



Troubleshooting Guide

imageRUNNER ADVANCE

C5560 III Series

New Arrival Information

[Regarding Troubleshooting Guide]

Please be advised of the release of Troubleshooting Guide for imageRUNNER ADVANCE C5560III Series.
Troubleshooting Guide is a booklet compiled from FAQs issued by Canon Inc.

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Malfunction

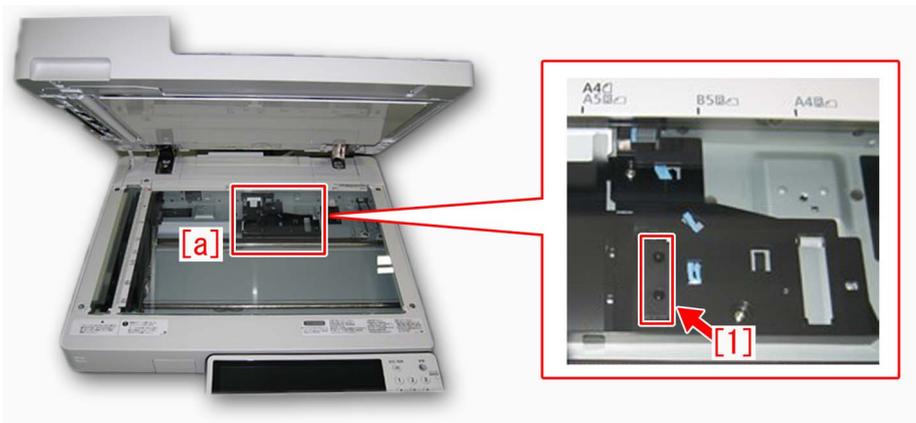
Misdetection of document size due to dirt on the copyboard glass

[Symptom/Question]

When placing a document on the copyboard for copy, the document size may be detected incorrectly, as a larger size than the original.

[Cause]

The document size is detected by the document size photo sensor (FK4-4384) [1], which is located on the reader assembly. When reading, if the copyboard glass above the document size photo sensor [a] is dirty, the document size photo sensor may detect this dirt as a document, resulting in the above mentioned symptom.



[Remedy/Answer]

1) Refer to the service manual to remove the copyboard glass [1], and wipe off any dirt on both side of the platen glass, using the equipped cleaning cloth (FE3-4473) [2]. Check and confirm that [a] part of the copyboard glass is clean.



2) Check and confirm that document size is detected correctly.
If the misdetection of document size persists, find other factors causing the issue.

PRODUCTS AFFECTED / SERIAL NUMBERS AFFECTED:

See Table Below

SUBJECT:

Measures to Prevent Abnormal Noise in the Fixing Assembly

PRODUCTS AFFECTED / SERIAL NUMBERS AFFECTED:

Products Affected:	Serial Numbers Affected:
imageRUNNER ADVANCE C5535	All Serial Numbers Affected
imageRUNNER ADVANCE C5535 G	All Serial Numbers Affected
imageRUNNER ADVANCE C5535 II	All Serial Numbers Affected
imageRUNNER ADVANCE C5535 II G	All Serial Numbers Affected
imageRUNNER ADVANCE C5535 III	2KJ00500 ~ 2KJ04034
imageRUNNER ADVANCE C5535 G III	2KK00500 ~ 2KK00510
imageRUNNER ADVANCE C5540	All Serial Numbers Affected
imageRUNNER ADVANCE C5540 G	All Serial Numbers Affected
imageRUNNER ADVANCE C5540 II	All Serial Numbers Affected
imageRUNNER ADVANCE C5540 G II	All Serial Numbers Affected
imageRUNNER ADVANCE C5540 III	2JU00500 ~ 2JU03244
imageRUNNER ADVANCE C5540 G III	2JV00500 ~ 2JV0503
imageRUNNER ADVANCE C5550	All Serial Numbers Affected
imageRUNNER ADVANCE C5550 G	All Serial Numbers Affected
imageRUNNER ADVANCE C5550 II	All Serial Numbers Affected
imageRUNNER ADVANCE C5550 G II	All Serial Numbers Affected
imageRUNNER ADVANCE C5550 III	2JG00500 ~ 2JG03712
imageRUNNER ADVANCE C5550 G III	2JH00500 ~ 2JH00515
imageRUNNER ADVANCE C5560	All Serial Numbers Affected
imageRUNNER ADVANCE C5560 G	All Serial Numbers Affected
imageRUNNER ADVANCE C5560 II	All Serial Numbers Affected

