardware errors	102
300–324 errors	102
300–324 error messages	
Punch unit failure service check	
Motor (staple finisher front tamper) failure service check	104
Motor (staple finisher rear tamper) failure service check	107
Motor (SHPF front tamper) failure service check	109
Motor (SHPF rear tamper) failure service check	112
Motor (SHPF paddle) failure service check	114
36y errors	
36y error messages	
Staple finisher upper exit roller failure service check	118
SHPF ejector failure service check	
SHPF pre-eject failure service check	125
Motor (SHPF aligner) failure service check	127
374–383 errors	130
374–383 error messages	130
Motor (staple finisher elevator) failure service check	130
SHPF elevator bin failure service check	
SHPF elevator bin stack height failure service check	138
39y errors	141
39y error messages	141
Motor (booklet maker tamper) failure service check	141
Motor (booklet maker aligner) failure service check	143
Motor (bifold guide) failure service check	146
Booklet maker paddle assembly failure service check	149
Motor (trifold guide) failure service check	152
Motor (bifold knife) failure service check	154
Booklet maker decurl assembly failure service check	

Symptoms	
Staple finisher symptoms	
Staple finisher symptoms	
Staple finisher locks service check	160
Staple finisher bin stack height assembly failure service check	162
Staple finisher stapling failure service check	166
SHPF symptoms	170
SHPF symptoms	170
HPT door service check	
SHPF front door service check	172
SHPF top door service check	
Hole punch box service check	176
SHPF top bin full service check	178
SHPF staple unit noise service check	
SHPF elevator bin movement service check	
Booklet maker symptoms	
Booklet maker symptoms	
HPBF bin service check	
Bifold edge alignment service check	190
Service menus	
Inderstanding the printer control panel	107
Lising the control panel	
Understanding the colors of the Sleep button and indicator lights	
Understanding the home screen	
	190
Lising the touch-screen buttons	200
Using the touch-screen buttons	
Using the touch-screen buttons Menus list	
Using the touch-screen buttons Menus list Diagnostics menu	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log Print log (summary)	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log Print log (summary) Print log (extended)	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log Print log (summary) Print log (extended) Display log	
Using the touch-screen buttons Menus list. Diagnostics menu. Entering the Diagnostics menu Event log. Print log (summary). Print log (extended). Display log. Mark log	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log Print log (summary) Print log (extended) Display log Mark log Reports	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log Print log (summary) Print log (extended) Display log Mark log Reports Device Settings	
Using the touch-screen buttons Menus list. Diagnostics menu. Entering the Diagnostics menu Event log. Print log (summary). Print log (extended). Display log. Mark log	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log Print log (summary) Print log (extended) Display log Mark log Reports Device Settings Installed Licenses Advanced Print Quality Samples	200 
Using the touch-screen buttons	
Using the touch-screen buttons	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log Print log (summary) Print log (extended) Display log Mark log Reports Device Settings Installed Licenses Advanced Print Quality Samples Input tray quick print Output bin quick feed Output device diagnostics	
Using the touch-screen buttons Menus list Diagnostics menu Entering the Diagnostics menu Event log Print log (summary) Print log (extended) Display log Mark log Reports Device Settings Installed Licenses Advanced Print Quality Samples Input tray quick print Output bin quick feed Output device diagnostics Sensor tests	198 200 201 202 202 202 202 202 203 203 203 203 203

Entering the Configuration mode	205
Configuration menu	
Reports	
Menu Settings Page	
Event Log	
Event Log Summary	
HealthCheck Statistics	
Device Operations	
Quiet Mode	
Panel Menus	
Safe Mode	
Exit Maintenance Menu	

Parts removal	
Removal precautions	
Handling ESD-sensitive parts	
Understanding the marked or colored screws	
Ribbon cable connectors	
Zero Insertion Force (ZIF) connectors	
Horizontal top contact connector	
Horizontal bottom contact connector	
Vertical mount contact connector	
Horizontal sliding contact connector	214
Low Insertion Force (LIF) connector	
Adjustments	
Punch holes deviation adjustment	
Bifold skew adjustment	
Removal procedures	
Staple finisher removals	
Staple finisher front cover removal	
Staple finisher right cover removal	
Staple finisher rear cover removal	
Staple finisher top cover removal	
Staple finisher exit guide removal	
Staple finisher bin removal	
Staple finisher left inner cover removal	
Staple finisher lower exit roller paddles removal	
Staple finisher bin stack height assembly removal	
Staple finisher bin stack height assembly sensors removal	
Staple finisher bin stack height solenoid removal	
Staple finisher bin stack height actuator removal	
Motor (staple finisher tamper) removal	230
Staple finisher tamper sensors removal	

Staple finisher transport jam removal gears removal	232
Staple finisher lock switch removal	233
Staple finisher locks removal	233
Staple finisher guide rails removal	235
Staple finisher controller board removal	236
Staple finisher controller board holder removal	
Staple finisher interface cable removal	
Motor (staple finisher transport) removal	239
Motor (staple finisher elevator) removal	242
Motor (staple finisher upper exit) removal	243
Motor (staple finisher exit) removal	245
Motor (staple finisher aligner) removal	246
Staple finisher aligner belt and gears removal	
Sensor (staple finisher upper exit roller) removal	248
Sensor (staple finisher elevator home) removal	249
Sensor (staple finisher staple unit home) removal	249
Sensor (staple finisher paper feed) removal	
Staple finisher staple unit removal	252
Staple finisher staple unit carriage assembly removal	
Staple finisher interface board removal	254
Motor (staple finisher staple unit carriage) removal	255
Staple finisher staple unit carriage removal	255
Staple finisher staple unit carriage gears removal	
Staple finisher staple unit carriage wheel removal	258
Staple finisher FFC removal	259
Staple finisher stack lever actuator removal	261
Staple finisher stack clamp solenoid removal	
Staple finisher elevator springs removal	263
Staple finisher elevator drive gears removal	263
Staple finisher elevator belts removal	264
Staple finisher elevator gears removal	266
Exit motor bracket removal	269
Staple finisher exit guide lift cam removal	271
Staple finisher upper exit roller drive gears removal	
Staple finisher exit roller drive belts and gears removal	275
Staple finisher exit roller solenoid removal	276
Staple finisher upper exit actuator removal	
Staple finisher exit roller gear removal	278
Staple finisher lower exit roller removal	278
Staple finisher upper guide removal	279
Staple finisher lower guide removal	283
Staple finisher staple unit rail removal	284
Staple finisher compiler feed roller guide removal	285
Staple finisher aligner roller removal	
Staple finisher compiler feed roller shaft assembly removal	

Staple finisher compiler feed rollers and gears removal	
Staple finisher stack lever removal	
Staple finisher transport roller removal	
Staple finisher aligner roller gears removal	
Staple finisher upper exit roller assembly removal	
Staple finisher eject guide removal	
Staple finisher eject cam removal	
Staple finisher upper exit roller removal	
Staple finisher upper exit roller belts and gear removal	
Staple finisher tamper and aligner assembly removal	
Staple finisher tamper drive gears removal	
Staple finisher tamper racks removal	
Horizontal paper transport removals	
HPT door locks removal	
HPT inner paper guide removal	
HPT holding bracket removal	
Sensor (HPT feed) removal	
HPT feed sensor actuator removal	
Sensor (HPT door) removal	
HPT right top cover removal	
HPT door removal	
HPT rear cover removal	
HPT cable removal	
HPT door hinges removal	
Motor (HPT transport) removal	
HPT belts and gears removal	
HPT transport rollers removal	
Staple, hole punch finisher removals	
SHPF top bin extender removal	
SHPF elevator bin removal	
SHPF paddles removal	
SHPF elevator bin bracket removal	
HPBF bin bail removal	
SHPF lower cover removal	
SHPF caster wheel removal	
SHPF front door switch removal	
SHPF front door removal	
SHPF top inner cover removal	
SHPF diverter feed roller knob removal	
SHPF post cover removal	
SHPF rear cover removal	
SHPF top door removal	
Booklet gate jam access door removal	
SHPF jam access door removal	
-	

Sensor (SHPF elevator bin full) removal	335
Lower left cover removals	336
HPBF lower left cover sensors removals	339
HPBF exit roller cover removal	339
SHPF upper left cover removal	340
SHPF upper left cover sensors removal	341
SHPF elevator bin stack height sensor actuator removal	342
SHPF elevator bin stack height sensor actuator arms and gears removal	343
SHPF elevator bin stack height drive gear removal	344
Motor (SHPF elevator bin stack height) removal	345
Motor (SHPF front tamper) removal	346
Sensor (SHPF front tamper home) removal	
Motor (SHPF feed) removal	348
Motor (SHPF transport) removal	349
Motor (SHPF rear tamper) removal	350
Sensor (SHPF rear tamper home) removal	351
Motor (SHPF elevator) removal	352
Sensor (SHPF elevator position) removal	353
SHPF elevator drive assembly removal	354
Sensor (SHPF top bin full) removal	356
SHPF paddle cam and compiler guide lever removal	356
SHPF controller board removal	357
Punch unit removal	357
Sensor (hole punch box full) removal	358
SHPF staple unit assembly removal	359
SHPF staple unit position sensors removal	361
SHPF staple unit drive belt and gear removal	362
Motor (SHPF staple unit carriage) removal	
SHPF staple unit removal	364
SHPF staple unit carriage removal	
SHPF elevator bottom rear gear removal	368
SHPF elevator bottom front gear removal	369
SHPF elevator belts removals	370
SHPF elevator top rear gear removal	
SHPF elevator top front gear removal	
SHPF paddle motor bracket removal	
Motor (SHPF paddle) removal	
SHPF paddle drive gears removal	
SHPF paddle motor FRUs removal	
Sensor (SHPF top door) removal	
Sensor (SHPF top bin full, receive) removal	
Motor (SHPF compiler feed roller release) removal	381
SHPF compiler feed roller release motor bracket removal	
Sensor (SHPF compiler feed roller release) removal	
SHPF compiler feed roller release encoder removal	

Motor (SHPF aligner) removal	
SHPF diverter cam removal	
Sensor (SHPF diverter cam) removal	
SHPF entrance and diverter feed roller gears removal	
SHPF top jam access door and SHPF diverter removal	
Sensor (SHPF top bin exit) removal	
SHPF top bin exit paper guide removal	
Motor (SHPF compiler eject) removal	
Motor (SHPF compiler pre-eject) removal	
SHPF compiler eject sensors removal	394
Sensor (SHPF eject clamp position) removal	395
SHPF compiler assembly removal	
SHPF tampers removal	403
SHPF tamper trays removal	404
SHPF tamper belts and gears removal	405
Sensor (SHPF aligner position) removal	407
SHPF middle aligner removal	408
Sensor (SHPF eject clamp home) removal	409
SHPF compiler eject gear removal	410
SHPF aligner shaft removal	411
SHPF booklet maker pre-feed roller removal	414
SHPF booklet maker lower pre-feed guide removal	415
SHPF booklet maker upper pre-feed guide removal	
SHPF diverter feed guide removal	418
SHPF diverter feed roller removal	419
SHPF elevator bin stack limit actuator removal	422
SHPF elevator bin stack limit switch removal	
SHPF top bin removal	
SHPF top bin exit roller removal	
SHPF compiler feed roller release cam removal	
SHPF top bin transport roller removal	
SHPF compiler feed idler roller assembly removal	
Sensor (SHPF compiler feed) removal	435
SHPF compiler guide removal	
SHPF entrance guide removal	
Sensor (SHPF entrance) removal	
SHPF entrance idler and roller removal	
SHPF compiler bails removal	
SHPF compiler feed roller removal	
Booklet maker removals	
Trifold jam knob removal	
Booklet maker exit roller springs removal	
Booklet maker front cover removal	
Booklet maker right cover removal	
Booklet maker support removal	450

Bifold exit jam access door removal	451
Booklet maker aligner jam access door removal	452
Booklet maker lower paddle removal	454
Booklet maker controller board removal	454
Booklet maker controller board holder removal	455
Top frame brace removal	455
Middle frame brace removal	457
Booklet maker jam access door removal	457
Booklet maker transport paper guide assembly removal	458
Booklet maker transport idler rollers removal	459
Sensor (booklet maker transport) removal	460
Booklet maker decurl lever removal	461
Booklet maker transport paper guide lever removal	462
Motor (bifold roller) removal	463
Bifold roller gears removal	464
Trifold rollers removal	465
Trifold gears removal	466
Booklet maker paddle belt removal	467
Booklet maker paddle gears removal	467
Motor (booklet maker paddle) removal	468
Sensor (booklet maker paddle home) removal	469
Motor (booklet maker transport) removal	470
Motor (booklet maker decurl) removal	
Transport and decurl motor bracket removal	472
Bifold roller springs removal	472
Booklet maker transport gear and belt removal	473
Booklet maker transport roller removal	
Booklet maker decurl gears removal	475
Sensor (booklet maker decurl) removal	
Booklet maker decurl guide removal	477
Motor (bifold guide) removal	
Bifold guide motor bracket removal	
Sensor (bifold guide home) removal	480
Motor (trifold guide) removal	481
Trifold guide motor bracket removal	481
Trifold gate actuator removal	482
Sensor (trifold guide home) removal	482
Motor (booklet maker aligner) removal	483
Motor (bifold knife) removal	483
Motor (booklet maker tamper) removal	484
Booklet maker aligner front paper guide removal	485
Booklet maker aligner rear paper guide removal	486
Sensor (booklet maker aligner home) removal	
Booklet maker aligner assembly removal	488
Booklet maker aligner removal	490

Booklet maker aligner middle paper guide removal	
Booklet maker aligner belt removal	
Booklet maker aligner gears removal	
Booklet maker aligner solenoid removal	494
Trifold knife assembly removal	
Booklet maker upper paddle removal	
Trifold knife removal	
Trifold knife springs removal	
Bifold upper roller removal	
Bitold lower roller removal	
Trifeld diverter removal	
Sensor (booklet maker fold evit) removal	
Bifold knife primary drive gears removal	509
Bifold knife and tamper assembly removal	
Sensor (bifold knife home) removal	
Bifold knife plates removal	
Bifold knife secondary drive gears removal	514
Bifold knife removal	515
Bifold roller drive gears removal	516
Bifold guide drive gears removal	518
Booklet maker tamper tray removal	521
Sensor (booklet maker tamper home) removal	524
Bifold guide idler gears removal	
Component locations	527
Exterior locations	
Configured model	
Maintananaa	E20
Maintenance	
Inspection guide	
Lubrication specification	
Parts catalog	
Legend	
Assembly 1: Staple finisher—Frame	
Assembly 2: Staple finisher—Covers	
Assembly 3: Staple finisher—Transport section 1	535
Assembly 4: Staple finisher_Transport section 2	527
Assembly 5: Staple finisher – Compiler food roller assembly	E20
Assembly 6: Staple finisher—Compiler section 1	541
Assembly 7: Staple finisher—Compiler section 2	

Assembly 8: Staple finisher—Aligner section	545
Assembly 9: Staple finisher—Staple section	547
Assembly 10: Staple finisher—Exit section 1	549
Assembly 11: Staple finisher—Exit section 2	551
Assembly 12: Staple finisher—Exit section 3	553
Assembly 13: Staple finisher—Bin section 1	555
Assembly 14: Staple finisher—Bin section 2	557
Assembly 15: Staple finisher—Electronics	559
Assembly 16: Horizontal paper transport—Covers 1	561
Assembly 17: Horizontal paper transport—Covers 2	563
Assembly 18: Horizontal paper transport—Drive section	565
Assembly 19: SHPF—Covers	567
Assembly 20: SHPF—Frame	569
Assembly 21: SHPF—Transport section 1	571
Assembly 22: SHPF—Transport section 2	573
Assembly 23: SHPF—Transport section 3	577
Assembly 24: SHPF—Transport section 4	579
Assembly 25: SHPF—Elevator bin section 1	
Assembly 26: SHPF—Elevator bin section 2	585
Assembly 27: SHPF—Staple unit assembly	
Assembly 28: SHPF—Compiler section 1	589
Assembly 29: SHPF—Compiler section 2	
Assembly 30: SHPF—Compiler section 3	593
Assembly 31: SHPF—Punch unit 1	595
Assembly 32: SHPF—Punch unit 2	597
Assembly 33: Booklet maker—Covers	599
Assembly 34: Booklet maker—Electronics	
Assembly 35: Booklet maker—Fold section 1	
Assembly 36: Booklet maker—Fold section 2	605
Assembly 37: Booklet maker—Fold section 3	607
Assembly 38: Booklet maker—Transport section	
Assembly 39: Booklet maker—Staple section	611
Assembly 40: Booklet maker—Compiler section	613
Assembly 41: Booklet maker—Aligner assembly	615
Assembly 42: Booklet maker—Exit section	617
Assembly 43: SHPF and booklet maker—Wiring	619

Options and features	621
Media handling options	621
Theory of operation	623
Staple finisher operation	
Staple finisher sections	
Staple finisher feed and exit section	
Staple finisher compiler section	626
Staple finisher bin section	632
Horizontal paper transport (HPT) operation	634
Staple, hole punch finisher (SHPF) operation	636
SHPF sections	636
SHPF top bin exit and elevator bin exit sections	636
SHPF punch unit operation	641
SHPF compiler section operation	643
SHPF compiler section feed	643
SHPF compiler section paper alignment	648
SHPF stapling operation	649
SHPF stapling operation for multiple staple jobs	651
SHPF compiler section exit	
Elevator bin section operation	
Booklet maker operation	
Booklet maker sections	657
Booklet maker paper feed	
Booklet maker compiler section paper feed and alignment	
Bifold and trifold sections	
Booklet maker exit section	
Acronyms	669
Acronyms	
Index	671
Part number index	772
Part name index	693

# **Notices and safety information**

# **Safety information**

### **Safety information**

- The safety of this product is based on testing and approvals of the original design and specific components. The manufacturer is not responsible for safety in the event of use of unauthorized replacement parts.
- The maintenance information for this product has been prepared for use by a professional service person and is not intended to be used by others.
- There may be an increased risk of electric shock and personal injury during disassembly and servicing of this product. Professional service personnel should understand this and take necessary precautions.



### CAUTION—POTENTIAL INJURY

The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

# Consignes de sécurité

- La sécurité de ce produit repose sur des tests et des agréations portant sur sa conception d'origine et sur des composants particuliers. Le fabricant n'assume aucune responsabilité concernant la sécurité en cas d'utilisation de pièces de rechange non agréées.
- Les consignes d'entretien et de réparation de ce produit s'adressent uniquement à un personnel de maintenance qualifié.
- Le démontage et l'entretien de ce produit pouvant présenter certains risques électriques, le personnel d'entretien qualifié devra prendre toutes les précautions nécessaires.



### AVERTISSEMENT—RISQUE DE BLESSURE

La batterie lithium de ce produit n'est pas destinée à être remplacée. Il existe un risque d'explosion si une batterie lithium est placée de façon incorrecte. Ne rechargez pas, ne démontez pas et n'incinérez pas une batterie lithium. Mettez les batteries lithium usagées au rebut selon les instructions du fabricant et les réglementations locales.

### Norme di sicurezza

- La sicurezza del prodotto si basa sui test e sull'approvazione del progetto originale e dei componenti specifici. Il produttore non è responsabile per la sicurezza in caso di sostituzione non autorizzata delle parti.
- Le informazioni riguardanti la manutenzione di questo prodotto sono indirizzate soltanto al personale di assistenza autorizzato.
- Durante lo smontaggio e la manutenzione di questo prodotto, il rischio di subire scosse elettriche e danni alla persona è più elevato. Il personale di assistenza autorizzato deve, quindi, adottare le precauzioni necessarie.



### ATTENZIONE – PERICOLO DI LESIONI

La batteria al litio presente del prodotto non deve essere sostituita. In caso di sostituzione errata della batteria al litio, potrebbe verificarsi un'esplosione. Non ricaricare, smontare o bruciare batterie al litio. Smaltire le batterie al litio usate seguendo le istruzioni del produttore e le norme locali.

### Sicherheitshinweise

- Die Sicherheit dieses Produkts basiert auf Tests und Zulassungen des ursprünglichen Modells und bestimmter Bauteile. Bei Verwendung nicht genehmigter Ersatzteile wird vom Hersteller keine Verantwortung oder Haftung für die Sicherheit übernommen.
- Die Wartungsinformationen für dieses Produkt sind ausschließlich für die Verwendung durch einen Wartungsfachmann bestimmt.
- Während des Auseinandernehmens und der Wartung des Geräts besteht ein zusätzliches Risiko eines elektrischen Schlags und körperlicher Verletzung. Das zuständige Fachpersonal sollte entsprechende Vorsichtsmaßnahmen treffen.

### **VORSICHT - VERLETZUNGSGEFAHR**



Die Lithiumbatterie in diesem Produkt darf nicht ausgetauscht werden. Wird eine Lithiumbatterie nicht ordnungsgemäß ausgetauscht, besteht Explosionsgefahr. Lithiumbatterien dürfen auf keinen Fall wieder aufgeladen, auseinander genommen oder verbrannt werden. Befolgen Sie zum Entsorgen verbrauchter Lithiumbatterien die Anweisungen des Herstellers und die örtlichen Bestimmungen.

### Pautas de Seguridad

- La seguridad de este producto se basa en pruebas y aprobaciones del diseño original y componentes específicos. El fabricante no es responsable de la seguridad en caso de uso de piezas de repuesto no autorizadas.
- La información sobre el mantenimiento de este producto está dirigida exclusivamente al personal cualificado de mantenimiento.
- Existe mayor riesgo de descarga eléctrica y de daños personales durante el desmontaje y la reparación de la máquina. El personal cualificado debe ser consciente de este peligro y tomar las precauciones necesarias.



### PRECAUCIÓN: POSIBLES DAÑOS PERSONALES

La batería de litio de este producto no debe reemplazarse. Existe riesgo de explosión si se sustituye incorrectamente una batería de litio. No recargue, desmonte ni incinere una batería de litio. Deseche las baterías de litio según las instrucciones del fabricante y las normativas locales.

### Informações de Segurança

- A segurança deste produto baseia-se em testes e aprovações do modelo original e de componentes específicos. O fabricante não é responsável pela segunrança, no caso de uso de peças de substituição não autorizadas.
- As informações de segurança relativas a este produto destinam-se a profissionais destes serviços e não devem ser utilizadas por outras pessoas.
- Risco de choques eléctricos e ferimentos graves durante a desmontagem e manutenção deste produto. Os profissionais destes serviços devem estar avisados deste facto e tomar os cuidados necessários.



### ATENÇÃO — RISCO DE FERIMENTO

A bateria de lítio neste produto não deve ser substituída. Existe o risco de explosão se uma bateria de lítio for substituída incorretamente. Não recarregue, desmonte ou incinere uma bateria de lítio. Descarte as baterias de lítio usadas de acordo com as instruções do fabricante e regulamentos locais.

## Informació de Seguretat

- La seguretat d'aquest producte es basa en l'avaluació i aprovació del disseny original i els components específics. El fabricant no es fa responsable de les qüestions de seguretat si s'utilitzen peces de recanvi no autoritzades.
- La informació pel manteniment d'aquest producte està orientada exclusivament a professionals i no està destinada a ningú que no ho sigui.
- El risc de xoc elèctric i de danys personals pot augmentar durant el procés de desmuntatge i de servei d'aquest producte. El personal professional ha d'estar-ne assabentat i prendre les mesures convenients.



#### ATENCIÓ

La bateria de liti d'aquest producte no ha estat dissenyada perquè es substitueixi. Hi ha perill d'explosió si no es substitueix correctament la bateria de liti. No recarregueu, desmunteu o incinereu una bateria de liti. Desfeu-vos de les bateries de liti usades d'acord amb les instruccions del fabricant i les regulacions locals.

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- 본 제품은 원래 설계및특정 구성에 대한 테스트 결과로 안정 성이 입증된 것입니다. 따라서 무허가 교체부 품을 사용하는 경 우 에는 제조업체에서 안전에 대한 책임을 지지 않습니다.
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### 주의—부상 위험

이 제품에 들어 있는 리튬 배터리는 교체할 수 없습니다. 리튬 배터리를 잘못 교체하면 폭발할 위험 이 있습니다. 리튬 배터리를 재충전하거나, 분해하거나, 태우지 마십시오. 제조업체의 지침과 지역 규정에 따라 다 쓴 리튬 배터리를 폐기하십시오.

# 安全信息

- 本产品的安全性以原来设计和特定产品的测试结果和认证为基础。万一使用来经许可的替换部件,制造商 不对安全性负责。
- 本产品的维护信息仅供专业服务人员使用,并不打算证其他人使用。
- 本产品在拆卸、维修时,遭受电击或人员受伤的危险性会增高,专业服务人员对这点必须有所了触,并采取必要的预防措施。



### 当心一可能的**伤**害:

本产品中的锂电池不可更换。如果不正确更换锂电池,可能会有爆炸危险。不要再 充电、拆解或 焚烧锂电池。丢弃旧的锂电池时应按照制造商的指导及当地法规进行处理。

5059, 7559

# **Service conventions and change history**

This manual contains maintenance procedures for service personnel.

It is divided into the following chapters:

- **General information** provides a general description of the printer, tools, and equipment needed to service the printer.
- **Diagnostics and troubleshooting** contains diagnostic aids such as error code tables, symptoms, and service checks that you can use to isolate failing field replaceable units (FRUs).
- Service menus describes the printer interface, user, and service menus.
- Parts removal provides instructions for making printer adjustments and for removing and installing FRUs.
- **Component locations** illustrates the basic and fully configured models and identifies the locations of the basic printer parts.
- **Maintenance** contains the specifications for lubricating the printer and recommendations to prevent printer problems.
- Parts catalog shows illustrations and part numbers for the FRUs.
- Printer specifications contains detailed specifications of the product.
- Options and features contains the available options and other features of the product.
- Theory of operation contains the theory on how the printer operates.
- Acronyms contains a list of acronyms in the manual and their meanings.

# Conventions

Note: A note identifies information that could help you.

Warning: A warning identifies something that could damage the product hardware or software.

**CAUTION**: A *caution* indicates a potentially hazardous situation that could injure you.

Different types of caution statements include:

**CAUTION—POTENTIAL INJURY:** Indicates a risk of injury.

**CAUTION—SHOCK HAZARD:** Indicates a risk of electrical shock.

CAUTION—HOT SURFACE: Indicates a risk of burn if touched.

CAUTION—TIPPING HAZARD: Indicates a crush hazard.

A CAUTION—PINCH HAZARD: Indicates a risk of being caught between moving parts.

CAUTION—ROTATING FAN BLADES: Indicates a risk of laceration from moving fan blades.

Service conventions and change history

### Symbols used in this machine



# **General caution statements**

**CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

**CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

**CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.

**CAUTION—POTENTIAL INJURY:** Only a Lexmark Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Lexmark surge protection devices may result in a risk of fire, property damage, or poor printer performance.

# **Change history**

### October 17, 2017

Updated the following part numbers:

- Changed PN 40X9573 to PN 41X2214.
- Changed PN 40X9586 to PN 41X2171.
- Changed PN 40X9626 to PN 41X2182.
- Changed PN 40X9628 to PN 41X2185.

### September 6, 2017

 SHPF lower left cover FRU (40X9488) was removed from the SHPF—Elevator bin section 1 parts catalog assembly.

# **General information**

The Lexmark<sup>™</sup> CS920 and CX920 Series are network-capable, multifunction laser printers that print color print jobs.

The printers support the following finishers and configurations:

Finisher	Configurations
Staple finisher	Offset stacking and stapling
<b>Note:</b> This finisher is supported only in some printer models.	
Staple, hole punch finisher	Offset stacking, stapling, and 2/3-hole or 2/4-hole punching
Hole punch, booklet finisher	Offset stacking, stapling, 2/3-hole or 2/4-hole punching, bifolding, and trifolding

For information on diagnosing a problem, see <u>"Diagnostics and troubleshooting" on page 25</u>. For information on removing and reinstalling parts, see <u>"Parts removal" on page 207</u>. For information on identifying parts, see <u>"Parts catalog" on page 530</u>.

# Paper sizes, types, and weights supported by the finishers

The printer engine supports  $60-256 \text{ g/m}^2$  (16–68-lb) paper weights.

**Note:** When a finisher is installed, the standard finisher bin becomes the default bin even for print jobs that do not require finishing.

### Supported paper sizes

Paper size	Staple finisher	Staple, hole punch finisher bin 1	Staple, hole punch finisher bin 2	Booklet finisher
A6	√3	√3	x	x
А5	√3	√3	√2	x
JIS B5	$\checkmark$	$\checkmark$	$\checkmark$	x
JIS B4	✓	✓	$\checkmark$	$\checkmark$
Executive	✓	✓	$\checkmark$	x
Letter	$\checkmark$	✓	$\checkmark$	$\checkmark$
A4	✓	✓	$\checkmark$	✓

<sup>1</sup> Paper is supported only if the finisher stacks the paper but does not staple or punch holes in it.

<sup>2</sup> Paper is supported only if the finisher stacks or staples the paper but does not punch holes in it.

<sup>3</sup> Paper is supported but the finisher does not stack, staple, or punch holes in it.

<sup>4</sup> Paper is supported only for two-hole punch.

 $^{5}$  Paper is supported only if the paper size is between 210 x 279.4 mm (8.27 x 11 in.) and 320 x 457.2 mm (12.6 x 18 in.).

### General information

Paper size	Staple finisher	Staple, hole punch finisher bin 1	Staple, hole punch finisher bin 2	Booklet finisher
Legal	$\checkmark$	√4	$\checkmark$	$\checkmark$
12 x 18	√1	√3	√1	$\checkmark$
11 x 17	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
SRA3	<b>√</b> 1	√3	√1	$\checkmark$
А3	✓	$\checkmark$	$\checkmark$	$\checkmark$
Oficio	<b>√</b> 1	√3	√3	x
Folio	√1	√3	√3	x
Statement	<b>√</b> 1	√3	√3	x
Universal	✓	√3	<b>√</b> 1	√5

<sup>1</sup> Paper is supported only if the finisher stacks the paper but does not staple or punch holes in it.

<sup>2</sup> Paper is supported only if the finisher stacks or staples the paper but does not punch holes in it.

<sup>3</sup> Paper is supported but the finisher does not stack, staple, or punch holes in it.

<sup>4</sup> Paper is supported only for two-hole punch.

 $^{5}$  Paper is supported only if the paper size is between 210 x 279.4 mm (8.27 x 11 in.) and 320 x 457.2 mm (12.6 x 18 in.).

### Supported paper types

Paper type	Staple finisher	Staple, hole punch finisher	Booklet finisher
Plain Paper	$\checkmark$	$\checkmark$	$\sqrt{4}$
Card Stock	√2	√2	х
Transparency <sup>1</sup>	√c	<b>√</b> 2,3,5	х
Recycled	$\checkmark$	$\checkmark$	$\sqrt{4}$
Glossy	$\checkmark$	$\checkmark$	$\sqrt{4}$
Heavy Glossy	√2	√2	х
Labels	<b>V</b> 2,5	<b>√</b> 2,3,5	х
Bond	$\checkmark$	$\checkmark$	√4
Envelope	<b>V</b> 2,5	<b>V</b> 2,3,5	х

<sup>1</sup> Print on transparencies by batches of only up to 20 to prevent them from sticking together.

<sup>2</sup> Paper is supported only if the finisher does not staple it.

<sup>3</sup> Paper is supported only if the finisher does not punch holes in it.

<sup>4</sup> Paper is supported only if the finisher staples or folds the paper

<sup>5</sup> Offset is not supported.

Paper type	Staple finisher	Staple, hole punch finisher	Booklet finisher
Rough Envelope	√2	<b>√</b> 2,3,5	x
Letterhead	$\checkmark$	$\checkmark$	$\sqrt{4}$
Preprinted	$\checkmark$	$\checkmark$	$\sqrt{4}$
Colored Paper	$\checkmark$	$\checkmark$	$\sqrt{4}$
Light Paper	$\checkmark$	$\checkmark$	$\sqrt{4}$
Heavy Paper	√2	√2	x
Rough Cotton	√2	√2	x
Custom Type	$\checkmark$	$\checkmark$	√4

<sup>1</sup> Print on transparencies by batches of only up to 20 to prevent them from sticking together.

<sup>2</sup> Paper is supported only if the finisher does not staple it.

<sup>3</sup> Paper is supported only if the finisher does not punch holes in it.

<sup>4</sup> Paper is supported only if the finisher staples or folds the paper

<sup>5</sup> Offset is not supported.

# **Tools required for service**

- Flat-blade screwdrivers, various sizes
- #1 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic short-blade
- Needle-nose pliers
- Diagonal side cutters
- Spring hook
- Feeler gauges
- Analog or digital multimeter
- Flashlight (optional)

5059, 7559

# **Diagnostics and troubleshooting**



**CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock and to prevent damage to the printer, remove the power cord from the electrical outlet and disconnect all connections to any external devices before you connect or disconnect any cable, electronic board, or assembly.



**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

**CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.

# **Troubleshooting overview**

### Performing the initial troubleshooting check

- With the power cord unplugged from the electrical outlet, check if the cord is free from breakage, short circuits, disconnected wires, or incorrect connections.
- Make sure that the printer is properly grounded.
- Make sure that the power supply line voltage is within 10% of the rated line voltage.
- Make sure that the printer is securely installed on a level surface in a well-ventilated area.
- Make sure that the temperature and relative humidity are within the specifications.
- Avoid locations that:
  - Generate ammonia gas
  - Are exposed to direct sunlight
  - Are near open flames
  - Are dusty
- Make sure that the recommended paper for this printer is used.
- Do a test print with paper from a newly opened package, and then check the result.

# **Paper jams**

# **Avoiding jams**

### Load paper properly

• Make sure that the paper lies flat in the tray.



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

### Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.



Diagnostics and troubleshooting

26

- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

# Identifying jam locations

Note: When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



	Jam locations
1	Automatic document feeder (ADF)
2	Door C
3	Door D
4	Multipurpose feeder
5	3000-sheet tray
6	2 x 500- or 2500-sheet tray
7	Staple finisher
8	Finisher
	<ul> <li>Booklet finisher</li> </ul>
	Staple, hole punch finisher

# Paper jam in the booklet finisher

**1** Open door G, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.



2 Open door J.



Diagnostics and troubleshooting

**3** Open door H.



- 4 Remove the jammed paper from any of the following locations.Note: Make sure that all paper fragments are removed.
  - Door J



• Areas H1 and H2



• Area H6



Diagnostics and troubleshooting

**5** Pull out the booklet maker.



**6** Remove the jammed paper from any of the following locations.

Note: Make sure that all paper fragments are removed.

• Area H8



• Area H9



• Area H10



- **7** Push the booklet maker back into place.
- 8 Close doors H and J.

### Paper jam in the staple finisher

- **1** Remove paper from the staple finisher bin.
- **2** Slide the staple finisher, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.



If necessary, turn the spinner wheel G1 downward to feed the jammed paper into the finisher bin, and then remove the jammed paper.



**3** Slide the finisher back into place.

# Staple jam in the staple finisher

**1** Slide the staple finisher.



**2** Remove the staple cartridge holder.





Diagnostics and troubleshooting

**3** Remove the loose staples.



**4** Insert the staple cartridge holder until it *clicks* into place.



**5** Slide the finisher back into place.

# Staple jam in the staple, hole punch finisher

1 Open door H.



**2** Remove the staple cartridge holder.



Diagnostics and troubleshooting
**3** Remove the loose staples.



**4** Insert the staple cartridge holder until it *clicks* into place.



**5** Close the door.

## Staple jam in the booklet finisher

**1** Open door H, and then pull out the booklet maker.



**2** Remove the staple cartridge holder.





Diagnostics and troubleshooting

**3** Remove the loose staples.



**4** Insert the staple cartridge holder until it *clicks* into place.



**5** Push the booklet maker back into place, and then close the door.

# 200 paper jams

#### 200 paper jam messages

Error code	Description	Action
200.91	The paper remains detected in the sensor (staple finisher feed) after the printer is turned on.	See <u>"<b>Staple finisher static jam service check" on</b></u> page 47.
200.91	Paper remains detected at the sensor (HPT feed) after the printer is turned on.	See <u>"HPT static jam service check" on page 40</u> .
200.91	Paper remains detected at the sensor (SHPF entrance) after the printer is turned on.	See <u>"SHPF static jam service check" on page 42</u> .
200.91	Paper remains detected at the sensor (SHPF top bin exit) after the printer is turned on.	
200.91	Paper remains detected at the sensor (SHPF booklet gate) after the printer is turned on.	See <u>"Booklet maker static jam service check" on</u> page 44.
200.91	Paper remains detected at the sensor (SHPF booklet maker transport) after the printer is turned on.	
200.91	Paper remains detected at the sensor (SHPF booklet maker fold exit) after the printer is turned on.	
200.92	Paper was detected earlier than expected at the sensor (HPT feed).	See <u>"HPT feed jam service check" on page 49</u> .

#### HPT static jam service check

Action	Yes	Νο
Step 1a Remove the paper jams and fragments along the paper path.	Go to step 2.	The problem is solved.
<b>b</b> Reset the printer.		
Step 2	The problem is not	Go to step 3.
Remove the HPT and SHPF from the printer.	more information,	
Does the problem remain?	see the printer service manual.	

Action	Yes	No
<b>Step 3</b> Check the HPT feed sensor actuator for misalignment and damage. Is the sensor actuator properly installed and free of damage?	Go to step 4.	Go to step 4.
Step 4	Go to step 5.	The problem is
Reinstall or replace the sensor actuator. See <u>"HPT feed sensor</u> actuator removal" on page 315.		solved.
		Calta atau C
<ul> <li>Step 5</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> </ul>	Go to step 9.	Go to step 6.
Does the sensor status change while toggling the sensor?		
<ul><li>Step 6</li><li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li></ul>	Go to step 7.	Go to step 7.
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 7         Reinstall or replace the sensor. See <u>"Sensor (HPT feed) removal"</u> on page 314.         Does the problem remain?	Go to step 8.	The problem is solved.
Step 8	Go to step 9.	Go to step 9.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
<b>Step 9</b> Replace the cable. See <u>"HPT cable removal" on page 317</u> .	Go to step 10.	The problem is solved.
Does the problem remain?		
Step 10 Reseat all the cables on the SHPF controller board, and then reset the printer.	Go to step 11.	The problem is solved.

Action	Yes	Νο
Step 11 Replace the controller board. See <u>"SHPF controller board</u> <u>removal" on page 357</u> .	Contact the next level of support.	The problem is solved.
Does the problem remain?		

#### SHPF static jam service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b Reset the printer.</li> <li>Does the problem remain?</li> </ul>	Go to step 2.	The problem is solved.
Step 2	The problem is not	Go to step 3.
Remove the HPT and SHPF from the printer.	with the finisher. For more information,	
Does the problem remain?	see the printer service manual.	
Step 3	Go to step 8.	Go to step 4.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Paper entrance).		
Does the sensor status change while toggling the sensor?		
Step 4	Go to step 6.	Go to step 5.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 5	Go to step 6.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (SHPF entrance)</u> <u>removal" on page 439</u> .		solved.
Does the problem remain?		
Step 6	Go to step 8.	Go to step 7.
Check the continuity of the sensor cable.		
Does the cable have continuity?		

Action	Yes	No
Step 7	Go to step 8.	The problem is
Replace the SHPF entrance sensor cable.		solved.
Does the problem remain?		
Step 8	Go to step 13.	Go to step 9.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Top bin exit).		
Does the sensor status change while toggling the sensor?		
Step 9	Go to step 11.	Go to step 10.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor and its actuator for misalignment and damage.		
Are the sensor and actuator properly installed and free of damage?		
Step 10	Go to step 11.	The problem is
Reinstall or replace the affected sensor or actuator. See <u>"Sensor</u>		solved.
(SHPF top bin exit) removal" on page 390.		
Does the problem remain?		
Step 11	Go to step 13.	Go to step 12.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 12	Go to step 13.	The problem is
Replace the SHPF J9 cable harness.		solved.
Deep the problem remain?		
	C	
<ul> <li>a Reseat the sensor (SHPF compiler feed) cable, and then clear the sensor of debris and dust.</li> </ul>	Go to step 17.	Go to step 14.
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 14	Go to step 15.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (SHPF compiler feed)</u> removal" on page 435.		solved.
Does the problem remain?		

Action	Yes	No
Step 15	Go to step 17.	Go to step 16.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 16	Go to step 17.	The problem is
Replace the SHPF compiler feed sensor cable.		solved.
Does the problem remain?		
Step 17	Go to step 18.	The problem is
Reseat all the cables on the SHPF controller board, and then reset the printer.		solved.
Does the problem remain?		
Step 18	Contact the next	The problem is
Replace the controller board. See <u>"SHPF controller board</u>	level of support.	solved.
Does the problem remain?		

#### Booklet maker static jam service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b Reset the printer.</li> <li>Does the problem remain?</li> </ul>	Go to step 2.	The problem is solved.
<b>Step 2</b> Remove the HPT and SHPF from the printer. Does the problem remain?	The problem is not with the finisher. For more information, see the printer service manual.	Go to step 3.
<ul> <li>Step 3</li> <li>a Reseat the sensor (SHPF booklet gate) cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 7.	Go to step 4.
Step 4Reinstall or replace the sensor. See "SHPF booklet maker upperpre-feed guide removal" on page 417.Does the problem remain?	Go to step 5.	The problem is solved.

Diagnostics and troubleshooting

Action	Yes	No
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the SHPF booklet gate sensor cable.		solved.
Does the problem remain?		
Step 7	Go to step 12.	Go to step 8.
a Enter the Diagnostics menu, and then havigate to:		
sensor tests		
<b>b</b> Find the sensor (Entrance).		
Does the sensor status change while toggling the sensor?		
Step 8	Go to step 10.	Go to step 9.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u>		solved.
transport) removal" on page 460.		
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
Check the continuity of the sensor cable.		
Dece the cable have continuit $2$		
		<b></b>
Step 11 Poplace the booklet maker transport concer cable	Go to step 12.	solved.
Does the problem remain?		
Step 12	Go to step 17.	Go to step 13.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Fold exit).		
Does the sensor status change while toggling the sensor?		

Action	Yes	No
Step 13	Go to step 15.	Go to step 14.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 14	Go to step 15.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (booklet maker fold</u> exit) removal" on page 508.		solved.
Does the problem remain?		
Step 15	Go to step 17.	Go to step 16.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 16	Go to step 17.	The problem is
Replace the booklet maker fold exit sensor cable.		solved.
Does the problem remain?		
Step 17	Go to step 19.	Go to step 18.
<ul> <li>Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> </ul>		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 18	Go to step 19.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 19	Go to step 20.	The problem is
Reseat all the cables on the booklet maker controller board, and then reset the printer.		solved.
Does the problem remain?		
Step 20	Contact the next	The problem is
Replace the controller board. See <u>"Booklet maker controller</u> board removal" on page 454.	level of support.	solved.
Does the problem remain?		

#### Staple finisher static jam service check

Action	Yes	No
Step 1	Go to step 2.	The problem is
<b>a</b> Remove the paper jams and fragments along the staple finisher paper path.		solved.
<b>b</b> Reset the printer.		
Does the problem remain?		
Step 2	The problem is not	Go to step 3.
Remove the staple finisher from the printer.	with the staple finisher. For more	
Does the problem remain?	printer service manual.	
Step 3	Go to step 4.	The problem is
<b>a</b> Reinstall the staple finisher to the printer.		solved.
<b>b</b> Reseat the staple finisher interface cable.		
Does the problem remain?		
Step 4	Go to step 7.	Go to step 5.
<ul> <li>a Enter the Diagnostics menu, and then touch Printer diagnostics &amp; adjustments.</li> </ul>		
<b>b</b> From the Sensor tests section, touch <b>Start</b> .		
<b>c</b> Find, and then manually toggle the sensor (staple finisher paper feed).		
Does the sensor status change while toggling the sensor?		
Step 5	Go to step 6.	The problem is
Reseat the sensor cable connector on both ends.		solved.
Does the problem remain?		
Step 6	Go to step 7.	The problem is
Replace the sensor (staple finisher paper feed).		solved.
Does the problem remain?		
Step 7	Go to step 10.	Go to step 8.
<ul> <li>a Enter the Diagnostics menu, and then touch Printer diagnostics &amp; adjustments.</li> </ul>		
<b>b</b> From the Sensor tests section, touch <b>Start</b> .		
<b>c</b> Find, and then manually toggle the sensor (staple finisher tamper paper present).		
Does the sensor status change while toggling the sensor?		

Action	Yes	No
Step 8	Go to step 9.	The problem is
Reseat the sensor cable connector on both ends.		solved.
Does the problem remain?		
Step 9	Go to step 10.	The problem is
Replace the sensor (staple finisher tamper paper present).		solved.
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
Check the staple finisher tamper paper present sensor actuator for proper installation and damage.		
Is the sensor actuator properly installed and free of damage?		
Step 11	Go to step 12.	The problem is
Replace the staple finisher tamper paper present sensor actuator.		solved.
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Check the staple finisher paper feed sensor cable for proper connection and damage.		
Is the cable properly connected and free of damage?		
Step 13	Go to step 14.	The problem is
Replace the staple finisher paper feed sensor cable.		solved.
Does the problem remain?		
Step 14	Go to step 16.	Go to step 15.
Check the staple finisher interface cable for proper connection and damage.		
Is the cable properly connected and free of damage?		
Step 15	Go to step 16.	The problem is
Replace the staple finisher interface cable.		solved.
Does the problem remain?		
Step 16	Contact the next	The problem is
<b>a</b> Reseat all cable connectors on the staple finisher controller board.	level of support.	solved.
<b>b</b> Check all cable connectors for proper connection and damage, and replace if necessary.		
Does the problem remain?		

# 40y paper jams

#### 400–403 paper jam messages

Error code	Description	Action
400.13	Paper did not reach the sensor (HPT feed).	See <u>"HPT feed jam service check" on page 49</u> .
400.15	Paper did not clear the sensor (HPT feed).	
403.13	The SHPF punch drive failed.	See <u>"Punch unit failure service check" on page 103</u> .

#### HPT feed jam service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b Unplug the HPT cable from the SHPF.</li> <li>c Reseat the cable, and then reset the printer.</li> <li>Does the problem remain?</li> </ul>	Go to step 2.	The problem is solved.
Step 2	Go to step 4.	Go to step 3.
Check the HPT transport idler rollers for wear and damage.		
Are the rollers free of wear and damage?		
Step 3 Replace the damaged rollers.	Go to step 4.	The problem is solved.
Does the problem remain?		
<b>Step 4</b> Check the HPT feed sensor actuator for misalignment and damage.	Go to step 6.	Go to step 5.
Is the sensor actuator properly installed and free of damage?		
Step 5 Reinstall or replace the sensor actuator. See <u>"HPT feed sensor</u> actuator removal" on page 315.	Go to step 6.	The problem is solved.

Action	Yes	No
Step 6	Go to step 11.	Go to step 7.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (HTU paper entrance).		
Does the sensor status change while toggling the sensor?		
Step 7	Go to step 9.	Go to step 8.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 8	Go to step 9.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (HPT feed) removal"</u> on page 314.		solved.
Does the problem remain?		
Step 9	Go to step 11.	Go to step 10.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 10	Go to step 11.	The problem is
Replace the cable. See <u>"HPT cable removal" on page 317</u> .		solved.
Does the problem remain?		
Step 11	Go to step 16.	Go to step 12.
<b>Note:</b> Remove the top inner cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > HTU transport		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 12	Go to step 14.	Go to step 13.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		

Action	Yes	No
Step 13 Reinstall or replace the motor. See <u>"Motor (HPT transport)</u> removal" on page 319. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14	Go to step 16.	Go to step 15.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 15 Replace the cable. See <u>"Motor (HPT transport) removal" on</u> page 319. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16	Go to step 18.	Go to step 17.
<ul> <li>a Clear the HPT transport rollers of debris and dust.</li> <li>b Check the rollers for misalignment, wear, and damage.</li> <li>Are the rollers properly installed and free of wear and damage?</li> </ul>		
Step 17	Go to step 18.	The problem is
Reinstall or replace the rollers. See <u>"HPT transport rollers</u> removal" on page 321. Does the problem remain?		solved.
Step 18	Go to step 20.	Go to step 19.
<ul> <li>Check the following components for misalignment, wear, and damage:</li> <li>HPT transport roller belt 1</li> <li>HPT transport roller belt 2</li> <li>HPT transport roller 1 gear</li> <li>HPT transport roller 2 gear</li> <li>HPT transport motor belt</li> <li>HPT transport motor gear</li> </ul>		
damage?		
Step 19 Reinstall or replace the affected components. See <u>"HPT belts and gears removal" on page 321</u> . Does the problem remain?	Go to step 20.	The problem is solved.
	I	ļ/

Action	Yes	No
<ul> <li>Step 20</li> <li>a Reseat the interface cable on the HPT, and then reseat the cable J6 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 21.	The problem is solved.
<ul> <li>Step 21</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>ls the cable free of damage?</li> </ul>	Go to step 23.	Go to step 22.
Step 22 Replace the cable. Does the problem remain?	Go to step 23.	The problem is solved.
Step 23Reseat all the cables on the SHPF controller board, and then reset the printer.Does the problem remain?	Go to step 24.	The problem is solved.
Step 24Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

# 420–457 paper jams

#### 420–457 paper jam messages

Error code	Description	Action
420.13	Paper did not reach the sensor (staple finisher paper feed).	See <u>"<b>Staple finisher paper feed jam service</b> <u>check" on page 53</u>.</u>
420.13	Paper did not reach the sensor (SHPF entrance).	See <u>"SHPF paper feed failure service check" on</u> page 57.
420.15	Paper did not clear the sensor (staple finisher paper feed).	See <u>"Staple finisher paper feed jam service</u> <u>check" on page 53</u> .
420.15	Paper did clear not the sensor (SHPF entrance).	See <u>"SHPF paper feed failure service check" on</u> page 57.

Error code	Description	Action
451.23	Paper did not reach the sensor (SHPF top bin exit).	See "SHPF top bin exit jam service check" on
451.25	Paper did not clear the sensor (SHPF top bin exit).	<u>page 60</u> .
452.25	Paper did not reach or leave the sensor (staple finisher tamper paper present).	See <u>"Staple finisher exit jam service check" on</u> page 64.
452.25	Paper did not reach or leave the sensor (SHPF tamper paper present).	See <u>"<b>SHPF ejector failure service check" on</b></u> page 121.
455.23	Paper did not reach the sensor (SHPF compiler feed).	See <u>"SHPF compiler feed jam service check" on</u> page 67.
455.25	Paper did not clear the sensor (SHPF compiler feed).	
457.23	Paper did not reach the sensor (SHPF booklet gate).	See <u>"SHPF booklet gate jam service check" on</u> page 73.
457.25	Paper did not clear the sensor (SHPF booklet gate).	

#### Staple finisher paper feed jam service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Step 2         a Enter the Diagnostics menu, and then navigate to:         Output device diagnostics > Staple finisher motor tests >         Transport	Go to step 7.	Go to step 3.
b Touch Start.		
Does the motor run?		
Step 3	Go to step 5.	Go to step 4.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 4         Reinstall or replace the motor. See <u>"Motor (staple finisher</u> transport) removal" on page 239.	Go to step 5.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the staple finisher transport motor cable.		solved.
Does the problem remain?		
Step 7	Go to step 12.	Go to step 8.
a Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple finisher sensor tests		
<b>D</b> Find the sensor (Paper feed).		
Does the sensor status change while toggling the sensor?		
Step 8	Go to step 10.	Go to step 9.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (staple finisher paper</u> feed) removal" on page 250.		solved.
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 11	Go to step 12.	The problem is
Replace the staple finisher paper feed sensor cable.		solved.
Does the problem remain?		
Step 12	Go to step 1/	Go to step 13
<b>a</b> Reseat the cables CN101 and CN111 on the staple finisher	60 to step 14.	60 to step 15.
controller board.		
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
<b>d</b> Check the cables for damage.		
Are the cables free of damage?		

Action	Yes	No
Step 13	Go to step 14.	The problem is
Replace the damaged cables.		solved.
Does the problem remain?		
Step 14	Go to step 16.	Go to step 15.
Rotate the jam removal knob, and then check the following components for jams and damage:		
Staple finisher transport motor belt		
Staple finisher jam removal knob		
<ul> <li>Staple finisher jam removal gears</li> </ul>		
<ul> <li>Staple finisher tamper feed roller secondary gear</li> </ul>		
<ul> <li>Staple finisher tamper feed roller primary gear</li> </ul>		
Staple finisher transport motor gear		
Are the components free of jams and damage?		
Step 15	Go to step 16.	The problem is
Reinstall or replace the affected components. See <u>"Staple finisher</u> —Transport section 2" on page 537.		solved.
Does the problem remain?		
Step 16	Go to step 18.	Go to step 17.
a Remove the upper guide. See <u>"Staple finisher upper guide</u> removal" on page 279.		
<b>b</b> Check the upper and lower guides for wear or damage.		
Are the guides free of wear and damage?		
Step 17	Go to step 18.	The problem is
Replace the damaged guide. See <u>"Staple finisher upper guide</u> removal" on page 279 and <u>"Staple finisher lower guide</u> removal" on page 283.		solved.
Does the problem remain?		
Step 18	Go to step 20.	Go to step 19.
Check the idler rollers on the guides for wear and damage.		
Are the rollers free of wear and damage?		
Step 19	Go to step 20.	The problem is
Replace the damaged rollers. See <u>"Staple finisher—Transport</u> section 1" on page 535.		solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 20</li> <li>Check the following components for debris, dust, wear, and damage: <ul> <li>Transport roller</li> <li>Compiler feed roller</li> </ul> </li> <li>Are the components free of debris, dust, wear, and damage?</li> </ul>	Go to step 22.	Go to step 21.
Step 21         Clean or replace the affected components. See <u>"Staple finisher</u> transport roller removal" on page 293 and <u>"Staple finisher</u> compiler feed rollers and gears removal" on page 290.         Does the problem remain?	Go to step 22.	The problem is solved.
<ul> <li>Step 22</li> <li>a Reseat the interface cable on the staple finisher controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 24.	Go to step 23.
Step 23Replace the cable. See <u>"Staple finisher interface cable removal"</u> on page 237.Does the problem remain?	Go to step 24.	The problem is solved.
<b>Step 24</b> Reseat all the cables on the staple finisher controller board, and then reset the printer. Does the problem remain?	Go to step 25.	The problem is solved.
Step 25Replace the controller board. See <u>"Staple finisher controllerboard removal" on page 236.Does the problem remain?</u>	Contact the next level of support.	The problem is solved.

## SHPF paper feed failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
	Cata star 7	Cata star 2
<ul> <li>Step 2</li> <li>Note: Remove the top inner cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher motor tests &gt; Feed</li> <li>b Touch Start.</li> </ul>	Go to step 7.	Go to step 3.
Stop 2	Co to stop E	Co to stop 4
Reseat the motor cable, and then check the motor for misalignment and damage.	60 to step 5.	60 to step 4.
Is the motor properly installed and free of damage?		
Step 4         Reinstall or replace the motor. See <u>"Motor (SHPF feed) removal"</u> on page 348.         Does the problem remain?	Go to step 5.	The problem is solved.
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable. Does the cable have continuity?		
<b>Step 6</b> Replace the SHPF J9 cable harness. Does the problem remain?	Go to step 7.	The problem is solved.
<ul> <li>Step 7</li> <li>a Reseat the sensor (SHPF diverter cam) cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 9.	Go to step 8.

Action	Yes	No
Step 8	Go to step 9.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (SHPF diverter cam)</u>		solved.
removal" on page 385.		
Does the problem remain?		
Step 9	Go to step 11.	Go to step 10.
Check the diverter cam sensor encoder for misalignment and damage.		
Is the sensor encoder properly installed and free of damage?		
Step 10	Go to step 11.	The problem is
Reinstall or replace the sensor encoder. See <u>"SHPF diverter cam</u> removal" on page 384.		solved.
Does the problem remain?		
Step 11	Go to step 13.	Go to step 12.
Check the following components for misalignment, wear, and damage:		
SHPF entrance roller belt		
SHPF diverter feed roller gears		
SHPF diverter feed roller belt		
SHPF top bin transport roller belt		
SHPF top bin transport roller gear		
Are the components properly installed and free of wear and damage?		
Step 12	Go to step 13.	The problem is
Reinstall or replace the affected components. See <u>"SHPF</u> entrance and diverter feed roller gears removal" on page 386.		solved.
Does the problem remain?		
Step 13	Go to step 16.	Go to step 14.
Rotate the two SHPF knobs, and then check the following rollers for proper operation:		
SHPF entrance roller		
SHPF diverter feed roller		
SHPF top bin exit roller		
Do the rollers properly turn?		
Step 14	Go to step 16.	Go to step 15.
Check the ball bearings of the affected rollers for wear and damage.		
Are the ball bearings free of wear and damage?		

Action	Yes	No
Step 15Replace the ball bearings. See <u>"SHPF—Transport section 3" on page 577</u> and <u>"SHPF—Transport section 4" on page 579</u> .Does the problem remain?	Go to step 16.	The problem is solved.
Step 16	Go to step 18.	Go to step 17.
<ul> <li>a Clear the SHPF entrance roller, SHPF diverter feed roller, and SHPF top bin exit roller of debris and dust.</li> <li>b Check the rollers for wear and damage.</li> </ul>		
Are the rollers free of wear and damage?		
Step 17         Replace the damaged rollers. See the following:         • "SHPF entrance idler and roller removal" on page 440         • "SHPF diverter feed roller removal" on page 419         • "SHPF top bin exit roller removal" on page 427	Go to step 18.	The problem is solved.
<ul> <li>a Reseat the cables J4, J5, and J9 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cables.</li> <li>c Make sure that the cables do not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 19.	solved.
Step 19	Go to step 21.	Go to step 20.
<ul> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>		
Step 20	Go to step 21.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 21 Reseat all the cables on the SHPF controller board, and then reset the printer.	Go to step 22.	The problem is solved.
Does the problem remain?		

Action	Yes	Νο
Step 22 Replace the controller board. See <u>"SHPF controller board</u> <u>removal" on page 357</u> .	Contact the next level of support.	The problem is solved.
Does the problem remain?		