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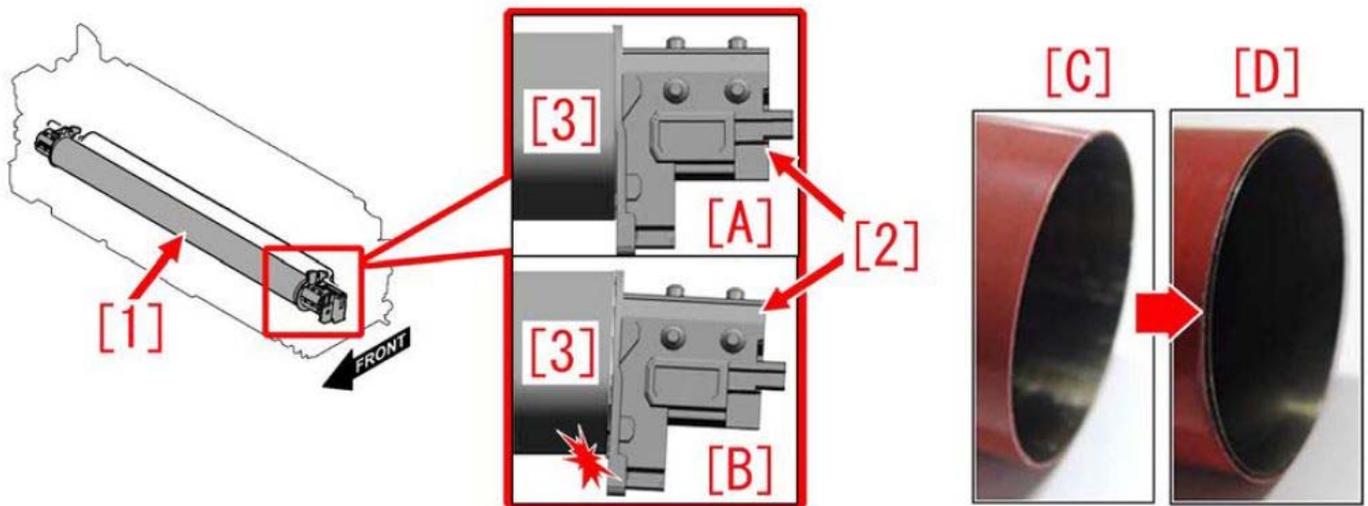
Products Affected:	Serial Numbers Affected:
imageRUNNER ADVANCE C5560 G II	All Serial Numbers Affected
imageRUNNER ADVANCE C5560 III	2HT00500 ~ 2HT02223
imageRUNNER ADVANCE C5560 G III	2HU00500 ~ 2HU00511

GENERAL:

This Technical Publication covers a measure to prevent an abnormal noise in the Fixing Assembly.

DETAILS:

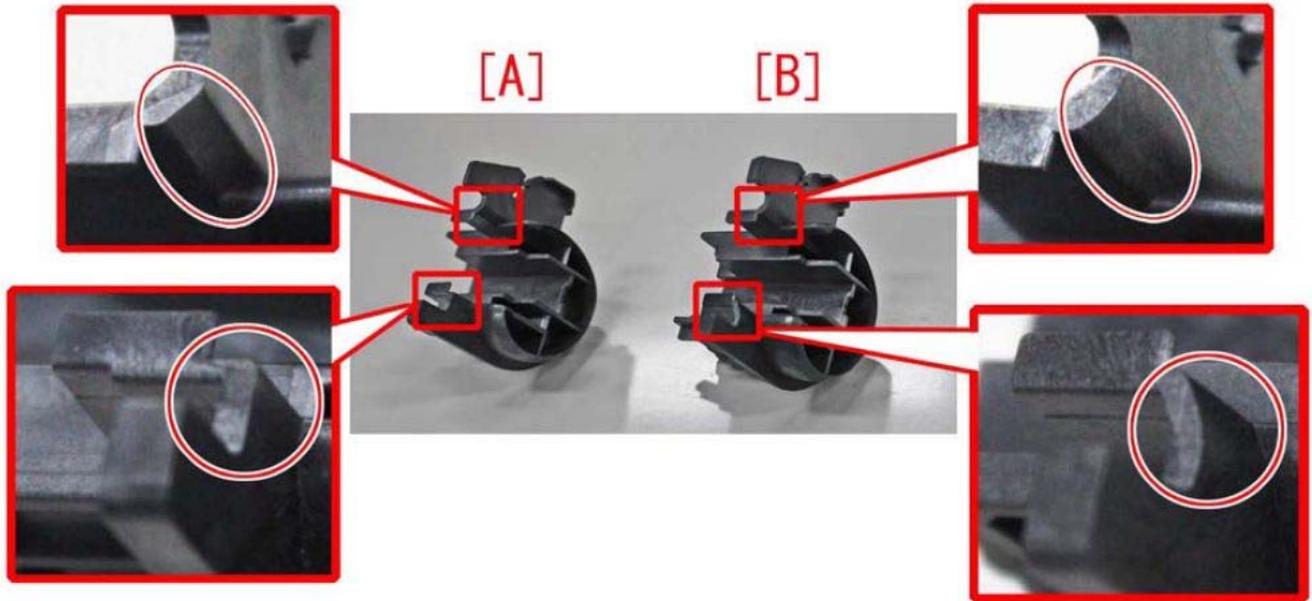
On the film assembly [1], the flange [2] may become slanted [B] if it is pressurized. This pressurization makes the fixing film slanted, causing the flange and the fixing film [3] to become chipped [D]. This results in a noise being produced.



[A] shows the correct position of the flange [2].
[B] shows the incorrect position of the flange [2].

If this noise continues, prepare a new Film Assembly (FM1-N253-010) to prevent downtime and/or customer dissatisfaction.

The new type Film Assembly (FM1-N253-010) flange shape has been changed to reduce the chance of chipping.



[A] shows the old type flange.
[B] shows the new type flange.

SERVICE PARTS:

		Description	Part Number
1	Old	Film Assembly	FM1-N253-000
	New		FM1-N253-010

Jam Codes

PRODUCTS AFFECTED / SERIAL NUMBERS AFFECTED:

See Table Below

SUBJECT:

Measure to Prevent 010A/020A Jams Due to the 2nd / 3rd Paper Delivery Assembly Reverse Sensor Flag Being Dislodged

This Technical Publication has been revised to include the Serial Number Affected range.



Products Affected:	Serial Numbers Affected:
imageRUNNER ADVANCE C5200 Series	All Serial Numbers Affected
imageRUNNER ADVANCE C5500	All Serial Numbers Affected
imageRUNNER ADVANCE C5500 II	All Serial Numbers Affected
imageRUNNER ADVANCE C5535 III	2KJ00500 ~ 2KJ03302
imageRUNNER ADVANCE C5535 III G	2KK00500 ~ 2KK00501
imageRUNNER ADVANCE C5540 III	2JU00500 ~ 2JU02818
imageRUNNER ADVANCE C5540 III G	2JV00500
imageRUNNER ADVANCE C5550 III	2JG00500 ~ 2JG03102
imageRUNNER ADVANCE C5550 III G	2JH00500 ~ 2JH00501
imageRUNNER ADVANCE C5560 III	2HT00500 ~ 2HT01996
imageRUNNER ADVANCE C5560 III G	2HU00500 ~ 2HU00501

GENERAL:

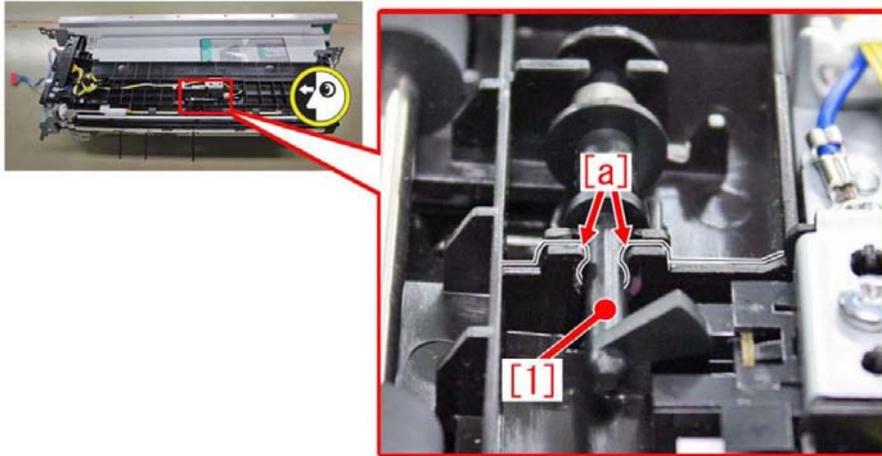
This Technical Publication covers a measure to prevent 010A/020A jam codes due to the reverse sensor flag in the 2nd/3rd Paper Delivery Assembly becoming dislodged.

DETAILS:

When the overlap amount of the shaft of the reverse sensor flag and the retaining claw [a] of the 2nd / 3rd Paper Delivery up stay is small, the force to retain the reverse sensor flag [1] decreases.

This causes the reverse sensor flag to dislodge when clearing jams in the reversing area.

The result is 010A/020A jam codes.



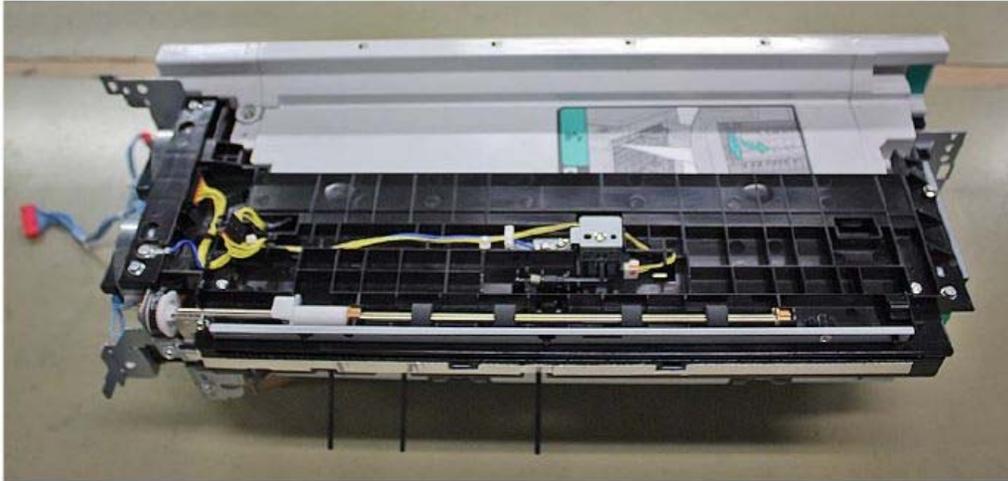
When this symptom occurs, prepare the Flag Limit Sheet (FL4-2314-000) to be attached to the 2nd / 3rd Paper Delivery Assembly using the instructions in the **SERVICING PROCEDURE** section.

NOTE:

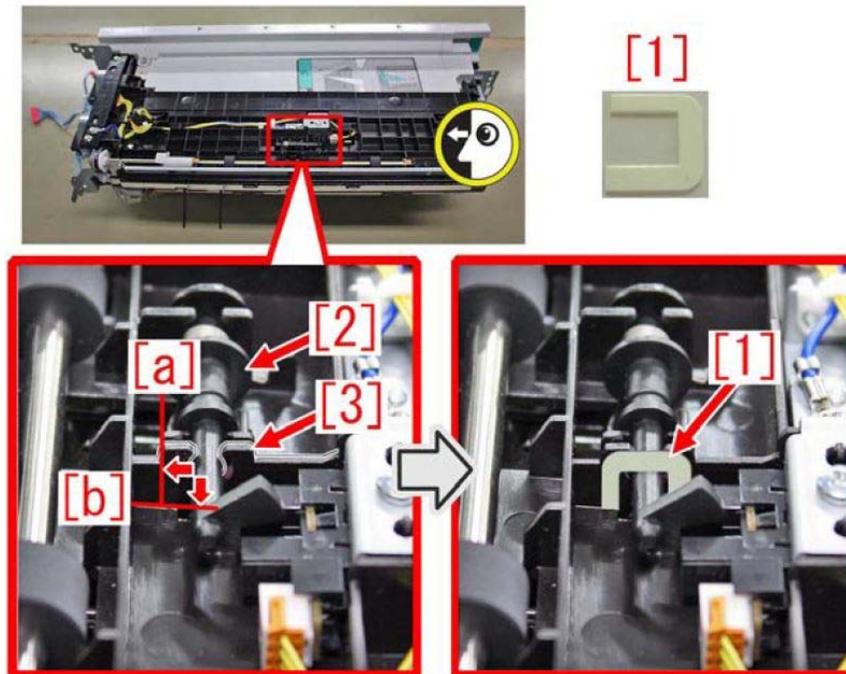
The double-sided tape used for the new type sheet has been strengthened.