#### SHPF top bin exit jam service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Top bin exit).		
Does the sensor status change while toggling the sensor?		
Step 3	Go to step 5.	Go to step 4.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor and its actuator for misalignment and damage.		
Are the sensor and actuator properly installed and free of damage?		
Step 4	Go to step 5.	The problem is
Reinstall or replace the affected sensor or actuator. See <u>"Sensor</u> (SHPF top bin exit) removal" on page 390.		solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the SHPF J9 cable harness.		solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 7</li> <li>Note: Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher motor tests &gt; Feed</li> <li>b Touch Start.</li> <li>Does the motor run?</li> </ul>	Go to step 10.	Go to step 8.
Step 8Reseat the motor cable, and then check the motor for misalignment and damage.Is the motor properly installed and free of damage?	Go to step 10.	Go to step 9.
Step 9 Reinstall or replace the motor. See <u>"Motor (SHPF feed) removal"</u> on page 348. Does the problem remain?	Go to step 10.	The problem is solved.
<ul> <li>Step 10</li> <li>Note: Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher motor tests &gt; Exit</li> <li>b Touch Start.</li> <li>Does the motor run?</li> </ul>	Go to step 13.	Go to step 11.
Step 11Reseat the motor cable, and then check the motor for misalignment and damage.Is the motor properly installed and free of damage?	Go to step 13.	Go to step 12.
Step 12 Reinstall or replace the motor. See <u>"Motor (SHPF transport)</u> <u>removal" on page 349</u> . Does the problem remain?	Go to step 13.	The problem is solved.

Action	Yes	No
Step 13	Go to step 16.	Go to step 14.
Rotate the SHPF knobs, and then check the following rollers for proper operation:		
SHPF diverter feed roller		
SHPF top bin exit roller		
SHPF top bin transport roller		
Do the rollers properly turn?		
	Cata star 10	Cata star 15
Check the ball bearings of the affected rollers for wear and damage.	Go to step 16.	Go to step 15.
Are the ball bearings free of wear and damage?		
Step 15	Go to step 16.	The problem is
Replace the ball bearings. See <u>"SHPF—Transport section 3" on</u> page 577.		solved.
		C
Step 16	Go to step 18.	Go to step 17.
SHPF top bin transport roller of debris and dust.		
<b>b</b> Check the rollers for wear and damage.		
Are the rollers free of wear and damage?		
Step 17	Go to step 18.	The problem is
Replace the damaged rollers. See the following:		solved.
<ul> <li><u>"SHPF diverter feed roller removal" on page 419</u></li> </ul>		
<ul> <li><u>"SHPF top bin exit roller removal" on page 427</u></li> </ul>		
<u>"SHPF top bin transport roller removal" on page 431</u>		
Does the problem remain?		
Step 18	Go to step 20.	Go to step 19.
Check the following components for misalignment, wear, and damage:		
SHPF top bin exit belt		
SHPF top bin exit roller gear		
SHPF diverter feed roller gears		
SHPF diverter feed roller belt		
SHPF top bin transport roller belt		
SHPF top bin transport roller gear		
Are the components properly installed and free of wear and damage?		

Action	Yes	No
Step 19 Reinstall or replace the affected components. See <u>"SHPF</u> <u>entrance and diverter feed roller gears removal" on page 386</u> .	Go to step 20.	The problem is solved.
Stop 20	Co to stop 22	Co to stop 21
Open the top jam access door, and then check the following rollers for wear and damage:	60 to step 22.	60 to step 21.
SHPF diverter feed idler roller		
<ul><li>SHPF top bin exit idler roller</li><li>SHPF top bin transport idler roller</li></ul>		
Are the rollers free of wear and damage?		
<b>Step 21</b> Replace the damaged rollers. See <u>"SHPF top jam access door and</u> <u>SHPF diverter removal" on page 387</u> .	Go to step 22.	The problem is solved.
Does the problem remain?		
<b>Step 22</b> Check the SHPF diverter and its spring for proper installation.	Go to step 24.	Go to step 23.
Are the diverter and spring properly installed?		
Step 23 Reinstall the diverter.	Go to step 24.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 24</li> <li>Check the following components for wear and damage: <ul> <li>SHPF diverter lever</li> <li>SHPF diverter cam</li> </ul> </li> <li>Are the components free of wear and damage?</li> </ul>	Go to step 26.	Go to step 25.
Step 25Replace the damaged components. See <u>"SHPF top jam access</u> door and SHPF diverter removal" on page 387 and <u>"SHPFdiverter cam removal" on page 384.Does the problem remain?</u>	Go to step 26.	The problem is solved.

Action	Yes	No
<ul> <li>Step 26</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>ls the cable free of damage?</li> </ul>	Go to step 28.	Go to step 27.
<b>Step 27</b> Replace the cable. Does the problem remain?	Go to step 28.	The problem is solved.
<b>Step 28</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 29.	The problem is solved.
Step 29Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

#### Staple finisher exit jam service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple finisher sensor tests		
<b>b</b> Find the sensor (Paper eject).		
Does the sensor status change while toggling the sensor?		
Step 3	Go to step 5.	Go to step 4.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		

Action	Yes	No
Step 4 Reinstall or replace the sensor. See <u>"Staple finisher tamper</u> <u>sensors removal" on page 231</u> .	Go to step 5.	The problem is solved.
	Cata atan 7	Ca ta atan C
Check the continuity of the sensor cable.	Go to step 7.	Go to step 6.
Does the cable have continuity?		
<b>Step 6</b> Replace the staple finisher tamper cable. Does the problem remain?	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the tamper paper present actuator for misalignment and damage. Is the actuator properly installed and free of damage?	Go to step 9.	Go to step 8.
Step 8 Reinstall or replace the actuator. See <u>"Staple finisher tamper</u> racks removal" on page 307. Does the problem remain?	Go to step 9.	The problem is solved.
<ul> <li>Step 9</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher motor tests &gt; Transport</li> <li>b Touch Start.</li> <li>Does the motor (staple finisher exit) run?</li> </ul>	Go to step 12.	Go to step 10.
Step 10Reseat the motor cable, and then check the motor for misalignment and damage.Is the motor properly installed and free of damage?	Go to step 12.	Go to step 11.
Step 11Reinstall or replace the motor. See <u>"Motor (staple finisher exit)</u> removal" on page 245.Does the problem remain?	Go to step 12.	The problem is solved.

Action	Yes	No
Step 12	Go to step 14.	Go to step 13.
Check the following components for misalignment, wear, and damage:		
Staple finisher exit belt		
Staple finisher exit gear		
Are the components properly installed and free of wear and damage?		
Step 13	Go to step 14.	The problem is
Replace the affected components. See <u>"Staple finisher exit roller</u> drive belts and gears removal" on page 275.		solved.
Does the problem remain?		
Step 14	Go to step 16.	Go to step 15.
Check the following components for misalignment, wear, and damage:		
Staple finisher upper exit roller primary belt		
Staple finisher upper exit rollers		
<ul> <li>Staple finisher upper exit roller secondary belt</li> </ul>		
<ul> <li>Staple finisher upper exit roller secondary gear</li> </ul>		
<ul> <li>Staple finisher upper exit roller primary gear</li> </ul>		
Are the components properly installed and free of wear and damage?		
Step 15	Go to step 16.	The problem is
Replace the affected components. See "Staple finisher upper exit		solved.
roller belts and gear removal" on page 301 and "Staple finisher		
upper exit roller removal on page 500.		
Does the problem remain?		
Step 16	Go to step 18.	Go to step 17.
Check the following components for misalignment, wear, and damage:		
Staple finisher lower exit roller		
Staple finisher exit roller gear		
Are the components properly installed and free of wear and damage?		
Step 17	Go to step 18.	The problem is
Replace the affected components. See <u>"Staple finisher lower exit</u>		solved.
roller removal" on page 278 and <u>"Staple finisher exit roller gear</u> removal" on page 278.		
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 18</li> <li>a Reseat the interface cable on the staple finisher controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> </ul>	Go to step 20.	Go to step 19.
Step 19         Replace the cable. See <u>"Staple finisher interface cable removal"</u> on page 237.         Does the problem remain?	Go to step 20.	The problem is solved.
<b>Step 20</b> Reseat all the cables on the staple finisher controller board, and then reset the printer. Does the problem remain?	Go to step 21.	The problem is solved.
<b>Step 21</b> Replace the controller board. See <u>"Staple finisher controller</u> <u>board removal" on page 236</u> . Does the problem remain?	Contact the next level of support.	The problem is solved.

## SHPF compiler feed jam service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Receiving roller release).		
Does the sensor status change while toggling the sensor?		

Action	Yes	No
Step 3	Go to step 5.	Go to step 4.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 4 Reinstall or replace the sensor. See <u>"Sensor (SHPF compiler feed</u> roller release) removal" on page 382.	Go to step 5.	The problem is solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the SHPF J4, J5, and J10 cable harness.		solved.
Does the problem remain?		
Step 7	Go to step 12.	Go to step 8.
<b>Note:</b> Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Feed		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 8	Go to step 10.	Go to step 9.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF feed) removal"</u> on page 348.		solved.
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
Check the continuity of the motor cable.		
Does the cable have continuity?		

Action	Yes	Νο
Step 11	Go to step 12.	The problem is
Replace the SHPF J9 cable harness.		solved.
Does the problem remain?		
Step 12	Go to step 15.	Go to step 13.
<b>Note:</b> Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Exit		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 13	Go to step 15.	Go to step 14.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 14	Go to step 15.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF transport)</u> removal" on page 349.		solved.
Does the problem remain?		
Step 15	Go to step 18.	Go to step 16.
<b>Note:</b> Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Receiving roller release		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 16	Go to step 18.	Go to step 17.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 17	Go to step 18.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF compiler feed</u> roller release) removal" on page 381.		solved.
Does the problem remain?		

Action	Yes	No
Step 18	Go to step 21.	Go to step 19.
Rotate the two SHPF knobs, and then check the following rollers for proper operation:		
SHPF diverter feed roller		
SHPF compiler feed roller		
Do the rollers properly turn?		
Sten 19	Go to step 21	Go to step 20
Check the ball bearings of the affected rollers for wear and damage.		00 10 3100 20.
Are the ball bearings free of wear and damage?		
Step 20	Go to step 21.	The problem is
Replace the ball bearings. See <u>"SHPF—Transport section 3" on</u> page 577.		solved.
Does the problem remain?		
Step 21	Go to step 23.	Go to step 22.
<b>a</b> Clear the SHPF diverter feed roller and SHPF compiler feed roller of debris and dust.		
<b>b</b> Check the rollers for wear and damage.		
Are the rollers free of wear and damage?		
Step 22	Go to step 23.	The problem is
Replace the damaged rollers. See <u>"SHPF diverter feed roller</u> removal" on page 419 and <u>"SHPF compiler feed roller removal"</u>		solved.
on page 446.		
Does the problem remain?		
Step 23	Go to step 25.	Go to step 24.
Check the following components for misalignment, wear, and damage:		
SHPF compiler feed idler roller		
SHPF diverter roller gears		
SHPF diverter feed roller belt		
SHPF compiler feed roller belt		
SHPF compiler feed roller gear		
Are the components properly installed and free of wear and damage?		

Action	Yes	No
Step 24 Reinstall or replace the affected components. See <u>"SHPF compiler</u> feed idler roller assembly removal" on page 433 and <u>"SHPF</u> entrance and diverter feed roller gears removal" on page 386.	Go to step 25.	The problem is solved.
Does the problem remain?		
<b>Step 25</b> Open the top jam access door, and then check the following components for wear and damage:	Go to step 27.	Go to step 26.
SHPF diverter feed idler roller		
<ul><li>SHPF top bin exit idler roller</li><li>SHPF top bin transport idler roller</li></ul>		
Are the components free of wear and damage?		
<b>Step 26</b> Replace the damaged rollers. See <u><b>"SHPF top jam access door and</b></u> <b><u>SHPF diverter removal" on page 387</u></b> .	Go to step 27.	The problem is solved.
Does the problem remain?		
<b>Step 27</b> Check the SHPF diverter and its spring for proper installation. Are the diverter and spring properly installed?	Go to step 29.	Go to step 28.
Step 28 Reinstall the diverter. Does the problem remain?	Go to step 29.	The problem is solved.
<ul> <li>Step 29</li> <li>Check the following components for wear and damage:</li> <li>SHPF diverter lever</li> <li>SHPF diverter cam</li> </ul>	Go to step 31.	Go to step 30.
Are the components free of wear and damage?		
Step 30 Replace the damaged components. See <u>"SHPF top jam access</u> door and SHPF diverter removal" on page 387 and <u>"SHPF</u> diverter cam removal" on page 384.	Go to step 31.	The problem is solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 31</li> <li>Check the following components for wear and damage: <ul> <li>SHPF compiler feed idler rollers</li> <li>SHPF compiler feed idler roller holder</li> <li>SHPF compiler idler roller holder springs</li> <li>SHPF Compiler feed roller release cam</li> <li>SHPF Compiler feed roller release middle cam</li> </ul> </li> <li>Are the components free of wear and damage?</li> </ul>	Go to step 33.	Go to step 32.
Step 32Replace the damaged components. See <u>"SHPF compiler feed</u> idler roller assembly removal" on page 433 and <u>"SHPF compiler</u> feed roller release cam removal" on page 429.Does the problem remain?	Go to step 33.	The problem is solved.
<ul> <li>Step 33</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 35.	Go to step 32.
<b>Step 34</b> Replace the cable. Does the problem remain?	Go to step 35.	The problem is solved.
<b>Step 35</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 36.	The problem is solved.
Step 36         Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.         Does the problem remain?	Contact the next level of support.	The problem is solved.
#### SHPF booklet gate jam service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
<ul> <li>Step 2</li> <li>a Reseat the cable J5 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>d Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 4.	Go to step 3.
<b>Step 3</b> Replace the J4, J5, and J10 cable harness. Does the problem remain?	Go to step 4.	The problem is solved.
<ul> <li>Step 4</li> <li>a Reseat the sensor (SHPF booklet gate) cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 6.	Go to step 5.
Step 5Reinstall or replace the sensor. See <u>"SHPF booklet maker upper pre-feed guide removal" on page 417</u> .Does the problem remain?	Go to step 6.	The problem is solved.
Step 6         Check the continuity of the sensor cable.         Does the cable have continuity?	Go to step 8.	Go to step 7.
Step 7Replace the SHPF booklet gate sensor cable.Does the problem remain?	Go to step 8.	The problem is solved.

Action	Yes	No
Step 8	Go to step 10.	Go to step 9.
Check the following doors for misalignment and damage:		
<ul> <li>HPBF booklet gate jam access door</li> </ul>		
SHPF jam access door		
Are the doors properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Replace the affected doors. See <u>"Booklet gate jam access door</u> removal" on page 332 and <u>"SHPF jam access door removal" on</u> page 334.		solved.
Does the problem remain?		
Step 10	Go to step 15.	Go to step 11.
<b>Note:</b> Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Feed		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 11	Go to step 13.	Go to step 12.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 12	Go to step 13.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF feed) removal"</u> on page 348.		solved.
Does the problem remain?		
Step 13	Go to step 15.	Go to step 14.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 14	Go to step 15.	The problem is
Replace the SHPF J9 cable harness.		solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 15</li> <li>Note: Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher motor tests &gt; Exit</li> <li>b Touch Start.</li> </ul>	Go to step 18.	Go to step 16.
Does the motor run?		
<b>Step 16</b> Reseat the motor cable, and then check the motor for misalignment and damage. Is the motor properly installed and free of damage?	Go to step 18.	Go to step 17.
Step 17 Reinstall or replace the motor. See <u>"Motor (SHPF transport)</u> removal" on page 349.	Go to step 18.	The problem is solved.
Ston 19	Go to stop 21	Go to stop 19
Rotate the SHPF knobs, and then check the following rollers for proper operation: • SHPF booklet maker pre-feed roller • SHPF compiler feed roller Do the rollers properly turn?	00 to step 21.	00 to step 15.
<b>Step 19</b> Check the ball bearings of the affected rollers for wear and damage. Are the ball bearings free of wear and damage?	Go to step 21.	Go to step 20.
Step 20 Replace the damaged ball bearings. See <u>"SHPF booklet maker</u> pre-feed roller removal" on page 414 and <u>"SHPF compiler feed</u> roller removal" on page 446.	Go to step 21.	The problem is solved.
Step 21	Go to step 23	Go to step 22
<ul> <li>a Clear the SHPF booklet maker pre-feed roller and SHPF compiler feed roller of debris and dust.</li> <li>b Check the rollers for wear and damage.</li> <li>Are the rollers free of wear and damage?</li> </ul>	00 to step 23.	00 to step 22.

Action	Yes	No
Step 22 Replace the damaged rollers. See <u>"SHPF booklet maker pre-feed</u> roller removal" on page 414 and <u>"SHPF compiler feed roller</u> removal" on page 446.	Go to step 23.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 23</li> <li>Check the following components for misalignment, wear, and damage: <ul> <li>SHPF compiler feed roller belt</li> <li>SHPF compiler feed roller gear</li> <li>SHPF booklet maker pre-feed roller belt</li> <li>SHPF booklet maker pre-feed roller gear</li> </ul> </li> <li>Are the components properly installed and free of wear and damage?</li> </ul>	Go to step 25.	Go to step 24.
Step 24Reinstall or replace the affected components. See <u>"SHPF—</u> Transport section 2" on page 573.Does the problem remain?	Go to step 25.	The problem is solved.
<b>Step 25</b> Check the SHPF diverter and its spring for proper installation. Are the diverter and spring properly installed?	Go to step 27.	Go to step 26.
<b>Step 26</b> Reinstall the diverter. Does the problem remain?	Go to step 27.	The problem is solved.
<ul> <li>Step 27</li> <li>Check the following components for wear and damage:</li> <li>SHPF diverter lever</li> <li>SHPF diverter cam</li> </ul>	Go to step 29.	Go to step 28.
Are the components free of wear and damage?		
Step 28 Replace the damaged components. See <u>"SHPF top jam access</u> door and SHPF diverter removal" on page 387 and <u>"SHPF</u> diverter cam removal" on page 384.	Go to step 29.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 29	Go to step 31.	Go to step 30.
<b>a</b> Reseat the interface cable on the SHPF controller board and printer controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 30	Go to step 31.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 31	Go to step 32.	The problem is
Reseat all the cables on the SHPF controller board, and then reset		solved.
the printer.		
Does the problem remain?		
Step 32	Contact the next	The problem is
Replace the controller board. See <u>"SHPF controller board</u>	level of support.	solved.
removal" on page 357.		
Does the problem remain?		

# 471–484 jams

#### 471–484 paper jam messages

Error code	Description	Action
471.23	The SHPF diverter cam did not reach or clear the sensor (SHPF diverter cam).	See <u>"SHPF paper feed failure service check" on</u> page 57.
480.35	The booklet maker rear stapler unit failed.	See <u>"Booklet maker staple unit failure service</u> <u>check" on page 78</u> .
481.13	The staple finisher staple unit did not reach its home position.	See <u>"Staple finisher staple unit failure service</u> <u>check" on page 79</u> .
484.13	The staple finisher staple unit carriage did not reach its home position.	
484.13	The SHPF staple unit carriage did not reach its home position.	See <u>"SHPF staple unit failure service check" on</u> page 82.

#### Booklet maker staple unit failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Reseat the cable J4 on the booklet maker controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>d Check the cable for damage.</li> </ul>	Go to step 3.	Go to step 2.
Step 2	Go to step 3.	The problem is
Replace the booklet maker staple unit cable.		solved.
Does the problem remain?		
<ul> <li>Step 3</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> </ul>	Go to step 5.	Go to step 4.
is the cable free of damage?		
Step 4 Replace the cable. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5	Go to step 7.	Go to step 6.
Check the booklet maker staple unit for misalignment and damage.		
is the staple unit propeny installed and free of damage?		
Step 6         Reinstall or replace the staple unit. See <u>"Booklet maker staple unit</u> removal" on page 503.         Does the problem remain?	Go to step 7.	solved.
Step 7	Go to step 8.	The problem is
Reseat all the cables on the booklet maker controller board, and then reset the printer.		solved.
Step 8 Replace the controller board. See <u>"Booklet maker controller</u> <u>board removal" on page 454</u> .	Contact the next level of support.	I he problem is solved.
Does the problem remain?		

#### Staple finisher staple unit failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 2</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher sensor tests</li> <li>b Find the sensor (Staple carriage home).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 7.	Go to step 3.
<ul> <li>Step 3</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 5.	Go to step 4.
Step 4Reinstall or replace the sensor. See <u>"Sensor (staple finisher staple</u> unit home) removal" on page 249.Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the continuity of the sensor cable. Does the cable have continuity?	Go to step 7.	Go to step 6.
<b>Step 6</b> Replace the staple finisher exit section cable. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7Check the staple unit holder for misalignment and damage.Is the staple unit holder properly installed and free of damage?	Go to step 9.	Go to step 8.
Step 8Reinstall or replace the staple unit holder. See <u>"Staple finisher</u> staple unit removal" on page 252.Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9	Go to step 11.	Go to step 10.
Check the staple finisher aligners for misalignment and damage.		
<b>Note:</b> Make sure that they do not block the path of the staple unit.		
Are the staple finisher aligners properly installed and free of damage?		
Step 10	Go to step 11.	The problem is
Reinstall or replace the staple finisher aligner. See <u>"Staple finisher</u> tamper racks removal" on page 307.		solved.
Does the problem remain?		
Step 11	Go to step 13.	Go to step 12.
Reseat the staple unit cable, and then check the staple unit for damage.		
Is the staple unit free of damage?		
Step 12	Go to step 13.	The problem is
Replace the staple unit.		solved.
Does the problem remain?		
Step 13	Go to step 18.	Go to step 14.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple finisher motor tests > Carriage		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 14	Go to step 16.	Go to step 15.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 15	Go to step 16.	The problem is
Reinstall or replace the motor. See <u>"Motor (staple finisher staple</u> <u>unit carriage) removal" on page 255</u> .		solved.
Does the problem remain?		
Step 16	Go to step 18.	Go to step 17.
Check the continuity of the motor cable.		
Does the cable have continuity?		

Action	Yes	No
<b>Step 17</b> Replace the staple finisher staple unit carriage motor cable. Does the problem remain?	Go to step 18.	The problem is solved.
<ul> <li>Step 18</li> <li>a Reseat the cables on the staple unit interface board.</li> <li>b Reseat the cable CN120 on the staple finisher controller board.</li> <li>c If applicable, reseat the junction connectors on the cables.</li> <li>d Make sure that the cables do not interfere with moving parts.</li> <li>e Check the cables for damage.</li> </ul>	Go to step 20.	Go to step 19.
<b>Step 19</b> Replace the damaged cables. Does the problem remain?	Go to step 20.	The problem is solved.
<b>Step 20</b> Check the staple finisher interface board for damage. Is the board free of damage?	Go to step 22.	Go to step 21.
<b>Step 21</b> Replace the board. See <u>"<b>Staple finisher interface board removal</b>"</u> <u>on page 254</u> . Does the problem remain?	Go to step 22.	The problem is solved.
<ul> <li>Step 22</li> <li>Check the following components for wear and damage:</li> <li>Staple unit carriage gears</li> <li>Staple unit rail</li> <li>Are the components free of damage?</li> </ul>	Go to step 24.	Go to step 23.
Step 23Replace the damaged components. See "Staple finisher stapleunit carriage gears removal" on page 256 and "Staple finisherstaple unit rail removal" on page 284.Does the problem remain?	Go to step 24.	The problem is solved.

Action	Yes	No
<ul> <li>Step 24</li> <li>a Reseat the staple finisher FFC and interface cable on the interface board and staple finisher controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cables for damage.</li> <li>Are the cables free of damage?</li> </ul>	Go to step 26.	Go to step 25.
Step 25Replace the damaged cables. See <u>"Staple finisher interface cableremoval" on page 237and <u>"Staple finisher FFC removal" onpage 259Does the problem remain?</u></u>	Go to step 26.	The problem is solved.
<b>Step 26</b> Reseat all the cables on the staple finisher controller board, and then reset the printer. Does the problem remain?	Go to step 27.	The problem is solved.
<b>Step 27</b> Replace the controller board. See <u>"Staple finisher controller</u> <u>board removal" on page 236</u> . Does the problem remain?	Contact the next level of support.	The problem is solved.

### SHPF staple unit failure service check

Action	Yes	No
Step 1	Go to step 2.	The problem is
<b>a</b> Remove the paper jams and fragments along the paper path.		
<b>b</b> At the back of the printer, reseat the interface cable.		
c Reset the printer.		
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>Note:</b> Remove the rear cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Stapler carriage		
b Touch Start.		
Does the motor run?		

Action	Yes	No
Step 3Reseat the motor cable, and then check the motor for misalignment and damage.Is the motor properly installed and free of damage?	Go to step 5.	Go to step 4.
<b>Step 4</b> Reinstall or replace the motor. See <u>"Motor (SHPF staple unit</u> <u>carriage) removal" on page 363</u> . Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the continuity of the motor cable. Does the cable have continuity?	Go to step 7.	Go to step 6.
<b>Step 6</b> Replace the SHPF staple unit interface cable. Does the problem remain?	Go to step 7.	The problem is solved.
<ul> <li>Step 7</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> <li>b Find the sensor (Stapler center) or sensor (Stapler home).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 10.	Go to step 8.
<ul> <li>Step 8</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 10.	Go to step 9.
Step 9 Reinstall or replace the sensor. See <u>"SHPF paddle motor FRUs</u> removal" on page 378.	Go to step 10.	The problem is solved.
<ul> <li>Step 10</li> <li>a Reseat the cable J11 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 11.	The problem is solved.

Action	Yes	No
Step 11	Go to step 13.	Go to step 12.
Check the following components for misalignment, wear, and damage:		
<ul> <li>SHPF staple unit carriage drive gear</li> </ul>		
<ul> <li>SHPF staple unit carriage belt</li> </ul>		
SHPF staple unit knob		
SHPF staple unit carriage rail		
SHPF staple unit carriage drive belt		
Are the components properly installed and free of wear and damage?		
Step 12	Go to step 13.	The problem is
Replace the affected components. See <u>"SHPF staple unit drive</u> belt and gear removal" on page 362.		solved.
Does the problem remain?		
Step 13	Go to step 15.	Go to step 14.
<b>a</b> Reseat the interface cable on the SHPF controller board and printer controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 14	Go to step 15.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 15	Go to step 16.	The problem is
Reseat all the cables on the SHPF controller board, and then reset		solved.
the printer.		
Does the problem remain?		
Step 16	Contact the next	The problem is
Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.	level of support.	solved.
Does the problem remain?		

## 49y paper jams

#### 491–493 paper jam messages

Error code	Description	Action
491.33	Paper did not reach the sensor (Booklet maker transport).	See <mark>"Booklet maker feed jam service check" on page</mark> <u>85</u> .
491.35	Paper did not clear the sensor (Booklet maker transport).	See <u>"Booklet maker transport section paper jam service</u> <u>check" on page 90</u> .
492.33	Paper did not reach the sensor (Booklet maker tamper present).	See <u>"Booklet maker tamper paper jam service check" on</u> page 95.
493.33	Paper did not reach the sensor (Booklet maker fold exit).	See <u>"<b>Bifold exit jam service check" on page 97</b>.</u>
493.35	Paper did not clear the sensor (Booklet maker fold exit).	

#### Booklet maker feed jam service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b Unplug the booklet maker interface cable from the SHPF.</li> <li>c Reseat the cable, and then reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Step 2	Go to step 4	Go to step 3
<ul> <li>Check the following doors for misalignment and damage:</li> <li>HPBF booklet gate jam access door</li> <li>SHPF jam access door</li> </ul>		
Step 3	Go to stop 4	The problem is
Replace the affected doors. See <u>"Booklet gate jam access door</u> removal" on page 332 and <u>"SHPF jam access door removal" on</u> page 334.	00 to step 4.	solved.
Does the problem remain?		
<ul> <li>Step 4</li> <li>a Reseat the sensor (SHPF booklet gate) cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> </ul>	Go to step 8.	Go to step 5.
Is the sensor properly installed and free of damage?		

Action	Yes	No
Step 5 Reinstall or replace the sensor. See <u>"SHPF booklet maker upper</u> pre-feed guide removal" on page 417. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6	Go to step 8	Go to step 7
Check the continuity of the sensor cable.		
Does the cable have continuity?		
<b>Step 7</b> Replace the J4, J5, and J10 cable harness. Does the problem remain?	Go to step 8.	The problem is solved.
Sten 8	Go to step 13	Go to step 9
<ul> <li>Note: Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> </ul>		
Output device diagnostics > Staple hole punch finisher motor tests > Feed		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
<b>Step 9</b> Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 11.	Go to step 10.
Is the motor properly installed and free of damage?		
Step 10 Reinstall or replace the motor. See <u>"Motor (SHPF feed) removal"</u> on page 348.	Go to step 11.	The problem is solved.
Does the problem remain?		
Step 11	Go to step 13.	Go to step 12.
Check the continuity of the motor cable.		
Does the cable have continuity?		
<b>Step 12</b> Replace the SHPF J9 cable harness.	Go to step 13.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 13	Go to step 16.	Go to step 14.
<b>Note:</b> Remove the top inner cover and rear cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Exit		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 14	Go to step 16.	Go to step 15.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 15	Go to step 16.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF transport)</u> removal" on page 349.		solved.
Does the problem remain?		
Step 16	Go to step 18.	Go to step 17.
Check the following components for misalignment, wear, and damage:		
SHPF compiler feed roller belt		
<ul> <li>SHPF compiler feed roller gear</li> </ul>		
<ul> <li>SHPF booklet maker pre-feed roller belt</li> </ul>		
<ul> <li>SHPF booklet maker pre-feed roller gear</li> </ul>		
Are the components properly installed and free of wear and damage?		
Step 17	Go to step 18.	The problem is
Reinstall or replace the affected components. See <u>"SHPF</u>		solved.
Transport section 2" on page 573.		
Does the problem remain?		
Step 18	Go to step 20.	Go to step 19.
<b>a</b> Reseat the cables J5 and J9 on the SHPF controller board.		
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
<b>d</b> Check the cables for damage.		
Are the cables free of damage?		

Action	Yes	No
Step 19	Go to step 20.	The problem is
Replace the J4, J5, and J10 cable harness.		solved.
Doos the problem remain?		
Stor 20	Co to stop 25	Co to stop 21
a Enter the Diagnostics menu, and then havigate to:	Go to step 25.	Go to step 21.
Output device diagnostics > Hole punch booklet finisher		
sensor tests		
<b>b</b> Find the sensor (Entrance).		
Does the sensor status change while toggling the sensor?		
Step 21	Go to step 23.	Go to step 22.
a Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor and its actuator for misalignment and damage		
Are the sensor and actuator properly installed and free of damage?		
Step 22	Go to step 23.	The problem is solved.
Reinstall or replace the affected sensor or actuator. See <u>"Sensor</u>		
(booklet maker transport) removal" on page 460.		
Does the problem remain?		
Step 23	Go to step 25	Go to step 24
Check the continuity of the sensor cable.		
· · · · · · · · · · · · · · · · · · ·		
Does the cable have continuity?		
Step 24	Go to step 25.	The problem is
Replace the booklet maker transport sensor cable.		solved.
Does the problem remain?		
Sten 25	Go to step 30	Go to step 26
a Remove the front cover.		00 10 5100 20.
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests >		
Transport		
<b>c</b> Touch <b>Start</b> .		
Does the motor run?		

Action	Yes	No
Step 26	Go to step 28.	Go to step 27.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 27	Go to step 28.	The problem is
Reinstall or replace the motor. See <u>"Motor (booklet maker</u> transport) removal" on page 470.		solved.
Does the problem remain?		
Step 28	Go to step 30.	Go to step 29.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 29	Go to step 30.	The problem is
Replace the booklet maker transport section cable.		solved.
Does the problem remain?		
Step 30	Go to step 32.	Go to step 31.
Check the following components for misalignment, wear, and damage:		
Booklet maker transport gear		
Booklet maker transport belt		
Are the components properly installed and free of wear and damage?		
Step 31	Go to step 32.	The problem is
Reinstall or replace the affected components. See <u>"Booklet maker</u> transport gear and belt removal" on page 473.		solved.
Does the problem remain?		
Step 32	Go to step 34.	Go to step 33.
Check the following rollers for proper installation:		
Booklet maker transport roller		
<ul> <li>Booklet maker transport idler rollers and their springs</li> </ul>		
Are the rollers properly installed?		
Step 33	Go to step 34.	The problem is
Reinstall the rollers.		solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 34</li> <li>a Clear the booklet transport rollers and booklet transport idler rollers of debris and dust.</li> <li>b Check the rollers for wear and damage.</li> </ul>	Go to step 36.	Go to step 35.
Are the rollers free of wear and damage? Step 35 Replace the damaged rollers. See <u>"Booklet maker transport roller</u> <u>removal" on page 474</u> and <u>"Booklet maker transport idler</u> <u>rollers removal" on page 459</u> . Does the problem remain?	Go to step 36.	The problem is solved.
<ul> <li>Step 36</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 38.	Go to step 37.
<b>Step 37</b> Replace the cable. Does the problem remain?	Go to step 38.	The problem is solved.
Step 38Reseat all the cables on the booklet maker controller board, and then reset the printer.Does the problem remain?	Go to step 39.	The problem is solved.
Step 39Replace the controller board. See <a href="mailto:">"Booklet maker controller</a> board removal" on page 454.Does the problem remain?	Contact the next level of support.	The problem is solved.

#### Booklet maker transport section paper jam service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b Unplug the booklet maker interface cable from the SHPF.</li> <li>c Reseat the cable, and then reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 2</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Hole punch booklet finisher sensor tests</li> <li>b Find the sensor (Entrance).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 7.	Go to step 3.
<ul> <li>Step 3</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 5.	Go to step 4.
Step 4Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u> transport) removal" on page 460.Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the continuity of the sensor cable. Does the cable have continuity?	Go to step 7.	Go to step 6.
<b>Step 6</b> Replace the booklet maker transport sensor cable. Does the problem remain?	Go to step 7.	The problem is solved.
<ul> <li>Step 7 <ul> <li>a Remove the front cover.</li> <li>b Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Booklet maker motor tests &gt; Transport</li> <li>c Touch Start.</li> </ul> </li> </ul>	Go to step 12.	Go to step 8.
Step 8         Reseat the motor cable, and then check the motor for misalignment and damage.         Is the motor properly installed and free of damage?	Go to step 10.	Go to step 9.

Action	Yes	No
Step 9 Reinstall or replace the motor. See <u>"Motor (booklet maker</u> transport) removal" on page 470. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10	Go to step 12.	Go to step 11.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 11	Go to step 12.	The problem is
Replace the booklet maker transport section cable.		solved.
Does the problem remain?		
<ul> <li>Step 12</li> <li>Check the following components for misalignment, wear, and damage:</li> <li>Booklet maker transport gear</li> <li>Booklet maker transport belt</li> </ul>	Go to step 14.	Go to step 13.
Are the components properly installed and free of wear and damage?		
Step 13	Go to step 14.	The problem is
Reinstall or replace the affected components. See <u>"Booklet maker</u> transport gear and belt removal" on page 473.		solved.
Does the problem remain?		
<ul> <li>Step 14</li> <li>Check the following rollers for proper installation: <ul> <li>Booklet maker transport roller</li> <li>Booklet maker transport idler rollers and their springs</li> </ul> </li> <li>Are the rollers properly installed?</li> </ul>	Go to step 16.	Go to step 15.
Step 15	Go to step 16.	The problem is
Reinstall the rollers.		solved.
Does the problem remain?		
<ul> <li>Step 16</li> <li>a Clear the booklet transport rollers and booklet transport idler rollers of debris and dust.</li> <li>b Check the rollers for wear and damage.</li> <li>Are the rollers free of wear and damage?</li> </ul>	Go to step 18.	Go to step 17.

Action	Yes	No
Step 17 Replace the damaged rollers. See <u>"Booklet maker transport roller</u> removal" on page 474 and <u>"Booklet maker transport idler rollers</u> removal" on page 459.	Go to step 18.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 18</li> <li>Check the following components for misalignment, wear, and damage:</li> <li>Booklet maker decurl guide</li> <li>Booklet maker decurl lever</li> </ul>	Go to step 20.	Go to step 19.
Are the components properly installed and free of wear and damage?		
Step 19 Reinstall or replace the affected components. See <u>"Booklet maker</u> <u>decurl guide removal" on page 477</u> and <u>"Booklet maker decurl</u> <u>lever removal" on page 461</u> .	Go to step 20.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 20</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Booklet maker motor tests &gt; Paddle</li> <li>b Touch Start.</li> </ul>	Go to step 25.	Go to step 21.
Does the motor run?		
Step 21 Reseat the motor cable, and then check the motor for misalignment and damage. Is the motor properly installed and free of damage?	Go to step 23.	Go to step 22.
Step 22	Go to step 23.	The problem is
Reinstall or replace the motor. See <u>"Motor (booklet maker paddle)</u> removal" on page 468. Does the problem remain?		solved.
Step 23	Go to step 25.	Go to step 24.
Check the continuity of the motor cable.		
Does the cable have continuity?		

Step 24 Replace the booklet maker J8 and J9 cable harness.Go to step 25.The problem is solved.Does the problem remain?Step 25 Check the booklet maker decurl gears for misalignment, wear, and damage.Go to step 27.Go to step 26.Are the gears properly installed and free of wear and damage?Go to step 27.Go to step 27.Go to step 27.Step 26 Reinstall or replace the gears. See "Booklet maker decurl gears removal" on page 475.Go to step 27.The problem is solved.Does the problem remain?Go to step 30.Go to step 28.a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor testsGo to step 30.Go to step 29.b Find the sensor (Booklet decurl).Go to step 30.Go to step 29.Go to step 30.a Reseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.Go to step 29.b Check the sensor for misalignment and damage.Is the sensor properly installed and free of damage?Go to step 30.The problem is solved.Step 29 Reinstall or replace the sensor. See "Sensor (booklet maker decurl) removal" on page 476.Go to step 30.The problem is solved.Does the problem remain?Step 30Go to step 30.The problem is solved.	Action	Yes	No
Replace the booklet maker J8 and J9 cable harness.Solved.Does the problem remain?Go to step 27.Go to step 26.Check the booklet maker decurl gears for misalignment, wear, and damage.Go to step 27.Go to step 26.Step 26Step 27The problem is solved.The problem is solved.Poes the problem remain?Go to step 27.Go to step 27.The problem is solved.Step 27Does the problem remain?Go to step 30.Go to step 28.a Enter the Diagnostics > Hole punch booklet finisher sensor testsGo to step 30.Go to step 29.b Find the sensor (Booklet decurl).Does the sensor status change while toggling the sensor?Go to step 30.Go to step 29.a Reseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.Go to step 29.Go to step 29.b Check the sensor for misalignment and damage.Is the sensor properly installed and free of damage?Go to step 30.Go to step 29.Step 29 Reinstall or replace the sensor. See "Sensor (booklet maker decurl) removal" on page 476.Go to step 30.The problem is solved.Does the problem remain?Step 30.For to step 32.Go to step 30.The problem is solved.	Step 24	Go to step 25.	The problem is
Does the problem remain?Go to step 27.Go to step 26.Check the booklet maker decurl gears for misalignment, wear, and damage.Go to step 27.Go to step 26.Step 26Step 27The problem is solved.The problem is solved.Boes the problem remain?Go to step 27.The problem is solved.Step 27a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor testsGo to step 30.Go to step 28.b Find the sensor (Booklet decurl).Does the sensor status change while toggling the sensor?Go to step 30.Go to step 29.3 Reseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.Go to step 29.Go to step 29.5 tep 29Reseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.Go to step 29.The problem is solved.5 tep 29Does the sensor properly installed and free of damage?Step 30.Go to step 30.The problem is solved.5 tep 29Does the problem remain?Go to step 30.The problem is solved.5 tep 29Does the problem remain?Go to step 30.The problem is solved.5 tep 30Go to step 30.Go to step 30.The problem is solved.	Replace the booklet maker J8 and J9 cable harness.		solved.
Step 25 Check the booklet maker decurl gears for misalignment, wear, and damage.Go to step 27.Go to step 26.Are the gears properly installed and free of wear and damage?Go to step 27.The problem is solved.Step 26 Reinstall or replace the gears. See "Booklet maker decurl gears removal" on page 475.Go to step 27.The problem is solved.Does the problem remain?Step 27 a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor tests b Find the sensor (Booklet decurl).Go to step 30.Go to step 28.Does the sensor status change while toggling the sensor?Go to step 30.Go to step 29.a Reseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.Go to step 29.b Check the sensor for misalignment and damage.Step 29 Reinstall or replace the sensor. See "Sensor (booklet maker decurl) removal" on page 476.Go to step 30.The problem is solved.Does the problem remain?Step 29 Reinstall or replace the sensor. See "Sensor (booklet maker decurl) removal" on page 476.Go to step 32.The problem is solved.Does the problem remain?Step 30Go to step 32.The problem is solved.	Does the problem remain?		
Check the booklet maker decurl gears for misalignment, wear, and damage.Image: Check the booklet maker decurl gearsAre the gears properly installed and free of wear and damage?Go to step 27.The problem is solved.Step 26 Reinstall or replace the gears. See "Booklet maker decurl gears removal" on page 475.Go to step 27.The problem is solved.Does the problem remain?Go to step 30.Go to step 28.Go to step 28.a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor tests b Find the sensor (Booklet decurl).Go to step 30.Go to step 28.Does the sensor status change while toggling the sensor?Go to step 30.Go to step 29.Go to step 29.a Reseat the sensor for misalignment and damage. Is the sensor properly installed and free of damage?Go to step 30.Go to step 29.Step 29 Reinstall or replace the sensor. See "Sensor (booklet maker decurl) removal" on page 476.Go to step 30.The problem is solved.Does the problem remain?Step 30Go to step 30.The problem is solved.	Step 25	Go to step 27.	Go to step 26.
damage.Are the gears properly installed and free of wear and damage?Step 26Reinstall or replace the gears. See "Booklet maker decurl gears removal" on page 475.Go to step 27.The problem is solved.Does the problem remain?Go to step 30.Go to step 28.a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor testsGo to step 30.Go to step 28.b Find the sensor (Booklet decurl).Does the sensor status change while toggling the sensor?Go to step 30.Go to step 29.a Reseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.Go to step 29.s the sensor properly installed and free of damage?Go to step 30.Fine problem is solved.Step 29Step 29Go to step 30.The problem is solved.Reinstall or replace the sensor. See "Sensor (booklet maker decurl) removal" on page 476.Go to step 30.The problem is solved.Does the problem remain?Step 30.Go to step 30.The problem is solved.	Check the booklet maker decurl gears for misalignment, wear, and		
Are the gears properly installed and free of wear and damage?       Go to step 27.       The problem is solved.         Step 26       Go to step 27.       The problem is solved.         Reinstall or replace the gears. See <u>"Booklet maker decurl gears removal" on page 475.</u> Go to step 20.       The problem is solved.         Does the problem remain?       Step 27       Go to step 30.       Go to step 28.         a Enter the Diagnostics menu, and then navigate to:       Output device diagnostics > Hole punch booklet finisher sensor tests       Go to step 30.       Go to step 28.         b Find the sensor (Booklet decurl).       Does the sensor status change while toggling the sensor?       Go to step 30.       Go to step 29.         Step 28       An Reseat the sensor for misalignment and damage.       Is the sensor properly installed and free of damage?       Go to step 30.       Go to step 29.         Is the sensor properly installed and free of damage?       Step 29       The problem is solved.       Solved.         Reinstall or replace the sensor. See <u>"Sensor (booklet maker decurl) removal" on page 476.</u> Go to step 30.       The problem is solved.         Does the problem remain?       Go to step 32.       Go to step 32.       The son sten 31.	damage.		
Step 26 Reinstall or replace the gears. See "Booklet maker decurl gears removal" on page 475.Go to step 27.The problem is solved.Does the problem remain?Step 27 a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor tests b Find the sensor (Booklet decurl).Go to step 30.Go to step 28.Does the sensor status change while toggling the sensor?Go to step 30.Go to step 29.a Reseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.Go to step 29.b Check the sensor for misalignment and damage.Go to step 30.Go to step 30.Is the sensor properly installed and free of damage?Go to step 30.The problem is solved.Step 29 Reinstall or replace the sensor. See "Sensor (booklet maker decurl) removal" on page 476.Go to step 30.The problem is solved.Does the problem remain?Go to step 30.Go to step 30.The problem is solved.	Are the gears properly installed and free of wear and damage?		
Reinstall or replace the gears. See "Booklet maker decurl gears removal" on page 475.       solved.         Does the problem remain?       Go to step 30.       Go to step 28.         a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor tests       Go to step 30.       Go to step 28.         b Find the sensor (Booklet decurl).       Does the sensor status change while toggling the sensor?       Go to step 30.       Go to step 29.         a Reseat the sensor cable, and then clear the sensor of debris and dust.       Go to step 30.       Go to step 29.         b Step 29       Reinstall or replace the sensor. See "Sensor (booklet maker decurl) removal" on page 476.       Go to step 30.       The problem is solved.         Does the problem remain?       Step 23       Go to step 30.       The problem is solved.	Step 26	Go to step 27.	The problem is
removal" on page 475.Does the problem remain?Step 27 a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor testsb Find the sensor (Booklet decurl).Does the sensor status change while toggling the sensor?Step 28 	Reinstall or replace the gears. See <u>"Booklet maker decurl gears</u>		solved.
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Step 27 a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Hole punch booklet finisher sensor tests b Find the sensor (Booklet decurl).Go to step 30.Go to step 28.Does the sensor status change while toggling the sensor?Go to step 30.Go to step 29.Step 28 a Reseat the sensor cable, and then clear the sensor of debris and dust. b Check the sensor for misalignment and damage.Go to step 30.Go to step 29.Is the sensor properly installed and free of damage?Go to step 30.Go to step 30.The problem is solved.Step 29 Reinstall or replace the sensor. See <u>"Sensor (booklet maker decurl) removal" on page 476.Go to step 32.The problem is solved.Does the problem remain?Go to step 32.Go to step 31.</u>	Does the problem remain?		
a Enter the Diagnostics menu, and then navigate to:       Output device diagnostics > Hole punch booklet finisher sensor tests         b Find the sensor (Booklet decurl).       Does the sensor status change while toggling the sensor?         Step 28       Go to step 30.         a Reseat the sensor cable, and then clear the sensor of debris and dust.       Go to step 30.         b Check the sensor for misalignment and damage.       Is the sensor properly installed and free of damage?         Step 29       Go to step 30.         Reinstall or replace the sensor. See <u>"Sensor (booklet maker decurl) removal" on page 476</u> .       Go to step 32.         Does the problem remain?       Go to step 32.	Step 27	Go to step 30.	Go to step 28.
Output device diagnostics > Hole punch booklet finisher sensor testsImage: Sensor testsbFind the sensor (Booklet decurl).Does the sensor status change while toggling the sensor?Step 28Go to step 30.aReseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.bCheck the sensor for misalignment and damage.Is the sensor properly installed and free of damage?Go to step 30.Step 29 Reinstall or replace the sensor. See <u>"Sensor (booklet maker decurl) removal" on page 476</u> .Go to step 30.Does the problem remain?Go to step 32.Step 30Go to step 31.	<b>a</b> Enter the Diagnostics menu, and then navigate to:		
b Find the sensor (Booklet decurl).Does the sensor status change while toggling the sensor?Step 28a Reseat the sensor cable, and then clear the sensor of debris and dust.b Check the sensor for misalignment and damage.Is the sensor properly installed and free of damage?Step 29Reinstall or replace the sensor. See <u>"Sensor (booklet maker decurl) removal" on page 476</u> .Does the problem remain?Step 30	Output device diagnostics > Hole punch booklet finisher sensor tests		
Does the sensor status change while toggling the sensor?Go to step 30.Go to step 29.Step 28 a Reseat the sensor cable, and then clear the sensor of debris and dust.Go to step 30.Go to step 29.b Check the sensor for misalignment and damage.Is the sensor properly installed and free of damage?Go to step 30.The problem is solved.Step 29 	<b>b</b> Find the sensor (Booklet decurl).		
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<ul> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>ls the sensor properly installed and free of damage?</li> <li>Step 29 Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u> decurl) removal" on page 476. Does the problem remain? Step 30 Go to step 32. Go to step 31</li></ul>	Step 28	Go to step 30.	Go to step 29.
bCheck the sensor for misalignment and damage.Is the sensor properly installed and free of damage?Step 29 Reinstall or replace the sensor. See <u>"Sensor (booklet maker decurl) removal" on page 476.</u> Does the problem remain?Step 30Go to step 32.Go to step 32.	<ul> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> </ul>		
Is the sensor properly installed and free of damage?Go to step 30.The problem is solved.Step 29 Reinstall or replace the sensor. See <u>"Sensor (booklet maker decurl) removal" on page 476.</u> Go to step 30.The problem is solved.Does the problem remain?Go to step 32.Go to step 31.	<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?       Step 29         Step 29       Go to step 30.         Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u> Go to step 30.         Does the problem remain?       Go to step 32.         Step 30       Go to step 32.			
Step 29       Go to step 30.       The problem is solved.         Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u> decurl) removal" on page 476.       Solved.       Solved.         Does the problem remain?       Go to step 32.       Go to step 31.	Is the sensor properly installed and free of damage?		
decurl) removal" on page 476.       Go to step 32.       Go to step 31.	Step 29	Go to step 30.	The problem is
Does the problem remain?     Go to step 32.     Go to step 31.	decuri) removal" on page 476.		
Does the problem remain?     Go to step 32.     Go to step 31.			
Step 30 Go to step 32 Go to step 31	Does the problem remain?		
	Step 30	Go to step 32.	Go to step 31.
a Reseat the cable J5 on the booklet maker controller board.	<b>a</b> Reseat the cable J5 on the booklet maker controller board.		
<ul> <li>b If applicable, resear the junction connectors on the cable.</li> <li>c Make sure that the cable date not interfere with meaning parts.</li> </ul>	<ul> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sume that the cable does not interfere with maxing parts.</li> </ul>		
<b>c</b> Make sure that the cable does not interfere with moving parts.	<b>c</b> Make sure that the cable does not interfere with moving parts.		
	Greek the cable for damage.		
Is the cable free of damage?	Is the cable free of damage?		
Step 31Go to step 32.The problem is	Step 31	Go to step 32.	The problem is
Replace the booklet maker transport section cable. Solved.	Replace the booklet maker transport section cable.		solved.
Does the problem remain?	Does the problem remain?		

Action	Yes	No
<ul> <li>Step 32</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>ls the cable free of damage?</li> </ul>	Go to step 34.	Go to step 33.
Step 33 Replace the cable. Does the problem remain?	Go to step 34.	The problem is solved.
<b>Step 34</b> Reseat all the cables on the booklet maker controller board, and then reset the printer. Does the problem remain?	Go to step 35.	The problem is solved.
Step 35         Replace the controller board. See <u>"Booklet maker controller board removal" on page 454</u> .         Does the problem remain?	Contact the next level of support.	The problem is solved.

### Booklet maker tamper paper jam service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b Unplug the booklet maker interface cable from the SHPF.</li> <li>c Reseat the cable, and then reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Tamper paper present).		
Does the sensor status change while toggling the sensor?		

Action	Yes	No
Step 3	Go to step 5.	Go to step 4.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 4 Reinstall or replace the sensor. See <u>"Booklet maker tamper tray</u> <u>removal" on page 521</u> .	Go to step 5.	The problem is solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the booklet maker J7 cable harness.		solved.
Does the problem remain?		
Step 7	Go to step 9.	Go to step 8.
<b>a</b> Reseat the cable J7 on the booklet maker controller board.		
<b>b</b> If applicable, reseat the junction connectors on the cable.		
<b>c</b> Make sure that the cable does not interfere with moving parts.		
<b>d</b> Check the cable for damage.		
Is the cable free of damage?		
Step 8	Go to step 9.	The problem is
Replace the booklet maker J7 cable harness.		solved.
Does the problem remain?		
Step 9	Go to step 11.	Go to step 10.
<b>a</b> Reseat the interface cable on the booklet maker controller board and SHPF controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 10	Go to step 11.	The problem is
Replace the cable.		solved.
Does the problem remain?		

Action	Yes	Νο
<b>Step 11</b> Reseat all the cables on the booklet maker controller board, and then reset the printer.	Go to step 12.	The problem is solved.
Does the problem remain?		
Step 12 Replace the controller board. See <u>"Booklet maker controller</u> <u>board removal" on page 454</u> .	Contact the next level of support.	The problem is solved.
Does the problem remain?		

### Bifold exit jam service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b Unplug the booklet maker interface cable from the SHPF.</li> <li>c Reseat the cable, and then reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
Step 2 a Enter the Diagnostics menu, and then navigate to: Output device diagnostics > Booklet maker motor tests > Center fold roller	Go to step 7.	Go to step 3.
<b>b</b> louch <b>Start</b> .		
Does the motor run?		
<b>Step 3</b> Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 5.	Go to step 4.
Is the motor properly installed and free of damage?		
<b>Step 4</b> Reinstall or replace the motor. See <u>"Motor (bifold roller) removal"</u> on page 463.	Go to step 5.	The problem is solved.
Does the problem remain?		
Step 5 Check the continuity of the motor cable.	Go to step 7.	Go to step 6.

Action	Yes	No
Step 6	Go to step 7.	The problem is
Replace the booklet maker J10 and J11 cable harness.		solved.
Does the problem remain?		
Step 7	Go to step 9.	Go to step 8.
Check the following gears for wear and damage:		
Bifold roller drive gear		
Bifold roller idler gear 1		
Bifold roller idler gear 2		
Bifold roller gears		
Lower bifold roller gear		
Are the rollers free of wear and damage?		
Step 8	Go to step 9.	The problem is
Replace the damaged rollers. See the following:		solved.
<ul> <li><u>"Bifold roller gears removal" on page 464</u></li> </ul>		
"Bifold upper roller removal" on page 498		
<u>"Bifold lower roller removal" on page 501</u>		
<u>"Bifold roller drive gears removal" on page 516</u>		
Does the problem remain?		
Step 9	Go to step 14.	Go to step 10.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Fold exit).		
Does the sensor status change while toggling the sensor?		
Step 10	Go to step 12.	Go to step 11.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 11	Go to step 12.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (booklet maker fold</u> exit) removal" on page 508.		solved.
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Check the continuity of the sensor cable.		
Does the cable have continuity?		

Action	Yes	No
Step 13	Go to step 14.	The problem is
Replace the booklet maker fold exit sensor cable.		solved.
Does the problem remain?		
Step 14	Go to step 16	Go to step 15
Check the trifold diverter for misalignment and damage.		
Is the diverter properly installed and free of damage?		
Step 15	Go to step 16.	The problem is
Reinstall or replace the diverter. See <u>"Trifold diverter removal" on</u>		solved.
<u>page 507</u> .		
Does the problem remain?		
Step 16	Go to step 18.	Go to step 17.
Check the following components for misalignment, wear, and damage:		
Bifold knife		
Bifold knife sliders		
Are the components properly installed and free of wear and damage?		
Step 17	Go to step 18	The problem is
Reinstall or replace the affected component. See " <b>Bifold knife</b>		solved.
removal" on page 515.		
Does the problem remain?		
Step 18	Go to step 21.	Go to step 19.
a Remove the right cover.		
D Enter the Diagnostics menu, and then having to to:           Output device diagnostics > Peoklet maker meter tests >		
Center fold knife		
c Touch Start.		
Does the motor run?		
Step 19	Go to step 21.	Go to step 20.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		

Action	Yes	No
Step 20 Reinstall or replace the motor. See <u>"Motor (bifold knife) removal"</u> on page 483. Does the problem remain?	Go to step 21.	The problem is solved.
Step 21	Go to step 23	Go to step 22
<ul> <li>Check the following gears for wear and damage:</li> <li>Bifold knife primary drive gear</li> <li>Bifold knife idler gear</li> <li>Bifold knife secondary drive gears</li> </ul>	00 to step 23.	00 to step 22.
Are the components properly installed and free of wear and damage?		
Step 22Reinstall or replace the damaged gears. See "Bifold knife primary drive gears removal" on page 509 and "Bifold knife secondary drive gears removal" on page 514.Does the problem remain?	Go to step 23.	The problem is solved.
Step 23	Go to step 25.	Go to step 24.
<ul> <li>a Clear the bifold rollers of debris and dust.</li> <li>b Check the rollers for misalignment, wear, and damage.</li> <li>Are the rollers properly installed and free of wear and damage?</li> </ul>		
Step 24 Reinstall or replace the affected rollers. See <u>"Bifold upper roller</u> removal" on page 498 and <u>"Bifold lower roller removal" on</u> page 501. Does the problem remain?	Go to step 25.	The problem is solved.
Step 25	Go to step 27.	Go to step 26.
<ul> <li>a Check if the bifold roller springs are properly engaged with their arms.</li> <li>b Check the springs for damage.</li> </ul>		
Are the springs properly installed and free of damage?		
Step 26 Reinstall or replace the affected springs. See <u>"Bifold roller springs</u> removal" on page 472.	Go to step 27.	The problem is solved.

Action	Yes	No
Step 27	Go to step 30.	Go to step 28.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests > Center fold guide		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 28	Go to step 30.	Go to step 29.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
<b>Step 29</b> Reinstall or replace the motor. See <u><b>"Motor (bifold guide) removal"</b></u> <u>on page 478</u> .	Go to step 30.	The problem is solved.
Does the problem remain?		
Step 30	Go to step 32.	Go to step 31.
Check the bifold roller timing gear for misalignment, wear, and damage.		
Is the gear properly installed and free of wear and damage?		
Step 31	Go to step 32.	The problem is
Reinstall or replace the gear. See <u>"Bifold upper roller removal" on</u> page 498.		solved.
Does the problem remain?		
Step 32	Go to step 33.	The problem is
<b>a</b> Reseat the cables J9 and J11 on the booklet maker controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
Does the problem remain?		
Step 33	Go to step 35.	Go to step 34.
<ul> <li>Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> </ul>		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		

Action	Yes	No
<b>Step 34</b> Replace the cable.	Go to step 35.	The problem is solved.
Does the problem remain?		
Step 35Reseat all the cables on the booklet maker controller board, and then reset the printer.Does the problem remain?	Go to step 36.	The problem is solved.
Step 36Replace the controller board. See <a href="mailto:">"Booklet maker controller</a> board removal" on page 454Does the problem remain?	Contact the next level of support.	The problem is solved.

# Hardware errors

#### 300-324 errors

#### 300–324 error messages

Error code	Description	Action
303.63	The SHPF punch drive failed.	See <u>"Punch unit failure service check" on</u> page 103.
321.63	The staple finisher front tamper did not reach or clear its home position.	See <u>"Motor (staple finisher front tamper) failure</u> service check" on page 104.
321.63	The SHPF front tamper did not reach or clear its home position.	See <u>"Motor (SHPF front tamper) failure service</u> <u>check" on page 109</u> .
322.63	The staple finisher rear tamper did not reach or clear its home position.	See <u>"Motor (staple finisher rear tamper) failure</u> service check" on page 107.
322.63	The SHPF rear tamper did not reach or clear its home position.	See <u>"Motor (SHPF rear tamper) failure service</u> <u>check" on page 112</u> .
324.63	The SHPF paddle drive failed.	See <u>"Motor (SHPF paddle) failure service</u> check" on page 114.