SERVICING PROCEDURE:

1. By referring to the Service Manual, remove the 2nd / 3rd Paper Delivery Assembly from the device and place it on a stable area.



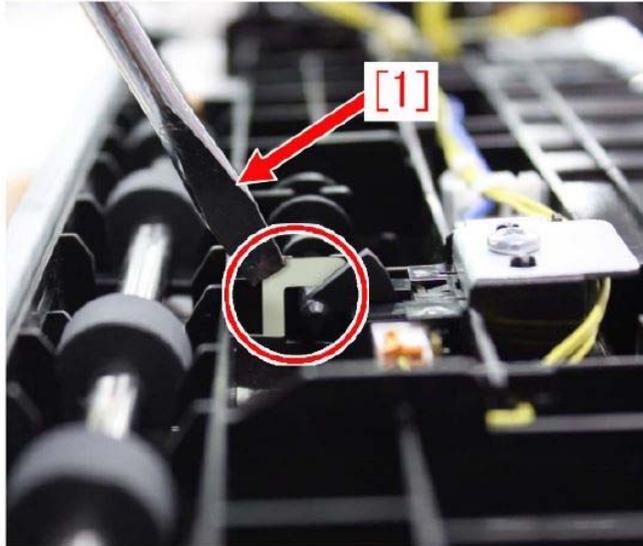
2. Clean the surface where the flag limit sheet of the 2nd / 3rd paper delivery assembly is attached. Then remove the release paper from the flag limit sheet [1] and attach the sheet to the shaft retainer [3] of the reverse sensor flag [2].



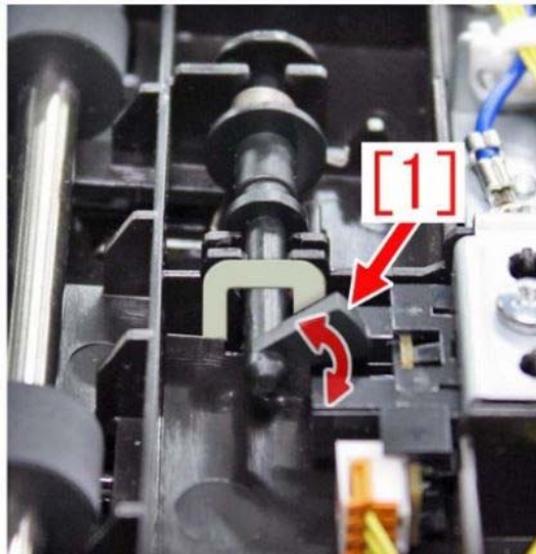
NOTE:

- Use the reference lines [a] and [b] to attach the flag limit sheet.
- Do not go over the reference line [a] of the shaft retainer [3].
- Set the flag limit sheet against the reference line [b] of the shaft retainer [3].

- Using a flathead screwdriver [1], press the entire surface where the flag limit sheet is attached.



- Move the reverse sensor flag [1] to confirm it moves smoothly.



- Install the 2nd / 3rd Paper Delivery Assembly into the engine to complete this procedure.

SERVICE PARTS:

		Description	Part Number
1	Old	Sheet, Flag Limit	FC0-3735-000
	New		FL4-2314-000
2	Old	2 nd / 3 rd Paper Delivery Assembly (C5500 / C5500 II / C5500 III Series)	FM1-G219-030
	New		FM1-G219-040
3	Old	2 nd / 3 rd Paper Delivery Assembly (C5200 Series)	FM0-G215-020
	New		FM0-G215-030

Error Code

Points to note when opening the package of Inner Puncher (Inner Puncher)

[Symptom/Question]

E593-0001/E593-0002 error may occur after installing Inner Puncher-B1/C1.

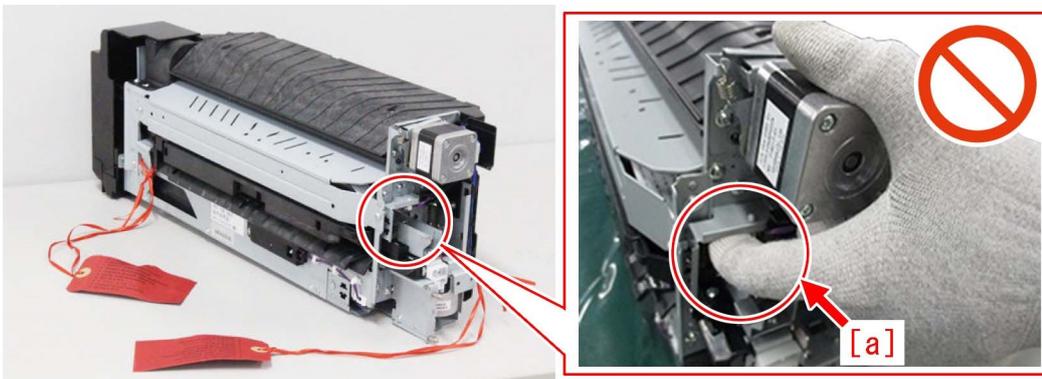
-E593-0001: The punch unit does not come off the Horizontal Registration HP Sensor when shifting the punch unit by 9mm toward rear.