#### Punch unit failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 2</li> <li>a Remove the SPHF rear cover. See <u>"SHPF rear cover removal"</u> on page 331.</li> <li>b Do a punch job and check if the motor (SHPF punch unit) runs.</li> <li>Does the motor run?</li> </ul>	Go to step 5.	Go to step 3.
<ul> <li>Step 3</li> <li>a Reseat the cable J7 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>d Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 5.	Go to step 4.
Step 4	Go to step 5.	The problem is
Replace the punch unit cable.		solved.
Does the problem remain?		
<ul> <li>Step 5</li> <li>Check the following components for misalignment and damage:</li> <li>Motor (SHPF punch unit)</li> <li>Sensor (hole punch box full, transmit)</li> <li>Sensor (hole punch box full, receive)</li> <li>Are the components properly installed and free of damage?</li> </ul>	Go to step 7.	Go to step 6.
Step 6	Go to step 7.	The problem is
Reinstall or replace the affected components. See <u>"Punch unit</u> removal" on page 357, <u>"Sensor (hole punch box full) removal"</u> on page 358, and <u>"Sensor (hole punch box full) removal" on</u> page 358.		solved.
Step 7	Go to step 9.	Go to step 8.
<ul> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> </ul>		
Is the cable free of damage?		

Action	Yes	Νο
Step 8 Replace the cable.	Go to step 9.	The problem is solved.
Does the problem remain?		
<b>Step 9</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

#### Motor (staple finisher front tamper) failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> <li>Does the problem remain?</li> </ul>	Go to step 2.	The problem is solved.
<ul> <li>Step 2</li> <li>a Reseat the cable CN102 on the staple finisher controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 3.	The problem is solved.
<ul> <li>Step 3 <ul> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher motor tests &gt; Tamper</li> <li>b Touch Start.</li> </ul> </li> <li>Does the motor run?</li> </ul>	Go to step 8.	Go to step 4.
Step 4Reseat the motor cable, and then check the motor for misalignment and damage.Is the motor properly installed and free of damage?	Go to step 6.	Go to step 5.

Action	Yes	No
<b>Step 5</b> Reinstall or replace the motor. See <u><b>"Motor (staple finisher tamper)</b></u> <u><b>removal" on page 230</b></u> .	Go to step 6.	The problem is solved.
Does the problem remain?		
Step 6 Check the continuity of the motor cable.	Go to step 8.	Go to step 7.
	California O	The such laws is
Replace the staple finisher tamper cable.	Go to step 8.	solved.
Does the problem remain?		
<b>Step 8</b> Check the tamper gears for misalignment and damage.	Go to step 10.	Go to step 9.
Are the gears properly installed and free of damage?		
Step 9 Replace the damaged gears. See <u>"Staple finisher tamper drive</u> gears removal" on page 305.	Go to step 10.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 10</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher sensor tests</li> <li>b Find the sensor (Tamper home, front).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 15.	Go to step 11.
Step 11	Go to step 13.	Go to step 12.
<ul> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>		
Step 12	Go to step 13.	The problem is
Reinstall or replace the sensor. See <u>"Staple finisher tamper</u> sensors removal" on page 231. Does the problem remain?		solved.
Step 13	Go to step 15.	Go to step 14.
Check the continuity of the sensor cable.		
Does the cable have continuity?		

Action	Yes	No
Step 14 Replace the staple finisher tamper cable.	Go to step 15.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 15</li> <li>a Remove the compiler assembly. See <u>"Staple finisher tamper</u> and aligner assembly removal" on page 303.</li> <li>b Check the parts for misalignment, wear, and damage.</li> </ul>	Go to step 17.	Go to step 16.
Are the components properly installed and free of wear and damage?		
Step 16Replace the affected components. See <u>"Staple finisher—</u> Compiler section 2" on page 543.Does the problem remain?	Go to step 17.	The problem is solved.
<ul> <li>Step 17</li> <li>a Reseat the interface cable on the staple finisher controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 19.	Go to step 18.
Step 18         Replace the cable. See <u>"Staple finisher interface cable removal"</u> on page 237.         Does the problem remain?	Go to step 19.	The problem is solved.
<b>Step 19</b> Reseat all the cables on the staple finisher controller board, and then reset the printer.	Go to step 20.	The problem is solved.
Step 20         Replace the controller board. See <u>"Staple finisher controller</u> board removal" on page 236.         Does the problem remain?	Contact the next level of support.	The problem is solved.

#### Motor (staple finisher rear tamper) failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
<ul> <li>Step 2</li> <li>a Reseat the cable CN102 on the staple finisher controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 3.	The problem is solved.
<ul> <li>Step 3 <ul> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher motor tests &gt; Tamper</li> <li>b Touch Start.</li> </ul> </li> <li>Does the motor run?</li> </ul>	Go to step 8.	Go to step 4.
Step 4Reseat the motor cable, and then check the motor for misalignment and damage.Is the motor properly installed and free of damage?	Go to step 6.	Go to step 5.
Step 5Reinstall or replace the motor. See "Motor (staple finisher tamper)removal" on page 230.Does the problem remain?	Go to step 6.	The problem is solved.
<b>Step 6</b> Check the continuity of the motor cable. Does the cable have continuity?	Go to step 8.	Go to step 7.
<b>Step 7</b> Replace the staple finisher tamper cable. Does the problem remain?	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the tamper gears for misalignment and damage. Are the gears properly installed and free of damage?	Go to step 10.	Go to step 9.

Action	Yes	No
Step 9 Replace the damaged gears. See <u>"Staple finisher tamper drive</u> gears removal" on page 305. Does the problem remain?	Go to step 10.	The problem is solved.
<ul> <li>Step 10</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher sensor tests</li> <li>b Find the sensor (Tamper home, rear).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 15.	Go to step 11.
<ul> <li>Step 11</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 13.	Go to step 12.
Step 12 Reinstall or replace the sensor. See <u>"Staple finisher tamper</u> <u>sensors removal" on page 231</u> . Does the problem remain?	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the continuity of the sensor cable. Does the cable have continuity?	Go to step 15.	Go to step 14.
<b>Step 14</b> Replace the staple finisher tamper cable. Does the problem remain?	Go to step 15.	The problem is solved.
<ul> <li>Step 15 <ul> <li>a Remove the compiler assembly. See <u>"Staple finisher tamper</u> and aligner assembly removal" on page 303.</li> <li>b Check the parts for misalignment, wear, and damage.</li> </ul> </li> <li>Are the components properly installed and free of wear and damage?</li> </ul>	Go to step 17.	Go to step 16.
Step 16Replace the affected components. See <u>"Staple finisher—</u> Compiler section 2" on page 543.Does the problem remain?	Go to step 17.	The problem is solved.
Action	Yes	Νο
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<ul> <li>Step 17</li> <li>a Reseat the interface cable on the staple finisher controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>ls the cable free of damage?</li> </ul>	Go to step 19.	Go to step 18.
Step 18         Replace the cable. See <u>"Staple finisher interface cable removal"</u> on page 237.         Does the problem remain?	Go to step 19.	The problem is solved.
<b>Step 19</b> Reseat all the cables on the staple finisher controller board, and then reset the printer. Does the problem remain?	Go to step 20.	The problem is solved.
<b>Step 20</b> Replace the controller board. See <u>"Staple finisher controller</u> <u>board removal" on page 236</u> . Does the problem remain?	Contact the next level of support.	The problem is solved.

### Motor (SHPF front tamper) failure service check

Action	Yes	Νο
Step 1a Remove the paper jams and fragments along the paper path.	Go to step 2.	The problem is solved.
<ul><li>b At the back of the printer, reseat the interface cable.</li><li>c Reset the printer.</li></ul>		
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>Note:</b> Remove the top inner cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Tamper, front		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		

Action	Yes	No
<b>Step 3</b> Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 5.	Go to step 4.
Is the motor properly installed and free of damage?		
Step 4 Reinstall or replace the motor. See <u>"Motor (SHPF front tamper)</u> <u>removal" on page 346</u> .	Go to step 5.	The problem is solved.
Does the problem remain?		
Step 5 Check the continuity of the motor cable.	Go to step 7.	Go to step 6.
Ston 6	Go to stop 7	The problem is
Replace the SHPF J4, J5, and J10 cable harness. Does the problem remain?	Go to step 7.	solved.
<ul> <li>Step 7</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> <li>b Find the sensor (Tamper home, front).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 10.	Go to step 8.
Step 8	Go to step 10.	Go to step 9.
<ul> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>		
Step 9	Go to step 10.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (SHPF front tamper home) removal " on page 347</u> .		solved.

Action	Yes	No
Step 10	Go to step 12.	Go to step 11.
Remove the front tamper section, and then check the following components for misalignment, wear, and damage:		
SHPF tamper gear		
SHPF tamper drive gear		
SHPF tamper drive belt		
SHPF tamper belt		
Are the components properly installed and free of wear and damage?		
Step 11	Go to step 12.	The problem is
Reinstall or replace the affected components. See <u>"SHPF tamper</u> belts and gears removal" on page 405.		solved.
Does the problem remain?		
Step 12	Go to step 13.	The problem is
<b>a</b> Reseat the cables J4 and J5 on the SHPF controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
Does the problem remain?		
Step 13	Go to step 15.	Go to step 14.
<b>a</b> Reseat the interface cable on the SHPF controller board and printer controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 14	Go to step 15.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Sten 15	Go to step 16	The problem is
Reseat all the cables on the SHPE controller board, and then reset		solved.
the printer.		
Does the problem remain?		
Step 16	Contact the next	The problem is
Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.	level of support.	solved.
Does the problem remain?		

# Motor (SHPF rear tamper) failure service check

Action	Yes	No
Step 1 <b>a</b> Remove the paper jams and fragments along the paper path	Go to step 2.	The problem is solved.
<b>b</b> At the back of the printer, reseat the interface cable.		
<b>c</b> Reset the printer.		
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>Note:</b> Remove the top inner cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Tamper, rear		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 3	Go to step 5.	Go to step 4.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 4	Go to step 5.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF rear tamper)</u>		solved.
removal" on page 350.		
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the SHPF ejector cable.		solved.
Does the problem remain?		
Step 7	Go to step 12	Go to step 8
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher		
sensor tests		
<b>b</b> Find the sensor (Tamper home, rear).		
Does the sensor status change while toggling the sensor?		

Action	Yes	No
Step 8	Go to step 12.	Go to step 9.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (SHPF rear tamper</u> home) removal" on page 351.		solved.
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 11	Go to step 12	The problem is
Replace the SHPF J9 cable harness.		solved.
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Remove the rear tamper section, and then check the following components for misalignment, wear, and damage:		
SHPF tamper gear		
SHPF tamper drive gear		
SHPF tamper drive belt		
SHPF tamper belt		
Are the components properly installed and free of wear and damage?		
Step 13	Go to step 14.	The problem is
Reinstall or replace the affected components. See <u>"SHPF tamper</u> <u>belts and gears removal" on page 405</u> .		solved.
Does the problem remain?		
Step 14	Go to step 15.	The problem is
<b>a</b> Reseat the cables J9, J12, and J13 on the SHPF controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 15</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>ls the cable free of damage?</li> </ul>	Go to step 17.	Go to step 16.
Step 16 Replace the cable. Does the problem remain?	Go to step 17.	The problem is solved.
<b>Step 17</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 18.	The problem is solved.
Step 18Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

## Motor (SHPF paddle) failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Step 2	Go to step 7.	Go to step 3.
<b>Note:</b> Remove the top inner cover, and then make sure that the SHPF front door switch is bypassed.		·
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Paddle		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		

Action	Yes	No
<b>Step 3</b> Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 5.	Go to step 4.
Is the motor properly installed and free of damage?		
Step 4 Reinstall or replace the motor. See <u>"Motor (SHPF paddle)</u> <u>removal" on page 377</u> .	Go to step 5.	The problem is solved.
Does the problem remain?		
Step 5 Check the continuity of the motor cable.	Go to step 7.	Go to step 6.
Stop 6	Co to stop 7	The problem is
Replace the SHPF J4, J5, and J10 cable harness. Does the problem remain?	Go to step 7.	solved.
<ul> <li>Step 7</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> <li>b Find the sensor (Paddle home).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 10.	Go to step 8.
Step 8	Go to step 10.	Go to step 9.
<ul> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>		
Step 9	Go to step 10	The problem is
Reinstall or replace the sensor. See <u>"SHPF paddle motor FRUs</u> removal" on page 378.		solved.
Does the problem remain?		

Action	Yes	No
Step 10	Go to step 12.	Go to step 11.
Check the following components for misalignment, wear, and damage:		
SHPF paddle drive gear		
SHPF paddle drive belt		
Are the components properly installed and free of wear and damage?		
Step 11	Go to step 12.	The problem is
Reinstall or replace the affected components. See <u>"SHPF paddle</u> drive gears removal" on page 377 and <u>"SHPF paddle motor</u> FRUs removal" on page 378.		solved.
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Check the SHPF paddle drive encoder for misalignment, wear, and damage.		
Is the encoder properly installed and free of damage?		
Step 13	Go to step 14.	The problem is
Reinstall or replace the encoder. See <u>"SHPF paddle drive gears</u> removal" on page 377.		solved.
Does the problem remain?		
Step 14	Go to step 15.	The problem is
<b>a</b> Reseat the cables J4 and J5 on the SHPF controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
Does the problem remain?		
Step 15	Go to step 17.	Go to step 16.
Check the following components for wear and damage:		
SHPF paddle cam		
SHPF compiler guide lever		
Are the components free of wear and damage?		
Step 16	Go to step 17.	The problem is
Replace the damaged components. See <b><u>"SHPF paddle cam and</u></b> compiler guide lever removal" on page 356.		solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 17</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> </ul>	Go to step 19.	Go to step 18.
Step 18       Replace the cable.       Does the problem remain?	Go to step 19.	The problem is solved.
<b>Step 19</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 20.	The problem is solved.
Step 20Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

# **36y errors**

### **36y error messages**

Error code	Description	Action
364.50	The staple finisher upper exit roller did not reach or clear the sensor (staple finisher upper exit roller).	See <u>"Staple finisher upper exit roller failure</u> service check" on page 118.
364.63	The SHPF compiler eject drive failed.	See <u>"SHPF ejector failure service check" on</u> page 121.
366.63	The SHPF compiler pre-eject drive failed.	See <u>"SHPF pre-eject failure service check" on</u> page 125.
367.63	The booklet maker aligner did not reach or leave its home position.	See <u>"Motor (SHPF aligner) failure service</u> check" on page 127.

## Staple finisher upper exit roller failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> <li>Does the problem remain?</li> </ul>	Go to step 2.	The problem is solved.
<ul> <li>Step 2</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher sensor tests</li> <li>b Find the sensor (Upper exit roller).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 7.	Go to step 3.
<ul> <li>Step 3</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 5.	Go to step 4.
Step 4         Reinstall or replace the sensor. See <u>"Sensor (staple finisher upper exit roller) removal" on page 248</u> .         Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the continuity of the sensor cable. Does the cable have continuity?	Go to step 7.	Go to step 6.
<b>Step 6</b> Replace the staple finisher exit section cable. Does the problem remain?	Go to step 7.	The problem is solved.
<ul> <li>Step 7</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher motor tests &gt; Exit roller lift</li> <li>b Touch Start.</li> <li>Does the motor run?</li> </ul>	Go to step 10.	Go to step 8.

Action	Yes	No
Step 8	Go to step 10.	Go to step 9.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Reinstall or replace the motor. See <u>"Motor (staple finisher upper</u> <u>exit) removal" on page 243</u> .		solved.
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
<b>a</b> Reseat the cable CN109 on the staple finisher controller board.		
<b>b</b> If applicable, reseat the junction connectors on the cable.		
<b>c</b> Make sure that the cable does not interfere with moving parts.		
<b>d</b> Check the cable for damage.		
Is the cable free of damage?		
Step 11	Go to step 12	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Check the following components for misalignment, wear, and damage:		
Staple finisher upper exit belt		
Staple finisher upper exit gear		
Staple finisher upper exit idler gear		
Staple finisher upper exit actuator		
Are the components properly installed and free of wear and damage?		
Step 13	Go to step 14.	The problem is
Replace the affected components. See <u>"Staple finisher upper exit</u> actuator removal" on page 277 and <u>"Staple finisher exit roller</u> drive belts and gears removal" on page 275.		solved.
Does the problem remain?		
Step 14	Go to step 16.	Go to step 15.
<b>a</b> Remove the upper exit roller assembly. See <u>"Staple finisher</u>		
upper exit roller assembly removal" on page 297.		
<b>b</b> Check the components for misalignment, wear, and damage.		
Are the components properly installed and free of wear and damage?		

Action	Yes	No
<b>Step 15</b> Reinstall or replace the affected component. Does the problem remain?	Go to step 16.	The problem is solved.
<b>Step 16</b> Check the staple finisher exit roller solenoid for misalignment and damage. Is the solenoid properly installed and free of damage?	Go to step 18.	Go to step 17.
Step 17 Replace the solenoid. See <u>"Staple finisher exit roller solenoid</u> removal" on page 276. Does the problem remain?	Go to step 18.	The problem is solved.
<ul> <li>Step 18</li> <li>a Reseat the interface cable on the staple finisher controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 20.	Go to step 19.
Step 19         Replace the cable. See <u>"Staple finisher interface cable removal"</u> on page 237.         Does the problem remain?	Go to step 20.	The problem is solved.
Step 20 Reseat all the cables on the staple finisher controller board, and then reset the printer. Does the problem remain?	Go to step 21.	The problem is solved.
Step 21         Replace the controller board. See <u>"Staple finisher controller</u> board removal" on page 236.         Does the problem remain?	Contact the next level of support.	The problem is solved.

## SHPF ejector failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 2</li> <li>Note: Remove the upper left cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher motor tests &gt; Compiler pre-eject</li> <li>b Touch Start.</li> </ul>	Go to step 7.	Go to step 3.
Does the motor run?		
Step 3 Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 5.	Go to step 4.
Star 4		The such laws is
Reinstall or replace the motor. See <u>"Motor (SHPF compiler pre-</u> eject) removal" on page 393.	Go to step 5.	solved.
Does the problem remain?		
Step 5 Check the continuity of the motor cable.	Go to step 7.	Go to step 6.
Does the cable have continuity?		
Step 6 Replace the SHPF ejector cable or SHPF ejector cable harness.	Go to step 7.	The problem is solved.
Does the problem remain?		
Step 7	Go to step 12.	Go to step 8.
<b>Note:</b> Remove the upper left cover, and then make sure that the SHPF front door switch is bypassed.		
a Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Compiler eject		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		

Action	Yes	No
Step 8	Go to step 10.	Go to step 9.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF compiler eject)</u> removal" on page 392.		solved.
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 11	Go to step 12.	The problem is
Replace the SHPF ejector cable.		solved.
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Remove the upper left cover, and then check the components at the back of the cover for misalignment, wear, and damage:		
SHPF elevator bin stack height sensor actuator arms		
SHPF elevator bin front stack height sensor actuator		
SHPF elevator bin rear stack height sensor actuator		
<ul> <li>SHPF elevator bin stack height finger holders</li> </ul>		
SHPF elevator bin stack height fingers		
SHPF elevator bin stack height drive gear		
SHPF elevator bin stack height sensor actuator arm gear		
Are the components properly installed and free of wear and		
damage?		
Step 13	Go to step 14.	The problem is
Reinstall or replace the affected components. See the following:		solved.
• <u>"SHPF elevator bin stack height sensor actuator arms and</u>		
gears removal" on page 343		
<u>"SHPF elevator bin stack height sensor actuator removal" on</u> page 342		
<u>"SHPF elevator bin stack height drive gear removal" on</u> page 344		
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 14</li> <li>Check the following components for misalignment and damage:</li> <li>SHPF pre-eject motor and eject motor encoders</li> <li>SHPF compiler eject sensor actuators</li> </ul>	Go to step 16.	Go to step 15.
Are the components properly installed and free of damage?		
Step 15Reinstall or replace the affected components.Does the problem remain?	Go to step 16.	The problem is solved.
Step 16	Go to step 19.	Go to step 17.
<ul> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> <li>b Find the sensor (Compiler home) and sensor (Compiler position).</li> </ul>		
Do the sensor statuses change while toggling the sensors?		
<ul> <li>Step 17</li> <li>a Reseat the sensor (SHPF eject clamp home) and sensor (SHPF eject clamp position) cables, and then clear the sensors of debris and dust.</li> <li>b Check the sensors for misalignment and damage.</li> <li>Are the sensors properly installed and free of damage?</li> </ul>	Go to step 19.	Go to step 18.
Step 18Reinstall or replace the affected sensors. See <u>"SHPF compiler</u> eject sensors removal" on page 394.Does the problem remain?	Go to step 19.	The problem is solved.
<ul> <li>Step 19</li> <li>a Reseat the sensor (SHPF compiler eject) and sensor (SHPF compiler pre-eject) cables, and then clear the sensors of debris and dust.</li> <li>b Check the sensors for misalignment and damage.</li> <li>Are the sensors properly installed and free of damage?</li> </ul>	Go to step 21.	Go to step 20.
Step 20         Reinstall or replace the affected sensors. See <u>"SHPF compiler</u> eject sensors removal" on page 394.         Does the problem remain?	Go to step 21.	The problem is solved.

Action	Yes	No
Step 21	Go to step 23.	Go to step 22.
damage:		
<ul> <li>SHPF compiler pre-eject drive gear</li> </ul>		
<ul> <li>SHPF compiler pre-eject drive belt</li> </ul>		
SHPF compiler eject gear		
SHPF compiler eject belt		
Are the components properly installed and free of wear and damage?		
Step 22	Go to step 23.	The problem is
Reinstall or replace the affected components. See <u>"SHPF—</u> Compiler section 1" on page 589.		solved.
Does the problem remain?		
Step 23	Go to step 24.	The problem is
Replace the SHPF ejector. See <b><u>"SHPF compiler assembly</u></b>		solved.
<u>removal" on page 396</u> .		
Does the problem remain?		
Step 24	Go to step 25.	The problem is
<b>a</b> Reseat the cables J12 and J13 on the SHPF controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
Does the problem remain?		
Step 25	Go to step 27.	Go to step 26.
<b>a</b> Reseat the interface cable on the SHPF controller board and printer controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 26	Go to step 27.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 27	Go to step 28.	The problem is
Reseat all the cables on the SHPF controller board, and then reset the printer.		solved.
Does the problem remain?		

Action	Yes	Νο
Step 28 Replace the controller board. See <u>"SHPF controller board</u> <u>removal" on page 357</u> .	Contact the next level of support.	The problem is solved.
Does the problem remain?		

# SHPF pre-eject failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a At the back of the printer, reseat the interface cable.</li> <li>b Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Step 2	Go to step 7.	Go to step 3.
<b>Note:</b> Remove the upper left cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Compiler pre-eject		
b Touch Start		
Does the motor run?		
<b>Step 3</b> Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 5.	Go to step 4.
Is the motor properly installed and free of damage?		
Step 4 Reinstall or replace the motor. See <u>"Motor (SHPF compiler pre-</u> eject) removal" on page 393.	Go to step 5.	The problem is solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the SHPF ejector cable.		solved.
Does the problem remain?		

Action	Yes	No
Step 7	Go to step 10.	Go to step 8.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Pre-eject away).		
Does the sensor status change while toggling the sensor?		
Step 8	Go to step 10.	Go to step 9.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Reinstall or replace the sensor. See <u>"SHPF compiler eject sensors</u>		solved.
Temoval on page 394.		
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
Check the SHPF pre-eject motor encoder for misalignment and damage.		
Is the encoder properly installed and free of damage?		
Step 11	Go to step 12.	The problem is
Reinstall or replace the encoder. See <u>"SHPF—Compiler section 1"</u> on page 589.		solved.
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Check the following components for misalignment, wear, and damage:		
<ul> <li>SHPF compiler pre-eject drive gear</li> </ul>		
SHPF compiler pre-eject drive belt		
Are the components properly installed and free of wear and damage?		
Step 13	Go to step 14.	The problem is
Reinstall or replace the affected components. See <u>"SHPF</u> Compiler section 1" on page 589.		solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 14</li> <li>a Reseat the cables J12 and J13 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cables.</li> <li>c Make sure that the cables do not interfere with moving parts.</li> </ul>	Go to step 15.	The problem is solved.
	C	Calta atau 10
<ul> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> </ul>	Go to step 17.	Go to step 16.
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 16	Go to step 17.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 17	Go to step 18.	The problem is
Reseat all the cables on the SHPF controller board, and then reset the printer.		solved.
Does the problem remain?		
Step 18         Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.	Contact the next level of support.	The problem is solved.
Does the problem remain?		

# Motor (SHPF aligner) failure service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Peset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 2	Go to step 7.	Go to step 3.
<b>Note:</b> Remove the top inner cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Trailing edge stopper		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 3	Go to step 5.	Go to step 4.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 4	Go to step 5.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF aligner)</u> removal" on page 384.		solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the SHPF J4, J5, and J10 cable harness.		solved.
Does the problem remain?		
Step 7	Go to step 10.	Go to step 8.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Aligner position).		
Does the sensor status change while toggling the sensor?		
Step 8	Go to step 10.	Go to step 9.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		

Action	Yes	No
Step 9 Reinstall or replace the sensor. See <u>"Sensor (SHPF aligner</u> position) removal" on page 407. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10	Go to step 12	Go to step 11
Check the SHPF aligner belt for misalignment, wear, and damage.	00 to step 12.	
Is the belt properly installed and free of wear and damage?		
Step 11 Reinstall or replace the belt. See <u>"SHPF—Transport section 1" on</u> page 571.	Go to step 12.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 12</li> <li>Check the following components for misalignment, wear, and damage: <ul> <li>SHPF aligner shaft</li> <li>SHPF front aligner holder</li> <li>SHPF rear aligner holder</li> </ul> </li> <li>Are the components properly installed and free of wear and</li> </ul>	Go to step 14.	Go to step 13.
damage?		
Step 13 Reinstall or replace the affected components. See <u>"SHPF aligner</u> <u>shaft removal" on page 411</u> . Does the problem remain?	Go to step 14.	The problem is solved.
Step 14	Go to step 15.	The problem is
<ul> <li>a Reseat the cables J4 and J5 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cables.</li> <li>c Make sure that the cables do not interfere with moving parts.</li> </ul>		solved.
Stor 4E	Co to stop 17	Catastan 10
<ul> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> </ul>	Go to step 17.	Go to step 16.
Is the cable free of damage?		

Action	Yes	No
<b>Step 16</b> Replace the cable.	Go to step 17.	The problem is solved.
Does the problem remain?		
Step 17Reseat all the cables on the SHPF controller board, and then reset the printer.Does the problem remain?	Go to step 18.	The problem is solved.
<b>Step 18</b> Replace the controller board. See <u>"SHPF controller board</u> <u>removal" on page 357</u> . Does the problem remain?	Contact the next level of support.	The problem is solved.

#### 374-383 errors

#### 374–383 error messages

Error code	Description	Action
374.63	The staple finisher bin did not reach or leave its home position.	See <u>"Motor (staple finisher elevator) failure</u> service check" on page 130.
374.63	The SHPF elevator drive failed.	See <u>"SHPF elevator bin failure service check"</u> on page 134.
379.63	The bin lever did not reach or clear the sensor (SHPF bin lever control).	See <u>"SHPF elevator bin stack height failure</u> service check" on page 138.
383.63	The staple finisher staple unit failed to staple or it did not leave its home position.	See <u>"Staple finisher staple unit failure service</u> <u>check" on page 79</u> .
383.63	The SHPF staple unit drive failed.	See <u>"SHPF staple unit failure service check" on page 82</u> .

## Motor (staple finisher elevator) failure service check

Action	Yes	Νο
<ul><li>Step 1</li><li>a Remove the paper jams and fragments along the bin and paper path.</li></ul>	Go to step 2.	The problem is solved.
<ul><li>b At the back of the printer, reseat the interface cable.</li><li>c Reset the printer.</li></ul>		
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 2</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher sensor tests</li> <li>b Find the sensor (Elevator bin home).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 7.	Go to step 3.
<ul> <li>Step 3</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 5.	Go to step 4.
<b>Step 4</b> Reinstall or replace the sensor. See <u>"Sensor (staple finisher</u> <u>elevator home) removal" on page 249</u> . Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the sensor cable. Does the cable have continuity?	Go to step 7.	Go to step 6.
<b>Step 6</b> Replace the staple finisher exit section cable. Does the problem remain?	Go to step 7.	The problem is solved.
<ul> <li>Step 7</li> <li>a Reseat the cables CN108 and CN110 on the staple finisher controller board.</li> <li>b If applicable, reseat the junction connectors on the cables.</li> <li>c Make sure that the cables do not interfere with moving parts.</li> <li>d Check the cables for damage.</li> <li>Are the cables free of damage?</li> </ul>	Go to step 9.	Go to step 8.
<b>Step 8</b> Replace the damaged cables. Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9	Go to step 14.	Go to step 10.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple finisher motor tests > Elevator		
<b>b</b> Touch <b>Start</b> .		
Does the motor run?		
Step 10	Go to step 12.	Go to step 11.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 11	Go to step 12.	The problem is
Reinstall or replace the motor. See <u>"Motor (staple finisher</u> elevator) removal" on page 242.		solved.
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 13	Go to step 14.	The problem is
Replace the staple finisher elevator section cable.		
Does the problem remain?		
Step 14	Go to step 16.	Go to step 15.
Check the following components for misalignment and damage:		
Staple finisher elevator belts		
Staple finisher elevator top rear gear		
Staple finisher elevator bottom gears		
Staple finisher elevator top front gear		
Staple finisher idler gears     Staple finisher elevater drive gears		
• Staple inisher elevator drive gear		
Are the components properly installed and free of damage?		
Step 15	Go to step 16.	The problem is
Replace the affected components. See <u>"Staple finisher elevator</u>		solved.
gears removal" on page 264 and "Staple finisher elevator drive		
Does the problem remain?		

Action	Yes	No
Step 16 Check the staple finisher bin stack height actuator and its spring for misalignment and damage.	Go to step 18.	Go to step 17.
Stop 17	Co to stop 19	The problem is
Replace the actuator. See <u>"Staple finisher bin stack height</u> actuator removal" on page 228. Does the problem remain?		solved.
Step 18	Go to step 20.	Go to step 19.
Check the staple finisher bin stack height solenoid for misalignment and damage.		
Is the solenoid properly installed and free of damage?		
Step 19 Replace the solenoid. See <u>"Staple finisher bin stack height</u> solenoid removal" on page 227.	Go to step 20.	The problem is solved.
Does the problem remain?		
Step 20	Go to step 25.	Go to step 21.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple finisher sensor tests		
<b>b</b> Find the sensor (Elevator bin stack height) or (Elevator bin level).		
Does the sensor status change while toggling the sensor?		
Step 21	Go to step 22.	Go to step 22.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 22	Go to step 23.	The problem is
Reinstall or replace the sensor. See <u>"Staple finisher bin stack</u> height assembly sensors removal" on page 226.		solved.
Does the problem remain?		
Step 23	Go to step 25.	Go to step 24.
Check the sensor cable.		
Does the cable have continuity?		

Action	Yes	No
Step 24	Go to step 25.	The problem is
Replace the staple finisher bin stack height cable.		solved.
Does the problem remain?		
Sten 25	Go to step 27	Go to step 26
<ul> <li><b>a</b> Reseat the interface cable on the staple finisher controller board.</li> </ul>	00 10 3100 27.	00 to step 20.
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 26	Go to step 27.	The problem is
Replace the cable. See <u>"Staple finisher interface cable removal"</u>		solved.
on page 237		
Does the problem remain?		
Step 27	Go to step 28.	The problem is
Reseat all the cables on the staple finisher controller board, and		solved.
then reset the printer.		
Does the problem remain?		
Step 28	Contact the next	The problem is
Replace the controller board. See <u>"Staple finisher controller</u>	level of support.	solved.
board removal" on page 236.		
Does the problem remain?		

#### SHPF elevator bin failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 2</li> <li>Note: Remove the rear cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher motor tests &gt; Elevator</li> <li>b Touch Start.</li> <li>Does the motor run?</li> </ul>	Go to step 7.	Go to step 3.
Step 3Reseat the motor cable, and then check the motor for misalignment and damage.Is the motor properly installed and free of damage?	Go to step 5.	Go to step 4.
Step 4 Reinstall or replace the motor. See <u>"Motor (SHPF elevator)</u> <u>removal" on page 352</u> . Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the continuity of the motor cable. Does the cable have continuity?	Go to step 7.	Go to step 6.
<b>Step 6</b> Replace the SHPF J9 cable harness. Does the problem remain?	Go to step 7.	The problem is solved.
<ul> <li>Step 7</li> <li>a Reseat the sensor (SHPF elevator position) cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 9.	Go to step 8.
<b>Step 8</b> Reinstall or replace the sensor. See <u>"Sensor (SHPF elevator</u> position) removal" on page 353. Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9	Go to step 11.	Go to step 10.
Check the following components for misalignment, wear, and damage:		
SHPF elevator motor encoder		
SHPF elevator motor encoder belt		
Are the components properly installed and free of wear and damage?		
Step 10	Go to step 11.	The problem is
Reinstall or replace the affected components. See <u>"Motor (SHPF</u> <u>elevator) removal" on page 352</u> .		solved.
Does the problem remain?		
Step 11	Go to step 13.	Go to step 12.
Check the following components for misalignment, wear, and damage:		
SHPF elevator belt		
SHPF elevator gear		
SHPF elevator bin clutch gear		
SHPF elevator drive gear		
SHPF elevator bin idler gear		
Are the components properly installed and free of wear and damage?		
Step 12	Go to step 13.	The problem is
Reinstall or replace the affected components. See <u>"SHPF elevator</u> belts removals" on page 370 and <u>"SHPF elevator drive</u> assembly removal" on page 354.		solved.
Does the problem remain?		
Step 13	Go to step 15.	Go to step 14.
Check the following components for misalignment, wear, and damage:		
SHPF elevator belt springs		
SHPF elevator bin front bracket		
SHPF elevator bin rear bracket		
SHPF elevator belt holders		
Are the components properly installed and free of wear and damage?		

Action	Yes	No
Step 14 Reinstall or replace the affected components. See <u>"SHPF elevator</u> belts removals" on page 370. Does the problem remain?	Go to step 15.	The problem is solved.
Step 15	Go to step 17	Go to step 16
<ul> <li>a Rotate the elevator bin shaft and check for proper movement.</li> <li>b Check the shaft ball bearings for wear and damage.</li> <li>Are the shaft ball bearings properly installed and free of wear and damage?</li> </ul>	Go to step 17.	Go to step to.
Step 16         Reinstall or replace the affected bearings. See <u>"SHPF—Elevator</u> bin section 2" on page 585.         Does the problem remain?	Go to step 17.	The problem is solved.
<ul> <li>Step 17</li> <li>a Reseat the cables J9 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> </ul>	Go to step 18.	The problem is solved.
<ul> <li>Step 18</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> </ul>	Go to step 20.	Go to step 19.
Is the cable free of damage?		
Step 19 Replace the cable.	Go to step 20.	The problem is solved.
Sten 20	Go to step 21	The problem is
Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	00 to step 21.	solved.
Step 21 Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.	Contact the next level of support.	The problem is solved.
Does the problem remain?		

## SHPF elevator bin stack height failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>Note:</b> Remove the rear cover, and then make sure that the SHPF front door switch is bypassed.		
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher motor tests > Elevator bin stack height		
b Touch Start.		
Does the motor run?		
Step 3	Go to step 5.	Go to step 4.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 4Reinstall or replace the motor. See <a href="mailto:"><u>"Motor (SHPF elevator bin</u></a> stack height) removal" on page 345.	Go to step 5.	The problem is solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7	The problem is
Replace the SHPF elevator bin stack height cable.		solved.
Does the problem remain?		
Step 7	Go to step 10.	Go to step 8.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Main bin full).		
Does the sensor status change while toggling the sensor?		

io to step 10. io to step 10.	Go to step 9.
Go to step 10.	
so to step 10.	The problem is
io to step 10.	The problem is
so to step 10.	The problem is
	solved.
to to stop 12	Cata atan 11
o to step 12.	Go to step 11.
io to step 12.	The problem is solved.
·	
io to step 14.	Go to step 13.

Action	Yes	No
<ul> <li>Step 13</li> <li>Reinstall or replace the affected components. See the following: <ul> <li>"SHPF elevator bin stack height sensor actuator arms and gears removal" on page 343</li> <li>"SHPF elevator bin stack height sensor actuator removal" on page 342</li> <li>"SHPF upper left cover sensors removal" on page 341</li> <li>"SHPF elevator bin stack height sensor actuator removal" on page 342</li> <li>"SHPF elevator bin stack height sensor actuator removal" on page 342</li> <li>"SHPF elevator bin stack height sensor actuator removal" on page 342</li> <li>"SHPF elevator bin stack height sensor actuator removal" on page 342</li> <li>"SHPF elevator bin stack height drive gear removal" on page 344</li> <li>"SHPF elevator bin stack height sensor actuator arms and gears removal" on page 343</li> </ul> </li> <li>Does the problem remain?</li> </ul>	Go to step 14.	The problem is solved.
<ul> <li>Step 14</li> <li>a Reseat the cable J14 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 15.	The problem is solved.
<ul> <li>Step 15</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>ls the cable free of damage?</li> </ul>	Go to step 17.	Go to step 16.
<b>Step 16</b> Replace the cable. Does the problem remain?	Go to step 17.	The problem is solved.
<b>Step 17</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 18.	The problem is solved.
Step 18         Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.         Does the problem remain?	Contact the next level of support.	The problem is solved.

## **39y** errors

#### **39y error messages**

Error code	Description	Action
390.73	The booklet maker tamper did not reach or leave its home position.	See <u>"Motor (booklet maker tamper) failure</u> service check" on page 141.
391.73	The booklet maker aligner did not reach or leave its home position.	See <u>"Motor (booklet maker aligner) failure</u> service check" on page 143.
392.73	The booklet maker bifold guide did not reach or leave its home position.	See <u>"Motor (bifold guide) failure service check"</u> on page 146.
393.73	The booklet maker paddle did not reach or leave its home position.	See <u>"Booklet maker paddle assembly failure</u> service check" on page 149.
394.73	The booklet maker trifold guide did not reach or leave its home position.	See <u>"Motor (trifold guide) failure service check"</u> on page 152.
395.73	The booklet maker bifold knife did not reach or leave its home position.	See <u>"Motor (bifold knife) failure service check"</u> on page 154.
396.73	The booklet maker staple unit failed.	See <u>"Booklet maker staple unit failure service</u> <u>check" on page 78</u> .
397.73	The booklet maker decurl drive failed.	See <u>"Booklet maker decurl assembly failure</u> service check" on page 157.

### Motor (booklet maker tamper) failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Unplug the booklet maker interface cable from the SHPF.</li> <li>b Reseat the cable, and then reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 2</li> <li>a Remove the middle frame brace.</li> <li>b Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Booklet maker motor tests &gt; Tamper</li> <li>c Touch Start.</li> <li>Does the motor run?</li> </ul>	Go to step 7.	Go to step 3.
Step 3Reseat the motor cable, and then check the motor for misalignment and damage.Is the motor properly installed and free of damage?	Go to step 5.	Go to step 4.

Action	Yes	No
Step 4 Reinstall or replace the motor. See <u>"Motor (booklet maker tamper)</u> removal" on page 484.	Go to step 5.	The problem is solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the booklet maker J7 cable harness.		solved.
Does the problem remain?		
Step 7	Go to step 10.	Go to step 8.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Tamper home).		
Does the sensor status change while toggling the sensor?		
Step 8	Go to step 10.	Go to step 9.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 9	Go to step 10.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u>		solved.
tamper home) removal" on page 524.		
Does the problem remain?		
Step 10	Go to step 12.	Go to step 11.
Check the following components for misalignment, wear, and		
Booklet maker front tamper		
Booklet maker tamper rack		
<ul> <li>Booklet maker tamper drive gear</li> </ul>		
Booklet maker rear tamper		
Are the components properly installed and free of wear and damage?		

Action	Yes	No
Step 11         Reinstall or replace the affected components. See <u>"Booklet maker</u> tamper tray removal" on page 521.         Does the problem remain?	Go to step 12.	The problem is solved.
<ul> <li>Step 12</li> <li>a Reseat the cable J7 on the booklet maker controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 13.	The problem is solved.
<ul> <li>Step 13</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 15.	Go to step 14.
<b>Step 14</b> Replace the cable. Does the problem remain?	Go to step 15.	The problem is solved.
Step 15Reseat all the cables on the booklet maker controller board, and then reset the printer.Does the problem remain?	Go to step 16.	The problem is solved.
<b>Step 16</b> Replace the controller board. See <u><b>"Booklet maker controller</b></u> <u>board removal" on page 454</u> . Does the problem remain?	Contact the next level of support.	The problem is solved.

## Motor (booklet maker aligner) failure service check

Action	Yes	Νο
<ul><li>Step 1</li><li>a Unplug the booklet maker interface cable from the SHPF.</li><li>b Reseat the cable, and then reset the printer.</li></ul>	Go to step 2.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Stopper home).		
Does the sensor status change while toggling the sensor?		
Step 3	Go to step 5.	Go to step 4.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 4	Go to step 5.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u> aligner home) removal" on page 487.		solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the booklet maker J10 and J11 cable harness.		solved.
Does the problem remain?		
Step 7	Go to step 10.	Go to step 8.
<b>a</b> Remove the middle frame brace.		
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests > Stopper		
c Touch Start.		
Does the motor run?		
Step 8	Go to step 10.	Go to step 9.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Action	Yes	No
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Step 9 Reinstall or replace the motor. See <u>"Motor (booklet maker aligner)</u> removal" on page 483.	Go to step 10.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 10</li> <li>Remove the booklet maker aligner assembly, and then check the following components for misalignment, wear, and damage: <ul> <li>Booklet maker aligner tension pulley</li> <li>Booklet maker aligner belt</li> <li>Booklet maker aligner tension spring</li> <li>Booklet maker aligner gear</li> <li>Booklet maker aligner drive gear</li> <li>Booklet maker compiler stack front guide</li> <li>Booklet maker aligner carriage</li> </ul> </li> </ul>	Go to step 12.	Go to step 11.
Are the components properly installed and free of wear and damage?		
<ul> <li>Step 11</li> <li>Reinstall or replace the affected components. See the following:</li> <li>"Booklet maker aligner gears removal" on page 493</li> <li>"Booklet maker aligner belt removal" on page 492</li> <li>"Booklet maker aligner jam access door removal" on page 452</li> <li>"Booklet maker aligner solenoid removal" on page 494</li> <li>Does the problem remain?</li> </ul>	Go to step 12.	The problem is solved.
<ul> <li>Step 12</li> <li>a Reseat the cable J10 on the booklet maker controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> </ul>	Go to step 13.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 13</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 15.	Go to step 14.

Action	Yes	No
<b>Step 14</b> Replace the cable.	Go to step 15.	The problem is solved.
Does the problem remain?		
Step 15Reseat all the cables on the booklet maker controller board, and then reset the printer.Does the problem remain?	Go to step 16.	The problem is solved.
Step 16Replace the controller board. See <a href="mailto:">"Booklet maker controller</a> board removal" on page 454Does the problem remain?	Contact the next level of support.	The problem is solved.

# Motor (bifold guide) failure service check

Action	Yes	Νο
Step 1	Go to step 2.	The problem is
<b>a</b> Unplug the booklet maker interface cable from the SHPF.		solved.
<b>b</b> Reseat the cable, and then reset the printer.		
Doos the problem remain?		
Step 2	Go to step 7.	Go to step 3.
a Remove the front cover.		
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests > Center fold guide		
c Touch Start.		
Does the motor run?		
Step 3	Go to step 5.	Go to step 4.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 4	Go to step 5.	The problem is
Reinstall or replace the motor. See "Motor (bifold guide) removal"		solved.
on page 478.		
Does the problem remain?		

Action	Yes	No
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
<b>Step 6</b> Replace the booklet maker J8 and J9 cable harness.	Go to step 7.	The problem is solved.
Does the problem remain?		
Step 7	Go to step 9.	Go to step 8.
Check the bifold guide home sensor actuator for misalignment and damage.		
Is the sensor actuator properly installed and free of damage?		
<b>Step 8</b> Reinstall or replace the sensor actuator. See <u>"Bifold roller drive</u> gears removal" on page 516.	Go to step 9.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 9</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Hole punch booklet finisher sensor tests</li> <li>b Find the sensor (Center fold guide home).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 12.	Go to step 10.
Step 10	Go to step 12.	Go to step 11.
<ul> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>		
Step 11	Go to step 12.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (bifold guide home)</u> removal" on page 480.		solved.
Does the problem remain?		
<ul> <li>Step 12</li> <li>a Check if the colored teeth of the bifold roller timing gear and trifold knife front idler gear are aligned.</li> <li>b Check the gears for damage.</li> <li>Are the gears properly installed and free of damage?</li> </ul>	Go to step 14.	Go to step 13.

Action	Yes	No
Step 13Reinstall or replace the affected gears. See "Bifold guide drive gears removal" on page 518.Does the problem remain?	Go to step 14.	The problem is solved.
Step 14	Go to step 16.	Go to step 15.
<ul> <li>Check the following gears for misalignment, wear, and damage:</li> <li>Lower bifold roller gear</li> <li>Bifold guide drive gear</li> </ul>		
Are the gears properly installed and free of wear and damage?		
Step 15 Reinstall or replace the affected gears. See <u>"Bifold lower roller</u> removal" on page 501 and <u>"Bifold guide drive gears removal"</u> on page 518.	Go to step 16.	The problem is solved.
Does the problem remain?		
<b>Step 16</b> Check the bifold guide for misalignment and damage. Is the guide properly installed and free of damage?	Go to step 18.	Go to step 17.
Step 17	Go to step 18.	The problem is
Reinstall or replace the guide. See <u>"Booklet maker—Fold section</u> <u>2" on page 605</u> .		solved.
Does the problem remain?		
<ul> <li>Step 18</li> <li>a Check if the bifold roller springs are properly engaged with their arms.</li> <li>b Check the springs for damage.</li> <li>Are the springs properly installed and free of damage?</li> </ul>	Go to step 20.	Go to step 19.
Step 19	Go to step 20.	The problem is
Reinstall or replace the affected springs. See <u>"Bifold roller springs</u> removal" on page 472.		solved.
Does the problem remain?		
<ul> <li>Step 20</li> <li>a Clear the bifold rollers of debris and dust.</li> <li>b Check the rollers for misalignment, wear, and damage.</li> <li>Are the rollers properly installed and free of wear and damage?</li> </ul>	Go to step 22.	Go to step 21.

Action	Yes	Νο
Step 21         Reinstall or replace the affected rollers. See "Bifold upper roller removal" on page 498 and "Bifold lower roller removal" on page 501.         Does the problem remain?	Go to step 22.	The problem is solved.
<ul> <li>Step 22</li> <li>a Reseat the cable J9 on the booklet maker controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 23.	The problem is solved.
<ul> <li>Step 23</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>ls the cable free of damage?</li> </ul>	Go to step 25.	Go to step 24.
<b>Step 24</b> Replace the cable. Does the problem remain?	Go to step 25.	The problem is solved.
Step 25 Reseat all the cables on the booklet maker controller board, and then reset the printer. Does the problem remain?	Go to step 26.	The problem is solved.
<b>Step 26</b> Replace the controller board. See <u><b>"Booklet maker controller</b></u> <u>board removal" on page 454</u> . Does the problem remain?	Contact the next level of support.	The problem is solved.

### Booklet maker paddle assembly failure service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Unplug the booklet maker interface cable from the SHPF.</li> <li>b Reseat the cable, and then reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Remove the middle frame brace.		
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests > Paddle		
c Touch Start.		
Does the motor run?		
Step 3	Go to step 5.	Go to step 4.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 4	Go to step 5.	The problem is
Reinstall or replace the motor. See <u>"Motor (booklet maker paddle)</u> removal" on page 468.		solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the booklet maker J8 and J9 cable harness.		solved.
Does the problem remain?		
Stor 7	Co to stop 0	Cata stan 9
Step /	Go to step 9.	Go to step 8.
and damage.		
Is the encoder properly installed and free of wear and damage?		
Step 8	Go to step 9.	The problem is
Reinstall or replace the encoder. See <u><b>"Booklet maker paddle</b></u> gears removal" on page 467.		solved.
Does the problem remain?		
Step 9	Go to step 12.	Go to step 10.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Paddle home).		
Does the sensor status change while toggling the sensor?		

Action	Yes	No
<ul> <li>Step 10</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> </ul>	Go to step 12.	Go to step 11.
Is the sensor properly installed and free of damage?		
Step 11 Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u> paddle home) removal" on page 469. Does the problem remain?	Go to step 12.	The problem is solved.
Sten 12	Go to step 14	Go to step 13
Check the following components for misalignment, wear, and damage: • Booklet maker paddle gear • Booklet maker paddle belt • Booklet maker paddle tensioner pulley	Go to step 14.	Go to step is.
Are the components properly installed and free of wear and damage?		
Step 13 Reinstall or replace the affected components. See <u>"Booklet maker</u> paddle gears removal" on page 467 and <u>"Booklet maker paddle</u> belt removal" on page 467. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14	Go to step 16.	Go to step 15.
<ul> <li>a Clear the booklet maker upper and lower paddles of debris and dust.</li> <li>b Check the paddles for misalignment, wear, and damage.</li> <li>Are the paddles properly installed and free of wear damage?</li> </ul>		
Step 15	Go to step 16.	The problem is
Reinstall or replace the affected paddles. See <u>"Booklet maker</u> <u>lower paddle removal" on page 454</u> and <u>"Booklet maker upper</u> <u>paddle removal" on page 497</u> .		solved.
Does the problem remain?		
<ul> <li>Step 16</li> <li>a Reseat the cable J9 on the booklet maker controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> </ul>	Go to step 17.	The problem is solved.

Action	Yes	No
<ul> <li>Step 17</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 19.	Go to step 18.
<b>Step 18</b> Replace the cable. Does the problem remain?	Go to step 19.	The problem is solved.
<b>Step 19</b> Reseat all the cables on the booklet maker controller board, and then reset the printer. Does the problem remain?	Go to step 20.	The problem is solved.
Step 20Replace the controller board. See <a href="mailto:">"Booklet maker controller</a> board removal" on page 454.Does the problem remain?	Contact the next level of support.	The problem is solved.

# Motor (trifold guide) failure service check

Action	Yes	No
<ul><li>Step 1</li><li>a Unplug the booklet maker interface cable from the SHPF.</li><li>b Reseat the cable, and then reset the printer.</li></ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
a Remove the front cover.		
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests > Trifold guide		
c Touch Start.		
Does the motor run?		
Step 3	Go to step 5.	Go to step 4.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		

Action	Yes	No
Step 4 Reinstall or replace the motor. See <u>"Motor (trifold guide) removal"</u> on page 481. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
<b>Step 6</b> Replace the booklet maker J8 and J9 cable harness.	Go to step 7.	The problem is solved.
Does the problem remain?		
<b>Step 7</b> Check the trifold gate actuator for misalignment and damage. Is the gate actuator properly installed and free of damage?	Go to step 9.	Go to step 8.
Step 8	Go to step 9.	The problem is
Reinstall or replace the gate actuator. See <u>"Trifold gate actuator</u> removal" on page 482.		solved.
Does the problem remain?		
<ul> <li>Step 9</li> <li>a Reseat the sensor (trifold guide home) cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 11.	Go to step 10.
Step 10 Reinstall or replace the sensor. See <u>"Sensor (trifold guide home)</u> removal" on page 482	Go to step 11.	The problem is solved.
Does the problem remain?		
Step 11	Go to step 13.	Go to step 12.
Check the trifold diverter for misalignment and damage.		
Is the diverter properly installed and free of damage?		
Step 12	Go to step 13.	The problem is
Reinstall or replace the diverter. See <u>"Trifold diverter removal" on</u> page 507.		soivea.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 13</li> <li>a Reseat the cables J8 and J9 on the booklet maker controller board.</li> <li>b If applicable, reseat the junction connectors on the cables.</li> <li>c Make sure that the cables do not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 14.	The problem is solved.
<ul> <li>Step 14</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 16.	Go to step 15.
<b>Step 15</b> Replace the cable. Does the problem remain?	Go to step 16.	The problem is solved.
<b>Step 16</b> Reseat all the cables on the booklet maker controller board, and then reset the printer. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17         Replace the controller board. See <u>"Booklet maker controller</u> board removal" on page 454.         Does the problem remain?	Contact the next level of support.	The problem is solved.

# Motor (bifold knife) failure service check

Action	Yes	No
<ul><li>Step 1</li><li>a Unplug the booklet maker interface cable from the SHPF.</li><li>b Reseat the cable, and then reset the printer.</li></ul>	Go to step 2.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 2	Go to step 7.	Go to step 3.
a Remove the front cover.		
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests > Center fold knife		
<b>c</b> Touch <b>Start</b> .		
Does the motor run?		
Step 3	Go to step 5.	Go to step 4.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 4	Go to step 5.	The problem is
Reinstall or replace the motor. See <u>"Motor (bifold knife) removal"</u> on page 483.		solved.
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 6	Go to step 7.	The problem is
Replace the booklet maker J10 and J11 cable harness.		solved.
Does the problem remain?		
Step 7	Go to step 9.	Go to step 8.
Check the following components for misalignment, wear, and damage:		
Bifold knife		
Bifold knife primary drive gear		
Bifold knife idler gear		
Bifold knife secondary drive gears		
Are the components properly installed and free of wear and damage?		
Step 8	Go to step 9.	The problem is
Reinstall or replace the affected components. See the following:		solved.
<u>"Bifold knife removal" on page 515</u>		
<u>"Bifold knife primary drive gears removal" on page 509</u>		
<u>"Bifold knife secondary drive gears removal" on page 514</u>		
Does the problem remain?		

Action	Yes	No
Step 9	Go to step 12.	Go to step 10.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Center fold knife home).		
Does the sensor status change while toggling the sensor?		
Step 10	Go to step 12.	Go to step 11.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 11	Go to step 12.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (bifold knife home)</u> removal" on page 512.		
Does the problem remain?		
Step 12	Go to step 14.	Go to step 13.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 13	Go to step 14.	The problem is
Replace the booklet maker J7 cable harness.		solved.
Does the problem remain?		
Step 14	Go to step 15.	The problem is
<b>a</b> Reseat the cable J7 on the booklet maker controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cable.		
<b>C</b> Make sure that the cable does not interfere with moving parts.		
Does the problem remain?		
Step 15	Go to step 17.	Go to step 16.
<b>a</b> Reseat the interface cable on the booklet maker controller board and SHPF controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 16	Go to step 17.	The problem is
Replace the cable.		solved.
Does the problem remain?		

Action	Yes	Νο
<b>Step 17</b> Reseat all the cables on the booklet maker controller board, and then reset the printer.	Go to step 18.	The problem is solved.
Does the problem remain?		
Step 18 Replace the controller board. See <u>"Booklet maker controller</u> board removal" on page 454.	Contact the next level of support.	The problem is solved.
Does the problem remain?		

# Booklet maker decurl assembly failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Unplug the booklet maker interface cable from the SHPF.</li> <li>b Reseat the cable, and then reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
<b>Step 2</b> Check the booklet maker decurl guide for misalignment and damage.	Go to step 4.	Go to step 3.
Is the decurl guide properly installed and free of damage?		
Step 3 Reinstall or replace the decurl guide. See <u>"Booklet maker decurl guide removal" on page 477</u> .	Go to step 4.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 4</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Hole punch booklet finisher sensor tests</li> </ul>	Go to step 9.	Go to step 5.
<b>b</b> Find the sensor (Booklet decurl).		
Does the sensor status change while toggling the sensor?		
<ul> <li>Step 5</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> </ul>	Go to step 7.	Go to step 6.
is the sensor property installed and free of damage?		

Action	Yes	No
Step 6 Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u> decurl) removal" on page 476. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7	Go to step 9.	Go to step 8.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
<b>Step 8</b> Replace the booklet maker transport section cable. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9	Go to step 12.	Go to step 10.
<ul> <li>a Remove the front cover.</li> <li>b Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Booklet maker motor tests &gt; Decurl</li> <li>c Touch Start.</li> </ul>		
Does the motor run?		
<b>Step 10</b> Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 12.	Go to step 11.
Is the motor properly installed and free of damage?		
Step 11 Reinstall or replace the motor. See <u>"Motor (booklet maker decurl)</u> <u>removal" on page 471</u> . Does the problem remain?	Go to step 12.	The problem is solved.
Sten 12	Go to step 14	Go to step 13
Check the decurl gears for misalignment, wear, and damage.	00 to step 14.	00 to step 13.
Are the gears properly installed and free of wear and damage?		
<b>Step 13</b> Reinstall or replace the affected gears. See <u>"Booklet maker decurl</u> <u>gears removal" on page 475</u> .	Go to step 14.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 14	Go to step 16.	Go to step 15.
Check the decurl lever for misalignment, wear, and damage.		
Is the lever properly installed and free of wear and damage?		
Step 15	Go to step 16.	The problem is
Reinstall or replace the affected lever. See <u>"Booklet maker decurl</u> lever removal" on page 461.		solved.
Does the problem remain?		
Step 16	Go to step 17.	The problem is
<b>a</b> Reseat the cable J5 on the booklet maker controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cable.		
<b>c</b> Make sure that the cable does not interfere with moving parts.		
Does the problem remain?		
Step 17	Go to step 19.	Go to step 18.
<ul> <li>Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> </ul>		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 18	Go to step 19.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 19	Go to step 20.	The problem is
Reseat all the cables on the booklet maker controller board, and then reset the printer.		solved.
Does the problem remain?		
Step 20	Contact the next	The problem is
Replace the controller board. See <u>"Booklet maker controller</u>	level of support.	solved.
board removal" on page 454.		
Does the problem remain?		

# Symptoms

# Staple finisher symptoms

#### Staple finisher symptoms

Symptom	Action
A persistent <b>Close door G</b> message appears.	See <u>"Staple finisher locks service check" on</u> page 160.
A persistent <b>Remove paper from standard</b> <b>output bin</b> message appears.	See <u>"Staple finisher bin stack height assembly</u> failure service check" on page 162.
Paper is not stapled.	See <u>"Staple finisher stapling failure service</u> <u>check" on page 166</u> .