-E593-0002: The Horizontal Registration HP Sensor does not detect the punch unit when shifting the punch unit by 37mm toward rear.

[Cause]

The above symptom occurs if the rear sensor [a] is touched by a finger when lifting Inner Puncher-B1/C1 and the connector of the sensor is unplugged.

To prevent the above, hold Inner Puncher-B1/C1 without touching the sensor [a] with a finger.



[Remedy/Answer]

When the above symptom occurs, check the connector [1] of the sensor located in the rear side of Inner Puncher-B1/C1. If the connector is unplugged, plug in the connector.

If the connector is not unplugged, consider other factors.

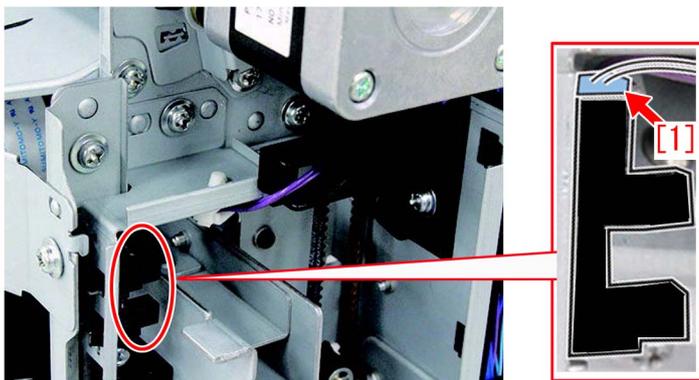


Image Quality

PRODUCTS AFFECTED / SERIAL NUMBERS AFFECTED:

See Table Below

SUBJECT:

Measure to Prevent Image Streaking on Paper Width of 305mm (12 inches) or Larger

PRODUCTS AFFECTED / SERIAL NUMBERS AFFECTED:

Products Affected:	Serial Numbers Affected:
imageRUNNER ADVANCE C5535	To Be Determined
imageRUNNER ADVANCE C5535 II	To Be Determined
imageRUNNER ADVANCE C5535 III	To Be Determined
imageRUNNER ADVANCE C5540	To Be Determined
imageRUNNER ADVANCE C5540 II	To Be Determined
imageRUNNER ADVANCE C5540 III	To Be Determined
imageRUNNER ADVANCE C5550	To Be Determined
imageRUNNER ADVANCE C5550 II	To Be Determined
imageRUNNER ADVANCE C5550 III	To Be Determined
imageRUNNER ADVANCE C5560	To Be Determined
imageRUNNER ADVANCE C5560 II	To Be Determined
imageRUNNER ADVANCE C5560 III	To Be Determined

GENERAL:

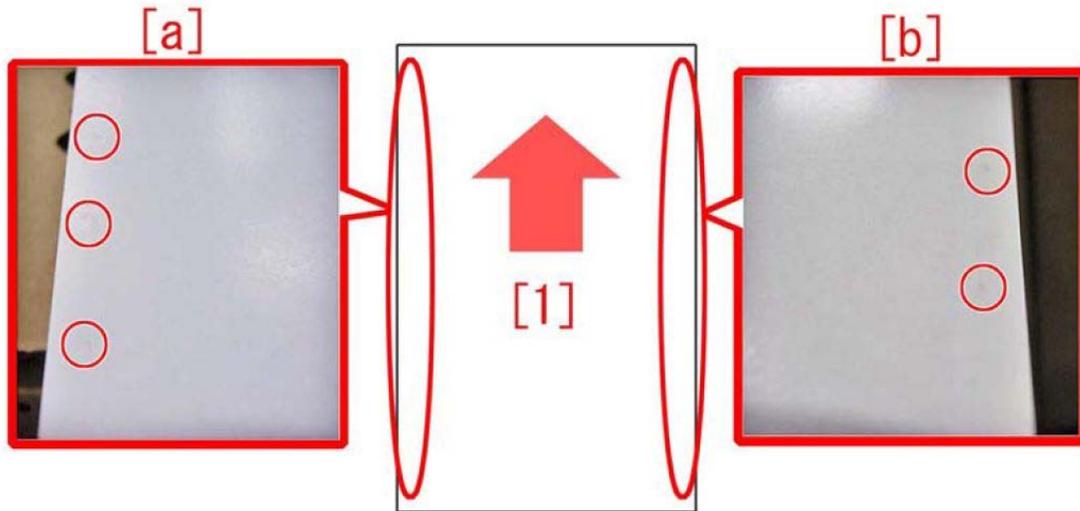
This Technical Publication details a measure to prevent image streaks on paper widths of 305mm (12 inches) or larger.

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DETAILS:

When printing on paper wider than 305mm (12 inches), streaks may occur on the front [a] and rear [b] margins of the paper. For reference, the arrow [1] is the paper feed direction.



This issue is caused by a buildup of developer material on the outer edges of the developer roller. This buildup is what creates the streaks on the front and rear margins of paper wider than 305mm (12 inches).

To prevent this issue from happening, order the newly setup Side End Seal (FL4-1311-000) and follow the procedure in the **SERVICING PROCEDURE** section.