### Staple finisher locks service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Make sure that the staple finisher is properly installed.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> <li>Does the problem remain?</li> </ul>	Go to step 2.	The problem is solved.
<ul> <li>Step 2</li> <li>a Reseat the staple finisher lock switch cable.</li> <li>b Check the staple finisher lock switch mechanism for misalignment and damage.</li> <li>Is the staple finisher lock switch properly installed and free of damage?</li> </ul>	Go to step 4.	Go to step 3.
Step 3Reinstall or replace the lock switch. See <u>"Staple finisher lock switch removal" on page 233</u> .Does the problem remain?	Go to step 4.	The problem is solved.
<ul> <li>Step 4</li> <li>a Reseat the cable CN106 on the staple finisher controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>d Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 6.	Go to step 5.

Step 5 Replace the staple finisher lock switch cable. See "Staple finisher lock switch removal" on page 233.Go to step 6.The problem is solved.Does the problem remain?Go to step 8.Go to step 8.Go to step 7.Step 6 Check the following components for misalignment and damage: • Staple finisher real lock • Staple finisher release handleGo to step 8.Go to step 7.Are the components properly installed and free of damage?Go to step 8.The problem is solved.Step 7 Replace the affected components. See "Staple finisher locks removal" on page 233.Go to step 8.The problem is solved.Does the problem remain?Go to step 10.Go to step 9.Go to step 9.Step 8 a Reseat the interface cable on the staple finisher controller board.Go to step 10.Go to step 9.Dees the problem remain?Go to step 10.The problem is solved.Step 9 Replace the cable. See "Staple finisher interface cable removal" on page 237.Go to step 10.The problem is solved.Does the problem remain?Step 10 Reseat all the cables on the staple finisher controller board, and then reset the printer.Go to step 11.The problem is solved.Does the problem remain?Step 11 Resplace the controller board. See "Staple finisher controller board, and then reset the printer.Contact the next level of support.The problem is solved.Does the problem remain?Contact the next level of support.The problem is solved.Solved.	Action	Yes	No
Step 6 Check the following components for misalignment and damage: 	<b>Step 5</b> Replace the staple finisher lock switch cable. See <u>"Staple finisher</u> lock switch removal" on page 233. Does the problem remain?	Go to step 6.	The problem is solved.
Check the following components for misalignment and damage: Staple finisher rear lockCheck the following components for misalignment and damage: Staple finisher rear lockCheck the following components for misalignment and damage: Staple finisher rear lockCheck the following components for misalignment and damage: Staple finisher rear lockCheck the following components for misalignment and damage: Staple finisher release handleAre the components properly installed and free of damage?Go to step 8.The problem is solved.Step 7 Replace the affected components. See "Staple finisher locks removal" on page 233.Go to step 8.The problem is solved.Does the problem remain?Step 8 	Step 6	Go to step 8.	Go to step 7.
Are the components properly installed and free of damage?       Go to step 8.       The problem is solved.         Step 7       Go to step 8.       The problem is solved.         Replace the affected components. See "Staple finisher locks removal" on page 233.       Go to step 8.       The problem is solved.         Does the problem remain?       Step 8       Go to step 10.       Go to step 9.         a Reseat the interface cable on the staple finisher controller board.       Bo to step 10.       Go to step 9.         b Reseat the junction connector on the cable.       C Check the cable for damage.       Go to step 10.       The problem is solved.         Is the cable free of damage?       Step 9       Go to step 10.       The problem is solved.         Replace the cable. See "Staple finisher interface cable removal" on page 237.       Go to step 10.       The problem is solved.         Does the problem remain?       Step 10       Go to step 11.       The problem is solved.         Step 10       Reseat all the cables on the staple finisher controller board, and then reset the printer.       Go to step 11.       The problem is solved.         Does the problem remain?       Contact the next level of support.       The problem is solved.       Solved.	<ul> <li>Check the following components for misalignment and damage:</li> <li>Staple finisher rear lock</li> <li>Staple finisher front lock</li> <li>Staple finisher release handle</li> </ul>		
Step 7 Replace the affected components. See "Staple finisher locks removal" on page 233.Go to step 8.The problem is solved.Does the problem remain?Step 8Go to step 10.Go to step 9.a Reseat the interface cable on the staple finisher controller board.Go to step 10.Go to step 9.a Reseat the junction connector on the cable. c Check the cable for damage.Go to step 10.Go to step 9.Is the cable free of damage?Step 9Go to step 10.The problem is solved.Replace the cable. See "Staple finisher interface cable removal" on page 237.Go to step 10.The problem is solved.Does the problem remain?Step 10Go to step 11.The problem is solved.Step 10 Reseat all the cables on the staple finisher controller board, and then reset the printer.Go to step 11.The problem is solved.Does the problem remain?Step 11 Replace the controller board. See "Staple finisher controller board removal" on page 236.Contact the next level of support.The problem is solved.	Are the components properly installed and free of damage?		
Does the problem remain?Go to step 10.Go to step 9.Step 8 a Reseat the interface cable on the staple finisher controller board.Go to step 10.Go to step 9.b Reseat the junction connector on the cable. c Check the cable for damage.Go to step 10.The problem is solved.Is the cable free of damage?Go to step 10.The problem is solved.Step 9 Replace the cable. See <u>"Staple finisher interface cable removal" on page 237.Go to step 10.The problem is solved.Does the problem remain?Go to step 11.The problem is solved.The problem is solved.Step 10 Reseat all the cables on the staple finisher controller board, and then reset the printer.Go to step 11.The problem is solved.Does the problem remain?Contact the next level of support.The problem is solved.</u>	Step 7 Replace the affected components. See <u>"Staple finisher locks</u> <u>removal" on page 233</u> .	Go to step 8.	The problem is solved.
Step 8Go to step 10.Go to step 9.a Reseat the interface cable on the staple finisher controller board.Go to step 10.Go to step 9.b Reseat the junction connector on the cable. c Check the cable for damage.Go to step 10.Go to step 9.Is the cable free of damage?Step 9Step 9Go to step 10.The problem is solved.Replace the cable. See "Staple finisher interface cable removal" on page 237.Go to step 10.The problem is solved.Does the problem remain?Go to step 11.The problem is solved.Step 10.Reseat all the cables on the staple finisher controller board, and 	Does the problem remain?		
Step 9 Replace the cable. See "Staple finisher interface cable removal" on page 237.Go to step 10.The problem is solved.Does the problem remain?Go to step 11.The problem is solved.Step 10 Reseat all the cables on the staple finisher controller board, and then reset the printer.Go to step 11.The problem is solved.Does the problem remain?Go to step 11.The problem is solved.Step 11 Replace the controller board. See "Staple finisher controller board removal" on page 236.Contact the next level of support.The problem is solved.	<ul> <li>Step 8</li> <li>a Reseat the interface cable on the staple finisher controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 10.	Go to step 9.
Step 10 Reseat all the cables on the staple finisher controller board, and then reset the printer.Go to step 11.The problem is solved.Does the problem remain?Step 11 Replace the controller board. See <u>"Staple finisher controller board removal" on page 236</u> .Contact the next level of support.The problem is solved.	Step 9Replace the cable. See <u>"Staple finisher interface cable removal"</u> on page 237.Does the problem remain?	Go to step 10.	The problem is solved.
Reseat all the cables on the staple finisher controller board, and then reset the printer.       solved.         Does the problem remain?       Step 11         Replace the controller board. See <u>"Staple finisher controller board removal" on page 236</u> .       Contact the next level of support.	Step 10	Go to step 11.	The problem is
Does the problem remain?       Step 11         Step 11       Contact the next level of support.         Does the controller board. See <u>"Staple finisher controller board removal" on page 236</u> .       Contact the next level of support.	Reseat all the cables on the staple finisher controller board, and then reset the printer.		solved.
Step 11Contact the next level of support.The problem is solved.board removal" on page 236.Contact the next level of support.The problem is solved.	Does the problem remain?		
Does the problem remain?	Step 11 Replace the controller board. See <u>"Staple finisher controller</u> board removal" on page 236.	Contact the next level of support.	The problem is solved.

# Staple finisher bin stack height assembly failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
<b>Step 2</b> Check the staple finisher bin stack actuator for misalignment and damage.	Go to step 4.	Go to step 3.
Is the stack height actuator properly installed and free of damage?		
<b>Step 3</b> Reinstall or replace the stack height actuator. See <u>"Staple finisher</u> <u>bin stack height actuator removal" on page 228</u> .	Go to step 4.	The problem is solved.
<b>Step 4</b> Check the staple finisher bin stack solenoid for misalignment and damage.	Go to step 6.	Go to step 5.
Is the solenoid properly installed and free of damage?		
Step 5Reinstall or replace the solenoid. See <u>"Staple finisher bin stack</u> height solenoid removal" on page 227.Does the problem remain?	Go to step 6.	The problem is solved.
<b>Step 6</b> Check the tamper paper present actuator for misalignment and damage. Is the actuator properly installed and free of damage?	Go to step 8.	Go to step 7.
Step 7 Reinstall or replace the actuator. See <u>"Staple finisher tamper</u> <u>racks removal" on page 307</u> .	Go to step 8.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 8</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple finisher sensor tests</li> <li>b Find the sensor (Elevator bin stack height) or sensor (Elevator bin level).</li> <li>Does the sensor status change while toggling the sensor?</li> </ul>	Go to step 7.	Go to step 9.

Action	Yes	No
Step 9	Go to step 13.	Go to step 10.
<b>a</b> Reseat the sensor cables, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensors for misalignment and damage.		
Are the sensors properly installed and free of damage?		
Step 10	Go to step 11.	The problem is
Reinstall or replace the affected sensors. See <u>"Staple finisher bin</u> stack height assembly sensors removal" on page 226.		solved.
Does the problem remain?		
Step 11	Go to step 13.	Go to step 12.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 12	Go to step 13.	The problem is
Replace the staple finisher bin stack height cable.		solved.
Does the problem remain?		
Step 13	Go to step 18.	Go to step 14.
a Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple finisher sensor tests		
Does the sensor status change while toggling the sensor?		
Step 14	Go to step 16.	Go to step 15.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 15	Go to step 16.	The problem is
Reinstall or replace the sensor. See <u>"Staple finisher tamper</u>		solved.
sensors removal" on page 231.		
Does the problem remain?		
Step 16	Go to step 18.	Go to step 17.
Check the continuity of the sensor cable.		
Does the cable have continuity?		

Action	Yes	No
Step 17	Go to step 18.	The problem is
Replace the staple finisher tamper cable.		solved.
Does the problem remain?		
Step 18	Go to step 20.	Go to step 19.
<ul> <li>Reseat the cables CN102, CN103, and CN109 on the staple finisher controller board.</li> </ul>		
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
<b>d</b> Check the cables for damage.		
Are the cables free of damage?		
Step 19	Go to step 20.	The problem is
Replace the damaged cables.		solved.
Step 20	Go to step 22.	Go to step 21.
a Make sure that the staple finisher bin is level.		
D Check the bin for damage.		
Is the bin free of damage?		
Step 21	Go to step 22.	The problem is
Replace the bin. See <u>"Staple finisher bin removal" on page</u>		solved.
<u>224</u> .		
Does the problem remain?		
Step 22	Go to step 25.	Go to step 23.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple finisher motor tests > Transport or Exit roller lift		
<b>b</b> Touch <b>Start</b> .		
Dass the meter win?		
Does the motor run?		
Step 23	Go to step 25.	Go to step 24.
Reseat the motor cables, and then check the motors for misalignment and damage		
Are the motors properly installed and free of damage?		

Action	Yes	Νο
Step 24 Reinstall or replace the affected motors. See <u>"Motor (staple</u> <u>finisher exit) removal" on page 245</u> and <u>"Motor (staple finisher</u> <u>upper exit) removal" on page 243</u> .	Go to step 25.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 25</li> <li>Check the following components for misalignment, wear, and damage: <ul> <li>Staple finisher upper exit belt</li> <li>Staple finisher upper exit gear</li> <li>Staple finisher upper exit idler gear</li> <li>Staple finisher upper exit actuator</li> <li>Staple finisher exit gear</li> <li>Staple finisher exit gear</li> </ul> </li> <li>Are the components preperty installed and free of year and</li> </ul>	Go to step 27.	Go to step 26.
damage?		
Step 26Replace the affected components. See "Staple finisher upper exitactuator removal" on page 277 and "Staple finisher exit rollerdrive belts and gears removal" on page 275.Does the problem remain?	Go to step 27.	The problem is solved.
<b>Step 27</b> Check the staple finisher exit roller solenoid for misalignment and damage. Is the solenoid properly installed and free of damage?	Go to step 29.	Go to step 28.
Step 28 Replace the solenoid. See <u>"Staple finisher exit roller solenoid</u> removal" on page 276.	Go to step 29.	The problem is solved.
Ston 29	Go to stop 21	Co to stop 20
<ul> <li>a Remove the upper exit roller assembly. See <u>"Staple finisher</u> <u>upper exit roller assembly removal" on page 297</u>.</li> <li>b Check the components for misalignment, wear, and damage.</li> <li>Are the components properly installed and free of wear and damage?</li> </ul>	GO TO STEP 31.	GO TO STEP 30.

Action	Yes	No
Step 30	Go to step 31.	The problem is
Reinstall or replace the affected component.		solved.
Does the problem remain?		
Step 31	Go to step 33.	Go to step 32.
<b>a</b> Reseat the interface cable on the staple finisher controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 32	Go to step 33.	The problem is
Replace the cable. See <u>"Staple finisher interface cable removal"</u> on page 237.		solved.
Does the problem remain?		
Step 33	Go to step 34.	The problem is
Reseat all the cables on the staple finisher controller board, and then reset the printer.		solved.
Does the problem remain?		
Step 34	Contact the next	The problem is
Replace the controller board. See <u>"Staple finisher controller</u>	level of support.	solved.
board removal" on page 236.		
Does the problem remain?		

# Staple finisher stapling failure service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple finisher motor tests > Transport		
<b>b</b> Touch <b>Start</b> .		
Does the motor (staple finisher aligner) run?		

Action	Yes	No
<b>Step 3</b> Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 5.	Go to step 4.
Is the motor properly installed and free of damage?		
Step 4 Reinstall or replace the motor. See <u>"Motor (staple finisher aligner)</u> removal" on page 246. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the continuity of the motor cable.	Go to step 7.	Go to step 6.
Step 6         Replace the staple finisher aligner section cables.         Does the problem remain?	Go to step 7.	The problem is solved.
<ul> <li>Step 7</li> <li>Check the following components for misalignment, wear, and damage:</li> <li>Staple finisher aligner drive belt</li> <li>Staple finisher aligner drive gear</li> <li>Staple finisher aligner secondary gear</li> <li>Staple finisher aligner roller gears</li> <li>Are the components properly installed and free of damage?</li> </ul>	Go to step 9.	Go to step 8.
Step 8Replace the affected components. See <a "="" href="">"Staple finisher aligner</a> belt and gears removal" on page 247aligner roller gears removal" on page 295Does the problem remain?	Go to step 9.	The problem is solved.
<ul> <li>Step 9</li> <li>a Clear the staple finisher front and rear aligner rollers of debris and dust.</li> <li>b Check the rollers for misalignment, wear, and damage.</li> <li>Are the components properly installed and free of damage?</li> </ul>	Go to step 11.	Go to step 10.

Action	Yes	No
Step 10	Go to step 11.	The problem is
Reinstall or replace the components. See "Staple finisher aligner		solved.
roller removal" on page 287.		
Does the problem remain?		
Stor 11	Cata stan 12	Cata stan 12
a. Poseat the staple unit and staple unit carriage motor cables on	Go to step 15.	Go to step 12.
the staple unit interface board.		
<b>b</b> Reseat the cable CN120 on the staple finisher controller board.		
<b>c</b> If applicable, reseat the junction connectors on the cables.		
<b>d</b> Make sure that the cables do not interfere with moving parts.		
e Check the cables for damage.		
Are the cables free of damage?		
Step 12	Go to step 13.	The problem is
Replace the damaged cables.		solved.
Does the problem remain?		
Step 13	Go to step 15.	Go to step 14.
Check the following components for misalignment, wear, and		
damage:		
Staple finisher compiler feed roller belt		
Staple finisher compiler feed roller gear		
damage?		
Step 1/	Go to step 15	The problem is
Reinstall or replace the affected components. See <b>"Staple finisher</b>	60 to step 15.	solved.
compiler feed roller shaft assembly removal" on page 288.		
Does the problem remain?		
Step 15	Go to step 17.	Go to step 16.
Check the following components for misalignment and damage:		
Staple finisher front tamper		
Staple finisher front tamper holder		
Staple finisher front tamper rack		
Staple finisher front and rear aligners		
Staple finisher middle aligner		
Staple finisher rear tamper rack		
Staple finisher tamper paper present sensor actuator		
Staple finisher rear tamper		
Are the components properly installed and free of damage?		

Action	Yes	No
Step 16 Replace the affected components. See <u>"Staple finisher tamper</u> racks removal" on page 307. Does the problem remain?	Go to step 17.	The problem is solved.
Sten 17	Go to step 19	Go to step 18
Reseat the staple unit cable, and then check the following components for misalignment and damage:   Staple unit holder   Staple unit	00 to step 15.	
Are the components properly installed and free of damage?		
<b>Step 18</b> Reinstall or replace the affected components. See <u>"Staple finisher</u> <u>staple unit removal" on page 252</u> .	Go to step 19.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 19</li> <li>Check the following components for wear and damage: <ul> <li>Staple unit carriage gears</li> <li>Staple unit rail</li> </ul> </li> <li>Are the components free of damage?</li> </ul>	Go to step 21.	Go to step 20.
Step 20Replace the damaged components. See <u>"Staple finisher stapleunit carriage gears removal" on page 256and <u>"Staple finisherstaple unit rail removal" on page 284</u>.Does the problem remain?</u>	Go to step 21.	The problem is solved.
Step 21	Go to step 23.	Go to step 22.
Check the staple finisher interface board for damage.		
Is the board free of damage?		
Step 22 Replace the board. See <u>"Staple finisher interface board removal"</u> on page 254.	Go to step 23.	The problem is solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 23</li> <li>a Reseat the interface cable on the staple finisher controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> </ul>	Go to step 25.	Go to step 24.
Step 24         Replace the cable. See <u>"Staple finisher interface cable removal"</u> on page 237.         Does the problem remain?	Go to step 25.	The problem is solved.
Step 25Reseat all the cables on the staple finisher controller board, and then reset the printer.Does the problem remain?	Go to step 26.	The problem is solved.
Step 26Replace the controller board. See <u>"Staple finisher controllerboard removal" on page 236.Does the problem remain?</u>	Contact the next level of support.	The problem is solved.

# SHPF symptoms

### SHPF symptoms

Symptom	Action
A persistent <b>Bin 2 full</b> message appears.	See <u>"SHPF elevator bin movement service</u> check" on page 182.
A persistent <b>Close door G</b> message appears.	See <u>"HPT door service check" on page 171</u> .
A persistent <b>Close door H</b> message appears.	See <u>"SHPF front door service check" on</u> page 172.
A persistent <b>Close door J</b> message appears.	See <u>"SHPF top door service check" on</u> page 174.
A persistent <b>Punch box missing</b> or <b>Punch box full</b> message appears.	See <u>"Hole punch box service check" on</u> page 176.
A persistent <b>Remove paper from bin 1</b> message appears.	See <u>"SHPF top bin full service check" on</u> page 178.
The staple unit is noisy.	See <u>"<b>SHPF staple unit noise service check" on</b> page 180.</u>

Symptom	Action
The elevator bin moves down to the full position without paper on the bin.	See <u>"SHPF elevator bin movement service</u> check" on page 182.
The elevator bin moves up to the stack limit switch, and the motor (SHPF elevator) does not stop.	See <u>"SHPF elevator bin movement service</u> <u>check" on page 182</u> .

#### HPT door service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b Unplug the HPT cable from the SHPF.</li> <li>c Reseat the cable, and then reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 2</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> </ul>	Go to step 7.	Go to step 3.
<ul><li><b>b</b> Find the sensor (HTU door open).</li><li>Does the sensor status change while toggling the sensor?</li></ul>		
<ul> <li>Step 3</li> <li>a Reseat the sensor cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 5.	Go to step 4.
Step 4Reinstall or replace the sensor. See <u>"Sensor (HPT door) removal"</u> on page 315.Does the problem remain?	Go to step 5.	The problem is solved.
Step 5Check the continuity of the sensor cable.Does the cable have continuity?	Go to step 7.	Go to step 6.
Step 6 Replace the cable. See <u>"HPT cable removal" on page 317</u> . Does the problem remain?	Go to step 7.	The problem is solved.

Action	Yes	No
<ul> <li>Step 7</li> <li>a Reseat the interface cable on the HPT, and then reseat the cable J6 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 8.	The problem is solved.
<ul> <li>Step 8</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 10.	Go to step 9.
<b>Step 9</b> Replace the cable. Does the problem remain?	Go to step 10.	The problem is solved.
<b>Step 10</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

#### SHPF front door service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 2</li> <li>Check the following front door components for damage:</li> <li>Hinges</li> <li>Magnetic catch</li> <li>Front door switch actuator</li> </ul>	Go to step 4.	Go to step 3.
Is the door free of damage?		
Step 3 Replace the door. See <u>"SHPF front door removal" on page 328</u> .	Go to step 4.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 4</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> <li>b Find the sensor (Front door open).</li> </ul>	Go to step 9.	Go to step 5.
Step 5	Go to step 7.	Go to step 6.
<ul> <li>a Reseat the switch cable, and then clear the switch of debris and dust.</li> <li>b Check the switch for misalignment and damage.</li> <li>Is the switch properly installed and free of damage?</li> </ul>		
<b>Step 6</b> Reinstall or replace the switch. See <u>"SHPF front door switch</u> <u>removal" on page 327</u> . Does the problem remain?	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the continuity of the switch cable. Does the cable have continuity?	Go to step 9.	Go to step 8.
Step 8	Go to step 9.	The problem is
Replace the SHPF front door switch cable.		solved.
Does the problem remain?		
<ul> <li>a Reseat the cable J3 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 10.	solved.

Action	Yes	No
Step 10	Go to step 12.	Go to step 11.
<b>a</b> Reseat the interface cable on the SHPF controller board and printer controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 11	Go to step 12.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 12	Go to step 13.	The problem is
Reseat all the cables on the SHPF controller board, and then reset		solved.
the printer.		
Does the problem remain?		
Step 13	Contact the next	The problem is
Replace the controller board. See <u>"SHPF controller board</u>	level of support.	solved.
removal" on page 357.		
Does the problem remain?		

# SHPF top door service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Step 2	Go to step 4.	Go to step 3.
Check the top jam access door components for misalignment, wear, and damage:		
SHPF diverter feed idler rollers		
SHPF top bin exit idler rollers		
SHPF top bin transport idler rollers		
Are the components properly installed and free of wear and damage?		

Action	Yes	No
Step 3 Reinstall or replace the affected components. See <u>"SHPF top jam</u> <u>access door and SHPF diverter removal" on page 387</u> . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4	Go to step 6.	Go to step 5.
<ul><li>Check the following components for wear and damage:</li><li>SHPF diverter lever</li></ul>		
SHPF diverter cam		
Are the components free of wear and damage?		
Step 5 Replace the damaged components. See <u>"SHPF top jam access</u> <u>door and SHPF diverter removal" on page 387</u> and <u>"SHPF</u> <u>diverter cam removal" on page 384</u> .	Go to step 6.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 6</li> <li>a Reseat the sensor (SHPF top door) cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage</li> </ul>	Go to step 8.	Go to step 7.
Is the sensor properly installed and free of damage?		
Step 7	Go to step 8.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (SHPF top door)</u> removal" on page 379.		solved.
Does the problem remain?		
<b>Step 8</b> Check the continuity of the sensor cable. Does the cable have continuity?	Go to step 10.	Go to step 9.
Step 9	Go to step 10.	The problem is
Replace the SHPF J4, J5, and J10 cable harness.		solved.
Does the problem remain?		
<ul> <li>Step 10</li> <li>a Reseat the cables J4 and J5 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cables.</li> <li>c Make sure that the cables do not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 11.	The problem is solved.

Action	Yes	No
<ul> <li>Step 11</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 13.	Go to step 12.
<b>Step 12</b> Replace the cable. Does the problem remain?	Go to step 13.	The problem is solved.
<b>Step 13</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 14.	The problem is solved.
Step 14Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

# Hole punch box service check

Action	Yes	No
<ul> <li>Step 1</li> <li>a Reinstall the hole punch box.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		
Step 2	Go to step 9.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Chad bin full).		
Does the sensor status change while toggling the sensor?		

Action	Yes	No
Step 3	Go to step 4.	Go to step 8.
a Remove the punch unit. See <u>"Punch unit removal" on</u> page 357.		
<b>b</b> Check the sensor (hole punch box full, transmit) and sensor (hole punch box full, receive) for misalignment and damage.		
<b>c</b> Reseat the sensor cables, and then clear the sensors of debris and dust.		
Are the sensors properly installed and free of damage?		
Step 4	Go to step 6.	Go to step 5.
Check the continuity of the sensor cable.		
Does the cable have continuity?		
Step 5	Go to step 6.	The problem is
Replace the punch unit cable.		solved.
Does the problem remain?		
Step 6	Go to step 9.	Go to step 7.
Check the following components for misalignment and damage:		
<ul> <li>Hole punch box full sensor actuator</li> </ul>		
Hole punch box full sensor holder		
Are the components properly installed and free of damage?		
Step 7	Go to step 8.	The problem is
Reinstall or replace the affected components.		solved.
Does the problem remain?		
Step 8	Go to step 9.	The problem is
Reinstall or replace the affected sensors. See <u>"Sensor (hole punch</u>		solved.
box full) removal" on page 358.		
Does the problem remain?		
Step 9	Go to step 11.	Go to step 10.
<b>a</b> Reseat the motor and sensor connectors on the punch unit.		
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Check the punch unit and its motor and sensors for damage.		
Is the punch unit free of damage?		
Step 10	Go to step 11.	The problem is
Replace the punch unit. See <u><b>"Punch unit removal" on page 357</b></u> .		solved.
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 11</li> <li>a Reseat the cable J7 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> </ul>	Go to step 12.	The problem is solved.
Step 12	Go to step 14.	Go to step 13.
<b>a</b> Reseat the interface cable on the SHPF controller board and printer controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 13	Go to step 14.	The problem is
Replace the cable.		solved.
Does the problem remain?		
Step 14	Go to step 15.	The problem is
Reseat all the cables on the SHPF controller board, and then reset the printer.		solved.
Does the problem remain?		
Step 15	Contact the next	The problem is
Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.	level of support.	solved.
Does the problem remain?		

### SHPF top bin full service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> </ul>	Go to step 2.	The problem is solved.
Does the problem remain?		

Action	Yes	No
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Staple hole punch finisher sensor tests		
<b>b</b> Find the sensor (Top bin empty, Tx/Rx).		
Does the sensor status change while toggling the sensor?		
Step 3	Go to step 5.	Go to step 4.
<b>a</b> Check the sensor (SHPF top bin full, transmit) and sensor (SHPF top bin full, receive) for misalignment and damage.		
<b>b</b> Reseat the sensor cables, and then clear the sensors of debris and dust.		
Are the sensors properly installed and free of damage?		
Step 4	Go to step 5.	The problem is
Reinstall or replace the affected sensors. See <u>"Sensor (SHPF top</u> <u>bin full) removal" on page 356</u> .		solved.
Does the problem remain?		
Step 5	Go to step 7	Go to step 6
Check the continuity of the sensor cables.		
Do the cables have continuity?		
Step 6	Go to step 7.	The problem is
Replace the SHPF J4, J5, and J10 cable harness.		solved.
Does the problem remain?		
Step 7	Go to step 8.	The problem is
<b>a</b> Reseat the cables J4, J5, and J9 on the SHPF controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cables.		
<b>c</b> Make sure that the cables do not interfere with moving parts.		
Does the problem remain?		
Step 8	Go to step 10.	Go to step 9.
<b>a</b> Reseat the interface cable on the SHPF controller board and printer controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		

Action	Yes	No
Step 9 Replace the cable.	Go to step 10.	The problem is solved.
Does the problem remain?		
Step 10Reseat all the cables on the SHPF controller board, and then resetthe printer.Does the problem remain?	Go to step 11.	The problem is solved.
Step 11Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

# SHPF staple unit noise service check

Action	Yes	Νο
<ul> <li>Step 1</li> <li>a Remove the paper jams and fragments along the paper path.</li> <li>b At the back of the printer, reseat the interface cable.</li> <li>c Reset the printer.</li> <li>Does the problem remain?</li> </ul>	Go to step 2.	The problem is solved.
Step 2	Go to step 7.	Go to step 3.
<ul> <li>Note: Make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to: Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> <li>b Find the sensor (Stapler home) and sensor (Stapler center).</li> <li>Do the sensor statuses change while toggling the sensors?</li> </ul>		
Step 3	Go to step 5.	Go to step 4.
<ul> <li>a Check the sensor (SHPF staple unit carriage home) and sensor (SHPF staple unit carriage center) for misalignment and damage.</li> <li>b Reseat the sensor cables, and then clear the sensors of debris and dust.</li> </ul>		
Are the sensors properly installed and free of damage?		
Action	Yes	No
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<b>Step 4</b> Reinstall or replace the affected sensors. See <b>"SHPF staple unit</b>	Go to step 5.	The problem is solved.
position sensors removal" on page 361.		
Does the problem remain?		
Step 5	Go to step 7.	Go to step 6.
Check the continuity of the sensor cables.		
Do the cables have continuity?		
<b>Step 6</b> Replace the SHPF staple unit carriage sensor cable.	Go to step 7.	The problem is solved.
Does the problem remain?		
Step 7	Go to step 9.	Go to step 8.
<ul> <li>a Remove the staple unit assembly. See <u>"SHPF staple unit</u> assembly removal" on page 359.</li> </ul>		
<b>b</b> Rotate the knob, and then check the staple unit carriage for proper movement.		
Does the carriage properly move?		
Step 8	Go to step 9.	The problem is
Reinstall the staple unit assembly belts, gears, and rail.		solved.
Does the problem remain?		
Step 9	Go to step 11.	Go to step 10.
Check the following components for damage:		
<ul> <li>SHPF staple unit carriage drive gear</li> </ul>		
SHPF staple unit carriage belt		
SHPF staple unit carriage rail		
SHPF staple unit carriage drive belt		
Are the components free of damage?		
Step 10	Go to step 11.	The problem is
Replace the damaged components. See <u>"SHPF staple unit drive</u> belt and gear removal" on page 362.		solved.
Does the problem remain?		
Step 11	Go to step 12.	The problem is
<b>a</b> Reseat the cable J11 on the SHPF controller board.		solved.
<b>b</b> If applicable, reseat the junction connectors on the cable.		
<b>c</b> Make sure that the cable does not interfere with moving parts.		
Does the problem remain?		

Action	Yes	No
<ul> <li>Step 12</li> <li>a Reseat the interface cable on the SHPF controller board and printer controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> </ul>	Go to step 14.	Go to step 13.
Step 13       Replace the cable.       Does the problem remain?	Go to step 14.	The problem is solved.
<b>Step 14</b> Reseat all the cables on the SHPF controller board, and then reset the printer. Does the problem remain?	Go to step 15.	The problem is solved.
Step 15Replace the controller board. See <u>"SHPF controller board</u> removal" on page 357.Does the problem remain?	Contact the next level of support.	The problem is solved.

## SHPF elevator bin movement service check

Action	Yes	No
Step 1	Go to step 2.	The problem is
<b>a</b> Remove paper from the bin.		solved.
<b>b</b> At the back of the printer, reseat the interface cable.		
c Reset the printer.		
Does the problem remain?		
Step 2	Go to step 4.	Go to step 3.
Check the elevator bin for misalignment and damage.		
Is the bin properly installed and free of damage?		
Step 3	Go to step 4.	The problem is
Reinstall or replace the bin. See "SHPF elevator bin removal" on		solved.
page 323.		
Desethe problem remain?		
Does the problem remain?		

Action	Yes	Νο
<b>Step 4</b> Check the SHPF elevator bin stack limit switch and its actuator for misalignment and damage.	Go to step 6.	Go to step 5.
Is the switch properly installed and free of damage?		
Step 5 Reinstall or replace the switch. See <u>"SHPF elevator bin stack limit</u> switch removal" on page 425 and <u>"SHPF elevator bin stack limit</u> actuator removal" on page 422.	Go to step 6.	The problem is solved.
<ul> <li>Step 6</li> <li>a Reseat the cables J10 and J14 on the SHPF controller board.</li> <li>b If applicable, reseat the junction connectors on the cables.</li> <li>c Make sure that the cables do not interfere with moving parts.</li> <li>d Check the cables for damage.</li> </ul>	Go to step 8.	Go to step 7.
Are the cables free of damage?		
<b>Step 7</b> Replace the SHPF J4, J5, and J10 cable harness. Does the problem remain?	Go to step 8.	The problem is solved.
<ul> <li>Step 8</li> <li>Remove the upper left cover, and then check the components at the back of the cover for misalignment, wear, and damage:</li> <li>SHPF elevator bin stack height sensor actuator arms</li> <li>SHPF elevator bin front stack height sensor actuator</li> <li>SHPF elevator bin rear stack height sensor actuator</li> <li>SHPF elevator bin stack height finger holders</li> <li>SHPF elevator bin stack height fingers</li> <li>SHPF elevator bin stack height drive gear</li> <li>SHPF elevator bin stack height sensor actuator arm gear</li> </ul>	Go to step 10.	Go to step 9.

Action	Yes	No
<ul> <li>Step 9</li> <li>Reinstall or replace the affected components. See the following: <ul> <li>"SHPF elevator bin stack height sensor actuator arms and gears removal" on page 343</li> <li>"SHPF elevator bin stack height sensor actuator removal" on page 342</li> <li>"SHPF elevator bin stack height drive gear removal" on page 344</li> </ul> </li> <li>Does the problem remain?</li> </ul>	Go to step 10.	The problem is solved.
<ul> <li>Step 10</li> <li>a Enter the Diagnostics menu, and then navigate to: Output device diagnostics &gt; Staple hole punch finisher sensor tests</li> <li>b Find the sensor (Elevator bin stack height, Rx/Tx), sensor (Elevator bin stack height, front), and sensor (Elevator bin stack height, rear).</li> <li>Do the sensor statuses change while toggling the sensors?</li> </ul>	Go to step 14.	Go to step 11.
<ul> <li>Step 11</li> <li>a Check the upper left cover sensors for misalignment and damage.</li> <li>b Reseat the sensor cables, and then clear the sensors of debris and dust.</li> <li>Are the sensors properly installed and free of damage?</li> </ul>	Go to step 13.	Go to step 12.
Step 12Reinstall or replace the affected sensors. See <u>"SHPF upper left</u> cover sensors removal" on page 341.Does the problem remain?	Go to step 13.	The problem is solved.
<b>Step 13</b> Replace the SHPF elevator bin stack height cable. Does the problem remain?	Go to step 14.	The problem is solved.
<ul> <li>Step 14</li> <li>Note: Remove the rear cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher motor tests &gt; Elevator bin stack height</li> <li>b Touch Start.</li> <li>Does the motor run?</li> </ul>	Go to step 19.	Go to step 15.

Action	Yes	No
Step 15	Go to step 17.	Go to step 16.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 16	Go to step 17.	The problem is
Reinstall or replace the motor. See <u>"Motor (SHPF elevator bin</u> stack height) removal" on page 345.		solved.
Does the problem remain?		
Step 17	Go to step 19.	Go to step 18.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 18	Go to step 19.	The problem is
Replace the SHPF elevator bin stack height cable.		solved.
Does the problem remain?		
Step 19	Go to step 24.	Go to step 20.
a Enter the Diagnostics menu, and then navigate to:		
sensor tests		
<b>b</b> Find the sensor (Main bin full).		
Does the sensor status change while toggling the sensor?		
Step 20	Go to step 22.	Go to step 21.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 21	Go to step 22.	The problem is
Reinstall or replace the sensor (SHPF elevator bin full). See		solved.
Sensor (SHPP elevator bin fully removal on page 335.		
Does the problem remain?		
Step 22	Go to step 24.	Go to step 23.
Check the sensor cable for continuity.		
Does the cable have continuity?		

Action	Yes	No
Step 23 Replace the SHPF elevator bin full sensor cable. See <u>"Sensor</u> (SHPF elevator bin full) removal" on page 335. Does the problem remain?	Go to step 24.	The problem is solved.
Step 24	Go to step 29.	Go to step 25.
<ul> <li>Note: Remove the rear cover, and then make sure that the SHPF front door switch is bypassed.</li> <li>a Enter the Diagnostics menu, and then navigate to:</li> <li>Output device diagnostics &gt; Staple hole punch finisher motor tests &gt; Elevator</li> </ul>		
<b>b</b> louch <b>Start</b> .		
Does the motor run?		
<b>Step 25</b> Reseat the motor cable, and then check the motor for misalignment and damage.	Go to step 27.	Go to step 26.
Is the motor properly installed and free of damage?		
Step 26 Reinstall or replace the motor. See <u>"Motor (SHPF elevator)</u> removal" on page 352. Does the problem remain?	Go to step 27.	The problem is solved.
Step 27	Go to step 29.	Go to step 28.
Check the continuity of the motor cable.		
Does the cable have continuity?		
Step 28 Replace the SHPF J9 cable harness.	Go to step 29.	The problem is solved.
Does the problem remain?		
<ul> <li>Step 29</li> <li>a Reseat the sensor (SHPF elevator position) cable, and then clear the sensor of debris and dust.</li> <li>b Check the sensor for misalignment and damage.</li> <li>Is the sensor properly installed and free of damage?</li> </ul>	Go to step 31.	Go to step 30.
Step 30	Go to step 31.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (SHPF elevator</u> position) removal" on page 353.		solved.
Does the problem remain?		

Action	Yes	No
Step 31	Go to step 33.	Go to step 32.
Check the following components for misalignment and damage:		
SHPF elevator drive gear		
SHPF elevator bin idler gear		
SHPF elevator motor encoder		
SHPF elevator motor encoder belt		
Are the components properly installed and free of damage?		
Step 32	Go to step 33.	The problem is
Reinstall or replace the affected components. See <u>"SHPF elevator</u> drive assembly removal" on page 354.		solved.
Does the problem remain?		
Step 33	Go to step 35.	Go to step 34.
Check the following components for misalignment and damage:		
SHPF elevator belts		
SHPF elevator gears		
SHPF elevator belt springs		
SHPF elevator bin front bracket		
SHPF elevator bin rear bracket		
SHPF elevator belt holders		
Are the components properly installed and free of damage?		
Step 34	Go to step 35.	The problem is
Reinstall or replace the affected components. See <u>"SHPF elevator</u>		solved.
belts removals" on page 370.		
Step 35	Go to step 37.	Go to step 36.
<b>a</b> Reseat the interface cable on the SHPF controller board and printer controller board.		
<b>b</b> Reseat the junction connector on the cable.		
<b>c</b> Check the cable for damage.		
Is the cable free of damage?		
Step 36	Go to step 37.	The problem is
Replace the cable.		solved.
Does the problem remain?		

Action	Yes	Νο
<b>Step 37</b> Reseat all the cables on the SHPF controller board, and then reset the printer.	Go to step 38.	The problem is solved.
Does the problem remain?		
Step 38 Replace the controller board. See <u>"SHPF controller board</u> <u>removal" on page 357</u> .	Contact the next level of support.	The problem is solved.
Does the problem remain?		

# **Booklet maker symptoms**

# Booklet maker symptoms

Symptom	Action
A persistent <b>Open door H and remove</b> <b>paper from beneath area H10</b> message appears.	See <u>"Booklet maker tamper paper jam service</u> <u>check" on page 95</u> .
A persistent <b>Remove paper from bin 3</b> message appears.	See <u>"HPBF bin service check" on page 188</u> .
The bifold edge is not centered.	See <u>"Bifold edge alignment service check" on</u> page 190.

# HPBF bin service check

Action	Yes	No
Step 1	Go to step 2.	The problem is
<b>a</b> Remove the paper jams and fragments under the booklet maker aligner jam access cover.		solved.
<b>b</b> Unplug the booklet maker interface cable from the SHPF.		
<b>c</b> Reseat the cable, and then reset the printer.		
Does the problem remain?		
Step 2	Go to step 7.	Go to step 3.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Bin empty).		
Does the sensor status change while toggling the sensor?		

Action	Yes	No
<ul> <li>Step 3</li> <li>a Reseat the sensor (HPBF bin empty, transmit) and sensor (HPBF bin empty, receive) cables, and then clear the sensors of debris and dust.</li> <li>b Check the sensors for misalignment and damage.</li> </ul>	Go to step 5.	Go to step 4.
Are the sensors properly installed and free of damage?		
Step 4 Reinstall or replace the affected sensors. See <u>"HPBF lower left</u> cover sensors removals" on page 339.	Go to step 5.	The problem is solved.
Step 5         Check the sensor cable for continuity.         Does the cable have continuity?	Go to step 7.	Go to step 6.
<b>Step 6</b> Replace the HPBF bin empty sensor cable. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the HPBF bin for misalignment and damage. Is the bin properly installed and free of damage?	Go to step 9.	Go to step 8.
Step 8         Reinstall or replace the bin. See <u>"HPBF lower left cover sensors</u> removals" on page 339.         Does the problem remain?	Go to step 9.	The problem is solved.
<ul> <li>Step 9</li> <li>a Reseat the cable J14 on the booklet maker controller board.</li> <li>b If applicable, reseat the junction connectors on the cable.</li> <li>c Make sure that the cable does not interfere with moving parts.</li> <li>Does the problem remain?</li> </ul>	Go to step 10.	The problem is solved.
<ul> <li>Step 10</li> <li>a Reseat the interface cable on the booklet maker controller board and SHPF controller board.</li> <li>b Reseat the junction connector on the cable.</li> <li>c Check the cable for damage.</li> <li>Is the cable free of damage?</li> </ul>	Go to step 12.	Go to step 11.

Action	Yes	No
<b>Step 11</b> Replace the cable.	Go to step 12.	The problem is solved.
Does the problem remain?		
Step 12Reseat all the cables on the booklet maker controller board, and then reset the printer.Does the problem remain?	Go to step 13.	The problem is solved.
Step 13Replace the controller board. See <a href="mailto:">"Booklet maker controller</a> board removal" on page 454Does the problem remain?	Contact the next level of support.	The problem is solved.

# Bifold edge alignment service check

Action	Yes	Νο	
Step 1	Go to step 6.	Go to step 2.	
<b>a</b> Enter the Diagnostics menu, and then navigate to:			
Output device diagnostics > Hole punch booklet finisher sensor tests			
<b>b</b> Find the sensor (Stopper home).			
Does the sensor status change while toggling the sensor?			
Step 2	Go to step 4.	Go to step 3.	
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.			
<b>b</b> Check the sensor for misalignment and damage.			
Is the sensor properly installed and free of damage?			
Step 3	Go to step 4.	The problem is	
Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u>		solved.	
aligner home) removal" on page 487.			
Does the problem remain?			
Step 4	Go to step 6.	Go to step 5.	
Check the sensor cable for continuity.			
Does the cable have continuity?			

Action	Yes	No
Step 5	Go to step 6.	The problem is
Replace the booklet maker J10 and J11 cable harness.		solved.
Does the problem remain?		
Step 6	Go to step 9.	Go to step 7.
a Remove the front cover.		
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests > Stopper		
c Touch Start.		
Does the motor run?		
Step 7	Go to step 9.	Go to step 8.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 8	Go to step 9.	The problem is
Reinstall or replace the motor. See <u>"Motor (bifold knife) removal"</u> on page 483.		solved.
Does the problem remain?		
Step 9	Go to step 11.	Go to step 10.
Remove the booklet maker aligner assembly, and then check the following components for misalignment, wear, and damage:		
<ul> <li>Booklet maker aligner tensioner pulley</li> </ul>		
Booklet maker aligner belt		
<ul> <li>Booklet maker aligner tensioner spring</li> </ul>		
<ul> <li>Booklet maker aligner gears</li> </ul>		
<ul> <li>Booklet maker aligner drive gear</li> </ul>		
Booklet maker aligner solenoid		
Booklet maker aligner carriage		
Are the components properly installed and free of damage?		
Step 10	Go to step 11.	The problem is
Reinstall or replace the affected components. See the following:		solved.
<ul> <li><u>"Booklet maker aligner gears removal" on page 493</u></li> </ul>		
<ul> <li><u>"Booklet maker aligner belt removal" on page 492</u></li> </ul>		
<u>"Booklet maker aligner solenoid removal" on page 494</u>		
Does the problem remain?		

Action	Yes	No
Step 11	Go to step 16.	Go to step 12.
<b>a</b> Remove the middle frame brace.		
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests >		
Tamper		
Does the motor run?		
Step 12	Go to step 14.	Go to step 13.
Reseat the motor cable, and then check the motor for misalignment		
and damage.		
Is the motor properly installed and free of damage?		
Step 13	Go to step 14.	The problem is
Reinstall or replace the motor. See "Motor (booklet maker tamper)		solved.
removal" on page 484.		
Does the problem remain?		
Step 14	Go to step 16	Go to step 15
Check the continuity of the motor cable		
Does the cable have continuity?		
Step 15	Go to step 16.	The problem is
Replace the booklet maker J7 cable harness.		solved.
Does the problem remain?		
Step 16	Go to step 19.	Go to step 17.
Enter the Diagnostics menu, and then havigate to:     Output device diagnostics > Hele numb headlet finisher		
sensor tests		
<b>b</b> Find the sensor (Tamper home).		
Does the sensor status change while toggling the sensor?		
Step 17	Go to step 19.	Go to step 18.
<b>a</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>b</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		

Action	Yes	No
Step 18 Reinstall or replace the sensor. See <u>"Sensor (booklet maker</u> tamper home) removal" on page 524. Does the problem remain?	Go to step 19.	The problem is solved.
Step 19	Go to step 21.	Go to step 20.
Check the following components for misalignment, wear, and damage:		
Booklet maker front tamper		
Booklet maker tamper rack		
Booklet maker tamper drive gear		
Booklet maker rear tamper		
Are the components properly installed and free of wear and damage?		
Step 20	Go to step 21.	The problem is
Reinstall or replace the affected components. See <u><b>"Booklet maker</b></u> tamper tray removal" on page 521.		solved.
Does the problem remain?		
Step 21	Go to step 23.	Go to step 22.
<ul> <li>Check if the bifold roller springs are properly engaged with their arms.</li> </ul>		
<b>b</b> Check the springs for damage.		
Are the springs properly installed and free of damage?		
Step 22	Go to step 23.	The problem is
Reinstall or replace the affected springs. See <u>"Bitold roller springs</u> removal" on page 472		
Does the problem remain?		
Step 23	Go to step 25.	Go to step 24.
<b>a</b> Clear the bifold rollers of debris and dust.		
<b>b</b> Check the rollers for misalignment, wear, and damage.		
Are the rollers properly installed and free of wear and damage?	<b>.</b>	
Step 24	Go to step 25.	The problem is
Reinstall or replace the affected rollers. See <u>"Bifold upper roller</u> removal" on page 498 and "Bifold lower roller removal" on		solved.
page 501.		
Does the problem remain?		

Action	Yes	No
Step 25	Go to step 28.	Go to step 26.
a Remove the front cover.		
<b>b</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Booklet maker motor tests > Center fold knife		
<b>c</b> Touch <b>Start</b> .		
Does the motor run?		
Step 26	Go to step 28.	Go to step 27.
Reseat the motor cable, and then check the motor for misalignment and damage.		
Is the motor properly installed and free of damage?		
Step 27	Go to step 28.	The problem is
Reinstall or replace the motor. See <u>"Motor (bifold knife) removal"</u> on page 483.		solved.
Does the problem remain?		
Step 28	Go to step 31.	Go to step 29.
<b>a</b> Enter the Diagnostics menu, and then navigate to:		
Output device diagnostics > Hole punch booklet finisher sensor tests		
<b>b</b> Find the sensor (Center fold knife home).		
Does the sensor status change while toggling the sensor?		
Step 29	Go to step 31.	Go to step 30.
<b>a</b> Remove the bifold knife and tamper assembly.		
<b>b</b> Reseat the sensor cable, and then clear the sensor of debris and dust.		
<b>c</b> Check the sensor for misalignment and damage.		
Is the sensor properly installed and free of damage?		
Step 30	Go to step 31.	The problem is
Reinstall or replace the sensor. See <u>"Sensor (bifold knife home)</u> removal" on page 512.		solved.
Does the problem remain?		

Action	Yes	No
Step 31	Go to step 33.	Go to step 32.
Check the following components for misalignment, wear, and damage:		
Bifold knife		
Bifold knife primary drive gear		
Bifold knife idler gear		
Bifold knife secondary drive gears		
Are the components properly installed and free of wear and damage?		
Step 32	Go to step 33.	The problem is
Reinstall or replace the affected components. See the following:		solved.
<ul> <li><u>"Bifold knife removal" on page 515</u></li> </ul>		
<ul> <li><u>"Bifold knife primary drive gears removal" on page 509</u></li> </ul>		
<ul> <li><u>"Bifold knife secondary drive gears removal" on page 514</u></li> </ul>		
Does the problem remain?		
Step 33	Contact the next	Go to step 34.
Check the bifold guide for misalignment and damage.	level of support.	
Is the guide properly installed and free of damage?		
Step 34	Contact the next	The problem is
Reinstall or replace the guide. See <u>"Booklet maker—Fold section</u> <u>2" on page 605</u> .	level of support.	solved.
Does the problem remain?		

5059, 7559

# Service menus

# Understanding the printer control panel

# Using the control panel



Use th	e	То
1	Display	<ul> <li>View the printer status and messages.</li> </ul>
		Set up and operate the printer.
2	Home button	Go to the home screen.
3	Sleep button	Enable Sleep mode or Hibernate mode.
		The following actions wake the printer from Sleep mode:
		<ul> <li>Touching the control panel home screen</li> </ul>
		Opening the scanner cover
		The following actions wake the printer from Hibernate mode:
		<ul> <li>Pressing the Sleep button until the printer wakes</li> </ul>
		<ul> <li>Performing a power-on reset using the main power switch</li> </ul>
4	Keypad	Enter numbers, letters, or symbols.
5	Start button	Start a job, depending on which mode is selected.
6	Clear all / Reset button	Reset the default settings of a function, such as copying, faxing, or scanning.
7	Stop or Cancel button	Stop all printer activity.
8	Indicator light	Check the status of the printer.

# Understanding the colors of the Sleep button and indicator lights

The colors of the Sleep button and indicator lights on the printer control panel signify a certain printer status or condition.

Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blinking green	The printer is warming up, processing data, or printing.
Solid green	The printer is on, but idle.
Blinking red	The printer requires user intervention.
Sleep button light	Printer status
Off	The printer is off, idle or in Ready state.
Solid amber	The printer is in Sleep mode.
Blinking amber	The printer is entering or waking from Hibernate mode.
Blinking amber for 0.1 second, then goes completely off for 1.9 seconds in a slow, pulsing pattern	The printer is in Hibernate mode.

# Understanding the home screen

When the printer is turned on, the display shows a basic screen, referred to as the home screen. Touch the home screen buttons and icons to initiate an action such as copying, faxing, or scanning; to open the menu screen; or to respond to messages.

**Note:** Your home screen may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.



Touch		То
1	Change Language	Launch the Change Language pop-up window that lets you change the primary language of the printer.
2	Сору	Access the Copy menus and make copies.
3	Fax	Access the Fax menus and send fax.
4	E-mail	Access the E-mail menus and send e-mails.
5	FTP	Access the File Transfer Protocol (FTP) menus and scan documents directly to an FTP server.
6	Arrows	Scroll up or down.

Touch		То
7	Forms and Favorites	Quickly find and print frequently used online forms.
8	Menu icon	Access the printer menus.
		Note: The menus are available only when the printer is in Ready state.
9	Bookmarks	Create, organize, and save a set of bookmarks (URL) into a tree view of folders and file links.
		<b>Note:</b> The tree view supports only bookmarks created from this function, and not from any other application.
10	USB Drive	View, select, print, scan, or e-mail photos and documents from a flash drive.
		<b>Note:</b> This icon appears only when you return to the home screen while a memory card or flash drive is connected to the printer.
11	Held Jobs	Display all current held jobs.
12	Status/Supplies	• Show a warning or error message whenever the printer requires intervention to continue processing.
		<ul> <li>Access the messages screen for more information on the message, and how to clear it.</li> </ul>
13	Tips	Open a context-sensitive Help dialog.
14	Search Held Jobs	Search for one or more of the following items:
		User name for held or confidential print jobs
		<ul> <li>Job names for held jobs, excluding confidential print jobs</li> </ul>
		Profile names
		Bookmark container or print job names
		USB container or print job names for supported file types

## Features

Feature	Description
Menu trail line Example: <u>Menus</u> > <u>Settings</u> > <u>Copy Settings</u> > Number of Copies	A menu trail line is located at the top of each menu screen. This feature shows the path taken to arrive at the current menu. Touch any of the underlined words to return to that menu. Number of Copies is not underlined because it is the current screen. If you touch an underlined word on the "Number of Copies" screen before the number of copies is set and saved, then the selection is not saved, and it does not become the default setting.
Attendance message alert	If an attendance message affects a function, then this icon appears and the red indicator light blinks.
Warning	If an error condition occurs, then this icon appears.

Feature	Description
Status message bar	<ul> <li>Show the current printer status such as <b>Ready</b> or <b>Busy</b>.</li> <li>Show printer conditions such as <b>Toner Low</b> or <b>Cartridge Low</b>.</li> <li>Show intervention messages so the printer can continue processing.</li> </ul>
Printer IP address Example: 123.123.123.123	The IP address of your network printer is located at the upper left corner of the home screen and appears as four sets of numbers separated by periods. You can use the IP address when accessing the Embedded Web Server so you can view and remotely configure printer settings even when you are not physically near the printer.

# Using the touch-screen buttons

**Note:** Your home screen, icons, and buttons may vary, depending on your home screen customization settings, administrative setup, and active embedded solutions.



	Touch	То
1	Arrows	View a list of options.
2	Copy It	Print a copy.
3	Advanced Options	Select a copy option.
4	Home	Go to the home screen.
5	Increase	Select a higher value.
6	Decrease	Select a lower value.
7	Tips	Open a context-sensitive Help dialog.

Service menus 200

## Other touch-screen buttons

Touch	То	
Accept	Save a setting.	
Cancel	Cancel an action or a selection.	
×	• Exit a screen and return to the previous screen without saving changes.	
Reset	Reset values on the screen.	

# **Menus list**

#### Paper Menu

- Default Source Paper Size/Type Configure MP Substitute Size Paper Texture Paper Loading Custom Types Custom Names Custom Scan Sizes Custom Bin Names Universal Setup Bin Setup
- Reports Menu Settings Page **Device Statistics** Stapler Test Network Setup Page Network [x] Setup Page Shortcut List Fax Job Log Fax Call Log **Copy Shortcuts E-mail Shortcuts** Fax Shortcuts **FTP Shortcuts Profiles List** Print Fonts Print Directory Print Demo Asset Report
- Network/Ports Active NIC Standard Network<sup>1</sup> Standard USB Parallel [x] Serial [x] SMTP Setup

#### Security

Edit Security Setups Miscellaneous Security Settings Confidential Print Erase Temporary Data Files Security Audit Log Set Date and Time

<sup>1</sup> Depending on the printer setup, this menu appears as Standard Network or Network [x].

<sup>2</sup> This menu appears only when one or more DLEs are installed.

**Event Log Summary** 

Paper Menu	Reports	Network/Ports
Settings	Help	Manage Shortcuts
General Settings	Print All Guides	Fax Shortcuts
Copy Settings	Copy Guide	E-mail Shortcuts
Fax Settings	E-mail Guide	FTP Shortcuts
E-mail Settings	Fax Guide	Copy Shortcuts
FTP Settings	FTP Guide	Profile Shortcuts
Flash Drive Menu	Print Defects Guide	
Print Settings	Information Guide	
	Supplies Guide	

Security

#### **Option Card Menu<sup>2</sup>**

A list of installed DLEs (Download Emulators) appears.

<sup>1</sup> Depending on the printer setup, this menu appears as Standard Network or Network [x].

<sup>2</sup> This menu appears only when one or more DLEs are installed.

# **Diagnostics menu**

# **Entering the Diagnostics menu**

The Diagnostics menu contains tests that are used to help isolate issues with the printer. To access some of these tests, avoid POST tests that run at POR. Some POST tests can generate errors that prevent a diagnostic test from running.

To access the Diagnostics menu without running the POST tests:

- 1 Press and hold the 3 and 6 buttons while turning on the printer.
- **2** Release the buttons when the splash screen appears.

To access the Diagnostics menu from the home screen, press \*\* **36** on the control panel.

# **Event log**

## Print log (summary)

This setting lists a brief summary of the various printer events.

**1** Enter the Diagnostics menu, and then navigate to:

```
Event log > Print log (summary)
```

2 Touch Start.

Note: The events that appear in the report vary depending on the operational history of the printer.

## **Print log (extended)**

This setting lists an extended version of the various printer events.

**1** Enter the Diagnostics menu, and then navigate to:

### Event log > Print log (extended)

2 Touch Start.

Note: The events that appear in the report vary depending on the operational history of the printer.

## **Display log**

This setting shows the panel text that appears when the event occurs.

Enter the Diagnostics menu, and then navigate to:

### Event log > Display log

### Mark log

This setting allows you to create a service, maintenance, or custom log entry. Each log entry is added in the printer event log.

**1** Enter the Diagnostics menu, and then navigate to:

### Event log > Mark log

2 Select a log that you want to create, and then touch Start.

## Reports

### **Device Settings**

This report lists all the current printer settings. Enter the Diagnostics menu, and then navigate to:

### **Reports > Device Settings**

### **Installed Licenses**

This setting lists all the installed licenses and their feature data.

Enter the Diagnostics menu, and then navigate to:

**Reports > Installed Licenses** 

## **Advanced Print Quality Samples**

This setting prints a list of the printer settings and sample pages to check print quality.

Enter the Diagnostics menu, and then navigate to:

### Advanced Print Quality Samples > Advanced Print Quality Test Pages

Service menus

203

# Input tray quick print

This setting lets you print a single or continuous Quick Test page in either duplex or simplex mode.

- 1 Enter the Diagnostics menu, and then touch Input tray quick print.
- **2** Select where you want to print the pages from.
- **3** Select whether to print a single or continuous test page, and then touch **Start**.

# Output bin quick feed

This setting lets you send a test page to the output bins.

- **1** Enter the Diagnostics menu, and then touch **Output bin quick feed**.
- **2** Select the output bin for the test page.

Note: When Standard bin is selected, select either single or continuous test page.

# **Output device diagnostics**

## Sensor tests

- **1** Enter the Diagnostics menu, and then touch **Output device diagnostics**.
- 2 Select the output device of the sensor that you want to test.
- **3** Find, and then manually toggle the sensor.

### Notes:

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

## Motor tests

- 1 Enter the Diagnostics menu, and then touch **Output device diagnostics**.
- **2** Select the output device of the motor that you want to test.
- **3** Select the motor, and then touch **Start**.

### Notes:

- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation in order to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.
- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.

# **Entering the Configuration mode**

- **1** Turn off the printer.
- Press and hold 2 and 6 while turning on the printer.Release the buttons when the splash screen appears.

# **Configuration menu**

# Reports

## **Menu Settings Page**

This page lists the default value of each menu setting. Enter the Configuration mode, and then navigate to: Configuration Menu > Reports > Menu Settings Page

## **Event Log**

This report tracks the occurrence of various critical events in the printer. Enter the Configuration mode, and then navigate to:

Configuration Menu > Reports > Event Log

## **Event Log Summary**

This report shows a summary of Event Log. Enter the Configuration mode, and then navigate to: Configuration Menu > Reports > Event Log Summary

## **HealthCheck Statistics**

This report provides information on the printer status. Enter the Configuration mode, and then navigate to: Configuration Menu > Reports > HealthCheck Statistics

# **Device Operations**

## **Quiet Mode**

This setting reduces the printer noise when in printing mode.

**1** Enter the Configuration mode, and then navigate to:

### Configuration Menu > Device Operations > Quiet Mode

2 Select a setting.

## **Panel Menus**

This setting enables the printer to show the control panel menus.

- 1 Enter the Configuration mode, and then navigate to: Configuration Menu > Device Operations > Panel Menus
- **2** Select a setting.

## Safe Mode

This setting enables the printer to continue offering as much functionality as possible, despite known issues.

- 1 Enter the Configuration mode, and then navigate to: Configuration Menu > Device Operations > Safe Mode
- **2** Select a setting.

# **Exit Maintenance Menu**

This setting exits the Configuration mode and restarts the printer.

# **Parts removal**

# **Removal precautions**



**CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock and to prevent damage to the printer, remove the power cord from the electrical outlet and disconnect all connections to any external devices before you connect or disconnect any cable, electronic board, or assembly.



**CAUTION—POTENTIAL INJURY:** The device weighs 43–67 kg (95–148 lb) and requires two or more trained personnel to lift it safely. Make sure that your fingers are not under the device when you lift or set the device down.

**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

**CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.

# Handling ESD-sensitive parts

Many electronic products use parts that are known to be sensitive to electrostatic discharge (ESD). To prevent damage to ESD-sensitive parts, do the following:

- Turn off the printer before removing logic boards.
- Keep the parts in their original packing material until you are ready to install them into the printer.
- Make the least-possible movements with your body to prevent an increase of static electricity from clothing fibers, carpets, and furniture.
- Put the ESD wrist strap on your wrist. Connect the wrist band to the system ground point. This action discharges any static electricity in your body to the printer.
- Hold the parts by their edge connector shroud. Do not touch its pins. If you are removing a pluggable module, then use the correct tool.
- If possible, keep all parts in a grounded metal cabinet.
- Do not place the parts on the printer cover or on a metal table. If you need to put down the parts, then put them into their packing material.
- Prevent parts from being accidentally touched by other personnel. Cover the printer when you are not working on it.
- Be careful while working with the parts when cold-weather heating is used. Low humidity increases static electricity.

## Understanding the marked or colored screws

Some parts are secured by screws that are specially marked or colored.

- Blue or green—These screws may loosen due to vibrations and loads during use or transport.
- **Red**—These screws secure parts that are difficult to install, adjust, or align. Do not remove or loosen the parts with red screws unless the parts are defective.

**Note:** In some cases, the part is secured by multiple screws but only one screw is marked in red. This part should not also be removed or loosened unnecessarily.

# **Ribbon cable connectors**

## Zero Insertion Force (ZIF) connectors

These connectors are used on the boards and cards that are installed in the printer.

To avoid damaging the connectors and their cables, observe the following:

- Do not insert the cables where the contacts are facing the locking actuator.
- Do not insert the cables diagonally into the ZIF socket.
- Avoid using a fingernail or sharp object to open the locking actuator.
- Avoid pressing against the cables when opening the locking actuator.

These are the types of the ZIF connectors that are used in this printer:

- Horizontal top contact connector
- Horizontal bottom contact connector
- Vertical mount contact connector
- Horizontal sliding connector

### Horizontal top contact connector

This connector uses a back flip locking actuator to lock the ribbon cable into the ZIF connector.

**Warning—Potential Damage:** When opening or closing this type of actuator, lift or close the two tabs located on each end of the actuator. The two tabs should be moved simultaneously. Do not close the actuator from the center.

#### **Removing the cable**

**1** Unlock the actuator.



**2** Remove the cable.

Parts removal **208** 

#### Inserting the cable

Make sure that the actuator is unlocked before installing the cable. The tabs are vertical when the actuator is locked.

**1** Insert the cable on top of the actuator with the contacts facing up.

Note: Make sure that the cable is installed squarely into the connector to avoid intermittent failures.



**2** Rotate the locking actuator to the locked position.

#### Notes:

- Do not move the cable while locking the actuator.
- If the cable moves, open the actuator, reposition the cable, and then close the actuator.



Parts removal **209** 

## Horizontal bottom contact connector

This connector uses a flip locking actuator to lock the ribbon cable into the ZIF connector.

**Warning—Potential Damage:** When opening or closing this type of actuator, gently lift the center of the actuator using your finger. Do not use a fingernail or screwdriver to open the actuator to avoid damaging the ribbon cable. Do not close the actuator from its ends.

#### **Removing the cable**

**1** Unlock the actuator.



**2** Remove the cable.

### Inserting the cable

**1** Make sure that the actuator is in the open position.



2 Insert the cable below the actuator with the contacts facing downward and away from the locking actuator.Note: Make sure that the cable is installed squarely into the connector to avoid intermittent failures.



Parts removal

**3** Rotate the locking actuator to the locked position.



## Vertical mount contact connector

This connector uses a back flip locking actuator to lock the ribbon cable into the ZIF connector.

**Warning—Potential Damage:** When opening or closing this type of actuator, gently lift the center of the actuator using your finger. Do not use a fingernail or screwdriver to open the actuator to avoid damaging the ribbon cable. Do not close the actuator from its ends.

### **Removing the cable**

**1** Rotate the locking actuator from the center of the actuator to the unlocked position.



**2** Remove the cable.

### Inserting the cable

**1** Make sure that the locking actuator is in the open position.



2 Insert the cable on top of the actuator with the contacts facing away from the locking actuator.Note: Make sure that the cable is installed squarely into the connector to avoid intermittent failures.



**3** Rotate the locking actuator to the locked position.

### Notes:

- Do not move the cable while locking the actuator.
- If the cable moves, open the actuator, reposition the cable, and then close the actuator.



### Horizontal sliding contact connector

This connector uses a slide locking actuator to lock the ribbon cable into the ZIF connector.

**Warning—Potential Damage:** When opening or closing this type of actuator, gently push or pull the two tabs located on each end of the actuator. Do not close the actuator from the center of the actuator. Do not use a screwdriver to open or close the actuator to avoid damage to the cable or connector.

#### Removing the cable

**1** Slide the tabs away from the connector.



**2** Remove the cable.

### Inserting the cable

**1** Make sure that the locking actuator is in the open position. If you are opening the connector, then pull back the end tabs using equal force to avoid breaking the connector.



2 Insert the cable on top of the actuator with the contacts facing away from the locking actuator.



**3** Slide the locking actuator toward the connector to lock the cable.

### Notes:

- Do not move the cable while locking the actuator.
- If the cable moves, open the actuator, reposition the cable, and then close the actuator.



## Low Insertion Force (LIF) connector

**Warning—Potential Damage:** When installing a cable into an LIF connector, avoid bending the edges of the cables and damaging the contacts on the cables.

### Inserting the cable

**1** Make sure that the contacts of the controller board and connectors are on the same side.



2 Insert the cable.

Note: Make sure that the cable is installed straight into the connector to avoid intermittent failures.


# Adjustments

# Punch holes deviation adjustment

Perform this procedure when the deviation between the holes is more than 2 mm.

- **1** Perform a punch job.
- **2** Fold the paper, and then measure the deviation between the holes. If the deviation is more than 2 mm, then proceed with the rest of the steps.



**3** Open the SHPF top cover, and then loosen the two screws (A).



**4** Using the marks (B) on the frame, move the punch unit to adjust its position.



Parts removal **218** 

# **Bifold skew adjustment**

Perform this procedure when:

- Reinstalling the booklet maker aligner assembly.
- The fold skew exceeds the tolerance of +/- 1 mm.
- **1** Perform a bifold print job.
- **2** Unfold the paper with the ridge facing up.



**3** Confirm the skew (A) by measuring the length of edges A1 and A2. If A1–A2 exceeds +/- 1 mm, then proceed with the rest of the steps.



4 Pull out the booklet maker from the finisher, and then loosen the two screws (B).



Parts removal **219** 

**5** Lift the aligner jam access door, and then loosen the two screws (C).



- 6 Rotate the aligner assembly depending on the direction of the skew.
  - Rotate the aligner assembly to the rear.





• Rotate the aligner assembly to the front.



# **Removal procedures**

When replacing printer parts, consider the following:

- Some removal procedures require removing cable ties. Replace cable ties during reassembly to avoid pinching wires, obstructing the paper path, or restricting mechanical movement.
- Remove the toner cartridges, imaging units, developer units, photoconductor units, and trays before removing other printer parts.
- Place the imaging or photoconductor unit on a clean, smooth, and flat surface. Do not expose the photoconductor drum to light.
- Disconnect all external cables from the printer to prevent possible damage during service.

- Unless otherwise stated, reinstall the parts in reverse order of removal.
- When reinstalling a part held by several screws, start all screws before the final tightening.

# **Staple finisher removals**

# Staple finisher front cover removal

**1** Remove the three screws (A).



**2** Remove the screw (B), and then remove the cover.



# Staple finisher right cover removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- **2** Remove the screw (A), and then remove the cover.



# Staple finisher rear cover removal

- **1** Remove the three screws (A).
- **2** Remove the cover.

Installation note: Position the metal tab (B) over the cover.



# Staple finisher top cover removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- 2 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- **3** Remove the screw (A).



**4** Slide, and then remove the cover.



### Staple finisher exit guide removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See <u>"Staple finisher top cover removal" on page 223</u>.
- **4** Remove the guide.



Installation note: Position the static brushes outside the guide.

#### Staple finisher bin removal

**1** Remove the seven screws (A).



2 Remove the bin.

#### Staple finisher left inner cover removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- **2** Remove the two screws (A), and then remove the cover.



#### Staple finisher lower exit roller paddles removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the four paddles (A).



#### Staple finisher bin stack height assembly removal

Note: This part is not a FRU. Perform these steps to access the FRUs attached to this part.

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the left inner cover. See "Staple finisher left inner cover removal" on page 225.

**3** Remove the two screws (A).



**4** Swing out, and then set aside the assembly.



#### Staple finisher bin stack height assembly sensors removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the left inner cover. See <u>"Staple finisher left inner cover removal" on page 225</u>.
- **3** Remove the bin stack height assembly. See <u>"Staple finisher bin stack height assembly removal" on</u> page 225.

**4** Disconnect the cable, and then remove the sensor.



## Staple finisher bin stack height solenoid removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the left inner cover. See <u>"Staple finisher left inner cover removal" on page 225</u>.
- **3** Remove the bin stack height assembly. See <u>"Staple finisher bin stack height assembly removal" on</u> page 225.

**4** Disconnect the cable (A).



**5** Remove the two screws (B), and then remove the solenoid.



#### Staple finisher bin stack height actuator removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the left inner cover. See <u>"Staple finisher left inner cover removal" on page 225</u>.
- **3** Remove the bin stack height assembly. See <u>"Staple finisher bin stack height assembly removal" on</u> page 225.
- 4 Remove the bin stack height solenoid. See <u>"Staple finisher bin stack height solenoid removal" on</u> page 227.

**5** Remove the clip (A).



 ${\bf 6}~$  Remove the spring (B) and the solenoid link (C).



Parts removal

7 Remove the two screws (D).



8 Remove the bracket to release the link from the actuator, and then remove the actuator.



### Motor (staple finisher tamper) removal

- 1 Remove the bin. See "Staple finisher bin removal" on page 224.
- 2 Remove the left inner cover. See "Staple finisher left inner cover removal" on page 225.
- 3 From the motor, disconnect the cable, and then remove the two screws.Note: Access the screws through the holes on the bottom frame.



**4** Remove the motor.

# Staple finisher tamper sensors removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the left inner cover. See "Staple finisher left inner cover removal" on page 225.
- **3** From the sensor, remove the screw, and then remove the sensor bracket.

**Note:** Access the screws through the holes on the bottom frame.



**4** Disconnect the cable from the sensor, and then remove the sensor from the bracket.

#### Staple finisher transport jam removal gears removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- **2** Remove the three clips (A), and then remove the knob and three gears.



Parts removal

# Staple finisher lock switch removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- **2** Remove the clip (A), and then remove the handle.



- **3** Disconnect the cable (B).
- **4** Remove the screw (C), and then remove the switch.



#### Staple finisher locks removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.

**3** Pry the latch (A), and then remove the rear lock.



**4** Remove the clip (B), and then remove the handle.



**5** Remove the two springs (C).

**6** Remove the clip (D), and then remove the front lock.



#### Staple finisher guide rails removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the rear lock. See <u>"Staple finisher locks removal" on page 233</u>.
- **4** Remove the two screws (A), remove the two wheels, and then remove the rear guide rail.



**5** Remove the screw (B), and then remove the front guide rail.



# Staple finisher controller board removal

- 1 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- **2** Disconnect all the cables from the board, and then remove the screw (A).



**3** Remove the board.

## Staple finisher controller board holder removal

- 1 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 2 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- **3** Remove all the cable holders from the controller board holder.
- **4** Remove the three screws (A), and then remove the controller board holder.



#### Staple finisher interface cable removal

- 1 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- **2** Disconnect the two cables (A).



Parts removal **237** 

**3** Remove the screw (B), and then remove the cable bracket.



**4** Cut the two zip ties (C), and then remove the cable.



#### Installation notes:

- **a** Plug the two cables into the controller board, and then pass them through the cable guide.
- **b** Mount the cable bracket on the finisher, and then secure the cable with two zip ties (A).



**c** Install the screw (B).



#### Motor (staple finisher transport) removal

- 1 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- **2** Disconnect the cable (A).

**3** Remove the four screws (B), and then remove the bracket.



**4** Remove the two screws (C), and then remove the motor.





#### Installation notes:

a Install the motor on the bracket. Do not tighten the two screws (A).



**b** Install the bracket on the frame, and then tighten the four screws (B).**Note:** Position the ground wire on top of the bracket.



**c** Tighten the top screw (C), and then tighten the bottom screw (D).



# Motor (staple finisher elevator) removal

- 1 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- **2** Disconnect the three cables (A).
- **3** Remove the two screws (B), and then remove the cable holder.



**4** Remove the two screws (C), and then remove the motor.



# Motor (staple finisher upper exit) removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- **2** Remove the spring (A), and then disconnect the cable (B).
- **3** Remove the two screws (C), and then remove the motor.



**4** Remove the two screws (D), and then remove the motor.



#### Installation notes:

- **a** Install the motor on the plate.
- **b** Install the motor on the frame, and then install the two screws (A). Do not tighten the screws.



**c** Install the spring (B).

**d** Tighten the screw (C) near the spring, and then tighten the top screw (D).



e Connect the motor cable.

# Motor (staple finisher exit) removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- **2** Remove the spring (A), and disconnect the cable (B).
- **3** Remove the two screws (C), and then remove the motor.



Parts removal **245** 

**4** Remove the two screws (D), and then remove the motor.



Installation note: See the installation note in "Motor (staple finisher upper exit) removal" on page 243.

# Motor (staple finisher aligner) removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- **2** Disconnect the cable (A).
- **3** Remove the two screws (B), and then remove the motor.



# Staple finisher aligner belt and gears removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- **2** Disconnect the cable (A).
- **3** Remove the four screws (B), and then remove the motor bracket.



- 4 Remove the belt (C).
- **5** Remove the clip (D), and then remove the gear.



6 Remove the gear (E).



### Sensor (staple finisher upper exit roller) removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- **2** Disconnect the cable (A).
- **3** Remove the screw (B), and then remove the sensor bracket.



**4** Remove the sensor from the bracket.

# Sensor (staple finisher elevator home) removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- **2** Disconnect the cable (A).
- **3** Remove the screw (B), and then remove the sensor bracket.



**4** Remove the sensor from the bracket.

## Sensor (staple finisher staple unit home) removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- **2** Remove the screw (A), and then remove the sensor cover.



Parts removal **249** 

**3** Disconnect the cable (B), and then remove the sensor.



### Sensor (staple finisher paper feed) removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See <u>"Staple finisher top cover removal" on page 223</u>.
- **4** Remove the two screws (A), and then dislodge the bracket.

**5** Remove the screw (B), and then remove the ground (C).



- 6 Flip the sensor holder, and then remove the sensor.
- 7 Disconnect the cable (D), and then remove the sensor.



# Staple finisher staple unit removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- **2** Remove the two screws (A), and then remove the holder.



- **3** Disconnect the two cables (B).
- 4 Remove the screw (C), and then remove the staple unit.


**5** Remove the two screws (D), and then remove the plate.



## Staple finisher staple unit carriage assembly removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- 2 Remove the staple unit. See <u>"Staple finisher staple unit removal" on page 252</u>.
- **3** Unlatch, and then remove the interface board cover (A).



**4** Disconnect the cable (B), and then remove the assembly.



## Staple finisher interface board removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the staple unit. See "Staple finisher staple unit removal" on page 252.
- **3** Remove the staple unit carriage assembly. See <u>"Staple finisher staple unit carriage assembly removal"</u> on page 253.
- **4** Disconnect all cables from the board.
- **5** Release the two latches (A), and then remove the board.



# Motor (staple finisher staple unit carriage) removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the staple unit. See <u>"Staple finisher staple unit removal" on page 252</u>.
- **3** Remove the staple unit carriage assembly. See <u>"Staple finisher staple unit carriage assembly removal"</u> <u>on page 253</u>.
- 4 Disconnect the cable (A).
- **5** Remove the two screws (B), and then remove the motor.



## Staple finisher staple unit carriage removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the staple unit. See "Staple finisher staple unit removal" on page 252.
- **3** Remove the staple unit carriage assembly. See <u>"Staple finisher staple unit carriage assembly removal"</u> on page 253.
- 4 Disconnect the cable (A).



**5** Remove the three screws (B), and then remove the card holder and motor.



**6** The carriage remains.



## Staple finisher staple unit carriage gears removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the staple unit. See <u>"Staple finisher staple unit removal" on page 252</u>.
- **3** Remove the staple unit carriage assembly. See <u>"Staple finisher staple unit carriage assembly removal"</u> on page 253.

**4** Remove the clip (A), and then remove the wheel and gear.



- **5** Disconnect the cable (B).
- **6** Remove the two screws (C), and then remove the motor bracket.



7 Remove the clip (D), and then remove the gear.



## Staple finisher staple unit carriage wheel removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the staple unit. See "Staple finisher staple unit removal" on page 252.
- **3** Remove the staple unit carriage assembly. See <u>"Staple finisher staple unit carriage assembly removal"</u> on page 253.
- 4 Remove the four screws (A) and the two clips (B).



**5** Remove the five wheels and spring.

# Staple finisher FFC removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- 3 Remove the staple unit. See "Staple finisher staple unit removal" on page 252.
- **4** Disconnect the cable (A) from the staple unit carriage and from the controller board.





**5** Press the latch, and then remove the cable holder.



**6** Remove the cable from the holder.

#### Installation notes:

- **a** Place the cable on a flat surface, with the contacts facing down.
- **b** Place the plastic film over the cable, and then position the tab under the cable. Align the edge of the film with the blue end.



**c** Bend the cable along the dashed line.



 ${f d}$  Install the bent end on the cable holder. Thread the two clips through the film.



e Thread the cable and the film through the rest of the clips.



## Staple finisher stack lever actuator removal

- 1 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- 2 Remove the controller board. See <u>"Staple finisher controller board removal" on page 236</u>.
- **3** Disconnect the two springs (A).

4 Unlatch and then remove the actuator (B).



## Staple finisher stack clamp solenoid removal

- 1 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 2 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 3 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.
- 4 Disconnect the cable (A) and spring (B).
- **5** Remove the screw (C), and then remove the bracket.
- 6 Remove the screw (D), and then remove the solenoid.



# Staple finisher elevator springs removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- **4** Remove the two springs (A).





## Staple finisher elevator drive gears removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.

- 3 Remove the rear guide rail. See "Staple finisher guide rails removal" on page 235.
- 4 Remove the motor (staple finisher elevator). See "Motor (staple finisher elevator) removal" on page 242.
- **5** Remove the six screws (A), and then remove the bracket.



**6** Remove the four clips (B), and then remove all the gears from the bracket.



### Staple finisher elevator belts removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the front cover. See "Staple finisher front cover removal" on page 221.

- 4 Remove the rear guide rail. See "Staple finisher guide rails removal" on page 235.
- 5 Remove the motor (staple finisher elevator). See <u>"Motor (staple finisher elevator) removal" on page 242</u>.
- 6 Remove the elevator drive gears bracket. See <u>"Staple finisher elevator drive gears removal" on page</u> <u>263</u>.
- 7 Remove the clip (A), remove the rear belt cover, and then remove the belt.



8 Remove the screw (B), and then remove the belt from the bracket.



**9** Remove the clip (C), remove the front belt cover, and then remove the belt.



**10** Remove the screw (D), and then remove the belt from the bracket.



**Installation note:** To ensure that the front and rear brackets are level, place them at their lowest position before installing the belts on the gears.

### Staple finisher elevator gears removal

- 1 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the front cover. See "Staple finisher front cover removal" on page 221.

266

- 4 Remove the elevator drive gears. See <u>"Staple finisher elevator drive gears removal" on page 263</u>.
- 5 Remove the elevator belts. See "Staple finisher elevator belts removal" on page 264.
- 6 Remove the gear (A).
- 7 Remove the screw (B), and then remove the gear bracket.



8 Remove the two screws (C), and then remove the gear bracket.





**9** Remove the clip (D), and then remove the gear. Also remove the gear from the other bracket.



# Exit motor bracket removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- **2** Remove the clip (A), and then remove the handle.



**3** Disconnect the six cables (B).



**4** Remove the six screws (C).



**5** Remove the staple unit carriage home sensor cover, and then disconnect the two cables (D).



**6** Remove all the cables from the bracket, and then remove the bracket.

# Staple finisher exit guide lift cam removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See <u>"Staple finisher top cover removal" on page 223</u>.
- **4** Remove the two clips (A), and then remove the bushings.





**5** Remove the shaft.

#### Installation notes:

- Place the upper exit roller assembly in the lowermost position.
- Align the pointer on the gear with the notch on the frame.



## Staple finisher upper exit roller drive gears removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.
- 6 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.

7 Remove the clip (A), and then remove the washer and gear.



**8** Remove the pin (B), and then remove the clip and bushing.



**9** Remove the clip (C), and then remove the bushing.



- **10** Remove the shaft.
- **11** Remove the two clips (D), and then remove the gear and bushing.



#### **12** Remove the plate (E).



# Staple finisher exit roller drive belts and gears removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- 2 Remove the exit motor bracket. See <u>"Exit motor bracket removal" on page 269</u>.
- **3** Remove the two belts (A).



4 Remove the three gears (B), and two belts (C).



**5** Remove the two clips (D), and then remove the gears.



## Staple finisher exit roller solenoid removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- **3** Disconnect the spring (A).

**4** Remove the screw (B), and then remove the solenoid.



# Staple finisher upper exit actuator removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- 2 Remove the exit motor bracket. See <u>"Exit motor bracket removal" on page 269</u>.
- **3** Remove the clip (A), and then remove the actuator.



# Staple finisher exit roller gear removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- **3** Disconnect the spring (A).
- 4 Unlatch and then remove the gear (B).



### Staple finisher lower exit roller removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the bin. See "Staple finisher bin removal" on page 224.
- 3 Remove the left inner cover. See <u>"Staple finisher left inner cover removal" on page 225</u>.
- 4 Remove the exit motor bracket. See <u>"Exit motor bracket removal" on page 269</u>.
- 5 Remove the exit roller gear. See "Staple finisher exit roller gear removal" on page 278.
- 6 Remove the two clips (A), and then release the bushings.



7 Lower the actuator, and then remove the roller.



8 Remove the lower exit roller paddles. See <u>"Staple finisher lower exit roller paddles removal" on page</u> <u>225</u>.

# Staple finisher upper guide removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- 2 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- **3** Remove the top cover. See <u>"Staple finisher top cover removal" on page 223</u>.
- **4** Disconnect, and then remove the cable (A) from the holders.



**5** Remove the six screws (B).





**6** Remove the clip (C), and then slide the bushing.



- **7** Remove the guide from the finisher.
- **8** Remove the screw (D), and then remove the sensor holder.



**9** Pry, and then remove the four rollers (E).



Installation note: The springs are color-coded according to their location.





## Staple finisher lower guide removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See <u>"Staple finisher top cover removal" on page 223</u>.
- 4 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- **5** Remove the five screws (A), and then remove the guide.





**6** Remove the five screws (B), and then remove the idler rollers.



## Staple finisher staple unit rail removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the staple unit. See "Staple finisher staple unit removal" on page 252.
- 5 Remove the staple unit carriage assembly. See <u>"Staple finisher staple unit carriage assembly removal"</u> on page 253.
- 6 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.

- 7 Remove the lower guide. See <u>"Staple finisher lower guide removal" on page 283</u>.
- **8** Remove the three screws (A), and then remove the rail.



## Staple finisher compiler feed roller guide removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- 5 Remove the lower guide. See "Staple finisher lower guide removal" on page 283.

**6** Release the four latches (A), and then remove the guides.



Installation note: Position the guides under the flaps (A).



# Staple finisher aligner roller removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- **3** Remove the top cover. See <u>"Staple finisher top cover removal" on page 223</u>.
- 4 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- 5 Remove the lower guide. See <u>"Staple finisher lower guide removal" on page 283</u>.
- 6 Remove tamper feed roller guide. See <u>"Staple finisher compiler feed roller guide removal" on page</u> 285.
- **7** Remove the two clips (A), and then slide the bushings.



**8** Slide, and then swing out to remove the roller.



9 Remove the other roller.

## Staple finisher compiler feed roller shaft assembly removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See <u>"Staple finisher top cover removal" on page 223</u>.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.
- 6 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 7 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- 8 Remove the lower guide. See "Staple finisher lower guide removal" on page 283.
- 9 Remove the compiler feed roller guide. See <u>"Staple finisher compiler feed roller guide removal" on page 285</u>.
**10** Remove the clip (A), and then remove the washer and gear.



**11** Remove the clip (B), and then remove the bushing.





**12** Remove the clip (C), and then remove the bushing.



**13** Remove the clip (D), and then remove the assembly.



## Staple finisher compiler feed rollers and gears removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.

- 6 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 7 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- 8 Remove the lower guide. See <u>"Staple finisher lower guide removal" on page 283</u>.
- 9 Remove compiler feed roller guide. See <u>"Staple finisher compiler feed roller guide removal" on page</u>
  <u>285</u>.
- 10 Remove compiler feed roller shaft assembly. See <u>"Staple finisher compiler feed roller shaft assembly</u> removal" on page 288.
- **11** Remove the two clips (A), and then slide the bushings.



**12** Remove the roller (B). Also remove the other roller.



**13** Remove the two compiler feed roller belts (C).



14 Remove the two compiler feed rollers (D) and the two gears (E).



### Staple finisher stack lever removal

- 1 Remove the front cover. See <u>"Staple finisher front cover removal" on page 221</u>.
- 2 Remove the rear cover. See <u>"Staple finisher rear cover removal" on page 222</u>.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the motor (staple finisher aligner). See <u>"Motor (staple finisher aligner) removal" on page 246</u>.
- 6 Remove the aligner gears. See "Staple finisher aligner belt and gears removal" on page 247.
- 7 Remove the stack lever actuator. See "Staple finisher stack lever actuator removal" on page 261.
- 8 Remove the upper guide. See <u>"Staple finisher upper guide removal" on page 279</u>.
- 9 Remove the lower guide. See "Staple finisher lower guide removal" on page 283.
- **10** Remove the clip (A).



**11** Dislodge the shaft from the frame.

**12** Remove the clip (B), and then slide the lever.



**13** Remove the lever, and then remove the pin.



## Staple finisher transport roller removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the motor (staple finisher transport). See <u>"Motor (staple finisher transport) removal" on page</u> 239.
- 5 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- 6 Remove the lower guide. See "Staple finisher lower guide removal" on page 283.

**7** Remove the two clips (A), and then remove the gears and bushings.





8 Remove the clip (B), and then remove the shaft.



### Staple finisher aligner roller gears removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the motor (staple finisher aligner). See "Motor (staple finisher aligner) removal" on page 246.
- 6 Remove the aligner gears. See "Staple finisher aligner belt and gears removal" on page 247.
- 7 Remove the stack lever actuator. See "Staple finisher stack lever actuator removal" on page 261.
- 8 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- 9 Remove the lower guide. See "Staple finisher lower guide removal" on page 283.

### Remove the clip (A).



Remove the clip (B).



- Dislodge the shaft from the frame.
- Rotate the shaft until the pins behind the gears are horizontal.

**14** Remove the two clips (C), and then remove the gears.



## Staple finisher upper exit roller assembly removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.
- 6 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 7 Remove the exit guide lift cam. See "Staple finisher exit guide lift cam removal" on page 271.
- 8 Remove the upper exit roller drive gear shaft. See <u>"Staple finisher upper exit roller drive gears removal"</u> on page 272.
- 9 Remove the upper exit actuator. See "Staple finisher upper exit actuator removal" on page 277.

**10** Remove the two clips (A), and then remove the bushings.





**11** Remove the assembly.

## Staple finisher eject guide removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.

- 6 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 7 Remove the exit guide lift cam. See "Staple finisher exit guide lift cam removal" on page 271.
- 8 Remove the upper exit roller drive gear shaft. See <u>"Staple finisher upper exit roller drive gears removal"</u> on page 272.
- 9 Remove the upper exit actuator. See "Staple finisher upper exit actuator removal" on page 277.
- **10** Remove the upper exit roller assembly. See <u>"Staple finisher upper exit roller assembly removal" on</u> page 297.
- **11** Remove the four guides (A).



#### Staple finisher eject cam removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.

- 6 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 7 Remove the exit guide lift cam. See "Staple finisher exit guide lift cam removal" on page 271.
- 8 Remove the upper exit roller drive gear shaft. See <u>"Staple finisher upper exit roller drive gears removal"</u> on page 272.
- 9 Remove the upper exit actuator. See "Staple finisher upper exit actuator removal" on page 277.
- 10 Remove the upper exit roller assembly. See <u>"Staple finisher upper exit roller assembly removal" on</u> page 297.
- **11** Remove the clip (A), and then remove the cam.



#### Staple finisher upper exit roller removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.
- 6 Remove the exit motor bracket. See <u>"Exit motor bracket removal" on page 269</u>.
- 7 Remove the exit guide lift cam. See "Staple finisher exit guide lift cam removal" on page 271.
- 8 Remove the upper exit roller drive gear shaft. See <u>"Staple finisher upper exit roller drive gears removal"</u> on page 272.
- 9 Remove the upper exit actuator. See "Staple finisher upper exit actuator removal" on page 277.
- 10 Remove the upper exit roller assembly. See <u>"Staple finisher upper exit roller assembly removal" on</u> page 297.

#### 300

**11** Remove the guide (A), and then remove the clip (B).



**12** Move the guide to release the bushing, and then remove the roller (C).



## Staple finisher upper exit roller belts and gear removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 5 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.
- 6 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 7 Remove the exit guide lift cam. See "Staple finisher exit guide lift cam removal" on page 271.
- 8 Remove the upper exit roller drive gear shaft. See <u>"Staple finisher upper exit roller drive gears removal"</u> on page 272.
- 9 Remove the upper exit actuator. See "Staple finisher upper exit actuator removal" on page 277.
- **10** Remove the upper exit roller assembly. See <u>"Staple finisher upper exit roller assembly removal" on</u> page 297.
- 11 Remove the upper exit roller. See "Staple finisher upper exit roller removal" on page 300.

#### 301

**12** Remove all the clips and bushings from the left side of the shaft.



**13** Separate the shaft.



Note: Take note of the original position of the ground and the two concentric springs.



- **14** Remove the three clips (A), and then remove the lever (B).
- **15** Remove the bushings, and then remove the gear (C) and two belts (D).



## Staple finisher tamper and aligner assembly removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See <u>"Staple finisher top cover removal" on page 223</u>.
- 4 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 5 Remove the left inner cover. See "Staple finisher left inner cover removal" on page 225.
- 6 Remove the bin stack height assembly. See <u>"Staple finisher bin stack height assembly removal" on</u> page 225.

- 7 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 8 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.
- 9 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 10 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- 11 Remove the exit guide lift cam. See "Staple finisher exit guide lift cam removal" on page 271.
- 12 Remove the upper exit roller drive gear shaft. See <u>"Staple finisher upper exit roller drive gears removal"</u> on page 272.
- 13 Remove the upper exit actuator. See "Staple finisher upper exit actuator removal" on page 277.
- **14** Remove the upper exit roller assembly. See <u>"Staple finisher upper exit roller assembly removal" on page 297</u>.
- **15** Remove the two screws (A).





**16** Remove the cables (B) from the holder.



**17** From the top, remove the aligner.



## Staple finisher tamper drive gears removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the bin. See <u>"Staple finisher bin removal" on page 224</u>.
- 5 Remove the left inner cover. See "Staple finisher left inner cover removal" on page 225.
- 6 Remove the bin stack height assembly. See <u>"Staple finisher bin stack height assembly removal" on</u> page 225.

- 7 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 8 Remove the controller board holder. See <u>"Staple finisher controller board holder removal" on page 237</u>.
- 9 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 10 Remove the upper guide assembly. See "Staple finisher upper guide removal" on page 279.
- 11 Remove the exit guide lift cam. See "Staple finisher exit guide lift cam removal" on page 271.
- 12 Remove the upper exit roller drive gear shaft. See <u>"Staple finisher upper exit roller drive gears removal"</u> on page 272.
- 13 Remove the upper exit actuator. See "Staple finisher upper exit actuator removal" on page 277.
- **14** Remove the upper exit roller assembly. See <u>"Staple finisher upper exit roller assembly removal" on page 297</u>.
- **15** Remove the tamper and aligner assembly. See <u>"Staple finisher tamper and aligner assembly removal" on page 303</u>.
- **16** Remove the four screws (A), and then remove the motor brackets.



**17** Remove the two gears (B).



Parts removal

306



## Staple finisher tamper racks removal

- 1 Remove the front cover. See "Staple finisher front cover removal" on page 221.
- 2 Remove the rear cover. See "Staple finisher rear cover removal" on page 222.
- 3 Remove the top cover. See "Staple finisher top cover removal" on page 223.
- 4 Remove the bin. See "Staple finisher bin removal" on page 224.
- 5 Remove the left inner cover. See "Staple finisher left inner cover removal" on page 225.
- 6 Remove the bin stack height assembly. See <u>"Staple finisher bin stack height assembly removal" on</u> page 225.
- 7 Remove the controller board. See "Staple finisher controller board removal" on page 236.
- 8 Remove the controller board holder. See "Staple finisher controller board holder removal" on page 237.
- 9 Remove the exit motor bracket. See "Exit motor bracket removal" on page 269.
- 10 Remove the upper guide. See "Staple finisher upper guide removal" on page 279.
- 11 Remove the exit guide lift cam. See "Staple finisher exit guide lift cam removal" on page 271.
- 12 Remove the upper exit roller drive gear shaft. See <u>"Staple finisher upper exit roller drive gears removal"</u> on page 272.
- 13 Remove the upper exit actuator. See "Staple finisher upper exit actuator removal" on page 277.
- **14** Remove the upper exit roller assembly. See <u>"Staple finisher upper exit roller assembly removal" on</u> page 297.
- **15** Remove the tamper and aligner assembly. See <u>"Staple finisher tamper and aligner assembly removal" on</u> page 303.

**16** Pry both sides to remove the tamper. Repeat this step to remove the other tamper.



17 Remove the two screws (A).



 $\ensuremath{\textbf{18}}$  Release the four latches (B), and then remove the tamper tray.



**19** From under the tray, remove the tamper paper present sensor actuator (C).



- 20 Remove the two screws (D), and then remove the front and rear aligners.Note: The rear aligner has a clear plastic film, while the front aligner has a black plastic film.
- **21** Swing, and then remove the middle aligner.



**22** Remove the two ground plates (E) from under the front and rear aligners.



**23** Slide the carriage, remove the screw (F), and then remove the bracket.



Disconnect the spring (G) from the assembly, and then remove the carriage. Repeat the previous step and this step to remove the other carriage.



- Move the tamper racks to the outermost position.
- Remove the screw (H), remove the bracket, and then remove the two racks (J).



#### Installation notes:

**a** Install the front rack at the outermost position.



**b** Install the rear rack at the outermost position.



# Horizontal paper transport removals

# HPT door locks removal

**1** Remove the four screws (A).



**2** Remove the locks.

## HPT inner paper guide removal

**1** Remove the three screws (A).



**2** Remove the guide.

# HPT holding bracket removal

**1** Remove the two screws (A).



**2** Remove the bracket.

# Sensor (HPT feed) removal

- **1** Disconnect the cable (A).
- **2** Remove the adhesive (B), and then remove the sensor.



## HPT feed sensor actuator removal

**1** Pry the actuator (A).



**2** Remove the actuator.

# Sensor (HPT door) removal

- **1** Disconnect the cable (A).
- **2** Remove the screw (B), and then remove the sensor.



# HPT right top cover removal

**1** Remove the two screws (A).



**2** Remove the cover.

## HPT door removal

- 1 Remove the right top cover. See <u>"HPT right top cover removal" on page 316</u>.
- **2** Remove the two screws (A), and then remove the hinge.



**3** Remove the cover.

## HPT rear cover removal

- **1** Remove the metal screw (A).
- **2** Remove the two plastic screws (B), and then remove the cover.



# HPT cable removal

- 1 Remove the rear cover. See <u>"HPT rear cover removal" on page 317</u>.
- **2** Disconnect the cable from both ends (A), and then remove the cable.



**3** Disconnect the cable from the two sensors (B), and then remove the cable.



# HPT door hinges removal

**1** Remove the two screws (A).



- **2** Remove the hinge, and then remove the door.
- 3 Remove the rear cover. See "HPT rear cover removal" on page 317.

**4** Remove the two screws (B), and then remove the hinge.



**5** From under the door, remove the two screws (C), and then remove the two hinges.



# Motor (HPT transport) removal

- 1 Remove the rear cover. See <u>"HPT rear cover removal" on page 317</u>.
- **2** Disconnect the cable from both ends (A).



**3** Remove the two screws (B), and then set aside the cable guide.



4 Remove the four screws (C), and then remove the motor bracket.



**5** Remove the two screws (D), and then remove the motor.



## HPT belts and gears removal

- 1 Remove the rear cover. See "HPT rear cover removal" on page 317.
- 2 Remove the motor (HPT transport). See <u>"Motor (HPT transport) removal" on page 319</u>.
- **3** Remove the four clips (A), and then remove the four washers.



**4** Remove the four gears and belts.

## HPT transport rollers removal

- 1 Remove the rear cover. See <u>"HPT rear cover removal" on page 317</u>.
- 2 Remove the motor (HPT transport). See <u>"Motor (HPT transport) removal" on page 319</u>.
- 3 Remove the HPT belts and gears. See "HPT belts and gears removal" on page 321.

- **4** Remove the three clips (A).
- **5** Remove the six screws (B), and then remove the plates.



Installation note: Position the ground wire over the plates before installing the screws.

**6** Remove the three clips (C), and then remove the bushings.



7 Remove the rollers.

# Staple, hole punch finisher removals

# SHPF top bin extender removal

**1** Lift the extender.



**2** Remove the extender.

## SHPF elevator bin removal

**Note:** Perform steps 1 to 3 to lower the position of the bin. The bin cannot be removed when it is at the highest position.

- **1** Turn on the printer.
- 2 Lift and hold the tamper to activate the elevator bin stack limit switch, open door J, and then close the door.

Note: The bin moves down after closing door J.

**3** When the bin reaches the middle, turn off the printer to stop the bin.

Remove the two screws (A).



Remove the bin.

# SHPF paddles removal

Pull the three paddles (A).



Remove the paddles.
# SHPF elevator bin bracket removal

Note: This part is not a FRU.

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- **2** Remove the four screws (A), and then remove the bracket.



# HPBF bin bail removal

**1** Unlatch, and then remove the lock.



**2** Remove the bail.

# SHPF lower cover removal

**1** Remove the two screws (A).



**2** Remove the cover.

### SHPF caster wheel removal

- 1 Remove the lower cover. See <u>"SHPF lower cover removal" on page 326</u>.
- 2 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- **3** Remove the nut, and then remove the wheel.



# SHPF front door switch removal

- **1** Open the front door.
- **2** Remove the two screws (A), and then remove the cover.



 ${f 3}$  Disconnect the two cables (B), and then remove the switch from the cover.



# SHPF front door removal

**1** Unlatch and then remove the two locks.



**2** Remove the door.

# SHPF top inner cover removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- **2** Remove the five screws (A).

**3** Unlatch and then remove the knob (B).



4 Remove the cover.

### SHPF diverter feed roller knob removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.

**3** Unlatch and then remove the knob (A).



# SHPF post cover removal

- 1 Remove the lower cover. See <u>"SHPF lower cover removal" on page 326</u>.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- **3** Remove the four screws, and then remove the cover.



### SHPF rear cover removal

**1** Remove the eight screws.



**2** Remove the cover.

# SHPF top door removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.

**3** Remove the screw (A), and then remove the door.



### Booklet gate jam access door removal

- **1** Open the front door.
- **2** Turn the staple carriage knob to move the carriage to the rear.
- **3** Release the jam access door from the magnetic catch.
- **4** From the bottom right, remove the clip (A) from the door tab.



**5** Remove the door.

#### Installation notes:

**a** Install the bottom door tab on the bottom frame hole.



- **b** Push the top part of the jam access door to the frame. Align the top door tab with the top frame hole.
- **c** Close the door. Align the pin on the door with the hole on the frame.



**d** Reach in from the right side, and then pull down the door. The door tabs should set into the holes.



e Install the clip.

# SHPF jam access door removal

- 1 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- **2** Remove the two screws (A).



- **3** Open the front door.
- **4** Release the jam access door from the magnetic catch, and then remove the door.

# Sensor (SHPF elevator bin full) removal

3

**1** From behind the lower left cover, select the FRU.



Sensor (SHPF elevator bin full)

2 Remove the FRU.

# Lower left cover removals

#### HPBF lower left cover removal

**1** Pry one side, and then remove the HPBF bin.



**2** Remove the seven screws (A).



**3** Swing out the cover.

**4** Disconnect the two cables (B), and then remove the cover.



5 Remove the HPBF bin bail. See <u>"HPBF bin bail removal" on page 325</u>.

#### SHPF lower left cover removal

**1** From behind the lower left cover, disconnect the cable (A).



**2** Remove the seven screws (B), and then remove the cover.



# HPBF lower left cover sensors removals

- 1 Remove the HPBF lower left cover. See <u>"Lower left cover removals" on page 336</u>.
- **2** Remove the FRU.



•	
2	Sensor (HPBF elevator bin full)
3	Sensor (HPBF bin empty, receive)
4	Sensor (HPBE bin empty, transmit)

### HPBF exit roller cover removal

- 1 Remove the HPBF lower left cover. See <u>"Lower left cover removals" on page 336</u>.
- **2** Disconnect the spring (A).

**3** Remove the two screws (B), and then remove the cover.



### SHPF upper left cover removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the seven screws (A).



- **5** Swing out the cover.
- 6 Disconnect the two cables (B), and then remove the cover.



### SHPF upper left cover sensors removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See <u>"SHPF upper left cover removal" on page 340</u>.

**5** Remove the appropriate sensor.



#	Part
1	Sensor (SHPF elevator bin stack height, receive)
2	Sensor (SHPF elevator bin stack height, transmit)
3	Sensor (SHPF elevator bin front stack height)
4	Sensor (SHPF elevator bin rear stack height)
5	Sensor (SHPF bin lever control)

#### SHPF elevator bin stack height sensor actuator removal

**Note:** Shown is the removal of the front actuator. The same instructions apply when removing the rear actuator.

- 1 Remove the elevator bin. See "SHPF elevator bin removal" on page 323.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See <u>"SHPF upper left cover removal" on page 340</u>.
- 5 Remove the sensor (SHPF elevator bin front stack height) or sensor (SHPF elevator bin rear stack height). See <u>"SHPF upper left cover sensors removal" on page 341</u>.
- 6 Remove the finger (A).
- 7 Release the spring (B) from the holder.

- **8** Remove the clip (C), and then slide the bushing.
- **9** Disconnect the link (D).



**10** Rotate, and then remove the lever.



# SHPF elevator bin stack height sensor actuator arms and gears removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.

**5** Remove the two screws (A), and then remove the shaft.



6 Disconnect the two links (B), and then remove the actuator arms and gears.



### SHPF elevator bin stack height drive gear removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.

**5** Remove the clip (A), and then remove the gear.



### Motor (SHPF elevator bin stack height) removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See <u>"SHPF elevator bin bracket removal" on page 325</u>.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See <u>"SHPF upper left cover removal" on page 340</u>.
- 5 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.

**6** Remove the two screws (A), and then remove the motor bracket.



7 Remove the two screws (B), and then remove the motor.



### Motor (SHPF front tamper) removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- **3** Disconnect the cable (A).

**4** Remove the two screws (B), and then remove the motor bracket.



**5** Remove the two screws (C), and then remove the motor.



### Sensor (SHPF front tamper home) removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.

**3** Release the latch (A), and then remove the sensor.



**4** Disconnect the cable from the sensor.

# Motor (SHPF feed) removal

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- **2** Disconnect the cable (A).
- **3** Remove the two screws (B), and then remove the motor bracket.



**4** Remove the two screws (C), and then remove the motor.



# Motor (SHPF transport) removal

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- **2** Disconnect the cable (A).
- **3** Remove the two screws (B), and then remove the motor bracket.



**4** Remove the two screws (C), and then remove the motor.



# Motor (SHPF rear tamper) removal

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- **2** Disconnect the cable (A).
- **3** Remove the two screws (B), and then remove the motor bracket.



**4** Remove the two screws (C), and then remove the motor.



# Sensor (SHPF rear tamper home) removal

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- **2** Release the latch (A), and then remove the sensor.



**3** Disconnect the cable from the sensor.

# Motor (SHPF elevator) removal

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- **2** Disconnect the two cables (A).



**3** Remove the four screws (B), and then remove the motor bracket.



4 Disconnect the cable (C).



**5** Remove the two screws (D), and then remove the motor.



# Sensor (SHPF elevator position) removal

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- 2 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.

**3** Remove the screw (A), and then remove the sensor bracket.



**4** Remove the sensor from the bracket.

# SHPF elevator drive assembly removal

- 1 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 2 Remove the motor (SHPF elevator). See <u>"Motor (SHPF elevator) removal" on page 352</u>.
- **3** Remove the sensor (SHPF elevator position). See <u>"Sensor (SHPF elevator position) removal" on page</u> <u>353</u>.

4 Remove the clip (A), gear (B), ratchet (C), and spring (D).



#### Installation notes:

- **a** Install the spring, and then install the pin.
- **b** Install the gears with the teeth (A) facing each other.



# Sensor (SHPF top bin full) removal

- 1 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 2 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- **3** Remove the screw (A).



**4** Remove the sensor, and then disconnect the cable.

### SHPF paddle cam and compiler guide lever removal

- 1 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 2 Remove the FRU.



Parts removal **356** 

#	Part
1	SHPF paddle cam
2	SHPF compiler guide lever

### SHPF controller board removal

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- **2** Disconnect all the cables from the board.
- **3** Remove the four screws (A), and then remove the board.



# **Punch unit removal**

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- **2** Disconnect the cable (A) from the controller board.

**3** Remove the screw (B), and then pull out the punch unit.



# Sensor (hole punch box full) removal

- 1 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- 2 Remove the punch unit. See <u>"Punch unit removal" on page 357</u>.
- **3** Disconnect the cable (A), and then remove the sensor.



**4** Remove the screw (B), remove the plastic sheet, and then remove the sensor.



**5** Disconnect the sensor from the cable.

# SHPF staple unit assembly removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- **3** Remove the two screws (A).



4 Disconnect the two cables (B), and then remove the two screws (C).



 ${\bf 5}~$  Turn the knob (D) to move the staple unit under the front aligner.


**6** Push the assembly to the left, and then partially pull it out.



7 Lift the assembly until the cables on the bottom clear the finisher frame, and then remove the assembly.



## SHPF staple unit position sensors removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- **3** Remove the staple unit assembly. See <u>"SHPF staple unit assembly removal" on page 359</u>.

**4** Remove the appropriate sensor.



# SHPF staple unit drive belt and gear removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 3 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.

**4** Remove the clip (A).



- **5** Remove the gear and belt.
- 6 Remove the screw (B), and then remove the knob.



## Motor (SHPF staple unit carriage) removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 3 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.

**4** Disconnect the cable (A).



**5** From under the motor, remove the two screws (B), and then remove the motor.



## SHPF staple unit removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- **3** Remove the staple unit assembly. See <u>"SHPF staple unit assembly removal" on page 359</u>.

**4** From under the assembly, remove the two clips (A), and then remove the two bushings.



**5** From the top, remove the two screws (B), and then remove the cover.



**6** Disconnect the two cables (C), and then remove the carriage.



7 Remove the two screws (D).



**8** Rotate, and then remove the staple unit.



# SHPF staple unit carriage removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 3 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 4 Remove the staple unit. See "SHPF staple unit removal" on page 364.
- **5** Remove the screw (A), and then remove the knob.



6 Remove the clip (B), and then remove the shaft.



**7** Unlatch and then remove the cable holder (C).



8 Flip the carriage, and then remove the belt from the holder (D).



**9** Remove the carriage.

### SHPF elevator bottom rear gear removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 4 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.

**5** Remove the screw (A), and then remove the bracket.



6 Remove the gear from the bracket.

### SHPF elevator bottom front gear removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the front door. See "SHPF front door removal" on page 328.
- 4 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 5 Remove the post cover. See "SHPF post cover removal" on page 330.
- 6 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.

7 Remove the screw (A), and then remove the bracket.



8 Remove the gear from the bracket.

### SHPF elevator belts removals

#### Elevator rear belt removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 4 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 5 Remove the elevator drive assembly. See "SHPF elevator drive assembly removal" on page 354.
- 6 Remove the elevator bottom rear gear. See <u>"SHPF elevator bottom rear gear removal" on page 368</u>.
- 7 Remove the belt.

8 Remove the screw (A), and then remove the belt from the holder.



#### Elevator front belt removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See <u>"SHPF elevator bin bracket removal" on page 325</u>.
- 3 Remove the lower cover. See <u>"SHPF lower cover removal" on page 326</u>.
- 4 Remove the front door. See "SHPF front door removal" on page 328.
- 5 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 6 Remove the post cover. See "SHPF post cover removal" on page 330.
- 7 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 8 Remove the elevator bottom front gear. See <u>"SHPF elevator bottom front gear removal" on page 369</u>.
- 9 Remove the belt.

**10** Remove the screw (A), and then remove the belt from the holder.



#### Installation notes:

- a Make sure that the motor (SHPF elevator) is not yet installed.
- **b** Install the belts on the elevator bottom gears.
- c Set both elevator plates on the stoppers (A).
- **d** Mount the bottom elevator gear brackets (B) on the finisher frame. Do not tighten the bracket screws.





**e** Install the belts (C) on the elevator top gears.



- **f** Verify if both elevator plates are aligned.
- **g** Tighten the two screws (D) on the brackets, and then install the motor (SHPF elevator).



## SHPF elevator top rear gear removal

- 1 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 2 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 3 Remove the elevator drive assembly. See "SHPF elevator drive assembly removal" on page 354.
- 4 Remove the elevator bottom rear gear. See <u>"SHPF elevator bottom rear gear removal" on page 368</u>.
- **5** Remove the clip (A), and then remove the gear.



## SHPF elevator top front gear removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 3 Remove the lower cover. See "SHPF lower cover removal" on page 326.
- 4 Remove the post cover. See <u>"SHPF post cover removal" on page 330</u>.
- 5 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 6 Remove the elevator bottom front gear. See "SHPF elevator bottom front gear removal" on page 369.

7 Remove the clip (A).



**8** Loosen the three screws (B).



**9** Dislodge the motor bracket from the finisher, and then remove the gear.



**10** Remove the pin from the shaft.

# SHPF paddle motor bracket removal

Note: This part is not a FRU.

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- **3** Disconnect the two cables (A).
- 4 Remove the three screws (B), and then remove the motor bracket.



# Motor (SHPF paddle) removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 3 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 4 Remove the two screws (A), and then remove the motor.



# SHPF paddle drive gears removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 3 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.

#### **4** Remove the encoder (A).



**5** Remove the clip (B), and then remove the gear.



### SHPF paddle motor FRUs removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 3 Remove the paddle motor bracket. See <u>"SHPF paddle motor bracket removal" on page 376</u>.

**4** Remove the appropriate FRU.



## Sensor (SHPF top door) removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- **3** Remove the paddle motor bracket. See <u>"SHPF paddle motor bracket removal" on page 376</u>.
- **4** Disconnect the cable (A).

**5** Remove the screw (B), and then remove the sensor bracket.



**6** Disconnect the cable, and then remove the sensor from the bracket.

## Sensor (SHPF top bin full, receive) removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 3 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- 4 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.



#### **5** Remove the screw (A).



**6** Remove the sensor, and then disconnect the cable.

# Motor (SHPF compiler feed roller release) removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- **3** Disconnect the cable (A).
- **4** Remove the two screws (B), and then remove the motor.



# SHPF compiler feed roller release motor bracket removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- **3** Disconnect the two cables (A).
- 4 Remove the two screws (B), and then remove the motor bracket.



# Sensor (SHPF compiler feed roller release) removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- **3** Remove the compiler feed roller release motor bracket. See <u>"SHPF compiler feed roller release motor</u> bracket removal" on page 382.



**4** Remove the sensor (A).



## SHPF compiler feed roller release encoder removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- **3** Remove the compiler feed roller release motor bracket. See <u>"SHPF compiler feed roller release motor</u> <u>bracket removal" on page 382</u>.
- **4** Remove the encoder (A).



# Motor (SHPF aligner) removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- **3** Disconnect the cable (A).
- 4 Remove the two screws (B), and then remove the motor bracket.



**5** Remove the motor from the bracket.

### SHPF diverter cam removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 3 Remove the diverter feed roller knob. See "SHPF diverter feed roller knob removal" on page 329.
- **4** Open the top door and top jam access door.
- **5** Disconnect the cable (A).

6 Remove the two screws (B), and then remove the bracket.



7 Remove the cam assembly (C).



## Sensor (SHPF diverter cam) removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- **3** Remove the diverter feed roller knob. See <u>"SHPF diverter feed roller knob removal" on page 329</u>.
- **4** Disconnect the cable (A).

**5** Remove the two screws (B), and then remove the bracket.



6 Remove the sensor from the bracket.



### SHPF entrance and diverter feed roller gears removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 3 Remove the diverter feed roller knob. See <u>"SHPF diverter feed roller knob removal" on page 329</u>.
- 4 Remove the diverter cam. See <u>"SHPF diverter cam removal" on page 384</u>.
- **5** Disconnect the cable (A).

6 Remove the two screws (B), and then set aside the cable holder.



- **7** Remove the three clips (C), and then remove the gears.
- 8 Remove the belt (D).



## SHPF top jam access door and SHPF diverter removal

- 1 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 2 Remove the transport motor bracket. See "Motor (SHPF transport) removal" on page 349.
- **3** Open the top door.

**4** Remove the two screws (A), and then remove the door.



**5** Remove the screw (B), and then remove the spring.



**6** From the door, remove the screw (C), and then remove the spring.



7 Remove the lever (D), and then remove the diverter.



**Installation note:** Position the spring in the slot before installing the hinge on the finisher frame.



# Sensor (SHPF top bin exit) removal

- **1** Open the top door and top jam access door.
- **2** Remove the screw (A), and then remove the sensor cover.



**3** Pry the sensor, and then disconnect the cable.



## SHPF top bin exit paper guide removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 3 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 4 Remove the sensor (SHPF top bin exit). See "Sensor (SHPF top bin exit) removal" on page 390.
- 5 Remove the compiler feed roller release motor bracket. See <u>"SHPF compiler feed roller release motor</u> bracket removal" on page 382.
- 6 Remove the transport motor bracket. See "Motor (SHPF transport) removal" on page 349.
- 7 Disconnect the cable (A), and then remove the two screws (B).



**8** Remove the three screws (C), and then remove the guide.



Installation note: Position the edge of the guide over the bin.



## Motor (SHPF compiler eject) removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.

**5** Disconnect the cable (A).



6 Remove the two screws (B), and then remove the motor.



## Motor (SHPF compiler pre-eject) removal

- 1 Remove the elevator bin. See "SHPF elevator bin removal" on page 323.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.

**5** Disconnect the cable (A).



6 Remove the two screws (B), and then remove the motor.



### SHPF compiler eject sensors removal

- 1 Remove the elevator bin. See "SHPF elevator bin removal" on page 323.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.

- 5 Remove the motor (SHPF compiler eject) or motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler eject) removal" on page 392</u> or <u>"Motor (SHPF compiler pre-eject) removal" on page 393</u>.
- **6** Remove the sensor.



## Sensor (SHPF eject clamp position) removal

- 1 Remove the elevator bin. See "SHPF elevator bin removal" on page 323.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- **3** Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.
- **5** Remove the actuator (A).