NOTE:

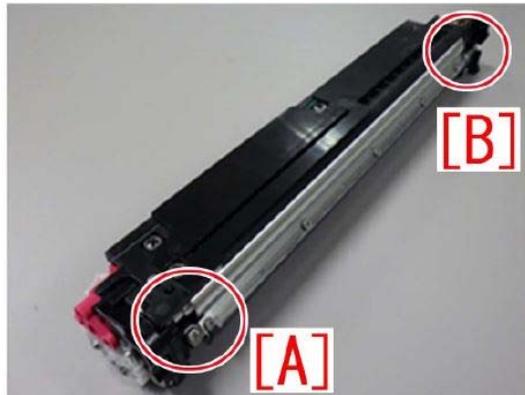
When the Side End Seal (FL4-1311-000) is ordered, one (1) package contains eight (8) seals.



SERVICING PROCEDURE:

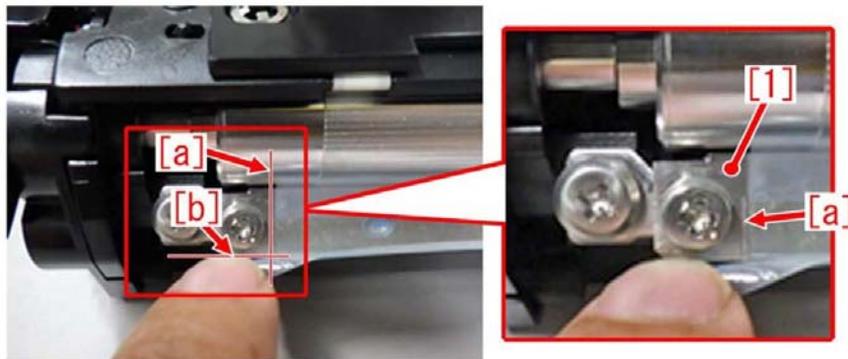
For the Front Side of the Developing Assembly

1. Remove the affected developing assembly from the device.

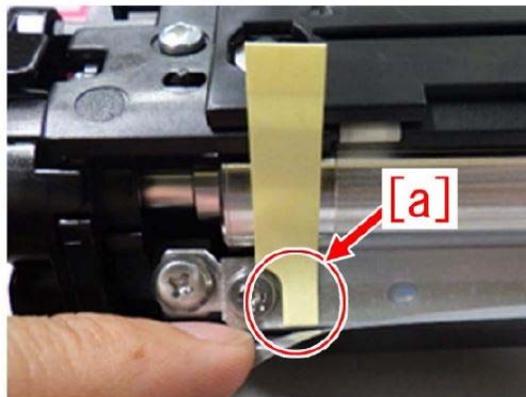


NOTE: In this picture [A] is the front side while [B] is the rear side.

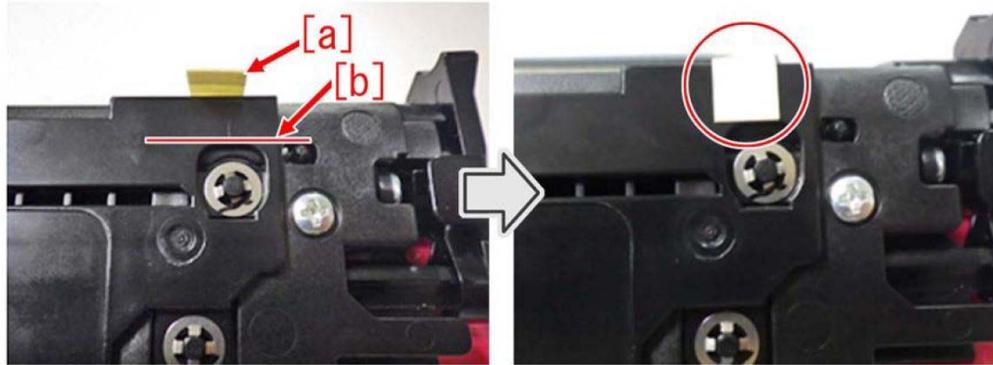
2. Lightly hold down the black and semi-clear sheets outward, located near the blade [1]. Use the marking line [a] on the blade and the bottom edge [b] of the blade as guidelines.



3. Install the Side End Seal (FL4-1311-000) [a] using the blade guidelines mentioned in Step 2.



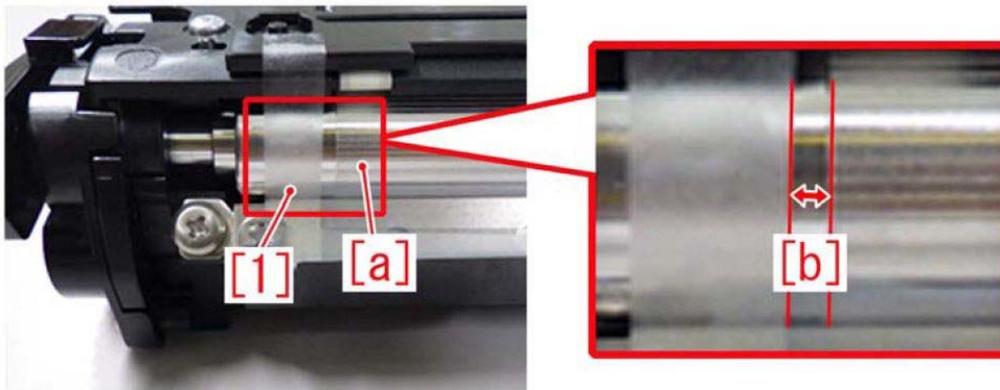
4. Pull the upper end [a] of the Side End Seal straight up and attach it using the hole located at the top side of the developing assembly as a guideline [b].