**6** Release the latch (B), and then remove the sensor.



**7** Disconnect the cable from the sensor.

## SHPF compiler assembly removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the HBPF lower left cover or the SHPF lower left cover. See <u>"Lower left cover removals" on</u> page 336.
- 3 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.
- 4 Remove the front door. See "SHPF front door removal" on page 328.
- 5 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 6 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 7 Remove the motor (SHPF compiler eject). See <u>"Motor (SHPF compiler eject) removal" on page 392</u>.
- 8 Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on</u> page 393.
- 9 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
**10** Disconnect the four cables (A).





Α



**11** Remove the two screws (B).



12 Remove the two screws (C).



**13** From under the compiler assembly, remove the four screws (D).



#### Remove the bracket.



- Release the latch (E), and then remove the sensor.
- Disconnect the cable (F).
- Release the belt (G) from the motor.



Remove the two screws (H), and then set aside the motor bracket.



- Release the latch (J), and then remove the sensor.
- Release the belt (K) from the motor.



21 Remove the two screws (L).



**22** Remove the two screws (M).

**Note:** Hold the middle when removing the screws to prevent the assembly from sagging.



**23** Release the outer latches, and then release the inner latches.



24 Remove the assembly.

## SHPF tampers removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the lower left cover. See <u>"Lower left cover removals" on page 336</u>.
- 4 Remove the upper left cover. See <u>"SHPF upper left cover removal" on page 340</u>.
- 5 Remove the front door. See "SHPF front door removal" on page 328.
- 6 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 7 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 8 Remove the motor (SHPF compiler eject). See <u>"Motor (SHPF compiler eject) removal" on page 392</u>.
- 9 Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on page 393</u>.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 11 Remove the compiler assembly. See "SHPF compiler assembly removal" on page 396.

**12** Remove the screw, and then remove the front tamper.



**13** Remove the screw, and then remove the rear tamper.



#### SHPF tamper trays removal

- 1 Remove the elevator bin. See "SHPF elevator bin removal" on page 323.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the lower left cover. See "Lower left cover removals" on page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.
- 5 Remove the front door. See "SHPF front door removal" on page 328.
- 6 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 7 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 8 Remove the motor (SHPF compiler eject). See <u>"Motor (SHPF compiler eject) removal" on page 392</u>.

- **9** Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on</u> page 393.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 11 Remove the compiler assembly. See <u>"SHPF compiler assembly removal" on page 396</u>.
- **12** Remove the eight screws (A), and then remove the trays.



#### SHPF tamper belts and gears removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See <u>"SHPF elevator bin bracket removal" on page 325</u>.

Α

- 3 Remove the lower left cover. See "Lower left cover removals" on page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.
- 5 Remove the front door. See "SHPF front door removal" on page 328.
- 6 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 7 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 8 Remove the motor (SHPF compiler eject). See "Motor (SHPF compiler eject) removal" on page 392.
- 9 Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on</u> page 393.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 11 Remove the compiler assembly. See <u>"SHPF compiler assembly removal" on page 396</u>.
- 12 Remove the tamper trays. See "SHPF tamper trays removal" on page 404.
- **13** Remove the four clips (A), and then remove the gears.







14 Remove the four belts.

## Sensor (SHPF aligner position) removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the lower left cover. See "Lower left cover removals" on page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.
- 5 Remove the front door. See "SHPF front door removal" on page 328.
- 6 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 7 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 8 Remove the motor (SHPF compiler eject). See "Motor (SHPF compiler eject) removal" on page 392.
- 9 Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on page 393</u>.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 11 Remove the compiler assembly. See <u>"SHPF compiler assembly removal" on page 396</u>.
- 12 Remove the front tamper tray. See "SHPF tamper trays removal" on page 404.



## SHPF middle aligner removal

- 1 Remove the elevator bin. See "SHPF elevator bin removal" on page 323.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the lower left cover. See "Lower left cover removals" on page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.
- 5 Remove the front door. See "SHPF front door removal" on page 328.
- 6 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 7 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 8 Remove the motor (SHPF compiler eject). See "Motor (SHPF compiler eject) removal" on page 392.
- 9 Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on page 393</u>.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 11 Remove the compiler assembly. See <u>"SHPF compiler assembly removal" on page 396</u>.

**12** Remove the screw (A), and then remove the aligner.



## Sensor (SHPF eject clamp home) removal

- 1 Remove the elevator bin. See "SHPF elevator bin removal" on page 323.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the lower left cover. See "Lower left cover removals" on page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.
- 5 Remove the front door. See "SHPF front door removal" on page 328.
- 6 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 7 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 8 Remove the motor (SHPF compiler eject). See "Motor (SHPF compiler eject) removal" on page 392.
- 9 Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on page 393</u>.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 11 Remove the compiler assembly. See "SHPF compiler assembly removal" on page 396.
- **12** Release the latch (A), and then remove the sensor.

#### 13 Remove the actuator (B).



#### SHPF compiler eject gear removal

- 1 Remove the elevator bin. See "SHPF elevator bin removal" on page 323.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the lower left cover. See "Lower left cover removals" on page 336.
- 4 Remove the upper left cover. See <u>"SHPF upper left cover removal" on page 340</u>.
- 5 Remove the front door. See "SHPF front door removal" on page 328.
- 6 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 7 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 8 Remove the motor (SHPF compiler eject). See <u>"Motor (SHPF compiler eject) removal" on page 392</u>.
- 9 Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on page 393</u>.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 11 Remove the compiler assembly. See "SHPF compiler assembly removal" on page 396.

**12** Remove the clip (A), and then remove the gear.



#### SHPF aligner shaft removal

- 1 Remove the elevator bin. See <u>"SHPF elevator bin removal" on page 323</u>.
- 2 Remove the elevator bin bracket. See "SHPF elevator bin bracket removal" on page 325.
- 3 Remove the lower left cover. See "Lower left cover removals" on page 336.
- 4 Remove the upper left cover. See "SHPF upper left cover removal" on page 340.
- 5 Remove the front door. See "SHPF front door removal" on page 328.
- 6 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 7 Remove the aligner motor bracket. See "Motor (SHPF aligner) removal" on page 384.
- 8 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 9 Remove the motor (SHPF compiler eject). See "Motor (SHPF compiler eject) removal" on page 392.
- **10** Remove the motor (SHPF compiler pre-eject). See <u>"Motor (SHPF compiler pre-eject) removal" on</u> page 393.
- 11 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 12 Remove the compiler assembly. See "SHPF compiler assembly removal" on page 396.

**13** Remove the clip (A), and then remove the gear.



**14** Remove the clip (B), and then remove the bushing.



**15** Remove the clip (C), and then remove the gear.



**16** Release the shaft from the holder (D), and then remove the shaft.



#### Installation notes:

**a** Position both aligners at the middle.



**b** Install the shaft, with the metal portion of the aligners hanging down.

## SHPF booklet maker pre-feed roller removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 3 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- **4** Remove the clip (A), and then remove the ball bearing.



**5** Remove the clip (B), and then remove the gear.



6 Remove the clip (C), and then remove the ball bearing.



**7** Remove the roller.

## SHPF booklet maker lower pre-feed guide removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 3 Remove the rear cover. See "SHPF rear cover removal" on page 331.

- 4 Remove the booklet maker pre-feed roller. See <u>"SHPF booklet maker pre-feed roller removal" on page</u> <u>414</u>.
- **5** Remove the screw (A).



6 Remove the screw (B), and then remove the guide.



## SHPF booklet maker upper pre-feed guide removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 3 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 4 Remove the SHPF jam access door. See <u>"SHPF jam access door removal" on page 334</u>.
- 5 Remove the booklet maker pre-feed roller. See <u>"SHPF booklet maker pre-feed roller removal" on page</u> <u>414</u>.
- 6 Remove the booklet maker lower pre-feed guide. See <u>"SHPF booklet maker lower pre-feed guide</u> removal" on page 415.
- 7 Remove the two screws (A), and then set aside the bracket.
- 8 Remove the two screws (B).



9 Disconnect the cable (C), and then remove the two screws (D).



- **10** Remove the assembly.
- 11 Disconnect the cable (E), and then remove the sensor (SHPF booklet gate).



# SHPF diverter feed guide removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.

- 3 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- 4 Remove the punch unit. See "Punch unit removal" on page 357.
- **5** Open the top door and top jam access door.
- **6** Remove the screw (A).



7 Remove the two screws (B), and then remove the guide.



# SHPF diverter feed roller removal

- 1 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.

- 3 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- 4 Remove the punch unit. See "Punch unit removal" on page 357.
- 5 Remove the diverter feed roller knob. See <u>"SHPF diverter feed roller knob removal" on page 329</u>.
- 6 Remove the diverter feed guide. See "SHPF diverter feed guide removal" on page 418.
- 7 Remove the two screws (A), and then set aside the bracket.
- 8 Remove the clip (B), and then remove the gear.



**9** Remove the two clips (C), and then remove the gear.



**10** Remove the clip (D), and then remove the ball bearing.



**11** Remove the clip (E), and then remove the gear.



**12** Remove the clip (F), and then remove the ball bearing.



**13** Remove the roller.

## SHPF elevator bin stack limit actuator removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 3 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 4 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 5 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 6 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 7 Remove the four screws (A).

8 Remove the two screws (B), and then set aside the two sensors.



**9** Remove the two screws (C).



**10** Remove the four screws (D).

**11** Remove the screw (E), and then set aside the sensor.



**12** Pull the guide.



**13** Pry, and then remove the cover.



**14** Disconnect the two cables (F), and then remove the guide.



#### SHPF elevator bin stack limit switch removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See <u>"SHPF front door removal" on page 328</u>.
- 3 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 4 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 5 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 6 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.

#### 425

- 7 Remove the elevator bin stack limit actuator. See <u>"SHPF elevator bin stack limit actuator removal" on</u> page 422.
- 8 Release the latch (A), and then remove the sensor.



## SHPF top bin removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 4 Remove the paddle motor bracket. See <u>"SHPF paddle motor bracket removal" on page 376</u>.
- 5 Remove the rear cover. See <u>"SHPF rear cover removal" on page 331</u>.
- 6 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 7 Set aside the elevator bin stack limit actuator. See <u>"SHPF elevator bin stack limit actuator removal" on</u> page 422.

#### 8 Remove the bin.



## SHPF top bin exit roller removal

- 1 Remove the bin extender. See "SHPF top bin extender removal" on page 323.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 4 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 5 Remove the sensor (SHPF top bin exit). See "Sensor (SHPF top bin exit) removal" on page 390.
- 6 Remove the top bin exit paper guide. See <u>"Motor (SHPF elevator) removal" on page 352</u>.
- 7 Remove the transport motor bracket. See "Motor (SHPF transport) removal" on page 349.
- 8 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 9 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 10 Set aside the elevator bin stack limit actuator. See <u>"SHPF elevator bin stack limit actuator removal" on</u> page 422.
- 11 Remove the top bin. See "SHPF top bin removal" on page 426.

**12** Remove the clip (A), and then remove the ball bearing.



**13** Remove the clip (B), and then remove the washer and gear.



**14** Remove the clip (C), and then remove the ball bearing.



**15** Remove the roller.

## SHPF compiler feed roller release cam removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 4 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 5 Remove the sensor (SHPF top bin exit). See <u>"Sensor (SHPF top bin exit) removal" on page 390</u>.
- 6 Remove the top bin exit paper guide. See "SHPF top bin exit paper guide removal" on page 391.
- 7 Remove the transport motor bracket. See "Motor (SHPF transport) removal" on page 349.
- 8 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.

**9** Remove the two screws (A).



**10** Remove the bushing (B).



**11** Remove the clip (C), and then remove the washer, gear, and belt.

**12** Remove the bushing (D), and then remove the cam.



## SHPF top bin transport roller removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 4 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 5 Remove the sensor (SHPF top bin exit). See <u>"Sensor (SHPF top bin exit) removal" on page 390</u>.
- 6 Remove the top bin exit paper guide. See "SHPF top bin exit paper guide removal" on page 391.
- 7 Remove the transport motor bracket. See "Motor (SHPF transport) removal" on page 349.
- 8 Remove the paddle motor bracket. See <u>"SHPF paddle motor bracket removal" on page 376</u>.

**9** Remove the clip (A), and then remove the ball bearing.



**10** Remove the clip (B), and then remove the washer, gear, and belt.


**11** Remove the two clips (C), and then remove the ball bearing.



**12** Remove the roller.

#### SHPF compiler feed idler roller assembly removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 4 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 5 Remove the sensor (SHPF top bin exit). See "Sensor (SHPF top bin exit) removal" on page 390.
- 6 Remove the top bin exit paper guide. See "SHPF top bin exit paper guide removal" on page 391.
- 7 Remove the transport motor bracket. See "Motor (SHPF transport) removal" on page 349.
- 8 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 9 Remove the exit roller cam. See "SHPF compiler feed roller release cam removal" on page 429.
- 10 Remove the top bin transport roller. See "SHPF top bin transport roller removal" on page 431.

**11** Remove the two springs (A).



12 Remove the screw (B).



Parts removal **434** 

#### **13** Remove the screw (C).



**14** Pry the hinge, and then remove the assembly.



#### Sensor (SHPF compiler feed) removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 4 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 5 Remove the sensor (SHPF top bin exit). See "Sensor (SHPF top bin exit) removal" on page 390.
- 6 Remove the top bin exit paper guide. See "SHPF top bin exit paper guide removal" on page 391.
- 7 Remove the transport motor bracket. See "Motor (SHPF transport) removal" on page 349.

435

- 8 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 9 Remove the exit roller cam. See "SHPF compiler feed roller release cam removal" on page 429.
- 10 Remove the top bin transport roller. See "SHPF top bin transport roller removal" on page 431.
- 11 Remove the compiler feed idler roller assembly. See <u>"SHPF compiler feed idler roller assembly removal"</u> on page 433.
- 12 Disconnect the cable (A), and then remove the screw (B).



- **13** Remove the sensor holder.
- **14** Disconnect the cable (C), and then remove the sensor.



Parts removal

436

## SHPF compiler guide removal

- 1 Remove the top bin extender. See "SHPF top bin extender removal" on page 323.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 4 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 5 Remove the paddle drive gear. See "SHPF paddle drive gears removal" on page 377.
- 6 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 7 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 8 Remove the paddle cam and compiler guide lever. See <u>"SHPF paddle cam and compiler guide lever</u> removal" on page 356.
- 9 Remove the top bin. See "SHPF top bin removal" on page 426.
- **10** Disconnect the spring (A) from the frame.



**11** Remove the clip (B), and then remove the bushing.



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**12** Remove the bushing (C).



**13** Remove the guide.

## SHPF entrance guide removal

**1** Remove the seven screws (A).



**2** Remove the guide.

## Sensor (SHPF entrance) removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 3 Remove the top door. See "SHPF top door removal" on page 331.
- 4 Remove the entrance guide. See "SHPF entrance guide removal" on page 439.

**5** Remove the three screws (A), and then remove the sensor holder.



6 Disconnect the cable (B), and then remove the sensor.



#### SHPF entrance idler and roller removal

- 1 Remove the front door. See "SHPF front door removal" on page 328.
- 2 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 3 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 4 Remove the top door. See "SHPF top door removal" on page 331.
- 5 Remove the punch unit. See "Punch unit removal" on page 357.

- 6 Remove the entrance guide. See <u>"SHPF entrance guide removal" on page 439</u>.
- 7 Remove the entrance sensor holder. See "Sensor (SHPF entrance) removal" on page 439.
- 8 Disconnect the cable (A).
- **9** Remove the two screws (B), and then set aside the cable holder.



**10** Remove the clip (C), and then remove the ball bearing.



Parts removal **441** 

**11** Remove the three screws (D).



**12** Remove the two screws (E), and then remove the idler bracket.



**13** Remove the clip (F) and then remove the ball bearing.



**14** Remove the roller (G)



Parts removal **443** 

**15** Remove the two springs (H), and then remove the idler.



#### SHPF compiler bails removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See "SHPF top inner cover removal" on page 328.
- 4 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 5 Remove the trailing edge stopper motor. See "Motor (SHPF aligner) removal" on page 384.
- 6 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 7 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 8 Remove the elevator bin stack limit actuator. See <u>"SHPF elevator bin stack limit actuator removal" on</u> page 422.
- 9 Remove the top bin. See "SHPF top bin removal" on page 426.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.

**11** Remove the two screws (A) from the aligners.



**12** Remove the two guides.



Installation note: Position the tabs of both bails over the metal frame.



#### SHPF compiler feed roller removal

- 1 Remove the top bin extender. See <u>"SHPF top bin extender removal" on page 323</u>.
- 2 Remove the front door. See "SHPF front door removal" on page 328.
- 3 Remove the top inner cover. See <u>"SHPF top inner cover removal" on page 328</u>.
- 4 Remove the paddle motor bracket. See "SHPF paddle motor bracket removal" on page 376.
- 5 Remove the aligner motor bracket. See "Motor (SHPF aligner) removal" on page 384.
- 6 Remove the rear cover. See "SHPF rear cover removal" on page 331.
- 7 Remove the elevator motor bracket. See "Motor (SHPF elevator) removal" on page 352.
- 8 Remove the elevator bin stack limit actuator. See <u>"SHPF elevator bin stack limit actuator removal" on</u> page 422.
- 9 Remove the top bin. See "SHPF top bin removal" on page 426.
- 10 Remove the staple unit assembly. See "SHPF staple unit assembly removal" on page 359.
- 11 Remove the compiler bails. See "SHPF compiler bails removal" on page 444.

Remove the clip (A), and then remove the ball bearing.



- Remove the clip (B), and then remove the washer, belt, and gear.
- Remove the clip (C), and then remove the ball bearing.



Remove the roller.

# **Booklet maker removals**

# Trifold jam knob removal

**1** Remove the screw (A).



**2** Remove the knob.

## Booklet maker exit roller springs removal

**1** Disconnect the two springs (A) from the frame.



**2** Remove the springs.

## Booklet maker front cover removal

- **1** Remove the screw (A), and then remove the knob.
- **2** Remove the four screws (B), and then remove the cover.



## Booklet maker right cover removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Remove the three screws (A).



**3** Remove the three screws (B), and then remove the cover.



## Booklet maker support removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- **3** Remove the clip (A), and then remove the shaft.



**4** Remove the support (B).



# Bifold exit jam access door removal

 ${\bf 1}\,$  Remove the two screws (A), and then remove the door.



**2** Remove the screw (B), and then remove the hinge.



# Booklet maker aligner jam access door removal

**1** Remove the screw (A), and then remove the cover.



**2** Release the two springs (B) from the frame.



**3** Pry the rear hinge, and then remove the door.



Installation note: Take note of the spring assignments.



## Booklet maker lower paddle removal

- 1 Remove the aligner jam access door. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- **2** Remove the four paddles (A).



#### Booklet maker controller board removal

- **1** Disconnect all the cables from the board.
- **2** Remove the four screws (A), and then remove the board.



Parts removal **454** 

#### Booklet maker controller board holder removal

**1** Remove the four screws.



**2** Remove the holder.

## Top frame brace removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- **3** Remove the two screws (A).



Parts removal **455** 

4 Remove the two screws (B).



**5** Remove the four screws (C), and then remove the brace.



#### Middle frame brace removal

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the two screws (A).



**3** Remove the two screws (B), and then remove the brace.



#### Booklet maker jam access door removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.

**4** Disconnect the two springs (A) from the frame.



**5** Pry the front hinge, and then remove the jam access door.

Installation note: Position the tab (A) behind the door, and then check for proper movement of the door.



#### Booklet maker transport paper guide assembly removal

Note: This part is not a FRU.

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Remove the two screws (A).

**3** Loosen the screw (B).



- 4 Disconnect the cable (C).
- **5** Remove the two screws (D), and then remove the assembly.



#### Booklet maker transport idler rollers removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the transport paper guide assembly. See <u>"Booklet maker transport paper guide assembly</u> removal" on page 458.

**3** Remove the two springs (A), and then remove the rollers.



## Sensor (booklet maker transport) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the transport paper guide assembly. See <u>"Booklet maker transport paper guide assembly</u> removal" on page 458.
- **3** Remove the three screws (A), and then remove the cover.





4 Disconnect the cable (B), and then remove the sensor or actuator (C).



#### Booklet maker decurl lever removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the transport paper guide assembly. See <u>"Booklet maker transport paper guide assembly</u> removal" on page 458.
- **3** Remove the two screws (A), and then remove the plate.



**4** Remove the two springs (B), and then remove the lever (C).



#### Booklet maker transport paper guide lever removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the transport paper guide assembly. See <u>"Booklet maker transport paper guide assembly</u> removal" on page 458.
- 3 Remove the decurl lever. See "Booklet maker decurl lever removal" on page 461.
- **4** Remove the two clips (A), and then remove the bushings.





**5** Remove the lever.

# Motor (bifold roller) removal

- **1** Disconnect the cable (A).
- **2** Remove the four screws (B), and then remove the motor.



# Bifold roller gears removal

**1** Remove the screw (A), and then remove the cover.



**2** Remove the five screws (B), and then remove the bracket.



**3** Remove the two clips (C), and then remove the three gears.



#### **Trifold rollers removal**

- 1 Remove the exit roller springs. See <u>"Booklet maker exit roller springs removal" on page 448</u>.
- 2 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 3 Remove the bifold roller gears bracket. See <u>"Bifold roller gears removal" on page 464</u>.
- **4** Remove the screw (A).
- **5** Remove the clip (B), and then remove the bushing.



6 Remove the screw (C).

Parts removal **465** 

7 Remove the clip (D), and then remove the bushing.



8 Remove the rollers.

#### **Trifold gears removal**

- 1 Remove the exit roller springs. See <u>"Booklet maker exit roller springs removal" on page 448</u>.
- 2 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 3 Remove the bifold roller gears bracket. See "Bifold roller gears removal" on page 464.
- 4 Remove the trifold rollers. See <u>"Trifold rollers removal" on page 465</u>.
- **5** Remove the clip (A), and then remove the two gears.



Parts removal **466** 

## Booklet maker paddle belt removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Remove the belt (A).



#### Booklet maker paddle gears removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the paddle belt. See <u>"Booklet maker paddle belt removal" on page 467</u>.
- **3** Remove the three clips (A), and then remove the gears.



**Installation note:** Align the pointers on the gears with the triangles on the frame.



#### Motor (booklet maker paddle) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the paddle belt. See <u>"Booklet maker paddle belt removal" on page 467</u>.
- **3** Disconnect the cable (A).
**4** Remove the two screws (B), and then remove the motor bracket.



**5** Remove the two screws (C), and then remove the motor.



Installation note: Rotate the bracket counterclockwise to tighten the belt before installing all the screws.

### Sensor (booklet maker paddle home) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the paddle belt. See "Booklet maker paddle belt removal" on page 467.

**3** Remove the clip (A), and then remove the encoder.



**4** Disconnect the cable (B), and then remove the sensor.



### Motor (booklet maker transport) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Disconnect the cable (A).

**3** Remove the two screws (B), and then remove the motor.



# Motor (booklet maker decurl) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Disconnect the cable (A).
- **3** Remove the two screws (B), and then remove the motor.



### Transport and decurl motor bracket removal

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- **2** Disconnect the two cables (A).
- **3** Remove the three screws (B), and then remove the bracket.



### **Bifold roller springs removal**

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the booklet maker controller board holder. See <u>"Booklet maker controller board holder removal"</u> on page 455.
- **3** Remove the transport and decurl motor bracket removal. See <u>"Transport and decurl motor bracket</u> removal" on page 472.

**4** Remove the spring (A).



**5** Remove the spring (B).



#### Booklet maker transport gear and belt removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the transport and decurl motor bracket removal. See <u>"Transport and decurl motor bracket</u> removal" on page 472.
- **3** Remove the belt (A).

**4** Remove the clip (B), and then remove the gear.



#### Booklet maker transport roller removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the transport and decurl motor bracket. See <u>"Transport and decurl motor bracket removal" on</u> page 472.
- 3 Remove the transport gear and belt. See <u>"Booklet maker transport gear and belt removal" on page 473</u>.
- **4** Remove the clip (A), and then remove the bushing.



**5** Remove the clip (B), and then remove the bushing.



6 Remove the roller.

### Booklet maker decurl gears removal

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the transport and decurl motor bracket removal. See <u>"Transport and decurl motor bracket</u> removal" on page 472.
- **3** Remove the clip (A), and then remove the gear.



**4** Remove the clip (B), and then remove the gear.



## Sensor (booklet maker decurl) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the transport and decurl motor bracket removal. See <u>"Transport and decurl motor bracket</u> removal" on page 472.
- **3** Disconnect the cable (A), and then remove the sensor.



## Booklet maker decurl guide removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the transport and decurl motor bracket. See <u>"Transport and decurl motor bracket removal" on</u> page 472.
- **3** Remove the clip (A), and then remove the gear.



- 4 Remove the two screws (B).
- **5** Remove the clip (C), and then remove the bushing.



**6** Remove the two screws (D), and then remove the brace.



7 Separate the shaft and plate (E), and then remove the guide (F).



## Motor (bifold guide) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Disconnect the cable (A).

**3** Remove the two screws (B), and then remove the motor.



## Bifold guide motor bracket removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Remove the belt (A).
- **3** Remove the clip (B), and then remove the gear.
- **4** Disconnect the two cables (C).

**5** Remove the four screws (D), and then remove the bracket.



### Sensor (bifold guide home) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the bifold guide motor bracket. See <u>"Bifold guide motor bracket removal" on page 479</u>.
- **3** Remove the sensor (A).



### Motor (trifold guide) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Disconnect the cable (A).
- **3** Remove the two screws (B), and then remove the motor.



#### Trifold guide motor bracket removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- **2** Disconnect the two cables (A).
- **3** Remove the three screws (B), and then remove the bracket.



### Trifold gate actuator removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the trifold guide motor bracket. See "Trifold guide motor bracket removal" on page 481.
- **3** Remove the clip (A), and then remove the actuator.
- **4** Remove the pin (B).



### Sensor (trifold guide home) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the trifold guide motor bracket. See "Trifold guide motor bracket removal" on page 481.
- **3** Remove the sensor (A).



## Motor (booklet maker aligner) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- **3** Disconnect the cable (A).
- 4 Remove the two screws (B), and then remove the motor.



### Motor (bifold knife) removal

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- **3** Disconnect the cable (A).

**4** Remove the four screws (B), and then remove the motor.



### Motor (booklet maker tamper) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- **3** Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.
- **5** Disconnect the cable (A).
- 6 Remove the two screws (B), and then remove the motor.



## Booklet maker aligner front paper guide removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 3 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- **4** Remove the two screws (A).



5 Remove the screw (B).



**6** Remove the two screws (C), and then remove the guide.



## Booklet maker aligner rear paper guide removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 3 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- **4** Remove the screw (A).



**5** Remove the screw (B).



**6** Remove the two screws (C), and then remove the guide.



#### Sensor (booklet maker aligner home) removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 3 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.

**4** Disconnect the cable (A), and then remove the sensor.



## Booklet maker aligner assembly removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 3 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- **4** Slide the aligner (A) to the middle.
- **5** Disconnect the two cables (B).



6 Remove the two screws (C).



- 7 Disconnect the two cables (D).
- 8 Release the latch (E), and then disconnect the link.



**9** Remove the assembly.

#### Installation notes:

- **a** Before installing, slide the aligner to the middle to prevent it from snagging the frame.
- **b** Perform the adjustment procedure. See <u>"Bifold skew adjustment" on page 219</u>.

### Booklet maker aligner removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 3 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 4 Remove the aligner assembly. See "Booklet maker aligner assembly removal" on page 488.
- **5** Release the aligner from the two latches (A).



Installation note: Align the holder with the link.



### Booklet maker aligner middle paper guide removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 3 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 4 Remove the aligner assembly. See "Booklet maker aligner assembly removal" on page 488.
- 5 Remove the aligner. See <u>"Booklet maker aligner removal" on page 490</u>.
- **6** Remove the four screws (A), and then remove the guide.





### Booklet maker aligner belt removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 3 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- 4 Remove the aligner assembly. See "Booklet maker aligner assembly removal" on page 488.
- 5 Remove the aligner. See "Booklet maker aligner removal" on page 490.
- 6 Remove the aligner middle paper guide. See <u>"Booklet maker aligner middle paper guide removal" on</u> page 491.
- 7 Loosen the screw (A), and then remove the belt.



Installation note: Install the belt through the holder under the aligner carriage.



#### Booklet maker aligner gears removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 3 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- 4 Remove the aligner assembly. See "Booklet maker aligner assembly removal" on page 488.
- 5 Remove the aligner. See "Booklet maker aligner removal" on page 490.
- 6 Remove the aligner paper guide, middle. See <u>"Booklet maker aligner middle paper guide removal" on</u> page 491.
- 7 Remove the three clips (A), and then remove the gear and the two wheels.



Parts removal

493

**8** Remove the two clips (B), and then remove the two gears.



#### Booklet maker aligner solenoid removal

- 1 Remove the aligner jam access cover. See <u>"Booklet maker aligner jam access door removal" on page</u> <u>452</u>.
- 2 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 3 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 4 Remove the aligner assembly. See "Booklet maker aligner assembly removal" on page 488.
- 5 Remove the aligner. See <u>"Booklet maker aligner removal" on page 490</u>.
- 6 Remove the aligner paper guide, middle. See <u>"Booklet maker aligner middle paper guide removal" on</u> page 491.
- 7 Release the belt from the holder.



**8** Remove the two clips (A), and then remove the two shafts.



**9** Remove the two screws (B).



**10** Disconnect the cable (C). Pry the link, and then remove the solenoid.



Installation note: Take note of the spring position and cable routing.





### Trifold knife assembly removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the four screws (A), and then remove the assembly.



#### Booklet maker upper paddle removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the bifold guide motor bracket. See "Bifold guide motor bracket removal" on page 479.
- 3 Remove the trifold knife assembly. See <u>"Trifold knife assembly removal" on page 497</u>.
- 4 Remove the shaft (A).



### Trifold knife removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the trifold knife assembly. See "Trifold knife assembly removal" on page 497.
- **3** Remove the four screws (A), and then remove the knife.



#### Trifold knife springs removal

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the trifold knife assembly. See <u>"Trifold knife assembly removal" on page 497</u>.
- 3 Remove the trifold knife. See <u>"Trifold knife removal" on page 498</u>.
- **4** Remove the two springs (A).



#### **Bifold upper roller removal**

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the bifold guide motor bracket. See "Bifold guide motor bracket removal" on page 479.
- 3 Remove the trifold knife assembly. See <u>"Trifold knife assembly removal" on page 497</u>.

**4** Remove the clip (A), and then remove the gear.



- **5** Disconnect the spring (B).
- **6** Remove the clip (C), and then remove the ball bearing.



7 Disconnect the cable (D).

**8** Remove the two screws (E), and then set aside the cable holder.



- **9** Remove the clip (F), and then remove the gear.
- ${\bf 10}~{\rm Remove}$  the clip (G), and then remove the ball bearing.



#### **11** Remove the roller.



12 Remove the two screws (H), and then remove the gears.



#### **Bifold lower roller removal**

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the bifold guide motor bracket. See "Bifold guide motor bracket removal" on page 479.
- 3 Remove the trifold guide motor bracket. See "Trifold guide motor bracket removal" on page 481.
- 4 Remove the trifold knife assembly. See "Trifold knife assembly removal" on page 497.
- 5 Remove the trifold gate actuator. See <u>"Trifold gate actuator removal" on page 482</u>.
- 6 Remove the trifold diverter See <u>"Trifold diverter removal" on page 507</u>.
- 7 Remove the bifold upper roller. See "Bifold upper roller removal" on page 498.

**8** Remove the clip (A), and then remove the ball bearing.



- **9** Remove the clip (B), and then remove the gear.
- ${\bf 10}~$  Remove the clip (C), and then remove the ball bearing.





**11** Move the roller to the rear, and then remove the gear (D) and pin from the shaft.



**12** Move the roller to the front. Swing out, and then remove the roller.



### Booklet maker staple unit removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the trifold knife assembly. See <u>"Trifold knife assembly removal" on page 497</u>.
- **3** Remove the screw (A).

**4** Release the two latches (B), and then remove the cable cover.



**5** Disconnect the cable (C).


6 Remove the three screws (D).



7 Disconnect the cable (E), and then remove the six screws (F).



**8** Remove the controller board holder and frame brace.

9 Remove the screw (G).



- **10** Remove the two screws (H), and then remove the brackets.
- **11** Remove the two screws (J).





#### **12** Remove the staple unit.



## Trifold diverter removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the trifold guide motor bracket. See "Trifold guide motor bracket removal" on page 481.
- 3 Remove the trifold gate actuator. See "Trifold gate actuator removal" on page 482.
- 4 Remove the trifold knife assembly. See <u>"Trifold knife assembly removal" on page 497</u>.
- **5** Remove the pin (A).
- 6 Remove the clip (B), and then remove the bushing.



**7** Remove the three screws (C).

8 Remove the clip (D).



**9** Disconnect the cable (E), and then remove the diverter.



### Sensor (booklet maker fold exit) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the trifold guide motor bracket. See "Trifold guide motor bracket removal" on page 481.
- 3 Remove the trifold gate actuator. See "Trifold gate actuator removal" on page 482.
- 4 Remove the trifold knife assembly. See <u>"Trifold knife assembly removal" on page 497</u>.
- 5 Remove the trifold diverter. See <u>"Trifold diverter removal" on page 507</u>.

**6** Remove the three screws (A).



**7** Disconnect the cable (B), and then remove the sensor.



#### Bifold knife primary drive gears removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 3 Remove the motor (bifold knife). See "Motor (bifold knife) removal" on page 483.

**4** Remove the four screws (A), and then remove the bracket.



**5** Remove the two clips (B), and then remove the gears.



#### Bifold knife and tamper assembly removal

Note: This part is not a FRU.

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- **3** Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.

- **5** Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on</u> page 509.
- **6** Remove the three screws (A).



**7** Remove the three screws (B).



8 Disconnect the cable (C), and then remove the assembly.



9 Remove the two screws (D), and then separate the bifold knife assembly and tamper assembly.



#### Sensor (bifold knife home) removal

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.
- 5 Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on page 509</u>.
- 6 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.

**7** Disconnect the cable (A), and then remove the sensor.



#### Bifold knife plates removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.
- 5 Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on page 509</u>.
- 6 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.

**7** Remove the four clips (A), and then remove the four bushings.



**8** Remove the plates.

## Bifold knife secondary drive gears removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See "Middle frame brace removal" on page 457.
- 5 Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on page 509</u>.
- 6 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.
- 7 Remove the bifold knife plates. See "Bifold knife plates removal" on page 513.
- **8** Remove the two clips (A), and then remove the gears.



Installation note: Align the protruding shafts on each gear with each other.

## **Bifold knife removal**

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See "Middle frame brace removal" on page 457.
- 5 Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on</u> page 509.
- 6 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.
- 7 Remove the bifold knife plates. See "Bifold knife plates removal" on page 513.
- 8 Remove the two screws (A).
- **9** Remove the three screws (B).
- **10** Remove the clip (C), and then remove the gear.



- **11** Remove the knife from the assembly.
- 12 Remove the four screws (D), and then remove the bushings.



515

## Bifold roller drive gears removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.
- 5 Remove the bifold roller gears bracket. See "Bifold roller gears removal" on page 464.
- 6 Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on</u> page 509.
- 7 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.
- 8 Remove the three screws (A), and then set aside the cable holder.



**9** Remove the two clips (B), and then remove the gears.

**10** Remove the two screws (C), and then remove the gear bracket.



**11** Remove the clip (D), and then remove the gear.



**12** Remove the two clips (E), and then remove the gears.



Installation note: Align the holes on the frame and arm, and then install the gear bracket.



### Bifold guide drive gears removal

- 1 Remove the front cover. See "Booklet maker front cover removal" on page 449.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.
- 5 Remove the bifold guide motor bracket. See "Bifold guide motor bracket removal" on page 479.
- 6 Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on</u> page 509.
- 7 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.

**8** Remove the clip (A), and then remove the gear.



**9** Remove the clip (B), and then remove the gear.



**10** Remove the clip (C), and then remove the gear.



#### Installation notes:

**a** Show the marks on the inner gears through the hole, and then align the colors.



**b** Align the hole on the gear with the hole on the motor bracket.



### Booklet maker tamper tray removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.
- 5 Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on page 509</u>.
- 6 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.

7 Remove the front and rear tamper plates.



- 8 Remove the four screws (A).
- **9** Release the two latches (B), and then separate the tamper tray.



- **10** Remove the two tamper racks (C).
- **11** Remove the sensor (booklet maker tamper paper present) (D).

#### 12 Remove the gear (E).



#### Installation notes:

- a Install the sensor (booklet maker tamper paper present).
- **b** Place the tamper racks (A) at the innermost position.
- c Install the gear (B) on the tamper tray.



- **d** Install the tamper tray on the metal bracket.
- e Test if the tampers are synchronized, and then install the screws.

### Sensor (booklet maker tamper home) removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See "Booklet maker right cover removal" on page 449.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.
- **5** Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on</u> page 509.
- 6 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.
- 7 Remove the tamper tray. See "Booklet maker tamper tray removal" on page 521.
- 8 Disconnect the cable (A), and then remove the sensor.



#### Bifold guide idler gears removal

- 1 Remove the front cover. See <u>"Booklet maker front cover removal" on page 449</u>.
- 2 Remove the right cover. See <u>"Booklet maker right cover removal" on page 449</u>.
- 3 Remove the top frame brace. See <u>"Top frame brace removal" on page 455</u>.
- 4 Remove the middle frame brace. See <u>"Middle frame brace removal" on page 457</u>.
- 5 Remove the bifold knife primary drive gears bracket. See <u>"Bifold knife primary drive gears removal" on page 509</u>.
- 6 Remove the bifold knife and tamper assembly. See <u>"Bifold knife and tamper assembly removal" on</u> page 510.

7 Remove the two clips (A), and then remove the two gears. Repeat this step for the gears on the other side.



Parts removal

5059, 7559

# **Component locations**

## **Exterior locations**

## **Configured model**



#	Part
1	Staple finisher
	Notes:
	• The staple finisher is not supported if another finisher is installed.
	The staple finisher is not supported by CX924 printers.
2	3000-sheet tray
	<b>Note:</b> The 3000-sheet tray is supported only if the optional $2 \times 500$ - or 2500-sheet tray is installed.
3	2 x 500-sheet tray
4	2500-sheet tray
5	Finisher
	Staple, hole punch finisher
l	Hole punch, booklet finisher

5059, 7559

## Maintenance

## **Inspection guide**

Use this guide in identifying the parts that must be inspected, cleaned, or replaced based on the page count.

If any unsafe conditions exist, then find out how serious the hazard is and if you can continue before you correct the hazard.

Check for the following while you are servicing the finishers:

- Damaged, missing, or altered parts
- Possible safety exposure from any non-Lexmark attachments

Clean the following parts with a damp cloth on every 300K page count:

- Rollers and idler rollers
- Paddles
- Bifold rollers

## Lubrication specification

Lubricate only when the parts are replaced or if necessary, not on a scheduled basis. The use of lubricants other than those specified in this service manual may cause premature failure. Some unauthorized lubricants may chemically attack polycarbonate parts. Use Grease P/N 99A0394 Nyogel 744.

## **Parts catalog**

## Legend

The following column headings are used in the parts catalog:

- Asm-index—Identifies the item in the illustration
- **P/N**—Identifies the part number of a FRU
- Units/mach—Refers to the number of units in a printer
- **Units/opt**—Refers to the number of units in an option
- Units/FRU—Refers to the number of units in a FRU
- **Description**—A brief description of the part

The following abbreviations are used in the parts catalog:

- **NS** (not shown) in the Asm-index column indicates that the part is procurable but is not shown in the illustration.
- PP (parts packet) in the Description column indicates that the part is contained in a parts packet.



## **Assembly 1: Staple finisher—Frame**

## Assembly 1: Staple finisher—Frame

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9810	6	1	Staple finisher side guide wheel	
2	40X9334	4	1	Staple finisher bottom guide wheel	





Parts catalog

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9337	1	1	Staple finisher top cover	<u>"Staple finisher top cover removal"</u> on page 223
2	40X9395	1	1	Staple finisher upper guide cover	
3	40X9336	1	1	Staple finisher right cover	<u>"Staple finisher right cover removal"</u> on page 222
4	40X9335	1	1	Staple finisher front cover	<u>"Staple finisher front cover removal"</u> on page 221
5	40X9811	1	1	Staple finisher rail cover	
6	40X9338	1	1	Staple finisher rear cover	<u>"Staple finisher rear cover removal"</u> on page 222

## Assembly 2: Staple finisher—Covers



## Assembly 3: Staple finisher—Transport section 1

Assembly 3: Staple finis	sher—Transport section 1
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Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9347	1	1	Sensor (staple finisher paper feed)	<u>"Sensor (staple finisher paper feed)</u> removal" on page 250
2	40X9350	1	1	Staple finisher upper guide	<u>"Staple finisher upper guide</u> removal" on page 279
3	40X9898	4	1	Staple finisher paper feed idler holder	<u>"Staple finisher upper guide</u> removal" on page 279
4	40X9349	4	1	Staple finisher paper feed idler roller	<u>"Staple finisher upper guide</u> removal" on page 279
5	40X9351	1	1	Staple finisher lower guide	<u>"Staple finisher lower guide removal"</u> on page 283
6	40X9348	1	1	Staple finisher paper feed sensor cable	

Parts catalog



## Assembly 4: Staple finisher—Transport section 2

## Assembly 4: Staple finisher—Transport section 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9366	1	1	Motor (staple finisher transport)	<u>"Motor (staple finisher transport)</u> removal" on page 239
2	40X9369	1	1	Staple finisher transport motor belt	
3	40X9365	1	1	Staple finisher transport roller	<u>"Staple finisher transport roller</u> removal" on page 293
4	40X9817	1	1	Staple finisher jam removal knob	<u>"Staple finisher transport jam</u> removal gears removal" on page 232
5	40X9816	2	1	Staple finisher jam removal gear 1	<u>"Staple finisher transport jam</u> removal gears removal" on page 232
6	40X9371	1	1	Staple finisher jam removal gear 2	<u>"Staple finisher transport jam</u> removal gears removal" on page 232
7	40X9904	1	1	Staple finisher tamper feed roller secondary gear	
8	40X9364	1	1	Staple finisher tamper feed roller primary belt	
9	40X9370	1	1	Staple finisher tamper feed roller primary gear	
10	40X9820	1	1	Staple finisher transport motor gear	
11	40X9367	1	1	Staple finisher transport motor cable	

# Assembly 5: Staple finisher—Compiler feed roller assembly



# Assembly 5: Staple finisher—Compiler feed roller assembly

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9364	1	1	Staple finisher compiler feed roller belt	<u>"Staple finisher compiler feed roller</u> shaft assembly removal" on page 288
2	40X9820	1	1	Staple finisher compiler feed roller gear	<u>"Staple finisher compiler feed roller</u> shaft assembly removal" on page 288
3	40X9359	2	1	Staple finisher compiler feed roller	"Staple finisher compiler feed rollers and gears removal" on page 290
4	40X9360	2	1	Staple finisher aligner roller belt	"Staple finisher compiler feed rollers and gears removal" on page 290
5	40X9409	1	1	Gear, 16/26T	
6	40X9910	1	1	Staple finisher front aligner roller	<u>"Staple finisher aligner roller removal"</u> on page 287
7	40X9362	2	1	Staple finisher stack clamp holder	
8	40X9815	1	1	Staple finisher stack clamp	
9	40X9911	1	1	Staple finisher rear aligner roller	<u>"Staple finisher aligner roller removal"</u> on page 287


#### Assembly 6: Staple finisher—Compiler section 1

Assembly 6	: Staple	finisher—	Compiler	section '	1
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Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9343	1	1	Sensor (staple finisher tamper paper present)	"Staple finisher tamper sensors removal" on page 231
2	40X9343	1	1	Sensor (staple finisher front tamper home)	"Staple finisher tamper sensors removal" on page 231
3	40X9397	1	1	Staple finisher front tamper gear	<u>"Staple finisher tamper drive gears</u> removal" on page 305
4	40X9380	1	1	Motor (staple finisher front tamper)	<u>"Motor (staple finisher tamper)</u> removal" on page 230
5	40X9380	1	1	Motor (staple finisher rear tamper)	<u>"Motor (staple finisher tamper)</u> removal" on page 230
6	40X9396	1	1	Staple finisher tamper cable	
7	40X9826	1	1	Staple finisher rear tamper gear	"Staple finisher tamper drive gears removal" on page 305
8	40X9343	1	1	Sensor (staple finisher rear tamper home)	<u>"Staple finisher tamper sensors</u> removal" on page 231



#### Assembly 7: Staple finisher—Compiler section 2

#### Assembly 7: Staple finisher—Compiler section 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9398	1	1	Staple finisher front tamper	"Staple finisher tamper racks removal" on page 307
2	40X9176	1	1	Staple finisher front tamper holder	<u>"Staple finisher tamper racks</u> removal" on page 307
3	40X9642	2	1	Staple finisher front and rear aligners	<u>"Staple finisher tamper racks</u> removal" on page 307
4	40X9404	2	1	Staple finisher aligner spring	
5	40X9643	1	1	Staple finisher middle aligner	<u>"Staple finisher tamper racks</u> removal" on page 307
6	40X9827	1	1	Staple finisher front tamper rack	<u>"Staple finisher tamper racks</u> removal" on page 307
7	40X9828	1	1	Staple finisher rear tamper rack	<u>"Staple finisher tamper racks</u> removal" on page 307
8	40X9401	1	1	Staple finisher tamper paper present sensor actuator	<u>"Staple finisher tamper racks</u> removal" on page 307
9	40X9437	1	1	Staple finisher rear tamper	<u>"Staple finisher tamper racks</u> removal" on page 307

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#### Assembly 8: Staple finisher—Aligner section

Parts catalog **545** 

## Assembly 8: Staple finisher—Aligner section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9385	1	1	Staple finisher stack lever actuator	<u>"Staple finisher stack lever actuator</u> removal" on page 261
2	40X9384	1	1	Staple finisher stack lever	<u>"Staple finisher stack lever removal" on</u> page 292
3	40X9360	1	1	Staple finisher aligner drive belt	<u>"Staple finisher aligner belt and gears</u> removal" on page 247
4	40X9825	1	1	Staple finisher aligner drive gear	<u>"Staple finisher aligner belt and gears</u> removal" on page 247
5	40X9380	1	1	Motor (staple finisher aligner)	<u>"Motor (staple finisher aligner)</u> removal" on page 246
6	40X9383	1	1	Staple finisher aligner section cables	
7	40X9382	1	1	Staple finisher aligner secondary gear	<u>"Staple finisher aligner belt and gears</u> removal" on page 247
8	40X9343	1	1	Sensor (staple finisher staple unit carriage home)	<u>"Sensor (staple finisher staple unit home) removal" on page 249</u>
9	40X9386	2	1	Staple finisher aligner roller gear	<u>"Staple finisher aligner roller gears</u> removal" on page 295
10	40X9379	1	1	Staple finisher stack clamp solenoid	<u>"Staple finisher stack clamp solenoid removal" on page 262</u>



#### Assembly 9: Staple finisher—Staple section

#### Assembly 9: Staple finisher—Staple section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9407	1	1	Motor (staple finisher staple unit carriage)	<u>"Motor (staple finisher staple unit carriage) removal" on page 255</u>
2	40X9829	1	1	Staple finisher staple unit cable	
3	41X1968	1	1	Staple cartridge holder	
4	40X9411	1	1	Staple finisher staple unit	<u>"Staple finisher staple unit removal"</u> on page 252
5	40X8969	1	1	Staple finisher staple unit holder	"Staple finisher staple unit removal" on page 252
6	40X9608	1	1	Staple finisher staple unit carriage drive gear	<u>"Staple finisher staple unit carriage gears removal" on page 256</u>
7	40X9406	1	1	Staple finisher staple unit rail	<u>"Staple finisher staple unit rail</u> removal" on page 284
8	40X9363	1	1	Staple finisher staple unit carriage gear	<u>"Staple finisher staple unit carriage gears removal" on page 256</u>
9	40X9405	1	1	Staple finisher FFC	"Staple finisher FFC removal" on page 259
10	40X9410	1	1	Staple finisher interface board	"Staple finisher interface board removal" on page 254
11	40X9408	1	1	Staple finisher staple unit carriage motor cable	



#### Assembly 10: Staple finisher—Exit section 1

Parts catalog **549** 

#### Assembly 10: Staple finisher—Exit section 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9548	2	1	Staple finisher upper exit roller holder	<u>"Staple finisher upper exit roller belts</u> and gear removal" on page 301
2	40X9357	1	1	Staple finisher upper exit actuator	<u>"Staple finisher upper exit actuator</u> removal" on page 277
3	40X9356	1	1	Staple finisher eject cam	<u>"Staple finisher eject cam removal" on</u> page 299
4	40X9355	2	1	Staple finisher upper exit roller guide	
5	40X9291	2	1	Staple finisher upper exit roller	<u>"Staple finisher upper exit roller removal" on page 300</u>
6	40X9813	1	1	Staple finisher upper exit roller secondary belt	"Staple finisher upper exit roller belts and gear removal" on page 301
7	40X9820	1	1	Staple finisher upper exit roller secondary gear	<u>"Staple finisher upper exit roller</u> removal" on page 300
8	40X9360	1	1	Staple finisher upper exit roller primary belt	<u>"Staple finisher upper exit roller belts</u> and gear removal" on page 301
9	40X9904	1	1	Staple finisher upper exit roller primary gear	"Staple finisher upper exit roller belts and gear removal" on page 301
10	40X9814	2	1	Staple finisher eject guide	<u>"Staple finisher eject guide removal"</u> on page 298



#### Assembly 11: Staple finisher—Exit section 2

#### Assembly 11: Staple finisher—Exit section 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure	
1	40X9374	1	1	Staple finisher exit section cable		
2	40X9343	1	1	Sensor (staple finisher upper exit roller)	<u>"Sensor (staple finisher upper exit</u> roller) removal" on page 248	
3	40X9366	1	1	Motor (staple finisher exit)	<u>"Motor (staple finisher exit) removal"</u> on page 245	
4	40X9366	1	1	Motor (staple finisher upper exit)	<u>"Motor (staple finisher upper exit)</u> removal" on page 243	
5	40X9820	1	1	Staple finisher upper exit roller drive gear	<u>"Staple finisher upper exit roller drive</u> gears removal" on page 272	
6	40X9822	1	1	Staple finisher upper exit roller drive belt		
7	40X9369	1	1	Staple finisher exit roller drive belt		
8	40X9821	1	1	Staple finisher exit roller drive gear	<u>"Staple finisher exit roller drive belts</u> and gears removal" on page 275	
9	40X9824	1	1	Staple finisher exit guide lift cam gear	<u>"Staple finisher exit guide lift cam</u> removal" on page 271	
10	40X9377	4	1	Staple finisher exit guide lift cam	<u>"Staple finisher exit guide lift cam</u> removal" on page 271	
11	40X9376	2	1	Staple finisher upper exit belt	<u>"Staple finisher exit roller drive belts</u> and gears removal" on page 275	
12	40X9819	1	1	Staple finisher upper exit gear	<u>"Staple finisher exit roller drive belts</u> and gears removal" on page 275	
13	40X9818	1	1	Staple finisher upper exit idler gear	<u>"Staple finisher exit roller drive belts</u> and gears removal" on page 275	
14	40X9375	1	1	Staple finisher exit gear	<u>"Staple finisher exit roller drive belts</u> and gears removal" on page 275	
15	40X9376	2	1	Staple finisher exit belt	<u>"Staple finisher exit roller drive belts</u> and gears removal" on page 275	

## Assembly 12: Staple finisher—Exit section 3





#### Assembly 12: Staple finisher—Exit section 3

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9394	4	1	Staple finisher lower exit roller paddle	<u>"Staple finisher lower exit roller</u> paddles removal" on page 225
2	40X9388	1	1	Staple finisher exit roller gear	<u>"Staple finisher exit roller gear</u> removal" on page 278
3	40X9914	1	1	Staple finisher tension spring	
4	40X9387	1	1	Staple finisher exit roller solenoid	<u>"Staple finisher exit roller solenoid</u> removal" on page 276
5	40X9393	2	1	Staple finisher lower exit roller	<u>"Staple finisher lower exit roller</u> removal" on page 278
6	40X9343	1	1	Sensor (staple finisher bin stack height)	<u>"Staple finisher bin stack height assembly sensors removal" on page 226</u>
7	40X9343	1	1	Sensor (staple finisher bin level)	<u>"Staple finisher bin stack height assembly sensors removal" on page 226</u>
8	40X9390	1	1	Staple finisher bin stack height actuator	<u>"Staple finisher bin stack height actuator removal" on page 228</u>
9	40X9392	1	1	Staple finisher bin stack height cable	
10	40X9391	1	1	Staple finisher bin stack height solenoid	<u>"Staple finisher bin stack height</u> solenoid removal" on page 227



#### Assembly 13: Staple finisher—Bin section 1

#### Assembly 13: Staple finisher—Bin section 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure	
1	40X9346	1	1	Staple finisher exit guide	<u>"Staple finisher exit guide removal"</u> on page 224	
2	40X9340	1	1	Staple finisher bin	<u>"Staple finisher bin removal" on page 224</u>	
3	40X9345	4	1	Staple finisher elevator wheel		
4	40X9903	1	1	Staple finisher elevator top front gear	<u>"Staple finisher elevator drive gears removal" on page 263</u>	
5	40X9343	1	1	Sensor (staple finisher elevator home)	<u> "Sensor (staple finisher elevator</u> home) removal" on page 249	
6	40X9341	2	1	Staple finisher elevator belt	<u>"Staple finisher elevator belts</u> removal" on page 264	
7	40X9812	2	1	Staple finisher elevator bottom gear	<u>"Staple finisher elevator drive gears</u> removal" on page 263	
8	40X9909	2	1	Staple finisher belt holder	<u>"Staple finisher elevator belts</u> removal" on page 264	
9	40X9640	1	1	Staple finisher bin extender 1		
10	40X9645	1	1	Staple finisher bin extender 2		
11	40X9342	1	1	Staple finisher elevator top rear gear	"Staple finisher elevator drive gears removal" on page 263	

#### Assembly 14: Staple finisher—Bin section 2



#### Assembly 14: Staple finisher—Bin section 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9418	1	1	Staple finisher elevator idler gear 5	<u>"Staple finisher elevator drive gears</u> removal" on page 263
2	40X9831	1	1	Staple finisher elevator idler gear 4	<u>"Staple finisher elevator drive gears</u> removal" on page 263
3	40X9832	1	1	Staple finisher spring	
4	40X9833	1	1	Staple finisher elevator idler gear 3	<u>"Staple finisher elevator drive gears</u> removal" on page 263
5	40X9834	1	1	Staple finisher elevator idler gear 2	<u>"Staple finisher elevator drive gears</u> removal" on page 263
6	40X9419	1	1	Staple finisher rear lock	<u>"Staple finisher locks removal" on page 233</u>
7	40X9835	1	1	Staple finisher elevator idler gear 1	<u>"Staple finisher elevator drive gears</u> removal" on page 263
8	40X9830	1	1	Staple finisher lock switch cable	
9	40X9840	1	1	Staple finisher lock switch	<u>"Staple finisher lock switch</u> removal" on page 233
10	40X9839	1	1	Staple finisher release handle	
11	40X9838	1	1	Staple finisher front lock	
12	40X9837	1	1	Staple finisher tension spring	
13	40X9836	1	1	Staple finisher elevator drive gear	<u>"Staple finisher elevator drive gears</u> removal" on page 263
14	40X9416	1	1	Motor (staple finisher elevator)	<u>"Motor (staple finisher elevator)</u> removal" on page 242
15	40X9417	1	1	Staple finisher elevator section cable	

## Assembly 15: Staple finisher—Electronics



Parts catalog

#### **Assembly 15: Staple finisher—Electronics**

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9421	1	1	Staple finisher controller board	<u>"Staple finisher controller board</u> removal" on page 236
2	40X9422	1	1	Staple finisher interface cable	<u>"Staple finisher interface cable</u> removal" on page 237

#### Assembly 16: Horizontal paper transport—Covers 1



#### Assembly 16: Horizontal paper transport—Covers 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9314	1	1	HPT right top cover	<u>"HPT right top cover</u> removal" on page 316
2	40X9462	6	1	HPT transport idler roller	
3	40X9333	2	1	HPT transport idler holder 1	
4	40X8996	2	1	HPT transport idler holder bracket 1	
5	40X9428	2	1	HPT transport idler holder 2	
6	40X9206	2	1	HPT transport idler holder bracket 2	
7	40X9315	1	1	HPT front cover	
NS	40X9329	1	1	HPT guide	



#### Assembly 17: Horizontal paper transport—Covers 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9321	1	1	HPT rear cover	"HPT rear cover removal" on page 317
2	40X9322	2	1	HPT door locks	"HPT door locks removal" on page 313
3	40X9313	1	1	Sensor (HPT door)	<u>"Sensor (HPT door) removal" on page 315</u>
4	41X0972	1	1	Front HPT mounting plate	
5	41X0971	1	1	Front finisher mounting plate	
6	41X0969	1	1	Rear finisher mounting plate	
7	41X0970	1	1	Rear HPT mounting plate	

#### Assembly 18: Horizontal paper transport—Drive section



#### Assembly 18: Horizontal paper transport—Drive section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9920	1	1	HPT transport motor cable	"Motor (HPT transport) removal" on page 319
2	40X9323	1	1	Motor (HPT transport)	"Motor (HPT transport) removal" on page 319
3	40X9841	1	1	HPT transport roller belt 2	<u>"HPT belts and gears removal" on page 321</u>
4	40X9842	1	1	HPT transport roller belt 1	<u>"HPT belts and gears removal" on page 321</u>
5	40X9175	1	1	HPT transport roller 1 gear	<u>"HPT belts and gears removal" on page 321</u>
6	40X9480	2	1	HPT transport roller 2 gear	<u>"HPT belts and gears removal" on page 321</u>
7	40X9368	3	1	HPT transport roller ball bearing	"HPT transport rollers removal" on page 321
8	40X9326	1	1	HPT paper feed sensor actuator	"HPT feed sensor actuator removal" on page 315
9	40X9313	1	1	Sensor (HPT feed)	<u>"Sensor (HPT feed) removal" on page 314</u>
10	40X9919	1	1	HPT cable	"HPT cable removal" on page 317
11	40X9325	1	1	HPT transport roller 1	<u>"HPT transport rollers removal" on</u> page 321
12	40X9921	2	1	HPT transport roller 2	<u>"HPT transport rollers removal" on</u> page 321
13	40X9330	1	1	HPT inner paper guide	<u>"HPT inner paper guide removal" on page 313</u>
14	40X9332	1	1	HPT holding bracket	<u>"HPT holding bracket removal" on page 314</u>
15	40X9324	2	1	HPT transport motor belt	<u>"HPT belts and gears removal" on page 321</u>
16	40X9327	1	1	HPT transport motor gear	<u>"HPT belts and gears removal" on page 321</u>

#### Assembly 19: SHPF—Covers



#### Assembly 19: SHPF—Covers

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9510	1	1	SHPF top door	"SHPF top door removal" on page 331
2	40X9513	1	1	SHPF top inner cover	"SHPF top inner cover removal" on page 328
3	40X8876	1	1	SHPF front door sensor actuator	
4	40X9456	1	1	SHPF magnetic catch lock	
5	40X9512	1	1	SHPF front door	"SHPF front door removal" on page 328
6	40X9514	1	1	SHPF post cover	"SHPF post cover removal" on page 330
7	40X9515	1	1	SHPF lower cover	"SHPF lower cover removal" on page 326
8	40X9517	1	1	SHPF top bin extender	<u>"SHPF elevator bin removal" on</u> page 323
9	40X9310	1	1	SHPF top bin	<u>"SHPF elevator bin removal" on</u> page 323
10	40X9511	1	1	SHPF rear cover	<u>"SHPF rear cover removal" on</u> page 331

#### Assembly 20: SHPF—Frame



## Assembly 20: SHPF—Frame

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9540	1	1	Sensor (SHPF top bin full, transmit)	<u>"Sensor (SHPF top bin full) removal"</u> on page 356
2	40X9518	1	1	SHPF top bin holder	"SHPF top bin removal" on page 426
3	40X9538	1	1	Sensor (SHPF top bin full, receive)	<u>"Sensor (SHPF top bin full, receive)</u> removal" on page 380
4	40X9873	1	1	SHPF top jam access door spring	<u>"SHPF top jam access door and SHPF diverter removal" on page 387</u>
5	40X8869	1	1	Sensor (SHPF top door)	<u>"Sensor (SHPF top door) removal" on</u> page 379
6	40X9527	1	1	SHPF front door switch	<u>"SHPF front door switch removal" on page 327</u>
7	40X9555	1	1	SHPF front door switch cable	
8	40X9519	4	1	SHPF caster wheel	"SHPF caster wheel removal" on page 326
9	40X9556	1	1	Booklet maker interface extension cable	
10	40X9554	1	1	HPT interface extension cable	
11	40X9528	1	1	SHPF controller board	<u>"SHPF controller board removal" on</u> page 357



#### Assembly 21: SHPF—Transport section 1

## Assembly 21: SHPF—Transport section 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9319	1	1	HPBF booklet gate jam access door	<u>"Booklet gate jam access door</u> removal" on page 332
2	40X9559	1	1	SHPF compiler feed roller release cam encoder	<u>"SHPF compiler feed roller release</u> encoder removal" on page 383
3	40X9531	1	1	Motor (SHPF compiler feed roller release)	<u>"Motor (SHPF compiler feed roller</u> release) removal" on page 381
4	40X9530	1	1	Motor (SHPF aligner)	<u>"Motor (SHPF aligner) removal" on</u> page 384
5	40X8869	1	1	Sensor (SHPF compiler feed roller release)	<u>"Sensor (SHPF compiler feed roller</u> release) removal" on page 382
6	40X9558	1	1	SHPF aligner belt	
7	40X9846	1	1	SHPF front aligner	<u>"SHPF aligner shaft removal" on page 411</u>
8	40X9915	1	1	SHPF front aligner holder	<u>"SHPF aligner shaft removal" on</u> page 411
9	40X9843	1	1	SHPF aligner shaft	<u>"SHPF aligner shaft removal" on page 411</u>
10	40X9845	1	1	SHPF rear aligner	<u>"SHPF aligner shaft removal" on</u> page 411
11	40X9844	1	1	SHPF rear aligner holder	<u>"SHPF aligner shaft removal" on page 411</u>
12	40X8968	1	1	Sensor (SHPF compiler feed)	<u>"Sensor (SHPF compiler feed)</u> removal" on page 435
13	40X9563	4	1	SHPF compiler feed idler roller	<u>"SHPF compiler feed idler roller</u> assembly removal" on page 433
14	40X9560	1	1	SHPF compiler feed sensor cable	
15	40X8927	2	1	SHPF compiler idler roller holder spring	<b>"SHPF compiler feed idler roller</b> assembly removal" on page 433
16	40X8867	2	1	SHPF compiler feed roller release cam	<u>"SHPF compiler feed roller release cam</u> removal" on page 429
17	40X9847	1	1	SHPF compiler idler roller holder	<u>"SHPF compiler feed idler roller</u> assembly removal" on page 433
18	40X9561	1	1	SHPF compiler feed roller release middle cam	<u>"SHPF compiler feed roller release cam</u> removal" on page 429

Assembly 22: SHPF—Transport section 2



## Assembly 22: SHPF—Transport section 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9565	1	1	SHPF top bin transport roller belt	
2	41X2214	1	1	SHPF top bin transport roller gear	
3	40X9574	1	1	SHPF diverter feed roller gear	"SHPF entrance and diverter feed roller gears removal" on page 386
4	40X9566	1	1	SHPF diverter feed roller belt	
5	40X9570	1	1	SHPF top bin exit sensor cable	
6	40X8869	1	1	Sensor (SHPF top bin exit)	<u>"Sensor (SHPF top bin exit)</u> removal" on page 390
7	40X9448	1	1	SHPF torsion coil spring	
8	40X9400	1	1	SHPF top bin exit sensor cover	<u>"Sensor (SHPF top bin exit)</u> removal" on page 390
9	40X9571	1	1	SHPF top bin exit sensor actuator	<u>"Sensor (SHPF top bin exit)</u> removal" on page 390
10	40X9426	1	1	SHPF top bin exit paper guide	"SHPF top bin exit paper guide removal" on page 391
11	40X9574	1	1	SHPF diverter feed roller gear	
12	40X9221	1	1	SHPF entrance roller belt	"SHPF entrance and diverter feed roller gears removal" on page 386
13	40X9224	1	1	SHPF diverter cam drive gear	"SHPF entrance and diverter feed roller gears removal" on page 386
14	40X8869	1	1	Sensor (SHPF diverter cam)	<u>"Sensor (SHPF diverter cam)</u> removal" on page 385
15	40X9399	2	1	SHPF jam removal knob	<u>"SHPF diverter feed roller knob</u> removal" on page 329
16	40X9558	1	1	SHPF diverter cam belt	"SHPF diverter cam removal" on page 384
17	40X9270	1	1	SHPF diverter cam gear	"SHPF diverter cam removal" on page 384
18	40X8943	1	1	SHPF diverter cam sensor encoder	<u>"SHPF diverter cam removal" on</u> page 384
19	40X9569	1	1	SHPF compiler feed roller belt	
20	40X9572	1	1	SHPF compiler feed roller gear	
21	40X9568	1	1	SHPF booklet maker pre- feed roller belt	

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
22	40X9572	1	1	SHPF top bin exit roller gear	
23	40X9574	1	1	SHPF booklet maker pre- feed roller gear	
24	40X9567	1	1	SHPF top bin exit belt	
25	40X9533	1	1	Motor (SHPF transport)	"Motor (SHPF transport) removal" on page 349
26	40X9533	1	1	Motor (SHPF feed)	"Motor (SHPF feed) removal" on page 348

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### Assembly 23: SHPF—Transport section 3



# Assembly 23: SHPF—Transport section 3

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9577	1	1	SHPF booklet maker feed guide	
2	40X8968	1	1	Sensor (SHPF booklet gate)	<u>"SHPF booklet maker upper pre-feed</u> guide removal" on page 417
3	40X9415	1	1	SHPF torsion coil spring	
4	40X9440	2	1	Ball bearing	
5	40X9589	6	1	Ball bearing	
6	40X9580	1	1	SHPF jam access door	"SHPF jam access door removal" on page 334
7	40X9587	1	1	SHPF diverter cam	<u>"SHPF diverter cam removal" on page 384</u>
8	41X2171	1	1	SHPF top bin transport roller	<u>"SHPF top bin transport roller</u> removal" on page 431
9	40X9585	1	1	SHPF top bin exit roller	<u>"SHPF top bin exit roller removal" on page 427</u>
10	40X9584	1	1	SHPF booklet maker pre- feed roller	<u>"SHPF booklet maker pre-feed roller</u> removal" on page 414
11	40X9578	1	1	SHPF booklet maker lower pre-feed guide	<u>"SHPF booklet maker lower pre-feed</u> guide removal" on page 415
12	40X9490	1	1	SHPF booklet maker movable guide	<u>"SHPF booklet maker upper pre-feed</u> guide removal" on page 417
13	40X8883	1	1	SHPF booklet maker upper pre-feed guide	"SHPF booklet maker upper pre-feed guide removal" on page 417
14	40X9579	1	1	SHPF booklet gate sensor cable	"SHPF booklet maker upper pre-feed guide removal" on page 417
15	40X9353	4	1	SHPF booklet maker pre- feed idler roller	"SHPF entrance idler and roller removal" on page 440
16	40X9582	1	1	SHPF diverter feed roller	<u>"SHPF diverter feed roller removal" on page 419</u>

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### Assembly 24: SHPF—Transport section 4

### Assembly 24: SHPF—Transport section 4

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9353	4	1	SHPF diverter feed idler roller	<u>"SHPF top jam access door and SHPF diverter removal" on page 387</u>
2	40X8968	1	1	Sensor (SHPF entrance)	<u>"Sensor (SHPF entrance) removal" on</u> page 439
3	40X9593	4	1	SHPF entrance idler roller	<u>"SHPF entrance idler and roller removal"</u> on page 440
4	40X9590	1	1	SHPF entrance sensor cable	<u>"Sensor (SHPF entrance) removal" on</u> page 439
5	40X9574	1	1	SHPF entrance roller gear	<u>"SHPF entrance idler and roller removal"</u> on page 440
6	40X9589	2	1	Ball bearing	"SHPF entrance idler and roller removal" on page 440
7	40X9588	1	1	SHPF entrance roller	"SHPF entrance idler and roller removal" on page 440
8	40X9465	1	1	SHPF diverter lever	<u>"SHPF top jam access door and SHPF diverter removal" on page 387</u>
9	40X9331	4	1	SHPF top bin exit idler roller	<u>"SHPF top jam access door and SHPF diverter removal" on page 387</u>
10	40X9353	2	1	SHPF top bin transport idler roller	"SHPF top jam access door and SHPF diverter removal" on page 387

### Assembly 25: SHPF—Elevator bin section 1



### Assembly 25: SHPF—Elevator bin section 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9521	1	1	Booklet maker rail	
2	40X8881	2	1	Booklet maker mount	
3	40X9597	1	1	SHPF elevator bin stack height cable	
4	40X9043	1	1	SHPF elevator bin front stack height sensor actuator	<u>"SHPF elevator bin stack height sensor actuator removal" on page 342</u>
5	40X8869	1	1	Sensor (SHPF elevator bin stack height actuator arm control)	<u>"SHPF upper left cover sensors</u> removal" on page 341
6	40X9538	1	1	Sensor (SHPF elevator bin stack height, receive)	"SHPF upper left cover sensors removal" on page 341
7	40X8869	1	1	Sensor (SHPF elevator bin front stack height)	<u>"SHPF upper left cover sensors</u> removal" on page 341
8	40X8869	1	1	Sensor (SHPF elevator bin full)	<u>"Sensor (SHPF elevator bin full)</u> removal" on page 335
9	40X9506	1	1	SHPF elevator bin full sensor actuator	<u>"Sensor (SHPF elevator bin full)</u> removal" on page 335
10	40X9877	1	1	SHPF elevator bin full sensor cable	<u>"Sensor (SHPF elevator bin full)</u> removal" on page 335
11	40X8869	1	1	Sensor (SHPF elevator bin rear stack height)	<u>"SHPF upper left cover sensors</u> removal" on page 341
12	40X9540	1	1	Sensor (SHPF elevator bin stack height, transmit)	<u>"SHPF upper left cover sensors</u> removal" on page 341
13	40X9477	1	1	SHPF elevator bin rear stack height sensor actuator	<u>"SHPF elevator bin stack height sensor actuator removal" on page 342</u>
14	40X9498	4	1	SHPF elevator bin stack height finger holder	
15	40X9021	4	1	SHPF elevator bin stack height finger	<u>"SHPF elevator bin stack height</u> sensor actuator removal" on page 342
16	40X9532	1	1	Motor (SHPF elevator bin stack height)	<u>"Motor (SHPF elevator bin stack</u> height) removal" on page 345
17	40X959 <mark>6</mark>	1	1	SHPF elevator bin stack height drive gear	<u>"SHPF elevator bin stack height drive</u> gear removal" on page 344
18	40X9594	1	1	SHPF elevator bin stack height sensor actuator arm gear	<u>"SHPF elevator bin stack height</u> sensor actuator arms and gears removal" on page 343

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
19	40X8954	2	1	SHPF elevator bin stack height sensor actuator arm	<u>"SHPF elevator bin stack height sensor actuator arms and gears removal" on page 343</u>
20	40X9464	1	1	SHPF actuator	

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# Assembly 26: SHPF—Elevator bin section 2



### Assembly 26: SHPF—Elevator bin section 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9575	2	1	Ball bearing	
2	40X9603	2	1	SHPF elevator belt	"SHPF elevator belts removals" on page 370
3	40X9607	4	1	SHPF elevator gear	
4	40X9311	2	1	SHPF elevator gear bracket	
5	40X9427	2	1	SHPF elevator belt spring	"SHPF elevator belts removals" on page 370
6	40X9605	1	1	SHPF elevator bin front bracket	"SHPF elevator belts removals" on page 370
7	40X8991	2	1	SHPF elevator belt holder	"SHPF elevator belts removals" on page 370
8	40X9609	1	1	SHPF elevator bin	"SHPF elevator bin removal" on page 323
9	40X9517	1	1	SHPF elevator bin extender	"SHPF elevator bin removal" on page 323
10	40X9168	1	1	SHPF elevator motor encoder	
11	40X9601	1	1	SHPF elevator motor encoder belt	
12	40X9849	1	1	SHPF elevator bin clutch gear	<u>"SHPF elevator drive assembly</u> removal" on page 354
13	40X9631	1	1	SHPF elevator bin clutch bushing	"SHPF elevator drive assembly removal" on page 354
14	40X9604	1	1	SHPF elevator bin rear bracket	"SHPF elevator belts removals" on page 370
15	40X9636	1	1	SHPF elevator drive gear	"SHPF elevator drive assembly removal" on page 354
16	40X9187	1	1	SHPF elevator bin idler gear	<u>"SHPF elevator drive assembly</u> removal" on page 354
17	40X8869	1	1	Sensor (SHPF elevator position)	<u>"Sensor (SHPF elevator position)</u> removal" on page 353
18	40X9534	1	1	Motor (SHPF elevator)	"Motor (SHPF elevator) removal" on page 352
19	40X9589	2	1	Ball bearing	

### Assembly 27: SHPF—Staple unit assembly



### Assembly 27: SHPF—Staple unit assembly

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9520	1	1	SHPF staple unit carriage drive gear	<u>"SHPF staple unit drive belt and gear removal" on page 362</u>
2	40X9611	1	1	SHPF staple unit carriage belt	
3	40X9610	1	1	SHPF staple unit	<u>"SHPF staple unit removal" on</u> page 364
4	40X9413	1	1	SHPF staple cartridge	
5	40X9851	1	1	SHPF staple unit cable	
6	40X8975	1	1	SHPF staple unit knob	<u>"SHPF staple unit drive belt and gear removal" on page 362</u>
7	40X8869	1	1	Sensor (SHPF staple unit carriage center)	"SHPF staple unit position sensors removal" on page 361
8	40X9616	1	1	SHPF staple unit carriage rail	
9	40X9535	1	1	Motor (SHPF staple unit carriage)	<u>"Motor (SHPF staple unit carriage)</u> removal" on page 363
10	40X9614	1	1	SHPF staple unit interface cable	
11	40X8869	1	1	Sensor (SHPF staple unit carriage home)	<u>"SHPF staple unit position sensors</u> removal" on page 361
12	40X9850	1	1	SHPF staple unit carriage sensor cable	
13	40X9612	1	1	SHPF staple unit carriage drive belt	"SHPF staple unit drive belt and gear removal" on page 362

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### Assembly 28: SHPF—Compiler section 1





# Assembly 28: SHPF—Compiler section 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	41X2182	1	1	SHPF ejector	"SHPF compiler assembly removal" on page 396
2	40X9496	1	1	SHPF compiler stack clamp	
3	40X9622	1	1	SHPF middle aligner	"SHPF middle aligner removal" on page 408
4	40X9625	1	1	SHPF compiler eject gear	<u>"SHPF compiler eject gear</u> removal" on page 410
5	40X9617	1	1	SHPF compiler eject belt	
6	40X9621	1	1	SHPF compiler pre-eject drive gear	
7	40X9618	1	1	SHPF compiler pre-eject drive belt	
8	41X2002	1	1	SHPF pre-eject motor and eject motor encode	
9	41X2001	1	1	Motor (SHPF compiler eject)	"Motor (SHPF compiler eject) removal" on page 392
10	40X8869	1	1	Sensor (SHPF compiler eject)	"SHPF compiler eject sensors removal" on page 394
11	40X8869	1	1	Sensor (SHPF compiler pre- eject)	"SHPF compiler eject sensors removal" on page 394
12	40X9624	1	1	SHPF compiler eject drive gear	
13	40X9620	1	1	SHPF compiler eject drive belt	
14	41X2000	1	1	Motor (SHPF compiler pre- eject)	"Motor (SHPF compiler pre-eject) removal" on page 393
15	40X8869	1	1	Sensor (SHPF eject clamp position)	<u>"Sensor (SHPF eject clamp</u> position) removal" on page 395
16	40X9623	2	1	SHPF compiler eject sensor actuators	
17	40X8869	1	1	Sensor (SHPF eject clamp home)	



# Assembly 29: SHPF—Compiler section 2

# Assembly 29: SHPF—Compiler section 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9637	1	1	SHPF compiler feed   "SHPF compiler feed roller remova     roller   page 446	
2	40X9634	1	1	SHPF paddle drive gear	"SHPF paddle drive gears removal" on page 377
3	40X9629	1	1	SHPF paddle drive belt	"SHPF paddle motor FRUs removal" on page 378
4	40X9530	1	1	Motor (SHPF paddle)	<u>"Motor (SHPF paddle) removal" on</u> page 377
5	40X8869	1	1	Sensor (SHPF paddle home)	<u>"SHPF paddle motor FRUs removal" on</u> page 378
6	40X9853	1	1	SHPF paddle drive encoder <b>"SHPF paddle drive gears remov page 377</b>	
7	40X9440	2	1	Ball bearing	
8	40X9543	1	1	SHPF elevator bin stack limit switch	<u>"SHPF elevator bin stack limit switch</u> removal" on page 425
9	40X9633	1	1	SHPF compiler guide	<u>"SHPF compiler guide removal" on page 437</u>
10	40X9632	2	1	SHPF paddles	"SHPF paddles removal" on page 324
11	40X9852	1	1	SHPF middle paddle	"SHPF paddles removal" on page 324
12	41X2185	1	1	SHPF compiler guide lever	"SHPF paddle cam and compiler guide lever removal" on page 356
13	40X9627	1	1	SHPF paddle cam	"SHPF paddle cam and compiler guide lever removal" on page 356

### Assembly 30: SHPF—Compiler section 3



# Assembly 30: SHPF—Compiler section 3

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9195	1	1	SHPF front tamper holder	
2	40X8869	1	1	Sensor (SHPF front tamper home)	<u>"Sensor (SHPF front tamper home)</u> removal " on page 347
3	40X9641	2	1	SHPF tamper belt	<u>"SHPF tamper belts and gears</u> removal" on page 405
4	40X9595	2	1	SHPF tamper gear	<u>"SHPF tamper belts and gears</u> removal" on page 405
5	40X9344	2	1	SHPF tamper drive belt	<u>"SHPF tamper belts and gears</u> removal" on page 405
6	40X9485	2	1	SHPF tamper drive gear	<u>"SHPF tamper belts and gears</u> removal" on page 405
7	40X9530	1	1	Motor (SHPF front tamper)	"Motor (SHPF front tamper) removal" on page 346
8	40X9717	1	1	SHPF aligner position sensor cable	
9	40X8869	1	1	Sensor (SHPF aligner position)	<u>"Sensor (SHPF aligner position)</u> removal" on page 407
10	40X9638	1	1	SHPF ejector cable	
11	40X9530	1	1	Motor (SHPF rear tamper)	"Motor (SHPF rear tamper) removal" on page 350
12	40X8869	1	1	Sensor (SHPF rear tamper home)	<u>"Sensor (SHPF rear tamper home)</u> removal" on page 351

### Assembly 31: SHPF—Punch unit 1



# Assembly 31: SHPF—Punch unit 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9550	1	1	Hole punch box	

### Assembly 32: SHPF—Punch unit 2



Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	41X0968	1	1	Punch unit—2/4 holes	
1	41X0967	1	1	Punch unit—2/3 holes	
1	40X9986	1	1	Punch unit—Sweden	<u>"Punch unit removal" on</u> page 357
2	40X9549	1	1	Punch unit cable	
3	40X9547	1	1	Sensor (hole punch box full, transmit)	"Sensor (hole punch box full) removal" on page 358
4	40X9918	1	1	SHPF duct guide	
5	40X9546	1	1	Hole punch box full sensor actuator	
6	40X9545	1	1	Hole punch box full sensor holder	
7	40X9928	1	1	Sensor (hole punch box full, receive)	<u>"Sensor (hole punch box full)</u> removal" on page 358

### Assembly 32: SHPF—Punch unit 2

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### Assembly 33: Booklet maker—Covers

### Assembly 33: Booklet maker—Covers

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9423	1	1	Booklet maker front cover	"Booklet maker front cover removal" on page 449
2	40X9424	1	1	Booklet maker support	"Booklet maker support removal" on page 450

### Assembly 34: Booklet maker—Electronics



### Assembly 34: Booklet maker—Electronics

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9429	1	1	Booklet maker controller	"Booklet maker controller board
l				board	removal" on page 454



### Assembly 35: Booklet maker—Fold section 1

### Assembly 35: Booklet maker—Fold section 1

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9433	1	1	Bifold knife primary drive gear	"Bifold knife primary drive gears removal" on page 509
2	40X9856	1	1	Bifold knife idler gear	"Bifold knife primary drive gears removal" on page 509
3	40X9432	1	1	Motor (bifold knife)	"Motor (bifold knife) removal" on page 483
4	40X9425	1	1	Retracting shaft	
5	40X9436	2	1	Bifold knife secondary drive gears	"Bifold knife secondary drive gears removal" on page 514
6	40X9431	2	1	Bifold knife slider	"Bifold knife removal" on page 515
7	40X9430	2	1	Bifold knife static brush	"Bifold knife removal" on page 515
8	40X9913	1	1	Bifold knife	"Bifold knife removal" on page 515
9	40X8869	1	1	Sensor (bifold knife home)	<u> "Sensor (bifold knife home) removal"</u> on page 512
10	40X9858	1	1	Bifold roller drive gear	"Bifold roller gears removal" on page 464
11	40X9857	1	1	Bifold roller idler gear 2	"Bifold roller gears removal" on page 464
12	40X9435	1	1	Bifold roller idler gear 1	"Bifold roller gears removal" on page 464
13	40X9432	1	1	Motor (bifold roller)	"Motor (bifold roller) removal" on page 463

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### Assembly 36: Booklet maker—Fold section 2

### Assembly 36: Booklet maker—Fold section 2

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9442	1	1	Trifold knife actuator	<u>"Bifold upper roller removal" on page 498</u>
2	40X9449	2	1	Bifold rollers	"Bifold upper roller removal" on page 498
					"Bifold lower roller removal" on page 501
3	40X9414	1	1	Bifold guide	
4	40X9861	1	1	Bifold roller timing gear	<u>"Bifold upper roller removal" on page 498</u>
5	40X9439	2	1	Bifold roller springs	"Bifold roller springs removal" on page 472
6	40X9862	1	1	Bifold guide home sensor actuator	"Bifold roller drive gears removal" on page 516
7	40X9863	1	1	Bifold guide drive gear	<u>"Bifold guide drive gears removal" on page 518</u>
8	40X9447	1	1	Motor (bifold guide)	"Bifold guide drive gears removal" on page 518
9	40X8869	1	1	Sensor (bifold guide home)	"Sensor (bifold guide home) removal" on page 480
10	40X9446	1	1	Motor (trifold guide)	"Motor (trifold guide) removal" on page 481
11	40X8869	1	1	Sensor (trifold guide home)	"Sensor (trifold guide home) removal" on page 482
12	40X9440	4	1	Bifold roller ball bearing	"Bifold upper roller removal" on page 498
13	40X9443	1	1	Lower bifold roller gear	"Bifold lower roller removal" on page 501
14	40X9444	1	1	Trifold knife front idler gear	"Bifold roller drive gears removal" on page 516
15	40X9352	1	1	Trifold exit roller	
16	40X9441	1	1	Trifold knife rear idler gear 2	"Bifold roller drive gears removal" on page 516
17	40X9859	2	1	Bifold roller gear	"Bifold roller drive gears removal" on page 516
18	40X9860	2	1	Trifold knife rear idler gear 1	"Bifold roller drive gears removal" on page 516



### Assembly 37: Booklet maker—Fold section 3

### Assembly 37: Booklet maker—Fold section 3

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9562	2	1	Trifold knife slider	
2	40X9459	2	1	Trifold knife springs	<u>"Trifold knife springs removal" on</u> page 498
3	40X9458	1	1	Trifold gate actuator	<u>"Trifold gate actuator removal" on</u> page 482
4	41X2030	1	1	Trifold jam knob	<u>"Trifold jam knob removal" on</u> page 448
5	40X9865	1	1	Bifold exit roller gear	"Trifold gears removal" on page 466
6	40X9453	1	1	Trifold roller gear	"Trifold gears removal" on page 466
7	41X2091	2	1	Booklet maker exit roller springs	<u>"Booklet maker exit roller springs removal" on page 448</u>
8	40X9864	1	1	Bifold exit roller	"Trifold rollers removal" on page 465
9	41X2031	1	1	Trifold roller	"Trifold rollers removal" on page 465
10	40X9219	1	1	Booklet maker fold exit sensor cable	
11	40X8968	1	1	Sensor (booklet maker fold exit)	<u>"Sensor (booklet maker fold exit)</u> removal" on page 508
12	40X9524	1	1	Trifold diverter	"Trifold diverter removal" on page 507
13	40X9457	1	1	Bifold jam access door hinge	<u>"Trifold knife removal" on page 498</u>



### Assembly 38: Booklet maker—Transport section

### Assembly 38: Booklet maker—Transport section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9353	4	1	Booklet maker transport idler roller	"Booklet maker transport idler rollers removal" on page 459
2	40X9463	1	1	Booklet maker transport sensor actuator	<u>"Sensor (booklet maker transport)</u> removal" on page 460
3	40X9600	1	1	Booklet maker decurl lever	<u>"Booklet maker decurl lever removal"</u> on page 461
4	40X9445	1	1	Booklet maker pressure spring	
5	40X9461	1	1	Booklet maker transport roller	<u>"Booklet maker transport roller</u> removal" on page 474
6	40X9867	1	1	Booklet maker transport section extension cable	
7	40X9469	1	1	Booklet maker transport gear	<u>"Booklet maker transport gear and belt removal" on page 473</u>
8	40X9467	1	1	Booklet maker transport belt	<u>"Booklet maker transport gear and belt removal" on page 473</u>
9	40X8869	1	1	Sensor (booklet maker decurl)	<u>"Sensor (booklet maker decurl)</u> removal" on page 476
10	40X9474	1	1	Booklet maker transport section cable	
11	40X9470	1	1	Motor (booklet maker transport)	<u>"Motor (booklet maker transport)</u> removal" on page 470
12	40X9446	1	1	Motor (booklet maker decurl)	<u>"Motor (booklet maker decurl)</u> removal" on page 471
13	40X9468	1	1	Booklet maker decurl gears	<u>"Booklet maker decurl gears removal"</u> on page 475
14	40X9866	1	1	Booklet maker decurl gears	<u>"Booklet maker decurl gears removal"</u> on page 475
15	40X9438	1	1	Booklet maker jam access door	<u>"Booklet maker jam access door removal" on page 457</u>
16	40X9473	1	1	Booklet maker decurl guide	<u>"Booklet maker decurl guide removal"</u> on page 477
17	40X9868	1	1	Transport and compiler section cable	
18	40X9296	1	1	Booklet maker transport paper guide lever	"Booklet maker transport paper guide lever removal" on page 462
19	40X9869	1	1	Booklet maker transport sensor cable	
20	40X8869	2	1	Sensor (booklet maker transport)	<u>"Sensor (booklet maker transport)</u> removal" on page 460



### Assembly 39: Booklet maker—Staple section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9307	1	1	Plastic film	
2	40X9526	1	1	Plastic film	
3	40X9460	1	1	Static brush	
4	40X9466	1	1	Plastic film	
5	40X9450	1	1	Plastic film	
6	40X8976	1	1	Plastic film	
7	40X9476	2	1	Booklet maker staple cartridge	
8	40X9303	1	1	Plastic film	
9	40X9478	1	1	Booklet maker staple unit	<u>"Booklet maker staple unit removal" on page 503</u>
10	40X9907	1	1	Booklet maker cover	
11	40X9870	1	1	Booklet maker staple unit cable	

### Assembly 39: Booklet maker—Staple section
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## Assembly 40: Booklet maker—Compiler section

# Assembly 40: Booklet maker—Compiler section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X8869	1	1	Sensor (booklet maker tamper home)	<u>"Sensor (booklet maker tamper home)</u> removal" on page 524
2	40X9446	1	1	Motor (booklet maker tamper)	<u>"Motor (booklet maker tamper)</u> <u>removal" on page 484</u>
3	40X9581	2	1	Bifold guide idler gear 2	"Bifold guide idler gears removal" on page 524
4	40X9583	2	1	Bifold guide idler gear 1	"Bifold guide idler gears removal" on page 524
5	40X8869	1	1	Sensor (booklet maker paddle home)	<u>"Sensor (booklet maker paddle home)</u> removal" on page 469
6	40X9469	1	1	Booklet maker paddle gear	<u>"Booklet maker paddle gears removal"</u> on page 467
7	40X9479	1	1	Booklet maker paddle belt	<u>"Booklet maker paddle belt removal"</u> on page 467
8	40X9871	1	1	Booklet maker paddle encoder	"Booklet maker paddle gears removal" on page 467
9	40X9493	1	1	Booklet maker paddle tensioner pulley	"Booklet maker paddle gears removal" on page 467
10	40X9481	1	1	Motor (booklet maker paddle)	"Motor (booklet maker paddle) removal" on page 468
11	40X9483	4	1	Booklet maker lower paddle	"Booklet maker lower paddle removal" on page 454
12	40X9482	1	1	Booklet maker upper paddle	"Booklet maker upper paddle removal" on page 497
13	40X9487	1	1	Booklet maker tamper tray	"Booklet maker tamper tray removal" on page 521
14	40X9876	1	1	Booklet maker front tamper	"Booklet maker tamper tray removal" on page 521
15	40X8965	2	1	Booklet maker tamper rack	"Booklet maker tamper tray removal" on page 521
16	40X9016	1	1	Booklet maker tamper drive gear	"Booklet maker tamper tray removal" on page 521
17	40X8968	1	1	Sensor (booklet maker tamper paper present)	"Booklet maker tamper tray removal" on page 521
18	40X9492	1	1	Booklet maker rear tamper	"Booklet maker tamper tray removal" on page 521



# Assembly 41: Booklet maker—Aligner assembly

Parts catalog

# Assembly 41: Booklet maker—Aligner assembly

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9493	2	1	Booklet maker aligner tensioner pulley	"Booklet maker aligner gears removal" on page 493
2	40X9494	1	1	Booklet maker aligner belt	<u>"Booklet maker aligner belt removal"</u> on page 492
3	40X9495	1	1	Booklet maker aligner tensioner spring	
4	40X9874	2	1	Booklet maker aligner gear	<u>"Booklet maker aligner gears removal"</u> on page 493
5	40X9446	1	1	Motor (booklet maker aligner)	<u>"Motor (booklet maker aligner)</u> removal" on page 483
6	40X9875	1	1	Booklet maker aligner drive gear	"Booklet maker aligner gears removal" on page 493
7	40X8869	1	1	Sensor (booklet maker aligner home)	<u>"Sensor (booklet maker aligner home)</u> removal" on page 487
8	40X8964	1	1	Booklet maker compiler stack front guide	<u>"Booklet maker aligner jam access</u> door removal" on page 452
9	40X9489	1	1	Booklet maker compiler stack rear guide	<u>"Booklet maker aligner jam access door removal" on page 452</u>
10	40X9854	1	1	Booklet maker aligner jam access door	<u>"Booklet maker aligner jam access door removal" on page 452</u>
11	40X9916	1	1	Booklet maker aligner solenoid cable	<u>"Booklet maker aligner solenoid</u> removal" on page 494
12	40X9497	1	1	Booklet maker aligner solenoid	<u>"Booklet maker aligner solenoid</u> removal" on page 494
13	40X8993	1	1	Booklet maker aligner carriage	<u>"Booklet maker aligner solenoid</u> removal" on page 494



# Assembly 42: Booklet maker—Exit section

# Assembly 42: Booklet maker—Exit section

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	40X9501	1	1	HPBF bin bail	"HPBF bin bail removal" on page 325
2	40X9502	1	1	HPBF exit roller cover	"HPBF exit roller cover removal" on page 339
3	40X9503	1	1	HPBF exit roller cover spring	"HPBF exit roller cover removal" on page 339
4	40X9538	1	1	Sensor (HPBF bin empty, transmit)	"HPBF lower left cover sensors removals" on page 339
5	40X9508	1	1	HPBF lower left cover	<u>"Lower left cover removals" on</u> page 336
6	40X9499	1	1	HPBF bin	"Lower left cover removals" on page 336
7	40X9540	1	1	Sensor (HPBF bin empty, receive)	"HPBF lower left cover sensors removals" on page 339
8	40X9504	1	1	HPBF bin empty sensor cable	
9	40X8869	1	1	Sensor (SHPF elevator bin full)	"HPBF lower left cover sensors removals" on page 339
10	40X9506	1	1	HPBF elevator bin full sensor actuator	"HPBF lower left cover sensors removals" on page 339
11	40X9877	1	1	HPBF elevator bin full sensor cable	

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
NS	40X9208	1	1	SHPF interface cable	
NS	40X8874	1	1	SHPF J4, J5, and J10 cable harness	
NS	40X9006	1	1	SHPF J9 cable harness	
NS	40X9412	1	1	SHPF ejector cable harness	
NS	40X8918	1	1	SHPF upper left cover cable harness	
NS	40X9509	1	1	Booklet maker J8 and J9 cable harness	
NS	40X9878	1	1	Booklet maker interface cable	
NS	40X8986	1	1	Booklet maker J7 cable harness	
NS	40X9032	1	1	Booklet maker J10 and J11 cable harness	

# Assembly 43: SHPF and booklet maker—Wiring

5059, 7559

# **Options and features**

## Media handling options

Some options may not be available for all models.

1	Standard 2 x 500-sheet tray
2	Optional 2 x 500-sheet tray
3	Optional 2500-sheet tray
4	Optional 3000-sheet tray
5	Multipurpose feeder
6	Staple finisher
7	Staple, hole punch finisher
8	Hole punch booklet finisher

5059, 7559

# **Theory of operation**

## Staple finisher operation

## Staple finisher sections



#	Part
1	Feed section
2	Compiler section
3	Exit section
4	Elevator bin section

#### Standard print job paper path



#### Offset or staple job paper path



## Staple finisher feed and exit section

Staple finisher feed and exit section parts



Theory of operation

Sensor (staple finisher upper exit roller)

6

#	Part	
7	Motor (staple finisher exit)	
8	Motor (staple finisher upper exit)	
9	Upper exit roller solenoid	
10	Lower exit roller	
11	Upper exit roller	

#### Feed section paper path

The staple finisher is installed on the printer standard bin and receives paper from the printer exit roller. The motor (staple finisher transport) drives the transport roller and the compiler feed roller. The transport roller feeds the paper from the printer exit roller to the compiler feed roller. The sensor (staple finisher paper feed), positioned above the transport roller, detects the leading and trailing edges of the paper. If no finishing is required, then the paper is transported to the exit section. If finishing is required, then the paper is transported to the compiler section.

**Note:** By turning the jam removal knob, the transport and compiler feed rollers can be manually rotated to clear jams.



#### Exit section paper path for standard print jobs

The motor (staple finisher upper exit) rotates the exit guide lift cams causing the cams to release the eject guides. The guides swing down due to their weight, and then divert the paper between the upper and lower exit rollers. The motor (staple finisher upper exit) lowers the upper exit roller to come into contact with the paper. The upper exit roller solenoid connects the lower exit roller to the motor (staple finisher exit). The motor drives the upper and lower exit rollers are upper exit rollers to feed the paper to the bin.

The paper passing through the exit rollers lowers the tamper paper present sensor actuator. As the trailing edge passes through the roller, the actuator returns to its original position, signaling that the paper is in the bin. The upper exit roller returns to its home position.



#### Staple finisher compiler section

#### Staple finisher compiler section parts

At the compiler section, the sheets of paper are aligned for offset and staple jobs. The sheets are individually fed and aligned in the compiler assembly, and then fed out to the exit section.



#	Part	
1	Compiler feed roller	
2	Stack lever	
3	Aligner roller	
4	Motor (staple finisher aligner)	
5	Front tamper	
6	Sensor (staple finisher front tamper home)	
7	Exit roller solenoid	
8	Motor (staple finisher front tamper)	
9	Sensor (staple finisher tamper paper present)	
10	Motor (staple finisher rear tamper)	
11	Lower exit roller	
12	Sensor (staple finisher rear tamper home)	
13	Stack lever solenoid	
14	Motor (staple finisher transport)	

#### **Compiler section paper feed**

After receiving the paper from the feed section, the compiler feed roller pushes the paper between the raised upper exit roller and lower exit roller. The paper falls due to its weight, and the trailing edge lands on the compiler assembly. The paper toggles the sensor (staple finisher tamper paper present).



#### **Compiler section paper alignment**

The motor (staple finisher upper exit) lowers the upper exit roller to come into contact with the paper. The motor (staple finisher exit) drives the upper exit roller to feed the paper to the aligner roller. The upper exit roller returns to the home position and stops rotating to release the paper.

The motor (staple finisher aligner) drives the aligner roller. The roller pushes the paper to the aligners to align the short edge.



Theory of operation **628** 

#	Part
1	Stack lever
2	Aligners
3	Aligner roller
4	Stack clamp
5	Lower exit roller
6	Upper exit roller

The front and rear tamper motors control their respective tampers. The long edges are aligned when the tampers move and come into contact with the paper.

- For staple jobs, both tampers move to align the paper at the middle.
- For offset jobs, the paper is aligned to the rear or front of the compiler section.

After the paper is aligned, the stack lever solenoid lowers the stack lever. The lever presses the stack clamp, and the clamp holds the edge of the paper in place.

The second sheet of paper is transported over the first sheet. The stack clamp moves up, and then the upper exit roller feeds both sheets to the aligner roller. The upper exit roller returns to the home position to release the paper. The alignment process for the short and long edges repeats.

Note: Subsequent sheets of paper are fed and aligned in the same manner.



#	Part
1	Aligners
2	Front tamper
3	Sensor (staple finisher front tamper home)
4	Motor (staple finisher front tamper)
5	Motor (staple finisher rear tamper)
6	Sensor (staple finisher rear tamper home)
7	Rear tamper

Theory of operation

629

#### Compiler section exit

After all the sheets of paper are aligned, the upper exit roller moves down, and with the lower exit roller, holds the stack in place. If it is a staple job, then the stack is stapled. The stack clamp moves up to release the edge of the stack. The aligner roller and both exit rollers feed the stack to the bin.



After the trailing edge of the stack passes the exit rollers, the lower exit roller paddles push the edge to feed the stack to the bin. The lower exit roller continues to rotate to return to the home position. The tamper paper present sensor actuator returns to its original position, signaling that the stack is on the bin.



#### Staple unit operation

The motor (staple finisher staple unit carriage) controls the movement of the staple unit. The staple unit moves depending on the number of staples required. The sensor (staple finisher staple unit home) detects the staple unit home position at the front of the finisher.



Theory of operation

#	Part
3	Staple unit
4	Sensor (staple finisher staple unit home)

The motor (staple unit) controls the stapling. The paper stack is positioned under the staple arm, which clamps the stack to hold it in place during stapling. If the number of sheets in the stack exceeds the limit, then the stack is fed to the bin without being stapled.



## Staple finisher bin section

The bin height depends on the amount of paper on the bin. The motor (staple finisher elevator) controls the bin movement.



Theory of operation 632

#	Part	
1	Motor (staple finisher elevator)	
2	Bin stack height solenoid	
3	Bin stack height actuator	
4	Sensor (staple finisher bin level)	
5	Sensor (staple finisher bin stack height)	
6	Exit roller solenoid	
7	Sensor (staple finisher elevator home)	
8	Bin	
9	Lower exit roller	

#### **Bin stack height detection**

The bin stack height solenoid lowers the bin stack height actuator to come into contact with the paper on the bin. At the end of the actuator, the sensor (staple finisher bin level) and sensor (staple finisher bin stack height) are installed at different heights. The combination of results from the sensors determines the height of the bin.



#### **Bin level full detection**

When the sensor (staple finisher elevator home) detects the elevator bracket, the printer determines that the bin is full.



## Horizontal paper transport (HPT) operation

The HPT is installed on the printer standard bin and feeds the paper from the printer exit roller to the SHPF entrance roller. The motor (HPT transport) drives the three transport rollers, and the sensor (HPT feed) detects the paper as it passes through the rollers.



Theory of operation **634** 

#	Part
1	Sensor (HPT bin full)
2	HPT feed sensor actuator
3	Sensor (HPT feed)
4	Sensor (HPT door)
5	Motor (HPT transport)
6	HPT transport rollers

For print jobs that do not require finishing, the paper is fed on top of the HPT. The sensor (HPT bin full) detects if the bin is full.



## Staple, hole punch finisher (SHPF) operation

## **SHPF** sections



## SHPF top bin exit and elevator bin exit sections

The motor (SHPF feed) drives the entrance roller, diverter, and top bin transport roller. The motor (SHPF transport) drives the top bin exit roller and compiler feed roller.

The entrance roller feeds the paper from the horizontal paper transport into the finisher. The punch unit is located between the entrance roller and diverter feed roller. If punching is required, the trailing edge of the paper is punched.

#### Top bin exit section paper path



#### Top bin exit section paper feed

The diverter feed roller pushes the paper to the diverter. The diverter moves down to guide the paper through the top bin exit paper guide. The sensor (SHPF top bin exit) detects the paper as it passes through the paper path, and the sensor (SHPF top bin full) determines if the bin is full.



#### Elevator bin exit section paper path



#### Elevator bin exit section paper feed

The diverter swings up to guide the paper to the compiler feed roller. The motor (SHPF transport) drives the diverter feed roller to feed the paper over the compiler section and to the elevator bin.



#### **Diverter operation**

The position of the diverter determines whether to feed the paper to the top bin or to the elevator bin. The motor (SHPF feed) controls the diverter, and the sensor (SHPF diverter) detects the diverter position.



## SHPF punch unit operation

Skew correction is applied to the paper when it reaches the entrance rollers. The paper is fed to the punch unit, and then the trailing edge is punched.



The motor (punch drive) moves the punch unit frames in opposite directions. The motion causes the slots on the frames to move the punchers up and down.



The chad accumulate in the hole punch box below the punch unit. When the light from the sensor (SHPF hole punch box full, transmit) is blocked, the printer determines that the box is full.

Theory of operation **642** 

The sensor (SHPF hole punch box full, receive) also detects if the box is inserted in the finisher. When the box is out of the finisher, the actuator lowers, blocking the light.



#### SHPF compiler section operation

#### SHPF compiler section feed

While the paper is transported to the finisher, the motor (SHPF aligner) rotates the aligner shaft. The rotation adjusts the position of the front and rear aligners according to the paper width.



#	Part
1	Aligner shaft
2	Rear aligner
3	Front aligner
4	Motor (SHPF aligner)

The tamper motors move the front and rear tampers to the middle.



The motor (SHPF compiler feed roller release) drives the compiler feed roller release cams. The rotation of the cam controls the up and down movement of the compiler feed idler rollers. The sensor (SHPF compiler feed roller release) determines the position of the cams.



#### SHPF compiler section paper feed

The manner in which paper is fed to the compiler assembly depends on the paper type.

- Non-plain paper—All sheets are individually fed to the compiler assembly.
- **Plain paper**—The first two sheets of the stack are simultaneously fed to the compiler assembly. The succeeding sheets are individually fed.

The following sequence explains the process of feeding and aligning plain paper in the compiler assembly.

The first sheet is fed between the compiler feed roller and idler rollers.



The compiler feed roller rotates in reverse, and then feeds the paper to the pre-feed guide.



The idler rollers and diverter raise, and then the second sheet is transported over the first sheet.



The idler rollers lower, and then the two sheets are fed over the tamper plates. Before the trailing edge passes the compiler feed roller, the tamper plates return to their home position.



After the trailing edge passes the compiler feed roller, the compiler guide moves down to push down the paper to the compiler assembly. The rotation of the motor (SHPF paddle) and paddle cam control the position of the guide.



#### SHPF compiler section paper alignment

The aligner paddles and aligner roller rotate to push the paper to the aligners. The motor (SHPF paddle) and motor (SHPF compiler pre-eject) drive the aligner paddles and aligner roller respectively.

Both tamper plates move to align the paper stack in the middle. If in offset mode, then the stack is aligned either to the front side or rear side. Depending on the paper width and on which side to align the stack, one tamper moves and then stops at a preset position. The other tamper pushes the stack to the stationary tamper.



Theory of operation **648**
The third sheet is fed over the stack, and then the aligner paddles push the third sheet to the aligners. Succeeding sheets are individually fed and aligned in the same manner as the third sheet.



For staple jobs, the trailing edge of the stack is stapled. For two-point staple jobs, the motor (SHPF aligner) drives the aligner shaft to prevent the front and rear aligners from interfering with the staple unit.

#### SHPF stapling operation

The motor (SHPF staple unit carriage) controls the movement of the staple unit carriage. The sensors determine the location of the carriage along the rail. The carriage moves according to the number of staples required.



The motor (staple unit) controls the stapling. The sheets are positioned under the clincher staple arm, which clamps the sheets to hold them in place during stapling. If the number of sheets to be stapled exceeds the limit, then the stack is fed to the bin without being stapled.



#### SHPF stapling operation for multiple staple jobs

To enable the finisher to handle multiple staple jobs, the first two sheets of each paper stack are simultaneously fed to the compiler assembly. The following example demonstrates two staple jobs.

After the last sheet of the first stack is fed to the compiler assembly, the first sheet of the second stack is fed between the compiler feed roller and idler rollers.



While the first stack is being aligned, the compiler feed roller rotates in reverse and then feeds the paper to the pre-feed guide.



The idler rollers raise, and while the first stack is being stapled, the second sheet is positioned over the first sheet.



The idler rollers lower, and then the two sheets are fed to the compiler assembly. At the same time, the first stack is fed to the elevator bin. Unlike the first and second sheets, the succeeding sheets of the second stack are individually fed to the compiler assembly.

The succeeding jobs are done in the same manner as the first and second stacks.



#### SHPF compiler section exit

After alignment or stapling, the motor (SHPF compiler pre-eject) controls the middle aligner to push the stack to the eject clamp. The motor (SHPF compiler eject) controls the eject clamp to push the stack to the elevator bin.



#### Elevator bin section operation

#### **Elevator bin configurations**

The location of the elevator bin full position and sensor (SHPF elevator bin full) would vary depending on the presence of a booklet maker.

The height of the elevator bin depends on the amount of paper on the bin. The motor (SHPF elevator) controls the bin height.



#	Part
1	Motor (SHPF elevator)
2	Motor (SHPF elevator bin stack height)
3	Sensor (SHPF elevator bin full) (booklet maker installed)
4	Sensor (SHPF elevator bin full) (booklet maker not installed)
5	Elevator bin full position (booklet maker not installed)
6	Elevator bin full position (booklet maker installed)
7	Elevator bin home position
8	Top bin

#### Elevator bin stack height detection

Each time paper is fed out to the bin, the motor (SHPF elevator bin stack height) lowers the elevator bin stack height fingers to come into contact with the edge of the stack. If the fingers are unable to lower and the sensors (SHPF elevator bin stack height, front and rear) are blocked, then the bin lowers until the two sensors are unblocked.



When stapled sheets are fed to the bin, the height of the edge of the stack can be higher than the height detected by the paper detection levers. If the stack blocks the light between the sensors (SHPF elevator bin stack height), then the bin lowers.

As the bin continues to move down due to the paper stack, the bin triggers the sensor (SHPF elevator bin full), and then the bin stops moving.



If the elevator bin is moving up, and the paper stack touches the tamper plates, then the sensor (SHPF elevator bin stack limit) is triggered. This action causes the elevator bin to stop moving up.

**Note:** If the width of the paper stack is less than the distance between the tamper plates, then the stack triggers the sensor (SHPF elevator bin stack limit). This action also causes the bin to stop moving up.



## **Booklet maker operation**

#### **Booklet maker sections**



## Booklet maker paper path



#	Part
1	SHPF entrance roller
2	SHPF diverter feed roller
3	Decurl guide
4	Booklet maker upper paddle
5	Bifold top roller
6	Bifold knife
7	Booklet maker lower paddle
8	Trifold roller
9	Hole punch, booklet finisher (HPBF) bin
10	Trifold knife
11	Booklet maker staple unit
12	Booklet maker transport roller
13	SHPF booklet maker pre-feed roller
14	SHPF diverter
15	SHPF compiler feed roller

## Booklet maker paper feed

The motor (SHPF transport) drives the compiler feed roller and pre-feed roller. The rollers transport the paper from the top of the SHPF to the booklet maker transport roller.





At the booklet maker, the motor (booklet maker transport) drives the transport roller to feed the paper to the decurl guide. The motor (booklet maker decurl) controls the decurl guide. The guide moves back and forth to straighten the paper and prevent jams.



### Booklet maker compiler section paper feed and alignment

When the sensor (SHPF booklet gate) detects the leading edge of the paper, the motor (booklet maker tamper) moves the tampers to a width that is slightly wider than the paper. The motor (booklet maker aligner) moves the aligner to a preset position depending on the paper length.

The motor (booklet maker paddle) rotates the upper and lower paddles. The paddles push down the paper to align the short edge on the aligner. After the trailing edge of the paper passes the sensor (booklet maker transport), the tampers move back and forth to align the long edge of the paper.

The paddles stop rotating after the trailing edge of the paper passes the sensor (SHPF booklet gate). The tampers return to the home position after the alignment is completed. Succeeding sheets are individually fed and are aligned in the same manner.

After all of the sheets are aligned, the aligner solenoid retracts the stack clamp to hold the paper stack in place for folding. The aligner moves to a preset position depending on the number of folds needed.



#	Part
1	Sensor (booklet maker tamper paper present)
2	Sensor (booklet maker tamper home)
3	Front tamper plate
4	Motor (booklet maker paddle)
5	Aligner
6	Stack clamp
7	Motor (booklet maker aligner)
8	Lower paddle
9	Motor (booklet maker tamper)
10	Rear tamper plate
11	Upper paddle

#### Booklet maker staple unit operation

For booklet jobs, the aligner moves the paper stack to the staple unit before folding.



The motor (booklet maker staple unit) controls the stapling process. The paper stack is held between the paper press and clincher for stapling. The stack is then fed to the bifold section.



#	Part
1	Clincher
2	Motor (booklet maker staple unit)

#### **Bifold and trifold sections**

### **Bifold section parts**



#	Part
1	Motor (bifold guide)
2	Bifold top roller
3	Bifold bottom roller
4	Sensor (bifold knife home)
5	Bifold knife secondary drive gears
6	Motor (bifold knife)
7	Bifold knife
8	Motor (bifold roller)
9	Trifold roller
10	Booklet maker exit roller

#### Bifolding

The bifold knife is connected to the motor (bifold knife) by the primary and secondary drive gears. The knife pushes the middle of the paper between the bifold rollers. The motor (bifold roller) drives the rollers to feed and fold the paper between the rollers.

The sensor (bifold knife home) detects the home position of the knife. The motor (bifold knife) stops after the sensor detects that the knife has returned to the home position.



#### **Trifold section parts**



#	Part
6	Trifold diverter
7	Trifold roller
8	Sensor (booklet maker fold exit)

#### Trifolding

The first fold is done between the bifold rollers. The process of the first fold is the same with the bifold process, but the fold is done at a different position. The paper is fed to the trifold rollers for the second fold.

The motor (bifold guide) drives the trifold diverter. The bifold rollers feed the paper so that the folded edge is between the trifold diverter and trifold knife.



The motor (trifold guide) moves down the trifold knife actuators to move down the trifold knife. The knife pushes the paper between the trifold roller and bifold lower roller.



The paper is fed to the trifold roller for the second fold, and then the trifold diverter returns to the home position.



#### **Booklet maker exit section**

Booklet maker exit section parts



Theory of operation

666

#	Part
10	HPBF bin
11	HPBF bin bail
12	Sensor (HPBF bin empty, transmit)
13	Motor (bifold roller)
14	Sensor (HPBF bin empty, receive)

#### Booklet maker exit section paper path

The paper is fed out to the HPBF bin. Depending on the number of folds, the paper passes either through the bifold exit or trifold exit.



For bifold jobs, the motor (bifold roller) drives the bifold rollers and exit roller to feed the paper to the bin.

For trifold jobs, the motor (bifold roller) drives the bifold rollers and trifold roller to feed the paper to the bin.

If light from the sensor (HPBF bin empty, transmit) is blocked, then paper is present on the bin. When the preset number of booklets have been fed to the bin and the sensor is still blocked, then the printer determines that the bin is full.