5. Remove the backing paper from the Side End Seal.



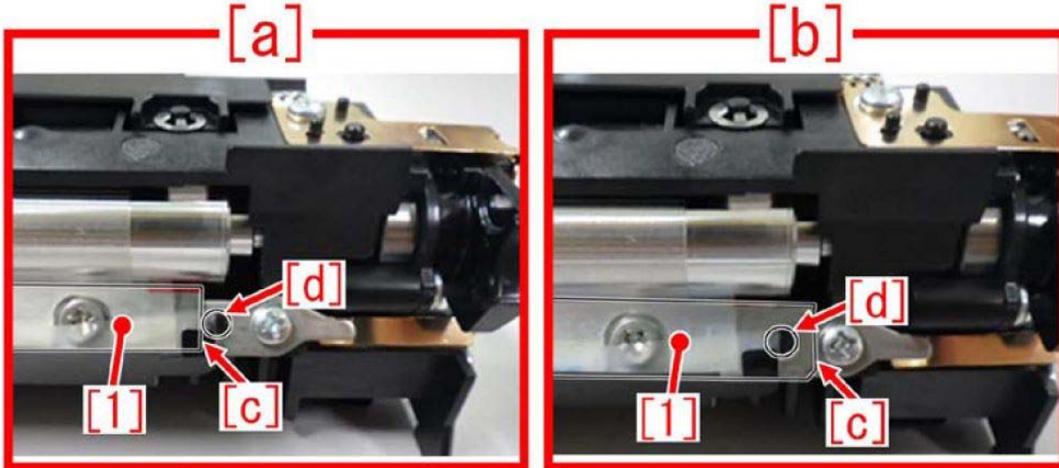
6. Ensure the Side End Seal is secure and there is a gap [b] of more than 2mm between the Side End Seal [1] and the coated area [a] of the developing sleeve.



For the Rear Side of the Developing Assembly

NOTE:

There are two (2) types of developing assemblies (pertaining to the rear side), where the shape of the blade differs on the rear side. Please note the differences below.



[1] is the blade.

[c] is the rear side edge of the blade.

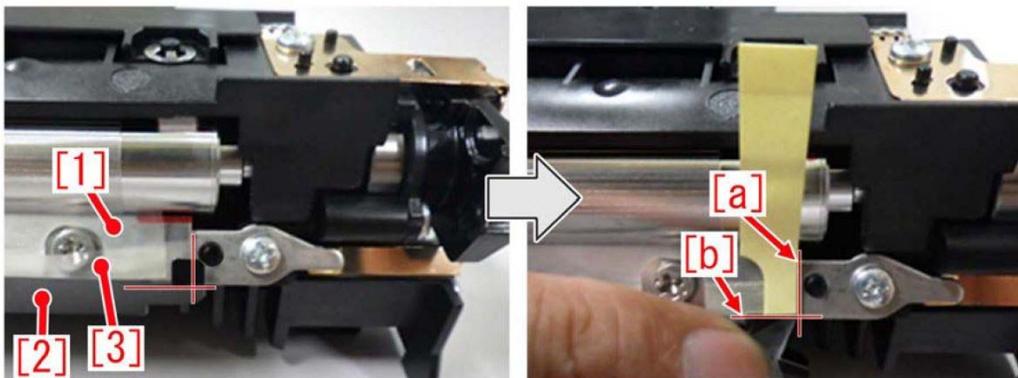
[d] is the boss on the developing assembly housing.

If the rear side edge [c] of the blade [1] is located in front of the boss [d], use Type [a] for the first step.

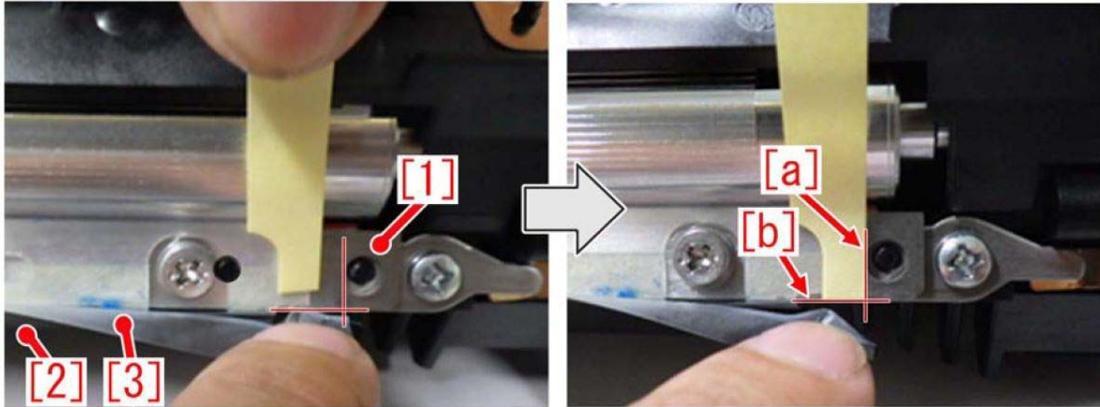
If the rear side edge [c] of the blade [1] is located behind the boss [d], use Type [b] for the first step.

Step 1 is the only step where this applies. All other steps are pertinent regardless of [a] or [b] type.

1. For Type [a] developing assemblies, lightly hold down the black [2] and semi-clear [3] sheets outward, located near the blade [1]. Use the rear side edge [a] and the bottom edge [b] of the blade as guidelines. Attach the bottom end of the Side End Seal using those guidelines.

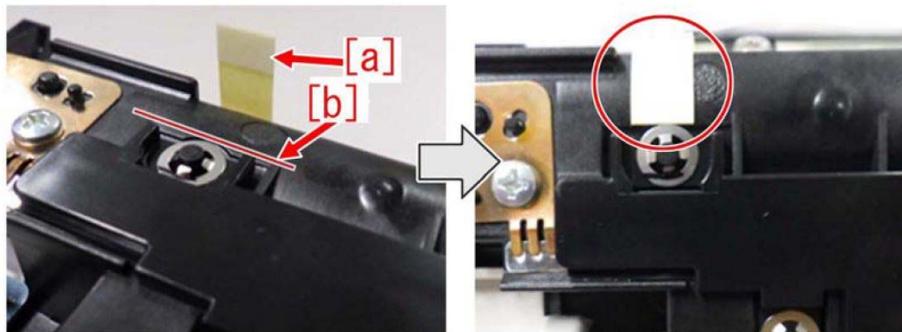


1. For Type [b] developing assemblies, lightly hold down the black [2] and semi-clear [3] sheets outward, located near the blade [1]. Using the front tangent of the hole [a] on the blade and the bottom edge of the blade [b] as a guideline, attach the bottom end of the Side End Seal.



For Type [a] and [b] developing assemblies.

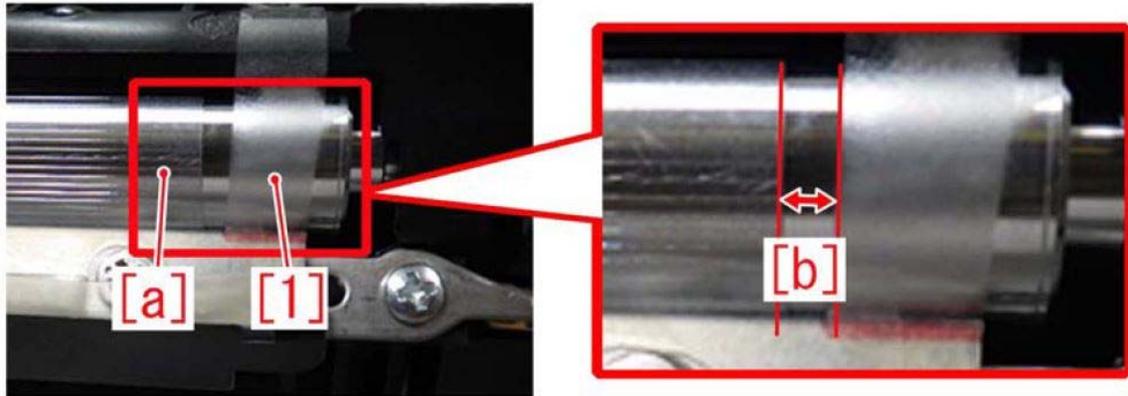
2. Pull the upper edge [a] of the Side End Seal straight up and attach it using the edge of the hole located at the top side of the developing assembly as a guideline [b].



3. Remove the backing paper from the Side End Seal.



4. Ensure the Side End Seal is secure and there is a gap [b] of more than 2mm between the Side End Seal [1] and the coated area [a] of the developing sleeve.



Once the Side End Seals are installed, reinstall the developing assembly back into the device and print about 10 sheets of paper width larger than 305mm (12 inches) to ensure the symptom has been corrected.

SERVICE PARTS:

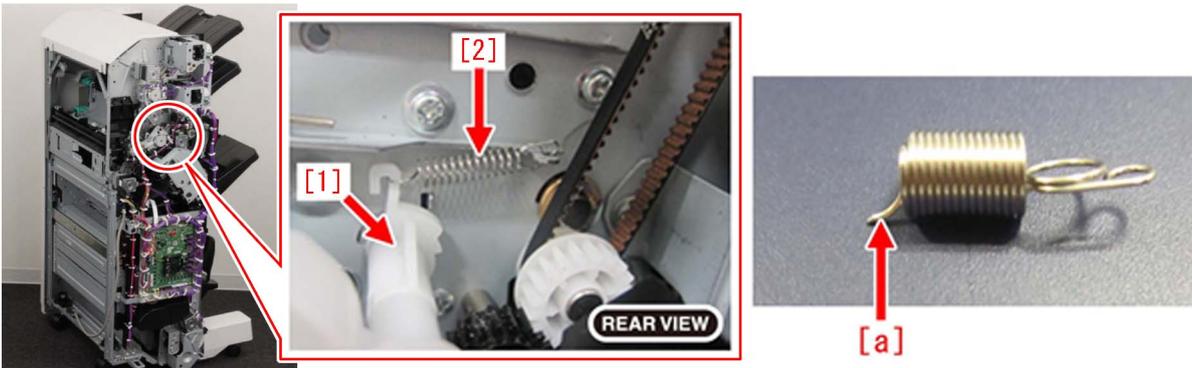
		Description	Part Number
1	Old		
	New	Seal, Side End	FL4-1311-000

Specifications-Related

Points to note when attaching tension spring of the Buffer/Saddle Inlet Flapper(Staple Finisher-V1/V2/Y1/AA1 Booklet Finisher-V1/V2/Y1/AA1)

[Details]

When the tension spring (FE3-8986-000) [2], which has the role to retain the home position of the Buffer/Saddle Inlet Flapper[1] is attached in a twisted condition, it may break [a] during operation. If this tension spring breaks, it may lead to 1002 jam.
- 1002 : Delivery sensor (PS102) delay jam



[Remedy/Answer]

When attaching the tension spring of the Buffer/Saddle Inlet Flapper, do not twist its hook. Below, photo [A] is showing the normal condition. The spring is attached correctly. Photo [B] is showing the incorrect status.



[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FE3-8986-000	SPRING, TENSION	1 -> 1	L30
	New				