#	Part
1	Sensor (HPBF bin empty, receive)
2	Bifold job
3	Booklet maker exit roller
4	Trifold knife
5	Bifold top roller
6	Bifold knife
7	Bifold bottom roller
8	Trifold roller
9	Motor (bifold roller)
10	Trifold job
11	Sensor (HPBF bin empty, transmit)

# Acronyms

## Acronyms

ASIC	Application-specific integrated circuit
BLDC	Brushless DC motor
BOR	Black only retract
С	Cyan
CCD	Charge coupled device
CCP	Carbonless copy paper
CRC	Cyclic redundancy check
CSU	Customer setup
CTLS	Capacitance toner level sensing
DIMM	Dual inline memory module
DRAM	Dynamic random access memory
EDO	Enhanced data out
EP	Electrophotography
EPROM	Erasable programmable read-only memory
ESD	Electrostatic discharge
FFC	Flat flexible cable
FRU	Field replaceable unit
GB	Gigabyte
HCF	High-capacity feeder
HCIT	High-capacity input tray
HCOF	High-capacity output finisher
HVPS	High voltage power supply
ITU	Image transfer unit
К	Black
LCD	Liquid crystal display
LDAP	Lightweight directory access protocol
LED	Light-emitting diode
LVPS	Low voltage power supply
М	Magenta
MB	Megabyte
MFP	Multi-function product
MPF	Multipurpose feeder

Acronyms

669

MROM	Masked read-only memory
MS	Microswitch
NVM	Nonvolatile memory
NVRAM	Nonvolatile random access memory
OEM	Original equipment manufacturer
OPT	Optical sensor
PC	Photoconductor
pel, pixel	Picture element
POR	Power-on reset
POST	Power-on self test
PSD	Position sensing device
PWM	Pulse width modulation
RIP	Raster imaging processor
ROM	Read-only memory
SDRAM	Synchronous dual random access memory
SIMM	Single inline memory module
SRAM	Static random access memory
TPS	Toner patch sensing
UPR	Used parts return
V ac	Volts alternating current
V dc	Volts direct current
VTB	Vacuum transport belt
Y	Yellow

## Index

#### Α

acronyms 669 adjustment bifold skew 219 punch holes deviation 217 advanced print quality samples 203 avoiding paper jams 26

### В

buttons, control panel 197 buttons, touch screen using 200

### С

configuration mode accessing 205 exit configuration 206 control panel 197 control panel, printer indicator light 197 Sleep button light 197

## D

device operations panel menus 206 quiet mode 206 safe mode 206 diagnostics menu accessing 202 display, control panel 197

#### Ε

electrostatic-sensitive parts 207 error codes 200 paper jam messages 40 303 error messages 102 321 error messages 102 322 error messages 102 324 error messages 102 364 error messages 117 366 error messages 117 367 error messages 117 374 error messages 130 379 error messages 130 383 error messages 130 390 error messages 141

392 error messages 141 393 error messages 141 394 error messages 141 395 error messages 141 396 error messages 141 397 error messages 141 400 paper jam messages 49 403 paper jam messages 49 420 paper jam messages 52 421 paper jam messages 52 422 paper jam messages 52 423 paper jam messages 52 451 paper jam messages 52 452 paper jam messages 52 455 paper jam messages 52 457 paper jam messages 52 471 paper jam messages 77 480 paper jam messages 77 481 paper jam messages 77 484 paper jam messages 77 491 paper jam messages 85 492 paper jam messages 85 493 paper jam messages 85 ESD-sensitive parts 207 event log display log 203 mark log 203 print log (extended) 203 print log (summary) 202

## F

finisher supported paper sizes 21 supported paper types 21 supported paper weights 21

## G

general caution statements 20

#### Η

home screen buttons and icons description 198 horizontal bottom contact connector 210 horizontal sliding contact connector 214 horizontal top contact connector 208

Index

671

indicator light 197 inspection guide 529

#### J

jam, clearing booklet finisher 28, 38 staple finisher 32, 34 staple, hole punch finisher 36 jams avoiding 26 locating jam areas 27 locations 27

#### L

low insertion force (LIF) connector 216 lubrication guidelines 529

#### Μ

menus diagram of 201 menus diagram 201

## 0

options media handling options 621 output bin quick feed 204 output device diagnostics motor tests 204 sensor tests 204

#### Ρ

paper jam in the booklet finisher 28 paper jam in the staple finisher 32 paper jam, clearing booklet finisher 28 staple finisher 32 paper jams avoiding 26 parts catalog legend 530 printer configurations 527 printer control panel indicator light 197 Sleep button light 197 printer diagnostics input tray quick print 204

## R

removal bifold exit jam access door 451 bifold guide drive gears 518 bifold guide idler gears 524 bifold guide motor bracket 479 bifold knife 515 bifold knife and tamper assembly 510 bifold knife plates 513 bifold knife primary drive gears 509 bifold knife secondary drive gears 514 bifold lower roller 501 bifold roller drive gears 516 bifold roller gears 464 bifold roller springs 472 bifold upper roller 498 booklet gate jam access door 332 booklet maker aligner 490 booklet maker aligner assembly 488 booklet maker aligner belt 492 booklet maker aligner front paper guide 485 booklet maker aligner gears 493 booklet maker aligner jam access door 452 booklet maker aligner middle paper guide 491 booklet maker aligner rear paper guide 486 booklet maker aligner solenoid 494 booklet maker controller board 454 booklet maker controller board holder 455 booklet maker decurl gears 475 booklet maker decurl guide 477 booklet maker decurl lever 461 booklet maker exit roller springs 448 booklet maker front cover 449 booklet maker jam access door 457 booklet maker lower paddle 454 booklet maker paddle belt 467 booklet maker paddle gears 467 booklet maker right cover 449 booklet maker staple unit 503 booklet maker support 450 booklet maker tamper tray 521 booklet maker transport belt 473 booklet maker transport gear 473 booklet maker transport idler rollers 459 booklet maker transport paper guide assembly 458 booklet maker transport paper guide lever 462 booklet maker transport roller 474 booklet maker trifold rollers 465 booklet maker upper paddle 497 exit motor bracket 269

HPBF bin and lower left cover 336 HPBF bin bail 325 HPBF elevator bin full sensor actuator 339 HPBF exit roller cover 339 HPT belts and gears 321 HPT cable 317 HPT door 316 HPT door hinges 318 HPT door locks 313 HPT feed sensor actuator 315 HPT holding bracket 314 HPT inner paper guide 313 HPT rear cover 317 HPT right top cover 316 HPT transport rollers 321 middle frame brace 457 motor (bifold guide) 478 motor (bifold knife) 483 motor (bifold roller) 463 motor (booklet maker aligner) 483 motor (booklet maker decurl) 471 motor (booklet maker paddle) 468 motor (booklet maker tamper) 484 motor (booklet maker transport) 470 motor (HPT transport) 319 motor (SHPF aligner) 384 motor (SHPF compiler eject) 392 motor (SHPF compiler feed roller release) 381 motor (SHPF compiler pre-eject) 393 motor (SHPF elevator bin stack height) 345 motor (SHPF elevator) 352 motor (SHPF feed) 348 motor (SHPF front tamper) 346 motor (SHPF paddle) 377 motor (SHPF rear tamper) 350 motor (SHPF staple unit carriage) 363 motor (SHPF transport) 349 motor (staple finisher aligner) 246 motor (staple finisher elevator) 242 motor (staple finisher exit) 245 motor (staple finisher staple unit carriage) 255 motor (staple finisher tamper) 230 motor (staple finisher transport) 239 motor (staple finisher upper exit) 243 motor (trifold guide) 481 punch unit 357 sensor (bifold guide home) 480 sensor (bifold knife home) 512 sensor (booklet maker aligner home) 487 sensor (booklet maker decurl) 476 sensor (booklet maker fold exit) 508 sensor (booklet maker paddle home) 469

sensor (booklet maker tamper home) 524 sensor (booklet maker transport) 460 sensor (HPBF bin empty, receive) 339 sensor (HPBF bin empty, transmit) 339 sensor (HPBF elevator bin full) 339 sensor (HPT door) 315 sensor (HPT feed) 314 sensor (SHPF aligner position) 407 sensor (SHPF bin lever control) 341 sensor (SHPF compiler eject) 394 sensor (SHPF compiler feed roller release) 382 sensor (SHPF compiler feed) 435 sensor (SHPF compiler pre-eject) 394 sensor (SHPF diverter cam) 385 sensor (SHPF eject clamp home) 409 sensor (SHPF eject clamp position) 395 sensor (SHPF elevator bin front stack height) 341 sensor (SHPF elevator bin full) 335 sensor (SHPF elevator bin rear stack height) 341 sensor (SHPF elevator bin stack height, receive) 341 sensor (SHPF elevator bin stack height, transmit) 341 sensor (SHPF elevator position) 353 sensor (SHPF entrance) 439 sensor (SHPF front tamper home) 347 sensor (SHPF hole punch box full) 358 sensor (SHPF paddle home) 378 sensor (SHPF rear tamper home) 351 sensor (SHPF staple unit carriage center) 361 sensor (SHPF staple unit carriage home) 361 sensor (SHPF top bin exit) 390 sensor (SHPF top bin full) 356 sensor (SHPF top bin full, receive) 380 sensor (SHPF top door) 379 sensor (staple finisher bin level) 226 sensor (staple finisher bin stack height) 226 sensor (staple finisher elevator home) 249 sensor (staple finisher front tamper home) 231 sensor (staple finisher paper feed) 250 sensor (staple finisher staple unit home) 249 sensor (staple finisher tamper paper present) 231 sensor (staple finisher tamper rear home) 231 sensor (staple finisher upper exit roller) 248 sensor (trifold guide home) 482 SHPF aligner shaft 411 SHPF bin extender 323 SHPF booklet maker lower pre-feed guide 415 SHPF booklet maker pre-feed roller 414 SHPF booklet maker upper pre-feed guide 417 SHPF caster wheel 326 SHPF compiler assembly 396

SHPF compiler bails 444 SHPF compiler eject gear 410 SHPF compiler feed idler roller assembly 433 SHPF compiler feed roller 446 SHPF compiler feed roller release cam 429 SHPF compiler feed roller release encoder 383 SHPF compiler feed roller release motor bracket 382 SHPF compiler guide 437 SHPF compiler guide lever 356 SHPF controller board 357 SHPF diverter 387 SHPF diverter cam 384 SHPF diverter feed guide 418 SHPF diverter feed roller 419 SHPF diverter feed roller gears 386 SHPF diverter feed roller knob 329 SHPF diverter lever 387 SHPF elevator bin 323 SHPF elevator bin bracket 325 SHPF elevator bin full sensor actuator 335 SHPF elevator bin full sensor cable 335 SHPF elevator bin stack height drive gear 344 SHPF elevator bin stack height sensor actuator 342 SHPF elevator bin stack height sensor actuator arms 343 SHPF elevator bin stack height sensor actuator gears 343 SHPF elevator bin stack limit actuator 422 SHPF elevator bin stack limit switch 425 SHPF elevator bottom front gear 369 SHPF elevator bottom rear gear 368 SHPF elevator drive assembly 354 SHPF elevator rear belt 370 SHPF elevator top front gear 374 SHPF elevator top rear gear 374 SHPF entrance guide 439 SHPF entrance idler 440 SHPF entrance roller 440 SHPF entrance roller gears 386 SHPF front door 328 SHPF front door switch 327 SHPF iam access door 334 SHPF lower cover 326 SHPF middle aligner 408 SHPF paddle cam 356 SHPF paddle drive belt 378 SHPF paddle drive gear 378 SHPF paddle drive gears 377 SHPF paddle motor bracket 376 SHPF paddles 324

SHPF post cover 330 SHPF rear cover 331 SHPF staple unit 364 SHPF staple unit assembly 359 SHPF staple unit carriage 367 SHPF staple unit drive belt and gear 362 SHPF tamper belts and gears 405 SHPF tamper trays 404 SHPF tampers 403 SHPF top bin 426 SHPF top bin exit paper guide 391 SHPF top bin exit roller 427 SHPF top bin transport roller 431 SHPF top door 331 SHPF top inner cover 328 SHPF top jam access door 387 SHPF upper left cover 340 staple finisher aligner belt 247 staple finisher aligner gears 247 staple finisher aligner roller 287 staple finisher aligner roller gears 295 staple finisher aligners 307 staple finisher bin 224 staple finisher bin stack height actuator 228 staple finisher bin stack height assembly 225 staple finisher bin stack height solenoid 227 staple finisher carriage gears 256 staple finisher compiler feed roller guide 285 staple finisher compiler feed roller shaft assembly 288 staple finisher compiler feed rollers and gears 290 staple finisher controller board 236 staple finisher eject cam 299 staple finisher eject quide 298 staple finisher elevator belts 264 staple finisher elevator drive gears 263 staple finisher elevator gears 266 staple finisher elevator springs 263 staple finisher exit guide 224 staple finisher exit guide lift cam 271 staple finisher exit roller drive belts 275 staple finisher exit roller drive gears 275 staple finisher exit roller gear 278 staple finisher exit roller solenoid 276 staple finisher FFC 259 staple finisher front cover 221 staple finisher guide rails 235 staple finisher interface cable 237 staple finisher left inner cover 225 staple finisher lock switch 233 staple finisher locks 233

staple finisher lower exit roller 278 staple finisher lower exit roller paddles 225 staple finisher lower guide 283 staple finisher paper feed idler roller 279 staple finisher rear cover 222 staple finisher right cover 222 staple finisher stack clamp solenoid 262 staple finisher stack lever 292 staple finisher stack lever actuator 261 staple finisher staple unit carriage 255 staple finisher staple unit carriage assembly 253 staple finisher staple unit carriage wheels 258 staple finisher staple unit rail 284 staple finisher stapler unit 252 staple finisher tamper assembly 303 staple finisher tamper drive gears 305 staple finisher tamper paper present sensor actuator 307 staple finisher tamper racks 307 staple finisher top cover 223 staple finisher transport jam removal gears 232 staple finisher transport roller 293 staple finisher upper exit actuator 277 staple finisher upper exit roller 300 staple finisher upper exit roller assembly 297 staple finisher upper exit roller belts and gear 301 staple finisher upper exit roller drive gears 272 staple finisher upper guide 279 stapler finisher controller board holder 237 top frame brace 455 transport and decurl motor bracket 472 trifold diverter 507 trifold gate actuator 482 trifold gears 466 trifold guide motor bracket 481 trifold jam knob 448 trifold knife 498 trifold knife assembly 497 trifold knife springs 498 removal procedures tips 220 removals staple finisher interface board 254 reports device settings 203 event log 205 event log summary 205 healthcheck statistics 205 installed licenses 203 menu settings page 205

#### S

safety information 15 screw blue 207 green 207 red 207 staple jam in the booklet finisher 38 staple jam in the staple finisher 34 staple jam in the staple, hole punch finisher 36 staple jam, clearing booklet finisher 38 staple finisher 34 staple, hole punch finisher 36 supported paper sizes finisher 21 supported paper types finisher 21 supported paper weights finisher 21 symptoms booklet maker 188 HPT 170 **SHPF 170** staple finisher 160

## Т

theory of operation bifolding 663 booklet maker compiler section 661 booklet maker exit section 666 booklet maker paper feed 659 booklet maker paper path 657 booklet maker sections 657 booklet maker stapling operation 661 horizontal paper transport 634 SHPF compiler section exit 652 SHPF compiler section feed 643 SHPF compiler section paper alignment 648 SHPF elevator bin 653 SHPF elevator bin exit section 636 SHPF punch unit 641 SHPF sections 636 SHPF stapling operation 649 SHPF top bin exit section 636 staple finisher bin section 632 staple finisher compiler section 626 staple finisher exit section 624 staple finisher feed section 624 staple finisher paper path 623 staple finisher sections 623 staple finisher stapling operation 626

trifolding 663 tools, required 23 touch screen buttons 200 troubleshooting initial check 25

## U

understanding the home screen buttons and icons 198 using the touch-screen buttons 200

## V

vertical mount contact connector 212

### Ζ

zero insertion force (ZIF) connectors 208

# Part number index

P/N	Part name	Page
40X8867	SHPF compiler feed roller release cam	
40X8869	Sensor (bifold guide home)	606
40X8869	Sensor (bifold knife home)	604
40X8869	Sensor (booklet maker aligner home)	616
40X8869	Sensor (booklet maker decurl)	610
40X8869	Sensor (booklet maker paddle home)	614
40X8869	Sensor (booklet maker tamper home)	614
40X8869	Sensor (booklet maker transport)	610
40X8869	Sensor (SHPF aligner position)	
40X8869	Sensor (SHPF compiler eject)	
40X8869	Sensor (SHPF compiler feed roller release)	
40X8869	Sensor (SHPF compiler pre-eject)	
40X8869	Sensor (SHPF diverter cam)	574
40X8869	Sensor (SHPF eject clamp home)	
40X8869	Sensor (SHPF eject clamp position)	
40X8869	Sensor (SHPF elevator bin front stack height)	
40X8869	Sensor (SHPF elevator bin full)	
40X8869	Sensor (SHPF elevator bin full)	618
40X8869	Sensor (SHPF elevator bin rear stack height)	
40X8869	Sensor (SHPF elevator bin stack height actuator arm control)	
40X8869	Sensor (SHPF elevator position)	
40X8869	Sensor (SHPF front tamper home)	594
40X8869	Sensor (SHPF paddle home)	
40X8869	Sensor (SHPF rear tamper home)	
40X8869	Sensor (SHPF staple unit carriage center)	
40X8869	Sensor (SHPF staple unit carriage home)	588
40X8869	Sensor (SHPF top bin exit)	
40X8869	Sensor (SHPF top door)	
40X8869	Sensor (trifold guide home)	606
40X8874	SHPF J4, J5, and J10 cable harness	619
40X8876	SHPF front door sensor actuator	
40X8881	Booklet maker mount	

Part number index

P/N	Part name	Page
40X8883	SHPF booklet maker upper pre-feed guide	578
40X8918	SHPF upper left cover cable harness	619
40X8927	SHPF compiler idler roller holder spring	572
40X8943	SHPF diverter cam sensor encoder	574
40X8954	SHPF elevator bin stack height sensor actuator arm	583
40X8964	Booklet maker compiler stack front guide	616
40X8965	Booklet maker tamper rack	614
40X8968	Sensor (booklet maker fold exit)	608
40X8968	Sensor (booklet maker tamper paper present)	614
40X8968	Sensor (SHPF booklet gate)	578
40X8968	Sensor (SHPF compiler feed)	572
40X8968	Sensor (SHPF entrance)	580
40X8969	Staple finisher staple unit holder	548
40X8975	SHPF staple unit knob	588
40X8976	Plastic film	612
40X8986	Booklet maker J7 cable harness	619
40X8991	SHPF elevator belt holder	586
40X8993	Booklet maker aligner carriage	616
40X8996	HPT transport idler holder bracket 1	562
40X9006	SHPF J9 cable harness	619
40X9016	Booklet maker tamper drive gear	614
40X9021	SHPF elevator bin stack height finger	582
40X9032	Booklet maker J10 and J11 cable harness	619
40X9043	SHPF elevator bin front stack height sensor actuator	582
40X9168	SHPF elevator motor encoder	586
40X9175	HPT transport roller 1 gear	566
40X9176	Staple finisher front tamper holder	544
40X9187	SHPF elevator bin idler gear	586
40X9195	SHPF front tamper holder	594
40X9206	HPT transport idler holder bracket 2	562
40X9208	SHPF interface cable	619
40X9219	Booklet maker fold exit sensor cable	608
40X9221	SHPF entrance roller belt	574
40X9224	SHPF diverter cam drive gear	574



P/N	Part name	Page
40X9270	SHPF diverter cam gear	
40X9291	Staple finisher upper exit roller	550
40X9296	Booklet maker transport paper guide lever	610
40X9303	Plastic film	612
40X9307	Plastic film	612
40X9310	SHPF top bin	
40X9311	SHPF elevator gear bracket	
40X9313	Sensor (HPT door)	564
40X9313	Sensor (HPT feed)	
40X9314	HPT right top cover	
40X9315	HPT front cover	
40X9319	HPBF booklet gate jam access door	572
40X9321	HPT rear cover	
40X9322	HPT door locks	
40X9323	Motor (HPT transport)	
40X9324	HPT transport motor belt	
40X9325	HPT transport roller 1	
40X9326	HPT paper feed sensor actuator	566
40X9327	HPT transport motor gear	
40X9329	HPT guide	
40X9330	HPT inner paper guide	
40X9331	SHPF top bin exit idler roller	
40X9332	HPT holding bracket	
40X9333	HPT transport idler holder 1	562
40X9334	Staple finisher bottom guide wheel	
40X9335	Staple finisher front cover	534
40X9336	Staple finisher right cover	534
40X9337	Staple finisher top cover	
40X9338	Staple finisher rear cover	534
40X9340	Staple finisher bin	556
40X9341	Staple finisher elevator belt	556
40X9342	Staple finisher elevator top rear gear	556
40X9343	Sensor (staple finisher bin level)	
40X9343	Sensor (staple finisher bin stack height)	

P/N	Part name	Page
40X9343	Sensor (staple finisher elevator home)	556
40X9343	Sensor (staple finisher front tamper home)	542
40X9343	Sensor (staple finisher rear tamper home)	542
40X9343	Sensor (staple finisher staple unit carriage home)	546
40X9343	Sensor (staple finisher tamper paper present)	542
40X9343	Sensor (staple finisher upper exit roller)	552
40X9344	SHPF tamper drive belt	
40X9345	Staple finisher elevator wheel	
40X9346	Staple finisher exit guide	556
40X9347	Sensor (staple finisher paper feed)	
40X9348	Staple finisher paper feed sensor cable	536
40X9349	Staple finisher paper feed idler roller	536
40X9350	Staple finisher upper guide	536
40X9351	Staple finisher lower guide	536
40X9352	Trifold exit roller	606
40X9353	Booklet maker transport idler roller	610
40X9353	SHPF booklet maker pre-feed idler roller	578
40X9353	SHPF diverter feed idler roller	580
40X9353	SHPF top bin transport idler roller	580
40X9355	Staple finisher upper exit roller guide	
40X9356	Staple finisher eject cam	550
40X9357	Staple finisher upper exit actuator	
40X9359	Staple finisher compiler feed roller	540
40X9360	Staple finisher aligner drive belt	
40X9360	Staple finisher aligner roller belt	540
40X9360	Staple finisher upper exit roller primary belt	550
40X9362	Staple finisher stack clamp holder	
40X9363	Staple finisher staple unit carriage gear	
40X9364	Staple finisher compiler feed roller belt	540
40X9364	Staple finisher tamper feed roller primary belt	538
40X9365	Staple finisher transport roller	
40X9366	Motor (staple finisher exit)	
40X9366	Motor (staple finisher transport)	538
40X9366	Motor (staple finisher upper exit)	552



P/N	Part name	Page
40X9367	Staple finisher transport motor cable	538
40X9368	HPT transport roller ball bearing	566
40X9369	Staple finisher exit roller drive belt	552
40X9369	Staple finisher transport motor belt	538
40X9370	Staple finisher tamper feed roller primary gear	538
40X9371	Staple finisher jam removal gear 2	538
40X9374	Staple finisher exit section cable	
40X9375	Staple finisher exit gear	552
40X9376	Staple finisher exit belt	552
40X9376	Staple finisher upper exit belt	552
40X9377	Staple finisher exit guide lift cam	552
40X9379	Staple finisher stack clamp solenoid	
40X9380	Motor (staple finisher aligner)	
40X9380	Motor (staple finisher front tamper)	542
40X9380	Motor (staple finisher rear tamper)	
40X9382	Staple finisher aligner secondary gear	
40X9383	Staple finisher aligner section cables	546
40X9384	Staple finisher stack lever	546
40X9385	Staple finisher stack lever actuator	546
40X9386	Staple finisher aligner roller gear	546
40X9387	Staple finisher exit roller solenoid	
40X9388	Staple finisher exit roller gear	554
40X9390	Staple finisher bin stack height actuator	554
40X9391	Staple finisher bin stack height solenoid	554
40X9392	Staple finisher bin stack height cable	554
40X9393	Staple finisher lower exit roller	554
40X9394	Staple finisher lower exit roller paddle	554
40X9395	Staple finisher upper guide cover	534
40X9396	Staple finisher tamper cable	
40X9397	Staple finisher front tamper gear	
40X9398	Staple finisher front tamper	544
40X9399	SHPF jam removal knob	574
40X9400	SHPF top bin exit sensor cover	574
40X9401	Staple finisher tamper paper present sensor actuator	

P/N	Part name	Page
40X9404	Staple finisher aligner spring	544
40X9405	Staple finisher FFC	548
40X9406	Staple finisher staple unit rail	
40X9407	Motor (staple finisher staple unit carriage)	
40X9408	Staple finisher staple unit carriage motor cable	548
40X9409	Gear, 16/26T	540
40X9410	Staple finisher interface board	548
40X9411	Staple finisher staple unit	548
40X9412	SHPF ejector cable harness	619
40X9413	SHPF staple cartridge	
40X9414	Bifold guide	606
40X9415	SHPF torsion coil spring	
40X9416	Motor (staple finisher elevator)	558
40X9417	Staple finisher elevator section cable	558
40X9418	Staple finisher elevator idler gear 5	
40X9419	Staple finisher rear lock	558
40X9421	Staple finisher controller board	
40X9422	Staple finisher interface cable	560
40X9423	Booklet maker front cover	600
40X9424	Booklet maker support	600
40X9425	Retracting shaft	604
40X9426	SHPF top bin exit paper guide	574
40X9427	SHPF elevator belt spring	
40X9428	HPT transport idler holder 2	
40X9429	Booklet maker controller board	602
40X9430	Bifold knife static brush	604
40X9431	Bifold knife slider	604
40X9432	Motor (bifold knife)	604
40X9432	Motor (bifold roller)	604
40X9433	Bifold knife primary drive gear	604
40X9435	Bifold roller idler gear 1	604
40X9436	Bifold knife secondary drive gears	604
40X9437	Staple finisher rear tamper	544
40X9438	Booklet maker jam access door	610



P/N	Part name	Page
40X9439	Bifold roller springs	
40X9440	Ball bearing	
40X9440	Bifold roller ball bearing	606
40X9441	Trifold knife rear idler gear 2	
40X9442	Trifold knife actuator	
40X9443	Lower bifold roller gear	606
40X9444	Trifold knife front idler gear	606
40X9445	Booklet maker pressure spring	610
40X9446	Motor (booklet maker aligner)	616
40X9446	Motor (booklet maker decurl)	610
40X9446	Motor (booklet maker tamper)	614
40X9446	Motor (trifold guide)	606
40X9447	Motor (bifold guide)	606
40X9448	SHPF torsion coil spring	
40X9449	Bifold rollers	
40X9450	Plastic film	612
40X9453	Trifold roller gear	608
40X9456	SHPF magnetic catch lock	
40X9457	Bifold jam access door hinge	608
40X9458	Trifold gate actuator	608
40X9459	Trifold knife springs	608
40X9460	Static brush	612
40X9461	Booklet maker transport roller	610
40X9462	HPT transport idler roller	
40X9463	Booklet maker transport sensor actuator	610
40X9464	SHPF actuator	
40X9465	SHPF diverter lever	
40X9466	Plastic film	612
40X9467	Booklet maker transport belt	610
40X9468	Booklet maker decurl gears	610
40X9469	Booklet maker paddle gear	614
40X9469	Booklet maker transport gear	
40X9470	Motor (booklet maker transport)	610
40X9473	Booklet maker decurl guide	



P/N	Part name	Page
40X9474	Booklet maker transport section cable	610
40X9476	Booklet maker staple cartridge	612
40X9477	SHPF elevator bin rear stack height sensor actuator	582
40X9478	Booklet maker staple unit	612
40X9479	Booklet maker paddle belt	614
40X9480	HPT transport roller 2 gear	566
40X9481	Motor (booklet maker paddle)	614
40X9482	Booklet maker upper paddle	614
40X9483	Booklet maker lower paddle	614
40X9485	SHPF tamper drive gear	594
40X9487	Booklet maker tamper tray	614
40X9489	Booklet maker compiler stack rear guide	616
40X9490	SHPF booklet maker movable guide	578
40X9492	Booklet maker rear tamper	614
40X9493	Booklet maker aligner tensioner pulley	616
40X9493	Booklet maker paddle tensioner pulley	614
40X9494	Booklet maker aligner belt	616
40X9495	Booklet maker aligner tensioner spring	616
40X9496	SHPF compiler stack clamp	
40X9497	Booklet maker aligner solenoid	616
40X9498	SHPF elevator bin stack height finger holder	582
40X9499	HPBF bin	618
40X9501	HPBF bin bail	618
40X9502	HPBF exit roller cover	618
40X9503	HPBF exit roller cover spring	618
40X9504	HPBF bin empty sensor cable	618
40X9506	HPBF elevator bin full sensor actuator	618
40X9506	SHPF elevator bin full sensor actuator	582
40X9508	HPBF lower left cover	618
40X9509	Booklet maker J8 and J9 cable harness	619
40X9510	SHPF top door	568
40X9511	SHPF rear cover	568
40X9512	SHPF front door	568
40X9513	SHPF top inner cover	568
P/N	Part name	Page
---------	---	------
40X9514	SHPF post cover	
40X9515	SHPF lower cover	568
40X9517	SHPF elevator bin extender	586
40X9517	SHPF top bin extender	568
40X9518	SHPF top bin holder	570
40X9519	SHPF caster wheel	570
40X9520	SHPF staple unit carriage drive gear	
40X9521	Booklet maker rail	
40X9524	Trifold diverter	608
40X9526	Plastic film	612
40X9527	SHPF front door switch	
40X9528	SHPF controller board	
40X9530	Motor (SHPF aligner)	
40X9530	Motor (SHPF front tamper)	
40X9530	Motor (SHPF paddle)	592
40X9530	Motor (SHPF rear tamper)	594
40X9531	Motor (SHPF compiler feed roller release)	
40X9532	Motor (SHPF elevator bin stack height)	
40X9533	Motor (SHPF feed)	
40X9533	Motor (SHPF transport)	
40X9534	Motor (SHPF elevator)	
40X9535	Motor (SHPF staple unit carriage)	
40X9538	Sensor (HPBF bin empty, transmit)	618
40X9538	Sensor (SHPF elevator bin stack height, receive)	582
40X9538	Sensor (SHPF top bin full, receive)	570
40X9540	Sensor (HPBF bin empty, receive)	618
40X9540	Sensor (SHPF elevator bin stack height, transmit)	582
40X9540	Sensor (SHPF top bin full, transmit)	
40X9543	SHPF elevator bin stack limit switch	592
40X9545	Hole punch box full sensor holder	598
40X9546	Hole punch box full sensor actuator	598
40X9547	Sensor (hole punch box full, transmit)	
40X9548	Staple finisher upper exit roller holder	550
40X9549	Punch unit cable	



P/N	Part name	Page
40X9550	Hole punch box	
40X9554	HPT interface extension cable	570
40X9555	SHPF front door switch cable	570
40X9556	Booklet maker interface extension cable	570
40X9558	SHPF aligner belt	572
40X9558	SHPF diverter cam belt	574
40X9559	SHPF compiler feed roller release cam encoder	572
40X9560	SHPF compiler feed sensor cable	572
40X9561	SHPF compiler feed roller release middle cam	572
40X9562	Trifold knife slider	608
40X9563	SHPF compiler feed idler roller	572
40X9565	SHPF top bin transport roller belt	574
40X9566	SHPF diverter feed roller belt	574
40X9567	SHPF top bin exit belt	575
40X9568	SHPF booklet maker pre-feed roller belt	574
40X9569	SHPF compiler feed roller belt	574
40X9570	SHPF top bin exit sensor cable	574
40X9571	SHPF top bin exit sensor actuator	574
40X9572	SHPF compiler feed roller gear	574
40X9572	SHPF top bin exit roller gear	575
40X9574	SHPF booklet maker pre-feed roller gear	575
40X9574	SHPF diverter feed roller gear	574, 574
40X9574	SHPF entrance roller gear	580
40X9575	Ball bearing	586
40X9577	SHPF booklet maker feed guide	578
40X9578	SHPF booklet maker lower pre-feed guide	578
40X9579	SHPF booklet gate sensor cable	578
40X9580	SHPF jam access door	578
40X9581	Bifold guide idler gear 2	614
40X9582	SHPF diverter feed roller	578
40X9583	Bifold guide idler gear 1	614
40X9584	SHPF booklet maker pre-feed roller	578
40X9585	SHPF top bin exit roller	578
40X9587	SHPF diverter cam	578



P/N	Part name	Page
40X9588	SHPF entrance roller	
40X9589	Ball bearing	578, 580, 586
40X9590	SHPF entrance sensor cable	
40X9593	SHPF entrance idler roller	
40X9594	SHPF elevator bin stack height sensor actuator arm gear	
40X9595	SHPF tamper gear	
40X9596	SHPF elevator bin stack height drive gear	
40X9597	SHPF elevator bin stack height cable	
40X9600	Booklet maker decurl lever	610
40X9601	SHPF elevator motor encoder belt	
40X9603	SHPF elevator belt	
40X9604	SHPF elevator bin rear bracket	
40X9605	SHPF elevator bin front bracket	
40X9607	SHPF elevator gear	
40X9608	Staple finisher staple unit carriage drive gear	
40X9609	SHPF elevator bin	
40X9610	SHPF staple unit	
40X9611	SHPF staple unit carriage belt	
40X9612	SHPF staple unit carriage drive belt	
40X9614	SHPF staple unit interface cable	
40X9616	SHPF staple unit carriage rail	
40X9617	SHPF compiler eject belt	590
40X9618	SHPF compiler pre-eject drive belt	
40X9620	SHPF compiler eject drive belt	590
40X9621	SHPF compiler pre-eject drive gear	
40X9622	SHPF middle aligner	
40X9623	SHPF compiler eject sensor actuators	
40X9624	SHPF compiler eject drive gear	590
40X9625	SHPF compiler eject gear	
40X9627	SHPF paddle cam	592
40X9629	SHPF paddle drive belt	
40X9631	SHPF elevator bin clutch bushing	
40X9632	SHPF paddles	
40X9633	SHPF compiler guide	

P/N	Part name	Page
40X9634	SHPF paddle drive gear	592
40X9636	SHPF elevator drive gear	586
40X9637	SHPF compiler feed roller	592
40X9638	SHPF ejector cable	594
40X9640	Staple finisher bin extender 1	556
40X9641	SHPF tamper belt	594
40X9642	Staple finisher front and rear aligners	
40X9643	Staple finisher middle aligner	
40X9645	Staple finisher bin extender 2	556
40X9717	SHPF aligner position sensor cable	594
40X9810	Staple finisher side guide wheel	532
40X9811	Staple finisher rail cover	534
40X9812	Staple finisher elevator bottom gear	
40X9813	Staple finisher upper exit roller secondary belt	550
40X9814	Staple finisher eject guide	550
40X9815	Staple finisher stack clamp	540
40X9816	Staple finisher jam removal gear 1	538
40X9817	Staple finisher jam removal knob	
40X9818	Staple finisher upper exit idler gear	552
40X9819	Staple finisher upper exit gear	
40X9820	Staple finisher compiler feed roller gear	
40X9820	Staple finisher transport motor gear	538
40X9820	Staple finisher upper exit roller drive gear	552
40X9820	Staple finisher upper exit roller secondary gear	550
40X9821	Staple finisher exit roller drive gear	552
40X9822	Staple finisher upper exit roller drive belt	
40X9824	Staple finisher exit guide lift cam gear	552
40X9825	Staple finisher aligner drive gear	546
40X9826	Staple finisher rear tamper gear	
40X9827	Staple finisher front tamper rack	544
40X9828	Staple finisher rear tamper rack	544
40X9829	Staple finisher staple unit cable	548
40X9830	Staple finisher lock switch cable	558
40X9831	Staple finisher elevator idler gear 4	558



P/N	Part name	Page
40X9832	Staple finisher spring	558
40X9833	Staple finisher elevator idler gear 3	558
40X9834	Staple finisher elevator idler gear 2	558
40X9835	Staple finisher elevator idler gear 1	558
40X9836	Staple finisher elevator drive gear	558
40X9837	Staple finisher tension spring	558
40X9838	Staple finisher front lock	558
40X9839	Staple finisher release handle	558
40X9840	Staple finisher lock switch	558
40X9841	HPT transport roller belt 2	566
40X9842	HPT transport roller belt 1	566
40X9843	SHPF aligner shaft	572
40X9844	SHPF rear aligner holder	572
40X9845	SHPF rear aligner	572
40X9846	SHPF front aligner	572
40X9847	SHPF compiler idler roller holder	572
40X9849	SHPF elevator bin clutch gear	586
40X9850	SHPF staple unit carriage sensor cable	588
40X9851	SHPF staple unit cable	588
40X9852	SHPF middle paddle	592
40X9853	SHPF paddle drive encoder	592
40X9854	Booklet maker aligner jam access door	616
40X9856	Bifold knife idler gear	604
40X9857	Bifold roller idler gear 2	604
40X9858	Bifold roller drive gear	604
40X9859	Bifold roller gear	606
40X9860	Trifold knife rear idler gear 1	606
40X9861	Bifold roller timing gear	606
40X9862	Bifold guide home sensor actuator	606
40X9863	Bifold guide drive gear	606
40X9864	Bifold exit roller	608
40X9865	Bifold exit roller gear	608
40X9866	Booklet maker decurl gears	610
40X9867	Booklet maker transport section extension cable	610



P/N	Part name	Page
40X9868	Transport and compiler section cable	610
40X9869	Booklet maker transport sensor cable	610
40X9870	Booklet maker staple unit cable	612
40X9871	Booklet maker paddle encoder	614
40X9873	SHPF top jam access door spring	570
40X9874	Booklet maker aligner gear	616
40X9875	Booklet maker aligner drive gear	616
40X9876	Booklet maker front tamper	614
40X9877	HPBF elevator bin full sensor cable	618
40X9877	SHPF elevator bin full sensor cable	
40X9878	Booklet maker interface cable	619
40X9898	Staple finisher paper feed idler holder	536
40X9903	Staple finisher elevator top front gear	556
40X9904	Staple finisher tamper feed roller secondary gear	538
40X9904	Staple finisher upper exit roller primary gear	550
40X9907	Booklet maker cover	612
40X9909	Staple finisher belt holder	556
40X9910	Staple finisher front aligner roller	540
40X9911	Staple finisher rear aligner roller	540
40X9913	Bifold knife	604
40X9914	Staple finisher tension spring	554
40X9915	SHPF front aligner holder	572
40X9916	Booklet maker aligner solenoid cable	616
40X9918	SHPF duct guide	598
40X9919	HPT cable	566
40X9920	HPT transport motor cable	
40X9921	HPT transport roller 2	
40X9928	Sensor (hole punch box full, receive)	598
40X9986	Punch unit—Sweden	
41X0967	Punch unit—2/3 holes	598
41X0968	Punch unit—2/4 holes	598
41X0969	Rear finisher mounting plate	564
41X0970	Rear HPT mounting plate	564
41X0971	Front finisher mounting plate	564



Part name	Page
Front HPT mounting plate	564
Staple cartridge holder	548
Motor (SHPF compiler pre-eject)	590
Motor (SHPF compiler eject)	
SHPF pre-eject motor and eject motor encode	590
Trifold jam knob	608
Trifold roller	608
Booklet maker exit roller springs	608
SHPF top bin transport roller	578
SHPF ejector	
SHPF compiler guide lever	592
SHPF top bin transport roller gear	574
	Part name   Front HPT mounting plate

5059, 7559

Part number index

692

## Part name index

P/N	Part name	Page
40X9440	Ball bearing	
40X9589	Ball bearing	
40X9589	Ball bearing	
40X9575	Ball bearing	
40X9589	Ball bearing	
40X9864	Bifold exit roller	
40X9865	Bifold exit roller gear	608
40X9414	Bifold guide	
40X9863	Bifold guide drive gear	606
40X9862	Bifold guide home sensor actuator	606
40X9583	Bifold guide idler gear 1	614
40X9581	Bifold guide idler gear 2	614
40X9457	Bifold jam access door hinge	
40X9913	Bifold knife	604
40X9856	Bifold knife idler gear	604
40X9433	Bifold knife primary drive gear	
40X9436	Bifold knife secondary drive gears	
40X9431	Bifold knife slider	
40X9430	Bifold knife static brush	604
40X9440	Bifold roller ball bearing	606
40X9858	Bifold roller drive gear	
40X9859	Bifold roller gear	
40X9435	Bifold roller idler gear 1	604
40X9857	Bifold roller idler gear 2	
40X9439	Bifold roller springs	
40X9861	Bifold roller timing gear	606
40X9449	Bifold rollers	
40X9494	Booklet maker aligner belt	616
40X8993	Booklet maker aligner carriage	616
40X9875	Booklet maker aligner drive gear	616
40X9874	Booklet maker aligner gear	616
40X9854	Booklet maker aligner jam access door	

Part name index

P/N	Part name	Page
40X9497	Booklet maker aligner solenoid	616
40X9916	Booklet maker aligner solenoid cable	616
40X9493	Booklet maker aligner tensioner pulley	616
40X9495	Booklet maker aligner tensioner spring	616
40X8964	Booklet maker compiler stack front guide	616
40X9489	Booklet maker compiler stack rear guide	616
40X9429	Booklet maker controller board	602
40X9907	Booklet maker cover	612
40X9468	Booklet maker decurl gears	610
40X9866	Booklet maker decurl gears	610
40X9473	Booklet maker decurl guide	610
40X9600	Booklet maker decurl lever	610
41X2091	Booklet maker exit roller springs	608
40X9219	Booklet maker fold exit sensor cable	608
40X9423	Booklet maker front cover	600
40X9876	Booklet maker front tamper	614
40X9878	Booklet maker interface cable	619
40X9556	Booklet maker interface extension cable	570
40X9032	Booklet maker J10 and J11 cable harness	619
40X8986	Booklet maker J7 cable harness	619
40X9509	Booklet maker J8 and J9 cable harness	619
40X9438	Booklet maker jam access door	610
40X9483	Booklet maker lower paddle	614
40X8881	Booklet maker mount	582
40X9479	Booklet maker paddle belt	614
40X9871	Booklet maker paddle encoder	614
40X9469	Booklet maker paddle gear	614
40X9493	Booklet maker paddle tensioner pulley	614
40X9445	Booklet maker pressure spring	610
40X9521	Booklet maker rail	
40X9492	Booklet maker rear tamper	614
40X9476	Booklet maker staple cartridge	612
40X9478	Booklet maker staple unit	612
40X9870	Booklet maker staple unit cable	612



P/N	Part name	Page
40X9424	Booklet maker support	600
40X9016	Booklet maker tamper drive gear	614
40X8965	Booklet maker tamper rack	614
40X9487	Booklet maker tamper tray	614
40X9467	Booklet maker transport belt	610
40X9469	Booklet maker transport gear	610
40X9353	Booklet maker transport idler roller	610
40X9296	Booklet maker transport paper guide lever	610
40X9461	Booklet maker transport roller	610
40X9474	Booklet maker transport section cable	610
40X9867	Booklet maker transport section extension cable	610
40X9463	Booklet maker transport sensor actuator	610
40X9869	Booklet maker transport sensor cable	610
40X9482	Booklet maker upper paddle	614
41X0971	Front finisher mounting plate	
41X0972	Front HPT mounting plate	
40X9409	Gear, 16/26T	
40X9550	Hole punch box	
40X9546	Hole punch box full sensor actuator	598
40X9545	Hole punch box full sensor holder	
40X9499	HPBF bin	618
40X9501	HPBF bin bail	618
40X9504	HPBF bin empty sensor cable	618
40X9319	HPBF booklet gate jam access door	572
40X9506	HPBF elevator bin full sensor actuator	618
40X9877	HPBF elevator bin full sensor cable	618
40X9502	HPBF exit roller cover	618
40X9503	HPBF exit roller cover spring	618
40X9508	HPBF lower left cover	618
40X9919	HPT cable	
40X9322	HPT door locks	
40X9315	HPT front cover	
40X9329	HPT guide	
40X9332	HPT holding bracket	

P/N	Part name	Page
40X9330	HPT inner paper guide	
40X9554	HPT interface extension cable	570
40X9326	HPT paper feed sensor actuator	566
40X9321	HPT rear cover	564
40X9314	HPT right top cover	
40X9333	HPT transport idler holder 1	562
40X9428	HPT transport idler holder 2	
40X8996	HPT transport idler holder bracket 1	
40X9206	HPT transport idler holder bracket 2	
40X9462	HPT transport idler roller	562
40X9324	HPT transport motor belt	
40X9920	HPT transport motor cable	
40X9327	HPT transport motor gear	566
40X9325	HPT transport roller 1	566
40X9175	HPT transport roller 1 gear	566
40X9921	HPT transport roller 2	
40X9480	HPT transport roller 2 gear	566
40X9368	HPT transport roller ball bearing	566
40X9842	HPT transport roller belt 1	
40X9841	HPT transport roller belt 2	
40X9443	Lower bifold roller gear	606
40X9447	Motor (bifold guide)	606
40X9432	Motor (bifold knife)	604
40X9432	Motor (bifold roller)	604
40X9446	Motor (booklet maker aligner)	616
40X9446	Motor (booklet maker decurl)	610
40X9481	Motor (booklet maker paddle)	614
40X9446	Motor (booklet maker tamper)	614
40X9470	Motor (booklet maker transport)	610
40X9323	Motor (HPT transport)	566
40X9530	Motor (SHPF aligner)	
41X2001	Motor (SHPF compiler eject)	
40X9531	Motor (SHPF compiler feed roller release)	572
41X2000	Motor (SHPF compiler pre-eject)	590



P/N	Part name	Page
40X9532	Motor (SHPF elevator bin stack height)	582
40X9534	Motor (SHPF elevator)	586
40X9533	Motor (SHPF feed)	575
40X9530	Motor (SHPF front tamper)	594
40X9530	Motor (SHPF paddle)	592
40X9530	Motor (SHPF rear tamper)	594
40X9535	Motor (SHPF staple unit carriage)	588
40X9533	Motor (SHPF transport)	575
40X9380	Motor (staple finisher aligner)	
40X9416	Motor (staple finisher elevator)	558
40X9366	Motor (staple finisher exit)	
40X9380	Motor (staple finisher front tamper)	542
40X9380	Motor (staple finisher rear tamper)	542
40X9407	Motor (staple finisher staple unit carriage)	548
40X9366	Motor (staple finisher transport)	538
40X9366	Motor (staple finisher upper exit)	552
40X9446	Motor (trifold guide)	606
40X9307	Plastic film	612
40X9526	Plastic film	612
40X9466	Plastic film	612
40X9450	Plastic film	612
40X8976	Plastic film	612
40X9303	Plastic film	612
40X9549	Punch unit cable	598
41X0967	Punch unit—2/3 holes	598
41X0968	Punch unit—2/4 holes	598
40X9986	Punch unit—Sweden	
41X0969	Rear finisher mounting plate	564
41X0970	Rear HPT mounting plate	564
40X9425	Retracting shaft	604
40X8869	Sensor (bifold guide home)	606
40X8869	Sensor (bifold knife home)	604
40X8869	Sensor (booklet maker aligner home)	616
40X8869	Sensor (booklet maker decurl)	610

P/N	Part name	Page
40X8968	Sensor (booklet maker fold exit)	608
40X8869	Sensor (booklet maker paddle home)	614
40X8869	Sensor (booklet maker tamper home)	614
40X8968	Sensor (booklet maker tamper paper present)	614
40X8869	Sensor (booklet maker transport)	610
40X9928	Sensor (hole punch box full, receive)	
40X9547	Sensor (hole punch box full, transmit)	
40X9540	Sensor (HPBF bin empty, receive)	618
40X9538	Sensor (HPBF bin empty, transmit)	618
40X9313	Sensor (HPT door)	
40X9313	Sensor (HPT feed)	566
40X8869	Sensor (SHPF aligner position)	
40X8968	Sensor (SHPF booklet gate)	578
40X8869	Sensor (SHPF compiler eject)	590
40X8869	Sensor (SHPF compiler feed roller release)	
40X8968	Sensor (SHPF compiler feed)	
40X8869	Sensor (SHPF compiler pre-eject)	
40X8869	Sensor (SHPF diverter cam)	574
40X8869	Sensor (SHPF eject clamp home)	590
40X8869	Sensor (SHPF eject clamp position)	590
40X8869	Sensor (SHPF elevator bin front stack height)	
40X8869	Sensor (SHPF elevator bin full)	
40X8869	Sensor (SHPF elevator bin rear stack height)	
40X8869	Sensor (SHPF elevator bin stack height actuator arm control)	
40X9538	Sensor (SHPF elevator bin stack height, receive)	
40X9540	Sensor (SHPF elevator bin stack height, transmit)	
40X8869	Sensor (SHPF elevator position)	
40X8968	Sensor (SHPF entrance)	
40X8869	Sensor (SHPF front tamper home)	
40X8869	Sensor (SHPF paddle home)	592
40X8869	Sensor (SHPF rear tamper home)	594
40X8869	Sensor (SHPF staple unit carriage center)	
40X8869	Sensor (SHPF staple unit carriage home)	
40X8869	Sensor (SHPF top bin exit)	

P/N	Part name	Page
40X9538	Sensor (SHPF top bin full, receive)	
40X9540	Sensor (SHPF top bin full, transmit)	570
40X8869	Sensor (SHPF top door)	570
40X9343	Sensor (staple finisher bin level)	554
40X9343	Sensor (staple finisher bin stack height)	554
40X9343	Sensor (staple finisher elevator home)	556
40X9343	Sensor (staple finisher front tamper home)	542
40X9347	Sensor (staple finisher paper feed)	536
40X9343	Sensor (staple finisher rear tamper home)	542
40X9343	Sensor (staple finisher staple unit carriage home)	546
40X9343	Sensor (staple finisher tamper paper present)	542
40X9343	Sensor (staple finisher upper exit roller)	552
40X8869	Sensor (trifold guide home)	606
40X9464	SHPF actuator	
40X9558	SHPF aligner belt	572
40X9717	SHPF aligner position sensor cable	
40X9843	SHPF aligner shaft	572
40X9579	SHPF booklet gate sensor cable	578
40X9577	SHPF booklet maker feed guide	578
40X9578	SHPF booklet maker lower pre-feed guide	578
40X9490	SHPF booklet maker movable guide	578
40X9353	SHPF booklet maker pre-feed idler roller	578
40X9584	SHPF booklet maker pre-feed roller	578
40X9568	SHPF booklet maker pre-feed roller belt	574
40X9574	SHPF booklet maker pre-feed roller gear	575
40X8883	SHPF booklet maker upper pre-feed guide	578
40X9519	SHPF caster wheel	570
40X9617	SHPF compiler eject belt	590
40X9620	SHPF compiler eject drive belt	590
40X9624	SHPF compiler eject drive gear	590
40X9625	SHPF compiler eject gear	
40X9623	SHPF compiler eject sensor actuators	590
40X9563	SHPF compiler feed idler roller	572
40X9637	SHPF compiler feed roller	592



P/N	Part name	Page
40X9569	SHPF compiler feed roller belt	574
40X9572	SHPF compiler feed roller gear	
40X8867	SHPF compiler feed roller release cam	
40X9559	SHPF compiler feed roller release cam encoder	
40X9561	SHPF compiler feed roller release middle cam	
40X9560	SHPF compiler feed sensor cable	572
40X9633	SHPF compiler guide	592
41X2185	SHPF compiler guide lever	
40X9847	SHPF compiler idler roller holder	572
40X8927	SHPF compiler idler roller holder spring	
40X9618	SHPF compiler pre-eject drive belt	590
40X9621	SHPF compiler pre-eject drive gear	
40X9496	SHPF compiler stack clamp	
40X9528	SHPF controller board	
40X9587	SHPF diverter cam	578
40X9558	SHPF diverter cam belt	
40X9224	SHPF diverter cam drive gear	574
40X9270	SHPF diverter cam gear	
40X8943	SHPF diverter cam sensor encoder	
40X9353	SHPF diverter feed idler roller	580
40X9582	SHPF diverter feed roller	578
40X9566	SHPF diverter feed roller belt	
40X9574	SHPF diverter feed roller gear	574, 574
40X9465	SHPF diverter lever	
40X9918	SHPF duct guide	
41X2182	SHPF ejector	
40X9638	SHPF ejector cable	594
40X9412	SHPF ejector cable harness	619
40X9603	SHPF elevator belt	
40X8991	SHPF elevator belt holder	
40X9427	SHPF elevator belt spring	586
40X9609	SHPF elevator bin	
40X9631	SHPF elevator bin clutch bushing	
40X9849	SHPF elevator bin clutch gear	

P/N	Part name	Page
40X9517	SHPF elevator bin extender	586
40X9605	SHPF elevator bin front bracket	
40X9043	SHPF elevator bin front stack height sensor actuator	582
40X9506	SHPF elevator bin full sensor actuator	
40X9877	SHPF elevator bin full sensor cable	582
40X9187	SHPF elevator bin idler gear	586
40X9604	SHPF elevator bin rear bracket	586
40X9477	SHPF elevator bin rear stack height sensor actuator	582
40X9597	SHPF elevator bin stack height cable	582
40X9596	SHPF elevator bin stack height drive gear	582
40X9021	SHPF elevator bin stack height finger	
40X9498	SHPF elevator bin stack height finger holder	582
40X8954	SHPF elevator bin stack height sensor actuator arm	583
40X9594	SHPF elevator bin stack height sensor actuator arm gear	582
40X9543	SHPF elevator bin stack limit switch	592
40X9636	SHPF elevator drive gear	
40X9607	SHPF elevator gear	586
40X9311	SHPF elevator gear bracket	586
40X9168	SHPF elevator motor encoder	
40X9601	SHPF elevator motor encoder belt	586
40X9593	SHPF entrance idler roller	
40X9588	SHPF entrance roller	580
40X9221	SHPF entrance roller belt	574
40X9574	SHPF entrance roller gear	580
40X9590	SHPF entrance sensor cable	580
40X9846	SHPF front aligner	
40X9915	SHPF front aligner holder	572
40X9512	SHPF front door	
40X8876	SHPF front door sensor actuator	568
40X9527	SHPF front door switch	
40X9555	SHPF front door switch cable	570
40X9195	SHPF front tamper holder	594
40X9208	SHPF interface cable	619
40X8874	SHPF J4, J5, and J10 cable harness	619

P/N	Part name	Page
40X9006	SHPF J9 cable harness	619
40X9580	SHPF jam access door	578
40X9399	SHPF jam removal knob	574
40X9515	SHPF lower cover	
40X9456	SHPF magnetic catch lock	568
40X9622	SHPF middle aligner	
40X9852	SHPF middle paddle	
40X9627	SHPF paddle cam	
40X9629	SHPF paddle drive belt	592
40X9853	SHPF paddle drive encoder	592
40X9634	SHPF paddle drive gear	
40X9632	SHPF paddles	
40X9514	SHPF post cover	568
41X2002	SHPF pre-eject motor and eject motor encode	590
40X9845	SHPF rear aligner	572
40X9844	SHPF rear aligner holder	572
40X9511	SHPF rear cover	
40X9413	SHPF staple cartridge	
40X9610	SHPF staple unit	588
40X9851	SHPF staple unit cable	588
40X9611	SHPF staple unit carriage belt	588
40X9612	SHPF staple unit carriage drive belt	
40X9520	SHPF staple unit carriage drive gear	588
40X9616	SHPF staple unit carriage rail	588
40X9850	SHPF staple unit carriage sensor cable	588
40X9614	SHPF staple unit interface cable	588
40X8975	SHPF staple unit knob	
40X9641	SHPF tamper belt	594
40X9344	SHPF tamper drive belt	
40X9485	SHPF tamper drive gear	594
40X9595	SHPF tamper gear	594
40X9310	SHPF top bin	
40X9567	SHPF top bin exit belt	
40X9331	SHPF top bin exit idler roller	

P/N	Part name	Page
40X9426	SHPF top bin exit paper guide	574
40X9585	SHPF top bin exit roller	578
40X9572	SHPF top bin exit roller gear	
40X9571	SHPF top bin exit sensor actuator	
40X9570	SHPF top bin exit sensor cable	
40X9400	SHPF top bin exit sensor cover	574
40X9517	SHPF top bin extender	568
40X9518	SHPF top bin holder	
40X9353	SHPF top bin transport idler roller	
41X2171	SHPF top bin transport roller	578
40X9565	SHPF top bin transport roller belt	
41X2214	SHPF top bin transport roller gear	574
40X9510	SHPF top door	
40X9513	SHPF top inner cover	
40X9873	SHPF top jam access door spring	570
40X9448	SHPF torsion coil spring	
40X9415	SHPF torsion coil spring	578
40X8918	SHPF upper left cover cable harness	619
41X1968	Staple cartridge holder	548
40X9360	Staple finisher aligner drive belt	546
40X9825	Staple finisher aligner drive gear	546
40X9360	Staple finisher aligner roller belt	
40X9386	Staple finisher aligner roller gear	546
40X9382	Staple finisher aligner secondary gear	546
40X9383	Staple finisher aligner section cables	546
40X9404	Staple finisher aligner spring	544
40X9909	Staple finisher belt holder	556
40X9340	Staple finisher bin	
40X9640	Staple finisher bin extender 1	556
40X9645	Staple finisher bin extender 2	556
40X9390	Staple finisher bin stack height actuator	
40X9392	Staple finisher bin stack height cable	554
40X9391	Staple finisher bin stack height solenoid	554
40X9334	Staple finisher bottom guide wheel	

P/N	Part name	Page
40X9359	Staple finisher compiler feed roller	540
40X9364	Staple finisher compiler feed roller belt	540
40X9820	Staple finisher compiler feed roller gear	
40X9421	Staple finisher controller board	560
40X9356	Staple finisher eject cam	550
40X9814	Staple finisher eject guide	550
40X9341	Staple finisher elevator belt	556
40X9812	Staple finisher elevator bottom gear	556
40X9836	Staple finisher elevator drive gear	558
40X9835	Staple finisher elevator idler gear 1	558
40X9834	Staple finisher elevator idler gear 2	558
40X9833	Staple finisher elevator idler gear 3	558
40X9831	Staple finisher elevator idler gear 4	558
40X9418	Staple finisher elevator idler gear 5	558
40X9417	Staple finisher elevator section cable	558
40X9903	Staple finisher elevator top front gear	556
40X9342	Staple finisher elevator top rear gear	556
40X9345	Staple finisher elevator wheel	556
40X9376	Staple finisher exit belt	552
40X9375	Staple finisher exit gear	552
40X9346	Staple finisher exit guide	
40X9377	Staple finisher exit guide lift cam	552
40X9824	Staple finisher exit guide lift cam gear	552
40X9369	Staple finisher exit roller drive belt	552
40X9821	Staple finisher exit roller drive gear	552
40X9388	Staple finisher exit roller gear	554
40X9387	Staple finisher exit roller solenoid	554
40X9374	Staple finisher exit section cable	552
40X9405	Staple finisher FFC	
40X9910	Staple finisher front aligner roller	540
40X9642	Staple finisher front and rear aligners	544
40X9335	Staple finisher front cover	534
40X9838	Staple finisher front lock	558
40X9398	Staple finisher front tamper	

P/N	Part name	Page
40X9397	Staple finisher front tamper gear	542
40X9176	Staple finisher front tamper holder	544
40X9827	Staple finisher front tamper rack	544
40X9410	Staple finisher interface board	548
40X9422	Staple finisher interface cable	560
40X9816	Staple finisher jam removal gear 1	538
40X9371	Staple finisher jam removal gear 2	538
40X9817	Staple finisher jam removal knob	538
40X9840	Staple finisher lock switch	558
40X9830	Staple finisher lock switch cable	558
40X9393	Staple finisher lower exit roller	
40X9394	Staple finisher lower exit roller paddle	554
40X9351	Staple finisher lower guide	536
40X9643	Staple finisher middle aligner	544
40X9898	Staple finisher paper feed idler holder	536
40X9349	Staple finisher paper feed idler roller	
40X9348	Staple finisher paper feed sensor cable	
40X9811	Staple finisher rail cover	534
40X9911	Staple finisher rear aligner roller	540
40X9338	Staple finisher rear cover	534
40X9419	Staple finisher rear lock	558
40X9437	Staple finisher rear tamper	544
40X9826	Staple finisher rear tamper gear	542
40X9828	Staple finisher rear tamper rack	
40X9839	Staple finisher release handle	
40X9336	Staple finisher right cover	
40X9810	Staple finisher side guide wheel	532
40X9832	Staple finisher spring	558
40X9815	Staple finisher stack clamp	540
40X9362	Staple finisher stack clamp holder	540
40X9379	Staple finisher stack clamp solenoid	546
40X9384	Staple finisher stack lever	546
40X9385	Staple finisher stack lever actuator	
40X9411	Staple finisher staple unit	548

P/N	Part name	Page
40X9829	Staple finisher staple unit cable	548
40X9608	Staple finisher staple unit carriage drive gear	
40X9363	Staple finisher staple unit carriage gear	
40X9408	Staple finisher staple unit carriage motor cable	
40X8969	Staple finisher staple unit holder	
40X9406	Staple finisher staple unit rail	548
40X9396	Staple finisher tamper cable	
40X9364	Staple finisher tamper feed roller primary belt	
40X9370	Staple finisher tamper feed roller primary gear	538
40X9904	Staple finisher tamper feed roller secondary gear	
40X9401	Staple finisher tamper paper present sensor actuator	
40X9914	Staple finisher tension spring	
40X9837	Staple finisher tension spring	
40X9337	Staple finisher top cover	
40X9369	Staple finisher transport motor belt	
40X9367	Staple finisher transport motor cable	
40X9820	Staple finisher transport motor gear	538
40X9365	Staple finisher transport roller	
40X9357	Staple finisher upper exit actuator	
40X9376	Staple finisher upper exit belt	552
40X9819	Staple finisher upper exit gear	
40X9818	Staple finisher upper exit idler gear	552
40X9291	Staple finisher upper exit roller	550
40X9822	Staple finisher upper exit roller drive belt	552
40X9820	Staple finisher upper exit roller drive gear	552
40X9355	Staple finisher upper exit roller guide	
40X9548	Staple finisher upper exit roller holder	550
40X9360	Staple finisher upper exit roller primary belt	
40X9904	Staple finisher upper exit roller primary gear	550
40X9813	Staple finisher upper exit roller secondary belt	550
40X9820	Staple finisher upper exit roller secondary gear	
40X9350	Staple finisher upper guide	536
40X9395	Staple finisher upper guide cover	
40X9460	Static brush	612

P/N	Part name	Page
40X9868	Transport and compiler section cable	610
40X9524	Trifold diverter	608
40X9352	Trifold exit roller	606
40X9458	Trifold gate actuator	608
41X2030	Trifold jam knob	608
40X9442	Trifold knife actuator	606
40X9444	Trifold knife front idler gear	606
40X9860	Trifold knife rear idler gear 1	606
40X9441	Trifold knife rear idler gear 2	606
40X9562	Trifold knife slider	608
40X9459	Trifold knife springs	608
41X2031	Trifold roller	608
40X9453	Trifold roller gear	608

5059, 7559

